

# Revitalised Camberwell Consultation by London Borough of Southwark



Spaceshaper Workshop Report  
St Giles Parish Church Hall, Camberwell: 3rd & 8th December 2011

# Spaceshaper Event Facilitated & Report Prepared for London Borough of Southwark

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# Introduction: Spaceshaper helps Camberwell community explore public realm issues

## Workshop aims

London Borough of Southwark are working in partnership with Transport for London & London Borough of Lambeth in consultation with a range of other organisations, in order to transform Camberwell Town Centre.

In order to take this process forward, LB Southwark wished to bring together a representative range of views from stakeholders across all interest areas, in order to strategically and inclusively consider Camberwell Town Centre's public realm.

The aim was to raise mutual awareness of issues and concerns experienced by Camberwell's community. In doing so the intention was to develop integrated solutions to feed into a more inclusively supported project design.

Against a background of complementary consultation initiatives carried out by Southwark the Spaceshaper workshop was designed to generate interest & understanding in the proposed scheme and more importantly to generate community priorities for other aspects of the town centre environment.

## What happened

Representatives of key local community interest groups attended two workshops: one on a weekday evening and another on a Saturday morning. The LB Southwark team were able to explain and answer questions on the nature and proposed timetable of the scheme. Community representatives were able to express the nature of their concerns in relation to the LB Southwark proposals. This conversation was held both at the workshop venue, and on conducted tours around the town centre and by subsequent email correspondence.

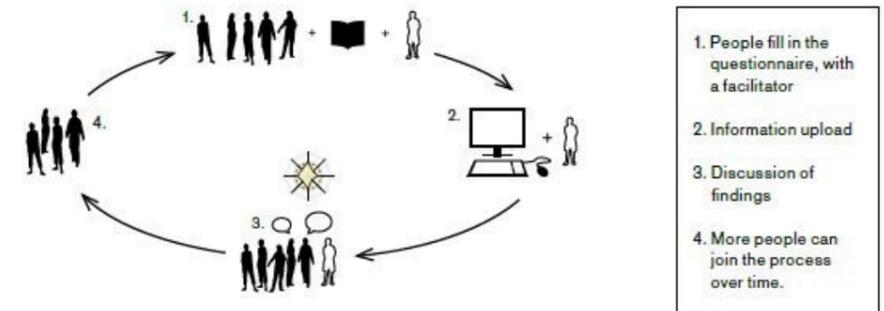
## What were the results

The reportage from the event clearly showed that there were a range of shared concerns around particular issues concerning the public realm quality, and the nature, success and quality of the buildings and businesses within the study area. The perceived impact of these issues on the evolving nature of Camberwell's identity and social issues was also explored and clear views expressed. These are explored in the workshop summary section of this report.

## What will happen next

The LB Southwark project aims to put forward proposals for public consultation and response in the summer of 2012. The intention is for the Spaceshaper workshop attendees to be part of an ongoing discussion in the project design development process.

### The Spaceshaper process



This section contains several informational graphics and photos:
 

- Spaceshaper - have your say.** A way to have your say about your park, square or street.
- Why should you come to a Spaceshaper event? What happens on the day?** A Spaceshaper event is a great way to meet your neighbours and other people who care about the same place. It gets local residents and community groups talking to the people who care for a space and those who make decisions about it. A facilitator is there to ensure everyone gets a say and to collect useful information for planning improvements. A Spaceshaper day includes a walk around the space, you're assessing, a structured discussion, activities and refreshments in a local community venue.
- "Everybody seemed to enjoy themselves, which was an added bonus"**
- "Spaceshaper's ability to examine and illustrate the diversity of opinions... can help to resolve conflicts and create a common understanding of the different ways in which open space is valued"**
- What is Spaceshaper? Who is it for?** Spaceshaper is for anyone who is keen to improve their local park, square or street. It's a practical way to measure the quality of a public space, so that it can be improved. That space could be any patch of land used by local people - not just a park, square or street. Spaceshaper can be used by anyone - from community groups to professionals - before investing time or money improving a space, or to see how well improvements are working. It brings those who use the space together with those who manage and care for it.
- How does Spaceshaper work? What can it do?** Spaceshaper works by collecting the views of lots of different people through visiting a site and filling in a questionnaire. A full day workshop then gives everyone the chance to explain what they think about the space. This helps the people who use the space and those who manage it gain a better understanding of how it works for different people, and its strengths and weaknesses. This can help those who look after the space make changes to improve it.
- "It gave me hope that outside agencies actually do care about our area and are willing to make changes"**
- "Spaceshaper has given us a good starting point for a plan of action"**
- What issues does Spaceshaper look at?** Over the course of the workshop Spaceshaper will look at issues including:
  - Access - finding your way getting around the space
  - Use - what activities and opportunities the space offers
  - Other people - how the space caters for different needs
  - Maintenance - how clean and cared for the space is
  - Environment - how safe and comfortable the space is
  - Design and appearance - what the space looks like and what it is made from
  - Community - how important the space is to local people
  - You - how the space makes you feel.
- What has Spaceshaper achieved so far?** In its first year, more than 700 people attended regional "taster" sessions explaining the Spaceshaper process, and of those, 180 trained as Spaceshaper facilitators. These facilitators ran 50 Spaceshaper workshops in England, attracting around 700 participants who assessed local spaces. People from many backgrounds and interests have all found Spaceshaper useful.
  - Access
  - Arts
  - Community groups
  - Crime
  - Construction
  - Education
  - Engineering
  - Health
  - Heritage
  - Housing
  - Local authorities
  - Parks
  - Planning
  - Play
  - Regeneration
  - Tenants and residents
  - Town centres and neighbourhood management
  - Tourism
  - Transport
  - Urban design
  - Youth
  - Voluntary sector.
- For more information on Spaceshaper, and how you can attend a workshop or become a facilitator, please contact:**
  - The Spaceshaper team
  - Kent Architecture Centre
  - Admin's Offices, Historic Dockyard
  - Chatham, Kent, ME4 4TZ
  - T 01634 401 166
  - spaceshaper@cabk.org.uk
  - www.cabk.org.uk/spaceshaper
- Kent Architecture Centre runs Spaceshaper on behalf of CABE. CABE is the government's adviser on architecture, urban design and public space. CABE Space is a specialist unit within CABE that aims to bring accessibility to the design, management and maintenance of parks and public space in our towns and cities.**

# Executive Summary of Workshop Results

## The Process

The workshops involved representatives drawn from both established Camberwell residents groups and local business associations. In addition, representatives of the London Borough of Southwark transportation planning team participated. The CABE *Spaceshaper* tool was used to explore people's assessment of Camberwell Town Centre from a variety of perspectives. The feedback arising from these enquiries is described in summary below.

## The big picture

The workshop participants feedback from the *Spaceshaper* process displayed a number of shared attitudes to Camberwell Town Centre:

- The space is very important to and liked by all questioned.
- It is popular with a wide range of the population.
- Its facilities are convenient to use at most times of day, although , it lacks some very important amenities.
- The town centre is very noisy and dirty, with poor air quality, and there is nowhere to escape these conditions.
- The town centre is poorly cared for, and its environment generally detrimental to user's health.

Because of the above negative points, people felt that the town centre was largely failing to attract people to stay and enjoy its facilities.

***"I go to Camberwell to get transport out of it, to go to the bank and a few of the shops if I am in a hurry and do not need to go elsewhere. If I am travelling out I take my business with me."***

## 'Likes & Dislikes'

**'Likes' shared by the workshop participants concerning Camberwell Town Centre focussed on four key aspects:**

- The 'buzz' and vibrancy of the place, the businesses and social & leisure opportunities
- Connections, transport and accessibility into and out of the centre
- Enjoying the green spaces such as Camberwell Green and St. Giles Churchyard, the life and diversity that they attract, and the businesses & facilities which overlook them
- The historic and characterful townscape and architecture

Within the specific interest groups involved, the resident's group's representatives particularly expressed a concern to preserve and improve the historic townscape, buildings and public realm aspects of smaller side street space. In particular they valued opportunities for social opportunities within the businesses and other amenities in the town centre. The local business owners consulted also strongly favoured actions to support the diversity of the existing small business environment.

In particular the people said that they liked:

***"The Artichoke Place/ Grove Lane crossroads: a vibrant place for socialising and having fun"***  
***"The built environment, public realm and cultural diversity add so much to the vibrancy of the area",***  
***"Camberwell Green and the architecture of the buildings are very attractive and it seems to me to have kept the 'village' structure it once was. In a high density urban area this is always an asset and should attract people and money if this aspect was restored and enhanced"***.

**'Dislikes' shared by the workshop participants concerning Camberwell Town Centre focussed on six key aspects:**

- Traffic congestion's effect on the environment and user experience: unacceptable noise, air pollution, threat to physical safety of pedestrians & all vehicle user types. Poor general perception arising from a failing public realm & of dirtiness and clutter.
- Poorly designed pedestrian environment, having inadequate standards of upkeep, failing the needs of pedestrians and cyclists.
- Fears for personal safety, especially in more run down areas of the town centre, and especially in night-times
- Strong sense of a lack of parking and accessibility throughout the Camberwell infrastructure behind the main roads, making it difficult for local businesses to attract custom.
- Concern over run down uncared for and abused buildings, shop fronts and landscape of the town centre.

In terms of the specific interest groups involved, the residents more specifically singled out the pedestrian realm and its accessibility as being a key concern: specifically narrow pavements, crowded bus stop space, dangerous road crossings and unlit and unsafe side streets. The business interest representatives were more focussed on a dislike of the restricted opportunities for parking and the shop frontages and general shopping environment.

In particular, workshop participants said that they disliked:

***"Poor pedestrian provision- mainly narrow pavements- in the Camberwell Church Street & Grove Lane",***  
***"We need the transport links but the number of buses entailed cause much of the problem we face daily",***  
***"Camberwell Green is priceless ... but is very sad in that it simply forms walkways between roads",***  
***"The traffic; reduce the impact of the volume and intensity of traffic at the centre of Camberwell",*** (and the)  
***"... dominance of traffic over pedestrian/shopping/parking experience"***

(continued overleaf)

# Executive Summary of Workshop Results (continued)

## The need for investment

Amongst most workshop participants it was generally felt that the poor quality and attritional nature of the public realm, together with the high volumes of traffic engenders further misuse of the urban fabric and antisocial behaviour, creating feelings of pedestrian insecurity. To stem this decline, the following types of investment were felt to be most beneficial,

***“Improved pedestrian facilities e.g. better crossings less cluttered and wider pavements especially by bus stops”, “Pedestrian realm- pavements”, “tree planting, street lighting”.***

The quality of the town centre buildings and shop fronts was also felt to be a major factor in improving the general impression of the place.

***“...a large part of what has rightly been identified as the Town Centre for this study is within a conservation area (incredibly!) ...to help improve the general appearance ... demand adequate enforcement. “***

***“Getting the landlords on board to agree a scheme for improving and maintaining their properties – signage protocol should be agreed and enforced”.***

Further investment in Camberwell Town Centre was felt to be needed to create:

***“Quiet, pedestrian friendly, green retail spaces”***

***“A balance between users of the roads and users of everything else”,***

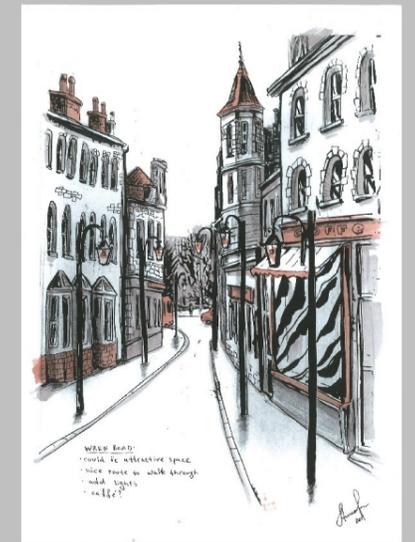
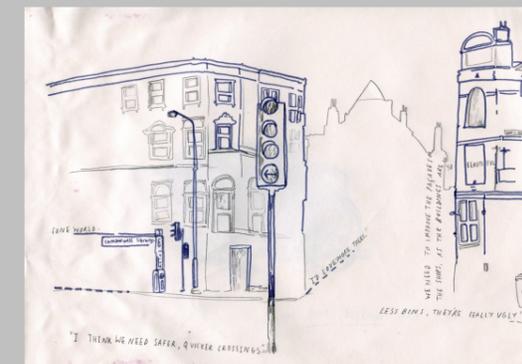
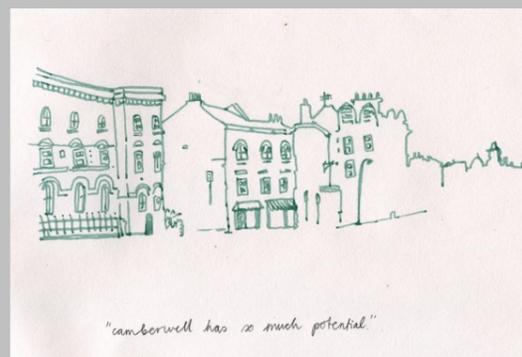
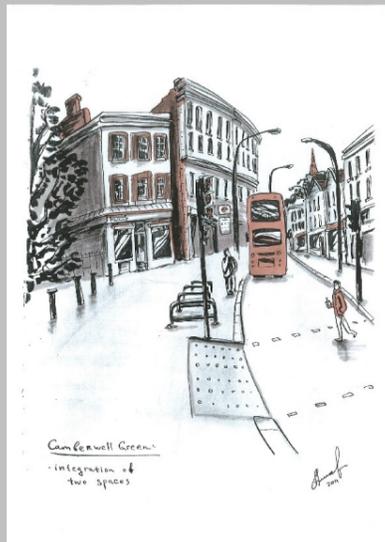
***“A magnet facility such as an arts cinema / theatre + very good shops + pleasant and interesting experience in being in Camberwell generally”,***

***“A community space/hub; Camberwell people have been asking for this for decades and this need is not effectively factored in to development scheme remits”***

## Particular Issues

Particular issues raised by workshop attendees, relating to specific Camberwell locations included:

- Main streets like Camberwell Church Street and the central junction are neglected, physically worn out & traffic clogged, attritional environments requiring prompt action
- Junctions off main streets into side streets busy and dangerous.
- Camberwell Church Street, Camberwell Green and Church Yard both felt to have great character still and huge potential for the future commercial and social / amenity development of Camberwell
- The Baths in Artichoke Place and Camberwell Grove are also felt to be great assets which require investment
- Side streets like Grove Lane and alleyways can occasionally feel unsafe. Their environment needs improvement if they are to fulfil their potential as venues for new businesses especially cafe’s and the like
- Narrow pavements, dangerous junctions.
- Main streets like Camberwell Church Street and the central junction are neglected, physically worn out & traffic clogged, attritional environments requiring prompt action.
- Junctions off main streets into side streets busy and dangerous
- Camberwell Church Street, Camberwell Green and Church Yard both felt to have great character still and huge potential for the future commercial and social / amenity development of Camberwell
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- Side streets like Grove Lane and alleyways can occasionally feel unsafe. Their environment needs improvement if they are to fulfil their potential as venues for new businesses especially cafe’s and the like
- Camberwell Church Street linking into the Camberwell Green have the potential to make Camberwell more of destination, if there were properly refurbished and the traffic calmed. At present the town centre is becoming a place to primarily pass through.
- Artichoke Place & Grove Lane together (could potentially) form a space for entertainment. A hotspot!



# The Camberwell Context

## Background briefing on key issues & strategic design objectives relating to Camberwell Town Centre: the project partners, time-scales and planned funding (ref. the London Borough of Southwark document- 'Camberwell town centre – Introduction' – October 2010 (available on line to read or download at [www.southwark.gov.uk](http://www.southwark.gov.uk) )

### Introduction

Camberwell is one of the most diverse and creative communities in Southwark for which the town centre provides shopping, community services and leisure facilities. Camberwell will be subject to change over the coming years including the redevelopment of the Maudsley Hospital, the rebuilding of the Salvation Army facilities, the expansion of Kings College Hospital, the growing popularity of the Camberwell College of the Arts, major improvements to Denmark Hill Station, and the redevelopment of the local leisure facilities.

The town centre sits on a strategic cross road providing both key north/south and east/west links. As a result the town centre is seen to be transient in nature and suffers from motor vehicle dominance and congestion resulting in a poor physical environment. This is further complicated by the area being a key interchange point between bus services and the town centre supporting both the Walworth and Camberwell bus garages. The town centre is also located adjacent to the borough boundary with Lambeth and both councils have been taking an active interest in improving the local area.

The town centre is to be bisected by two proposed cycle superhighways (routes 5 and 6) which provide a key opportunity to grow cycle usage to/from and within the town centre. To complement this new cycling opportunity, as well as support existing cyclists, the council would like to see the cycle hire scheme extended to include Camberwell Town Centre. The potential is provided through this scheme and also local redevelopment initiatives.

The surrounding residential area includes pockets of deprived communities and there are few community spaces within the wider area. The town centre itself also suffers from high levels of crime combined with poor perceptions of personal safety.

### Understanding the Issues

The Camberwell Community Council is part of the council's localism agenda and is a focal point for discussion on local matters. It has been fully supportive of the town centre scheme. It has long recognised that changes are needed, if the area's economy is to be improved and people's experience enhanced. The issue has regularly been tabled at the community council and local residents have been involved in an ongoing discussion.

The community council supported the preparation of '*Vision For Camberwell – Improving Streets and Public Spaces In SE5*', which brought together the work done by audits of Camberwell town centre, themes and information from the Camberwell Transport Summit in July 2007, as well as ideas developed by The Camberwell Society, SE5 Forum and Southwark Living Streets.

The council and the community council recognised the need to further understand challenges for the town centre and to promote local engagement and involvement and established the Camberwell local travel planning group (CLTPG). This important forum has drawn stakeholders together to explore the issues around travel and movement in Camberwell and encourage a sense of place. Regular participation from the hospitals, council officers, local traders and businesses has been an important factor. This is complemented by the attendance of transport operators, London Borough of Lambeth, Transport for London, local residents, schools and charitable associations. The travel planning group has helped to create a forum that is representative of the local area and one which can help to grow the town's economy.

