



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

Transform Kingston - Phase 3

Engagement Report

15 November 2021 – 16 January 2022



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1. Engagement overview.

Key Numbers – 15 November 2021 – 16 January 2022

1,541 completed surveys
+
481 young people's surveys

3 calls & 77 feedback
emails

Social media advertising
driven 10,036 clicks
through to the project
website

38 registrations for
webinars

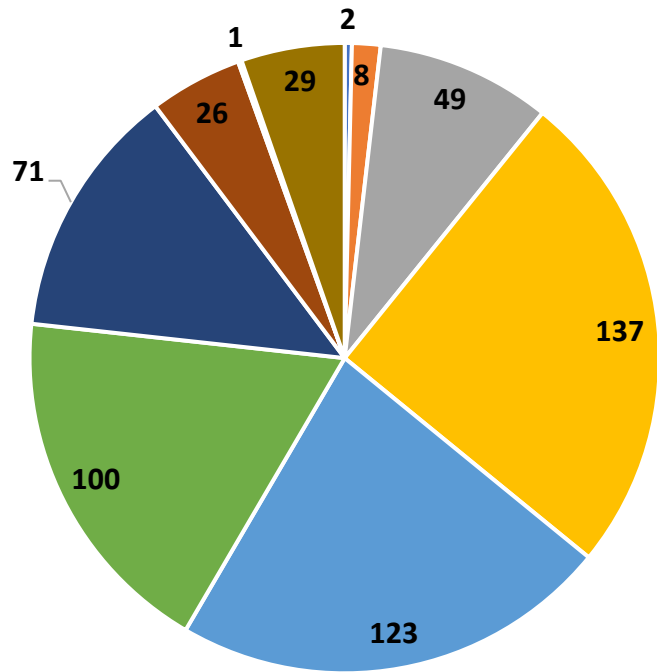
845 engagements via social
media posts (adverts, not
RBK channels)

94 conversations at public
engagement events

2. Main survey.

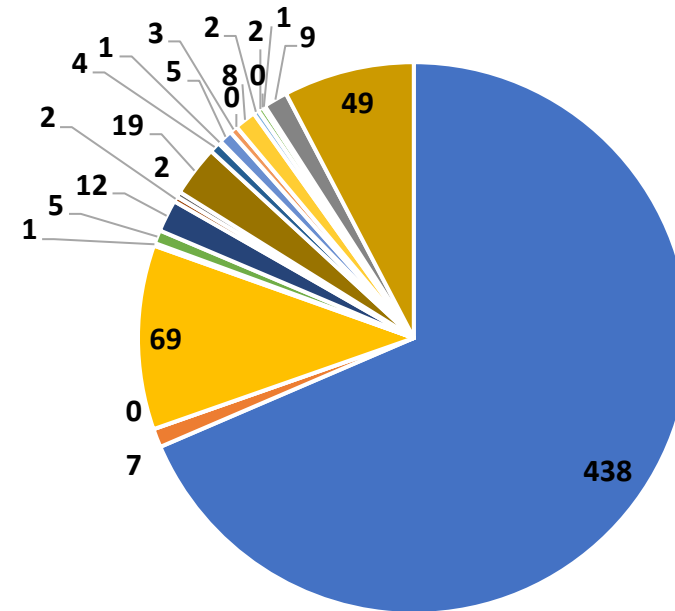
Who are our respondents?

What is your Age? (Choose any one option)



■ Under 16 ■ 16-24 ■ 25-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65-74 ■ 75-84 ■ 85+ ■ Prefer not to say

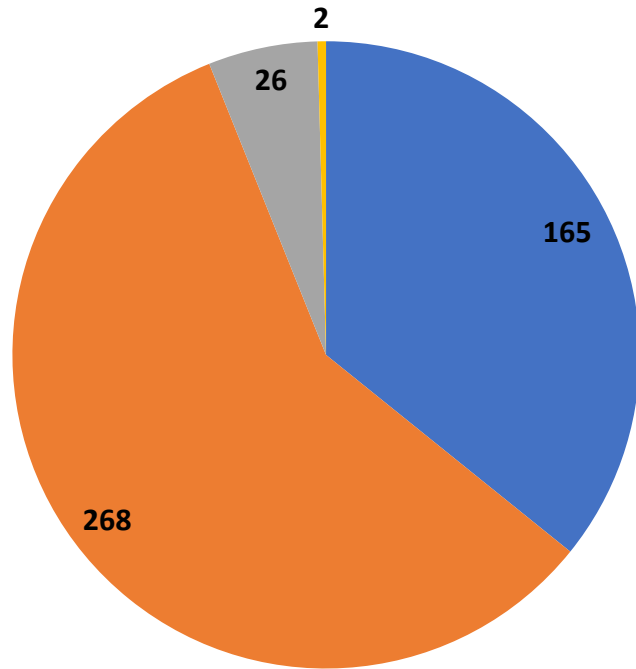
What is your ethnic group?
Choose one option that best describes your ethnic group or background.



- White - English / Welsh / Scottish / Northern Irish / British
- White - Irish
- White - Gypsy or Irish Traveller
- White - Any other White Background
- Mixed / Multiple ethnic groups - White & Black Caribbean
- Mixed / Multiple ethnic groups - White & Black African
- Mixed / Multiple ethnic groups - White & Asian
- Mixed / Multiple ethnic groups - Any other
- Mixed / Multiple ethnic background
- Asian or Asian British - Indian
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Pakistani
- Asian or Asian British - Chinese
- Asian or Asian British - Korean
- Asian or Asian British - Tamil
- Asian or Asian British - Any other Asian background
- Black / African / Caribbean / Black British - African
- Black / African / Caribbean / Black British - Caribbean

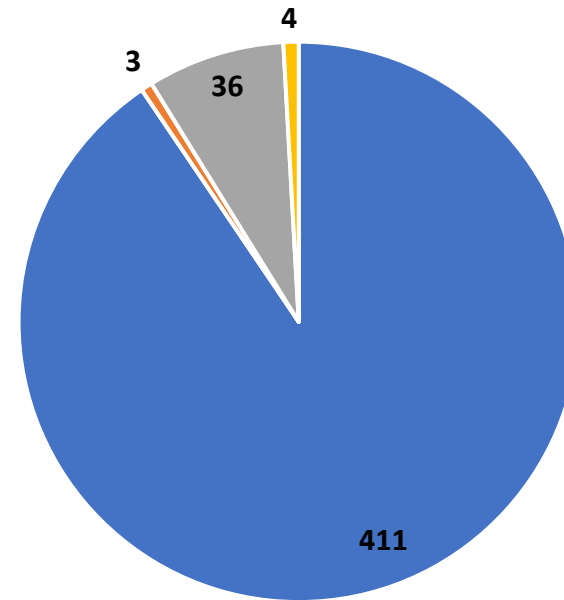


Are you: (Choose any one option)



