

# Notting Hill Gate Draft Action Plan

## Consultation results

May to June 2024

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Planning and Place

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THE ROYAL BOROUGH OF  
**KENSINGTON  
AND CHELSEA**

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## Introduction

This report covers responses to consultation on the Notting Hill Gate Draft Action Plan.

The survey ran for six weeks from Monday 13 May to Sunday 23 June 2024.

The draft action plan was developed with the local community including residents, businesses, and ward councillors through a series of meetings and exhibitions from September 2022.

The project team would like to thank everyone who took the time to feed back their views throughout the engagement process, particularly members of the community working group.

### *What is a local action plan?*

It is a series of deliverable projects, outlined but not developed in full, that focus on public spaces and the streetscape of our town centres. Notting Hill Gate was a pilot area, where we first tested working with the community to inform improvement projects and ambitions for a town centre.

All projects included in the draft plan are subject to further feasibility studies and funding availability. There is no council commitment to deliver the interventions. Should any individual intervention come forward for delivery, it may require further detailed design and consultation where appropriate.

## Key findings

We received 155 responses to the survey and an additional six via email.

The consultation was promoted through the project mailing list, outreach and leaflet drop to businesses in the area, council newsletters and social media channels.

79% of respondents were residents of Kensington and Chelsea, 6% of responses were from businesses, 17% from visitors and 4% marked their response as other.

Most respondents (61%) agreed or strongly agreed with the action plan vision.

All objectives were well supported. The lowest rate of agreement was 66% for Objective 1: A pedestrian-centered high street with more opportunities to gather. The controversy was due to concerns about the impact of pavement widening on traffic.

No business disagreed or strongly disagreed with any objective.

The highest level of support was 82% for Objective 2 “A well-managed, well-maintained high street”.

A significant number of comments were in support of improved pedestrian crossings, highlighting the need for safer crossings that are easier to navigate and allow the road to be crossed directly.

There is concern about the risk of creating additional street clutter.

## Questionnaire

### Connection to Notting Hill Gate

#### Question 1: What is your connection to Notting Hill Gate?

There were 155 responses to this question.

##### *Key takeaways*

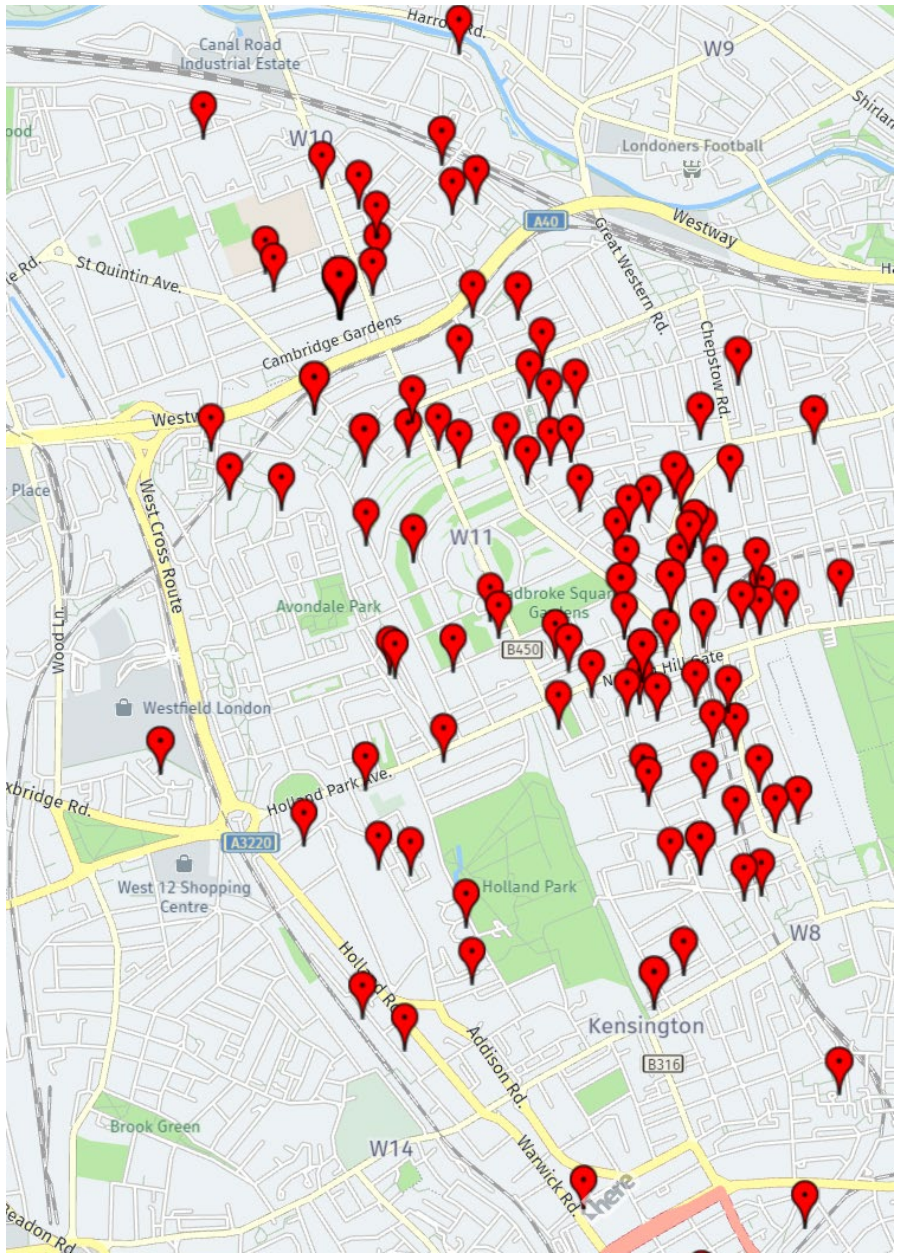
- 79% of respondents were residents of Kensington and Chelsea with 59 responses from residents of Notting Hill Gate and 54 responses from residents of another part of the borough
- 17% from visitors who commute to or through for work, study or leisure
- 6% of responses were from businesses with 7 responses from businesses in Notting Hill and 2 responses from businesses in another part of the borough
- 4% (6 responses) marked their connection as other, two of those were representatives of community groups and four didn't specify.

