

Final report

South of Ashford Garden Community Creative Placemaking Sprint

October 2022



About Locality

[Locality](#) is the national membership network supporting local community organisations to be strong and successful. We have over 1,500 community organisation members across England, who in turn support over 400,000 people each week within their local area.

Locality exists to empower communities to transform based upon their own vision. We support communities to take control and develop their own solutions, working across multiple areas such as housing, employment, health and wellbeing, arts and culture, and the environment.

Locality also regularly works with government, local authorities and funders, providing the advice, tools and inspiration to unlock the power in communities. In 2017, Locality produced the case study of Chilmington Green featured in the Town and Country Planning Association and Local Government Association report *Building homes together case studies of local leadership and innovation*. We highlighted how establishing the Chilmington Green Community Management Organisation was enabling local stewardship to be put at the centre of this high-quality new development by Ashford Borough Council. Locality is currently working to develop community on other new housing developments, including delivering a 5 year project in Marleigh, East Cambridge, working with a range of partners to create an empowered and resilient community within a new housing development of 1,300 homes surrounded by green space.

About Emergency Exit Arts (EEA)

EEA works with local authorities across the country to develop events that include the whole community and create a lasting impact. Our aim is to surprise, delight and exceed clients' expectations. We do this by listening carefully to what you want to achieve, how you want your audiences to respond and of course, practical things like your budget and timescale. We have [Shows and Productions](#) which are ready to book.

Our [Carnivals and Processions](#) are the perfect way of transforming familiar streets and town centres with vibrant colour and rhythm at day-time Carnivals and magical illuminations at night time processions. Our huge mechanical puppets and creatures can be included to provide close-up spectacle in a public spaces. Our [fireworks displays](#) are renowned for the imagination, beauty and power that we invest in our designs; uniquely choreographed, often to music, and responsive to each client's brief and site.

We deliver all aspects of event management including; event management plans; risk assessments; traffic management plans and coordination, site plans, full production planning and delivery.

EEA has been working in Ashford for the last three years closely in the community, transforming the way that the town centre is used by putting on signature events such as The Fabric of Ashford that takes place in the summer and a beautiful winter event Carnical of the Baubles.

Summary

Locality and Emergency Exit Arts (EEA) were jointly commissioned by Ashford Borough Council (ABC) and the Chilmington Management Organisation (CMO) to deliver a 'creative placemaking sprint' in Chilmington Green. The commissioning team envisioned the sprint as a series of creative events taking place in a short space of time – between April and 1st November 2022. The primary aim was to support community development in Chilmington Green and the associated project aims were:

- Attracting a range of participants
- Engaging residents in positive community action
- Raising the profile of Chilmington Garden Community and the Chilmington Management Organisation

The brief also required us to: deliver free, accessible and inclusive events; co-produce the events with local residents and other stakeholders; incorporate – as far as possible – themes of: people and place, cultural heritage, health and wellbeing, environmental stewardship and carbon reduction; respond to the spaces we used to 'create something visual and exciting that can be displayed'; and deliver a project with a legacy – the potential to be continued/extended or to inform future projects and programmes. The brief was summed up by a single sentence: *“Working spontaneously, creatively and effectively to celebrate a growing community, for and by the people living there.”*

Locality and EEA worked together to consult and engage Chilmington residents on their vision for the project and their needs. From this, EEA – with a pool of local artists – delivered a series of four free, accessible and inclusive on-site, outdoor creative workshops during August 2022. At these workshops, residents were introduced to a range of creative techniques and invited to produce work based on the sights, sounds, textures and feelings of Chilmington.

The motifs, images and themes from residents' creative work were used by the artists to create the primary project output: a new flag for Chilmington Green. A flag was selected as an important symbol to represent and strengthen the emerging community identity. Currently Chilmington is formed of four different development sites, each with its own community and each adorned with the developer's flag.



The Chilmington flag was printed in four colours – one for each site. The four flags were presented to Chilmington residents – one person/household from each site - at the finale event held in mid-September at Singleton Environment Centre. Permission has been sought from developers to locate a flag at each site and they are being installed in October 2022. Once the four sites are connected by infrastructure and additional housing, the four flags will come together. The flag design is a project legacy and can be used by Ashford Borough Council and the CMO in local pathway signage and general communications.

Evaluation was undertaken formally and informally throughout the project to assess the success of the events and to gather insights on the strengths, deficits, needs and interests of the community in Chilmington Green. This data informed the day-by-day development of the project and has shaped our recommendations for future community development in Chilmington Green.

Just over 100 residents took part in the on-site workshops and around 70 people took part in the finale event. We estimate therefore that at least a quarter of Chilmington residents actively participated in the project. This report outlines our approach, finding and recommendations.

1. Context for the project

1.1 About Chilmington Green



Chilmington Green is a new housing development in South Ashford. The area is part of the large-scale South of Ashford Garden Community (SAGC), which is being developed over 20 years and will eventually comprise around 5,750 homes plus schools, parks, sports facilities, community buildings and other infrastructure. As part of the government's national programme for Garden Communities, the vision for SAGC includes the development of a sustainable, active and vibrant community alongside high quality housing.

There are currently three developers involved in construction at four sites in Chilmington Green: Brisley Farm (Barratts), Chilmington Gate and Chilmington Lake (Hodson) and The Hamlet (Jarvis). To date, around 200 properties have been occupied with around 400-450 residents on site.

The Chilmington Management Organisation was established in 2019 and will be responsible for owning, maintaining and caring for all community assets at Chilmington Green (apart from schools and adopted roads). The CMO is also responsible for community-building and providing activities and services to meet residents' needs. The ambition is for the CMO to be resident-led.

Construction work at Chilmington Green has been slower than expected, with no assets yet available for the CMO to adopt. Nevertheless, a strong and active community is emerging in Chilmington with clear needs, visions and ambitions for the area.

1.3 Alignment with strategic priorities

UK Government policy envisions Garden Communities as a key way of delivering new homes. It's [Garden Communities](#) prospectus (2018) encourages local authorities to participate in developing new communities "with local character, good employment opportunities, strong services, integrated and accessible transport, innovative uses of technology – and beautiful green spaces". The principles also include: strong community engagement, involvement and leadership; community ownership and management of land; climate resilience and carbon reduction; shops, leisure and cultural offer to create walkable neighbourhoods.

Chilmington Green is a major part of the emerging South of Ashford Garden Community, being created over 30 years via a partnership between Ashford Borough Council, Kent County Council, Homes England and developers.

The [South of Ashford Garden Community Vision and Strategy \(2020\)](#) sets out the intentions and an initial 5 year action plan for the SAGC project. The aim is for a series of distinct neighbourhoods eventually comprising over 7,000 homes (approximately three quarters of these in Chilmington Green), 6 new schools, new commercial, community and healthcare facilities, a large park, and 50% green space with ecologically protected sites.

The key elements of the vision for SAGC are:

- A sustainable place for resilient communities
- A destination for health and wellbeing
- Shaped by local heritage and culture
- Well connected for all walks
- Governed by local people with a vibrant economy

The [Creative Chilmington](#) strategy (2019) positions community arts projects at the centre of the development plan for the area. The strategy suggests that involvement in creativity, culture and heritage activities will help to create a sense of place, encourage sociability and enhance wellbeing – leading to a “creative community life that everyone can be part of”. The report states that creative projects can also help build the cultural economy. The history of Chilmington, its existing green spaces and design of a characterful new development all contribute towards the vision of this “culturally vibrant” new neighbourhood.

1.4 Building new communities

Locality’s experience of working with new communities has shown that community development work is often vital in the early life of a community in order to alleviate common problems and trends. Common challenges faced by new communities include: a lag in the section 106 funding which delays the provision of social infrastructure – a lack of shops, transport, schools etc can lead to a sense of isolation; expectations are high because residents have bought into a developer’s promise of a ‘new life’, but the reality is often that construction work is ongoing resulting in disruption; there are no established community norms, which can lead to disagreements and tension between neighbours; residents are often in a state of flux, making significant changes in their life, moving away from support networks.

