

# **Appendix 2 – Summary of Public Engagement Results**

## **1. Introduction**

The Uxbridge Vision sets out an overall approach and framework for future action to promote the growth of Uxbridge town centre. It seeks to build on the unique character and opportunities that exist within Uxbridge built on evidence of its existing economic performance and opportunities for growth.

The development of the Vision has been a collaborative effort, starting with initial involvement from over 1,000 local stakeholders during summer 2023. This was succeeded by a second formal public engagement phase from November 2024 to May 2025. With 73% of participants supporting the Vision, this shows strong public backing, and all proposals received majority approval from respondents.

This report provides a summary of the second formal public engagement phase.

### **1.1 Participation**

- 185 online survey responses plus seven letters from TfL, SEGRO, St. Modwen, Friends of the Earth, Turley, Colne Valley Regional Park, and an Uxbridge resident
- Online respondents were primarily residents (78%) and visitors (10%), but also included business owners, landowners, and community groups
- 59.2% of online respondents were female, 35.9% male, and 4.9% preferred not to say
- A broad and relatively even mix of age groups responded to the survey

### **1.2 Key Findings**

- 73% of online respondents agree or strongly agree with the overall vision for Uxbridge
- The seven letters were also positive but focused on providing comments to support the future phases of the Uxbridge vision.
- Strong support for green spaces, pedestrianisation, and cultural development
- Prioritise safety, cleanliness, and practical services
- Mixed views on residential development and nightlife
- Want better transport links and a more vibrant town centre
- Support for leisure and retail diversity
- Support for initiatives that increase footfall, reduce vacancy rates and improve the town's image

## **2. Public engagement Analysis**

### **2.1 The Vision**

The online survey showed overwhelming support for the Uxbridge Vision, with 20% of respondents expressing strong agreement and a further 53% in agreement. A further 20% of respondents were neutral. 7% disagree or strongly disagree with the vision.

Social issues in the Vision were ranked as the most important to respondents, with 49.7% identifying them as the most important. A summary of comments can be found below:

<b>Comments</b>	<b>Response</b>
<ul style="list-style-type: none"><li>• More place-based solutions</li><li>• Celebrate the history and historic buildings of Uxbridge</li><li>• Be more ambitious</li><li>• Celebrate Diversity</li><li>• More cultural activities</li></ul>	<p>The Vision will support the development of projects and programmes to address these comments.</p>
<ul style="list-style-type: none"><li>• Better variety of shops</li><li>• Less takeaways</li><li>• More bookshops</li><li>• Support for artists</li><li>• Improved market offer</li><li>• Make the area in front of the station less cluttered</li><li>• Shops are outdated and tired</li><li>• More independent shops</li><li>• More high-end stores</li><li>• More greening</li><li>• Improved nightlife</li><li>• Improve safety at night</li><li>• Deal with issues around begging, drug dealing and theft</li><li>• Improved bus station and better routes to neighbouring areas</li><li>• Bring in a tram service</li><li>• Need to ensure the needs of elderly customer is supported</li><li>• Safety concerns, especially at night</li><li>• Reduce rates for businesses</li><li>• Replace taxi rank with disabled bays outside station.</li><li>• Tackle congestion on Winsor Street</li></ul>	<p>These comments reflect what the Vision set out to achieve and will act as a shared document to galvanise interested parties.</p> <p>Working with the Uxbridge BID, the safer neighbourhood team, and a new town centre forum, the Vision and the council team leading the improvements, is intended to drive the delivery of the actions identified.</p>

<ul style="list-style-type: none"> <li>• Improve train station and journey times into London</li> <li>• Improve cleanliness and hygiene</li> </ul>	
<ul style="list-style-type: none"> <li>• More facilities for young people</li> <li>• More social housing and social infrastructure</li> <li>• Better health facilities</li> <li>• Another swimming pool</li> </ul>	The Vision advocates for improved community facilities.
<ul style="list-style-type: none"> <li>• Make car parks free and consolidate car parks</li> </ul>	The council is developing a car parking strategy to address needs
<ul style="list-style-type: none"> <li>• Better cycling and pedestrian infrastructure</li> </ul>	The council has launched a Cycling Strategy

## 2.2 Principles

### 2.2.1 Repurposing the town centre to meet changing demands

A total of 93% of respondents supported this strategic move. A summary of comments can be found below:

