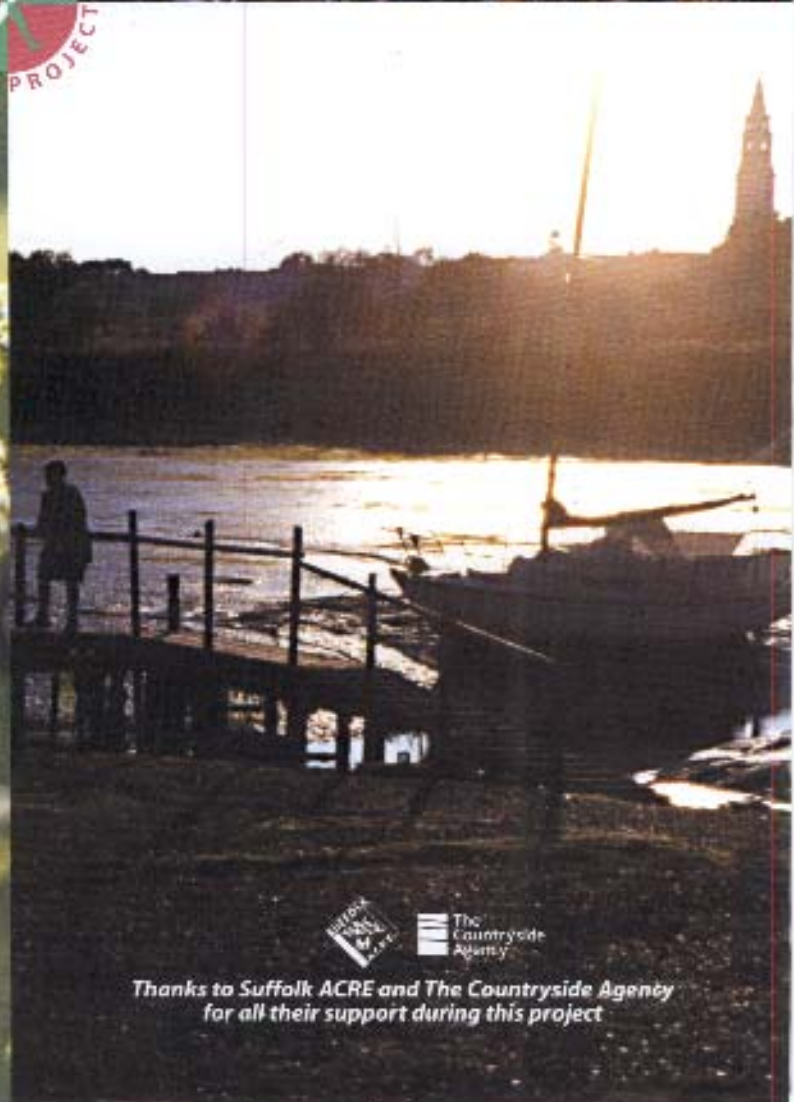




# The Holbrook Action Project Report



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Thanks to Suffolk ACRE and The Countryside Agency for all their support during this project

*“Holbrook is a lovely place to live -  
the place and the people make it that way”*

**Holbrook** took its name from the stream flowing down the rather steep-sided valley (the Hollow Brook) more than a thousand years ago. Those who, to use the local vernacular, belong to Holbrook can therefore look back on more than a thousand years of history, to the time when a Saxon named Godman owned the manor under the patronage of Queen Ediva, the beautiful ‘Edith of the Swan Neck’ as she was known.



To belong to a community implies a sense of permanence, and it is interesting to see that half the people who completed the HAP questionnaire have lived in the village more than 25 years. Nearly 100 of them have spent their entire lives in the village.

It is a community with a past. It is also a community with a vibrant present that welcomes newcomers and encourages them to take part in the many local activities. It is, we believe, a community with a bright future.

Judging from the replies to our questions, a very large proportion of the residents value the location of the village, value the local environment and value the community. It was to give you all the opportunity of helping plan the future of the village community that this project was initiated. The very high take-up justified our belief that Holbrook is a very special community.

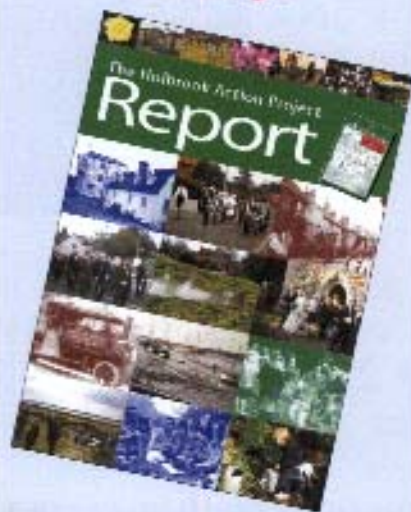
*“It’s a good place to bring up a family”*

**Holbrook is a village blessed with many facilities. In today’s climate many villages have lost vital services such as their corner shops and Post Offices. Holbrook is a community of exceptional quality. Just look at the list of some of our assets!**

- B&Bs
- Beach
- Bottle banks
- Bowling Green
- Buses
- Church of England
- Coop Supermarket
- Doctors
- Fire station
- Fishing
- Golf
- Hair Dresser
- High School
- Lakes
- Methodist Church
- News agent
- Parking Areas
- Playing fields
- Playschool
- Post Office
- Primary School
- Reservoir
- River
- Sailing
- Somewhere to sit
- Sports facilities
- Tennis courts
- Two pubs
- Village Hall
- Walks

## The background to this Report

**Your response of over 90% gives this report credibility and authority as a basis for developing the future needs of the village.**



If you wish to see all the data that is not in this report. There is a fuller report which is available from -

*The Clerk,  
Jane Jones,  
Telephone: 01473 780 855*

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In 2002 Holbrook Parish Council decided that it needed further and better information about the public's view on where we stood as a Parish and how we wanted to develop in the future. It was a good time to undertake such a project, as support and funding was available from the Countryside Agency and Suffolk ACRE under a scheme available to all communities.

