



**Reydon Village Plan
Data Analysis Report
November 2014**

www.reydon.onesuffolk.net/village-plan

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Reydon Village Plan

Report on the analysis of the Questionnaire Results

V2 (for publication) – 30/09/2014

Preamble

PLEASE READ THIS CAREFULLY BEFORE YOU START!

This report was originally prepared for members of the Reydon Village Plan Steering Group, to assist them with their understanding of the data gathered using the questionnaire and the statistics that come from analysing that data.

It was not intended for general release to the press or public and was not written with that audience in mind, but it is being made public in the interest of transparency; it does not contain any sensitive or personal information that would violate data protection rules, nor anything that would compromise the anonymity of respondents to the questionnaire.

It goes through the questions one by one, giving summary information, statistics, question-specific notes and analysis of respondents' comments where applicable.

It should be used in conjunction with the Full_stats spreadsheet, which gives a complete table of the results in a succinct form - you need to use both together to fully understand the data! The Full-stats spreadsheet is available to download from reydon.onesuffolk.net/village-plan.

For some questions the statistics in this report tally closely with those in the spreadsheet, but for others a different approach is used here that is more appropriate to the way the question was phrased or the options offered as answers, and the statistics may differ completely. For example, some questions that are answered by giving ratings have been analysed here using a points-based scoring system, and the results ranked accordingly. The method used and reasoning for it is explained in each case.

Also, answers of No opinion have been treated for the purposes of this analysis as if they were left un-entered, to avoid skewing the results by inflating the sample size with null responses. The percentages are therefore, percentages *of those who expressed an opinion*. Again, for transparency, the spreadsheet shows both sets of results side by side, so you can compare them if you wish.

Where comments have been entered, the analysis attempts to incorporate every comment. They are grouped and counted wherever possible, but usually there is a rump of individual comments and these are all listed in abbreviated form at the end of each question. No comments have been excluded unless they are incomprehensible, inappropriate, or look like they have been entered in error.

General / Demographic

Q1 - Which area do you live in?

950 responses.

Most live in Central (44%) or South and West Reydon (40%).
Only 15% live in the North and East area.

Comparison with Q5 shows that those who have lived in Reydon more than 40 years are significantly more likely to live in Central Reydon.

Q2 - Is Reydon your main home?

955 people answered this.

Most people in Reydon do not have any other home.
The 2011 Census shows only 8% as having another address, our QA slightly more at around 12% (5% whose main home is in Reydon but have another, and 7% whose main home is somewhere else).

This may be due to an increase in second-homers since 2011, or it may simply be that a higher proportion of second-homers responded to the QA.

Q3 - What is your age group?

958 responses.

Our age bands match the 2011 census poorly – very few people under 18 responded to the questionnaire at all, and the proportion of 18 to 40's is also low (6% vs 16% in the 2011 census). More than half of responders are over 65, and 92% are over 40.

So, the responses to all questions must be regarded as being representative of the views of the older population rather than a genuine cross-section.

Q4 - What is your gender?

956 responses

The gender breakdown is a fair match with the 2011 Census, just slightly biased towards female – the Census shows 53% female, our QA 57%.

Q5 - How long have you lived in Reydon, or been a frequent visitor?

Also 956 responses.

Although more than two-thirds of respondents – 67% – have lived in Reydon for more than 10 years, it's also worth noting that 11% of respondents have moved to Reydon within the last 3 years (i.e. after the 2011 Census).

Q6 - What are the key things that make you choose to live in, or come to Reydon?

946 people answered this question.

These are their reasons, in descending order of popularity:

Near to Southwold and the seaside	585	61.84%
Near to countryside scenery and wildlife	537	56.77%
Family and/or friends in the area	443	46.83%
Being away from the rat-race	398	42.07%
Village ambiance and community spirit	395	41.75%
Near to work or business	185	19.56%
The Randolph	111	11.73%
Sports & social activities	66	6.98%

147 ticked Other - please specify and all but one left comments.

Breakdown of Comments:

- 22 were born or have always lived in Reydon
- 19 were born in or moved here from Southwold
- 4 were born in other local towns
- 21 came here through work, marriage or spouse’s work
- 14 are or were influenced by the proximity of good schools
- 6 cite cost as a reason for coming here or staying
- 13 give practical reasons – availability of suitable property and opportunity
- 15 like the social and leisure facilities in the area – the harbour, golf, church activities, angling, coast and walks, Aldburgh, Snape, bell ringing, eating and drinking and local clubs
- 11 cite the availability of services locally
- 6 give reasons related to retirement
- 9 cite the community spirit, peacefulness and low crime in the area
- The remainder are individual observations – i.e.:
 - It’s just home
 - Convenience
 - Lack of development
 - Handy for Norwich and London
 - To feel English again
 - Southwold’s no good any more

Housing

Q7 - What sort of development should be encouraged in Reydon, if any, and when?

There were 867 responses to this question.

To rank responses, those who ticked Within five years and those who ticked Beyond five years have been aggregated into a single group, as “Those in favour”, and are awarded 1 point per answer.

Those who ticked Not needed are counted as “Those against”, and are awarded minus one point.

The points are then added up to rank the responses in order of popularity:

More starter homes	396
Adapted homes for older people or those with disabilities	352
A gym, swimming pool and/or other recreational facilities	320
More family homes	228
More small shops or business units are needed	108
A supermarket, shopping mall or other major retail outlets	-191
More homes for holidaymakers and second- homers.	-456

97 ticked Other - please specify, of whom 83 left comments:

Breakdown of Comments:

- 8 oppose development in general
- 14 say that affordable family homes are needed and/or that they should be for locals and not holiday homes or second homes
- 5 say that planning controls are needed to ensure that new buildings are well designed, green, have parking etc.
- 10 favour a supermarket
- 1 opposes a supermarket
- 16 favour a swimming pool and/or gym
- 1 opposes a swimming pool
- 8 favour a pub
- 6 favour a petrol station
- 3 favour a post office
- 5 favour a new village hall
- 2 call for a covered market
- The remainder are individual suggestions – i.e.:
 - Accommodation for the disabled
 - Tea/coffee shop
 - Public toilet
 - Cinema / theatre / library
 - Community centre
 - Cottage hospital
 - Recycling point
 - Campsite / caravan park
 - Fish shop and butchers
 - Mobility shop
 - Fewer signs and more trees
 - Shops in Southwold are too expensive

Q8 - Do you anticipate a need for additional housing for you or your family?

There were 512 responses.

This question is intended to assess a level of need.

It is not desirable to rank these using the same method as the previous question, as a rating of Not needed only indicates that the respondent doesn't think they'll need the type of property in question, not that they oppose it (that was answered in Q7).

So, only those in favour are counted in the following rankings:

Family accommodation to buy	132
Single accommodation to buy	108
Single accommodation to rent	104
Family accommodation to rent	86
Adapted accommodation to buy	70
Adapted accommodation to rent	66
Live/work unit to rent	39
Live/work unit to buy	29

The age profile (see Q3) may not be a big factor here, as parents of children who would be approaching an age when they'd need housing, would tend to be in their forties themselves (unless they'd started their families early).

24 people left comments.

Breakdown of Comments:

- 9 say they don't need anything
- 4 say they that further development would spoil Reydon
- 3 say they think more sheltered housing is needed
- 5 want more affordable housing and/or housing for locals
- 2 say they anticipate moving here permanently, soon
- 1 calls for more accommodation for the non-living (i.e. extending the cemetery!)

Q9 - Where and by whom should development be done?

884 responses.

In descending order of popularity, these were:

No development should be allowed on Reydon Smere	508	57.47%
No development should be allowed on any land in the AONB	446	50.45%
Development should only be within the existing village boundary	337	38.12%
Some minor development might be considered beyond the existing boundary	238	26.92%
Individual private development should be allowed	235	26.58%
No development is needed	176	19.91%
Small multi-home developments should be allowed	175	19.80%
Home development should only be by the district council or housing trusts	162	18.33%
Development or further extension of housing estates should be encouraged	74	8.37%
Development of homes by commercial developers should be encouraged	52	5.88%
Significant development should be considered beyond the existing boundary	27	3.05%

(No comments for this question)

Business and Employment

Q10 - What is your employment situation?

944 responses.

This question allows people to tick more than one answer (if, for example, they are retired but also do voluntary work or caring, or work part time). However, the sum of answers only adds up to 107% (1008 answers by 944 respondents), so it would seem that most respondents only ticked once.

Responses are as follows, in descending order:

Retired or not seeking work	596	63.14%
Employed - full time	129	13.67%
Self-employed	114	12.08%
Employed - part time or seasonal	82	8.69%
Voluntary work or caring	38	4.03%
In education or training	21	2.22%
Unable to work due to illness or disability	10	1.06%
Unemployed - seeking work	7	0.74%
In the armed services	1	0.11%

As you'd expect from the age profile (see Q3), a significant proportion of respondents are retired – almost two-thirds (63%). If you include those who are unable to work or doing voluntary work or caring, it adds up to just over 68%.

Breakdown of Comments:

- 4 say they gain income from occasional work or renting
- 4 say they keep busy (or don't) at home
- 2 used the comment to explain their multiple entries (one retired but working part time and the other self-employed part time but seeking more work).

Q11 - If you are in work, is your place of work in the local area?

Only 337 replies, as this question only applies to those in work, which excludes the two thirds of respondents who are retired.

Again allows multiple ticks, but answers sum to 105% (354 replies from 337 people).

Responses are as follows, in descending order:

Yes, I work entirely or mainly in the local area	184	54.60%
No, I work elsewhere	79	23.44%
I work remotely, so I can work from here or elsewhere	31	9.20%
I am based locally but my work often takes me elsewhere	30	8.90%
I don't have a fixed place of work	19	5.64%
I work elsewhere for part of the time and here for the remainder	11	3.26%

Just over half (54.6%) work locally, almost a quarter (23.44) work elsewhere, and the remainder have more variable regimes or work remotely.

(No comments for this question)

Q12 - What type of work are you engaged in (or want to be)?

799 people responded.

Ignoring the majority (58.45%) who say they are retired or otherwise not working, the league table of occupations runs as follows:

Professional / managerial	9.76% (or 23.49% excluding retirees)
Retail / catering	6.63% (or 15.96% excluding retirees)
Trades / services	6.13% (or 14.76% excluding retirees)
Teaching / educational	5.76% (or 13.9% excluding retirees)
Computing / clerical	3.75% (or 9.04% excluding retirees)
Medical / scientific	3.25% (or 7.83% excluding retirees)
Creative arts / crafts	2.5% (or 6.02% excluding retirees)
Anything else is down below 2%	

Breakdown of Comments:

From 55 comments, a number of respondents don't seem sure which category to put themselves in. For example,

- 10 in various clerical / admin / managerial /
- 9 in trades i.e. driving / engineering / catering / brewing
- 7 do cleaning work
- 7 do voluntary work or caring
- 4 in animal care
- 3 doing creative work
- 3 renting or b&b
- the remainder are in a variety of pursuits – i.e.:
 - baker
 - fisherman
 - lay minister
 - horticulturalist
 - mental health
 - tourism
 - on-line retail
 - not working or between jobs

These increase the numbers slightly, but don't significantly impact on the proportions of people in each of the categories given. The overall picture is of a predominance of office-type work, with smaller but still significant numbers of people engaged in trades, services, retail and caring.

