

NORTH ELMHAM COMMUNITY PLAN 2010

Questionnaire results - Stage 1 Analysis

February 2011

Introduction

The North Elmham Community Planning Group was set up at a public meeting in November 2008. Its aim has been to find out what people thought about village life and village facilities and to ask what changes they would like to see. At all stages the project was well supported by the Norfolk Rural Community Council with funding provided by them, by ITV Rural Action East, the Norfolk Community Foundation, Breckland Council, BT Community Connections and North Elmham Parish Council.

The organising committee set up at the public meeting then met regularly to draft the questionnaire which would provide an objective view of people's feelings about village life. Great emphasis was placed on writing questions which were neutral and did not encourage anyone to answer in a particular way – not an easy task. The Parochial Church Council drafted the questions relevant to the Church as a place of worship. By the spring of 2009 the questionnaire was ready.

North Elmham in 2008 had a population of 1,416 people of all ages, living in 665 households. When the questionnaire was distributed in May and June 2009, a team of nearly 30 volunteers managed to deliver copies to 583 households. One form was usually left for each household to fill in, but more copies were provided on request. There was also a separate youth questionnaire. All answers were designed to be anonymous.

For the first time in a Norfolk village it was possible to provide answers on-line. This exercise produced a remarkable response rate of 91.42% from households which received either a paper copy or an on-line token, the highest return ever seen from a large Norfolk village.

When reading through the answers what can clearly be seen is the obvious care and thought which people have put into their responses. These provide a valuable record of the hopes and expectations for the future of life in North Elmham.

Once all the forms had been returned it was a big task to put the data onto a computerised database and to analyse the results. Again, all this work was done by volunteers. The results are now available at three levels:

- The **raw data on-line** on the village website.
- A **Level 1 analysis**, which digests **all** the results into a usable form. No information at this stage has been excluded.
- A **Level 2 printed summary report**, which selectively extracted the results which appear to the committee to be significant. It is copies of this printed report which are being distributed to every household.

The group believes that it is essential to produce these three levels of data in order to make the process entirely transparent, so that full details are available for those who need them. The Parish Council and those who run organisations, clubs and societies in the community are advised to look beyond the printed widely distributed summary report to examine the data in this Level 1 analysis.

We hope that the people of North Elmham will feel that this whole exercise has been worthwhile, and that some real benefit for the community will emerge from it all. With the printing of the Level 2 summary report, the work of the group has been completed, and the group can be disbanded. However, it is our hope that those involved with the running of those various organisations in the village will make positive use of the results.

North Elmham is a wonderful place with a special spirit, and all members of the Community Planning Group feel privileged to have taken part in this project.

The group would like to thank in particular Peter Smith of the Norfolk Rural Community Council for constant support, and Roger Atterwill from Swanton Morley and Tony Bushkes from Marham who both gave advice based on their experiences of organising questionnaires in their own parishes.

Peter Wade-Martins
North Elmham Community Planning Group Chairman
February 2011

Community Planning Group Members:

<i>Ivan Ball</i>	<i>Linda Richmond</i>	<i>Peter Smith (Norfolk Rural Community Council)</i>
<i>Sue Ball</i>	<i>Nicholas Varnon</i>	
<i>Alan MacKim</i>	<i>Meg White</i>	
<i>Martin Phillips</i>	<i>Mike Wyatt</i>	

Questionnaire distributors and collectors:

<i>David Adeney</i>	<i>Babs Moodie</i>	<i>Martin Sullivan</i>
<i>Eileen Bent</i>	<i>Nick Moore</i>	<i>Bryan Tidnam</i>
<i>Jacque Braybrook</i>	<i>Jean Noble</i>	<i>Nicholas Varnon</i>
<i>Mike Broom</i>	<i>Anthony Parsons</i>	<i>Susanna Wade Martins</i>
<i>Martin Budgett</i>	<i>Martin Phillips</i>	<i>Sue Waters</i>
<i>Norman Clarke</i>	<i>Linda Richmond</i>	<i>Di Wetherill</i>
<i>Bob Fletcher</i>	<i>Robert Ricketts</i>	<i>Meg White</i>
<i>Tony Langford</i>	<i>Richard Sewell</i>	<i>Janet Woodhouse</i>
<i>Brenda Manning</i>	<i>Mary Smith</i>	<i>David Worship</i>
<i>Christine Mitchell</i>	<i>Sharon Sowinski</i>	<i>Mike Wyatt</i>

Explanatory notes:

As we are reliant on the calculations performed by the computer survey software this can lead to very minor anomalies as detailed below:

- 1) The total number of responses varies slightly from section to section. However, the variation is so small as to be insignificant.
- 2) The percentage breakdowns are accurate to plus or minus 0.01%.
- 3) For some questions the number of answers is greater than the total number of completed questionnaires. This occurs where it was possible to provide more than one answer to a specific question, e.g. 'please list up to two measures you consider to be a priority'.

Contents

	Page
About your Household	6
Housing	7
Traffic Management and Road Safety	8
Transport	13
Clubs and Societies	15
Elmham Church Fundraising Events	18
Playgroup	20
Facilities and Amenities	21
- Eastgate Centre	
- Memorial Institute	
- Pavilion	
- Playing Field	
- Play Equipment	
- Allotments	
Heritage Amenities	33
- Cathedral Ruins	
- Church (as a place to visit)	
- County School Station	
- Footpaths	
- Public Toilets	
The Parish Church as a Place of Worship	39
Local Government and Services	42
- Parish Council	
- Breckland Council	
- Norfolk County Council	
- NHS Norfolk (Primary Care Trust)	
- Elmham Surgery	
- Police	
- Sewage disposal	
- Surface drainage	
- Electricity	
- Domestic refuse collection	
- Recycling facilities	
- Renewable energy resources	

Contents (continued)

Communication	48
- Computers	
- Terrestrial television	
- Mobile phones	
- Phone boxes	
- Post boxes	
Elmham News and village website	51
The Future and Other Issues	53
Youth Survey	55
Primary School Survey	60

About your Household

Question 1: Where do you live?

In the village: 82.53% (411)

Outside the village: 17.47% (87)

Question 2: How long have you lived in North Elmham?

Less than a year: 4.22% (21)

1-5 years: 20.68% (103)

6-10 years: 14.66% (73)

Over 10 years: 59.24% (295)

No answer: 1.20% (6)

Question 3: Why do you live in North Elmham?

There are 1,359 answers (the most popular at the top):

- There are suitable facilities, Shop, School, Surgery etc (257)
- I like the appearance of the village (255)
- I like the atmosphere around the village (208)
- The village is located on good road routes (157)
- It is convenient for my work (122)
- I moved here due to marriage or family moving here (113)
- I have relatives living here (68)
- There is a range of housing to chose from (61)
- I was born in the village (42)
- Other (76)

Most of the 76 'other' answers tended to embellish the selected answers above. The general feelings are summarised as follows (the most popular at the top):

- Beautiful village location with happy atmosphere (20)
- I like my house / affordable / wheelchair access (19)
- Moved to be near friends and or family (10)
- Retired here (6)
- Convenient for work (6)
- Facilities, shops and school etc (5)
- Call of God (2)
- Good bus route (2)
- Changes in personal circumstances (2)
- Re-housed by council
- Close to coastal nature reserves
- Village's historical background

There is one invalid answer.

Analysis: It seems the majority of the people like the village for its atmosphere and facilities, and fact that nearly 60% of the population have been here for longer than 10 years supports this.

Housing

Question 4: Are any of your household in need of alternative accommodation in North Elmham at the moment?

Yes: 4.83% (24)

No: 92.15% (458)

No answer 3.02% (15)

Question 5: Are any of your household in need of alternative accommodation in North Elmham in the next 5 years?

Yes: 10.06% (50)

No: 82.09% (408)

No answer: 7.85% (39)

Question 6: If “YES” to questions 4 or 5, what accommodation is your priority?

Rentable Housing Association homes 33.93% (19)

Starter homes 19.65% (11)

Detached House 8.93% (5)

Semi-detached House 8.93% (5)

“Eco Home” 7.15% (4)

Warden-supported accommodation 7.15% (4)

Private rentable house 5.36% (3)

Detached Bungalow 3.57% (2)

Semi-detached Bungalow 1.78% (1)

Clustered Sheltered accommodation 1.78% (1)

Private rentable flat 1.78% (1)

Terraced Bungalow 0.00% (0)

Terraced House 0.00% (0)

Analysis: There is no great need for alternative accommodation by residents of North Elmham. However, 33.93% of households who do require alternative accommodation (19 responses) are asking for Rentable Housing Association homes and 19.65% (11 responses) are requesting Starter Homes in the next 5 years. There are also a number of written comments suggesting the provision of more affordable accommodation to give village youngsters the opportunity to remain in the village if they wish.

Action: Parish Council to look at sites in the village that could be used for Housing Association homes and Starter Homes.

Traffic Management and Road Safety

Question 7: Are you content with the current speed limits?

Yes: 58.87% (292)

No: 38.71% (192)

No answer: 2.42 % (12)

Question 8: If your answer to Question 7 was 'No', please indicate whether you would like the speed limit in each areas to be higher or lower.

	B1110 Holt Road 20 mph	B1110 Holt Road 30 mph	B1145 Station Road 30 mph	B1145 Back Lane 60 mph	Eastgate Street 30 mph	Heath Road derestricted	Cathedral Drive 20 mph	Wensum Drive 30 mph	Orchard Close 30mph
Higher	13 3.10%	1 0.24%	6 1.43%	3 0.72%	1 0.24%	3 0.72%	2 0.48%	1 0.24%	0 0%
Lower	32 7.64%	90 21.48%	70 16.71%	58 13.84%	133 31.74%	35 8.35%	29 6.92%	62 14.80%	73 17.42%
No answer	374 89.26%	328 78.28%	343 81.86%	358 85.44%	285 68.02%	381 90.93%	388 92.60%	359 84.96%	346 82.58

Analysis: The majority of villagers are not concerned with the alteration of speed limits. However, although specific comments are in the minority, they are clearly of real importance to those who have indicated they would like a change in these areas.

Question 9: If it were possible to introduce new traffic management measures, tick the ONE or TWO that you feel are of most importance and indicate in the box where they should be situated.

Traffic calming 'pinch points' (priority single lane)

There are 89 responses providing 100 valid suggestions summarised as follows (the most popular at the top):

- Eastgate St (25)
- Holt Road (23)
- School (9)
- Station Rd/Billingford Road (8)
- Surgery to Post Office (8)
- Church and Church hill (7)
- Entrances to village (6)
- Post Office bend (5)
- All through the village (3)
- All 30mph areas (2)
- Kings Head/shop (2)
- Pump Street/High Street
- All 20mph areas

Speed Reminder signs

There are 157 responses providing 138 valid suggestions summarised as follows (the most popular at the top):

- Station Rd/Billingford Road (47)
- Village Entrances (24)
- Holt Road (20)
- Surgery/school (13)
- Eastgate Street (11)
- Everywhere in village (5)
- Post Office bend (4)
- HighSt/Pump St (4)
- 20mph areas (4)
- Back Lane (2)
- Kings Head (2)
- Church and Church hill (2)

7.5 tonne weight restriction

There are 70 responses providing 61 valid suggestions summarised as follows (the most popular at the top):

- Everywhere (22)
- Holt Road (20)
- Station Road/Billingford Road (6)
- Eastgate Street (5)
- School/surgery /Post Office (3)
- Pump Street/High Street (3)
- Village Entrances
- Cathedral Drive

Pedestrian crossing

There are 79 responses providing 81 valid suggestions summarised as follows (the most popular at the top):

- School/Surgery (50)
- Shop/Playing Field (23)
- Station Rd (11)
- Eastgate St/Holt Rd junction (4)
- Bus stops (1)

Other measures

There are 56 responses providing 53 valid suggestions summarised as follows (the most popular at the top):

- Stop parking at school/Cathedral Drive area (13)
- More speed traps/cameras (11)
- Make Eastgate Street one-way (8)
- Speed humps (6)
- Parking restrictions in Eastgate Street (4)
- Extend 20mph/30mph zones (2)
- More speed reminder signs (2)
- 20mph limit near houses on Great Heath Road
- Ban buses in Eastgate Street

- More buses
- Community Speed Watch
- Mini roundabout at junction of Eastgate St and Station Rd
- Move 20mph limit nearer the school
- 20mph limit near school only to apply when school open

Analysis: Judging by the high number of comments, traffic movements around and through the village do cause widespread concern. There are a wide variety of suggestions, with the two most mentioned being a pedestrian crossing in the school/surgery area (50), followed by speed reminder signs in the Station Road/Billingford Road area.

