Thanks to Suffolk ACRE and The Countryside Agency for all their support during this project.
Holbrook took its name from the stream flowing down the rather steep-sided valley (the Hollow Brook) more than a thousand years ago. Those who, to use the local vernacular, belong to Holbrook can therefore look back on more than a thousand years of history, to the time when a Saxon named Godman owned the manor under the patronage of Queen Ediva, the beautiful ‘Edith of the Swan Neck’ as she was known.

To belong to a community implies a sense of permanence, and it is interesting to see that half the people who completed the HAP questionnaire have lived in the village more than 25 years. Nearly 100 of them have spent their entire lives in the village.

It is a community with a past. It is also a community with a vibrant present that welcomes newcomers and encourages them to take part in the many local activities. It is, we believe, a community with a bright future.

Judging from the replies to our questions, a very large proportion of the residents value the location of the village, value the local environment and value the community. It was to give you all the opportunity of helping plan the future of the village community that this project was initiated. The very high take-up justified our belief that Holbrook is a very special community.

Holbrook is a village blessed with many facilities. In today’s climate many villages have lost vital services such as their corner shops and Post Offices. Holbrook is a community of exceptional quality.

Just look at the list of some of our assets!

- B&Bs
- Beach
- Bottle banks
- Bowling Green
- Buses
- Church of England
- Coop Supermarket
- Doctors
- Fire station
- Fishing
- Golf
- Hair Dresser
- High School
- Lakes
- Methodist Church
- News agent
- Parking Areas
- Playing fields
- Playschool
- Post Office
- Primary School
- Reservoir
- River
- Sailing
- Somewhere to sit
- Sports facilities
- Tennis courts
- Two pubs
- Village Hall
- Walks
The background to this Report

Your response of over 90% gives this report credibility and authority as a basis for developing the future needs of the village.

In 2002 Holbrook Parish Council decided that it needed further and better information about the public's view on where we stood as a Parish and how we wanted to develop in the future. It was a good time to undertake such a project, as support and funding was available from the Countryside Agency and Suffolk ACRE under a scheme available to all communities.

The Holbrook Action Project Team (HAP) was subsequently set up to carry the work forward. It consists of volunteers from the Parish, some of whom are also Parish Councillors.

A questionnaire was then produced and a copy was delivered to every household in Holbrook, Lower Holbrook and The Royal Hospital School.

The outcome was almost overwhelming – a return rate of over 90%!

The data resulting was analysed and a draft report produced. This report was placed before the Parish Council for comment and approval and the Holbrook Action Project Report was then completed.

What Happens Now?

The HAP team recognises that it is not the fount of all knowledge and cannot itself implement the recommendations of the Holbrook Action Project Report. In any event it would go beyond its remit to attempt to do so. It does, however, know a man who can, or to be more accurate it can identify from the conclusions reached many of the agencies and
organisations that could be involved in carrying out the recommendations you have made.

To use the jargon that we have all learned to love, HAP has become a 'facilitator' and to this end has organised the **HAP OPEN DAY**, which will take place in the Holbrook Village Hall on 12th April 2003.

Those invited to attend include representatives from HAP, the Parish Council and many relevant organisations including those who provide our policing, public transport, health services and education. And, of course, YOU.

![HAP Logo]

The HAP team is delighted to have been asked to participate in the production of this report and is very grateful to the Parish local community for its wholehearted response thus far. It now remains for words to be turned into actions.

1194 parishioners from 568 households answered up to 62 questions each and many of them provided additional comments and/or volunteered to help in some way. As you might imagine the analysis of the data was a major task and the HAP team realised from a very early stage that any attempt to put everybody's point of view into a report would be impossible. HAP therefore concentrated on identifying and recording major trends, firstly by way of comment on the information provided and then by making recommendations. In this way HAP fulfilled its primary objective of producing the Holbrook Action Project Report.

*Some of you reading this may be disappointed that an issue dearest to your own hearts has not made it on to the report and wonder what to do next.*

There is a fuller version of this report that includes all of the source data. Anyone seeking the fuller report and/or source data may obtain it via the Clerk to the Parish Council.

You are very welcome to use this information (which we have decided to call a 'living document') to initiate your own action in whatever way you deem appropriate.
1: Breakdown on who are we?

