



Fareham Town Centre Regeneration Strategy Initial engagement summary report

November – December 2023

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Introduction

This report has been prepared to summarise the initial engagement conducted by Redwood Consulting, on behalf of Fareham Borough Council. It outlines the strategy and approach taken to consult a range of Fareham residents, businesses, visitors and other interested parties on the town centre, and to help outline the strategic objectives that should be considered as part of a future regeneration strategy for the town centre and Delivery Plan.

This report also captures a summary of the key findings from the initial engagement undertaken, an engagement timeline as well as analytics from the exercise and quantitative information for consideration by the wider project team. Appendices, highlighting some of the consultation activity undertaken can also be found at the end of this report.

Engagement strategy and approach

The strategy for the initial engagement exercise was to maximise public interest in the potential for change in Fareham Town Centre and capture a significant amount of meaningful feedback. To assist this, a questionnaire was prepared to encourage a broad range of respondents to submit their views on the town centre and how good the current experience is in order to capture a snapshot of views that reflected public opinion in Fareham.

This questionnaire was publicised and communicated via well-recognised council channels and local media and was made available online or to be completed at in-person events held during the weekend and on a weekday, that are detailed later in this report. The formal consultation period lasted for one week for purposes of capturing a snapshot of views, however responses submitted after the cut-off date will still be considered.

Responses were then considered as part of the evaluation of the town centre's strengths and weaknesses, as well as the opportunities and threats that local residents, visitors and businesses perceived there to be for the town centre's future.

This engagement was also supported by convening two workshops; one with officers from Fareham Borough Council and a second with members from Fareham Borough Council to consider how these views reflected feedback provided by the public. Retailer engagement both within Fareham Shopping Centre and the wider high street retail area was also carried out.



Summary of key findings following initial engagement

- Fareham Town Centre is seen as a convenient, functional and local shopping location.
 That being said, it is not regarded as a destination to browse or somewhere to spend leisure time (beyond drinking alcohol or going to the cinema, and this being largely limited to weekend activity).
- 2. There is a general recognition of the town's issues around retail and leisure decline the main focus of the feedback is how the retail could perform better. There are high expectations around the town's future retail opportunity as the key to unlocking any future regeneration.
- 3. There is an opportunity to re-shape the town to encourage social interaction and remove physical barriers in the town's geography, with many commenting that their user experience of Fareham Town Centre is disjointed when travelling around and incoherent as a retail destination. However, respondents did often raise that the town centre was easy to travel into.
- 4. There is a lack of civic pride, with many respondents citing that they wanted reasons to feel proud of Fareham again and that it had "lost its way". Promotion of Fareham's heritage as a market town with maritime, with space for events to help recultivate a sense of belonging would be well supported.
- 5. There are a mix of views on housing around what housing could introduce to the town centre, and low recognition of the area's suitability for housing as part mixed-use development via the local plan allocation for the town centre (BL1) and Corporate Strategy. References to Whiteley, Chichester and Gunwharf Quays' residential offer were frequently made as being good.
- 6. With regard to design, there are conflicting opinions on height and the type of architecture modern vs heritage however all opinions were underscored by a desire for quality.



