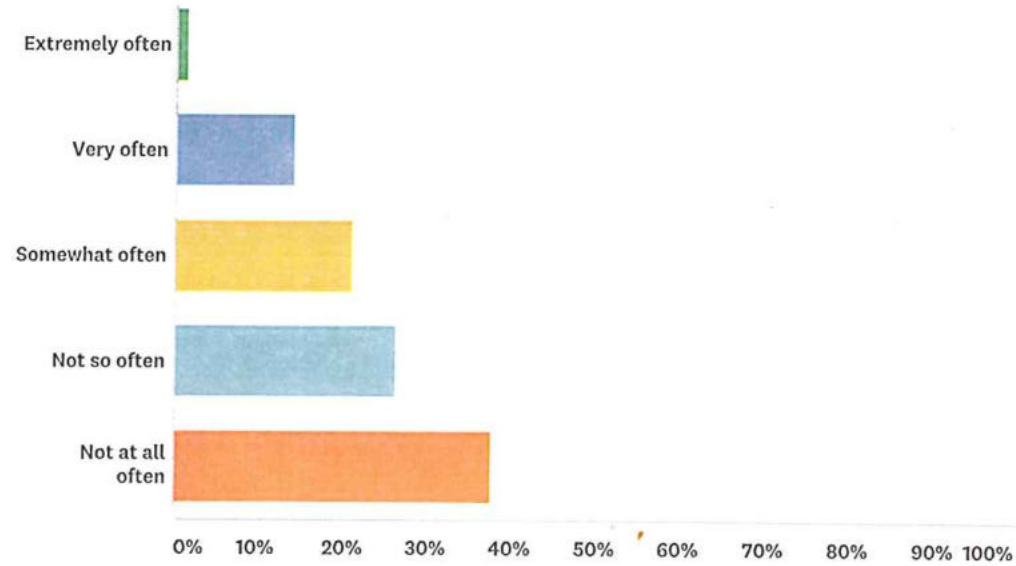


### Q1 How often do you visit childrens play areas in Berwick?

Answered: 157 Skipped: 2

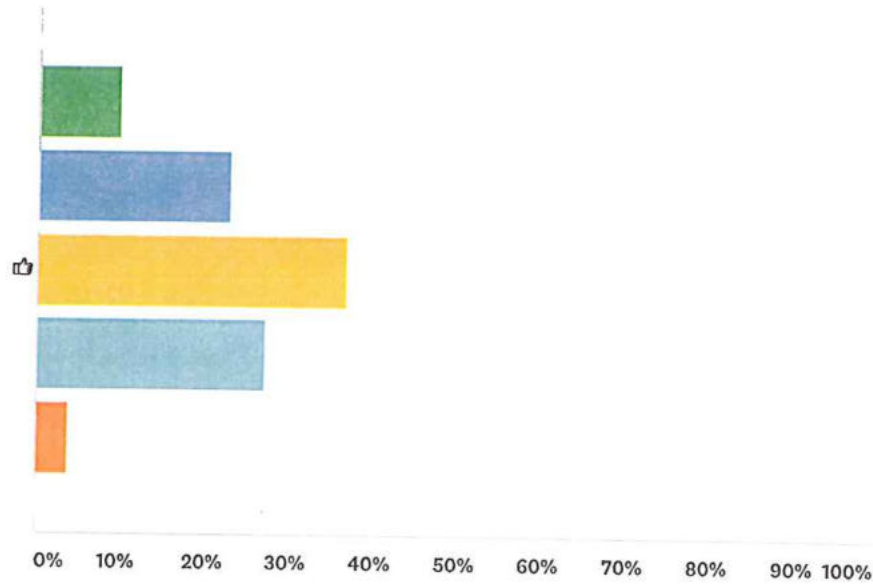


ANSWER CHOICES	RESPONSES	
Extremely often	1.27%	2
Very often	14.01%	22
Somewhat often	21.02%	33
Not so often	26.11%	41
Not at all often	37.58%	59
TOTAL		157

Local Services Feedback

Q2 How satisfied are you with childrens play areas in Berwick?

Answered: 136 Skipped: 23



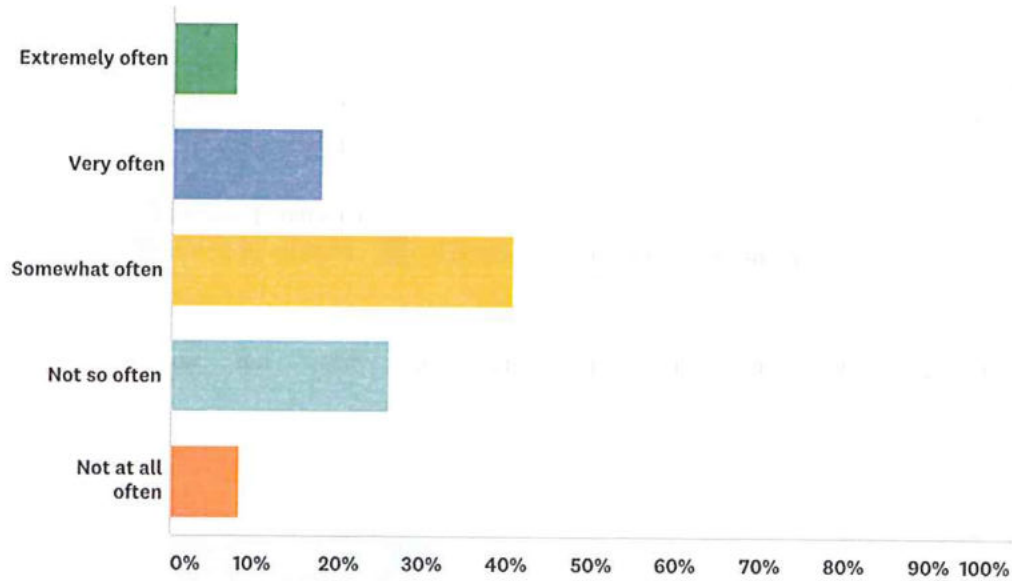
■ Not at all satisfied   
 ■ somewhat dissatisfied   
 ■ neither  
■ somewhat satisfied   
 ■ Extremely satisfied

	NOT AT ALL SATISFIED	SOMEWHAT DISSATIISFIED	NEITHER	SOMEWHAT SATTISFIED	EXTREMELY SATISFIED	TOTAL	WEIGHTED AVERAGE
👍	9.56%	22.79%	36.76%	27.21%	3.68%	136	2.93
	13	31	50	37	5		

Local Services Feedback

### Q3 How often do you visit the public parks in Berwick?

Answered: 158 Skipped: 1

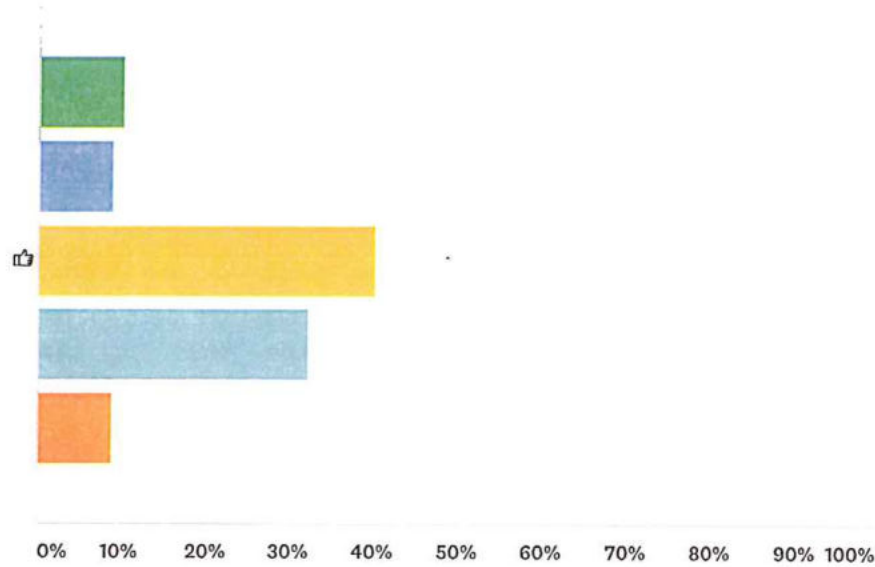


ANSWER CHOICES	RESPONSES	
Extremely often	7.59%	12
Very often	17.72%	28
Somewhat often	40.51%	64
Not so often	25.95%	41
Not at all often	8.23%	13
TOTAL		158

Local Services Feedback

Q4 How satisfied are you with the public parks in Berwick?

Answered: 149 Skipped: 10



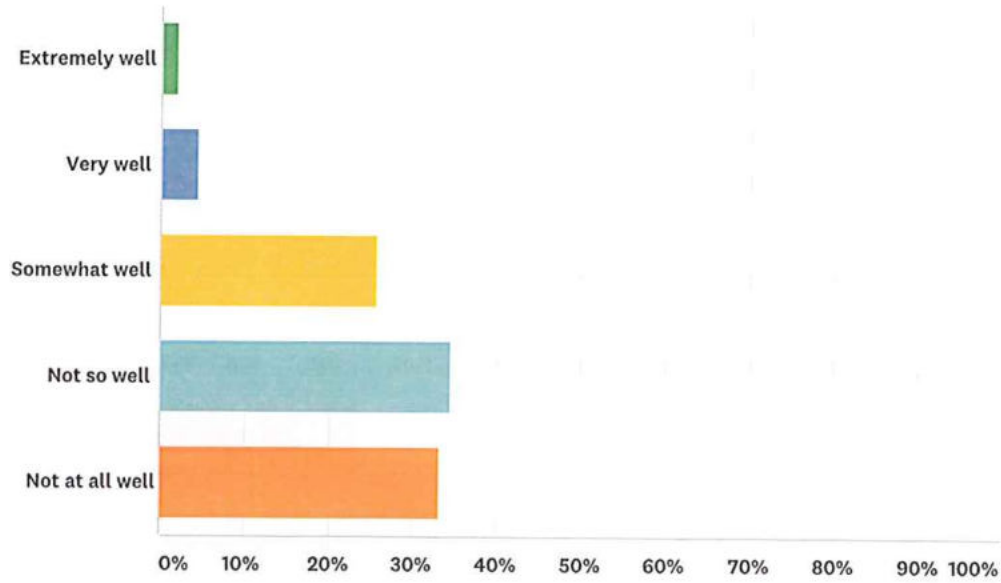
■ Not at all satisfied   
 ■ (no label)   
 ■ (no label)   
 ■ (no label)   
 ■ Extremely satisfied

	NOT AT ALL SATISFIED	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXTREMELY SATISFIED	TOTAL	WEIGHTED AVERAGE
	10.07%	8.72%	40.27%	32.21%	8.72%	149	3.21
	15	13	60	48	13		

Local Services Feedback

Q5 How well are the streets in your part of Berwick maintained?

