

## Appendix D Visioning Workshops Feedback

A total of 74 completed questionnaires were received. Responses to each of the questions were recorded, coded into themes and then counted to identify key priorities. The feedback received from the questionnaires is recorded in section 3.4.2.

### Feedback from visioning workshops

A number of common themes were identified through the discussions held across all of the visioning workshops, in all settlements visited. These are therefore identified as key priorities for the Parish and comprise the following topics:

- Concerns with the existing and future capacity of infrastructure, particularly in terms of healthcare facilities and education facilities;
- Issues raised regarding the safety of pedestrians and cyclists, including need for footpath improvements and speed controls;
- Provision of the cycle route from Feniton to Sidmouth;
- Protecting the highly valued landscape and environmental assets of the Parish, noted the proximity to and/or coverage of statutorily designated landscapes in the Parish;
- Noting the constraints of public transport serving the Parish and desire for this to be improved.

During the workshops, a number of topics were identified that were more specific concerns for the individual settlements within the Parish in addition to the above common themes. An overview of the topics that were raised during the individual workshops provided below.

### **North Ward**

Attendees at the workshop discussed the desire for an improved pedestrian link to Ottery St Mary. A reduction of through-traffic in villages was welcomed and it was noted that the impact of HGV traffic associated with Otter Nurseries is of particular concern. Residents did not wish to encourage commercial activity in the countryside which would increase traffic issues. There was a desire for more play/recreation facilities. There was discussion around the potential for provision of a maximum of 5 houses in Alfington with the feeling that a conditions of this would need to be the provision of play facilities.

### **Ottery St Mary (town)**

During the workshop a number of facilities that are not currently provided in the town were identified and the desire expressed to see provision of these. Such facilities included: public toilets, a swimming pool, more diverse restaurants in the town centre and more facilities for youngsters. Inadequate parking provision in the town (both for residents and visitors) is felt to be a particular concern. The potential to make the most of the town's assets for tourism was noted.

### **Tipton St John**

Concern was expressed in relation to the impact of flooding in the village. The current primary school site was considered to be unsuitable due to the risk of flooding and there is a desire for a new

site to be allocated. The potential future of the Angela Court residential home was a live topic under discussion and separate meetings had been held in the village to discuss this. The desire to maintain access to a village shop and/or Post Office in Tipton St John itself was expressed.

### **West Hill**

The desire for views into and out of the village to be protected was noted. The unique wooded character of the village was identified as being valued. There was some feeling that there is a lack of a centre to West Hill, or that services were being lost, and this could be strengthened. Notwithstanding the general desire shared across the Parish to limit and control future housing development above and beyond that already consented, the importance of appropriate design and density of any future housing was noted. There was concern that affordable housing that had originally been promised as part of recent planning applications was not being delivered.

### **Wiggaton**

Residents wanted to limit development which might impinge on the gap between OSM and Wiggaton for reasons of character and road safety. There is a desire to limit HGVs through the village. An area for public parking was identified as beneficial. Superfast broadband runs through the village but is not offered to villagers; this was noted as being essential for homeworkers and impacts on house prices.

### **The King's School**

The workshop held at the King's School provided the opportunity to gather the views of a group of pupils of the school, representing young people who live and/or go to school in the Parish. In addition to the common themes that have been discussed above, some of the suggestions raised by pupils included a need for more affordable housing for young people in the Parish and better job opportunities. Pupils discussed the issue of a lack of places to meet and socialise and would like more cafés in town. The idea of a pavilion was discussed as a potential aspiration; serving as a space outside where bands could play and a place that could bring the community together.

### Feedback from the questionnaire

Responses to the questionnaires were recorded and coded into themes. This allowed the identification of commonly occurring answers to each question and therefore the issues that are considered as priorities to residents of the parish.

Seventy four completed questionnaires were received in total. For the purposes of coding the questionnaire, a theme was counted once if a respondent referred to it, whether that be one related point or more (for example, if a respondent had mentioned that they liked local independent shops, the medical centre and the library this was counted once under the theme 'OSM town centre shops and services').

It is acknowledged that a higher proportion of questionnaires were received from those who attended the workshop in Ottery St Mary compared to those received from the other workshops (or by post/email). The questionnaire feedback reflects more of an emphasis on Ottery St Mary town

than some of the smaller settlements, which is likely to be partly due to this. This is, however, also reflective of the population distribution across the Parish with over 50% of the population living in Ottery St Mary town, along with the fact that residents of the smaller settlements will also use the shops, services and infrastructure of the town centre. The opportunity to complete the questionnaire was provided equally to residents of all the settlements of the Parish.

