



# The Bay of Colwyn Place Plan

## Community engagement summary report

October 2022

### Background

The views of the local community in and around the Bay of Colwyn are integral to the development of the Bay of Colwyn Place Plan. Since November 2021 the Bay of Colwyn Town Council has been working with Planning Aid Wales to produce a Place Plan and as part of this, extensive community engagement has been conducted to establish the views and priorities of the community.

This report is a summary of engagement activities and outputs that took place between May and June 2022.



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# Quick Read Summary

## What have we done?

Planning Aid Wales has organised 2 months of community engagement and gathered over 5000 comments from members of the Colwyn Bay community. This has been achieved through a mix of face-to-face events, an online survey, online community map, focus groups, school workshops and an art competition.

## What are the next steps?

### Stakeholder event

Late autumn 2022 - second stakeholder event

### Policy integration and evidence collection

Pull together the policy research of all studies, planning policies for the Colwyn area and collect further evidence if required.

### Draft Place Plan

Spring 2023 - start drafting the Place Plan taking into consideration all engagement comments and desk-based research.

## What are they Key themes?

All the information gathered has been categorised into themes. The tables below show the most prominent of these themes grouped as planning matters, and non-planning matters.

### PLANNING THEMES

- Promenade, Pier, Seafront – improvements
- Protecting environment – open green spaces
- Empty units – shops, units, housing, Imperial Hotel
- Retail Offer - local and independent shops
- Transport – parking charges, getting around
- The Market – an opportunity
- Community facilities – young & older generation
- Highway issues – access improvements /connectivity
- Improvements to shopping areas and their vitality
- Leisure / sports facilities
- Promote rich culture and Welsh identity

### Non - Planning themes

- Activities for young people (post-covid offering reduced)
- Litter, cleaning
- Antisocial behaviour (drug / alcohol use)
- Healthcare
- Cost of living issues (childcare / food banks....)
- Social issues e.g., isolation, loneliness, homelessness
- Entertainment for young and old
- Older people – rest points, toilets, condition of surfaces
- Make links with local college





## What have we done?

To gather the views of the community a mixture of online and in-person engagement has been used. These have been chosen to provide accessible options for everyone in the community to take part. In addition, all our engagement has been delivered bi-lingually.

### Face to Face engagement

- Four community drop-in events (including a pop-up shop at Bay View shopping centre)

### Youth Engagement

- Art competition
- School workshops with 10 schools and over 350 children.

### Online Engagement

- Online Survey with 230 responses
- Three Online workshops with 18 attendees

## How did we reach the community?

To help give the community the best opportunity to engage, events were advertised across a mix of mediums:

- Posters
- Flyers
- Facebook / Twitter / Instagram
- Press releases
- Radio
- Dedicated Colwyn Place Plan website
- Prom Xtra event
- Emails to stakeholder list
- Town Council website
- Community noticeboards



# Engagement Summary

A summary of the engagement taken place as part of the Bay of Colwyn Place Plan is shown below:

Engagement Tool	Number of People	Number of Comments
Place Check	198	280
Drop-in events	115	1394
School Workshops	352 (10 Schools)	1092
Online Survey	230	2862
<b>TOTAL</b>		<b>5628</b>

+

**Stakeholder Event**  
40 Attendees

**Art Competition**  
38  
Entries

**3 Online Focus  
Groups with 18  
Attendees**

# Drop-in Sessions

Between May and June 2022, we ran four drop-in sessions across Colwyn Bay, gathering 1394 comments from 115 members of the community.

## Drop in schedule

Drop-in 1: Colwyn Heights Community Centre, 17<sup>th</sup> May

Drop-in 2: Rhos on Sea United Reform Church, 18<sup>th</sup> May

Drop-in 3: Bay View Shopping centre 28<sup>th</sup> June

Drop-in 4: Old Colwyn Methodist Church 30<sup>th</sup> June

At these drop-ins, we asked respondents to move around the room and provide their opinions on various topics about life in the Bay of Colwyn.

These centred around three core questions:

- 1) What should the Bay of Colwyn aspire to look like in 2037?
- 2) What are the opportunities and challenges for the people of Colwyn?
- 3) Where are the areas you love, the areas that are important to your community and the areas that need some improvement?



*Bay-View Shopping Centre Drop-in.*



*Old Colwyn Drop-in.*

## The Vision - By the Year 2037, I would like Colwyn Bay to be...

The purpose of the Place Plan Vision is not only to set out what sort of place the Bay of Colwyn should strive to be in the future, but also provide the starting point for all the planning guidance and practical projects.

Respondents were given twelve statements about the future of Colwyn Bay and asked to indicate if they agreed or disagreed with the statement. The chart displays the results.

We also gave respondents the option to give their own ideas, 57 comments were collected.

### Culture & Events (6)

Wish for more music and arts events/festivals, and an emphasis on the need for these to be inclusive of all ages.

### Community Facilities (6)

Focus here on the need for public toilets and allotments.

### Housing (5)

A need for more affordable housing by increased new builds, and the converting empty units above shops.