The Holbrook Action Project Team (HAP) was subsequently set up to carry the work forward. It consists of volunteers from the Parish, some of whom are also Parish Councillors.

A questionnaire was then produced and a copy was delivered to every household in Holbrook, Lower Holbrook and The Royal Hospital School.

**The outcome was almost overwhelming – a return rate of over 90%!**



*The HAP coffee morning*

The data resulting was analysed and a draft report produced. This report was placed before the Parish Council for comment and approval and the Holbrook Action Project Report was then completed.



*The HAP committee discussing the Report*

## What Happens Now?

The HAP team recognises that it is not the fount of all knowledge and cannot itself implement the recommendations of the Holbrook Action Project Report. In any event it would go beyond its remit to attempt to do so. It does, however, know a man who can, or to be more accurate it can identify from the conclusions reached many of the agencies and

organisations that could be involved in carrying out the recommendations you have made.

To use the jargon that we have all learned to love, HAP has become a 'facilitator' and to this end has organised the **HAP OPEN DAY**, which will take place in the **Holbrook Village Hall on 12th April 2003**.

Those invited to attend include representatives from HAP, the Parish Council and many relevant organisations including those who provide our policing, public transport, health services and education. And, of course, YOU.



***The HAP team is delighted to have been asked to***

***participate in the production of this report and is very grateful to the Parish local community for its wholehearted response thus far. It now remains for words to be turned into actions.***

1194 parishioners from 568 households answered up to 62 questions each and many of them provided additional comments and/or volunteered to help in some way.

As you might imagine the analysis of the data was a major task and the HAP team

realised from a very early stage that any attempt to put everybody's point of view into a report would be impossible. HAP therefore concentrated on identifying and recording major trends, firstly by way of comment on the information provided and then by making recommendations. In this way HAP fulfilled its primary objective of producing the Holbrook Action Project Report.



***Some of you reading this may be disappointed that an issue dearest to your own hearts has not made it on to the report and wonder what to do next.***

There is a fuller version of this report that includes all of the source data. Anyone seeking the fuller report and/or source data may obtain it via the Clerk to the Parish Council.

You are very welcome to use this information (which we have decided to call a 'living document') to initiate your own action in whatever way you deem appropriate.

## 1 : Breakdown on who are we?

568 households completed the questionnaire, 472 from Holbrook Village, 59 from RHS and 37 from Lower Holbrook. Of these:

- 74% were owner occupiers
- 11% occupied premises provided as part of employment
- 10% rented from the local authority
- 5% rented privately
- There were 1448 people living in these households:

Age	Male	Female
0-4	38	33
5-10	52	44
11-15	57	63
16-17	26	25
18-24	53	57
25-44	133	165
45-59	184	186
60-64	34	38
65-74	56	60
75-84	45	60
85+	18	21

Of these, 1194 from the age of 11 (558 males, 635 Females) completed the questionnaire.

### Length of time in the Holbrook area:

Less than a year	44 (4%)
1-5 years	174 (15%)
6-15 years	356 (30%)
16-25 years	282 (24%)
26-50 years	184 (16%)
51+ years	36 (3%)
Whole life	98 (8%)

### How did you come to live here?

Work in area	306 (26%)
Love of village life	267 (23%)
Came with family	264 (23%)
Born here	190 (16%)
Relatives live nearby	157 (14%)
Access to main towns	136 (12%)
Availability of housing	139 (12%)
Setting up home	126 (11%)
Marriage	107 (9%)
Education facilities	106 (9%)
Retired here	62 (5%)

### What is most important to you about the Holbrook area?

The location	817 (74%)
The environment	728 (66%)
The community	523 (47%)
Other	62 (6%)

- The high return rate of the questionnaires provides accurate data on the population of Holbrook.
- Nearly three quarters of the housing in the community covered by the questionnaire are privately owned.

*The Royal Hospital School Spire is a well known landmark seen for miles around*

## 2 : Transport

Over the years the role of public transport in rural areas has been gradually eroded by successive governments. Now there seems to be a genuine effort on the part of local authorities to improve the situation and the introduction of the 'Buzabout' service has answered many of the area's needs, but there is obviously still room for improvement.

You told us that there are 810 cars or vans based at 568 households i.e. nearly one and a half vehicles per household. These are used, unsurprisingly, for leisure, shopping, going to work, business purposes and the school run.

925 of you (82%) said that the motor vehicle was your major or usual means of transport, 134 (12%) used the bus and 53 (5%) chose to cycle. Rather interestingly there are 621 bicycles in this area, which seems to indicate a alternative use of transport.

