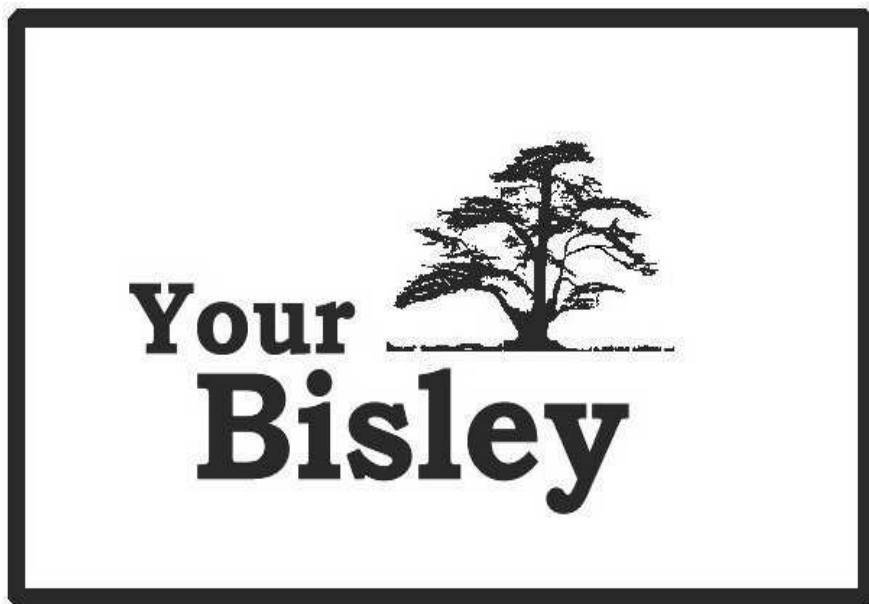


**Report on the Questionnaire
Findings, Recommendations &
Proposed Parish Action Plan for
2005 / 2006.**



**From the November 2004 Questionnaire Survey to help draw
up a Parish Plan for Bisley (May 2005).**

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Section 1 Introduction.

Adapted from a report presented to the Bisley Parish Assembly on 27th April 2005 by Vicki Turton, the Chairperson and Hester Clarke, a member of the Bisley Parish Plan Steering Committee.

As long ago as 2002 the Bisley Parish Council called for people to come forward to get involved in a parish plan. They advertised in the Parish Magazine, the local press, posters were put up and eventually a leaflet drop was done in 2003, followed by publicity at the Strawberry Fayre. Eventually enough people showed an interest and an introductory meeting was held in July 2003. That meeting led to a further one in September 2003 and from there, a steering committee was formed to take the parish plan forward.

In Government speak, a Parish Plan is –‘part of a sponsored initiative to help breathe new life into communities, and help local people contribute to the development of their own neighbourhoods’. In our language this means ‘the views of the villagers are gathered and we can see what people like about their village, what problems there might be, and what people would like to see changed or added to’. Because we have so many views we can use the plan as a lobbying document to the Parish Council, Borough Council, County Council, and the utilities. We now have a valuable resource.

We have had a steering committee of eight people and at least one Parish Council representative. We also have a group of willing volunteers, who have helped us at times through the process.

To say that producing a parish plan is easy would be a great understatement. We really did not know what we were taking on, but it became apparent quite quickly. We have been meeting since September 2003 monthly in committee and in workshops once or twice a week as the need has arisen.

We needed money to undertake the Parish Plan project. With the guidance of Surrey Community Action we applied for and were successful in receiving funding from the Countryside Agency (in fact they stopped this particular grant immediately after ours was awarded), and the Parish Council topped us up to a total of £5,000 for the whole project.

1.1 *The Consultation process.*

From the start, members of the Bisley Parish Plan Steering Committee were aware that we were residents of Bisley ourselves, representing our community. Since then, the whole project has been led by us the residents, and not the Parish Council or anyone else. We also realised from the outset that we needed fellow residents in Bisley to own this project alongside us, hence the ‘Your Bisley’ theme.

We said in our introductory leaflet to every household that ‘key to the project is that all Bisley residents, regardless of age, will be given the opportunity to have their say’. We used a range of approaches to achieve this as follows:

1.1.1 Consulting older people in the Village.

During April 2004 a group of twelve older people at the day centre (Butts) ranging to 89 years of age discussed the things they liked and did not like about living in Bisley and the changes they would like, to make it better for them.

A further discussion took place with a sample of residents in Elmfield House (residential home for the elderly) in Bisley.

1.1.2 Consulting children in the village.

During April 2004 school children at Bisley Church of England Primary School (between 4 and 11 years) gave their views about living in Bisley via simple questionnaires, following presentations by a member of the Steering Committee to two school assemblies.

110 questionnaires were completed by children from the 4-7 year age group and 94 by the 7-11 year age group.

270 Letters went out to the parents explaining the project, inviting children to participate in an art competition, and for the parents and children to attend the Open Day.

The children expressed their views graphically through the art competition, and 150 pictures went on display at the Open Day on 24th April, 2004.

The categories were;

- 1) 4 – 5 years A PICTURE OF ME HAVING FUN IN BISLEY
- 2) 5 – 7 years A BUILDING IN BISLEY THAT TALKS TO ME
- 3) 7 – 9 years A POSTCARD FROM BISLEY
- 4) 9 – 11 years A POSTER ADVERTISING BISLEY AS I WOULD LIKE IT TO BE

1.1.3 Consulting Organisations and Businesses in Bisley.

Our introductory leaflet about the project and explanatory letter about the proposed Open Day were sent out to a wide range of organisations and businesses in Bisley, accompanied by a brief preliminary questionnaire. This gave the opportunity for them to give their views on the main issues that arise when running an organisation or business in Bisley and their suggestions for helping to make 'Bisley – as you want it to be'.

Although we had a low response to this questionnaire, we had an excellent response to their participation in the Open Day.

Bisley Village Hall Management Committee in Spring 2004.

Two members of the steering committee attended a meeting of this committee and informed them about the project and encouraged their participation. This committee is made up of a representative from each organisation that uses the hall, and the hall trustees.

1.1.4 Consulting Bisley Residents at the Open Day on 24th April, 2004.

The theme was 'Your Bisley'. We had three zones, 'Bisley as it was, Bisley as it is and Bisley as you want it to be'. Villagers were encouraged to flow through the three areas. In the third zone, 'Bisley as you want it to be', villagers were invited to give their comments and views on a range of issues highlighted on posters around the Jubilee room. These

included 'Your Bisley', health, transport, housing and development, life in Bisley (hot spots and grot spots), environment and other issues.

460 People are recorded as having attended on the day, using charts at the entrance to record numbers, gender, age groups and where they lived in Bisley. There were 205 males and 255 females. Ages ranged from pre-school to over 76 years. In addition we were aware of some visitors who were not recorded.

We had excellent support on the day from a wide range of Bisley organisations and some businesses.

1.1.5 Consulting Bisley Residents at the Strawberry Fayre, June 2004.

We had a stall with a display and photographs from the Open Day. We offered a further opportunity for residents who did not feel that they had had their say to do so via brief questionnaires into our 'ballot box'. Many people came by and stopped to talk to us about village issues.

1.1.6 Compiling the main questionnaire, which would go out to all Bisley households.

We used a recommended computer program 'Village Appraisals for Windows', (published by the Countryside and Community Foundation, Cheltenham, Gloucestershire. 1998), as a basis. This program included a data base of 324 sample questions that we could draw from, covering a wide range of categories. The program allowed some modification of their standard questions and the inclusion of further new questions.

The views we had gleaned from Bisley residents from our consultation process were taken into account to assist us in choosing relevant questions from this data base, modifying them if required, generating new questions, and compiling the main questionnaire. We worked on this phase of the project from May to September 2004 in pairs, reporting back to weekly workshops. This culminated in a draft questionnaire, which was then piloted to a small number of households, and their feedback was used to refine and improve the final questionnaire.

The final questionnaire consisted of seventy three questions, divided into categories, including demographic information about the household and individual respondents, education, employment and business issues, transport and highways, housing and development, public services (such as health care, emergency, council, utilities), local facilities (such as sport, social and religion), information and communication (including planning applications), local government, and environment.

The questionnaire allowed for up to six members of each household over the age of eleven to give their individual views.

The questionnaire was then ready to go out to every household in Bisley by 24th October, 2004.

Then the footwork started again. In October 2004 we delivered questionnaires to 1317 households in the village with the help of our willing band of volunteers. We gave everyone three options on how to return their completed questionnaire – they could deposit them in the return bin at the Bisley Post Office Stores, they could be posted to us, or we would collect them from people's homes. In the end, respondents had 3 weeks to

complete and return the questionnaire. And believe it or not someone actually did say 'sorry, could I have another one, the dog ate the first one!!'

We had 626 completed questionnaires returned, which is a response rate of 47.5%. Of course we would have liked more, but we are told that this is reasonable result. We would emphasize that the questionnaire was part of our range of approaches to encourage consultation during 2004.

We used a local firm to enter the data into the computer using our software and this took 4-5 weeks (to early December 2004). All the hundreds of comments were collated by members of the steering committee working individually and presenting sections for discussion at weekly workshops. This took us just under three months, completing in February 2005.

There followed a period of about 8 weeks when we carefully reviewed and collated the quantitative and qualitative data from the questionnaire appertaining to each section, working individually and presenting in weekly workshops as before. This information forms the basis of this main report, including recommendations.

Dissemination of the findings and recommendations.

1234 People answered the question asking how they would like to receive the results of the Questionnaire. 89.5% or 1,104 people said an information sheet through the door. 27.6% or 341 said they wanted a public report and 14.8% or 183 people said by public meeting.

We have decided to use all three methods. Following this meeting, every household will receive a summary of the results through their door.

A follow-up Open Day will be held on Saturday 21st May between 10am and 2pm in the Jubilee room of the village hall. A visual display of the findings and recommendations may be seen, and there will be an opportunity to discuss these with members of the Steering Committee, and Parish Council representatives. Refreshments will be provided. A copy of this report can be seen, and will be available for purchase or order. A small charge will be made for the full report to cover the cost of copying. This will also be available on the internet.

What is going to happen to the report?

The Parish Council and Surrey Community Action have provided support to us throughout the process, as needed.

We have confidence as a Steering Committee that the Bisley Parish Council, having instigated and supported this project over some years, will carefully consider the findings and recommendations that have resulted and include them in the Parish Plan for Bisley.

We will be sending copies to the Bisley Parish Council, Surrey Heath Borough Council and Surrey County Council, accompanied by letters drawing their attention to the findings and our recommendations. We will also be sending copies to appropriate Bisley organisations drawing their attention to relevant sections.

Without the people of Bisley this project would not have been possible and we thank you for your support throughout.

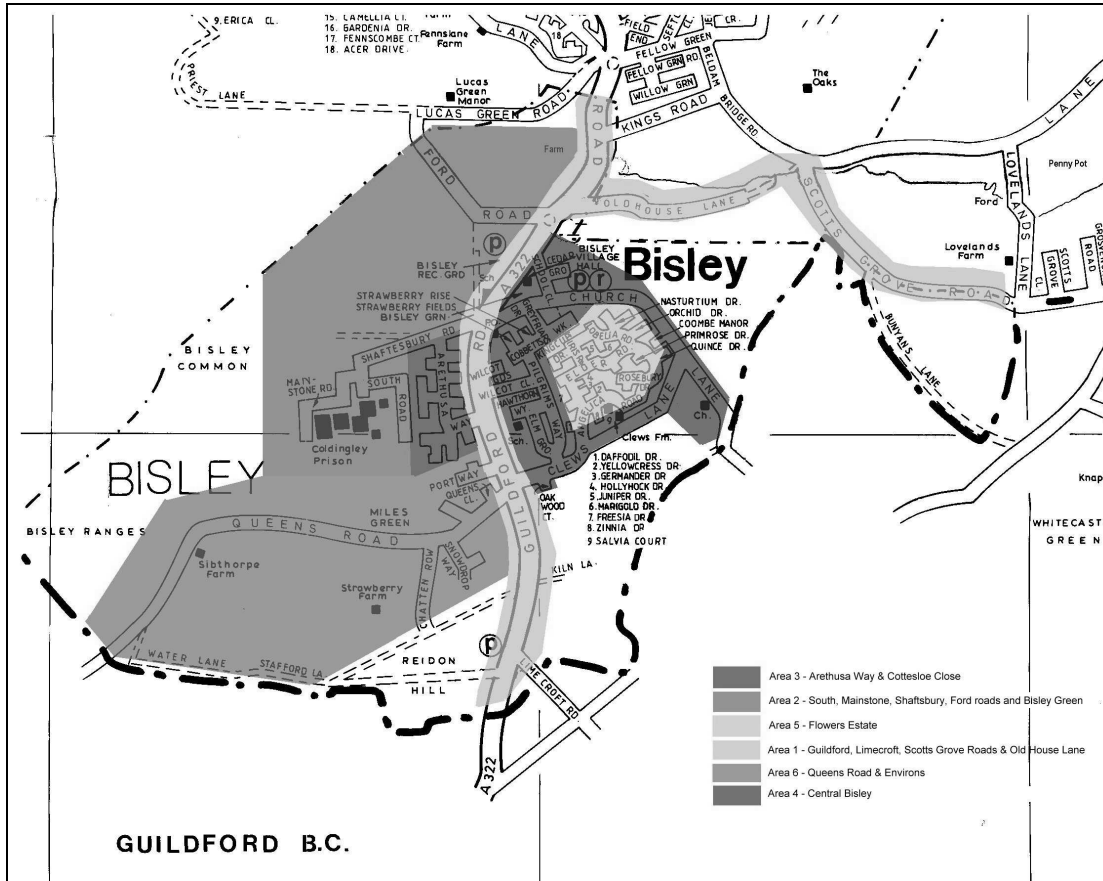
Throughout we have called this project 'YOUR BISLEY', and we invite the people of Bisley to the Open Day to come and see what people think about it, what they would like in the village, what can be improved. We are all responsible for the place we live in. Come and take part and continue to make your voice heard and show your support.