### Getting Around (4)

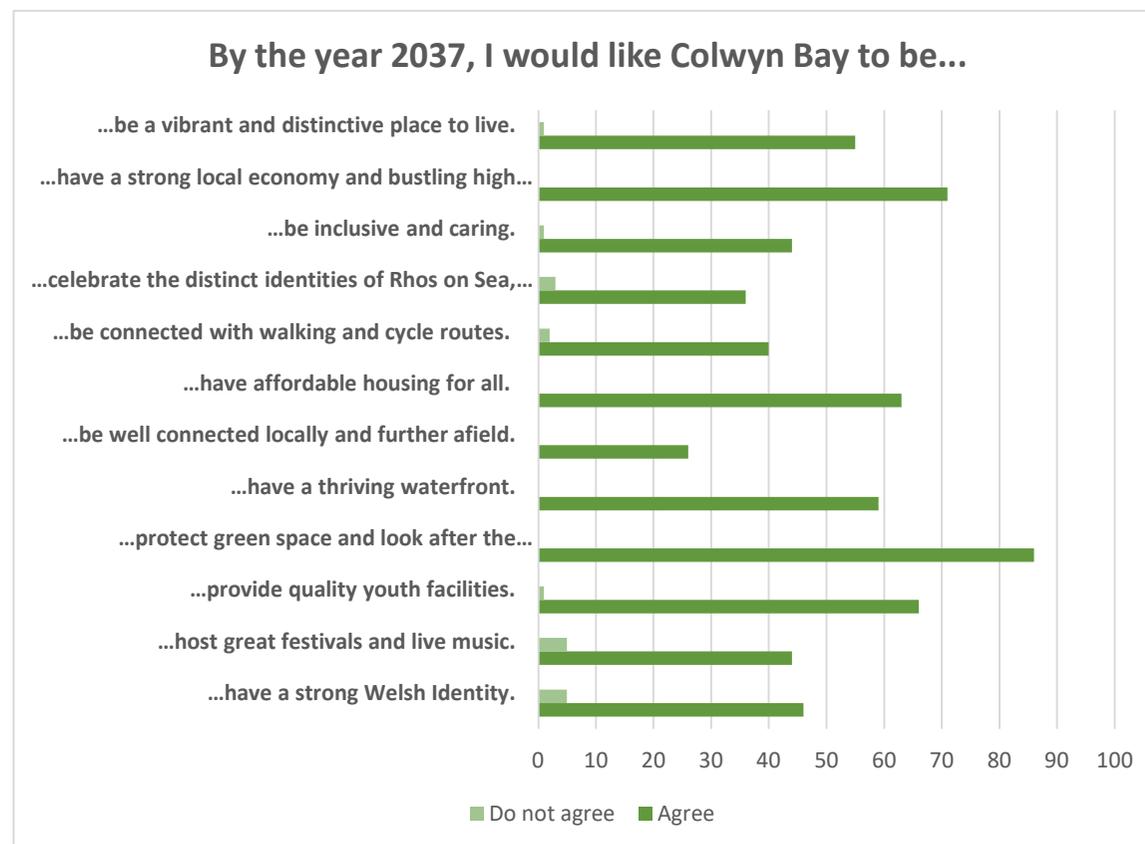
More pedestrian crossing points, overgrown vegetation on the 5-way roundabout and objections to proposed road changes.

### Need for Redevelopment (4)

These comments focused on Station Road and Rhos Point being rundown and in need of development.

### Green Space (3)

Preserve green spaces, increase tree planting, and consider re-wilding areas.



*Votes on a vision of the Bay of Colwyn by the year 2037.*



# Opportunities and Challenges for the people of Colwyn Bay

The second theme explored at the drop-in sessions are the opportunities and challenges for people in the Bay of Colwyn. Outlined below is a summary of 287 comments relating to 9 different groups within the Bay.

## Children and teenagers

- Affordable meeting places and activities – safe places to gather (especially at night)
- Better shops and facilities for younger people
- Lack of future employment prospects to retain young people
- better job opportunities for teenagers

## Visitors / Tourists

- Cheaper short stay parking – particularly during tourist season on the Prom
- Better access from Prom to town
- Town needs rejuvenation and investment
- Strong tourism offer needed – events, beach (water sports / stalls), market, promenade, indoor tourism (wet weather space), cycle tourism, tourist information centre, better signage, rest points
- more hotels, cafes (open evenings), locally run market.
- Improved access between the town and the prom / waterfront

## Families with children

- Family friendly affordable facilities e.g., soft play
- Access and crossing points to be improved
- Encourage the use of Welsh Language in learning
- Upgrading and maintaining play equipment
- Improved facilities such as baby changing in men's toilets, toilets open longer
- Free activities for families particularly on estates – sense of community
- Cost of living – affordable housing, cheaper parking, affordable transport, single person flats

## Young people without children

- Affordable housing
- Local employment and apprenticeships with good transport links
- Affordable entertainment, activities and sports e.g., Youth Clubs, Youth Sheds



### Disabled People

- Wheelchair friendly and improved access to shops, toilets, pubs, leisure, the beach
- Make events inclusive
- Uneven surfaces need attention, cars that block pavements and vegetation clearance
- Promote and build awareness of health and social care services e.g., care homes, wellbeing classes, mental health facilities

### Older People

- Improve healthcare and support for those living alone or vulnerable
- More public toilets needed with improved access and to stay open longer
- Issues with mixing cyclists, walkers and those using mobility aids along the Prom
- Vegetation to be cut back along pathways
- Slower walkers need more than 1.5 hrs parking for an effective visit to town
- Can some larger events be pitched at an older audience
- Improved in-home support
- Utilise church halls for community use eg old peoples gyms
- Paving and hard surfaces to be improved e.g. Brompton Av, The Promenade
- Resting points needed – at bus stops, The Pier, Promenade

### Business and Employers

- Independent shops and small start-up units
- Business community to get involved in regeneration schemes
- Successful areas such as Rhos-on-Sea – keep them alive !
- Empty buildings – future purposes e.g., Market Hall / Station Rd
- Do pedestrian areas reduce footfall to shops and businesses?
- Parking fees along the Prom and retention of food kiosks
- Market – an asset

### Other comments

- Need visible policing to tackle drink and drug use – Ivy Street, near railway
- Reduction of traffic and to resolve pedestrian/ cycle conflict
- Streets clean – litter / dog mess
- Homelessness
- Areas for improvement include Cefn Rd, Rhos Point, empty units in town (Imperial Hotel)



# Community mapping

As part of our engagement, members of the community provided comments relating to specific areas within the Bay of Colwyn. In total 659 comments were collected from the online community Placecheck map and at our face-to-face drop-in sessions.

We asked people to leave comments on the following three themes:

- 1) Places you love
- 2) Places that need improvement
- 3) Places important to your community