You said that most of you (more than 7 out of every 10) worked or studied within 10 miles of home. Only 4% travelled more than 20 miles. This would seem to indicate that Holbrook is not a 'dormitory village'.

A few respondents were interested in a car-sharing scheme.

#### HAP comment

Although the overall comments indicated a negative response to the car-sharing scheme there is a small number of people prepared to provide this service.

#### HAP recommendation

The printing of an open letter in the newsletter with an initial contact telephone number to request those interested in such a proposal to come forward. Once names and services are known, a scheme can be considered further.

“More evening buses would be useful - more competitive prices would encourage more people to use them”

You told us that you usually experience little trouble in getting to your destination from Holbrook although this view changed when it came to getting to hospital.

**HAP comment**

208 people (21% of respondents) stated that they often or occasionally experienced problems in getting to hospital. Further enquiries led to the conclusion of a lack of information regarding the existing 'hospital car' service.

**HAP recommendation**

Advising the surgery of the report findings and proposing that information relating to the hospital car scheme be advertised there and simple leaflets produced outlining how the system works.

549 out of 991 respondents (55%) wanted a better public transport system. Most of you wanted improvements to the timetables, cheaper fares, improved reliability, more relevant routes, better siting of bus stops and consideration given to the disabled.

**HAP comment**

45% of the village expressed an often or occasional problem getting out of the area this was primarily due to both inadequacies in the existing public transport facilities and to a lack of appropriate advertising and information.

**HAP recommendation**

The result of the survey is forwarded to local bus operators with the following proposals:

- That clearer timetables and more publicity regarding services available be produced.

This information to be in the form of

posters and/or leaflets available from acknowledged focal points identified in the survey such as:

- Post office
- Newsagents
- Doctors surgery
- Mobile library
- School notice boards.

Timetables to be printed in the Parish magazine and the bus operators requested to advise editor of amendments. This request would possibly require a donation towards printing.

Representatives of the local bus operators to be invited to the village event in April to answer questions

You told us that 478 out of 1084 of you (44%) felt that the local taxi services were adequate but that 124 (11%) would like to see improvements.

“If it is possible - to create more cycle paths?”

Returning to the subject of provision of services to cyclists, 1065 of you responded and 630 (59%) felt that facilities were good or reasonable but a lot of you, 370 respondents, wanted more cycle paths.

**HAP comment**

The Holbrook area has a large 'bike population' of 621 and it was therefore not surprising to find that 370 people wanted to see more cycle paths and 233 wanted improvements to the existing ones.

**HAP recommendation**

The Highways Department is contacted to discuss the provision of cycle paths.

“Considering that transport is one of the biggest problems for those without a car. A bus every two hours is not enough and visits to the hospital take on average five hours. An hourly service would be much more sensible.”



**Buzabout - Serving the Shotley Peninsular**

A grant from the government's 'Rural Bus Challenge' has been used by Suffolk County Council to provide a new transport network which is aimed at providing everyone with the opportunity to travel both within the Shotley Peninsular and beyond.

Those who live off the bus route and need to connect with a scheduled bus service can call on the Buzabout community car service, which is available between 7am and 7pm Monday to Friday. A door-to-door service, within the Peninsular is available for people with disabilities, those with mobility problems and frail elderly people. Bookings can be made the day before the intended journey on 01473 281 194 between 1.30pm and 3.30pm Monday to Friday.

The community car seats five passengers and has a ramp for wheelchairs and baby buggies, and there is also a 12-seater bus with easy access for passengers with mobility problems and disabilities.

The car service can be used to connect with a new two-hourly Buzabout 98 bus service between Shotley Gate, Erwarton, Harkstead, Holbrook and Ipswich, which will connect with the Shotley ferry in Summer. There is also an improved First Bus service 93/94 that has been extended to provide links from Ipswich via Capel St. Mary to Colchester and Hadleigh.



## 3 : Community Issues

**Out of the 1107 people answering the questions, 523 people reported that the community was important to them.**

### CHILDREN/YOUTH PROVISIONS

Out of 738 respondents

- 397 wanted to see Youth Groups formed
- 248 wanted to see more after school clubs
- 220 would like to see Holiday Play Schemes

#### HAP comment

The development of Youth activities is dependent on finding Youth Leaders. Although public appeal for facilities was apparent there was a history of these initiatives not being well supported. The availability of resources and costs needs to be considered?

#### HAP recommendation

Baiberg District Council to be approached to see if there is any possibility for the types of holiday play schemes run last summer to be extended. *Suffolk ACRE will also be invited to the Open Day on 12th April*, as they are sometimes able to locate and advise on appropriate funding. The churches will also be approached as they run a scheme last year.

### READE FIELD

65% thought that the Reade Field was a success.

#### HAP recommendation

Reade Field forms part of the activities of the Community Council. It is recommended that this responsibility be supported through the Parish Council to ensure continuity.



“Jarvis Close residents in Nos.24-32 have no easy access to cars or ambulance because there is no close car parking”

(See SAFETY section for comments relating to police/crime)

### GOOD NEIGHBOUR SCHEME

Almost half of the 1065 respondents would like to have such a scheme in their area.

#### HAP recommendation

It was felt that more information was required to promote the benefits of a good neighbour scheme. HAP will endeavour to identify the relevant agency and invite them to the Open Day at the Village Hall.

