

The Big Castlefields Survey: Resident Sessions October 2013

During October 2013 three sessions were held to engage with representatives of the Castlefields Community and Castlefields residents to expand on results from the Big Castlefields Survey. Three sessions were held, each with the same two questions

1. What are the best things about the regeneration of Castlefields?
2. What still needs to be improved on Castlefields / What should the priorities for the next 10 years be?

Who responded

Session One: This session was attended by 7 community representatives including two ward Councillors, tenant representatives and a Patient Participation Representative for Castlefields Health Centre.

Sessions Two / Three: Residents who expressed an interest on the survey were given the opportunity to take part. 20 residents confirmed that they would like to attend the sessions and these represented a cross section of house type and tenure. 10 residents attended in total over two sessions.

*Overarching themes identified from the group sessions



Produced by HBC Customer Intelligence Unit
*these themes should be considered alongside the summary of the full discussion

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Summary of each overarching theme: Best about the regeneration

Physical Environment

Residents believe that the regeneration of Castlefields has vastly improved the physical environment and neighbourhood. They identified the demolition of the large high rise blocks of concrete flats and their replacement with more traditional scale housing as making the biggest impact. Castlefields now has a more open layout; removal of the old local centre, new pathways and landscaping make it easier to get around. Improved street lighting and removal of hidden passage ways, have contributed to making it feel much safer to walk around than before.

Community Pride

In the main, residents now feel they have a sense of ownership due to the new housing and they now think of where they live as a 'home'. It is felt that the regeneration has helped to reduce anti-social behaviour in certain areas as more residents now feel proud to live where they do. It is also felt that the sense of ownership has contributed to community spirit which had been lost in the previous housing.

Flagship Projects

Residents identified that a number of 'flagship' projects have made a big difference to the neighbourhood. They feel that the new Community and Health Centres, Phoenix Park and the Village Square are excellent facilities that attract people from outside of the neighbourhood. Castlefields now feel more welcoming and residents are very proud of these facilities.

Summary of each overarching theme: Still to be improved

Maintenance of Public Realm

Residents are confused by whose responsibility it is for the general upkeep of the public realm in terms of litter / weeding / pathways / trees. Residents identified that there are problems with only one side of a path being maintained because the other side is someone else's responsibility. It is felt that this could be helped with more joined up working.

Respect

Whilst residents recognised that there was an improved sense of ownership and pride on Castlefields, it was felt that some residents still do not have this and do not look after their properties (such as the new front gardens) or the surrounding area. This spoils the efforts put in by those residents who do care. More community activities should be held e.g. in the community centre on Halloween to help promote a sense of belonging. It was also felt that authorities need to be tougher on any problem residents.

Linked to this, there are also issues with household waste and recycling. For example, the recycling facility is limited with a small blue box so rubbish goes into the normal waste bin instead. There is also still a problem with fly tipping on certain parts of the estate, which again is starting to bring the area down

Getting around

Residents felt there were problems with parking across the neighbourhood. This was a particular problem around the schools as the overcrowded parking makes both the roads

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and pathways unsafe. Parking at the health centre is also an issue; it was felt that staff use the visitor spaces outside of the health centre when they should still be using their dedicated parking. Speed restrictions should be in place throughout the neighbourhood.

It was also felt that as the layout of the neighbourhood had changed so much, orientation was sometimes confusing, particularly for people looking for individual addresses. Residents thought better signposting could solve this. Also the underpasses are no longer required as there are alternative routes; they should be removed as they just create a place for people to hang out.

Whilst acknowledged as an issue everywhere, lack of public transport in the evening and at weekends was identified as a problem. This created a sense of isolation for some residents of Castlefields.

Children and Young People

Residents feel that more should be done for children and young people on the estate; it is felt that this could be an area of concern now that most of the housing has been completed. More small play areas for younger children should be provided as Phoenix Park is simply too far away for some children to go and play on their own.

There should also be wider community projects, such as something similar to the four estates project. It is believed this will get younger people more interested in where they live – and they may look after it more as they get older – again focusing on giving a sense of ownership and pride.

Session One Community Representatives: What are the best things about the regeneration of Castlefields?

Environment: Removal / demolition flats of flats, New housing, Removal of most deck housing opens the view, New Town Square, Lighting

People and Community: New build housing, New properties, Better lighting, Improved housing, Village Square, More trees being planted, New Community Centre

Flagship of Castlefields: New health centre, Phoenix Park, New Community centre



What are the best things about the regeneration of Castlefields? – Summary of main discussion

Environment

- The removal of the flats – they were an eyesore and there was lots of debris. People look after the houses much better now.
- Need to paint / insulate all houses, not just some of them, they have picked all of the outside houses that can be viewed from the road – *a response was provided at the session in such that this is currently waiting on grants.*
- Flats – idea has not worked, they are too intrusive and on top of each other.
- From a visual point of view, the approach and walk-through looks much better without the 'high-rise' skyline of the flats.
- Lighting around the old housing and pathways was dark and they were overgrown. Now it is more open, lighter and there no dark corners for people to hang around. This is also the same for the new town square compared to the old 'Castlefields Centre'.