A higher spend per household is usually necessary in the early years, to help build a sense of community. This includes funding infrastructure and activities that build shared identity and purpose and a sense of belonging. Successful examples include: developing schools, community buildings, green spaces and parks where residents can gather; events celebrating the diversity of the community; arts and cultural events; a community grants pot; volunteering opportunities; public art; healthy walks; community gardening. It’s also important to give new residents the chance to use their voices and have influence.

Drawing on Locality’s other experiences (working with several local authorities who are supporting new communities), we’ve found that population forecasts for the new developments all show a similar pattern with a steep increase in the population aged 20-64 in the first 10-20 years of the development with a slow decline then onwards. The 0-19 aged population will likely have a steady increase during this time but not so steep, reflecting that not all residents moving into a new development have or will have children. However, it is apparent that new communities have unusually high birth-rates and significantly different profiles of 0-19 year olds than established communities. The 65+ age group will likely show a steady increase year on year but starts from a low base, suggesting that the increase is mainly due to a naturally ageing population rather than a large influx of older people moving into new developments.

Data from Locality’s work in Cambridgeshire, for example, shows average household size in the new developments tends to be larger than the standard multiplier used of 2.5. There is a marked difference between those occupying private rented market homes and other tenures in the amount of time those occupiers intend to stay in those properties, with the majority

intending to stay less than three years. Of the larger new communities in Cambridgeshire, feedback from some frontline practitioners, including housing, children's social care and family workers, report that they are seeing higher needs in the initial years in new communities. From data available, in three of the four new communities there are higher referral rates to higher tier children's services, expected/average referrals to lower tier children's services and very low use of adult social care. Anecdotal evidence also suggests more frequent levels of domestic abuse with new communities.

The occupiers in new developments show a difference in occupations compared to the working population as a whole with more residents employed as managers and senior officials, associate professional and technical occupation sectors and less in the skilled trade, sales and customer service, process, plant and machine, and elementary occupation sectors.

The implications of this are that the communities in these wards are at different life stages and hence have a somewhat different set of health and wellbeing needs. However, emerging evidence indicates that community development work, especially in the early stages of new developments can help facilitate resilient empowered communities which can mitigate against the challenges of living in a new development.

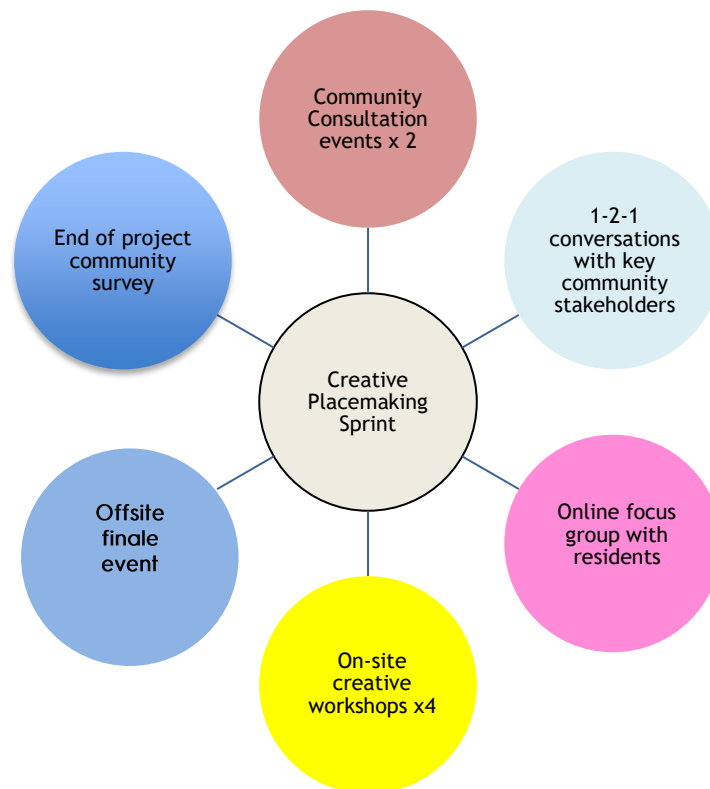
1.5 Asset-based community development

This project adopted an asset-based approach to community development (also known as ABCD). This approach focuses on identifying, harnessing and building upon the existing assets (e.g. the strengths, skills, resources, capacities and enthusiasm) of a community. It's a bottom-up approach, supporting individuals and groups within a community to recognise and use their assets to mobilise in response to issues and challenges, and develop their own solutions. We outline some of the identified assets of Chilmington Green below.

2. Project methodology

2.1 Overview

Locality and Emergency Exit Arts worked in close partnership throughout the project, playing to our respective skills and expertise. Our methods were:



2.1 Conversations with key stakeholders

We began by having informal conversations with key local stakeholders to introduce ourselves, learn more about the area and assess their vision for the project. This included residents at each development site (primarily those identified by ABC and the CMO as emerging community leaders); the developers of each site (via their sales office and by email), ABC ward councillor, CMO Directors, staff at Great Chart and Singleton Parish council. These conversations continued throughout the project period as we aimed to build local relationships and buy-in.

2.2 Community consultation events

We undertook three consultation events to help us develop the shape and creative direction of the project. We 'piggy-backed' on two local events held for the Queens Jubilee:

- *The Chilmington Green Jubilee Party* (3rd June 2022) organised by the Community Chaplain from Kingsnorth Methodist Church (a Chilmington resident) and held at Kingsnorth Primary School
- *Great Chart Jubilee Fete* (18th June) organised by Great Chart Parish Council and held at Great Chart Playing Fields.



At each event, EEA delivered a family-friendly creative activity and spoke to participants about the project and what they'd like to see in the coming months. We also gave out paper forms to Chilmington residents, asking the following questions:

- What do you like about living in Chilmington Green?
- What tends to bring people together in the area? (Events/activities)
- Where does the Chilmington community usually gather? (Physical locations)
- What opportunities do you see for bringing the community together?
- We will be running a series of community activities over the summer. What would you like to see happening?

They were also invited to leave contact details if they wanted to receive project news. Around a dozen people completed the forms as most preferred to chat.



One resident suggested a 'boardgame' format for the consultations, so EEA produced a large, visual 'consultation board' which we used to gather information about the Chilmington Green community. Residents were invited to place stickers on the board to answer specific questions. We took the board along to the CMO's AGM at Chilmington Primary School (6th June) and spoke with residents there, as well as to our subsequent workshops.

Around 50 people completed the board. The data gathered from the board was:

- **Do you live in Chilmington Green?** 14 from Brisley Farm; 13 from Chilmington Gate; 11 from Chilmington Lake; 6 residents from The Hamlet; 3 people from elsewhere
- **How long have you lived in Chilmington Green?** 27 people indicated 0-3 years; 2 people indicated 3-5 years; 1 indicated 5-10 years (on reflection we should have used the same categories as in the survey i.e. less than one year, 1-2 years, 2-3 years...)
- **Where did you move from?** 19 people from under 5 miles away; 13 people from further afield (within the UK, excluding London); 7 people from London; 2 people from 5-20 miles away; 2 people from outside the UK
- **Why did you move to Chilmington Green?** 20 for a new house; 12 for green space; 12 for good commuting links; 9 for schools; 5 for walks; 5 for biking/cycling; 2 for town living (we assumed some may have moved to be within/close to Ashford)
- **How old are you?** 23 were age 30-50; 6 were 50+; 2 were under 18; 1 age 18-30
- **Children's ages?** Parents and children answered this question: 20 had / were age 6-11; 19 age 0-5; 4 had/were age 11-18; 4 had children who had flown the nest.
- **What are your interests?** 28 selected walking; 23 selected sport; 16 selected the environment; 13 selected history; 12 selected entertainment; 6 selected culture; 6 selected other.