“Somewhere for youth to skateboard”

### SPORTS/LEISURE ACTIVITIES

Out of 991 respondents only 302 (31%) wanted to see more sport/leisure activities.

Almost three quarters of respondents did not want to participate in sports or leisure activities

#### HAP comment

As the majority of respondents did not want to participate this is not a pressing issue, although wider publicity could assist the increase in interest.

#### HAP recommendation

The organisers of sports and leisure activities should be encouraged to promote their facilities more widely in the community. Organisations identified will be invited to the Open Day.

### VILLAGE HALL

Out of 1103 respondents

- 45% felt that the hall was adequate for the needs of the community
- 26% felt that it needed improving

#### HAP comment

More than two-thirds were supportive of the village hall. However, some answers are needed to:-



- The progress of the millennium funded improvements – nobody seems to know what is happening – what are we waiting for?

“What has happened to the ‘Millennium Appeal’ which was supposed to sort out the Village Hall”

- Quite separately what can be done about ensuring the hall is properly maintained, both now and after the improvements have been made?

#### HAP recommendation

The management committee of the Village Hall is encouraged to respond publicly to the comments. The possibility of an open meeting is considered to discuss the current situation and establish the way forward. *The Village Hall Committee will be invited to the Open Day.*



### WHERE DOES INFORMATION COME FROM - 1092 respondents

#### HAP comment

It was a surprise to discover that most

“Information on village activities and groups would be beneficial to people new to the area.”



“Village hall needs a complete re-think - new hall and better use of adjacent land for local off street parking”

information was gleaned from local notices and 'word of mouth'. Newspapers don't feature highly as an effective source of information.

**HAP recommendation**

- People responsible for pinning up notices on notice boards, should also be responsible for removing them when out of date.
  - The Community Newsletter needs beefing up with more content.
  - The village to establish a website.
- There are 753 respondents with computers in the village, and 82% of them use it for the internet. We could begin by using the Shotley Peninsular site - [www.shotleypeninsula.org.uk](http://www.shotleypeninsula.org.uk) - it has many photographs of the village in the Holbrook section.

“Would really like a pleasant place to meet once a week, for somewhere to sit and chat”

**PARISH COUNCIL**

Asked if the Parish Council were aware of local concerns and feelings, 1062 respondents reported:

- Fully aware - 25% (258)
- Quite aware - 32% (330)
- Not aware - 12% (119)
- No opinion - 31% (324)

When asked if more information was required about the Parish Council activities:

- 36% wanted more information
- 44% felt that this was not necessary
- 20% were unsure

**HAP recommendation**

The Parish Council is requested to review and publish its communication strategy.

**RELIGION**

Of the 631 who responded to the question on attendance, less than a third attended their place of worship on a regular weekly basis.

*'Why is the church/chapel/RHS chapel important to you?'*

841 responded

A significant majority still see their place of worship as important for family occasions such as baptisms, weddings and funerals.

**HAP comment**

Religion is primarily a personal issue



“Local churches should do some visiting and offer support.”

and the results will come as no surprise to the community.

**HAP recommendation**

The churches to be provided with the results to enable them to carry out an analysis of the figures and take any action that they deem appropriate.



“What do people want?... lounge area? Somewhere comfortable to meet”

**List of Organisations/Clubs in the area**

**Holbrook Tennis Club**

Chairman, Jo Hazlewood, 328058  
Junior Development, Jo rose, 328862

**Bowls Club**

Secretary, Mr. R. Thurton, 328755

**Holbrook Creek Boat Owners Association**

Mr. L. Baker, 328199

**Holbrook Rovers FC (age 16 and over)**

Nick Winter, 327714

**Holbrook Retirement Club**

Secretary, Mrs. Gwen Clarke, 327011

**Royal British Legion**

Secretary, Mr. R. Thompson, 328604

**Friends of Clench House**

Dr. D. Walker, 328372

**Friends of the Osteoporosis Support Trust**

Mrs. S. McLeen, 328083

**Suffolk Wildlife Trust, Shotley peninsular Group**

Membership, Mrs. Jean Pattle, 328917

**St. Elizabeth Hospice Local Fundraising**

Mrs. R. Parrot, 328056

**Suffolk Local History Council, (Parish branch)**

Mrs. Marion Lotton, 328928

**Weight Watchers**

Mrs. D. Ray, 328131

**1st Samford Valley Cub Scouts**

Mrs. Chris Christensen

**1st Samford Valley Beavers**

Georgina Bull, 328718

**All Saints Church Wives**

Mrs. Joyce Fulcher, 413362

**All Saints Church Bellringers**

Tower Captain, Mr. Stephen Durant, 328601

**Holbrook Pre-school Playgroup**

Mrs. Linda Holmes, 328331

**Mothers and Toddlers**

Sue Murton, 327305

**Holbrook Community Activities**

Community Education Office,

Holbrook High School, 327247

**P3 Footpath Group**

Mr. Brian Adcock, 328589

**Village Hall Committee**

Chairman, Mr. David Rose, 328962

Bookings from secretary -

Mrs. R. Spurling, 238917





# The Holbrook Action Project Report

## 4 : Environment and Conservation

The accent today is on caring for the environment, and many of those who responded acknowledged that a personal involvement was needed. Almost 400 declared that there should be a 'Spring Clean day' either once or twice a year, and 119 said they would be prepared to help maintain the local footpaths, looked after by the local P3 (Parish Paths Partnership) Group.

