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Executive Summary

In the spring of 2008, Nailsea Town Council, with Town planning consultancy Baker Associates, consulted householders, businesses and young people in Nailsea to identify the key issues for their Town. The aim of the consultation was to establish priorities for the Nailsea Parish Plan and guide the way the Town changes into the future.

The Plan will also provide a robust evidence base to support changes that residents and businesses wish to see into the future. This will identify the priorities for action (including actions to be taken by the Town Council, service providers and the local community), inform funding allocation of the Town Council budget, support future policy-making and provide the evidence that community groups require to submit applications for grant-funding and resources.

Three questionnaires were devised - one for households, one for businesses and one for young people. The questionnaires were delivered to all households and businesses in Nailsea with the young people's questionnaire available through schools and at Youth House. A parish plan weekend was also held to publicise the consultation and encourage people to come and discuss issues with Town Councillors.

Over a third of all households (34%), or 2310 households, 59 businesses and 124 young people completed and returned the questionnaires. This was a fantastic response rate and much higher than the anticipated level of response.

The consultation results reveal that people in Nailsea generally like living in the Town, it has a distinct identity and they mostly feel part of the community and activity within it. Respondents highlighted the Town's many positive qualities and features including its small town character, its friendliness, range of facilities, its location, variety of parks, open spaces and access to the countryside.

However, respondents also raised a number of concerns - including anti-social behaviour; too few activities for young people and the quality of the Town centre and shopping facilities. The cost and reliability of public transport was also cited as a major deterrent for its use.

There is also concern around the future of the Town, particularly the aging population, further declining Town centre and the impact of future levels of housing growth - with the respondents equally split between low and medium growth strategies. Many residents use the private motor car to travel short distances and local job opportunities are limited.

A large number of respondents welcomed the opportunity to comment and inform the Council of their issues, ideas and comments on the future of Nailsea. A number of responses also caveated this statement with a request for the Town Council to consider the issues raised and act upon the results they receive.

1 Introduction

- 1.1 In the spring of 2008, Nailsea Town Council, with Town planning consultancy Baker Associates, consulted householders, businesses and young people in Nailsea to identify the key issues for their Town.
- 1.2 The aim of the consultation was to establish priorities for the Nailsea Parish Plan and guide the way the Town develops into the future.
- 1.3 This report summarises the results of this consultation including:
 - how the consultation was carried out,
 - key issues and concerns emerging,
 - suggestions for improvements to the Town.
- 1.4 The statistical analysis of the questions and copies of the three questionnaires are set out in the appendices.

2 Background

Why a Parish Plan ?

- 2.1 Nailsea Town Council is currently developing a Parish Plan for the Town. The aim of the Plan is to give a detailed picture of what the Town is like now, how people want it to be in the future and what needs to be done to get there.
- 2.2 The Plan will also provide a robust evidence base to support changes that residents and businesses wish to see into the future. This will:
- Identify the priorities for action - including actions to be taken by the Town Council, service providers and the local community,
 - Inform funding allocation of the Town Council budget,
 - Support future policy-making,
 - Provide the evidence that community groups require to submit applications for grant-funding and resources.

How the Town Council consulted ?

- 2.3 Nailsea Town Council, with support from Baker Associates, designed a consultation programme which aimed to get as many residents and businesses as possible to put forward their views on Nailsea - now and into the future - to inform the Parish Plan. A key part of this process was to encourage those who do not normally provide views to get involved in the exercise.
- 2.4 Three questionnaires were devised - one for households, one for businesses and one for young people. Each questionnaire was developed to highlight issues that were particularly relevant to that sector of the community. Copies of the questionnaire are provided in Appendix A.
- 2.5 A publicity leaflet and a series of press releases (including interviews with local radio) helped to raise wider awareness of the consultation process. A banner advertising the consultation were also displayed across the front of the Town Council offices.
- 2.6 The householder questionnaire was distributed to all households in Nailsea via a free newspaper. Additional copies of the questionnaires were also available at the library and Town Council offices.
- 2.7 Members of the parish plan working group hand-delivered a questionnaire to all businesses in the Town, with the aim of encouraging them to respond.
- 2.8 The young persons questionnaire was distributed via schools within the Town and Youth House.

- 2.9 Respondents were able to return their questionnaires via a freepost address, in collection boxes placed across the Town and on-line via the Town Council website.
- 2.10 Finally, a Parish Plan weekend was held in March 2008. The objective of the weekend was to publicise the consultation process and encourage respondents to come and discuss issues with Town Councillors. The Parish Plan weekend included a Parish Plan bus (pictured below) which moved locations throughout the weekend. The bus included:
- opportunity to complete questionnaires - either in hard copy or on-line,
 - exhibition boards and opportunity for comment on key issues,
 - childrens art materials to complete their vision of a future Nailsea,
 - refreshments for those completing questionnaires.



The Parish Plan Bus

How many people responded?

- 2.11 Over a third of all households (34%), or 2310 households, 59 businesses and 124 young people completed and returned the questionnaires. This was a fantastic response rate and much higher than the anticipated level.
- 2.12 A number of more informal responses were received on the exhibition boards at the Parish Plan weekend. These comments were also included within the report conclusions.
- 2.13 An art exhibition displayed children's and young people's art work in the library in May 2008.



Young People at the Parish Plan weekend

3 The main messages

- 3.1 The results of the consultation questionnaires are set out in full within appendices A, B and C. This section of the report highlights the main messages for the Town Council and their partners against the headings of the North Somerset Sustainable Community Strategy (2008 - 2026).
- 3.2 The North Somerset Community Strategy sets out the vision and priorities to improve the economic, social and environmental well-being of an area. It shows how partners of the North Somerset Partnership are working together to achieve the vision of 'Sustainable, inclusive, safe, healthy, prosperous communities thriving in a quality environment'.
- 3.3 The strategy has the following shared priorities :
- Developing strong inclusive communities
 - Ensuring safer communities
 - Improving health and well-being
 - Developing a prosperous economy and enterprising community
 - Living within environmental limits

In addition, tackling disadvantage and promoting equality of opportunity is a cross-cutting priority which runs through all those listed above.

- 3.4 The aim of setting the main messages from the consultation against the themes of the Community Strategy is to ensure that the Town Council, North Somerset Council and members of the Local Strategic Partnership are able to respond to the issues that respondents have raised within the joined-up strategic framework.

Developing strong inclusive communities

- 3.5 Community pride is strong with many respondents citing they were very proud to live in Nailsea. The large response rate to the household survey illustrates that residents feel strongly about the Town where they live.
- 3.6 The key things respondents like about the Town includes access to the countryside, parks and open spaces, the community feel and the size of the Town. However, things that concerned the respondents were antisocial behaviour (mainly young people), the health and quality of the Town centre and public transport (frequency and cost).
- 3.7 Respondents were asked to prioritise the one action or 'thing' that could be achieved to improve Nailsea. The top three answers were a swimming pool (22% of responses), improve the Town centre - including shopping facilities and

- quality of the environment (11% of responses) and more or new facilities for young people (10% of responses),
- 3.8 The community of Nailsea is very stable with 96% of households stating they are likely to continue living in the Town for the next 5 years.
- 3.9 Over half of responding households (54%) take part in clubs, groups or societies across a wide range of sporting, charitable, religious, support or hobby based groups. Nearly 4 out of 5 (78%) of young people go to groups or clubs in Nailsea. The most popular groups or clubs are brownies, guides, cubs and scouts.
- 3.10 Just under half of responding households (48%) use community meeting spaces or places occasionally or often for group meetings, parties or get-togethers.
- 3.11 A number of suggestions for improving community meeting spaces and places were provided. Frequently mentioned answers included :
- prioritising the needs of young people and youth facilities or clubs,
 - provision of informal meeting spaces such as a community café (including youth access),
 - developing theatre / cinema projection facilities,
 - ensuring facilities at the new secondary school are open and available for community use,
 - ensuring room hire is affordable for groups,
 - upgrade of Tithe Barn,
 - publicising the breadth and range of community groups that meet in Nailsea.
- 3.12 The most frequently used leisure and recreation facilities are set out below :

	% of households using the facility
Footpaths (urban and rural)	54%
Scotch Horn Leisure Centre	35%
Millennium Park	26%

- 3.13 Respondents were asked to consider improvements that should be made to leisure and recreation facilities in the Town. Approximately a quarter of households responded by suggesting that a swimming pool should be provided within the Town. However, responses varied in the format of this pool (fun or swimming pool) and whether a pool should be linked to Scotch Horn Leisure Centre. A number of respondents also discussed the relationship with Backwell Pool and the potential of a new facility to undermine the viability of the pool in the neighbouring settlement.

Ensuring safer communities

- 3.14 88% of households consider Nailsea is a safe place to live. However, safer communities was highlighted as an important issue throughout the survey with over one in three households (37%) citing they had been affected by crime or anti-social behaviour in Nailsea.
- 3.15 Other comments included :
- burglary was an issue that concerned responding households,
 - anti-social behaviour by young people (and the need for more diversionary youth activities) is a major concern,
 - problems resulting from alcohol or drug consumption affect areas across Nailsea (particularly at a night),
 - issues arising from 'boy-racers' or driving at excessive speeds, and
 - a call for more visible policing in the Town.
- 3.16 Over two-thirds (68%) of young people said there was nowhere that made them feel unsafe in Nailsea. Areas that did make some young people feel unsafe were the underpasses, Tescos and the skate park when teenagers hang out at night (particularly mentioned by primary school children) and Nailsea at night generally.
- 3.17 In contrast, it was mainly older young people who responded with concerns around anti-social behaviour, and negative attitudes towards them from older or elderly people within the community.

