

Eastbourne Community Strategy
Consultation 2002 - Focus Group Report



EASTBOURNE STRATEGIC PARTNERSHIP

COMMUNITY STRATEGY 2003-2008

CONSULTATION REPORT FOCUS GROUPS

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EASTBOURNE STRATEGIC PARTNERSHIP (ESP)

Part I of the Local Government Act 2000 places on principal local authorities a duty to prepare 'community strategies', for promoting or improving the economic, social and environmental well-being of their areas, and contributing to the achievement of sustainable development in the UK. Eastbourne Borough Council and a group of partners have decided that this is best achieved by working together to provide a Community Strategy for Eastbourne. The Community Strategy will be founded on the needs and aspirations of the community. It will address the economic, social and environmental well-being and health inequalities of the Eastbourne community. The ESP has a core group of public, voluntary and private sector partners all committed to working together to make Eastbourne a better place to work and live. It is intended to expand the group and involve the whole community not only by listening to their views when developing the Community Strategy but also by seeking a direct contribution to delivering the Strategy.

Current members of the ESP Core Group are:

Eastbourne Borough Council	East Sussex County Council
Sussex Police	East Sussex Learning Partnership
Eastbourne Downs PCT	Eastbourne Housing Partnership
Eastbourne Chamber of Commerce	Eastbourne Association of Voluntary Services
Eastbourne Environmental Partnership	
Eastbourne Reborn	

The ESP Core Group will oversee the work of the entire Partnership in developing Eastbourne's Community Strategy. The Partnership has identified six key priority areas on which to focus, and different partners and partnerships that have existing related strategies will work together in each area. The aim is for the Community Strategy to unify the efforts and strategies of all partners.

The role of the community in respect of both the Strategic Partnership and the Community Strategy is paramount and any future Partnership structure will reflect the ongoing participation of the community. For this reason groups were asked whether they felt that a regular Citizens Panel would be a good way forward in the future.

Partners had previously undertaken large amounts of consultation to inform existing strategies. The ESP commissioned 9 randomly selected ward based focus groups and one focus group with black and minority ethnic residents, to concentrate on the undeveloped themes of the environment, inclusive community and regeneration.

The Focus groups were organised and facilitated from within Strategic Development at Eastbourne Borough Council during October 2002. Questions were standard across all groups. A separate headline summary document is also available.

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Specific targeted consultation was also carried out – young people, older people, disabled people, the business community, gay lesbian & bisexual community, and tenants and residents groups. A separate targeted consultation report is available.

All responses have been grouped together under the six priority headings identified for the Community Strategy. The overarching aims for each of the priority areas are listed below:

Environment

To create a town that's good to live in by protecting the environment and encouraging the use of sustainable resources

Inclusive Community

To enable all individuals in Eastbourne to participate effectively in economic, social, political and cultural life

Learning and Skills

To support and stimulate lifelong learning to enable the residents of Eastbourne, including our children and young people, to maximise their potential and pursue personal development and fulfilment

Regeneration and Economy

To create an economically prosperous town that encourages investment, supports business development and enables local people to achieve their full potential

Crime and Disorder

To reduce crime, disorder and the fear of crime in Eastbourne

Health and Social Care

To improve health, well being and social care of the people of Eastbourne, reduce inequalities in health and create a modern health service designed around local people's needs

Thanks are due to all those partner organisations who helped with this enormous consultation exercise: Age Concern Eastbourne, Eastbourne Seniors Club, Open Door, Ratton School, Eastbourne Technology College, Terrance Higgins Trust, Eastbourne Chamber of Commerce, Eastbourne Hotels Association, East Sussex Disability Association, The Hearing Resource Centre, Eastbourne Access Group, EAVS Forum for Older People. With special thanks to Stuart Russell, Jenny Pelling, Mike Wood and all those members of the Eastbourne community who responded to the invitation to participate.

Barbara Pratt
Strategic Development Officer (Acting)
Eastbourne Borough Council
February 2003

Louisa de Prey
Consultation Officer
Eastbourne Borough Council

**BLACK AND MINORITY ETHNIC COMMUNITY
28th OCTOBER 2002**

Present:

1 Female	Bangladeshi	39	1 Female Chinese Interpreter
1 Male	Bengali	27	
1 Female	Chinese	76	
1 Female	Iranian	32	
1 Female	Mauritian	43	
1 Male	Chinese	69	
1 Male	Iranian		

ENVIRONMENT

Good things about the town were mentioned fourteen times

"I live in Old Town and it's very nice. I never had, you know, any problems with my neighbours or ...it's so different. Seven years I've been in Old Town area. Very different." – *female*

"There are lots of nice parks in our area, so there's no problem with children now. It seems very clean and nice. I can't think of anything, it's perfect for us." – *female*

'I like Eastbourne very much because we've got the seafront' *female*

Need to maintain play areas was mentioned once

'they need to be maintained, because you always get things that start off perfect, lots of people use it and then gradually they get neglected. Just keep an eye on the facilities then the local area can take pride in what they've got' *male*

Uneven pavements were mentioned once

'somebody fell off and broke an ankle. My husbands friends grandma fell off and she was in hospital for a few weeks...in the town centre' *female*

Parking problems were mentioned three times specifically in relation to the Melbourne Road area

'Mr *** lives in Melbourne Road, its quite near the town centre, except he lives next to the school. There's no double yellow parking line, there's a lot of cars picking up children there, they block the whole road at certain times so no cars can go in and out' *female interpreter*

Problems with buses were mentioned once

'I don't drive and buses they not usually on time, especially when you want to go to places like Polegate' *female*

The need to maintain green spaces was mentioned once

'you look at the new by pass and the houses that have grown up, eventually you'll run out of green spaces. I suppose there may be an awareness that we can only

have so many people in the town before you lose the idea that Eastbourne's a nice kind of town with lots of spaces for people to play in, lots of nice seaside' *male*

Bad effects of dog poo in the town was mentioned three times

'there is a lot of dog poo on the roads' *male*

The importance of recycling was mentioned four times

'recycling would probably be quite important...England as a whole is pretty poor for recycling things' *male*

'In Seaside there is glasses...but people just put it in the bin & they don't bother to go & put that in the bottle bank' *female*

INCLUSIVE COMMUNITY

Lack of facilities for children and young people was mentioned four times

'things like a play area - a basketball court, it just needs 30 metres by 30 metres of concrete, two hoops at either end...they love skateboards, which again doesn't take much' *male*

'and just a field for them to kick a ball about..because I'm sure they don't enjoy standing on a street corner' *male*

'Eastbourne needs more places for the younger generation...so they can spend their time better...like playing tennis or this sort of thing' *male*

Importance of catering for young people in the future was mentioned once

'in the next ten to twenty years the town will have to think of ways of dealing with catering for a lot of young people. Making sure that there are things to keep the young teenagers involved and happy' *male*

Language barrier as an important aspect to accessing services and participation in the community was mentioned nine times

'the language barrier is something that needs maybe a little bit of support..the ideas are there it's just accessing services is difficult' *male*

'once that language barrier's overcome then things can be a lot more smoother' *male*

'language problems, they cannot contribute..it's the communication, they would like to but they can't' *female*

'it's the language that is intimidating....there's a language problem and it's confidence as well' *female interpreter*

'also difficult for ethnic people to get jobs, unless they have their own business, because of language problems' *female*

'One of the downsides is the language barrier, because if you work with people who only speak your language you're not integrating into the wider community' *male*

'Which is what we have in the Bangladeshi culture. Lots of people work around the restaurants and the kind of catering trade, but maybe one or two people in there will communicate with the public, whereas everyone else will just be speaking their native tongue' *male*

Developing language and interpretation services was mentioned three times

'maybe in community centres there could be one day where you can say we will have facilities available to provide interpreters...if you have any specific queries come along on this day & then we can help you - with a form, with an education problem, with an issue from your doctor. Maybe that's something that could be delivered essentially through the Council' *male*

'at the moment its being done through voluntary organisations and they do a very good job, but maybe if it was formalised more you'd get more people accessing different things' *male*

High Council Tax was mentioned twice

'they are both retired, he and his wife and they said the Council Tax is very high....which they cannot afford' *female interpreter*

Problems caused by mobile population in creating neighbour relations was mentioned once

'because we live in the town centre it's slightly more difficult...there aren't many families there...people come and go quite quickly so we don't really get a chance to know them. The town centre just has a kind of transitory feel about it because there's so many people going in and out' *male*

Declining discrimination was mentioned once

'they said in the past they've been discriminates. It's a common thing..walk out in the street and people just say ching chong to you all the time.....now the Chinese community is getting closer. The atmosphere is changing now - people are supporting each other' *female interpreter*

The need for a centre for ethnic people was mentioned three times

'They are concerned about a centre for ethnic people, for old people if that's possible, because there's quite a lot of old people in Eastbourne...they find it difficult just to walk in...it would be nice to have a centre or somewhere they can get together' *female*

'I'm thinking of my mother who is a lot older & quite unwell. I think she would benefit from having just people around she could speak to for sort of culture. Its difficult for her to get about on her own, so it might be nice just to be able to sit and have a cup of tea & just talk about old times' *male*

LEARNING and SKILLS

Importance of publicising language lessons was mentioned twice

'more English lessons is a really good way forward...I know they're free for non English language speakers, but publicising that because some people may think that they have to pay' *male*

'English language lessons, just keep investing in those because the more you give people a chance to speak for themselves the more they'll be grateful' *male*

The necessity for having conversion courses was mentioned three times

"There are quite a lot of nurses who are qualified in their own countries but when they come in here... they say in hospital they shouting for help, they need nurses, but ... they need a core adaptation training course but at the moment the NHS is not providing it." – *female*

"They have a pilot course in Hastings but not in Eastbourne. There are a lot of nurses in Eastbourne who come from other countries but cannot become nurses because they had to go to a course core adaptation class. And the Eastbourne Hospital did not providing it. So they're stuck in there. So there's lots of nurses cannot get what they want, and they keep shouting." - *female*

REGENERATION & ECONOMY

Run down properties were mentioned once

"But really on of the points about living just in the Seaside Area there are few kind of houses and shops that probably need a bit more investment, bit of regeneration. Some of the boarded up shops could do with, you know, just being filled so they're not left to neglect." - *male*

Difficulties in finding a job without UK qualifications or experience was mentioned eleven times

'I think finding a job is difficult here in Eastbourne. For myself I used to work as a nurse back in Iran, but I tried so hard to find a job in a hospital, but I couldn't. So I gave up. I think finding a job is difficult here' *female*

'he feels the same because he doesn't know enough about the law here he likes to have his own business but he finds it difficult' *female interpreter for male*

'I couldn't do anything with my qualifications...not recognised in this country' *female*

'they need a core adaptation training course, but at the moment the NHS is not providing it' *female*

'so we have a gap. The nurses want to be nurses but they're not allowed' *female*

'jobs for unskilled workers, because they may come over...they may not have gone through the education system so won't have any qualifications, but they'll still need work and still need to support their families' *male*

Lack of jobs for local people was mentioned seven times

'I think most of the people that graduate in Eastbourne look to get jobs elsewhere...we've got lots of friends and family that have gone to university and they don't normally stay in Eastbourne because there aren't any jobs' *male*

CRIME AND DISORDER

Bad affects of drugs on the town was mentioned four times

'it's a nightmare with all the druggies and everything. There's too many drugs, too many fights. It's impossible to deal with' *female*

'because I run a shop...the druggie come into my shop with still a syringe in their hand' *female*

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'Seaside is becoming very bad area now, that's the problem' *female*
'it's a drug problem there. Mainly every corner there's drug dealing' *female*

Vandalism was mentioned three times

'I used to have a problem before, windows broken, something like that' *female*
'Our car, a window was broken as well' *female*

Burglary was mentioned five times

'*** has been living in Eastbourne for 36 years. She has been burgled in four different places...Old Town two or three times. Seaside she has been burgled, Langney the car's been stolen and all the Christmas presents. Now she's living in Willingdon Trees she's only been burgled once' *female interpreter*

Fear of crime was mentioned three times

'*** lives quite near to the council flats ...she experiences quite a few rough things happening...kids or whoever burn the cars & they're just worried down there'
female interpreter

'especially the Seaside area because Langney and Pevensey Road its very bad area there. I'm scared to walk out' *female*

'I don't go out myself at night...I don't think it's safe' *female*

Lack of diversionary activities for children were mentioned seven times

'there is children playing around because they don't have any playground or youth club or something like that. If there was more of these youth clubs today they wouldn't be outside. If there is more play thing for children they wouldn't be on the street' *female*

'all of the trouble that apparently comes in Shinewater...and then you look at it and you think, where is there for the children to go. They gather outside the little shop because there isn't anywhere' *male*

Adaptation that would help against vandalism

'fire in the bins in Seaside. They take the bin in the street and remove it, put it in the middle of the street. They should be fixed, but they are not, they are movable. They just move it and they just take matches and put fire, *female*

Lack of visible policing was mentioned four times

'more policemen on the street...you'll feel more secure' *female*

'policemen here or there, you feel more secure. You don't have to be all the time holding your handbag' *female*

'you feel better when you see policemen around' *female*

HEALTH AND SOCIAL CARE

The need for interpreters was mentioned three times

'when she went to see a doctor she needs interpretation, they don't have interpretation. She used to see a Chinese doctor ...but he retired. There was no

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replacement, they replaced him with an English person, so she's totally stuck now, she's nobody to go to to speak the language and who will help her' *female interpreter*

'It would be nice if the GP can provide interpreters. They used to, but they don't do it anymore' *female*

'her concern is that whether it will be a bit too much to ask for a Chinese doctor. Or somebody she can call, ask for help and they will come and help her' *female interpreter*

The need for training in parental skills was mentioned five times

'should be invested more money and time on schools or on parenting' *female*

'educate the parents how to look after the children....anybody can have children but there's no lessons, nothing, no courses about how to look after children' *female*

Difficulty in making appointments and waiting times was mentioned three times

'perhaps to see a doctor soon rather than waiting a week or two weeks if you make an appointment. Not waiting five or six months too see hospital' *female*

'about two years I am waiting for my operation and I am getting worse, worse all the time' *female*

Citizens Panel

All seven people thought that a Citizens Panel was a good idea.

LANGNEY WARD
4TH OCTOBER 2002

1 Female	35-45	1 female 26-35 DID NOT ARRIVE
1 Female	46-55	
1 Male	56-65	

ENVIRONMENT

Good things about the area were mentioned seven times

'I think Shinewater's got a very bad name, it's got a very bad reputation. And yet I have to say, having lived here for eleven years I can't say I've ever actually experienced it. I'm quite happy to say I live in Shinewater' *Female*

'You've got the space, and so long as you keep the space and you keep the areas of green. the bit down at Shinewater where it's all marshy, and in summer it's very pleasant to walk across. When you get just solid rows of identical back to back houses, whether they're very modern or very old, it doesn't make much odds, they tend to deteriorate a bit' *Male*

'I'm very delighted that they've got this new park over in Shinewater because I can walk to work and it is absolutely wonderful to walk over there and see the wildlife' *Female*

Good things about the area compared to other areas were mentioned three times

'I suppose you expect it in the town, but I lived in Seaside, so you expect the drunks at midnight going along the road breaking all the windows. You get so used to it you don't even hear it. It's much quieter for me, I think it's sort of nice and quiet and peaceful. You get the odd skirmish, but not very much, in comparison. The people that live there say it's getting worse. You know, I think it's quite quiet where we are, but people around me think it's getting worse' *Female*

'I've lived here for two years and before that I lived in the east end of London, so this is quiet, and we have no problems' *Male*

Mixed messages were given about the bus service, which was mentioned three times

Some improvement seen

'They've improved the buses a bit more recently, you know, I've noticed a few buses going around than before' *Male*

Improvement needed

'I think the bus service should be improved'

Planning and design

The detrimental effect that planning can have on neighbour relations was mentioned twice

'but I think the design of the road is such they've done it to give you privacy, they've actually then excluded any contact' *Female*

'So actually front doors are opposing, you don't actually ever see anybody. You get in your car and off you go, and they get in their car, and you never see them'
Female

The lack of service inclusion in planning decisions was mentioned six times

'I've only lived here a couple of years, but it is quite amazing just going down Sovereign Centre, along that part of the seaside towards Pevensey; it's quite appalling, it's quite incredible the number of houses that have been built in the last couple of years, you know, with no services. I think if there is going to be development of places, much greater emphasis should be put in to the plans to make sure that they have got proper facilities for medical centres, and surgeries, dentists'
Male

'If you build new houses then the planning permission should incorporate some degree of local facility, not just so many thousand houses'
Female

There was total agreement on the poor physical access to the town

'All the factories moved out because of the access. Again there isn't any access to Eastbourne, not directly'
Female

'It's very very poor roads in and out, which is why we lost all the industry we had' 'Hodgkiss and Cold Flow and all those, they all moved out because of the access. So to encourage them back in you need to get the way in sorted out first. And Eastbourne's not very well signposted out and around'
Female

How an improved rail service will affect other areas of the town was mentioned twice

'They talked about improving the train service to London, and I think we're going to get two trains an hour, which is good for Eastbourne but bad for Hamden Park'
Male

'Hamden Park, I don't know if you know, has got the busiest railway crossing in Europe. For forty minutes out of every hour it's closed. And now we're having two more trains it will be closed for fifty minutes out of every hour'
Female

Recent improvements to local roads, Jubilee Way, were mentioned four times

'Jubilee Way. Has improved. certainly traffic on Friday Street has improved quite dramatically'
Male

'I have to go across it to get to work and it is horrendous now. Just what has happened is the traffic has moved from one to area to another area. But it is better 'cos there's more access directly off the A22, you can come straight down through and in to the town from Brighton'
Female

The introduction of a Park and Ride was mentioned once

'I've often wondered why they haven't say got like a park and ride system, like they have in Brighton. I'm sure that would improve the town centre, the congestion in the town centre, make it more pleasurable to shop. And I would think both sides of the town there is actually land that can be used'
Male

