

ESTATE REGENERATION

SEPTEMBER 2009

ESTATE REGENERATION PROGRAMME

COMMUNITY CONSULTATION REPORT

**CUMBRIAN WAY, MILLBROOK
EXFORD AVENUE, HAREFIELD
&
222-252 MEGGESON AVENUE, HAREFIELD**



COMMUNITY CONSULTATION REPORT

ESTATE REGENERATION PROGRAMME 2009 - 2012

INTRODUCTION

In November 2008, following the successful consultation process for the proposed regeneration of the Hinkler Road Shopping Parade, Councillors gave approval to commence a programme of consultation with tenants and the wider community at further sites across the city to gather residents' views on the proposals to transform their estates rather than just keep repairing and maintaining what is there.

The sites to be consulted upon were:-

- Cumbrian Way, Millbrook including the shopping parade, the maisonettes 37 – 55 (odds) Cumbrian Way and garages, the disused office block and the local housing office.
- Exford Shopping Parade, Harefield including the shopping parade, the maisonettes 24 – 48 (evens) Exford Avenue, the sheltered flats 50 – 68 (evens) Exford Avenue and the 3 freestanding block of flats 1 – 70 Exford Drive and garages.
- 222-252 Meggeson Avenue, Townhill including the open space surrounding this block and the car parking area.

Site plans are attached marked Appendix 1.

CONSULTATION PROGRAMME

In order to obtain the residents and community's views on whether to transform the area completely and create new, better homes and in improved local centre to give the community what it needs in the future; a consultation programme was devised. It is important to encourage all sectors of Southampton's diverse community to contribute; young and old, Southampton City Council tenants, private tenant, homeowners and visitors to the shopping parade and play areas on the sites.

The consultation process started on 8th June 2009 and completed on 11th August 2009 to enable the consultation feedback to be included within the Report to go before Councillors at the Cabinet Meeting on 28th September 2009. At this meeting, the Councillors will decide whether to include any or all of the above mentioned sites in the Estate Regeneration Programme 2009 – 2012.

Various different methods of community engagement were undertaken and these have been set out in the table below. An independent facilitator, Solent Centre for Architecture & Design (SCAD) was commissioned to undertake the design festivals and design feedback sessions on each site. SCAD's role was to consult broadly with both residents and the community of the four areas and to feed their information, concerns and ambitions into the Development Brief to be considered by Councillors at the Cabinet Meeting in September 2009.

Invitations were sent out to various Tenants and Residents Associations and Voluntary Groups for a member of the Estate Regeneration Team to attend their meetings to discuss the regeneration consultation programme. Also, a housing association owns some properties near Exford Avenue/Exford Drive and they have been kept advised of the consultation programme.

CONSULTATION PROGRAMME			
Event	Date (2009)	Audience	Details
Letters	8 June	Those directly and indirectly affected including SCC tenants, garage tenants, leaseholders, shop owners and the local community	Hand delivered
Tenant Liaison Officer Visits	9 – 26 June	SCC tenants including sheltered accommodation	Some SCC tenants declined the invitation to talk with the TLO
SCC Officers/Capita Visits	9 – 26 June	Leaseholders, Shop owners, PCT and voluntary agencies such as SureStart and Resident/Tenant Associations	PCT own the Mulberry Centre at Exford Avenue
Questionnaires	9 June – 31 July	SCC tenants, garage tenants, shop owners, leaseholders, and local community	Completed by TLO's during visits and at consultation events and the Design Festival
Consultation Events	22 June – 16 July	Those directly and indirectly affected including SCC tenants, garage tenants, leaseholders, shop owners and local community who use the facilities or live near by	The events were at different times of the day to allow maximum attendance
Colouring Competition (4 – 7 & 8 – 11 age groups)	2 July – 27 July	Children who live on the site or nearby and two local schools, Mason Moor Primary School and Harefield Primary School	Over 200 hundred entries were received and the prize giving ceremony provided a positive PR opportunity
Idea Leaf Competition (12+)	11 – 27 July	Teenagers who live on or near the site and attended the Design Festival.	This was a fun way to get teenagers involved and let them input their ideas and prizes were given for the best ideas on each site
Design Festival	11 – 27 July	Those directly and indirectly affected including SCC tenants, garage tenants, leaseholders, shop owners and the local community	Lucky Design Flyer competition to win theatre tickets was incorporated into the advertising to encourage more members of the community to attend. This also provided a positive PR opportunity for the lucky prize winner taking part in a 'meet and greet' event with the Lazy Town cast.
Design Festival Feedback	30 July – 3 September	Those directly affected including SCC tenants, garage tenants, leaseholders, shop owners and the local community	

The Design Festival is to encourage people to focus on what the current issues in the area are and the Feedback session is where SCAD report back to the community what consultations they had drawn from the Design Festival and to check whether these conclusions were shared by residents. There is always a danger when engaging in community consultation that professionals can interpret people's comments differently and the feedback session gives people an opportunity to clarify what is being reported on their behalf.

