Community Highstreets Programme

Hull City Council has allocated £6m to spend on community highstreets improvements during a four-year programme. Work has already commenced to gather information and research about a number of local and neighbourhood centres in various locations around the city. The funding will be divided between the areas covered by all three Area Committees within the city - East, North and West.

Over the course of the project Hull City Council will improve a total of 16 neighbourhood and local centres spread across the city.

As a community led project, your opinion, as well as those of friends, family, and neighbours around you, is particularly important to us.

The Community Highstreets Project Team would like to understand the real issues that affect highstreet users and the community at large. We want to hear your views on each of the areas chosen for investment and what residents, business owners and people who work in those areas feel they need to make them a better place to live, work, play and shop.

During the first phase of the project, we are focusing on 6 areas across the city –

- Barham Road & Holderness Road/Woodford (East)
- Chanterlands Avenue & Grampian Way (North)
- Anlaby Road /Coltman Street & Gipsyville (West)

Hull City Council are committed to deliver improvements to the highstreet that will benefit local residents by making the areas safer and more attractive.

Some of the improvements the programme will aim to deliver are:

- Improve the general appearance of the area.
- Create further jobs, if vacant shops are brought back into use.
- Direct Frontage improvements to shops and businesses
- Improve public realm works such as pavements and parking
- Improve the safety and cleanliness of the areas such as pedestrian and cycle access or additional lighting and CCTV.
- Improve green space by encouraging biodiversity & Environmental Improvements such as bird boxes, planters or rewilding
- Enhanced cultural offer such as public/street or programmes of cultural activity
- Improve accessibility and street/road safety

We really want to hear your views on this project. Each of the local or neighbourhood centres will have an individual survey that is available for you to complete. Please complete any of the surveys that are relevant to you. You may work in the area, run a business, or visit the shops or a local service. Equally if you live nearby and you do not visit the centre, please tell us why.

Get involved and help us create a new vision for the local and neighbourhood centres within your community.

Q1) Which description best fits you?

(Choose all that apply)

- [ ] I live in the area
- [ ] I am a landlord of a property in the area
- [ ] I work in the area
- [ ] I shop in the area
- [ ] I own a business in the area
- [ ] Other (please specify)

Q2) How often do you visit the highstreet area?

(Choose any one option)

- [ ] Daily (Go to Q3)
- [ ] Weekly (Go to Q3)
- [ ] Monthly (Go to Q3)
- [ ] Less than monthly (Go to Q4)
- [ ] Never (Go to Q4)

Q3) Answer this question if you visit the highstreet area daily, weekly, or monthly.

What do you visit the highstreet for?

(Choose all that apply)

- [ ] To visit the shops (please specify)
- [ ] To visit takeaways
- [ ] To socialise with friends or family (please specify)
- [ ] To access local services, for example doctors, dentist, library, etc (please specify)
- [ ] Other (please specify)

Please specify what you visit the highstreet for:

Q4) Answer this question if you visit the highstreet area less than monthly or never.

Why don't you visit the highstreet more frequently?

(Choose all that apply)

- [ ] I have difficulty accessing the shops or services on the highstreet due to lack of transport, parking, etc...
- [ ] The shops and services on the highstreet are not open when I could get there
- [ ] The shops and services on the highstreet are not of use or interest to me
- [ ] I prefer to use shops or services located somewhere else
- [ ] I feel unsafe on the highstreet
- [ ] Other (please specify)

Q5) How would you rate the range of shops and services available on the highstreet?

(Choose any one option)

- [ ] Very poor
- [ ] Poor
- [ ] Neither poor nor good
- [ ] Good
- [ ] Very good
- [ ] Don't know

Q6) Do you regularly do any of the following?

(Choose all that apply)

- [ ] Regularly travel to or use supermarkets outside the highstreet area
- [ ] Regularly travel to or use out of town retail, such as Kingswood, St Andrews Retail etc
- [ ] Regularly travel to or use shops and services in the city centre
- [ ] None of these
- [ ] Other (please specify)

Travel

Q7) What is the main method you use to visit the highstreet?

(Choose any one option)

- ☐ Bike or E-scooter
- ☐ Bus
- ☐ Walk, mobility scooter, or wheelchair
- ☐ Car, motorcycle, or taxi
- ☐ I don't visit the highstreet
- ☐ Other (please specify)

Q8) How much do you agree with the following statements?

