



DEVELOPING A VISION FOR TILBURY Key Stakeholder Workshops

REPORT ON THE FINDINGS 19th June 2013

Based on;

the output from three workshops with key stakeholders, following the "Let's Talk About Tilbury Survey Report" to develop a single shared vision for Tilbury.

Submitted by
Amanda Murrell Associates Ltd
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93 Britannia House
Palgrave Road
Bedford MK42 9BX
07841 394575
info@amassocs.com
www.amassocs.com

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Introduction

Background

Tilbury is an international gateway with a rich heritage and strong community which has made a positive contribution to local, national and international development. Tilbury is home to Tilbury Port which has continued to grow since its creation in 1886 and was recently recognised as being Britain's Greenest Port; Tilbury boasts the world's best maintained Star Shaped Fort which is maintained by the English Heritage (where Queen Elizabeth made her famous "have the heart and stomach of a king, and of a King of England too" speech) and Tilbury welcomed the Empire Windrush in 1948.

Thurrock Council's Community Regeneration Strategy (adopted in February 2012) and supporting Implementation Plan (adopted in December 2012) identify Tilbury as one of five Growth Hubs alongside Purfleet, Lakeside, Grays and London Gateway.

The Growth Hubs are those parts of the Borough which are expected to see the vast majority of housing and/or jobs growth and which Thurrock Council has prioritised through the regeneration programme to secure maximum local benefit.

To help focus and coordinate the Council's work in Tilbury a Programme Board has been established. Its initial focus is to build partnerships with the local community; local businesses and other stakeholders to develop a single, shared vision for Tilbury and through this process identify and develop projects which will deliver that vision.

Some small projects have already been delivered and the Port of Tilbury Expansion will deliver more than 1,000 new jobs by significantly expanding its dry-side activities into Tilbury Marshes. The Port in its 127th year and is Thurrock's largest employer.



The Tilbury Port Expansion

Wards and communities within Tilbury that are affected are: Tilbury Riverside and Thurrock Park and Tilbury St Chads.

Tilbury's wards have high levels of deprivation and some of the highest in Thurrock with some clear health inequalities. The area remains a priority for neighbourhood renewal.

There is a high level of industrial and commercial growth planned around Tilbury and it is important that this is complemented by a programme which seeks to provide opportunities for local people to benefit from this growth whilst also tackling some of the town's wider environmental and social issues.

The Councils vision is; to involve communities in shaping where they live and their quality of life and that Tilbury should be a place of opportunity, enterprise and excellence where individuals, communities and businesses flourish.

As part of that vision the Council are committed to the consultation process and following on from surveys previously completed to gather opinions about Tilbury as it is currently and about its potential for the future.

Independent Review

Amanda Murrell Associates (AMA) Ltd was commissioned to develop and design a deliberative process to enable key stakeholders to inform a vision for Tilbury, via a series of workshop events.

The independent team comprised of; Amanda Murrell - Project Manager and Gillian Ormston – Consultant, both are experienced and skilled facilitators who work predominantly with key stakeholders.

A total of three half-day workshops were held, two at the Tilbury Riverside Arts and Activities Centre (TRAAC), Ferry Road, Tilbury and one at Civic Offices, New Road, Grays, RM18 7NF on 13th and 14th June.

Thurrock Council invited key stakeholders from the Council, partner organisations; Tilbury Riverside Project, Port of Tilbury, South Essex College, C2C Rail Ltd, Ngage, Basepoint, Thurrock Lifestyle Solutions, NHS, Fruitful Lands, POD Housing, Tilbury Community Forum and elected members. In total there were 35 attendees at the workshops.



Independent Workshops

AMA Ltd was commissioned to:

- Design the workshops and content with the Councils Project Manager
- Facilitate and co-ordinate the workshops
- Design a summary document for stakeholders to use and take away for info
- To report on the findings to identify key issues for inclusion in a regeneration vision for Tilbury.

AMA Ltd has over 20 years experience and expertise in working with key stakeholders, communities and community groups on regeneration, health and community issues.

Throughout the whole process there was regular dialogue between AMA Ltd and Council Officers ensuring that the objectives for these workshops were achieved. We have continued to recognise, draw from, and build on good practice.

Workshop Aims:

- To enable stakeholders to have a say, input and influence the consultation.
- For the Council to understand their views and concerns for the future of Tilbury and what improvements they would like to see in the short, middle and long term.
- To ensure that stakeholders remain involved and engaged with the process.
- To bring to life the responses from the survey to enable the Council to get a clear vision of what stakeholders want the vision of Tilbury to be.