Engagement timeline

DATE	ACTIVITY				
Wed 29 th Nov	Opening of consultation period				
	Promotional launch				
	 Launch of Let's Talk Fareham Town Centre microsite and questionnaire 				
	See Appendix				
	 Press release issued to radio and local news (also available on Fareham 				
	Borough Council website) See Appendix				
	Social media issued via council channels				
	Twitter See Appendix				
	 Let's Talk Fareham (Facebook) See Appendix 				
	 Digital news post on "Live, Love, Local" website See Appendix 				
	Email direct marketing via Fareham Borough Council's E-Panel See				
	Appendix				
	Council intranet				
	Screens / boards in the town centre				
	 Letters to interested parties to share the questionnaire, including: 				
	The Fareham Society				
	Hampshire Chamber of Commerce				
	Enterprise South				
	Hampshire and Isle of Wight Institute of Directors				
	Hampshire Federation of Small Businesses				
	Fareham Library				
	Hampshire Constabulary				
	 Hand delivery of questionnaire to town centre businesses 				
	Questionnaire drop off points established in Fareham Library and				
	Fareham Civic Centre				
Wed 29 th Nov	Officer workshop: 3pm – 5pm <i>See Appendix for photographs</i>				
Thu 30 th Nov	 Fareham's business newsletter issued See Appendix 				
	Coverage in the Portsmouth News				
Fri 1 st Dec	Member workshop : 3pm – 5pm				
Sat 2 nd Dec	Public engagement, Day one See Appendix for photographs				
	 11am – 3pm – Fareham Shopping Centre 				
	11am – 3pm – Fareham Leisure Centre				
Mon 4 th Dec	BBC Radio Solent interviews with Fareham Borough Council Executive Leader, Cllr				
	Seán Woodward				
	Public engagement, Day two See Appendix for photographs				
	9.30am – 12pm – at Fareham's Monday market on West Street, using				
	Fareham Borough Council's consultation Gazebo				
Wed 29 th Nov –	Letterboxes and feedback forms distributed to library and council				
Wed 6 th Dec	officers.				
	Anecdotal feedback provided by businesses and retailers with the wider				
al-	town centre				
Thurs 7 th Dec	Closing of consultation period				



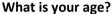
Interaction from consultees / the public

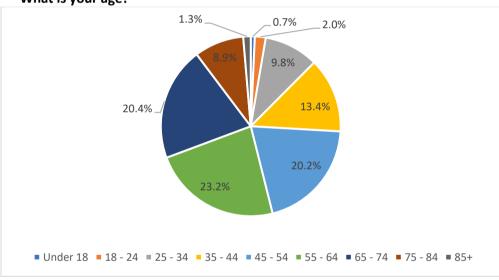
The process achieved high levels of engagement and over the course of the weeklong period:

- 83 physical feedback forms were either submitted across the three events, posted into the letter boxes in the library and civic centre, or sent in via Freepost;
- 772 digital feedback were submitted via the online feedback form (a further 61 were submitted after the deadline for feedback closed).
- 27 officers and 16 members attended their respective workshops; and
- 50 businesses in the shopping centre and town centre were also engaged.

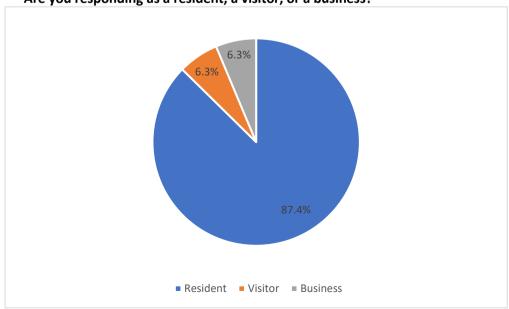
Overview of quantitative feedback

We have prepared a short overview of quantitative feedback/data provided by respondents. This is based upon data provided by the 855 respondents who completed the questionnaire either digitally or physically.





