



The Summary of the Wivenhoe Neighbourhood Plan Questionnaire Survey

The Neighbourhood Plan will guide Wivenhoe's development into the future. It will be based on what people who live here think; not the Borough Council but you, the residents of Wivenhoe.

The Plan will be based on the information you provided in the Survey questionnaires which we delivered to every household at the end of 2013.

This is a short summary of what you said in your answers to the survey, which will shape how we develop the Wivenhoe Neighbourhood Plan over the coming year.

June 2014

What is this Guide?

This is a short summary of what we have found out so far from analysing the 980 questionnaires that were filled in as part of the 2013 Neighbourhood Survey. It doesn't address every question asked by any means, but we hope it will give an idea of people's main views and concerns. A full analysis of the Neighbourhood Survey results is available on our web site:

www.wivenhoeneighbourhoodplan.org.uk/

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Working Groups, Neighbourhood Plan & Referendum

Sections 1-7 in this guide correspond to Working Groups we are setting up as part of the Neighbourhood Plan (there is also one on Heritage). The Working Groups will analyse the information from the Survey including people's additional comments and other findings that are relevant to Wivenhoe's future such as information from local businesses, community groups, students from the Colne Community College and students at the University of Essex. These they will turn into issues and policy proposals that will form the final Neighbourhood Plan for future development here in Wivenhoe. Because this Plan is so important, it will need the approval of all Wivenhoe residents. This will be done through a Referendum which will take place in 2015.

Get Involved...

If you would like join one of these Working Groups and help turn the survey findings into a plan for Wivenhoe's future, please volunteer now through our website:

www.wivenhoeneighbourhoodplan.org.uk/

We welcome input from anyone who is interested.

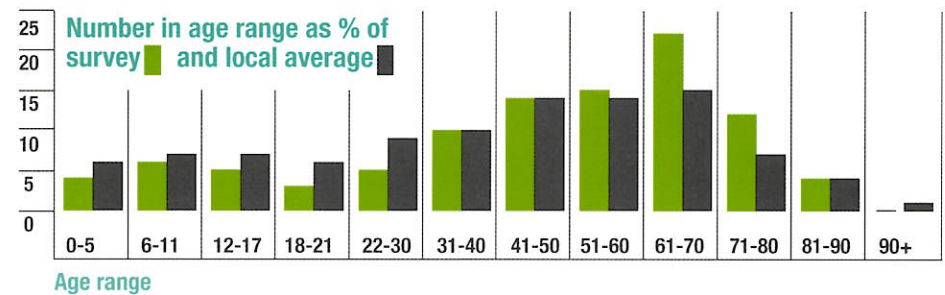
Introduction

The Survey received replies from 980 households across Wivenhoe (29% of all households), 70% via paper questionnaires and 30% directly online. The paper questionnaires were input by a team of local volunteers and all the results analysed together by a further team, mainly made up of volunteers, including students from the University of Essex.

Survey Respondents

Surveys were given out to every house in the built up area of Wivenhoe. The replies were sorted by area of the town. Response rates varied between 24% and 37% across the town, with slightly higher response rates tending to come from the lower end of the town, and slightly lower from the upper end. There were relatively more responses from households with older residents, for example 45% of households only included residents aged over 60, and 19% only included residents aged over 70. 20% of households who responded had children living in them (very close to the Wivenhoe average of 19%). The Colne Community school in Brightlingsea also helped the Steering Group to carry out a special on-line survey amongst the 11-15 age group in which 267 youngsters took part.

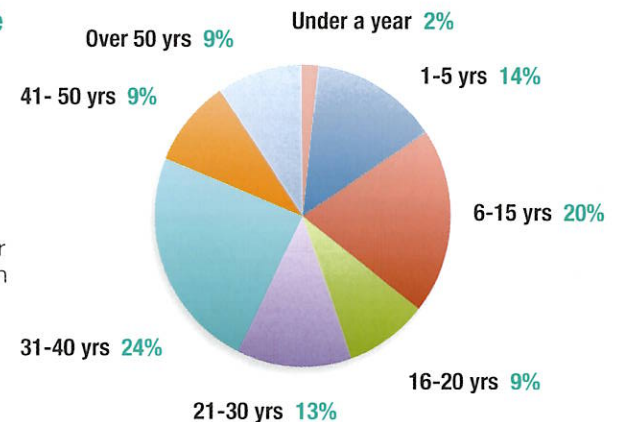
The ages of all residents in households responding to the main survey are shown below, (in green) as a percentage of the 1,995 total residents represented by the survey. This is compared to the 2011 census data (in grey). This comparison shows that although the survey does slightly over-represent those in the 61-70 and 71-80 categories, it isn't much different from the actual age profile of the local population itself.



