South Gloucestershire Council

Delivering for you

Kingswood town centre improvements

Consultation report

Executive Summary 2
Background 4
The engagement 4
Survey respondents 5
What people want for Kingswood 5
Support for potential improvement measures 10
Detailed feedback 11
Local specific issues 17
The views of different groups 17
Age 17
Disability 18
Other differentiating factors 19
Appendix 1: Survey respondents 20
Appendix 2: Feedback from local engagement activity 21

Executive Summary

Feedback from this engagement provides a wealth of evidence for the need for proactive intervention and investment into Kingswood. Through the survey, local people speak with passion about their town, but express frustration that the place where they live has for many years been ignored and left to decline.

Multiple respondents highlight issues ranging from vacant shops, littered streets, graffiti and fear of crime. They see Kingswood as having great potential, with a shopping centre, parking and a great location with access to Bristol, but are dismayed at how shabby and uncared for the town centre feels and increasingly don't want to spend any time there.

People are welcoming of changes. This survey proposed some potential interventions alongside pedestrianisation to better understand what local people want for their area. By presenting more information about what pedestrianisation entails, the survey sought to identify which changes local people felt were most needed and would make the greatest difference for Kingswood. For many respondents, the answer was 'Do something and as soon as possible.'

Most important to local people was to bring vacant shops back into use. They would like to see efforts stepped up to attract a wider range of shops, new restaurants, and entertainment venues to Kingswood. Many respondents felt that to make the most immediate and direct difference, the Council should be incentivising new businesses to move to the area. But people also recognised that improvements to the physical environment and look and feel of the high street were needed to encourage people to spend more time there and ensure those businesses could be successful.

Residents spoke with envy about neighbouring areas where money had been spent to make for a more pleasant high street environment; clean, litter-free streets, new planting and greenery, well thought out street layouts with seating and benches and a strong community feel, which kept areas well maintained and deterred anti-social behaviour.

Considering the relative support for the nine specific proposals put forward in the survey, 'Improving the overall appearance of the high street' came out top when people were asked to list their top three priorities. Adding 'plants, trees and greenery' and 'creating spaces for markets and events' came close behind and creating a more 'peaceful space where people want to spend time' and 'improving street layout, paving and lighting' was also selected as a top priority by more than a quarter of all respondents.

When this project launched, the initial proposals put pedestrianisation of Regent Street at the heart of the plans for Kingswood town centre. However, when presented alongside alternative measures to deliver improvements, it is noticeable how few people think that pedestrianisation would make the most significant difference. Part-pedestrianisation was the least favoured option of the nine specific improvement proposal options and was opposed by many local businesses. In face-to-face conversations with many residents, people indicated detrimental and undesirable impacts of the diversion route. Also, discussions with some businesses highlighted concerns about restricted access for deliveries, congested narrow side routes and potential impact on footfall in Regent Street.

Whilst the survey showed strong support for each proposal, the importance of individual priorities differed for some groups. Those aged over 60 are less sure about the potential benefits of changes like creating space for markets and introducing more greenery and aren't sure whether Kingswood is the right place to promote an outdoor café culture. Their preference is for the focus to be on pavements, introducing more disabled parking and reducing traffic. This focus on accessibility was also more important for disabled respondents and in engagement work issues around uneven paving, positioning of posts, bins and other 'street furniture' and access for mobility impaired shoppers came through strongly.

Overall, however, as the below quote testifies, the prevailing sentiment was of the need for rapid and meaningful measures to ensure a more positive future for Kingswood and its residents.

"A more aspirational outlook would be of great benefit. I know I am not the only (person who has recently moved here) that needs to leave Kingswood to have anywhere where I would be proud to take friends and family when they visit.

"I moved here when Kings Chase was due for redevelopment, and this was one of the reasons I came, but nothing has changed in the six years I've been here.

"I want to feel safe, but I am increasingly worried. I don't want to leave, but it's looking that way."

Background

South Gloucestershire Council secured significant funding to invest in Kingswood, and in consultation with residents, businesses and other local people, developed a Masterplan, setting out how that money might be best focused.

Central to the regeneration plans is to improve the vitality and sustainability of the town centre, making it an attractive, vibrant, safe and family-friendly place where the community comes together to socialise, to eat and drink, to shop, work and enjoy leisure time.

We initially considered the opportunities for pedestrianisation in Kingswood and sought public feedback on options. However, detailed technical work uncovered challenges in delivering pedestrianisation and therefore through this engagement, we wanted to understand local support for the proposed scheme alongside additional and alternative options to achieve the original outcomes.

The engagement

The engagement ran from 10 November 2023 until 12 January 2024.

An online Common Place site was created to provide information about the proposals so that people could provide informed feedback. Respondents could provide feedback either via an online survey on this site or by completing a paper survey response. To raise awareness and give interested parties plenty of opportunity to provide feedback, the consultation was widely promoted through various channels including:

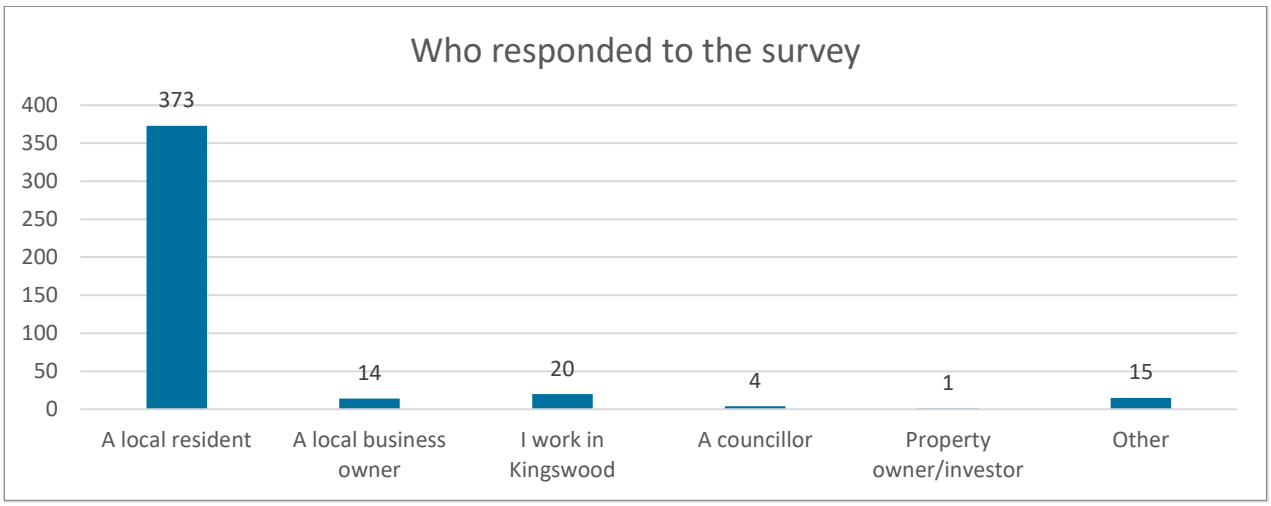
- an email to stakeholders such as town and parish councils, schools and travel groups,
- regular promotion on social media, and
- featured in the council's resident and business newsletters.

During the engagement period, four in-person events were held (on different days and at different times); two in the Kings Chase shopping centre in Kingswood and others at Holy Trinity Church Hall and Kingswood Medical Centre. Members of the project team separately met with local businesses, numerous community groups and resident groups. Over 260 people spoke to the team in settings across Kingswood; with the focus on talking to "hard to reach groups". The purpose of these events was to allow people the opportunity to ask questions about the proposals and direct people to the consultation survey, but feedback was also captured about priorities, which is presented in the appendices to this report.

Survey respondents

In total, 469 people responded to the engagement, with large numbers of residents providing feedback.

In addition to those who completed the survey, over 2,000 people visited the Common Place site, with spikes of interest following in-person engagements and social media posts.



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Additionally, we collected feedback directly from representatives of local businesses and from community and resident groups through local engagement work. Commentary from the engagement work is captured in the 'Detailed Feedback' section of this report.

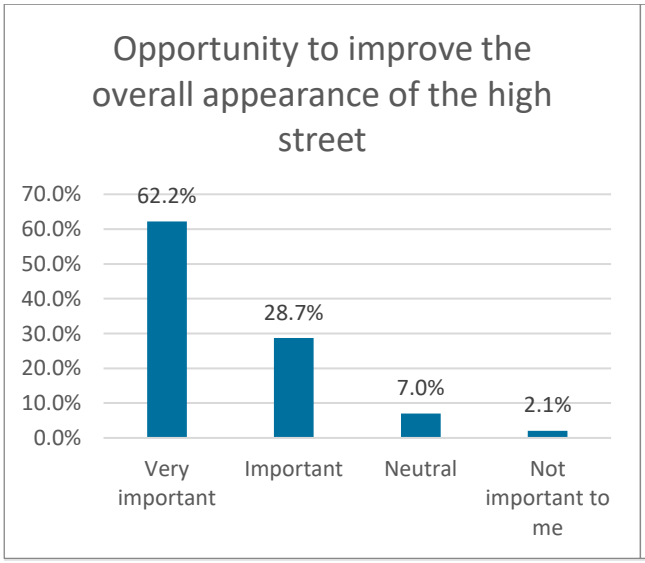
A more detailed overview of survey respondents and the summary of representations from interested parties is provided in the appendices to this report.