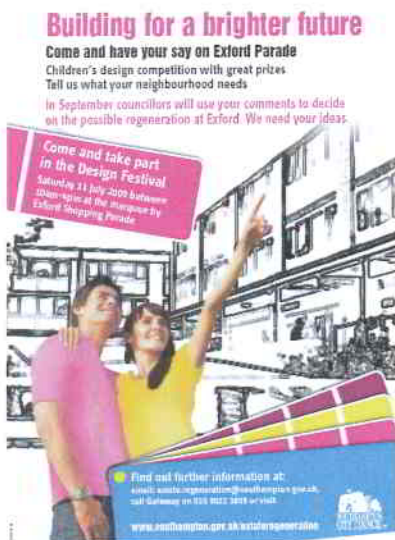
CONSULTATION ATTENDANCE

Details of the response from the various forms of consultation have been set out below. The housing site has quite low figures but compared to the number of properties being considered, that is 16 flats at Meggeson Avenue, the response rate is very encouraging.

Event	Cumbrian Way	Exford Avenue	Meggeson Avenue
TLO visits	6 out of 6	74 out of 80	15 out of 15
No of shop owners visited	8 out of 8	6 out of 7 (1 shop owner declined visit)	None
No of Leaseholders visited	2 out of 4	11 out of 13	One out of one
No. of attendees at Consultation Events	83	57	25
No of Questionnaires completed	138	129	19
No of Colouring Competition entries	115	141	4
No of Idea Leaf entries	12	9	2
No of attendees at Design Festival	30	42	17
No of attendees at Design Feedback	7	17	6

The face to face visits to SCC tenants, shop owners and leaseholders were very well received and enabled tenants and leaseholders to discuss in a more personal environment their circumstances and any concerns they may have. For the tenants in the sheltered accommodation, both the Tenant Liaison Officer and the local Warden visited residents to explain the contents of the consultation letter and process and offered support throughout the consultation period. Some tenants and leaseholders declined the offer of a visit and were content with the information they had.

It is believed as a result of the success of these visits, many tenants did not feel the need to attend the consultation events or design festival. When analysing the attendees of the various events, the majority were members of the local community and visitors to the shopping parades rather than SCC tenants. This illustrates the events provide an opportunity for the local community to be informed and participate in the possible renewal of their neighbourhood.



Three consultation events were held at each of the shopping parades and two events on the housing sites. The sessions took place at different times of the day and evening to ensure maximum accessibility for residents and the community.

Each consultation events and design festival was extensively advertised and personal invitation were sent to SCC tenants, leaseholders, shop owners, garage tenants and the immediate local community. Posters were placed in the local housing office, community halls, and churches, on the parades, in the communal hallways of the housing blocks, bus stops, recycling centres and in local shops. For the Design Festivals, a flyer was delivered within the local free paper covering the postcode area for the site ensuring over a 1,000 households were informed of these events.

Various competitions were incorporated within the consultation programme to engage all sectors of the community. Local schools near the shopping parade sites were keen to get involved and encourage the community to contribute. A 'Wishing Tree' was provided at the Design Festival for

teenagers (12+) to attach their 'idea leaf' as to what they would like to see on any new development.

For the Design Festivals, SCAD arranged the event around a large Ordnance Survey plan of the area. On 'walls' surrounding this were placed large sheets of paper with the following titles:

Homes and Housing

- Shops and Amenities
- Environment/Green Space
- Access/Transport
- Crime and Anti-Social Behaviour

Each subject had a colour code which related to coloured 'post-it' notes. Participants were encouraged to fill in the post-it notes with their thoughts on the particular subjects and then to place their comments on the map where they felt it was geographically located. People were not restricted in terms of the number of comments they had or the subject matter of their comments. Throughout the day, when the map became congested, the comments were re-pasted onto the sheets on the surrounding walls.

SCAD, Southampton City Council, Capita staff, resident volunteers (Trixie Neilson) and other volunteers engaged participants in discussions using the photographs and map as a means to encourage both specificity and clarity from participants.



Members of the Estate Regeneration Team attended meetings of the Harefield Tenants & Residents Association in Meon Court, Harefield (Meon Court is a sheltered housing facility), Parents Forum at Surestart in Cutbush Lane, Townhill Park and the Townhill Action Group to answer questions and discuss the consultation process.

CONSULTATION RESULTS

This report sets out the general findings of the consultation process for each site. The statistical data from the questionnaires is attached marked Appendix 2 for information.



In order to obtain the young people's perspective of where they live and would like to live, the Estate Regeneration Team attended school assemblies at Mason Moor Primary School in Millbrook and Harefield Primary School to discuss local neighbourhoods and explain the rules of the drawing competition. The feedback from the assemblies was very positive and thought-provoking. Children are very concerned with safety, especially traffic calming and their desire to be able to play out in the street with their friends in a safe and clean environment. These thoughts have been repeated in the numerous drawing competition entries received.

For the teenagers (12+), the lack of youth facilities or playgrounds for their age group is their main concern. The types of shops on the shopping parade need to be more varied and encourage people to meet and socialise together. Suggestions such as cafes or internet cafes and fast food restaurants were made as well requests for Smoothie bars. It was thought that teenagers were able to socialise at these venues. Older play areas were high on their agenda for instance skate parks; BMX tracks as well as youth clubs. This was encouraging as teenagers were seeking physical recreational activities which lead to a healthy lifestyle.