The outputs from the workshops will feed into the consultation and form the basis of an action-plan, to identify the future role of Tilbury and what that could look and feel like.

By adopting a deliberative dialogue approach the broad aim was to reach an agreed view or set of recommendations through deliberation, which is set out in this report.

By adhering to the principles of a deliberative engagement process the workshops enabled the review to:

- Encourage open discussion between participants
- Work with a wide range of people and information sources
- Have an understanding of different people’s view points
- Have a clear task and purpose
- Listen to other people without bias
- Allow time for people to have their say

This type of event builds and improves relationships between participants as well as helping to improve the perception of the Council.

Approach and Methodology

Workshops were delivered on:

Figure 1

June 13 th pm 2013	Key Stakeholders	Council and organisations
June 14 th am 2013	Key Stakeholders	Council and organisations

See appendices for more detail

The workshops were specifically designed to be deliberative. Deliberation is an approach to decision-making that allows participants to consider relevant information, discuss the issue and options and develop their thinking together before coming to a view.

To enable the attendees at the workshops to have the opportunity to fully explain their vision for the regeneration of Tilbury, each table had a maximum of 10

participants with a facilitator for each table. Every person around the table encouraged to have a voice and to give their views by the facilitators. Output and

quality of the workshops was constantly monitored and reviewed, throughout the life of the project, tweaking as required, ensuring at all times that the content was appropriate for the audience.

A presentation was delivered to participants in bite-sized pieces during the workshop, with enough information to stimulate discussion and thought within the groups. They were then allowed enough time (thirty minutes) to 'deliberate' and comment on a discussion point, with three in total. All participants' comments were recorded onto flip chart paper by a facilitator and all data fed into a database.

Workshop Structure

The workshops were approximately 3hrs duration with refreshments.

Figure 2

Presentation	Responsible	Time
Intro	AMA Ltd	5 Min
1 st Presentation	Council	15 Min
Discussion 1- Tables	Facilitators	30 Min
2 nd Presentation	Council	15 Min
Discussion 2- Tables	Facilitators	30 Min
Break		10 Min
3 rd Presentation	Council	15 Min
Discussion 3- Tables	Facilitators	25 Min
Q&A	Council	30 Min
Close	AMA Ltd	5 Min
Total		3Hrs

The discussion topics for the workshops were as follows;

Swot Analysis



Discussion 2

- As a group and taking into consideration the swot analysis, what are the desired outcomes of Tilbury?



Discussion 1



THURROCK COUNCIL



TILBURY 'SWOT' ANALYSIS

Strengths	Weaknesses
Opportunities	Threats

30 mins



Discussion 3

1. What are the next steps for making your ideas discussed today, a reality?
2. How can we achieve these outcomes?

25 mins

Summary of Discussions and Recommendations

Swot Analysis

Strengths

- A strong community and the community spirit plus a willingness to progress the regeneration and improve Tilbury.
- The forums and faith areas are strong and working
- The Heritage – lots of it, Windrush etc.
- Infrastructure – good and a strong growth area
- Education - Gateway academy – great asset
- Transport - Cruise terminal/Port
- Location - Proximity to London/Southend
- Living - Affordability to live – low council tax
- Environment - Lots of potential – in green spaces and unused land, wind turbines, park areas
- Capitalise on tourism from cruise ships
- The water front – make more of it

Opportunities

- Heritage - Promote the heritage - huge PR and marketing opportunity - statue of Queen Victoria, Fort.
- Graffiti boards could provide a colourful timeline in pictures related to heritage.

- Iconic spaces for events, use Olympic sites.
- Location - Maximise on location to bring in tourists.
- Good links to rural areas
- Environment – walkways, bicycle scheme, sponsor roundabouts, flowers, green spaces, allotments, parks, marshlands
- Health – initiatives and education
- Community - Involve and engage with more young people – what do they want?
- Leisure/Facilities - Develop leisure facilities and create new ones,
- Increase the market offer/farmers markets etc.
- Transport - Build on the cruise industry and waterfront and port, massive opportunity to for the area to have an identity.
- Community - Hubs – for skills/community/education, large workforce
- Regeneration.

