Hounslow On-Site Engagement Report

urban
symbiotics

Contents

Executive Summary

Overview

PURPOSE

This report details the on-site physical engagement conducted to collect feedback from the Hounslow community about the current state of the public realm in Hounslow. The aim is to inform future improvements and guide local decision-making and design decisions regarding the public realm.. Through a comprehensive engagement process that involved both surveys and on-site interactions, this report captures demographically representative voices of local residents, visitors, local employees and business owners, addressing their concerns and identifying opportunities for enhancing Hounslow's public realm and its subsequent impact.

Methodology

The engagement process involved over 700 participants participating in open conversations, surveys and augmented reality inputs. Survey entries were obtained from diverse backgrounds, including local residents (76.8%), visitors (11.67%), business owners (3.44%), and those employed in the area (8.09%).

Participants were asked a series of questions about their experiences in Hounslows's public spaces, their specific concerns, and suggestions for improvements. A team of diverse engagement facilitators manned a bright pink gazebo that was strategically located at 14 different locations across Hounslow, those varying in geography, socio-economic clustering, cultures and types of spaces. Surveys were distributed from the gazebo across key locations, including Bell Square, Feltham High Street and Watermans Park amongst others, allowing for a broad representation of community opinions. In addition to structured questions, participants were given the opportunity to provide open-ended insights that further enrich the data collected. Augmented reality was also used to assist in co-designing the public realm where the gazebo was located. These findings have been documented in a supplementary report, along with responses gathered from an online digital survey.

Total On-Street Engagement Programme Numbers

749 Conversations

580 Surveys Completed

2717 Insights

Key Findings

The report identifies several critical themes based on community insights as described below.

GENERAL INSIGHTS AND THEMES

The below highlight the key insights grouped into themes that were gained from engagement.

1. Excluded and Segregated
- Concerns were raised about racism, cultural segregation, and lack of integration, that lead to feelings of exclusion.
- Comments included a need for balanced representation in spaces, alongside events that celebrate cultural diversity while uniting people through shared values. Others requested community noticeboards to signpost to events.

2. Green, Grey and Unhealthy
- Some areas were celebrated for being green, open and natural. Other public spaces were seen as overly dominated by grey spaces, with insufficient greenery. Requests included support for mental health, and for places that promote wildlife.
- Perceptions of poorly maintained green areas were expressed as negatively impacting the usability and experience of public spaces, whilst contributing to negative perceptions of safety.

3. Accessibility improvements
- Public spaces were requested to accommodate disabled individuals, the visually impaired, and elderly users better, with mentions of reducing stairs and incorporating BSL. Requests for public toilets and seating were also frequent mentions alongside improved parking.
- Requests included signage to improve navigation, and promote different spaces and activities.

4. Unsafe and Intimidating
- Safety concerns, particularly after dark were frequently mentioned by most, with additional concerns for women and young people.
- Comments focussed on improving lighting, surveillance , patrols, and addressing inappropriate use of spaces, due to their perceived contributions to feelings of insecurity.

5. Neglected and Unequal
- Perceived inequality in maintenance and regeneration across different areas was commented on, with some spaces and people feeling neglected.
- Concerns about gentrification were raised with fears that it may exclude existing communities. Others called for more gentrification to occur.

6. Disconnected and Isolated
- A strong desire exists for spaces that foster social interaction, particularly across generations and cultures, in response to thoughts surrounding improving community cohesion.

GENERAL RECOMMENDATIONS

The recommendations below provide responses that address insights within and across various themes.

Spaces could celebrate cultural diversity while addressing integration, using murals, shared symbols, and colour schemes to bring communities together. Co-design processes could help reflect diverse voices in shaping public environments, complemented by flexible spaces that accommodate cultural events, gatherings, and a variety of activities. Public notice boards as requested, can support event promotion.

Green spaces could be expanded and enhanced as requested with trees, flowerbeds, and shaded areas to promote mental wellbeing and biodiversity. Similarly requested walking paths, outdoor gyms, and wildlife-friendly designs could encourage active lifestyles and engagement with nature. Community gardens and sustainable, low-maintenance landscaping can help empower local communities to care for shared spaces alongside an improved maintenance strategy and cleaning programme.

Accessibility could be improved with clear signage, even pathways, and features such as BSL, Braille and visual cues. Wider paths, accessible entrances, and seating options for disabled and elderly users should be prioritised, alongside safe pedestrian crossings, parking and alternative transport options to reduce car dependency. Requested accessible facilities such as public toilets and seating address inclusivity and usability.

Safety concerns could be addressed through the installation of adequate lighting and passive surveillance, ensuring spaces are well-lit, visible, and designed to deter misuse. Crime prevention principles could be incorporated into design guidance, alongside social programmes that support vulnerable individuals.

To **ensure long-term usability,** public spaces could use durable materials that minimise maintenance needs. Community ownership could be encouraged through initiatives that involve local stakeholders in the care and upkeep of these spaces.

Social connectivity could be promoted by developing meeting areas and activity programmes that bring people together across generations and cultures. Flexible infrastructure and space could allow for pop-ups, events, and stalls, ensuring spaces remain vibrant and dynamic.

PUBLIC SPACE TYPE-SPECIFIC INSIGHTS

The below highlight the key insights in response to the different types of public space in Hounslow.

Civic Spaces
- These spaces have been reported as relatively positive spaces whose vibrancy and active use could be enhanced. They are seen to have potential for multi-purpose community use and engagement. Requests include Wi-Fi, chargers, games, activities etc.

Faith Buildings
- Cultural sensitivities regarding behaviour near faith buildings were highlighted, with calls for signage to address any inappropriate behaviours in these areas. Other comments suggested opportunities to create healthy, tranquil spaces, alongside flexible areas and increased parking facilities for large events.

High Streets
- Intergenerational access, cleanliness, safety, crowd management, and clutter have been mentioned as key priorities that need addressing to enhance the user experience in these spaces.

Park Entrances
- Entrances were reported to lack visibility, safety, and facilities such as public toilets, signage and lighting by members of the community.

Squares
- While valued for events, the squares in Hounslow (particularly Bell Square) were reported to need better maintenance, accessibility, and vibrancy with integrated artwork and more frequent affordable events.

Great West Corridor (GWC) Crossings
- Concerns about pedestrian safety was raised due to apparent unclear crossings and heavy traffic. Aspirations for more green and active spaces alongside more food and beverage and entertainment opportunities for passers-by and workers were requested.

Shop Parades
- Perceived as neglected by some and loved by others for convenience and community. Comments included limited seating, maintenance and safety issues. Aspirations included the opportunity for them to serve as greener neighbourhood hubs and ideal places to socially meet with spaces for events.

PUBLIC SPACE TYPE-SPECIFIC RECOMMENDATIONS

The recommendations below provide responses that address insights within and across various themes.

Extend the use of civic buildings by adding public-facing amenities such as Wi-Fi, water fountains, and seating as directly requested . Activate the public space by providing multi-purpose spaces for learning, events, games and community interaction as requested.

Provide tranquil spaces near faith buildings and ensure signage addresses inappropriate behaviours such as smoking and drinking. Design flexible spaces to support large events and celebrations while integrating faith buildings respectfully into wider community use.

Revitalise high streets with intergenerational design, improved lighting, and pedestrian-friendly infrastructure. Introduce controlled flexible spaces for pop-ups, stalls, and informal social interactions, alongside practical amenities like Wi-Fi and water fountains as requested.

Enhance the visibility and accessibility of park entrances with better lighting, clear signage, and wide pathways. Include facilities such as public toilets, seating, and water fountains.

Transform squares into vibrant spaces that celebrate cultural diversity through bold, artistic designs and regular cultural events. Ensure cleanliness, maintenance, and accessibility to make them safe and inviting for everyday use.

Prioritise pedestrian safety and use at GWC by improving crossings with clear markings, signals, and calming traffic measures. Ensure crossings are accessible to all users and well-lit for night-time visibility. Provide safe, sheltered green and active spaces to support GWC use as requested.

Rejuvenate shop parades with greenery, seating, and enhanced lighting to create inviting social spaces. Improve maintenance and incorporate features for pop-ups and informal community engagement.

1.1.1 **Next Steps**

The findings of this report will be shared with the London Borough of Hounslow's urban design team (the council)and wider internal team to inform a public realm design guide. It is antiicpated that ongoing public consultations and collaborative efforts between the council and the community will help ensure that the implemented changes reflect the needs and aspirations of Hounslow's diverse population.

INTRO
DUCTION

1.1 **Engaging on the public realm**

1.1.1   **What is the public realm**

WHAT IS THE PUBLIC REALM?

The public realm refers to all the spaces in a city or town that are open and accessible to everyone, regardless of age, background, or status. This includes streets, parks, squares, plazas, pavements, public gardens, and other outdoor areas that form the fabric of our communities. These spaces serve as the "living room" of a neighbourhood, providing places for people to gather, socialise, relax, and interact with one another. Beyond providing physical infrastructure, the public realm plays a vital role in enhancing social connections, supporting economic activities, and contributing to the overall well-being and identity of the community.

TASK

Urban Symbiotics was appointed by Hounslow Council to engage with the diverse local community to understand their experiences and aspirations surrounding the public spaces of Hounslow in order to inform public realm design guidance.

REMIT

For the purpose of this project, we are focusing on squares, plazas, and other outdoor areas such as civic buildings, shop parades, waterfronts, train stations, faith buildings, park entrances, and GWC crossings.

However, streets, parks, and housing estates are not included in this scope due to other supporting guidance, but these remain vital components of the broader public realm framework that informs how communities live and interact within urban spaces.

ONE HOUNSLOW

Co-designing Public Spaces with Hounslow

London Borough of Hounslow

We need to be reflected in our public spaces

1
LARGE ENGAGEMENT EVENT*

13
STREET CONVERSATIONS POP-UPS

749
SURVEYS AND CONVERSATIONS

2717+ INSIGHTS

*insights captured in a separate report

1.2 **Who is Hounslow?**

1.2.1 **Demographics**

The London Borough of Hounslow is a diverse area that has experienced notable changes over the past decade. Situated in West London, it is known for its multicultural community, which is reflected in its varied ethnic, religious, and linguistic composition. As of the 2021 Census, Hounslow's population has grown to nearly 288,000 residents, illustrating its status as a dynamic and thriving London borough.

The borough boasts a relatively young population, with a majority in the working-age bracket. This diverse populace includes significant numbers of Asian, Black, and mixed ethnic groups. Hounslow is not only marked by its ethnic diversity but also by a variety of religious beliefs, languages, and lifestyles, making it a true reflection of London's multiculturalism. From the languages spoken at home to the wide range of faiths practised, this borough showcases a mix of different traditions and identities that coexist with one another.

The public realm plays a significant role, as shared public spaces offer opportunities for people to come together, interact, and participate in community life. Well-designed public spaces can contribute to inclusivity, providing accessible areas where residents from all backgrounds can feel welcome and engaged.

1.2.2 **Targets**

ENGAGEMENT

The engagement target focuses on actively involving a broad and representative participation of the community in the consultation process. This includes increasing engagement from under-represented groups, ensuring diverse voices are heard, whilst creating opportunities for meaningful interactions through various methods such as by 'meeting people where they are' by carrying out in -person conversations and surveying alongside augmented reality participation located in a variety of locations and times, providing online methods and surveys. The goal is to foster a sense of involvement and pride, encouraging community members to contribute their perspectives on the future design and development of their public spaces.

AWARENESS

The awareness target for this engagement aimed to increase the community's understanding and knowledge of this project including an explanation of the public realm, explaining what public realm design guidance is and the remit of their contribution. This was achieved by disseminating information in the form of in-person and video explainers, via multiple channels, using social media and accessible physical explainer boards to reach a wide audience. This ensured that residents, businesses and the wider community were well-informed about the objectives and benefits of this initiative.

RESPONSE

The response target was centred on gathering and analysing feedback from the community to ensure that a representative public input was accurately considered in this process enabling it to be reflected where possible in the final outcome and public realm design guidance. This involved capturing feedback efficiently through data logs such as surveys, conversations captured via facilitators, augmented reality design capture and via an online survey platforms (the last two mediums are captured in a separate report).

1.3 **Approach**

1.3.1 **How we did it**

Methodology

The engagement strategy for the Hounslow Public Realm Design Guidance centred on a hands-on, street-level approach, emphasising face-to-face interactions to capture a broad spectrum of the public opinion across a variety of different locations and socio-economic group and cultural clusterings. Through recognising the area's diversity, the strategy also aimed to reach different community segments through a series of strategically located pop-up events located in different public realm space types across the Hounslow borough.

Timeline

The street pop-ups were designed to engage the community through direct interactions, providing clear explanations of the public realm design and highlighting the different types of spaces under consideration.

These events were strategically located across Hounslow, with high-traffic areas such as Hounslow Central Underground Station and differnt space types serving as focal points for discussion. Typically, two pop-ups were conducted each day, with some key locations hosting extended sessions running from early morning to late afternoon. This approach was specifically chosen to target commuters and ensure diverse feedback from people passing through the area at different times of the day.

1.3.2 **Where we did it**

Locations

With the assistance of various teams, including the West Team (DM), Central Team (DM), East Team (DM), Strategic Team, Equality Team (30 Equality Opportunity Areas), Environmental Team, Communities, and Regeneration Team, a series of locations were selected to align with the nine different public realm typologies (space types). These typologies included squares, civic buildings, faith buildings, schools, shop parades, GWC crossings, park entrances, large-scale schemes, and waterfront areas.

The typologies were then overlaid with Hounslow's 30 different opportunity areas, identified by the Equality Team based on evidence of multiple indices of deprivation, community needs index scores, and households with multiple deprivation characteristics. These areas are where targeted measures are being introduced to reduce inequality across the borough. A final number of 13 locations was chosen to cover the geographic diversity of Hounslow, with a particular emphasis on the 30 opportunity areas. Whilst the selected locations showcased spaces that addressed the differing remits across the teams, it also included recently regenerated places alongside those earmarked for future improvement.

1.3.3 **Survey**

Questions & Data Collection

The survey used at the pop-ups were designed to gather community feedback on Hounslow's public spaces using a variety of multiple choice and open answered questions. It asked participants about their relationship to the area (resident, visitor, business owner, or employed locally), their opinions on public spaces, and what aspects they value most (e.g., safety, cleanliness). The survey included questions about barriers to accessing spaces and participants' favourite public areas. It also collected demographic data (age, gender, ethnicity, etc.) and invited open-ended insights, allowing participants to share their thoughts on improvements. Some personal data is collected to aid in monitoring and ensuring that the data gained was representative of the area.

The survey questions are listed below:

1) Are you a local resident, a visitor, employed in the area or a business owner?

2) What do you think of this space and Hounslow's public spaces? (Great, I love it / Yes, I like it / OK, I can live with it / I don't really like it / No, I feel strongly against it)

3) What is most important you when using Hounslow's public spaces? (Safety / Activities / Cleanliness / Overall Design / Look & Feel / Other, specify)

4) What do you like about this space and Hounslow's public spaces and why?

5) What are some of the barriers you face using or getting to spaces?

6) What is your favourite public space in Hounslow?

7) Please state your gender

8) Please state your age

9) Please state your language

10) Please state your religion

11) Do you have a disability?

12) Do you have any dependants under the age of 18?

13) What is your sexual orientation?
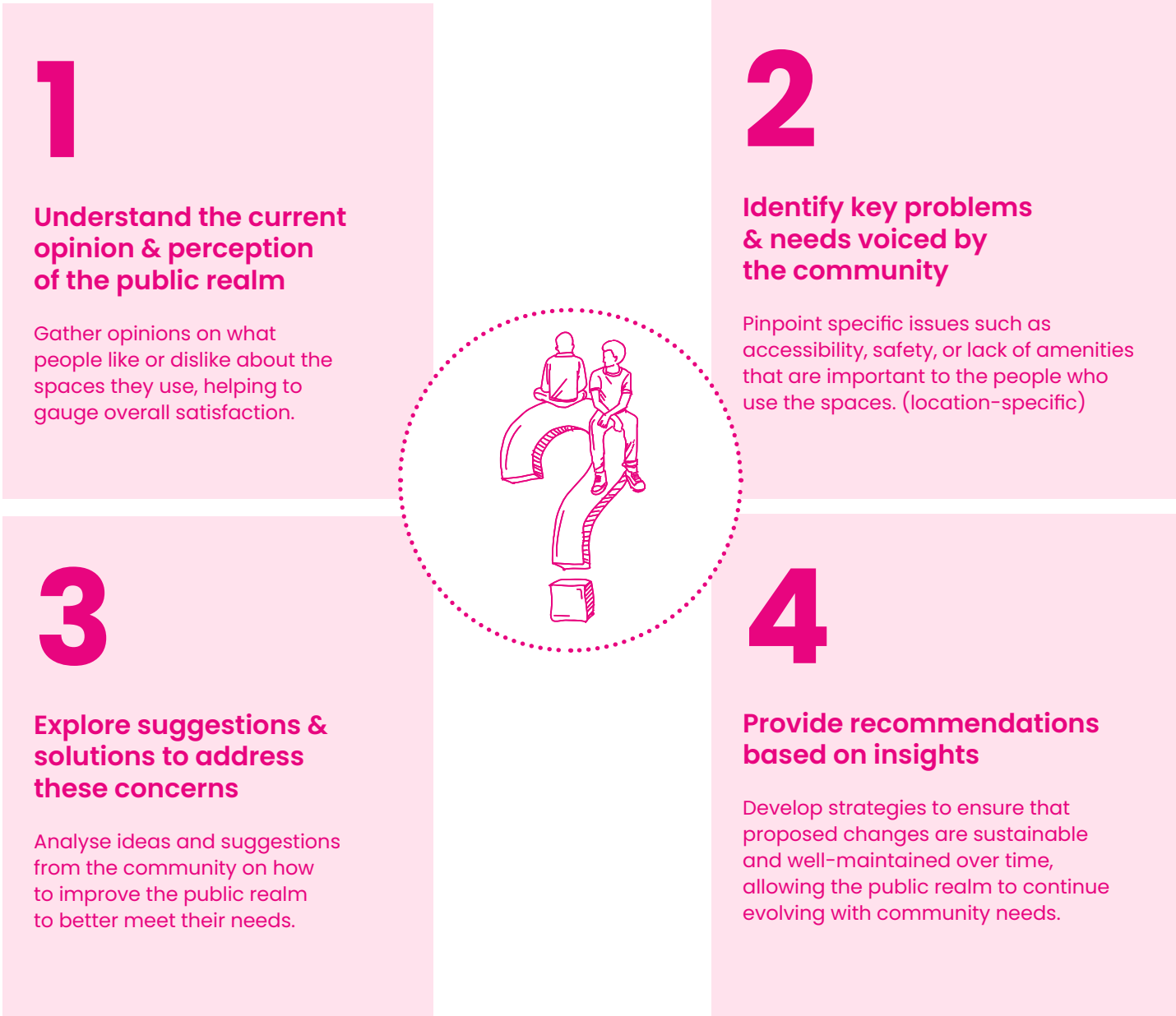
14) Insight collection (open comment box)

1.3.4 **Strategy**

A pop-up typically involved a temporary setup, in this case, a bright pink gazebo that acted as a visual beacon to attract participants and ensure the display stood out within the different public spaces that it was located within. The gazebo featured a tall 'Share Your Thoughts' flag, making it clear that public input was being sought. In addition to verbal discussions, a 'Share Your Thoughts' wall allowed participants to post their opinions or view others' thoughts. This wall not only captured feedback but also sparked further reflections, encouraging participants to consider new perspectives and contribute to the ongoing conversation. Conversations were also captured by diverse facilitators and added to the wall where appropriate to aid accessibility and inclusion.

A survey was also conducted at the pop-ups to gain targeted insights, and the use of AVR (Alternate Visual Reality) via digital tablets provided an accessible and insightful co-design tool to capture more indepth design ideas in a participatory manner.

Six main project pull-ups and a video screen were occasionally used to explain the project's objectives and importance, as well as how people could get involved, using graphics and accessible, jargon free language.

The following list outlines the overarching aims and objectives and output of the surveys used to capture thoughts on Hounslow's Public Realm:

1

Understand the current opinion & perception of the public realm

Gather opinions on what people like or dislike about the spaces they use, helping to gauge overall satisfaction.

2

Identify key problems & needs voiced by the community

Pinpoint specific issues such as accessibility, safety, or lack of amenities that are important to the people who use the spaces. (location-specific)

3

Explore suggestions & solutions to address these concerns

Analyse ideas and suggestions from the community on how to improve the public realm to better meet their needs.

4

Provide recommendations based on insights

Develop strategies to ensure that proposed changes are sustainable and well-maintained over time, allowing the public realm to continue evolving with community needs.

Alternate Visual Reality

Survey Collection

On-site Pop-up

Engagement Team

Childrens Engagement Activities

1.4 **Who did we reach?**

The following illustrates the sample size surveyed in regards to:

AGE

The participants were spread across a range of ages. While 29.3% did not answer, the largest age group was between 25-34 years old (14.1%), followed by 35-44 (13.1%). Other groups included 55-64 (11%), 45-54 (10.3%), and 15-24 (10%). Smaller representations came from 65-74 (7.24%), 0-14 (2.93%), and 75+ (1.9%). These figures are largely consistent with the Census 2021 data for Hounslow, where the 35-44 age group is also the largest, yet the survey has less representation from younger groups of respondents under 14 years old.

This shows a diverse age range, ensuring varied perspectives and varied opinions are considered.

No Answer - **29.3%**
25-34 - **14.1%**
35-44 - **13.1%**
55-64 - **11%**
45-54 - **10.3%**
65-74 - **7.24%**
14-17 - **5%**
18-24 - **5%**
Under 14 - **2.93%**
75-84 - **1.9%**
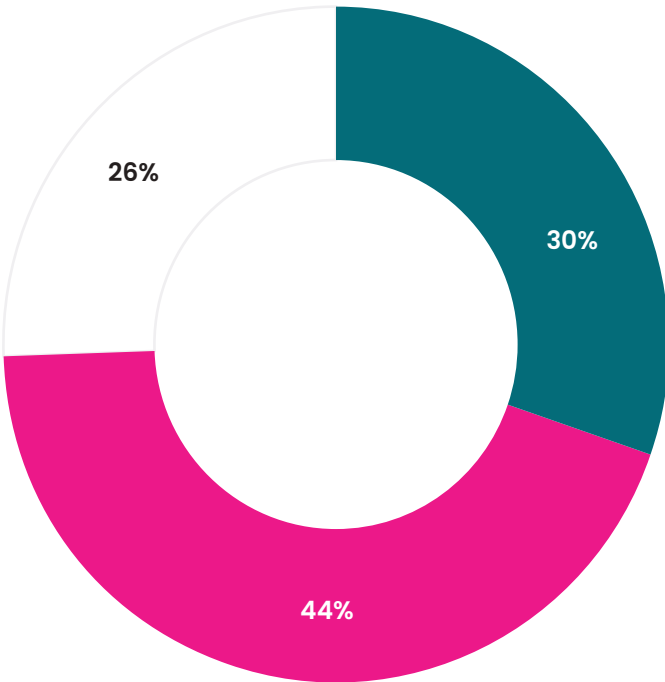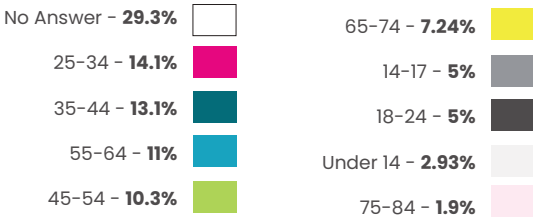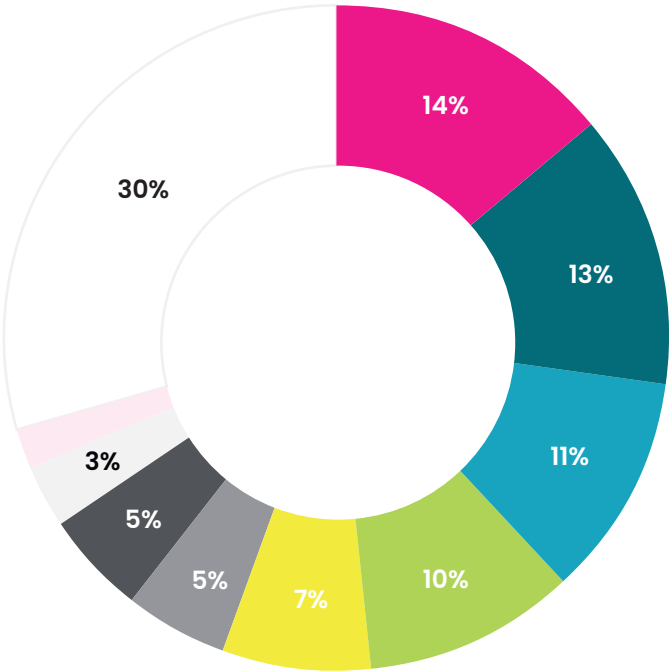
GENDER

The recorded gender distribution among respondents was slightly imbalanced, with 44% identifying as male and 33% as female. Whilst this appears to indicate a slight skew towards male participation, it still remains unclear due to a significant portion of respondents not disclosing their gender.

This data suggests the need for continued efforts to ensure that engagement activities are inclusive and comfortable for all genders.

No Answer - **25.3%**
Male - **44.1%**
Female - **30.3%**

Hounslow Jamia Masjid
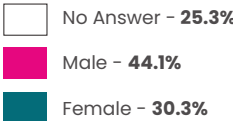
ETHNICITY

The respondents highlight the ethnic diversity within the Hounslow area. While 32.9% did not answer, the largest group identified as Asian, Asian British, or Asian Welsh (35.5%). 18.4% of participants were white, followed by Black, Black British, Black Welsh, Caribbean, or African respondents at 7.41%. Mixed or Multiple Ethnic Groups represented 1.72% and all other ethnic groups accounted for 3.97%. While these figures are largely consistent with the 2021 Census data, the White representation in the survey (18.4%) is significantly lower than the Census figure of 44.1%, indicating possible under-representation.