CUMBRIAN WAY SHOPPING PARADE

Questionnaires

Regarding which shops the community would like to remain on the site, the convenience store/post office, local housing office, Roast Out, library (if there were longer opening hours), Busy Bees Pre-School and the Chinese takeaway were highly rated. When analysing the data of the tenure of the respondents requesting the local housing office, 38 were visitors to the parade, 7 private tenants and only 2 were SCC tenants. There appears to be an assumption from the community that there needs to be a local housing office on the estate for the SCC tenants, reasons for this is unclear.



In response to the shops the community would like to see on the site, a chemist and fresh fruit and vegetable shops were seen as the major priority. Also, seating area or community space/café facility to allow people to socialise and be a venue for the youth on the estate. Public toilets were also rated as the community requested Roast Out to become more of a 'street café' where people could sit outside but a toilet must be provided for the shop clientele and there is insufficient facilities within the current unit.

The community's priorities for the site are less crime and vandalism, modern shops, family homes, green space and parking.

Design Festival

Homes & Housing

There was general consensus that the Cumbrian way shopping parade and surrounding buildings had become an eyesore and were felt to be beyond 'saving' through refurbishment. Rear deck access to the maisonettes above the shops was considered unsatisfactory. People understood that any redevelopment would need to include a mixture of houses and flats and it was felt that new houses should have their fronts facing onto the street.

Shops and Amenities

People agreed that the parade had too many shops that could be expected to be supported by the community. People were happy for a new development to retain fewer units (3-4) as this would solve the problem of

Access and Transport	<p>the area looking derelict for most of the time when only a few of the shops are open. The provision of a convenience store, post-office and library were most popular, (if the library was open longer hours and provided more facilities such as Children Story Time etc), followed by the desire for a food outlet (people liked the 'Roast Out'). Many people said how successful and well-liked the Busy Bees pre-school is, considering it to be a real community asset. People also expressed a liking for hairdressers on the site. Many people spoke of the lack of youth provision in the area and suggested a community hub/youth centre to be included in the re-development.</p> <p>People felt that pathways need to be properly maintained and repaired and that lighting should be improved to increase a sense of security at night. Parking was felt to be a real issue especially by residents who currently use the service road for parking. Their main concern was that this would be lost with the redevelopment. The large open space in front of the shops was felt by many to be redundant and a magnet for anti-social behaviour. Many felt that in a re-development it should be reduced substantially with just enough space in front of new shops for a few benches for people to socialise.</p>
Environment and Green Space	<p>After the shops are shut there is very little life in the square – it doesn't feel nice and puts people off spending time there. People felt that there should be more trees and green areas (like the rest of Millbrook).</p>
Crime and Anti-social Behaviour	<p>The derelict nature of the site was felt to be a major cause for further anti-social behaviour. Whilst there is little anti-social behaviour, the square has become a place where young people 'hang out' and naturally mischief takes place (broken bottles, windows and graffiti).</p>

Key Findings for Cumbrian Way

It was clear from the consultations that there is overwhelming support in principle for the redevelopment of Cumbrian Way Parade and the surrounding buildings. Everyone, it would seem, agrees that the current site does a major disservice to the wider area bringing down an otherwise good place to live. Furthermore the inability of the parade to be economically viable in its current form has led to its derelict-looking condition to compound the problem.

- The existing number of shop units does not reflect modern shopping patterns and the redevelopment of the area should be made up of fewer units (3-4). The most popular amenities to be included in a redevelopment are a convenience store, post office and library (followed by Busy Bees, a cafe and hairdressers).
- Whilst flats were acceptable to people as part of the mix, these should attempt to reflect the wider area which is predominantly 'suburban' in feel.
- Housing units should not be accessed via decks and should have front doors opening onto the street.
- Parking was considered to be one of the overriding issues that would need to be addressed by the redevelopment of the site.
- Some form of youth provision in the area was seen to be desirable.
- Better lighting and maintenance of shared areas was seen as a priority for many to engender a sense of security and to counter a 'perception' of crime and anti-social behaviour that can be just as corrosive as actual cases.
- The large, un-programmed open space was seen to be counter-productive in trying to improve the image of the area.

EXFORD AVENUE SHOPPING PARADE

Questionnaires

Most of the community accepts that the shops currently on the parade are not financially viable and are not meeting their requirements. Although, 65 respondents were either satisfied or very satisfied with the shopping parade whilst 67 were either dissatisfied or very dissatisfied.

The main priority is for a post office/convenience store, which is affordable, Pharmacy, local housing office and the dentist. Similar to Cumbrian Way shopping parade, when analysing the tenure status of those respondents who requested the local housing office out of the 56 requests, 34 were SCC tenants and 20 were visitors to the parade. There is an assumption from the community that SCC tenants require a local housing office on the estate. Other shops requested were fresh fruit and vegetables, butchers, bakers and youth provision.



The community's priorities for the sites other than modern shops is for less crime and vandalism, family homes, green space, play areas and parking.