Please Note, One of our key recommendations is to set up a Bisley Residents Association, generating interest and hopefully gaining volunteers at the Open Day.

Section 2 Demographics.

2.1 Demographics of the households responding to the questionnaire.

The location of the responding households, as derived from the postcode information supplied, is divided into areas as shown. Questionnaire responses can be segregated by area.



Map 1 - Household Location Areas

Area	Definition	Households
Area 1	Guildford, Limecroft, Scotts Grove Roads & Old House Lane	36 (5.8 %)
Area 2	South, Mainstone, Shaftsbury, Ford Roads & Bisley Green	57 (9.1 %)
Area 3	Arethusa Way & Cottesloe Close	109 (17.4 %)
Area 4	Central Bisley	170 (27.2 %)
Area 5	Flowers estate	144 (23.0 %)
Area 6	Queens Road & Environs, and Portway	87 (13.9 %)
Area 7	Undisclosed	23 (3.7 %)

Table 1 - Questionnaire response per Area

Note: Central Bisley (Area 4) covers School Close, Cedar Grove, Church Lane, Coombe Manor, Cobbetts Walk, Clews Lane, Donnafields, Greyfriars, Oakwood Court, Strawberry Fields, Strawberry Rise, Pilgrims Way, Wilcot Close, Wilcot Gardens, Hawthorn Way and Elm Grove.

This section examines the characteristics of the population of the village as derived from the respondents to the questionnaire and the results of the 2001 National Census.

2.2 Personal information of respondents.

2.3 Gender profile of Respondents

Male	695	49.9%
Female	698	50.1%

Table 2 - Gender of Respondents

2.4 Age Profile of Respondents

<i>Age Range</i>	<i>Number</i>	<i>Percent</i>
11-15	106	7.6%
16-17	41	3.0%
18-24	94	6.8%
25-44	418	30.0%
45-59	350	25.0%
60-64	106	7.6%
65-74	185	13.0%
75-84	75	5.4%
85+	12	0.9%

Table 3 - Age profile of respondents

2.5 Demographics of Bisley residents to the initial Open Day (April 2004)

<i>Area</i>	<i>Definition</i>	<i>Male</i>	<i>Female</i>
Area 1	Guildford, Limecroft, Scotts Grove Roads & Old House Lane	6	9
Area 2	South, Mainstone, Shaftsbury, Ford Roads & Bisley Green	17	24
Area 3	Arethusa Way & Cottesloe Close	35	33
Area 4	Central Bisley	58	88
Area 5	Flowers estate	34	36
Area 6	Queens Road & Environs, and Portway	14	27
Area 7	Undisclosed	25	35

Table 4 - Home location of Open Day visitors

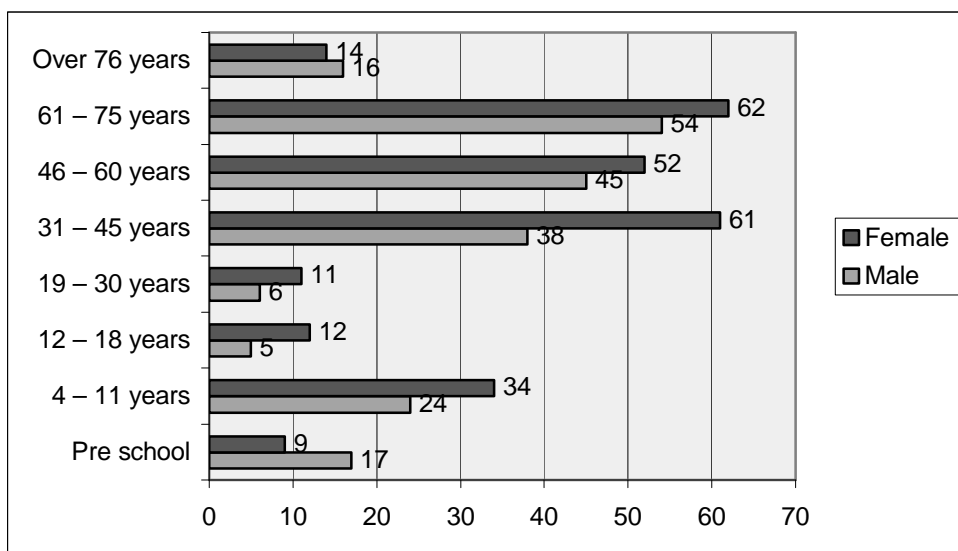


Figure 1- Distribution of Age and Gender of Open Day visitors

2.6 Questionnaire response.

The ‘Your Bisley’ questionnaire was piloted to 10 households in the village in October 2004 and collected a week later. Feedback on the questionnaire was used to aid clarity, remove ambiguity and facilitate the process. The final version was distributed to 1,317 households in November.

Of these 626 were returned completed giving a response rate of 47.5%. The number of people living in these households is 1,630, averaging 2.6 persons per household, with 1,416 over the age of 11 and thus eligible to answer the questionnaire.

	<i>Questionnaire</i>	<i>Census 2001</i>	<i>Ratio</i>
Households	626	1323	47.3%
Persons	1630	3615	45.1%

Table 5 - Comparison of Questionnaire response to 2001 Census

The 2001 census reports 1323 households in Bisley with a resident population of 3615. The ratio of households to population for both the questionnaire and the Census is very close, suggesting that the questionnaire response results are representative of the population of Bisley.

Section 3 Education.

3.1 Uptake of Childcare and Education Provision

The numbers of children and young people attending a range of educational facilities from the 626 responding households (total 406) are shown below.

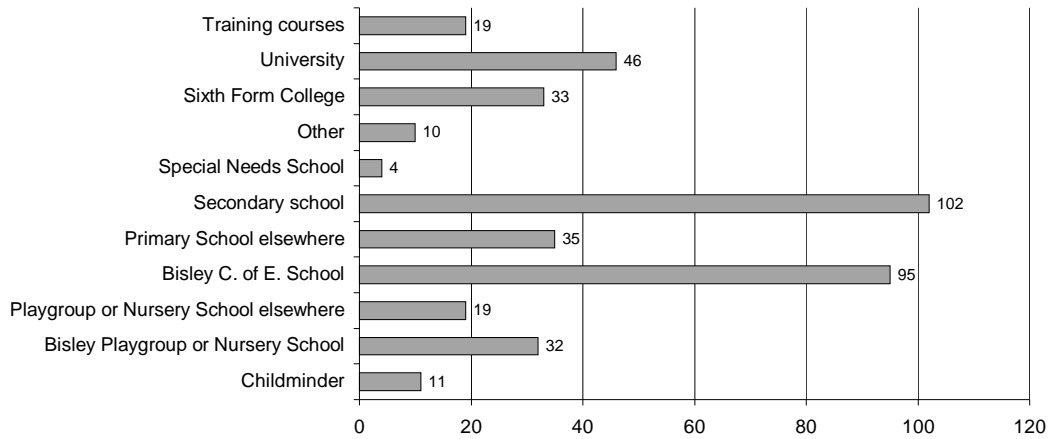


Figure 2 - Uptake of Childcare & Education Provision

3.2 Bisley Church of England (Voluntary Aided) School and the community

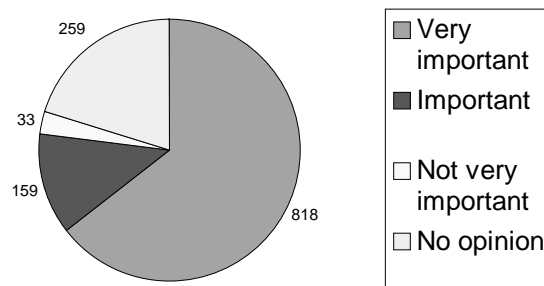


Figure 3 - Importance of Bisley C. of E. School to the Community

3.3 Additional Facilities Required.

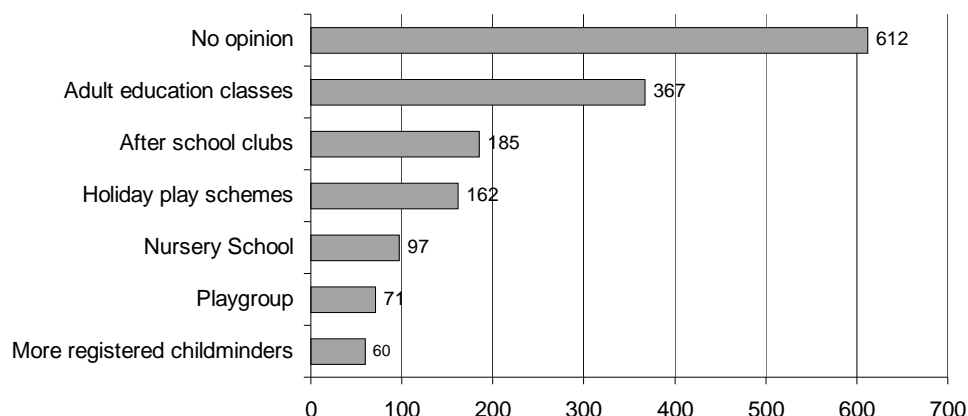


Figure 4 - Additional Education & Childcare Facilities required

3.4 Discussion

77% of 1,269 Respondents rated Bisley Church of England (Aided) School as important or very important to the local community.

Among the 626 responding households there are 110, 5 -10 year olds and 120, 11-15 year olds. From these responding households it was indicated that 95 children attend this school, with 35 attending a Primary School elsewhere. The Bisley school caters for children between 4 and 11 years of age and is the only school in the village. The 2001 Census reveals that there were 730 children under 16 years of age in Bisley. Elsewhere in the responses to the 'Your Bisley' November 2004 survey, concerns were expressed about further housing development and the strain on the infrastructure, e.g. regarding places in the Bisley school 'need more spaces for new children'. The Bisley School provides 45 new places into the reception class each year.

A question about possible facilities that the School could provide to the local community was answered by 160 households giving a range of suggestions, including breakfast, pre and post school clubs and activities, holiday schemes, weekend play scheme, use of the grounds as a safe play area (26), school bus scheme to alleviate traffic(7), and more community integration/parent involvement(6).

Positive comments included; The school does an excellent job- how can we help it?', 'A school is essential to this and surrounding areas', 'Happy with the present status', 'The community should support the school e.g. with fund raising.'

Responding households indicated that they have 104, 0 – 4 year olds, of which 62 attend a child minder, or play group/nursery school in Bisley or elsewhere. In relation to educational facilities, 1,147 responded that Bisley needs a range of further provision e.g. 228(19.9%) opted for more registered childminders, a playgroup and a nursery school and

347 (30.2 %) opted for a holiday play scheme and after school clubs which give a further perspective to the discussion above for children of school-going age.

3.5 Recommendations

- a) From the above it can be seen that our Bisley Primary School is very much valued, 818 (64.5%) rated it as 'very important' to the local community. There are, however, legitimate concerns about further housing development and the strain on school places in the school.

- b) The information in this Report needs to be shared with the School to assure them of our regard and support and to explore with them ways in which the School and the community can best benefit each other.

- c) Concerning educational provision for adults, 367 (32%) thought that Bisley needed 'adult education evening classes'. This is mentioned again later by those responding to social activities that they would like to see in Bisley (10 people) and to the question about possible facilities that the School could provide to the local community (49 people). As Bisley has a valued and 'oversubscribed' village hall and a dearth of other halls available for activities, access to the School's facilities after hours becomes an interesting possibility.

- d) There appears to be a need in Bisley for a range of further facilities such as -more provision of registered childminders, playgroup and nursery school places. For children of school-going age there appears to be a need for pre and post school clubs and activities and holiday schemes. Possible venues for these activities need further exploration.

See page 3 of the appendix for the proposed Bisley Parish Action Plan for this section.

Section 4 Employment, Retail Services and Business Development

Their main place of work as indicated by 849 Respondents:

Within Bisley 156 (18.4%)
Outside Bisley 693 (81.65%)

The 2001 National Census showed that 304 Bisley residents worked mainly from home.

<i>Categories</i>	<i>Self / employed</i>	<i>Unemployed / job seeker</i>	<i>Retired</i>	<i>Further Education</i>	<i>An Employer</i>
Agriculture /Horticulture	12 (1.0%)	2 (0.2%)	3 (0.3%)	0 (0.0%)	0 (0.0%)
Manufacturing Engineering	36 (3.1%)	2 (0.2%)	3 (0.3%)	0 (0.0%)	2 (0.2%)
Manufacturing /other	23 (2.0%)	1 (0.1%)	0 (0.0%)	1 (0.1%)	4 (0.3%)
Retails /Service Industry	99 (8.6%)	4 (0.3%)	5 (0.4%)	0 (0.0%)	3 (0.3%)
Financial Services	59 (5.1%)	1 (0.1%)	4 (0.3%)	0 (0.0%)	1 (0.1%)
Tourism, Pubs, Catering	19 (1.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Local Govt. /Public sector	148 (12.9%)	3 (0.3%)	17 (1.5%)	2 (0.2%)	0 (0.0%)
Construction	43 (3.7%)	3 (0.3%)	2 (0.2%)	0 (0.0%)	1 (0.1%)
Transport/ Communications	35 (3.0%)	3 (0.3%)	5 (0.4%)	2 (0.2%)	2 (0.2%)
Food processing	7 (0.6%)	1 (0.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other	232 (20.2%)	19(1.7%)	87 (7.6%)	34 (3.0%)	6 (0.5)
Not applicable	22 (1.9%)	18(1.6%)	169(14.7%)	25 (2.2%)	0 (0.0%)
2001 Census Age 16-74 Economically active	Self employed 296	Unemployed 36	Retired	full time student 78	
Economically inactive			296	69	

Table 6 - Employment status of 1151 respondents and 2001 Census figures

For people seeking work or offering employment, information about jobs is obtained or provided by (163 respondents);

	<i>Seeking</i>	<i>Offering</i>
Not applicable	24 (14.7%)	0 (0.0%)
Notice boards	17 (10.4%)	2 (1.2%)
Post Office	22 (13.5%)	1 (0.6%)
Parish Magazine	9 (5.5%)	0 (0.0%)
Local Newspapers	90 (55.2%)	11 (6.7%)
Local Radio	6 (3.7%)	0 (0.0%)
National Newspapers	38 (23.3%)	3 (1.8%)
Job Centre	18 (11.0%)	7 (4.3%)
Other	5 (3.1%)	2 (1.2%)

Table 7 - Information sources used for jobs in Bisley

People running businesses in Bisley provided the following employment (55 respondents)

<i>Number of employees</i>	<i>Number of employers</i>
0	35 (63.6%)
1-3	16 (29.1%)
4-5	1 (1.8%)
6-10	3 (5.5%)
11-25	0 (0.0%)
26-99	0 (0.0%)
100-199	0 (0.0%)
200+	0 (0.0%)

Table 8 - Employment from Bisley resident's businesses

This represents the employment opportunities provided by residents of Bisley who responded to the questionnaire and does not include other main employers e.g. Coldingley Prison and Bisley Office Furniture.