Answered: 159 Skipped: 0

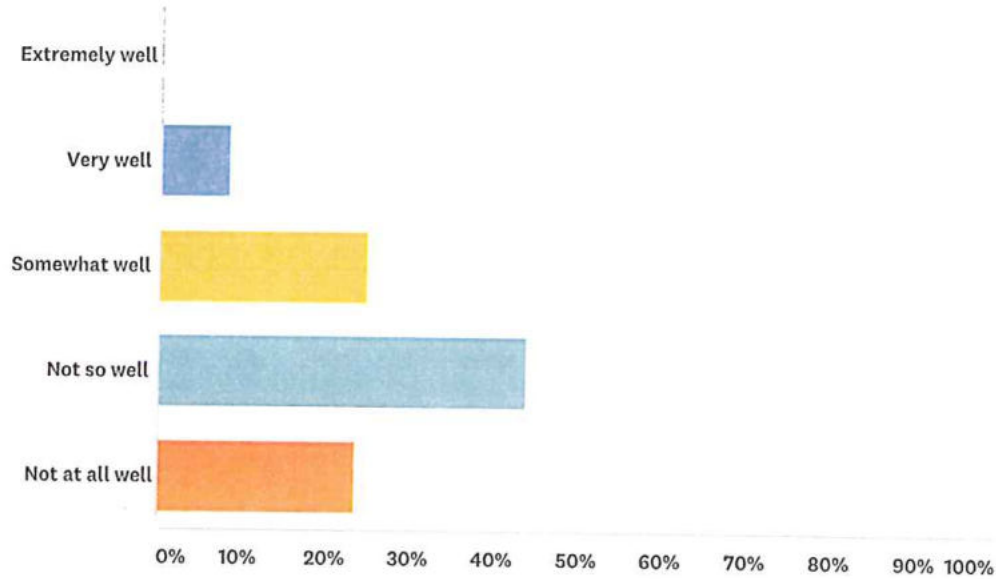


ANSWER CHOICES	RESPONSES	
Extremely well	1.89%	3
Very well	4.40%	7
Somewhat well	25.79%	41
Not so well	34.59%	55
Not at all well	33.33%	53
TOTAL		159

Local Services Feedback

Q6 How well are the streets in Berwick Town Centre maintained?

Answered: 158 Skipped: 1

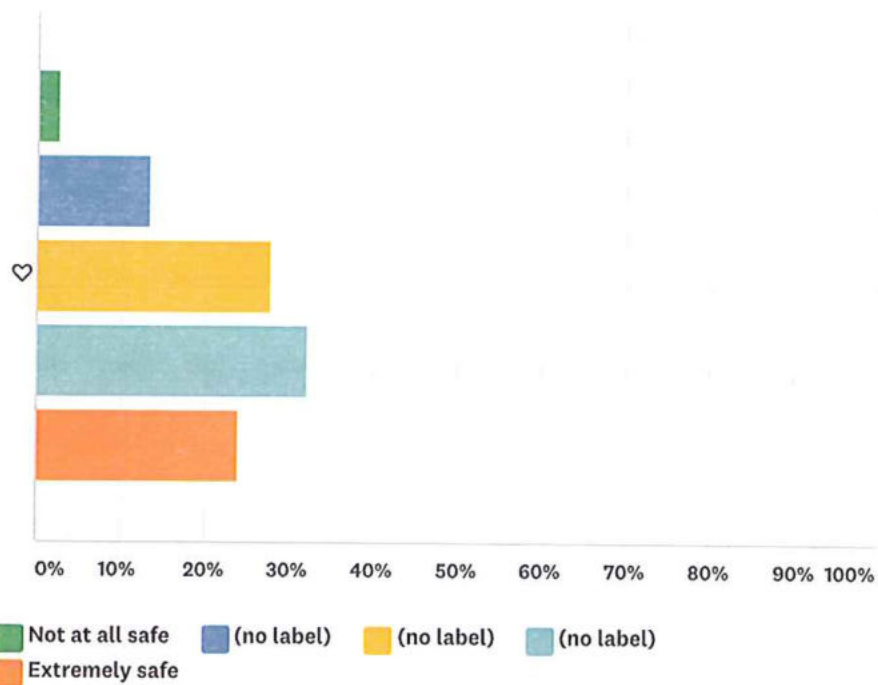


ANSWER CHOICES	RESPONSES	
Extremely well	0.00%	0
Very well	8.23%	13
Somewhat well	24.68%	39
Not so well	43.67%	69
Not at all well	23.42%	37
TOTAL		158

Local Services Feedback

Q7 Overall, how safe do you feel in this neighborhood?

Answered: 158 Skipped: 1

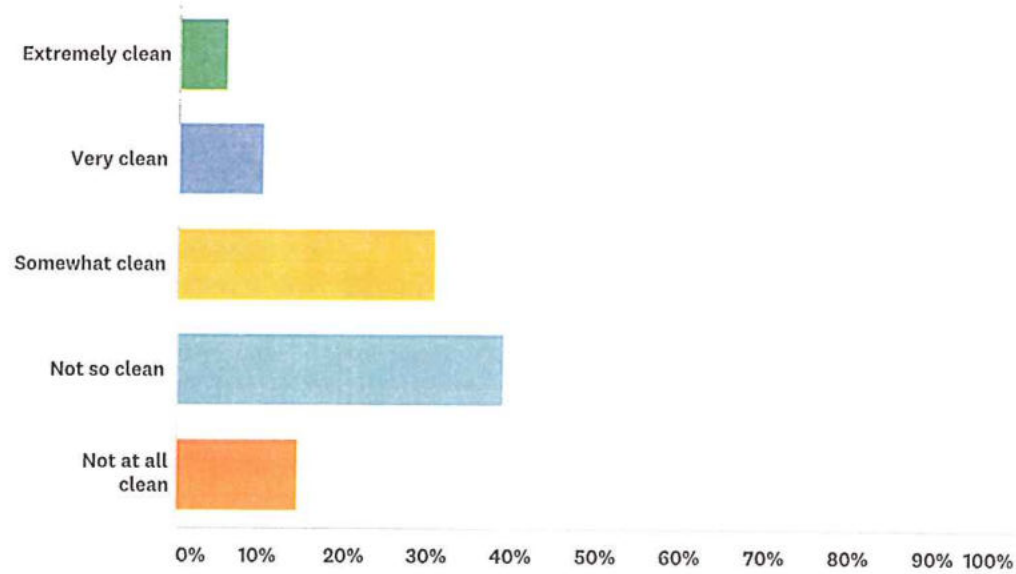


	NOT AT ALL SAFE	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXTREMELY SAFE	TOTAL	WEIGHTED AVERAGE
♥	2.53%	13.29%	27.85%	32.28%	24.05%	158	3.62
	4	21	44	51	38		

Local Services Feedback

Q8 Overall, how clean is your part of Berwick??

Answered: 159 Skipped: 0



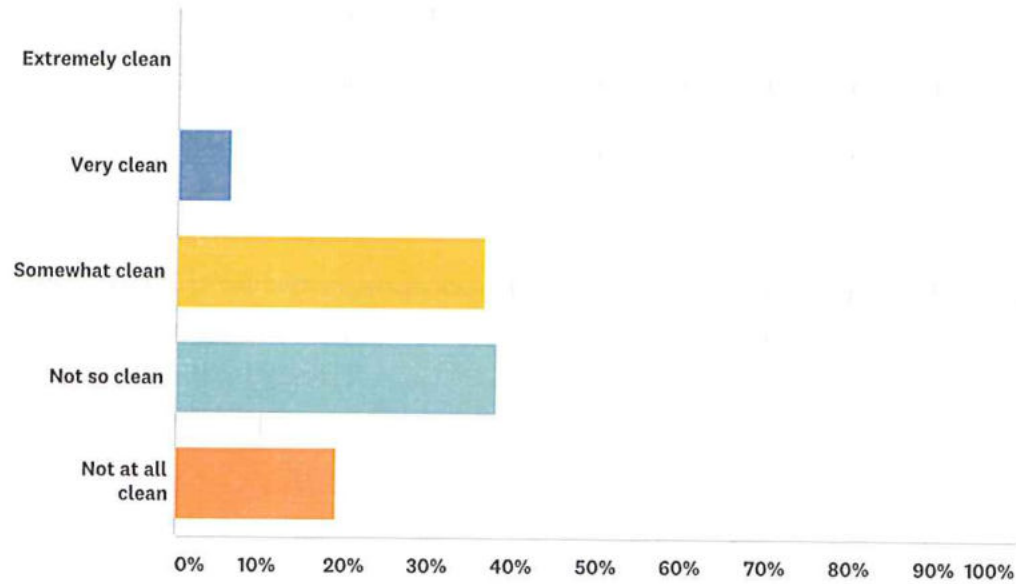
ANSWER CHOICES	RESPONSES	
Extremely clean	5.66%	9
Very clean	10.06%	16
Somewhat clean	30.82%	49
Not so clean	38.99%	62
Not at all clean	14.47%	23
TOTAL		159



Local Services Feedback

Q9 Overall, how clean is Berwick??

Answered: 158 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely clean	0.00%	0
Very clean	6.33%	10
Somewhat clean	36.71%	58
Not so clean	37.97%	60
Not at all clean	18.99%	30
TOTAL		158

Local Services Feedback

Q10 What do you like most about Berwick-upon-Tweed?

Answered: 142 Skipped: 17

#	RESPONSES	DATE
1	Green spaces, history, architecture, arts and festivals, Parks walks, river, and ramparts. Coast and beaches.	8/11/2017 6:39 PM
2	Walls, river, out of town beaches	8/11/2017 12:01 PM
3	Picturesque, relatively low crime, overall pleasant place to live	8/10/2017 3:36 PM
4	Beautiful scenery. History. Beaches	8/8/2017 8:08 PM
5	Some of the clothes shops	8/7/2017 4:45 PM
6	Historic buildings and coastal setting	8/7/2017 3:20 PM
7	The Sea air, The walls, the history	8/7/2017 2:48 PM
8	It's my home my roots are here	8/6/2017 10:35 PM
9	It's history and people	8/6/2017 8:03 PM
10	Scenic, pretty town, nice place to live, good rail links.	8/6/2017 7:47 PM
11	Walking around walks and the history.	8/6/2017 4:57 AM
12	The history, walls etc and coastline+,beaches	8/6/2017 12:30 AM
13	Everything. Berwick is a great place with its own unique character and laden with friendly people. It is very well-maintained and is a place very much close to heart.	8/5/2017 6:38 PM
14	The Walls	8/5/2017 7:22 AM
15	The community spirit	8/4/2017 11:42 PM
16	The People	8/4/2017 10:12 PM
17	We as a family love the beach as my 12-year-old son, nine-year-old daughter and seven-year-old son is very into their water sports They love wake boarding and waterskiing.	8/4/2017 1:21 PM
18	The lack of crime and the close knit community. Great place to live.	8/3/2017 10:37 PM
19	The Parks are excellent and by and large well maintained. The majority of the Shopkeepers take good care of the areas in front of their shops. There are some very good food outlets.	8/3/2017 8:32 PM
20	The history, Walls, and the coast line are beautiful and a great tourist attraction.The walks along the new road and askew walk are very good the transformation of the Lilly pond after it was refurbished is excellent.	8/3/2017 7:12 PM