(Choose any one option per row)

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
There are enough safe spots or crossings for me to cross the road to access the highstreet						
There are enough places on the highstreet to safely leave or lock bikes						
It is easy to get a bus to and from the highstreet						
There are sufficient parking spaces (vehicles and motorcycles) around the highstreet						
The highstreet is accessible, for example there are drop kerbs, tactile paving etc in the right places etc						
Vehicles are parked well in the highstreet area, for example they do not park on pavements, block access etc						
There are no traffic issues in the highstreet area, for example, congestion, speeding cars, etc						

If you disagree or strongly disagree with any of these statements, then please tell us why:

Appearance

Q9) How much do you agree with the following statements? (Choose any one option per row)

	Strongly disagree	Disagree	Neither Disagree nor agree	Agree	Strongly agree	Don't know
There are enough trees, planters and green spaces around the highstreet						
There are enough play areas and communal spaces (for example, picnic areas and bench seating) around the highstreet						
Buildings on the highstreet are attractive and in a good condition						

If you disagree or strongly disagree with any of these statements, then please tell us why:

Cleanliness

Q10) How much do you agree with the following statements? (Choose any one option per row)

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
There are plenty of general waste bins on the high street to dispose of litter						
I know where I can recycle items such as old clothing, electrical goods and so on						
The highstreet is kept clean and free from litter						
The highstreet is free of graffiti						
Any graffiti is removed from the highstreet quickly						
The highstreet is free of fly tipping						
Any fly tipping is removed from the highstreet quickly						

If you disagree or strongly disagree with any of these statements, then please tell us why:

Safety

Q11) How much do you agree with the following statements? (Choose any one option per row)

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
The area around the highstreet is well lit at night						
The pavements around the highstreet are in good condition						
The pavements around the highstreet are free from obstructions A boards outside of shops						
I feel safe when visiting the highstreet during the day						
I feel safe when visiting the highstreet during the night						

If you disagree or strongly disagree with any of these statements, then please tell us why:

Culture

Q12) How much do you agree with the following statements? (Choose any one option per row)

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
The area would be improved with more art, murals and statues						
I would like to see more community pop up events such as makers markets, food or music events						
It is easy to find out about events taking place in my neighbourhood						

If you disagree or strongly disagree with any of these statements, then please tell us why:

Welcoming

Q13) How much do you agree with the following statements? (Choose any one option per row)

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know
The area around the highstreet is a welcoming and friendly place						
There are plenty of outdoor places around the highstreet to sit, meet friends, and eat and drink						

If you disagree or strongly disagree with any of these statements, then please tell us why:

Q14) What do you particularly like about your local highstreet?

Q15) What would you most like to see improved about your local highstreet?

Q16) Is there anything else you would like to tell us about your local highstreet?

About You

These questions help us to make sure that we collect the views of all types of residents and to help us make sure that we deliver all of our services fairly. They are used to understand your answers only.

Your answers will be confidential and will not be tied back to you. If you leave your contact details at the end of this survey, they will be removed before analysis of the results is carried out and will not be reported.

Leave any question you don't want to answer blank.

Q) What is your postcode? (e.g. HU1 1AA)

Q) In which of the following age ranges are you?

(Choose any one option)

- [ ] Under 16
- [ ] 16 - 24
- [ ] 25 - 34
- [ ] 35 - 44
- [ ] 45 - 54
- [ ] 55 - 64
- [ ] 65 - 74
- [ ] 75+

Q) Which of the following best describes you?

(Choose any one option)

- [ ] Female / Woman
- [ ] Male / Man
- [ ] Gender fluid
- [ ] Gender non-conforming
- [ ] Non-binary
- [ ] Trans man / FTM
- [ ] Trans woman / MTF
- [ ] I describe myself some other way (please state)

Q) Which of the following describes your ethnic background?

(Choose any one option)

- [ ] White - British / English / Welsh / Scottish / Northern Irish
- [ ] Other White (please state)
- [ ] Black / Black British
- [ ] Asian / Asian British
- [ ] Mixed / Multiple ethnicities
- [ ] Arab
- [ ] Other (please state)

Q. What is your main language (e.g. your first preferred language)?

(Choose any one option)

- [ ] English
- [ ] Polish (Polski)
- [ ] Romanian (Română)
- [ ] Arabic (عربي)
- [ ] Lithuanian (Lietuvių)
- [ ] Kurdish (Kurdî کوردی)
- [ ] Other (please state)

Q. Are your day-to-day activities limited due to a health problem or impairment which has lasted, or is expected to last, at least 12 months. Please include conditions such as mental health issues or those related to ageing

(Choose any one option)

- [ ] Yes, a little
- [ ] Yes, a lot
- [ ] No

Q. Is there anything else you would like to tell us about yourself?

Getting involved in decisions that affect you

Have you signed up for the People's Panel yet? Have your say on the way public services are delivered, and on the future of the city and take part in local and national research projects that are both interesting and important.

People's Panel members influence many local decisions that affect them and their families. It couldn't be easier. You don't have to come to any meetings; we will send a survey straight to you by email. Every time you complete a survey, you will be entered into a prize draw to win a fabulous prize.

Your Name

Email Address