

Chatteris Community Plan: Findings and Action Points

2018

Foreword

As Mayor, on behalf of Chatteris Town Council, I would like to thank all the residents and businesses that completed and returned the Chatteris Community Plan questionnaire.

Your input and comments are important and will be seriously considered in the future development of Chatteris.

We are also grateful and thank the Community Plan team for volunteering their hard work and time in the formulation, distribution and compilation of the questionnaire.

Cllr. Bill Haggata

Mayor of Chatteris

January 2018

About the Plan

This plan has been drawn up by the Chatteris Community Plan team. We are a group of unpaid volunteers independent of the Chatteris Town Council, although we are grateful for the financial and practical support which the Council has given us.

This document sets out the findings of our work and contains a number of suggestions for action which Chatteris Town Council (and to some extent Fenland District Council) may like to consider when taking decisions about the future of the town. We acknowledge that the action points include long term aspirations alongside more immediate practical concerns and we also realise that the remit of the Town Council is limited. Despite this, we take the view that it is important that these views are heard and that in its wider role of communicating with other parts of local government and other organisations the council will also make use of these suggestions in order to reflect the views and concerns of Chatteris residents.

Our findings are based on three surveys; these were a household survey, a survey sent to local schools for children and young people to complete and a questionnaire focused on local businesses. Our findings and suggestions for action are set out below.

1 The Household Survey

Introduction

We developed a survey based on the responses to an exercise we completed in the summer of 2015. We asked residents at the summer festival to complete postcards about what they thought was good and bad about Chatteris. The responses suggested that Chatteris was a town with an excellent community spirit, was safe and had a broad range of activities for all residents. On the other hand, people thought that public transport, retail opportunities and community health provision could be improved.

We then devised a more comprehensive questionnaire which aimed to elicit views about a number of key issues. We understand that, despite our best efforts, it is possible not all households received the questionnaire. Nevertheless, as 494 questionnaires were returned (around 10% of households), we think the exercise was useful.

Local Government

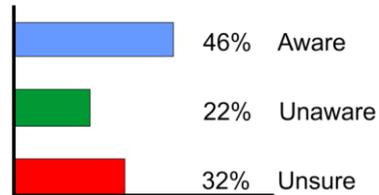
Forty-four percent of respondents were aware of the work of Chatteris Town Council. The proportions indicating awareness of Fenland District Council were similar.

For Cambridgeshire County Council the results were slightly worse. When asked whether they believed that local councillors were aware of local issues, the results were disappointing, although people were more positive about Town Councillors than District or County Councillors.

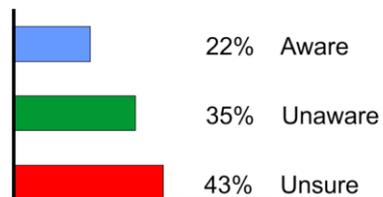
Forty-six percent believed that Town Councillors were aware of local issues.

The results for District Councillors were less positive. However, for County Councillors only 11% of respondents to the question believed them to be aware of local issues.

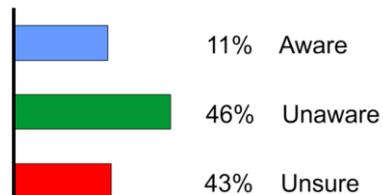
Are Chatteris Town Council aware of local issues?



Are Fenland District Council aware of local issues?



Are Cambridgeshire County Council aware of local issues?



Local newspapers remained the main means of finding out about the work of local councils. The Centrepoint newsletter was also a significant source of information. Social media were important, but speaking with local Councillors or attending meetings were not often seen as a means of gaining knowledge.

Action Points for consideration

- The Town Council could approach Cromwell College about including work of Town Council in the curriculum.
- Active promotion of council work in Centrepoint, local press and social media.
- Consider a youth representative on the Town Council.
- Publish photographs of councillors on Town Council website.
- Publish a simple information sheet about different levels and responsibilities of local government.
- Initiate a project to increase voter turnout in local elections.

- Establish an annual Town Council engagement event.
- Consider alternative venues for meetings.

Transport

Many respondents were concerned about the poor provision of public transport in Chatteris. It should be noted however that only a minority of people (28%) reported that they used public transport, normally a bus. Overwhelmingly, the use of public transport was for non-work related activity such as shopping, leisure trips or medical appointments

The most popular destination was Ely, followed by Cambridge, Peterborough, Huntingdon and March. There was support for increasing the frequency of the buses and extending the timetable to include earlier and later departures.

Almost three-quarters (300) of those who responded considered that there were sufficient bus stops in Chatteris, although 24 did say that there should be more provision in New Road. There was little support for a car share/lift scheme with only 54 people indicating interest against 402 who said that they were not interested.

Forty eight percent said that they would use a bicycle if there were 'safer cycle routes' and 42% said that more cycle routes in the town would influence positively their decision to use a bicycle.

Action Points for consideration

- Set up a meeting with the mayor of Combined Cambs and Peterborough Authority to look at public transport issues and to review bus routes and timetables.
- Any new Southern Bypass to include a 'sound barrier', safe cycle routes and walkways.
- Expand safe cycle routes on existing roads.
- Consider feasibility of a one way system in the town centre.
- Develop cycle proficiency initiatives for children.
- Expand the Community car scheme and develop a 'Lift Share' project.

Policing and Crime

When asked whether they had been a victim of crime in Chatteris within the past year, 85 said they had been a victim, 391 said that they had not and seven preferred not to say. Overwhelmingly, the reported offences were against property, with only 11 crimes reported as being against the person. Most of these crimes were reported to the police but there were mixed feelings about the quality of the police response with 44 people satisfied and 32 dissatisfied.

More positively, when asked about how safe they felt in Chatteris people were generally positive.

How safe do you feel in Chatteris?



When asked about how Chatteris could become a safer place respondents felt very strongly that more of a visible police presence was required in the town.

There was considerable concern about the problems of speeding and poor driving with 406 people (86%) suggesting this was a problem.

