



Eastbourne Strategic Partnership  
working together

# **EASTBOURNE STRATEGIC PARTNERSHIP**

## **COMMUNITY STRATEGY 2003-2008**

### **TARGETED CONSULTATION REPORT**

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**Eastbourne Community Strategy  
Consultation 2002 - Targeted Report**

**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 is 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	EAVS
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 during October 2002, to concentrate on the undeveloped themes of the environment, inclusive community and regeneration. These discussions were supplemented with targeted special interest group consultation.

Specific targeted consultation was also carried out – young people, older people, disabled people, the business community, gay lesbian & bisexual community, tenants and residents groups and representatives from the black and minority ethnic community (BME). The Strategic Development Department at Eastbourne Borough Council facilitated the exercise. This report represents the findings from all targeted consultation, excluding BME representatives, which will appear in the Focus Group Report.

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:

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**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

A brief summary of issues raised by each group is provided at the beginning of the document. Fuller details on each topic raised can be located in the main body of the text. A companion document lists headline findings.

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, Terrence 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.

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**SUMMARY**

Common themes occurred throughout the consultation. Good things about the town included fresh air, the ambience of a seaside town, proximity to the sea and the Downs, and the peace and quiet in some areas compared to other towns. The poor road and rail access to the town, the need for having a visible police presence, lack of facilities for young people, poor shopping facilities in the town centre, lack of good conference facilities, lack of employment opportunities for young people, low wage economy, problems accessing affordable accommodation, anti-social behaviour, fear of crime, lack of rest home care, poorly maintained buildings, access to local doctors, neglected heritage, were all highlighted as issues.

Barriers to community involvement included: vetting checks on volunteers, mistrust of other people, busy lives, lack of motivation, not enough enthusiasts, and lack of a community centre. Coming together in adversity was highlighted as a mechanism to bring people together.

Reactions to a Citizens Panel were varied. Shown here are all the responses received from those who responded to the question across all the targeted groups.

Yes	No	Lukewarm/Mixed	Don't Know
27	12	3	3

Concerns included: concerns about representation, inclusion of the less articulate and minority groups. All were concerned that there would be specific outcomes from consultation and views would be heard and action taken.

We asked some groups the question 'How concerned are you about the future of Eastbourne. Eight respondents said they were concerned and three said not worried at all. Reasons for concern included - no investment in the town, lack of action by the Council, employment prospects not good, lack of police presence and planning decisions. This concern was not reflected however from those those groups who we asked the question 'Will Eastbourne be a good place to live in 10-20 years time' where seven respondents thought it would be good, two said it would not and three did not know. The yes responses were however given with caveats including the need to generate increased and more profitable economic activity and the need to improve the response to changing needs. Suggestions from those groups asked about new employment opportunities for the types of employment to be attracted to the town included: small industry, call centres, tourism, sports & leisure, retail, hi tech, technology and manufacturing.

Below are the major themes that were introduced by each group. Quotes and frequency relating to each theme can be found in the main body of the document. Themes shown below in bold italic are themes which appeared most important to each group.

Different methods were used to consult different groups. Guided group discussions were held within schools, disabled people and with older people. Questionnaires were used with the business community, tenants & residents associations and the Terrence Higgins Trust. Here follows a very brief description of the issues raised by each group. A full analysis of responses for each group follows this summary.

## DISABLED PEOPLE

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In summary issues raised by this group were:

### **Inclusive Community**

Problems finding suitable adapted accommodation. One suggestion - Eastbourne Council should provide information regarding those properties in receipt of Council Tax Disablement Relief

### ***Problems accessing transport, including railway stations, taxis, Police Station, buses***

Affordability of transport for people in a low wage economy or in receipt of benefit.

### ***Problems with accessible buildings, thus excluding disabled people from meetings, local groups and activities.***

Awareness among the public of the problems of disabled people.

### **Regeneration and Economy**

Difficulties of disabled people accessing employment.

### **Crime and Disorder**

Fear of crime.

### **Health and Social Care**

Decentralisation of hospital services would be beneficial to the old and disabled.

### **Citizens Panel**

Lukewarm reception.

## OLDER PEOPLE

## Page 14

In summary issues raised by this group were:

### **Environment**

Problems caused by increased traffic flows when crossing the road.

Support for the expansion of the Blue Badge Parking Scheme to those with mental health problems.

Concerns over pollution.

### **Inclusive Community**

The importance of being close to the town centre and facilities

The need for accessible reliable transport and buildings

Shortage of affordable housing

Discounted facilities for older people to maintain health and activity

Help with energy conservation - electric blankets should be checked for free

Diminishing family involvement with older people

The problems caused by vetting checks on volunteers

Older people should be enabled to stay in their own homes

Local shops and facilities should be encouraged to maintain a sense of community and social contacts

### ***Support and encouragement needed for lonely older people, particularly during a life crisis***

The importance of good neighbours

The need for facilities for older people

### **Regeneration and Economy**

Importance of developing business links with charities

### **Crime and Disorder**

### ***Fear of crime - particularly in the town centre***

The importance of crime prevention measures and help and advice for the elderly

### **Health and Social Care**

***Concern over closure of council run homes and the lack of organised respite care***

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***Concern about paying for care in the future, particularly having to sell a property to pay for care***

Care should be person centred

Care should be co-ordinated across different agencies involved

Adequate funding for services should be made available

Simple practical help in the home should have priority

Advice should be available regarding adequate heating and energy conservation

Regular health checks available in the home

**Citizens Panel**

Broad agreement

**YOUNG PEOPLE**

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The summary for this group is presented in two parts, reflecting the contribution from two groups - school children and those accessing the Open Door Scheme.

**SCHOOLS**

**Environment**

***Problems caused by the change in bus timetables***

Problems caused by the volume of traffic in Eastbourne

**Inclusive Community**

Lack of affordable housing

***Lack of facilities for young people***

***Lack of affordable entertainment***

**Regeneration and Economy**

***Poor shopping facilities in Eastbourne***

Lack of employment opportunities for young people in Eastbourne

Most children did not see themselves living and working in Eastbourne in 10-20 years time - nothing to do, need better shops, because it's too old

**Crime and Disorder**

Need for high visibility policing

Fear of gangs

Lack of diversionary activities for young people

**Citizens Panel**

Lukewarm in yrs 7-9 & mixed ages, agreement in years 10-11

**OPEN DOOR**

**Environment**

Problems with the bus service - evenings, return fares

Taxi fares expensive

**Inclusive Community**

***Lack of affordable accommodation***

***Lack of facilities for young people***

**Regeneration and Economy**

Lack of money to access entertainment

***Lack of employment opportunities for young people***

Mixed response to living and working in Eastbourne in 10-20 years time. Over half answered don't know

**Crime and Disorder**

Problems with substance misuse

Need for high visibility policing

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**Citizens Panel**

Majority in agreement

**TENANTS AND RESIDENTS ASSOCIATIONS** Page 25

The analysis of the contribution from this group is presented by individually. This is to allow local concerns and problems to be highlighted as well as cross cutting issues.

**TOWN CENTRE**

**Environment**

Poorly maintained properties and their effect on an area  
Excess street refuse

Badly maintained streets & the dangers of A frames on the highway

**Regeneration and Economy**

*Not enough quality shops*

**Crime and Disorder**

Problems caused by anti-social behaviour in the town centre  
Enforcement issues  
Fear of crime

**Health and Social Care**

Poor standards of care. Better inspection needed

**TOWN CENTRE - around Memorial Square**

**Environment**

*Improvements to the area - landscaping, pedestrian crossings, parking*

Move the bus station from Terminus Road

**Inclusive Community**

Proximity to facilities  
Residents working together

**Regeneration and Economy**

Importance of tourism to the town  
Investment in tourism

**Crime and Disorder**

*Problems with late night noise and anti-social behaviour*

Visible police presence

**TOWN CENTRE - Grove Road/South Street**

**Environment**

Poorly maintained properties and their effect on the area

*Parking and traffic control*

Move the bus station from Terminus Road

**Regeneration and Economy**

Importance of adequate signage

**Health and Social Care**

The effects of urban living - fumes from car exhausts, noise by car owners

**TOWN CENTRE - Compton Court**

**Environment**

Condition of the seafront - behind the times  
Neglected heritage

Rubbish

**Inclusive Community**

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Lack of affordable housing

***Importance of support from authority***

**Regeneration and Economy**

Poor state of the town centre shopping area

Importance of long term planning

**Crime and Disorder**

***Success of local action***

**MEADS**

**Environment**

Problems with traffic

Condition of houses in multiple occupation

**Regeneration and Economy**

***Viability of the local economy***

**Health and Social Care**

***Access to local doctors***

**LOWER MEADS**

**Environment**

***Poorly maintained properties and their effect on the area***

Cleanliness

Pedestrianisation

Disturbance from noise

**Inclusive Community**

Proximity to services

**OLD TOWN**

**Environment**

***Increased traffic***

Problems with parking

Pedestrianisation

**Inclusive Community**

Lack of affordable housing

Importance of local facilities

**Regeneration and Economy**

Availability of jobs

Town centre development is a priority

**Crime and Disorder**

Fear of crime

**BRIDGEMERE AND ROSELANDS**

**Environment**

Location of the local household waste site in a residential area

***Poor communication links***

**Inclusive Community**

Poor local amenities

***Lack of facilities for children***

Effects of ward boundary changes

**Learning and Skills**

Lack of school places

**Regeneration and Economy**

Rapid development of the town

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Encourage business set up

Put up the rates

**Health and Social Care**

The needs of a concentrated single older population

**QUEENS CRESCENT**

**Environment**

Recycling

**Inclusive Community**

***Local efforts***

Adaptations needed for disabled people

**Regeneration and Economy**

***Shops in the town centre***

Investment in the town

**NORTH LANGNEY SHINEWATER**

**Environment**

***Adverse effect of planning decisions***

**Inclusive Community**

Accessibility of transport for disabled people

***Lack of identifiable focus in the area***

Importance of a local community venue

***Lack of facilities for young people***

***Poor parental skills***

**Health and Social Care**

Poor parenting skills

**SUNBURY FARM ESTATE, LANGNEY**

**Environment**

Good bus service and proximity to services

Importance of good design

**Crime and Disorder**

***Concern regarding vandalism and burglary***

***Local design idea to combat crime - close subway between Jay Close and Erica Close***

***Lack of police presence***

***Substance misuse***

**Health and Social Care**

Older concentrated population and their needs

Lack of care home places

Paying for future care

**SOVEREIGN HARBOUR**

**Environment**

***Concerns about planning decisions - inclusion of facilities, B&Q***

Parking problems

Cleanliness - lack of dog poo bins

Poor transport infrastructure

**Education and Skills**

School places

**Regeneration and Economy**

Improvements to town centre retail facilities

**Crime and Disorder**

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Theft from properties with no permanent residents

**Health and Social Care**

No local doctors surgery

**Neighbourhood Watch Association**

Neighbourhood Watch is the most successful means of combating burglary. Areas covered only 10% of burglaries compared to unorganised areas.