568 households completed the questionnaire, 472 from Holbrook Village, 59 from RHS and 37 from Lower Holbrook. Of these:

- 74% were owner occupiers
- 11% occupied premises provided as part of employment
- 10% rented from the local authority
- 5% rented privately
- There were 1448 people living in these households:

<table>
<thead>
<tr>
<th>Age</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-4</td>
<td>38</td>
<td>33</td>
</tr>
<tr>
<td>5-10</td>
<td>52</td>
<td>44</td>
</tr>
<tr>
<td>11-15</td>
<td>57</td>
<td>63</td>
</tr>
<tr>
<td>16-17</td>
<td>26</td>
<td>25</td>
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<tr>
<td>18-24</td>
<td>53</td>
<td>57</td>
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<tr>
<td>25-44</td>
<td>133</td>
<td>165</td>
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<tr>
<td>45-59</td>
<td>184</td>
<td>186</td>
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<td>60-64</td>
<td>34</td>
<td>38</td>
</tr>
<tr>
<td>65-74</td>
<td>56</td>
<td>60</td>
</tr>
<tr>
<td>75-84</td>
<td>45</td>
<td>60</td>
</tr>
<tr>
<td>85+</td>
<td>18</td>
<td>21</td>
</tr>
</tbody>
</table>

Of these, 1194 from the age of 11 (558 males, 635 females) completed the questionnaire.

Length of time in the Holbrook area:

- Less than a year: 44 (4%)
- 1-5 years: 174 (15%)
- 6-15 years: 356 (30%)
- 16-25 years: 282 (24%)
- 26-50 years: 184 (16%)
- 51+ years: 36 (3%)
- Whole life: 98 (8%)

How did you come to live here?

- Work in area: 306 (26%)
- Love of village life: 267 (23%)
- Came with family: 264 (23%)
- Born here: 190 (16%)
- Relatives live nearby: 157 (14%)
- Access to main towns: 136 (12%)
- Availability of housing: 139 (12%)
- Setting up home: 126 (11%)
- Marriage: 107 (9%)
- Education facilities: 106 (9%)
- Retired here: 62 (5%)

What is most important to you about the Holbrook area?

- The location: 817 (74%)
- The environment: 728 (66%)
- The community: 523 (47%)
- Other: 62 (6%)

- The high return rate of the questionnaires provides accurate data on the population of Holbrook.
- Nearly three quarters of the housing in the community covered by the questionnaire are privately owned.

2: Transport

Over the years the role of public transport in rural areas has been gradually eroded by successive governments. Now there seems to be a genuine effort on the part of local authorities to improve the situation and the introduction of the 'Buzabout' service has answered many of the area's needs, but there is obviously still room for improvement.

You told us that there are 810 cars or vans based at 568 households i.e. nearly one and a half vehicles per household. These are used, unsurprisingly, for leisure, shopping, going to work, business purposes and the school run.

925 of you (82%) said that the motor vehicle was your major or usual means of transport, 134 (12%) used the bus and 53 (5%) chose to cycle. Rather interestingly there are 621 bicycles in this area, which seems to indicate a alternative use of transport.

You said that most of you (more than 7 out of 10) worked or studied within 10 miles of home. Only 4% travelled more than 20 miles. This would seem to indicate that Holbrook is not a 'dormitory village'.

A few respondents were interested in a car-sharing scheme.

HAP comment

Although the overall comments indicated a negative response to the car-sharing scheme there is a small number of people prepared to provide this service.

HAP recommendation

The printing of an open letter in the newsletter with an initial contact telephone number to request those interested in such a proposal to come forward. Once names and services are known, a scheme can be considered further.
"More evening buses would be useful - more competitive prices would encourage more people to use them."

You told us that you usually experience little trouble in getting to your destination from Holbrook although this view changed when it came to getting to hospital.

HAP comment
208 people (21% of respondents) stated that they often or occasionally experienced problems in getting to hospital. Further enquiries led to the conclusion of a lack of information regarding the existing 'hospital car' service.

HAP recommendation
Advising the surgery of the report findings and proposing that information relating to the hospital car scheme he advertised there and simple leaflets produced outlining how the system works.

549 out of 991 respondents (55%) wanted a better public transport system. Most of you wanted improvements to the timetables, cheaper fares, improved reliability, more relevant routes, better siting of bus stops and consideration given to the disabled.

HAP comment
45% of the village expressed an often or occasional problem getting out of the area which was primarily due to the inadequacies in the existing public transport facilities and to a lack of appropriate advertising and information.

HAP recommendation
The result of the survey is forwarded to local bus operators with the following proposals:

- That clearer timetables and more publicity regarding services available be produced.
- This information to be in the form of posters and/or leaflets available from acknowledged local points identified in the survey such as:
  - Post office
  - Newsagents
  - Doctors surgery
  - Mobile library
  - School notice boards.

Timetables to be printed in the Parish magazine and the bus operators requested to advise editor of amendments. This request would possibly require a donation towards printing.

Representatives of the local bus operators to be invited to the village event in April to answer questions.

You told us that 478 out of 1084 of you (44%) felt that the local taxi services were adequate but that 124 (11%) would like to see improvements.

"If it is possible - to create more cycle paths?"

Returning to the subject of provision of services to cyclists, 1065 of you responded and 630 (59%) felt that facilities were good or reasonable but a lot of you, 370 respondents, wanted more cycle paths.