4.1 Business Development

Business development to be encouraged in Bisley- 590 Respondents indicated their preference for the following-

Small business development	464 (78.6%)
Tourism/attractions	161 (27.3%)
Small scale industrial	59 (10.0%)
Other	7 (1.2%)

Table 9 - Businesses to be encouraged in Bisley

Under 'Other' business development 92 people responded with a range of suggestions-

Newsagent	27
No more business development	25
Shops (e.g. video rental 3)	15
Restaurant/ wine bar/ café	7
Small starter units	4
Sports facilities e.g. tennis court, swimming pool	7
Agricultural projects	3
Internet café	2
Other	2

Table 10 - Other business suggestions

4.2 Retail Services

Bisley has only two public houses, a post office/general store, a baker and a butcher. The loss to the village of the newsagent/shop on the corner of the A322 and Clews Lane (first to an estate agent and latterly to a tile outlet) still appears to be felt. A question elsewhere drew 71 responses indicating that Bisley needs a newsagent. Six indicated 'more shops' and seven 'take-aways' e.g. fish and chips.

<i>Service</i>	<i>Number using</i>
Postal services	1065 (82.0%)
Pensions/Allowances	146 (11.2%)
Giro bank/savings certificates etc.	186 (14.3%)
T.V. licence / other bills	341 (26.3%)
Information leaflets	303 (23.3%)
Drawing cash	236 (18.2%)
Other services	372 (28.7%)
General Store section	992 (76.4%)
Do not use	117 (9.0%)

Table 11 - Services used at Bisley (Post Office) Stores by 1,298 respondents.

As one would expect 82.0% stated that they use it for postal services. For the general store section there was a 76.4% response, indicating how important this service is to the village, in fact it is the only general shop in the village.

The question about whether transport difficulties were being experienced in getting to shops in various locations drew 691 responses as follows-

<u>Often</u>	<u>Rank</u>	<u>Occasionally</u>
Knaphill	1	Woking
Brookwood superstores	2	Camberley
Woking	3	Knaphill
Camberley	4	Brookwood superstores
Not applicable	5	West End
West End	6	Not applicable
Own community	7	Own community

However, access to the following created no difficulties as follows;

Own community	523 (75.7%)
West End	516 (74.7%)
Camberley	474 (68.6%)
Knaphill	513 (74.2%)
Brookwood superstores	509 (73.7%)
Woking	489 (70.8%)

Table 12 - Respondents reporting no difficulty getting to local stores

There were 97 responses under 'often' and 219 under 'occasionally' experiencing difficulty. In the comments section as to reasons for 'often' - 'volume of traffic on the A322, require a car, bus problems e.g. poor service/timetable/taking a long time, parking problems in Knaphill.'

4.3 Discussion and Recommendations

1. For seeking and offering employment- seekers' top four sources of information were-local/ national newspapers, the Post Office, and the Job centre. For those offering employment, local newspapers, the Job centre, national newspapers and notice boards. This information may be helpful to both groups.

2. From a previous table it can be seen that 78.6% of Respondents were in favour of 'small business development' in Bisley. This should be drawn to the attention of the Parish Council, S.H.B.C and S.C.C.
3. The Bisley (Post Office) Stores and the other retail outlets in Bisley are commended for the vital services they provide to residents- without them we would not be a village. The lack of a newsagent and the expressed need for one, may be a business opportunity and challenge for someone to take up.
4. Although the majority of people do not appear to have difficulty in getting to the shops in various locations, 316 admit to 'occasionally' or 'often' experiencing difficulties. A comment about 'requires a car' is illuminative.
5. Elsewhere, to a question concerning whether they needed help with a range of activities, 78.2% indicated that transport was one of these and in fact ranked highest amongst their list of activities. The voluntary group Web Care (operating in West End and Bisley) needs to be commended for the service they already provide and be encouraged to advertise more widely.

See page 2 of the appendix for the proposed Bisley Parish Action Plan for this section.

Section 5 Information, Communication and Planning Applications.

1239 Respondents rated the amount of information about what is going on in Bisley as:
Good 16.5%, Reasonable 59.1%, Poor 24% and No Opinion 0.4%

5.1 Information and Communication Recommendations.

- a) Establish a Bisley Residents' Association after the follow-up 'Open Day' on the 21st May 2005. Use the occasion to appeal for support and volunteers. This will then build on all the efforts of the Bisley Parish Plan Steering Committee since 2003, and provide a vehicle for maintaining residents' interest in seeing some benefits come from that intensive project and address other community issues as they arise. Urge that the Parish Council support this initiative.
- b) As suggested by survey respondents- 'need a newsletter' (73), 'leaflets or circulars to homes' (52), 'more local advertising' (13), this Association could also co-ordinate the production of a quarterly newsletter, partly funded by advertising, which will help to address the concerns of those who rated information dissemination as 'poor' in Bisley. The newsletter could be called 'Your Bisley Newsletter.'
- c) The Association could help to review the noticeboards in Bisley with respect to siting, condition, numbers, and usage (measures suggested by 53 survey respondents).
- d) Consideration should be given to a Bisley village web site to enhance communication.

5.2 Planning Applications that affect Bisley.

Although 244 (20.3%) of 1,202 Respondents thought that sufficient publicity is given to planning applications which affect Bisley, a larger proportion thought that it was insufficient (433-36.9%). A further group of 515 (42.8%) indicated that they had 'no opinion.'

Comments as to why the publicity is not considered to be sufficient, 'more information needed' (162), 'more information directly to affected residents' (26), 'concerns regarding planning application decisions' (37), 'not told regarding phone masts' (31), 'notices should be posted at the site, on noticeboards, web site and the Parish Magazine' (29).

5.3 Planning Application Recommendations.

Draw the above concerns of Bisley Residents and their suggestions for improving the planning application process to the attention of the Parish Council, Surrey Heath Borough Council and Surrey County Council.

See page 1 of the appendix for the proposed Bisley Parish Action Plan for this section.

Section 6 Housing and Development.

6.1 Accommodation needs

The first question in this section was addressed to all 626 households about whether they or any individual in the household were currently in need of alternative accommodation. The vast majority were not, 546 (93.6%) but 28 (4.5%) indicated that they were. The main reason for moving was for a larger house 19 (3%). Other reasons were for employment or education, family reasons or break-up, cheaper or smaller homes, or homes suitable for elderly or disabled.

1,283 responded to a question about the number of houses that have been built in Bisley over the last 10 years as follows-

About right	486 (36.5%)
Too much new housing	426 (33.2%)
Too expensive	302 (23.5%)
No opinion	248 (19.3%)
Too big	51 (4.0%)
Too little new housing	27 (2.1%)
Too small	27 (2.1%)

Table 13 - Houses built in Bisley in last 10 years

The views on additional accommodation needed in Bisley are;

No further homes needed	595 (47.5%)
Homes for young people needed	260 (20.8%)
Homes for single people	139 (11.1%)
Small family homes	120 (9.6%)
Adapted housing for elderly / disabled	169 (15.8%)
Low cost	187 (17.4%)
Local Authority / Housing Association (rented)	129 (12.0%)

Table 14 - Additional accommodation required

Is there a need for more accommodation of the following types in Bisley?

Private rented	19 (1.8%)
Local authority/housing association rented	129 (12.0%)
Owner occupied	53 (4.9%)
Shared ownership	90 (8.4%)
By virtue of employment (e.g. MOD/tied)	9 (0.8%)
Sheltered housing	111 (10.3%)
Adapted housing i.e. for elderly / disabled	169 (15.8%)
Restricted sale to local people	109 (10.2%)
Low cost sale	187 (17.4%)
Other	1 (0.1%)
There is no need for any of these	581 (54.1%)

Table 15 - Additional accommodation types needed in Bisley

6.2 Discussion

From the above it can be seen that the number of houses built in Bisley over the last 10 years is 'about right' according to over a third of respondents. Just under a third think that there has been 'too much new housing' and just under a quarter that it is 'too expensive.'

6.3 Future development

There were two questions looking at how respondents felt about future housing development in Bisley (see tables above).

The first addressed what kind of additional accommodation was needed and the majority responded that 'no further homes needed' (47.5%). Key comments were made about 'keeping Bisley a village' and 'limit housing to retain rural character.'

The second addressed whether there was a need for more accommodation of different types. Here again the majority responded 'there is no need for any of these' (54.1%).

However, both of these tables show an awareness of the accommodation needs of vulnerable groups such as the elderly, disabled, young and single. Restricting sale of housing to local people drew a response of 10.2%.

The response to a need for more 'low cost sale' (17.4%) and 'local authority / housing association / rented' (12.0%) would appear to link to the finding above that housing built over the last 10 years has been thought 'too expensive'. Comments following these questions on housing reinforces this view - 'affordable housing / for first time buyers / for next generation' (49).

6.4 Recommendations

- a) The message from Bisley residents would appear to be to stabilise housing at the present level.
- b) Concerns were expressed in the comments section about the 'current infrastructure under strain', 'cannot cope with expansion', 'infrastructure needs improving' (41 mentions). Other comments referred to concerns about 'too much infill' (17), and 'over intensive development' (34). Five people commented that medium development might be acceptable, but 'no estates'. These concerns appear to indicate that future housing development should be limited, undertaken with great care and focused on the needs of specific groups, e.g. elderly or disabled people, affordable housing (low cost sale, local authority / housing association rented), young people.
- c) These findings and concerns should be drawn to the attention of the Parish Council, Surrey Heath Borough Council and Surrey county Council, as quickly as possible, after publication of this report.

See page 4 of the appendix for the proposed Bisley Parish Action Plan for this section.

Section 7 Environment.

7.1 Views on the Present Bisley Environment.

7.1.1 Flooding and Surface Drainage problems

All 626 responding households answered the question about flooding problems with surface water or storm drainage. The results are shown below.

	<i>Number</i>	<i>%</i>
Many problems	14	2.2
Few problems	119	19.0
No problems	457	73.0
No opinion	16	2.6

Table 16 - Flooding problems.

Analyzed by area produces the following results:

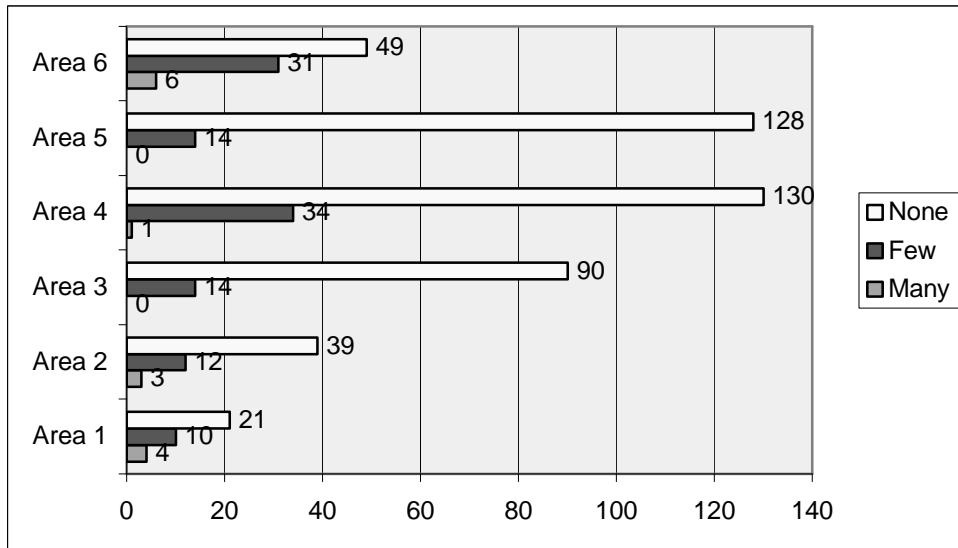


Figure 5 - Flooding problems by Area

(For definition of areas see Map 1 - Household Location Areas.)

7.1.2 Importance of Countryside around Bisley

Results from the question ‘How important is the amenity of the countryside around Bisley to you?’ are shown in the figure below (1244 respondents). Clearly most Bisley residents rate the amenity of the countryside ‘very important’.

