



# BROADFIELD NEIGHBOURHOOD AUDIT



# JULY-DECEMBER 2012





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# **BROADFIELD NEIGHBOURHOOD AUDIT**

## **FEEDBACK ON THE ENGAGEMENT PROCESS**

### **THIS REPORT WAS PREPARED BY COMMUNITASK CONSULTANTS, ON BEHALF OF CRAWLEY BOROUGH COUNCIL**

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#### **Acknowledgements**

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## **1. Background to the Project**

### **(i) Why Broadfield?**

Broadfield was chosen as the target area for this project as limited research has been undertaken in the last ten years to identify the needs of the community. Successful research projects had previously been undertaken in Crawley's other LNIAs, Bewbush and Langley Green. Although previous consultation was undertaken in Broadfield in 2010, it focussed on very specific areas, including health and well being and neighbourhood management; and aimed at certain groups within the community. It was decided that additional research was required to develop a more comprehensive picture of the views and needs of the community in Broadfield.

Broadfield consists of two wards, Broadfield North and Broadfield South, and comprises two of the four Local Neighbourhood Improvement Areas in the borough of Crawley. Deprivation levels are relatively high in parts of the neighbourhood, and these appear to have increased in recent years. The area has a population of 12666 people and 4824 households. A significant proportion of the community, 28%, can be categorised as Black or minority ethnic, with the largest ethnic groups being from Pakistan (5%), India (4%) and Eastern Europe.(3%). There is also a growing Mauritian community.

Findings from the 2008 Place Survey expressed that people from different groups in the neighbourhood don't always get on, and that it doesn't feel like one place. The 2008 Crawley Residents Survey reported people in Broadfield were most likely to think that people being drunk and rowdy in public spaces and rubbish lying around was a problem.

### **(ii) Why Participatory Appraisal?**

In order to put residents at the heart of the research process, and to ensure any changes reflected the priorities and needs of local people, it was vital that the consultation process be resident led. Hence it was decided that the project would start with a 3 day training programme in PA for the research team, the majority of whom were resident volunteers. This gave the members of the team the skills and tools they needed to undertake the neighbourhood audit, and a real feeling of ownership over the ultimate outcome, the neighbourhood action plan.

### **(iii) What is Participatory Appraisal?**

Participatory appraisal originated in the southern hemisphere in the 1970s, as a method of engagement with rural communities, particularly in Africa. The approach was based on empowerment, i.e. helping people to take more control over their lives. PA tends to prefer methods that are visual, rather than merely textual, thereby offering maximum opportunities for local people to get involved, and to articulate their thoughts and opinions. PA always gives priority to the views of local people, on

the basis they are best placed to know the problems of their neighbourhood, and to come up with the solutions

PA uses a wide range of methods and techniques, and can thus adapt to whichever group is being consulted, or to which issue is being addressed. Done properly it is a creative learning process, which equips local people with the skills and confidence to work as an equal partner with agencies, service providers and other stakeholders. It can be particularly effective in breaking down barriers between community representatives and professionals, and promoting a shared understanding of each other's priorities and constraints.



***The Research team 'map' Broadfield during PA Training***

## **2. SCOPE OF THE PROJECT**

### **(i) Project Aims**

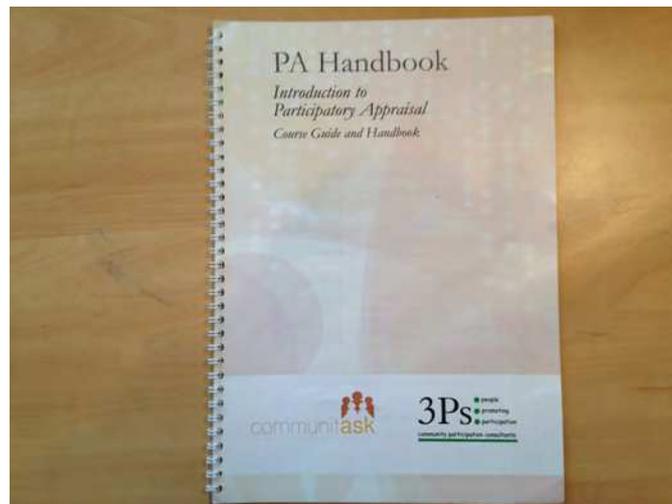
The aims of the project were as follows;

- Enhance the Joint Strategic Needs Assessment of the area
- Provide a comprehensive understanding of needs from which to develop a neighbourhood improvement plan
- Enable the community to take ownership of issues raised, and to get involved in subsequent community action
- Provide an opportunity for residents and officers to gain new skills
- Provide intelligence to inform policy and service development in the public, private and third sector, particularly with regard to neighbourhood management and service delivery

### **(ii) Project design and delivery**

Communitask consultants were commissioned by Crawley Borough Council to ensure all the aims were met, and more specifically to;

- Provide training on Participatory Appraisal techniques to the research team
- Support the team in undertaking a neighbourhood audit in Broadfield, using PA techniques
- Support the team in analysing the feedback, and (working with partner agencies) to develop an Action Plan of projects based on that feedback



***The PA Handbook***

### **3. Methodology**

#### **(i) Consultation methods**

The main consultation method was 'face to face', with researchers seeking qualitative information as to what people liked and disliked about Broadfield, and how they would like to see it improved (see section 6 below for a full list of all the consultation tools used).

#### **(ii) Analysis of data**

PA tends to generate qualitative rather than quantitative data, which takes time to collate, analyse and quantify. Furthermore, extreme care has to be taken to minimise any partiality in the analysis, such as arbitrarily highlighting some comments over others. The comments on likes, dislikes and desired improvements have therefore been grouped, thus incorporating a quantifiable element into the feedback analysis. Whilst this inevitably involves a degree of subjectivity, it is the only way of presenting the findings in a user friendly fashion (e.g. bar charts) as opposed to a long list of individual comments. This approach also allows the data to be presented in a way that can inform and influence policy and decision making.

We have also highlighted a representative list of selected comments in relation to every theme. A full list of all the comments received, from every stage and aspect of the consultation, can be found in appendix (i)

### **(iii) Principles**

The principles that underpinned the project methodology were;

- That residents needed to play a leading role from start to finish
- That the ultimate outcome had to be a number of actions that significantly improved the quality of life for all sectors of the Broadfield community.

### **(iv) Project stages**

On the basis of these principles, it was agreed that the project would comprise the following elements

- The recruitment of an equal number of residents and representatives from partner agencies to become the research team
- The delivery of a 3 day training course in PA to team members
- Two days (equivalent) of resident led research, supported by Communitask
- The holding of workshops with partner agencies
- A workshop to analyse and group the data
- An action Planning workshop to develop a draft action plan
- A verification stage to consult on the projects within that plan
- A final planning workshop, to finalise the action plan

### **(v) Target groups**

In addition to the general public, it was agreed that pro-active efforts be taken to ensure significant feedback was received from traditional 'hard to reach' groups, including;

- Parents with young children
- Older people
- Young men
- Members of the South Asian/Pakistani community
- Local businesses
- Teenagers

## 4. The PA Training

### (i) Recruitment of the research team

Officers from the Community Development Team at Crawley Borough Council worked through their networks of volunteers and community activists to identify who would like to be involved. Articles in the local press and posters within local venues were also used to promote the opportunity for residents to get involved. Seven residents from Broadfield agreed to undertake the training and carry out the neighbourhood audit. Representatives from local service providers including West Sussex Youth Support and Development Service, Citizens Advice Bureau, Broadfield Youth and Community Centre, Crawley Borough Council and Broadfield Church also agreed to be involved, making a team of 13.



*PA Training, day 2*



### (ii) The scope of the training

The training was delivered over a 3 day period and covered the following areas (see appendix ii for full details of the training programme)

- Background to PA
- Principles of PA
- Listening and questioning skills
- PA tools and techniques
- Coding and clustering
- Voting and prioritisation
- Timelines
- Mapping
- PA strengths and weaknesses
- Other consultation techniques

- Case studies (South Tyneside PA project)

The first 2 days were effectively 'classroom' based, and on day 3 the team were given their first consultation exercise to carry out, consulting with parents at the Youth and Community Centre. This went extremely well, with members of the team using H forms and Appreciation lines to find out what people liked, and disliked, and would like to change about the Broadfield area.

### **(iii) Training for Young People**

A parallel process was adopted in order to involve young people in the research process. A separate consultation workshop was held with 15 young people, aged between 13 and 17, where training was given in the PA tools of 'H forms' and 'Appreciation lines'. Two youngsters then agreed to act as youth members of the research team, and to take the lead on consulting more widely with their peers by way of

- Facebook (putting a H form on Facebook)
- Using a H form to consult with fellow pupils
- Holding an event, advertised on Facebook to get young people to get involved in the process.

## **5. The Consultation Programme**

Day 3 of the training focussed on developing an extensive and detailed programme of consultation aimed at reaching all sectors of the community, including the target groups. The emphasis was placed on going to places where we knew people would be, particularly those from the target groups, rather than expect people to come to us. The programme drew heavily on the local knowledge of the research team, who knew what activities and events went on in the area, and where the target groups were likely to be found.

The programme of consultation was carried out between July and August, and comprised the following;

- A coffee morning at Broadfield Youth and Community Centre (BYCC)
- A Coffee morning at Children and Family Centre
- A 'Home Start' coffee morning group, for local mums and toddlers, at BYCC
- Slimming world/line dancing, Community Centre, BYCC
- Broadfield teddies, carer and child group, BYCC
- Cafe goers, Portuguese café
- Mother and toddlers group and Monday munch coffee morning and lunch, BYCC
- Consultation at sheltered housing (Balmoral, Buckingham, Atlee and Cripps), Community lounges,

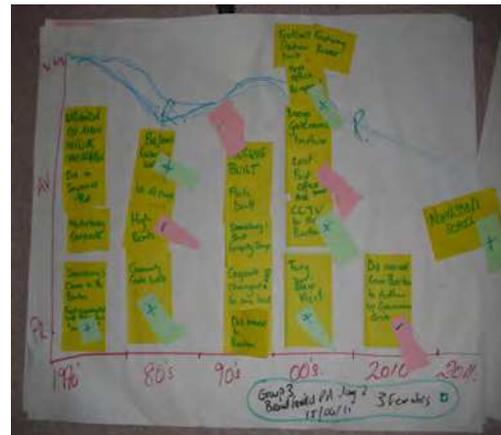
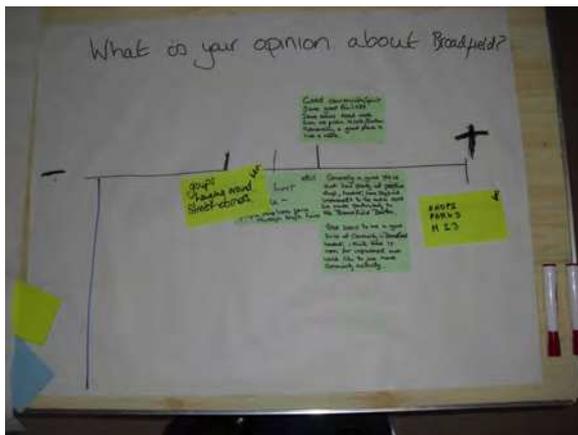
- Swallows (over 50's group), BYCC
- Seymour primary School (school council)
- Mums and Baby group, Broadfield Library
- Broadfield Shopping Parade/Morrisons supermarket
- Consultation with parents at pick up time, Seymour Primary school
- Talk Broadfield meeting
- Broadfield Fete, BYCC

The research team was divided into 4 groups of 3, and each given a minimum of 3 consultations to carry out over a 6 week period.

## 6. Consultation tools

### (i) Face to Face

The majority of the consultations with the public were carried out on a face to face basis using the preferred tools introduced during the PA training courses.



**PA Tools, Appreciation lines and Time lines**

### (ii) On Line questionnaires

In order to give everyone a chance to participate, extensive publicity was given to the fact that a questionnaire could be filled in on-line via the Council's web site. The questions reflected those asked in face to face situations and related to people's likes, dislikes and ideas for improvements.

### (iii) Business Questionnaires

A separate questionnaire was developed for businesses and hand delivered to every business in the Broadfield area. Each business was then visited by a member of the research team and this led to a very good response rate.

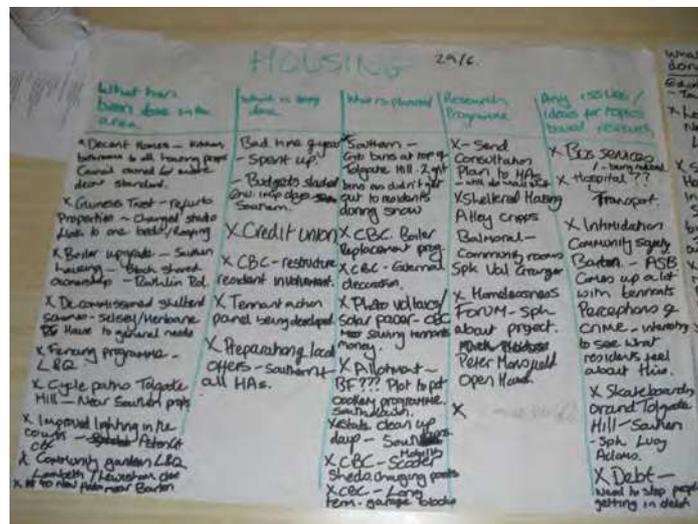
### (iv) Services and Facilities Questionnaire

At the Broadfield Fete attendees were asked to fill in a questionnaire that asked them how important certain aspects of community life were, and how satisfied they were with those aspects (including some key public services).

(v) Stakeholder workshops

Two workshops were held with partner organisations, each of which were extremely well attended with more than 20 different organisations from the public, private and voluntary sector (including the NHS, all the major Housing Associations, all relevant Council departments, third sector organisations, Morrisons and FTD Johns who manage the Barton parade).

The main aims of the workshops were for the partner representatives to comment as what the team should be consulting on (workshop 1) and to consider and comment on the initial findings (workshop 2).



**Feedback from the Housing theme group, stakeholder workshop**

(vi) Verification road show

Following on from the second stakeholder workshop, the team met again to finalise the findings, including a number of project ideas. These were then incorporated into an exhibition, which was taken out to a number of public events and places where the public were asked to comment on the ideas that had come forward.

## 7. Feedback Results

### (i) Overview

The research team got feedback from 694 participants during the course of the consultation in an 8 week period during July and August 2011. The majority of these contacts (551) were face to face interviews during which the participants provided more than 2000 comments related to likes, dislikes and ideas for improving the area. In addition to these face to face comments, a number of people also completed questionnaires (see table below).

### **Sources of feedback**

<b>Consultation methods</b>	<b>Numbers</b>
Face to face consultations	429
Business questionnaires	12
On line questionnaires	21
Services Questionnaires (from the Fete)	52
Young persons questionnaires	40
Verification phase	122
<b>Total</b>	<b>694</b>

### **(ii) Profile of respondents**

235 people completed a profile, or at least part of one, hence can be identified by their gender, age and ethnicity. However, not all respondents filled in all parts of the profile form, with significantly less providing details on ethnicity than on age or gender.

A breakdown of the profile of respondents is set out in the tables below;

<b>Breakdown of respondents by ethnicity</b>	<b>Numbers</b>
White	127
Asian	15
African/ Caribbean	5
Chinese	1

<b>Breakdown of respondents by gender</b>	<b>Numbers</b>
Male	33
Female	82

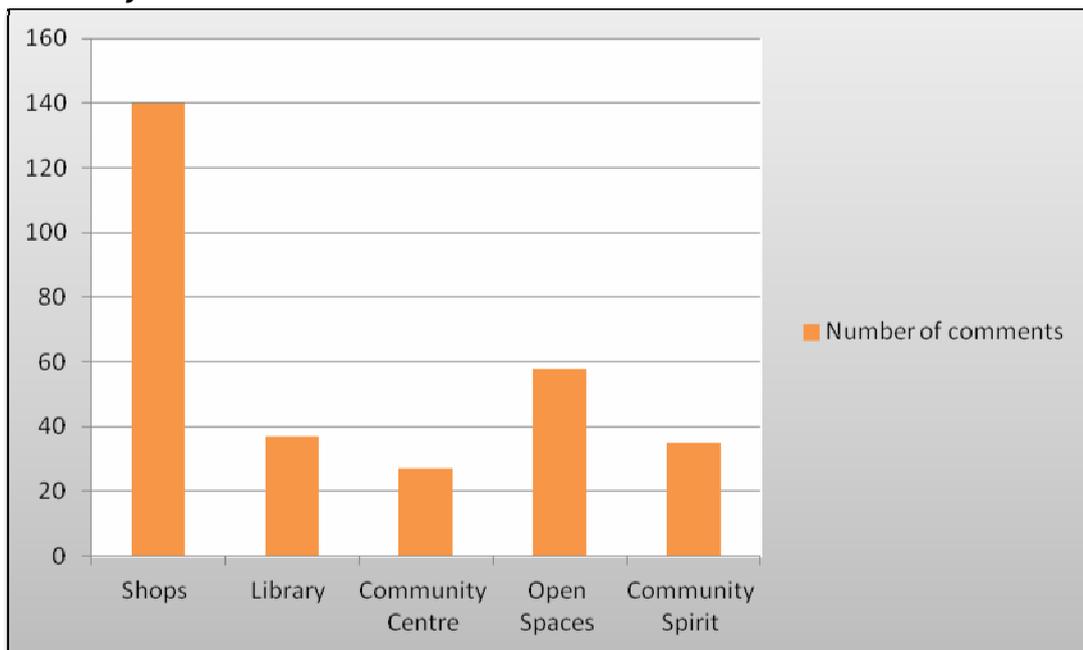
<b>Breakdown of respondents by age</b>	<b>Numbers</b>
5-15	64
16-24	91
25-44	80
45-60	29
61-75	24
75 plus	14

### (iii) What people liked and disliked about Broadfield

#### Likes

The graphs below highlight what people liked and disliked about Broadfield. Of the 569 comments received in relation to what people liked about the area, nearly one third related to the shops. The list below highlights the kinds of things people were saying about the shops, and why they liked them.

#### **What do you like about Broadfield?**



#### **What people liked about Broadfield shops**

*"Barton is a very good area providing everything that you need"*

*"Good range of shops"*

*"Variety of shops is good-no need to go into town"*

*"Good selection of shops"*

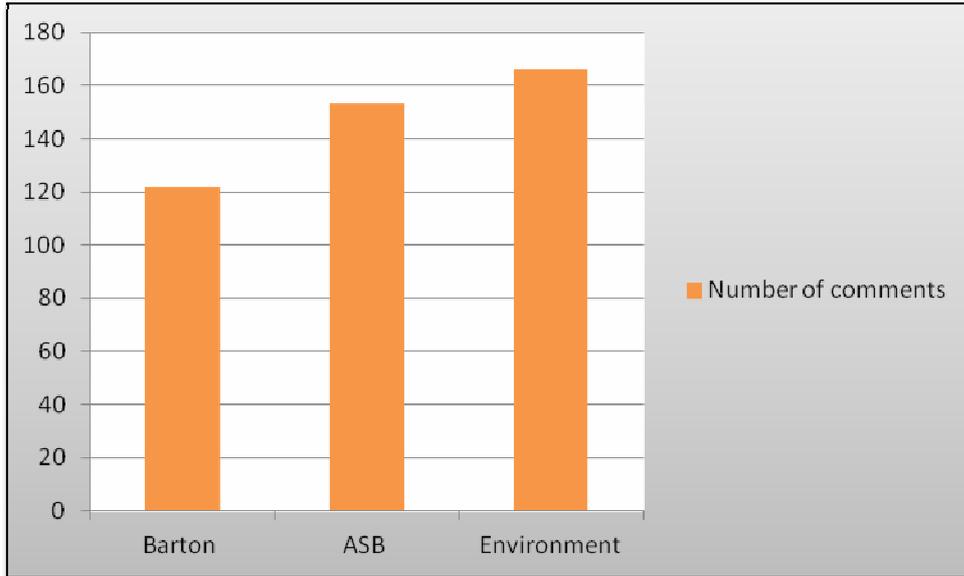
*"Shops are good, good variety, but they need a facelift"*

*"Variety of shops is excellent"*

#### Dislikes

Over 40% of the 623 negative comments related either to the Barton or ASB (nearly all of which appears to be concentrated on the Barton). A majority of the environmental issues also related specifically to the Barton. This is clearly a major issue given the central role the area plays in the day to day lives of so many Broadfield residents (when asked in a separate consultation exercise 'how important is the Barton in regards to your quality of life in Broadfield', 68.4% selected 'very important', yet only 8.8% were 'very satisfied' with what the area provided).

