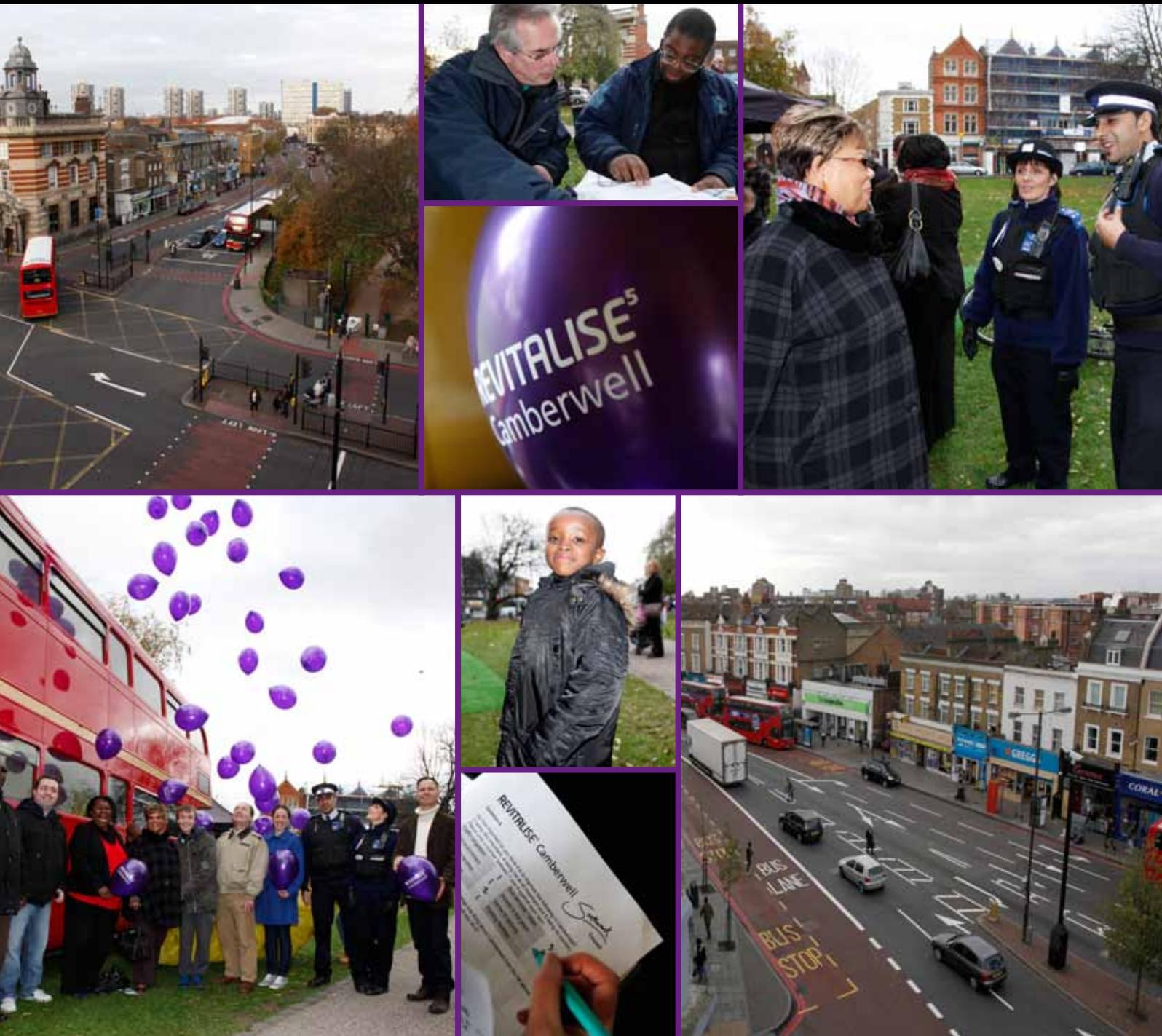


REVITALISE⁵ Camberwell



Initial consultation report

www.southwark.gov.uk/camberwell



Revitalise⁵ Camberwell

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Introduction

Revitalise⁵ Camberwell aims to transform and improve Camberwell town centre. This scheme is being developed in partnership with Southwark Council, Lambeth Council and Transport for London.

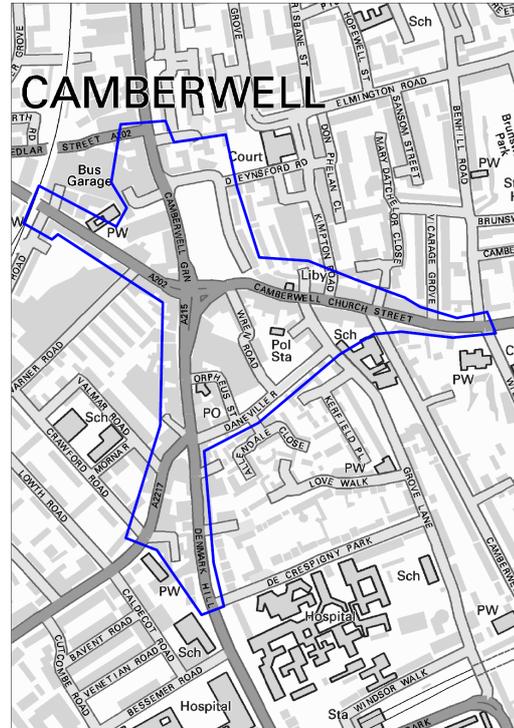
It has long been recognised that changes are needed if Camberwell is to realise its true potential and the local community and Community Council have championed this cause over many years. The council and its partners are committed to creating a revitalised and transformed town centre – one with a definite boundary, improved access to public transport, improved conditions for pedestrians and one which provides a gateway to the area, whether that be for access to public services, health, retail or leisure.