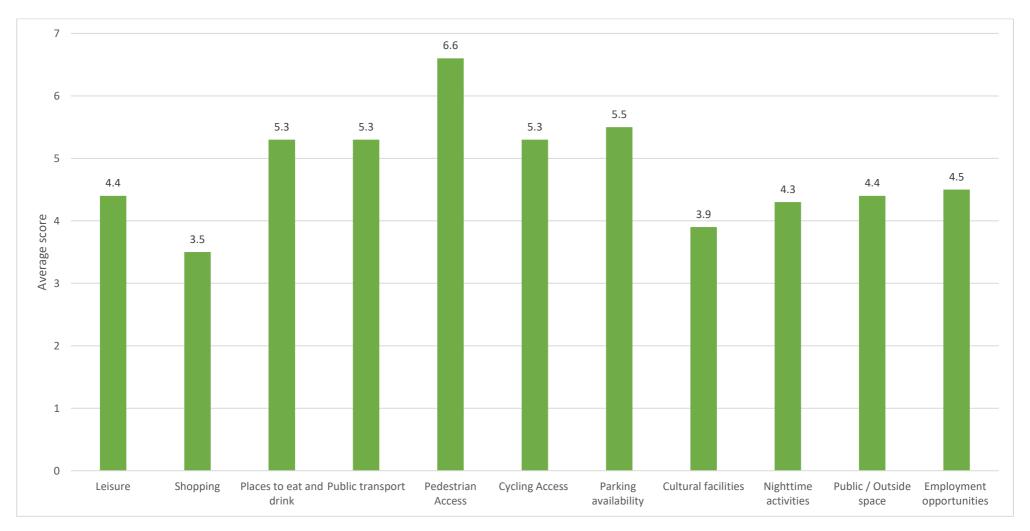






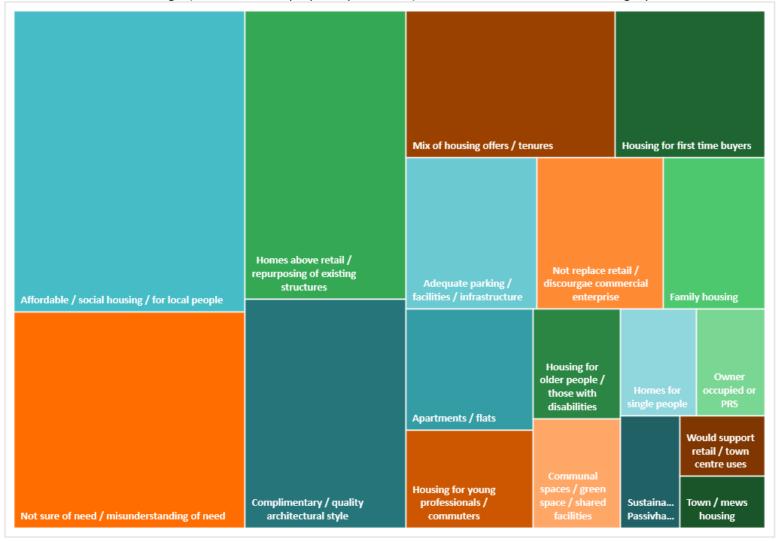
Evaluation of existing uses

The below graph shows the average scores respondents gave each of the different uses / facilities in the current town centre. The average is based on a score out of 10, 1 being very poor and 10 being very good. The highest scoring option was pedestrian access with an average score of 6.6. Other items that scored "above average" were places to eat and drink, public transport, cycling access and parking availability. The lowest scoring option was shopping with an average score of 3.5.





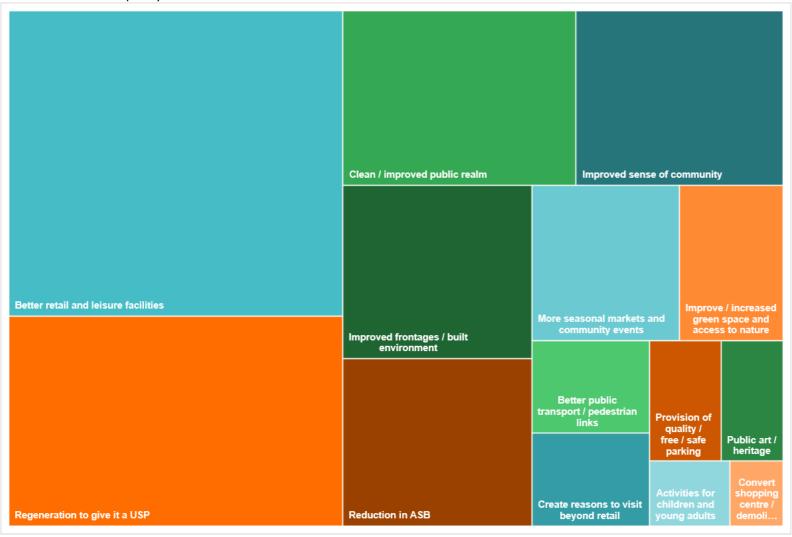
Key issues to consider in relation to housing: The below diagram demonstrates the most popular themes arising in feedback in relation to a question around what Fareham's housing offer should look like. The larger squares represent the most frequently raised issues, including: 1) Affordable housing for local people, 2) questions around the need for housing, 3) the desire to repurpose space and 4) ensure a level of architectural integrity around what is delivered / created.