Everyone agreed that there was too much rubbish in the town

'the town centre is an absolute eyesore with rubbish' *Female*
'wheelie bins would be an improvement' *Female*

INCLUSIVE COMMUNITY

Lack of any facilities in the evening was mentioned once

'But I'm sure there must be people who are looking for things to do in the evening and there isn't a great deal in Langney generally for them to do. Particularly if you've got children' *Male*

The lack of any community facilities in the area was mentioned five times

'I think the question does the area provide a degree of community works and availability so to keep people living here reasonably happy and content with the area. And I think in certain aspects there could be probably a little bit more emphasis on community activities, or local groups' *Male*

'I think there's nowhere to go, there isn't anywhere really communal to go' *Female*
'somewhere for people to go that is accessible, that is in the heart of the estate.
'Cos everything .. certainly for Shinewater you've got to go out of Shinewater, there's nothing actually in the heart of it' *Female*

Ideas for projects were given four times

'I think a park where they could bring in other things to it; like there can be perhaps bowling' *Female*

'Could be a park like Hamden Park or tea room' *Female*

'I think just a common meeting place .. common meeting place across the ages; whether it's a pub or .. but something that's independent and accessible' *Female*

Associated problems with new ideas were mentioned once

'I think it's a fair comment that a pub is a good social centre. The problem with a pub is that it does tend to attract the drunks and the .. you know, the people who will cause problems from time to time, say on a Friday night or Saturday night' *Male*

Access to community facilities were mentioned once

'it's a good point that as an area it is a bit barren, if you didn't have a car' *Male*

The lack of community spirit in the area were mentioned four times

'I think the one thing that Shinewater lacks is the sense of people belonging. There's no sort of camaraderie if that's the expression, and no sense of community spirit' *Female*

'I don't think Shinewater people actually feel they belong. There's the heart of the community that just isn't there. I mean there is a school, there is a community centre, but there's still .. there isn't, for example, a pub in the centre of it, there's nowhere for people to meet to come together, and I think that's what .. there's no sense of belonging, of ownership to the area, which is why people perhaps abuse it and mess it up' *Female*

Problems with the development of community spirit in the area were mentioned four times

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'There's a very very big variety of age groups, and it will be very very difficult to get them all to come together' *Female*

'I think community spirit, if that's the right word, comes from the people; you can't really impose it from outside' *Male*

'If you've got a bad area it's sometimes a good idea to have .. to create something like a Neighbourhood Watch scheme where you bring in people together and you go out and talk to people and find out how things are' *Male*

Various barriers to community involvement were mentioned. Itemised below:

Time was mentioned four times

'Well at the moment I just don't have the time, and as I say, I don't get back til seven o'clock at night and by that time I don't really feel like going out an awful lot. Also, if there are any meetings or anything during the day that would be impractical' *Male*

'women work, parents work .. they get home, you know, there isn't the time' *Female*

'I think one of the biggest problems is that of time. A lot of people are pressurised for time, and it is an effort to actually get out and do something - whatever that is' *Female*

Money was mentioned once

'I think money is one. I think two, many people have mortgaged their soul and everything else to buy the house and get in to the house, and they don't have the energy and the inclination to move out of it once they've got in to it. And I do think that there is probably a greater pressure on people at work that when they do come home they are so easy to .. just to flop in front of the television and sort of go to sleep rather than get out and do something' *Male*

Tiredness was mentioned once

'They're probably all too tired when they get home from work to do anything' *Female*

The effect of computers and home entertainment were mentioned five times

'Computers basically these days. Kids want to come in, sit down in front of the computer' *Female*

'So the need to play, to create their own entertainment is actually taken away from them' *Female*

The lack of socialising skills was mentioned twice

'I think perhaps we have almost lost the art of socialising' *Female*

'We're losing the ability to socialise' *Female*

The effect of a changing society was mentioned six times

'Lifestyle has changed. I think we are almost harping back to something that probably my mother had that really doesn't exist anymore' *Female*

Lack of motivation was mentioned three times

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'I think most people want to shut their door and forget about everybody else when they get home at night. Not saying it's right, I'd rather they didn't, but I think most people just don't want to get involved these days' *Female*

'I do think we are becoming a nation where we're very single minded, very blinkered as to what we want, where we're going, without a lot of regard for other people' *Female*

'I think it's motivation; you need to find a way of motivating the community to do something, cos they just don't want to know. They go in, they shut their doors' *Female*

The encouragement needed for involvement in projects was mentioned five times

'I think they need to know what they want to be involved in' *Female*

'I think basically first you need to find out what they want' *Female*

'people have got to perceive it as an advantage for them, that it's not too demanding' *Male*

'a social place to go' *Female*

'Build a school café' *Female*

The responsibility for organising projects was mentioned four times. The was general agreement that the organising body should be either official or skilled.

'I think it would have to come from an official body' *Female*

'I think you've also got to have skilled leadership to actually' *Female*

'The trouble with official .. I think the starting point has to, then they've got to back off, because otherwise they become bureaucratic and authoritarian and the people get turned off. It's a very careful balance' *Male*

Benefits of all being involved in development of projects were mentioned five times

'When you have two way involvement things get done rather better and probably no more costly. People are happy at the end of it, rather than having something imposed on them' *Male*

Poor community spirit in Langney as compared to other areas, particularly Hampden Park was mentioned twice

'I actually work in another area of the town, in Hamden Park, where there is .. there is a very big community spirit there, and I see the difference' *Female*

The bad effects of housing allocation and community spirit was mentioned twice

'. I'm talking from personal experience in another area that if you get good modern housing and put the wrong people in that housing they can turn it in to a slum very rapidly' *Male*

'So it isn't all down to the council or it's down to the area, it's very much down to the people and what they feel. If they feel a sense of pride, or interest or whatever you want to call it, then they will look after themselves and their property. If they just sort of feel oh well we'll trash this for a bit of a giggle then the trouble is it brings the whole of the area down, not just themselves' *Female*

Neighbour relations and how they affect daily life was mentioned twice

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'I don't think people want to live in each other's pockets, they want to know that they can talk to the next door neighbour and say hello and they're not going to be getting broken in to all the time' *Male*

'I think we actually support each other. I do think there are occasions .. and there are certainly neighbours I've got that if there was a crisis in the middle of the night you know .. you can guarantee that you could actually go to them and they would help, and I would them' *Female*

The difference in neighbour relations in Langney compared to other areas, particularly Hampden Park was mentioned three times

'But I still have to say, having worked in Hamden Park, there is a difference between the way people react to each other there than they do in Shinewater. And again, whether it's because it's across the age group, because generally speaking in my road we're all of a similar age, we've children of a similar age ..' *Female*

'I think it's better in Hamden Park, I think there is a sense of community there across the ages' *Female*

The development of good neighbour relations & community spirit over time was mentioned six times

'and I think it's building. But then it is a new .. the houses have only been up probably .. I don't know, seventeen/twenty years, and it takes a long time to build a community' *Female*

'when you impose on to an area and say twenty different people all coming in at the same time, that does take a little time for an area to settle down' *Male*

'I think an old established community has been through good times and bad times, and Shinewater hasn't' *Female*

'Shinewater has just sort of appeared and it hasn't really had any major crises to bring people together, or any great joys or relations either to bring people together, and it's just sort of people are co-existing rather than actually living together' *Female*

Spatial effects on the community were mentioned twice

'but if you look at Eastbourne as a whole, and you take the marsh down the middle, you've got an established area on one side and basically a very new establishment on this side' *Male*

'But the railway line has actually become a divide, and where they've built this fantastic parish centre in Stones Cross that cost half a million pound it has actually excluded Shinewater socially. It didn't intend to but it has' *Female*

Ways to improve neighbour relations were given. Itemised below:

Mediation

'If you can't talk to each other, mediation' *Female*

'I suppose some sort of professional help. What you want to avoid is going to court over whatever is causing the problems' *Male*

Look at yourself

'I think you've got to try and .. and also be prepared to look at yourself, and what you do wrong. What do I do to actually irritate next door, and try and look at why'
Female

The lack of affordable housing was mentioned five times

'I think the housing market is actually going up and up and up, and the level of income in the industry that is in Eastbourne is not rising to match the prices' *Female*
'the housing is higher than the actual income that's generated, and young families cannot afford to stay in Eastbourne. They can move to Bexhill and Hastings and buy property twenty/twenty five thousand cheaper and commute in to Eastbourne, but they cannot afford to get on the first level of the housing market because the housing market is actually out of kilter at the moment. It's rising too quick and the industry isn't there to match the salary' *Female*

'Neither is their cheap affordable rented accommodation in Eastbourne. Housing associations can't keep up with the demand of the housing that's needed. And there isn't private rented accommodation that is at the level they can afford either'
Female

Foreign Students

Lack of facilities for foreign students were mentioned seven times

'I think we're a town that we want the students, and I'm talking of the younger EF type students, sort of eleven to sixteen year olds. I mean there are hundreds, if not thousands of them that come in to Eastbourne every summer and I don't actually think Eastbourne meets their needs' *Female*

'because these young students .. not only do they come in and host families are being paid that then they're able to spend more within the town, but also these young students spend money in the town. But there's getting there's nowhere for them to go, there isn't anywhere for them to spend the money' *Female*

'I mean most of the stores in the town will accept euros .. they don't advertise the fact but they do. Debenhams, Marks & Spencer's, you can spend your euros in there but they don't advertise the fact' *Male*

Adverse treatment of foreign students was mentioned twice

'Hastings has got their act together and is actually -providing for them; Eastbourne haven't. I mean I stood there, and the way they are abused and used, these young kids in Eastbourne is disgusting. And we've lost thousands of pounds of revenue out of the town because of it' *Female*

The problems foreign students cause to local access to buses was mentioned four times

'there's always an issue with students and buses' *Female*

'they're scattered all over Eastbourne, and then they tend to meet in the town centre. Well the common thing is of course their school starts at nine o'clock, everybody's going to work at nine o'clock, who gets the bus .. the bus drivers will actually turf the students off the bus and let the people from Eastbourne on' *Female*

'What they need to do is the schools get sensible and start their school at ten o'clock. Let all the people get to work first then start later' *Female*

LEARNING AND SKILLS

The lack of teaching for basic skills was mentioned once

'Nowadays they don't have what you used to have, home ec .. you know, home economics, they don't have food technology, they're not actually learning. Whether it's male or female they're not actually learning to finance, to budget, to prepare, to cook' *Female*

REGENERATION

The importance of the involvement of local business in the community was mentioned once

'I don't see why things couldn't be done by sponsorship by businesses and the people in the community actually do the work. You've got builders, you've got plasterers, you've got plumbers, you've got electricians. If it's for their children, and their families at the end of the day, I don't see why they wouldn't want to get involved' *Female*

The town in the future

The lack of attractions for young people were mentioned four times

'I don't think Eastbourne, as a town, keeps up with what people want. It's supposed to be a holiday resort, there's nothing here to bring people here any more. There's pretty flowers on the front, that's all there is. There's nothing for them to bring families to Eastbourne at all' *Female*

'I think predominantly Eastbourne grew up as an elderly sort of resort, holiday resort, and it's not actually improved itself over that time. There isn't any encouragement to bring young people here. I can't imagine myself coming here for a holiday with a young family and actually finding enough to do to occupy them' *Female*

Poor conference facilities were mentioned three times

'they've not got an up and coming conference centre' *Male*

'if you had a big conference centre and you put everything in there .. bowling alley, skate rink, restaurants, bars, you can have everything in one place. And they could use that when in wintertime you get your conferences, but summertime you've got all the students. So it's something that could be used twelve months of the year' *Female*

The lack of employment opportunities for young people in Eastbourne were mentioned three times

'but I think for the youngsters coming up I don't think Eastbourne will prosper very well at all. Because as you say, they're all moving away 'cos there isn't anything here for them any more. Not many of the children want to work in .. main industries in Eastbourne are hotels and care homes' *Female*

'I don't think it's just an Eastbourne problem, I think the lack of jobs, particularly for young men, is getting quite serious .. not just in Eastbourne' *Male*

What kind of employment should be encouraged in Eastbourne? The group had various ideas but were in broad agreement about high paid jobs and jobs and opportunities for young people

'something like a conference centre which will bring with it, or a design centre will bring with it associated public relations, publishing, media type companies which will provide high paid employment' *Male*

'I also think IT and technology have got to come in' *Female*

'Things to encourage the kids to go in to .. like industry apprenticeships' *Female*

'I understand Brighton University is trying to become a medical school, which will actually have campuses in Eastbourne, and incorporate like the DGH as a teaching hospital. I mean is that something that would actually, again, bring a different group of people in to the town' *Female*

'We should support anything that brings people in to the town' *Female*

Poor shopping facilities in the Town Centre were mentioned eight times. There was agreement in the group that facilities needed improving.

'I think they ought to do something about the shopping centre. To me it's very dowdy. There's plenty of shops where you can do ordinary things, but there's very little .. very few speciality shops, you know. I think Debenhams to me is a disgraceful shop; I would like to see a better departmental store in the town' *Male*

'we've lost all the speciality shops. We have high rents, high rates and no customers' *Male*

'But it's a vicious circle, it's only by getting more people in to spend more money that you are actually going to get different shops to cater for their needs. I mean at the moment all we've got a sort of bog-standard high street store; it's a vicious circle' *Female*

The affordability of facilities was mentioned twice. High prices excluding participation

'I love the theatre but I don't go because it's becoming more and more London prices'

'your standard of living is ultimately determined by the money, and you can't really divide the two. You need two things, you need both money and time and very often people have either the time or they have the money but they very rarely have both' *Female*

CRIME AND DISORDER

Problems with children were mentioned three times

'I've come from the town centre about nine months ago. I live in Pensford Drive. It can be problemsome. We live very near the cemetery, and there's a block of garages and lots of children get on there and they sit on the garage roofs and shoot pellets from air rifles' *Female*

Fear of crime was mentioned twice

'I think if you could get people together but they won't because apart from the fact they're frightened to go out after dark anyway. A lot of the older people are frightened of going out after dark; you'd never get them out. Our nearest place is the pub in the shopping centre. Now from where I am they'd need to go over the bridge and they wouldn't do that in the dark' *Female*

'Parents are frightened to let their kids out now aren't they, so much' *Female*

HEALTH AND SOCIAL CARE

The problems caused by lack of skills in young parents was mentioned four times

'I think there are a lot of single parents, a lot of young single parents that perhaps they're on low income. There's a lot of ignorance within them .. and I don't mean that to sound very patronising, but there is in the way that they would shop, they'd cook' *Female*

'what you've actually got is a bit of an imbalance. You've got a group together of young single parents that haven't got a lot of knowledge, they perhaps haven't got parents there' *Female*

'They're missing out on something, and they're not getting it from the parents either .. neither are they getting it from the community, that there is nowhere they can learn and gain knowledge from it' *Female*

'basic education that they've missed out on, which is not the council's problem, I suppose it's the education problem' *Female*

The lack of projects to improve the skills young parents was mentioned once

'there's been one or two community projects to try and improve on that, but finances have been such that they've actually petered out' *Female*

The shortage of health facilities was mentioned four times

'I think the doctor's surgery that is on Shinewater is inundated and can't cope with the problems, there aren't enough health visitors, community workers from the .. so therefore it does affect the health, and the general well-being of the children' *Female*

'I just think the over-population that you get in these big housing estates makes it much harder for the doctors and the things to cope' *Female*

'.. in Eastbourne in general, which is building up very rapidly as an area, that you know, there's probably a general shortage of GPs and you know, people like that' *Male*

'Well one of my neighbours said she had to wait three weeks for an appointment for her GP and she's elderly. I'm very lucky, my GP is still in the town centre so I can see mine within a couple of days, but the one she goes to .. Milfoil Drive, it's three weeks she's got to wait. Which is quite a long time because a) they get stressed out because they've got to wait so long, so it has a knock on effect on their health .. it must do eventually, if they have to keep waiting. I mean she's quite elderly, she's in here eighties' *Female*

The effects of bad housing on health were mentioned twice

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'I think people that perhaps have housing that's not up to scratch, there's a whole sense of low self esteem which then would sort of cause depression' *Male*
'But I'm sure housing that is not up to standard must drag people down' *Male*

Problems with cooking and eating in general were mentioned twice

'.. there's a more general problem that a lot of people don't eat as well as they ought to, it's far too easy for them to go to the local take away and get a bag of chips from McDonald's or whatever, rather than actually cooking meals' *Male*

CITIZENS PANEL

All three people agreed that a Citizens Panel would be a good idea.

