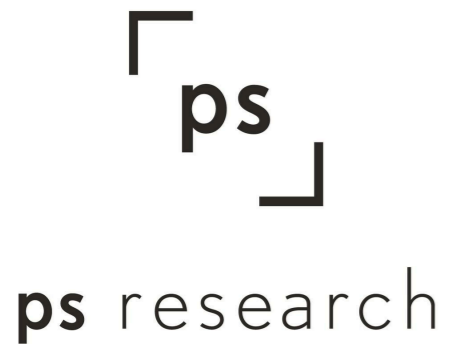




# Early Public Engagement

## Report: May 2024



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# Summary

# Engaging on Burnley's long-term plan for the town



## **A long term plan for the town**

Government launched their 'Long-Term Plan for Britain's Towns', and Burnley was selected as one of 55 towns to receive £20 million of 'endowment-style' funding over the next ten years. The funding covers 'high streets, heritage and regeneration', 'safety and security' and 'transport and connectivity'.



## **Some early engagement was needed to inform the plan**

A Burnley Town Board has been established as the decision-making body for the funding, and it must submit a long-term plan to government by August which should be informed by some initial community engagement in the town.



## **Wide-ranging engagement during March and April 2024**

A five-week public engagement period included a widely publicised online survey and a series of pop-up events across the town to give as many local people as possible the opportunity to provide feedback on Burnley and say how they would invest the funding.



## **More than 1,800 local people took part in this early engagement**

This included 924 survey responses across a spread of age groups and Burnley localities, and 889 people engaged across 7 pop-up events from a Community Ifthar at Burnley Football Club, to a stand at the Artisan Market and visiting students at Burnley College and UCLan.

# Burnley gets a mixed rating as a place to live, work or visit



**People rate Burnley on average between 5 and 6 out of 10 as a place to live, work or visit**

The average score is lowest as a place to visit (5.1), followed by a place to live (5.9) and a place to work (6.3)



**Two in five give Burnley a 7+ score as a place to live and highlight a range of positives**

Positives include the friendly people, parks, green spaces and countryside, proximity to other towns/cities, heritage and affordable housing



**But there are also general perceptions of Burnley being rundown, dirty, poor and unsafe**

53% of respondents rate Burnley as dirty, 44% as unattractive and 39% as unsafe



**The majority of respondents did not rate the town centre and market as good**

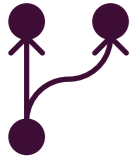
Three in ten people rate Burnley good for the town centre and market, although visitors are more positive than residents



**And people feel Burnley is not very good for teenagers or young people**

Just 18% rate Burnley good for teenagers and 33% for young adults in their twenties; 28% rate Burnley good for job opportunities/prospects

# The town centre and safety are the priorities for local people



## How local people would divide up the £20 million funding

Respondents split the money evenly across high streets, heritage and regeneration (38%) and safety and security (37%), with the remaining 25% allocated to transport and connectivity.



## High streets, heritage and regeneration appears to be the priority when people could only pick one

At the pop-up events when people selected one investment theme to prioritise, 44% chose high streets, heritage and regeneration, followed by safety and security (31%) and transport and connectivity (26%).



## Safety often cuts across feedback on the town centre

Safety and security appears to overlap with improvements to the town centre, with many comments about anti-social behaviour and safety fears in the town and suggestions that tackling this would make the town centre a more attractive place to visit.



## The three investment themes align with the things people would like to see change in the next ten years

When asked to imagine Burnley in 2034, the top unprompted issues people would like to see change relate to safety (20%), an improved town centre (18%) and better roads / road network (17%). These were followed by comments on a cleaner town and improvements to rundown areas, common issues raised throughout the engagement.

# High streets, heritage and regeneration: a summary



## Most people feel Burnley town centre needs improving

- Only 3 in 10 rate the 'town centre and market' as good
- Of all the comments on what one thing they hope would change in Burnley in the next ten years, almost a fifth (18%) mention that they would like to see a better town centre
- Many would not recommend visiting the town centre



## Shopping offer lacks variety and quality

- Aside from a handful of high street shops, the town centre is perceived to be mainly coffee shops, pound/charity/vape shops and takeaways
- Too many empty shops and the town feels run-down and unsafe
- Although the food stalls and the artisan market are generally well-liked, people feel the rest of the market is poor and needs improving



## Feels run-down, unloved and unsafe



## Burnley's heritage and character is valued and people would like to see this protected

- 7 in 10 (72%) rate Burnley's heritage and character as good
- One in ten (11%) comments on the one thing people hope remains the same in Burnley mention 'heritage/architecture/character'

# Safety and security: a summary



## **Certain areas are considered 'no go' areas, especially after dark and for lone females**

- Only a fifth (21%) would rate Burnley as safe
- 'Safety' is the most common 'one thing' people hope would change in Burnley in the next ten years
- Whilst people generally feel that outside the centre is safe, many feel unsafe and intimidated in the town centre
- In particular, the centre of Burnley is not considered safe after dark
- Females are more likely to feel unsafe in the centre, particularly after dark and if they are alone



## **Many mention particular groups or issues that they feel need tackling to improve safety**

- People feel intimidated by the number of homeless people and beggars in the town centre and people under the influence of drink and drugs
- Groups of youths/gangs congregate from early evening and are often abusive and threatening
- Recent perceived increase in dangerous driving and the number of electric bikes and scooters making pavements and roads unsafe



# Transport and connectivity: a summary



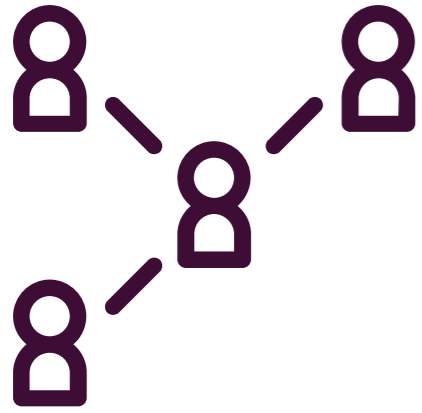
## **Overall, public transport is perceived to be good and Burnley is well connected to nearby towns and cities**

- 3 in 5 (60%) rate public transport as good
- The majority of comments suggest Burnley is well served by buses and trains and is well connected to nearby towns and cities by public transport and roads
- However, some feel buses are not reliable, rural areas are not well served and that there should be a bus link to the train stations; Burnley Central station is also highlighted as being in need of improvement



## **Current roadworks and congestion are causing huge issues for people trying to get into and around Burnley**

- Many mention roadworks, particularly those caused by the Town to Turf project, are leading to long delays and high levels of congestion
- Condition of roads (i.e. potholes) are poor and some feel the planning of the road network needs improving



# Engagement overview

# Background to the Burnley Long Term Plan



## What is the Long Term Plan for Towns?

In September 2023, government launched their Long-Term Plan for Britain's Towns as part of the levelling up programme. 55 towns were identified to receive £20 million of 'endowment-style' funding over the next ten years. Burnley is one of those towns.



## What themes does it cover?

The funding covers three investment themes: High Streets, Heritage and Regeneration, Safety and Security, and Transport and Connectivity.



## What are the initial steps?

A Town Board in Burnley has been established as the decision-making body of the funding. A long-term plan is to be submitted to government by August 2024, but this must be informed by some initial community engagement in the town.



## What does this report cover?

This report provides a summary and analysis of the findings from the early community engagement in Burnley. This captures public feedback and perceptions on the town. It is not intended to reflect official statistics on the area and should be used alongside data packs provided by government and any other local performance data.

# Wide-ranging engagement on the Burnley Long Term Plan

Public engagement on the Burnley Long Term Plan started on Tuesday 19 March 2024 through the launch of an online survey and dedicated website and social media channels, with the survey closing on Monday 22 April 2024.

## Wide-ranging promotion of the online survey included:



### Social media

Including activity through the LTPT account and sharing through various local leaders and organisations, with reminders throughout



### Emails

Including emails to partners and community contacts, targeted emails (e.g. LCC Youth Leader, CVS), emails to businesses (bondholder, BID), emails to event attendees (e.g. Community Ifthar) and internal (e.g. council staff)



### News

Articles and promotion through local news, e.g. Burnley Express



### Public spaces

Digital boards (e.g. Keirby Hotel, Turf Moor) and posters (e.g. job centre, libraries)

# 7 pop-up events were held across the town over 3 weeks

The aim of these events was to give anyone the opportunity to engage further and have conversations about the long term plan for Burnley. It also helped to reach those who were identified as groups who might not respond to a local survey. This includes visitors to the town, younger people, older people and those from an ethnic minority group.



## Pop-up venues:

- Burnley Community Ifthar, held at Burnley Football Club on 27 March
- Burnley Indoor Market, on 5 April
- Burnley Artisan Market, on 6 April
- St Peters Leisure Centre, on 9 and 10 April
- 'Down Town' (a community shop in Burnley), on 11 April
- Burnley College, on 15 April
- UCLan at Victoria Mill, on 16 April



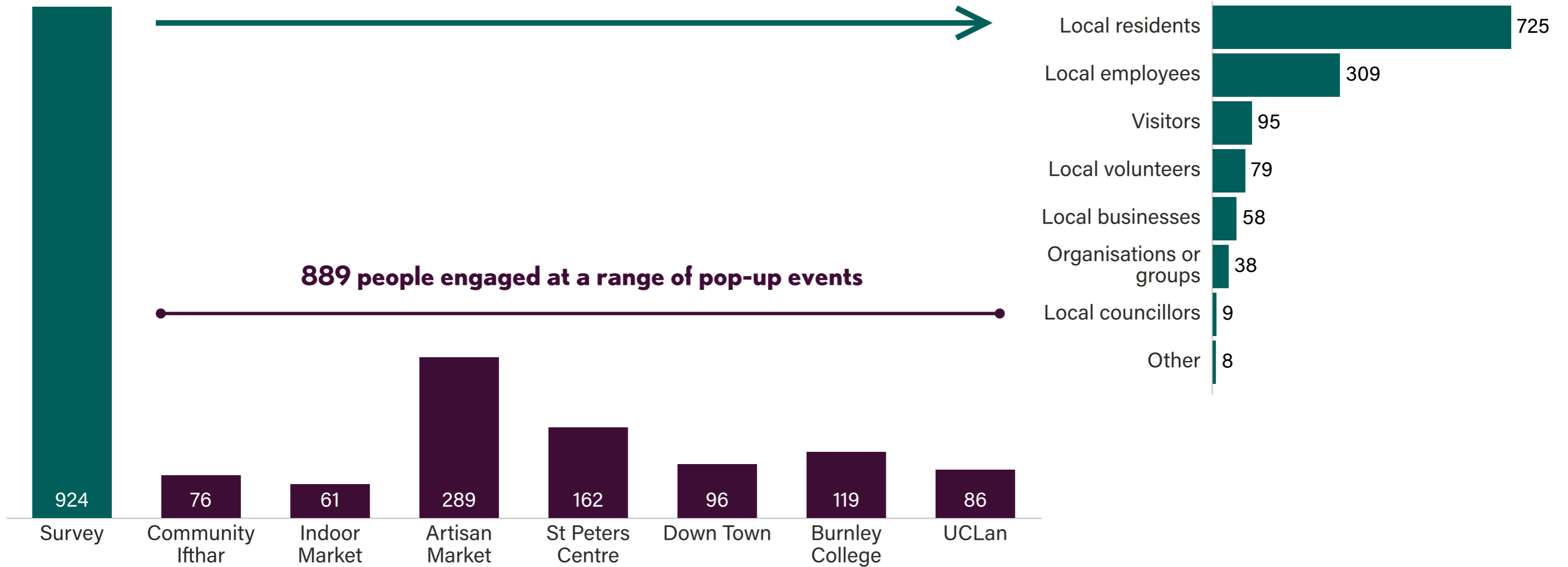
## A range of activities were used to engage people

This included a 'voting' activity on the three investment themes using ping-pong balls to attract people to the pop-up, sticky dots to rate Burnley as a place to live, work and visit, how they would describe Burnley in 3 words and what they would like to see stay and change in ten years' time.

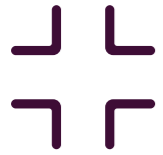


# More than 1,800 people took part during this early engagement

1,813 people engaged through the survey and pop-up events in a five week period.