Comments	Response
<ul style="list-style-type: none"> <li>• Need for affordable workspace</li> <li>• Fill the vacant shops</li> <li>• Improve shop facades</li> <li>• More pop-ups</li> <li>• Repurpose some shops of community use</li> <li>• Need sustainable development</li> <li>• More hotels</li> <li>• Preserve historic buildings</li> <li>• Needs to be aesthetically pleasing</li> <li>• Unique offer</li> <li>• Encourage diverse and independent shops</li> <li>• Need to cater for all age groups</li> <li>• Make sure repurposing of buildings doesn't impact existing businesses</li> </ul>	<p>The Vision seeks to address the issues raised in these comments by setting out the priorities for future town centre investment.</p> <p>It sets out a long term vision for Uxbridge and will require a joint effort from landowners, the council and other local organisations such as Uxbridge BID to help achieve these improvements.</p>

### 2.2.2 Diversifying the town centre offer

This priority received positive support from 87% of respondents. A summary of comments can be found below:

Comments	Response
<ul style="list-style-type: none"><li>• Green-economy focused activities</li><li>• More services, less fast-food outlets</li><li>• Better signage and accessibility</li><li>• Diversify for young and old visitors</li><li>• More variety of shops</li><li>• More resources for licensing and management of business safety</li><li>• Less chains</li><li>• Attract high-end retail and independent businesses</li><li>• Improve cleanliness to attract new businesses</li><li>• More outdoor seating for restaurants</li><li>• Introduce cultural venues and family-friendly activities</li><li>• Suggestions for a theatre, art gallery, and music venues</li><li>• Calls for more evening activities</li><li>• Emphasis on celebrating Uxbridge's heritage</li><li>• More places of worship for top 5 denominations</li><li>• Need a cultural strategy</li><li>• Need alcohol and non-alcohol places to go</li><li>• Discount cards</li><li>• Healthy food places</li></ul>	<p>The Vision will support these comments and help drive interest, footfall and investment into the town centre.</p> <p>The Vision makes strong reference to the need to ensure the town centre provides a combination of retail offers in an accessible environment.</p>

### 2.2.3 Better serve residents' daily needs

The support for this priority was 88%. A summary of comments can be found below:

Comments	Response
<ul style="list-style-type: none"><li>• Overabundance of fast food, vape shops, and barbers</li><li>• Desire for high-end retail, bookshops, and independent stores</li><li>• Suggestions for pop-up shops and affordable rents</li><li>• Increase police presence and CCTV</li><li>• Improve waste collection and street maintenance</li><li>• Concerns about crime and anti-social behaviour</li><li>• Calls for more police presence and better lighting</li><li>• Requests for cleaner streets and more bins</li><li>• Preserve historic buildings and promote local heritage</li><li>• Develop a cultural strategy with community input</li><li>• Retain Post Offices and Banks</li><li>• Improve the market offer</li><li>• Need more GP surgeries in Uxbridge</li><li>• Need low cost space</li><li>• A food hall such as Boxpark</li><li>• Improve links to the south of the borough</li><li>• Better utilise the civic centre forecourt</li></ul>	Officers will work with the town centre forum and other partners to ensure that the Vision is realised as it addresses a number of the additional comments made here.

#### 2.2.4 Restore Effortless Connections

This priority received support from 77% of respondents. A summary of comments can be found below:

Comments	Response
<ul style="list-style-type: none"><li>• Support for tree planting, shaded walkways, and water features</li><li>• Interest in outdoor seating, markets, and family-friendly spaces</li><li>• Redesign the bus interchange with accessibility in mind</li><li>• Maintain car access for those with mobility needs</li><li>• The pedestrian route to St Andrews is awful</li><li>• Improve access to the Colne Valley Regional Park</li><li>• The roads create huge barriers to the town centre</li><li>• Traffic flows show not be impacted by the interventions</li><li>• Improve connections to Denham</li><li>• Its hard to access green spaces</li><li>• Need more electric charging points</li></ul>	<p>Although the Uxbridge Vision has highlighted a number of interventions to address this principle, the council will ensure that further feasibility is completed to ensure that multiple modes of transport work together and complement each other.</p> <p>Some changes to the draft vision have been made to reflect the desire to maintain good access to the town centre by car.</p>

## 2.2.5 Network of Public Spaces

There was support for this priority from 84% of respondents. A summary of comments can be found below:

Comments	Response
<ul style="list-style-type: none"><li>• Improve pedestrian access to the town centre</li><li>• Ensure walking routes are safe and well lit</li><li>• Expand tree cover, green walkways, and public seating</li><li>• Calls to revitalise Fasnidge Park and canal paths</li><li>• Improve access to parks and green spaces</li><li>• Support for improved bus interchange and cycle infrastructure</li></ul>	<p>Comments echo the Vision's ambition for the town centre and green spaces to be better connected to one another – which will be a major priority in delivery.</p> <p>Safety at night is a key concern. It will be a key consideration in further designs, with particular reference to the Uxbridge Women's Safety Audit.</p>

## 2.3 Frameworks

### 2.3.1 Movement Frameworks

- 1: Transport Strategy, Walking, Cycling and Public Spaces was supported by 68% of respondents.
- 2: Walking, Cycling and Public Spaces was supported by 73% of respondents
- 3: Buses was supported by 60% of respondents

A summary of comments on the Movement Frameworks can be found below:

Comments	Response
<ul style="list-style-type: none"><li>• Bringing the Central Line into Uxbridge was repeatedly mentioned as priority for achieving growth</li><li>• Direct bus link to Heathrow Terminal 5</li><li>• Ensure car traffic is un-impeded in accessing the town centre</li><li>• Maximise and enhance pedestrian routes</li><li>• Ensure the Frameworks are well integrated</li><li>• A variety of views on the bus station, including many comments in support of</li></ul>	<p>The Vision identifies several interventions that address the often-conflicting priorities of transport and movement, and the comments made here highlight the need for these to be balanced. Officers will be working closely with Transport for London to study the impact of proposals in more detail and bring forward ambitious proposals.</p>

<p>movement or re-organisation and many against</p> <ul style="list-style-type: none"> <li>• Consider accessibility of bus stops and proximity to essential shopping and services</li> <li>• Connect the Canal better with the town centre</li> </ul>	
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### 2.3.4 Land use Framework

62% of respondents supported this the Land use Framework. A summary of comments can be found below:

Comments	Response
<ul style="list-style-type: none"> <li>• More affordable workspace</li> <li>• More cultural and entertainment spaces</li> <li>• More leisure facilities such as children's play areas</li> <li>• Support for the re-use and refurbishment of existing buildings</li> <li>• Call for more shopfronts which reflect the architectural heritage of Uxbridge town centre, along with more differing styles</li> <li>• Support for more presence from education establishments in the town centre</li> <li>• While more varied retail is welcomed, existing chains which are useful to residents should be retained</li> <li>• Repurpose edge-of-town-centre office spaces into residential</li> </ul>	<p>Greater provision of cultural, entertainment and leisure facilities is a major component of the Vision, with clear support from the comments here.</p> <p>The Vision will support these comments and aims to retain major chain retail as an essential component of a healthy high street, balanced with independents to ensure a varied mix and fewer vacant units.</p>
<ul style="list-style-type: none"> <li>• Questions around the rationale of moving the Library</li> </ul>	<p>Several comments questioned the movement of the Library to the Civic Centre. Since the consultation took place, Uxbridge Library has relocated to the Civic Centre. It remains accessible by all means of transport, and become part of a growing campus of public uses at the Civic Centre which the vision identifies as a 'community hub'.</p>



### 2.3.5 Sustainability Frameworks

- 1: Climate Mitigation was supported by 59% of respondents
- 2: Climate Adaptation was supported by 62% of respondents

A summary of comments on the Sustainability Frameworks can be found below:

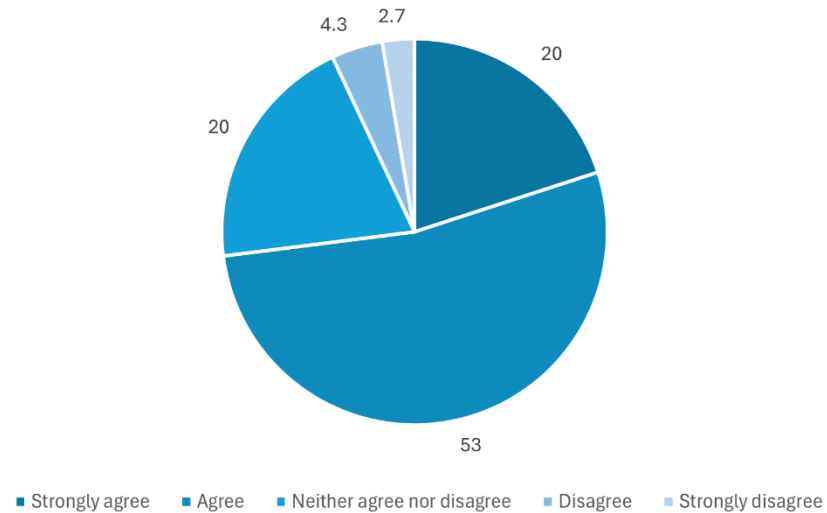
Comments	Response
<ul style="list-style-type: none"><li>• Further greening of the Civic Centre and high Street with planters and shrubs</li><li>• More public recycling facilities</li><li>• EV charging points</li><li>• Ensure all new development is sustainable</li><li>• Reduce private car movements to improve air quality and noise</li></ul>	<p>The comments raised around greening are addressed within the Vision. Sustainability of new development will be ensured through the planning process and the council and TfL will aim to strengthen public transport.</p> <p>Principles of sustainability will be considered in the detailed design of projects, with consideration given to provisions such as EV charging and public recycling.</p>