We now have the opportunity to make change happen and to help make Camberwell a great place to live, work and socialise; an area we can all be really proud of.

To help to shape plans for Camberwell town centre we have been asking people for their thoughts and aspirations and our findings are included in this report.

Scheme boundary

The scheme boundary is shown in the figure below.



If you did not have the opportunity to put your views forward at this stage, we would still like to hear from you.

Additionally if you would like to comment on any of the issues raised in this report, please contact us on the details provided below.

For further details on the scheme, please go to www.southwark.gov.uk/camberwell, or contact us on transport@southwark.gov.uk.

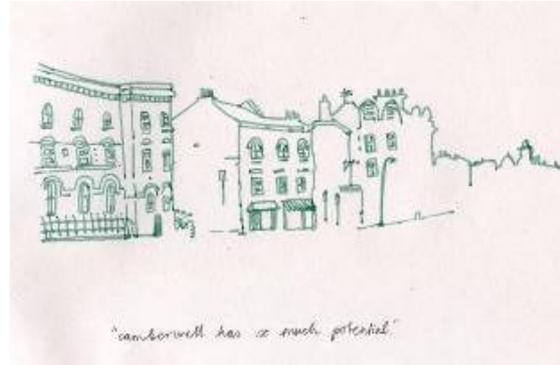
There will be further opportunities to be involved with formal consultation in Summer 2012.

About this consultation

This consultation ran from October to December 2011 and was the first step in the development of our plans for Camberwell. However, it did not start from scratch; the Revitalise⁵ Camberwell consultation builds on projects and initiatives including but not limited to;

- Camberwell Local Travel Planning Group
- The Camberwell Transport Summit 2007
- Vision For Camberwell Improving Streets and Public Spaces In SE5

The aim of the consultation was to capture the views of the community and identify aspirations and priorities for the town centre whilst raising people's awareness of the Revitalise⁵ Camberwell project.



The consultation was launched on 31 October at Camberwell Community Council and was followed by a series of public events, all of which are detailed in this report. In conjunction with this we also sought input via surveys, paper and online, which were presented to the community, made available on the council's website and distributed to local employees at the South London and Maudsley and Kings College Hospital.

We also surveyed all the businesses in the town centre, seeking their knowledge and experience of operating a business in Camberwell.

We have discussed how people feel about Camberwell with residents, visitors, shop keepers, businesses, children, young people and adults alike. They have told us what they like and don't like and the changes they want to see.

We want to thank the many people who have taken the time to talk to us and given us their ideas and thoughts.

Launch event, Camberwell Community Council, 31 October 2011

The official launch of the Revitalise⁵ Camberwell project was held at Camberwell Community Council 31 October 2011.

At the meeting local community groups presented their ideas for a future Camberwell and this was followed by a short video, where local residents spoke about what they liked about Camberwell. These 'likes' included Camberwell's shops and restaurants; that the area has a 'buzzy' feel to it; that the area is very arty and that the residents were friendly and there was a community feel.

Following this, officers outlined the project and explained how the community could get involved by participating in consultation events and completing the various questionnaires.



To get people thinking about the area, the audience and local Councillors took part in a Camberwell based general knowledge quiz. We also asked attendees to identify words which they associated with the area and then used magnetic letters to display them on a board.

There were 86 community members at the Community Council, including 21 young people from the Camberwell Youth Community Council.



Have your say! 7 November 2011

This session was an opportunity for a community discussion about current issues and future aspirations between members of the community.

Presentations were given from Southwark Living Streets, Kings College Hospital and the Camberwell Business Network. This was followed by a discussion about the key issues in the town centre. The group felt that the police should be involved at an early stage and that as part of the scheme we should consider designing out crime.

The attendance was lower than expected, but this could be explained by the event's proximity to the launch of the scheme, as later events saw a better turn out.

Clare (resident SE5 8)

'There needs to be more joint working between Lambeth and Southwark Councils'

Camberwell Farmers Market, 5 November, 3 & 17 December 2011

In conjunction with the monthly farmers market on the Green, a stall was set up for the Revitalise⁵ Camberwell project. This provided an opportunity to engage with the community and for members of the public to ask questions and find out what was happening and how they could be involved. An important element to these events was the public survey, of which 74 were completed.

Louise (Resident SE5 8)

*The thing I like about Camberwell is ...
'Buzzing but quiet in surrounding streets'*

Hollington Club for Young People, 30 November 2011

Young people attending the youth club were invited to comment on their feelings about Camberwell and mark their 'likes' and 'dislikes' on a map of the town centre. The age range of children attending was approximately 7 to 12.