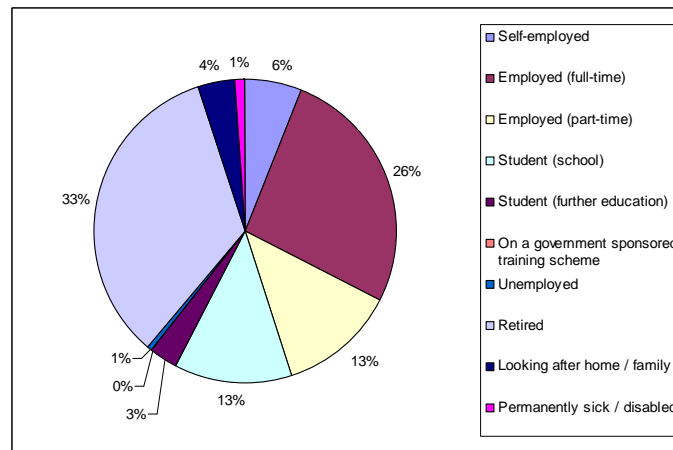
Improving health and well-being

- 3.18 Over a quarter of responding people were over 65 years of age. Whilst this is a greater percentage than the official statistics (through ONS), it demonstrates a major issue facing the Town into the future. An unbalanced age structure leads to greater than average pressures on specific services such as health services and places greater uncertainty on the viability of other services such as primary or secondary education facilities. Whilst this is a national trend, the impact upon Nailsea is exaggerated by its new Town status (which led to a large number of young families moving into the Town in the 1970's) and stability of residents - over two-thirds of respondents have lived in Nailsea for over 15 years.
- 3.19 All responding households use health services in Nailsea and most respondents praised the quality of the care they receive. Nearly all households (98%) use

- the health centres within the Town. 40% use dentists and over half of households use opticians in Nailsea.
- 3.20 Other local services used by households include home care services, podiatry, chiropody, district nurses, physiotherapy, alternative therapies and support services (such as MS Centre or Stroke Club).
- 3.21 The main issue highlighted by respondents is the lack of a NHS dentist in the Town. Other issues raised were the waiting time for a doctors appointment and the opening hours of surgeries within the Town.
- 3.22 The average size of responding households is 2.3 persons per dwelling. However, house size is large with 46% of households living in detached properties. The average dwelling size of responding households has 3.3 bedrooms with 85% of households having 3 or more bedrooms.
- 3.23 12% of responding households have experienced difficulty in accessing the housing they need within Nailsea. 60% of households experiencing problems accessing the housing they need felt this was because of affordability. 14 % felt there was a shortage of property to rent and 12% felt there was a shortage of property generally within the Town. Additional comments included a lack of social rented property, a lack of adapted property for those with special needs and the desire of households to live in a property with a garden.

Developing a prosperous and enterprising community

- 3.24 Nearly three-quarters of respondents were either satisfied or very satisfied with pre-school education and 85% were satisfied or very satisfied with primary education. In addition, over two thirds of responding households were either satisfied or very satisfied with secondary education.
- 3.25 However, the level of satisfaction appears to decrease as the age of students increases with 50 % of responding households either satisfied or very satisfied with post-16 education and only 40% of responding households satisfied or very satisfied with adult education courses.
- 3.26 Respondents praised the quality of education at a primary and secondary (Nailsea and Backwell schools) level and expressed support for the new secondary school with requests for facilities to be accessible for wider community use.
- 3.27 However, concern was expressed around the cost and range of adult education courses currently being offered with the Town and around class sizes in the secondary schools.
- 3.28 The chart below sets out the education or employment status of residents in responding households. 39 % are employed (26% are full-time and 13% are part-time) and 34% are retired.



- 3.29 42% of respondents live and work or study in Nailsea. 58% of those respondents expressing a preference, would prefer to work in Nailsea. This equates to a potential additional workforce of over 850 people. The main reasons cited for not working in Nailsea were higher salaries available in major centres, mobile or multi-centre jobs (eg. trades or sales), lack of job opportunities, lack of business premises to base a business in Nailsea, or working in a specialist occupation.
- 3.30 Over half the young people aged 14 and above have jobs with over half of those employed working over 5 hours a week. These include paper rounds, helping out in family businesses and full-time employment across a range of sectors.
- 3.31 Businesses responding to the business questionnaire predominately comprise small to medium size businesses with over half of businesses employing between 4 and 10 employees.
- 3.32 Many businesses employ locally with over half (54%) of responding businesses employing more than 50% of their staff from Nailsea.
- 3.33 More than two-thirds of companies (68%) found recruiting locally quite difficult or very difficult. The main barrier identified was a lack of skills and/or experience within the local area. Responding businesses also made additional comments referring to the difficulty in recruiting local young people and their experience in identifying a high percentage of people who don't want to work.
- 3.34 Nearly half of companies who have relocated to Nailsea within the last ten years chose to do so because of the availability of suitable premises. Other important factors were accessibility to the road and rail network, availability of parking and an attractive business location.
- 3.35 47% of businesses found identifying suitable premises very easy with 30% of businesses finding it difficult or very difficult. There was no correlation between business sectors, the type of business premises or size of premises required between those finding it difficult or very difficult.

- 3.36 92% of businesses are considering expanding with only two responding businesses relocating from Nailsea. Both these businesses were based in the Town centre and expressed concerns over the 'health' of the Town centre and general shopping offer.
- 3.37 Only 9% of businesses are likely to require more accommodation in the next three years. A further 30% responded that they may require additional accommodation. Requirements included freehold tenure and office or light industrial premises of varying sizes.
- 3.38 Businesses were also asked to raise other key issues. The responses included:
- comments on decreasing trade and footfall in the Town centre. Other comments reflected concern for the quality of the retail offer and a lack of community spirit amongst businesses (particularly relationships between businesses in the High Street and businesses in the Precinct).
 - lack of availability of freehold property,
 - limited opportunities for businesses to grow, particularly small to medium-sized businesses requiring office or industrial premises within the Town,
 - support for continued free parking in Town centre,
 - a lack of parking (including overnight facilities) for commercial vehicles.

Living within environmental limits

- 3.39 The quality of open spaces and access to the countryside were identified as some of the major attractive qualities and key reasons for living in Nailsea for both householders and young people.
- 3.40 The heritage of old Nailsea was also highlighted by respondents as a key feature of the Town. The 'Glassworks' site featured as the most frequently occurring 'grotspot' within the Town with many householders seeking the heritage of the site to be a major factor in the type of development proposed. The quality of the precinct (particularly near Somerfield and adjacent to the Library) was also highlighted as a 'grotspot' that needed improvement.
- 3.41 Over half of households use the private car for most of their journeys in Nailsea and over three quarters of responding households mainly use the private car to get to work.
- 3.42 97% of young people find it easy to get around Nailsea. The methods of transport mostly used by young people within Nailsea and to get to school, college or work are on foot, as a passenger in a car and by bicycle.

- 3.43 Respondents highlighted a number of opportunities for improving accessibility in Nailsea with frequently cited responses including :
- a circular Town bus route,
 - more affordable bus and train travel,
 - improved reliability and frequency of buses to the main centres including Weston-super-Mare and Clevedon,
 - better cycle provision including cycle paths and secure cycle parking,
 - increased parking at Nailsea and Backwell Station, and
 - a series of localised surfacing improvements.
- 3.44 The household questionnaire asked a specific question around levels of housing and economic growth to help support the Town Council in preparing its responses to the North Somerset Local Development Framework. When considering the future options for Nailsea's growth, just over half of the responding households (53%) supported a minimal growth option. This growth option had little impact upon the environment and character of the Town but acknowledged a potential impact upon house prices, older age profile of residents (and knock-on impacts for services) and a reduction in population.
- 3.45 A further 45% supported a medium growth strategy with provision made for targeted growth to address identified housing need (affordability and young people or families) or economic potential. It was recognised this option had the potential to attract community facilities but recognised the potential impact upon the environment and likely use of green belt land. Only 2% supported a high growth option which made significant provision for jobs and homes.
- 3.46 Many households also commented that any increase in population or households in the Town should be matched by a commensurate increase in infrastructure and community services provision. Specific issues raised included the need to retain all green spaces in the Town, to support a new swimming pool for the Town, an increase in community activities (including markets), opportunities for sharing facilities at the new school with the wider community and concerns around funding for youth facilities.
- 3.47 Pupils from Golden Valley Primary School requested more emphasis should be placed on open spaces and environment with suggestions including more parks, city farms, ponds and a wildlife centre. More recycling centres were also highlighted as an improvement to the Town.

4 Conclusion

- 4.1 The level of response and consultation results reveal that people in Nailsea generally like living in the Town, it has a distinct identity and they mostly feel part of the community and activity within it.
- 4.2 The consultation responses highlight the Town's many positive qualities and features including its small town character, its friendliness, range of facilities, its location, variety of parks, open spaces and access to the countryside.
- 4.3 However, respondents also raised a number of concerns - including anti-social behaviour; too few activities for young people and the health of the Town centre. The cost and reliability of public transport was also cited as a major deterrent for its use.
- 4.4 There is also concern around the future of the Town, particularly the aging population, declining Town centre and impacts of future levels of growth - with the respondents equally split between low and medium growth strategies. Many residents use the private motor car to travel short distances and local job opportunities are limited.
- 4.5 Finally, a large number of respondents welcomed the opportunity to comment and inform the Council of their issues, ideas and comments on the future of Nailsea. A number of responses also caveated this statement with a request for the Town Council to consider the issues raised and act upon the results they receive.

5 Acknowledgements

5.1 The Town Council and Baker Associates would like to thank everyone who took the time and effort to participate in the consultation which made it such a success.