The collective action engenders a community spirit, which has benefits in more than neighbourliness, more concern for the vulnerable and tidier localities.

A greater priority should be given to providing modest help to voluntary organisations who are seen to be making a positive contribution to the community.

**BUSINESS COMMUNITY**

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**Environment**

*Poor road and rail links and supporting public transport infrastructure*

Relocate the bus station

**Regeneration and Economy**

*Difficulties with staff recruitment and training*

*Advertising and promotion*

Parking

*Locating suitable premises*

*Better shops, conference and theatre facilities*

*Forward thinking Council and good planning*

**TERRENCE HIGGINS TRUST**

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**Environment**

*Problems with transport - late night bus services, road access*

Cleanliness and pollution

**Inclusive Community**

*More gay clubs, bars and nightlife*

Affordable housing

**Regeneration and Economy**

Declining shopping area

**Crime and Disorder**

High visibility policing

Crime prevention

**Health and Social Care**

Larger hospital facilities

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**DISABLED PEOPLE**

Officers attended the Forum Meeting of East Sussex Disability Association on 17<sup>th</sup> October 2002. Also invited were representatives of The Hearing Resource Centre and The Eastbourne Access Group. Invited but unable to attend were representatives from Eastbourne Blind Society, and SENSE. 6 persons were present on the day - 5 males and one female. The age range was 36-65.

**ENVIRONMENT**

**Good things about Eastbourne were mentioned twice.**

'The new Access Officer has done a lot to make Eastbourne accessible. For example there is a map which shows which side of the ride it is best to use. The pavements are a lot better now.' *Male*

'The elderly move here as it is healthier than other parts of the country' *Male*

**INCLUSIVE COMMUNITY**

**The problems of finding suitable adapted accommodation were mentioned five times.**

'Moving from a house to a bungalow my wife and I had to visit 16 Bungalows before we found one suitable to wheelchair user. There was no one register available with either the Council or the Estate Agents to indicate which properties would be suitable. It was very time-consuming and disheartening' *Male*

**One suggestion was made to alleviate this problem**

'I think it would be proactive of the Council if they could provide information on Council and Owner-Occupier property adapted for disabled use' *Male*

**Problems accessing transport is an important issue for this group, reflected in the fact that it was mentioned twenty eight times.**

'When talking about accessibility we need to take sensory impairment into account as well as the wheelchair bound.' *Male*

'Its not just about disability, its easier to go to Glyndebourne or Birmingham than local places that are inaccessible' *Male*

**Problems accessing specific places and modes of transport are listed below:**

**Railway Stations twice.**

'In my experience the stations are not easily negotiable, having to go up and down steps. Also if you want to make a journey entirely by public transport the bus timetable is not linked to the train timetable' *Male*

**Taxis nine times**

'With accessible taxis these need to be booked a long time in advance, at least 48 hours before required. The attitude of taxi drivers is a problem. When the accessible taxi had been requested and not sent the taxi driver was not prepared to fold down the wheelchair so went away again and another taxi had to be booked. There is an estate car that can be used but this is at an extra charge' *Female*

'I don't think the big firms are so good in providing a service for the disabled' *Male*

'I have heard good information on individual taxi drivers as opposed to companies' *Male*

'I have found taxi drivers very unhelpful when asked to adjust seats etc if you can't manage to do it yourself' *Male*

**Specific suggestions for improvement to taxi access were made:**

'Would be helpful with the bigger companies to have nominated drivers for the disabled. And a nominated person in the office to contact' *Male*

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'I understand Taxi drivers in Brighton have had some disability awareness training. Don't know who paid for this. Could the taxi drivers have this in Eastbourne?' *Male*

'In London there is a Taxi card scheme. Disabled people are entitled to have so many rides at a subsidised rate..... I would like to see a similar scheme in Eastbourne'

### **Police Station once**

'The worst place actually was the Police Station because of the steps, cant get in there and the phone outside didn't have loop for deaf. They have now tried to address this, so by raising awareness changes are made' *Male*

### **Buses twice**

'It may be possible to get the kneeling bus into town and then find when you return home it is a 1923 model. There seems to be no planning in where and when the kneeling buses are being used so you know' *Male*

### **Affordability of transport was mentioned eight times**

'Even if you find a hall or venue accessible people may not be able to afford transport to and from the venue' *Male*

'The biggest handicap to Community groups is transport. In high cost, low wage areas like Eastbourne where there's about 25% of population on benefit, if someone on Income Support wanted to attend a meeting and needed a taxi they would have to think what do I feed the kids on next week. People could only afford to come to the detriment of something else' *Male*

'Some people fall outside of being included, may be excluded for financial reasons or ill health. Expenses would need to be reimbursed or else those who can't afford bus fares etc wont be able to join in. People need to feel something has come out of it. Feedback is necessary' *Male*

### **The difficulties of involvement in local groups were mentioned thirteen times.**

#### **Location**

'Some groups are accessible to disabled people – Community groups need to make themselves more accessible in terms of where held' *Female*

'If a venue with access for the disabled is not available nearby, don't think it's good enough that all that's done is that it's pointed out beforehand. Someone actually made the comment once, " hang on, isn't it a luxury installing a lift in a 2 storey building". People don't see the benefit of making public buildings community accessible' *Female*

#### **General attitude of people**

'General attitude of people towards the disabled and the willingness to make access available to disabled people is important. Public meeting should be made accessible to disabled people and often in doing so you are helping other sections of the public. For example, hearing loops help old people as well as the deaf' *Female*

### **The attitudes of neighbours and the public was mentioned eight times**

#### **Public**

'I am quite happy with people's attitude to the disabled but they don't seem to have a clue what's required' *Male*

'People need to be educated with regard to disabilities. They want to be helpful but they don't have the knowledge or the information available to do so' *Male*

'There needs to be an awareness of the effect disabilities can have on people's lives' *Male*

'It's to do with people's attitude and stereotyping. There is an assumption the old are disabled' *Male*

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### Neighbours

'People stay at home because of their disability. Where they're deaf for example and watch TV. So they can hear, TV will be on loud and they may not realise how loud this is to their neighbours. The neighbours then jump to the wrong conclusion, report as nuisance and deaf individual gets a letter from env health. This is to do with education and attitude; once upon a time people knew who lived in their area and who had what disabilities, now no one knows. In the end they become more isolated as they either stop watching TV or try and lip read which isn't possible with a lot of things' *Male*

'People don't want to admit they have a disability because of the stigma attached and also often with deafness people don't realise they are deaf and neighbours will be unaware that they have a disability. People need to get knowledge' *Male*

### REGENERATION AND ECONOMY

**The problems for disabled people accessing employment were mentioned three times,**

'Disabled people find it more difficult to get into jobs' *Male*

What is the answer to stop exclusion? Could subsidies be available? *Male*

'I personally would like to work but my disablement can vary during the day and many people like me may not be able to predict how they are going to feel...I retired as I couldn't predict how I was going to feel each day' *Male*

**Eastbourne's low wage economy was mentioned three times**

'I feel strongly about Mickey-Mouse jobs in the Hotel Trade. Those employed end up in the poverty trap. The pay is poor, long hours split shifts. What do you do on split shifts go home, fares expensive for this' *Male*

### CRIME AND DISORDER

**Fear of crime was mentioned once.**

'Fear of crime is an issue, I know my wife doesn't want to go out as our neighbours were burgled, you hear about things like that happening and don't want the same thing happening to you. Fear of crime is an issue with people going out' *Male*

### HEALTH & SOCIAL CARE

**Problems with health and social care were mentioned six times.**

'I think services are good but people's perceptions are bad. Is it because we get a lot more communicated to us these days' *Male*

'If Eastbourne decentralised its hospital services to outlying areas to the outskirts may be beneficial especially to the old and disabled' *Male*

### CITIZENS PANEL

Lukewarm reception for a Citizens Panel

'I'm in favour of going out to Individuals – to go out to young people, for example, to their own group' *Female*

'Would those people who join be single interest groups? Would the less articulate have a say?' *Male*

'EAVS do a similar thing already. Can't we just expand on their one and also include businesses and groups' *Male*

'With this minority groups would be missed. The Access Officer should look at this to make sure minority groups are included' *Male*

'User Consultation is all very well and we do want to be consulted. But things need to be joined up and people become fatigued by another consultation. We need to see what comes out of it' *Female*

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'Need to look cautiously at Citizen's Panel and to go to other council's to see how theirs is working. Lewes would probably say theirs is going well, but I doubt whether it works properly' *Male*

### OLDER PEOPLE

A group of users and volunteers from Age Concern Eastbourne and Eastbourne Seniors Club, together with a representative from the Alzheimer's Society were invited to a discussion group on 17<sup>th</sup> October 2002. A representative from the WRVS was invited, but could not attend. 8 females and 2 males attended.

### ENVIRONMENT

#### **Problems with traffic & parking was mentioned twice**

'Roads are not designed for parking - if cars are parked it can be dangerous to cross the road' *Male*

#### **A specific problem with blue parking badges for those with mental health problems was mentioned once**

'A physically disabled people can get a blue badge. I care for a mentally disabled person & can't get a badge. We need a car badge for mentally disabled people' *Male*

#### **Concern over pollution was mentioned once**

'I like the area - apart from traffic problem and continuous pollution. I live in Upper Avenue' *Female*

#### **Problems arranging repairs in sheltered accommodation was mentioned once**

'I live in sheltered accommodation and can't get repairs done. There is a lot of condensation on windows' *Female*

### INCLUSIVE COMMUNITY

#### **The importance of being close to the town centre and facilities was mentioned four times.**

'I like the area where I live - its close to facilities and the town centre' *Female*

'I like my area - it's near facilities - I can walk to the buses' *Female*

'I like the area - it's very central to town' *Female*

#### **The problems of accessible transport was mentioned four times**

'Accessibility & transport are problems for elderly people. Transport, amenities and accessibility.' *Female*

'A bus that had facility to take wheelchairs - a bus only for wheelchair users. This would be widely used' *Female*

#### **The problems of accessible buildings were mentioned three times**

'Current centres don't have access & transport for everybody Doors are unfriendly to wheelchair users' *Female*

#### **The need to advertise facilities was mentioned once**

'Need to make facilities more known to the public - more advertising for community & free transport'

#### **The lack of suitable housing for fit older people was mentioned twice**

'There is a lack of housing for people who are able to look after themselves. Little boxes with shared bathrooms are no good' *Female*

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'There is a lack of decent housing for active older people. People in rented sector at the council think we can go into a little box that is damp' *Female*

**Affordable housing was mentioned once**

'There is nothing in Eastbourne that is affordable. Need to encourage council & Housing Associations. Building beautiful luxury flats - to buy rather than to rent. People can't afford rents & council properties limited' *Female*