Key issues to consider in relation to increasing pride

The below diagram demonstrates the most popular themes arising in feedback in relation to encouraging civic pride. The larger squares represent the most frequently raised issues, including: 1) Better retail and leisure facilities, 2) Regeneration to create a USP, 3) Clean and improved public realm, 4) Fostering community spirit and 5) Creation of a better quality of built environment.





Appendices

Public questionnaire

1.



Questionnaire - Help us shape the future of Fareham Town Centre

There is a real and exciting opportunity for change in Fareham Town Centre since the Council bought the shopping centre in September 2023. The way people shop and what they use town centres for is changing. While Fareham Town Centre has a range of services and shops, there is also an increasing number of vacancies, particularly in the shopping centre itself. The layout of the shopping centre does not provide easy routes between Fareham Live (opening in 2024), the library, the health centre, Council offices and the shopping and entertainment offered in West Street and into Market Quay beyond.

Fareham Borough Council is undertaking a period of engagement between now and next spring to understand what local people, residents, businesses and visitors would like to see.

Share your views and help us shape the future of Fareham Town Centre.

Thinking of why you visit and / or use Fareham Town Centre, how would you rate Fareham's current offering for:							
Leisure facilities (i.e. cinema, bowlinetch)	g, 🗓 🗋	3 4	· _	6 7	8	9	10
	(Very poor)			(Very good)			
Shopping facilities	1 2	3 4	5	6 7	8	9	10
	(Very poor)					(Ver	y good)
Places to eat and drink	1 2	3 4	5	6 ⁷	8	9	10
	(Very poor)					(Ve	ry good)
Public transport	1 2	3 4	5	6 7	8	9	10
	(Very poor)					(Ve	ry good)
Pedestrian access	1 2	3 4	5	6 7	8	9	10
	(Very poor)					(Ve	ry good)





	Cycling access	1 2 3 4 5 6 7 8 9 10							
	Parking availability	(Very poor) (Very good) 1 2 3 4 5 6 7 8 9 30 (Very poor) (Very good)							
	Cultural facilities (i.e. museum etc)	1 2 3 4 5 6 7 8 9 10 (Very poor) (Very good)							
	Nighttime activities (i.e. bars and restaurants etc)	1 2 3 4 5 6 7 8 9 10 (Very poor) (Very good)							
	Public / outside space	1 2 3 4 5 6 7 8 9 10							
		(Very poor) (Very good)							
	Employment opportunities	1 2 3 4 5 6 7 8 9 10							
		(Very poor) (Very good)							
2.	Please provide us with any further comments on your answers given above.								
3. What do you like most about Fareham Town Centre?									
4. What would you most like to see changed in Fareham Town Centre?									
5. What would encourage you to spend more time in the Town Centre?									
6.	6. What do you think Fareham Town Centre's housing offer should look like?								
7.	7. What would make you prouder of the Town Centre?								

FAREHAM BOROUGH COUNCIL



Keep in touch

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Please tick []

Your name [optional]: _

- Age (please circle): Under 18 18 24 25 34 35 44 45 54 55 64 65 74 75 84 85+
- 3) Are you replying as a: Resident / visitor / business? [Please circle all that apply]
- 4) Gender (please circle): Male / Female / Prefer not to say

I would like you to send me updates on the progress of the regeneration strategy and masterplan for Fareham Town Centre.

5)	Email address:				

This feedback form has been prepared by Redwood Consulting on behalf of RivingtonHark who are working with Fareham Borough Council on the future of Fareham Town Centre. This information is being collected on behalf of RivingtonHark and will be shared with them and the project team, securely stored and destroyed at the end of the engagement process. All written feedback will be anonymised and shared with RivingtonHark.

Please leave your completed questionnaire in the ballot box provided or alternatively, send your completed questionnaire via post, addressed to "Freepost REDWOOD" at no extra charge.



Let's Talk Fareham Town Centre microsite

Fareham Town Centre

Help to shape the future of your town centre! &

Fareham Town Centre today

Across the UK, the way people shop and what they use town centres for is changing. While Fareham town centre has a range of services and shops, there is also an increasing number of vacancies, particularly in the shopping centre itself. The layout of the shopping centre does not provide easy routes between Fareham Live (opening in 2024), the library, the health centre, Council offices and the shopping and entertainment offered in West Street and into Market Quay beyond.

