

Eyres Monsell Exchange Consultation Survey 2008

Maintain or Redevelop the Exchange Totals

	Actual	Percent
No reply	18	10%
Maintain the Exchange	40	23%
Redevelop the Exchange	118	67%
TOTAL	176	100%

Maintain or Redevelop the Exchange by Gender

	No Reply		Female		Male	
	Actual	Percent	Actual	Percent	Actual	Percent
No reply	4	2%	12	7%	2	1%
Maintain the Exchange	6	3%	24	14%	10	6%
Redevelop the Exchange	22	14%	78	44%	18	10%
TOTAL	32	19%	114	64%	30	17%

Maintain or Redevelop the Exchange by Where People Live

	Live in Eyres Monsell		Live outside Eyres Monsell	
	Number	Percent	Number	Percent
No reply	17	10%	0	0%
Maintain the Exchange	39	22%	1	1%
Redevelop the Exchange	114	64%	5	3%
TOTAL	170	96%	6	4%

Maintain or Redevelop the Exchange by Frequency of Visit

	No Reply		Daily		2/3 Times Per Week		Once a Week		Occasionally	
	Actual	%	Actual	%	Actual	%	Actual	%	Actual	%
No Reply	2	1%	6	3%	5	3%	3	2%	2	1%
Maintain the Exchange	0	0%	19	11%	18	10%	2	1%	2	1%
Redevelop the Exchange	2	1%	56	32%	40	23%	5	3%	15	9%
TOTAL	4	2%	81	46%	63	36%	10	6%	19	10%

Maintain or Redevelop the Exchange by Age

	No Reply		Under 25		25 – 44		45 – 64		65 +	
	Actual	%	Actual	%	Actual	%	Actual	%	Actual	%
No Reply	8	4%	0	0%	3	2%	3	2%	8	4%
Maintain the Exchange	6	3%	0	0%	3	2%	11	7%	19	11%
Redevelop the Exchange	18	9%	17	9%	28	16%	19	11%	33	19%
TOTAL	32	16%	17	9%	34	20%	33	21%	60	34%

How People Rated the Exchange on a Variety of Issues

	Range of shops		Quality of shops		Bus connections		Car parking		General atmosphere	
	Actual	%	Actual	%	Actual	%	Actual	%	Actual	%
Very Good	2	1.1%	1	0.5%	41	23.3%	6	3.4%	7	4.0%
Good	15	8.5%	18	10.1%	70	39.8%	20	11.4%	26	14.7%
Average	54	30.7%	68	39.0%	31	17.6%	44	25.0%	40	22.7%
Poor	54	30.7%	51	29.0%	12	6.8%	42	23.9%	45	25.6%
Very Poor	47	26.7%	32	18.1%	9	5.1%	34	19.3%	51	29.0%
Don't Know	1	0.6%	1	0.6%	6	3.4%	13	7.4%	1	0.6%
No Reply	3	1.7%	5	2.7%	7	4.0%	17	9.6%	6	3.4%
TOTAL	176	100.0%	176	100.0%	176	100.0%	176	100.0%	176	100.0%

	Flats above the shops		Safety during the day		Safety in the evening		Neighbourhood housing office		A place to meet friends	
	Actual	%	Actual	%	Actual	%	Actual	%	Actual	%
Very Good	0	0%	1	0.6%	0	0%	14	8.0%	7	4.0%
Good	4	2.3%	26	14.8%	2	1.1%	46	26.1%	24	13.6%
Average	32	18.2%	69	39.2%	17	9.7%	59	33.5%	33	18.8%
Poor	32	18.2%	37	21.0%	48	27.3%	12	6.8%	29	16.5%
Very Poor	55	31.3%	17	9.7%	76	43.2%	10	5.7%	44	25.0%
Don't Know	34	19.3%	6	3.4%	15	8.5%	14	8.0%	21	11.9%
No Reply	19	10.7%	20	11.3%	18	10.2%	21	11.9%	18	10.2%
TOTAL	176	100.0%	176	100.0%	176	100.0%	176	100.0%	176	100.0%

What do you like about the Exchange at the moment?