A total of 138 people said that their house was part of a Neighbourhood Watch scheme although 154 did not know if their property was covered by a scheme. 19 indicated that they would be interested in joining a scheme.

Action Points for consideration

- Expansion of Neighbourhood Watch into different areas of the town.
- Ensure a focus on community policing – agree a target for a visible police presence in the town.
- Speeding signs on household bins (sponsored).
- 20 MPH speed limit by schools.
- Traffic warden to enforce parking regulations –could consider joint funding with other councils.
- Find a place for public to speak to police in private.

Health and Wellbeing

Almost all of the people who completed the questionnaire were registered with the George Clare surgery in Chatteris. We asked some detailed questions about the quality of service provision and the way in which the service to patients might be improved. We also asked what additional services e.g. on-line patient feedback would be useful. In summary we found that Chatteris residents were very concerned about the availability of doctors and the difficulties of getting in a prompt appointment at the surgery. Overwhelmingly people took the view that the current surgery (and number of staff) needed to be expanded to cope with the growth in demand.

As regards dentistry, 408 out of 480 people said that they would use a NHS dentist if one was available in Chatteris.

Action Points for consideration

- Review of community health facilities (including dentistry).
- Use of section 106 money for a NHS dentist and GP surgery.
- Support the work of 'Healthy Fenland' and 'Active Fenland'.
- Encourage use of the Chatteris gym.

The Environment

We asked people how a number of environmental issues affected them by assigning a score ranging from 1 meaning Very Much to 4 Not at All:

	1	2	3	4
Vandalism	55	75	158	160
Graffiti	27	60	147	201
Sewage smells	69	103	125	151
Dog fouling	240	121	78	43
Litter	184	121	78	43
Smoking in public places	87	88	96	180
Alcohol consumption in public	80	86	142	141
Drug use in public	101	67	113	159

Dog fouling was clearly a concern for people and when asked about possible solutions, there was a consensus that stricter enforcement of dog fouling bye-laws was required.

We also sought views about dog waste and general litter bins. Residents thought that these were important in ensuring that the town remained attractive (in particular, the High Street). Provision of bins near playgrounds, paths and schools was also seen as a priority.

The District Council recycling facilities were valued and a significant number of people indicated that they wanted opportunities to recycle a wider range of waste items.

Most people were satisfied with the present level of street lighting in the town (74% of 476 people) although 48 people did think that there were some areas in the town that were poorly lit.

There were a number of suggestions about how the environment could be improved, most notably the development of more parks and open spaces and providing more footpaths. Repairs to pot holes in the roads were also seen as a priority.

Action Points for consideration

- Action on dog fouling.
- Survey and review existing litter bin provision.
- Develop more green open spaces and footpaths.
- Continue support of Chatteris in Bloom and Christmas lights.
- Explore possibility of establishing temporary recycling facilities.
- Promote the Cambridgeshire Highways pot hole reporting scheme.
- Keep street lighting concerns under review.

Social Activities

Going to pubs, restaurants and social clubs were the most common social activity. Sporting activity such as swimming was also popular. In addition walking was popular and mentioned by 158 people.

When asked about desired improvements to social activities, many people mentioned the need for improved swimming facilities. There were also critical comments about the lack of adult education provision, especially in the evening.

Action Points for consideration

- Support for clubs and societies wanting to meet in the *evening*.
- Develop more evening academic adult education.
- Support for swimming facilities.
- Support for walking e.g. provide maps on notice boards and ensure that designated footpaths are well maintained.

Future Development

We asked whether people felt that housing growth had benefited the town and 448 responded to this question. Overall, there was a negative perception. Only 13% took the view that housing development had benefited the town very much compared with 27% who thought that there had been no benefit at all.

We also sought views about the type of new housing that people would like to see in the future. The most popular choice was for family homes, followed by retirement homes and bungalows. In terms of what sort of properties people did not want, it was clear that they did not want mobile homes.

When asked for suggestions about the way in which the contribution housing developers' might make to the community there were some clear trends about the need for the infrastructure of the town in general to benefit. Highest amongst the priorities put forward was the need to extend health provision, develop swimming/leisure activities, improve roads/footpaths and develop green spaces. Giving attention to the needs of young people was also seen as important (for example structured activities).

Action Points for consideration

- Devise a prioritised list of possible projects to which housing developers' could make a contribution.
- Support the work of the Civic Society in promoting sustainable development in the Chatteris conservation area.
- Ensure that all new dwellings built have at least two car parking spaces.

Shops and other services

It was clear that the shops and other services in Chatteris remained very important for the 479 respondents to the question about how often they used shops and other services in Chatteris. Over 53% said that they used shops and services very often compared to 1% who never used them.

Eating out in Chatteris was popular with 382 out of 470 (81%) people saying they did this. Adverse comments were made about the lack of choice, quality and the preponderance of take away establishments rather than traditional restaurants.

There was a demand for a greater range of independent shops, for example shops selling clothes. Conversely, there were also people who wanted more shops owned by national chains to be available to residents.

Despite the presence of an Aldi supermarket 343 people out of 456 (75%) indicated that they felt there was a need for another large food store in the town.

Overall, people were positive about the provision for car parking in Chatteris – 312 out of 468 (67%), although there were complaints about the lack of parking space in the High Street. This was a particular concern for people who were less able. There were also concerns expressed about parking on pavements in residential areas.

Concerns were expressed about the lack of disabled access to some shops.

Action Points for consideration

- Encourage a broader range of restaurants.
- Develop a marketing strategy for the town and its services.
- Consider a part-time traffic warden to improve problems with car parking outside the shops in the Town Centre.
- Ensure that all redevelopments in town centre are compliant with the requirements of the Disability Discrimination Act (ramps, wider doorways etc.).

Local Media

Most people reported that they found out about news and events in Chatteris through the Fenland Citizen and the 'Centrepont' newsletter (the latter of which was particularly valued). Concerns were expressed about the patchy circulation of the *Fenland Citizen* in Chatteris. Social media were increasingly used e.g. Facebook pages devoted to Chatteris.