The overall scheme aims to improve access to both the town centre and public open spaces, thereby encouraging the economic development of the area, community development and cohesion. The heart of the scheme will be to create a greater sense of place and a high quality urban realm which is consistent with the Mayor's 'Better Streets' agenda.

### Key work to understand the needs of the local area and engage with the local community and stakeholders include:

- Street Scene Reviews, carried out as part of setting up the Camberwell Travel Plan Group, 11-12 September 2006,
- Camberwell Travel Plan Group – launch meeting, 13 December 2006, SE5 Forum for Camberwell,
- 'Planning for Real' event, 28 November 2006, Camberwell Community Council Transport Sub Group (reporting in May 2007),
- Camberwell Transport Summit, 24 August 2007,
- 'A Vision for Camberwell' agreed by the Community Council, 5 February 2008,
- Cross border Community Council meeting to discuss transport issues, 16 June 2009

# The Camberwell Context (continued)

## Supporting the local economy

Camberwell is a key retail destination within the area and is recognised as a district town centre in the London Plan, offering a range of convenience goods and services. Camberwell also boasts a vibrant night-time economy with a range of restaurants, pubs, bars and nightclubs, which attract customers from the local area, including students from the Camberwell College of the Arts and beyond. Approximately 29% of Camberwell businesses are within the retail, hotels and restaurants sector. However, the largest proportions of businesses (36%) are within the banking, finance and insurance sector, indicating that Camberwell also boasts a significant amount of office floor space.

The two nearby medical facilities the South London and Maudsley Trust and King's College Hospital are of regional importance and make a significant contribution to the local economy by way of a range of employment opportunities and patient and employee spend within the town centre's retail, food and drink outlets. The council's links with these important local business and community stakeholders provides the means to introduce new thinking in the area and the council will work with partners to consider and reduce the barriers to the introduction of Electric Vehicle usage and charging technology to their organisations.

Learning from the council's experience of improvements to The Cut and Walworth Road, following which the impact on the local economy has been dramatic and drawn a renewed interest to the area. The council believes that by transforming the street environment this will bring positive change to the local economy, particularly on retail and hospitality businesses by encouraging shoppers to make more multiple visits to outlets and attracting the local job market to shop within the town centre.

## Next steps

Funding is being sought for improvements to the town centre in order to address the identified problems and allow the development of a high quality, pleasant and efficient town centre. These improvements provide the opportunity to knit the local regeneration initiatives with the local economic, physical and social benefits for those living, working or visiting the area.

This work will also consider how pedestrians, cars and cyclists interact and use the area. It will evaluate traffic management options and look to rebalance priorities. Initial thoughts include reducing carriageway width and providing more generous pavements on Denmark Hill. At the Camberwell Church Street junction it is proposed to shorten pedestrian crossing distance and integrate Camberwell Green into the townscape.

Within the core area, wherever possible, priority will be given to pedestrians, bus stops and interchange facilities will be upgraded and the crossing facilities improved.

The council would also like to integrate small side roads such as Orpheus Street, Kimpton Street and Artichoke Place into the townscape through local improvements. The integration of these areas would provide the opportunity for additional soft landscaping including street trees or local uses such as an arts and craft market which could be supported by the local Arts College or gallery.

To support local businesses and ensure that their servicing and loading is appropriately catered for loading conditions will be reviewed and the impact of such changes on the way the road network functions will be evaluated. When properly considered and justified these types of interventions can provide real opportunities to improve London's streets.

The ultimate aim of the scheme is to 'recreate the street' to combine highway layout changes and area wide public realm improvements, to change travel experience to view the space in a whole new way and create an exciting and dynamic new space for London.

# The Camberwell Context (continued)

## Key areas for review

- 1 Camberwell Green Junction
- 2 Denmark Hill
- 3 Wren Rd
- 4 Orpheus Rd

It is essential that town centres provide a high-quality and safe environment if they are to remain attractive and competitive. Well-designed public spaces and buildings, which are fit for purpose, comfortable, safe, attractive, accessible and durable, are key elements which can improve the health, vitality and economic potential of a town centre.

The current infrastructure reflects the dominance of motor vehicles throughout the town centre. Carriageways tend to be wide, extending to six lanes at the northern extent of Denmark Hill, and are characterised by high and sometimes fast traffic flows. The current road system caters for vehicular movement through the town centre, often at the expense of other users.

## Delivering the scheme

The issues surrounding Camberwell are far reaching and require a range of solutions to mitigate them. It is proposed to deliver improvements in the town centre through a clearly planned and coordinated approach.

The inclusion of Camberwell Church Street in the Transport for London Road Network (TLRN) indicates that traffic flow is the priority on these roads and as a result stopping, parking and loading are heavily restricted in this area.

All major roads within the town centre support bus lanes in at least one or both directions (with double width at some bus stops to allow the frequent buses to pass each other) and there is a high concentration of bus stops and bus stands throughout the area. This scheme provides the opportunity to improve bus journey time, reliability as well as local operation.

The pedestrian infrastructure within Camberwell is variable in quality. Footway width is restricted at certain locations by the presence of street clutter including shop displays, A-boards, lamp columns and signposts. Even when well-placed and aligned towards the edge or the back of the kerb, the volume of pedestrian demand can mean that even small obstructions lead to congestion. Bus stop queues, reflecting the town centre's importance as an interchange, also create regular obstructions that shift location relative to bus arrivals and departures.

Although a good number of pedestrian crossings exist, some key locations lack a formal crossing or provide inadequate facilities. Further to this, despite the presence of major attractors such as the hospitals that draw in a high volume of people unfamiliar with the area, signage, information and general legibility is extremely poor within the town centre. To improve legibility and way finding particularly to the Maudsley and Kings College Hospitals we will provide at point information, such as at the information desk at the hospital. To assist people as they move around the town centre Legible London monoliths will be introduced. Camberwell also faces a number of challenges including crime, fear and perception of crime and anti social behaviour.

1



2



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# The Spaceshaper consultation process: an introduction

## What is Spaceshaper ?

*Spaceshaper* is a practical toolkit delivered through a workshop attended by invited stakeholder group representatives. It was designed for central government by the Commission for Architecture and the Built Environment (CABE) to measure the quality of a public space before investing time and money in improving it.

*Spaceshaper* captures the views of professionals who are running the space as well as those of the people that use the space. Facilitated workshops discuss the results, design quality and how the space works for different people. *Spaceshaper* encourages people to demand more from their local spaces.

*Spaceshaper* is designed for people that have a willingness to bring about change for a space, since using the toolkit will encourage discussion on how the site can be improved. *Spaceshaper* is used for assessing existing sites but can also be used when planning new sites. The toolkit should be used as an element of a broader process of consultation. However it can be used in isolation, depending on circumstance.

## The toolkit can:

- bring space managing staff and users together to discuss the space
- identify the strengths and weaknesses of the space
- measure how well the space meets everyone's needs
- establishing what is most important to people
- stimulating new ideas for improvements
- comparing different people's views
- track changes in people's view on how a space is being improved over time

## How Spaceshaper works

*Spaceshaper* uses a questionnaire and a facilitated workshop to measure the quality of a public space, in order that time and money is invested wisely in improving the space.

A trained Spaceshaper facilitator advises on the design and running of the workshop. Invitees to the workshop may include people along who are interested in the space, both users and professionals. The process should be inclusive in terms of the representative cross section of invitees and might include elderly and young people, dog walkers and office workers. Professionals involved in designing and managing the space should also be invited and could include planners, and the maintenance team. Political representatives of the local area may also be invited. The important thing is to achieve a conversation between all the voices and views that needs to be heard to take a balanced view on the way forward for the space. Taking the time to engage with a diverse representative group of people interested in the space is essential to gaining a true reflection of the people who use the space. Working in partnership will help build relations with hard-to-reach groups.

## Facilitating the workshop

During the workshop the facilitator inputs the data into the *Spaceshaper* software. The facilitator presents the results to the group, provoking discussion and debate.

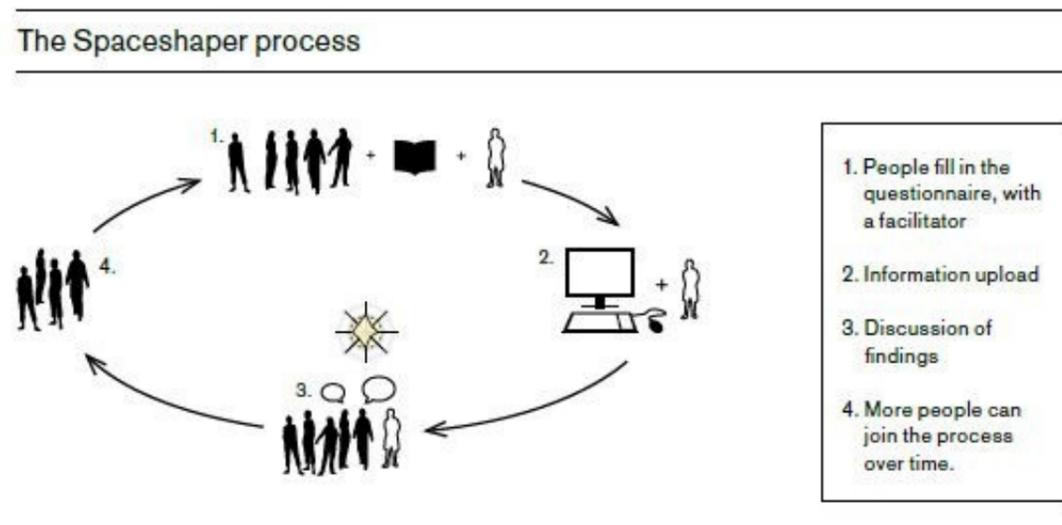
The most important part of the whole process is the discussion between those with the knowledge of what it is like to use the space and those whose job it is to care for it.

## Completing the questionnaire

A site visit is an integral part of the process and prepares the participants to fill out the *Spaceshaper* questionnaire, which records individual perceptions of the space. *Spaceshaper* captures these perceptions by rating the site against 41 characteristics.

## It covers eight specific areas:

- **access:** finding your way and getting about
- **use:** what activities and opportunities the space has to offer
- **other people:** how the space caters for different needs
- **maintenance:** how clean and cared for the space is
- **environment:** how safe and comfortable the space is
- **design and appearance:** what the space looks like and what materials it uses
- **community:** how important the space is to local people
- **you:** how the space makes you feel.



‘ This government believes profoundly that the state of the local environment affects and reflects the well-being of the people living there. Whether it is the town centre, local park or the street on which we live, it is important that they add to the quality of life and that they are safe and attractive spaces’

Department for Communities and Local Government, *How to create quality parks and open spaces guide*, 2006

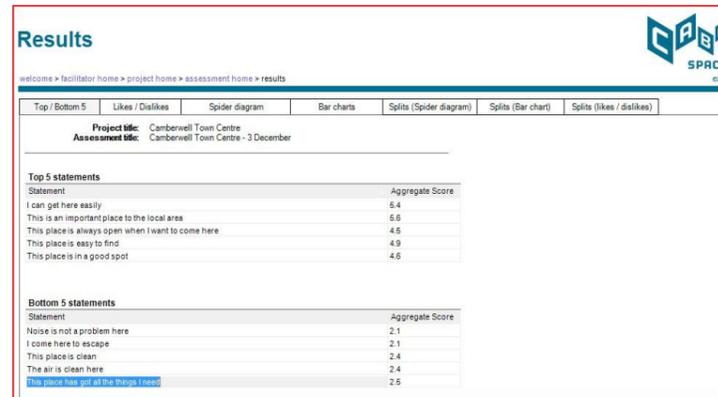
# The Spaceshaper consultation process: an introduction

## Spaceshaper data & interpreting the results?

Spaceshaper software turns the questionnaire and workshop outputs into visual results. These can then be used to discuss the space further. The Spaceshaper facilitator then uses the diagrams to help initiate the debate and discussion between the workshop participants. This can help with general raising of awareness and / or agreeing the priorities for action to improve the space.

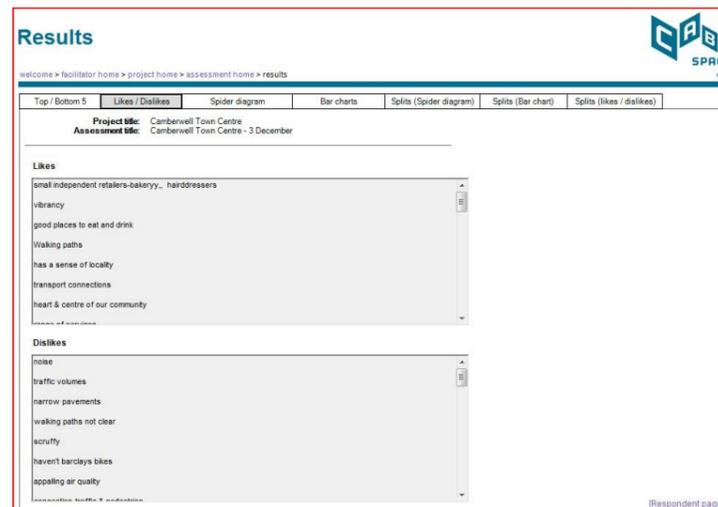
### 1 Statements Most & Least Agreed With—

Spaceshaper questionnaires ask users to say how strongly they agree/ disagree with statements describing a range of potential positive attributes of the space. The data sets produced show which statements were most and least agreed with, providing a guide to peoples general views on the spaces most and least positive attributes.



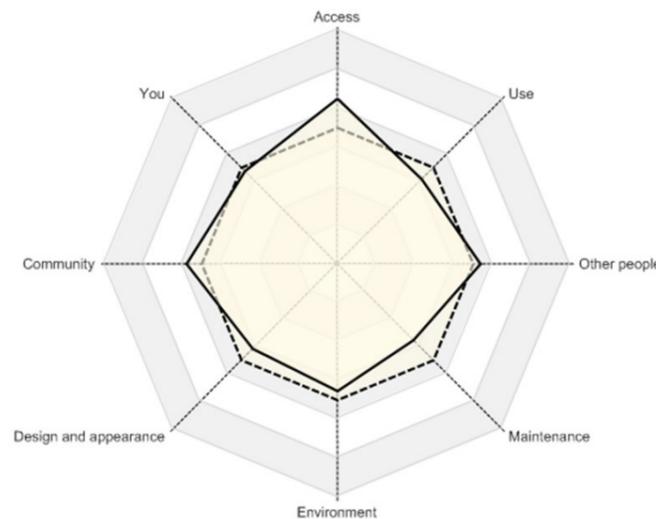
### 2 Likes & Dislikes—

Spaceshaper questionnaires ask users to say in their own words what they feel are the aspects of the space which they (or their interest group which they represent) most like or dislike about the space of the space. The data sets produced complement the general thematic feedback provided by the 'Statements Most & Least Agreed With', by instead providing specific personal and detailed data to illustrate the general trends identified.



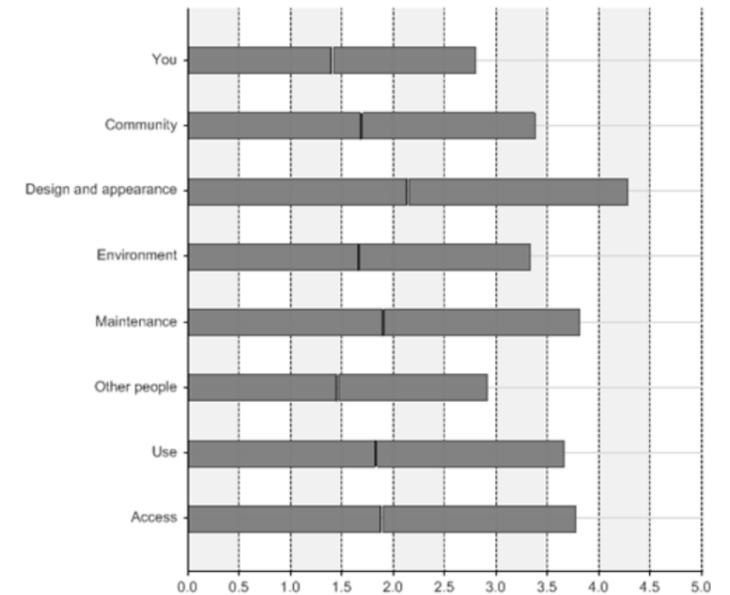
### 3– Spider Diagrams–

Spaceshaper uses 'spider' diagrams to illustrate the results of the questionnaires during the workshops. Each of the eight lines that radiate from the centre point represents one of the eight sections from the questionnaire. On each axis, a point has been marked. The more positive people's responses are towards the space, the further out the point sits on the line. All the points have been joined up and the inside of the shape coloured in. The larger the shape, the better the perception of the site overall. Points that lie within the dotted mid-line indicate poor perception of a site, points sitting outside the dotted line a positive perception.



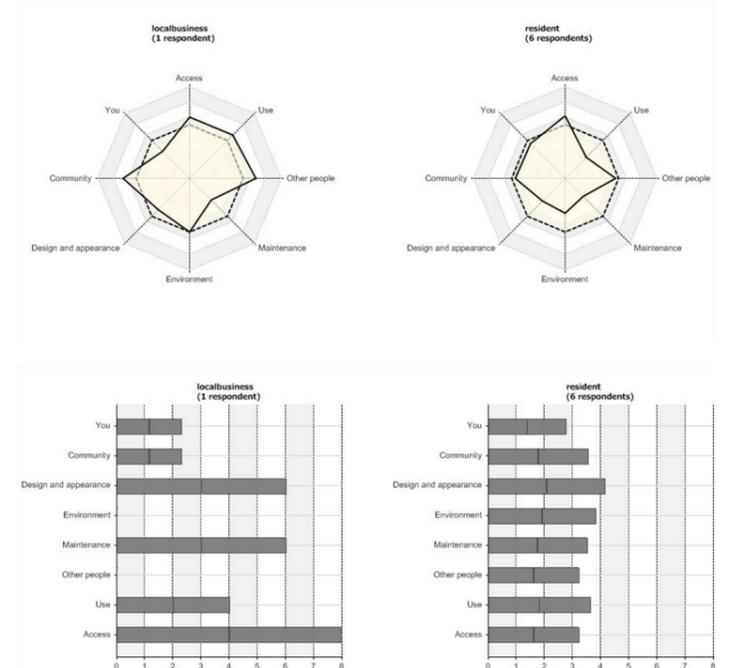
### 4– Bar Charts—

Spaceshaper questionnaires ask users to consider the relative importance of different aspects of a site. The data from the pie charts on the Spaceshaper questionnaires completed, which the users then complete is shown as pie charts. The workshop attendees can agree to take this data to represent the need for change &/or investment in those aspects of the site scoring most highly on the bar charts.