Weaknesses

- Health - system – complex, inaccessible
- Leisure/Facilities - No shopping centre, poor choices, poor facilities - not having a post office or a market
- Community - Perception and reputation of Tilbury, made up of people who are 'stuck' here, new communities - no cohesion and grew too quickly, different expectations
- Transport - Access to waterfront to make the most of it, cost and availability, roads into Tilbury – poor state, unwelcoming
- Communication - on what is happening/on offer/going on
- Environment – disused buildings give run-down feel

Threats

- Finance - Lack of funding/finances – Tilbury last on list for funding
- Living - Lack of social housing
- Community - Areas of poor community behaviour, lack of confidence in anything changing, lack of aspiration in some groups – young, unemployed
- Bureaucracy – admin process tired
- Environment - is not conducive to change/progress, poor and run down in parts, marsh/clay land
- Health – increasing obesity, lack of health awareness, low exercise in residents, too many fast food outlets?
- Transport – Tilbury is not a 'through' place – doesn't attract passing trade
- Leisure/facilities – Lakeside drains Tilbury

Desired outcomes

- Improved – healthcare, facilities, education, leisure, retail, housing, perceptions, environment, transport, infrastructure, green spaces
- Agree regeneration/neighbourhood plan with secured funding to support it
- Communication, feedback and honesty
- Maximising existing facilities – museum, port, fort, heritage sites
- Better joint working with agencies and with other local towns – sharing of events, joint promotions etc
- Meet needs of all groups of community and involve them in everything
- Attract tourists
- Retain residents – bring back ownership of the town
- Introduce more Information Hubs
- Actions must be taken to reduce threats and weaknesses
- Make more of the cruise ship landing and look to retain passengers.
- More opportunities for communities to socialise and increase community cohesion.

Next steps:

Short term –

- Community – involve all groups in sharing information, promoting events, new events; create a clear vision, involve the council – introduce a council event manager? encourage resourcefulness
- Education – look at education to incorporate desired outcomes i.e. health
- Transport – what can be done to the port quickly to improve it,
- Environment – make changes to damaged areas, find ways to improve perception of crime/safety – police presence/PCSOs' ? , roundabout adoption, community competition to design a roundabout.
- Leisure/facilities – hold a summer celebration, look at ideas for events and places for young/sporty/musical/older people, look at offering free Wi-Fi
- Communication – develop a PR strategy, start to promote events on social media, create information hub, market events on billboard and in local press – promote Tilbury wherever and however possible as a place to work, stay and play
- Finance – identify different sources of funding to support these ideas, money from community Levy?

Long term –

- Community – develop long term neighbourhood plan,

- Heritage – negotiate support from English Heritage to take this forward
- Infrastructure – look at future sewer and road requirements against housing plan
- Education – develop a creative portfolio for whole education system from start to finish of school years
- Transport – look at logistics park for area, to be best in UK
- Location – look at joint working with other local towns to share big events
- Living – review housing plan against living experience, accommodate aging population
- Environment – review air pollution, power stations, retain 60% green belt
- Health – review against housing plan and anticipated numbers of new residents, consider aging population
- Leisure/facilities – cafes at Port, café in a boat,
- Communication – build on marketing from short term actions, use communication hub to combined and oversee all progress/initiatives
- Regeneration – long term 20/20 project

DISCUSSION 1 – Tilbury SWOT Analysis

Strengths	Opportunities	Weaknesses	Threats
<p>Community: There is a very good and vibrant community within Tilbury, who are very passionate about restoring the town to its former glory.</p> <p>The Forums and faith centres have people within them that are willing and able with a “can do” attitude to help move things forward.</p>	<p>Community: Involve the community at every step, especially the youth, making the changes happen through the children. Use art projects to include them, e.g. graffiti hoarding with heritage timeline along the Fort road.</p> <p>Increase awareness and involve local people in delivering services through the local hubs.</p> <p>Maximise the opportunity for a caring community, there is already a willingness to care for each other and neighbours. ‘Pride in Tilbury’.</p> <p>Developing communities through Neighbourhood plans and engaging with diverse communities; BME, 3rd generation travellers, faith groups etc.</p> <p>There is a huge workforce from boats and hotels that we could tap into, plus a large incoming population that visit from the cruise ships.</p>	<p>Community: Whilst some areas have a good vibrant community, others do not and therefore more events that encourage communities to come together should be investigated. These pockets of community spirit mean that there is a fractured view and opinion.</p> <p>New incoming populations and different cultures can create a divide and more needs to be done to rectify this.</p> <p>The speedy influx and numbers of immigrants has meant that some communities have not integrated well, which has caused some hate crime in places. For those existing communities there is a fear of change. Different cultures have different expectations, education and information on what is available in Tilbury is crucial.</p> <p>Many people feel that there has been no co-design of any previous development in the town and feel that they have been “done to” over the last 10 years. This could mean some apathy and a reluctance to become involved. There is a lack of belief that change will happen.</p> <p>Many people commute out of Tilbury, more should be done to draw them in and retain</p>	<p>Community: Without including the community, will take away a sense of ownership and a lack of understanding, with the result of contrasting views to some of improvements, which could be blocked by residents e.g. people vandalizing the swings.</p> <p>Taking things away from Youths with nothing to do will only make things worse.</p> <p>There is very low esteem and aspirations within the community and low expectations.</p> <p>There is no sense of pride, many of the areas are in decline and run down.</p> <p>There is a lack of a good network to signpost people and publicise what is happening in Tilbury.</p> <p>Residents do not want change or change imposed on them.</p> <p>There are a large amount of young people with un-channelled energy and not a lot to do.</p> <p>The environment doesn’t reflect the strong community and creative ideas.</p>