Length of time living in Wivenhoe

Those answering the survey have lived in Wivenhoe for varying lengths of time.

Although only 16 households had lived in Wivenhoe less than a year, 122 (14%) had lived in Wivenhoe between 1 and 5 years. At the other end of the scale 81 (9%) had lived in Wivenhoe over 50 years, with than one person pointing out that they had lived here considerably longer and complaining that there was no category to reflect that!





“It is beautiful, functional, historical... It’s Wivenhoe!”

What is Wivenhoe like as a place to live?

Out of 980 people who filled in the survey 39% feel Wivenhoe is an excellent place to live, 46% feel it is good, 9% that it’s ‘OK’. Only 2 people (0.2%) though it was bad.

When asked to choose one thing they would change, the overwhelming majority cited issues related to traffic, congestion, and parking. This was followed by the need for more services, and to limit new housing while preserving the open areas. Concerns were expressed about adequate infrastructure, both now and in the event of further expansion.

1: RESIDENTIAL DEVELOPMENT & LAND USE

Just under a half the people (458) did not think they would move house again. 168 (65%) said they didn’t think they would be able to find anything suitable in Wivenhoe, the main reasons being cost and type of housing available.

Asked about future demand from members of their families, 64 wished their elderly/dependent relatives could live near them now. While bungalows/flats were specified most frequently as the type of accommodation there was also a demand for sheltered housing or care homes. Regarding demand for housing from children, respondents identified 87 children who would like their own home in Wivenhoe now.

A third of the people felt that no more houses of any type should be built. There was no association between the age of the householders and the likelihood to answer ‘no more houses of any type’. However, a link was apparent between the length of residence in Wivenhoe and this viewpoint with a gradually increasing resistance to new housing according to length of residence: from 24% for those who’d lived here 5 years or less; to 49% for those who’ve lived here 50 or more years.

What type of homes does Wivenhoe need?

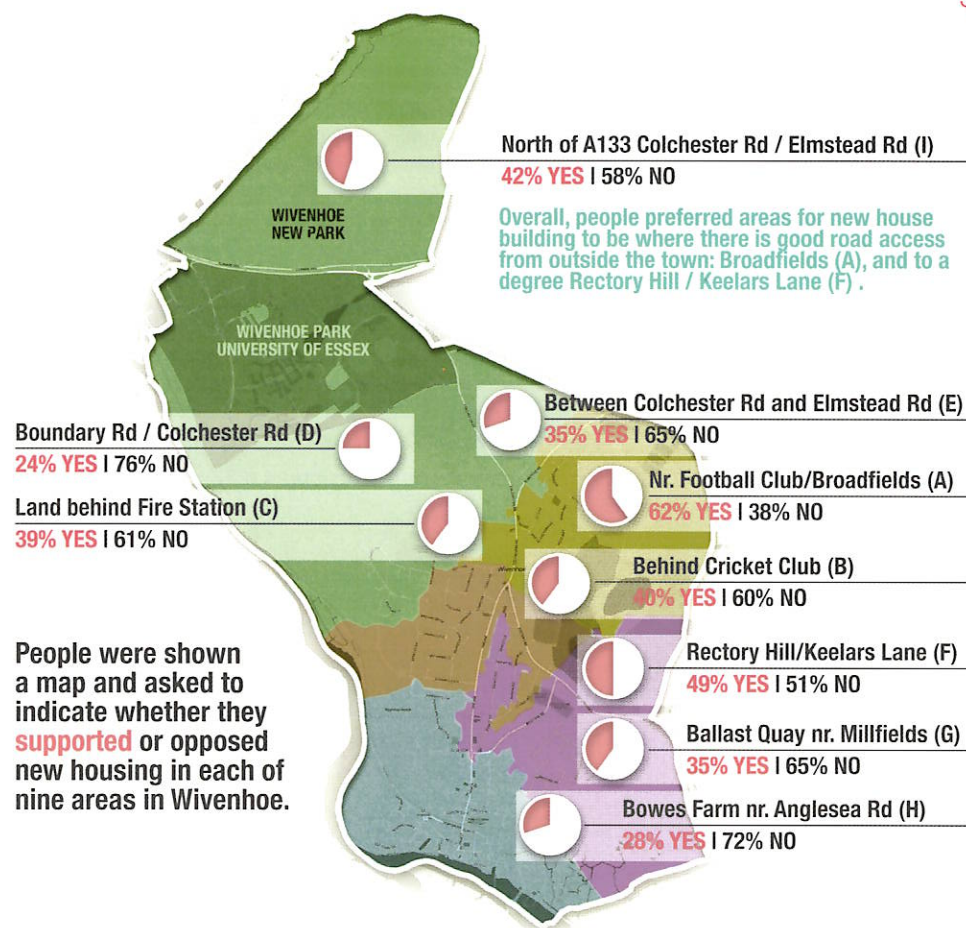
Smaller homes (1/2 or 2/3 beds)	281
Larger homes (4+ beds)	71
Homes with no stairs 1	214
Houses for local people	293
Cheaper houses 2	315
Self-build houses	85
Off-campus student accommodation	21
Sheltered housing or care homes	334