FOCUS GROUP RATTON WARD
17th September 2002

1 female	66-75	1 male	66-75
1 female	56-65	1 female	36-45
1 female	26-35	1 female	56-65

ENVIRONMENT

Good things about the area were mentioned twelve times

'I think the park is one of the attractions of the ward' *male*

'I think in Ratton we're rather lucky...it's very beautiful up there, it's preserved I think. We've got all the lovely trees, and the golf course' *female*

I think that's one of the attractions of the Ratton area. I would say you're in a community that really cares' *female*

'You're not too far from the town, or to the seafront, or out in the Dales' *female*

'we don't get large amounts of litter' *female*

'we don't have a lot of trouble with vandalism fortunately, just the odd pockets. We don't have lots of litter' *female*

'The Eastbourne park, the new bit where they've done the road, all the ponds and lakes they have put in, it's beautiful' *female*

'The Rodmill area is an estate of bungalows, very quiet, and the village is a traditional village that doesn't really seem like it is in Eastbourne' *female*

Bad things about the area were mentioned once

'The Rodmill area hasn't really got any characteristics' *female*

Problems caused by changes to the road system at the Rodmill and the completion of Jubilee Way were mentioned eight times

'Well since they've changed the road system as well, you get more traffic come up - its horrendous' *female*

'Its awful. That wasn't thought out at all' *female*

'I don't know how the re-routing of traffic in to Eastbourne is going to affect this particular ward, because obviously a lot of it's been coming though Kings Drive' *Male*

'..they're using the new road, but they're coming along Cross Levels Way and coming up to the hospital roundabout as opposed to coming along Kings Drive. So its all hitting the hospital roundabout' *female*

'Its not signposted properly' *male*

Good things about the changes to the road system were mentioned twice

'traffic coming down the former A22 is much lighter because I use that roundabout several times a day & its reduced quite a lot' *female* (Willingdon Roundabout ed)

Unfavourable comments about traffic calming measures (speed humps) in the area were made five times

'Does anyone find those speed humps drive them mad?' *female*

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'We used to have them in Anderida Road and it was terrible' *female*

Too many speed humps in the area was mentioned four times

'there's too many of them' *female*

'the idea is fine but the amount they put in was too many' *female*

Positive comments traffic calming measures (speed humps) in the area were made twice

'I think they're pretty satisfactory' *male*

Changes in volume of traffic were mentioned four times

'back in 73 there was hardly a car went up and down Willingdon Park Drive, now its almost a main road' *male*

'you hardly saw a car. Buses didn't go up Willingdon Park Drive then' *male*

Good things about traffic in Eastbourne compared to Brighton were mentioned once

'I used to drive in Brighton every day, which is even worse' *female*

Poor communication links into Eastbourne were mentioned sixteen times

'you get to Beddingham and you're gridlocked for an hour for two miles' *female*

'The infrastructure's not there.... lets face it the rail routes are abysmal. If you commute to London every day you know how bad the rails are' *female*

'Once you get from the bypass and you get through to Bexhill you're then gridlocked again if you want to go to Kent' *female*

'If you can't get out of the town because it's gridlocked now, it's not going to be better in twenty years, its going to be worse' *female*

'I think we've got to improve our rail services, and hopefully fast' *female*

' a lot of industry and businesses wouldn't come to the town because of the difficulty with transport' *female*

Problems with car parking were mentioned eight times

'You can never park in the town, tha t's the problem' *female*

Possible solutions

'Terrible in the summer...if people were within the postcode of Eastbourne...whether there were some sort of residents parking permit that you could purchase, and make a good 70% of parking for residents only' *female*

'park and ride is quite a good idea, but not too far out' *female*

Increase in cars per household were perceived as a problem and were mentioned three times

'nearly every house has got a car' *female*

'More than one car.....they've got four' *male*

Lack of buses were mentioned once

'can't get you anymore buses' *female*

A possible solution

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'A community bus service or something that could be done by volunteers or even people that are on these work experience things. ...if it was a bus run that you could take people to the shops or have some arrangement with the local supermarket..' *female*

The detrimental effect of rubbish in the area was mentioned three times

'We get litter when the dustman comes, they always drop bits, you always end up clearing up after them' *female*

'the park....sometimes not so good depending on how much rubbish is lying around' *male*

Hampden Park

The park as a benefit and attraction to the area was mentioned twice

'We've got the park here which is very much in prominence in our ward' *male*

Concerns about park maintenance were mentioned once

'I'm not sure who has the contract to look after it, I'm not sure they are doing all they should be doing' *male*

Safety and attendants in the park were mentioned six times

'it is not safe for any child to play in it at night on their own' *female*

'If there was a park warden perhaps people would be more inclined to let their children go' *female*

INCLUSIVE COMMUNITY

Difficulties in accessing services and shops without transport were mentioned three times

'...Lindfield Road and the McCall shop, although it's a convenience store the prices are three times the price of any of the supermarkets, but you've still got to get there' *female*

'I just find the lack of shops....if you haven't got a car or you are not well' *female*

Barriers to community involvement

Lack of a car was mentioned twice

'you need a car' *female*

Time was mentioned seven times

'If I didn't have to commute to London every day...' *female*

I think working people have got very little time to spare....husbands and wives both go out to work....the workplace seems to override everything' *male*

Apathy was mentioned five times

'Apathy I think. People just don't want to get involved' *female*

'people can't be bothered' *female*

'I think people these days tend to want to keep themselves to themselves anyway. I don't think you get community spirit now. *female*

Safety of children was mentioned five times

'I think people are worried about their children's safety' *female*

Money was mentioned twice

'even covering of expenses possibly' *female*

Barriers to development of community spirit were mentioned twice

'There's no encouragement for the younger generation' *female*

'people that have got no hope have no community spirit' *female*

Involvement of parents in the community through children was mentioned seven times

'If you keep the kids happy then the parents are happy...if you get the kids involved, the mums and dads get involved' *female*

Money as an incentive to involvement in the community was mentioned three times

'I think you'd have to have a committee with paid people to help organise it, because you can only rely on people's good offices for so long. You can't expect people to always do something for nothing' *female*

Limited pool of volunteers was mentioned once

'I think when it comes to voluntary work though there is a limited area of people who have just retired, and when people get too old they find it's too much of a chore to keep taking on these things' *male*

The local Council as the organiser of activities was mentioned seven times

'The Council has to organise' *female*

'that's where the lead has got to come from initially' *male*

'aren't there existing people already set up within the council departments to start these things off anyway?' *female*

Importance of local amenities in creating a community was mentioned three times

'in the centre of Willingdon we've got the Willingdon Old Village with its post office, pubs and one or two little shops and of course the church. I think it ought to be encouraged to keep the community' *female*

Importance of having a local focal point with the emphasis on a mixed company meeting place for older people was mentioned nine times

'In this area there is no focal point like a community centre' *female*

'for something like a residential committee...there is nowhere, there's no venue' *female*

'Somewhere for people to go and they can have a dance once a month...that will bring people together' *female*

Lack of facilities for children and young people was mentioned ten times

'realistically in our area there's nothing for children to do...there are no youth clubs any more, there are no organisations anymore, there are no specific places for children of any age' *female*

'it's a problem in this area, there's no focus on the younger generation' *female*

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'the main problem with the Rodmill Estate I find is children playing in the street'
female

'the church always used to have groups' *female*

Lack of affordable activities for young people was mentioned seven times

'parents haven't got a bottomless pit of money, so schemes have got to be free to the children' *female*

'There is youth funding, its just got to be put into the right things' *female*

Positive comments about Community Wise were made seven times

The Ocklynge area has a building where they have all different clubs and you don't see many children on the streets in that area' *female*

'that's very good' *female*

'that covers all sorts of things....mothers and toddlers' *female*

Involvement in intergenerational activities were mentioned three times

'there are the odd youngsters who perhaps their parents are into bowling and then they want to bowl or maybe their grandparents are into bowling, yes we in the park do encourage the younger ones to come along' *male*

Support for local projects organised by local people was mentioned twice

'if the youth council exists and there is youth funding....why can't it be used for local people to organise local schemes in existing buildings that are under-used?'
female

'I think local people should be encouraged to look out for neighbours and help'
female

Importance of welcoming new neighbours was mentioned once

'We have an Old Ratton Residents Association....a welcome pack is taken by one of the committee always when somebody moves in. Things are reported back to the committee if somebody's had an accident.....and then the Association gets going to do a bit of looking after' *female*

Contact as a way of improving neighbour relations was mentioned five times

'say good morning ...and see if they respond' *female*

'I think you could ask people in if you've got new neighbours' *female*

'Or even put a card though the door and sort of let them know the natives are friendly' *female*

Increasing numbers of cars, the design of properties and the effect on neighbour relations was mentioned six times

'where you've got driveways, you've got lots together, people aren't always considerate where they park their car, and you can't get in and out of your drive'
female

Changing nature of the area was mentioned three times

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'a lot of Willingdon Park Drive has been sold over the last few years the elderly are dying out and younger people are coming in' *female*

'when we arrived with our two teenage sons, there were a lot of elderly people then, they were a lot of retired bank people....they've all passed on' *male*

Sport as a way of involving the community was mentioned four times

'I have always advocated sport as being an area where youngsters can really make friends....I'd advocate that as a way of youngsters growing up and getting to know people' *male*

Difficulties interacting with neighbours was mentioned three times

'they have their head down and they don't seem to be prepared to say good morning...they're quite reserved' *female*

'I live in a cul de sac...they're very isolated, very unfriendly...my husband died in November, was buried from the house and sometime earlier this year, the man opposite asked me how he was doing' *female*

Reserved neighbours in Eastbourne compared to London was mentioned six times

'I'm used to friendliness. Londoners are much more friendly' *female*

My parents have just left Eastbourne and moved back up to London for that very reason' *female*

'Sussex people themselves are most unfriendly and very hard to get to know' *female*

Difficulty in recruiting volunteers was mentioned six times

'getting volunteers to come and assist is very difficult' *female*

Ideas for new projects to help the elderly were given three times

'helping the elderly if they can't get to the shops' *female*

'the local supermarket where you could get somebody to come along and take lists and go and get their shopping for them' *female*

Problems with foreign students were mentioned four times

'I think the students bring the place down something awful....I find they're a menace' *female*

'They're absolutely rude...they really push you off in to the road and there's no please or thank you' *female*

Lack of affordable housing was mentioned four times

'we really want lower priced housing' *female*

'where is everyone going to live?' *female*

'Or subsidised housing- there used to be that sort of shared ownership' *female*

LEARNING AND SKILLS

Traditions within particular local schools were mentioned three times

'a tradition of music and in our Ratton area we've got really wonderful music going on in the schools' *female*

Over education for the range of jobs available in the town was mentioned eight times

'our daughter has just left school, she is going to college.....when they come out of college they will be very well educated but there is no work' *female*

'They're told to get an education....what's the point if you're going to end up stacking shelves at Tesco' *female*

Providing a skilled workforce in the future from the local school was mentioned four times

'Hampden Park School is now a specialist school for IT.....lets face it computers go into everything these days' *female*

'Lindfield Road, nearly all the shops have closed' *female*

REGENERATION AND ECONOMY

The limited range of local shops was mentioned eight times

'We have a row of shops up this end, but it doesn't cover all the types of shops. Often things people need....who can't perhaps get to town' *female (Rodmill ed)*

'Half a dozen empty units, and it was only last year that they redid all the vandalised units round the back because people complained so much' *female (Lindfield Road ed)*

Expensive items in local shops were mentioned three times

'But what you are saying about Lindfield Road, there's the McCall shop, which is very expensive for people on a low income' *female*

Closure of local post offices and the effect on the local community was mentioned three times

'the only thing that does worry me.....is the closure of the post office in the village' *female*

'We've all been signing petitions....it gets away from this community feel if you've got the post office and the pub and the church and everything, to close the post office I think would be a retrograde step' *female*

The need for good publicity for events both within the town and externally was mentioned thirteen times

'there's a lack of publicity on the town on a national business. They don't seem to promote the town very much' *female*

'we could do with better publicity, particularly for all the theatres. I find there's quite a lack of good publicity for the shows that are coming to town. We've got a big board that is on the old entrance to town.....people who are coming in one the new road now, they won't see anything like that' *female*

'events generally, apart from Airbourne are really badly publicised' *female*

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'my particular pet is the Eastbourne Symphony Orchestra, which is a jolly good orchestra and again the publicity for that is usually very poor. They have to pay themselves, they used to have a subsidy from the Council and they've cut that'
female

Lack of new events was mentioned four times

'I find a lot of the events that go on on the seafront are the same thing every single year. They don't seem to be coming up with any new ideas'
female

'they could have a wider variety of music as well'
female

Lack of employment opportunities for the future was mentioned six times

'there won't be enough employment'
female

'it's a slow steady spiral down'
female

Effects of planning decisions on employment opportunities was mentioned twice

'turning down the B&Q application meant we didn't get a call centre, and the call centre they were talking about was going to bring something like twelve hundred jobs'
female

'can't give you any more employment though because we can't have that built there because the people that have got the very nice houses with the very nice boats don't like it there'
female

Need to develop the town to attract jobs was mentioned six times

'what's got to be encouraged is development...sensible development that will bring work to the town'
female

'We've got to put in a lot more to develop it and then I think it could be made into a really super town'
female

'you've got to ask the question why aren't the businesses coming to Eastbourne?'
male

'a lot of it centres around money...money's going to determine how far forward the town goes. To get the money you've either got to get people coming to the town, tourism or you've got to get businesses...'
male

Poor shopping facilities in the town centre were mentioned seven times

'We've got to have a good shopping area because that's completely gone'
female

'We haven't even got a Woolworths'
female

'We've got too many pound shops. We've got charity shops. The whole of the centre of the town has gone down'
female

Positive things about Eastbourne as a tourist town were mentioned thirteen times

'you've got to cater for the holidaymakers'
female

'I wouldn't say that Eastbourne has gone down to a great extent'
male

'by comparison here we're retaining our lovely seafront'
male

'the hotels, they're very nice'
female

'the hotels are spending money on refurbishing here and everywhere. That part of it is okay I would say'
male

'the harbour's a good thing isn't it'
female

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'you have to remember that you are a holiday resort...first and foremost....you want these holidaymakers to bring money in' *female*

Good things about Eastbourne compared to other places were mentioned four times

'We've got a lot to be thankful for...I mean you go to Hastings.....Eastbourne is a queen compared to Hastings' *female*

The deterioration of Eastbourne as a tourist town was mentioned six times

'I know a lady that came here six odd years ago and she reckons it's deteriorated in that time' *female*

'The pier is absolutely awful' *female*

'I've heard holidaymakers criticise the place' *female*

Low wages in Eastbourne were mentioned three times

'I think the employment in the town actually needs to pay wages that will fit the cost of living' *female*

'there are a lot of low paid wages in the town. Like the catering industry and the retail industry, care homes, they don't pay the salaries to actually pay a mortgage and buy a house' *female*

Problems caused during the summer:

Parking for residents was mentioned three times

'you've got to attract visitors, but people have got to work in the town. When I worked in the town I used to start at nine, if I wasn't in Eastbourne by eight I couldn't park...there should be something for residents, some incentive to use the town' *female*

Lack of parking for visitors was mentioned three times

'people soon realise they can't park, we'll go somewhere else for the day' *female*

CRIME AND DISORDER

Lack of diversionary activities for children and young people were mentioned three times

'realistically in our area there's nothing for children to do.....people don't like them playing on the streets, but there's nowhere else for them to go.....nobody will let their children go to the park on their own. There needs to be something specifically for the children in this area' *female*

'If they've got nothing to do then they get into other things...you get vandalism, you get theft, you get cars dumped, you get boy racers, you get people hanging on corners, you get drugs' *female*

Good things about the area were mentioned four times

'we don't have a lot of trouble with vandalism...just the odd pockets of it' *female*

'I don't think we get lots of graffiti, you get odd spots of it' *female*

Importance of good neighbours and developing Neighbourhood Watch Schemes were mentioned ten times

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'my neighbours...if I go on holiday it's like having eight pairs of eyes watching the house, which is good' *female*

'getting a Neighbourhood Watch together or just basically keeping your eyes open. Looking out while your neighbours are away' *female*

Lack of visible police presence was mentioned twice

'Have some policemen walking around' *female*

'we haven't got enough police' *female*

Lack of police response was mentioned twice

'its no use phoning up the police. If you phone up and say somebody's alarm has gone off, they don't come out' *female*

'There's not much use reporting things to the police if they're just going to ignore it, or sorry we're too busy' *male*

Concerns over vandalism were mentioned four times

'I'm more concerned about the period somewhere around about two/three/four o'clock in the morning, when a lot of damage is done' *male*

Concerns over safety of children were mentioned twice

'I think people are worried about their children....their safety.....people are so worried about their children' *female*

'even at thirteen or fourteen they're not safe are they?' *female*

HEALTH AND SOCIAL CARE

Problems caused by traffic fumes were mentioned twice

'the volume of traffic and the fumes from the roundabout by the side of the hospital, I mean if you actually stand and wait you can almost smell it...its horrendous' *female*

CITIZENS PANEL

All six people agreed that a Citizens Panel would not be a good idea

'Is it going to cost money?' *female*

'If its going to cost money it's going to take resources away from something else' *female*

'If it was done face to face probably, if it is done by paper then I think no' *female*

The representational role of Elected Members was mentioned four times in this context.