Action: Parish Council: To approach the County Council regarding the provision of a pedestrian crossing and speed reminder signs. Then undertake a further review of the other suggestions and action as appropriate.

Question 10: The safety of road users and pedestrians would be improved by which measures?

Street Lights

There are 18 responses providing 11 valid suggestions summarised as follows (the most popular at the top):

- Larch Grove (3)
- Village Green (2)
- Holt Road
- Old Station area
- High Street
- Billingford Road
- Spencer Close
- Church Hill

Double yellow lines

There are 134 responses providing 131 valid suggestions summarised as follows (the most popular at the top):

- Area around Surgery and School (53)
- Holt Road (22)
- Entrance to Cathedral Drive (21)
- Eastgate Street (14)
- Church Hill (8)
- Wensum Drive (4)
- Station Road (3)
- High Street (3)
- Village centre (2)
- Spencer Close

Off-road parking spaces

There are 140 responses providing 136 valid suggestions summarised as follows (the most popular at the top):

- Eastgate Street (55)
- School/Surgery area (51)
- Spencer Close/Village Green (9)

- Holt Road (8)
- Church Hill (4)
- High Street/Pump Street (4)
- Cathedral Drive (3)
- Centre of village (2)

Pavements

There are 60 responses providing 46 valid suggestions summarised as follows (the most popular at the top):

- Eastgate Street (17)
- Holt Road, including widening of existing (12)
- Station Road (5)
- Back Lane (4)
- Kings Head to Allotments (4)
- Elmham to Billingford (2)
- Broom Green Rd
- High Street

Other

There are 45 responses many of which had been covered in the previous sections.

Remaining suggestions were:

- Verge and hedge cutting (3)
- Car sharing (2)
- Bollards on verges
- Cycle lanes

Analysis: The number of comments in relation to street lights is very small. Over half the responses relating to double yellow lines concern the area around the surgery and school. The two areas that carry greatest concern for off-road parking are Eastgate Street and the school/surgery area and pavement issues are highest for Eastgate Street and Holt Road which includes widening of some existing sections to accommodate buggies and wheelchairs.

Action: *Parish Council:* To raise the issues identified above with the County Council.

Question 11: Please indicate how many cars your household has:

0 cars 6.68% (33)
 1 car: 42.31% (209)
 2 cars: 36.84% (182)
 3 cars: 8.70% (43)
 4 cars: 3.04% (15)
 5 + cars: 1.82% (9)
 No answer: 0.61% (3)

Question 12: Are you able to park all your vehicles off road?

Able to park off road: 88.46% (437)
 Not able to park off road: 6.07% (30)
 No answer: 5.47% (27)

Question 13: If you answered 'NO' to Q12 please explain how this could be addressed:

There are 24 responses, providing 8 valid suggestions summarised as follows (the most popular at the top):

- Tarmac grass verges to provide parking (2)
- Allocated parking spaces for residents (2)
- General village car park
- Open surgery car park evenings and weekends
- Lay-by in Cathedral Drive for residents only
- Offer of an empty drive for someone else to use

Analysis: Only 6% of households claim to not be able to park all their vehicles off road. Given that from observation there is a problem with parked vehicles on the highway, this suggests that those who can park off road do not always do so. However, there may still be a requirement for off road parking for visitors.

Action: *Parish Council:* to explore spaces which may be suitable for the creation of additional village car parking areas. Also to consider whether there may be initiatives that could be undertaken to better control parking in the school/surgery areas of the village.

Transport

Question 14: Major means of transport to destinations outside the village.

	Work	%	Shopping	%	Medical	%	Visiting	%	Days out	%
Car	268	54.25	437	88.46	413	83.60	394	79.76	420	85.02
Bus	7	1.42	29	5.87	5	1.01	10	2.02	21	4.25
Lifts from friends	1	0.20	9	1.82	7	1.42	9	1.82	10	2.02
Community Car Scheme	0	0	0	0	0	0	0	0	1	0.20
Taxi	0	0	2	0.40	1	0.20	1	0.20	0	0
Hospital Transport	0	0	0	0	7	1.42	0	0	1	0.20
Motorcycle	2	0.40	2	0.40	2	0.40	2	0.40	4	0.81
Cycle	3	0.61	1	0.20	3	0.61	5	1.01	1	0.20
Walk	6	1.21	1	0.20	0	0	12	2.43	0	0
No answer	207	41.90	13	2.63	56	11.34	61	12.35	36	7.29

Analysis: Overwhelmingly transport is by car (in excess of 80%). The exception for car travel is to place of work which is only 54% (possibly due to the working population being a lower percentage of the total responses).

Question 15: What changes, if any, to public transport would you like to see?

There are 175 suggestions, providing 147 valid suggestions summarised as follows (the most popular at the top):

- More buses (37)
- Direct buses from North Elmham to Norwich (31)
- Evening bus service (18)
- Reinstate railway (12)
- Bus service to Broom Green (8)
- Less buses (6)
- Bus service to Fakenham (6)
- Bus stop at north end of village (4)
- Smaller buses (4)
- More publicity of bus timetables (4)
- Bus service to Holt and Wells (4)
- Bus stop at Cathedral Drive (3)
- Lower bus fares (3)
- Earlier London bus (2)
- Sunday bus service
- Cycle route to Dereham
- Community car service
- Improve connection between buses
- Wheelchair access to buses

Analysis: Almost all of those who answered suggested more buses at more convenient times. People would use the buses for work and shopping if they could, but the timings at the moment preclude it, particularly with respect to the return journey.

Action: *Parish Council:* Contact bus operators to make aware of the potential requirement for buses to more destinations at more frequent intervals, with appropriate return times.

Question 16: Does the village need more bus shelters?

No: 57.89% (286)

Yes: 15.99% (79)

No answer: 26.11% (129)

Question 17: Where do you think new bus shelters are needed?

There were 72 responses, providing 74 valid suggestions summarised as follows (the most popular at the top):

- Cathedral Drive (20)
- North end of village (12)
- Eastgate Street (9)
- Station Road (9)
- Old Railway Station (8)
- Broome Green (6)
- Holt Road (5)
- Shop (4)
- Kings Head (1)

Analysis: There is significant interest in having additional bus shelters in a variety of locations throughout the village. However, this must be considered in the context of Q.16 where only just under 16% of respondents feel there is a need for more bus shelters.

Question 18: If you have a car, would you be prepared to take part in a voluntary community car sharing scheme?

No: 59.51% (294)

Yes: 6.28% (31)

Don't know: 18.83% (93)

No Answer: 15.38% (76)

Analysis: Few people want to take part in a car sharing scheme, possibly because there is not enough information about what such a scheme would entail.

Clubs and Societies

Question 19: Would you like to see any other clubs/societies in the village?

There are 130 responses, giving 146 suggestions summarised as follows (the most popular at the top):

- No more Clubs/Societies needed (33)
- Activities for teens/Youth Clubs (13)
- Sports Clubs (Various) (12)
- Keep Fit (8)
- Activities for Young Children (6)
- Choir (6)
- Dance Clubs (6)
- Yoga/Pilates (6)
- Handicrafts (5)
- Film Club (5)
- Photography Club (5)
- Brownies/Cubs/Scouts/Explorers (4)
- Amateur Dramatic Society (3)
- Community Farm (3)
- Social Club (3)
- Art Class (2)
- Computer Group (2)
- Cookery Club (2)
- History Club (2)
- Luncheon Club for Pensioners (2)
- Music Group (2)
- Walking Group (2)
- Weight Watchers (2)
- Adult Education/Workers Educational Association (2)
- University of the Third Age
- Book Club
- Bridge/Whist
- First Aid Classes
- Gardening Club
- Meditation and Relaxation
- Model Aircraft Club
- More for the Elderly
- Motorcycle Club
- Swimming Pool

Question 20: Would you be willing to give some of your time to help in the running of any organisation/group in the village?

Yes: 12.35% (61)

No: 61.34% (303)

No answer: 26.32% (130)

Analysis: While most people would not wish to become involved in running a club or society, there are still 61 who would.

Question 21: Would you consider going to adult education EVENING CLASSES if they were offered in North Elmham?

Yes: 52.63% (260)

No: 35.02% (173)

No answer: 12.35% (61)

Question 22: Please describe ONE evening class that you would be interested in attending?

There are 240 answers. Although only ONE entry was requested, some answers had multiple entries and these have been included, giving 267 suggestions, summarised as follows (the most popular at the top):

- Computers/IT (54)
- Languages (40)
- Art/Sculpture/Pottery/Woodcarving (35)
- Handicrafts/Needlework (17)
- History/Archaeology (17)
- Photography (14)
- Yoga/Pilates/Tai Chi (12)
- Sports (Various) (9)
- Keep Fit (8)
- Educational/Workers Educational Association (7)
- Gardening/Flower Arranging (7)
- Literature/Creative Writing/Poetry (6)
- DIY (5)
- Cookery/Cake Decoration/Sugarcraft (5)
- First Aid (5)
- Dancing (4)
- Music (4)
- Animal Care/Beekeeping (3)
- Financial Studies (3)
- Aromatherapy/Reflexology (2)
- Self Defence/Martial Arts (2)
- Travel (2)
- Architecture
- Astronomy
- Counselling
- Ham Radio
- Starting Your Own Business
- Wine Making

Analysis: There is a strong demand for computer and language classes in particular. The quantity of suggestions for organisations indicates a desire for activities to be organised within the village, rather than for people to have to go further afield, and the range of suggestions covers a wide variety of tastes. Far more people were interested in attending evening classes than in becoming involved with a club or society. This could imply that people have other interests, so do not wish to give the commitment which belonging to a club involves.

Action: *Elmham News and website* : Confirm the volume of interest in attending clubs, societies and evening classes in North Elmham via Elmham News and Website. Then use this information to take forward interest in setting up new clubs/organisations/evening classes.

A contact list with names and phone numbers of the organisers of all existing clubs and societies in the village will help to inform people about what is currently available.

