



OFFICIAL

**Great Park**  
Neighbourhood Association

Great Park Community Centre  
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NE13 9BD

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# GPNA

## Resident Survey Report & Feedback

### 2023 - 2024

**484** residents participated in the GPNA survey, eager to share their vision for the Great Park Estate. This summary amplifies their voices, showcasing their priority concerns and concrete suggestions for those shaping the Estate's future.

## 1 - Introduction: **Great Park: A Community United for Improvement**

This report, compiled from the voices of **484 residents** who participated in the GPNA survey, aims to amplify their **concerns and aspirations** for the future of their estate. The main points raised throughout focus on the following:

- ❖ **Communication and Transparency**
- ❖ Service Charge and Accountability
- ❖ **Infrastructure Completion and Maintenance**
- ❖ Improved Public Transport and Town Centre Revitalization
- ❖ **Safety and Security**
- ❖ Inclusion and Support for SEND Residents

By acknowledging their concerns and **working together** towards solutions, we can **transform** Great Park into a true model community, where **every resident feels valued, safe, and empowered** to contribute to its continued growth and prosperity.

## 2 - Residents of Great Park: **A summary of key concerns**

Residents on Great Park have voiced strong dissatisfaction with several aspects of the estate, focusing on:

### **1. Lack of Transparency and Accountability:**

- Feeling their service charge isn't delivering proper value.
- Unclear spending practices from the consortium managing the estate.
- Insufficient action from the council to hold the consortium responsible.

### **2. Unfinished Infrastructure:**

- Incomplete roads and paths hindering accessibility, particularly for pedestrians and cyclists.

### **3. Poor Public Transport:**

- Limited and unreliable public transport options, restricting residents' mobility.

### **4. Inadequate Street Lighting:**

- Poorly lit streets creating safety concerns at night.

### **5. High Service Charges:**

- Feeling burdened by high service charges despite lacking amenities and services.

## 2 - Residents of Great Park: **Service Charge**

Residents on Great Park currently pay a service charge on an annual basis yet have no visibility :

### 1. **Lack of Transparency and Accountability:**

- Feeling their service charge isn't delivering proper value.
- Unclear spending practices from the consortium managing the estate.
- Insufficient action from the council to hold the consortium responsible.

### 2. **Unfinished Infrastructure:**

- Incomplete roads and paths hindering accessibility, particularly for pedestrians and cyclists.

### 3. **Poor Public Transport:**

- Limited and unreliable public transport options, restricting residents' mobility.

### 4. **Inadequate Street Lighting:**

- Poorly lit streets creating safety concerns at night.

### 5. **High Service Charges:**

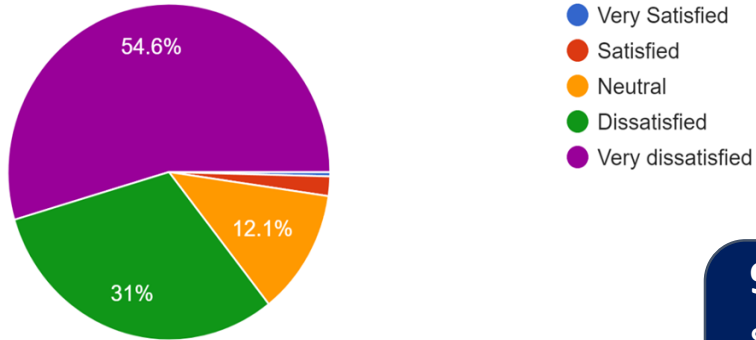
- Feeling burdened by high service charges despite lacking amenities and services.

Overall, residents **feel neglected and frustrated** by the current situation. Their main desires are increased transparency, completed infrastructure, improved public transport, better lighting, and a review of the service charge to ensure fairness.

# 3 – Communication

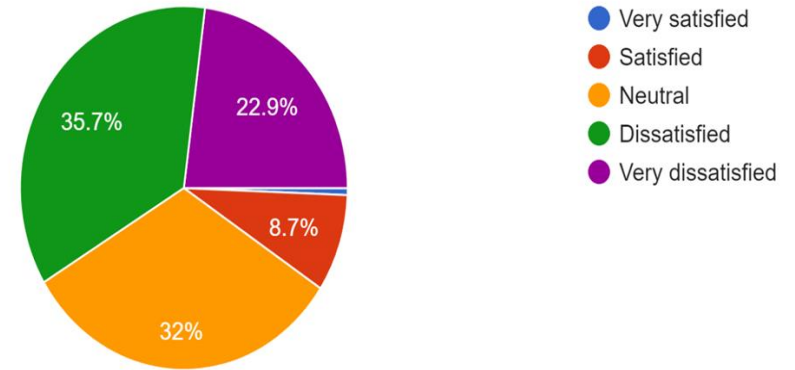
How satisfied are you with the level of communication from the Consortium & Management Company of Great Park?

480 responses



How satisfied are you with the level of communication from local Councillors?