Overall, people felt that Chatteris was not well covered by the existing local media, with only 16 out of 398 (4%) people considering that coverage was undertaken well. In contrast, 98 out of 398 (25%) rated the coverage badly.

Action Points for consideration

- Expand Centrepoint content possibly with more visual material and colour and develop online options.
- Establish a number of distribution points for the *Fenland Citizen* and *Cambs Times*.

Employment

A total of 119 people reported that they travelled out of Chatteris to go to work. Most people travelled at least 20 miles to get to work and it was clear that for most of these it was not possible for them to find a similar job in Chatteris. However, it was significant 234 people reported that they moved to Chatteris because housing costs were lower than elsewhere.

On the whole people were pessimistic about the job opportunities available in Chatteris with too many being low paid and unskilled. When asked about what sort of employment opportunities they wanted in Chatteris people referred to the need to introduce more skilled and better paid jobs such as those provided by technology companies.

Action Points for consideration

- Encourage the establishment of a Chamber of Commerce / Federation of Small Businesses.
- Positive encouragement to establish small businesses in the town through planning e.g. empty shops or above shops.

2. The Youth Survey

Introduction

In 2015, we approached the schools in Chatteris and asked if they would like to be involved in creating a new Community Plan for the town. All three schools responded positively. Students from Cromwell Community College and pupils from Glebelands Primary School took part in both phases of data collection whilst pupils from Kingsfield Primary School took part in phase 2.

The data collection tool utilised in phase 1 was the anonymised postcard which had already been shared with the general population at the Chatteris Festival, and which had been made available via key service venues in town. The postcard asked those living in Chatteris what they liked and what they did not like about Chatteris as well as what could be improved. A small number of students from Cromwell completed the postcards whilst some pupils from Glebelands used the same questions to provide answers in the form of word-clouds.

Common themes were found including concerns about road safety and the local environment as well as reasons outlining why pupils and students do or do not like the parks and skateparks. The themes were used to formulate the questions for the phase 2 youth survey. The survey questionnaires were issued to all three schools in January 2017 and then collected in March 2017.

Secondary School	No. issued	No. returned	No. rejected	No. used
Cromwell	1150	209	32	177
Primary School	No. issued	No. returned	No. rejected	No. used
Glebelands	120	74	0	74
Kingsfield	110	96	0	96
Sub-total	230	170	0	170
Totals	1380	379	32	347

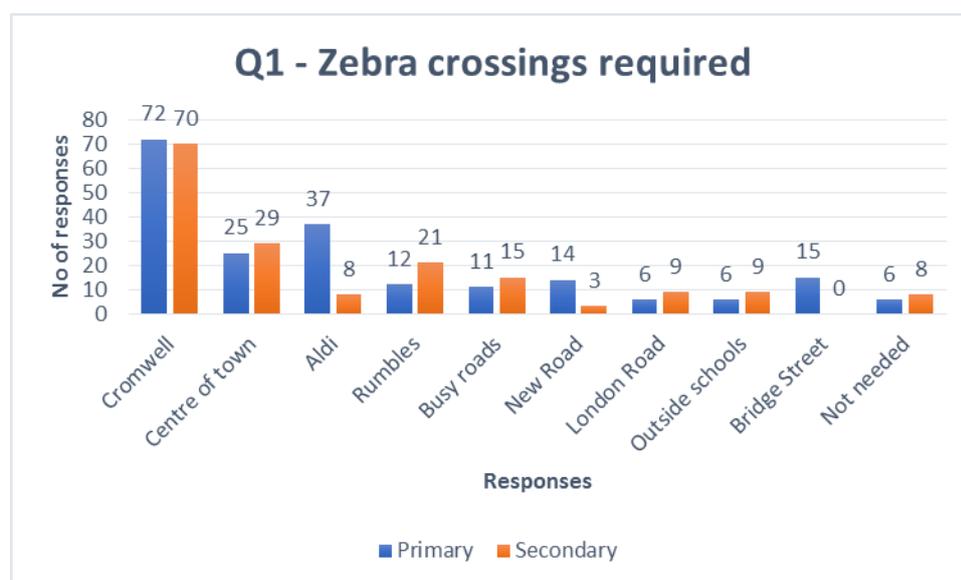
Some 32 respondents indicated that they live outside of Chatteris and so, as we could not be sure whether or not their answers related to Chatteris, their questionnaires were rejected.

After the rejections had been set aside, a response rate of 25% was still achieved. The number of returns received from the secondary school was almost equal to those received from the two primary schools added together.

The primary data collected from the schools in phase 1 and phase 2 was then collated and shared directly with the project link in each school. As the schools had helped us with the project we were keen for them to have a copy of the data so that staff could consider what the pupils and students had shared and act upon it if they so wished.

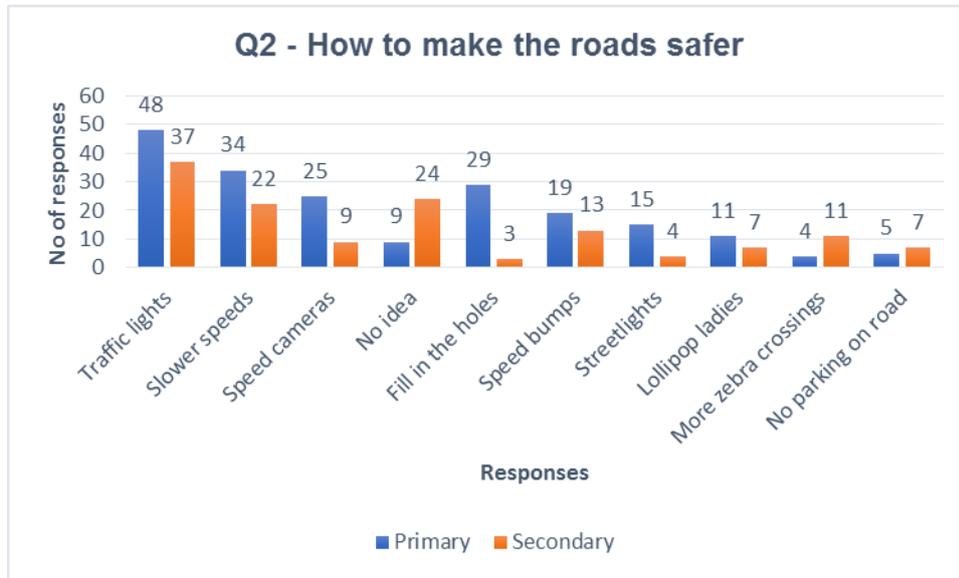
Responses to the phase 2 questions, which were similar in nature, were grouped to form categories. The ten categories with the most responses have been used to create the graphs shown in this report.

