

Westfield Park improvements

Consultation report and findings

July 2024

Consultation and Participation Team
The Royal Borough of Kensington and Chelsea
consult@rbkc.gov.uk



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Background

Located between Lots Road and Uverdale Road in Chelsea, Westfield Park is one of the borough's newest parks, created in 1981 on top of a Second World War bombsite. This park is a well-used community resource and caters for a wide range of park users. The park contains lawns, plenty of mature trees, shrubs and flowerbeds, as well as a children's play area and public toilets.

Last year Kensington and Chelsea consulted with the local community about potential improvements to Westfield Park. The information collected through the initial feedback period was used to shape a formal consultation survey. The Council asked residents to comment on the ideas already fed back on improving Westfield Park, but also to share any other ideas they might like to see included.

Methodology and report

The survey was developed with colleagues from the Parks Projects Team. The survey was promoted via the Council's communication channels, such as e-newsletters and social media. The survey closed on 23 June 2024 and a total of 113 surveys were received (94 online and 19 paper submissions). Additionally, a poll was run on NextDoor and meetings were held to discuss the potential improvements to the park. Where graphs are shown, percentages are used. Where possible comments have been themed but where questions received a low number of comments, theming was not suitable, however, all comments can be found in the appendices document.

Appendices

The appendices contains data tables and details of all themed comments made by respondents in relation to the consultation. The appendices document is available upon request.

Equalities

Equalities data is presented in the 'About Respondents: Demographic Breakdown' section.

Acknowledgements

The Council would like to thank all respondents and organisations that took the time to take part in the exercise and gave their views.

Results at a glance

- **Visiting Westfield Park** – The majority of respondents were regular visitors to Westfield Park with 51 per cent visiting daily and 30 per cent two to three times a week. Sixty-two per cent use the park to enjoy plants/nature, followed by 47 per cent to socialise and 46 per cent to use the children’s play area. Overall, 41 per cent of respondents were satisfied with the park and a further 27 per cent very satisfied.
- **Support for refurbishment of toilet facilities** – Eighty-two per cent of respondents supported the refurbishment of the toilet facilities in the park whilst four per cent were not supportive of this.
- **Support for a café facility** – Fifty-one per cent of respondents supported a permanent café facility and 27 per cent a temporary one. Nineteen per cent were not supportive of a café facility.
- **Support for changing the rose garden to a sensory garden** – Thirty-seven per cent of respondents were in favour of changing the rose garden to a sensory garden. However, 21 per cent wanted to keep the rose garden and a further 35 per cent wanted to keep the rose garden but with companion planting.
- **Support for new park benches and accessible picnic tables** – Seventy-three per cent of respondents supported new park benches and accessible picnic tables in the park, 19 per cent were not in support of this. For those who did support this, the preferred location for the benches/picnic tables was in the centre of the park, not overlooking homes (62 per cent).
- **Preferred planting theme** – Half of respondents wanted to see the preferred planting scheme to include all of the listed options, whilst 35 per cent preferred plants beneficial to wildlife and pollinators and 27 per cent seasonal bulbs.
- **Support for game top picnic table with chess board** - Half of respondents (50 per cent) supported the introduction of a game top picnic table with chess board to the park whilst 36 per cent did not support this.



Results at a glance

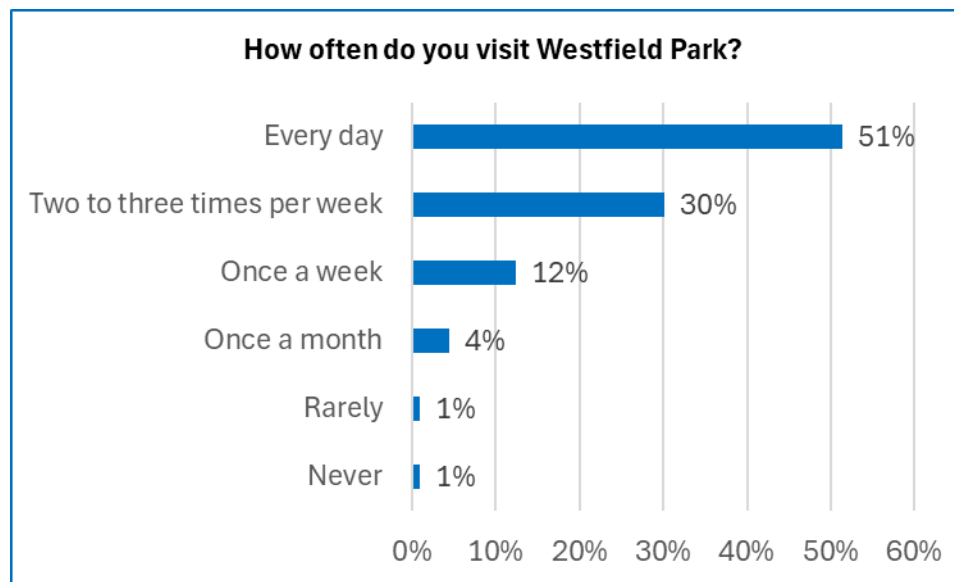
- **Support for table tennis table** – Fifty-two per cent of respondents supported a table tennis table in the park whilst 33 per cent did not support this.
- **Support for outdoor gym** – Half of respondents (50 per cent) were in favour of an outdoor gym in the park, 40 per cent were not. The preferred location of an outdoor gym, for those that supported it, was near the Lots Road entrance (50 per cent).
- **Support for improving/upgrading lighting** – Seventy-nine per cent of respondents supported the improvements/upgrading of lighting in the park, 11 per cent were not supportive of this.
- **Support for installation of CCTV** – Eighty per cent of respondents supported the installation of CCTV in the park, 12 per cent did not support this.
- **Support for a drinking water fountain** – Eighty-two per cent of respondents were supportive of a drinking water fountain in the park whilst 12 per cent did not support this.
- **Any other comments** – Respondents were invited to make any other comments about improvements to Westfield Park. Some concerns were raised about antisocial behaviour and cycling in the park. Suggestions were also made about facilities for children and a designated dog area.



Use of Westfield park

Respondents were asked how often they visited Westfield Park.

- Just over half (51 per cent) of respondents visit Westfield Park every day.
- Thirty per cent visit two to three times a week.
- Twelve per cent visit once a week and four per cent once a month.
- One per cent each visit rarely or never.



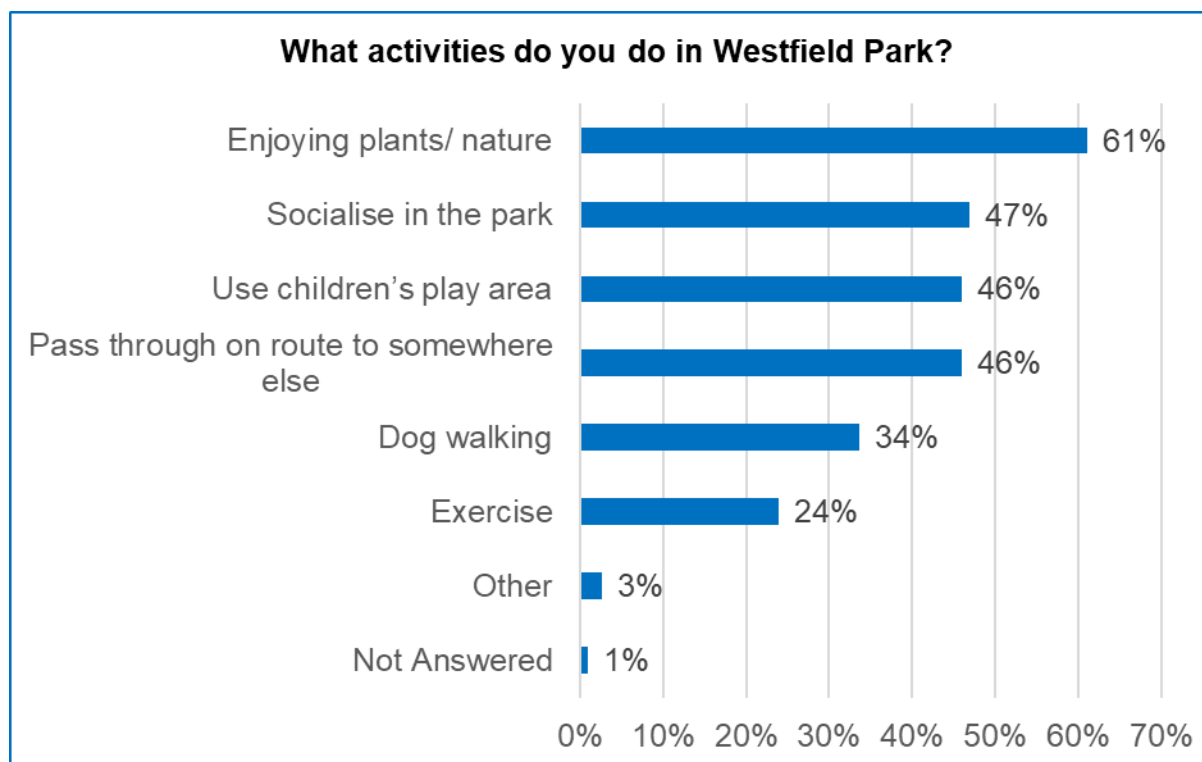
Base: 113 responses



Activities in Westfield Park

Respondents were asked what activities they undertook when visiting Westfield Park.