		them once in Tilbury.	
<p>Heritage: Tilbury is full of heritage and this is something that should be exploited. For example the Fort and Windrush. Many of the buildings are historical with interesting architecture i.e. the station and the town- scape.</p>	<p>Heritage: Use PR to promote and market Tilbury as a destination venue specifically around the heritage. Extend the opening times of the Fort and use it to promote the history of the local area, potentially using the moat as a boating lake and the grounds around for picnics etc.</p>	<p>Heritage: No signage to highlight points of interest. Non-exploitation of tourists and visitors and opportunities provided by the port.</p>	<p>Heritage: There is history linked to and wrapped all around existing buildings, which prevents development.</p>
<p>Infrastructure: The infrastructure of Tilbury is very good with a vast range of industry and employment and is a huge growth area. The town centre has plenty of space and openness which is comfortable and not oppressive or crowded with huge potential for re-development. The port is a huge strength and brings with it plenty of job opportunities, including the Dubai port, and the massive footfall from the cruise terminal. The transport links are good including the ferry, station and road network with good access points. (Some attention to the roads around the Port need to be investigated). The proximity to Southend and London mean that people can visit easily with a good and frequent rail network.</p>	<p>Infrastructure: Transport links are good and transport is available 24hrs per day, however there is an opportunity to review the pricing structure and also to extend the Oyster zones. Renovation of the old station and introducing cafes and a social hub will help to rejuvenate the area. There is an opportunity to build innovative housing – as per the American way of building on marshland via raft foundation prefab. More could be done to encourage people to stay and building hotels and restaurants could help the situation. Dubai Port is the largest port in Europe, there is an opportunity to up-skill local people for a take up in employment locally. With large warehouses e.g. M&S plenty of job opportunities locally.</p>	<p>Infrastructure: Tilbury is quite fragmented and has almost two town centres, that don't quite gel together, without an identity. Far too many derelict and empty buildings do not give the right impression and it feels very run down. The cost of train travel is an issue and the lack of regular busses</p>	<p>Infrastructure: Tilbury suffers from too many trains and the crossings being down for too long. Not enough security when dark for access to the Gateway Academy. Lakeside expansion has resulted in creating an increase in pound shops and charity shops in Tilbury, which causes difficulties for Tilbury to build market economy. The variable property cost could be a threat but it could also this could be an opportunity too) But does it exclude local people? Needs to be something for everyone. administrative processes are suffocating continue to recreate same tired administrative processes inability to enable change to happen through bureaucratic processes</p>
<p>Environment: Tilbury is very green in terms of energy and also the amount of green space. The</p>	<p>Environment: Tilbury is well placed to provide excellent walk ways and cycle tracks and in particular along</p>	<p>Environment: Tilbury is not a drive through place , you have to be going there as there is no-</p>	<p>Environment: No Access to the riverfront.</p>

<p>many wind turbines generate saleable energy.</p> <p>The waterfront is a real asset (though access is an issue)</p>	<p>the river- front (which is owned by the Council) and green open spaces. There is potential to operate a bicycle scheme.</p> <p>There are some quick links to rural areas and there is the opportunity with plenty of marsh land, to introduce nature trails etc.</p> <p>Enhance the park areas similar to Grays, to provide amenities which could include; cafes, public conveniences and event spaces to encourage more people into the parks.</p> <p>Providing sponsorship for the roundabouts on the approach to Tilbury would enhance the area and introduce some colour.</p> <p>Improving the station approach and dock wall would make such an impact and could be a quick win early on.</p> <p>Many people would like the opportunity to have allotments; this could be an opportunity to also educate the community on healthy eating initiatives.</p> <p>If parents and children are involved in developing the open spaces it will educate them in understanding the natural environment and being respectful of nature.</p> <p>The two power stations generating main power and supplying district heating will be seen as an opportunity for some but not others.</p>	<p>where to go onto.</p> <p>No access to the waterfront.</p> <p>There is always a smell from the sewage works and power station.</p>	<p>Pollution and flooding are real threats.</p> <p>Tilbury sits on Marsh land and clay.</p>
<p>Education: The Gateway Academy is a great asset and with its visionary leadership means that everyone wants to send their child there.</p>	<p>Education: Replicating the Gateway Academy offer will assist in a positive profile for Tilbury.</p> <p>The Manor school is linked to the Royal Opera</p>	<p>Education: There should be more information provided about the services/facilities at the Gateway Academy.</p>	<p>Education: Lack of educational awareness means people do not access opportunities.</p> <p>There is a lack of ability to navigate the</p>