The age profile might affect these figures significantly, though, with younger people less likely to be settled into e.g. managerial roles, and more likely to be in retail and service jobs.

Q13 - If you are seeking work, what makes that more difficult?

Only 55 responses, these being:

Unavailability of right type of work	29	52.73%
Transport issues	18	32.73%
Seasonal work isn't suitable	10	18.18%
Cost or availability of childcare	10	18.18%
Personal disability or health issues	8	14.55%
Education or training issues	3	5.45%

13 ticked Other - please specify, of whom 11 left comments.

Breakdown of Comments:

- 4 say Not seeking work or similar
- 2 say age
- 2 say poor pay
- 1 parking
- 1 internet
- and the last one is not relevant.

Q14 - Which of the following businesses should be encouraged into Reydon?

691 responses were received.

They were, ranked in descending order:

More small shops	336	48.63%
Domestic services - e.g. cleaning, gardening, laundry, child-minding	270	39.07%
Trades - e.g. builders, plumbers, electricians, motor mechanics, appliance repairs	247	35.75%
Pubs, restaurants, cafes, take-aways etc.	189	27.35%
IT-based businesses	155	22.43%
Major retail - e.g. supermarkets, retail parks	140	20.26%
Manufacturing	127	18.38%
Professional services - e.g. lawyers, architects, surveyors, civil engineers, accountants	124	17.95%

Less support for supermarkets is shown here than the 33% indicated in Q7 – only 20% here, which is similar to the support for other businesses types (IT, manufacturing and professional services).

46 ticked Other - please specify, of whom all but one left comments.

Breakdown of Comments:

- 8 oppose any change
- 8 favour a supermarket, 6 favour small shops or a post office
- 5 favour a petrol station
- 2 favour another pub, and 2 oppose one, but favour a café
- Other individual suggestions include hairdressers, child minders, care for the elderly, a carpenter, factories and a swimming pool/gym.
- Several comments contrast with or oppose others – i.e.:
 - nothing should detract from Southwold vs. Reydon shouldn't be reliant on southwold
 - anything that provides employment is good vs. only ok for individual/home workers vs. only ok on the industrial estate
 - small shops are good... but there needs to be parking

Q15 - Do you think the following would be useful to Reydon?

615 responses were received, these being:

An online or published directory of businesses in Reydon	418	67.97%
An online or published directory of job vacancies in the area	351	57.07%
A transport-sharing group	259	42.11%
A support group or other meeting point for homeworkers	142	23.09%

20 ticked Other – please specify and 17 comments were entered – only 3% of respondents to the question

Breakdown of Comments:

- 5 say nothing is needed
- 1 favours a vacancy list
- The rest are an assortment of individual observations – i.e.:
 - vacancies are already online via Jobcentre plus
 - Reydon & Southwold should join forces on this
 - we need an Environment or Transition group (?)
 - we need a library with IT
 - we need a community café-cum-creche with meeting rooms
 - we need a directory of clubs
 - we need a swimming pool
 - we need a sports hall
 - we need a night bus
 - we need a train service
 - we need a recycling point

Schools and Education

Q16 - How important do you think it is that Reydon continues to have its own primary school?

916 responses, with a large majority (815) saying that it's very important, 61 that it's quite important and only 2 that it's not important. The remaining 38 say they have no opinion.

(No comments for this question)

Q17 - Which of the following uses would make Reydon Primary School more useful to the community?

802 responses, most favour use of the school for the whole range of uses.

Here they are, ranked in descending order of popularity:

Venue for evening classes or further education	668	83.29%
Venue for childcare or play group during school holidays	589	73.44%
Venue for fitness or exercise groups	503	62.72%
Venue for computer groups or classes	501	62.47%
Venue for arts, handicrafts, music or drama groups	491	61.22%

29 ticked Other - please specify and 24 comments were actually entered, i.e. about 3% of responders

Breakdown of Comments:

- 16 express support for out of hours use, some also suggesting other uses e.g. for clubs, community use or general hire for events
- 5 said it should not be used, 2 of these citing car parking as an issue
- 2 pointed out that there is already some provision for childcare at the school
- 1 suggests building a swimming pool there

Q18 - If you or a family member attend any of these local schools, how would you rate the school?

201 responses were received (excluding those with no opinion). This reflects the age profile, which suggests most responders are too old to have children of school age. The numbers of ratings entered add up to much more than that, which makes sense as many families have several children and some children may have attended more than one school.

200 responders rated Primary schools, just over half Reydon, almost a third Southwold and the rest St Felix.

For Reydon, just under half rated the school as Very good and the same proportion as Satisfactory. 7% rated the school as Not good.

For Southwold, just under two-thirds rated the school as Very good, just over a third as Satisfactory and 3% as Not good.

For St Felix, four-fifths rated the school as Very Good, 7% as Satisfactory and 11% as Not good (though these two percentages are based on a very small number of responses and so cannot be regarded as indicative).

154 responders rated Secondary schools.

Of 38 ratings for John Leman, exactly half were Very good, 42% Satisfactory and the rest Not good.

Of 8 who actually gave ratings for Beccles Free, 5 were Very Good, 1 Satisfactory and 2 (a quarter!) Not good. But this is a very small sample, and an unusually high number (70%) of the responders for Beccles Free expressed No opinion.

Of 67 ratings for Bungay, four-fifths were Very good, a sixth (16%) Satisfactory and the rest Not good.

Of 33 ratings for St Felix Senior, almost 60% were Very good, a third were Satisfactory and the rest Not good.

Breakdown of Comments:

12 comments

- 3 say No opinion
- 5 name other schools, these being Langley and Norwich (No opinion), East Norfolk 6th form, Dragons Nursery, Rosebuds pre-school, Bramfield House and Thomas Mills High School (all Very good).
- 2 say that Bungay should be in the catchment area or reduction in fares
- 1 regrets the closure of Reydon High
- 1 expresses support for Reydon Primary

Q19 - How could facilities at St Felix be more useful to Reydon?

779 responses and as with Reydon, (see Q17), these are generally favour all uses.

Here they are, ranked in descending order of popularity:

Increased access to the swimming pool	699	89.73%
Venue for evening classes or further education	513	65.85%
Increased access to other sports facilities	451	57.89%
Venue for fitness or exercise groups	422	54.17%
Venue for arts, handicrafts, music or drama groups	403	51.73%
Venue for computer groups or classes	370	47.50%

As you can see, one item stands out – Increased access to the swimming pool, with almost 90% in favour.

26 ticked Other - please specify, and they all left comments

Breakdown of Comments:

- 17 want the swimming pool to be made more available, or complain about this issue.
- 3 more general complaints about St Felix and its lack of engagement with the village
- 1 expressing general support for St Felix
- 1 says that “Casting covetous eyes on St. Felix smacks of socialism!”
- the remainder are sundry suggestions for uses – i.e.:
 - film evenings
 - hire for weddings
 - need for stables
 - Guides, scouts, brownies, cadets etc.
 - Plus one that is incomprehensible

Q20 - Do you feel there is a need for any of the following in Reydon?

591 people responded.

More adult education	379	64.13%
Youth club	329	55.67%
Summer play scheme	277	46.87%
Nursery affiliated to the primary school	219	37.06%
Parent and toddler playgroup	218	36.89%
Parent and Under 5's club	183	30.96%
Homework club or other youth education	160	27.07%
More child-minders	98	16.58%
Separate nursery	70	11.84%

26 ticked Other - please specify and they all left comments

Breakdown of Comments:

- 7 say no, don't know, not applicable or are misplaced or irrelevant
- 6 say that some or all of these exist already (and some express support)
- 4 suggest a need for adult or older peoples support groups or activities
- the rest are sundry suggestions for uses – i.e.:
 - library
 - swimming pool
 - youth club
 - sports centre
 - yoga
 - Guides, Cubs and Brownies
 - Support groups
 - childcare for disabled
 - all of the above

Environment and Community

Q21 - Do any of the following inconvenience or annoy you in Reydon?

662 responses in total.

For this question, respondents tick to indicate they are troubled by a general type of issue or nuisance, but the real content of their response is all in comments.

Please note that it is not compulsory for everyone who ticks an answer to actually write anything in the comment box, and many don't. It still counts that they see the issue in question as a problem, even if they choose not to say more about the nature or whereabouts of it.

Also, people enter several comments which fall into different categories, and where applicable these have been split and so counted more than once.

Litter or Dog fouling attracted 571 responses, of whom 308 entered comments and 263 didn't.

Breakdown of Comments:

128 were specifically about dog fouling. Of these:

- 22 suggested a need for more dog bins
- 10 deplore the practice of bagging waste but discarding the bag instead of binning it
- 2 suggest a need for dog wardens
- 3 say they have had mess left on their property, accidentally or otherwise
- 37 expressed general disapproval and disgust
- 54 gave some indication of location. Halesworth Road, Wangford Road, Keens Lane, and footpaths between St Felix and the marshes received many mentions. The Recreation Ground and the area around The Primary School were also cited several times and concern was expressed that these areas are especially used by children. Many other places, e.g. Cox's Lane, Windsor Road, Winston Road, Hill Road, Reydon Corner and connecting footpaths were also mentioned. Nowhere seems exempt, and there seems to be an understandable trend for the larger and more often used places to get most mentions.

130 did not say whether their area of concern was fouling or litter. Of these:

56 didn't give a location, but expressed general disapproval and disgust

74 did give locations. These were broadly similar to those already mentioned, with the addition of the Smere, Lowestoft Road and the pathways from there to the sea.

12 said it was both fouling and litter. Locations mentioned were Lowestoft Road and Cox's Lane.

42 were specifically about litter. Locations identified most often were the Recreation Ground, Cox's Lane, Covert Road and Jermyns Road, with Lowestoft Road and Halesworth Road also getting several mentions.

Noise from neighbours, traffic, or industrial or farm machinery received 141 responses, 106 with comments and 35 without.

Breakdown of Comments:

- 65 were about speeding traffic, vehicle noise or related issues. Halesworth, Lowestoft and Wangford Roads are mentioned often, which would be expected as they are the main thoroughfares, but Cox's Lane stands out as a small road being used inappropriately, and The Drive / Nightingale Road is also mentioned.
- 17 are about industrial noise, of which 13 mention or allude to Micropress. The rest are: 2 about car breakers, 1 about car trading in the Drive, 1 non-specific.

- 12 are about noisy neighbours, with 4 of those mentioning holiday lets. No locations are given, except one mention of Mt Pleasant.
- 10 are about animal noise mainly dogs barking but cockerels crowing are also mentioned. No locations are given.
- 3 cite alarms as a problem, one being the alarm on the new fire station, and the others neighbours' burglar alarms
- The remainder are individual complaints – i.e.:
 - The fish and chip van
 - Latitude festival
 - Garden machinery / mowers / farm machines / holidaymakers and builders
 - Plus a couple of items that appear to be misplaced or irrelevant

Antisocial behaviour, vandalism, theft or crime attracted 164 responses, 88 with comments and 76 without.