This diversity underscores the importance of a culturally inclusive public realm design that caters to the broad spectrum of ethnic groups in the area.

No Answer - **32.9%**

Asian, Asian British or Asian Welsh - **35.5%**

White - **18.4%**

Black, Black British, Black Welsh, Caribbean or African - **7.41%**

Other - **3.97%**

Mixed or Multiple Ethnic Groups - **1.72%**

RELIGION

Respondents from the pop-ups reflected various faith communities in the area. While 42.1% did not disclose their affiliation, 19.1% identified as Christian, 18.1% as Muslim, 10.9% as Hin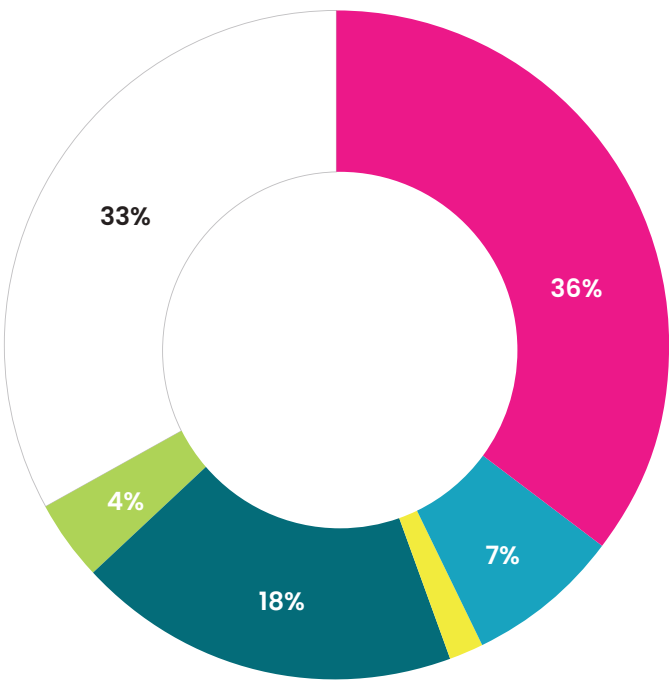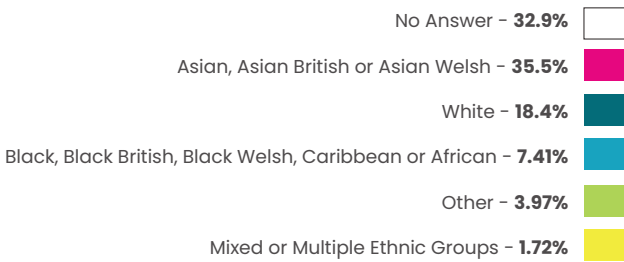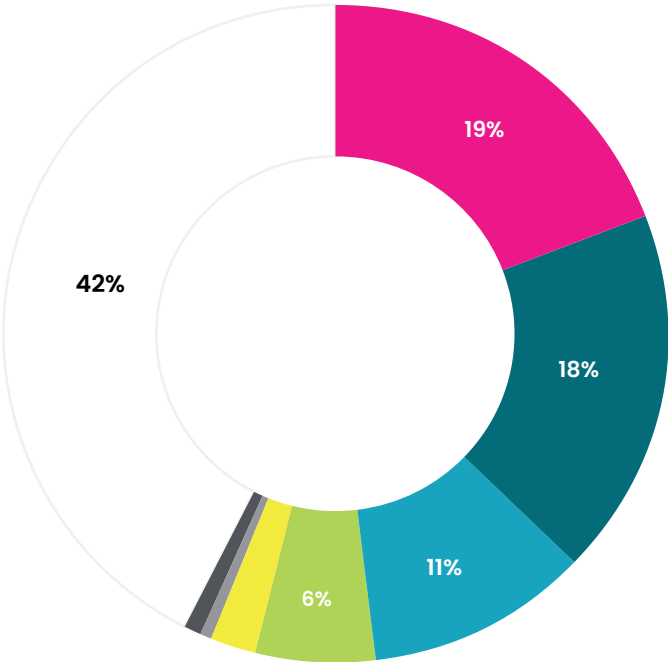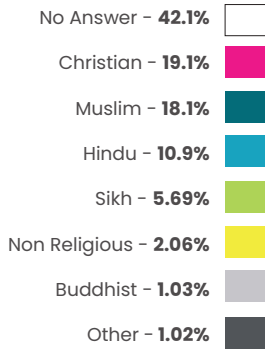du, and 5.69% as Sikh. Smaller groups identified as Non-Religious (2.06%), Buddhists (1.03%), or other religions (1.02%). The survey data generally aligns with Census data, though Christians were somewhat under-represented (19.1% vs 38.3%), while Muslims were slightly over-represented (18.1% vs 16.7%) (Census, 2021).

This diversity emphasises the need to consider the spiritual and cultural sensitivities of various faith groups when designing the public realm.

No Answer - **42.1%**

Christian - **19.1%**

Muslim - **18.1%**

Hindu - **10.9%**

Sikh - **5.69%**

Non Religious - **2.06%**

Buddhist - **1.03%**

Other - **1.02%**

LANGUAGE

The data shows linguistic diversity within the respondents surveyed. While 33.1% of respondents did not specify their language, 37.1% spoke a UK language. 19.7% spoke a South Asian language, and 5.17% spoke a European one. Other languages, such as African, West or Central Asian, Sign Language and East Asian languages were also represented.

This diversity highlights the need for multilingual communication and signage in public spaces to ensure inclusivity and accessibility.

No Answer - **33.1%**

English - **37.1%**

Asian Languages- **19.8%**

European Languages - **5.86%**

African Languages - **2.24%**

Middle Eastern Languages - **1.9%**
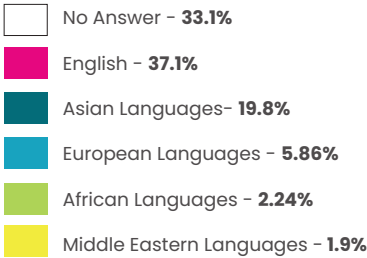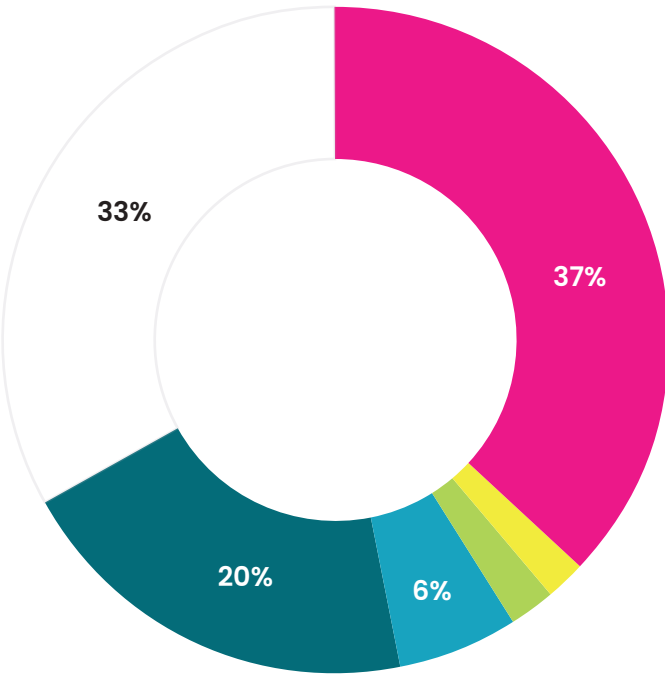
DISABILITY

Regarding disabilities within the population, the data reveals that while the majority of respondents indicated they do not have a disability, a notable group of 50 participants (9%) reported the opposite. The presence of individuals with disabilities within the community highlights the need for enhanced accessibility features within public spaces and services. This data aligns with the Census data (2021).

Ensuring that the public realm is inclusive and accommodating to those with disabilities is essential for fostering a community where everyone can feel included and considered.

No Answer - **30.7%**

No - **60.7%**

Yes - **8.62%**
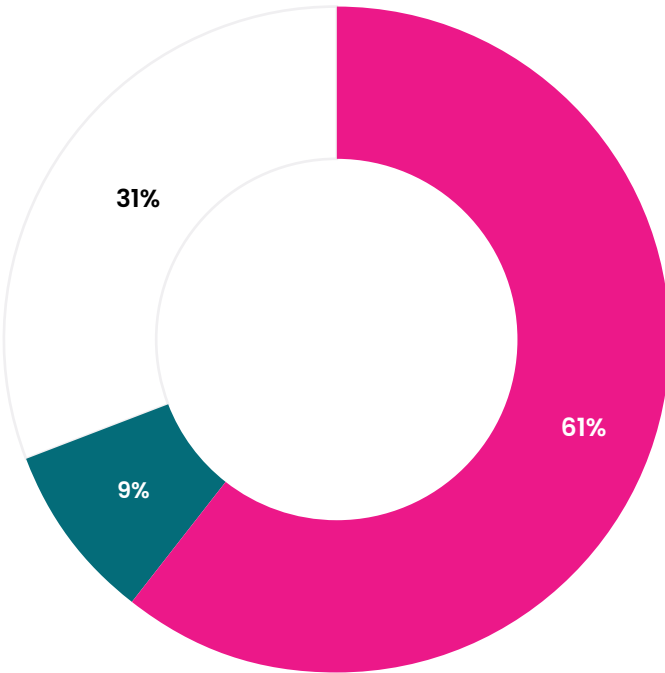
SEXUAL ORIENTATION

More than half of the respondents chose not to disclose their sexual orientation. Among those who did, 36.2% identified as heterosexual or straight, while smaller groups identified as gay or lesbian (1.03%), bisexual (0.5%), and other orientations (0.84%).

This data reveals the need for inclusive public spaces that respect and support individuals of all sexual orientations.

36%

61%

No Answer - **61.43%**
Heterosexual - **36.2%**
Homosexual - **1.03%**
Bisexual - **0.5%**
Queer - **0.5%**
Asexual - **0.17%**
Pansexual - **0.17%**
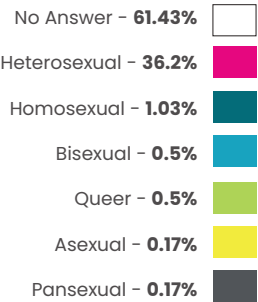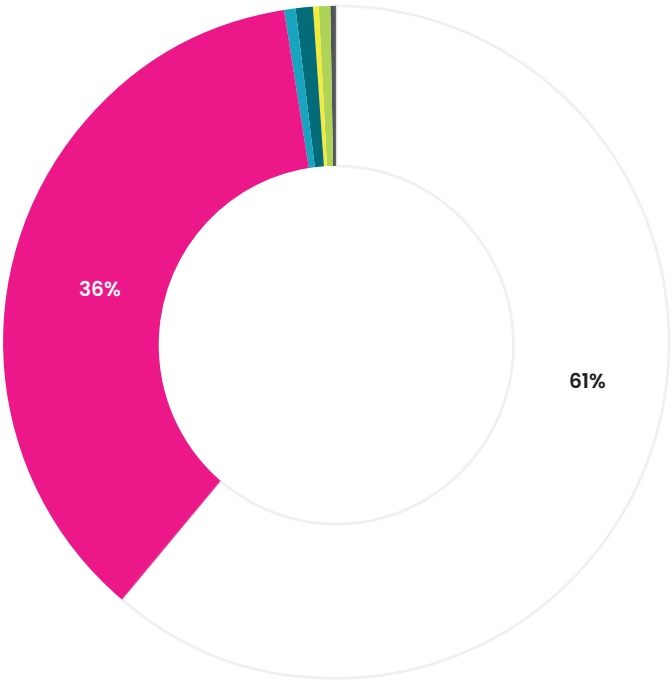
DEPENDANTS

The data shows that a significant portion of respondents reported having no dependants, while 20% indicated that they do have dependants. This suggests that a considerable number of people in the area have care-giving responsibilities, whether for children, elderly family members, or others. This is consistent with the 2021 Census for Hounslow, which reported 22.1% of households having dependent children.

This insight emphasises the importance of considering the needs of those with dependants when designing public spaces and services, such as ensuring that facilities are family-friendly and provide adequate support for caregivers.

20%

33%

47%

No Answer - **33.4%**
No - **46.4%**
Yes - **20.2%**
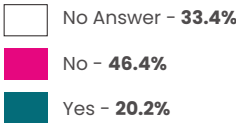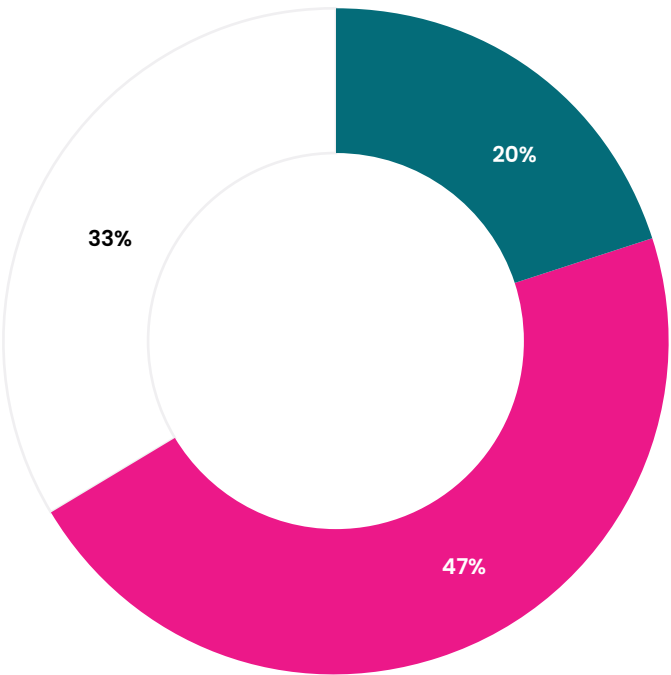
ONE HOUNSLOW

Co-designing Public Spaces with Hounslow

We need to provide spaces for young people to thrive

1.4.1 **Tools we used**

Digital platforms

To analyse the engagement data gathered for the Hounslow public realm design guidance, platforms such as Mural, Airtable, and Zoho Forms were utilised in a structured process.

The process began with Mural, an online tool used for primary research to visualise the area and map out the strategy for executing the public realm design guidance engagement strategy. This included identifying key stakeholders, determining who to engage, and planning where and when engagement activities would occur.

Ethnic group across all wards:	wards
Asian, Asian British or Asian Welsh: Bangladeshi	2697
Asian, Asian British or Asian Welsh: Chinese	2664
Asian, Asian British or Asian Welsh: Indian	60826
Asian, Asian British or Asian Welsh: Pakistani	17456
Asian, Asian British or Asian Welsh: Other Asian	22203
Black, Black British, Black Welsh, Caribbean or African: African	14893
Black, Black British, Black Welsh, Caribbean or African: Caribbean	3569
Black, Black British, Black Welsh, Caribbean or African: Other Black	2340
Mixed or Multiple ethnic groups: White and Asian	4128
Mixed or Multiple ethnic groups: White and Black African	2143
Mixed or Multiple ethnic groups: White and Black Caribbean	2728
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	4521
White: English, Welsh, Scottish, Northern Irish or British	81933
White: Irish	3890
White: Gypsy or Irish Traveller	299
White: Roma	981
White: Other White	39985
Other ethnic group: Arab	5462
Other ethnic group: Any other ethnic group	15461

Area map	Population	Number of households
	288,200 people	**103,000** households

Age profile	Sex	Legal partnership status

Mural Screen-Grab

Zoho Forms was then used to create customised forms for data collection, capturing insights directly from the community. Once the information was collected, the data was transferred into Airtable to generate charts and categorise the data, identifying trends, insights, and areas of concern. This systematic approach effectively organised and analysed the engagement data, ensuring the guidance was well-informed by the community's input.

I am a local resident	No, I feel strongly agai...	Nothing	Nothing
I am a local resident	Yes, I like it	Before you entre library you need green spaces, let lads have fun before they need...	Public Spaces Library
I am a local resident	Ok, I can live with it	The jungle gym in south all	Public Spaces Gym
I am a local resident			
I am a local resident	No, I feel strongly agai...		
I am a local resident	Great, I love it	Yes, it is good but needs improvement to roads and adults sitting on benches and ...	General
I am a local resident	Yes, I like it	I like how it is looked next to the park. The building looks new from the outside	Heston Library
I am a local resident	Great, I love it	Trees, green To improve - more trees, houses, small park	Greenery & Environment
I am a local business o...	Great, I love it	It's green (Heston library)	Greenery & Environment
I am a local resident	Yes, I like it	It's really local. More grass in the leisure centre, places to sit and activities like foo...	Public Spaces Greenery
I am employed in the lo...	Ok, I can live with it		
I am a local resident	I don't really like it	Green spaces near library Easy bus access	Greenery & Environment
I am a local resident			
I am a local resident	Yes, I like it		
I am a local resident			
I am a local resident	Yes, I like it	Likes the greenery and the very cool seats	Greenery & Environment
I am a local resident	Great, I love it		
I am a local resident I am	Yes, I like it		
I am a local resident	Ok, I can live with it	It's local to where I live, I don't need a car	Accessibility
I am a local resident	Yes, I like it	Love how large and greenery	Greenery & Environment

Air Table Data
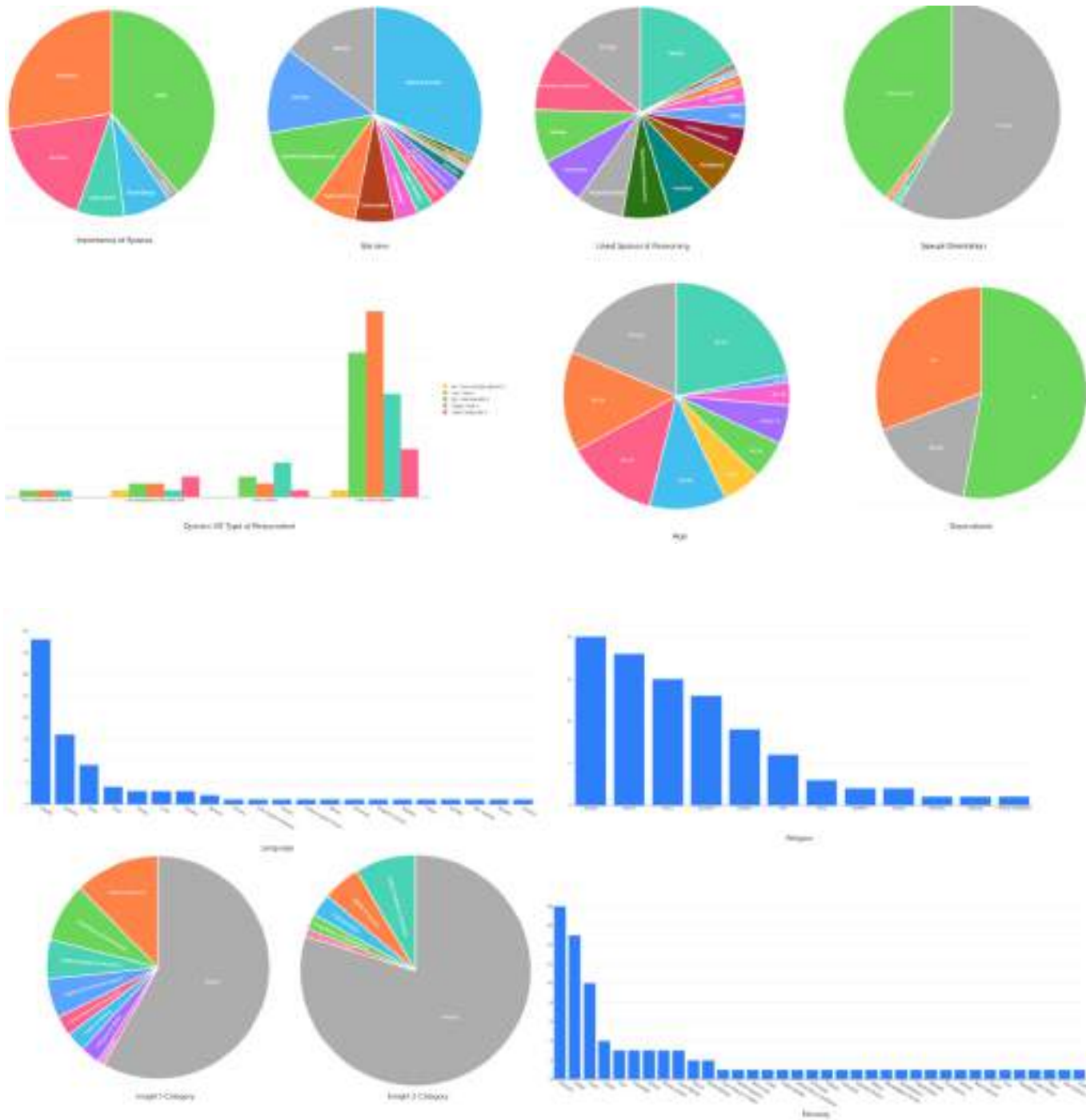
Air Table Graphs & Pie Charts

INSIGHTS
AND
REFLECTIONS
OVERVIEW

2.1 Community Thoughts

PUBLIC OPINION

What do you think of this space and Hounslow's public spaces?

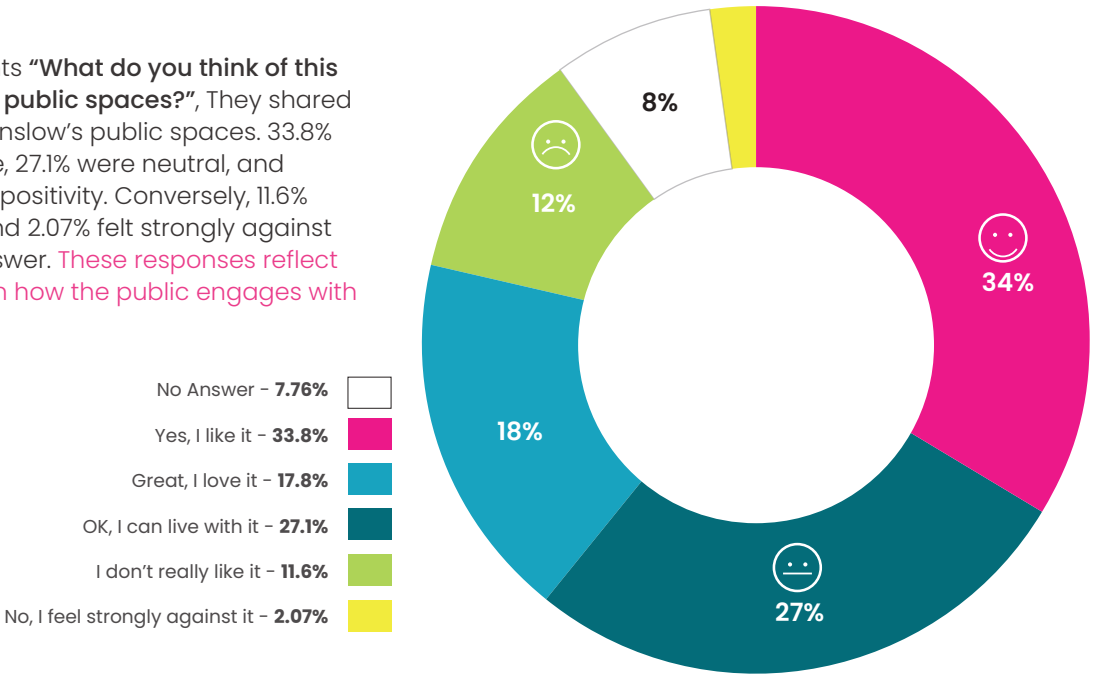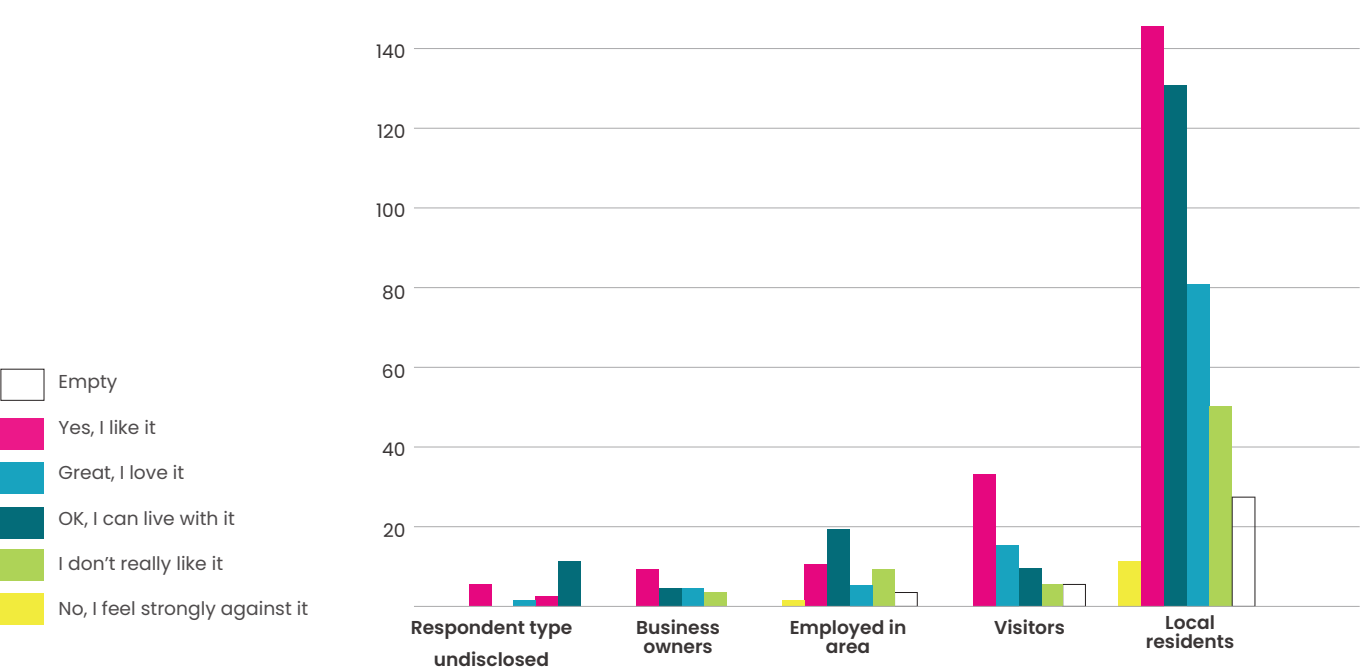Upon asking participants **"What do you think of this space and Hounslow's public spaces?"**, They shared varied opinions on Hounslow's public spaces. 33.8% said they like the space, 27.1% were neutral, and 17.8% expressed strong positivity. Conversely, 11.6% didn't like the space, and 2.07% felt strongly against it, while 7.76% didn't answer. These responses reflect diverse perspectives on how the public engages with Hounslow's spaces.