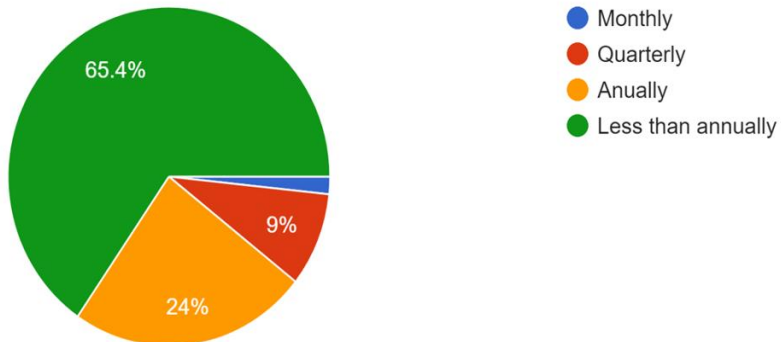
484 responses



**97.7% less than satisfied with communication from Manco**

How often do you receive updates from the Consortium & Management Company?

480 responses



### Great Park Neighbourhood Association

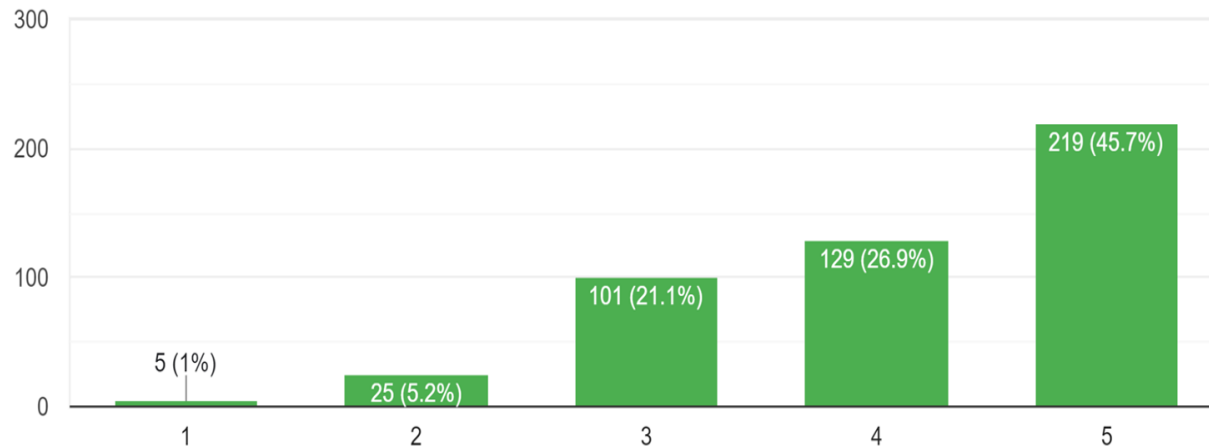
Plenty of diggers already tearing up the grass to store them. Have you been informed of what the extent of works actually are and for how long at all? Looks like they're also going to dig up the well used footpath which would be a nightmare getting kids to Havannah. I'll be going out to speak to them when I am back but I find it unbelievable we've not been notified of any of it.



## 4 – Great Park Service & Service Charge

How satisfied are you with the bus service provision on Great Park?

479 responses

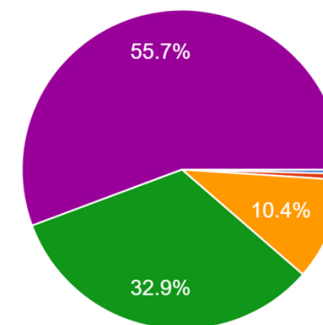


**Only 6% Satisfied with bus service**

How satisfied are you with the level of service provided by the Consortium and Management Company?

483 responses

**99% are less than satisfied with service from the Management agent**



● Very satisfied  
● Satisfied  
● Neutral  
● Dissatisfied  
● Very dissatisfied

## 4 – Great Park Service & Service Charge Cont.

Summary feedback on what could the Consortium & Management company do to improve its service?

### **Main feedback themes:**

- Communication: Be more responsive to requests, be more transparent in decision-making, and keep residents informed of progress.
- Accountability: Be more accountable to residents for service quality, financial transparency, and addressing concerns.
- Service provision: Provide more services, improve existing services, and maintain the estate effectively.
- Specific issues: Several residents mentioned specific issues like unfinished work, potholes, lighting, and play areas.

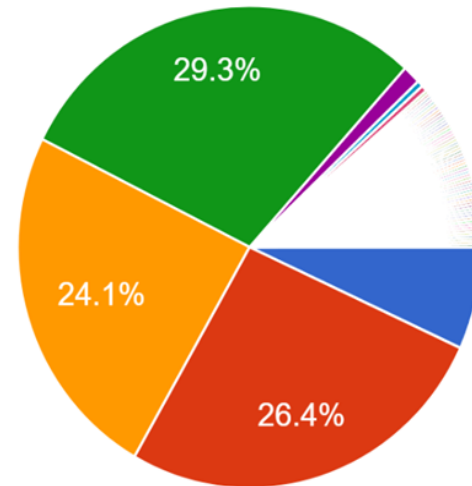
### **Additional points:**

- The role of the Consortium and Management company is not entirely clear to some residents.
- Some residents feel the service charges are too high and not justified by the level of service.
- There is a desire for more community engagement and involvement in decision-making.

## 4 – Great Park Service & Service Charge

When you bought your property do you feel that the service charge was fully explained to you during your house purchase?