Breakdown of Comments:

- 7 say they are thankful these things are rare here
- 4 have been burgled or had possessions stolen
- 38 are concerned about vandalism. Reydon Corner stands out as the location most often mentioned.
- 11 are about bad behaviour, noise and/or littering by children and teenagers
- 7 mention speeding cars
- 4 deplore the ineffectiveness of the police
- 7 express general concern with all these issues
- The remainder are sundry and other comments – i.e.:
 - Cycling on pavements
 - Burning farm waste
 - Barking dogs
 - A dog running loose
 - Tourists who “cause havoc with burglaries and upsetting wheelie bins”
 - People or places on the Mt Pleasant estate / no-go areas
 - People making noise late in the evening

Other – please specify received 113 responses, all with comments.

- 31 deplore speeding cars or traffic congestion
- 25 complain about thoughtless or inappropriate parking
- 9 are about litter or dog mess
- 2 concern barking dogs
- 24 ask for better maintenance of footpaths (overhanging bushes, surfaces), roads (surfaces, drainage, lighting) and street furniture (dirty phone boxes, bus shelters, broken lights)
- 7 dislike the smells from muck spreading, bonfires or wood burners
- 6 have concerns about the way planning controls are exercised (or not)
- 4 ask for cyclists not to ride on pavements
- The remainder are a quite diverse group of individual comments – i.e.:
 - Insufficient policing
 - Secondhand car dealing
 - Drug dealing
 - Disturbance from Police helicopters / air craft noise / the ice-cream van
 - Horses using footpaths
 - Unsightly bins / Poorly maintained rented homes
 - Overshadowing by neighbour's trees
 - Incomers trying to change Reydon
 - Reydoners being unwelcoming to incomers

Q22 - Are you happy with the street lighting in Reydon?

882 people responded.

729 (that's 83%) say it's fine and 153 (17%) say no, of whom 130 entered comments.

Breakdown of Comments:

- 2 said, actually, it's ok
- 26 said that lights should not be turned off at midnight, or should be left on later
- 9 said they should be turned off at night, or there should be less lighting
- 3 were equivocal
- 58 say it needs to be improved and gave locations. Places mentioned most are Wangford Road, Halesworth Road near St Felix and around Reydon Corner, Covert Road, The Drive Estate and to a lesser degree the Smere.
- 6 say that lights are slow to be fixed when reported broken
- 27 say that lighting generally needs to be brighter or more even. Often mentioned is the need to maintain lights and to cut back vegetation that obscures them.

Q23 - Do you think the Reydon environment would benefit from any of the following?

This question received 863 responses.

Ranked in descending order of popularity, they are:

More recycling points	557	64.62%
More litter bins / dog bins	547	63.46%
A village map (at Reydon Corner)	391	45.36%
A public toilet	359	41.65%
More police patrols	330	38.28%
Marked dog exercise area(s)	211	24.48%
CCTV	131	15.20%
More post boxes	114	13.23%
More (i.e. some) phone boxes	64	7.42%
A police box	63	7.31%

45 ticked the Other – please specify option, of which only one neglected to comment.

Breakdown of Comments:

- 6 want a post office
- 6 ask for speed cameras or speed humps
- 3 suggest improved cycle lanes and markings
- 3 would like to see more police and traffic wardens patrolling
- 3 would like another pub (a free house preferred)
- 1 says more recycling points, and another asks where are there any now?
- 7 comment on the dog mess issue - saying bins must be emptied, that if there's an exercise area the owners must be made to keep it clean, dogs should be banned, signs erected, owners punished etc.
- Other suggestions or comments were:
 - Need to provide parking adjacent to any proposed map
 - A cheap alternative to toilets – a sign saying where to find them in Southwold
 - A skateboard park for the kids
 - More off-road parking
 - No CCTV!
 - A better bus shelter (and vandal-resistant)

- A fish and chip shop
- A gritting bin
- A village green in a central position
- Knocking down and updating the changing room and youth club at the football field

Q24 - Reydon has its new village green, called Jubilee Green, on the corner of Wangford Road and Nightingale Avenue. Which of the following would you like to see on the green?

As the ratings for this question are Approve or Disapprove they have been counted as votes, adding one vote for each Approve and subtracting one for each Disapprove.

The outcome is as follows (in order of popularity):

Benches	597
Landscaping or floral display(s)	369
Improved access / more obvious entry and exit points to the green	308
A Jubilee Green sign	238
A notice board	236
A Reydon village sign	180
A rain shelter	164
Paved paths across and around the green	136
A sign forbidding ball games or similar	57
A public toilet	54
Other - please specify	50
Childrens' play equipment	17
A coffee shop	-14
A pond	-31
Markings or equipment to encourage ball games	-55
A fence or railings	-66
A bandstand	-68
A fountain or civic sculpture	-85
Skating and skateboarding area	-226

Breakdown of Comments:

86 people ticked the Other – please specify box, and 79 of those entered comments.

- 9 advocate doing nothing, either because it's too small, a waste of money, they've never heard of it, or is otherwise unsuitable.
- 9 speak against various of the options e.g. pond, ball games, skate park, coffee shop etc., all of which received so few votes they are unlikely anyway.
- 6 advocate measures against dog fouling
- 20 favour a wildflower garden or similar nature-friendly options
- 8 favour various options to encourage use as a play area, or for sports, or a coffee shop, bandstand etc. which were so unpopular in the vote that they are unlikely to be considered
- 10 encourage that it to be made visible as a community area and be so used
- Other suggestions and comments were:
 - A pub
 - A new Village Hall
 - Change the name to The Cricketers Green (doesn't say why)
 - Seating / litter bins / cycle stand / stocks(!)
 - Plus two complaints, about the need for a roundabout at the junction of Covert and Lowestoft Roads, and the unuseable green at St Margaret's court

Q25 - Should the following activities be encouraged in Reydon?

Answered by 784 people, most activities being well supported.

Walking / rambling	668	85.20%
Birdwatching / nature watching	598	76.28%
Community events	522	66.58%
Community gardening	366	46.68%
Horse riding	244	31.12%

30 people ticked Other – please specify and left comments.

- 8 suggested cycling – albeit with a note of caution about the route into Southwold being risky
- 3 suggested other sports - racing, mud racing, sports day, clay shooting.
- 10 encourage more community events – everything from gardening to concerts, kite flying, tea dances, meet-your-neighbour etc.
- Others advocate more use of the village hall and childrens' centre
- And finally, a couple draw attention to the dangers of the coastal path and of horses with traffic.

Q26 - Are you aware that the Environment Agency do not plan to maintain the river walls along the Blyth Estuary after 2019?

Answered by 905 respondents.

Almost two-thirds - 588 people, or 65% - did not know, but now do.

(No comments for this question)

Q27 - How important is it that these natural assets are protected and maintained?

This question received 898 responses. (895 discounting No opinions)

To rank them, each rating of Very important has been awarded two points, Fairly important one point, and Not Important zero points.

These scores are then added up to give a points total for each asset.

Because each asset has been graded by different numbers of people, the assets for which more people have given a rating have higher potential scores.

So, to achieve a comparable rating, they have been ranked by their score as a percentage of the maximum possible.

For example, if an asset is rated by 50 people, the maximum score is 50 x 2, which is 100.

If they all tick Very important, it would score the maximum of 100 points (100%).

If they all tick Fairly important, it would score 50 points (50%).

If 20 tick Very important, 20 tick Fairly important and 10 tick Not important, it would score 60 points (60% of the maximum).

(The No opinion answers are excluded from these calculations altogether)

The rankings for the natural assets listed come out as follows:

<u>Asset</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>	<u>% Very</u>	<u>% Fairly</u>	<u>% Not</u>
Footpaths and bridleways around Reydon	825	1552.00	94.06	88.85	10.42	0.73
River walls along the Blyth Estuary	825	1545.00	93.64	88.85	9.58	1.58
Reydon Wood	824	1539.00	93.39	87.74	11.29	0.97
Reydon Marshes	796	1456.00	91.46	84.42	14.07	1.51
Hen Reedbeds	779	1421.00	91.21	84.08	14.25	1.67
Reed beds at Potters Bridge	801	1443.00	90.07	81.65	16.85	1.50
Reydon Smere	771	1346.00	87.29	79.12	16.34	4.54
Reydon Orchard	604	1020.00	84.44	72.52	23.84	3.64

Perhaps oddly, given the strong support for the Smere expressed in Q9, more people (almost 5%) said they were Not concerned about that than any of the other assets.

31 people ticked the Other – please specify option, 25 of whom entered comments.

Breakdown of Comments:

- 8 said they didn't know of Reydon Orchard, or expressed an interest in visiting it
- 10 identified other locations that need to be looked after, these being Buss Creek, the river walls and Harbour area, beaches and footpaths to them, Rissemere Lane and farmland around Reydon in general.
- The remaining 7 expressed a love of and concern for the natural environment in the area and a need to nurture and protect it from building and the like.

Q28 - How concerned are you about the flood/erosion risks at the following locations?

875 responses (864 discounting No opinions)

These have been ranked using exactly the same method as the previous question (Q27).

<u>Asset</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>	<u>% Very</u>	<u>% Fairly</u>	<u>% Not</u>
Blyth estuary, Reydon Marshes and Hen Reedbeds	798	1314	82.33	68.80	27.07	4.14
Coast North of Southwold (including Easton Bavents)	788	1241	78.74	65.86	25.76	8.38
Properties adjacent to Bridgefoot Marshes	655	950	72.52	55.57	33.89	10.53
Properties to the South of Halesworth Road	637	840	65.93	46.78	38.30	14.91
Nicholas Drive / Covert Rd	607	781	64.33	45.47	37.73	16.80

29 people ticked Other – please specify, with only 15 writing a comment.

Breakdown of Comments:

- 4 say they are Very concerned about flooding in the Cox’s Lane area
- 4 say they are Very concerned about flooding at Potter’s Bridge
- 4 say they are Very concerned about other places, these being coast, harbour, Easton Broad and the marshes beyond Seaview Road.
- 2 say they aren’t concerned, as nature will have its way in any case
- And the last one says they don’t know much about it and have no opinion

Q29 - Would you be interested in getting involved with any of the following? (Please note - this is just to gauge levels of interest)

472 responses were given, the numbers of people expressing an interest being as follows (in descending order of popularity):

Helping to look after Reydon Wood, the reed beds or the Smere	223
Wildlife surveys and monitoring	218
Helping to maintain the Blyth river walls after 2019	137
Helping with other improvements identified by the Village Plan	136
Using an allotment	121
Helping to organise community events	116
Maintaining Jubilee Green or other communal areas	105
Hospital transport	85
Helping in the school	79
Helping with after-school, evening or weekend activities for children	64
Becoming a Parish Councillor	62
Helping with a summer play scheme	44

(No comments for this question)

Q30 - Which of the following facilities do you think are important to the local community?

923 responses were received, the numbers and percentages who consider the facility in question to be important are as follows (in descending order):

The Village Hall	876	94.91%
Reydon Corner	763	82.67%
The Randolph	735	79.63%
The sports field in Wangford Road	646	69.99%
The play area, open air gym and recreation field in Cox's Lane	613	66.41%
The bowls club	578	62.62%
The childrens' play area in Winston Road	540	58.50%
Jubilee Green	509	55.15%
The play area in Mt Pleasant	355	38.46%
The play area in Barn Close	333	36.08%

(No comments for this question)

Q31 - Which of the following events do you think are important to the local community?