	<p>House and more should be made of that</p> <p>There is no evident strategy for the marketing and PR of Tilbury and people need to be more aware of what Tilbury can offer, there is a real need to educate people about Tilbury.</p> <p>Listing all of the exciting things to do in Tilbury; i.e. guided walks, tours around the fort and iconic buildings etc. could be publicised and sold on the cruise ships. Increasing the knowledge of passengers.</p> <p>Simplify the health and social care opportunities and investigate how to do things better.</p> <p>If there was provision for a skills hub (like Canvey Island) for adult education as well as a community hub, it would help to up-skill the community and could also act as an information centre.</p>		<p>complex health system.</p>
<p>Affordability: Residents within Tilbury benefit from low council tax and affordable housing.</p>	<p>Affordability: There are opportunities to transform affordable housing, but the quality must not be compromised.</p>	<p>Affordability: There is high unemployment in the area and low income.</p> <p>People stay in Tilbury because they cannot afford to move away.</p> <p>There is a lack of Social Housing</p>	<p>Affordability: There is a variable property cost (this could be an opportunity too) But potentially it could exclude local people? Housing must be developed to fit the needs of everyone.</p> <p>Tilbury appears to be at the bottom of the list for priority funding.</p> <p>Poor quality Housing must be addressed.</p>
	<p>Leisure facilities: There is a lot of open space to be able to do something innovative. Expanding and understanding fully some of the ideas</p>	<p>Leisure facilities: There is a lack of leisure facilities which has an effect on the health of the</p>	<p>Leisure facilities: There is a lack of night life, with only one normal pub and three member only clubs,</p>

	<p>generated will help to deliver value for money solutions.</p> <p>Involve the community when making decisions regarding leisure facilities. Involve local children/schools to generate ideas for the use of the Olympic site. It could house the BMW pavilion etc.</p> <p>More could be done to highlight the diverse nature of Tilbury. Introducing a variety of restaurants to reflect the different cultures would be good.</p> <p>Increasing the number of pubs and places for people to meet would encourage community cohesion and opening up the fort as well as identifying potential sites for open air concerts and outdoor performances would appeal to many people.</p> <p>There is the potential to open a Butterfly farm, community farm or a rare breeds or petting farm on the Salvation Army land.</p> <p>There is a great opportunity to enhance the dock area and making it into a mini Venice or the like, with small niche shops, cafes, restaurants could encourage cruise passengers to stop in Tilbury.</p> <p>There is an opportunity to investigate the viability of a water bus and to make more of the beach and waterfront, as the river development in Grays with a splash zone, play area, swings and slides.</p>	<p>community.</p>	<p>which creates community isolation.</p> <p>The increase in obesity which can be attributed to low activity and exercise for most residents, and the loss of the leisure centre and facilities, with no transport to reach other leisure facilities does not help the situation.</p>
	<p>Retail Offer: The market is such an asset to local people and it also generates additional income for those retail outlets close by.</p>	<p>Retail Offer: No local diverse businesses for shopping and no shopping centre. There are 60 shops but no real offer.</p>	<p>Retail Offer: District offer and regional offer (Lakeside) is different but Lakeside is perceived to be draining the life-blood out of Tilbury.</p>

	<p>More of a diverse offer was requested e.g. farmers markets and a variation on days, Potentially with the market undercover.</p>	<p>The market is underutilized. There are far too many fast food outlets, which ties into obesity.</p>	
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Discussion 2 – What are the desired Outcomes for Tilbury?