481 responses



- Yes - I felt fully informed of everything...
- Yes - I was made aware of some of th...
- No - I was told it was a small charge f...
- No - I do not feel I was fully informed...
- 
- N/a
- N/A
- Not applicable

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**Service charge  
explanation  
inadequate for over  
50% at purchase**

## 4 – Great Park Service & Service Charge Cont.

### Key Findings:

- A significant majority of residents (over 80%) felt they were not fully informed about the service charge during their house purchase.
- Common reasons for feeling uninformed included:
  - Being told the charge was a small amount for basic services like grass cutting.
  - Not being made aware of the full range of services covered by the charge.
  - Lack of transparency about how the charge is used.
- Some residents also expressed concerns about:
  - The increasing cost of the service charge.
  - The lack of value for money they feel they are getting.
  - The accountability of the Consortium and management company.

### Additional Points:

- A small number of residents (around 10%) felt they were fully informed about the service charge.
- Residents who live on Melbury do not pay a service charge.
- There is some confusion about the future of the service charge, with some residents believing it will eventually be adopted by the council.

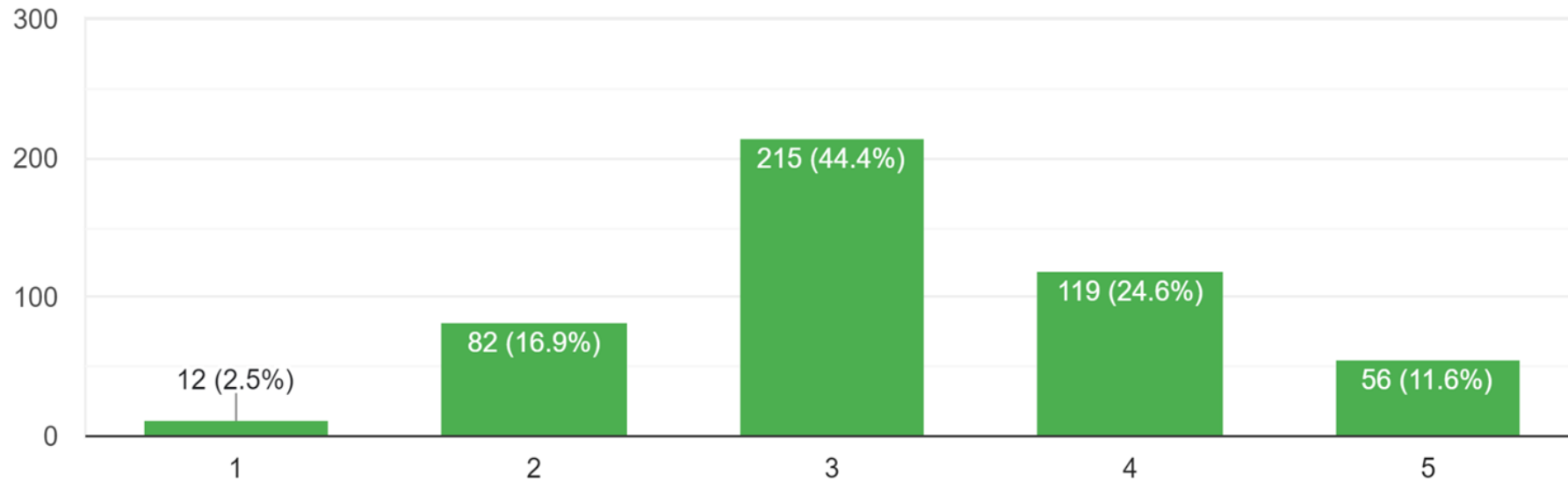
### Recommendations:

- The Consortium and management company should develop a clear and concise explanation of the service charge, including what it is for, how it is used, and how residents can hold them accountable.
- This information should be provided to all residents, both existing and new, in a format that is **EASY** to understand.
- The Consortium and management company should hold **regular meetings with residents** to answer questions and address concerns.
- Residents should be encouraged to get involved in **decision-making** about the service charge.

## 5 – Great Park Business

How satisfied are you with the variety of businesses on the Great Park?

484 responses



**80%** less than satisfied with variety of business's

# 5 – Great Park Business

Summary of Suggestions for Improving Great Park Town Centre:

## Key Themes:

- Fill empty units: This is the most common suggestion, with many residents mentioning the need for a variety of businesses, including restaurants, pubs, cafes, shops, and services like doctors, dentists, and a post office.
- Reduce rent: Many believe high rents are discouraging businesses from opening. Lowering rents or offering incentives is seen as a key way to attract new tenants.
- Improve appearance: Residents want the town centre to look cleaner, tidier, and more inviting. This includes repairs to the buildings, landscaping, and better maintenance of public spaces.
- More community facilities: Suggestions include a gym, leisure centre, pub, playground, and green spaces. These would make the town centre a more attractive place to spend time.
- Better transport and parking: Improved public transport links and more accessible parking would make it easier for people to visit the town centre.

