



# Know Ball Games in Westminster Pilot

Phase 2 & 3: Consultation & Engagement  
Survey and Walkaround Summary Report

*September - December 2023*



# Contents

## 03

Executive Summary

## 04

Phase 2: Survey Methodology

## 05

Who Took Part

## 06

Results

## 20

Phase 3: Walkaround Methodology

## 21

Walkaround Comments Summary

## 22

Recommendations



# Executive Summary

The 'Know Ball Games' in Westminster Pilot aims to foster a culture of play through the replacement of existing no ball games signs with more positive signage in Housing Estates. Additionally, it aims to make currently closed spaces more accessible to further establish the positive play culture. This consultation aimed to get feedback from the residents who this would affect the most and the steps which they believed we should take to ensure the project is delivered successfully.

Upon completion of phases 2 and 3 of the consultation, the following results and recommendations were concluded:

- Residents highlighted prominent concerns which prevent play include fear of antisocial behaviour, fear of outside people/strangers coming into the area and dog related issues. Therefore, there needs to be an emphasis on all the methods which the Westminster Housing Services have put in place to tackle these concerns
- A large majority of residents would prefer having designated areas and clear signage. Therefore, replacement signage should be space/facility specific and inform who can use the space, when they can use it and what types of activities can take place
- The importance of providing children with spaces and facilities which encourage play was understood by the majority, however, there was a mixed view of whether opening green spaces would provide more play opportunities. Residents of Hallfield Estate displayed the most apprehension, while residents of Churchill Gardens Estate and Queens Park Streets, Gardens & Courts supported the proposal. Therefore, to assist with apprehension a timetable detailing when the spaces are open and accessible should be put in place. There should also be a priority placed on supervised activities taking place to help deter antisocial behaviour
- Residents placed a strong emphasis on the need for more supervised activation in the form of community and youth clubs. Therefore, there should be some signposting to partner organisations about the available estate facilities to encourage use and also signposting to residents about available programmes which occur nearby
- The implementation of this pilot must coincide key issues around antisocial behaviour, the declared ecological emergency and the positive activation of spaces



# Phase 2: Survey Methodology



This consultation survey aimed to:

- provide residents an opportunity to tell us their views about the pilot
- help us understand the current level of awareness which residents had on how to participate in and encourage positive play
- inform us of the best steps which they believe we should take when creating community guidance relating to positive play, safety issues and antisocial behaviour



The survey was open for 29 days (22<sup>nd</sup> September - 20<sup>th</sup> October 2023)



Residents were invited to take part in the survey using a variety of methods including leaflet letter drops by post, posters in community notice boards & in local newspapers, via social media channels and text messages



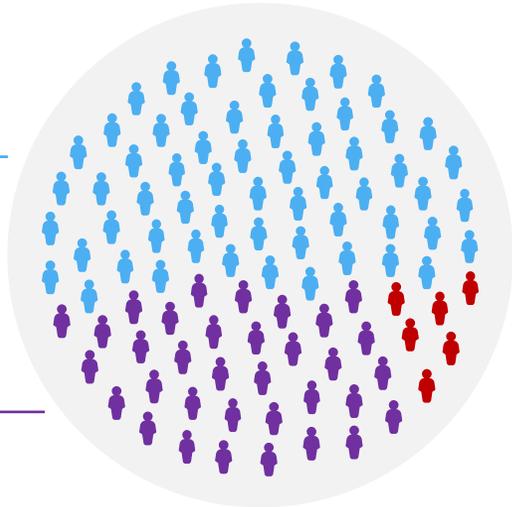
96 individuals participated



# Who Took Part

**57%**  
Churchill  
Gardens  
Estate

**37%**  
Hallfield  
Estate



**6%**  
Queens Park  
Streets,  
Gardens &  
Courts



**95%**  
of participants identified themselves  
as Westminster residents



**24%**  
of participants identified themselves  
as users of Westminster facilities



# Results

The survey was broken down into three main sections:

1. Children Play and Safety
2. Facilities and Play
3. Signage

The pages following will detail the results of each section. The Children Play and Safety section will display data from all participants. The Facilities and Play and Signage sections will display the results separated by housing estates.



# Children's Play and Safety

Participants who had children were asked if they felt it was safe to let their children play in their estate currently, either accompanied or unaccompanied.



