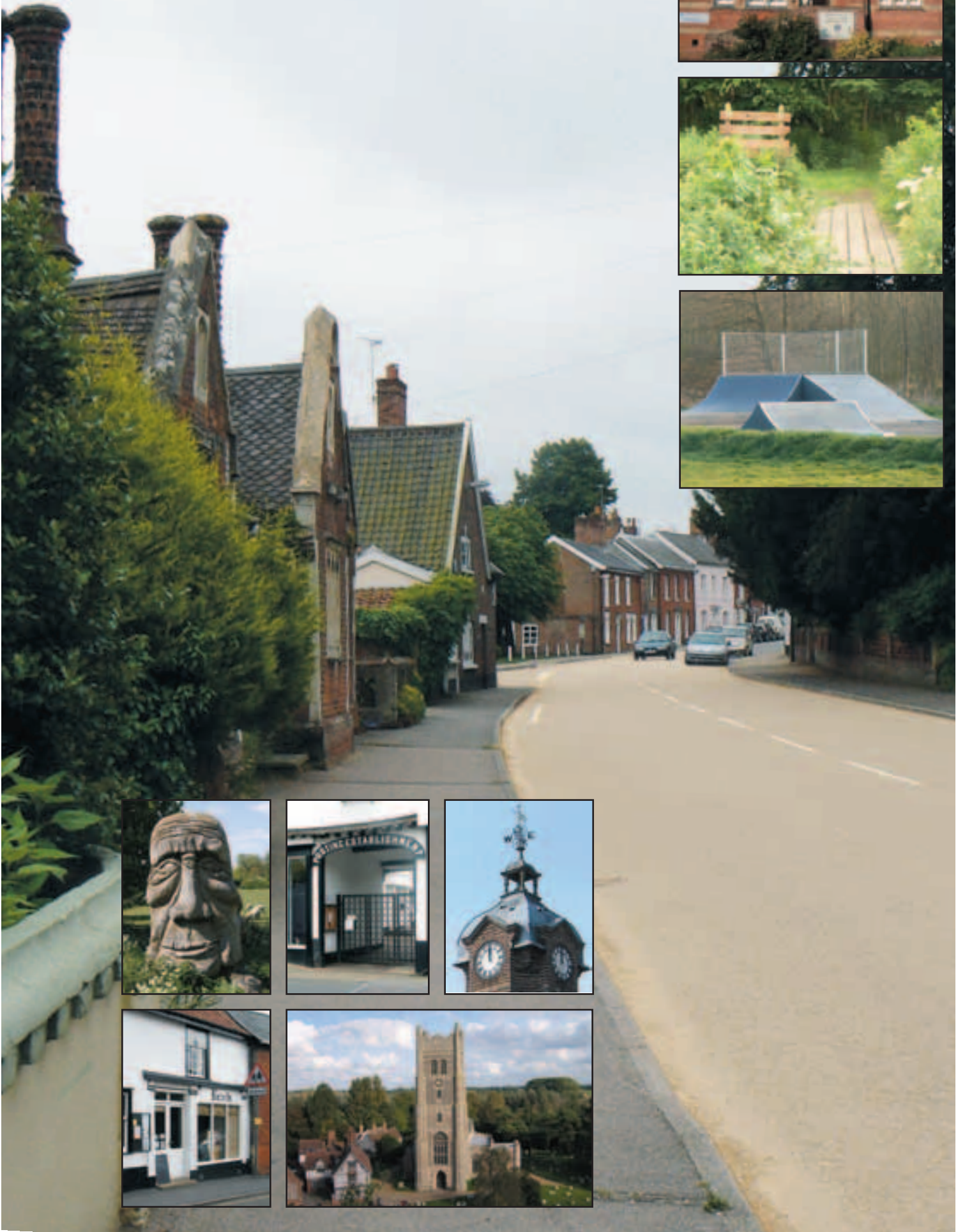
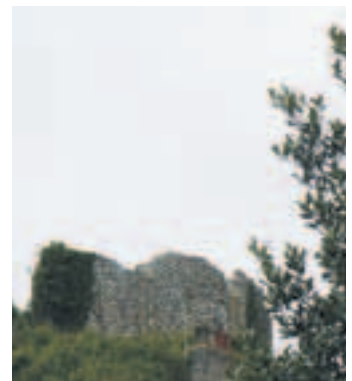


EYE PARISH PLAN 2009





CHAIRMAN'S INTRODUCTION

Eye is a thriving and historic small market town. It has an excellent range of facilities including a town hall (a reminder of the time when Eye was a self-contained borough in its own right), a community centre, a youth centre and three churches. The town has a population of 1,716 (2001 Census) and is located in North Suffolk, about five miles from Diss in neighbouring Norfolk.

The town has the usual range of retail facilities including a baker, newsagent, pharmacy, post office, a bank and numerous other shops and services. Community facilities include two schools, St Peter & St Paul Primary School, and Hartismere High School, a health centre, complementary medicine centre, dental surgery, police station, youth centre, community centre and library. The recreational areas open to residents include the Town Moors playing field and woodland, two children's play areas, the castle mound, a cricket ground and a bowling club. Local organisations include the Women's Institute, Beavers, Cubs, Scouts, Brownies and Girl Guides and a football club.

Eye lies about two miles from the A140 which links Norwich and Ipswich. Public transport links the town to the centres of Diss (where there is a mainline train connection between Norwich and London), Ipswich, and Bury St Edmunds.

EYE TOWN COUNCIL

At their meeting on 18th October 2006 the Town Council considered a report on the development of, and opportunities afforded by, a Community Plan. The Council resolved to support the process via the formation of a Steering Group, agreeing to allocate £100 to start funding the project. In March 2007, the Steering Group having been formed, the Town Council approved the funding of £1250 over the following two years towards this project.

PARISH PLAN STEERING GROUP

In January 2007 the Parish Plan Steering Group was formed with the following aims and objectives:

1. Through comprehensive surveys and consultations with the people and businesses of Eye, the plan should reflect the community that it represents
2. The plan will also incorporate the views of

other interested parties who have a stake in the town.

3. The plan will contain a summary of what Eye is, and already has.
4. The plan will review what works well in the town, what is less successful, and what does and does not work in the best interests of the townspeople and its businesses.
5. The plan will identify what can be improved in the town.
6. The plan will name what the community wishes to keep.
7. The plan will deliver a clear picture of what the town wants, where we are going, and how we intend to get there.
8. The plan will inform the community plans of the County and District Councils in terms of highways, education, health, policing, etc.
9. The plan will demonstrate how the town can work in partnership with the local authorities in order to uphold, enhance and develop community services.
10. The plan will ensure that Eye does not 'miss out' by not having an individualised plan."

FUNDING

During 2007 the Steering Group (SG) bid for and received funding for the Parish Plan process from:

Suffolk ACRE – Rural Social Communities Programme
 Mid Suffolk District Council
 Eye Town Council
 Suffolk County Council Locality budget
 Eye Magazine Fund

PROCESS

In 2007/8 three questionnaires were developed that sought to give all residents, under 18s and businesses in Eye the opportunity to air their views on the needs of Eye, now and in the future. The residents' questionnaire also included a tear-off response sheet where individuals could volunteer to help with specified activities including a wildlife survey, car sharing and volunteer car scheme. This information has been collated and passed on to the relevant organisations. As a result work has already begun on a number of projects.

In the summer of 2008 the questionnaires were delivered to every household and business in the parish of Eye by a team of helpers. In total 953 residents' questionnaires were distributed to individual households. Over 70% of these were returned, with 1140 individuals completing the questionnaire. A further 237 youth questionnaires were completed by those aged between four and 18. Finally, 140 business questionnaires were distributed, with 45 of these completed and returned.

Whitehouse Enterprises entered the raw results onto a computer database and a small group then analysed the data using Suffolk ACRE online software to identify key findings and recommendations for action. Two 'presentation of data' events were held to help confirm the priorities for action, and a presentation was also given to the Town Council. The results of the youth questionnaire were also fed back to both the High school and Primary School. Letters of support from both Headteachers are attached in Appendix B

This report seeks to summarise the views and opinions of residents and businesses gained from the returned questionnaires. These results have been used to form the basis of the proposed Recommendations for Actions, which can be carried forward by a range of identified organisations including Suffolk County Council, Mid Suffolk District Council and Eye Town Council. They can be used by these bodies, and others, as a basis to guide their short, medium, and long-term decision making.

Over the past two years many people have helped to ensure the success of the Parish Plan process. I would like to take the opportunity to thank the following, without whose contribution this report would not have been produced:

- The volunteers forming the Parish Plan Steering Group;
- The helpers who delivered and collected the questionnaires;
- The pupils and staff of the primary school, where the vast majority of pupils completed the youth questionnaire;
- Two students from Hartismere High School who helped to prepare the questions for the youth questionnaire;
- The volunteers who read and commented on

the initial drafts of the questionnaire;

- Peter Hawkins and Chris Smith who provided many of the images used in the report;
- Charles Wright for his help and expertise in putting together the final design and producing the report;
- The people of Eye who took the time to complete the questionnaire, and made this report a reality.

The survey has identified a number of issues that will need to be addressed. In order to do this it is suggested that the Town Council may wish to appoint a working party to ensure the wishes of the people of Eye are carried out. This may include volunteers from the community.

These are your comments, suggestions and ideas, not those of the Parish Plan Steering Group. You can help make things happen by supporting the recommended actions in a range of ways: only then will the full value of the report be realised.

Lydia Smith, Chairman Eye Parish Plan Steering Group October 2009



PREFACE

The results of a long and painstaking consultation with all strands of opinion in Eye are shown in this excellent document to which I am delighted to give my full support.

Members of the Steering Group and many others who have worked on and driven this exercise to identify the needs of the town are to be congratulated. Over many months they have found the time and energy to plan, execute and report on this process.

This Parish Plan will be very useful to Mid Suffolk District Council and other authorities in planning the priorities and creating a vision of life in Eye for the future and it will enable them to point any available resources in the right direction so that our residents can enjoy the best facilities at the most affordable cost.

I encourage all residents and relevant authorities to read this report and work together to ensure that Eye remains the vibrant community that we all want.

*Sara Michell Chairman: Mid Suffolk District Council
Eye Town Councillor*



ABBREVIATIONS USED IN THIS REPORT

ETC	Eye Town Council.
ETHIC	Eye Town Hall Improvement Committee.
LDF	Local Development Framework.
LEA	Local Education Authority.
PCSO	Police Community Support Officer.
MSDC	Mid Suffolk District Council.
PCT	Primary Care Trust.
SCC	Suffolk County Council.
SG	Steering Group.
SWT	Suffolk Wildlife Trust.
UWVP	Upper Waveney Valley Partnership.

STEERING GROUP MEMBERS

Kathy Barr	Mike Simmons
Joyce Brown	Lydia Smith (Chairman)
Merlin Carr	
Chris Chapman	
Jenny Gilders	
Sue Hooton	
Shirley Little	
Penny McSheehy	
Sara Muldoon	
Thelma Rayment	

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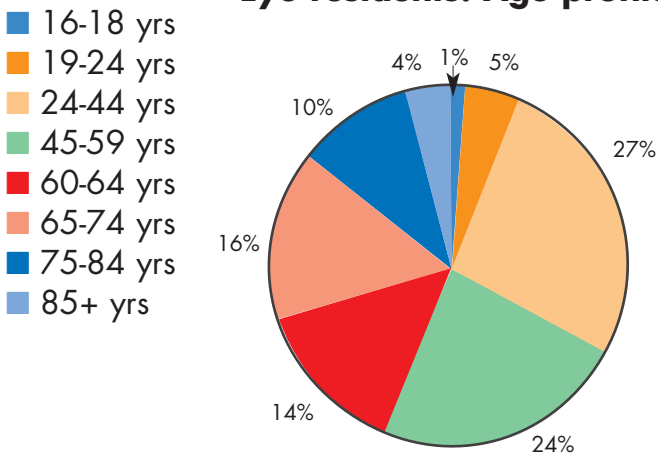
1) POPULATION OF EYE

Residents were asked about their age, how long they had lived in Eye and what type of house they occupy. Children were also asked which school they attended.