■ Male ■ Female ■ Prefer not to say ■ Other

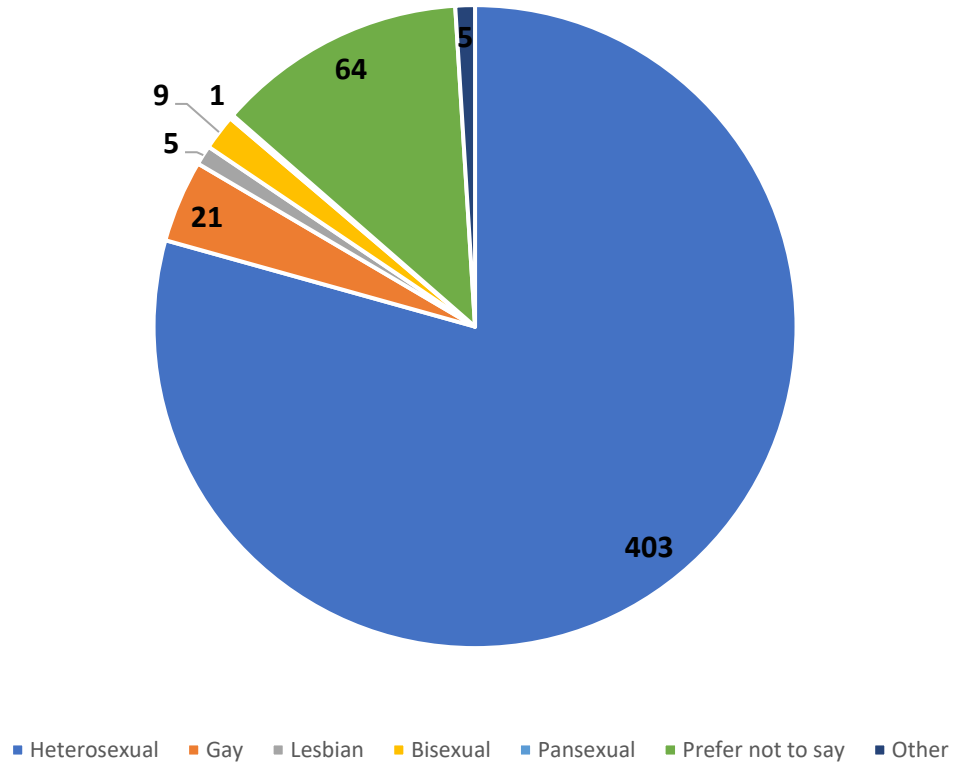
Is the gender you identify with the same as your sex registered at birth? (Choose any one option)



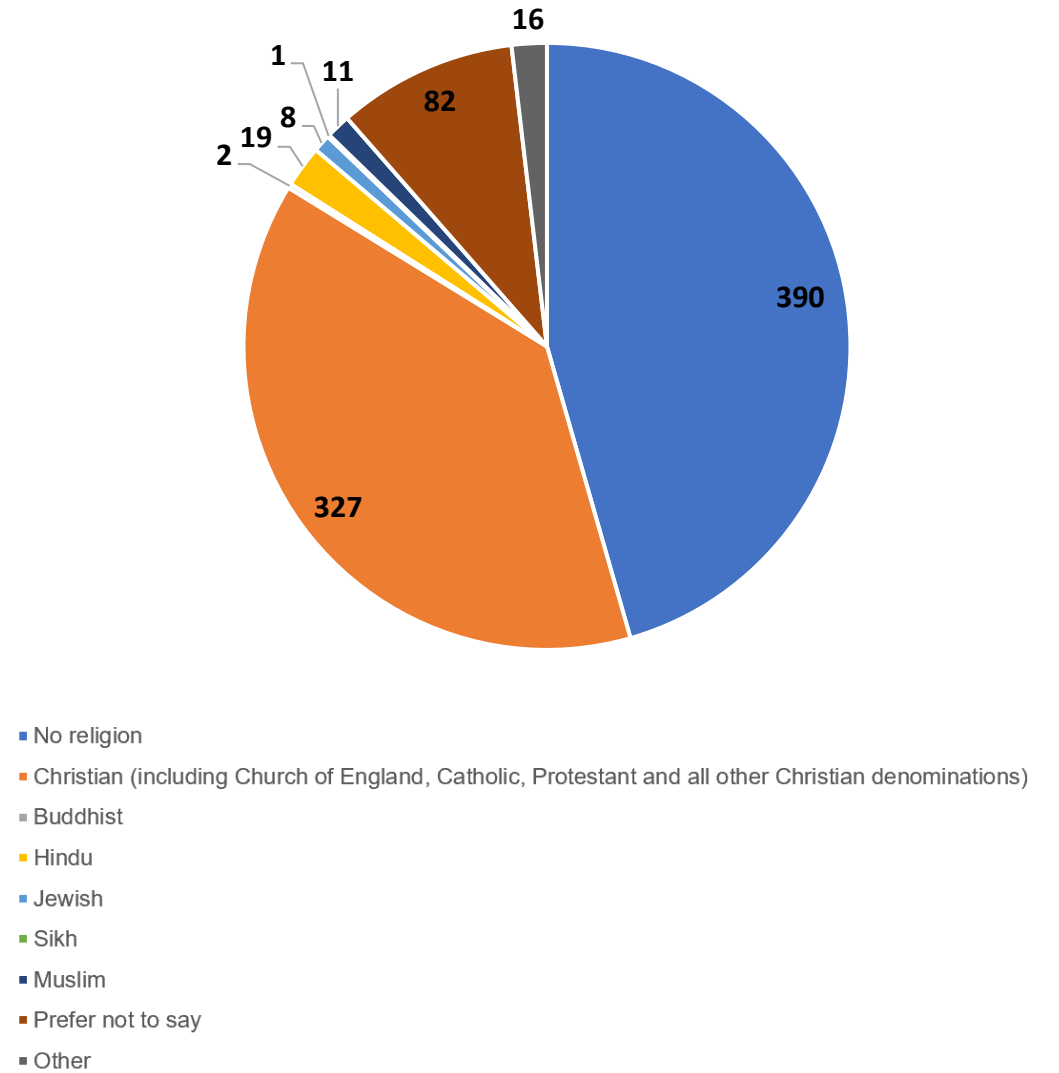
■ Yes ■ No ■ Prefer not to say ■ Other



Which of the following options best describes how you think of yourself?
(Choose any one option)

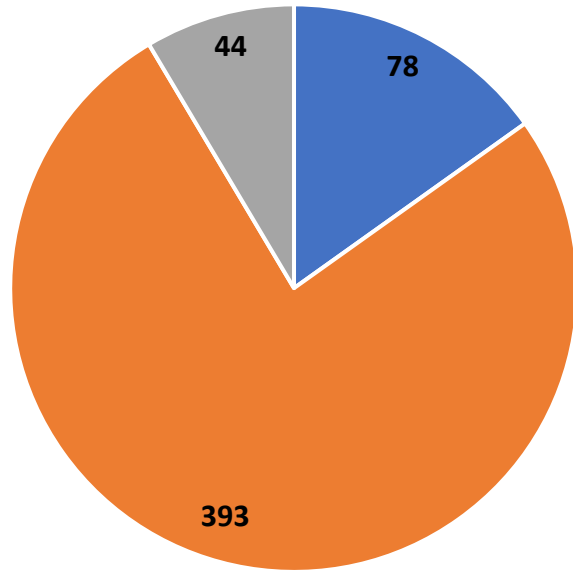


What is your religion? (Choose any one option)