**32%**  
of participants had  
looked after  
children at home

Unaccompanied



Accompanied



■ Always ■ Very often ■ Sometimes ■ Rarely ■ Never



# Facilities and Play

The facility and play section of the survey aimed to get feedback on the current facilities and some of the proposed actions which may take place as part of the pilot. The following questions were asked:

1. How important do you consider it to be to provide children with spaces and facilities that encourage play?
2. Identify one or more reasons that may prevent children from playing in the spaces and facilities.
3. What types of activity do you think should be able to be played?
4. Would more presence of Police or Community Support Officers have a positive impact on the use you make of the facilities and space to improve your or your family's physical activity and wellbeing?
5. To what degree offering supervised community activities (i.e. community clubs, council programmes, etc) to encourage play and community cohesion is positive or negative?
6. To what extent do you agree that the better use of community halls and indoor and outdoor facilities would contribute to improve your or your family's physical activity and wellbeing?
7. To what extent do you agree that opening green spaces would provide children with more opportunities to play?
8. To what extent do you agree that having more benches installed in would improve community life?

All questions had a 100% response rate. The pages following will present the results separated according to housing estate.



# Facilities and Play

## Churchill Gardens Estate



**85%**

of participants believe it is important to provide children with spaces and facilities which encourage play

Top 3 perceived barriers to children playing in current facilities:

- 1 **68%** chose fear of Antisocial Behaviour
- 2 **45%** chose dog fouling
- 3 **45%** chose fear of strangers

Top 3 types of activities which should be played in current facilities:

- 1 **79%** chose playground games
- 2 **65%** chose catching games
- 3 **60%** chose football



# Facilities and Play

## Churchill Gardens Estate



of participants believe greater Police presence would positively impact usage of current facilities.



of participants believe offering supervised community activities would positively encourage play and community cohesion.



of participants agree better use of community halls and indoor and outdoor facilities would improve their physical activity and wellbeing.



of participants agree opening green spaces would provide children more opportunities to play.



of participants agree installing more benches would improve community life.



# Facilities and Play

## Hallfield Estate



**66%**

of participants believe it is important to provide children with spaces and facilities which encourage play

Top 3 perceived barriers to children playing in current facilities:

- 1 **69%** chose fear of Antisocial Behaviour
- 2 **69%** chose fear of strangers
- 3 **57%** chose safety concerns i.e., ball hazards, breakage

Top 3 types of activities which should be played in current facilities:

- 1 **82%** chose playground games
- 2 **44%** chose catching games
- 3 **38%** chose chasing games



# Facilities and Play

## Hallfield Estate



**57%**

of participants believe greater Police presence would positively impact usage of current facilities.



**65%**

of participants believe offering supervised community activities would positively encourage play and community cohesion.



**43%**

of participants agree better use of community halls and indoor and outdoor facilities would improve their physical activity and wellbeing.



**29%**

of participants agree opening green spaces would provide children more opportunities to play.



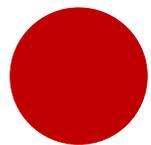
**34%**

of participants agree installing more benches would improve community life.



# Facilities and Play

## Queens Park Streets, Gardens & Courts



**100%**

of participants believe it is important to provide children with spaces and facilities which encourage play

Top 3 perceived barriers to children playing in current facilities:

- 1 **83%** chose fear of Antisocial Behaviour
- 2 **67%** chose fear of strangers
- 3 **57%** chose dog owners not following rules

Top 3 types of activities which should be played in current facilities:

- 1 **100%** chose playground games
- 2 **83%** chose catching games
- 3 **67%** chose chasing games



# Facilities and Play

## Queens Park Streets, Gardens & Courts



**50%**

of participants believe greater Police presence would positively impact usage of current facilities.



**100%**

of participants believe offering supervised community activities would positively encourage play and community cohesion.



**100%**

of participants agree better use of community halls and indoor and outdoor facilities would improve their physical activity and wellbeing.



**100%**

of participants agree opening green spaces would provide children more opportunities to play.



**67%**

of participants agree installing more benches would improve community life.



# Signage

The signage section of the survey aimed to measure attitudes towards any changes in signage and collate views on the proposed use of 'positive signage'. The following questions were asked:

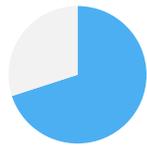
1. Would you like certain spaces/facilities to be designated and signage to show where games can be played?
2. The 'Know Ball Games' Consultation aims to use a more positive signage that widens the opportunities children have to play in a safe space. With this in mind, what steps should the council take to increase the use of local estate facilities for play while reducing disturbance, excessive noise and/or antisocial behaviour?