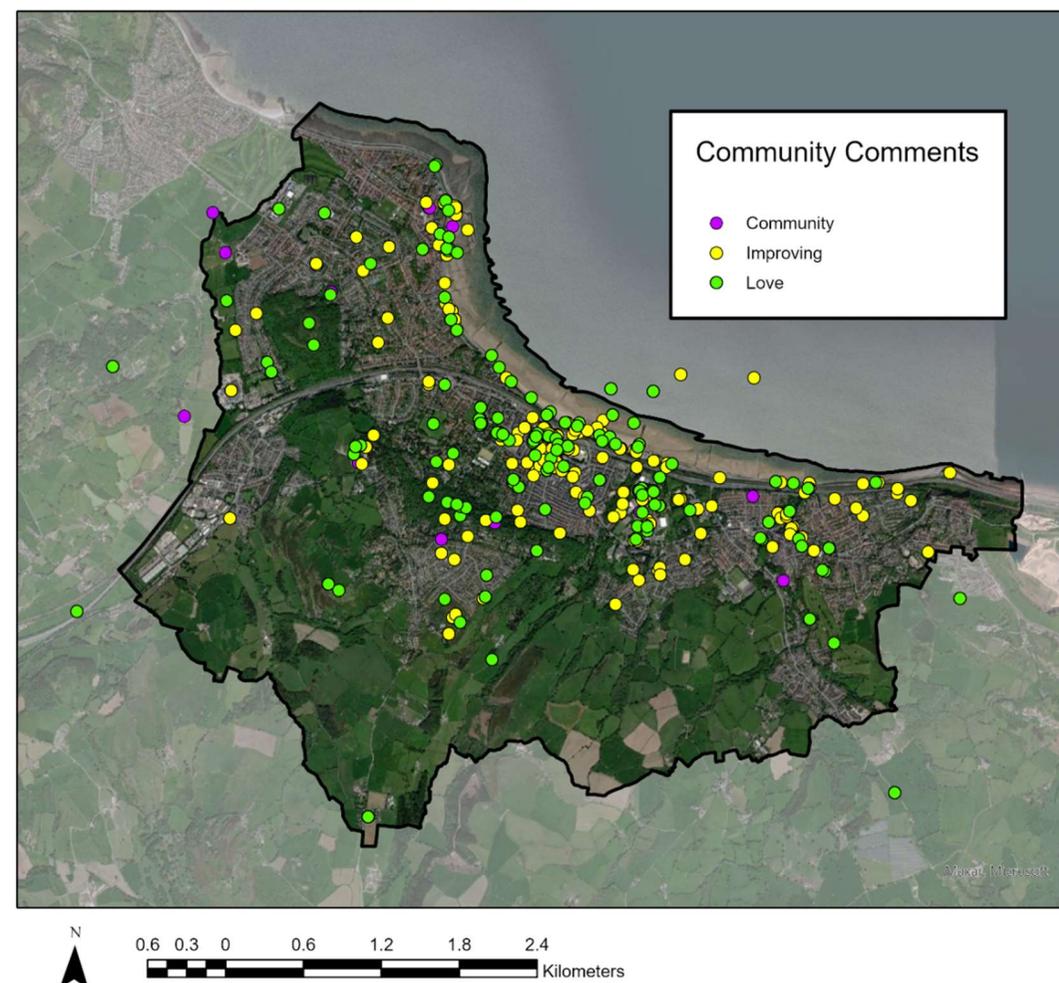
Places that  
need  
Improvement



Places you  
Love



Places Important  
to your  
Community



## Places that need Improvement

### Themes with 10 or more Comments

Getting around	55
Empty Units	29
Community Facilities	24
Shopping	24
Run down	19
Tourism	19
Caring for Colwyn	18
Youth Facilities	18
Open Space	16
Beach	14
Local Business	12
Litter	11
Safety	11
Parking	10

### Themes with 5 or more Comments

Nature	9
Benches	8
Food	7
Housing	7
Industry	6
Unspecified	6
Greening	5
Pedestrianisation	5
Toilets	5

### Getting Around (55)

“The key points of the town are fragmented and separated not aided by traffic management or separation of public transport.”

“Lots of potholes and uneven pavements.”

### Community Facilities (24)

“More indoor activities for wet days in Colwyn Bay, Rhos, Old Colwyn.”

“More free public toilets.”

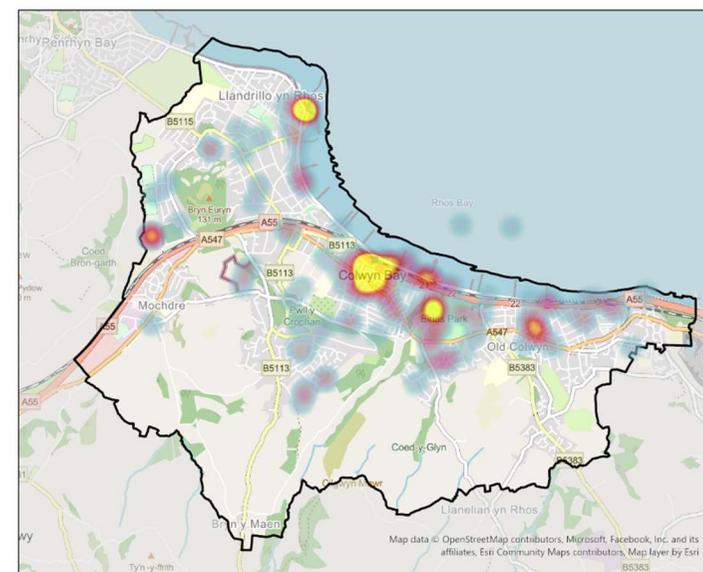
“More activities for different ages.”

### Empty Units (29)

“Station Road Colwyn Bay do something with imperial Hotel.”

“Town centre empty shops”

“Improve Shopping area in Colwyn Bay, especially empty shops.”

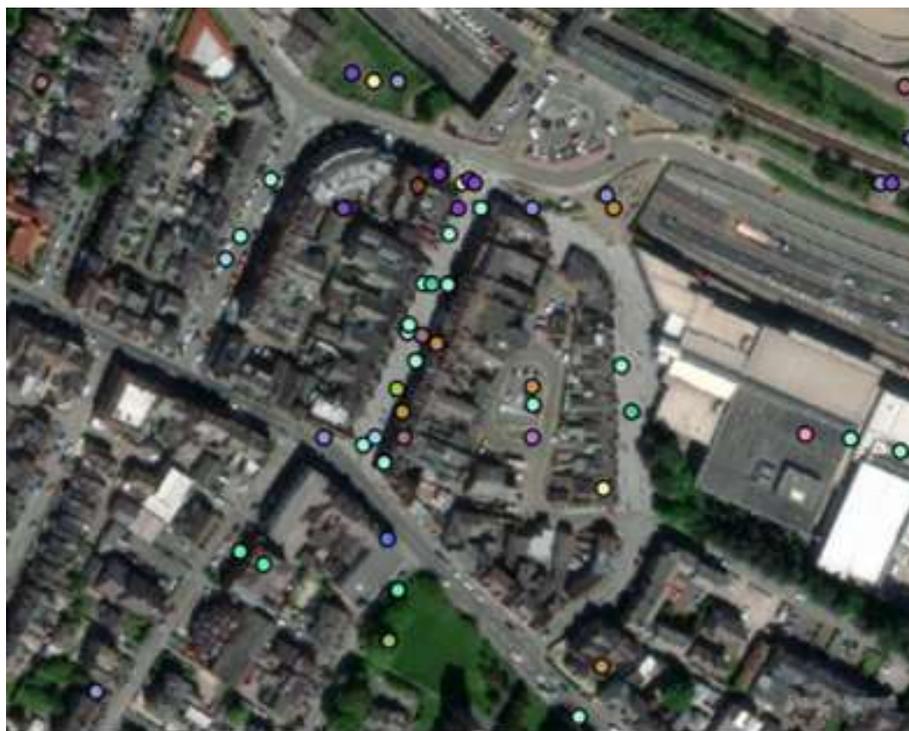


## Station Road – opportunity for regeneration

During the consultation, many comments were made on the area around Station Road in Colwyn.