What people want for Kingswood

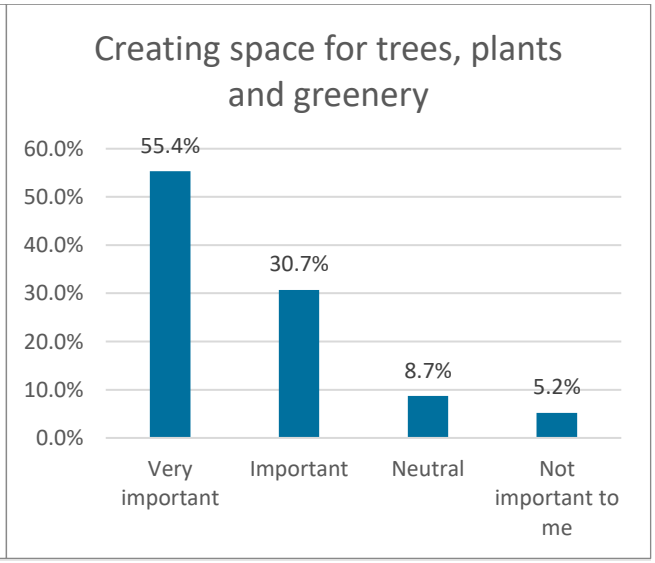
The first questions in the survey proposed 'themes' of improvements and asked respondents how important each of these themes was to them.

As can be seen from the graphs below, local people believe all the suggested themes are important and will make a positive difference in regenerating Kingswood High Street. Indeed, at least a quarter of those who completed the survey told us that each of the 12 themes was 'Very important'.

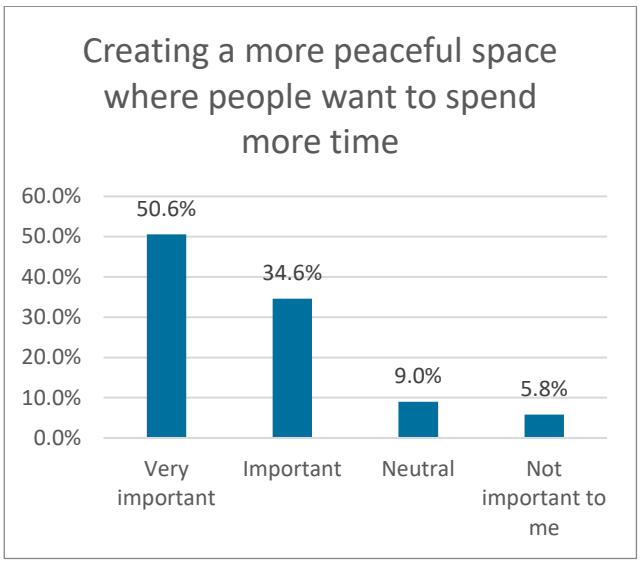
Improving the look and feel of the town centre

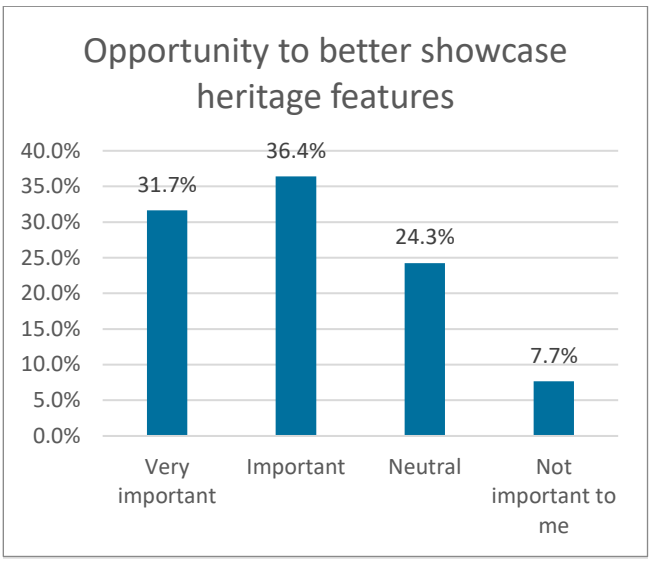


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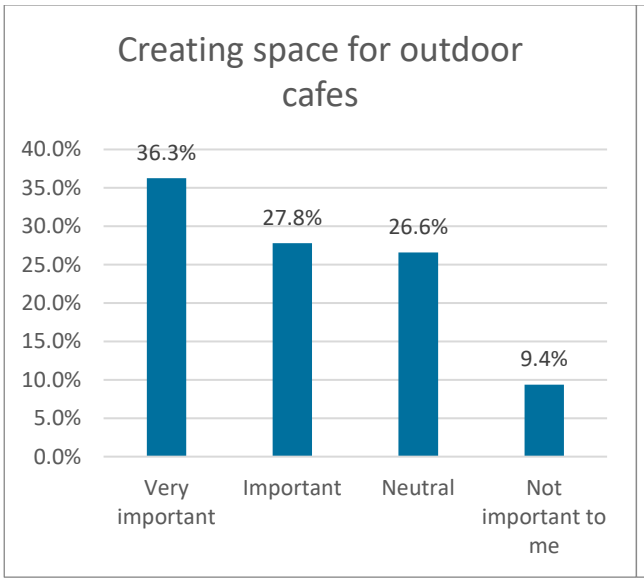