Design Festival

Homes and Housing

Most people felt that whilst the housing estate at Exford suffered from a mixture of poor design and was obviously in need of replacement, the area itself was nice largely due to the amount of green areas. Participants were supportive of the need to re-design the estate as the current layout was understood to be poor and susceptible to opportunist crime and anti-social behaviour. It was also understood that modern shopping habits meant that many of the shop units were now redundant. A repeated comment that the space standards of kitchens in the existing units were poor and lead to the necessity of putting washing machines and freezers in bedrooms and living rooms – this was felt to be unacceptable in 2009. There was overwhelming support for the provision of affordable, family homes with houses forming part of the mix along with flats with better parking. Whilst it was accepted that the mix of housing provision will need to include flats it was felt that the existing 6 storey units were intimidating. Larger balconies with enough room to sit out on were felt to be desirable. It was also felt that the new housing should blend in more with the surrounding area.

Shops and Amenities

It was felt that the area could no longer support the number of shops that were provided in the original 1960's design. The fact that many remained closed or shuttered added to the feeling of dereliction that surrounded the area. People were happy for a new development to retain fewer units (3-4). The provision of an affordable convenience store, post-office and chemist were most popular, followed by the desire for a food outlet ('chippy'). Many people stated that the current position of the shop units at the top of a steep incline meant that access was difficult for older people and those with disabilities and there was general support for shops in the redevelopment to be sited at the bottom of the hill (either on the site of the Exford Arms or at the front of the site facing Exford Avenue rather than Somerset Avenue as present). Parking would need to be carefully considered in any re-design – the existing estate having been designed in the 1960's meant that there was inadequate provision for a suburban area of Southampton in 2009. It was also felt that better provision for youth

Access and Transport	facilities would be welcomed. In contrast to the questionnaires, no mention of the dentist was made. The re-development needs to deal with the topography in a way which ensures that it is fully accessible for all people. Currently routes through the area are difficult for older people and those with disabilities, especially in the winter. Residents who live on Somerset Avenue currently park in the area next to the bottle bank – they were particularly keen that a substitute for this was found if the area is re-designed. It was felt that the garages were a magnet for vandalism and that this kind of parking court should not be repeated. However those people with garages were naturally desirous that there would be garages to replace those which were lost.
Environment and Green Space	Unsurprisingly, a lot of participants wanted to ensure that the greenness of the area was maintained and enhanced. The green spaces were felt to be a real asset to the area; the brook often floods during wet weather causing problems through the green space and down to the area near the pub (Exford Arms). It was also noted that the stream was often a target for fly-tipping and rubbish. Many people asked for more benches and places to sit out along with more bins to make the place a pleasant place to spend time.
Crime and Anti-social Behaviour	Fear of crime and the intimidation this brings were felt to be more of an issue than actual crime itself. It was felt that better lighting would help make the place feel safer. The youth shelter was felt to have a detrimental effect on the area – it wasn't used much and encouraged anti-social behaviour. Every time it has been painted or repaired it has been vandalised, it is therefore seen by many to be of questionable value.

Key Findings

It was clear from the consultations that there is overwhelming support in principle for the redevelopment of Exford Parade and the surrounding estate. It was agreed that the shops and estate now let down an otherwise pleasant suburban area of Southampton and that a new development here would bring substantial benefits.

- The number of shop units does not reflect shopping patterns which have substantially changed since the existing parade was built in the 1960s. Whilst there is still a need for shops and amenities that deliver on 'daily' needs, this could be accommodated with fewer shop units. Specifically people noted that they would expect a convenience store, post office and chemist to be part of the new development.
- Shops in a new development would be better sited at the bottom of the hill on the corner of Exford Avenue and Somerset Avenue. This would allow the higher ground to be predominantly residential with vehicular access from Exford Drive.
- People understood the necessity to increase the number of units on the site and therefore accepted that there would need to be flatted units as part of the mix. It was felt, however, that the flats currently at 6 storeys were too high and led to a feeling of intimidation especially at night. If there are to be flats they should incorporate good-sized balconies with views over the green spaces. Existing flats suffer from a poor security system and from a lack of utility space reflective of the modern household (and leading to freezers and washing machines being placed in bedrooms or living rooms).
- As with most places in the UK one of the key concerns was about the provision of parking in any new development, especially from those just outside the proposed site who were concerned that their ability to park (legally) would be curtailed when the site is re-developed.
- People were generally very positive about the green spaces in the area and desired that this would be protected and improved with any new development. The brook needs to be addressed as it is currently a target for rubbish dumping and has a tendency to flood during wet weather.
- Whilst there were no major concerns presently about anti-social behaviour (a change from previous years and indicative perhaps of a cyclical problem) it was felt that the youth shelter was counter-productive and served only as a magnet for anti-social behaviour. Better youth provision either directly on site or reasonably close was thought to be desirable.

- Most people felt that the estate 'let the area down' and a redevelopment should be carefully knitted into the surrounding area.

222-252 MEGGESON AVENUE

Questionnaires

The residents like the location of the site and the accessibility to the shops, schools and bus routes. The site currently has adequate parking and a sense of community. The negative aspects of the site are mainly around the cosmetics of the block being untidy and outdated and the anti-social behaviour this attracts and the impact upon the neighbourhood as this block is seen as an eyesore.



