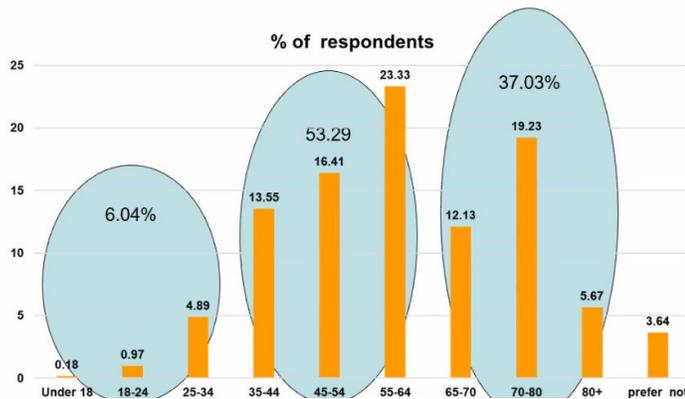


Palace Square Survey Results, April 2021

1 Summary of the Responses

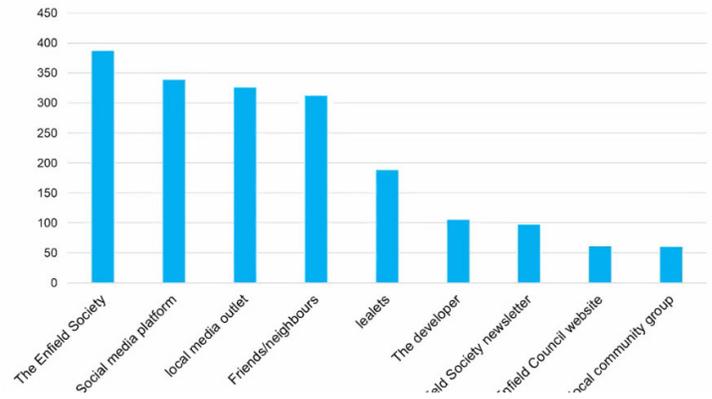
The survey closed on 18th March 2021 after approximately 3 months. While the survey was running Civic Voice and The Enfield Society organised two public meetings via zoom to inform people about the details of the proposal and it's possible impacts. Over 600 registered to attend, with 498 actually joining in. The survey was promoted by the Society to its members by e-mail and 300 paper copies were sent to members without e-mail. Social media was also used. Local Residents' Associations were asked to advertise the survey and local ward councillors also helped spread the word. The survey was hosted on SurveyMonkey and exclusively accessed by Civic Voice, who produced the analysis and gave two public presentations on the 22nd March and 25th March 2021. [The graphs used in this report are courtesy of Civic Voice.]

2,140 responses were received, including 100 from the paper copies.



The ages of the respondents were grouped into three ranges and shows that the youngest in the community had a lower engagement with the survey, with good levels with the other two ranges.

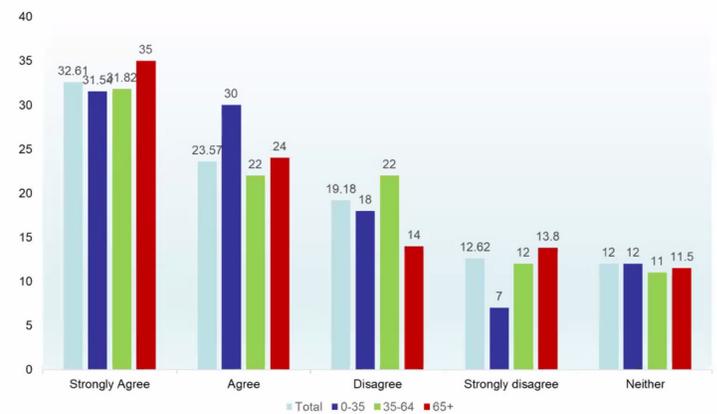
How did you find out about the consultation?



The Enfield Society was most quoted as the source of the survey, closely followed by social media. The developer and the local authority are a long way behind.