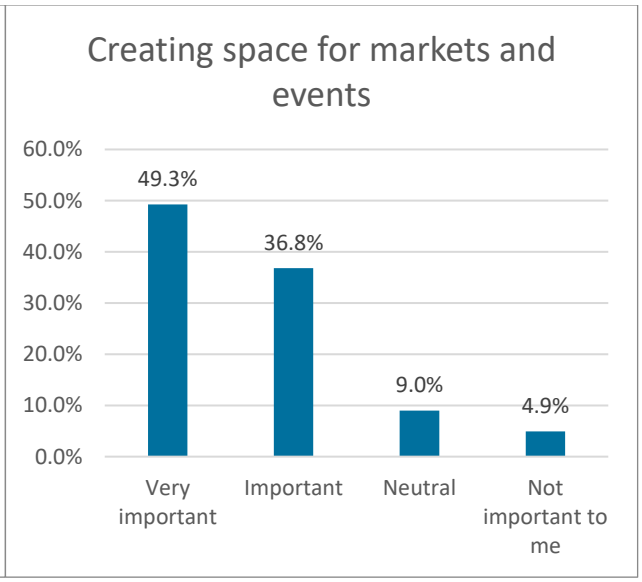


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Facilities

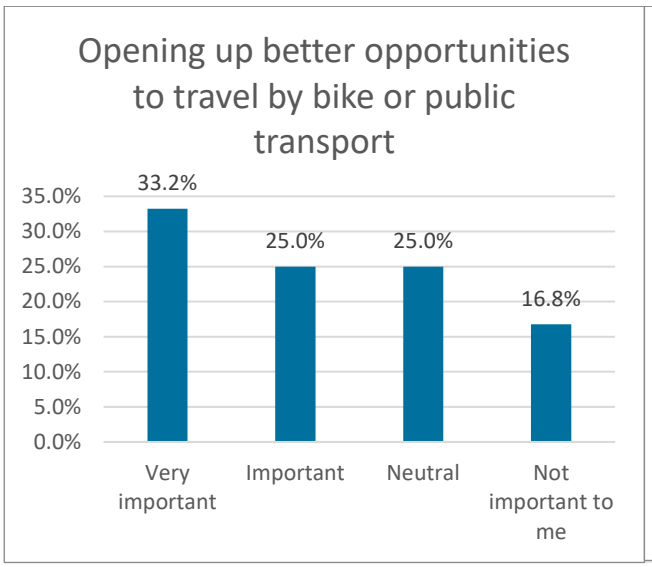




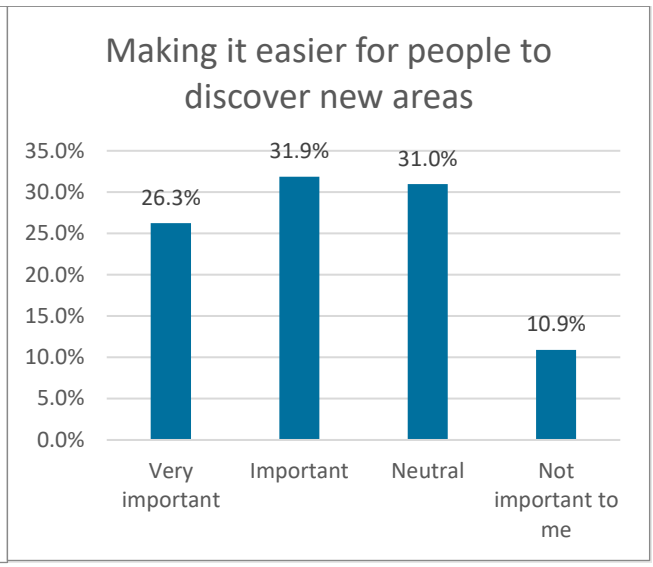
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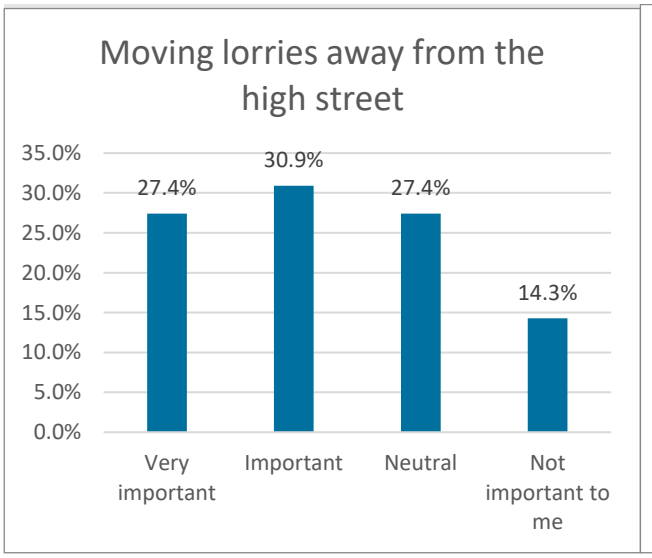
Access and accessibility



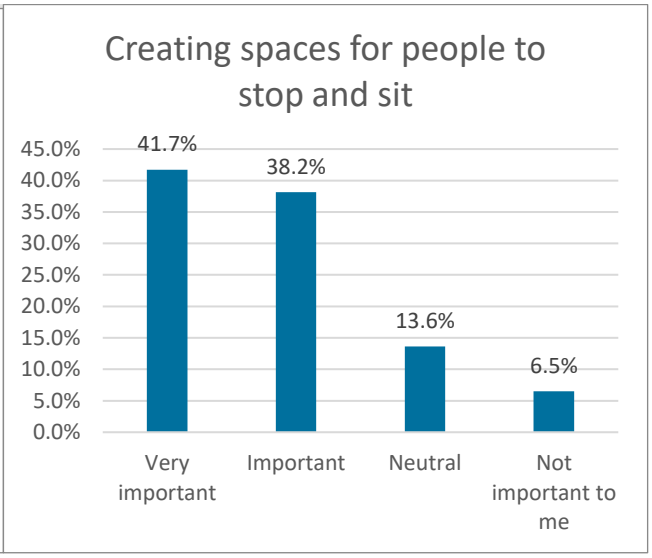
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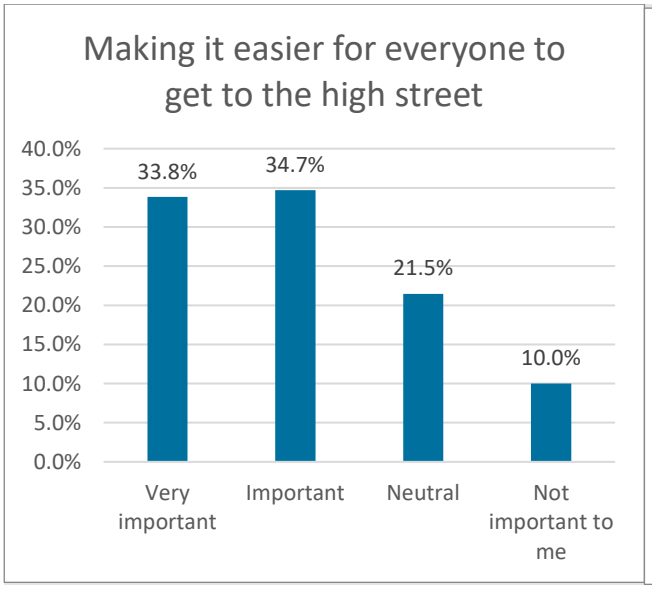
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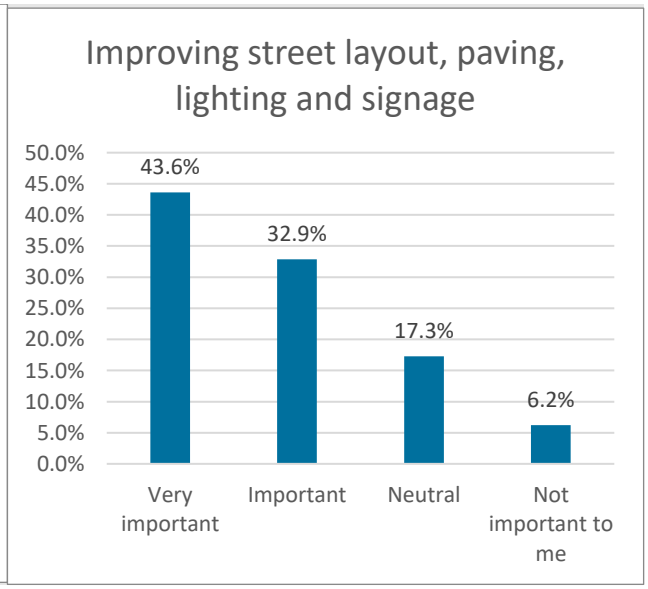
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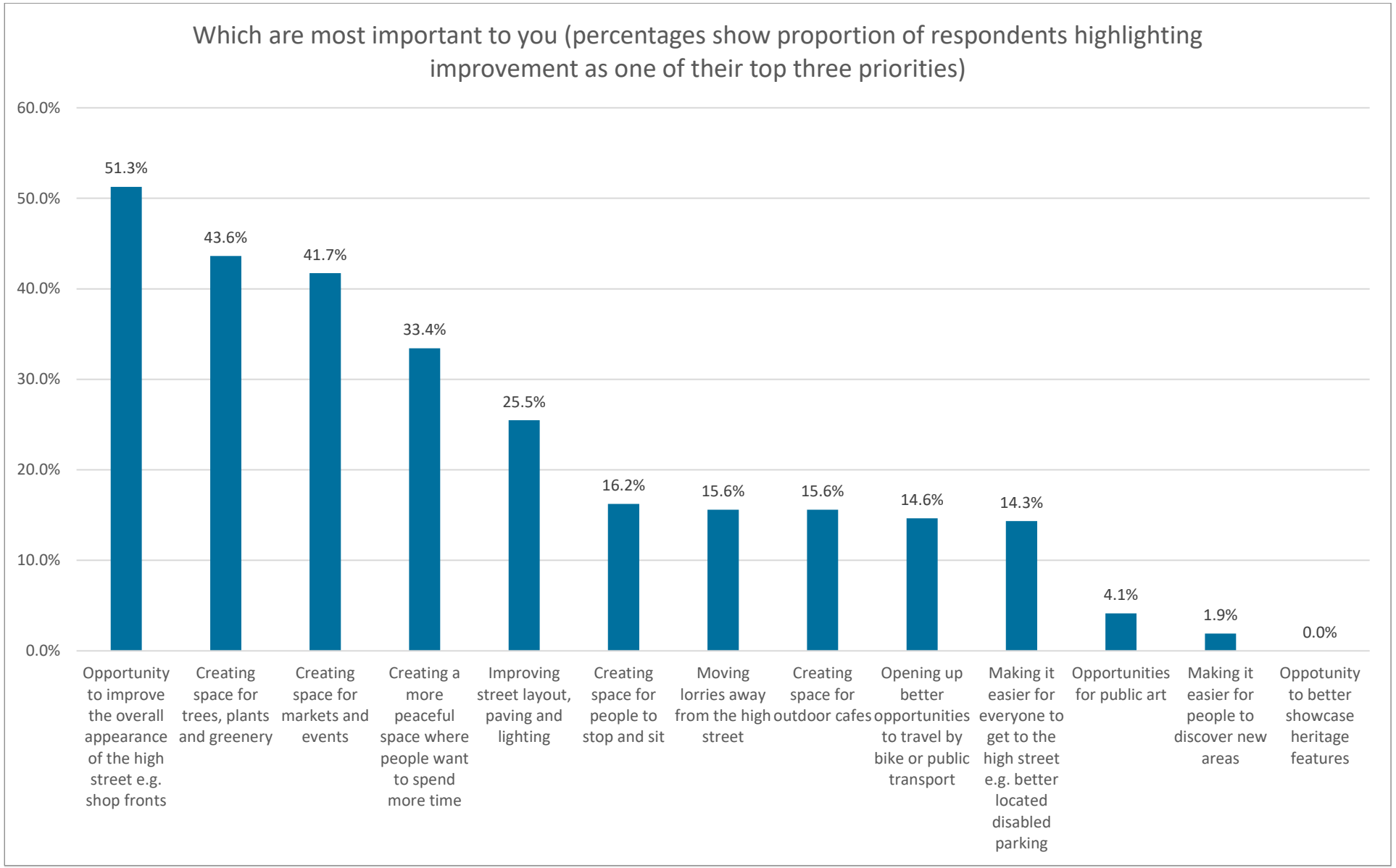
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This aligns with conversations during face-to-face engagement, with residents and businesses wanting to bring pride and more of a community feel back to living in Kingswood.