1 bungalow, annexe, apartment, flat

2 subsidised rent/ cost, first time buy



“A third of the people felt that no more houses of any type should be built..”



Areas for new housing in Wivenhoe.

People were very clear that new building should not take place without improvements in infrastructure and facilities, with many comments that these were inadequate for the existing population, especially medical facilities, roads/access and schools.

People are also very keen to keep a separation between Wivenhoe and neighbouring communities. In particular there was very strong support for retaining the open space between the University and Wivenhoe (sometimes called the ‘Green Wedge’) with 834 people (94%) voting in favour of this out of the 890 who responded to this question.



“Retain the ‘Green Wedge’ open space between University & Wivenhoe”

2: TRAFFIC AND TRANSPORT

Many respondents felt that no more houses should be built in Wivenhoe unless something could be done to ameliorate existing traffic congestion within Wivenhoe and on roads into Colchester. The survey also asked specifically about traffic issues. A total of 791 people identified 968 different 'problems'. The top three issues (60% of all answers) were:

- **Traffic and access on the Avenue/High St** – mentioned by 270 (34%) people, many referring to problems congestion and parking.
- **Road safety and the enforcement of regulations** – mentioned by 161 or 21%.
- **Access and parking in other areas of Wivenhoe** – mentioned by 144 or 18% people.

Access/parking in Lower Wiv/Cooks Shipyard, Commuter parking around station, Congestion on Clingoe Hill/access to Colchester, Cycling issues, Potholes and road maintenance and Buses and public transport were also mentioned. Many people couldn't think of solutions to these problems but overall 774 solutions were suggested, the top three (82%) answers were:

- **enforcement of existing or new traffic regulations eg. speed limits (237 suggestions)**
- **stricter controls of on-street parking, or more space for residents (230 suggestions)**
- **small infrastructure changes eg. pedestrian crossing or one-way system (166 suggestions)**

Pavements

There were 98 spontaneous comments about the need for better pavements (despite no specific question being asked). 75 people discussed the need for smoother surfaces, widening, or pavements where there are none. The High Street and the railway bridge were repeatedly mentioned as being too narrow and the unevenness of surfaces was highlighted frequently as a concern for people with walking difficulties, and those with buggies or children on scooters. A further 12 people complained about pavements blocked by parked cars and hedges.

Public Transport

Overall, people feel that Wivenhoe is well provided for, however, nearly a quarter of those who answered mentioned the lack of a direct bus service to Colchester General Hospital (and to a lesser extent the Essex County Hospital). People also expressed the need for a bus route to Cowdray Avenue and Colchester Leisure World. The lack of buses to lower Wivenhoe, Brightlingsea, and Clacton in the evenings also featured in the comments. The dearth of 'kneeling' buses, came up repeatedly.