5.2 In particular, we would like to thank :

- Golden Valley School, Nailsea School and Youth House where young people completed questionnaires,
- all the young people who produced fabulous artwork,
- Tesco and Somerfield for hosting the Parish Plan bus and questionnaire reply boxes,
- Ian Anderson from the Avon Youth Association for the use of the youth bus and his help at the Parish Plan weekend.

Appendix A

Nailsea Household Survey

A postal questionnaire was hand-delivered with copies of a free newspaper to all households in Nailsea in Spring 2008. The questionnaire was also available for electronic completion on the Nailsea Town Council website and promoted in leaflets and at the Parish Plan weekend. Each household was offered a Freepost return envelope and collections boxes were placed across Nailsea.

In total, 2259 households responded to the questionnaire. This response rate equates to 34% of households across Nailsea. The following statements highlight key findings from the research and all full responses are held on a electronic database by the Town Council for further review and interrogation as specific issues arise.

Responding households were also asked to provide the first part of their postcode therefore specific queries can identify how particular parts of Nailsea have responded to certain issues. The overall survey responses covered a fairly even geographic spread across the Town.

Where percentages are quoted, these relate to the percentage of the total number of answers received to each question rather than total number of responding households.

Household Information

The responding population comprised over 5000 residents of Nailsea. The chart below show the age range of respondents with a profile that broadly reflects that of the wider population (ONS,2001). However, it should be noted that there is a significant age bias of respondents within the over 65 group and this should be considered when considering the consultation results.

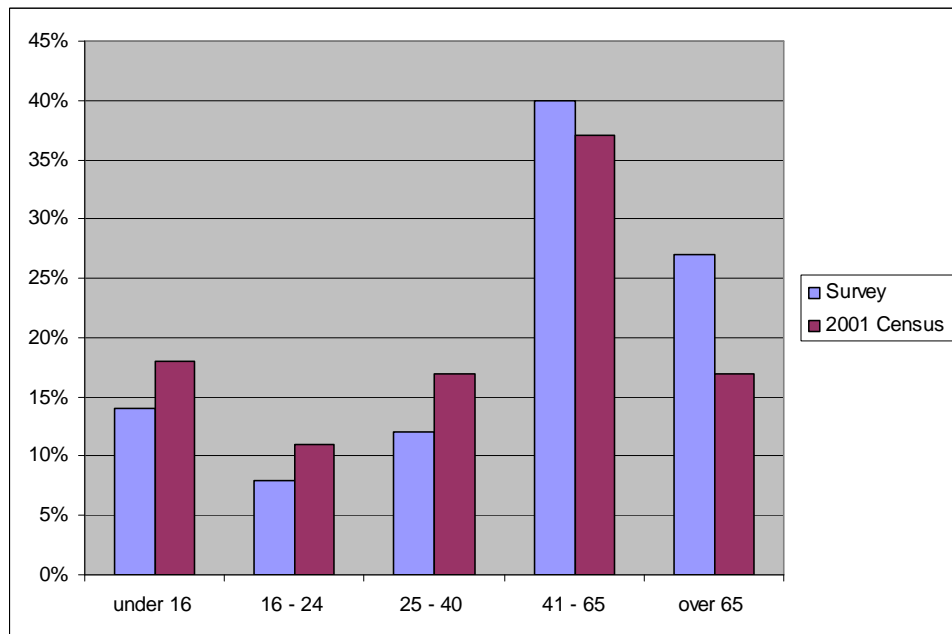


Table A1 : Age of respondents

The sex of respondents was evenly split with 51% of the responding population being female and 49% of the responding population being male.

The average household size of responding households is 2.3 persons per dwelling. This compares to an average household size of 2.4 for Nailsea and 2.3 for North Somerset in 2001 (ONS, 2001). The chart below shows the breakdown of households by number of people.

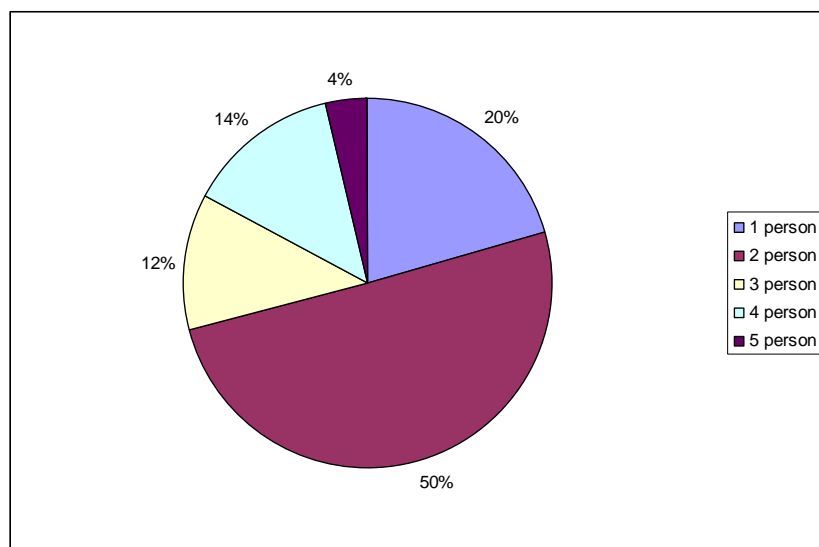


Table A2 : Household size

Over 470 (nearly 10%) people consider themselves to have a disability. This compares to 14% of census respondents (ONS, 2001) who consider themselves to have a long-term limiting illness.

The chart below illustrates that Nailsea has a very stable population with over two-thirds of households living in Nailsea for over 15 years.

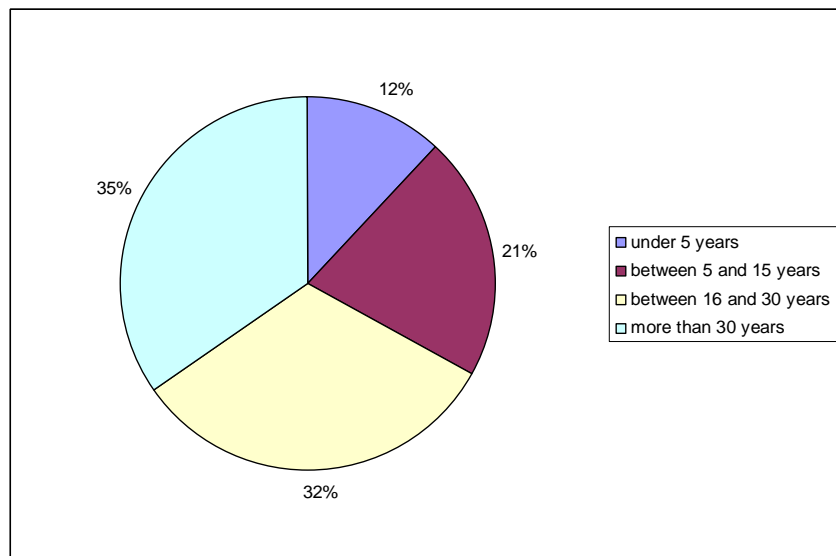


Table A3: Length of time living in Nailsea

The chart below shows that half of households in Nailsea have two or more vehicles. 9% of households have no cars compared with 7% of households reporting no cars within the 2001 census (ONS, 2001). This compares with a North Somerset average of 11% (ONS, 2001).

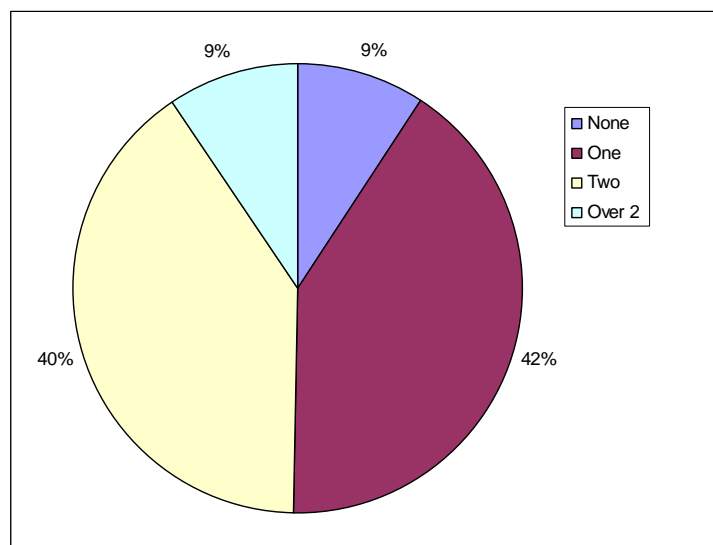


Table A4 : Number of vehicles in household

3% of responding households had one or more disability buggies.

Employment

The chart below sets out the education or employment status of residents in responding households. 39 % are employed (26% are full-time and 13% are part-time) and 34% are retired.