- Sixty-one per cent of respondents use the park to enjoy plants/nature.
- Forty-seven per cent socialise in the park whilst 46 per cent use the children's play area. Around a third (34 per cent) use the park for dog walking and around a quarter (24 per cent) exercise.
- Those that selected 'other' mentioned sitting, drawing and picnics – the full list of the comments made can be found in the appendices to this report.



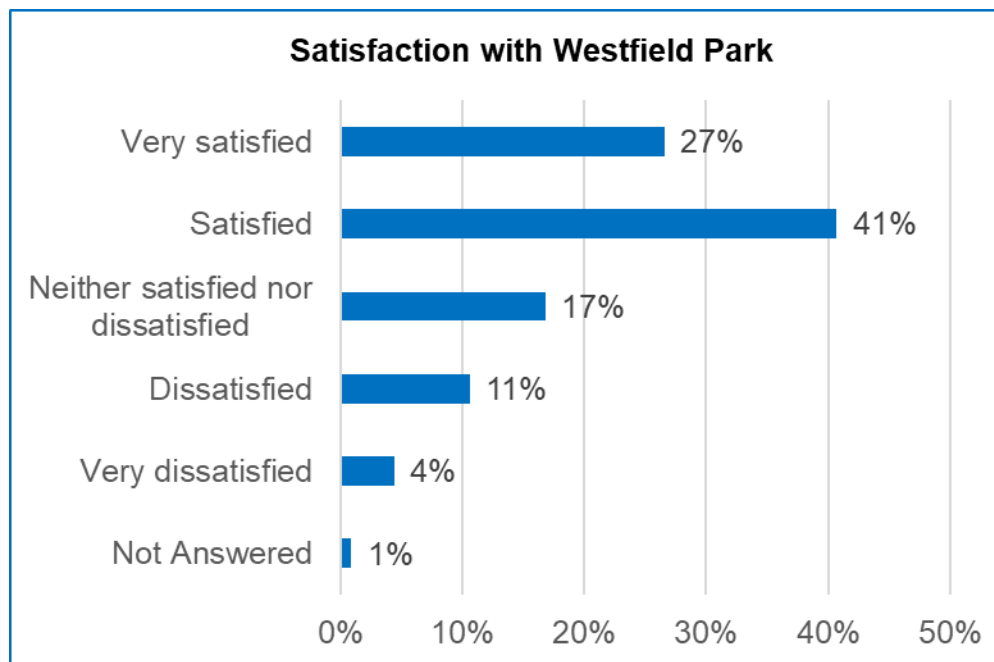
Base: 113 responses



Satisfaction with Westfield Park

Respondents were asked how satisfied or dissatisfied they were overall with Westfield Park:

- Forty-one per cent of respondents were satisfied with Westfield Park and 27 per cent very satisfied.
- Eleven per cent of respondents were dissatisfied and four per cent very dissatisfied.
- Seventeen per cent of respondents gave a neutral response being neither satisfied nor dissatisfied.



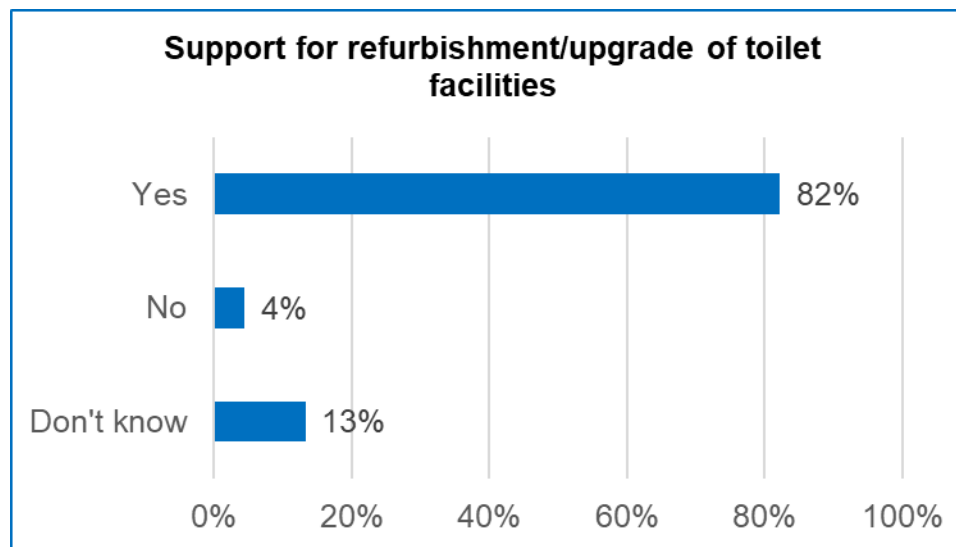
Base: 113 responses



Support for refurbishment of toilet facilities

Respondents were asked if they supported the complete refurbishment and upgrading of the toilet facilities (including a changing places facility which is completely accessible providing sufficient space and equipment for people who are not able to use the toilet independently).

- The majority of respondents (82 per cent) supported the refurbishment of the toilets in the park.
- Four per cent did not support this, whilst 13 per cent didn't know.



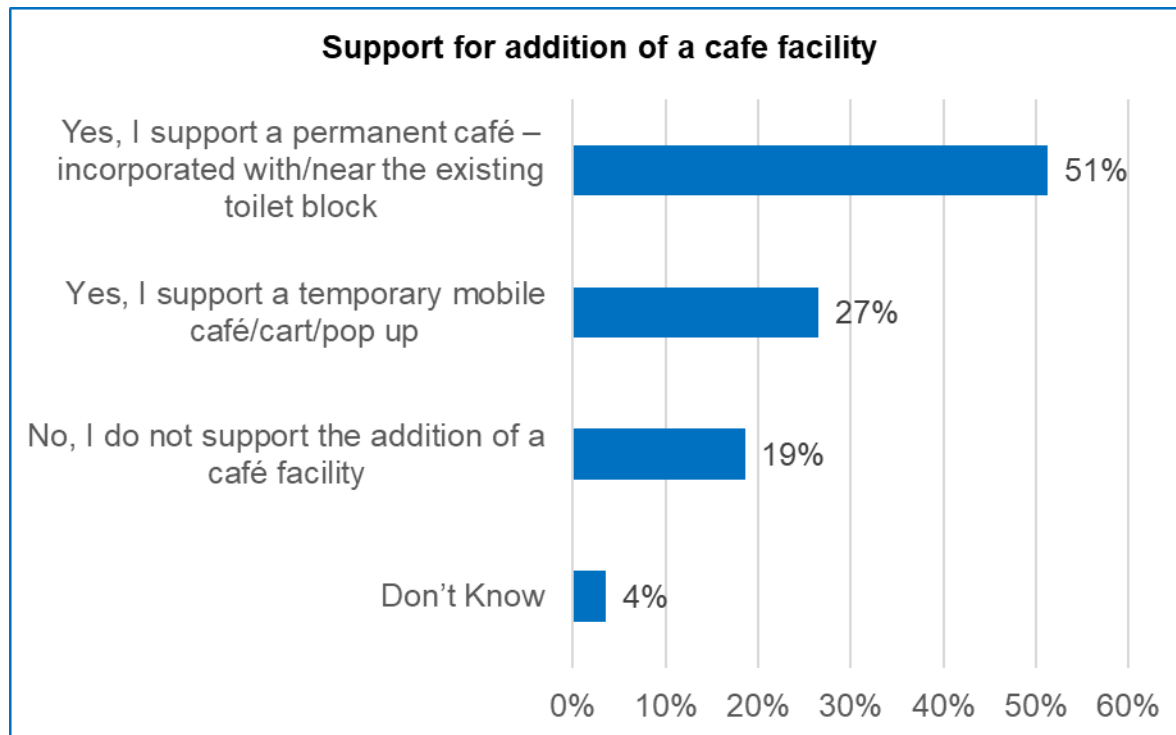
Base: 113 responses



Support for a café facility

Respondents were asked if they supported the addition of a café facility (permanent or temporary) in Westfield Park.