As a result of these consultations and conversations we also discovered that residents:

- moved to the area for good commuting links to London
- moved within Ashford Borough for a new build house without having to change children's schools
- enjoy the natural surroundings of Chilmington Green and the peace and quiet – being close to the countryside was a big draw to the area
- usually meet neighbours /others from the community outdoors e.g. while walking their dog or watching their children play
- informally gather on the green/open spaces on each development
- don't usually travel between development sites because of the current lack of footpaths and cycleways
- would like to see more amenities and facilities including children's play areas and the planned park
- tend to share information word-of-mouth between neighbours, as well as digitally via social media and whatsapp groups

Following these consultations we designed the project events, deciding to hold four outdoor creative workshops – one at each housing development site in Chilmington (see below for more information on the events, including attendance etc).

2.3 Online focus group with residents

We invited residents to an online focus group (on Monday 11th July 2022 from 7pm) to 'sense-check' our plans for the creative events and collaboratively set the dates. Only two residents attended, but they were both key community figures (from Brisley Farm and Chilmington Lake) and were helpful in shaping the project. They consulted with their neighbours about dates, times and workshop themes before we finalised our plans.

2.4 Onsite creative workshops



After learning that transport and mobility around Chilmington Green were difficult because of the unfinished nature of the development, we organised four on-site workshops – one at each development site in order to remain accessible and inclusive. We chose flat, open spaces on each site, liaising with residents and the developers. At three sites, these were green areas where the community naturally gathers and has held past events. At one site - Chilmington Gate, we used a car-park area as there was no natural gathering site.

The events all took place during August 2022 at a range of times and days outside of working hours. We had intended to hold two workshops on a Saturday, but the second had to be rescheduled because of an extreme heat weather warning.

Each workshop was run by two local freelance artists hired by EEA (from a pool of three local artists), plus a representative from EEA or Locality. The workshops were based on a different creative technique and theme each time, as follows:

Workshop date	Location	Art technique	Theme	Output
31.07.22	Brisley Farm	Clay pressing	Natural	Clay tiles
06.08.22	Chilmington Gate	Cyanotype	Collecting items from surroundings to use to sun bleach the paper	Beautiful photographic paper
12.08.22	The Hamlet	Printing	Drawing surroundings	Printed art work
24.08.22	Chilmington Lake	Collage	Using collage from inspiration of activities that surround them	Banner

Around 25-28 residents attended each workshop (total c.100 residents). The numbers were slightly lower than we had anticipated. However, we had publicised the events in a variety of ways and most residents we spoke with in person during the project period e.g. while delivering leaflets, said they knew the events were happening and they'd heard about the project from various sources.



Reasons given for non-attendance included: away on holiday, at work or other pre-existing commitments. A relatively high proportion of respondents to our end-of project questionnaire however (see below) said they didn't know the events were happening. Our deliverer told us they had initially forgotten to leaflet one street on the Brisley Farm site, but had done this on the day of the event. At other homes, someone else in the household may well have disposed of the leaflet as 'junk mail', as often happens. One person told us – in person - that they didn't know about the finale event, but confirmed they'd received the initial leaflet which had the date of all events listed and had overlooked the finale date. People have busy lives and, while we tried to get the word out as far as possible, it appears that some people missed the information, which provides us with useful learning for next time.



We publicised the events as being opened to everyone, but three of the events were mostly attended by families with primary-aged children (though children and adults both took part in the creative activities). We put this down to the high number of families at those three sites. The other event – at The Hamlet – was mostly attended by older adults, with only two children present (thought to be visiting grandchildren). We had also arranged for a local history talk/stall at The Hamlet event to appeal to this older demographic – from a local historian and resident of an older farmhouse close to The Hamlet. This proved popular.



A youth worker from Great Chart and Singleton attended every event to meet and consult with families about their needs and wishes. ABC and CMO representatives also attended. At all events we offered free ice-cream for participants (via a hired ice-cream van) as an incentive to attend, and free cold drinks (kindly donated by Asda and Tesco Express).



We had invited residents to suggest ideas for additional activities to take place alongside the Events and we encouraged them to take the lead on

these (as part of our ABCD approach). At one of the events, a resident made and shared cocktails with all their neighbours, which went down very well. At another event, a resident had offered to organise an international bring-a-dish lunch and they consulted their neighbours about this via their whatsapp group. This did not come together in time for the event, but it appears that neighbours have galvanised around the idea and the lunch will hopefully be held at a later date. Another resident suggested a sound recording project as part of our summer programme. We suggested how the activity could be incorporated into one of our events and also advised applying for a community grant to more fully realise the idea. The activity didn't take place as part of our project, but we hope it can still happen – possibly with CMO support – as it's an exciting idea.



Residents generally told us that they enjoyed the events, particularly the chance to see and meet with neighbours. One resident told us they were overjoyed to see the project happening and that it was the first time they had seen another Black person in their community. They went back to their house and brought food and drink out to share with neighbours. We also heard that the workshops were beneficial for children who were other disengaged from communal activities. One child who was very disengaged with school attended the workshop and told us they had really enjoyed it. Their designs were chosen as one of the main elements for the Chilmington Green flag.

We observed and heard that residents were proud of their houses and where they live, although they would like to see more community facilities and amenities in place e.g. a space to get together for food and conversation (Chilmington Gates), a completed park (all sites) and suitable paths/tracks for running and roller-skating (Brisley Farm). The residents at Brisley Farm and Chilmington Lake appeared to mostly know one another already, with Chilmington Lake seeming to be a particularly strong community who often get together for social activities. One resident at the Lake told us they have found themselves 'in trouble' with the developer for holding events as they don't have ownership of the land yet.

2.5 Finale event



The finale event was held on Saturday 17th September 2022 at Singleton Environment Centre. We chose this location for several reasons: we needed a central location where residents from the four sites could gather and there is not yet such a space on-site; the centre was walkable from Chilmington Green as well accessible by car and had free parking; we were able to hire an indoor space in case of rain and to use an outside area adjacent to this room; the centre offered on-site catering; residents could enjoy exploring the centre, learning about environmental stewardship and children had ample space to play outdoors.



The event ran from 1-4pm and included a family-friendly kite-making activity, live music from a Kent-based jazz guitarist, Flora the Singleton Giant, free food and drinks throughout the event. We finished with a short 'ceremony' involving speeches from local ABC and Parish

councillors and a CMO representative. We had intended for residents to 'raise' the new flag and process to the top of the hill. However, the timing of the event coincided with the period of national mourning following Queen Elizabeth's death. Together with ABC and the CMO, we decided to refrain from flag raising, so the flag was instead ceremonially handed to four residents – one from each part of Chilmington Green – to hold and display together, signalling the unified community.



Approximately 70 people attended the event, and many told us on the day how much they had enjoyed it. We overheard several conversations between residents from different sites who were meeting for the first time, as well as catching up conversations between neighbours who already knew each other.

2.6 Communication channels

We used the following communication channels to share information about this project:



- **Social media** – we were grateful to be given access to the Chilmington Green Residents Facebook Group to publicise the project, including the community consultation activities and creative events.
- **Leaflet drop** – We produced and delivered three leaflets informing residents about the project, publicising event dates and specifically the finale event
- **Posters** – We produced a poster which we sent by email to wider stakeholders, including community groups, Parish council clerks and councillors, asking them to display on noticeboards, share to their local networks, social media etc
- **Resident-to-resident communication** including word and mouth and Whatsapp groups - We asked residents to share project news with their neighbours and via their street/neighbourhood Whatsapp groups
- **Project mailing lists** – We invited residents to join an email list to be kept updated on project news. This was small (8 people), but effective; we also had a contact list of c.50 people (wider stakeholders), initially compiled by Ashford Borough Council and the CMO and which we added to as the project progressed
- **ABC and CMO channels** – We submitted content for the CMO newsletter and to be shared with residents via the CMO's mailing list; ABC's Communications team were also helpful, publicising the project via their channels
- **Local press/radio** – We produced a press release for local (Ashford/Kent) based media, picked up by Radio Ashford.