RESIDENTS' RESPONSES

1114 people gave their details: 514 (46%) were male and 600 (54%) were female. As people under the age of 18 were asked to complete a separate youth questionnaire, it is assumed that the following responses reflect the views of people aged 18 years and over.

Eye residents: Age profile



1124 (99%) people answered the question on their age: 43% were over 60 and a further 55% were between 19 - 59 years old. Assuming that the under-18s are represented in the youth questionnaire it appears that approximately 55% of the population of Eye are of working age, whilst 14% are aged 75 and over.

237 children aged between four and 18 living in Eye completed the youth questionnaire. 62% of these attend the primary school, 27% attend the high school and the remainder are educated elsewhere.

For 98% of respondents Eye is their main place of residence. 79% of children who answered the youth questionnaire live in Eye. Approximately 50% (561) of people have lived in Eye for more than 11 years, with half of these residing in Eye for more than 25 years. Only 8% (92) have lived in Eye for less than one year. It would seem therefore that the population of Eye is relatively stable with inhabitants staying in the town for a number of years.

1123 (99%) people answered the question about their housing. 77% live in owner-occupied properties and 23% live in rented accommodation, of which 11% is council rented, 8% privately rented, and 3% housing association stock. 1% live in shared ownership or tied accommodation.

RECOMMENDATIONS FOR ACTION

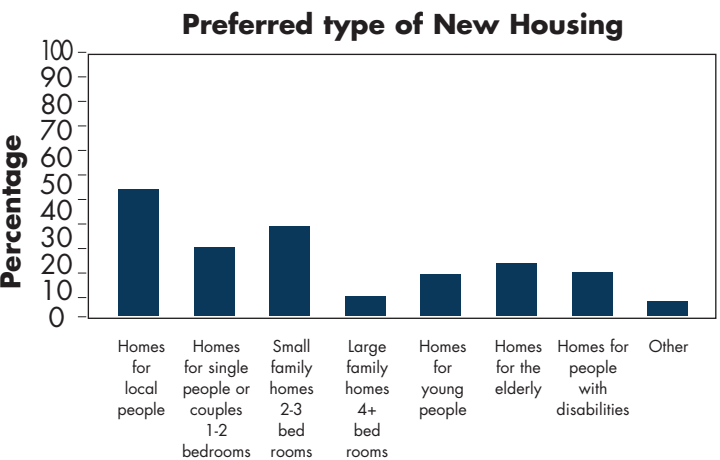
- Eye Town Council (ETC) to consider, in conjunction with relevant authorities including the PCT and Mid Suffolk District Council (MSDC), whether the age profile of the parish requires increased healthcare and housing provision for the elderly and whether more affordable housing is needed for younger people.

2) HOUSING PROVISION

Residents were asked if and where new housing should be built in Eye and what effect they thought it would have on the town.

RESIDENTS' RESPONSES

1055 (93%) people answered the question about new housing. Almost 60% of those people thought new housing should be built in Eye, with the following types identified as being needed.



777 people (68%) answered the question about the location of new housing in Eye. People could give more than one answer to the question about where it should be. 69% thought that it should be located on previously used land within the built-up area, 35% identified infill within the built-up area, and 30% chose undeveloped greenfield locations outside the town. Eye residents think that a wide variety of new housing is needed, with 'homes for local people' being important.

Sites within the built-up area are preferred, with both the Hartismere Hospital and Vion Food Group factory site (should it ever become available) being identified as suitable. However, a significant proportion of respondents (just under 30%) identified undeveloped greenfield as a good location for development.

837 (73%) of people gave their opinion about the effect of new housing, with only 22% of these people believing that new housing would spoil Eye.

RECOMMENDATIONS FOR ACTION

- ETC and MSDC use the responses to identify suitable development principles for Eye in the Local Development Framework (LDF);
- ETC and MSDC to consider further work to identify specific sites that would fit the preferences for new development;
- ETC to use the information to help guide their responses to planning applications.



3) JOBS AND THE LOCAL ECONOMY

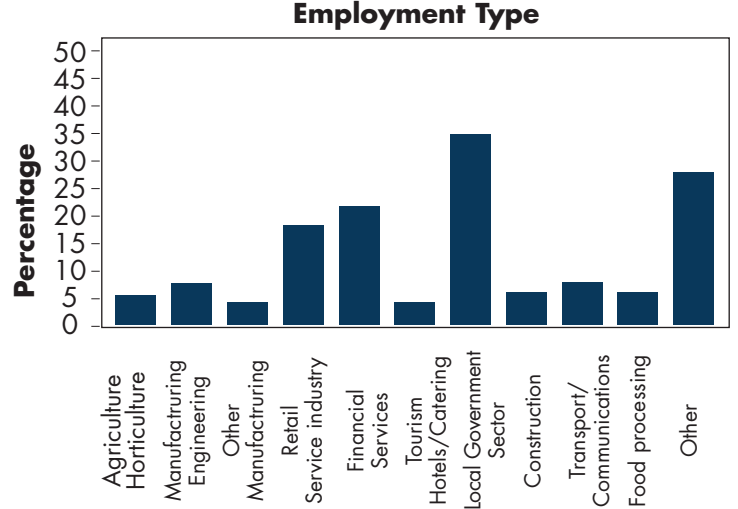
Residents were asked about what they do for a living, or if they were retired or in education. If they worked, they were asked what type of business they were employed in, how far they travelled to work and if there were any barriers that prevented them from taking up employment, training or study opportunities. Finally their opinion was asked about what kind of business development they thought would be suitable for Eye (if any) and where they thought that it should be.

RESIDENTS' RESPONSES

Employment: 1096 (96%) of the 1140 people who completed the questionnaire answered the question on employment, with 29% being employed full time, 14 % part time, and a further 12% self employed. 4% said that they worked from home. Over one third (37%) were retired (reflecting the answers to the earlier question on age). A further 4% were either in education or on a government training scheme. 3% were doing voluntary work whilst 2% were seeking work.

632 (55%) people indicated their type of employment (reflecting the percentage of working age population in Eye). 28% are in local government or the public sector, which may reflect the role of Eye as the local service centre in this part of North Suffolk. A further 15% are employed in the retail/services sector with only

4% employed in agriculture and a similar percentage in food processing. A number of individuals are employed in research, which may reflect the proximity of Huntingdon Life Sciences in nearby Occold. The wide range of other employment identified may also reflect the importance of the businesses on the industrial estate as local employers.



Distances travelled to work: 915 people (80%) answered this question. 20% walked to work, 22% were within ten miles, and a quarter of people (25%) travelled over ten miles. However 33% of people said that this question did not apply to them, perhaps reflecting the percentage of non-working or retired people in the local population, or those working from home.

The results of the youth questionnaire showed that 49% of children wanted to stay at school after 16 to take more qualifications, with 39% wanting to stay on at Hartismere High School to achieve this.

Barriers to work, education and training:

393 (34%) of people answered this question with the majority (71%) saying that there were no barriers. However, up to 7% of respondents cited cost or lack of childcare, personal disability, and lack of information as barriers. Over 30% of respondents to this question in the youth questionnaire felt that they would have difficulties in getting to college or work in Ipswich, Lowestoft, Bury St Edmunds, Norwich or Colchester.

RECOMMENDATIONS FOR ACTION

- MSDC to seek to retain the diversity of employment in the Eye area through appropriate policies within the LDF;
- Suffolk County Council (SCC) to review the level of childcare availability and the promotion of it to residents and local villages;
- Local Education Authority (LEA) and the high school to be asked to note the ambitions for further education expressed in the youth questionnaire results;
- SCC to consider details of barriers to work, education, and training when reviewing travel plans.

FUTURE DEVELOPMENT

Future business development: 896 people (79%) identified what type of development they thought would be suitable for Eye. Tourism and leisure developments such as shops, pubs, restaurants, a café, small manufacturing and craft workshops seem to be the preferred forms of development with the table below showing the type and preferred location of such development.

Not surprisingly, the town centre would appear to be the preferred location for shops, tourism and leisure developments, with the industrial estates being preferred for businesses and workshops. Almost one fifth (19%) of people did not want to see any further business development in Eye.

The most common written comment received was the perceived need for ‘another’ or ‘a decent’ pub. However, the situation may have changed with a number of those attending the public meetings held in April 2009 commenting on the improvements at the local pub.

RECOMMENDATIONS FOR ACTION

- ETC and MSDC to influence the LDF to ensure that policies and allocations support the development required at the right locations and at the relevant scale;
- ETC and MSDC to use the information when considering planning applications;
- ETC and MSDC to explore the support needed to encourage the provision of more shops, restaurants, cafes and pubs in the town centre.

Preferred location of future development

	Town Centre	Industrial estates outside of town	No development
Tourism & Leisure 444 (51%)	65%	22%	13%
Pub/Restaurant/Café/takeaway 515 (59%)	83%	2%	15%
Shops 561 (65%)	87%	4%	9%
Commercial Businesses 432 (50%)	6%	81%	14%
Small manufacturing/rural craft workshops 497 (57%)	18%	77%	5%
Sheltered workshops for the disabled 379 (44%)	21%	72%	7%
Small storage units 372 (43%)	2%	81%	17%
Home and work units 299 (34%)	24%	55%	20%
Small home based business development 346 (40%)	47%	36%	17%
Other 28 (3%)	57%	11%	32%

4) FURTHER EDUCATION AND THE USE OF EDUCATIONAL FACILITIES

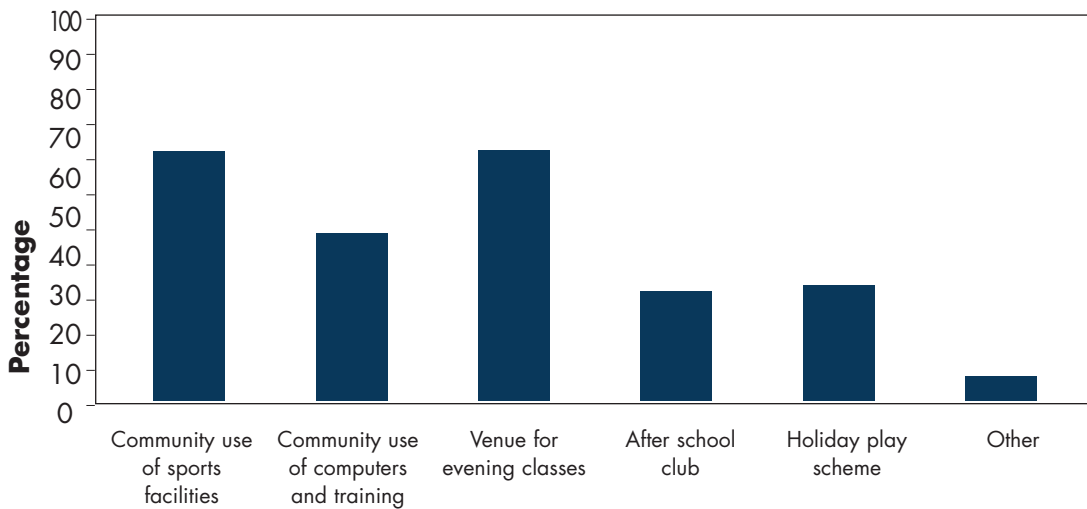
Residents were asked whether they had finished school and what sort of further education they were in. They were also asked what use they would like to make of the facilities at the primary and high schools, and whether and why any children under 18 were unable to take part in after-school activities. In the youth questionnaire, children were asked what they thought they will do after 16 and after 18, what sort of career interested them, and whether they thought they

would have any difficulties in getting to college or work.

RESIDENTS' RESPONSES

Further education: 533 (48%) respondents answered this question, with the majority (85%) not being involved in further education. However, 5% of respondents attended further education college or university, with a further 5% in adult education and 3% in training.