Community	Leisure	Infrastructure	Other
<p>The creation of an environment that people want to live and work in.</p> <p>Give people ownership of initiatives – to encourage hard work to achieve desired outcomes i.e. Earn money through cleaning public areas.</p> <p>Let young people lead the regeneration in Tilbury to create a legacy for themselves throughout their life. Give young people projects funding to make improvements.</p> <p>Give the unemployed young people some of the local assets e.g. boarded up buildings and training to develop those i.e. gardening apprenticeships etc.</p> <p>Encourage young people to research real world projects that could be brought back into Tilbury so they can invent the new Tilbury.</p> <p>Have a vision that everyone can buy into e.g. Young people are revered for their contribution to their community e.g. Venezuelan touring orchestra.</p> <p>Select local representatives for the area and include them as part of programme board - involving them in co-design and co-production of plans to help manage expectations.</p>	<p>Morning trips from Cruise ships to market square, there must be decent amenities to encourage visitors.</p> <p>Heritage signs on roads - e.g. Fort opening times/direction signs, might encourage visitors.</p> <p>Promotion of Queen Elizabeth 1 history, with medieval banquets at the Fort, statue, celebration of births/deaths, Armada day.</p> <p>Maintaining the heritage of Tilbury and improving/increasing awareness and tourism will provide opportunities to increase GDP with people being proud to be part of Tilbury and becoming ambassadors.</p> <p>Must have a drop in centre/hub - to tell people about regeneration to spread news and information, similar to the South Ockenden Hub (£400k) and give part of that hub to young people to run with help from other hub workers teachers etc.</p> <p>Provide more for young people and improved promotion of what is already there e.g. cinema in Gateway Academy etc.</p> <p>Connect to WiFi in Tilbury to encourage people to stay in area.</p> <p>Bring the 'T Fest' to Tilbury - move it around from Grays etc.</p> <p>Riverside café/restaurant offers developed to encourage more footfall.</p>	<p>Improve the road from the station to the riverside e.g. schools to create timeline along dock wall, flowers on roundabouts. Maybe create a dual carriageway. It is very grey and needs more colour, flowers in flower beds, fountains and trees would help. Plus improve street furniture and green spaces. Erect a ship sign to signify the port maybe "Welcome to Tilbury Port".</p> <p>Encourage local businesses to sponsor/adopt roundabouts.</p> <p>Utilise the stretch of road around the civic square for the market i.e. close some of the road off.</p> <p>Connect other areas of Thurrock.</p> <p>Agree a regeneration plan and secure the funding to put into action all recommendations.</p>	<p>Create a complete offer of businesses and services which creates a unique selling point to draw new communities to the town.</p> <p>A good retail offer and decent food outlets</p> <p>There must be decent healthcare provision, education is key and would help to lower obesity.</p> <p>The ideal would be to see more people shopping, with full shops and leisure available.</p> <p>Calcutta Road must have improved shopping facilities, bringing out culture through restaurants, redesign area e.g. property improvement, planting flowers, involve schools.</p> <p>Everything is shut so not good for the perception of Tilbury.</p> <p>Education in Tilbury must be improved. Large employers suffer from the standard of those applying.</p> <p>See what other organisations are doing. Lots of agencies working in lots of different projects, try to encourage joint working.</p> <p>Look at ways to bring different cultures together to improve community cohesion in the whole area.</p>

<p>The appearance of Tilbury must be improved and how Tilbury appears as you come into it. Engage the local community in capturing the appearance that they want.</p> <p>Develop a Tilbury neighbourhood plan steered by what the local community actually need.</p> <p>Do things which mean that Tilbury residents see Tilbury as theirs. Harness the energy to then earn money to make improvements. Ensure that Tilbury residents have the confidence to make a difference and empowering them to take control of their local area.</p> <p>The community forum must be representative of all communities.</p> <p>The Council must action honest outputs from this consultation and feedback to increase resident's confidence and improve motivation to get involved. Ensure honest feedback on actions that can't be achieved and why.</p> <p>Develop a community database/Central Intelligence Agency to see what is in community? What groups are there? What initiatives are going on? Creative analysis.</p> <p>Include contact numbers/web pages/Facebook/twitter. Use for purposes of consultation/open/transparent consultation</p>	<p>Develop a play area with splash zone for children.</p> <p>Tilbury Arts and Activity Centre is not accessible.</p> <p>More events could be planned e.g. firework night by riverside. Family attractions - boat show, open concert similar to T-Fest.</p> <p>Improve the use of open spaces i.e. Picnics (big lunch), skate park, fishing opportunities, family days e.g. teach how fish, Air show similar to Southend.</p> <p>Make more of the waterside, with a small village feel.</p> <p>Look at the possibility of a Boat restaurant.</p> <p>Have a museum so show the history of the docks and riverbank.</p> <p>Cycle ways and walk ways need to be more prevalent.</p> <p>Organise carnivals and street parties.</p>		
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<p>showing what has been consulted on.</p> <p>Create a Tilbury action plan to capture aspirational vision. Involve the community in partnerships and delivery of the action plan - collective decisions.</p>			
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Discussion 3 – What at the next steps, how can we achieve them?

