

STOKENCHURCH and RADNAGE VILLAGE SURVEY 2007

1. INTRODUCTION

- This document summarises the replies that were received in October and November 2007 in response to a questionnaire sent to every household in the parishes of Stokenchurch and Radnage. The survey was a follow up to a longer questionnaire circulated in 2003. In 2007, 493 questionnaires (23%) were returned from approximately 2180 households in the area.
- The report contains four sections:
 - Section 1 - Introduction;
 - Section 2 - Key Issues;
 - Section 3 - Action Plan;
 - Section 4 - The Questionnaire Summary.
- **Section 2 - Key Issues** sets out the 22 key issues that were identified from the questionnaire responses. The issues have been grouped into three broad themes:
 - Community;
 - Environment;
 - Traffic and Transport.
- **Section 3 - Action Plan**. This suggests a range of actions, both short and long term, that are required in order to address the issues set out in section 2.
- **Section 4 - The Questionnaire Summary** works through each question in turn and summarises the messages we identified. The responses were then reworked to identify the 22 issues set out in Section 2.
- We have used three separate areas to make our analysis more focussed. These are:
 - **STOKENCHURCH** - the village of Stokenchurch;
 - **STUDLEY GREEN** - the collection of hamlets, Water End, Beacons Bottom, Studley Green and Horsleys Green which have been given the generic identity of 'Studley Green' even though each has its own identity;
 - **RADNAGE** - Radnage Parish.
- Despite its length, this is a summary. Clearly it is impractical to report every individual comment. However the data is available (subject to Data Protection Act constraints) and we will be willing to pass on more detailed information to the relevant agencies.
- Finally we welcome your comments. These can be fed through to the Community Action Forum via the e-mail facility on our website - www.stokenchurch-radnage.org. - or by post to SRCAF, c/o Stokenchurch Parish Council, Longburrow Hall, Park Lane, Stokenchurch, HP14 3TQ. If you would like to help in taking the actions forward, please contact us through the same channels.

2. THE ISSUES

2.1. COMMUNITY

PROTECT and ENCOURAGE SENSE OF COMMUNITY

In the responses to the survey, many people felt that there was a good sense of community in the three villages. Every effort should be made to preserve and enhance the village activities that contribute to this sense of community. *(See Action S1 in the Action Plan in Section 3 and questions 3, 29, and 31 in Section 4.)*

PROTECT EXISTING FACILITIES THAT ARE PROVIDING A GOOD SERVICE TO THE COMMUNITY

A number of existing facilities were praised in the survey. These included the village halls, the post office, the library service, the medical centre and pharmacy, the schools and the bank in Stokenchurch. Favourable comments were also made concerning the organisations that care for the elderly. Every effort should be made to assist, encourage and retain these. *(Action S2. Questions 3 and 5)*

IMPROVE SPORTING and LEISURE FACILITIES IN THE AREA

There were many comments about the lack of sporting and leisure facilities in the area. It was felt that the Stokenchurch Community Centre in Bartholomew Tipping Way was an under utilised resource. Consideration should be given as to how to provide and encourage more sporting and leisure facilities in the area. *(Actions S3 and S4. Questions 4, 5, 6, 7, 9, 10, 29 and 31.)*

SUPPORT ANY MOVES TO IMPROVE RANGE and VARIETY OF SHOPS IN THE AREA

There was a view that the current shops only carried a limited range of goods and that certain types of shops - a specialist greengrocer and a butcher for example - were missing altogether. Radnage and Studley Green have no shopping facilities at all. In addition there were a number of comments about the lack of a public house in Studley Green. Efforts should be made to encourage a wider range of shops and produce on offer in the area. *(Actions S5 and L1. Questions 4, 6, and 29.)*

PROVIDE BETTER LEISURE and SPORTING FACILITIES FOR THE CHILDREN and TEENAGERS IN THE AREA

There were a number of positive comments concerning play areas, but some suggested that they should be reviewed and improved, particularly by providing more facilities for older children. The survey found that the lack of leisure opportunities became more critical as children and teenagers got older. There was a general view that more sporting and leisure facilities were needed for young people in the area. *(Actions S6 and S7. Questions 7, 8, 9, 10, and 29.)*

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MAXIMISE THE BENEFITS OF THE SLADE ROAD SCHOOL SITE FOR THE COMMUNITY

Following the closure of the Slade Road First School, Bucks County Council proposed that the school playing field should be 'gifted' to the village. Parishioners were asked how the field could be best used. There were a wide range of suggestions but the majority favoured its use for recreational purposes, particularly for younger people. The responses to this question should be revisited at the appropriate time. (*Action L2. Question 7.*)

DEAL MORE EFFECTIVELY WITH ANTI SOCIAL BEHAVIOUR

The biggest single crime issue was anti social behaviour, although this covered a wide range of smaller irritants. Respondents felt that a stronger police presence at critical times would discourage unruly behaviour. (*Action S8. Questions 4 and 19.*)

PERSEVERE WITH OTHER CRIME ISSUES

After anti social behaviour the next most important crime issues were speeding (see section on Transport and Traffic), drugs, and theft and burglary. It was notable that theft and burglary generated significantly higher concern in Radnage. (*Action S8. Questions 19, 20 and 22.*)

IMPROVE POLICE PRESENCE IN THE AREA

There was a widespread belief across the three villages that if there was a more visible police presence, many of the crime related issues above might be mitigated. There was also a call for better communication with the community. (*Action S8. Questions 6, 19 and 29.*)

PARISH COUNCILS SHOULD BE MORE 'PARISHIONER FRIENDLY'

There were a number of comments on the conduct of parish affairs, many of which called for better communication. These included understanding the powers of the parish council and other agencies, the content and protocol of parish council meetings and what was decided. There were also a number of suggestions on how parish meetings could be made more 'parishioner friendly'. The parish councils should take cognisance of these comments. (*Action S9. Questions 23, 24 and 27.*)

MAKE GREATER USE OF PARISH COUNCIL WEBSITES

Stokenchurch Parish Council has a website in operation, Radnage are about to develop one. A number of suggestions were made on how the Stokenchurch site might be improved. Details of these have already been passed to both councils to help the improvement process. (*Action L3. Questions 24, 25, 26, 27 and 28.*)

2.2. ENVIRONMENT

PROTECT THE COUNTRYSIDE and GREEN SPACES

By a clear margin the asset that villagers value most is the countryside surrounding the area and the green spaces and commons within it. These need to be protected and enhanced through the planning process and by any other means. (*Actions S10 and L4. Questions 3, 5, 15, 29 and 31.*)

SUPPORT ANY INITIATIVE WHICH ATTEMPTS TO COMBAT TRAFFIC NOISE, PARTICULARLY FROM THE M40

One of the biggest single negative responses in the survey was traffic noise, particularly from the M40. The M40 Chilterns Environmental Group has maintained a long campaign to try and reduce the environmental impact of the motorway. Any initiative that attempts to combat traffic noise and the other environmental effects of the motorway should be supported. (*Action S11. Questions 4, 14, 15 and 29.*)

WIDEN KERBSIDE COLLECTION REGIMES, PARTICULARLY IN RADNAGE and STUDLEY GREEN

It was the general view that more needs to be collected at the kerbside. In Stokenchurch, where there are fortnightly collections of black and green bins, there was a call for a glass collection. In Radnage and Studley Green the initial priority should be to replicate the Stokenchurch regime. (*Action L5. Questions 6, 12, 13 and 15.*)

TAKE ALL POSSIBLE STEPS TO COMBAT FLY TIPPING

Fly tipping is a major source of concern particularly in Radnage and Studley Green. Every initiative to combat this problem should be embraced. (*Actions S12 and S13. Questions 14, 15 and 19.*)

REEXAMINE RESTRICTIONS AT DISPOSAL SITES

A number of respondents commented on the restrictions imposed on vans and trailers at the Booker and Bledlow Ridge disposal sites and suggested that there should be ways of alleviating them. It was suggested that the restrictions at the disposal sites actually encouraged fly tipping. (*Action S14. Questions 12 and 13.*)

IMPROVE CLEANLINESS and COLLECTION REGIME AT MUDDS BANK

Some of the bins at the recycling site at Mudds Bank are often full. Vermin are also a problem. Whilst there have been recent improvements, the site needs to be constantly monitored to ensure that bins are emptied more frequently and a strict tidiness regime is maintained. (*Action S15. Question 13.*)

2.3. TRAFFIC AND TRANSPORT

REDUCE SPEEDING BY ENFORCING RECENTLY INTRODUCED SPEED LIMITS

There was a range of concerns over speeding through the villages. Since the survey was conducted new, lower, speed limits have been introduced. To be effective it is important that adherence to the new limits are enforced as necessary. A majority of respondents in Studley Green and Radnage felt that the limits introduced in 2006 in their areas had not had much effect in reducing speeding. (*Action 516. Questions 4, 19, 20, 22, and 29.*)

DO EVERYTHING POSSIBLE TO REDUCE THE IMPACT OF PARKING ON PAVEMENTS and AT SCHOOL TIMES

Parking on pavements and at school times causes problems for pedestrians and generates major road safety concerns. Ways of minimising the hazards need to be explored and implemented. (*Actions 517 and 518. Questions 14, 19 and 22.*)

