

## Make Montague Place Your Space

In the heart of Worthing, an opportunity exists to create something special for the community.



WORTHING BOROUGH COUNCIL

PROJECT CENTRE

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## Content

1. Transforming Montague Place
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3. Next steps



Accessibility Assessment, Thursday 19 January 2023, 10am - 12:30pm, Worthing

“Can we have a mural on the side wall of Mountain Warehouse? It could look really lovely and provide an iconic look to the whole area...I believe Worthing needs more art and murals can be a brilliant showcase for an uplifting and fun image.”

- Annie, Worthing

We engaged residents, community organisations, businesses, and accessibility groups to really grasp insight into what our community wants us to consider in the planning process for improving Montague Place.

# 1

## TRANSFORMING MONTAGUE PLACE

### Montague Place can be more than just a route to the sea front.

Worthing Borough Council want it to be a space for everyone to enjoy, all year round. Committed to addressing the climate emergency and because we have a greater impact by working together, Worthing Borough Council is sharing this plan with our local community and business partners.

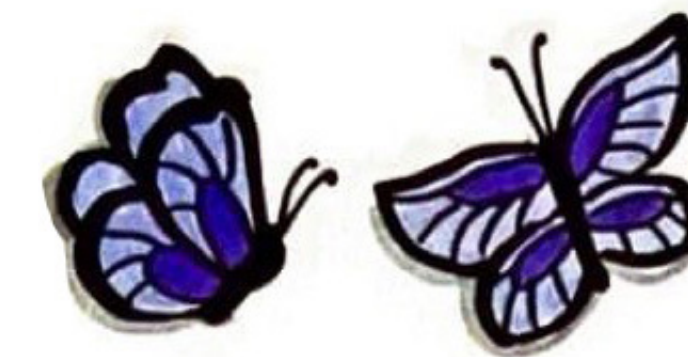
In the heart of Worthing, an opportunity exists to create something special for the community - Montague Place

has enormous potential. As part of the national response to Covid-19, and the need to socially distance, Worthing Borough Council introduced temporary changes to Montague Place. The changes demonstrated the benefits of less driving and pollution, a greener way of living, and the importance of community spaces. We want to retain those benefits, and create calmer, greener streets, and spaces all over Worthing – starting at Montague Place.

We want the community to shape the designs and create a vibrant, green community space for everyone to enjoy. To gain a better understanding

of community needs and ideas for improving Montague Place, Worthing Borough Council commissioned Project Centre to support stakeholder and community engagement. We engaged residents, community organisations, businesses, and accessibility groups to really grasp insight into what our community wants us to consider in the planning process for improving Montague Place.

This document provides an overview of those activities, the feedback we received and our next steps.



The Accessibility Assessment recorded the lived experiences of participants and asked for ideas about improvements to make Montague Place more accessible and inclusive for everyone.

“A smooth paving surface is essential for elderly people and those with mobility issues”

# 2

## MAKING MONTAGUE PLACE YOUR SPACE

### What we did

Four engagement events captured the insights and lived experience of people who live, work and will enjoy the benefits of an improved Montague Place. These were:

- On-site Accessibility Assessment
- Local Business Walkabout
- Community World Café Workshop
- Resident Webinar

**Accessibility Assessment**  
Thursday 19 January 2023,  
10am - 12:30pm, Worthing

We invited disabled and older people local to Worthing to

assess and record access and inclusion challenges in the Montague Place area.

We invited 15 local organisations to attend the assessment:

- Sight Support Worthing
- Storm
- Care for Veterans
- Liaise
- Frontline Associates Supported Tenancies
- Independent Lives
- Fethneys - Leonard Cheshire
- Bradfield House Elysium Healthcare
- Consensus Support - Huntley
- Guild Care
- Action For Deafness
- Age UK West Sussex
- Worthing Mencap

- Dementia Friendly Worthing
- Carers Support

12 participants from Independent Lives, Guild Care and Worthing Mencap joined us for the Accessibility Assessment. The assessment recorded the lived experiences of participants and asked for ideas about improvements that could make Montague Place more accessible and inclusive for everyone. Beginning in Liverpool Gardens, attendees assessed infrastructure opportunities and challenges around Montague Place, ending at the seafront path.