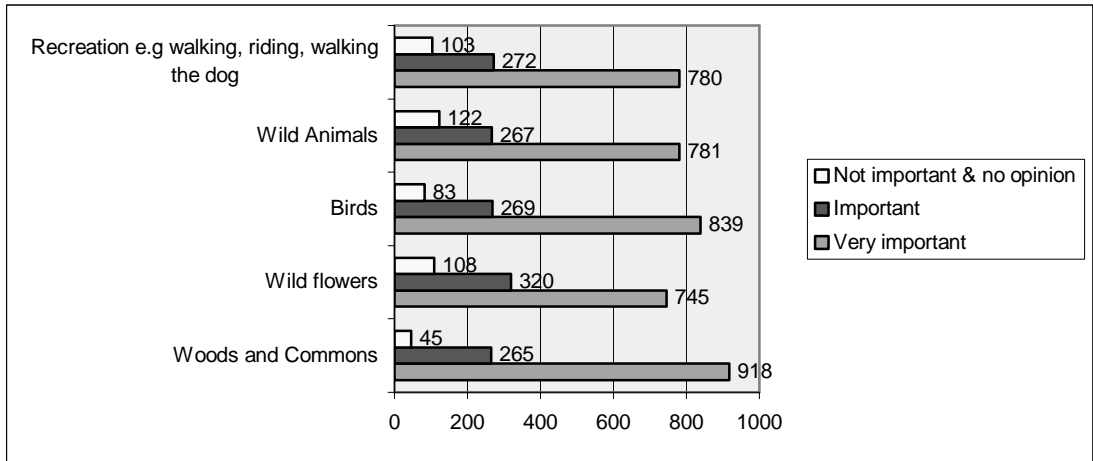


Figure 6 - Importance of the amenity of the countryside

7.1.3 Appearance of Bisley

Results from the question 'Please rate the appearance of the following' (1231 respondents)

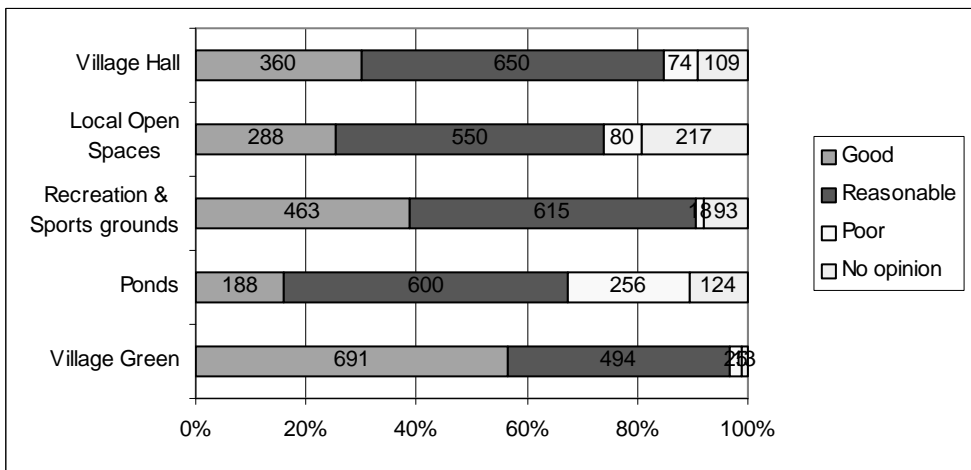


Figure 7 - Appearance rating of Bisley amenities.

As mentioned above, the appearance of the (village) green was rated 'reasonable to good' by 1185 respondents. For ponds this was 788. However only 25 people rated the green 'poor', where 256 rated ponds 'poor'.

7.1.4 Disturbances in Bisley

Ranking of disturbances suffered in Bisley by 1046 respondents:

Traffic	689
Noise pollution e.g. the ranges	571
Litter in public places	454
Low flying aircraft	375
Light pollution	205
Military exercises	201

Table 17 – Disturbances

The impact of traffic on the environment is covered in Section 9, Transport & Highways.

7.2 Improving the Bisley environment.

7.2.1 The local environment.

1196 Responded to the question about what developments should take place on the (Village) Green.

<i>Question</i>	<i>Yes</i>	<i>No</i>	<i>Balance of opinion</i>
Enhance flower beds by clock	800	136	664
Seating / picnic tables	605	371	234
Children's play equipment	344	494	-150
A bandstand	266	527	-261
Other	38	3	35

Table 18 - Opinions on developments on the Green

Overall the majority opted for 'enhancing the flower beds near the clock' and secondly for 'seating / picnic tables (and litter bins).' Overall the majority opted against children's play equipment and a bandstand.

In addition, the following comments were noted:

- Leave the (Village) Green as it is, 12
- Enlarge the pond, 12
- More litter bins, 11
- More flower beds, 10
- More natural looking planting, 6
- Small amounts of natural wood play equipment, 2
- Shelter for ducks by pond, 2
- Better Christmas tree and lights, 2

With regard to protecting and enhancing the local environment of Bisley, 1176 respondents recommended:

Reduce traffic	733. In addition to 11 looking for traffic calming on the A322 and 9 wanting a By-Pass to reduce pollution.
More re-cycling	568. In addition 21 want to see improved re-cycling collection from homes, 2 want improved green disposal sites and 2 would like to see more user friendly re-cycle bins.
More dog-mess bins	474. A further 18 commented on dog-mess issues.
More litter bins	466. In addition to 3 commenting on the need to reduce litter.
Improve public transport	412. A further 2 wanted transport to Brookwood station.
Community composting	347
Energy saving	346
Improved rights of way	204
Car sharing	147
Other comments	12 raised concern over the paint fumes from Bisley Office Furniture, 6 would like to see more planting of trees and shrubs, 2 would like to see School Lane made one way from the A322 and 1 would like to see a reduction of on-street parking.

Table 19 - Protecting and enhancing the local environment

7.2.2 The wider environment.

With regard to improving the wider environment, 1194 respondents expressed the following opinions:

Action	Very important & worth doing	Not necessary	Balance of opinion	No opinion
Cut back overgrowth from paths.	1076	1	1075	28
Clear ditches regularly.	1004	8	996	46
Look after local woods.	987	11	976	43
Regular maintenance of ponds.	954	13	941	62
Keep hedges short and tidy.	860	72	788	64
Preserve single trees in special places.	784	41	743	97
Clear 'alien species' vegetation from common.	678	87	591	154
Plant more hedges and trees	537	187	350	107
Let hedges grow naturally	249	294	-45	143

Table 20 – Actions required to improve the wider environment.

Respondents seem to prefer 'well tended' hedges. This may well link with repeated comments elsewhere about cutting back overgrown hedges to clear footpaths and pavements.

The strength of feeling expressed with regards to 'clear ditches regularly' could perhaps help the flooding problems for some residents as highlighted in Table 16 - Flooding problems.

People prepared to help with improving the environment, 246 respondents.

Protecting wildlife habitats	156 (63.4%)
Clearing Ponds	90 (36.6%)
Surveying trees	70 (28.5%)
Maintaining footpaths	64 (26.0%)
Joining the Bisley Common Society	130 (52.8%)

Table 21 - Volunteers prepared to help

It was encouraging to see this response, many opting for more than one activity. Unfortunately many respondents overlooked giving their contact details for follow up purposes. However, the Open Day on 21st May, 2005 should provide a further opportunity for this.

This willingness to help with environmental projects within the village may need to be harnessed through the Bisley Common Society.

A question asking for suggestions to keeping Bisley clean and tidy drew responses from 234 households, these comments are categorised below:

Litter and Refuse.

A total of 221 comments were made on this subject which has been narrowed down to three main headings:

Environmental education.

- Encourage personal responsibility re environment/litter/re-cycling 16 people
- Involve/educate children and youth/school led campaigns re litter 12 people
- Police presence to prevent youths littering with alcohol cans/botts 3 people

Awareness

- Community litter patrol/watch (volunteers/residents) 18 people
- Litter campaigns /more public awareness 11 people
- 'Do Not Drop' litter posters and in Parish Magazine 5 people
- Public notices displayed 4 people
- Enter 'Best kept Village' Encourage pride and involvement 3 people

Remedies

- More litter bins e.g. outside shops /Bus stops /recs /, along A322 106 people
- Fine litter louts/enforce litter laws/CCTV (1 person) 14 people
- Active patrolling/policing of areas e.g. Clews Lane playground 4 people
- Prisoners to do work as previously done/community service 4 people
- Wheelie bins 4 people
- Twice yearly or Monthly litter clean-ups by residents 10 people
- Better refuse collection and clean-up afterwards 3 people
- Easier reporting of dumping of large items 2 people
- Sponsorship of certain areas e.g. by WI/Scouts etc. 2 people

Dog Fouling

A total of 40 comments were made on this subject with the number of people for each comment highlighted in brackets.

More Dog waste bins (23) with extra signs to stop fouling (2) also more Dog Wardens presence (3) that could enforce Dog anti-fouling law (6) with a fine for people who do not clear up Dog mess (2)

Dogs should be on leads (1) but should be banned from the Village green (2) and less Dog mess on the common (1)

Re-Cycling

A total of 17 comments were made on this subject ranging from emptying re-cycle bins more regularly (5) encourage re-cycling by residents (4) with better re-cycling facilities (6) and install a CCTV to monitor illegal dumping (1)

Surrey Heath Borough Council should supply re-cycling bins to Households as they do in Camberley (1)

Other

19 people said that they were satisfied with the standard of the tidiness and cleanliness of Bisley whilst a further 14 people had no suggestions /comments or did not find it applicable.

The following 10 comments were raised which may be useful in improving the area of Bisley:

- No new developments/ no new people (2)
- Get rid of Bisley Office Furniture/Litter from employees' cars (2)
- Front gardens should be kept tidy (1)
- Fit unbreakable glass in telephone boxes (1)
- Scheme to help elderly and disabled keep homes and gardens clean (1)
- Tidy around Scout Hut. (1)
- More money from Parish / Surrey Heath Borough Council funds (1)
- Get council to do its job which we pay for (1)
- We pay high enough taxes to live here (1)
- More regular service from the council (1)

What do you think could be done with the local roads, lanes and paths to make the countryside more attractive?

	Very important / Important / worth doing	Not necessary	Balance of opinion
Remove litter	991	10	981
Keep roadside verges mown and tidy	965	39	926
Reduce traffic	873	60	813
Stop vehicle damage to road verges	801	54	747
Make paths accessible to those with disabilities	728	36	692
Open more footpaths and bridleways	557	157	400
Remove unnecessary sign posts	512	180	332
Let roadside verges grow for wildlife	238	364	-126
Close some footpaths and bridleways	52	549	-497

Table 22 - Actions required to improve the countryside

Respondents seem to prefer verges mown and tidy and footpaths and bridleways open.

7.2.3 The impact of traffic on the local environment

This is fully dealt with under section 9, Transport and Highways.

When questioned ‘Do you think the centre of Bisley could be improved by any of the following schemes?’, 1120 respondents made the following observations:

Question	Number of people
1. A By-Pass	708 (63.2%)
2. Reduce speed limits	524 (46.8%)
3. Traffic calming measures	410 (36.6%)
4. It does not need improvement	123 (11.0%)
5. Other ways of improvement	89 (7.9%)

Table 23 - Traffic schemes to improve the centre of Bisley.

See Transport & Highways section 9 for further traffic implications on the environment.

7.3 Recommendations

- a) Hand on the relevant contact details from the questionnaires to Bisley Common Society regarding joining as members and willingness to help with a range of environmental projects. At the ‘Open Day’ on 21st May 2005 offer residents another opportunity to give their contact details, as many who indicated interest overlooked actually completing the contact section.
- b) After publication of the main report (in time for the Open Day) make the findings and recommendations on the environment available to the Bisley Common Society to stimulate interest and possible action.
- c) The numbers and distribution of litter bins and dog waste bins need to be reviewed in the light of respondents’ expressed concerns. Decisions need to be made about whether new ones should be installed.

- d) The speed limit through Bisley needs to be reviewed and traffic calming measures explored urgently. The concerns of Bisley respondents need to be made known to the Parish Council, Surrey County Council and Surrey Heath Borough Council.
- e) More recycling (see Public Services).
- f) There is a high level of interest in community composting, to be further promoted by the Surrey Heath Borough Council.
- g) Regular maintenance of ponds, as deemed very important and worth doing by 954 people. Draw to the attention of the Parish Council.
- h) Clear ditches regularly, cut back under growth from paths and keep hedges trimmed.
- i) Promote environmental education and awareness throughout the community.

See pages 8 & 9 of the appendix for the proposed Bisley Parish Action Plan for this section.

Section 8 Local facilities, i.e. Leisure, Sports, Social, Youth and Religious.

8.1 *Bisley Village Hall*

Opinion on whether the Bisley Village Hall is considered adequate for the needs of Bisley (1,244 Respondents)

Yes very	156 (12.5%)
Yes	623 (50.1%)
No	122 (9.8%)
No opinion	343 (27.6%)

Table 24 - Adequacy of Bisley Village Hall

Comments regarding the village hall included ‘need a modern village hall with facilities for all’, ‘extend with more storage’ and ‘over subscribed’.

In another question 1,231 respondents rated the appearance of the village hall as good (29.2%, 360), reasonable (52.8%, 650), and poor (6.0%, 74).

8.2 *Discussion and Recommendations*

An extremely important amenity for Bisley and 62.6% of 1,244 respondents agreed by selecting ‘yes or yes very adequate for the needs of Bisley’. However 9.8% (122) indicated that it was not adequate for this purpose.

In another question 1,231 respondents rated the appearance of the village hall as good (29.2%, 360), reasonable (52.8%, 650), and poor (6.0%, 74).

- a) This vital resource needs to be cared for and upgraded. The Management Committee needs support from the Parish Council, Surrey Heath Borough Council and Surrey County Council to access funding e.g. to replace the roof on the Jubilee Room.
- b) A list of respondents’ suggestions for improving the Village Hall should be passed to the Management Committee on completion of this project, covering comments about size, structure, facilities, access, usage, difficulties getting bookings, communication and other issues.
- c) To whom it may concern- Bisley needs an alternative hall. As people commented ‘pity there is no church hall, the area in general is short of halls, need a social club/sports hall/community centre/leisure centre,’ all these in the ‘other issues’ above!

The appearance of village amenities was rated by 1,231 respondents as:

	<i>Good or Reasonable</i>	<i>Poor</i>	<i>Balance of opinion</i>	<i>No Opinion</i>
The (Village) Green	1185 (96.2%)	25 (2.0%)	1160 (194.2%)	13 (1.1%)
Ponds	788 (64.0%)	256 (20.8)	532 (43.2%)	124 (10.1%)
Recreation ground / sports field	1078 (87.6%)	18 (1.5%)	1060 (86.1%)	93 (7.6%)
Local open spaces e.g. Arethusa Way	838 (68.1%)	80 (6.5%)	758 (61.6%)	217 (17.6%)
The Village Hall	980 (82.0%)	74 (6.0%)	906 (76.0%)	109 (8.9%)

Table 25 - Appearance of village amenities

8.3 The (Village) Green

Opinion of 1,185 respondents on the appearance of the (village) Green; 1,231 rated this ‘reasonable to good’ and just 25 said ‘poor.’ Ponds on the other hand scored highest for ‘poor’ and lowest for ‘reasonable to good.’