- Just over half (51 per cent) of respondents supported a permanent café.
- Twenty-seven per cent supported a temporary mobile café/cart/pop up.
- Almost one in five (19 per cent) did not support the addition of a café and four per cent didn't know.



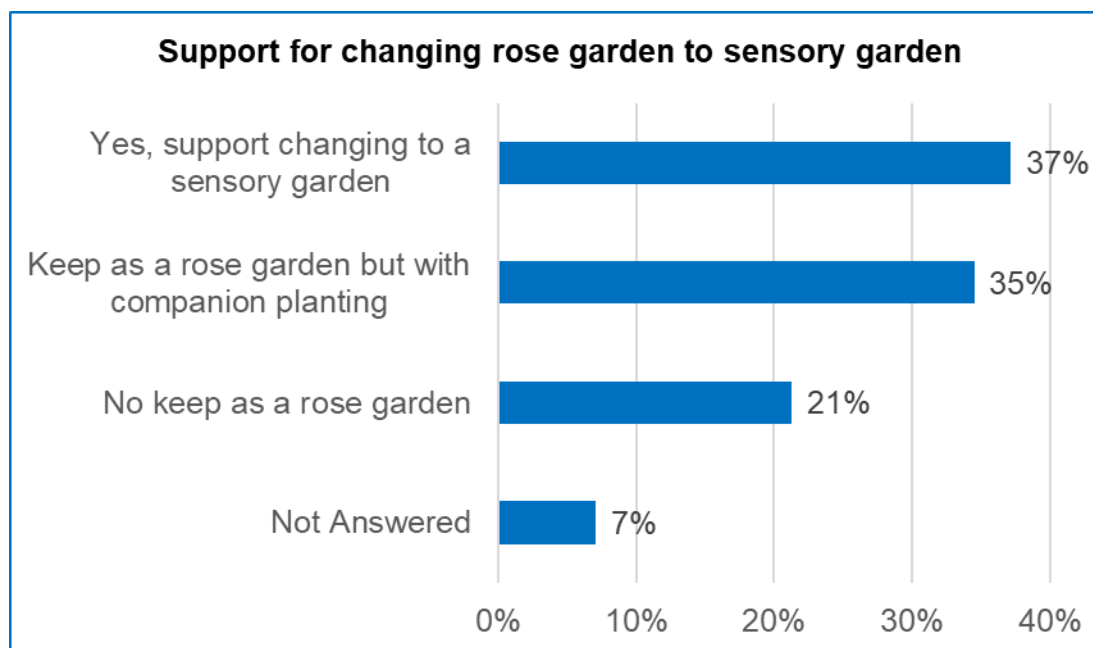
Base: 113 responses



Support for changing the rose garden to a sensory garden

Respondents were asked if they supported changing the rose garden to a sensory garden.

- The majority of respondents wanted to keep the rose garden with 21 per cent wanting to keep it as a rose garden and a further 35 per cent wanting to keep it but with some companion planting.
- Thirty-seven per cent of respondents were in favour of changing the rose garden to a sensory garden.



Base: 113 responses



Suggestions for improvements to the rose garden

Respondents were asked if they had any other suggestions for improvements to the rose garden. Comments made have been themed and themes with three or more comments are summarised in the table below. Examples of comments made can be seen on the next page. The full list of themes and comments are included in the appendices to this report.

Theme	Count
Designated dog area	5
Keep as a rose garden	5
Facilities for children	4
Additional seating	3



Suggestions for improvements to the rose garden – Example comments

“Yes, but should be either dog free or dogs kept on leads so that people (especially children) can enjoy it without dogs barking at them.”

Designated dog area

“More seating and picnic table feel like we can’t go in.”

Additional seating

“Why change what’s not broken. It’s all good, works well.”

Keep as a rose garden



“My only concern is that it does not get much sun, but it is a good area slightly apart from the rest of the park so works well for people wishing a quieter spot with no dogs - although I am keen that people with dogs should be made welcome in the park, provided they are kept well under control.”

Designated dog area

“It needs to be more friendly for children as well so a sensory garden would help, the park needs a refurbishment the baby area could have a lot more in it also the bigger area I think too, I’ve started going down Avondale Park in Latimer because it’s overall a better park.”

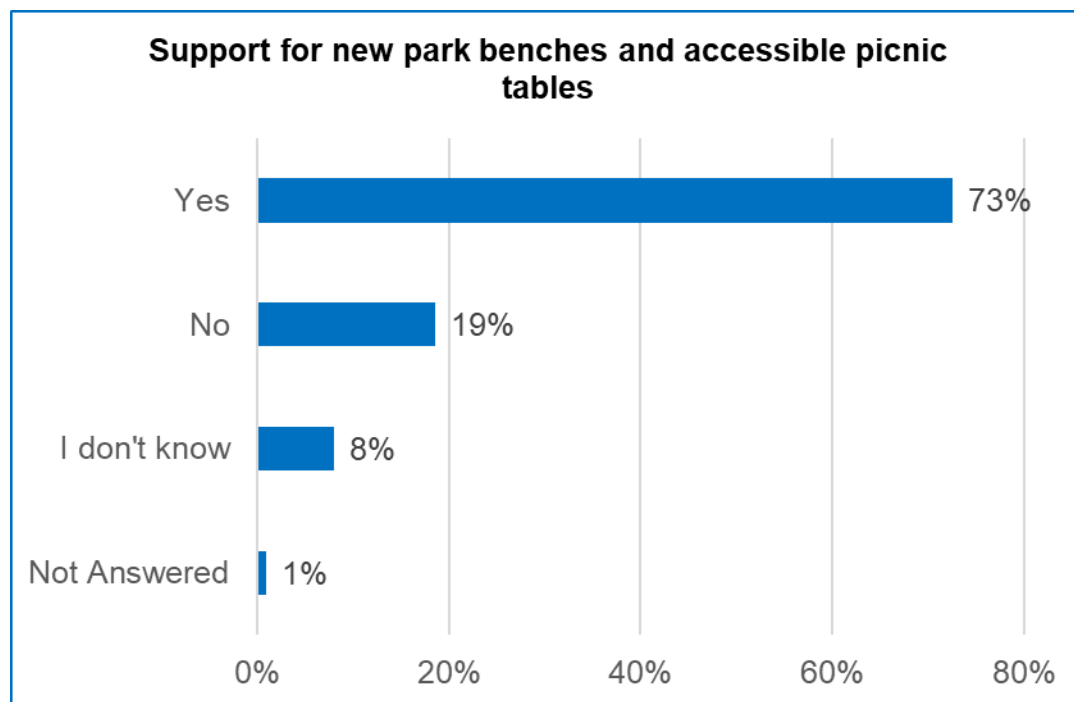
Facilities for children



Support for new benches and accessible picnic tables

Respondents were asked if they supported new benches and accessible picnic tables in the park.

- Almost three quarters (73 per cent) of respondents were in favour of new park benches and accessible picnic tables in the park.
- Nineteen per cent of respondents were not in favour and eight per cent didn't know.



