

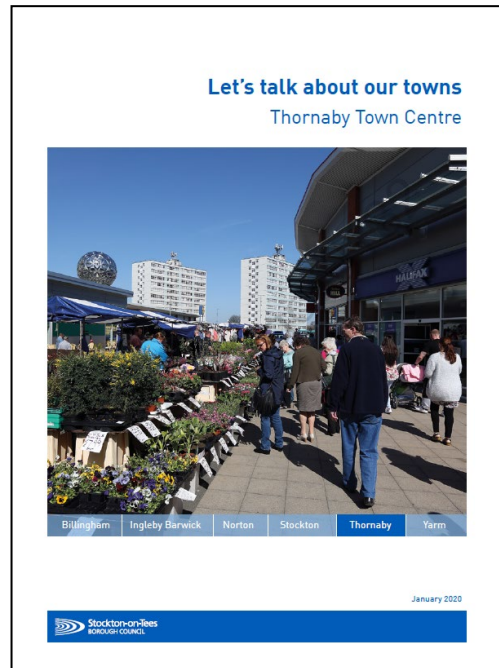


Let's talk about our towns

Thornaby Town Centre Consultation Results Summary

Thornaby Town Centre Consultation

In early January 2020, Stockton-on-Tees Borough Council began a consultation about the future of town centres and high streets in Billingham, Ingleby Barwick, Norton, Thornaby and Yarm.



The consultation lasted for 6 weeks and sought people’s views on the future of the five centres in the Borough, to identify what is important to the users of the town centre and to inform future priorities for intervention.

There were five different ‘Let’s talk about our towns’ documents – for Billingham, Ingleby Barwick, Norton, Thornaby and Yarm – complete with questionnaires. Online surveys were created for responses, as well as face-to-face sessions held in each of the five centres.

The consultation was promoted widely on Social Media, and in each of the centres via a printed questionnaire for those without internet access. All responses were added together, giving a total sample size for each as follows:

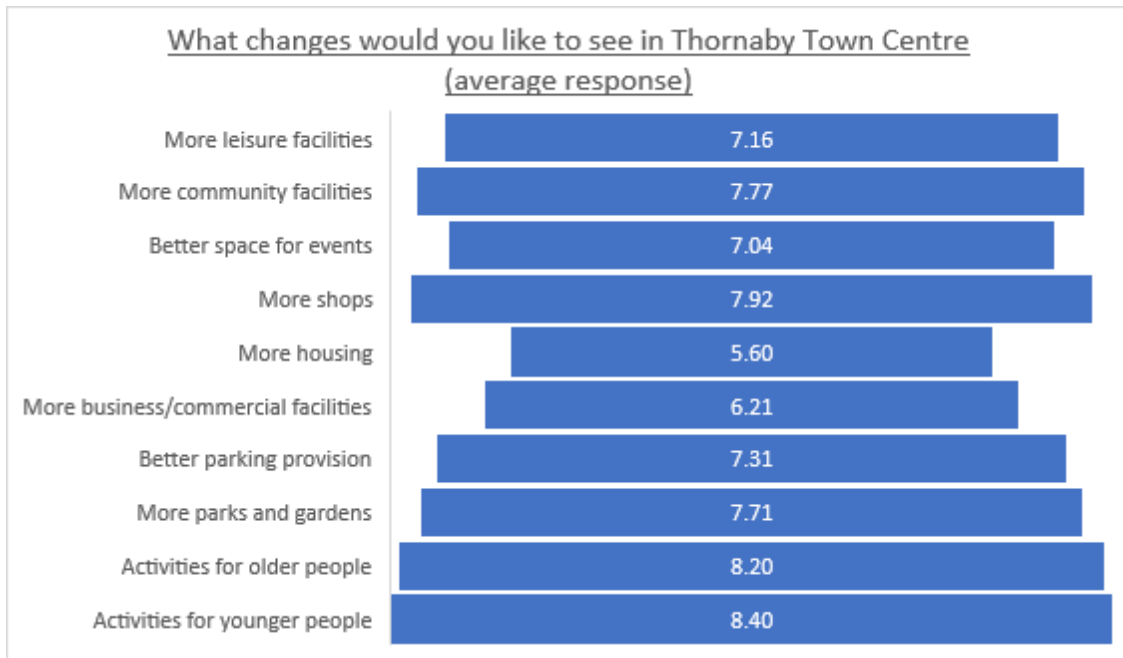
Billingham Town Centre	311 responses
Ingleby Barwick Town Centre	462 responses
Norton Town Centre	285 responses
Thornaby Town Centre	349 responses
Yarm Town Centre	208 responses
TOTAL	1,615 responses

This summary presents findings from the Thornaby Town Centre consultation, exploring what the priorities ought to be for the centre and how we could work alongside the owners to bring about change that will help ensure its long-term vitality and popularity.