Our approach also included regular communication with Ashford Borough Council and the Chilmington Management Organisation via fortnightly keeping in touch emails and occasional telephone conversations, as needed.

2.7 Community survey

The end-of-project community questionnaire asked residents for feedback on the project, as well as surveying their experiences of living in Chilmington Green and enquiring about key indicators of community life including: feelings of belonging to their community, how much they currently speak to neighbours, whether they initiate or participate in community activities, and how people from different backgrounds get along. We also asked about satisfaction levels and what would improve their experience of living in Chilmington.

We piloted the survey at the Finale event in paper form, where 7 residents completed it; and then posted online in the Chilmington Green Residents Facebook Group, asking residents to also share it in their Whatapp groups. We had 32 online completions – 39 responses in total. The main findings are detailed below, with full data in the Appendix.

3. Project findings

3.1 Summary of key strengths/assets in Chilmington Green

Through our conversations, consultations and questionnaires, we identified the following key strengths and assets relating to the community in Chilmington Green:

- **Attractive development, with well-designed homes in natural surroundings.** Residents appear pleased with and proud of their homes on the whole. They value the peaceful semi-rural setting. The surrounding area is used for walking, dog-walking, running and cycling
- **Active population with the capacity to develop, lead and participate in community initiatives.** The majority of residents we spoke to were working-age professional/skilled people in their 30s and 40s. This appears to be the majority demographic at three development sites (Brisley Farm, Chilmington Gate and Chilmington Lake). We perceived that The Hamlet has a growing community of mostly – but not exclusively - active older/retired people
- **A large number of primary school age children** across the development, bringing energy and vibrancy and the promise of longevity and legacy to the area
- **Diverse community**, with residents from different nationalities, racial and ethnic backgrounds including African, South Asian, South American, European; and residents who have moved from different locations within the UK including from London, elsewhere in Ashford/surrounds and elsewhere in Kent. There are also LGBT+ households within the development; and a minority of single-person households alongside the families and couples. Residents appear to be, on the whole, accepting of diversity and difference and get along together well
- **Emerging strong sense of community**, with neighbours speaking to one another, socialising in each others' homes and meeting at informal, on-site events
- **Emerging community leaders/representatives** who take the initiative in organising events, setting up communication channels, galvanising participation etc. Their one-off informal events have served to strengthen the sense of community and they also seem to have become 'go-to' people for community information and problem-solving. Residents who have lived in Chilmington the longest (2+ years) are more likely to take on this role
- **Emerging, informal community groups** including Ladies of the Gate, Ladies of the Lake, a parents/families walk-to-school group (Chilmington Gate), plus an 'informal

Residents Association' forming across the development in response to shared local concerns/challenges.

3.2 Summary of key deficits and needs in Chilmington Green

During the project, we've identified the following key deficits – and associated needs – for the community in Chilmington Green:

- **Lack of infrastructure**, including lack of connecting footpaths and roads, public transport, community buildings, shops, parks, children's play areas and landscaped meeting areas. There is also no school bus serving Chilmington (parents have to drive children to Godington for secondary school). This creates day-to-day difficulty for residents – particularly those without their own transport – and hampers efforts towards developing a cohesive community across the four sites. However, it has also led to the community uniting to share their concerns with developers and the CMO, including via active whatsapp and social media groups and an emerging Residents Association
- **No public/community ownership of land and growing ill-feeling towards the CMO** – The lacking infrastructure, 'unfinished' nature of the development and developers' private ownership of all land means residents feel they are paying (rising) annual rent charges to the CMO for little current benefit. They also perceive that the CMO is not sufficiently resident-led and is not acting in their best interests. Some have called for the dissolution of the CMO and replacement with a resident-led body. There is also discontent with the developers, but the CMO is unfortunately the target of most ill-feeling because they collect charges
- **Some residents feel isolated with low sense of belonging to Chilmington and Ashford** – While there is a strong sense of community amongst many residents we spoke to, others feel they are not sufficiently rooted in the area. We did not hear enough about the reasons for this, but some of the reasons given include being new to the area, too shy/reticent to join in with events, not having children, and not having much opportunity to meet neighbours / insufficient gathering spaces across the development and lack of transport between sites and to the rest of Ashford.

3.3 Summary of key community interests

Our consultations with residents showed that they, on the whole:

- **enjoy active, outdoor lifestyles** including activities such as walking, dog-walking, running, cycling and roller-skating
- **children enjoy playing outside with others of similar age**. They enjoy riding their bikes, roller-skating and playing football
- **like attending community gatherings/social activities** – to date these have included BBQs and picnics. They prefer on-site activities to those organised elsewhere, and those with children like family-friendly activities where parents and children can attend together
- **are interested in local history and heritage**

3.4 Further insights (the community questionnaire)

A total of 39 residents completed the community questionnaire. We provide a full breakdown of the findings in the Appendix. Here we summarise the main insights drawn from this research:

- **The majority of residents surveyed said that a sense of community is ‘very important’ or ‘important’ to them**, with just a small number saying that community ‘unimportant’ or ‘very unimportant’. We defined community as “things like socially interacting with neighbours, neighbours asking for and giving help to one another, being involved in local groups and activities”.
- **While some feel a strong sense of belonging in Chilmington, a significant proportion do not yet feel they belong.** More community-building activity is needed to ensure all residents feel a part of the community, particularly those who are new to the area and do not have pre-existing networks
- **The majority of residents agree that Chilmington Green is a place where people from different backgrounds get on well together** Although only a small proportion of respondents answered this question ‘negatively’, these responses are worth further exploring and addressing. Underlying reasons why people may not get on well can include prejudices and discrimination on the grounds of race and ethnicity, sexuality, gender identity, age, social class or other factors – though we did not find evidence of these during our project
- **Most residents have formed bonds with their neighbours, chatting at least once or twice a week (beyond just saying hello).** Though a significant proportion said they have not done so and may benefit from more facilitated opportunities to meet their neighbours and socialise
- **The types of social and community activities that are already popular in Chilmington Green** include residents socialising in each others’ houses, being part of the residents’ Facebook group, and being part of a whatsapp group. On the whole, we found that residents are less likely to have attended a wider social/community event, though several of these have taken place at each site
- **Things that would help residents feel more connected to their community** include:
 - Improved roads and pathways for walking and cycling;
 - Other infrastructure - such as parks/landscaped areas, outdoor tables and benches and a pub - providing places to meet;
 - Changes to the CMO including delivery of visible benefits, support and more resident involvement
 - Chilmington added to addresses in the area
 - Generally getting to know more people, including more residents being involved in community activities
- **Overall residents have a high level of satisfaction with living in the area,** however a significant proportion who responded to our survey said they are unsatisfied. Things that affect satisfaction levels include
 - Positive aspects:
 - Having a nice home / new house
 - Sense of community, nice neighbours
 - Less positive:
 - Issues with neighbours e.g. noise, inconsiderate parking
 - Lack of infrastructure including roads, play areas, bus service, shops
 - Paying CMO charges for little perceived benefit/value for money
 - Lack of clarity about which body is responsible for resolving issues
- **The things that residents would like to see in Chilmington Green, to enhance their experience of living there,** include:

- Improved infrastructure, particularly footpaths and public transport
- More active and transparent role for the CMO; Improved relationship with the CMO; CMO being more resident-led

3.4 Feedback on this project

Our questionnaire asked about participation in our Summer workshops and the finale event. We summarise the responses here:

- **Those who attended found the events good or very good.** No one rated the events in a negative way
- **The majority of residents knew the events were happening, even if they didn't attend.** The largest proportion said they'd heard about the project via a leaflet through their door, others had seen the event of social media or whatsapp group
- **Those who participated in events were largely motivated to do so because** they wanted to participate in a community event, enjoy a sense of community, and/or entertain their children. The fact the event was on their doorstep, they could socialise with neighbours they already knew and meet new neighbours motivated some to come along. Some came to the finale event to see the new Chilmington flag
- **Reasons given for not attending** generally included being away on holiday, work or other commitments, not knowing about the event, or not being interested in the activities on offer
- **Although we tried to clearly communicate the context of the project and how the events were funded,** some residents believed we were spending their money (charges paid to the CMO) and perceived the events as 'CMO events'

4. Recommendations to strengthen and develop the Chilmington Green community

4.1 Table of recommendations

Below we outline our recommendations to (a) address issues/challenges we identified during this project and (b) to further support community development in Chilmington Green. Our recommendations arise from our conversations and consultations with residents and from our wider knowledge and involvement in building and developing communities. Our recommendations align with the 'three Es framework' set out in the Chilmington Green Community Development Strategy (2018), aiming to further support a community that is:

- Educated, with knowing what is happening in the area and aware of the impact on them
- Engaged in the design of places and activity
- Empowered to make decisions and lead.