'Aren't our local Councillors supposed to represent the area they represent? Isn't that what they're there for?' *female*

DEVONSHIRE WARD
17th October 2002

1 Female 46-55
1 female 46-55
1 male 21

ENVIRONMENT

Good things about the area were mentioned three times

'we're quite lucky aren't we' *female*

'I quite like living here, I don't think I'd want to live in another area particularly'
female

Layout was mentioned once

'the actual sort of community way that our area is laid out with the small streets, dinky houses and terraces is quite good'

Open spaces and parks were mentioned six times

'we've got parks where we are' *female*

'it's a bit more sort of open because we've got Princes Park' *female*

Good things about the area compared to other areas were mentioned once

'The people that have moved in next door are from Croydon, and they would never go back. They say it's lovely round here' *female*

Perceptions about other areas in Eastbourne were mentioned twice

'Shinewater is sadly a bit of a nasty area to live in isn't it, generally. You might not think so if you live there, but I wouldn't live there' *male*

Bad things about the area

Park maintenance was mentioned three times

'the parks around our bit have become a bit sort of ramshackle' *male*

'they've been let go a bit' *female*

'Its not attractive for children to play in' *female*

Specific suggestions relating to Princes Park were made nine times

I'd like to see them do something with Prince's Park' *female*

'not build on it' *female*

'the athletic club's gone now, so that's a facility lost, plus it doesn't look so good because the track's gone' *female*

'they still play football...I'd hate to see it developed. I think it's a good amenity'
female

'and whatever they say...they never replace it with something better for the children' *female*

Parks not being used to their best advantage was mentioned three times

'they're not always used to their full advantage, but that's because they're boring. They're boring for children' *female*

Lack of a regular refuse collection in narrow roads was mentioned four times

'The problem we have in our road is the refuse trucks can't get down there....they send one guy down there in a transit...he comes down and picks up all the rubbish and moves it to the middle of the precinct and then sometime between Wednesday and the following Wednesday the actual main lorry comes down to the top of the road...I don't know whether anyone else has any trouble with the lack of a regular refuse collection?' *male*

Mess caused by black bag refuse collections was mentioned ten times

'waste and things like that could be improved' *male*

'they take the black bags, but if they're split they don't take them' *female*

'they don't clear up afterwards' *female*

'they should be given gloves and pick up excess rubbish that lying around, not just walk away & leave it' *female*

Buses were mentioned three times

'bus fares aren't cheap' *female*

'they should make the buses cheaper because more people would use them' *female*

'stupidly expensive isn't it, the buses' *male*

'I just walk or go by car. It's just not worth the hassle, and I think a quid to get into town is extortionate' *female*

Park & ride was mentioned four times

'If you get some kind of properly organised and run park and ride system with half decent buses and parking at one end....' *male*

'when they used to have the Go For It Weekends, they were brilliant' *female*

Good comments about the Go To it Weekends were made fifteen times

'lots of different things were open' *male*

'we went to the police station, there was the ambulance station, and there was the fire station. Then there were things along the seafront...you could go on the Dotto Train for nothing' *female*

'everyone was happy' *female*

'you had a little bit of the community spirit thing, you could go and see everything' *male*

'when you went to those places you'd sort of know what was going on and you knew a bit more' *male*

'we used to love that weekend' *female*

Transport problems caused by children bussing to school were mentioned six times

'that's a major problem. Living by a bus stop you can see it in the mornings

Poor transport infrastructure was mentioned six times

'getting into the town would improve the economy and job prospects...try to get into Eastbourne...apart from the new Polegate road, you come off the Polegate road and you're in it then' *male*

'communication is pretty poor...even with this new road, it's not brilliant' *female*

Poor transport infrastructure locally was mentioned four times

'Seaside's terrible now' *female*

'it worries me..when we have accidents and need the fire brigade..they can't get through narrow roads' *female*

Problems with the condition of local roads were mentioned five times

'the area could be improved by having a lot of the roads relaid. There's a lot of horrendous roads around our area, especially that one that goes behind Tesco, that's a fantastically awful bit of road' *male*

'we've got a lane that goes along the side of my house...it's an access road for the back of houses in Seaside. But its not adopted...so they won't do it up, it's all potholes. *Female*

Lack of parking facilities was mentioned once

'maybe the facilities for car parking in certain streets could be improved by getting rid of the derelict or wrecked houses and putting car parking in' *male*

Prompt removal of abandoned vehicles was mentioned once

'wrecked cars. When you phone them up, straight away, instead of waiting five weeks' *female*

Problems caused by increased volumes of traffic were mentioned eight times

'the traffic has got worse. This new road is supposed to ease the traffic, but the road now to Tesco...is horrendous. You can't get out of Channel View Road or any of the roads that join the main road' *female*

Lack of cleaning in twittens was mentioned three times

'twittens...I've never seen anyone clean them' *female*

'that could be sort of cleaned up.....if its left for a long time it's a fire hazard' *female*

Ideas for improvement

Seafront improvement were mentioned six times

'The Butterfly Centre ...that would be an ideal place for a youth area near the seafront' *female*

'They've got the tennis courts there that are going to rack and ruin' *female*

'all that area could be changed for the young' *female*

'There's nothing along the seafront unless you've got money and you can afford to go to Treasure Island' *female*

'they've got the Wish Tower, there's nothing for the young people up there. There's that nice flat beach, they could put volley ball up there...they've got nothing there for young people' *female*

INCLUSIVE COMMUNITY

The perceived detrimental affect on the area of a change of ward boundaries was mentioned fifteen times (note: until the ward boundary changes in 2001 some of the area referred to was in Roselands ward not Devonshire)

'we've just been identified as the poorest part of Eastbourne....' *female*

'we've got the nasty bit haven't we' *female*

'we've been encompassed with them...' *female*

'we don't like being classed as a poor deprived area because we don't class ourselves...all the people round our area either own their home or live in it as a family. We're not bed-sitters, we're not people who are asylum seekers or people who have come down from London. It's not bedsit land, it's homes' *female*

'I don't like the description we've been given as a deprived area...its round the town centre where there's lots of bed and breakfasts, and there's a lot of ethnic and there's a lot of people moving around' *female*

The effect of the changing nature of the residents, replacing older people with younger people on neighbour relations was mentioned twice

'the older generation are selling up and moving out...everyone around the area has sort of got a lot younger, less community...and its not quite so good anymore...its not quite as integrated as it used to be' *male*

'its changing from the old style community spirit where you could leave your doors unlocked and you knew Mrs Jones down the road and she'd help you out. But it's young people and new ways of doing things. It's still a nice area to live in. Everyone's pretty friendly' *male*

Good things about the area

Community Spirit was mentioned twice

'we've still got the community spirit where we live, we pop into each others houses, and the older people look after the houses when we're away and we look after them, make sure they're ok...we're lucky where we live' *female*

Lack of affordable housing was mentioned once

'that's the thing isn't it...lack of affordable housing' *female*

Lack of facilities in new developments was mentioned five times

'they've done that at the harbour...they've got it the wrong way round....they've built all the houses and nothing else' *female*

'tossed them all in and there's nothing for them to do is there' *male*

Local services were mentioned three times

'it's a bit more old fashioned I think where we live. They've still got the old shops and family run businesses...a lot of people know each other...because there's a lot of old people where we live' *female*

Good things about local facilities were mentioned once

'I think the facilities we've got are quite good' *female*

Bad things about the area

'Half way houses' were mentioned once

'there are quite a lot of houses round our area that have been rented out by the owners as half way houses...there's two down our street and it's kind of brought the street down a bit, made it a bit miserable, broken cars, loud people, things like that' *male*

Good things about the area compared to other areas in Eastbourne were mentioned five times

'a lot of families as well...whereas in town...you don't get that do you' *female*

'the pace of life is different in town, people don't get a chance to know each other, or to remember each other. Here it is different' *female*

'I can tell you the names of everybody in my road. There's only twelve houses, but I know who everybody is' *female*

'its more a sort of community area isn't it....the lower class area as it might have been....used to be back in time' *female*

Lack of facilities for young people

Play Groups were mentioned three times

'not for little children I don't think....the play groups have closed down' *female*

'the two churches have lost their playgroup, another church in the area's losing their play group St Philips. St Aidens they had to remove, St Agnes closed down.

There's nowhere for these children to go...everywhere's full up unless you can afford the bus fares to get into town to go private' *female*

Young people were mentioned seven times

'I think there's a lack of things for young people' *female*

'my son said unless they do something there will be nothing left for young people' *female*

'there's nothing to encourage young people' *female*

'two of mine are going to be 18 this year, they said there's nowhere to go..' *female*

'there's nothing for kids of about 16' *female*

Lack of affordable facilities for young people were mentioned once

'my six year old thinks they should have something inside that doesn't cost me an arm & a leg to go in winter' *female*

Lack of advertising of facilities for young people was mentioned twice

'there's no timetable to say when it's open or what's available there' *female*

Dirtiness of the Sovereign Centre was mentioned three times

'you can go to the Sovereign Centre - but that's very dirty now' *female*

'it's not very nice is it' *male*

'It could be cleaned up a bit more' *female*

The expense of going to the theatre was mentioned ten times

'but it's the expense of it. I did read in the local paper that people were saying why don't they make it cheaper and get more people in' *female*

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'we'd go if it wasn't so expensive' *female*

'I paid for my daughter to go, I couldn't afford to go as well, limited income....so I never went and just paid for my daughter' *female*

'we would go more often, if it was slightly cheaper' *female*

Local council to organise local activities was mentioned once

'I think it would have to be arranged by the council in some sort of official manner'
male

Incentives needed for people to get involved were mentioned six times

'some kind of incentive to do it....maybe not a monetary incentive..' *male*

'If people have an incentive to do it they're more likely to because it will benefit them..' *male*

'I do think people need an incentive' *female*

Importance of and attitudes to neighbours were mentioned six times

'she knows if she needs anything like she did over the holiday, she just called over the fence.....all the other neighbours get on great...it's quite nice where we are'
female

'Mostly it's alright isn't it it's just if you're nice to other people...if you're pleasant to other people then they're very pleasant to you aren't they' *male*

'I know nearly all of them' *male*

Closure of facilities & the adverse affect on communities was mentioned three times

'...ways old people can be encouraged....the old peoples homes and the day centres are closing down...there isn't anywhere for them to go. All the time facilities are being closed down you're encouraging the old people to be secluded and just living in their own home. There's nowhere for them to go' *female*

Adverse effect of closing Seaside library was mentioned five times

'we use the library a lot and they just closed it' *female*

'we used to....now it's the bus fare into town' *female*

'the library has gone & that was a meeting place - so there isn't really a meeting place locally for old people' *female*

'the older people, they can't get to it' *female*

'it's a real effort to do it because it's not even central. It's called the Central Library, but it's not, it's at the other end of town isn't it. The town's developed away from it' *female*

The need to update libraries was mentioned four times

'maybe if these libraries had more up to date facilities in them, like computers and things like that.....it was a bit more interesting for young people' *male*

Knock on effects of closing facilities was mentioned twice

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'all the time things are closing down, they don't get started up elsewhere, and if they do you've got to find the money or be able to get on the bus to go somewhere' *female*

Barriers to community involvement

Apathy was mentioned twice

'There's sort of general apathy.....they don't want to become involved' *female*

Lack of confidence was mentioned once

'some people haven't got the confidence to do it...' *female*

Time was mentioned three times

'Time's a big factor now...if you're working all day it only gives you a certain time to do it' *female*

Payment of Council Tax was mentioned once

'I think some people probably think we pay our council tax what are they doing?'
Female

Problems defining a deprived area were mentioned twice

'what do you call a deprived area...where people aren't working, do you call it if they're all on Income Support, or benefits...because the houses are falling down, or it's a bomb site?' *female*

Problems accessing amenities were mentioned once

'maybe some kind of easier access to local amenities. Like if you're a young person living down Tesco way, and you've got nowhere to go apart from the Crumbles...'
male

LEARNING AND SKILLS

Availability of school places for under 11s was mentioned twice

'Schools are good, there's plenty of schools around' *female*

Availability of school places for over 11s was mentioned three times

'not senior schools' *female*

'there's not just the choice of senior school' *female*

REGENERATION AND ECONOMY

Lack of jobs was mentioned six times

'job situation's got to improve...desperately. My son's joined the Army because he said there's nothing' *female*

'I don't think my children will stay here. They don't see any future...I think for the type of work they want they're going to move away' *female*

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My son's hoping to go to Brighton Uni..Meads to do leisure and sport, but what's he going to do when he gets it, there's nothing is there...my other daughter's just finished her training, she's a nursery nurse, and she's yet to find work' *female*

An overall view of regeneration was given once

'It does all fit in though because if you encourage jobs and development in Eastbourne for people who want to work here there will be more housing..' *male*

An older persons perception of Eastbourne were mentioned were given four times

'Eastbourne's maybe got such a reputation for being an old person's town because people used to come here for their summer holidays, they like it down here and retire here' *male*

'Eastbourne needs to stop catering for what it's done for the last 30 years...and try and think about doing something else' *male*

Employment suggestions for the town were given four times

'we could have a lot of modern industry, like computing, publishing things like that' *male*

'it would be nice to have a nice clean living company...as opposed to dirty industry. Not a lot of large companies placed in Eastbourne' *male*

Lack of action on proposed developments was mentioned once

'If they're going to develop Eastbourne Park there will be service industries and leisure industry, but there isn't. They keep on talking about what they're going to do & nothing gets done. I know quite a few people in the leisure industry, but there's no jobs here for them to go into, they've got to go elsewhere' *female*

CRIME AND DISORDER

Fear of crime was mentioned twice

'that's the problem with the Archery...our children have never gone over there, because the one time they did, they got beaten up' *female*

'I've got a friend who lives around there and she's been shouted at and abused and stuff' *male*

Affects of design on safety were mentioned six times

'That Park (Archery) is completely enclosed by hedges ...quite high hedges and buildings...its quite an enclosed area for roustabouts' *male*

'With lanes and all the little twittens and all that round the back you're going to get people hanging about and running around at night. They get a lot of people running up and down' *female*

Vandalism was mentioned once

'parks are often vandalised now aren't they?' *female*

Young people loitering around shops was mentioned four times

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'you get a lot of youngsters loitering ..at night now....because the One Stops opened' *female*

'they have stopped selling them drink now, they've got to be twenty one' *female*

Lack of visible policing was mentioned six times

'it would make me a lot happier if there was a lot more police in Eastbourne..certainly in the weekends' *male*

I'd definitely like to see more coppers' *male*

Lack of police response was mentioned three times

'or if they answered one phone call' *female*

HEALTH AND SOCIAL CARE

Impact of rubbish on health was mentioned six times

'dumping rubbish. We had an incident recently someone dumped some mattresses, they were covered in plastic...they were there for five weeks. My son came home one night and it was stormy and he fell over them' *female*

We've got a door round the back of where I live that kids brought down from a house two streets away.....they smashed all the glass in it & it ended up outside my wall...' *female*

Impact of defective drains in the road was mentioned six times

'all you can hear is clonk clonk clonk all day. They repaired one and now the next one's going and you can hear that permanently...that's a health hazard' *female*

'I', in the garden putting washing out, I think somebody's knocking at my door because it's that sort of noise' *female*

CITIZENS PANEL

Agreement from all three people

'it would be good if you could get a big enough cross section of people in the town, and it wasn't too politically driven. Would be a good idea actually' *male*

'I think there's a lot of people who want to say something and they don't really know how to get their views across, and this would be ideal' *female*

SOVEREIGN WARD

3rd October 2002

1 Female	46-55	1 female	56-55
1 male	66-75	1 female	46-55
1 female	46-55	1 female	36-45
1 male	66-75	1 male	56-65
1 female	56-65		

ENVIRONMENT

Services needed were mentioned two times

'toilets are all barred up. or you get down to the pier and have to pay...' *female*

'generally transport' *female*

Good things about the area were mentioned three times

– 'it's lovely open wide avenues with plenty of greenery' (Langney Point) *female*

'We have fantastic views over the downs, we have superb air quality...we live in a very nice area' *male*

'I think the loo facilities in Eastbourne are fantastic relative to other places....I've never seen so many loos open and working' *female*

Low levels of maintenance were mentioned nine times

'it really is becoming run down' (Langney point) *female*

'you don't see a sweeper at all now, you can go three or four months without seeing a sweeper....they cut the grass but they'll leave the grass there so it blows over the whole estate' *female*

'pavements are broken' *male*

'new marina development street lights are out' *female*

Problems with dog fouling was mentioned five times

'Langney Point is just used as a dog's' mess' *female*

Problems with rubbish and pests were mentioned thirty two times

'You come round the estate tomorrow it will be a mess' *male*

'As soon as the black plastic bags are out' *male*

'The seagulls are down. Not only seagulls; there's rats' *male*

'Wheelie bins' 'Yeh, I was going to say wheelie bins.' *two females*

'I live in a block of flats...great where are they going to go' *female*

'one problem we have where we are is on the beach, you know, rubbish and plastic bags and dog faeces' *male*

The need for parks & natural areas was mentioned nine times

'Some more green areas' *female*

'there's that mound ..its tied up with an application for a B&Q....if that was landscaped, that would make a tremendous difference' *male*

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'I think it would be a shame if that gets turfed...those areas that were the Crumbles and were naturalised by the plants should stay there' *female*

Problems with traffic, roads, bikes in the area were mentioned twenty times

'Cycle paths' *male* 'Get them extended' *female* 'Get them finished' *female*

'So we can go from the north side of the locks to the pier' *male*

'there should be safe routes to schools...it would do wonders for the area' *female*

'they use Langney Point for testing their pupils' (people learning to drive) *male*

'Eight learner drivers getting from my house to Prince's Road' *male*

'you've got to have reasonable transport.....buses are a joke' *female*

'Yes. Coming back to transport, not something that affects me because I drive, but I like the idea of these little hopper buses, you know, that you ring up and they come and collect. I mean they mean a lot to people who are disabled or who are not very mobile. You phone up and they come and pick you up, and they pick up calls as they go. And they're forever perambulating around the area, as opposed to going on the strict routes.' *male*

'We were talking about the future, I forgot to mention this .. My own feeling is I would like to see a monorail system which ran along the promenade' *male*

Problems with noise were mentioned four times

'Noise from jobs walking along late at night' *female*

'We've had to sleep with our bedroom windows shut' *male*

'being in a block of flats that' thirty years old the sound insulation is virtually nil' *female*

Noise from foreign students were mentioned once

'foreign students who seem to think that it's normal to **TALK LIKE THIS** late at night, you know, 'cos that's the way they talk' *female*

The lack of sea defences were mentioned three times

'I am seriously concerned about sea defences in Eastbourne' *female*

'Especially on the new Harbour' *female*

'Not just sea defences; the fact that marshes are actually being built on, and the marshes are where all the rain comes off the hills' *female*

Over development of housing in the area was mentioned five times

'What you had is a land owner who has an interest in selling land to developers, whose only interest is in putting as many houses as possible to maximise the profit that people make on that. And therefore there is no plan to construct the Marina as you will see in other parts of the world. I don't know if anybody's ever seen any, but if you go round San Francisco, Los Angeles, Perth, these sort of places, the leisure facility' *male*

'We don't need any more housing at all .. at all under any circumstances' *female*

'But obviously the ideal solution is to have commercial premises and then housing above it' *male*

INCLUSIVE COMMUNITY

Lack of facilities for kids were mentioned seventeen times

'You've got Prince's Park, it's a lovely park, I was brought up in Prince's Park, but there's nothing .. there's no bigger stuff in there for the older children, you know, so you need something down this end, or all over town' *female*