Suggested community use of school facilities



Use of Primary and High School facilities:

There would appear to be strong support for use of the schools' sports, leisure and computer facilities. This was reinforced by specific comments on the use of the theatre, music and keep-fit facilities and the outdoor pool at the primary school. 66% of people also supported the schools being used for evening classes, with approximately 30% of people supporting their use for an after-school club and a holiday play-scheme.

Only 57 people (5%) answered the question about why children could not take part in after-school activities, which may imply that this is not perceived as a problem for the majority of parents. In the youth questionnaire 60% of children who answered the question about out-of-school activities said that they participated. Of the 40% who did not take part, the majority chose not to, but 17% said that their parents' transport was not always available and 15% said the activity was too expensive. 5% said it was either too dangerous to walk or cycle, and a further 5% said it was too far to walk home.

When asked if they would use a bus or minibus to get to out-of-school activities, 60% children who answered this question said they would.

RECOMMENDATIONS FOR ACTION

- Hartismere High school to be encouraged to retain and develop opportunities to use premises for community use and to consider liaison with ETC to see how sports opportunities could be expanded;
- LEA and schools to investigate whether there is an unmet demand for particular classes or activities with a view to including such activities in their extended schools programme;
- LEA and schools to explore how to provide an effective after-school club and/or expand holiday play opportunities;
- ETC to pass on support for holiday playscheme to playscheme organisers and youth organisations;
- ETC to liaise with community transport providers and ask them to consider extending the service to youth groups.

5) THE ENVIRONMENT

Residents were asked what they thought about the environment of Eye, and whether there were any places that they felt that litter and dog mess were a problem. The youth questionnaire asked children how important recycling was to them and what they thought were the most important environmental issues for Eye.

RESIDENTS' RESPONSES

It appears that the environment and wildlife are important to the vast majority of people. 1049 (92%) of people answered the wildlife survey question, with 64% thinking that a survey would be useful and only 19% not supporting this idea. A further 39 people volunteered to help with a survey.

Places that should be improved for wildlife: 905 (79%) people answered this question and over 50% thought that the Town Moors Woodland, the Pennings, the Rettery, and the river next to the scout hut should be improved. Over 30% thought that the castle mound and meadow, the allotment boundaries and the cemetery should also be improved for wildlife. The majority of the written comments focussed on improving the areas bordering the riverside in Eye. 'Looking after wildlife' was identified as important by 72% of the children who answered this question in the youth questionnaire.



Map created by Lovell Johns Limited. Based upon Ordnance Survey digital map data © Crown Copyright 2009 Licence Number 43368U. All rights reserved.



Protection and improvement of the local environment: 1045 (92%) of respondents answered this question. The majority identified a number of actions with only 1% wanting to do nothing, and 5% having no opinion. Over 55% identified 'looking after woodland', and 'conservation of the historic town centre' as important factors in the protection and improvement of the local environment. 53% of people thought that improving footpaths in the countryside and reducing traffic would also help. About one third of people thought that planting more trees and hedges, preserving single trees in special places, improving public transport, more recycling, and energy saving schemes could also have a positive benefit.

Other actions to improve and protect the environment included traffic reduction and speed restrictions, more hanging baskets and tree planting, environmental improvements and the reduction of smells from the Vion Food Group factory in Magdalen Street.

Litter:

288 (25%) of people identified places in Eye where litter is a problem. 80% of children said that litter is an important issue. The top six problem areas are:

- Buckshorn Lane Car park (area around the recycling bins)
- The footpath linking Century Road and Ash Drive/Oak Crescent
- The Town Hall and War memorial
- Surroundings of Hartismere High School
- The footpath and river area between Scout hut and Ash Drive
- The area around recycling centre in Brome (NB: this is not in the parish of Eye).

Dog Mess:

55% thought that dog mess was a problem. This perception was also reflected in the youth questionnaire, with 82% of children identifying this as an issue. The main problem areas were identified as:

- The footpath between Century Road and Wellington Road
- Playing field and Town Moors

- The Pennings
- Church Street particularly near to the Primary school/church
- Castleton Way near to Victoria Hill
- Castle Street
- The Rettery

Recycling facilities:

86% children answering the youth questionnaire thought that recycling was important. 1032 (91%) residents responded to this question; 55% used the Buckshorn Lane recycling centre monthly or weekly. 24% of people said that they used the centre 'occasionally', and a further 21% 'rarely or never'.

Residents also used the Brome household waste and recycling centre weekly or monthly (52%),



RECOMMENDATIONS FOR ACTION

- Local wildlife group to establish a wildlife survey of the parish,
- ETC to pass data collected to MSDC and Upper Waveney Valley Countryside Partnership.
- ETC to consider working with Suffolk Wildlife Trust, Suffolk Preservation Society and other relevant authorities to develop a detailed environmental improvement plan.
- ETC to work with local societies to see if more can be done to promote and further their activities - especially with regard to woodlands and tree planting, the historic environment and sustainability.
- ETC and MSDC to review litter and dog-fouling control management to see if identified problem

areas can be improved;

- ETC to consider working with local youth groups and schools to promote and address issues regarding litter and dog mess.
- ETC to consider a specific campaign to educate owners about residents' desire to see less dog fouling in public places.
- ETC to make the MSDC and SCC aware of the responses to this questionnaire and the relatively high local usage of the Brome waste and recycling centre, with a view to retaining the range of services it offers.
- ETC to consider developing a publicity campaign, possibly with local school involvement, on the advantages of using Buckshorn Lane recycling centre and of recycling in general.

6) TRAFFIC MANAGEMENT

These questions were about traffic and parking, including what residents thought would improve the highways in Eye. The youth questionnaire asked children if they thought there are any danger spots for walking and cycling in Eye and about provision of pedestrian and cycle routes.

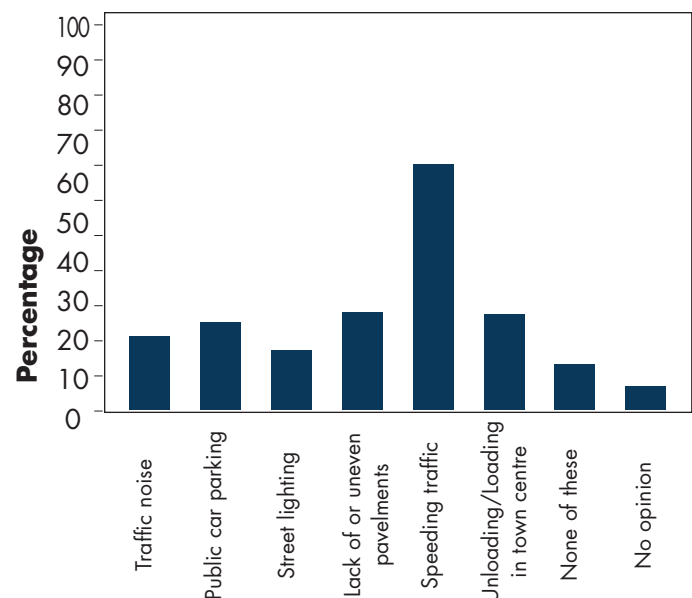
RESIDENTS' RESPONSES

Traffic Issues: 1051 (92%) residents identified traffic issues in Eye, with a majority of people (64%) saying that speeding traffic is a problem. The other major issues identified were: loading/unloading in the town centre (27%), lack of, or uneven, pavements (26%) and public car parking (23%). 15% identified street lighting as causing a problem but the question did not allow for further details to be given. In the youth questionnaire, over 75% of children thought that traffic, speeding and cars parked on pavements were important issues.

Parking Problems: 936 (82%) of residents answered this question, with the majority (53%) saying that they had no problem parking their vehicle. Of those who experienced a problem the majority said that there were limited places to

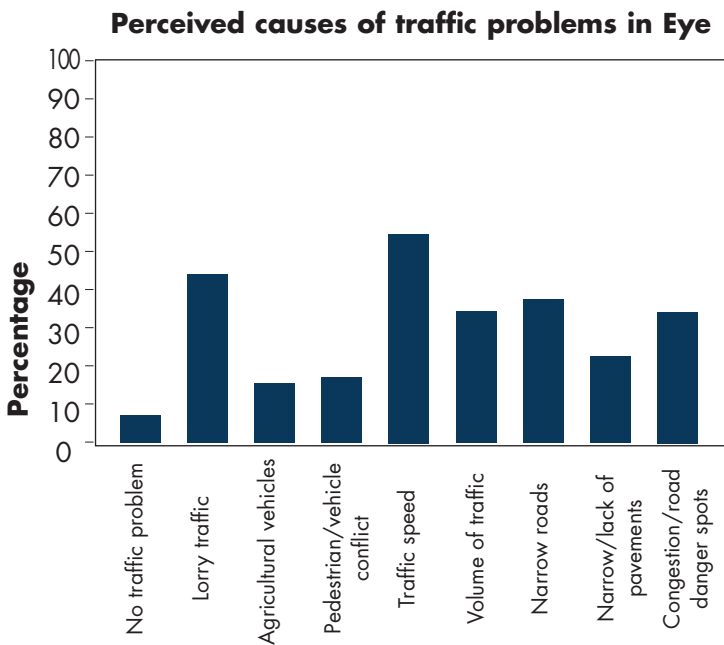
park (26%). Vehicles blocking access (16%), and pathways (14%) were also identified as problems, but the relatively low numbers who identified these issues may mean that this is a problem in specific parts of Eye.

Traffic issues



Some 8% of people added more detail on parking problems. The most common problem identified was the flouting of parking restrictions (parking on yellow lines and in disabled places were specifically mentioned). The main locations identified as problem areas are outside both the primary and high schools (although recent changes at the high school may have alleviated this) and in Church Street in the vicinity of the Co-operative store and the newsagents.

Perceived causes of traffic problems: Of the 1025 (90%) of people who answered the question the two most frequently mentioned problems were traffic speeds (55%) and lorry traffic (47%). Narrow roads (39%) and volume of traffic (36%) were also identified as causing traffic congestion.



42% of children answering this question in the youth questionnaire thought that there are danger spots for walking and cycling in Eye. The most common locations were identified as outside the primary school and in Dove Lane and Wellington Road, both used as travel-to-school routes. This may be a reason why more children do not walk or cycle to school.

Perceived congestion and road danger spots were identified by residents as:

- **Church Street:** the junction with Broad Street and the crossing to the Town Hall, parking and loading/unloading around the newsagents and

Co-operative store, and traffic near to the primary school. Mention was also made of the junction with Buckshorn Lane, but this may be associated with parking problems in Church Street. Speeding in Church Street was also mentioned.

- **Parking outside both the primary and high schools:** Primary school parking seems to add to the perceived traffic problems of Church Street at either end of the school day. At the High school, parking problems may have been alleviated by recent work that allows for more parking on-site, although the issue of traffic congestion caused by parental pick up/drop off may still need investigation.

- **Broad Street between the Town Hall and Wellington Road** was mentioned, with particular problems around the Church Street and Wellington Road junctions.

- **Magdalen Street / Broad Street / Lowgate Street junction:** problems seem to be associated with use of the cash machines located here, one of which has since been withdrawn. The issue of speeding traffic in Magdalen Street was also identified.

- **Castle Street/Lowgate Street junction:** parking narrowing the street was perceived to be the cause of some problems in this area, especially outside the Happy House take-away, and in the area of the Lowgate Street junction with The Rookery.

- **Town Centre:** the pedestrian 'crossings' between the bank and the Lindsay House, the Co-operative shop and the book shop were mentioned in particular. Perhaps consideration should be given to making at least one of these an 'official' pedestrian crossing. This would allow everyone to cross this busy road in the centre of the town more safely.

- **Speeding** was identified as causing traffic problems particularly in Castleton Way, Victoria Hill and Magdalen Street. Safety on the children's play area and cycle-way close to Oak Crescent is often jeopardised by speeding cars.