### ENERGY SAVING FEATURES

568 of you answered this question. At least two thirds of you have a lagged hot water tank, loft insulation and double-glazing. Only 13 respondents have no energy saving features at all.

### HAP comment

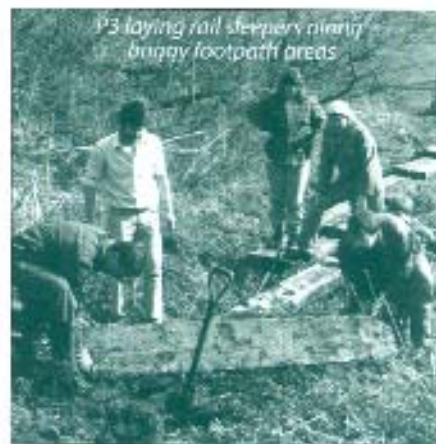
The situation of those who did not respond is not known and there may be some benefit in trying to promote energy savings features in the community. HAP will invite suitable agencies to the Open Day

### WASTE DISPOSAL

1059 of you responded to the question asking what facilities you currently used or would use if they were provided. At least two thirds of respondents favoured the pink sack scheme and bottle and newspaper banks. Between 40% and 50% would use garden waste or bulk rubbish skips and clothing or metal can banks.

### HAP recommendations

1. The development of the weekly Pink Sack scheme, contact Babergh District Council to ascertain the possibilities.
2. Explore the possibility of a Garden Waste Skip or a large item skip. Contact to be made with Suffolk



P3 laying rail sleepers along buggy footpath areas

County Council for further information. A site would be required. 3. Parish Council to be asked to assist by suggesting site and providing funding if needed.

### WHAT COULD BE DONE TO IMPROVE OUR ENVIRONMENT? see panel left.

### HAP comment

It is clear that the vast majority of the community is in favour of the maintenance of trees, woodlands, hedges and common land and that there is a need for the church wall to be repaired. In addition there was strong support for the cleaning of the shore. Some suggested sites for new planting are at Royal Hospital School and the Reservoir.

### HAP recommendations

1. All aspects of tree planting and management to be explored initially by the Tree Warden.
2. Holbrook Church to be advised of the strength of feeling regarding the repair of the Rear Church wall (brick/flint construction).

### ENVIRONMENTALLY SENSITIVE STREET LIGHTS

Of the 917 of you who responded to the section on environmentally sensitive streetlights 472, just over half, were in favour.

### HAP recommendation

The Parish Council to take note of the numbers within the community in favour of environmentally sensitive street lights and take action.

Holbrook has wonderful woods worth visiting

## There was a huge response to the question 'What could be done to improve our environment?'

	Important	Worth doing	Unnecessary
Maintain woodlands	529	317	30
Maintain common land	466	341	34
Preserve single trees	418	277	51
Keep hedges short/tidy	401	299	130
Clean up shore	376	402	62
Preserve old orchards	281	287	94
Plant more hedges	271	253	162
Plant more trees	246	373	160
Plant new orchards	206	239	156
Repair church wall	201	345	80
Let hedges grow naturally	137	188	207
Cut down some trees	26	77	505

*“Hedges need to be trimmed but after birds have taken fruit”*

## FOOTPATHS

1053 respondents

- 840 knew where paths were, 159 did not
- 649 could use them without difficulty, 193 could not
- 637 felt they were well signposted, 206 that they were not
- 119 would be prepared to help maintain them
- 97 would help produce a map
- 229 (25% of 917 respondents) – want more footpaths

### HAP recommendations

Advise the Suffolk County Council Footpaths Officer of the findings of this report with view to getting a map of all local footpaths and further publicise any existing maps and where to obtain them locally.

*“Litter, children need educating - possibly at school”*

## LITTER

961 of you voiced an opinion about litter of which 60% felt that it was an issue that needed addressing within our community. Nearly 70% of respondents were concerned about dog fouling.

Out of 945 respondents, the following solutions were suggested:

- 379 - be more personally responsible
- 313 - pay to have the bus shelter kept clean
- 293 - have a 'Spring Clean Day' twice a year
- 276 - enter a 'best Kept Village Competition'
- 258 - pay for a litter warden
- 232 - put up information notices
- 197 - have a 'Spring Clean Day' once a year
- 190 - pay for additional pavement cleaning

Only 76 out of 1095 respondents thought that the number and location of litterbins was 'good' although a further 527 said that they were

'reasonable' – these two figures taken together coming to about 55% of those of you who responded to this question.

### HAP recommendations

- 1.HAP to write to Church and Community Newsletter detailing above results and asking for volunteers to come forward to organise, take part in or run voluntary elements identified.
- 2.Parish Council to be asked to consider employment of paid litter warden and to organise additional pavement cleaning. To be asked also to review present site and number of litterbins and take necessary action.

*“Wind turbine = cheaper bills”*

## LOCAL BUSINESS DEVELOPMENT

1044 of you responded to the question about Local Business Development. The 'tourism' and 'small industrial' options failed to supply a clear consensus in any direction. The 'small business' choice attracted a response of 50% in favour with a further 20% having no strong opinion either way.