**The importance of discounted leisure facilities for older people was mentioned three times**

'More energy should be put into keeping us young & fit & healthy. Discounted facilities for sports & leisure, libraries open longer, discounted education facilities' *Female*

'As an older person I am capable of contributing. Keep older people active by volunteering or learning. Keep us included. Capitalise on our talents' *Female*

**A suggestion was made for improved services to older people**

'Greater help with energy conservation, electric blankets should be checked for free' *Female*

**Diminishing family involvement with older people was mentioned four times**

'The pattern has changed a lot - people still working - especially women' *Female*

'Mothers are working, grannies are now child minding' *Female*

'Sons & daughters are so busy haven't got time for parents. They are expected to go into a home or be on their own. The older generation are disillusioned. People think my family don't want me therefore no one wants me' *Female*

**Barriers to people getting involved**

**Vetting checks on volunteers was mentioned seven times**

'More & more things against people volunteering. There is a check on every volunteer, this insults people' *Male*

'I went through exactly that process here. I felt as if I was being grilled. It was long & grueling & I felt humiliated' *Male*

'This is a way of life now - everyone needs to be vetted - unfortunate that its come to this stage' *Female*

'People are less inclined to volunteer because of vetting' *Male*

**Various other barriers to people becoming involved were mentioned individually**

'Culture - mistrust of other people. Unfriendliness' *Female*

'Fear and greed' *Male*

'Busy lives' *Female*

**Lack of confidence amongst older people, particularly having just lost a life partner was mentioned three times**

'Lack of confidence, especially if lost a long term partner' *Female*

'Lack of confidence - people feel they have nothing to offer' *Female*

**The importance of good neighbours was mentioned nine times. This discussion highlighted a characteristic of living in sheltered accommodation - the relatively transient population through death or long term care, and the difficulty of maintaining neighbour relations because of this. It also highlighted the difficulties of living in small blocks of flats.**

'I trust them. With a change in neighbours there is a change in atmosphere. They are very helpful if I need them' *Female*

I live in a block of 12 flats. I know most of them. People placed there under Care in the Community are causing concerns. Neighbours can be very helpful' *Female*

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'There are 49 flats in my block - 5 per floor. On my floor the neighbours are very good, we look after one another's flats. I know the other residents by sight, an awful lot left us, they died' *Female*

### **The importance of availability of facilities for older people was mentioned ten times**

'We need facilities across the board - Age Concern & Seniors Club cater only for a certain client group. People who float around in Pevensey Road - they are voiceless. There is no drop in centre e.g. Seaview in Hastings. You can have a shower & a hot lunch there'

*Female*

'We need more for old people to go to. Dinners, a game in the afternoon' *Female*

### **The need for encouragement for lonely people was mentioned twelve times**

'A lot of people have a dream to move to bungalow by the sea. This dream is shattered when one partner dies - we end up with a local population of needy bereaved people - social problems, healthcare, pressure on GPs' *Female*

'I sit in my flat all day long - I have nowhere to go' *Female*

'I'm very lonely - I go to my flat or the lounge & I'm alone. People don't mix - men don't want to know us. I won't speak to a soul all day - I live in Farnol House' *Female*

'We need more for lonely people' *All*

## **REGENERATION AND ECONOMY**

### **The importance of developing business connections with charities was mentioned four times**

'Local businesses in town, no longer have money to put in. They do have staff time & skills to volunteer. They could second staff to help - groups are crying out for treasurers - banks, building societies could supply these. Area not tapped. Take lead from Body Shop'. *Female*

'EAVS had a working breakfast - more needs to be done to pull the business & community together'

### **What kind of employment should be encouraged?**

'Employment that fits in. Eastbourne is largely elderly - compatible with elderly people. Fulfilling a need'

'Plenty of room for small industry in this town - need to sort out transport. More & more industry that could work here e.g. electronics'

'Call centre'

## **CRIME & DISORDER**

### **Concerns with Town Centre safety were mentioned nine times**

'In town a lot of elderly people are disgruntled - lack of sleep at the weekend - boy racers, cars & motorbikes. Drunks going home from night-clubs' *Female*

'Boys about 4 on bikes weaving in & out of traffic - terrifying old people on their own' *Female*

'I found it daunting to go back to my car at night after the cinema' *Female*

'Need more police on the beat - patrols at night' *All*

## **HEALTH & SOCIAL CARE**

### **Closing of council homes and the lack of organised respite care was mentioned six times**

'From an Alzheimer's point of view I'm worried about the closing of council run homes - they provide the only organised respite care' *Male*

'There is a shortage of homes & respite care. We need quality of care - person centred. The degree of care at St Anthony's was excellent. The current home my wife is in is not good'

*Male*

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### Concerns about paying for care in the future were mentioned four times

'The most worrying thing for us all is legislation relating to payment for care in the future. Sale of homes to pay for nursing care. People are worried to death about their future & paying for their care' *Female*

'There should be legislation against selling homes to pay for care' *Female*

'It's Free in Scotland' *Female*

### Concerns over current healthcare provision were mentioned four times

'We should have better health care. We have an extended population - still have services we had then. Services haven't kept pace with change in population' *Female*

'The quality of service has gone down tremendously. I was deeply shocked when in hospital. Lack of respect' *Female*

## CITIZENS PANEL

There was broad agreement from all.

'Those who are going to participate need to know that something will happen & feed into planning process'

## EAVS FORUM FOR OLDER PEOPLE

EAVS Forum for Older People exists to represent the views and opinions of older people in Eastbourne. At a meeting on 12<sup>th</sup> September 2002 the forum held a brainstorming session to consider all the priority objectives needed to keep older people in their own homes. The paper produced from that session is reproduced here in its entirety, with kind permission from Gwen Ledger, Chairwoman, EAVS Forum for Older People. Summary points are picked out in bold type.

### "STAYING AT HOME"

#### INTRODUCTION

- **During the last decade there has been at national and local level an increasing emphasis on the importance of older people being enabled to remain independent in their own homes as long as possible.** It has been seen as not only beneficial to them but having the advantage of reducing or delaying the need for residential or hospital care.
- For this reason the policy of the statutory services is to provide the support considered necessary for maintaining home independence. It is questionable whether there has been any attempt to produce, in consultation with older people, a comprehensive analysis covering all aspects of domestic and community life and setting out just what this support should include.
- **This paper is an attempt to look in depth at what is most likely to enable older people to live a healthy, happy, secure life in their own homes and where possible to enjoy some measure of social activity. It has grown out of a discussion at a recent meeting of the EAVS Forum for Older People, and over the last ten years during which preventative care has always been a priority concern.**
- The term 'older' can include anyone over 50, but the age group considered here is 70+ , and it is recognised that it includes people of very varying physical and mental ability and agility. People with disabilities or mental health problems obviously have special needs, and extra support for carers is

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essential, but we concentrate here on the sort of support needed by all older people at some point in their lives.

- **Person-centred care must enable each older person, at any age, a choice of the different kinds of support and help suited to himself/herself at different stages during later years.** Personal and domestic circumstances also vary. The help needed by an older person with a relative living near will naturally be less as it will be if there are neighbours able and willing to keep in touch. But it must be emphasised that in assessing the needs of an older person the relative/neighbour carer must be fully considered following private consultation. Willing neighbours can find themselves in difficult stressful situations over a long period of time, and expected to perform tasks for which they are not able or qualified.
- **To make all this possible it will be obvious that all voluntary and statutory agencies and public services must be involved in a co-ordinated pattern of care – Health and Social Services, transport, housing, financial services, environmental health and commerce, churches and many community groups .**

1. **FINANCIAL SECURITY**

In spite of the recent and present emphasis on home independence, restricted funding has resulted in changes in eligibility criteria for the provision of services. An increasing number of people are excluded and have to be able to pay for the help they need. The first requirement therefore must be adequate and continuing financial support for organisations providing services, and financial expertise and advice, for example IMPACT and Advocacy, and a system of appropriate grants.

2. **HELP IN THE HOME**

Simple, practical help in the home must have high priority. This means far more than “doing a bit of shopping” and tidying and dusting. Increasing frailty and arthritic or heart problems mean that many routine tasks can become painful or impossible. Adequate cleaning involves moving items of furniture before hoovering; curtains need to be taken down, cleaned and put back; mattresses need to be turned and blankets washed. Some fridges and freezers need defrosting and cupboards cleaned and tidied. In addition to these tasks there are always minor problems like changing lightbulbs. Household chores could be made easier if house and kitchen design was adapted to the needs of older people who find bending and stretching difficult and may have visual impairment. **Extra-care housing** providing adaptations for older people with special needs is an important recent development. **Adequate heating is essential** and financial considerations are of particular importance here because most older people feel they must be economical, and will not always use properly the heating they have. **Advice** about all the ways of keeping warm is important, but should include carers and visitors who need to be more alert to recognise signs of possible hypothermia.

It is important that the **condition of the building itself** – roof, pointing, drains, safe electrical wiring, insulation etc., is checked regularly. Younger people are more likely to be aware of this and able to deal with whatever needs attention. An older person, living alone may be oblivious to the problems or worried about what to do. A regular check would be great benefit and increase safety.

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**Gardens** can be a pleasure, a benefit but also a problem, and help with grass cutting and general care becomes more and more necessary with increasing years.

### 3. HEALTH CARE

The option of staying at home is very much a matter of health, and the G.P. plays a vital role not only in treating physical conditions but by offering the reassuring care and understanding that is so much valued. Home visits and an easy appointment system are obviously impossible in the present situation, **but a regular if not frequent check-up, preferably in the home, and perhaps by a Health Visitor**, could often prevent the development of future health problems. The work by the Medicine Management Group of the National Service Framework will be of great benefit, especially the pilot scheme involving participation of pharmacies. **More readily available podiatry and physiotherapy services** are needed to maintain mobility and a good quality of life. In addition to and following Intermediate Care, older people returning home from hospital, or recovering from a minor accident, are in particular need of a **short period of extra help during convalescence**. **The Age Concern Home from Hospital Scheme is vital in providing this.**

### 4. THE LOCAL COMMUNITY/THE NEIGHBOURHOOD

There are people within this age group who, even if they need some help at home, are able to get out and about to some extent, and an **enabling community** can make an important contribution here. **Transport needs to be reliable and accessible, and streets and pavements free of obstructions**. **The closure or threatened closure of post offices, banks and small shops** presents considerable problems, as does the growth of out-of-town supermarkets. Free buses are welcome, and shopping trips provided by such organisations as Age Concern are beneficial. **However, shops in the local neighbourhood provide opportunity for social contacts and help to create a caring, supportive community**. **Voluntary organisations and social groups can also contribute greatly to the lives of those living alone.**

In their later years, people often develop a greater appreciation of, and have a deeper need for faith values in life. **Spiritual well-being** is an important part of care provision and this needs to be recognised by all those in contact with older people. **Faith groups should be encouraged to become involved**, not only meeting the needs of their own members, but with the wider community and in the whole pattern of co-ordinated care.