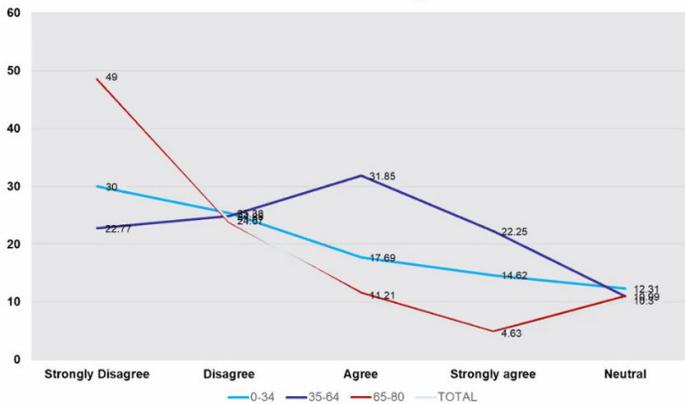
2 Responses in detail

2.1 Support for improvements (question 7)



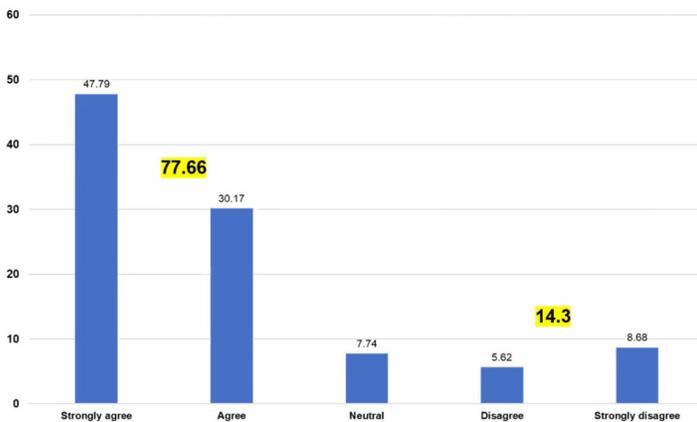
A majority of respondents (56%) support the need for improvements. Support comes from all age-ranges. A total of 32% disagreed with the need to improve the Town.

2.2 Support for regeneration based on current proposals

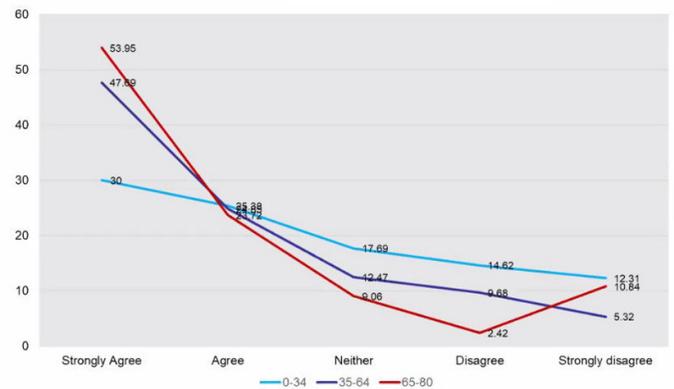


Support for the DWS proposals was explicitly asked in survey question 8. This showed strong disagreement in the older age range and strongest support by the middle-aged group. Though the totals appear in the graphic legend, this data is currently missing from this report. However, the general trend is not to show support for the DWS proposal.

2.3 Support for regeneration but with reservations



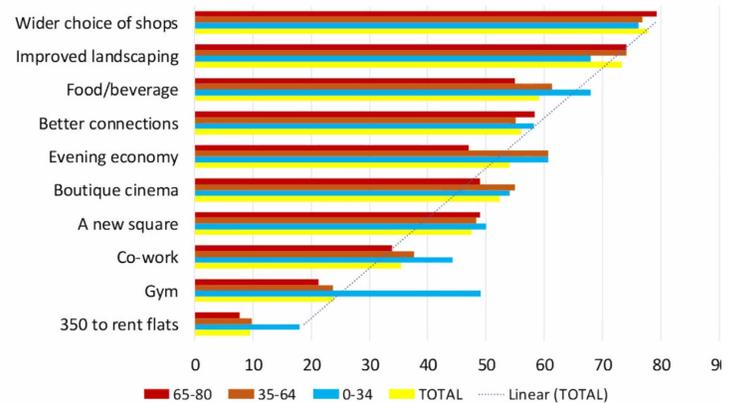
When asked if respondents had reservations (question 9), a total of 77% agreed or strongly agreed, with only 14% not having reservations.



