



KRA

Kingsmere Residents' Association

22/09/2014

Kingsmere Residents Survey - September 2014

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Summary

The survey was undertaken to provide a snapshot for the Kingsmere Residents' Association Committee on a number of issues. The survey provided residents with the opportunity to highlight any issues they felt the Kingsmere Residents' Association should be addressing, examine the issue of high speed/superfast broadband on Kingsmere and explore the interest in the future Kingsmere community centre.

The survey was collected over a 2-week period using both a door-to-door and online approach and was completed by 85 residents: 51 during door-to-door collection and 34 online.

From the broadband related questions: 90.6% stated they would subscribe to high speed/superfast broadband and 3.5% saying they may subscribe if it were available on Kingsmere. 72.9% stated they had expected broadband would be available on Kingsmere.

From the community centre questions: 54.8% stated that they were aware there would be a community centre on Kingsmere with 60.5% stating that they would be willing to support the community centre in some way, with a wide variety of types of potential support mentioned.

The most popular things respondents thought should be available from the community centre were: parties, community activities and children activities. When asked to select from a 19 item list of options 'what someone in their household would use the community centre for', the most popular items were 'use for parties' and 'sports activities' were selected by 65% of respondents, 'community groups' and 'dancing classes' were selected by over 40% of respondents.

When asked what the Kingsmere Residents' Association should be addressing, the most common themes were: provision of information to residents (including availability of local amenities and update on the development as a whole), parking issues, ongoing management and maintenance of the development.

The information generated by the survey will be fed back to the Kingsmere residents through the September 2014 residents' meeting and the Facebook page, and then an action plan developed. Specific elements of the survey will also be shared with Cherwell District Council, broadband providers, Countryside and individual developers.

Why the survey was completed

The Kingsmere Residents' Association was officially formed in May 2014 by residents of Kingsmere with the support of the Community Development Officers from Cherwell District Council.

There were some immediate actions taken forward as a result of the discussions at the 14 May 2014 and 26 June 2014 KRA meetings. Issues raised at the meetings included: speeding on Middleton Stoney Road; lack of availability of superfast broadband; lack of post box; lack of rubbish bins and dog bins. Issues were taken forward by Countryside and the KRA Committee.

At the end of August some of the KRA committee had met with representatives from BT, Openreach and Better Broadband for Oxfordshire regarding the potential provision of high speed/superfast broadband to Kingsmere.

The KRA committee had been asked to consider contributing to/leading on the planned Kingsmere Community Centre by Cherwell District Council, as it was hoped a local community group would run it.

Additionally at the end of August the committee discussed what was next moving forward. As there were relatively small proportions of residents at the first 2 meetings, it was decided it was essential that the KRA committee established it was taking forward issues that were important to the community as a whole.

It was thought a survey of all residents offered an opportunity to explore residents' thoughts about the issues of broadband, potential uses of and contribution to the community centre, and could also offer the opportunity for residents to flag any issues they felt that the KRA should be addressing.

Design of the survey

The survey was broken down into 3 sections of relatively short questions with a mixture of open and closed responses. The three sections were: broadband; community centre; what else should the KRA be addressing? (See page 8 for survey design)

Approach to information collection

Every home on Kingsmere was approached by the individuals carrying out the survey. If someone answered the door, an invite to the KRA September meeting invitation leaflet was given to them, and they were asked to complete the survey in person. If they then declined, they were given a leaflet with the online survey link and asked to complete it online instead. If no-one answered the door both the September KRA meeting invitation leaflet and online survey leaflet were posted through the door. Both the door-to-door approach and online survey allowed respondents to choose to not answer any question(s).

Results of the survey

85 surveys were completed in total - 84 existing residents and 1 future resident. As there is an occupancy in the region of 300-325 homes on Kingsmere at mid-September 2014, 85 completed surveys represents an approximate 25-28% uptake by residents based on 300-325 occupancies. 51 paper surveys were completed during door-to-door approaches and 34 were completed online.

Broadband questions

Of those that answered the survey, 77 (90.6%) stated that they would subscribe to high speed/superfast broadband if it were available on Kingsmere, 5 (5.9%) said they would not and 3 (3.5%) said they may subscribe.