No.	Finding	Recommendations	Proposed lead
1	Emerging strong sense of community with emerging community leaders and strong bonds between neighbours, though other residents report feeling isolated and uninvolved. There is also a high working-age population with multiple commitments and limited time for regular/sustained organising.	<ul style="list-style-type: none"> • Continue to support community activities and facilitate ways for residents to meet on-site e.g. by providing picnic benches, gazebos, free leaflet printing etc and encouraging residents to lead informal 'meetup' events and groups (international lunches, picnics, group walks, dog-walks, cycles...) • Organise a 'community week/month' with a programme of resident-led activities, supported with food/drink/gazebos etc from ABC and the CMO. Ensure this week/month is resident-led or facilitated by external organisations (see below) - rather than CMO-run as there is some resistance to the CMO offering events rather than the requested infrastructure / services • Continue to offer a small grants pot to encourage resident-led activities and projects, activating potential community leaders as well as increasing the activities on offer. Encourage more diversity to these applications e.g. enabling the purchase of infrastructure items that bring people together such as 'friendship benches', children's play equipment, picnic tables... Consider inviting applications by video/ telephone call/ in-person meeting as well as in written form to increase access • Consider funding additional community development activities, if budget allows, so that projects are not seen as start-stop • Liaise with ABC departments, Parish Councils and local voluntary and private sector to offer regular and one-off activities in Chilmington Green as part of existing and new programmes of work e.g. Healthwalks, bike maintenance and cycle rides, pla and youth activities, cultural events, outdoor vet clinic/checks, visiting food vans, pop-up/touring cultural activities • Link residents with volunteering opportunities with VCS orgs – helping residents to 'give something back' and get to know their local area and neighbours better. This also acts as a point of advocacy for getting the VCS organisations to focus more on Chilmington Green • Organise/host an on-site Community Fair to achieve several of the above aims, with social, sports and voluntary groups attending to link residents to social/leisure and volunteering opportunities (this would depend on developers' permission to use land for this purpose and may have to be based only at one site in Chilmington) 	<p>CMO, ABC</p> <p>CMO, ABC</p> <p>CMO, ABC</p> <p>CMO, ABC</p> <p>CMO, ABC</p> <p>ABC, CMO</p> <p>ABC, CMO</p>

		<ul style="list-style-type: none"> • Include a directory of local groups – as well as events - in CMO newsletter, on the website and in welcome packs, to encourage participation and inspire new initiatives 	CMO
2	Lack of infrastructure (roads, transport, amenities) is negatively affecting community spirit/morale and preventing community mobility/cohesion across the four development sites	<ul style="list-style-type: none"> • Work with developers to prioritise the construction of footpaths and cycle paths across Chilmington Green; as well as the completion of areas where people can meet and gather including landscaped areas and playgrounds • Liaise with developers for use of a building/structure that can be used for indoor community meetings and events (one development we know of uses a show home as a 'community pub') • Investigate potential for temporary bus re-routing / shuttle bus provision from Chilmington Green to Ashford town centre and the train station; possibly also school bus provision to Godington depending on numbers and need 	ABC, CMO ABC, CMO ABC
3	Residents perceive little benefit from the CMO in return for fees, leading to growing animosity and calls for greater transparency as well as a greater resident involvement	<ul style="list-style-type: none"> • Re-energise the CMO, with enhanced membership rights/involvement for residents e.g. additional resident-Director roles; a resident participation/ steering group with power to influence governance and decision-making (this may also enable residents to speak directly to developers) • Increase transparency of the CMO by outlining how charges/funds are being utilised, plus clarifying responsibilities about what's possible for the CMO to do now vs what is longer terms and what developers are responsible for • Explore opportunities for 'quick win' solutions, using available funds/staffing resources to meet community requests e.g. undertaking maintenance work (grass cutting, plant maintenance...) installing benches, installing temporary play equipment, a temporary community building (e.g. using show-homes for occasional or regular community gatherings)... • Establish a mechanism e.g. Facebook group, where residents can post day-to-day questions/issues and get fast answers (even if issues are not the CMO's responsibility, they may be able to signpost or provide other advice) • Consider a freeze/reduction to rent charges until more planned amenities are in place 	CMO, ABC CMO CMO, ABC CMO, ABC CMO

4	Chilmington Green is not part of residents' addresses, which would provide as stronger sense of place	<ul style="list-style-type: none"> • Liaise with relevant authorities to add Chilmington Green to addresses for the area • Continue to use the new Chilmington Green flag to define the area and provide a sense of identity e.g. flying the flag on each site; use on pathway finders, signage and communications for the area. Encourage residents to take a sense of ownership: The flag is resident-designed with the help of EEA artists. 	ABC ABC, CMO
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5. What we could have done differently

With more time, we would have:

- consulted with more residents and local stakeholders and in a more in-depth way to draw out their vision for the project and encourage more engagement and participation. We feel we engaged a good number and range of residents, but the consultation was more rushed than we would have liked
- allowed more time for communication, including a separate event leaflet for each site. We delivered one leaflet at inception informing residents about the project and a second leaflet in early August with all dates on – this may have been mislaid by residents as the project progressed as, according to the survey response, some residents said they did not know about the events/ understand what the project was about, though the majority of those we spoke with/consulted did know the events were happening
- delivered more varied events with a greater range of activity e.g. stalls/presence from local groups such as scouts, Women's Institute, sports clubs, charities... and a 'community fair' element to the Finale event. Several of these organisations were invited by email to attend, but we could not put much time into proper engagement, follow up and relationship building
- provided more support to residents to take the lead and run their own activities. We tried to do this as much as possible by identifying residents with specific skills and interests and inviting them to take part, but we perhaps could have offered more support for them to do so.

6. Concluding note

Overall, Emergency Exit Arts and Locality worked well together to deliver this project to schedule and budget and to meet the aims of the brief. We delivered a series of free, accessible and inclusive events which residents enjoyed and which helped to support the emerging sense of community in Chilmington Green.

Residents on the whole valued the fact that *we* had come to *them*, delivering pop-up events on their doorstep and making it easier for them to get involved. The on-site workshops were

a source of interest and intrigue – people were curious to find out what was going on and, even if they didn't want to participate in the activities, they were happy to come along and chat to us about their experience of living in Chilmington Green. Creative activities were a good way to 'break the ice' between neighbours who were meeting for the first time, including at the Finale event where residents came together across the different sites.

We heard that residents are generally positive about the future of Chilmington Green and look forward to the completion of the park and pathways particularly, which would enable them to get around more easily, move between sites and to other key locations. The pathways that have been opened up to the school and into the countryside have made a noticeable difference, strengthening the sense of community e.g. parents at Chilmington Gate have formed a walk-to-school group. Residents told us where they liked to walk their dogs, run and cycle and about the freedom that living on a quiet estate affords their children. The children are able to play outside in the street with others on their site and feel safe.