People and Community

- The new properties are lovely, they are being looked after and people are proud of where they live now. The removal of the flats also means the removal of a lot of the rowdy behavior / youths / drinking.
- New build means a fresh start, better sense of ownership. The flats look good – they have been built to look like houses. Makes Castlefields a more desirable place to live.
- More trees have been planted. This looks very nice and gives a friendlier feel, helps the environment and helps to break up the constant urban area. However, it was mentioned that trees are also being lost with the regeneration, so do need to make sure more are planted.
- Case study at the session – one person had moved house and found a new lease of life and as a result, big psychological and social improvement, the person now thinks of where they live as a home.
- The new Village Square is lovely, opens it all up, and lots of people use it to sit out. Shame that some residents don't look after it. In comparison with what we had it is much nicer.
- The Village Square is now an open aspect and nice.
- Everything compliments each other now, Village Square and houses and shops, it is a focal point and meeting place.
- The Community Centre - we were lucky to get this, it is brilliant. This acts as the centre for all the new town and brings in the Old Town too.

Flagship of Castlefields

- The new health centre is a flagship for the area. It has become a focal point and centred the estate. It has developed into a health 'centre' rather than previously when it was just a GP – plus a bit extra.
- Car parking is a big issue there though. There have been a lot of issues with the planners, being told that it would take 3-4 months to get one extra parking space. People can't always walk or get the bus. For large events i.e. flu jab time it is chaos with cars everywhere and it needs better awareness and management coming up to these times.
- New health centre is great, but it did take ages to agree initially with GP on the location of it, the time taken for this decision spoilt the plan and meant there was much less car parking provision.
- There is an issue with doctors and nurses parking in the customer parking spaces. They have their own parking and it should be used.
- When compared to the old one, the new community centre is brilliant. This has enhanced the community and acts as a catalyst to draw people into the area.
- Phoenix Park needs a mention. Though it may be technically in Windmill Hill, it is seen as part of Castlefields and is a flagship regeneration success.

Session One Community Representatives: What should the priorities for the next 10 years be?

Consideration: Some kind of man-made football pitch, Need launderette, New private housing, Sport Centre / Pool, Post box in Village Square, Car park inadequate for centre and doctors, Miles of car parks gone, Top floor flat escape route, No drying areas in new flats, Facilities all gone and never replaced, Yellow lines in side street to allow emergency vehicle access, Smaller parks gone but are needed in certain areas, Housing too small compared to what has gone