- No Answer – **7.76%**
- Yes, I like it – **33.8%**
- Great, I love it – **17.8%**
- OK, I can live with it – **27.1%**
- I don't really like it – **11.6%**
- No, I feel strongly against it – **2.07%**

TYPES OF RESPONDENTS

Are you a local resident, a visitor, employed in the area or a business owner?
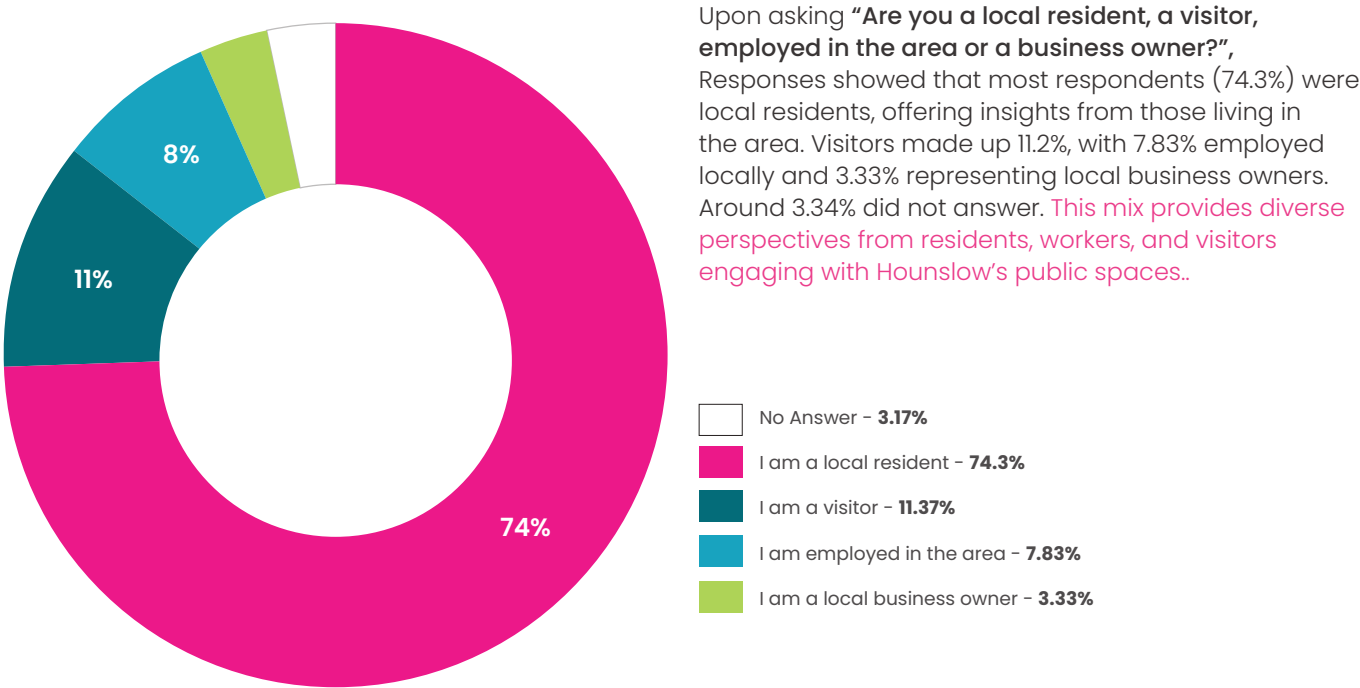
Upon asking **"Are you a local resident, a visitor, employed in the area or a business owner?"**, Responses showed that most respondents (74.3%) were local residents, offering insights from those living in the area. Visitors made up 11.2%, with 7.83% employed locally and 3.33% representing local business owners. Around 3.34% did not answer. This mix provides diverse perspectives from residents, workers, and visitors engaging with Hounslow's public spaces..

- No Answer – **3.17%**
- I am a local resident – **74.3%**
- I am a visitor – **11.37%**
- I am employed in the area – **7.83%**
- I am a local business owner – **3.33%**

Relationship between types of respondents & their general opinion of Hounslow's public realm.

- Empty
- Yes, I like it
- Great, I love it
- OK, I can live with it
- I don't really like it
- No, I feel strongly against it

EXPRESSIONS OF DISSATISFACTION

Whilst there was no clear pattern amongst those who expressed satisfaction the data shows a clear pattern among those who dislike or strongly oppose Hounslow's public spaces.

Of the respondents who expressed negative views, 70% also reported liking "nothing" about Hounslow, indicating significant dissatisfaction. Additionally, 25.3% of these respondents provided no further insights, and 15.2% only offered one, suggesting a notable portion of this group may be disengaged from contributing

further. A majority (75.3%) of those who dislike or hate the area are local residents, with 27.8% responding from Bell Square, where safety (27.7%) and cleanliness (26.2%) are key concerns mentioned by this group.

In terms of demographics, there is no significant skew in religion or age, though males make up a slight majority (53.2%). Interestingly, 49.4% of the dissatisfied group speak UK languages, whilst the largest ethnic group is Asian or Asian British/Welsh.

COMMUNITY'S FAVOURITE PUBLIC SPACES

What is your favourite public space in Hounslow?

When asked **"What is your favourite public space in Hounslow? "**, A significant 31.2%, did not answer the question. Yet, out of those who did answer, more than half mentioned the following spaces:

1 HIGH STREET

11.6% of respondents identified the High Street as their favourite place. Many mentioned it to be their central role in everyday life as well as a hub for shopping, socialising, and community engagement. Residents like the High Streets for them being spaces for public activities and services.

2 LAMPTON PARK

Whilst parks are not part of the public realm design guide remit - 7.93% of respondents mentioned Lampton Park being their favourite public space, expressing its value as a green space for relaxation and recreation in the area.

3 PARKS

Whilst parks are not part of the public realm design guide remit -7.76% expressed a general preference for parks. Many comments spoke of them being accessible green spaces in urban areas, which contribute to physical and mental health, all while serving as social spaces where people can connect with nature and each other.

4 NOTHING

4.66% of respondents stated they like "nothing" about public spaces. Comments were not about the spaces themselves, but rather about the lack of maintenance & cleanliness. Others noted the lack of green spaces and amenities needed to use the space such as shops and benches.

5 HESTON PARK

Whilst parks are not part of the public realm design guide remit -2.59% mentioned Heston Park, indicating that while smaller in percentage, it holds significance for those who use it. Insights regarding Heston Park spoke of it being a park that offers spaces for sports, leisure, and social activities that serve local residents.

What is most important to you when using Hounslow's public spaces?
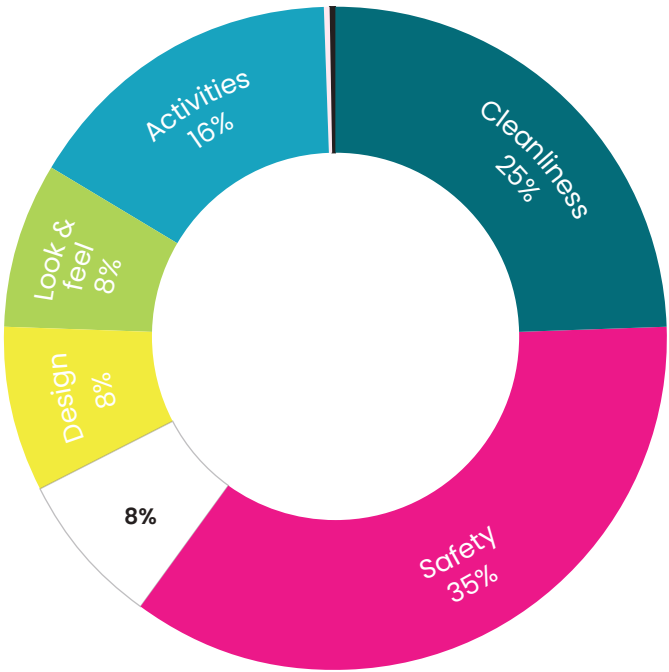
PRIORITIES IN PUBLIC SPACES

When asked **"What is most important to you when using Hounslow's public spaces?"**, Safety was the top priority for 35.5% of respondents, followed by cleanliness at 24.5%. Activities were important to 15.9%, while 8.01% prioritised the look and feel of the space. Design mattered to 7.61%, with smaller percentages noting the importance of people, access, and green spaces. A small portion (7.91%) did not respond. Overall, safety and cleanliness emerged as the most significant factors.

- No Answer – **7.91%**
- Safety – **35.5%**
- Cleanliness – **24.5%**
- Activities – **15.9%**
- Look & feel – **8.01%**
- Design – **7.61%**
- People – **0.101%**
- Access – **0.101%**
- Green spaces – **0.202%**
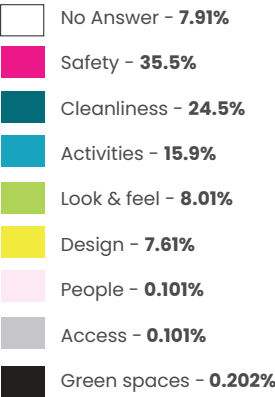
VALUES WITHIN PUBLIC SPACES

"What is most important you when using Hounslow's public spaces?",

Upon being asked **"What is most important you when using Hounslow's public spaces?"**, Respondents highlighted several key areas with 13.06% valuing the natural and visual appeal, such as greenery and architecture. Amenities and services, including shopping, activities, and transport, were important to 18.28%. Community and accessibility were key for 20.14%, while safety and cleanliness were noted by 7.38%. 5.49% appreciated the location and convenience, while 4.34% had no particular likes. A significant 28.5% did not respond, with a small percentage mentioning other reasons.

- No Answer – **28.5%**
- Community & access – **20.14%**
- Amenities – **18.28%**
- Activities – **13.06%**
- Quality of life – **7.38%**
- Location convenience – **5.49%**
- Nothing – **4.34%**
- Other – **2.81%**
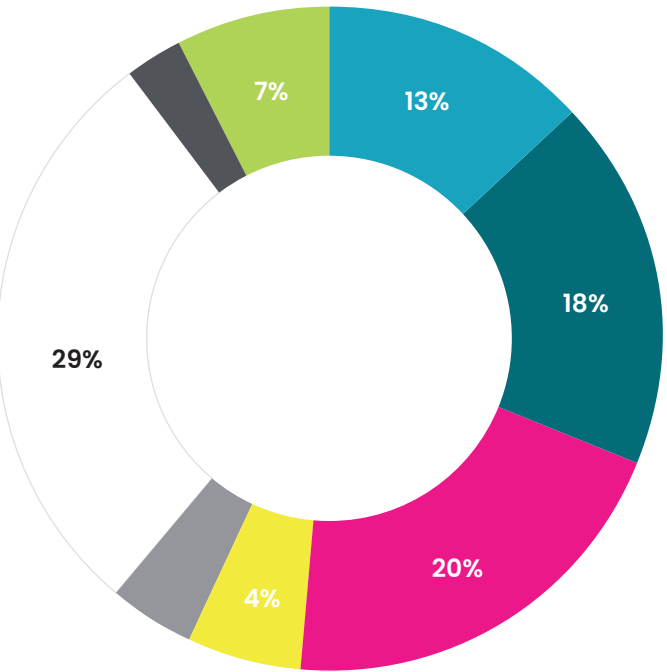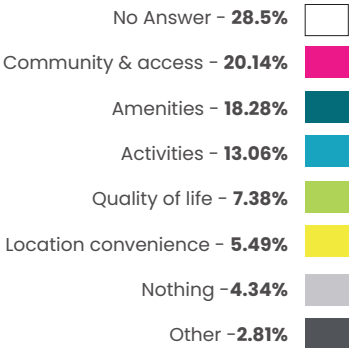
2.2 **Key Themes & Insights**

2.1.1 **Overview**

The following section highlights the key emerging themes that have resulted from insights gained across the community engagement sessions. The key themes are listed below.

1 PUBLIC FACILITIES & AMENITIES

Participants perceived a lack of clean, accessible toilets, water fountains, and seating, making spaces less inviting, especially for elderly and disabled users. Flexible spaces for diverse activities were also desired. In response, the public realm could prioritise accessible facilities, flexible designs, and public notice boards to enhance usability and inclusivity.

2 SAFETY & SECURITY

Safety concerns, especially at night, were linked to perceived poor lighting, visibility, and lack of surveillance. Spaces could incorporate enhanced lighting, open designs, and crime prevention measures, alongside community-led safety programmes.

3 CLEANLINESS & MAINTENANCE

Perceived uneven maintenance led to perceptions of neglect and inequality, with concerns about gentrification. Public realm design guidance could consider using durable, low-maintenance designs and ensure consistent upkeep, with opportunities for community involvement in maintenance.

4 COMMUNITY USE & SOCIAL CONNECTION

Spaces were perceived as disconnected and lacking vibrancy, with a strong desire for areas that encourage inter-generational and cultural connection. Flexible meeting areas, pop-ups, and community-led programmes could contribute to better social cohesion and activity.

5 GREEN SPACES & ENVIRONMENT

Green spaces were celebrated by many. Others commented on insufficient greenery and poor maintenance as barriers to mental well-being and comfortable use. Expanding green spaces with trees, flowerbeds, and shaded seating, alongside sustainable and active-use designs, was requested to enhance accessibility and appeal

6 ACCESS AND MOVEMENT

Accessibility challenges for disabled and elderly individuals were perceived to be linked to poor signage, pathways, and transport links. Improvements in pathways, tactile signage, pedestrian crossings, parking and transport options could help ease movement and inclusion.

7 RETAIL & SOCIAL SPACES

Cafés and social spaces were perceived to be lacking with some requesting places for pop-ups and more community engagement. There could be opportunities for diverse offers through pop-ups as suggested and infrastructure to support it as requested by some. Insights also included requests to have more opportunities to meet and socialise.

* USER FOCUSSED

There were many comments that aspired for public spaces to accommodate people who are disabled, young people, women, the elderly, children and families within a safe and appropriate environment.

*User focussed insight was prevalent across all themes and so is not ranked

2.3 **Key Themes & Insights**

2.2.1 **Green Spaces & Environment**

The following summarises key insights gathered from the community regarding green spaces and the environment in relation to the public realm. These insights have informed a set of targeted recommendations aimed at enhancing green spaces, improving access to nature, and promoting environmental well-being.

OVERVIEW
Some respondents expressed concerns regarding the environmental quality and availability of green spaces, which they believe could enhance the public realm. Their suggestions were shared as follows:

INSIGHTS

More Green & colourful Spaces: Many residents expressed a strong desire for additional green spaces and areas with more greenery with requests for more trees, planters and flowerbeds, alongside planting for nature and wildlife.

Maintenance & Cleanliness of Existing Green Areas: While residents appreciate the green spaces that exist, they are concerned about the lack of maintenance in these areas, such as overgrown hedges and rubbish filled green spaces. Responses referenced a lack of bins, alongside the need for larger covered bins due to overflowing rubbish issues.

Community Gardening & Greening Initiatives: Many residents mentioned and support the idea of community gardens, with some referencing past and current examples as a good way to build community and bring people together across generations. It was also suggested as a way of creating safe spaces and a focal point for activities for women in the area. Suggested examples include developing fruit forests and growing with newcomers and refugees.

Improving Green Spaces for Intergenerational Use, Children & Families: There is a demand for accessible places that cater to different age groups and generations. Several comments highlight the need for more child-friendly spaces, such as well-maintained playgrounds and areas for families to relax. Other comments included the need for seating in greened spaces, particularly for the elderly and families. Some mention including educational opportunities within the public realm, with suggestions to collaborate with Kew gardens.

Health & Wellbeing Focussed Spaces: Insights expressed a want for green and healthy spaces to support mental and physical health. Requests include more quality walking spaces for mental health and ways to look after the elderly in public spaces.

Green for Cooling & Heatwaves: Many respondents mentioned the need for green, cool and sheltered spaces for comfort in heatwaves. Some expressed too much pavement and not enough green areas in public spaces.

Celebrating Hounslow's Green History: Ideas included celebrating the green history of the area such as referencing places that were previously orchards in the naming, design and planting of places.
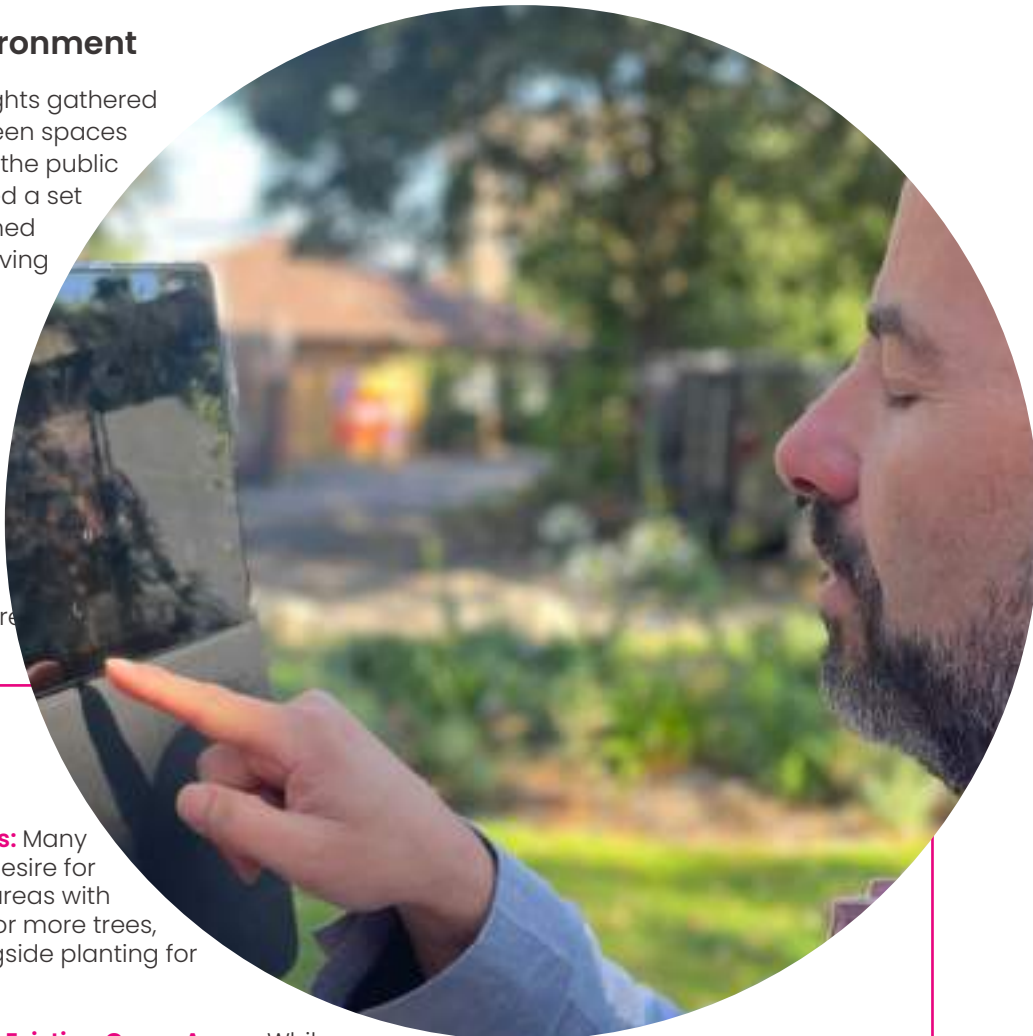
PHYSICAL CONSIDERATIONS

Incorporate Green & Colourful Design Features: Promote more greenery such as trees, planters, and flowerbeds, selecting planting that promotes wildlife.

Encourage Health Focussed Landscaping: Consider sensory planting and attractive paths for physical and mental wellbeing

Design for Maintenance & Cleanliness: Design guidance to consider the presence of bins throughout public spaces, with larger recycling containers and secure lids to control rubbish. Consider providing guidance that ensures that landscaped areas are easy to maintain.

Design for Intergenerational Use, for Play and for Families: Create greened public spaces that are more accessible and designed to cater to different age groups, including robust play areas for children and relaxation areas and seating for families and the elderly set in green space.

Celebrating Hounslow's Green History: consider highlighting the green history of the area such as referencing places of orchards in the naming, design and planting within the public realm.

SOCIAL CONSIDERATIONS

Promote Community Gardening & Greening Initiatives: Encourage public realm guidance to promote community involvement in the process and/or delivery of greening. Ideas include creating space for community gardens or guidance to promote co-design and community planting days. Other recommendations from ideas include using these spaces to help create safe meeting areas and programmes for women and others.

Enhance Environmental Education & Awareness: Consider programmes that raise awareness and educate community members about the benefits of green spaces for nature, the environment, health and wellbeing

Encourage Green Space as a Hub for Inter-generational Community Activities: Promote and provide guidance to ensure that green spaces can be focal points for community events, fitness activities, and recreational gatherings with a mix of programming for different groups.
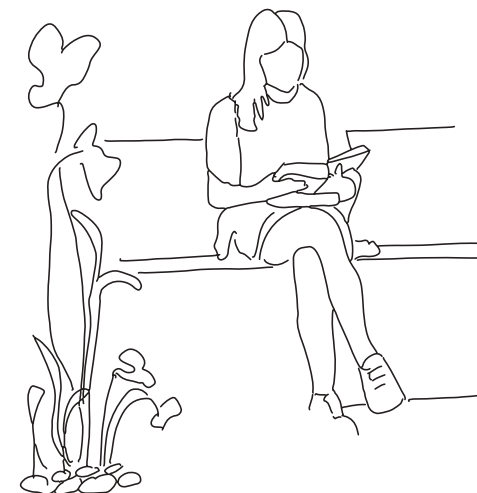
> " (we) want more trees and more greenery....(it) helps in a heatwave. "

2.3.1 Community Use & Social Connection

The following summarises key insights gathered regarding community use and social connection associated with the public realm. These insights have informed a set of targeted recommendations.

INSIGHTS

Opportunities to Gather & Interact: There is a strong desire for more community-focused activities and events in Hounslow's public realm. Suggestions include workshops, music sessions, and youth clubs, with a specific focus on elderly and isolated individuals. Current activities are seen as insufficient, and people want more opportunities to gather and interact.

Community Events & Activities: Events such as summer festivals, creative festivals, and mosque led (Islamic) gatherings were requested to be inclusive as well as discounted or free to attend. Other mentions included an appetite for more frequent, free events such as those that occur at Bell Square.

Social Isolation & Inclusion: Many comments indicate feelings of isolation, especially among the elderly, newcomers, and people across different ethnic backgrounds. People expressed a need for more spaces and activities that foster inclusion and social interaction across different age groups and cultures.

Multi-cultural: There is a desire for integration between different communities, but currently, there seems to be a divide from insights gathered. Some feel that the area is too segregated, with more emphasis needed on multicultural learning and social inclusivity and others requesting balanced representation of cultures.

Council Community Engagement: several respondents requested more engagement from the council and councillors directly with the community on priority matters to build trust.

PHYSICAL RECOMMENDATIONS

Create Community Gathering Spaces: Design guidance to promote public spaces that encourage gathering, interaction, and socialising across different groups, demographics and ages.

Enhance Promotion, Signage & Communication in Public Realm: Improve wayfinding and communication about local events and resources with better signage and potential for flexible digital or physical community noticeboards or panels in public spaces.

Encourage Public Art & Cultural Expression: Consider involving local artists to create public art projects that reflect the diversity and heritage of the area, revitalising older spaces with cultural significance.

SOCIAL RECOMMENDATIONS

Community Engagement and Inclusivity: Develop social programmes aimed at isolated individuals, newcomers, and different ethnic groups. Focus on creating events that bring diverse communities together.

Improve Council and Public Interaction: Increase visibility of local councillors and improve communication between the council and community, ensuring that feedback is regularly considered and acted upon (a request).