#### Question 2: What is your postcode?

There were 154 responses to this question.

##### *Key takeaways*

- 58% of 154 postcodes provided fall within the three local postcodes W2, W8 and W11.
- 15% of those who provided their postcode were from outside of the borough. The majority of these were visitors.



Question 3: If you like, please tell us the name of your business or local organization.

There were 17 responses to this question.

*Key takeaways*

- Two responses were from residents' associations/ organizations and 12 were from businesses across the area.

## Vision and objectives

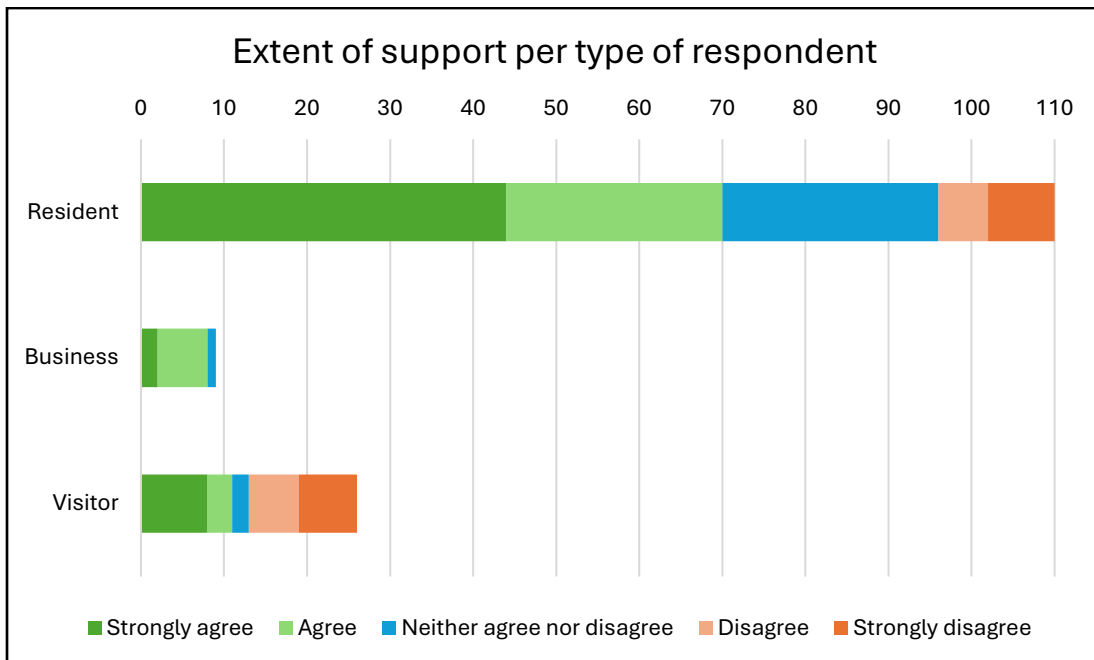
Question 4: To what extent do you agree or disagree with the action plan vision?

