

Appendix 2

Community feedback in 2013

3a. Feedback from 2013 Ward Walk events

- Ward walks are a new initiative undertaken by ward councillors and relevant officers in partnership with the police.
- The activity revolves around advance promotion, "meet-and-greet" within the ward to discuss issues of importance to the local community, and a subsequent drop-in event.
- Two pilot ward walks have been held so far, in Willingdon Trees and in the Kingsmere area of Sovereign Ward at which an overall total of 50 residents participated.

Headline information from the Willingdon Trees event

GENERAL NOTES:

- Questionnaires were completed by 6 people
- Not all questions were completed by all responders
- 4 female and 2 male responders
- 2 from 16-25 age group, 1 from 36-50 age group, 2 from over 60 age group and 1 not stated
- 5 people said they were white British and 1 stated English
- 1 person had a disability that affects mobility

Anti Social Behaviour issues - frequency witnessed – top 3:

- Speeding
- Parking
- Litter and Fly Tipping

The best things about the area:

- Public Transport (x2)
- Range of shops
- Hampden Park
- Fresh Air – came from London
- General cleanliness – praise to EBC for that
- GP Practice excellent – Park Practice
- Refuse collections and recycling reliable and efficient
- Nice people

The worst things about the area:

- Holes in the road (x2)
- Litter (x2)
- Weeds
- Occasional anti-social behaviour
- Vehicles speeding down Hazelwood Ave
- Bus routes are limited in places

- Lack of shops/Dr surgeries/pubs
- Drug-using neighbours
- Loose dogs
- Crime

How safe people feel:

Very safe = 0 responses
 Fairly safe = 5 responses
 A bit unsafe = 1 response
 Very unsafe = 0 responses
 Unsure/don't know = 0 responses

Perceived levels of crime in previous year:

Gone up = 0 responses
 Same = 4 responses
 Gone down = 1 response
 Not sure = 1 response

Main concerns about crime/community safety:

- Cycle thefts
- Youths
- Car Crime
- Drug use
- Domestic violence
- Noise pollution/breach of peace

Main concerns about traffic/road conditions:

- Holes in the road (potholes) x3
- Parking in general x2
- Parking on grass verges
- Speeding

Satisfaction with local area as a place to live:

Very satisfied = 1 response
 Fairly satisfied = 5 responses
 Neither one way or other and/or fairly dissatisfied = 0 responses

Suggestions on how services might be improved in the local area:

- EBC do brilliant job considering the constraints they have e.g. funding cuts
- Warning signs re dog fouling and penalty
- Speed cameras down Hazelwood Avenue
- Police presence

How involved do you feel in local community?:

Very and fairly involved = 3 responses
 Not very = 2 responses
 Not at all = 1 response

How satisfied are you with the way EBC run things?:

- Very satisfied = 1

- Fairly satisfied = 4
- Neither one way or other = 0
- Fairly dissatisfied = 1
- Very dissatisfied = 0
- No response = 0

What are key issues to be addressed in Eastbourne?:

<p>Economic Issues</p> <ul style="list-style-type: none"> • No suggestions 	<p>Environmental Issues</p> <ul style="list-style-type: none"> • No suggestions
<p>Community Issues</p> <ul style="list-style-type: none"> • More facilities/activities/clubs for older people on Willingdon Trees Estate 	<p>Other Issues</p> <ul style="list-style-type: none"> • Speeding along Hazelwood Avenue

Headline information from the Kingsmere and Kings Park event

GENERAL NOTES:

- Questionnaires were completed by 44 people
- Not all questions were completed by all responders
- 29 female and 15 male responders
- 36-50 age group was the largest
- 25 people said they were white British
- 7 people have a disability that affects their mobility

Anti Social Behaviour issues - frequency witnessed – Top 3:

- Noise
- Dog Fouling
- Speeding

The best things about the area (Top 5):

- Peace and quiet
- Parks
- Feels safe
- Public transport
- Proximity of shops

The worst things about the area (Top 5):

- Dog fouling
- Speeding traffic
- Nuisance neighbours
- Litter
- Difficult to get out of estate on Pevensey Road

How safe people feel:

Very safe = 15 responses
Fairly safe = 20 responses
A bit unsafe = 0 responses
Very unsafe = 0 responses
Unsure/don't know = 0 responses

Perceived levels of crime in previous year:

Gone up = 12 responses
Same = 10 responses
Gone down = 12 responses
Not sure = 5 responses

Main concerns about crime/community safety:

- Drug activity (using and dealing)
- Speeding
- Teenagers hanging around parks especially late at night
- Drunkenness
- Anti social behaviour of some adults

Main concerns about traffic/road conditions:

- Speeding in Harold Drive (repeated theme)
- Speeding in general in estate and on dual carriage way
- Parking on kerbs/road/pavements when space in drive to park
- Potholes in roads and pavements

Satisfaction with local area as a place to live:

Very satisfied = 17 responses (x3 Kings Park)
Fairly satisfied = 16 responses
Neither one way or other and/or fairly dissatisfied = 5 responses

Priority issues to be addressed if not satisfied:

- Noisy dogs and dog fouling
- Children outside after 10pm at night
- Lot of litter
- Bushes not trimmed and flower beds not weeded
- Lack of CCTV
- Weeds in general
- Noise and disturbances

Suggestions on how services might be improved in the local area:

- Housing issues – Repairs to happen quicker, more housing input in cases of ASB, better vetting of new residents,
- Social issues – More police on streets, More CCTV installed, stop teenagers congregating in parks at night, Activities for young children in parks
- Environmental issues – Signs re no dog fouling, Empty litter bins more frequently, Free skips now and then for people to dump larger rubbish
- Highway issues – Ramps, 20mph zone on Harold Drive

How involved do you feel in local community?:

Very and fairly involved = 9 responses
Not very = 12 responses
Not at all = 12 responses

How satisfied are you with the way EBC run things?:

- Very satisfied = 4
- Fairly satisfied = 18
- Neither one way or other = 6
- Fairly dissatisfied = 0
- Very dissatisfied = 4
- No response = 12

What are key issues to be addressed in Eastbourne?:

Economic Issues <ul style="list-style-type: none">• Lack of jobs• Shop closures	Environmental Issues <ul style="list-style-type: none">• Lack of road sweepers• Litter bins not being emptied• Dog bins not being emptied• Rubbish in harbour
Community Issues <ul style="list-style-type: none">• Dogs on beach/in harbour• Public safety• Old people using mobility scooters• Youth/older teenagers need more to do• Street drinking• Drugs• Students• Simplify housing benefits – hard and stressful to understand and sort out• Organised crime around Asda – police only issue fines	Other Issues <ul style="list-style-type: none">• Bus routes on Sundays• Parking, parking charges, and more free parking• Road repairs• Uneven pavements• Undecided about town’s direction – a place for older people or more like Brighton

3b. Headline Feedback - ‘Big Local’ event - Devonshire West May 2013

- Part of the corporate plan neighbourhood management priority project

- Undertaken as part of the “Big Local” initiative was conducted in the west of Devonshire Ward in May 2013.
- Included a “good dream/bad dream” exercise with residents and a separate business workshop.
- 102 people took part in these exercises with an even spread of age groups from under-9 to over-70.

Good Dream/Bad Dream

Participants were asked to provide what they would consider to be good dreams and bad dreams about the future of their area and community. From the large amount of information gathered, it is possible to extract the following summary information.

Good Dreams – Top 3 subject areas	
Economic	<ul style="list-style-type: none"> • Strategic proximity to town centre and seafront • Diversity of shops and cafes • Thriving night-time economy
Environmental	<ul style="list-style-type: none"> • Clean and attractive seafront • Maintaining street cleaning and control of fly tipping and graffiti • Reduced traffic congestion
Community/Social	<ul style="list-style-type: none"> • Availability and accessibility of facilities – shops, events and public transport • Availability of support groups for vulnerable people • Availability of facilities for young people and children

NOTE: The most recurring good dream themes related to the importance of a clean and attractive seafront, the strategic location of Devonshire West between the seafront and the town centre, and the accessibility of a widely diverse array of shops, cafes and other facilities.