HAP comment
The Holbrook area has a large 'bike population' of 621 and it was therefore not surprising to find that 370 people wanted to see more cycle paths and 233 wanted improvements to the existing ones.

HAP recommendation
The Highways Department is contacted to discuss the provision of cycle paths.

"Considering that transport is one of the biggest problems for those without a car. A bus every two hours is not enough and visits to the hospital take on average five hours. An hourly service would be much more sensible."
3: Community Issues

Out of the 1107 people answering the questions, 523 people reported that the community was important to them.

CHILDREN/YOUTH PROVISIONS
Out of 738 respondents
- 397 wanted to see Youth Groups formed
- 248 wanted to see more after school clubs
- 220 would like to see Holiday Play Schemes

HAP comment
The development of Youth activities is dependent on finding Youth Leaders. Although public appeal for facilities was apparent there was a history of these initiatives not being well supported. The availability of resources and costs needs to be considered.

HAP recommendation
Baeragh District Council be approached to see if there is any possibility for the types of holiday play schemes run last summer to be extended. Suffolk ACRE will also be invited to the Open Day on 12th April, as they are sometimes able to locate and advise on appropriate funding. The churches will also be approached as they ran a scheme last year.

READE FIELD
65% thought that the Reade Field was a success.

HAP recommendation
Reade Field forms part of the activities of the Community Council. It is recommended that this responsibility be supported through the Parish Council to ensure continuity.

Jarvis Close residents in Nos.24-32 have no easy access to cars or ambulance because there is no close car parking

(See SAFETY section for comments relating to police/crime)

GOOD NEIGHBOUR SCHEME
Almost half of the 1065 respondents would like to have such a scheme in their area.

HAP recommendation
It was felt that more information was required to promote the benefits of a good neighbour scheme. HAP will endeavour to identify the relevant agency and invite them to the Open Day at the Village Hall.

Somewhere for youth to skateboard

SPORTS/LEISURE ACTIVITIES
Out of 991 respondents only 302 (31%) wanted to see more sport/leisure activities.

Almost three quarters of respondents did not want to participate in sports or leisure activities

HAP comment
As the majority of respondents did not want to participate this is not a pressing issue, although wider publicity could assist the increase in interest.

HAP recommendation
The organisers of sports and leisure activities should be encouraged to promote their facilities more widely in the community. Organisations identified will be invited to the Open Day.

VILLAGE HALL
Out of 1103 respondents
- 45% felt that the hall was adequate for the needs of the community
- 26% felt that it needed improving

HAP comment
More than two-thirds were supportive of the village hall. However, some answers are needed to:-

The progress of the millennium funded improvements - nobody seems to know what is happening - what are we waiting for?

What has happened to the 'Millennium Appeal' which was supposed to sort out the Village Hall

Quite separately what can be done about ensuring the hall is properly maintained, both now and after the improvements have been made?

HAP recommendation
The management committee of the Village Hall is encouraged to respond publicly to the comments. The possibility of an open meeting is considered to discuss the current situation and establish the way forward. The Village Hall Committee will be invited to the Open Day.

WHERE DOES INFORMATION COME FROM - 1092 respondents

HAP comment
It was a surprise to discover that most

Information on village activities and groups would be beneficial to people new to the area.
Village hall needs a complete re-think - new hall and better use of adjacent land for local off street parking.

Information was gleaned from local notices and 'word of mouth'. Newspapers don't feature highly as an effective source of information.

HAP recommendation
- People responsible for pinning up notices on notice boards, should also be responsible for removing them when out of date.
- The Community Newsletter needs beefing up with more content.
- The village to establish a website. There are 753 respondents with computers in the village, and 82% of them use it for the internet. We could begin by using the Shotley Peninsular site www.shotleypeninsula.org.uk - it has many photographs of the village in the Holbrook section.

Would really like a pleasant place to meet once a week, for somewhere to sit and chat

PARISH COUNCIL
Asked if the Parish Council were aware of local concerns and feelings, 1062 respondents reported:

- Fully aware - 25% (258)
- Quite aware - 32% (330)
- Not aware - 12% (119)
- No opinion - 31% (324)

When asked if more information was required about the Parish Council activities:
- 36% wanted more information
- 44% felt that this was not necessary
- 20% were unsure

HAP recommendation
The Parish Council is requested to review and publish its communication strategy.

RELIGION
Of the 631 who responded to the question on attendance, less than a third attended their place of worship on a regular weekly basis.

'Why is the church/ chapel/ RHS chapel important to you?'
841 responded
A significant majority still see their place of worship as important for family occasions such as baptisms, weddings and funerals.

HAP comment
Religion is primarily a personal issue

Local churches should do some visiting and offer support.

and the results will come as no surprise to the community.