### HAP comment

Of the three options the development of small business sites received the most favour; the community generally did not favour the other options.

### HAP recommendation

Advise Suffolk Acre of the findings with the possibility of assessing the need for small business, and finding and funding the necessary sites.

*“Electricity cables should be underground”*

## HOUSING DEVELOPMENTS

997 respondents

Conversion of redundant buildings	470 (47%)
Small groups less than 10 -	373 (37%)
Single dwellings	358 (36%)
Terraced	180 (18%)
Expansion on edge of Holbrook	137 (14%)
Larger groups of properties	61 (6%)
No further building	179 (18%)

*“Many hedges overgrow the footpath making it slippery and dangerous”*

### HAP comment

Of 997 respondents nearly half approved of the conversion of redundant buildings to increase the housing stock and over a third were happy with the building of single dwellings or small groups of up to ten dwellings. The least popular option was for the construction of larger groups of property where only 6% were in favour. 18% wanted no new building at all.

### HAP recommendations

- 1.The Parish Council to be asked to make public the progress so far with ongoing affordable housing scheme.
- 2.Orwell Housing to be asked to attend the Open Day on 12th April to discuss affordable housing and how to keep it affordable for the future.



*Holbrook has many well kept footpaths*

*“Native flowers on verges to be encouraged”*

## 5 : Health and Safety

**More than half those questioned thought that police coverage of the area was poor. The examples of anti-social behaviour that gave most concern, were dog fouling and litter. Vandalism came third in the list, but only a quarter said they would join a Neighbourhood Watch Scheme.**

Up to 1158 responses were received for different parts of this section. 12 of you are, unfortunately, permanently sick or disabled, 3 are full time carers and 265 (nearly a quarter) describe themselves as retired.

Of the 284 respondents seeking employment, training or study opportunities, 9 reported that ill health or disability prevented them from achieving their objectives.

Of the 968 of you who answered the query concerning difficulty in getting medical attention 208 (21%) experienced problems with getting hospital attention 'often' or 'occasionally', 140 (14%) had similar difficulties with optician's appointments and 181 (19%) with dental appointments.

### HAP comment

It is concerning that there are so many people having difficulty in these three areas and wonder if it is a lack of information on either side.

### HAP recommendation

HAP to contact local surgery to see if there is a transport service already available.

### PHYSICAL DIFFICULTY IN GETTING TO SPORTS/LEISURE ACTIVITIES

11 people reported that they had physical difficulty in getting to sports activities and 19 had a similar problem

*Near Arnolds Butcher Shop - too narrow near the bend (too dangerous-reported to the council but nothing done)*

in attending leisure activities.

### HAP comment

This data is published as it stands.

### IMPROVEMENTS TO BUS SERVICE

804 of you responded to the question about improvements to the bus service of which about a quarter (204) called for better access to public transport for those with disabilities.

### HAP comment

Buses with the required facilities already run at some points during the day. There needs to be a more consistent use of these suitable buses throughout the day.

### HAP recommendation

Inform relevant Bus Company that 25% of villagers would like see all buses with better access for the disabled.

### USER FRIENDLY PAVEMENTS

1099 parishioners commented on User Friendly Pavements. Of those who expressed an opinion only 5% felt that the pavements were 'good'. A further 38% found them 'reasonable' but 36% thought that the pavements were 'poor'.

234 people would like to see more 'dropped kerbs' and 241 expressed the view that they would like to see further payment areas developed.

### HAP comment

A significant number of villagers were unhappy about the state of the pavements.

### HAP recommendation

The Parish Council to take this up with the relevant authorities.

### ROAD SAFETY - PARKING

821 of you say that you park your vehicles like this: in a garage - 310 (38%), off the road - 457 (55%), on the road - 54 (7%).

Out of 1077 respondents, 61% were concerned about parking, 19% felt it was not an issue and 19% had no

comment. Out of 1101 respondents, 51% wanted to see a car park in Holbrook, 31% felt there was no need and 17% had no comment.

Out of 986 respondents, 394 shopped out of the Holbrook area as it was easier to park.



### SAFER ROADS

56% (556 respondents out of 991) wanted to see safer roads in the Holbrook area. 77% (840 respondents out of 1081) felt there were major danger spots that needed to be looked at. 69% (762 respondents out of 1097) thought that speeding was a problem. 43% (917 respondents) wanted to see more street lights.

### HAP recommendation

Due to the very high response in these two important areas HAP suggests that the Parish Council forms a special steering / sub committee to discuss and initiate action on the matter, with the involvement of the Highways Department and Suffolk Constabulary.

**54.3%** of all the additional comments were regarding the ROAD SAFETY question!

### CRIME

The question 'how do you regard police coverage in the Holbrook area?' was answered by 1118 of you as follows: Good - 48 (4%), Reasonable - 273 (24%), Poor - 607 (54%). The other respondents declined to comment.

## 6 : Education

*Cars and other vehicles parked in the Street cause congestion at busy times.*

Which crimes and anti-social behaviour concerns you in the Holbrook area? (961 respondents)

Dog fouling	68%	659
Litter	60%	579
Vandalism	48%	470
Theft	27%	265
Drugs	26%	257
Swearing	24%	239
Noise	17%	167
Intimidation	15%	146
Drunkenness	10%	96
Mugging	4%	36

### WOULD YOU JOIN A NEIGHBOURHOOD WATCH SCHEME?

(1041 respondents)

When asked if you would join a Neighbourhood Watch Scheme 273 of you said 'yes', 467 said 'no' and 301 people expressed no firm opinion either way.