Elmham Church Fundraising Events

23. Do you attend any of these events?

Yes: 80.73% (398)

No: 16.02% (79)

No answer: 3.25% (16)

24. Would you like to suggest any changes to these events? Please describe:

No change: (31)

More family/youth/child/community orientation: (19)

More music events: (7)

More "village sales"-type event e.g. car boot: (4)

Other comments:

- More cake & refreshment stalls. (2)
- What about an old fashioned village fete? (2)
- Three days for a festival seems too long (2)
- There seems to be less to appeal to the younger residents of the village and the non church-goers. It would be nice to have some more imaginative events such as a clothes exchange event, evenings to meet fellow villagers of a similar age group or pub evenings/quizzes in aid of local charities and less emphasis on the church.
- The Flower Festival, village fete and Christmas bazaar.
- The Church seems awfully disconnected from the village despite these events.
- Modernise events - less 1950s feel; introduce variety into fete.
- Why not more events, for example a summer ball? Put up a marquee, sell tickets, live music, profits from tickets, bar and food etc go towards the church.
- Have more organisations involved in the event.
- Admission charge as opposed to voluntary donations.
- Consider a harvest festival supper with a social event afterwards.
- Refreshments & hog roast prices could acceptably be a little higher.
- Less flower festivals.
- The flower festival could be biennial as a lot of people tell me every year is too much.
- A food tent with local suppliers / farmers market.
- More stalls at the fete may draw a larger crowd and keep them for longer, hence parting with more money.
- A greater variety of stalls at the village fete, a modern twist on old ideas, the dog show is a great addition.
- It would be nice to see the vicar at these events, I have never seen him/her.
- More individual involvement for the village fete allowing the fete to take part on a larger scale.
- More traditional stalls to be included.
- I think there should be a night event for all ages.
- An increase in the entrance charge to the fete to raise more money for the church.
- Village fete only because it has a bus to get to it.
- Transport to these events. As an elderly person I find long walks impossible.
- You could invite live local bands to perform at the events, free of charge, but it might add an additional reason for people to attend. There are several bands that rehearse in the village that would be willing to attend.
- More craft shows and a game fair, more farmers market stalls A food and gardening show would I'm sure generate more income to the church and village.
- A change from Taverham Band would be welcome!
- Events are run by the few others not welcome.

- Yes - that a proportion of funds go towards a christian mission.
- I think a major rethink will be required over the coming years due to the age of the organisers and low interest in church activities.
- More stalls at all events.
- More displays of music & dance.
- Display of local artists.
- Flower festival and fete needs to be expanded, perhaps to include more arts and crafts - a mini Worsted Festival. Current format is the same every year and needs variety.
- Perhaps the committee would allow some of funds raised to be allotted to wider village events i.e. needy parishioners, provision for youth interests.
- Increased visibility for the spiritual mission of the church.

25. Are there other events that you would like the events committee to organise e.g. Jazz Evening or Village Open Garden Day?

- Village open gardens day (55)
- Music events, including jazz, folk, classical and dance-orientated music (49)
- More family/youth/children-orientated events (9)
- Village sales events e.g. car boot/yard sales (8)
- Sports events (3)
- Village cinema screenings / open air film show / cinema club (3)
- Small vintage bygone steam, vintage car, tractor rally (2)
- I like the idea of both! So long as you can guarantee warm, dry weather
- A 70's or 80's event on a weekend evening would be better
- Quiz, scrabble or chess evenings.
- Harvest festival supper and social evening afterwards
- A North Elmham Facebook page linked to Elmham News
- Children's entertainment/ activities
- A dog show for everyone
- Scarecrow weekend in conjunction with garage sale and car boot
- A pool snooker tournament £2 entry, proceeds to things like the upkeep of the church
- Open air theatre
- Good bonfire night would be good. Now it's hard to stop people having their own fireworks, but over the last 4-5 years it just seems to go on from beginning of November to Jan 2
- How about an annual bonfire night on the green?
- Street floats/organization /club floats and village fair - tug of war, throwing wellies, decorated bikes, coconut shy, good old fashioned activities - money to be split among village clubs who require assistance with repairs etc.
- May Day carnival
- 60s, 70s & 80s nights
- Local talent competitions
- Eastgate Street temporary closure for a street party
- Wildlife tours/ walk would be good but not on Sunday mornings

26. Would you be interested in helping the events committee run these events?

Yes: 14.20% (70)

No: 56.59% (279)

No answer: 29.21% (144)

Action: *Elmham Church Events Committee:* The Committee should give serious consideration to incorporating some of the above ideas into their events programme.

Playgroup

Question 27: Do you have children who attend the village playgroup?

Yes: 6.09% (30)

No: 83.77% (413)

No answer: 10.14% (50)

Question 28: If you answered YES to question 27, are you happy with the activities that the playgroup provides?

Yes: 77.14% (27 out of 35 responses received)

No: 22.85% (8 out of 35 responses received)

Question 29: Please describe any other activities you feel would be of benefit to children attending playgroup?

There are 15 answers, summarised as follows (the most popular at the top):

- A bigger better building for playgroup with toddlers moved somewhere else (5)
- Visits out within community, farms, gardens etc. (3)
- More visitors/experts to talk to children about hobbies or interests (3)
- Longer opening times. Breakfast club. More days open. (3)
- More for younger children – under 2 (1)

Question 30: Would you be interested in helping run the playgroup?

Yes: 3.85% (19)

No: 70.99% (350)

No answer: 25.15% (124)

Analysis: Five parents think a better building would benefit children, while some are suggesting visits out or visiting experts to entertain/educate children.

Action: Playgroup leaders to evaluate suggestion for visits and or visiting experts.

Facilities and Amenities

The Eastgate Centre, Memorial Institute and Pavilion

Question 31: Please rate the following facilities by ticking ONE box below for each:

Eastgate Centre:

Excellent 5.13% (8)
Good 29.49% (46)
Acceptable 50.64% (79)
Poor 10.90% (17)
Very poor 3.85% (6)

Analysis: The number of people able to answer this question is relatively low because many do not go into the building. 85% of those able to answer think it is excellent, good or acceptable.

Memorial Institute:

Excellent 7.91% (28)
Good 45.76% (162)
Acceptable 36.72% (130)
Poor 8.76% (31)
Very poor 0.85% (3)

Analysis: 90% of those responding to this question think it is excellent, good or acceptable. However, there is a minority who think it is poor or very poor. There are clearly concerns here to be addressed which are also highlighted in the responses for Question 32.

Pavilion:

Excellent 4.73% (14)
Good 46.28% (137)
Acceptable 41.89% (124)
Poor 6.08% (18)
Very poor 1.01% (3)

Analysis: 93% of those responding to this question think that the pavilion is excellent, good or acceptable, representing general satisfaction.

Question 32: If you can think of any changes to the facilities in Question 31, describe alterations or improvements you would like to see for the future:

Eastgate Centre:

There were 32 valid answers, summarised as follows (the most popular at the top):

- Improve heating (6)
- Modernise (5)
- Bigger car park (4)
- Re-decorate (3)
- Lower the ceiling and insulate to aid heat conservation (3)
- Better kitchen (3)
- Needs reviewing jointly with Memorial Institute and pavilion re future needs/ "The money spent trying to run all three should be put together to fund one very good facility as opposed to three rubbish facilities" (3).
- Complete refit.
- Use as a meeting place for the elderly.

- Make car park more accessible.
- More parking not in Eastgate Street.
- Demolish and build a community centre.

Analysis for the Eastgate Centre: Among the limited number of people who use the Eastgate Centre there are views that the heating is inadequate and that the building needs to be better insulated. Respondents would like to see the interior modernised, and there is a demand for a bigger car park.

Action: Trustees of the Youth and Community Centre: The need to improve heating significantly and to modernise the interior, especially the kitchen, needs to be considered. The lack of adequate car parking also stands out as a problem to be resolved.

Memorial Institute:

There are 89 valid suggestions, summarised as follows (the most popular at the top):

- New/better kitchen (20).
- Redecorate/refurbish (11).
- Needs modernising (10).
- Knock it down and build a new larger community centre (8).
- Improve cleaning/cleaning needs to be much better (8).
- Needs better car parking (8).
- Very outdated compared with other community centres (3).
- Needs to be in a more central location (3).
- Wheelchair access poor (3).
- Better heating and insulation (2).
- Have a monthly film night with major films (2).
- Can't hire hall in evenings during bowls season (2).
- Better heating (2).
- Safer stage area.
- Better notices of its uses.
- Needs computer/projection systems.
- Lower hire fees.
- Use garden more often.
- Signage.
- Build a new one to replace all three existing facilities.

Analysis for the Institute: There is some criticism of the perceived poor quality of the kitchen and the general appearance of the building, with a view that it should either be modernised or demolished and built on a more convenient site with better car parking. There is much comment that the cleaning is not up to a satisfactory standard.

Action: Memorial Institute Trustees: The Trustees may wish to consider the concerns raised and identify measures to address them.

Pavilion:

There are 33 valid responses, summarised as follows (the most popular at the top):

- Redecoration/smarten up/ brighter inside/tidy up (8)
- Better heating (3).
- Renovation/modernisation (3)
- Complete rebuild with changing rooms and showers (2)
- Wheelchair access/ ramp too steep for mobility scooters (2)
- More security/cctv cameras (2)
- Internet café and system for computer presentations (3)
- Better lighting to get to the door
- Porch
- Showers and better changing rooms
- Signage
- Too small
- Better flooring
- Better notice of its uses
- Refreshments
- Cooker for kitchen
- Large children's playground like Swanton Morley

Analysis for the pavilion: Most comments suggest that the facility would benefit from a facelift. Redecoration, better heating, new showers, and improved disabled access are specifically mentioned.

Action: *Parish Council:* The Parish Council may wish to consider these comments and determine what action to take in response to them.

General analysis for the Eastgate Centre, Memorial Institute and Pavilion.

A recurring theme in the comments on these facilities is that to have *three* centres serving different functions and each requiring refurbishment in various ways is an argument for replacing them all with one new building on a fresh site to modern standards and with good car parking, to serve the whole community.

General action: The organisations concerned with maintaining these three facilities may wish to set up a steering group to consider what merit there might be in combining their resources to build a single modern community centre on a new site to serve the whole village.

Village Green, Cathedral Meadows, Millennium Wood, Prince William Wood, Broom Green and Playing Field

Question 33: On average how often do you visit the areas listed below?

Village green:

More than weekly 22.92% (113)

Weekly 13.18% (65)

Fortnightly 4.06% (20)

Monthly 12.98% (64)

Yearly 3.85% (19)

Rarely 19.47% (96)

Never 12.98% (64)

No answer 10.55% (52)

Analysis: Just under half (47%) of total respondents visit the village green annually or less. Just over half (53%) visit monthly or more often resulting in at least 1,250 visits by households per month. This makes it the most popular open space in the village.

Cathedral Meadows:

More than weekly 7.51% (37)

Weekly 5.27% (26)

Fortnightly 3.04% (15)

Monthly 14.81% (73)

Yearly 17.85% (88)

Rarely 21.10% (104)

Never 18.46% (91)

No answer 11.97% (59)

Analysis: 70% of total respondents visit Cathedral Meadows annually or less. However 30% visit monthly or more often resulting in at least 500 visits by households per month.

Millennium Wood:

More than weekly 3.85% (19)

Weekly 3.45% (17)

Fortnightly 1.83% (9)

Monthly 11.56% (57)

Yearly 14.81% (73)

Rarely 18.86% (93)

Never 31.24% (154)

No answer 14.40% (71)

Analysis: 80% of total respondents visit Millennium Wood annually or less. However 20% visit monthly or more often resulting in at least 300 visits by households per month.

Prince William Wood:

More than weekly 1.22% (6)
Weekly 1.62% (8)
Fortnightly 0.81% (4)
Monthly 3.04% (15)
Yearly 6.29% (31)
Rarely 16.63% (82)
Never 50.10% (247)
No answer 20.28% (100)

Analysis: 93% of total respondents visit Prince William Wood annually or less, with 50% never visiting and 20% not answering the question.