A summary of responses received and the range of comments given in relation to each theme is provided below.

***Question 1 – What do you like best about the Parish of Ottery St Mary?***

In respect of the first question, ‘what do you like about the Parish?’ the most frequent answer was references to the community and events; this was mentioned by 69% of the respondents. This encompassed references to the friendly feel of the place; the mix of people in the community; events such as Tar Barrels and the Food Festival and also the range of clubs, societies and activities on offer.

Another aspect of the area that is highly valued is the landscape setting, with 54% of respondents making references to this. This encompassed references to the area being rural, references to the beauty of the countryside and the views, as well as appreciation of the recreational value of the landscape, for example for walks and cycle rides.

38% of respondents made comments in relation to valuing the shops and services in Ottery St Mary town centre. Respondents referred to the variety and type of shops on offer. The local, independent shops are particularly liked. In terms of services, comments on the questionnaire noted liking the medical centre and the library in Ottery St Mary.

A range of other common aspects were identified by questionnaire respondents as element they like about the Parish. 20% of the respondents referred to the character of the Parish with comments ranging from liking the low density character of West Hill to the quaint and quirky character of Ottery St Mary. 19% of respondents liked the relatively small size of settlements. The good schools in the area were mentioned by 14% of respondents. The strategic location of the Parish was commented upon by 16% of respondents, with comments encompassing the fact they liked being close to Exeter, the coast and the airport. The Parish’s heritage was mentioned by 12% of respondents while the parks and green space were identified by 8% of respondents.

Figure 1 shows, diagrammatically, the responses received to this question by theme, with some examples of quotes selected to give a flavour of the comments received. The size of the bubbles indicates the frequency of response.

Figure 1: Response to Question 1 - What do you like about the Parish of Ottery St Mary?



## ***Question 2 - What things do you dislike about the Parish of Ottery St Mary?***

There was a greater variety of responses received to Question 2 in comparison to the first question, though some common themes did, again, arise.

The most frequent concern cited was in relation to traffic and congestion with 51% of the respondents making reference to this. This included comments about 'gridlock' and busy roads. This also encompassed concerns with speed of traffic passing through settlements within the Parish.

Another key concern, raised by 45% of the respondents, was the amount of new homes that are proposed or being constructed, particularly in Ottery St Mary. This encompassed concerns about 'overdevelopment' and the size or extent of new development coming forward. Responses often referred to the concern that infrastructure cannot cope with supporting the resultant increase in population.