Notting Hill Gate will be a green, healthy, safe, and welcoming high street with a unique identity. A place that inspires and delights. It will meet the needs of residents and attract visitors and businesses.

There were 151 responses to this question.

### Key takeaways:

- Most respondents (61%) agree or strongly agree with the action plan vision.
- No business disagreed or strongly disagreed with the vision.
- Visitors suggested that the vision and the plan do more around cycling and reducing car dominance (as detailed under question 6).
- 19% of respondents neither agreed nor disagreed with the vision.
- 19% of respondents either disagreed or strongly disagreed with the vision.



Question 5: To what extent do you agree or disagree with the action plan objectives?

Objective 1: A pedestrian-centered high street with more opportunities to gather.

There were 148 responses to this question.

Objective 2 A well-managed, well-maintained high street.

There were 149 responses to this question.

Objective 3 A high street that is accessible, inclusive, welcoming, and safe for all.

There were 146 responses to this question.

Objective 4 A healthy high street that is walking, cycling and public transport friendly.

There were 150 responses to this question.

Objective 5 A high street that celebrates its own individual character and history.

There were 146 responses to this question.

Objective 6 A greener and climate-resilient high street.

There were 146 responses to this question.

Objective 7 A high street with a strong identity rooted in public art and cultural attractions.

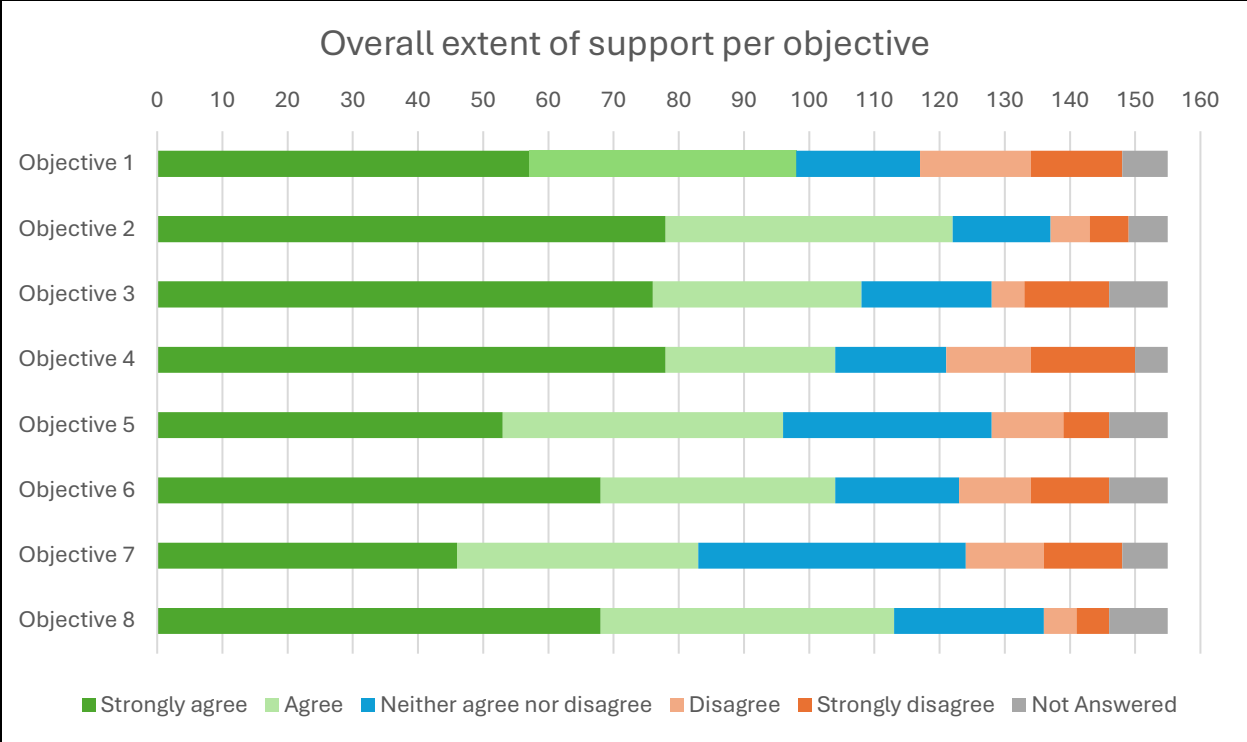
There were 148 responses to this question.