Road Safety



In the first phase, some pupils and students stated that they didn't like crossing the busier roads. In the second phase, pupils and students identified where they would like zebra crossings placed. The top response from a total of 142 pupils and students was for a zebra crossing to be added between Cromwell Community College and Wenny Recreation Ground. This area is situated on the main route for vehicles heading in and out of town from the A142.

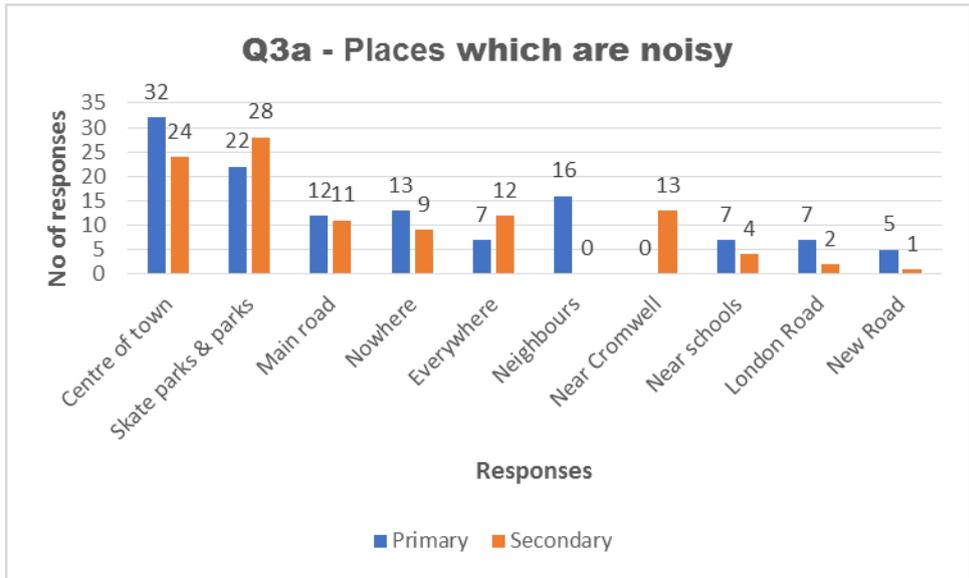
Improving Road Safety



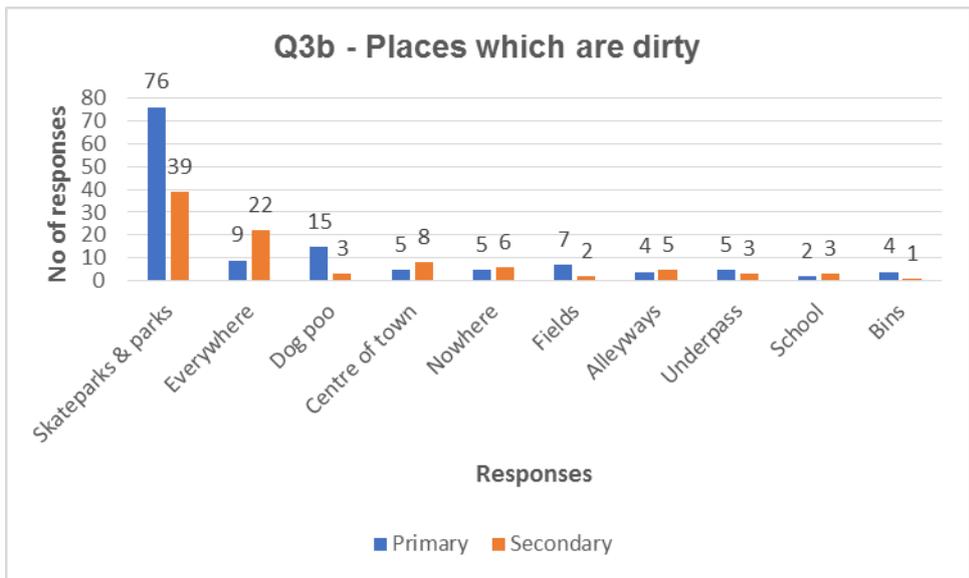
Pupils and students were then asked how roads could be made safer. Although the top response from 85 pupils and students was to add traffic lights, three of the top ten responses involved addressing speeding. Slower speeds, speed cameras and speed bumps were given as responses by 122 pupils and students. The issue of speeding is also raised by adults in the analysis of the household survey returns.

The Local Environment

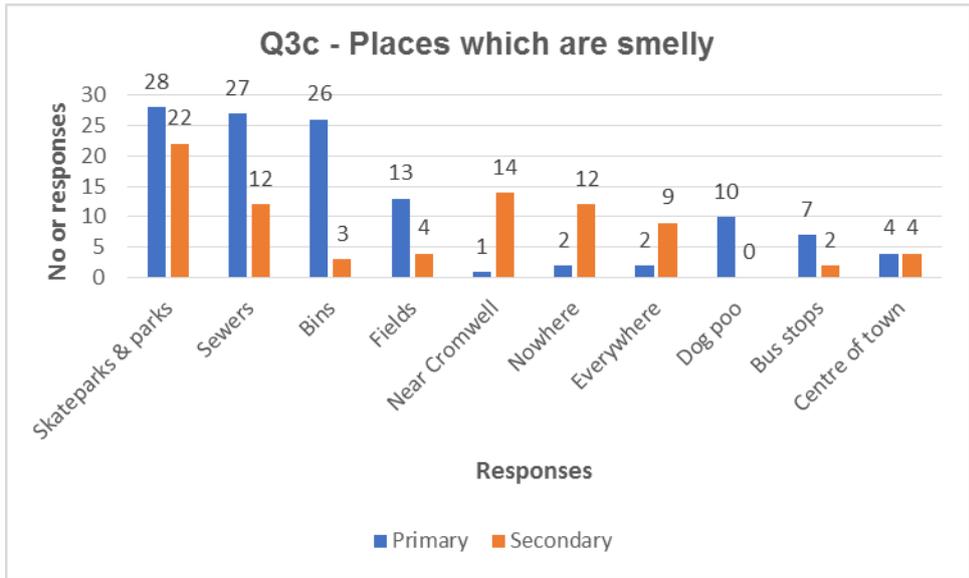
In phase 1, some of the pupils and students said they liked the peaceful environment as well as the layout and appearance of Chatteris. However, some added that parts of Chatteris are noisy, dirty or smelly. The phase 2 responses are shown in the following three graphs.