IMPROVE MAINTENANCE OF ROADS and PAVEMENTS

There was some dissatisfaction at the standard of road maintenance, despite an existing defect reporting system. In addition, pavements in parts of Stokenchurch were also seen to be in need of repair. There were also drainage problems in Radnage and Beacons Bottom. (*Action 519. Questions 21, 22 and 31.*)

MAINTAIN IMPROVEMENT IN PUBLIC TRANSPORT SERVICES TO STOKENCHURCH and STUDLEY GREEN

Recent changes to bus services to Stokenchurch have generally been well received, although there were some comments about adherence to timetables and other aspects of customer service. There were also a number of calls for further improvements. Services should be constantly monitored to ensure that progress is maintained. (*Actions 520 and 521. Questions 4, 5, 16 and 18.*)

PROVIDE BETTER PUBLIC TRANSPORT IN RADNAGE

There is general disquiet over the poor public transport service provided to Radnage. Efforts should be made to see how a more effective service could be achieved. (*Action 522. Questions 4, 16, 17 and 18.*)

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3. THE ACTION PLAN

This Action Plan suggests a range of actions, both short and long term, that are required in order to address the key issues set out in section 2.

| ONGOING / SHORT TERM ACTIONS | |
|-------------------------------------|---|
| S1 | Preserve and enhance village activities that contribute to a sense of community. |
| S2 | Support and encourage existing village facilities that are valued by the community. |
| S3 | Clarify the existing use of the Community Centre and publicise its current activities. |
| S4 | Encourage and develop more sporting and leisure facilities in the area. |
| S5 | Encourage a wider range of shops and produce on offer in the area. |
| S6 | Review and, if necessary, improve play areas. In particular review facilities for older children. |
| S7 | Form a group with representatives from the parish and district councils and from our younger people to see what can be done to provide better facilities for the children and youths of our villages. |
| S8 | The Neighbourhood Action Group and the police should take account of priorities and visibility concerns. |
| S9 | Parish Councils should review the structure of meetings and how they communicate with parishioners. |
| S10 | Protect the countryside and green spaces by using every means available. |
| S11 | Support the objectives and activities of the M40 Chilterns Environmental Group. |
| S12 | The public should be encouraged to show vigilance and readiness to report fly tipping incidents. |
| S13 | Wycombe District Council should provide an effective response to fly tipping incidents. |
| S14 | Bucks County Council should review restrictions at the Booker and Bledlow Ridge disposal sites. |
| S15 | Monitor the Mudds Bank recycling site and report any drop in standards to Wycombe District Council. |
| S16 | Monitor and enforce the recently revised speed limits. |
| S17 | Ensure that all school travel plans address the parking problems caused at 'school run' time. |
| S18 | Parish Councils should introduce a good neighbour campaign to reduce the impact of pavement parking. |
| S19 | Publicise and encourage use of 'Highways On Call' to help improve road and pavement maintenance. |
| S20 | Monitor bus service performance and encourage reporting of good and bad experiences. |
| S21 | Maintain dialogue with those funding and operating the bus services. |
| S22 | Ensure the transport needs of Radnage and other rural areas are publicised and addressed. |

| MEDIUM / LONGER TERM ACTIONS | |
|-------------------------------------|--|
| L1 | Explore the possibility of a community shop in both Studley Green and in Radnage. |
| L2 | Ensure that the future of the Slade Road site is compatible with the survey results. |
| L3 | Expand Parish Council websites to include more village information. |
| L4 | Set up village environment groups to carry out miscellaneous environmental projects. |
| L5 | Extend Stokenchurch kerbside collection regime to other areas. |
| L6 | Periodically review and update the action plan. |

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4. THE QUESTIONNAIRE SUMMARY

4.1. INTRODUCTION

- The summary that follows is listed in the order that each question appeared in the questionnaire. Some of the tables refer to the total catchment area and some to the individual villages. Where the responses for the total area are shown, significant variations for any of the constituent villages are noted.
- Many of the questions were open and encouraged respondents to give more than one answer. The 'total comments' box at the bottom of many tables refers to the total number of comments received for that question, and gives a good idea of the strength of response.

4.2. THE QUESTIONNAIRE SUMMARY

1. Which of these areas do you live in? (Please tick one box only.)

| | Returns | Households | % Return Rate |
|---------------|---------|------------|---------------|
| STOKENCHURCH | 341 | 1620 | 21.0 |
| STUDLEY GREEN | 66 | 300 | 22.0 |
| RADNAGE | 86 | 260 | 33.1 |
| | 493 | 2180 | 22.6 |

RESPONSE RATE

- In our earlier survey conducted in 2003, which was much more comprehensive and contained over 60 questions, we achieved a return rate of 38%.
- We have kept in touch with what has been happening in the area in the intervening period. We are satisfied that the 23% return achieved with this survey provides a positive steer on what current issues need to be addressed.

[Question 2 was a postcode identifier; omitted from this summary.]

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3. What are the three best things about living in this area?

| | % |
|---------------------------|-------------|
| COUNTRYSIDE | 28.3 |
| ACCESSIBILITY | 15.7 |
| SENSE OF COMMUNITY | 14.5 |
| PEACE and QUIET | 8.9 |
| SCHOOLS | 3.6 |
| | |
| <i>Total Comments</i> | <i>1251</i> |

RESPONSE RATE

- Out of 493 questionnaires returned, 472 households (96%) responded to this question.
- There were 1251 individual comments - 828 from Stokenchurch, 190 from Studley Green and 233 from Radnage.

COMMENTARY ON TABLE ABOVE

There were small variations in the responses from the individual areas, but overall the top five are shown above.

- Countryside (354 comments) - Responses contained references to the area's location within or adjacent to the countryside, which was frequently referred to as 'beautiful'.
- Accessibility (197 comments) - This generally referred to the accessibility of other towns using the M40. London, Oxford and further afield were frequently cited. Comments included 'easy access to motorway but in a countryside location'.
- Sense of Community (182 comments) - All three areas mentioned a 'sense of community' using phrases like 'nice village atmosphere', 'it's a village with a nice friendly feel about it' and 'a nice place to bring up a family'.
- Peace and Quiet (111 comments) - This had the second highest rating in both Studley Green (35 comments) and Radnage (45 comments) - 18.4% and 19.3% of total comments respectively. Even in Stokenchurch, with the close proximity of the M40, it was fourth highest in the 'good' listing with 31 comments.
- Schools (45 comments). There were a number of different factors; availability of good pre-school facilities, good primary schools and being part of the Wycombe catchment area, giving access to good secondary schools.

Other Comments not included in the above

- There were comments on the attractiveness of the village greens in Stokenchurch (8 mentions), a feeling of safety (14) and the absence of streetlights in Radnage (3).

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4. What are the three worst things about living in this area?

| STOKENCHURCH | % | STUDLEY GREEN | % | RADNAGE | % |
|-----------------------|------------|-----------------------|------------|-----------------------|------------|
| | | | | | |
| Traffic Noise | 15.8 | Shops | 14.8 | Transport | 14.6 |
| Shops | 10.8 | Speeding | 10.7 | Shops | 14.6 |
| Anti Social Beh'vr | 7.4 | Transport | 9.5 | Speeding | 7.3 |
| Comm'ity Facilities | 6.2 | Pubs | 8.3 | Roads | 6.3 |
| Transport | 6.2 | Traffic Noise | 6.5 | Comm'ity Facilities | 4.7 |
| Speeding | 5.4 | Comm'ity Facilities | 6.5 | | |
| | | | | | |
| <i>Total Comments</i> | <i>758</i> | <i>Total Comments</i> | <i>169</i> | <i>Total Comments</i> | <i>192</i> |

RESPONSE RATE

- Out of 493 questionnaires returned, 462 households (94%) responded to this question.
- There were 1119 individual comments - 758 from Stokenchurch, 169 from Studley Green and 192 from Radnage.

COMMENTARY ON TABLE ABOVE (Note that comments relate to overall totals)

- Traffic Noise (137 comments) - This refers almost entirely to noise from the M40.
- Shops (135 comments) - Here there were variations between the villages. In Stokenchurch it was very much about lack of choice, both within the existing shops and in the range of shops (e.g. no specialist greengrocer or a butcher). There were 13 specific calls for a mini supermarket. In Studley Green and Radnage there was the added negative of there being no shops and a poor choice in Stokenchurch.
- Anti Social Behaviour (56 comments) - Anti social behaviour (including youths and drugs) was solely a Stokenchurch negative, not being mentioned in either of the other two areas.
- Community Facilities (67 comments) - In the main this concerned the lack of specific facilities (e.g. a leisure centre). 23 comments specifically mentioned the lack of facilities for children and teenagers, 9 mentioned the absence of either sports or leisure facilities.
- Transport (91 comments) - In Stokenchurch and Studley Green these comments revolved around the quality and frequency of the perceived service (although some of these appeared to relate to the now defunct 340/342 service). In Radnage the comments were much more concerned with the poor provision of public transport generally.
- Speeding (73 comments) - An issue addressed later on, see questions 19, 20 and 22.
- Pubs (14 comments, all from Studley Green) - These related to the situation with the 'Studley Arms'. This closed some years ago and is becoming derelict. 10 of the comments intimated the desire for it to be reopened.