- Memories of growing up.
- It is convenient for the post office and small shopping.
- Not a lot.
- Spacious.
- It's handy to come to but could be better.
- Acceptable but could be much better.

- Not a lot.
- The range of shops are fairly good.
- Nothing at all.
- The cash points.
- Local shops and bus routes.
- The convenience of it.
- None.
- Nothing!
- Nothing.
- Nothing.
- Post Office is open quite late.
- Only the Post Office.
- Nothing.
- Nothing.
- Nothing.
- In the day it's a friendly place, at night it isn't.
- Requires better seating with shelter.
- The ATM bank machines.
- The shops are there.
- Nice area.
- Nothing.
- Its not very welcoming and in bad condition.
- Nothing.
- It is a large space, which could have something for everyone.
- Easy to fetch small items from shops and for the elderly.
- Nothing.
- Nothing.
- Nothing.
- Post Office, Co-op, and local store.
- There is nothing to like about the exchange.
- Nothing.
- It is ok at the moment.
- Not an awful lot.
- Nothing.
- Post Office, Newsagents, Off Licence.
- Either modernise or take it down and rebuild the shops in a better location.
- The exchange needs a clean up, the CCTV needs to work, we need stronger control over unruly youths, more trees planted and CCTV to protect them.
- Its a meeting area.
- I don't think much of it at the moment because of all the trouble.
- Nothing.
- It's convenient but poor.
- We only use the shops as we live above them.
- Near home.
- You see friends and people you grew up with, people you have not seen, only briefly and a good chinwag.
- Not a lot.
- Not much at the moment, too many gangs of youths.
- Very poor and untidy in general, but nevertheless a good meeting place.
- Very good.
- Nothing.
- It is convenient for paying bills, shopping, and Post Office facilities. Most of the people who work at the Exchange are pleasant.
- Nothing. It is a disgrace and should be knocked down.
- It is convenient.
- The post office, the co-op, and bus stops.
- Shops, Post Office, and Housing Office.
- Useable.
- Not a lot.
- Shops, Post Office.
- Convenience of shops.
- Not much.
- Nothing.
- Seating.
- Local shops and Post Office.

- Meeting people.
- Convenience to shop very near home.
- Nothing.
- Lacks variety.
- Living so close to the shops.
- Not a lot.
- It's convenient.
- It is convenient for paying rent, tax, and cold.
- Near to Post Office, Co-op and Chemist.
- Nothing.
- It's the only local shopping area.
- Nothing.
- Not much to like about it. Better years ago, a lot more shops.
- It all needs a makeover and should be a place of beauty not disaster with a play area for children.
- The convenience for me.
- It's a good place to meet people and shop.
- Nothing.
- Handy for shops and Post Office.
- Range of service.
- Nothing.
- It's convenient.
- Nothing.
- Shops that are close to home.
- Nothing.
- Nothing.
- Nothing.
- It has all the shops I need.
- Range of shops.
- Not much to like at present.
- Post Office and Housing Office.
- Not a lot.
- Availability.
- Local shops, especially for the elderly.
- Nothing.
- Nothing.
- Nothing.
- The tenants.
- Nothing.
- Nothing.
- I use the ATMs.
- The pharmacy shop.
- Convenience of shops, chemist, post office, chip shop, good bus service.
- Convenience of shops, including post office and chip shop, these would be sorely missed. Bus service is very good.
- Handy for shopping.
- Nothing.
- Variety of shops.
- Nothing to encourage me to shop there.
- Limited shopping facilities.
- Nothing.
- Nothing.
- Nothing at all.
- Nothing.
- Nothing
- Nothing
- The range of shops.
- It is satisfactory.
- The range of shops available.
- Parking for cars.
- Essential shops and services are local.
- Nearest place for general shopping.
- Very convenient for local people.
- Handy and within walking distance.
- Nothing, only that Post Office is handy.
- Could do with tidying up, such as painting and gardening. Handy local shops, pleasant atmosphere.