" Mixed cultures, huge diversity but can't see enough community in the town events "
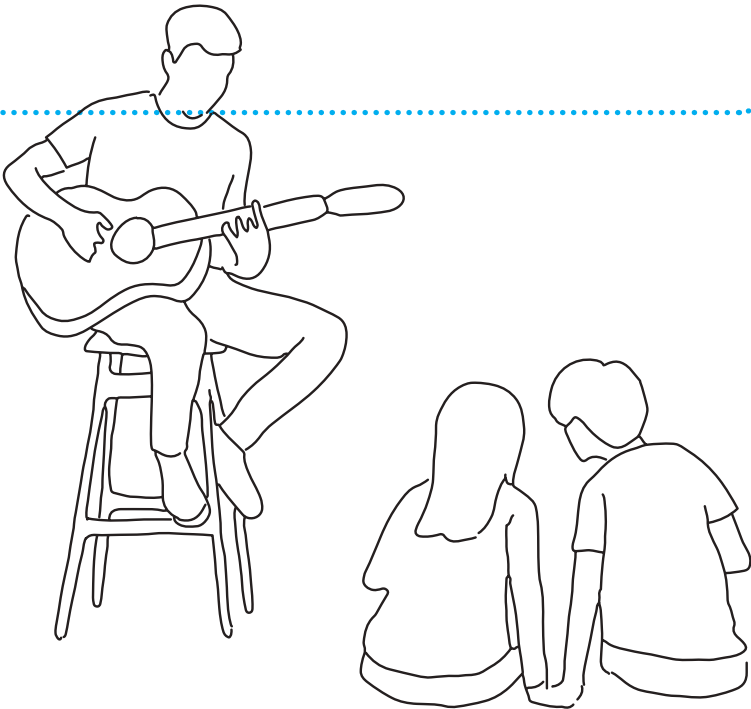
2.3.2 **User focussed**

The following summarises key insights gathered from the community regarding user focussed responses and aspirations. These insights have informed a set of targeted recommendations.

PHYSICAL RECOMMENDATIONS

Create Intergenerational Community Spaces: Design public spaces that encourage gathering and interaction across different ages. Incorporate seating, shaded areas, and items that are both youth-friendly, and elderly-friendly at the same time as an example.

Increase Safety and Usability in Public Spaces for all: Address safety concerns through improved lighting, better designed seating, and creating spaces that discourage anti-social behaviour.

SOCIAL RECOMMENDATIONS

Increase Youth Engagement and Educational Activities: Create more youth-focused activities and educational programmes to engage young people and provide positive outlets for them in the community.

INSIGHTS

Child-Friendly Spaces: Several comments highlight the lack of amenities for children, such as playgrounds and recreational areas. Many expressed a desire for more play areas and spaces where children and families can spend time together.

Youth Engagement & Education: Requests to develop programmes that actively involve young people in community life, such as educational workshops, creative arts sessions, and nature based environmental awareness activities were made. Any planned initiatives were also requested to be accessible and attractive to the youth.

Elderly Space: Requests were made to develop spaces for the elderly, ensuring they have comfortable seating and easy access, and to prevent digital exclusion seemingly caused by the reliance on technology for tasks such as parking their cars.

Vulnerable users: Requests were made for active support for those who may be vulnerable or more prone to misusing public spaces.

Women: Requests were made for 'female-only' spaces or programs to ensure comfort and safe social connections.

“ **Kids have nowhere to play** ”

2.3.3 Movement and Access

The following summarises key insights gathered from the community regarding movement and access. These insights have informed a set of targeted recommendations.

INSIGHTS

Cycling Infrastructure: While some residents appreciate the existing cycling routes, others feel that many cycle lanes are underutilised or poorly planned, with a need for better and controlled access to key public spaces. Other requests include secure bike storage for accessibility and protection from theft.

Safety Concerns with Cycle Paths: Several residents raised concerns about the safety of cycle lanes, particularly those that intersect pedestrian areas or bus lanes, raising particular issues with conflicts with the elderly. The presence of fast-moving cyclists and electric scooters was noted as a risk to pedestrians, particularly the elderly.

Better Public Transport Access: Some residents expressed a need for improved public transport access to public realm.

Safe Movement and Access: Requests for safe movement and access for pedestrians with some raising concerns about the lack of pedestrian crossings, poor signage, and unsafe routes. Requests for better accessibility for wheelchairs cited issues with path width and surface treatment, alongside British sign language (BSL) facilities within spaces.

Parking and access: There are many calls to provide additional parking facilities to easily access and use a variety of public realm types. Parking availability was raised as a significant issue for residents and visitors alike, particularly near the high street, parks, and places of worship. Businesses mentioned that perceived limited parking spaces has negatively impacted local businesses and convenience.

Speeding, Traffic Safety and Congestion: Some community members expressed concerns about speeding and unsafe driving, particularly in residential areas. The need for better traffic calming measures and speed reduction strategies was frequently mentioned. Others mentioned concerns with traffic congestion.

PHYSICAL RECOMMENDATIONS

Reconsider Cycle Lane Design: Consideration of cycle lanes to balance the movement of cyclists with pedestrians. Consider signage, separation and measures to slow movement if appropriate.

Enhance Accessible and safe movement Pedestrian, wheel Safety and Accessibility: Facilitate more pedestrian crossings, especially in high-traffic areas responding to unsafe movement within congested areas. Respond to feedback ensuring that paths are accessible, smooth, wide, well-marked and accessible and that BSL is integrated in design guidance.

Public Space Accessibility: Consider public transport accessibility to public spaces, as a response to calls for better access to differing public realm types.

Provide Secure Bicycle Parking: Install more secure bicycle parking facilities in public areas, encouraging more people to use bikes without worrying about theft.

SOCIAL RECOMMENDATIONS

Review Parking Needs and Promote Sustainable Transportation Options where Parking is not Available: Review parking availability alongside the consideration of initiatives to encourage residents to use public transport, walking and wheeling options.

Increase Awareness of Cycle and Pedestrian Safety and Shared Use of the Public Realm: Consider the implementation of community programmes focused on safe cycling, wheeling and walking practices. This can include educating both cyclists, pedestrians and others about road safety and promoting respectful use of shared spaces.

Foster Community Engagement in Transport Planning: Encourage engagement with the community in transportation planning decisions, ensuring that residents have input on new projects, public transport access, cycling routes, and public transport infrastructure developments .

"Transport - congestion - busy - cyclists very fast (electric scooters and bikes) in the bus lanes which is scary for old people "

2.3.4 **Public Facilities & Amenities**

This section summarises key insights gathered from the community regarding public facilities and amenities in the area. These insights have informed a set of targeted recommendations.

INSIGHTS

Public Toilets: A recurring issue commented on ws the lack of public toilets in the public realm. Many residents mentioned the need for accessible, well-maintained toilet facilities.

Exercise & Recreational Spaces and Facilities: Some residents expressed an interest in having more outdoor exercise areas, combining fitness equipment for adults and onlooking spaces for children particularly for families. There is also a call for more spaces dedicated to group sports like football and basketball.

Water Fountains: Several comments indicated a requested need for more water fountains, particularly on the streets and close to the parks.

Shaded Areas: Shelters or shaded areas to protect from rain or sun was called for.

Seating & Benches: Many residents feel that there are not enough seating areas in public spaces. Benches and seating were requested across many different types of public realm particularly for the elderly, families and for rest.

Embedded Technology: Wi-Fi and public chargers have been requested particularly within civic areas such as within the spaces adjacent to the libraries in Hounslow

PHYSICAL RECOMMENDATIONS

Public Toilets: Consider the provision of public toilets in key areas of the public realm or through collaborative schemes, to ensure sanitary access for both residents and visitors.

Add More Benches and Seating Areas: Promote the addition of benches and seating areas in the public realm, designed in mind for the elderly, social connection and rest. Consider the setting of seating within a green, landscaped and sheltered space where appropriate.

Enhance Outdoor Exercise and Sports Facilities: Promote inclusion of outdoor gyms and multi-use sports areas where both adults and children can engage in fitness activities. Expand areas for recreational group activities if appropriate.

Embedded technology: investigate and promote technology in space for inclusion from benches with Wi-Fi and charging stations for emergencies and long term use of space.

SOCIAL RECOMMENDATIONS

Promote Community-Led Initiatives for Public Spaces: Encourage community involvement as public space improvements are developed, including the designing of new benches and other facilities.

Support Programs for Community members: Consider how community activities are integrated into the design of public spaces and the types of facilities included. This may involve female-only sessions at 'outdoor gym' facilities and integrated summer programs that encourage children and teenagers to actively as well as safely use and feel welcomed within these public areas.

" There should be a borough-wide competition to design how water-bottle-filling stations should look. "

" Outdoor gym space that's combined with children and adults so they can use it together. "

" More public toilets on high street, "

" Need public toilets, people are urinating on street. "

2.3.5 **Retail & Social Spaces**

The following summarises key insights gathered from the community regarding shopping, retail, and social spaces. These insights have informed a set of targeted recommendations.

Although not directly within the scope of this project, community feedback highlighted several factors affecting their experience of the public realm in Hounslow. Residents expressed dissatisfaction with the limited variety of retail options, particularly the prevalence of fast food outlets and a lack of healthier, smaller independent and more diverse choices. Concerns were also raised about the perceived increasing closure of local businesses, which is seen to have reduced the area's vibrancy and sense of community. The following insights express concerns that have the ability to be addressed within this project scope.

PHYSICAL RECOMMENDATIONS

Revitalise the High Street with Local Business Pop-Ups: Support the reintroduction of small, independent businesses on the high street, providing incentives for local entrepreneurs to open pop-ups in public space that cater to the community's needs.

Add More Cafés and Social Spaces: Develop more social spaces within the public realm such as healthy pop-up food stalls, and community markets that can serve as gathering points for residents and bring a sense of vibrancy back to the area.

SOCIAL RECOMMENDATIONS

Support Local Retailers Through Community Initiatives: Launch initiatives that promote local businesses such as community markets, local shop loyalty schemes, or events that encourage residents to support small, independent retailers.

Enhance the High Street Experience with Cultural and Social Events: Organise regular cultural and social events, such as outdoor markets, live performances, or art exhibitions, to attract more visitors to the high street and create a lively community atmosphere.

INSIGHTS

Need for Cafés & Social Spaces: Several residents mentioned the need for more cafés and social spaces where people can gather. This included coffee shops, healthy food stalls, and pop-up markets that could bring new life to the area.

"
We need more food stalls, pop-ups, coffee places. There is nothing here. We have to go to Brentford or Chiswick, we need more local facilities.
"

2.3.6 **Cleanliness & Maintenance**

This section summarises key insights gathered from the community regarding cleanliness and maintenance of the public realm. These insights have informed a set of targeted recommendations aimed at improving the upkeep and cleanliness of public spaces to enhance the overall quality of life in the community.

PHYSICAL RECOMMENDATIONS

Increase the Number and Quality of Bins: Consider introducing more bins throughout public spaces, with larger recycling containers and secure lids to prevent rubbish from blowing away.

Enhance Park and Public Space Maintenance: Investigate solutions to regularly maintain the public realm.

Design for Maintenance and Cleanliness: Design guidance to consider the presence of bins throughout public spaces, with larger recycling containers and secure lids to prevent rubbish from blowing away. Consider providing guidance that ensures that landscaped areas are easy to maintain.

SOCIAL RECOMMENDATIONS

Encourage Community Responsibility and Involvement: Consider the implementation of educational campaigns to promote proper waste disposal and recycling, and encourage residents to take more responsibility for keeping their neighbourhoods clean.

Enhance Park and Public Space Maintenance: Investigate solutions to regularly maintain the public realm.

Increase Public Awareness of Cleanliness Regulations: Consider responding to requests for the use of signage, campaigns, and fines to enforce cleanliness standards, such as anti-littering laws and recycling protocols to encourage community cooperation.

Promote Clean-Up Initiatives: Consider or support the organisation of regular community clean-up events, such as litter-picking days or neighbourhood improvement efforts to foster community pride and engagement.

Improve Communication Between Council and Residents: Ensure that residents have a clear channel to report cleanliness or maintenance issues and feel that their concerns are addressed promptly by the council.

INSIGHTS

Rubbish & Littering: A significant portion of the community expressed concerns over the amount of rubbish and litter across various public spaces. Many reported that rubbish is often dumped on the streets, particularly behind shops, with insufficient bins contributing to the issue.

Public Space Maintenance: The cleanliness of the public realm was flagged as a predominant issue amongst users and spaces.

Fly-Tipping & Waste Dumping: Illegal dumping of large items, such as mattresses and furniture, was mentioned as a recurring problem.

Overgrown Planting: Overgrown hedges, unkempt grass and landscape was mentioned as potentially contributing to a general sense of neglect in the area by many. Some also pointed out issues with unkempt bushes and overgrown alleyways.

2.3.7 **Safety & Security**

This section summarises key insights gathered from the community regarding safety and security in public spaces. These insights have informed a set of targeted recommendations.

PHYSICAL RECOMMENDATIONS

Improve Street Lighting and Visibility: Ensure that guidance specifies appropriate lighting, alongside passive surveillance in public areas. Requests include installing CCTV.

Improve Road Safety and Pedestrian Access: Address safety concerns related to traffic by improving crossings and pedestrian pathways, especially near schools and high-traffic areas.

SOCIAL RECOMMENDATIONS

Enhance Park Security Measures: Consider increasing lighting alongside passive and active surveillance measures and patrols

Address Racism and Prejudice Through Community Initiatives: Consider cross cultural community and co-design workshops, balanced cultural events programmes and activities

Implement Anti-Social Behaviour Intervention Programmes: Consider offering mentorship and activities alongside re-habilitation intervention

INSIGHTS

Crime & Anti-Social Behaviour: Many residents feel unsafe due to perceived high levels of crime, with mentions of drug dealing, theft, and anti-social behaviour, particularly in public spaces.

Lack of Police Presence: There is a widespread perception that police patrols are insufficient, and that law enforcement does not respond effectively to incidents.

Feeling Unsafe at Night: Many residents expressed fear of being outside after dark, citing poor lighting, lack of police, CCTV and the presence of potentially intoxicated individuals and drug dealers.

Racism & Prejudice: Some residents reported concerns about racial discrimination and prejudice, particularly against Eastern European, Muslim, English and asylum-seeking communities.

Safety for Women & Children: Many residents, particularly women mentioned feeling unsafe in certain areas, especially due to perceived poor lighting and a lack of visible security measures.

Pedestrian safety/ Improve Road Safety and Pedestrian Access: There were many calls to improve the quality, provision and location of pedestrian crossings and safety alongside and towards public spaces. There were particular concerns regarding potential conflicts with cars and bikes.

"

Safety for children and women needs to be considered, "

"

Still not fully safe after dark. Needs more thought into night amenities, restaurants outdoor seating.

2.4 **Key Themes & Insight Summary**

GREEN SPACES & ENVIRONMENT

INSIGHTS AND REQUESTS

- More Green and Colourful Spaces
- Maintenance and Cleanliness of Existing Green Areas
- Community Gardening & Greening Initiatives
- Improving Green Spaces for Intergenerational Use, Children & Families
- Health and wellbeing focussed spaces
- Green for Cooling and Heatwaves
- Celebrating Hounslow's Green History

PHYSICAL CONSIDERATIONS

- Incorporate Green and Colourful Design Features
- Encourage Health focussed landscaping
- Design for Maintenance and Cleanliness
- Design for inter-generational use, for play and for families
- CelebratE Hounslow's Green History

SOCIAL CONSIDERATIONS

- Promote Community Gardening and Greening Initiatives
- Enhance Environmental Education and Awareness
- Encourage Green Space as a Hub for Inter-generational Community Activities

COMMUNITY USE & SOCIAL CONNECTION

INSIGHTS AND REQUESTS

- Opportunities Needed to Gather and Interact
- Community Events & Activities Requested
- Social Isolation & Inclusion Complaints
- Multi-cultural celebration and integration Request
- Council Community Engagement

PHYSICAL RECOMMENDATIONS

- Create Community Gathering Spaces
- Enhance Promotion, Signage and Communication in public realm
- Encourage Public Art and Cultural Expression

SOCIAL RECOMMENDATIONS

- Foster Community Engagement and Inclusivity
- Improve Council and Public Interaction

USER FOCUSSED

INSIGHTS AND REQUESTS

- Child-Friendly Spaces Requested
- Youth Engagement & Education Calls
- Elderly Space Considerations
- Vulnerable user Support
- Anti-social User Mitigation

PHYSICAL RECOMMENDATIONS

- Create Intergenerational Community Spaces:
- Increase Safety and Usability in Public Spaces for all

SOCIAL RECOMMENDATIONS

- Increase Youth Engagement and Educational Activities

ACCESS AND MOVEMENT

INSIGHTS AND REQUESTS

- Cycling Infrastructure Request and Control
- Safety Concerns with Cycle Paths
- Better Public Transport Access
- Safe Movement and Access
- Parking and Access Improvement
- Speeding, Traffic Safety and Congestion

PHYSICAL RECOMMENDATIONS

- Reconsider Cycle Lane Design
- Enhance Accessible and safe movement Pedestrian, wheel Safety and Accessibility
- Public space accessibility
- Provide Secure Bicycle Parking

SOCIAL RECOMMENDATIONS

- Review Parking Needs and Promote Sustainable Transportation Options
- Increase Awareness of Cycle and Pedestrian Safety and shared use of the public realm:
- Foster Community Engagement in Transport Planning:

PUBLIC FACILITIES & AMENITIES

INSIGHTS AND REQUESTS

- Public Toilets Requests
- More Exercise & Recreational Spaces Water Fountains Requests
- More Shaded Areas
- More Seating & Benches
- Embedded Technology Requests/ Concern

PHYSICAL RECOMMENDATIONS

- Public Toilet
- Add More Benches and Seating Areas
- Enhance Outdoor Exercise and Sports Facilities
- Embedded technology

SOCIAL RECOMMENDATIONS

- Promote Community-Led Initiatives for Public Spaces
- Support Programs for Community members

RETAIL & SOCIAL SPACES

INSIGHTS AND REQUESTS

- Need for Cafés & Social Spaces
- Lack of retail and diverse offer

PHYSICAL RECOMMENDATIONS

- Revitalise the High Street with Local Business pop-ups
- Add More Cafés pop-ups and Social Spaces

SOCIAL RECOMMENDATIONS

- Support Local Retailers Through Community Initiatives
- Enhance the High Street Experience with Cultural and Social Events:

CLEANLINESS & MAINTENANCE

INSIGHTS AND REQUESTS

- Rubbish & Littering Issues
- Public Space Maintenance Need
- Fly-Tipping & Waste Dumping
- Overgrown planting

PHYSICAL RECOMMENDATIONS

- Increase the Number and Quality of Bins
- Enhance Park and Public Space Maintenance
- Design for Maintenance and Cleanliness

SOCIAL RECOMMENDATIONS

- Encourage Community Responsibility and Involvement:
- Enhance Park and Public Space Maintenance:
- Increase Public Awareness of Cleanliness Regulations:
- Promote Clean-Up Initiatives:
- Improve Communication Between Council and Residents:

SAFETY & SECURITY

INSIGHTS AND REQUESTS

- Crime & Anti-Social Behaviour
- Lack of Police Presence
- Feeling Unsafe at Night
- Racism & Prejudice
- Safety for Women & Children

PHYSICAL RECOMMENDATIONS

- Improve Street Lighting and Visibility
- Improve Road Safety and Pedestrian Access

SOCIAL RECOMMENDATIONS

- Enhance Park Security Measures:
- Address Racism and Prejudice Through Community Initiatives:
- Implement Anti-Social Behaviour Intervention Programmes

OVERVIEW
PER TYPE

3.1 **Locations**

3.1.1 **Overview**

The following section highlights the overall insights captured by the engagement team concerning the specific types of public spaces that the public realm design guidance will cover. This summary is based exclusively on feedback collected through a series of street pop-up events, which were focused on gaining insights within different types of public spaces that design guidance will be provided for. These pop-ups provided a direct and accessible platform for community members to directly share their views on the different types of public spaces in Hounslow within the environment itself. The feedback gathered offers valuable perspectives on these spaces across a variety of community members and users.

The following chart and section summarises **749 engagements** (including open conversations and augmented virtual reality) with **580 recorded survey responses** across the different pop-up locations.

The surveys conducted across various categories in the Hounslow area revealed differing levels of community engagement, with some types of locations offering more insights than others. Public squares and transport hubs attracted significant feedback, due to being areas of high footfall.

Map of Hounslow
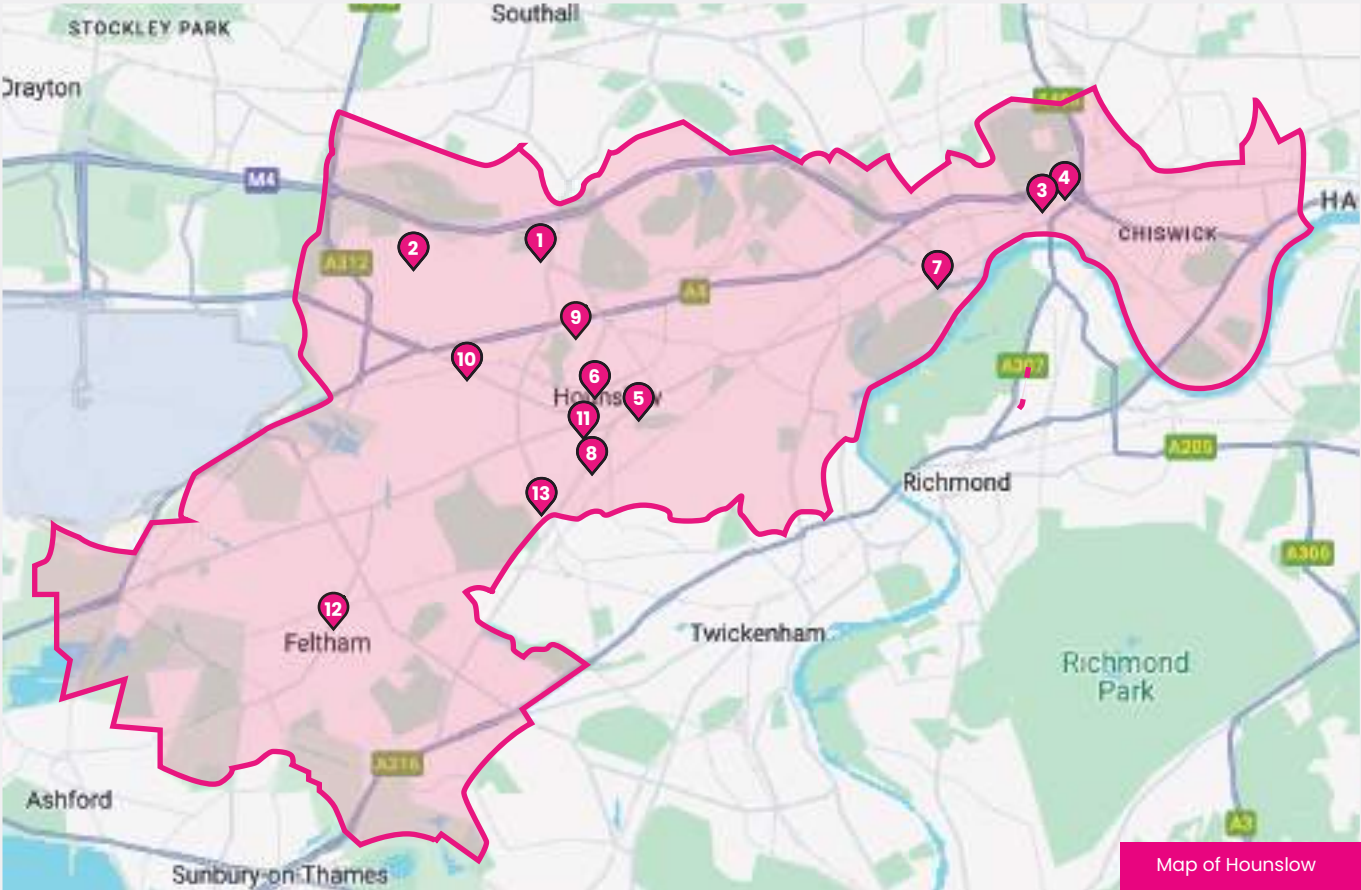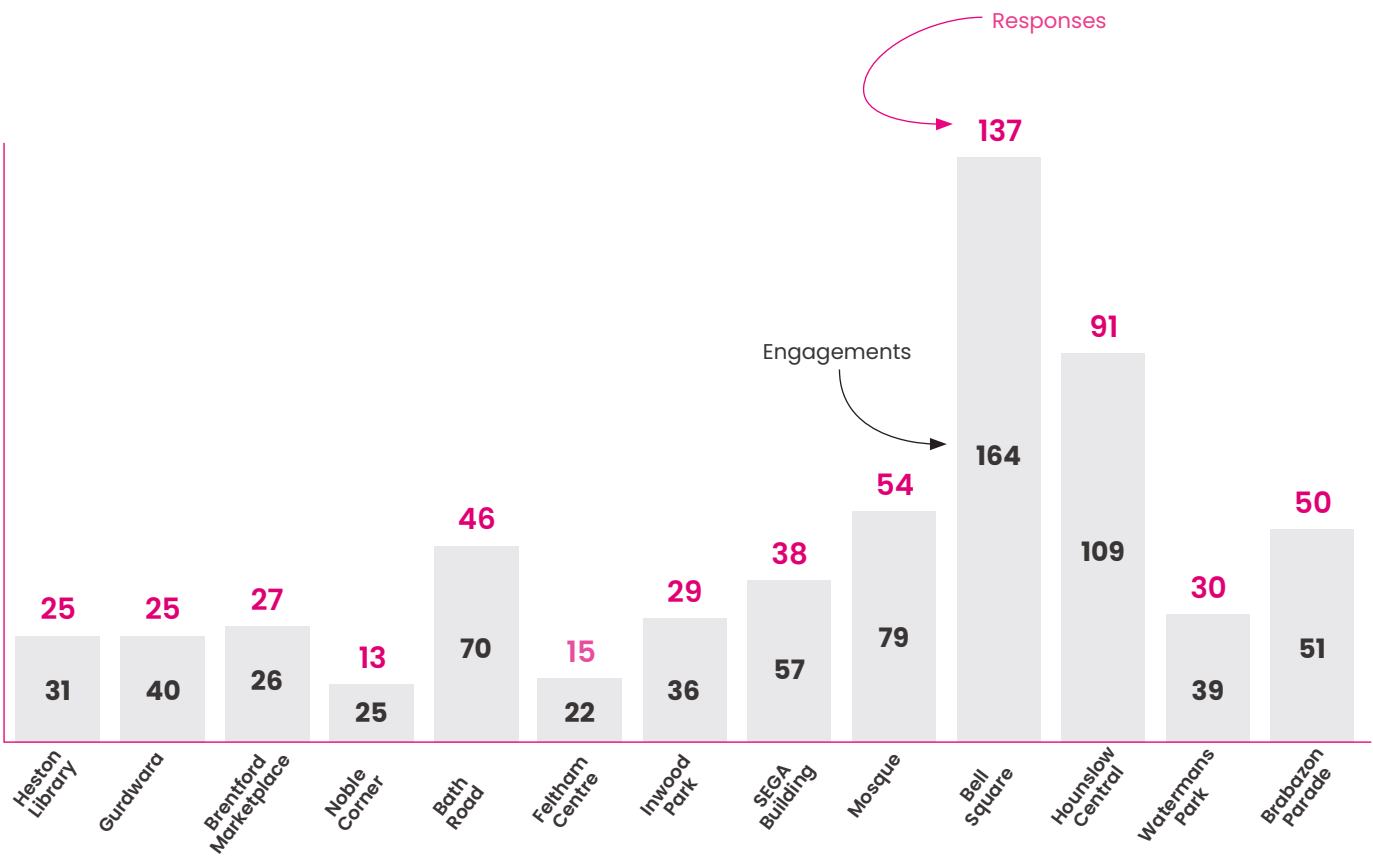
The following demonstrated the locations & the date of which the engagement event was held. Whilst this engagement was limited to August due to programme constraints supplementary meaningful engagement was held outside of this holiday period too.