### 5. THE CONFIDENCE OF SECURITY

Older people are able to stay in their own homes and can enjoy a good quality of life only if they feel secure. **Crime prevention measures and help and advice about safety are particularly important for the frail and vulnerable**. Through "Neighbourhood Watch" schemes and awareness of caring, local people can greatly increase the sort of confidence and peace of mind that will make remaining at home possible. The helpline organisation provides an invaluable local service in a wide variety of situations and every attempt should be made to encourage older people to use it and to ensure that funding is available.

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**IN CONCLUSION**

**It is important to stress that to be effective there needs to be a committed involvement in a co-ordinated pattern of care .**

**10.10.2002**

**YOUNG PEOPLE**

Officers visited two schools - Ratton and Eastbourne Technology College, both 11-16 secondary schools. ETC allowed us access to their School Council of ten children (two from each year group), whilst Ratton organised an ad hoc group of twelve children of all ages. The children at Ratton were split into two groups according to age. Open Door, a voluntary project working with 13-25 year olds, administered a guided questionnaire with 9 of their clients, which also fulfilled a training need for some of their newly recruited volunteers.

**SCHOOLS**

**ENVIRONMENT**

**Problems relating to buses were mentioned twenty seven times. The conversation reflected feelings after a recent timetable change by the local bus company.**

'Transport is bad, we can't get on buses, there are no school buses' *Female Yr 7-9*

'Buses need to be more frequent' *Female Yr 7-9*

'Bus drivers don't know where they are going' *Yr 7-9*

'The timetable should be put back to normal' *Male Yr 10-11*

'There's the Sovereign Centre but you can't get there on the bus anymore' *Female*

'The bus routes have all changed they are not circular anymore. They go all round the estates picking people up and then when you want to get on they are full' *Female*

'The bus journey to school used to be 20 minutes now it takes 45 minutes to get here, and then if the bus is late I'm late for school' *Female*

'Single decker buses are being used instead of double decker so not so many people can get on' *Female*

**Behaviour on buses was mentioned twice**

**Children**

'Year 11's swear and smoke at the back of the bus and it really stinks on a cold day with no windows open, no one does anything to stop it' *Female Yr 7-9*

**Drivers**

'The drivers are rude. Kids have been sworn at by bus drivers. They have stopped at bus stops and not moved on' *Male Yr 10-11*

**Issues relating to cycles were mentioned five times**

**Cycle lanes**

'Cycle lanes are too small and keep stopping and starting' *Female Yr 7-9*

**Bike Racks**

'Need more bike racks needed in the town there's only the one at TJ Hughes and it is always taken up' *Yr 7-9*

**Attitudes of old people**

'Old people too fussy and moan at me when I ride on the pavement for a bit, they don't understand' *Yr 7-9*

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**Cleanliness Eastbourne was mentioned twice**

**Cleanliness**

'It's clean' *Male Yr 10-11*

'Eastbourne is quite clean' *Female Yr 10-11*

**The volume of traffic in Eastbourne was mentioned four times**

'There are too many cars and too much traffic in the town' *Male Yr 10-11*

'We should cut down on the cars' *Male Yr 10-11*

**INCLUSIVE COMMUNITY**

**Worries about affordable housing were mentioned five times**

'House prices could go down' *Yr 7-9*

'There are too many homeless people' *Male Yr 10-11*

'Money problems, won't be able to afford a property' *Male Yr 10-11*

'House prices are a really big issue here' *Male Yr 10-11*

**Lack of facilities for young people was mentioned forty eight times**

'Nothing to do for teenagers or adults' *Yr 7-9*

'Need more stuff for older kids' *Yr 7-9*

'There's not much to do in the evenings. I just stay at home and do some homework'  
*Female*

'If we don't start getting things for kids our age now there will be nothing for them in the future' *Female*

'For the in between age there is nothing to do. You are either not old enough to get into clubs. Then for things like Fort Fun you are too old' *Female*

**Issues relating to the involvement of young people were mentioned eight times**

'We would like to get involved; it is better if it comes from us' *Yr 7-9*

'It is good to show you are doing it but you only do it to show you are' *Yr 7-9*

'They could form a group of kids, some from each year to come up with ideas' *Yr 7-9*

'Go to kids and ask them what to do' *Yr 7-9*

'A bad thing about Eastbourne is that a lot is decided by adults, they don't listen to kids' *Yr 7-9*

'Things aren't marketed in schools' *Female Yr 10-11*

'People would get interested if set things to do' *Female*

'Community Projects would be fun if they were organised' *Female*

**Relationships with old people were mentioned ten times**

'Eastbourne is too old' *Yr 7-9*

'There are too many old people on the seafront' *Female Yr 10-11*

'Yes, and I've bit hit at the bus stop by an old woman with her umbrella.' *Male Yr 10-11*

'Eastbourne is more for old people' *Female Yr 10-11*

'There should be more concerts for kids. At the moment all the theatres are for old people'  
*Female*

**Problems with the cost of entertainment were mentioned sixteen times**

'There's not much to do apart from bowling, David Lloyd or Sovereign centre. Then everything costs money' *Female Yr 10-11*

'Money, everything costs a lot to do' *Female Yr 10-11*

'I think there are too many arcades. We need somewhere to go that doesn't cost loads and where we can just hang around' *Female*

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'Drusillas is too far. Petrol is expensive and then it's expensive to get in' *Female*

## **REGENERATION AND ECONOMY**

### **Poor shopping facilities in Eastbourne were mentioned fourteen times**

'Needs a Woolworth's' *All yr 7-9*

'Too many pound shops, too many cheap shops. It is easier to go to Brighton to where there are better, expensive shops in a good atmosphere and it is clean, like Bluewater' *All yr 7-9*

'Need better shops' *Yr 7-9*

'Lots of shops sell the same things. We want shops that sell different things' *Female*

### **Suggestions for improvements, or changes to leisure facilities were mentioned twenty seven times reinforcing the view held by all that there is not enough to do in Eastbourne for young people.**

'Could have a big sand pit like Brighton, there is only Treasure Island and you have to pay' *Yr 7-9*

'There could be a voucher scheme for local people like they have in Brighton' *Yr 7-9*

'There could be a fun 2 weeks set up by the Council' *Yr 7-9*

'The cinema has a special price at weekends and summer they could do that at half term' *Yr 7-9*

'There should be more Youth Clubs that anyone can go to' *Yr 7-9*

'A younger people's disco at the Shuttle for tens and over' *Yr 7-9*

'The Sovereign centre needs to be improved' *Male Yr 10-11*

'There are not enough under 18 clubs, they are only once a month' *Female Yr 10-11*

'Tourists attracted to the town – they're mainly old people. So everything is geared to them and there's not much for children to do' *Female*

'The beach is ok in the summer but could do with some areas just for kids' *Male*

'I want to move to Brighton as it's much better. There's more life, it seems much brighter there' *Female*

'Only lifeguards at the Wish Tower end of the beach not at the Sovereign end so parents worry if we go down on our own' *Yr 7-9*

### **Lack of employment opportunities was mentioned eleven times**

'Not a good variety of jobs only shops and teachers, nothing exciting'

'There's not much to do here, more and better jobs elsewhere' *Female Yr 10-11*

'I wouldn't want to work in Eastbourne, as you wouldn't be able to get to a very high level in a job. You would be able to get a much better job in London or Manchester' *Female Yr 10-11*

'Won't be possible to stay in Eastbourne as there aren't the jobs' *Male Yr 10-11*

### **Do you see yourself living and working in Eastbourne in 10-20 years time?**

**Most children in all groups answered no to this question. The range of answers given to the subsequent question 'why not?' reinforces the views expressed above:**

'because its too old'

'Need better shops'

'Nothing to do for teenagers or adults'

'If it improves in 5 years, I might reconsider'

'There's not much to do here, more and better jobs elsewhere'

'Eastbourne is more for old people'

'I want to move to Brighton as it's much better. There's more life, it seems much brighter there'

'I want to go to London or Brighton'

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'There are only jobs in shops or restaurants'

## **CRIME & DISORDER**

### **High visibility policing was mentioned eight times**

'There are more things happening in the Town Centre now the Police have moved to Hampden Park' *Yr 7-9*

'We never see the Police'

'On the news they say a policeman comes to the school but we never see him' *Yr 7-9*

'It is good to see police just walking around' *Yr 7-9*

### **Concerns about safety were mentioned twelve times**

#### **Fear of gangs**

'Willingdon Trees – There's a lot of glass and litter and loads of gangs hanging round' *Male Yr 10-11*

'If you felt more safe when walking about at night that would be better. You don't see a policeman – you feel frightened when you see a crew' *Female Yr 10-11*

'Need to get rid of the gangs. As they make you frightened to go out, particularly to the Pier at night or even anytime of the day come to think of it' *Female Yr 10-11*

'I don't want to go out as you don't know who is out there hanging round. Not that you're frightened, it's that you are judged on what you are wearing' *Female*

#### **Good things about Eastbourne compared to other areas**

'I have family in London and they're not allowed out to things. Here it's OK to go out' *Female Yr 10-11*

### **The lack of diversionary activities for young people were mentioned three times**

'Nothing to do so kids end up causing trouble' *Female Yr 10-11*

'Willingdon Trees is bad as well. People hang round by the shops and with nothing to do they nick stuff from the shops' *Male Yr 10-11*

'The kids down Shinewater just hang around the shops as there's nothing else to do. You feel intimidated and you get flashed at by young people' *Female*

## **HEALTH & SOCIAL CARE**

### **Issues relating to health facilities were mentioned three times**

'The hospital needs to be bigger' *Male Yr 10-11*

'It's not the size that's the problem, it's more to do with NHS money that's available' *Female Yr 10-11*

'We need more ambulances' *Male Yr 10-11*

## **CITIZENS PANEL**

**Years 7-9 and group of mixed ages:** Lukewarm reception for a Citizens Panel

'It is good to show you are doing it, but you only do it to show you are'

'People won't be interested if they are consulted all the time about things'

**Year 10-11:** all thought a Citizens Panel would be a good idea

## **OPEN DOOR**

## **ENVIRONMENT**

**The road system in Eastbourne was mentioned once**

'Better roads for people to drive and cross as well'

**Problems with buses were mentioned three times**

'Buses need to be on time'

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'Improved bus service. Return fares needed'  
'Evening bus services 7 days a week. Public transport essential for those without transport'

### **Expensive taxi fares were mentioned three times**

'Taxis basic rate should be lower, more affordable'  
'Cheaper fares initial charge for taxis too expensive, need to be reduced'

### **Cleanliness and general comments relating to the environment were made twice**

'Increase rubbish collections in town'  
'stop cutting down trees'

### **Good comments about Eastbourne were made three times**

'People are more helpful'  
'Because there is good and polite people to talk too. And meeting new people every day'  
'Nice quiet town (compared to city), friendly, safe, people helpful'

## **INCLUSIVE COMMUNITY**

### **Involvement with community groups and projects was mentioned three times**

'I would be prepared to get involved in a programme aimed at getting recreational drug use off the streets'

### **Problems with accessing affordable accommodation was mentioned fourteen times**

'A place to live coz you gotta be over 25'  
'Prices of deposits for property should go down'  
'More places for the homeless to go'  
'More homes and more things to do'  
'More housing for young people'

### **Specifically finding a job & a place to live were linked in the same sentence eight times**

### **Lack of facilities for young adults were mentioned twenty two times**

'Finding things to do - nothing to do'  
'Nothing to do for my age group (18+ )'  
**Suggestions for facilities for young adults**  
'more things for teenagers such as park/more cinemas etc'  
'Need more youth projects to give young people things to do. Music/Art/Sport projects'  
'More drop - in centres'  
'More youth clubs/discos/writing, art and music clubs'  
'Place to get cleaned like washing machine and irons'  
'Large complex for entertainment purposes. Somewhere to keep warm in the winter, to go to be sociable, to listen to music'  
'More nightclubs, more activities for youngsters 8 - 18s. Youth discos in local halls.  
Another swimming pool with disco lights, smaller waves for poor swimmers. Roller discos.  
"24/7 cafes".'