Themes	Short Term	Medium Term	Long Term/Ongoing
Communication	<ul style="list-style-type: none"> • Use social media to promote events • Council contact lists to be clear and accessible • Use video from other towns to show what can be achieved • Use cinema adverts to communicate • Advertise on billboards • PR strategy/marketing • Invest Essex to promote Tilbury 	<ul style="list-style-type: none"> • Introduce theme days to raise awareness for health, finance, planning, jobs, education – info and advice sharing 	<ul style="list-style-type: none"> • Use posters on bus stops to advertise what is happening • Use letters/public meetings/drop ins to keep community informed of what is happening
Community	<ul style="list-style-type: none"> • Engage community, business and council in planning Picnic in the Park • Create hubs for information • Involve local schools in promoting events • Encourage community spirit through strong, clear vision, build on momentum of workshops • Close feedback loops • Champions for areas • Community forums, surgeries, workshops • Involve young people • Police presence PCSOs • Perception/crime • Use Ngage volunteer bank as ambassadors for more volunteers • Encourage community to be resourceful 	<ul style="list-style-type: none"> • Community needs to provide capacity and resource • Create hubs for better partnership working • Engage community in timely discussions • Communities to get children to interact – mix cultures • Responsibility of all to reconnect • Community capacity building – increase community involvement 	<ul style="list-style-type: none"> • Join up all initiatives through community hubs e.g. commun hub, ABCD, LAC, growth hubs • Community rep onto programme board

Education	<ul style="list-style-type: none"> College outreach 	<ul style="list-style-type: none"> Ensure a creative portfolio for children through the school years Education on starting a business Joint working/ education about disability/ volunteers 	<ul style="list-style-type: none"> Provide schools with practical experience on their doorstep through raising awareness of heritage and national sites
Environment	<ul style="list-style-type: none"> Repair fences and get grass cut Pollution being investigated Develop port area – footpaths and green spaces Roundabout adoption- local businesses or community competition Tilbury marshes – small green space connecting ASDA and small park 	<ul style="list-style-type: none"> Celebrate wildlife centre 	<ul style="list-style-type: none"> Long term regeneration – 2020 PowerStation Air quality – ventilation that filters pollution
Finance	<ul style="list-style-type: none"> Encourage local press and business to sponsor adverts/activities for young people Identify different sources of govt/grant funding 	<ul style="list-style-type: none"> Achieve funding Access monies from community infrastructure levy 	
Health	<ul style="list-style-type: none"> Safeguarding people Escorting vulnerable people 	<ul style="list-style-type: none"> Exercise More education on health Health and well being 	<ul style="list-style-type: none"> Aging population – care at home, health facilities Healthcare provision – constant churn
Heritage		<ul style="list-style-type: none"> Increase support from English heritage 	
Infrastructure	<ul style="list-style-type: none"> Free wifi in key places 		<ul style="list-style-type: none"> Maximise on developments Sewers/roads requirements
Leisure/Facilities	<ul style="list-style-type: none"> Summer party/celebration Talent Show – young people Youth football team Create an annual event for Tilbury Tilbury brass band 	<ul style="list-style-type: none"> Library in café in town centre Create potential for social events i.e. a Jamie Oliver style school project 	<ul style="list-style-type: none"> Café in port/café boat in port
Living	<ul style="list-style-type: none"> Money off booklet sponsored by business with news of events Brand Tilbury as a place to work, stay and play 	<ul style="list-style-type: none"> Neighbourhood plan Identify areas for neighbourhood plan 	<ul style="list-style-type: none"> Issue of housing, living experience Projected 18,000 houses/200,000 people in 10 years
Location	<ul style="list-style-type: none"> Link Tilbury port with Grays projects 		<ul style="list-style-type: none"> Develop national logistics park
Transport	<ul style="list-style-type: none"> Oyster card – extend area 		



Conclusions & Recommendations

Conclusions & Recommendations

The three workshops were delivered over two days with a duration of half day per workshop. The attendees are provided at Appendix 2.

The main conclusions from the workshops was an overwhelming feeling that people were keen to become involved however they felt that they wanted to see some quick wins and to see action. Regular feedback to the community is so important to show what is happening and to keep them engaged.

There was a positive feeling from the workshops, most attendees really wanted to exploit the heritage of Tilbury and encourage more visitors, in particular the cruise terminal and surrounding area could be enhanced with cafes, restaurants and niche shops to encourage passengers to linger, and with good signage and marketing more could be done to encourage passengers to want to see other landmarks within Tilbury.