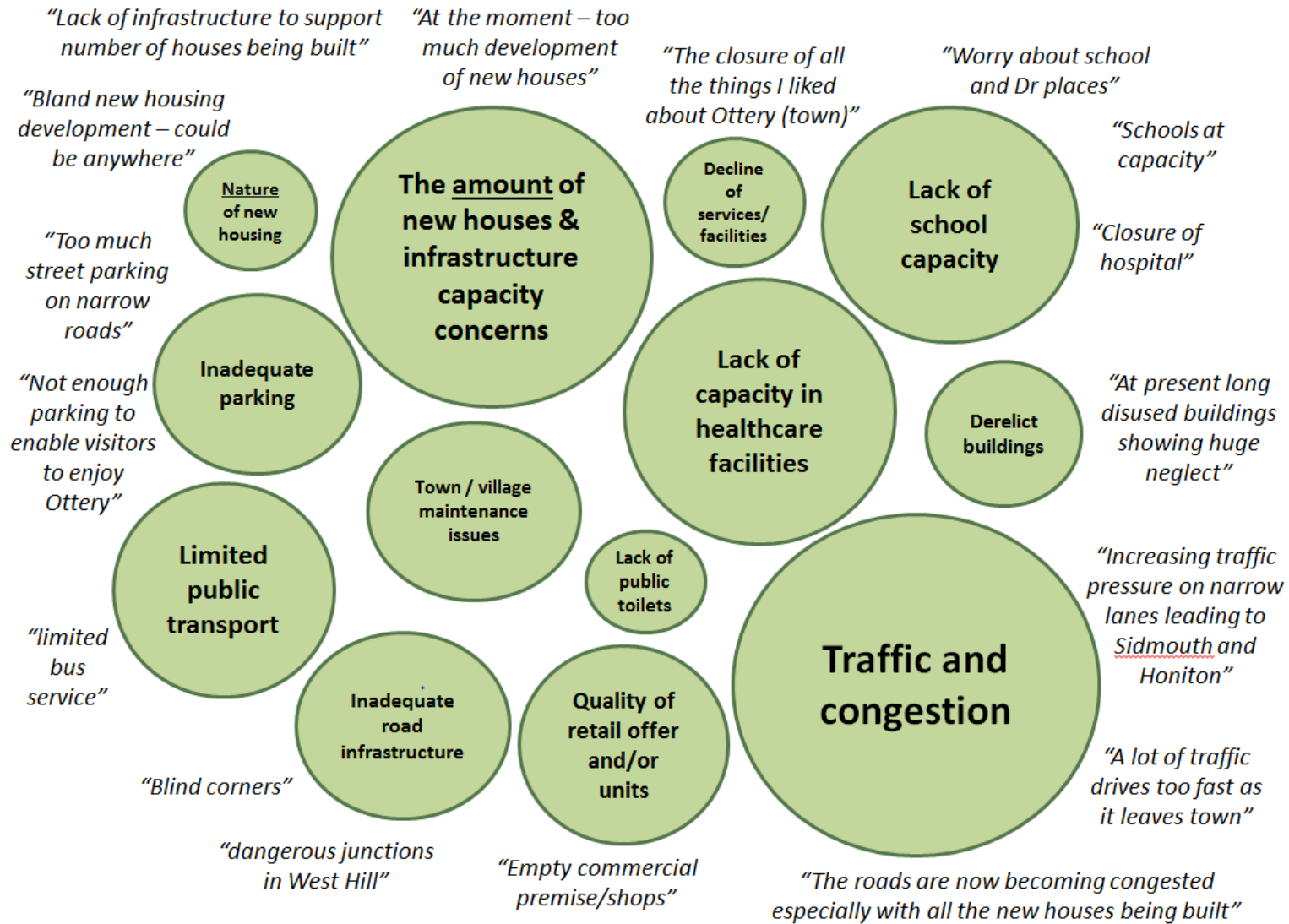
Related to the above, a commonly cited concern was the perceived current lack of capacity in healthcare facilities with 27% of respondents commenting on this. Comments referred to hospital closure; times taken to get an appointment and general pressure on services. Similarly there was concern expressed in regards to lack of school capacity (22% of respondents referred to this).

A number of other common aspects were identified by questionnaire respondents as elements they dislike about the Parish. 19% of respondents commented on inadequate parking, making references to the prevalence of on-street parking and lack of car parks. 19% of respondents made comments in relation to the quality of retail offer and/or the retail units with a number of references made to the amount of vacant units. Issues relating to public transport were commented upon by 20% of respondents, encompassing inadequate frequency of services, the reduction in services and the cost of services.

Other comments received that were less frequently occurring include dislike of the following: lack of decent restaurants in the Parish, lack of housing for people to downsize into, not enough facilities for younger residents and no feeling of anywhere to sit outside and have a drink or coffee in Ottery St Mary town.

Figure 2 shows, diagrammatically, the response to question 2 by theme and examples of comments received.

Figure 2: Response to Question 2 - What things do you dislike about the Parish of Ottery St Mary?



### **Question 3 - What in your opinion would improve the Parish of Ottery St Mary the most?**

Question 3 asked respondents what would, in their opinion, improve the Parish of Ottery St Mary the most. A wide range of answers were given.

There was a strong feeling that improvements need to be made to health and education infrastructure capacity, with 31% of respondents commenting on this. This was frequently expressed as a need to expand healthcare and education facilities in order to adequately support the increase in population as a result of new housing. Responses noted the desire that the hospital be kept open and also the desire to see the King's School expand.

Another common theme was the desire to see road and parking improvements, commented upon by 28% of respondents. This encompassed comments about a need for more parking; desire to have stricter parking controls and comments regarding the need for on-street parking to be addressed. A few responses stated the desire to see speed control measures, such as speed limits and speed bumps.

A number of respondents (28%) identified that housing development should be managed better going forward, or commented to the effect that there is a need to provide more appropriate housing development. This encompasses a range of comments, including the following: limit the number of new houses being built going forward and control excessive development; provide future development at a scale that can be absorbed; and improve design standards of new housing. References were also made to different type of housing that would be more appropriate, such as smaller units that residents can downsize into, and affordable homes.