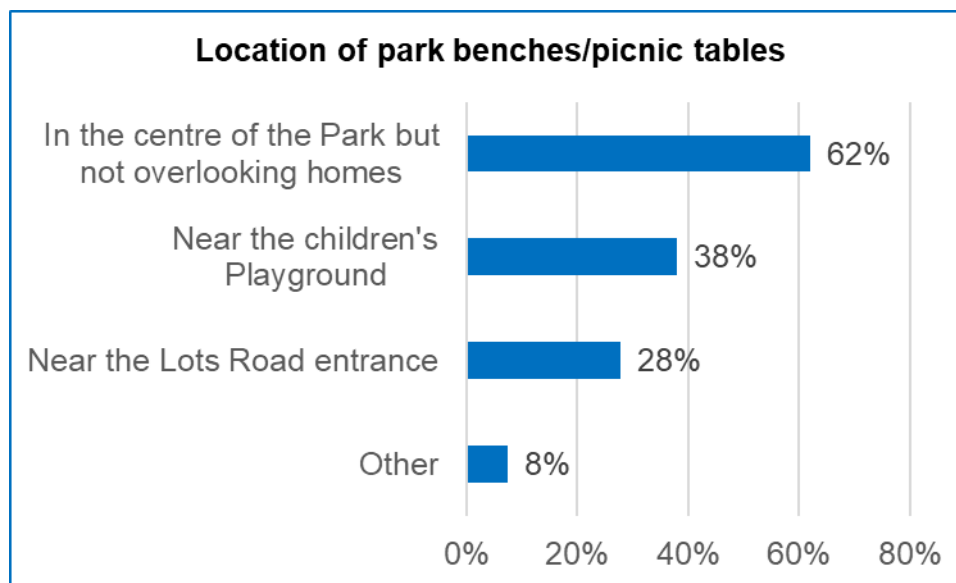
Base: 113 responses



Location of new benches and accessible picnic tables

Those respondents who supported new benches and accessible picnic tables in the park, were further asked about their preferred location for them.

- Sixty-two per cent of respondents (who were in favour of new park benches and accessible picnic tables in the park) would prefer them to be located in the centre of the park but not overlooking homes.
- Thirty-eight per cent would like to see them located near the children's playground and 28 per cent near the Lots Road entrance.
- Eight per cent selected 'other', comments made can be found in the appendices.



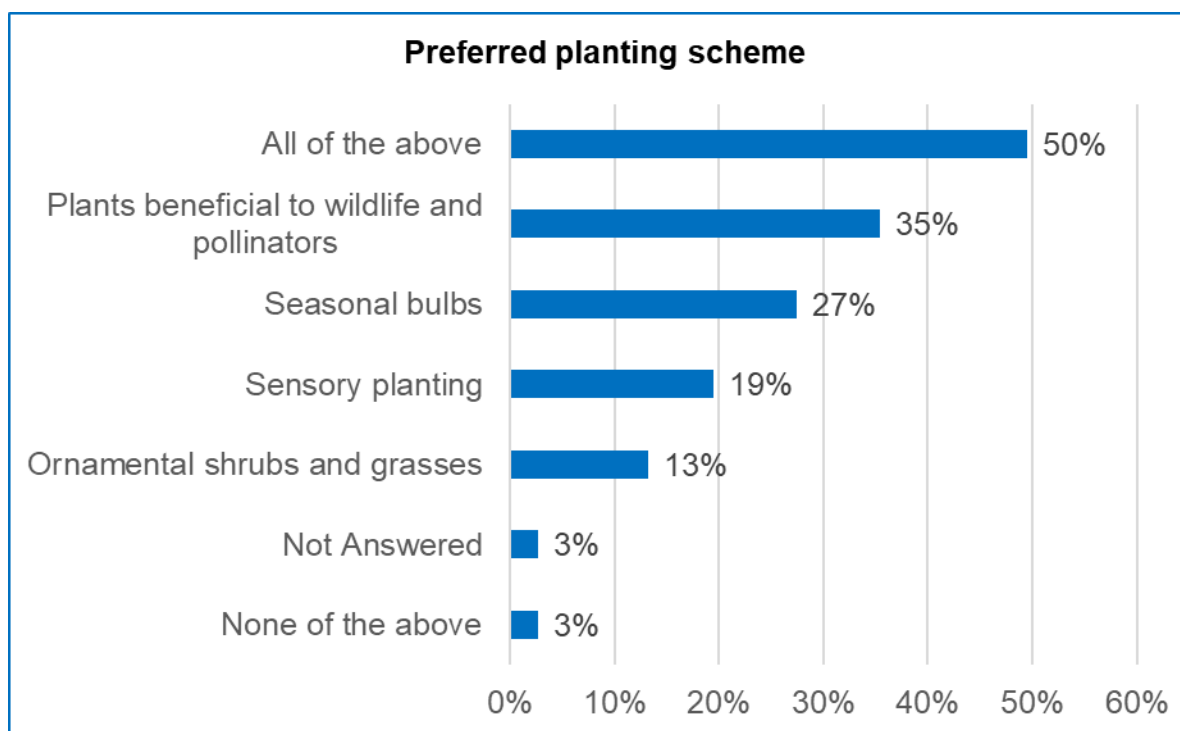
Base: 79 responses



Preferred planting theme

Respondents were asked what their preferred planting theme for improvements to planting within the park was.

- Half of respondents selected 'all of the above' indicating they wanted to see all of the themes listed within the park, whilst three per cent selected 'none of the above.'
- Thirty-five per cent selected plants beneficial to wildlife and pollinators. 27 per cent seasonable bulbs and 19 per cent sensory planting and 13 per cent ornamental shrubs and grasses.



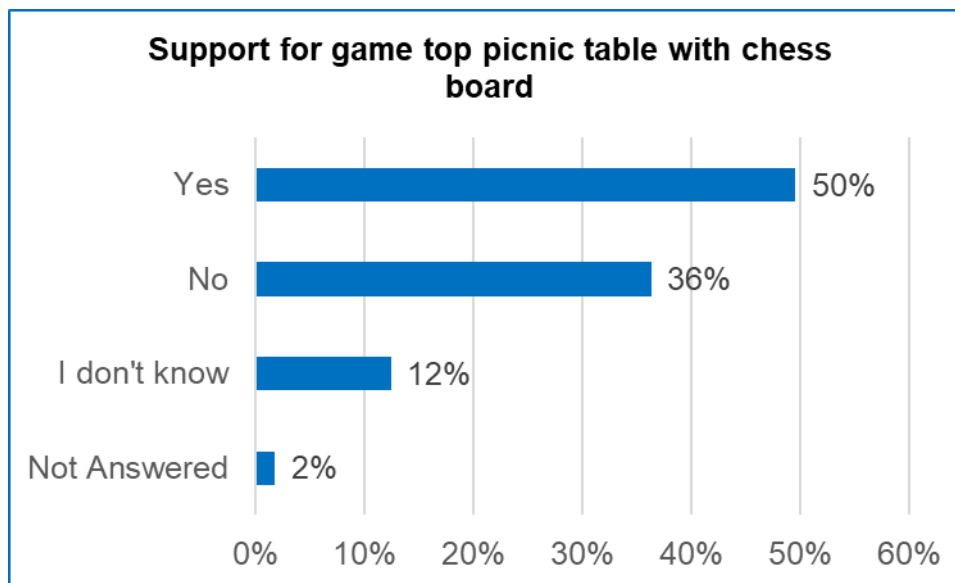
Base: 113 responses



Picnic table with chess board

Respondents were asked if they supported the installation of a game top picnic table with a chess board.

- Half of respondents (50 per cent) supported a game top picnic table with a chess board.
- Over a third (36 per cent) did not support this and 12 per cent didn't know.