'but I was just wondering if there was any way of getting the young people who are bored to get involved in something themselves.' *female*

'The youngsters, they're supposed to be going to get a building of some sort to use in my area of Langney; it would really give them some incentive if they were involved in it, either helping to clear it and make it ready for use or decorating or something, as long as they were involved. It would give them some incentive to use it and bring their friends as well.' *female*

'Things for little children to do. I've got a four year old and an eight year old and we provide their entertainment completely' *female*

'Be nice to .. in our area, to have another recreational area really. Not a skateboard park but big swings and climbing frames and slides.' *female*

Ideas for projects were mentioned twice

'I have seen schemes where a particular action day is advertised, and people turn up and carry out certain tasks. That takes a bit of organising, and a bit of will, but that sort of thing could be, you know, a local initiative if there were specific things that needed doing.' *male*

'Local initiatives you mean.....like vigilante groups' *male*

Neighbour relations were mentioned thirty two times

'They leap in the car, or you leap in the car and you're off. And you say hello, nice morning and that's it. And when you stop work it suddenly hits you, you don't really know the surname of the person over there' *female*

'we lived in east midlands immediately before coming here and people there were very friendly. But when we came down here we found that you have to make the approach all the time. Terribly insular.' *male*

See, when I moved in I had six foot fences and they were the first thing that came down, and I put four foot fences up so my neighbours couldn't go in their garden without talking to me' *female*

'Well yeh, but I think it helps when you have that sort of .. I mean that's something for the planners maybe to .. to think about creating these little village environments within larger estates, because it does seem to bring people together.' *female*

Good affects on neighbour relations of street parties were mentioned five times

'It certainly worked for us. We had it for the Jubilee but we weren't really patriotic, we just thought it would be good fun to have a street party' *female*

'But I think the street party thing is a brilliant idea. I mean we had one for the Jubilee, and then we had an end of summer barbecue as well because we'd all had such good fun.' *female*

'They all keep saying when we going to have another street party.' *female*

Bad things about Councillors were mentioned three times

'I'd like to elaborate on that. I've been saying to our local councillor who I actually live next door to, for three years, that I wanted to get involved in a discussion group about our area, and I've got nowhere. And I think a lot of people go to their first point of call, which is their councillor. So if their councillors could then turn round, you know, forget about their parties, but say alright well we've got people interested in this, this and this in our area, let's set up a group. Well unfortunately they're not, it's well I'm this and I'm that and I'm going to fight with you. *female*'

Good things about Councillors were mentioned once

'But, in total contrast, all three of our local councillors came to our last resident's association meeting. Two of them, excluding *****, came to the one before that, and ***** in particular has been particularly active in terms of stuff going on at the moment. So it depends on your councillor.' *female*

Community Spirit and pride in the local area was mentioned eleven times

'we've noticed that, you know, as we started tidying up and taking more pride in the place that other people follow suit' *female*

'from my point of view, cos I've got young children it's difficult for me to get out in the evening to attend a meeting like this. But I do have secretarial skills, so I am willing to join a committee and help out in another way.' *female*

'I think you've got to try and work in small groups. And if you try and get in to too big a square you come up against apathy, people are either busy or they're not interested. There's no social responsibility, they'd rather be watching television' *male*

'I think the council have got to take more of a responsibility for keeping the streets clean, and the grass cuttings. Picking grass cuttings up, going back to the basics. Once that's clean and you don't get it all down, then people start taking a pride. You've got to do that before people take pride in their surroundings' *female*

LEARNING AND SKILLS

Lack of parenting skills were mentioned three times

'Parenting skills, 'cos parents are pretty young themselves now aren't they, and what do they know? I mean you know, it takes a long time, if ever, to get it really right.' *female*

'Well maybe in that case it should go like the Americans have parenting classes' *female*

Lack of schools places locally was mentioned three times

'I think it will be a good place if we can get to grips with a couple of major problems. One is schools, because there are not enough schools, there are not enough places. There is nothing in the pipeline to cater for the enormous increase in population that we're going to have' *male*

'We haven't enough schooling to cope with what we've got now.' *female*

REGENERATION & ECONOMY

The need to promote Eastbourne as a tourist town was mentioned twelve times

'Why should they care about the marina, there's nothing there for them. There's no pubs, there's no .. okay, there's a couple of restaurants, but there's nothing to draw people from the town to come there' *female*

Haven't we got to encourage tourists, more tourists, because that's .. that's the keystone for all these things' *male*

The spatial split of Eastbourne was mentioned six times

'there is a significant change in atmosphere once you get past the Sovereign Centre' *female*

'Yes, 'cos only locals use it, you know, you won't get tourists down here.' *female*

'Yes, and that's why we're here.' *female*

'But the simple fact that there's nothing there.' *female*

'That's what we like about it.' *female*

Poor shopping facilities were mentioned fourteen times

'There should be commercial premises there.' (Water front opposite Ragamuffns) *male*

'Yeh. I mean people go out of Eastbourne to shop elsewhere because it's not very good here any more, so' *female*

'We need a Woolworth's.' *female* 'Oh, hooray!' *female*

'Every other decent town has got.. Seaford's got a Woolworth's, Hailsham's got a Woolworth's.' *female*

'Better shops.' *female*

'And a variety.' *female*

Types of industry needed were mentioned twice

'Factories.' *female* 'Yeh, we need factories.' *female*

Employment in the winter as well, there's an awful lot of seasonal employment.' *female*

Bad things about the B & Q application were mentioned three times

'...we're going to have a large superstore built called B&Q on the marina; this is a disgrace and it's disgusting...' *male*

'...I think it's degrading, it's deplorable, but it's coming.' *male*

Unused areas in the town and their development were mentioned ten times

'...office space .. we've had two empty blocks in Eastbourne for years.' *male*

'The problem with .. and I'm speaking as a small business owner, is that Eastbourne has a real lack of suitable small business accommodation. There are big blocks which were taken by huge organisations like PPP who have a whole block. Now I don't need that, I need four rooms. And as someone described it, the only place available currently are offices in Diesel Alley, which is Terminus Road where all the buses are, above C&H Fabrics etc. So old fashioned office accommodation where if

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you need the window open you get the diesel fumes, there's nowhere to park. There's no sensible small office accommodation.' *female*

'I'd just like to get down on your notes, there is a scheme in Hastings that I went to visit some years ago and it's like a youth club for children, and they've taken over this like old bingo hall, and the children have done it up themselves and .. but they had specific rules. They weren't allowed drugs there, if there were they were banned. They had a little coffee bar. But it was a really really good place, and the kids have made it their own.' *female*

Decline of the area was mentioned five times

'Things have got to improve an awful lot. I don't know about anyone else, but as I said before, I've been born and bred here, so I've seen the decline in the town, and also the rises. And sort of the local people .. or children coming up, they are actually being priced out of staying here' *female*

'Relative to decline elsewhere this has got to be a really good place to be' *female*

'These sort of meetings are great, but only if something actually comes out of them, and then it will be a good place to live. But if it carries on going downhill in the ways that we've mentioned, no it won't be.' *female*

Worry about jobs for the next generation was mentioned five times

'You know, when I was growing up you'd got the big Bird's Eye and the Dental Estimates Board who employed two and a half thousand, and I think Bird's Eye employed even more. We lost both of them. The Dental Estimates Board I think employs three or four hundred now.' *female*

'....you're going to have all these youngsters coming along and they ain't gonna have no jobs' *male*

'I think they need to really encourage more employment in to the area, because you know, if we had another recession there is a fairly big manufacturing presence in this area' *female*

CRIME AND DISORDER

Vandalism/Anti-social Behaviour were mention nine times

'I've had statues taken out of my front garden, footballs kicked in the pond, all sorts of things. You lose a little bit of heart when you .. you know, try' *male*

'I'd like to see it clean and tidy again, and I'd also like to see less destruction. When you see youngsters absolutely destroying things and breaking in to houses, the police don't come out.' *female*

Facilities for children/youths were mentioned three times

'there's actually nothing for children between nine and seventeen .. or not even seventeen, even fifteen' *female*

'you need something to give them the incentive, 'cos there's too many of them have got no incentive to do anything than lounge around' *female*

Time taken to remove abandoned cars were mentioned twice

'Reporting abandoned cars, we get an awful lot of abandoned cars and you can't get them moved. The trouble is if a car's there for two or three days and it's abandoned, then it's vandalised' *female*

Drugs were mentioned once

'Further down the road there's drug dealers' *female*

Neighbourhood Watch was mentioned four times

'our Neighbourhood Watch chap is quite good, he's always dropping leaflets round about what's going on. So that would alert us to what was happening' *female*

'And I phoned the person (Neighbourhood Watch) and he said ooh I'll send the form and I'll get in touch. I've had no form, and this was years ago now. So it's coming from them' *male*

Fear of Crime was mentioned eight times

'If you've got to walk through gangs of teenagers who are swearing an awful lot, and sort of mickey taking and dancing behind you, and you're not very steady on your feet, you just don't go out at night' *female*

'Personally I don't go out at night' *female*

Lack of visible police presence was mentioned three times

'When you see youngsters absolutely destroying things and breaking in to houses, the police don't come out' *female*

'They've got the rules to stop them, and nobody's using them. The laws are there' *male*

HEALTH AND SOCIAL CARE

Lack of local health care facilities was mentioned four times

'And there is a desperate need for a medical centre. And at the moment you're getting the doctors in the town proclaiming that their practices are full and refusing to take people from the marina. Now, the marina is not yet a quarter full, and I don't think this is quite understood. If anybody here's ever been round the marina' *male*

CITIZEN'S PANEL

Eight answered yes, one answered no

'No. Why do you have councils.' *male*

'Yes, providing it didn't get too large, because once things get too large then you lose grip of it and it just folds or whatever.' *female*

'Yes with that reservation; and in answer to **** because councillors don't do as much as they should, that's why.' *Female*

OLD TOWN
11TH SEPTEMBER 2002

1 female	26-35 years,	1 male 26-35 years
1 male	56-65 years,	1 male 66-75 years

ENVIRONMENT

Good things were mentioned nine times with particular reference to the Downs and other open spaces in area.

"Yes – far better than any other area. Have moved away and always come back. Not like Langney and other areas – the shops are open" – *male*

"Quite a bit of open space and Downs. Lost a little of charm over the years. Lot of character when younger – little bit of character has gone. Got its charm. Sometimes prefer to be in town." – *male*

"Agree with what's been said – less crowded. Tidier and better organised. Room for improvement. No cause for complacency. Plenty of schools for young families. No open spaces for new estates to be built – static." - *male*

Good things about the area were mentioned six times

"Not too crowded. No new estates, lot of character, downs right behind." – *female*

"Several nice parks" – *male*

"The Downs – positively. Always know when been to town – dirtier." - *female*

Bad things about the area were mentioned fifteen times - particularly rubbish and roads

"General untidiness. Amount of rubbish dumped in the streets. Kids just chuck rubbish down. 2-3 times a week we have to pick from front garden. Awfully unsightly." – *male*

"Collection vans are very sloppy" – *female*

"Don't recycle enough. Not encouraged enough to do it." – *male*

Need for recycling in the area was mentioned four times

'Eastbourne lacks recycling - its behind the rest of the country' *male*

'we don't recycle enough. Not encouraged to do it' *male*

Rubbish, dumping and pests were mentioned, fourteen times. Rubbish and Dog fouling being important issues.

"Always take litter home. My child threw wrapper on floor "other people do". We want the place to be nice and clean. Collected 2 and a half bags of rubbish from Downs recently." – *female*

"If we do clean it – 2 days later it would be in the same state. There is a litter fine of £50 – is anybody ever fined? Same for the pooper-scooper – are you going to take dogs to court?" – *male*

The poor transport infrastructure into Eastbourne was mentioned ten times

"Biggest problem in whole of Eastbourne – transportation & movement. Hellish place to live – one road out & everybody is on it – can be stuck on it for ages. Grim. Ability to get out of & more around countryside. Personal & business – wouldn't start up a business here if it involved trucking goods in and out." – *male*

"Transport links are worst." – *male*

"No substantial business will come to Eastbourne until there is good transport." - *male*

"I used to work on a burger van. Drivers said that they could drive from north to south easily, but the journey from Brighton to Hastings is a nightmare." - *female*

"There is the sea on one side of the town. If going anywhere else... the rail service is terrible – can take an hour or more to get to Lewes." – *male*

"Government keeps talking about improvements to A27 – not in my backyard attitude. Its got to be done." – *male*

Good open spaces in the area were mentioned once

"Several nice parks." – *male*

INCLUSIVE COMMUNITY

Lack of affordable facilities for children and young people were mentioned six times

"Does cost money if you want to keep children off the streets. Would help to have a community-based hall to keep kids occupied. Used to use YWCA." - *female*

"Something for youngsters 11 – 16 year olds." – *female*

"Activities suitable for teenage and youngOnce here you're stuck." - *male*

"Council has sorted a lot of problems – no tolerance of youngsters. EBC don't want to do anything for youngsters." – *female*

The importance of good neighbour relations was mentioned four times

"Changed - used to know neighbours in the past – not now." – *male*

"Now moved back – live to people I grew up with. Lovely cul de sac – we all talk to each other. People more chatty than other parts of the town. Lived in Hampden Park for 3 years – only knew 3 people by name." – *female*

"Some nice, some stropky." - *male*

Community Spirit was mentioned four times

"In my area they do – always let each other know. It is like an old community." – *female*

"Not sure about contributing to the community – how? Know neighbours on both sides and across the road. They always watch the house when we are away. Leave the key with one of them. Fairly good neighbourly spirit up to a point. Meet in street and natter is that a contribution to the community? All lead our own lives – don't contribute very much." - *male*

The need for more involvement of local councillors in the area was mentioned three times

"Local councillors. Can be slanted with political labels – politics should be left out of it." – *male*

"Ron Parsons when active – I see him periodically. Traffic islands in Eldon Road make road too crowded. He thought it was a tremendous improvement. Here was somebody who was active in the community and he would stop and chat, this is the key thing." – *male*

"Local councillors very busy in the Town Hall – should take more time in the community. Regular surgeries in the ward, where people can go and visit – would be a big incentive. Need to be seen trying to do something." – *female*

Barriers to community involvement

Self Interest was mentioned once

'people won't do anything unless it's beneficial to themselves' *female*

The need for incentives were mentioned twice

'people need incentives' *female*

Lack of time was mentioned twice

'people are fairly busy and lead fairly hectic lifestyles' *male*

'people have busier lifestyles' *female*

Lack of affordable childcare was mentioned twice

"Crèche facilities for mums..... Once here you are stuck." *male*

"9am – 8pm crèche for my 3 year old, 7 days a week. Pre school for children. Not enough to occupy children – all a case of money. More to do for pre schoolers. I can't work until my child is 5." - *female*

LEARNING AND SKILLS

Good numbers of school places were mentioned once

'plenty of schools for young families' *male*

REGENERATION AND ECONOMY

Poor shopping facilities in the town centre were mentioned twice

"Shops in Eastbourne – too many coffee, charity and discount." – *male*

"Disappearance of individual shops. Exactly the same shops all over the country. Too many chain stores. We don't shop in Eastbourne. Standard of shops going down." – *male*

Other unused areas not to be used for housing, need affordable leisure facilities and better shops were mentioned three times

"Shops taken down. Retirement flats put up." - *female*

"Wouldn't want an amusement park on the seafront. Leisure facilities – like to see more available and cheaper." - *female*

Types of Industry needed was mentioned once and thought that business not encouraged in the town

"Small businesses – no encouragement. Banks work on the scale of big business. Not interested in helping." – *female*

CRIME AND DISORDER

Problems caused by vandalism were mentioned four times

'stop vandalism and rowdyism' *male*

'too much vandalism e.g. bus stops' *male*

'vandalism is related to something for kids to do. If they had activities then vandalism would decrease' *female*

'I live near the park - I always wonder what's happening over there' *male*

Problems caused by burglary were mentioned once

'had to leave my house empty for a while - it got broken into - no one reported it. I found it when I came back' *male*

Fear of crime was mentioned three times

'my mum is frightened if she sees a group of youth on the street. She never used to be, there were always kids around. Now she's scared to walk past them' *female*

'there are lots of kids around Safeways carpark - its awful. Lots of older people will not come out in the evenings at all' *male*

Lack of parenting skills were mentioned once

'to what extent are parents involved or not involved in this? If parents made more of an effort it would help' *male*

Lack of high visibility policing was mentioned three times

'need a greater police presence - major problem nationally' *male*

'need a more active, larger police presence' *male*

'all we have in Eastbourne are traffic cops' *female*

Lack of police response was mentioned four times

'public have no faith in the police anymore' *female*

'it was two days before they came to see me when I was burgled' *male*

'ten years ago they came to see us within half an hour' *male*

Lack of high visibility street wardens was mentioned once

'wardens - seen for a little while, but not recently. What are their powers' *male*

Neighbourhood Watch mentioned once

"Got to be a way forward. Need to get people together. If had meetings then people would meet. Never see them." *male*

Drugs and Underage Drinking was mentioned twice

"Used to be one on her own regularly. While waiting for a bus – seen kids walking out of there with alcohol & cigarettes – owner has retired now." *female*

"Told that pubs in Seaside area where they can get all the alcohol they want. It all comes down to money – need more active, larger police presence. Activities suitable for teenage & young, crèche facilities for mums, communication & transport. Once here you're stuck." *male*

The lack of diversionary activities for young people was mentioned twice

"Vandalism – same as all over the town. Youth clubs for kids just aren't there. Always used to be. No facilities for kids unless it costs money. No community facilities for kids." *female*

"Does cost money if you want to keep children off the streets. Would help to have a community-based hall to keep kids occupied. Used to use YWCA." *female*