The responses received seem to refer to typical environmental noise which would be expected in a town.



The skateparks and parks received the highest number of responses for places which are dirty from a total of 115 pupils and students. Further research might discover why this is the case. It might simply be due to the nature of these areas, it could be that the equipment needs a clean or otherwise.

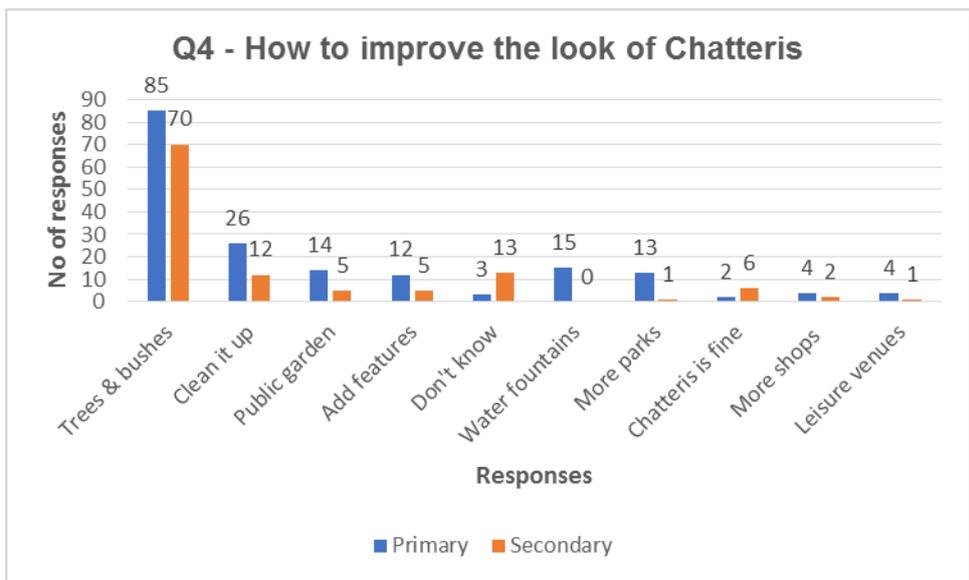


The skateparks and parks also received the highest number of responses for places which are smelly from a total of 50 pupils and students but, again, we do not know why this is the case. The sewer smell was an issue for 39 pupils and students. This also appears as an issue in the analysis of the household survey. The smell of the bins was an issue for 29 pupils and students but we cannot be sure whether this relates to household bins, the litter bins in town or other bins.

Dog fouling did arise as a response to question 3b and 3c. Locations of dog fouling were sometimes added including The Elms, Quaker Way, Furrowfields park, the church yard and the old railway track. Again, this is an issue which adults have raised in the analysis of household survey returns.

Improving the look of Chatteris

In phase 1, some of the pupils and students reported that they were worried about the lack of environmental features in the town. In phase 2, pupils and students were asked how we could improve the look of the town. This too was an issue mentioned in the household survey returns.



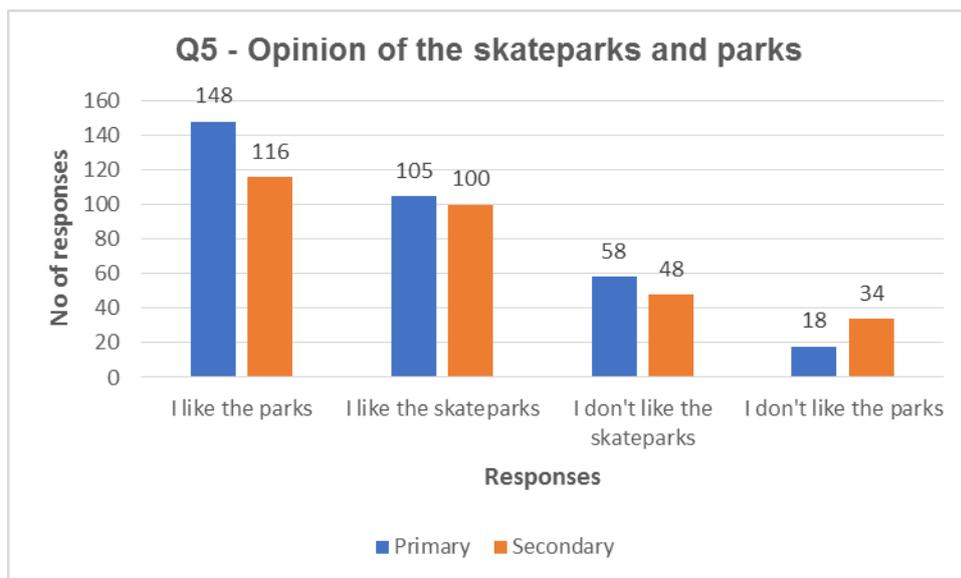
The majority of those who answered this question thought that trees and bushes could improve the look of the town. Ideas offered by some of the 115 pupils and students who responded included having healthier trees and bushes, adding trees, flowerbeds, seeds and plants as well as having bushes instead of fences.