People were then asked to rank the importance of the different themes by selecting their top three priorities. Across both questions, changes to the physical environment and look and feel of the high street were seen as most important, with 51.3% of all respondents selecting ‘Improving the overall appearance of the high street’ as one of their top three priorities and the next most selected priority being adding plants, trees and greenery.

Other themes which were high priority for respondents included creating spaces for markets and events (41.7% choosing it as one of their top three priorities), creating a more peaceful space where people want to spend time (33.4% of respondents), and improving street layout, paving and lighting (25.5%).

Whilst themes like showcasing heritage features and making it easier for people to discover new areas were seen as beneficial, very few people felt these were top priorities.


Which are most important to you (percentages show proportion of respondents highlighting improvement as one of their top three priorities)
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
51.3%
43.6%
41.7%
33.4%
25.5%
16.2%
15.6%
15.6%
14.6%
14.3%
4.1%
1.9%
0.0%
Opportunity to improve the overall appearance of the high street e.g. shop fronts
Creating space for trees, plants and greenery
Creating space for markets and events
Creating a more peaceful space where people want to spend more time
Improving street layout, paving and lighting
Creating space for people to stop and sit
Moving lorries away from the high street
Creating space for outdoor cafes
Opening up better opportunities to travel by bike or public transport
Making it easier for everyone to get to the high street e.g. better located disabled parking
Opportunities for public art
Making it easier for people to discover new areas
Oppotunity to better showcase heritage features

Base: n=314

Support for potential improvement measures

Respondents were then presented with more definitive proposals and asked whether they were in favour or opposed to those changes.

	Support	Weighted support	Opposition	Weighted opposition	Net support (opposition)	Weighted net support *
Incentivising new investment into vacant shops and premises	93.7%	1.63	2.4%	0.04	91.3%	1.60
Improving shop frontages	87.1%	1.48	2.4%	0.04	84.7%	1.44
Physical improvements to Regent Street	87.1%	1.43	3.9%	0.05	83.2%	1.38
Making Regent Street 'greener'	82.0%	1.42	6.7%	0.09	75.3%	1.33
Measures to improve accessibility	64.2%	0.97	8.3%	0.13	55.9%	0.85
Moving lorries away from Regent Street	62.6%	0.98	12.8%	0.18	49.8%	0.80
Time restricted closure	63.2%	0.98	19.4%	0.32	43.9%	0.66
Improved signage and directions	53.8%	0.73	8.7%	0.12	45.1%	0.61
Part pedestrianisation of Regent Street	62.0%	0.95	24.3%	0.39	37.6%	0.56

Base: n=257

Weighted net support: Respondents were asked to select their relative support or opposition to each of the proposals. Weighted net support allows consideration of the strength of support (or opposition) to each option by giving a double strength weighting to 'Strongly in favour' and 'Strongly against' ratings ('generally support' and 'somewhat opposed' have a single weighting).

Four proposals were especially popular. Echoing previous results, these were all centred around improving the physical environment of the high street, with the most supported proposals focused on investment in the shops themselves. Almost all respondents (93.7%) supported moves to incentivise investment into vacant shops and premises, which made this the most favoured proposal. After addressing empty premises, people wanted the focus to be on improving the look of existing shops, by spending money to improve shop fronts.

This was again matched in face-to-face engagement, with many residents raising concerns about vacant units which they believed was detrimental to the feel of the High Street and asks for investment into how the high street looks.

"Encouraging new businesses and supporting existing businesses to survive is essential to encourage more people into the area and Business Rates is a simple lever to use with measurable benefits."

The same percentage of respondents supported physical improvements to Regent Street, but these views were not as strongly felt as for the investment in shop frontages. Rounding off the top four priorities, more than four out of every five respondents (82%) felt that introducing more greenery to the high street would make it a more pleasant place to spend time and felt this would make a positive difference in rejuvenating the area.

All nine proposals were supported by more than half of respondents, demonstrating the strength of feeling from local people towards doing something to address issues. The only proposals which saw significant numbers of dissenting voices were measures which could impact vehicle access. 24.3% of respondents opposed moves to part-pedestrianise the high street, 19.4% were against a scheme which involved a time restricted closure and 12.8% of people did not want the council to do anything to move lorries away from the high street.

In face-to-face engagement activity, businesses and residents raised concerns over vehicle restrictions on the High Street, worrying about possible impact on trade and potential adverse effects on adjoining streets. Indeed, in discussions with shops and businesses based on Regent Street, only one supported pedestrianisation and feedback from resident and community groups was also generally opposed to pedestrianisation.

Detailed feedback

The last question of the survey was a free text field allowing people to share their own ideas about reinvigorating Kingswood town centre. The commentary supported the earlier findings, but also showed how strongly local people feel about the issues and challenges facing Kingswood and emphasised the appetite for prompt, proactive steps to reverse recent declines.

"Plenty of young professionals live in Kingswood with young families but spend their money down the hill in St George or Fishponds. Kingswood has parking, a shopping centre and is handily placed, but looks awful."

"There is so much potential and I know that so many residents of Kingswood are keen for change."

Shops, restaurants and entertainment venues

People were most passionate about bringing back shops which have moved out and bringing in new shops. Whilst people were perhaps a little over-optimistic about how much influence the Council has in encouraging particular retailers and brands to have a presence in Kingswood, there were also lots of comments about the types of shops that they would like to see more of (and which one's people felt there were already too many of).

The key take-out from this is that for people to spend more time shopping in Kingswood, they need to feel that there is the right mix of retailers. It should be noted that there wasn't agreement through this survey about what the right mix might be, with an even split between those who wanted big name retailers and those who felt that what Kingswood needs is more independent shops, but there was consensus that greater variety of shops was needed to attract people back to Kingswood.

"Bring more names to the high street. We have too many takeaways, hairdressers, barbers, nail bars already. With New Look and Wilkos gone we need better names again."

"Encourage more independent businesses by offering lower rates for small shops which would bring more variety and attract shoppers."

Many of the UK'S more popular high streets today combine retail with entertainment and other facilities. As well as a broader range of shops, people also wanted more cafes, restaurants and bars, more options for young people like a cinema or bowling alley, and places for new parents like soft play facilities. 31 people highlighted the opportunity to attract new people to Kingswood through bringing in markets.

Face-to-face conversations centred around encouraging a more diverse offer to the High Street to attract people to spend time there. Specifically, residents highlighted the lack of leisure activities.



The physical environment

Through their comments in the survey and engagement work, many respondents spoke somewhat disparagingly about the current state of Kingswood's town centre. It was considered a place where people no longer wanted to go.