Comments were based around:

- Empty shops are a key point in this area.
- Imperial Hotel is a worry and seen as an opportunity to boost tourism.
- Pedestrianisation is a controversial topic with views for and against it.
- There is a general feeling of the street becoming run down.



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### Things to Improve

- Community Facilities
- Connectivity
- Eco-friendly
- Empty Units
- Food
- Food Production
- Getting Around
- Housing
- Local Business
- Parking
- Pedestrianisation
- Run down
- Safety
- Shopping
- Toilets
- Tourism
- Unspecific
- Youth Facilities

It is therefore important that the Place Plan work links in with the regeneration plans that are currently being investigated by Conwy Council for the Station Road area.

## Places you Love

### Themes with 10 or more comments

Open Space	60
Beach	29
Community Facilities	23
Unspecific	14
Shopping	12
Getting around	11
Views	10

### Themes with less than 5 comments

Benches	4
Architecture	3
Culture	3
Greening	3
Market	3
Nature	3
Zoo	3
Health Care	2
Caring for Colwyn	1
Disabled Access	1
Empty Units	1
Housing	1
Overdevelopment	1
Toilets	1
Wildlife	1

### Open Space (60)

“Queens Garden- Beautiful well maintained quiet space”

“Eirias Park old boating lake looks beautiful and woodland area too. Please keep it!!”

### The Beach (29)

“Fantastic place to have on our doorstep.”

“Promenade - Prom & Pier looking so much better.”

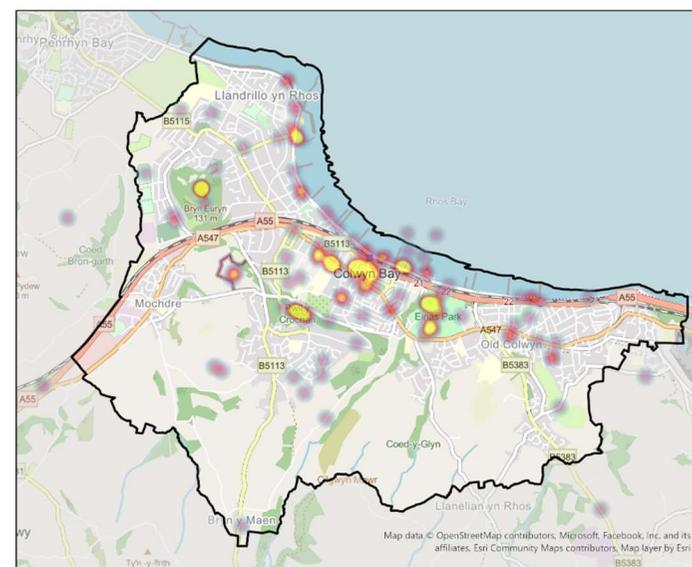
“An iconic part of Colwyn Bay and our glorious beach. Needs extending a bit and something on it for public use and enjoyment.”

### Community Facilities (23)

“Colwyn Theatr”

### Shopping (12)

“The Artisan market has brought life back to the streets of Colwyn Bay. Always a great atmosphere and a lovely thing to do at the weekend.”



## Places Important to your Community

### Community Facilities (21)

“Theatr Colwyn excellent and affordable - great pantos”

“Library, youth centres, parks, swimming pool.”

“Pen Y Bryn public house - social heart of the community and tourist attraction.”

#### Themes with more than 5 comments

<b>Community Facilities</b>	<b>21</b>
<b>Open Space</b>	<b>13</b>
<b>Beach</b>	<b>8</b>

#### Themes with Less than 5 comments

<b>Youth Facilities</b>	<b>4</b>
<b>Shopping</b>	<b>2</b>
<b>Local Business</b>	<b>2</b>
<b>Tourism</b>	<b>1</b>
<b>Caring for Colwyn</b>	<b>1</b>
<b>Saftey</b>	<b>1</b>
<b>Benches</b>	<b>1</b>
<b>Unspecified</b>	<b>1</b>
<b>Views</b>	<b>1</b>
<b>Disabled Access</b>	<b>1</b>
<b>Education</b>	<b>1</b>
<b>Wildlife</b>	<b>1</b>

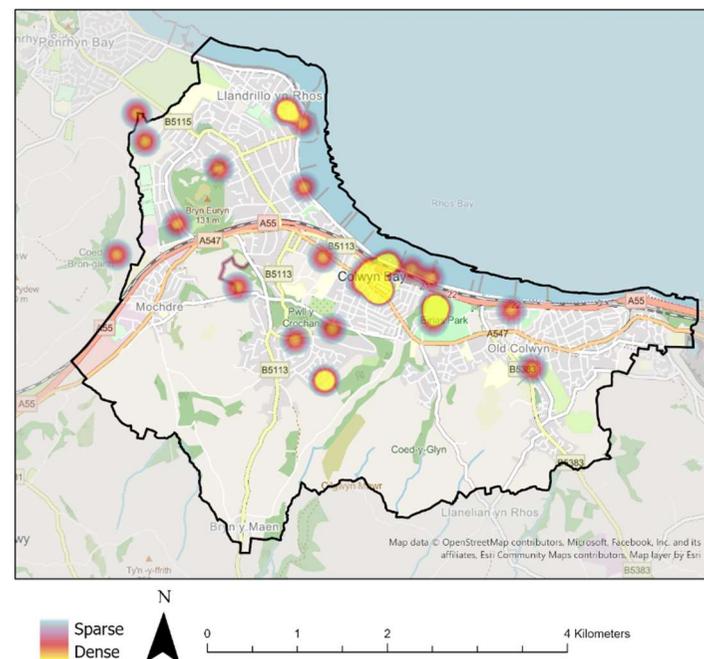
### Open Space (13)

“Parc Eirias - is a big green area which is safe for everyone”

“Fairy Glen Old Colwyn - Great areas of green space for local families.”