The most popular suggestion regarding the rail lines, mentioned by 70 people, was for a better service to London, especially more off-peak trains and quicker journey times. 58 people wanted a better local service, again more frequent or timed more efficiently to coincide with the London services. The station also drew harsh comments from 32 people talking about the various difficulties accessing the station as a whole, with a further 45 highlighting the Clacton-bound platform in particular.

Cycling

There was strong support from 174 people, many concerned about safety, for the completion of the proposed Wivenhoe/University cycle route. The new track would encourage 171 out of the 263 people who said they travel regularly to the University by other means to start to cycle. 81 people would like to see more done to encourage cycling, including measures to separate pedestrians and cyclists to lessen conflicts between their needs. Better maintenance of existing routes, including the Wivenhoe Trail, was requested by 70 people.

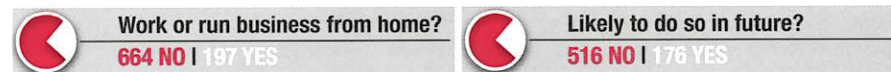


3: ECONOMIC & BUSINESS DEVELOPMENT

412 people, 42% of those who replied to the survey, saw a need for new jobs locally (312 for full time, 271 for part-time), another 40% said they didn't know.

197 (23%) of the households that replied to the question had someone working or running a business from home. Of those that didn't at the moment another 13% thought they would in the future. The actual questions we asked were:

Do you (or any member of your household) work all or part of the time from home, or run a business from home? If not working from home already, do you think you will want to work from home in the future?



Improved IT connections - faster broadband, better mobile phone connections, and an internet cafe – were cited as the greatest support needed (mentioned by 87 people) to make working from home easier.

Eleven people called for a Business Centre to include document printing, access to computers, desk hire, advice and training, for people working from home. A further 129 people said such a business centre would support any new business development, some suggesting some kind of Business Park with cheap rents and easy in/easy out contracts, grants and business rates. 139 also felt that improved access by rail and road would help businesses grow locally.

Very few people mentioned support for their business by local residents which would suggest their businesses are on-line and not reliant on local clients.

4: COMMUNITY AND FACILITIES

Shops

72% of those who answered the survey said that they relied on Wivenhoe shops for at least part of their household shopping. 482 or 43% of comments were calls for a wider variety of shops and services in Wivenhoe other than food shops, and 11.8% would like a greater choice of groceries. Many made suggestions and requests for specific shops and retailers including additional pharmacy and banking/cash machine facilities down in lower Wivenhoe*.

499 people said they could not get the foodstuffs they wanted or that the available choice and range was too limited. 92 (15.5%) were complaints about high costs locally.

Lack of competition was mentioned more than once. A number of people mentioned that they would prefer to support local shops but said they could not afford to.

Comments about quality were also frequent and mostly negative, with words such as 'fresh' and 'decent' occurring 123 times or in 21% of the comments in this section.

People requesting specific shops



Community Buildings

459 households (52% of those who answered the question) said they felt that Wivenhoe needs more community buildings. 227 people (26% of those who replied) felt it didn't need more community buildings. Some of these (31) explained this by saying that better use could be made of the existing ones, which could also be improved. A need for the Phillip Road Centre to remain open was specifically mentioned in 15 of these comments, implying that the existence of this centre might be seen as 'current' rather than 'future' provision.

Activities that need extra provision:

494 (61%) of those who answered would be willing to pay more council tax to help provide or run these facilities, with 205 (25%) of them prepared to contribute over £10 per annum. 78 households, or 9% of those who answered this question, had experienced difficulties in booking a venue in Wivenhoe, with a wide variety of causes; there appeared to be no specific single reason for the problem. 30% of those who replied had had no problems doing so, 531 (61%) of those who answered the question had never tried.



Family Life

The resources for family life in Wivenhoe are basically seen as good, especially KGV and provision for under 11s. The greatest call was for more after-school and holiday clubs, followed by more playgrounds for younger children. Of the households with children who answered this question, 20% called for more day nurseries, 10% would like more pre-schools, 35% would like more after-school and holiday clubs, 27% would like more playground provision. However, there was seen to be need for more provision for the over-11 age group. Of the comments made the majority (221 out of 236) mentioned need for a youth clubs/cafe/groups. Only 13 felt there were sufficient facilities currently.