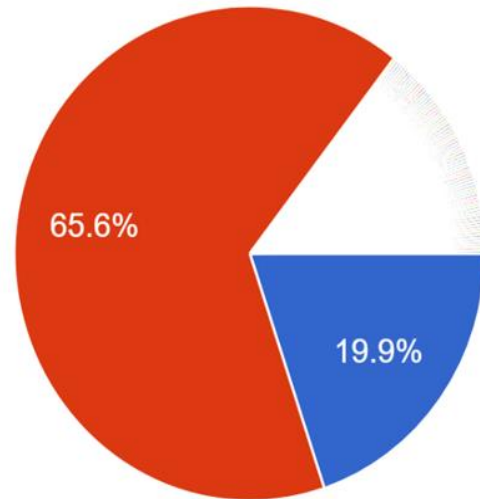
## Other suggestions:

- Fix the drainage problem near Morrisons.
- Improve signage to parking areas.
- Organise events and activities to attract people to the town centre.
- Encourage local businesses to open.
- Offer pop-up markets or temporary use of units to test new businesses.
- Improve public lighting and safety.
- Address concerns about the cost-of-service charge.

## 6 – Safety on Great Park

Do you feel that the crossings and paths across Great Park are safe?

483 responses



- Yes
- No
- There are pedestrian crossings that w...
- The pavements and roads are very un...
- Crossings would be safe if people stu...
- No, especially dangerous taking childr...
- Sometimes but there are some that ar...
- Never use them

▲ 1/9 ▼

**65%** feel crossings and paths unsafe

## 6 – Safety on Great Park

Overwhelming Concern: Residents expressed significant concerns about the safety of pedestrian infrastructure in Great Park.

### Key Issues:

- **Lack of Crossings:** Numerous areas lack safe crossing points, particularly along busy roads like Roseden Way and Brunton Lane. This puts pedestrians at risk, especially children and elderly individuals.
- **Incomplete Paths:** Unfinished paths with uneven surfaces and missing sections create obstacles and tripping hazards, increasing the risk of falls and injuries.
- **Poor Lighting:** Inadequate street lighting creates visibility issues, especially at night, further aggravating safety concerns.
- **Traffic Problems:** Speeding vehicles and disregard for pedestrian right-of-way contribute to the overall danger on the roads.
- **Specific Concerns:**
  - The junction of Morrisons onto Roseden Way was highlighted as particularly dangerous due to its size and parked cars on corners.
  - The lack of traffic lights at the main roundabout poses a risk for pedestrians accessing the school.
  - Unfinished paths and uneven surfaces make using prams and wheelchairs difficult.
  - Motor bikes and quad bikes accessing the estate while families walk along the paths

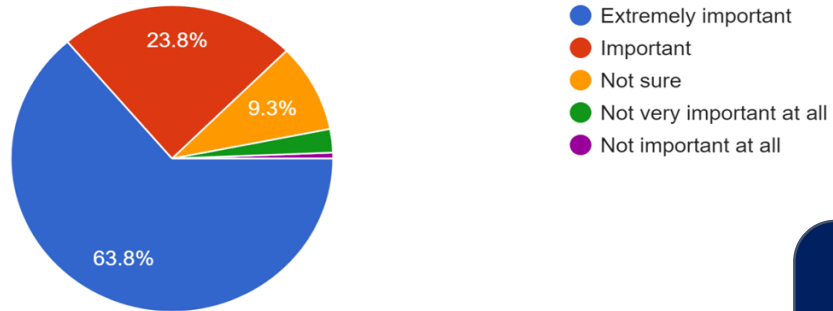
### Suggestions for Improvement:

- Install well-marked and signalled crossings at key locations.
- Complete and resurface all footpaths to eliminate uneven surfaces and tripping hazards.
- Improve street lighting throughout the area.
- Implement traffic calming measures on busy roads to reduce speeding.
- Address specific concerns through additional signage, road markings, or traffic lights.
- Incorporate bollards at key locations to protect residents from undue harm and irresponsibility

# 6 – Safety on Great Park

How important do you consider the need for safe pedestrian crossings on Wagonway Drive (near one stop/bus stop) and Brunton Drive to ensure the ...of children walking to the bus, shops, and school?

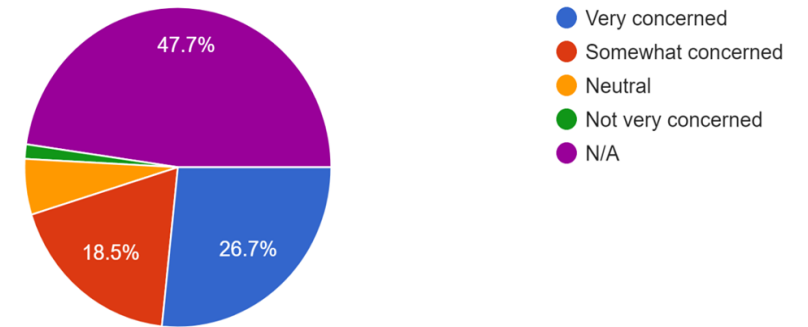
483 responses



If you have a child that walks home from school, how safe do you feel it is for your child to walk home from school while it's dark with the current l...f Great Park lights and management of said lights?