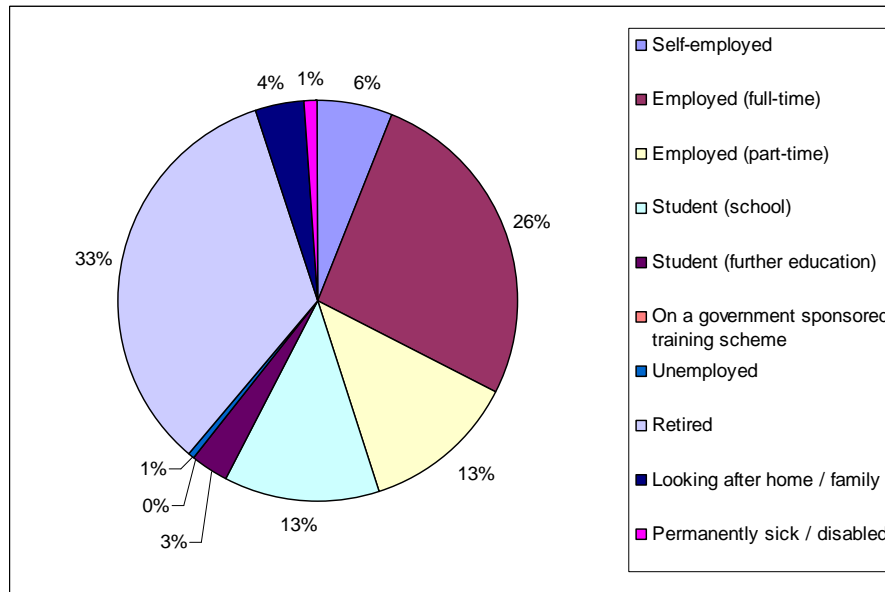


Table A5 : Education or employment status

Residents are surprisingly mobile with a higher than average number of respondents working from home or in mobile professions. In contrast, 42% of respondents live and work or study in Nailsea. This compares with the census figure of 30% of people travelling less than 2km to work (ONS, 2001). The main difference in the scale of the figures is explained by the Parish Plan figures including journeys to education and employment.

The table below sets out the location of employment for respondents:

Backwell	2%
Bath	1%
Bristol	29%
Cardiff and South Wales	2%
Clevedon	4%
Home / mobile	3%
Local rural	3%
Nailsea	42%
Nationwide / worldwide	3%
North Bristol Fringe and Avonmouth	3%

Portishead	2%
South west region	3%
Weston-super-mare	3%

Table A6 : Employment destination of Nailsea residents

58% of those respondents expressing a preference, would prefer to work in Nailsea. This equates to a potential additional workforce of over 850 people.

The main reasons cited for not working in Nailsea were :

- higher salaries available in major centres,
- mobile or multi-centre job (eg. trades or sales),
- lack of job opportunities,
- lack of business premises to base a business in Nailsea, or
- working in a specialist occupation.

Housing

The table below sets out the form of housing that responding households live in :

Bungalow	16%
Detached house	46%
Semi-detached house	29%
Terraced house	7%
Flat	1%
Sheltered housing / nursing home	1%

Table A7: Housing type

This broadly corresponds with the data from the census (2001) with 44% of households living in a detached house, 36% of households in a semi-detached house and 13% of households living in a terraced house (ONS, 2001).

9 out of 10 responding households live in owner-occupied property which also broadly corresponds with the census (ONS, 2001) figure of 89%. There was a broadly even split between other tenures (private rented, public rented and shared ownership) together with an higher than average (but very small in overall numbers terms) from residents of sheltered housing or nursing homes.

The average dwelling size of responding households has 3.3 bedrooms with 85% of households having 3 or more bedrooms.

12% of responding households have experienced difficulty in accessing the housing they need within Nailsea. 60% of households experiencing problems accessing the housing they need felt this was because of affordability. 14 % felt there was a shortage of property to rent and 12% felt there was a shortage of property generally within the Town. Additional comments included a lack of social rented property, a lack of

adapted property for those with special needs and the desire of households to live in a property with a garden.

The community of Nailsea is very stable with 96% of households stating they are likely to continue living in Nailsea for the next 5 years. The main reasons cited for moving away from Nailsea were to access employment or to be near friends and family. A small number of people also cited the cost of housing as a reason for them to move away.

Nailsea Town Centre

The table below sets out the percentage of total residents who use the town centre for particular facilities and services. The most notable conclusion is the lower percentage of residents who use the town centre cafes / pubs / restaurants compared to other services.

Shopping (food)	80%
Shopping (non-food)	75%
Services (eg. travel agent or bank)	75%
Cafes / pubs / restaurants	64%
Library	54%
Health centres	88%

Table A8: % of residents who use the town centre for facilities and services

Other reasons to use the town centre included the dentist, Citizens Advice Bureau, Post Office, Hair and Beauty Service or churches.

The table below illustrates how frequently Nailsea residents use the town centre facilities and services. Over 2/3rd of residents use the town centre every 2 - 3 days or more frequently.

Every day	23%
Every 2-3 days	46%
Once a week	24%
Once a month	5%

Once a fortnight	2%
Never	0.5%

Table A9: Frequency of use for town centre facilities and services

The table below shows the other locations where Nailsea residents regularly shop or use town centre facilities :

Bristol	62%
Clevedon	40%
Cribbs Causeway	59%
Portishead	17%
Weston-super-mare	39%
Online	34%

Table A10: Other town centres used by Nailsea residents on a frequent basis

Other locations also included Imperial Park (Hengrove), Taunton, Bath and Wells.

Education

The following table breaks down the number of households who use education facilities in Nailsea by education type :

Pre-school	4%
Primary	10%
Secondary	8%
Post-16	2%
Adult education	10%

Table A11: % of households who use education facilities in Nailsea

Respondents were split in their thoughts around the number of pre-school places available in the Town. Of those expressing a view, 51% stated there were sufficient places and 49% stated there were not sufficient places. Key issues raised were the availability of public sector places and opening hours do not support working parents.

Nearly three-quarters respondents were either satisfied or very satisfied with pre-school education and 85% were satisfied or very satisfied with primary education. In addition, over two thirds of responding households were either satisfied or very satisfied with secondary education.

However, the level of satisfaction appears to decrease as the age of students increases with 50 % of responding households either satisfied or very satisfied with post-16 education and only 40% of responding households satisfied or very satisfied with adult education courses.

Frequently occurring themes in the responses included:

- General praise and support for the quality of education at a primary and secondary (Nailsea and Backwell schools) level,
- Support for the new secondary school with requests for facilities to be accessible for wider community use,
- Concern around cost and range of adult education courses currently being offered with the Town, and
- A number of respondents raised concerns around class sizes in the secondary schools.

Health

100% of households use health services in Nailsea and many respondents praised the quality of the care they receive.

Nearly all households (98%) use the health centres within the Town. 40% use dentists and over half (51%) of households use opticians in Nailsea. 2% of households use homecare services.

Other local services used by households included podiatry, chiropody, district nurses, physiotherapy, alternative therapies and support services (such as MS Centre or Stroke Club).

The main issue highlighted by respondents was a lack of an NHS dentist in the Town. Other issues raised were the waiting time for a doctor's appointment and the opening hours of surgeries within the Town.

Leisure and recreation

The following table sets out the number of households who use recreational facilities in Nailsea :

	% of households using the facility
Footpaths (urban and rural)	54%
Scotch Horn Leisure Centre	35%
Millennium Park	26%
Mizzymead Club	17%
Play areas	17%
Cycle routes	15%
The Grove playing fields	14%
The Grove Sports and Social club	14%
Golden Valley	10%
Greenfield Crescent	4%
Skate Park	4%

Table A12: Number of households using leisure facilities in Nailsea

Respondents also highlighted they use the following facilities:

- Backwell Lake,
- Morgans Hill (particularly for dog walking),
- Classes or clubs in schools or church halls,
- Allotments, and
- Private gyms.

Respondents were asked to consider improvements that should be made to leisure and recreation facilities in the Town. Approximately, a quarter of households responded by suggesting that a swimming pool should be provided within the Town. However, responses varied in the format of this pool (fun or swimming pool) and whether a pool should be linked to Scotch Horn Leisure Centre. A number of respondents also discussed the relationship with Backwell Pool and the potential of a new facility to undermine the viability of the pool in the neighbouring settlement. Twelve respondents stated they were specifically against a new swimming pool in Nailsea.

The other most frequently mentioned responses (in order of frequency) included:

- facilities for young people (with a number of specific references to the closure of MYCON),
- investment in playgrounds and young children's play facilities,
- film projection or theatre facility,
- all weather sports pitch, and
- generally protecting and upgrading parks and green spaces. A small number of respondents (17) also made specific reference to litter and dogs fouling parks and public spaces.

Community activities

Over half of responding households (54%) take part in clubs, groups or societies across a wide range of sporting, charitable, religious, support or hobby based groups. A number of respondents highlighted the value of churches and church halls as centres for community activities.

Just under half of responding households (48%) use community meeting spaces or places occasionally or often for group meetings, parties or get-togethers.

A number of suggestions for improving community meeting spaces and places were provided. Frequently mentioned answers included :

- prioritising the needs of young people and youth facilities or clubs,
- provision of informal meeting spaces such as a community café (including youth access),
- developing theatre / cinema projection facilities,
- ensuring facilities at the new school are open and available for community use,
- ensuring room hire is affordable for groups,
- upgrade of Tithe Barn,
- publicising the breadth and range of community groups that meet in Nailsea.

Crime and safety

88% of households consider Nailsea is a safe place to live. However, over one in three households (37%) have been affected by crime or anti-social behaviour in Nailsea.

Other comments included :

- households burglary was a issue that concerned responding households,
- anti-social behaviour by young people (and the need for more diversionary youth activities) is a major concern,
- problems resulting from alcohol or drug consumption affect areas across Nailsea (particularly at a night) ,
- issues arising from 'boy-racers' or driving at excessive speeds, and
- a call for more visible policing in the Town.

Getting around

Over half of households (51%) use the private car for most of their journeys in Nailsea, with 42% of households either walking or cycling as their most frequent form of transport for journeys in Nailsea.