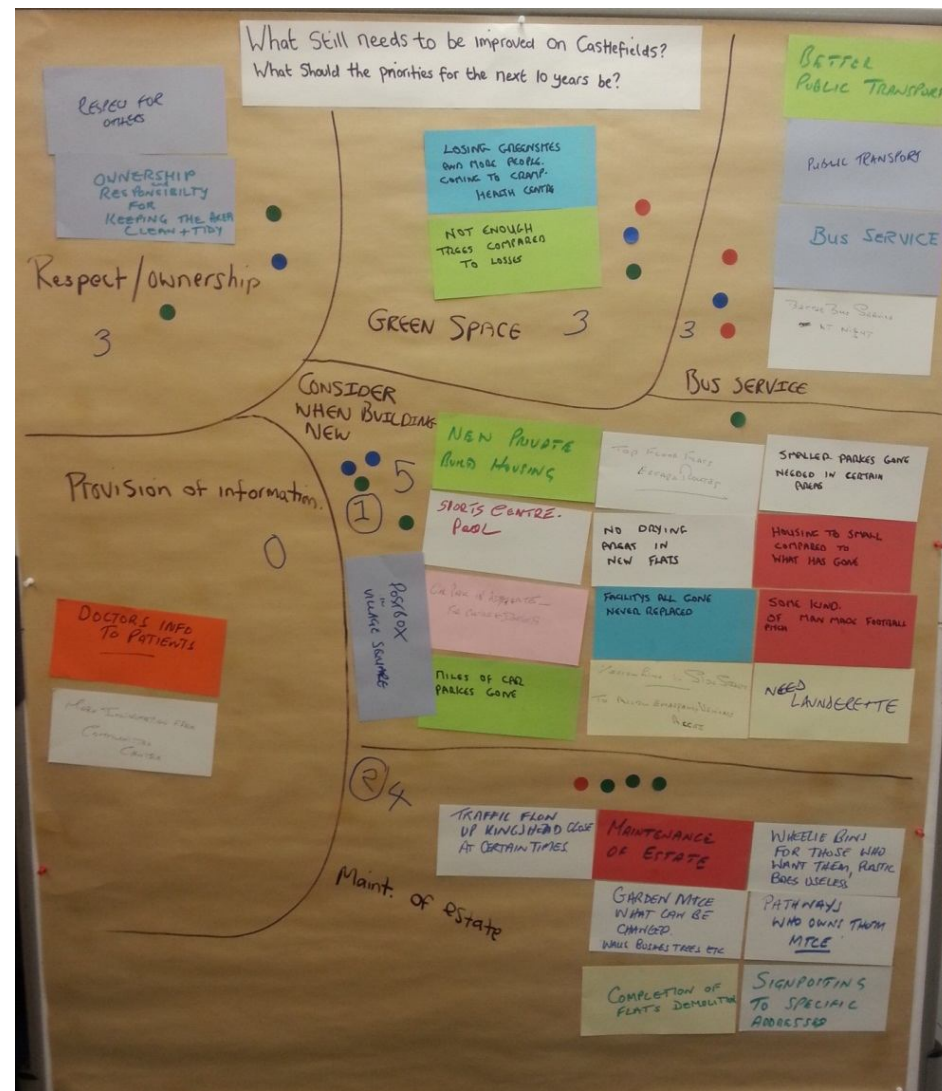
Maintenance of the estate: Maintenance of estate, Garden maintenance what can be changed? Walls, bushes, trees etc., Completion of flat demolition, Wheelie bins for those who want them, plastic bags useless, Pathways: who owns them for maintenance, Signposting to specific address: e.g. for emergency services, Traffic flow up Kingshead Close at certain times

Respect / Ownership: Respect for others, Ownership and responsibility for keeping the area clean and tidy

Green Space: Losing green sites and more people coming to cramp the health centre, Not enough trees compared to losses

Bus Service: Better bus service at night, Bus service, Better public transport, Public Transport

Provision of Information: More information from community centre, Doctors information to patients



What should the priorities for the next 10 years be? – Summary of main discussion

Consideration:

- Car Parking is a massive issue in the area. Should aim to encourage walking and more use of the bus. There are plenty of houses and there is more housing being built, therefore there is not (and will not be) enough parking. The problem is made worse though, as the area is now also enticing people in from outside – and these can't be accommodated.
- Car parks have gone round the Chester Close area. Car parking is always an issue here.
- Need more yellow lines in the correct places to aid access for emergency services. Example given of parking right to the very end of a street and there would not be enough room for the emergency services to get through – need to address this before it is too late.
- Major issue with signposting and direction to specific addresses in the area. Impossible to find property addresses, including for the emergency services and the residents. This needs real thought and planning, not just a case as putting a load of signposts in. This issue really does need sorting out.
- Traffic, especially school traffic, is mayhem. Feels like Wacky Races. Needs better managing and ownership, ideally from the schools themselves. Speed limits also need policing better.

- Completion of the flat demolition – there are just 3 left. Need to speed up and get on with it, they look out of place now.
- Still lacking new private housing to complete a diverse sweep of the community. This would lead to a better mix of the community.
- The space in the new housing is too small. Although rooms in modern housing are smaller, the residents were told rooms would not be any smaller. *A brief response was given saying that really it needed to be consulting the people actually living in them, and unfortunately it is a sign of the times, and the population is growing everywhere.*
- One person mentioned no drying areas (communal) in the new housing – expected to do it in-house, this is not very good for the house, and it is a health and safety hazard to dry clothes on the radiator. This should be a priority consideration for new housing.

- Facilities have gone and not been replaced. Such as the Sports Centre, the School, the Youth Centre, Bridgewater and a lot of play areas for babies and very small children.
- Suggestion to get a football pitch in the area.
- Other suggestions were for a launderette and a post box in the village square.

Maintenance of the estate:

- Bin collection methods needs looking at. The plastic bags are no good, either cats rip them up or they rip under the weight. Wheelie bins should be provided to people who want them. *Answer provided was – councillors pushing for a change, with 2 trial areas done already. Problems encountered however. De Lacy was ok, Summer Close was a disaster. The design is poor with many steps etc. so is impossible for people to get the bins to a suitable place. Bin men can collect but then had people saying they don't want to keep bins in their own yard. Something is going to be introduced though! But will need to be all wheelie bins or all bags – not mix and match.*
- Maintenance of estate – footpaths are council responsibility, grassed areas are RSL responsibility. This confusion needs to be sorted out and someone take responsibility for it all.
- Footpaths are peeling away under flooding - due to the cabling put down by Virgin and not covering properly. This is serious and becoming very dangerous for the elderly and disabled in the area to use.
- Garden maintenance – bushes are often used as bins, walls are collapsing, roots are overgrown and damaging drains. These all need better maintaining. Needs to be said though that the lads who do the jobs aren't proper gardeners and do a good job.