Responses

Engagements

| | | | | | | | | | | | | |
|137|
|164|
|109|

3 Waterfront — Waterman's Park — Tuesday 13th August
1 Civic Building — Heston Library — Monday 12th August
2 GWC Crossing — SEGA Building — Tuesday 13th August
5 Park Entrance — Inwood Park — Thursday 15th August
7 Civic Building — Brentford Marketplace — Sunday 18th August
6 Faith Building — Sri Guru Gurdwara — Sunday 18th August
9 GWC Crossing — Noble Corner — Monday 19th August
10 Shop Parade — Bath Road — Monday 19th August
11 Square — Bell Square — Tuesday 20th August
12 Shop Parade — Feltham High street — Friday 23rd August
13 Faith Building — Jamia Mosque — Friday 23rd August
1 Train Station — Hounslow Central — Thursday 15th August
2 Shop Parade — Brabazon Parade — Monday 12th August

3.2 **Public Realm Types and Insights**

3.2.1 **Overview**

The following section highlights insights associated with different public realm types inclusive of public realm surrounding civic buildings, shop parades, high streets, faith buildings, train station entrances, Great Western Corridor Crossing (GWC), park entrances, waterfronts and public squares.

GWC CROSSINGS:

NOBLE CORNER

SEGA BUILDING

PARK ENTRANCE:

INWOOD PARK

CIVIC BUILDINGS:

HESTON LIBRARY

BRENTFORD MARKETPLACE

FAITH BUILDINGS:

SRI GURU SINGH SABHA

HOUNSLOW JAMIA MASJID

SHOP PARADES:

BRABAZON PARADE

FELTHAM HIGH STREET

BATH ROAD

TRAIN STATION:

HOUNSLOW CENTRAL

WATERFRONT:

WATERMANS PARK

SQUARE:

BELL SQUARE

3.2.2 **Public Realm Type Summary**   The following summary highlights the overall insight based visions for different types of public spaces, based on insights and recommendations gathered across the differing locations

INSIGHTS + VISION   **DETAILED ASPIRATION + RECOMMENDATIONS**

CIVIC BUILDINGS:

HESTON LIBRARY

A SPACE FOR COMMUNITY & INCLUSION

Heston Library plays an important role as a civic space, though feedback on its current state is mixed. 16% love the area, 48% appreciate its existing function, and 16% feel there is room for improvement. Heston Library public realm is a greened space with aspiration for it to be an extended learning and community meeting space –a safe, active green and colourful space for learning, inclusion, and community.

- **Space Accessibility:** Requests for cycle paths, pedestrian paths, and accessible parking
- **Greener/ Enhanced Landscaping:** Requests for trees, gardens, flowerbeds
- **Public Facilities for Comfort & Technology:** Requests for public toilets, chargers, and water fountains
- **Active Space for Movement & Exercise:** Requests for outdoor gym/exercise tracks
- **An Inclusive & Intergenerational Space:** Requests for the design of child friendly, youth friendly, elderly friendly and design to facilitate intergenerational activity
- **Community Celebrated & Promoted:** Requests for community activity board and wayfinding
- **Bold, Colourful & interesting:** Requests for designed with culture, decoration, and sculpture

BRENTFORD MARKETPLACE

AN ACTIVE SQUARE WITH OPPORTUNITIES FOR COMMUNITY ACTIVITIES

By addressing calls for more entertainment, social cohesion and wellbeing and ensuring safe pedestrian access. Community members advocate for Brentford Marketplace to use its potential to become an even more inviting and functional hub for social interaction. Ideas include providing a green environment that facilitates activities, games, and pop-ups, and that incorporates the spill-out from surrounding cafe

- **Flexible & active Pop-Up Market Space**: Requests for flexible space for 'community' market use (rentable market stalls and adaptable space) and space for cafés and restaurants.
- **Space to Connect & Play:** Requests for active 'game' area (for chess games etc. and facilities to support it
- **Wellbeing Centred / Focussed:** Requests for design that addressed mental and physical health and loneliness
- **Pedestrian Prioritised:** Requests for a pedestrian lane (in response to cycle lane introductions)
- **Clean, Green & Comfortable**: Response to calls for additional green space set within the square
- **Celebrated Heritage / Uncover Heritage / Historic Celebration / Heritage:** Calls to reflect and celebrate history in design and highlight historic architecture which is appreciated.

FAITH BUILDINGS:

SRI GURU SINGH SABHA

A FAITH HUB FOR WORSHIP AND CONNECTION

The vision for the Gurdwara is to enhance its role as a peaceful haven for community meeting, worship and connection. By addressing key concerns around accessibility for events, the need for an appropriate calm and respectful environment, whilst providing for more communal activities, the public realm entry of the Gurdwara can evolve to provide an appropriate arrival space amongst a sensitive setting needed to create a calm, welcoming and functional space.

- **Green & Calm Spiritual Focussed Wellbeing Space:** Requests for added gardens and greening to create a calm space
- **Healthy Meeting Space - Gardens to Reduce the Grey:** Requests for enhanced wellbeing and encouragement for people to exercise together
- **Adequate Parking:** Requests to account for large scale capacity
- **Protected Zone:** Requests to highlight and discourage inappropriate smoking and alcohol consumption around the temple
- **Flexible Open Space for Events:** Requests for respond to current use of car park for religious events
- **Community Integrated Design:** Complaints of lack of community decision making and shaping of space and context, ensuring that Gudwara needs and voices are considered in future development

HOUNSLOW JAMIA MASJID

AN INCLUSIVE SPACE FOR FAITH AND COMMUNITY

The vision for the mosque is to enhance its role as a hub for both worship and wider community engagement. By addressing concerns related to appropriate behaviour around the site and responding to calls for public amenities such as wifi and phone chargers, this space can become even more inclusive, accessible, and functional for all its users. With improvements in infrastructure and public spaces, the mosque can further promote a sense of belonging and serve the diverse needs of its community.

- **Calm & flexible:** Requests for maintaining a calm and peaceful approach to the mosque
- **Controlled Zone:** Requests for appropriate behaviour and Mosque awareness with signs to discourage drinking and smoking
- **Signage:** Requests for use of signage to educate and encourage appropriate behaviour
- **Better, Flexible Access:** Requests for enabling easy access for large crowds of people to access the mosque
- **Educational:** In response to calls for better education and wider cohesion amongst different people and faiths
- **Flexible Space:** Respond to calls for separate lanes for pedestrians for safety and ease of movement

SHOP PARADES:

INSIGHTS + VISION

DETAILED ASPIRATION + RECOMMENDATIONS

BRABAZON PARADE

A SAFE GREEN SPACE FOR EVERYDAY NEEDS & CONNECTION

Loved for its green, open and calm context and its sense of community. Criticised for its lack of space for children and young people, traffic dominance and division across estates and a request for it to be better maintained. Requests also include a safer place with enhanced landscape for community meeting, activity and play. The vision for Brabazon is to transform it into a more welcoming and engaging greener space to sit ,meet and connect estates that celebrates its "rustic" character, connecting this area with the community on the adjacent road.

- **Open, Connected and Calm:** Requests to keep the openness and calmness of the space without over development
- **Green and Colourful:** Requests for more trees, flower beds and greened area and controlled /reduced hedges
- **Community Activity and Play:** calls for more community activities (including engagement), pop-ups, shelter, places to sit and play space for children
- **Signposted and Promoted:** Requests for better signage and promotion of community events in the space and wider area
- **Safe and Comfortable to Move Around and Use:** Requests to reduce the traffic and road side for safety and connection, and safety measures for the evening including lighting, alongside request for public toilets. Request for no smoking/ vape area
- **Easy Movement and Access:** parking and loading bays, bike storage, pedestrian paths, public transport connection improvement

FELTHAM HIGH STREET

A HIGH STREET WITH UNTAPPED POTENTIAL

The vision for Feltham High Street is to unlock its potential by addressing concerns around safety, cleanliness, and exclusion enhancing the public space to better serve the multi-cultural and multi-generation community. With the right interventions, this area can transform into a vibrant, safe, and engaging space for both residents and visitors.

- **Safety as a Priority:** Calls for an area that has surveillance with additional lighting for during dark hours safety
- **Easily Accessible:** Requests for smooth/wide/ even / surfaces (disability access): calls for more even and accessible paving for wheelchair users
- **Culturally Integrated:** Requests for complaints of racism and prejudice in the area
- **Design for Refuse and Cleanliness:** Complaints of uncleanliness and promotion of better behaviour / Clean promotion
- **Robust and Maintainable:** in response to calls for public spaces that are better maintained and cared for
- **Inclusive and Intergenerational Connector:** Particular calls for space activity for young people and to prevent the exclusion of elderly people – calls for use of analogue initiatives for inclusion: Non-reliance on technology particularly for the elderly
- **Community Designed Elements:** Community garden for residents

BATH ROAD

A SPACE FOR COMMUNITY & GROWTH

The vision for Bath Road is to transform it into a cleaner and safer hub for the community. Addressing concerns around cleanliness, safety, and the availability of activities can help the area better meet the community's needs. The potential for improvement is clear, as Bath Road can become a welcoming and lively space that caters to a diverse range of users.

- **Safety:** noted as a predominant issue (anti social behaviour) and women's safety
- **Cleanliness :** responding to illegal dumping and fly-tipping
- **Peaceful but Crowded**: Peaceful space by some and too crowded and cluttered for others - Crowded and too active/ spill out obstructive
- **Convenient:** celebrating the convenience that was mentioned as a positive by some respondents
- **Multi-cultural Connection and Celebration:** responding to comments on non balanced cultural representation
- **Accessibility:** responding for better parking and accessibility issues
- **Inclusive 60+ and Safe for Women:** Exclusive tech responding to frustrations of digital exclusion

GWC CROSSINGS:

INSIGHTS+ VISION

DETAILED ASPIRATION+ RECOMMENDATIONS

NOBLE CORNER

A HUB FOR ACTIVITY & CONNECTION.

The vision for Noble Corner is for it to transform into a space, that not only meets everyday needs but also supports safety, cleanliness, and a stronger community connection. With enhanced public spaces, improved amenities, and better accessibility, this shop parade public space has the potential to become a lively and inclusive environment that caters to the diverse needs of its users.

- **Safer:** Responding to concerns of anti-social behaviour and inappropriate use of the space
- **Cleaner:** Responding to fly tipping that appears to be prevalent in the area with suggestion for public refuse areas
- **Maintenance of Openness**: Celebrating the sense of openness and wide spaces available in the area
- **Parking Issues:** Responding to calls for additional parking and accessibility
- **Multi-Cultural for All:** Responding to calls for more events and activities to bring different cultures together

SEGA BUILDING

AN ACTIVE, GREENED, AND SAFER CROSSING AND DESTINATION

The vision for GWC Crossing is to transform it into a safer, cleaner, and more engaging space that meets the needs of both residents and commuters. Concerns addressed the GWC as a major traffic barrier, a place that lacks clear wayfinding, and needing adjacent recreational spaces and activities or amenities. This crossing can become a vital chosen part of the community's infrastructure, improving overall movement and enjoyment of the area.

- **Wayfinding:** Clarifying its connection into to paths, parks, running paths and wider destinations
- **Enhanced Connection:** Addressing safety concerns of narrow paths, indirect entry to parks and lack of lighting and smooth paths for wheelchair users
- **Grey to Active Green:** Providing green recreational space needs as requested by workers
- **Programmed & Active :** Responding to requests for pop-up stalls and activities and space for children and staff (nothing to do here)
- **Celebrated Connections:** Responding to insights that celebrate its current connection to great parks, riverside, cycle paths and road
- **Traffic Infrastructure Mitigation:** Responding to calls for safer crossing, shelter from the rain and overhead road
- **Maintained:** Responding to issues of overgrown planting and hedges for easier movement and safety
- **More Attractive / More Surveillance:** Responding to comments on the lack of safety and welcome of the space

PARK ENTRANCE:

INWOOD PARK

A PLACE THAT SIGNIFIES A COMFORTABLE MULTI CULTURAL AND GENERATION SPACE

The vision for Inwood Park is to enhance its function as a welcoming, accessible, and safe park. By addressing concerns related to safety, cleanliness, and public facilities, the park can become a more inclusive and functional space for all. Infrastructure upgrades, enhanced green spaces, and improved community engagement will help solidify Inwood Park as a vital part of the neighbourhood's public realm.

- **Well-lit & Clear:** Responding to dark and unsafe place at the entrance, with a need for lighting
- **Safe & Active Zone:** Responding to calls for better perceived safety
- **Signage & Wayfinding to the Park:** Responding to it being hard to find
- **Comfortable:** Public toilets and seating for multi-generational
- **Child Friendly:** Creating safe space and entry for children
- **Controlled Zone:** Erecting drinking and smoking
- **Communal & Cultural:** Developing entry garden and education initiatives on use to stop people removing plants

INSIGHTS+ VISION

DETAILED ASPIRATION+ RECOMMENDATIONS

WATERFRONT

WATERMANS PARK

A VIBRANT WATERFRONT FOR NATURE, PLAY AND COMMUNITY CONNECTION

A favourite space, recently renovated and continuously maintained. It is loved for its access to the river, green space and nature. The vision for Watermans Park is to enhance its role as a natural, welcoming area for play and relaxed recreation that not only supports community interaction but also celebrates its unique waterfront location. By addressing concerns around safety, cleanliness, and improved access and amenities, the park has the potential to become an even more vibrant and inclusive space for residents, visitors, and employees in the area.

- **Accessible & Balanced Movement:** Step free, smooth 'non cobbled' surfaces, reduced spaces for conflict between pedestrians and cyclists and cars
- **Public Toilets:** Responding to requests for public toilets in the area
- **Active & Adventurous:** Requests for play facilities for children
- **Continuous Recreation**: Requests for playspace and community gardens along waterfront
- **Creative & Artistic:** Requests for art, sculpture, sand, and creative festivals
- **Natural, Healthy Space to Use & Meet**: Requests for maintenance and enhancement of natural space for walking, meeting and wellbeing

SQUARE:

BELL SQUARE

A DIVERSE HUB WITH MIXED SENTIMENTS

The vision for this space is to build upon its strengths while addressing community concerns, creating a safe and vibrant environment that has a 'buzz" and one that celebrates Hounslow's many cultures through entertainment, activities and art. With a focus on enhancing its public space, its accessibility, and encouraging a greater sense of community, the area has the potential to better serve its diverse range of users.

- **Community & Multi-Cultural:** Requests for the celebration of diversity of people, culture, food and art
- **Green Spaces & Shade:** Requests for green spaces and shelter
- **Great for Place to Meet:** Request for more places to sit. Lack of cars is a positive
- **Open & Welcoming**: Responding to complaints of congestion
- **Clean & Safe:** Addressing concerns about it currently bring a meeting space for anti-social behaviour
- **Artistic & Creative:** Requests for art to revive the area
- **Celebrated & Retained History:** Requests to reference history in design and elements such as signage and art
- **Technology & Accessibility:** Providing accessibility to the blind and partially sighted alongside Wi-Fi

TRAIN STATION:

HOUNSLOW CENTRAL

A KEY TRANSIT HUB WITH OPPORTUNITIES FOR ENHANCEMENT

The vision for Hounslow Central is to enhance its role as a vital transit hub by addressing these concerns and improving public spaces, accessibility, and overall functionality. By tackling issues related to overcrowding, large gatherings, safety, and grey environment the station has the potential to become not just a transit point, but also a greener, more welcoming and enjoyable space for commuters, residents, and visitors alike.

- **Better & Wider Pavements:** Unsafe, with a need for better crossings and wider pavements. Request for community noticeboards . requests for public toilets.
- **Activity & Loitering:** Lack of activities for young people and people loitering and lack of seating particularly for the elderly
- **Greener & Cleaner:** Requests for enhanced environment that's, greener, cleaner and well-lit/ better lit.
- **Safe Movement & Access:** Need for better crossings, wider pavements and communication (via screens)
- **Accessibility & Public Toilets:** Public toilets requests
- **Youth Focussed:** Providing activities and inclusion for young people 'to keep them out of trouble
- **Facilitated Meeting:** Providing seating for meeting across generations
- **Green & Colourful:** Requests or trees, nature and flowerbeds
- **Welcoming Environment:** Requests for better signage, lighting, seating, and water fountains

3.2.3 **Civic Building: Heston Library**

A SPACE FOR COMMUNITY & INCLUSION.

Insight Overview

Heston Library plays an important role as a civic space, though feedback on its current state is mixed. Although 20% of respondents did not disclose their opinion, 16% love the area, 48% appreciate its existing function, and 16% feel there is room for improvement with calls for better safety, cleanliness, opportunities to meet and infrastructure to facilitate learning and use across all generations.

Insights and Aspirations

A greened space with aspiration for it to be an extended learning and community meeting space –a safe, active green and colourful space for learning, inclusion, and community.

• **Space Accessibility:** requests for cycle paths, pedestrian paths, and accessible parking

• **Greener / Enhanced Landscaping:** requests for trees, gardens and flowerbeds

• **Public Facilities for Comfort & Technology:** requests for public toilets, chargers, and water fountains

• **Active Space for Movement & Exercise:** requests for outdoor gym and exercise tracks

• **An Inclusive & Intergenerational Space:** requests for design of child friendly, youth friendly, elderly friendly designs to facilitate intergenerational activity

• **Community Celebrated & Promoted:** requests for community activity board and wayfinding

• **Bold Colourful & Interesting:** requests for designs with culture, decoration, and sculpture

The following information is taken from community feedback and highlights the needs and desires expressed by residents for improving both the physical and social aspects of the public realm around Heston Library. These insights reflect the community's call for interventions that enhance accessibility and inclusivity through infrastructure upgrades, public amenities improvements, and social programmes designed to encourage engagement and unity.

"
Secure place for family to come ....to not feel intimidated
"

Artificial Reality Engagement

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - Accessibility

The community has emphasised the need for improvements around Heston Library. Key suggestions include:

Movement & Access:

- **Cycle paths** to access the space (1)
- **Accessible parking spaces** (3)
- **Pedestrian paths** to and within area
- **Signage/wayfinding** for space and surrounding facilities (2)

Public Amenities:

- **Public toilets** (1)
- **Public (phone) chargers** (1)
- **Water fountains**

Communication and messaging:

- **Community noticeboard / information panel** (1)

Identity and Design

- Colourful design
- Decorative design choices
- Sculptures

2 - Inclusivity

The community requested spaces that cater to different demographics and support a wide range of activities.

User-focused Spaces:

- Inter-generational spaces
- **Child-friendly and family areas**
- **Youth friendly spaces.**
- **Elderly-friendly spaces** (1)
- **Study spaces** (1)

Recreational Spaces:

- **Recreational spaces** such as outdoor gyms and running tracks to promote physical activity. (2)

Landscape / Climate Resilient Elements:

- **Landscape elements** such as trees, gardens, and flowerbeds, creating an environment for people to meet and dwell. (12)

Street Furniture:

- **Street furniture such as seating** (for inclusion, the elderly, comfort and to facilitate studying) (6)
- **Lighting** for safety and extended space use
- **Sun and rain shelters** to accommodate weather change. (2)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

1 - Accessibility

The community has called for social programmes that improve accessibility. These include:

Public Amenities:
- **Extended operating hours for public facilities.** (1)

2 - Inclusivity

To ensure inclusivity, social interventions to bring the community together and promote a sense of belonging were requested:

Events Programme:
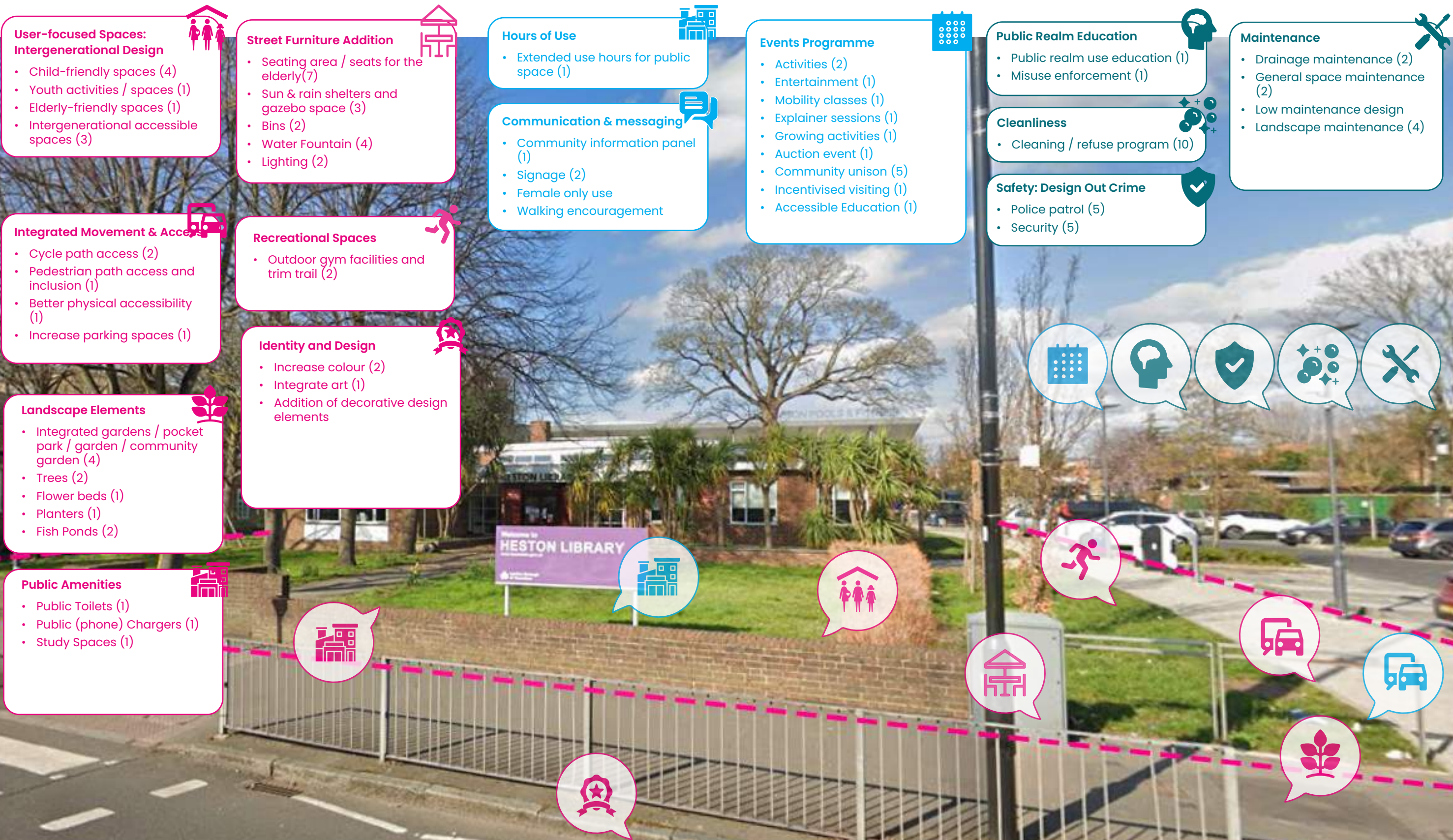- **Intergenerational activities** that ensure all age groups can participate and benefit from the space. (3)
- **Community events & programmes** aimed at supporting unity and social interaction. (5)
- **Cultural & recreational activities** such as mobility classes, growing activities, and entertainment to engage a diverse range of users. (8)
- Female-focussed activities

Artificial Reality Engagement

ADAPTATION

The following image of Heston Library highlights key elements derived from community feedback. These additions reflect the community's vision for improved accessibility and inclusivity, showcasing proposed physical interventions such as enhanced transport infrastructure, public facilities, and user-focused spaces. The annotations aim to visually represent how these suggested improvements can transform Heston Library into a vibrant, inclusive, and accessible hub for the local community.