## Local Services Feedback

21	Potentially wonderful area to live and work	8/3/2017 4:15 PM
22	The walls. The rose garden. Pier. Lily ponds. Tammy the millers. The castle and riverside walks. And beaches	8/3/2017 3:28 PM
23	Friendly and helpful residents. Excellent railway station staff Reasonable local buses Castle / Coronation Park and river walks	8/3/2017 1:48 PM
24	The historic features, the parks and the beaches	8/3/2017 1:22 PM
25	Berwick could be a nice town, history, walls, quay are good points. Free parking!	8/3/2017 12:33 PM
26	The lovely walks around the town	8/3/2017 10:05 AM
27	It is a beautiful historic town that has so much potential.	8/3/2017 9:22 AM
28	The people	8/3/2017 9:02 AM
29	Not a lot here to like really.... apart from our heritage....	8/3/2017 8:37 AM
30	The indigenous residents, the beauty of the older buildings, the location, the sense of community	8/3/2017 8:36 AM
31	The walls, the history and Bridge Street	8/3/2017 8:33 AM
32	I love the unique history of the town. Berwick-upon-Tweed's position in the history of the United Kingdom and England in particular is fascinating. Particularly in the Tudor, pre unification history, Berwick was such an important town to monarchs- representing a vulnerable edge of a kingdom. The protection and ownership of the town was so symbolic and would have been regularly on a monarch's mind. Towns with a fraction of this rich, unique history appear to do so much more with it.	8/3/2017 8:32 AM
33	History	8/3/2017 8:28 AM
34	It's history, setting and the people	8/3/2017 7:34 AM
35	The views ,walls , river walk & beaches	8/3/2017 6:59 AM
36	The seaside	8/3/2017 6:52 AM
37	View from the train coming north! Pier, promenade & quayside. Plus the friendliness of the people.	8/3/2017 6:20 AM
38	The beaches	8/3/2017 4:49 AM
39	I like what Berwick has to offer, the walls, our street market. It has the potential to get better.	8/3/2017 3:15 AM
40	It's historic buildings and walls	8/3/2017 12:48 AM
41	It's natural beauty	8/2/2017 11:42 PM
42	The History Of The Town Is Still Visible in the wall, vennels etc	8/2/2017 11:35 PM
43	It is my home born hear, the history of the town ,walks and beaches	8/2/2017 11:20 PM
44	Not very much	8/2/2017 11:16 PM
45	Its many unique attractions not found in any other county town eg The Barracks, the Walls the Railway station the Tweed.	8/2/2017 11:11 PM
46	The sea views	8/2/2017 10:50 PM

## Local Services Feedback

47	Nice quiet town	8/2/2017 10:30 PM
48	The space	8/2/2017 10:29 PM
49	Countryside and coastline	8/2/2017 10:20 PM
50	The friendly atmosphere with beautiful surroundings.	8/2/2017 10:18 PM
51	The history	8/2/2017 10:11 PM
52	It's a beautiful saw place to live	8/2/2017 9:17 PM
53	Beautiful part of the country unique town interesting history.	8/2/2017 9:03 PM
54	The beautiful old buildings	8/2/2017 8:43 PM
55	beautiful areas to walk and scenery.	8/2/2017 8:33 PM
56	Flower displays and hanging baskets	8/2/2017 8:16 PM
57	The walls, the bridges, the beaches, the river, the children's centre, town hall and the barracks basically the heart and soul of this most northern town which should be treasured and promoted by our local and county councils for the precious historical value it holds for our future generations. The fabulous scenery that unfolds on train journeys to the north and the south as you approach our home town which unfortunately is not continued as you enter the town, uncaredfor buildings and concrete monstrosities.	8/2/2017 7:57 PM
58	The history	8/2/2017 7:37 PM
59	It's history, near to countryside and seaside	8/2/2017 7:34 PM
60	River, sea and countryside	8/2/2017 7:22 PM
61	Pretty quiet town	8/2/2017 7:07 PM
62	Walking around the walls, visiting all the little out of the way shops	8/2/2017 7:02 PM
63	Friendly and helpful people.	8/2/2017 7:00 PM
64	The location, the walks, the railway station and a good offering for shopping. We live in a beautiful part of the country, which is neglected in so many ways.	8/2/2017 6:56 PM
65	It's location, natural and built history	8/2/2017 6:46 PM
66	Beautiful town, with lots of potential for visitors	8/2/2017 6:40 PM
67	It's a beautiful place has a lot to offer but it's going downhill to no one listening to what the people of Berwick want.	8/2/2017 6:33 PM
68	The parks and walks	8/2/2017 6:28 PM
69	It's history ,the new road ,the pier	8/2/2017 6:20 PM
70	The walls! They are well maintained by English heritage!	8/2/2017 6:12 PM
71	Beautiful walks, along New Road, around the Walls, along the Pier etc.	8/2/2017 6:06 PM
72	Location, history, character.people	8/2/2017 6:00 PM

## Local Services Feedback

73	Locals	8/2/2017 5:40 PM
74	The walls, river, beeches and its location i.e. Easy train links	8/2/2017 5:25 PM
75	The Elizabethan walls,the walks ,the way of life we have.	8/2/2017 5:25 PM
76	Peace and quiet	8/2/2017 5:18 PM
77	Beautiful, historic town, the walls, riverside, green spaces and railway links	8/2/2017 5:10 PM
78	The walk around The Ramparts	8/2/2017 5:00 PM
79	The seaside and the historic walls	8/2/2017 4:55 PM
80	beaches in area. Walk around the walls.	8/2/2017 4:47 PM
81	The friendly people	8/2/2017 4:41 PM
82	our location	8/2/2017 4:19 PM
83	Love the walks	8/2/2017 4:17 PM
84	Berwick's historic environment and growing arts events and festivals. It's location is splendid and access to major cities ( and Scotland) couldn't be easier.	8/2/2017 3:56 PM
85	The walls & their history. Castlevalle park, bridges & river	8/2/2017 3:56 PM
86	Safe,friendly environment with beautiful surroundings. Train station, town walls.	8/2/2017 3:55 PM
87	Views , fresh air , history	8/2/2017 3:54 PM
88	The locality & history	8/2/2017 3:44 PM
89	It's scenery and it's historical buildings and heritage.	8/2/2017 3:30 PM
90	Historical friebdky town.	8/2/2017 3:19 PM
91	The history	8/2/2017 3:18 PM
92	the coast, train access to Edinburgh / Newcastle / London, Berwick's heritage / historic buildings and monuments, and its people	8/2/2017 2:48 PM
93	Everything is fairly central	8/2/2017 2:43 PM
94	Walls, beach and river	8/2/2017 1:50 PM
95	Friendly	8/2/2017 9:29 AM
96	Friendliness of local people	8/2/2017 5:05 AM
97	It is a lovely place to live. History,beaches and some lovely walks.	8/1/2017 11:10 PM
98	I love the history, the walls, the walks, the seaside, The Maltings. The festivals that have been or will be on - Party on the Parade,Tea in the Park at Spittal, Seaside Festival, Beer & Food Festival etc.	8/1/2017 10:41 PM
99	I just love the homely feeling Berwick has	8/1/2017 10:14 PM

## Local Services Feedback

100	Connections to other towns and cities are really handy.	8/1/2017 10:00 PM
101	Beautiful scenery	8/1/2017 9:23 PM
102	The people ,the walls,the beaches,the walks	8/1/2017 9:19 PM
103	A beautiful town with so much history & friendly people	8/1/2017 9:15 PM
104	People	8/1/2017 9:12 PM
105	It is my home. I will always love it	8/1/2017 9:06 PM
106	The history, the old buildings and the lovely walks around the area	8/1/2017 9:01 PM
107	Historical side.	8/1/2017 8:43 PM
108	Scenery	8/1/2017 8:31 PM
109	It is the most beautiful town with a good community spirit	8/1/2017 8:23 PM
110	It's location, it's history and architecture	8/1/2017 8:14 PM
111	Berwick is the ideal place to bring up young children. Wonderful walks - close to the sea & two major cities.	8/1/2017 8:03 PM
112	Proximity to River and sea....and its potential .... history and beautiful scenery	8/1/2017 7:44 PM
113	Quiet nice town with big heart	8/1/2017 7:43 PM
114	The Walls	8/1/2017 7:42 PM
115	Is everyone gets to help one another in times of need has a good community spirit	8/1/2017 7:34 PM
116	It's history	8/1/2017 6:28 PM
117	Our stunning views	8/1/2017 6:05 PM
118	Berwick is a beautiful town full of history:	8/1/2017 5:57 PM
119	It's heritage	8/1/2017 5:51 PM
120	Lovely Town and generally good people	8/1/2017 5:50 PM
121	Some parts are stunning.	8/1/2017 5:50 PM
122	The community I live in	8/1/2017 5:49 PM
123	The riverside areas.	8/1/2017 5:37 PM
124	The park at flagstone so much to do my 2 year old like the big slides now hes on the go	8/1/2017 5:36 PM
125	It's my home town I visit twice a year I love the walls.	8/1/2017 5:32 PM
126	Friendly	8/1/2017 5:23 PM
127	The sense of history	8/1/2017 5:23 PM

## Local Services Feedback

128	Our history and Traditions	8/1/2017 5:21 PM
129	The walks and views	8/1/2017 5:00 PM
130	The bridges.	8/1/2017 4:53 PM
131	It's home	8/1/2017 4:34 PM
132	The roofscape and the walls.	8/1/2017 4:34 PM
133	The Elisabethan Walls around the Town	8/1/2017 4:25 PM
134	The views, how safe it is in comparison to big cities, the beaches and first schools	8/1/2017 4:24 PM
135	The view of the bridges.	8/1/2017 4:21 PM
136	Scenery, walls, river, sea, beaches. Nice walks.	8/1/2017 3:53 PM
137	An historic beautiful town with caring residents	8/1/2017 3:53 PM
138	The stunning scenery, the friendly people	8/1/2017 3:51 PM
139	The river	8/1/2017 3:44 PM
140	It's a safe town everyone knows everyone	8/1/2017 3:41 PM
141	Scenery, the walls, beaches, beautiful town, peaceful, friendly people.	8/1/2017 3:39 PM
142	It's unique character.	8/1/2017 3:24 PM

## Local Services Feedback

### Q11 What do you like least about Berwick-upon-Tweed?

Answered: 145 Skipped: 14

#	RESPONSES	DATE
1	Lack of due care on repairs to pavements etc, flagstones being replaced with Tarmac, cobbles taken away in some areas and not replaced, empty untidy shops, market looks shabby, toilets are terrible.	8/11/2017 6:39 PM
2	High Street, Complete shithole	8/11/2017 12:01 PM
3	Town centre number of empty shops, not enough parking for visitors, road surfacing in certain areas, cleanliness of town centre.	8/10/2017 3:36 PM
4	Lack of opportunity for young people. Closed shops. Not promoting tourism	8/8/2017 8:08 PM
5	The druggies and aloholics that just wonder shouting and trying to speak to you when you have children there	8/7/2017 4:45 PM
6	Negative attitudes to any improvement (and the moaning letters in the Advertiser from out-of-towners!)	8/7/2017 3:20 PM
7	the high street lets it down	8/7/2017 2:48 PM
8	Litter,seagulls, dlog shit, bad driving.	8/6/2017 10:35 PM
9	Seagull mess. Over grown gutters on high street	8/6/2017 8:03 PM
10	No opportunities for young people. Shops are dire in the high street. Poor wages. Run-down in places, no investment.	8/6/2017 7:47 PM
11	Lack of local medical services.	8/6/2017 4:57 AM
12	Bloody seagulls!!	8/6/2017 12:30 AM
13	It is difficult to fault Berwick in anyway. However, I find it disheartening to see so many shops in a state of vacancy throughout Berwick with seemingly no investment.	8/5/2017 6:38 PM
14	Lack of parking	8/5/2017 7:22 AM
15	Hardley anywhere decent indoors to take children, the only places really are beaches and parks which are less than ideal on wet days (which in Britain we have a lot of)	8/4/2017 11:42 PM
16	How over the years Berwick has not moved on with the times.	8/4/2017 10:12 PM
17	The dog mess everywhere. The beach is full of dog mess the Grass along the promenade and right next to The kids playpark along spittle Its full of dog mess. We use the beach quite often and have 4 dogs of our own and we often see people walking their dogs and not clearing up after them. For us as a family it would have to be the state of the beach at the minute it's so full of wood, Old tyres and other bits and pieces there was even a dead sheep there for a couple of weeks.	8/4/2017 1:21 PM
18	Lack of quality shops but that is not the Council's fault but rather the modern practice of internet shopping.	8/3/2017 10:37 PM
19	The parking. The lack of Independent Traders.	8/3/2017 8:32 PM