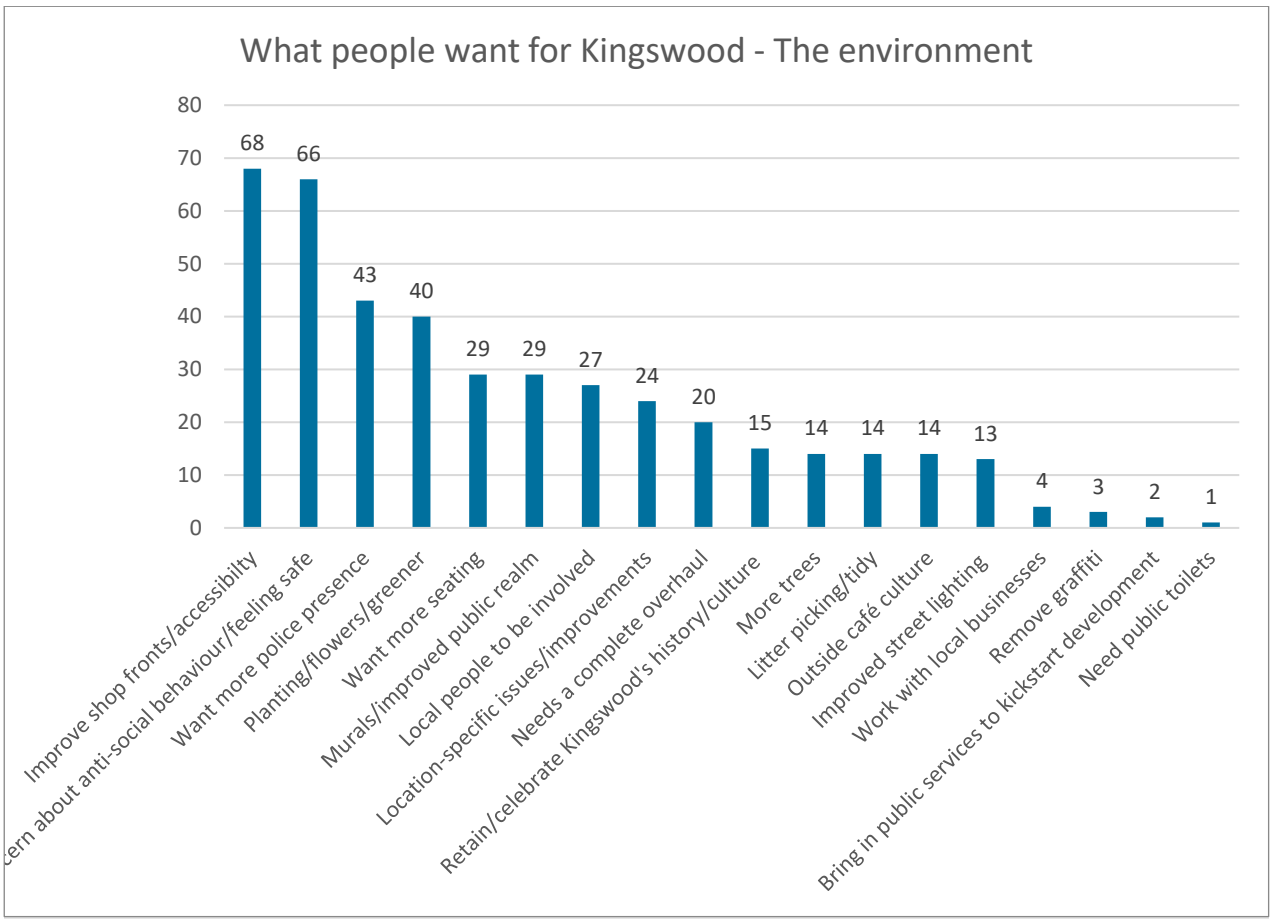
Issues raised included petty crime and anti-social behaviour (especially linked to people riding scooters), graffiti and litter, which all gave the area a downtrodden and uncared for feel. Others highlighted 'cheap' and 'tacky' shop fronts, which added to their negative perception. Multiple respondents said that they didn't feel especially safe and wasn't a place where they wanted to spend much time.

"I have lived in Kingswood for 42 years. The High Street was a place I used to go as a teenager. As an adult, I couldn't think of anywhere worse to go, and do not want my child walking alone through Kingswood. It does not look inviting, it feels unsafe.

It's very sad to see."

Recognising the scale of the challenge, some people felt the proposals weren't ambitious enough and 20 people suggested that the area needs a complete overhaul.

"It's certainly not somewhere I would shop then sit outside. It's tatty, out of date and depressing. Flatten it and start again."



At the same time, respondents were optimistic about what Kingswood could be and suggested options to turn things around.

"Incentivise businesses to come here. Places such as cafe/bars tend to bring families/young professionals into areas. This allows for a business community to start. The Lyons Den on the high street is the perfect example of bringing people from all ages in the community together."

A greater police presence was considered necessary to deter anti-social behaviour and help people feel safer and there were several suggestions focused on improving the look and feel of the town centre, including:

- More planting and greenery,
- More seating,
- Murals,
- More trees,
- More frequent litter picking,
- Improved street lighting,
- Removing graffiti.

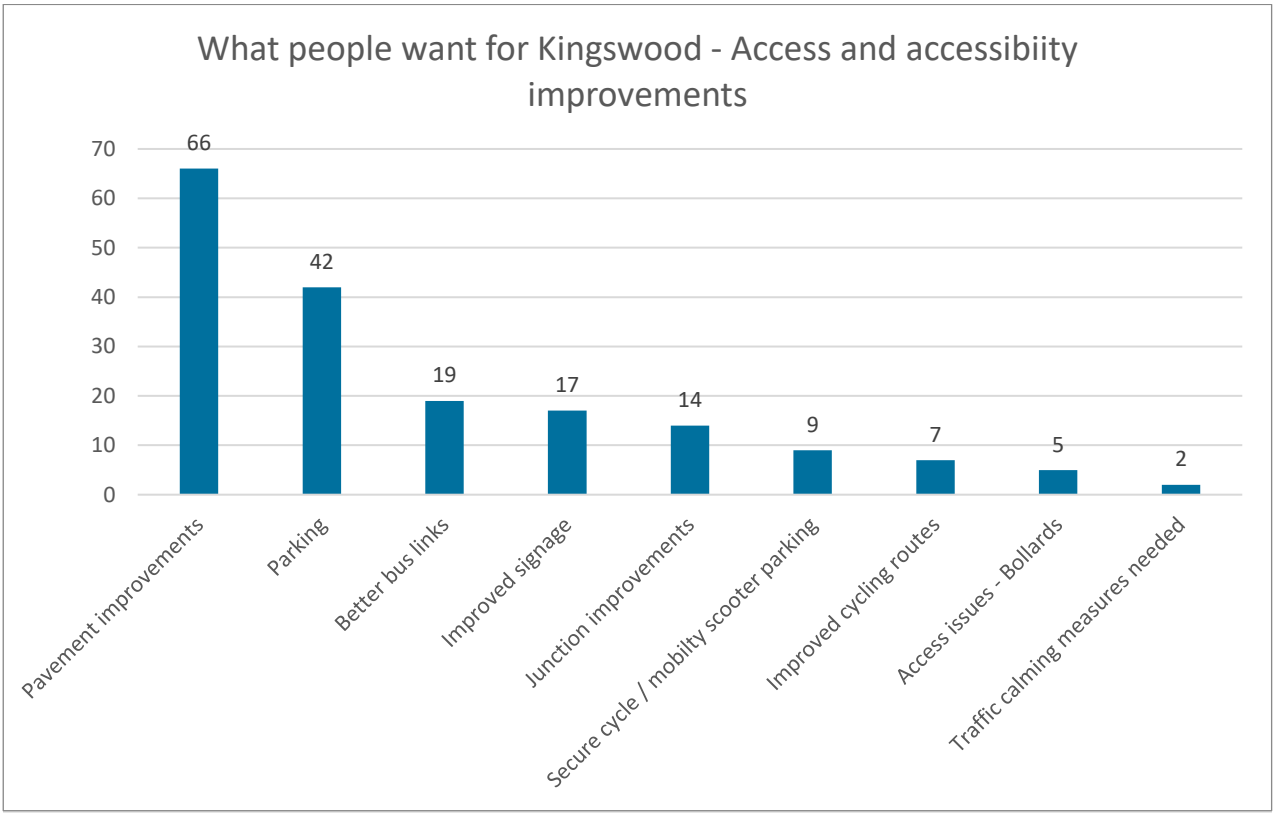
27 respondents talked about the importance of local people defining what was needed and local businesses also told us that they would be keen to get involved.

"Set up business collaborations to pool ideas to attract new people, investment and consumers to the area. Be strong about the types of business taking space in buildings; not allowing it to be overrun with takeaways."

Accessibility

When it comes to improving accessibility, the most mentioned issues/improvements were levelling pavements and improving parking provision, with respectively 66 and 42 people highlighting these priorities. Engagement activity also highlighted issues with steps to shops. 19 people wanted more emphasis on improving bus links, nine wanted better parking provision for bikes or scooters and seven wanted further investment in new and improved cycle routes.

Specific accessibility concerns are highlighted in the 'Local specific issues' section below.



"I work with adults with learning disabilities. The pavements in Kingswood are uneven and some of the shops are inaccessible due to steps."