# Approach to analysis in this report



## **Analysis in this report predominantly focuses on feedback from the online survey**

This is due to a combination of the strong sample size, range of questions included and scope for detailed analysis, such as by cutting the data by demographics and locality.



## **But complemented by feedback gathered at the pop-up events**

Highlights from the pop-up events are pulled out throughout to offer additional insights. Overall, the feedback gathered in the community was consistent with what was shared through the survey.

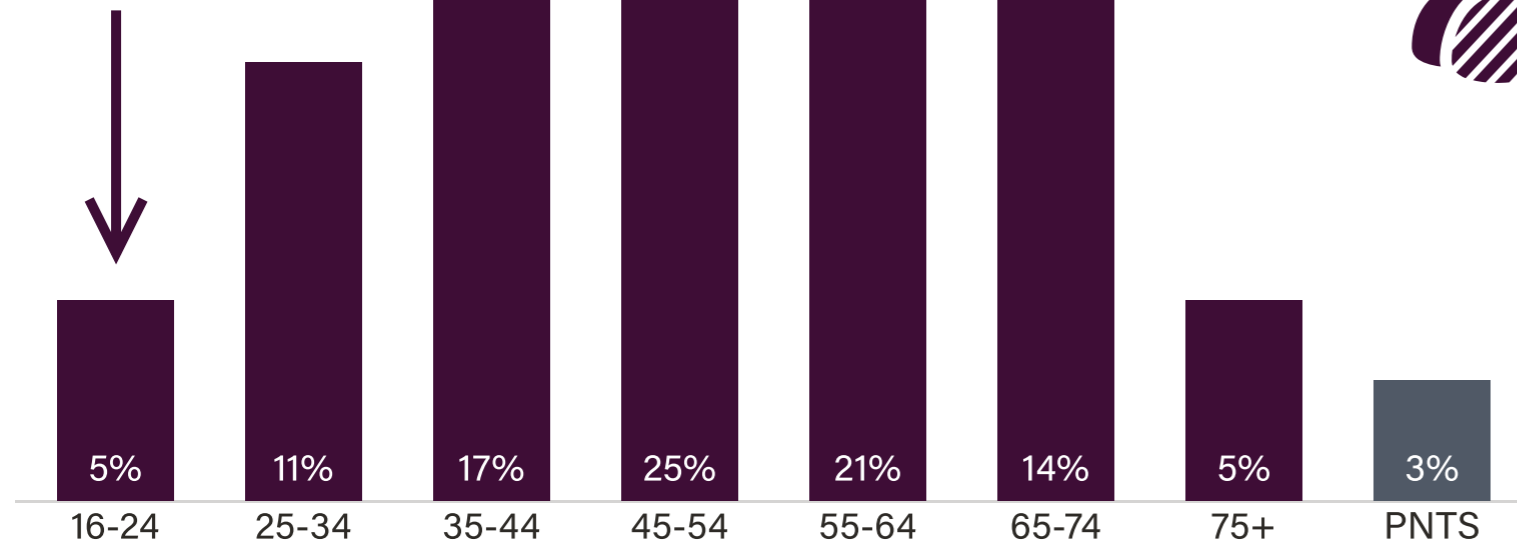


## **Open-text survey feedback has been grouped into themes**

To dig deeper into the survey responses and quantify the open-text feedback received, every comment has been 'coded' into themes through a thematic analysis process. Example comments are pulled out throughout to add depth.

# Most age groups are well represented through the survey

Over 200 young people were also engaged during pop-up events at Burnley College and UCLan



**More females than males responded (57% vs 38%)**

5% either preferred another term or preferred not to say



**One in five have a long-term illness or condition (20%)**



**The majority of respondents are White (90%)**

But most of the 76 people engaged at the Community Ifthar event were of Asian or Asian British ethnicity



# Three Burnley 'areas' have been grouped for analysis

Using postcodes provided by respondents, three 'areas' of Burnley have been created to help us understand if any feedback or issues raised impact on certain areas more than another. Not every respondent provided a full postcode.

## Central

Covering the wards of:

- Bank Hall
- Brunshaw
- Daneshouse with Stoneyholme
- Gannow
- Lanehead
- Queensgate
- Rosegrove with Lowerhouse
- Rosehill with Burnley Wood
- Trinity

## Outer and Rural

Covering the wards of:

- Briercliffe
- Cliviger with Worsthorne
- Coal Clough with Deerplay
- Whittlefield & Ightenhill

## Padiham

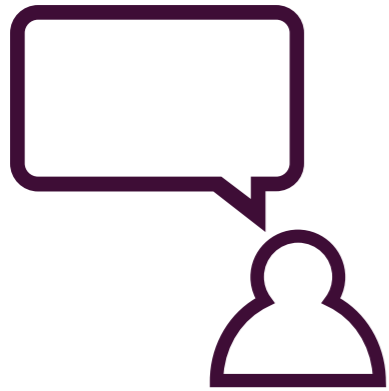
Covering the wards of:

- Gawthorpe
- Hapton with Park



## Postcodes have also been used to group respondents by level of deprivation

Again using full postcodes, these have been matched to deprivation levels using the 2019 Index of Multiple Deprivation. This is a way of summarising how deprived an area is relative to all areas in the country. The levels of deprivation are rated by deciles (10 evenly distributed groups), with the most deprived decile (1) and least deprived decile (10).

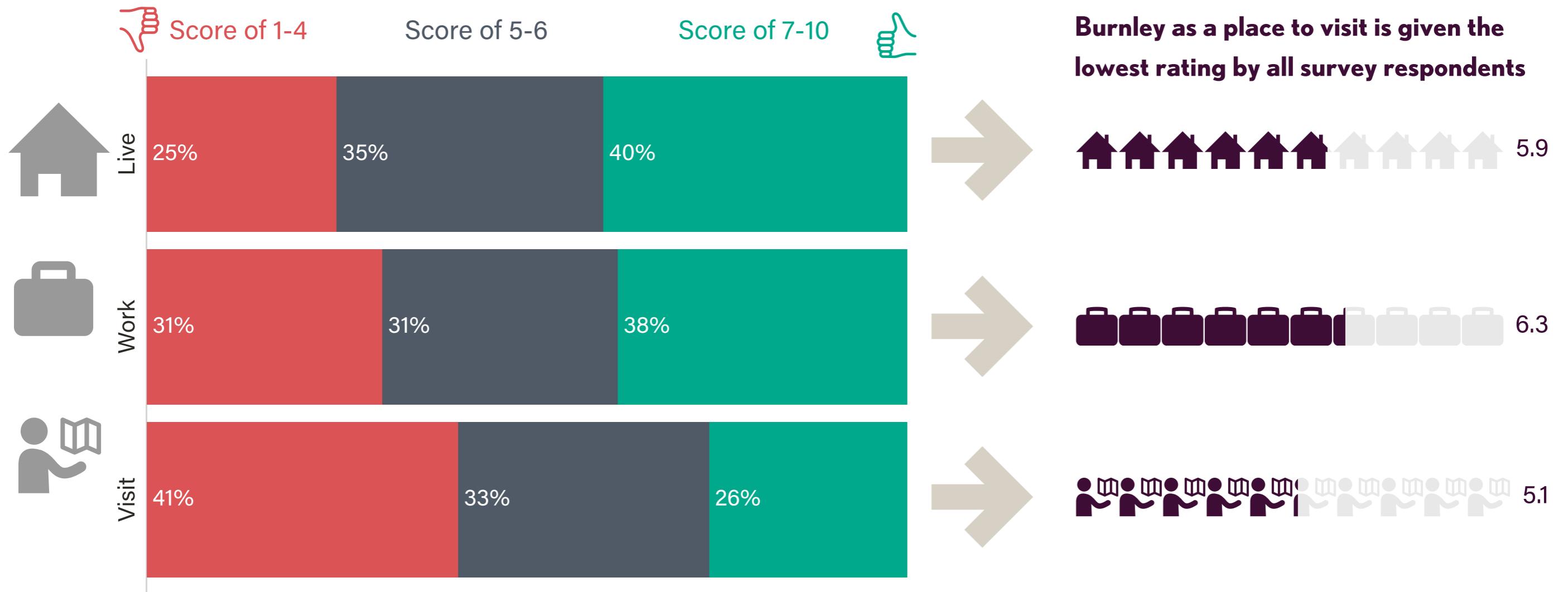


# General feedback on Burnley

# People give Burnley a mixed score as a place to live

'Out of 10, where 1 is the lowest and 10 is the highest, what score would you give Burnley as a place to...?'

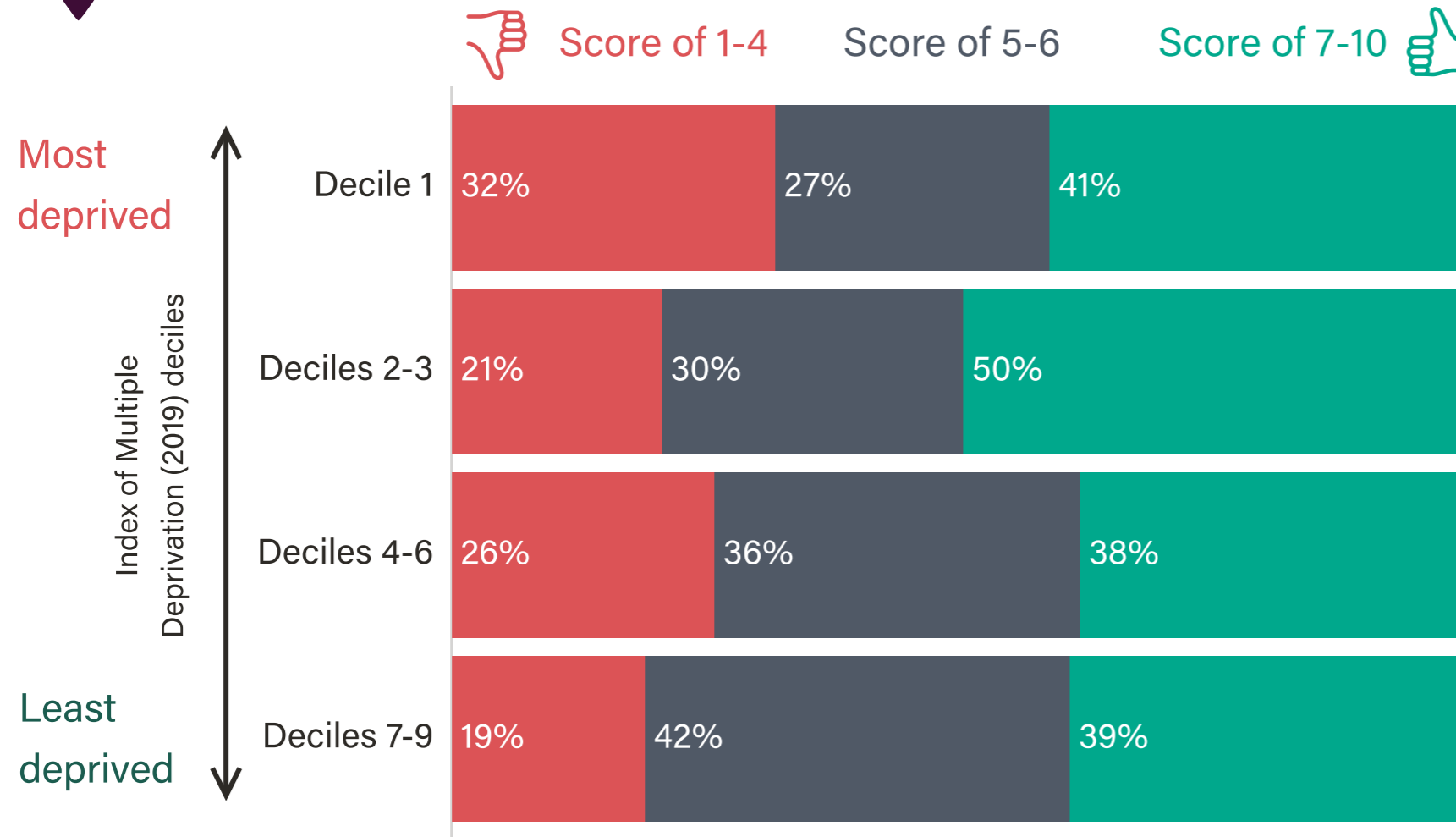
Average score calculated



# Those living in the most deprived areas of the town give Burnley a lower score as a place to live



Those living in the most deprived parts of the town based on the Index of Multiple Deprivation 2019 were more likely to give Burnley a score between 1-4 out of 10 as a place to live



**But how residents rate Burnley as a place to live isn't all about levels of deprivation**

Half of those living in areas of the town in deciles 2-3 for deprivation gave Burnley a 7+ score as a place to live, higher than less deprived areas

# It's a friendly town, but also 'run-down', deprived and scruffy

**'If you were to describe Burnley in three words, what would they be?'**

Words have been grouped into common themes; the top ten most common themes are shown below.