Here is the summary of findings from this consultation:

Most respondents answered positively when asked about more facilities on a scale from 1 (not at all) and 10 (would most like).

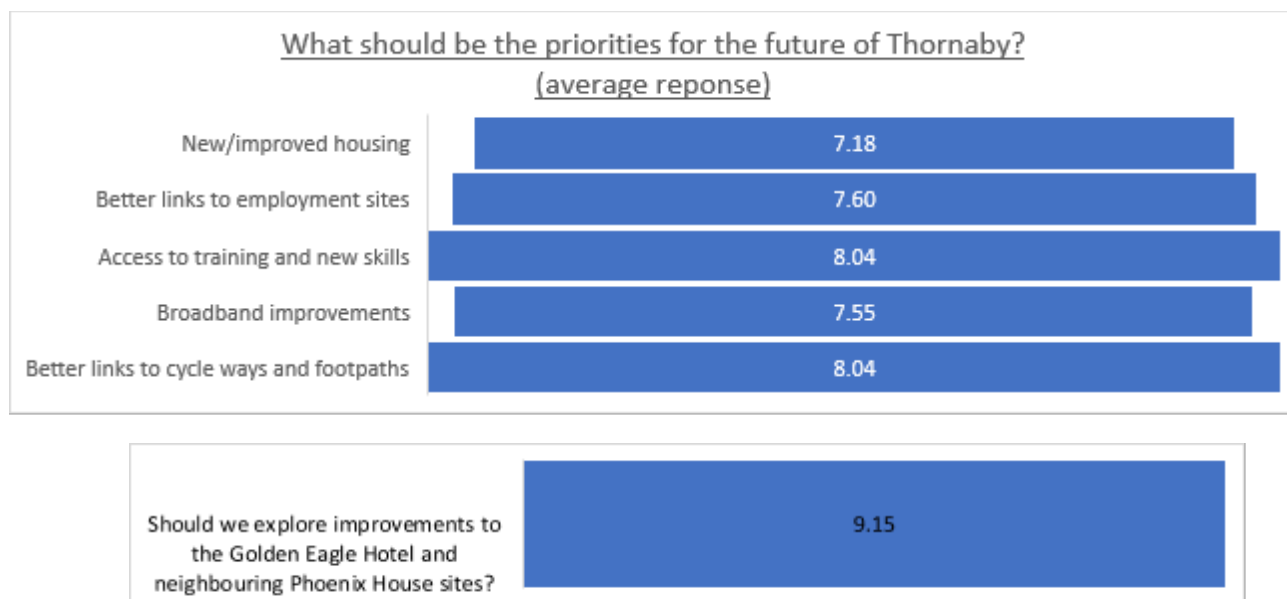
Specific aspects attracted the following ratings:



More activities for younger and older people scored particularly highly, along with more shops and community facilities, parks and gardens.

There was little desire for more housing as part of the development for the town centre and more business and commercial facilities also attracted a low response.

In addition, respondents were asked a matrix of questions on their priorities for the future of Thornaby and a specific question on the Golden Eagle and Phoenix House sites, attracting the following ratings:



Most respondents offered additional general comments on the consultation (there was a total of 677 comments across the survey) and the following themes emerged:

Please comment if you'd like to add any more things you'd like to see:

- There was strong support for more facilities within the consultation with a focus on retail and leisure.
 - *“Less of the same type of shop, more diversity”*
 - *“Thornaby would massively benefit from more things to do to keep everyone entertained”*
 - *“A cycle hub like Stockton and Middlesbrough, if we're going to attract more people, we need safe and secure bike parking etc.”*
 - *“More places to eat during the day, independent shops and businesses, more variety of shops and some clothes shops”*
 - *“Green areas with seating”*
- In addition, crime and ASB emerged as a key issue.
 - *“More security on site, with a Zero tolerance on ASB... also the eyesore that is the Golden Eagle no longer there!!!!”*
 - *“A manned police station”*
 - *“At the moment we need security to deal with the ASB in the town centre and the whole of Thornaby. Cameras and police”*

When thinking about Thornaby Town Centre, can you suggest up to three priority areas where you'd most like to see change?