	Total	%
Yes	77	90.6%
No	5	5.9%
Maybe	3	3.5%

62 (72.9%) stated that they had expected high speed/superfast broadband to be available on Kingsmere, 9 (10.6%) said they had not expected it to be available and 14 (16.5%) stated that they didn't think about it at the time of purchase/planning their move.

	Total	%
Yes	62	72.9%
No	9	10.6%
Didn't think about it	14	16.5%

Additionally, themes for comments made about this issue were:

Expected it to be on Kingsmere as it was a brand new build – it's crazy that it's not.

Were told it was coming during purchase

Community centre questions

46 (54.8%) of respondents stated that they were aware that a community centre would be built on Kingsmere and 38 (45.2%) of respondents stated that they had not known.

	Total	%
Yes	46	54.8%
No	38	45.2%

When asked as an open question 'what would you like the community centre to provide for you and your fellow residents', themes included:

No. of respondents	The community centre should provide:	Specifics mentioned
23	Specific activities	bridge, car boot, martial arts, dance classes, gym activities, art classes, gardening club, Scouts/Guides,

		WI, Church things, Keep fit, video game club, whist, doctors surgery, language classes, music classes, quiz nights, polling place.
19	Community orientated	Community interest groups, coordinating support for the community, for everyone on Kingsmere, all ages, a focal point, community social events, family events
18	Children's activities	Toddler groups, kids activities, summer clubs, kids clubs, childminder drop in,
11	Information/centre point	Centre for information and resources, centre for volunteer coordination, focus point
10	Room hire	Room and hall hire
8	Meeting place	
8	Activities for adults	Coffee mornings, University of the 3 rd age activities
7	Parties and events	Birthday parties, Halloween celebration, Bonfire night
6	Multi-use	Respondents outlined multiple uses in their answered or specified it could be used for multiple purposes to meet many needs.
5	Alcohol related	Bar, Beer festival

Of the activities options for the community centre listed for selection that 'would be used by those living in your home', the following answers were selected (displayed in order by number of times selected by respondents):

		Paper	Online	Total	%
1	Use for parties	30	26	56	67.5
2	Sports activities	30	27	57	68.7
3	Dancing classes	27	13	40	48.2
4	Community groups	19	18	37	44.6
5	Zumba	22	10	32	38.6
6=	Youth activity groups	17	12	29	34.9
6=	Pilates	20	9	29	34.9
6=	Weight loss support	16	13	29	34.9
9	Aerobics	16	12	28	33.7
10	Coffee morning/Café	14	13	27	32.5
11	Toddler group	11	14	25	30.1
12	Table top/Car boot sales	13	11	24	28.9
13	Drop in services	12	11	23	27.7
14	Cubs/Scouts	15	7	22	26.5
15	Brownies/Guides	12	9	21	25.3
16	Bingo	10	5	15	18.1
17	Support groups	11	3	14	16.9
18	Church services	7	6	13	15.7
19	Dementia café	7	5	12	14.5

When respondents were asked if they 'could support the community centre in any way?', 49 (60.5%) respondents said yes, 24 (29.6%) said no and 8 (9.9%) said Maybe/Possibly.

	Total	%

Yes	49	60.5%
No	24	29.6%
Maybe/Possibly	8	9.9%

When asked in ‘what way might you be able to support the community centre?’ themes included: baking of goods, maintenance work, raising money, helping out generally, support of a café, ad hoc help, registered licensee, teaching of classes, advertising, photography for events, cleaning.

What does the KRA need to address question

There were multiple strong themes generated from this open question. These were:

No. of respondents	Issue	Specifics mentioned
28	Parking	including lack of visitors parking and people parking inappropriately – the access into Kempton Close was highlighted as a specific issue
13	General development information	Access to updates on progress and overall plans, footpath opening and access to various areas of the development e.g. Brewers Fayre
13	General upkeep and maintenance of the development	weeds in road paving, litter from build sites and generally on the development, lack of maintenance around empty owned homes, road upkeep, who is responsible for what
9	Children’s play parks	when some would open – as they seemed complete but are taped off - safety issues including nearness to open waters and no dog exclusion, and the general upkeep of play areas.
9	Whitelands Way	when it was opening, how would access work effectively onto side streets as felt dangerous at present, was it designed for bus and car use?
8	Bus service	timing of park and ride opening, bus stop placement and access through to Bellway David Wilson end
7	Anti-social behaviour issues	speeding, motorbikes and cycles on paths.
6	Dog poo and litter bins	poor provision and owners not picking up after their dogs.
6	School opening date	
5	Kingsmere shops opening	
5	Middleton Stoney Road issues	included comments on speeding and the lack of pedestrian crossing.
3	Broadband	
3	Lighting and Safety	Throughout development and on pathways
3	Community event provision	