Medical Centre

Of the 832 households registered with the Wivenhoe Surgery, 467 (56%) said they didn't find it hard to book appointments and 328 (39%) said they did. 269 (32%) found the service 'Good', 393 (47%) found it 'Adequate', and 153 (18%) said it was 'Poor'. When asked what they wanted a new medical centre to provide the most common responses were:

Requirement	Number	%
Drop-in clinic/24 hours, late/extended/weekend appointments.	95	20%
More doctors & nurses/bigger range of services/quicker appts.	85	18%
Blood test	82	17%
Physiotherapy	74	15%
Minor surgery/biopsy	69	14%
Pharmacy (larger/better stocked/quicker/built into medical centre)	54	11%
Improved premises: better elderly access/ modern/ clean/ location	44	9%

Leisure and Sports

403 (41%) of households said they have to travel to Colchester or elsewhere for leisure and sports activities that could possibly be provided in Wivenhoe.

The main areas highlighted were swimming and gymnastics. 52% said members of their households went swimming regularly or occasionally. 62% said they would use a pool at the University if one were built.

Cemetery

569 respondents (58%) said that Wivenhoe needs a new cemetery. Just 109 (11%) said it doesn't and 294 (33%) had no opinion or didn't reply.

There were 89 comments about why people wanted their remains to be in Wivenhoe. These centred around having lived in Wivenhoe all their lives; being long term residents; being able to visit family graves and to be buried with family. Of the 67 who discussed a site for a new cemetery several (18) said they did not know where it could go, the two most popular suggestions for location were behind the Fire Station (11 suggested this), and behind the Cricket Club (suggested by 9). As a "popular alternative" to a traditional cemetery a green/ woodland burial site was favoured by 35 respondents and there were 18 people who suggested that cremation should be encouraged as a choice.

5: INFRASTRUCTURE

Sustainable Energy

Views on alternative power (numbers and rounded %)

Power source	Support	%	Oppose	%
Solar Panels on domestic houses	580	60%	129	13%
Solar Panel Farms	381	39%	292	30%
Domestic wind-turbines on homes	316	32%	381	40%
Industrial wind-turbines in Wivenhoe	242	25%	477	49%



“51 of the 84 free responses were in favour of tidal power, possibly in connection with the Colne Barrier.”

Recycling

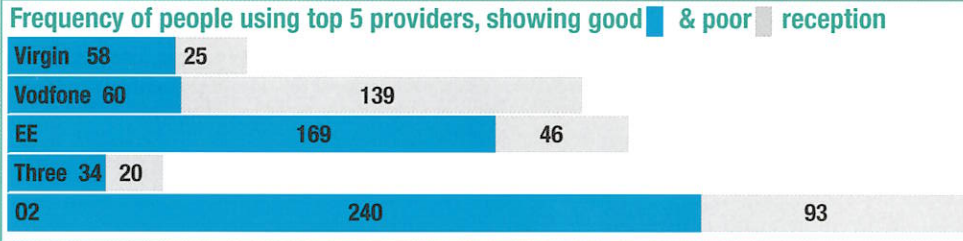
In response to a request for comments about recycling, there were 75 spontaneous praising the current recycling service. 62 think it 'good' and 13 'excellent'. However, 21 think it has become too complicated. Requests were made to collect tetrapak by 14, small electrical items by 12, and batteries/light bulbs by 8 people.

There were 80 comments about the community facilities; 30 people felt a nearer recycling centre is called for on the east side of Colchester as Shrub End and Tendring are too far away; 11 people called for the re-opening of Martins Farm at St. Osyth; 16 wanted more dates for skips/rubbish freighter visits; 15 thought there should be an array of small recycling banks at The Cross and 14 wanted a regular 'door to dump' collection service for metal/ wood and large items.

