

Crewkerne Neighbourhood Plan Community Survey

Findings and Plan Implications

Prepared by:



Prepared for: Crewkerne Neighbourhood Plan Steering Group

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(Please see seperate document for Appendices)

1. Introduction

This report has been prepared for the Crewkerne Neighbourhood Plan Steering Group. Its purpose is to provide the Group with the percentages and an initial analysis of the responses to the 2022/23 Neighbourhood Plan Community Survey, together with observations on how the response to the questions relate to policy development for the Neighbourhood Plan. The Community Survey was opened, and questionnaires distributed during December 2022. This report presents the response to the Survey received by 10th February 2023.

Throughout this report, next steps and plan implications have been summarised for the Neighbourhood Plan Steering Group. These are in **purple bold font**.

2. Questionnaire Design and Distribution

The purpose of the community questionnaire was to:

- Encourage people be to be involved in the neighbourhood planning process and to share their opinions and aspirations; and,
- Test whether the objectives agreed for the Community Plan in 2016 remain valid;
- Understand community opinion on key local and neighbourhood planning matters.

The final version of the questionnaire is appended to this report (see Appendix 1). It was designed to be available as a printed version but also to be made available online. The questionnaire comprised in total some 40 questions. Both paper and online versions were available.

The Community Survey was publicised through the Town Council's newsletter (delivered to households), on the Neighbourhood Plan website (<https://crewkerneneighbourhoodplan.co.uk/>) and online via the Council's Facebook page (https://www.facebook.com/crewkernetowncouncil/?locale=en_GB) (the post is reproduced in Appendix 2).

Completed paper questionnaires could be dropped into a collection box in the Local Information Centre in the Town Hall or posted to Crewkerne Town Council, Town Hall, Market Square, Crewkerne, TA18 7LN. The methods of completion were clear on the questionnaire itself and on the website.

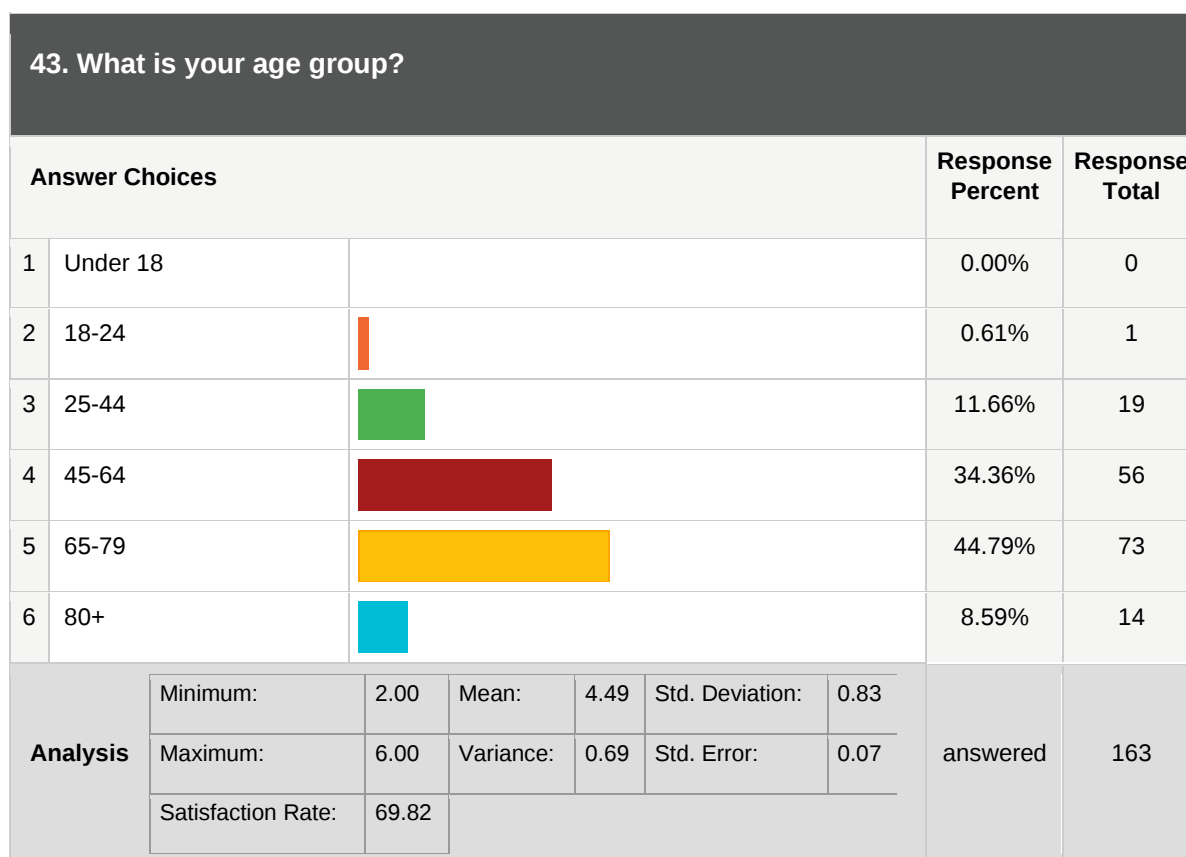
The initial deadline for the survey responses was 6th January 2023, but this was extended to allow additional potential responses to be completed after some residents had said that they wanted to complete the survey but had not yet done so by that time. The survey was then closed on 10th February 2023.

3. Response and Bias

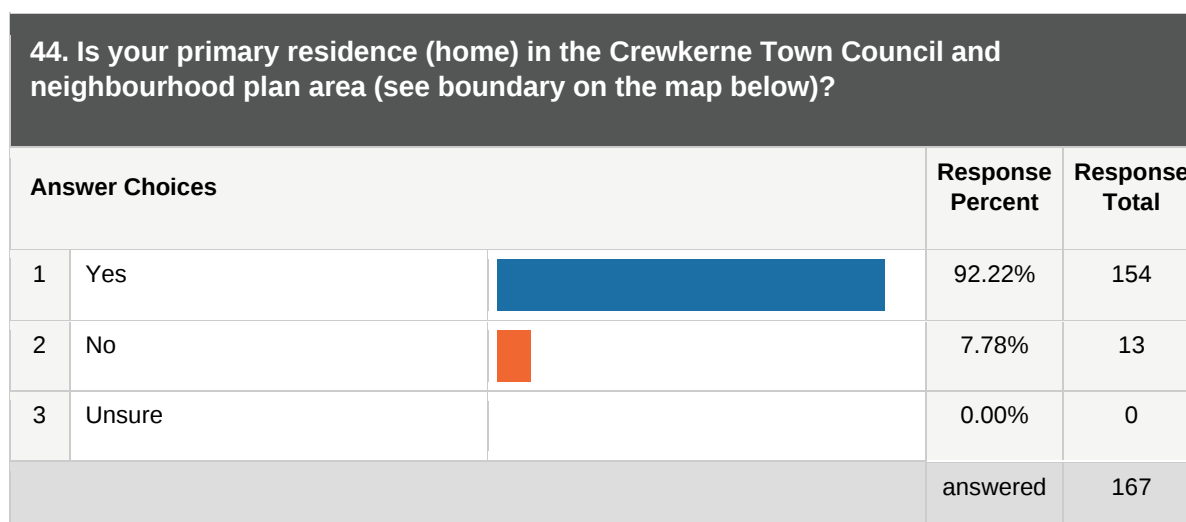
A total of 173 surveys were completed, with around 60 of these (34%) submitted on paper. On receipt of these paper copies, members of the Steering Group transferred them to the online survey platform to aid analysis.