Respect / Ownership:

- Litter and waste is an issue and ownership of looking after the area (mainly litter) needs addressing, however it is recognized that this is probably a wider social issue. Maybe shops need to look after their direct outside surround more. Need more bins in area to help alleviate the problem.

Green Space

- Loss of green areas and trees, this is not good for overall aesthetics of area. Also linked into to this was a discussion about smaller parks / play areas. Although Phoenix Park is excellent it is too far for younger children to go and play on their own. More small localized green space would help with problem.

Bus Service:

- Better public transport is needed. The bus to Liverpool stops at 7pm. This issue stops people going out as a lot of people don't have cars. Other examples given were; can't get back from Shopping City / Liverpool FC game; no link from Runcorn train station / Runcorn East station; no taxis; no buses on Sundays. These all prevent people getting around and the residents feel isolated. It is acknowledged that this is an issue everywhere.

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- Bus times are the big problem, last one from the old town is 7:20pm, means you have to take your chances walking through the tunnel at the shopping city of an evening.

Provision of Information:

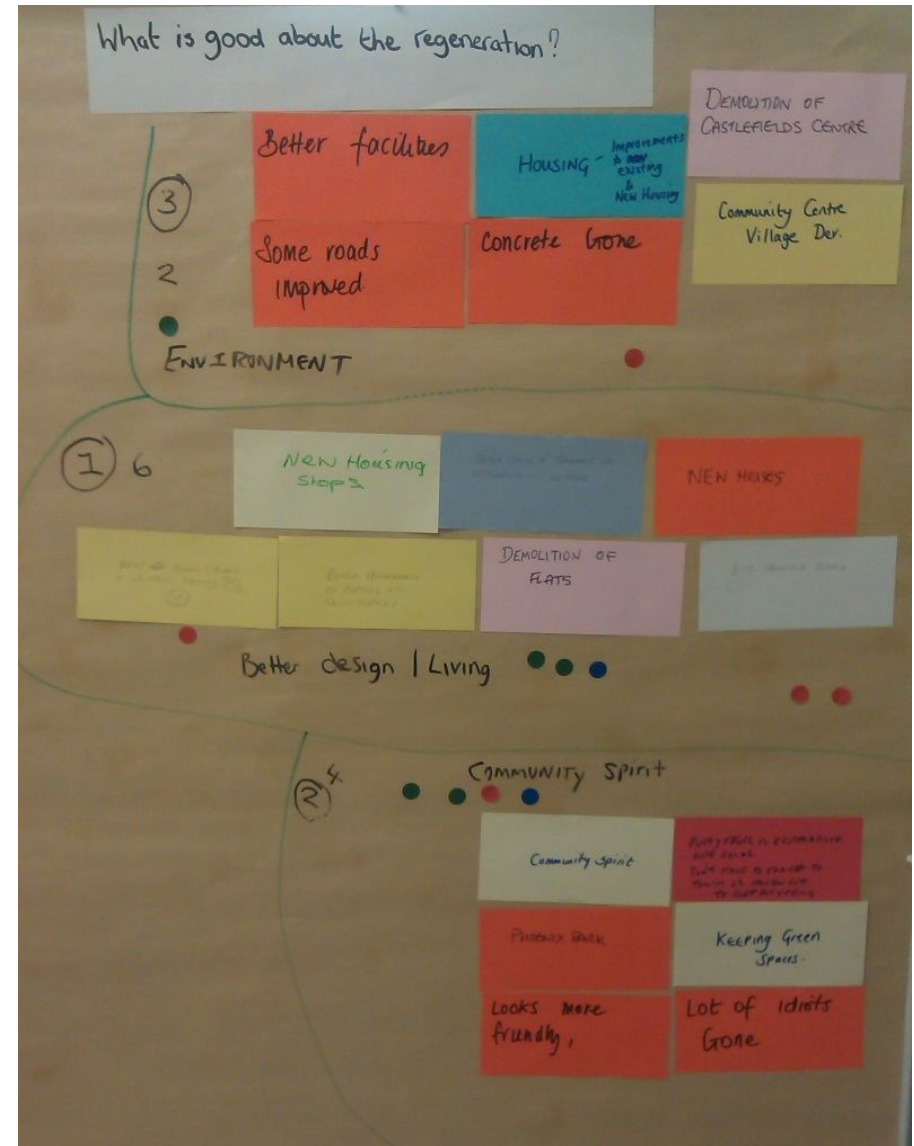
- Need to give more information out – especially from GP e.g. info on prescription changes – possibly in the newsletter, not sure though. Other information such as training days if someone is not a regular at the GP, they wouldn't know – need to get the info out better. Possibly information provided in the community centre?
- There are issues with information about the community centre; you only know what is going on in the community centre when you are in the community centre. They were meant to have an open day, did this ever even happen?
- Ideally there would be info in the form of a leaflet posted to all households. There was discussion that information could be put in a newsletter, but it was recognized that they may not always read by people. The Community Centre should publicise better via the website. Can also get peoples e-mails and do an electronic mailshot – we know the GP's take peoples e-mail addresses.