User-focused Spaces: Intergenerational Design
- Child-friendly spaces (4)
- Youth activities / spaces (1)
- Elderly-friendly spaces (1)
- Intergenerational accessible spaces (3)

Street Furniture Addition
- Seating area / seats for the elderly(7)
- Sun & rain shelters and gazebo space (3)
- Bins (2)
- Water Fountain (4)
- Lighting (2)

Hours of Use
- Extended use hours for public space (1)

Communication & messaging
- Community information panel (1)
- Signage (2)
- Female only use
- Walking encouragement

Events Programme
- Activities (2)
- Entertainment (1)
- Mobility classes (1)
- Explainer sessions (1)
- Growing activities (1)
- Auction event (1)
- Community unison (5)
- Incentivised visiting (1)
- Accessible Education (1)

Public Realm Education
- Public realm use education (1)
- Misuse enforcement (1)

Cleanliness
- Cleaning / refuse program (10)

Safety: Design Out Crime
- Police patrol (5)
- Security (5)

Maintenance
- Drainage maintenance (2)
- General space maintenance (2)
- Low maintenance design
- Landscape maintenance (4)

Integrated Movement & Access
- Cycle path access (2)
- Pedestrian path access and inclusion (1)
- Better physical accessibility (1)
- Increase parking spaces (1)

Recreational Spaces
- Outdoor gym facilities and trim trail (2)

Identity and Design
- Increase colour (2)
- Integrate art (1)
- Addition of decorative design elements

Landscape Elements
- Integrated gardens / pocket park / garden / community garden (4)
- Trees (2)
- Flower beds (1)
- Planters (1)
- Fish Ponds (2)

Public Amenities
- Public Toilets (1)
- Public (phone) Chargers (1)
- Study Spaces (1)

3.2.4 **Civic Building: Brentford Marketplace**

AN ACTIVE SQUARE WITH OPPORTUNITIES FOR COMMUNITY ACTIVITIES

Insight Overview

Brentford Marketplace is a historic market place recently renovated as part of the regeneration of the area. Feedback from the community shows a largely positive sentiment, with 59.3% of respondents expressing that they like the area, and 18.5% stating that they love it and 7.41% not disclosing their opinion. However, while the marketplace serves its purpose, there is room for improvement, particularly in terms of cleanliness, safety, and enhancing the overall design and activities available.

Insights and Aspirations

By addressing calls for more entertainment, social cohesion (mitigating fears of gentrification), and wellbeing, as well as ensuring safe pedestrian access, community members advocate for Brentford Marketplace to use its potential to become an even more inviting and functional hub for social interaction. Ideas include providing a green environment that facilitates activities, games, and pop-ups, which also incorporate the spill-out from surrounding cafe.

- **Flexible & Active Pop-Up Market Space**: requests for flexible space for 'community' market use (rentable market stalls and adaptable space) and space for cafés and restaurants

- **Space to Connect & Play:** requests for active 'game' area (for chess games etc.) and facilities to support it

- **Wellbeing Centred / Focussed:** requests for design that addressed mental and physical health and loneliness

- **Pedestrian Prioritised:** requests for a pedestrian lane (in response to cycle lane introductions)

- **Clean, Green & Comfortable**: requests for ameliorating the setting and seating surrounding

- **Celebrated Heritage / Uncover Heritage / Historic Celebration / Heritage:** calls to reflect and celebrate history in design and highlight historic architecture which is appreciated

The following information is extracted from community feedback and highlights the needs and desires expressed by respondents for improving both the physical and social aspects of Brentford Marketplace. Key areas of focus include safety, cleanliness, and the enhancement of public spaces to encourage a stronger sense of community.

"There is a great opportunity to bridge the divide in this open space through design facilities and green(ing)."

On-site Pop-up

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - Accessibility

The community voiced a need for greater accessibility in Brentford Marketplace. Key suggestions include:

Movement & Access:

- **Pedestrian access improvements / pedestrian lanes** (responding to perceived 'under-used' cycle lanes)
- **Improve public transport** access (6)
- Disabled accessibility (1)

Public Amenities / Facilities:

- **Pop-up stalls to rent for activities** to offer food and drink (e.g. hot dogs and coffee etc.)
- **Shopping centre** (1)
- **Disabled accessibility** (1)
- **Pedestrian lane** (1)

Identity and design:

- **Design style for** 'existing community' not designs that could be perceived to exclude them

2 - Inclusivity

The community requested spaces that cater to different demographics and support a wide range of activities.

User-focused Spaces

- **Design to encourage the connection of new and old communities**
- **Well-being spaces** (2)

Recreational Spaces:

- Well-being focussed spaces (clean, healthy, public spaces for the mind) associated with loneliness (2)

Street Furniture:

- **Chess board** (1)
- **Seating areas** (1)

Landscape / Climate Resilient Elements:

- **Green spaces** including green areas to encourage wildlife (3)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

1 - Accessibility

Public initiatives and infrastructure support were identified as key social interventions to enhance accessibility:

Space Use:
- **Consider enabling more shops to 'spill out' into the square**

2 - Inclusivity

Social interventions focused on promoting community cohesion and engagement:

- **Equal attention perception :** there is perceived unequal attention given to this area in comparison to the one opposite across the road (2)
- **Wellbeing and health:** requests for programmes to be introduced into space for mental health and loneliness

ADAPTATION

The following image of Brentford Marketplace highlights key elements derived from community feedback. These proposed additions reflect the community's vision for enhancing safety, cleanliness, and the overall functionality of the space. Suggested physical interventions, such as improved maintenance, upgraded public amenities, and design enhancements, aim to transform the marketplace into a more inviting and versatile hub. The annotations visually represent how these improvements can reinforce Brentford Marketplace as a central space for social interaction, retail, and leisure, fostering a stronger sense of community and connectivity for residents and visitors.

Movement & Access
- Improve safe pedestrian access (3)
- Disabled accessibility (1)
- Improve public transport (6)

Public Amenities
- Stalls to rent and food and beverage (3)

Design and Identity
- Celebrate History (1)
- Improve aesthetics

Recreational Spaces
- Well-being spaces (2)
- Spaces for games
- Space for stalls
- Spaces for alfresco

Environmental Elements
- Green spaces (3)

Street Furniture
- Seating areas (1)
- Chess board (1)

Events Programme
- Community events & programmes (1)
- Growing activities (1)
- Activities and games (2)

Controlled Zones
- Noise pollution control (1)

Cleanliness
- Cleaning / refuse program (4)

Maintenance
- Road maintenance for safety (2)
- General space maintenance & care (1)

Safety
- Police Patrol (9)
- Surveillance (3)
- Community guard (1)

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Brentford Marketplace

3.2.5 **Shop Parade: Feltham High Street**

A HIGH STREET WITH UNTAPPED POTENTIAL

Insight Overview

Feltham High Street is an example of a mixed use high street in Hounslow frequented by residents and visitors alike. Community feedback reveals a generally neutral view of the area, with 46.7% of respondents saying they can live with it, and only 6.67% expressing a strong liking for the space. 13.3% did not disclose their opinion. Despite these mixed opinions, the square remains important to those who use it, with safety and cleanliness being the top priorities for improvement alongside a need for the space to be more inclusive of ages and cultures.

Insights and Aspirations

The vision for Feltham High Street is to unlock its potential by addressing concerns around safety, cleanliness, and exclusion by enhancing the public space to better serve the multi-cultural and multi-generation community. With the right interventions, this area can transform into a vibrant, safe, and engaging space for both residents and visitors.

- **Safety as a Priority:** calls for an area that has surveillance with additional lighting for after darks safety

- **Easily Accessible:** smooth/wide/ even / surfaces (disability access) with calls for more even and accessible paving for wheelchair users

- **Culturally Integrated:** complaints of racism and prejudice in the area

- **Design for Refuse and Cleanliness:** complaints of uncleanliness and need of addition of bins, promotion of better behaviour .

- **Robust and Maintainable:** in response to calls for public spaces that are better maintained and cared for

- **Inclusive and Intergenerational Connector:** particular calls for space activity for young people and to prevent the exclusion of elderly people. Calls for use of analogue initiatives for inclusion that are non-reliant on technology, particularly for the elderly

- **Community Designed Elements:** community garden for residents

> " Elderly generation feel left behind "

> " Last 20 years became very multicultural, no integration between the different people. "

Artificial Reality Engagement

On-site Pop-up

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - Accessibility

The community highlighted a need for enhancing public amenities at Feltham High Street as follows:

Design and Identity

- **Add character to the design ,** with a complaint that there seems to be no character in this area apart from the pond

2 - Inclusivity

The community requested spaces that cater to different demographics and promote inclusivity:

User-focused Spaces:

- **Intergenerational accessible spaces** for both young people and the elderly to meet and sit together (2)

Landscape / Climate Resilient Elements:

- **Community garden** suggested at Oxbridge Road (1)

Recreational facilities:

- **Well-being spaces** (1)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

2 - Inclusivity

Social interventions aimed at promoting a sense of community and addressing social concerns:

Community Mistrust:
- **Expressions of racism** amongst the community towards minority groups (1)

ADAPTATION

The following image of Feltham High Street highlights key elements derived from community feedback. These proposed interventions reflect the community's aspirations for improved safety, cleanliness, and overall usability. Suggested physical enhancements, including upgraded public spaces, improved maintenance, and infrastructure modifications, aim to unlock the high street's potential and transform it into a vibrant and engaging area. The annotations visually represent how these changes can address current concerns and create a safer, more dynamic space that better serves both residents and visitors.

Design and Identity
- Design & beautify the area (1)

Recreational Spaces
- Well-being spaces (1)

Environmental Elements
- Community garden (1)

User-focused Spaces
- Intergenerational accessible spaces (1)
- Elderly-friendly spaces (2)
- Culturally inclusive spaces (1)

Community Mistrust
- Initiatives to bring communities together under common ground and address racism (2)

Maintenance
- Road maintenance for safety (1)
- Maintained landscape (1)

Safety
- General security measures (9)

"The open park – no dustbins, benches, nothing."

"There is no park near by for the children"

3.2.6 **Shop Parade: Brabazon Parade**

A SAFE GREEN SPACE FOR EVERYDAY NEEDS & CONNECTION

Insight Overview

Brabazon is a shop parade located within a neighbourhood setting. Community feedback reflects mixed opinions on its current state. While 28% of respondents appreciate the area, 12% feel dissatisfied, 4% strongly dislike it, and 22% did not disclose their opinion. Many residents feel that Brabazon is functional but lacks vibrancy, with the majority (34%) indicating they find it just "okay."

Insights and Aspirations

Loved for its green, open and calm context and its sense of community. Criticised for its lack of space for children and young people, traffic dominance and division across estates. Requests for it to be better maintained and become a safer place with enhanced landscape for community meeting, activity and play. The vision for Brabazon is to transform it into a more welcoming and engaging greener space to sit, meet and connect estates that celebrates its "rustic" character. Calls for connecting this area with the community on the adjacent road.

- **Open, Connected and Calm:** calls to keep the openness and calmness of the space without over development

- **Green and Colourful:** request for more trees, flower beds and greened area and controlled /reduced hedges

- **Community Activity and Play:** calls for more community activities (including engagement), pop-ups, shelter, places to sit and play space for children

- **Signposted and Promoted:** request for better signage and promotion of community events in the space and wider area

- **Safe and Comfortable to Move Around and Use:** requests to reduce the traffic and road side for safety and connection, and safety measures for the evening including lighting. Requests for public toilets and no smoking/vape area

- **Easy Movement and Access:** parking and loading bays, bike storage, pedestrian paths, public transport connection improvement

The following information is extracted from community feedback and highlights the needs and desires expressed by residents for enhancing both the physical and social aspects of Brabazon. Key concerns include safety, cleanliness, and the lack of activities, along with the need for better-maintained spaces and a more welcoming atmosphere. These interventions aim to transform Brabazon into a more accessible, engaging, and attractive destination for the local community.

"Keep it rustic, not too 'new'. Keep the difference of the area, it's not the town"

On-site Pop-up

Survey Data Collection

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - Accessibility

The community has expressed a need for improving Brabazon. Key suggestions include:

Movement & Access:

- **Requests for reduced traffic**
- **Reduced road and better connection with estates**
- **Bike storage** requests (1)
- **Parking spaces and loading bays** (2)
- **Improve public transport** (3)
- **Speed cameras** to control traffic (2)
- **Pedestrian infrastructure** to respond to calls to help and encouragement to walk

Public Amenities:

- **Pop-up stands such as hot dog stands** (1)
- **Public toilets** (1)
- **Community centre** (1)
- **Sun and rain shelters** (1)

Communication and messaging:

- **Community information panel** allowing for communication of information between communities across the adjacent road. (5)

Controlled Zone signage:

- **No-smoking zones** in the area & vape bans (2)

Identity and Design

- More **fun and colourful** – complaints that its dull and boring
- Character: request to 'Keep it rustic, not to 'new' keep the difference of the area, is not the town'

2 - Inclusivity

The community requested inclusive spaces to promote stronger community ties:

User-focused Spaces:

- **Child-friendly and youth spaces** (14)
- **Intergenerational accessible space** (1)

Recreational Spaces:

- **Recreational spaces** to promote physical activity. (2)*

Landscape / Climate Resilient Elements: *With prominent mentions of "green" areas*

- Request for trees, gardens and flowerbeds (26)
- Enhanced **park facilities** (1)

Street Furniture: *With prominent mentions of "seating" areas*

- **Elements such as seating areas, water fountains, bins, and lighting** to create an environment for people to meet. (25)
- **Removal and reduction of certain spaces such as telephone boxes and housing** to maintain open space (3)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

1 - Inclusivity

Social interventions suggested to encourage community cohesion and engagement:

Events Programme:
- **Community Events & Programmes** in the park aimed at supporting unity and social interaction. (1)

Controlled Zone:
- **Enforced no-smoking zones** in the area & vape bans (2)

*Out of scope

ADAPTATION

The following image of Brabazon highlights key elements derived from community feedback. These proposed additions reflect the community's vision for a safer, greener, and more vibrant space that fosters connection and engagement. Suggested interventions, such as improved cleanliness, enhanced safety measures, and the creation of inviting spaces for social interaction, aim to transform Brabazon into a lively and inclusive environment. The annotations visually demonstrate how these improvements can revitalise the area, celebrating its rustic character while better meeting the needs of residents, business owners, and visitors.

User-focused Spaces
- Child-friendly spaces (11)
- Youth activities / spaces (3)
- Intergenerational accessible spaces (2)

Street Furniture
- Bins (6)
- Water Fountain (2)
- Lighting (4)
- Seating Areas (11)
- Remove telephone boxes (1)

Events Programme
- Increase activities and facilities in the park/green space (1)

Design and Identity
- Preserve the essence & rustic feel of the area (4)

Maintenance
- General space maintenance (2)
- Road maintenance safety (1)
- Landscape maintenance (7)

Safety
- Police patrol (12)
- Security (14)
- Stricter police enforcement (2)

Landscape Elements
- Green spaces (12)
- Planters (5)
- Tree reduction (1)
- Flower beds (3)
- Parks (5)
- Add railing around hedges/shrubs for safety (1)

Movement & Access
- Regulate parking (1)
- Reduce traffic works (1)
- Regulate traffic (3)

Controlled Zones
- No-smoking (1)
- Ban vapes (1)

Cleanliness
- Cleaning / refuse program (21)

Public Amenities
- Public Toilets (1)
- Lack of shops (2)*
- Hot dog stand (1)
- Sun & Rain Shelters (1)
- Community space/centres* (1)

Movement & Access
- Bike storage (1)
- Increase parking spaces (1)
- Speed cameras (2)
- Maintenance of loading bays (1)
- Improve public transport

Promotions
- Community information panel (5)
- Encourage walking (1)

Recreational Spaces
- Football (1)

Brabazon Parade

3.2.7 **Shop Parade: Bath Road**

A SPACE FOR COMMUNITY & GROWTH

Insight Overview

Bath Road is a well-known shop parade in the area, just opposite Hounslow West Station. Community feedback reveals a range of opinions regarding its current state: while 32.6% of respondents like the area, 23.9% are dissatisfied, and 4.35% feel strongly negative about it. Most residents consider the space functional but lacking the elements needed to make it truly inviting, with many finding it just "okay" (26.1%). The remaining 13.05% did not disclose their opinion.

Insights and Aspirations

The vision for Bath Road is to transform it into a cleaner and safer hub for the community. Addressing concerns around cleanliness, safety, and the availability of activities can help the area better meet the community's needs. The potential for improvement is clear, as Bath Road can become a welcoming and lively space that caters to a diverse range of users.

- **Safety:** noted as a predominant issue especially in regards to anti social behaviour and women's safety

- **Cleanliness :** responding to illegal dumping and fly-tipping

- **Peaceful but Crowded**: peaceful space by some and too crowded and cluttered by others - Crowded and too active with obstructive spill out

- **Convenient:** celebrating the convenience that was mentioned as a positive by some respondents

- **Multi-cultural Connection & Celebration:** responding to comments on non balanced cultural representation

- **Accessibility:** responding for better parking and accessibility issues

- **Inclusive 60+ & Safe for Women:** Exclusive tech responding to frustrations of digital exclusion

The following information is extracted from community feedback and highlights the needs and desires expressed by residents for enhancing both the physical and social aspects of Bath Road. Key concerns include safety, cleanliness, and traffic management, along with the desire for better-maintained spaces and increased activities. These interventions aim to make Bath Road a more engaging, accessible, and attractive destination for the local community.

"This place needs a massive upgrade[...]it's quite run-down right now"

Surveys with Businesses

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - Accessibility

The community has expressed a need for improved accessibility at Bath Road. These suggestions and concerns included:

Movement & Access:

- **Request for more parking spaces** (3)
- **Public transport** improvement request (1)

Public Amenities:

- **Lack of shops** (1)
- Requests for **market stalls to be controlled** (1)
- Requests for **public toilets** from business for their customers & to reduce public urination. (2)
- **Disabled accessibility** for wheelchair users (1)

2 - Inclusivity

The community requested spaces that cater to different demographics and support a wide range of activities.

User-focused Spaces:

- **Child-friendly and youth spaces** for younger generations to play and be occupied (3)
- **Elderly-friendly spaces and activities** addressing loneliness, digital exclusion (re: tech parking machines) and no-smoking initiatives amongst the elderly (3)

Street Furniture:

- **Signage discouraging smoking** (1)

Landscape / Climate Resilient Elements:

- **Green spaces** (2)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

2 - Inclusivity

Social interventions aimed at promoting community cohesion and engagement:

Events Programme:
- **Community events & programmes** aimed at supporting unity and social interaction. (2)
- **Activities** for public participation (1)

Promotions:
- **Incentivise visiting** (1)

Controlled Zone:
- **No-smoking zone** for the area particularly focused within the elderly community (1)

Community Cohesion:
- **Expressions of racism** amongst the community towards minority groups (1)
- **Perceived lack of efforts** from council (1)

*Out of scope

Survey Data Collection

ADAPTATION

The following image of Bath Road highlights key elements derived from community feedback. These proposed additions reflect the community's aspirations for a cleaner, safer, and more engaging space. Suggested interventions, including enhanced maintenance, improved safety measures, and the introduction of community-focused activities, aim to transform Bath Road into a vibrant hub for residents and visitors. The annotations visually represent how these changes can address current concerns, revitalising Bath Road into a welcoming and accessible destination that better serves the diverse needs of its users.

User-focused Spaces
- Child-friendly spaces (1)
- Youth activities / spaces (2)
- Elderly-friendly spaces (1)
- Intergenerational accessible spaces (2)

Environmental Elements
- Green spaces (2)

Public Amenities
- Public Toilets (2)
- Market stall control(1)
- Disabled accessibility (1)

Movement & Access
- Underused cycle paths (1)
- Increase parking spaces (3)
- Improve public transport (1)

Street Furniture
- Lighting (4)
- No-smoking signs (1)

Events Programme
- Community events & programmes (2)
- Activities (1)

Movement & Access
- Improved parking control (6)
- Measures to reduce traffic (4)

Communication & messaging
- Incentivise visiting (1)

Community Cohesion:
- **Address** racism in public spaces (1)

Controlled Zones
- No-smoking initiative for the elderly (1)

Public Realm Education
- Public realm education (3)
- Public misuse enforcement (2)

Safety
- Police patrol (12)
- Surveillance (6)

Maintenance
- Road maintenance for safety (2)
- Landscape maintenance(1)

Cleanliness
- Cleaning / refuse program (8)

3.2.8 **Waterfront: Watermans Park**

A VIBRANT WATERFRONT FOR NATURE, PLAY AND COMMUNITY CONNECTION

Insight Overview

Watermans Park, a key waterfront location, has received largely positive feedback from the community. An overwhelming 60% of respondents like the area, with 13.3% expressing that they love it. There is no significant dissatisfaction with the park, as no respondents reported disliking the space. However, while many find it functional, 20% believe there is room for improvement, with calls for better accessibility for wheelchair users, public toilets, and control of cyclist speeds with a wider more active park for children and others. The remaining 4.7% did not disclose their opinion.

Insights and Aspirations

A favourite space that was recently renovated and continuously maintained. It is loved for its access to the river, green space and nature. The vision for Watermans Park is to enhance its role as a natural, welcoming area for play and relaxed recreation that not only supports community interaction but also celebrates its unique waterfront location. By addressing concerns around safety, cleanliness, improved access and amenities, the park has the potential to become an even more vibrant and inclusive space for residents, visitors, and employees in the area.

- **Accessible and Balanced Movement:** step free, smooth 'non cobbled' surfaces, reduced spaces for conflict between pedestrians and cyclists and cyclists and car

- **Public Toilets:** a need for public toilet access

- **Active and Adventurous:** play facilities for children

- **Continuous Recreation**: playspace and community gardens along waterfront

- **Creative and Artistic:** requests for art, sculpture, sand, and creative festivals

- **Natural, Healthy Space to Use and Meet**: maintenance and enhancement of natural space for walking, meeting and wellbeing

The following information is extracted from community feedback and highlights the needs and desires expressed by respondents for enhancing both the physical and social aspects of Watermans Park. Key areas of focus include safety, maintenance, and transportation, along with the desire to maintain and improve its natural environment and recreational facilities.

> **" Invest more in activities that help lower income people get out of poverty instead of just making it beautiful ""**

Watermans Park

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - Accessibility

The community expressed a need for enhanced accessibility in Watermans Park. Key suggestions and concerns include:

Movement & Access:

- **Increased, safe and improved Cycle paths**
- **Concerns of cycle path under-use**
- **Step free pedestrian access and movement**
- **Better pedestrian crossing indications (concerning cyclists and cars)**
- **Paving considerations:** comment of too much pavement in the area and thatcobbles are not wheelchair friendly

Communication and Messaging:

- **Community information panel** allowing for communication of information about the area & events happening around it. (4)

Design and Identity

- Design & beautify area with **art display requests**(1)

Public Amenities:

- **Improve physical access** to the park (2)
- **Disabled accessibility** with step-free access to gazebo (1)

2 - Inclusivity

The community advocated for spaces that accommodate various demographics and offer a broad range of activities

User-focused Spaces:

- **Child-friendly and youth spaces** for children to play outdoors and requests for bringing back old park facilities to be brought back such as swings. (7)
- **Provide spaces for community** to come together and welcome newcomers (1)

Recreational Spaces:

- **Recreational spaces** such as outdoor cinemas, art centres, music events, dancing platforms, museums, football and playing fields and creative festivals (10)

Landscape / Climate Resilient Elements:

- **Enhanced landscape features** such as trees, gardens and flowerbeds (6)

Street Furniture:

- **Seating areas,** water fountains, bins, and lighting to create an environment for people to meet. (4)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

2 - Inclusivity

Social interventions aimed at promoting community cohesion and engagement:

Events Programme:
- **Growing activities** (1)
- **Activities** for public participation (1)

*Out of scope

Survey Data Collection

ADAPTATION

The following image of Watermans Park highlights key elements derived from community feedback. These proposed additions reflect the community's vision for enhancing safety, cleanliness, and amenities while preserving the park's natural environment. Suggested interventions include improved maintenance, upgraded recreational facilities, and better transport connections, aiming to transform Watermans Park into a more vibrant and inclusive space. The annotations visually represent how these enhancements can further establish the park as a welcoming waterfront destination for residents, visitors, and employees alike.

Movement & Access
- Improve/ control cycle paths (4/7)
- Remove boating dock (3)
- Improve pedestrian access (3)

Environmental Elements
- Green spaces (2)
- Sand pit (1)
- Parks (2)
- Trees (1)

Events Programme
- Community events & programmes (1)
- Growing activities (1)
- Activities (1)
- Art centre (1)
- Free outdoor cinema (1)
- Increased music events and space

Maintenance
- Road maintenance for safety (2)
- Landscape maintenance (1)

Cleanliness
- Cleaning / refuse program (4)

Communication and Messaging
- Community information panel (4)

Street Furniture
- Lighting (1)
- Water fountains (2)
- Signage (1)
- Seating

Safety
- Police Patrol (2)
- Surveillance (1)
- Stricter police enforcement (1)
- Traffic enforcement (1)

Public Amenities
- Improve physical access to the park including disabled accessibility (3)

User-focused Spaces
- Child-friendly spaces (2)
- Youth activities / spaces (5)
- Welcoming & accessible spaces for community (1)

Recreational Spaces
- Football (2)
- Art centre (1)
- Free outdoor cinema (1)
- Increased music events and space (1)
- Playing fields (1)
- Museums (1)
- Dancing platforms (2)

Design and Identity
- Art displays around area (1)

Watermans Park

3.2.9 **Train Station: Hounslow Central**

A KEY TRANSIT HUB WITH OPPORTUNITIES FOR ENHANCEMENT

Insight Overview

Hounslow Central, a key train station in the area, serves a diverse group of residents, visitors, and local business owners. Feedback from the community reveals a mixed outlook on the public station's current state. While 29.7% of respondents like the area and 20.9% express that they love it, a notable 35.2% feel ambivalent, indicating room for improvement, especially around safety and cleanliness. The remaining 14.2% did not disclose their opinion.