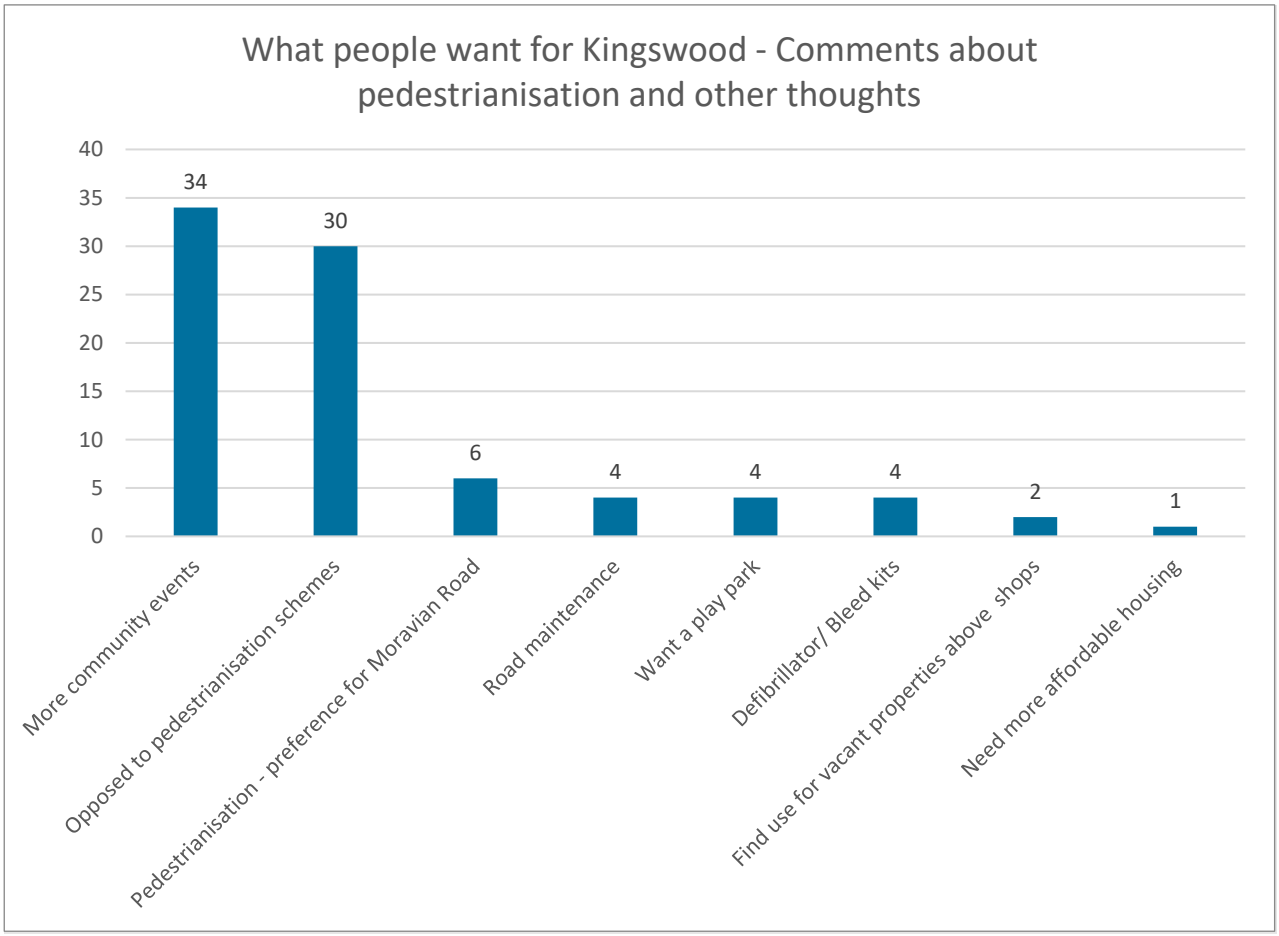
"Better lighting (is needed). I hate walking from carparks to the high street when dark even at 6pm, therefore I don't go there but choose to go somewhere else better lit where I feel safer."

Pedestrianisation

The initial proposals put pedestrianisation of Regent Street at the heart of the plans for Kingswood town centre. However, technical considerations make delivery of such a scheme challenging. When placed alongside alternative measures to deliver improvements, it is noticeable how few people think that pedestrianisation would make the most significant difference. We have seen that part-pedestrianisation was the least favoured option of the nine specific improvement proposal options and within the commentary, more people expressed opposition to the measure than those who felt it would be beneficial.

This is backed up by face-to-face conversations during this engagement and in previous discussions at resident meetings, including Community Engagement Forums and Connecting Kingswood meetings.

Local people believe removing traffic from Regent Street would simply shift vehicles to surrounding roads, turning residential streets into rat runs which are hard to cross for pedestrians, creating barriers to walking to the town centre. People living in neighbouring streets also worry about noise and pollution and difficulties parking and don't believe the diversion route is appropriate for HGV's.



Kingswood has a strong identity and heritage, with parades and community events bringing the community together. 34 people spoke about the potential value in re-introducing similar activities and events.

Local specific issues

Through the survey and our engagement activity, people highlighted specific, local issues which were important to them. Multiple respondents highlighted the following concerns:

- Safety after dark – especially people being targeted by groups in balaclavas,
- Steps into King Chase and many shops cause access issues,
- Difficulty getting around area/off bus at bus stop near Boswells.

The views of different groups

Whilst local people expressed strong overall support for the different measures, not everyone has the same priorities and there are some demographic and lifestyle factors which influence views about the different potential improvements. The most important of these are age and disability.

Age

The age of respondents has an influence on preferred approach. Respondents have been split into three age groups to allow analysis: under 40, 40 to 59 and 60 and over. Whilst the views of those aged under 40 and 40 to 59 are generally somewhat similar, those aged 60 or over have different perspectives.

Overall support for measures to improve the physical environment and look and feel of the high street is strong. However, older people (whilst still mostly supportive) are less convinced of the potential benefits of changes like creating space for markets, introducing more greenery and aren't sure whether Kingswood is the right place to promote an outdoor café culture. Their preference is for the focus to be on pavements, introducing more disabled parking and reducing traffic. Those over 60 are also more likely to want investment focused on improving shop fronts.

Disability

Disabled respondents put greater emphasis than other respondents on measures related to accessibility. Almost a third said that 'Making it easier for everyone to get to the High Street' was one of their top three priorities and there was also greater support for introducing more places to sit.

Results analysed by age and disability status are shown in the table below, with statistically significant differences highlighted.

	Young	Middle aged	Older and retired	Disabled	Non-disabled
Moving lorries away from the high street	7.80%	21.20%	25.00%	16.20%	16.00%
Creating a more peaceful space where people want to spend more time	36.70%	32.30%	23.10%	37.80%	31.40%
Creating space for markets and events	47.80%	44.40%	30.80%	40.50%	45.70%
Creating space for outdoor cafes	16.70%	20.20%	5.80%	5.40%	19.40%

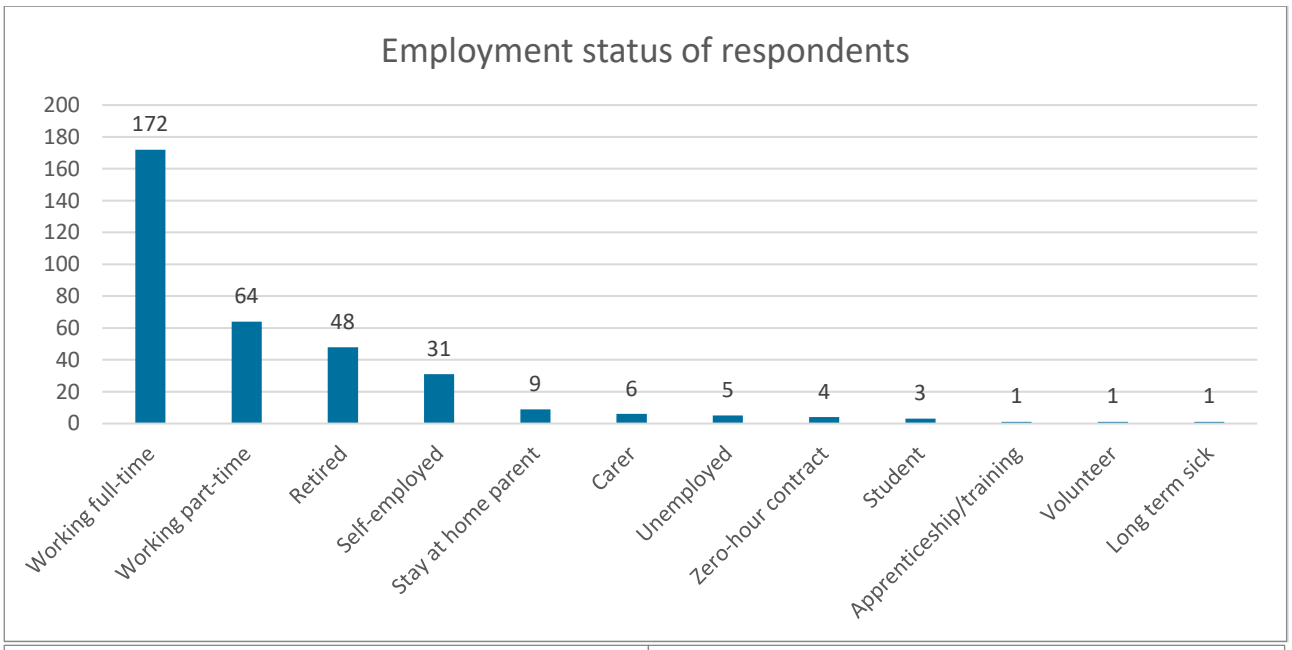
Creating space for trees, plants and greenery	48.90%	41.40%	38.50%	40.50%	45.10%
Creating space for people to stop and sit	16.70%	10.10%	21.20%	21.60%	12.60%
Making it easier for everyone to get to the high street e.g. better located disabled parking	6.70%	20.20%	21.20%	32.40%	10.30%
Making it easier for people to discover new areas	3.30%	1.00%	3.80%	2.70%	1.70%
Opening up better opportunities to travel by bike or public transport	17.80%	13.10%	15.40%	18.90%	15.40%
Improving street layout, paving and lighting	23.30%	24.20%	28.80%	24.30%	22.90%
Opportunity to improve the overall appearance of the high street e.g. shop fronts	51.10%	49.50%	63.50%	48.60%	54.90%
Opportunities for public art	8.90%	2.00%	1.90%	0.00%	4.60%