The initial tables presented overleaf provide a summary of the characteristics of respondents to the Survey. It seems clear, from those who gave their age, that the younger members of the community are very under-represented in the survey response and

analysis. In fact, only one respondent to the Community Survey is aged under 25. Around a third of all the respondents are aged 45-64 and almost half are 65-79, a significant over-representation of older age groups. This demographic bias needs to be taken into account when interpreting the responses and its potential impact on aspects of plan development. Engaging with younger age groups is typically more difficult in neighbourhood planning, but it emphasises the need for the Steering Group to attempt more focused consultation with these age groups during the process if possible.



Of those who responded to the question, over 90% of respondents (154) live in Crewkerne within the Plan boundary area. Of those who said that they do not live within the boundary, 10 people said that they live on the edge of or close to the town boundary.



44. Is your primary residence (home) in the Crewkerne Town Council and neighbourhood plan area (see boundary on the map below)?

Analysis	Minimum:	1.00	Mean:	1.08	Std. Deviation:	0.27	skipped	6
	Maximum:	2.00	Variance:	0.07	Std. Error:	0.02		
	Satisfaction Rate:	3.89						

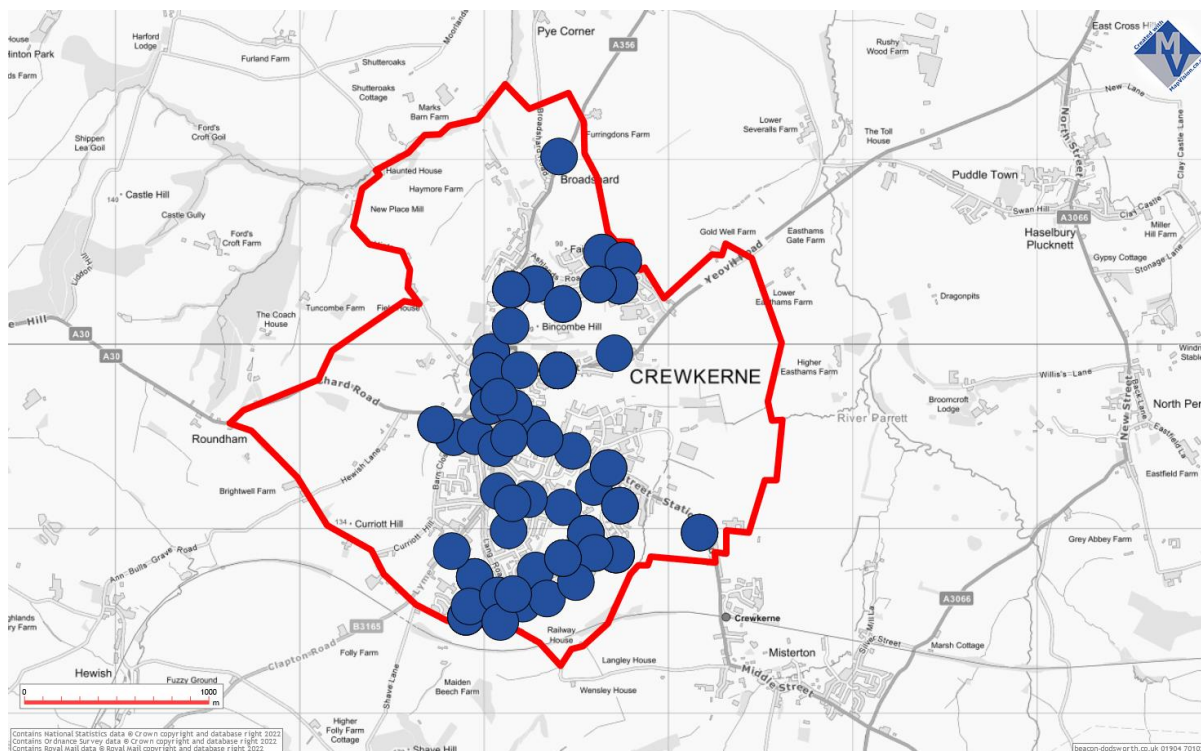
45. If NO, please indicate your relationship(s) with the town area:

Answer Choices							Response Percent	Response Total	
1	Live on the edge of or close to the town area						66.67%	10	
2	Land-owner						6.67%	1	
3	Visitor						6.67%	1	
4	Work in the area						6.67%	1	
5	Holiday-let owner						0.00%	0	
6	2nd home owner						0.00%	0	
7	Other (please explain below)						40.00%	6	
Analysis		Minimum:	1.00	Mean:	3.21	Std. Deviation:	2.69	answered	15
		Maximum:	7.00	Variance:	7.22	Std. Error:	0.62	skipped	158

It must be appreciated that the total number of respondents is a very small proportion of the adult population of the neighbourhood area. 2021 census data suggests that the total population of the plan area is around 7,300 with around 6,000 forming the adult population, meaning that the response rate is around 3% of the adult population. This does not invalidate the Survey results. It does mean however that we should not award too much credence to specific numerical results. They should be regarded as an indication of what the community thinks and providing an early sense of the 'direction of travel' to be set for the Plan and the next stage of consultation. The scale and skew of the response also serve to place emphasis on the importance of the next stage of consultation and the methods used so as to reach and engage more fully with the community, especially those parts of it that have yet to be involved.

The important point to remember about neighbourhood plan development is that the Plan's final content is not simply based solely on this Survey, with the Plan process requiring several rounds of consultation, with the response to each informing the next stage and content of the Plan.

Some respondents provided their postcode. This enables us to understand where in and around the area that respondents live, which can be important in targeting future consultations, for example, if there is a noticeable lack of responses from particular parts of the town. Of those providing their postcodes who live outside of the plan area, 6 reside in Merriott, 2 are on the edge or close to the boundary, 1 resides in Devon and 1 in Kent (not shown on the map below which only shows those giving postcodes within the plan area boundary). Indicator dots have been expanded so as not to identify respondents' locations in any great detail.



While many people chose to include contact details, these are not set out in this report, with responses anonymised, due to Data Protection requirements. However, the Town Council will use these contact details where people have given their consent to hear more about the neighbourhood plan as it moves through the process. The use of details in this way was explained in the Survey and it was not compulsory for people to provide their details if they did not wish to do so.

Next steps and Implications for the Plan

During development of the Plan, the Steering Group should seek to get input from younger age groups in the town, in order to understand their needs and views. This does not have to be done via another Survey, but other, more targeted ways, can be used as the Plan is developed, such as speaking with focus groups, holding events or meetings designed to attract these cohorts and engaging with representative groups, organisations and services. Geographically, there are areas of the town which could be targeted during future consultations to attempt to gather responses from people who live and work in these areas. The community should be thanked for responding to the consultation and provided with an update on the results of the Survey at the next appropriate opportunity.

4. Survey Findings and Plan Implications

The questionnaire was sub-divided into topic sections. Many of the questions were 'multiple choice', opinion questions. In the analysis that follows, the counts for each question have also been converted into percentages for ease of comparison. Most questions in the Survey were accompanied with a supplementary question, which enabled people to explain their answer or express their opinion in more detail. These follow-up questions attracted many answers and elaborations in most cases. All the written answers have been read and considered. Along with a brief summary of responses, this report includes, in some instances, a 'predominant phrase' analysis of the written answers (in the form of "word clouds") to help convey the essential messages sent from the community.