2	Lack of post box	
2	Cycle access	both through the estate and from the estate to local amenities e.g. train stations
2	Bin collection issues	

Other issues mentioned included signage on private roads, more interaction with the police, provision of a doctors surgery, Neighbourhood watch, bollards missing, request for a bar, locality specific issues.

Other benefits of the survey process

The door-to-door aspect of the survey allowed the surveyors to make contact with a large number of residents and address queries about the role of the KRA, when and how it formed and clarify the role of and relationship with Bicester Churches Kingsmere Welcome Group who have also knocked on their door in the past.

The survey has allowed promotion of the new KRA Facebook page as a future source of information and to raise queries. The door-to-door approach provided the opportunity to promote attendance at a KRA meeting to meet fellow residents and raise queries and/or issues potentially get these answered/addressed going forward.

Plans and actions as a result of the survey

The outcome of the survey will be shared with residents at the next KRA meeting – 25 September 2014 and an action plan developed. Additionally the survey will be shared with individuals from CDC including local Councillors, the local MP, Countryside, individual developers, Openreach, Better Broadband for Oxfordshire and any other individuals or organisations as agreed at the September 2014 KRA meeting that would be of benefit to Kingsmere residents.

Acknowledgements

The KRA committee would like to thank all of the residents who assisted with the door-to-door surveys and leaflet delivery. It would also like to thank all the residents who took the time to share their views.



Kingsmere Residents' Survey – September 2014

The Kingsmere Residents Association (KRA) wants to compile some anonymous data on a number of issues. This includes:

- Potential 'high speed' (up to 80Mbps) broadband uptake to use in discussions with potential Broadband providers
- Provision of the Kingsmere Community Centre
- Offering the opportunity for all residents to highlight any other issues they would like the KRA to take forward

The survey should take 2-3 minutes, and we would really appreciate your input!

1. Are you an existing or future Kingsmere resident?

Existing Kingsmere resident

Future Kingsmere resident

2. Would your household subscribe to 'high speed' broadband if it were available on Kingsmere?

Yes

No

3. When you were planning to move to Kingsmere did you expect that 'high speed' broadband would be available?

Yes

No

Didn't think about it

Other (please specify)

4. Were you aware that a community centre will be built on the Kingsmere development?

Yes

No

5. What would you like community centre to provide for you and your fellow residents?

6. It is expected the community centre will offer a range of opportunities for residents – please select which of the following activities those living in your home would use the community centre for:

Toddler group	Sports activities	Weight loss support	Zumba
Coffee morning	Church services	Dancing classes	Support groups
Bingo	Brownies/Guides	Youth activity groups	Use for parties
Aerobics	Cubs/Scouts	Table top/Car boot sales	Community groups
Pilates	Dementia café	Drop in services	

7. Would you be able to support the community centre in any way - if so what support?

8. What other issues do you think the Kingsmere Residents' Association should be addressing?

Full survey results

1. Are you an existing or future resident?

	Paper	Online	Total
Existing	51	34	84
Future	0	1	1

(85 respondents)

2. Would your household subscribe to 'high speed/superfast' broadband if it were available on Kingsmere?

	Paper	Online	Total
Yes	44	33	77
No	4	1	5
Maybe	3		3

(85 respondents)

3. When you were planning to move to Kingsmere did you expect that 'high speed/superfast' broadband would be available?

	Paper	Online	Total
Yes	33	29	62
No	8	1	9
Didn't think about it	10	4	14

(85 respondents)

Other (please specify)

Paper responses

It's a new estate

Thought it was stupid not to have it as a new estate

No – but were told it was coming soon

It's a new estate!

