

# Hebburn Conversation

## What You Said



South Tyneside Council

Spread the word!

THIS IS  
SOUTH  
TYNESIDE

What's not  
working?

What's our  
town missing?

What do  
we need  
more of?



**We conducted  
Our Hebburn  
conversation between  
13 November 2023  
and 8 January 2024,  
to inform the vision  
masterplan for Hebburn.**

**For more information email:  
[regeneration@southtyneside.gov.uk](mailto:regeneration@southtyneside.gov.uk)**

It took place online, on our streets and at a drop-in session at Hebburn Central. We encouraged residents to take part in our consultation through extensive social and digital advertising, a door-to-door leaflet drop and our website and residents newsletter.

**We asked for  
your opinions  
and thoughts on  
three areas within  
Hebburn.**

**We asked**  
for your opinions  
on Hebburn Town  
Centre, Riverside  
and the Surrounding  
Areas.

There was plenty of discussion. Residents of all ages took the opportunity to have their say.

Some big themes emerged and the future you want for Hebburn includes:

- **A greater variety of restaurants and enhanced shopping offer**
- **More young people and family activities**
- **Improved lighting and security**
- **Benches and social pocket spaces**

Your priorities, thoughts and ideas are shaping our vision masterplan and the future of Hebburn. In the following pages we'll share what you said.

## You Said

**“Public transport needs to improve to provide a metro station to serve the Mill Lane area, more frequent bus services to South Tyneside hospital, direction bus service to Sunderland eye infirmary and Sunderland General.”**

**“We are very lucky to have such wonderful facilities at Hebburn central, but apart from that there’s nothing to bring people here, like artisan baker, nice coffee shops, planting and restaurants. Need a more village feel.”**

# You Said

Our Hebburn Conversation didn't just give people a chance to answer questions - it also provided an opportunity to share whatever they had in mind. Here's some things that participants said:

**"Nature, dog walking and people exercising want to feel safe and secure. Whatever changes are made require maintenance. The area needs promotion - people need to know what is here and encourage the community and schools to make use of the area."**

**"Security and anti-social behaviour are principal challenges. Lighting and seating would help."**

# Hebburn Town centre

401 residents completed the survey. 91% of those surveyed live in the Hebburn area.

We asked:

**What brings you to the Town centre?**

Top three

**137** go to the centre for shopping

**108** live in the local area and

**60** were in the area for leisure facilities

**We asked you what you thought the challenges were facing the town centre?**

- **25% said security and vandalism**
- **18% said vacant buildings**
- **10% said the general quality of the area**

Other challenges highlighted included a lack of public toilets, unused open space, litter and fly tipping.

# Hebburn Town Centre

**144** said the top three things missing were:

- restaurants/food and drink options
- activities for young people and
- family activities

**68** identified green spaces/landscaping with a need for a community space

**52** want art and culture with pop up stalls or a market.

We asked what would you prioritise for the town centre?

You said ...

- **Safety and security such as lighting and CCTV**
- **Investment in public realm**
- **Family activities**
- **Community / youth facilities**
- **Pop up stalls / market**



**We asked you if the images on this page would work.**

160 said YES, 144 said they need a bit of work, 48 weren't sure and 96 said they didn't look right.



**Below are some of the comments we received from the surveys**

- “There are a poor variety of shops, lack of restaurants and coffee shops and no butchers. The shopping centre needs more artisan and independent retailers to attract footfall. Offer pop up shops to see if they work”
- “More plants and greenery should be added to the area”
- “Concern about the reductions in activities and opportunities for young people. More facilities are required for youth and the elderly e.g MUGA or clubs”
- “Considering the huge number of new houses built recently in Hebburn there has been a lack of investment in the shopping centre to attract those families to it. The shopping centre is not the vibrant, busy friendly and thriving area that it once was. It lacks quality shops”
- “The facilities in the Hebburn hub is a great safe space for the community. The leisure facilities are a great meeting place to socialise”
- “Safe cycle storage at Hebburn Central due to bicycle thefts”
- “Bring back the fountain in Fountain Park”

# Hebburn Riverside Park

409 surveys were completed.  
97% of those surveyed live in  
Hebburn.