### 5– Data Splits: Likes/Dislikes, Spider Diagrams & Bar Charts

Spaceshaper data can be produced to allow the comparison of results between different groups. For instance, those who use the space against those who work for or help manage the space, with interesting results for the discussion held & creating helpful raising of the collective groups awareness around key issues for various stakeholders. Other options could include comparisons between young and older people, or those who use the park every day and those who don't. The facilitator can also use other information, such as likes and dislikes and priorities, to initiate discussions.



# Spaceshaper Workshop Complementary Exercise

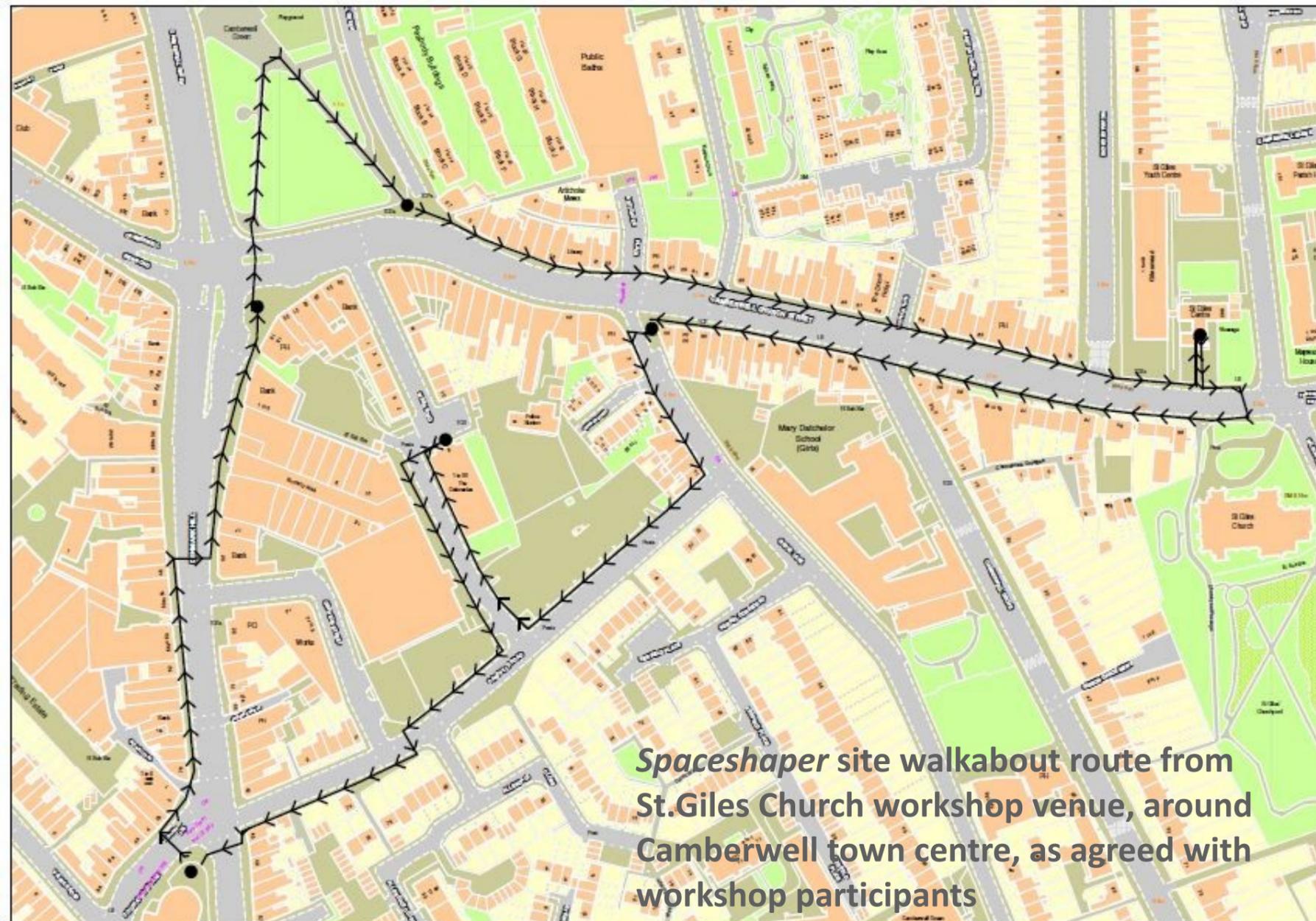
## 'Hotspots, Hangouts & Possibilities'- purpose & methodology

In addition to the *Spaceshaper* questionnaire and workshop activity, the workshop incorporated a complementary exercise called 'Hotspots, Hangouts & Possibilities'. This map based exercise was used to accompany the *Spaceshaper* site walkabout, by asking workshop attendees to note their key issues as they walked the site.

**Issues-** might indicate a place of perceived conflict between users or a place where key negative issues are present

**Hangouts-** could record the places and their qualities which were most successful

**Possibilities-** recorder those specific ideas for improvements suggested by the various user group representatives.



# Spaceshaper Consultation: Workshop Report: Saturday morning, 3<sup>rd</sup> December 2011



# Workshop methodology & program: dialogue via email feedback loop

## Workshop & Feedback Loop Methodology

People attending both of the two workshops were, as a whole very familiar with the site. Rather than completing the *Spaceshaper* questionnaires and having the discussion of its results following the site walkabout, workshop attendees instead preferred to complete the questionnaires at the venue, and then to discuss the site in relation to each of the *Spaceshaper* categories, as detailed on page 8.

Workshop participants then undertook the site visit and returned to the venue to complete the map based input to the 'Hotspots, Hangouts & Possibilities' exercise .

However, since the *Spaceshaper* debate of data and reflection is the heart of the whole *Spaceshaper* process, and to get the full value from the *Spaceshaper* data, it was agreed that the facilitator would to interpret the apparent feedback meaning, in a Workshop Summary Report, which was then circulated to all workshop attendees for their further comment. This process effectively replaced the procedure in a *Spaceshaper event*, which takes place in a live discussion format, and ensured that the views of the stakeholders and bodies represented were correctly interpreted for the final report.

- In this report the results of the *Spaceshaper* and the 'Hotspots, Hangouts & Possibilities' consultation, have been presented first, for each separate aspect of the workshop feedback.
- This is followed by the facilitators summary of what the findings appear to suggest for each aspect.
- This is then followed by questions asked by facilitator of workshop attendees to check whether his interpretation of the results data is correct or whether they wish to add their own alternative commentary or amendment. The facilitator also asked other questions relating to the Camberwell town centre's future regeneration.
- Lastly, the emailed feedback responses of workshop attendees are included, where provided.

## Attendees at the workshop

Organisations / Issues Represented + contact details

- Representative of: (Camberwell Society – traffic and environment)
- Representative of: (Grove Lane Project – Grove Lane & its traders)
- Representative of: (Southwark Living Streets – public realm quality)
- Representative of: (Camberwell Society – historic buildings and townscape)
- Representative of: (Camberwell SE5 Forum – elderly people, mental & physical wellbeing in the community)
- Representative of: (London Borough of Southwark- – transportation & circulation planning for public realm quality )
- Representative of: (London Borough of Southwark- – transportation & circulation planning for public realm quality)
- Representative of: (London Borough of Southwark- – transportation & circulation planning for public realm quality)
- Representative of: (Students of Camberwell College of Art – safety and wellbeing of CSA students in the public realm )

## Workshop program

Saturday 3<sup>rd</sup> December 2011

9.30a.m. to 1.15p.m.

Times	Activity
(9.00a.m. doors open)	<b>Welcome!</b> View exhibition of the ideas for improvement in the Camberwell town centre area
9.30 9.45 am	<b>Today's program</b> <b>Why the workshop? Some background for your work today and its contribution to the future of the project</b>
9.45 10.00 am	<b>30 second Introductions! – Please introduce yourself and the issues &amp; interests you represent (briefly please!)</b>
10.00 10.10 pm	<b>Introducing Spaceshaper – what is it? How does it work?</b> <b>How to record your notes during the site walkabout</b> <b>The walkabout route and your chance to represent</b>
10.10- 10.35 pm	<b>Complete 'Spaceshaper' forms &amp; hand in to event team</b>
10.35- 11.15 pm	<b>'Spaceshaper' discussion: chance to discuss the big issues and appreciate other interests &amp; views</b>
11.15- 12.15 pm	<b>'Project site walkabout' from Spaceshaper workshop venue around site and back to venue</b>
12.15- 1.00 pm	<b>Refreshments!</b> <b>Complete 'Issues, Priorities &amp; Possibilities' mark up of your project area map</b>
1.00 1.15 pm	<b>What's next in the project program?</b> <b>Please stay in the loop &amp; help with further input</b> <b>Your report of the event</b> <b>Many thanks for attending!</b>

# 'Most & Least Agreed With' Spaceshaper Questionnaire Statements: Results from all attendees views taken together

## Facilitator's summary:

The data would suggest that, overall, the space is very important to and liked by all questioned. It is viewed as generally quite accessible, and its facilities considered convenient to use at most times of day.

However, it is very noisy & dirty with very poor air quality. There is nowhere to escape from these conditions and there is an impression that on balance it lacks some very important amenities or facilities.

## Questions to workshop attendees, followed by their emailed responses:

**1. Does this sum up your overall impression of the study area identified in Camberwell Town Centre? If not how would you differ in your overall estimation of the place?**

*"Yes", "I agree with the report"*

*"Access to the town centre may be relatively good, but access within it certainly needs to be improved"*

**(three peoples responses)**

**2. What aspect, amenity, facility or quality would you say is most lacking in the town centre area studied, at present?**

*"Quiet, pedestrian friendly, green retail spaces in short no quality shopping"*

*"Pedestrian amenity is the single most important aspect lacking in the town centre"*

**(two peoples responses)**



## Results

welcome > facilitator home > project home > assessment home > results

Top / Bottom 5	Likes / Dislikes	Spider diagram	Bar charts	Splits (Spider diagram)	Splits (Bar chart)	Splits (likes / dislikes)
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**Project title:** Camberwell Town Centre  
**Assessment title:** Camberwell Town Centre - 3 December

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### Top 5 statements

Statement	Aggregate Score
I can get here easily	5.4
This is an important place to the local area	5.6
This place is always open when I want to come here	4.5
This place is easy to find	4.9
This place is in a good spot	4.6

### Bottom 5 statements

Statement	Aggregate Score
Noise is not a problem here	2.1
I come here to escape	2.1
This place is clean	2.4
The air is clean here	2.4
This place has got all the things I need	2.5

# 'Likes & Dislikes' Spaceshaper Questionnaire Feedback: Results from all attendees views taken together

## Facilitator's summary:

- **Likes** would appear to focus on four key aspects of Camberwell Town Centre:
  - 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 and characterful townscape character
  - The vibrant and diverse nature of the businesses and social leisure opportunities in the town centre
- **Dislikes** about Camberwell Town Centre would appear to focus on four key aspects:
  - Traffic congestion and its results on the environment and the experience of users, in terms of noise, air pollution, physical safety of pedestrians & all vehicle user types
  - Connected to this is a generally poor perception of a public realm which has neither the right design nor the sufficient standard of upkeep to serve pedestrians and cyclist in the context of other traffic
  - Fears for personal safety through crimes to the person, especially in more run down areas of the town centre and especially in nighttimes
  - Connected to the fear aspect is the general concern over run down, uncared for and abused buildings and landscape of the town centre

## Questions to workshop attendees, followed by their emailed responses:

### 1. Does this sum up your key likes and dislikes of the study area identified in Camberwell Town Centre? If not how would you differ in your key likes/ dislikes of the place?

*"Yes", "I agree- although I would emphasise dislike no2 and say that the key deficiency is poor pedestrian provision- mainly narrow pavements- in the Camberwell Church street & Grove Lane", "Yes, I agree with the report", "Rather than focusing on parking I would broaden out to the need for better use of kerbside space generally"*

**(four peoples responses)**

### 2. What single positive quality the town centre area studied, would you single out?

*"connections, transport accessibility etc", "The Artichoke Place/ Grove Lane crossroads: a vibrant place for socialising and having fun", "Vibrancy"*

**(three peoples responses)**

### 3. Is there a single negative quality the town centre area studied, that you think holds the key to its regeneration?

*"poor perception of the public realm ....", "Narrow Pavements + pedestrian congestion on Camberwell Church Street between Grove Lane & The Green", "Motor vehicle domination"*

**(three peoples responses)**

## Likes

- small independent retailers-bakery, hair-dressers
- vibrancy
- good places to eat and drink
- Walking paths
- has a sense of locality
- transport connections
- heart & centre of our community
- range of services
- the greenness of Camberwell Green and park access
- diversity
- the Green
- Historic buildings
- a historical centre
- vibrant
- my college and exhibition space
- close proximity of green space & nature
- trees in green space
- small alleys and historic buildings
- attractive architecture
- Bus provision
- good transport links
- architecture
- history and historic buildings and spaces
- convenient transport links
- pensioners centre activities
- quiet side streets
- historic buildings

## Dislikes

- noise
- traffic volumes
- narrow pavements
- walking paths not clear
- scruffy
- haven't Barclays bikes
- appalling air quality
- congestion-traffic & pedestrian
- dirt
- air pollution
- lack of trees in Grove Lane & Artichoke Place
- bus stop on Camberwell church street - dangerously crowded
- too much traffic
- roads
- constant heavy traffic
- doesn't feel safe
- unsafe pavements
- lack of green space
- poor quality shops
- crossing Denmark Hill / Camberwell Road on foot is slow and difficult
- noisy
- haven't enough cafes (like Costa or Starbucks)
- difficulty of moving about through the town centre
- waste on the street
- night-time environment
- noise
- bad street lighting in Grove Lane & Artichoke Place
- crowded pavements by bus stops
- it is shabby
- some of my fellow students had problems with safety
- noise (traffic, aircraft, neighbours)

- like cafes close to Camberwell Green
- community and sense of ownership
- people & community
- bus access
- the churchyard of St.Giles
- good bus provision
- varied
- diversity & variety (of everything: people, buildings, spaces)
- trees
- health access
- places to eat outdoors in summer- Vineyard, Crooked Well
- proximity to central London
- convenient

- congestion
- threatening behaviour
- wasted space in Grove Lane
- poor pedestrian crossings at green
- traffic bottleneck
- sometimes there were not quite enough buses
- danger, uncomfortableness of cycling
- safety
- derelict/squatted/illegally used buildings
- narrow pavements in Camberwell Church Street
- lack of continuity of walkways e.g. should be crossing at Denmark Hill by Love Walk to link up walkways on either side of Denmark Hill
- lack of cohesiveness/ difficulty in identifying as a single space
- litter

## 'Spider Diagram' Spaceshaper Results: (Quality of the Existing Space) Results from all attendees views taken together

### Facilitator's summary:

Overall, the assessment of the space appears to suggest that the town centre has its most significant failings in the areas associated with: 'Design & Appearance', 'Environment', and 'Maintenance' & 'Use'. The qualities referred to in the 'You' section also seem to score less well.

### Questions to workshop attendees, followed by their emailed responses:

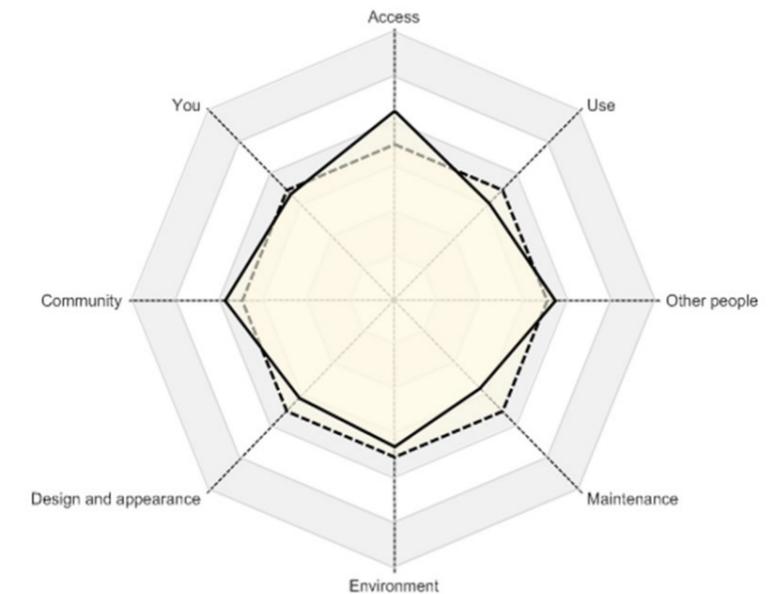
1. Remembering back to *Spaceshaper* questions relating to these issues ('Design & Appearance', 'Environment', and 'Maintenance' & 'Use'); does this seem like a fair description of your impression of Camberwell Town Centre?

*"I agree with the report"* (five peoples response)

2. If it doesn't, which *Spaceshaper* aspects from the spider diagram would you say are the key failing ones, and what aspects tackled within them would you say are your reasons for mentioning them?

*"n/a", "n/a", "I would place more emphasis on accessibility within the town centre"* (three peoples response)

3. In terms of positive qualities of the Town Centre, the spider diagram would seem to suggest that the place is doing fairly well in terms of issues related to 'Access'. 'Community', and 'Other People'



## 'Bar Charts' Spaceshaper Results: (What Needs to Change & Where Should Investment Go?) Results from all attendees taken together

### Facilitator's summary:

The attendees saw the need for investment to improve the town centre, in the following *Spaceshaper* areas (in order of most investment first): 'Use', 'Environment', 'Maintenance', 'Community' & 'Access'.

Since 'Use', 'Environment' and 'Maintenance' are shown as performing poorly in the spider diagram, we might expect to see some resultant call for investment to improve the situation showing on the bar chart. However, the aspects of community & access are shown as performing quite well in the spider diagram, but are still receiving calls for improvement in the bar chart.