- The most popular response was the redevelopment of the Golden Eagle and Phoenix House sites.
 - *"The eagle hotel needs to be tackled in some capacity - demolished or repurposed/refurbished as currently it's an eye sore"*
 - *"The Golden Eagle sorted out"*
- Many offered suggestions on the future use of the site.
 - *"Demolition of the golden eagle and npower building. The space could become a park area with facilities for outdoor sports and small low rental retail units for individual retailers"*
 - *"The Eagle changed to good social leisure venue"*
 - *"I would like to see the old npower building demolished and the golden eagle and a family friendly pub built on the land with an outdoor play area for children on the pub grounds"*
 - *"Refurbish or demolish the Golden Eagle Hotel. Convert Phoenix House into living accommodation"*
- There was also strong support for tackling crime and ASB along with improvements to shopping and leisure.
 - *"Active police patrols Tackling anti-social behaviour. Clean areas free of litter"*
 - *"More shops other than charity shops. Security"*
 - *"Steps to implement clamp-down on anti-social behaviour. More security to prevent shop lifting and theft from properties"*
 - *"More variety of shops, more places to eat/food outlets"*
 - *"Better market More bespoke events such as farmers markets"*

Please use this space to add any more priorities you'd like to see for the future of Thornaby.

- Responses here were dominated by issues around crime and ASB.
 - *"use the police station and more police on the beat"*
 - *"Tacking anti-social behaviour"*
 - *"Priorities should be providing a safe town that people of all ages feel confident and comfortable in being able to enjoy"*
- In addition, calls to improve local facilities included:
 - *"A lot of the houses are in need of modernising"*
 - *"Massive broadband improvement needed"*
 - *"Youth facilities within the town that are affordable and accessible"*

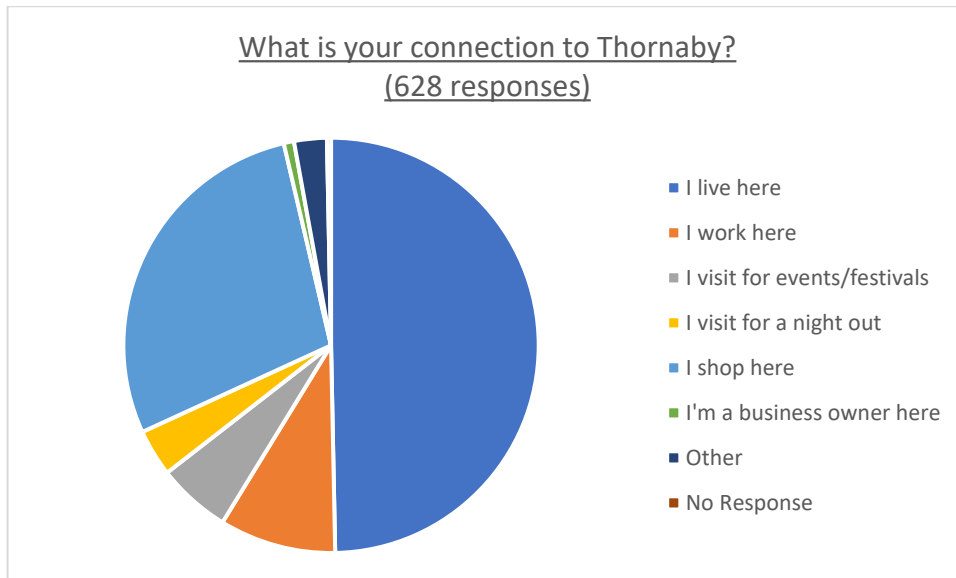
- *“Cycle ways need improving, it’s difficult to complete a circular journey from my house”*
- *“Improving the community areas such as parks. Adding seating to parks. Having better lighting”*
- *“More play areas for children”*

And finally, is there anything else you'd like to tell us? Please use the box below to share any thoughts, ideas or plans you'd like to be considered.

- Community Safety attracted the highest number of comments in this section, with calls for more/better policing amongst the most popular responses.
 - *“I would like to see more police walking about the town centre just to feel a bit safer”*
 - *“Combating the anti-social behaviour that is plaguing our town”*
 - *“More CCTV with all in full use”*
- Strong support once again for the redevelopment of key buildings within the town centre.
 - *“If the eagle can’t be sorted, please knock it down, it’s an eye sore!”*
 - *“Phoenix House to become housing. Golden Eagle demolished and a small green area put in place where you can sit”*
 - *“Upgrades to the eagle if building is to remain Ideas of regeneration of the old N power site”*
- In addition, comments on retail, parking and community facilities featured with the following themes:
 - *“Reduce costs of retail units so we actually have businesses and shops to buy from!”*
 - *“Lower rents and rates for shopping units to encourage new businesses. Lots of empty units appearing from which nobody benefits”*
 - *“More places for children to go to. More places for them to do activities”*
 - *“I would encourage more facilities for youths and the elderly”*
 - *“better and free parking”*

Profile of responses

- Nearly nine in ten of respondents (89%) live in Thornaby, with most offering more than one response when asked 'What is your connection to Thornaby? Half of respondents (50%) also use Thornaby for shopping.
- 97% of responses came from people visiting 'within the last week'



- Those under 16 were not represented in the consultation, responses came from all other age groups were with those aged 41-65 accounting for more than half (51%) of the sample.