After the assessment, we stopped at a local café to review feedback

## Championing inclusive engagement

Worthing Borough Council is championing inclusive engagement and want to set a high standard for engagement with accessibility groups and disabled people in the borough.

Lessons from this engagement will be applied and used to improve inclusive consultation standards.

Community World Café Workshop



and make sure it was accurately recorded. Participants were reimbursed for their time, travel, and expertise.

### Local Business Walkabout

Thursday 19 January 2023, 1:30pm - 3:30pm, Montague Place, Worthing

The Business Walkabout recorded the views of the businesses in the vicinity of Montague Place, as we know this local knowledge will be critical to creating a thriving Montague Place where people want to visit, stop and shop. Over 20 businesses within the Montague Place vicinity were invited to attend the walkabout. Starting at Liverpool Gardens, we business owners joined engineers and landscape architects to survey the length of Montague Place, ending at the crossing near the seafront. On the walkabout, we stopped to discuss key concerns and areas for opportunity.

### Community World Café Workshop

Monday 23 January, 5:45pm - 7:30pm. Unit 9, Montague Quarter, Worthing BN11 3BG

The Community World Café Workshop brought together community organisations to capture local knowledge and hear ideas for the future of Montague Place. A World Café event is designed to offer stakeholders 'a seat at the table', foster creative and collaborative thinking, welcome new ideas and understand key community challenges that need to be addressed.

The design team identified four key areas where community ideas, challenges and opportunities would be most useful in shaping concept designs for Montague Place. These areas also aligned with key community priorities identified through the Big Listen delivered in 2022.

Using stimulus images and questions, table facilitators captured ideas and challenges, and asked participants to identify ways in which opportunities within the four key areas could be delivered upon through the design process:

- 1. The Wall:** The Wall could have several uses, for example adding more greening, community artwork or other opportunities
- 2. Sustainability, green and the environment:** The Council want to make places and spaces more sustainable and contribute to their ambition and commitment to tackle the impacts of climate change. This is an opportunity to address sustainability at different levels.
- 3. Function and use:** We know Montague Place can continue to be a space for community events and shopping, bringing more custom to the local economy, as well as somewhere to simply sit,



“Interactive things like stationary video cameras in place for children to record/wave and show on screen.”

We engaged residents, community organisations, businesses, and accessibility groups to really grasp insight into what our community wants us to consider in the planning process for improving Montague Place.

relax and enjoy Worthing – or even a place for people to come and play.

4. **Opportunity:** There are lots of elements to consider in the design of Montague Place; what is missing within Worthing and what could the redevelopment of Montague Place bring to the town Centre?

**Montague Place Resident Webinar**

Monday 13 March, 6pm - 7:30pm. Microsoft Teams

The Montague Place Resident Webinar brought residents in the vicinity of Montague Place together to capture their knowledge and experience of the area. The webinar event was modelled on the Community World Café Workshop, offering residents ‘a seat at the table’, to foster creative and collaborative thinking, welcome new ideas and understand key resident challenges that need to

be addressed. The design team identified four key areas where resident ideas, challenges and opportunities would be most useful in progressing concept designs for Montague Place. Stimulus images and questions were used to help capture ideas and challenges. We reflected on the same key areas with an additional stimulus area about construction, given this part of the project will be more likely to impact nearby residents:

- **Considerations during construction:** What should be considered during the construction phase of the project? A focus on managing disruption, safety, and balancing the needs of residents and businesses.



1 Business Stakeholders Walkabout

2 Accessibility Assessment

3 Community World Cafe

4 Montague Place Resident Webinar

Accessibility Assessment



“If visitors are arriving, and not from Worthing, you could miss Montague Place”

## What we heard – a summary of opportunities

Across each engagement activity, several key opportunity areas consistently emerged and will be prioritised by designers.

Asked to consider what feeling and atmosphere Montague Place should have, stakeholders had the following thoughts:

- Montague Place should exude excitement, fun, and happiness.
- A safe and peaceful atmosphere with a connection to the environment.
- Emphasis on the importance of a bustling place and welcoming ambiance.
- A one-of-a-kind destination. Feeling proud when visiting Montague Place is important.



