

ELLESMERE PORT

TOWN CENTRE MASTERPLAN QUESTIONNAIRE

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The public consultation for the Ellesmere Port Town Centre Masterplan is open from Monday 22 October until Friday 30 November 2018. This is the questionnaire for the public consultation.

The questionnaire should be read together with the exhibition boards. The exhibition boards are on display throughout this consultation period in the Ellesmere Port Library in Ellesmere Port. The exhibition boards will also be displayed at four staffed events:

- **Tuesday 6 November 10am-2pm at Trinity Church**
- **Friday 9 November 10am-2pm in the Indoor Market**
- **Thursday 15 November 10am-3pm in the Port Arcades Shopping Centre**
- **Thursday 15 November 4-7pm in the Ellesmere Port Library**

If you have any questions in relation to the consultation please email:

jochem.hollestelle@cheshirewestandchester.gov.uk

Please return your answers by dropping them into the dedicated box in the Ellesmere Port Library or by posting them to:

Cheshire West and Chester Council, Ellesmere Port Regeneration, Ellesmere Port Library, Civic Way, Ellesmere Port CH65 0BG

Or return by scanning the answers and email them to jochem.hollestelle@cheshirewestandchester.gov.uk

Thank you for your interest in the future of Ellesmere Port town centre and we look forward to receiving your views.

Shopping behaviour has changed substantially with a shift to the internet, out of town shopping, and supermarkets. Ellesmere Port town centre is home to many shops, but has also seen a number of shop closures, leaving some larger retail spaces empty or underused.

1. Do you agree or disagree that a rebalance of the town centre with less empty shops, but with more uses other than retail, would encourage people to visit and help revitalise the town centre?
Please circle your answer and provide any comments in the box below.

strongly disagree

unsure

strongly agree



box for comment:

If any, in which other sector than retail do you feel growth would benefit the town centre?
Tick all that you feel appropriate.

Public services

Hotel

Housing

Leisure + Culture

Business workspace

Food & drink

Education

Other, please specify in box

box for comment:

The proposed Public Sector Hub aims to make it easier for people to get the advice and support they need on a range of public services in one friendly and open place. Which of the following services would you use if they were available? Tick all that you feel appropriate.

- | | |
|--|---|
| <input type="checkbox"/> Employment support | <input type="checkbox"/> Access to local ward councillors |
| <input type="checkbox"/> Benefits advice | <input type="checkbox"/> Access to local Police Community Support Officers |
| <input type="checkbox"/> Digital skills / Access to IT | <input type="checkbox"/> Other general Council services (e.g. Concessionary Travel, Blue Badge Permits, Council Tax, Parking Services, Planning Applications, Waste Management, Licensing, Highways and Streetscene) |
| <input type="checkbox"/> Housing advice | <input type="checkbox"/> Other (please state) |
| <input type="checkbox"/> Health and wellbeing support | |
| <input type="checkbox"/> Money management advice | |
| <input type="checkbox"/> Discretionary grants advice | |
| <input type="checkbox"/> "What's On" information | |
-

By bringing a range of agencies together in one place, the proposed Public Sector Hub aims to improve people's experiences of dealing with public services. What is most important to you as a customer?

- | | |
|---|---|
| <input type="checkbox"/> Knowing where to go | <input type="checkbox"/> Being treated with respect |
| <input type="checkbox"/> Being made to feel welcome | <input type="checkbox"/> Seeing the right person |
| <input type="checkbox"/> Being listened to | <input type="checkbox"/> Not being passed from person to another |
| <input type="checkbox"/> Getting the right information, advice and support when I need it | <input type="checkbox"/> Being able to help myself rather than speak to someone |
| <input type="checkbox"/> Being dealt with quickly | <input type="checkbox"/> Other (please state) |
-

Both the indoor market and flea market are well used and important for the town. With new homes being built and more people coming to live in the town centre, there is an opportunity to attract new customers to the market.

2. What would attract you to shop more frequently in the Indoor Market?

box for comment:

.....