HAP recommendation
The churches to be provided with the results to enable them to carry out an analysis of the figures and take any action that they deem appropriate.

What do people want... lounge area? Somewhere comfortable to meet

List of Organisations/Clubs in the area

<table>
<thead>
<tr>
<th>Holbrook Tennis Club</th>
<th>Chairman, Jo Hazlewood, 328858</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bowls Club</td>
<td>Secretary, Mr. H. Thursby, 328755</td>
</tr>
<tr>
<td>Holbrook Creek Boat Owners Association</td>
<td>Mr. L. Baker, 328199</td>
</tr>
<tr>
<td>Holbrook Rovers FC (age 16 and over)</td>
<td>Nick Worton, 327714</td>
</tr>
<tr>
<td>Holbrook Retirement Club</td>
<td>Secretary, Mrs. Gower Clarke, 327011</td>
</tr>
<tr>
<td>Royal British Legion</td>
<td>Secretary, Mr. H. Thompson, 328604</td>
</tr>
<tr>
<td>Friends of Clock House</td>
<td>Dr. D. Walker, 328372</td>
</tr>
<tr>
<td>Friends of the Osteopathic Support Trust</td>
<td>Mrs. S. McLean, 328091</td>
</tr>
<tr>
<td>Suffolk Wildlife Trust, Shotley Peninsula Group</td>
<td>Membership, Mr. John Pettie, 328057</td>
</tr>
<tr>
<td>St. Elizabeth Hospice Local Fundraising</td>
<td>Mrs. P. Parrett, 328056</td>
</tr>
<tr>
<td>Suffolk Local History Council (Non-Fundraising)</td>
<td>Mrs. Marion Lessor, 328925</td>
</tr>
<tr>
<td>Weight Watchers</td>
<td>Mrs. D. Ray, 328131</td>
</tr>
<tr>
<td>1st Samford Valley Cubs Scouts</td>
<td>Mrs. Chris Christmas</td>
</tr>
<tr>
<td>1st Samford Valley Beavers</td>
<td>Georgina Bull, 328718</td>
</tr>
<tr>
<td>All Saints Church Bellringers</td>
<td>Tower Captain, Mr. Stephen Domet, 328601</td>
</tr>
<tr>
<td>Holbrook Pre-school Playgroup</td>
<td>Mrs. Linda Holmes, 328831</td>
</tr>
<tr>
<td>Mothers and Toddlers</td>
<td>Sue Mutter, 327202</td>
</tr>
<tr>
<td>Holbrook Community Activities</td>
<td>Community Education Office, Holbrook High School, 327247</td>
</tr>
<tr>
<td>P3 Footpath Group</td>
<td>Mr. Brian Edmonds, 328569</td>
</tr>
<tr>
<td>Village Hall Committee</td>
<td>Chairman, Mr. David Rose, 328062</td>
</tr>
</tbody>
</table>

Contact from secretary - Mrs. R. Sparkling, 328517
4: Environment and Conservation

The accent today is on caring for the environment, and many of those who responded acknowledged that a personal involvement was needed. Almost 400 declared that there should be a ‘Spring Clean day’ either once or twice a year, and 119 said they would be prepared to help maintain the local footpaths, looked after by the local P3 (Parish Paths Partnership) Group.

ENERGY SAVING FEATURES
568 of you answered this question. At least two thirds of you have a lagged hot water tank, loft insulation and double-glazing. Only 13 respondents have no energy saving features at all.

HAP comment
The situation of those who did not respond is not known and there may be some benefit in trying to promote energy savings features in the community. HAP will invite suitable agencies to the Open Day.

WASTE DISPOSAL
1059 of you responded to the question asking what facilities you currently used or would use if they were provided. At least two thirds of respondents favoured the pink sack scheme and bottle and newspaper banks. Between 40% and 50% would use garden waste or bulk rubbish skips and clothing or metal can banks.

HAP recommendations
1. The development of the weekly Pink Sack scheme, contact Babergh District Council to ascertain the possibilities.
2. Explore the possibility of a Garden Waste Skip or a large item skip. Contact to be made with Suffolk County Council for further information. A site would be required.
3. Parish Council to be asked to assist by suggesting site and providing funding if needed.

WHAT COULD BE DONE TO IMPROVE OUR ENVIRONMENT? see panel left.

HAP comment
It is clear that the vast majority of the community is in favour of the maintenance of trees, woodlands, hedges and common land and that there is a need for the church wall to be repaired. In addition there was strong support for the cleaning of the shore. Some suggested sites for new planting are at Royal Hospital School and the Reservoir.

HAP recommendations
1. All aspects of tree planting and management to be explored initially by the Tree Warden.
2. Holbrook Church to be advised of the strength of feeling regarding the repair of the Rear Church wall (brick/Flint construction).