890 responses were received, the numbers and percentages who consider the event in question to be important are as follows (in descending order):

The Xmas lights	857	96.29%
The Scarecrow trail	727	81.69%
The Reydon show	601	67.53%
The Randolph Fun Day	570	64.04%

23 people ticked Other – please specify, and all but one left a comment.

Breakdown of Comments:

- 2 said they'd never heard of the Reydon Show (one of whom said, nor the Fun Day)
- 5 spoke in praise of community events generally
- 3 say Coffee Mornings, jumble sales etc.
- 3 said May Day and St George's Day
- 2 identified the Randolph Quiz
- The remaining 7 are individual comments – i.e.:
 - We need an annual fete and carnival
 - Events at the church / bells
 - Parish Council Public meetings
 - Christmas lights switch-on
 - School panto or play
 - Open gardens and charity events

Traffic and Transport

Q32 - Do you experience problems travelling into, out of or around Reydon and the immediate area?

891 answered, their responses being:

No, I have no significant problems	458	51.4%
Only occasionally, e.g. when there are accidents or road works, Holiday peak periods or the Latitude Festival	362	40.63%
Yes – please describe	71	7.97%

All of these 71 people who do have problems, left comments.

Breakdown of comments:

- 14 raise issues with public transport – mostly the limited hours, plus few destinations and few local stops.
- 19 warn of hazards negotiating junctions. Most (12) refer to the Reydon Corner area (Covert Road / Lowestoft Road / Halesworth Road and surrounding roads). Keens Lane / Halesworth Road and Nightingale Road / Wangford Road are also mentioned. Traffic density, speed, and parked vehicles obstructing views are given as the causes.
- 8 complain of speeding, mostly on Halesworth and Wangford Roads
- 7 complain of parking issues, mostly in the Reydon Corner area
- 7 speak of issues specific to Southwold – congestion, parking, restrictions on bus access and pedestrians in the road.
- 4 raise mobility issues – public transport availability, footpaths and buses unsuitable for scooters and just difficulties in general.
- 4 cite flooding as an issue, on Lowestoft Road / Potter's Bridge
- 5 raise issues for pedestrians – absence of footpath in Lowestoft Road, poor signage and overgrowing vegetation
- 6 complain about congestion and parking in general, especially at peak times.

Q33 - If you or a member of your family have impaired mobility, do you have problems with accessibility when moving around Reydon or using the facilities here?

356 people responded, of whom 87.36% say they have no problem.

Of the remaining 45, all but one left comments – these are small numbers, but for the people concerned, these are genuine issues that affect their quality of life.

Breakdown of comments:

- 15 complain about the poor condition of footpaths, uneven surfaces, gradients, overhanging vegetation, blockage by parked cars or the lack of a footpath altogether.
- 16 complain that there are too few dropped kerbs and that those are often blocked by parked cars
- 10 speak of their issues due to lack of mobility – dependence on others for transport, not being able to get around, limitations of public transport, hazard of scooters on roads, lack of consideration by other pedestrians
- Individual comments:
 - Need for more benches
 - Difficulties in access to and using facilities at the Randolph
 - Problems with parking

Q34 - Do you experience problems with vehicle parking in Reydon?

849 answered, 58.3% of whom have no problems.

256 people (30.15%) say they sometimes have difficulties when it's busy around Reydon Corner

98 people (11.54%) say they do have problems, and 94 of these left a comment.

These were especially difficult to group as many referred to multiple locations or mixtures of locations and issues, so some have been split for this analysis and counted more than once.

Breakdown of comments:

20 refer to parking around the Primary School, at school run times or during events

9 mention Mount Pleasant, though there is some crossover between these and others about parking outside Boydens

34 mention the Lowestoft Road / Reydon Corner / Barbrooks (or both shops) / Seaview / Hurn Crag Road area. Key issues include parking on double yellow lines, the effect on congestion, visibility and traffic safety, and the impact of inconsiderate parking on those living in side roads where parking is tight and access awkward, at the best of times.

10 are about the Wangford Road / Nightingale Road area. Several also cite vehicles going too fast as an additional factor.

4 mention The Crescents and St Margarets Court, and 1 mentions Windsor Road

3 refer to a 4x4 and trailer stationed at the end of The Dive, by Halesworth Road

15 are complaints in more general terms, about the growing overall pressure, inconsiderate parking near junctions etc.

4 refer to problems due to extra vehicles brought by holidaymakers

4 complain about problems caused by parking on footpaths and verges

1 complains about congestion caused by the fish and chip van

1 deplores the inappropriate parking of commercial vehicles in residential areas

1 says that their problems are mitigated by having a disabled badge

Q35 - Would you support additional parking controls in Reydon?

832 replied, two-thirds saying No, parking isn't really a problem.

Almost 20% said they would favour controls in the area around Reydon Corner, and the same number said they would favour controls in the area around the school. (23 of those who ticked No, parking isn't really a problem also ticked one or both of these!)

77 people ticked Other – please specify, with all but one of these writing a comment.

Breakdown of Comments:

- 7 said they wouldn't, either because it's not enough of a problem, it would cause more problems, or in one case, because they don't have a car!
- 14 say they'd favour controls around Boydens, Barbrooks, or both.
- 4 want controls for Hurn Crag Road
- 6 want resident permits (1 for Hurn Crag Road, 1 Lowestoft Road, the rest non-specific)
- 2 want controls at the Princess Road / Mt Pleasant corner
- 14 think controls are needed at the Wangford Road end of Nightingale Avenue, or that they might be when the Health Centre comes into use
- 6 think controls are needed at the Primary School, or more parking spaces
- 12 think more enforcement of existing controls is needed, and/or that any new ones would be pointless unless they are enforced
- 6 deplore parking that obscures junctions (including two mentions of a 4x4 and trailer often parked near the junction of The Drive / Halesworth Road)
- 3 deplore parking on verges and footpaths
- The final 2 say that new houses must include ample parking

Q36 - Would you support additional speed limits in the following locations?

671 people responded.

Levels of support shown for limits in the locations suggested were as follows, in descending order of popularity:

20mph on Jermyns Road / The Firs (Primary School area)	487	72.58%
40mph on all or part of Wangford Road	396	59.02%
40mph on all or part of Halesworth Road	339	50.52%
40mph on all or part of Lowestoft Road	327	48.73%
20mph around Reydon Corner	316	47.09%
20mph on roads in Central area	203	30.25%

Q37 - Would you support the creation of a foot and cycle path between Cox's Lane and the Business Park?

Answered by 854 people, but 255 of those expressed no opinion.

Taking only those who expressed an opinion, 541 out of 599, or just over 90%, were in favour of creating a path.

Q38 - Are there any improvements needed to the pavements, footpaths and cycle paths in Reydon?

784 people answered this question.

456, i.e. 58%, say that the pavements, footpaths and cycle paths are fine as they are.

328, i.e. 42%, say that improvements are needed, and 312 of those left comments.

This is a huge volume of comments – almost 9 pages – and many raise multiple issues, give complex descriptions or name more than one route or location.

As a result, there is some compromise in the groupings that follow, some issues have been counted in more than one group and some detail has been omitted from the more intricate narratives.

Breakdown of Comments:

Concerning Footpaths:

- 25 ask for better overall maintenance of footpaths and/or more footpaths without specifying location
- 37 ask for more cutting back of hedgerows and other vegetation that impede paths, without specifying location
- 38 ask for better maintenance of the surfaces of pathways, again without specific locations. Several mention the difficulties experienced by users of wheelchairs, prams and buggies, and dangers for mobility scooter users.
- 57 cite issues with Wangford Road, especially the lack of footpaths on both sides (meaning that the road has to be repeatedly crossed), flooding and puddles (especially opposite Jubilee green), uneven surfaces, overgrowing vegetation, inadequacy of dropped kerbs, narrowness of the path and poor surfaces.
- 24 mention Covert Road. The condition of surfaces, gradients and overgrowth are the principle issues raised.
- 10 raise issues concerning Mights Bridge; puddles, pot-holes, uneven surface, mud and overgrowth are the main complaints.

- 29 raise issues with Lowestoft Road, especially around Oaklands, Mount Pleasant and the Business Park. The lack of any continuous footpath between the junction with Covert Road, the Business Park and on to Potters Bridge, is the major concern.
- The condition of footpaths between Lowestoft Road and Mt Pleasant, Elliot Avenue and Cox's Lane is also a concern.
- 7 mention issues with footpaths in Halesworth Road being bumpy, narrow, wet and overgrown.
- 7 mention the need for footpath in Cox's Lane
- 4 ask for improvements to Keens Lane
- 5 say Jermyns Road requires some attention
- 5 ask for more dropped kerbs
- There are many individual comments concerning footpaths – i.e.:
 - Impaired visibility at Reydon Corner (one suggests a mirror)
 - Potholes between Jermyns Roads and Loftus Avenue
 - Footpath from Three Marsh Lane to the fishing lake needs clearing
 - Footpath from Winston Road to the Firs needs maintenance
 - Cars parking on pavements, generally
 - Need to maintain drainage, generally
 - Paths need to be wider, and better lit, generally
 - A couple say that it "Depends where they put business park path" or similar
 - Shouldn't use weed killer on verges as it creates a band of bare earth that turns into mud when it rains

Concerning Cycle Paths:

- 47 ask for more or extended cycle paths, or improvements to existing paths. Places emphasised include Halesworth Road, especially around Reydon Corner and on into Southwold, but also along to St Felix (and even to Adnams distribution and on to the A12), and Wangford Road, which has none at all, at present.
- 4 ask for improvement in the road surfaces, especially at the edges.
- 3 ask for cycling to be permitted on some footpaths
- 2 ask for signs saying cycling isn't permitted on footpaths
- The rest are individual comments.:
 - One person asks that no money be wasted on cycle paths
 - One asks that Botany Marsh sea wall to be made accessible to cyclists
 - One asks that unsightly Route31 signs be removed
 - One asks for improvements to the white lines marking the cycle path at Reydon Corner, to avoid confusion / danger in poor light.

Q39 - Are there any other improvements needed to make it easier to walk, cycle or drive around Reydon?

787 responded, of whom 569, or 72.3%, said that everything's fine.

218 ticked Yes – please describe, and 213 of those left comments.