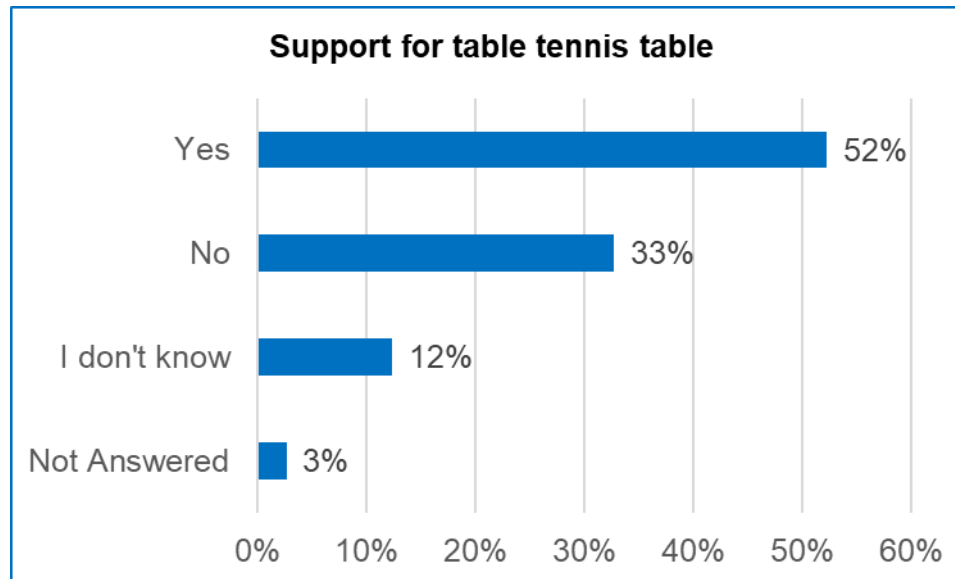
Base: 113 responses



Support for a table tennis table

Respondents were asked if they supported having a table tennis table in the park.

- Just over half of respondents (52 per cent) supported a table tennis table, whilst a third (33 per cent) did not.
- Twelve per cent of respondents didn't know.

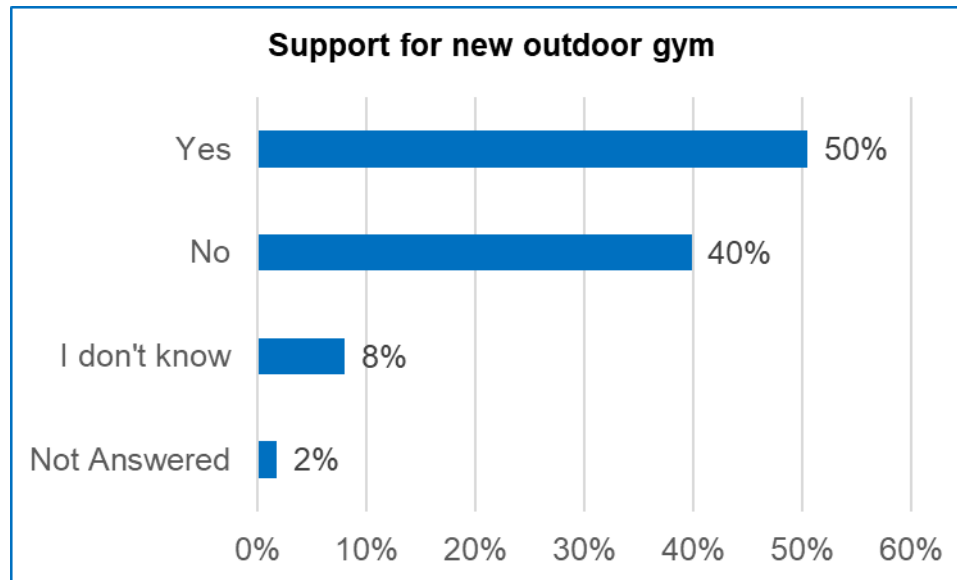


Base: 113 responses

Outdoor gym and sports facilities

Respondents were asked if they supported the introduction of an outdoor gym in Westfield Park.

- Half of respondents supported the introduction of an outdoor gym.
- Forty per cent did not support an outdoor gym, whilst eight per cent didn't know.

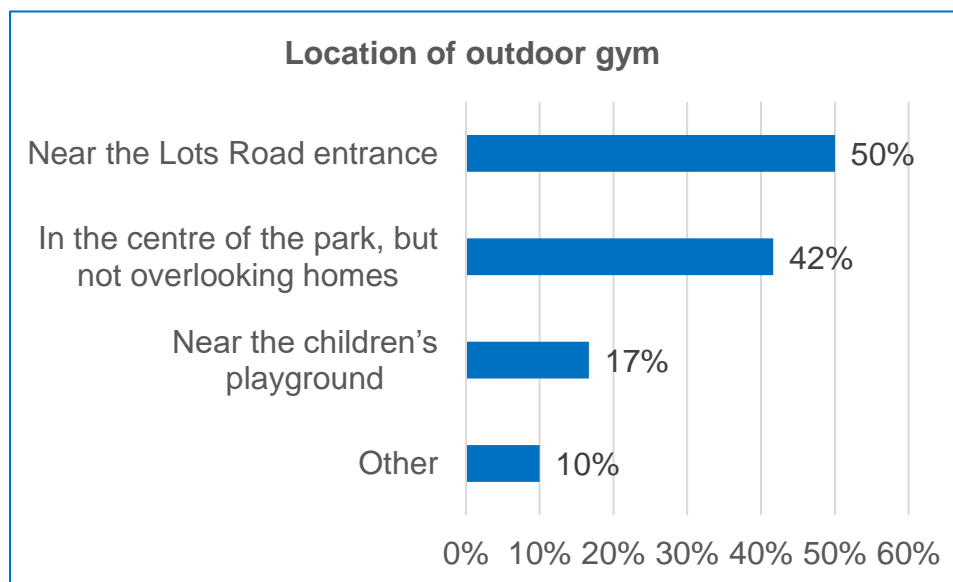


Base: 113 responses

Location of outdoor gym and sports facilities

Respondents who supported the introduction of an outdoor gym were further asked where they would like to see this located within the park.

- Half of those respondents (who supported an outdoor gym in the park) would want it located near the Lots Road entrance.
- Forty-two per cent would like it located in the centre of the park, but not overlooking homes, whilst 17 per cent would like it near the children's playground.
- Ten per cent gave 'other' suggestions, comments made in response to this can be found in the appendices.



Base: 60 responses



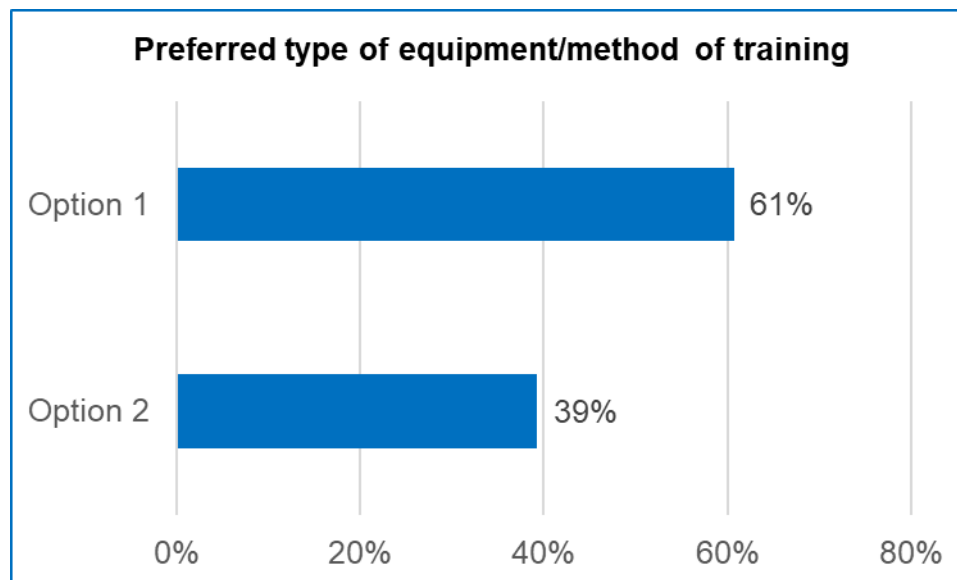
Type of equipment/method of training

Respondents who supported the introduction of an outdoor gym were given two options for the type of equipment/method of training they would like to see:

Option 1 - A combination of both calisthenics (only body weight) and other fitness equipment (including shoulder press, stationary bike, leg press etc.)

Option 2 - A variety of fitness equipment only (including stationary bike, rowing machines, step ups)

- Sixty-one per cent preferred option 1 and 39 per cent preferred option 2.
- Respondents were asked for further comment on any specific gym equipment they would like to see included, suggestions included pull up bars. The full list of comments can be found in the appendices.