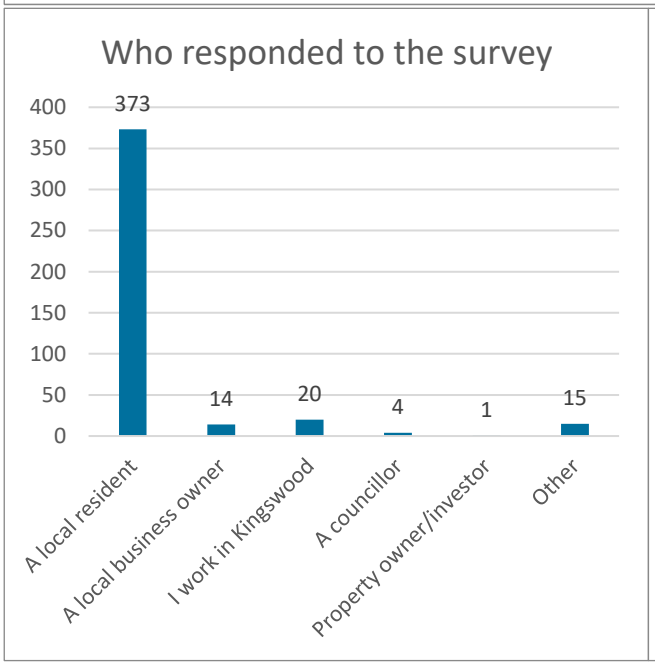
Other differentiating factors

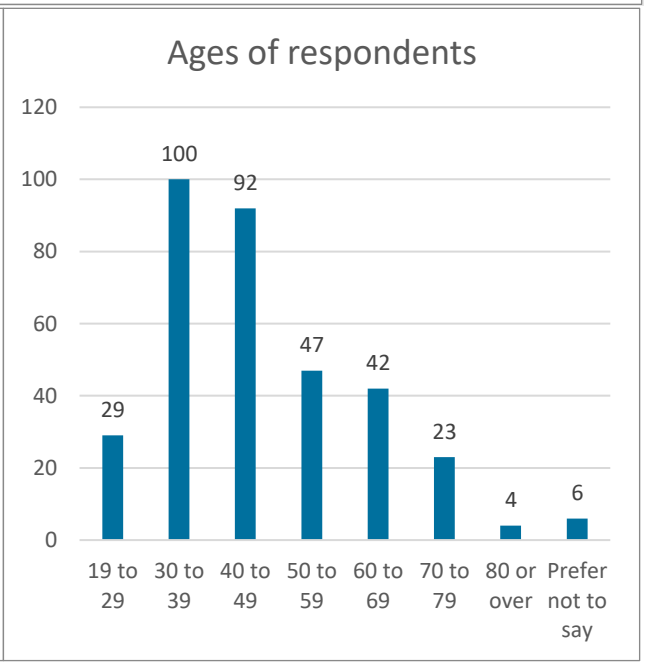
Due to low response rates amongst some demographic groups, it is not possible to analyse with any degree of certainty whether people with different ethnicities or sexual orientations have different perspectives. Gender generally does not impact responses, with the exception that women placed significantly greater importance than men on the importance of improving the overall look and physical environment of the high street.

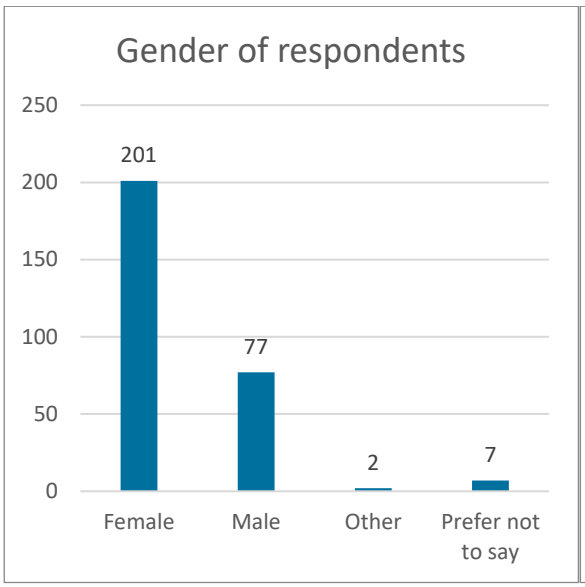
Appendix 1: Survey respondents

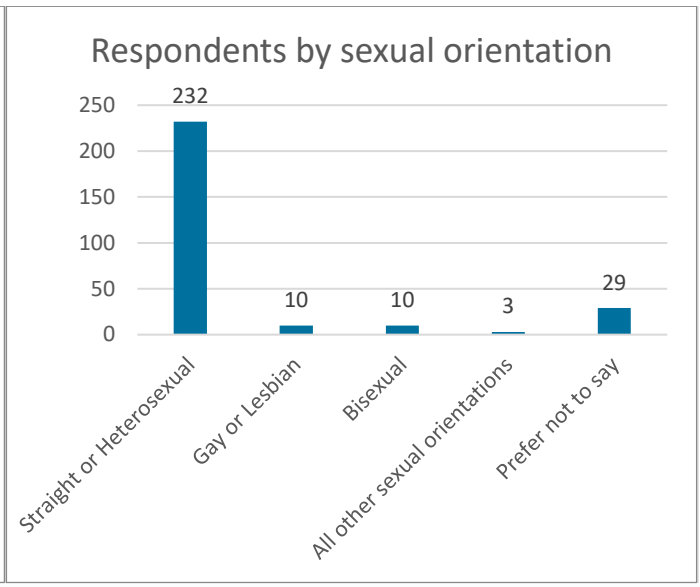
The survey was successful in capturing views from Kingswood residents. There was a skew towards younger respondents, especially those aged 30-49 and far more women responded than men. The sample group was not fully representative of the different ethnic groups living in Kingswood and there were also too few respondents from some other demographic groups to allow for meaningful comparison of responses.

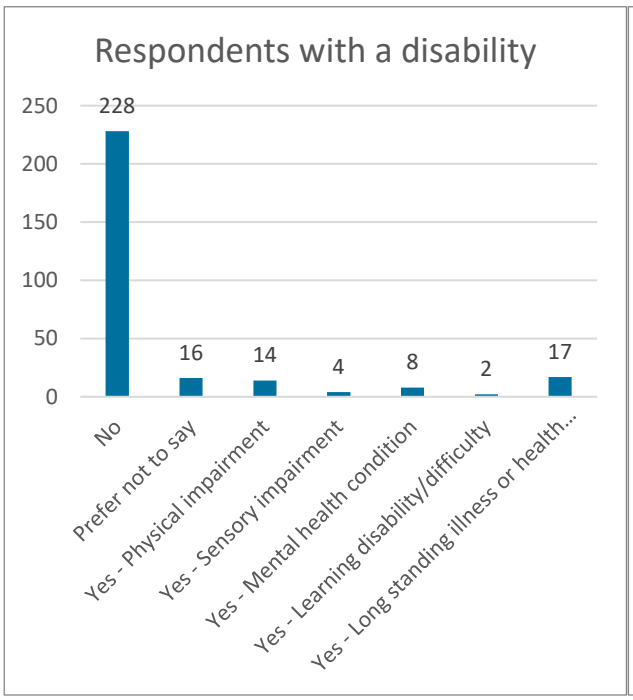


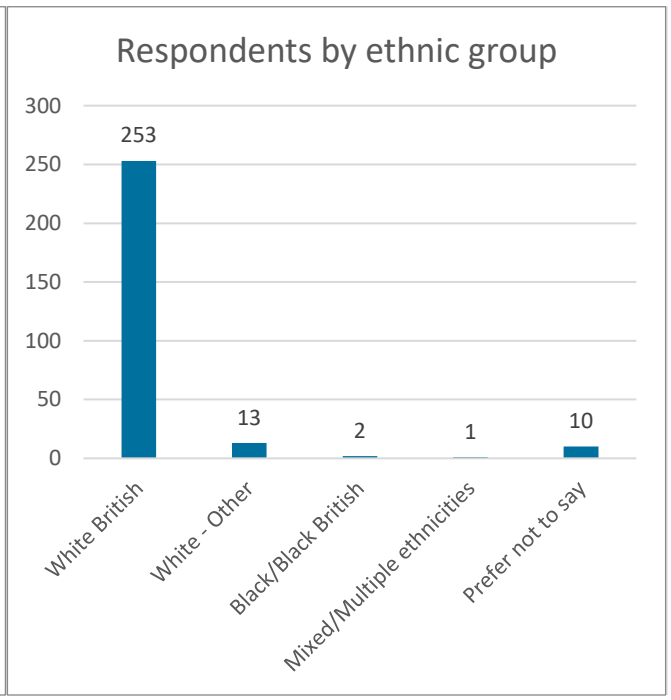












Appendix 2: Feedback from local engagement activity

Below follow summaries of key points raised by local business representatives, community groups and resident groups during meetings and engagement work in Kingswood. In total, approximately 260 individuals were involved in conversations and discussions.

