

# Callington Town Plan

## SURVEY RESULTS

### FOR THE SECTION ON 'TOWN CENTRE'

*Blue italics denotes comments made by respondents.*

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**Use of Facilities in Town.** When residents were asked how often and how frequently they used various facilities in the town the answers were as follows:-

	<i>Daily</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Rarely</i>		<i>Daily</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Rarely</i>
Local Shops	403	345	38	52	Town Hall	3	73	93	574
Library	4	77	189	450	Banks	32	484	179	125
Post Office	23	519	194	108	Cafes & Restaurants	16	106	117	508
Chemist	8	257	390	158	Supermarkets	290	453	45	68

#### **Range of your Local Shopping Facilities.**

When asked whether the range of shopping facilities was reasonable, 781 thought the range was 'Reasonable', 470 thought it was 'Poor' with 170 considering the range was 'Good'.

#### **Reasons for Shopping Locally.**

The most popular reasons for shopping locally was that people needed last minute items - 841, the next most popular reason was that residents like to support local shops - 801. 687 thought it saved time and 521 that it saved on transport costs. 310 liked to social contact it gave and 169 thought the shops gave good value, with 168 saying they used them as they ha no transport of their own.

### **Reasons for Shopping Out of Callington.**

A total of 1073 thought there was more choice shopping out of Callington, 936 considered it was cheaper elsewhere, 525 thought parking was easier, 133 said it was convenient to where they work and 11 said it was nearer to their child's school or nursery.

### **Encouraging greater use of the town.**

Residents were asked what would encourage a greater use of the town and of the ideas given the results were:- Improved security - 635, Street Market - 595, Cinema - 525, More flowers and shrubs - 505, Tidier shop fronts - 331, Street entertainment - 284, A Meeting place for older residents - 254, Cycle Paths - 242, More seating in the town - 228, An Annual Arts/Music festival - 237, A Heritage Trail - 139, An Arts centre - 122

### **Disabled & Wheelchair Access**

Of the 344 separate comment made on this subject a total of 155 commented on the pavements. 99 comments were on the width and surface of the pavements and a further 42 specified the dangers created by narrow, or no pavements in Church Street

*Some pavements are too narrow, especially Church Street.*

*Cars parked on double yellow lines make it difficult for parents with buggies in Fore Street*

*Pavements in Church Street and Well Street are too narrow and in some areas there are no pavements on some sections of the road.*

*I use Church St quite often but the paths are very narrow and difficult when you meet people with prams etc. You take your life in your hands when you step into the road*

*The pavements are too narrow for pedestrians and people with pushchairs have to go on the road.*

*Fore Street is hard going for wheelchairs as the pavements are so narrow.*

*Uneven pavement slabs throughout Fore Street.*

*Pavement in some areas is too narrow or non existent!*

*The disabled can only go down one side of the street as the pavements are too narrow. This isn't good enough.*

*Pavements too narrow and in bad condition*

Several suggested a remedy:-

*Fore Street should be pedestrianised*

5 persons specified Haye Road,

*Narrow and lack of pavements from Tavistock Rd down to the health centre.*

And seven mentioned the eastern part of Liskeard Road.

*Nasty bend on Liskeard Rd for pushchairs- have to go in road  
Pavements too narrow on leaving town centre into Liskeard Road*

Six people mentioned obstructions on pavements:-

*Bins bags on pavements cause obstruction and cars parked on pavements  
Shops display their goods on the pavement which can be dangerous for those  
with impaired vision*

*Spar shouldn't have plants outside as it restricts passage way*

More than 22 people mentioned the high kerbs, and lack of ramps,

*Kerbs are very high making it difficult for wheelchairs and pushchairs in the  
main town area.*

*Footpaths too high of the roads, need a safe crossing - from chemist to estate  
agents*

*Main street with parked cars and high curbs make it is impossible for disabled  
and people with pushchairs.*

*Not enough low kerbs for crossing*

However 29 specified that the problems were exacerbated by illegal and inconsiderate parking:-

*Parking and speed make it difficult to cross the road anywhere even on the  
zebra crossing.*

*Cars park across lowered pavement kerbs*

*Illegal parking in Fore street does create problems in manoeuvring and access.*

*Parking on double yellow lines causing obstructions and impairing views for both  
pedestrians and drivers when crossing the road*

*Parking outside the church on the exit space for wheelchairs and pushchairs*

Twelve disabled considered there was a lack of parking for them:

*There is no disabled parking in the centre.*

*Little space to park in centre for people with blue badges.*

Launceston Road, especially near the junction with Church Street was mentioned by 14 persons.

*Launceston Road isn't user friendly, difficult to cross especially with pushchairs  
and the pavements are too narrow.*

*Difficult to cross A388 near the Coachmaker's a zebra crossing would be good  
Launceston Road have very narrow pavements.*

A total of 127 considered the access to shops in the town was poor:-

*No proper disabled access to any shops in Fore Street or Church Street.*

*Shop doorways not wide enough for either pushchairs or wheelchairs.*

*Entrances to shops almost impossible with a pushchair.*

*Many shops have heavy doors.*

*Most shops have steps in their entrances preventing access.*

*Not many of the shops are accessible for the disabled people.*

*Shops and buses have steps that are too high for the disabled and the elderly to get on.*

*Steps into shops make it difficult to enter with prams, wheelchairs etc*

Locations singled out for specific comments were Barclay's [10 people], the chemist [10], the Post Office [6] and several other shops received comments.