Comments made included the following:

'The park needs to get noticed!'

'We need more bins'

'Too much pollution'

'It's dark – need better lights'

*'Too many cars going in different
directions' (at cross roads)*

*'Cars go too fast on Camberwell New
Road'*

*'Need an Astroturf football pitch – have
to go to Burgess Park'*

'How well do you know Camberwell?' Quiz, 15 November 2011

As part of their regular Tuesday night quiz, The Bear Freehouse, on Camberwell New Road, held a round testing knowledge of Camberwell.

Questions from The Bear Freehouse Quiz

1. How many bus routes serve Camberwell Town Centre?
2. Who links Camberwell, Campari and Ant and Dec?
- 3 How many papers did Danny use in his Camberwell Carrot?
- 4 Which 19th Century prime minister, famous for his links to Birmingham, was born in Camberwell Grove?
- 5 What are the two main colours of a Camberwell Beauty?
- 6 According to the Greater London Authority, the population of the Camberwell Community Council area was 37,400 in 2005. What is it predicted to be by 2029, nearest 2000?
- 7 What owes its name to a famous Victorian art critic?
- 8 After whom is Denmark Hill named?
- 9 In which country is there another Camberwell?
- 10 What is produced using the Bessemer Process, named after Henry Bessemer, who lived on Denmark Hill?

Answers

1. 15 2. Lorraine Chase (used to live in Camberwell, was in a Campari advert and was on I'm a Celebrity get me out of Here) 3. 12 4. Joseph Chamberlain 5. Red and White 6. 49,700 7. Ruskin Park (John Ruskin) 8. Prince George of Denmark (husband to Queen Anne, who came here to hunt) 9. Australia 10. Steel

As well as having the time to take part in the quiz, many people were able to tell us what they thought of the town centre via the public survey.

William (Visitor SW 9)

'Lots of pubs and things to do at night but during the day there is a definite lack of cafes, [I'd like] coffee shops that are not horrid.'

Exhibitions at the Baths, St Giles Centre & Butterfly Walk, Nov/Dec 2011

The event at the baths was timed to coincide with the 'silver swim' and the 'jelly babies' sessions, in order to capture the ideas and opinions of parents of young children and older members of the community. There were lots of ideas and discussions including ways in which the buses could work in Camberwell and suggestions for improvements to pavements were key themes.

Butterfly Walk's exhibition was unfortunately hampered by the very cold temperatures and being the busy last shopping weekend before Christmas. In spite of this, we were able to speak to many people who were very positive about the scheme and 12 even stopped to brace the cold and complete a survey.

Resident SE5

'Keep the library [Camberwell] needs something for children-cinema or skating rink or athletics facilities'.

Donald (Resident SE5)

'Too much traffic....Tube in Camberwell, I use the bus but would prefer to use the tube. Do up the properties, make it look better.'

Bus on the Green, 26 November 2011

As the name suggests, the Revitalise⁵ bus came to Camberwell Green. People were welcomed aboard our Routemaster bus and took the time to give us their views about Camberwell.



Other activities such as sitting in the driver's seat and interactive voting also took place on the day along with a balloon release attended by local councillors, Transport for London, the safer neighbourhoods team, the Camberwell Youth Community Council and members of the community.



Walking tours and workshops

A number of 'walkabouts' around the town centre were held as part of the consultation. This gave people the opportunity to show us problems first hand and discuss the changes that they wanted to see. These ranged from daily issues such as litter and crowded pavements to ideas and aspirations for the re-imagining of spaces within the town centre. There were two walkabouts, one on a Saturday morning and one on a weekday evening. An additional event was held with Camberwell Youth Community Council that specifically targeted the views of young people.

As part of the activity (incorporating a Space Shaper¹ exercise) we invited people to walk around the town centre with us and then asked them to mark any issues or opportunities on a map. Numerous 'Hotspots, Hangouts & Possibilities' were identified and provided a valuable insight into specific issues across the area.

'Hotspots, Hangouts & Possibilities' were defined as follows:

Hotspots- places of perceived conflict or places where key negative issues are present

Hangouts- places and their qualities which were most successful

Possibilities- records specific ideas for improvements

¹Spaceshaper is a practical toolkit to measure the quality of a public space before investing time and money in improving it.



Hotspots

- Main junction - very difficult to move through, noisy & polluted
- Grove Lane (between Camberwell Church Street & Daneville Road) - unsafe to walk at night
- Camberwell Church Street bus stop – congested, narrow pavement
- Datchelor Place – neglected and abused

Hangouts

- Camberwell Green, new memorial with seat
- Baths in Artichoke Place, this could also be a good place for entertainment, hospitality & pleasure

Possibilities

- Magistrates Court hugely underused, massive potential
- Camberwell Church Street (southwest corner of green) - this could be a good focal point for pedestrians, bus users and bikes

We were very pleased to be joined on the walkabout by two students from Camberwell College of Art. As well as giving us their own views of the town centre, they also contributed some sketches based on their observations during the walkabout and following workshop.