Specifically asked when purchasing and were told cables were being laid – had issues getting phone lines working

Were told when moving in it wasn't here but would be eventually

Online responses

Definitely, i have discussed with Open Reach technician who thinks its crazy that they dont put fibre cabinets in as standard on new developments as they end up replacing std ones almost immediately

My expectation of a greenfield site, would be for the latest technology to be deployed to prevent later disruption to upgrade, so did not do any research until I tried to order a phone line move. We both work from home and have a number of devices that connect to the internet, so anything under 16 Mbps is slow and causes problems. We currently get around 3 Mbps

Its a new estate.

Told by Bovis rep that it wasn't available as yet but should be by the time we moved in in September. In reality, nothing was happening!

4. Were you aware that a community centre will be built on the Kingsmere development?

	Paper	Online	Total
Yes	25	21	46
No	25	13	38

(84 respondents)

5. What would you like the community centre to provide for you and your fellow residents?

Paper responses

Bridge clubs

Adult and childrens groups

Car boot sales

Martial arts

Kids activities

Something for the kids

Access for room hire for business use

Setting up of community interest groups

Beer festival

Voting

Hire for parties/events

Kids clubs

A bar

Parties

Childrens groups

Childrens parties

Childrens clubs

Coordinating support for community

Information centre e.g. bus time tables, information leaflets

Volunteer coordination centre

Wine and food events

Community events

Beer festivals

Bonfires

University of the 3rd age stuff

Groups

Meeting place

Activities

Bar

Meeting place

All ages

For everyone on Kingsmere

Meeting place

To rent out

Dance classes
Something for children
Gym activities
Extra mural activities for residents
Scouts
Birthday Parties
Groups
If something on that interests me then would go along
Fitness classes
Kids clubs
Gym
Classes e.g art, keep fit toddlers
Perhaps a Sunday Market or veg market
Gardening club
Summer kids clubs
Lots of things for all age groups and tastes
Be able to rent a room to run an evening class
Somewhere to use and hire
Adult/childrens parties
Scouts/guides
WI/Church things
Any community groups
Keep-fit groups rather than high impact stuff

Online responses

Fitness/dance classes for all age groups. a community meeting place for ALL ages (not just young mums and toddlers)
A Focus centre with FB page where all age groups are welcome. A friendly, relaxed, local face and a welcoming ambiance.
Childminder drop in Hire of hall
Baby and childrens activities Adult activities such as pilates Location that can be booked for events such as birthday parties Location for street party etc
A focus point for events on the estate.
A focal point & resource for residents.
A place where community events can be arranged and run at a reasonable cost.
Social events, library, drop in point for council, police etc
'Social events' i.e. quiz nights, halloween party, wine tasting party, discos etc. Plus would be good if it could be hired out for private parties. Could also be used as a meeting place for clubs and societies. (My 14 year old son suggested a video game club!)
As in Wendlebury the heart of the community for all sorts of village activities...lectures, meetings, barbeques, games (whist etc) special occasions (Jubilee was one) etc
Somewhere for the community to hold events
Catering facility and alcohol license
Meeting place. Community events. Place to hire out.
Regular events being held that bring the community together so everyone would get to know each other and it would provide a calm atmosphere throughout the community playgroups, coffee mornings, advice and information (local)
Village hall equivalent for resident booking, fitness classes, doctors surgery, community events.
I teach fitness classes, so would be really interested in doing some in the centre!
polling station local information rooms for hire e.g. children's parties and harvest suppers etc.

Family events, classes (language, music etc)

A place for social events such as parties/bbq's and also a place for meetings. It would also be a good place for youth groups, mother and baby groups and various functions throughout the year.

A place with a wide range of activities / services available.