Let's Talk Fareham Town Centre

Possibilities for change

There is a real and exciting opportunity for change since the Council bought Fareham Shopping Centre in September 2023.

We would like to have more homes in the town centre as well as ensuring any changes in the town centre offering of shops, services and entertainment will better serve our community's changing needs. We also want to create more interesting and high-quality outdoor public spaces and vibrant uses during the day and evening.

Your views

Thank you for your participation!

Over 1,000 Fareham businesses, residents and visitors participated in Fareham Borough Council's town centre listening exercise at the start of this month.

This feedback is now being considered alongside other technical assessments to develop a business case for future regeneration activities. These findings will be shared in the New Year, and there will be further opportunities to discuss the future of Fareham during a second phase of engagement in the Spring.

While the initial listening exercise period has closed, residents can still share views on what they like about the town centre, what they would change and determine what other uses could be incorporated by emailing consultations@fareham.gov.uk or by visiting the Let's Talk Fareham Facebook group. This activity forms part of Fareham Borough Council's commitment to engage on the future of the town centre, following its purchase of the shopping centre in September. The council is committed to understanding what local people, residents, businesses and visitors would like to see to shape a regeneration strategy.



Fareham Borough Council press release

Press Release

29 November 2023

Help us shape the future of Fareham Town Centre

Following the purchase of Fareham Shopping Centre and adjoining properties in September, Fareham Borough Council is undertaking a period of engagement between now and next summer, firstly to understand what local people, residents, businesses and visitors would like to see and then to share early ideas and plans.

This will begin with an initial listening exercise between Wednesday 29 November and Wednesday 6 December. There are multiple ways to get involved across the week to help us shape the future of Fareham Town Centre:

- · Public drop-in sessions:
 - Saturday 2 December 11am 3pm: Delme Square (by Costa Coffee / Next) Fareham Shopping Centre
 - Saturday 2 December 11am 3pm: Café area, Fareham Leisure Centre
 - Monday 4 December 9.30am 12pm: Monday Market, Fareham Town Centre
- Online feedback: https://bit.ly/3Te0oNR
- Feedback 'drop off' points in the Library and Civic Offices, printed forms will be available



Let's Talk Fareham Town Centre

Download high resolution (354.90 KB, 300dpi)

Councillor Seán Woodward, Executive Leader of Fareham Borough Council, said: "This is a pivotal moment in Fareham's progress, and we want local people and all our visitors to continue to feel proud of what it has to offer. Town centre regeneration is one of our key and by taking ownership of the shopping centre we have the opportunity to think about how we can enhance its appeal and create a vibrant, thriving place.

"This is a very important journey in our Town's future and we want to hear from our community so that everyone is invested in the process. We are keen to understand the needs and aspirations of Fareham's residents, businesses, shoppers and visitors alike. Fareham Town Centre already has a lot to offer and now is the time for us to build on all that is positive and make Fareham the best it can be.

The way people shop and what they use town centres for is changing. While Fareham Town Centre has a range of services and shops, there is also an increasing number of vacancies, particularly in the shopping centre itself. The layout of the shopping centre does not provide easy routes between Fareham Live (opening in 2024), the library, the health centre, Council offices and the shopping and entertainment offered in West Street and into Market Quay beyond.

A key early priority of the engagement process will be to understand what people like about the town centre, what you would change and determine what other uses – whether that be new homes or more office space – could be incorporated to increase footfall and support a night time economy. The findings from this and other engagement activities in the spring will then be used to inform a regeneration strategy and masterplan in later next year.

To support in this process, Fareham Borough Council has recruited the experience of RivingtonHark who will lead on providing strategic town centre regeneration advice. They will be aided by Leslie Jones Architecture as masterplanner and Redwood Consulting who will be working alongside the Council to manage the community engagement process.

ENDS

Notes to Editor:

For more information, please contact fareham@redwoodconsulting.co.uk / 0207 828 5553.