• **The junction of the B1077 and A140** also gave rise to some concerns, although this location is not in the parish of Eye. The youth questionnaire identified how children usually travelled to and from school. Only 8% travelled by bike, with a further 43% walking to school and 43% travelling by car. 63% of all children who answered this question lived within walking distance (less than one mile) of school, so some 37% of those who could walk or cycle do not. However, 69% of children said that they would prefer to walk or cycle to school. Of the children who live in Eye 39% thought that there are danger spots for walking and cycling in and around the town (19 different locations in Eye were identified), and 74% said that they would walk or cycle to school if better footpaths and cycle routes were provided.

Support for speed control measures:

988 (87%) answered this question with the most popular measures being:

- Stricter enforcement of current speed limits (58%). However, only 36% wanted more speed gun checks;
- Revision of speed limit downward.

Other measures suggested included:

- Traffic bumps and other visual deterrents (Smiley Sid) for speeding drivers, road markings;
- Clearly indicated and better crossing points;
- 20mph limit in the town centre (Magdalen Street to Lambseth Street);
- Speeding restrictions on housing estates close to where children play.

Support for highway improvements:

1027 (90%) of people answered this question with 57% wanting a pedestrian crossing in the town, thus reinforcing previous comments on traffic problems and speed control. People

wanted improvements to footpaths (36% of respondents), 33% saw a need for dropped kerbs for pushchair and wheelchair users, 28% wanted wider pavements and 23% more footpaths and pavements. 30% thought that cycle ways and more environmentally sensitive streetlights were important. Answers in the youth questionnaire showed that young people thought that creating cycle paths was important (67%) and that cars should not be parked on paths (65%).

RECOMMENDATIONS FOR ACTION

- SCC to consider data and suggest possible action to alleviate the problems especially in terms of speeding traffic, road crossing and footways, lorry movements, working with ETC to devise a phased priority action programme;
- Police to consider revising priorities, especially for Police Community Support Officer (PCSO), to target speeding and parking offences that relate to pedestrian safety and congestion. Seek to enforce existing traffic controls;
- The high school and primary school to revise school travel plans and work with relevant authorities to identify and develop safe walking and cycle routes to both schools, and improve congestion and safety outside schools;
- SCC to develop an integrated plan to improve conditions for cycling and walking (including pedestrian crossings), especially where this creates safer routes to schools;
- SCC to identify where further signing and maintenance would enhance the local footpath network and work with ETC to devise priority action plan.



7) TRANSPORT

These questions asked residents about their major means of transport, how often and why they use public transport, and what improvements they would like to see to the bus service.

RESIDENTS' RESPONSES

Major means of transport: Of the 990 residents who responded, 78% rely on a car as their major means of transport. 11% walk, whilst other forms of transport are each used by less than 5% of the population. A number of people expressed an interest in 'car sharing'.

Use of public transport: 564 (49%) answered this question, indicating that only about half of the population use public transport. Of those who responded, the majority of people only used public transport rarely or occasionally. These figures reinforce the dominance of car use in this rural area but do not give any indication as to why public transport use is so low. 50% used public transport for work but only 6% of those used it on a daily or weekly basis; 74% used public transport for shopping but 77% of these used it 'occasionally or rarely'; 51% used public transport for medical appointments but 96% of those people used it 'rarely or occasionally'; 64% sometimes used public transport for social or leisure activities, but of those, the majority only use it rarely.

564 people (50%) said that they used public transport, with the majority using it 'rarely' or 'never'. No reasons were given and the lack of use of public transport could be due to a number of factors, including inconvenient or infrequent bus times, or car-use being an 'easier' option in a rural area. However, when buses are used it does seem to be mainly when good timekeeping is not as vital i.e. for shopping and social /leisure purposes. With this in mind it is likely that public transport could provide those unable or too young to drive with a useful form of transport.

Eye Parish Plan 2009

Improvements to the Bus/Community Bus service: 876 (77%) of people responded to this, but as with the previous question, 57% did not use the service. However, the most popular improvement would be a link with train services in Diss (38%).

RECOMMENDATIONS FOR ACTION

- SCC to consider responses to see if any further improvements can be made to the bus services in terms of a) connections, b) destinations and c) promotion;
- Suffolk 'Creating the Greenest County' team to consider further investigative work in Eye to explore whether less reliance on the private car is possible. Local bus services could provide transport to the industrial estate and to Diss, and link with existing rail services.
- ETC to ask the rail service provider to liaise with bus companies and SCC to consider improving links with bus and train services and better promotion of those links;
- SCC to review the comments on the use of the bus service, and to consider sharing possible strategies with the public transport providers;
- SCC and transport providers to consider promoting the increased use of the bus service for local shopping and social/leisure use;
- SCC and ETC to promote increased use of car sharing schemes, in order to reduce volume of traffic and improve the environment.



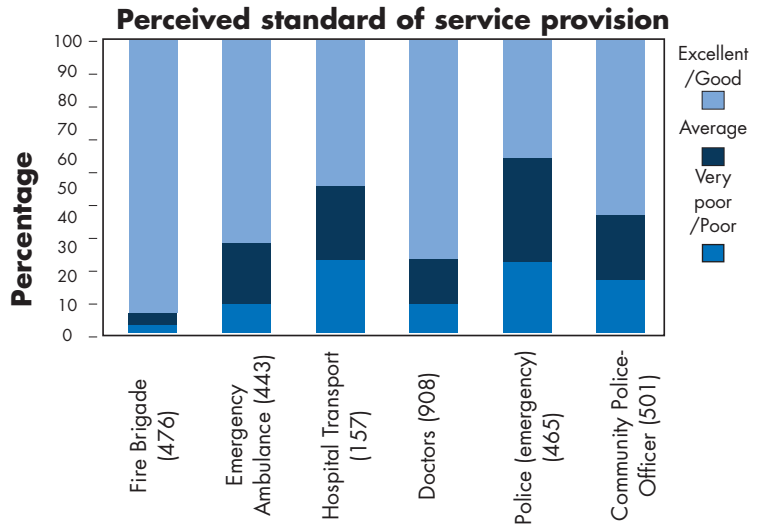
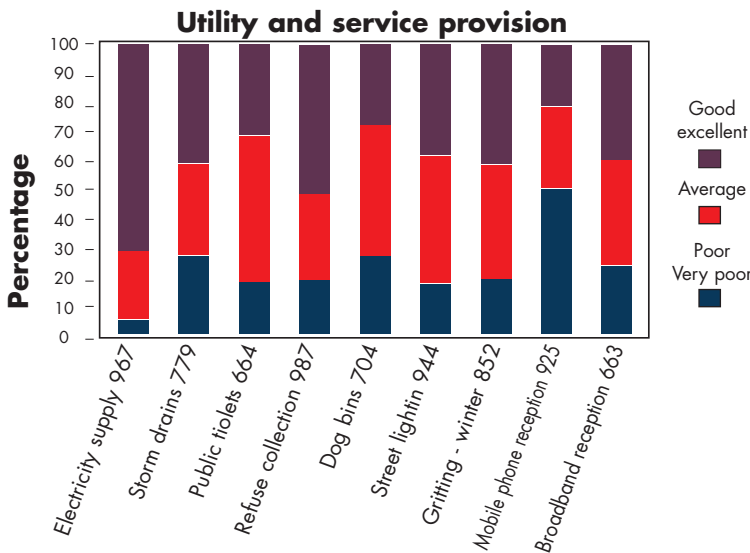
8) SERVICES AND UTILITIES

We asked about residents' views on the provision of services, and about crimes and anti-social behaviour.

RESIDENTS' RESPONSES

Provision of Services and Utilities: Of the 1140 people who completed the questionnaire, 1038 (91%) answered this question. However, not everyone answered all parts of the question. The services that score most highly are street cleaning and mains gas. 82% of respondents scored street cleaning as good or excellent, and 80% scored mains gas provision as good or excellent.

People were least satisfied with services for dog mess bins, (28% scoring it as very poor/poor), TV reception (29% scoring it very poor/poor) and the mobile phone reception (50% scoring very poor/poor).



RECOMMENDATIONS FOR ACTION

- ETC to make each of the above services aware of the responses from the questionnaires and ask them to feedback on how the service could be improved. ETC to seek responses especially from television and mobile phone companies;
- ETC to review litter and dog bin provision and servicing with a view to improving it to the high level of satisfaction achieved by the street cleaning service they manage;
- ETC to ask the relevant services for a written planned programme of improvements in the service to the town.



9) CRIME AND ANTI-SOCIAL BEHAVIOUR

Of the 1140 people who completed the questionnaire, 1042 people (92%) answered this question. Although not everyone answered every part of the question, some people made more than one choice.

Whilst the percentage of respondents is (in some cases) significant, we should also be aware of the number of respondents in terms of the total population of Eye (approximately 1716).

The two main concerns are vandalism and dog fouling. Identified desirable locations for dog bins were listed: the footpath between Century Road and Wellington Road, the Town Moors playing field and the Town Moors, the Pennings, Church Street, Castleton Way, Castle Street and Dove Lane. Some of these areas already have dog bins, but the perception is that more are needed.

Noise and drunkenness were the two areas of least concern. It is worth noting that 15% of people had no concerns about the points raised in this question.

However, the youth questionnaire results identified a high level of concern about all anti-social behaviour (smoking, bullying, drugs, alcohol, vandalism and bad language). Children who answered the question about places they felt unsafe in Eye listed many locations, especially at night, with a lack of lighting contributing to their concern.

RECOMMENDATIONS FOR ACTION

- Police to review neighbourhood priorities in light of the responses;
- ETC to review approach to dog fouling and to consider more bins and better servicing of bins;
- ETC to mount a campaign to raise awareness of dog owners for the need to clean up after their pets;
- ETC to work with the police, SCC, schools and youth groups to review lighting and policing of the town at night.

10) SHOPS AND SERVICES

Residents were asked how often they used local shops, which shops they frequented, and the reasons for shopping in Eye. They were also asked for their opinion of other facilities including the post office and postal services, the town hall and recycling facilities.

RESIDENTS' RESPONSES

Use of shops: Of the 1140 people who completed the questionnaire, 1065 (93%) answered this question, although not everyone answered all parts of the question. The table below shows how often residents used the shops and services.

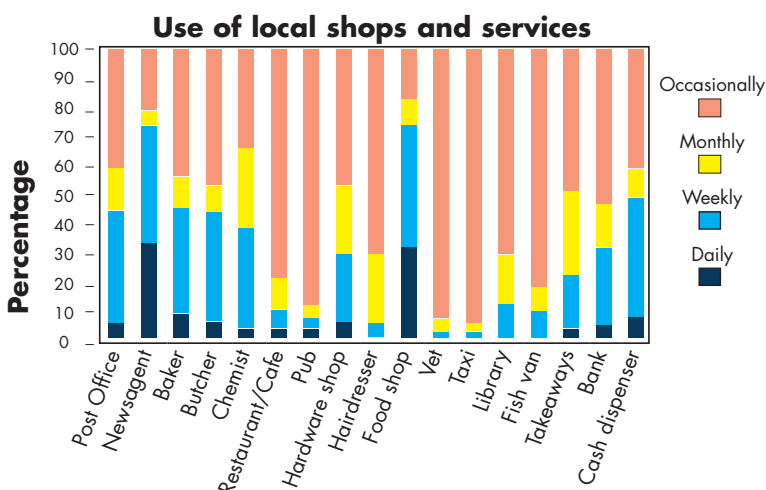
In addition to this the youth questionnaire asked children if they used Eye library and if so, what for. Only 58% children who answered this using it for ordering books, DVDs and CDs free of charge. 50% use the library for casual reading, whilst 29% take part in the summer holidayquestion use the library, with the majority

(62%) reading game, and approximately 25% use the library to gain information and access to the internet. 15% make use of the facilities after school for homework.

The most well-used shops are the newsagent and the food shops. This could be a reflection on the type of service they provide compared with, for example the veterinary service. The shops and services least used are the public house, the veterinary and taxi services. This could be a reflection not only on the type of service, but also on the type and number of respondents who answered the question.