Breakdown of comments:

- 6 made observations that named roads / zones are difficult, dangerous or congested; no road or zone was named more than once.
- 20 said that additional footpaths are needed, locations suggested are Lowestoft Road (Covert Road to Business Park), Wangford Road (to the Church) Halesworth Road (by St Felix, the bowls club and to Adnams), and the central area generally.
- 13 say that overgrowth needs to be cut back (a couple suggest that this should be done by homeowners or community offenders)
- 25 say that footpaths need to be maintained and/or widened
- 6 other suggestions relate to footpaths – more dropped kerbs, signposted routes, removal of dog mess.
- 33 call for more cycle paths, routes suggested include Reydon to Southwold, Reydon Corner to Randolph, Halesworth Road and Lowestoft Road.
- 6 suggest measure are needed to reduce dangers from speeding cars and from pot-holes (which cause swerving).
- 5 say that cyclists should be kept off pavements
- 6 other cycling-related suggestions - cyclists should be allowed on pavements, need for more cycle racks, "Beware cyclists" signs, prosecution of cyclists with no lights.
- 14 ask for better maintenance and/or widening of carriageways – Covert Road is named several times, also Wangford Road, Halesworth Road, Lowestoft Road, Windsor Road and Cox's Lane.
- 25 would like measures to reduce speeding, including lower limits, extended areas, signs, speed humps, cameras and more enforcement.
- 16 call for measure against poor parking, especially in the area around Jubilee Green and on pavements in general. Also mentioned are The Firs, Cox's Lane, Covert Road/Princess Road and Reydon Corner area.
- 17 call for vegetation to be cut back where it obscures signs or visibility at junctions
- 11 say there's a need for pedestrian crossings, most say at Reydon Corner but Halesworth Road at the Drive and Lowestoft Road at Covert Road are also mentioned.
- 10 suggest improvements to junctions, Reydon Corner, Covert Road / Lowestoft Road and Wangford Road / Halesworth Road. Most suggest mini roundabouts.
- 6 say that better maintenance of drainage is needed, Wangford Road being named by three of these.
- Other suggestions are controls on the use of mobility scooters in roads, more seats, more signposts and more lighting (including after midnight)

Q40 - If improvements could be made to the bus service, would you be more likely to use it?

789 people answered this.

A quarter of those (198) said they would use it at least weekly, 70 of whom said they'd use it Daily.

A fifth (155) said they would never use it.

The remainder (436), being slightly more than half, say they would use it occasionally.

Q41 - What improvements could be made to the Anglian bus service?

580 responses were received, the numbers and percentages who favour the improvements suggested are as follows (in descending order):

Buses linked to train services at Darsham, Halesworth or Lowestoft	364	62.76%
Extended service hours	273	47.07%
Greater frequency	204	35.17%
Bus stop facilities such as route map, shelter, seats.	199	34.31%
Improved reliability	112	19.31%
Reduced cost	104	17.93%
Access for those with disabilities	102	17.59%
More routes and/or stops - please specify	93	16.03%
Personalised service (e.g. dial-a-ride)	58	10.00%
No improvements are necessary	52	8.97%

The option for more routes or stops invited people to comment, and of the 93 who ticked that option, 82 left comments.

Breakdown of comments:

- 13 suggested extra routes to the South of Reydon, e.g. Aldeburgh, Ipswich and points between.
- 13 suggested a link to Darsham, and several emphasised the importance of co-ordination with the train services from there
- 8 want a direct and fast service to Norwich
- 6 want services to Beccles, Halesworth and Wrentham
- 5 Specifically ask for longer service hours, daily services and quicker / more direct journeys, and this is also mentioned several times in the other suggestions for routes
- It was mentioned that all buses now have disabled access – but as 102 people ticked the option for that, it seems this may need to be publicised better
- 16 spoke of more stops. Locations suggested are Wangford Road (near Loftus Ave and Green Lane), Lowestoft Road (near Covert Road) and generally along Halesworth Road. It was also suggested that buses should stop anywhere on request.
- 4 suggest improved shelters
- 12 complain about the buses being too big, driven too fast and/or not courteously enough.

Q42 - What improvements could be made to the Southwold Shuttle bus service?

580 responses were received, the numbers and percentages who favour the improvements suggested are as follows (in descending order):

No improvements are necessary	168	49.27%
Extended service hours	97	28.45%
Greater frequency	71	20.82%
Access for those with disabilities	45	13.20%
More stops - please specify	40	11.73%
Improved reliability	20	5.87%
Reduced cost	15	4.40%

40 ticked the More stops – please specify option, and 36 left a comment.

Breakdown of comments:

- 13 suggest extra stops, locations given include Wangford Road (Loftus Ave, Green Lane and points North), Oaklands, Cox's Lane, Halesworth Road (The Drive / St Felix), Southwold Caravan site, and meeting the train at Darsham.
- 3 say they think it stops anywhere en route, on request.
- 5 mention issues with finding out the timetable and understanding it
- 5 say they'd like a service in the evenings, at lunchtime and/or on Sundays
- 2 say it shouldn't run at the same time as the Anglia buses
- Other individual comments were:
 - General praise for the service and the volunteers who run it
 - Need for a larger capacity bus
 - It's too expensive
 - Never use it on principle
 - One says it takes passengers from Anglia, and another seeks reassurance that it is being run legally

Emergency and Other Services

Q43 - How would you rate the emergency services in Reydon?

553 people answered this question, of whom 502 expressed an opinion about one or more of the services in question.

To rank them, each rating of Very good has been awarded one point, Satisfactory zero points and Not good minus one, and the scores added up. Because each service has been graded by different numbers of people – presumably those who have some experience of it – the services for which most people have given a rating have the highest potential scores.

So, to achieve a comparable rating, they have been ranked by their score as a percentage of the maximum possible.

For example, if a service is rated by 50 people and they all tick very good, it would score the maximum of 50 points (100%).

If they all tick satisfactory, it would score 0 points (0%).

If 20 tick Very good, 20 tick Satisfactory and 10 tick Not good, it would score 10 points (20% of the maximum).

(The No opinion answers are excluded from these calculations altogether)

The rankings for emergency services come out as follows:

<u>Service</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>	<u>% V good</u>	<u>% Satis.</u>	<u>% Not good</u>
Lifeboat (RNLI)	218	193	88.53	89.45	9.63	0.92
Fire Brigade	243	199	81.89	82.72	16.46	0.82
First Responders	327	251	76.76	79.20	18.35	2.45
Coastguard	169	122	72.19	76.92	18.34	4.73
Ambulance transport	151	57	37.75	50.33	37.09	12.58
Ambulance (emergency)	297	78	26.26	43.77	38.72	17.51
Ambulance response time	325	63	19.38	39.38	40.62	20.00
Police (emergency)	192	-1	-0.52	34.38	30.73	34.90
Police (non-emergency)	245	-7	-2.86	31.43	34.29	34.29

Please note that:

The percentage of max gives a indication of how highly valued the service is by those who gave a rating, but the points total may be a better indicator of how valuable the service is to the village community as a whole, because it is weighted by the number of people who were bothered enough about it to give it a rating.

Q44 - How would you rate the utility services in Reydon?

882 people answered this question, of whom 879 expressed an opinion about one or more of the services in question.

(The No opinion answers are excluded from these calculations altogether)

Using the same ranking system used for the emergency services, the utilities score as follows:

<u>Service</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>	<u>% V good</u>	<u>% Satis.</u>	<u>% Not good</u>
Mains gas	685	365	53.28	56.93	39.42	3.65
Post	806	414	51.36	56.45	38.46	5.09
Mains water	745	370	49.66	53.02	43.62	3.36
Refuse collection	827	404	48.85	54.41	40.02	5.56
Mains electricity	751	356	47.40	51.40	44.61	3.99
Mains drainage	717	173	24.13	41.98	40.17	17.85
T V reception	765	84	10.98	29.93	51.11	18.95
Street cleaning	716	-8	-1.12	24.30	50.28	25.42
Mobile phone	689	-19	-2.76	23.51	50.22	26.27
Broadband & land line	716	-22	-3.07	22.07	52.79	25.14

Please note that:

The percentage of max gives a indication of how highly valued the service is by those who gave a rating, but the points total may be a better indicator of how valuable the service is to the village community as a whole, because it is weighted by the number of people who are bothered enough about it to give it a rating.

Q45 - How often do you use these shops or businesses?

927 People responded.

These have been ranked using a similar system to the services in Q43 and Q44, but with scores allocated according to rating: 1 point for Rarely to 6 points for Several times a week.

Again they are ranked by percentage of maximum possible score.

<u>Business</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>
Barbrooks	893	4339	80.98
Southwold shops, post office, pubs or restaurants	886	4190	78.82
Boydens	740	2185	49.21
Internet shopping (other goods)	589	1726	48.84
Shops in Beccles, Halesworth or Saxmundham	798	2314	48.33
Shops in Lowestoft	820	2199	44.70
The Randolph	767	2004	43.55
Reydon Pharmacy	640	1637	42.63
Shops in Ipswich or Norwich	758	1488	32.72
Internet shopping (for food)	376	694	30.76
The Chinese takeaway at the business park	495	907	30.54
The Fish and Chip Van	457	742	27.06

Please note that:

The percentage of max gives a indication of how much the business is used by those who gave a rating, but the points total may be a better indicator of how much the business is used by the village community as a whole, because it is weighted by the number of people who are bothered enough about it to give it a rating.

Q46 - How often would you use the following, if they existed in Reydon?

904 People responded

Ranked using the same method as Q45:

<u>Business</u>	Rated <u>by</u>	<u>Points</u>	% of <u>max</u>
Post Office	841	3253	64.47
Free cash point	677	2491	61.32
Petrol station	698	2544	60.74
Posh supermarket e.g. M&S foods or Waitrose	610	2023	55.27
Mainstream supermarket e.g. Tesco or Asda	532	1606	50.31
Budget supermarket e.g. Aldi or Lidl	536	1598	49.69
Coffee shop on the Village Green	513	1200	38.99
Coffee shop at Reydon Corner	463	979	35.24

Please note that:

The percentage of max gives a indication of how much the business would be used by those who gave a rating, but the points total may be a better indicator of how much the business would be used by the village community as a whole, because it is weighted by the number of people who are bothered enough about it to give it a rating.

Q47 - How often do you use these businesses in Southwold?

920 People responded

Ranked using the same method as Q45 and Q46:

<u>Business</u>	Rated <u>by</u>	<u>Points</u>	% of <u>max</u>
Cash points	705	2664	62.98
The Co-op or Tesco express	793	2980	62.63
Post Office	861	3051	59.06
Banks or Building society branches	785	2748	58.34
Pubs, restaurants, coffee shops and cafes	795	2761	57.88
Newsagents or stationers	750	2563	56.96
Other food shops	650	2189	56.13
Pharmacies	800	2530	52.71
Library	680	1579	38.70
Barbers, hair and beauty salons	600	1377	38.25
Souvenir and gift shops (including Adnams), galleries and crafts	653	1446	36.91
Homewares and electrical goods	694	1434	34.44
Clothing or shoe shops	624	1261	33.68
Take-aways	540	1054	32.53
Opticians	466	617	22.07

Please note that:

The percentage of max gives a indication of how much the business is used by those who gave a rating, but the points total may be a better indicator of how much the business is used by the village community as a whole, because it is weighted by the number of people who are bothered enough about it to give it a rating.

Health and Caring

Q48 - Which GP surgery do you normally use?

927 people answered this question.

As you'd expect, the overwhelming majority, 820 people or 88%, use the Southwold practice.

82 people (9%) don't have a local GP. This is slightly a higher proportion than the 7% who say in Q2 that their main home is elsewhere, but is about the same as the proportion who said in the 2011 census that they have another home elsewhere.

Interestingly, 10 people (12%) of the 82 who say they don't have a local GP also say in Q2 that Reydon is their only home.

Of the remainder, 18 (2%) say they use Wangford, 3 go to Wrentham, 2 to Aldburgh and one to each of Halesworth and Beccles.

