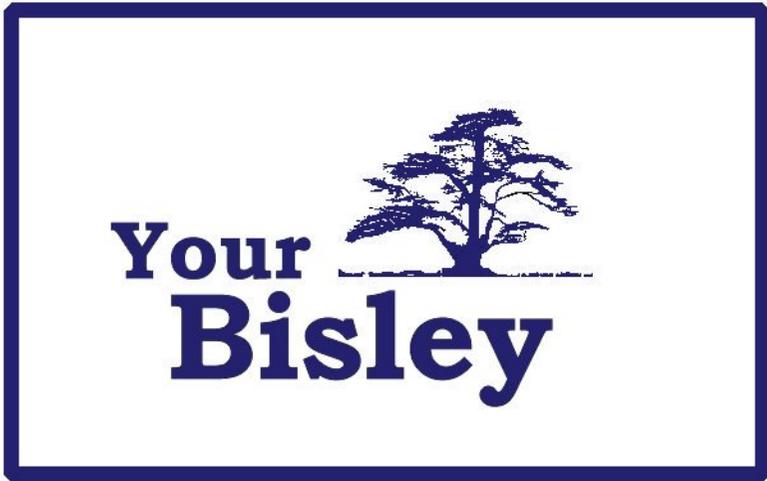


# **Your Feedback from**



## **The November 2004 Questionnaire Survey**

**To help draw up a Parish Plan for Bisley.**

**A summary of the results and findings to be distributed to every household in the village, as requested by 89.5% of the respondents to the survey.**

**April 2005**

# Introduction

The 'Your Bisley' questionnaire was delivered to 1,317 households in Bisley in November 2004. 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

## Demographics of the responding households (i.e. 1,630 people).

Group / Age	Male	Female
Children (0 – 10)	109 (6.6%)	105 (6.4%)
Young People (11– 17)	95 (5.8%)	70 (4.3%)
Adults (18-59)	420 (25.8%)	452 (27.7%)
Adults (60-74)	151 (9.3%)	139 (8.5%)
Adults (75+)	41 (2.5%)	48 (2.9%)
Totals	816	814

The total number of Bisley residents recorded in the 2001 census was 3615.

## Education.

Of the children and young people of Bisley,  
62 attend childminder / play group / nursery school.  
95 attend Bisley C. of E. Primary School.  
35 attend primary school elsewhere, and 4 attend school for special needs.  
102 attend secondary school.  
33 attend sixth form college.  
46 are at university and 19 are on training courses.

977 said Bisley C. of E. School was important or very important to the village.  
347 wanted more holiday and after school play schemes.  
367 wanted local provision of adult education evening classes.

## Housing & Development.

Of the responding households;

586 (93.6%) are not thinking of moving to alternative accommodation.

28 (4.5%) say they need to move for a larger home, employment reasons, family break up, a cheaper home or for education.

468 (36.5%) say that the number of houses built in Bisley over the last 10 years is about right.

426 (33.2%) say that there has been too much new housing.

302 (23.5%) say that housing is too expensive.

581 (54.1%) say that 'there is no need' for any further accommodation of any type.

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%)

Repeated comments on housing were;

'Overall housing is about right in Bisley', 'Limit future development', 'The existing infrastructure e.g. roads and school cannot support further development', 'Keep Bisley as a (small) village'.

## Information & Communication

Rating of information available about what is going on in Bisley by 1,239 respondents; good 16.5%, reasonable 59.1% and poor 24%. Suggestions for improvement, a Bisley news letter, better notice board use, leaflets and circulars to homes, and more information via the local Post Office Stores.

Opinion on whether sufficient publicity is given to Bisley planning applications, Yes 244 (20.3%), No 443 (36.9%) and No Opinion, 515 (42.8%).

Comments as to why the publicity is not considered to be sufficient are '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 Parish Magazine' (29).

## Law & Order

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. Of the 394 who have been affected, 157 (13.6%) have experienced property and vehicle related theft, 298 (25.8%) have been victims of mugging, vandalism or drunkenness and 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.

Some of the locations in Bisley considered unsafe are: (354 responses)

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 & clock / carpark (54 respondents).

The following measures to improve law and order were rated by 1,062 respondents:

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%)

Views on the standard of the Police service for Bisley, 1,227 respondents;

Service	Good or Reasonable	Poor	Not used or no opinion
Emergency Police	164 (13.4%)	54 (4.4%)	916 (74.7%)
Local Police	241 (19.6%)	170 (13.9%)	765 (62.3%)

## Local Government

Of 1280 respondents, 86.3% had never attended a Bisley Parish Council meeting. More information about their activities was requested by 47.4% of 1252 respondents.