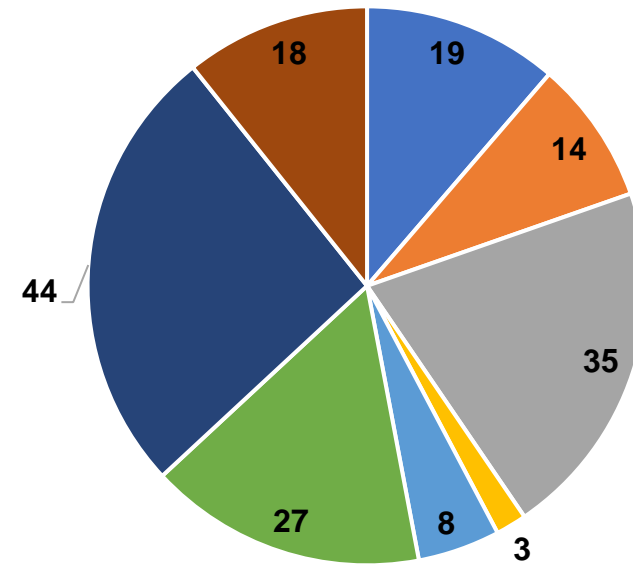


Do you have any physical or mental health conditions lasting or expected to last 12 months or more? (Choose any one option)



■ Yes ■ No ■ Prefer not to say

If you do have any health conditions or impairments which affect you in the following areas? Please tick all that apply. (Choose all that apply)



■ Vision ■ Hearing ■ Mobility/Physical ■ Learning Disability
■ Mental Health ■ Health Diagnosis ■ Prefer not to say ■ Other

Main survey

Q1: You told us previously that making the new leisure centre fun and family friendly was important to you. That's why we have included facilities like the toddler pool, teaching pool with its opportunities for water play, a clip-and-climb and climbing wall, an improved outdoor playground, and soft play. Do you agree that this is a good range of facilities?

Number of respondents: 1,541

Average score: 76%

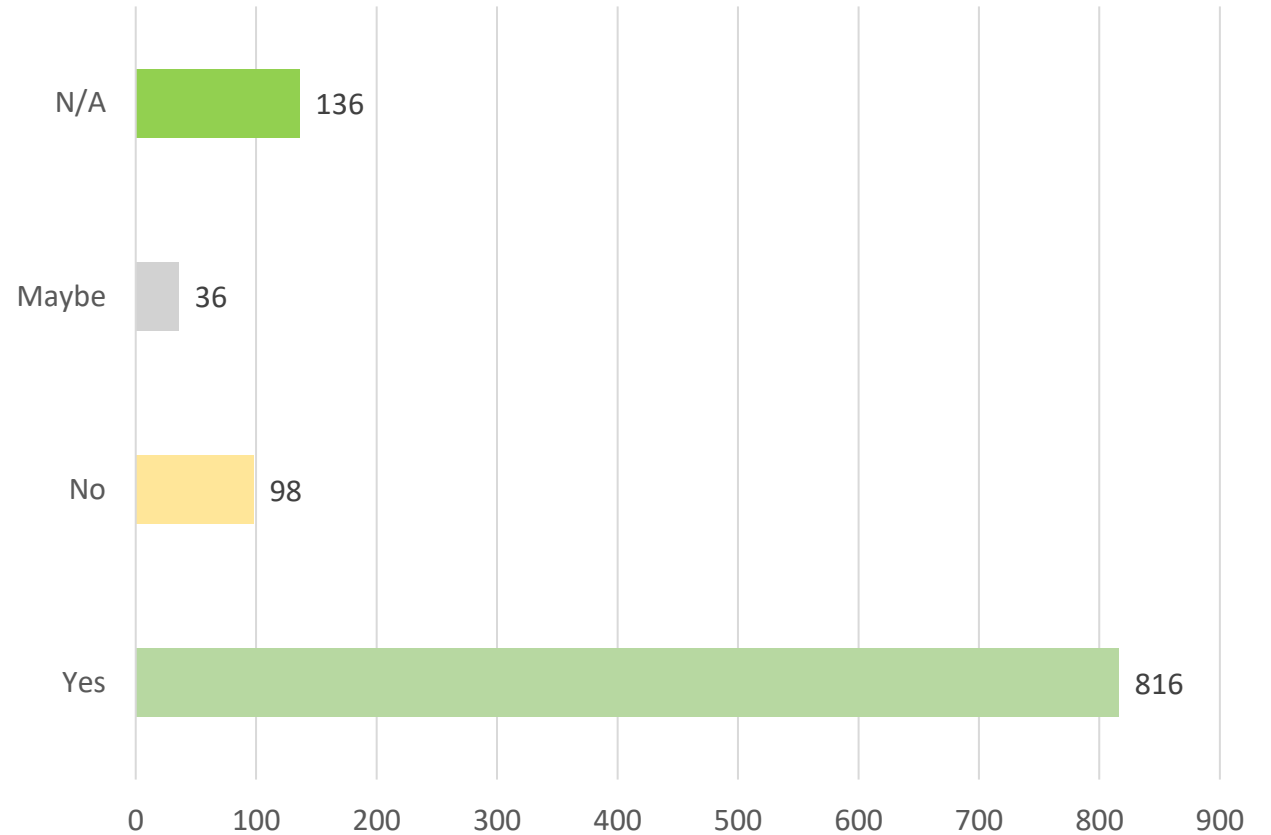
Click on the bar below to give your opinion, left if you strongly disagree and right if you strongly agree.



Q1a: Would you bring your family to the new facility?

Headline Findings

- 1,085 people answered this question.
- 75% of respondents said yes, with 9% saying no and 3% maybe.
- There was a substantial minority of 13% who did not answer the question or said that they did not have a family – these have been classed as N/A.



Q2. We are also keen to provide outstanding facilities for competitive swimmers and sportspeople. That's why we have included a 25m pool suitable for short course competitions and other water sports, a modern gym, sports courts suitable for a range of sports like badminton and basketball, a rooftop football pitch and squash courts.

Do you agree that this is a good range of sports facilities?

Number of respondents: 1,456

Average score: 78%

Click on the bar below to give your opinion, left if you strongly disagree and right if you strongly agree.