Insights and Aspirations

The vision for Hounslow Central is to enhance its role as a vital transit hub by addressing these concerns and improving public spaces, accessibility, and overall functionality. By tackling issues related to overcrowding, large gatherings, safety and grey environment the station has the potential to become not just a transit point, but also a greener, more welcoming and enjoyable space for commuters, residents, and visitors alike.

- **Better and Wider Pavements:** unsafe, need for better crossings and wider pavements. Request for community noticeboards and for public toilets

- **Activity and Loitering:** lack of activities for young people. People loitering and lack of seating particularly for the elderly

- **Greener and Cleaner:** requests for enhanced environment that's, greener, cleaner and better lit.

- **Safe Movement and Access** Need for better crossings , wider pavements and communication (via screens)

- **Accessibility and Public Toilets** – public toilets requests

- **Youth-focussed** - providing activities and inclusion for young people 'to keep them out of trouble'

- **Facilitated Meeting** – providing seating for meeting across generations

- **Green and Colourful** - requests or trees, nature and flowerbeds

- **Welcoming Environment** - requests for better signage, lighting, seating, and water fountains

The following information is extracted from community feedback and highlights the needs and desires expressed by respondents for improving both the physical and social aspects of Hounslow Central. Key areas of focus include cleanliness, safety, and better management of public amenities, alongside improving the station's infrastructure to meet the needs of its diverse users.

" Needs to be more for kids to do so they are not getting in trouble "

On-site Pop-up

On-site Pop-up

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PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - Accessibility

The community highlighted the need for improved accessibility in Hounslow Central. Key requests include:

Movement & Access:

- **Wider pavements** for bigger footpath (1)
- **Parking spaces** (2)
- **Pedestrian access improvements** by adding zebra crossings (2)

Public Amenities:

- **Public toilets** (4)
- **Disabled accessibility** for wheelchair users in the station (1)

Design and Identity

- Design to encourage community cohesion across different cultures and ages / generations

2 - Inclusivity

The community requested spaces that cater to different demographics and support a wide range of activities.

User-focused Spaces:

- **Intergenerational accessible spaces** for both elderly & children to sit together (1)
- **Youth activities and spaces** to keep children and young people entertained and included (6)

Street Furniture: *Most prominent mentions across respondents*

- **Elements such as seating areas, water fountains, gates, signage, ramps and lighting** to create an environment for people to meet. (7)

Landscape / Climate Resilient Elements:

- **Enhanced landscape features** such as trees, green spaces and flowerbeds (5)

Recreational Spaces:

- **Outdoor gym and sports facilities** (5)*
- **Community space/centre** (1)*

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

2 - Inclusivity

Social interventions requested for promoting community cohesion and engagement:

Community Mistrust:
- **Expressions of racism** amongst the community towards minority groups (1)
- **Perceived lack of consideration of community requests from the council.** (1)

Events Programme:
- **Lack of activities** for public entertainment (1)

*Out of scope

ADAPTATION

The following image of Hounslow Central highlights key elements derived from community feedback. These proposed additions reflect the community's vision for a safer, cleaner, and more accessible transit hub. Suggested interventions include enhanced safety measures, improved maintenance, and upgraded public amenities, aiming to transform Hounslow Central into a more welcoming and functional space. The annotations visually represent how these changes can address current concerns, elevating the station's role as a vital and enjoyable connection point for commuters, residents, and visitors alike.

Movement & Access
- Additional parking spaces (4)
- Safe pedestrian movement and access (2)

Events Programme
- Community events & programmes (1)
- Activities (1)

Cleanliness
- Cleaning / refuse program (1)

Safety
- Police patrol (9)
- Surveillance (4)
- Stricter police enforcement (1)
- Security (6)
- AI facial recognition (1)

Public Amenities
- Public toilets (4)
- More Coffee shops & cafés (1)*
- Disabled accessibility (1)

Community Cohesion
- Racism towards minority groups (1)

Maintenance
- Bus stop maintenance (1)
- Road maintenance for safety (1)
- Landscape maintenance (1)

User-focused Spaces
- Youth activities / spaces (6)
- Intergenerational accessible spaces (1)
- Elderly-friendly spaces (1)

Recreational Spaces
- Outdoor gym (4)
- Basketball courts (1)*
- Community centre/space (1)*

Environmental Elements
- Green spaces (3)
- Flowerbeds (1)
- Trees (1)

Street Furniture
- Lighting (1)
- Water fountains (1)
- Signage (1)
- Seating areas (2)
- Gates (1)
- Ramp (1)

3.2.10 **Square: Bell Square**

A DIVERSE HUB WITH MIXED SENTIMENTS

Insight Overview

Bell Square serves as a central space for a diverse community of residents, visitors, and local workers. Feedback from the community reveals a generally positive outlook, with 34.3% of respondents liking the area and 20.4% expressing that they love it. Those who loved it expressed a 'love' for free activities- music, theatre, entertainment, with a call for it to be increased. However, a notable portion (27.7%) feels neutral, and 14.6% do not like the space, indicating opportunities for improvement in key areas such as misuse of the space alongside safety and cleanliness concerns. The remaining 1.46% did not disclose their opinion.

Insights and Aspirations

The vision for this space is to build upon its strengths while addressing community concerns, creating a safe and vibrant environment that has a 'buzz" and one that celebrates Hounslow's many cultures through entertainment, activities and art. With a focus on enhancing its public space, its accessibility, and encouraging a greater sense of community, the area has the potential to better serve its diverse range of users.

- **Community & Multi-Cultural:** requests for the celebration of diversity of people, culture, food and art

- **Green Spaces & Shade:** requests for green spaces and shelter

- **Great for Place to Meet:** request for more places to sit, Lack of cars is a positive

- **Open & Welcoming**: responding to complaints of congestion

- **Clean & Safe:** addressing concerns that it is currently a meeting space for anti-social behaviour

- **Artistic & Creative:** requests for art to revive the area

- **Celebrated & Retained History:** requests to reference history in design and elements such as signage and art

- **Technology & Accessibility:** providing accessibility to the blind and partially sighted alongside Wi-Fi

The following information is extracted from community feedback and highlights the needs and desires expressed by respondents for improving both the physical and social aspects of the space. Key focus areas include safety, cleanliness, and enhancing public spaces for greater functionality and enjoyment.

"

More community focused design so instead of people passing through something is designed for people to stay

"

Survey Data Collection

On-site Pop-up

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - Accessibility

The community has expressed a need for improvements in transport infrastructure and public amenities. Key suggestions include:

Movement & Access:

- **Increase cycle paths** (1)
- **Parking spaces** (1)

Public Amenities:

- **Public toilets** (2)
- **Public Wi-Fi** (1)
- **Disabled accessibility**
- **Accessibility for the blind and partially sighted –** request for BSL in public space(1)

Communication and messaging:

- **Community information panel** allowing for communication of information about the area & events happening around it. (1)

Identity and Design

- Art to revive the area
- Celebrated and retained history

2 - Inclusivity

The community requested spaces that cater to different demographics:

User-focused Spaces:

- **Child-friendly and youth spaces** for kids to play (5)
- **Intergenerational accessible spaces** for community to come together from all ages (2)

Street Furniture:

- **Street furniture, including bins and water fountains** to make the space more functional. (5)
- **Refurbished signage**

Landscape / Climate Resilient Elements:

- **Enhanced landscape features** such as trees, green spaces and trees (5)

Recreational Spaces:

- **Recreational spaces such as gaming areas, combat gyms and football fields** focused on public activities. (5)
- **Nightclubs***/ night entertainment (1)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

2 - Inclusivity

Social interventions aimed at promoting community cohesion and engagement:

Public Amenities:
- **Decrease homelessness** by offering them support (3)

Events Programme:
- **Activities** for engagement such as **music events, growing activities and heritage tours** (4)

Community Cohesion
- **Increase engagement between the community and council.** (3)

ADAPTATION

The following image of Bell Square highlights key elements derived from community feedback. These proposed additions reflect the community's vision for a safer, cleaner, and more engaging space. Suggested interventions include improved maintenance, enhanced safety measures, and upgraded public amenities to foster greater functionality and enjoyment. The annotations visually demonstrate how these enhancements can transform Bell Square into a more vibrant and inclusive hub that better serves its diverse community of residents, visitors, and workers.
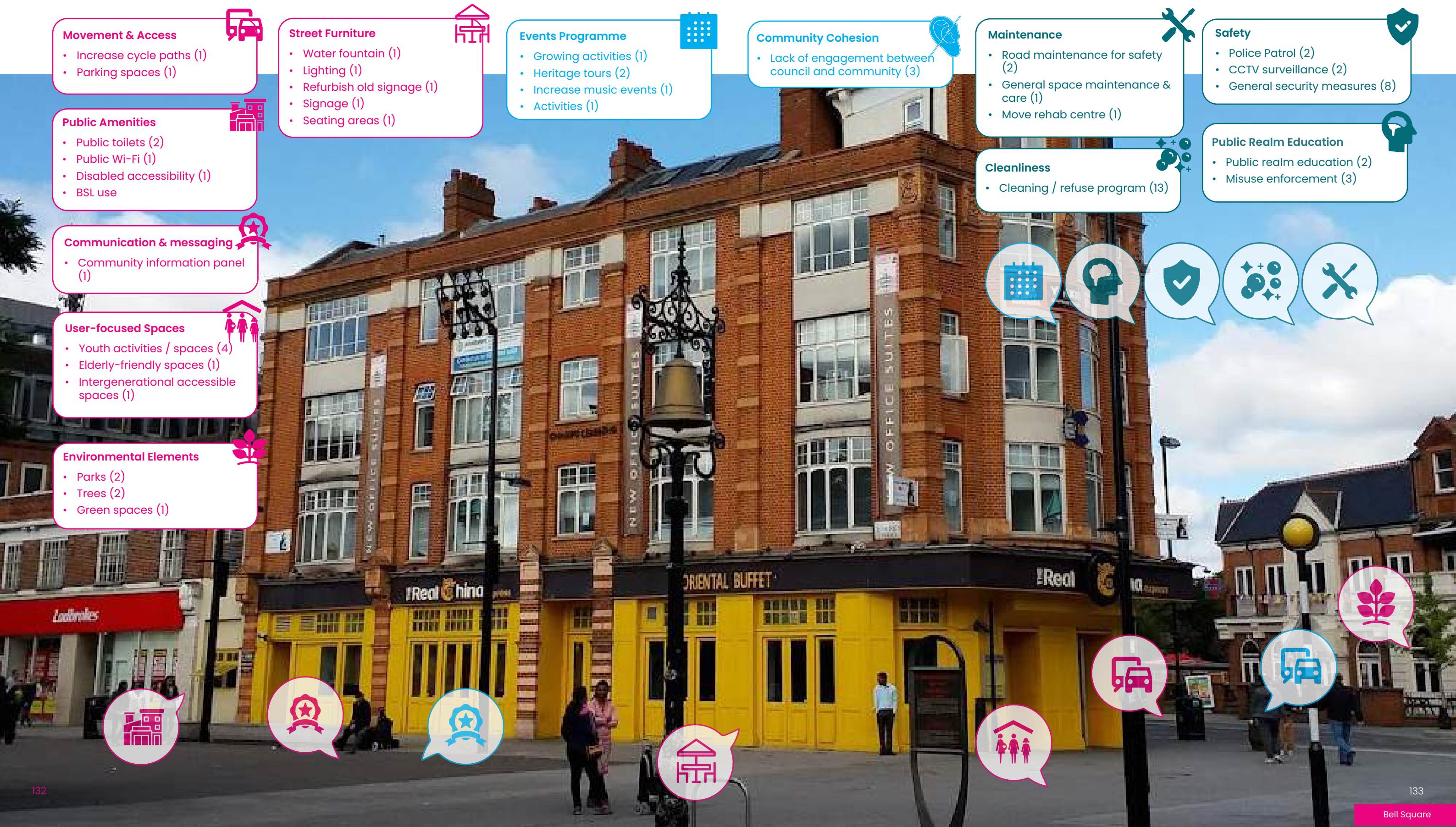
Movement & Access
- Increase cycle paths (1)
- Parking spaces (1)

Street Furniture
- Water fountain (1)
- Lighting (1)
- Refurbish old signage (1)
- Signage (1)
- Seating areas (1)

Events Programme
- Growing activities (1)
- Heritage tours (2)
- Increase music events (1)
- Activities (1)

Community Cohesion
- Lack of engagement between council and community (3)

Maintenance
- Road maintenance for safety (2)
- General space maintenance & care (1)
- Move rehab centre (1)

Safety
- Police Patrol (2)
- CCTV surveillance (2)
- General security measures (8)

Public Amenities
- Public toilets (2)
- Public Wi-Fi (1)
- Disabled accessibility (1)
- BSL use

Cleanliness
- Cleaning / refuse program (13)

Public Realm Education
- Public realm education (2)
- Misuse enforcement (3)

Communication & messaging
- Community information panel (1)

User-focused Spaces
- Youth activities / spaces (4)
- Elderly-friendly spaces (1)
- Intergenerational accessible spaces (1)

Environmental Elements
- Parks (2)
- Trees (2)
- Green spaces (1)

3.2.11 **Faith Building: Hounslow Jamia Masjid (Mosque)**

AN INCLUSIVE SPACE FOR FAITH AND COMMUNITY

Insight Overview

The mosque plays a central role as both a faith building and a community space for residents and visitors. Feedback from the community reveals a generally positive sentiment, with 31.5% of respondents liking the area and 25.9% expressing that they love it. However, 22.2% remain neutral, indicating areas for improvement, particularly around providing a space that is both integrated with the wider neighbourhood yet appropriate for prayer by controlling the use of alcohol and smoking whilst ensuring that large numbers of people can access and move around the mosque area easily. The remaining 11.1% did not disclose their opinion.

Insights and Aspirations

The vision for the mosque is to enhance its role as a hub for both worship and wider community engagement. By addressing concerns related to appropriate behaviour around the site and responding to calls for public amenities such as wifi and phone chargers, this space can become even more inclusive, accessible, and functional for all its users. With improvements in infrastructure and public spaces, the mosque can further promote a sense of belonging and serve the diverse needs of its community.

- **Calm and Flexible:** maintaining a calm and peaceful approach to the mosque

- **Controlled Zone:** appropriate behaviour and Mosque awareness with signs to discourage drinking and smoking

- **Signage:** use of signage to educate and encourage appropriate behaviour

- **Better, Flexible Access:** enabling easy access for large crowds of people to access the mosque

- **Educational:** calls for better education and wider cohesion amongst different people and faiths

- **Flexible Space:** responding to calls for separate lanes for pedestrians for safety and ease of movement

The following information is extracted from community feedback and highlights the needs and desires expressed by respondents for improving both the physical and social aspects of the mosque's public realm. Key areas of focus include safety, cleanliness, and creating a welcoming space for both spiritual and community activities.

" **Serene, peaceful Mosque Access to prayer space** "

Survey Data Collection

PHYSICAL INTERVENTIONS

1 - Accessibility

The community highlighted a need for enhancing the area of Feltham High street as follows:

Movement & Access:

- **Underused cycle paths** (1)
- **Wider pavements** for easier walking (1)
- **Parking spaces** especially during prayer times. (6)
- **Allocate drop-off space in front of institutions** (2)

Public Amenities:

- **Public chargers** (1)
- **Public Wi-Fi** (2)

2 - Inclusivity

The community called for enhancing spaces surrounding the area:

User-focused Spaces:

- **Child-friendly and youth spaces** for people to come together (5)

Street Furniture:

- **Water fountain** (1)
- **Lighting** (1)
- **Seating areas** (3)

Landscape / Climate Resilient Elements:

- **Park space** (1)
- **Green spaces** (3)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

1 - Accessibility

Social interventions were requested to enhance accessibility throughout the area:

Movement & Access:
- **Parking control need around the mosque** (2)
- **Transform cycle lane to parking for Friday prayer** (3)

2 - Inclusivity

Suggested social interventions designed to encourage community cohesion and engagement:

Public Amenities:
- **Activities** for youth and general community such as educational activities (3)

*Out of scope

On-site Engagement

ADAPTATION

The following image of the Jamia Masjid highlights key elements derived from community feedback. These proposed additions reflect the community's vision for a cleaner, safer, and more welcoming space that supports both worship and community engagement. Suggested interventions include enhanced maintenance, improved safety measures, and upgraded public amenities. The annotations visually demonstrate how these changes can address current concerns, further strengthening the mosque's role as a vital spiritual and communal centre for residents and visitors alike.

Movement & Access
- Wider pavements (1)
- Parking spaces (6)
- Flexible cycle path use (1)
- Allocate drop-off space in front of institutions (2)

Public Amenities
- Public chargers (1)
- Public Wi-Fi (2)

Communication & messaging
- Community information panel (1)

User-focused Spaces
- Child-friendly spaces (3)
- Youth activities / spaces (2)

Recreational Spaces
- Volleyball (1)*
- Football (2)*

Street Furniture
- Water fountain (1)
- Seating areas (3)
- Lighting (1)

Environmental Elements
- Parks (1)
- Green spaces (3)

Movement & Access
- Parking regulation (2)
- Turn cycle path into parking on Fridays (3)
- Traffic regulations (3)

Promotions
- Incentivise visiting (2)

Events Programme
- Activities (3)

Maintenance
- Road maintenance for safety (2)
- General space maintenance & care (1)
- Controlling grass around footpath (2)
- Weed & plant control (1)

Safety
- Police Patrol (2)
- CCTV surveillance (2)
- General security measures (2)
- Gun control (1)

Cleanliness
- Cleaning / refuse program (8)

3.2.12 Faith Building: Sri Guru Singh Sabha (Gurdwara)

A FAITH HUB FOR WORSHIP AND CONNECTION

Insight Overview

The Gurdwara Sri Guru Singh Sabha serves as both a religious and community centre for the residents and visitors of the area. Community feedback indicates a relatively mixed sentiment toward the space, with only 16% of respondents expressing strong love for it, while 12% like it and 12% do not with most citing complaints of the lack of parking for events. However, 44% of respondents did not answer, leaving room for further insights and exploration into the needs of the community.

Insights and Aspirations

The vision for the Gurdwara is to enhance its role as a peaceful haven for community meeting, worship and connection. By addressing key concerns around accessibility for events, the need for an appropriate calm and respectful environment, whilst providing for more communal activities, the public realm entry of the Gurdwara can evolve to provide an appropriate arrival space amongst a sensitive setting needed to create a calm, welcoming and functional space.

- **Green and Calm Spiritual Focussed Wellbeing Space:** with added gardens and greening to create a calm space

- **Healthy Meeting Space - Gardens to Reduce the Grey:** requests to enhance wellbeing and encourage people to exercise together

- **Adequate Parking:** accounting for large scale capacity

- **Protected Zone**: highlighting and discouraging inappropriate smoking and alcohol consumption around the temple

- **Flexible Open Space for Events**: responding to current use of car park for religious events

- **Community Integrated Design:** complaints of lack of community decision making and shaping of space and context, ensuring that Gudwara needs and voices are considered in future development

The following information is extracted from community feedback and highlights the needs and desires expressed by respondents for improving both the physical and social aspects of the Gurdwara's surroundings. Key areas of focus include safety, cleanliness, and strengthening community through public spaces and activities.

" It is beautiful but there is lack of car parking spaces due to events "

On-site Pop-up

On-site Pop-up

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - **Accessibility**

The community has emphasised the need for improvements across the area. Key suggestions include:

Movement & Access:

- **Lack of parking spaces** around the Gurdwara with mentions of the car park being occupied for events (6)
- **Public transport proximity** (1)

Public Amenities:

- **Public toilets** (1)
- **Power source intensity** for stronger lighting (1)
- **Children's nurseries*** (1)

2 - **Inclusivity**

The community advocated for spaces that serve various demographic groups and encourage inclusivity:

User-focused Spaces:

- **Youth club** (1)
- **Intergenerational accessible spaces** such as garden that has been removed (3)

Street Furniture:

- **Street furniture, including bins, signage, lighting and seating areas,** to make the space more functional. (5)

Landscape / Climate Resilient Elements:

- **Enhanced landscape features** such as trees, green spaces, gardens and community gardens. Some suggesting to use links with Kew Gardens. (5)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

2 - **Inclusivity**

Social interventions targeted at enhancing community cohesion and responding to community needs:

Events Programme:
- **Activities** such **as walking tours and growing activities** (3)

*Out of scope

ADAPTATION

The following image of the Gurdwara Sri Guru Singh Sabha highlights key elements derived from community feedback. These proposals reflect the community's vision for a safer, cleaner, and more inclusive space that supports both worship and community connection. Suggested interventions include enhanced infrastructure, improved maintenance, and the introduction of community-focused activities. The annotations visually demonstrate how these enhancements can address current concerns.

Movement & Access
- Increase parking spaces (6)
- Public transport proximity (1)

Environmental Elements
- Trees (1)
- Green spaces (2)
- Gardens (1)

Events Programme
- Activities (3)

Maintenance
- Road maintenance for safety (2)
- Public area maintenance (1)

Safety
- Police Patrol (5)
- CCTV surveillance (1)
- General security measures (9)

Cleanliness
- Cleaning / refuse program (6)

Public Amenities
- Public toilets (1)
- Increase power source intensity (1)

User-focused Spaces
- Elderly-friendly spaces (1)
- Youth clubs (1)
- Intergenerational accessible spaces (2)

Recreational Spaces
- Exercise spaces (1)

Street Furniture
- Signage (1)
- Bins (1)
- Seating area (1)
- Lighting (2)

3.2.13 **Park Entrance: Inwood Park**

A PLACE THAT SIGNIFIES A COMFORTABLE MULTI CULTURAL AND GENERATION SPACE

Insight Overview

Inwood Park serves as a key park entrance and provides both recreational and green space for the local community. Feedback from residents and visitors reveals an overall positive sentiment, while 6.9% did not disclose their opinion, 44.8% of respondents responded saying they like the area, and 27.6% expressed that they love it. However, there are still areas for improvement, particularly regarding clear wayfinding, lighting its dark entry and creating a comfortable space for all weather.

Insights and Aspirations

The vision for Inwood Park is to enhance its function as a welcoming, accessible, and safe park. By addressing concerns related to safety, cleanliness, and public facilities, the park can become a more inclusive and functional space for all. Infrastructure upgrades, enhanced green spaces, and improved community engagement will help solidify Inwood Park as a vital part of the neighbourhood's public realm.

- **Well-lit and Clear:** responding to dark and unsafe place at the entrance, with a need for lighting

- **Safe and Active Zone:** responding to safety and increasing security

- **Signage and Wayfinding to the Park:** responding to it being hard to find

- **Comfortable:** public toilets and seating for multi-generational use

- **Child Friendly:** creating safe space and entry for children

- **Controlled Zone:** erecting drinking and smoking

- **Communal and Cultural:** developing entry garden and education initiative on use to stop people removing plants

The following information is extracted from community feedback and highlights the needs and desires expressed by respondents for improving both the physical and social aspects of the park's entrance. Key areas of focus include safety, cleanliness, and accessibility, all aimed at creating a more inviting and enjoyable space for park visitors.

" (need) signage and wayfinding to the park. "

On-site Pop-Up

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - **Accessibility**

The community has expressed the need for some improvements in public amenities while showing appreciation for existent ones. These include:

Public Amenities:

- **More coffee shops, cafés or pop-ups in public areas** for people to meet and sit in (2)

2 - **Inclusivity**

The community has requested spaces that cater to various groups and promote inclusivity:

User-focused Spaces:

- **Youth activities / spaces** to help kids move away from substance abuse (1)

Street Furniture:

- **Lighting** (1)

Landscape / Climate Resilient Elements:

- Appreciation for **green areas** such as parks and the ability to walk around (12) **Enhanced landscape features and trees** (1), **green spaces** (2) and **gardens** (1)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

1 - **Accessibility**

Concerns and suggestions around community engagement and involvement were voiced:

Community Mistrust:
- **Perceived lack of consideration of community by the council** (1)

Public Amenities:
- **Easy and convenient accessibility to public spaces** such as the park (2)

2 - **Inclusivity**

Insights expressing the feeling of community cohesion in the area:

Promotions:
- Insights voiced about the area having a **nice community** (2)

Events programme:

- **Community garden** (1)

ADAPTATION

The following image of Inwood Park highlights key elements derived from community feedback. Suggested interventions include infrastructure upgrades, enhanced public amenities, and improved green spaces, aiming to create a more inclusive and functional environment. The annotations visually demonstrate how these enhancements can address current concerns, solidifying Inwood Park's role as a vital and welcoming part of the neighbourhood's public realm.

*Out of scope

Public Amenities
- Coffee shops / cafés (2)
- Lack of shops (1)

Maintenance
- Public area maintenance (1)

Safety
- Police Patrol (1)
- CCTV surveillance (1)
- General security measures (2)

Cleanliness
- Cleaning / refuse program (1)

User-focused Spaces
- Youth activities / spaces (1)

Street Furniture
- Lighting (1)

Environmental Elements
- Green areas mentioned and appreciated (12)
- Trees (1)
- Green spaces (2)
- Gardens (1)
- Use links with Kew Gardens (1)

Public Amenities
- Easier and more convenient accessibility to public spaces (2)

Promotions
- Mentions of the community being nice (2)

Events Programme
- Activities (3)

Inwood Park Entrance

3.2.14 **GWC Crossing: SEGA Building**

AN ACTIVE, GREENED AND SAFE CROSSING AND DESTINATION

Insight Overview

The GWC Crossing near the SEGA Building serves as a critical point of access for both a wide array of people from families and staff using the area to access schools, parks and places for work alongside enabling connection to the wider area. Feedback from the community shows generally positive sentiment, with 31.6% of respondents liking the area, and 13.2% expressing that they love it. However, there is room for improvement, with 42.1% of respondents stating that they can live with it, and 10.5% leaving the question unanswered, indicating areas where enhancements could be made.