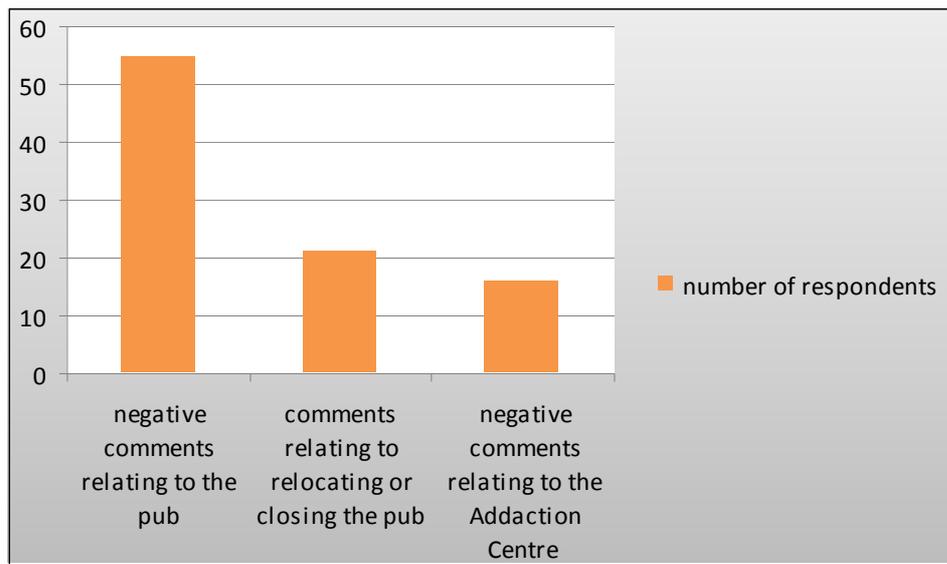
**What do you dislike about Broadfield?**



The following section looks in a bit more depth at what people didn't like about the Barton and the environment, and at what types of anti-social behaviour are prevalent in the area. However, in reality, there is a large overlap between these themes, as a large majority of environmental and ASB issues appear to be related specifically to the Barton.

The graph below highlights the extent to which people perceive the Addaction Centre and the Pub to be two of the most negative features on the Barton shopping parade. Below the graph is a selection of representative comments made about the Barton and associated anti-social behaviour (see appendix ii for a full list of all comments made).

**Negative aspects of the Barton**



A

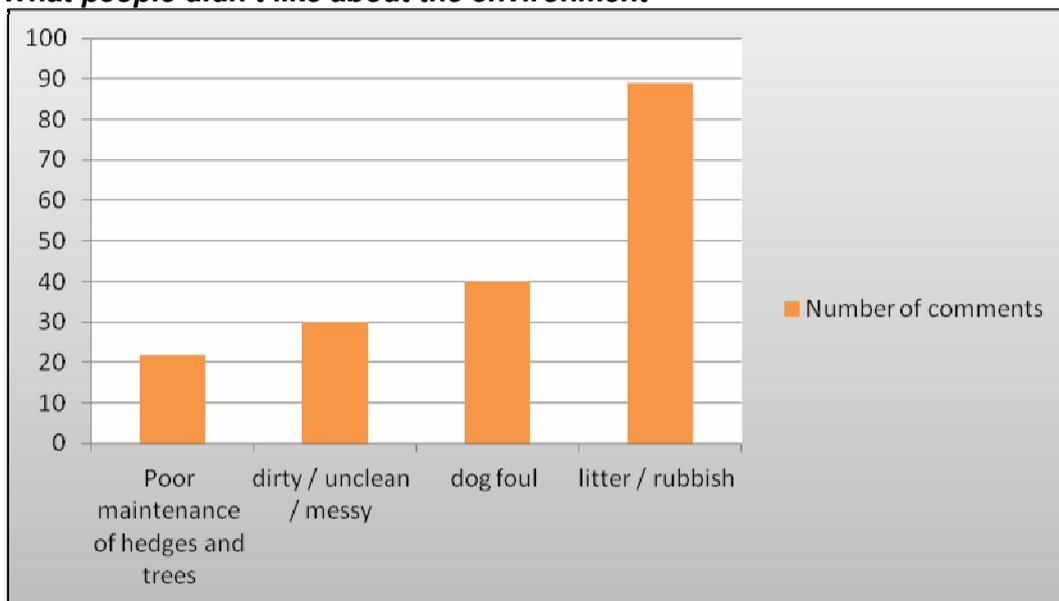
### **What don't people like about the Barton?**

*"Drunks and beggars in the Barton area"*  
*"Planted areas are unkempt and untidy and paving slabs are uneven- don't like the area at night"*  
*"Broadfield Barton is in desperate need of modernisation"*  
*"Barton needs a facelift"*  
*"Clean up litter around the shops"*  
*Drunks cause trouble at the shops"*  
*"Shopping parade needs a facelift"*  
*"Good shops but very unkempt, it's a shame"*  
*Remove the druggies and drinkers that cause trouble"*  
*"Remove the drug dealers and the drunks"*  
*"I wouldn't go on the parade on an evening, or after dark"*  
*"The shop area on the Barton is dirty"*  
*"Remove the canopy it leaks like a sieve—if it wasn't there the video camera would work better"*

### **What people don't like about the Environment**

More than 160 negative comments, just over a quarter of all negative comments received about Broadfield, related to the environment. As the graph below shows, these can be broken down broadly into comments around dirt, litter, mess, dog fouling and poor paving. A selection of representative comments made about the environment is provided below the graph, and a full list of all comments made can be found in appendix (i)

### **What people didn't like about the environment**



**Why don't people like the environment?**

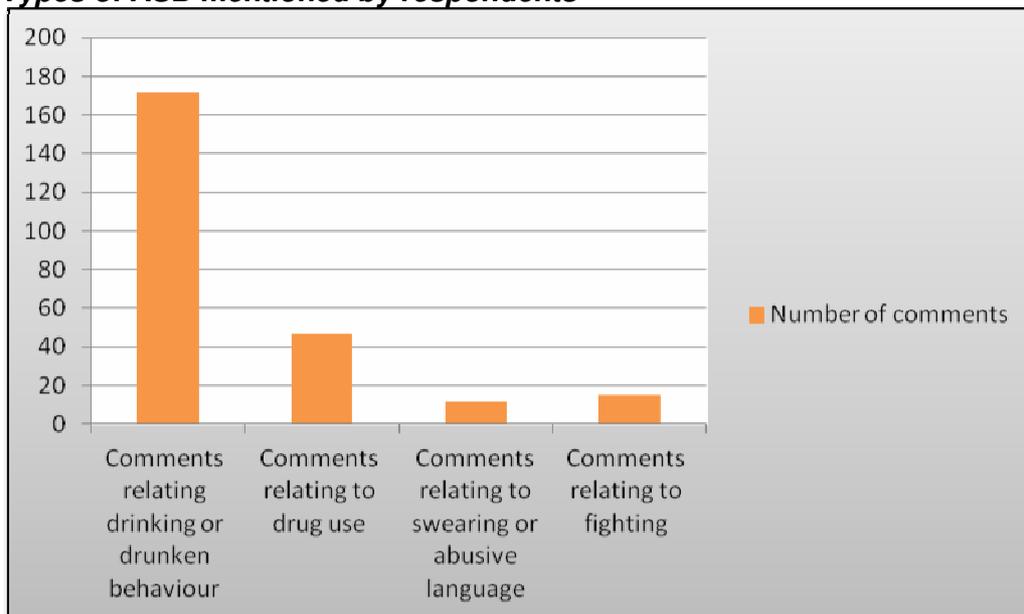
*"Planted areas are unkempt and untidy and paving slabs are uneven"*  
*"Clean up litter around the shops"*  
*"Good shops but very unkept, it's a shame"*  
*"The shop area on the Barton is dirty"*  
*"I'm getting fed up picking up other people's litter"*  
*"The parade is visually unappealing"*

These findings were reinforced at the Broadfield Fete, when 57 people responded to a questionnaire which focussed on public services. Over 80% stated that the environment was 'very important' to them, and only 5.3% expressing themselves to be 'very satisfied' with the cleanliness of the area, whilst 64% were either 'not satisfied' or 'very unsatisfied'.

**Types of Anti Social Behaviour**

The vast majority of the comments relating to ASB referred specifically to the Barton, and the graph below highlights the main types of ASB taking place there. A selection of representative comments made about anti-social behaviour are shown below (see appendix (i) for a full list of comments).

**Types of ASB mentioned by respondents**



**What kind of ASB is it people don't like?**

*"I dislike the drunks coming out of the pub totally drunk in front of my children"*  
*"Drunks and beggars in the Barton area"*  
*"Drunks cause trouble at the shops"*  
*"Remove the druggies and drinkers that cause trouble"*  
*"Remove the drug dealers and the drunks"*  
*"Remove the drug clinic, it needs to be in the town centre!"*  
*"There's always a group of people hanging around, its very intimidating"*  
*"I would never go there (the Barton) on my own at night"*

The perception that crime and ASB is a significant issue in the area is backed up by feedback from other parts of the research. According to the services questionnaire which over 60 people completed at Broadfield Fete, 75% of people feel that having low levels of crime and anti social behaviour is 'very important', yet only 5.3% are 'very satisfied' with current levels of crime and anti-social behaviour.

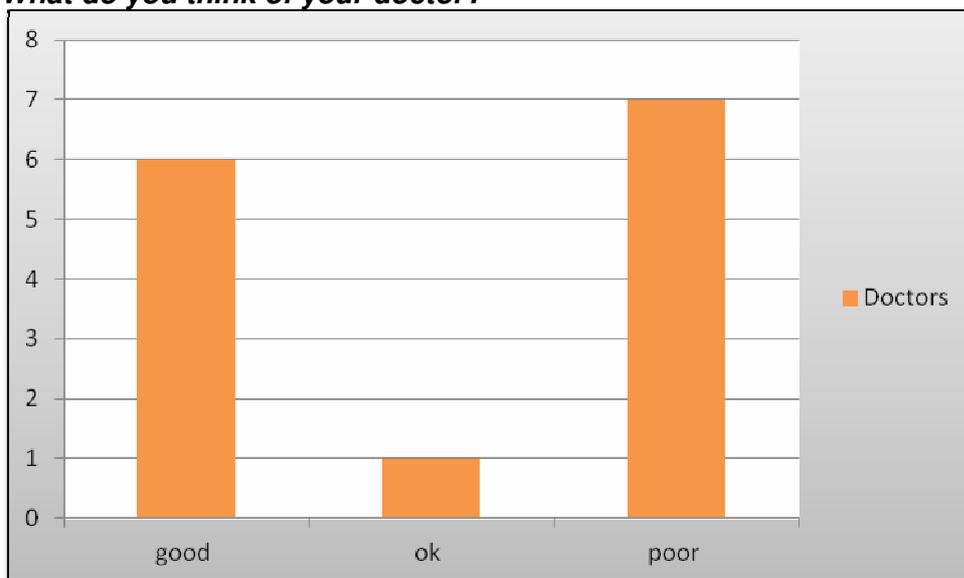
#### **(iv) Feedback on Safety and Health issues**

##### **(i) Health**

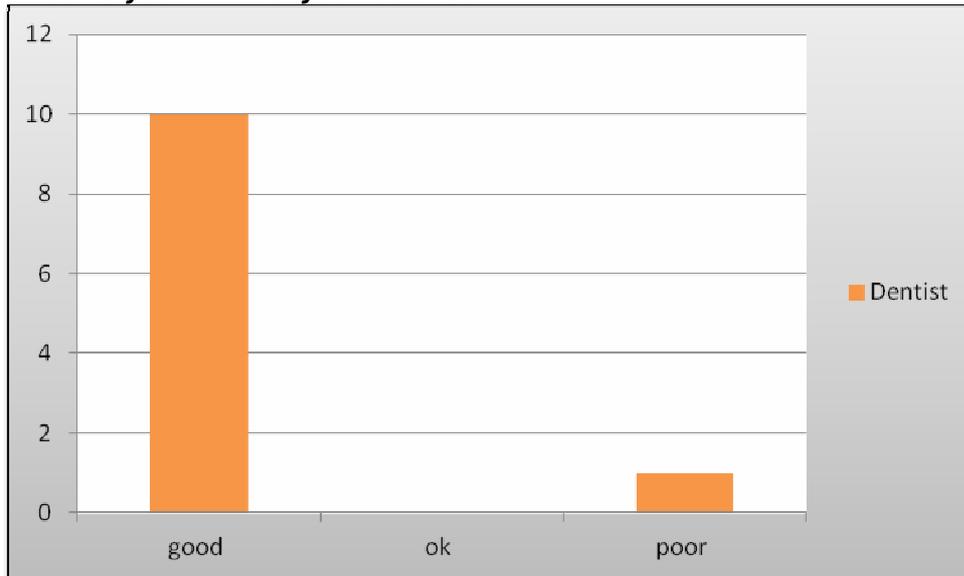
At a number of consultation events people were asked specific questions about their health, and about the health services they used in Broadfield. At consultations with residents from sheltered housing schemes (Buckingham, Balmoral and Atlee Cripps,) people were asked to rate their Doctors, Dentist and Pharmacist, and the results are shown below. Clearly there was an issue with the doctors, and action to address this has been included in the Action Plan.

A selection of representative comments made about health facilities are shown below the graphs (see appendix I for a full list of comments)

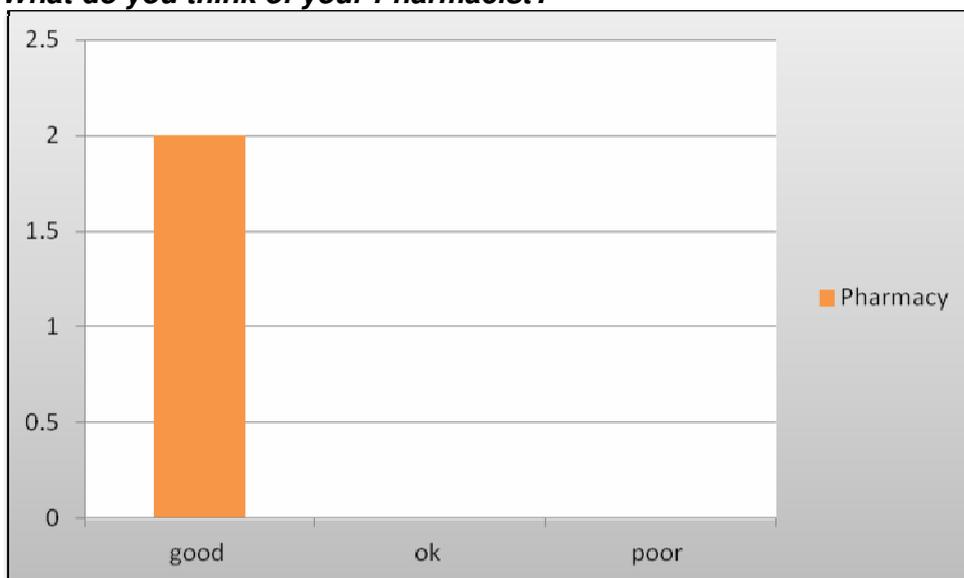
##### ***What do you think of your doctor?***



**What do you think of your dentist?**

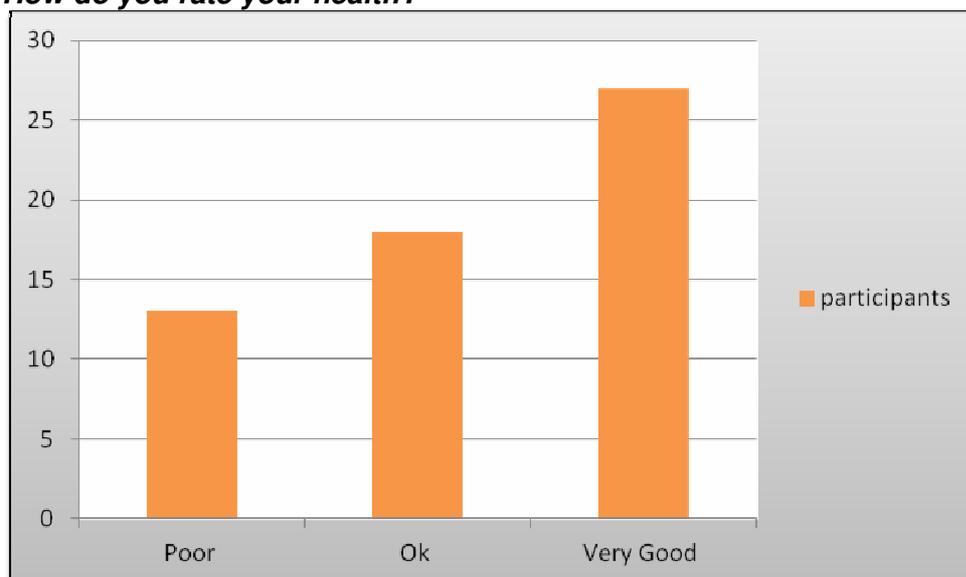


**What do you think of your Pharmacist?**



The graph below shows the feedback from the question , 'How do you rate your health' asked at a number of consultations.

### **How do you rate your health?**



### **What don't people like about local health services?**

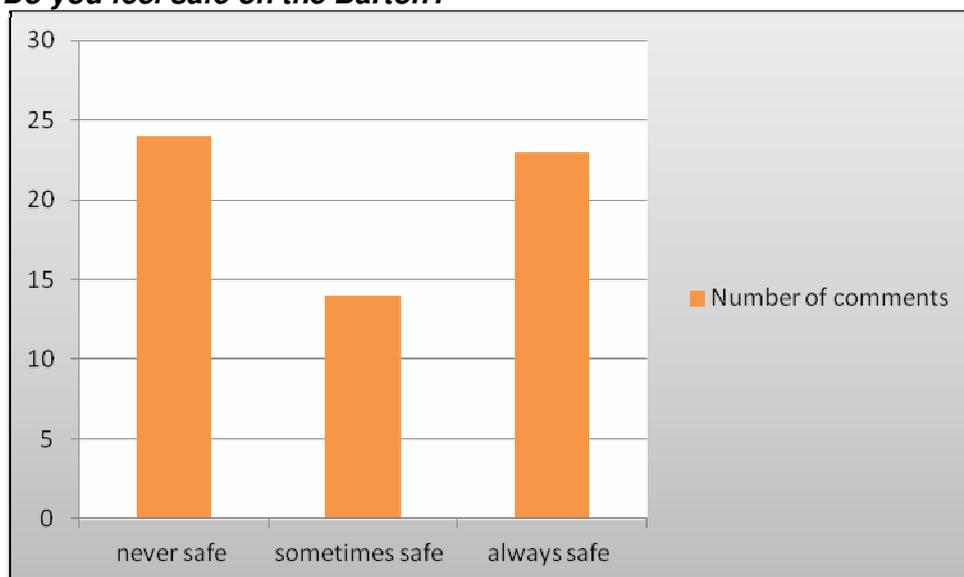
*"The surgery is not caring for the elderly"*  
*"Doctors surgery system is difficult to use"*  
*"Receptionists are not helpful, they don't speak to you with respect"*  
*"You cannot get an appointment"*  
*"You have to wait too long"*  
*"There is access (lift) to get up the steps of the dentist"*  
*"Also the opticians, the stair lift does not work"*  
*"No confidence in the doctors, they do not listen to you or take you seriously"*

### **(ii) Safety**

As the results from the first consultation events came through, it became evident that one of the main issues for people was safety, particularly on the Barton. It was therefore decided, at subsequent events, to probe this further. The graph below shows the responses to the question which asked whether people felt safe on the Barton, and to what extent.