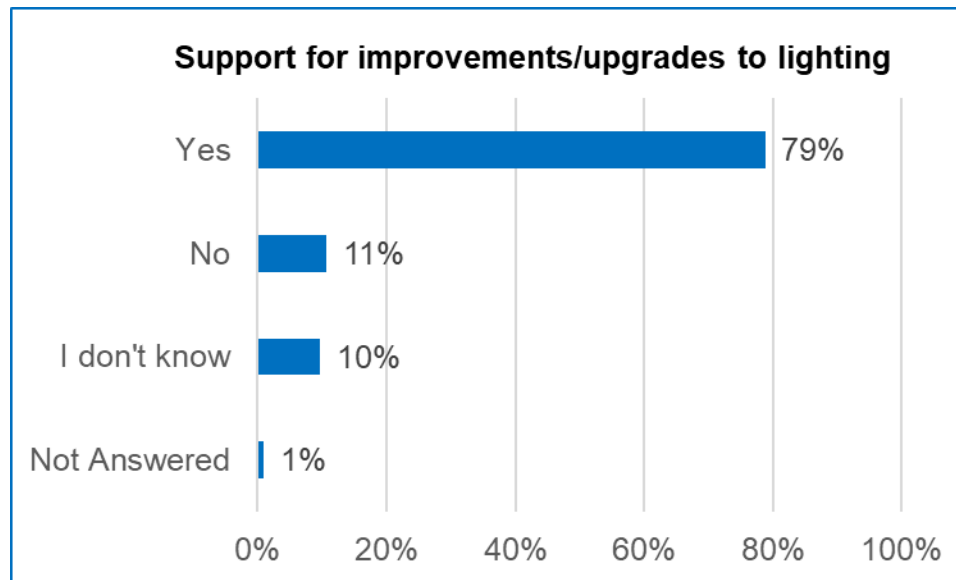
Base: 56 responses



Support for improving/upgrading lighting

Respondents were asked if they supported improvements/upgrades to the lighting in the park.

- The majority (79 per cent) were in favour of improving/upgrading lighting.
- Eleven per cent did not support such improvements and ten per cent didn't know.



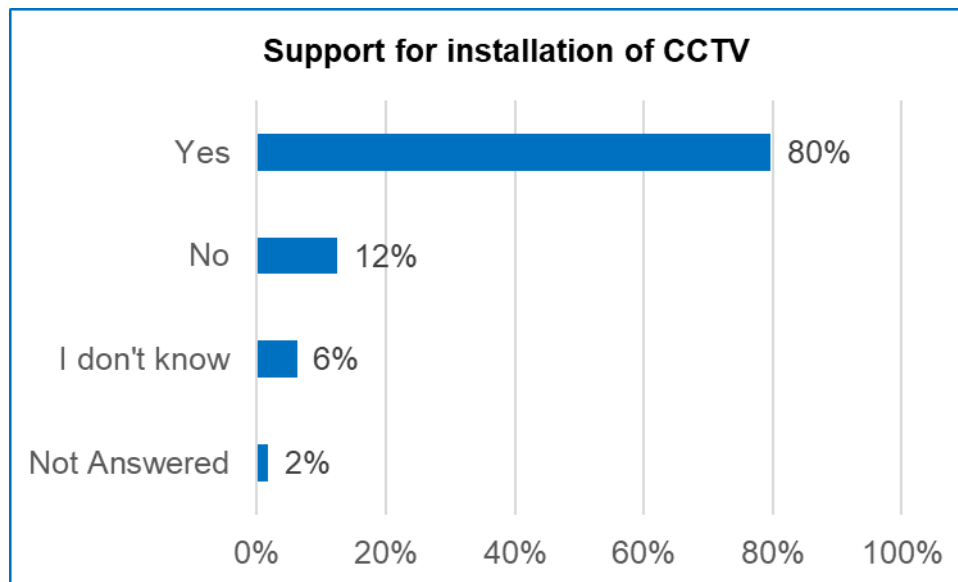
Base: 113 responses



Support for the installation of CCTV

Respondents were asked if they supported the installation on CCTV in Westfield Park.

- The majority of respondents (80 per cent) were in favour of installing CCTV in the park.
- Twelve per cent did not support the installation of CCTV whilst six per cent didn't know.



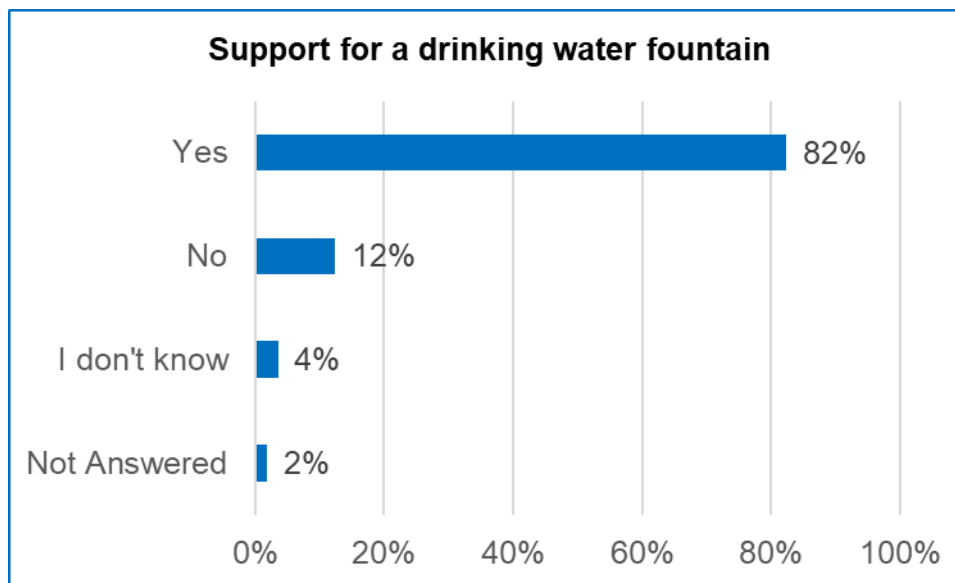
Base: 113 responses



Support for a drinking water fountain

Respondents were asked if they supported the introduction of a drinking water fountain in Westfield park.

- The majority of respondents (82 per cent) were in favour of the introduction of a drinking water fountain in the park.
- Twelve per cent did not support this whilst four per cent didn't know.



Base: 113 responses



Any other comments about Westfield Park improvements

Respondents were asked for any other comments they might have about the Westfield Park improvements. The comments made have been themed and the themes with three or more comments are included in the table below. Examples of comments can be found on the next slide and the full list of comments made are included in the appendices.

Theme	Count
Antisocial behaviour	13
Concern about cyclists	12
Facilities for children	11
Designated dog area	6
Improved security	5
Additional facilities	4
Like the park as it is	3
Toilet facilities	3



Any other comments about Westfield Park improvements

“Stop drug taking, dropping rubbish and cigarettes. Make people get off and walk bikes through.”

Antisocial behaviour, concern about cyclists

“Stop cycles and scooters and drug use in the park. Also stop the restaurant staff smoking in the park by the fire exit and dropping cigarette butt there and around the stones.”

Concern about cyclists, antisocial behaviour

“A preferred space for dogs like a dog park area , they have great dog space only fenced in and safe for dog and those without / divided in to small and large dog size areas.”

Designated dog area



“CCTV and lighting to combat antisocial behaviour at night. Cycling-people getting hit has witnessed 2 people being hit. Popular children's play area.”

Antisocial behaviour, concern about cyclists

“More play area and children’s sensory area and more entertainment playthings for children.”

Facilities for children

“It is a lovely park but like I've mentioned in my previous comment there can be gatherings when the weather is nice of loud and lairy groups. I think the installation of CCTV is an excellent idea.”

Improved security



NextDoor Poll

Alongside the survey, a poll was run on the NextDoor social media app about which new facilities residents would like to see in Westfield Park. A total of 14 residents participated in the poll with seven each selecting new toilets (including a changing place toilet) and a new permanent café, including new toilets.



Kensington and Chelsea Council ✓

Kensington and Chelsea Council • 5 days ago



Would you like new facilities at Westfield Park? We're consulting on what you want to see in Westfield Park, let us know below!

New toilets, including a changing place toilet

50% (7)

New permanent café, including new toilets

50% (7)

New temporary mobile café/pop up

None of the above- share in the comments!