Broom Green and pond:

More than weekly 2.03% (10)
Weekly 1.83% (9)
2 weekly 0.61% (3)
Monthly 2.64% (13)
Yearly 4.87% (24)
Rarely 18.05% (89)
Never 52.74% (260)
No answer 17.24% (85)

Analysis: 93% of total respondents visit Broom Green and pond annually or less, with 53% never visiting and 17% not answering the question. The population around Broom Green is small, and the location is outside the village and therefore it is to be expected that use of this small green is very low compared with some other open spaces.

Playing Field:

More than weekly 6.09% (30)
Weekly 10.95% (54)
2 weekly 3.65% (18)
Monthly 15.42% (76)
Yearly 6.09% (30)
Rarely 24.14% (119)
Never 19.88% (98)
No answer 13.79% (68)

Analysis: 64% of total respondents visit the Playing Field annually or less, with 20% never visiting and 14% not answering the question. 36% of total respondents visit monthly or more often resulting in at least 560 visits by household each month. Please refer to Question 35 regarding use of the playground.

Question 34: If any, describe recommendations you would make to improve the playing field.

There are 95 valid answers, producing 100 suggestions summarised as follows (the most popular at the top):

- Play equipment is old, boring and there is not enough; it compares very unfavourably with Swanton Morley (39)
- Adventure play facilities for older children/teenagers/skate boards/BMX etc (9)
- Move play area to green and make a car park (6)
- Install a couple of benches/more seats (6)
- The grass in the play area is too long (3)
- More tennis courts (3)

- Move the skateboard area to near play equipment so that drinking/drugs can be managed (3)
- A path/cycle track around the edge of the whole field (2)
- Bad surface for wheelchairs on car park (2)
- Make a larger car park (2)
- Move cricket so that it doesn't stop use of play equipment (2)
- Tree planting around the perimeter/southern boundary (2)
- Have a fenced dog area or dog exercise area and more dog poo bins (2)
- Kill moles (2)
- Better access lighting for pavilion
- Bowls club could do with running water
- It would be nice to be able to walk dogs around the field
- New path needed for cricket club mower to reach the grass
- Toilet facilities
- Light on tennis court to be turned off by 9.00pm
- Make better open access to tennis facilities
- Need rugby posts
- Re-direct lights on tennis courts downwards to avoid glare/light pollution
- Properly marked out full-size pitch
- Have 5-aside football pitch with goals
- Ban all dogs
- Allow tennis courts to be used by people not in tennis club
- Enclose play area with higher fence
- Allow golf practice at certain times
- Remove power lines
- Make a basketball pitch

Analysis: Although the play area was actually the subject of a *separate* question, (Question 37), the poor quality of the present play equipment generated huge criticism. 39 people made an unfavourable comparison with the playground at Swanton Morley. More play facilities are needed for teenagers, and enough people have suggested that all the equipment should be moved to the village green for the idea to be considered seriously. More seats are needed, and there is a wish to see more tennis courts.

Action: *Parish Council:* The Parish Council needs to review the provision and location of all these facilities, with the possibility of moving at least the play equipment to the village green if the green can be purchased from Norfolk County Council.

Question 35: Have children in your family used the children's play equipment in the last 2 years?

Yes: 29.94% (147)

No: 45.42% (223)

No answer: 24.64% (121)

Analysis: Almost 30% of the families in the village have recently used the play equipment.

Question 36: Do you think the play equipment is in the correct place?

Yes: 36.46% (179)

No: 18.94% (93)

No answer: 44.60% (219)

Analysis: Almost double the number of respondents wish to keep the equipment where it is compared with those who would prefer to see it moved.

Question 37: If any, describe ONE or TWO recommendations you would make to improve the play equipment or its location:

There are 131 answers, producing 210 suggestions summarised as follows (the most popular at the top):

- Equipment is dated and tired; provide new varied and more adventurous equipment in colourful modern materials for a wider age range; the present outdated equipment is frequently compared with the play area at Swanton Morley; several have suggested it needs its own car park (67)
- Move to green as a safer more central environment away from the road (49)
- Move away from cricket field or have a higher protective fence so it can be used during cricket matches at weekends (21)
- Move away from busy main road (19)
- Needs more space (9)
- Better facilities for older children and teenagers (6)
- Provide soft safety surfaces (5)
- Move to top of field (3)
- If it is moved to the green the dog mess problem needs to be addressed by having the area fenced (3)
- Cut the grass short and more often (3)
- Have exercise area for the elderly (3)
- Needs a car park (2)
- Have basket ball facilities (2)
- Provide picnic tables and benches (2)
- Swanton Morley is fab/great stuff! (2)
- Needs equipment for the under fives
- Needs better access
- Better maintenance
- Safety netting
- Improve visibility from road
- Location of skateboard ramp allows drugs/misuse and litter
- Move to Cathedral Meadows
- Skateboard ramps needs to be bigger
- Probably requires overall safety audit
- Add a toddler area
- Keep on the playing field because the village green is mainly for dogs
- Come on Elmham, let's get it improved!
- Separate fenced area for the under fives
- No change

Analysis: Whilst the majority of those who answered Q.36 wanted the play equipment to stay where it is, there were many helpful suggestions from those who would like to see the equipment moved. The overwhelming response to Question 37 can be summarised by one answer: "Swanton Morley puts us to shame with their fabulous play area". This is also reflected in the answers about the playing field in Question 34. There is a strong desire to see the play equipment entirely replaced with a modern more adventurous and attractive layout and to put it on the village green. People also want the range of equipment extended to provide more for older children. There is strong concern about its present site being so close to a busy main road. There is much resentment that the play area has to be closed at weekends during cricket matches. There is a wish that the grass in the play area is kept shorter, and cut more frequently, and that there should be more soft safety surfacing.

It is interesting that an exercise area for the elderly, as in Dereham, has also been suggested by 3 respondents.

Action: *Parish Council:* A thorough review of the play equipment and its location would be very worthwhile once the Parish Council has been able to progress negotiations with the County Council about the future of the village green. This will depend on the Parish Council being able to acquire ownership of the village green. In light of the strong response to this issue, every effort should be made to speed up these negotiations.

Question 38: Describe recommendations you would make to improve the following:

The village green:

There were 101 valid answers, summarised as follows (the most popular at the top):

- More seating, including next to path (20)
- Move play area to green (16)
- Dog owners required to keep green clean or have a dog warden on patrol with enforcement powers (10)
- Make a hardened path from Spencers Close, with most also suggesting it should be extended to Oak Avenue (9)
- Have parking for safe route to school and for play area (6)
- More dog poo bins (3)
- Have designated area for dog walking (3)
- Better drainage (3)
- Have lighting along existing path (3)
- Dogs to be on leads (2)
- Add a picnic area (2)
- Cut grass more often (2)
- Litter bins (2)
- Manage grass to create a wildlife habitat area (2)
- Plant more trees and shrubs (2)
- Make sure it is never sold for housing (2)
- Large dog fouling signs
- Pick up grass cuttings
- Public barbeque area
- Have an information point
- Path to Holt Road
- Have flower beds
- Have pond and ducks
- Improve width of gates to ease access for mobility scooters
- Buy it
- Restrict access from Spencers Close to prevent car and motorbike access onto green
- All gardens next to green should be fenced off to prevent dogs getting in
- Have basket ball and football pitch
- Ban dogs altogether
- Have stocks or a pillory (!)

Analysis: There are three main concerns which come out clearly:

1) the right place for the children's play area (16 responses). This is also supported by the response to Questions 36 and 37.

2) more seating is needed (20 responses)

3) stricter controls are needed over dog fouling and dogs using the green (20 responses).

There is a need for a hardened path from Spencers Close to Oak Avenue and for a parking area for people who wish to visit the green or use the safe route to school. Some lighting would be appreciated, as would an area set aside for wildlife conservation.

Action: *Parish Council:* As the authority which manages the green, the Parish Council will need to consider how these issues may be addressed, particularly in the light of current discussions with Norfolk County Council about buying the green.

Cathedral Meadows:

There are 31 answers, summarised as follows (the most popular at the top):

- Better signposting: where is it? (5)
- More seats (4)
- Updated information with map (3)
- Picnic area with tables (3)
- Beautiful – keep it as it is (2)
- Do nothing (2)
- Layer hedges instead of hacking at them (2)
- Keep free of dog mess (2)
- Cut paths (2)
- Have at least one dog poo bin
- Guided tours of the area could raise money for church/village
- Provide wider kissing gate for buggies
- Have toilets and water tap
- Clear moats (of soil fill?)
- Does anyone use this?

Analysis: There are only a few comments on the meadows. Respondents suggest better signposting, more seats, some picnic tables and an information board with a map. There is also a wish not to disturb this beautiful place too much.

Action: *Parish Council:* As owners and managers of the meadows, the Parish Council should consider providing better signposting, a new information board with a map and more seating.

Millennium Wood:

There were 44 responses, giving 48 suggestions summarised as follows (the most popular at the top):

- Better signposting and information with a map: where is it? (15)
- Improves access, make it accessible to buggies and wheelchairs (6)
- It is a sanctuary: leave it as it is (4)
- More seats (4)
- Keep free of dog poo; install a poo bin (3)
- Make a nature area for children (2)
- Thin out trees (2)
- Picnic tables (2)
- Maintain better (3)
- Protect trees from rabbits and deer
- Create access from Cathedral Drive
- Plant some fruit trees
- Provide a barbeque facility
- Collect litter
- Make more wildlife friendly
- Redesign information panel to correct orientation

Analysis: The main response to this question is either to ask where the Millennium Wood is, or to ask for better signposting and information. There are requests for improved access for children's buggies and wheelchairs and to provide more seats. As with the village green, there is a suggestion that management could allow for a wildlife area for children to explore. A picnic table would also be appreciated.

Prince William Wood:

There were 34 responses, giving suggestions summarised as follows (the most popular at the top):

- Needs signposting; where is it? (22)
- Better awareness of access (2)
- Keep free of dog poo (2)
- More seats (2)
- Clear away heaps of trimmings
- Thin trees out
- Maintain better (Upkeep of fences, hedges and paths)
- Never heard of this wood
- Footpath along main road
- Entrance from Back Lane

Analysis: This seems to be even less well known than the Millennium Wood although it is so close to the village. It clearly needs signposting. Seats would be appreciated.

Broom Green and pond:

There were 28 responses, giving 26 suggestions summarised as follows (the most popular at the top):

- Where is it? Information needed (8)
- Install seats (4)
- Better upkeep of fences, hedges and paths (2)
- Road surface needs maintenance (3)
- Leave it as it is/ looks fine (3)
- Clean up dog mess (2)
- Add ducks
- Cameras to stop fly tipping
- Have wildlife information boards
- Install duck crossing sign
- The improvements and upkeep of green and pond appreciated.

Analysis: Respondents are unsure where it is and would appreciate more information boards. Installation of seats would be appreciated.

Allotments

Question 39: Tick ONE of the following statements about allotments:

I have an allotment 4.49% (22)

I do not have an allotment but would be interested in having one 10% (49)

I have no interest in allotments 66.94% (328)

No answer 18.57% (91)

Question 40: Are there any improvements for the allotments or access to the allotments that you would like to see?