ENVIRONMENTALLY SENSITIVE STREET LIGHTS
Of the 917 of you who responded to the section on environmentally sensitive streetlights 472 just over half, were in favour.

HAP recommendation
The Parish Council to take note of the numbers within the community in favour of environmentally sensitive street lights and take action.
"Hedges need to be trimmed but after birds have taken fruit"

FOOTPATHS
1053 respondents
- 840 knew where paths were
- 159 did not
- 649 could use them without difficulty, 193 could not
- 637 felt they were well signposted, 206 that they were not
- 119 would be prepared to help maintain them
- 97 would help produce a map
- 229 (25% of 917 respondents) - want more footpaths

HAP recommendations
Advise Suffolk County Council Footpaths Officer of the findings of this report with view to getting a map of all local footpaths and further publicise any existing maps and where to obtain them locally.

"Litter, children need educating - possibly at school"

LITTER
961 of you voiced an opinion about litter of which 60% felt that it was an issue that needed addressing within our community. Nearly 70% of respondents were concerned about dog fouling.

Out of 945 respondents, the following solutions were suggested:
- 379 - be more personally responsible
- 313 - pay to have the bus shelter kept clean
- 293 - have a 'Spring Clean Day' twice a year
- 276 - enter a 'best kept Village Competition'
- 258 - pay for a litter warden
- 232 - put up information notices
- 197 - have a 'Spring Clean Day' once a year
- 190 - pay for additional pavement cleaning

Only 76 out of 1095 respondents thought that the number and location of litterbins was 'good' although a further 527 said that they were 'reasonable' - these two figures taken together coming to about 55% of those of you who responded to this question.

HAP recommendations
1. HAP to write to Church and Community Newsletter detailing above results and asking for volunteers to come forward to organise, take part in or run voluntary elements identified.
2. Parish Council to be asked to consider employment of paid litter warden and to organise additional pavement cleaning. To be asked also to review present site and number of litterbins and take necessary action.

"Wind turbine = cheaper bills"

LOCAL BUSINESS DEVELOPMENT
1044 of you responded to the question about Local Business Development. The 'tourism' and 'small industrial' options failed to supply a clear consensus in any direction. The 'small business' choice attracted a response of 50% in favour with a further 20% having no strong opinion either way.

HAP comment
Of the three options the development of small business sites received the most favour; the community generally did not favour the other options.

HAP recommendations
Advise Suffolk Acre of the findings with the possibility of assessing the need for small business, and finding and funding the necessary sites.

"Electricity cables should be underground"

HOUSING DEVELOPMENTS
997 respondents
- Conversion of redundant buildings: 470
  (47%)
- Small groups less than 10: 373 (37%)
- Single dwellings: 358 (36%)
- Terraced: 180 (18%)
- Expansion on edge of Holbrook: 137 (14%)
- Larger groups of properties: 61 (6%)
- No further building: 179 (18%)

"Many hedges overgrow the footpath making it slippery and dangerous"

HAP comment
Of 997 respondents nearly half approved of the conversion of redundant buildings to increase the housing stock and over a third were happy with the building of single dwellings or small groups of up to ten dwellings. The least popular option was for the construction of larger groups of property where only 6% were in favour. 17% wanted no new building at all.

HAP recommendations
1. The Parish Council to be asked to make public the progress so far with ongoing affordable housing scheme.
2. Orwell Housing to be asked to attend the Open Day on 12th April to discuss affordable housing and how to keep it affordable for the future.
More than half those questioned thought that police coverage of the area was poor. The examples of anti-social behaviour that gave most concern, were dog fouling and litter. Vandalism came third in the list, but only a quarter said they would join a Neighbourhood Watch Scheme.

Up to 1158 responses were received for different parts of this section. 12 of you, unfortunately, permanently sick or disabled, 3 are full time carers and 265 (nearly a quarter) describe themselves as retired.

Of the 284 respondents seeking employment, training or study opportunities, 9 reported that ill health or disability prevented them from achieving their objectives.

Of the 968 of you who answered the query concerning difficulty in getting medical attention 208 (21%) experienced problems with getting hospital attention 'often' or 'occasionally'; 140 (14%) had similar difficulties with optician's appointments and 181 (19%) with dental appointments.

HAP comment
It is concerning that there are so many people having difficulty in these three areas and wonder if it is a lack of information on either side.

HAP recommendation
HAP to contact local surgery to see if there is a transport service already available.

PHYSICAL DIFFICULTY IN GETTING TO SPORTS/LEISURE ACTIVITIES
11 people reported that they had physical difficulty in getting to sports activities and 19 had a similar problem in attending leisure activities.

HAP comment
This data is published as it stands.

IMPROVEMENTS TO BUS SERVICE
804 of you responded to the question about improvements to the bus service of which about a quarter (204) called for better access to public transport for those with disabilities.

