

# Elm Grove Community Plan First Consultation Session

## Summary Report

15 RESIDENTS AND  
STAKEHOLDERS  
WERE PART OF THE  
CONSULTATION EVENT

<b>Event title:</b>	<b>Resident/stakeholder consultation</b>
<b>Event date:</b>	<b>22nd and 24th June , 2017</b>
<b>No. of attendees:</b>	<b>15 ( residents+stakeholders)</b>
<b>Location:</b>	<b>Elm Grove ,Sutton</b>
<b>Levitt Bernstein Architects</b>	<b>Barry McCullough, Glyn Tully, Vinita Dhume , Patricia Calvino, Greeshma Girish</b>
<b>London Borough of Sutton</b>	<b>Katie Wren, Dean James, Andy Webber, Frances Toomey, Cllr Jayne McCoy, Cllr Vincent Galligan, Cllr David Bartolucci, Cllr Ali Mirhashem</b>
<b>Sutton Housing Partnership</b>	<b>Suzanne Richards-Jones</b>

This report summaries the feedback provided following the first Elm Grove Consultation session . The workshops were public events held at the Sutton Salvation Army Hall and at Elm Grove. The feedback collected from these interactive community workshop sessions has been summarised here below.

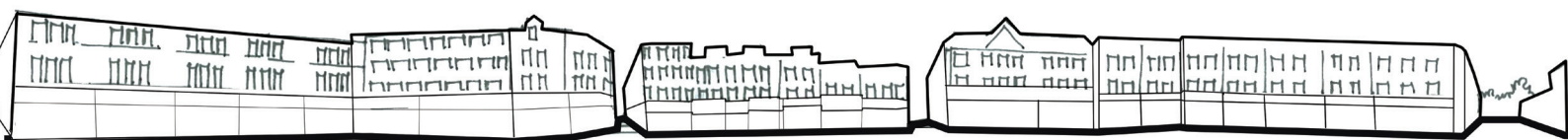
How could we  
improve your  
neighbourhood ?



### Summary of responses:

- Most residents felt the High Street was well used but insisted that improvements were necessary.
- Residents felt the bus stop on Benhill Avenue was used more frequently than others in the area. Most residents agreed that the area was sufficiently well connected by public transport.
- Safety and security within Elm Grove was a key issue with most residents.
- Residents seem to use the alleyways quite frequently but would prefer them to be well-lit, safe and disabled friendly. They also expressed a desire to have a direct route between Elm Grove and Marshall's Road ; as well as improvements along Throwley Way.
- Residents said they would like to have well insulated homes with private amenity space, sufficient day lighting and balconies. They also expressed an interest in open spaces and other facilities for all ages.
- Stakeholders and residents appreciated the idea of improving the backs of the High Street properties, clearing up the rubbish in the area and introducing small businesses in Elm Grove.

The following pages will provide a summary of the responses from the residents and the stakeholders at the consultation sessions (22nd and 24th June) in more detail.



## Feedback from Elm Grove residents and stakeholders

### Shops used most often

#### Comments

- “I go to Morrison’s quite often.”
- “I usually prefer Asda for shopping.”
- “I use Sainsbury’s more than the others.”
- “I often shop at Lidl.”

### Public transport

#### Comments

- “I take the bus to work.”
- “I think we need disabled car parking for shops and visitors.”
- “It’s a 15mins walk to the school so sometimes the kids have to take a bus.”
- “A lot of activities are not close by so public transport is necessary.”
- “I use the bus stop on Throwley Way or St Nicholas Way, I think the public transport here is good.”
- “I use the bus stop on Throwley Way more often. I also think we should reduce on-street parking.”