A selection of representative comments made about people's perceptions of their own safety are shown below the graph, and a full list of all comments made can be found in appendix (i)

### **Do you feel safe on the Barton?**



### **Why don't people always feel safe on the Barton?**

*"Don't feel safe at night"*  
*"Don't like the area at night"*  
*"I wouldn't go on the parade on an evening, or after dark"*  
*"I wouldn't be comfortable walking around in certain areas at night"*  
*"there's always a group of people hanging around, its very intimidating"*  
*"I would never go there (the Barton) on my own at night"*

### **(v) Perceptions of services, facilities and aspects of community life**

At the Broadfield Fete in August, the research team set up and staffed a stall to get feedback about what people thought of Broadfield. Rather than simply replicate the questions from the H form and other questionnaires, it was decided to focus on services, facilities and certain aspects of community life, and to find out what how important these were to people. The purpose of asking these questions together was to try and highlight where there was a significant gap between the importance of the service, and the level of satisfaction with that service.

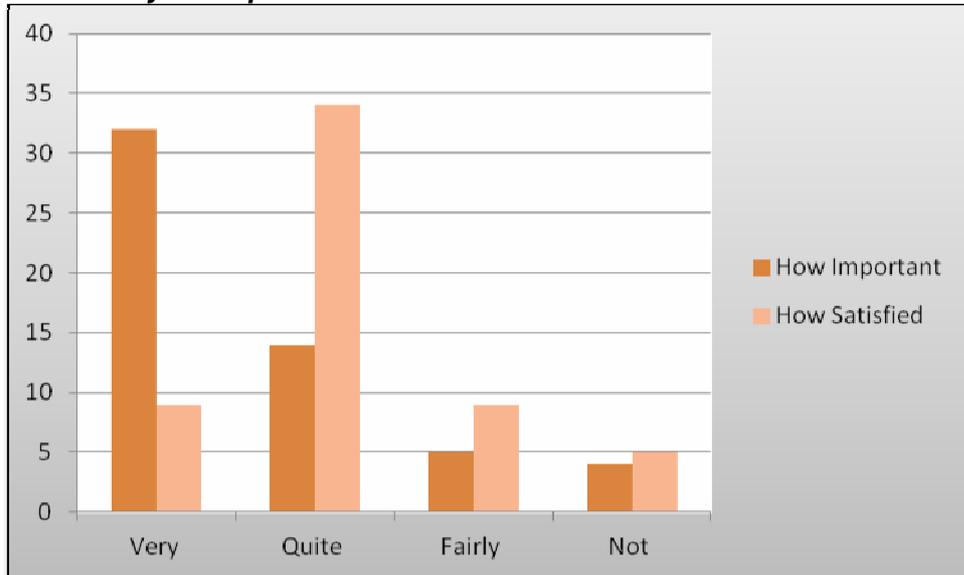
More than 50 people completed the questionnaire, which asked

1. How important are these services/aspects of community life to you in terms of quality of life in Broadfield?
2. How satisfied are you with these services?

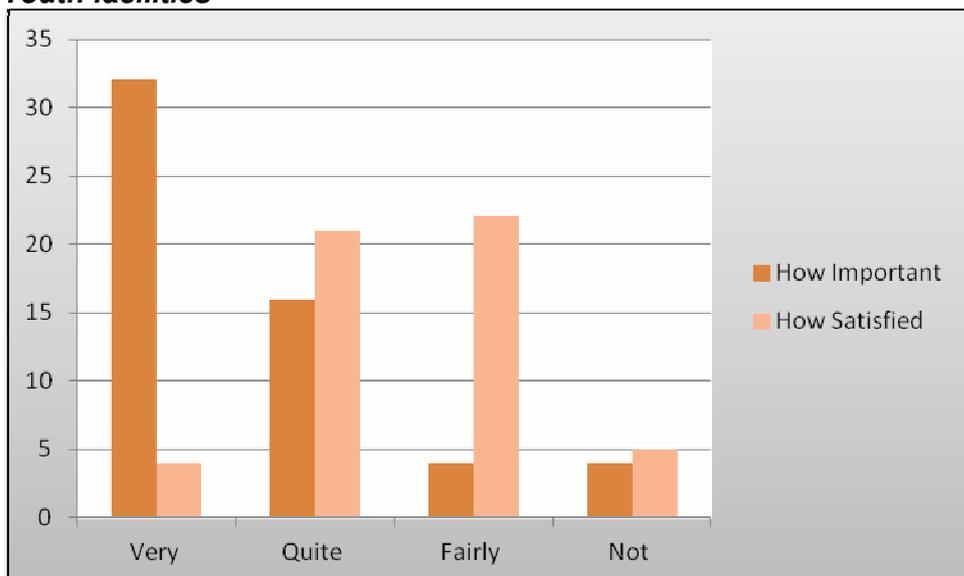
The graphs below highlight the results. A lack of crime, access to good quality health facilities and a clean environment came out as most important to people. The highest level of dissatisfaction was recorded for crime, where nearly 40% of respondents were not satisfied, i.e. they thought crime or ASB were too high. Levels of

dissatisfaction were also high for the environment, and this very much mirrors the findings from other parts of the consultation. It is also notable that only a very low proportion of people were very satisfied with any of the services. In fact access to information and advice was the only service where more than 25% of people were very satisfied.

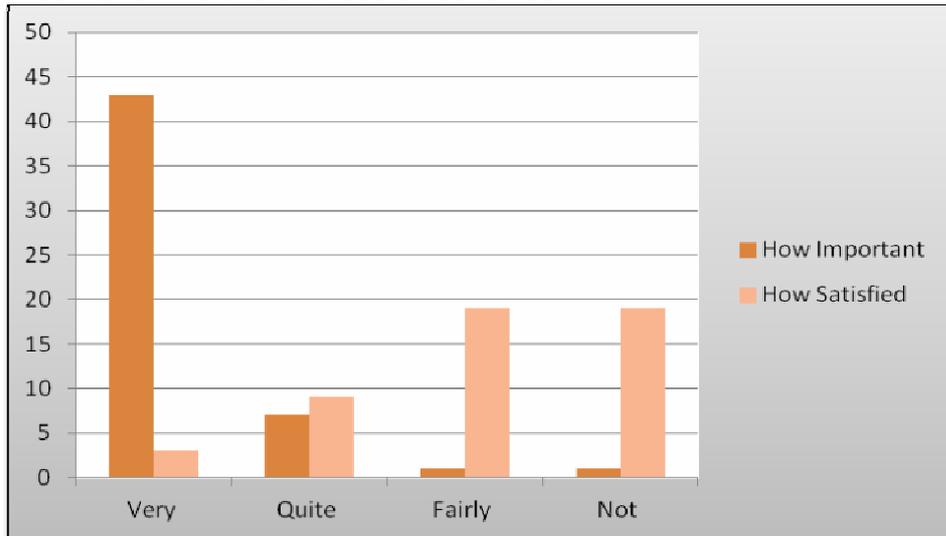
**Community and sports facilities**



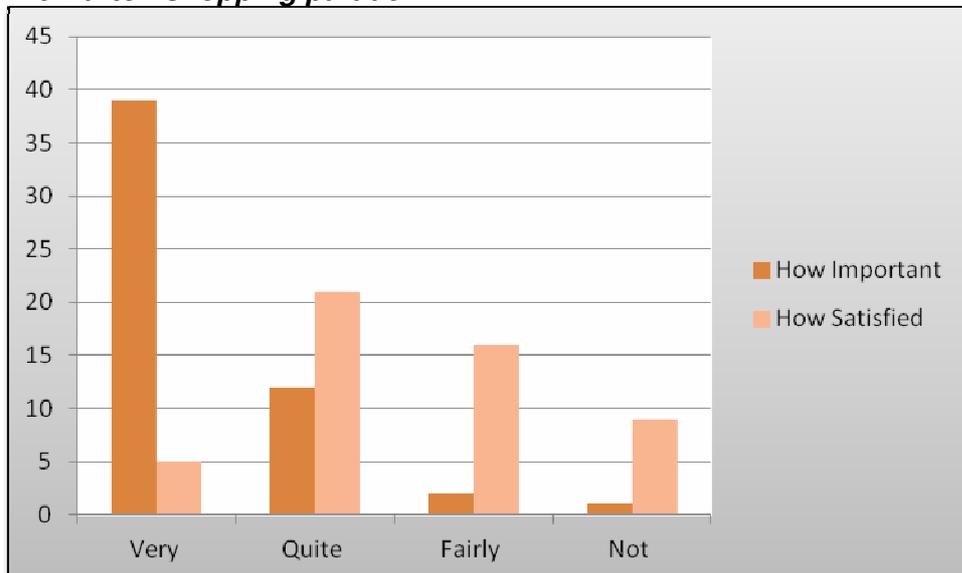
**Youth facilities**



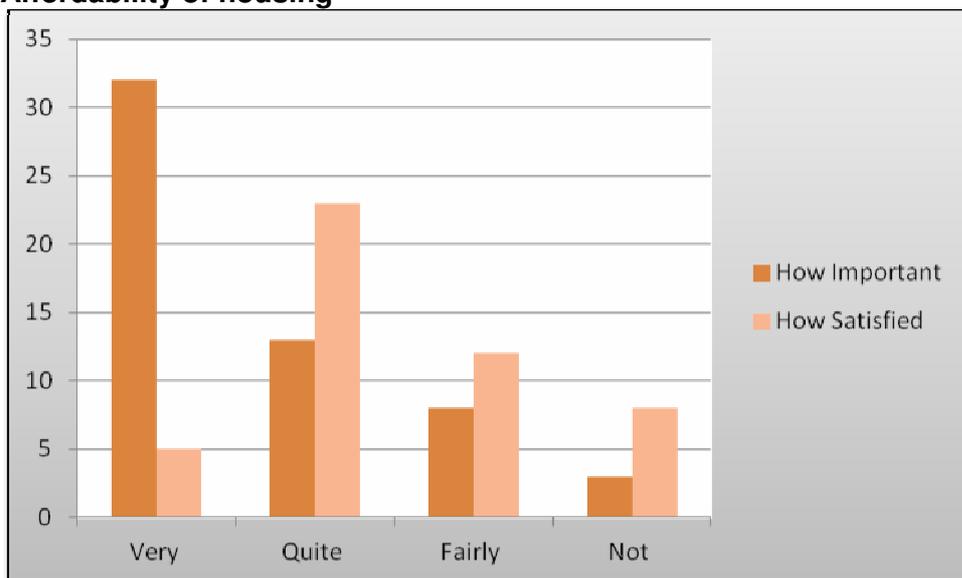
**A lack of crime and anti social behaviour**



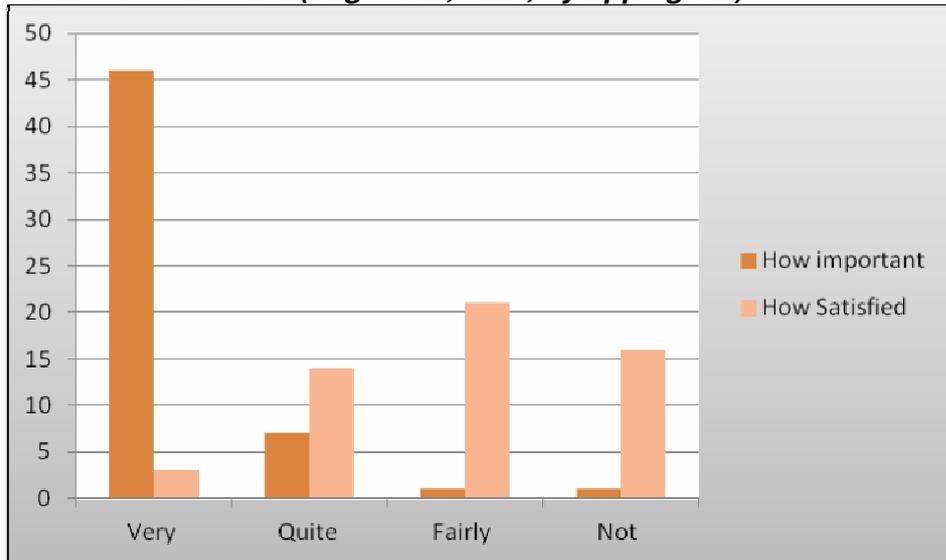
**The Barton shopping parade**



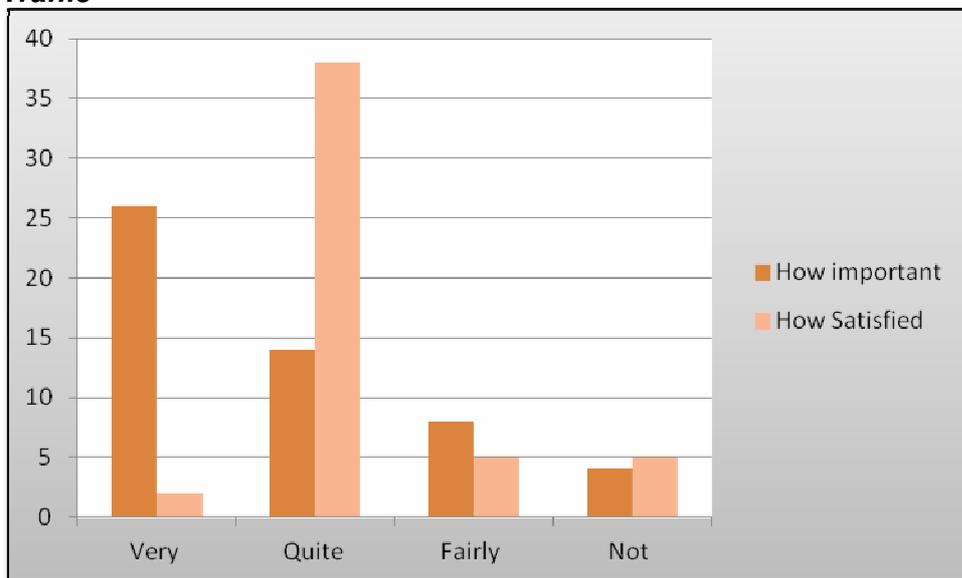
**Affordability of housing**



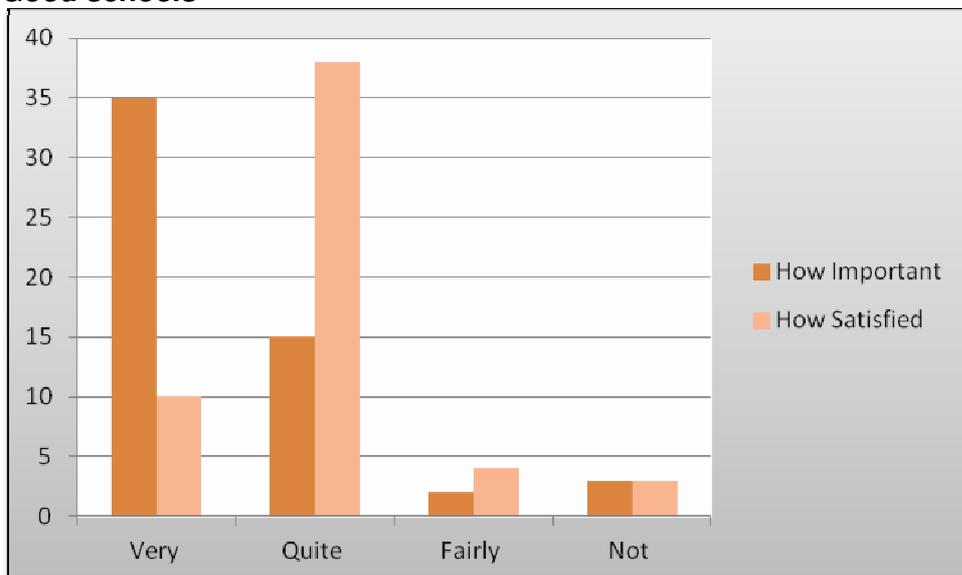
**A clean environment (dog mess, litter, fly tipping etc)**



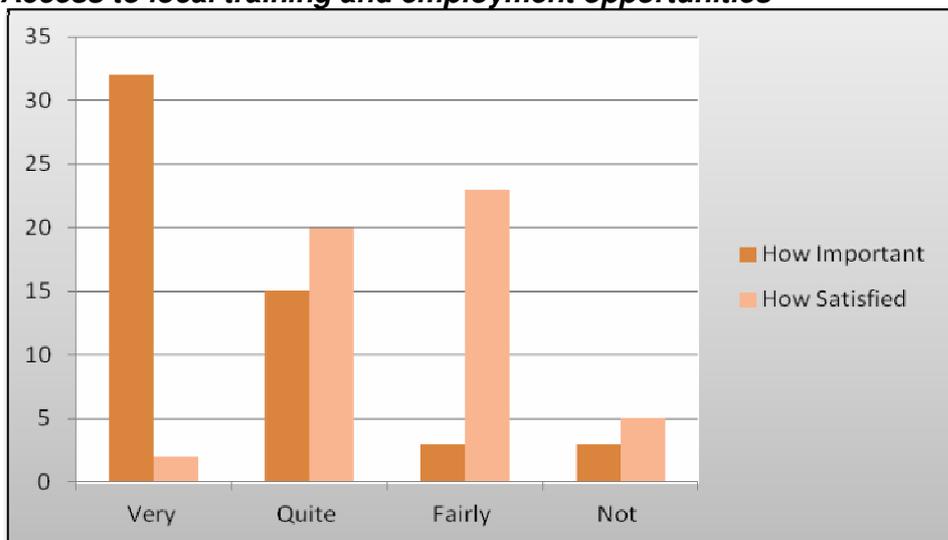
**Traffic**



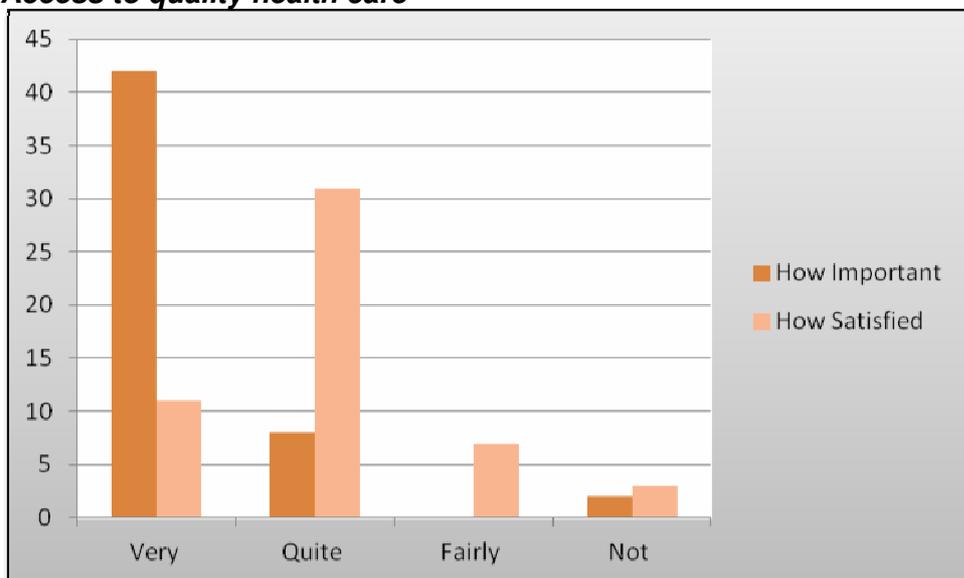
**Good schools**



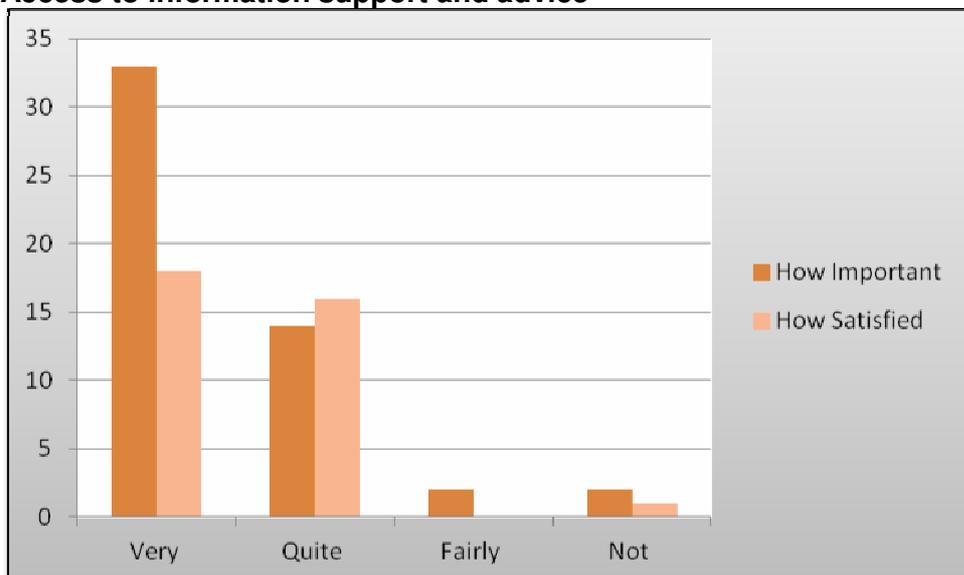
**Access to local training and employment opportunities**