Communication and the flow of information could be improved to identify what is happening in Tilbury, a communication, marketing and PR strategy needs to be developed.

A lot needs to happen to improve the perception of Tilbury and the short, medium and long term plan on page 17 explains how this might be achieved.

There are things that can be done to improve the appearance in the short term for example; add some colour to Tilbury with flower beds etc, clean up the litter and look at sponsorship for the roundabouts.

Education featured highly in every workshop, there is a need for the provision for adult education and up-skilling the community. The lack of educational awareness means people don't access the job opportunities available.

The riverfront is such an asset but is underutilized due to the access; it is an area that needs to be on the priority list for improving Tilbury.

Tilbury needs to have an identity, there are many reasons why visitors may be attracted to the area but these need to be publicised.

In order for local people to remain in the area, housing needs to be developed in line with community needs and affordable but without compromising the quality. Neighbourhood planning may help to achieve this.

Transport is good but could be improved, especially the bus service, and the cost of rail travel, including extending the Oyster service may help.

There are many good ideas within the outcomes for Tilbury and the Swot analysis within the report. For the project to succeed it will be necessary to bring

communities along with developments, opportunities for them to be engaged with the process is important and feedback at all times is crucial for this to happen.

APPENDICES

Appendix 1



Discussion 1



TILBURY 'SWOT' ANALYSIS

Strengths	Weaknesses
Opportunities	Threats

30 mins



Discussion 2

- As a group and taking into consideration the swot analysis, what are the desired outcomes of Tilbury?

30 mins



Discussion 3

- What are the next steps for making your ideas discussed today, a reality?
- How can we achieve these outcomes?

25 mins

Appendix 2

13th June 13 pm TRAC	
1	Annie O'Brien <i>(Tilbury Riverside Project)</i>
2	Lynda Viccars <i>(Port of Tilbury)</i>
3	Wendy Barnes <i>(VP South Essex College)</i>
4	Chris Atkinson <i>(Communications Manager C2C Rail Ltd)</i>
5	Ngage
6	Michelle Stapleton <i>(Director Adult Services SWest Essex Comm Svcs (NHS)</i>
7	Marsha Williams <i>(Assistant Centre Manager BasePoint)</i>
8	Perola <i>(Thurrock Lifestyle Solutions)</i>
9	Theresa <i>(Thurrock Lifestyle Solutions)</i>
10	Liam <i>(Thurrock Lifestyle Solutions)</i>
11	Thomas <i>(Thurrock Lifestyle Solutions)</i>
12	Deborah Myaki <i>(Intern Regeneration Team and Chadwell resident)</i>

Attendance – 13th June

14th June 13 am TRAC	
1	Pastor Abraham Bamgbose RCCG Fruitfulland Parish, Tilbury
2	Ngage
3	Bill Sergeant <i>(Housing Office Manager Chadwell and Tilbury)</i>
4	Matt Lane <i>(Head of Royal Opera House Thurrock and Thames Gateway)</i>
5	Ricky Smart <i>(Manor Primary School)</i>
6	Stephen & Debbie Quick <i>(Tilbury Community Forum)</i>
7	Wendy Springham <i>(Locality Manager)</i>
8	Brid Johnston

Attendan



**Appendix 2
Cont.**

Attendance – 14th June (pm) 2013

14 th June 13 pm Civic Offices	
1	Alison Campbell <i>(Principal Landscaping Officer Thurrock Council)</i>
2	Tiffany Bright <i>(Employer Engagement Officer)</i>
3	Richard Hatter <i>(Strategic Planning Manager)</i>
4	Fiona Cane <i>(Pod/Housing)</i>
5	Terry Brown <i>(Tilbury Community Forum)</i>
6	Cllr Steve Liddiard
7	Elozona Umeh <i>(Public Health)</i>
8	Kristina Jackson <i>(TCRS)</i>
9	Rita Ezeh
10	Morgan Slade <i>(Planning)</i>
11	Jim Nicholson

A range of Photographs from the Workshops





A Vision For Tilbury

What is today about?

- This is one of three workshops.
- Output from this will feed into the consultation.
- The basis for a regeneration action-plan.
- We are here to develop the future role of Tilbury.

We will not discuss specific detailed issues

How Can You Help?

Us:

- Use the outputs to draft a shared vision.
- Understand your view for the future and what you think Tilbury should be like.

You:

- Use insight to influence the consultation.
- Have your say and stay involved.

What happens today?

- We will give you information in bite sized chunks
- We will follow this with discussion groups
- We will listen, capture your ideas and feedback to the Council

Who are we?

- Independent from the Council
- Taking your insight and feeding it back
- We're here to help