- During the day it is a place where people meet and living there makes it easier to go to the Doctors and catch buses.
- The shopkeepers friendly attitude.
- Nothing.
- It's ok.
- Convenient shops.
- Not very good.
- Good range of shops.
- Not a lot.
- General environment.
- Nothing.
- Not a lot.
- It's near home.
- Pleasant staff.

What do you dislike about the exchange at the moment?

- It's scruffy, eg, walls not built properly after being knocked down.
- Not as well kept as it might be, and some flowering shrubs would help.
- Not much.
- Not enough variety of shops.
- The gangs of kids.
- Shop frontages. When I first arrived the shops and shopping were perfect.
- The flats and the shops and the safety around the area.
- The whole area including the empty pub is so degrading to the rest of the area.
- It brings the whole area down.
- It looks old and tatty.
- The appearance, the youths, the security, quality of houses, size of houses, and vandalism.
- Kids hanging around, drinking, graffiti and noise.
- Not enough shops or cafes, and too many teenagers around.
- Lack of choice of shops, and appearance.
- Dirty.
- Not enough variety of shops, and not safe enough.
- Shops are open but still have shutters down.
- General scruffy appearance.
- The general layout of the area. Not inviting to the general public.
- Vandalism.
- Everything.
- Mostly Appearance.
- The fact that the cameras don't seem to stop the trouble.
- Requires better seating with better shelter.
- The way it is set out, graffiti where people doss around the shops.
- All the young kids that cause trouble at night and day because there's nothing for them to do.
- No parking, gangs that hang about.
- Everything.
- Everything.
- It's depressing and run down.
- Very untidy (mess).
- Everything.
- Everything.
- As knowing the exchange for 50 years it has deteriorated somewhat, sign of the times.
- Very windy area due I suppose to where building are situated. Very scruffy and unkept. Area in and surrounding area complete mess.
- It looks an eyesore and the shops are not very good.
- It's a mess.
- No.
- Its messy, its dirty, and its unsafe for people.
- General appearance, lack of good shops, groups of youths / threatening behaviour, anti - social behaviour.
- Really grotty. Ashamed to have to shop there. It makes the whole estate look deprived.
- Scruffy appearance, not enough variety of shops.
- Needs a clean up, more police present at night and in schools holidays. Clamp down on bikers. Fine those breaking the rules. Most people I've spoken to say clean it up and get rid of the jobs.