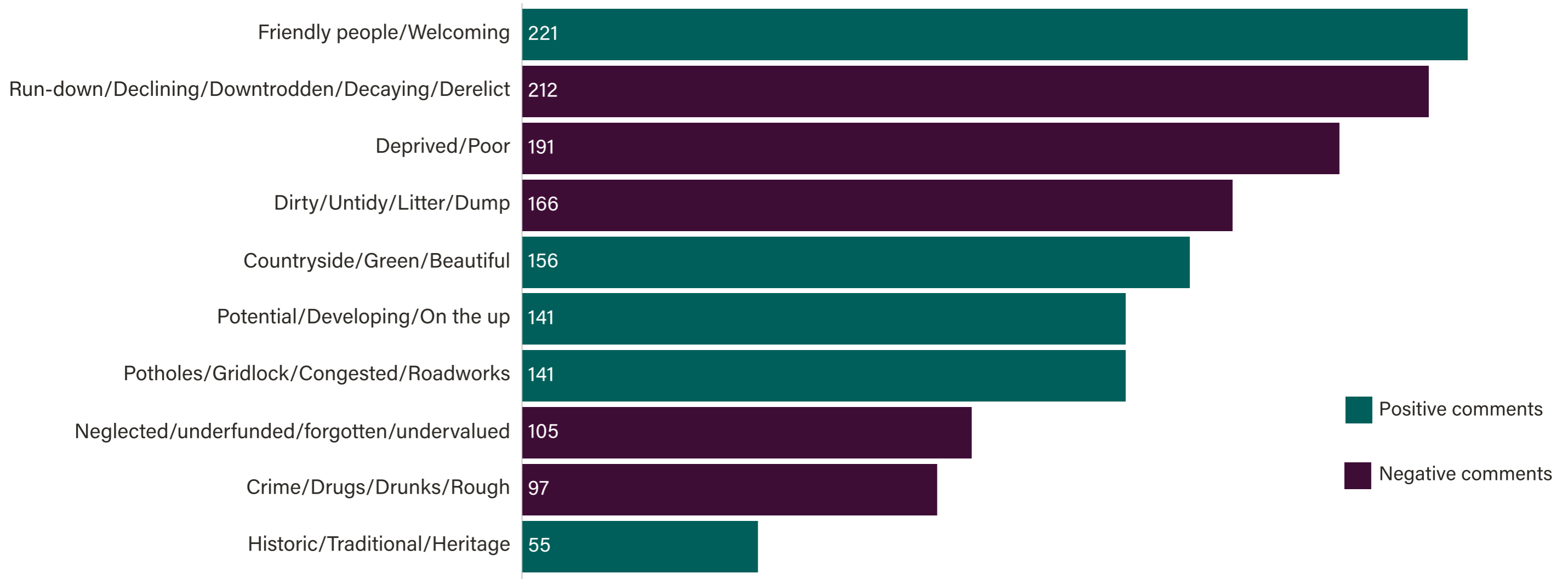


Chart shows the number of times a word appears in any of the three words given

# Views are also split on whether people would recommend Burnley as a place to live



**There's a fairly even split between yes and no, and most people say it depends where you live**

28% of comments would recommend a friend to move to Burnley, 29% would not and 25% said 'it depends whereabouts or what you want' as some places in the area are seen as being a good place to live and others are described as run down and 'rough'.

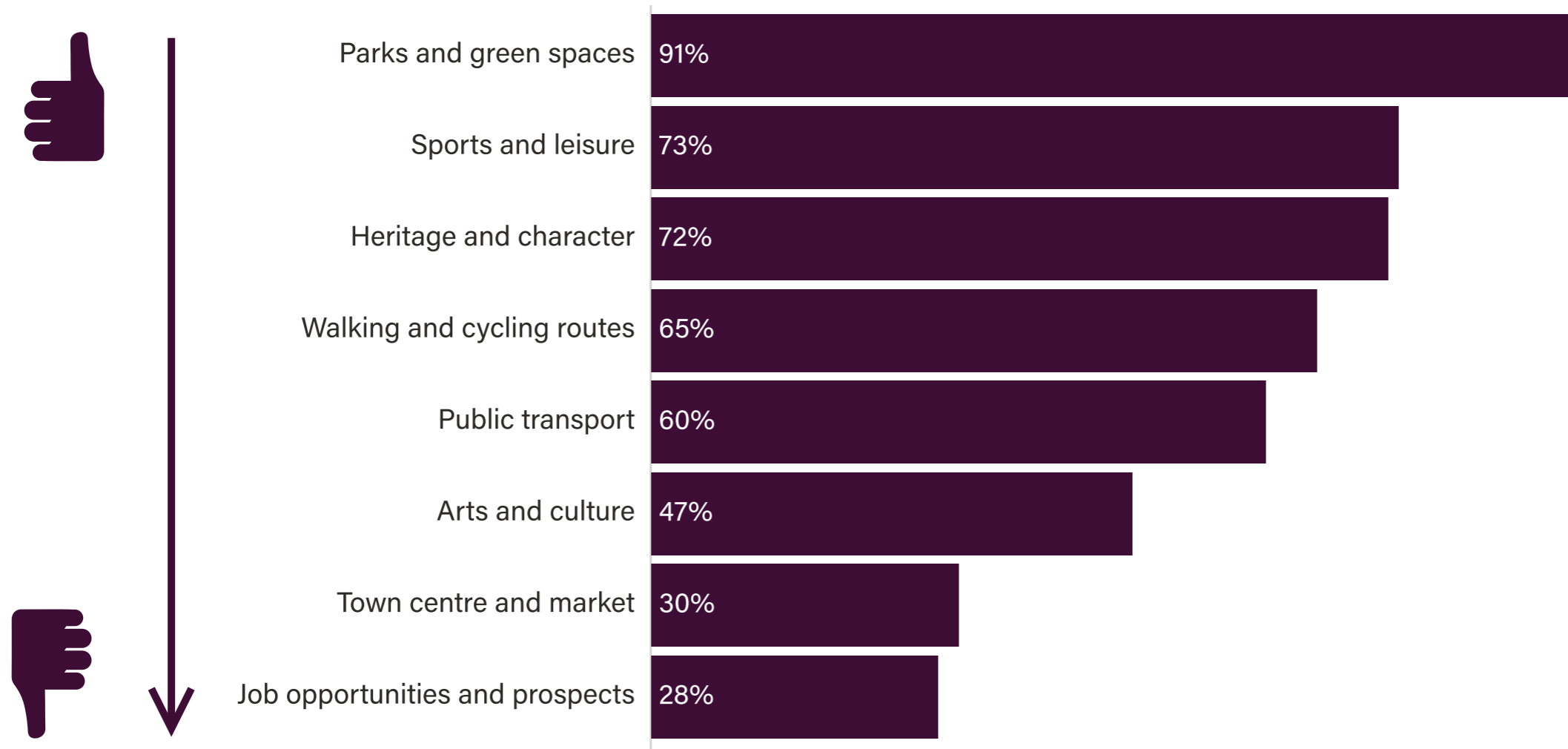


# Parks are highly rated in Burnley

But respondents did not rate the town centre and market or job opportunities and prospects in Burnley as very good

## 'How would you rate Burnley for...?'

Rating from 'very good' to 'not good at all'; %s in the chart are those selecting very or quite good ('don't know' responses excluded)



# Local countryside and green spaces are clearly important to people

'Do you have a photo of your 'happy place' in Burnley you could share with me? Somewhere you think I should visit.'

Respondents could either upload a photo or describe the image they would have shared

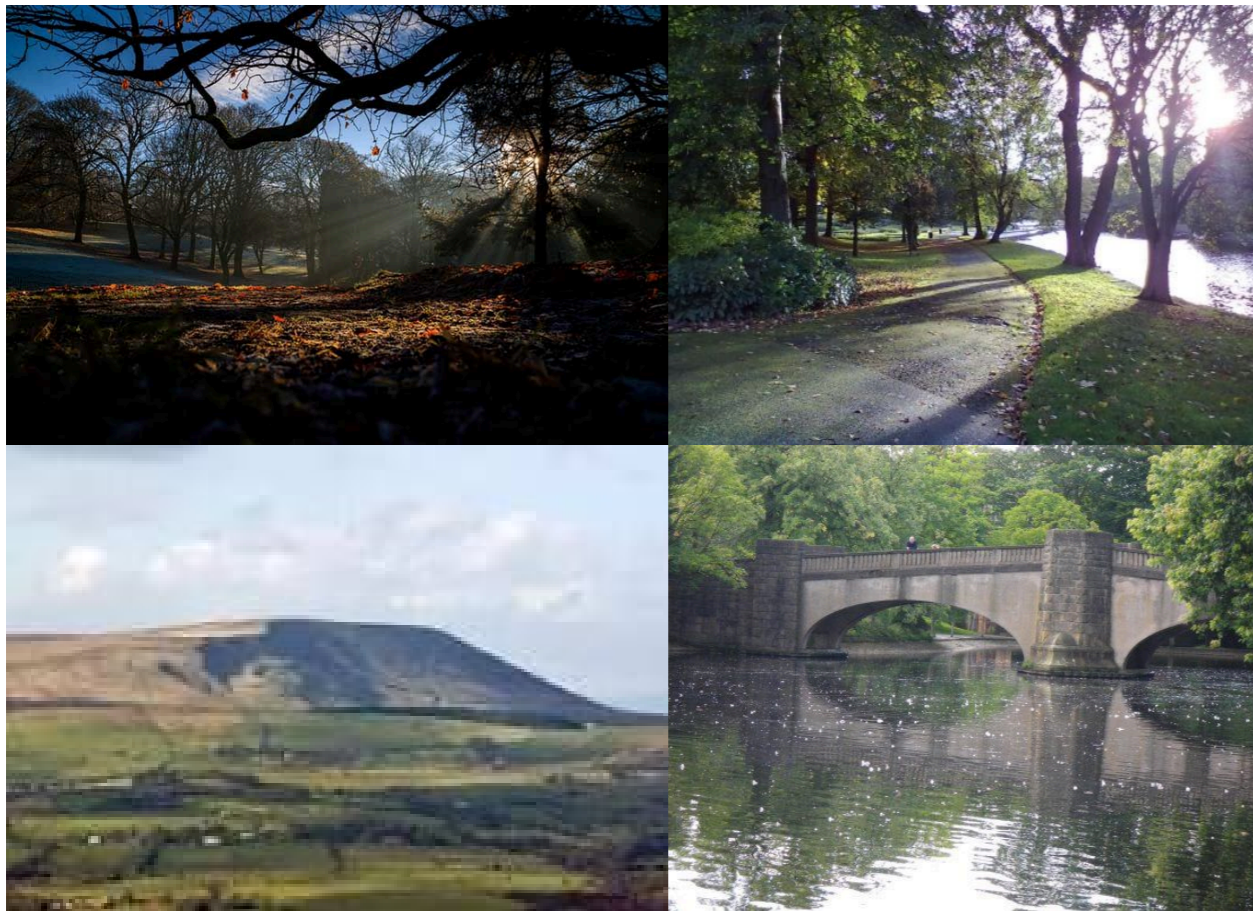


Photo credits: Renzo Palmisano (top left); Dominic Aunger (top right); Paul Hannah (bottom left); Miss Luthfa Jalil (bottom right)



## Most described outdoor places around Burnley

- Towneley Hall and Park were described by the majority (mentioned by 3 in 10 of those giving a description or comment)
- Other parks/countryside, including Pendle Hill, Gawthorpe Hall, singing ringing tree, Hurtswood reservoir, Thompson Park, Ightenhill Park, Scott Park.
- Not all gave a reason for the photo they would share, but key themes given were the beautiful views, good walks and generally nice places to visit.