The Council wants to explore if the building for the Flea Market could be better used than only three mornings per week.

3. Do you have ideas for use of the building on alternative days?

box for comment:

.....

With the current bus station site proposed to become the new public services hub, the Council believes that Civic Way is the best location for the new bus interchange, ensuring it remains in the heart of the town.

4. Thinking about development of a new bus interchange, please say how important or unimportant the following factors are to you.

Please rate these for their level of importance, where 1 is 'not important at all' and 10 is 'extremely important'.

High quality shelters	1	2	3	4	5	6	7	8	9	10
Real time (electronic) bus information screens	1	2	3	4	5	6	7	8	9	10
Seating	1	2	3	4	5	6	7	8	9	10
Canopy	1	2	3	4	5	6	7	8	9	10
Public toilets nearby	1	2	3	4	5	6	7	8	9	10
Shop mobility nearby	1	2	3	4	5	6	7	8	9	10
Safe crossing points	1	2	3	4	5	6	7	8	9	10
CCTV/security	1	2	3	4	5	6	7	8	9	10
Secure bicycle lockers	1	2	3	4	5	6	7	8	9	10
Wifi internet access	1	2	3	4	5	6	7	8	9	10
Other, please specify										

Currently there are certain areas of car parking in the town centre which are underused, for example the area behind the market.

5. Do you agree or disagree with creating a new entrance to the Town Centre Car Park from Whitby Road, which could help increase footfall for the market and Whitby Road shops? Please circle your answer.

strongly disagree

unsure

strongly agree



box for comment:

Most visitors get their first impression of the town centre, when arriving via Whitby Road, from the motorway or the railway station. Improvements have been made with new homes near the railway station, and the creation of a Memorial Garden and shop improvements in Whitby Road.

6. What further improvements along this corridor into the town centre would you like to see? Please tell us in the box below.

box for comment:

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TOWN CENTRE MASTERPLAN QUESTIONNAIRE

Improving the cultural offer will support the vitality of the town centre. Action Transport Theatre has the ambition to create a new £5m cultural centre in Whitby Hall, which the Council is supporting.






Have you visited either of the following in 2018?
Please circle your answer.

Whitby Hall	No	Yes, once	Yes, twice	Yes, more than twice
Central Library	No	Yes, once	Yes, twice	Yes, more than twice
Civic Hall	No	Yes, once	Yes, twice	Yes, more than twice

7. Do you agree or disagree that the Council increase the use of the Civic Hall and the Ellesmere Port Library for cultural activities? Please circle your answer.
- strongly disagree unsure strongly agree
    

8. Are there any other particular cultural activities you would like to see in the Ellesmere Port Library and/or the Civic Hall? Please tell us in the box below.

box for comment:

9. Do you agree or disagree that Civic Square could be improved as the main attraction at the heart of the town between the Civic Hall and the Ellesmere Port Library. Please circle your answer.
- strongly disagree unsure strongly agree
    

box for comment:

If you would like to see Civic Square used in different ways, please rate the following ideas for how Civic Square could be used from 1 to 10, where 1 is 'not a good idea' and 10 is 'extremely good idea'. Please circle your answer.

Children's Play Area	1	2	3	4	5	6	7	8	9	10
Artwork	1	2	3	4	5	6	7	8	9	10
Music bandstand	1	2	3	4	5	6	7	8	9	10
Flowerbeds and grass	1	2	3	4	5	6	7	8	9	10
More events	1	2	3	4	5	6	7	8	9	10
Architectural lighting	1	2	3	4	5	6	7	8	9	10
Outside Cafe	1	2	3	4	5	6	7	8	9	10

Any other suggestions

We would like to encourage new bars, restaurants and cafés to be set up in the town centre, as these could encourage more people to visit, particularly in the evening after offices and shops close.

10. How often, if at all, do you go out in the town centre in the evening to eat and/or drink? Please tick your answer.

- | | |
|---|---|
| <input type="checkbox"/> Never | <input type="checkbox"/> About once a month |
| <input type="checkbox"/> Once a year | <input type="checkbox"/> About once a week |
| <input type="checkbox"/> Twice per year | <input type="checkbox"/> More often |

How often, if at all, do you go out elsewhere in the evening to eat and/or drink? Please tick your answer.