## Local Services Feedback

20	The public toilets,lack of parking spaces, congestion on the high street,all the empty shops and the removal of the tourist information centre from the high street.	8/3/2017 7:12 PM
21	The town high street is a complete disaster, empty shops and generally scruffy, dirty town with no facilities	8/3/2017 4:15 PM
22	The rubbish blowing around the town centre after the market has been. Weeds everywhere. I have reported this on several occasions in carparks and along the river. Pot holes. Sick of reporting pot holes. That stupid new coach park that I've never seen a coach in yet. The library and tourist information is terrible, no tourists know where to find the TIC	8/3/2017 3:28 PM
23	Lack of parking enforcement Scruffy main street	8/3/2017 1:48 PM
24	The litter, the dog mess, the filth from seagulls attracted by the rubbish and the number of empty and unused town centre properties. Difficulty in parking during the day, and traffic congestion Scotsgate - Golden Square - Marygate.	8/3/2017 1:22 PM
25	Lots of empty shops and if the buildings, in general, are a disgrace. The roads are full of potholes, the whole lot looks shabby. There is nothing for the 'kids' aged from 13 to 16. The council seems to do nothing to encourage retailers into the town, and those that do come have 'brash' advertising which make the area look worse. The small retailer cannot afford the ridiculous rates, therefore the small shops remain empty. The bus station is in a ridiculous place. The 'sport' centre costs too much, you cannot pick and choose a payment plan - it's one for all. The council, not the people are destroying the town as they never listen to a word folk say. Too many 'traffic' surveys not enough action on what the town really needs! The town planning committee are really out of touch, and need to spend a few days in York - see how it's really done! They allowed a tarmac path on the old bridge, the cinema to be flattened, and turned the Kwik Save site into offices, what was wrong with Hide Hill! Maybe next year the town hall can become a wholesale carpet centre... It's a great shame because Berwick could be great... if the council listened to the people.	8/3/2017 12:33 PM
26	There is nothing indoor for children/ teenagers .. The soft play at the swan centre is a disgrace and at £4 a absolute rip off .!	8/3/2017 10:05 AM
27	It has been turned into a shell of its former self by allowing problems with parking and extortionate shop rates that closes businesses and the way the council waste money that isn't there on stupid things like a badly designed bus parks and not keeping the town looking nice like morpeth with its fabulous flower displays.	8/3/2017 9:22 AM
28	No decent hospital,dirty toilets ,high street parking ,empty shops ,lack of more play areas ,	8/3/2017 9:02 AM
29	There is nothing to do for the young people of this town... there are. O decent shops and the parking in the town is laughable	8/3/2017 8:37 AM
30	The current neglect of what we have, the fact that our beautiful town is neglected while Alnwick and Morpeth have money spent on them	8/3/2017 8:36 AM
31	The run down appearance of Marygate. The charity shops. The scruffy appearance of most of the town centre except Bridge Street. Hide Hill is improving	8/3/2017 8:33 AM
32	The unwillingness of the residents to get behind new ideas- it is often the first instinct to be sceptical and complain rather than be open-minded. I genuinely think the move towards 'tabloid' style reporting in the Berwick Advertiser has a lot to do of this. Squabbling and infighting among those in charge/lack of clear leadership is also frustrating. The loss of the Mary Portas grant was a particularly painful example.	8/3/2017 8:32 AM
33	Public toilets are a disgrace. No toilets or facilities near the new ramparts park, empty units on high street, lack of facilities for families, parking is a major issue.	8/3/2017 8:28 AM
34	Rubbish on the beaches (Spittal beach is a disgrace), potholes, ugly street furniture - (poorly chosen lighting options in conservation areas/ poorly chosen steps on Pier Road)	8/3/2017 7:34 AM
35	Dam seagulls - they need a cull completely out of hand now ...	8/3/2017 6:59 AM

## Local Services Feedback

36	Lack of decent shops.	8/3/2017 6:52 AM
37	Lack of foresight in attracting different tourists. Disgraceful uneven pavements and weeds and litter commonplace. Plus we need more investment into the town/area.	8/3/2017 6:20 AM
38	The way the town cleanliness is going down hill.	8/3/2017 4:49 AM
39	The seagulls are becoming a terrible problem. The town streets are always needing swept.	8/3/2017 3:15 AM
40	The high street	8/3/2017 12:48 AM
41	It's shabby rundown buildings	8/2/2017 11:42 PM
42	Empty shops Lack of sensible coach parking. No marygate disabled parking on market days.	8/2/2017 11:35 PM
43	The way people come in and try to change the history. The mayor has no civic party, the dogs that are brought into town and shops and cafes	8/2/2017 11:20 PM
44	Not having any shops and it's run down state	8/2/2017 11:16 PM
45	Its failure to capitalise on those attractions.	8/2/2017 11:11 PM
46	Nothing for youngsters to do. Play parks are ok for under 7's but not so good for older children	8/2/2017 10:50 PM
47	The mallins is just putting rubbish on and there is nowhere to go for good music/ films, no cycleways or decent dog walks	8/2/2017 10:30 PM
48	Lack of decent hospital able to deal with many situations	8/2/2017 10:29 PM
49	Amenities, shops, schools, hospital service, road system, pavements, road surface, green areas	8/2/2017 10:20 PM
50	Narrow streets make it's hard to manoeuvre especially during busy/tourist season.	8/2/2017 10:18 PM
51	Peoples negativity	8/2/2017 10:11 PM
52	Nothing here, grubby facilities, feels forgotten	8/2/2017 9:17 PM
53	the High Street, lack of facilities eg public toilets. Distance from important facilities such as emergency services. We need A&E in Berwick. I had to call an ambulance for a neighbour with a suspected heart attack and we should be able to stabilise such patients in Berwick not ensure a journey of over an hour to nearest emergency unit!	8/2/2017 9:03 PM
54	The way cars speed in town & now even over the Pier Field recreation ground!!	8/2/2017 8:43 PM
55	the town centre is very rundown	8/2/2017 8:33 PM
56	Empty shops on high street. Whitewashed windows in old Advertiser building are a disgrace and an embarrassment. First thing you see as you come over bridge into town centre.	8/2/2017 8:16 PM

## Local Services Feedback

57	The state of the pavements, the awful parking in the high street, not enough parking for disabled people to allow their access to local shops, the appalling lack of decent public toilets, the waste of thousands of pounds in the planning, purchasing of land to create a farcical provision of a bus park which is neither useable or in an appropriate location to provide the information, or facilities, that visitors/ holiday makers expect of an historical town, the removal of the tourist information centre from the high street and its absorption to the first floor library which has no parking available for local residents. Even the location of signage has been a joke, placed in the wrong position then more money wasted moving it. Instead we have wasted empty offices in business parks and a sports centre which is in need of vast improvement and investment to make it a viable asset to the town.	8/2/2017 7:57 PM
58	No choice of shops,	8/2/2017 7:37 PM
59	Doesn't do enough to attract tourists, Whitby same size as Berwick yet promotes itself better, lack of toilets, lack of parking,	8/2/2017 7:34 PM
60	Empty dirty looking shops on the high street	8/2/2017 7:22 PM
61	Lack of things for kids to do	8/2/2017 7:07 PM
62	The state that the town has gotten in to since I was a child	8/2/2017 7:02 PM
63	parking problems - able to get anywhere near where I wish to be for shopping or appointments.	8/2/2017 7:00 PM
64	Parking, the neglected state of the parks and Berwick in general. Being neglected by Northumberland County Council and the decline of Berwick Infirmary.	8/2/2017 6:56 PM
65	Negativity	8/2/2017 6:46 PM
66	Berwick appears to be last in line for everything .	8/2/2017 6:40 PM
67	The high street something needs to be done about cars parking it does say loading only. Empty shop, and loose paving stones ,Also people sitting on the town hall steps eating takeaway,what happened to the chains that went across,split needs is a sign telling people not to sit there.	8/2/2017 6:33 PM
68	Not very good parking or leisure facilities	8/2/2017 6:28 PM
69	Marygate. the buildings above the shops are falling to bits and dirty. The doughnut van is smelly and gives s really bad first impression.	8/2/2017 6:20 PM
70	The high street ,THE LACK OF PUBLIC TOILETS general scruffyness of the buildings dog mess on the prom and the walls and the ne'er do wells drinking along the New road the fag ends i could go on.	8/2/2017 6:20 PM
71	The town centre and the parking on the high street. Quite honestly Berwick streets are filthy!	8/2/2017 6:12 PM
72	The state of the High Street.	8/2/2017 6:06 PM
73	Neglect - weeds growing, grass uncut, things left to ruin, toilet facilities	8/2/2017 6:00 PM
74	Lack of respect from councillors and officials who just ignore everything we want	8/2/2017 5:40 PM
75	Town centre empty shops - two massive bins next to each other outside greys - why? SEAGULLS - too many this year - normally don't mind them. Declining services - police , citizens advice, hospital...	8/2/2017 5:25 PM
76	The empty shops,the lack of promotion of the town especially its history.	8/2/2017 5:25 PM