Views of Grove Lane

A wide range of views were expressed across the two workshops and full details can be found in the Camberwell Spaceshaper report which can be downloaded on the council's website, www.southwark.gov.uk/camberwell.

A summary of 'likes' and 'dislikes' from the activity is included below.

'Likes' focussed on a number of key themes:

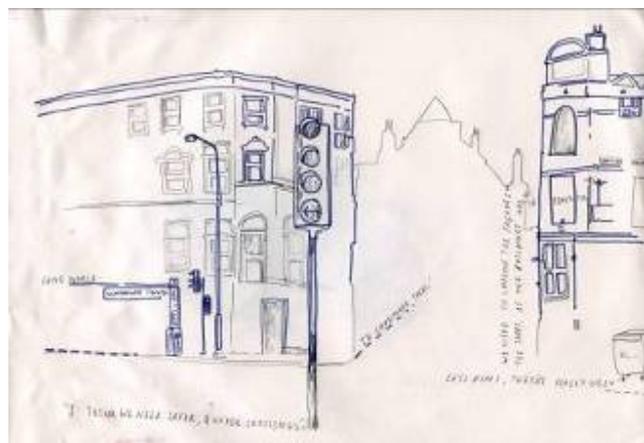
- The 'buzz' & vibrancy of the place and its diversity

Community aspirations for Artichoke Place

- Connections, transport and accessibility both into and out of the centre
- Key green spaces such as Camberwell Green & St. Giles Churchyard, and businesses & facilities which overlook them
- The historic character of the townscape
- The vibrant and diverse nature of the businesses, social and leisure opportunities

'Dislikes' can be summarised as:

- Traffic congestion leading to noise, air pollution and road danger
- Poor pedestrian environment in terms of standards and upkeep, dirtiness and clutter
- Fears for personal safety especially in the more run down areas of the town centre and particularly at night time
- Run down, uncared for buildings and landscape
- A lack of parking and some lack of accessibility generally



Camberwell youth community council, 12 December 2011

We have been working closely with the Camberwell Youth Community Council and on 12 December we held a walking audit and discussion with the group. The group identified the following key issues;

- Need to improve street lighting, particularly near Milkwell Yard, Love Walk, Grove Lane and the walkways leading to the Allendale Close area
- Too much dog poo
- Alleyways felt dangerous and were often dark

The group were keen to continue to be involved in shaping the project.



key
 ● - places where more lighting is needed
 ● - places we liked

REVITALISE⁵ Camberwell
 Southwark Council



Summary of Surveys

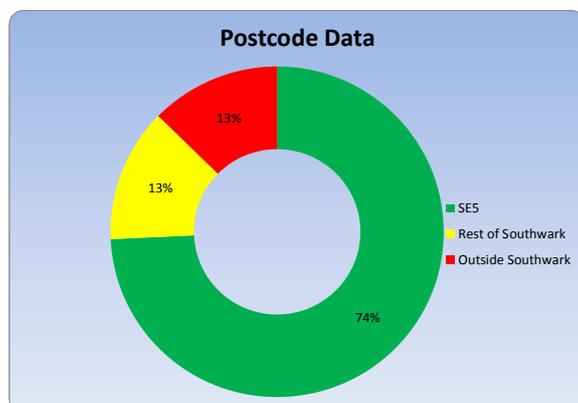
As a part of all of the consultation activities identified above people were invited to complete the Revitalise⁵ Camberwell questionnaire. For those who could not attend any events a questionnaire was available on the council's website, as contained in appendix 1.

In recognition of the importance of capturing the views of the local business community, we produced a second questionnaire aimed at this group, as contained in appendix 2. As well as talking to local business people who attended consultation events, we also went door to door, visiting as many businesses in the town centre as possible.

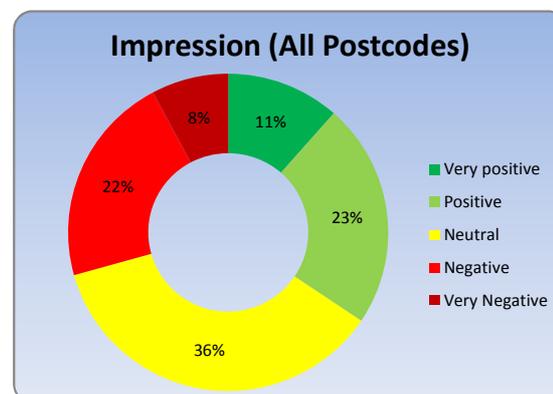
General public survey

Of those who completed the survey and supplied their post code data (214), 74% (159) lived in Camberwell (SE5), 13% (28) were from other parts of Southwark and the remainder were from outside Southwark.

Firstly, people were asked to describe



their overall impression of Camberwell on a scale from very positive to very negative and the results of this question are summarised in the following chart.