## **REGENERATION AND ECONOMY**

### **Lack of money was mentioned seven times**

'It is only good when you have got money to spend to do things'  
'There are not many places to go without money'  
'Cheaper places to go to meet others socially, listen to music, play pool. Difficult if on benefit to keep yourself entertained'

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**Lack of employment opportunities was mentioned ten times**

'Finding a job (without Qualifications).'

'Arrogance of staff in job centres don't help matters. Staff need to be more helpful - especially with technology. Be considerate of those with learning difficulties or those who are technophobic. Need younger staff who have experience of what life is like for those disadvantaged in society'

'The Job Centre because they do not help us as much as they should'

'jobs are inadequate'

**Do you see yourself living and working in Eastbourne in 10-20 years time?**

One person answered yes, three people answered no and four people answered don't know.

'Eastbourne is too dull, too expensive'

**CRIME & DISORDER**

**Substance misuse was a concern for this group. Problems with drugs were mentioned seven times**

'smackheads, thieves make hard for others'

'Get heroin addicts off the streets - they're evil, dangerous'

'Drugs are going to get worse'

**High visibility policing was mentioned seven times**

'More police on the streets to catch criminals - drug dealers, Muggers, thieves, rapists, murderers'

'more police'

'More police, street wardens wimps - not doing their jobs properly. Bring back bobbies on the beat.'

**CITIZENS PANEL**

Eight people thought this was a good idea, one thought it was not.

'But must be age representative (young people)'

**TENANTS AND RESIDENTS ASSOCIATIONS**

Questionnaires, together with a prepaid reply envelope were sent to 38 tenants and residents associations across the town. The distribution list was compiled from information held at Eastbourne Borough Council. Responses were received from 13 organisations from all areas of Eastbourne. Responses to these questionnaires are presented below by area.

**TOWN CENTRE**

**ENVIRONMENT**

**Poorly maintained properties and the effect this has on the characteristics of the area were mentioned twice**

'Many poorly maintained properties'

'The large population of transients in HMOs have no interest in increasing local pride'

**The effect that street refuse has on the area was mentioned twice**

'Can't someone invent refuse bags that will repel seagulls by taste or scent'

**Problems with badly maintained streets were mentioned once**

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'Streets badly in need of repair - pot holes, poor pavements'

**The problems that A frames can cause were mentioned once**

'The council could stop A frames in the precinct where persons fall over them (except where they are on shop premises)'

**INCLUSIVE COMMUNITY**

**Housing was mentioned once**

'More public Housing (not Housing Associations). Stop sales of council flats houses'

**One suggestion was given as to barriers to involvement in community groups**

'The elderly are frightened to go out at night for fear of mugging or burglary'

**REGENERATION AND ECONOMY**

**Shops were mentioned three times**

'Too many pound shops and not enough quality shops'

'Too many licensed premises'

**How worried are you about the future of Eastbourne?**

Concerned

'Apart from the Harbour, no other significant investment has been secured for years'

**Do you think Eastbourne will be a good place for the next generation?**

No

**Why not?**

'In the 25 years since I've lived here no local administration has the guts to take on bigger landlords no the finance to offer any solution. Magistrates should send (non-local miscreants) found guilty for deportation'

**CRIME & DISORDER**

**The problems of anti social behaviour in the town centre were mentioned once**

'Street Drinkers (despite new regulations). Too many licensed premises. Boy racers & late night noise'.

**Police and enforcement were mentioned seven times**

'Local police could solve bike riding on pavements'

'Regulations exists to deal with nuisances, but there is no effort to enforce'

'We need more police with increased powers who are prepared to use them'

'We need more police with adequate powers & a magistracy with a willingness to deal with petty thieves, muggers and vandals'

**Fear of crime was mentioned once**

'The elderly are frightened to go out at night for fear of mugging or burglary'

**HEALTH & SOCIAL CARE**

**Support from social services was mentioned once**

'Insufficient support from social services for the Old, Blind and Handicapped'

**Standards of care homes was mentioned once**

'Poor standards of care in Rest/Nursing Homes. Better Inspection'

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## **CITIZENS PANEL**

Yes

## **TOWN CENTRE**

**Defined as 'residential properties and a few of the businesses around Memorial Square - to include as far as Hyde Gardens, Hartington Place & Devonshire Place up to Compton Road, Trinity Trees and into South Street, Cornfield Terrace and Burlington Place'**

## **ENVIRONMENT**

**Good things about the area were mentioned three times**

'It still retains some of the Victorian characteristics of the Duke of Devonshire's plans & ideals. It's open spacious, leafy & bright - convenient location to all recognised amenities of the town centre, theatres and seafront. Close transport terminals, library and town hall'  
'Contains much of the original "Eastbourne" Design and character of Decimus Burton's principles - large villas, tree lined streets, open spaces & wide road leading to seafront. Replacement of "lost" buildings have been mostly sympathetic over the years, with only a few bad examples, & this trend must continue with future development'

**Improvements to the area were suggested nine times. Specifically:**

### **Landscaping**

'It is special now but would be more so if central reservation of Devonshire Place were returned to flower beds.'

'Hyde Gardens should be closed to traffic and turned into a "Park There is nowhere for shop assistants etc to sit out for lunch'

'Bourne Stream could be restored & be made to flow through here!'

'We also lack a "focal point" a good fountain can provide'

### **Pedestrian crossings**

'Plans also in place to narrow entrances on to roundabout to help pedestrians to cross & we look forward to this being implemented'

### **Buses**

'Locally if we can remove buses from Terminus Road to integrate with Trains & Taxis we can really pedestrianise'

'Remove buses from Terminus Road turn Hyde Gardens into a park one more multi-storey car park is needed & drivers encouraged to use these by removing on Street parking in some areas. EG Only residents should park in areas such as Little Chelsea'

### **Parking**

'Stop cars driving round looking for free parking spaces - Get them straight into car parks as in Brighton. Retain what few open spaces we have'.

## **INCLUSIVE COMMUNITY**

**Proximity to amenities was mentioned once**

'It's open spacious, leafy & bright - convenient location to all recognised amenities of the town centre, theatres and seafront. Close transport terminals, library and town hall'

**Working together was mentioned three times**

'We have worked with police & council to fight anti-social behaviour & to alleviate the problems in the area related to "the car"'

'Most people need a controversy or common problem in order to come together'

'Convince them their involvement can make difference people are cynical because historically this has not been the case'

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**One suggestion was made as to barriers to community involvement**

'Most people need a controversy or common problem in order to come together'

**REGENERATION AND ECONOMY**

**The national and local political climate was mentioned twice**

'National political climate needs to change to allow local authority more autonomy'

'Fight Government imposed cuts on services'

**The importance of tourism to the town was mentioned once**

'If "Eastbourne" can agree it is a tourist town it can develop economically via this means. Nothing else has appeared recently to replace tourism'

**Investment in the town was mentioned once**

'Invest in areas to develop tourism including some development on Downland - NOT BUILDING. Use for kite competition'

**How worried are you about the future of Eastbourne?**

Not worried at all

'Some concerns about lack of police 'presence' on our streets'

**Do you think Eastbourne will be a good place for the next generation?**

Yes

**Why?**

'Because the sea will still be there. If "Eastbourne" can agree it is a tourist town it can develop economically via this means. Nothing else has appeared recently to replace tourism'

**CRIME & DISORDER**

**Problems with late night noise and anti social behaviour were mentioned twice**

'Close to drinking dens which tend to create anti-social behaviour late at night - often by young people walking from one establishment to another'

'There is some anti social behaviour from tiny minority in Cornfield Terrace'

**Problems caused by boy racers were mentioned twice**

'Wide fairly straight roads lead to groups of cars racing at high speed around a "circuit" often these blast horns & play music until 2-3am'

'Plans are in place to control so called "Boy racers" and must be adhered to'

**A visible police presence was mentioned once**

'Some concern about lack of Police "presence" on our streets'

**HEALTH & SOCIAL CARE**

**Effects of traffic fumes were mentioned once**

'No doubt traffic fumes increase incidence of Asthma'

**Long term late night noise in relation to health was mentioned once**

'Long term late night noise is debilitating through this is improving thanks to work of our group tackling police over the issue'

**CITIZENS PANEL**

Yes

## TOWN CENTRE

Defined as Grove Road/South Street, York, Calverley, Hyde and Camden Roads.

### ENVIRONMENT

**Poorly maintained properties and the effect this has on the characteristics of the area were mentioned twice**

'many of the properties are in a poor decorative state'

'Some houses are in need of redecoration'

**Parking and traffic control were mentioned five times**

'High density residential area in narrow roads, for free parking for incoming traffic on a daily basis'

'Eastbourne Decriminalised Parking Enforcement. Hopefully the 4 residential roads will be identified as 'Residential Owners only' parking in the near future thereby giving a return of a quality of life to the owners residing in the houses'

'Extend restricted parking zones'

'We need immediate decisions on a) environmental health b) manpower for traffic control & parking c) late night drinking d) control of vehicles entering (or leaving) town'

**Buses were mentioned once**

'Remove buses from Terminus Road & resite near Railway Station'

**Characteristics of the area**

'Main shopping area in Victorian times, now reduced to a secondary shopping area with a number of shops empty or becoming so'

### INCLUSIVE COMMUNITY

**Problems with getting people involved were mentioned once**

'There is a lack of interest due to lack of support'

**Opinions regarding the council were mentioned twice**

'There has been a lack of action by Council in the distant and near past'

'Need more support from Councillors'

**One suggestion was made as to barriers to community involvement**

'Lack of interest due to lack of support'

### REGENERATION AND ECONOMY

**Importance of adequate signage was mentioned once**

'There is a lack of signs in appropriate places directing shoppers to the area'

**How worried are you about the future of Eastbourne?**

Concerned

'Lack of action by Council in the distant and near past'

**Do you think Eastbourne will be a good place for the next generation?**

Yes

**Why?**

'Must be made so!'