### Questions to workshop attendees, followed by their emailed responses:

1. Remembering back to *Spaceshaper* questions relating to these issues, does the above description of where investment should be made ring true with you?

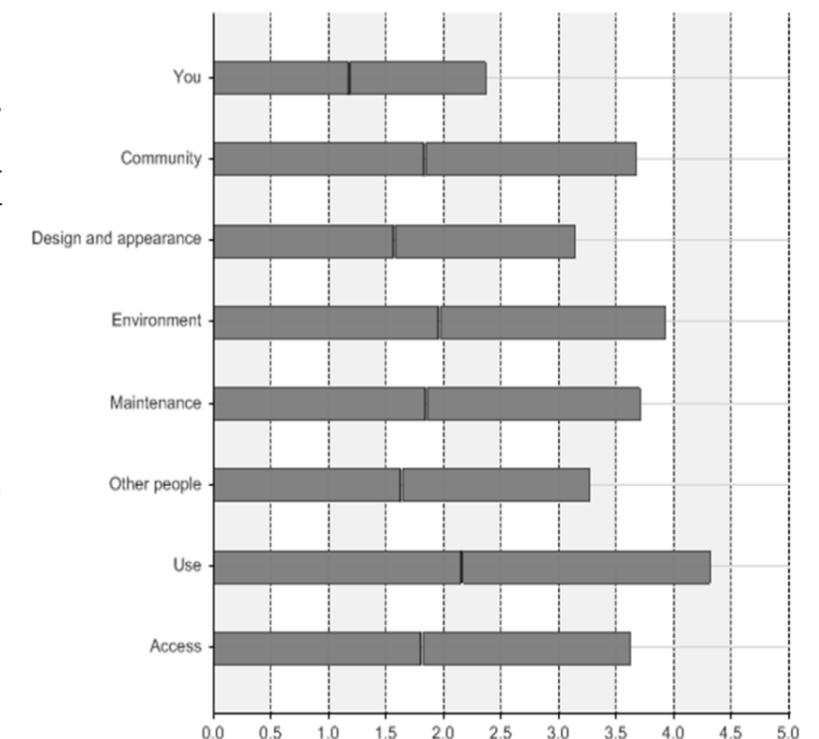
*"Yes", "Use & Environment improvements are top priorities, Yes, I agree with the report", "I would give greater priority to environment"* (four peoples responses)

2. In respect of 'Community' & 'Access' issues, if you considered these to be a priority, can you explain your reasons for valuing them highly, and perhaps mention a specific improvement to the town centre, which you would consider critical in this area?

*"Pleased to note that continuing renovation to the baths and the proposed new library will bring improvements in this area", "N/A", (two peoples responses)*

3. Under the aspects of 'Use', 'Environment', 'Maintenance', could you provide a specific improvement to the town centre, which you would consider critical in this area?

*"Improved pedestrian facilities e.g. better crossings less cluttered and wider pavements especially by bus stops", "Pavements, tree planting, street lighting", "Enhanced opportunities for pedestrians to cross the main roads"* (three peoples responses)



# 'Likes & Dislikes' Spaceshaper Questionnaire Feedback:

## Results from data comparisons between: people who use the space / residents of Camberwell and public realm managers (non-residents)

### Facilitator's summary:

#### Likes

The data would appear to show that both the residents represented and the people whose job it is to care for the space share key reasons for liking Camberwell Town Centre, namely its vibrancy, diversity of people & range of services, its convenient transport links and the trees in its green spaces.

However, the residents also strongly represent the historic townscape and public realm aspects of buildings and smaller side street space. In particular they value opportunities for social opportunities within businesses and other amenities in the town centre.

#### Dislikes

Most critically, both groups questioned seemed to share two most significant concerns in respect of the town centre, namely: personal safety and the effects of traffic congestion. Insufficient green space and the generally low impression of quality and care in the public realm are also key shared concerns for the two interest groups.

However, the residents group was much more specific in terms of the above issues, singling out the pedestrian realm and its accessibility as being a key concern: specifically narrow pavements, crowded bus stop space, dangerous road crossings and unlit and unsafe side streets.

### Questions to workshop attendees, followed by their emailed responses:

#### 1. Does this sum up your overall impression of the study area identified in Camberwell Town Centre? If not how would you differ in your overall estimation of the place?

*"Yes", "I agree with this analysis- although its confusing to see "accessibility" need to describe the issue of narrow pavements. I thought accessibility was about whether your could reach a place- narrow pavements is a feature of Use or Usability", "Yes, I agree with the report" (two peoples responses)*

#### 2. What would you say is the most critical issue in the town centre area studied, at present?

*"Pedestrian realm", "Pedestrian realm- pavements" (two peoples responses)*

#### People who use the space/ residents

##### Likes

small independent retailers-bakery hair dressers  
 good places to eat and drink  
 Walking paths  
 has a sense of locality  
 transport connections  
 heart & centre of our community  
 the greenness of Camberwell Green and Park Access  
 the Green  
 Historic buildings  
 vibrant  
 my college and exhibition space  
 close proximity of green space & nature  
 small alleys and historic buildings  
 attractive architecture  
 bus provision  
 good transport links  
 architecture  
 history and historic buildings and spaces  
 pensioners centre activities  
 quiet side streets  
 historic buildings  
 a historical centre  
 like cafes close to Camberwell Green  
 community and sense of ownership  
 bus access  
 the chruchyard of St.Giles  
 good bus provision  
 varied  
 diversity & variety (of everything: people, buildings, spaces)  
 health access

#### People whose job is to care for the space/ non residents

##### Likes

vibrancy  
 range of services  
 diversity  
 trees in green space  
 convenient transport links  
 people & community  
 trees  
 convenient

#### People who use the space/ residents

##### Dislikes

noise  
 narrow pavements  
 walking paths not clear  
 scruffy  
 haven't Barclays bikes  
 appalling air quality  
 dirt  
 lack of trees in Grove Lane & Artichoke Place  
 bus stop on Camberwell church street - dangerously crowded  
 too much traffic  
 roads  
 constant heavy traffic  
 unsafe pavements  
 poor quality shops  
 crossing Denmark Hill / Camberwell Road on foot is slow and difficult  
 noisy  
 haven't enough cafes (like Costa or Starbucks)  
 difficulty of moving about through the town centre  
 night-time environment  
 bad street lighting in Grove Lane & Artichoke Place  
 crowded pavements by bus stops  
 it is shabby  
 some of my fellow students had problems with safety  
 noise (traffic, aircraft, neighbours)  
 threatening behaviour  
 wasted space in Grove Lane

#### People whose job is to care for the space/ non residents

##### Dislikes

traffic volumes  
 congestion-traffic & pedestrian  
 air pollution  
 doesnt feel safe  
 lack of green space  
 waste on the street  
 noise  
 congestion  
 safety  
 litter

## 'Spider Diagram' Spaceshaper Results: (Quality of the Existing Space)

Results from data comparisons between: people who use the space / residents of Camberwell and public realm managers (non-residents)

### Facilitator's summary:

Overall, the assessment of the space by the residents appears to suggest that the town centre has most issues of concern in 'Maintenance', 'Design and Appearance' & 'Use'. 'Environment' & 'You' areas are also poorly reviewed. Access is viewed as the spaces most positive quality, with 'Community' & 'Other People' also regarded as not doing badly.

The non-resident public realm managers would appear to share the overall pattern of assessment with the residents. However, there are certain noted differences in terms of the following aspects: public realm managers do share such a positive assessment of 'Access' qualities of the town centre. Similarly they view 'Environment' as far more significant failing, and see aspects of 'Community' in a far more positive light.

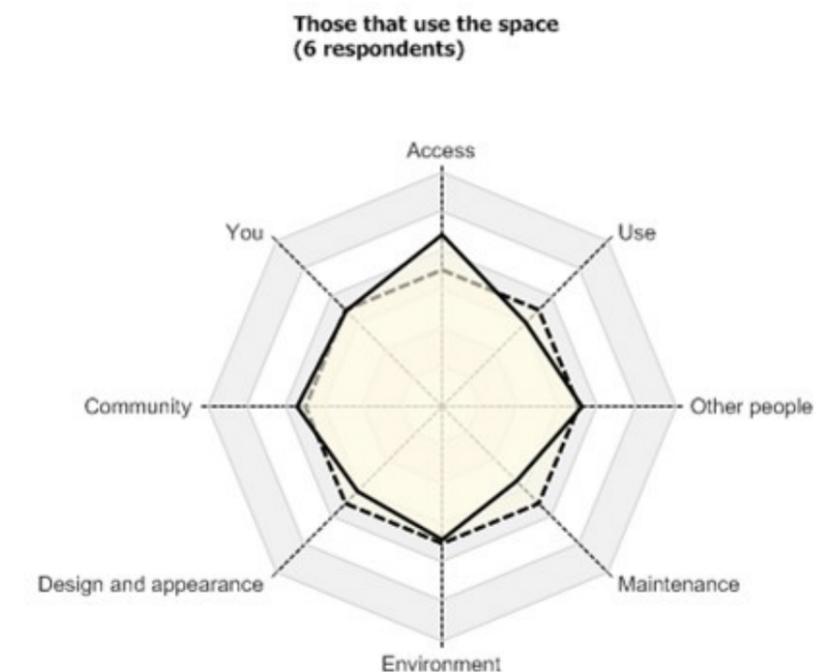
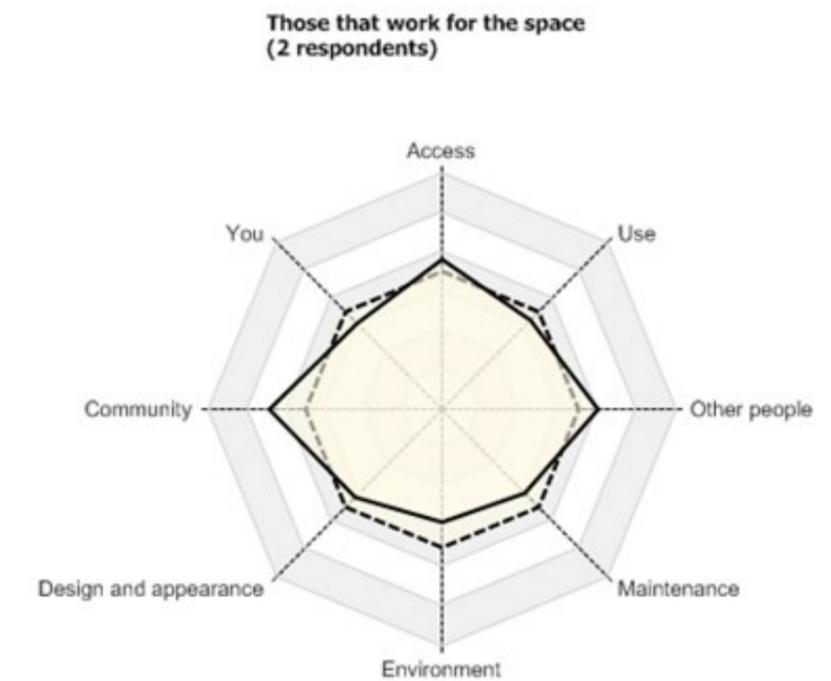
### Questions to workshop attendees, followed by their emailed responses:

1. Remembering back to Spaceshaper questions relating to these issues; does this seem like a fair description of your impression of Camberwell town centre?

*"Yes, I agree with the report". (three peoples responses)*

2. Could you suggest from your standpoint what is behind the differences of view between the two groups in terms of the aspects of Community, Environment & Access?

*"I'm not sure" (one persons response)*



# 'Bar Charts' Spaceshaper Results: (What Needs to Change & Where Should Investment Go?)

Results from data comparisons between: people who use the space / residents of Camberwell and public realm managers (non-residents)

## Facilitator's summary:

The two sets of bar charts would suggest that the differences between the views of the two groups selected are most marked in the patterns of proposed investment to create positive change in Camberwell Town Centre. Most marked is the priority that the non-resident public realm managers give to investing in issues concerned with the *Spaceshaper* areas of 'Environment' & 'Community'. Both groups share issues concerned with the *Spaceshaper* area of 'Use' as a leading priority for investment. However, for the residents it is their leading priority. The residents have a more even investment pattern than the public realm, non-resident managers

## Questions to workshop attendees, followed by their emailed responses:

1. Remembering back to *Spaceshaper* questions relating to these issues; does this seem like a fair description of your view of the investment pattern required in Camberwell Town Centre?

*"I think I put more emphasis on environment, design and Appearance and maintenance", "yes", "Yes, I agree with the report"*

(three peoples responses)

2. Could you suggest from your standpoint what is behind the differences of view between the two groups in terms of the aspects of 'Environment' & 'Community'?

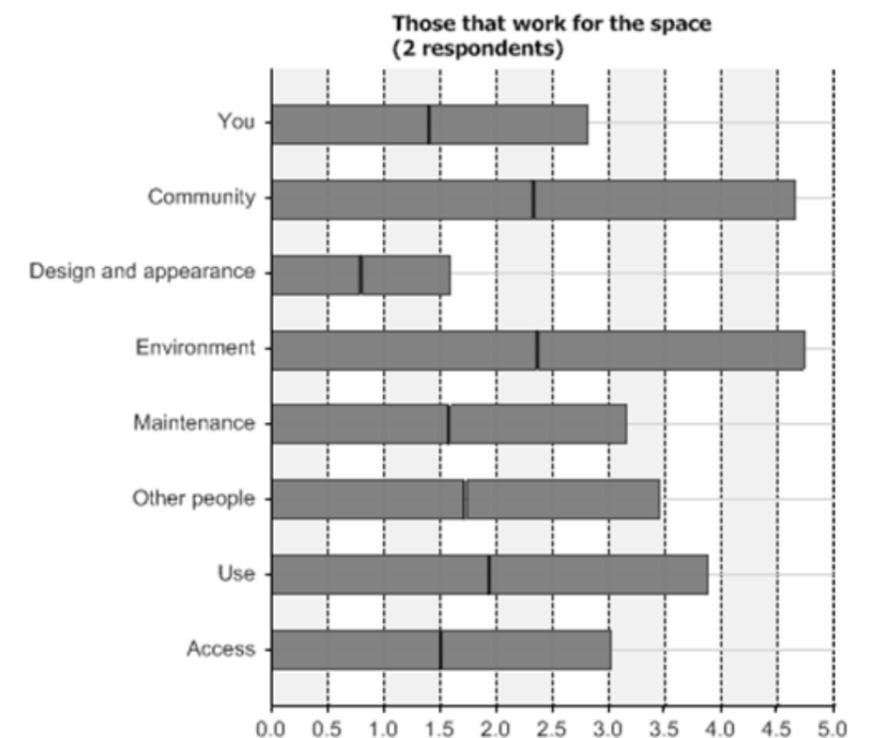
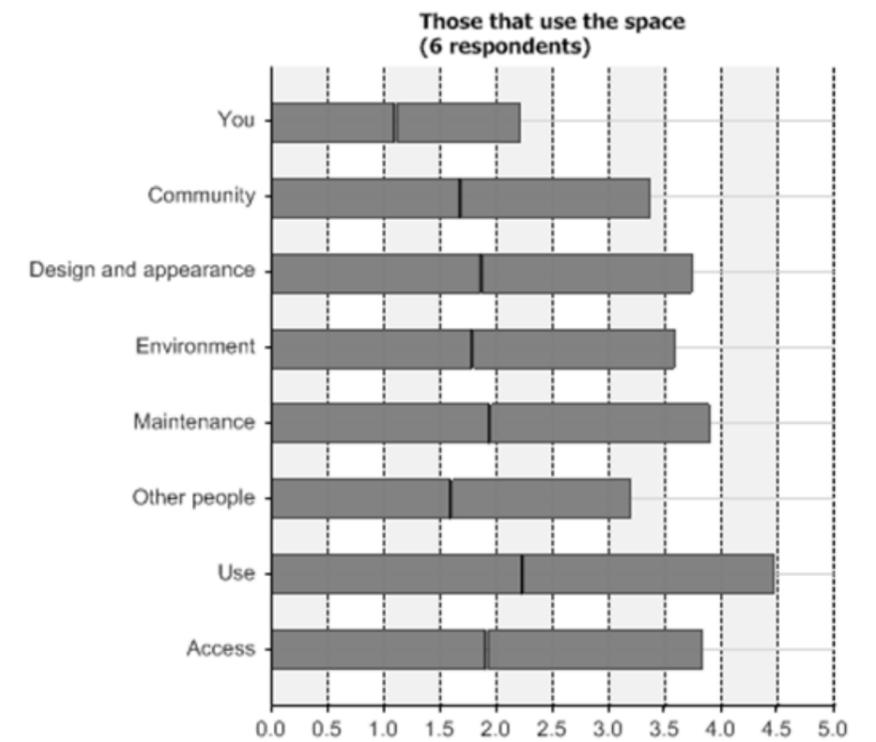
*"No"*

(one persons response)

3. Could you suggest from your standpoint, what are the key issues for you, in terms of investing in the aspect of use

*"Developing Camberwell's side roads- Grove Lane, Artichoke Place, Datchelor Place- to provide quiet, Green friendly public spaces for shopping & socialising"*

(one persons response)



# Hotspots, Hangouts & Possibilities: Results of all attendees taken together

**X= Hotspots-** place of perceived conflict between users or a place

**H= Hangouts-** most successful places and their qualities

**P= Possibilities-** ideas for improvements

X	Baldwin Crescent	student accommodation, area doesn't feel safe
P	Station Road	neglected, but still town centre, links to sports centre, post office, sunny, interesting buildings
X	Camberwell New Road	needs shop parking 254-282
X	"	need to repaint railing bridge
X	"	303 squalor
X	"	286-292 squatted buildings
H	"	305-309 pensioners centre
H	Camberwell Green	New memorial with seat
H	Camberwell Green	Home Central! Well used, wonderful
X	main traffic junction	Difficult to cross Denmark Hill on foot
X	main traffic junction	Hard to cross
X	main traffic junction	...how people perceive Camberwell= very difficult to move through, noisy & polluted
X	Denmark Hill/ Cold harbour Lane	Pedestrian crossing difficult
X	Denmark Hill	108a-112 alleyway needs paving
X	Denmark Hill/ Ashworth Close	crossing or an island needed
X	Ashworth Close	concrete paving needs to be replaced
P	Magistrates Court	hugely underused, massive potential
H	Camberwell Church Street (southwest corner of green)	This could be a good focal point for pedestrians, bus users and bikes
H	Camberwell Church Street	
H	Library	
H	Artichoke Place	
H	Baths in Artichoke Place	This could also be a good place for entertainment, hospitality & pleasure
H	Peckham Road/ St. Giles Church	New Choir
X	Church Yard	Sometimes feels unsafe
H	Church Yard	Wonderful, but overlooked, could be made more inviting & accessible
P	Camberwell Grove	would be nice to have more choice of places to meet and chat. Cafe's like Costa, Nero
H	Camberwell Grove / Tennis Club	
X	Alleyway south of Tennis Club	skips, cyclists, walkers (conflict)
P	Grove Lane (between Camberwell Church St. & Daneville Rd.)	unsafe to walk at night, as closed
H	Love Walk (up to Daneville Road)	Boundary of scheme area needs to be widened to include all pedestrian routes to town centre. E.g. Hospital through Selbourne Village.