HAP comment
Buses with the required facilities already run at some points during the day. There needs to be a more consistent use of these suitable buses throughout the day.

HAP recommendation
Inform relevant Bus Company that 25% of villagers would like see all buses with better access for the disabled.

USER FRIENDLY PAVEMENTS
1059 parishioners commented on User Friendly Pavements. Of those who expressed an opinion only 5% felt that the pavements were 'good'. A further 38% found them 'reasonable' but 36% thought the pavements were 'poor'.

234 people would like to see more 'dropped kerbs' and 241 expressed the view that they would like to see further payment areas developed.

HAP comment
A significant number of villagers were unhappy about the state of the pavements.

HAP recommendation
The Parish Council to take this up with the relevant authorities.

ROAD SAFETY - PARKING
821 of you say that you park your vehicles like this: in a garage - 310 (31%), off the road - 457 (55%), on the road - 54 (7%).

Out of 1077 respondents, 61% were concerned about parking, 19% felt it was not an issue and 19% had no comment. Out of 1101 respondents, 51% wanted to see a car park in Holbrook, 31% felt there was no need and 17% had no comment.

Out of 986 respondents, 394 shopped out of the Holbrook area as it was easier to park.

SAFER ROADS
56% (556 respondents out of 991) wanted to see safer roads in the Holbrook area. 77% (840 respondents out of 1081) felt there were major danger spots that needed to be looked at. 69% (762 respondents out of 1097) thought that speeding was a problem. 43% (917 respondents) wanted to see more street lights.

HAP recommendation
Due to the very high response in these two important areas HAP suggests that the Parish Council forms a special steering / sub committee to discuss and initiate action on the matter, with the involvement of the Highways Department and Suffolk Constabulary.

54.3% of all the additional comments were regarding the ROAD SAFETY question!

CRIME
The question 'how do you regard police coverage in the Holbrook area?' was answered by 1118 of you as follows: Good - 48 (4%), Reasonable - 273 (24%), Poor - 607 (54%). The other respondents declined to comment.

"Near Arnolds Butcher Shop - too narrow near the bend (too dangerous-reported to the council but nothing done)"
Cars and other vehicles parked in the street cause congestion at busy times.

Which crimes and anti-social behaviour concerns you in the Holbrook area? (961 respondents)

<table>
<thead>
<tr>
<th>Crime</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dog fouling</td>
<td>68% (659)</td>
</tr>
<tr>
<td>Litter</td>
<td>60% (579)</td>
</tr>
<tr>
<td>Vandalism</td>
<td>48% (470)</td>
</tr>
<tr>
<td>Theft</td>
<td>27% (265)</td>
</tr>
<tr>
<td>Drugs</td>
<td>26% (257)</td>
</tr>
<tr>
<td>Swearing</td>
<td>24% (239)</td>
</tr>
<tr>
<td>Noise</td>
<td>17% (167)</td>
</tr>
<tr>
<td>Intimidation</td>
<td>15% (146)</td>
</tr>
<tr>
<td>Drunkenness</td>
<td>10% (96)</td>
</tr>
<tr>
<td>Mugging</td>
<td>4% (36)</td>
</tr>
</tbody>
</table>

WOULD YOU JOIN A NEIGHBOURHOOD WATCH SCHEME? (1041 respondents)
When asked if you would join a Neighbourhood Watch Scheme 773 of you said 'yes', 467 said 'no' and 301 people expressed no firm opinion either way.

HAP recommendations
1. To advise Suffolk Constabulary of the data which highlights villagers' lack of confidence of the Police services in and around Holbrook.
2. To request that Suffolk Constabulary finds a suitable way to inform villagers of the existing police coverage in the area and to seek ways in which to increase awareness and self help within the community.
3. To encourage better relations and communication Suffolk Constabulary consider the creation of a once-a-week 'clinic' in the community, or a visit from a mobile police station (similar scheme run in Leicestershire).

The 'red path' from the Street corner to the Compasses is a nonsense, time to make this a proper path.

6: Education

With more than 200 local children receiving education in the area, a need was expressed for more youth activities to be provided. There is also a call for more adult education, and for better publicity for what is already available.

1165 people answered this question, 106 (9%) said that they moved to the Holbrook area to take advantage of the educational facilities available here.

813 of you responded to the question 'where do you work or study? 579 (71%) travelled fewer than 10 miles and 330 (41%) between 10 and 20 miles. The remaining 114 (13%) travelled longer distances to work or study.

155 respondents say that they use the car to transport children to school or college.