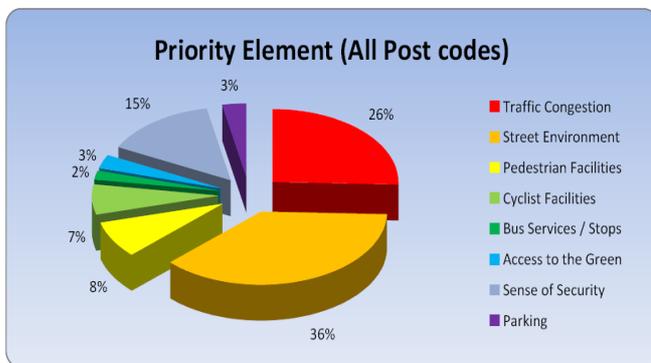


Considering all respondents to this question, the picture is mixed. While 35% were positive or very positive about Camberwell and a further 37% felt more neutral, a significant minority (28%) had a negative overall impression. Further analysis shows that those people who live in Camberwell tend to be more positive about it than those who don't (39% positive or very positive compared to 24%).

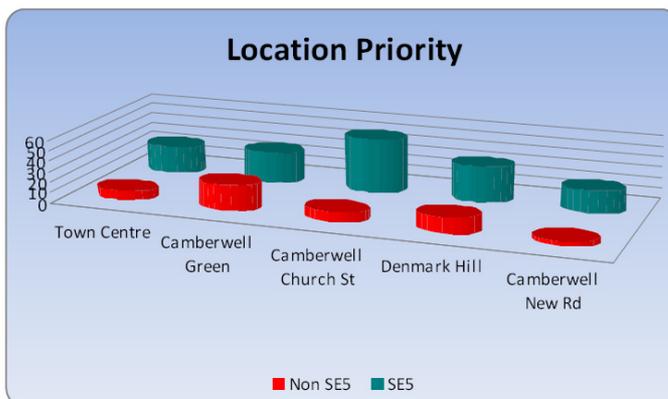
We asked people to rate the importance of different themes, such as parking and bus services, and then to select one theme as their overall priority for improvement.

The street environment came out as the highest priority overall with 37% of all respondents considering this the top priority for improvement. Traffic congestion was the second most highly prioritised, followed by sense of security.

As well as collecting responses via the questionnaire survey we also asked people attending consultation events to stamp our special edition old style tram ticket in order to indicate their preference and what postcode area they lived in.

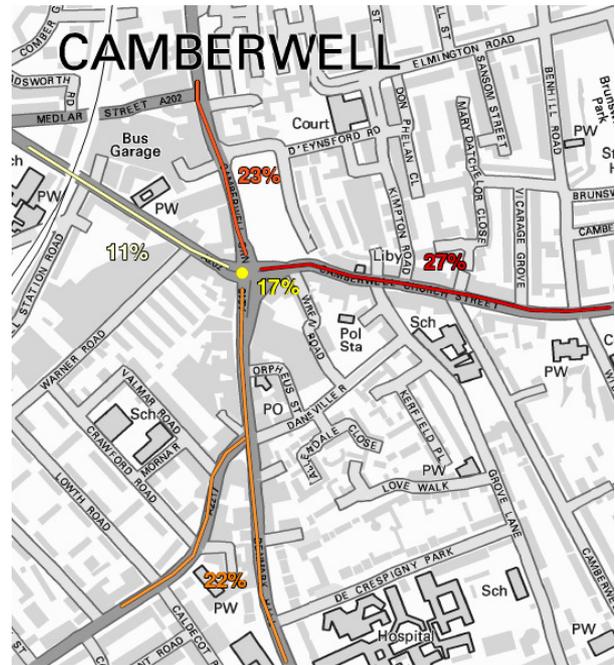


We also asked where in the town centre people would prioritise improvements. We did this by dividing the proposed scheme area into a number of different sections; the four main roads leading to the main junction in the town centre and the central junction itself.



The resulting priorities are shown in the adjacent diagram. Camberwell Church Street was considered highest priority by 27% of respondents, followed by Camberwell Green (23%) and Denmark Hill (22%). Camberwell New Road and the main junction were highest priority for 11% and 17% of respondents respectively.

Camberwell Church Street was considered a higher priority for local residents than by those from outside the area, who considered Camberwell Green to be more important.



One of the questions asked which other place people would like Camberwell to be more like. 14% of people named Brixton as such a place.

Likes and dislikes

People were also asked what they liked and disliked about the area. The ‘like’ that people referred to most often was the range of shops, with 69 people noting this. Interestingly, the ‘dislikes’ also included the types of shops with 71 people naming. The element disliked by most people however is the traffic congestion with 81 people saying they disliked this.

The following two pages reflect how often certain themes came up when people talked about likes and dislikes.

Likes

Dislikes

Appearance

Unsafe

Drink/Drug abuse

Traffic

No tube or train

Litter

Shops

Dirty

Business survey

Local businesses are the lifeblood of an area like Camberwell; providing services and employment for the local community and drawing people in from further afield. In Camberwell the diverse range of local businesses, many of which are small businesses, help to give the town centre its unique feel, which has been borne out by the responses to the general survey.

In a bid to engage with the local business community a more focused questionnaire was hand delivered to 153 businesses in the town centre area, with a 31% completion and return rate.

A copy of the questionnaire can be found in appendix 2.

Over half of the respondents reported issues with deliveries, specifically with parking and loading bays.