## Facilitator's summary:

Main streets like Camberwell Church Street and the central junction are neglected, physically worn out & traffic clogged, attritional environments requiring prompt action.

Junctions off main streets into side streets busy and dangerous

Camberwell Church Street, Camberwell Green and Church Yard both felt to have great character still and huge potential for the future commercial and social / amenity development of Camberwell

The Baths in Artichoke Place and Camberwell Grove are also felt to be great assets which require investment

Side streets like Grove Lane and alleyways can occasionally feel unsafe. Their environment needs improvement if they are to fulfil their potential as venues for new businesses especially cafe's and the like

## Questions to workshop attendees, followed by their emailed responses:

**1. Taken together as a set of feedback and from your memory of the mapping exercise at the event, are you content that this represents a fairly comprehensive, balanced and valid set of data?**

"Yes", "Yes", "Yes", "I agree with the report", "Baths in Artichoke Place Also Grove Lane – Artichoke Place & Grove Lane together form a space for entertainment. A hotspot! X not O Grove Lane Not Camberwell Grove – (re the comment) there is no cafe in Camberwell grove. This must be intended to be Grove Lane, O Grove Lane unsafe to walk at night as it is closed. Another typo: it's Dancombe Road that is closed, Grove Lane is open" **(five peoples responses)**

**2. If not, are there key elements that are missing and if so what are they?**

"Yes", "maintenance of public realm", "pavements and walk ways and provision of better" **(three peoples responses)**

**3. Standing aside from the particular standpoints that you may have represented at the Spaceshaper event, what is your first priority location in Camberwell Town Centre, and what action is required as a first priority in order to make the greatest improvement to the lives of Camberwell residents?**

"Pedestrian crossings and maintenance of buildings, More emphasis needed on side roads: Artichoke Place + Grove Lane", "Better pedestrian provision, making a busy traffic intersection more attractive for shoppers and walkers", "Camberwell Church Street" **(three peoples responses)**

# Workshop Summary: Saturday morning, 3rd December 2011

This section provides a summary of the different aspects of consultation, followed by key additional comments from workshop attendees, after reviewing the initial workshop findings

## Most & Least Agreed With *Spaceshaper* questionnaire'

Overall, the space is very important to and liked by all questioned. It is viewed as generally quite accessible, and its facilities considered convenient to use at most times of day.

However, it is very noisy & dirty with very poor air quality. There is nowhere to escape from these conditions and there is an impression that on balance it lacks some very important amenities or facilities. A key perceived need is for **"Quiet, pedestrian friendly, green retail spaces"**

## 'Likes & Dislikes'

**Likes** focus on four key aspects of Camberwell Town Centre:

- 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 and characterful townscape character
- The vibrant and diverse nature of the businesses and social leisure opportunities in the town centre
- In particular, **"The Artichoke Place/ Grove Lane crossroads: a vibrant place for socialising and having fun"**

**Dislikes** about Camberwell town centre focus on four key aspects:

- Traffic congestion and its results on the environment and the experience of users, in terms of noise, air pollution, physical safety of pedestrians & all vehicle user types
- Connected to this is a generally poor perception of a public realm which has neither the right design nor the sufficient standard of upkeep to serve pedestrians and cyclist in the context of other traffic
- Fears for personal safety through crimes to the person, especially in more run down areas of the town centre and especially in nighttimes
- Connected to the fear aspect is the general concern over run down, uncared for and abused buildings and landscape of the town centre
- The **"key deficiency is poor pedestrian provision- mainly narrow pavements- in the Camberwell Church street & Grove Lane", "connections, transport accessibility etc", "poor perception of the public realm ....", "N arrow Pavements + pedestrian congestion on Camberwell Church Street between Grove Lane & The Green"**

## 'Spider Diagram- quality of space'

The assessment of the space is that its most significant failings are in the areas associated with: 'Design & Appearance', 'Environment', and 'Maintenance' & 'Use'. The qualities referred to in the 'You' section also seem to score less well.

## 'Bar Charts- need for investment'

The attendees saw the need for investment to improve the town centre, in the following *Spaceshaper* areas (in order of most investment first): 'Use', 'Environment', 'Maintenance', 'Community' & 'Access'.

Since 'Use', 'Environment' and 'Maintenance' are shown as performing poorly in the spider diagram, we might expect to see some resultant call for investment to improve the situation showing on the bar chart. However, the aspects of 'Community' and 'Access' are shown as performing quite well in the spider diagram, but are still receiving calls for improvement in the bar chart.

It was also pointed out that **"Pleased to note that continuing renovation to the baths and the proposed new library will bring improvements in this area"**, However it was generally felt that , **"Improved pedestrian facilities e.g. better crossings less cluttered and wider pavements especially by bus stops", "Pavements, tree planting, street lighting" were the top priorities for investment.**

## 'Likes & Dislikes' comparisons between: people who use the space / residents of Camberwell and public realm managers (non-residents)

**Likes-** The data would appear to show that both the residents represented and the people whose job it is to care for the space share key reasons for liking Camberwell Town Centre, namely its vibrancy, diversity of people & range of services, its convenient transport links and the trees in its green spaces.

However, the residents also strongly represent the Historic townscape and public realm aspects of buildings and smaller side street space. In particular they value opportunities for social opportunities within businesses and other amenities in the town centre

**Dislikes-** Most critically, both groups questioned seemed to share two most significant concerns in respect of the town centre, namely: personal safety and the effects of traffic congestion. Insufficient green space and the generally low impression of quality and care in the public realm are also key shared concerns for the two interest groups.

However, the residents group was much more specific in terms of the above issues, singling out the pedestrian realm and its accessibility as being a key concern: specifically narrow pavements, crowded bus stop space, dangerous road crossings and unlit and unsafe side streets.

**"Pedestrian realm", "Pedestrian realm- pavements" were felt to be the key issue facing the town centre at present**

## 'Spider Diagram'- quality of space- comparisons between: people who use the space / residents of Camberwell and public realm managers (non-residents)

Overall, the assessment of the space by the residents appears to suggest that the town centre has most issues of concern in the *Spaceshaper* areas of 'Maintenance', 'Design and Appearance' & 'Use'. 'Environment' & 'You' areas are also poorly reviewed. 'Access' is viewed as the spaces most positive quality, with 'Community' & 'Other People' also regarded as not doing badly.

The non-resident public realm managers would appear to share the overall pattern of assessment with the residents. However, there are certain noted differences in terms of the following aspects: public realm managers do share such a positive assessment of 'Access' qualities of the town centre. Similarly they view 'Environment' as far more significant failing, and see aspects of 'Community' in a far more positive light.

## Workshop Summary (continued)

### Bar Charts' – need for investment'- comparisons between: people who use the space / residents of Camberwell and public realm managers (non-residents)

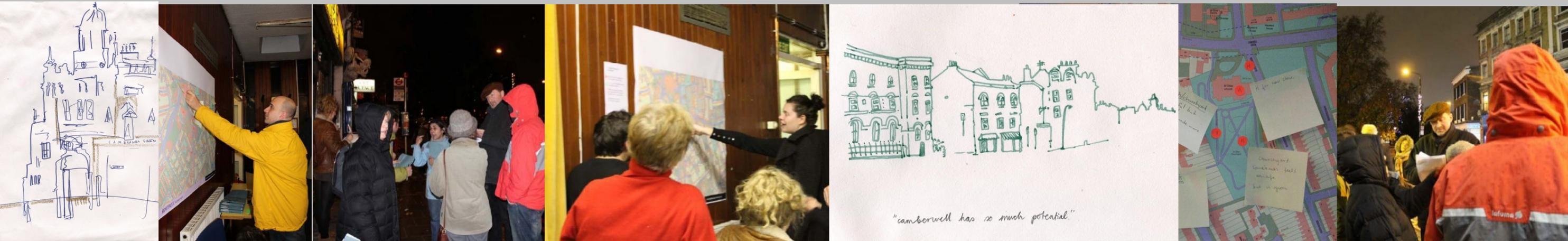
The two sets of bar charts would suggest that the differences between the views of the two groups selected are most marked in the patterns of proposed investment to create positive change in Camberwell Town Centre. Most marked is the priority that the non-resident public realm managers give to investing in issues concerned with the *Spaceshaper* areas of 'Environment' & 'Community'. Both groups share issues concerned with the *Spaceshaper* area of 'Use' as a leading priority for investment. However, for the residents it is their leading priority. The residents have a more even investment pattern than the public realm, non-resident managers

A key comment made by residents was that, ***“Developing Camberwell’s side roads- Grove Lane, Artichoke Place, Datchelor Place- to provide quiet, Green friendly public spaces for shopping & socialising”***

### Hotspots, Hangouts & Possibilities:

- Particular issues raised in this exercise included:
- Main streets like Camberwell Church Street and the central junction are neglected, physically worn out & traffic clogged, attritional environments requiring prompt action
- Junctions off main streets into side streets busy and dangerous.
- Camberwell Church Street, Camberwell Green and Church Yard both felt to have great character still and huge potential for the future commercial and social / amenity development of Camberwell
- The Baths in Artichoke Place and Camberwell Grove are also felt to be great assets which require investment
- Side streets like Grove Lane and alleyways can occasionally feel unsafe. Their environment needs improvement if they are to fulfil their potential as venues for new businesses especially cafe’s and the like
- Residents particularly commented that ***“Artichoke Place & Grove Lane together (could potentially) form a space for entertainment. A hotspot!”***. However, their key concerns were: ***“maintenance of public realm”***, ***“pavements and walk ways and provision of better”*** ***Pedestrian crossings and maintenance of buildings***

# Spaceshaper Consultation: Workshop Report - Thursday evening, 8<sup>th</sup> December 2011



# Workshop methodology & program: dialogue via email feedback loop

## Workshop & Feedback Loop Methodology

People attending both of the two workshops were, as a whole very familiar with the site. Rather than completing the *Spaceshaper* questionnaires and having the discussion of its results following the site walkabout, workshop attendees instead preferred to complete the questionnaires at the venue, and then to discuss the site in relation to each of the *Spaceshaper* categories, at the venue itself

Workshop participants then undertook the site visit and returned to the venue to complete the map based input to the 'Hotspots, Hangouts & Possibilities' exercise .

However, since the *Spaceshaper* debate of data and reflection is the heart of the whole *Spaceshaper* process, and, for the design & planning team at LB Southwark to get the full value from the *Spaceshaper* data, it was agreed that the facilitator would interpret the apparent feedback meaning, in a workshop summary report, which was then circulated to all workshop attendees for their further comment. This process effectively replaced the procedure in a *Spaceshaper* event, which takes place in a live discussion format, and ensured that the views of the stakeholders and bodies represented were correctly interpreted for the final report.

- In this report the results of the *Spaceshaper* and the Hotspots, Hangouts & Possibilities consultation, have been presented first, for each separate aspect of the workshop feedback.
- This is followed by the facilitators summary of what the findings appear to suggest for each aspect.
- This is then followed by questions asked by facilitator of workshop attendees to check whether his interpretation of the results data is correct or whether they wish to add their own alternative commentary or amendment. The facilitator also asked other questions relating to the Camberwell Town Centre's future regeneration.

## Attendees at the workshop

Organisations / Issues Represented + contact details

Representative of: (Chair, SE5 Forum)

Local resident

Local resident

Local resident

Local resident

Local resident

Representative of: (SE5 Forum Camberwell Business Network)

Representative of: (London Borough of Southwark- Transportation - transportation & circulation planning for public realm quality )

Representative of: (London Borough of Southwark- Transportation - transportation & circulation planning for public realm quality)

Representative of: (London Borough of Southwark- transportation & circulation planning for public realm quality)

## Workshop program

Thursday 8<sup>th</sup> December 2011

6.30p.m. to 9.00p.m.

Times	Activity
(5.30 doors open)- 6.00 p.m.	<b>Welcome!</b> <b>View exhibition of the ideas for improvement in the Camberwell Town Centre area</b>
6.00 – 6.10 p.m	<b>Today's program</b> <b>Why the workshop? Some background for your work today and its contribution to the future of the project</b>
6.10 – 6.25 p.m	<b>30 second Introductions! - Please introduce yourself and the issues &amp; interests you represent (briefly please!)</b>
6.25 – 6.40 p.m.	<b>Introducing Spaceshaper - what is it? How does it work?</b> <b>How to record your notes during the site walkabout</b> <b>The walkabout route and your chance to represent</b>
6.40 – 7.05 p.m.	<b>Project site walkabout' from Spaceshaper workshop venue around site and back to venue</b>
7.05 – 7.30 pm	<b>Complete 'Spaceshaper' forms &amp; hand in to event team</b>
7.30 – 8.15 pm	<b>'Spaceshaper' discussion: chance to discuss the big issues and appreciate other interests &amp; views</b>
8.15-8.35 pm	<b>Refreshments!</b> <b>Complete 'Issues, Priorities &amp; Possibilities' mark up of your project area map</b>
8.35- 8.40 pm	<b>What's next in the project program?</b> <b>Please stay in the loop &amp; help with further input</b> <b>Your report of the event</b> <b>Many thanks for attending!</b>

# 'Most & Least Agreed With' Spaceshaper Questionnaire Statements: Results from all attendees views taken together

## Facilitator's summary:

The feedback from the *Spaceshaper* questionnaires would suggest that, overall, the space is very important to and liked by all questioned, and is viewed as being popular with a wide range of the population. It is viewed as generally quite accessible, and its facilities considered convenient to use at most times of day.

However, it is very noisy & dirty with very poor air quality. The town centre is felt to be poorly cared for, and is viewed as being detrimental to user's health.

## Questions to workshop attendees, followed by their emailed responses:

**1-Does this sum up your overall impression of the study area identified in Camberwell Town Centre? If not how would you differ in your overall estimation of the place?**

"Yes",

*"The statement is correct but with the following clarifications. The importance is that it is the centre of Camberwell, therefore has the potential to make or break Camberwell. Access is easy to those who know there way around already. Popular is an interesting one for me. I go to Camberwell to get transport out of it, to go to the bank and a few of the shops if I am in a hurry and do not need to go elsewhere. If I am travelling out I take my business with me.", "Yet it has the potential to be attractive and act as a magnet for people. To be really popular", "Yes, I broadly endorse the findings of the report as it stands"*

**(four peoples responses)**

**2- What aspect, amenity, facility or quality would you say is most lacking in the town centre area studied, at present?**

*"A balance between users of the roads and users of everything else",*

*"A magnet facility such as an arts cinema / theatre + very good shops + pleasant and interesting experience in being in Camberwell generally",*

*"A community space/hub. Camberwell people have been asking for this for decades and this need is not effectively factored in to development scheme remits"*

**(three peoples responses)**

## Results

welcome > facilitator home > project home > assessment home > results



Top / Bottom 5	Likes / Dislikes	Spider diagram	Bar charts
<p><b>Project title:</b> Camberwell Town Centre  <b>Assessment title:</b> Camberwell Town Centre - 8 December</p>			
<b>Top 5 statements</b>			
Statement	Aggregate Score		
This is an important place to the local area	5.8		
I can get here easily	4.9		
This place is easy to find	4.6		
This place is always open when I want to come here	4.6		
This place is popular with many different people	4.4		
<b>Bottom 5 statements</b>			
Statement	Aggregate Score		
Noise is not a problem here	1.1		
This place is well looked after	1.5		
The air is clean here	1.5		
This place is clean	1.6		
This place helps me to be healthv	1.8		

# 'Likes & Dislikes' Spaceshaper Questionnaire Feedback: Results from all attendees views taken together

## Facilitator's summary:

### Likes would appear to focus on four key aspects of Camberwell Town Centre:

The 'buzz' & vibrancy of the place and its diversity is most appreciated, accessibility, connections, transport and accessibility both into and out of the centre, enjoying the green, spaces such as Camberwell Green and the life and diversity that they attract, the historic and characterful townscape & architecture.

**Dislikes about Camberwell Town Centre would appear to focus on four key aspects:** Poor pedestrian environment in terms of standards and upkeep, dirtiness and clutter, traffic adding to unacceptable noise, air pollution, physical safety of pedestrians & all vehicle user types. A lack of parking and some lack of accessibility throughout the infrastructure behind the main roads, making it difficult for local businesses. There are also general concern over run down uncared for and abused buildings and landscape of the town centre. In particular the run down & variable shop fronts

## Questions to workshop attendees, followed by their emailed responses:

### 1. Does this sum up your key likes and dislikes of the study area identified in Camberwell Town Centre? If not how would you differ in your key likes/ dislikes of the place?

"Yes",

"Ok",

"Yes. I broadly endorse the findings of the report as it stands",

"Yes but that is also part of the problem. We like and need the transport links but the number of buses these services entail cause much of the problem we face daily"

(three peoples responses)

### 2. What single positive quality the town centre area studied, would you single out?

"The potential to make Camberwell a good place",

"Virtually impossible to do that as the built environment, public realm and cultural diversity add so much to the vibrancy of the area",

"Its potential"

(three peoples responses)

### 3. Is there a single negative quality the town centre area studied, that you think holds the key to its regeneration?

"Traffic dominance".