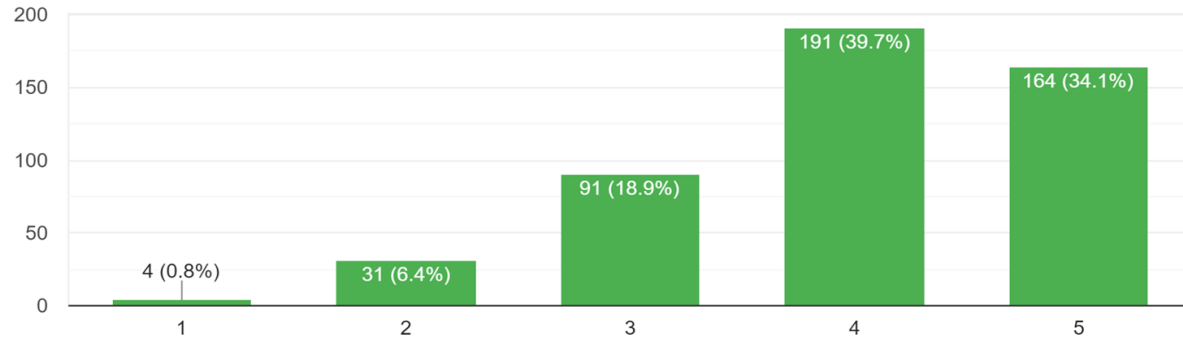
480 responses

**Safety for pedestrians a clear concern**



How do you feel the lighting is maintained and kept at an appropriate and safe level for residents?

481 responses



## 6 – Safety on Great Park

Summary of Resident Feedback on Safety Measures to Address Speeding:

### Most Popular Measures:

1. **Traffic calming measures** (speed bumps, speed humps): This was overwhelmingly the most frequently suggested measure, with residents believing it would effectively discourage speeding and make roads safer for pedestrians.
2. **Increased speed enforcement:** Many residents called for more frequent and visible speed enforcement, such as through speed cameras or increased police patrols, to deter speeding and hold violators accountable.
3. **Improved street lighting:** Improved lighting was seen as crucial for enhancing visibility, especially at night, to make drivers more aware of pedestrians and potential hazards.
4. **Additional signage:** Clearer signage indicating speed limits, crossings, and other safety warnings was also considered important for reminding drivers to abide by the rules.

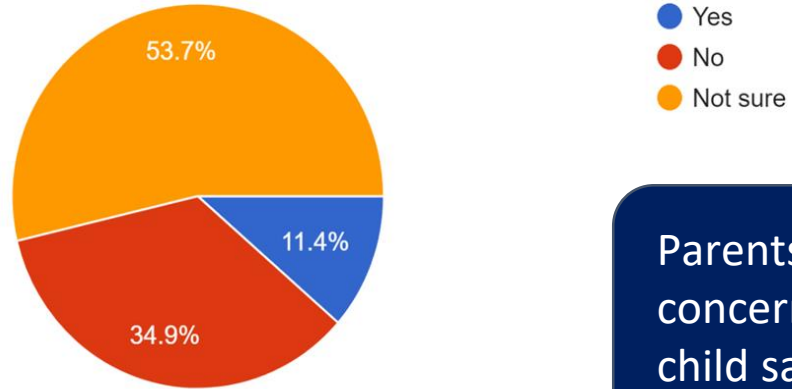
### Other Notable Suggestions:

- Reduced speed limits on specific roads: Some residents proposed lowering speed limits on roads, such as Great Parkway, to 30 mph.
- Chicanes: A few residents suggested using chicanes (obstacles that force drivers to slow down) as an alternative to speed bumps.
- Yellow lines at corners: To prevent obstructed vision and traffic violations, residents suggested enforcing parking restrictions at corners.
- Deer signs: Highlighting the presence of deer could make drivers more cautious and reduce speeding risks.
- CCTV at crossings: Monitoring crossings near schools with CCTV could deter speeding and ensure pedestrian safety.

## 6 – Safety on Great Park

Do you feel that the road safety measures around Havannah First School are adequate?

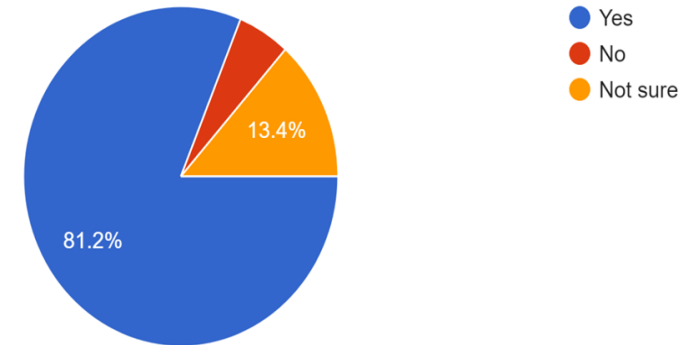
482 responses



Parents concerned for child safety

Would you feel safer if the estate had junction markings that reinforce right of way onto the main roads, e.g. Wagon Way Drive, Rosedon Way?