Respondents (1,271) felt Surrey Heath Borough Council publicised its decisions and activities:

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

On satisfaction on how Council Tax money is spent by S.H.B.C. (1,257):

Very satisfied, 9 (0.7%), Quite satisfied, 416 (33.1%), Quite dissatisfied, 225 (17.9%), Very dissatisfied, 99 (7.9%), Don't know how it is spent, 320 (25.5%) and No opinion, 188 (15%).

On whether elected representatives in local government are sufficiently aware of local concerns (1206 respondents):

	Fully aware	Quite aware	Not aware	No opinion
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%)

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.

## Local Facilities i.e. Leisure, Sports, Social & Religious.

Responding to a question as to whether the village hall is adequate for the needs of Bisley, of 1,244 people, 156 (12.5%) thought it was very adequate, 623 (50.1%) thought it was adequate, 122 (9.8%) thought it was not adequate and 343 (27.6%) had no opinion.

Comments included - 'need a modern village hall with facilities for all', 'extend with more storage' and 'over subscribed'.

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

	Good or Reasonable	Poor	No opinion
The (Village) Green	1185 (96.2%)	25 (2.0%)	13 (1.1%)
Ponds	788 (64.0%)	256 (20.8)	124 (10.1%)
Recreation ground / sports field	1078 (87.6%)	18 (1.5%)	93 (7.6%)
Local open spaces e.g. Arethusa Way	838 (68.1%)	80 (6.5%)	217 (17.6%)
The Village Hall	980 (82.0%)	74 (6.0%)	109 (8.9%)

Opinions of 1,196 respondents on further developments on The (Village) Green were;

Enhance flower beds near clock, 664 more for than against, and  
Seating / picnic tables, 212 more for than against,  
Children's play equipment, 150 more against than for and  
A Bandstand, 265 more against than for.

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

Good to Reasonable 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.

Rating of **Youth facilities** in Bisley by 1004 respondents;

	Good or Reasonable	Poor	Balance of opinion
Youth Club	100 (10.0%)	83 (8.3%)	17 (1.7%)
Scouts/Guides	316 (31.5%)	23 (2.3%)	293 (29.2%)
Football Club	136 (13.6%)	19 (1.9%)	117 (11.7%)
Village Gymnastics Club	94 (9.4%)	14 (1.4%)	80 (8.0%)
Badminton Club	69 (6.9%)	17 (1.7%)	52 (5.2%)

The range of additional sports activities and facilities people would like to see in Bisley included a Gym / Health club / Sports centre with exercise classes . Swimming and tennis were popular. Additional social activities and facilities were youth club / centre / activities, dancing (jazz/line/tap/tea dances) and family friendly village pub featuring music and quizzes. However 30 said ‘no more sports or social activities were required in Bisley’.

The questions on religion indicated that 978 of 1207 respondents are not active members of any religious organisation. Of those who are, 216 are members of a church, chapel, house church or synagogue, and 13 are members of ‘Other’ place of worship.

St. John the Baptist Church in Bisley is regarded as important by 973 respondents as:

An historic building 750, as a focal point for the community 587, for weddings and funerals 494, for baptisms 395, for Sunday worship 239 and other 64.

As a source for answers to spiritual questions or needs, 1,115 responded;

	Yes	No	No opinion
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%)

## Public services.

### **HEALTH CARE SERVICES**

An average of 65% of 1,142 respondents never have any difficulty getting to health care services. However, 215 18.8% ‘often’ and 519 45.4% ‘occasionally’ have difficulty. Commenting further, 57 people pointed out that this ‘requires own transport or difficult’. There were many comments made about doctors and dentists regarding appointment and registration difficulties, and Bisley wanting it’s own.

Regarding hospitals there were comments regarding appointment, transport and distance difficulties. A question about collecting prescriptions from the chemist elicited 1,257 responses, with 1066 (84.8%) saying they had no problems with this and 34 (2.7%) saying they do have problems. Further comments were made about not having access to a local chemist and problems with existing opening hours.

Needed in Bisley: Chemist 466, Doctor’s surgery 394, Dentist 384.

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

Good or Reasonable	Rank	Poor
Doctor 849 (80.2%)	1	Doctor 61 (5.8%)
District Nurse 143 (13.5%)	2	Physiotherapy 26 (2.5%)
Ambulance 112 (10.6%)	3	Chiropody 20 (1.9%)
Health Visitor 82 (7.7%)	4	Health Visitor 18 (1.7%)
Physiotherapy 75 (7.0%)	5	School Nurse 15 (1.4%)
Maternity Care 58 (5.4%)	6	Ambulance, District nurse,
Chiropody 27 (2.6%)	7	Equip. Loan and O.T. 14 (1.3%)

### **EMERGENCY AND OTHER SERVICES**

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

Good or Reasonable	Rank	Poor
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 / emerg. 2 (0.2%)

## **UTILITIES AND COUNCIL SERVICES.**

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

	Good or Reasonable	Poor	No opinion
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%)

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

Good or Reasonable	Rank	Poor
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 care and street cleaning 891 (71.3%)	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%)

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.