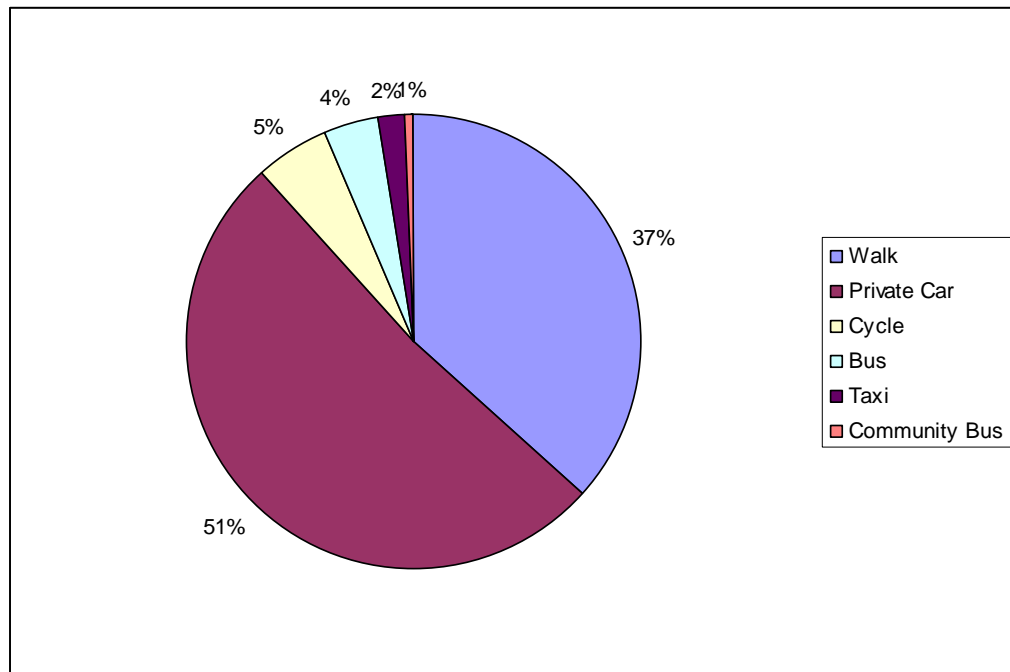


Table A13: % of households by mode of transport for journeys in Nailsea

Bus, taxi, community bus and mobility scooter were also cited as priority modes, particularly for older age groups or those with restricted mobility. A number of respondents highlighted the importance of being able to use the private car for those who are less able and families with young children.

Over three quarters of responding households (76%) mainly use the private car to get to work. This compares to a 2001 figure of 70% either driving or travelling as a passenger in a private car (ONS, 2001).

The graph overleaf shows that the other main form of transport is walking with 11% of households choosing this as their main method of transport - this compares to 10% within the 2001 census data (ONS, 2001). Relatively few households (3%) state they mainly use the train for commuting to work given the proximity to the station. However, this position has increased from 1% since the 2001 census.

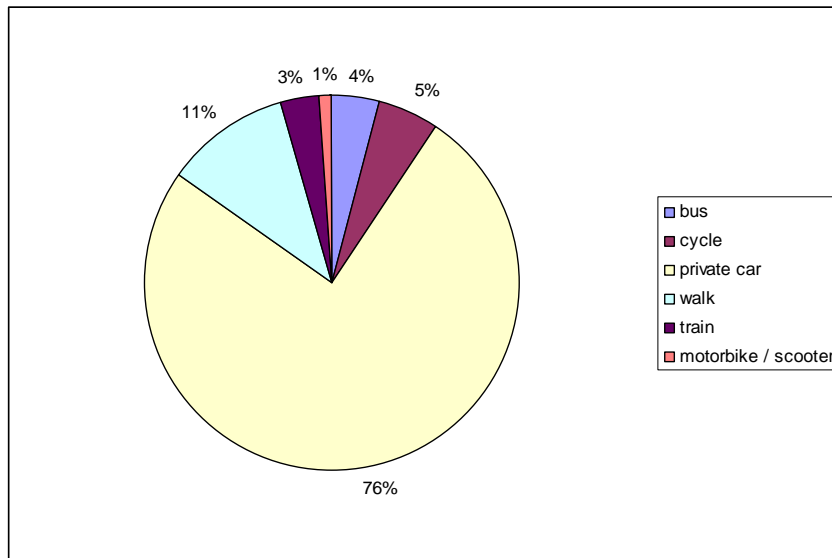


Table A14: % of households by mode of transport for journeys to work

Respondents highlighted a number of opportunities for improving accessibility in Nailsea with frequently cited responses including:

- a circular town bus route,
- more affordable bus and train travel,
- improved reliability and frequency of buses to the main centres including Weston-super-Mare and Clevedon,
- better cycle provision including cycle paths and secure cycle parking,
- increased parking at Nailsea and Backwell Station, and
- a series of localised surfacing improvements.

The majority of respondents (98%) felt that parking in Nailsea town centre should remain free. A small number of respondents (7 in total) clarified this by stating they felt that it is appropriate to charge for all day parking but not short-stay parking.

Nearly three in four households (73%) stated they would use the Nailsea shops and services less if they had to pay to park. A small number of respondents put a caveat on this response with queries regarding cost of parking and discounts or applicability to local residents.

However, the general feeling of the respondents to the questionnaire was free parking provided one of Nailsea's 'unique selling points' and encouraged people to use shops and services over and above other competing centres or supermarkets. Respondents also highlighted the range of community services which also use the carparks including the college and health centres.

In addition, a large number of respondents highlighted inadequate parking at the railway station as a major inhibitor to encouraging more people to use the train to commute to Bristol or Weston-super-Mare, particularly for work purposes.

Views on Nailsea

Households were asked to identify their favourite things and the things they disliked about the Town. Frequently occurring responses included:

Favourite things	Things we dislike
<ul style="list-style-type: none"> • Access to the Countryside • Parks and open spaces • Community feel • Size of Town • Facilities and services • Location • Safe • Friendly people 	<ul style="list-style-type: none"> • Antisocial behaviour (mainly young people) • Town Centre and empty / charity shops • Public transport (expensive and crowded) • Litter • Speeding • Cycling and parking on pavements • New housing and architecture

Households were asked to identify their hotspots (places they liked) and Grotspots (parts of the Town that need improving). Frequently occurring responses :

Hotspots	Grotspots
<ul style="list-style-type: none"> • Golden Valley 	<ul style="list-style-type: none"> • Glassworks site

<ul style="list-style-type: none"> • Backwell Lake • Millenium Park • Scotch Horn • Town Centre • Mizzymead • My house / street / neighbourhood • Nowhere Woods • Morgans Hill 	<ul style="list-style-type: none"> • Precinct (particularly near Somerfield and adjacent to the Library) • Former filling station site • Scotch Horn (rubbish) • Quality of pavements • Train station
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Respondents were asked to prioritise the one action or ‘thing’ that could be achieved to improve Nailsea. In order of priority, the following responses were received :

- A new swimming pool (22% of responses)
- Improve the town centre - including shopping facilities and quality of the environment (11% of responses)
- More or new facilities for young people (10% of responses),

Other suggestions included :

- Redevelop the Glassworks site (with many responses seeking the heritage of the site to be a major factor in the type of development proposed),
- Address litter and vandalism - particularly in the town centre and parks,
- Increase policing in the Town,
- Restrict new development and growth of the Town,
- Improve community spirit and community events,
- Improve the quality of pavements,
- Facilitate more affordable housing for first time buyers,
- Keep Nailsea as it currently is.

Growth options

The questionnaire also asked a specific question around levels of housing and economic growth to help support the Town Council in preparing its responses to the North Somerset Local Development Framework. When considering the future options for Nailsea's growth, just over half of the responding households (53%) supported a minimal growth option. This growth option had little impact upon the environment and character of the Town but acknowledged a potential impact upon house prices, older age profile of residents (and knock-on impacts for services) and a reduction in population.

A further 45% supported a medium growth strategy with provision made for targeted growth to address identified housing need (affordability and young people or families) or economic potential. It was recognised this option had the potential to attract community facilities but recognised the potential impact upon the environment and likely use of green belt land.

Only 2% supported a high growth option which made significant provision for jobs and homes.

There were no strong correlations between household composition or age and the supported growth option.

Additional comments

The questionnaire also provided an opportunity for resident households to raise any further comments. A wide variety of issues were raised but the following paragraphs summarise some of the common issues raised:

- a large number of households welcomed the opportunity to comment and inform the Council of their issues, ideas and comments on the future of Nailsea. A number of responses also caveated this statement with a request for the Town Council to consider the issues raised and act upon the results they receive.
- a large appreciation of the quality of life that Nailsea offers including the community spirit of the Town and the range of accessible services available to residents.
- many households felt that any increase in population or households in the Town should be matched by a commensurate increase in infrastructure and community services provision. Specific issues raised included the need to retain all green spaces in the Town, to support a new swimming pool for the Town, an increase in community activities (including markets), opportunities for sharing facilities at the new school with the wider community and concerns around funding for youth facilities.
- a number of responding households highlighted particular concerns around the future of the town centre. The concerns related to the quality of the

environment and the retail offer (including the number of independent shops, the dominance of charity shops or hairdressers and increasing vacancy rates). Respondents also raised aspirations for the Glassworks site to be redeveloped sympathetically to reflect the heritage value of the site.