### Beach (8)

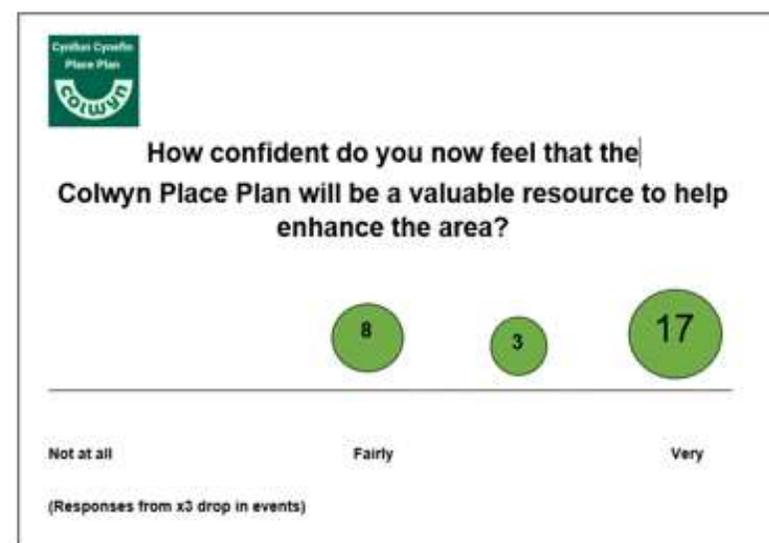
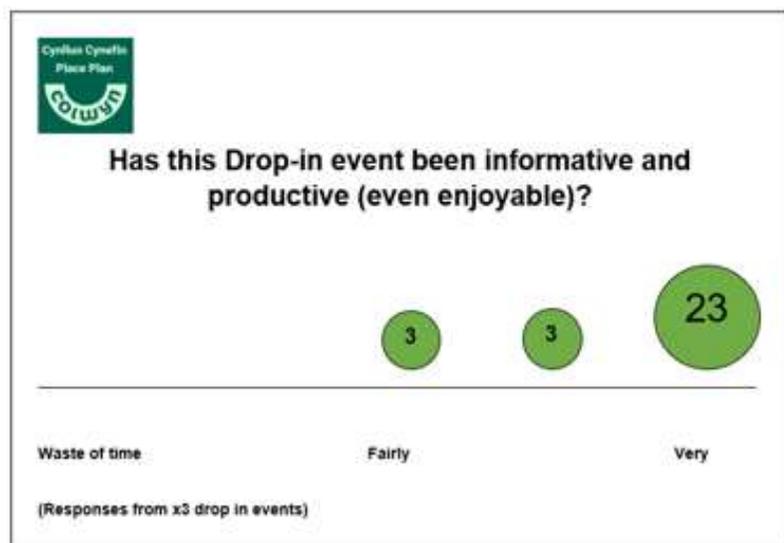
“Upper Colwyn prom - a great place to meet local walkers to get social contact if you are alone.”



## How did we do?

At the drop-in events we asked those that had got involved whether they felt that the events had been informative, enjoyable and whether they felt confident that the Colwyn Place Plan would be a valuable resource.

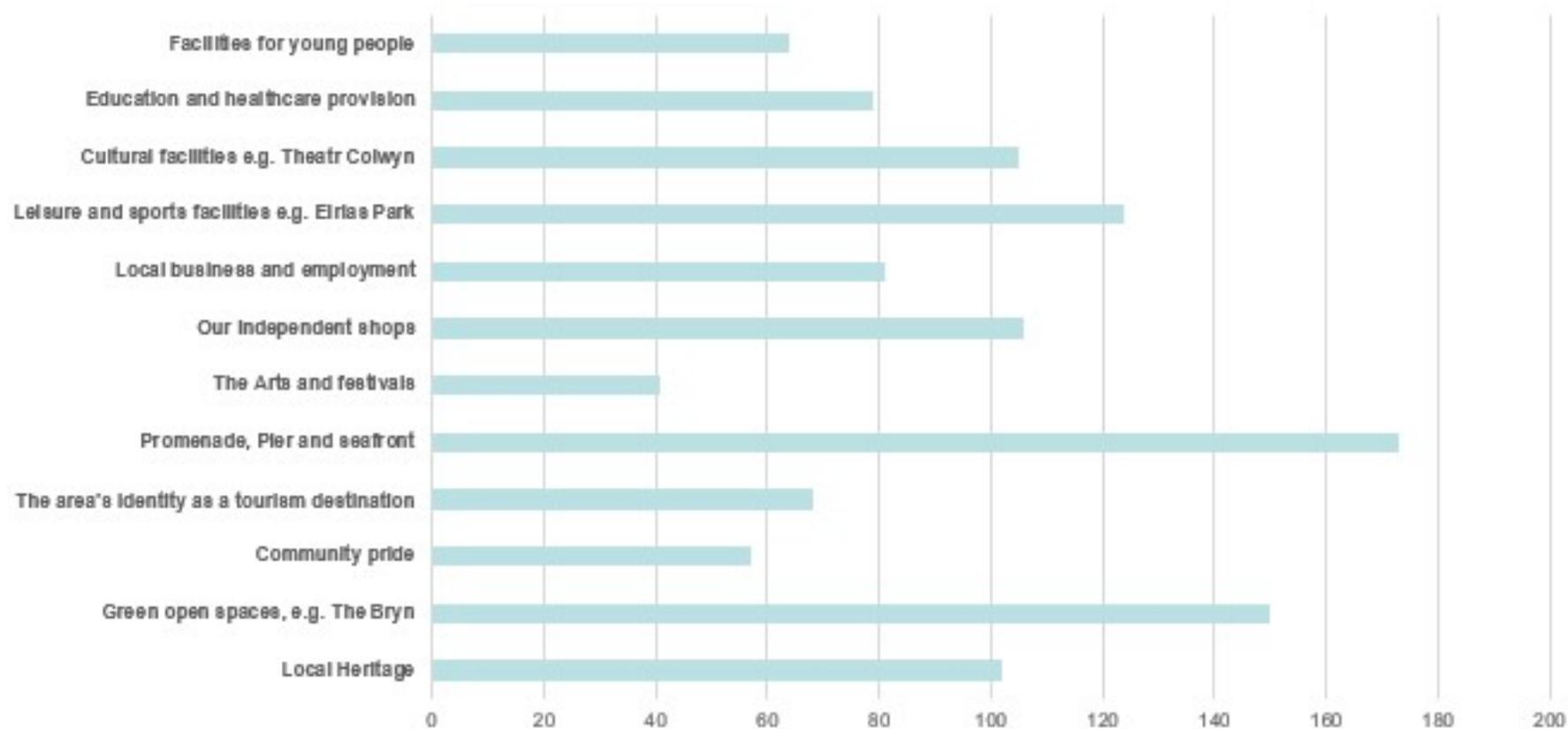
The results are as follows for those that responded:



# Online Survey

An online survey was undertaken which attracted 230 responses.