**Access to quality health care**



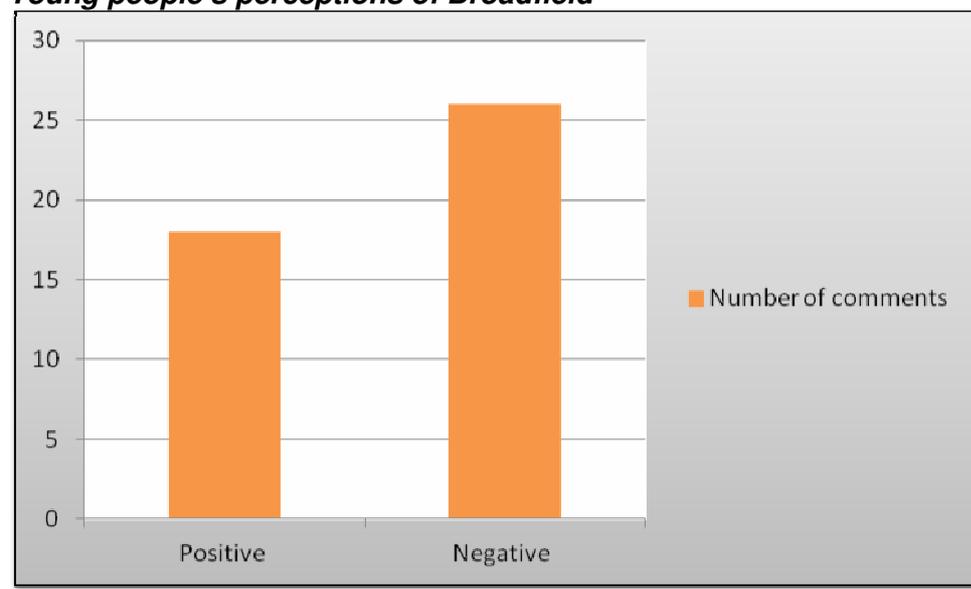
**Access to information support and advice**



## (vi) Feedback from young people

As mentioned in section 4, 2 young people agreed to become members of the research team and to carry out consultations with their peers, to mirror the consultation being carried out with the wider population. They surveyed 42 young people, asking them for their perceptions of Broadfield, what they liked and disliked, and what they would like to change. The results are shown in the graphs below.

### ***Young people's perceptions of Broadfield***



A selection of representative comments made about what young people liked and disliked about Broadfield is shown below.

**What don't young people like about Broadfield**

*"dirty horrible",  
"quite messy"  
"not enough places to play"  
"Boring"  
"not exciting"  
not very good"  
"disgusting and horrible"  
"mess, not a lot to do, boring and not enough facilities"  
run down with litter and drugs"  
"needs improvement"  
"rough"  
"ugly"*

### (vii) Feedback from the business Questionnaire

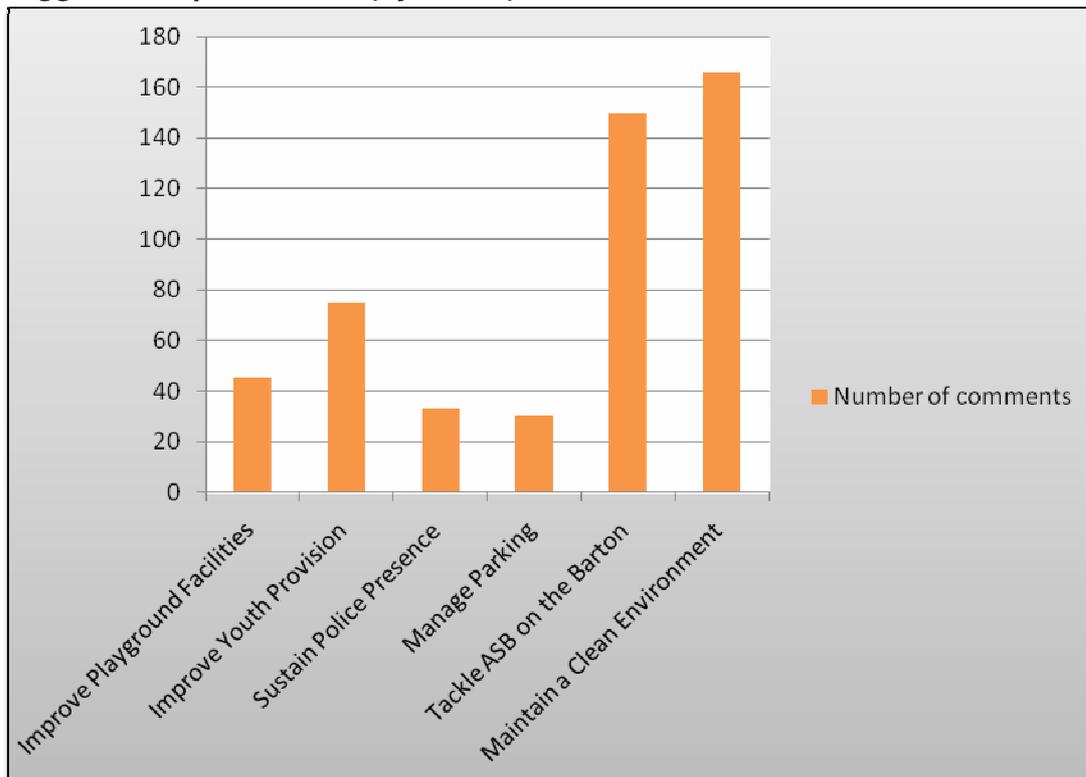
A questionnaire was sent out to businesses in Broadfield, most of which are on the Barton Shopping parade, asking shop owners what they liked and disliked about Broadfield, and what improvements they would like to see. A selection of the findings is set out below, and a full list of the comments from the businesses can be found in appendix (i).

- The thing businesses most liked about the Barton was the free car parking (3 comments)
- The thing businesses most disliked about the Barton was anti social behaviour (7 Comments)
- The most popular suggestions for improvements were: discourage ball games and cyclists( 2 comments) , more police (2 comments) and remove the canopies (2 comments)

### (viii) Ideas for improvements

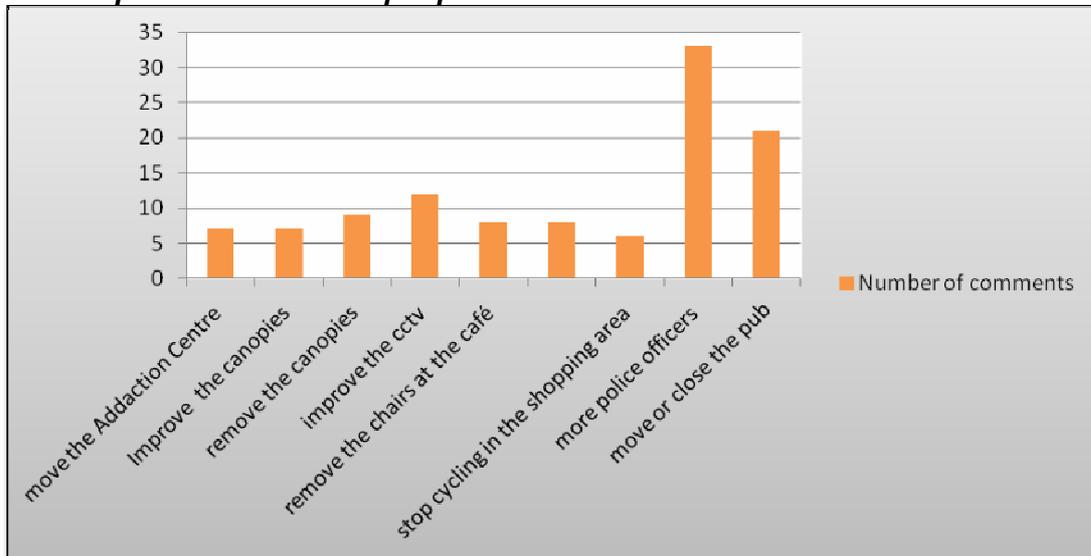
The ultimate aim of the neighbourhood audit was to come up with an action plan of viable projects, firmly based on the findings of the research, which would significantly improve the quality of life for all sectors and age groups within the Broadfield community. Hence a heavy emphasis was put on eliciting ideas for improvements during the research, and on translating those ideas into a mini neighbourhood action plan. Nearly 500 suggestions for improvements were made, and the graph below groups these ideas into broad themes;

**Suggested improvements (by theme)**



As the Barton emerged, by some distance, as the highest priority issue, a closer analysis of the data was carried out to identify the kinds of improvements people wanted to see in this area, and these are shown on the graph below.

***What improvements would people like to see on the Barton?***



## 8. Theming and Verification

### (i) Priority themes

Having collected the data, and identified some emerging themes, the next stage was for the research team to analyse the data in detail, and to start the process of drafting some possible projects for an outline action plan. The key themes were identified as;

- The Barton shopping parade
- Anti-Social Behaviour
- The Environment
- Young people
- Recreation and Play

The last part of the workshop focussed on deciding how best to present the findings back to key partners from the statutory and voluntary sectors. It was decided that the research team would work on a power-point presentation to deliver at the meeting, which summarised the feedback received in relation to each of the key themes, and suggested some possible policy and project responses.

## (ii) Some project ideas

A number of project ideas focussing wider than just the Barton were identified by the research team, who focussed on the other key issues that had been raised, and on some of the ideas put forward for addressing those issues;

- Improving the lake in Rathlin park
- Marking out a football pitch at Creasy's Drive
- Convert a building into a youth café/building
- Provide a multi-age play area
- Set up a Junior wardens scheme
- Start a Community newsletter
- Conversion of the medical centre for community uses
- Publicise existing services and facilities better
- Patient participation groups

## (iii) Stakeholder workshop



***Members of the Reference Group at the stakeholder workshop***

The research team gave a presentation to the partner organisations; setting out the themes and project ideas set out above. Members of the team then, with the support of the trainers, facilitated themed workshops comprising representatives from partner organisations. Each themed group was asked to comment on the findings, and to help refine some of the project ideas.

The outcome from this workshop was a draft action plan of project ideas, all of which had the broad support of potential key partners from the public, private and voluntary sectors. In short, the emerging action plan was potentially deliverable, but did it have the support of the local community?

#### (iv) The verification road show

To find out whether the community supported the suggested improvements, an exhibition was put together by the research team, comprising an overview of the main findings from the consultation, and a summary of each of the proposed project ideas. The exhibition then went on a mini-roadshow around Broadfield, visiting Morrisons, the Escape Youth Club, Atlee/Cripps Sheltered accommodation, the Broadfield Children and Family Centre and Broadfield Youth and Community Centre. People visiting were asked to give their views on

- (i) Project ideas for Broadfield
- (ii) Ideas for improving the Barton shopping parade

All project ideas received a significant level of support and, and the tables below show the support for project ideas generally, and for specific measures relating to the Barton.

<b>Suggested improvements for Broadfield</b>	<b>No. of votes</b>
Tackle antisocial behaviour on the Barton	<b>84</b>
Improve the physical environment of the Barton	<b>53</b>
Convert the medical centre for community use	<b>50</b>
Youth café	<b>41</b>
Provide a multi-age play area	<b>41</b>
Community clean up days	<b>35</b>
Mark out a football pitch in Broadfield	<b>31</b>
Community clean up around Rathlin Lake	<b>21</b>
A community newsletter for Broadfield	<b>23</b>
A patient participation group at the surgery	<b>14</b>
Publicise services and facilities better	<b>12</b>

<b>Ideas for improving the Barton</b>	<b>No. of votes</b>
Closure of the pub	71
More effective CCTV	67
Greater police presence	51
Better paving	48
More seating	36
More greenery	35
More bins	30
Removal of the canopies	24
Relocation of Addaction	20
More Signage (prohibiting drinking, cycling etc)	8
Temporary shop front improvements	4
Boards around the café	3
<b>Other;</b> Remove sections of the canopy (3) , more dog bins (5), provide a decent public toilet (2), provide a one stop shop (1)	

## 9. The Action Plan

The research team then met to discuss the results from the verification stage, and to finalise an action plan. One of the key aims of this stage was to identify a person or organisation as a potential lead partner for each action, someone the research team could work alongside as the project was developed. In many cases the next step was identified as writing to the appropriate individual from that organisation, including a summary of the relevant feedback from the consultation and a summary of the proposed action. This was followed by a request for the individual to meet up with a nominated representative (s) from the research team, i.e. the resident 'project champion'.

## BROADFIELD NEIGHBOURHOOD ACTION PLAN

Project	Description and feedback from research	Next steps/role of group
1. Barton Environmental Improvements	£200,000 has been earmarked by the Council for a refurbishment programme. This was the highest priority to emerge from the research, and a number of possible improvements have been put forward by residents, and prioritised by the research group.	-Write to Crawley Borough Council (CBC), attaching a summary of the feedback received on the Barton, and the ideas for improving it -Request that 2 members of the research team are invited onto the group which has been set up to develop this project
2. Tackling ASB on the Barton	This was the second highest priority project to emerge from the research, and the highest priority to emerge from the verification stage	-Write to Crawley street pastors, to request them to undertake a session(s) on the Barton on an evening -Feed concerns and ideas around this issue into the Council led group (see above)
3. Explore the possibility of moving Addaction and the pub	One of the biggest issues for people in terms of the Barton was the location of Addaction, and the client base it served. Many people thought it was a laudable service, but that it should not be located in the middle of the main shopping area. An even bigger issue was the pub which is seen as a magnet for ASB.	-Write to CBC and Addaction, attaching a summary of the feedback received on Addaction and the Pub, and ask for a response, particularly on the possibility of relocating these services to a more appropriate location.
4. Multi-age Play Area	One of the most popular ideas to emerge was the development of a play area that catered for all ages of children, from toddler to teenager (along the lines of the play area at Bewbush). 43 people mentioned the need to improve playground facilities in the initial consultation phase. Possible sites include Rathlin road, Creasy's drive or BYCC (i.e. extend the existing playgrounds there)	-Approach CBC to feedback findings and identify possible ways to take this forward. Work with CBC to do a feasibility study to identify the best site -Request that the group manage the project, in partnership with CBC -Seek funding from Landfill, Reaching Communities, CBC, trusts etc
5. Creasy's Drive Football Pitch	To mark out a football pitch at Creasy's drive, and install some goal posts/5 a side goals. This was the main ideas to emerge from the research carried with and by young people. The aim is to eventually start up a football team to compete in a local league.	-Write to Amenity Services in CBC, attaching a summary of the feedback, and request a meeting with them and other stakeholders to discuss taking the project forward -Group to act as project managers, in partnership with the CBC
6. Improve the lake area in Rathlin road	The Environment was one of the main themes to emerge from the research, and improving the lake area in the park the most popular project idea within this theme. 10 people specifically identified the lake in the park as a suggested improvement, whilst 21 people prioritised it during the verification phase.	-Put the idea of holding a 'Lets Face It' day onto the next agenda of Talk Broadfield -Send a letter requesting support for a 'Lets Face it' day to CBC

<b>Project</b>	<b>Description and feedback from research</b>	<b>Next steps/role of group</b>
7. Have a community clean up day	Improving the environment was the biggest suggested improvement to come out of the initial consultation, and 35 people prioritised a community clean up at the verification stage.	Approach 'Talk Broadfield' to take the lead on this
8. Broadfield Community Newsletter	One of the findings to emerge from the audit was the low levels of awareness of many existing facilities, and it was thought a newsletter could address this. It could also be used to update council notice boards. The idea also emerged as an idea from the reference group meeting, and 23 people prioritised it at the verification stage.	-Establish an editorial team to put together the first issue -Approach BYCC to help with writing and printing -Group to lead on the first issue, and look to identify a project leader for subsequent issues
9. Patient participation group	A number of older people from the supported housing developments were not satisfied with the service at their local GP's.	-Support and encourage the establishment of a PP group at the surgery -Write to the practice manager, requesting that reps from the sheltered housing developments were invited onto a PP group, and ask what plans the practice had to consult with the wider (non patient) community
10. Youth Building	Acquire a building, sale or rent, to be used and managed by young people. The need for better youth facilities was one of the biggest themes to emerge from the research, and this was one of the most popular project ideas within that theme. 75 people referred to the need to improve youth provision in the initial consultation, and 41 people prioritised the idea of setting up a youth café at the verification stage.  Possible buildings include offices opposite the garage, or the medical centre building.	-Write to the Council leader at CBC and West Sussex County Council WSCC, attaching a summary of the relevant feedback - Approach WSCC Youth Support and Development Team to identify possible support. -Explore possible sources of funding, e.g. WSCC Youth support and development funding

## **10. Evaluation and Lessons Learnt**

### **(i) Overview**

Overall the project went extremely well, with 6 of the 7 residents completing all 3 days training, and all going on to carry out a number of consultation activities. 5 of the 6 have attended every additional session (the partner meetings, the action planning session etc) and were also involved in the verification process. In total, 10 of the original members of the research team are still involved in the project, and are very keen to stay involved, and to pursue the implementation of projects in the action plan.

Significant numbers of people were reached from all the target groups, particularly young people, older people and parents with young children. Whilst the proportion of respondents from BME communities was roughly in proportion to their numbers within Broadfield, this might have been significantly higher had a representative from the Mosque accepted invitations to attend the Reference Group workshops.

### **(ii) Outputs and outcomes**

The list of outcomes is testimony to the hard work, perseverance and commitment of the residents, ably supported by the officers on the research team;

- More than 600 people consulted (more than 500 face to face)
- More than 2000 comments received
- 24 separate consultation sessions carried out
- 12 people completed a certificated PA course
- All target groups reached
- An action plan produced of achievable measures supported by key stakeholders
- A number of partners signed up to help deliver the Action Plan

### **(iii) Thoughts of the research team**

In order to get the feedback from the research team, members were paired up and asked to discuss between themselves, on tape, the following questions

- What did you think of the project?
- What were the high and low points?
- What did they personally get out of it?