### 3. Survey quantitative results

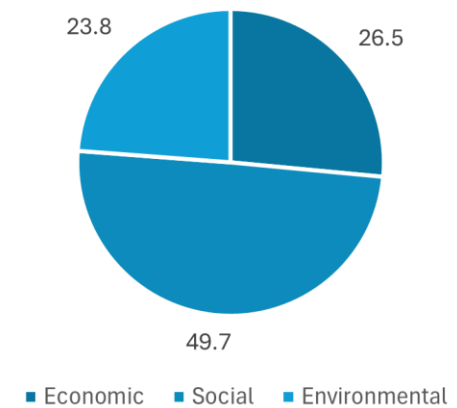
#### 3.1 Vision

Note – data labels on charts are % percentages

How much do you agree with the overall Vision for Uxbridge?

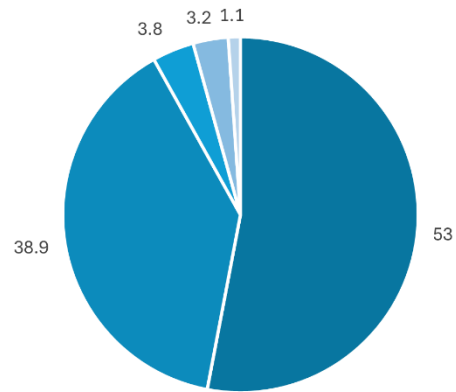


Of the three issues identified in the Vision, which is the most important to you?



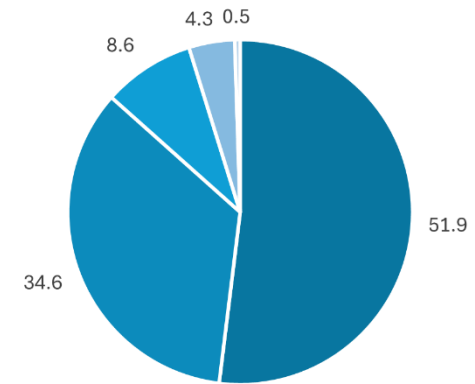
## 3.2 Principles

How much do you agree with the principle of re-purpose to meet changing demands?



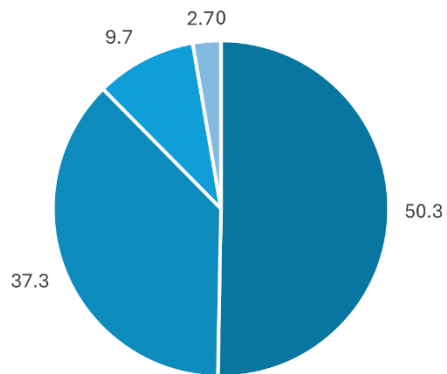
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

How much do you agree with the principle of diversifying the offer?



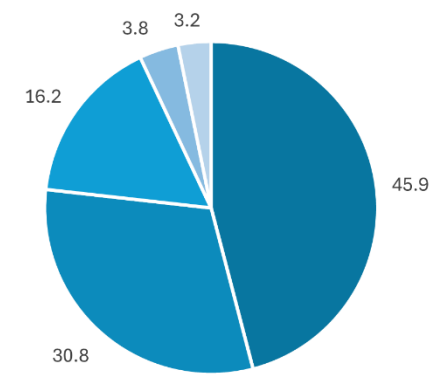
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

How much do you agree with the principle of better serving resident's needs?