Posted to **Subscribers of Kensington and Chelsea Council** in 4 areas



Focus group results – Lots Road Forum

In addition to the survey, a number of meetings took place which provided feedback on the proposed improvements to Westfield Park. The Lots Road Forum (which represents 143 members) discussed the park improvements at their Management Committee meeting (attended by 10 of the 14 members.). Their feedback included:

Toilets – The upgrading of the existing toilet facilities was viewed as a priority and there was strong support for a changing place toilet to increase access for all within the park to its facilities.

Safety - There was also support for improvements to safety and security within the park, through enhanced CCTV across the park and better lighting.

Feedback also included the view that any larger improvements (including expenditure on new activities within the park) should be part of a wider review of green spaces within the Lots Village area, taking account of the facilities and uses of Cremorne Gardens and the potential new public space being planned for the current Tideway Tunnel construction site.



Focus group results – Lots Village Chelsea

Lots Village Chelsea represents around 100 residents and feedback was received from six members (representing the views of older residents). Feedback included:

- **Toilets** - It was agreed that the toilets needed improving with the outside visual look and regular cleaning being important. There was also support for a changing places facility but this would need to be designed to avoid potential vandalism (e.g. radar key access).
- **Café** - There were varying views on café provision in Westfield Park. A fully mobile facility shared with Cremorne Gardens and the new Tideway/Thames Water Open Space for peak summer times was one suggestion.
- **Rose Garden** – It was felt that the existing area is too shady for sensory type plants so the sensory garden would need to be located in a sunnier site, such as the area backed by Tetcott Road. Other suggestions included permeable resin paths and fences so that any visually impaired users are protected. It was suggested the existing rose garden could be a winter garden with evergreens and winter blooming shrubs more suited to the site.
- **Designated dog area** – The need for a designated dog area was raised, so that the park has areas where dogs can run free safely, and areas where non dog owners can sit safely and avoid dog fouling. It was also felt that herbaceous or annual planting needed to be protected from dogs, so some more robust fencing was needed.
- **Benches** – It was felt that more seating could be scattered around the park, some in the sun and some in the shade and include some single garden type chairs.
- **Lighting** – There was a preference for security lighting triggered by movement (programmed to exclude foxes) so that night CCTV could be installed. Day CCTV would also be welcomed to design out crime.



Focus group results – Lots Village Chelsea

- **A plan for all open spaces in the area** – It was felt that the open areas within Lots Village needed to be viewed as a whole, not individually. For example, a number of the facilities mentioned in the survey (the chess table and table tennis) are already available in Cremorne Gardens so it is not necessary to have them in Westfield Park as well. There is also an outdoor gym available in Cremorne Gardens so Westfield Park did not need one (although a couple of generic ‘easy’ pieces might be welcome for people recovering from surgery). It was recognised that the facilities available in Cremorne Gardens needed to be ‘signposted’ in Westfield Park – this should also include the splash pool.
- **Cycling in the park** – Although bike calming measures aren’t mentioned in the survey, it was felt that this was a key concern especially at the Kings road entrance. It was recognised that there isn’t a cycle path as cyclists peddling through the park is banned but as this is not adequately policed then perhaps a dedicated path was needed. Concerns were also raised about motorbikes/mopeds racing up and down the park at weekends. Motorbikes also sometimes use the park as a cut through.
- **Other issues** –
 - Community growing where residents can learn to plant was suggested as was the introduction of a ‘bee highway.’
 - The introduction of some informative plaques, showing a map of the trees and labelling them could be introduced to create an educational trail between the open spaces.
 - The introduction of bird life educational plaques and the sale of bird food to deter people feeding bread to water birds was also suggested.
 - Feedback on a drinking fountain was neutral but one could be installed on the outer wall of the toilet block.
 - Concerns were also raised about “Stonehenge” by the Lots Road entrance. It was felt this whole area needed regenerating and perhaps a new path cutting across to the exit (again perhaps using permeable resin).



Focus group results – Action Disability Kensington and Chelsea

A focus group was also held with representatives of Action Disability Kensington and Chelsea (ADKC), feedback from this is summarised below:

Upgrade of Toilets and New Changing Places Facility – there was a lot of support for the upgrading of the toilet facilities and installing a new changing places facility. The group were also supportive of an ongoing programme around the borough to introduce new changing places facilities in public places. It was felt the upgraded facilities would need good signage to make sure people know they are available, and that social media and websites would also need to be updated.

Café – A permanent café was the preferred option and it was noted that not all disabled people can access the cafes further afield. Any chairs and tables in the café should also be accessible and round tables are preferred.

Benches – It was suggested that benches need to have backs and arm rests and could be of different heights. Some concerns were raised about benches being under a tree and it was felt that trees and bushes around benches should be kept trimmed to avoid injury. Other suggestions included some single seats in quiet places (to support those with neurodiverse related conditions and some seats being reserved for people with mobility issues or priority seating in key areas.

Picnic tables – It was felt picnic tables should be located near pathways and have space available for wheelchair users. Picnic tables located on grass are hard for wheelchair wheels to grip so these are not accessible.

Paths – The need for alternative accessible routes when there were stairs was raised as was the need for safe level paths with ramps. The suitability of different types of path surfaces was also discussed - paving slabs without gaps are acceptable but can be slippery when wet, so need a slight rough surface to allow for wheelchair wheels to grip. Breedon gravel is also not suitable for wheelchair users. It was also raised that colourful path surfaces can cause problems for those with neurodiverse conditions.



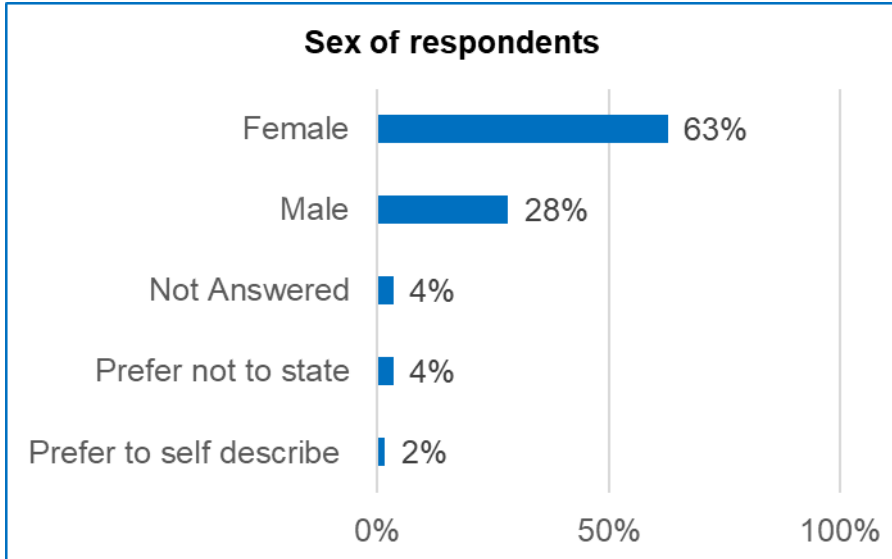
Focus group results

Other – The following summarises additional feedback raised at the ADKC meeting:

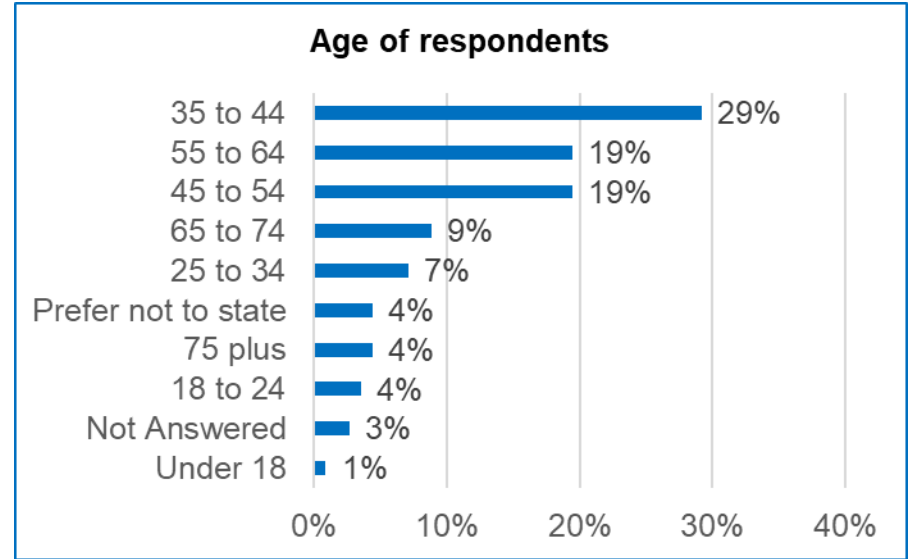
- There was support for a drinking water fountain but it would need to be at a height to be accessible to those in wheelchairs.
- The possibility of a braille option for the chess tabletop was raised.
- It was felt that play areas in the park should be accessible for disabled parents as well as children.
- Consideration should be given to having covered shelters in all parks with seating for keeping out of the rain.
- The possibility of having art classes and other organised activities in the park was raised.
- It was also suggested that pre-booked basic manual wheelchairs could be made available to parks users (via the wardens or cafes).
- An audio recording of parks closing times could be played to assist those with limited sight and the use of SOS buttons for anyone in difficulty in the park was also suggested.