DOES HOLBROOK NEED ANY ADDITIONAL EDUCATIONAL FACILITIES? (738 respondents)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage (No. of respondents)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Groups</td>
<td>53% (397)</td>
</tr>
<tr>
<td>Full day care – elderly</td>
<td>40% (296)</td>
</tr>
<tr>
<td>More adult education</td>
<td>40% (286)</td>
</tr>
<tr>
<td>After school clubs</td>
<td>33% (248)</td>
</tr>
<tr>
<td>Holiday Play Schemes</td>
<td>29% (220)</td>
</tr>
<tr>
<td>Full time nursery</td>
<td>16% (125)</td>
</tr>
<tr>
<td>More chilmminders</td>
<td>13% (94)</td>
</tr>
<tr>
<td>Full day care - Learning difficulties</td>
<td>10% (75)</td>
</tr>
</tbody>
</table>

HAP Comment
The information relating to what additional educational facilities respondents would like to see was of prime interest and the following action is proposed.

HAP recommendations
- YOUTH ACTIVITIES
1. The head teachers of the Holbrook area schools to be advised of the report findings with particular reference made to the comments regarding the need for more After-School Clubs.

2. Community Education contacted to look into the feasibility of providing more youth activities and how this could be funded. Ask if a youth club could be formed and manned by paid staff. If there are 'youth activities' available could they be more effectively publicised.

- ADULT EDUCATION
Suffolk College to be contacted in relation to improved advertising of adult education currently available locally and future plans.

- DAY CARE FACILITIES
40% (296 respondents) felt that the area needed fuller day care facilities for the elderly. Although this issue has received much local publicity the continuing strength of opinion needs to be made known and we therefore propose passing the findings of this survey to the appropriate District / County Council departments to obtain their comments.

- CHILDMINDERS
If you are interested in becoming a childdminder or needing child care contact Suffolk Child Care Information Service on: 01473 581493 or www.suffolkcc.gov.uk/childcare

Address: St. Andrew House,
County Hall, Ipswich IP4 1LJ
7: Employment

A quarter of those who responded to the questionnaire had moved to the village for reasons of employment, though considerably fewer were actually working in the Holbrook area. Nearly half were in favour of small business developments in the village, and about the same number called for local advertising of job vacancies.

1165 of you responded to this question and 306 (26%) said that they moved here for reasons connected with their employment.

In broad terms about half of you are employed or self-employed, a further quarter retired or unvaged and the remainder in full-time education, unemployed or prevented from seeking work by reason of disability or other commitments.

Of 254 respondents seeking work or training opportunities three quarters did not identify any specific difficulties. Of the remainder 28% (10%) said that lack of transport was a problem.

HAP Comment
Although HAP does not have specific situation details on the individuals it would like to help.

HAP Recommendations
1. A local job vacancy board to be instituted and maintained at a suitable site. Current vacancy/job seekers boards to be amalgamated on to one well-advertised site.
2. This information to be advertised on new parish web site (when available). Suggest use of Shotley Peninsula web site until then. www.shotleypeninsula.org.uk

8: Retail Services

Nearly a quarter of the people who answered questions about retail services wanted to see more local shops, but it was clear from the answers that many people shop outside the Holbrook area because of the wider choice and cheaper prices to be found elsewhere.

How often do you use the following? 1113 respondents

<table>
<thead>
<tr>
<th>Only</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Less</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local shops</td>
<td>307</td>
<td>595</td>
<td>89</td>
<td>59</td>
</tr>
<tr>
<td>Newsagents</td>
<td>272</td>
<td>419</td>
<td>127</td>
<td>137</td>
</tr>
<tr>
<td>Post Office</td>
<td>67</td>
<td>499</td>
<td>261</td>
<td>194</td>
</tr>
<tr>
<td>Local pub</td>
<td>21</td>
<td>167</td>
<td>176</td>
<td>419</td>
</tr>
<tr>
<td>Produce stalls</td>
<td>12</td>
<td>87</td>
<td>68</td>
<td>273</td>
</tr>
<tr>
<td>Local dispensary</td>
<td>12</td>
<td>51</td>
<td>323</td>
<td>644</td>
</tr>
<tr>
<td>Mobile shops</td>
<td>6</td>
<td>64</td>
<td>16</td>
<td>36</td>
</tr>
<tr>
<td>Internet shopping</td>
<td>5</td>
<td>55</td>
<td>80</td>
<td>186</td>
</tr>
<tr>
<td>Local takeaways</td>
<td>3</td>
<td>32</td>
<td>118</td>
<td>201</td>
</tr>
<tr>
<td>Library van</td>
<td>3</td>
<td>23</td>
<td>68</td>
<td>101</td>
</tr>
<tr>
<td>Local cash dispenser</td>
<td>1</td>
<td>27</td>
<td>27</td>
<td>115</td>
</tr>
</tbody>
</table>

Out of 986 respondents who usually shopped outside the Holbrook area, 90% (889) was because of the wider choice, 66% (595) because goods were cheaper, 40% (394) because parking was easier and 21% (215) because the shops were convenient to their place of work.