Homes and Housing

There was unanimous consensus that 222-252 Meggeson Avenue has come to the end of its useful life and would be better demolished than refurbished. People were happy for the flats to be replaced with flats but also some houses with an emphasis on quality and sustainability. Traffic noise 'bounces' off the existing monolithic block making it noisy, especially at night-time. Any new scheme needs to be 'low maintenance' to avoid the current problem of high maintenance and expensive repairs (i.e. having fewer units entered off one communal stairway). The existing block has good sized flats but they don't feel safe (especially the glazed panels on the walkways). People suggested better utility spaces in a new development.

Shops and Amenities

The bus stop is very useful to connect to good shops nearby. However, people felt it would be good to have more local shops as the provision has been poor since the local post office closed. Residents wanted a post office as their post box has been sealed and fresh produce shop nearby. Additionally a coffee shop or social space would be great. It was recognised that these points were outside the consultation remit.

Access and Transport

It would be beneficial to have traffic calming/slowing on Meggeson Avenue with a pedestrian crossing outside the Townhill community centre. Enquiries whether the bus stop could be moved nearer the community centre due to the noise as if the buses are ahead of schedule they tend to sit at the bus stop with their engines running – this is detrimental to both the peace and air quality of the block).

Environment and Green Space

Access to the 'hidden' pond to be made easier and safer – perhaps turning it into a good natural resource for the area. It was felt that any new scheme should have either have a provision for safe play with good quality play equipment or up-grade the existing local play area in Ozier Road. People expressed a wish for more trees and green spaces but that these should be protected so they are not damaged as soon as they are provided.

Crime and Anti-social Behaviour

There is currently a good community within the block and it would be good to keep it when the site is re-developed. Due to the location of the bus stop, at night this leads to anti-social behaviour even if this is unintentional. Some residents of Coachman's Close felt that it would be good if the pathway access to Cutbush Lane was closed off as they felt that vandalism occurred when people used this at night.

Key Findings

There is overwhelming support in principle for the redevelopment of 222-252 Meggeson Avenue

- People understood that a mixture of flats and houses would be the best solution
- New flats should have good space standards with good utility space to reflect modern day living
- Secure entrances were a must and keeping the number of flats sharing a common entrance to a minimum.
- The new development should be built with low maintenance and sustainability as a priority.
- Whilst not forming the remit of this consultation many people expressed the desire for there to be more varied local shops nearby including a post office, or at least a post-box
- Meggeson Avenue was a busy road with fast traffic speeds –traffic calming should be introduced
- The bus stop was good to have but not necessarily in the current location.
- There needs to be play provision – either on site or enhancing the play area nearby in Ozier Road.
- Whilst there seems to be a stable a friendly community at present, people were concerned that this was built in to the future – social sustainability

CONCLUSION

The residents and local communities on all four sites, Cumbrian, Exford and Meggeson are in favour of estate renewal and the regeneration of their areas. The main recurring points for all sites are an acceptance that there will need to be a mix of houses and flats but the flats should incorporate private amenity space and if this is in the form a balcony, it should be of a size where the residents can sit outside and socialise.

The dwellings should also reflect today's lifestyle in respect of parking, space standards and design, especially for the kitchen. Many residents, especially in flats, have washing machines and tumble dryers, larder style fridge/freezers and have to locate these in the lounge, bedrooms or bathroom.