8.4 Recommendations

1,196 responded to the question about which developments should take place on The Green

- a) Overall the majority opted for ‘enhancing the flower beds near the Clock’, and secondly for ‘seating/ picnic tables (and litter bins)’. The enhancement of the flower beds will probably need to be done after the installation of the roundabout. Overall the majority opted against children’s play equipment and a Bandstand.
- b) Another question regarding ‘regular maintenance of ponds’ drew a response by 954 people saying this was ‘very important’ and ‘worth doing’. Draw to the attention of the Parish Council.

8.5 Social Facilities

Social facilities were rated by 1,143 respondents as follows;

	<i>Good</i>	<i>Reasonable</i>	<i>Poor</i>	<i>No opinion</i>
Children up to 11	105 (9.2%)	197 (17.2%)	131 (11.5%)	402 (35.2%)
Children 11 – 16	35 (3.1%)	99 (8.7%)	305 (26.7%)	416 (36.4%)
Young people 17 - 25	15 (1.3%)	61 (5.3%)	321 (28.1%)	427 (37.4%)
People 26 – 60	7 (3.2%)	221 (19.3%)	227 (19.9%)	403 (35.3%)
People over 60	96 (8.4%)	205 (17.9%)	72 (6.3%)	547 (47.9%)

Table 26 - Rating of social facilities by age

Reasonable to good for the over 60’s and children up to 11, poor for 11-16 and very poor for 17-25 age group. For the 26-60 age group, almost equal numbers considered the facilities good/reasonable and poor. From this can be seen that social facilities are considered not to be adequate for the 11 – 16 and 17 – 25 age groups in Bisley.

Rating of the following aspects of the Bisley children’s playground (Clews Lane) by 524 respondents.

Respondents rated the Clew’s Lane playground as follows:

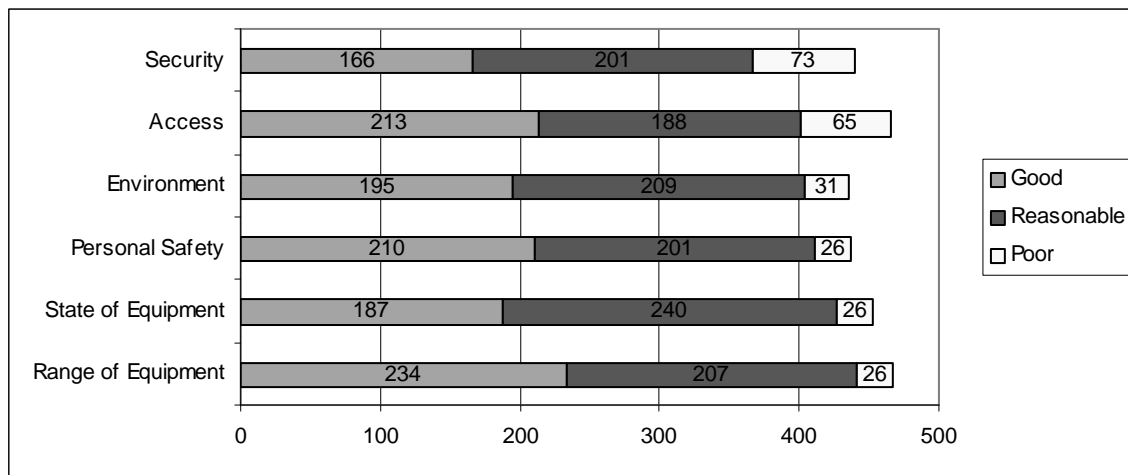


Figure 8 - Clew's Lane Children's Playground

Security was the aspect here that ranked highest for 'poor' due to 'youths gathering there'. Clews Lane playground was identified as one of the locations in Bisley where some of the respondents felt unsafe in a question on law and order.

Additional social activities and facilities ranked youth club / youth centre / activities (16), dancing (jazz/line/tap/tea dances) (14) and family friendly village pub featuring music and quizzes (12). A further range of activities was suggested by 54 respondents, However, 30 said no more facilities were required in Bisley.

8.5.1 Youth facilities

Rating of the following youth facilities in Bisley by 1004 respondents;

	<i>Good or Reasonable</i>	<i>Poor</i>	<i>Balance of opinion</i>	<i>No Opinion</i>
Youth Club	100 (10.0%)	83 (8.3%)	17 (1.7%)	757 (75.4%)
Scouts/Guides	316 (31.5%)	23 (2.3%)	293 (29.2%)	618 (61.6%)
Football Club	136 (13.6%)	19 (1.9%)	117 (11.7%)	769 (76.6%)
Village Gymnastics Club	94 (9.4%)	14 (1.4%)	80 (8.0%)	794 (79.1%)
Badminton Club	69 (6.9%)	17 (1.7%)	52 (5.2%)	810 (80.7%)

Table 27 - Youth facilities

The Scouts and Guides are ranked highest for reasonable to good, followed by the football club. The youth club has the highest 'poor' rating.

In response to a different question to tackle law and order issues, 547 (51.5%) of respondents opted for 'more activities for young people'.

8.6 Recommendations

Bisley residents have expressed a desire for more social and sports activities and facilities. The lack of suitable premises limits further development as the village hall is over subscribed and there is no church hall. Access to further facilities in Bisley e.g. at the school, would ease the situation.

Youth facilities.

- a) Future provision in Bisley needs to be reviewed with regard to facilities, adequate supervision and variety of activities available across the age range.
- b) The new management team will need to disseminate information about youth facilities more widely to residents, as the perception of this amenity is poor among respondents, probably reflecting the recent uncertainty and changes.
- c) Where relevant, environmental issues such as litter and recycling, alcohol and drug abuse, and anti social behaviour should be covered at both school and youth club level, to encourage personal responsibility and community awareness and involvement.
- d) Local police need to have a more active liaison role with the school and local youth facility.
- e) St. John the Baptist Church in Bisley is developing it's youth work, this will be a further source of activity and guidance for the youth in Bisley.

8.7 Sports facilities

Views on sports facilities in Bisley (444 respondents).

	<i>Good</i>	<i>Reasonable</i>	<i>Poor</i>	<i>No opinion</i>
Not applicable	28 (6.3%)	5 (1.1%)	0 (0.0%)	17 (3.8%)
Football	136 (30.6%)	134 (30.2%)	17 (3.8%)	21 (4.7%)
Tennis	26 (5.9%)	51 (11.5%)	185 (41.7%)	21 (4.7%)
5 a side football	86 (19.4%)	91 (20.5%)	31 (7.0%)	20 (4.5%)
Badminton	21 (4.7%)	73 (16.4%)	103 (23.2%)	24 (5.4%)
Kickboxing	20 (4.5%)	25 (5.6%)	47 (10.6%)	30 (6.8%)
Short mat bowls	70 (15.8%)	37 (8.3%)	31 (7.0%)	28 (6.3%)

Table 28 - Sports facilities in Bisley

Football (both types) rates the highest for 'good' and 'reasonable'. Tennis has the highest 'poor' rating, followed by badminton.

The top three additional sports activities and facilities people would like to see in Bisley were a Gym / Health club / sports centre / with exercise classes (113), swimming (73) and tennis (60).

8.8 Recommendations

Repeated requests were made for a Gym / health club / sports centre / leisure centre (to include sauna, aerobics, exercises etc.). The second most popular sports facility requested was swimming followed by tennis. The above table shows that current tennis facilities rate the highest for 'poor'. The possibility of the above facilities being developed for Bisley needs further exploration by the Parish Council and Surrey Heath Borough Council.

8.9 Religion

Active membership of the following by 1,207 respondents

A Church	202 (16.7%)
Chapel	5 (0.4%)
House church	7 (0.6%)
Synagogue	2 (0.2%)
Mosque	0 (0.0%)
Other Place of worship	13 (1.1%)
None	978 (81.0%)

Table 29 - Active membership of a Religious organisation

Although 81% indicated that they were not active members, the three questions on religion drew high numbers of respondents i.e. 68.7% to 85.2% of the total number of respondents.

St. John the Baptist Church Bisley is considered important for the following, by 973 respondents;

For Sunday worship	239 (24.6%)
For baptisms	395 (40.6%)
For weddings and funerals	493 (50.7%)
As a focal point for the community	587 (60.3%)
As an historic building	750 (77.1%)
Other	64 (6.6%)

Table 30 - Importance of St. John the Baptist Church

As a source for answers to spiritual questions / needs, 1115 responded as follows;

	<i>Yes</i>	<i>No</i>	<i>No opinion</i>
Friends / Family	787 (70.6%)	33 (3.0%)	101 (9.1%)
Internet	109 (9.8%)	240 (21.5%)	119 (10.7%)
Church	438 (39.3%)	127 (11.4%)	120 (10.8%)
Other	58 (5.2%)	82 (7.4%)	145 (13.0%)

Table 31 - Sources for answers to spiritual needs

8.10 Discussion and Recommendations

Although 81% of respondents are not active members of a religious organisation, they appear to value the services offered by the local church e.g. baptisms, weddings, funerals, and 39.3% would consider turning to the church if they had a spiritual question or need. Even without a church hall, the local church is seen as a focal point for the community.

This confirms that the local church is seen as important by Bisley respondents for a variety of reasons and a range of services. Draw this to the attention of the Rector of the local church.

See pages 5 to 7 of the appendix for the proposed Bisley Parish Action Plan for this section.

Section 9 Transport and Highways.

9.1 Main Means of Transport

Of 1,307 respondents 1,113 (87.2%) indicated a car to be their **main** means of transport, making this the prime transport method of the respondents.

The remaining 194 reported their **main** means of transport as below.

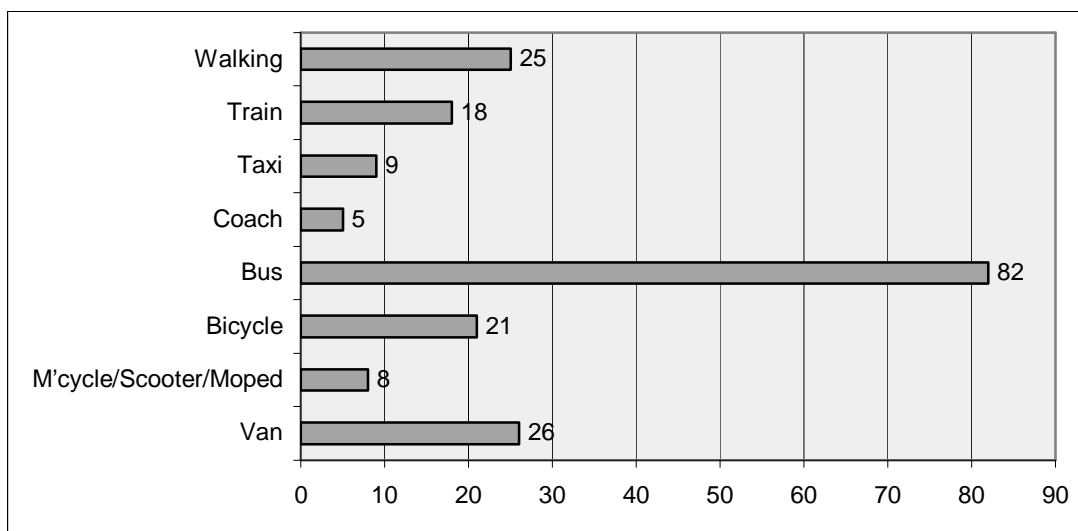


Figure 9 - Main means of transport other than cars.

9.2 Parking at Home & Public Parking

Parking problems at home (in Bisley) according to 1,090 respondents

Not applicable	778 (71.4%)
Nowhere to park	63 (5.8%)
Cars blocking your entrance	163 (15.0%)
Safety risk	166 (15.2%)
Other	1 (0.1%)

Table 32 - Parking problems at home.

778 Respondents (71.4%) reported no problems with parking at home in Bisley. This may be due to a high proportion of residents having adequate parking facilities on their own premises. 63 indicated that they had 'nowhere to park.' In the comments section 12 respondents indicated 'not enough parking bays' and 2 'no visitor parking.'

There appear to be concerns about South Road residents parking in one particular part of Arethusa Way nearest the footway through to South Road.

A further 163 respondents mentioned vehicles blocking their access. From the above table it can be seen that 166 respondents considered that there were safety risks associated with parking at home, Comments from respondents may point to possible causes such as- 'poor

parking by residents/visitors, parking on pavements and school run parking problems' (80 individual comments).'

PUBLIC CAR PARKING IN BISLEY:

1,137 Respondents' views on public car parking in Bisley as follows:

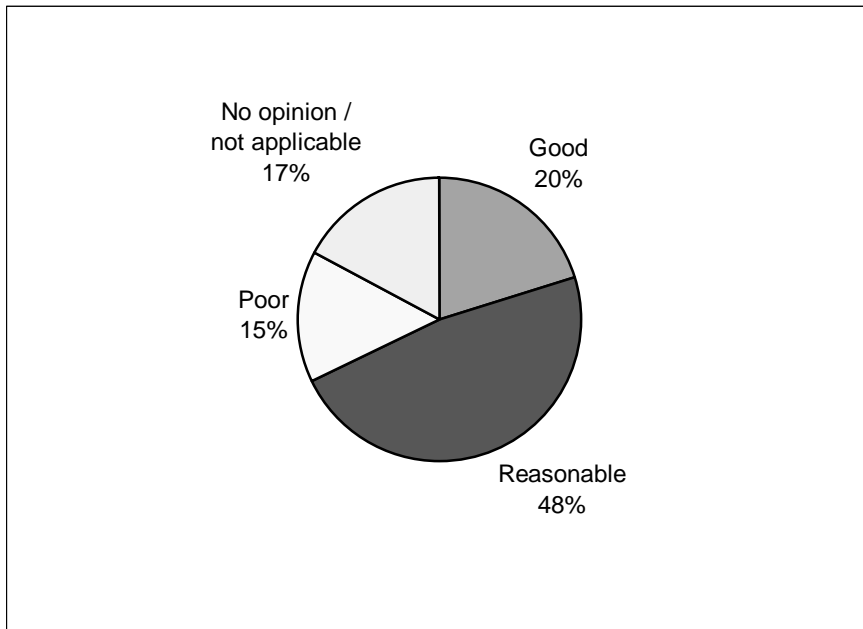


Figure 10 – Public Car Parking in Bisley

As illustrated above, 540 respondents considered public car parking 'reasonable,' and 230 'good.' However, 172 considered this to be 'poor.' A further 195 indicated 'no opinion/not applicable.'