Session Two Residents: What are the best things about the regeneration of Castlefields?

Better Design / Living: New housing / shops, New town square and doctors lovely, Better attendance to repairs etc. quick repairs, Demolition of flats, Better choice of tenant or tenants letting, New houses, Eco housing good.

Community Spirit: Community spirit, Phoenix Park, Looks friendlier, Everything is centralised and local. Don't have to travel to town or Halton Lea to get anything, Keeping green spaces, Lot of idiots gone.

Environment: Better facilities, Some roads improved, Concrete gone, Housing – improvements to existing and new housing, Demolition of Castlefields Centre, Community Centre / Village



What are the best things about the regeneration of Castlefields? – Summary of main discussion

Better Design / Living:

- The demolition of the 'old flats that were terrible' and replacement with new housing / layout of Castlefields have helped to give the area a new look and feel. There were 'rows and rows of awful housing', there are less places for gangs to hang around. The new town square and the new health centre also contribute to residents having pride for where they live and residents now like getting around Castlefields and it is also easier for those who have reduced mobility.
- Tenants / residents in general seem to be happier. However the lettings policy needs to change as one bad person can ruin the whole street although this has improved.
- The homes repair service is better than it was which helps to keep people's homes nice.
- The Eco housing is seen as a really good idea, one resident talked about how her heating bills are now really cheap, with particular reference to the solar panels. Heating was also important for another resident who used to live in the flats with a shared boiler and found the heating hard to live with sometimes, constantly having to have her windows open. Now she has moved and has her own boiler she has control of the temperature of her home.
- Roads have been improved and it easier to get around, especially in the winter. However there should be more speed restrictions on the estate.

Community Spirit:

- There is a new sense of community spirit amongst some of the residents now, Castlefields looks and feels friendlier. Residents feel that a lot of people who caused trouble on Castlefields no longer live there (less idiots, druggies, alcoholics and gangs).
- The facilities in the new Village Square means that you don't have to travel to the shopping city or the old town for bits of shopping, get your hair done, put a bet on etc.
- Phoenix Park is seen as a great asset and residents like that the green space has been kept and hasn't been built on. The landscaping of the lake / canal, with swans, wildlife and the play areas makes Phoenix Park a nice place to spend time with the family. They feel it is important that green spaces are kept – not just Phoenix Park but smaller local green spaces as Phoenix Park is too far for some children on Castlefields to go and play on their own.
- Opening up the estate makes it feel safer and people are out and about rather than staying at home.

Environment:

- Most of the concrete has gone; this has opened up the space and feels safer than the deck access flats – no hidden spaces or dark corners.
- The demolition of Castlefields Centre is seen as an achievement. It was rundown, not suitable for people with disabilities and was a place for people to hang around. Now people go out and see each other more often. There was also discussion that the old 'Castlefields Centre' divided the estate whereas now it is cleaner and more open and no longer feels hostile.

Session Two Residents: What should the priorities for the next 10 years be?

Litter: Closure of Bridgewater Centre – building vandalised, Underpass – close it please, Too many cats, Is it LHT or Council 'Twix packet syndrome' – to be sorted, Still a lot of fly tipping – need more collections, Litter left in Castlefields i.e. Carpets / Beds etc., Litter, Poor bin bag for stronger or plastic bins like LHT

Facilities: No rear access / exit to some new buildings, Lock ups – keys please people in flats not aware of lock ups!, Buses after 6 from the City to Castlefields, Chippy is expensive, More shops – not enough choice, Improvement on roads, More facilities for kids to play instead of on the street, Speed bumps.

Community Spirit: More policing, Quicker system to evict baddies. Although law has to be followed to the letter, More inspection of neglected gardens, Surrounding small spaces to be maintained, Keeping gardens tidy.