This was further analysed by Civic Voice by age range, which shows a generally consistent response across all age ranges.

2.4 Desire for proposed features

Question 5 provided a list of facilities which DWS had suggested could be included in their design. Respondents were asked to indicate which would improve the Town. Results are shown below, together with break-down by age range:

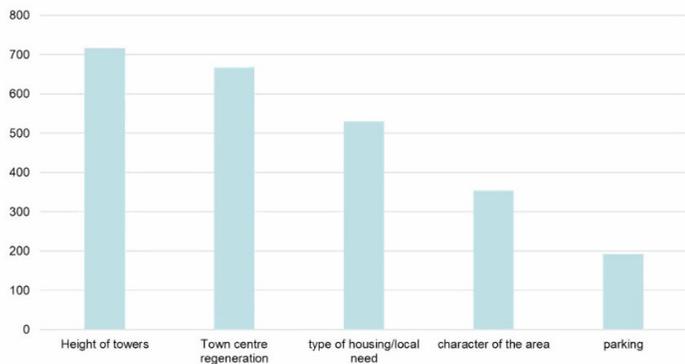


With the exception of the Gym which has significantly more support by the youngest age range, there is generally agreement by all respondents over the relative merit of these options. The 350 flats, which are proposed in phase one, all of which are for rent, was also more popular with the youngest ages, but this option was the least welcome feature by all ages.

2.5 Free text comments

Respondents were given a number of opportunities to provide free-text comments about the proposals and what they wished to be included, or excluded. Analysing the

78% of returns which included comments produced five broad headings, shown below:



A number of specific suggestions were extracted from the free-text replies:

- 144 (8.6%) asked for improved parking
- 92 (5.5%) referred to providing a Community Centre, GP, Library and a better cultural offer
- 66 (3.9%) referred to enhancing the conservation and historic Town Centre.

3 Conclusions and recommendations

Civic Voice's conclusions can be summarised as follows:

- The majority are supportive of improving the Town Centre area, with only a minority against any development
- There is opposition to elements of the proposal in its current form, specifically
 - the height of the tower
 - a belief that the housing mix proposed does not address local need
 - the density and scale of the development will have an adverse impact on the character of the Town
- Respondents also commented on the insufficient provision of car parking with the development making existing traffic and parking worse

- Queries exist from the community about the promotion of the scheme, creating suspicion that the consultation to date (in October) has been tokenistic. However, the community needs to acknowledge the developer has tried to do pre-application consultation in difficult circumstances
- Respondents wish to understand the details behind the proposal and the developer should publish more transparent information and data to build trust
- The local community needs to acknowledge that there is a housing crisis and that development needs to go somewhere
- 131 respondents referenced a real mistrust of Enfield Council to make the right decision, suggesting the Council should be proactive and share answers and detailed information, as well as encouraging community engagement to support consultations.

Civic Voice also produced a number of recommendations:

1. Civic Voice suggested that the applicant joins a public meeting (webinar) to discuss the key issues and feedback from this survey in order to build trust
2. When possible, a more 'physical' consultation should be undertaken
3. Real differences emerged between the oldest and youngest age groups with some aspects. Civic Voice recommends that The Enfield Society tries to reach younger age groups for their input
4. Civic Voice recommends that the developer engages with the community to look at the viability/financial constraints. Civic Voice has no answer, but more explanation is needed over the trade-offs
5. The London Borough of Enfield should organise a special meeting to decide the planning application if it comes forward.