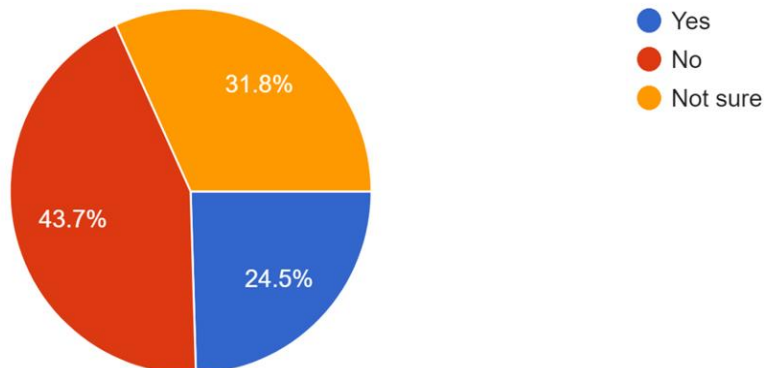
484 responses



Over 81% want road marking improvements

Do you feel that the road safety measures around Brunton First School are adequate?

481 responses



So not only are none of the footpaths up to Havannah First School connected except one, and difficult to use with a pushchair, now the landscape maintenance vans are blocking that only path at school pick up time. [Thom Campion Great Park Neighbourhood Association](#) how do we get the footpath situation on the estate generally sorted out?  
Picture also sent direct to estate management



## 6 – Safety on Great Park

Based on resident's feedback, several key themes emerged for what residents believed would enhance safety around Great Parks local schools:

### **Parking and congestion:**

- **Excessive parking on double yellow lines and pedestrian paths:** This creates obstacles and safety hazards for children and pedestrians. Solutions include stricter enforcement of parking regulations, extending yellow lines, and creating designated drop-off areas.
- **Traffic congestion during pick-up and drop-off times:** Staggered school start/finish times, encouraging use of the park and ride, and improving pedestrian/cycling infrastructure could help alleviate congestion.

### **Pedestrian safety:**

- **Lack of safe crossing points and incomplete paths:** Providing well-marked crossings, zebra crossings, and completing existing paths are crucial for safe pedestrian movement.
- **Speeding traffic:** Implementing traffic calming measures like speed bumps, chicanes, and increased speed enforcement is essential to slow down vehicles near schools.
- **Visibility issues:** Improved lighting, clear signage, and removing parked cars obstructing views can enhance visibility for both pedestrians and drivers.

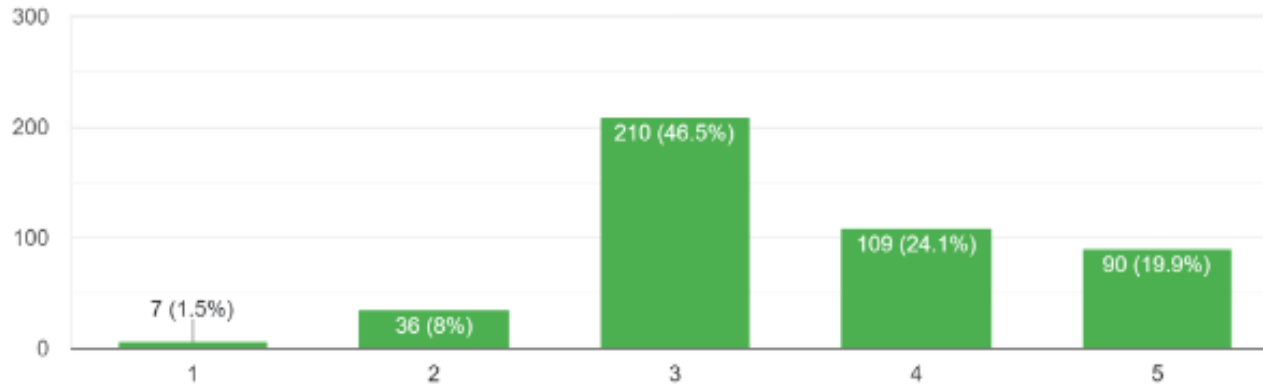
Additional concerns:

- **Construction traffic:** Diverting construction traffic away from school hours and prioritising pedestrian safety near building zones is crucial.
- **Irresponsible parking by parents:** Public awareness campaigns and stricter enforcement can address inconsiderate parking behaviour.

# 7 – Inclusion, Special Educational Needs and Disabilities

How would you rate the availability of educational and recreational facilities for children and adults with special needs in the Great Park area?

452 responses

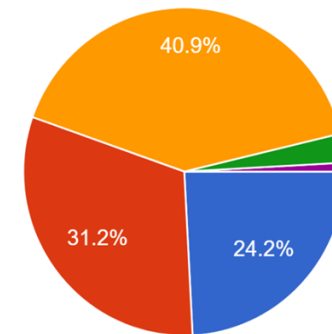


**90% less than satisfied with facilities for those with SEN**

How would you assess the current accessibility of the play parks for disabled children, considering the lack of wheelchair access and equipment for less able-bodied children?

455 responses

**90% less than satisfied with facilities for those with SEN**



- Extremely inaccessible
- Inaccessible
- Neutral
- Accessible
- Very accessible

## 7 – Inclusion, Special Educational Needs and Disabilities

Resident feedback highlighted several key areas for improvement:

### Accessibility:

- **Accessible paths and crossings:** Smooth, well-maintained paths with lowered curbs and proper drop kerbs are crucial for wheelchair users and individuals with mobility challenges.
- **Accessible play equipment:** Parks need inclusive equipment that caters to children of all abilities, including wheelchair swings, sensory play elements, and equipment with different difficulty levels.
- **Accessible community spaces:** The community centre should offer SEND-friendly activities and groups, and ensure its facilities are fully accessible.