Sixteen people commented on the speed of traffic with 8 commenting on the traffic lights on the A388.

*A push button on the lights would also be appreciated for kids and oldies alike.*

*The traffic lights on Saltash/Tavistock Rd There is little time between light changes to cross the road safely especially as traffic often goes through when the lights are changing from orange to red*

### **Further Comments on the Town Centre**

A total of 388 comments were received when respondents were asked if they had any other comments about the Town Centre. Seventy eight comments were on the appearance of the town

*Its dull and depressing, despite the murals*

*Looks run down and the shop fronts need a lick of paint.*

*Needs to be modernised whilst maintaining its 'market town' feel.*

*Nothing really 'going for it', scruffy and untidy.*

*Callington town centre looks very poor, run down and dirty. Until Fore Street is looking better the whole of Callington will suffer.*

*Fore Street is an eyesore. Better care of properties is needed.*

*In general the shop fronts need to be made more attractive and the pavements cleaned and made brighter.*

A further twelve comments specified the arcade in New Road as being a major eyesore.

*Empty shopping arcade near car park looks bad and it is the first view that visitors get*

*The 'shopping mall' is a disgrace, the owners should either use it or lose it!*

Twenty four people commented on litter, most of these linking it to premises that sold 'take-away' food.

*All the pavements have dog excrement on them and also litter. Its time the residents of Callington took care of their own town.*

*Food outlets create litter*

*Litter around the takeaways and St Mary's Close*

A further nine persons commented on the problems created by dog faeces.

*Dog mess is a problem*

Sixty four comments were about parking, most referring to the hazards created by illegal parking on double yellow lines. Many suggested that the first half hour of parking should be free.

*Bad parking blocking view of motorists and pedestrians*

*Cars are allowed to get away with parking on junctions and double yellow lines. Clamp down on parking outside spar/around the square- visibility out of church street can be impossible*

*Too many cars parked along the street during the day, very difficult to cross.*

*Pulling out of new road is very difficult cant see cars coming from the left.*

*When you want to turn right there are too many cars parked!*

*Excessive parking charges discourage people from using the town*

*Free parking or at least first 30 mins would reduce parking on the road and encourage people to shop there.*

Nearly thirty people considered the answer to some of the problems was to make Fore Street [some included Church Street & New Road] a pedestrian only precinct.

*Pedestrianisation linked with investment in the appearance of the premises on*

*Fore St would encourage visitors and new investors in local commerce.*

*Pedestrianise Fore street and provide free short term parking nearby.*

Eight people specifically mentioned that they thought shopkeepers and the council could make it more attractive by introducing more plants:-

*Make it more attractive- hanging baskets etc*

*More flowers would be appreciated*

There was seventy seven comments on the type of shops in the town, the first three comments reflect the majority opinion, however there were several constructive comments like the fourth;

*Too many banks, estate agents and takeaways. Not enough proper shops.*

*Too many banks and estate agents, not, enough shops. It's too expensive for small shops to buy on Fore Street.*

*Too many estate agents and hairdressing shops. The shops also need brightening up  
More continental style bars and cafes with outside seating and entertainment provided.*

Thirty five people made additional comments on youth, although many acknowledged that the cause of the problem was lack of activities or meeting places for them.

*We have a very beautiful square which could be planted more - it is being ruined by skateboards and bikes. People feel intimidated by large numbers of children in gangs who just hang around.*

*Lots of teenagers hang around due to lack of activities*

*Stop the intimidation of youths and speeding cars. Assert a no drinking, no skateboarding etc rule in the square.*

*Provide somewhere for the youngsters to go instead of loitering outside Spar- can be intimidating*

*A modern café/hangout for teens would be ideal*

There were further comments on traffic and law and order but these have been moved to the appropriate section.

### **Town Centre Issues**

The following are all issues arising from residents responses, that need consideration. However solutions to many will have considerable cost implications.

- ❖ The range of shops is generally found to be 'reasonable' although there are a lot of comments on the range of shops.
- ❖ The main reason for shopping out of Callington is more selection of goods and easier parking
- ❖ Ideas to be considered to improve usage of the town:-
  - ❖ Improved security [see also section on Law & Order]
  - ❖ Street Market
  - ❖ Cinema
  - ❖ More flowers and shrubs
- ❖ Shops must consider access for disabled/elderly/prams
- ❖ High kerbs and lack of ramps
- ❖ Disabled parking needed? [12 responses]
- ❖ Illegal parking obstructing ramps and making crossing road hazardous
- ❖ Narrow pavements - [Transport & Road Safety Section]
- ❖ Launceston Road, especially near Coachmaker's [Transport & Road Safety Section]
- ❖ The town centre, especially the shops in Fore Street need a 'face-lift'.
- ❖ The arcade in New Road needs rejuvenating.

- ❖ **Litter, especially associated with food shops.**
- ❖ **St Mary's Square - litter, planting and youths**

### **Next Stage**

The next stage is to look at the issues and decide on the best way to solve the problems in a way that is not only practical but economically realistic. This is where we need *YOUR* ideas, whatever age you are! Do you have any suggestions to make?

Please come along and join in the discussion on the Town Centre that will take place on the following date:-

**TOWN CENTRE, TRANSPORT & ROAD SAFETY**  
Thursday 6th January 7.00, Council Chamber Town Hall