Bad Dreams – Top 3 subject areas	
Economic	<ul style="list-style-type: none"> • Large number of empty shops and closed businesses • Lack of employment opportunities and local skills base • Insufficient banks in the area
Environmental	<ul style="list-style-type: none"> • Speeding traffic and parking restrictions • Dog fouling • Derelict buildings
Community/Social	<ul style="list-style-type: none"> • Lack of things for young people to do • Anti-social behaviour – especially street drinking and drug usage • Lack of a community centre and a community identity

NOTE: By far the most frequently recurring bad dream themes relate to empty shops, dog fouling, and traffic issues, especially speeding and parking restrictions.

Business Workshop

The following information is feedback obtained from local Devonshire West businesses at their Big Local workshop event in May 2013. Participants were split into groups each addressing 3 specific questions about the future of the area. A summary of the combined feedback is as follows.

What might Devonshire West's economy look and feel like in 2023?

General Regeneration:

- Needs to be more in tune with the rest of the town
- Community purpose
- Marketing to bring commerce and diverse businesses
- A thriving overall economy and a well managed night-time economy
- Arndale extension is complete (mentioned twice)
- Property is better maintained
- Buses have gone from Terminus Road – Park and Ride

Retail Specific Regeneration:

- Less closed shops, alternative frontages to shops
- Small retailer growth, stop more supermarkets
- Area individuality/identity (the Lanes mentioned twice)

Employment and Social:

- Self-employment opportunities
- Local employment, local people – pay in local shops
- More young people in work
- Fewer people with high levels of personal debt

Culture and Leisure:

- Specialisation – sports facilities in one area
- Cheap units to rent for arts and crafts
- Better management of the theatre
- Mini Towner-style art gallery, 'arty' cinema

What will have happened to make it this way?

Character and Image Objectives:

- More positivity about the area, a vibrant community hub
- Rebranding – new image – flower beds
- Marketing – encouraging a change of image
- Joining up the areas – signage
- Economy in general will have improved
- People will want to live and visit and come and spend their money

Action towards Objectives:

- Inward investment after initial injection now

- Council will have compulsory orders to upgrade buildings
- Valuation of businesses reviewed
- More local control of what can be done – less central control
- Parking restrictions reduced – fairness
- Improve environment/pavements
- Make backs of buildings as nice as fronts
- Lower business rates (central government controlled – at present)
- Lower start-up rents to encourage new investment
- All empty shops will have been brought back into use

What needs to happen first?

Strategic/Visionary:

- Vision created from residents' opinions, whole area improvement
- Project plan, good leadership, encourage community involvement
- Lift and improve the current image
- Better understanding of the community that lives here now
- Create a sense of community/responsibility (absentee landlords)
- Drop in business rates (central government controlled – at present)

Operational:

- Employ local people (mentioned twice)
- Skill need to addressing – access training to meet the vacancies
- Job Centre to reach out to local economy
- English language to be prioritised – English lessons
- More investment in high pay jobs – so people earn good salaries
- Local businesses need to invest in their own business
- People need to buy local
- Attract investors by going to get them
- Conservation officer and planners on board
- Improved signing/access simpler, smarten area/improve pavements
- Better public transport, better parking arrangements
- Arrange micro-chipping of dogs in private rented properties

Having regard to the above feedback, the following list of top priority actions were given:

- Re-brand Devonshire West – Seaside needs re-branding (x 3 mentions)
- Buy local – if everyone want it to be successful (x 3 mentions)
- Job Centre to reach out – now on-line – English language is a priority
- More diverse businesses
- Mini-Towner or exhibition centre
- Bite size chunks – a bit at a time
- Community to work together and improve communication – community spirit

- Better public transport and parking arrangements to bring people into the area.
- Create a better sense of community responsibility from absent landlords.
- Given a conservation area in some parts, get someone on board who does conservation ie signage on board
- Our area more in line with town centre and the area generally as it develops
- Employ local people
- Good to specialise in particular theme – spa town – health and wellbeing, physical activities, more sports facilities along beach – volley ball, petanque and play areas along beach.
- Cheap units to rent for arts and crafts, pop up shops – start a hub (Eastbourne Homes)