HEALTH AND SOCIAL CARE

The bad affects of dumping and rubbish on health was mentioned four times

"People putting rubbish out too early." *male*

"Can't keep dumping rubbish." *male*

Good local healthcare facilities were mentioned once

"DGH does very good job. No complaints. GP is fine" *male*

Long waiting times for treatment were mentioned once

'long waiting time for other things blood tests etc. National problem." *male*

Citizens Panel

All four people thought this would be a good idea

"Got to help, EBC would have to be provocative. We are pretty sheep like, could interpret it as nothing wrong. Citizens Panel would need provocative re herrings to get them going. Understand problems, I was with the CHC for a while." - *male*

"For people to take part in these type of things – people need to see that something will be done." - *female*

**UPPERTON WARD
24TH SEPTEMBER 2002**

1 female	36-45
1 female	56-65
1 male	66-75
1 female	16-25

ENVIRONMENT

Good things about the area were mentioned six times

'Good image really - known to be a nicer area' - no pubs' *female*

'Varied age groups - younger & older, feels safe' *female*

The amount and speed of traffic, and lack of local parking were mentioned ten times

'That annoys me - we've got a car park, only 4 spaces for 6 flats & only 2 hour parking outside' *female*

'Cars race down our road (*Commercial Rd ed.*) use it as a shortcut - lorries. Need more speed humps.' *female*

'Always getting crashes outside our house (*The Avenue ed.*)' *female*

'Multi storey car park in Ashford Road - understand that it is never full - is it expensive?' *female*

'Don't think whoever plans position of crossings ever walks. Particularly near the Hogs Head where there is an odd island' *female*

'Junction with the Avenue - difficult to get across. Slow traffic down in the Goffs. 2 speed cameras on Upperton Road - yet drivers tear down the Goffs' *female*

Services needed :

Better street lighting was mentioned twice

'Where I live, there are street lights, but also dark areas - need better street lighting' *female*

'Street lighting definitely - especially during the winter. Have to walk past & through parks - only offices on the other side. Lots of noise in the park - especially during the summer, when students have parties.' *Female*

Better car parking was mentioned once

'Got to improve parking & car parks' *female*

The problems caused by rubbish and litter were mentioned fifteen times

'Now we're going to have wheelie bins - will get better' *female*

'Bin will have to be left somewhere - old people will have difficulty'

'I'd like a wheelie bin to put rubbish in - can only put rubbish out once a week - landlord does not allow bags outside because of seagulls. Have to keep rubbish inside for a week'

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'After Airbourne so much rubbish on the beach' *female*

'Not enough bins - moan about dropping litter - none in the station, none in the precinct' *female*

Recycling was mentioned once

'More aware of recycling. Round centre of town only a bottle bank. Nowhere for newspapers or aluminium cans. Should focus on recycling. Need to be aware of who give shop licences to.' *female*

Maintenance was mentioned three times

'Car park in Rodmill - large holes, very deep. I won't park there' *female*

'I won't either' *female*

'I went on Sunday & went down a hole' *female*

Infrastructure was mentioned twice

'Needs a 10-year plan. Easy to sit & criticise - difficult to put it right. No doctors in Stones Cross - people having to go 4-5 miles. Infrastructure has not kept up with development' *male*

'Eastbourne has to develop - harbour is just houses & houses. Thought they would have nice shops, bars & cafes. Developers from London are buying houses & reselling them at a profit. Putting housing out of reach of local people. Should be more control over buying & selling & planning permission. Harbour is not helping Eastbourne. No new shops, no new schools' *female*

Good things about buses were mentioned twice

'Park & rides are a good thing. Would stop congestion in town & I could park outside my own house - good thing to invest in. Better bus system' *female*

'In the Goffs we are spoilt for bus services - its fantastic. One along every 10 minutes into town.' *Female*

Bad things about buses were mentioned four times

'I get a lot of complaints about that - our staff are always getting in late because of the buses - 2 from Stones Cross & 1 from the harbour ' *male*

'My friend got on a bus - the driver was not from Eastbourne & she had to show him the route. He'd only been shown the route once.' *female*

INCLUSIVE COMMUNITY

Problems generating community spirit (Getting involved in community projects) were mentioned thirty times

'Generate some kind of civic mindedness. Bit difficult to initiate. Peer pressure very important. Could be inculcated through schools - may then see changes' *female*

'People will always be on drugs, always boy racers - not much you can do' *female*

'Yes I would, providing it was legal' *male*

'Can't say I 100% would. Feel quite safe, go to work, come home, don't notice what's going on. Easy to say you would, but to do it is different.' *female*

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'If it was something to help my 3-year-old son & was worthwhile - yes. If I thought it were a waste of time, then no.' *female*

'Usually in every area, one person who likes to control - someone needs to take control. I could support & send letters out' *female*

'We could help - I could do letters. To head it would have to come from some recognised body.' *female*

'In my street, not such a problem. I am the only Chinese person in the street. Quite a few Africans who regularly attend Elim church. As far as I know my street - don't know if they fraternise with others. Don't have a problem with the disenfranchised' *female*

'We had some Nigerians living down the road - made it difficult for anyone to like them - deported in the end. Some groups don't mix' *female*

'I was at a coffee evening a couple weeks ago - all English, voiced some concerns. Worried that in future this will become a Muslim state.' *female*

The importance of good neighbour relations were mentioned fourteen times

'Immediate neighbours - no problems, trust & value them. Further along, you don't get to know them. Problems with rented flats. I asked a friend who is a taxi driver, he is very concerned about a house 3-4 doors away from where we are - there is a brothel. You don't hear things like that - we hear by word of mouth. My next door neighbour knows about it, rest of people don't' *female*

'8 flats in the block. Know everybody. Got keys for 3 flats' *male*

'Might come up against people needing their own space & own time. Would be nice to get to know more people in the area. Don't know how to' *female*

'Being neighbourly - good neighbourliness helps. Saying hello, how are you. Just being friendly is a first step. Various churches can be a big help in this area' *female*

Negative things about immigrants were mentioned five times

'Amount of immigrants being allowed into the town. No way I am going to let my son go to Bourne School - all resources are spent on kids who can't speak English. They are getting it all - houses, doctors & they haven't paid National Insurance' *female*

'From inside my shop can see every other person passing is an immigrant. See same people every day' *female*

Negative things about foreign students were mentioned six times

'The sort of people encouraged to come. The volume of students - no respect for people in the area. Often forced off the pavement. Start with language schools' *male*

'But could educate them a little bit in how to behave. Everyone is thinking about the immigrant thing' *male*

'Foreign students litter a great deal' *female*

'Outside Macdonald's on pavements. Can council cap how many foreign students Eastbourne has?' *female*

Disenchantment with the local Council was mentioned five times

'Local government got to get involved with the community - not lining their own pockets' *female*

'Local government should not be mixed up with politics - should be for the people' *male*

'Amount of development going on. All house building. Lot of building around the new road. Council just giving licences.' *female*

LEARNING AND SKILLS

The need for training was mentioned once

'Can't depend on roads to generate business. Will we have the right staff in Eastbourne to staff these establishments? Isn't there now a scheme to train people looking for jobs in IT?' *female*

REGENERATION & ECONOMY

The decline of the area was mentioned six times

'My street is a reasonable street, but has nothing but letting signs. Shocks you when you see so many signs - no stability, gives a negative impression. Gives the impression of a transient population - doesn't attract family groups who will stay & get involved in the area - can't do anything about it' *female*

'Vagrants in station & streets' *female*

'Concerned that it will become a place where I don't want to be if current downhill progress continues' *male*

The declining image of the town was mentioned three times

'Needs to attract more younger people. Still got geriatric impression. Could be lovely - needs street cafes - I go to Brighton' *female*

'Keep the town clean, update image a bit. Events attract a lot of people. We have 4 £1 shops & too many charity shops' *female*

Poor town centre shops were mentioned eleven times

'I work in Terminus Road - only £1 cheap shops & charity shops - need cafes to bring in younger people & boutiquey shops' *female*

'Finding it hard for business now. Put Savers in place of Russell & Bromley' *female*

'We said it was terrible when it was closing - but never went there - too expensive' *male*

'If change shops, will get a different class of people in town. Has become tacky. People come for the day - they are quite disappointed now.' *female*

The affect on the local economy of foreign students were mentioned once

'Language schools bring the town a lot of money. Host families get £70 per week' *female*

Types of industry/business needed in Eastbourne were mentioned five times

'Got a lot of empty offices. Eastbourne's problem is access - bottleneck once you get into the town. Lot of businesses could be attracted here' *female*

'..need businesses that are self reliant, rather than needing access - high tec. Need to be careful as these people get a lot of money & would push house prices up, out of reach of locals' *male*

'Chamber of Commerce should have some ideas.' *female*

CRIME AND DISORDER

Fear of crime was mentioned four times

'It's a nice area, but I wouldn't walk around on my own at night' *female*

'Groups of young people at the bus stop at the junction of the Goffs & Upperton Road - my friend was intimidated' *female*

'I got pushed out into the main road - surprised me when they put no drinking signs up in the Goffs - nothing in Upperton Road - constantly seeing broken bottles there' *male*

Drug problems were mentioned five times

'Lot of noise there during the night - full of drugs during the daytime' *female*

'Kingston block of flats - heard they are dealing drugs from one flat' *female*

'Wharf Rd I was told there was drug dealing down there on a regular basis' *male*

Neighbourhood watch as mentioned once

'Neighbourhood Watch would be very helpful. Our front door was kicked in last year. A friend's car was stolen, just parked in the road. Don't know how to get it going & generate interest. This upsets everybody. How to deal with apathy?' *female*

Lack of visible police presence was mentioned nine times

'A lot of problems - not much that Jo public can do. Police presence would help - never see them' *female*

'Things are different now - we were afraid of them when I was younger. Would be better if people knew they were about. Lots of vandalism. Sign ripped down on a daily basis. Fire hydrant concrete notice has been ripped out & is just left on the floor.' *male*

'Better policing - need to feel if there were police there - they would come. Not enough of them - know cases where police haven't come' *female*

Fear of retribution was mentioned six times

'Neighbourhood Watch - people are targeted if they report something' *female*

'It's the same for my nan & granddad in Old Town - granddad refuses to do something about children throwing stones because he will get targeted even more if he confronts them' *female*

HEALTH AND SOCIAL CARE

Negative things about health care services were mention three times

'Hear lots of stories about bedblocking' *male*

'My daughter is a sister at the DGH - does nights. Often can be in charge of 11 wards. People will hide the fact that a bed is available by drawing curtains to avoid the paraphernalia of admitting people.' *female*

(see also Environment – infrastructure)

CITIZEN'S PANEL

All four people thought this was a good idea

MEADS WARD
20TH SEPTEMBER 2002

1 Male	56-65	1 male	56-65
1 male	56-65	1 female	46-55
1 male	56-65	1 female	56-65
1 male	26-35	did not arrive	

ENVIRONMENT

Good things about the area

The Conservation Area was mentioned twice

'Meads is a conservation area' *male*

Architecture was mentioned four times

'One thing I particularly like about Meads and Eastbourne in general, is the architecture here...the whole town has some beautiful architecture' *female*

'there are of course some lovely old houses, but then you've got the town which is so beautiful' *female*

'I think it's the architecture and topography that makes it special' *male*

Shops and proximity to services was mentioned twice

'we've got a lovely range of shops in Meads Street, and I think that's something else that makes Meads very special' *female*

'you don't need to go into town, which I think is particularly important for the older residents' *female*

Bad things about the area

Detrimental affect on the area due to the poor outside appearance of HMOs was mentioned five times

'the council doesn't pay as much attention to older Edwardian, Victorian houses which are converted in multi-tenancy buildings and which quite frankly you know are allowed to go very badly...I doubt whether all of them in fact meet fire regulations...if you're not going to be proactive and keep on top of converted buildings, that really drags the whole idea of a conservation area right down' *male*

'on St Johns Road one of the multiple occupancy buildings certainly looks in a fairly run down state....and I would be amazed if it met all safety regulations' *male*

'we've got some at the bottom of our road, which obviously brings the tone down' *female*

'I don't really believe that the council doesn't have the powers to make owners keep the exterior of their places up to scratch....I think they do have the power to do something' *male*

Chewing gum was mentioned once

'I notice now in a lot of the village we've got chewing gum trodden all into the floors, same as you get outside McDonalds and places like that, and that's a shame' *female*

Changing appearance of the area due to conversion of large houses into flats was mentioned four times

'you don't realise how many have actually gone from St Johns Road....beautiful houses' *male*

'they just fell into decay' *male*

'they're an anachronism as family homes' *female*

The importance of maintenance was mentioned twice

'If you want to maintain that speciality, I think you've got to keep it up to scratch, both in terms of the exterior and also in terms of amenities and so on' *male*

'the borders are not cut, the trees are left...I think on the whole it has gone downhill in the last fifteen years. People don't tend to look after the outsides of their houses, it's left to the council to cope with. I do feel it is a shame, because it has become rather run down' *female*

Effects of pavements was mentioned three times

'they've got cobblestones in a lot of areas which are lovely...I'm sure they're pretty difficult to keep a check on, they do get badly damaged...I know quite a number of people fall' *female*

'on Granville Hill, between about numbers nineteen and twenty five, particularly on frosty mornings, I've seen several people slip on some of the brickwork pavements' *male*

Replacement pavements were mentioned three times

'we now have the situation where we've got some of the brickwork which has been replaced by tarmac....it may be easy to walk on but certainly looks horrid...should we stick with the brickwork and have that replaced properly that looks nice, that is safe to walk on or are we happy with this gradual replacement with the tarmac' *male*

Rubbish

Wheelie bins were mentioned once

'we hope we're going to get wheelie bins so we can get rid of the black plastic bags which are a diabolical aspect of this town' *male*

Litter - lack of bins was mentioned three times

'Blackwater Road - there's a lot of litter left around....where there used to be dustbins there are now none....they don't have any option but to chuck it over somebody's wall or leave it on the street' *male*

'it's a point that there isn't anywhere for people to put litter' *male*

Recycling was mentioned three times

'you've got quite a number of recycling points around town which is good. The one I use at Eastbourne College doesn't have a container for cardboard...so a little cardboard container on one or two other sites' *male*

The current position of the bus station was mentioned twice

'I want to see the bus station moving from Terminus Road. I think it's disgraceful that we've got a bus station where people, children in pushchairs and older people take their lives into their own hands to try and get across that part of Terminus Road' *male*

Noise was mentioned six times

'one of the local pubs likes to have live music...I think it enhances the area....there have been a lot of complaints about the music there' *female*

'someone may have lived there twenty years before they introduced that loud music, why should they be subjected to it....it should be contained within the building' *male*

'I was very surprised a few weeks ago by the amount of noise that was allowed on the main lawns with It's a Knock Out...if I'd been paying to stay in the Grand Hotel I'd have been very peeved....I'm surprised that was really tolerated' *male*

Pollution from coaches was mentioned once

'they stand outside the pier choking everybody up that walks past...this is happening in other little streets like where our hotels are...I suspect now you'll walk down by the pier & see three or four coaches in a row with exhausts running' *male*

Problems with the water table through over development was mentioned once

'I'm worried because of the water table...you know that if you put one more brick on Eastbourne Park...the whole thing's going to sink' *male*

Transport infrastructure was mentioned once

'for years it was the road to nowhere & now that's open, so there isn't that excuse anymore. We've got reasonable access to the town, which creates other problems..when you come off the end of it, and people go whizzing by east to west not necessarily coming into town' *male*

Traffic

Speed was mentioned once

'twenty mile an hour speed limit that people would keep to in the town centre' *male*

Problems for cyclists were mentioned seven times

'the area's not very friendly to bicycle users....and the area that one used to be able to cycle out to the marina etc that was blocked off...they went to great expense to mark out the bicycle lanes...shortly after came down and painted them all out again' *male*

Lack of street cleaning was mentioned once

'we don't get the roads swept, they're not kept clean' *female*

Planning policies were mentioned once

'the council should be more consistent in it's planning policy...for example a new development for students up in Meads, that's very much against what we

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understand to be the council's own guidelines on planning...I think the small town feeling is quite an important aspect of it, we musn't lose that by going to large scale developments. Small and harmonised with what is there' *male*

INCLUSIVE COMMUNITY

The changing nature of the area was mentioned three times

'...people bought those big houses and turned them into flats because families couldn't live in them anymore' *male*

The importance of local amenities was mentioned twice

'many old people don't drive, don't have cars, it gives them something to do to go to the shops, to chat to people. It's a community centre that little shopping street' *female*

The importance of getting together to solve local problems was mentioned twice

'its up to you as a group of individuals...it's so difficult to do it on your own' *male*
'if you don't get together and send as many letter as you can about a planning issue that you don't like, then your voice won't be heard' *male*

Controversy or a common problem as a means of getting the community together was mentioned six times

'we got to know our neighbours well but because of controversy...it did get us together...and we formed a residents association' *male*

Barriers to community involvement

Time was mentioned three times

'they don't want to give their time' *male*

'people go to work, they come home, they don't want to get ready & go out again' *female*

Self interest was mentioned twice

'there has to be a reason though.....nobody's going to any kind of social group unless they've got a good reason to' *female*

'they have to feel they're going to get some benefit' *male*

Incentives were mentioned four times

'money to some people, money's important. Or getting something for coming along. People don't want to get involved unless there's something for them to gain' *female*

Lack of facilities on new estates was mentioned once

'if you're talking about new estates you can see people are coming with very few facilities.....' *male*

The importance of civic pride was mentioned once

'the more people you get involved in the local community the more civic pride you have and the better it is for the area' *female*

Importance of having a centre for the community was mentioned twice

'there needs to be a heart and a centre, which luckily we still have, we're just clinging on in Meads, but there is a serious danger of losing that. It's very important that the activity of Meads is maintained, and that's what draws people in, and that gives people a focus of yes this is something we want to preserve' *male*

The importance of affordable housing was mentioned three times

'there needs to be plenty of affordable housing in Eastbourne & that probably means converting more of the older big houses properly' *female*