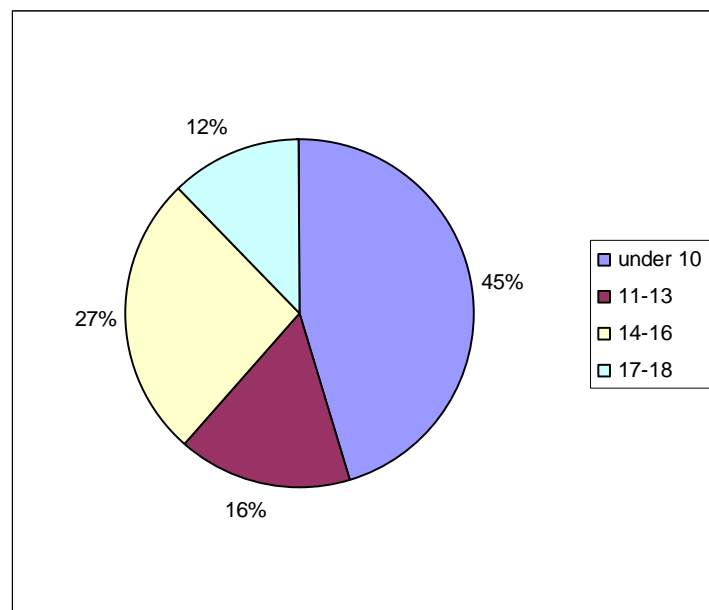
- respondents raised detailed comments around the requirement for affordable housing or types of housing more suitable for younger people and families to ensure these demographic groups are able to remain in Nailsea.
- a number of responses also highlighted a need to improve the economic prospects of the Town by attracting additional jobs. Respondents were keen to see a wide range of jobs with a priority for office and industrial jobs across a variety of skills levels.
- the final common issue raised was the concern around anti-social behaviour by young people.

Appendix B

Nailsea Young Peoples Survey

A tailored questionnaire was handed out to young people at schools, at Youth House and at the Parish Plan weekend during Spring 2008. An electronic version was also made available via the website and for completion on the Parish Plan bus. In total, 124 young people responded to the questionnaire and the following paragraphs provide a summary of the key issues raised.

A wide range of age groups responded to the questionnaire across primary and secondary education and those attending college or in work. 55% of respondents were females and 45% were male.



B1 : Age of young people responding to questionnaire

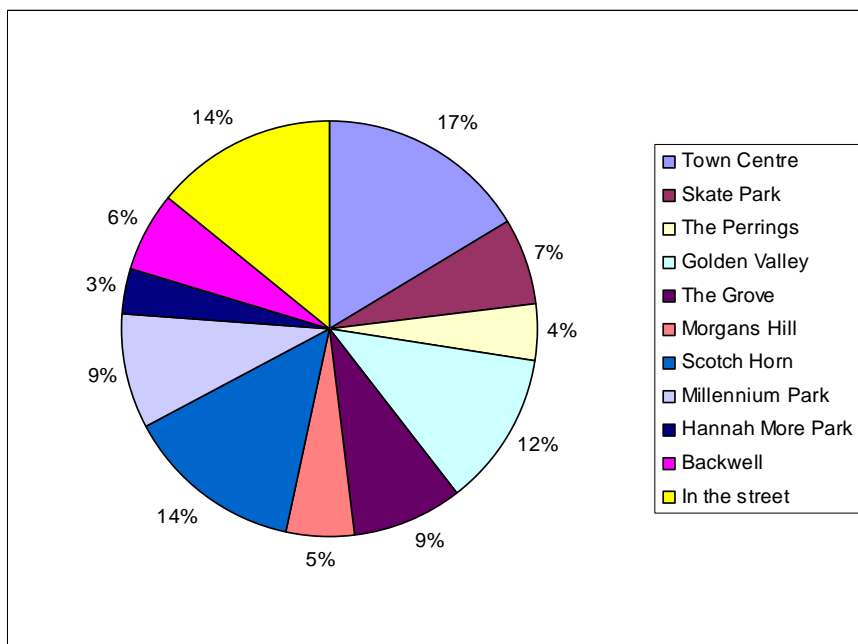
86% of responding young people were in full time education. They attended the following schools / colleges :

Primary	Kingshill School	1%
	Golden Valley	43%
	Wraxall School	1%
	Grove Junior	1%
Secondary	Nailsea School	38%
	Backwell School	3%
Tertiary	Weston College of Further Education	9%

When young people were asked what they enjoyed doing with their free time, the most popular activity mentioned was socialising or playing with their friends (42%). One in three enjoys sporting activities such as football, rugby, skateboarding and running, while 28% enjoy spending time on a computer and watching television.

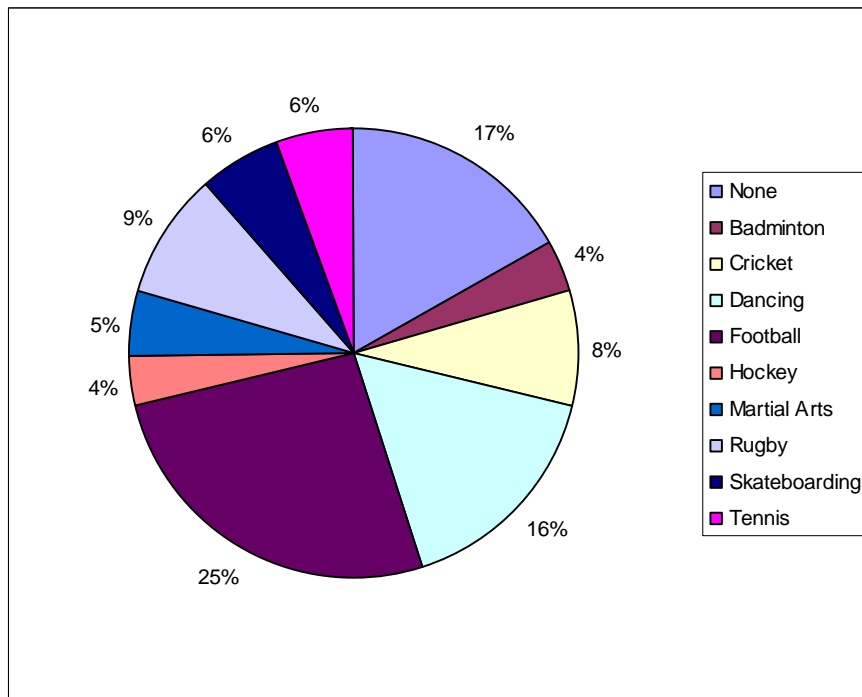
Nearly 4 out of 5 (78%) young people go to groups or clubs in Nailsea. The most popular groups or clubs are brownies, guides, cubs and scouts. These respondents were generally focused around the younger age categories. A wider age range attended the Youth House and Mycon (30%) or football (15%). Other groups included dancing, music groups and other sports groups such as trampolining.

Young people play or hangout in a wide variety of places or spaces across Nailsea with the most popular being the Town Centre, Scotch Horn and Golden Valley. The places that young people choose seem to be determined by where they and their friends live, resulting in a wide spread of locations.



B2 : Most popular place to play /hang out

Football, dancing and rugby are the most popular forms of sport or exercise for young people in Nailsea. However, nearly one in five young people does not play sport or undertake any regular exercise.



B3 : Most popular exercise and sport in the Town

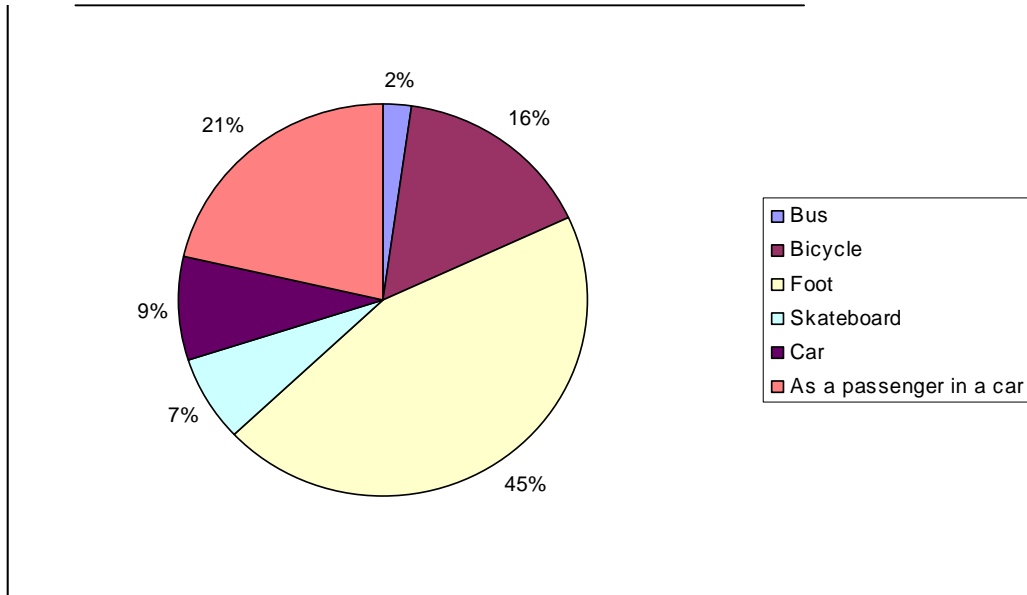
Swimming, watching films at a cinema, boxing, ice-skating and bowling were popular things young people would like to do in Nailsea but were not currently able to do.

Just over half (52%) of respondents stated there was nothing that stopped them playing/hanging out outdoors. Of those who raised issues that prevented them from playing / hanging out outdoors, the main issue highlighted was young people felt there was nothing to do or nowhere to go.