What should the priorities for the next 10 years be? – Summary of main discussion

Litter / Vandalism:

- There still some areas for improvement. For example the Bridgewater Day Centre has been left to stand and the building is being vandalised / lots of litter – this is a shame as it was a really good facility.
- The remaining underpasses need to be closed. Although the Council has tried to make them look nicer with painting projects they still attract gangs and residents do not use them anymore – unless they really have to. They did at one time serve a purpose due to the old layout / landscaping of Castlefields however now it has been redeveloped with safe road crossings, they do not suit the purpose anymore.
- Residents feel that the bin collection service is not adequate. The black bin bags that are provided are not suitable as they are too thin and rip far too easily / cats rip them – this is a false economy. The litter from the bin bags ends up strewn across the paths as it not the bin man's job to pick up the litter that falls out of the thin bin bags.
- There should be other facilities for waste such as plastic wheelie bins / larger blue boxes for recycling. Recycling is a good thing but residents have too much to fit in the blue box and end up putting recyclable waste in the normal waste. A more regular recycling service is needed. Another issue is that residents don't know what the council will collect and recycle, you can request blue bins from the Council but nobody tells you that.
- The new recycling points / waste bins are always overflowing.
- The skip days are good, however they fill up too quickly and if you work you don't get a chance to use the facility.
- Fly tipping is also a big issue. Shopping trolleys are used to dump carpets, mattresses and other household goods; it makes residents ashamed to live on Castlefields. People are lazy and there is all sorts of rubbish all over the place.
- Another issue that needs to be dealt with is the 'Twix packet syndrome'. This relates to the housing association and the Council not taking responsibility for areas as it is not their 'patch'. For example you can have one area where one side of the path the grass is cut but the other side of the path is left untidy. If someone is already out cutting one part surely they can finish the job and cut the other side. Also problems with different providers maintaining areas to different standards. Residents should not have to care about who looks after which bit they just want the job done, it is poor customer service.

Facilities:

- Some of the new buildings do not have rear access / exits, this can feel quite unsafe.
- Roads still need some work for example speed limits or the flashing light alternative to speed bumps. Some people still use the avenues to race around.
- The building of new homes has led to the removal of smaller parks / green space for young children to go out and play, this needs to be readdressed. Phoenix Park is just too far for parents to allow their children to go and play out there on their own. Some smaller areas where children can go out and play for half an hour would be good.
- Village Square, although what is there is good there could still be some improvements to the facilities provided. For example somewhere to buy groceries / fruit and veg and a launderette, it was also mentioned that the 'chippy' is far too overpriced and the shop is overpriced as well. One resident felt that businesses are taking advantage because there is no competition. However this unfair as Castlefields is a deprived area.
- Lock ups? Why are they there?? Nobody has keys for them, they are too small for cars and we are not allowed to put mopeds / motorbikes in them.

Community Spirit:

- More still needs to be done about some residents who still do not appreciate all the effort that has been put into the area. There should be tougher rules for people who are tenants and the housing association should be able to get rid of them quicker. People should appreciate what they have got and what a good estate they live in.
- More policing, it was discussed that no one ever sees a police man on the beat, the community support worker is very good but a CSPO / policeman on the beat may be a deterrent to those who still cause ASB on Castlefields.
- Keeping areas clean and tidy, inspection of gardens for those who rent and general upkeep of the area was also discussed. The businesses who rent the shops should look after the shop fronts. Residents who rent property should keep a certain level of maintenance in their front gardens. This is spoilt for those who do look after their gardens. There have also been problems with plants being stolen and put in other people's gardens. Pathways should be weeded more regularly by whoever is responsible. One resident has taken to weeding the paths as they look very untidy and undo the good work that has been done. Pictures were brought to the session to illustrate this.

