

Consultation results- Qualitative responses

10 September 2016

Comments on art work- Design	
Comment	Council Response
Design looks clunky and angular with no natural flowlines to it	The existing flooring of the alley way is of 400x400 concrete tiles under which are services which need constant repair. The design has addressed the concern of the Highways Team that maintains the roads, streets and the services who require the design to be in similar size of tiles that can be replaced as and when required. Therefore the design has creatively used the basic module of 400x400 and its divisible components in arriving at an art pattern
There should be some text or 'end'/ 'win' at the other end of the route.	Noted. The idea is that the route connects the homes on one end to the High Street on the other. This is expressed through the text directing towards Sutton High Street at one end and towards the houses on Elm Grove. The game is one part of the overall design.
It looks good and interactive for the kids. I like the idea of making this design into a child-friendly game.	Noted
It's fun for the children to enjoy	Noted
Make it easy to walk on for our 'older' generation	Noted. The final design will be implemented in slip-resistant permanent terrazzo paving.
Maybe something on a historical theme as Sutton has plenty of history that is important to the borough.	The dates are reflective of 1086: Domesday Book 1755: The construction of the Cock Inn on the turnpike 1849: The arrival of the railway 1965: The creation of the Borough of Sutton 2016: Date of the installation of the artwork These dates are further reinforced with icons referring to the specific dates – e.g. book, rooster, train, council logo, butterfly - and buildings relating to these specific dates – manor, hotel, station, hall, house.
No idea what the dates are about? Reasonable concept	See response to comment above.
Sutton is Home is a bit cliché but like the design	The tiles are to be in Terrazzo in the chosen

- I think they should become permanent only if it then does cost lots of money to keep them good and they fade and look tired after a few years meaning money is spent to replace them.	colour, ensuring that the colours don't fade.
Nice idea. Like hopscotch.	Noted.
Know it's a stylistic thing but would prefer the Sutton is Home in a less informal font.	Noted.
The "route" of hopscotch is too monotonous in its approach. Can we break up the pattern/colours in some places to add interest, e.g. a different colour/style to the Commemorative dates	Noted. The colour will be broken up to provide interest. The historical dates will be made prominent in a different colour. The images are more reflective of the commemorative dates.
Comments on art work- Colour and font	
The pink is a bit insipid	Noted. The terrazzo tiles will be brighter and permanent in colour.
It will look good as long as they (the colours) are not left to fade out over time which will look an eyesore	Noted. See response to comment above.
Light pink colour is likely to fade fast and is very ugly. Design is bland. Font is unclear for residents with visual impairment.	Noted. See response to comment above. More purple has been integrated. The font is 400mm tall, and has a high contrast with the surrounding paving. As such it is as visible as possible.
Very colourful and appealing to look at. Not sure if older generation will like the style.	Noted.
The colour of the area where it says "Sutton is Home" is rather monotonously large. Can we break it up by using different colours- e.g. showing windows, doors in different colours	Noted. The colours have been adjusted. The shape has been revised, but the overall intention of this part of the design is to have a large impact from a long distance away, therefore it needs to be bold.
I do not agree with the choice of colours. 'Sutton is Home' doesn't have to be in scruffy writing	Noted.
The purple colour is used only once. Perhaps introduce this colour elsewhere too.	Noted. More purple has been integrated.
Instead of pink, hopscotch floor game could be bolder colour tiles.	Noted. The colours are determined by the palette of materials that are reflective of the history of Sutton, i.e. the lavender fields relate to the pink.
Really don't like the font	Noted.
Not quite sure about the pink colour..... maybe the purple colour would work better?	Noted. More purple has been integrated.
Are the numbers etched so that they are "visible" to the visually impaired.	The numbers are flush with the tile, so that they do not create a trip hazard, and so that

	they can be cut into the tiles themselves.
Horrible colours	The colours reflect the history of the area, and are used to unite the various improvements on the high street.

Comments on Lighting

Comments	Council Response
Nice idea, though this alleyway is usually filled with Asda staff on their cigarette breaks. It would be good to get this alleyway cleaner as well as brighter.	Noted. The surfacing of the alleyway will be replaced with a new layer of tarmac.
Its still going to be shady area and dark (unsafe at night) More lighting in this area as the picture make it look unsafe to walk through at night	The lighting installation is not meant to improve the lighting of the area; there are lamps in the alley way that give out adequate light levels for safety. The objective of this installation is to create “fun” lighting that will create an element of play and improve footfall.
I assume that you have never walked down there by yourself at night. That needs to be brightly light not aesthetically lit to make people feel safe. I currently do not use that alleyway at night as I do not feel safe.	The only way to make the alleyway safe is to increase footfall in the alleyways. This is one of the ways to make the alleyway more active and therefore more used.
Must be bright so that it is safe to use Proper straight forward lighting should be used especially in alley ways.	Noted. There is adequate existing lighting in the alleyways provided by Council lamp posts.
Needs to cover whole width and length of alleyway to reduce anti-social behaviour and increase safety at night. They should light whole pavement.	Unfortunately the budget allocated for the lighting is limited and can't cover the whole alleyway.
Why colour one side only? Lighting should be on both sides to avoid unlit	The Winning Post pub has very kindly agreed to let the Council use their wall for installing the artistic lighting. We couldn't secure a similar