Towneley Hall

Photo credit: Visit Lancashire

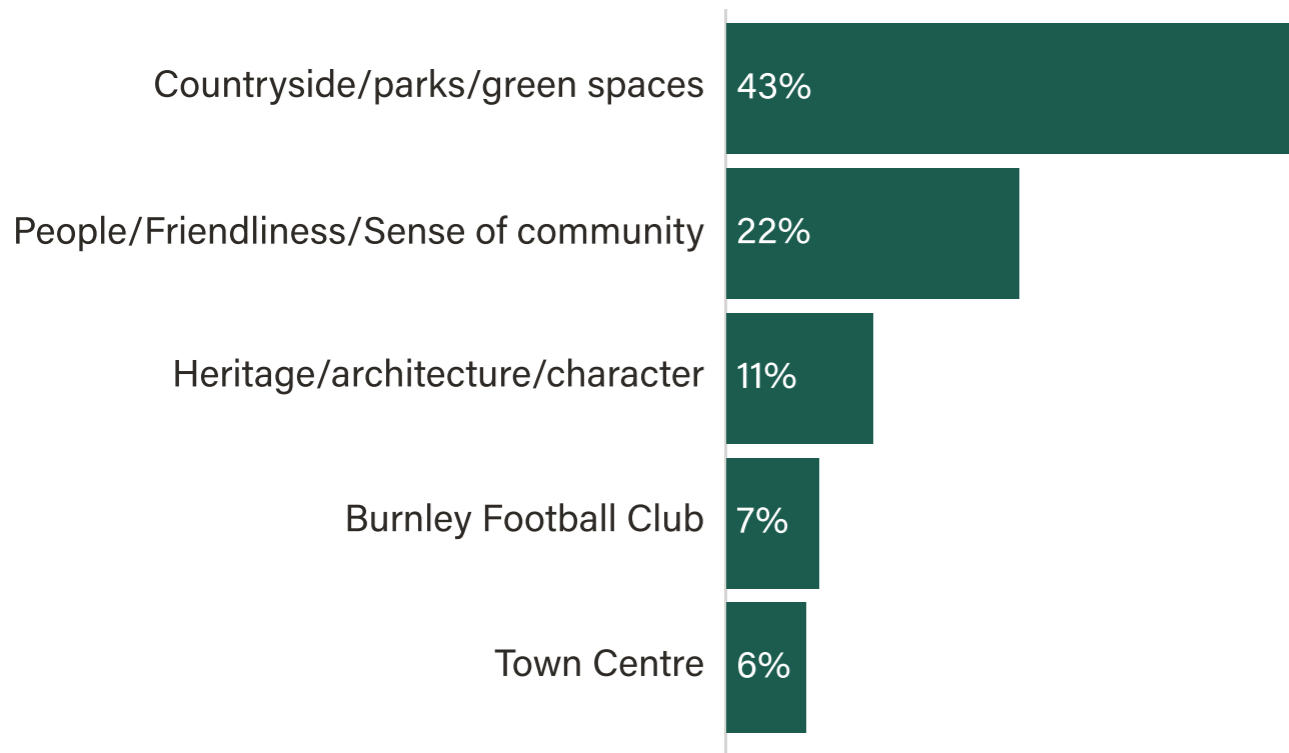


# Burnley in 2034: people hope the green spaces do not change

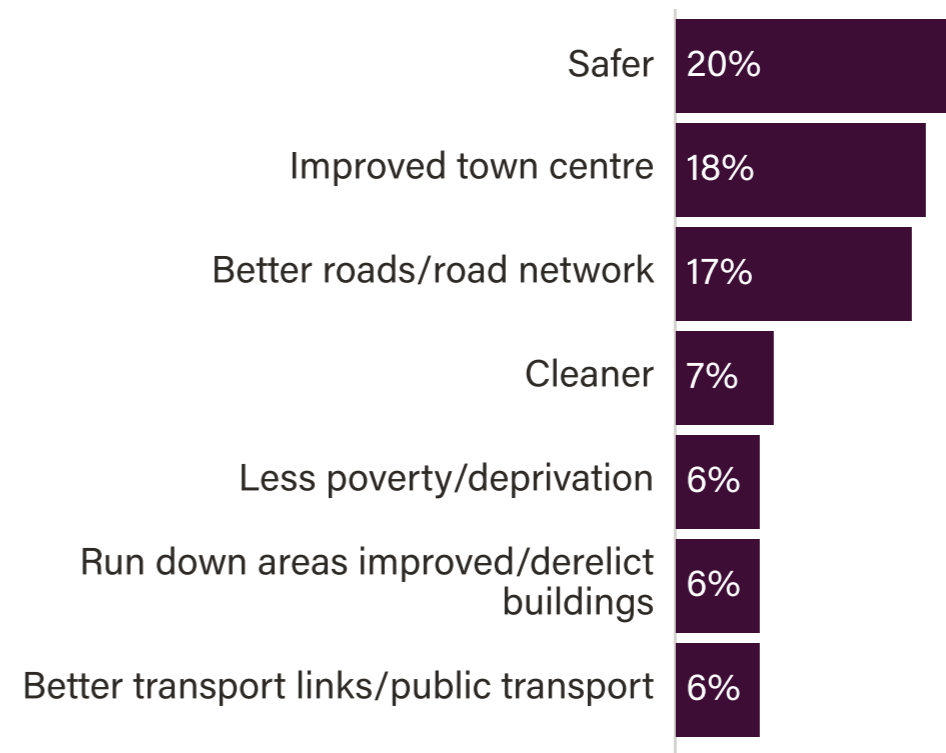
And changes they would like to see align with the three investment themes in the long term plan for towns.

'Imagine we are 10 years from now. It's 2023 and you are still in Burnley, whether that's living, working or visiting....'

 '..what one thing do you hope has remained the same in Burnley?'



 '..what one thing do you hope has changed in Burnley?'



Total of 852 comments

Total of 862 comments

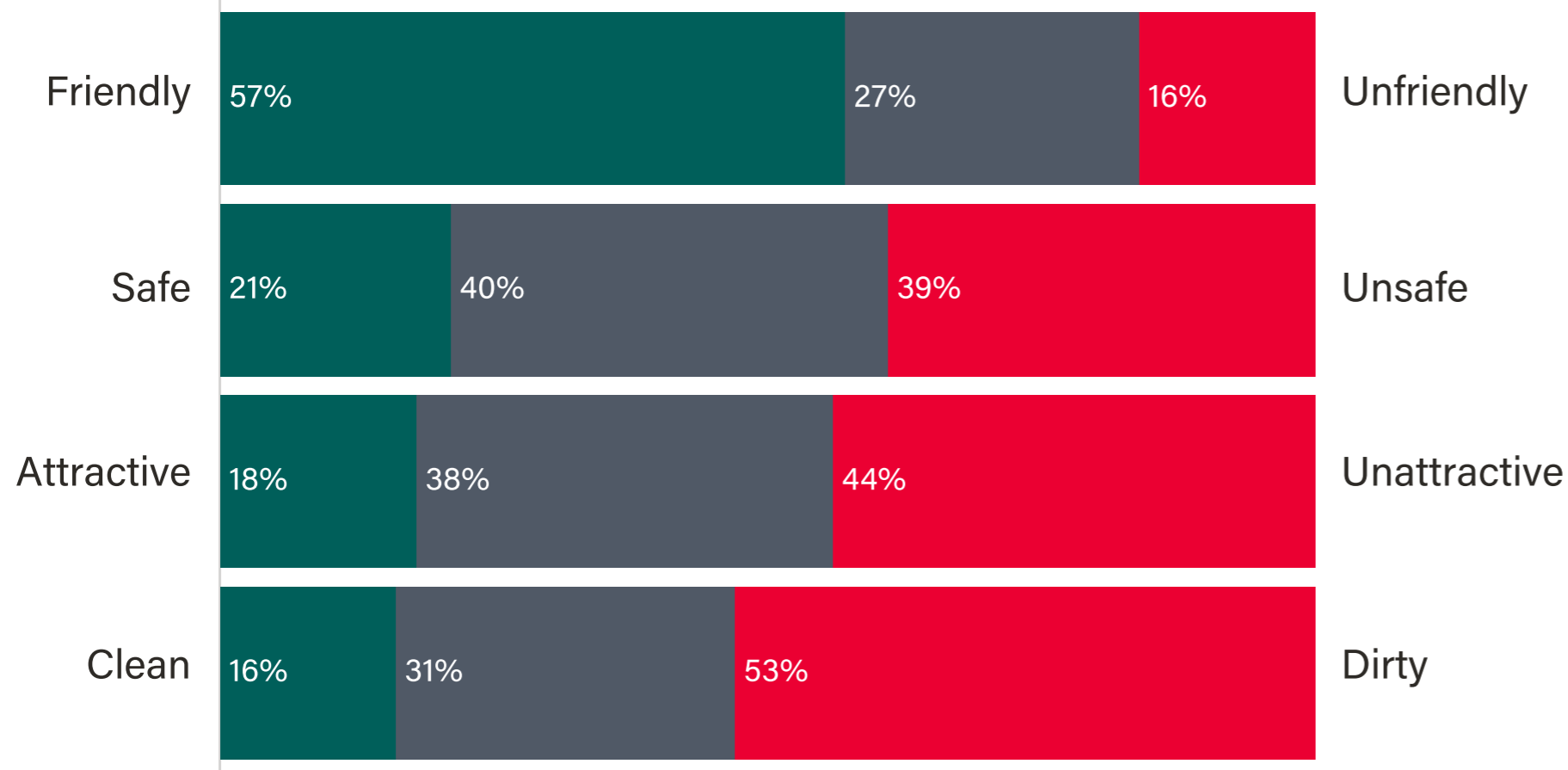
# Over half of respondents feel Burnley is a dirty place

Friendliness again comes through as a positive in Burnley. But people are more likely to rate safety, cleanliness and attractiveness negatively.

## 'How would you rate Burnley on each of the following scales?'

Where 1 is the most positive option and 5 the most negative option

● Positive rating (1-2) ● Neutral rating (3) ● Negative rating (4-5)



People are split on whether Burnley is on the up or the decline

30% rated Burnley as on the up, but 37% rated it as on the decline.

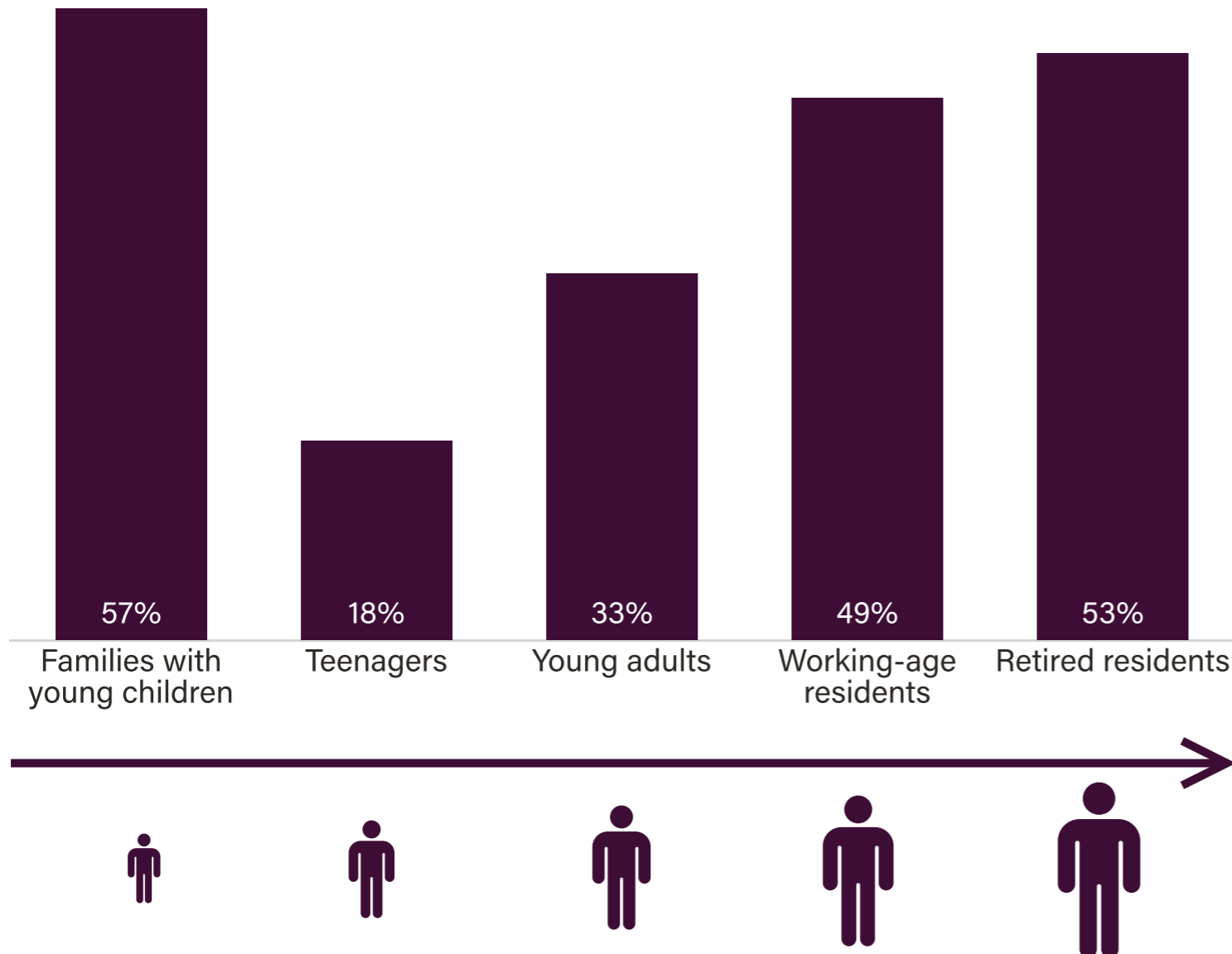
Those living in Burnley were more likely to feel it is on the decline (41%). Residents in Central parts of Burnley were more likely to feel it is on the decline (45%) than those living in Outer & Rural areas (35%).