Other common themes that were identified as things that would improve the Parish were as follows:

- 20% of respondents suggested the provision of a swimming pool;
- 15% of respondents wanted to see improvements to public transport serving the Parish;
- 16% of respondents made comments in relation to improving the cycle and pedestrian infrastructure, including improving footpaths across the Parish, providing the Feniton to Sidmouth cycle route; and providing safer cycling routes in the Parish generally;
- 14% of respondents referred to making use of the vacant units in Ottery St Mary town centre – responses mentioned 'filling the empty shops' and needing to do up disused buildings;
- 14% of respondents made references to improving the library, including making it more accessible;
- 14% of respondents made comments relating to conserving the rural environment or maintaining effective environmental stewardship. Some suggested applying more protective designations such as through Conservation Area status;
- 11% of respondents suggested providing better, or more, open space or recreation facilities in the Parish – some responses suggested that children's play facilities needed improving and others mentioned a desire to improve sports pitch provision / facilities.

A number of comments were received that were less frequently occurring and therefore not captured under a theme. Amongst these, a few different facilities were identified as being desirable

including, a museum, public toilets, cinema, and a farmers market. Other comments in response to what would improve the Parish included the following:

- Superfast broadband to improve working from home opportunities
- Ottery St Mary town centre revitalisation
- Pedestrianise shopping areas where practical
- Make the approaches more attractive – screen Finnimore with trees
- Reduce the volume of heavy traffic, especially lorries, on the B3180

Figure 3 shows, diagrammatically, the response received by theme to question 3, and examples of comments received.



Figure 3: Response to Question 3 - What in your opinion would improve the Parish of Ottery St Mary the most?



Notes from visioning workshop session at The King's School 7<sup>th</sup> October 2015

**Feedback from Table 1**

- More cycle paths – safer routes
- More teen friendly places in town
- Provide benches and shelters along the River Otter
- More places to eat in in the town centre
- More affordable housing / need more job opportunities to keep people staying in OSM
- More parking spaces

**Feedback from Table 2**

- Would be good to have 20mph speed limit in town centre – give pedestrians priority
- Would like the library to be open for longer hours
- More housing for young people (affordable)
- More joined up bus routes
- Protect the countryside
- Improve the Tipton primary school building

**Feedback from Table 3**

- Cycle paths
- Would like cafes / maybe an internet café
- Idea of a pavilion – to have an outdoor cinema, bands playing, place that can bring the community together
- More attractions – suggested museum or art gallery
- Might be good to have some chain stores (eg Costa or Starbucks)
- Somewhere where you can get free wifi - Pointed out that they gather in Sainsburys car park to get the free wifi there.
- Youth centre is available
- Community garden
- They liked the round benches that are in the school (*I think?*) and suggested it'd be good to have them in parks
- Skate park is well used. Not just for skaters, bands have played there, It is a destination for young people (easier to go there than Exeter)

**Other points?**

- Could do with more transport for those outside of OSM. Walking on busy roads isn't an attractive option
- Industrial estate – could provide smaller units
- Need more employment opportunities for younger people

## Sheets verbatim

### 1<sup>st</sup> Table

- Cycle paths
- Teens coffee shop
- Benches/shelter by the river
- Like the green spaces / countryside
- Not may eat in places
- Affordable housing / more jobs
- Need more parking

### 2<sup>nd</sup> table (stuck post its on the OSM town centre map and the Parish Plan)

Post-it notes on Parish Plan say:

- More private quality housing
- Cycle path linking all the settlements. Cycle stores / racks
- Starter homes for young people. Affordable
- Homes for the elderly. Good quality housing near the shops
- More joined up bus routes. More frequent buses
- Need to PROTECT THE COUNTRYSIDE
- Tipton Primary School needs better buildings, hopefully in the next 15 years

Post it notes on OSM Town Centre map say:

- Perhaps 20mph in town centre. Priority to pedestrians
- Drop in centre for young people. Café
- Library opening more hours. A library with more facilities, computers etc
- Independent shops need to be preserved. Some sort of clothes shops. Toys shops
- Youth centre in the station building. Community social centre
- More recreational areas eg swimming pool. Bigger library
- Small camping site

### 3<sup>rd</sup> Table

Any problems? Or ideas?

- Cycle paths
- Kings Reach
- Housing development
- People struggling to get homes
- Bungalows for the elderly
- Don't get rid of R.I.O (Recycling in Ottery)
- Restaurants, Cafes
- Hang out place
- More transport, better buses
- Railway station?
- Get a big green area, to just be free!
- Community activities
- Traffic safety (more road safety)
- More industrial space
- More shops (Restaurants)
- More attractions (swimming pools, museum, art gallery)
- Chain stores such as Costa, Starbucks
- Bike run – trail → East Hill

- History Society
- Youth Centre
- Internet Cafes
- Community Garden
- Benches in the park
- Pavilion – bands outdoor cinema