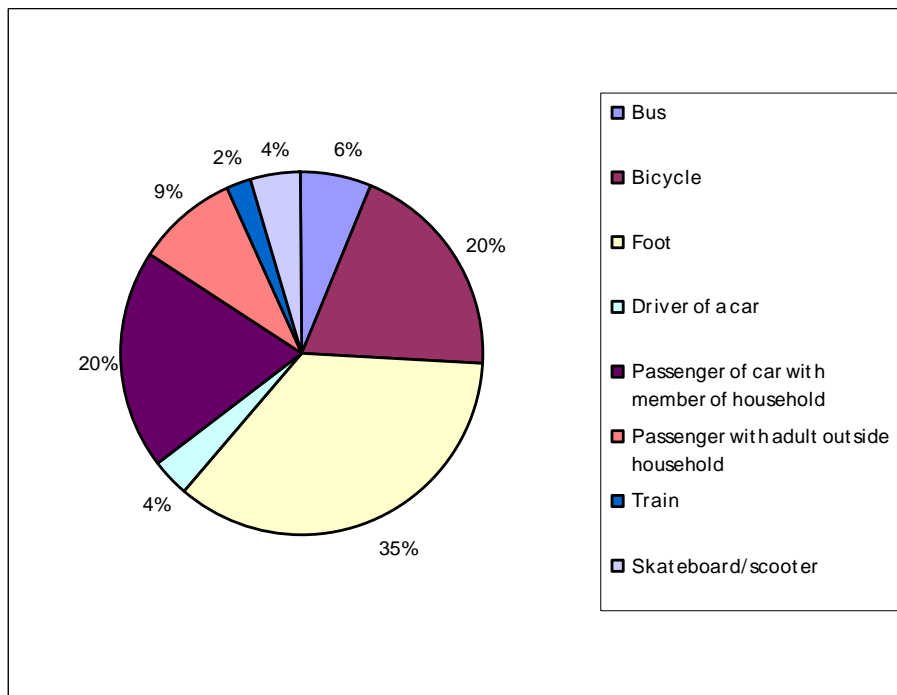
Over two-thirds (68%) of respondents said there was nowhere that made them feel unsafe in Nailsea. Areas that did make some young people feel unsafe were the underpass, Tesco's and the skate park when teenagers hang out at night (particularly mentioned by primary school children) and Nailsea at night generally.

Over half the young people aged 14 and above have jobs with over half of those employed working over 5 hours a week. These include paper rounds, helping out in family businesses and full-time employment across a range of sectors.

97% of young people find it easy to get around Nailsea. The methods of transport mostly used by young people within Nailsea and to get to school, college or work are on foot, as a passenger in a car and by bicycle.



B4 : Most frequently used modes of transport within Nailsea by young people

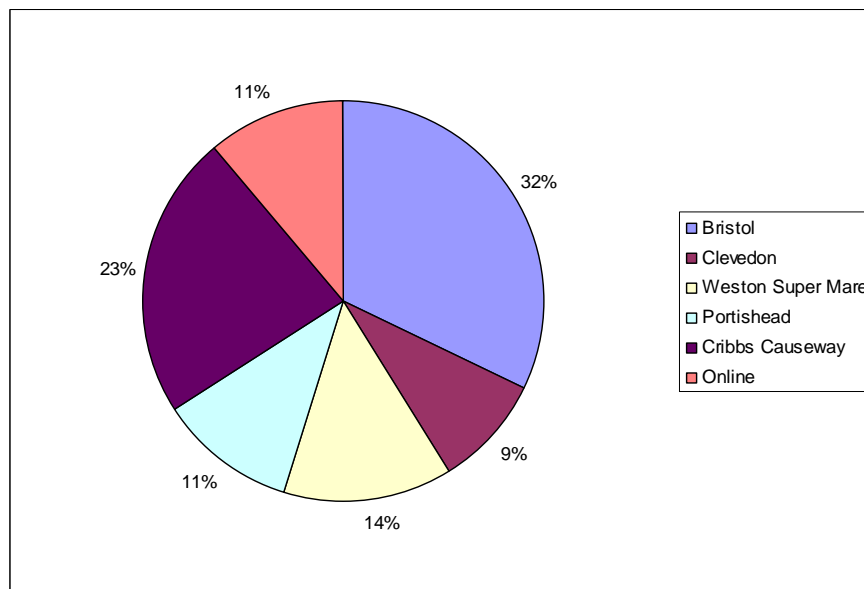


B5 : Most frequently used modes of transport to get to school, college or work in Nailsea by young people

Two out of three young people shop for clothes and accessories in Nailsea with the majority of these young people being female. The most popular shops were Peacocks, New Look and Ethel Austin with these shops also acting as a draw to Nailsea Town Centre for young people from surrounding areas.

Just over half of young people shop for books, music and DVDs in Nailsea, with an even split across gender. The most popular shops were Tesco and Woolworths.

Young people were also asked to comment on the location of shopping outside Nailsea. Unsurprisingly, Bristol and Cribbs Causeway were the most frequently given responses given the level of retail offer and proximity to Nailsea.



B6 : Most popular shopping locations outside Nailsea

Young people were asked to consider the best things and the worst things about living in Nailsea. The most popular answers (in order of popularity) are listed below.

The best things about living in Nailsea are:

- shops and places to eat, (Tesco's, McColl's, the bookshop, New Look, Bottelinos, the kebab and chip shops all being mentioned)
- parks
- friendly people and community
- Youth House
- safety and quiet
- woods and fields
- the skate park
- being able to get around easily
- schools
- playing fields

The worst things about living in Nailsea are :

- boring/nothing to do/nowhere to go
- anti-social behaviour and not feeling safe
- poor selection of shops (in particular clothes shops for boys)
- traffic pollution and busy roads
- skate park

- no swimming pool
- no cinema
- negative attitudes from older people
- cost of travel and lack of buses

There was a difference of opinion between primary school age children and older young people regarding the skate park, with younger people finding the skate park unsafe and dominated by older young people.

In contrast, it was mainly older young people who responded with concerns around anti-social behaviour, and negative attitudes towards them from older people.

Young people were also asked about their Hotspots (the parts of Nailsea they like best) and their Grotspots (the areas that need improving). The results are set out below (in order of popularity):

The most popular hotspots were:

- the Scotch Horn
- the town centre
- Millennium Park
- Tesco's
- Youth House
- Skate Park (although with older young people)
- Golden Valley

The most frequently mentioned grotspots were:

- Skate park (with younger children)
- Scotch Horn
- The Precinct
- Tesco's
- Underpasses/subways

Young people were asked to consider how Nailsea would change in the future and many responded by producing artworks that were displayed in an exhibition at Nailsea Library. Other suggestions included:

- improving entertainment (swimming pool , ice rink, bowling alley, cinema and more clubs)
- a graffiti wall
- more recycling centres were suggested by pupils from Golden Valley School
- Golden Valley Primary School pupils also thought more emphasis should be placed on our open spaces and environment with suggestions including more parks, city farms, ponds and a wildlife centre
- a bigger bookshop

- more places to 'hang out' when it rains, including a shelter and a faster way to dry the skate ramp.

Appendix C

Nailsea Business Survey

A postal questionnaire was hand-delivered by members of the Parish Plan Working Group to all businesses in Nailsea in Spring 2008. The questionnaire was also available for electronic completion on the Nailsea Town Council website and promoted alongside the household survey in leaflets and at the Parish Plan weekend.

In total, 59 businesses responded to the questionnaire. The following statements highlight the key findings from the responses received:

- The sector breakdown of responding companies is similar to that of the Town or district as a whole (ABI, 2006). Exceptions include a significantly lower percentage of businesses within the financial services industry and a slightly lower percentage within the construction industry. Responses were also received from a wide variety of business locations, including town centre and industrial estates.

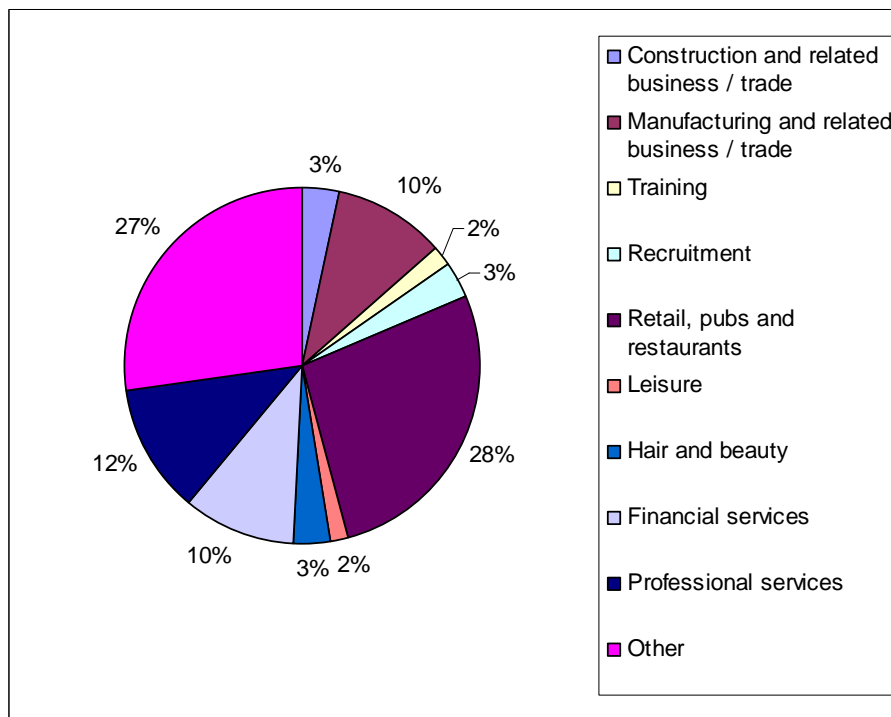


Table C1 : Sector breakdown

- Over 50% of companies responding to the survey were limited companies. The other main company formations were self-employed (17%) and partnerships (10%).

- Responding businesses predominately comprise of small to medium size businesses with over half of businesses employing between 4 and 10 employees. However, the general business profile (ABI, 2006) is more skewed towards smaller businesses, with over one in three businesses employing 4 or less employees.