This report does not reproduce all answers given to every question asked, due to length. However, the responses have been kept on file by the Town Council for future reference, and for scrutiny, if required, when the Plan gets to its required independent Examination stage. The appendices of this report do, however, set out detailed comments provided by respondents for ease of reference.

This report does not attempt to provide an in-depth analysis of all answer or cross-tabulate responses. There is a balance to be struck when considering responses. They provide a direction of travel for the Plan and in many instances provide sufficient information in order to develop policies with some confidence that they will have the backing of the community, or at least from those members of the community who responded. The Plan's content will not be based solely on the results of the Survey. Instead, they provide a starting point, set the Plan off in the appropriate direction and enable Plan content to be developed which can be tested further during the next phases of consultation.

4.1 Community Plan (2016) Objectives

Overall, respondents confirmed that the 2016 objectives developer for the Community Plan, are still relevant today. These provide a useful continuing direction of travel for the community, town and Plan.

1. The Community Plan in 2016 identified a series of objectives. For each of these (listed below) are they still an appropriate objective for the town to pursue?				
Answer Choices	Yes	No	Don't Know	Response Total
To support and enhance Crewkerne's strong community spirit	92.26% 155	2.98% 5	4.76% 8	168
A buzzy town centre with something for everyone	92.35% 157	4.71% 8	2.94% 5	170
Improved access for all with appropriate transport solutions	92.94% 158	2.94% 5	4.12% 7	170
Stronger partnership working between businesses and local authority	81.07% 137	1.78% 3	17.16% 29	169

1. The Community Plan in 2016 identified a series of objectives. For each of these (listed below) are they still an appropriate objective for the town to pursue?

A safe, clean, green and attractive environment	95.88% 163	3.53% 6	0.59% 1	170
			answered	170
			skipped	3

When asked if they need updating or adding to, 35 comments were made. The word cloud below represents the words most commonly used.



The comments made are set out by broad topic area in Appendix 3 and will need to be considered by the Steering Group to determine the degree to which they update and / or amend the objectives listed.

Most comments, although useful, related to specific issues which might be better considered as more detailed aims and objectives or policies are developed rather than giving rise to changes to the objectives themselves, which are necessarily broad and strategic in scope to ensure that a wide range of issues are covered.

Some comments provided which relate closely to the objectives' wording and content were as follows (quoted verbatim):

- To protect the wealth of historic buildings in the town and peripheries / To protect setting of important building and vistas of the town.
- Modify last objective to include 'carbon neutral' and 'biodiverse' to align with specific national objectives.
- The final objective could become two: one about a safe , secure and attractive environment; and the other (which I interpret 'green' refers to) being more robustly focused on our shared responsibilities to address issues around the climate emergency.
- A thriving and occupied town centre seems more appropriate description term for any town centre.
- Not sure what "Buzzy" means.

Next steps and Implications for the Plan

4.2 Strong Community

When asked about their top 3 likes and dislikes, the following word-clouds emerge. These give a good indication of the things people like and dislike the most and therefore provide some evidence to help develop areas of the Plan which protect, support and enhance various aspects of the town.

access activities amenities aqua beautiful beeches bincombe buildings bus businesses centre
character close community countryside crewkerne distance facilities
fact family friendliness friendly good green greenspaces groups henhayes historic individual
leisure local location nature nice open peace people proximity pubs quiet railway range retail safe
sense service services shops small space spaces spirit supermarkets surrounded
surrounding town variety walk walking walks

Value the most – second answer

access accessible active activities amenities architecture atmosphere attractive beautiful bincombe buildings
centre church community countryside crime diversity doctors easy environment
excellent facilities family feeling footpaths friendly generally good green healthcare historic
independent leisure library links live local nature open people places plenty pool proximity reserve safe
schools shop shops small spaces spirit sports station supermarkets swimming town train variety
walking

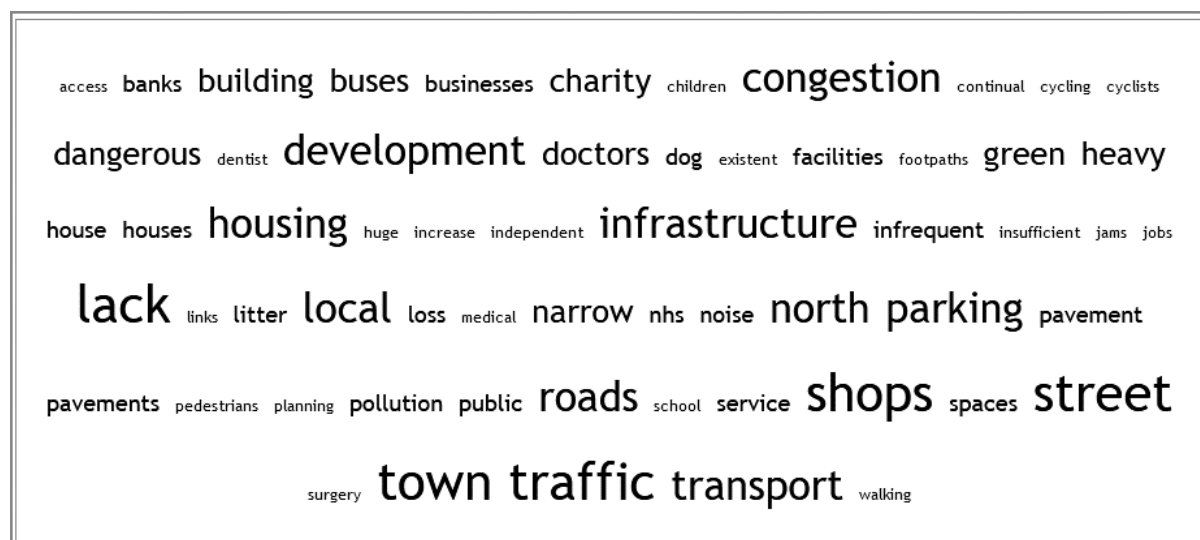
Value the most – third answer

access accessibility activities amenities area beautiful buildings business centre cleanliness
close coast community countryside crime distance doctor easy environment
facilities footpaths friendly general good green henhayes historic historical history independent
library living local location lovely maintained museum open people proximity railway range safe services
shops small spaces spirit station town train variety voluntary walking
walks yeovil

Value the least – first answer

abbey antique avoid bad bank built bus car cars centre charges charity congestion
council dentist dentists doctors dog evenings facilities goods heavy houses housing huge issues
jams lack level links local lorries management nhs park parking pavements pay
people pollution problems provision public residents roads room school semi service shop
shops speeding street surgery town traffic transport variety volume work

Value the least – second answer



Value the least – third answer



Next steps and Implications for the Plan

The value responses provide a good way to test the revised aims and objectives once developed and also supplement other responses in the Survey to check, challenge and inform policy development.

ii) Housing

When asked about whether there are specific housing shortages that need addressing, the responses were very evenly split.

5. Are there specific local housing shortages that need addressing?									
Answer Choices							Response Percent	Response Total	
1	Yes						31.48%	51	
2	No						30.86%	50	
3	Don't Know						37.65%	61	
Analysis		Minimum:	1.00	Mean:	2.06	Std. Deviation:	0.83	answered	162
		Maximum:	3.00	Variance:	0.69	Std. Error:	0.07	skipped	11
		Satisfaction Rate:	53.09						

accommodation affordable allowed banks brownfield build building buildings built buy centre
 cope cost council crewkerne develop developers development developments ensure existing
 factory families fields flats forced green high homes house houses housing
 infrastructure live local needed number owners parking people percentage plan planning
 population priority private properties rental roads schools services shops sites small social space
 town traffic young younger

The split of “yes” and “no” and “don’t know” suggests that the Plan cannot, with any certainty, propose additional housing development sites to those already identified in the Local Plan. This is supported by the answer to question7, as shown below, which is clear on there being no desire to see additional housing sites come through the Neighbourhood Plan.