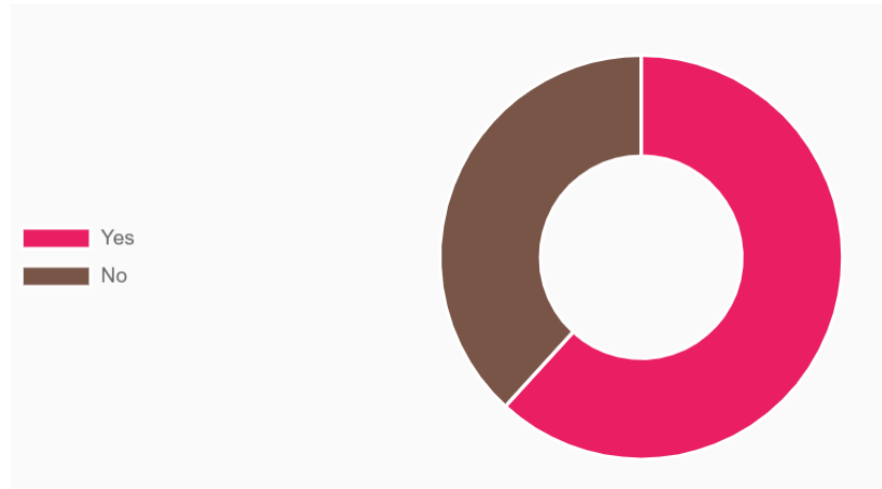
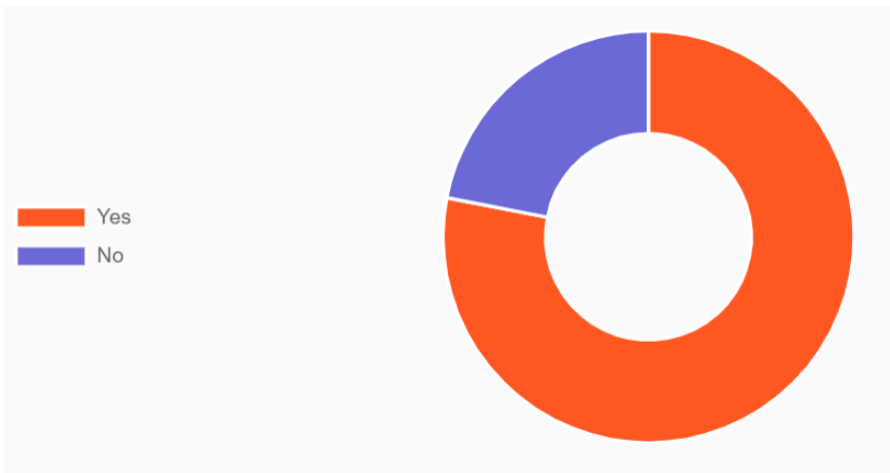
Q3. We are committed to better connecting the new leisure centre and our historic Museum and Library to the town centre by re-orienting the leisure building to face the town centre and creating a new walking route through the site and past the Museum and Library into Fairfield Recreation Ground. We have also strengthened the connection between our new leisure facility and the historic buildings.

a. Do you think our plans are an improvement on the existing site layout? (Yes / No)

Yes 87% No 13%

a. Do you think you will be more likely to use our Museum and Library as a result of these changes? (Yes / No)

Yes 68% No 32%



Q4: We aware that the Kingfisher Leisure Centre had limitations in terms of accessibility and that's why making the new leisure facility accessible for everyone is a key priority. That's why we have included features like pool pods and hoists, hearing loops, step-free access, and more.

Do you think our plans accomplish this goal?

Number of respondents: 1,276

Average score: 75%

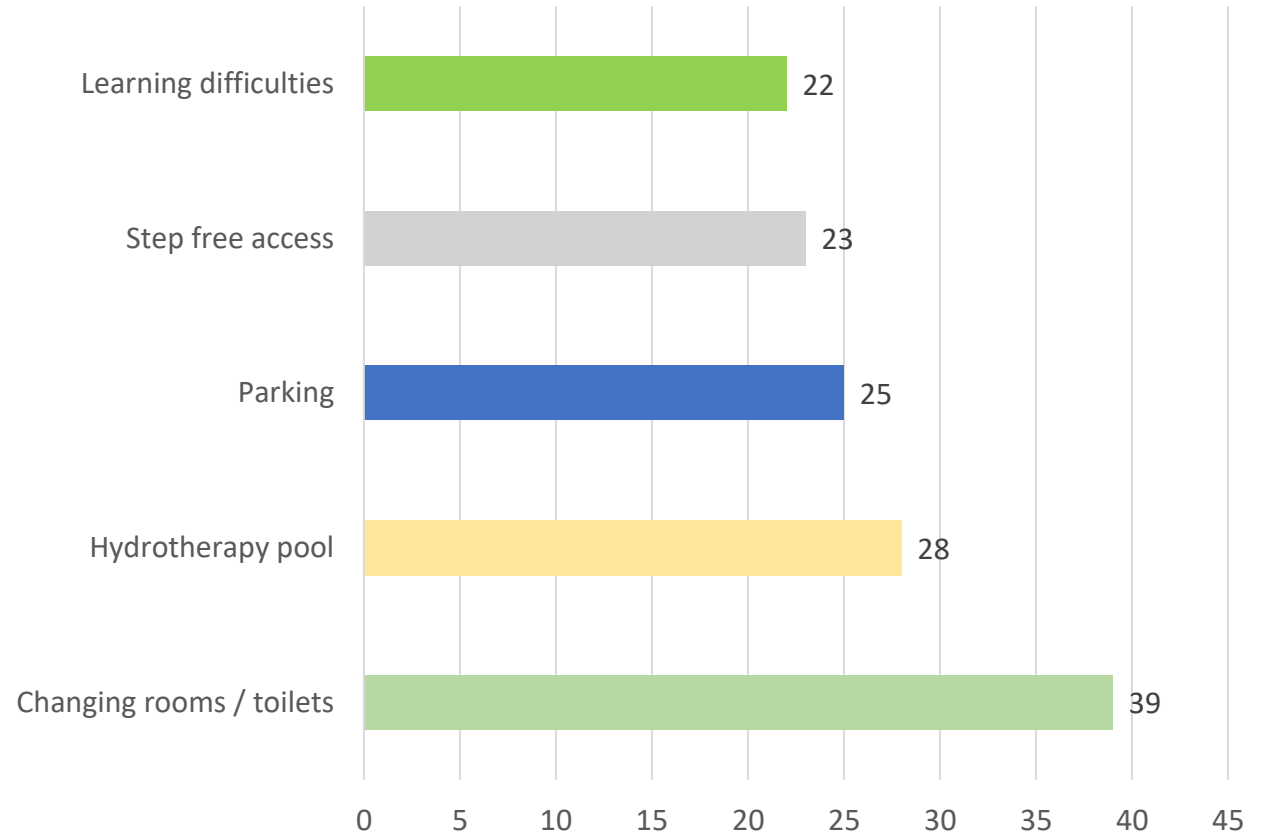
Click on the bar below to give your opinion, left if you strongly disagree and right if you strongly agree.



Q4a: Are there any other accessibility features that you would like to see?

Headline Findings

- 285 people answered this question.
- The most common response focused on comments pertaining to changing rooms and toilets, with (39) mentioning this aspect, followed by demand for a hydrotherapy pool (28)
- Dedicated disabled parking came up often (25).
- Also popular was provision of step in access to the pool (23), as well as facilities for those with learning difficulties (22).



Q5: We are conscious that the old Kingfisher was not sustainable and have put sustainability at the heart of our plans (through features like solar/PV panels, all-electric energy supply, rainwater harvesting, recycling existing materials where possible etc).

Do you think our plans accomplish this goal?