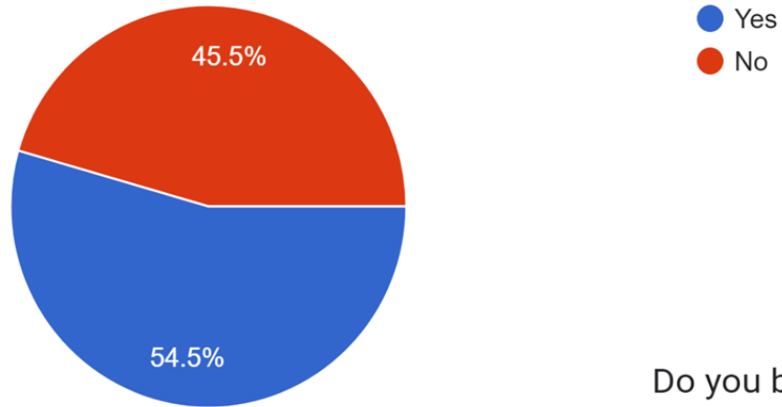
### Safety and comfort:

- **Improved lighting:** Better lighting in parks and along paths enhances visibility and creates a safer environment for everyone, especially those with visual impairments.
- **Sensory considerations:** Play areas should be designed with sensory sensitivities in mind, incorporating calming elements and avoiding overwhelming stimuli.
- **Safe spaces:** Providing dedicated quiet areas or sensory rooms within parks and the community centre can offer refuge and relaxation for individuals with SEND.

## 8 – Adoption of the Great Park Estate

Are you aware that the only local service your council tax currently provides on the estate is bin collection as its not fully adopted? (This does not n...ributions of your council tax - e.g. Public services)

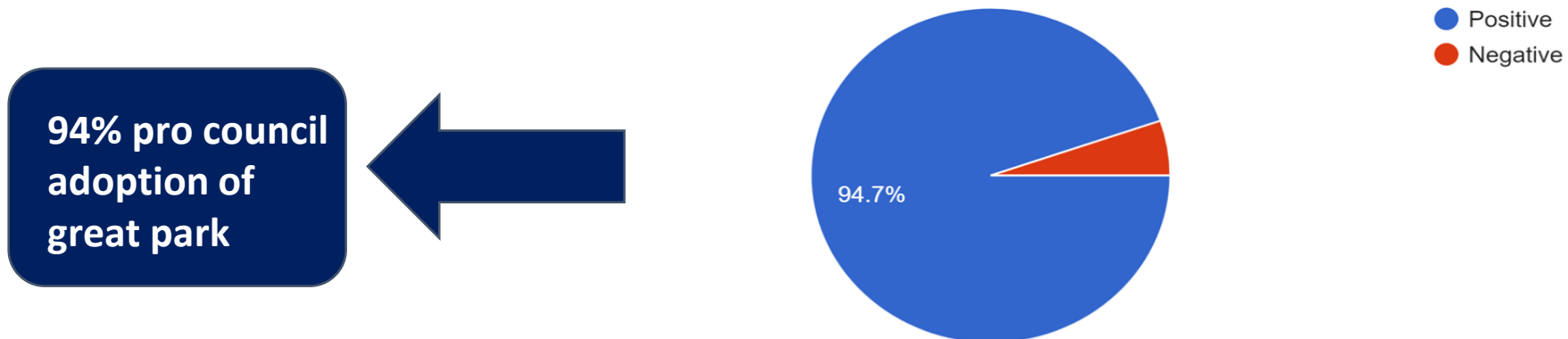
481 responses



45% not aware of council tax usage

Do you believe that the Local Authority adopting Great Park would have a positive or negative impact on residents not having to pay a service char...the local authority through residents council tax?

471 responses

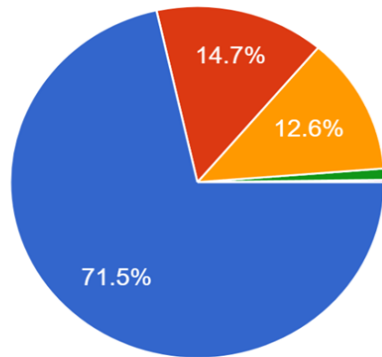


94% pro council adoption of great park

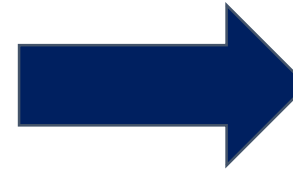
## 8 – Adoption of the Great Park Estate

Warkworth Woods is the only part of Great Park to have been adopted by Newcastle City Council so far. The remainder of the estate is managed by Grea...oughts on the adoption of the rest of Great Park?

484 responses



- Strongly support - I believe that a direct link with Newcastle City Council and t...
- Somewhat support - I think that it is a good idea to have the estate adopted...
- Neutral - I am unsure and may require further information before I can decide.
- Somewhat oppose - I have some concerns about a potential adoption b...
- Strongly oppose - I am satisfied with the current arrangement for reporting repa...