### Surfacing

Surfaces were the topic analysed most at the Accessibility Assessment. Attendees said it’s unsafe and needed a guide to navigate kerbs. Other ideas and comments are below:

- Crossings and kerbs are too high and unlevel. Visually impaired and older people were concerned about visibility of kerbs, crossings and paving.
- Tactile paving is hard to see in the dark. Participants said contrasting colours for crossings and roads would enhance visibility. The pedestrian crossings outside Liverpool Gardens and opposite Montague Place, towards the seafront, are problematic.
- Pavements are too narrow to accommodate wheelchair and mobility scooter users.
- Damaged and unlevelled drains and paving create trip hazards and make mobility chairs unsteady. The

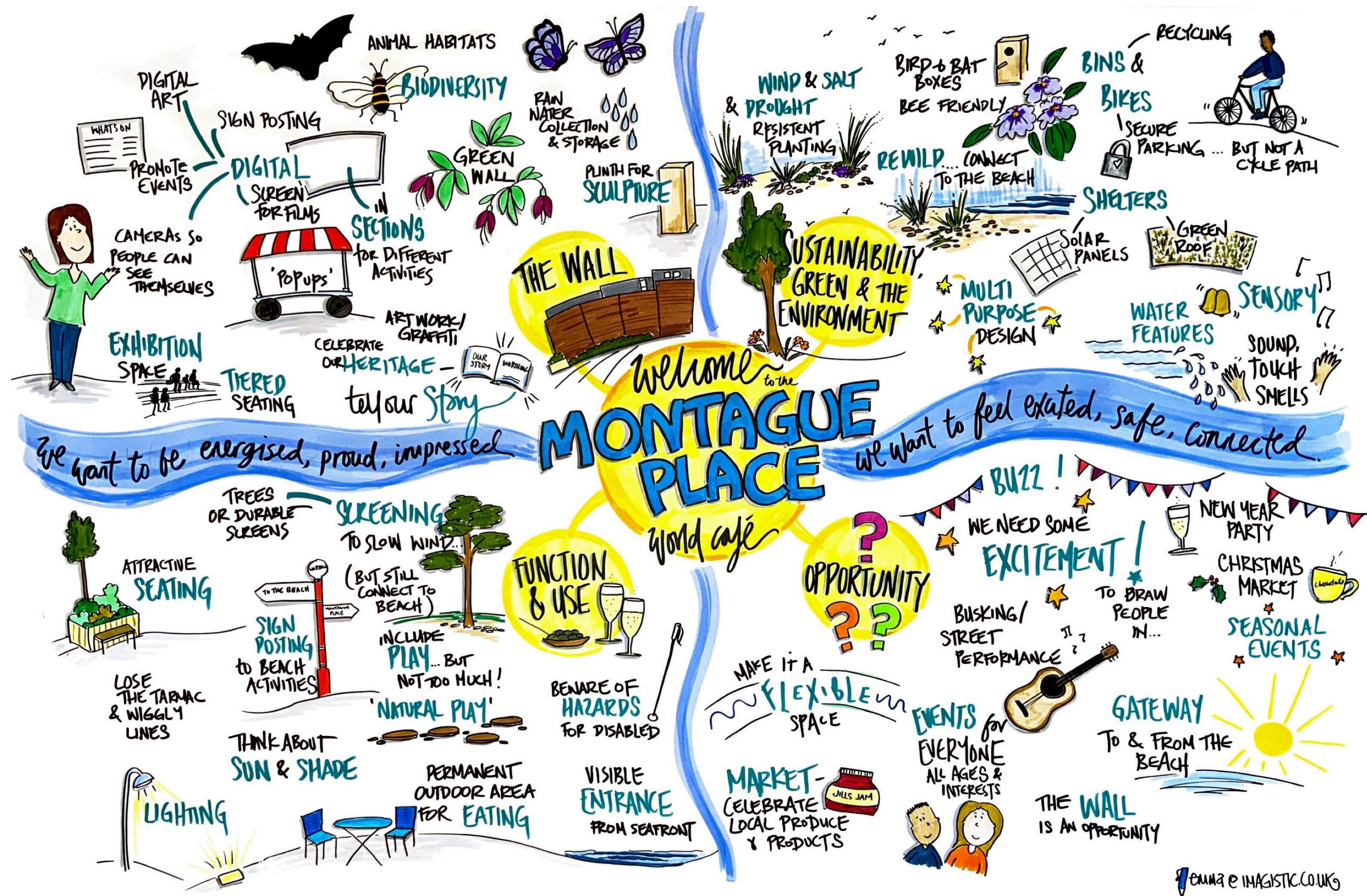
area outside 14 Montague Place and around the markets stall area is hazardous.