Half of older respondents aged 65+ feel Burnley is on the decline.

# Local people feel Burnley offers less for younger residents

'How would you rate Burnley for the following groups of people?'

Rating from 'very good' to 'not good at all'; %s in the chart are those selecting very or quite good ('don't know' has been removed)



**Less than two in five feel Burnley is a good place to live with a disability**

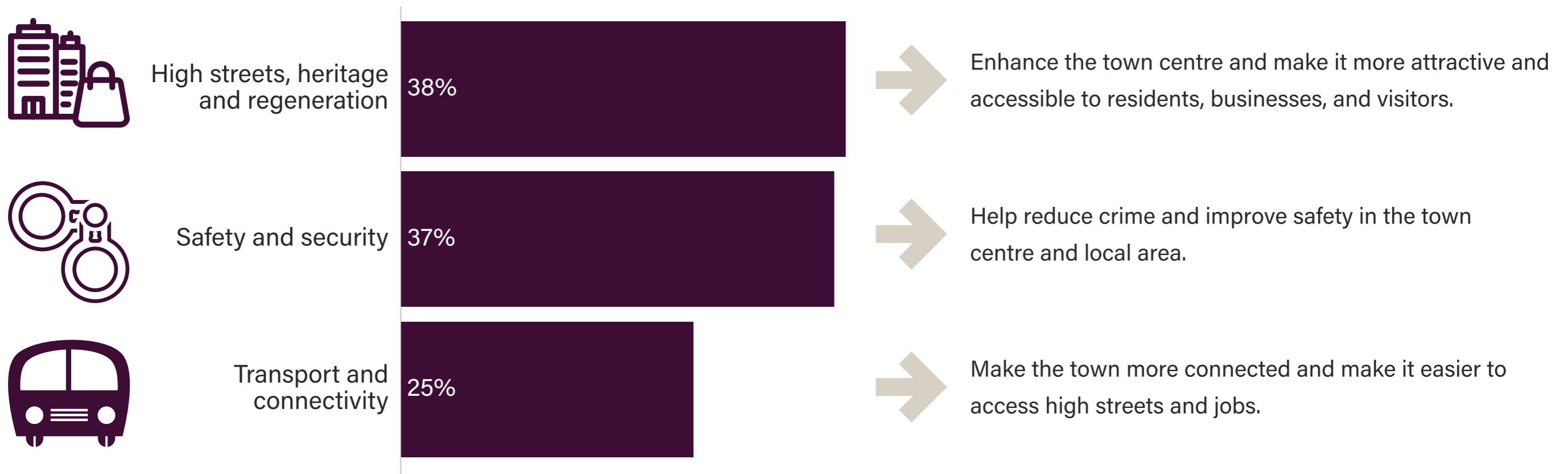
37% of all respondents rate Burnley as very or quite good as a place for residents with a disability. 63% do not think it is very good, and this rises to 74% of respondents who have a limiting physical or mental health condition.

# How would local people invest £20 million in Burnley?

Of the three investment themes covered in the Long Term Plan for Towns funding, Transport and connectivity appears to be less of a priority to local people.

## 'How would you split the £20 million across these three areas?'

Respondents used percentages - data in charts is based on an average of the percentages for each theme

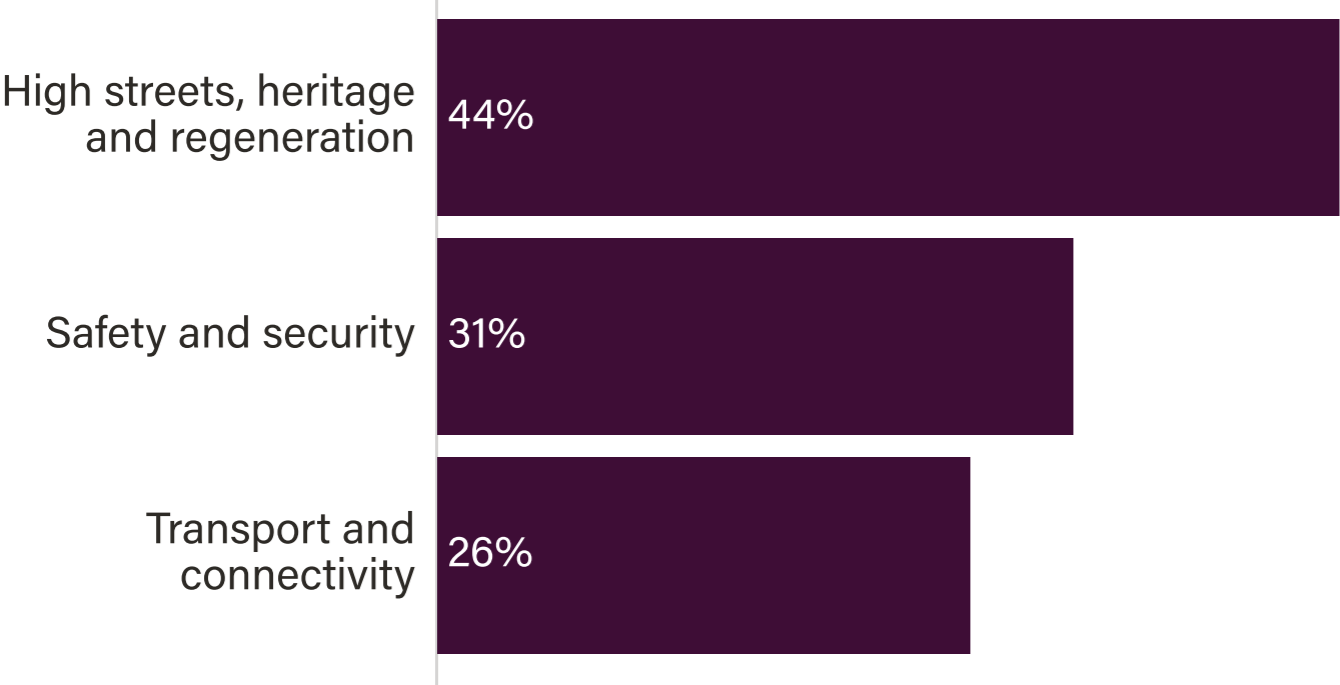


# When asked to pick one priority, high streets is most important

At the pop-up events, people were asked to select one of the three investment themes as the biggest priority for Burnley using ping-pong balls.

In the survey when respondents could assign a proportion of the £20 million funding to each investment theme, 'high streets, heritage and regeneration' and 'safety and security' were close. When local people could only pick one priority, high streets emerges as a bigger priority than safety.

## Percentage of people engaged at pop-up events selecting each investment theme as the biggest priority for Burnley





# High streets, heritage and regeneration

# Who would invest most in high streets, heritage and regeneration?

Recap: on average, survey respondents would invest 38% of the funding in high streets, heritage and regeneration



## People aged 35 to 44

On average, 35-44 year-olds would invest 40% of the funding in high streets, heritage and regeneration, higher than any other age group.



## People who are male

On average, male respondents would invest 40% of the funding in high streets, heritage and regeneration, compared to 37% for females.



## Local businesses

On average, local businesses would invest 41% of the funding in high streets, heritage and regeneration.



## People who visit Burnley

On average, people who visit the town would invest 47% of the funding in high streets, heritage and regeneration, compared to 38% for people who live in Burnley.

# Just 3 in 10 people rate the town centre and market as good



## Residents are less likely than visitors to rate the town centre and market as good

Overall, 30% of survey respondents rate the town centre and market as good. This drops to 27% for residents, but rises to 48% for visitors.



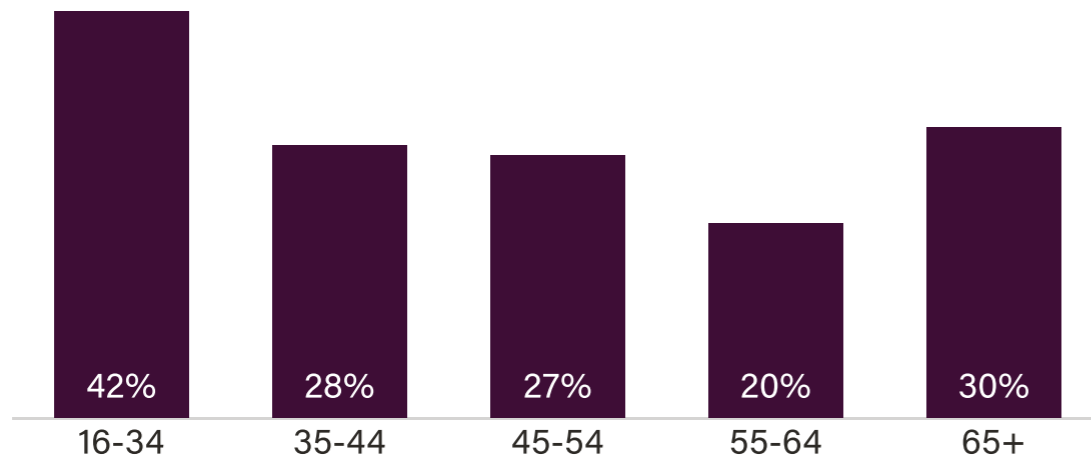
## People who live in Burnley are also less likely to feel the town is a good place to visit

44% of residents gave Burnley a rating between 1 and 4 (out of 10) as a place to visit, compared to 33% of people who visit the town



## Feedback on the town centre varies by age

% who rate the town centre and market as very or quite good



## People at the Indoor Market and Artisan Market engagement events wanted to see more market stalls

Comments included:

- Markets more like Bury Market
- More fruit and veg / Real market with fresh produce
- Spend money on the market
- No support for small businesses in the market