### Alleyways

#### Comments

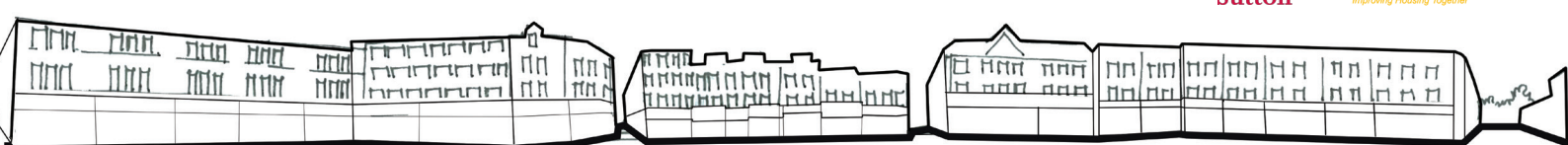
- “I’ve seen bikers come through the alleyways.”
- “There was a lot of fighting on the alleyways on the estate in past.”
- “The alleyway connecting the bus stop with the High Street is too busy.”
- “Barriers across the alleyways are often a problem, shorter connections between the High Street and Throwley Way helps disabled residents.”
- “I think alleyways feel safer during the day but not at night.”
- “The Second alleyway is not very accessible and is not disabled friendly.”
- “Connection via alleyway very useful, do not block the alleyways off!”
- “I think the second alleyway well used, but it’s blocking my parking .”

### Do you need additional shops in your area?

#### Comments

- “There is enough retail in the area.”

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# Feedback from Elm Grove residents and stakeholders

## Tell us which facilities you use most often?

### Comments

- “Everyone uses the High Street most often for shopping.”
- “I use the GP surgery.”

## Other facilities you would like to see in your neighborhood

### Comments

- “I’d like to see common areas are like communal toilets.”
- “Maybe activities like bowling/swimming close by for kids?”
- “I think we need a Leisure center with a gym and a pool.”
- “We think a mix of uses would be nice ,there are too many cafes here!”
- “I’d like to see more leisure facilities.”

## High Street

### Comments

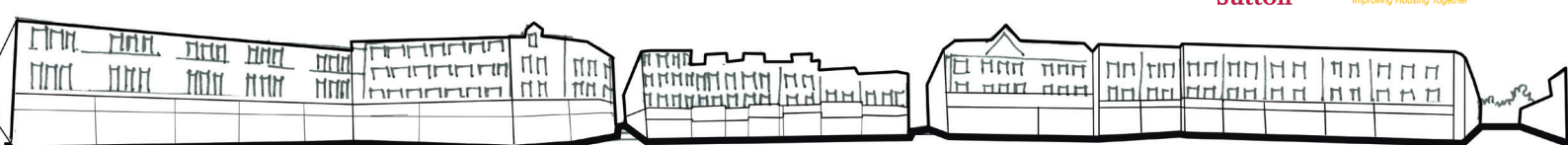
- “There is nothing for kids on the High Street.”
- “I think the High Street shops need upgrading, also the south of the High Street works better.”
- “We need better paving, better landscaping, more signage, podium parking, more street lighting but no more street furniture !”
- “The street lights are not always working, lighting should improve in the area.  
Also, I prefer one single paved surface.”
- “I don’t see too many cyclists here.”
- “My tyres needed to be fixed 3 times this year due to broken glass!”
- “There are too many vacant shops!”
- “There are some extensions along the High Street but no proper planning.

## Throwley Way

### Comments

- “I think Throwley Way looks like social housing.”
- “The Benhill Avenue bus stop on Throwley Way is used frequently.”
- “We used to have seating near Throwley Way.”
- “I think Throwley Way is very busy, the traffic light doesn’t help.”

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# Feedback from Elm Grove residents and stakeholders