Lack of facilities for young people was mentioned four times

'the following generation there's not that much for them in Eastbourne...I think they could do a great deal more for the very young children...don't think we've got quite enough in the town for very young children pre teens and early teens' *female*

REGENERATION AND ECONOMY

The need to decide the focus of the town was mentioned three times

'I think one of the problems...is to decide whether or not it's a tourist town, and no one really gets down and answers that question' *male*

'I think we have to face up to the fact that it's not only Eastbourne that will change...we have a good basis at the moment and if the planning is kept as it should be...then it will continue to be as good as it can be...but we can't expect it to stay the same as it is now' *male*

Lack of investment in Meads was mentioned twice

'it may very well be that Meads doesn't form any part of the tourist attraction of Eastbourne...but Meads doesn't attract visitors as such, and therefore I wonder whether the same kudos is attached to the Meads from the council's point of view as the front and the tourist area' *male*

'the loss of amenities or the beauty of the Meads is due to economics' *male*

Perceptions of unemployment in Eastbourne were made twice

'well I would feel that the sort of unemployment level here is perhaps slightly higher than the national average' *male*

'I'm surprised that it is higher...but with people hanging about, are we confusing the unemployed with the asylum seekers...because there is a presence in the town' *male*

Low wage economy in the town was mentioned four times

'I wonder how Eastbourne stacks up in terms of well paid jobs' *male*

'wages are low' *male*

'one of the factors that can't be developed will be the wage structure, because it is low' *male*

Poor shopping facilities in the town centre were mentioned five times

'I think some of the bigger and better shops could be approached again' *male*

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'Woolworths won't come for heavens sake' *male*

'you can't get the good, fashionable shops. We had some wonderful boutiques here, all went into recession' *male*

'big concerns don't seem to want to come to Eastbourne' *male*

Lack of seafront development was mentioned three times

'well there was this wonderful plan for this development on the seafront with the ice rink - what's happened to that?' *Female*

'the ice rink next to the swimming pool I thought was going to happen, but it still hasn't happened' *male*

Over development in the future was mentioned four times

'its becoming over developed' *male*

'I think if you allow too high a density of development I think there is a real danger that it will spoil the area' *male*

'providing existing properties are tastefully converted and maintained...it's in everybody's interests that's the way to go, rather than the sort of harbour development, which in my opinion is a very high density development...I wonder just how successful socially that's going to be there. Or whether problems have been created there because of the type of development. It seems to me the closer you pack people together the more problems you get' *male*

Development of brown field sites was mentioned four times

'I'm convinced that the answer is as well as building new houses, regeneration' *female*

'there are redundant sites around Eastbourne in the centre and further out that should be redeveloped...affordable housing' *female*

Development of the Devonshire Baths site was mentioned five times

'If you want a brown field site within the Meads area, obviously the old Devonshire Baths...one of the most commercial sites in the town...it's been derelict for twenty years or thereabouts' *male*

'another thing Eastbourne is lacking is covered tennis courts...if we're not careful we'll be losing most of the tennis tournaments to Birmingham or Nottingham. Can't you revoke their planning consent, tell them that the first three floors have got to be covered tennis courts, a couple of conference facilities and then develop the rest for residential' *male*

'it's been worrying this town for years. It seems a local big building company own it and they just won't develop it no matter how much pressure is put on them. It's a terrible state. Its rat infested' *male*

Impact of foreign students on the economy of the town was mentioned three times

'we get in excess of fifty thousand students a year through the town, it is big business for Eastbourne....it's very important for our local economy...it's an important business for the town and one we shouldn't forget' *female*

CRIME AND DISORDER

Boy racers were mentioned five times

'the road that runs behind my house, the road up to Beachy Head ...is a favourite haunt for boy racers late at night, and bikers at weekends...the bikers use it as a race track...my house back on to that road..I've been there eight years I've had three cars in my wall at the bottom of the garden' *female*
'been dealing with them for years.....it's got better in as much as we've moved those who park...' *male*

Crime linked to Houses in Multiple Occupation was mentioned three times

'where they rehoused some DSS and immigrants, we have had more robberies and vandalism there in the last year that we had in the whole time I've lived here. I think it's getting bad' *female*

Problems establishing Neighbourhood Watch were mentioned once

'I think Neighbourhood Watch works on a street where you've got several houses and people can be brought together that way. But where you've got lot of flats it's very much harder...' *male*

Lack of enforcement was mentioned twice

'all the things that are being introduced in the last couple of years like no drinking on the streets, no cycling on the pavements...they're not policed...and that doesn't have to be by the police. And it's a waste of time trying to do these things' *male*
'there's no reason why the town shouldn't be as good a place to live, but it does need policing' *male*

Importance of diversionary activities was mentioned twice

'If you catch them and occupy them....there's less chance of them going bad later on' *female*

The fear of crime was mentioned four times

'there is also the fear of crime...and whether it's genuine enough it's there, people won't go on the street' *male*

HEALTH AND SOCIAL CARE

Lack of doctors in the area was mentioned twice

'I never found a doctor in the Meads since I've been living here' *male*
'took me a long time to get a doctor when I came here' *male*

Standard of care at the DGH was mentioned once

'a little bit surprised at the standard of care at the DGH for what is really a relatively new complex' *male*

CITIZENS PANEL

All seven people agreed that this was not a good idea.

'don't you trust your elected members' *male*

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'I would have thought make councillors do their job properly' *male*
'people need to see some evidence that you've listened and you've done it, and
sometimes that never gets filtered back that you've listened to what they've
said...perhaps a little bit more publicity...' *male*

**ST ANTHONYS
13TH SEPTEMBER 2002**

1 Male	46-55
1 Male	46-55
1 Male	36-45
1 Male	46-55
1 Female	46-55 Did not arrive

ENVIRONMENT

Bad Things about the area were mentioned forty eight times

"I mean the people that have moved in .. said hello, welcome to the neighbourhood, but there's a couple moved in to the bungalow over the road and said hello, and it was just like talking to a brick wall .. so bye."

"I think unless the council, whoever, comes up with some ideas.. not ideas but unless they come up with something that shows that they're actually listening to individuals, where they can .. where the public feel.. they can see that there's actually a response that's been done, then they might get some belief from residents I guess. Okay, well perhaps they are listening. Cos at the moment, as you just said.. Have'nt got confidence in the council."

" You don't think really that's going to happen. You think it's jobs for the boys, they're in it for what they can get out of it .. Expenses."

"Eastbourne's always had a drug problem, even in my youth.."

Good things about the area were mentioned thirty two times

"Yeh. I think Eastbourne is generally to be honest. I mean there's quite a few places in the country, and I think .. that's why I settled in Eastbourne the last twelve years, cos it's a nice town generally. I think the concern for me .. the biggest concern now than when I first came to Eastbourne is the road situation, that is a very big concern locally.

A) the speed of traffic and b) the lack of infrastructures."

"Yeh. I mean if we have a barbecue, I mean the guy next door to me in fact is Portuguese so he really perhaps should be so insular, but they're not, they come and fit in very nicely. But not necessarily perhaps go round to their garden, but we lean over the fence and they'll pass the beers over and vice versa. And discuss the flowers, and what hasn't grown, and what has grown."

Nice things about the environment of the area were mentioned thirty four times

"Again on the positive side, I don't think Eastbourne has got a bad community spirit anyway."

"Green, which is nice. Got good gardens, nice size houses. I think it's a nice area to be honest with you compared to other parts of Eastbourne. Not a lot of areas are run down either, which is nice .. empty shops or even you know, a lot of flats etc. We've not got that here, so I think properties are well kept, which is nice."

"it's lovely peace and quiet."

"I know my neighbours very well actually, in fact I would say I know them pretty well.. a good percentage of the street to be honest. I live in Etchingam Road, which is more or less the old Langney Centre."

Poor road infrastructure was mentioned fifteen times

"They've obliterated the place with houses, and the infrastructure of the roads is exactly the same as they have been for the last sixty or seventy years."

"There's no railway station, infrastructure's terrible."

"To get anywhere from Eastbourne you've got to go to Lewes which that A27 is just unbelievable. And it used to be bad at certain times of the day, but now it's bad a good eighty percent of the day, it's atrocious. And so, again as we say, to get investment in the town of businesses and so on, you've got to improve your road system, which isn't being done. I know they've put a new dual carriageway out of Eastbourne, but when you get to..."

"A lot of companies actually move out of Eastbourne don't they, because of the infrastructure."

Bad things about traffic were mentioned thirteen times

"Gridlock at Airborne, which shows that the town can come to a standstill."

"There were speed restrictions there that the Council wanted imposed and didn't work."

"Cos it's a rat run, that's all it is isn't it."

Buses were mentioned eight times, it was suggested smaller buses are used, giving a more frequent and cheaper bus service even if this meant subsidising the service.

"I would use the buses a lot more. The cost of them is just so expensive."

"I think the buses are appalling."

"For a family to catch a bus from Ringwood Road into the town is a fiver almost."

"Four pound each way. It's four pound to go down, four to come back.. eight pound just to go up the town which is 15 minutes. You take the car.. That's it, park in the car park."

"The one time I used the bus ... I got on this bus at the hospital and I said do you go to (?) mate? Yes he says, and I honestly forget how much he charged me, but I was on that bus on my own for nearly $\frac{3}{4}$ of an hour. I found places.. Parts of Eastbourne I didn't know existed."

Services Needed was mentioned five times

"That's why they tried to bring back the 17 to Polegate, no one used it. Now it goes dead at 6 o'clock at night."

"It wants more services for people."

"Or the Council tax now it's called. And there's no infrastructure, there's no schools, there's no doctors surgeries."

Good things about parks and green spaces in the area were mentioned seven times

"That's what most people look at in the evenings isn't it. People want a bit of peace and quiet. I think we've got enough green space around, enough parks in the area."

"We've got some good parks around this area. We've got quite a bit of green belt up where you are."

"I mean whatever they do with it unless it's going to be another park type place, but they need another park. You know, they've got the green opposite where they play football and that ... opposite there down at the Drove. I mean the people that live round there would they put in to it if .. I'm sure they'll find something to do with it if it was suddenly available to the residents, but I don't think people are going to give land away like that."

INCLUSIVE COMMUNITY

Neighbour Relations were mentioned forty seven times

"Oh yeh I'll help them out. If they want help and I see a bloke I'll ask him.. I'll say you want any.. I've got some tools here, or I've got this here and.. If they say no fair enough. If they say yeh I'll help them do it, but won't push myself."

"Now you just go in to the back garden.. The kids are out there, you sit out there and have your meal and a few drinks, and you don't tend to get involved with neighbours do you."

"I think you find.. yeh I think people will rally together if there's a situation that's going to affect the neighbourhood."

"Yeh I know the neighbours to the left and neighbour but one. Ever since we moved in, which was four years ago, we've never been spoken to by the other neighbours. She'll go out there and ignore us totally. Neighbours look down on the floor.. that's the neighbour opposite to the left three.. four houses opposite us. And the guy that his house backs on to ours, he's got a garage two doors away from our front door and yet he never says hello. I think we're so insular, there is no community spirit I don't think."

"They don't even speak to each other, the neighbours opposite us."

Community Spirit was mentioned thirty two times

"Eastbourne has probably still got a bit more community than some parts. I mean it's part of today's society isn't it, a lot of people don't tend to mix. I've got friends in London and they just don't know who their neighbours are at all."

"I think where I live, to be fair, it's quite good. Community spirit is quite good, yeh. In the sense of individuals getting on with each other, helping each other out. I mean we had a bad accident in the road literally everybody was out there sweeping up the road, helping each other with the cars."

"I think communities are split again like that aren't they, doesn't bond. You haven't got a football team in the community any more that just consists of the children from that area."

"Again on the positive side, I don't think Eastbourne has got a bad community spirit anyway. The areas that we live in, I think the community spirit to me is good enough."

Disenchantment with the Council was mentioned twenty six times

"There were speed restrictions there that the council wanted imposed and it didn't really achieve anything did it. There was a lot of meetings, and there was a lot of talk and .. Nothing really got achieved."

"I mean I went to this meeting last night about this proposed football thing; in the local paper today it's been done, it's been signed and sealed."

"I think unless the council, whoever, comes up with some ideas .. not ideas but unless they come up with something that shows that they're actually listening to individuals, where they can .. where the public feel .. they can see that there's actually a response that's been done, then they might get some belief from residents I guess. Okay, well perhaps they are listening. Cos at the moment, as you just said haven't got confidence in the Council."

Lack of involvement of local councillors were mentioned eleven times

"Yeh, you don't see them. I've never ever seen a councillor for probably two years now."

"Even at elections they never knock on the door.. they do between like ten in the morning and two o'clock in the afternoon, but whose at home then. You don't see them coming round in the evenings getting involved with you and talking.."

"They don't do that now. They used to send vans .. the loud speaker vans coming round the house .."

"It's all rhetoric at election times isn't it, plenty of bunny and .. And that's how people perceive it."

Over development of housing was mentioned eleven times

"It's the Oval isn't it, consultations that are going on regarding that, it's signed on the dotted line and houses are to be built on it. Doesn't matter what the residents say, what anybody else objects to, there's houses going to be built on there because money talks."

"Housing all the time; building, building, building."

"I find that in Eastbourne, there's no long term perception of what's happening with the houses that they're putting in, certainly in the Crumbles as well. They've obliterated the place with houses, .."

"Bit of green belt, build a house on it, you know."

Street Parties were mentioned seven times

"I mean not so long back they had a street party and we actually met people in the street and now they actually say good morning and they stop .. they talk to you."

"I must admit we had this street party and I thought well I might as well join in, and believe it or not it worked .. it actually worked."

"But then like with the thing on the green, you know, the fair on the green, it was great. People there helping out, people coming in with .. just stupid things, you know, coconut shies and bouncy .. but it was tremendous, it was really .. you know."

Town Becoming Younger was mentioned seven times

"They prefer Eastbourne because of the facilities that there is for the youngsters. The night clubs, bars or clubs that they can drink. The cinemas are better here. They have certain screenings for younger people. There's more going on. There's the seafront, the pier. Where Portsmouth is more geared for adults."

"I wouldn't have said it was a holiday town, it was a retirement town. But now it's changed quite dramatically hasn't it. Yeh. It's a lot younger."

"It's getting a younger town. It's moving with the times."

Lack of facilities for children and young people was mentioned twice

"So my idea of being good would be perhaps facilities in the sense of things for younger people to do. You brought up earlier, do we think there's enough facilities for young people, and do there need to be more."

"Youngsters hanging around etc, don't get a lot of that on the streets, which is nice as well. It's always a concern nowadays cos they do tend to get bored quickly don't they, kids."

The importance of meeting places in building a community was mentioned once

"We had a Community Centre in Etchingam Road which I think probably contributes to some part of it. Also we have a parade of shops which people are in and out, and it does have that like community.. hub if you will."

LEARNING AND SKILLS

Need for additional school places was mentioned three times

"That's the other thing, people that are moving in to Eastbourne, they're fetching young children with them and these young children are going to need education."

"We're told, and I agree with them, the greatest thing is education. So you know, they've got to build more schools or at least another two."

REGENERATION AND ECONOMY

Unused areas were mentioned three times, leisure and conference facilities suggested for these

"And there's an empty garage. I think it was going to be made in to a supermarket or something, but planning permission was stopped because of parking. And now there's another garage which is empty, which has been knocked down and they're going to put flats in there, opposite Priory Road."

"Housing all the time; building, building, building. I find that in Eastbourne, there's no long-term perception of what's happening with the houses that they're putting in, certainly in the Crumbles as well. They've obliterated the place with house, and the infrastructure for the roads is exactly the same as they have been for the last sixty or seventy years."

"There was supposed to be an ice rink going down the seafront weren't there .. an ice rink, bowling alley."

Decline of the town was mentioned twenty nine times and mainly concerned with Seaside area and properties linked to Tourism

"Oh yeh. I mean that's pretty bad really considering we're.. Although a decreasing holiday town it's certainly an area where people see a lot of."

Yeh I mean I know they're regenerating a lot of seaside places but it still needs a lot of work doing on the buildings around. I think it's deteriorated quite a bit round that way. Pretty sad really."

"I mean again that's quite an eyesore for people coming into town."

"Not as many hotels around now as there used to be and they're very small and cater for short term coach tours."

'Mainly tidying up some of the rough roads within Eastbourne. The kind of social housing aspect.. Certainly Pevensey Road and Bourne Road, that area."

"So it's a bit of a concern I think. We seem to be getting a lot.. to me Eastbourne seems to be getting a lot of DSS, illegal immigrants. There's a lot of.. a lot more drugs than there used to be on the streets, a lot more .. Although this drinking ban's coming in you still see loads of them in the town. And I think that brings the town down when you start getting that. Eastbourne's never been known for it has it."

Eastbourne as a tourist town was mentioned fourteen times

"They had a thing up there a couple of years ago with stalls of an evening.. Three nights I think, or four nights, I can't remember, but it was a couple of years ago, and I thought it went down well, I really did. And it was a summer's evening, finish about eight/nine o'clock. There was all sorts of things going on. But you go up there now and all you've got is what the hotels are doing."

"I mean I think conference hotels would be good, I think Eastbourne needs to develop itself in that aspect."

"Not as many hotels around now as there used to be and they're very small and cater for short term coach tours."

Run down Properties/Hotels were mentioned fourteen times, mainly in relation to Seaside area

"You know, the frontages and that are listed. I mean I know a friend who had a property down at the seaside, wanted to rent a property down there, and because it was listed they virtually had to have the front rebuilt and done by specialists. The only other alternative is pulling it down. If you pull them down what do they build.. Offices or flats."

"That's been stopped cos that was going to be built right the way along to the green, to the common, and they stopped it. Now it's going to be flats in there. So you've got three derelict garages really doing nothing."

"You know, I look at it and I think how people can say I'll stay at X hotel and when you get down there and look at it. I'd be very disappointed with it."