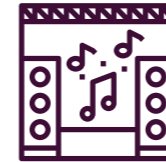
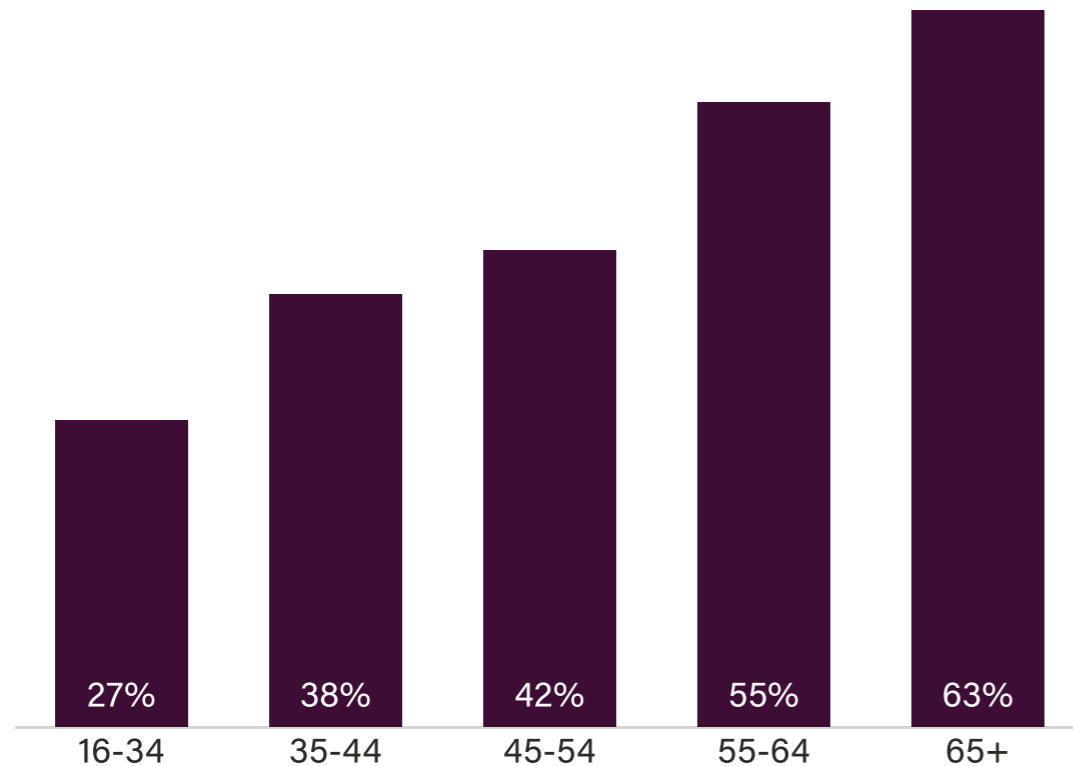


# Views on the arts and culture offer in the town differ by age



**The younger the respondent, the less happy they are with the arts and culture offer in Burnley**

% who rate arts and culture in Burnley as very or quite good



**Young people at the college and university pop-up events suggested a range of activities and entertainment they would like to see in Burnley**

This included gig venues, a more 'vibrant' music scene, more entertainment closer to campus and a wider range of recreational activities such as go-karting and 'better' ten-pin bowling



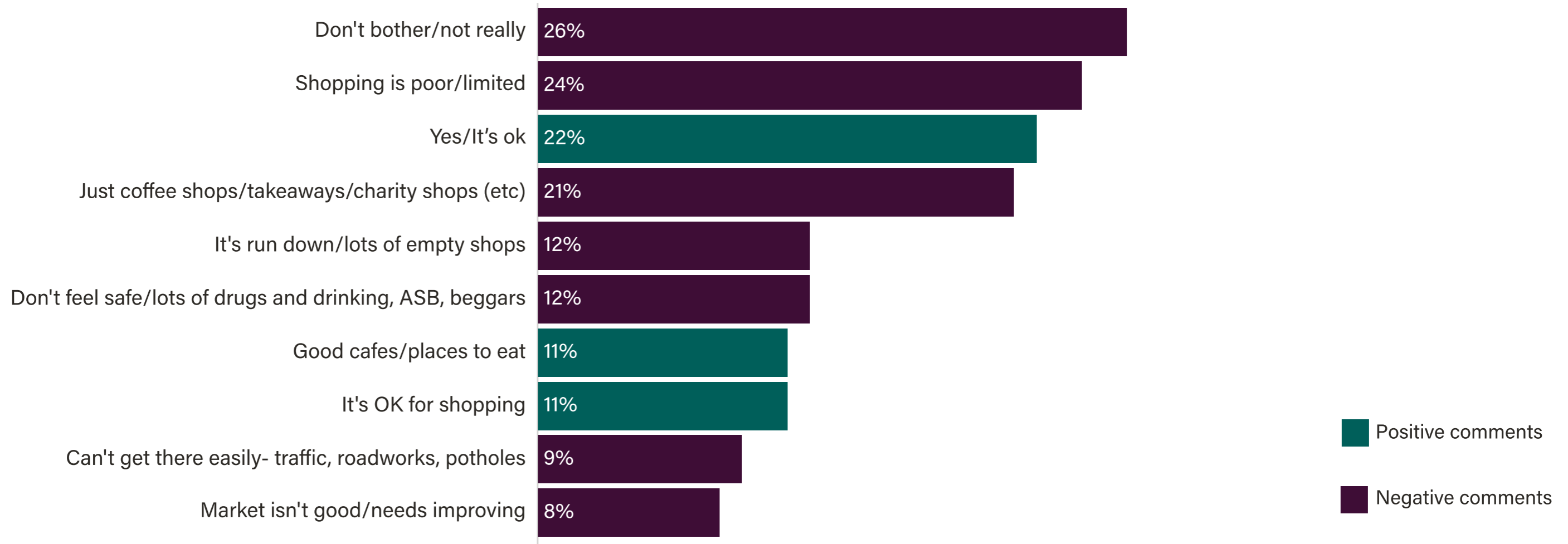
There isn't much indoor activity places at all. Wish there was an arcades at least near the college with bowling and pool tables.



More event things to do like escape rooms, teenage youth clubs, ghost walks.... Anything like that.

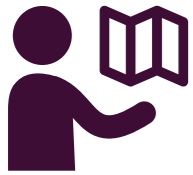
# Many do not feel Burnley town centre is worth visiting

'I'm thinking of moving to Burnley and want to know what you think. What's the town centre like? Is it worth a visit?'



Total of 784 comments. Comments have been coded into themes; one comment may be included in more than one theme. All themes with 8% or more shown.

# Views on the town centre offer differ by respondent type



## Visitors are more likely than others to feel the town centre offer is 'ok'

32% made general comments that it is ok or worth a visit, compared to 21% of those who live in Burnley.  
19% of visitors commented that Burnley is ok or good for shopping, compared to 10% of residents.



## But there are mixed views when we look at the analysis by key demographics

- Young people and those in ethnic minority groups were more likely than others to comment that there is not much to see/do in the town centre (19% vs 7% of all respondents)
- Those aged 35-44 were more likely than others to comment on there being too many coffee shops, charity shops, 'cheap shops' or takeaways (31% vs 21% of all respondents)
- Females were more likely to comment that shopping is poor apart from a couple of big names (29% vs 16% males)
- Those with a long-term physical or mental health condition are more likely to comment that they don't feel safe in the TC (19% vs 10% with no long-term condition). They are also more likely to say market needs improving (13% vs 7%).

# The town centre shopping offer is seen as poor quality



## A handful of big names, but not much else for shoppers and the market needs improving

The shopping offer is often described as poor, although people appreciate the small number of high street shops. Some mention there are not enough independent shops. Many would like to see the market improved; the monthly artisan market is well-liked and most say the food hall in the market is good but that the rest of the market is poor.



## Too many coffee shops, charity shops, discount shops, takeaways, vape shops or bookies...

Whilst some mention that there is a good café culture, many feel there are too many coffee shops at the expense of a wider, better quality offer. There is a perception that other than coffee shops and a couple of big names, the rest of the offer is 'low quality' (i.e. discount shops, charity shops, takeaways, vape shops, bookies etc).



OK for Primark, Next, M&S. No other good shops. Too many pound shops.



It's definitely worth a visit but I wouldn't bother with the market as it's just become a food court [and] not a good one.



Fine if you want charity shops, chain coffee shops and pound shops...plenty of betting shops and troubled youths too.

# But it appears to be about more than just shopping offer



## 53% rate Burnley as dirty

Rising to 56% if they live in Burnley, 58% if they are aged 16-34 and 63% if they are in an ethnic minority group



## 44% rate Burnley as unattractive

Rising to 50% if they are aged 65+, 51% if they volunteer in Burnley and 49% if they are in an ethnic minority group



## 39% rate Burnley as unsafe

Rising to 42% if they live in the most deprived areas of Burnley, 46% if they are aged 16-34 and 42% if they are female



## It is clear these issues impact on how people rate Burnley as a place to live

Of those who rate Burnley poor as a place to live (a score of 1-4 out of 10), 79% feel it is dirty, 75% feel it is unattractive and 67% feel it is unsafe



## In parts, it feels run-down, scruffy and unsafe

People commented on the number of empty shops and that outside of the very centre, it is dirty and scruffy. It is also described as an unsafe or intimidating place to visit with lots of homeless people, people begging, people with drugs and alcohol issues and general anti-social behaviour.



Town centre okay but reflects a town with high levels of poverty. Behaviour of some people is a bit threatening at times. I only go in when absolutely necessary.



There is a lot of deprivation in the town centre. You will regularly see people who are homeless on the streets asking for money. There are some nice bars, restaurants, and cafes.

# And it can be difficult to access at the moment



## Roadworks mean it is a nightmare to get to

Access into the town centre is seen as being difficult due to poor road layouts and long-standing roadworks.



## Parking can also be an issue

People comment that there is insufficient parking in general, that the free 40 minutes parking is not long enough and that paid parking is expensive.

It's a dump, nothing there and shops shutting all the time. Half of the population can't even get into the town centre without a 20 minute detour thanks to the lack of planning and stupid idea of turning the roundabout at turf moor into traffic lights.

The town centre at the moment is nice however getting to it is hard as there are so many road closures/works taking place it's hard to actually get in and out of Burnley currently.

Roads are terrible. Parking is ok, but if you don't want to pay you need to go & move your car every couple of hours!

Nowhere to park. Full of road works. No shops.

# However, there are some positives...



## Town centre has been improving

Some recognise that investment has been made into the town centre and that it is improving.



## The central area is compact, pedestrianised and clean

People like that the town centre is compact and easy to walk around, and whilst some feel it is dirty and untidy, others mentioned that the central shopping area is clean.



## Pioneer Place is generally well liked

Most comments about Pioneer Place are positive, with the cinema, Nando's and Icaro Lounge particularly well-liked.



## Views are mixed on the evening and night-time offer

Whilst some feel there are good restaurants, pubs and bars, others commented that the evening/night-time offer is poor and that it can feel particularly unsafe at night.



Charter Walk plus St James' St look lots better - there's clearly been investment in making shop fronts look tidier and cleaner. Pioneer Place is a draw. However, too much of the town centre is low quality retail, with few big names.



It's good that the centre is quite compact so everything's close, but outside of the main centre and markets it's quite hard to get around especially on foot.



A few nice bars and places to eat are popping up but not many. The bars can be fairly quiet which surprises me as it used to be and still has the potential to have a really good nightlife but it lacks a bit of imagination at the minute.

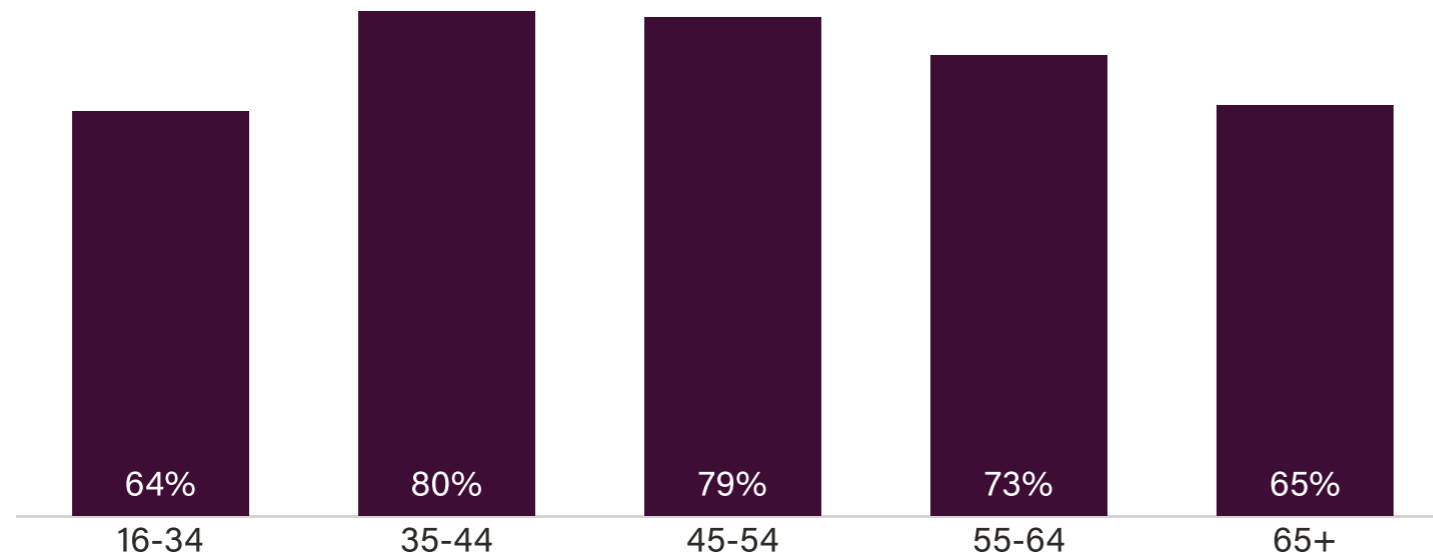
# People are positive about Burnley's heritage and character



72% of survey respondents rate Burnley's heritage and character as very or quite good



The youngest and oldest respondents were less likely to rate this good



**'Historic', 'traditional' and 'heritage'** were words commonly used to describe Burnley spontaneously

This group of words was in the top ten groups when residents were asked to describe Burnley in three words. Looking at positive descriptions, only friendliness, countryside and the potential of the town were used more.