We asked respondents to select 5 things that should be protected / strengthened in Colwyn Bay:



Additional comments were as follows:

**Green Space** (10 comments)

*“Parks should be part of the green open spaces and should remain green and open and should not be built on.”*

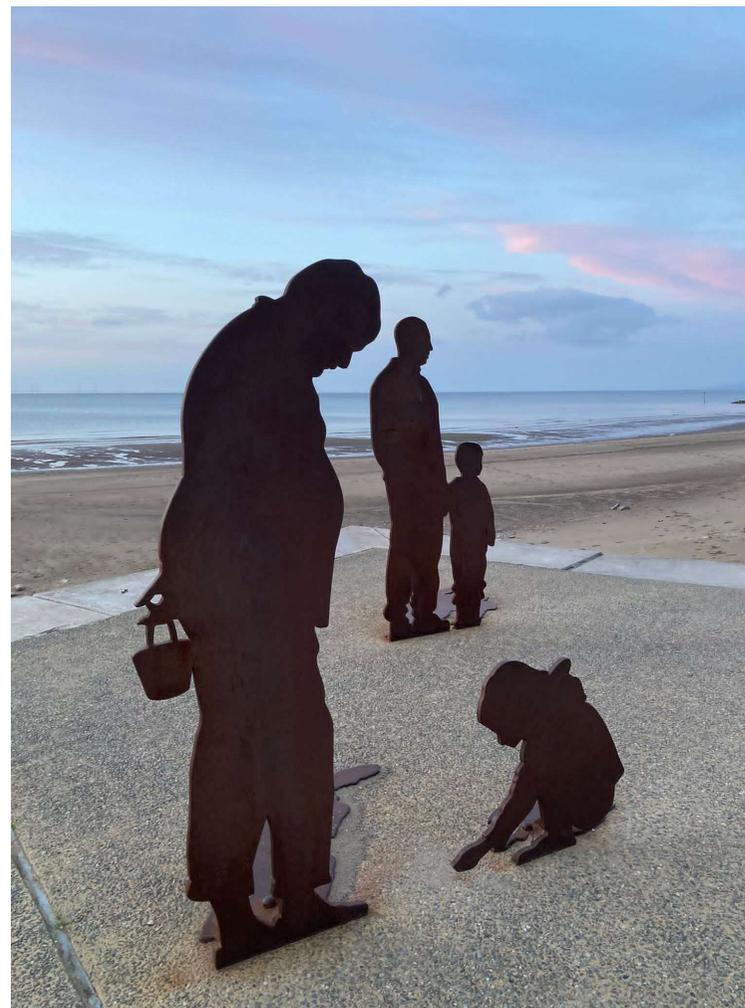
*“Pwllcrochan conservation area and Pwllcrochan woods”*

**Youth facilities** (10 comments)

*“I think all of the above are very important. I particularly think activities for young people are important.”*

**Community facilities** (6 comments)

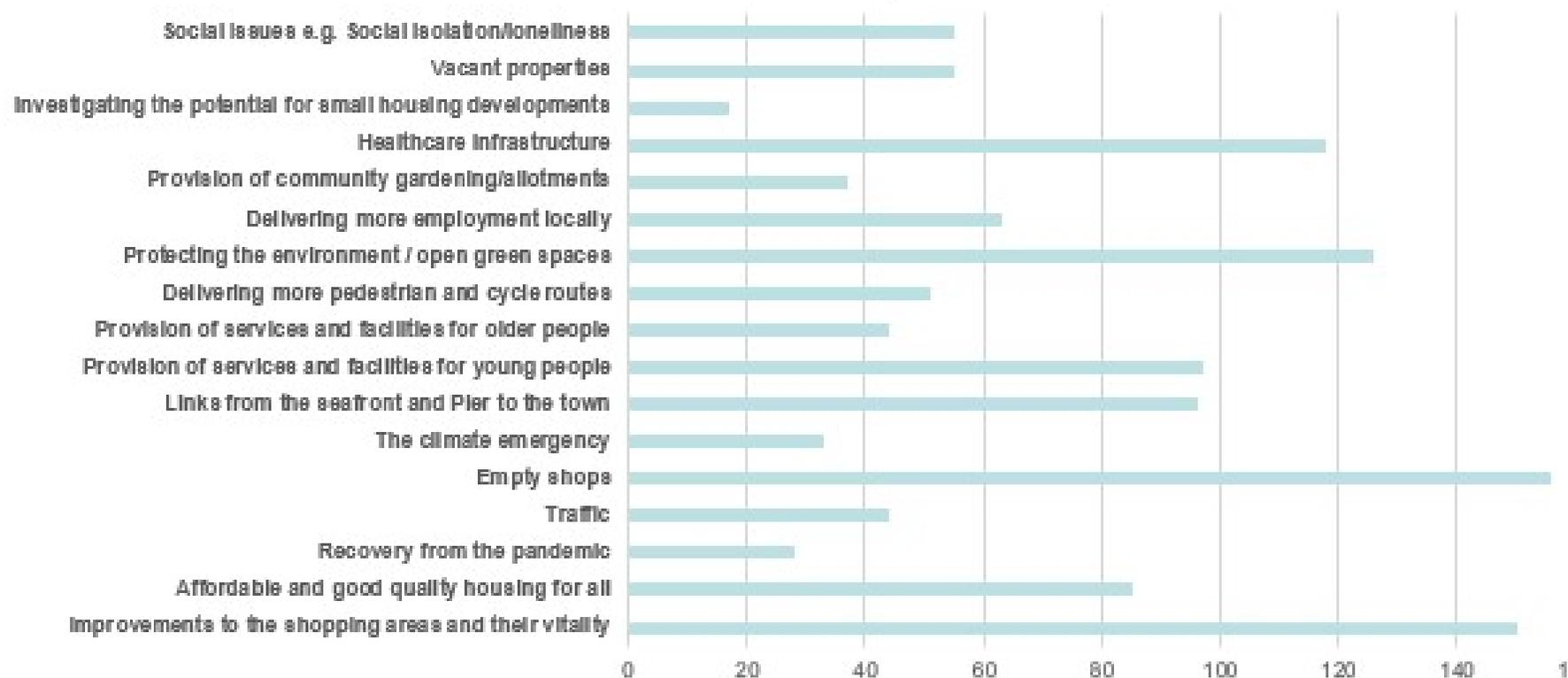
*“Protect the libraries”*



## Things to Improve

We also asked respondents what things should be addressed / improved?