7. Should areas of land be allocated in our Neighbourhood Plan for more housing than currently committed and delivered through the Local Plan process?

Answer Choices							Response Percent	Response Total
1	Yes						9.58%	16
2	No						74.85%	125
3	Don't Know						15.57%	26
Analysis	Minimum:	1.00	Mean:	2.06	Std. Deviation:	0.50	answered	167
	Maximum:	3.00	Variance:	0.25	Std. Error:	0.04	skipped	6
	Satisfaction Rate:	52.99						

However, the answers given to question 5 and 6 do perhaps suggest that there is sufficient interest to suggest that the Plan should help to define what sorts of housing should be provided by tenure, size and type within the context of housing development already proposed. The responses made should also be considered against the demographic of respondents. Neighbourhood Plan responses from younger people do tend to reflect their overall inability to access the local housing market, be that for rented or ownership of houses, with any ease.

In terms of the location of new housing sites, if they come forward, there is a clear preference to see them come forward on previously developed sites (brownfield sites).

8. If you think additional housing is needed, where should it be located?

Answer Choices							Response Percent	Response Total
1	Previously developed (brownfield) land						78.35%	76
2	Greenfield land						4.12%	4
3	Infill sites in the town						32.99%	32
4	Other (please state below)						14.43%	14
5	Don't know						9.28%	9
Analysis	Minimum:	1.00	Mean:	2.08	Std. Deviation:	1.34	answered	97
	Maximum:	5.00	Variance:	1.81	Std. Error:	0.12	skipped	76

Next steps and Implications for the Plan

The Steering Group has clear guidance on issues such as housing numbers, whether or not the Plan should allocate additional housing sites, preferred locations for new housing if and when proposals come forward which are not already allocated in the Local Plan, and steer on shortages of particular types, sizes and tenures of housing should the Group wish to find out more about housing needs in the town and develop a policy which responds to this. The responses will guide which new objectives need to be developed to provide a positive Plan response to them.

The responses also provide steer on whether any other particular sections of the local community should be targeted for input as the Plan is developed.

As responses are used to check and challenge aims, objectives and initial policies, those suggestions made in the Survey responses which cannot be achieved through the planning process (as they are either not planning matters over which the planning system has control or cannot be achieved due to the planning rules with which Neighbourhood Plans must adhere to) will need to be put to one side, with the Town Council deciding how best to deal with them or respond.

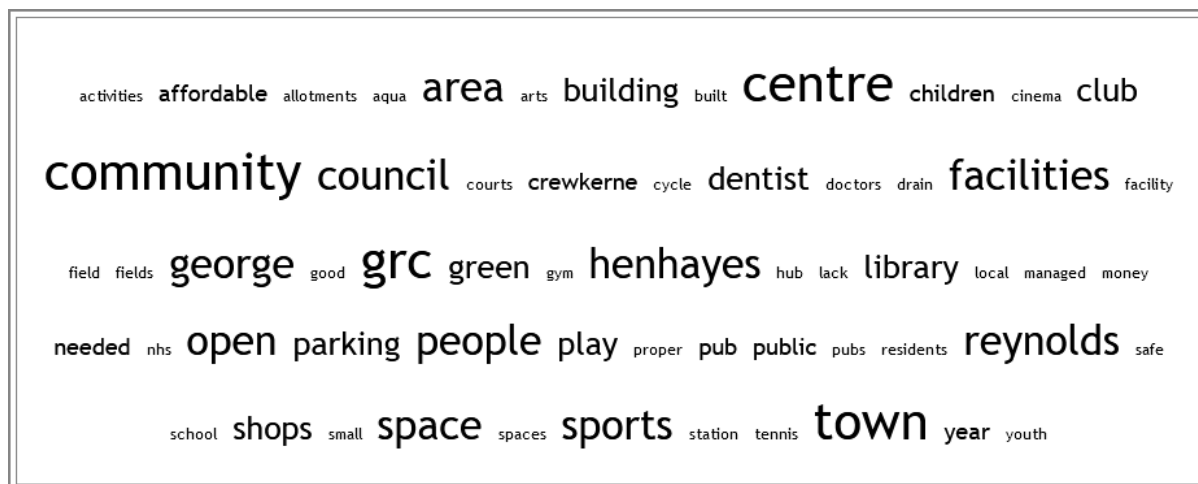
For example, planning policies in a Neighbourhood Plan cannot reduce the scale of housing development already set out in the Local Plan, nor stop development without evidence to suggest that specific areas should be protected. Even in cases where development is proposed on protected sites or close to important assets, proposals in many cases will still need to be given the opportunity to mitigate harm or adverse impact, according to Government planning policy.

iii) Community Facilities, Sports and Civic (Green) Spaces

There is a reasonable split between respondents who say that they are satisfied and are not satisfied with community facilities.

10. Are you satisfied with the range and quality of community facilities in the town?									
Answer Choices							Response Percent	Response Total	
1	Yes						48.50%	81	
2	No						40.72%	68	
3	Don't Know						10.78%	18	
Analysis		Minimum:	1.00	Mean:	1.62	Std. Deviation:	0.67	answered	167
		Maximum:	3.00	Variance:	0.45	Std. Error:	0.05	skipped	6
		Satisfaction Rate:	31.14						

The word cloud below helps to summarise the follow-up question, which asked what facilities are missing, could be improved or replaced.



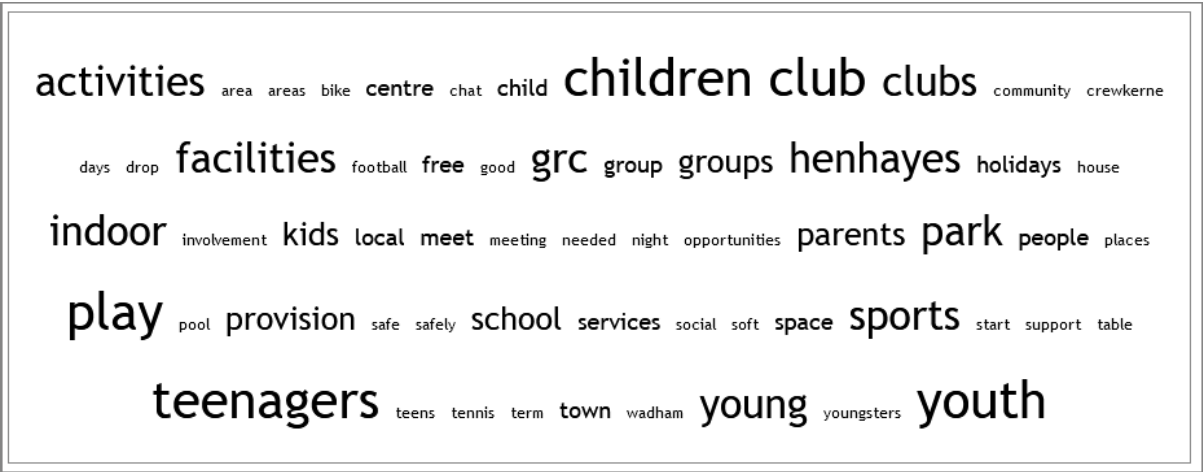
In order to enable more detailed local scrutiny of the list of facilities identified, comments are set out in full in Appendix 5. These responses, on the whole, seem to reflect the answers given to the next few questions in the Survey.