- Businesses said damaged paving around the trees near the parking and loading area were a hazard risk for customers entering the shops.



### Connection with the seafront

The community said a sense of arrival and welcome was missing from Montague Place, particularly when entering from the west as well as a



disconnect between Liverpool Gardens and the route to the seafront. Their ideas for creating connection and a sense of arrival included:

- Creating an archway or tree-lined promenade.
- Design elements from Chichester, Steyne Gardens, Covent Garden, Warwick Street and Portland Road are an inspiration.
- A socialising café culture looking towards the sea.
- A raised podium to give a clear visual connection to the sea.
- Trees and paving to visually link areas.



**Entertainment**

Most stakeholders thought Montague Place could benefit from a greater variety of artistic and cultural events, including more opportunities for buskers and street

performers, as well as designated performance and children's play space:

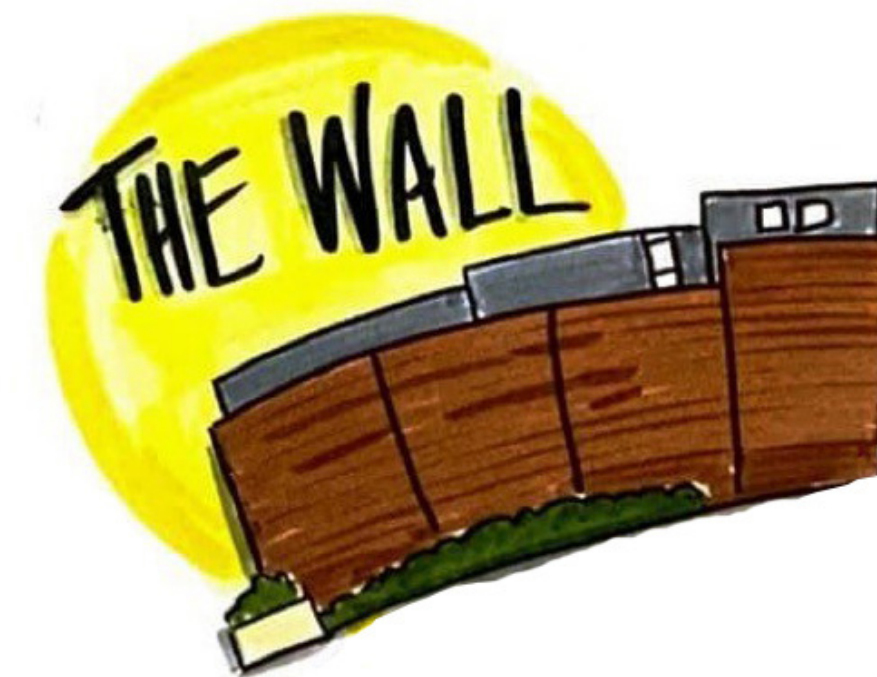
- Festive markets, such as Christmas and Alpine markets, and the establishment of a food festival.
- Special events for older people and a dedicated space for celebrations like New Year's Eve, Bonfire Night and Christmas lights ceremonies.
- Businesses want more involvement and a lively 'hub' where activity is encouraged to drive footfall to the area.
- Pop-up events and shops.
- Collaboration with school, community, and youth organisations.
- Digital projections and an outdoor screen for cinema or a creative blend of projected images and tree plantings.
- An interactive video camera to provide children with a fun experience, with their interactions being displayed on the screen.
- Surveillance during outdoor events to mitigate potential incidents related to excessive drinking or anti-social behaviour.
- Residents prefer the idea of events during day.