# The importance of preserving Burnley's heritage and historical architecture was raised spontaneously in comments



Preserving the heritage, character and historical architecture of Burnley is clearly important for a significant group



1 in 10 mention heritage, architecture or traditional character as the one thing they would want to remain the same in Burnley

"What one thing do you hope has remained the same in Burnley?"

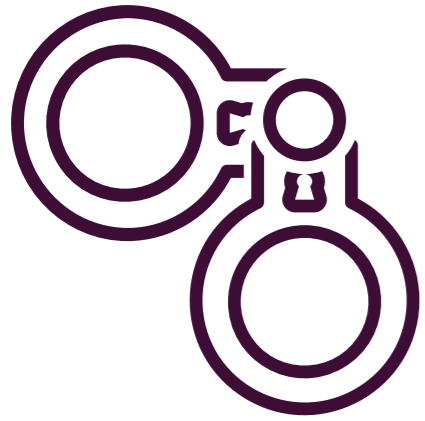
Its connection to its heritage - I would like to see heritage buildings, canal environment etc improved, celebrated and safeguarded.

The town's character - we have so many gorgeous old buildings and I hope to see even more of those put to good use.



**Buildings of historical significance were often chosen as their 'happy place'**

Example survey comments



## **Safety and security**

# Who would invest most in safety and security?

Recap: on average, survey respondents would invest 37% of the funding in safety and security and 39% rate Burnley as unsafe.



## People who are female

On average, female respondents would invest 39% of the funding in safety and security, compared to 34% for males.



## Older people aged 65+

On average, those aged 65+ would invest 39% of the funding in safety and security, compared to 36% for 16-44 year-olds.

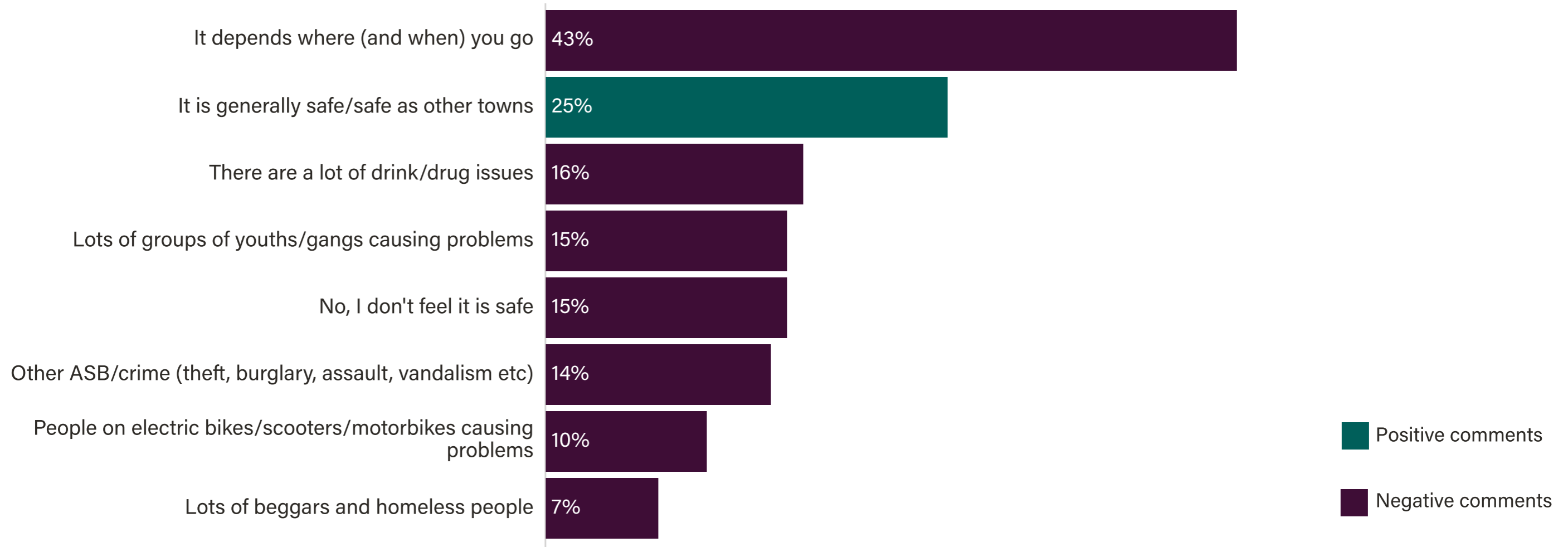


## Residents living in the most deprived areas

On average, residents living in the most deprived parts of Burnley would invest 39% of the funding in safety and security, compared to 32% in the least deprived areas.

# Feeling safe largely depends on where you go and at what time

'Does the area feel safe? Anything I should be worried about?'



Total of 773 comments. Comments have been coded into themes; one comment may be included in more than one theme. All themes with 7% or more shown.

# Views on safety in Burnley differ by respondent type



## Feeling safe in the town

- Visitors were more likely to comment that they generally feel safe in Burnley or it as safe as any other similar town (39% vs 24% of residents). Visitors were less likely to pick up on drink/drug issues (7% vs 17% of residents).
- Respondents in ethnic minority groups were also more likely to comment that they feel safe in Burnley (41% vs 23% white ethnicity). White respondents were more likely to comment that it depends where it is / what time it is (45% vs 24% ethnic minority group).
- One in five (20%) respondents with a long-term physical or mental health condition commented that they generally don't feel safe in Burnley (compared to 12% of respondents with no long-term condition).



## Anti-social behaviour

- Drink/drug issues and youths/gangs were more likely to be raised by residents who live in the most deprived areas of the town (21% and 20% respectively vs 8% of those in the least deprived areas).
- 16-34 year olds were more likely than other age groups to comment on anti-social behaviour including theft, assault and vandalism (23% vs 7% of those aged 65+).
- Female respondents were also more likely to highlight these anti-social behaviour issues (18% vs 9% of males), as well as beggars/homeless people in the town (10% vs 3% of males).

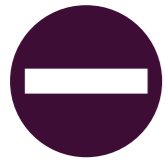


Burnley town centre is very unsafe and unpredictable, from homeless people at every corner to big groups of adolescents who throw things at you, scream at you, chase you and are physically violent and threatening. (Female, 16-24).



The area doesn't feel safe. There are young people who walk down the middle of roads, shouting hatred and harassing people, as well as a high crime rate in general. (Male, 16-24).

# People would not recommend going to certain areas of Burnley, particularly the town centre and particularly after dark



## Some areas are considered 'no go' areas

Most either say to avoid 'certain areas' or specifically say that the town centre and central Burnley areas are not safe. Particular 'no go' areas mentioned as being unsafe include Duke Bar/Colne Road/Daneshouse area, Stonleyholme, Burnleywood and Stoops estate.



Town centre and some parts of Burnley wood and up to Daneshouse/Duke Bar areas of town feel rather unsafe and would avoid.



## Most feel the town centre is safe during the day, but would not recommend visiting after dark

Almost 2 in 5 (38%) of the 'it depends when/where you go' comments specifically mention not feeling safe after dark. Some comment that there needs to be a bigger police presence and that security/police do not always 'do anything' about anti-social behaviour.



I wouldn't dare walk through the town centre (and other areas) on my own at certain times of the day.



## Females are more likely to say they do not feel safe walking alone in some areas

54 comments mention not feeling safe being out in Burnley on their own, particularly after dark; 83% of these comments were made by female respondents.



Safe during the day, but watch yourself after dark in certain neighbourhoods.



Some areas I wouldn't walk around alone as a female.

# Some find the behaviour of certain groups of people who congregate in the town centre intimidating



## People under the influence of drugs and/or alcohol

Many mention that people who seem to be under the influence of drugs and alcohol congregate in certain areas of the town centre, making them feel unsafe.



## Groups of young people, particularly from early evening onwards

Young people often gather in the town centre and can be abusive and threatening. Many recognise that this is because there is nothing else for them to do.



## Homeless people and people begging

Many mention the large numbers of homeless people and people begging, often 'aggressively'.



Some areas feel safe, others do not. There are lots of foul mouthed drunken/drugged people in the town centre swearing at passers by including children.



Lots of beggars on the streets. Lots of groups of people drinking in the town centre with dogs while begging. Can be intimidating and put you off. Teenagers can be very anti social in the evening - outside mcdonalds. Again puts you off visiting a restaurant or pub in the evening.

# Dangerous driving and young people on bikes, electric bikes and scooters make both some streets and pavements unsafe



## Many mention youths on pushbikes, electric bikes and e-scooters are making walking and driving unsafe

People feel there has been a big increase in the number of electric bikes and scooters being driven dangerously on both pavements and roads.



## Other instances of dangerous driving, particularly speeding cars, also mentioned

Some mentioned that there are a lot of speeding cars and other dangerous driving, and that there has been an increase in road traffic incidents/deaths.



It was safer until the e-scooters became popular, they ride past quickly and can knock into you with no regard whatsoever.



Too much dangerous driving happening. Can't let kids play out on street due to people driving motorbikes through ginnels at high speeds



There is a massive concern in some areas of Burnley with crime. Namely cars being driven at high speed through built up areas, teenagers on bikes motorised and other and drug running.





# **Transport and connectivity**

# Transport and connectivity is seen as less of a priority compared to high streets and safety



**On average, survey respondents would invest 25% of the funding in transport and connectivity**

The same proportion of people indicated that they would prioritise investment in transport and connectivity at the pop-up events across the town



**Those in the least deprived areas of the borough would invest slightly more in transport and connectivity**

On average, those in the least deprived areas of the borough would invest 27% of the funding in transport and connectivity, compared to an average of 25% for all respondents.

# Three in five people rate public transport in Burnley as good

**60%**

Of survey respondents  
rate public transport  
as very or quite good

Rising to...