Mobile Phone Providers

Mobile phone coverage is an issue in Wivenhoe. 427 respondents said they had experienced problems with phone coverage, of these: 190 people (44%), said that they had poor reception in Lower Wivenhoe below the railway, including the quayside. 61 (14%) said they had problems in central Wivenhoe around the Co-op and as far down as the Library. 32 (7%) said they experienced problems in all of Wivenhoe, the rest giving answers such as 'in my house'. However 389 people (52% of those who answered the question) did not want a phone mast built.

Different providers were viewed as offering different quality of reception: O2 seemed to offer the best coverage and unsurprisingly is the most popular in the town.



6: THE UNIVERSITY

323 people (36% of those who replied to the question), said they, or a member of their household, uses, attends or works at the University. 30 households had current students in them, and 23 had another 23 had former students. 115 households contained one or more people who currently work at the university.

University and campus were also used for other reasons apart from work or study:

Reason	Sometimes	Often
Use theatre / library / shops / cafe	173	44
Visit / Enjoy grounds	157	29
Course / workshop	82	19
Banks	66	32
Sports	58	54
Day nursery	8	32

“Without the University, Wivenhoe would not be what it is, and vice versa.”

Most people use several means of transport to get to the campus, despite the proximity, the majority of those who travel to the university (60%) 196 - travel there by car; but 50% (163) walk; 37% (120) cycle; and 35% (114) take the bus. Another 99 people say they would cycle to campus if the proposed cycle track were completed.

7: COUNTRYSIDE AND RIVER

Answers generally indicate a great fondness for and awareness of Wivenhoe's rural environment and setting, and a belief that it must be protected and managed in a variety of ways. There are also a number of signs of the stresses caused by conflicting uses and pressure on resources, and fears for the future loss of this environment.

When asked about which open areas are most important, of the 969 answers (from 543 people), 297 talked about how highly they value the riverside and marshes, both up and down river, the Ferry Marsh and the salt water marshes were specifically mentioned. Wivenhoe Woods and the KGV were identified by 223 people as extremely valued recreation and wildlife resources. 147 people said generally that all the existing green space in Wivenhoe means to so much to them that it should be left untouched; some mention keeping arable land, others heath or wild land. Downriver views from Ballast Quay were talked about, the Lafarge workings (frequently called 'the lakes'), and all 71 mentions were made of "all the green spaces within the built up area of Wivenhoe".

Set against this there is also a minority, perhaps pragmatic, view that some development could and should be accommodated with sufficient safeguards. Others would also like to see more management and creation of infrastructure that would offer recreation and community use, and make the surrounding area more accessible for popular pursuits.

The River

493 people said the river is very important to them, and 270 said it was important. 103 said it had no importance for them. It seemed that this question allowed people to talk about why they care so much about Wivenhoe; when talking about why the river is important to them, comments from 691 people showed a real love for everything the river, and Wivenhoe, has had to offer in the past and offers today. There was only one negative comment about it.

132 people were keen that the riverside should be maintained as it is and not exploited or changed for alternative uses. Support for community action in removing washed-up rubbish was expressed. There were a further number who specifically mentioned dredging, maintenance, and conserving the natural habitat. Set against this, 67 would like to see a public hard to increase community access to the river while 46 talked about having a café, pleasure boats, boat hire, picnic areas, seating and signs & information.

Footpaths

There are 153 requests to cut back vegetation, improve surfacing on dual use routes and to do something about the deterioration on main routes in winter months. 67 people requested additional paths in various locations, such as the Woods, and the Jack Hatch Way to University route, including mobility access.

Planting and Landscaping

Most people are keen for more planting and greater diversity within the built up spaces (61) and open green areas (61) of Wivenhoe. Many (42) are happy about the current state of planting and landscaping in Wivenhoe. There were several comments in praise of 'Wivenhoe in Bloom'.

Wildlife

There is a very high level of enthusiasm (111 people) for encouraging wildlife and wildlife habitat although rather fewer people have specific proposals or suggestions. 56 people want things left as they are with no interference with the natural habitat. People are generally keen to conserve natural habitats and to encourage the use of all the local expertise we enjoy here.

A full copy of the survey results will be available on our web site:

www.wivenhoeighbourhoodplan.org.uk/

If you would like to comment on anything in this Summary of the Survey, or would like to get involved with the preparation of the Neighbourhood Plan, then please email us:

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