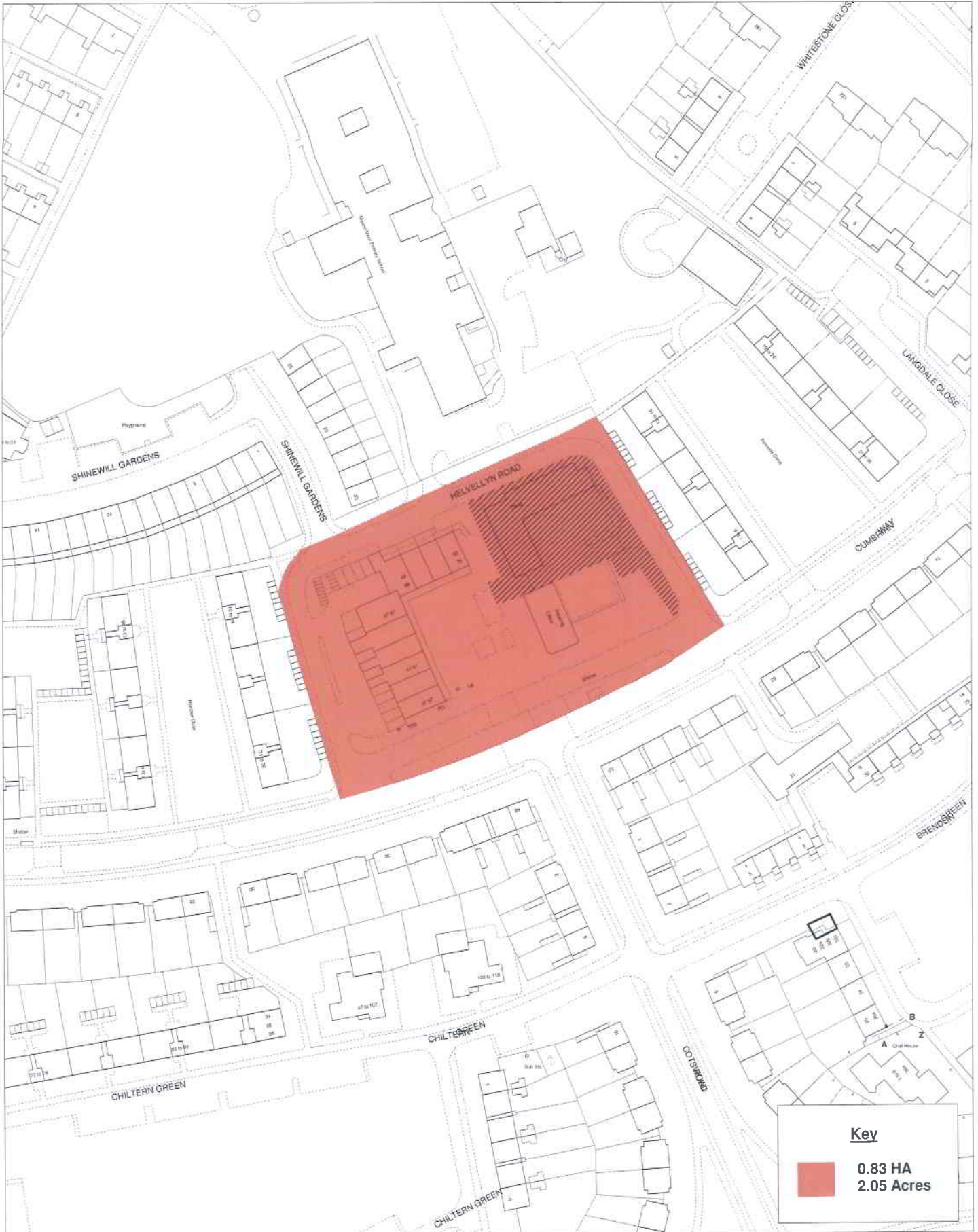
There is a strong desire to create or sustain a sense of community on all the sites together with a feeling of safety and low density. It is understood that the dwelling density on these sites will increase, but with good design and layout, it does not have to appear or feel like a high density development.

The community has emphasised that any new development should encourage and maintain the sense of community already in existence incorporating youth facilities and play areas as it is thought this would discourage mischief and vandalism.


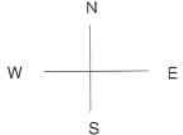
ESTATE REGENERATION PROGRAMME

APPENDIX 1

SITE PLANS





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	PROPERTY SERVICES DIVISION SOUTHAMPTON CITY COUNCIL Overline House, Blechynden Terrace SOUTHAMPTON, SO15 1GW	SCALE (1:) 1000 @ A3	DATE 03/11/2009	
	PLAN NO V2569	Cumbrian Parade		



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	PROPERTY SERVICES SOUTHAMPTON CITY COUNCIL OVERLINE HOUSE, BLECHYNDEN TERRACE, SOUTHAMPTON, SO15 1GW.		SCALE(1:) 2000	DATE 20/08/09
	PLAN NO V2520	222 - 252 (evens) Meggeson Avenue, Townhill Park		

ESTATE REGENERATION PROGRAMME

APPENDIX 2

QUESTIONNAIRE DATA

Cumbrian Parade Questionnaire Responses

129 Respondents

Table 1
Shops or facilities you use at Cumbrian Parade

Facilities and shops	Frequency
Busy Bees pre school	15
Local Housing Office	67
Southampton Ink Tattooist	21
Post Office (inside convenience store)	94
Roast Out	60
Convenience store	93
H2O Hairdressers	32
Cash machine (within Convenience store)	33
Library	37
Golden Wok	46

Table 3
Shops and facilities on the parade, which are the most important to you?

Most important to you	Frequency
Busy Bees pre school	26
Local Housing Office	48
Southampton Ink Tattooist	12
Post Office (inside convenience store)	83
Roast Out	35
Convenience store	79
H2O Hairdressers	17
Cash machine (within Convenience store)	22
Library	30
Golden Wok	23

Table 5
Level of satisfaction on the current parade as a place to shop?

Satisfaction with parade	Frequency
Very satisfied	19
Very dissatisfied	16
Dissatisfied	26
Neither satisfied nor dissatisfied	16
Satisfied	48

Table 2
How often do you visit Cumbrian Parade?