6. It is expected the community centre will offer a range of opportunities for residents – please select which of the following activities those living in your home would use the community centre for:

	Paper	Online	Total		Paper	Online	Total
Toddler group	11	14	25	Sports activities	30	27	57
Coffee morning	14	13	27	Church services	7	6	13
Bingo	10	5	15	Brownies/Guides	12	9	21
Aerobics	16	12	28	Cubs/Scouts	15	7	22
Pilates	20	9	29	Dementia café	7	5	12
Weight loss support	16	13	29	Zumba	22	10	32
Dancing classes	27	13	40	Support groups	11	3	14
Youth activity groups	17	12	29	Use for parties	30	26	56
Table top/Car boot sales	13	11	24	Community groups	19	18	37
Drop in services	12	11	23				

(84 respondents)

7. Would you be able to support the community centre in any way – is so what support?

	Paper	Online	Total
Yes	27	22	49
No	15	9	24
Maybe/Possibly	8	0	8

(81 respondents))

Comments

Paper responses

- Previous school governor
- Volunteer cheffing/crisis
- Support for sports
- Business use/hire
- Cake provision
- Cake provision
- Making teas, etc. cleaning up
- Donate stuff to car boots, etc.
- Helping out generally
- Would like to be involved in some way
- Maybe to help out generally
- Volunteer in a supporting café
- Volunteer for community support
- Registered licensee
- Not sure as just moved in

Time, cleaning
Ask me again later
On an ad hoc basis when have free time
On ad hoc basis
Maintenance
Odd bit of time here and there
If time allows
As and when required – ad hoc helper
On an ad hoc basis
On an ad hoc basis
Ad hoc support
Ad hoc – helping out at classes
On an ad hoc basis
Ad hoc basis

Online responses

attending fitness/dance classes

I may have some time during the week available. Or perhaps assist on an admin basis.

Helping with toddler group activities

Possibly some time with baby group

Promotional activities such as photographing events. Run courses such as photography, crafts.

Volunteer work

possibly - I don't have a great deal of free time, but willing to help where possible.

I can speak Mandarin, I am happy to deliver some casual Mandarin dialogues.

Lectures. I am a medical herbalist (see www.kittycampion.com) and the author of 10 books

Time. Clearing up.

possibly help with toddler group if not working

Childrens behaviour consultant

Attend the highlighted sessions above.

I run a cake business that could supply cakes for the coffee mornings and dementia café.

As above (circuit classes and personal training)

Help for coffee mornings, church services etc. Refreshments and organisation

Advertising, helping out when required.

Help fundraise. Happy to donate

It depends on the services / agencies involved. I have experience of working in the Voluntary Sector

8. What other issues do you think the Kingsmere Residents' Association should be addressing?

Paper responses

Middleton Stoney Road

Bikers on paths

Cutting of grass

Bin collection rotation

MSR and path

Lighting at back of path - Goodwood

BT cover – Goodwood

Opening of play park areas for children

When is the school opening

Would like a bar

When will Whitelands be open
When are the shops coming
Bollards missing on Kempton Close running behind Whitelands
Parking on Kempton
Not enough visitor parking – Kempton
Anti-social parking
Parking issues
Just the poor internet speed
When will there be shops
Would like another pub for drinks/food
Upkeep of the roads e.g. weeds between paving – which is developer and individual occupiers responsibility
Display of 'private road' status signing
Maintaining the upkeep/cleanliness of the estate to keep it as is now
Visitors parking spaces – visitors NOT residents
Kempton Close parking
Opening of Whitelands way
Being able to walk to Brewers Fayre through the estate
Why no visitors parking?
Post boxes
When are shops opening?
Turning into Kempton Close from Whitelands
Walking directly to Brewers Fayre from Estate directly
Opening Whitelands way
School and shops opening
Speeding
Car parking – Kempton close
Rude letters from bin men about parking when its on their property
Parking for visitors which is not for visitors
Dog poo bins
Litter bins
Speeding along Kempton Close
Parking along Kempton Close
Parking – Kempton Close – Visitors spaces, etc.
Anti-social driving and inconsiderate parking/visitor parking
Buses/Public transport for DWH
Bus stops – where are they going?
Visitors parking
Improving the temporary roads (Pontefract Rd)
Building site litter
Traffic and parking issues
Just what is happening with development
Opening of Whitelands way – when?
Amount of dead trees driving into DWH side of site
Lack of footpath
DWH taking care of public footpaths and people not using the footpaths as car parks
On street parking – Whitelands Way
Boy racers on Vendee Drive
Roads
Bus service
Park and ride for DWH residents