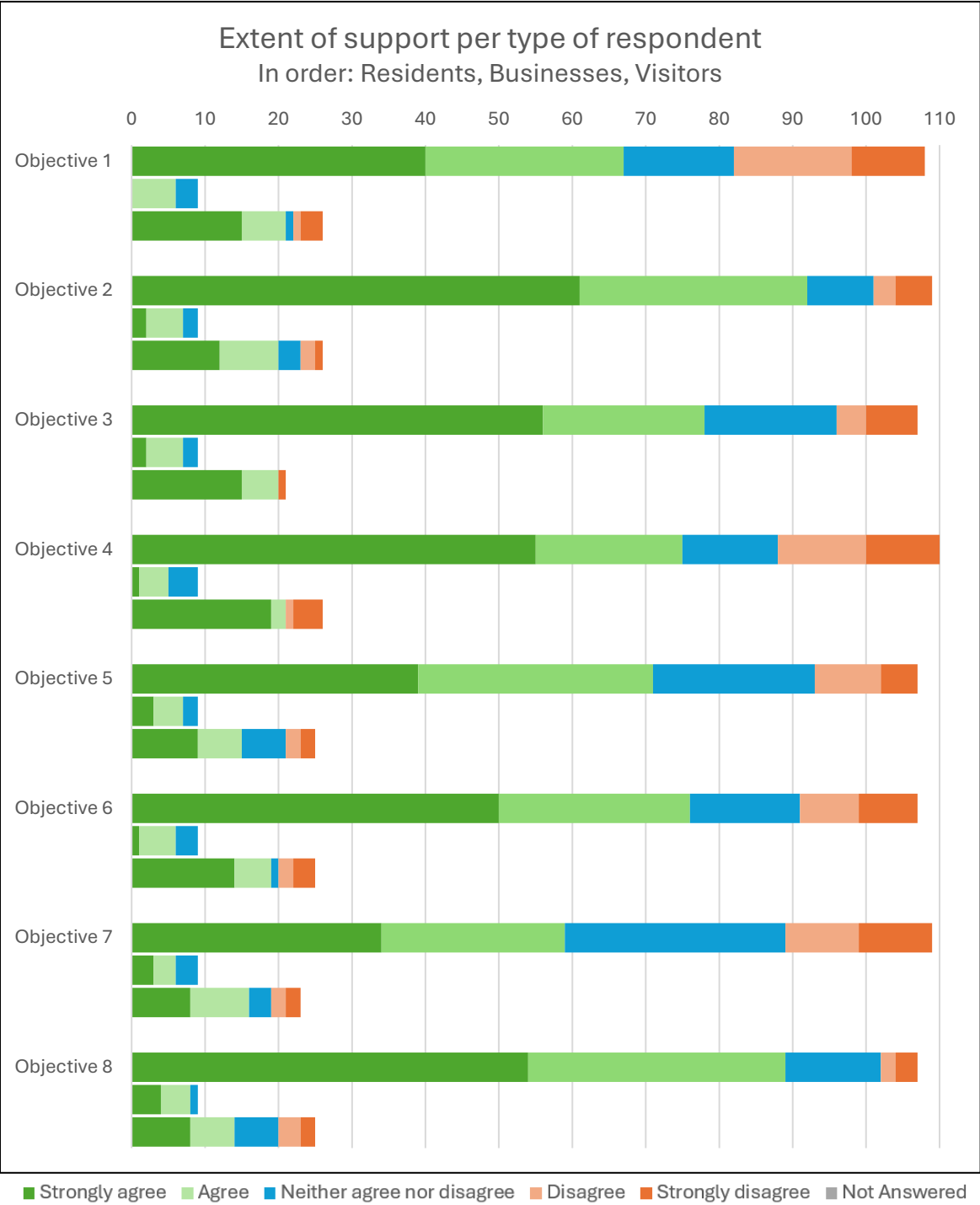
Objective 8 A high street which supports retail and essential services.