Contributor	Representing	Comments and priorities
Local Business owner	Local Business	• Free, extended parking for customers. • Not enough seating in the “east end” of Regent Street. • Keen for businesses to be involved. • Would like more benches/places to sit. • Wayfinding to direct people around High Street and to local parks etc.
Community Group leader	We are BS15	• Facilities for young families, soft play, stay and play with a café. • Something to engage young people. • Safety is an issue, making the area safer at night, with longer opening hours to encourage more people in.

Choices 4 U service users	Local people aged 30-60 with learning difficulties who meet at Kingswood leisure centre. Some also have mobility issues.	• Uneven surfaces make walking and using a wheelchair difficult. Liked idea of a shared surface without curbs. • Some shops are difficult to get in to and do not look very nice. • Not enough seating on Regent St or in Kings Chase. • Very crowded by bus stops, outside Boswells it can feel overwhelming trying to walk by. • Steps going into Kings chase are difficult to walk up and down. • Not enough entertainment venues. • No shops to buy men's clothes. • People do not feel safe in the evening. • Lots of empty shops. • Could upstairs of empty buildings be used for housing? • Many of the service users have support workers to accompany them to the shops/park. They would like to be more independent but feel scared. • Having choice of banks was seen as a positive.
Owner and assistant manager of Chasers	Also representing Pubwatch	• Pavements need to be level, more greenery. • Bus stop causes bottle neck of pedestrian traffic. • Issue with people in balaclavas attacking adults coming out of pubs in the evening.
Tech session	Made Forever cafe	• Better opportunities to travel by bike or public transport. • Spaces for people to sit, not just in the middle but either ends of the High St. • More trees/plants. • Part pedestrianisation. • New pavements, not as deep, more accessible. • Time restricted to have markets. • Helping people open empty shops. • Nicer shop fronts.
Women's work lab	Attendees of course run at Park Centre to help mums get back to work after a break	• More places/activities for young people. • Soft play – stay and play. • Help for people to move into empty shops. • Attract clothes shops. • More places to sit. • Improvements to public transport for commuters. • Lot of the seating in Kings chase is not covered over as next to planters, cannot sit there if it is raining.
Local Business	Regent St	• Feel left out at the East end of Regent St – signage would help. • Improvements to pavements. • More greenery and seating. • Doesn't support pedestrianisation because of potential impact on trade.
Local Business	Regent St	• Opposed to pedestrianisation – fear of driving away customers. • Signage towards East end would be a positive move. • Seats and nice lamp posts with hanging baskets.
Local Business	Regent St	• Update the look of the top of the buildings opposite their shop. • Greenery. • Update shop fronts. • Improve paving.
Community Engagement Forum	Resident group	• Updating shop fronts, bright colours.
Help at the Hub	Holy Trinity Church	• Weekly/monthly market. • More variety of shops: Butchers, clothes, independent café. • Youth club. • More bins. • Address issues with empty shops • Visible police presence. • Stop scooters on pavements and issues with groups of youths. • Feels dirty and smells.

Local Resident Disability advocate and Town Councillor)	Regent St	• Posts (lamp, parking), bins and A boards in the middle of pavement make walking on pavements difficult. • Steps into Kings Chase are difficult due to the depth. • Bus stop/Boswells difficult to navigate and often difficult to get off the bus. • Shop fronts can be difficult to navigate, steps to entrance. • More secure bike racks / mobility scooter parking. • Need more things to do for young people. Youth café. • Soft play/café for young families.
Wellbeing knitting group	Made Forever café	• Uneven pavements. • Concern about potential removal of free parking. • Would like soft play for young families. • More independent shops - craft shops, repair shops. • Monthly markets – local produce. • Support to help businesses set up in empty shops. • Boswells causing obstruction to the bus stop/shelter. • Nicer seating areas. • Nicer shop fronts. • Steps going into Kings Chase from Regent Street difficult to manage for people with mobility issues. • Bring back Community events – Whitsun parade.
Community Safety Roadshow	Kings Chase	• Uneven pavements need to be improved. • Prettier exteriors to shops. • More places to sit (without getting wet). • Space by bus stop by Boswells. • Need more clothes shops. • Steps by Boswells difficult for some people. • Celebrating Community history with artwork.
Food Club	Holy Trinity Church	• Buildings/area looks tired. • Plants and flowers. • Help for people to set up local businesses in empty shops. • Better seating.
Extra care housing residents	Falcon Court – New Cheltenham Road	• Improve uneven paving. • More seating in Kings Chase and along Regent Street. • Steps going into Kings Chase difficult getting round Boswells is difficult with the outdoor tables and the bus stop. • Variety of shops – clothes. • Opportunity to celebrate Kingswood's history – photos. • Bring back events. • Lack of bus services to High Street.
Patients	Kingswood medical centre	• Better paving. • Shop fronts more accessible. • Crowded by bus stop. • Ramp next to Boswells to replace narrower steps. • Markets with local produce. • Clothes shops. • Somewhere for young families, like soft play. • More/better seating along Regent Street.
Business owners	Regent Street Businesses	• Want to return to two-way traffic, as people do not notice shops when leaving the area. • Want more support to fill vacant units. • More parking – longer free period. • Signage: to parking and shops. • Welcome support to improve shop fronts. • Paving to expand café outdoor seating. • Lamp posts with hanging baskets
Public and Kingswood Town councillors	Skills Hub	• Steps to promote an evening economy. • Market at the top of the Kings Chase car park and weekend closures for markets.

		• More greening, floral displays on lamp columns and generally. • Free parking important to retain. • Secure cycle parking. • Update shop fronts. • Craft skills in empty units, carpentry, repair base, men in sheds. • Wider range of shops. • Activities for young people – currently have to leave Kingswood to play sport. • Make it feel safer. • Perception of Kingswood is worse than it is – celebrate and promote positives. • Soft play and/or something for families. • No to rerouting the traffic as it would have an impact on residents.
Meeting of Regent St shop owners and staff		• Deliveries would be difficult if the road was pedestrianised as they come to the front. • Better paving needed. • Signage to direct people to east end of Regent Street to help footfall. • Defibrillator at that end of Regent Street. • Shop front improvements to make it a nicer place to visit.
Kings' Chase management	Kings Chase	• Declutter needed outside the bus stand on Regent Street. • Improvements to paving as puddles are forming.

Other anecdotal feedback from conversations with local people

What do people value?

- Free parking
- Sense of community
- Spaces for community events
- Neighbourhood Policing Team PCSO's
- Mostly friendly shop keepers who want to serve you.
- The charity shops – especially St Peter's Hospice.
- Sainsbury's
- Independent shops

What don't you like?

- Lack of control over leaseholders - too many charity shops, takeaways, barber shops
- Limited range of shops
- Anti-social behaviour – especially in carpark at night, outside/inside Sainsbury's
- Shop fronts are drab or disused
- Part-pedestrianisation
- Lack of atmosphere to encourage to stay
- Homeless population
- Scooters on pavements

What would you like to see?

- Facilities for toddlers and children: Soft play, stay and play café, sandpit in summer like Yate and Willowbrook Bradley Stoke, buggy parking, music groups
- Better range of decent shops: Independent shops, pet shops
- Incentives to encourage more shops/businesses: Drop rates, Compulsory Purchase Order, subsidies
- Markets
- Café/restaurants: Dog friendly café, places for brunch
- Entertainment facilities: Theatre/music places, cinema
- Address anti-social behaviour: More CCTV, police presence

- Nicer environment: Better kept streets, clean and tidy, pavement parking ban, planting/greening/ flowers, hubs and places to sit/ meet people, sand blast all buildings, clean pavement, paint shops, murals, flag poles – like Hanham
- Events: Arts events, live music, family fun days and events and activities for families, children and youth, Elephant parade, Whitsun parade
- Less pollution: No traffic, including buses, complete closure
- Better public transport
- Celebrating Kingswood's history
- Other: Bleed kits. Use closed shop fronts to promote local events/ charities until they are re-let. More Community learning opportunities, Knock it down and start again. Open access to the park to be created on the Tabernacle burial ground.

Feedback from local people to Facebook post

- Would like to copy improvements in Keynsham.
- Measures to stop scooters on pavements.
- Put it back to two-way traffic.
- Police on the High Street/shopping centre.
- Wider range of shops to encourage people to "shop local".
- Children's soft play.
- Improve disabled access to shops.
- Monthly markets.
- Support for people to take on empty shops.
- Linden's hotel – new flats have brought down the area.