Q49 - Do you find it difficult to get an appointment to see your GP at a convenient time?

841 responses.

Only a third say they can usually get an appointment when they want.

Over 40% say it's mostly ok, but sometimes it isn't.

And almost a quarter say it's difficult as often as it's easy, or difficult most of the time.

Q50 - Do you have difficulty getting access to any of these health services at a convenient time?

Only 97 people answered this. As the note on the question says to skip it if you have no problems, this low response implies that most people have no problems.

The services these 97 people find hardest to access are the Dentist and Blood and other tests, both around 45%.

This is followed by the Podiatry and by Repeat prescriptions, both just under 25% and finally Nursing at 10%.

Q51 - How useful would you find extended hours of access to health services?

648 people answered this question, of whom 615 expressed an opinion about one or more of the options suggested.

The options are ranked here using a similar system to that used for Q27 and Q28. For this question, we give 2 points for Very useful, 1 point for Quite useful and zero points for Not useful.

(The No opinion answers are excluded from these calculations altogether)

The rankings come out like this:

<u>Service</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>	<u>% V useful</u>	<u>% Q useful</u>	<u>% Not useful</u>
Weekday evenings	382	604	79.06	63.61	30.89	5.50
Saturday daytime	490	753	76.84	58.37	36.94	4.69
Public holidays	324	467	72.07	53.40	37.35	9.26
Weekday early mornings	284	408	71.83	57.75	28.17	14.08
Weekend evenings or nights	301	423	70.27	53.16	34.22	12.62
Sunday daytime	307	429	69.87	53.09	33.55	13.36
Weekday nights	262	360	68.70	53.44	30.53	16.03

28 people ticked Other – please specify, but only 12 of those actually left a comment. These are so few and so diverse in content that they are simply shown here in their entirety.

- Saturday mornings only
- For this amount of people we should have longer and better times and more doctors.
- GP on call at all these times (not locum)
- You never know when these services will be needed
- Access would be most useful not necessarily for routine matters but for emergency cover.
- Consider out of hours service disgraceful
- Out of hours (especially night) service poor
- I would like local GPs to cover nights / weekends
- I believe that Sundays, weekend evenings or nights and Public Holidays should not be made available but an accessible out of hours service should be in operation.
- increased flexibility to make appointments
- I don't mind what time of day I have an appointment, but a quicker appointment would be better
- Now that repeat prescriptions + soon appointments are online this has made life much easier

Q52 - How important is the availability of hospital beds in Reydon or Southwold to the local community?

900 responses were received to this question, of whom 786 expressed an opinion.

313	(39.82%)	think it is Essential
352	(44.78%)	think it is Very important
112	(14.25%)	think it is Fairly important
9	(1.15%)	think it is Not important

Comparison with Q3 shows that 7 of the 9 who ticked Not important are under 65, whereas more than half of respondents to the questionnaire are 65 or over.

Q53 - If you have used any of the following health services recently, how do you rate the service?

809 people responded to this question, of whom 801 expressed an opinion about one or more of the services listed.

(The No opinion answers are excluded from these calculations altogether)

Rated in exactly the same way as Emergency services and Utilities (Q43 and Q44), health service rankings are as follows:

<u>Service</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>	<u>% V good</u>	<u>% Satis.</u>	<u>% Not good</u>
Podiatrist / Chiropodist	140	100	71.43	75.00	21.43	3.57
Osteopath	63	44	69.84	77.78	14.29	7.94
Blood & other sample tests	523	343	65.58	68.83	27.92	3.25
Equipment loan	60	39	65.00	73.33	18.33	8.33
Dentist	537	334	62.20	66.11	29.98	3.91
Doctor	743	450	60.57	65.01	30.55	4.44
Screening	79	44	55.70	60.76	34.18	5.06
Dressings clinic	36	20	55.56	61.11	33.33	5.56
Occupational health	17	9	52.94	52.94	47.06	0.00
Physiotherapist	119	43	36.13	52.10	31.93	15.97
Counselling	23	3	13.04	39.13	34.78	26.09
Respite care	22	-4	-18.18	22.73	36.36	40.91
Ante-natal clinic	13	-3	-23.08	23.08	30.77	46.15
Post-natal clinic	11	-3	-27.27	27.27	18.18	54.55
Family planning / sexual health clinic	7	-4	-57.14	14.29	14.29	71.43

Some of the sample sizes for these responses are very small, especially among the lower ranked services, so it may be unwise to directly compare all the services by using these rankings, nor to place too much value on the results with small samples.

Please note that:

The percentage of max gives a indication of how happy those who gave a rating are with the service, but the points total may be a better indicator of how valuable the service is to the village community as a whole, because it is weighted by the number of people who care enough about it to give it a rating.

33 people ticked the Other - please specify option, and 17 left a comment.

Breakdown of comments:

- 2 praised their Dentist in Beccles
- 3 say the Doctors are good but would like easier access
- 4 spoke in praise of the practice and district nursing services
- Others were individual comments – i.e.:
 - Praise for prescription delivery by Queen St Pharmacy
 - Praise for the equipment loan service
 - Praise for the Glaucoma clinic
 - Praise for each of local Optician, Chiropodist and Osteopath
 - Complaint about a long delay in getting access to Counselling
 - Call for the Blood Donor van to return to Reydon

Q54 - Which of the following services do you think are needed in Reydon?

572 people responded, and the services they believe are needed (in descending order by number of ticks) are as follows:

Prescription delivery	380	66.43%
Transport to clinics, day centres or social events	344	60.14%
Help with minor household repairs	301	52.62%
Help with gardening	298	52.10%
Someone to call in regularly to check you're ok	284	49.65%
Help with housework	272	47.55%
Help with shopping	246	43.01%
Help with personal care	211	36.89%
Pension collection	159	27.80%
Help with pet care	154	26.92%

Please note that this question was slightly disingenuous, as most or all of the services listed are actually already available in some form; it was intended to find out which of them need to be publicised better, supported and/or strengthened.

31 ticked Other - please specify, and all but one of those left comments.

Breakdown of comments:

- 14 point out that some or all of these services are already available
- 2 praise the VHC
- 2 say these things should be done by friends and neighbours
- 6 say that all these things are vital for the elderly and infirm, regardless of whether they need them yet themselves
- The rest are suggestions for additional services, or oddities – i.e.:
 - Help with post and telephone messages
 - Befriending the lonely
 - Child line / Samaritans
 - Screening units
 - Two more that were incomprehensible – probably typos

Communication and Local Government

Q55 - Where do you look for news and information about what's going on in Reydon?

901 responses; here they are ranked in descending order:

Local papers	698	77.47%
Word of mouth	633	70.26%
Notices displayed in the shops	508	56.38%
Notice boards at the Village Hall, the Randolph or Covert Road	465	51.61%
Notices in the library	200	22.20%
Local Radio	139	15.43%
The village web site	114	12.65%
Local press web sites	76	8.44%

35 ticked Other - please specify, and 34 comments were left.

Breakdown of comments:

- 22 identified publications they look in for local news and info, almost all being the Organ and/or the Journal, with mentions for the Community News, Blyth Bugle and Church magazine.
- 3 cite social media
- 3 say notice boards – but two of those say the one they like to use, at the Drive, is no longer there
- 1 says Blyth Radio
- 1 says the Southwold and Reydon Society
- 1 says they didn't know there was a village website
- 3 say they're not interested

Q56 - How do you become aware of Planning Applications affecting Reydon?

875 people answered this question and here are their responses, in descending order of popularity:

Word of mouth or just when I happen to chance upon them	479	54.74%
Notices posted at the location by Waveney District Council	268	30.63%
I don't usually know about Planning Applications	254	29.03%
Parish Council minutes	244	27.89%
Waveney District Council web site	66	7.54%

Q57 - Please tell us about your use of the internet in Reydon

This was answered by 846 people. Their responses are (again ordered high-to-low by the number of ticks they received):

I use it for some things, but there are still a lot of things I prefer to do the old way	311	36.76
I use it for everything I can	265	31.32
I don't use it and don't want to	113	13.36
I use it, but broadband is too slow to let me do everything I want	63	7.45
I don't use it yet but I mean to get around to it	33	3.90
I'd like to use it but don't know how	26	3.07
I'd like to use it more but don't have the equipment	9	1.06
I'd like to use it but I can't get broadband	5	0.59

21 people ticked Other - please specify, and they all left comments.

Breakdown of comments:

- 7 don't have / can't afford the necessary equipment or connections
- 3 use it as much as possible
- 5 deplore the inadequate speed of their connections
- 2 use it at the library
- The remainder are individual comments – i.e.:
 - New to it and learning
 - Use it occasionally for e-mail
 - Have wi-fi but never bring kit
 - Use it but hate that we have to; we're too reliant on it and it doesn't always work

Q58 - Do you ever attend meetings of the Reydon Parish Council?

895 answered this, and their responses, in descending order, are as follows:

Never	641	71.62%
I read the minutes in the local press or on the website	184	20.56%
Occasionally	94	10.50%
Yes, but only if there's something of special interest on the agenda	87	9.72%
I don't know where to find out when the meetings happen	51	5.70%
I try to go to the annual Parish meeting	38	4.25%
Yes, I'm on or involved with the council	12	1.34%

14 ticked Other - please specify, and left comments

Breakdown of comments:

- 5 say they'd like to go but haven't been able to, for various reasons
- 2 say they are ex-councillors
- 2 say they've contacted the council at some time, and praised the response
- 1 tries to go every month
- 1 doesn't go, but reads the minutes
- 1 would go if there was something on that interested them
- 1 says they went, once.
- 1 complains that the minutes on the website are always 2 or 3 months late

Q59 - Please tell us what you think about Reydon Parish Council (RPC), by rating the following statements

506 people responded.

Their answers are ranked using a similar method to that used for the Q43 and Q44 (Emergency Services and Utilities), except that the points allocated are:

Two for Agree.

One for Agree with reservations

Zero for Neither agree nor disagree

Minus one for Disagree mildly

Minus 2 for Disagree

For calculating percentages, however, Agree and Agree with reservations have been counted together, as have Disagree and Disagree mildly, to give 3 percentage figures.

The responses are ordered by the extent of agreement, the most agreed with statements being first.

<u>Service</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>	<u>% agree</u>	<u>% neither</u>	<u>% dis agree</u>
Parish Councils should have greater power	402	409	50.87	69.65	20.90	9.45
RPC does a good job overall	408	386	47.30	60.78	30.39	8.82
RPC spends the precept money wisely	293	194	33.11	42.32	52.56	5.12
RPC is open and accessible	332	218	32.83	48.19	37.65	14.16
RPC publicises its activities well	340	111	16.32	41.76	30.88	27.35
Parish Councils should have less power	234	-166	-35.47	11.11	39.32	49.57

Faith

Q60 - Are places of faith important to you?

Answered by 876 people, their responses being (in descending order):

For ceremonies such as baptisms, weddings and funerals	567	64.73%
As an historic building	477	54.45%
For regular/occasional worship	390	44.52%
As a place to be buried	331	37.79%
As a community building	324	36.99%
Not at all	117	13.36%

Q61 - Which places of faith do you visit?