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5. What local community facilities do you feel it is particularly important to retain?

| STOKENCHURCH | % | STUDLEY GREEN | % | RADNAGE | % |
|-----------------------|------------|-----------------------|------------|-----------------------|------------|
| Library | 13.9 | SG Comm Centre | 23.2 | Village Hall | 24.9 |
| Post Office | 13.8 | Transport | 9.5 | Schools | 12.7 |
| Medical Facilities | 12.5 | Post Office | 8.3 | Transport | 9.3 |
| Village Halls | 9.6 | Schools | 6.5 | Church | 8.8 |
| Shops | 7.0 | Pubs | 5.4 | Pubs | 7.8 |
| Care for Elderly | 6.7 | | | | |
| <i>Total Comments</i> | <i>803</i> | <i>Total Comments</i> | <i>168</i> | <i>Total Comments</i> | <i>205</i> |

RESPONSE RATE

- Out of 493 questionnaires returned, 428 households (87%) responded to this question.
- There were 1176 individual comments - 803 from Stokenchurch, 168 from Studley Green and 205 from Radnage.

COMMENTARY ON TABLE ABOVE

STOKENCHURCH (803 comments)

- Library (112 comments in Stokenchurch) - The service provided by the branch library in Stokenchurch was well received.
- Post Office (111 comments) - The survey was conducted during a period when the local post office had been shut for over a year. Overall there were 138 comments from the three villages saying that this was a facility worth retaining.
- Medical Facilities (100 comments) - 'Medical facilities' combines the service provided by the Medical Centre (81 comments) with that of the local pharmacy (19 comments).
- Village Halls (76 comments) - Stokenchurch has no fewer than three 'village halls' - Longburrow, the Memorial Hall and the Community Centre. It appeared from the replies to the questionnaire that, in the minds of villagers, any one of the three could be 'the' village hall.
- Shops (56 comments) - Despite the adverse comments in question 4, villagers felt that it was important to retain some shops in the village.
- Care for the Elderly (54 comments) - In the questionnaire replies three areas - general care for the elderly, which included references to STOPAG and the Thursday 'drop in' centre at the Methodist Church (8 comments), the Day Centre (16 comments) and the Stokenchurch Community Transport (30 comments) were all considered important to be retained.

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Other Comments on Stokenchurch not included in the above

Amongst other facilities mentioned in the questionnaire not included in the table above that were worth retaining were:

- The green areas in the village (66 mentions in total) - The commons, the playing fields, the children's play areas, and the football and cricket clubs.
- Public Transport (38 comments)
- Schools (29 comments)
- The bank (20 comments)

STUDLEY GREEN (168 comments)

- Studley Green Community Centre (39 comments) - In the absence of a designated village hall or a pub, the Community Centre in Studley Green was the facility most worth retaining in the village.
- Transport (16 comments) - Provides an important link for the community.
- Post Office (14 comments) - See comments for Stokenchurch above.
- Schools (11 comments) - Including the Mary Towerton Primary School.
- Pubs (9 comments) - The need for a local pub following the closure of the 'Studley Arms'.

RADNAGE (205 comments)

- Village Hall (51 comments)
- Schools (26 comments)
- Transport (19 comments)
- Church (18 comments)
- Pub (16 comments)

Other Comments on Radnage not included in the above

- The play areas in Radnage received 13 comments, as did the ongoing need for a Post Office in the area.

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6. Are there any other community facilities that you feel the local area really needs?

| STOKENCHURCH | % | STUDLEY GREEN | % | RADNAGE | % |
|-----------------------|------------|-----------------------|-----------|-----------------------|-----------|
| Sports Facilities | 21.1 | Shops | 19.3 | Shops | 29.2 |
| Shops | 13.5 | Pub | 15.9 | Transport | 11.1 |
| Youth Facilities | 13.2 | Post Office | 9.1 | Post Office | 6.9 |
| Policing | 8.6 | Sports Facilities | 7.9 | Youth Facilities | 5.6 |
| Post Office | 7.0 | Youth Facilities | 6.8 | | |
| | | | | | |
| <i>Total Comments</i> | <i>385</i> | <i>Total Comments</i> | <i>88</i> | <i>Total Comments</i> | <i>72</i> |

RESPONSE RATE

- Out of the 493 questionnaires returned 269 households (55%) responded to this question.
- There were 545 individual comments - 385 from Stokenchurch, 88 from Studley Green and 72 from Radnage.

COMMENTARY ON TABLE ABOVE

STOKENCHURCH (385 Comments overall)

- Sports Facilities (81 comments) - These suggested a wide range of ideas, many referring to indoor facilities, at least 16 specifically mentioning 'sports centre' or 'leisure centre'. There were calls for a swimming pool, the restoration of tennis facilities at the Community Centre and two mentions of a need for a jogging track.
- Shops (52 comments) - Of these, 20 requested a mini-supermarket, 6 mentioned fresh vegetables, 7 commented on the absence of a butcher, 10 asked for a better variety of shops and 6 expressed dissatisfaction with the quality of the existing shops.
- Youth Facilities (51 comments) - Of the 51 comments, 24 specifically referred to a youth club or similar of which 7 suggested expanding or enhancing the current Friday night provision.
- Policing (33 comments) - A combination of requests for a manned police station and / or a greater visibility and presence generally.
- Post Office (27 comments) - Once again, the closure of the post office for over a year leading up to this questionnaire led to a call for it to be reinstated.

Other Comments on Stokenchurch not included in the above

- There were 9 comments on the need for a café in the village; of these 4 suggested a 'drop in' coffee shop, 2 specified 'like the one in Chinnor', and 2 suggested an internet café.

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STUDLEY GREEN (88 comments)

- Shops (17 comments) - 2 mentioned the possibility of having a shop and pub combined and 2 others clearly relate to a perceived need for a local 'Studley Green' shop. Other comments were not specific.
- Pub (14 comments) - All are presumed to relate to the situation with the Studley Arms.
- Post Office (8 comments) - See comments for Stokenchurch above.
- Sports Facilities (7 comments) - See comments for Stokenchurch above.
- Youth Facilities (6 comments) - A number of general comments on the need for better youth facilities.

Other Comments on Studley Green not included in the above

- Medical Centre - There were 4 comments, 3 calling for extended opening hours at the Stokenchurch Medical Centre and / or weekend cover.
- Recycling - Of 4 mentions, three specifically requested an enhancement of kerbside collections.

RADNAGE (72 comments)

- Shops (21 comments) - Of the 21 comments, 13 definitely call for a village shop in Radnage itself including one run 'on the model of a U.S. drugstore, would be great but would need a bold owner'.
- Transport (8 comments) - Calls for better public transport.
- Post Office (5 comments) - see Stokenchurch above.
- Youth Facilities (4 comments) - More comments about the need for better facilities for teenagers.

7. How, in your view, should the playing field land (on the Slade Road First School site) best be used?

Bucks County Council owns the playing field that forms part of the old Slade Road First School site. (The site of the actual school buildings will be developed.) Bucks C.C. are planning to 'gift' the playing field to Stokenchurch Parish Council (who will have to pay for its maintenance and upkeep) provided it is kept as an open space. The site will be an asset to, and for the use of, the village as a whole.

RESPONSE RATE

- Out of the 493 questionnaires returned 335 households (68%) responded to this question, giving 578 ideas on how the land might be utilised.
- All responses were combined in a single analysis.
- Respondents expressed their views using a wide range of terminology, some vague and some specific and often gave multiple answers within individual response boxes.

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COMMENTARY ON THE ANALYSIS

- There were a number of suggested ideas that fell outside the parameters described in the preamble, for example a supermarket, build houses on the whole site.
- In addition, a number of issues were raised which, whilst germane to the future of the site - access arrangements, parking, possible disturbance to neighbouring property - did not answer the basic question of how the site should be used to the benefit of the village. Once these comments, 43 in total, were excluded, 535 suggestions remained.
- These were considered from three different perspectives:
 - Those proposing the use of the field for sports.
 - Those proposing facilities for the use of children or young people.
 - Those that would involve some physical change from a simple grassed area. These are examined below.
- Of the 535 ideas, 334 (62%) mentioned sports of some sort, many of which were non-specific. When specific sports were mentioned the most frequently cited were:
 - Football - 74 mentions (14%). There was a particularly strong lobby from the Stokenchurch Junior Football Club.
 - Skateboarding - 43 mentions (8%).
 - Tennis - 29 mentions (5%).
 - Swimming - 17 (3%).
- Of the 535 ideas, 417 (78%) suggested the provision of facilities or activities specifically for children or young people.

Categorising the suggestions in terms of how much they would involve physical change to the site from its current state as an open grassed area, of the 535 ideas:

- 240 (45%) would leave it as a playing field (although suggested uses within this category encompass ball games of various sorts, a venue for fetes and other community activities) or simply leaving it unchanged.
- 119 (22%) would involve some hard areas or engineering to accommodate outdoor sport including skateboarding, all weather pitches, tennis etc.
- 71 (13%) would involve the introduction of play facilities like swings etc.
- 41 (8%) would involve the creation of a municipal park, with paths, seats, flowers etc.
- 40 (7%) would involve the building of a built facility for indoor sports, leisure or youth activities.
- 24 (4%) would involve management as a wildlife area, with or without public access.

Note that some of the above suggestions are not necessarily mutually exclusive.