## **Employment, Retail Services and Business Development**

Of 849 respondents, 693 (81.6%) indicated that their main place of work was outside Bisley. The remaining 156 (18.4%) worked within Bisley.

The employment status of 1,151 respondents is:

61.9% are employed or self employed, 3.6% are unemployed or job seeking, 11.0% are retired, 3.5% are in further education and 1.7% are Employers.

78.5% of those seeking jobs find useful information in both local and national newspapers and 24.5% from the Post Office/Job centre.

To the question on running a business in Bisley, 55 responded - 63.6% work alone, 29.1% employ 1-3 people, 1.8% employ 4-5 people, 5.5% employ 6-10 people.

Business development in Bisley, of 590 respondents, 78.6% encourage small business development, 27.3% encourage tourism/attractions, 10.0% encourage small scale industrial development.

1,298 Respondents indicated that they used the Bisley Post Office- 82.0% for postal services and 76.4% for the general store section.

Comments made elsewhere, 'Bisley needs a newsagent' 71, 'More shops' 6, and 'takeaways' 7.

## Environment

All 626 households responded to the question re flooding problems with surface water or storm drainage as, No problems 457 (73%), Few problems 119 (19%), Many problems 14 (2.2%) and No opinion 16 (2.6%).

With regard to protecting and enhancing the local environment of Bisley, 1,176 respondents recommended:

1st	Reduce traffic	733
2nd	More recycling	568
3rd	More 'dog mess' bins	474
4th	More litter bins	466
5th	Improve public transport	412
6th	Community composting	347
7th	Energy saving	346

With regard to improving the environment, 1,194 respondents expressed the following opinions:

Action	V /Important & worth doing	Not necessary	Balance of opinion
Cut back overgrowth from paths.	1076	1	1075
Clear ditches regularly.	1004	8	996
Look after local woods.	987	11	976
Regular maintenance of ponds.	954	13	941
Keep hedges short and tidy.	860	72	788
Preserve single trees in special places.	784	41	743
Clear 'alien species' vegetation from common.	678	87	591
Plant more hedges and trees	537	187	350
Let hedges grow naturally	249	294	-45

Rating the amenities of the countryside around Bisley, 1244 responded as follows:

Very important and important, Woods and commons (1,163), Birds (1,059), Wild Flowers (1009), Recreation e.g. walking, walking the dog, riding (1004), Wild animals (976).

As mentioned under 'local facilities', 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'.

Suggestions for keeping Bisley clean and tidy were:

Litter and refuse, 221 (including more litter bins, 106). Dog fouling, 40 (including more dog waste bins, 23). Roads and verges, 105 (including more regular / better / supervised / road sweeping, 34). Regular/ better grass cutting of verges and maintenance, 14. Recycling, 17

Ranking of disturbances in Bisley by 1,046 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

Suggestions for making the countryside more attractive from 1,200 respondents:

Action	V/Important & worth doing	Not necessary	Balance of opinion
Keep road verges mown and tidy	965	39	926
Stop vehicle damage to road verges	801	54	747
Make paths accessible to the disabled	128	36	692
Open more footpaths and bridleways	557	157	400
Remove unnecessary signposts	512	180	332
Let road verges grow for wildlife	238	364	-126
Close some footpaths and bridleways	52	549	-497

Overall, 126 more people did not want verges left to become overgrown and 497 more did not want footpaths and bridleways closed.

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

1. Difficulties with footpaths, or lack of them e.g. Church Lane (174).
2. Other, (51) e.g. Not aware of/not known (40), access to Church by footpath (2), need a seat near Arethusa Way/A322 junction for elderly/infirm walking to P.O. (1), lack of local shops (1), no social activities for disabled/special needs (1).
3. Traffic issues, (31) e.g. traffic too fast on A322 (7), access into P.O./unsafe area due to parked cars and access to shops (3) etc.
4. Crossings, (29) e.g. difficulties crossing the A322 (18), traffic islands not wide enough e.g. for pushchair and pusher (2) etc.

## Transport and Highways

Of 1307 respondents, 1147 (87.8%) cited private cars (1113), vans (26) or motorcycles / moped as their main means of transport, 96 (7.4%) use bus,

coach or taxi and 18 (1.4%) use the train. 25 (1.9%) list walking and 21 (1.6%) cycling as their main means of transport.