There were 70 responses, giving 76 suggestions summarised as follows (the most popular at the top):

- Wider site entrance; the current one is very dangerous; warning concealed entrance signs needed; more speed controls (38)
- A new footpath/cycle path to the allotments from the Kings Head is badly needed; the present pathway is impassable (13)
- Enforce maintenance of plots; if people don't keep them tidy they should be asked to leave (4)
- Have smaller garden plots; the large ones put people off (4)
- Move entrance to Brisley Road (3)
- Install a mirror in the hedge opposite the entrance (3)
- Allotments need tidying up; a bit of an eyesore (2)
- Need more allotments
- I think they are run exceptionally well
- Where are they?
- Traffic humps on road to slow down traffic
- If pedestrian access was better the school or playgroup could take up a patch
- Have rabbit-proof fencing
- Warning signs that there may be people walking on the road
- People should leave their allotments tidy when they give up
- Have secure store for tools

Analysis: The greatest concern is the vehicular access from the Dereham road, B1110; 60% of answers relate to this subject rather than the allotments themselves. The suggestions include making the entrance wider to improve the visibility, erecting a concealed entrance sign, tightening control over traffic speeds, installation of a visibility mirror, or moving the entrance to the Brisley Road, B1145.

The second largest group of answers indicates a strong feeling that a new footpath/cycle/access path is needed from the Kings Head corner.

Regarding the allotments themselves, one useful suggestion is that smaller plots could be offered as the size of the present ones can be daunting to some residents.

Action: *Allotment Trustees:* The serious concerns about the dangerous access should be addressed by the trustees by widening the visibility splay considerably. At the same time, the possibility of creating a footpath/cycle path from the crossroads should be explored.

There is a strong interest from people who would like to have allotments, although some would appreciate being offered smaller plots than those usually allocated.

Question 41: Would you use a cash point in the village, if one were available?

Yes: 60.82% (298)

No: 26.32% (129)

No answer: 12.86% (63)

Analysis: 60% of respondents, nearly 300 households believe they would use a local cash point.

Heritage Amenities

Cathedral ruins, Church and County School Station

Question 42: Have you visited any of these places in the last 12 months?

Cathedral ruins:

Yes: 68.98% (338)

No: 23.88% (117)

No answer: 7.14% (35)

Church as a place to visit:

Yes: 61.84% (303)

No: 29.80% (146)

No answer: 8.37% (41)

County School Station:

Yes: 50.61% (248)

No: 41.02% (201)

No answer: 8.37% (41)

Question 43: If YES, is there sufficient information available about them?

Cathedral ruins:

Yes: (254)

No: (44)

No answer: (143)

The Church as a place to visit:

Yes: (217)

No: (53)

No answer: (171)

County School Station:

Yes: (200)

No: (65)

No answer: (176)

Question 44: If any, describe any changes or improvements you would like to see:

There were 62 valid answers, summarised as follows (the most popular at the top):

Church and ruins:

- Produce a booklet, leaflets, maps and information about places of interest and their history in the parish (12)
- More and better signs and more accurate information about the ruins is needed (10)
- An information panel and more information is needed about the church and its history (4)
- Improve wheelchair access especially to the church (4)
- The distinction between "cathedral" and "chapel" is still not clear. The cathedral ruins signs are very misleading (3)
- General dog concerns (2)
- Change "chapel" sign at ruins back to "cathedral"
- Improve information boards generally
- More opportunities to go up church tower

- Display opening times of the ruins at the gate
- More wild flowers in the ruins
- Better maintenance
- Churchyard could be tidier
- More wildlife information needed
- Install seats in ruins
- More places to sit in all locations
- Change the “hideous” blue paint on church railings

County School Station:

- The station never seems to be open when we visit (4)
- Re-open train service to Dereham, stopping at Elmham (4).
- Have a sign at the County School turning to say when the tea shop is open (2)
- Remove speed bumps from County School road
- Have a better tea shop
- Have trains standing in the station
- Need footpath from station to Bintree Woods
- More wildlife information
- Close County School Station

Analysis: 69% of respondents have visited the Cathedral ruins and over 60% have visited the Church. The ruins are the most visited, probably because of regular dog walking and access to Cathedral Meadows. Half the respondents have visited County School station. More information about the church and ruins is requested, even though there are guidebooks for both places.

County School Station needs more information on when it is open to visitors. More seats are needed, especially in the ruins, and there is a wish that disabled access to the church be improved. Wildlife needs to be given greater prominence, particularly in the ruins and at County School.

Action:

- *Parochial Church Council/Parish Council:* The installation of illustrated heritage information displays about the village and its history, possibly in the church, would be appreciated. This would greatly improve public understanding of the church, the ruins and the history of the village over the last 2000 years and would also encourage tourism.
- *English Heritage:* A review of the presentation and interpretation of the ruins is clearly needed in the light of the on-going confusion over the interpretation the site.
- *Parish Council:* More heritage access information needs to be made available in the village. The Parish Council has agreed to raise funds to provide such an information board to identify places of interest outside the cathedral ruins. A suitable location for another similar board could be on the village green.
- *Parish Council:* Seats should be installed in the ruins and on some footpaths.
- *Parochial Church Council:* Better disabled access in the church is regarded as a high priority, and the PCC has already commissioned their architect to devise options for a disabled access scheme in response to this questionnaire.
- *Mid Norfolk Railway Company:* County School Station needs a facelift to improve its run-down appearance. It would benefit from better signage and presentation to restore its

rather low public image. Clear opening times are needed. A train standing in the station has been suggested as an additional attraction.

Footpaths

Question 45: How often do you use footpaths (not pavements) in and around North Elmham?

More than once a week 26.18% (128)

Weekly 10.63% (52)

Fortnightly 5.52% (27)

Monthly 16.97% (83)

Yearly 11.86% (58)

Never 22.90% (112)

No answer 5.93% (29)

Analysis: Almost 60% of respondents use footpaths at least monthly. Footpaths are used at least 1300 times per month.

Question 46: If any, describe any changes or improvements you would like to see made to footpaths:

There were 83 responses, providing 85 valid suggestions summarised as follows (the most popular at the top):

- Need clear signs directing people to them and have a map of recommended walks (13)
- Remove cattle from “disgusting” and “impassable” footpath north of Yarrow crossing: a “tragedy” (13)
- Clear up dog poo (6)
- Cut back hedges and vegetation near to footpaths (5)
- More dog poo bins/ clean up after dogs (5)
- Open railway line as a footpath to Dereham (3)
- More need to be wheelchair accessible paths (2)
- Make hardened footpath from the green to Spencers Close (2)
- They seem fine/satisfactory (2)
- Have more footpaths (2)
- Maintain footpaths from church to railway line properly (2)
- Flooding of footpath on village green sometimes a problem (2)
- Claim back footpaths from property owners in Eastgate Street on line of safe route to school (2)
- More places for dogs to be let safely off leads
- Need to be more pushchair friendly
- Make new footpath from Cathedral Drive to Millenium Wood
- Make a hardened path between Spencers Close and Oak Avenue
- Improve old railway line and made usable for cycles
- Open railway line as a footpath to Fakenham
- Create network of paths to neighbouring villages
- Paths very narrow in some parts of village
- Need more footpaths generally
- Make path along main road to County School
- Improve surfaces
- Improve steps from railway up onto the bridge for path to church
- The green is very well kept
- Have wider and safer paths to school
- Make more bridleways for horses

- Make private road from Yarrow to Bintree a public footpath
- Fill in holes on footpath between County School and Yarrow crossing
- Improve surface of railway line
- Have signs to Millenium Wood and Prince William Wood
- Remove trees along old railway line to improve views
- Ban dogs
- Have seats adjacent to paths.
- More litter clearance
- Create a footpath along Back Lane suitable for push/wheel chairs
- Less parking by residents on footpaths on side of streets
- Improve path to the allotments

Analysis: There is strong feeling about the walking conditions in winter created by the cattle on the path north of the Yarrow crossing to Broom Green. Issues with dog owners failing to clear up after the pets also ranks highly. There are views that the path to the Millennium Wood should be signposted, and there is also a clear wish that there should be a disabled access path to the wood. Several people would appreciate a hardened path between Spencers Close and Oak Avenue. The restoration of the safe route to school and the creation of more pavements in Eastgate Street as a part of that route would be welcomed. Other suggestions include the need for a safer and more satisfactory footpath to the allotments. The dangerous holes on the path north of County School Station were recognised as a problem.

Action:

- *Parish Council:* To request the County Council to take steps to ensure that the footpath north of the Yarrow crossing is usable and kept in reasonable condition.
- *Parish Council:* The footpath to the Millenium Wood should be signposted and made suitable for disabled access.
- *Parish Council:* Provide a hardened footpath from Spencers Close to Oak Avenue.
- *County Council:* Restore safe route to school and provide more pavements in Eastgate Street as a part of the route.
- *County Council:* Create safe footpath to the allotments.
- *County Council/Parish Council:* Repair footpath between County School station and the Yarrow crossing.

Question 47: Is there sufficient visitor information available about footpaths?

Yes: 21.88% (107)

No: 46.22% (226)

No answer: 31.90% (156)

Analysis: A small proportion said “Yes”, but a much larger group said “No”.

Question 48: Are there any particular routes you would like to see made into a new footpath/bridleway?

There were 89 responses, providing 82 valid suggestions summarised as follows (the most popular at the top):

- Disused railway line to Fakenham and Dereham for a new long distance footpath and cycle route; one suggestion is that it should be called “Watts Way” (14)
- Make old railway line an official path (11)
- A river Wensum walk (7)

- From the end of the pavement north to County School and on to the Council Houses (4)
- Information about existing footpaths first before new paths (4)
- To Bintree Woods with new footbridge over the river from railway line (3)
- Anywhere away from traffic (2)
- Elmham to Brisley (2)
- From railway line to river (2)
- From top of village to playing field avoiding main road
- From Worthing to Elmham
- Cathedral Drive to Millenium Wood
- Bridleway to bypass village centre
- From MilleniumWood to Holt Road
- Elmham to Billingford
- Elmham to Gateley
- Improve footpath on railway line to County School
- More signposts
- Elmham to Hoe
- Heath Road to Brisley Bell
- A safer path to the allotments
- A safe route to school
- Signpost a route through the ruins and Cathedral Meadows to the railway line because the present path past Vicarage Farm is impassable at times.
- To Elmham lake through Woods
- Spong Hill
- Spong Hill to Great Wood
- County School to Broom Green
- Back Lane to Beetley Common
- Railway line to Brookside
- Broom Green to Bintree Mill
- More paths on Elmham Heath
- Through Elmham Park
- Station Road to Bintree Woods
- From Eastgate Centre to existing path on village green
- Replace broken line of footpath behind the school
- Make the bridleway from the Yarrow Crossing to Broom Green suitable for horses
- From Heath Road, through the park, past Foxburrow Farm to Spong Bridge
- Signpost bridleways better
- Existing farm track at the green gates opposite Hall Farm on Eastgate Street northwards to join the railway line
- Re-instate the old road as a footpath from Old Hall on Eastgate Street north to the Millenium Wood
- New paths north from Yarrow to Sennowe Estate
- Don't use them

Analysis: The greatest number of suggestions centre on seeing the railway line converted to a cycle track and to extend that route south to Dereham. Some would also like to see it run north towards Fakenham. Several think that the route would be more beneficial as a footpath and cycle track than as a re-opened railway.

There is a wish for a riverside walk along the River Wensum, and this could be linked to the railway line path. This is followed closely by a wish to see a public right of way from County School over the bridge and through Bintree Woods to Billingford. There are several safety

concerns about the lack of a path beside the main road north from the village to the County School turning and beyond to the Broom Green council houses.