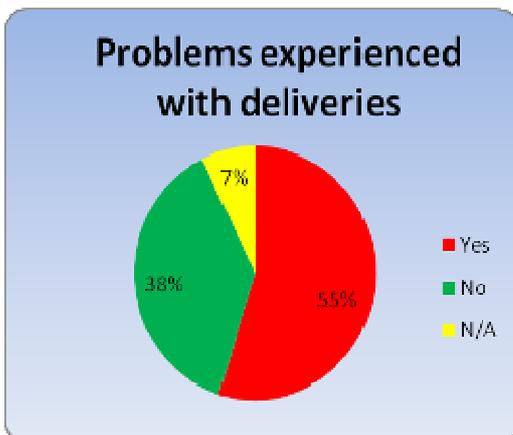
Comments

Food retailer, Denmark Hill - 'Sometimes deliveries cannot be done due to parking availability. They have to return to their depot with goods for the trade.'

Retailer, Camberwell New Road - 'Not enough space for loading bay and parking for customers. Just 1 space for more than 20 shops, but always occupied by D badge holders.'

Business owner,, Denmark Hill - 'Clients do not have anywhere to park as this business has a lot of elderly/disabled clients they have great difficulty trying to find parking nearby.'

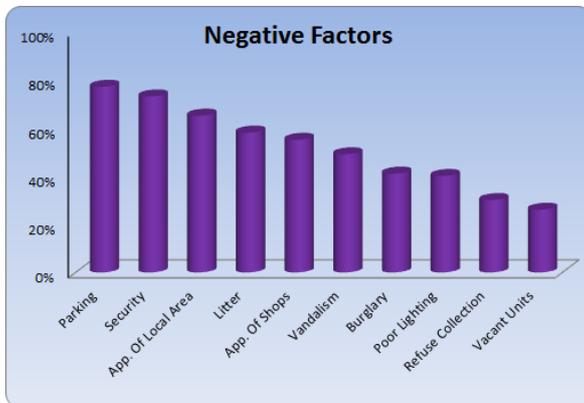
Charity, Camberwell Church Street - 'Loading only at certain times, 20 minutes sometimes not enough. People have been fined. '



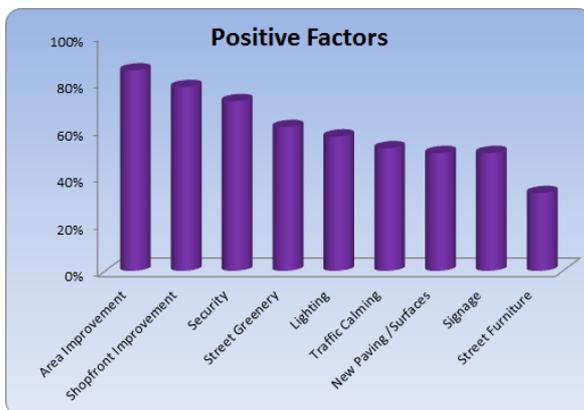
Respondents were asked to consider a number of issues that might affect the trade of their business and rate them according to how negative they thought each of these affects would be.

The issue that most businesses strongly agreed negatively affected their business was parking, followed by security and the appearance of the local area.

In order to help address these concerns, the respondents were then asked to consider what could be done to improve the local area for businesses and asked to rate which factors would be most likely to help improve trade.



The change that most businesses agreed could improve the area was a general improvement of the appearance of the local area, together with shop front refurbishments.



Comments

Pharmacy Camberwell Church Street – ‘Hanging baskets with seasonal flowers, white washed buildings, more dustbins for litter.’

Food retailer, Denmark Hill – ‘Bus stops should have lights on them so it can be safer while people are waiting for buses.’

Business owner Denmark Hill – ‘The look & feel of the high street, make it more of a destination - remove some of the junk shops. The pavements are unsafe & uneven.’

Restaurant Camberwell Church Street – ‘The environment needs to be tidy & full of choice to attract people.’

Comments continued

Estate Agent, Denmark Hill – ‘Poor selection of shops - Not a great retail experience. Very expensive for business permits but find it difficult for staff to find spaces. Lots of drunks & junkies loitering.’

Beauty Therapy, Camberwell New Road – ‘We need more free parking.’

Public House, Camberwell Church Street – ‘Empty shops nearby. Strong smell from bins of other businesses. No recycling for flats on Camberwell Church St. Street clean team during the day are very good.’

Charity Camberwell Road – ‘Camberwell Road, the southern end near Camberwell Green, is a run-down dilapidated area that requires substantial investment.’



Summary

In this report we have tried to summarise the many and varied views we have received from the community as part of this initial consultation. In summary, we have drawn out a few broad themes that have emerged from this work.

People are passionate about Camberwell

Many people have told us how much they love Camberwell, but most also agree that there are issues that need to be addressed. Camberwell has a strong sense of community and people want to get involved in the Revitalise⁵ Camberwell project. Those who live in the area feel more positive about Camberwell than visitors to the area do. One in ten people (12%) of Camberwell residents that answered responded that they would like Camberwell to retain its character and be an improved version of itself.