The second most popular response offered by 38 pupils and students was to clean the town up. This included ideas such as adding more bins, picking up rubbish, stopping the littering, giving the town a fresh lick of paint and cleaning the whole thing up. The household survey returns also picked up this issue.

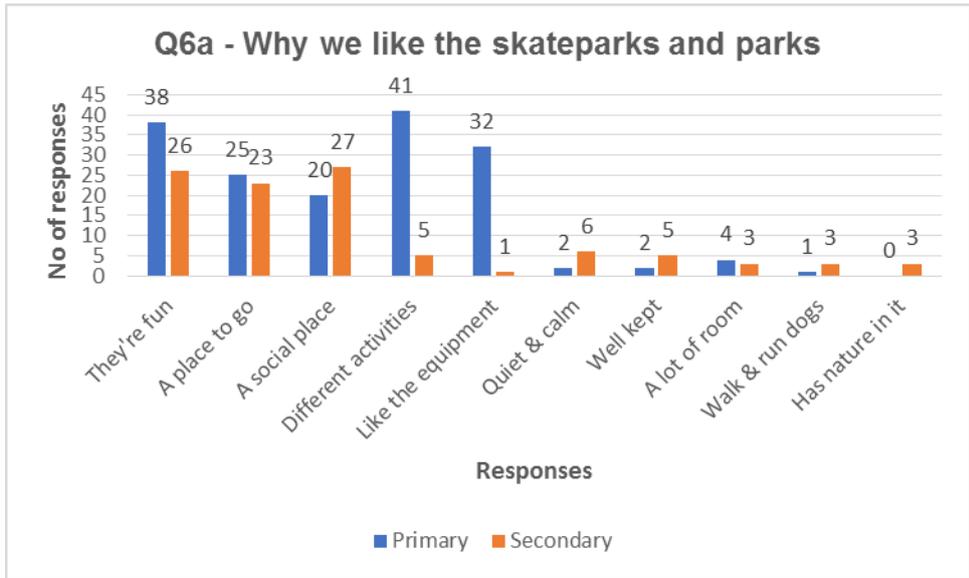
The third highest number of responses came from 19 pupils and students who suggested a public garden. Some of the ideas included a sensory garden, a public garden of flowers, a wood or a space for some trees.

The Parks and Skateparks

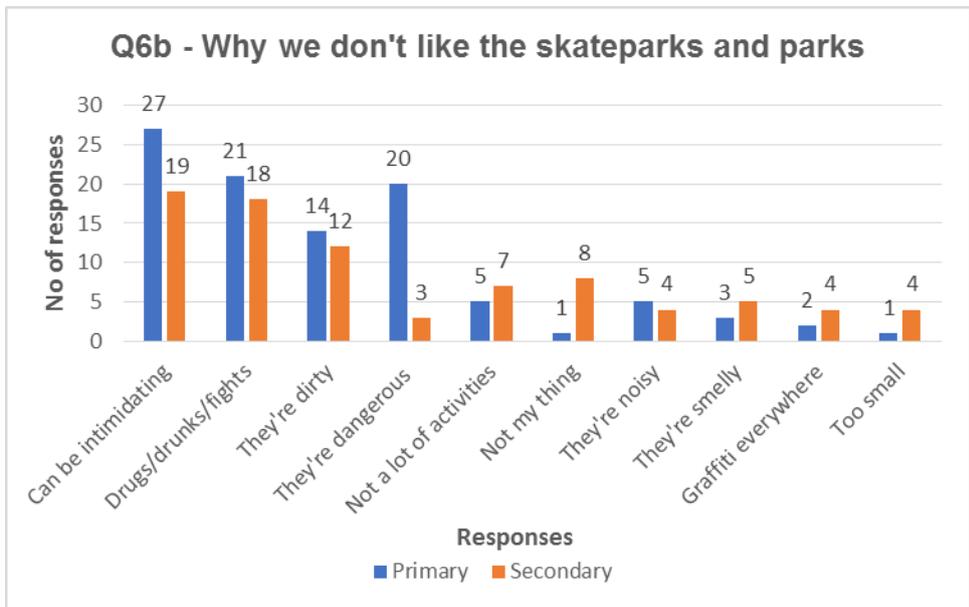
In phase 1, some pupils and students said they liked the parks and skateparks and some did not. In phase 2, we asked the pupils and students to share their opinion of the parks and/or the skateparks. Four set responses were offered as shown on the graph.



The graph shows that 264 pupils and students liked the parks whilst 205 liked the skateparks. The graph also indicates that: 106 pupils and students, or 30% of those who took part in the survey, did not like the skateparks. In comparison, 52 pupils and students did not like the parks which was 15% of those who had taken part.



In the main, those pupils and students who liked the skateparks and parks did so because they are a fun and social place to visit. Interestingly, the activities and equipment appeared to be of more interest to pupils at one of the primary schools and was of less interest to pupils and students of the other two schools. The responses to Q7 might shed further light on why this might be the case.