Frequency of visit	Frequency
Every day	61
2-3 times a week	34
Once per week	16
Once per month	9
Hardly ever	5

Table 4
Tenure Status

Please confirm status	Frequency
SCC Tenant	13
Leaseholder	5
Private tenant	20
Business owner	0
Visitor/shopper	91

Table 6
Travel to the Parade

Travel to Cumbrian	Frequency
Walk	95
Bus	5
Car	22
Bike	2

Table 7
Priorities for the Site

Your priorities	Frequency
Family homes	69
Less crime/vandalism	90
Modern shops	86
Play areas	64
Green space	42
Community facilities	57
Car parking	52

Table 8
Importance of Shops by tenure status of respondent

Most important to you/Please confirm status frequency - row %	Please confirm status					Status Total
	SCC Tenant	Leaseholder	Private tenant	Business owner	Visitor/shopper	
Busy Bees pre school	4 15.4%	2 7.7%	3 11.5%	0 0.0%	17 65.4%	26 21.5%
Local Housing Office	2 4.2%	1 2.1%	7 14.6%	0 0.0%	38 79.2%	48 39.7%
Southampton Ink Tattooist	1 8.3%	0 0.0%	2 16.7%	0 0.0%	9 75.0%	12 9.9%
Post Office (inside convenience store)	9 10.8%	3 3.6%	12 14.5%	0 0.0%	59 71.1%	83 68.6%
Roast Out	4 11.4%	1 2.9%	5 14.3%	0 0.0%	25 71.4%	35 28.9%
Convenience store	9 11.4%	2 2.5%	13 16.5%	0 0.0%	55 69.6%	79 65.3%
H2O Hairdressers	3 17.6%	0 0.0%	1 5.9%	0 0.0%	13 76.5%	17 14.0%
Cash machine (within Convenience store)	2 9.1%	0 0.0%	4 18.2%	0 0.0%	16 72.7%	22 18.2%
Library	2 6.7%	1 3.3%	5 16.7%	0 0.0%	22 73.3%	30 24.8%
Golden Wok	0 0.0%	1 4.3%	3 13.0%	0 0.0%	19 82.6%	23 19.0%
Total	12 9.9%	5 4.1%	20 16.5%	0 0.0%	84 69.4%	121

Table 9
Shops or facilities requested

Shop or Facilities Requested	No. of Requests
Convenience Store	4
Greengrocers	11
Butchers	8
Youth Club/Facilities (possibly café)	7
Bakers	2
Games Store	2
Baby Clothes Shop	2
Fish & Chip Shop	5
Bigger Library and open longer	4
Barbers	1
Video Shop	8
Clothing Shop	3
Post Office	2
Public Toilet	7
Chemist	15
Seating/community facilities - interaction	18
Shoe Shop	1
Chemist/Pharmacist	4
Pound Shop/Discount Shop	3
Free ATM	4
Hardware Store	1
Play area	6
Café/Smoothie Bar	9
Laundrette	4
Tattoo Shop	1

Exford Parade Questionnaire Responses

138 respondents

Table 1
Shops or facilities currently use at Exford Parade.

Facilities and shops	Total No.
Post Office within Esgro	116
Esgro	113
Pharmacy Direct	111
Local Housing Office	82
Dentist	60
Golden Wok	48
Hairdressers	36
Cash machine within Esgro	28
Harefield IT Centre	12
Simply Funerals	3
Mulberry Centre	2

Table 2
How often do you visit Exford Parade?

Frequency of visit	Frequency
Every day	49
2-3 times a week	37
Once per week	30
Once per month	13
Hardly ever	5

Table 3
Shops and facilities on the parade, which are the most important to you?

Most important shops	Important
Post Office within Esgro	105
Pharmacy Direct	98
Esgro	78
Dentist	53
Local Housing Office	56
Hairdressers	26
Golden Wok	9
Cash machine within Esgro	15
Harefield IT Centre	6
Simply Funerals	2
Mulberry Centre	0

Table 4
Tenure status

Please confirm status	Status
SCC Tenant	64
Leaseholder	10
Private tenant	3
Business owner	1
Visitor/shopper	60

Table 5
Level of satisfaction with the current parade as a place to shop?

Satisfaction with parade	Rating
Very satisfied	11
Very dissatisfied	23
Dissatisfied	44
Neither satisfied nor dissatisfied	4
Satisfied	54

Table 6
Travel to the parade

Travel to Cumbrian	Total No
Walk	120
Bus	2
Car	11
Bike	2

Table 7
Priorities for the site in the future? (

Your priorities	Frequency
Family homes	103
Less crime/vandalism	114
Modern shops	112
Play areas	80
Green space	96
Community facilities	70
Car parking	86

Table 8
Importance of Shops by Tenure Status of Respondents

Most important shops/	Tenure Status					Status Total
	SCC Tenant	Leaseholder	Private tenant	Business owner	Visitor/shopper	Total No
Golden Wok	7 77.8%	0 0.0%	1 11.1%	0 0.0%	1 11.1%	9 6.6%
Dentist	18 34.0%	6 11.3%	2 3.8%	1 1.9%	26 49.1%	53 38.7%
Pharmacy Direct	48 49.0%	3 3.1%	2 2.0%	1 1.0%	44 44.9%	98 71.5%
Mulberry Centre	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Harefield IT Centre	2 33.3%	0 0.0%	0 0.0%	0 0.0%	4 66.7%	6 4.4%
Post Office within Esgro	50 47.6%	3 2.9%	2 1.9%	1 1.0%	49 46.7%	105 76.6%
Simply Funerals Esgro	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%	2 1.5%
Hairdressers	45 57.7%	4 5.1%	1 1.3%	0 0.0%	28 35.9%	78 56.9%
Cash machine within Esgro	1 3.8%	1 3.8%	2 7.7%	0 0.0%	22 84.6%	26 19.0%
Local Housing Office	9 60.0%	0 0.0%	0 0.0%	0 0.0%	6 40.0%	15 10.9%
Total	34 60.7%	2 3.6%	0 0.0%	0 0.0%	20 35.7%	56 40.9%
	64 46.7%	9 6.6%	3 2.2%	1 0.7%	60 43.8%	137