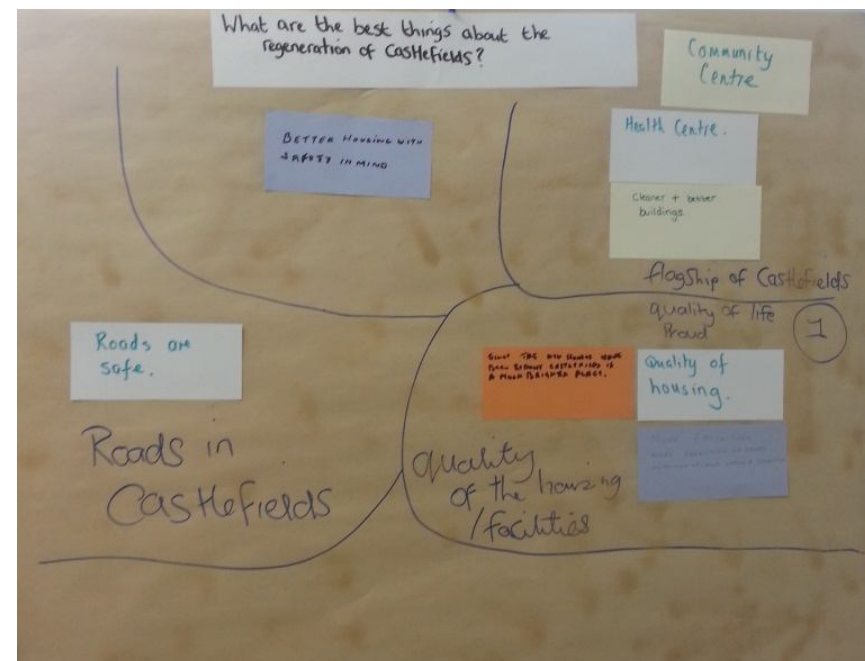
- There should be more benches in the Village Square
- More provision should be made for young people to play. Children play football in the car parks and around the bin stores which isn't the safest environment – there needs to be some more obvious sites for people to play. It was suggested that the school playing fields be open after hours, although it was recognised that there may be supervisory problems with this also.
- Poor evening / Sunday bus service limits the social life for people. As there is no longer a gym / swimming pool you have to travel to somewhere else to use this type of facility and there is no way for you to get home of an evening. Residents have a feeling of isolation. Lack of evening public transport has also prevented residents from outside the area attending adult learning classes as they can't use public transport to get home.

Session 3 Residents: What are the best things about the regeneration of Castlefields?

Quality of Housing / Facilities: Since the houses have been rebuilt Castlefields is a much brighter place, Quality of housing, More facilities more selections of shops especially McColl's larger selection

Safety: Better housing with safety in mind, Roads are safe

Flagship of Castlefields: Community Centre, Health Centre, Cleaner and better buildings



What are the best things about the regeneration of Castlefields? – Summary of main discussion

Quality of Housing / Facilities:

- Castlefields is a much brighter place since the deck access flats have been knocked down and the new housing has been built. The facilities such as the local shop have also made the area a better place to live. The shop is larger and has more variety so you don't need to travel to pick up small bits of shopping.
- The quality of life in Castlefields is much better since the new housing and facilities have been built.

Safety:

- The area feels safer now with the new road layouts / crossings. It was discussed that people who live in the new housing also feel safer than they did previously in the deck access flats.

Flagship of Castlefields:

- The new community centre, the new health centre is cleaner and brighter and provides much better facilities than the previous buildings. One resident wouldn't let her children go to Castlefields Centre on their own as it was a place for gangs to hang round and was very run down.

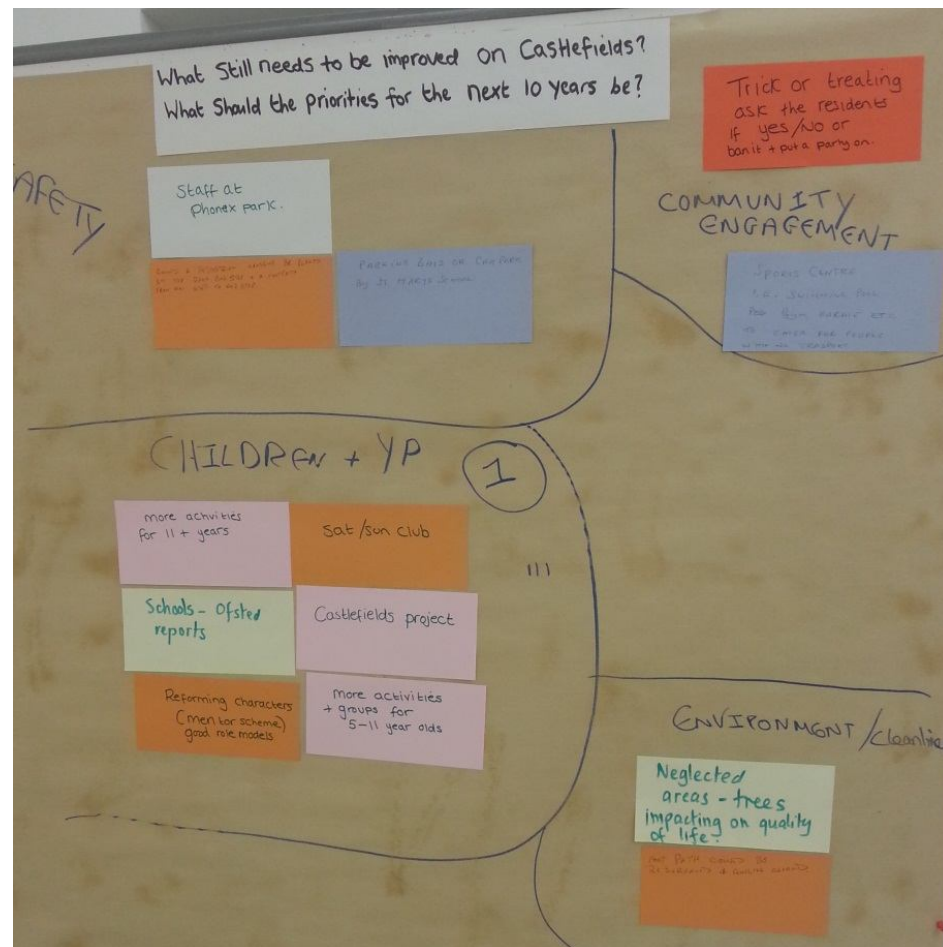
Session Three Residents: What should the priorities for the next 10 years be?