In relation to health and welfare provision, answers were clear in suggesting that more needs to be done to improve facilities and services.

12. Are you satisfied with the level of current health/welfare provision?								
Answer Choices							Response Percent	Response Total
1	Yes						11.18%	19
2	No						83.53%	142
3	Don't know						5.29%	9
Analysis	Minimum:	1.00	Mean:	1.94	Std. Deviation:	0.40	answered	170
	Maximum:	3.00	Variance:	0.16	Std. Error:	0.03	skipped	3
	Satisfaction Rate:	47.06						

Question 14 focused on the need or not for more children / youth facilities. There was a good degree of support and the follow-up question allowed respondents to suggest what is needed, the answers to which are appended (Appendix 6). The word cloud below provides a snapshot of the responses given. Understanding the detail will help to identify any specific projects which might need to be followed up in the Plan. However, given the cohort of

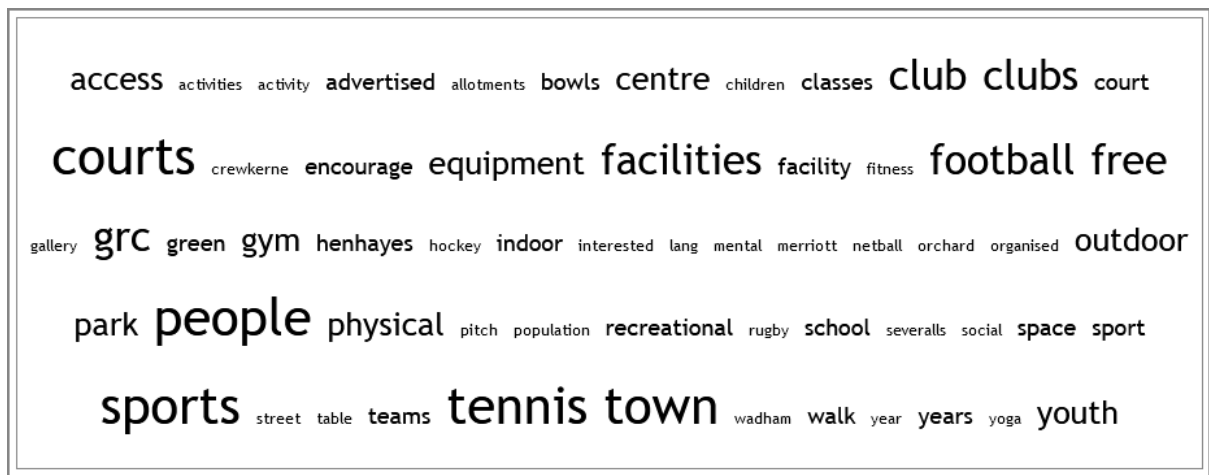
respondents and their predominant age groups, further consultation with younger people and youth will be need to help quantify suggested projects and facilities.



There was an even split in the need or not for more sports facilities and recreational opportunities.

16. Do you think there is a need for more sports and recreational opportunities?								
Answer Choices							Response Percent	Response Total
1	Yes						34.78%	56
2	No						30.43%	49
3	Don't Know						34.78%	56
Analysis	Minimum:	1.00	Mean:	2.00	Std. Deviation:	0.83	answered	161
	Maximum:	3.00	Variance:	0.70	Std. Error:	0.07	skipped	12
	Satisfaction Rate:	50.00						

The following word cloud provides the summary of responses to the follow-up question.

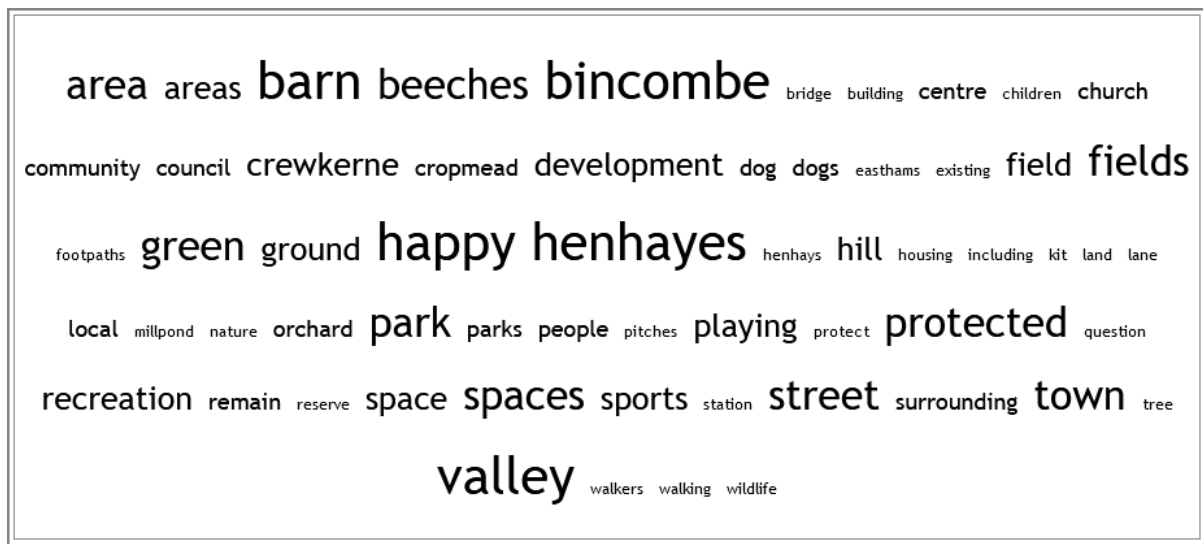


Appendix 7 sets out the detail behind the responses to this question.

There was almost full support for the protection of green spaces, parks and playing pitches with 95% of respondents supporting this.

18. Should local green spaces such as parks, playing pitches and spaces be protected?								
Answer Choices							Response Percent	Response Total
1	Yes						95.83%	161
2	No						0.60%	1
3	Don't Know						3.57%	6
Analysis	Minimum:	1.00	Mean:	1.08	Std. Deviation:	0.38	answered	168
	Maximum:	3.00	Variance:	0.14	Std. Error:	0.03		
	Satisfaction Rate:	3.87					skipped	5

The word cloud below summarises the most common suggestions for areas needing protection.



It is suggested that the full set of suggested sites, reproduced in Appendix 8, should be considered in detail when policies are being produced for the Plan in order for specific spaces to be identified. It should be noted that a large majority of responses suggest that all green spaces should be protected.

Next steps and Implications for the Plan

From the above questions, the Steering Group has plenty of data to help specify detailed objectives and also be specific about assets which need protecting and projects and proposals which could be pursued, either through the Plan itself, as a community action or project or both. Appended details of suggested assets, areas and potential projects should be considered further as objectives and policies are developed.

The responses also provide steer on whether any other particular sections of the local community should be targeted for input as the Plan is developed.

As responses are used to check and challenge aims, objectives and initial policies, those suggestions made in the Survey responses which cannot be achieved through the planning process (as they are either not planning matters over which the planning system has control or cannot be achieved due to the planning rules with which Neighbourhood Plans must adhere to) will need to be put to one side, with the Town Council deciding how best to deal with them or respond.