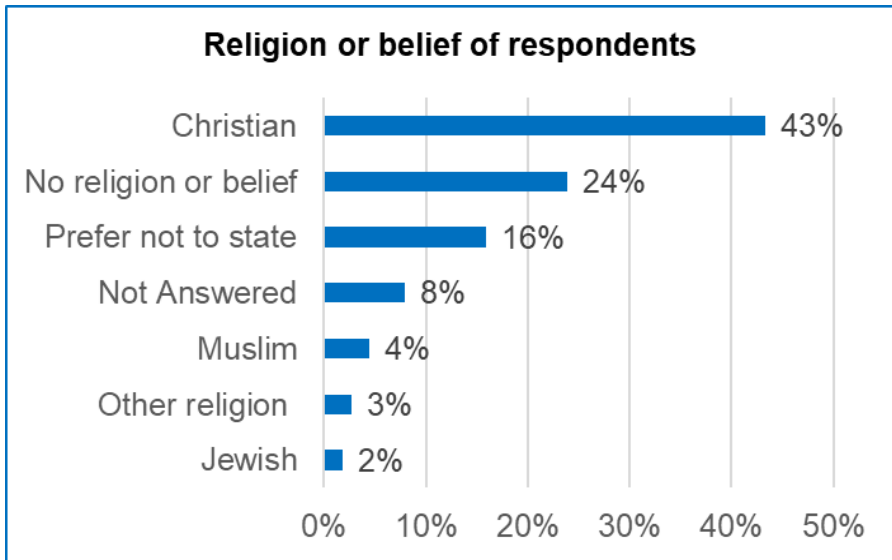
About respondents: Demographic Breakdown



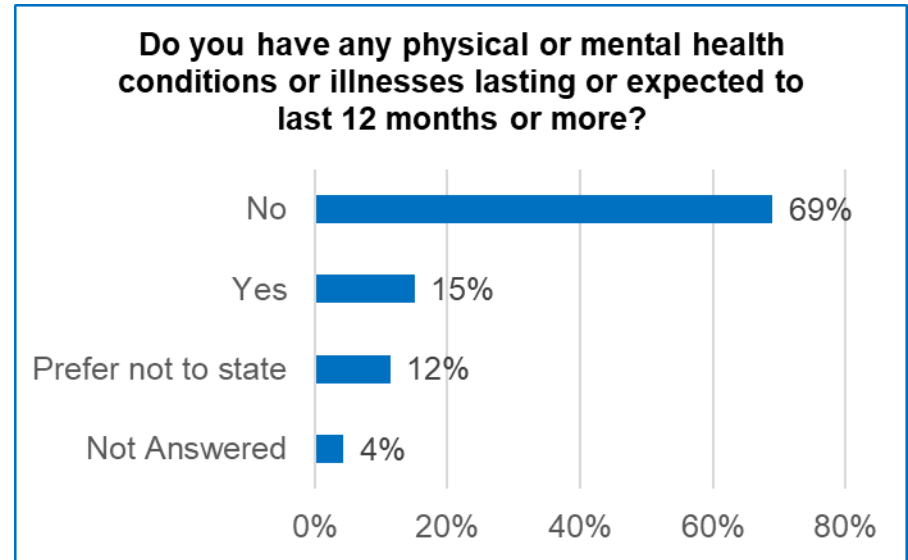
Base: 113 (all responses)



Base: 113 (all responses)



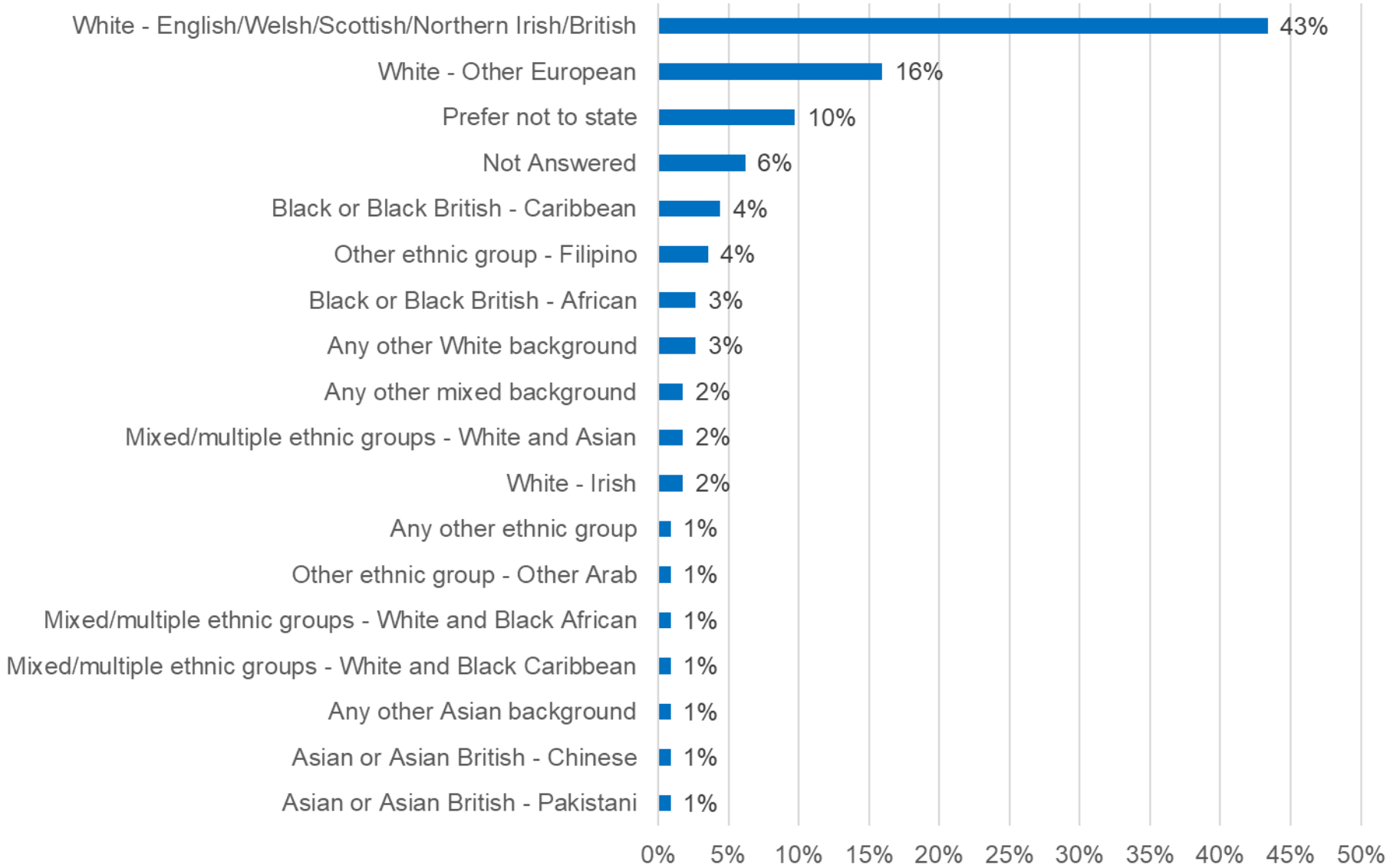
Base: 113 (all responses)



Base: 113 (all responses)

About respondents: Ethnicity breakdown

Ethnic origin of respondents



Base: 113 all responses