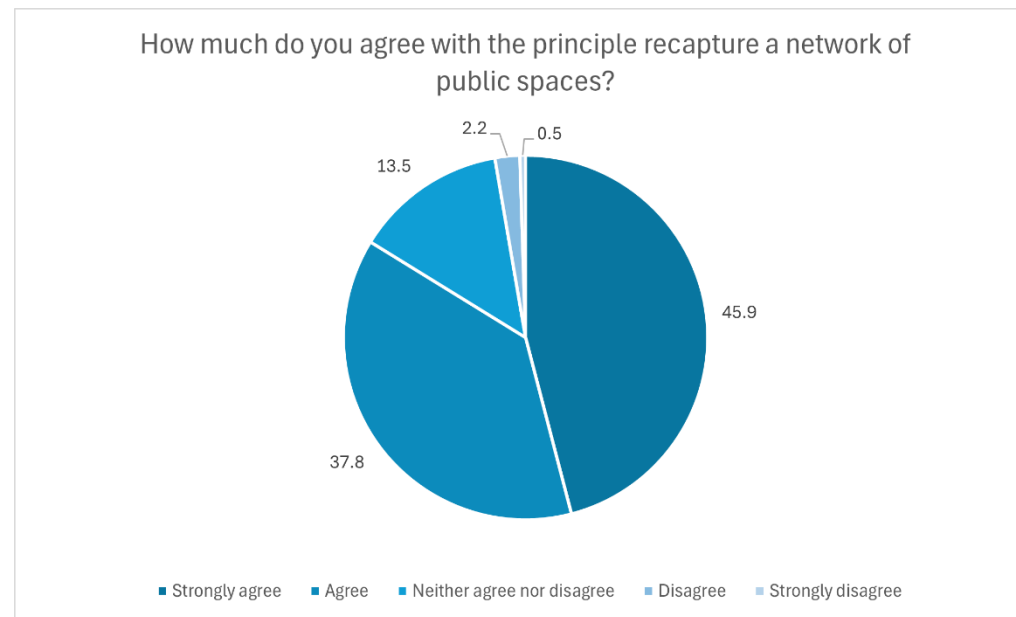


■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

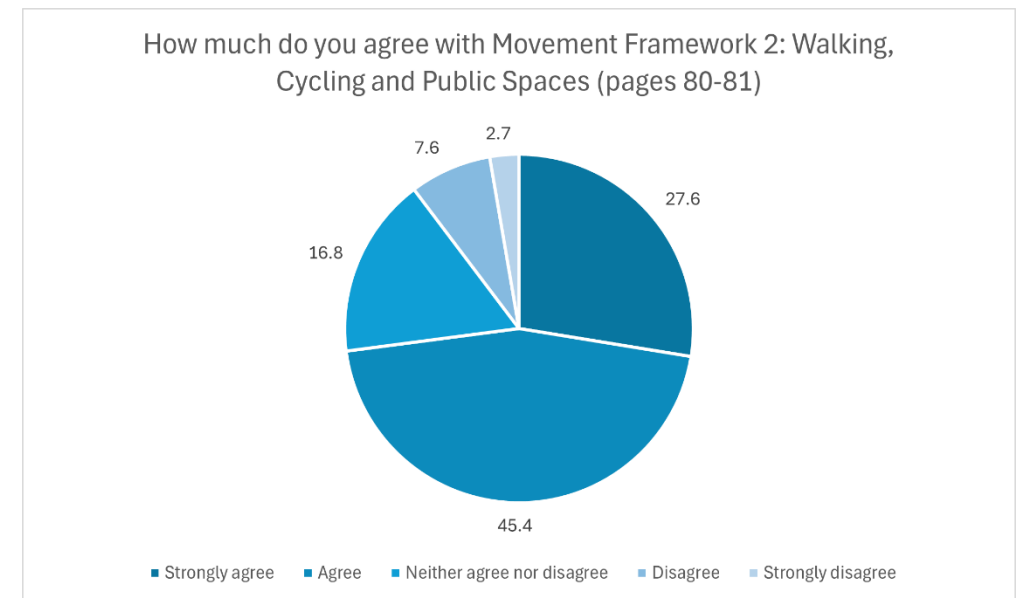
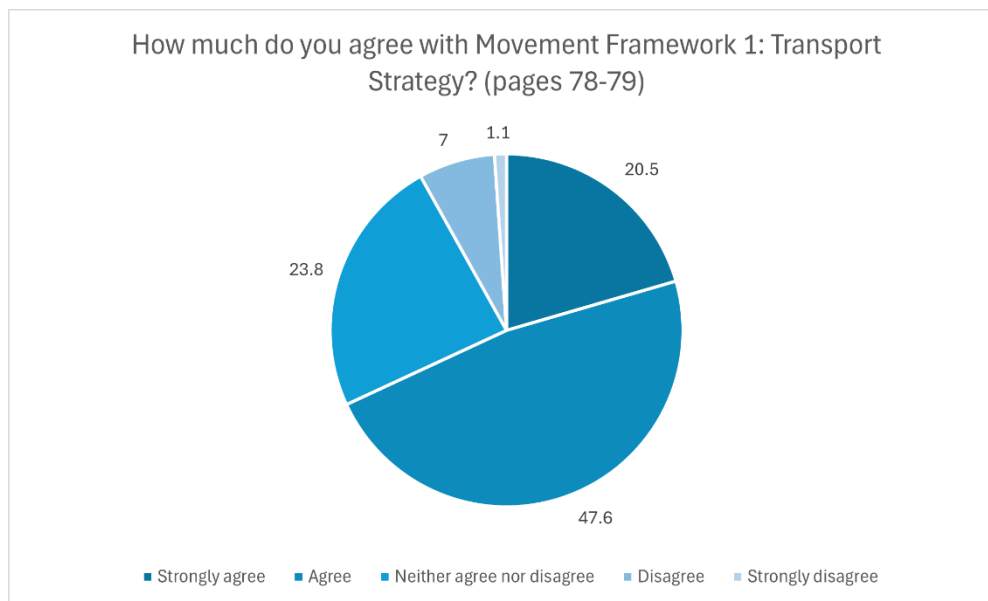
How much do you agree with the principle restore effortless connections?