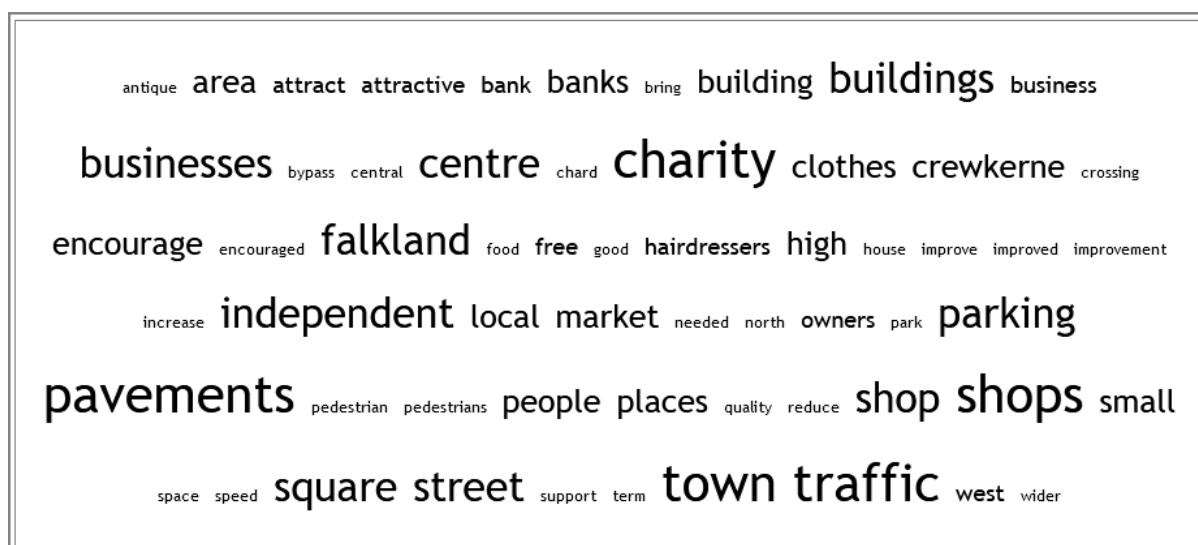
For example, the planning system does not have control over things like service provision and cannot be used to improve health services, although it can deal with some land-use matters connected to demand and needs for some services.

4.3 Vibrant Town Centre

Around 70% of respondents said that they are not satisfied with the town centre.

20. Are you satisfied with the town centre?									
Answer Choices							Response Percent	Response Total	
1	Yes						26.95%	45	
2	No						70.66%	118	
3	Don't Know						2.40%	4	
Analysis		Minimum:	1.00	Mean:	1.75	Std. Deviation:	0.48	answered	167
		Maximum:	3.00	Variance:	0.23	Std. Error:	0.04		
		Satisfaction Rate:		37.72					skipped

The word cloud highlights the reasons why.



Further consideration of the detailed responses given, reproduced in Appendix 9, should be considered as policies for the Plan are developed to help identify whether there are projects which can be identified for town centre improvements. However, from brief analysis, it is clear that two issues feature most highly, traffic and shops.

When asked if shops in the town centre should be protected from change of use to other non-retail uses, there was a majority of support for this (around 60%).

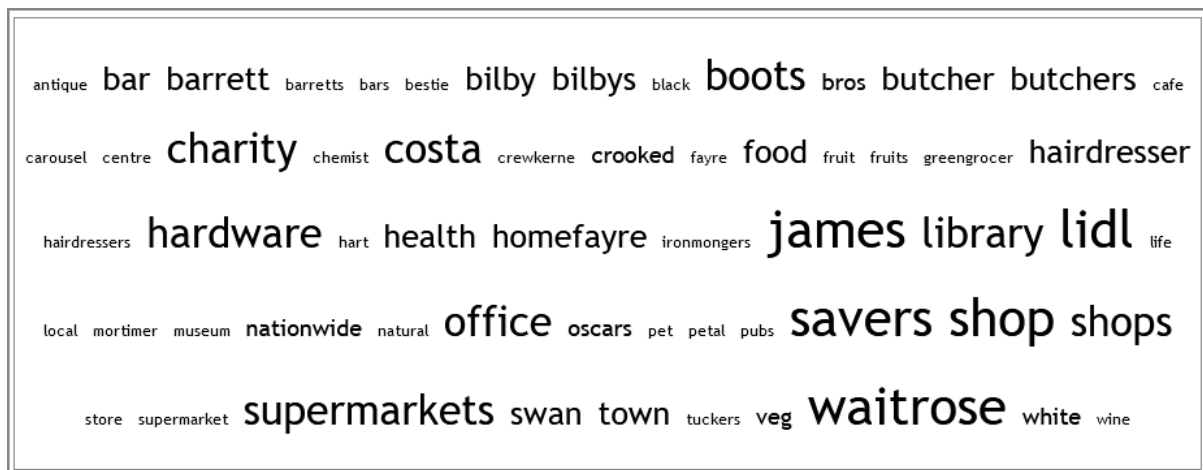
22. Should shops in the town centre be protected from change of use to other non-retail uses?

Answer Choices							Response Percent	Response Total	
1	Yes						59.51%	97	
2	No						22.70%	37	
3	Don't Know						17.79%	29	
Analysis		Minimum:	1.00	Mean:	1.58	Std. Deviation:	0.77	answered	163
		Maximum:	3.00	Variance:	0.60	Std. Error:	0.06		
		Satisfaction Rate:	29.14					skipped	10

The following word cloud shows the summary to the follow-up question of what other uses might be acceptable where change of use takes place.



Question 24 asked which shops, food and drink outlets and other town centre businesses and services people use the most, with the word cloud below summarising which places were selected. Respondents were asked to identify no more than 5.



Next steps and Implications for the Plan

From the above questions, the Steering Group has plenty of data to help specify detailed objectives and also be specific about assets which need protecting and projects and proposals which could be pursued, either through the Plan itself, as a community action or project or both. Appended details of suggested assets, areas and potential projects should be considered further as objectives and policies are developed.

As responses are used to check and challenge aims, objectives and initial policies, those suggestions made in the Survey responses which cannot be achieved through the planning process (as they are either not planning matters over which the planning system has control or cannot be achieved due to the planning rules with which Neighbourhood Plans must adhere to) will need to be put to one side, with the Town Council deciding how best to deal with them or respond.

For example, there are permitted development rules in place which mean that planning policies cannot stop all proposals for change of use to uses such as residential dwellings.