There were 146 responses to this question.

*Key takeaways:*

- All objectives are uncontroversial. The lowest rate of agree and strongly agree was 66% (Objective 1).
- No business disagreed or strongly disagreed with any objective.
- The highest rate of disagreement (21% disagree and strongly disagree) was with Objective 1 “A pedestrian-centered high street with more opportunities to gather”. The controversy was due to concerns about the impact of pavement widening on traffic (as detailed under question 6).
- The highest level of support (82%) was for Objective 2 “A well-managed, well-maintained high street”.
- It is no surprise that businesses were most supportive of Objective 8 “A high street which supports retail and essential services”. This was also residents’ least opposed objective.
- Visitors were most supportive of Objective 4 “A healthy high street that is walking, cycling and public transport friendly”.





## Question 6: Do you have any comments on the vision and objectives?

There were 120 responses to this question.

Responses to this question covered a range of topics which have been categorized and listed below.

### *Vision*

Overall, comments on the vision generally showed support. However, some respondents felt that the vision was not ambitious enough and the proposed interventions did not go far enough to achieve the vision.

### *Objectives*

Comments showed agreement with a more pedestrian friendly public realm and, to some extent, with the need for more opportunities to rest and socialise. Nevertheless, some consultees fear seating and opportunities to dwell may attract anti-social behaviour.

Concerns included the need to ensure it remains accessible for those with additional needs as well as ensuring that no interventions impede pedestrian flow.

There were also several comments that highlighted the need to maintain traffic flow and referenced Notting Hill Gate's role as a throughfare. This goes against the high number of comments requesting a cycle lane.

Comments showed support and expressed the need for improved street cleanliness through more frequent waste collections to address piles of rubbish on the pavement and increased street cleaning measures.

Comments included calls for easy accessibility to shops and there were several comments highlighting anti-social behaviour and safety concerns.

Comments were in support of recognising Notting Hill Gate's unique character and called for consideration of its future character, maintaining its identity as a cultural attraction by highlighting the tourist trail through signposting as well as maintaining the presence of good public art on the high street.

Comments suggested a change of wording from climate resilient to green.

Comments called for less chain shops and a desire to see vacant units filled with community space.

There were a small number of comments that expressed disagreement with the objectives overall, these comments expressed a desire to see no changes to the high street.

## Key locations

Question 7: Do you have any comments on the proposals and key locations listed on the action plan?

There were 103 responses to this part of the question.

Comments that showed overall support for the plans commented on the need to rethink the streetscape and a desire to see improvements to the area. However, there was disagreement with the plans mainly characterized by concerns about traffic impact, recognising Notting Hill Gate's role as a key throughfare through London. There were also several calls for cycle infrastructure, particularly a segregated cycle lane.

Comments on widening pavements showed support for more space around the tube entrances/ exits. But there were several concerns about the traffic impact of widening pavements across the district centre.

A significant number of comments were in support of improved crossings across Notting Hill Gate highlighting the need for safer crossings that are easier to navigate and allow the road to be crossed directly. There was specific support for improving the junctions with Linden Gardens and Palace Garden Terrace, as well as creating a new crossing at Campden Hill Gardens.

Concerns around pedestrian safety were raised about the impact of removing the central reservation and pedestrian islands.

Comments were in support of greening measures (planters, trees, window boxes, smart living pillars) with calls to ensure maintenance was consistent to avoid interventions looking unkept.

Comments were generally in support of improving public art and ensuring it is modern and inspiring.

A fair number of comments supported re-opening the public toilets in Notting Hill Gate.

Comments on pop-up uses showed concern over maintaining pedestrian flow while pop-ups are in place.

A small number of comments showed concern over bike racks creating street clutter.

A small number of comments fell outside the remit of this consultation. They concerned the following topics:

- A desire to see a change in retail offered on Notting Hill Gate.