Feedback was received from eight members of the research team, a summary of which is set out below;

**What did you get out of the project?**

*"learnt a lot about Broadfield, even after living here for 20 years"*  
*"the training could have moved a bit quicker, although I did learn a lot"*  
*"have acquired new skills to use on other projects"*  
*"an eye-opener-gained a lot of knowledge"*  
*"really enjoyed meeting the others on the team"*  
*"really enjoyed getting to know other people from the research team"*  
*"gained a lot of knowledge about different research techniques"*  
*"was a bit apprehensive about 3 days training, but found it really interesting and enjoyable"*  
*"we can use these tools to get feedback from Community Centre users"*  
*it was brilliant, I was inspired by working with everybody"*  
*"also found out about tools that didn't work so well"*  
*"it was quite easy, if you like talking to people, its really quite easy"*  
*"gained a lot of knowledge about different research techniques"*  
*"the best and most satisfying bit was working with the team"*  
*"part of the learning process was to be broad minded, open to all opinions"*  
*regardless of your own"*

**What were the high and low points?"**

*"No low points really"*  
*"it would have been good to have been able to contact each other more easily"*  
*"knowing how hard it will be to meet people's expectations"*  
*"face to face contact with over 500 people is really impressive"*  
*"really need to talk to people from the mosque"*  
*"seeing people seeing the training through"*  
*"it was great to see the residents getting so much out of it"*  
*"getting to know the team, and the people of Broadfield were the highlights"*  
*"finding out lots of things about Broadfield, and what was going on, that I didn't know about"*  
*"heard lots and lots of ideas, but in terms of the findings, there were no surprises"*

### **Thoughts on the project-was it a success?**

*"we can't say, until we know what actions eventually come out of it"*

*"we only scratched the surface"*

*"still more work to be done"*

*"will only be judged by what eventually happens"*

*"ultimately, we need to see real change"*

*"got roots, we need the shoots"*

*"enjoyed it all"*

*"not finished yet"*

### Feedback from the training session

An evaluation of the training was carried out at the end of day 2, using H forms. The outcome was that all the participants had enjoyed the training, had learnt a lot and, most importantly, said they felt ready to consult with their community using some of the PA tools they had learnt on the course.

### **(v) A Trainers perspective**

We (Communitask) knew from having delivered similar training programmes elsewhere that the project could be a big success. However, there was a lot of apprehension, as asking volunteers to give up 3 days training is a major commitment, and then to ask them to use newly acquired skills to consult in large numbers with strangers, is an even bigger undertaking!

We also knew that the success of the project would, to a certain extent, depend on things that were largely out of our control, namely the level of support from the Council, getting 'buy in' from local partners and the commitment of the members of the research team. As it transpired, all these factors were there in abundance. The Council officers were hugely supportive, to the project generally, and particularly in terms of helping us support the research team. Council officers also put a considerable amount of effort into ensuring partner organisations were effectively involved from the outset, through to the completion of the project.

But most critical of all to the success of the project was the commitment and dedication of the research team, most of whom were resident volunteers. All members turned up for each of the 3 days initial training, and 6 of the 7 sustained their involvement through the subsequent stages, including analysis, action planning and verification. Over 600 face to face contacts in just over a month, attending or holding over 20 events and getting to every target group in significant numbers is a phenomenal achievement. The volume, and quality, of the feedback received is testimony to their hard work, and their determination to improve the quality of life in

their area. On that point however, as their own feedback reveals, the ultimate success of this project will not be achieved until a significant number of the projects set out in the Action plan are actually delivered.

### **(vi) Lessons Learnt**

A number of lessons were learnt during the course of the project which could be used to inform similar projects in the future;

- Residents are better placed to carry out consultations on local and neighbourhood issues than officers or professionals are. The evidence from this project is that people are more open with fellow residents, and find it easier talking to people who know the area and the issues as well as they do
- The extensive efforts made to involve the partner agencies from the start paid enormous dividends in terms of helping ensure their positive attitude to the process, and to the actions that have merged out of it
- The need to establish some prior 'credentials' amongst all participants before inviting them onto the project, e.g. a positive attitude to consultation generally, to PA, to the area and to the propensity of resident led activity to bring about meaningful change
- The need to combine PA methods with methods designed to produce more qualitative data (such as a questionnaire)-the feedback from PA techniques is primarily qualitative, and as such it is extremely difficult to not just analyse it impartially, but to demonstrate you are analysing it impartially.
- Adopt a more systematic, and less complicated, approach to profiling (e.g. by using visual data sheets)
- In addition to the 'one to one' consultations, focussed on people's overall perception of their area, consider simultaneously running deliberative workshops on issues that might otherwise not feature highly, e.g. education and training, unemployment, worklessness in general, health and housing

## **Appendix (i)**

### **List of all comments made in the consultation sessions**

#### **1. Training Session 14.06.2011**

Attendees 12

Ideas for improvements

Encourage individual shops back

Cycle ways

Ideas for change: make it useful empty buildings

Shipping container changing room, toilets, electrical supply

Develop building centre

Further promotion of community centre

Improve community engagement to help community spirit

Ice skating rink

Traffic calming

Ideas for change: take away the shelters over the walkways outside shops or make them transparent

Lets face it Rathlin Rd flood pond need toilets

New ownership of the Barton

Re-vamp toilets

Visible police PCSO Presence

One stop shop for the Barton

Keep the library

Improvements to the Barton

Better signage

#### **2. Broadfield Training Day 15<sup>th</sup> June Dislikes**

Dislike it, dislike war zone (public toilets), layout is confusing, dislike areas – drugs anti social behaviour drinking, mini motos, people, drinking, drug dealing on the Barton, anti social at times, drunks etc, public toilets, drinkers congregate and leave empty cans and rubbish by library, groups congregating on Barton intimidate some people, fly tipping, peoples perception, dislike no enough disability spaces for parking, lack of investment, time and ideas, adventure costs too much for a family, litter, dislike it bleak closed shops, insufficient public bins, good in principle but always a mess, alleyways on estate, densely populated not enough green areas, lack of funding / money, need major improvement for Broadfield and Barton, groups hanging around street corners, feel fairly safe but groups of young people may make older people feel unsafe.

#### **3. Broadfield Youth Consultation (Youth Hub) 15<sup>th</sup> June 2011**

##### **Attending 15**

Bad: sports pitch – no markings, no goals, everywhere else is better, are getting a team nowhere to play. What about the empty youth service building. Could use facebook, possibly school. Average: Sports pitch – parent adult team plays outside the area. Need to get views of those outside Broadfield.

#### **4. 21.06.2011, preschool parents/research team training session**

Attendees 15

As part of their training, members of the research team split into 2 groups and consulted with parents attending a pre-school session

### **Likes**

Good Location, as its near Brighton and countryside

Closeness to shops

Good shops

Library

Community care

Good connections

Shops are a good variety

Violence levels have reduced

The Barton

People knowing and helping each other

Transport

Pre-school

Library

Good variety of shops

Friendly helpful

Feel safe

Good variety in fast food

Nursery

A lot of parts around things for our children

Sport facilities

Open to public

Good community spirit

Shops

Portuguese café

Buy everything you need at the post office

Nothing!

NCI imperial

More groups in neighbourhoods

NCI like Broadfield, popular friendly

Lots of green spaces

Lots

People shops, lots of them

Feel safe in Broadfield

Good shopping area

Good parks

Good health centre

Good churches

Credit union

Good bus service

Broadfield children s project (BCP)

Church

Friday meal with fellowship

Health centre

Library

Bus service

Good range of shops

## **Dislikes**

Litter  
Abandoned trollies  
Road/ traffic  
Need more facilities for children  
Over three miles to town  
Anti social behaviour/drunks on Barton parade  
Barton bad at night because of drunks  
Question wisdom of Adaction on Barton

Design of the estate  
Fennel Crescent / plantation  
Litter  
Lack of dog poo bins  
Parking  
Anti- social behaviour (5-13)  
Schools  
Dogs mess lack of bins  
More PCSO's  
Bad parenting  
Anti-social drinking  
Pub! .i.e. people hanging around outside the pub with their alcohol, shouting, fighting  
Drug centre

Take care of facilities, i.e. sports, shops  
Addiction place shouldn't be at shops  
Nothing for toddlers in Raklin need a park like Bewbush and an all separate toddlers climbing wall

Litter  
Fly tipping  
Addiction brings alcoholics  
Get rid of pub  
Too many drugs  
Litter  
Reduced activities for children at adventure playground  
move the pub

Litter  
Trolleys, litter  
Don't like eye contact with people  
Portuguese  
Morrisons trolleys, litter, drunkenness

## **Suggestions**

More play areas  
Time bank  
Connecting online  
More diverse shops

Young children facilities  
 More police patrols especially in the evening, not PCSO's  
 Better grass cutting  
 Clean ups  
 More litter picking  
 Update parade, with new litter bins , modern, lighting etc  
 Provide teenage facilities, youth club, sport facilities, something to do  
 Have a young childrens area in the park  
 Appearance of Broadfield Barton  
 Removal of flower beds for extra parking  
 More community based activities for ages 9 and above  
 Alcohol free zone  
 Alcohol and drug free zone  
 Charity shops  
 Have a designated place where customers leave there belongings for the shop (as people go through the bags makes a mess)  
 How do you currently feel about life in Broadfield where you live  
 Young people gathering on the Broadfield Barton  
 Behaviour of young people openly drinking, drug addicts, addiction  
 Attracts users  
 Dogs on parade intimidating – muzzled  
 Rubbish visible and evident  
 More bins  
 Cut trees back  
  
 Lake in park needs cleaning  
 Setting up petition  
 Its just run down  
 Could we move the Addiction place – other side of town?  
  
 More litter picking  
 More police presence  
 Trolleys at bottom of Broadfield, pick them up  
 More police presence

Activities for children and young people, how good are they? 21<sup>st</sup> June 2011 (pre-school parents)

**Poor**  
0

**Average**  
Youth group is the only good thing in the way of facilities

**Average +**  
Should be more sport facilities because younger children get pushed off because of their size

**Excellent**  
Several schools and pre-schools Seymour school good and schools do adult education free

**5. Wednesday Coffee shop 6/7/11 social hall BYCC Julie, Mary, Viv**

*Broadfield Neighbourhood Audit, Feedback Report on the community engagement process, Communitask Consultants, January 2012*

## Attending 30

**Dislikes:** travellers stealing property (V7) some neighbours accusing falsely (V1) Dog fouling (V4), dog mess on Barton and leaving dogs tied up (M1), dog poop (JW04), charity shop bags left outside often people go through and throw things everywhere (JW06), drug selling on footpath end of Hendersson road Cripps House (V6), urinating at the pub end of the Barton (V6), litter (JW01), litter (JW04), urinating in path in the middle of Barton (M1), public toilets (JW06), public toilets on Barton (JW09), intimidation in Barton by shouting abuse also Broadfield (M1), intimidation from large group loitering (M1), rubbish (JW06), litter (M1), cycling on the Barton (M1), people hanging around the shops (v7), smell from the drainage system on Tollgate hill (v4), parking for residents, people have too many cars and take others space (JW04), cycling on Barton (jw01), bus cancellation due (m1), paths need improving (jw04), children playing football on Barton (jw06), litter (jw03), addiction (jw09), addiction (n/a), imperial pub should go (m1), imperial pub (JW0), pub and druggers alley (v3), police do not stay long enough on the Barton (v3), drinking alcohol on the Barton (m1), too many people on the Barton doing drugs (v3), drug users (m1), drug needles in Rathlin Road play areas (v3), drug dealing needs to more discreet (m1), anti social behaviour around Barton (JW0), groups drinking on Barton (JW05), drug dealing (m1), brambles over the pathways and trees breaking pavement (v4), paths and brambles (jw06), overgrown areas (m1), rubbish in grounds and furniture (m1), parking at the Barton (jw07), don't feel safe in evening, don't like my kids being out in PM (jw07), anti social behaviour (JW03), if Broadfield is an alcohol free zone please enforce it (v3), broken glass on pavements especially tollgate hill (v3), not enough police presence (m1), police presence (m1), toddlers not being allowed to cycle in Barton (M1), police presence in Barton are too heavy handed (jw02), proposed new fire station (jw08), rubbish dropped Barton community area (v8), dislikes bags left outside charity shops when closed people open the bags and leave the contents spread over the Barton (v8).

**Like:** bus service is good but we seem to get the old bus (v2), bus (m1), bus service (jw03), police presence (v4), community spirit (jw06), community spirit (jw02), police seem to care (v2), helpfulness of people (m1), nice people friendly (jw08), people (jw04), police (jw04), access to shops buss pass people generally friendly church (m1), community centre and its activities (v5), buses (jw04), community spirit good (m1), police, if they do their job (jw09), play area and the ball area at the Barton (v8), police in the Barton (v8), schools (JW07), health provision is good (v2), Drs / dentist on doorstep (jw07), health provision doctors are really good (v7), keep bus service (v7), like open space and access to woods and parks (m1), green area (m1), like Rathlin Rd area (jw08), range of childrens services (m1), closeness to park (m1), creasy's drive adventure play area (m1), adventure play area is good (v7), escape youth board (m1), community centre (v8), people and church (m1), doctors surgery (v8), closeness to K2 (m1) doctors surgery (v1), facilities, bus stop and library (jw05), Barton is very good area everything that you need (JW01), Morrisons petrol station (m1), Bewbush residential loves Broadfield community centre and shop (M1), facilities for shopping (JW07), shops (m1), shops (jw04), community centre (jw07), community centre (jw03), community centre (m1), good shopping area (v7), good range of shops (jw03), attitude of shopkeepers and assistants (jw01), icelands and troys kebab shop (v3), shops (jw02), shops are good (v2), adventure playground ages for all (m1), church (jw03), coffee shop on Wednesday (v1), community centre (JW06) community centre and church (v2).

**Ideas for improvement:** big signs 'no alcohol on the Barton' (m1), make Broadfield an alcohol free zone (v3), good cycle tracks (m1), more cycle paths (jw04), nice family pub (jw07), help single mothers back into work like the course at Broadfield estate (v3), job clubs in Broadfield help people back into work (jw04), more play areas for children (jw02), more police stay at Barton all day (JW09), more benches, regular clearance of areas and police presence (m1), more police (JW07), better lighting shinwell walk and generally street and houses (m1), improvements to the wood near Carmons walk (m1), better housing design

*Broadfield Neighbourhood Audit, Feedback Report on the community engagement process, Communitask Consultants, January 2012*

(jw03), knock down and rebuild (m1), park and ride (m1), more funding to keep open the adventure playground (jw09), more teenage climbing and adventure like bewbush (m1), maps to show traders access (m1), pavement clearing and cleaning (v7), community centre and refurb (v4), more police at night on Barton (m1), daily patrol for drug stuff at childrens play area (v3), more police needed on Barton and around houses (v1), litter on pavements (v5), cut back trees for cctv (v6), more play area for all age groups (m1), more youth groups (m1), more parks in area (n/a), family learning centre (v3), crèche facilities for people wanting to further their education or go back to work (JW06), bring back sainsburys (v3), getting rid of the pub (jw09), to have more toilet and lights at Rathlin Park (m1), toilets at Rathlin Rd Park (m1) limited parking to stop commuters using it (M1), more parking facilities (JW07), more public parking (m1), turn Barton into an arcade completely cover in over (jw01), more money for improvements for community centre (jw05), rebuild the Barton (jw03), improve with good restaurant (m1), more covering on the Barton (JW02), more shops especially for Tolgate Hill area (v2), more youth provision (jw08), more play parks for children (v1).

**Likes:** Ball court (n/a), Rathlin Rd Park area (JW10), football area (JW10), adventure playground (JW09), morrisons (n/a). **Dislikes:** benches, regular cleaning police presence (m1), not enough to do (jw10), overcrowded (jw10), dislike the toilets always dirty no toilet paper (v8), intimidation of groups of youths on ballcourt (n/a), drugs, drink of Bewbush residents (m1), density of population, I feel crowded (v2). **Ideas for improvement:** more activities for the children / young people (jw05), play are in BF north (n/a), more youth provisions in BF north (JW10), improvements to Rathlin Road Park (JW10), encourage small businesses (v2).

## **6. Childrens and family centre (06/07/2011)**

### **Attending 15**

What ideas do you have for improving Broadfield?

**What do you like about Broadfield?** – Childrens centre (sense of community), childrens centre, parks and green spaces, childrens centre, sense of community, how respectful children and families, childrens centre, adventure playground, the staff are amazing so friendly and helpful, childrens center, childrens center, childrens center, childrens center, childrens center, Broadfield parks, doctors surgery, Bucham Park.

**Suggested improvements:** keep adventure playground funding as to be withdrawn, better signage, to move away from the stigma which hopefully we are moving away from, more for our children and young people to do people that we easily accessible to low income families, better singage, to relook at rythme, time class as 10.30 class too small, regeneration of the Barton, increased police patrols, improved housing, improve the small playgrounds, allocate parks in the same area.

What do you dislike about Broadfield: nothing springs to mind, maps at the bus stop electronic signs for times and bus numbers, the way people have a negative opinion, negative opinion, its reputation its reputation and the Barton, housing, shops reputation and drugs, reputation for not being very nice is not deserved, the Barton, small playgrounds, parking in residential area.

How would you rate your health generally?

Poor: 1 – CFCY, Registered blind, diabetes and kidney problems. Average: 3 – I live in Ilfield and have c' colitis. Suspected gall stones and have asthma, generally good but I have  
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epilepsy. Good 4 CFCY generally good I eat and exercise, could be better if I was not so lazy i.e. need to hit the gym but have no time or money either, healthy do daily exercise, fit and healthy, fit and healthy, generally well just tired due to young family and working nights. (Poor – 1 Average 3 Good 5, very good 3)

## **7. Homestart [7.7.2011]**

Numbers attending 30

**What do you like about Broadfield:** like the children centres, good parks, love the homestart group, lovely café on the barton, good library, great internet access, great police presence, different types of shops, all the facilities close to the Barton, Mosque, (bycc non resident comments: children centre, library play area, shops are handy, like the adventure play area).

**What do you dislike about Broadfield:** I dislike the drunks coming out of the pub totally drunk in front of my children, the pub, back of the shops, broadfield too far from the town considering moving, (bycc non resident comments: people are drinking around the shops, public toilets, clean up the toilets as disabled toilets nice and clean but others are not, the canopies).

**Suggestions for improvements:** get rid of pub, expand the shops, clean up the alleyways too much tipping, give us a one stop shop, general improvements to the barton and make it look better, pharmacy open at weekends and late at nights once a week, (non resident comments: play area with a wider range for all ages i.e. ages 3 years upwards and under 3 years, community centres should have family months with a disco or tilgate empty buildings, make tilgate a British legions or a community centre with staff for single families, we miss our old bass club which had entertainment, remove the canopies, improve ctv alleys more life up, bins down allies also).

### **How big a problem do you think Anti-social behaviour is in Broadfield?**

Very Bad: 2 – (H5) drinking around shops, shops and windows being smashed and police always needed in the area. (MC) aware of bad asb at times. Bad: 2 (MC) alcoholics. Average: (MC) Barton work here and feel quite up to [cannot read] then feel intimidated by the pub area, kids fighting in shops is occasionally a concern (H5), Very Good: buses good (M5), like it here (H5), café good centre to meet friendly (H5). [Very Bad – 2 average: 5 very good 3]

## **8. Bf teddies 08/07/2011**

Attendees 7?

**Like:** accessible, good bus links into town shops are good variety but costs money to use public transport (BCC7), Broadfield community centre (bcc5), community spirit, church toddler groups (bcc4), children and family centre, sensory room, atmosphere great, toddler groups there is lots to do (bcc3), shops are decent shop variety is good don't need to go into town (bc02), toddler groups (bcc2).