839 responses, which were (in descending order as per usual):

St Margaret's, Reydon	460	54.83%
St Edmunds, Southwold	315	37.54%
None	248	29.56%
United Reform Church, Southwold	49	5.84%
Roman Catholic Church of the Sacred Heart	41	4.89%
Methodist Church, Southwold	27	3.22%

Of the 38 who ticked Other - please specify, all but one left comments.

Breakdown of comments:

- 4 say they only go to wherever the wedding, funeral etc. is
- 7 say they go to Blythburgh
- 15 named one or several other churches in the area, none getting than 3 mentions. These included St Lawrence, Uggeshall, Wangford, Beccles, South Cove, Lowestoft, and outside the area
- 2 pointed out our misspelling of "Reformed" (one of whom then misspelled "church")
- Other individual comments were:
 - Ecumenical services and activities
 - As a Bell Ringer
 - At Christmas
 - None locally
 - I use other churches occasionally for events and for Christians together
 - I follow Buddhist Teachings
 - Have visited St.Edmunds, but not for worship. Only in their capacity as historic buildings

Q62 - Regarding the religious and other services offered by places of faith, how well do they suit your needs?

405 people responded to this question, of whom 338 expressed an opinion about one or more of the services listed.

Their replies have been ranked using exactly the same system as for Q43 and Q44 (Emergency services and Utilities).

(The No opinion answers are excluded from these calculations altogether)

<u>Service</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>	<u>% V well</u>	<u>% satis.</u>	<u>% not Well</u>
Quality of religious services	240	155	64.58	67.08	30.42	2.50
Care of the vulnerable such as the sick, housebound or bereaved	77	93	52.54	59.32	33.90	6.78
Times & variety of religious services	260	136	52.31	55.77	40.77	3.46
Hosting of other community events	137	71	51.82	54.74	42.34	2.92
Hosting of community groups such as toddler groups, Scrabble group etc.	125	54	43.20	51.20	40.80	8.00

Please note that:

The percentage of max gives a indication of how highly valued the service is by those who gave a rating, but the points total may be a better indicator of how valuable the service is to the village community as a whole, because it is weighted by the number of people who care about it enough to give it a rating.

Q63 - Would you like to see places of faith used for purposes that they are not currently used for?

501 people responded to this question, of whom 373 (74.45%) said No.

Comparing these with the answer to Q60 – Are places of faith important to you? shows only a slight bias towards those who use churches for worship and for ceremonial purposes.

Of the 128 people, who said they would favour use or other purposes, 90 left comments.

Breakdown of comments:

- 19 said they favoured use for music concerts or other entertainment events
- 38 favoured use for general community activities
- 5 suggested use as a meeting place
- 6 suggested use for exhibitions and public events
- 2 suggested educational uses
- 14 said use for anything appropriate, or were similarly vague
- 3 said they believe this is already happening, to some degree
- There were 5 other individual suggestions:
 - For people on their own to make friends etc.
 - Tourism Information Centres.
 - More youth work / activities for teenagers
 - Key life skills
 - Art & craft & Pop up restaurants

Leisure, Social and Sport

Q64 - How often do you use these local sport or leisure facilities?

826 people answered this question.

Their responses have been ranked using the same system as the businesses in Q45, Q46 and Q47 – that is, with scores allocated according to rating – 1 point for Rarely to 6 points for Several times a week.

Again they are ranked by percentage of maximum possible score.

<u>Facility</u>	<u>Rated</u> <u>by</u>	<u>Points</u>	<u>% of</u> <u>max</u>
Footpaths around Reydon and Southwold	674	2703	66.84
The beach and/or pier at Southwold	720	2728	63.15
Southwold common	646	2382	61.46
The harbour and estuary in Southwold	619	2259	60.82
The golf club in Southwold	202	479	39.52
Reydon Wood	537	1176	36.50
The sports field at the rec. area in Cox's Lane	312	675	36.06
Sports or swimming facilities at St. Felix	179	384	35.75
The bowls club	178	380	35.58
Hen Reedbeds	384	806	34.98
The childrens' play equipment in Cox's Lane	255	515	33.66
The sports field in Wangford Road	254	483	31.69
The adult exercise equipment in Cox's Lane	288	544	31.48
The boating lake in Southwold	276	520	31.40
The play equipment in Winston Road	210	393	31.19
The tennis courts in Southwold	182	308	28.21
The putting green in Southwold	231	344	24.82
The Klondike in Southwold	143	196	22.84
The play equipment in Barn Close	153	174	18.95
The play equipment in Mt Pleasant	145	161	18.51

Interesting to note that the top 5 are all in Southwold!

Please note that:

The percentage of max gives a indication of how highly valued the facility is by those who gave a rating, but the points total may be a better indicator of how valuable the facility is to the village community as a whole, because it is weighted by the number of people who use it or care about it enough to give it a rating.

39 People ticked Other - please specify, 37 of whom left comments.

Breakdown of comments:

- 4 deplore the difficulty getting access to and/or expense of the pool at St Felix
- 4 say they use the paths and beach around the Smere, the marsh and Easton
- 3 say they use the Table Tennis club
- 3 say they use the Pit Stop café and tennis courts
- 4 use allotments, in various locations
- 2 favour angling at the pits, one of whom says the banks there need work
- 3 use the pavilion on Southwold common, for social events
- 3 say they use non-specific facilities often
- 3 say they can no longer manage it, one misses the Bowls Club
- Other individuals speak of or comment on specific facilities – i.e.:

- Badminton, St. Felix
- Village Hall for carpet bowls, cards, bingo
- Tibby's Green
- Model boat lake.
- Zodiac club
- The Randolph is Excellent!
- Sam's fish and chip shop
- Mt. Pleasant park is in need of TLC!

Q65 - How often would you use the following, if they were available in Reydon at convenient times and reasonable cost?

693 people answered this question.

Their responses have been ranked in exactly the same way as the previous question

<u>Facility</u>	<u>Rated</u> <u>by</u>	<u>Points</u>	<u>% of</u> <u>max</u>
Swimming Pool	521	2120	67.82
Gym	271	960	59.04
Cinema	459	1360	49.38
Driving range	197	456	38.58
Golf	182	417	38.19
Indoor games e.g. snooker, pool, darts	188	428	37.94
Other music groups	174	395	37.84
Badminton court	216	486	37.50
Indoor sports e.g. table tennis, gymnastics	185	415	37.39
Tennis court	258	574	37.08
Putting green or pitch-and-putt	226	464	34.22
Bridge / whist / cribbage club	157	288	30.57
Martial arts e.g. judo, karate, boxing	144	263	30.44
Rock school	144	242	28.01
Basketball court	156	258	27.56
Skate / skateboard / BMX park	147	232	26.30
Chess club	132	185	23.36

Please note that:

The percentage of max gives a indication of how highly valued the proposed facility is considered by those who gave a rating, but the points total may be a better indicator of how valuable the facility would be to the village community as a whole, because it is weighted by the number of people who would use it, or care enough about it to give it a rating.

Of the 30 who ticked Other - please specify, just 18 actually left comments.

Breakdown of comments:

- 4 said they wouldn't use any of these.
- 2 say that any extra facilities would be good
- 2 ask for funding for a cycle club
- 2 want a multi sports arena / all weather surface
- 2 want facilities for arts and crafts (studio space, kiln etc.)
- The rest are all individual comments or suggestions – i.e.:
 - Yoga class
 - Theatre / concert hall
 - Education / night school
 - Small bore shooting
 - Choir
 - One says there's already table tennis

Q66 - How would you rate the childrens' play equipment in Reydon?

This was answered by 742 people, but excluding those who answered Don't know / No opinion or Never Used, leaves only 399 responses to consider.

Of these, 180 (45%) rated the play equipment as Satisfactory, 152 (38%) rated it as Good, and another 40 (10%) as Excellent

Of the remainder 20 (5%) consider it Poor and 7 (2%) Inadequate, although the sample size for these 2 results is so small it must be regarded with caution.

Q67 - Please tell us what you think of the Reydon Village Hall, by rating the following elements

585 people responded to this question, of whom 553 expressed an opinion about one or more of the elements listed.

(The No opinion answers are excluded from these calculations altogether)

Rated in exactly the same way as Emergency services and Utilities (Q43 and Q44), that is, 1 point for Very good, zero for Satisfactory and minus one for Not good.

The rankings for elements of the village hall are:

<u>Service</u>	<u>Rated by</u>	<u>Points</u>	<u>% of max</u>	<u>% V good</u>	<u>% Satis.</u>	<u>% Not good</u>
Kitchen	380	94	24.74	31.84	61.05	7.11
Toilets	439	78	17.77	25.28	67.20	7.52
Lighting	427	73	17.10	25.76	65.57	8.67
Access / facilities for the disabled	283	47	16.61	25.09	66.43	8.48
External decoration	417	47	11.27	19.66	71.94	8.39
Interior decoration	454	36	7.93	19.82	68.28	11.89
Car parking	472	36	7.63	23.31	61.02	15.68
Heating	422	15	3.55	22.04	59.48	18.48
Curtains / blinds	373	-4	-1.07	15.82	67.29	16.89
Furnishings	410	-11	-2.68	15.12	67.07	17.80
Sound system	254	-46	-18.11	14.17	53.54	32.28

Of 67 who ticked Other - please specify, 62 left comments.

Breakdown of comments:

- 36 complain (with varying length, strength and directness) that they think it unfair that the hall cannot be used for events with music or any other significant noise level, because of complaints from a neighbour.
- 5 say they think it good and is well run
- 5 say that the seating need improvement
- 6 say that general updating is needed, emphasising decoration, insulation and parking.
- The remainder are individual comments – i.e.:
 - Hooks needed at door to park dogs
 - Kitchen needs a fast dishwasher
 - Loop system needed for the deaf
 - Floors too hard for kids
 - Air conditioning is inadequate
 - Car park lighting is poor
 - It's too small
 - It's unwelcoming

Q68 - Please tell us how well you think the Village Hall meets the needs of the community

671 people gave answers to this, and their responses, in descending order, are as follows:

It could do with sprucing up but is generally fine	376	56.04%
There's rarely anything going on there that interests me	191	28.46%
It's perfect	126	18.78%
It's unsuitable for my event(s) due to restrictions on use	80	11.92%
I don't like going there	19	2.83%
It's not big enough	18	2.68%
It's impossible to book it for occasional events as it's always in use	11	1.64%
It's too expensive to use for my event / my club's meetings	9	1.34%

63 ticked Any other comments, and all of them left comments.

Breakdown of comments:

- 33 complain (again with varying length and vehemence) that it's unfair that the hall cannot be used for events with music or any noise, because of complaints from a neighbour
- 5 say they don't know enough to comment
- 7 say it seems all ok to them and is well managed
- 7 say it isn't well managed or that suitable events aren't arranged or publicised
- 4 say the building needs to be replaced
- The remainder are individual comments – i.e.:
 - Floor needs cleaning and varnishing
 - New chairs needed
 - Air conditioning not good enough
 - More / better events needed
 - Blood donation sessions needed
 - More dances / discos for teenagers
 - Access for the disabled is not good enough

Final Points

Q69 - Overall, how would you rate the quality of life in Reydon, compared with when you first came here?