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**HEALTH AND SOCIAL CARE**

**The effects of urban living were mentioned once**

'Fumes from car exhausts when vehicles are being parked or driven away & noise by car owners (slamming of doors & shouting) late at night'

**CITIZENS PANEL**

Yes

**TOWN CENTRE**

Defined as Compton Street i.e. Compton Court T.A

**ENVIRONMENT**

**Good things contributing to the characteristics of the area were mentioned once**

'The area is seafront & town centre - it has obviously got many attractive features, Bandstand, Theatres, well kept gardens'

**The condition of the Seafront was mentioned once**

'The seafront is behind the times and needs to meet the requirements of the 21st century. More open air cafes, continental style etc through private finance'

**Neglected heritage was mentioned once**

'The area of Compton Street (opposite Garden Court) is very neglected in relation to its heritage. Old Victorian buildings which if were externally generated to restore them to their original look, would make a significant impact on visitors to the town'

**Rubbish and cleanliness was mentioned once**

'Rubbish is always a problem. In Compton Street, sometimes, not always it is left to a degree when the environmental people have to get involved - rats have been seen'

**INCLUSIVE COMMUNITY**

**The importance of support from authority was mentioned three times**

'We attempted to create a large residents association - promised leaflets and dialogue from council - they did nothing - too time consuming'

**One suggestion was made as to barriers to community involvement**

'Because in the main, these groups, being community or associations find their involvement is simply responsive to decisions already made. People are cynical - they would like more transparency from the authority.'

**Importance of liaison was mentioned twice**

'More liaison, involvement by local authority's, police, health, with any formed group'

**Affordable housing was mentioned once**

'More affordable housing is urgent. Councillors have previously rejected proposals for Housing Association development due to residents fears of ASB. If ASB was only related to Social Housing (some is) then it would be understandable. The misplaced prejudice if continued will have long term consequences'

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## **REGENERATION AND ECONOMY**

### **State of the town centre shopping area was mentioned twice**

'The image the area (which is covering the town centre) gives is not particularly good. No change for years! The town centre is being rubbished by locals and visitors alike. I have never seen any town in its prime shopping area with so many 'pound shops' and charity shops. There is a demand for these due to Eastbourne's low income economy - the reason up market retailers decline to invest needs debate, but must be addressed. The towns shopping facilities are very poor and are way behind Brighton/Tunbridge Wells'

### **The importance of long term planning was mentioned once**

'Long term planning is essential, but many unforeseeable factors can hinder this'

### **Long term vision was mentioned once**

'Concerned that those responsible are not convincing me that they have the right vision and imagination to modernise a town in line with its image - and awareness of how to really deal with strengthening communities'

### **How worried are you about the future of Eastbourne?**

'Concerned that those responsible are not convincing me that they have the right vision and imagination to modernize a town in line with its image - and awareness of how to really deal with strengthening communities'

### **Do you think Eastbourne will be a good place for the next generation?**

Don't know

## **CRIME AND DISORDER**

### **Success of local action was mentioned three times**

'We collectively closed the Troys Wine Bar down by a long-term evidence gathering strategy. It saved the police, council work. No mark of appreciation by anyone, not even a councillor. It was very serious ASB. But why is there no encouragement?'

## **CITIZENS PANEL**

Yes - 'but smaller, not through surveys'

## **MEADS**

## **ENVIRONMENT**

### **Good things about the area were mentioned four times**

'1)High proportion of good quality housing 2) tree lined roads 3) part conservation area 4) easy access to Downs & seafront'

'1) Conservation area 2) proximity of Downs. Both convey an unspoilt ambience'

'Extend conservation area & gradually enhance it'

### **Problems with traffic were mentioned once**

'We have a deteriorating traffic problem'

### **Condition of Houses in Multiple Occupation was mentioned once**

'There is insufficient control over houses of multiple occupation'

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**INCLUSIVE COMMUNITY**

**Three suggestions were made as to barriers to community involvement**

'1) Knowledge of how to start something 2) not enough enthusiasts 3) Lack of a community centre e.g. a church hall'

**REGENERATION AND ECONOMY**

**The viability of the local economy was mentioned three times**

'Economic activity & viability needs considerable improvement'

**How worried are you about the future of Eastbourne?**

Concerned

'If Eastbourne does not generate increased and more profitable economic activity it will continue to struggle''

**Do you think Eastbourne will be a good place for the next generation?**

Don't know

**Why?**

'If Eastbourne does not generate increased & more profitable economic activity it will continue to struggle'

**HEALTH AND SOCIAL CARE**

**Access to local doctors was mentioned three times**

'We lack a local doctors surgery'

'We have made proposals for a satellite surgery with support from our local chemist & a pharmaceutical company & a financial contribution from Meads'

'Our proposal is taking a very long time to go through the Primary Care Trust machinery'

**CITIZENS PANEL**

Yes

**LOWER MEADS**

**ENVIRONMENT**

**Good things contributing to the characteristics of the area were mentioned once**

'Good for services (transport - very good Bus service) Short distance from main shopping centre, seafront etc'

**State of properties were mentioned twice**

'A few properties in street need external face lift'

'Swimming pool at Devonshire Carlisle Road area that area needs to be tidied up'

**Cleanliness was mentioned once**

'Pigeons' mess'

**Pedestrianisation was mentioned twice**

'Priority is for more pedestrian areas. Take up all paving stones and relay with red asphalt.

Paid for with a Lottery Grant and charges for motorist parking area along seafront'

'More pedestrian crossing and 20 mph speed limit - close off Bolton Road - except for taxis and delivery vehicles only'

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**Disturbance from noise was mentioned twice**

'During summer period noise from revellers is disturbing'

'Noise from Boy Racers'

**INCLUSIVE COMMUNITY**

**Reasons for involvement were mentioned once**

People only get involved when it affects them directly that's when they will take up a cause

- usually'

**Proximity to services was mentioned once**

'Good for services (transport - very good Bus service) Short distance from main shopping centre, seafront etc'

**One suggestion was made as to barriers to community involvement**

'They do not wish to stand out'

**REGENERATION AND ECONOMY**

**How worried are you about the future of Eastbourne?**

Concerned

'Because of crime and vandalism'

**Do you think Eastbourne will be a good place for the next generation?**

Don't know

**CRIME AND DISORDER**

**One idea was mentioned**

'Police on mopeds or mountain bikes to monitor the areas'

**CITIZENS PANEL**

Don't know

**OLD TOWN**

**ENVIRONMENT**

**Problems with increased traffic were mentioned seven times**

'Due to increased traffic, roads are not adequate & are very busy/dangerous'

'Too much "through" traffic cutting down Eldon Road/Victoria Drive'

'Better traffic control/calming, better town centre environment, at the moment no good - diesel alley!'

'Control the car, at the moment it is the bane of our lives, especially if you live near a school, more traffic calming & some streets could be "pedestrianised - no through access"!!'

**Problems with parking was mentioned once**

'Albert Parade, needs some TLC parking very bad'

**Suggestion for improvement to parking in the town**

'Implement parking charges along the seafront'

**Pedestrianisation was mentioned once**

'Eastbourne Town Centre - greater pedestrianisation, whole of Terminus Road up to seafront - more imagination needed on the part of the Council'

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**INCLUSIVE COMMUNITY**

**Lack of affordable housing was mentioned twice**

'Very compact, bustling area, older houses, much in demand - house prices high'

'Housing also very expensive, lack of homes for 1st time buyers'

**The importance of local facilities was mentioned twice**

'Make sure local facilities kept open and used e.g. The Library'

**Support for Council Officers was mentioned once**

'The council should give more support to the likes of their local Youth Officer, Lloyd Bodill, who is enthusiastic & full of ideas to help local kids, but is facing an uphill struggle'

**Involvement of local people was mentioned once**

'Usually by appealing to issues which affect them personally & which they feel strongly about'

**Lack of vision was mentioned once**

'Council does seem to lack imagination/vision/courage'

**One statement was made as to barriers to community involvement**

'There is always a lack of volunteers - no idea why, if you find any send them along to us!'

**REGENERATION AND ECONOMY**

**Availability of jobs was mentioned twice**

'However lack of choice of work places means young adults will move away/work out of Eastbourne'

**Town centre development was mentioned once**

'Town centre development is a priority'

**How worried are you about the future of Eastbourne?**

Concerned

'Council does seem to lack imagination/vision/courage'

**Do you think Eastbourne will be a good place for the next generation? (two answers given)**

Yes

'Has good schools/colleges, always a lovely place to live with the sea & Downs'

No

'However lack of choice of work places means young adults will move away/work out of Eastbourne. Housing also very expensive, lack of homes for 1st time buyers'

**CRIME AND DISORDER**

**Fear of crime was mentioned twice**

'Fear of going out at night, lack of facilities for youngsters mean they hang around on street corners & cause problems'

'More community policing'

**CITIZENS PANEL**

Yes

## BRIDGEMERE AND ROSELANDS

### ENVIRONMENT

**Good things contributing to the characteristics of the area were mentioned once**

'Low crime area with very little trouble'

**Location of the local household waste site was mentioned once**

'The local Council rubbish dump at St Philips Avenue is totally out of keeping with the Roselands area on all four sides'

**Poor communication links were mentioned four times**

'Improve communication by road and rail - this is starving the town of investment and opportunity. We will die & be bypassed unless this takes place urgently'

'Eastbourne is a good pleasant area BUT unless investment in transport & local recreational facilities is made it will become bypassed & a washed up poor seaside town'

'Improve road & rail links & put in place an efficient bus service to aid congestion'

### INCLUSIVE COMMUNITY

**Poor local amenities were mentioned twice**

'Local amenities are very poor - 1 public phone, no shop or pub & a small privately run community centre. 2 excellent schools. 1 Anglican Church with a very small ageing congregation & 1 lively family based community church'

**Lack of facilities for children were mentioned four times**

'Provide somewhere for the children & young people to play, perhaps some swings, a basketball court & a shop for the Bridgemere Community'

'Provide something for young children to do'

**Community spirit fostered by local facilities was mentioned twice**

'A local shop & some area for the children would start to create a 'community' again'

'Allow Council services to be accessible in communities & try to recreate the 'community spirit' lost at present'

**Undistinguished area was mentioned once**

'Unfortunately our area is very undistinguished & many people in the town could not identify where we are'

**Effects of ward boundary changes was mentioned once**

'Local ward changes have lumped us in with St Anthony's which doesn't help the issue'

**One suggestion was made as to barriers to community involvement**

'Experience tells us that in the main, people will not take on responsibility unless they are paid'

### LEARNING AND SKILLS

**School places were mentioned once**

'Increase the size of some local junior/infant schools to ease pressure on places'

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## **REGENERATION AND ECONOMY**

### **Overall development of the town was mentioned once**

'The town is growing rapidly but employment prospects are not good. Salaries are in the main low. Road & rail links are poor & neglected. Young people growing up leave at the first opportunity'

### **Comparison to other areas was given once**

'Look at the vibrancy of Bournemouth & investment by business'

### **One statement was made regarding business set up**

'Encourage & aid businesses to set up in Eastbourne'

### **Council Tax was mentioned once**

'Put up the rates!'