We saw clear pride from residents in their creative outputs from individual workshops as well as community pride in the flag and an immediate sense of ownership e.g. after the Finale event, one resident asked to take the flag back to their site and then flew it from their house so that neighbours who hadn't attended the event could see it.

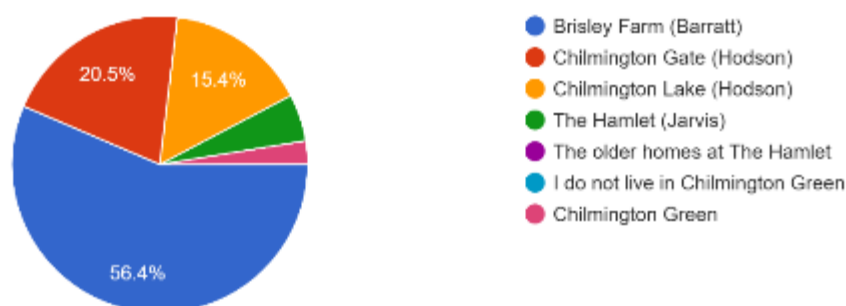
In general, we experienced a community that is keen to form, strengthen and move forward with collective social activities and social action in order to improve the place they live. Residents would benefit from greater support and more opportunities for using their skills, experience and enthusiasm to get involved. Facilitating more resident involvement in local governance and decision-making would be of benefit to this growing community, for example, as well as offering places and support for the community to gather on a social level.

Appendix: Data from the community survey

A total of 30 residents completed the questionnaire. Of these, over half (56.4%) were Brisley Farm residents, a fifth (20.5%) lived at Chilmington Gate, 15.4% live at Chilmington Lake, and almost 5.1% at The Hamlet. One person selected 'Other' and specified that they live in 'Chilmington Green'.

Which part of Chilmington Green do you live in?

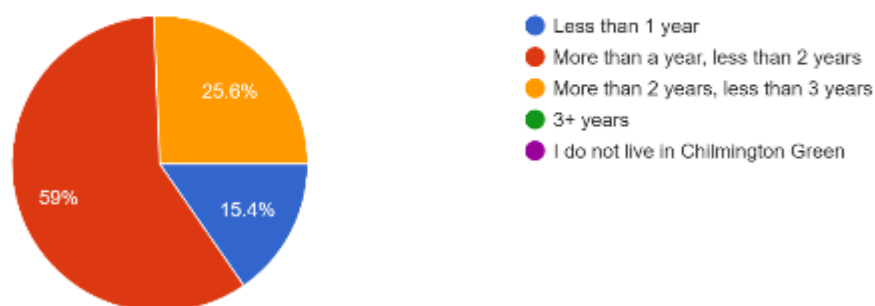
39 responses



When asked how long they'd lived in Chilmington Green, the majority (59%) selected the 'more than a year, less than two years' option; while around quarter (25.6%) selected 'more than two years, less than three years'. A minority of respondents (15.4%) had lived in Chilmington for 'less than a year'. Anecdotally, we perceived that those who had lived in Chilmington area for 2-3 years were more likely to feel a strong sense of community and to informally take a community leadership role. However, longer-standing residents were also more likely to express discontent with the issues/challenges in the area.

How long have you lived in Chilmington Green?

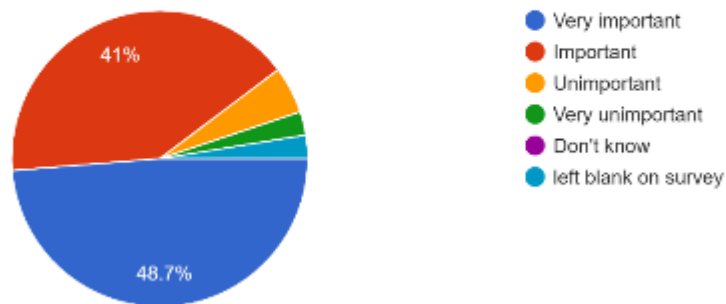
39 responses



Next we asked residents how important it IS to them to feel a sense of community. Almost half (48.7%) said that this is 'very important' while a further 41% said it was 'important'. A much smaller number of residents felt a sense of community was unimportant or very unimportant.

How important is it to you to feel a sense of community? By community, we mean things like socially interacting with neighbours, neighbours asking you to join local groups and activities... (Tick one option)

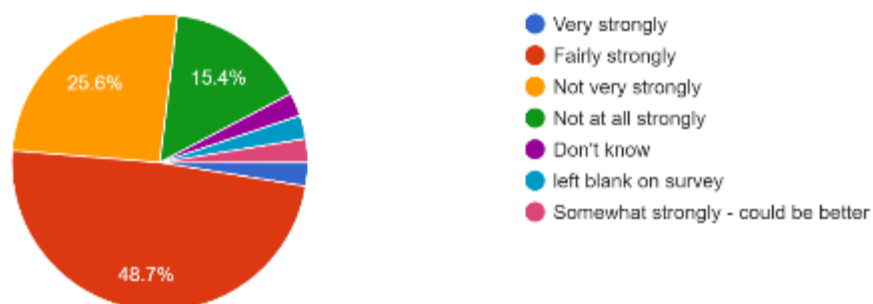
39 responses



Our next question assessed residents' sense of belonging in the local community. There were a range of responses. Just one person felt they 'very strongly' belonged. Almost half of residents (48.7%) indicated they felt a 'fairly strong' sense of belonging. While the next largest proportion of residents (25.6%) selected 'Not very strongly' and a further 15.4% selected 'Not at all strongly' – therefore approaching half of respondents also felt they didn't belong. 1 person chose the 'Other' option and stated 'Somewhat strongly – could be better'. The results indicate that while there is an emerging sense of community, with some residents feeling they strongly belong, more community-building activity is needed to ensure *all* residents feel some sense of belonging, particularly those who are new to the area and/or do not have pre-existing networks.

How strongly do you feel you belong to the community in Chilmington Green? (Tick one option)

39 responses

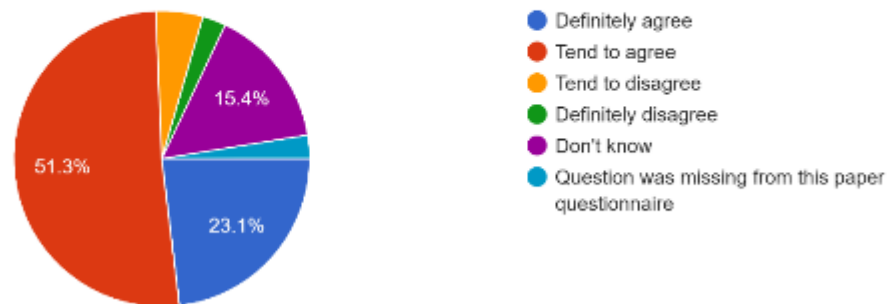


We asked whether residents agree that Chilmington Green is a place where people from different backgrounds get on well together. Over three quarters of respondents answered positively. Almost a quarter (23.1%) said they 'Definitely agree' and just over half (51.3%) said they 'Tend to agree'. Interestingly, a significant proportion (15.4%) selected 'Don't know' while just three people said they either 'Tend to disagree' or 'Definitely disagree'. Although only a small proportion of respondents answered the question 'negatively', these responses are worth further exploring and addressing. Underlying reasons why people may not get on

well can include prejudices and discrimination on the grounds of race and ethnicity, sexuality, gender identity, age, social class or other factors – though we did not find evidence of these during our project.