894 people answered this question, but excluding those who answered Don't know / No opinion or Only visiting or only moved here recently, leaves 822 responses to be evaluated.

Just over a quarter, 216 people or 26.28%, say it's better.
Almost two-thirds, 534 people or 64.96%, say it's neither better nor worse.
The remaining 72 people, 8.76%, say it isn't as good.

Q70 - What do you think should be done when the village plan is completed?

This was answered by 815 people.

304 or 37% think the Village Plan steering group should progress the actions
203 or 25% think the Parish Council should do it.
165 or 20% think a new group should be created to progress things.
124 or 15% think it should be subsumed into regular Council business

The remaining 19, just over 2%, left comments.

Breakdown of comments:

7 were notes by data entry clerks that respondents had ticked more than one box, or respondents saying they don't know.
4 to encourage some form of direct consultation with the residents
2 say the Parish Council should decide
3 say the steering group (or some unnamed body) should work with the council to recommend actions
1 says a meeting should be held to decide, and a new group established
1 says nothing will get done
1 says it's cost a lot of money so they hope something does get done
1 says to avoid the Southwold and Reydon Society

Q71 - What do you think should be done with regard to a neighbourhood plan?

753 people responded to this question.

416, or 55%, think the Parish Council should create a neighbourhood plan
261, or 35%, think a neighbourhood plan should only be created if it can be done together with Southwold.
The remaining 76, or 10%, do not think it's worth making a neighbourhood plan at all

Q72 - Finally, please use this space to make any further comments about what you'd like in the village plan and how you'd like Reydon to develop in the future

306 people left their comments.

This question is completely open and respondents are encouraged to say anything they think about anything. As a result many of the comments relate to multiple topics, or contain lists of observations of suggestions on diverse subjects, or just don't fit into any of the categories used in the questionnaire at all.

In order to make some sense of this, each of these complex comments has been split into several snippets, that each make one point on a single issue. These have then been grouped and counted as if each snippet was a separate comment.

The results have been grouped by section, for the convenience of the groups preparing the action plans. Within the sections, comments that make similar points have been counted in groups, and the remaining individual comments have been listed in abbreviated form.

Those that don't fit into any of the sections have been grouped into a section of their own at the end. No comment has been ignored unless it appears to be entered in error or is inappropriate or incomprehensible.

Housing and Development

- 1 says that expansion is needed "on all levels"
- 46 say that Reydon's fine as it is, not to develop it any further – or to keep development to the minimum – or risk spoiling it.
- 29 disapprove of second homes / holiday homes, and 3 of those propose either extra taxation or a ban (by declaring them non-residential)
- 22 favour more affordable homes for locals (especially youngsters) or permanent residents only
- 26 propose more controls on development – to limit the volume, protect the boundary, ensure good quality buildings of appropriate style, enough accessible homes and adequate parking provision.
- 4 oppose development on green areas around the village
- 3 oppose building replacement homes for Easton Bavents residents
- 3 oppose "garden grabbing"
- 1 hopes that the Hamlet area can retain its "estate" feel

Schools

- 2 express concern about the primary school and ask that it receive support
- 1 says there needs to be more childcare facilities during the summer holidays.
- 1 says there needs to be more activities for children during the summer holidays
- 1 asks for evening classes - further education.

Business

- 1 asks for more jobs
- 1 asks for more jobs for mums – i.e. allowing for school hours and holidays
- 1 asks for more jobs – but not just seasonal, service industry type jobs

Environment and Community

- 4 favour less litter and more street cleaning
- 5 deplore dog fouling
- 4 ask for more dog and litter bins
- 4 ask for more recycling points
- 4 ask for more visible policing and/or CCTV
- 3 ask for more or better street lighting (including after midnight)
- 8 ask for refurbishment and better maintenance of various areas, i.e.:
 - Mights Bridge
 - The rec. (2 mentions)
 - Verges, greens and fower beds in general
 - Play areas
 - The community centre and changing rooms at Wangford Road (3 mentions)
- 7 ask for Jubilee Green to be made visible and put to use
- 5 ask for a pub, coffee shop or other focal point in the village centre
- 15 stress the importance of community spirit and the need for more events to foster it.
- 3 stress the need for help and support for the old / vulnerable / isolated
- 1 suggests a twice-yearly drop-in session to link volunteers with organisations.
- 11 speak of the need for facilities to be provided for the young / teens / old / singles / families / all age groups
- 1 asks for a new village hall, and 2 call for it to be able to be used, even with noise
- 11 seek various measures to preserve and protect the environment, i.e.:
 - Keep and maintain green areas in general (5 mentions)
 - Reinstate Reydon Common (2 mentions)
 - Save the Smere
 - Make the Smere a running trail
 - Improve coastal defences at Easton Bavents
 - Make Rissemere Lane East a Quiet Lane
 - Provide more access for horses
- A number offer praise for diverse things, i.e.:
 - 5 praise Reydon and its community
 - 2 appreciate the help they get from people here
 - 2 applaud the VHC
 - 2 say the Community Centre is important
 - 1 the scarecrow hunt
 - 1 for Music Vox
 - 1 for their playgroup
 - 1 for the vicar (Rich)
 - 1 for the fishing club
 - 1 for the local shops
- A number of individuals express their disapproval of diverse things, i.e.:
 - Incomers who want to change things (2 mentions)
 - Inadequate inclusion of outlying areas
 - The sure start centre – too small, too dear, unapproachable
 - Nothing here for 8 to 16s
 - Overdevelopment
 - The SRC (2 mentions), for being unrepresentative, unwelcoming, NIMBYist
 - The Randolph, for not being wheelchair-accessible enough
- Finally, other comments, i.e.:
 - A call for a plan to protect the sewage farm in the event of flooding
 - A call for more country clubs, i.e. shooting
 - A call for an animal /pet day care centre and more opportunities to work with animals

Traffic and Transport

- A variety of comments on public transport, i.e.:
 - 2 ask for trains
 - 6 ask for better bus services, with mentions for longer hours, service to areas south of Reydon, improved service to Bungay High, and for them to be driven slower.
 - A bus stop in the Hamlet
 - A shelter at the stop in Wangford Road, and the shelter in Lowestoft Road to be fettled
 - A service to the new health centre for those with mobility issues
 - 3 comments saying the Southwold Shuttle was supposed to be Kings Head to the Market Cross, and 2 saying it is “brilliant” and “an asset”
 - 1 asking for the Shuttle to have its timetable staggered against Anglia, to give more choice
- 4 ask for more attention to drainage, (Nicholas Drive gets 2 mentions), one suggests a “blocked drain line” for reporting problems
- 14 ask for more and better maintained footpaths and roads – Wangford, Halesworth and Lowestoft Roads are mentioned, also the footpath from Lowestoft Road to the sea, and the issue of overgrowth.
- 2 ask for the unmade roads to be adopted and surfaced
- 4 ask for measures to limit traffic using Cox’s Lane (size / volume / speed) and for a footpath
- 5 ask for mini roundabouts at Wangford Road / Halesworth Road, Covert Road / Lowestoft Road and/or Lowestoft Road / Halesworth Road junctions
- 4 ask for pedestrian crossings in Halesworth Road, at the drive and at Reydon Corner
- A variety of comments on speeding, i.e.:
 - 5 cite speeding as an issue - Wangford, Halesworth and Lowestoft Roads and the Drive aall get a mention.
 - 7 advocate lower speed limits and more signage
 - 6 advocate more stringent enforcement, via speed humps, cameras and police
- A variety of comments on parking issues, i.e.:
 - 1 says that parking’s not a problem, compared to Southwold
 - 1 says it does need managing, and 2 more say there’s a issue with selfish motorists who “just pop in” to the shops
 - 2 advocate residents’ permits
 - 3 cite parking issues around the school
 - 4 mention the issues around Reydon Corner, and especially Hurn Crag Road, with overspill from Southwold and from the Lowestoft Road
- 3 seek protection of and improvements to cycle routes, in general
- 1 asks for attention to be given to safe access for mobility scooters, from Reydon to Southwold

Services

- 7 appeal for the Post office to return
- 5 would like a Petrol Station
- 10 want a supermarket – 4 of these suggest it should be on the business park
- 8 would like some more smaller shops, including mentions for a book shop, shoes, clothes and a market place
- 2 ask for a cash machine
- 2 ask for better mobile services (3G) and another for decent broadband
- 1 asks for food waste collection to be more frequent

Health

- Just four individual comments on health, i.e.:
 - Can't get a dentist
 - Need to keep the hospital
 - Need more respite care for children and elderly
 - Concerned that A&E at James Paget is so far away

Communication and Local Government

- 2 call for a free local paper or news-sheet
- 1 asks that the village website show planning applications, and if possible send e-mail alerts
- 1 says they get e-mail alerts about planning applications, from WDC
- 1 says the Parish Council needs more power on planning matters
- 2 say the Parish Council's out of touch

Faith

- Just one comment, which is:
Places of faith should also be used for purposes they are not currently used for and not instead of.

Leisure

- 15 ask for a swimming pool and/or for St Felix to give the promised level of access to the pool there.
- 2 would like a skateboard park
- 3 call for a gym, or just more recreational facilities in general

Final

- Some comments on the Village Plan and the questionnaire itself, i.e.:
 - 5 wise and insightful individuals offer their congratulations and thanks to the steering group for the wonderful questionnaire and all their hard work
 - 2 say it's worthwhile, but is it too long?
 - 1 would like to know more about the neighbourhood plan
 - 1 hopes pressure groups don't hijack the plan
 - 1 hopes the comments are adhered to
 - 1 points out that Q46 is stupid, and says their needs are not assessed
 - 1 says the Randolph shouldn't benefit from advertisement
- A lot of comments call for more - or less - co-operation / integration with Southwold, i.e.:
 - 1 says that flood plans should be made jointly
 - 5 say there should be a joint neighbourhood plan – and four of those say we need one anyway, even if Southwold won't play ball
 - 15 say the two councils should work more closely
 - 3 say that Southwold and Reydon should amalgamate
 - 1 says that Reydon should subjugate to Southwold
 - 1 says they'd rather live in Southwold, anyway (and they're going to!)
- But others call for less co-operation, i.e.:
 - 9 say they want Reydon to retain its own identity and be more independent – to have its own facilities etc., and its own plan

- 1 deploras Questionnaires being offered to Southwold residents, wants those ignored and warns of a boycott. Also says a group is being set up to rival the SRC, but for Reydon only.
- 1 proposes a toll on Southwold visitors passing through Reydon
- And 1 says they're not sure...

Miscellany

- 2 say the map needs updating
- 1 says to relocate the Fish and Chip van, to the Village Hall
- 1 says not to let Reydon become a “zombie town” like Southwold has
- 1 says the plan should focus on strengthening the community, promoting sharing of resources and ensuring Reydon sustains itself.
- 1 says the plan should engage all ages, especially younger people, that better communications and a decent budget are needed to give everyone their say, and offers to help out.
- 1 asks for less moaning about visitors
- 2 oppose supermarkets
- 1 opposes any development of function rooms or licensing at the football club
- 3 say that Reydon is lovely, but needs to embrace change
- 4 say they haven't been here long enough to comment
- And the last one is incomprehensible