Insights and Aspirations

The vision for GWC Crossing is to transform it into a safer, cleaner, and more engaging space that meets the needs of both residents and commuters. By addressing concerns around the GWC as a major traffic barrier, place that lacks clear wayfinding, and the need for adjacent recreational spaces and activities or amenities. This crossing can become a vital chosen part of the community's infrastructure, improving overall movement and enjoyment of the area.

- **Wayfinding:** clarifying its connection into to paths, parks running paths and wider destinations

- **Enhanced Connection:** addressing safety concerns of narrow paths, indirect entry to parks and lack of lighting and smooth paths for wheelchair users

- **Grey to Active Green:** providing green recreational space needs as requested by workers

- **Programmed & Active :** responding to requests for pop-up stalls, activities and space for children and staff

- **Celebrated Connections:** responding to insights that celebrate its current connection to great parks, riverside, cycle paths and roads

- **Traffic Infrastructure Mitigation:** responding to calls for safer crossing, shelter from the rain and overhead road

- **Maintained:** responding to issues of overgrown planting and hedges for easier movement and safety

- **More Attractive / More Surveillance:** responding to comments on the lack of safety and welcome of the space

The following information is extracted from community feedback and highlights the needs and desires expressed by respondents for improving both the physical and social aspects of the crossing. Key areas of focus include safety, traffic management, and public amenities to ensure a better experience for all users.

"When it rains the water from the flyover drenches people walking below it"

"The main entrance (to the park opposite) should be re-established here as it's easier, more straight forward as the current entrance isn't obvious"

On-site Pop-up

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - **Accessibility**

The community has stressed the importance of upgrading certain elements. Key suggestions are

Movement & Access:

- **Pedestrian access enhancement** with designated paths and widening of pavements (4)
- **Improve and increase cycle paths** (4)
- **Bike storage** (1)
- **Park entrance** is hard to find (2)
- **Disabled accessibility** (1)

Public Amenities:

- **Pop-ups / coffee shops / places to eat** (11)
- **Public toilets** (2)
- **Natural area / Wildlife protection** (1)

Promotions:

- **Community information panel** allowing for communication of information about the area & events happening around it. (1)
- **Design & beautify** the area by **investing into infrastructures** (2)

2 - **Inclusivity**

The community called for spaces that accommodate diverse groups and strengthen inclusivity:

User-focused Spaces:

- **Youth activities / spaces** (1)

Street Furniture:

- **Lighting** (2)
- **Spotlight** (1)
- **Water fountain** (1)

Landscape / Climate Resilient Elements:

- **Trees** (1)
- **Planters** (1)
- **Green spaces** (1)

Events programme:

- **Activities** such **as growing activities and community events** (3)

Recreational Spaces

- **Staff recreational space**

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

1 - **Accessibility**

Social interventions were requested for enhancing accessibility through public initiatives and assistance:

Public/ road Initiative:
- **Traffic control** to reduce barrier (3)

2 - **Inclusivity**

Other social interventions focused on strengthening community cohesion and promoting inclusion were also proposed:
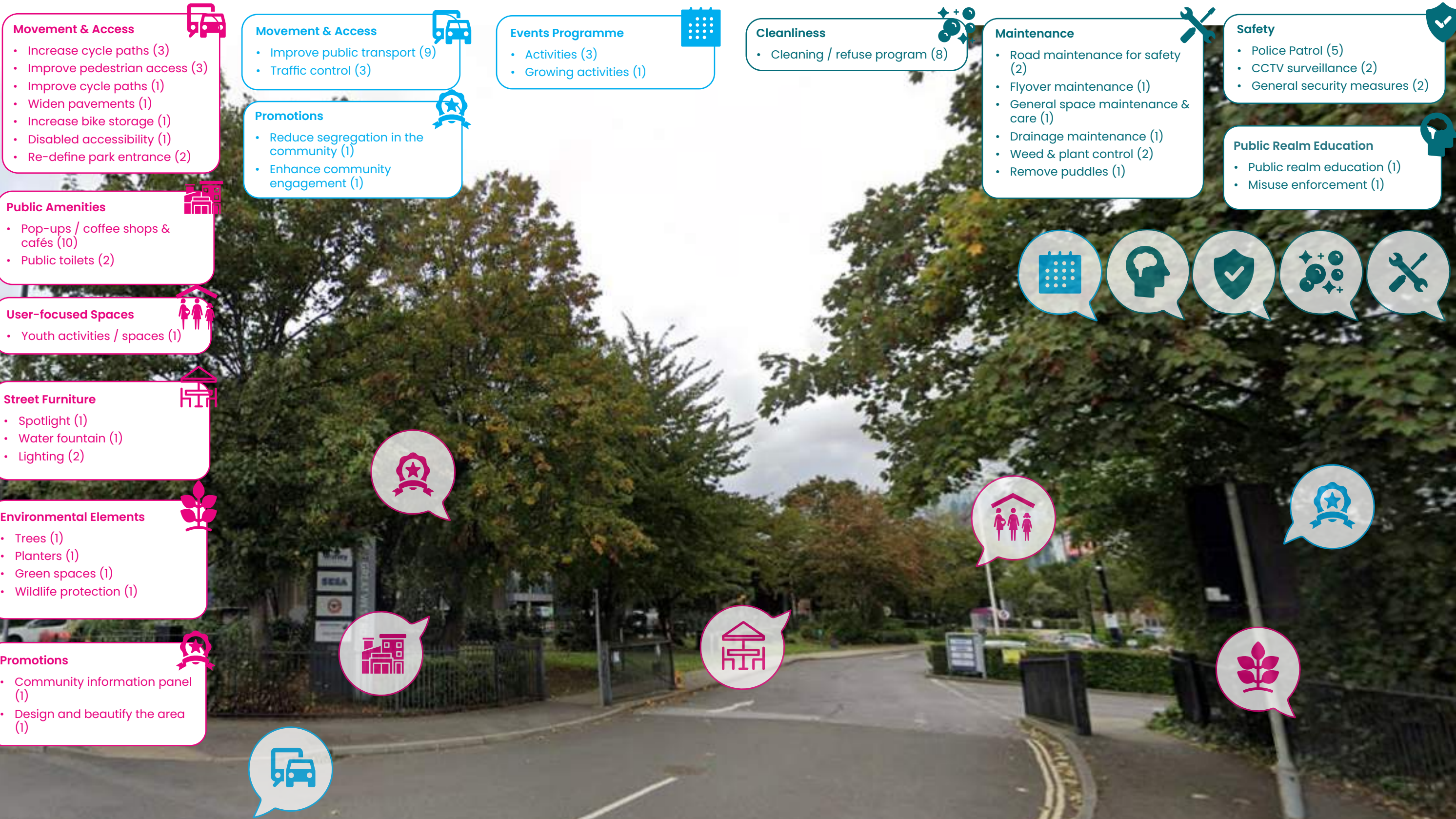
Promotions:
- **Reduce segregation** between residents and **lack of community engagement** (2)

ADAPTATION

*out of scope

The following image of the GWC Crossing near the SEGA Building highlights key elements derived from community feedback. Proposed enhancements focus on improving safety, traffic management, and public amenities to create a more accessible and engaging space for both residents and commuters. These changes aim to transform the crossing into a vital and well-integrated part of the community's infrastructure.

Movement & Access
- Increase cycle paths (3)
- Improve pedestrian access (3)
- Improve cycle paths (1)
- Widen pavements (1)
- Increase bike storage (1)
- Disabled accessibility (1)
- Re-define park entrance (2)

Movement & Access
- Improve public transport (9)
- Traffic control (3)

Promotions
- Reduce segregation in the community (1)
- Enhance community engagement (1)

Events Programme
- Activities (3)
- Growing activities (1)

Cleanliness
- Cleaning / refuse program (8)

Maintenance
- Road maintenance for safety (2)
- Flyover maintenance (1)
- General space maintenance & care (1)
- Drainage maintenance (1)
- Weed & plant control (2)
- Remove puddles (1)

Safety
- Police Patrol (5)
- CCTV surveillance (2)
- General security measures (2)

Public Realm Education
- Public realm education (1)
- Misuse enforcement (1)

Public Amenities
- Pop-ups / coffee shops & cafés (10)
- Public toilets (2)

User-focused Spaces
- Youth activities / spaces (1)

Street Furniture
- Spotlight (1)
- Water fountain (1)
- Lighting (2)

Environmental Elements
- Trees (1)
- Planters (1)
- Green spaces (1)
- Wildlife protection (1)

Promotions
- Community information panel (1)
- Design and beautify the area (1)

Inwood Park Entrance

"Lack of parking is huge issue around Hounslow"

" A lot of anti-social behaviour and gangs with intimidating presence"

"No delivery on the councils promises"

3.2.15 **GWC Crossing: Noble Corner**

A HUB FOR ACTIVITY & CONNECTION.

Insight Overview

Noble Corner is a key local space to shop, but feedback on its current state is mixed. While 38.5% of respondents like the area, 46.2% feel dissatisfied, highlighting issues around safety and cleanliness. The remaining 15.3% did not disclose their opinion. While the space currently functions as a convenience shopping destination, the community envisions it evolving into something more.

Insights and Aspirations

The vision for Noble Corner is for it to transform into a space that not only meets everyday needs but also supports safety, cleanliness, and a stronger community connection. With enhanced public spaces, improved amenities, and better accessibility, this shop parade public space has the potential to become a lively and inclusive environment that caters to the diverse needs of its users.

- **Safer:** responding to concerns of anti-social behaviour and inappropriate use of the space

- **Cleaner:** responding to fly-tipping that appears to be prevalent in the area with suggestion for public refuse areas

- **Maintenance of Openness**: celebrating the sense of openness and wide spaces available in the area

- **Parking Issues:** responding to calls for additional parking and accessibility

- **Multi- cultural for All:** responding to calls for more events and activities to bring different cultures together

The following information is extracted from community feedback and highlights the needs and desires expressed by residents for enhancing both the physical and social aspects of Noble Corner's public realm. Key concerns include safety, cleanliness, and accessibility, along with a need for better-maintained spaces and more opportunities for community interaction. These interventions aim to transform Noble Corner into a more desirable space for the local community.

"
Social and cultural activities... it would be nice to see the different cultures mix more
"

PHYSICAL INTERVENTIONS

The following highlights the physical insights voiced and interventions requested by the community

1 - Accessibility

The community has identified a strong need for enhanced public space management as well as improved mobility to ease overall accessibility in and around Noble Corner. Key suggestions focus on the following:

Movement & Access:

- **Wider pavements** to aid in over crowdedness. (1)
- **Additional parking spaces** (3)
- **Traffic control:** some requesting signage signalling speed limits (2)

Public Amenities:

- **Removal of fly-tipping area** (1)
- **Control development of its context** to maintain open space and prevent overcrowding. (1)

2 - Inclusivity

The community requested upgrades to the space such as:

Street Furniture:

- **Street furniture, including bins, signage, and seating areas** to make the space more functional and inviting for people to meet and socialise. (3)

SOCIAL INTERVENTIONS

The following highlights the social insights voiced and interventions requested by the community

1 - Inclusivity

Suggested interventions aimed at promoting unity and providing social activities to bring the community together:

Events Programme:

- **Community events & programmes** aimed at supporting unity and social interaction. (1)
- **Activities** for residents to engage with each other (1)

Community Mistrust:

- **Perceived lack of delivery on promises by the council.** (1)

Survey Data Collection

ADAPTATION

The following image of Noble Corner highlights key elements derived from community feedback. Proposed enhancements focus on improving safety, cleanliness, and accessibility, while creating a more welcoming and vibrant environment. These interventions aim to transform Noble Corner into a lively hub that supports everyday needs and fosters stronger community connections.
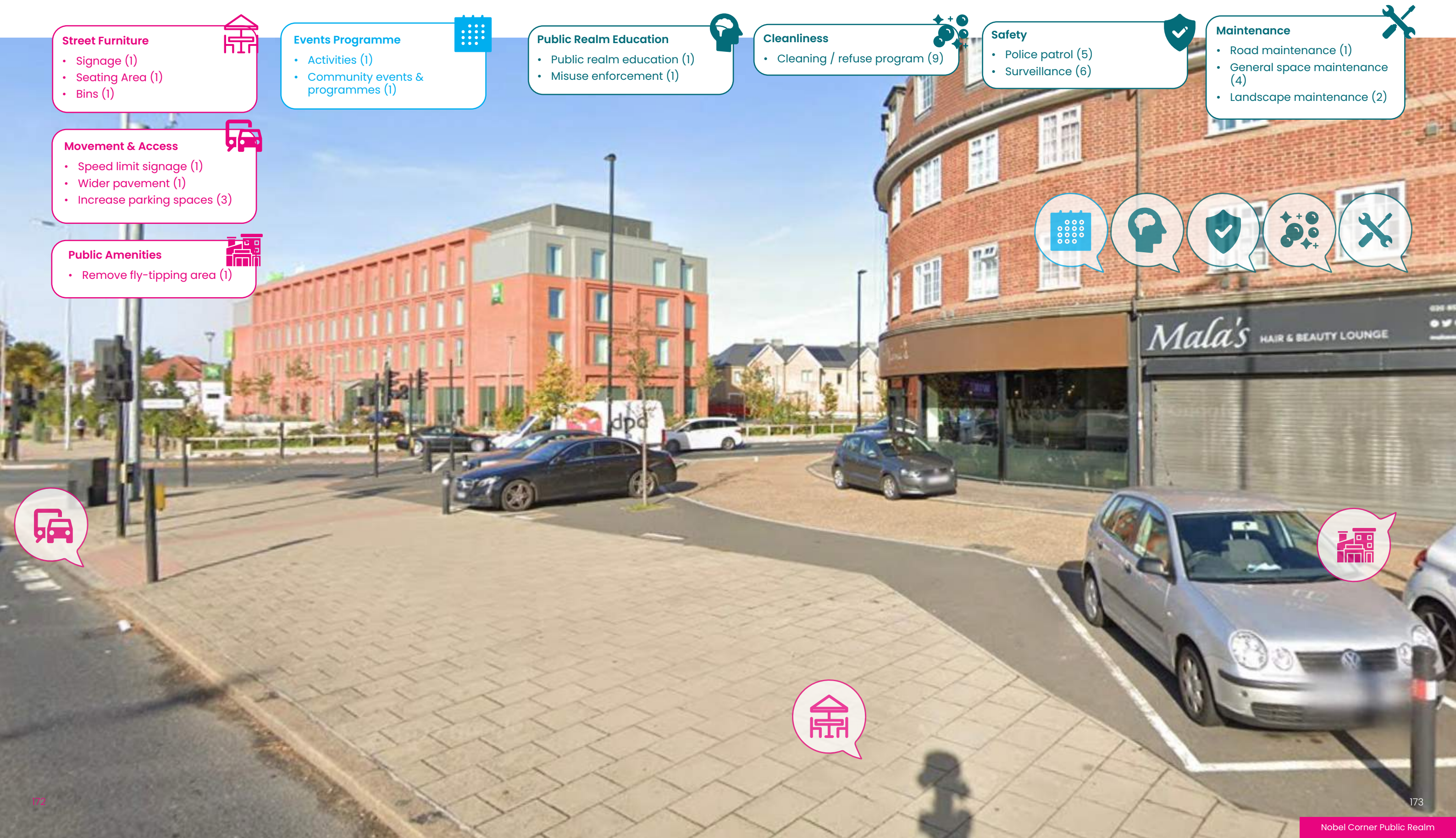
Street Furniture
- Signage (1)
- Seating Area (1)
- Bins (1)

Events Programme
- Activities (1)
- Community events & programmes (1)

Public Realm Education
- Public realm education (1)
- Misuse enforcement (1)

Cleanliness
- Cleaning / refuse program (9)

Safety
- Police patrol (5)
- Surveillance (6)

Maintenance
- Road maintenance (1)
- General space maintenance (4)
- Landscape maintenance (2)

Movement & Access
- Speed limit signage (1)
- Wider pavement (1)
- Increase parking spaces (3)

Public Amenities
- Remove fly-tipping area (1)

Nobel Corner Public Realm

ENGAGEMENT
RECOMMENDATIONS

4.1 **Summary and Recommendations**

4.2.1 **Overview**

Based on community engagement and feedback, this report outlines targeted recommendations to enhance Hounslow's public spaces. Recommendations address ten primary areas of focus as follows:

Principles

- Intergenerational
- Multicultural
- Robust and Maintainable
- Safe and Clean

4.2.2 **Theme Summary Insights and Recommendations**

INCLUSIVE AND CELEBRATORY

Insight: There is concern regarding racism, cultural segregation, and lack of integration. Comments highlighted the need for balanced representation and events celebrating cultural diversity.

Recommendations:

- **Celebrate and Include Cultural Diversity:** Design spaces that balance inclusivity with celebrating cultural differences. Unite people through shared values (e.g., Murals, common symbols, and colour schemes).
- **Flexible Spaces:** Design areas with flexibility to accommodate diverse activities.
- **Co-design:** Engage communities in shaping spaces to reflect diverse voices.
- **Community Notice Boards:** Promote communication and inclusion.
- **Public Toilets:** Provide accessible, clean facilities.
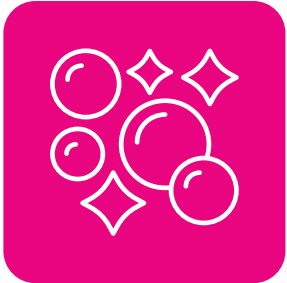
GREEN AND HEALTHY

Insight: There were significant calls for additional green spaces to balance urban "grey" areas. Requests included more trees for cooler environments in summer, flower beds, planters, and seating within green areas. Suggestions also included spaces to encourage walking, support mental health, and foster wildlife and biodiversity. Concerns were raised about poorly maintained green spaces affecting physical and social safety.

Recommendations:

- **Mental Health Focus:** Use nature to mitigate mental health issues.
- **Promote Active Use:** Encourage passive and active exercise through walking paths and outdoor gyms.
- **Social Prescribing:** Collaborate with health programmes to address community health through environment design.
- **Enhanced Green and Colourful Spaces:** Add trees, flowerbeds, and sheltering landscapes.
- **Usable Green Spaces:** Include seating areas within green environments.
- **Wildlife-Friendly Design:** Create accessible landscapes that encourage biodiversity and can be used for educational purposes.
- **Community Gardens:** Develop community-led spaces to foster care and connection.
- **Low-Maintenance Landscaping:** Use sustainable, easy-to-maintain designs.

EASY TO ACCESS AND NAVIGATE FOR ALL

Insight: Concerns included accessibility for disabled individuals and the visually impaired. Calls were made for better public transport, safe pedestrian paths, and parking spaces. Other mentions included inadequate signage and unclear entry points to public spaces.

Recommendations:

- **Wayfinding and Signage:** Design signage to highlight key public spaces and community activities, incorporating local heritage.
- **Accessible for the Blind and Visually Impaired:** Integrate designs that ease movement, including the use of tactile paths and Braille signage.
- **Elderly Accessibility:** Provide seating with back support and accommodate those digitally excluded.
- **Disabled-Friendly Design:** Ensure parking, wide and smooth pathways, and accessible entrances.
- **Safe Walking and Crossing:** Improve pedestrian infrastructure with safe crossings.
- **Alternative Access Options:** Offer diverse transport options to reduce car reliance.

SAFE TO USE AND STAY

Insight: Safety concerns, especially after dark and for women and young people, were widely mentioned. Suggestions included better lighting, passive surveillance, and addressing inappropriate use of public spaces. Additional requests were made to support vulnerable individuals.

Recommendations:

- **Adequate Lighting:** Install lighting to ensure safety, particularly for night-time use.
- **Passive Surveillance:** Design spaces that are overlooked to deter misuse.
- **Crime Prevention Design:** Use principles that mitigate crime and promote safety.
- **Support Vulnerable People:** Develop social programmes to assist vulnerable individuals.
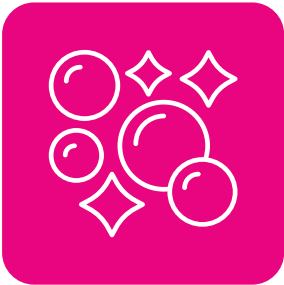
MAINTAINED AND CARED FOR

Insight: Perceived inequality in maintenance across the borough was noted, with some areas being neglected. Concerns included fears of gentrification and the exclusion of existing communities. Calls were made for community education on the appropriate use of public spaces.

Recommendations:
- **Robust Materials:** Use durable materials in public spaces.
- **Low-Maintenance Design:** Incorporate features that require minimal upkeep.
- **Community Ownership:** Involve the community in maintaining and caring for spaces.

ACTIVE AND COMMUNAL: PLACES TO MEET AND CONNECT

Insight: There was a strong desire for meeting spaces to promote social interaction, particularly across generations and cultures. This was seen as vital for improving social cohesion and vibrancy.

Recommendations:
- **Meeting Spaces:** Create public areas and facilities for communities to connect.
- **Activity Programmes:** Develop events that encourage social interaction and dwelling.
- **Flexible Space Design:** Include infrastructure for pop-ups and community activities.
- **Storage and Facilities:** Provide spaces for games, stalls, and community use.

INTER-GENERATIONAL AND MULTI GENERATIONAL:

Insight: There were many calls for more spaces for children to safely be and play, extending to wider family use. Others requestes included proving facilities for young people to give them better opportunities and to avoid the exclusion of the elderly by providing better seating, public toilets, healthy lifestyle encouragement and to avoid their digital exclusion.

Recommendations:
- **Child friendly:** Safe more frequent play areas, adventurous play, extended areas for families and parents/ carer activities ,
- **Family friendly** Safe play and onlooking seating
- **Youth friendly** Designs and activities focussed on young people
- **Elderly friendly:** Seats with backs that are high to elevate and seating in spaces for better accessibility
- **Inter-generational cohesion** Opportunities, activities and spaces that allow for inter generational use

DESIGN AND IDENTITY: BOLD AND REFLECTIVE

Insight: Comments included wanting to add colour to Hounslow's public spaces to add more interest and brightness. Others mentioned using history as inspiration for designs alongside careful cultural representation.

Recommendations:
- **Bold and colourful:** bold and colourful was an aspiration through design, colour and flowers
- **History:** the history of Hounslow was asked to be reference and celebrated in the deign of public spaces, including opportunities to provide learning and education through design
- **Aspirational and connected:** concern around gentrification including ensuring that designs are tailored towards both existing and new communities. Newly regenerated areas of Hounslow were also praised and welcomed
- **Balanced culture:** requests for all cultures to be represented in a balanced and cohesive way were suggested

4.2.3 **Public Space Type Summary Insights and Recommendations**

CIVIC SPACES

Insights: There were requests for more vibrant and active civic spaces, with facilities for learning, games, and community connection.

Recommendations:
- Extend the use of civic buildings.
- Activate adjacent land with public-facing amenities.
- Provide Wi-Fi, phone chargers, and water fountains.

FAITH BUILDINGS

Insights: Sensitivity is required around faith buildings, particularly concerning smoking, drinking, and inappropriate behaviour nearby.

Recommendations:
- Create tranquil spaces with signage to limit inappropriate behaviour.
- Integrate faith buildings into wider communities sensitively.
- Design flexible spaces for large events.
- Promote sustainable transport options to reduce car reliance.

HIGH STREETS

Insights: Requests included better integration of young people and intergenerational users, safe night-time activity, and better cleanliness.

Recommendations:
- Design spaces that cater to all generations.
- Ensure **adequate lighting** for safety.
- Incorporate **amenities** like Wi-Fi, phone chargers, and water fountains.
- Provide spaces for pop-ups and stalls.

PARK ENTRANCES

Insights: Park entrances need better visibility, safety, and facilities.

Recommendations:
- Install **lighting and clear signage.**
- Provide **water fountains and public toilets.**
- Ensure wide, accessible paths and well-maintained entrances.

SQUARES

Insights: Squares were appreciated for hosting activities but need improved cleanliness, maintenance, and accessibility.

Recommendations:
- **Active Design:** Make spaces safe and inviting, even without events.
- **Celebratory of Cultures:** Use design and events to reflect and celebrate cultural diversity.
- **Bold and Colourful Spaces:** Incorporate art and colour to enliven the area.
- **Safe Use:** Address concerns of misuse to promote everyday use.

GWC CROSSINGS

Insights: Noted as a place with great connections calls for improved included safety away from traffic, the need for better crossings. Other comments related to ensuring that the space is more green for users and workers and fort the area to provide space for pop-ups for coffee amongst others

Recommendations
- **Traffic separated:** Protected from traffic
- **Pedestrian friendly:** Safe pedestrian crossings
- **Signage and wayfinding:** clear signage to adjacent destinations
- **Lighting** for safe use and atmosphere
- **Sheltered space:** Shelter from over head water spillage

SHOP PARADES

Insights: set within areas of convenience and mentioned for bring a useful resource. Comments included that they sometimes feel uncared for but can be great places to provide better meeting for people and social cohesion. Using its space for activities, pop-ups and greened cementing g spaces. Prevalent issues included safety and cleanliness.
- **Green and enhanced landscaping:** green areas with trees and flowers to balance the grey
- Seating for people to sit and meet, ideally within Greg space
- **De-cluttered :** request for removal of old phone boxes and unused street furniture
- **Safe and clean:** built in cleanliness programmes
- **Community activities:** multi cultural and inter generational
- **Flexible space for pop-up stalls:** ability for requests for more shops and activities to be facilitated