**The Wall**

The Wall could have several uses, for example adding more greening, community artwork or other opportunities. Business owners suggested future designs should be fun and colourful, by letting graffiti artists loose on the wall.

World Café stakeholders wanted to use the wall as an exhibition space, as a backdrop for pop-up stalls and sculpture displays. Other ideas included:

- Collaboration with local artists and community galleries.
- Interactive.
- Versatility to host a wide range of events and exhibitions.





“Octagonal wheelchair-friendly seating (current wooden seating fixtures are not accessible for those less mobile and the step and gap between seating and pavement are trip hazards)”.

“We need improved and coherent street furniture. Quality of street furniture is poor”.

Overlapping ideas between sustainability and the wall were popular among world café participants:

- Incorporating built in habitats for wildlife and introducing more wind-resistant plants.
- Locally sourced species to complement the seafront and beach.
- Wall art to promote the local environment.
- Environmental themed murals, seasonal colours and using art to connect Worthing’s history, location, and heritage with sustainability.
- Collaborating with community groups to create an ‘eco-friendly wall’.
- A platform to promote local events and tourist attractions or as a digital backdrop.

#### Sustainability

Sustainability is important to all stakeholder groups. Residents, World Café participants and businesses had a desire for additional green spaces and more flowerbeds near the crossing to the seafront:

- More trees able to withstand drought and coastal conditions. Specific plant species such as fig trees, tamarisk trees, holm oaks, and Falmouth trees are most resilient. More flowerbeds.

- Functional plants, to attract bees and provide shade.
- Complementary plants, in harmony with the area - a wide variety of coastal species.
- Timber top and gabions, green walls/ roof, usage of solar panel and pebbles.
- Improved maintenance of existing plants.
- Innovative water capture and reuse systems.
- An irrigation system incorporating the collection of rainwater, utilising rain gardens, tanks. and a solar pump for irrigation.
- Residents are keen on more planting to absorb the noise from the street.

#### Seating

Seating and table provision was reflected in all engagement activities.

- Current seating is inadequate and often surrounded by litter.
- Seats are too low and steps near seating areas create obstacles. Accessibility Assessment attendees and businesses want more places to rest.
- People want to see seating and tables with inclusive and accessible designs.
- Some participants like the tiered seating, however others suggested it should be



removed. The Accessible Assessment participants felt tiered seating was not accessible..

- More tables for dining.
- More shelter. The existing seating is only useful during good weather without sufficient shelter from the wind, rain and sun.
- Businesses want designated outdoor seating space to invite visitors and diners.

"An irrigation system - a collection of rainwater  
Rain gardens and tanks.

"Liverpool Gardens has visibility issues with tactile paving in the dark".

*We want to feel excited, safe, connected.*

#### Other street furniture and waste

Participants at the world café said the street furniture is out of date and they want to see:

- A consistent look and feel.
- Drinking water fountain
- Shallow pond
- Children's play area made from sustainable materials with a water management system.
- Phone charging points and free wi-fi from the town centre.
- Open-air meeting place
- Using good quality materials, light in colour
- Sandpits, sculptures, and a water feature.
- An amphitheatre crafted from natural stone and timber slats.
- An arch or illuminated feature to announce the entry to the seafront.
- The canopy and fans don't align with the conservation area or architectural style and should be harmonised.
- Positioning and use of waste disposal facilities was a concern among business owners. The current on-street bins near the businesses on Montague Place were said to be poor quality and regularly

leak or overflow onto the pavement. The positioning of the bin also displaced stalls put in place by the owner of the flower shop.

- The designated bins for business waste disposal are in the alleyway behind the businesses and was said to be used by members of the public walking through it.

#### Accessibility

Surfaces were the most prominent topic at the Accessibility Assessment - attendees said it was unsafe and needed a guide to navigate kerbs.