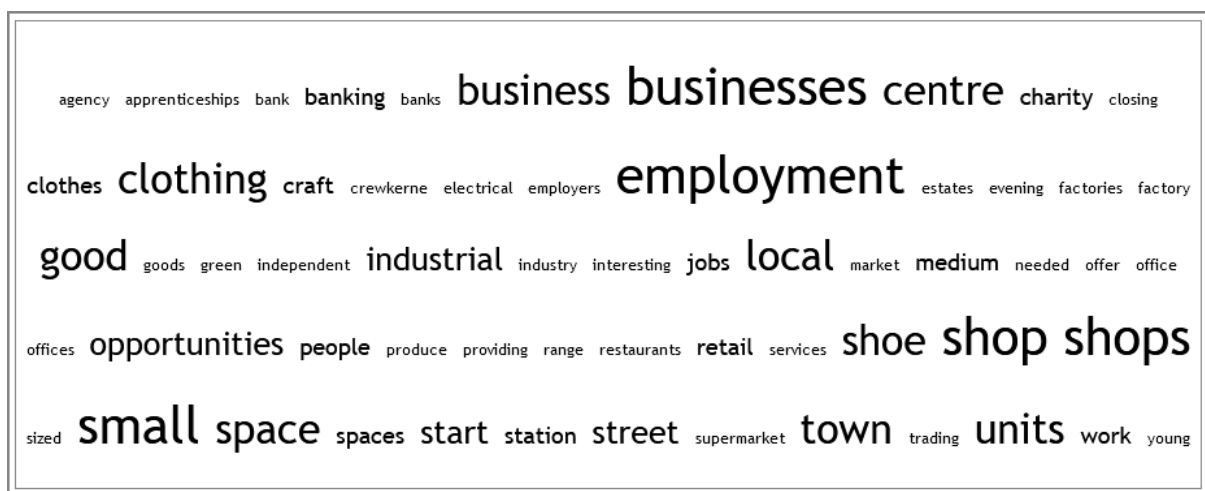
4.4 Thriving Local Economy

There was clear support for the local economy and employment opportunities through question 25 answers, although a surprising proportion of responses answered “don’t know”, which might reflect the large proportion of respondents who are retired.

25. Are more local employment opportunities needed in the town?			
Answer Choices		Response Percent	Response Total
1	Yes		54.97%
2	No		5.26%

25. Are more local employment opportunities needed in the town?											
3	Don't Know						39.77%	68			
Analysis	Minimum:		1.00	Mean:		1.85	Std. Deviation:		0.96	answered	171
	Maximum:		3.00	Variance:		0.92	Std. Error:		0.07		
	Satisfaction Rate:		42.40							skipped	2

The word cloud below shows the summary of responses to the follow-up question, which asked what employment provision is required in the town.



Further engagement with local businesses and their representative organisations would be a good way of understanding local economic needs in greater detail.

Next steps and Implications for the Plan

From the above questions, the Steering Group has plenty of data to help specify detailed objectives.

The responses also provide steer on whether any other particular sections of the local community should be targeted for input as the Plan is developed.

As responses are used to check and challenge aims, objectives and initial policies, those suggestions made in the Survey responses which cannot be achieved through the planning process (as they are either not planning matters over which the planning system has control or cannot be achieved due to the planning rules with which Neighbourhood Plans must adhere to) will need to be put to one side, with the Town Council deciding how best to deal with them or respond.

4.5 Easy Access to Get About

There was a good level of support for additional pedestrian and cycling routes in the town (58%). This is supported by answers to earlier questions.

27. Should there be additional pedestrian and cycling routes in the town?									
Answer Choices							Response Percent	Response Total	
1	Yes						57.58%	95	
2	No						26.06%	43	
3	Don't Know						16.36%	27	
Analysis		Minimum:	1.00	Mean:	1.59	Std. Deviation:	0.75	answered	165
		Maximum:	3.00	Variance:	0.57	Std. Error:	0.06		
		Satisfaction Rate:	29.39						skipped

Appendix 10 reproduces the responses given when people were asked where routes should be improved and / or provided. This should be considered further as policies are developed for the Plan to enable potential routes and projects to be identified in the Plan. It is also an area of questioning which would benefit from input from younger people during the Plan's development if appropriate and safe walking and cycling routes and travel habits are to benefit. The Survey responses are clear on the concern about public transport services and facilities and of parking issues in the town. Around 65% of respondents are not satisfied with public transport, while around 77% of respondents consider that there are major parking issues in the town.

29. Are you satisfied with public transport services and facilities?									
Answer Choices							Response Percent	Response Total	
1	Yes						10.18%	17	
2	No						64.07%	107	
3	Don't Know						25.75%	43	
Analysis		Minimum:	1.00	Mean:	2.16	Std. Deviation:	0.58	answered	167
		Maximum:	3.00	Variance:	0.34	Std. Error:	0.04		
		Satisfaction Rate:	57.78						skipped

31. Are there major parking issues in the town that need to be addressed?								
Answer Choices							Response Percent	Response Total
1	Yes						76.54%	124
2	No						14.20%	23
3	Don't Know						9.26%	15
Analysis	Minimum:	1.00	Mean:	1.33	Std. Deviation:	0.64	answered	162
	Maximum:	3.00	Variance:	0.41	Std. Error:	0.05	skipped	11
	Satisfaction Rate:	16.36						

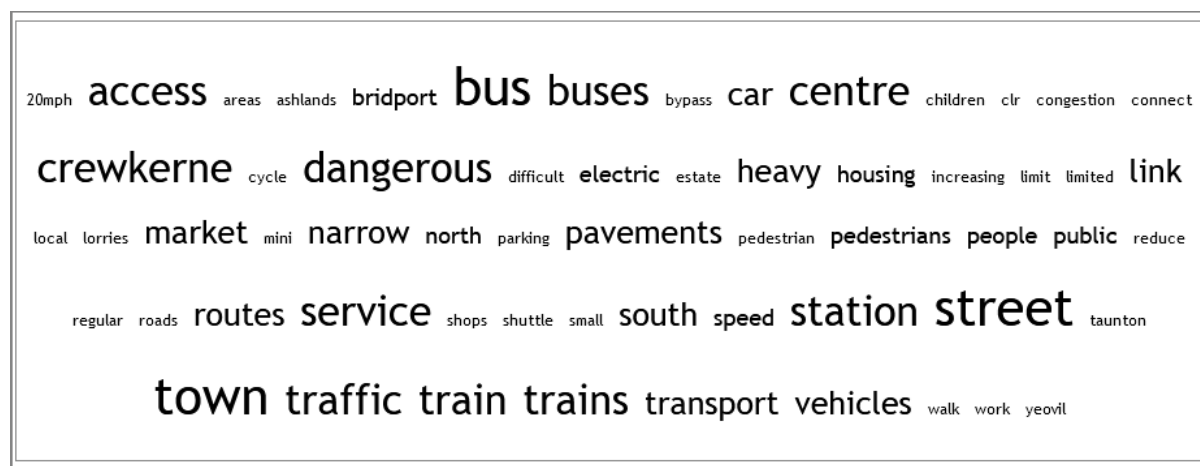
Detailed responses to follow-up questions, reproduced in Appendix 11 and 12 respectively, should be considered further, subject to the degree to which the Plan itself can provide a positive response or solutions to the problems identified.

Question 33 asked if there were any other transport, access and connectivity issues in the town which are important.

33. Are there other transport, access and connectivity issues in the town that are important?									
Answer Choices							Response Percent	Response Total	
1	Yes						56.86%	87	
2	No						7.19%	11	
3	Don't Know						35.95%	55	
Analysis		Minimum:	1.00	Mean:	1.79	Std. Deviation:	0.94	answered	153
		Maximum:	3.00	Variance:	0.88	Std. Error:	0.08		
		Satisfaction Rate:	39.54						

Despite plenty of information being given to previous transport questions throughout the Survey, this question still garnered plenty of comments, with around 57% of respondents feeling that there are additional issues worth highlighting, done through the follow-up

question. The word cloud below presents a flavour of the response, with Appendix 13 reproducing responses for further consideration during policy development for the Plan.



Next steps and Implications for the Plan

From the above questions, the Steering Group has plenty of data to help specify detailed objectives and also be specific about assets which need protecting and projects and proposals which could be pursued, either through the Plan itself, as a community action or project or both. Appended details of suggested assets, areas and potential projects should be considered further as objectives and policies are developed.