The need for up to date conference facilities was mentioned five times

"I mean I think conference hotels would be good, I think Eastbourne needs to develop itself in that aspect."

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"As I picked up earlier, I think Eastbourne needs to be looking at producing some conference centres."

"But there was supposed to have been a very big conference centre, hotel going on at the site there straight away. But now it's all housing and flats etc."

Worry about jobs for next generation was mentioned five times

"You've got Eastbourne Park in the middle by DGH, you've got the Lake Park here by St Anthony's that people want to keep. It's a very difficult balance to make. But it's no good expanding the town if nobody's got any work to do."

"We need somewhere for people to work, I don't think everybody will be able to leave Eastbourne to go on a train to go to work in London or Croydon or Brighton, there's got to be somewhere for people to work here. I don't know how many people are employed in Eastbourne, do you know?"

"With the growing town as it is that you need to invest in areas where people can move in with offices, light engineering like factories, this sort of thing, to give people the work."

"Certainly needs to be encouraging people to come here to provide work for people. Offices of major companies who want to locate."

High Cost of Theatres/Amenities was mentioned four times

"I mean don't get me wrong, I like the theatres, I use the theatres as much as I can afford to. I'd like to see more shows here, seeing a few from London."

"I would use the buses a lot more. The cost of them is just so expensive."

CRIME AND DISORDER

Lack of visible policing was mentioned eleven times

"Well speaking to people that live in our area, one of the biggest complaints.. in fact the biggest complaint they've got is the level of policing."

"That is the number one issue, and that has to be important for people who live in Eastbourne. I think that's important. We living in Eastbourne or Langney.. I haven't seen a policeman in our area for months."

"Obviously it's not a problem. But I mean, you know, as I say, I mean a couple of years ago I met a police officer who told me oh I'm your beat officer, I'll see you every week – magic. I've never seen him.. I have no seen the guy since. Obviously he's been pulled off to do other duties in other areas or whatever."

Fear of crime was mentioned eight times

"I do disagree with the Police Officer that says that he doesn't want policemen just wandering about, cos I disagree; because a policeman is a quite strong presence wandering about. He actually makes a big difference."

"So you still watch out. You see something going on and you clock it don't you. We had some gypsies and they came down the road, and I had to do my front garden, you know, block paving it, and some gypsy stopped in his van wanting to know if I wanted it tarmacked and I walked up to the people I know in the road and told them, you know, to be on your guard, especially the old guy next door."

"Why again do they have to wander around, I mean Eastbourne's flat so give them a bike for go sake, you know, police can cover a lot quicker area on a push bike that they can walking the street. Not asking them to walk the streets cos that's not feasible, but certainly be a bit more proactive in being seen, instead of driving round in cars."

Lack of interest in Neighbourhood Watch was mentioned seven times

"You just can't be in Neighbourhood Watch. If you see a burglar, if you tackle him, you're in trouble. You know, the way that it goes now, you're not allowed to touch anybody now, so it's just.. People just can't be bothered. Just come home from work, in your house, that's it."

"Neighbourhood Watch tends to attract a bit of stigma really because you can be seen by certain members of the community as being a grass or a snide."

Drugs were mentioned five times

"So it's a bit of a concern I think. We seem to be getting a lot .. to me Eastbourne seems to be getting a lot of DSS, illegal immigrants. There's a lot of .. a lot more drugs than there used to be on the streets, a lot more.. although this drinking ban's coming in you still see loads of them in town. And I think that brings the town down when you start getting that. Eastbourne's never been known for if has it."

"It's the drug problem again in Eastbourne. I mean when I first came to Eastbourne from Portsmouth, it was very laid back in the drugs thing, there wasn't a lot of it going on."

"But unfortunately the drug industry moves that quickly that the police didn't keep up with it. And I think also crime's the same thing. It's not necessarily the police in Eastbourne's fault, they're not getting the investment. They ask for more money, they ask for more police, it's looked upon from the hierarchy. Eastbourne, no can't be that bad because it's an old community. It's not it's moved very rapidly, with a lot of influx of young people. Lot of migrant workers coming in. It's a soft target for crime, and it's a soft target for drugs because they aren't going to get caught."

Items stolen from sheds and garden was mentioned four times

"Three weeks ago we had all our statues stolen out the back garden, and when I phoned the police up I said we've had some gear stolen from the garden, they said oh this is the statues, I said how do you know?" "Some nicked off somebody else."

"Obviously somebody was stealing them to order, stealing out of all the gardens bits and pieces. We've had bikes nicked, toys been taken, and we have to lock everything away in the evening."

Vandalism was mentioned once

"There's quite a lot of vandalism in Eastbourne"

Fear of retribution was mentioned twice in relation to being involved with the Neighbourhood Watch and tackling burglars

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"Neighbourhood Watch tends to attract a bit of a stigma really because you can be seen by certain members of the community as being a grass or a snide."

"And that can bring adverse problems as well."

Street Wardens were mentioned once, and not perceived to be effective

"And these community wardens .. I'm sorry .. well it's cheap isn't it"

Lack of facilities for children and young people was mentioned once

"So my idea of being good would be perhaps facilities in the sense of things for younger people to do. You brought up earlier, do we think there's enough facilities for young people, and do there need to be more."

HEALTH & SOCIAL CARE

Lack of health care facilities were mentioned twelve times

"You've got one main hospital and the town is expanding, you know, and you've got all these like disused garages. Well they could build clinics and things like that on them."

"You do need more doctors surgeries."

"And things like that. And in ten/twenty years time.. well you're going to have to phone for a doctor a month before you're ill."

"Eastbourne wants another hospital urgently. Because they're closing them down. They closed.. Like Meads isn't it."

"Then they get problems again where there's not enough facilities or capacity in the hospitals to deal with them. And my wife's a nurse and she knows the problems first hand. You get people come in, and you get elderly people come in and they're bed blocked. There's nowhere else to put them. The Nursing Homes and Rest Homes are closing down."

Citizen's Panel

All four people agreed that this would not be a good idea

"I think it would be better to have a group of volunteers that would answer the questions."

"how informed would their opinions be. Would they get any help, would they get any information on a regular basis relating to what was going on?"

HAMPDEN PARK
4th September 2002

2 males 26-35 1 male 66-75
1 female 36-45 1 female 56-65 1 female 66-75

ENVIRONMENT

Bad Things about the area were mentioned eleven times

"Area has deteriorated in some respects. State of pavements – deplorable condition. Replacing paving stones with tar. Pavement covered in chewing gum." – *male*

"Littering is rife, worse than London – needs to be tackled. Can't be ignored." – *male*

"Area has got very tatty. Lost bakers & butchers. Become a place of second hand shops – everything then goes downhill." – *female*

"Hampden Park doesn't receive the same priority. Hampden Park is the not nice area at estate agents." – *male*

"Brassey Parade – no focal point – no café with outside to sit. Has been tried several times and failed." – *male*

Poor street lighting was mentioned once

"Street lighting is yellow – doesn't illuminate streets very well – why can't streetlights be white?" - *male*

Traffic was mentioned nine times

"Polegate by pass has increased traffic through Hampden Park. Should have built a bridge." – *female*

"Improvement of road access from Polegate to Brighton and London, there will be no Downs left." - *female*

"Using cars more as factories close and people have to travel further afield to look to work." – *male*

The need to promote cycling was mentioned once

"Pedestrianisation. Cycle paths. Cycle paths are fantastic – its narrow minded not to have safe cycling along the seafront. No cars along the seafront – should be pedestrianised & cycles only." – *male*

Rubbish was mentioned twelve times, particularly litter problems caused by takeaways and supermarkets

"Litter in the Park. Play area – piles of bottles around tennis courts – no bin. Use people on Community Service. Brambles in some areas. More of a litter problem since new Sainsburys. Bins burnt out and removed." – *female*

"If Sainsburys was not there, wouldn't be a problem. Sainsburys responsibility to remove. Macdonalds do litter picking, Sainsbury should do the same." *female*

"Railway line – repository for rubbish. Needs a really good, regular clean up." – *male*

"Council estates, full of rubbish and look dreadful. In the past EBC have imposed restrictions on tenants to make them keep their properties clean." – *female*

The decline of Area was mentioned six times

"Area has deteriorated in some respects. State of pavements, deplorable condition. Replacing paving stones with tar. Pavement covered in chewing gum." – *male*

'Parents are very young – children bringing up children. A social problem." – *female*

Abandoned and dumped items should be removed swiftly so area doesn't become associated with mess

"Two burnt out cars, if people are going to improve environment, incumbent on authorities to move it quickly. Doesn't enhance the area and would encourage people to take pride in their area." – *female*

Pests were mentioned once

"Brassey Parade really tatty – bird mess. Needs to be sorted out." – *female*

Good Things about the area were mentioned thirteen times

"Hampden Park has a good play area and ducks. The new road is good. Eastbourne is expanding." – *male*

"Eastbourne is a beautiful town." – *male*

"Parks and gardens do a magnificent job. Eastbourne is still a very beautiful place." – *male*

"I have chosen an area that is different & better than London and want to contribute." – *male*

"Eastbourne is a smashing place to live." – *male*

"Maintain existing green spaces – make them inviolate, increase parks, so that in 20 years time Eastbourne is still as beautiful. Keep seafront as it is." – *male*

Infrastructure was mentioned eight times

"No cars along the seafront – should be pedestrianised & cycles only. Need to be more environmentally friendly and stricter on car use." – *female*

"Using cars more as factories close and people have to travel further afield to look for work." – *male*

"Improvement of road access from Polegate to Brighton & London, there will be no Downs left." – *female*

"Access now slightly better – new industries in town need somewhere to be sited." – *male*

Parks were mentioned seven times. Important that parks and green spaces maintained

"Maintain existing green spaces – make them inviolate, increase parks, so that in 20 years time Eastbourne is still as beautiful. Keep seafront as it is." – *male*

"Parks & Gardens do a magnificent job. Eastbourne is still a very beautiful place." – *male*

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"Removal of Park Keepers has done nothing to enhance parks. Privatisation has done nothing to enhance services. No respect for authority. Park Wardens removed." – *female*

"Downs and green areas need to be preserved." – *male*

The need for maintenance and street cleaning was mentioned twice

"Having cleaning schemes in London – does clean it up, but comes back. Littering is rife, worse than in London – needs to be tackled. Can't be ignored." – *male*

"Make sure small things are done – streets clean, parks kept tidy." – *female*

Improving the train service was mentioned twice

"Improve train access. Trains are now slow and there are fewer of them." – *female*

"Eastbourne is a holiday town – need other modes of transport to get people to town. – *male*

INCLUSIVE COMMUNITY

Community Spirit was mentioned thirteen times

"Take pride that I came down from London and will try to build a community spirit." – *male*

"Lovely community in Ashington Road at the moment. Pigs Lane end used to be a problem. Need community activities. Very few activities for Hampden Park." - *female*

"Difficult to get people more involved. If people don't want to do it - they won't. Difficult for a group like this to decide." - *female*

"Difference between Hastings & Eastbourne. Eastbourne people are more reserved. Not far off from being in London. After 7 years you begin to be a local, after 20 years you are accepted." – *female*

"If respect exists it is a good community." - *female*

"Is the community responsible for the way the community is developing?" – *male*

Disenchantment with the Council was mentioned nine times, it was felt Hampden Park missed out on attention that was given to other areas of the town.

"HP feels isolated & doesn't get the same priority as other areas of the town. The Council is awful." - *female*

"Council needs to look at its priorities and get some idea of where people want money spent." – *male*

"Has to be a balance and council has a duty." - *male*

Neighbour Relations were mentioned six times

"Everyone knew close neighbours, but not the whole street. Helps having close neighbours." – *male*

"Down to personalities and individualism. Can't impose values or views on other people. People busy therefore insular now. The odd barbecue but that's about it." - *male*

Public Consultation was mentioned five times

"Should be a yearly questionnaire, sent out with the Council Tax bills." – *male*

"No time to take part in Focus Groups on a regular basis." – *female*

"Approach people with a short simple questionnaire in Brassey Parade." – *male*

"Local paper – have run pieces asking people what they want, in the past – this was very effective." – *female*

Suitable presentation of facilities for children and young people was mentioned four times

"Children hang around outside One Stop – would they use facilities if they were there?" – *male*

"Important how facilities are dressed – café could be an Internet café. Somewhere to go and hang out. Kids are intimidating to whoever walks past – can't prevent this." – *male*

The importance of having a meeting place as a focal point of the community was mentioned three times

"This community centre used to be the centre of Hampden Park – now other activities dispersed." – *female*

"Brassey Parade – no focal point – no café with outside seating. Has been tried several times and failed." – *male*

The effects of building new homes on the environment and services was mentioned three times

"More houses, more schools, pressure on green belt and open space. Has to be a balance." – *male*

"Building of new houses, families that have multiple cars, cars with one person." – *male*

The irrelevance of street parties were mentioned once

"Jubilee street parties happened 25 years ago, but not this time. Intrusive." – *female*

Councillors were mentioned once

"We can consult local Councillors." – *female*

The town becoming younger was mentioned once

"Younger families moving in." – *male*

LEARNING SKILLS

Concerns about availability and access to schools in the future with a growing younger population was mentioned twice

"Eastbourne needs to make provision for facilities and amenities – roads, hospitals & schools." – *female*

"More houses, more schools, pressure on green belt and open space. Has to be a balance and council has a duty." – *male*

REGENERATION AND ECONOMY

Types of Industry needed were mentioned four times

"Light industry closed. Supermarkets have killed a lot of business. Hotel industry poorly paid." – *female*

"Semi skilled light industries, ITU, electronics, so that children can get local work. Eastbourne is not a heavy industry town. Business going abroad because it's cheaper. Emphasis on local business and industries." – *female*

"IT design, incorporating existing areas." – *female*

Concern about jobs for the next generation was mentioned three times

"There has been an increase in population & Eastbourne is going to expand. Jobs are a problem." – *male*

"Light industry closed. Supermarkets have killed a lot of business. Hotel industry poorly paid." – *female*

"Wages in Eastbourne are very low. Lack of jobs – need to bring in the right sort of jobs." – *male*

Eastbourne as a tourist town was mentioned twice. Tourists needs overriding those of residents

"Places where tourists go take precedence." – *male*

The lack of local amenities was mentioned once - loosing individuality of smaller shops

"Supermarkets have killed a lot of business." – *female*

CRIME AND DISORDER

Lack of visible police presence was mentioned eight times

"Law and Order is a problem, can't remember the last time I saw a Policeman on foot in Hampden Park. There are two aspects to policing, enforcement and prevention of crime." – *male*

"Want Policemen back on the beat." – *male*

"Stroll around at night, need Wardens or Policemen, no protection at night." – *male*

"Police trying to give the impression there are a lot of police out there, but there aren't." – *male*

"Enforcement of authority outside the home is the police, who are not doing their job." – *male*

Fear of crime was mentioned seven times

"Need to tackle anti social behaviour in and out of town." – *male*

"Scared of going out at night." – *female*

"In old days people would go into Eastbourne, now afraid to go. Last train home 10pm." – *female*

"Stroll around at night – need Wardens or Policemen – no protection at night." – *male*

Anti social behaviour was mentioned six times

"Drunks urinating behind the wall outside this hall. Scout hut in Elm Grove regularly marked with graffiti. There has to be an ongoing cleanup programme" – *male*

"Anti Social behaviour is a problem of this country." – *male*

"Majority used to disapprove of anti-social behaviour and do something. Now people still disapprove and are frightened to do something about it. Now living in a PC society where people can go to court for defending themselves. Enforcement of discipline is important." – *male*

"Antisocial behaviour is at the root of problems – need more police on the beat." – *female*

Vandalism was mentioned five times

"Communication is a barrier, not knowing what they want. If things are done and then get vandalised, this puts people off." – *male*

"Do up eyesores seen around – remove and prevent vandalism. Physical appearance is important." – *male*

"If vandalism took place in Meads or Upperton, it would be dealt with the following day. Hampden Park does not receive the same priority." – *male*

"The Salvation Army in Old Town are always having vandalism problems." – *female*

Lack of parenting skills were mentioned four times, parents should be more responsible for their children's actions and have more control of them

"Problems with irresponsible parents and children out late and after dark. Impose a curfew – wouldn't be able to enforce it." – *male*

"Parents are very young, children bringing up children." – *female*

"Parents should be fined for children's behaviour. Standards of general behaviour have decreased." – *female*

"Parents need to educate children. There is no one around to stop kids." – *male*

Diversions activities for children and young people were mentioned three times,

"Will be interesting to see if Skateboard Park in Langney makes a difference. David Lloyd is expensive for kids to use." – *female*

"The skate ramp at Broadwater way – started by kids themselves. Anti-social behaviour – teenagers causing problems – but they built a skate ramp therefore can achieve if empowered and allowed freedom." – *female*

"Important how facilities are dressed – café could be an internet café. Somewhere to go and hang out." – *male*

Wardens were mentioned twice, people liked the idea of having local wardens to "police" areas

"Neighbourhood Wardens are good. Drug dealing seen outside school in Dallington Road in broad daylight. If wardens are around and that keeps them away that is good." – *male*

"A warden in each street would be a good idea, an ordinary resident. The council has got to take a lead & have people responsible for each area." – *male*

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Fear of retribution was mentioned three times

"Mistakes made with estate management and problem families placed together. People frightened to say anything." – *male*

"Majority used to disapprove of anti social behaviour and do something. Now people still disapprove and are frightened to do something about it." – *male*

Drugs were mentioned once, and associated with school children

"Drug dealing seen outside school in Dallington Road in broad daylight." – *male*

HEALTH AND SOCIAL CARE

The importance of planning healthcare facilities and access to healthcare in the future was mentioned once

"Eastbourne needs to make provision for facilities & amenities – roads, hospitals and schools." – *female*

Citizens Panel

All six people agreed that a Citizens Panel was not a good idea

'we can consult local councillors'