Number of respondents: 1,226

Average score: 75%

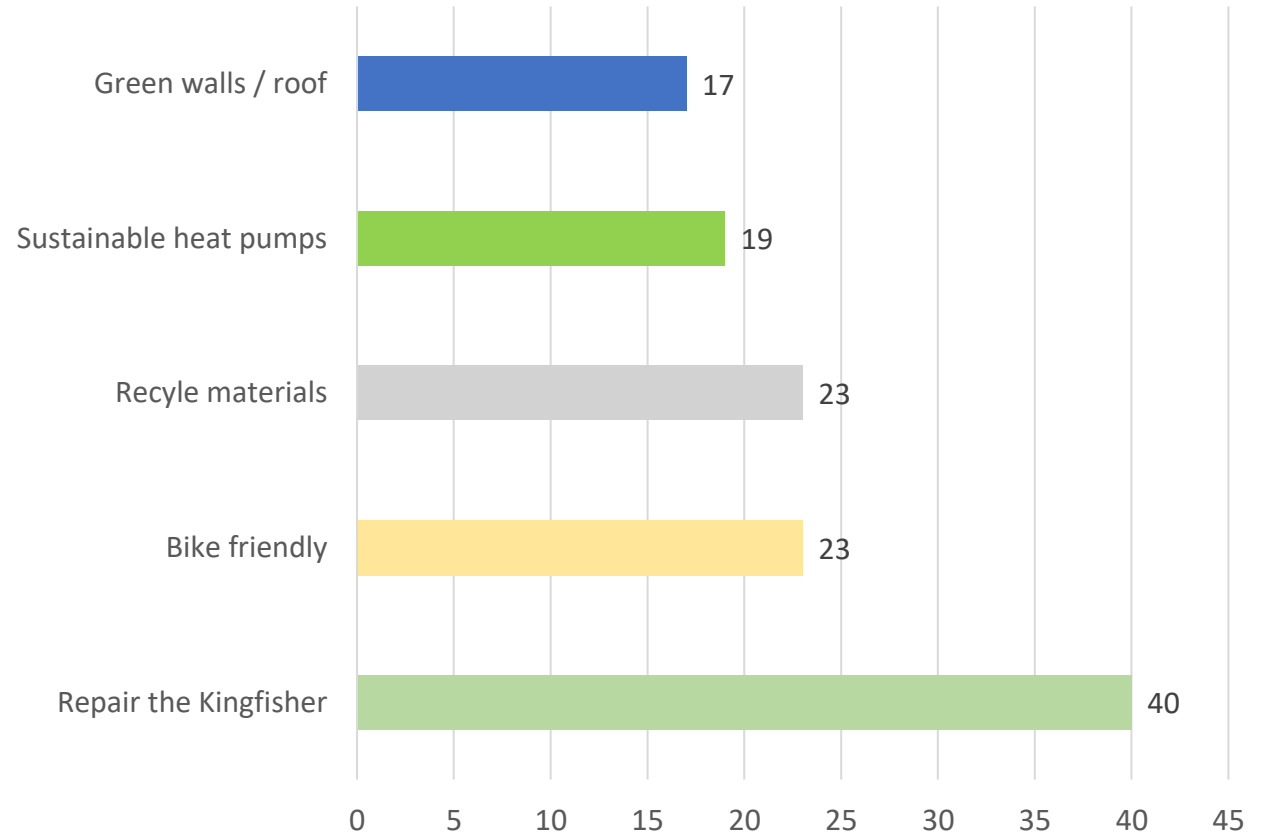
Click on the bar below to give your opinion, left if you strongly disagree and right if you strongly agree.



Q5a: If not, what more should we do to ensure the building is as sustainable as possible?

Headline Findings

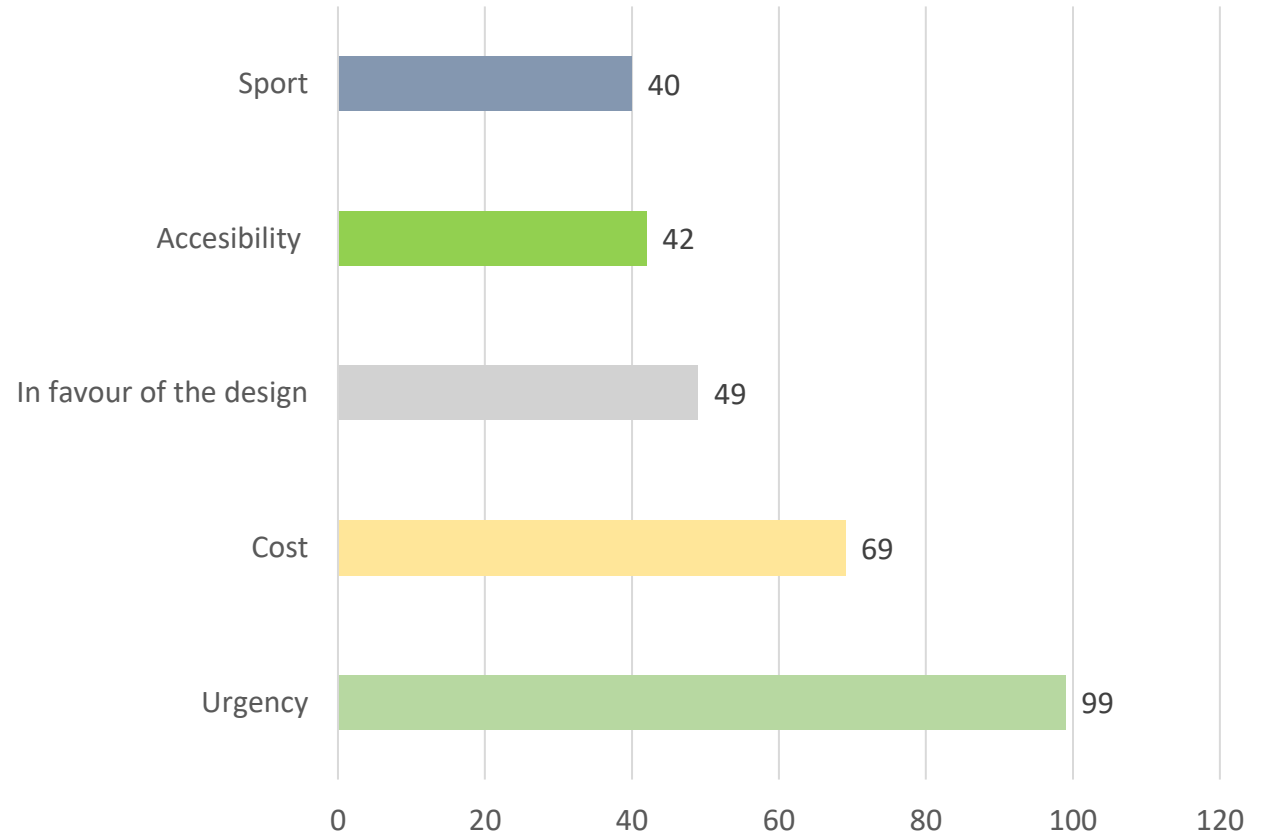
- 274 people answered this question.
- As expected, the most common answer here was demand for refurbish over demolition (40).
- The facility being bike friendly was the second most popular theme (23)
- Calls for sustainable heat pumps, air source or ground (23) and for materials to be recycled (23) were the next most common answers.
- A green roof / walls (17) were also popular.