About Fareham Borough Council:

Fareham Borough Council is a local authority for the area midway between Portsmouth and Southampton. With the town at its centre, the Borough covers the wards of Fareham, Portchester, Stubbington, Hill Head, Titchfield, Park Gate, Warsash, Locks Heath and Sarisbury.

The Council is governed by Councillors from each ward, who work with specific Council departments dealing with a wide range of local services and issues.

This and previous media releases can be viewed on the Council's website: www.fareham.gov.uk/pressreleases



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About RivingtonHark

RivingtonHark is the most experienced and active company focused on creating, evolving and improving UK town and city centres. We do this on behalf of both the public and private sectors, covering development, asset, and investment management. We have:

- We have the UK's first ESG focused Fund with a £300m mandate to secure quality institutional retail assets. The first of which
 was Clayton Square in Liverpool, and more recently Victoria Leeds at £120m and Liberty Centre Romford for £90m
- Opened Chester Northgate, major new regeneration project of some £65m
- · Opened Copr Bay Swansea to much acclaim. Cost £135m
- · On site in Newcastle City Centre
- . Asset manage more than £1bn of town centre assets in the UK, and rapidly growing
- · We have bought or sold over £330m of Shopping Centres in last 18 months. Currently the most active player in this sector.
- · We coinvest with our investors where appropriate.

For further information contact:

Customer Enquiries

Tel: 01329 236100

Email: customerservicecentre@fareham.gov.uk

Media Enquiries

The Communications Team Tel: 01329 824310 Email: publicity@fareham.gov.uk

Fax: 01329 550576



Fareham Borough Council social media post (Twitter)



Join the conversation about Fareham Town Centre at these drop-in sessions:

Sat 2/12: 11am-3pm: Delme Square (by Next) Fareham Shopping Centre Sat 2/12: 11am-3pm: Café area, Fareham Leisure Centre Mon 4/12: 9.30am-12pm: Monday Market, Fareham Town Centre fareham.gov.uk/FarehamTownCen...

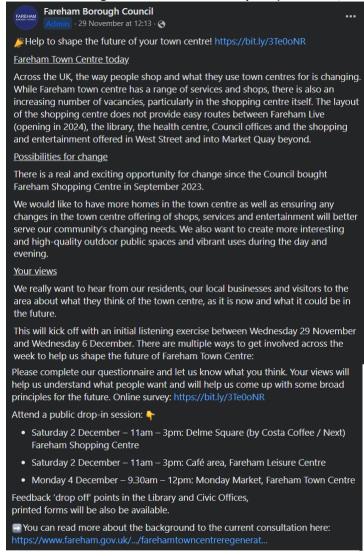


12:58 PM · Nov 30, 2023 · 159 Views





Fareham Borough Council social media post (Facebook, via Let's Talk Fareham)











"Live, Love, Local" website post

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Help us shape the future of Fareham Town Centre



Following the purchase of Fareham Shopping Centre and adjoining properties in September, Fareham Borough Council is undertaking a period of engagement between now and next summer, firstly to understand what local people, residents, businesses and visitors would like to see and then to share early ideas and plans.

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- Online feedback: https://bit.ly/3TeooNR
- Feedback 'drop off' points in the Library and Civic Offices, printed forms will be available.

Councillor Seán Woodward, Executive Leader of Fareham Borough Council, said: "This is a pivotal moment in Fareham's progress, and we want local people and all our visitors to continue to feel proud of what it has to offer. Town centre regeneration is one of our key and by taking ownership of the shopping centre we have the opportunity to think about how we can enhance its appeal and create a vibrant, thriving place.

"This is a very important journey in our town's future, and we want to hear from our community so that everyone is invested in the process. We are keen to understand the needs and aspirations of Fareham's residents, businesses, shoppers and visitors alike. Fareham Town Centre already has a lot to offer and now is the time for us to build on all that is positive and make Fareham the best it can be.

The way people shop and what they use town centres for is changing. While Fareham Town Centre has a range of services and shops, there is also an increasing number of vacancies, particularly in the shopping centre itself. The layout of the shopping centre does not provide easy routes between Fareham Live (opening in 2024), the library, the health centre, Council offices and the shopping and entertainment offered in West Street and into Market Quay beyond.