## Local Services Feedback

77	Parking Rubbish Lack of tidying verges and footpaths Tourist facilities completely neglected. Weeds and overgrowth along New Road Money wasted on Bus Park when better sites should have been used. Arch Car park behind Dole Office closed off when it shouldn't be. County Council not interested. No obvious plan for more new houses Shop rents obviously too high No obvious plan for the future. Money wasted on "consultants"	8/2/2017 5:18 PM
78	Toilets next to brm Pavements up in the highfields area are horrendous especially with a parm or wheel chair	8/2/2017 5:13 PM
79	Empty shops, facilities for tourists, money wasted on projects such as the Coach Park and new path from Stanks to Lords Moir and Pets at Home!	8/2/2017 5:10 PM
80	The public toilets & the mess the seagulls make	8/2/2017 5:00 PM
81	The lack of public toilets and the state of the public toilets that we have, also the road conditions, potholes EVERYWHERE!!!	8/2/2017 4:55 PM
82	Very poor shopping in town centre. High street a mess with cars parking and empty shops.	8/2/2017 4:47 PM
83	The poor state of the main shopping street	8/2/2017 4:41 PM
84	Not much on the high street to encourage tourists etc to the town to shop. Too pedestrianised and cars parking in loading bays makes driving up the street very difficult.	8/2/2017 4:37 PM
85	The fact that the streets are not cleaned properly	8/2/2017 4:19 PM
86	Do not like the way some of the walks are overgrown	8/2/2017 4:17 PM
87	Sadly the infrastructure is being neglected. Conservation recommendations are not adhered to. Paving slabs are replaced with ugly tarmac and broken areas are simply filled slapdash and without care. Cobbles have been removed in some areas and not replaced. Public toilets are totally unacceptable! The list unfortunately goes on.	8/2/2017 3:56 PM
88	How untidy the centre of town is. The buildings - gutters full of vegetation, covered in seagull excrement & overall looking very 'tired'!	8/2/2017 3:56 PM
89	Poor shops, lack of maintenance on pavements and toilets. Poor hospital facilities. Poor planning i.e allowing buildings like pets at home to be built. Under promotion of town.	8/2/2017 3:55 PM
90	Spittal beach needs cleaned , weeds on kerbs and down the sides of buildings and on estates	8/2/2017 3:54 PM
91	Empty shops on the High Street, serious lack of parking for residents & visitors, disgusting toilets in Castlegate car park. All these aspects must shock visitors to our previously beautiful & welcoming town.	8/2/2017 3:44 PM
92	dog fouling	8/2/2017 3:30 PM
93	A town not maintained to acceptable standard.	8/2/2017 3:19 PM
94	Lack of ambition	8/2/2017 3:18 PM
95	many of the shops and a very poor market. The High St in particular is much in need of improvement including better traffic control and better pedestrian access. It looks scruffy and uninteresting. As a minimum, there ought to be some trees.	8/2/2017 2:48 PM
96	Lack of decent shops	8/2/2017 2:43 PM
97	The fact the grass cutting aren't collect when cut! Looks a mess!	8/2/2017 1:50 PM
98	Car parking & no decent toilets	8/2/2017 9:29 AM

## Local Services Feedback

99	Seagulls (appears to be more of them each year)	8/2/2017 5:05 AM
100	The number of empty shops and untidy appearance of the high street. But this is not just a problem in Berwick.	8/1/2017 11:10 PM
101	Lack of clean well maintained public toilets for locals & visitors alike. That we don't make the most of our unique, beautiful town & encourage visitors by parking issues, empty shops & lack of toilets. Lack of opportunities/jobs for our young people.	8/1/2017 10:41 PM
102	Seagulls empty shops	8/1/2017 10:14 PM
103	Really poor public toilet facilities especially annoying when potty training toddlers!	8/1/2017 10:00 PM
104	Dog muck, fag ends, chewing gum	8/1/2017 9:23 PM
105	The town centre is very dirty and drab	8/1/2017 9:19 PM
106	A town wasted & not used to its full potential streets & housing areas which was once well looked after & pleasing to be around now not looked after at all..there's also nothing here for the young of this town	8/1/2017 9:15 PM
107	Nothing for kids to do	8/1/2017 9:12 PM
108	The public toilets	8/1/2017 9:06 PM
109	The litter, the dog muck, the anti social groups of kids hanging about drinking etc, the awful new street lighting, lack of decent car parks and toilets and the parking on the high street (why widen the pavement and narrow the road then still allow parking? - it's mental and dangerous)	8/1/2017 9:01 PM
110	That we seem to be forgot about and it's horrible to see my hometown deteriorating.	8/1/2017 8:43 PM
111	Untidy hedges grass growing too long in parks etc rubbish and litter bugs	8/1/2017 8:31 PM
112	It is now the town that NCC forgot, dirty streets, empty shops,seagulls nesting on housing estate roofs and not being removed and the most disgraceful excuse for public toilets ever,	8/1/2017 8:23 PM
113	A very unattractive main shopping street and irresponsible dog owners	8/1/2017 8:14 PM
114	Limited opportunities for teenagers, low aspirational targets. Increase in cuts to local services. An educational division - children from Berwick should not be allowed to attend secondary schools in Scotland & if so they should be charged. First schools should engage more with the local academy and develop stronger links to prevent a class system developing within the town. Cronyism in the town council & a lack of confidence in their ability to fulfil their duties. It is very obvious that the town council lacks voice & power and is being railroaded by County Hall in certain matters. It would actually be great if we had some new faces on the council instead of the "same old same".	8/1/2017 8:03 PM
115	How dirty the streets are and the beach is	8/1/2017 7:44 PM
116	Shops closing down not much happening here no much for kids - if rain swan centre (?) big dirty place	8/1/2017 7:43 PM
117	to many services getting taking out of town. About to loose CAB when it is most needed for vulnerable people.	8/1/2017 7:42 PM
118	I hate most is there is a sport centre sitting going to waste they won't allow children a chance to use facilities like Astro turf basket ball court in school holidays they would be better to make a small amount of money than non at all	8/1/2017 7:34 PM
119	Dirty seagulls Weeds Pot holes Rubbish Shabby paintwork Lack of signage Dirty toilets and tardis type thing	8/1/2017 6:28 PM

## Local Services Feedback

120	Toilets are disgusting and parking	8/1/2017 6:05 PM
121	Poor public toilet. No bus station. Poor access to TIC should be on Main Street.	8/1/2017 5:57 PM
122	The unsavoury characters that walk about	8/1/2017 5:51 PM
123	Traffic and Parking	8/1/2017 5:50 PM
124	Public toilets an absolute embarrassment. Parking is an issue. Not much choice of shops.	8/1/2017 5:50 PM
125	The public toilets, they're disgraceful.	8/1/2017 5:37 PM
126	The little park in springdale not much there for my son to play on.	8/1/2017 5:36 PM
127	The high street it looks so tired.	8/1/2017 5:32 PM
128	Shops too many empty potholes in the roads	8/1/2017 5:23 PM
129	The attitude of locals to incomers	8/1/2017 5:23 PM
130	all the empty shops and the Gulls	8/1/2017 5:21 PM
131	The shops, or the lack of shops !!	8/1/2017 5:00 PM
132	The embarrassment of tourists having to use our disgraceful dirty toilets	8/1/2017 4:53 PM
133	Empty shops,the way we are treated by NCC, no one is interested in improving our town.we should all go and live in Morpeth or Alnwick because that's where all the money is spent.	8/1/2017 4:34 PM
134	Litter, dog mess, chewing gum, graffiti, overflowing gutters and ugly social housing.	8/1/2017 4:34 PM
135	The Public Toilets in Casle Gate Car Park ( Stincks )	8/1/2017 4:25 PM
136	The condition of some of the facilities. for example the swan centre swimming pool and the public toilets next to b and m to name a few.they are in a terrible state and to be perfectly honest I don't use them because they don't seem safe/clean	8/1/2017 4:24 PM
137	Seagulls. Far too many making so much noise!!sign post to rose garden and daily cleaning of pavements especially town centre.	8/1/2017 4:21 PM
138	Litter, gulls, traffic management.	8/1/2017 3:53 PM
139	Public toilets. Facilities for coaches	8/1/2017 3:53 PM
140	Lack of facilities for tourists. Lack of public toilets and the lack of cleanliness for the very few we have	8/1/2017 3:51 PM
141	Rubbish on streets Dog poo on streets uneven pavements Bad street lighting Car parking the lack of	8/1/2017 3:50 PM
142	Drug dealers	8/1/2017 3:44 PM
143	It looks a mess . The street is a disgrace we need more shops. A bowling alley for kids it's like the dark ages nothing to do . Feel sorry for visitors. County council are a disgrace to this town. Give the people a town to be proud of. Make it great again	8/1/2017 3:41 PM
144	Drug addicts and alcoholics in public parks! Lack of services, cuts to youth services, crime levels,	8/1/2017 3:39 PM
145	It's increasingly unkempt state. The public realm is poorly maintained & deteriorating. Litter problem is getting worse.	8/1/2017 3:24 PM

Local Services Feedback

## Q12 What changes would most improve the environment in Berwick-upon-Tweed?

Answered: 136 Skipped: 23

#	RESPONSES	DATE
1	More due care taken by contractors on infrastructure repairs. Using Town and Country planning act to make shop owners tidy up their property. Better signage for tourists. Seats /picnic tables in flagstaff park for parents and especially grandparents. Uniform and tidy market stalls. Better /more weeding and grass cutting. Good toilets with attendant.	8/11/2017 6:39 PM
2	Getting Councillors who really care, try to to change the town to its true potential	8/11/2017 12:01 PM
3	Clean up town centre, better direction signs and current ones cleaned up ( tourist information centre signage terrible!) Owners of empty town centre shops made to tidy them up?	8/10/2017 3:36 PM
4	College. Competition for academy. Promote tourism encourage occupation of empty shops	8/8/2017 8:08 PM
5	The roads and the hygiene	8/7/2017 4:45 PM
6	Reduce the amount of traffic in the town centre	8/7/2017 3:20 PM
7	All day parking should be charged just like resident spaces, make the hourly ones free a few hours is enough to pop into town and grab some bits. The all day ones are for workers and residents they don't bring anything to the town, I thought the idea was to make the shops busier. Also think about lowering rates for high street shops there are so many empty and its a real shame	8/7/2017 2:48 PM
8	Even pavements and road sweeping	8/6/2017 10:35 PM
9	An all weather attraction	8/6/2017 8:03 PM
10	Clean up public areas, pavements are in poor condition in places. Generally, Berwick looks shabby.	8/6/2017 7:47 PM
11	Local based medical services. A purpose built college. Lower shop rates. A new Hugh School.	8/6/2017 4:57 AM
12	Shoot the seagulls!	8/6/2017 12:30 AM
13	I do not see egregious amounts of pollution in my opinion.	8/5/2017 6:38 PM
14	Better parking more clean public toilets	8/5/2017 7:22 AM
15	More people getting fined for leaving dog droppings, seems to be near enough everywhere. Especially at childrens play areas, beaches and generally in the middle of paths.....disgusting!	8/4/2017 11:42 PM
16	Berwick could become a vibrant place to live and work, and an attraction to holiday makers. Take a look at York another walled town. With thought, effort, the right people and the money Berwick could become a mini York.	8/4/2017 10:12 PM
17	•Better bin facilities • A present/ visible dog warden and more fines for people not clearing up The dog mess. • cleaner Public toilets not just Council workers filling up the toilet rolls and spraying Air freshener they need a proper good cleaning regularly which is definitely not happening.	8/4/2017 1:21 PM