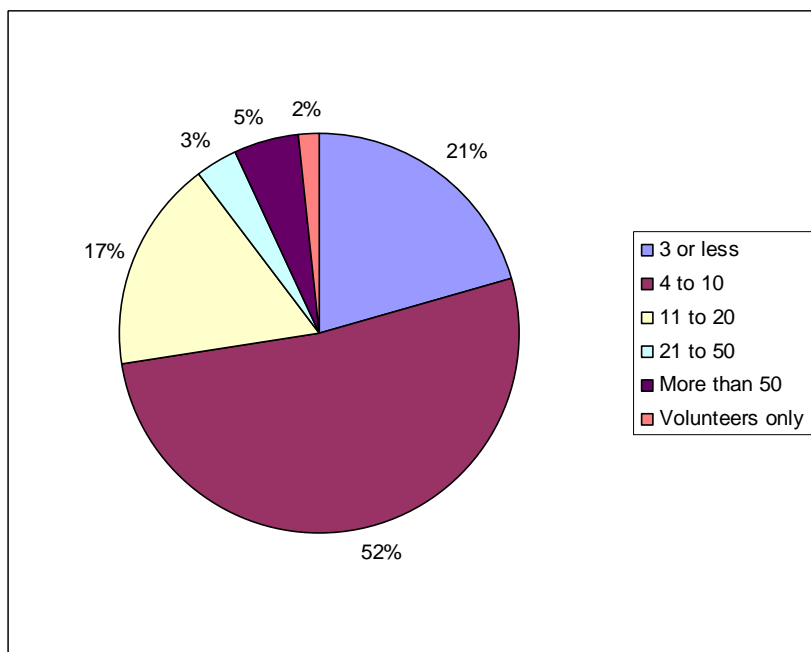


Table C2 : Number of employees

- Many businesses employ locally with over half (54%) of responding businesses employing more than 50% of their staff from Nailsea.

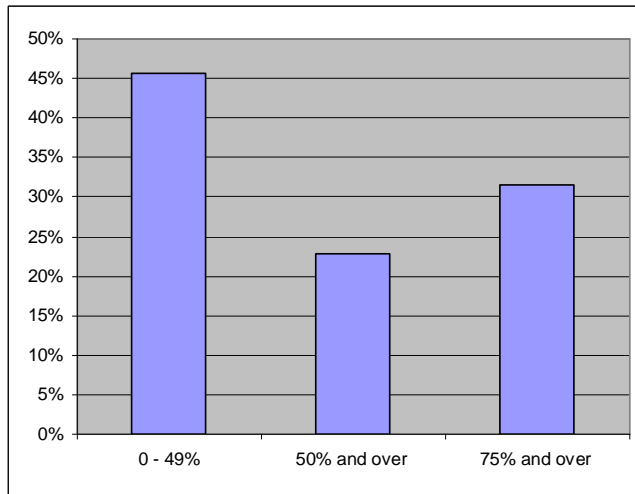


Table C3 : % of companies with % staff (in size bands) living in Nailsea

- More than two-thirds of companies (68%) found recruiting locally quite difficult or very difficult. The main barrier identified was a lack of skills and/or experience within the local area. Responding businesses also made additional comments referring to the difficulty in recruiting local young people and their experience in identifying a high percentage of people who don't want to work.

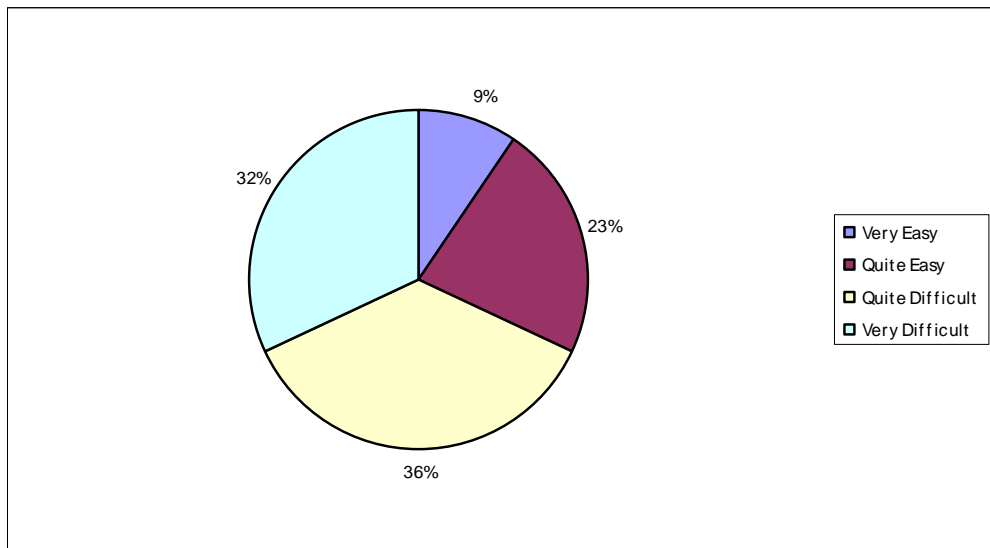


Table C4 : % of companies' experience of recruiting locally

- The business profile of Nailsea appears stable. Two-thirds of responding companies in Nailsea have been located in the Town for 11 years or more. In

contrast, less than one-fifth of companies have been based in Nailsea for five years or less.

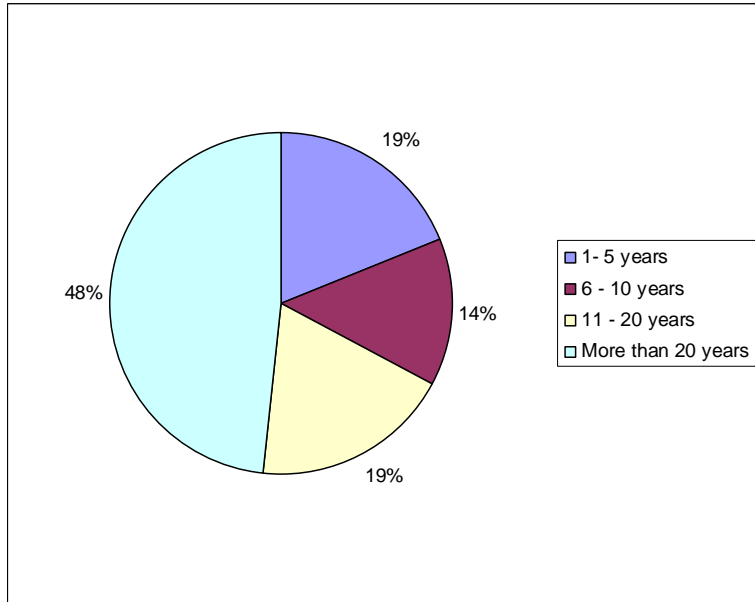


Table C5 : Number of years based in Nailsea

- Nearly half of companies who have relocated to Nailsea within the last ten years chose to do so because of the availability of suitable premises. Other important factors were accessibility to the road and rail network, availability of parking and an attractive business location.

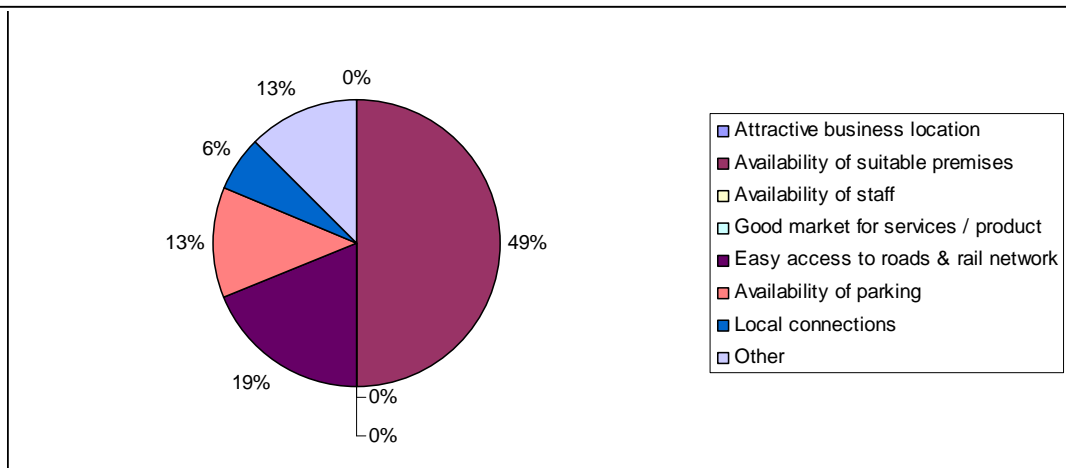


Table C6 : Reasons for locating in Nailsea

- The predominant tenure for responding businesses is rented.

Tenure	%
Own Freehold	20%
Own - Leasehold	7%
Rent	71%
Other	2%

Table C7 : Tenure of Business Premises

- 47% of businesses found identifying suitable premises very easy with 30% of businesses finding it difficult or very difficult. There was no correlation between business sectors, the type of business premises or size of premises required between those finding it difficult or very difficult.
- 92% of businesses are considering expanding with only two responding businesses relocating from Nailsea. Both these businesses were based in the town centre and expressed concerns over the 'health' of the town centre and general shopping offer.
- Only 9% of businesses are likely to require more accommodation in the next three years. A further 30% responded that they may require additional accommodation. Requirements included freehold tenure and office or light industrial premises of varying sizes.
- 60% of businesses are likely to employ more people in the next three years, with two-thirds of these looking to employ three or less people.

Businesses were also asked to raise other key issues. The responses included:

- Comments on decreasing trade and footfall in the town centre. Other comments reflected concern for the quality of the retail offer and a lack of community spirit amongst businesses (particularly relationships between businesses in the High Street and businesses in the Precinct).
- A lack of availability of freehold property.
- Limited opportunities for businesses to grow, particularly small to medium-sized businesses requiring office or industrial premises within the Town.
- Support for continued free parking in town centre.
- A lack of parking (including overnight facilities) for commercial vehicles.