### **How worried are you about the future of Eastbourne?**

Concerned

'The town is growing rapidly but employment prospects are not good. Salaries are in the main low. Road and rail links are poor and neglected. Young people growing up leave at the first opportunity'

### **Do you think Eastbourne will be a good place for the next generation?**

Yes

'Eastbourne is a good pleasant area BUT unless investment in transport & local recreational facilities is made it will become bypassed & a washed up poor seaside town'

## **HEALTH AND SOCIAL CARE**

### **Population characteristics were mentioned once**

'Some older people quite often single'

### **Future needs were mentioned once**

'Possibly a local health centre'

## **CITIZENS PANEL**

No

## **QUEENS CRESCENT**

Defined as Queens Road, plus a small section of Seaside

## **ENVIRONMENT**

### **Good things contributing to the character of the area were mentioned once**

'Near parkland, shops, good bus route and ten minutes from the sea when walking'

### **Improvements suggested**

'Recycling, street furniture out of town - bin bank'

## **INCLUSIVE COMMUNITY**

### **Local efforts were mentioned three times**

'Nearly all houses are owner occupied and keen to improve the area'

'It does work as has been shown by efforts to paint our street railing with over 40 residents'

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### **Adaptations needed for disabled people were mentioned once**

'Dropped kerbs for disabled people in wheelchairs'

### **Motivation for action was mentioned twice**

'To talk problems over with the correct people, and seeing some actions coming from it'

'Until they see some action, they do not get motivated'

### **One suggestion was made as to barriers to community involvement**

'Until they see some action, they do not get motivated'

## **REGENERATION AND ECONOMY**

### **Shops in the town centre were mentioned twice**

'The town needs to attract different shops, for people to see Eastbourne differently (not £1 shops or building societies) but something that makes us think about shopping here!'

'Street market like the French weekend. Terminus Road with covered roof in the centre'

### **Investment in the town was mentioned once**

'Should be investment from council & business to make the town interesting to residents and tourists. Cuts can be made in tendering of supplies the council can control'

### **How worried are you about the future of Eastbourne?**

Concerned

'If you don't improve, it starts to get the same as everywhere else'

### **Do you think Eastbourne will be a good place for the next generation?**

Yes

#### **Why?**

'Because you want it to be, and we are willing to start to change things. As well as working with the residents!'

## **CITIZENS PANEL**

Yes

## **NORTH LANGNEY SHINEWATER**

### **ENVIRONMENT**

#### **The adverse effect of planning decisions were mentioned twice**

'No space left for later modifications. A serious "planning" failure. Adjoining more recent housing developments added to basic inappropriate infrastructure'

'Large estate of modern housing. Very large young population'

#### **The promotion of local amenities was mentioned once**

'Promote appreciation of local amenities e.g. Shinewater Park'

### **INCLUSIVE COMMUNITY**

#### **Accessibility of transport for people with disabilities was mentioned once**

'Better transport - fully accessible to people with disabilities'

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**Lack of identifiable focus in the area was mentioned twice**

'Very large young population. Area handicapped by absence/inadequacy of Community resources & lack of an identifiable focus'

**Importance of a local community venue was mentioned once**

'More opportunity for people from different groupings e.g. School, church, football club to meet. At present these all operate in separation. Needs venue & catalyst'

**Involvement in local activities was mentioned once**

'In NLCF we are still struggling to find a basic core - a long-term uphill job. People may be discouraged at lack of obvious results'

**Involvement in the town was mentioned once**

'In Shinewater, people need to feel they belong to Eastbourne and there is a commitment to our concerns. Town Hall seen as remote'

**Lack of facilities for young people was mentioned once**

'We need adequate Youth facilities'

**Parenting skills**

'Undisciplined children due to lack of parental control'

**REGENERATION AND ECONOMY**

**How worried are you about the future of Eastbourne?**

Not worried at all

**Do you think Eastbourne will be a good place for the next generation?**

Yes

**Why?**

'A lot of strong points, but need to improve response to change and changing needs'

**HEALTH AND SOCIAL CARE**

**Parenting skills were mentioned once**

'Poor parenting'

**CITIZENS PANEL**

No

**SUNBURY FARM ESTATE, LANGNEY**

**ENVIRONMENT**

**Good things about the area were mentioned twice**

'Open marshlands & abundant fresh air'

'Well designed, not too densely populated'

**Bus service and proximity to services were mentioned once**

'The close proximity of the Langney Shopping centre and a reasonable bus service into town are of great benefit'

**The importance of good local design was mentioned twice**

'Mainly bungalow development, with a small proportion of houses. Well designated, not too densely populated'

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'Cut back on overdevelopment of residential properties on open spaces'

### **INCLUSIVE COMMUNITY**

**Two suggestions were made as to barriers to community involvement**

'Too insular and selfish. Age and infirmity'

### **REGENERATION AND ECONOMY**

**How worried are you about the future of Eastbourne?**

Concerned

'Lack of police presence. Undisciplined children due to lack of parental control. Drug culture. Criminal offences to feed drug habits'

**Do you think Eastbourne will be a good place for the next generation?**

Don't know

### **CRIME & DISORDER**

**Concerns about crime were mentioned four times**

'Continual worry & concern regarding vandalism & burglary'

**Local design ideas to combat crime were mentioned once**

'Closure of subway between Jay Close and Erica Close to stop undesirables entering our estate & using the subway as a "getaway" after committing criminal acts or vandalism'

**Lack of police presence was mentioned once**

'Lack of Police presence'

**Concerns over substance misuse were mentioned once**

'Drug Culture. Criminal offences to feed drug habits'

### **HEALTH AND SOCIAL CARE**

**The characteristics of the local population was mentioned three times**

'Sunbury Farm residents are mainly retired, older people'

**Lack of care home places were mentioned once**

'More care places, not less, for the vulnerable elderly'

**Paying for future care was mentioned once**

'Those in need of rest or nursing home care should not be expected to sell their homes to fund the cost'

**Current provision of health care was mentioned once**

'New medical centre - Available land in front of Langney Shopping Centre already owned by the Area Health Authority'

### **CITIZENS PANEL**

No

## SOVEREIGN HARBOUR

### ENVIRONMENT

#### Good things

'The largest man-made harbour in the UK attracting tourists and incoming residents from outside Eastbourne'

#### Concerns about planning decisions were mentioned six times

##### Inclusion of facilities:

'Potential for considerable cachet for the town but badly planned with too much (high rise) residential development and lack of attention to the need for facilities for both residents and tourists (cafes, restaurants, shops etc).

'Future development needs to address the problems outlined in Q2 with inclusion of Community Hall etc. as well as attention to planning issues concerning height and density of building'

'Concerns remain about planning decisions and the all consuming attention to residential development'

##### B&Q

'Problem with development of B&Q site (planning rejection and subsequent appeals) means that here are areas remaining undeveloped with consequent dereliction'

'Solution needed for B&Q site to enable final development of Pevensey Bay Road area'

#### Parking problems were mentioned once

'Potential problems with parking - attention to where vehicles parked etc'

#### Problems with cleanliness were mentioned twice

'Dogs! Lack of Poop bins'

'Poop bins could be provided by local businesses (if we had any!) by Carillion or by Developers'

#### Transport infrastructure was mentioned once

'Improved road/rail infrastructure both within the town and its approaches'

#### Effects of Location were mentioned once

'Some worries remain about flooding'

### INCLUSIVE COMMUNITY

#### Community Spirit was mentioned once

'This varies according to each development; there are some (e.g. Silver Wharf) where there is a strong feeling of community but others (e.g. Bermuda Place) where this is lacking probably due to lack of permanent residents'

'Community facilities needed'

#### Three suggestions were made as to barriers to involvement in the community

'Time. Enthusiasm. Not permanently resident'

### EDUCATION AND SKILLS

#### School provision was mentioned once

'Attention to needs for schools (more places -improvement to existing buildings)'

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## **REGENERATION AND ECONOMY**

### **Improvements needed to retail and business facilities were mentioned three times**

'Improvements (upgrading) in retail facilities in town centre in particular'

'Strong need to attract business to the town for future employment'

### **How worried are you about the future of Eastbourne?**

Not very worried

'Concerns remain about planning decisions and the all consuming attention to residential development'

### **Do you think Eastbourne will be a good place for the next generation?**

Yes

#### **Why?**

'Relative to many other UK towns of similar size'

#### **Why not?**

'Concerns remain about planning decisions and all the consuming attention to residential development'

## **CRIME AND DISORDER**

### **Security was mentioned once**

'Theft - particularly from properties with no permanent residents'

## **HEALTH AND SOCIAL CARE**

### **Adequate provision for health needs was mentioned once**

'There is no surgery to cover the needs of the current population - again bad planning'

## **CITIZENS PANEL**

Yes

## **NEIGHBOURHOOD WATCH ASSOCIATION**

A full response was received from the Eastbourne Neighbourhood Watch Association. As an organisation that covers the whole of the town, some area specific questions were not appropriate for this organisation. Portions of the narrative response received are reproduced below:

'The Eastbourne Neighbourhood Watch Association has some 200 separate schemes in it. It is represented in all wards but with preponderance in Meads and Old Town'

'NW Schemes are founded in responses to some criminal threat such as a spate of burglaries or anti social behaviour. They depend on members taking an interest in the security of their neighbour property as well as their own. They are by far the most successful means of combating burglary. Areas covered suffer only 10% of the burglaries compared with unorganised areas. The collective action needed engenders a community spirit, which has benefits in more neighbourliness, more concern for the vulnerable and tidier localities'

'We are currently trying to get Residents Associations to expand their activities to include a Neighbourhood Watch element as an area with both organisations active in it is likely to be a far better and safer place to live, than those with no local organisations at work'

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### **Barriers to involvement:**

'Selfishness, shyness, fear of strangers, the consumer society'

'We need to become better citizens, taking more interest in the welfare of our neighbours and not judging every action on the basis of 'what's in it for me?'