Q6: Do you have any other comments?

Headline Findings

- 658 people answered this question.
- A sense of urgency (99) was the most common theme, whilst the next most common was the cost (69).
- Many commented favourably on the strength of the design (49) and there were some who raised issues of accessibility (42).
- Others had comments relevant to sport provision (40).



3. Youth engagement.

Youth engagement – key figures

22,837

Young people reached on social media

508

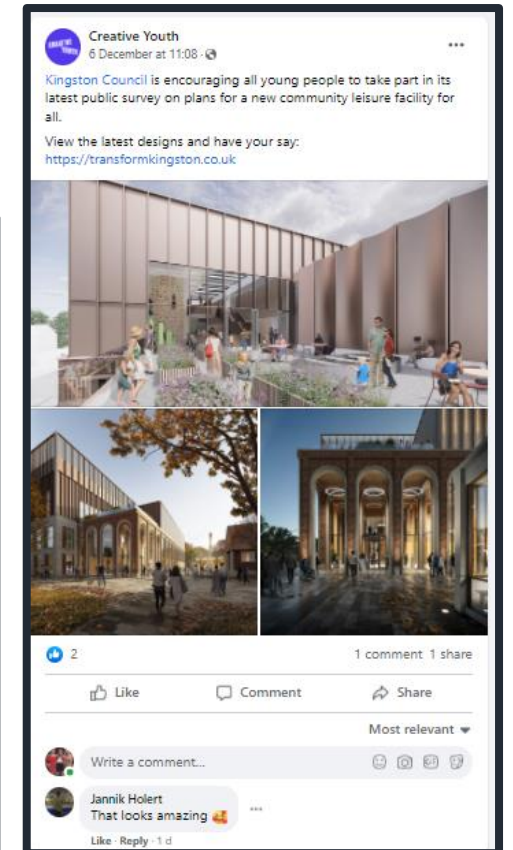
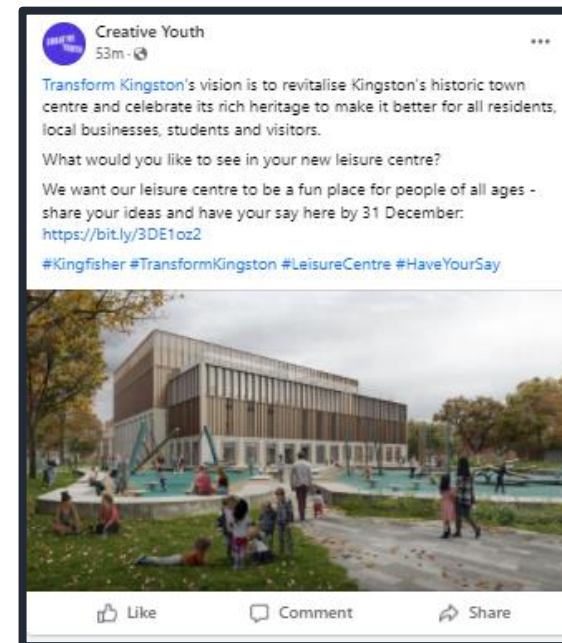
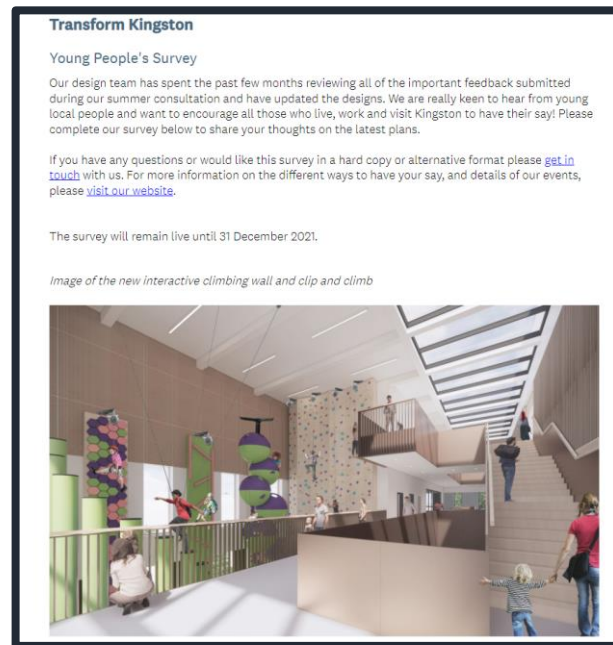
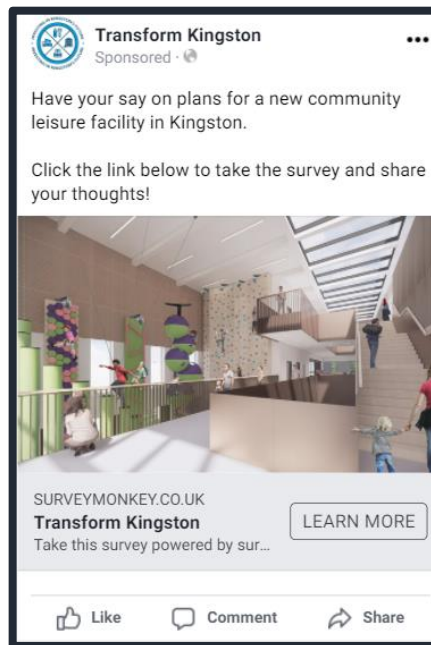
Link clicks to the young people's survey

481

Survey responses

733

Poll votes



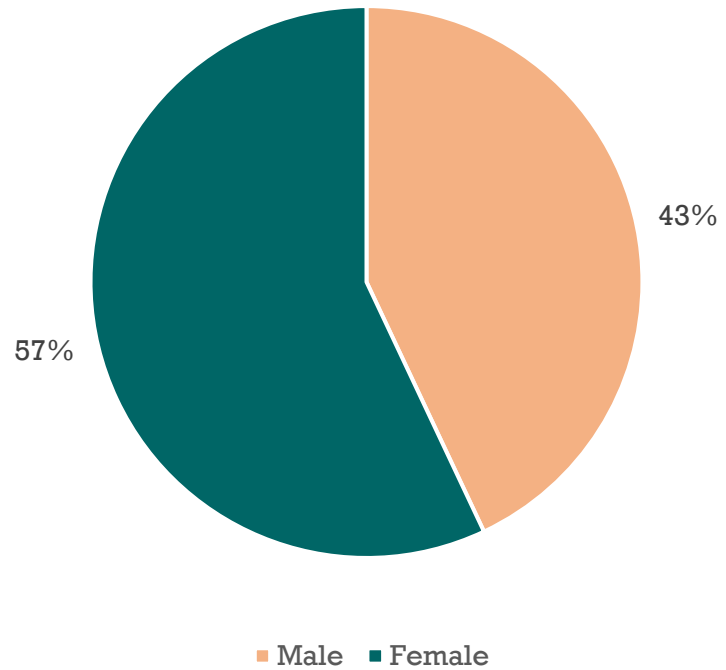
Social media promotion and digital survey