"For me, Camberwell Green is an urban green space that is priceless because it exists but is very sad in that it simply forms walkways between roads. The internal design moves people on – it is not made to linger and the atmosphere is not conducive to it either",

"Camberwell Green and the architecture of the buildings are very attractive and it seems to me to have kept the 'village' structure it once was. In a high density urban area this is always an asset and should attract people and money if this aspect was restored and enhanced",

"The traffic. Reduce the impact of the volume and intensity of traffic at the centre of Camberwell",

"The dominance of traffic over pedestrian/shopping/parking experience"

(five peoples responses)

### Likes (all results together)

- variety in close proximity- shoemaker next to butcher, local specialist shops
- the idea of the 'Green'
- beauty of the architecture
- culture
- energy, buzz, diversity, urbaness
- busy, lively, diverse community
- basic architecture in centre of Camberwell along to Peckham
- vibrant/ buzz
- accessible to public transport, 10 bus lanes coming through
- too many buses, too loud, a passing through place, placelessness
- independent traders
- food
- independence & identity
- the hidden but beautiful architecture
- Camberwell Green
- architecture (albeit neglected)
- green & city together- take sandwich and eat on the grass
- needs parking, red route is hell
- Camberwell Green
- character

### Dislikes (all results together)

- how the shop fronts look like- jungle look
- meat shops/ Christine's
- poor pavements on Church Street
- occasionally threatening people
- traffic
- street clutter, rubbish & dirt
- too much traffic, making Camberwell Centre a huge junction
- traffic/ sirens/ noise/ pollution
- pavements need repair. in front of high use shops, specially
- Betting shops and alchaholics
- traffic dominance
- abandoned looking shops
- untidiness
- lack of trees, green, planting
- dirt and neglect in Church Street
- difficult / dangerous/ unpleasant getting about (unless in car)
- bus stops on narrow streets, opposite the library, there is no visitor parking for customers
- the money cult churches
- extreme difficulty in getting from one shopping area to another
- BUSY-cars!
- narrow pavements
- lack of proper parking facilities
- no identity
- range/ type of shops
- restricted business parking, restricted visitor parking for people to

- history & architecture
- the Green- offers respite from inner city sprawl
- the potential of Camberwell
- location
- still (there area), local shops surviving
- The historic buildings
- compact nature
- food
- the atmosphere, buzz, diversity
- The architecture
- the potential to make Camberwell a good place
- green centre
- the idea of art- not shown
- potential for improvement
- variety
- history + architecture
- the diversity of our community
- lights on C'well Green tree
- artistic people
- diversity, independence
- the Green

- come
- needs signs towards the shops from entry points
- the homogenous shops Morrison, barbers, chicken shops
- Wheelie bins
- busy road is horrible
- traffic
- dirt, clutter along the main road
- traffic, pollution
- conversion to flats on neighbouring areas\ west Camberwell, leading to empty shops for shop owners waiting for conversion, opposite to green towards the north
- noise and traffic
- Signage- inappropriate to architecture
- narrow pavement
- traffic
- not green energy
- jungle of shop fronts, "low" enforcement in the town centre which is strongly downgrading our reputation
- Busses so into the pedestrian area/ there could be a more isolated drop off area
- low accessibility between east-west divided by a wide road
- lack of opportunity to promote C'well- notice boards on C'green unusable, lampposts not sound enough to take shoulders for banners!
- traffic
- lack of trees, planting & green
- not good shops (apart from Pesh)

# 'Spider Diagram' Spaceshaper Results: (Quality of the Existing Space)

## Results from all attendees views taken together

### Facilitator's summary:

Overall, the assessment of the space appears to suggest that the town centre has its most significant failings in the areas associated with: 'Design & Appearance', 'Environment', and 'Maintenance' & 'Use'. The qualities referred to in the You section also seem to score less well. In terms of positive qualities of the town centre, the spider diagram would seem to suggest that the place is doing fairly well in terms of issues related to 'Access' and in the areas of 'Community', and 'Other People'.

### Questions to workshop attendees, followed by their emailed responses:

**1. Remembering back to *Spaceshaper* questions relating to these issues ('Design & Appearance', 'Environment', and 'Maintenance' & 'Use'); does this seem like a fair description of your impression of Camberwell Town Centre?**

"Yes",

"Yes",

"It's not unfair",

"I broadly endorse the findings of the report as it stands"

(four peoples responses)

**2. If it doesn't, which *Spaceshaper* aspects from the spider diagram would you say are the key failing ones, and what aspects tackled within them would you say are your reasons for mentioning them?**

"N/A",

"My view is that the businesses have just had to 'get on with it' for so long that the built environment is the least of their problems. Residents factor the environment into their shopping choice"

(two peoples responses)

**3. Remembering back to *Spaceshaper* questions relating to these issues ('Access', 'Community', and 'Other People'); does this seem like a fair description of your impression of Camberwell Town Centre?**

"Yes".

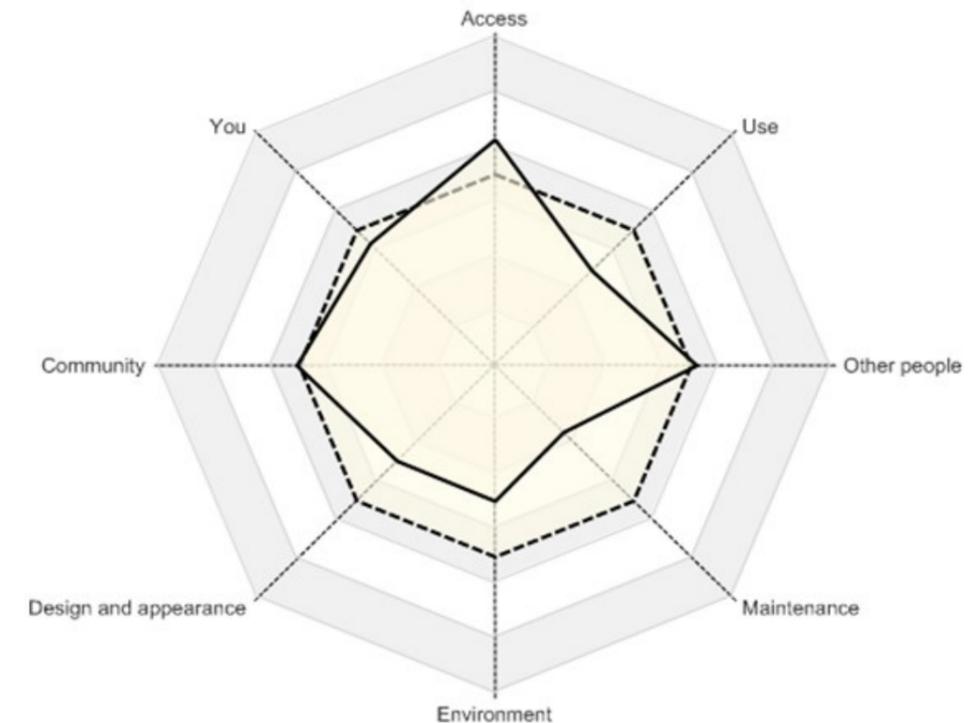
(one persons response)

**4. If it doesn't, which *Spaceshaper* aspects from the spider diagram would you say are the key positive ones, and what aspects of within them would you say are your reasons for mentioning them?**

"I still feel that the only positive aspect is the potential of Camberwell",

"Access. If you are local then finding your way is not a problem. However a stranger would be hard put to know that the South London Gallery existed via Camberwell Church Street or that there was the University of Art there. (A year ago a manager of an art gallery in Camberwell was surprised to hear that the SLG existed. Surely these are assets which should be exploited in the renewal of Camberwell.) Also I walk there. Parking is difficult and expensive"

(two peoples responses)



# 'Bar Charts' Spaceshaper Results: (What Needs to Change & Where Should Investment Go?)

## Results from all attendees taken together

### Facilitator's summary:

Since 'Design and Appearance', 'Environment', 'Maintenance', 'Use', are shown as performing poorly in the spider diagram, we might expect to see some resultant call for investment in the bar charts, to improve the situation showing. In fact 'Design and Appearance', 'Maintenance', and 'Use', are indeed high in the order of those requiring investment. In addition, despite performing quite well in the spider diagram, 'Access and 'Community', are also assessed as particularly needing investment in the bar chart.

### Questions to workshop attendees, followed by their emailed responses:

#### 1. Remembering back to Spaceshaper questions relating to these issues, does the above description of where investment should be made ring true with you?

"Yes",  
 "Yes",  
 "Yes",  
 "I broadly endorse the findings of the report as it stands"

(four peoples responses)

#### 2. In respect of issues, if you considered these to be a priority, can you explain your reasons for valuing them highly, and perhaps mention a specific improvement to the town centre, which you would consider critical in this area?

"I believe a large part of what has rightly been identified as the Town Centre for this study is within a conservation area (incredibly!) A very easy way to help improve the general appearance would be to demand adequate enforcement. Currently there appears to be none whatsoever. I, personally, wouldn't take this to mean that every shop front must have hand carved/painted signage (however much I hate the omnipresent printed vinyl. I see these as a short-term blight, all going well). What's more of a concern to me is, things such as original windows on upper floors being replaced by UPVC, original features being removed etc."

"First and essential is the issue of traffic at the main junction. Take away the motorway feel to the roads. Then upgrade Camberwell Church Street and oblige the shop keepers to maintain their properties and keep them clean.

Example. If the buses were directed to stop other than in the direct centre then this would reduce the huge crowds of people waiting in confined areas and causing 'hotspots'. If the buses that do not provide a service to Camberwell were not allowed into the area (to a second garage) this would reduce the number of vehicles on the road",

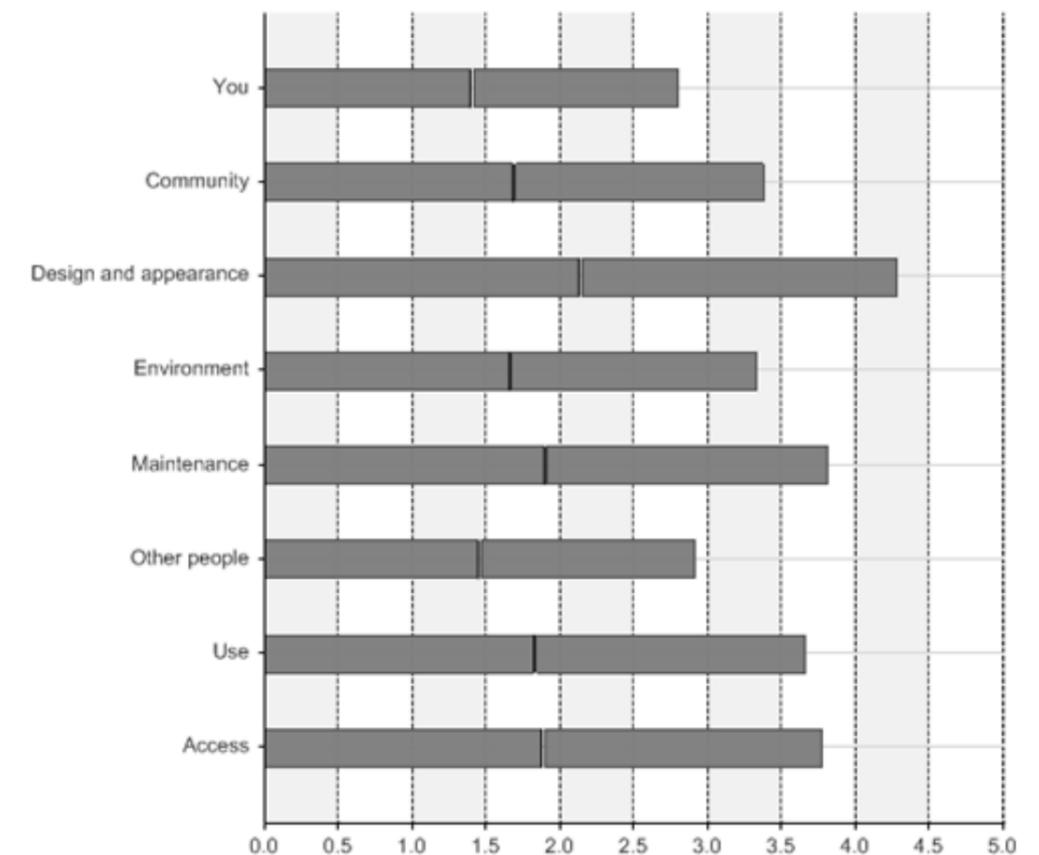
"Getting the landlords on board to agree a scheme for improving and maintaining their properties – signage protocol should be agreed and enforced"

(three peoples responses)

#### 3. Under the aspects of , could you provide a specific improvement to the town centre, which you would consider critical in this area?

"Reduction of vehicles would reduce the dirt, noise and pollution. Camberwell Green would instantly be more pleasant and so would shopping"

(one persons response)



# Spaceshaper Questionnaire Likes & Dislikes:

## Results from data comparisons between: Local business owners/ residents in Camberwell and residents of Camberwell who do not own local businesses

### Facilitator's summary:

#### Likes

The data would appear to show that both the local business owners & the second group of other residents represented share key reasons for liking Camberwell Town Centre, namely its green centre, its diversity and vibrancy and its convenient transport links.

However, the local business owners also strongly favoured the diverse small business environment, whereas the non-business residents also strongly like the historic townscape.

#### Dislikes

Both sub-groups questioned seemed to share a dislike of the poor quality of both the narrow pavement zone and modern shop fronts, and abandoned & squatted properties in the Town Centre.

However, the business sub-group was more focussed on a dislike of the restricted opportunities for parking and the shop frontages and general shopping environment. By contrast the wider group of residents most disliked the dirty and neglected public realm, the traffic congestion, noise and air pollution and the comparative lack of greenspace.

#### Likes

##### Local Business Owner

- variety in close proximity- shoemaker next to butcher, local specialist shops
- accessible to public transport, 10 bus lanes coming through
- green & city together- take sandwich and eat on the grass
- still (there area), local shops surviving
- Green centre

#### Dislikes

##### Local Business Owner

- how the shop fronts look like- jungle look
- pavements need repair. in front of high use shops, specially
- bus stops on narrow streets, opposite the library, there is no visitor parking for customers
- restricted business parking, restricted visitor parking for people to come
- needs signs towards the shops from entry points
- conversion to flats on (continued)

(continued) neighbour-ing areas of west Camberwell, leading to empty shops for shop owners waiting for conversion, opposite to green towards the north

- jungle of shop fronts, "low" enforcement in the town centre which is strongly downgrading our reputation
- Busses so into the pedestrian area/ there could be a more isolated drop off area
- low accessibility between east-west divided by a wide road

#### Likes

##### Residents (non-business owners)

- the idea of the 'Green'
- culture
- energy, buzz, diversity, urbaness
- busy, lively, diverse community
- basic architecture in centre of Camberwell along to Peckham
- vibrant/ buzz
- too many buses, too loud, a pass-

ing through place, placelessness

- food
- independence & identity
- the hidden but beautiful architecture
- Camberwell Green
- architecture (albeit neglected)
- needs parking, red route is hell
- character
- history & architecture

#### Dislikes

##### Residents (non-business owners)

- meat shops/ Christine's
- occasionally threatening people
- traffic
- street clutter, rubbish & dirt
- too much traffic, making Camberwell Centre a huge junction
- traffic/ sirens/ noise/ pollution
- Betting shops and alcoholics
- abandoned looking shops
- untidiness
- lack of trees, green, planting
- dirt and neglect in Church Street
- difficult / dangerous/ unpleasant getting about (unless in car)

the money cult churches

### Questions to workshop attendees, followed by their emailed responses:

#### 1- Does this sum up your overall impression of the study area identified in Camberwell Town Centre? If not how would you differ in your overall estimation of the place?

"Yes",

"Yes. As a resident I concentrated on what would make Camberwell better to live in. I also favour small diverse shops, (although, there is a danger in Camberwell Church Street of it becoming solely restaurants and ethnic hairdressers) but believe that their would thrive better if the other issues were addressed",

"I would not agree that there are many squatted or empty properties",

"I broadly endorse the findings of the report as it stands"

(four peoples responses)

#### 2- What would you say is the most critical issue in the Town Centre area studied, at present?

"The amount of traffic that is "through traffic" seems to be a necessary evil, so it is important to minimise its negative impact. Thoughts I have had regarding this: 20mph Zone?, Cobbles?? Sirens lower in volume in the Town Centre area???"