There are other very worthwhile suggestions. One involves a link from the Cathedral Drive area to the Millenium Wood and another the re-opening the old road (closed in 1829) from the Old Hall on Eastgate Street north to the Millenium Wood and the church.

Action:

- *Parish Council:* The installation, possibly on the village green, of a map showing all the existing footpaths available for walking in the parish and the surrounding area.

Public Toilets

Question 49: Should there be public toilets in the village?

Yes: 29.24% (143)

No: 59.51% (291)

No answer: 11.25% (55)

Analysis: There is a significant minority (29%) who would like public toilets in the village. However, almost 60% do not feel they are required.

Question 50: If you answered YES, where should the toilets be situated?

There were 130 answers, summarised as follows (the most popular at the top):

- Near the play equipment/playing field/pavilion (70)
- Near the ruins/church (13)
- Near the bus shelter/bus stop/bottle bank (11)
- In the church (7)
- Village green (5)
- Near school/surgery/post office (4)
- In the Institute/Memorial Hall (4)
- Cathedral Meadows
- Outside Kings Head

Analysis: There is a clear preference for the playing field, near the pavilion or the playing field car park. The second most popular option is the in the church/cathedral ruins area. Since there is a clear wish *not* to have general public toilets, the matter should be taken no further.

The Parish Church as a place of worship

Question 51: If you attended a service in the last two years, were any of the following important?

There were 354 answers, summarised as follows (the most popular at the top):

The type of service (136)

Time of day (90)

The length of the service (58)

Who is leading the service (50)

Other (20)

Question 52: If you answered OTHER to question 51, please describe the other factors:

There are 18 'other' responses, giving 21 suggestions, summarised as follows (the most popular at the top):

- I am a regular churchgoer –church a vital part of life – to be taught the Faith (4)
- The Christingle service (3)
- Temperature in the church(3)
- Event organised through local school (2)
- The music - we have a superb organist (2)
- I like to go to the Remembrance service
- Frosty reception - my faith is better served elsewhere
- I am a Roman Catholic
- Family service
- Sound system poor
- Would like services to be more modern
- Funeral

Question 53: If you have not attended a service in the last two years, is it because:

There were 283 answers, summarised as follows (the most popular at the top):

You have faith, but consider it a private matter (104)

You have no religious faith (99)

Other (30)

You are not C. of E. and your denomination is not catered for (29)

There is a better welcome elsewhere (9)

The length of service (4)

There are better facilities for children elsewhere (3)

Your non-Christian religion is not catered for (1)

There are more convenient times elsewhere (1)

There are more attractive types of services elsewhere (1)

There are shorter services elsewhere (1)

There is better access elsewhere (1)

Question 54: If you answered "other" to question 53, please describe:

There are 26 valid 'other' responses, which can be summarised as follows (the most popular at the top):

- Lack of time (2)
- Not friendly (2)
- Lack of mobility/ lack of disabled access (2)
- I am not religious but will attend funerals, weddings, etc (2)
- I sing in a choir based at Bawdeswell church/ play organ elsewhere (2)
- Belong to a church elsewhere (2)
- No car/ transport (2)
- No excuses – just haven't been!

- Temperature
- Unsuitable service times
- I am still considering going to the church
- Recently moved here
- Services boring
- Spend a lot of time out of village
- Doubts about the Church of England
- Lapsed Catholic, but appreciate kindness of the rector
- Buddhist
- Don't like rector
- Not sure how child-friendly services would be

Question 55: Which of the following should St Mary's Church be used for?

There were 952 answers, summarised as follows (the most popular at the top):

- Exhibitions (flowers, crafts etc) (375)
- Concerts (331)
- Meetings (public or group) (191)
- Only for services (32)
- Other (23)

Question 56: If you answered OTHER to question 55, please describe:

There are 23 "other" answers can be summarised as follows: (the most popular at the top):

- Any other use deemed suitable (13)
- Worshipping God (2)
- Any group that needs somewhere should be able to use the church for a fee
- Interdenominational annual service
- Charity auctions
- Musical events
- Plays, poetry, etc
- As Fakenham and Aylsham churches on market days
- Bell ringing and organ tuition
- Improve children's area – eating together is important to me

Question 57: Choose ONE or TWO of the following as a priority for changes to the fabric of the church building:

There were 559 answers, summarised as follows (the most popular at the top):

- Installation of toilets (224)
- Installation of small kitchen (116)
- Better facilities for visitors (information, posters, cards etc) (84)
- Better facilities for children (42)
- None of these (39)
- Creation of a small meeting room (37)
- Change the choir area for small congregation services (17)

Question 58: If you have other suggestions, please describe briefly:

There were 19 other suggestions summarised as follows (the most popular at the top):

- Movable seating to allow for other uses (2)
- A small meeting room would perhaps be useful (2)
- Sunday school
- Improve wheelchair access
- Church needs to be used for other functions
- School needs to acknowledge church's role
- Services need to be more modern and lively
- Services too dumbed down – should be more traditional
- Should be more information about the concerts in the church
- Turn the clock chimes off at night
- I would be against changes to the building
- A proportion of pews should be moveable
- Improve gardens for weddings
- Make church warmer
- Joint services with Victory Villages
- Rent out tower to cell phone companies
- Creation of music group

Analysis: There is a great variety of often conflicting suggestions, but it is clear that a sizeable proportion of the community takes an interest in the church and its activities.

There is considerable concern about the heating (this problem has now been addressed) and about disabled access, which the PCC hopes also to address. There is widespread support for the extending of uses to which the church should be put and also for the installation of toilets and a small kitchen, all of which will be welcomed by the PCC.

Action: *The Parochial Church Council:*

To ensure that there is a warm welcome for all.

Consider improving the children's area in the church.

To rethink the form of services to appeal to a wider range of worshippers as possible.

To consider transport to Church for those unable to travel on their own.

To consider installation of toilets and a small kitchen (this is already being considered by the Parochial Church Council).

Promote the church for other suitable uses such as a programme of summer concerts.

Local government and public services

Question 59: The Parish Council is empowered to raise money through the Council Tax. Are you satisfied with the way this money is spent?

Yes: 42.33% (207)

No: 5.93% (29)

Don't know: 44.58% (218)

No answer: 7.16% (35)

Question 60: If your answer to question 59 was NO, please describe why

There are 30 answers, producing 36 comments summarised as follows (the most popular at the top):

- Cannot discover how money is spent (11)
- Spend money on activities and amenities especially for 11-18 year olds (4)
- More and better-maintained pavements (4)
- Reduce money spent on street lighting (4)
- Parking control, especially for school drop-offs and pick-ups (2)
- Better road maintenance (3)
- Spend money on more open spaces (2)
- Money wasted/wasteful publications (2)
- More on long term/community benefits (2)
- A prompter reaction to big issues like gravel extraction
- More regular police presence

Question 61: The Parish Council has responsibility in the following areas. Please tick the TWO you think are the most important priorities:

Representation on Highway issues (255)

Representation on Planning issues (233)

Public open spaces (164)

Environmental concerns (128)

Street-lights (90)

Footpaths (59)

Play equipment (38)

Supporting voluntary groups (35)

Other (4)

Question 62: If your answer to question 61 was OTHER, please explain

There are 4 valid suggestions:

- When planning the future, to keep everyone informed
- Representing the whole community to protect village way of life
- Work with other parish councils on matters like access to the countryside
- Feeling safe in our own area.

Analysis: Over 40% are satisfied with the way that the Parish Council spends money; only about 6% are dissatisfied.

However, approximately the same number again does not express a view. It is unclear whether this results from a lack of interest or limited knowledge on which to make a response. 8 responses do highlight the difficulty in finding out the detail of how money is spent.

Highway and Planning issues are perceived as being by far the most important responsibilities for the Parish Council with Open Spaces and Environmental concerns featuring highly for a significant number of people.

Action: Parish Council: To publicise more information about their finances so residents can develop a greater interest in how the budget is used.

Question 63: Which sources of information do you use to learn about what the elected councils (Parish, Breckland and the County Council) are doing? Please tick:

This is a summary of the answers (the most popular at the top):

Elmham News (441)
Breckland Voice (246)
Local newspapers (230)
Local radio/television news (122)
Websites (72)
Published council minutes (54)
Open council meetings (32)

Question 64: How satisfied are you with the information provided by the following bodies?

Parish Council:

5 Very satisfied	19.84% (97)
4	28.22% (138)
3	29.24% (143)
2	6.54% (32)
1 Very dissatisfied	1.64% (8)
No answer	14.52% (71)

Breckland Council:

5 Very satisfied	7.36% (36)
4	22.09% (108)
3	39.47% (193)
2	10.02% (49)
1 Very dissatisfied	4.50% (22)
No answer	16.56% (81)

County Council:

5 Very satisfied	4.29% (21)
4	16.16% (79)
3	37.01% (181)
2	15.13% (74)
1 Very dissatisfied	7.57% (37)
No answer	19.84% (97)

Analysis: Elmham News is a vital vehicle in keeping people informed. Over 90% of respondents read the monthly magazine to learn about the Parish Council. (This high readership is confirmed by the responses to Question 88). Not surprisingly, therefore, people are most satisfied with the information provided by the Parish compared with the District and County Councils. Nevertheless, half of respondents read Breckland Voice with almost as many reading the Local press.

Action: Ensure all three Councils are made aware of these important findings.

**Question 65: If you had contact with the following bodies/organisations within the last 12 months how satisfied were you with the service provided?
(Percentages are of those providing an answer).**

Parish Council:

5 Very satisfied	26.36% (29)
4	30.91% (34)
3	27.27% (30)
2	10.00% (11)
1 Very dissatisfied	5.45% (6)
No answer	(379)

Breckland Council:

5 Very satisfied	17.16% (29)
4	24.85% (42)
3	30.17% (51)
2	15.97% (27)
1 Very dissatisfied	11.83% (20)
No answer	(320)

County Council:

5 Very satisfied	10.38% (11)
4	25.47% (27)
3	29.25% (31)
2	18.87% (20)
1 Very dissatisfied	16.04% (17)
No answer	(383)

NHS Norfolk (the Primary Care Trust):

5 Very satisfied	42.37% (75)
4	32.76% (58)
3	14.68% (26)
2	3.95% (7)
1 Very dissatisfied	6.21% (11)
No answer	(312)

Elmham Surgery:

5 Very satisfied	69.86% (292)
4	18.90% (79)
3	6.46% (27)
2	2.63% (11)
1 Very dissatisfied	2.15% (9)
No answer	(71)

The Police:

5 Very satisfied	18.27% (19)
4	19.23% (20)
3	24.04% (25)
2	12.50% (13)
1 Very dissatisfied	25.96% (27)
No answer	(385)

Question 66: If you were in any way dissatisfied with any of the above services, please explain why.

There are 62 valid answers summarised as follows (the most popular at the top):

- Lack of police presence and response (14)
- Unresolved problems (10)
- Poor representation /poor response (10)
- Difficulty getting an appointment at the surgery (8)
- Problems with Planning Department (6)
- Poor communication (6)
- Disinterest / Lack of cooperation (5)
- Websites difficult to navigate
- Inappropriate use of funds
- Lack of support
- No response to correspondence

Analysis: Out of all the contact with these organisations in the previous 12 months, approaching 40% of those were with Elmham Surgery. Almost 70% of respondents are very satisfied with Elmham Surgery rising to 95% of respondents who feel their satisfaction is average or better.