Children and Young People: Sat / Sun club, More activities for 11 year olds, Reforming characters (mentor scheme good role models), Castlefields Project, Schools OFSTED reports

Environment / Cleanliness: Neglected areas – trees impacting on quality of life, Footpath could be resurfaced and gullies cleaned

Community Engagement: Trick or treating ask the resident if yes / no or ban it and put a party on, Sports Centre i.e. swimming pool, Gym, Karate etc. to cater for people with no transport

Community Safety: Staff at Phoenix Park, Could a pedestrian crossing be placed at the Park Bus Stop and a footpath from No1 Stop to No2 stop, Parking bays or car park by St Marys School



What should the priorities for the next 10 years be? – Summary of main discussion

Children and Young People:

- There should be more provision for the children and young people on Castlefields. Unfortunately there are still families / individuals on Castlefields whose behaviour is not acceptable and spoils the atmosphere for everyone else. More play schemes / after school clubs / weekend clubs should be provided to keep children active and give the opportunity to mix with other children and to learn good behaviour.
- Mentor schemes with local people / role models for children and young people to learn from. Why can't we have a 'Castlefields Project' similar to the Four Estates project? Castlefields is a deprived area and a scheme like this would be really beneficial for the residents of Castlefields.
- There was concern over recent reporting of OFSTED results and parent removing their children from schools because of this. The report did not state that OFSTED have changed their criteria and therefore there will be a lot of schools affected and it not necessarily a true reflection of the school achievement. The report served to emphasise the negative of Castlefields rather than the positives.

Environment / Cleanliness:

- Residents like the fact that Castlefields is very green and lush, however there needs to be more maintenance of the trees in the area. One resident who is a homeowner of a non-new build property feels that residents in the old style housing are being neglected and care is not being taken to look after the areas that these houses are in. Another resident also agreed and said that by her family's old style house the trees are really overgrown and need to be cut down / managed properly rather than being left to get out of control – in height especially.
- Certain footpaths in Castlefields also need to be resurfaced and attention needs to be paid to the gullies in the footpaths, they are often overflowing and this can cause more harm than good.

Community Engagement:

- More should be done to try and bring the community together. For example on Halloween a lot of residents don't like the 'trick or treat' knocks on the door as they are scared of whom it might be. A community party in the community centre or a community agreement not to knock after a certain time should be discussed.
- A community sports centre, swimming pool, gym, karate etc. should be explored for those residents who do not have transport of an evening, again helping to bring the community together

Community Safety:

- Residents really like Phoenix Park however there have been incidents witnessed of bullying involving unsupervised children. Also some of the people who use the park do not look after it as they should. A ranger or some form of staff at certain times of the day might help deter bad behaviour. There was discussion that if a coffee shop is built this may also act as a deterrent.
- There are still underpasses in a couple of areas on Castlefields and the one at the Park bus stop by the old Woodlands Walk in particular causes problems. To cross over the Park bus stop to the Woodland Walk side is not suitable for those with restricted walking ability. To get to the houses you have to go through the underpass, climb a steep staircase or walk further to climb a steep hill – or do as others do and walk around the middle of the bus way which is dangerous. Can the stop on the Woodland Walk side be moved or a safe crossing put in place as has been done on other parts of the Busway? Also the underpass attracts anti-social behaviour.
- Another problem for community safety is parking. Although the road layouts are better there is a major parking issue at St Marys School. Parents / carers do not park safely around the school entrances and cause blockages to the road and footpaths which is very dangerous. Also parents who live a short distance from the school should be encouraged not to drop their children off in the car. There was discussion that this happens a lot.