"Traffic control and reduction"

"Parking"

(three peoples responses)

## Spaceshaper Results: Spider Diagram (Quality of the Existing Space)

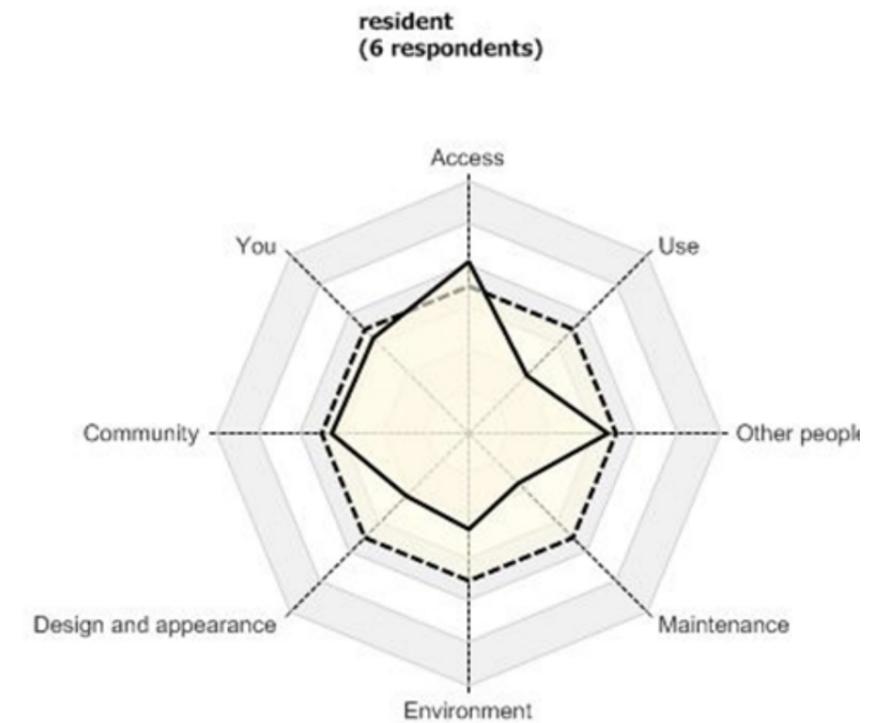
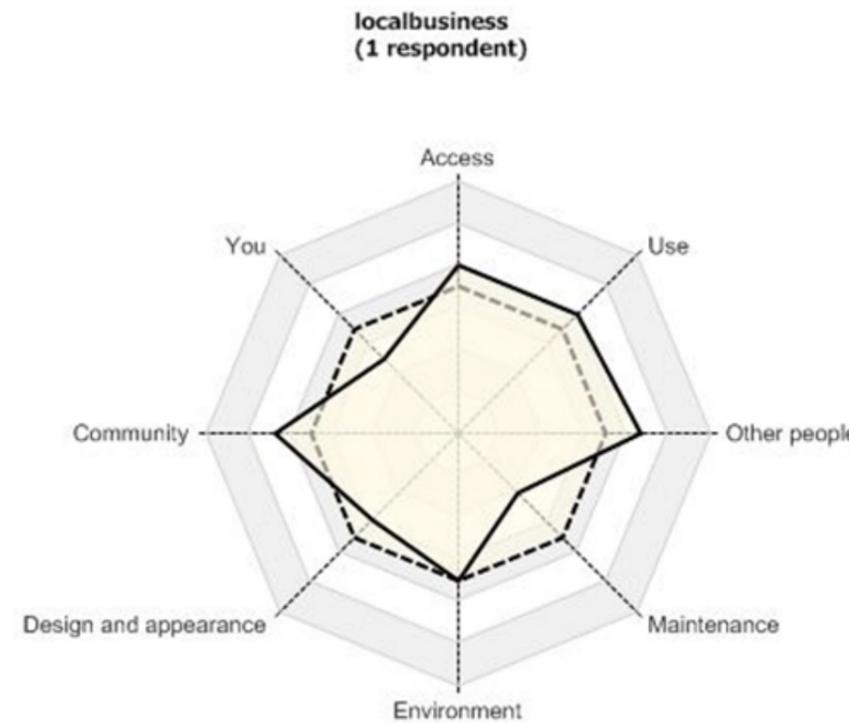
Results from data comparisons between: Local business owners/ residents in Camberwell and residents of Camberwell who do not own local businesses

### Facilitator's summary:

Overall, the assessment of the space by the local business owners appears to suggest that the town centre has most issues of concern with town centre quality in the *Spaceshaper* areas of: 'Maintenance,' 'You', 'Design and Appearance;' whereas, 'Community', 'Other People', 'Use' & 'Access' are viewed as the space's most positive quality.

The residents would appear to have a very different pattern of assessment to the business owners. Noted differences are the comparatively poor view residents have of 'Environment', 'Community', 'Other People'. Furthermore, residents would appear to have a poorer estimation of the town centre in all *Spaceshaper* areas than the business owners, except in 'Access'.

Residents consider that only in the area of 'Access' does the quality of the town centre rise above an acceptable level.



### Questions to workshop attendees, followed by their emailed responses:

1- Remembering back to Spaceshaper questions relating to these issues; does this seem like a fair description of your impression of Camberwell Town Centre?

"Yes",

"Yes",

"It's not unfair",

"I broadly endorse the findings of the report as it stands"

(four peoples responses)

2- Could you suggest from your standpoint what is behind the differences of view between the two groups?

"Maybe the business representative sees all the traffic/people passing by as potential customers whilst others believe they are passing through and highly unlikely to spend time in Camberwell unless they are forced to!",

"I do not know. But it may have something to do with choice. For many residents there is little choice of where to shop. But equally many can go elsewhere while still regretting that Camberwell is not an option because of the poor quality experience. Even a basic facility like the post office is so poor it is worthwhile going to the Walworth Road one. It is these people perhaps, that can see the potential to keep and attract people into the area. Also, while in principle you might approve of the small shops concept, why would you buy (for example) fruit and salad that has been exposed to continuous pollution from near static traffic in Camberwell Church Street if you could go elsewhere? Health in Camberwell is compromised by high pollution",

"My view is that the businesses have just had to 'get on with it' for so long that the built environment is the least of their problems. Residents factor the environment into their shopping choice"

(three peoples responses)

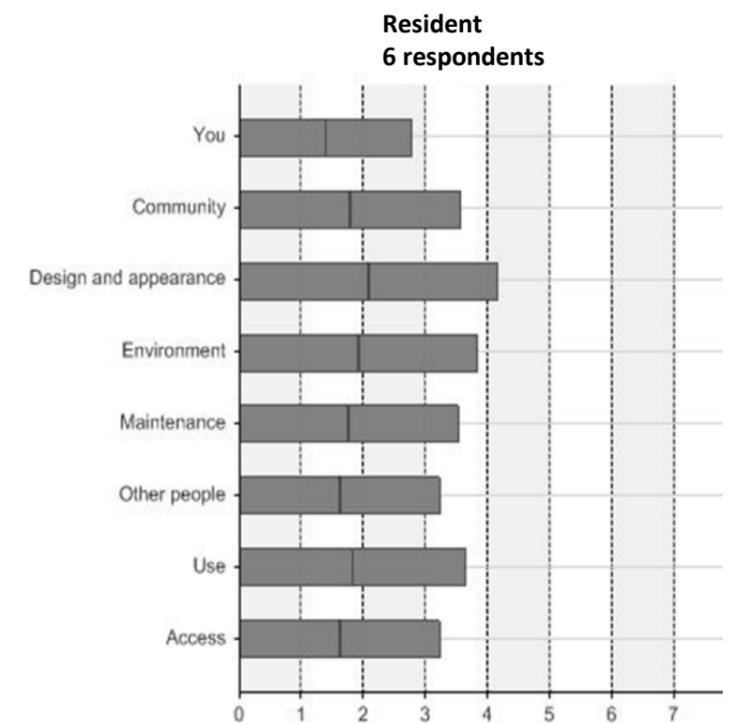
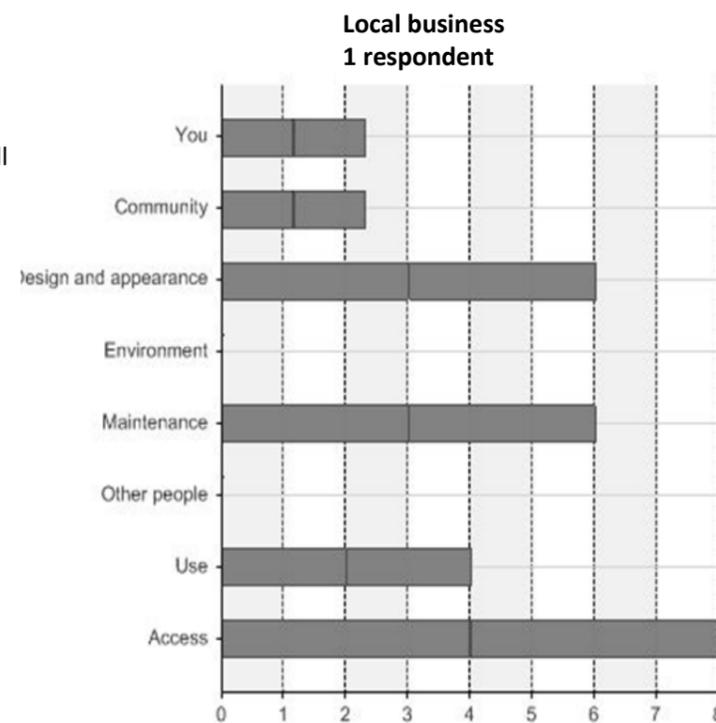
# 'Bar Charts' Spaceshaper Results: (What Needs to Change & Where Should Investment Go?)

Results from data comparisons between: Local business owners/ residents in Camberwell and residents of Camberwell who do not own local businesses

## Facilitators summary:

The two sets of bar charts would suggest that the differences between the views of the two groups selected are most marked in the patterns of proposed investment to create positive change in Camberwell Town Centre. Most marked is the priority that the local business owners give to investing in issues concerned with the *Spaceshaper* areas of 'Access', 'Maintenance' & 'Design and Appearance'.

The residents have a more even investment pattern which marginally gives emphasis to the areas of 'Design and Appearance', 'Environment', 'Community' & 'Use'.



## Questions to workshop attendees, followed by their emailed responses:

**1- Remembering back to Spaceshaper questions relating to these issues; does this seem like a fair description of your view of the investment pattern required in Camberwell Town Centre?**

"Yes",  
 "Yes, to the resident group",  
 "I broadly endorse the findings of the report as it stands",

**(three people's responses)**

**2- Could you suggest from your standpoint what is behind the differences of view between the two groups in terms of the aspects of 'Access', 'Maintenance' & 'Design and Appearance'?**

"I suggest there is more agreement between the two groups than the illustration suggests. Maybe the business view places greater emphasis on achieving a quicker positive impact?",  
 "Access only becomes a problem for residents if they do not know where something is (unlikely) or cannot park to shop (but if you have a car you can go elsewhere). For shopkeepers, wanting to attract new customers, they need to be known, be attractive and make stopping to shop an positive option. They do not want people to go elsewhere.  
 "Maintenance and Design and appearance. In the discussion I thought that these were very high on the concerns of residents. I would rank them very high, personally."

"To me these are interrelated. Design should be of the utmost importance. This will make people feel better. Maintenance of such space is critical to keeping it feeling good and this will lead to feeling more safe and comfortable"

**(four people's responses)**

**3- Could you suggest from your standpoint, what are the key issues for you, in terms of investing in the aspect of use**

"Nothing further to add", "Somewhere in the space there needs to be a focus for people to come together and do things. i.e. Lets go to Camberwell and..... This may be the Green in better times but that is an outdoor space. The only in-door activity is the new (wonderful) Baths. But for those who are looking for creative activities it would be wonderful to have an arts cinema (we have a university of the arts in Camberwell) or theatre. This would be a magnet to bring people into the area."

**(two peoples responses)**

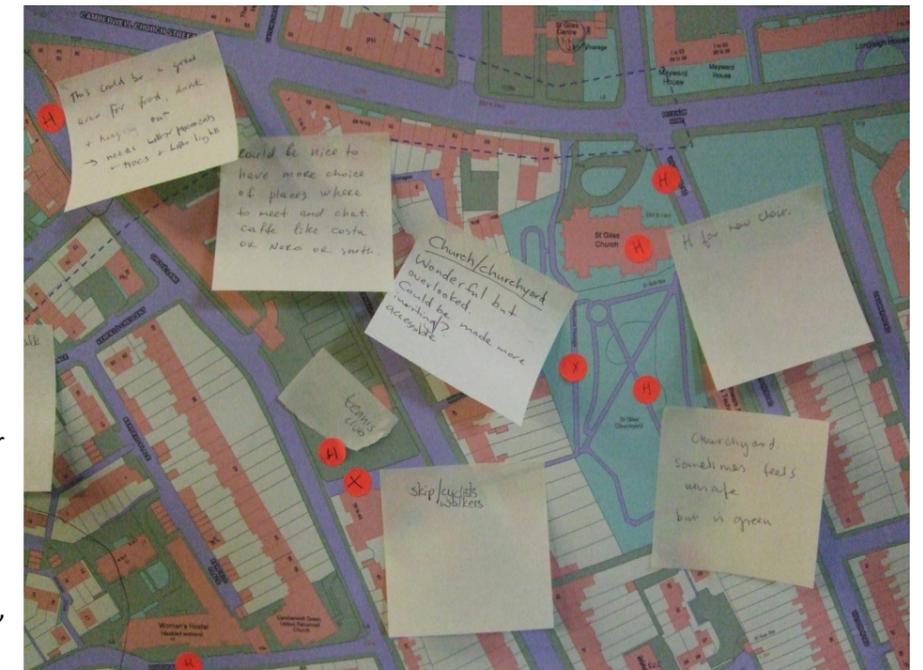
# Hotspots, Hangouts & Possibilities: Results of all attendees taken together

**X= Hotspots-** place of perceived conflict between users or a place

**H- Hangouts-** most successful places and their qualities

**O- Possibilities-** ideas for improvements

O	Camberwell Green	Poor xmas lights, street drinkers, table tennis is great, play area needs a revamp, empty shops opposite park
X	Roads	to big & crowded, no room for pedestrians, Camberwell is a place just to go through not to stop, busy expanse of tar-mac, sums up the traffic problem- a grotty focal point
X	D'atchelor Place	Sterile, illegal parking, men urinating, no investment, pavements and road are a mess, care for cul-de-sac
O	Kerfield Crescent area	Change traffic filter, so side streets don't get used for U turns
X	Camberwell Church Street	Dirty pavements, street furniture, narrow pavement, difficult to cross to green, bus stop overcrowding causes fear, traffic, pollution, no trees, signage of chops at odds with architecture, narrow congested pavement
O		j/w Camberwell, grave danger for cycling, right turn into Wilson Road
X	Denmark Hill	Outside butterfly Walk I feel unsafe, Christmas meat shop is unpleasant, access across road from Butterfly Walk
O	Wren Road	Police station closed?
O	Medlar Street	Bring into town centre
O	Artichoke Place	Needs visitor parking
X	Coldharbour Lane	Feels unsafe
X	Orpheus Street	Junction with Denmark Hill. Road from Butterfly Walk- dangerous for pedestrians



## Facilitator's summary:

The poor quality and attritional nature of the public realm, together with the high volumes of traffic engenders further misuse of the urban fabric and anti-social behaviour, creating feelings of pedestrian insecurity. Narrow pavements, dangerous junctions

Camberwell Church Street linking into the Camberwell Green have the potential to make Camberwell more of a destination, if there were properly refurbished and the traffic calmed. At present the town centre is becoming a place to primarily pass through.

## Questions to workshop attendees:

**1- Taken together as a set of feedback and from your memory of the mapping exercise at the event, are you content that this represents a fairly comprehensive, balanced and valid set of data?**

*"Yes", "I broadly endorse the findings of the report as it stands"*

**(three people's responses)**

**2- If not, are there key elements that are missing and if so what are they?**

*"First priority has to be to reduce the volume of traffic and its impact on people. To redesign the crossroad to make it a more human space. Then invest in Camberwell Church Street linking into the Camberwell Green space to make it an area for strolling and enjoying time. Build on its village appearance and its attractive architecture—(its big asset) use the design to declaim the connection between Camberwell and the Arts. There are a huge number of artists in the area"*

**(one person's response)**

**3- Standing aside from the particular standpoints that you may have represented at the Spaceshaper event, what is your first priority location in Camberwell Town Centre, and what action is required as a first priority in order to make the greatest improvement to the lives of Camberwell residents?**

*"The focal point, i.e. the cross roads by the Green is where almost all that's bad comes together! I'd say that the immediate acceptance of where the Town Centre extends to, from a main street point of view, and making it a 20mph Zone would be a great start. Longer term, I'd like to see the space currently occupied by the Walworth Bus Garage used as anything but a bus garage! Maybe some kind of bus station (somehow trying to reduce the impact all the buses currently have and provide a possible transport interchange for the future when a tube/overland station might serve the Green). I think it's awful that we have two massive bus garages so close to the Green."*

**(one person's response)**

# Workshop Summary: Thursday evening, 8th December

## 'Most & Least Agreed With Spaceshaper questionnaire'

The feedback from the *Spaceshaper* questionnaires would suggest that, overall, the space is very important to and liked by all questioned, and is viewed as being popular with a wide range of the population. It is viewed as generally quite accessible, and its facilities considered convenient to use at most times of day. However, it is very noisy and dirty with very poor air quality. The town centre is felt to be poorly cared for, and is viewed as being detrimental to user's health. Residents that the town centre was largely failing to attract people to stay and enjoy its facilities, ***"I go to Camberwell to get transport out of it, to go to the bank and a few of the shops if I am in a hurry and do not need to go elsewhere. If I am travelling out I take my business with me."*** Amongst the most lacking qualities and attributes in the town centre area are considered to be: ***"A balance between users of the roads and users of everything else"***, ***"A magnet facility such as an arts cinema / theatre + very good shops + pleasant and interesting experience in being in Camberwell generally"***, ***"A community space/hub. Camberwell people have been asking for this for decades and this need is not effectively factored in to development scheme remits"***

## 'Likes & Dislikes'

**Likes would appear to focus on four key aspects of Camberwell Town Centre:**

The 'buzz' and vibrancy of the place and its diversity is most appreciated, accessibility, connections, transport and accessibility both into and out of the centre, enjoying the green, spaces such as Camberwell Green and the life and diversity that they attract, the historic and characterful townscape and architecture.

**Dislikes about Camberwell Town Centre would appear to focus on four key aspects:** Poor pedestrian environment in terms of standards and upkeep, dirtiness and clutter, traffic adding to unacceptable noise, air pollution, physical safety of pedestrians and all vehicle user types. A lack of parking and some lack of accessibility throughout the infrastructure behind the main roads, making it difficult for local businesses. There are also general concern over run down uncared for and abused buildings and landscape of the town centre. In particular the run down and variable shop fronts.

Commenting on these findings the response of residents was that, ***"the built environment, public realm and cultural diversity add so much to the vibrancy of the area"***, and help create ***"Its potential"***. On issues like public transport and its effect on the environment of Camberwell residents commentary is balanced, but points to a clear understanding of the key issues, ***"We like and need the transport links but the number of buses these services entail cause much of the problem we face daily"***, ***"For me, Camberwell Green is an urban green space that is priceless because it exists but is very sad in that it simply forms walkways between roads. The internal design moves people on – it is not made to linger and the atmosphere is not conducive to it either"***, ***"Camberwell Green and the architecture of the buildings are very attractive and it seems to me to have kept the 'village' structure it once was. In a high density urban area this is always an asset and should attract people and money if this aspect was restored and enhanced"***. However feedback is unequivocal in recognising the major threat to Camberwell Town Centre, ***"The traffic. Reduce the impact of the volume and intensity of traffic at the centre of Camberwell"***, ***Traffic dominance"***, ***"The dominance of traffic over pedestrian/shopping/parking experience"***

## 'Spider Diagram– quality of space'

Overall, the assessment of the space appears to suggest that the town centre has its most significant failings in the areas associated with: 'Design and Appearance', 'Environment', and 'Maintenance' & 'Use'. The qualities referred to in the You section also seem to score less well. In terms of positive qualities of the town centre, the spider diagram would seem to suggest that the place is doing fairly well in terms of issues related to 'Access'. In the areas of 'Community', and 'Other People'. There was much discussion focussing on access, which was felt to impact on all elements of life in the town centre. Lack of parking and poor pavements were universally felt to be the major issues.