External promotion

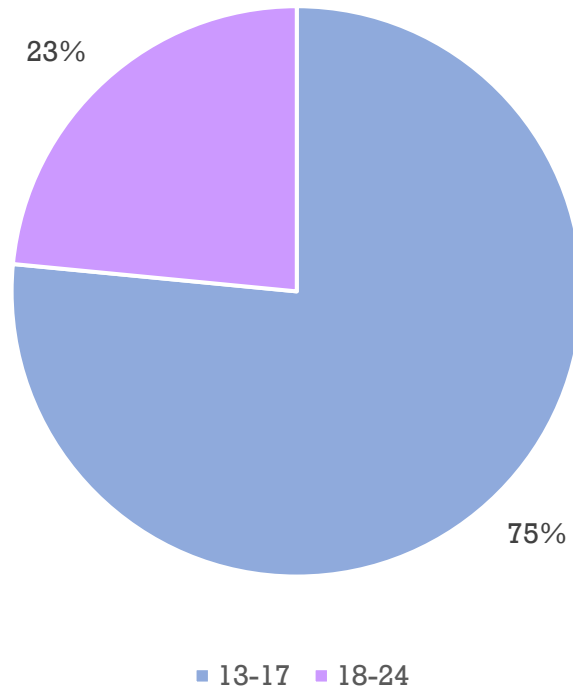
Youth engagement - Instagram polls

Demographics

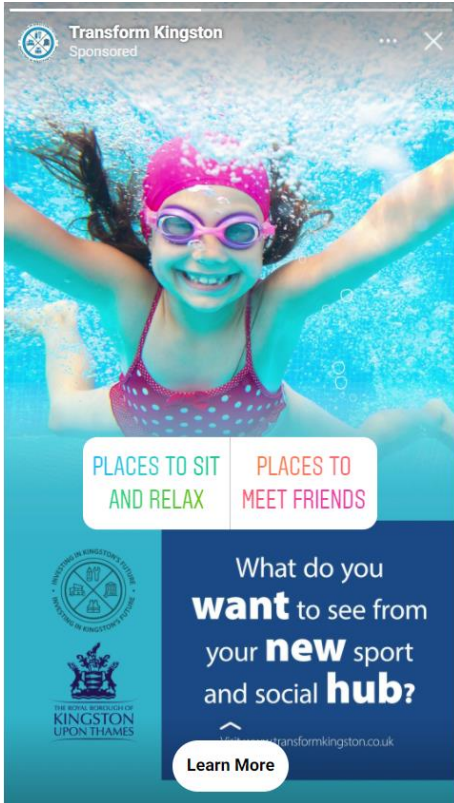
Gender



Age



Youth engagement - Instagram poll results



What do you want to see from your new sport and social hub?

Most popular choice: Places to meet friends

Places to sit and relax

50

Responses

25.13%(50)



74.87%(149)

Places to meet friends

149

Responses

Youth engagement - Instagram poll results



What do you want to see from your new sport and social hub?

Most popular choice: Places to meet friends

Sports facilities

79

Responses

37.80%(79)



62.20%(130)



Places to meet friends

130

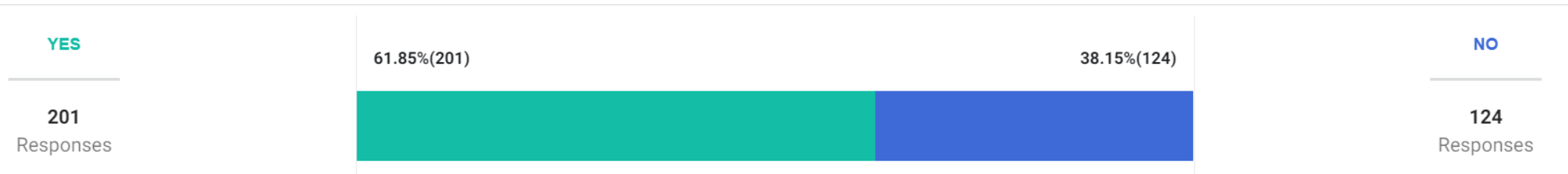
Responses

Youth engagement - Instagram poll results



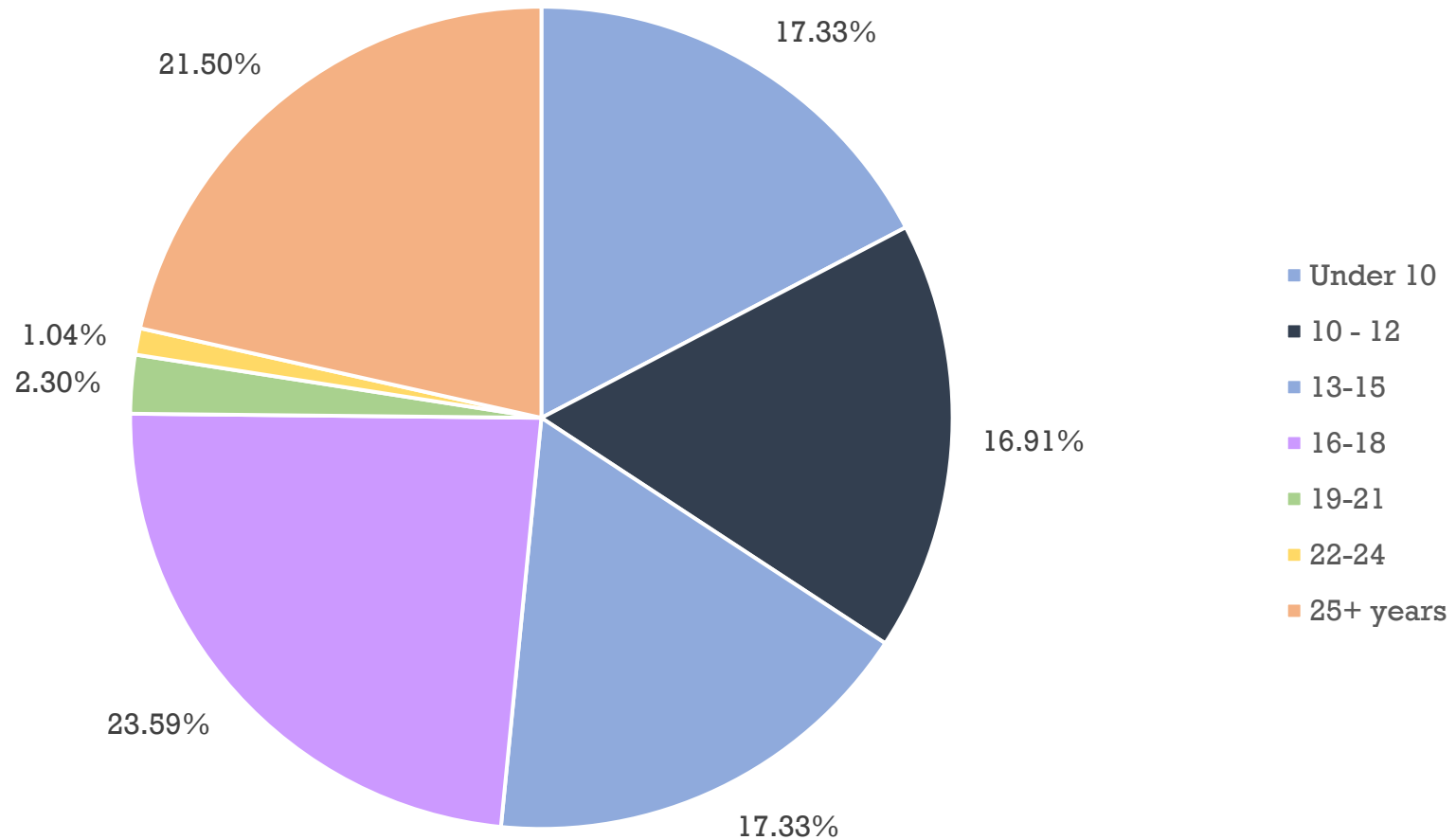
Do you think a new modern centre will encourage more people to get active in Kingston?

