

# THE BIG LISTEN OCTOBER 2009

52 families consulted across 4 different settings:

- Spring Lane
- Howe Barracks
- St Stephen's
- Northgate

COMMENT	ACTION (where required)
St Stephen's play park to have public toilet, I would love to see the sand pit either taken away or moved to a different area as where it is now 'under a tree' makes it dirty and the children can't play in there.	<b>All comments about St Stephens park and area have been passed on to the local Housing and Neighbourhood Team.</b>
Take away the sand pit at St Stephens Park.	<b>An extra £50,000 has been allocated to St Stephen's park for repairs and equipment.</b>
There is no use for the play area at the swamp, this area is only used by dog walkers.	<b>The Swamp will not be repaired or replaced as all funding has now now diverted to the main park.</b>
I feel play parks should have toilets near by when your training children they need to go straight away. On many times I have needed to take a child behind a tree or bush, that's not a good way to show a child about personal hygiene. They get past the point of nappies and pots so what should they do.	
The playground at the swamp is not used.	
More things for the children to play on in St Stephens Park and public toilets.	
St Stephens Park is a great park but recently its facilities are covered in foul graffiti and I am thankful my daughter can't read yet!! The path is also uneven in places, and it has the space for more equipment for the under fives which it would benefit from.	
I think there should be access to toilets near children's play areas. They should build local toilets near St Stephens Park.	<b>Passed on to Outdoor Leisure Department at Canterbury City Council.</b>
We need more public toilets in and around our play areas and fields.	
I think Tyler Hill Park needs a makeover, put in slide and thing for preschool age children!	
Play parks could be better organised to suit families with children of different ages.	
Parks are ok but maybe a few more are needed around the city centre and maybe toddlers separated from older children, swings, slides etc would be great.	
Toilets to be put in the Beverlie Playing Field.	

Lolly pop lady for school crossing am and pm at the local shop on Hales Place.	<b>Passed on to St Stephen's School</b>
Better public changing facilities	
More pushchair friendly buses.	
Need to do something about access to Post Office (main) as lift not always working.	<b>Passed on to Post Office</b>
The path at Honeyhill, Blean, needs doing as I can't even get down them with my push-chair.	
Baby changing facilities are inadequately sized and not well maintained.	
More help at train station and getting on/off buses if not buggy friendly.	<b>Passed to local transport companies</b>
Pram parks whilst shopping.	
Some of the pavements in town could do with some attention and the kerb by the entrance to the Castle Street multi-storey car park is a nightmare to get a buggy up and down.	<b>Passed to car parks department at Canterbury City Council and also to Kent Highways</b>
City pavements are often difficult with a buggy – uneven paving slabs, large groups of tourists who won't get out of the way – make walking more of a chore.	<b>Passed on to Kent Highways Department. We can't do much about the tourists!</b>
Paths in Canterbury town centre are not very buggy/toddler walking friendly, high curbs, uneven paths.	
Baby changing facilities in town centre need improving and are always on 1 <sup>st</sup> or 2 <sup>nd</sup> floors, which is a pain when you have a toddler in tow!	
Dog poo on streets seems to be on the increase.	<b>Passed on to Environment and Street Scene at the Council</b>
The pavement to be kept clear of dog mess.	
A swap shop for clothes/toys etc	
SPRING LANE Gate to the park should be locked at night and be monitored more at night by police in Spring Lane.	<b>Passed on to Housing Team and PCSO at Spring Lane.</b>
The park in Russett Road (Spring Lane) should have a higher fence around it and should be locked at night.	
Also lock the ballpark at night. (Spring Lane)	

CCTV and PCSO should be around supervising. (Spring Lane)	
SPRING LANE Cars need to be slowed down.	
Which children centre covers Tyler Hill? Would it be possible that Sure Start cover Tyler Hill area?	<b>We are trying to ascertain which Children's Centre covers this area.</b>
I think it would be good to have a playgroup at Tyler Hill!	
The Park and Ride Bus is not wide enough to get my double buggy on.	<b>Passed to Park and Ride for comment</b>
I am very happy with the range of Sure Start groups although I wish there were more groups in the afternoons.	<b>We are currently looking at our provision to see if a group can be moved to the afternoon.</b>
Thursday group at Northgate – please consider serving food at 2 stations as children have to wait a long time. More baby chairs useful too and more spoons for yogurts! We've taken our yogurt home today as not enough spoons.	<b>This has been passed on to the Thursday Team.</b>
To promote breastfeeding – we could establish a termly leaflet of public breastfeeding and record positive feedback and leave at Breastfeeding Groups for new mothers to see, so they have an idea of where someone else had a positive experience – unlike Herne Bay Job Centre where a mum recently was told she would have to feed in the toilets or leave.	<b>Passed to Kirsty Snelling, Breast feeding peer supporter.</b>
Breastfeeding group at Riverside was such a help but often got too busy.	
As a mum of 3 who doesn't drive I find it hard to find things for my children to do in the winter months i.e. indoor play areas. Also there is nowhere kiddie friendly to just meet your friends for a coffee in town.	<b>We are printing 'Kids On The Go!' soon with some ideas put forward by local parents. You could also try 'The Pram Pushers' Guide' published by the Mother's Union.</b>
Finding difficulty in getting pre school placement. It's harder than it should be. Also children need stability and the dads group keeps moving.	<b>We are working hard to establish better links with local preschool providers. The Dads Group is now at Spring Lane neighbourhood Centre and will remain there for the time being!</b>
A play area in the Sturry Road area.	<b>This comment has been passed on to the local team for Vauxhall Road</b>
Have heard Wincheap CC do a service where you can phone to see if the play room is free and if so you can go with a group to use the toys. Can we have the same at Riverside please?	<b>Due to lack of space at Riverside, it is not always possible to allocate a room. However, families are able to come and use the foyer space most days</b>

<p>A bigger car park, especially when the fair is in town, or allocated places for those using the centre.</p>	<p><b>There are no plans to expand the car park at the present time. We do try to monitor use of the car park however, and we do challenge people who park and are not using the centre who are asked to move their cars.</b></p>
<p>I found it hard to find a parent and toddler group but I think .... have started now at Poets Corner.</p>	<p><b>Parents can check the Kent CFIS website for details of groups and preschools. We will also have information in the Children's Centre.</b></p>
<p>Also like the Play Gym at Kingsmead</p>	<p><b>Passed on to Active Life Ltd.</b></p>
<p>Difficult to know how/when to start process of primary school admission and information on KCC website, contradictory information from schools. Some parents don't realise they have to do anything.</p>	<p><b>Comment passed on to local Extended Schools Coordinator</b></p>
<p>Sure Start groups and CDEYP are brilliant, as is the toy library. Thank you!</p>	<p style="text-align: center;"><b>Thanks!</b></p>
<p>Saturday activities are such a relief. Well organised and easy for parents, children love it.</p>	
<p>It is very good and helpful. I like it very much (Riverside CC). All staff are great help.</p>	
<p>Playgroups in Canterbury are fantastic and there is a lot to do everyday. Riverside Children's Centre is great and we were made to feel welcome from the very first day (we've just moved from London).</p>	
<p>Riverside is a very good facility with different groups meeting and other activities happening. It has helped me as a new mum getting out and meeting other mums. A valuable resource.</p>	
<p>Range of groups and activities on offer is excellent – especially having a Saturday group for those who work full time. Leaders are welcoming but attendees can sometimes be less open.</p>	