- The traffic and the litter are an eye sore. Even with a Police presence no one seems to have been punished or made an example of.
- It is always a mess with lots of rubbish and trouble.
- Its run down and an eye sore. There's really only one shop perhaps two worth visiting.
- The general appearance.
- Half the shops are shut.
- The exchange no better or worse than anywhere else in Leicester.
- The houses are too small and the range of shops is rubbish. The condition of the area is appalling.
- Dirty and unkept, needs revamping.
- Not much, the shops that are open are dilapidated, not inviting and generally in decay.
- Looks messy and gangs hanging about
- Youths hanging around the entrances to the flats / maisonettes, wine shop, asking people to buy drink and cigs constantly.
- Range of shops, general appearance, graffiti and vandalism.
- Gangs always hanging about. I am frightened to go to the shops, as I am a young mother.
- Everywhere you go is an eyesore. If it is left in its present state it will get worse.
- Nil.
- Dull and green, no colour, nowhere to sit under cover when raining. If young mothers wish to sit and chat there's nothing for the under fives of interest to play.
- Young boys running around the flat roof.
- Litter, graffiti, and a few children who think it is alright to make a nuisance of themselves.
- No allocated parking for residents above the shops. Houses above shops have extremely thin walls and children hang around making pests of themselves. Criminal damage to buildings and cars.
- Everything. It is an eyesore, the graffiti is terrible, shops are crap, and flats are disgusting.
- The appearance, it is in need of a revamp or pulling down.
- Very poor shops.
- General state of disrepair. Security at cash points is terrible.
- Graffiti, glass on the floor, general rubbish on the floor, and kids outside off license.
- Drabness.
- Vandals.
- Yobs.
- Very untidy.
- Shop tidiness.
- Too many youngsters hanging around.
- Run down appearance.
- People parking in disabled bays without badges and vans and cars parking on double yellow lines.
- The state of the place.
- General unkept appearance.
- Everything.
- Nowhere to shelter from rain.
- Lack of parking facilities for residents, flats above the shops are poor, litter on shop roofs, kids being nuisances.
- Graffiti on walls, litter, crowds of kids at off license.
- Not enough variety of shops.
- Its so scruffy and youths hanging around.
- Too many gangs at night, the rubbish, and dismal overall appearance.
- Everything.
- Upkeep, look, not very clean.
- Everything.
- Very bare, looks rundown, not safe.
- Its very poor, walls are falling apart, broken windows, feels lifeless and empty.
- Empty shops.
- Could do with a few different shops.
- No decent shops and the place is a disgrace.
- Graffiti.
- It needs a tidy up.
- Untidy at times, graffiti.
- General look.
- Run down condition, graffiti, and lack of different shops.
- Shabby appearance.
- Scruffy, graffiti, generally un kept.
- The gangs hanging around, and it always looks drab and dreary.
- The whole of it.
- Everything.
- Everything

- Vandalism and graffiti.
- The appearance. Meeting area for youths.
- The gangs of youths hanging around. The graffiti everywhere. It looks like a slum.
- Too many shops are closed.
- General appearance and graffiti.
- Safety, more variety.
- At night youths commit vandalism and make noise that makes the area run down.
- Everything.
- Everything.
- The state of the shops.
- Everything.
- It looks a mess.
- Kids hanging round, graffiti, noise, and it looks dirty.
- Unruly behaviour by children and young people and a general lack of a variety of shops, which also closes late.
- Do not feel safe at night.
- I would not feel safe going to the Exchange at night.
- Scruffy.
- Untidy.
- All the graffiti and gangs, all the shops look decrepit, and selling alcohol to underage children.
- No clothing or shoe shops.
- Nothing.
- The whole layout.
- It looks run down.
- Co-op
- Everything.
- It looks dull and dirty.
- It's dirty, not enough shops, not a friendly environment.
- The layout and condition of the area.
- Kids at night, everything closed at night.
- The layout and condition of the area.
- Youths at nighttime throwing stones at the CCTV cameras and climbing on the streetlights.
- Drab atmosphere.
- Empty units could be put to good use.
- Empty shops.
- Untidy and loads of kid hanging about.
- Everything is an appalling blot on the landscape, neglected like the rest of Eyres Monsell.
- I don't feel safe in my home in the evenings. Its not a nice place to live.
- Lack of different shops.
- Too many young people hanging around.
- The kids that hang about.
- Graffiti and old pub is trashed.
- Vandalism and yobs hanging around.
- Not very clean.
- Graffiti on walls, youths hanging about.
- Need to provide places for youths to go instead of hanging around the shops.
- Lack of choice.
- Atmosphere dirty.
- Untidy.
- It's scruffy.

Do you have any other comments about the Exchange at the moment?

- Needs a breakfast cafe.
- Why can't those who deface the exchange be caught and made to pay or community duties like picking up rubbish around the exchange?
- Landscape and more seats.
- Changes for the present and the future are a necessary requirement.
- It looks like the 1930's and is not safe, it is just crap. Get something done about it.
- Need bigger shops and cafes, and it needs to be safer.
- More Police patrols for safety on the estate.
- Nothing.
- The sooner the Exchange is redeveloped the better.