To what extent do you agree that Chilmington Green is a place where people from different backgrounds get on well together? (Tick one option)

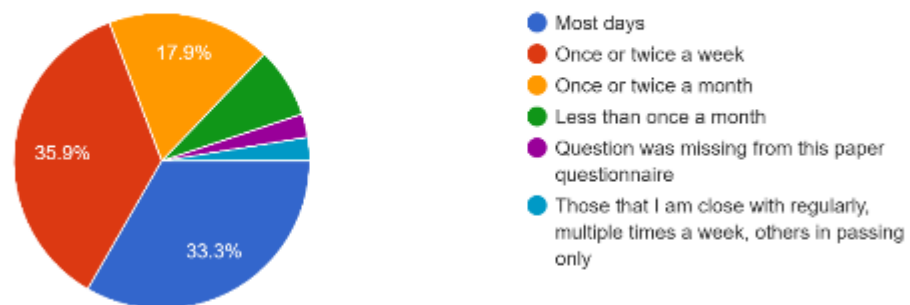
39 responses



We asked how often respondents chatted to their neighbours, beyond just saying hello. A third (33.3%) said they chatted to neighbours on a daily basis; a slightly higher proportion (35.9%) said they chatted once or twice a week; 17.9% only chat to their neighbours once or twice a month; while 7.7% chat less than once a month. One person selected Other and differentiated between neighbours they are 'close to' who they chat to regularly and those they chat to 'in passing'. Overall, the results suggest around two thirds of respondents have formed strong bonds with neighbours with around a third not having done so – these residents may benefit from support and facilitated opportunities to socialise.

How often do you chat to your neighbours, more than just saying hello? (Tick one option)

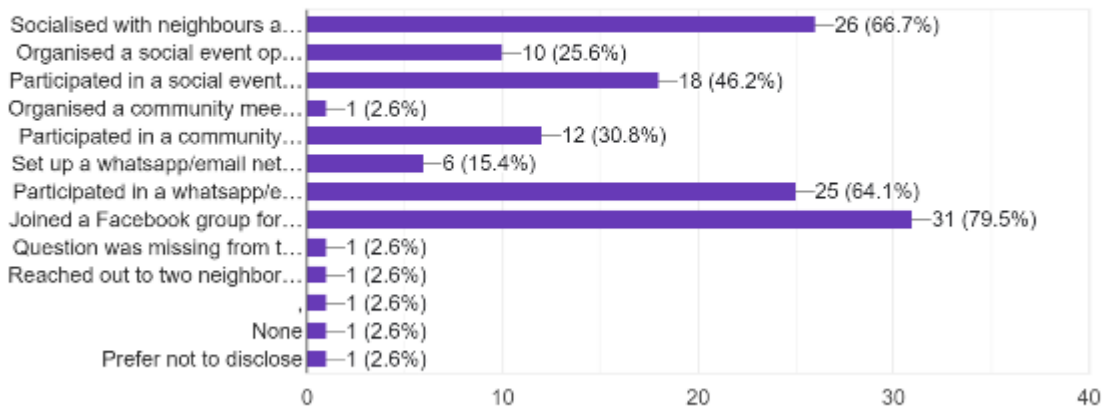
39 responses



Next we asked about the types of social and community activities that residents had engaged with in Chilmington Green. Two thirds (66.7%) of respondents had socialised with neighbours at either their own house or their neighbours house. Just under half (46.2%) had participated in a wider social event organised by others. Over three quarters (79.5%) had joined a resident Facebook group and almost two thirds had engaged remotely with their neighbours via a Whatapp/email group (64.1%). Smaller numbers had been proactive in setting up these online or offline groups, events and meetings. One person said they had "Reached out to two neighbours offering to meet up or go for a walk."

Have you been involved in any of the following community activities in Chilmington Green the last 12 months? (Tick all that apply)

39 responses



We asked 'What would help you to feel more connected to the community in Chilmington Green?', giving free space for responses. 22 people answered and their responses can be categorised as follows:

- **Improved roads and pathways** e.g. *"Good walking / cycling paths between the communities are critical. Easier to interact on foot vs driving past each other"; "Access roads and footpaths to easily access Chilmington as a whole to get to know people living here"*
- **Other infrastructure, providing places and opportunities to meet** e.g. *"Shops and public house where you can meet people that you know would probably live local"; "More green space where to meet" and "Actually seeing people – apart from the occasional dog walker, there are very scarce opportunities to meet and see any neighbours"; "More communal areas e.g. park/field for activities"; "More activities and playground for children to play. Some bench and table for families to meet on the playground; "A community centre, exclusively for residents"*
- **Changes to the CMO, including delivery of visible benefits, support and more resident involvement** e.g. *"I don't feel comfortable living here with the CMO charging extortionate rent charges with us getting nothing in return."; "Better support from the CMO"; "...the CMO do very little and staff of the CMO show little empathy, compassion or respect."; "An overhaul of the CMO so its run by residents"*
- **Getting to know more people, including more residents being involved in community activities** e.g. *"Involvement", "More neighbours getting involved"; "Knowing more people"*

One person said that *'community spirit has been let down by [a developer's] treatment of people... they're fed up and withdrawn'* and less likely to make the effort with community events. Though this person also said they had a great bond with their neighbours.

Another person felt that the creative projects that had taken place in Chilmington Green – including this one - were *'out of touch'* with residents needs; *"residents are more worried about paying their bills than ink or a flag"*. We heard this from a few residents in this survey

and through hearsay – there is a misperception amongst some that charges paid to the CMO were to fund this project, which has heightened feelings of discontent.

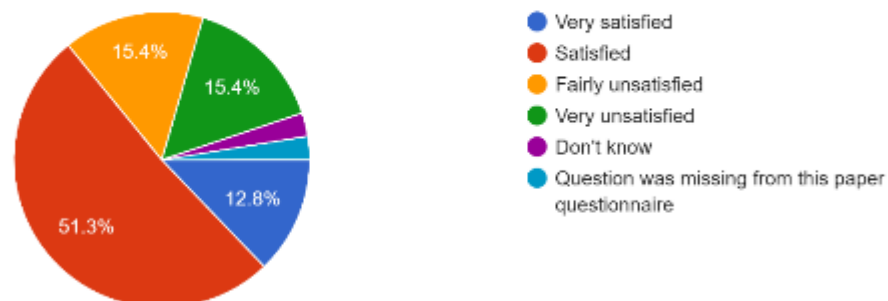
One person felt that the events were just for those with young children and asked for more events that they and others in their age group (in their '20s) could join in with.

One person suggested Chilmington being added to their home address would create a stronger sense of place and community: *“There is no sign of Chilmington in our address. Our address states Kingsnorth, however we pay Great Chart and Singleton Parish fees. It does not make sense and we feel cut off.”*

Another question in our survey enquired about satisfaction levels with living in Chilmington Green. The largest proportion (51.3%) said they were satisfied, while a smaller number (12.8%) said they were 'very satisfied'. Overall, the respondents to this survey had a high level of satisfaction with living in the area. However, almost a third of respondents were unsatisfied, with 15.4% saying they were very unsatisfied and 15.4% saying they were fairly unsatisfied.

Overall, how satisfied are you with living in Chilmington Green? (Tick one option)

39 responses



We asked 'What affects your satisfaction level with living in Chilmington Green' and gave free space for residents to share their views. We heard mostly from those who were dissatisfied with living in Chilmington Green. The responses can be broken down into the following categories:

- **'Positive' aspects: nice home; sense of community** e.g. *“Love my home”*; *“Love my home, love the area, wonderful neighbours from different backgrounds”*; *“Community”*; *“Friendly community”*.
- **Issues with neighbours:** *“Certain neighbours and their selfish behaviour”*; *“All residents have access to private parking, yet lots of residents park in visitors spots. This means sometimes visitors have to park far away. Some residents park on pavements constantly... Some residents even park in the street as if the streets not tight enough already.”*
- **Lack of infrastructure including roads, play areas, bus service, shops** e.g. *“Access to a bus service... good roads, playground for children.”*; *“Delays with having amenities i.e. play area for children.”*; *“Lack of public transport”*; *“...a lack of facilities and meeting spaces available”*; *“Lack of access to anywhere. It is very isolated at the moment. Makes it impossible to leave the estate without a car”*;