## Local Services Feedback

18	Investment in the facade in the High Street and Hide Hill. Also, despite lots of bins there often seems to be lots of litter strewn around. I guess Berwick looks a bit tired for lack of a better description.	8/3/2017 10:37 PM
19	The Tour Information Centre should be in the High Street or somewhere like the Maltings. The	8/3/2017 8:32 PM
20	Clean well maintained toilets, the town hall brightened up with flowers and plants and more lights on the town hall at Christmas.	8/3/2017 7:12 PM
21	Money spent on town and to encourage visitors and to enhance their stay	8/3/2017 4:15 PM
22	Better shops on the high street. The greedy landlords not forcing the retailers out with high rents. We need to attract shops like joules, oliver bonas, fat face, anthropology. Stylish highstreet shops.	8/3/2017 3:28 PM
23	More formal action on preventing anti social parking More enforcement of owners of delapidated buildings More flower / planting	8/3/2017 1:48 PM
24	Improve street maintenance and cleaning- especially Marygate after a Saturday night, the Old Bridge and Tweedmouth Main St. Bus and coach station, undercover, welcoming with toilets and tourist facilities. Reintroduce paid town centre parking after first hour, to fund "Park and ride" schemes from North and South approaches.	8/3/2017 1:22 PM
25	Low rates to encourage small retailers. Facades of shops tidied, if this is not the council's problem, the owners should be served a notice. The potholes and pavements overhauled. The market traders vans being stopped from parking half on the highway... dangerous and stupid. Encourage small retailers with lower rates - far better a shop taken than empty. Speak to the kids at the academy - ask them what they would like to see for them! Think before passing planning - ask the people! Sort out the 'sport' centre payments so people will go there, not a 'one for all' payment. Improve the highways and pavements. Do 'something' with the quayside.	8/3/2017 12:33 PM
26	Berwick is a beautiful town keep it that way !	8/3/2017 10:05 AM
27	Planting more trees around the town not only helps the environment but also looks nice and gives wildlife homes.	8/3/2017 9:22 AM
28	Bring back toilet attendants ,do something about the empty properties on the high street	8/3/2017 9:02 AM
29	Open some decent shops... at least allow them to come in to the town... better parking, great when it was on the high street! More facilities and things to do for our younger generation!	8/3/2017 8:37 AM
30	The appointment of somebody to take care of our town	8/3/2017 8:36 AM
31	Better use of the Quayside area. More celebration of the town's heritage. Better PR in general AND a proper bus station with loos, information like Morpeth. Encourage better quality businesses into Marygate again, like Morpeth.	8/3/2017 8:33 AM
32	More events/festivals/workshops/celebrations that celebrate the unique history of this town. BUT these things must take into account the population needs. Things have to be cheap and hold general appeal, avoiding appearing niche or overly specialised.	8/3/2017 8:32 AM
33	CLEAN public toilets, more parking, lower rents on Marygate to attract businesses. Not putting a public toilet in the library/tourist information area was extremely short sighted.	8/3/2017 8:28 AM
34	Improve Spittal beach cleaning - get local people involved. Provide bins that rubbish does not blow out of - lids?! Get people involved in clean ups more often	8/3/2017 7:34 AM
35	Do not feed the seagulls signs - a cull or get a bird of prey in to scare some of the gulls away or get someone into the roofs when gulls lay eggs & pierce the shells so they don't hatch ! More dog poo bins	8/3/2017 6:59 AM
36	.	8/3/2017 6:52 AM



## Local Services Feedback

37	Public toilets where you pay a decent whack but are spotless ( like the Lake District) . Remove pedestrianised area on high street & bring back parking places.	8/3/2017 6:20 AM
38	A good clean up and more police patrols	8/3/2017 4:49 AM
39	Better shops to stop people leaving Berwick to shop.	8/3/2017 3:15 AM
40	Cleaner and tidied town centre. A better selection of more up market shops. Less pound type shops and less charity shops	8/3/2017 12:48 AM
41	Keeping the centre of town clean would be a good start. Public loos.	8/2/2017 11:42 PM
42	Cleaner streets.... Better parking in marygate. ....go back to how it was in mid 70s!! Cleaner toilets for visitors in particular.	8/2/2017 11:35 PM
43	Parking in the high street, pavements should be cleaner,seagulls culled, better public toilets, beaches cleaned, shop owners to be responsible for outside there shops	8/2/2017 11:20 PM
44	More investment in the town and things taken from the town returned	8/2/2017 11:16 PM
45	Get all the street pot holes repaired and some streets completely relaid.eg.Marygate	8/2/2017 11:11 PM
46	Encourage the youth and their parents to respect the areas and not just drop rubbish everywhere make any house builders put in cycleways and dog walking routes and get funding for the council to do the same	8/2/2017 10:30 PM
47	Better infrastructure	8/2/2017 10:29 PM
48	Council being more committed to the local area, equal funding to that south of the county. Council members working harder to re establish trade into the town and therafter employment opportunities	8/2/2017 10:20 PM
49	Toilets, n people giving out information, leaflets, directions etc	8/2/2017 10:11 PM
50	Better parking, better facilities, more to do.	8/2/2017 9:17 PM
51	clean the streets especially the drains. Cheaper rents on the High Street to encourage business. Cull the seagulls.	8/2/2017 9:03 PM
52	1Reverting to the old High Street model.Removing the granite slabs & widening the street 2Unused coach park in Chapel Street to be made back into a shopper's car park 3 Screening the new ,incongruous offices in Walkergate & the hideous box building at the end of the New Bridge with trees	8/2/2017 8:43 PM
53	property owners in town centre should be made to maintain them.empty houses in berwick should be refurbished before building new ones	8/2/2017 8:33 PM
54	Potholes filled Empty shops filled Seagulls problem sorted	8/2/2017 8:16 PM
55	Turn the high street into a welcoming place, medium term parking the length of the Marygate, reinstate public toilets which are supervised and cleaned, move the tourist information centre back to the high street, there are plenty of empty premises to choose from, lower the rates on local businesses, better to get more businesses paying than the empty shop frontages that we have now.	8/2/2017 7:57 PM
56	Better parking, bring back charging for long stay! Let the big chain shops come in - matalan, primark etc	8/2/2017 7:37 PM
57	See number 11	8/2/2017 7:34 PM
58	Cleaning the high street regulary	8/2/2017 7:22 PM
59	Seagull cull	8/2/2017 7:07 PM

## Local Services Feedback

60	Better policing of certain areas of the town to try and put an end to the disgraceful behaviour of the minority	8/2/2017 7:02 PM
61	Restating the high street to allow parking as it was years ago. It also helped the flow of traffic.	8/2/2017 7:00 PM
62	Tidy up the town, cut the grass regularly, weed the pavements and improve the signage for tourists. Berwick is one of the most historic towns in the U.K., but this isn't exploited for maximum benefit to create jobs by attracting more tourists.	8/2/2017 6:56 PM
63	Better maintained buildings	8/2/2017 6:46 PM
64	County Council should listen to the people of Berwick . A designated bus park with information and toilet facilities.	8/2/2017 6:40 PM
65	We were better with our own council we had street cleaners then.	8/2/2017 6:33 PM
66	Better parking. More litter bins recycle bins	8/2/2017 6:28 PM
67	Smarten up marygate . Pedestrianise marygate.Only allow deliveries early morning/evening. Get rid of the doughnut van	8/2/2017 6:20 PM
68	A good clean and tidy up,a block of public toilets like all the other border towns seem to manage to have and dort out the high street it's a disgraceful .	8/2/2017 6:20 PM
69	More street cleaning! I don't think our street has been cleaned all summer and as for the weeds they haven't been touched! This is the access road for Berwick Holiday Camp so I don't know what the visitors must think when they arrive!	8/2/2017 6:12 PM
70	Restore the High Street to its former glory.	8/2/2017 6:06 PM
71	Structured approach to maintenance and grass cutting or at least a publicised version so people know what happens when.	8/2/2017 6:00 PM
72	Roads. Shops. Pathways. Cleanliness. Housing.	8/2/2017 5:40 PM
73	Filling empty high street shops - in turn creating jobs.	8/2/2017 5:25 PM
74	Less charity shops and more quirky,locally owned shops. More promotion of what makes Berwick.	8/2/2017 5:25 PM
75	Clean streets Clear drains Better parking	8/2/2017 5:18 PM
76	Sort pavements out	8/2/2017 5:13 PM
77	Investment by NCC in projects that local prop want, (a decent and affordable sports centre) development of tourist facilities and an answer to the gull problem.	8/2/2017 5:10 PM
78	Clean the town up & ask the owners of retail properties occupied & unoccupied to maintain their property	8/2/2017 5:00 PM
79	Pedestrian only on high street during day.	8/2/2017 4:47 PM
80	Clean up the streets and encourage business in the empty shops	8/2/2017 4:41 PM
81	Street cleaning	8/2/2017 4:19 PM
82	It would be really nice to see some decent toilets for visitors and locals also some pride taken in the area around the holiday centre the weeds are atrocious also the fencing above the beach is rotting away	8/2/2017 4:17 PM
83	. Good Toilet facility in town for locals and tourists . Action taken against landlord leaving vacant shops in a mess . Someone checking repairs on pavements etc . A better Street Market, presently its a mess and looks tatty.. . Better control of weeds and grass cutting . Flagstaff park badly needs seats for older members of families to relax on while the kids play.	8/2/2017 3:56 PM

## Local Services Feedback

84	A continuous maintenance regime so the town looks presentable.	8/2/2017 3:56 PM
85	Clean and maintain pavements and public toilets. Fine people who allow dogs to foul public places.	8/2/2017 3:55 PM
86	More planting , more trees , more street cleaners and litter pickers , spittal beach needs cleaned of wood and seaweed - also a tractor with a sand rake would be good , get rid of weeds	8/2/2017 3:54 PM
87	Ask landlords to reduce the rents on their High Street properties therefore reducing the council tax to allow individual shops to open up. Berwick is a unique town which needs unique shops to attract people. Encourage small businesses. . Reorganise the parking which is an absolute nightmare, I often give up & leave. Provide suitable bus drop off point in Walkergate & parking out of town on one of the industrial estates. We need CLEAN, accessible toilets.	8/2/2017 3:44 PM
88	More dog wardens and police on the beat.	8/2/2017 3:30 PM
89	Clean streets, fix broken seats etc, cut grass.	8/2/2017 3:19 PM
90	Better street lighting. For a historic town it doesn't fit. More street lighting in residential ares. Also 2 lights in Silver Street and one in Palace East not working	8/2/2017 3:18 PM
91	litter control (leading to seagull control); dog fouling control; better floral displays - many are badly designed and lack impact. Trees in the town centre, pedestrian crossings, longterm serious consideration to having pedestrian precincts.	8/2/2017 2:48 PM
92	Fill empty premises in Marygate	8/2/2017 2:43 PM
93	More parking In town and residential areas, better play park equipment in other areas	8/2/2017 1:50 PM
94	More money invested in the town to regenerate jobs to help keep youngsters here. Shop owners being made to keep shops to a decent standard (in particular empty shops). Grass cutting ( pick up cuttings instead of leaving them behind after being cut)	8/2/2017 5:05 AM
95	Litter bins emptied more regularly in public areas especially at Spittal and Berwick Beach especially on days when the weather is nice and those areas are busy. This will give a much better impression.	8/1/2017 11:10 PM
96	Attendant manned, clean toilets.	8/1/2017 10:41 PM
97	Personally I think something has 2 be done about seagulls and I would get some of the high school involved in the salmon fishing and the council should be investing more money in 4/5 bedroom houses that way it would free up the 2/3 and no more would be built	8/1/2017 10:14 PM
98	Better recycling facilities	8/1/2017 10:00 PM
99	More parking in the Town centre,more signage.	8/1/2017 9:19 PM
100	Streets parks & green areas looked after far better not just in town centre but in housing estate areas most of all	8/1/2017 9:15 PM
101	More for kids	8/1/2017 9:12 PM
102	The public toilets are a disgrace	8/1/2017 9:06 PM
103	More toilets.Litter getting picked up, grass and hedges cut more regularly. Also more functioning cctv in a lot more areas eg places where anti social behaviour occurs - along at the Castle, up at the gardens that have recently been done up and already vandalised - rose gardens - I could go on	8/1/2017 9:01 PM
104	Gull control measures, cleaner streets and bins emptied more often so the gulls have less reason to be on the streets, clean public toilets please	8/1/2017 8:23 PM