### Thinking about the Bay of Colwyn – tick 5 things that you think should be addressed and /or improved



Additional comments were as follows:

### **Getting around and public transport** (17 comments)

*“Link the Pier and Promenade with the town tram-train and history trail”*

*“Seats at bus stops so you can see the bus coming.”*

### **Empty Units** (13 comments)

*“Civic centre to be a hotel of some kind”*

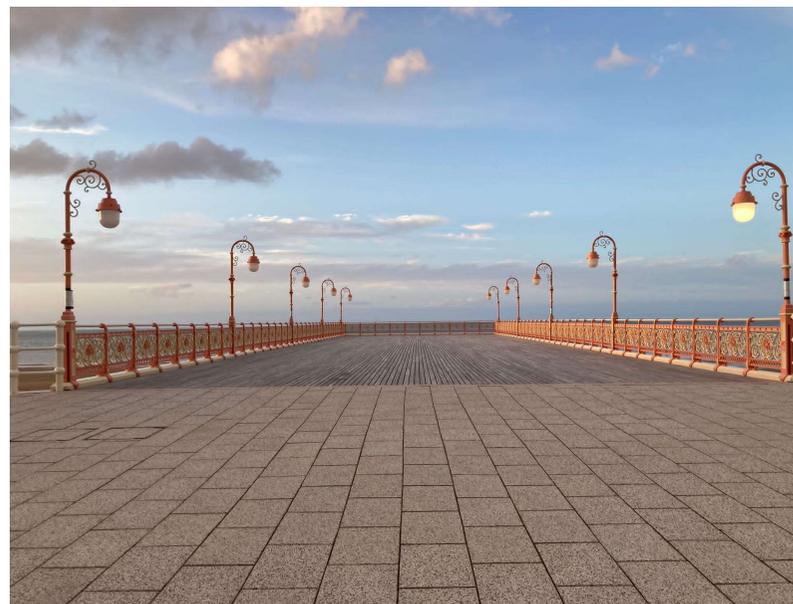
*“Restoring old buildings, conversion not demolition”*

*“There is a building and vacant lot by Morrisons that could provide a community space really quiet cheaply “*

### **Anti-Social behaviour** (6 comments)

*“Removing drunks from the town and anti-social behaviour”*

*“Anti-social behaviour is on the rise, especially with the youth”*



# Survey - Key Issues to Include in the Place Plan

The survey asked what key issues should be included in the Place Plan and these are identified below:

## **Youth Facilities and Anti-social behaviour** (17 comments)

*“Provision for hound teenagers - those not old enough to work, but old enough to want to leave the house and meet (safely) with friends.”*

*“Greater preventative measures to deal with anti-social behaviour in the town centre and beach front.”*

## **Empty Units** (15 comments)

*“Improve main shopping area with emphasis on filling vacant buildings”.*

*“Awful to see the empty new council building in Colwyn Bay”*

## **Town and Beach connectivity** (9 comments)

*“Provide more pedestrian access between town and seafront.”*

*“Linking the prom to Colwyn Bay town centre via a foot/ road bridge over the A55 and railway line.”*

## **Active Travel** (7 comments)

*“Focus on providing connected and segregated cycle lanes”*

## Survey – ideas put forward

Other ideas were put forward through the survey which are summarised below:

### Seafront

- **Promote the wind farm** with signage promoting the amount of electricity generated and the peak conditions for generating electricity.
- Promote and take pride in the pier as a feature of the town.
- Add **rest points** and shaded areas along the prom.
- Support Colwyn and the Colwyn Bay Pier Trust in **Year of the Pier 2023**.

### Community Facilities / Support

- **Cost of living** - Services and support for the community e.g childcare, community washing facilities, food banks.
- **Sports, health and entertainment** such as Yoga, archery, theatre, museums, minigolf and indoor car boots.
- Support and **volunteers** from within the community to improve the area and provide services.

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Comments

### Youth Services

- Things for children and families in the town centre **beyond shopping**.
- A youth club tailored to today's generation.
- A BMX track



# Youth Engagement

## What did the children of Colwyn Bay tell us?

During May and June 2022, we set out to have conversations with young people in the Bay of Colwyn.

We set up an Art competition (receiving 56 entries)

We ran Place Plan workshops at:

- Ysgol Pen Y Bryn,
- Ysgol Eirias,
- Ysgol Bryn Elian
- Ysgol Bod Alaw.

In all, 10 schools from the larger catchment area were represented, we worked with over 325 children and received over 1092 comments.



# School workshops

Total Comments	677
Total Themes	20

We asked the children what they wanted for Colwyn Bay:



## Key findings (these were themes with over 30 comments)

- Town Centre improvements
- Youth provision / activities
- Community
- Getting around
- Dogs / Animals
- Housing
- Litter

## Other issues raised (these were themes with 30 or fewer comments)

- Beach
- Energy /sustainability
- Tourism
- Open spaces / parks
- Environment
- Food outlets
- Protecting open space
- Unspecified
- Economy
- Living costs
- Caring for Colwyn
- Distinctiveness
- Services
- Covid

We asked the children what Places were important to them, where did they currently go. The top results are shown below:

### Key Areas

Bay View Shopping Centre (28)

The Beach (34)

Skatepark (21)