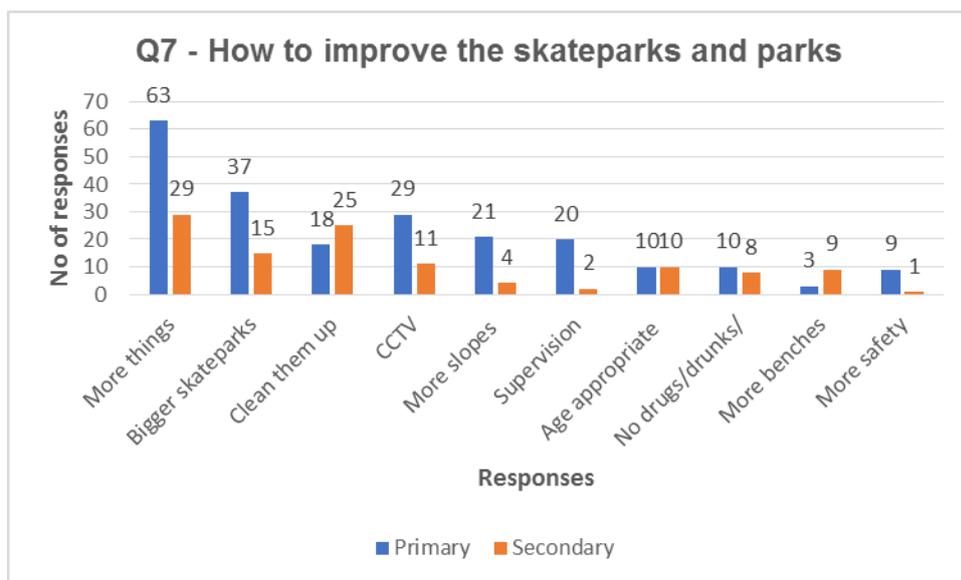
Overall, those pupils and students who did not like the skateparks and parks felt that they could be intimidating and dirty places which have litter everywhere. The idea of them being dangerous appears to be based on the notion that you could hurt yourself, perhaps on the ramps, rather than anything more sinister. Although this is the case, the existence of drugs, drunks and fights within the parks and skateparks has been highlighted by students at the secondary school as well as pupils from the primary schools. As mentioned already, the data held has been shared with the individual schools in case they wish to do any follow-up work on any points raised.

The Town Council is in the process of having CCTV installed at the skatepark on Wenny Recreation Ground as similar concerns have been raised in the past.

Some pupils and students suggested there were not a lot of things for young children or teenagers to do. Indeed, some felt that the facilities were aimed at children aged 3.5-5 years old.

Improving the Skateparks and Parks

In phase 2, pupils and students were asked how the skateparks and parks could be improved.



Although the issues set out above about what people didn't like about the parks and skateparks are of concern, the highest number of responses from 92 pupils and students suggests they want more things to do. Whilst a long list of different activity types and equipment has been provided to us, it appears that many pupils and students would like a broader range of age-appropriate equipment in age-specific areas. Teenagers do frequent the play areas and younger children use the main skatepark. Perhaps, these types of experiences increase the sense of intimidation and the felt need for supervision.

Some pupils and students have indicated that the skateparks need to increase in size to include more ramps and more landing room for stunts. This, perhaps, suggests that the users want extra space and wish to develop their skills further. However, others have asked for more ramps but they want beginner slopes. The needs of beginners are different to those who are more experienced and this may be part of the issue. A differentiated approach is further supported by some pupils and students asking for safety bars, foam, bouncy concrete and supervision.

A number of pupils and students have requested supervision in the form of security people, police, supervisors, volunteers or teachers. While this support might help contain the negative issues raised by young people about the parks and skateparks, some pupils think CCTV might also help. Pupils and students have suggested that CCTV could be used to monitor those displaying unwanted behaviours such as drinking, drugs, smoking and fighting. Additionally, they felt it might help them feel safer and it might stop people littering.

Action Points for consideration

- To install further traffic calming measures between Cromwell Community College and Wenny Recreation Ground.
- To install traffic calming measures at other locations as specified in question 1 (road safety).
- To include pupils and students in the development of the local environment e.g. the existing parks and skateparks, the pocket park and new housing developments.
- To encourage the development of opportunities for more children and young people to become directly involved in environmental improvement work e.g. Street Pride and Chatteris in Bloom.
- To request a more visible presence of PCSOs, in the parks and skateparks, to encourage and further develop positive relations with local children and young people.
- To explore opportunities for improving the skills of children and young people in relation to the play equipment currently available in the parks and skateparks.

It should be remembered that pupils and students who live in Chatteris have helped identify things that they like and things they do not like about Chatteris, and have suggested how things could be improved. Therefore, it only seems right that the pupils and students are consulted in the future about whether the suggested action points are appropriate.

3. The Business Survey

Introduction

This is the third and final part of the Chatteris Community Plan surveys. It commenced in May 2017. There were no listings of businesses in the Chatteris catchment area held by the Town or Fenland Councils or with any trade or business organisation. A list of 300 businesses was produced through research of local advertisements and telephone listings. It is likely that a number of small farm and other small agricultural businesses outside of town are not included.

The questions were determined through an analysis of the responses from the initial postcard survey then the household and youth surveys. It was clear that traffic issues and provision of accommodation was a key concern. We also found that no clear idea of the number businesses in this area existed.

An advert was placed in Centrepoint and through the Town Council website inviting businesses to participate. Only two responded. A random sample of thirty three businesses was identified to reflect the largest and smallest and most diverse cross sample possible. The questionnaires were delivered by hand. Some were completed immediately. A few opted to discuss their key concerns and their additional comments were noted. The response rate was 60.6% with 20 returned.

Overview of businesses that responded

Twenty businesses responded to the survey representing a workforce of 860 staff. Twelve of the businesses are located in the town centre, near other retail or service traders. The eight others are mainly located in the business parks on the outskirts of town. There are five larger ones which range from food packing, food and pharmaceutical testing to engineering and manufacture of packaging. Only two of the businesses are part of any well-known national trading organisations. Another one is part of an international organisation whilst the other businesses are independents.

Full Time	Part Time	Temporary	Contractors
774	68	12	6

Out of the 20, eight employ two to three staff. Five employ up to ten staff. Three employ between ten and 21. The rest have from 73 up to 272 employees. All of the smallest businesses represent one of a retail type except two in computing.

Questions and responses

When asked how is the number of employees likely to change over the next 5 years ?

Eleven foresee an increase in staff. Seven feel it is unlikely to change and two don't know.

They were asked how many employees live in Chatteris?

Out of 860 employees, 387 (45%) live in Chatteris.

When asked how do employees or customers access your business?

As most employees live outside Chatteris it was evident that most used a motor vehicle to get to work. Quite a number do walk and cycle. Very few use a bus as there are obviously limited services available in peak commuting periods. Customers do walk and cycle to retailers, some manage to use a bus service but the great majority use motor vehicles to get to retail, service and manufacturing premises across the town.

When asked do they have difficulty accessing your business if parking?

Ten said NO, eight said YES.