“Lack of suitable roads, pathways to connect us to existing estates that give us more options to walk rather than using car. Lack of play space and safety areas for our children.”; “The state of the roads, the lack of a promised supermarket and village within walking distance, the lack of progress in general...” “Arranging a bus stop as promised. Arranging supermarket and a doctors surgery as promised.” “The state of the infrastructure, nothing has improved in almost three years.”; “The pavements around the development are non-compliant, no level access provided, no tactile paving and narrow or no pavements in places.”; “What was promised such as Discovery Park was not adequately communicated in terms of timescales. This has infuriated us and feel cheated”

- **Frustration paying CMO charges for little perceived benefit/value for money** e.g. *“Paying for CMO services when they haven’t yet taken ownership of anything so we’re paying money into some fund pot that may not be accessible for several years at this rate.”; “Issues with developers and the CMO taking over land”; “The management organisation and high rent charges for no facilities. CMO not community focused, continue to collect RCD for no facilities. No value for money, no empathy for residents in the current climate.”; “Rent charges are high not sure what we are getting for our money... CMO do not appear to care or want to build relationships with the community”; “Maintain common areas. Use our rent charges to provide basic maintenance we were promised. It’s almost an insult to spend our money on events and forget about the basic conditions promised when we moved here”; “The CMO is purely a money making organisation, without the needs of the residents being considered”; “I don’t see any work, maintenance or repair being done around our estate that justifies paying the estate charges”; “Transparency on what CMO is doing”; “I am paying the CMO fees but the neighbourhood is not being looked after. There are weeds, wasps nest and the plants are dying”;*
- **Lack of clarity about which body is responsible for resolving issues** e.g. *“... being batted backwards and forwards between developers, CMO, KCC and ABC when trying to address concerns.”*

One person felt residents had not been consulted about the park’s change of name: *“The change of name of the park without any input from those living here... The park has not been built yet so what link does it have to the Queen’s Platinum Jubilee”*

We then asked What else would improve your experience of living in Chilmington Green? Responses partly echo those above and can be categorised as follows:

- **Improved infrastructure, particularly footpaths and public transport** e.g. *“Better infrastructure, primarily for walking between the various sites”; “Shops and public transport”; “Open the road so we can access the school”; “More public footpaths between Lakes and Singleton Hill estate, bus service and play area or safe zone for kids on Gate area would be a big improvement”; “A bus service, always end up having to get a taxi to and from the station which is very expensive”; “a shuttle bus for easy access to work/town. Accessible paths for walking safely for families”; “Parks, cycle ways, footpaths, garden areas properly maintained, dog bins”; “More visitor parking for crowded roads”; The playground and outdoor bench for people to sit and mature trees to provide shade so we can enjoy the outside area”*
- **More active and transparent role for the CMO; Improved relationship with the CMO; CMO being more resident-led** e.g. *“The estate growing enabling CMO to*

take over areas and responsibility”; “Having a CMO that I feel is working in mine, and my neighbours, best interests”; “More transparency, CMO to be more respectful and engaging with residents”; “Cheaper rent deed charge – ridiculously expensive with no action”; “There is a very poor relationship with the CMO we don’t trust or have faith in them”; “Having a residents group, which we have established, that actually looks after the interests of residents.”; “A solid plan for the CMO”; “More proactive action taken by the CMO when addressing issues with developers... we do not have promised facilities, when you come onto the estate it already looks messy and run down”

- **More events:** *“More resident meet ups, social groups”; “Having events in our neighbourhood rather than at environment centre”. “More events for our age group. Maybe this is through creating partnerships and connections with other places around Ashford. There isn’t a lot on offer in our close neighbourhood.”*

Our questionnaire also asked about participation in our Summer workshops and the finale event. We are summarising the responses here:

- **Did you attend any of the Summer workshops we held in Chilmington Green?** The largest proportion (41%) of respondents said they knew the events were happening but did not attend. A third of respondents (33.3%) attended one workshop; and a small number (5.1%) attended more than one. 12.8% of respondents said they didn’t know the events were happening. One person said they were away for the summer holidays and one person said the leaflet dropped through their door at too short notice and they are not on social media.
- **If you attended, what motivated you to attend?** We offered options for respondents to choose from – they could tick more than one. The most popular reasons were: To entertain my children (33.3%); To take part in a community event (33.3%); Because the event was on my doorstep (23.3%) and To catch up with neighbours I already know (20%)
- **Did you attend the Finale event at Singleton Environment Centre?** A small number of respondents (6.9%) had attended. Just over half of respondents (51.7%) said they knew it was happening, but didn’t attend; Just under a third (31%) said they didn’t know it was happening; Individual respondents said they were away for work, were away on holiday, or they couldn’t attend as had late notice about the event.
- **If you attended the Finale event, what were your motivations for attending?** Again we offered respondents a list of reasons to choose from and they could pick more than one. The most common responses from the small proportion who had attended were: To enjoy a sense of community (70%), To meet/catch up with neighbours (70%), To entertain my children (60%), To enjoy the atmosphere (50%), To see the new Chilmington flag (40%).
- **If you attended any of the events, how did you hear about it?** We offered a range of options: 42.9% said they’d had a leaflet through their door; the same proportion had seen the event on social media; 21.4% had heard about events through a Whatsapp group; and individual responders also said from a neighbour, CMO newsletter.
- **Overall, how would you rate the workshops and events you’ve attended?** 50% of those who responded to this question said they Didn’t know because they hadn’t attended. 26.9% said the events were Good and

23.1% said they were Very good. None of the respondents rated the events in a negative way as Poor or Very Poor)

- **If you did not attend any of the events, what were your reasons for this?** Again we gave a range of options and space to include others. The most popular responses were: A quarter (25%) were not interested in the specific activity; a fifth (20.8%) were at work; and 16.4% said they had other responsibilities/commitments. Individual responses said they didn't know about the events, didn't have enough notice, were away on holiday, or they felt too nervous/shy to attend, or the events seemed child focused. A few responses indicated that residents had chosen not to attend because of their dissatisfaction with the issues outlined above and a perception that residents' money – via estate charges – had been used towards the project e.g. *"We are working out if our future is here. The issues with the CMO and the rising costs of the rent charges are seriously worrying and we might be considering moving elsewhere"*; *"events are an insult for neighbours struggling to pay extortionate rent charges"*; *"These are vanity projects funded by resident money"*. One person said that events were an "insult" when residents were concerned about more important things.
- **Is there anything else you'd like to say about the events you attended?** We gave free space for respondents to share their views. Comments from those who attended included: *"Enjoyed the event"*; *"They were great, free ice cream was popular, but kids enjoyed showing off what they had made."*; *"Really friendly team, encouraging community engagement and great with the children"*; *"We really enjoyed taking part – the creative activities were fun and we came away with a piece of art to be proud of. It was good that adults and children participated together. The team were friendly and it was a good opportunity to meet neighbours. The free ice-cream and refreshments were much appreciated too"*. One person said *"The publicity needs improving"* as they'd only received a flyer the day before the event (note: our deliverer had forgotten one street on the Barratt's site when doing the door drop, so did flyer this street shortly before the event). Another said *"Make sure they are not perceived as CMO events"*
- **Demographic information:** We asked about gender identity, ethnic identity and age and allowed free space for them to answer rather than providing boxes to tick.
 - *Gender identity:* 45% identified as female and 45% as male. We also had a couple of 'joke' responses which have been disregarded
 - *Ethnic identity:* Two thirds of respondents identified as White, with 35% identifying simply as White and a further 30% as White British; 5% identified as English. 15% identified as Black with 5% identifying as simply Black; 5% as Black African; 5% as Black British. 5% identified as Indian and 5% as Mixed. There was one 'joke' response, which we disregarded
 - *Age:* Respondents' ages ranged from 26 to 80 years old, with the largest proportion being 30-50 years old. The majority of respondents. 10% of respondents were under 30 years old; Just over a third (35%) were aged 30-39; Another 35% were aged 40-49; 15% were in their 50s and one person (5%) was 80 years old.