**Dislike:** dog mess, people don't clean up after their dogs (bcc7), drunks and alcoholics why addaction here?? It's a big shopping parade could be where the old library was in town as its just as accessible (bcc7), teenagers causing trouble, hang around Finsbury drinking from early hours litter in woods near Barton (BCC2), adventure playground charging too much for young children parents have to pay for their half now, not right that you have to pay (BCC3), shopping parade alcoholics (BCC7), dog mess overgrown paths alcohol being consumer on

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the Barton, having to pay for adults at adventure (bcc4), men urinating on paths unfront of children in broad daylight attitude of group (bcc5), parks not good for children we want one like Bewbush. That has things for small children and teenagers all gated off good if got kids of different ages (BCC7).

**Suggestions:** parks there are a couple more for older children, need more for younger children, needs to be like Bewbush (BC02), not enough play areas too busy need more (BCC3), need park like Bewbush (bcc7), need somewhere for teenagers or else hang around as nothing to do, need youth clubs etc or something that interests them needs to be affordable (bcc7), better facilities for 15-20's more times a day (bcc5), shouldn't have pubs on shopping parade pubs not on shopping parade not that much trouble (bcc7), bin at every bus stop (bcc4), more addaction to where old library in town used to be (bcc7), use old drs surgery as a family centre need more parks for all ages (bcc4).

## **9. Church Mothers and Toddlers, Viv and June [11/7/2011]**

### **Attending 10**

**Likes:** Morrisons and free car park (n/a), activities for children (vw01), shops (vw01), good neighbours (v1), range of shops is good (v2), activities provided by the church (v5), like the police patrols, feel safe when they are there (n/a), good community spirit (v1,2,3), charity shops do a great community service (v5).

**Dislikes:** litter (n/a), pub, walking past during the day (vw01), drug users hanging at shops I think it could be because of the chemist with the rooms that they have now (vw02), not enough parks (v2), alcoholics sitting around parks (v3), adults should not have to pay to go into adventure playground (v2), public toilets on parade (v2), lethal alloys parking! (v2), I have no dislikes (v4).

**Ideas for improvement:** please make the old Dr's surgery a family centre (v2), section parks in different ages groups for children and youth (v3), Rathlin Road better provision for wider age range of children (v3), monitor the toilets (v2), Broadfield newsletter to find out what is on (v5), relocate addaction centre from so much alcohol on sale (v2), something to do for 16-20's year old (vw01), bus information when? Which side of the road to stand on (n/a), have proper area for Lethal Alloys car parking (v2), youth club at sure start area away from temptation (v2), revamp shops enclose all shops but with cctv and smoking area (v2), community notice board outside school (v5), more youth clubs (v3), better communication between voluntary groups and professional providers (business and health care providers) (v5), community events / days (v1, 2, 3)

## **10. Portugese Café (11.07.2011)**

### **Attending 17**

**Likes:** community services offices good community spirit (3), my house (14), buses (17), people shops and bus services (16), openness and trees – green spaces (10), family close (15), shops, church and community spirit (5), the shops football cage and community centre (6), shops, library and all (12), accessible shops and transport such as carpark (8), shops, carpark and 3g pitch such as community centre (7), quite safe (18), shops and 3g pitch stadium (13), shops (9), bus service shops and park and play centre (1) buses, doctors and shops (4) shops parks and bus service (2), buckham park (11).

**Suggestions:** bus stops cars parked at bus stop makes it difficult for disabled people, redevelop the parade (10), make rules about dogs (18), street cleaners sort out paths (16), enforce litter fines (12), more police around the Barton as when they are around there seems to be less trouble (2), better pathways (15), better lighting more police (N/A), more police (17), more police presence during the day to avoid groups of drinking. Get rid of the pub will prevent fights from happening (1), close the pub (11).

**Dislikes:** doctors move causing two bus journey (12), maintenance of pathways litter (15), not enough for young people to do (10), rubbish in the streets (16), pub (11,15), shops (14), there are a lot of drinkers (6), bags out of the charity shop stolen (5), drinkers (7), addiction groups of people (1), aggressive people doctor appointment (17), noisy neighbours dogs let off lead (18), no police, people drinking people dealing drugs and rubbish on the floor (8), hate walking through Barton shops where kids and drunks are about I don't want my kids to see it (2), fly tipping general untidiness (3), dog mess and rubbish (4), feel unsafe (9).

### **11. Swallows Group 14/07/2011**

#### **Attending 20**

**Likes :** convenient for post office, buses, shopping, doctor, library, good people in the area and good open spaces (R), shops, bus routes and free delivery at chemist (r7), I have a nice flat, it has just been modernised, we have a good bus service we have a good collection service (r2), the lovely trees and very countrified, good range of shops, everywhere is close church is close and people are friendly (r4), good shops, parks, schools, churches and people are friendly (r4), variety of shops is excellent great café, best all day breakfast in Crawley! Dentist opticians and ethnic grocers good, post office good pathways on roadside of Fulham close (l), friendly, quiet, good bus service at the moment clean roads and good accommodation (d), the Barton is supposed to be a no alcohol zone, put large signs up at each end of the Barton (R), good variety of shops, really good library good social club bus service is very good and parking is reasonable (R), like shops morrisons, superdrug, Iceland, good shopping area, good library, excellent community centre (5), like community centre and entertainment need canopy taken down to see camera (13) living in Broadfield (9), local shops people are friendly, most of them a good community centre and various churches of different religions (RC), shopping area, library, bus service and community centre (R6), good shopping love this morrisons, good post office and news agents, bus service and chemist Asian grocery and good parking, library and superdrug (r), like living in quiet Broadfield (8), accessibility ie within easy reach of amenities bus routes excellent (10), morrisons, the swallows club, the hardware shop, super drug, Iceland, good bus service (n/a), variety of shops, having a library, community centre for socials bus service and the parking is reasonable (B), library shops and buses are very good (n/a), bus service, im lucky the area im in is very quiet, never had any trouble, shops on parade are good, people friendly and thoughtful (11) love shopping morrisons, Iceland and mini asian groceries, post office and news agent, chemist and super drug, good car park and good bus service (F), we like the community centre shopping is good library is very good and bus service is good, Green! (3), shop and bus station, very good service at the chemist, morrisons, Iceland, hairdressers and post office. Bus station is also very good, never have to wait long for a bus and good to see police patrol, community centre very good too.

**Dislike:** don't feel safe at night, close to the pub, sometimes the centre holds do's but when the doors are open in the summer the noise is awful (n011), too much rubbish don't feel safe walking around at night (8), Batow steps not clean, paving slabs and plants are overgrown, benches not suitable for resting, very untidy and very noisy during evenings (f), drunks and beggars in the Barton area cycling along the Barton increase police patrols around the housing scheme (c), social behaviour is very bad especially after 3.00 pm after schools hours and during holidays, table and chairs outside the café is always full of people either smoking or just causing a nuisance, would not come up to shops after 2.30 because of the above things I have mentioned (r), no need for a pub (10), rid of pub and clean rubbish (R), people riding their bikes on pathways and through the shopping centre and lots of alcoholics too many boys hanging about (4), don't like outside the café people with the dogs and youths playing football, the pub usually people hanging about outside, eg drug dealers and drug addicts especially as the bus stops near the pub (5), reputation (b), dirty Barton steps not cleaned, plants are overgrown edges of grassed areas including roadside untrimmed overgrowing and hedges roughly trimmed, planted areas unkempt untidy and paving slabs

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are uneven and cycling on pavements with no warning (R), don't like the area at night over hanging trees across pavement, hedgroes need attending (10), don't like have cut the 20 bus out at coachmans drive my elderly parents now cannot get a bus to their house up the hill, especially for the doctors for the elderly (5), could improve the look of Broadfield shops like Langley green shops make it more open community wardens walking around the shops (5), the mess sometimes at Barton and the drunk people around the pubs and shops, litter in the underpass near Seymour Rd (R), pathway at rear of Seymour rd school is in a very bad condition nothing has every been done about it, after many complaints (n/a), position of doctors lose of no1 bus coachmans trolleys left around the area (6), rubbish under the underpaths shopping trolleys etc, feel unsafe to walk under especially at night (5), path next to Seymour school litter, hedgerow overgrown, never swept properly of leaves and very dangerous to disabled residents, drying areas in sheltered housing look like sheep or cows pens (I), some dirty areas at the centre and very noisy at times (h), I don't like the dirt in Broadfield (E), drugs from people hanging about but not go up there at night after 6pm, not safe (n/a), more police needed around the shopping area, building state not so good, no benches for people to sit, not enough bins for recycling, very noisy (R).

**Ideas for improvements:** do away with the tables and chairs that block the parade, especially more during the long summer holidays as it attracts a certain type of person, more open planned, shame that a lot of money was spent on the Coachmans medical practice when elderly residents have a long walk up the hill to get there etc (n/a), need to provide after school adventure parks again could charge a fee this will help mums who have to work if not where are these children going? (5), cage in Rathlin Rd, toilet also there and police presence club for children (4), all the different shops, café very good need to keep them shops (n/a), repair pavement more police on the beat (E), more police checks around the shopping area (R), hedgerows need attending and trees cutting back, move the low life on from the parade sp we don't feel intimidated (n011), to get the path way at rear of Seymours rd fixed (n/a), dog park more dog bins and need a vet surgery in Broadfield (8), cleaning of shopping area, pavements, more areas paved for crossing the road opposite to them, grass cutting, trees need pruning away and coachmans drive need more car parking areas in certain places (5), more police on the beat, clean near the bus stops especially cigarette tabs and more bins around (F), paving slabs in back of community centre in a bad state (I), hedge rows need tidying everywhere (n/a), would be better and nicer if the pub was to go, e.g. like Bewbush, would stop people hanging around (10), more community police (B), some cleaning needs to be seen (H), pavements need to be seen to, clean near the bus stops especially cigarette buds (G), grass verge at the side of garage at the end of Barton cars parking all the time (n/a), regular garden maintenance in sheltered housing (I).

## **12. Seymour Primary School, 15/07/2011**

### **Attending 24 children, 5-11 year olds**

#### Thoughts on school

**Don't like it:** I hate school because its boring, all the lessons I don't like lunchtime its too long in the sun I like eating lunch.

**Likes** Its Ok: I like it because I like learning new things. I like it because I get to see my friends but some of the work is not for us and its so unfair. I just don't like coming away from home. It is ok because sometimes it can be good and bad. Because sometimes were not allowed to go on the playground or the field. Its ok because sometimes you have good days and bad days. Its okay and near to love it because some days are excellent and some days are bad. Love it: I love school because you can see all your friends and learn new things. Cos its nice. I like Maths, Literacy, and Art and PE. Because its fun. I like school because I love learning and its fun. I love school. I love school because there is never a dull moment. I like school because you can learn and make new friends. I like school because its really fun.

I like it because its fun and you learn a lot also you get a break time where you can catch up with friends.

### Thoughts on Broadfield

**Like:** Massive shopping centre. I like Broadfield, shop, playground. Adventure playground and shops. I like the library because you can borrow books. I like the libraries because I enjoy books. Massive fields. Adventure playground like zip wires. I like parks because they have good zip wires and big slide. Adventure playground because its got loads of zip wires and more. I like Crawley f.c. Suggestions: More big slides in leisure centres swimming pools, more fairs, get more money from government, clean up subways, more cheap houses and big houses, more bike parks, more shops, a wave machine in the swimming pool, cameras in the shops, grow more flowers to make crawley a better place, aqua show huge water parks, more lovely insects, grow more trees, more parks for older ages (11-15), fun fairs in crawley, more equipment structures in adventure playground, more perfect zoos/ nature centres, more fantastic fast zip wires, money, a water park, more rollercoaster

**Dont Like:** Because it is a bit dirty, round the streets – teenagers muck about and bully children, take drugs and get drunk at night time. Lots of crashes, people getting raped, Broadfield Barton because its dirty the ground, I don't like litter on the floor and fights in broadfield, I don't like the muddy pond, bad environment for water creatures they can't live, I don't like the houses because they are small. I don't like big ascdns (?) because they are big traffic jams.

**Like:** Park, Friday meals. Days out in Broadfield. I like the way that some people in the community are really really friendly. I like the parks and the community centre. Don't Like: When people go to the park but the parent don't go to the park with the child. Because its dangerous. When people go on the road with their bike they are not looking. Streets are dangerous sometimes. Sometimes there are drunk people standing around the pub at about 10.30 am and when I go up to the shops I start to get nervous cos most of them are aggressive drunks. Children go in the road because they are not amazing. I hate the way that the government has cut the jobs of the people who worked at Creass's Drive adventure playground. Suggestions: Where I live there is a forest you can make houses and playgrounds. Open the pubs and off licenses in the evenings instead of the mornings. Stop littering, more cheap houses, parental control, more big bin than one. I think they should move the pubs were kids don't go. More dog bins, children are in danger when they crossing on their own. More shops at the Broadfield shops. Need more parks like Creasy's Drive. More cricket clubs for girls. Parents should take their children to the park or a dad or brother.

**Like:** there are good ramps, itsnis! (its nice), its nis, Raglin and Creasy, I like class 1, I like parks because I like to be adventurous, there are lots of near by shops which are useful, itsnis. Suggestions: Slower cars more speed bumps, need a vet, pet shop, more bicycle lanes and skate parks, sand park, better stocked fishing areas, dog walking area, arcades and amusements. Don't Like: there is not many safe parks to play in. ts not safe, broadfields shops are full of thieves, dig mess, there are no good fishing lakes, litter, it is not very hygienic, I wish there were more ponds, no swimming pools.

### How safe do you feel in Broadfield ?

Feel unsafe: 1 evenings (13), Sometimes feel unsafe: (x6) Broadfield Barton is safe during the day but after 6.30 pm there are big groups of men, teenagers and dogs, Always feel safe: 1

**Like:** I like the shops. I like Rathlin park. I like broadfield because of the adventure playground. I like Broadfield cos good. Suggestions: more climbing frames at the adventure, a big park, more ice cream van going around on hot days, make it include every one so make lesson fun at school, outside of school a slow down sign for the cars, more playgrounds for 6-12 Year old. More playgrounds for baby toddlers, ice cream treat for the whole school.

### **13. Library 16/07/2011**

#### **Attending 15**

**Good:** library (10), parks and basketball courts (10), library (6), children centre (6), little parks (6), library (6), shops and library (8), mix up shops (6), community centre (10).

**Bad:** I don't like people messing around (10), maintained and better small parks (6), rubbish dumping (13), pavement (10), pavement around the Barton (7), parking on verges (13).

**Suggestions for improvements:** old doctors surgery put into use (6), opportunities for involvement for the whole community (10), move the drug centre (16) landscaping trees could be better maintained (3).

**Good:** community centre and shops and activities (16), library, greenery, k2, shops, buses (9), parks (15), transport links and location (2), childrens play area (2), library (2,5,4,3), shops in barton, free parking (2,3), library the nature area by A23 general green areas and trees (17), schools, library, shops open spaces and Broadfield Park (12), community centre (1), groups at community centre (2), library green areas (15), good facilities locally schools transport library, good sense of community and good police effort (7), good public transport (3).

**Bad:** shops at night feel a bit unsafe (16), pavement on A2220 keeps getting massive puddles when it rains and taking up the whole pavement (17), hedges are not cut during the summer and litter (n/a), litter, loitering, drug dealers (7), litter (3,2,1), Barton is old and tatty (15), Barton at night (2). Ideas for improvement: community support officers please don't remove made a wonderful difference to the staff moral (14), police make a difference, improved area. People don't use library when its dark less drinking in public (14), annual consultation like this project (9), Broadfield Barton is in desperate need of modernisation too many jobs young men loitering at night (7), Barton needs a facelift (3), update the Barton (15), skate paths so bikes to shoot out in front of cars (11), modernisation of Barton and give kids something to do to help stop loitering and more publicity of shops at community centre (16).

### **14. Morrisons Supermarket, 16/07/2011**

#### **Attending 100**

**Bad:** lack of respect for other peoples property (r11), bigger play park (l28), loutish behaviour with teenagers generally (m11), people hanging about drinks, drugs truent (l15), binge drinkers (m11), shops, intimidations, feel people teenagers (s03), pub, litter, security, people, not safe for children at night, dog faeces (b7), kids roaming streets all hours too many animals, dumped cars (b7), long walk to bus stop (b6), disabled parking police taking bays (l17), too much rubbish throw everywhere (m11), litter (v6), swearing and carrying on, granddaughter harassed by youngsters (m7), escape youth should be open club more nights a week (m19), some young kids very anti social and nothing seems to be done about them (m16), a youth centre should be built to give kids something to do so they are off the streets (m14), drunks at shops (l29), people Barton long around adults [JW cannot really understand comment] intimidation (s04), people hanging around shops drinking and litter (l24), bad closure of creasy's drive adventure 4 day a week (m16), people parking in disabled spaces, litter dropping (m17), fly tipping carmen woods (m17), rubbish litter (v2), not enough bins

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(litter) (l13), school walking to school (l8), no decent park (4), deteriorating shops, pavements and litter (b3), clean up litter around shops ie charity shops (m4), all of it (l9), some people are problem, feel unsafe on barton in evening dubious activity (n1), more things for kids (b11), too noisy people hanging round shops (b5), one problem family as a neighbour makes life misery (v3), some of the Morrison staff are not the quality elsewhere (v3) shortage of housing, social housing, parking in poor (m1), pub attracts problems (m21). **Good:** parks available near (n/a), its not London so its nicer (l29), friends at school (l28), where I work I live (l15), family and friends, family centre (T5), nice people (l1), good shops at school (l13), Blackberry and Rathlin Rd (l26), kind people at shops, neighbourhood and church (v6), quite happy (l12), good shopping facilities (m11) community spirit (m21), 3G stadium (v4), church community spirit (v7), adventure playground (v6), lot of kids children play centre school and preschool (n/a), a good selection of shops, bus routes (m17), we like it!! Two kids 7 and 9 from Broadfield (n/a), nice place quiet good neighbours new to area (v8), morrisons and community library (l10), lot of people are quite nice , very poor reputation if poor doesn't deserve it (m12), shops (n/a), shopping good area rubbish (m7), Morrisons very good, library, Dr's buses excellent (v1), police keep it safe (l24), think the area has improved of the years (na), shops are good a good variety but they need a face life (m16), shops convenient, transport and busses excellent (m4), playing in park (l7), shopping (l7), facilities excellent (v2) good buses shops and easy living (s01).

**Suggested improvements:** better bus routes improve shopping centre (s04), more facilities for teenagers improve shops (s03), need something more for young people it would get them off the streets (m18), do away with the subways, install crossing across roads (v3), more play areas for kids (b8), adventure playground needs new stuff (v4), make thorpe park (l8), knock it down (l9), more police presence more youth activities (l29), refurb barton closs of late at night subways are scary and look an eyesore (v3), more police around shops (m4), late opening hours queuing shops (s01), speed bumps top of Creasy's Drive (v3), police station (l12), covered bike area of Barton (v6), adventure playground needs new stuff (v6), clean and repair the courts (v2), each household cares for their own property (v2), more children and young people play areas ten + indoor and outdoor activities (v5), no drunkards in Barton (l24), more for teenagers, stop hanging around Barton (v7), Adaction moved face lift for shops (l15), more bins pub end of Barton towards Creasy's drive and another dog bin (v2), redevelop the area create more job opportunity so that everyone is employed (m14), put a canopy on the shopping centre (m12), residents need to take responsibility (v2).