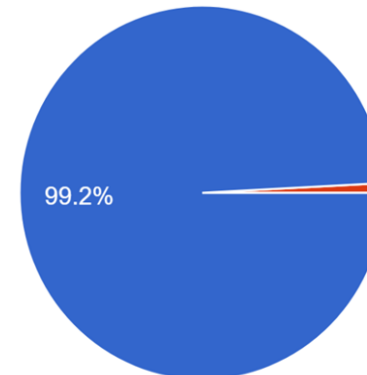
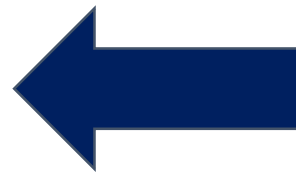


**71% strongly support adoption by Local Authority**

Would you like to see a formal adoption time scale published that informs all residents of milestones and when each cell of the Great Park will be adopted?

478 responses

**99% want formal adoption timeline**

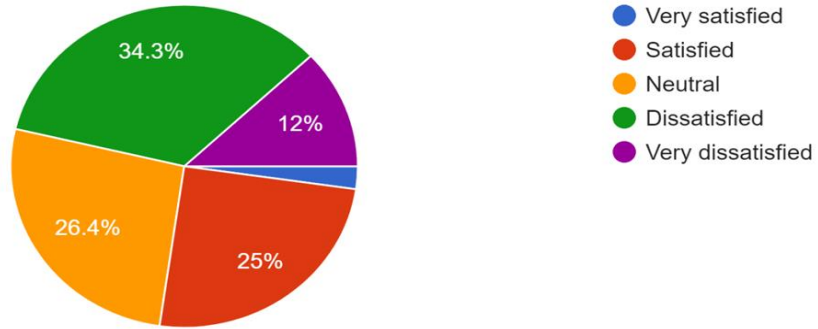


- Yes
- No

# 10 – General Feedback

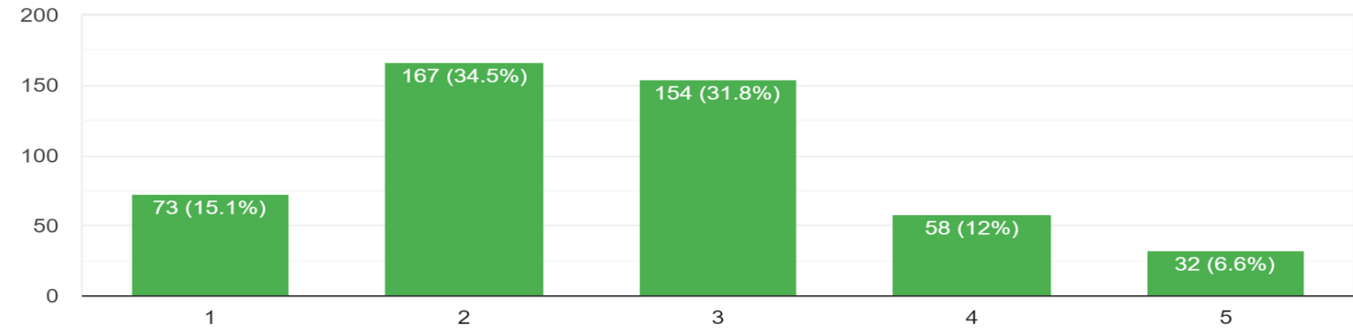
How satisfied are you with the overall cleanliness and maintenance of public spaces in Great Park?

484 responses



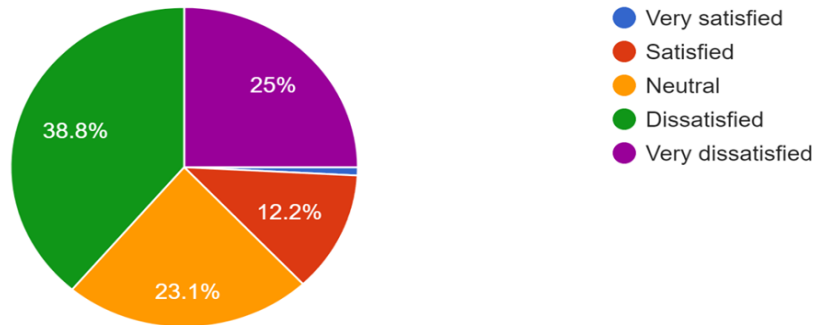
How likely are you to recommend living in Great Park to friends or family?

484 responses



How satisfied are you with the local bins on Great Park in terms of them not overflowing and being emptied regularly?

484 responses



## 11 – Summary of resident feedback for specific areas or facilities in Great Park

1. ● **Unfinished infrastructure:** Many residents mentioned unfinished roads, paths, bridges, and landscaping. This creates inconvenience and safety hazards.
2. ● **Lighting deficiencies:** Inadequate street lighting and broken lights were frequently mentioned, raising concerns about safety and security.
3. ● **Bins and litter:** Overflowing bins and general litter were prevalent complaints, suggesting a need for better waste management and infrastructure.
4. ● **Parks and green spaces:** Residents expressed dissatisfaction with the condition of parks, including broken equipment, poor maintenance, and lack of amenities for different age groups.
5. ● **Town centre:** The state of the town centre, including rendering, cladding, and public spaces, was a major concern for many.