Most popular choice: Yes



Young people's survey

Q1: How old are you?



Q2: The new leisure centre will be a fun place for young people of all ages, with a climbing wall, a clip and climb, swimming pools and a bigger and better playground. Do you like this mix of activities?

Please move the slider between 0 (no, not at all) and 100 (yes, I really like it)



Average score - **86**



Q3: The new leisure centre will have swimming pools, a gym, football pitches, squash and sports courts. Would this encourage you to play more sports?

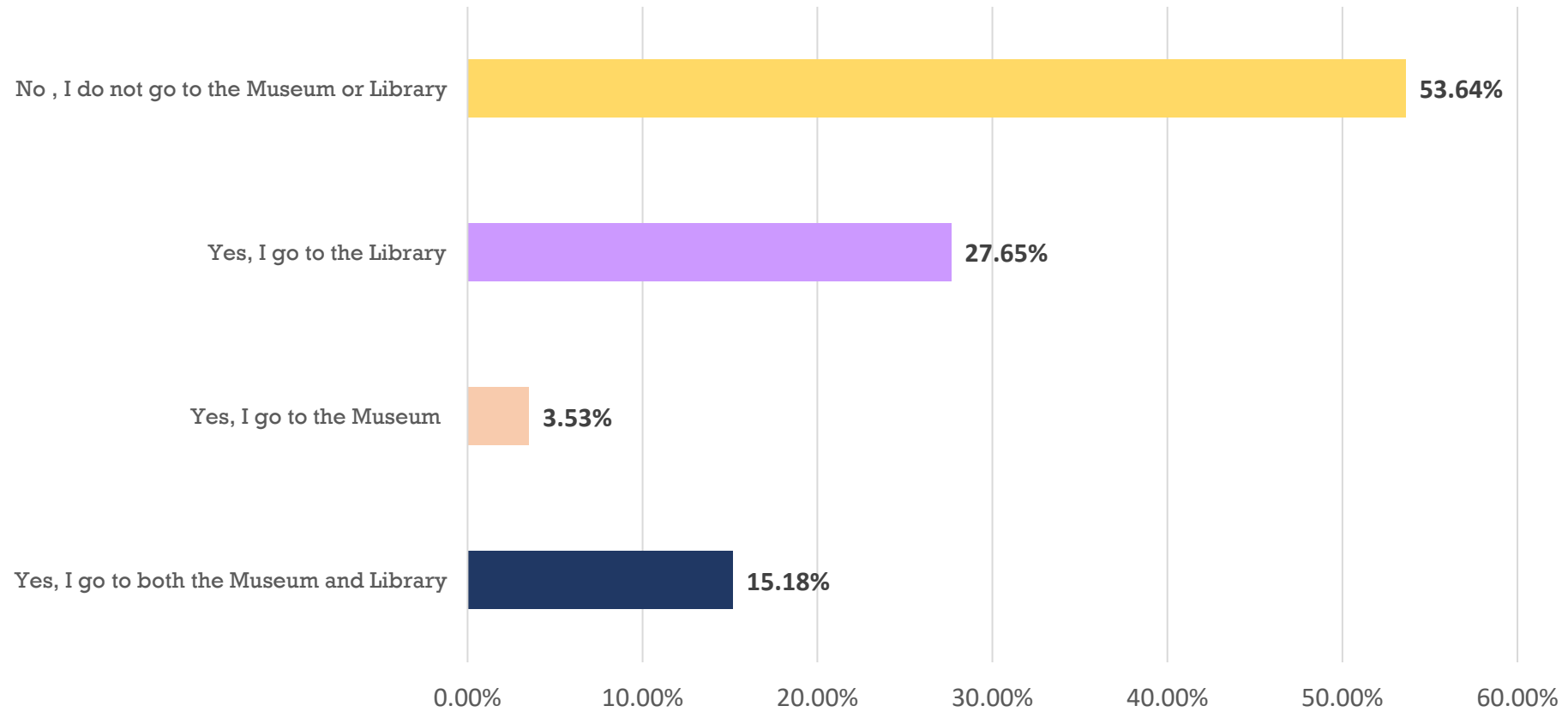
Please move the slider between 0 (no, not at all) and 100 (yes, it definitely would)



Average score - 79



Q4: Do you go to Kingston's Museum or Library?



Q5: We want people of all abilities to use the new leisure centre. Do you think that everyone will be able to enjoy it?

Please move the slider between 0 (no, they will not) and 100 (yes, they definitely will)



Average score - 77





Q6: Is there anything we have missed? Tell us what you would like to see at the new leisure centre!

- A total of 480 comments were received, with most comments stating that there was nothing missing or that they had no comments.
- Key themes that emerged were:
 - **Affordability** - ensuring that local people and students were able to afford to visit the new centre
 - Requests for **facilities** already included in the plans such as badminton courts, a swimming pool, soft play for young children, basketball courts, studio space and sauna and steam facilities
 - Making the centre **accessible** to people with disabilities through features such as wheelchairs access to the pools and large changing facilities
 - **Water activities** such as a diving board, wave machine and slides
 - Additional facilities such as an **ice rink** or **trampoline**

4. Engagement events.

Engagement events

In person events

- Three in person engagement events were held:
 - 4.30pm – 7pm at Baking ideas next to Tolworth Station on Thursday 25th November 2021
 - 10am – 2pm at the Market Hall in Kingston Town Centre on Saturday 27th November 2021
 - 10am – 2pm at the Market Hall in Kingston Town Centre on Saturday 4th December 2021
- Across the three events, 94 people were engaged and engagement material remained at the Market Hall for the duration of the engagement period.

Webinars

- Two public webinars were held on Monday 22nd and Tuesday 30th November between 6pm and 7.30pm, which were attended by 16 people, including two sitting councillors
- 42 questions were asked in total, of which most were posed by the chair to the panel.
- Questions focused on accessibility, sustainability, cost, noise, the planning process, the roof issue and the cattle market.