Reasons for shopping in Eye: Of the 1140 people who completed the questionnaire, 1038 (91%) answered this question. The majority (78%) 'liked to support local shops', with 69% using the shops 'for last minute items'. 61% and 58% give 'savings in terms of time and money' as the reason for shopping locally. 36% 'like the social contact'; whilst 25% thought that the shops 'give good value'. Other comments include:

- we like the specialist shops;
- if we don't use it, we might lose it;
- poor service in supermarkets;
- excellent Co-op in Broad Street.



91% of respondents answered this question about their use of local shops, which would seem to indicate that the majority of people who live in the town also shop in the town on a regular basis,

daily or weekly. These figures need to be considered as a percentage of the number of people who live in Eye. 46% of people who live in Eye shop in the town because they like to support local shops.

When asked why they shopped outside Eye residents gave a range of reasons including 'greater choice' (80%), 'cheaper goods' (62%) and 'provision of a service not found in Eye' (63%). These additional comments go some way to explaining the reasons:

- It is easier to do a big shop with a large trolley;
- Longer opening hours;
- Close parking means I don't have to carry heavy shopping;
- Cheaper to buy in bulk;
- Everything in one place;
- Shop at the farmers' market.

Use of the post office and postal services: Of the 1140 people who completed the questionnaire, 1061 (93%), some 60% of the population of Eye, answered this question with only 6% not using the post office. The most frequently used services are the postal service (85%) and the vehicle taxation service (57%). 17% used the bill paying service, whilst 10% got their TV licence, and 8% collected their pensions/allowances from the post office.

Residents were also asked about the overall provision of postal services in Eye, and in

general people who answered this question thought that the standard of service was good to excellent in all of the following areas.

- Size of post boxes - 42%
- Number of post boxes - 37%
- Location of post boxes - 44%
- Number of collections - 31%

Only a minority felt that the service was poor or very poor in the following areas:

- Size of post boxes - 6%
- Number of post boxes - 17%
- Location of post boxes - 12%
- Number of collections - 27%

However, 27% of people felt that the number of collections is poor/very poor and this may give cause for concern.

RECOMMENDATIONS FOR ACTION

- ETC to ensure that all of the businesses named above have a copy of the report for their own use;
- ETC to ensure that Suffolk Library Services are given a copy of the results of the youth questionnaire;
- Suffolk ACRE to incorporate these responses in their rural services campaign;
- ETC to make this information available to the Post Office, and be prepared to use this evidence should closure ever be threatened.

11 COMMUNITY FACILITIES (CULTURAL, SPORTING AND RECREATIONAL)

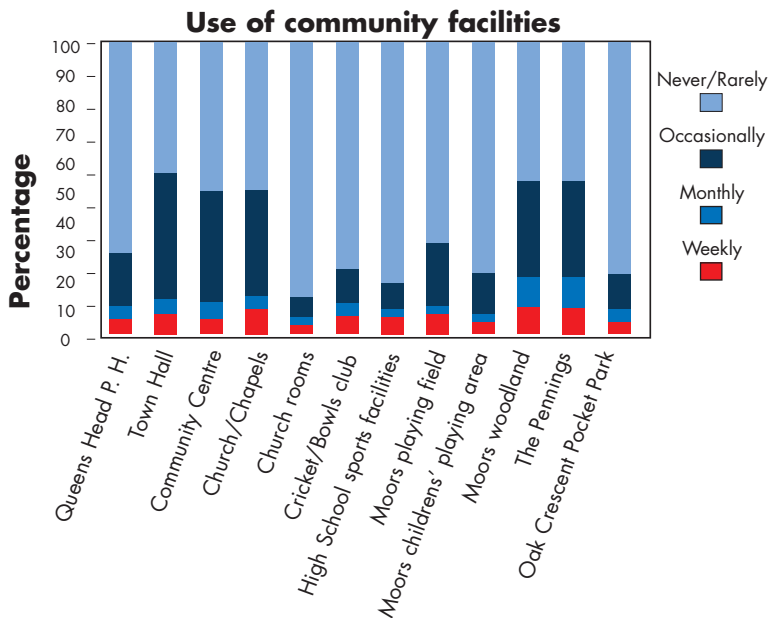
Use of Community recreational facilities: Of the 1140 people who completed the questionnaire, 1052 (92%) said how often they used the various community facilities, and the table gives an indication of the frequency of use.

These responses demonstrate that (of those people who answered) the majority make very little use of the local pub, the church rooms, local sports facilities or the play/recreational areas at the Town Moors and Oak Crescent. This may be a reflection of the age profile of the town – 43%

of the people are over 60.

The most frequently used areas are the Town Moor, the Town Moor Woodlands and the Pennings. This may be due to these facilities being used by both adults and children for recreation and dog walking. These locations are also identified by residents as problem areas for dog fouling and litter.

The youth questionnaire asked children what they thought about opportunities for young people to



meet in Eye. Results indicated that the majority were happy with provision; 9% of children thought it excellent, 70% thought it good or average, whilst 21% thought it was "poor" or "terrible."

RECOMMENDATIONS FOR ACTION

- ETC to ensure that the committee(s) and owners responsible for each amenity are made aware of the above responses, and are asked for their feedback;
- ETC to make both schools aware of the responses for effective future planning of their services and amenities.

The Town Hall: 698 (61%) people answered this question. Overall the town hall was rated as 'poor' to 'average' in terms of facilities including toilets, kitchen, disabled access, and decoration. The building's problems are widely recognised with the following comments being made:

- The gas radiators produce excessive condensation which greatly harms the portraits and the structure generally;
- The town hall is in poor shape and needs positive, on-going maintenance and upgrade so that it is a pleasure to use and not depressing and institutional as it is at present.
- The town hall needs a lot of money spent on it to bring it up to date so that it can be used as a community facility.



The building is listed grade II* and local people said they would use the town hall more if the facilities were upgraded. Suggested uses were concerts, theatre, a market place and an art and exhibition area. 43% of residents identified the following as the four facilities that most needed improving: internal decoration, heating, toilets and kitchen. Recently ETC and Eye Town Hall Improvement Company (ETHIC) have successfully bid for some £200,000 to help alleviate the building's problems as the first step in a plan to improve the existing facilities and enable greater use of, and support for the building. A number of people offered to help raise money for the town hall. This shows that there is encouraging support for upgrading and that some people in Eye want to see it improved and are prepared to do something about it. With some positive comments including 'looking forward to refurbishment', it would appear likely that future funding bids will receive local support and that future improvements to the facilities are likely to result in an increased use of this important building in the middle of the town. Work on fund-raising has already started.

RECOMMENDATIONS FOR ACTION

- ETC to continue to support ETHIC by all possible means in its work on making improvements to the town hall;
- ETC to ask relevant bodies to see if the facilities listed could be improved and/or better promoted to develop usage.

12) HEALTH SERVICES

Residents were asked if they were registered with a doctor or a dentist in Eye, if they found it difficult to get to health services and how they rated (some of) the health services provided in Eye. They were also asked what they would like to see developed on the Hartismere Hospital site.

RESIDENTS' RESPONSES

95% of the 1140 people who answered the questionnaire responded to this question. 92% of these are registered with a doctor in Eye, which may reflect the earlier response where 77% of people rated the GP service as good or excellent.

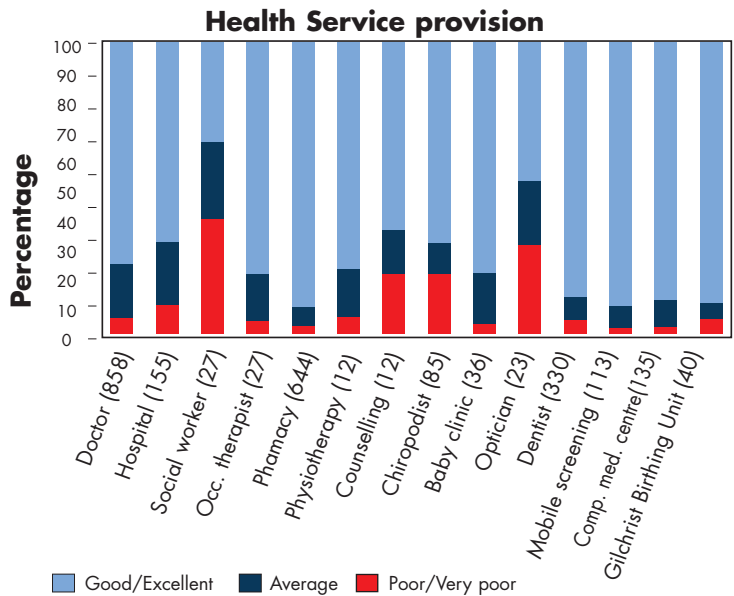
38% of respondents are registered with a dentist in Eye. We did not ask for reasons why residents would register with a GP or dentist elsewhere, or whether they used a dentist at all.

Only 25% (281) of people who answered the questionnaire said that they had difficulties in getting to health services. Of those, the majority said it was difficult getting to hospital. This could be due to lack of public or private transport, or poor mobility, requiring more specialised transport. The nearest hospitals are in Norwich, Bury St Edmunds and Ipswich. Others found it difficult getting to the dentist (30%), the optician (20%) and the doctor (19%).

When asked to 'rate' health services 987 (86%) people answered this question, although not everyone answered every part of the question. From the respondents who answered, the majority rate most of the services in Eye as good or excellent. The services that have the highest ratings are the Gilchrist Birthing Unit and the Mobile Screening Service (each with 92%), the pharmacy/chemist/dispensary and the Complementary Medicine Centre (each with 90%). The services with the lowest ratings are the 'optician' (30%, probably because there isn't one).

Hartismere Hospital site:

Of the 1140 people who completed the questionnaire, 1037 (91%) answered the question on the future use of Hartismere Hospital site. Comments for the development of the site fell into two main groups: 52% said they would like the site kept exclusively for health care; 34% said



they would like the site for a mixture of health care and sheltered housing.

Other comments included:

"Hartismere Hospital was one of Eye's greatest assets".

"Return the hospital to its previous use, and include an accident and emergency unit".

"The (proposed) sheltered housing should be for disabled people as well as the elderly".

"We should keep some of the existing services like the Opportunity Group and the Gilchrist Unit".

"Travelling to main hospitals for accident and emergencies is no fun – we need a proper local hospital".

"Let's have all the main services on one site – police, ambulance, fire brigade, and doctor".

"Develop it as housing for first time buyers".

RECOMMENDATIONS FOR ACTION

- ETC to inform the medical and dental services in the town of the above results, and where relevant, ask how they plan to improve service;
- ETC to ensure that the Primary Care Trust (PCT), which has responsibility for developing the Hartismere site, has a copy of the parish plan report, and uses the responses to help develop future plans;
- ETC to ensure that the Friends of Eye Hospital Group has a copy of the parish plan report, to use in its campaign.

13) COMMUNITY AND FAITH

This section focussed on neighbourhood watch, policing and community safety issues, activities for young people, the use of places of worship for other activities and also residents' views on the Eye magazine. 91% (1030) of respondents answered this question.

RESIDENTS' RESPONSES

People identified the following issues as important:

- more activities for young people (61% or 629);
- greater police presence (58% or 594);
- more drug/drink education and prevention (39% or 396);
- 33% (338) of residents felt there was a need for greater consultation between police and locals;
- Neighbourhood Watch Schemes (27% or 279) and CCTV (25% or 256) were the least popular choices.

Other uses for places of worship:

NB: this was a multi-choice question and people could choose more than one option. 596 people answered this question (52% of

respondents). The activities suggested were:

- plays
- concerts
- meetings
- exhibitions

Most people felt that places of worship could and should be used for exhibitions (451), followed by concerts (414), plays (295) and meetings (184). There is a clear wish for these buildings to be used more regularly and in more diverse ways by the community, although if this were to happen, better visitor facilities would be required. Some people said that they would like to see the town hall used for concerts; other people felt places of worship could be used for craft fairs.