The number of people who had contact with the other organisations is much lower. However, based on those numbers, the percentage of those who feel their satisfaction is average or better is as follows (the highest at the top):

- NHS Norfolk 89.81%
- Parish Council 84.54%
- Breckland Council 72.18%
- County Council 65.10%
- The Police 61.54%

Action: *Parish Council:* Ensure that all these organisations are made aware of this information, particularly where satisfaction could be increased.

Question 67: Are you satisfied with the following services in the village?

Sewage Disposal:

Yes 69.94% (342)
No 7.98% (39)
No answer 22.09% (108)

Surface Drainage:

Yes 61.96% (303)
No 19.43% (95)
No answer 18.61% (91)

Reliability of mains electricity:

Yes 80.37% (393)
No 6.95% (34)
No answer 12.68% (62)

Domestic refuse collection:

Yes	85.69%	(419)
No	6.95%	(34)
No answer	7.36%	(36)

Recycling facilities:

Yes	74.64%	(365)
No	15.54%	(76)
No answer	9.82%	(48)

Question 68: If you answered NO to any of the sections in question 67, please explain.

There are 157 valid answers producing 171 comments summarised as follows (the most popular at the top)

- Surface water drainage (see below) (74)
- Recycling (47)
- Electricity supply failures (18)
- Weekly refuse collection (16)
- Sewage problems (mainly escaping) (16)

Surface water sites which are identified in the answers are these (the most popular at the top):

- Station Road (B1110) - level crossing (10)
- Eastgate Street - eastern end (7)
- Holt Road – near Post Office (7)
- Wensum Drive (3)
- Village green footpath (2)
- High Street (1)

Analysis: There is general satisfaction with these services. Notably, though, there are approaching 20% of all respondents who are dissatisfied with surface water drainage; this subject also accounts for over 40% of the subsequent comment and, in some cases, there is an associated escape of sewage.

Action: *Parish Council:* When these issues arise again these matters to be raised with Anglian Water.

Question 69: Should the village set up a group to look into renewable energy sources?

Yes	38.32%	(187)
No	16.39%	(80)
Don't know	35.04%	(171)
No answer	10.25%	(50)

Question 70: If you answered YES to question 69, please suggest any alternative energy generation you would like to be considered?

There are 151 answers, producing 212 suggestions summarised as follows (the most popular at the top):

- Wind (106)
- Solar (78)
- Hydro (13)
- Heat and ground source pumps (10)
- Biofuels (5)

Analysis: Approaching 40% of respondents feel that a group should be formed, although the type of power generation which is suggested is varied.

Action: *Parish Council:* to explore the formation of a village group to look at renewable energy.

Question 71: Which of the following do you try to recycle at the village recycling points?

Bottles (456)

Cans (176)

Textiles (147)

Paper/cardboard (169)

Analysis: 93% of respondents recycle glass at the points in the village. The facilities for the disposal of paper, cardboard and cans are duplicated by the refuse collections; the relatively low usage of textiles possibly reflects there being only one textile bank which is at the Railway Tavern.

Question 72: Does the village have a litter problem?

Yes 19.06% (93)

No 59.22% (289)

Don't know 16.19% (79)

No answer 5.53% (27)

Question 73: If you answered YES to question 72, please tell us where you think the problem is.

There are 81 valid answers, producing 85 suggestions summarised as follows (the most popular at the top):

- Cans, food or snack containers anywhere (26)
- Playing-field and village green (13)
- Eastgate Street and Back Lane (11)
- Near shops (10)
- At Bus shelters (8)
- Various individual complaints (17)

Analysis: The majority view is that the village does not have a litter problem, although approaching 20% consider there is. Most of the comments complain in general terms of cans, food and snack packaging discarded by the roadside and in the recreational areas which suggests that not all of the litter is left by the village residents.

Communication

Computers

Question 74: Does your household have a computer?

Yes: 77.05% (376)

No: 20.90% (102)

No answer: 2.05% (10)

Question 75: Do you use the internet at home?

Yes: 93.35% of those who have a computer (351)

No: 6.65% (25)

Question 76: If you answered YES to question 75, please indicate your type of use:

Personal use: 59.54% of those who use the internet (209)

Business use: 0.85% (3)

Personal and business use: 39.61% (139)

Question 77: If you use the internet do you use:

Dial-up: 4.86% (17)

Broadband: 95.14% (333)

Question 78: If you use Broadband, are broadband speeds:

Always adequate for regular use: 20.18% (68)

Usually adequate for regular use: 64.99% (219)

Rarely adequate for regular use: 12.46% (42)

Never adequate for regular use: 2.37% (8)

Analysis: Of all those using Broadband, 85% answer that Broadband speeds are always or usually adequate for regular use and only 15% feel they are rarely or never adequate.

We specifically decided not to ask in the questionnaire where households lived. However, some chose to divulge that information in the course of responding to other questions. There does **not** appear to be any simple geographic breakdown to explain the 15% who feel their Broadband speeds are inadequate.

For business use, these percentages reflect the same emphasis as the overall broadband speed figures.

Action: *Parish Council:* To nominate a councillor to monitor IT provision to the village, e.g. possibility of increased broadband speeds etc. and bring to attention of community if support is needed to achieve this.

Television

Question 79: Are you currently able to receive digital terrestrial television?

Yes: 74.33% (362)

No: 13.34% (65)

No answer: 12.33% (60)

(We did not ask is how many rely on (old) analogue transmissions and how many chose to receive satellite broadcasts).

Question 80: If you answered YES to question 79, is the picture quality:

Always acceptable: 33.24% (120)

Usually acceptable: 64.27% (232)

Rarely or never acceptable: 2.49% (9)

Analysis: 98% of those who can currently receive (new) digital terrestrial television find the reception to be acceptable. This is encouraging for the situation shortly when the (old) analogue signal is due to be switched off.

Mobile phones

Question 81: Do you use a mobile phone?

Yes: 89.94% (438)

No: 8.42% (41)

No answer: 1.64% (8)

Question 82: If you answer YES to question 81, please tell us which network you use:

Vodafone: 60.80% (259)

O2: 13.16% (56)

Orange: 11.74% (50)

Tesco: 6.81% (29)

T-Mobile: 3.52% (15)

Virgin: 3.05% (13)

3: 0.70% (3)

One tel: 0.22% (1)

Asda: 0% (0)

Question 83: Would you describe mobile 'phone coverage as:

Always acceptable: 5.29% (23)

Usually acceptable: 39.08% (170)

Rarely acceptable: 38.85% (169)

Never acceptable: 16.78% (73)

Question 84: If coverage is rarely or never acceptable, describe where in the village you would like an improvement?

Everywhere (55)

Eastgate Street (33)

Station Road (28)

Cathedral Drive area (26)

Holt Road (15)

Wensum Drive (14)

School and Surgery area (12)

Broom Green (12)

High Street & Church (10)

Heath Road (6)

County School (4)

King's Head (2)

Orchard Close (2)

Billingford Road (2)

(Note: Some respondents quote more than one place)

Analysis: The answers to Q82 and Q83 have been cross-matched. This exercise clearly demonstrates that the perceived shortcomings in coverage relate to all the main networks.

In the course of their answers, it became clear that people use their mobiles in different ways. Some still use landlines at home while others rely (or try to rely) solely on mobiles. The less than complete signal coverage is a source of constant irritation to a substantial number of residents.

Four households make firm statements that they would prefer to suffer shortcomings in coverage rather than have a transmitter mast in the village. The reasons for this concern are unclear in all cases but appearance is mentioned.

Action: *Parish Council:* To make network providers aware of the level of dissatisfaction with existing mobile coverage.

Telephone boxes

Question 85: In the last year, have you used either of the two public telephone boxes in the village?

Yes: 2.67% (13)

No: 94.46% (460)

No answer: 2.87% (14)

Analysis: Less than 3% of households (13) claim to have used a Call Box in the preceding year. This is hardly surprising in view of the high percentage of mobile 'phone users in the village.

Post boxes

Question 86: Are the post boxes conveniently located?

Yes: 79.88% (389)

No: 8.01% (39)

No answer: 12.11% (59)

Question 87: Describe any re-location of post boxes you believe would be of benefit in the village?

There are 48 responses, producing 39 valid suggestions summarised as follows (the most popular at the top):

- Near pavilion/shop/Kings Head (29)
- On Cathedral Drive estate (2)
- By Church (2)
- Near Railway Public House/Take Away (2)
- County School
- Surgery
- Eastgate Street
- Green

Action: *Parish Council:* To approach Royal Mail regarding installation/relocation of a box in the pavilion/shop/King's Head Public House area.

Elmham News

Question 88: Do you read the Elmham News?

Yes: 97.74% (476)

No: 1.23% (6)

No answer: 1.03% (5)

Analysis: Almost every household reads the monthly free magazine. This supports the responses to Q.63. However, answers in other sections suggest that there is sometimes a lack of awareness about local events which could mean that it is not always read very thoroughly.

Question 89: If YES to Q.88, do you find the information and articles useful?

Yes: 95.05% (461)

No: 2.06% (10)

No answer: 2.89% (14)

Question 90: Would you like to suggest any changes to the content of Elmham News?

Please describe:

There are 87 responses, producing 83 valid suggestions summarised as follows (the most popular at the top):

- Good as it is (20)
- More from organisations (6)
- Pictures (4)
- More from people in village (4)
- More from school (4)
- Have a children's section (4)
- Too many adverts (4)
- Need more about the history of the village (4)
- More from young people (3)
- More from surgery (3)
- Sale or exchange section (3)
- Recipes and gardening articles (2)
- Be less church orientated (2)
- Parish Council makes adverse comments without consulting (2)
- Bigger print (2)
- Crosswords and puzzles
- Bus timetables
- Mobile library times
- Colour
- More information on Bintree woods
- Better cover
- News from other villages
- Welcome new people to village
- Update format and layout
- Less stuffy
- Move church services to the front of the magazine again
- Don't assume people know where places are
- More contact details
- Parish Council to give details of expenditure
- More on Community Farm
- Early delivery

Analysis: There is a wealth of ideas for consideration.

Action: *Elmham News Editorial Committee:* are already considering the practicalities of implementing some of these changes.

Question 91: Would you be interested in helping produce or deliver the Elmham News each month?

Yes: 7.19% (35)

No: 68.79% (335)

No answer: 24.02% (117)

Analysis: Of the 35 people who offered assistance with producing or delivering the Elmham News; approximately half are already involved.

Question 92: Are you aware of the village website?

Yes: 78.23% (381)

No: 16.22% (79)

No answer: 5.54% (27)

Question 93: Do you use the village website?

Yes: 30.60% (149)

No: 61.40% (299)

No answer: 8.01% (39)

Question 94: Are you registered with the village website?

Yes: 18.69% (91)

No: 70.43% (343)

No answer: 10.88% (53)

Question 95: What additional content or improvements would you suggest for the village website?

There are 32 responses, producing 23 valid suggestions summarised as follows (the most popular at the top):

- Excellent content (9)
- Easier access to the site (3)
- Ability to ask questions and have a forum for discussion (2)
- More photographs
- More input from young people
- Events/news from other villages
- Links with Quiz sections/BBC/Facebook/Freecycle
- Details of group purchasing
- Lost and Found
- Update more regularly
- What's on at Tracks
- Add fishing catches

Analysis: The website is managed by the Elmham News Editorial Committee. Almost 40% of those who are aware of the village website actually use it. Just over 60% of those who use the website are registered with it. The majority of suggestions indicated satisfaction and offered praise. A small number of others would like more information and fresh features.

Action: *Elmham News Editorial Committee:* To consider how they may increase usage of the website and contributions to it.