***"Access. If you are local then finding your way is not a problem. However a stranger would be hard put to know that the South London Gallery existed via Camberwell Church Street or that there was the University of Art there. (A year ago a manager of an art gallery in Camberwell was surprised to hear that the SLG existed. Surely these are assets which should be exploited in the renewal of Camberwell.) Also I walk there. Parking is difficult and expensive"***.

However there was a degree of resignation in some quarters, ***"My view is that the businesses have just had to 'get on with it' for so long that the built environment is the least of their problems. Residents factor the environment into their shopping choice"***

## 'Bar Charts– need for investment'

Since 'Design and Appearance', 'Environment', 'Maintenance', 'Use', are shown as performing poorly in the spider diagram, we might expect to see some resultant call for investment in the bar charts, to improve the situation showing. In fact 'Design & Appearance', 'Maintenance', and 'Use', are indeed high in the order of those requiring investment. In addition, despite performing quite well in the spider diagram, 'Access' and 'Community', are also assessed as particularly needing investment in the bar chart.

In particular, workshop attendees reviewing the findings of this data focussed on the nature of the town centres buildings; ***"I believe a large part of what has rightly been identified as the Town Centre for this study is within a conservation area (incredibly!) A very easy way to help improve the general appearance would be to demand adequate enforcement. Currently there appears to be none whatsoever. I, personally, wouldn't take this to mean that every shop front must have hand carved/painted signage (however much I hate the omnipresent printed vinyl. I see these as a short-term blight, all going well). What's more of a concern to me is, things such as original windows on upper floors being replaced by UPVC, original features being removed etc."***, ***"Getting the landlords on board to agree a scheme for improving and maintaining their properties – signage protocol should be agreed and enforced"***.

However, traffic issues remained the focus for most concerted feedback; ***"First and essential is the issue of traffic at the main junction. Take away the motorway feel to the roads. Then upgrade Camberwell Church Street and oblige the shop keepers to maintain their properties and keep them clean. Example. If the buses were directed to stop other than in the direct centre then this would reduce the huge crowds of people waiting in confined areas and causing 'hotspots". If the buses that do not provide a service to Camberwell were not allowed into the area (to a second garage) this would reduce the number of vehicles on the road"***, ***"Reduction of vehicles would reduce the dirt, noise and pollution. Camberwell Green would instantly be more pleasant and so would shopping"***

## Workshop Summary: (continued)

'Likes & Dislikes' comparisons between: Local business owners/ residents in Camberwell and residents of Camberwell [who do not own local businesses](#)

### Likes

The data would appear to show that both the local business owners & the second group of other residents represented share key reasons for liking Camberwell Town Centre, namely its green centre, its diversity and vibrancy and its convenient transport links.

However, the local business owners also strongly favoured the diverse small business environment, whereas the non-business residents also strongly like the historic townscape.

### Dislikes

Both sub-groups questioned seemed to share a dislike of the poor quality of both the narrow pavement zone and modern shop fronts, and abandoned & squatted properties in the Town Centre.

However, the business sub-group was more focussed on a dislike of the restricted opportunities for parking and the shop frontages and general shopping environment. By contrast the wider group of residents most disliked the dirty and neglected public realm, the traffic congestion, noise and air pollution and the comparative lack of greenspace. Universally, both groups felt that addressing traffic was the key to Camberwell's success, **"The amount of traffic that is through traffic" seems to be a necessary evil, so it is important to minimise its negative impact. Thoughts I have had regarding this: 20mph Zone?, Cobbles?? Sirens lower in volume in the Town Centre area???", "Traffic control and reduction"**

'Spider Diagram'- quality of space- comparisons between: Local business owners/ residents in Camberwell and residents of Camberwell [who do not own local businesses](#)

Overall, the assessment of the space by the local business owners appears to suggest that the town centre has most issues of concern with town centre quality in the Spaceshaper areas of: 'Maintenance', 'You', 'Design and Appearance'; whereas, 'Community', 'Other People', 'Use' and 'Access' are viewed as the areas most positive quality.

The residents would appear to have a very different pattern of assessment to the business owners. Noted differences are the comparatively poor view residents have of 'Environment', 'Community', 'Other People'. Furthermore, residents would appear to have a poorer estimation of the town centre in all *Spaceshaper* areas than the business owners, except in except 'Access'.

Residents consider that only in the area of ; 'Access'; does the quality of the town centre rise above an acceptable level.

Commenting on the differences of view between the two groups questioned workshop attendees reviewing the findings observed that the degraded environment of Camberwell was due largely to its high traffic volume, and adversely affected all aspects of life, including commercial activity, social life and health of residents, **"Maybe the business representative sees all the traffic/people passing by as potential customers whilst others believe they are passing through and highly unlikely to spend time in Camberwell unless they are forced to!", "...it may have something to do with choice. For many residents there is little choice of where to shop. But equally many can go elsewhere while still regretting that Camberwell is not an option because of the poor quality experience. Even a basic facility like the post office is so poor it is worthwhile going to the Walworth Road one. It is these people perhaps, that can see the potential to keep and attract people into the area. Also, while in principle you might approve of the small shops concept, why would you buy (for example) fruit and salad that has been exposed to continuous pollution from near static traffic in Camberwell Church Street if you could go elsewhere? Health in Camberwell is compromised by high pollution".**

'Bar Charts' – need for investment'- comparisons between: Local business owners/ residents in Camberwell and residents of Camberwell [who do not own local businesses](#)

The two sets of bar charts would suggest that the differences between the views of the two groups selected are most marked in the patterns of proposed investment to create positive change in Camberwell Town Centre. Most marked is the priority that the local business owners give to investing in issues concerned with the *Spaceshaper* areas of 'Access', 'Maintenance' & 'Design and Appearance'. The residents have a more even investment pattern which marginally gives emphasis to the areas of 'Design and Appearance', 'Environment', 'Community' & 'Use'.

Reviewing the findings the following observations were made by workshop attendees, **"I suggest there is more agreement between the two groups than the illustration suggests. Maybe the business view places greater emphasis on achieving a quicker positive impact?", " Access only becomes a problem for residents if they do not know where something is (unlikely) or cannot park to shop ( but if you have a car you can go elsewhere). For shopkeepers, wanting to attract new customers, they need to be known, be attractive and make stopping to shop an positive option. They do not want people to go elsewhere", "Maintenance and Design and appearance. In the discussion I thought that these were very high on the concerns of residents. I would rank them very high, personally", "Design should be of the utmost importance. This will make people feel better. Maintenance of such space is critical to keeping it feeling good and this will lead to feeling more safe and comfortable", "Somewhere in the space there needs to be a focus for people to come together and do things. i.e. Lets go to Camberwell and..... This may be the Green in better times but that is an outdoor space. The only indoor activity is the new (wonderful) Baths. But for those who are looking for creative activities it would be wonderful to have an arts cinema ( we have a university of the arts in Camberwell ) or theatre. This would be a magnet to bring people into the area."**

### Hotspots, Hangouts & Possibilities:

Particular issues raised by workshop attendees included: The poor quality and attritional nature of the public realm, together with the high volumes of traffic engenders further misuse of the urban fabric and antisocial behaviour, creating feelings of pedestrian insecurity. Narrow pavements, dangerous junctions.

Camberwell Church Street linking into the Camberwell Green have the potential to make Camberwell more of destination, if there were properly refurbished and the traffic calmed. At present the town centre is becoming a place to primarily pass through.

## Additional emailed responses from Spaceshaper workshop attendees

**From:** SE5 Forum Transport and Planning Correspondence at Camberwell Business Network **Sent:** 08 January 2012 23:41 **Subject:** Re: FW: Camberwell Town Centre Spaceshaper Consultation Workshop 08 12 2011 Request for Feedback from Attendees

**Stop and Shop Parking is an immediate change we can't wait for any more in Camberwell. This year we are more optimistic because of the reviews of the Revitalise5 questionnaires where Parking is one of the last concerns of the residents reassuring that this step will only create good echo and we have the strongly growing backup from businesses and community groups.**

Best Regards, SE5 Forum Camberwell Business Network

**From:** SE5 Forum Transport and Planning Correspondence at Camberwell Business Network **Sent:** 05 January 2012 17:37 **Subject:** Re: FW: Camberwell Town Centre Spaceshaper Consultation Workshop 08 12 2011 Request for Feedback from Attendees

**I attended the St Giles Centre transport consultation held on 7 November 2011. At that stage, I presented on behalf of the Camberwell Business Network for publication of demographic information which would better inform planning, and help prevent certain destructive effects of the current planning process which are happening only due to lack of an accurate feedback mechanism. This request for publication of demographic information followed a full outline of what Camberwell businesses would like from the Council in planning terms, the Camberwell Business Manifesto, published in early 2010 and displayed as A3 posters in the windows of over 100 Camberwell businesses: <http://www.southwarknews.co.uk/00,news,19195,11009,00.htm> / <http://www.se5forum.org/business/business-manifesto-for-camberwell.html>. The current position is that the Council does not want to publish this requested demographic information (such as the number of parking permits per street). This presents a difficulty given the fundamental difference of approach between local businesses and the Council. Whereas the business community believes that outerlying amenity areas such as Camberwell New Road and Camberwell Road benefit Camberwell Green, the Council's position is that they should be "discouraged" using policy (Southwark Retail Strategy 2011, paragraph 2.11). Written feedback from the four residents who attended the 7 November meeting unanimously supported the position of local businesses.**

**Publication of the requested information would prove the businesses right, so it is regrettable that this has not yet happened, since it creates the danger that the TfL town centre improvements will be largely cosmetic, and not address underlying harmful trends for a long-term positive impact. It also means there will be fewer jobs, and fewer skilled jobs, for Camberwell overall. I have copied in Planning Policy, to give them a chance to explain to you why the number of parking permits per street should not be published (since it would cost nothing to do so). The policy of attacking (or "discouraging") outerlying amenity areas is the framework for all Camberwell planning matters, including town centre planning. It was also a feature of the Southwark Transport Plan 2011, which increased the ratio of resident to business permits from 1:3.3 to 1:4, and did not include a right for local pedestrian residents to vote for free visitor parking for their local businesses, rather than resident parking only. This was the refusal - at a meeting with Southwark's transport team with the Southwark Planning Network - to split the resident category into "motorist" and "pedestrian" in terms of the Parking Hierarchy, to reflect the contradictory interests of each group in kerbside planning. The policy can also be discerned in the designation of a resident-only space exactly parallel to the Post Office frontage on Farmer's Road, corner with Wyndham Road SE5 - probably the only instance of this in the United Kingdom.. Such a planning framework damages the town centre by deliberately attacking the roots; the outerlying amenities which could help safeguard its most frequent repeat custom by developing a culture of some supplementary shopping at the town centre, rather than no town centre shopping at all which is the main issue at hand. This means I do not see a way to meaningfully participate in the surveys designed around that planning framework - aside from the reiteration of a request to publish more detailed statistics on Camberwell so that an open and fair debate can take place. Having said that, I wish this town centre regeneration the best of success within the confines it will be operating, as described above.**

Best regards, Author, Camberwell Business Manifesto Camberwell New Road Regeneration

**From:** Transport and Planning Correspondence at Camberwell Business Network **Sent:** 18 January 2012 03:43 **Subject:** Re: FW: Camberwell Town Centre Spaceshaper Consultation Workshop 08 12 2011 Request for Feedback from Attendees **At this stage; our target was to have enough justification for visitor parking and i think that your report is supportive of that. You may like underline that there is no complain about the same subject to emphasize that the visitor parking may not be a big `sacrifice` from the residents side. (we are still pushing a further study about this and the street hierarchies - maybe you can propose that as well). Another priority was the designation of local centres to support the town centre but i see that there is not much relevancy to express this in your study but your comments to us from your experience would also be very helpful in our talks towards the Council planners as we are trying to change their approach discouraging trade activity outside of town centres to `pull` the shoppers to the centre .**

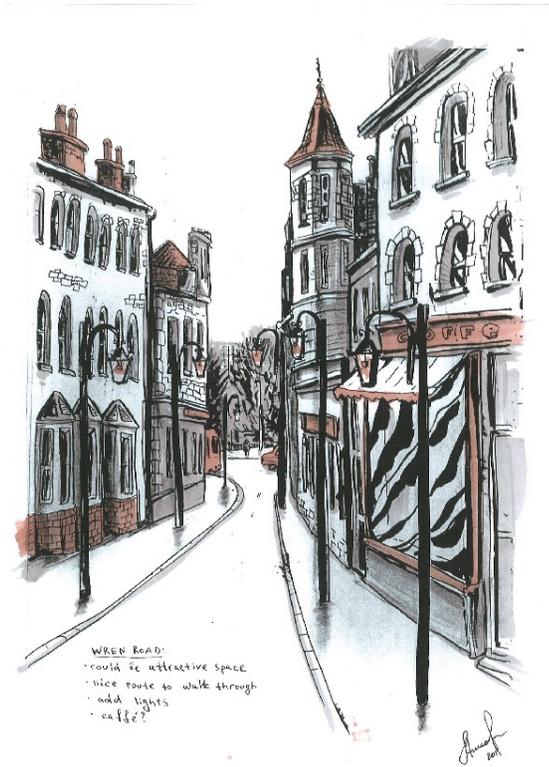
Best Regards, Transport and Planning Correspondence at Camberwell Business Network

**From: (Camberwell Resident) Sent:** 03 January 2012 12:15

**Subject:** Re: Camberwell Town Centre Spaceshaper Consultation Workshop 08 12 2011 Request for Feedback from Attendees

**Firstly, the obvious counter to the main problem (traffic) would be to find a way of diverting some of it. The stand-out candidate would be Old Kent Road and then further improving the situation by creating small bypass routes (probably in the form of one-way systems) around the Green. Secondly, a few people mentioned the quality/type of shops that are to be found in the Town Centre. Whilst I don't frequent nail bars or others that were given as poor examples, many must do (for the tenants to afford the rent). I do, however, have a real problem with the number of betting shops. I hate it that they target those on low incomes. This, and the fact that they are used as "offices" by drug dealers combine to have a huge negative effect on an area and the lives of many. What drove this home was seeing a new Bet Fred branch opening near the bottom of Denmark Hill and them showing no sign of closing the one already in operation about 40 metres away on the corner of the Green. Disgraceful. And yet so little seems to be said or done about this compared to, say, strip clubs.**

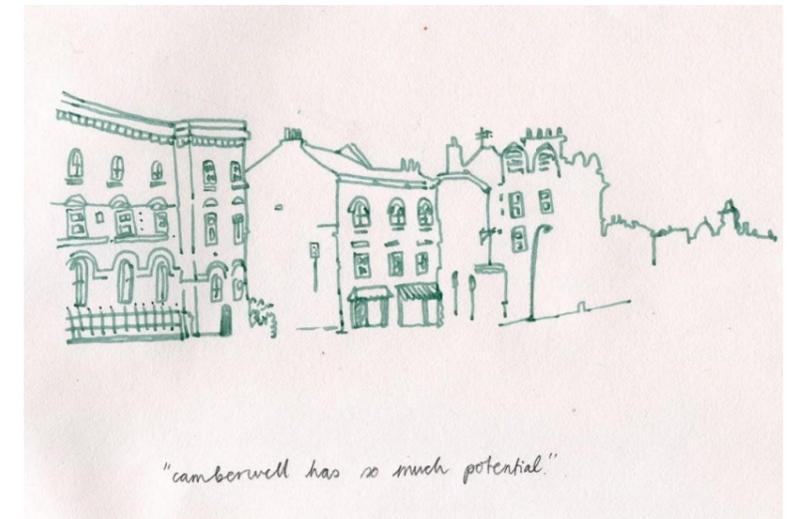
# Acknowledgements of report illustrations by students of Camberwell College of Art



Tatiana Alisova

Students from the Camberwell College of Art participated in both *Spaceshaper* workshops helping to visualise the ideas and responses of attendees to Camberwell Town Centre.

With grateful thanks the authors of this report would like to acknowledge the contribution of these illustrations of Camberwell, drawn during the workshops, by artists Tatiana Alisova and Chloe Greenfield



"camberwell has so much potential."



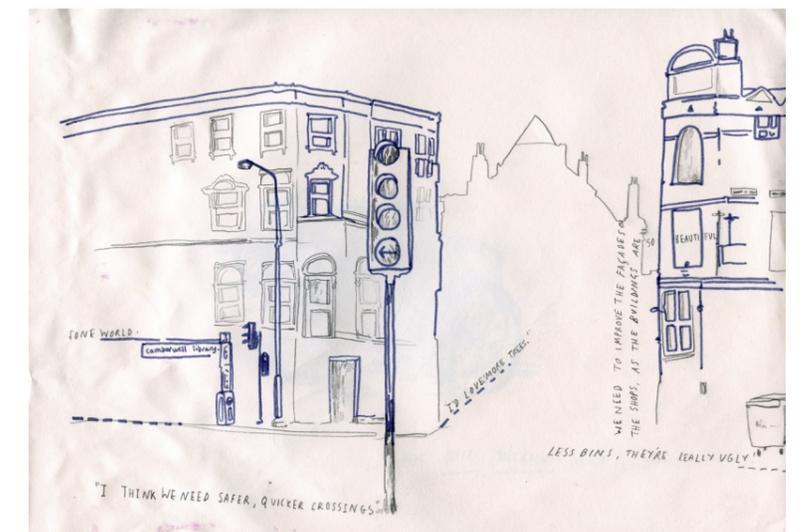
Chloe Greenfield



SOME MORE BIKERACKS PLEASE



Camberwell Green  
integration of two spaces



LOVE WORLD

Camberwell Town

TO LOVE OUR TOWN

WE NEED TO IMPROVE THE FACILITIES  
THE SHOPS, AS THE BUILDINGS ARE  
BEAUTIFUL

LESS BINS, THEY'RE REALLY UGLY

"I THINK WE NEED SAFER, QUICKER CROSSINGS"