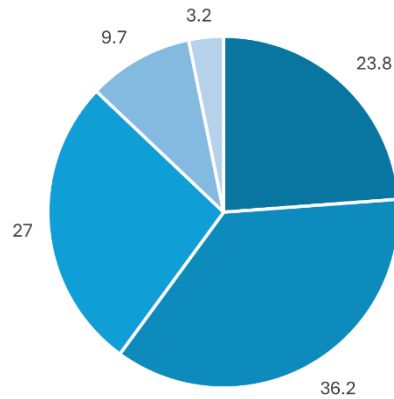
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



### 3.3 Frameworks

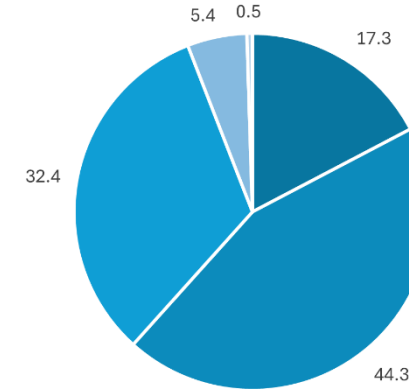


How much do you agree with Movement Framework 3: Buses  
(pages 81-83)



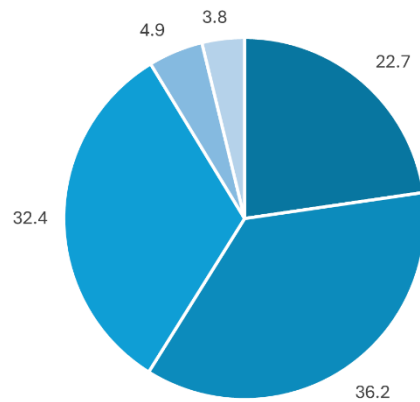
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

How much do you agree with the Framework on Landuse? (pages  
90-95)



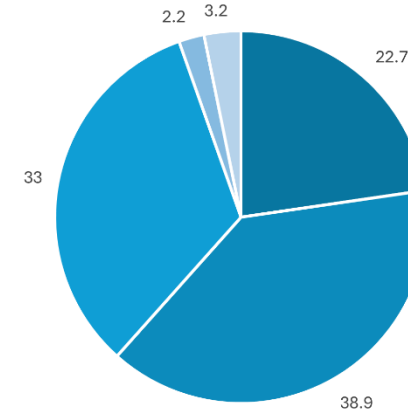
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

How much do you agree with Sustainability Framework 1: Climate  
Mitigation (pages 96-97)



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

How much do you agree with Sustainability Framework 2: Climate  
Adaptation (pages 98-99)



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

### 3.4 Demographics