Reasons for public car parking being rated 'poor' from comments by 105 respondents were:

'Public car parking limited (50), car park- full of holes (4), need car parking both sides of the A322 (2), more car parking by P.O. & shops (12) & church (2), and other(35).'

It is good to be able to report in May 2005 that our public car park has now been revamped and resurfaced!

Below are relevant comments for private and public parking from Bisley respondents across many related questions:

'Parking problems outside Clews Lane Playground (26), access into P.O.- unsafe area due to parked cars (3), Fox Garage-no distinction between forecourt and public footways (9), school parking issues (3) & school bus scheme to alleviate traffic (7), vehicles parking on footways (18), better care when parking cars on verges/keep clear of cars (4), all try to park cars off roads/not to use grass in front to sell cars or store things (1), parking problems in Knaphill (4).'

9.3 Bus services

With bus services being the next most used means of transport after cars, the question on any improvements to these services drew the following responses.

Improvements in the bus service 1,166 respondents would like to see;

Cost	353 (30.3%)
Routes	269 (23.1%)
Timetable	188 (16.1%)
Reliability	188 (16.1%)
Access for those with disabilities	47 (4.0%)
Bus Stop location	28 (2.4%)
No opinion	633 (54.3%)

Table 33 - Improvements to bus services requested.

As can be seen above, the main response was ‘no opinion’ (633), probably related to the high percentage of respondents who earlier indicated that they used cars as their main means of transport in Bisley.

However, the improvement in bus services most requested by 353 of respondents related to cost, followed by routes (269). This suggests that more Bisley people might use the buses more if fares were reduced and routes were more applicable to their journeys.

When analysed by age group, ‘cost’ was still the predominate issue, followed by ‘routes’, for most groups. ‘Reliability’ and ‘Timetable’ drew the same number of responses. This is illustrated in Figure 11 below.

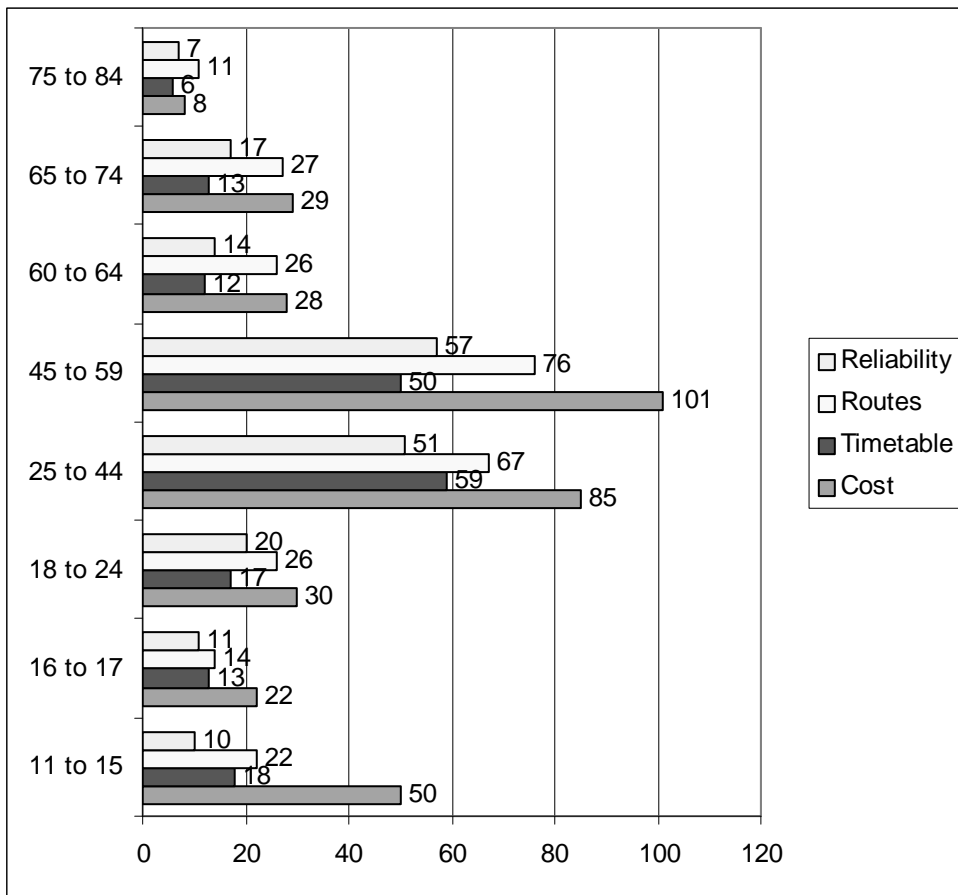


Figure 11- Bus service improvements requested by age group

In a question on ‘protecting the environment’ in Bisley, 412 respondents (35%) considered ‘improved public transport’ an environmental necessity, and 165 (13.8%) respondents to a question on traffic problems in Bisley indicated a need for more public transport.

Comments from 2 respondents are relevant in this section ‘keep bus shelters cleaner and use volunteer sweepers.’

9.4 Cyclists and Pedestrians

Rating of facilities for cyclists and pedestrians in Bisley by 1,235 respondents:

	<i>Good</i>	<i>Reasonable</i>	<i>Poor</i>	<i>No Opinion</i>
Cyclists	64 (5.2%)	279 (22.6%)	603 (48.8%)	213 (17.2%)
Pedestrians	175 (14.2%)	695 (56.3%)	218 (17.7%)	57 (4.6%)

Table 34 - Facilities for cyclists and pedestrians

Facilities for pedestrians were rated high for ‘Good and Reasonable’, while facilities for cyclists rate highest for ‘Poor’.

Although only 21 respondents cited bicycles as their main means of transport (see figure 9), 603 respondents (above) considered that facilities for **cyclists** are 'poor'.

When asked ‘would you like to see more cycle paths in Bisley?’ (see table 38) 609 responded 'yes'. Elsewhere 7 respondents commented that they would like to see permanent recreational cycling facilities in Bisley.

Facilities for **pedestrians** attracted significant comments in various parts of the questionnaire. There were 189 comments about pavements/footways amongst the suggestions for improving facilities for pedestrians in Bisley, with a notable number calling for wider pavements, better maintenance of these, and 84 comments about the need for these specifically in Church Lane.

9.5 Traffic & Road Safety Issues.

Views of respondents on traffic and road safety issue:

1,199 Respondents thought that traffic problems in Bisley are related to the following;

<i>Traffic Problem</i>	<i>Respondents</i>
Through traffic to M3	985 (82.2%)
Lack of a Bypass	694 (57.9%)
General congestion	566 (47.2%)
Need a roundabout at ‘Hen & Chickens’	565 (47.1%)
Lorry traffic	551 (46.0%)
Traffic speed	492 (41.0%)
The ‘New’ traffic lights A322/Queens Rd	442 (36.9%)
Need for footpaths e.g. Church Lane	435 (36.3%)
Need for more public transport	165 (13.8%)
Need for traffic regulation	151 (12.6%)
Lack of parking	88 (7.3%)

Table 35 - Causes of traffic problems

Re the ‘new’ traffic lights at the junction with Queens Road and Clews Lane-a significant number of respondents called for the re-phasing of these lights, notably to facilitate the right hand turns from the A322.

Opinions expressed on major ‘danger spots’ on the roads and the problem of ‘speeding traffic’ in Bisley.

<i>Respondents</i>	<i>Hazard</i>	<i>Yes</i>	<i>No</i>	<i>No Opinion</i>
1,240	Danger spots	833 (67.2%)	265 (21.4%)	142 (11.5%)
1,282	Speeding Traffic	797 (62.2%)	402 (31.4%)	83 (6.5%)

Table 36 - Danger spots and speeding traffic in Bisley

Whilst 265 respondents (21.4%) considered there are NO '**danger-spots**' on Bisley roads, a more significant number, 833 (67.2%), stated that there are 'danger-spots'. A total of 562 people named the A322, specifically commenting on its junctions, especially at the Post Office/Hen & Chickens crossroad.

Other roads considered dangerous by 263 respondents were Church Lane, Clews Lane and Queens Road. Shaftesbury Road and Warbury Lane were also considered dangerous by 17 and 15 respondents respectively.

Speeding traffic was cited as a problem by 797 respondents (62.2%) and again the A322 was named by 433 respondents. Queens Road attracted 115 comments in this respect, Church Lane 110, and Clews Lane 70.

Several other Bisley roads, notably the 'Flowers' estate (particularly Angelica Drive and Elder Road), Pilgrims Way, Shaftesbury Road, Arethusa Way, Warbury Lane and Greyfriars Drive were also cited as being rendered unsafe by speeding traffic.

In a separate question, 689 (65.9%) respondents cited '**traffic noise**' as the primary cause of disturbance in Bisley.

9.6 Difficulties in getting around

Results from the question ‘Do you have transport difficulties in getting to the shops in the following locations?’ The majority of respondents, i.e. between 474 and 523 indicated that they ‘never’ had difficulties. The figure overleaf represents those that indicated that they ‘occasionally’ or ‘often’ experienced difficulties.

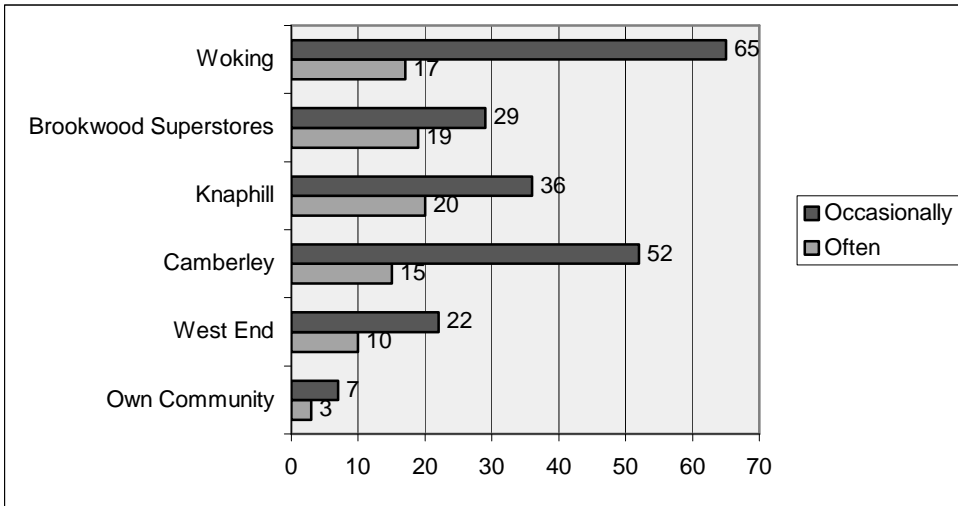


Figure 12 - Transport difficulties in getting to the shops

Results from the question ‘Do you have any difficulty in getting to the following Health Care facilities?’ (Number of respondents 1,142) The majority of respondents, i.e. over 80%, indicated that they ‘never’ had difficulties. The figure below represents those who indicated that they ‘occasionally’ or ‘often’ experienced difficulties.

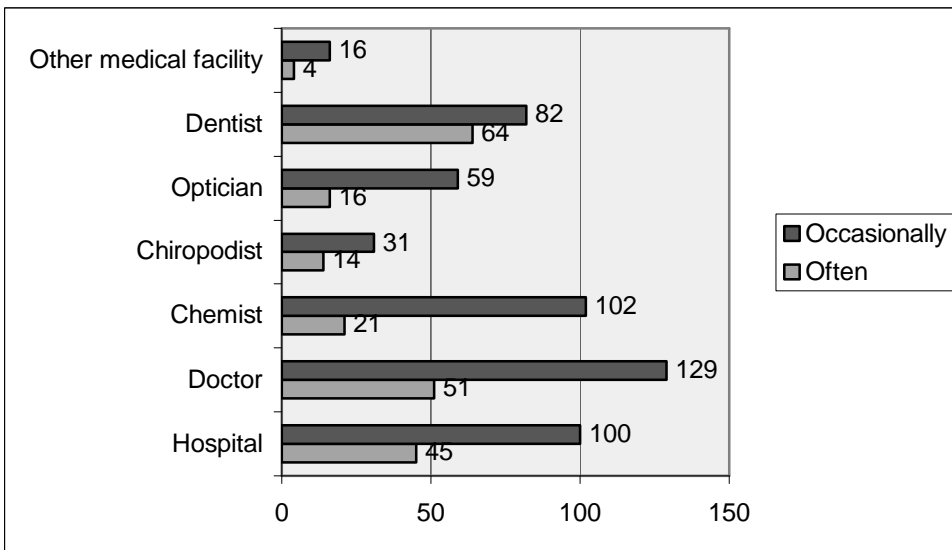


Figure 13 - Difficulties in getting to Health Care facilities

The figure above illustrates that some respondents ‘occasionally or often’ have difficulty in getting to the doctor, dentist, chemist and hospital.

Results from the question ‘Do you have problems in collecting medicine on prescription?’ (1,257 respondents)

Yes	34	(2.7%)
No	1066	(84.8%)
Not applicable	157	(12.5%)

Table 37 – Respondents views on problems collecting medicines.

From the above it can be seen that more than 80% of respondents indicated that they had no difficulty in getting to a range of health care facilities (hospital, doctor etc.) but many of them commented that they would experience difficulty if they did not have the use of personal transport.

Similarly, when respondents were asked whether friends, relatives or voluntary organisations assisted with various personal activities, whilst 95% responded ‘not applicable’; of the 55 respondents who required help, 3.6 % cited ‘transport’ and secondly ‘shopping’ (2.7%) as activities with which they required assistance.

Questioned on particular problems in Bisley for people with disabilities or parents with pushchairs, 174 responded to this as follows-

Difficulties with footpaths or lack of e.g. Church Lane (174), access to Church by footpath (2) and a seat required near Arethusa Way/A322 junction for elderly/infirm walking to shops.