RECOMMENDATIONS FOR ACTION

- ETC to ask church authorities to consider how they might give greater use of their facilities for community purposes;
- Safer Neighbourhood Team to review responses and consider how they might create a greater presence on the streets and continue to improve interaction with the community.

14) LOCAL DEMOCRACY AND INFORMATION PROVISION

Residents were asked about: Eye town council meetings; whether they felt that the town councillors and local member of parliament (MP) are aware of local concerns and whether they were happy with the way in which the planning system is publicised and implemented in the town. ('Planning' referred to planning applications and the LDF). Opinions were also gathered about Eye magazine.

RESIDENTS' RESPONSES

Eye Town Council:

Of the 1140 people who completed the questionnaire, 1069 (94%) answered this question. 895 (85%) said they had not attended a meeting of Eye Town Council in the previous three years. 156 people (15% of the people who answered this question) said they had attended a

town council meeting in the last three years. 11% felt access to the meeting was difficult. Other reasons for not attending were:

- lack of commitment
- not aware of dates and times of the meeting / not advertised enough
- not lived in the area very long
- dates clash with other commitments
- hearing what is said is difficult
- been a councillor many years - I need a break
- young children - evening meetings are difficult
- new blood is not always welcomed / would feel like an outsider
- waste of time as Council has no real impact
- did not know we could attend
- we feel as if we have no influence to get the Council to concentrate on footpaths/ roads/ parking.

MP and Councillors' awareness of local concerns: Of the 1140 people who completed the questionnaire, 986 (86%) answered this question.

952 people, 66% of the respondents, believe that town councillors are fully aware or quite aware of local concerns. District councillors fare less well, with 46% (427) of people thinking they were fully aware or quite aware of local issues. Almost one third of people (32%) believe that Suffolk county councillors and our local MP are fully or quite aware of local issues.

From these figures, it can be seen that residents believe that the 'higher up' the local government scale, the less organisations or representatives know about issues which are important to local people.

Promotion of the planning system: Of the 1140 people who completed the questionnaire, 1031 (90%) - more than half the population of Eye - answered the question on how the planning system is publicised and implemented. One third (33%) are either very happy or quite happy about the way in which the planning system works. 22% are either not happy or are very unhappy about the way the system works, whilst 45% either did not know or had no opinion.

RECOMMENDATIONS FOR ACTION

- ETC to ensure that local representatives from all levels of government are aware of these results in order that they can begin to plan and make changes to improve the level of awareness;
- ETC to review responses and identify specific steps to make the Council (and its meetings) more accessible and relevant to residents;
- ETC to advertise dates and agenda of town council meetings more effectively;
- ETC committees to write regular articles for Eye magazine telling residents about their work;
- ETC to ask the local MP to hold more local surgeries and publicise these surgeries widely, in order to encourage people to attend and tell him about local areas of concern;
- MSDC to consider responses with a view to explaining to local people how the planning system works.

Eye Magazine:

1079 people (95% of respondents) answered the question about how they obtained the magazine. 93% (1008) have it delivered to the house; 5% (52) pick up a copy in the church or a shop and a few have it posted to them. A few people commented that they didn't get the magazine delivered – Wellington Road was singled out here. A pat on the back for the volunteers who deliver to Victoria Hill, as the delivery service here is said to be very good.

Clearly the Magazine is widely circulated and read in Eye and an important way of getting to know what's happening.

This is reinforced by the answers in the youth questionnaire, which asked children how they got information. 53% of children get information from the magazine, with posters and information from friends also scoring highly. 55% currently find out what is going on from school. Young people's preferences for the way in which they receive information include posters, school, the town website, Eye Magazine and text messages, with a request for a youth newsletter.

RECOMMENDATIONS FOR ACTION

- ETC to recognise the contribution made by volunteers who deliver the Magazine each month;
- Eye Magazine team to monitor and review the distribution process;
- Eye Magazine team to continue to provide a quality magazine and consider including a youth section;
- Eye Magazine team to draw the attention of advertisers to the high impact the magazine has in Eye.



15) LEISURE AND SPORTS FACILITIES

Residents were asked about existing sports facilities, clubs and activities and whether more were needed.

RESIDENTS' RESPONSES

Existing facilities:

755 (66%) people gave their opinion on the existing sports facilities in Eye, but not all respondents to this question answered all parts of the question.

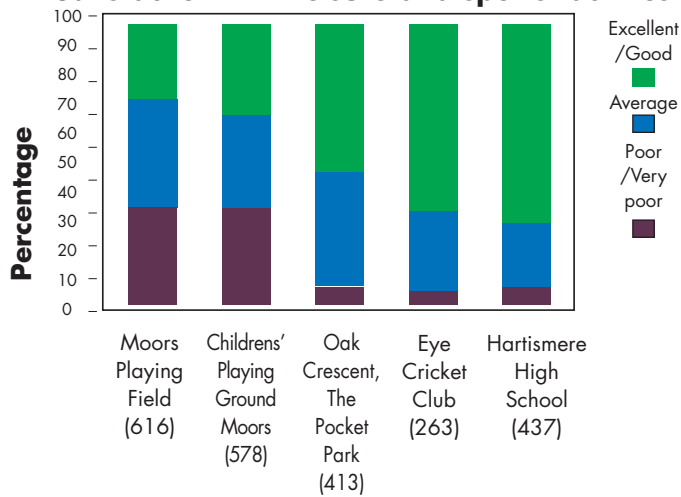
- Oak Crescent pocket park has a higher satisfaction rating compared to the Moors playground;
- Eye Cricket Club: fewer people answered the question about the club, perhaps because the facility is only likely to be used by cricket players and spectators;
- Hartismere High School facilities have a high satisfaction rating from the 437 residents who completed this part of the question.

Overall there would appear to be an even spread between very poor, average and good/excellent scores for the facilities identified. This makes it very difficult to identify what changes are needed, although an assumption could be made that some people use and enjoy the facilities while others find them not to their liking and do not use them.

The youth questionnaire respondents were asked about their use of the Moors and the pocket park at Oak Crescent. Football (41%) and walking with or without a dog (47%) were the most popular uses identified for the Moors, with 'other' and 'meeting friends' each being identified by over 25% of respondents. The Moors are also used for skateboarding. The pocket park is a popular place for meeting friends (43%) and playing football (36%); other sports, including walking, are also mentioned. Results from the youth questionnaire show that Eye children undertake a wide range of sporting and leisure activities including some activities that are

provided outside the town; for example, swimming, athletics, and golf.

Satisfaction with leisure and sports facilities



RECOMMENDATIONS FOR ACTION

- ETC to bring the responses to the attention of the high school governors, the Playing Field Committee and Eye Cricket Club and ask them to consider the provision of additional facilities; for example, more seating, or marked-out pitches, where appropriate;
- Playing Field Committee to consider a higher level of maintenance at the Moors Playing Field and the children's playground there.

Need for additional facilities: A relatively low number (246 or 22%) of people answered this question. The most common suggestions for new facilities, in order of popularity, were:

- indoor swimming pool (69)
- tennis courts (50) (the suggestion was made several times to repair the existing ones at the Moors)
- gym – at the high school (41)
- exercise classes, including yoga (17)
- Squash, badminton and an all-weather pitch (again the suggestion was made that the existing facilities on the Moors could be improved – 11 each).

(The numbers in brackets refer to the numbers of respondents who opted for the preference).

The above suggestions corroborate the findings mentioned earlier. There is strong support for the community use of the sports facilities at the high school and the outdoor pool at the primary school and many people made the point that it is important to invest in existing facilities, rather than create new ones.

Other suggestions were many and varied including basketball and indoor bowls, cycle paths, a dance studio, golf facilities, snooker, ten-pin bowling, roller-skating, an athletics track, boules (petanque) and ballroom dancing.

Less than one fifth of people (18% of all respondents) suggested new clubs or activities in Eye, and it may be that this apparent low response rate indicates a low level of interest.

However, the list of potential new clubs and activities is varied, and includes:

- gym, and keep-fit in general, for all age groups, including yoga (34)
- dance, of all kinds, and for all age groups (17)
- activities for young children, a youth club, including activities for the under 5s (15). One person said they wanted a 'proper' youth club, and others said 'one with no vested interests'.
- amateur dramatics, a theatre club, a theatre (13).

The following facilities were also mentioned as desirable, but had less than nine votes each:

- Activities for older people, a good companions club
- tennis and athletics
- music of all kinds, for all age groups, an orchestra
- BMX track, off road cycling, a cycling club, cycle paths
- arts and crafts club
- cinema
- language tuition
- swimming pool
- camera club, photography club
- squash, badminton
- family history, local history club
- gardening club

The youth questionnaire results also identified a wide range of potential new activities, including many of the above.

In both youth and residents' questionnaires people identified a need for activities that already exist in Eye, such as a cycling club, (meets under the Arch each month), Brownies and Rainbows, a reading group (based at the library), badminton (at the high school), cricket, a youth club, or activities that may be available in the near future, for example, a gym. This suggests that information about current activities in Eye is not readily available (although it is often in the Eye Magazine) and may show the need for an annual information booklet about facilities, services and activities.

RECOMMENDATIONS FOR ACTION

- ETC to investigate and identify opportunities for additional clubs and sport facilities in Eye;
- ETC to consider the development of an annual information sheet or directory of societies, clubs and facilities;
- ETC to consider facilitating an event that would enable local groups to promote their activity to residents and surrounding communities; for example, a 'come and try it – see what Eye has got' afternoon;
- ETC to discuss, with Suffolk Sport, Suffolk ACRE, Hartismere High School, SCC community education and other relevant contacts, how those wanting to establish a club or activity in the town can be helped to make it happen;
- ETC to encourage societies and clubs to use the Eye website, parish magazine and local schools to publicise their activities.

16) WHAT SINGLE THING WOULD IMPROVE YOUR LIFE IN EYE?

699 people answered this question (61%), and the answers were many and varied.

Traffic and speeding

It seems that better traffic control is perceived as the one thing that would most improve residents' lives in Eye. Speeding has already been identified as a major problem in Eye, together with traffic congestion and danger spots.

People also felt that the pavements were not particularly wheelchair or pushchair friendly and should be wider and better maintained – there were pleas for a footpath on the Hoxne Road, better street lighting (although some people wanted less bright street lights) and better and more co-ordinated public transport. Eye residents are not lacking in ambition and there were a couple of suggestions that the railway should be reinstated!

In all there were 218 traffic and transport related comments. These ranged from:

- stricter enforcement of speed limits in the town centre and the roads leading into Eye – specifically, Church Street, Ludgate Causeway and Lowgate Street were mentioned more than once;

- stricter control on lorries and farm vehicles in the centre of Eye;
- stop illegal parking on yellow lines and on the pavement;
- more pedestrian crossings, or pedestrianisation of the town centre; - this could link to safer routes to school;
- one-way traffic flow in the town centre;
- ban all street parking in the town centre, or allow permit or residents' parking only;
- sort out traffic problems and parking at the Primary School and High School;
- access only to Wellington Road (i.e. stop it being used as a through route);
- sort out the issues surrounding lorry deliveries to the Co-operative Store in Church Street.

The main improvements suggested by the youth questionnaire are:

- improved maintenance of existing sports and play facilities and new sports facilities;
- more community facilities; for example, shops and film evenings for children;
- more community events such as the music day, inter-village sports and street festivals;
- reduced traffic and lower traffic speeds.

RECOMMENDATIONS FOR ACTION

- ETC to bring the responses to the attention of both schools’ governing bodies, MSDC, SCC and the Police Authority;
- ETC to review the responses and create a plan to consider, discuss, prioritise and propose possible solutions to traffic problems, in conjunction with MSDC and SCC.

Vion Food Group (82 responses)

"Chicken factory site to be mixed housing!"
 "Eliminate the smell from the chicken factory."
 Many people complained about the smell from the factory in the town centre. People felt that the company should be relocated to the business park and the site used for housing.

Pubs and restaurants (77 responses)

"A good attractive local pub/restaurant suitable for families".