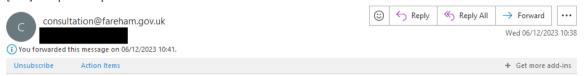
A key early priority of the engagement process will be to understand what people like about the town centre, what you would change and determine what other uses – whether that be new homes or more office space – could be incorporated to increase footfall and support a nighttime economy. The findings from this and other engagement activities in the spring will then be used to inform a regeneration strategy and masterplan in later next year.

To support in this process, Fareham Borough Council has recruited the experience of RivingtonHark who will lead on providing strategic town centre regeneration advice. They will be aided by Leslie Jones Architecture as masterplanner and Redwood Consulting who will be working alongside the Council to manage the community engagement process.



Fareham Borough Council E-Panel email

[EXT] "Help us shape the future of Fareham Town Centre" - November 2023



If you are having trouble reading this newsletter in your email you can read it in your web browser



"Help us shape the future of Fareham Town Centre"

November 2023



Welcome to the latest edition of Fareham Borough Council's E-panel.

It's a great way to get involved with Council consultations and it gives residents a chance to have their say.

Help us shape the future of Fareham Town Centre



Following the purchase of Fareham Shopping Centre and adjoining properties in September, we are undertaking a period of engagement between now and next summer, firstly to understand what local people, residents, businesses and visitors would like to see and then to share early ideas and plans.

Complete the online feedback form: https://bit.ly/3Te0oNR

Feedback 'drop off' points in the Library and Civic Offices, printed forms will be available to complete.

Join our Let's Talk Fareham Facebook group



Officer/member workshop images



Fareham Borough Council business newsletter

Fareham's Business Newsletter

Help us shape the future of Fareham Town Centre



Following the purchase of Fareham Shopping Centre and adjoining properties in September, Fareham Borough Council is undertaking a period of engagement between now and next summer, firstly to understand what local people, residents, businesses and visitors would like to see and then to share early ideas and plans.

It is important that the local business voice is heard so please participate if you can and encourage your business network to do the same

To start the proceedings, there is an initial listening exercise between Wednesday 29 November and Wednesday 6 December.

There are multiple ways to get involved across the week to help us shape the future of Fareham Town Centre:

Click here to complete the on-line survey ₽

Or drop in to one of our in-person sessions:

Saturday 2 December – 11am – 3pm: Delme Square (by Costa Coffee / Next) Fareham Shopping Centre

Saturday 2 December – 11am – 3pm: Café area, Fareham Leisure Centre

Monday 4 December – 9.30am – 12pm: Monday Market, Fareham Town Centre

Printed feedback forms are also available to complete and drop-off at Fareham Library and the Civic Offices.

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Media coverage secured in Portsmouth News

Politics

New future of Fareham town centre and shopping centre to be shaped as residents are urged to give their views on its regeneration

Fareham residents are being given the chance to have their say on the future of the town centre thanks to a consultation which is being launched to find out their views.

By Kelly Brown

Published 30th Nov 2023, 10:58 GMT Updated 30th Nov 2023, 10:58 GMT







Following on from the purchase of Fareham Shopping Centre and adjoining properties in September, Fareham Borough Council is launching a period of engagement between now and next summer to understand what local people, residents, businesses and visitors would like to see and then afterwards share early ideas and plans. The council has said a key early priority will be to understand what people like about the town centre, what they would change and what other uses could be incorporated other than retail, including new homes, more office space and a better night time offering.

ALSO READ: Shopping centre bought by council in bid to 'transform' the town centre

This will begin with an initial listening exercise with public drop-in sessions taking place on Saturday, December 2 between 11am and 3pm in Delme Square (by Costa Coffee / Next) in Fareham Shopping Centre and on the same day and times at the café area in Fareham Leisure Centre. There will also be a third drop in session on Monday, December 4 between 9.30am and midday at the Monday Market in Fareham Town Centre. An online feedback form is also available at https://bit.ly/3TeooNR 🗹 and feedback 'drop off' points are in the Library and Civic Offices where printed forms will be available.



Fareham Shopping Centre which was bought by the council earlier this year



The findings from this and other engagement activities in the spring will then be used to inform a regeneration strategy and masterplan in later next year.

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Public engagement images