#### HAP recommendations

1. To advise Suffolk Constabulary of the data which highlights villagers' lack of confidence of the Police services in and around Holbrook.
2. To request that Suffolk Constabulary finds a suitable way to inform villagers of the existing police coverage in the area and to seek ways in which to increase awareness and self help within the community.
3. To encourage better relations and communication Suffolk Constabulary consider the creation of a once-a-week 'clinic' in the community, or a visit from a mobile police station (similar scheme run in Leicestershire).

*The 'red path' from the Street corner to the Compasses is a nonsense, time to make this a proper path*

**With more than 200 local children receiving education in the area, a need was expressed for more youth activities to be provided, there is also a call for more adult education, and for better publicity for what is already available.**

1165 people answered this question, 106 (9%) said that they moved to the Holbrook area to take advantage of the educational facilities available here.

813 of you responded to the question 'where do you work or study?' 579 (71%) travelled fewer than 10 miles and 130 (16%) between 10 and 20 miles. The remaining 114 (13%) travelled longer distances to work or study.

155 respondents say that they use the car to transport children to school or college.

### DOES HOLBROOK NEED ANY ADDITIONAL EDUCATIONAL FACILITIES? (738 respondents)

Youth Groups	53%	(397)
Full day care - elderly	40%	(296)
More adult education	38%	(286)
After school clubs	33%	(248)
Holiday Play Schemes	29%	(220)
Full time nursery	16%	(125)
More childminders	13%	(94)
Full day care - Learning difficulties	10%	(73)

#### HAP Comment

The information relating to what additional educational facilities respondents would like to see was of prime interest and the following action is proposed.

#### HAP recommendations

##### ● YOUTH ACTIVITIES

1. The head teachers of the Holbrook area schools to be advised of the report findings with



particular reference made to the comments regarding the need for more After-School Clubs.

2. Community Education contacted to look into the feasibility of providing more youth activities and how this could be funded. Ask if a youth club could be formed and manned by paid staff. If there are 'youth activities' available could they be more effectively publicised.

##### ● ADULT EDUCATION

Suffolk College to be contacted in relation to improved advertising of adult education currently available locally and future plans.

##### ● DAY CARE FACILITIES

40% (296 respondents) felt that the area needed fuller day care facilities for the elderly. Although this issue has received much local publicity the continuing strength of opinion needs to be made known and we therefore propose passing the findings of this survey to the appropriate District /County Council departments to obtain their comments.

##### ● CHILDMINDERS

If you are interested in becoming a childminder or needing child care contact Suffolk Child Care Information Service on: **01473 581493** or [www.suffolkee.gov.uk/childcare](http://www.suffolkee.gov.uk/childcare)  
Address: St. Andrew House, County Hall, Ipswich IP4 1JJ

## 7 : Employment

**A quarter of those who responded to the questionnaire had moved to the village for reasons of employment, though considerably fewer were actually working in the Holbrook area. nearly half were in favour of small business developments in the village, and about the same number called for local advertising of job vacancies.**

1165 of you responded to this question and 306 (26%) said that they moved here for reasons connected with their employment.

In broad terms about half of you are employed or self employed, a further quarter retired or unwaged and the remainder in full time education, unemployed or prevented from seeking work by reason of disability or other commitments.

Of 284 respondents seeking work or training opportunities three quarters did not identify any specific difficulties. Of the remainder 28 (10%) said that lack of transport was a problem.

### HAP comment

Although HAP does not have specific situation details on the individuals it would like to help.

### HAP recommendation

HAP to contact the Social Security to inform them of the findings and ask if they are aware of the individuals concerned and to contact them.

643 people thought that a local job vacancy board would be useful. This was the view of two thirds of the people who responded to this question.

**Should the following be encouraged in and around the Holbrook area?**

(1040 respondents)

Strongly in favour	70	142	60
In favour	190	347	198
No strong opinion	249	194	222
Have reservations	193	160	216
Definitely not	250	140	253

### HAP comment

Of 1165 respondents 15% described themselves as being in full-time education, 1% as unemployed and a small number (2) as on a government training scheme. Of those seeking employment, study or training opportunities well over three-quarters could not identify a problem from the list provided, although 10% did point to a lack of access to suitable public transport. 643 respondents thought that a local job vacancy board would be useful. There was comparatively little support for the establishment of tourism or small industrial workshops. However, nearly a half of those who replied were in favour of small business developments.

### HAP recommendations

1. A local job vacancy board to be instituted and maintained at a suitable site. Current vacancy / job seekers boards to be amalgamated on to one well-advertised site.