Many people felt that there should be more than one pub in a town the size of Eye and that places to eat that were family friendly were important. The idea of more pubs, restaurants and cafes in the centre of Eye received strong support.

People felt that the existing pub needed competition and should be family friendly and offer better eating facilities.

Dog mess (32 responses)

Another concern was the amount of dog mess on pavements and on the roads within the town. People felt that the minority who didn't clear up after their dogs were selfish or careless and spoiling it for other people. People asked for more, better sited, and regularly emptied, dog bins. This is reflected in the Environment section of this report, where dog mess was perceived as a problem.

RECOMMENDATIONS FOR ACTION

- ETC to review all the suggestions raised in this question about how Eye could be improved, and provide a ‘commentary’ on how it might be achieved, mentioning any existing constraints;
- ETC to consider how this could be shared with the community with the idea of developing a prioritised set of actions to tackle these persistent problems.

Conservation

Finally there were 19 comments on the dilapidated house in Broad Street, all saying that urgent steps should be taken to have it conserved and repaired, and that it spoilt the appearance of the town centre.

Community Activities

"A community centre that welcomes everyone"
 "A more inclusive policy for Eye Community Centre".

21 people commented on the Community Centre, saying that they felt that it did not serve the whole community, catering for a narrow band of country & western fans and bingo lovers. A few also commented on the state of its car park. The main theme was that people wanted the Centre to put on more family centred events.

Related to this many people felt that there should be more activities for teenagers (18 responses) – and not just sport related ones. Responses make the point that more activities for young people are an important issue.

RECOMMENDATIONS FOR ACTION

- ETC to bring responses about community activities to the attention of the Community Centre management committee, education authorities, youth and community services, clubs and societies.

Town Hall

25 people commented on the Town Hall. Some people wanted it to be improved or sold to a private company to develop it commercially (14 people), although four people felt it should be knocked down. There were several comments about the (non)-working of the clock which shows that the clock is important.

RECOMMENDATIONS FOR ACTION

- ETC to bring responses about the Town Hall to the attention of the ETHIC and MSDC.

17) THE BEST THING ABOUT EYE

Of the 1140 people who completed the questionnaire, 754 (66%) people gave a total of 789 comments! Rather than report on every single comment, they have been grouped into categories as follows, with an indication of the number of comments within each category:

- Good selection of shops with helpful and friendly staff - 131
- People are generally helpful and friendly - 129
- The town is pretty/quaint/charming and quiet - 115
- Good facilities... schools / churches / healthcare / library / playgroups - 103
- Strong sense of community spirit and belonging - 74
- Sense of history and the architecture - 54
- Easy access to walks/footpaths/countryside - 48

- Convenient location with good transport links - 35
- Low crime rate/safe/clean - 34
- Good sports/recreational/social activities - 23
- Easy to walk to all the shops and amenities - 15
- A better way of life/good retirement area - 15
- Convenient and free car parks - 4
- Lots of volunteer groups - 3
- Close to extended family - 3
- Good blend of ancient and modern - 2
- Reasonable house prices - 1

In summary, the respondents view Eye as a charming quiet town with a good selection of shops, where people are helpful and friendly. The facilities are good, and there is a strong sense of community spirit.

18) NEXT STEPS

The survey has identified a number of issues that are important to the people of Eye. The Town Council may now wish to establish a working party, which can consider the findings and recommendations for action with a view to prioritising actions and identifying a timescale for these actions to be completed. The Council should also consider reviewing / monitoring the

Action Plan on a regular basis at its meetings and giving a progress report to the Annual Town meeting. In the meantime some of the information collected has already been put into action. Contact details have been distributed to the appropriate organisations including the Volunteer Centre and MSDC car-sharing scheme. A wildlife group has been set up and work has started on a wildlife and hedgerow survey.



EYE PARISH PLAN - RECOMMENDATIONS FOR ACTION

Appendix A

Category	Issue	Action	Suggested Lead Organisation	Potential Partners	Resources	Priority	Progress
Local Democracy	MP and Councillors awareness of local concerns	<ul style="list-style-type: none"> • Ensure that local representatives from all levels of government are aware of questionnaire responses in order that they can begin to plan and make changes to improve the level of awareness. 	ETC	MSDC, SCC & local MP			
	Planning system	<ul style="list-style-type: none"> • Consider questionnaire responses with a view to explaining to local people how the planning system works 	MSDC				
	Town Council meetings	<ul style="list-style-type: none"> • Review questionnaire responses and identify specific steps to make the council (and its meetings) more accessible and relevant to residents. • Advertise dates and agenda of town council meetings more effectively. • ETC committees to write regular articles for Eye magazine telling residents about their work. 	ETC				

	MP surgeries	<ul style="list-style-type: none"> • Ask the local MP to hold more local surgeries and publicise these surgeries widely, in order to encourage people to attend and tell him/her about local areas of concern. 	ETC	local MP			
Access to Healthcare	<p>Health service</p> <p>Development of Hartismere Hospital</p>	<ul style="list-style-type: none"> • Inform the medical and dental services in the town of the questionnaire results and where relevant, ask how they plan to improve service. • Consider whether the age profile requires increased healthcare for the elderly. • Ensure that the Primary Care Trust (PCT), which has responsibility for developing the Hartismere site, has a copy of the parish plan report, and uses the responses to help develop future plans. • Ensure that the Friends of Eye Hospital Group has a copy of the parish plan report, to use in its campaign. 	<p>ETC</p> <p>ETC</p> <p>ETC</p> <p>ETC</p> <p>ETC</p>	<p>PCT, Eye Health Centre & Dentists</p> <p>PCT & MSDC</p> <p>PCT, Friends of Hartismere Hospital, Eye Health Centre, Complementary Medicine Centre, Eye Opportunity Group</p>			

Affordable Housing	Local housing provision	<ul style="list-style-type: none"> • Use the information gathered to identify suitable development principles for Eye in the Local Development Framework (LDF). • Use the questionnaire information to help guide responses to planning applications. • Consider whether the age structure of Eye requires increased housing provision for the elderly and whether more affordable housing is needed for younger people. 	ETC	MSDC			
Market Housing	Local housing provision	<ul style="list-style-type: none"> • Use the information gathered to identify suitable development principles for Eye in the local Development Framework (LDF). • Consider further work to identify specific sites that would fit the preferences for new development. • Use the questionnaire information to help guide responses to planning applications. 	ETC	MSDC			

Facilities for young children	Provision of childcare	<ul style="list-style-type: none"> • Review the level of childcare availability and its promotion to residents and local villages. 	SCC				
Cultural, sporting & recreational facilities	Use of school facilities	<ul style="list-style-type: none"> • Encourage Hartismere High school to retain and develop opportunities to use premises for community use and to consider how sports opportunities could be expanded. • Investigate whether there is an unmet demand for particular classes of activities with a view to including such activities in the extended schools' programme. 	ETC	Hartismere High /Eye Primary schools	Hartismere High school		
	Out of school provision	<ul style="list-style-type: none"> • Explore how to provide an effective after-school club and/or expand holiday play opportunities. 	LEA		Hartismere High school & Eye Primary school		
	Hartismere Playscheme	<ul style="list-style-type: none"> • Pass on support for holiday play-scheme to playscheme organisers and youth organisations. 	ETC		LEA youth workers		

	<p>Use of Community recreational facilities</p>	<ul style="list-style-type: none"> • Make both schools aware of this information for effective future planning of their services and amenities. • Ensure that the committee(s) and owners responsible for each amenity are made aware of the above responses and are asked for their feedback. • Ask recreational amenities owners to consider the provision of additional facilities; for example, more seating, or marked-out pitches, where appropriate. • Consider a higher level of maintenance at the Moors Playing field and the children's playground. • Consider facilitating an event that would enable local groups to promote their activity to residents and surrounding communities; for example, a 'come and try it - see what Eye has got' afternoon. 	<p>ETC</p>	<p>Schools</p> <p>MSDC, Eye Town Moors Woodland Society, Eye Community Centre</p> <p>Schools, Eye Cricket Club, Eye Community Centre</p> <p>ETC</p>			
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				ETC	• Investigate and identify opportunities for additional clubs & sports facilities in Eye	Need for additional facilities					Schools MSDC, Eye Magazine team sports clubs & societies
				ETC	• Discuss how those wanting to establish a club or activity in the town can be helped to make it happen.						Suffolk Sport, Suffolk Acre, Hartismere High School SCC community education and other relevant contacts
				Police	• Review neighbourhood priorities in light of the questionnaire responses	Crime & anti-social behaviour					Police, SCC, Schools & youth groups
				ETC	• Review lighting and policing of the town at night						
				Police Safer Neighbourhood Team	• Review questionnaire responses and consider how to continue to improve interaction with the community and create a greater presence on the streets.	Policing & community safety					ETC
						Community Safety					

Public Transport provision	Barriers to employment	<ul style="list-style-type: none"> • Consider details of barriers to work, education and training when reviewing travel plans. • Consider responses to see if any further improvements can be made to the bus services in terms of a) connections, b) destinations and c) promotion. • Consider further investigative work in Eye to explore whether less reliance on the private car is possible. Local bus services could provide transport to the industrial estate and to Diss and link with existing rail services. • Ask rail service provider to liaise with bus companies and SCC to consider improving links with bus and train services and better promotion of those links. • Review the comments on the use of the bus service and consider sharing possible strategies with the public transport providers. 	SCC	ETC			
	Improvements to bus service		SCC	ETC			
	Reduce car travel		Suffolk 'Creating the Greenest County' team	ETC			
			ETC	SCC			
			SCC				

		<ul style="list-style-type: none"> Consider promoting the increased use of the bus service for local shopping and social/leisure use. Promote increased use of car sharing schemes, in order to reduce volume of traffic and improve the environment. 	SCC SCC	Transport providers ETC			
Community Transport	Provision of transport for youth groups	<ul style="list-style-type: none"> Liaise with community transport providers and ask them to consider extending the service to youth groups. 	ETC	Community Transport			
Traffic management	Solutions to traffic problems	<ul style="list-style-type: none"> Consider questionnaire information and suggest possible action to alleviate the problems, especially in terms of speeding traffic, road crossing, footways and lorry movements. Working with ETC to devise phased priority action programme. Consider revising priorities, especially for Police Community Support Officer (PCSO) to target speeding and parking offences that relate to pedestrian safety and congestion. Seek to enforce existing traffic controls. 	SCC Police	ETC ETC,SCC			

							Schools, MSDC, SCC and Police		
				ETC					
		<ul style="list-style-type: none"> Review the responses and create a plan to consider, discuss, prioritise and propose possible solutions to traffic problems in conjunction with MSDC and SCC 							
Public Rights of Way	Safe routes to schools	<ul style="list-style-type: none"> Revise school travel plans and work with relevant authorities to identify and develop safe walking and cycle routes to both schools and improve congestion and safety outside schools. Develop an integrated plan to improve conditions for cycling and walking (including pedestrian crossings), especially where this creates safer routes to schools. Identify where further signing and maintenance would enhance the local footpath network and work with ETC to devise priority action plan. 	Hartismere High School/Eye Primary School	ETC, Hartismere & Eye Primary schools	ETC				
Jobs & Local Economy	Diversity of employment	<ul style="list-style-type: none"> Seek to retain the diversity of employment in the Eye area through appropriate policies within the LDF. 	MSDC	ETC					

	Location of business development	<ul style="list-style-type: none"> • Influence the LDF to ensure that policies and allocations support the development required at the right locations and at the relevant scale. • Use the information gathered when considering planning applications. • Explore the support needed to encourage the provision of more shops, restaurants, cafes and pubs in the town centre. 	MSDC	ETC ETC ETC, Eye Business Forum			
Shopping & Services	Provision of services & utilities	<ul style="list-style-type: none"> • Make each of the services identified aware of the responses from the questionnaires and ask them to feed back on how the service could be improved. Seek responses, especially from television and mobile phone companies. • Ask the relevant services for a (written) planned programme of improvements in the service to the town 	ETC	Utility companies			