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8. For the area that you live in (your answer to question 1) do you feel that the local facilities for children and young people are adequate? Please answer this question only if you have children or teenagers in your family, or if you are involved in looking after them for extended periods of time.

| Area | Children up to 8 | | Children 8 to 12 | | Teenagers up to 18 | |
|---------------|-------------------|------------------|------------------|------------------|--------------------|-------------------|
| | Yes | No | Yes | No | Yes | No |
| Stokenchurch | 69 66% | 35 34% | 30 36% | 53 64% | 15 16% | 76 84% |
| Studley Green | 11 55% | 9 45% | 9 47% | 10 53% | 4 20% | 16 80% |
| Radnage | 21 81% | 5 19% | 11 48% | 12 52% | 4 18% | 18 82% |
| TOTAL | 101 67% | 49 33% | 50 40% | 75 60% | 23 17% | 110 83% |

RESPONSE RATE

- Out of the 493 questionnaires returned 173 households (35%) and responded to at least part of this question.
- In effect there were three separate questions, not all of which were answered by all of the respondents - 150 answered the question re children up to 8, 125 the question re children between 8 and 12 and 133 the question concerning teenagers.

COMMENTARY ON TABLE ABOVE

- In overall terms respondents felt that the facilities provided for those under 18 worsened as they got older. 67% were happy with the facilities for the younger children, compared with 17% who were happy with the facilities provided for teenagers.
- Radnage parents (and, one assumes, their children) were the happiest with the facilities for young children (81%).
- There was growing dissatisfaction with the facilities provided for older children, only 40% overall feeling that facilities met the needs of their children.
- Speculatively, there could be a link between the apparently poor provision of facilities for our teenagers and the comments elsewhere in the survey about gangs of teenagers hanging around on street corners with nothing to do.

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9. Do you have any comments on current facilities, in particular what facilities are particularly valued?

| STOKENCHURCH | % | STUDLEY GREEN | % | RADNAGE | % |
|-------------------------|------------|--------------------------------|-----------|-----------------------|-----------|
| Longburrow / Play Areas | 34.3 | Studley Green Community Centre | 33.3 | Play Areas | 72.0 |
| Youth and Clubs | 15.8 | Play Areas | 25.9 | | |
| NETA | 14.8 | | | | |
| Scouts | 7.4 | | | | |
| | | | | | |
| <i>Total Comments</i> | <i>108</i> | <i>Total Comments</i> | <i>27</i> | <i>Total Comments</i> | <i>25</i> |

RESPONSE RATE

- Out of the 493 questionnaires returned 115 households (23%) responded to this question.
- There were 160 individual comments - 108 from Stokenchurch, 27 from Studley Green and 25 from Radnage.

COMMENTARY ON TABLE ABOVE

- This proved to be a difficult question to analyse in that, although the question was designed to draw out the good things provided for the children and the young people of the area, quite a few of the answers were negative.
- The figures in the table combine 'good' and 'bad' comments. See the narrative below for more detailed explanations.

STOKENCHURCH (108 Comments)

- Longburrow / Play Areas (37 comments combined) - 25 comments specifically mentioned Longburrow. Almost all were positive; although 9 of these made the proviso that the facilities only cater for children under the age of 8. Cricket Ground facilities were mentioned 5 times with a similar proviso. 6 comments suggested improvements over and above the age related issue.
- Youth and Clubs (17 comments) - There were 10 favourable comments about the Friday youth club, although several of these mentioned problems outside after the club had closed. 7 comments stressed the need for better facilities or for the club to open on more than one night.
- NETA (The green shelter on the common) (16 comments) - There were 10 negative comments and 6 pro. Some of the negative ones were quite vehement and were almost certainly written without teenager input. On balance the tone of the negative comments was stronger than the moderately pro comments. The NETA certainly polarises views!
- Scouts (8 mentions) - All positive.

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Other Comments on Stokenchurch not included in the above

- Football and Cricket (10 comments overall) - All positive, although one respondent said that the football clubs were good for the boys, but what about the girls?
- Pre-School Facilities (4 comments) - Respondents commented on the presence of several good toddler groups in the village.
- Discos at the Memorial Hall (4 mentions) - Generally considered good, one comment suggested that they were good for the younger children (presumably not teenagers).
- Library (4 comments) - 'The library's 'Big Read' campaign in the summer helped to keep the children entertained during the summer holiday.' 'Early opening one day a week would be a great help.'

STUDLEY GREEN (27 Comments)

- Studley Green Community Centre (9 comments) - Positive comments about the Community Centre, particularly the youth club run on a Tuesday evening. Once again, there were comments asking what teenagers could do in the evenings as the facilities, clubs etc seem to revolve around children and the young teens.
- Play Areas (7 comments) - Covering both the play areas and the playing fields. Comments about the play area were mixed, but all stressed that they were only suitable for younger children. One respondent asked for a picnic table near the play area.

RADNAGE (25 comments)

- Play Areas (18 comments) - 8 of which contained positive elements but 5 were critical of the quality and range of equipment and others complain about dog messing, infrequent grass cutting and inadequate maintenance. Once again comments emphasised that the areas only meet the needs of younger children.

10. What more could be done for the children and teenagers under 18 in our community?

RESPONSE RATE

- Out of 493 questionnaires returned 156 households (32%) responded to this question.
- There were 290 individual comments - 199 from Stokenchurch, 43 from Studley Green and 48 from Radnage.

COMMENTARY

- The 290 comments covered a very wide range of suggestions with the result that a table would not provide any elucidation on the key issues.

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COMMENTARY (Continued)

- The commentary below concentrates on the area as a whole, as any major initiatives would be of benefit to the wider population rather than to individual villages.
- In broad terms, the comments could be divided into the follow categories:
 - Comments advocating organised activities.
 - Calls for informal meeting places.
 - Other improvements that might be made.
 - Comments on young people's behaviour, both 'helpful' and negative.

- **Comments advocating organised activities.**
 - There were 168 comments (55%) in this group. These included the following:
 - Youth Club (36 comments).
 - Sports Centre (29).
 - Play areas (17).
 - A skateboard park (17).
 - Organised clubs (10).
 - A swimming pool (9).
 - Tennis courts (7).
 - Scouts (7).
 - Football (4).
 - Basketball (2).
 - BMX track (2).
 - Cinema at Community Centre (2).

 - Voluntary work schemes to enable teenagers to help in the community.
 - Holding more courses appealing to the teenagers' creative talents - drama, art, car maintenance, dance and vocational activities.
 - Organised trips outside the village - football matches, Alton Towers etc.
 - More organised social events.
 - Better promotion of the facilities available at the Community Centre.

- **Calls for informal meeting places.**
 - There were 24 comments in this category including:
 - A meeting place for informal socialising (10).
 - A drop in centre (5).

- **Other Improvements.**
 - Playground improvements (22 comments).
 - Better transport to other places (17) including 3 comments on making better use of the Stokenchurch Community Transport.
 - Improving cycling facilities in the area, including a traffic free cycle route from Studley Green. (3).

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- **'Helpful' and negative comments.**

These included:

- 'Don't be afraid to spend money.'
- 'Stimulate community responsibility for and in youth.'
- 'Recognise that the youth of the village are part of the local community like the rest of us, to be treated with understanding and respect, not just treated as a problem.'
- 'Why not ask them?'
- 'Encourage them to be responsible and take ownership and not just shrug and say "nothing to do with me" when it is.'
- More parental involvement needed.

[Question 11 asked for volunteers to help with teenage activities; 17 people expressed interest.]

12. Are recycling facilities adequate in your area?

| Area | Kerb Side Collections | | Local Recycling Facilities e.g. Mudds Bank | | Disposal Sites e.g. Booker, Bledlow Ridge etc | |
|------------------|-----------------------|-------------------|---|------------------|--|------------------|
| | Yes | No | Yes | No | Yes | No |
| St'church | 233 72% | 93 28% | 262 85% | 46 15% | 273 88% | 37 12% |
| Studley G | 34 52% | 32 48% | 51 76% | 16 24% | 51 78% | 14 22% |
| Radnage | 55 64% | 30 36% | 69 84% | 13 16% | 68 85% | 12 15% |
| Totals | 322 67% | 155 33% | 382 83% | 75 17% | 392 86% | 63 14% |

RESPONSE RATE

- Out of the 493 questionnaires returned 483 households (98%) responded to at least part of this question. (477 re kerbside collections, 457 re local recycling and 455 re disposal sites.)

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COMMENTARY ON TABLE ABOVE

Kerbside Collections

- The level of satisfaction registered for kerbside collections is skewed by two factors. In Stokenchurch, where there are black (household waste) and green (compostable waste) bins together with paper and plastic collections, there was a small minority who wanted weekly collections of general waste restored. In Studley Green and Radnage, where there is a weekly black bin collection but no green bin or plastic collections, parishioners wanted more collected. (See commentary for question 13.)

Local Recycling and Disposal Sites

- Please see commentary for question 13.

13. If not, please suggest what can be done to improve them (recycling facilities).

| | % |
|--|-------------|
| | |
| Mudds Bank | 16.7 |
| Disposal Sites (Booker and Bledlow Ridge) | 14.9 |
| Weekly Collections | 14.7 |
| Glass Collections | 12.9 |
| Collect More | 10.5 |
| | |
| <i>Total Comments</i> | <i>389</i> |

RESPONSE RATE

- Out of 493 questionnaires returned 259 households (52%) responded to this question.
- There were 389 individual comments - 220 from Stokenchurch, 84 from Studley Green and 85 from Radnage.

COMMENTARY ON THE ABOVE TABLE

- Mudds Bank (65 comments) - There were a number of different themes to the comments made about Mudds Bank:
 - Most of the bins appear to be full at some time. There were a number of suggestions about increasing the frequency of collections.
 - Cleanliness, general untidiness and vermin infestation.
 - Associated litter, some from the recycling bins and some from people using the lay-by for parking.
 - Obstruction by lorries and poor lighting, which inhibits using the bins after dark.