1166 Respondents would like to see the following improvements to the bus service; 353 (30.3%) cost, 269 (23.1%) routes, 188 (16.1%) timetable, 188 (16.1%) reliability, 47 (4.0%) access for the disabled and 28 (2.4%) bus stop location. 633 (54.3%) had no opinion.

With regard to parking problems at their homes, 1090 responded, 778 (71.4%) indicated ‘not applicable’, 63 (5.8%) had nowhere to park, 163 (15.0%) had problems with cars blocking their entrance and 166 (15.2%) expressed safety concerns regarding parking.

On major ‘**danger spots**’ on the roads, and **speeding traffic** in Bisley:

Respondents	Hazard	Yes	No	No opinion
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%)

Amongst principal danger spots identified were, A322 generally (207), A322 Hen and Chickens junction (355), A322 Arethusa Way junction (117), Queens Road (86) and Clews Lane (112). Speeding traffic was mainly identified on A322 (433), Clews Lane (70), Queens Road (115) and Church Lane (110).

Opinion on the facilities for pedestrians and cyclists in Bisley was rated by 1,235 respondents as;

	Reasonable or Good	Poor	Balance of opinion
Pedestrians	870	218	652 (i.e. Good)
Cyclists	343	603	-260 (i.e. Poor)

Whether they would like to see the following in Bisley, 1224 responded,

Cycle paths	609 (49.8%)
More footpaths	425 (34.7%)
More street lights	341 (27.9%)
More environmentally sensitive streetlights	337 (27.5%)
More pavements	337 (27.5%)
Roundabouts	320 (26.1%)
Pelican crossings	148 (12.1%)
Dropped kerbs	115 (9.4%)
Traffic islands	96 (7.8%)
None of the above	195 (15.9%)

Rating of measures to improve the centre of Bisley by 1,120 respondents-

A bypass.	708 (63.2%)
Reduce speed limits.	524 (46.8%)
Traffic calming.	410 (36.6%)
Does not need improvement.	123 (11.0%)
Other ways of improvement.	89 (7.9%)

1,199 Respondents ranked possible causes of the traffic problems in Bisley as follows:

Through traffic to the M3	985
Lack of a bypass	694
General congestion	566
Need a roundabout at the 'Hen and Chickens' junction	565
Lorry traffic	551
Traffic speed	492
The new traffic lights at A322/Queen's Rd.	442
Need for footpaths e.g. Church Lane	435
Need for more public transport	165
Need for traffic regulation	151
Lack of parking	88

### **Explanation of numbers and percentages in the above tables.**

Not all respondents completed all sections of the questionnaire, and in many instances the response was 'no opinion'. The numbers shown reflect the number of responses declaring an opinion as a percentage of the number answering that question in the questionnaire. Similarly the 'Balance of opinion' column reflects the responses 'for' minus the responses 'against' the item and does not take into account the 'no opinion' responses.

The full report will provide further responses to the questionnaire and recommendations.

## **Your Bisley – A Parish Plan for our village.**

With the active support and sponsorship of the Bisley Parish Council, and support from Surrey Community Action, a steering committee was formed in 2003 to help formulate a parish plan for Bisley. The Countryside Agency has provided further sponsorship for this project.

Parish plans are part of a government sponsored initiative to help breathe new life into communities, and help local people contribute to the development of their own neighbourhoods.

The Bisley Parish Plan Steering Committee invited all residents of the village to take their future into their own hands, by contributing to the parish plan.

Key to the project is that Bisley residents are given the opportunity to have their say and a range of approaches were used to facilitate this. The Open Day on Saturday, 24<sup>th</sup> April 2004 in the Village Hall provided an opportunity for many hundreds of residents to identify a range of issues that concerned them regarding living in Bisley. Children at the local primary school gave their views via simple questionnaires and expressed them graphically through the art competition on display at the Open Day. Further input was received at our stall at the Strawberry Fayre, in June 2004.

Residents' views were taken into account to compile a comprehensive questionnaire which was delivered to every house in Bisley in November 2004. The replies have been collated and a summary of the survey findings are contained in this leaflet.

Thank you for all your support -

The Bisley Parish Plan Steering Committee,

April 2005.

## What Next?

### ***Important Invitation***

Please come to a follow-up 'Open Day' in the Jubilee Room of the Village Hall on Saturday 21<sup>st</sup> May, 2005 between 10 a.m. and 2 p.m. to discuss the findings and recommendations with members of 'Your Bisley' Steering Committee and Bisley Parish Council representatives.

An order may be placed for a copy of the full report of the survey findings and recommendations, at the Open Day. A small charge will be made for this report to cover printing costs. This will also be published on the internet.