## Local Services Feedback

105	Clean and tidy high street a drink an improved market	8/1/2017 8:14 PM
106	Employ a twin team who are responsible for keeping our streets & public toilets clean & respectable. Encourage big high street names into the town with rental insentives.	8/1/2017 8:03 PM
107	Cleanliness and exploiting tourism opportunity	8/1/2017 7:44 PM
108	Ice ring maybe place for teenagers and kids better swimming pool clean town market on Sundays	8/1/2017 7:43 PM
109	more jobs locally	8/1/2017 7:42 PM
110	New signs Paint Plants Streets cleaned Weeds poisoned Clean toilets with attendant More dog poop bins and bag dispensers Residents to keep their own immediate areas clean Shops on the continent clean the streets outside their premises so why not here How about asking residents to give £1 each to go to an improve your town fund ?	8/1/2017 6:28 PM
111	Clean theollets n bring back toilet attendantsx	8/1/2017 6:05 PM
112	Public Toilets and Bus Station	8/1/2017 5:57 PM
113	Not sure	8/1/2017 5:51 PM
114	Make Resident Parking more noticeable and introduce traffic calming elements	8/1/2017 5:50 PM
115	More parking, shops for job opportunities. Bus services to loacal estates an issue also	8/1/2017 5:50 PM
116	People cleaning up their dog mess	8/1/2017 5:49 PM
117	Street sweepers with brooms. Clicky sticks don't pick up discarded cigarette ends or dog mess.	8/1/2017 5:37 PM
118	More plants would look nice some paths need re done	8/1/2017 5:36 PM
119	Nicer high street and better bus services	8/1/2017 5:32 PM
120	Town councillors listening to the people of Berwick	8/1/2017 5:23 PM
121	Structured approach ( not the random mish mash so far) to a better town centre shopping experience	8/1/2017 5:23 PM
122	less charity shops	8/1/2017 5:21 PM
123	Public toilets	8/1/2017 5:00 PM
124	More car parks,decent toilets,a decent coach park.	8/1/2017 4:53 PM
125	Put the high street back to how it used to be. Remove all the speed humps and tidy up our town.	8/1/2017 4:34 PM
126	Clean the streets, paint the drab houses a more cheerful colour. Keep it tidy.	8/1/2017 4:34 PM
127	Get the Town Cleaned up Provide More Parking for Visitors and more facilities for Coach Parking	8/1/2017 4:25 PM
128	More things for kids to do and a better hospital where you can get treatment for minor injuries without having to travel	8/1/2017 4:24 PM
129	Automated mini-sweeper used far more often. Serious action to deter gulls nesting.	8/1/2017 3:53 PM
130	Clean public toilets and more encouragement for tourism	8/1/2017 3:53 PM

## Local Services Feedback

131	Cleaning tne beach daily for holiday makers. Its done abroad with a tractor.....Berwick has so much to be proud of, yet we let ourselves down in tne detail. More public toilets	8/1/2017 3:51 PM
132	All of the above	8/1/2017 3:50 PM
133	Children's attitudes	8/1/2017 3:44 PM
134	Cleaner town. Toilet by b&m are a disgrace embarrassing for tourists to see it like that.	8/1/2017 3:41 PM
135	More resources into the summer economy, and services for locals, a decent coach park with facilities and cheaper rates for high street shops to bring in trade.	8/1/2017 3:39 PM
136	New road surfaces; improve litter collection, especially on market days in Marygate; better litter enforcement; compel landlords to improve their buildings; more rigorous planning enforcement around shop signage; set up community/ parish ward resident groups to prioritise actions in their areas	8/1/2017 3:24 PM

Local Services Feedback

Q13 Do you have any other comments, questions, or concerns?

Answered: 88 Skipped: 71

#	RESPONSES	DATE
1	BTC needs a good interactive webpage with updates from councillors and county councillors showing how they work for us and showing work in progress.	8/11/2017 6:39 PM
2	Was chatting to foreign visitors, who Said it COULD be a really nice place to visit, But the place is a tip They would not recommend to other visitors Place is filthy and not welcoming at all.	8/11/2017 12:01 PM
3	Little news is heard concerning several proposed projects :- New hospital - New Premier Inn - Factory on old Jus-rol site are a few of them	8/10/2017 3:36 PM
4	Remind NCC that Northumberland continues past Alnwick!	8/8/2017 8:08 PM
5	Will there ever be anywhere nice for the children to go and will the travel expenses ever lower	8/7/2017 4:45 PM
6	Why has this survey suddenly sprung up?!	8/7/2017 3:20 PM
7	The A1 it's been promised but government forget where we are	8/6/2017 8:03 PM
8	Nothing in the town to attract visitors and keep them here. Berwick is beautiful, but the people deserve better, more care and attention to preserve the high street. More investment needed for our young people. Berwick has one of the highest populations of retired people, if we can't keep our young people, who is going to look after our elderly?	8/6/2017 7:47 PM
9	Please print feedback from survey and action plan.	8/6/2017 4:57 AM
10	Litter on Greenses harbour is a slight problem. It is not a bohemoth issue but one which should be addressed.	8/5/2017 6:38 PM
11	Mote toilets needed near Bridge st	8/5/2017 7:22 AM
12	Without jobs, services and attractions Berwick will not attract visitors and more residents. Without the visitors and residents to spend cash, businesses will not come and establish themselves in Berwick. A catch 22. We need a council that can break this circle. Look on the positive side of Berwick, location, history, it's people. It needs investment in a better road structure. More traffic free streets, a park and ride near A1 development of the walls, and the river. A council that will work together for its town and people.	8/4/2017 10:12 PM
13	• I would love to see better faculties for children so they are not left to roam the streets and make their own entertainment which isn't always good. Somewhere for them to go to play Pool, bowling trampolining, much larger soft play for the younger children. • The increase in rubbish just been dumped along cemetery road, The sports centre field and also other parts of Berwick I Believe this is due to the change that has been made at the local dumb with there being so many rules and charges to get rid of rubbish. • Cheaper rent for the shops in the town centre there is a lot of small local shops really suffering. •not enough car parking spaces is Also an issue for the shops in the town centre as people are avoiding shopping in the town as they can't get parked and there definitely isn't enough Parent and children parking spaces.	8/4/2017 1:21 PM
14	Why are there so few organised activities for children during the Holidays? Lindesfarne manage to do lots of free activities.	8/3/2017 8:32 PM

## Local Services Feedback

15	Recently had a a coffee with foreign and British visitors in the town, they were so disappointed with their visit, commented how wonderful the town could be and the beautiful scenery, BUT, commented how much better other towns were in the area Said in future would bypass town in favour of others What a shame the council does not get its act together Unfortunately one person described the town as a shit hole, and being a resident here for more than 30 years, I cannot disagree	8/3/2017 4:15 PM
16	The BTC website is not fully user friendly. Other local websites are out of date - Watchtower, parts of Spittal site.	8/3/2017 1:48 PM
17	A lot of people put enormous effort into trying to keep Berwick beautiful, we have a terrific heritage and natural situation. Sadly their efforts are undermined by a minority of litter louts and careless dog owners.	8/3/2017 1:22 PM
18	Listen to the people of Berwick! I lose count of how many say 'Berwick could be a lovely place... if,' The opportunities are there, Berwick could be great - it just needs someone with a bit vision and a 'can do' attitude to listen.	8/3/2017 12:33 PM
19	more support for the two ex council workers Malcolm an Chris !	8/3/2017 10:05 AM
20	Why does berwick have the most boring Christmas light displays. People visit Alnwick and morpeth to look at their lights where as berwick are Colourless static boring shapes. Even the little Scottish town of Coldstream string coloured bulbs from building to building with lovely litten up trees. We need somebody with a love of Christmas to improve our festive display.	8/3/2017 9:22 AM
21	This town is dying... compared to alnwick/sea houses the facilities are appalling and they need to attract tourists in somehow... there is nothing to do in the town... after driving around and failing to find parking, most of them leave! It isn't rocket science and the council need to take a stand and get this sorted!	8/3/2017 8:37 AM
22	I moved to the Berwickshire area in 1978 and Berwick has always been my main centre. In 1978 the town centre was thriving. While shopping patterns have changed it wouldn't be impossible to regain some of that variety. I now shop in Kelso as it's an all round better experience. No seagulls either! Need to pedestrianise the old bridge and celebrate it as a tourist attraction. Work harder to promote Berwick as a good place for young professional families to live and enjoy a great quality of life. Might need to sort the higher education out for that to happen. Just look around other towns and small cities. We have as much heritage as Durham and York but it's largely unheard of outside the area. Go Berwick!	8/3/2017 8:33 AM
23	Public toilets are a disgrace, won't let my kids use them. The ones at Castlegate you can smell before you're in them. I'd rather leave berwick & drive to Morrisons or home to use a bathroom.	8/3/2017 8:28 AM
24	Have more awareness about the history of Berwick and the impact of modern fixtures and fittings - lighting, estuary ladders, housing styles - tourists want to see the history not have it marred by ghastly ill thought out modern planning statements	8/3/2017 7:34 AM
25	Yes, the Academy for our older children is a total disgrace. The building and facilities, the level of teaching and diversity in teaching, attitude towards young people's opportunities, the amount of bullying and direct assaults of young people from other students is out of control.	8/3/2017 4:49 AM
26	Nothing at the minute.	8/3/2017 3:15 AM
27	Lighting needs to be improved throughout the town. Potholes and the road surface in the town needs addressed urgently.	8/3/2017 12:48 AM
28	Berwick should promote and cater for our tourism industry more. It creates jobs and gets people spending money in the town.	8/2/2017 11:42 PM
29	Better county councillors, who are earning about £20000 a year for nothing, some don't even go to meetings	8/2/2017 11:20 PM
30	When are we going to get our new hospital?	8/2/2017 11:11 PM