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- Disposal Sites (58 comments) - There were a number of comments concerning the lack of user friendliness at the two disposal sites (Booker and Bledlow Ridge):
 - Congestion at busy times (usually weekends).
 - Complaints concerning restrictions on the use of vans and trailers.
 - Some staff can be unhelpful.
 - Assertions that restrictions at the sites encourage fly tipping.
- Weekly Collections (57 comments of which 56 came from Stokenchurch) - 25% of the comments from Stokenchurch in answer to this question suggested the restoration of weekly collections. This particularly related to green bins during the summer months.
- Glass Collections (50 comments) - At present all three areas need to dispose of their glass at one of the local recycling bins (or in their household waste). There were a few replies questioning why other councils elsewhere in the country managed to have doorstep glass collections and Wycombe District Council doesn't.
- Collect More (41 comments of which 40 came from Studley Green and Radnage.) - In Studley Green and Radnage, where there is only a weekly black bin and fortnightly paper collections, many were requesting extra collections, predominantly green bins but also including plastics, bottles and other items.

Other Comments not included in the above

- There were 6 comments calling for an additional local recycling site in Stokenchurch that didn't necessitate a car journey. There were 2 suggestions for an additional recycling site at either the Community Centre or Garden Centre in Studley Green.
- There were 7 requests for bigger bins, although one comment suggested that the green bins were too big and unmanageable.

14. In the last survey, a number of environmental issues were identified. The main ones are listed below. Please tick the THREE items that you believe should still be at the top of a priority listing.

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STOKENCHURCH and RADNAGE VILLAGE SURVEY 2007

| | Stok'ch | Studley Green | Radnage | Total |
|----------------------------------|-------------|---------------|-------------|-------------|
| | % | % | % | % |
| Traffic Noise - M40 | 20 | 10 | 14 | 18 |
| Traffic Noise - Other Roads | 6 | 17 | 5 | 8 |
| <i>(Total Traffic Noise)</i> | <i>(26)</i> | <i>(27)</i> | <i>(19)</i> | <i>(26)</i> |
| Fly Tipping & Abandoned Vehicles | 9 | 20 | 22 | 12 |
| Parking on Pavements | 14 | 7 | 5 | 11 |
| Air Pollution | 11 | 7 | 5 | 10 |
| Litter | 9 | 13 | 12 | 10 |
| Dog Fouling | 11 | 6 | 10 | 10 |
| Parking - School Run Times | 7 | 13 | 17 | 9 |
| Farm Smells | 11 | 3 | 3 | 9 |
| Light Pollution | 2 | 4 | 7 | 3 |
| Total Percentages | 100 | 100 | 100 | 100 |
| <i>Total Comments</i> | <i>966</i> | <i>209</i> | <i>221</i> | <i>1396</i> |

RESPONSE RATE

- Out of the 493 questionnaires returned 479 households (97%) responded to this question.
- There were 1396 individual comments - 966 from Stokenchurch, 209 from Studley Green and 221 from Radnage.

COMMENTARY ON THE ABOVE TABLE

- The largest issue is still traffic noise accounting for 26% overall of all comments.
- Fly tipping is the second largest issue.

15. If there are any other environmental issues that you would like to raise, please tell us about them here.

RESPONSE RATE

- Out of the 493 questionnaires returned 110 households (22%) responded to this question.
- There were 137 individual comments - 72 from Stokenchurch, 32 from Studley Green and 33 from Radnage.

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COMMENTARY

- The main issues not covered in earlier questions:
 - Noise (19 comments) - These concerned a variety of noise sources - late night parties, car stereos and exhausts, noise from pubs following the smoking ban which means that drinkers now smoke outside, aircraft noise and noise from the village hall in Radnage after midnight.
 - Drains (10 comments) - There were 4 comments from Stokenchurch, 3 from Beacons Bottom and 3 from Radnage commented on blocked drains and the need for more frequent cleaning.
 - Bonfires (4 comments) - All from Studley Green or Radnage. (No green bins?)
 - Planning (4 comments) - Comments from all three villages on over-development and 'allowing inappropriate building and planning permission to creep through'.

16. Do you find it easy to get timetable information for new services like the line 40 (the core service between High Wycombe, Stokenchurch and Thame) and County Rider?

| | Yes | No |
|----------------------|------------------|------------------|
| Stokenchurch | 147 (72%) | 70 (28%) |
| Studley Green | 25 (58%) | 18 (42%) |
| Radnage | 12 (26%) | 33 (74%) |
| TOTALS | 184 (60%) | 121 (40%) |

RESPONSE RATE

- Out of 493 questionnaires returned 305 households (62%) responded to this question - 217 from Stokenchurch, 43 from Studley Green and 45 from Radnage.
- Response rates against returned questionnaires for each area were 65% from Stokenchurch, 65% from Studley Green and 52% from Radnage.

COMMENTARY ON TABLE ABOVE

- The old 340 / 342 bus service - High Wycombe / Stokenchurch / Radnage / Stokenchurch / High Wycombe - was replaced by the line 40 and County Rider services. The 340 / 342 service between Stokenchurch and Radnage and vice versa was lightly used.
- Line 40 schedules were posted on the Internet and were well publicised at bus stops along the new route. Very little information was displayed at bus stops in Radnage.
- The light usage of public transport and lack of information at bus stops in Radnage might explain the lower affirmative rating (26%) from that area.

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17. Here we particularly seek views from those people affected by the replacement of the 340/342 by the County Rider services, for example residents of Radnage and Water End.

If you have been affected, do you feel that the new County Rider services meet your public transport needs?

| | Meets needs in full | Partially meets needs | Doesn't meet needs | Totals |
|---------------|---------------------|-----------------------|--------------------|--------|
| STOKENCHURCH | 6 (24%) | 15 (60%) | 4 (16%) | 25 |
| STUDLEY GREEN | 1 (11%) | 2 (22%) | 6 (67%) | 9 |
| RADNAGE | 2 (7%) | 14 (50%) | 12 (43%) | 28 |
| TOTAL | 9 (15%) | 31 (50%) | 22 (35%) | 62 |

RESPONSE RATE

- Out of 493 questionnaires returned 62 households (13%) responded to this question.
- Response rates against returned questionnaires for each area were 7% from Stokenchurch, 14% from Studley Green and 32% from Radnage.

COMMENTARY ON TABLE ABOVE

- It is possible there may have been a misunderstanding about this question, as few Stokenchurch residents (apart from some living in the Mill Road / Ibstone Road area and anyone who used the old service to get to Ibstone or Cadmore End) would have been affected by the withdrawal of the 340/342 services and its replacement by County Rider.
- In Studley Green (apart from those living in Water End) most people would have benefited by the new service.

18. Do you have any further comments on issues affecting local transport?

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STOKENCHURCH and RADNAGE VILLAGE SURVEY 2007

| STOKENCHURCH | % | STUDLEY GREEN | % | RADNAGE | % |
|---------------------------|-----------|---------------------------|-----------|-------------------------|-----------|
| New Destinations | 30 | Arriva Performance | 18 | County Rider | 47 |
| Improvements | 22 | Better Services | 18 | Public Transport | 23 |
| Better Information | 12 | Better Information | 18 | | |
| Schedules | 10 | | | | |
| Arriva Performance | 9 | | | | |
| | | | | | |
| <i>Total Comments</i> | <i>76</i> | <i>Total Comments</i> | <i>28</i> | <i>Total Comments</i> | <i>30</i> |

RESPONSE RATE

- Out of the 493 questionnaires returned 98 households (20%) responded to this question, providing 134 comments.

COMMENTARY ON TABLE ABOVE

STOKENCHURCH (76 Comments)

- New Destinations (23 comments) - The new services were welcomed, but new destinations are now being sought - 15 referred to Marlow, 4 to Heathrow and Gatwick and 4 asking for direct services to London, either by the diversion of the motorway services into Stokenchurch or an effective link with the stop at Lewknor.
- Improvements (17 comments) - There was a good response to the recent improvements to services through Stokenchurch (Line 40 and the reinstatement of the 737 Oxford / Luton / Stansted stop).
- Better Information (9 comments) - There were 9 pleas for better information including the provision of door to door material (3 comments), more user-friendly Internet facilities (2) and real-time information at bus stops (2).
- Schedules (8 comments) - 8 respondents asked for a better frequency than the current hourly service or an improvement to the evening service.
- Arriva Performance (7 comments) - There were 5 adverse comments concerning Arriva performance (punctuality, missed journeys, response to complaints) and 2 about cost.

Other Comments from Stokenchurch not included in the above

- There were 2 references to the lack of a taxi service in Stokenchurch for short journeys (e.g. to Lewknor for the Oxford tube).

STUDLEY GREEN (28 Comments)

- Arriva Performance (5 comments) - These were adverse comments on Arriva's line 40 performance including both early and late running or totally missed journeys.
- Better Services (5 comments) - There were 5 comments asking for better links with Marlow (1), Oxford (1) or better frequencies (3).
- Better Information (5 comments) - Generally asking for more information in 'an easy to read' format.