- A desire for step-free access to the tube

Question 8: Would you like to sign up for updates and latest news?

There were 148 responses to this part of the questionnaire, 105 positives. The 97 who responded yes and provided an email address have been added to our mailing list.

## Demographics

### Question 9: What is your sex?

There were 144 responses to this part of the questionnaire.

Option	Total	Percent
Male	63	44%
Female	60	42%
Prefer not to state	19	13%
Prefer to self-describe - please specify below	2	1%

### Question 10: Is the gender you identify with the same as your sex registered at birth?

There were 142 responses to this part of the questionnaire.

Option	Total	Percent
Yes	119	84%
No	0	0%
Prefer not to state	23	16%

### Question 11: Which of the following best describes your sexual orientation?

There were 139 responses to this part of the questionnaire.

Option	Total	Percent
Straight/Heterosexual	95	68%
Gay or Lesbian	7	5%
Bisexual	1	1%
Prefer not to state	36	26%
Other sexual orientation - please specify below	0	0%

### Question 12: Which age group do you belong to?

There were 145 responses to this part of the question.

#### *Key takeaways:*

- 62 (43%) of respondents are over 55 years old
- 42 (29%) between 35 and 54 years old
- 15 (10%) between 18 and 34 years old
- 26 (18%) preferred not to state and 10 did not answer

Option	Total	Percent
Under 18	0	0%
18 to 24	2	1%

25 to 34	13	9%
35 to 44	23	16%
45 to 54	19	13%
55 to 64	27	19%
65 to 74	17	12%
75 plus	18	12%
Prefer not to state	26	18%

Question 13: How do you describe your ethnic origin?

There were 143 responses to this part of the question.

*Key takeaways:*

- 106 (75%) of respondents are from any white background
- 22 (15%) preferred not to state and 12 did not answer this question
- 8 (5%) are from any mixed background
- 3 are from any Asian background.
- 1 respondent from any Black background

Option	Total	Percent
White - English/Welsh/Scottish/Northern Irish/British	68	48%
White - Irish	10	7%
White - Gypsy or Irish Traveller	0	0%
White - Other European	21	15%
Any other White background - please specify below	7	5%
Black or Black British - African	1	1%
Black or Black British - Somali	0	0%
Black or Black British - Caribbean	2	1%
Any other Black background - please specify below	0	0%
Asian or Asian British - Indian	1	1%
Asian or Asian British - Pakistani	0	0%
Asian or Asian British - Bangladeshi	0	0%
Asian or Asian British - Chinese	2	1%
Any other Asian background - please specify below	0	0%
Mixed/multiple ethnic groups - White and Black Caribbean	2	1%
Mixed/multiple ethnic groups - White and Black African	0	0%
Mixed/multiple ethnic groups - White and Asian	3	2%

Any other mixed background - please specify below	2	1%
Other ethnic group - Moroccan Arab	0	0%
Other ethnic group - Other Arab	0	0%
Other ethnic group - Filipino	1	1%
Prefer not to state	22	15%
Any other ethnic group - please specify below	1	1%

Question 14: What is your religion or belief?

There were 139 responses to this part of the question.

Option	Total	Percent
Christian	39	28%
Muslim	1	1%
Jewish	7	5%
Buddhist	2	1%
Hindu	0	0%
Sikh	0	0%
No religion or belief	45	32%
Prefer not to state	41	29%
Other religion - please specify below	4	3%

Question 15: Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

There were 139 responses to this part of the question.

Option	Total	Percent
Yes	17	12%
No	92	66%
Prefer not to state	30	22%

Question 16: If yes, what is the nature of your physical or mental health condition or illness? (Select all that apply)

There were 39 responses to this part of the question.

Option	Total	Percent
I have a physical impairment	2	4%

I have a mental health condition (including depression, dementia, obsessive compulsive disorder, and other mental health conditions)	5	11%
I have a mobility impairment	2	4%
I have another illness or disability e.g., hidden impairment (diabetes, epilepsy etc.)	7	15%
I am a wheelchair user	0	0%
I use medical equipment requiring an electricity supply	2	4%
I have a hearing impairment	0	0%
I have a visual impairment	0	0%
I have a learning difficulty	3	7%
Prefer not to state	24	52%
Prefer to self-describe - please specify below	1	2%