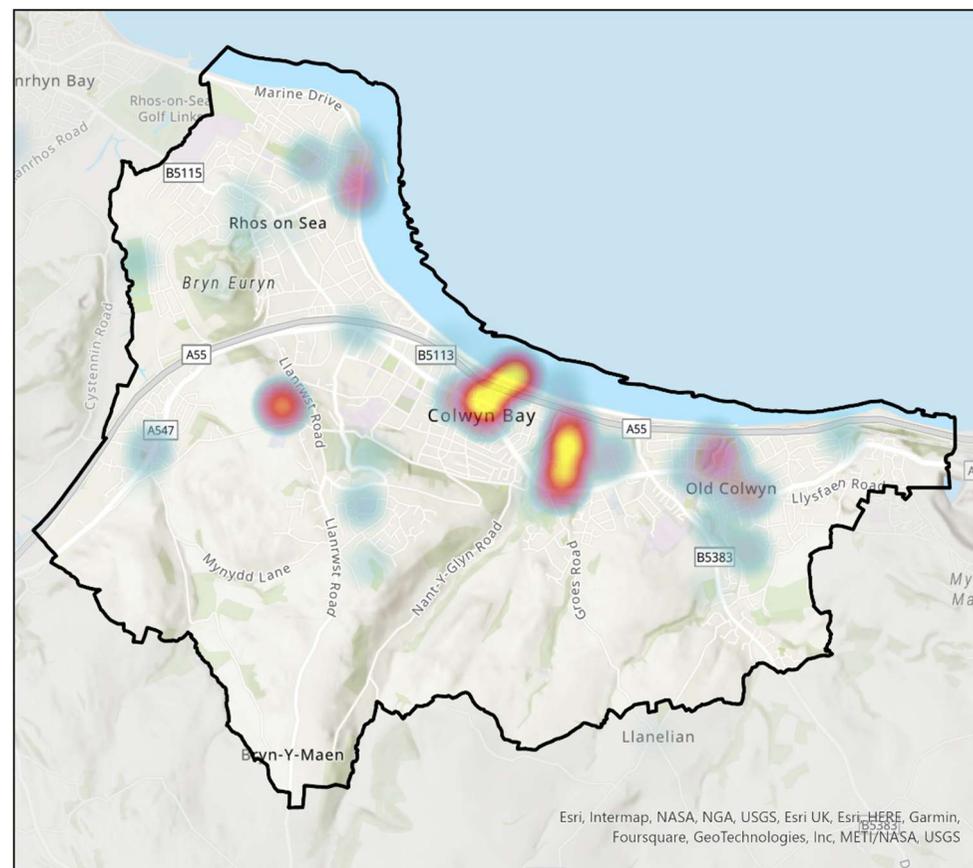
Salty Cow Ice-cream (10)

Welsh Mountain Zoo (27)

Eirias Parc (26)

Eirias Leisure Centre (9)

Theatr Colwyn (10)



We set up an art competition which was advertised to all schools and youth groups in the area.

We asked for entries under the themes of:

- Local Places or Buildings I love
- A map of my local area
- Things I would love to see or do

We received 56 fantastic entries.



A new Plan is being made for the Bay of Colwyn Area and we need your help to make it better!  
We need your ideas on local Places you love and things you would like to see and do in your area in future.

We are looking for colourful drawings, paintings or collages in three categories:

**Local Places or Buildings I Love**

2x £25 Prizes

**A Map Of My Local Area**

2x £25 Prizes

**Things I would Love to see or do**

2x £25 Prizes

You can submit a drawing for any one OR all three categories.  
A £25 prize will be awarded to under 11 year olds and 11-16 year olds who make the best drawing in each category.  
Prizes will also be given for any drawing that is featured in the plan.  
To enter, take a good picture of your drawing and ask a parent / guardian to email it to: [colwynplaceplan@gmail.com](mailto:colwynplaceplan@gmail.com) or post it to Colwyn Art Competition, Town Hall, Rhiw Rd, Colwyn Bay LL29 7TE by **15th July 2022**.  
Remember to include your name, your age and your parent's contact details in the entry.



# Online stakeholder focus groups

We undertook three online stakeholder workshop groups in June 2022.

Organisations represented at the online workshops included Youth Services, Town Council, Conwy Council Officers, CVSC, Creu Conwy, school and business representatives, residents and church representatives.

## Key findings were as follows:

- Youth Services – staff shortages and financial constraints lead to a reduced offering
- Retail offer poor compared to Llandudno – boarded up shops / charity shops
- Beach / promenade used as informal play space over formal play areas
- Need to promote independent retail and small businesses
- Empty units above shops – renovate for flats
- Investment in train station with improved connections to seafront
- Desire for small businesses to fill retail units – similar to Artisan market
- Rich culture – to be celebrated and supported
- Anti-social behaviour – a need for social spaces for young people
- Protect green spaces
- Links to the college – promote the courses and network locally
- Access to seafront for wheelchair users
- Make links with vibrant artisan community
- Pop up shops in empty properties
- Air BnB – reduces housing stock available for first time buyers

## What are the Next Steps?

This report pulls together all the community engagement work that has taken place in the Bay of Colwyn under the banner of the Colwyn Place Plan since May 2022.

### **Stakeholder event**

In late Autumn / early 2023 – a second Stakeholder event will be held in Colwyn Bay to bring together all of the stakeholders that got involved at the February 2022 event and to build on the work already taken place.

### **Policy integration and evidence collection**

The next stage of work is to pull together the policy research of all current studies taking place in the Colwyn Bay area, consider all planning policies and work taken place as part of the RLDP (working closely with Conwy Council) and to collect further evidence if required.

### **Draft Place Plan**

Late Spring 2023 - start drafting the Place Plan taking into consideration all engagement comments and desk-based research

### **Colwyn Replacement Local Development Plan**

Conwy Council are currently at Preferred Strategy stage where the focus of growth is concentrated over 5 areas – which includes Old Colwyn as one of the focus growth areas for new homes, recreational spaces, allotments, improvements to roads, public transport and cycle routes. In addition, improvement to schools, land for job growth and new doctors' surgery.

## Stay in touch

Thank you to everyone that has engaged with the Place Plan consultation over the last few months.

If you would like to be involved further with Colwyn Place Plan, get updates or get involved with further evidence collection over the coming months, please visit the project website [www.colwynplaceplan.com](http://www.colwynplaceplan.com) and ensure you have submitted your details.

Alternatively, you can contact the Place Plan project team at [colwynplaceplan@gmail.com](mailto:colwynplaceplan@gmail.com) or Tel: 01492 532248

## Thank you / Diolch

*Should you require a Welsh version of this report please contact [colwynplaceplan@gmail.com](mailto:colwynplaceplan@gmail.com)*