We asked what brings you to  
the riverside...

**115** use the area for  
exercise

**102** enjoy the outdoor  
nature

**89** use the area for  
leisure and

**49** for socialising and  
cycling

We asked what are the  
challenges facing the riverside

You told us the main challenges were:

- Security and lighting
- Litter/ fly tipping
- Lack of seating  
and overgrown  
landscaping

We asked what you  
thought the riverside  
was missing...

You said....

**111** identified play  
areas, benches/  
seating and a purpose for  
the disused car park and  
playing field

**65** thought a play area  
and walking trail  
was needed

**61** said security and  
lighting and

**45** would like a coffee  
kiosk

We asked what would you  
prioritise at the riverside.

- Safety and security such as  
lighting and CCTV
- Walking trails

- Play areas
- Benches
- Bring back into use the  
disused playing fields and  
existing car park

**We asked... do these images work for the riverside? 176 said that they look good, 143 they need a little work, 57 said they didn't know and 33 said they didn't think they were right.**

**Below are some of the comments we received from the surveys**

- “More people should be encouraged to the park”
- “We are very lucky to have the riverside park, but it needs to be maintained better”
- “Could act as a focus for the cultural/community/activities”
- “The park should be managed for nature. Access along the road on the riverside should be restricted. Natural barriers and plants should be used to deter motorbikes”
- “Park security and lighting needs to be improved as Anti-Social Behaviour (ASB) is an issue”
- “Fly tipping, littering and dog fouling is an issue”
- “Lack of seating in the park”
- “The approach to the area via Prince Consort Road is not inviting or appealing”



# Hebburn Surroundings

174 residents completed the survey. 96% of those surveyed live in the Hebburn area.

**We asked what would bring you to these areas?**

You said your top three things would be

- **Food and drink**
- **Exercise and**
- **The local outdoor/nature**

Other things included leisure activities and a picnic.

**We asked what these areas are missing....  
You said...**

**35** said better security and lighting

**21** wanted benches/seating

**32** identified connectivity and family and leisure facilities

Other things mentioned included a coffee kiosk and play areas.

**We asked what the biggest challenges were for these areas:**

You told us

- **Security**
- **Litter and fly tipping**
- **Overgrown landscaping and close proximity to the road**

**We asked what your priorities were for these areas...**

- **Safety and security such as lighting and CCTV**
- **Connectivity**
- **Maintained football pitches**
- **Family and leisure activities**
- **Food and beverages**

# You Said

- **“We should be embracing our own natural diversity in nature and wildlife, both along the river paths and parks.”**
- **“More leisure facilities are needed to accommodate the families who are moving in to all the new housing development.”**

**“More space to encourage wildlife, coffee shop, space for community to grow fruit and vegetables to sell in a market garden shop. Space to encourage older people to gather. Workshops like arts and crafts and possibly selling their crafts. Teaching skills to the younger generation.”**

**We asked... do these images work for the surrounding areas?**

**31% said that they look good**

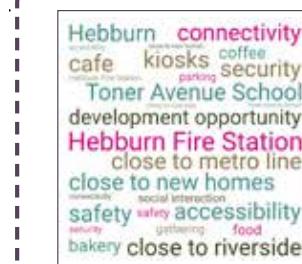
**39% said they need a little work**

**21% said they didn't know**

**8% said they didn't think they were right**

Below are some of the comments we received from the survey

- **"We should be embracing our own natural diversity In nature and wildlife, both along the river paths and parks"**
- **"More leisure facilities are needed to accommodate the facilities who are moving in to all the new housing development"**
- **"There is a poor range of shops to visit, more businesses should be encouraged to the area"**





# What's Next?

**Thanks for taking the time to enable us to share how we are building upon what you told us through our Hebburn Conversation.**

We're in the process of developing our masterplan taking into account all of the things you said.

This will be ready to share with you shortly, keep an eye on Council social media and website channels.

**Thank you to the 984 people who took part in the surveys.**