- Access to shops from below to those at the top are not so easily managed by people who are not so active.
- Although my home is on it, the shops are a mess.
- More parking spaces.
- Friendly atmosphere for everybody.
- I think redevelopment would be better for the community and make it a better place to live.
- It needs to cater for all ages. The children need something to do, to learn and encourage them sport and music. And positive role models.
- Would you replace the shops because you never did replace Queens Park Ferry Parade was going to be mini mart shop never happened? (Why?).
- Anything to improve the sad state its in.
- Yes pull whole lot down. Rebuild new housing for Leicester people, put shops on Shirdee Rd.
- It used to have a much wider range of shops. I think bakers, flowers, green grocery, and a gift shop would be a great asset.
- I think safety at night should be a number one issue.
- Demolish, rebuild, as proposed.
- I'm sure that with proper thought the exchange could be brought back to what it was in the 60's and 70's, clean, good shops and safe.
- The Exchange needs to be renovated not replaced. May I add it cannot stay as run down as it is at the moment but needs a face lift.
- Whatever is happening needs to happen soon. Night after night and some days we have to watch the vandals at the back of the shops. Nothing seems to stop it, needs frequent Police presence.
- Don't close shops.
- Knock it down and start again; we think this should be done sooner rather than later.
- I think the development should be done; this would make it better for all concerned.
- It would be a good thing if this were to go ahead. The Exchange is past its sell by date.
- Perhaps once a month a farmers or craft market, drop in medical advice place for minor ailments rather than the hassle of Doctors appointments.
- If it were possible give Children have a chance to input into the development, they wouldn't want to destroy what they had helped develop.
- Redevelop then build a youth club or find a centre for youth club facilities. Maintain shop facilities and provide allocated parking for residents.
- Please keep the post office open.
- More community support.
- Brighten it up.
- To have a larger variety of shops.
- Refurbish the whole of the shop fronts to make the area more attractive.
- It needs a good overhaul to bring it up to the standard that it used to be.
- If you knock the flats down and the shops are on Sturdee Road that would be very good.
- It really needs modernising and a fresh start.
- Better shops needed.
- Cannot give you an opinion. It would be a shame to see it go, but on the other hand redevelopment might make it a better and safer place.
- The Co-op is very expensive and there should be another retailer for families on the estate.
- I would like to see some decent shops.
- Any change made better for all.
- Keep it as it is but tidy it up.
- Make better and cleaner.
- It has got to look more positive less run down for tenant else where on the estate especially those above the shops.
- Build a decent shopping centre and decent housing. Demolish it, it's an eyesore.
- Make it a covered area with better shops.
- Not sure which would be the best way forward. First more needs to be done about the anti social behaviour and the way the council deal with problem families.
- If the shops were maintained in the past, the buildings would be in a much better condition today.
- Ensure any redevelopment includes a chemist, food shopping, post office and newsagent.
- Disabled people and pensioners rely on everything at the Exchange.
- Elderly and older people rely on the Exchange.
- It would be nice to be able to walk around without feeling vulnerable.
- More Policing.
- Safety.
- Cleaner, more cameras, more shops, cafes, butchers etc, longer opening hours for shops.
- It needs a better range of shops such as Butchers, Florist, Cafe, Toilets, and Grocers.
- Direct access by car from the Sturdee Road Roundabout, Semi covered piazza with more seating. Parking for 20 plus vehicles.

- Could do with being cleaner and tidier.
- Completely knock it down and rebuild, taking into account the needs of the community.
- The exchange is part of the design of the whole area. Should be maintained as it is with some improvements.
- It should be redeveloped and something should be done to keep the youths off the streets.
- Better Variety of shops.
- It could be better.
- I like the amount of grass there is.
- Youths gathering outside.
- Needs a revamp.
- More Police at night because of the jobs.