POST OFFICE

What do you use the local Post Office for? 1062 respondents

| Postal services | 922 (86%) |
| Vehicular tax/licence/other bills | 737 (73%) |
| Pensions/Allowances | 287 (27%) |
| Information leaflets | 231 (21%) |
| Gosport savings certificates etc | 215 (20%) |
| Other services | 509 (47%) |

How do you rate the Holbrook area postal service? 1084 respondents

<table>
<thead>
<tr>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local post office</td>
<td>503</td>
<td>432</td>
<td>97</td>
</tr>
<tr>
<td>Number of post offices</td>
<td>370</td>
<td>485</td>
<td>47</td>
</tr>
<tr>
<td>Number of collection points</td>
<td>414</td>
<td>509</td>
<td>64</td>
</tr>
<tr>
<td>Speed of service</td>
<td>345</td>
<td>473</td>
<td>120</td>
</tr>
<tr>
<td>Size of post box</td>
<td>132</td>
<td>373</td>
<td>301</td>
</tr>
<tr>
<td>Times of delivery</td>
<td>380</td>
<td>444</td>
<td>137</td>
</tr>
</tbody>
</table>
Four out of five people who have a computer are connected to the Internet. A very significant proportion of mobile phone users have reception difficulties.

HAP comment
The local retail outlets are well supported on a weekly basis and the figures show their perceived strengths and shortcomings and those of the postal service.

HAP recommendation
The results to be circulated to the shopkeepers and post office to provide an opportunity to review their services, particularly regarding variety and price.

753 respondents confirmed that they had a computer at home.

What do you use a computer for?

- Internet: 82% (622)
- Leisure: 63% (481)
- Education: 58% (442)
- Business: 45% (345)

Do you have any reception difficulties?
- TV: 547 (307)
- Internet: 145 (706)
- Mobile phone: 94 (454)
- Radio: 97 (733)

Out of 991 respondents, 26% (264) wanted to see a Broadband Telephone system made available and 18% (178) wanted cable provision.

HAP recommendations
1. Further to the article in the Jan/Feb 2003 issue of the Church and Community News, those interested in Broadband to contact Ned Cartwright at ned@nedcart.demon.co.uk. Or call (321) 787.
2. The councils have so far not accepted any plans for the erection of a mobile telephone mast in the area.
3. Cable companies to be advised of the potential business existing within this community via Parish Council.

Though fundraising, sponsorship and a moderate increase in council tax were the favoured ways of paying for the improvements called for in the survey, 162 people offered to help with a vehicle-sharing scheme, a Good Neighbour scheme, with keeping Holbrook 'clean and tidy' and with other projects.

1037 of you responded to the question about whether you thought local government was aware of your concerns and feelings.

The replies are summarised as follows:
- Parish Council: 588 fully aware or aware - 119 not aware - 324 no opinion
- District Council: 381 fully aware or aware - 209 not aware - 399 no opinion
- County Council: 258 fully aware or aware - 286 not aware - 449 no opinion.

HAP comment
The councils involved would probably prefer a higher recognition figure.

You were asked how the implementation of the findings and recommendations of this report should be financed.
968 of you replied and because many of you accepted the invitation to tick more than one box the result gives the appearance of totalling more than 100%.

Fundraising was the most popular option (64%) followed by sponsorship (53%) 'moderate' council tax increases (44%) and private contributions (22%). Higher council tax increases trailed in a predictable last at 3%.

HAP comment
Those interested will have noted the high percentage in favour of fundraising and sponsorship as a means of paying for services. Nearly half of those responding would accept moderate council tax increases.

HAP recommendation
HAP does not feel qualified to make recommendations in this area and recognises that different methods of funding will be appropriate for different projects.

- Many of you took the time and trouble to add your own comments to the questionnaires and this was much appreciated by the HAP Team who recognise that these comments may carry more personal commitment than a tick in a box. "Examples of your comments are shown throughout this report". The split up of which topics were hot and which topics were not has already been displayed, in graph form, throughout the area so will not be repeated here. Suffice it to say that potential road danger spots were easily the most popular subject for comment with new housing and matters concerning the village hall also attracting a lot of attention.

HOW CAN I HELP?
A gratifyingly large number of you filled in this section.
- 10 were interested in a private vehicle-sharing scheme
- 10 could help with childcare/education
- 31 showed an interest in a good neighbour scheme
- 17 asked about the neighbourhood watch scheme
- 6 offered help with sport and leisure
- One offered to help the Village Hall Committee
- 14 were interested in the Community Newsletter
- 2 asked about the Parish Council
- 16 offered to help improve the environment
- 27 showed concern for footpaths and bridleways
- 24 offered to help keep the parish clean and tidy.

- These parishioners will be personally invited to the HAP Open Day at the Village Hall with a view to meeting like-minded people and possibly forming self-help groups, or joining existing groups as appropriate.