Online responses

Speeding, anti social behaviour, more interaction with police

1. Unsightly and awkward parking on Whitelands Way. this contravenes Fourth Schedule, clause 3 of the Deeds. really bad near the junction with Pontefract Road. This will also become more of a danger once Whitelands Way is opened up to Middleton Stoney Road. It needs to be fixed now. 2. Top surface needs to be added to the footpath/cycle path that joins Plumpton Road with the main cycle path running through Kingsmere. My cycle tyres will burst soon, and someone will sprain an ankle. 3. A primary reason for moving here was Bicester's claim to be cycle-friendly. I'm sure many people will have also been sold the vision in the Bicester Masterplan. The cycle route to Bicester North station has fragmented cycle paths and, in some areas it throws you on to the road at danger spots. I'd like KRA to put pressure on the council to fix this before an accident occurs, an before the Kingsmere population increases

'Joined Up' cycle routes (stations). Parking and speed along Whitelands Way.

When Whitelands Way will be fully opened When the new play parks will be open
Weekly food waste collection Opening access road through Bellway to the main road via hotel/restaurant, at least for walking to begin with.

The weeds coming up through paved parking spaces and roads around the estate make the place look terrible.

Parking issues: residents parking their 3rd/4th/5th vehicle in designated visitors parking spaces. General look of development: Weeds growing through bricked road surfaces (Bovis Kempton Close). Poor upkeep of gardens. Some areas look very shabby.

Anything that can be done to get a doctors in the area would be great.

Lack of speed of work by countryside to finish amendment work at the bus turning area be Bellway and the opening of whitelands way from Bellway/David Wilson leading to Bovis/Taylor Wimpey

Dog walkers not clearing up dogs mess (May require a review of bin facilities).

Bus routes to David Wilson / Bellway side.

Further events to bring the community together.

Local amenities

Parking - Whitelands Way in particular is very badly designed. It seems to assume that people won't use cars and will take the bus everywhere. This is impractical and needs to be rethought urgently. Also keen to understand what long term plans are for the development, particularly when access will be opened end-to-end.

Arranging more activities will help all residents to know each other. and it would be better if you could share the timeline of the development plan of Kingsmere area, i.e. when the primary school will be ready?

Noise/potential for accidents/neighbourliness/ cleanliness of streets and, very definitely, children's legitimate playing areas of which there are currently none.

State of playgrounds, lack of post boxes, state of roads.

Informal get-togethers. Footpath along MSR.

Boy racers speeding around the Middleton stoney roundabout. Lack of equipment at parks around kempton close and whitlelands way .also lack of dog bins. Parking of cars making access difficult. Opening a walk way to brewers fair so a family can walk their without having to go right around the whole estate first! There is a road but it's fenced off to cars and walkers. Kempston close road has still not been resurfaced I have picked two screws in my car tyres obviously needing replacement.

Parking. Litter bins.

Permission to build astroturf pitches for football and other various activities none at present

litter, crossings on main road, local youths on motorbikes, safety issues - i.e. the playground and the lake (most of Goodwood Close residents have very young children)

More important than broadband is primary school start date and completion date, need to know commitment to start by council now made. Also more important than broadband are the two large playgrounds which are built but sealed off and marked as dangerous by david wilson houses.

Building of the primary school. Sooner rather than later! Up keep of the pavements and bushes along Whitelands way and generally throughout the estate. Opening of playgrounds asap. Thanks.

parking is an issue with people parking on public paths and using the visitors parking bays as an extension to allocated parking. Road maintenance as covered in weeds. Garden areas of houses which are occupied part time being left to overgrow. Neighbourhood watch. dog waste bins. No dogs allowed signs to be placed on public play areas.

N/A

Keeping the streets tidy and WEED free! Because the streets look terrible.

None

When will the large playgrounds be ready. Updates on school and opening dates etc.

Parking- there are cars everywhere White vans - they're not supposed to park on the site bus route - where will the bus stops be? Lighting along the path from the bus terminal at the Chesterton end to the hotel traffic lights.

Parking on the arterial roads in and out of the estate is becoming a big concern, particularly as the estate grows and more people move onto the estate

Since moving in, we haven't really had any information when amenities will be put in such as shops and if we will have a bus stop in easy walking distance (closest to us is Acorn pub). We also don't know when various building work will be completed such as roads and pathways.

Parking in the middle of whitelands way.

The provision of ALL aspects of communications including early installation of phone lines and cable services

Parking issues throughout the development