The Future

Question 96: At a public meeting it was agreed that the built-up area of the village should not be allowed to expand beyond its existing boundaries. Do you agree with this decision?

Yes: 72.48% (353)

No: 11.50% (56)

Don't know: 12.32% (60)

No Answer: 3.70% (18)

Question 97: Describe ONE or TWO changes to the village which might add to the quality of village life.

Question 98: Please use the space below to provide any additional comments on important issues not covered in this questionnaire:

There are 192 responses to Q.97 and 112 responses to Q.98 which have been combined to produce the following list of 241 valid suggestions summarised as follows (the most popular at the top):

- Safer roads/traffic calming/speed restrictions/ban lorries (35)
- Support privately run butchers/bakers/hair dressers/beauty salon/grocer/local businesses/rural workshops/studios/Farm shop (23)
- Better childrens play area and facilities/relocate play area to village green (15)
- Safer access and parking for school (10)
- Control parking at junction of Cathedral Drive/Holt Road/Surgery (9)
- Clear up area around Old Station/bottom of Eastgate (9)
- Improve local shop (9)
- One way traffic through Eastgate/Parking problems in Eastgate Street/make Eastgate 'Access Only' (8)
- Affordable housing/rentable property (8)
- Improve Kings Head/Railway Tavern (8)
- Picnics and concerts on the Ruins or Green/Village Fete/Village Activities (8)
- New village hall/community centre/relocation of village hall (7)
- Prevent infilling building developments (6)
- More social events/clubs and societies/concerts/drama (5)
- Increase bus service to towns and cities/Buses to run later in the evening (5)
- ATM machine (4)
- More facilities for teenagers/Youth groups (4)
- Mobile telephone reception/Better Broadband speed (4)
- Gritting/salt in Eastgate Street in winter (3)
- Petrol station (3)
- Restaurant (3)
- Gym/fitness club/swimming pool (3)
- Community farm (3)
- Improve school (3)
- Control of antisocial behaviour/vandalism (3)
- More police presence (3)
- Control fouling from dogs (3)
- More footpaths (3)
- Cycle route to Dereham/More cycle paths (3)
- Better parking at village green (2)
- More consultation on planning and building (2)
- Extend opening hours of Post Office (2)
- Permanent building for the Play Group (2)

- Internet access in cafe/institute/pavilion (2)
- Curb light aircraft aerobatics/low flying aircraft (2)
- Dental surgery (2)
- 'Out of hours' cover by Elmham Surgery doctors
- Wider pavements for disabled access
- Tarmac Cathedral car park area
- Ban parking in Spencers Close
- Allow village to grow
- Allow building in other parts of village to stop overcrowding
- Have a 'swap and barter' system for exchange of produce and skills
- Creation of Industrial or Commercial area by the Old Railway Station
- Small hall with kitchen and toilets in Spencers Close
- Extend Pavilion to include an extra larger room and more parking
- Utilise Eastgate Centre as a social area for older children
- Move cricket pitch further away from the road
- Village cinema
- Collection/Delivery service for the elderly
- Neighbourhood Watch
- Turn off village lamps after 11.30pm
- Pavement between County School Station and village

Analysis: There is a general feeling that this village is a particularly good place to live and residents would wish it to prosper without growing significantly.

YOUTH SURVEY

There were 22 responses online to this survey:

Female: 59.09% (13)

Male: 40.91% (9)

Question 1: How old are you?

12 years 22.73% (5)

13 years 18.18% (4)

14 years 4.55% (1)

15 years 27.27% (6)

16 years 22.73% (5)

17 years 4.55% (1)

Question 2: If you go to school or college, which one do you go to?

Northgate 45.45% (10)

Neatherd 36.36% (8)

Dereham 6th Form 9.10% (2)

College 4.55% (1)

None 4.55% (1)

Question 3: What do you do during the day?

School 81.82% (18)

College 13.64% (3)

Work fulltime 4.55% (1)

Question 4: Are you involved with any of the following activities in North Elmham?

Scouts (2)

Guides (2)

Youth Club (0)

Football Club (5)

School/College Clubs (2)

Young Farmers (0)

Other (3)

Question 5: What other activities are you involved with?

Horse riding (2)

Environmental Committee

Tennis (2)

Hockey

2nd Dereham Scouts

Netball

Band practice

Holt Rugby Club

Rugby Team

Basketball team

Badminton

Dereham Otters

Ju-Jitsu

Pentanque – County level

Debating Club

Magic Club

Drama Group

Swaffham Rugby Club

Question 6: Would your parents be interested in helping with any of these activities?

If YES please leave details at the end of the survey

Yes 13.64% (3)

No 27.27% (6)

Don't know 36.36% (8)

No answer 22.73% (5)

Question 7: Do you have to travel out of the village to attend clubs and activities?

Yes	72.73% (16)
No	22.73% (5)
No answer	4.55% (1)

Question 8: How far do you have to travel?

Swaffham	(1)
Dereham	(12)
Fakenham	(1)
Norwich	(3)
Great Yarmouth	(0)
Other	(4)

Question 9: Please tell us where else you travel for activities?

Dereham	Scarning
Holt	Just outside village
Swanton Morley	All over the country
Blackwater Farm	No where else

Question 10: What are the activities and sports you have to travel for?

Rugby (3)
Cinema (2)
Drama (2)
Horse riding/competitions (2)
Badminton
Band gigs
Basketball
Bowling
Cricket
Football
Football (girls club)
Golf
Hockey
Ju-Jitsu
Kayaking
Library
Network Scouts & Senior section
Pentanque
Seeing friends
Shopping
Swimming
Tennis club

Question 11: When you travel, how do you get there?

Lifts from friends	(6)
Lifts from parents	(15)
Taxi	(0)
Bus	(5)
Cycle	(1)
Other (walk)	(1)

Question 12: What do you think about these village facilities? Indicate your opinion with a score of 1-5 with 1 being poor and 5 being excellent.

Memorial Institute

1 (poor)	14.29% (3)
2	14.29% (3)
3	38.10% (8)
4	23.81% (5)
5 (excellent)	(0)
No answer	9.52% (2)

Village Green

1 (poor)	4.76% (1)
2	4.76% (1)
3	52.38% (11)
4	33.33% (7)
5 (excellent)	4.76% (1)
No answer	(0)

Recreation Ground (Green Field)

1 (poor)	9.52% (2)
2	14.29% (3)
3	42.86% (9)
4	28.57% (6)
5 (excellent)	4.76% (1)
No answer	(0)

Eastgate Centre

1 (poor)	4.76% (1)
2	42.86% (9)
3	33.33% (7)
4	9.52% (2)
5 (excellent)	4.76% (1)
No answer	4.76% (1)

Question 13: Are there other facilities you would like to see in your village?

- Bigger Skate Park (2)
- More sports facilities (2)
- Bigger Park area (2)
- Proper fun youth club (2)
- More social facilities
- Village dances/socials
- Toilets

New play area on Spencer's Field
 A teen area where you could go to chat with friends
 Better skate equipment ie Half pipe
 Drama Group
 Badminton Court
 Shops

Question 14: If midweek facilities were provided, would you be interested in using them?

Yes 23.81% (5)
 No 9.52% (2)
 Don't know 61.90% (13)
 No answer 4.76% (1)

Question 15: Would you be interested in professional sports coaching in the summer holidays?

Yes 42.86% (9)
 No 23.81% (5)
 Don't know 23.81% (5)
 No answer 9.52% (2)

Question 16: What activities would you like coaching for

Athletics	(1)	Badminton	(1)	Basketball	(1)
Cricket	(2)	Football	(3)	Girls Football	(1)
Golf	(1)	Hockey	(2)	Netball	(4)
Riding	(1)	Rugby	(4)	Table tennis	(2)
Tennis	(5)				

Question 17: Are any of these issues important to you?

Speeding traffic (6)
 Lack of street lighting (5)
 Litter in village (8)
 Nowhere to go locally (13)
 Personal security (5)
 Poor bus service (13)

Question 18: Are there any other issues that concern you?

Graffiti on the park and skateboard ramp (1)
 Vandalism in the village (2)
 Teenagers who smoke, drink and other stuff (1)
 No jobs for young people (1)

Question 19: Would you like to be more involved in making decisions in your village ie as a member of a Youth Forum or Council?

Yes 28.57% (6)
 No 33.33% (7)
 Maybe 33.33% (7)
 No answer 4.76% (1)

Question 20: Do you currently have Broadband connection – would you like one or access to one?

I use broadband but find the service poor, intermittent and limited	14.29% (3)
I use broadband and have a good service that suits me	52.38% (11)
I have an excellent fast Broadband service(more than 4Mb/sec)	28.57% (6)
No answer	4.76% (1)

Question 21: If you are a mobile phone user, how would you rate your reception both at home and within the parish generally?

At Home

Poor	42.86% (9)
Acceptable	38.10% (8)
Good	9.52% (2)
Excellent	9.52% (2)
Don't know	(0)
No answer	(0)

Within the parish

Poor	19.05% (4)
Acceptable	33.33% (7)
Good	38.10% (8)
Excellent	(0)
Don't know	4.76% (1)
No answer	4.76% (1)

Question 22: How do you find out what is happening in the village?

Word of mouth	(16)
Elmham News	(11)
Notice Boards	(4)
Advertisements	(2)
Local Newspaper	(2)
Northelmhamvillage.org.uk website	(2)
Attending local meetings	(0)

Question 23: Are there any other issues that you think should be covered in the future?

- Better play area for all ages (2)
- Things to do for children so local people don't complain when we make a lot of noise and have nowhere to go, more social activities (2)
- Encouraging the village to be more environmentally friendly
- Free bus passes for under 18's
- More job opportunities
- More space for the tennis courts
- Graffiti
- Vandalism in public places

PRIMARY SCHOOL SURVEY

Responses from 51 North Elmham resident pupils, aged from 5 to 11 inclusive:

23 boys

28 girls.

North Elmham Primary After-school Clubs.

30 pupils attend a North Elmham Primary School after-school club(s)

North Elmham Clubs.

16 pupils attend Uniform clubs (i.e. "brownies" and "cubs")

13 pupils attend Tennis clubs

New Clubs.

37 pupils wanted new clubs in North Elmham, the major requests being:

Swimming 9

Dance 5

Clubs Outside North Elmham.

28 pupils go to clubs outside North Elmham.

Of these 28, for 21 the major location is Dereham with parents almost entirely relied upon for transport.

11 attend swimming,

4 play hockey

4 ride ponies.

Village Amenities.

Scoring the amenities on a scale of 1 = didn't enjoy being there; 5 = enjoyed being there],

40 pupils have attended events/clubs at the **Memorial Institute** giving it a score of 4

28 pupils have attended events/clubs at the **Eastgate Centre** giving it a score of 4

41 pupils have met friends or played on the **Village Green** giving it a score of 4.5

42 pupils have met friends or played at the **Recreation Ground** giving it a score of 4

New Facilities.

Asked to name **new buildings or places** they would like to see in the village:

8 pupils requested swimming facilities

3 pupils requested a bakery.

Summer Holiday Activities.

29 pupils requested **professional coaching**:

6 requested Golf

5 requested Football

4 requested Swimming

4 requested Athletics

Living in North Elmham

Given up to **3 things to like** about being in North Elmham:

21 pupils expressed "friendliness";

18 pupils expressed "environment";

9 pupils expressed an identification of the range of "clubs/activities"

Given up to **3 things not to like** about being in North Elmham:

12 pupils identified "graffiti and litter";

9 pupils identified "fast cars; noisy, narrow roads".