'The growing attitude that some arm of the state must provide for all our needs works against neighbourliness and is corrosive and deluded'

### **Community Spirit:**

'Community Spirit' cannot be legislated for by government. If this is what you are trying to achieve then you will need to work through voluntary groups. Our Association has met with considerable official obstruction in setting itself up and publicising its activities and a more co-operative attitude towards voluntary groups would be a great help'

### **Future Priorities:**

'A greater priority should be given to providing modest help to voluntary organisations who are seen to be making a positive contribution to the community. This should be paid for by cutting jobs from the local government payroll'

### **How worried are you about the future of Eastbourne?**

Concerned

'The growing attitude that someone of the state must provide for all our needs works against neighbourliness and is corrosive and deluded'

## **BUSINESS COMMUNITY**

Questionnaires were sent out through the Executive Committee of the Eastbourne Hotels Association and to all members of the Eastbourne and District Chamber of Commerce Ltd. A total of 28 replies were received.

### **ENVIRONMENT**

#### **Poor road & rail links and supporting public transport infrastructure were mentioned fifty five times**

'Road links are appalling'

'As primary distributors the road links are very limited, which is why we moved our main operations to Tonbridge in 1995'

'Communications with Eastbourne continue to be difficult - traffic delays, train journeys too long and unreliable'

'Link A22 to dual carriageway. Improve journey times to London - fast train with 2-3 stops. New train/bus/taxi/park system at town centre'

'The primary requirement is to improve road links and reliable access to the Channel Tunnel and also swift access to the national motorway network'

'Roads, rail and public transport need to be upgraded and provide full service to encourage use. There is not much point in virtually banning car usage when there is no decent and regular transport system in place'

## **Eastbourne Community Strategy Consultation 2002 - Targeted Report**

### **Good things about the town were mentioned nine times**

'Good location - sea - downs- quality'

'The ambience and general gentility of Eastbourne, and the events put on by the council attract visitors who stay with us, and return'

'A lovely place to live.'

'Eastbourne is a great town and well placed to have an excellent future'

### **Bad things about the town were mentioned once**

'Town lacks any high quality modern architecture, ideally build new landmark just outside centre. What about redeveloping the Redoubt? New glass roof, re-use as a concert theatre venue. Clear all the grotty buildings around it (e.g. the old British Red Cross building) and build large pavilion incorporating the Redoubt with sun deck, cafe, conference centre , art gallery. If designed to high standard, could rival the De La Warr Pavilion at Bexhill. Resite military museum elsewhere.'

### **Relocating the bus station was mentioned twice**

'Move the bus terminus to Ashford Road by the rail station, to encourage more people to investigate the top end of town, instead of just going into the Arndale'

'Get the buses out of Terminus Road and put a 20mph limit on selected roads in the centre of Eastbourne'

### **What is life like for you in Eastbourne as a member of the business community?**

Eleven people answered good, one person answered bad, seven people answered neither and nine people gave no response.

#### **If good, why?**

'Good location - sea - downs- quality'

'The ambience and general gentility of Eastbourne, and the events put on by the council attract visitors who stay with us, and return'.

'In a work sense good, very friendly and people are generous with their time & assistance'

'Participation in local debate is available if time permits to allow useful contribution. The environment is good, people like to live here'

'Because there is an increasing degree of awareness that the local economy cannot be left to its own devices but needs re-energising and regeneration, increasing the level of enterprise'

#### **If bad, why?**

'Apart from this request, most input is required on short notice to support other activities either local or regional'

'Few businesses are prepared to recruit and train young people properly'

'Not particularly good - transport and attracting suitable staff are problems'

## **REGENERATION AND ECONOMY**

### **Problems with staff training & recruitment were mentioned fifteen times**

'Few businesses are prepared to recruit and train young people properly'

'There is difficulty with recruiting staff'

'Recruitment is increasingly a problem. We have struggled to recruit to our target this year. The quality of applicants is low and too many are rejected on basic numeracy and literacy skills'

'Quality staff who know they will be employed all year, who have studied a quality service is a key need'

### **The importance of advertising & promotion was mentioned seventeen times**

'Weak resort marketing due to lack of funding'

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'We need constant publicity to the domestic market to promote Eastbourne'

'Many people resist change - we need vision and implementation of exciting ideas. We need to attract new businesses to the area by advertising Eastbourne as an exciting place for young people - where there are opportunities, not a retired persons haven as is the original perception'

'Bigger tourism budget. It's no good having a tourist town if it's not promoted properly'

### **Problems with parking were mentioned ten times**

'The parking meter proposals will have a wide reaching effect on business 1) Many businesses will leave the centre of town because staff and customers will suffer. 2) Many visitors will be upset to find meters and because of the probabilities of tickets being imposed before their normal rising time when on holiday 3) Residents in the proposed area will be penalised for parking outside their own homes'

'Not good public transport or parking spaces for staff'

'Lack of parking in the town centre'

'Implement parking control better in Eastbourne (cars seem to be able to park all day and every day on 2 hours zones with impunity) and driving along Grove Road and South Street is very slow due to illegally parked cars'

### **Problems with locating suitable premises were mentioned fourteen times**

'Decent sized available premises are an ongoing problem'

'In the past we have looked for suitable freehold premises, but most land is locked or controlled by a few landowners. Planning policy is geared to building the largest possible building with limited parking to maximise land value. All recent development has encouraged warehousing, but not businesses requiring yardage or higher numbers of employees'

'I believe there is a lack of reasonably priced, good quality modern office accommodation which could cope with the new technological world in which we live'

'Provide more support for smaller businesses in terms of offices, parking facilities etc.'

'Improve the availability of suitable business premises'

'More commercial sites with good supporting facilities to attract good companies to move to and/or start up in Eastbourne'

### **The need for better shops, conference & theatre facilities were mentioned twenty two times**

'Lack of facilities for visitors, especially outside the summer months. Poor restaurants and cafes, scruffy town centre cinema. During the summer we need more to do for younger people e.g. open air music festival on the edge of town. Skateboarding and Airbourne are a good start, need other events like that throughout the summer - plus better town centre facilities, especially trendy ones'

'Raise the standard of shops (more boutiques and speciality shops)'

'The town still lacks major attractions, particularly in shopping'

'Excitement & fun on the seafront 12 months of the year. A quality shopping experience with some unique shop elements. New or revamped conference facilities and improved rail facilities'

'Shopping areas need improving and central town smartened up'

'The wider variety of concerts, theatre and sporting activities developed even further. A larger conference centre to attract businesses to the town'

### **The necessity for a forward thinking council & good planning was mentioned seventeen times**

#### **Joined up thinking**

'There is too much red tape & bureaucracy'

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'Too many different organisations trying to get involved with the best of intentions, but creating some confusion about who is doing what'

'Lack of joined up policy thinking between various departments of the Council and the Councillors'

**Forward thinking & vision**

'The Council says it is progressive and forward thinking, but doesn't want to change. There are too many old people in positions of power who are too scared to promote change'

'A visions by those who have the ability to alter the direction of the town, and a will to carry things through, taking the residents with them'

'The opportunity for persons with years in successful profitable business to sit in on development meetings for them to be able to offer their expertise to the council, and for the council to take note of their expert opinions'

**What kind of employment should be encouraged?**

Tourism	5	IT	2
Sports & Leisure	3	Light Industry	1
Retail	3	Clusters	1
All	3	Hi Tech	3
Service Industries	2	Technology	3
Industrial	1	Manufacturing	3
Small Businesses	1	Communication	1
Electronics	1		

**CITIZENS PANEL**

There was a mixed response to a Citizens Panel

Nine answered yes, eight answered no, two answered no and nine gave no specific indication.

'So long as it is really representative of the community rather than just business, would be a valuable addition'

'Providing the commercial section is well represented for they provide the income. I worry that too much is done for for minority groups and not enough for the general public and business'

'It depends on how truly representative they were of local views. It may be argued that this is a core role of councillors'

'I'd be concerned it would turn into another talking shop when surely this is what the Council is for'

'No I think there are already enough talking shops in the town and anyone who is interested in its development are able to become involved and are kept informed through existing channels'

'We already have enough groups and consultation - what we need is action on the points that are generally accepted as in need of improvement'

'The council are a law to their own. They will just bulldoze ahead doing what they and the building developers want. Just look at what they tried to do with the moving of the lorry park'

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**TERRENCE HIGGINS TRUST**

A questionnaire was distributed to the gay, lesbian and bisexual community. 19 replies were received, some of them incomplete.

**ENVIRONMENT**

**Good things about where you live were mentioned ten times**

'I like the fact that it is quiet but only 15 minutes walk from town'

'Quiet, perhaps too quiet'

'Quiet and lack of crime'

'Nice area/nice people'

**Problems with transport were mentioned seven times**

'Public transport doesn't cater for Hailsham after pub hours'

'Better bus services'

'Easier road access'

'Buses are too awkward. Taxis are too expensive'

'Need more adventurous transport policies'

'Need night buses'

**Cleanliness and pollution was mentioned twice**

'Some areas of the town should be cleaned up and tidied'

'Find ways to reduce pollution'

**INCLUSIVE COMMUNITY**

**The need for more gay clubs and bars & nightlife was mentioned eight times**

'There should be more gay clubs and pubs'

'More nightlife, late night bars. Both heterosexual and homosexual'

'I think there should be more gay pubs/bars'

**Barriers to community involvement were mentioned five times**

'Self confidence, not enough good reputation'

'Age, not knowing about events'

'Can't be bothered. No time. Lack of commitment'

**Ideas for improving involvement were given five times**

'More advertising'

'Better advertising and better word of mouth'

'Active door to door recruitment with wide focus agendas'

'Effort is required, time and commitment'

'Regular short commitments'

**Affordable housing was mentioned once**

'Cheaper places to live'

**What is life like for you in Eastbourne?**

Six people answered good, three people answered bad, ten people answered neither.

**Good:**

'As opposed to some other areas in town Old Town is quite nice, I like the fact that it is quiet but only 15 minutes walk from town'

'Quiet & lack of crime'

'Nice area/nice people'

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**REGENERATION AND ECONOMY**

**The declining shopping area was mentioned three times**

'There should be a larger shopping area'

'Better shops'

**What types of employment should be encouraged in Eastbourne?**

'Less pensioners oriented services. This town sometimes seems like an in between zone'

'More business'

'All. Non seasonal a priority'

**CRIME AND DISORDER**

**The need for high visibility policing was mentioned once**

'More policing'

**Safety was mentioned twice**

'Better crime prevention'

'Reduction of crime and disorderly people'

**HEALTH AND SOCIAL CARE**

**Health care was mentioned twice**

'Better health care - larger hospital facilities'

**CITIZENS PANEL**

**Do you think a Citizens Panel is a good idea?**

Eight people answered yes, one person answered no and four people answered don't know.

'But the group would have to be comprised of many valued people in order to be representative. As much of a majority of Eastbourne as possible.'