**68%**

Visitors to Burnley  
rating public transport  
as very or quite good



**BUT...**



**Only half (50%) of people with a long-term physical or mental health condition rated public transport as good**

Compared to 63% of respondents with no long-term condition

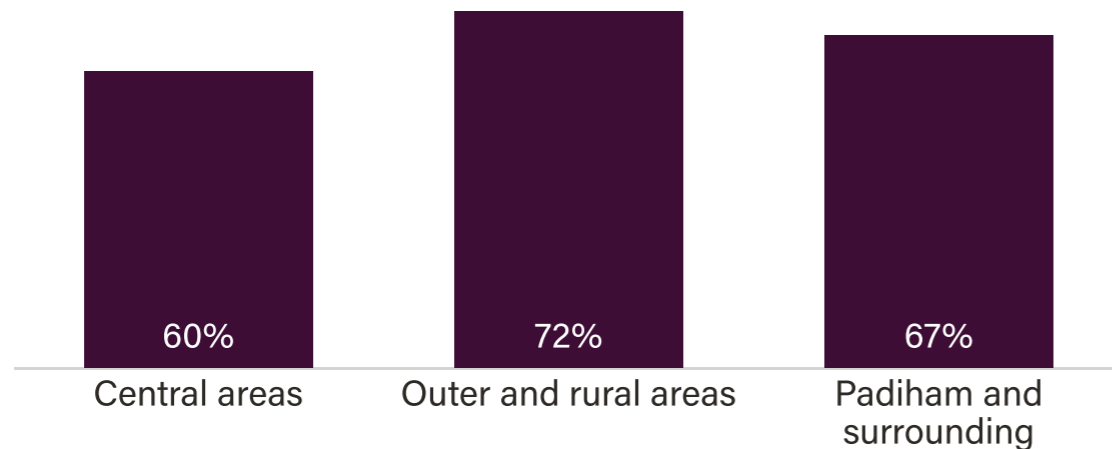
# Walking and cycling routes in Burnley are rated higher if people live on the outskirts of the borough

Overall, 65% of survey respondents rated walking and cycling routes in Burnley as very or quite good



**Seven in ten residents living in Outer and Rural parts of the borough rate walking and cycling routes as good**

% who rate walking and cycling routes as very or quite good by the area of Burnley they live in

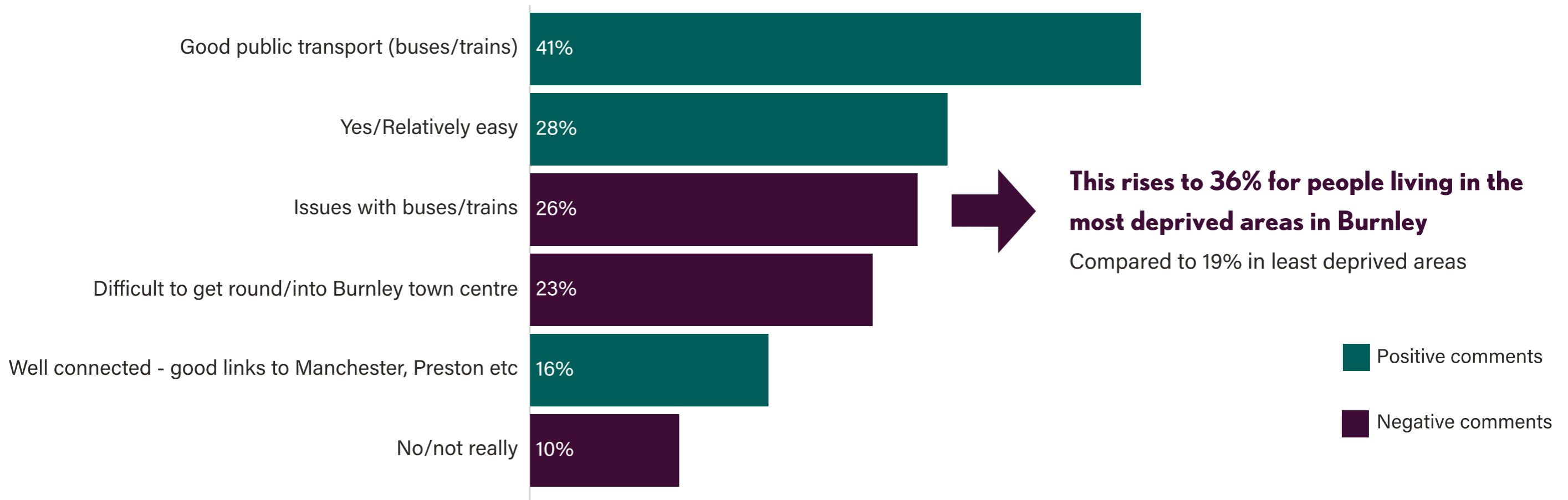


**Those with a long-term physical or mental health condition were less likely to rate Burnley's walking and cycling routes as good**

55% rate them as very or quite good, compared to 68% of respondents with no long-term condition

# Public transport is generally considered to be good and Burnley is well connected to nearby towns

'Is it easy to get around Burnley? Are there good transport links?'



Total of 779 comments. Comments have been coded into themes; one comment may be included in more than one theme. All themes with 10% or more shown.

# However some mention issues with reliability and rural areas are less well connected



## Buses are regular and cheap, but can be busy and unreliable and some rural areas are not well served

The £2 bus fare is well liked. Some report that bus services have been cut and have become busy and are generally unreliable and dirty. Some rural areas are not well served by buses.



## Train links to other towns/cities are good

People appreciate the direct trains and buses to Manchester, although trains are considered expensive and have been unreliable of late.



## Burnley Central train station is in need of improvement and train stations are not linked by buses

Train stations are a fairly long walk from the bus station with no bus linking the bus or train stations together; Burnley Central station is described as 'horrible' and 'a disgrace'.



Yeah public transport is decent. It was great when they brought in the £2 tickets.



Buses are unreliable. the new app that they use is unusable. You can get in and out fairly okay but getting around Burnley itself is awful. Buses are either late or cancelled, and often just don't show up.



The main train station is quite an uphill walk from the bus station, they don't seem to connect. Would be great if there was a shuttle bus.

# Current roadworks and congestion is making driving into and around Burnley difficult



## Burnley is well connected to other towns and cities by road

Burnley is considered to be well connected by road to motorways, which makes commuting to nearby towns and cities easy (although roads are often very congested).



## However, getting into and around town is clearly an issue at the moment

Roadworks, particularly the Town to Turf project, are causing Burnley to be at a standstill and many mention how difficult it is to get into or around town is at the moment.



There are transport links that allow you to get around town, even further afield such as Manchester. There are trains that allow you to venture between Manchester as well as Yorkshire even, a good place for commuting with access to motorways. The issue we have at the minute is roadworks. Everywhere you turn you are stuck in traffic, it's ridiculous. Allow plenty of time wherever you go. And if there isn't roadworks you have to dodge the potholes. Getting around town either with public or private transport at present is pathetic!



Roadworks near Turf Moor unnecessary and taking far too long to complete causing utter chaos. Burnley College access for pupils badly planned causing gridlock when buses block road etc. and pedestrian crossing on a hill! No parking for students!



**Spotlight on...**



# Local businesses



## Businesses are more positive than others about a number of things in Burnley and to feel the town is 'on the up'

- 67% feel Burnley is a friendly town (57% for residents)
- 43% feel Burnley is 'on the up' (30% for residents)
- 44% rate job opportunities in the town as good (26% for residents)
- 37% rate Burnley as 7+ out of 10 as a place to visit (24% for residents)



## The town centre is a priority for local businesses

On average they want to see more investment in high street, heritage and regeneration compared to others



## And safety as an issue that comes through as strongly, if not more, than it does for individuals

- 40% of local businesses rate Burnley as unsafe, similar to individual respondents (39%)
- Local businesses were more likely to comment on safety issues than individuals (28% vs 21%)

"The antisocial behaviour of drunks and teenagers in the town centre is making people feel insecure and not wanting to come"

"The gangs of teenagers causing problems ASB, criminal damage"

"Improved police presence in the town centre and less anti social behaviour"



## What ideas do local businesses have?

- Things for young people to do, particularly aimed at reducing anti-social behaviour, e.g. local community spaces for teenagers
- Tackling crime and safety issues, e.g. increased police presence
- Making the town cleaner and reduce litter
- Supporting local businesses to 'thrive and grow'
- Attracting new businesses to the town centre and address empty retail spaces
- Specific town centre regeneration suggestions, e.g. Keirby, Charter Walk
- Other improvements to the town centre offer, e.g. Burnley Market Hall, more market-style events

# Other organisations, charities, community groups and partners

Other 'stakeholder' respondents had a range of ideas for Burnley's long term plan



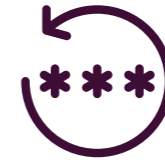
## Community

- Neighbourhood-based community grants to tackle local issues
- Community support for wider 'life skills', e.g. finding a job, healthy eating, budgeting
- Events that bring the community together
- Recognising the role of grassroots sport in the community, e.g. clubs, facilities
- More support and funding to non-profit groups in the area



## Safety

- Supporting community organisations and youth groups to reduce anti-social behaviour
- More police officers "patrolling on foot in and around the town centre"
- General focus on crime prevention initiatives in the town centre to bring more people in
- Tackling other safety issues such as flooding and accessibility for wheelchairs, elderly and prams



## Regeneration and infrastructure

- Grants for businesses to purchase equipment and improve premises
- Gannow Curve - a new railway curve to link Burnley Central Station to Manchester Road Station
- Improving 'first impressions' of the town, e.g. Boot Way as a key link between the bus station and the town centre

# Young people

People of all ages rate Burnley lower as a place to live for teenagers and young adults.

What does the feedback from 16 to 34 year olds tell us?



## Job opportunities and prospects are low

19% of 16-34 year olds rate this as good in Burnley, even lower than 28% of all respondents



## They are more likely to feel Burnley is dirty and unsafe

46% of 16-34 year olds feel Burnley is unsafe, compared to 39% of all respondents. And they were more likely to comment on anti-social behaviour issues in the town, such as theft, assault and vandalism.



## Whilst more positive about the town centre than others, there isn't much to see or do

42% of 16-34 year olds rate the town centre and market as good, higher than 27% of all residents. But the arts and culture offer does not appear to work for them (27% rate it good compared to 63% of those aged 65+). And younger respondents were more likely to comment that there isn't much to see or do in Burnley.



## Other respondents often commented on anti-social behaviour and a lack of things for young people to do

Things for 'youths' to do and related anti-social behaviour were often raised in comments on safety and the town centre. A range of ideas from local businesses and organisations suggest the need for more things for teenagers to do in Burnley.



[What would you like to see change?]: Youth clubs, jobs for the young, sports clubs. You want to see less kids on the street causing trouble - give them somewhere to go, something to do .

~ Example survey comment

# Females



## **Safety appears to be a big concern for females in Burnley and they would invest more of the money in this**

- 42% of female respondents feel Burnley is unsafe, significantly higher than 31% of males
- This rises to 51% of 16-34 year old females feeling Burnley is unsafe
- Females were twice as likely to comment on anti-social behaviour issues such as theft, assault and vandalism (18% commented on this compared to 9% of males), and it was even higher (27%) for 16-34 year old females
- Female respondents were also more likely to comment on beggars/homeless people in the town (10% v 3% male)
- Unsurprisingly, female respondents would invest more of the funding in safety - on average, 39% of the investment compared to 34% for males



## **Are females looking for a better shopping offer in the town centre?**

Female respondents gave the town centre and market a similar rating to males: 28% rate it good compared to 30% of male respondents. But females were much more likely to comment that shopping, apart from a couple of big names, is poor in the town. 29% of females made a comment around this compared to 16% of males.

# People from an ethnic minority group



## More likely to feel Burnley is dirty

63% of people in ethnic minority groups rated Burnley as dirty, compared to 53% of respondents of white ethnicity. They were also more likely to rate Burnley as unattractive (49% compared to 44% of white respondents).



## Feel there is not much to do in the town centre

Respondents from an ethnic minority group were more likely to comment that there is not much to do in the town centre - 19% of all comments about the town centre, compared to 6% from respondents of white ethnicity.



## Ideas raised at the Community Ifthar event included...

- Better travel connections to Leeds and Yorkshire across the bus, train and road network
- More growth and support for local businesses, e.g. becoming a 'technology town'
- More social opportunities for the town centre to make it a busier and safer place

# People with a long-term physical or mental health condition



## Just one in four feel Burnley is a good place to live for people with disabilities

26% of people with a limiting long-term condition rate Burnley as a good place for people with disabilities.



## Nearly half feel Burnley is unsafe

48% of people with a limiting long-term condition rate Burnley as unsafe, compared to 35% of people with no limiting long-term conditions.



## They are more likely than others to feel the market needs improving

Whilst a similar proportion of those with and without a limiting long-term condition rate the town centre and market as good, those with a limiting condition were more likely to make comments about the need to improve the indoor market (13% compared to 7% of those with no limiting condition).



## They are less likely to rate public transport and walking routes as good

- Only half of respondents with a limiting long-term condition rate public transport in Burnley as good, compared to 63% of those with no limiting condition.
- And only 55% rate walking and cycling routes as good, compared to 68% of those with no limiting condition.



Burnley Market not good, lots of food stalls. I don't go as I don't like the escalator or steps and the lift is [often] full.

~ Example survey comment



**ps** research



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