- | | |
|---|---|
| <input type="checkbox"/> Never | <input type="checkbox"/> About once a month |
| <input type="checkbox"/> Once a year | <input type="checkbox"/> About once a week |
| <input type="checkbox"/> Twice per year | <input type="checkbox"/> More often |

What, if anything, would attract you to use the town centre in the evening more often? Tick all that you feel appropriate.

- | |
|---|
| <input type="checkbox"/> More and different cafés |
| <input type="checkbox"/> More and different restaurants |
| <input type="checkbox"/> More and different bars |

box for comment:

New housebuilding on the edge of the town centre is transforming the area. The population is rising, with increasing demand for services in the town due to increased footfall. There is ongoing demand for new homes in the town centre that would enhance vitality further.

11. Do you agree or disagree that the council should encourage more homes to be built in the town centre? Please circle your answer.

- | | | |
|---|---|---|
| strongly disagree | unsure | strongly agree |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |  |  |

box for comment:

What type of new housing do you feel is required in the town? Tick all that you feel appropriate.

- | |
|--|
| <input type="checkbox"/> Flats |
| <input type="checkbox"/> Family homes |
| <input type="checkbox"/> Retirement apartments |
| <input type="checkbox"/> Starter homes |
| <input type="checkbox"/> Other, please state |

With more homes being built around the town centre, it is likely that more places will be required for children in local schools. This may require Cambridge Road School to expand.

12. Do you agree or disagree that alternative locations should be found for both the children's' play area and the Multi User Games Area next Cambridge Road school, to enable it to expand. Please circle your answer.

- | | | |
|---|---|---|
| strongly disagree | unsure | strongly agree |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |  |  |

box for comment:

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Please write any other questions or comments here:

We welcome views from all sections of the community and would encourage everyone to take part in this consultation. Note that the Council has a responsibility to make sure that its services are available to all, regardless of race, colour, nationality, ethnic origin, gender, age, marital status, sexual orientation, disability, religion or belief or gender identity. Comments that are offensive to particular groups or considered inappropriate under the Equality Act 2010 will not be considered or published as part of this consultation.

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All questions are voluntary and will be treated in the strictest confidence. The answer you give will only be used to see where views differ. Please feel free to leave blank any questions you do not wish to answer, we will still use the comments you have given us so far. No information will be released that would allow the identification of you as an individual or of your household.

A. Are you responding as...

- A resident of Ellesmere Port
- A visitor to Ellesmere Port
- A worker in Ellesmere Port town centre
- A member of a voluntary or community organisation
- A local business based in the town centre
- An employee of Cheshire West and Chester Council
- An elected member of Cheshire West and Chester Council
- Other
- If other, please state

B. Please provide your postcode:

C. Do you have a long term illness, health issue or disability that limits your daily activities?

Please circle your answer.

Yes No

D. Please tell us which age group you belong to:

- Under 16** If under 16, please provide signature of parent/guardian here:
- 16-24**
- 25-59**
- 60 and over**

E. Are you..?

- Male**
- Female**
- Prefer not to say**
- Prefer own term, please state**

If you would like to know more about how we use and store the information you give us in this survey, you can find out by visiting:
<https://cheshirewestandchester.gov.uk/system-pages/privacy-notices/consultations-privacy-notice.aspx>

Thank you very much for your views and taking an interest in the future of Ellesmere Port town centre.

Accessing Cheshire West and Chester Council information and services

Council information is also available in Audio, Braille, Large Print or other formats. If you would like a copy in a different format, in another language or require a BSL interpreter, please email us as **equalities@cheshirewestandchester.gov.uk**

Tel: 0300 123 8 123

Textphone: 18001 01606 867 670

email: equalities@cheshirewestandchester.gov.uk

web: www.cheshirewestandchester.gov.uk