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Other Comments from Studley Green not included in the above

- Improvements - There were 3 comments welcoming the recent improvements to the services through Studley Green.
- County Rider - 2 comments proclaimed lack of knowledge of the County Rider service and 1 said it was too infrequent to be of much use.
- **RADNAGE (30 Comments)**
 - County Rider (14 comments) - Of these 8 said they were unaware of the service and a further 6 said that it simply didn't meet their needs.
 - Public Transport (7 comments) - These referred to the absence or infrequency of services to all or parts of the village.

19. What are the top three priorities in your area that you would like to see being dealt with by the neighbourhood policing team?

RESPONSE RATE

- Out of the 493 returned questionnaires, 373 people (76%) responded to this question
- During the analysis it became clear that the comments fell into two categories: those which identified specific issues related to crime (498 comments) and general comments about the way the area is policed. (222). These topics are dealt with separately in the following analysis.

CRIME RELATED ISSUES

| STOKENCHURCH | % | STUDLEY GREEN | % | RADNAGE | % |
|-----------------------|------------|-----------------------|-----------|-----------------------|-----------|
| Anti Social Behav'r | 56.9 | Anti Social Behav'r | 34.6 | Anti Social Behav'r | 25.5 |
| Speeding | 11.6 | Speeding | 28.8 | Theft and Burglary | 22.0 |
| Drugs | 7.5 | Fly Tipping | 9.6 | Speeding | 16.9 |
| Theft and Burglary | 5.7 | Drugs | 5.8 | Drugs | 11.9 |
| Parking | 4.7 | Theft and Burglary | 5.8 | Fly Tipping | 6.8 |
| <i>Total Comments</i> | <i>387</i> | <i>Total Comments</i> | <i>52</i> | <i>Total Comments</i> | <i>59</i> |

Commentary on next page

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COMMENTARY - CRIME RELATED ISSUES (All three areas combined)

- There was a peculiar problem in analysing this question and that revolved around how respondents had different ideas on how they categorised crimes. Added to this, the analysts themselves may have had different ideas on what the respondents meant. Two examples follow:
 - Is a young lad on a motorbike or in a car with a noisy exhaust racing round the village green indulging in anti social behaviour, speeding or just generally adding to the irritation caused by what were described by many as 'young drivers'?
 - Is a comment on 'car crime' theft from cars or is it failing to display a road tax disc?
- Anti social behaviour (253 comments) - This includes the behaviour of youths (84 comments), vandalism (50), young drivers (40), motorbikes (27), drink (21), litter (6), noise (4), and the generic description 'anti social behaviour' (21). This was generally seen to be a Stokenchurch problem, with 220 of the 253 comments originating from there.
- Speeding (70 comments) - This includes speeding on the A40 through Stokenchurch and Studley Green and on other roads in all three villages (see question 22 below).
- Drugs (39 comments) - There were a number of comments on the drug problem - 'drugs are a big issue in local pubs', 'drug abuse and drug pushers', 'known drug dealers'.
- Theft and Burglary (38 comments) - As a percentage of the total number of comments concerning crime, theft and burglary generate significantly higher concern in Radnage than in the other two areas.

Other Crime Related Issues

- Parking (19 comments) - Although dealt with elsewhere in the survey, 18 respondents in Stokenchurch felt that this was an area where the police should take action. These included parking on the A40 obstructing a clear view from side turnings, general parking on pavements causing obstruction and the inevitable parking whilst on the school run.
- Car Crime (17 comments) - One respondent suggested that the Police Community Support Officer should walk the streets noting down the registration numbers of untaxed cars.
- Fly Tipping (13 comments). - Seen to be a bigger issue in Studley Green and Radnage.

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POLICING ISSUES

| STOKENCHURCH | % | STUDLEY GREEN | % | RADNAGE | % |
|-----------------------|------------|-----------------------|-----------|-----------------------|-----------|
| Presence | 44.1 | Presence | 28.6 | Presence | 40.9 |
| Patrols | 17.6 | Patrols | 19.0 | Response Times | 22.7 |
| Phone Number | 10.3 | Phone Number | 16.7 | Patrols | 9.1 |
| Police Office | 9.6 | Communication | 11.9 | Phone Number | 9.1 |
| Communication | 8.1 | Response Times | 9.5 | | |
| | | | | | |
| <i>Total Comments</i> | <i>136</i> | <i>Total Comments</i> | <i>42</i> | <i>Total Comments</i> | <i>44</i> |

COMMENTARY - POLICING ISSUES (All three areas combined)

- Presence (90 comments) / Patrols (36 comments) - There appeared to be a widespread belief across the three villages that if there was a more visible police presence, either on foot and in cars, many of the crime related issues above might be mitigated. This applied particularly to late evenings and at weekends.
- Non-Emergency 'Phone Number (25 comments) - This was mentioned in the preamble to the question. Most of the respondents commenting on this claimed total unawareness of the number.
- Communication (19 comments) - 11 comments from Stokenchurch, 5 from Studley Green and 3 from Radnage, many suggesting a closer liaison with schools (presumably secondary schools) and the occasional visit to meetings in Studley Green and Radnage.
- Police Office (18 comments) - Comments were very similar to those made about the non-emergency 'phone number.
- Response Times (17 comments of which 10 came from Radnage) - Most of these perceived a lack of urgency on the part of the police to attend 'crimes', for example 'the police wouldn't attend when my caravan was stolen from my front garden'.

20. Where new speed limits have been introduced are they working?

| | YES | NO | TOTAL |
|---------------|------------------|------------------|------------|
| STOKENCHURCH | 77 (52%) | 72 (48%) | 149 |
| STUDLEY GREEN | 15 (33%) | 31 (67%) | 46 |
| RADNAGE | 27 (39%) | 42 (61%) | 69 |
| | | | |
| TOTALS | 119 (45%) | 145 (55%) | 264 |

Commentary on next page

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RESPONSE RATE

- Out of 493 questionnaires returned 264 households (54%) responded to this question.
- The answers from Stokenchurch have to be suspect. This survey took place in October 2007. At that time, as far as we know, there hadn't been any changes to the speed limits in Stokenchurch. It could well be that some of the respondees were confused by the consultation exercise on speed limits that was taking place concurrently.
- The figures from Radnage and Studley Green seem much more representative of the views expressed in question 22.

21. Are you happy with road maintenance in the area in which you live? (Please tick one box.)

| | Roads are well maintained | Road mtce is adequate | Road mtce leaves a lot to be desired | Totals |
|---------------|---------------------------|-----------------------|--------------------------------------|-------------|
| STOKENCHURCH | 34 (11%) | 138 (45%) | 134 (44%) | 306 |
| STUDLEY GREEN | 4 (6%) | 30 (46%) | 31 (48%) | 65 |
| RADNAGE | 4 (5%) | 32 (39%) | 46 (56%) | 82 |
| TOTAL | 42 9% | 200 44% | 211 47% | 453 100% |

RESPONSE RATE

- Out of 493 questionnaires returned 453 households (92%) responded to this question.
- It is a matter of individual judgement whether road maintenance is 'adequate' or 'leaves a lot to be desired'. Question 22 highlights those areas where there were a number of comments on the inadequacy of the quality of road upkeep.

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22. Is there anything more that you would like to say about traffic management or road safety issues in your area?

During the analysis it became clear that the comments were split evenly between speeding and other traffic management issues. These are dealt with as separate issues below.

| | TRAFFIC MGMT | SPEEDING | TOTAL |
|----------------|--------------|-----------|-------|
| STOKENCHURCH | 124 | 112 | 236 |
| STUDLEY GREEN | 32 | 28 | 60 |
| RADNAGE | 31 | 28 | 59 |
| TOTAL COMMENTS | 187 (53%) | 168 (47%) | 355 |

RESPONSE RATE

- Out of the 493 questionnaires returned 295 households (60%) responded to this question.

TRAFFIC MANAGEMENT ISSUES

| | STOKENCH | STUDLEY GN | RADNAGE | TOTAL |
|----------------------------|------------|------------|-----------|------------|
| Parking | 17 | 2 | 1 | 20 (10.7%) |
| A40 / Marlow Road Junction | 15 | 1 | 0 | 16 (8.6%) |
| Lorries | 7 | 1 | 5 | 13 (7.0%) |
| Roads (General) | 9 | 0 | 4 | 13 (7.0%) |
| M40 Junction 5 | 9 | 1 | 0 | 10 (5.3%) |
| Hedges | 2 | 2 | 5 | 9 (4.8%) |
| Dashwood Hill | 1 | 8 | 0 | 9 (4.8%) |
| Marlow Road Crossing | 8 | 0 | 0 | 8 (4.3%) |
| Signs | 1 | 2 | 5 | 8 (4.3%) |
| <i>Total Comments</i> | <i>124</i> | <i>32</i> | <i>31</i> | <i>187</i> |

COMMENTARY ON TABLE ABOVE - Traffic Management Issues

STOKENCHURCH (124 comments overall)

- A40 / Marlow Road Junction (15 comments) - As with the last survey four years ago, the layout of the junction continues to cause concern. There were four calls for a mini roundabout and one respondent suggested that the proposed changes were an inadequate solution.