All participants responded to the first question and 77% of participants responded to the second question. The second question was an open question where participants could respond as they wished. These responses were coded, themes identified, and quotes given as examples. The pages following will present the results separated according to housing estate.



# Signage

## Churchill Gardens Estate



**70%** of participants would like spaces to be designated and signage to show where games can be played

Participants were asked what steps they believed the council should take to increase usage of existing spaces while reducing disturbance, excessive noise and antisocial behaviour. The key ideas presented included having:

- designated play areas and corresponding signposting to these areas
- educational signage which detailed hours of operation and how to play respectfully (towards others and the environment)
- organised supervised activities such as youth and holiday clubs
- additional police presence to combat and deter antisocial behaviour

operation presence hours  
Educational signposting signage  
Facility **Additional**  
Specific Police  
resources



# Signage

## Hallfield Estate



63%

of participants would like spaces to be designated and signage to show where games can be played

Participants were asked what steps they believed the council should take to increase usage of existing spaces while reducing disturbance, excessive noise and antisocial behaviour. The key ideas presented included having:

- additional police presence to combat and deter antisocial behaviour
- educational signage which detailed hours of operation and how to play respectfully (towards others and the environment)
- designated play areas and corresponding signposting to these areas
- refurbishment and regular maintenance of existing equipment

facility Additional  
Police educational  
presence Signposting  
signage maintenance  
equipment



# Signage

## Queens Park Streets, Gardens & Courts



**83%**

of participants would like spaces to be designated and signage to show where games can be played

Participants were asked what steps they believed the council should take to increase usage of existing spaces while reducing disturbance, excessive noise and antisocial behaviour. The key ideas presented included having:

- educational signage which detailed hours of operation and how to play respectfully (towards others and the environment)
- organised activities such as youth and holiday clubs
- installing 'ball wall'

### Ball wall installation

"Walls needed for line children to bounce balls off of when practicing tennis skills alone. There seems to be only one tall wall in the area and that is in Queens Park Gardens."



# Survey Results Summary

This consultation survey provided insight into the concerns which residents had about the project, their awareness around positive play and what should be included in our guidance relating to positive play, safety concerns and antisocial behaviour. It is clear that each estate has different priorities and therefore should be treated in a unique manner. A summary of the insights are below:

- Only **24%** of residents make use of the current provision, however, a large majority (average of **70%**) of them understand better usage of the facilities would contribute to improvements in their physical health and wellbeing
- Majority of residents across all three estates (average of **72%**) support the council replacing existing 'No Ball Games' signage with more positive signage which encourages play
- Majority of residents across all three estates (average of **82%**) emphasised the need for supervised activation of existing spaces
- Churchill Gardens Estate and Queens Park Streets, Gardens & Courts (average of **79%**) support the opening of existing green spaces to provide children with more opportunities to play
- The most prominent concerns currently preventing play across all three estates include the fear of antisocial behaviour, fear of outside people/strangers coming into the area and dog related issues
- The residents of Hallfield Estate expressed the highest amount of concern regarding antisocial behaviour and showed minimal signs of supporting the opening of their green spaces (**24%**)



# Phase 3: Walkaround Methodology



This consultation walkaround aimed to:

- provide an opportunity to have positive conversations regarding the proposed changes
- gain deeper insight into some of the views which were presented in the survey



Residents were able to express interest in signing for the walkaround after completing the survey and via our ActiveWestminster 'Have Your Say' page. They were then invited to sign-up for the walkaround session via email



The walkarounds took place between 11<sup>th</sup> and 15<sup>th</sup> December 2023



Walkarounds took place in Churchill Gardens and Hallfield Estates only. There was no walkaround in for Queens Park due to a lack of participant sign-ups



# Walkaround Comments Summary

## Churchill Gardens Estate

During the walkaround the following points were raised:

- Need for youth clubs and football clubs which will run estate tournaments/community events
- Additional bins are needed around the estate to combat littering
- Better management of antisocial behaviour is needed on the estate
- Current organisations using the pitches need to manage their participants prior to and after their sessions
- Council should look into providing toilet facilities near the pitch to prevent urination into residential spaces and bushes
- Residents would like to see the signage designs and any timetables which will be put in place for the facilities
- Residents would like more walkarounds and felt positive about the session

## Hallfield Estate

During the walkaround the following points were raised:

- Concern that if things are “opened up” - there will be a chain reaction. For example, in the summer people were having BBQs and driving their quad bikes through the estate
- There have been numerous incidents (43 over last two years) involving property damage (ball breaking windows) and antisocial behaviour (selling drugs, smoking)
- Would like to preserve the spaces (i.e., the meadows, the hill outside Waitrose and the green spaces in the middle of the estate) and not open them, as it would destroy the integrity of the conceptual design of the estate “living with fields”
- Residents highlighted there were already several spaces nearby (Hyde Park, Porchester Gardens) and on the estate (playground, basketball court) which are accessible
- Open spaces by Lynton House should remain as they are well used
- Would be open to the idea of spaces being used on a timetabled basis and if activities taking place are supervised and not occurring on a regular basis
- Fine to take Ball Games signs down but other concerns need to be addressed alongside this



# Recommendations

## Churchill Gardens Estate

It is clear from the consultation that while there is general support for the project, there are a number of concerns which residents have. Based on the views collected, the 'Know Ball Games' pilot in Churchill Gardens Estate should consider the following:

- Ensuring replacement signage is space/facility specific and informs who can use the space, when they can use it and what types of activities can take place (i.e., playground and catching games). It should also signpost residents to nearby facilities where larger games, which are more likely to cause excessive disturbance, can take place
- Providing residents with educational materials (i.e., leaflets, signage) which inform how everyone can encourage positive play and how younger residents can play positively
- Providing existing partner organisations information on the available spaces and facilities on the estate to encourage additional supervised usage of the space. Additionally, signposting residents to existing programmes which take place nearby
- Providing organisations which use the facilities on the estate guiding rules which help to prevent antisocial behaviour from their participants
- Spotlighting the existing methods which the Westminster Housing Services have in place to report antisocial behaviour (telephone and online portal), so that highlighted concerns receive the appropriate response
- Ensuring that residents see proposed signage and areas of activation before the pilot is implemented
- Ensuring the implementation of this pilot coincides key issues around antisocial behaviour, the declared ecological emergency and the positive activation of spaces



# Recommendations

## Hallfield Estate

It is clear from the consultation survey that there is limited support for the project and numerous concerns which residents have. Based on the views collected, the 'Know Ball Games' pilot in Hallfield Estate should consider the following:

- Spotighting the existing methods which the Westminster Housing Services have in place to report antisocial behaviour, and maintenance and dog related issues (telephone and online portal), so that highlighted concerns receive the appropriate response
- Ensuring replacement signage is space/facility specific and informs who can use the space, when they can use it and what types of activities (i.e., playground, catching and chasing games) can take place. It should also signpost residents to nearby facilities where larger games, which are more likely to cause excessive disturbance, can take place
- Providing residents with educational material (i.e., leaflets, signage) which informs how everyone can encourage positive play and how younger residents can play positively
- Refurbishing existing spaces such as the basketball court and playground, rather than opening the currently closed green spaces on the estate
- Establishing a timetable which details when green spaces are open and available for use. Additionally, prioritising supervised activities taking place in these spaces during the times which they are open
- Ensuring that residents see proposed signage and areas of activation before the pilot is implemented
- Ensuring the implementation of this pilot coincides key issues around antisocial behaviour, the declared ecological emergency and the positive activation of spaces



# Recommendations

## Queens Park Streets, Gardens & Courts

It is clear from the consultation survey that there is very strong support for the project. Based on the views collected, the 'Know Ball Games' pilot in Queens Park Street, Gardens & Courts should consider the following:

- Making replacement signage space/facility specific and informs who can use the space, when they can use it and what types of activities can take place. It should also signpost residents to nearby facilities where larger games, which are more likely to cause excessive disturbance, can take place
- Providing residents with some educational material (i.e., leaflets, signage) which informs how everyone can encourage positive play and how younger residents can play positively
- Providing existing partner organisations information on the available spaces and facilities on the estate to encourage additional usage and engagement in organised play. Additionally, signposting to existing programmes which take place nearby
- Investing in a 'ball wall' which will provide younger residents with a space to play wall-based games away from residential walls
- Ensuring that residents see proposed signage and areas of activation before the pilot is implemented
- Ensuring the implementation of this pilot coincides key issues around antisocial behaviour, the declared ecological emergency and the positive activation of spaces



City of Westminster

Westminster City Council  
Environment and Communities  
Sport, Leisure, and Active Communities  
The Pavilion,  
Paddington Recreation Ground,  
Randolph Avenue,  
Maida Vale, W9 1PD

020 7641 2012

[active@westminster.gov.uk](mailto:active@westminster.gov.uk)

[westminster.gov.uk/active](http://westminster.gov.uk/active)

 @ActiveWCC

 /ActiveWestminster

 @activewestminster