	Use of local shops	<ul style="list-style-type: none"> •Ensure that all of the businesses named have a copy of the report for their own use. •Incorporate these results into rural services campaign. •Make this information available to the Post Office and be prepared to use this evidence should closure ever be threatened. •Ensure that Suffolk Library Services are given a copy of the results of the youth questionnaire. 	<p>ETC</p> <p>Suffolk ACRE</p> <p>ETC</p> <p>ETC</p>			
Access to training and skills development	Further Education	<ul style="list-style-type: none"> •Note the ambitions for further education expressed in the youth questionnaire results 	LEA	Hartismere High School		
Natural Environment	Wildlife survey	<ul style="list-style-type: none"> •Establish a wildlife survey of the parish •Ensure data collected is passed to relevant bodies 	<p>Eye Wildlife Group</p> <p>ETC</p>	<p>ETC</p> <p>UWVP, MSDC, Suffolk Biological Records Centre</p>		Wildlife Survey group formed & actively surveying

	Environmental improvements	<ul style="list-style-type: none"> • Consider developing a detailed environmental improvement plan. • See if more can be done to promote and further the activities of these groups - especially with regard to woodlands and tree planting 	ETC	Suffolk Wildlife Trust, Suffolk Preservation Society, Suffolk Biodiversity Partnership Eye Town Moors Woodland Society, MSDC, Suffolk Wildlife Trust local group			
Environmental Health and Pollution	Litter & Dog fouling	<ul style="list-style-type: none"> • Review how litter control management and dog bin problem areas can be improved. • Consider developing a campaign to raise awareness of dog owners for the need to clean up after their pets. • Consider working with local youth groups and schools to promote and address issues regarding litter & dog fouling. 	ETC	MSDC			
Energy	Carbon reduction	<ul style="list-style-type: none"> • Implement survey which identifies the carbon footprint of Eye and ways in which 	ETC	SCC, MSDC			

		residents can save energy & costs							
Recycling and waste management	Brome HWRC	<ul style="list-style-type: none"> • Make the MSDC and SCC aware of the results of this survey and the relatively high local usage of the Brome waste and recycling centre, with a view to retaining the range of services it offers. 	ETC	ETC	SCC,MSDC	Church Street Co-op			
	Buckshorn Lane recycling facilities	<ul style="list-style-type: none"> • Consider developing a publicity campaign, possibly with local school involvement, on the advantages of using Buckshorn Lane recycling centre and of recycling in general. 	ETC						
Access to information	Eye Magazine	<ul style="list-style-type: none"> • Recognise the contribution made by volunteers who deliver the magazine each month. • Monitor and review the distribution process. • Continue to provide a quality magazine and consider including a youth section. • Consider the development of an annual information sheet or directory of societies, clubs and facilities. 	ETC	ETC	1st Eye Scouts				
			Eye Magazine team		1st Eye Scouts				
	Promotion of local clubs and societies		Eye Magazine team	ETC					

	ETC	ETC	ETC	
	<ul style="list-style-type: none"> Continue to support ETHIC all possible means in its work on making improvements to the town hall. Ask relevant bodies to see if the facilities listed could be improved and/or better promoted to develop usage. Ask church authorities to consider how they might give greater use of their facilities for community purposes 			
Town Hall				
Community Assets		Additional uses for places of worship		

Appendix B

LETTERS OF SUPPORT FROM HEADTEACHERS

Hartismere High School

Please find below our response to the communication recently received via Sue Hooton in respect to the Town Plan.

1. Sustainable Travel – The School Travel Plan indicates that the majority of young people here would like to walk or cycle to school.

- We would certainly like to encourage more children living in Eye to walk to school independently and have investigated provision of increased safety measures in Castleton Way with Julia Proctor (LA Traffic Engineer) and Sharon Payne (School Plan Travel Advisor) and would want to encourage pedestrian crossings at safe points e.g. Castleton Way, near Fire Station & Bellands Way junction/ Victoria Hill.

- We would very much support the provision of safe cycle routes - investigate and designate safe cycle routes to school.

2. Sports and other activities & clubs – a wide range is already provided in Eye but many children didn't know about this – We would gladly support increased knowledge of such provision by publicizing such events and facilities at Hartismere.

3. Facilities at Town Moors and The Green (Oak Crescent) –We would like to give our support for more seating, formal sports pitches and play equipment as suggested.

4. Recycling & environmental issues – Obviously our Eco Schools work supports top 2 concerns re litter & looking after wildlife but dog mess has also been an issue for us. I have appended the consultation document re parking and traffic safety.

5. Wish list (if you could change one thing about Eye, what would it be?) – top 5 were;

- Improved Sporting Facilities in the form of artificial pitches, two squash courts and a Swimming Pool.
- A Community theatre based at the School but serving the Community at Evenings and Weekends
- A Full size Sports Hall.

I hope that this response will be of some value.

Jim McAtear Headmaster at Hartismere 8 May 2009

St Peter & St Paul CEVAP School

As you know, we have worked very closely with Sue Hooton on many aspects of school life which impact on our awareness of sustainability and eco-friendliness in our school and the community of which we are part.

The pupils of the school enjoyed being part of Eye Parish Plan consultation, which also gave us some useful information. It seems clear that more children would like to be able to walk to school independently. Unfortunately, the 'walks' in Eye are not especially safe, both in terms of speed of traffic and safe places to cross. We hope that the provision of pedestrian crossings might be investigated - or at least some way of identifying safer places to cross the road. We intend to investigate the use of a walking bus and have been assured by the police that they will give us help and support in this matter.

I have been somewhat reluctant to encourage travelling to school by bicycle. Firstly, despite protestations to the contrary by the police, vehicles often speed through Eye in an unsafe way. There are no safe, identified cycle routes. The area outside school is very congested at dropping off and picking up times. Parents/carers need more encouragement/incentive to park well away from school. Police involvement in the past has been very effective but not really sustainable. Children took part in a 'safer parking' campaign, involving posters and demos and the intention is that this will happen again. At the moment, with the current difficult road closure resulting from the Church St. fire, the road has ironically become much safer. My caretaker and I personally put out and take in the police cones which tell parents/carers where they should not be parking as the police do not have enough staff to do this but this is not sustainable. School does cycle training for the older children - although they do not always put what they have learned in to practice. Investigation of one-way system and yellow lines needs to be carried out by the police.

Clubs/Activities

In the Summer we have many clubs running in school. We do all we can to inform the children/parents of other clubs happening in Eye. Flyers are always sent home if we think the advertised club is relevant to our children and age-range. We intend to put another notice board outside school so that parents/carers can access more information about after-school activities in Eye.

The Green at Oak Crescent is used by quite a few of our children who feel, as I do, that the facilities could be improved. Areas to sit, some more formal games areas and perhaps more play equipment would all be very welcomed by the children. However, maintenance and monitoring of how the area is used would also be advisable. Our work on Eco-Schools, resulting in the Green Flag award, continues thanks to a very hard-working and effective eco-team. Children are proactive in looking after the environment for wildlife and have looked at ways of making others aware of the danger to wildlife of litter as well as the fact that it makes our school and town look scruffy! The questionnaire highlights dog mess and speeding traffic. Part of our new action plan will involve ways of making people aware of the anti-social behaviour of some dog-owners (dogs can only be as good as their owners allow them to be.) In terms of speeding traffic we will continue to campaign for a much-reduced speed limit in Eye, which is rigorously upheld.

The top 5 on the wish list:

- *Improved maintenance of existing sports and play facilities - a good first step would be to support the maintenance of facilities already in existence.
- *New sports facilities - we would support the Hartismere bid for an astro pitch but would also like to have more information readily available as to which activities are open to the children of Eye.
- *A regular cinema evening for school-age children, perhaps with input from PTA would be a very welcome step and one that we would support - in fact anything to keep our community alive. Campaign to support local shops?
- We would support more inter-village sports and perhaps a whole village 'drama' type activity involving as many members of our community as possible.

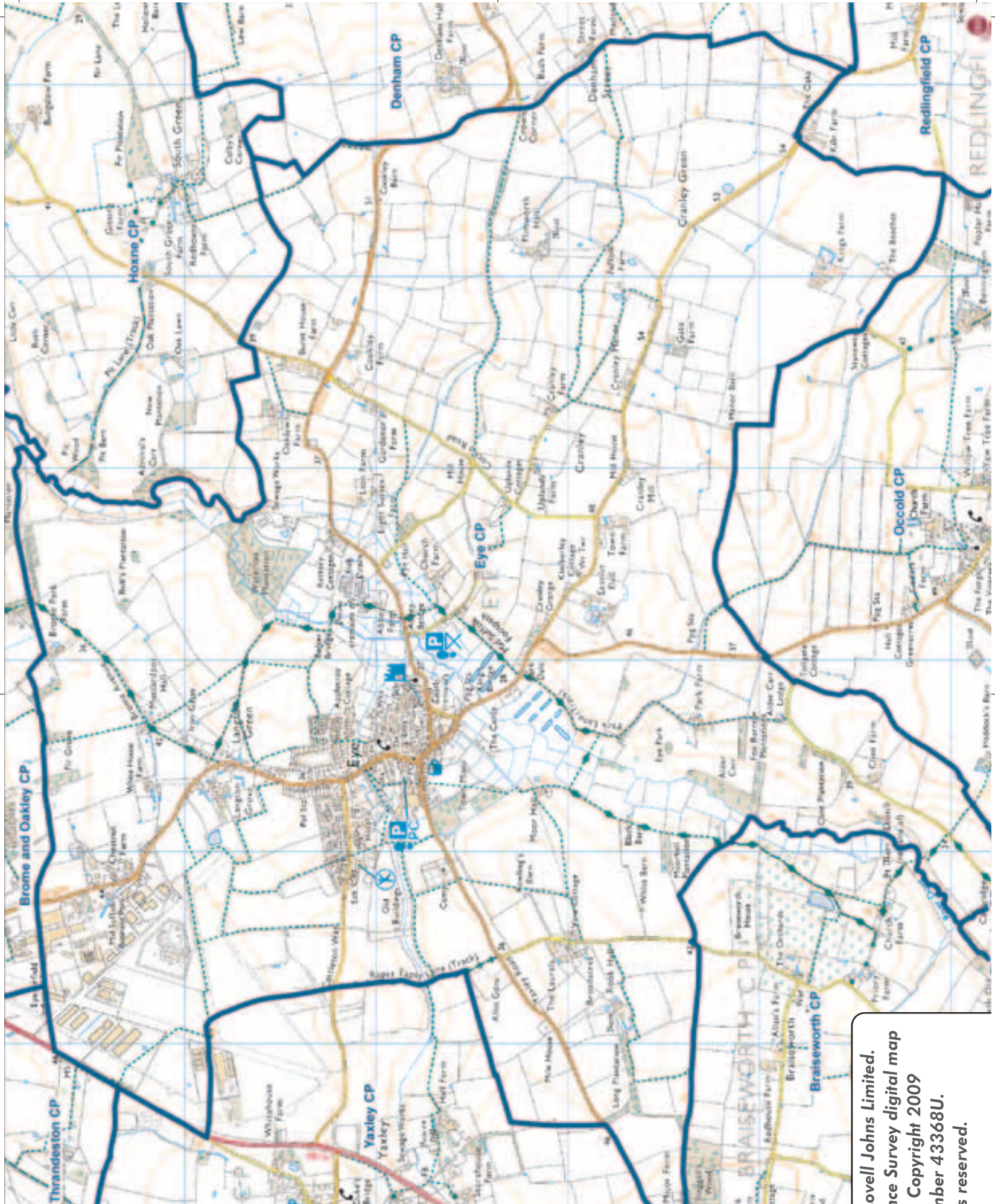
In conclusion, we would like to show our support of the findings of the Youth Questionnaire and perhaps become involved in making some of the suggested changes actually happen.

Please contact me if you would like any further information. I should be obliged if you would be kind enough to acknowledge receipt of this e-mail.

Yours sincerely,

Janice Pym (Headteacher) 20 April 2009





Eye Town Council



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