All of the ten NO responders have their own parking areas, which are mainly for employees, and are mostly well outside the town centre. Apart from one, the eight YES responders all rely on parking in the street outside their premises or at nearby car parks, one even utilising parking at Aldi.

There was concern about some drivers ignoring parking regulations, which included local small business owners.

When asked for any ideas on how this might be improved, the range of suggestions from a minority of individuals was:

Better directional signage about parking at allocated bays on Park Street and Furrowfields

More parking

Re-introduce parking on King Edward's Road to ease High Street parking

Make Church Lane one way - reversing the current direction

Stricter policing for parking offences at bus stops

Traffic warden

Remove High Street parking restrictions

When asked would you be interested in a directory of town businesses, and would you like to see it on a notice board and would you like to see it in a leaflet, the response was:

	Directory	Noticeboard	Leaflet
Yes [1 said probably*]	17*	11*	11*
No	3	9	9

When asked do you have difficulty finding employees with the relevant skills?

Eleven said NO, nine said YES.

Of those that said YES we asked what sort of skill sets or experience do you want to find?

JOBS	SKILLS
Scientific	Previous experience
Researchers	Children's activity leaders
Data Inputters	Factory working
Fabricators	Publishing
Welders	People
Boiler engineers	Secretarial
Dangerous goods drivers	Technical management
Legal	Quality control
Sales representatives	Tele Sales

We asked do you offer work experience or apprenticeships?

Ten said NO, ten said YES.

Two NOs said 'not any more', one NO said 'not at present' and another NO said 'don't have time to show young persons'. One [a packaging manufacturer,] said YES for school children as part of their final year.

We suggest the businesses that offer apprenticeships and work experience could be shown in a local business directory as this provides a positive incentive for local employee recruitment.

They were asked do you think Chatteris is a good place for your business?

Nineteen said YES [one also said 'and NO, as the High Street is dying off'.] One said 'not sure'.

We asked do you think Chatteris should have more residential development?

Five said NO. One said 'don't know'. 14 said YES. Four YES responders also commented:

But no more than any of the surrounding villages

Only if better leisure, retail and GP facilities are provided

Providing local infrastructure & services keeps in balance

But not without additional services

They were asked what sort of properties would you prefer?

While not necessarily connected to business needs the answers were generally in favour of affordable starter and family homes with adequate parking facilities.

When asked do local town, regional and county councils give you support?

Nine said NO. One didn't know. Ten said YES. One YES said it was from the Town Council, another said it was through small business rate relief.

This was followed by, if NO what don't they provide?

Four didn't know what could be provided. One, *'not sure what they have or haven't done'*. Another *'not sure,' asked if they could help with 'free waste bags and with rent fees'*. One said *'we have no contact with any of them'*. The last said *'working CCTV cameras & reintroduce parking areas near the High Street'*. The 'don't know,' also said *'not needed'*.

We asked what other local facilities would you like to see for your business and your staff?

Gym, new swimming pool, more shops, parks improved

An arts centre in the empty supermarket building

More shops. It would be nice if people came here as a destination, to have a look round, walk round the shops & visit local cafes and restaurants. Brand stores and independents. Places for leisure activities, e.g. 10 pin bowling, kids soft play area, swimming. Things people currently go out of town for.

Improved swimming pool. Better transport links

Signage, e.g. 'Heritage & Crafts', i.e. glass-blower, museum, swimming pool etc. Plus advertising on town noticeboards

More quality shops

Better High Street shops

Higher quality retail and entertainment facilities

Improved buses, better shopping opportunities, cycle routes, fewer takeaways

We asked do you think new business and retailers should get rate relief for their first year of trading?

Two said NO. Two said 'maybe'. 16 said YES. Two of these added specifically 'in High Street' and 'but only small independents'.

When we asked have you any other observations you would like to make about what you would like to see in the Chatteris Community Development Plan the following responses were received.

No idea what Chatteris Community Plan is, what decisions can be made, or how it can be implemented. Look at the feasibility of a one way system for the main shopping area in the town centre.

More free parking in the town e.g. off-road like the car parks behind Budgens and the church

Another surgery, better management of High Street shops to enable businesses to thrive and establish themselves.

Owners refurbish premises and local authorities provide more business friendly rates

The South Fens Business Centre is a good idea to help start up businesses that don't need town centre locations. Promote it. One way along the High St from Park St to Budgens then via Railway Lane past the King Edward Centre and Fire Station to Park St. A longer term solution needs thinking about now. One way would allow cars to park in herring bone fashion to enable more parking

More provision for off the road parking.

More capacity at the local doctors surgery

More shops. It would be nice if people came here as a destination, to have a look round, walk round the shops & visit local cafe's & restaurants. Brand stores and independents. Places for leisure activities 10 pin bowling, kids soft play area, swimming. Things people currently go out of town for.

Pavements cleaned. No smelly drains. Between Budgens & New Road some sort of traffic control, at moment not working well. Many accidents & near misses. Traffic Wardens working during busy times – when customers collect their take aways. Make sure CCTV cameras are working at all times. One way could help.

Make the High Street one way traffic

Help for smaller companies, i.e. shops in town.

Help for sporting clubs, i.e. cricket, football, running.

Action Points for consideration

- To consider if there is a need for a one way traffic system on the High Street to ease the flow of vehicles and make parking easier.
- The local authority should provide more business friendly rates to enable businesses to thrive and establish themselves. Owners should be encouraged to refurbish premises.

- Promotion of businesses within the South Fens Business Centre is a good idea to help start-up businesses that don't need town centre locations.
- Business support from the Town Council and Fenland District Council needs to be promoted.
- Create a directory of Town businesses – the preferred format would be an electronic version. [A list has been created as part of this survey which could be used to create a directory].
- Ensure CCTV cameras are effective and an audit assurance of effectiveness is carried out.
- To attract and retain employees support initiatives that help people develop the relevant skills and experience.
- More capacity is needed at the local doctors' surgery.
- More affordable housing, especially starter homes are wanted.
- Consideration needs to be given to ways of making the bus service more attractive to potential passengers e.g. introduction of a more commuter-friendly service.