Traffic issues e.g. fast traffic on A322 (31) and access to Bisley Stores and Post Office unsafe due to parked cars (7). Difficulty crossing the A322, traffic islands too narrow for pushchair and pusher (29)

9.7 Traffic Improvements Respondents would like to see in Bisley.

The results of two questions are combined below regarding the views of respondents to measures to improve Bisley. (Total number of responses, 2344)

A bypass	708
Cycle paths	609
Reduce speed limits	524
More footpaths	425
Traffic calming measures	410
More street lights	341
More pavements	337
More environmentally sensitive streetlights	337
Roundabouts	320
None of the above	195
Pelican crossings	148
It does not need improvement	123
Dropped kerbs	115
Traffic islands	96
Other ways of improvement	89

Table 38- Respondents' views (ranked) on measures to improve Bisley

In a separate question on protecting and enhancing the local environment of Bisley, 733 respondents ranked 'reducing traffic' as the top measure.

123 respondents above considered no improvement was necessary.

9.8 Highway Maintenance.

A question on the state of roads, pavements, verges and street lighting produced the following opinions (1228 respondents):

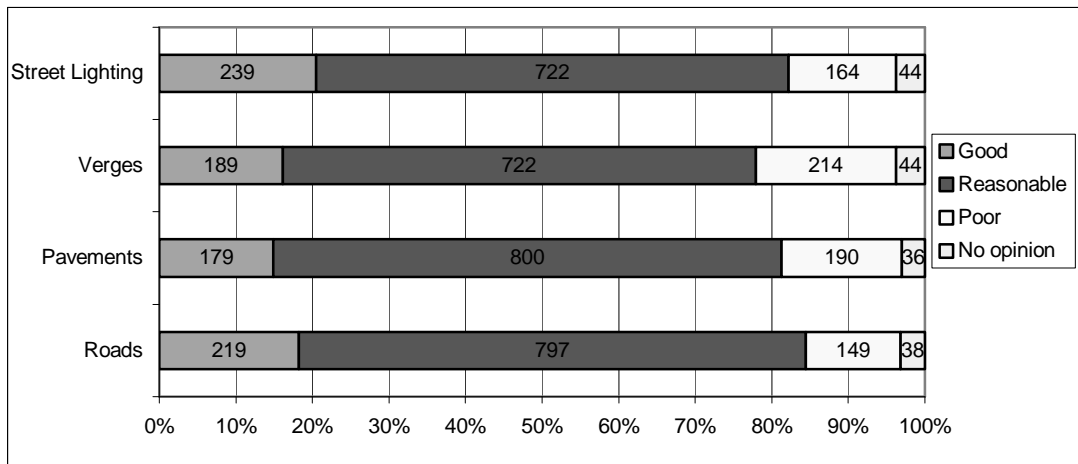


Figure 14 - Opinions on the state of roads, pavements, verges & street lighting.

Respondents' views of the standard of the following services in Bisley

	<i>Good</i>	<i>Reasonable</i>	<i>Poor</i>	<i>No opinion/Not applicable</i>
Roadside care / street cleaning	342	549	227	75
Winter weather service (snow clearance)	112	346	469	201

Table 39 - Highway maintenance

Roadside care/street cleaning attracted 92 comments after the above question, calling for improved road cleaning/sweeping services.

In answer to another question, there were 228 comments about the state of the roads, including 200 about poor maintenance.

Winter road maintenance attracted much comment. As can be seen from the above table, 469 respondents considered winter weather service (snow and ice clearance) 'poor.' There

were 158 specific comments, considering this service as non-existent or inadequate, especially on side roads e.g. on the Flowers' Estate and on pavements (21).

The state of pavements was considered - 'Good' by 179 respondents, 'Reasonable' by 800 and 'Poor' by 190. A further 36 indicated 'no opinion.'

The state of verges was considered 'Good' by 189 respondents, 'Reasonable' by 722 and 'Poor' by 214. A further 44 indicated 'no opinion. Of 115 Comments made, 105 referred to 'need regular maintenance.'

See section on environment for further comments on verges.

Street lighting was rated as – 'Good' (239 responses), 'Reasonable' (722), 'Poor' (164), and 'no opinion' (44).

341 respondents wanted more street lights - there were 113 comments on the need for more street lighting in side/minor roads, but 337 people called for 'more environmentally sensitive streetlights.'

Another question on disturbances prompted 205 respondents to mention 'light pollution' in Bisley.

9.9 Recommendations.

- a) Review public parking facilities in Bisley (with adequate lighting).
- b) A reduction of bus fares should be sought.
- c) A review of bus routes should be requested, including the feasibility of a bus service between Bisley and Brookwood station.
- d) Operation / timing / phasing of traffic lights at A322 / QueensRoad / Clews Lane junction should be reviewed as a matter of urgency, especially right turns from the A322.
- e) Many hundreds of residents identified the lack of a bypass as a cause of the traffic problems in Bisley.
The planned roundabout at the A322 / Post Office / Hen and Chickens junction, incorporating a pedestrian crossing, should be undertaken as a matter of urgency. Clarification by S.C.C. needs to be given about when this work will be undertaken as there appears to be a discrepancy between the information given by them and the Parish Council.
- f) A review of street lighting on side streets and footpaths / alleyways needs to be undertaken.
- g) Winter clearance of roads and pavements need to be improved, especially side roads.
- h) Introduction of cycle lanes on principal roads, as appropriate.
- i) Speed reduction and a review of speed limits on the A322 through Bisley needs to be seriously considered.
- j) Review of condition of pavements in Bisley, additional footways where necessary, especially Church Lane. Cutting back of overgrowth that reduces path width.

See pages 10 & 11 of the appendix for the proposed Bisley Parish Action Plan for this section.

Section 10 Public Services.

10.1 Health Care Services

A question concerning whether residents had a health problem/disability which affected their day-to-day living, drew 1,277 responses, with 92.2% (1,178) saying ‘no’. A further 7.8% (99) said ‘yes’, giving a range of conditions causing difficulties such as-arthritis, breathing problems, heart/angina problems, diabetes, epilepsy, and cancer etc. Many affected mobility.

A friend, relative or a voluntary organisation (e.g. WEB Care) gives help with activities as follows: (1,206 Respondents)

Dressing	8 (0.7%)
Bathing	12 (1.0%)
Cooking	13 (1.1%)
Housework	18 (1.5%)
Shopping	33 (2.7%)
Transport	43 (3.6%)
Not applicable	1151 (95.4%)

Table 40 - Help from a friend, relative or voluntary organisation.

As 1,151 respondents indicated that this question was ‘not applicable’ to them, 55 respondents provided the findings for the activities listed above.

1,142 Responded to the question ‘do you have any difficulty in getting to the following health care facilities?’ The majority of respondents i.e. over 75%, indicated that they ‘never’ had difficulties. The figure below represents those who indicated that they ‘occasionally’ or ‘often’ experienced difficulties.

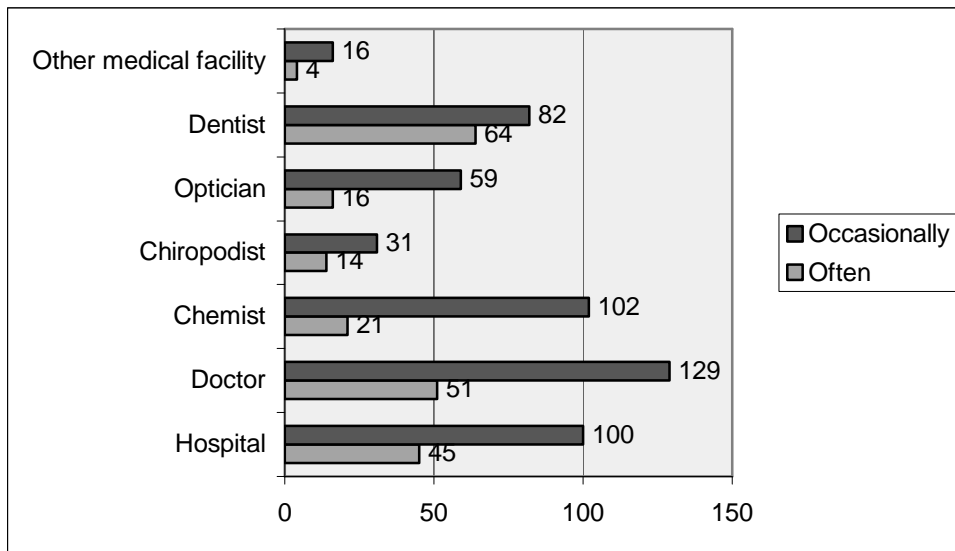


Figure 15 - Difficulties in getting to health care facilities.

Over 70% of 1,142 respondents indicated that they never have any difficulty getting to the hospital, doctor, chemist, optician or dentist. For the chiropodist this was 49.7% (perhaps lower as not used so much by the respondents). Overall 211 (18.4%) ‘often’ and 503 (44.1%) ‘occasionally’ have difficulty. Commenting further, 57 people pointed out that this ‘requires own transport or difficult’.

There were 45 comments about Doctors - ‘G.P. appointments difficult’ (37), ‘unable to get on N.H.S. G.P. list’ (2), ‘G.P. wanted in Bisley’(6).

There were 29 comments about dentists - ‘no dentist in Bisley’ (10), ‘no N.H.S. dentist’ (11) and ‘unable to register with an N.H.S. Dentist’ (3), ‘dentist appointments’ (5).

There were 13 comments about hospitals - appointments (4), distance to Frimley Park and Ashford hospitals (6), and ‘no bus from Bisley to St. Peters’ (3).

There were 11 comments about a chemist being ‘wanted in Bisley’.

Another question relevant to chemists elicited 1,257 responses, with 1066 (84.8%) saying they have no problems in collecting medicine on prescription and 34 (2.7%) saying they do have problems. To 157 (12.5%) this was ‘not applicable.’

Further comments by 38 respondents covered not having access to a local chemist and problems with existing opening hours.

Other comments- ‘no optician in Bisley’ (7), ‘no chiropodist appointments’ (4).

In another question regarding whether there was a need for a range of facilities in Bisley, 812 people responded as follows.

Chemist	466 (57.4%)
Doctor's surgery	394 (48.5%)
Dentist	383 (47.2%)
Residential provision for disabled /elderly	155 (19.1%)
Sheltered housing	116 (14.3%)
Other	86 (10.6%)

Table 41 - Additional facilities required in Bisley

Among comments under ‘OTHER’ appeared- optician (5), and N.H.S. facilities(4).

Rating of health services used in the last year by 1059 respondents as follows:

	<i>Good</i>	<i>Reasonable</i>	<i>Poor</i>	<i>No opinion</i>
Not applicable	19 (1.8%)	8 (0.8%)	6 (0.6%)	73 (6.9%)
Doctor	594 (56.1%)	255 (24.1%)	61 (5.8%)	43 (4.1%)
District Nurse	129 (12.2%)	14 (1.3%)	14 (1.3%)	112 (10.6%)
Health Visitor	53 (5.0%)	29 (2.7%)	18 (1.7%)	124 (11.7%)
School Nurse	10 (0.9%)	16 (1.5%)	15 (1.4%)	138 (13.0%)
Maternity care	49 (4.6%)	9 (0.8%)	13 (1.2%)	126 (11.9%)
Ambulance	96 (9.1%)	16 (1.5%)	14 (1.3%)	121 (11.4%)
Chiropody	22 (2.1%)	5 (0.5%)	20 (1.9%)	130 (12.3%)
Loan of medical equipment	25 (2.4%)	1 (0.1%)	14 (1.3%)	136 (12.8%)
Meals on wheels	2 (0.2%)	2 (0.2%)	11 (1.0%)	140 (13.2%)
Physiotherapy services	64 (6.0%)	11 (1.0%)	26 (2.5%)	126 (11.9%)
Occupational Therapy	13 (1.2%)	4 (0.4%)	14 (1.3%)	134 (12.7%)

Table 42 - Rating of health services

10.2 Recommendations

- a) In view of the above findings concerning those who indicated that they ‘often’ or ‘occasionally’ had difficulties getting to health care facilities and those who require help with a range of activities, chiefly transport and secondly shopping, WEB Care is obviously an invaluable resource to this village and vulnerable residents. Their posters are already up in public places. Suggest that WEB Care continue advertising their services throughout Bisley.
- b) Draw the findings about doctors to the attention of the practice that covers Bisley, from West End, Knaphill and St. Johns. Note that this is the service that is most often used by respondents and over 50.0% rated it ‘good’.
- c) Similarly, draw the attention of the chemists in West End and Knaphill to the relevant findings, especially re opening hours.
- d) Draw to the attention of the Parish council, Surrey Heath Borough Council, and the Surrey Heath and Woking Primary Care Trust the finding that hundreds of respondents indicated that there is a need for a doctors’ surgery, chemist and dentist in Bisley.

10.3 Emergency and Other Services

The views of 1,227 respondents on the standard of the following emergency services in Bisley:

<i>Good or Reasonable</i>	<i>Rank</i>	<i>Poor</i>
Ambulance – emergency 321 (26.1%)	1	Police - local 170 (13.9%)
Police – local 241 (19.6%)	2	Police – emergency 54 (4.4%)
Fire 187 (15.2%)	3	Hospital – transport 29 (2.4%)
Police – emergency 164 (13.4%)	4	Fire 4 (0.3%)
Hospital – transport 98 (8.0%)	5	Ambulance – emergency 2 (0.2%)

Table 43 - Ranking of emergency services

Those who had not used the service or had no opinion;

Ambulance (Emergency)	825 (67.2%)
Hospital (Transport)	984 (80.2%)
Police (Emergency)	916 (74.7%)
Police (Local)	765 (62.4%)
Fire	923 (75.2%)

Table 44 – Not used or No opinion of Emergency services.

‘Local’ police rank highest in the table above for ‘poor,’ which is worrying considering the ‘law and order’ issues in Bisley (see section 11). The police need to be made aware of the response to this and the rating given to measures to overcome, i.e. ‘a greater police presence and better consultation between police and local people’ by 847 people (79.8%).