Shop or Facilities Requested	No. of Requests
Affordable Convenience Store (Tesco Express/Somerfield/Co-Op)	69
Greengrocers	56
Butchers	19
Youth Club/Facilities	18
Bakers	17
Community/Educations Centre (including library/advice centre)	15
Play Area for young children	13
Fish & Chip Shop	10
Free ATM	9
Café (including internet cafe)	7
CCTV	6
Dentist	4
Post Office	3
Hardware Store	2
MacDonalds	2
Seating	2
SureStart	2
Sports Shop	2
Chemist/Pharmacist	2
Seating	2
Skate Board Park	2

Shop or Facilities Requested	No. of Requests
More Bins	1
NHS Walk In Centre	1
Local History Centre/Shop	1
Off Licence	1
Housing Office (open later)	1
Toy Shop	1
Betting Shop	1
Clothing Shop	1
Laundrette	1
Hairdresser	1
Police Station	1
Haberdashery Shop	1

Meggeson Avenue Questionnaire Responses

19 Respondents

Table 1
How do you feel about the site?

About the current site	Strongly Agree	Agree	Tend to Agree	Tend to Disagree	Disagree	Strongly Disagree	TOTAL
The Site has all the facilities I need	3	5	2	2	1	2	15
The site is clean	3	2	3	4	5	1	18
I feel good about the site	2	4	1	4	5	2	18
I can access the site easily	9	5	2	0	1	0	17
I feel safe on the site	4	7	2	1	2	1	17
The site improves the look of the area	0	3	1	2	9	3	18
The site is well designed	1	3	1	3	8	2	18

Table 2
What do you use the site for?

Use the site for	Frequency
I live there	8
Playing	0
Passing by/visiting	9
Parking	2

Table 3
Priorities for the site?

What are your priorities	Frequency
Family homes	16
Green space	10
Car parking	9
Less crime/vandalism	15
Play areas	10

Table 4
Tenure

Please confirm status	Frequency
Southampton City Council tenant	10
Private tenant	0
Leaseholder	1
Owner occupier	6

Table 5
Do not like about the site

Dont Like

The block and surroundings look run down
 I don't feel the block is safe on the landing area
 There could be more done with the space here

Traffic speed in area
 Core of young people who cause problems
 Rubbish areas

Hanging around of youths
 Car parking
 Eye sore
 Rubbish
 Kids hanging around - especially at night

Untidy and run down
 Do not like balconies with children playing
 Do not like living above the bin area
 The block of flats
 Cutways in Cutbush Lane

The kids park is hardly used and is an eyesore
 The All Hallows Preschool looks awful and very run down
 No private outside space
 Poor refuse facilities
 Poor condition of community centre

Play area
 No security systems so anyone can come and hang around in the stairwell.
 Play area
 Lack of maintenance of interior and exterior

Lack of car parking space on the road
 The satellite dishes on the exterior
 The block itself is ugly

Occassional problems with neighbours
 Too high - stops getting reception for TV
 Decent Homes container on site
 Communal areas are unclean

The Park
 Untidy
 Noisy at bus stop

Table 6
Do like about the site

Like

The flats are a nice size
 Close to local shops
 Potential for play area
 Good access to schools
 Access to transport
 Green space
 None

Near the shops and schools
 Bus stop close
 Good neighbours

The size of the properties
 Close to good schools, shops and doctors
 Good access to public transport

Green space
 Off road parking
 The Hidden Pond
 Car Park

Close to schools
 Easy access to public transport
 Neighbours
 Large car park which is handy for school pick up times
 Quiet area
 Location to shops, schools
 Settled in area

Good neighbours
 Like the area - trouble free
 Convenient for services

Good access to schools
 Bus routes
 Youth groups

Table 7
Other comments

Other Comments

Traffic calming
Safe play area
On grassed areas - stop parking - dragons teeth
Allocated parking
Planted areas on the road edge

Facilities for children

Door entry systems
Designated parking spaces

If flats, private balconies for each family to be able to dry thier washing outside would be a very good advantage.

Recycling facilities

I would like to see the hidden pond used creatively in the design to enhance the housing in the area as well as a play area for local children.

Better childrens play area
Mixture of houses and flats

In general the spaces needs to be maximised because there is a lot of wasted space surrounding the block with very little upkeep at present.

Pavements
Landscaping
Balconies
Security doors
Parking
Play areas

Houses
Border of trees or fencing between private and public site
Have disruption from children (Coachmans Copse)

Mix of property types

Park
Clubs for older kids
Painted
Intercom
More security