

## CENTREPOINT DEVELOPMENT

### FEEDBACK FROM CONSULTATION ENGAGEMENT: 29 OCTOBER - 9 DECEMBER 2018

The council, in partnership with Watford Community Housing, undertook consultation and engagement on the proposals for the Centrepoint development during November / December 2018.

The approach comprised:

1. **A survey** – this was available online and paper copies for 6 weeks from 29 October - 9 December 2018

The survey was promoted extensively through social media and in Centrepoint itself where people could pick up a paper copy. Many of those who attended the engagement sessions (see 2. below) completed a paper copy of the survey.

#### **Survey responses**

As of 9 December 2018, 76 surveys had been returned or completed online.

A significant number of responses (25) were received from those attending the engagement event.

2. **Two engagement sessions** - on 15 November 2018 (morning and afternoon / evening)  
These sessions were to provide an opportunity to view the initial plans for the Centrepoint development and for people to share views on whether they would wish to see a community space and / or a shop included within the Centrepoint development.

#### **Attendance**

45 people attended the engagement session (23 in the morning and 22 in the afternoon).

### **Overview of survey responses**

#### **Q1. Personal information**

This showed that the significant majority of respondents live in close proximity to the Centrepoint Community Centre.

#### **Q2. Characteristics of those completing the survey.**

##### **Respondents could select more than one response**

- Live locally to Centrepoint Community Centre 90%
- User of the local shop 76%
- User of the Centre 69%

**Q3. Use of Centrepoint Community Centre**

- Use the Centre Two thirds (67%)
- Do not use the Centre A third (33%)

**Q4. Frequency of use of the Centre**

- Most weeks 55%
- Once a month 11%
- A few times a year 24%
- Once or twice a year 7%
- Less than once a year 4%

**Q5. Why people use the Centre**

**Respondents could select more than one response**

- Attend an organised activity / session 64%
- Meet friends at the Centre 20%
- Hire the centre for activities 17%
- Use the IT suite 9%
- 'Other' – which included voting in elections 5%

**Q6. Travelling to the Centre**

Given responses to earlier questions, it is unsurprising that the vast majority of respondents who visit the Centre walk there.

- Walk to the Centre 87%
- Drive to the Centre 13%

**Q7. Reasons why people choose not to use the Centre**

As the survey was mainly completed by those who use the Centre, there were only 21 responses to this question.

- Not sure what is offered at the Centre 62%
- Nothing of interest 24%
- Not somewhere would ever go 10%
- For others 5%

**Q8. Interest in a community space in the new development**

**Respondents could select more than one response**

- Would attend an activity session if it were of interest 71%
- Would hire for one off events 33%
- Would hire for a group / activity session 30%
- Would never / hardly ever use it 15%

**Q9. Important for the area to have a community space for local residents**

- Yes 96%
- Not sure 4%

**Q10. Currently use the local shop**

- Yes 79%
- No 21%

**Q11. Frequency of use of shop**

- Most weeks 85%
- A few times a year 10%
- Once a month 6%

**Q12. Items bought from the shop**

**Respondents could select more than one response**

- Food basics (bread / milk) 91%
- Snacks (sweets / crisps/ drinks) 67%
- Household items (washing powder / loo rolls / nappies) 65%
- Newspapers / magazines 48%
- Fruit and veg 33%
- Alcohol 30%
- Cigarettes 24%

It was also noted that people can pay bills (gas / electricity) and use the cashpoint at the shop.

**Q13. Reasons why people choose not to use the shop**

As the survey was mainly completed by those who use the shop, there were only 13 responses to this question.

- Shop at a larger shop 62%
- Doesn't stock what is needed 31%
- Prices too high 15%

**Q14. Important for the area to have a local shop for residents**

- Yes 94%
- No 1%
- Not sure 5%

**Q15. Additional comments**

- Concern for the vulnerable members of the local community if the community facility and shop are not replaced
- Overall concern about additional homes proposed for the site – adding to numbers on the estate, potentially additional vulnerable households, which can bring further challenges for the local area
- General comment on the upkeep of the Radlett Road estate – roads, open spaces, lighting (Reeds Walk was raised as there were 5 lamp posts out of service, large trees are obscuring lighting) and overgrown trees (again on Reeds Walk)
- Concerns raised re ASB on the estate
- Road safety is seen as an issue – could speed be reduced on Radlett Road and a barrier / handrail be provided on the single file pavement under the railway bridge on Radlett Road
- Parking is an issue on the estate – particularly commuter parking
- Estate needs better access to public transport
- Need for temporary facilities during build – particularly for the elderly and more vulnerable

Of those responding to the survey, the following demographics were recorded:

**Q16. Sex**

A disproportionately higher number of women than men completed the survey. The responses are, therefore, not representative in terms of sex.

Male	18%
Female	80%
Non-binary	2%

**Q17. Disability**

Over a fifth of respondents declared a disability.

No	77%
Yes, limited a little	15%
Yes, limited a lot	8%

**Q18. Age**

18-24	8%
25-34	18%
35-49	30%
50-64	27%
65-69	6%
70-74	8%
75+	3%

**Q19. Ethnicity**

English / Welsh / Scottish /Northern Irish / British	61%
Other White background	9%
White and Black African	1.5%
White and Asian	1.5%
Multiple ethnic background	1.5%
Indian	5%
Pakistani	6%
Chinese	1.5%
Other Asian background	1.5%
African	5%
Other ethnic group	8%

**Q20. Ward**

85% of respondents were either Tudor or Central ward. It is likely that many of those who identified as Central ward residents are Tudor ward residents but might not be aware of recent boundary changes (Radlett Road is now in Tudor ward).