The quality of the public realm is a key issue

When asked to prioritise improvements to Camberwell, many people thought that changes to the street environment were particularly important. This could cover a wide range of factors, from day

to day management issues such as street cleaning to wider issues about the design of the street and the interaction between different users.

Street improvements are welcomed by local businesses

The general appearance of the area is a key issue for local businesses. Parking and loading issues are frequently commented on as negative factors.

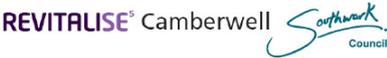
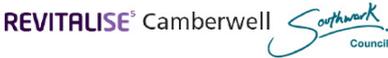
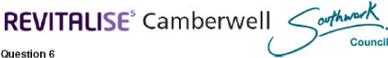
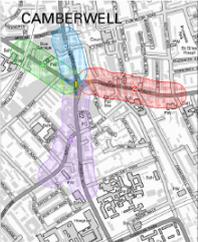
We estimate that over 1,000 people have taken part in this consultation, whether by attending one of our events or filling in a questionnaire form. Many people have asked to be kept informed about the Revitalise⁵ Camberwell project and many of those want to be actively involved.

This initial consultation is the first step and foundation for the Revitalise⁵ Camberwell project. Beyond this project, the findings reported here will also provide a key input to wider policy development for the area.

Please help us to Revitalise⁵ Camberwell by continuing to give us your views and engage with us as the project develops so that we can help create the Camberwell you want to see.

Appendix 1

General Survey

<div style="text-align: right; margin-bottom: 20px;">  </div> <p>Other Comments</p> <p>Do you have any further comments about the survey, or a particular issue related to Camberwell town centre that you feel was not covered by any of the above questions? Please add comments in the space below:</p> <div style="border: 1px solid #ccc; height: 80px; margin: 10px 0;"></div> <p>Contact Details:</p> <p>If you would like us to contact you with further information about the project, then please provide the following contact details</p> <p>Name: _____</p> <p>Address: _____</p> <p>Telephone: _____</p> <p>Email: _____</p>	<div style="text-align: right; margin-bottom: 20px;">  </div> <p>What is your vision for Camberwell?</p> <p>Question 1</p> <p>Did you know that Southwark Council are planning a major project to transform and revitalise Camberwell town centre?</p> <p>Please circle one: Yes / No</p> <p>Question 2</p> <p>(a) Why do you usually visit Camberwell? Please select one:</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Work</td><td style="width: 50px;"></td></tr> <tr><td>Live in the area</td><td></td></tr> <tr><td>Study in the area</td><td></td></tr> <tr><td>Travelling through (specify, e.g. bus interchange)</td><td></td></tr> <tr><td>Shopping</td><td></td></tr> <tr><td>Using leisure facilities (swimming pools, restaurants, bars)</td><td></td></tr> <tr><td>Other (please specify).....</td><td></td></tr> </table> <p>(b) For what other reasons do you sometimes visit Camberwell? Please select as many as relevant:</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Work</td><td style="width: 50px;"></td></tr> <tr><td>Live in the area</td><td></td></tr> <tr><td>Study in the area</td><td></td></tr> <tr><td>Travelling through (e.g. bus interchange)</td><td></td></tr> <tr><td>Shopping</td><td></td></tr> <tr><td>Using leisure facilities (Swimming pools, restaurants, bars)</td><td></td></tr> <tr><td>Other (please specify).....</td><td></td></tr> </table> <p>(c) On average, how often do you visit Camberwell? Please select one:</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Once a day or more</td><td style="width: 50px;"></td></tr> <tr><td>Several times a week</td><td></td></tr> <tr><td>Once a week</td><td></td></tr> <tr><td>1 - 2 times a month</td><td></td></tr> <tr><td>Several times a year</td><td></td></tr> <tr><td>Less than once a year</td><td></td></tr> </table>	Work		Live in the area		Study in the area		Travelling through (specify, e.g. bus interchange)		Shopping		Using leisure facilities (swimming pools, restaurants, bars)		Other (please specify).....		Work		Live in the area		Study in the area		Travelling through (e.g. bus interchange)		Shopping		Using leisure facilities (Swimming pools, restaurants, bars)		Other (please specify).....		Once a day or more		Several times a week		Once a week		1 - 2 times a month		Several times a year		Less than once a year													
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<div style="text-align: right; margin-bottom: 20px;">  </div> <p>(d) How do you usually travel to Camberwell? Please select one:</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Walk</td><td style="width: 50px;"></td></tr> <tr><td>Bus</td><td></td></tr> <tr><td>Cycle</td><td></td></tr> <tr><td>Motorcycle</td><td></td></tr> <tr><td>Drive</td><td></td></tr> <tr><td>Train</td><td></td></tr> <tr><td>Other (please specify).....</td><td></td></tr> </table> <p>(e) Please provide the first four digits of your postcode (so we can understand where people who use Camberwell live)</p> <p> </p> <p>Question 3</p> <p>When you think about Camberwell, what is your overall impression? (1 being very positive and 5 being very negative) Please circle one: 1 2 3 4 5</p> <p>Question 4</p> <p>Please name three things you LIKE about the area</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>1.</td><td style="width: 300px;"></td></tr> <tr><td>2.</td><td></td></tr> <tr><td>3.</td><td></td></tr> </table> <p>Question 5</p> <p>Please name three things you DISLIKE about the area</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>1.</td><td style="width: 300px;"></td></tr> <tr><td>2.</td><td></td></tr> <tr><td>3.</td><td></td></tr> </table>	Walk		Bus		Cycle		Motorcycle		Drive		Train		Other (please specify).....		1.		2.		3.		1.		2.		3.		<div style="text-align: right; margin-bottom: 20px;">  </div> <p>Question 6</p> <p>(a) How important do you think it is to improve the following in Camberwell? (1 being very important, 4 being not at all important and 5 being no opinion) Please write a number between 1 and 5 against each item:</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Traffic congestion</td><td style="width: 50px;"></td><td>Bus services / stops</td><td style="width: 50px;"></td></tr> <tr><td>Street environment</td><td></td><td>Access to the green</td><td></td></tr> <tr><td>Pedestrian facilities</td><td></td><td>Sense of security</td><td></td></tr> <tr><td>Cyclists' facilities</td><td></td><td>Parking facilities</td><td></td></tr> </table> <p>(b) If you were able to change one thing about Camberwell from the list above, what would it be and how would you do it?</p> <p>(c) I would like Camberwell to be more like..... Please complete the above sentence</p> <p>Question 7</p> <p>Which part of the town centre do you think is most in need of attention? Please select one:</p> <div style="display: flex; align-items: center;">  <table style="margin-left: 20px; border-collapse: collapse;"> <tr><td>1</td><td style="width: 50px;"></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> <tr><td>5</td><td></td></tr> </table> </div>	Traffic congestion		Bus services / stops		Street environment		Access to the green		Pedestrian facilities		Sense of security		Cyclists' facilities		Parking facilities		1		2		3		4		5	
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Appendix 2