<p>areas that may be prone to unsavoury behaviour.</p>	<p>agreement with ASDA who own the opposite wall.</p>
<p>The lighting is spotlighting some smaller areas and leaving other areas dark</p> <p>Not sure about spotlights, it needs to cover all of the alleyway so that there are no "dark corners" for people to lurk in.</p>	<p>The spot lights are installed privately by ASDA, which are in addition to the lighting from Council lamp posts, ensuring that there is adequate lighting lux levels for safety.</p>
<p>This is beside a public house and will encourage people to use the alley as a toilet in the darker areas. This will not create a feeling of safety at night.</p>	<p>Hopefully, the area will be used more often, thus preventing the place from being used as a toilet. Moreover, a CCTV is also being located at the top of the alleyway that will keep a watch on miscreants.</p>
<p>The use of sensors should be used to save electricity when the natural light is bright enough - to save money.</p> <p>The lighting should use sensors to keep energy bills low.</p>	<p>Noted.</p> <p>We are trying to find a budget for solar lighting to reduce running costs.</p>
<p>Bright lights are to be welcomed along with any additional CCTV as often these alley ways don't get used in the dark /winter evenings by residents due to fears over safety.</p>	<p>Noted.</p> <p>A CCTV is being installed that will overlook the alleyway.</p>
<p>Are the signs on the right (in the diagram) - lighting? Needs to be brighter and lighter that is the main concern of residents using the alley ways not so much artistic merit.</p> <p>I'm unclear if the shapes on the right are also part of the design if so they don't seem to do anything or relate to anything, seem a waste of money.</p>	<p>The signs in the diagram are only illustrations of the imaginative sign boards that are being designed through a consultative process with students of Carshalton and Sutton colleges.</p>
<p>Is it possible to have led lights that change colour at intervals</p>	<p>Noted. It will depend on the cost.</p>

Seating

The preference is for Option 3- contemporary seating with double aspect.

The comments were as follows:

Comment	Council Response
I like option 1 the most but I think younger residents will use it to stand on and it will become too dirty to sit on. Also, as it doesn't have a backrest, it's not as practical for older residents who need to rest whilst shopping. If you could work up an option 1 which has backrests build into it in some way, or make it less enticing as an item to climb on, then I would prefer this over the more practical option 3.	Noted. The back rest and hand rests will be incorporated in the final design of the seating.
I prefer Option 1 with back rests.	Noted.
Options 1 and 2 are ugly and there is a high likelihood that dogs will mark their territory on the sides of the block style seating. Children will use these for running along the top and create a potential health hazard (falling off, etc).	Noted.
Option 1 allows more space for people to sit together – say, a family group. The contemporary concrete style should be more durable and less prone to damage than the more traditional benching/seating.	Noted
Option 1 and 2 are more modern and brings Sutton forward rather than staying with what's known	Noted
Option 2 is more in line with what is in the High Street - it be good to connect the High Street rather having different looks - also need to be high enough for the elderly to sit on as we have a high % of elderly that would be pleased to sit!	Noted
I like the playful seating	Noted
A contemporary design with backrests hasn't been included. A mistake!	The designs were selected from a catalogue of designs that are readily available.
Option 2 can be as a feature seating but not everywhere along High Street	Noted.
I think you also need the more contemporary design as well such as option 1 or 2 for groups of younger people. I do not think that you should restrict to one design as one design does not suite all.	Noted
Option 3 and 4 It might not be the prettiest but people with mobility problems need arm rests to ensure that they do not fall off (we have form on this!) and also to help	Noted

people stand up. Sometimes practicalities are more important.	
The people who tend to use the benches are older and / or less mobile and fit who need arm rest / backrest to provide a more comfortable seating position and arm rest assist with sitting up and down.	Noted
Don't like the steel armrests. Option 4 - the stainless steel is cold looking and uncomfortable to sit on when cold.	Noted
Can we have seating that is easy maintenance and easy to clean? Please avoid any uneven surfaces and this really upsets the elderly as they lose their balance and fall.	Noted. The design will be easily maintainable
I think for older and younger people having a backed seating will help prevent any accidents.	Noted.
Although this choice may go against the design, seating still needs to have an element of comfort i.e. not too cold to sit on.	Noted
To prevent vandalism and to provide long time use the benches should be robust.	Noted
Options 3 and 4 are more straight forward and elegant and therefore would enhance the street furniture / scene.	
The Council has previously wasted money on the log style seating in the High Street and it needs to stop making the same mistakes again to avoid damage to its reputation. Even if the Council chooses Option 3 or 4- how about colouring it to the palette of colours chosen for the area. And then colour all furniture items such as dust bins and lamp posts etc.	
Needs to be accessible for all - older people and those with a disability may need arm rests hence 3 or 4 better options. I think that you should also provide number 3 as well for the elderly that like to have a back rest. Provide backs to seating that the 'older' generation can feel safer on.	Noted
Stainless steel is easy to keep clean.	Noted