## Local Services Feedback

31	Berwick could be a brilliant place if we had the type of funding the south east gets. The councillors should fight harder for the town, let's get funding for paths right up and back down the river! That would encourage more tourists	8/2/2017 10:30 PM
32	This will make no difference whatsoever	8/2/2017 10:29 PM
33	All as above	8/2/2017 10:20 PM
34	Berwick is a very undersold part of Northumberland,	8/2/2017 10:11 PM
35	Please help our town. Look at Alnwick, Morpeth, Dunbar for example. We are bigger than them and the worst all round.	8/2/2017 9:17 PM
36	The A1 is a major concern. Berwick Academy is another, poor quality of education for our youngsters, many travelling to Newcastle for 6th form. Since achieving academy status it's deteriorating further and I believe there are a number of unqualified people teaching!	8/2/2017 9:03 PM
37	Have a litter warden	8/2/2017 8:43 PM
38	i know a lot of town centres are run down but berwick is really terrible it is a shame for the few good shops that we have - i'm sure some must be struggling.	8/2/2017 8:33 PM
39	Love my town but feel it's full potential hasn't been reached. Such a shame.	8/2/2017 8:16 PM
40	Let there be a promotion of the town as a tourist attraction, recognition that the town is historically unique, the last and first town in England. More made of the English borders and Northumbria, there is constant promotion of the Scottish border towns which has the backing of Scottish tourist board, we must have the respect and the recognition we deserve of our beautiful town.	8/2/2017 7:57 PM
41	Convert the bus park to a long stay car park	8/2/2017 7:37 PM
42	The riverside walk is now really overgrown alot of visitors and locals use this area it needs looking after	8/2/2017 7:22 PM
43	I recently visited the castle ruins with my 2 year old and was absolutely disgusted with the state, there was rubbish, broken glass, and dog poo bags lying all over, it stank of urine and you couldn't even see up the brakey necks for the overgrown weeds, there were holiday makers there and I was embarrassed by the state of the area, it was always well maintained when I was younger but like a lot of areas in the town it seems to have been forgotten, but these are where visitors come and to have them in this state is detrimental to the town.	8/2/2017 7:02 PM
44	The sighting of a supposed bus park proved that such items should be settled locally and not by people who have never even seen the area or care about it.	8/2/2017 7:00 PM
45	Why, when you phone the Council Office does nobody answer, or even return your call, when you leave a message asking them to do so. Since NCC took over the planning decisions have been to the detriment of our beautiful town. Berwick high street and the Pets at Home building being good examples.	8/2/2017 6:56 PM
46	Very odd choice and number (5) of categories 'extremely often' to 'not very often'. Either it would be often or rarely - with perhaps 'occasionally' in the middle - three would do...often,occasionally, never Equally, clean, acceptable and dirty would suffice elsewhere And so...three categories not five	8/2/2017 6:46 PM
47	Why do the County Council over rule the wishes of Berwick Town Council and the people of Berwick !! E.g. Allowing Greaves, West & Ayre to build offices, Allowing Pets at Home building a totally out of character building . Building a totally unsuitable bus park which stands empty	8/2/2017 6:40 PM
48	The bus park ,waste of good parking space, there's not enough parking in the town we do need a bus station and weeds cleared from paths and side of road all over the town??	8/2/2017 6:33 PM



## Local Services Feedback

49	The council needs to think more long term. As well as tourism it needs to find a way of creating a demand for accommodation in the town e.g. Some kind of specialist college	8/2/2017 6:20 PM
50	Why can't the owners of the buildings on the High street be made to look after their buildings ??? How about warning them if they don't the council while do it and send them the bill it works in other places	8/2/2017 6:20 PM
51	Specifically re Town Council the website is terrible and it takes about 4 clicks to view the meeting documentation. Please move it out of the 1990's. Same with the finance report process, you have to book an appointment to go and look at the annual numbers. These should be published straight on to the internet as there should be nothing to hide.	8/2/2017 6:00 PM
52	Yes, before getting consultants to do surveys, ask the locals! Turn the West End between bridges into a bus park. Build / maintain more public toilets instead of closing them. Sort out traffic holiday camp - maybe open the Jangling Bridge?	8/2/2017 5:18 PM
53	Yes, the Town Council has been a joke over the past few years! I would like me to see it work together with our County Councillors and MP (if you can prise her out of London) for the benefit of our beautiful town.	8/2/2017 5:10 PM
54	Parking could be improved by removing coaches to a different area & turning the existing coach park into a 4 hour car park	8/2/2017 5:00 PM
55	B&m public toilets DISGUSTING!!!	8/2/2017 4:55 PM
56	The new coach park is not fit for purpose. Tour coaches are still dropping off passengers opposite the library or at the bus stop in Golden Square	8/2/2017 4:41 PM
57	The speed cars go up ord drive to the ord roundabout. Should be more signs telling people that they should still be going 30mph. Dog fouling.	8/2/2017 4:37 PM
58	The whole town could do with a shake up Go to Alnwick or Morpeth it puts Berwick to shame !!!	8/2/2017 4:17 PM
59	BTC web page is awful. There should be more input from councillors. town people should know what their Councillors are doing. A good informative website would help a lot.	8/2/2017 3:56 PM
60	It would be nice to see if we could interest more bigger 'chain' stores to the centre of town, by having lower rates & rents as an incentive.	8/2/2017 3:56 PM
61	If councillors were more interested in town improvements instead of their	8/2/2017 3:19 PM
62	I think the Town should consider busking on market days. Provide an identified place and promote it. The rake the is so poor this would at least liven up the place and easy to organise	8/2/2017 3:18 PM

## Local Services Feedback

63	<p>Better / more effective planning regulations which give local people more say. Tweedmouth potentially has much to offer but is generally neglected. Given the high quality of local produce, Berwick ought to have a farmers' market. Out of town supermarkets are more than enough. Charity and bargain shops are too many. Berwick is by the coast yet has no fishmonger. We have an excess of large pet food retailers, and the recent arrival of Pets at Home is a shocking example of bad planning. Time, energy and money have rightly been spent on children's play areas but it seems at the expense of other improvements. The Neighbourhood Plan ought to protect the Town Green at Tweedmouth and the Goodie Patchie. Out-of-town parking ought to be high on the agenda so as to reduce congestion and limit the number of vehicles in the town centre. I regularly sweep up leaves outside my house, taking sack-fulls to the recycling depot: this is never done (properly) by council workers. Street cleaning is poor generally. Advance notice needs to be provided re street cleaning vehicles so that cars can be moved and parked elsewhere. A local train service to Edinburgh / Newcastle would be a major improvement: at the moment it's impossible to have a night out in either of those places because main line trains don't run late enough. Hide Hill and Bridge St are currently the most attractive streets in Berwick town centre: the Town Council need to do more to ensure these streets retain their special character including careful consideration of the type of shop / business allowed. The Town Council's website is rudimentary at best, unattractive, not user-friendly, and gives a negative impression to outsiders. There appears to be no process for contacting town counsellors in person. While recent improvements in the modus operandi of council meetings are significant there remains a lack of effective participation from the public: council meetings are not sufficiently welcoming. The layout of the room is itself unhelpful: often difficult to hear what's being said, and individual Counsellors are not always mindful of the need to speak clearly. The Mayor gives an impression of having to race through the agenda. This year's Town Meeting was a disgrace: no Mayor, no apology, whoever it was that stood in did not introduce himself, and the meeting was kicked off by a squabble among Councillors about a matter that ought to have settled outside the meeting. Given the size of the room, there surely ought to be a sound system. The guest speakers were good (albeit one said he was himself surprised to have been invited 2 years in a row) , but there was a total absence of Town Council input: what indeed had they been doing in the previous year? We never did find out. In Berwick overall there seems no shortage of voluntary groups and volunteers, which is great and surely a huge asset, but perhaps a failure of co-ordination? Too many groups with fingers in particular pies?</p>	8/2/2017 2:48 PM
64	Coach park. An absolute disgrace and waste of money.	8/2/2017 2:43 PM
65	We need to value our town it is a lovely place to live and we should not let NCC forget about us up here in the far North!	8/1/2017 11:10 PM
66	We have some lovely independent shops but think the state of the High St could put people from venturing to find them.	8/1/2017 10:41 PM
67	Housing what is going on with that?	8/1/2017 10:14 PM
68	Free activities for teenagers	8/1/2017 9:23 PM
69	More effort to encourage business.	8/1/2017 9:19 PM
70	No I don't think so	8/1/2017 9:01 PM
71	The new park at Berwick is very nice but there is only 1 bench to sit on , a couple more benches or picnic tables would be good. There is no nearby toilet there either so if Granny needs to go that's the end of the fun.also it is a shame there are no drinking fountains around the town,	8/1/2017 8:23 PM
72	Incentives are required to fill empty shops with unique retailers that will attract visitors	8/1/2017 8:14 PM
73	The local MP needs to be pressurised into delivering what she promised - Dual the A1 - instead of galavanting around the armed forces!	8/1/2017 8:03 PM
74	What is happening to Jus Rol building?	8/1/2017 7:42 PM
75	I think it would be great have youth clubs in our own areas	8/1/2017 7:34 PM

## Local Services Feedback

76	Police station office hours Lack of hospital services Dual the A1	8/1/2017 6:28 PM
77	Do we count up in berwick, or is it just alnwick n morpeth get everything n we are forgotten about	8/1/2017 6:05 PM
78	The paving slabs on the high street need re-set	8/1/2017 5:57 PM
79	Pavements are all up and down and others have holes anyone with mobility issues can trip easily	8/1/2017 5:23 PM
80	Yet another survey - will anything really change? I fear not	8/1/2017 5:23 PM
81	cemetery in Tweedmouth needs to be better maintained caretakers should be used again always well looked after when we had them now totally disgusting	8/1/2017 5:21 PM
82	Speeding cars	8/1/2017 5:00 PM
83	Berwick upon Tweed needs a lot of investment to take it back to what it used to be vibrant.	8/1/2017 4:53 PM
84	Town centre needs less charity shops, and the market is an eyesore.	8/1/2017 4:34 PM
85	Weed and general state of all the areas are all run down foot paths on Tweedmouth training estate are a disgrace	8/1/2017 4:25 PM
86	Lack of attention to the town by NCC not fulfilling agreed levels of service, such as street cleaning, grasscutting, cleaning Spittal splashpark regularly.	8/1/2017 3:53 PM
87	Do you actually take notice of what people write in this box	8/1/2017 3:50 PM
88	Definitely need more shops primary matalan men's shops give people jobs and low budget shop for the rubbish low wages the borders have	8/1/2017 3:41 PM

# Q11 What do you like least about Berwick-upon-Tweed?

Answered: 145 Skipped: 14

Swan Centre Forgot Appearance Walks Local Fault  
Beach Choice of Shops Litter Fag Ends  
Empty Shops Main Shopping Street Town  
High  
Fact Decent Hospital Parking Street  
Sport Centre Schools Public Toilets Pot Holes  
Negativity Drug Decent Shops Young People Narrow  
Grass Advertiser

What do you like most about Berwick-upon-Twe

Answered: 142 Skipped: 17

Place to Live Friendliness Historic Buildings  
Friendly People Local Beaches Stur  
Walks Countryside Walls Seaside His  
dges Town Pier Beautiful Shops Loc  
Big Community Riverside Heritage Wonderful T

ges would most improve the environment in Berwic

Answered: 136 Skipped: 23

Jobs Weather Nice Rubbish Maintain Proper Kid  
 Infrastructure Shops Structured Approach Toil  
 Tourism Town Play Street Empty Premises  
 Clean Tourist Facilities Parking Police Sea  
 Road Sort Gulls Paths Regularly

Do you have any other comments, questions, or concerns?

Answered: 88 Skipped: 71

New  
Hospital Weeds Street Cleaning Example Sur  
Effort Children Notice Councillors Drive  
Council Activities Needs Dual the  
A1  
Berwick Scottish Park Forget Shops Disgu  
Think Encourage Nice Spittal Litter Younger Young Pec