2. This information to be advertised on new parish web site (when available). Suggest use of *Shotley Peninsula web site until then. [www.shotleypeninsula.org.uk](http://www.shotleypeninsula.org.uk)*



## 8 : Retail Services

**Nearly a quarter of the people who answered questions about retail services wanted to see more local shops, but it was clear from the answers that many people shop outside the Holbrook area because of the wider choice and cheaper prices to be found elsewhere.**

*How often do you use the following?*  
1113 respondents

	Only	Weekly	Monthly	Less	Never
Local shops	307	595	89	59	6
Newsagents	272	419	127	137	68
Post Office	67	499	261	194	33
Local pubs	21	167	176	419	177
Produce stalls	12	87	68	273	395
Local dispensary	12	51	323	464	111
Mobile shops	6	64	16	36	739
Internet shopping	5	55	80	186	552
Local takeaways	3	32	118	201	425
Library van	3	23	68	101	673
Local cash dispenser	1	27	27	115	679

Out of 986 respondents who usually shopped outside the Holbrook area, 90% (889) was because of the wider choice, 60% (595) because goods were cheaper, 40% (394) because parking was easier and 21% (215) because the shops were convenient to their place of work.

### POST OFFICE

*What do you use the local Post Office for? (1062 respondents)*

Postal services	922 (86%)
Vehicle tax/TV licence/other bills	782 (73%)
Pensions/Allowances	287 (27%)
Information leaflets	231 (21%)
Giro bank/savings certificates etc.	215 (20%)
Other services	509 (47%)

*How do you rate the Holbrook area postal service? (1084 respondents)*

	Good	Reasonable	Poor	No opinion
Location of post boxes	503	433	97	28
Number of post boxes	370	485	42	36
Number of collections	414	509	64	46
Speed of service	345	473	120	66
Size of post box	132	373	301	161
Times of deliveries	380	444	137	65

## 9 : Technology

**Four out of five people who have a computer are connected to the Internet. A very significant proportion of mobile phone users have reception difficulties.**

### HAP comment

The local retail outlets are well supported on a weekly basis and the figures show their perceived strengths and shortcomings and those of the postal service.

### HAP recommendation

The results to be circulated to the local shopkeepers and post office to provide an opportunity to review their services, particularly regarding variety and price.

753 respondents confirmed that they had a computer at home.

### What do you use a computer for?

Internet	82%	(622)
Leisure	63%	(481)
Education	58%	(442)
Business	45%	(345)

### Do you have any reception difficulties?

	YES	NO
Mobile telephone	547	307
TV	145	706
Internet	94	454
Radio	97	733

### HAP comment

Out of 991 respondents, 26% (264) wanted to see a Broadband Telephone system made available and 18% (178) wanted cable provision.

### HAP recommendations

1. Further to the article in the Jan/Feb 2003 issue of the Church and Community News, those interested in Broadband to contact *Ned Cartwright* at - [ned@nedcart.demon.co.uk](mailto:ned@nedcart.demon.co.uk). Or call (328 787).

2. The councils have so far not accepted any plans for the erection of a mobile 'phone mast in the area.

Figures above demonstrate a need / desire for this facility. Need to break cycle of application / rejection and move on to mutually satisfactory resolution.

3. Cable companies to be advised of the potential business existing within this community via Parish Council.

## 9 : Other additional comments

**Though fundraising, sponsorship and a moderate increase in council tax were the favoured ways of paying for the improvements called for in the survey, 162 people offered to help with a vehicle-sharing scheme, a Good Neighbour scheme, with keeping Holbrook 'clean and tidy' and with other projects.**

1037 of you responded to the question about whether you thought local government was aware of your concerns and feelings.

### The replies are summarised as follows:

**Parish Council** - 588 fully aware or aware - 119 not aware - 324 no opinion

**District Council** - 381 fully aware or aware - 209 not aware - 399 no opinion

**County Council** - 258 fully aware or aware - 286 not aware - 449 no opinion.

### HAP comment

The councils involved would probably prefer a higher recognition figure.

**You were asked how the implementation of the findings and recommendations of this report should be financed.**

968 of you replied and because many of you accepted the invitation to tick more than one box the result gives the appearance of totalling more than 100%

Fundraising was the most popular option (64%) followed by sponsorship (53%) 'moderate' council tax increases (44%) and private contributions (22%). Higher council tax increases trailed in a predictable last at 3%.

### HAP comment

Those interested will have noted the high percentage is in favour of fundraising and sponsorship as a means of paying for services. Nearly half of those responding would accept moderate council tax increases.

### HAP recommendation

HAP does not feel qualified to make recommendations in this area and recognises that different methods of funding will be appropriate for different projects.

● Many of you took the time and trouble to add your own comments to the questionnaires and this was much appreciated by the HAP Team who recognise that these comments may carry more personal commitment than a tick in a box. **Examples of your comments are shown throughout this report**. The split up of which topics were hot and which topics were not has already been displayed, in graph form, throughout the area so will not be repeated here. Suffice it to say that potential road danger spots were easily the most popular subject for comment with new housing and matters concerning the village hall also attracting a lot of attention.

### HOW CAN I HELP?

**A gratifyingly large number of you filled in this section.**

● 10 were interested in a private vehicle-sharing scheme ● 10 could help with childcare/education ● 31 showed an interest in a good neighbour scheme ● 17 asked about the neighbourhood watch scheme ● 6 offered help with sport and leisure ● One offered to help the Village Hall Committee ● 14 were interested in the Community Newsletter ● 2 asked about the Parish Council ● 16 offered to help improve the environment ● 27 showed concern for footpaths and bridleways ● 24 offered to help keep the parish clean and tidy.

● *These parishioners will be personally invited to the HAP Open Day at the Village Hall with a view to meeting like-minded people and possibly forming self-help groups, or joining existing groups as appropriate.*