- Crossings and kerbs are too high and unlevel. Visually impaired and older people were concerned about visibility of kerbs, crossings and paving.
- Tactile paving is hard to see in the dark. Stakeholders said contrasting colours for crossings and roads would enhance visibility. The pedestrian crossings outside Liverpool Gardens and opposite Montague Place, towards the seafront, are problematic.
- Pavements too narrow for wheelchair and mobility scooter users.

- Damaged and unlevelled drains and paving create trip hazards and make mobility chairs unsteady.
- The area outside 14 Montague Place and around the markets stall area is hazardous.
- More ramps are needed.
- New ramps should be fit for purpose. Wheelchair/mobility chair users had problems using the existing ramp towards



“Built-in habitats for bees/  
insects/bats would increase  
biodiversity.”

“People Park  
on the double yellow  
lines by the seafront opposite  
Montague Place, leaving little  
room for wheelchair users on  
the pavement”

the seafront because of the design. Stakeholders said parking and seating were also obstacles to access for several reasons:

- The lack of disabled parking made Montague Place difficult to reach.
- Disabled bays had inadequate design, size, and placement. They are pushed towards the promenade; the bays are hard to access.
- Wheelchair/mobility scooter access loading needs should be addressed.
- Reinstating a disability hub to offer a seamless transition from parking areas to the town centre.
- Higher seating is needed, easier for people with mobility issues to use.

#### Wayfinding

Accessibility Assessment participants said signage and wayfinding was key to delivering an accessible and inclusive design for Montague Place. Businesses said improved signage and wayfinding could encourage people from the seafront to visit businesses. Suggestions include:

- Signage to signpost accessible toilets.

- Removing the squiggly lines as it impacts neurodiverse and partially sighted people.
- Improving double yellow lines to make them bolder to support visually impaired people.
- Increasing the pedestrian phase time and loudness of the audible signal opposite Montague Place towards the seafront.

#### Parking

Parking was analysed by businesses more than any other group. Businesses are unhappy with current parking and loading provisions. A desire for more disabled parking came up at the Accessibility Assessment. Parking obstacles also include:

- Residential cars occupy parking bays for extended periods of time, making bays difficult to access for business loading requirements.
- Signs indicating the use of each bay is often stolen, making the misuse of the bays difficult to enforce.
- Lorries/vans parking on the pavement caused access issues for disabled and older people.

- Parking in designated loading bays and double yellow lines, obstructing the movement of wheelchair users. A particular issue in the current loading bay by the seafront opposite Montague Place.
- Business owners and world café participants said adequate facilities for cyclists to park near to the businesses along the street were not available.
- To reduce parking friction, stakeholders suggested a gated access to the parking/loading area from Marine Parade.
- Residents and businesses want to see a designated area outside the new Nando’s restaurant opposite Liverpool Gardens to be used as a formal pick-up zone for gig



Accessibility Assessment participants said signage and wayfinding was **key to delivering an accessible and inclusive design** for Montague Place.

Businesses said improved signage and wayfinding to encourage people from the seafront to visit businesses.



### Entertainment

- Worthing's Alfresco dining
- Public art
- Pop-up events
- Informal play



### The Wall

- Greening
- Digital art and cinema
- Lighting



### Greening

- More trees and vegetation
- Increased biodiversity
- Sustainable drainage



### Seating

- High quality seating
- Accessible seating
- Natural stone instead of concrete



### Accessibility

- Improve access to the seafront
- Improve ramp to the seafront



### Parking

- Improved disabled parking space provision
- Retain loading bays
- Remove parking bays



### Shelter

- Shelter from the Sun
- Protection from coastal wind



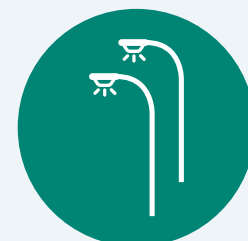
### Success of Portland road

- Robust seating
- Attractive paving
- New space with Identity



### Surfacing

- Levelled surfaces
- High-quality materials
- Less asphalt, more permeability



### Lighting

- More lighting
- Safe spaces at night
- Creative lighting



### Technology

- Smart benches
- Solar powered LED street lights
- Wifi spots



### Other

- Secure e-bike storage
- Improve waste storage
- Evoke the history of the space

*We want to be energised, proud, impressed*

- economy delivery drivers.
- Residents are concerned about the number of delivery drivers, at all times of day including late nights and early mornings and suggested creating a hub for delivery bikes at the north end.
- Businesses said market trader parking caused problems on market days as traders parked their vehicles parallel to the seafront, across the 'mouth' of Montague Place, blocking the vista of the seafront from the town.
- The lack of disabled parking made Montague Place difficult to reach.
- Disabled bays had inadequate design, size, and placement. They are pushed towards the promenade; the bays are hard to access.