## Open spaces

### Comments

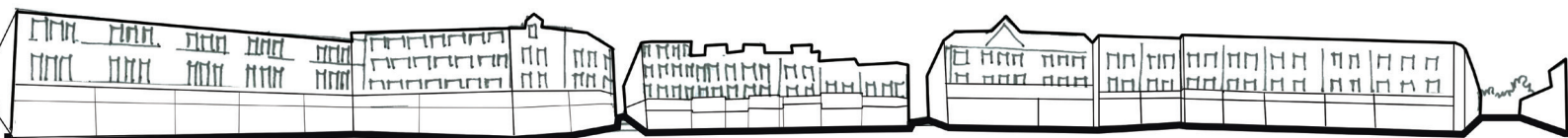
- “I would like to see more green space, play and seating.”
- “Spaces for teenagers are important.”
- “There is no open space for children!”
- “There is dog poo on the green, protect the green!”
- “There is nothing to do outside for young people.”
- “It would be lovely to hear kids!”
- “Safe, closed and secure play areas is a nice idea, we don’t have safe areas.”
- “We need quiet green spaces in the residential area.”
- “I’d like to see flower beds and better green areas with more trees.”
- “I visit Sutton Green often as it’s convenient and there is a playground but no toilets.”

## Your Homes

### Comments

- “Backs are not safe for our houses.”
- “I would prefer the road to be closed off”
- “I want more balconies and more family friendly spaces with better accessibility.”
- “I love my house ! Give me the same house somewhere else and I will move!”
- “Insulation in the flats is very bad.”
- “I think you should build bathrooms separate from bedrooms.”
- “We have more elderly residents, privacy of dwelling are compromised due to overlooking.”
- “There are no private amenity spaces for our homes.”
- “We don’t want to see big towers in the area!”
- “My back garden should have more sunlight.”
- “We need more gardens, spacious bedrooms, bigger corridors and more light in our homes.”
- “There are a lot of younger families on the estate now.”
- “The houses are not very well designed, we need bigger living rooms.”
- “I think noise travels from one flat to another because of very thin walls !”

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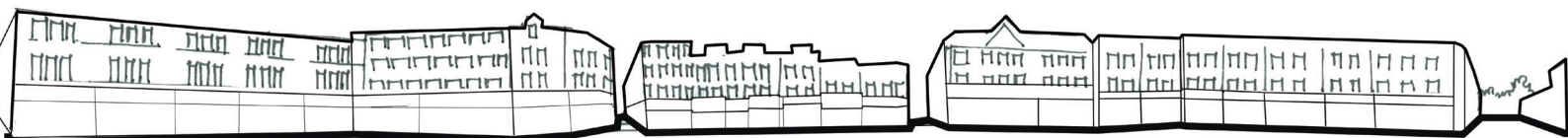


## Feedback from Elm Grove residents and stakeholders

### Other Comments

- “I find rubbish often collects along Elm Grove. The bins are in car spaces so council doesn’t clear it.”
- “Many people get car parking spaces and rent it out, car ownership is not very high in this area.”
- “People parking in front of the houses.”
- “I think training facilities and teaching classrooms can happen along Elm Grove.”
- “I would prefer a vehicular connection to Marshall’s Rd.”
- “I believe vehicular access is poor, there is only one entrance.”
- “I’d like a pedestrian route to Marshall’s Rd.”
- “Think of Elm Grove as a trendy alley!”
- “Maybe Christmas markets to activate Elm Grove would be a good idea ?”
- “I think we should free Elm Grove of cars!”
- “Maybe a strip of green and a row of shops along Elm Grove?”
- “Shoppers tend to block parking spaces and the resident gets a ticket ! So I’m not happy!”
- “I feel there are fewer smaller businesses.”

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# Feedback from Elm Grove stakeholders

## STAKEHOLDERS (Feedback based on issues specific to stakeholders)

### Backs of properties

#### Comments

- “I think the backs of properties need to be cleaned up.”
- “222-230 all park behind their shops.”
- “(208) owns the land for the back of that property.”
- “Teenagers hang around the backs of shops. There’s rubbish everywhere!”
- “I like Carnaby Street, we need similar small scale activities at the back of the high street.”
- “I like the idea of more creative and flexible shared spaces.”

### Delivery and loading

#### Comments

- “We load from the front, we have no problems.”
- “The Chinese herb shop deliveries are from the front, they have no problems.”
- “Z24 deliveries happens to front, in fact 80% of deliveries happens on the front before 10am.”
- “Water disposal for restaurant and security to shops is an issue.”
- “There are loading and issues with Lorries on Elm Grove.”

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