As responses are used to check and challenge aims, objectives and initial policies, those suggestions made in the Survey responses which cannot be achieved through the planning process (as they are either not planning matters over which the planning system has control or cannot be achieved due to the planning rules with which Neighbourhood Plans must adhere to) will need to be put to one side, with the Town Council deciding how best to deal with them or respond.

For example, the planning system cannot control traffic speed, enforce parking rules and many improvements such as traffic calming do not need planning permission. The transport comments and responses do, however, give a good basis for considering a “transport plan” which could be included in the Neighbourhood Plan to provide support for improvements to the transport network.

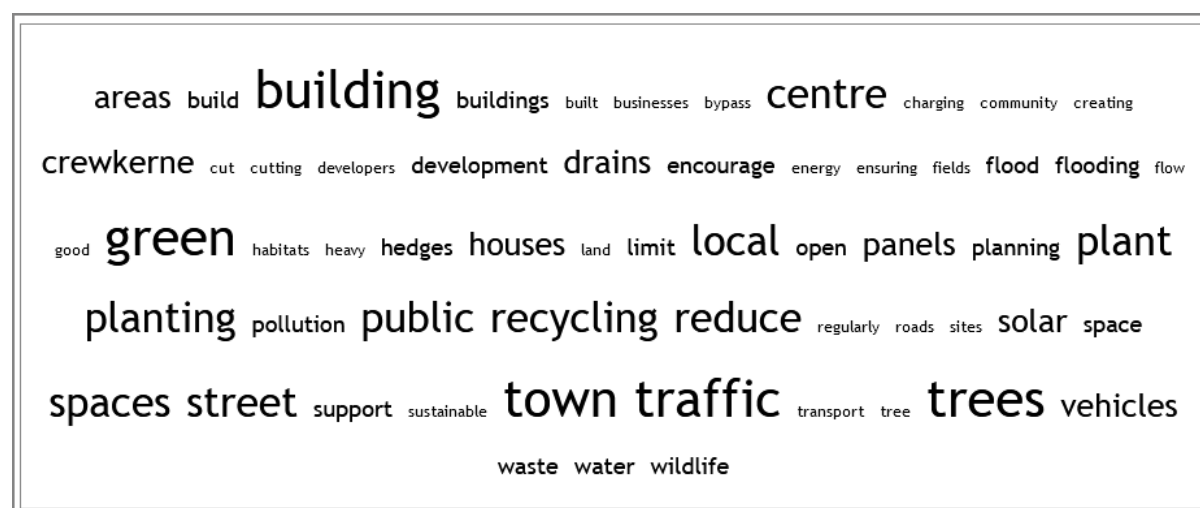
4.6 Local Environment

i) Natural Environment

Question 35 asked if people are concerned about the impact of climate change, with around 55% of people confirming that they are and 30% saying that they are not.

35. Are you concerned about the impact of the changing climate on the town?									
Answer Choices							Response Percent	Response Total	
1	Yes						55.42%	92	
2	No						29.52%	49	
3	Don't Know						15.06%	25	
Analysis		Minimum:	1.00	Mean:	1.60	Std. Deviation:	0.74	answered	166
		Maximum:	3.00	Variance:	0.54	Std. Error:	0.06		
		Satisfaction Rate:	29.82						

The summary of responses to the follow-up question which asked about what can be done locally in response to climate change highlights some of the things suggested.



Appendix 14 reproduces the responses given in detail. It will be important to consider these at the policy development stage so that any planning related suggestions can be supported through the Plan.

Around 97% of respondents agree that greenspaces and habitats should be protected. This gives very clear direction to the Plan and policy development. Question 38 asked respondents to name specific places and spaces which warrant protection, and these responses are reproduced in Appendix 15. In summary, however, there were a large number of responses suggesting all green spaces and a large number which suggested that Bincombe Beeches should be protected.

37. Should greenspaces, woodland, wetland and other habitats for wildlife be protected?								
Answer Choices						Response Percent	Response Total	
1	Yes					97.08%	166	
2	No					0.58%	1	
3	Don't Know					2.34%	4	
Analysis	Minimum:	1.00	Mean:	1.05	Std. Deviation:	0.31	answered	171
	Maximum:	3.00	Variance:	0.10	Std. Error:	0.02	skipped	2
	Satisfaction Rate:	2.63						

ii) Built Environment

This question generated a mixed response with many people not knowing whether historic buildings receive adequate care or not. However, two-thirds of respondents suggested that adequate care is not being taken of the buildings.

39. Is adequate care being taken of the town's historic buildings, civic spaces and character?								
Answer Choices						Response Percent	Response Total	
1	Yes					21.60%	35	
2	No					40.74%	66	
3	Don't Know					37.65%	61	
Analysis	Minimum:	1.00	Mean:	2.16	Std. Deviation:	0.75	answered	162
	Maximum:	3.00	Variance:	0.57	Std. Error:	0.06	skipped	11
	Satisfaction Rate:	58.02						

Appendix 16 details the buildings which respondents suggested should be protected. These will need to be examined further to determine which require additional protection over and above other existing protections such as Listed Building and Scheduled Monument status, inclusion on the "local list" or location within an existing Conservation Area. It is important to identify local assets of importance but Neighbourhood Plans should not repeat protection of heritage assets which already benefit from other protecting designations.

The final question in the Survey asked whether design guidance should be produced so that developers have guidance on what good design means in the town. Around 87% of respondents supported this principle and should a design guide be developed, their can be confidence that there is community support behind it.

41. Should 'design guidance' be produced for developers, to ensure that new development is appropriate in terms of character and appearance?									
Answer Choices							Response Percent	Response Total	
1	Yes						87.27%	144	
2	No						3.03%	5	
3	Don't Know						9.70%	16	
Analysis		Minimum:	1.00	Mean:	1.22	Std. Deviation:	0.61	answered	165
		Maximum:	3.00	Variance:	0.37	Std. Error:	0.05		
		Satisfaction Rate:	11.21						

Next steps and Implications for the Plan

From the above questions, the Steering Group has plenty of data to help specify detailed objectives and also be specific about assets which need protecting and projects and proposals which could be pursued, either through the Plan itself, as a community action or project or both. Appended details of suggested assets, areas and potential projects should be considered further as objectives and policies are developed.

The responses also provide steer on whether any other particular sections of the local community should be targeted for input as the Plan is developed.

As responses are used to check and challenge aims, objectives and initial policies, those suggestions made in the Survey responses which cannot be achieved through the planning process (as they are either not planning matters over which the planning system has control or cannot be achieved due to the planning rules with which Neighbourhood Plans must adhere to) will need to be put to one side, with the Town Council deciding how best to deal with them or respond.

For example, not every green space can be protected from development or change. Evidence, alongside consultation responses, must be gathered to demonstrate a clear argument and justification for protecting various green spaces. This could be for a variety of reasons such as protection of biodiversity and habitats, recreation, heritage or landscape for example. Another example is with regard to heritage assets, as some referenced in responses will already benefit from a form of protection and will not need to

be identified in the Plan itself, although their identification will remain important to reference in the Plan's evidence base.

4.1 Additional Comments

In order to ensure that respondents had a good opportunity to have their say on land-use and planning related matters, or any other issues which they consider to be relevant to the neighbourhood plan, the last question provided an opportunity for people to share additional comments if they had any. 79 of these comments were received and are reproduced in full in Appendix 17.

Next steps and Implications for the Plan

These comments will need to be considered as the Plan is developed further, to distinguish whether they are matters which the Plan can respond to or whether they are non-land-use planning matters which will need to be responded to in another way.