### Shelter

Providing more shelter from the wind, sun and rain is a priority for all stakeholder groups. Shelter from the elements was a big factor for residents who wanted something to replace the band stand that was removed.

Comments and suggestions included:

- Businesses said exposure to the elements was a deterrent to people spending time outdoors in Montague Place and caused plants to become damaged.
- Residents thought the current 'sails' didn't do enough for shelter.
- Stakeholders said the wind was a key factor in the deterioration of plants on Montague Place, as many of the trees on Montague Place are bent or leaning away from the seafront and planters in the temporary seating fixtures are also blown sideways.

### Lighting

Businesses said the lack of street lighting made the area uninviting. They want additional street lighting on the business side of the street, to provide a better atmosphere for visitors and diners. There were also comments about:

- Incorporating plants and lights. Plants that change colour could be considered for the wall and embedded coloured lights on the paving and around trees.
- Lighting via solar panels
- Traditional lamp options.
- A combination of ambient lighting as well as night lights.
- Ambient lighting to provide a safe and inviting environment for a diverse range of users including kids, parents, and older people.
- Using lighting as a 'showcase opportunity', like Horsham, was suggested as well as an opportunity to successfully reinstate gaslights.

**RAIN WATER COLLECTION & STORAGE**

**WIND & SALT & DROUGHT RESISTANT PLANTING**

**REWILD... CONNECT TO THE BEACH**

By incorporating community ideas from across the engagement events, we hope to create a space for **everyone**.

# 3

## NEXT STEPS

### What designers are doing now

Following the four engagement events, concept designs for Montague Place, based on stakeholder and community feedback, will be developed by designers. By incorporating community ideas from across the engagement events, we hope to create a space for everyone.

Using the concept design options, a public consultation will be launched to gather wider views and feedback from the Worthing community on what they would like to see for the future of Montague Place.

In summary, the community want to focus on:

- More entertainment & events. Worthing's Alfresco dining, public art, pop-up events, digital art and cinema, etc
- More planting to continue greenery from Liverpool Gardens
- Improve the link with and accessibility to the seafront
- More seating - high quality seating in stone instead of concrete.

- Stepped seating is too low and doesn't serve older people.
- More disabled parking spaces and secure parking for cycles
- Shelter for sun, shade and wind
- Surfacing – levelled surfaces, high-quality materials, less asphalt and more permeable materials
- Portland Road as a reference for paving material, solid and robust benches, and wall screening with trees
- More lighting
- The Wall: greening, art, lighting
- Technology that supports more a connected and sustainable place like smart benches, Wi-Fi and LED streetlights
- Smart benches energy storage and Wi-Fi spot
- Solar powered LED streetlights
- Stage against the wall



bsi Quality Management System Certificate, ISO 9001:2015



# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that: **Project Centre Limited**  
 12th Floor, One America Square  
 17 Crosswall  
 London  
 EC3N 2LB  
 United Kingdom

Holds Certificate Number: **FS 77166**

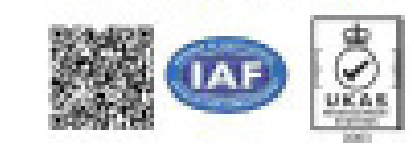
and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

**Central administration and specialist support for outsourced provision of multi-disciplinary consultancy & contractual services to the public and private sectors including feasibility studies, detailed design and implementation in the areas of traffic and transportation, traffic technology, parking, urban design, structural engineering and highways management.**

For and on behalf of BSI: **Matt Page, Managing Director Assurance - UK & Ireland**

Original Registration Date: 2003-08-28  
 Latest Revision Date: 2022-04-25

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