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- Parking (17 comments) - Comments on parking fell into three categories:
 - Parking on or close to the A40. This included outside the new post office, the corner with Pigeon Farm Road by the off licence, the exit from Ferndale Close, and the entrance to Church Street outside the bakery and the fish and chip shop.
 - Parking on pavements and verges
 - Parking outside George Road School.
- Roads - General (9 comments) - Mostly about potholes that have been reported to the authorities but to no avail.
- M40 Junction 5 (9 comments) - Concern about the disruption that would occur if the bridge were closed for a significant period. (The survey was conducted when it was planned to close the bridge for up to nine months.)
- Pedestrian Crossing on Marlow Road (8 comments) - A number of comments about the proximity of the bus stop to the new crossing. There were also several comments calling for traffic light control as motorists are inclined to ignore the crossing.
- Lorries (7 comments) - A number of observations on lorries parking in the village overnight and lorries using narrow lanes and roads in the village that are unsuitable for them.

STUDLEY GREEN (32 comments overall)

There were two main areas of concern:

- Dashwood Hill (8 comments) - There were a range of issues - speeding up the Old Dashwood Hill to avoid slow moving traffic on the A40, the exits from the old road onto the A40 at both ends of Dashwood Hill and a call for a road sign asking motorists to use their headlights (now probably unnecessary following tree cutting).
- A40 refuge (6 comments) - Some respondents felt this was a traffic hazard and danger to pedestrians; others wanted a formalised pedestrian crossing.

RADNAGE (31 comments overall)

- Hedges (5 comments) - Hedges obscuring road signs and road edges in summer and a call for them to be cut back.
- Signs (5 comments) - A range of comments on the road signs installed after the imposition of speed limits and a call for the speed limits to be displayed on the road near the school and key junctions.
- Lorries (5 comments) - Comments about inappropriately sized vehicles using narrow lanes.

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SPEEDING and ASSOCIATED ISSUES (All three areas)

| | % |
|---|-------------|
| Speeding - Specific to Named Roads - (see below) | 65.5 |
| Speeding - General and young drivers | 11.9 |
| Enforcement | 10.1 |
| Limits - General | 7.8 |
| Limits - Don't Introduce More! | 3.0 |
| <i>Total Comments</i> | <i>168</i> |

COMMENTARY ON TABLE ABOVE - Speeding and associated issues

There were a number of roads specifically mentioned where speeding caused concern for the respondents. These are set out below with the number of comments in brackets.

| STOKENCHURCH | STUDLEY GREEN | RADNAGE |
|---------------------------------|---------------------------|---------------------------|
| A40 (42 comments) | A40 (14) | City Road (9) |
| Marlow Road (22) | Water End (4) | Bottom Road (3) |
| Ibstone Road (8) | Horsleys Green (3) | Green End Road (1) |
| Bartho'mew Tip'g Way (1) | Beacons Bottom (1) | Spriggs Alley (1) |
| New Road (1) | | |

Other issues raised in the three villages were interlinked and are difficult to categorise. The main comments were:

- General and Young Drivers (23 comments) - These comments could be linked to enforcement (see below), the general view being that people drive too fast, are not caught and therefore continue to break the speed limits. There were specific mentions for young car drivers and teenagers on motorbikes.
- Enforcement (17 comments) - People felt that speed limits only work if they are rigidly enforced. There were calls for speed cameras and policing to make the limits happen.
- Limits - General (8 comments) - There were views that there were too many different speed limits and no efforts were made to measure their effectiveness.
- Don't Introduce more Speed Limits (5 comments) - There was a school of thought that suggested that imposing yet more speed limits is counter-productive. Constant monitoring causes frustration, which in turn causes yet more accidents.

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23. Have you ever attended a Parish Council meeting?

| | YES | NO | TOTAL |
|---------------|-----------|-----------|-------|
| STOKENCHURCH | 70 (22%) | 253 (78%) | 323 |
| STUDLEY GREEN | 12 (17%) | 57 (83%) | 69 |
| RADNAGE | 46 (55%) | 37 (45%) | 83 |
| TOTALS | 128 (27%) | 347 (73%) | 475 |

RESPONSE RATE

- Out of 493 returned questionnaires 475 households (96%) responded to this question.
- At first sight there appears to be a disparity between the responses received from Radnage and the other two areas. This may be the result of a parish meeting held a couple of years ago, when the question of affordable housing in the village was at issue. Turnout was high, with the result that many people who attended that meeting could genuinely claim to have attended at least one parish council meeting.

24. What could be done to improve attendance and involvement with Parish Council meetings?

- Out of 493 returned questionnaires 238 households (48%) responded to this question.
- As this question relates to two separate parish councils, the analysis was broken into two groups - Stokenchurch and Studley Green (Stokenchurch Parish Council) and Radnage (Radnage Parish Council).
- In all there were 228 comments from Stokenchurch and Studley Green and 62 for Radnage. The general groupings are shown in the tables with a more detailed explanation thereafter.

STOKENCHURCH PARISH COUNCIL

| | % |
|----------------------------|-------------|
| Communication | 45.6 |
| Conduct of Meetings | 20.6 |
| Agenda | 16.2 |
| Structure | 6.1 |
| Parish Council | 4.8 |
| 'Other' issues | 6.7 |
| <i>Total Comments</i> | <i>228</i> |

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COMMENTARY ON TABLE ABOVE

It should be noted that the comments that follow are taken straight from the returns. Many of them suggest that parishioners are not aware of current processes - the website, early notice of the agenda and so on. This nevertheless highlights the need for a publicity campaign of some kind to explain what happens, when and why.

Communication (104 comments) - Most of the comments in this category revolved around providing more information on where and when the meetings are held:

- 35 comments simply said better publicity was needed.
- 16 asked where and when the meetings were held.
- 7 suggested a monthly mail drop.
- 6 suggested putting a notice in the 'Stokenchurch Directory' each month.
- There were 4 calls for more notice boards / notices in the village - perhaps using shop windows.

Conduct of Meetings (47 comments) - By their very nature, council meetings often deal with the minutiae of parish life and, as a result, meetings can appear tedious to the outsiders. Suggestions included:

- 10 asking for more public participation during meetings including one that suggested the council allow time at the beginning of the meeting for the public to raise issues and for the District and County Councillors to report back.
- 6 comments on timing (i.e. should be varied, not always on a Wednesday evening).
- 5 comments suggesting that it is not clear how parishioners can raise matters at council meetings.
- 4 people commented on the 'old fashioned' feel of parish council meetings and suggested they be less formal.

Agenda (37 comments) - In addition to the 'communication' issues above, there were a number of comments on accessing agendas with comments on:

- 23 comments on the need to get agendas publicised before the meeting - newspaper advertisements, more notice boards in the village etc.
- 10 suggestions that the agenda should be e-mailed to registered parishioners and that issues could be raised on line.
- 4 comments on providing more information on the background to the agenda items.

Structure (14 comments) -

- These inferred that parishioners were unaware of the structure of meetings, what they had responsibility for, what they hoped to achieve and, most significantly, who could attend.
- There was also a call for a parishioners' meeting to discuss common issues - fire, police etc. This sounds very similar to the current Stokenchurch Action Group Meetings.

Parish Council (11 comments) -

- Calls for more 'visible' parish councillors.
- Two comments on the need for younger blood on the parish council.

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RADNAGE PARISH COUNCIL

| | % |
|----------------------------|-------------|
| Conduct of Meetings | 35.5 |
| Communication | 27.4 |
| Agenda | 11.3 |
| Parish Council | 11.3 |
| 'Other' Issues | 16.1 |
| | |
| Total Comments | 62 |

COMMENTARY ON TABLE ABOVE

Meetings (22 comments) - A range of issues arising from the conduct of parish council meetings were raised. The key ones were:

- 5 comments on conduct at the parish council meetings with comments such as 'bullying tendencies by some on the council', 'less in-fighting', and 'stop in-house bickering'.
- 5 comments concerning input from the public with two of these asking that comments from members of public should be minuted. There was a comment that members of the public should be made to feel welcome.
- 3 comments suggesting that meetings are too long.

Communication (17 comments) - In general comments similar to those for Stokenchurch:

- 7 comments suggesting better publicity including advertising in local shops and the use of 'Contact' as a means of drawing forthcoming meetings to parishioners' attention.
- Other comments included one saying 'I didn't know I could attend'.

Agenda (7 comments) - Calls for the agenda for the next meeting to be more widely available:

- 3 suggested mail drops.
- 2 suggested better use could be made of the notice boards in the village.
- 1 person felt that an invitation and agenda could be sent out by e-mail.

Parish Council (7 comments) - A range of comments including:

- A call for transparency and one suggestion that the parish council should 'improve communication and engagement and thus attract good candidates and thereby stop co-option'.
- There was one comment on the need for an effective parish clerk.

OTHER COMMENTS (BOTH COUNCILS)

Apart from the above there were a number of comments that might be noted:

- A couple of suggestions to embrace other village groups - Women's Institute, scouts and guides, pre school groups, Weight Watchers, Neighbourhood Watch etc.
- 'I have lived in Stokenchurch for twenty years and I was unaware of meeting times - I still don't know where they are held'.

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- 'No comment - mainly because they [the parish council] have very little power to get things changed.'
- And finally the following thoughtful piece:

"Perhaps the question should have been 'How do we involve more people in the business of the Parish Council?'

"The Parish Council meetings will normally be routine e.g. accept the accounts, approve the addition of a conservatory, agree to worm the cricket ground, replace a fallen lamppost. These are important but don't expect a crowd to cheer you on.

"Involvement does and will occur when people are unhappy or uncertain. M40 pollution, traffic speed, recycling bins next-door, major building projects and Slade Road school site are examples.