**Bad:** doesn't feel safe at night particularly on Barton (m9), litter, drunks (b13), naughty kids (l2), yobs hanging around (l25), kids hanging around (l22), drunks trouble at the shops (l18), intimidation of youths hanging around shops (m10), bad reputation (l6), fairly good (m10), very intimidating coming shopping in evening (m8), knock it all down, could worse (m5), drunks and drug addicts fighting at shops (l23), swearing adults and teenagers (m13), older kids bullies (l14), lack of things for children to do especially at weekends (m6), not much to do (l20), drug addicts (l30), feel unsafe on parade, particularly on evening (m7), hills (s02), looks tatty (l19), schools (l31), always had a really bad reputation bewbush got a youth centre 5 years ago (m18), crackheads at the shops nothing for teenagers to do (m19), bit messy litter and spiting (teenagers ) (m2), small amount of rude behaviour still would be really good if this ended (m20), no trouble it's a got a bad reputation from outsiders (m1), Barton is a bit scruffy (m12), parade lots of scumbags hanging around my friends don't come here particularly at night (m1), fighting (l27).

**Good:** shops, people (b2), not bad as people say (n/a), quiet (s05), community centre (l20), shops (l18), shops close to home and work (l22), shops park area and close to work (b6), good shops and bus services (b3), people (l2), shops, good place to live and people (b10), shops no major problem (b8), Seymour school (b9), shops and people (n/a), other than no where for children to go it's a nice place to live (m6), pub good shops friendly (s02), work at shops so good to get to (l23), place to live (b14), library (m13), very green good selection of shops (m8), shops (b5), shops and buses (b11), good shops close to home (l19), good friends (l14), close to home and shop (l7), police on the parade have made a difference

even a presence (m9), community spirit (l6), escape need to advertise it more money has been spent need to get value for pound (m3), good place to live youth clubs (b13), Dad! (l27), place to live (b7), its ok generally guiness estate (m2), friendly people (l16), bus service play fields (l31), shops bus services (b9), keep the greenery plus for business investment (m3), happy (l11), nice neighbours just a few give it a bad name, police van has improved things getting better (m1), council does a great job for elderly housing (m3), great place to live now getting better lived here 8 years and it has improved a lot (m20), improved shops (m13).

**Suggestions for improvements:** later opening times pub outside area (s07 T), get rid of over hanging bits on Barton (l22), motor bikes on footpath where I live (m10), more parks (l30), more police in area (m10), curfew kids (l2), more policing on Barton (s05), bigger park (l14), more play areas for kids (n/a), more police (b2), get rid of the pub (n/a), people hanging round the bookies and shops (l31), facelift at shops (l19), more police (l23), more cctv needed at Barton (M9), Different road layout on one way system (m9), more things for kids (b12), more things for children to do at weekends since Creasy's drive is closed 4 days a week (m6), shopping parafe facelift (l6), facelift for the shops (l10), more activities for teenagers (m19), remove shop canopies make it feel more open (m8), better police presence (l25), more for teenagers and more police (L18), stop stores from closing – TJ Hughes for example need a John Lewis keep young people occupied too much vagrancy (n/a), stop flytipping (m10), Educating people to respect each other and the area more (m20), keep the police presence its working (m1) pavements in walks (b14), more for teenagers (l20).

#### How would you rate your health generally? (20/07/2011)

Poor: BA02, dreadful surgery got to go upstairs to see doctor not happy caring response from them. Average: BA05 not had anything from doctors that the hospital recommended, BA05 waited 3 weeks for pain killers, BA05 good days bad days, age discrimination doctors do not treat us the same not helpful changing bandages etc I cant do it but no help (BA01,02,03,04,05). Very good: BA03 Ifeld – Langley corner surgery good, my daughter takes me or else I couldn't go to this one, BA04 will be 96 on Sunday.

### **15. Parents at Seymour School, 20<sup>th</sup> July**

#### **Seymour school playground (parents)**

##### **Attending 24**

##### **Likes**

Quiet in places smooth roads, paths are good for skating the nature greenery, pen spaces, roads wide like the shops in Barton nothing rent is cheap like the shops on the Barton and School facilities such as the medical centre used to Broadfield its my home good parks and shops, Amenities, shops doctos, bus routes schools, creasy drive, adventure playground, Shops nearby with lots of variety, communities close, shops are good a lot there, doctors are good and seymour school too, places and parks, school seymour its good, School seymour playing outside parks, closeknit community, Good nice people, Good amenities, everything you need, shool shops, everything, good school, Good shops

##### **Dislikes**

shops, rat run layout, pot holes and uneven pathes drunks in parks no bus times at bus stops and dogs, dangerous road near school needs zebra crossing, reputation, flat roof houses, the pub, the shops and the rude people, anti social behaviour, lack of car parking spaces, rude people, drunk people and people taking drugs, shops need change, alcoholics teenagers good shops but people on them, disorder on Broadfield, Barton burgalaries we have been burgald, shady characters, no respect for others, graffitti, beer cans and untidy shopping area, crime rate people drinking at shops puts down area, nights are problem at shops, don't go out at night, parade not sure if its local people but druggies, parking not enough in some places such as the school, people parking outside school on double yellow

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lines etc, portuguese café, extension of tables on to the street, people attitudes to BF from other neighbourhoods, not enough buses, drug dealing indecent behaviour parents not looking after children, dirty rubbish

### **Suggestions for improvements**

path repair, putting a zebra crossing or traffic lights, renvoate flat roof top houses in snowdrop close and alter roads close by, shut the pub, more police, childrens play area not close to centre and should be bigger, making more car parking spaces, more police and traffic lights shop should check for age for dringers and check for stealing, footpaths uneven around the school, seymour. More police on Barton don't feel safe, more cctv, more police, wardens around not some time unannounced walks, police need more round shops, more parks and play areas for kids, less litter near the school, play areas for 6 year olds climbing frames and stuff, more police around, zebra crossing on Pelham Drive, lighting on Barton, walls by bus stop old seating

### **16. Balmoral Court [20.07.2011]**

**Like:** good services for prescriptions delivered (BA01,02,03,04), need proper road crossing hump on Coachman's drive. Lots of people cross there accidents have happened here.

**Dislike:** surgery not caring for elderly (BA02), pavements are bad, too uneven – not good if you have a buggy or wheelchair (BA02), too many trees, dark in Balmoral Court people have been planting more across way, Why? Under windows no. 1417 (BA02), shopping centre in Morrisons I like but I cannot get into Iceland with buggy, the isles are too narrow (BA02), tree stumps on pathway, Balmoral Court, roots coming up its not good for the blind etc (BA03), bus service is good, no1 (BA04), stigma attached to the area puts people off living here. Reality v's perception when people see it and say 'it isn't so bad' (BA01), gaps in pavement from Balmoral to community centre is dangerous (BA05). **Suggestions for improvements:** Trees take away dead trees (BA03), mini roundabout inadequate, Coachman's Drive Holyroad Road by the church have had three bad accidents (BA01).

### **17. 26.07.2011] Talk Broadfield**

#### **Attendance 8**

**What do you like about Broadfield:** variety of facilities available (v), good transport link especially bus and cycle (I4), greenness and open spaces (I1), landscaping, bus access to town centre, good rail and road links to central London off south coast, shops (I6), well appointed, PO, chemist, food shop (L8), green and quiet and friendly (I5), large landscaped areas (I3), locality and distance from town (B1).

**What do you dislike about Broadfield:** litter, groups hanging around (I2), wary of shops, unsure at night (I5), its reputation (I8), hearing stories about vandals (L1), too many shops selling cheap alcohol, feeling unsafe at B.Barton, lack of dealing with stone throwing in B.Park (L6), the Barton, the rubbish on the road (L3), increase in number of immigrants (B9), crime in the Barton (L7).

**Suggested improvements:** Barton make it more appealing (L1), Better road cleaning rubbish left by lorries (B7), refurbishment of the Barton (L7), litter removal and punishment for persistent offenders, urgent refurbishment of Barton (L6).

#### **What improvements would you like to see on the Barton shopping parade?**

Graffiti Wall: Complete redevelopment (n/a), major refurb modern walkways lighting, better cctv and parking (L6), less booze shops (L3), redevelopment of police station security (L7), clean up and more police presence (L2).

### **18. Creasy's adventure playground 28/07/2011)**

## Attending 25

### How good do you think play areas and activities are for young people and children in Broadfield?

Rubbish: 0, OK: mco3, fights and I get scared cd01, ok be01, feel its more for younger kids, nothing for ages 11+, ok but not advertised fg01, ok cd05, its ok its not all that cd06, fun but can get boring as do same think would be better if different things to do cd03,04. Great: ab01 ideal, cd02, mc01, mc03, mc06 brilliant, tm5 I love it, tm6 great, learn more meet lots of friends mc05.

### Creasy's Adventure Playground 28.07.11

What do you think of Broadfield? **Good things:** like Creasy's Drive adventure playground (mc01), love living here, very good area (mc08), friendly people good community spirit (mc06), there is a police officer that I like (CD02), love Broadfield park and Buchan Park (mmc06), like area in Barton, pc Ashley v.g (CD02), adventure playground (ab1), local shops (ab1), like playground (mc0

3), like the schools Broadfield East (AB1), there is a lot of parks (TM5), there is a nice small school (TM5). **Bad things:** do not leave rubbish round in the park (mc01), don't like big queues in shops (CD02), the pub on the Barton (AB1), Addaction doors move so not visible to children (MC06), dog poo everywhere I walk (TM5), **pub to go (MC06), hates Barton, very unpleasant and intimidating (MC06).** **Suggest** improvements: need for swings in playground (TM4), to have bigger parks (CD02), more police patrols (AB1), more litter picking (TM5), more police (TM4), make more shopping (TM5), look after trees and make the council rubbish people pick up the rubbish around the houses (TM5).

### Creasy's Adventure Playground 28.07.11 H-Form

**What do you like about Broadfield:** football, cd (cd01), great football (b/rco5), sweet shops (cd03, cd04), lots of green spaces lovely (TM3), playing pool at CD (cd01), I am very lucky because my neighbours are very good that's why I feel safe (TM3), I like town (CD01), good shops but very un-kept, it's a shame (TM3), I like the adventure playground (MC02), adventure playground and stuff for kids, parks, crofts, Rathlin Road (CD03, CD04), I like about Broadfield that a lot of my friends live locally (M2), Carmen walk (TM1), the community (FG01), Broadfield junior P (TM6), Broadfield East junior primary school (CD06), the greenery and its clean (FG01), the shops (BE01), surestart (FG01), adventure playground (FG01), I like Brownies and Soner Schools (CD05), adventure playground (AZ01), net ball at school (CD01).

**What do you dislike about Broadfield:** the alleys (drug deals) (FG01), swearing (BE01), the shops the drunks who so there (A201), there 's nothing I dislike about it (MC02), the people around the shops (TM1), all the fights (CD01), the parade (FG01), the bad language around the shops (CD06), fights older people at shops and alley ways and shoplifters (CD03, CD04), fights and messing around near shops (CD05), I don't like that there is not a lot of safe places for kids my age to go (TM2).

**Suggested improvements** to Broadfield: I wat moshos (I think this translates to I want more shoes?) (TM6), I think that there should be more leisurely activities and safer crossing areas, the adventure playground needs to be better (TM2), more adventure play ground (CD01), more sweet shops (CD01), litter less in woods but everywhere need to pick up, dog litter people need to pick up (CD03, CD04), the shops (CD06), more public activities (TM1), no improvements (MC02), remove the drunks and drug dealing (FG01), cleaner toilets rubbish picked up no pub (TM3), improvements to the Barton (FG01).

### Participatory Appraisal – Adventure Playground – Grafitti Wall (28.07.2011)

What improvements would you like to see on the Barton shopping Parade?

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Remove drugs and drinkers they cause trouble (a201), shopping (tm6), new paving painted (fg01), improve the area (mc03), less fishing (cd05), a good cover it leaks sitting near the bus stop changed no pub (tm3), has reported bad aggressive to the police went to court and had witness protection (mc06), I do not like the pub (tm6), its ok (te01), get new benches please (tm5), sweets for free (mc05), remove canopies (fg01), less drinking alcohol as fights on parade, too much rubbish chewing gum and people should put in bins but need more (cd03/04), pub to go (mc06), look better (cd01), less queues in the shop more check outs (cd02), stop people writing on walls and burning stuff (tm5), sometimes very dirty like it cleaned more (mc03), remove morrisons doesn't suit the area (ab1), clothes shops (cd06), like (mc05), remove drug dealers and drunks (fg01), I don't like the pubs (cd06), not safe am and pm should be greatly improved (mc06).

## **19. Buckingham Court 29/07/2011 What do you think about Broadfield**

Attending 4?

**Like:** 0

**Dislike:** drs surgery system is difficult to use, not easy to get appointments, opticians is very good but its up two flights of stairs, footpath overgrown and uneven, dog mess (BC01).

Pathway to shops, tree roads broken up, uneven lethal if wet 2 people have fallen before (BC03).

**Suggestions for improvements:** more street lighting Buckingham court (BC02), sheltered accommodation has improved community room (BC04), need more halls for hire like Bewbush (BC04).

## **20. Atlee Cripps Sheltered housing 05/08/2011**

What do you think about Broadfield

**Like:** it's a great green area nicely landscaped good access, the landscaping is attractive but need replacement benches.

**Dislike:** not enough seats which is ridiculous considering the area is mainly for seniors, not enough lighting needs all the overgrown shrubs cut down and the trees trimmed. Rubbish in the flats next door is disgusting. They took the number 20 bus away from Coachmans Drive which means a long walk it is never on a loop. Don't like not kept tidy over grown bushes trees too tall bridge not good for older people too steep and doubles back lengthening crossing. Landscaping is attractive but need benches. As we have a lot of foreign tenants they don't understand the rubbish system. Bad roads and no street cleaning pathways blocked by overgrown bushes. Gardens not done, bushes growing over paths need cutting, bridge not good for people to get over.

**Suggested improvements:** buses should come to curb access on issue, bus service no 20 need to come up and down Coachmans Drive one way doesn't at present, sheltered should stay sheltered, not youngsters on top floor, noisy and not fair on their kids, area needs tidying up but it suits me until I depart Via Marins. Recycling bins over flowing info indifferent languages so people know when the collection is happening.

Atlee Cripps, Shopping parade 05/08/2011

**Like:** the chemists are very helpful and will collect and deliver prescriptions, like the convenience of the shops, shops are good, some good shopping and facilities, the shops are near to home, shops like morrisons, the shops are fine, the convenience of the shops, not a lot, shops are handy.

**Dislike:** the shopping area is dirty and the children are let loose to play football there, the bridge is also littered with cigarette buds, kids on bike on the bridge and despite this being a shopping area they are playing football, kids on bikes over bridge, dirty shopping area and

kids playing football, don't like the Barton the shop area is dirty and don't like the selection, too many none white people running our shops and children and young people kicking footballs in the area and kids being rude, needs cleaning on a regular basis, dirty and untidy, bad paving and shop tables and chairs block passageways, messy area, too many bikes riding around in front of shops, drunks, don't like the tables outside the café, they are out too far, smoke and dirt and the pub attracts the wrong sort of people which is not necessary in an area that is predominantly families and older people, the bridge side exit is uneven and steep and it stops me from carrying too much shopping back so I have to make more regular trips.

**Suggested improvements:** Decent bakers and butchers and green grocers or a pea and mash shop, car park used by commuters where they park all day for nothing so shoppers cannot park, a clothes shop would be nice.

## **21. Broadfield Gala 06/08/2011 What do you think of Broadfield?**

### **Attending 60**

**Good:** Good community officers being round making you feel safe (T1), good family library (T2) good sense of community (T2), its safe has good things which kids can go to which keeps them out of trouble (T4), basketball court (BF15), sweet shops (BF16), school reputation seems ok (T2), like the shopping parade live outside broadfield but it has free parking (T2), reputation seems to have got better used to be very bad (T2).

**Bad:** Wouldn't go on parade on an evening or after dark (T2), needs to be cleaner (T2). Ideas for improvement: people integrating outside bookies (T2), more clean up days (BF17), more parks and football parks (BF16, BF15), need more information on what is going on put information into Barton (BF17), leaking roof on the Barton needs repairing (T2), get rid of the alcoholics on the parade (T2).

**Good:** good community church at com ctv (BF9), tennis (BF8), friendly community (BF10), football (BF8), Raflin Park (BF9), lots of playgrounds good local facilities ie. Shops (BF11), engagement with all members of the community (BF4), lighting is better in most areas (n/a), good shops and bus service (BF10), basket ball court (BF8), community comes together (BF5), football (BF8) nice friendly neighbours (BF7), shops, facilities and quiet traffic wise (BF6).

**Bad:** a little bit dirty (BF8), alcoholics standing round and sitting on benches is not nice (BF9), loitering in the alleyways near the parade (BF13), car park is too small at the shops (BF5), condition of the decoration of Broadfield Barton (BF4), rubbish on some sites (n/a) drinking and drugs and Barton all day long even early hours (BF10), dirty (BF8), certain areas I wouldn't be comfortable walking around at night (BF11), more litter picking as a dog walker its frustrating to pick up the dog mess only to see the place covered in litter (BF11), state of the shops and greenery areas around Broadfield (BF5) need more dog poop posts (BF3), hedges need cutting back along path (BF9), drug and drink and rubbish laying around (BF10), neighbourhood watch (BF11), litter by the duck pond and throw rubbish **in the stream down by the duck ponds Rathlin Rd (BF7).**

**Ideas** for improvements: like Rathlin park but more for teenagers to do (BF9), stop people hanging around streets and shops (BF9), clean toilets every hour up shops (BF8), adventure playground toddler and play area are a little run down and need a paint (BF11), green areas should be cut and cleaned properly shops to also be repainted (BF5), cleaning of the back allies behind the house and more lighting (BF10), clearing of dumped rubbish cleaner shops areas (BF6), stop people hanging around the shops (BF8), improve the usual appearance aim to engage more variety of age groups (BF4), improve the anti social behaviour drinking drugs all day long (BF10), light still on on the night at 2 -3 am (BF13).

**Good:** shops and library (TM11), community (TM8), the Shop (TM12), shops (TM10). **Bad:** housing for the young (TM8), barton needs a facelift (TM10). Ideas for improvement: more rubbish bins around parks and near shops (TM10), more rubbish free removal (TM8), more  
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activities for young people cleaning of residential areas, dog owners need to be more hygienic (TM11), advise local youth mentors to help with employment (TM8), youth project mentors (TM8), more advice available to residents on housing issues (TM8), more local police to be available to advise young people (TM8).

## **Questionnaires**

### **(i) Broadfield Business Questionnaires**

Responses 12

**What do you like about Broadfield?** Big area. good shopping parade, free car parking good bus service./ The variety of shops is ok better than some. The large car park sometimes barley largely enough./ The pharmacy, morrisons, free car park, good community spirit./ what is there to be liked/ Broadfield Barton is no worse and no better than the other shopping parades in the town. The large free car parking tends to bring more people to Broadfield and its well known stores. / nice place to live and do business./ people are friendly/ the only thing we like about Broadfield is the love country pub/ good facilities such as shopping area and library/

**What do you dislike about Broadfield?** People drink alcohol in Barton kids ride bike in shoppig area. as shopkeeper it is difficult to do business in area./ the empty shops the, parade is a meeting place for the worst elements of the population, other people don't hang about them/ the pub, anti social behaviour around the barton./ nothing./ I cannot think of any./ trollys keep going missing/ the drugs and the alcoholics with their drinks/ too much crime/

**What suggestions for improvement do you have?** Good and quick response from the police needed priority for Broadfield from police./ remove canopy, it makes everything darker, leaks like a sieve at most joints when it rains and if the wind blows rain and snow under some of it. If it wasn't there the video cameras would work better. Move all seating to the area where the foot bridge is situated two main advantages there, move the drunks and discourage ballplayers who currently use this area./ rubbish collection from the back and front of the shops to be increased. Recycling facilities for shops/ the council could spend more time sweeping and keeping the parade clean during the day, also keeping the hedges etc trimmed on the car park./ improve parking for local people./ people should be prosecuted if seen outside of morrisons with a trolley/ close down the drug centre and move somewhere more appropriate/ more police officers, especially after dark for youngsters should be available/

**Any other comments?** We can make Broadfield the best place to live and do business in Crawley/ the parking in Broadfield is diabolical, often the delivery lorries cant get by because of the parked cars. The wardens caution occasionally but it makes no different. We need to park there for a variety of reasons but commuters are stopping people from doing the shopping./ unfortunately, Broadfield has been given the wrong image and has been tarnished for years, the police have done their job but cleaning up the drug dealing will help.