10.4 Council Services and Utilities

The views of 1,249 respondents on the standard of the following utility and council services in Bisley are:

<i>Good or Reasonable</i>	<i>Rank</i>	<i>Poor</i>
Refuse collection 1082 (86.6%)	1	Snow clearance 469 (37.6%)
Mains water supply 1078 (86.3%)	2	Mains electricity 272 (21.8%)
Mains Gas supply 1048 (83.9%)	3	Roadside cleaning 227 (18.2%)
Recycling facilities 981 (78.6%)	4	Public car parking 172 (13.8%)
Roadside cleaning 891 (71.4%)	5	Recycling facilities 158 (12.7%)
Mains electricity 858 (68.7%)	6	Refuse collection 76 (6.1%)
Public car parking 770 (61.6%)	7	Mains water supply 29 (2.3%)
Snow Clearance 458 (36.7%)	8	Mains Gas supply 8 (0.6%)

Table 45 - Rating of council services and utilities

Snow clearance, especially of side roads and pavements, ranked highest for 'poor', followed by mains electricity, which received repeated comments about the frequency of power cuts.

For the above there were 594 'no opinion' and 307 'not applicable' across the whole range of services.

The views of 1,228 respondents concerning the state of the following were;

	<i>Good or Reasonable</i>	<i>Poor</i>	<i>No opinion</i>
Roads	1016 (82.7%)	149 (12.1%)	38 (3.1%)
Pavements	979 (79.7%)	190 (15.5%)	36 (2.9%)
Verges	911 (74.2%)	214 (17.4%)	44 (3.6%)
Street lighting	961 (78.3%)	164 (13.4%)	44 (3.6%)

Table 46 - Rating of roads maintenance

10.5 Recommendations

- a) Draw to the attention of the Parish Council, Surrey Heath Borough Council and Surrey County Council that winter clearance of Bisley side roads and pavements is considered 'poor' by 469, 37.6% of respondents.
- b) Draw to the attention of the electricity distributing authority and the Parish Council that the mains electricity supply was rated as 'poor' by 272, 21.8% of respondents due to 'numerous, frequent and lengthy' power cuts.
- c) Draw to the attention of Surrey County Council / S.H.B.C that 227, 18.2% considered roadside care/ street cleaning to be 'poor' and that public car parking is considered inadequate in Bisley.
- d) More recycling is requested e.g. improved recycling collection from homes, improvement of green disposal sites, and more user friendly recycling bins and area.
- e) Review number and siting of dog waste and litter bins in Bisley.
- f) Improve maintenance of roads and pavements.

See pages 12 & 13 of the appendix for the proposed Bisley Parish Action Plan for this section.

Section 11 Law and Order

1,152 Responded that they had been affected by the following in the past five years in Bisley;

Property related theft	92 (8.0%)
Vehicle related theft	65 (5.6%)
Mugging	5 (0.4%)
Vandalism	165 (14.3%)
Drunkenness	128 (11.1%)
Other	101 (8.8%)
Not applicable	758 (65.8%)

Table 47 - Affected by crime

The good news is that in Bisley over the past 5 years, of 1,152 respondents 758 (65.8%) have not been affected by theft, mugging, vandalism, drunkenness or antisocial behaviour.

Under 'other' 101 (8.8%) have suffered from noisy neighbours, drunk and rowdy teenagers gathering in public places, litter and fireworks late at night / affecting pets.

Of the 1,239 respondents to a question about whether they feel unsafe in any areas of Bisley, 236 (19.0%) said yes, 794 (64.1%) said no and 209 (16.9%) had no opinion.

Locations considered unsafe are:

Unlit and poorly lit alleyways (84 respondents).

Unlit and poorly lit side roads e.g. Church Lane, Shaftsbury Road, Queens Rd, Clews lane and Warbury Lane (148 respondents).

Anywhere alone at night / e.g. The green & near the village hall (54 respondents).

11.1 Discussion and Recommendations

The measures which 1,062 Respondents considered to be needed in view of the above findings, are the proposed recommendations for this section

A greater Police presence & better consultation between police and local people.	847 (79.8%)
More activities for young people	547 (51.5%)
Extend Bisley Neighbourhood Watch Scheme	432 (40.7%)
Improved street lighting	387 (36.4%)
More drug/drink education/prevention	219 (20.6%)
CCTV (closed circuit television)	197 (18.5%)
Other	17 (1.6%)

Table 48 - Recommendations

Although only 17 people indicated 'other,' 71 people made use of the comments' box. Twelve people specified that the C.C.T.V. should be placed in the Clews' playground because 'youths gather there.' This may be linked to other comments such as 'evidence of drugs in Bisley a problem', 'local people (need to be) prepared to speak out with regard to drugs and anti-social behaviour'(7).

Security was the aspect of the Clews Lane playground that was ranked highest for ‘poor’ and lowest for ‘reasonable or good’ by respondents to another question. Elsewhere in the survey four people identified the car park as a site used for drug dealing. In the comments’ section regarding ‘other’ things that had affected people in the past 5 years in Bisley, twenty six responded about ‘rowdy or drunk teenagers’ (18) and ‘groups of youths in public places’ (8).

Twenty five people felt the need to reiterate their feelings about the police by requesting ‘greater police presence’ and ‘bring back local bobby’. Two people had never heard of the Bisley Neighbourhood Watch Scheme. Elsewhere people gave their views on the standard of the police service in Bisley as follows;

Figure 16 - Opinion on Emergency Police

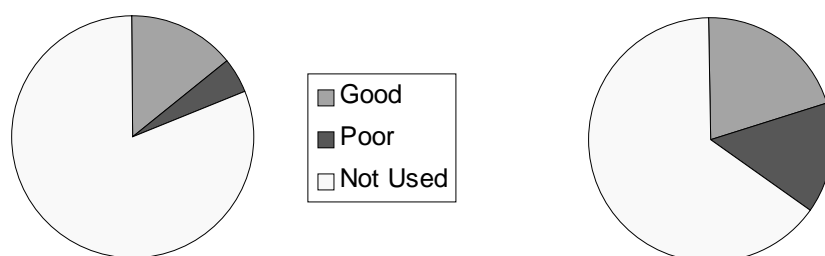


Figure 17 - Opinion on Local Police

Contact needs to be made with the Police to discuss the issues that have arisen here, as obviously Bisley would benefit from a greater police presence and better consultation between police and local people.

But Bisley also needs ‘more activities for young people’. Refer this to the people who run the Youth facilities here, with the feedback from the survey (also see Youth Facilities Section 8.5.1) More drug/drink education via the ‘Youth Club’ and the older classes at the school.

Eight people suggested speed cameras on the A322.

Improved (street) lighting to improve safety.

The lighting in alleyways in Bisley needs to be reviewed as these ranked the highest as ‘unsafe’ locations (84) due to being ‘unlit or poorly lit.’ The street lighting on side roads e.g. Church Lane (36), Shaftsbury Road (33), Queen’s Road (24), Clews Lane (17), Warbury Lane (15) and the green near the village hall and the clock (13) need also to be reviewed. One is mindful however, that comments elsewhere were made about ‘keeping Bisley a village’. Furthermore, a question about whether Bisley suffered from a range of disturbances drew 205 (19.6%) affirmative responses for ‘light pollution’!

See page 14 of the appendix for the proposed Bisley Parish Action Plan for this section.

Section 12 Local Government and Representation.

Of 1280 respondents, 1,105 (86.3%) had never attended a Bisley Parish Council meeting. Only 175 (13.7%) had attended. More information about their activities was requested by 593 (47.4%) of 1252 respondents.

Rating of how well Surrey Heath Borough Council publicises its decisions and activities by 1,271 respondents.

Very well	56 (4.4%)
Reasonably well	568 (44.7%)
Badly	391 (30.8%)
No opinion	256 (20.1%)

Table 49 - Rating of how well Surrey Heath Borough Council publicises decisions and activities.

The local council i.e. Surrey Heath Borough Council, is empowered to raise money through the Council Tax. Satisfaction with the way this money is spent, rated by 1257 respondents.

<i>Very satisfied</i>	<i>Quite Satisfied</i>	<i>Quite dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know how it's spent</i>	<i>No Opinion</i>
9 (0.7%)	416 (33.1%)	225 (17.9%)	99 (7.9%)	320 (25.5%)	188 (15.0%)

Table 50 - Satisfaction on how council tax money is spent.

On whether elected representatives in Local Government are sufficiently aware of local concerns and feelings. (1206 respondents):

	<i>Fully aware</i>	<i>Quite aware</i>	<i>Not aware</i>	<i>No opinion</i>
Bisley Parish Council	187 (15.5%)	369 (30.6%)	194 (16.1%)	440 (36.5%)
Surrey Heath Borough Council	66 (5.5%)	317 (26.3%)	346 (28.7%)	44 (36.8%)
Surrey County Council	30 (2.5%)	169 (14.0%)	464 (38.5%)	489 (40.5%)

Table 51 - Are elected representatives fully aware?

Concerning reporting matters to a council, of 359 respondents, 137 had reported matters to Bisley Parish Council, 280 to Surrey Heath Borough Council and 125 to Surrey County Council.

Respondents prepared to stand as a councillor for the following (33)

Bisley Parish Council	31 (93.9%)
Surrey Heath Borough Council	20 (60.6%)
Surrey County Council	16 (48.5%)

Table 52 - Prepared to stand as a councillor

This was an encouraging response from residents. However, many did not provide contact details for follow up. The Open Day on 21st May 2005 will provide a further opportunity to do so.

12.1 Recommendations.

- a. In view of the poor attendance at Bisley Parish Council meetings and the encouraging response to another question indicating a wish for more information about their activities, we recommend that Bisley Parish Council carry out a leaflet drop to all Bisley households explaining who their members are, their role and giving details of their monthly meetings and invite residents to attend. After this one-off activity, the proposed Bisley newsletter can then be used to maintain and foster contact and keep the residents fully informed.
- b. The importance of local representation appears to be fully recognised by respondents and is reflected in the higher rating gained by Bisley Parish Council, compared to the other two tiers of local government in the data above, regarding 'awareness of their local concerns and feelings'. The 'Your Bisley' Parish Plan project will further enhance this.
- c. Surrey Heath Borough Council need to be made aware that they should publicise their decisions and activities better to Bisley residents. They also need to be made aware of the findings about respondents' views on how the council tax is spent. Only 56 (4.4%) of the respondents to this survey think that they publicise their decisions and activities 'very well'. Nearly a third i.e. 391 (30.8%) rate they perform 'badly' in these aspects. A further 568 (44.7%) rate these 'reasonably well'.

Furthermore, only 9 (0.7%) of the respondents were 'very satisfied' with the way their council tax is spent. Just over a quarter were 'quite dissatisfied / very dissatisfied' (a total of 324 i.e. 25.8%). A further 416 (33.1%) were 'quite satisfied'.

- d. Thirty three respondents indicated that they were prepared to stand as councillors at the three different levels of local government (a total of 67, showing that some were ticking more than one). However, not all of them supplied contact details with their returned Questionnaires. The contact details will be forwarded to Bisley Parish Council to process. An opportunity will be given at the Open Day on 21st May 2005 for residents to supply contact details for this, if they so wish.
- e. Draw to the attention of Surrey County Council the findings that Bisley respondents rated them the lowest for being sufficiently aware of local concerns and feelings (see appropriate table). They rated the highest for 'not aware' i.e. 464 (38.5%).

See page 15 of the Appendix for the proposed Bisley Action Plan for this section.

Section 13 Acknowledgments.

The residents of Bisley.

The Bisley Parish Council – for their active support and sponsorship of the project.
Special thanks to John Tilbury who is the Parish Council representative on the Parish Plan Steering Committee.

The Countryside Agency – sponsorship for the project.

Surrey Community Action – support, especially in the early stages.

The team of volunteers who participated in the distribution of the information leaflets, survey findings, questionnaires or gave other help.

Paula Johnson	Robin Daborn
Chris Johnson	Mags Baines
Margaret Greenhill	Jim Evans
Jessica Callaghan	Margaret Emberson
Mark Callaghan	Norman Crawley
Pam Green	Bob Searle
Shirley Garbutt	Jackie Flannery
Jo Dorey	Kerry & Jeané Swan
Jason Dorey	Owen Gull
Clive Robins	Janet Hockley – photo call
Andrew Turton	Jessica Spink – photo call - by kind consent of parents Richard and Julie
Marilyn Stevens	Theresa Doyle
Tom Smith	The Bisley W.I. – Catering at Open Days
Raymond Sadri	

All the organisations and business who participated in both Open Days and supported us so well and Knaphill Printers for their friendly services throughout.

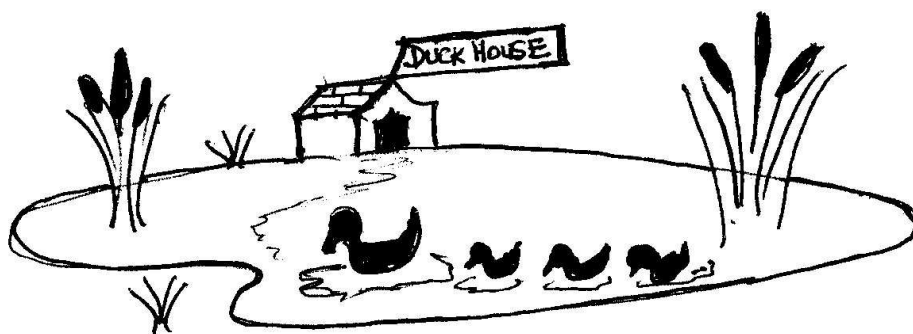
The Bisley Parish Plan Steering Committee comprised.

Vicki Turton (Chair Person)	Brian Garbutt (Vice Chair & Treasurer)
Barry Baines (Secretary)	Hester Clarke
Barry Spink	Jim Clarke
Norman Holden	Ruth Bourne
John Tilbury (Parish Councillor)	

A warm thank you to everyone who contributed to this project in any way.

Section 14 Appendix - The Future

The proposed Bisley Parish Action Plan 2005 / 2006 follows as the Appendix.



Outcome: An improved environment for all Bisley residents!