Business Survey

9 Thinking about how businesses relate to each other in the local area, please rate the following statements, from strongly agree to strongly disagree.

	1	2	3	4	5	DK
Business owners/managers communicate with each other regularly						
There is a feeling of 'community' among local businesses						
Businesses have worked together to bring about change in the local area						
Local businesses find it difficult to work together						

10 Are you a member of a local business network? If so, please provide name of network (e.g. Camberwell Business Network, Southwark Chamber of Commerce).

Would you be interested in joining a local business network?

Other Comments
If you have any further comments about the survey, or a particular issue related to Camberwell town centre that you feel was not covered by any of the questions, then please tell us about it in this space.

We are keen to keep in contact with local businesses in regards to our plans for Camberwell town centre and so that we can continue to get your views.
What is the best method of communication? (tick one)

Telephone	
Post	
Email	
Information events	
Business network	

If you would like us to contact you with further information about the project, then please provide the following contact details

Name: _____
Address: _____
Telephone: _____
Email: _____
Website: _____

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REVITALISE⁵ Camberwell

Camberwell Town Centre business survey

1 Did you know that Southwark Council are planning a major project to transform and revitalise Camberwell town centre? (circle one)

Yes	No
-----	----

2 About your business

What is the name of your business? _____
 What does your business do? _____
 Which of these best describes your business?

Franchise	
Independent retailer	
Multiple/Chain store	
Market stall	
Other (please specify)	

Which of these best describes the occupancy of your business premises?

Freeholder	
Leaseholder – Southwark Council tenant	
Leaseholder - Private landlord tenant	
Other (please specify)	

What is your relationship with the business?

Business owner	
Manager	
Employee	
Other (please specify)	

How many staff are employed by the business?

Full time	
Part time	

What are your hours of business on ...

Week days	
Week end	

(b) What time and days are busiest for your business? _____

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3 How many times a week do you have deliveries to your business? _____
 What time of day do you normally receive deliveries? _____
 Where does the delivery vehicle load / unload from? _____
 Do you ever have any issues with deliveries? _____
 Please comment on your answers

4 Thinking about how issues affect the trade of your business, please rate the following statements, from strongly agree to strongly disagree. My business is negatively affected by...

	1	2	3	4	5	DK
Parking						
Vandalism						
Burglary						
Vacant Units						
Poor lighting						
Litter						
Refuse collection						
Appearance of shops						
Appearance of the local area						

Please specify any other issues that adversely affect your business, or add any further comment about issues identified above

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5 Thinking about what could be done to improve the local area for businesses, please rate how changes to the following could improve the area for businesses, from strongly agree to strongly disagree.

	1	2	3	4	5	DK
Security						
Lighting						
Seating/ Street Furniture						
Shopfront refurbishments						
New paving/ surfaces						
Trees and Greenery						
Signage						
Traffic Calming						
Appearance of the local area						

Please specify any other changes that could be made to improve the local area for businesses, or add any further comment about options identified above

6 Please suggest three things you **DISLIKE** about the area

- _____
- _____
- _____

7 Please suggest three things you **LIKE** about the area

- _____
- _____
- _____

8 What in particular should be improved and why? (please be specific, e.g. a particular bus stop should be moved from one location to another)

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