### **(ii) On Line Questionnaires**

**What do you like about Broadfield:** most people are friendly. We have our own library, shops are great and parking is free. Schools are pretty good as well, my daughter went to Broadfield East and did very well there. / stadium, ckose to k2,the greenery./ We have nearly every possible facility required in life. / the selection of shops. / It's lively there's always something going on. Most of the residents are nice. It's close to the A23, M23. It's easy to

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get out into the countryside from here. / It has access to many parks and green areas, it is very green with many old trees maintained. The shops are a good range and the community centre has lots going on. People look out for each other. Easy access to leisure facilities. / nothing / I like about Broadfield there are close shops, so when there is bad weather you can just walk there instead of going on to slippery roads. And for the boys there is a stadium so they could practice football, rugby etc.../ Proximity and choice/range of shops. The library. Regular and direct bus services into town. Closeness to K2, Tilgate, Broadfield Park, etc. Plenty of green spaces. Good community./ Proximity to Broadfield Stadium/Buchan Park / Generally friendly people, a branch library, access to countryside/ Good bus service and close to good local shops. The home that I live in is of a decent standard./ Sense of community, facilities, proximity to K2, football stadium, library and motorway, good bus links./ Vibrantly multicultural. Independent shops on the parade. Well served by Metrobus. Plenty of green spaces in Broadfield and nearby. Creasy's drive adventure playground, the 3G pitch and Broadfield Community Centre are all good facilities./ The shops at the Parade/ Location, nice spacious roads, grass verges nice trees, open spaces, lots of public footpaths, close to K2 and tillgate park. Broadfield park./ trees, streams /

**What do you dislike about Broadfield?** No road signs or good guiding to services including schools and library. Roads were not well maintained after the snow, especially on Woodman's Hill which seems strange as the school is there! / vandalism, children and teenagers misbehaving. / 1) bus stop at the barton 2) the overflow of chairs and tables blocking the entrance to morrison's and walkway. 3) parking at the tyre garage and shop, invades the paths. 4) pelham drive : adjoining road between to estates, with 2 bus stops, cars overtaking the buses, leads to a death trap for pedestrians, Seymour road parking at school drop off and collection times, also a hazard for pedestrians, Broadwood rise on fridays . the traffic volume increases and parking is hazardous , the traffic is for the mosque and on many occasions overflows not the mini roundabout but on the main roundabout connecting the 4 roads./ the groups of people that hang around together. Some residents don't have enough respect for themselves, their homes or their neighbourhood. Dumping Rubbish in the alleys behind the courts. Playground areas near to the courts need sprucing up and some new activities. I'm getting fed up with picking up other people's litter. / Poor condition of the shopping parade. Its reputation (undeserved) / everything/ I don't like about Broadfield, there are lots of alcoholics where the shops are, What isn't a good place for kids to grow up in, because they would more likely think its cool and do it themselves. There are a lot of loud people who walk around with beer cans when that isn't even aloud to be drinking in public places. There are lots of horrible rude chavvy people who think they own the place, you can't walk over there feeling safe./ Litter. Young children lacking parental control, them being out late and creating noise. Noise from travellers in early hours (1am-3am) of morning created by Fastway bus service./ Poor bus service on Sundays/ Bank Holidays. Outdated Canopies at Broadfield Barton/ Imperial Public House & on street drinking. /Adaction centre being on neighbourhood shopping parade/ too many outlets for the sale of alcohol/ space taken up by al fresco diners at café/ all the litter and people shouting/ Council neglect of housing & green areas. Broadfield seems to get less public money than other, more affluent parts of town, like Pound Hill & Maidenbower. It can also feel cut off from the rest of Crawley. Needs a decent pub./ Teenagers and young men hanging around the local shops with nothing to do...its intimidating. Antisocial behaviour on occasions. The amount of litter that accumulates outside people's houses. Some walkways are badly lit by streetlights./ The Barton is run down and needs to be brought up to date. Not enough police in the area./ Its reputation which, in my opinion, is large unwarranted. There are areas where the housing and garages look uncared for. Open spaces and shrub beds are poorly maintained by the Council./ Tollgate Hill when it snows, the gangs of teenagers/ The Barton, all the social housing, gangs of kids, all the alcohol and drugs on the streets. All

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the private housing land that is not looked after and the council can't do anything about, broken down Walls ect. No direct road link in to town, have to drive a 2 mile round trip just to get to the football roundabout. The Barton looks like a concrete jungle. No colour or any class. Even the broadfield mosaic looks rough, cheap and old fashion./ youths hanging about at shops, litter although this has improved/

**Do you have any suggestions for improvement?** More road signs and guiding. Better maintained roads. / youth programme to keep them off the streets. parents need to be more responsible for their children. / Remove the old bus stop wooden seating and wall.. its invasive, encourages alcoholics and smokers from the pub to congregate. This is an awful impression for all who enter broadfield via public services, reduce the amount of tables and chairs for the cafe, this too is invasive to all public use of freeway to walk.and another place for congregation. tyre garage and shop , should use only the allocated parking available to them, rather than over hang the pathways to once again reduce freewalk way to pedestrians, Pelham drive, zebra crossing or traffic lights.. or move the bus stops to allow necessary vision for all motorist and pedestrians. Seymour road, bollards as non parking zones or inverted curbs like tilgate as the current no parking zones are repeatedly ignored and hazardous for the children and parents.. Broadwood rise, request help from the mosque to support volume of traffic, le not 1 person per car, encourage a system to give others a lift.. higher curbs to refrain from parking on the edge, yellow lines to help keep the only pathway free..and no parking between the two roundabouts on encroaching onto the roundabouts, tickets should be issued for such acts.. / move people along from the barton. There have been 'cleanup' Broadfield weekends in the past, with lorries and skips available for all the Rubbish that has been dumped. Some new play equipment in the little parks (or a coat of paint for the ole equipment) More police or community wardens visible. / Litter campaigns. Smarten the shopping area./ level it and start again but this time make sure its not designed like a hoodies haunt / yes they should have police over there, then maybe people wouldnt be so rude and walk around at 2pm getting drunk and making people worried something might happen./ Increase litter picking, provide more bins. Educate parents!/ Remove the canopies/ tidy up the whole neighbourhood have a better Police Presence/ you wouldn't like them/ Improve the green spaces, spend money improving the area, perhaps open up the road by the football stadium to give another access into & out of Broadfield/ better lighting particularly in walkways. A litter clean up from the back of peoples houses./ More police at the Barton, more community wardens in residential areas in the evening./ The parade is visually unappealing (like a lot of Crawley). Better lighting, seating and soft landscaping would improve the parade no end. The recycling area is valuable but is always a mess. Something should be done with the vacant NHS building./ More police presence/ Removal of the canopy roof at the Barton. Council to buy the Barton, so improvement will be made easier in the future. Removal of the drug clinic, this needs to be in the town centre! More trees to be planted at the Barton. The three maga roundabouts to have different identities, more flowers and trees to be planted within, or around the edge. The fast way road at the stadium to be open in the evenings or just to residents of broadfield. Even if it was one way towards town this would release traffic at the roundabout before the garden centre.

**Do you feel safe when visiting Broadfield Barton shopping parade?** Sometimes. / Sometimes / sometimes / sometimes/ sometimes / always/ never / sometimes/ Always/ sometimes / sometimes/ always/ never/ never / always / always / never / sometimes/ never/ sometimes/ [sometimes 10 – always – 3 never - 5]

**Please give details** I don't go down there at night, never after 6pm. Wish you hadnt put

community and sports together under one heading, community is more important than sports facilities locally! // i feel fine entering from the car park, but walking via the bus stop end is concerning, always too many people congregation that aren't waiting for the buses, this area needs a complete overhaul to accommodate 2 bus loads NO10 and 1 use one bay the No 20 use another, but one bus stop to accommodate maybe 5 people.. / after around 6pm I don't like going down there. There is always groups of people hanging around. its very intimidating./ The end of the parade where the pub is feels like a 'nogo' area in the evenings. / I don't visit the Parade at times when others may feel unsafe. The policing is high profile, which must help./ too many typical social housing reprobates there / I get scared that someone might take my bag, or anyone could get hurt./ Usually visit during day time hours, occasionally early evening./ Can be intimidating when numbers of youths congregate/ should read mostly, but sometimes when there are a lot of men about and they get angry, especially if they are drinking and teens riding about like crazy on bikes, swearing and shouting, those are the things that make me feel less secure./ 'problems' at Broadfield Barton are much exaggerated./ Too many young people hanging around doing nothing./ Although there are some undesirables who frequent the Barton, I have never felt threatened or intimidated./ In over 10 years of living in Broadfield, I have never felt unsafe visiting the Barton at any time of day or night./ I feel safe during the day although it can be intimidating when groups are drinking alcohol and being very loud but not late evening/night time when it gets dark would never go there on my own at this time/ The area is always full of rough people, gangs of young jobs looking for things to do. The area doesn't give any inspiring inspiration./ Once a man who was under influence of drugs was screaming and shouting and the young people who work at Morrisons had to chase him out of store themselves

### **(iii) Young persons questionnaire (44 respondents)**

#### **Likes**

live there, ok, Like it, fun park, alright its ok, good k2, escape, playground, tiger football stadium  
people that live there stadium scouts, adventure playground, K2 BF youth, youth clubs youth centres, 3G tiger, the shops, easy to get to places, friends and club, loads of people live there, loads of different shops, close community, everyone knows everyone, everyone we know lives there, they got lots of shops, Tiger stadium, good schools, the play centre, Tiger stadium

#### **Dislikes**

dirty horrible, quite messy, not enough places to play, boring, not exciting, not very good, disgusting and horrible, mess, not a lot to do, boring and not enough facilities, run down with litter and drugs, needs improvement, rough, ugly dumphole, not exciting, ghetto dealers, too many hills

#### **Ideas for improvements**

more sport facilities, more youth clubs, more stateparks, skate parks, youth clubs and activities, more grown up things to do, more youth places, flatten it, shops cleaner, better parks, better stuff everything new shops and parks, improve parks and shops, cleaner, more parks, no drunks, more bins etc, more youth centres, more youth clubs more facilities shops doctors

### **Other questions asked**

#### **How good do you think the play areas are in Broadfield – Rathlin Road and Creasy's Drive**

Bad: 16 – ok:5 – Great: 18 – Seymour primary school 5-11 year olds 15/7/2011

### Feedback on safety questions

#### Children and Family Centre (6.07.2011)

Do you always feel safe on the Barton Shopping Parade? (no coding)

Never: 1, Sometimes: 3 not safe at night and police presence is good but makes you wonder what is going on, feel unsafe at night but during the day I feel very safe, feel bit unsafe due to people hanging around outside the pub, feel safe during the day but do see groups with beercans would not go on my own in the evening, people hanging about, gangs of people feel intimidated. Always: most of the time feel safe nothing ever happened to me when I have been to the shops, feel safe with my husband. [never -1. Sometimes -4. Always - 5]

#### Balmoral Centre Do you always feel safe on the Barton Shopping Parade? 20.07.2011 –

Never: 0 Sometimes : 3, shopping parade don't usually go there (BA01), Jean doesn't feel safe and has to have someone to go with her (BA03) Always: 3

#### How safe do you feel on Barton (Julie and Viv and church mother and toddler group BYCC centre)

Daytime not safe: 2 Safe: 1 – Evening Not safe: 3 Safe:0

#### Creasy's Adventure Playground 28.07.2011

How safe do you feel in Broadfield after nightfall?

Very safe: 1 (mc05) enjoy it. Quite Safe: 5 (CD01) why because it is scary at night time and when it gets dark, (MC02) road safety is good, (mc06) quite safe except Barton, (cd02), Bad dreams, sometimes I feel someone will come and kill me, (A201) not very safe. Very Unsafe: I don't take the risk (TM3), (AB01) I feel very unsafe that's why I don't go out at night, (mc03), (be01) some of the people, (fg01) don't go out. [very safe -2 quite safe – 5 very unsafe -4]

#### Do you always feel safe on the Barton? Wednesday coffee shop social hall BYCC (6.07.2011)

Never: 5 Sometimes: 10 Always: 9 (no coding, just crosses)

#### How safe do you feel in Broadfield during the day – Swallows 14.07.2011

Not safe: 1 Sometimes Safe: 3 Safe: 18 (no coding, just crosses)

#### How safe do you feel in Broadfield during the day – Swallows 14.07.2011

Not safe: 15 Sometimes Safe: 3 Safe: 3 (no coding, just crosses)

#### Safety on the Barton 11.07.2011 café

Never: 19.20.21.11.9.7.8 – x7

Sometimes: 10.14.15.4.17.12 – x7

Always 6.13.3.18.16.1.5 –x7

*Broadfield Neighbourhood Audit, Feedback Report on the community engagement process, Communitask Consultants, January 2012*

How do you rate your health?

Poor: 19.20.21.5.10 –x5

Average: 12.3.17.13.1.17-x6

Very Good: 2.8.7.18.15.9.11.6.4.14-x10

Do you always feel safe on the Barton shopping parade? (8.7.11) BF Teddies

Never: (BCC7) always alcoholics or fights for myself but always have a child with me and don't want them seeing it. Sometimes (BCC2) dogs are off the leads and dangerous, drug addicts and alcoholics hanging around the shops. (BCC4) dogs should always be on the leads. (BCC6) police need to be at shops all day even just show there around. (CC7) police not there all the time people know when they are there and wait till they have gone to do stuff. Always: (BCC3) in the daytime is fine police there helps. Nights it's a bit more intimidating kids drinking on the benches. [never – 1 sometimes 2 always 2]

How safe do you feel in Broadfield after nightfall?

Very safe: 0

Quite safe: 3 (B9, L7,L3)

Very unsafe: 4 (L6 would not go at all at night, L2,L8, n/a)

**Feedback on Health questions**

How would you rate your health? Morrisons 16.07.2011

Poor: 2 - OK: 8 – Very Good: 10

How would you rate your health generally? Wednesday coffee shop social hall BYCC 6.7.2011

Poor: 6 Average: 4 Good: 6 Very Good 7.

How would you rate your health generally? BF Teddies 8.7.2011

Poor: 0 Average: 2 (BCC2) smoking tried quitting but not working well. Very Good: 2 (BCC3) just quit smoking had a hip replacement need to start going to the gym but need time if dance classes were in Broadfield I would go.

How would you rate the health services in Broadfield and why? Buchinham 29.7.2011

Doctors – Good 0 Ok 1 (bc03) little contact but ok. Bad 0

Dentist – Good 1 they are good as they deliver the prescriptions ok 0 bad 0

Pharmacy – Good 1 (bc02) pharmacy are ok

How would you rate the following health services ? (Atlee Crips 5/8)

Doctors: 7 poor – receptionists are not helpful don't speak with respect, one lady cancer patient asked for treatment and told to go to doctors but no respect due to the fact that she could not get there, you cannot get an appointment and have to wait too long, by the time the appointment comes you are better, waiting list is too long, no confidence in terms of helping, hospital and doctors don't speak to each other, no confidence in doctors they do not listen to you or take you seriously, not enough doctors and need different genders. Average: 1 not open weekends or evenings or out of hours. Good: 5 not had any problems they went out of their way to help. Nothing wrong with them - excellent, nurses are brilliant.

Dentist: 1 Poor, access up steps not accessible and the opticians is the same stair lift does not work. Average: walking dentist would be an improvement. Good: 9 nothing wrong, easy to get an appointment and convenient, very polite.

Pharmacy: Poor 0 Average:0 Good: very friendly and polite, delivery of tablets to neighbourhood, very good.

### **Untitled comments**

Drugs sold etc, chemist, clean paving and clean drainage, escape and youth more times, cctv in use less, more cctv in parks, less police at shop at night, clean of Broadfield shops, police patrols in Raflin, police driving round Broadfield instead of them being at shop, new shops to replace old less popular ones, more shelters and benches in park and social areas / fields. More talks and advice on alcohol, drugs and life, new shelters at the shop, more bin men, less tax on products, new toilets, more police in the day, PCSO Ashleigh back in Broadfield, police looking around the woods, social services need to help more, escape (love heart image) escape youth more than one time a week.

Plus: Escape youth centres, shopping facilities, fast food, Chinese fish and chips, kebabs, new doctors, good transport (buses), people who have lived in Broadfield a long time know each other and stick together, diverse mixed cultures, police notice crime quickly.

Minus: Violence, drugs, underage drinking, the schools are bad (discipline), Pub, crime vandalism, police harass young people in holidays, higher car insurance so known for car theft, addiction centre at the shops in blind spot for cameras, people outside BF don't feel safe (territorial), has a strong stereotype, violence, alcohol, young mums, drugs, police immediately think that a young lad in a tracksuit is up to something criminal, not enough sport facilities.

Improvements: Turn old medical centre into bigger youth centre, in the youth centre could be groups like young mum and baby group, help young people say no to drugs, sexual advice for young people who don't have anyone to talk to, help for young people in abusive situations, needs a better image, make more sport facilities for young people to make more opportunities for improved lifestyle, rather than have separate facilities for each culture have things for everyone, make addiction elsewhere.

### **How aware are you of the Broadfield Children and Family Centre and services it offers? (08/07/2011)**

Not aware: cc4b family centre is in the old doctors surgery would be a perfect venue for a family centre, BCC6 needs more group for ages 0-5, BCC1 sessions access age groups from 0-5 need more as not for all groups. Have heard of it: BCC4 staff at centre are brilliant. Very Aware: BCC3 very welcoming (x5).

## **Appendix ii, PA Course Programme**

### **PA Training, Day 1, Outline**

#### **-Welcome**

Introductions by standing on an imaginary map of Britain, find your favourite place.

#### **-Aims and Objectives of the training**

#### **-The PA Handbook**

#### **-Introduction to the Project**

- Background, context (neighbourhood management process etc) Presentation from local authority

#### **-Hopes for the Project**

Find partner and interview them

#### **-Listening Skills exercise**

**-H diagram:** Use method to explore the pros and cons of public meetings, and questionnaires, as a form of consultation.

#### **-What is PA?**

-history (different names: PLA/PRA), principles, processes, tools

#### **The ladder of participation (Arnstein, Wilcox etc)**

**PA Roles;** Scribe, Facilitator, anti-saboteur

**Case study,** DVD of South Tyneside

**Discussion, questions and answers**

### **PA Training, Day 2, Outline**

- Review - What did we do on day one
- Introduction to day 2-**Tools of PA**

**Time-line** about Broadfield

What are the positives and negatives when charting the history of the area? Include economic, social, community and cultural trend lines-also map levels of neighbourliness over the years

#### **Mapping**

#### **Force-field diagrams**

**H-forms** of likes/dislikes and changes for Broadfield

**Appreciation lines**

**Coding and clustering**

- Explain about basic coding
- Participants practice coding
- Feedback on key issues

**Prioritisation/Voting**

**Cause and effect diagrams**

**Plan for Day 3**

## **Appendix 3**

### Members of the Research Team

Louise Weekes - Resident  
Mary Constable - Resident  
Brian Tulley - Resident  
Margaret Bristow - Resident  
Dean Oakley - Resident  
Raquel Kelvie - Resident  
Jahobi Maher - Young Person/Resident  
Nadine Smith - Young Person/Resident  
Stephen Pearson - West Sussex Youth Support and Development Service  
John Dale - Community Development, Crawley Borough Council  
Edlira Alku – Citizens Advice Bureau  
Julie Skinner - Broadfield Youth and Community Centre  
Viv Evans - Broadfield Christian Fellowship