"I feel that the Stokenchurch Action Group (SAG) has and will continue to be the best forum for these issues. The SAG focuses on 'major' issues rather than routine. It can be used to report on SPC, SRCAF and NAG achievements. I think it should be the responsibility of SPC to co-ordinate the flow of information from these groups and other partners to the parishioners and organise meetings and agenda three or four times a year."

25. Do you have access to the Internet?

RESPONSE RATE

Out of 493 returned questionnaires 464 people (94%) answered this question. Their answers were:

| | YES | NO | TOTAL |
|---------------|-----------|-----------|-------|
| STOKENCHURCH | 230 (73%) | 84 (27%) | 314 |
| STUDLEY GREEN | 60 (90%) | 7 (10%) | 67 |
| RADNAGE | 73 (88%) | 10 (12%) | 83 |
| TOTALS | 363 (78%) | 101 (22%) | 464 |

286 people in Stokenchurch and Studley Green went on to answer the next question:

26. If you answered yes to question 25 and live in Stokenchurch have you ever visited the parish council website?

Their responses were:

| YES | NO |
|-------------|--------------|
| 76 (27%) | 210 (73%) |

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Radnage Parish Council does not have a formal website. We asked:

28. If you answered yes to question 25 and live in Radnage, would you visit a Radnage Parish Council website if one was developed?

| YES | NO |
|-------------|-----------|
| 67 (92%) | 6 (8%) |

All 73 respondents who live in Radnage who answered yes to question 25 answered this question. By extrapolation 80% of those who live in Radnage and have access to the internet, claim that they would access a parish council website if one were to be constructed. Experience in Stokenchurch might suggest otherwise (see question 26).

Our final question on internet access asked for suggestions on how the Stokenchurch Parish Council website could be improved:

27. Do you have any suggestions for improving the website?

RESPONSE RATE

- Out of 493 questionnaires returned 39 households (8%) responded to this question.
- As the question specifically refers to the Stokenchurch Parish Council website, the ratio of replies to the returns received from Stokenchurch and Studley Green increases to 37 out of 407 (9%).

The main suggestions were:

| | % |
|-----------------------|-------------|
| Information | 27.3 |
| Links | 16.4 |
| Website | 12.7 |
| Internet | 10.9 |
| Publicity | 10.9 |
| <i>Total Comments</i> | <i>55</i> |

COMMENTARY ON TABLE ABOVE

- Information - There were 15 calls for more information on the website. These ranged from information on local facilities, community news - 'what's on the in the village', and more information for new residents in the area.

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- Links - 9 comments suggested links with other websites that provide local information - bus and train times, district and county councils, church services etc.
- Website - 7 comments on the current website ranged from 'seems very user friendly already', to 'needs to be more exciting'.
- Internet - There were 6 comments on the use of the Internet generally. These included a monthly e-mail newsletter from the parish council, an Internet chat room to facilitate parishioners' questions and a PC bulletin board.
- Publicity - 6 people observed that there was little point in having a website if it wasn't properly publicised.

Other Comments on the Stokenchurch PC website not included in the above

- Volunteers - Use the website to advertise for volunteers.
- Family History - The website could be used to exchange local family histories.
- Advertising - Cost could be defrayed by taking advertising for local businesses.

29. If there was ONE thing, big or small, that could be done to improve our community, what would it be?

| STOKENCHURCH | % | STUDLEY GREEN | % | RADNAGE | % |
|-----------------------|------------|-----------------------|-----------|-----------------------|-----------|
| | | | | | |
| Traffic Noise | 12.5 | Studley Arms | 15.9 | Community | 10.2 |
| Policing | 11.0 | Village Pride | 11.4 | Planning | 10.2 |
| Facilities | 7.0 | Speed Limits | 9.1 | Roads | 10.2 |
| Shops | 7.0 | | | Shops | 10.2 |
| Youth | 6.5 | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| <i>Total Comments</i> | <i>200</i> | <i>Total Comments</i> | <i>44</i> | <i>Total Comments</i> | <i>49</i> |

RESPONSE RATE

- Out of 493 questionnaires returned 277 households (56%) responded to this question.
- There were 293 individual comments - 200 from Stokenchurch, 44 from Studley Green and 49 from Radnage.

COMMENTARY ON TABLE ABOVE

STOKENCHURCH (200 Comments overall)

- Traffic Noise - 25 comments, 13 of them focussed on laying a noise reducing surface on the M40 and several calls for better screening and noise barriers.
- Policing - 22 comments calling for a more visible police presence in the village.

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- Facilities - 14 comments, 6 of which called for more facilities for teenagers and 5 for better sports and leisure facilities.
- Shops - 14 comments, no fewer than 8 suggesting that a small local supermarket would be welcome in the village.
- Youth - 13 comments built around finding things to do to keep youngsters occupied, off the streets and out of mischief.

Other Comments on Stokenchurch not included in the above

- Community - 9 comments calling for community events and the need to engender better community spirit.
- Planning - 9 comments expressing concerns on the over-development of the village.
- Village Pride - 8 comments asking for steps to be taken to engender more pride in our village.
- Litter - 6 comments on the amount of litter scattered around the village.
- Traffic Calming - 6 comments on the need for some kind of traffic calming or enforcement on village roads.

STUDLEY GREEN (44 Comments overall)

- Studley Arms - 7 comments calling for the site to be cleaned up, developed and reopened.
- Village Pride - 5 comments, 3 of which commented unfavourably on the wood yard and farm opposite 'Five Alls'. 1 also called for a renovated 'Studley Arms'.
- Speed Limits - 4 comments looking for tighter control over, or reduction of, speed limits.

Other Comments on Studley Green not included in the above

- Flooding in Beacons Bottom - 2 comments.
- Planning - 2 comments.
- Traffic Calming - 2 comments (in addition to the 4 on speeding and speed limits).

RADNAGE (49 comments overall)

5 comments for each of the following four issues:

- Community - A number of suggestions for creating community spirit in Radnage including greater use of the playing field for community events including a farmers' market, a village fete and barbeque and council organised events.
- Planning - A range of comments including 'no more housing' and 'for the village to progress the occasional new house should be encouraged' and a call for 'really high quality modern architecture instead of mock granary, Tesco style'.
- Roads - Comments about hedges and verges, road surfaces and speed limits.
- Shops - Calls for a local shop in Radnage and a Tesco Express style supermarket in Stokenchurch.

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Other Comments on Radnage not included in the above

- Speeding and Speed Limits - 4 comments on speeding and the extant speed limits.
- Pedestrian Footways - 2 calls for safe pedestrian pathways from Mudds Bank to the village.
- Leave It Alone - 2 questionnaires said leave Radnage as it is.
- Village Hall - 2 comments asking for a coat of paint to spruce up the hall and for it to be used more frequently for village events.

[Question 30 asked for volunteers to help take forward any actions arising from the questionnaire or to help with other community groups. 44 people expressed interest.]

31. Is there anything we have missed that you would like to comment on?

| STOKENCHURCH | % | STUDLEY GREEN | % | RADNAGE | % |
|-----------------------|-----------|-----------------------|-----------|-----------------------|-----------|
| Commons | 8.3 | Questionnaire | 33.3 | Questionnaire | 21.4 |
| Questionnaire | 8.3 | Dashwood Hill | 13.3 | | |
| M40 Junction 5 | 6.7 | Studley Green | 13.3 | | |
| Village | 6.7 | | | | |
| Bowling Green | 5.0 | | | | |
| Community Centre | 5.0 | | | | |
| Community | 5.0 | | | | |
| | | | | | |
| <i>Total Comments</i> | <i>60</i> | <i>Total Comments</i> | <i>15</i> | <i>Total Comments</i> | <i>14</i> |

RESPONSE RATE

- Out of 493 questionnaires returned 79 households (16%) responded to this question.
- There were 89 individual comments - 60 from Stokenchurch, 15 from Studley Green and 14 from Radnage.

COMMENTARY ON TABLE ABOVE

- Questionnaire - It was gratifying to see that, in answering this question, 13 people overall felt that the questionnaire was a worthwhile exercise.

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STOKENCHURCH (60 Comments overall)

- Commons - 5 comments on the commons ranging from the need to provide more seats, problems with parking, and drinking outside the 'Four Horseshoes' when there is an adequate garden.
- M40 Junction 5 - 4 comments on the effect of closing J5 of the M40.
- Village - 4 comments were appreciative of village life in Stokenchurch.
- Bowling Green - 3 comments on the poor state of the road on the Bowling Green.
- Community Centre - 3 comments on the Community Centre, 1 on the playing field not being used, 1 on the lack of courses and 1 suggesting a floodlight sports field.
- Community - 3 suggestions for more community events and a notice board in the east of the village.

Other Comments from Stokenchurch not included in the above

- Throughout the questionnaire there were a number of favourable comments on people and organisations that help create our community - the scouts and guides, the church, the Day Centre, STOPAG, the people who help with the Stokenchurch Community Transport, the village grounds man and the 'Stokenchurch Directory'.

STUDLEY GREEN (15 Comments overall)

- Dashwood Hill - 2 Comments - 1 on road safety and 1 on the state of trees on the A40.
- Studley Green - 2 comments suggesting that 'the hamlets' are ignored.

RADNAGE (14 comments overall)

- Other than 3 comments on the questionnaire (see above), there were 11 individual comments on a range of issues.

AND FINALLY

We would like to thank everyone for his or her valued contribution to this survey.

This survey has been undertaken by Stokenchurch and Radnage Community Action Forum, working in association with both the Stokenchurch and Radnage Parish Councils.