



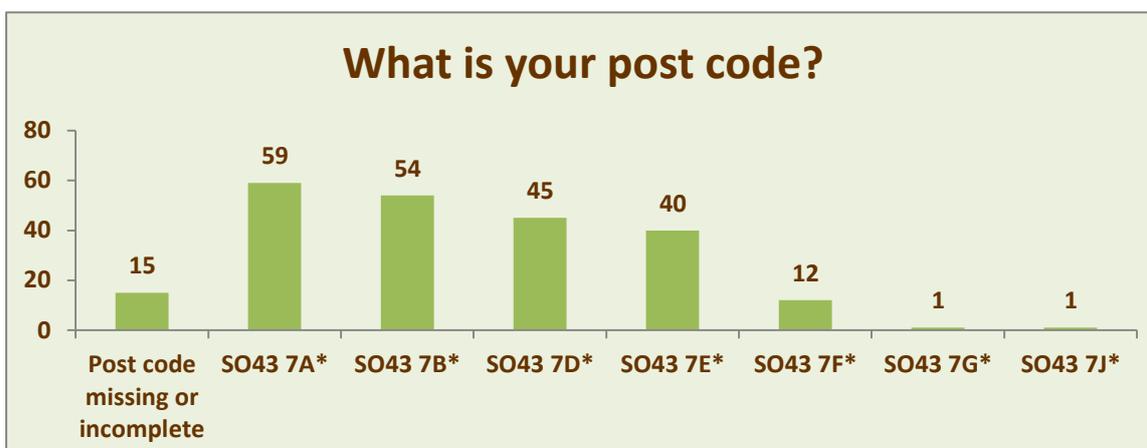
RESIDENTS' SURVEY

JUNE 2018

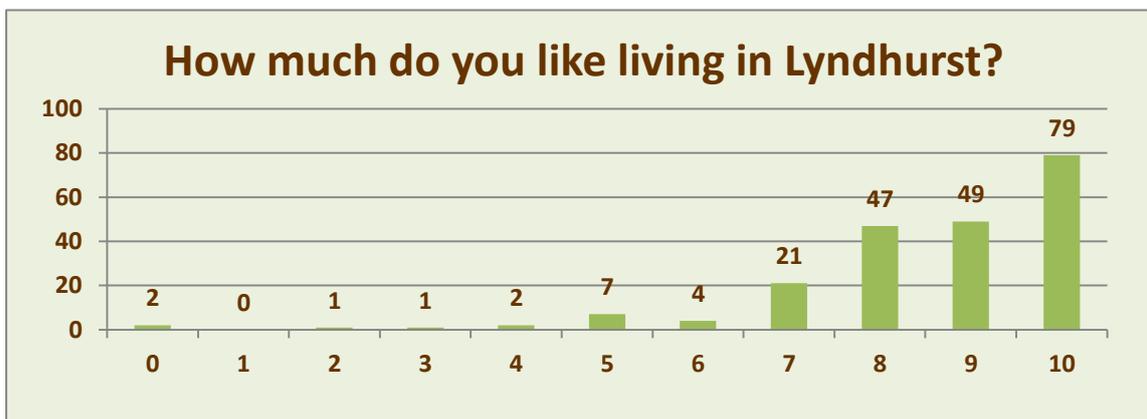


1 Overview

- 1.1 In June 2018, hard copies of the survey were distributed with the Lyndhurst Community Centre “What’s On” magazine and were available from the Community Centre and the Parish Council office. An electronic copy was placed on the village website. Respondents were able to return completed surveys via email or hard copy post boxes at the Community Centre and Parish Council office.
- 1.2 In April 2018, a consultation exercise was conducted by Lyndhurst Community Centre in which visitors were invited to write answers to four questions on “post-it” notes and place them on a designated display boards. A summary of these responses is included as an Appendix to this report.
- 1.3 We received 227 returns from 61 different post codes:

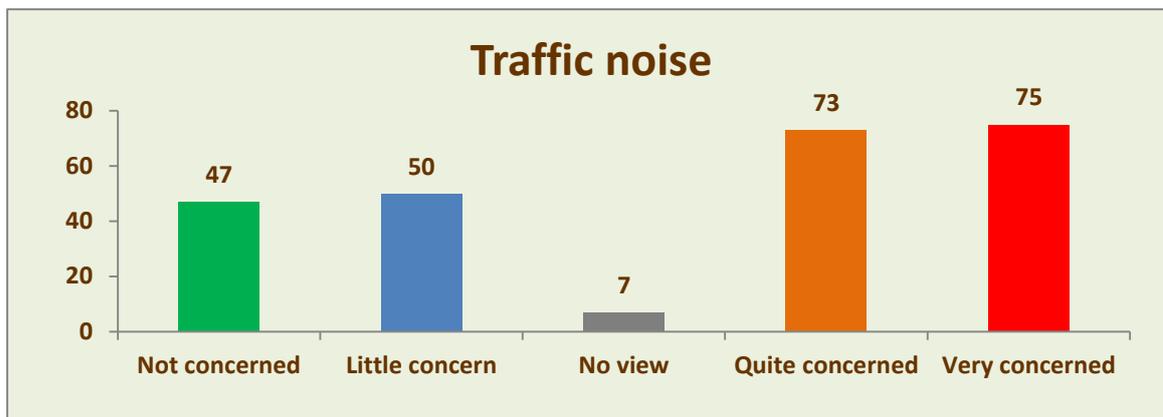


- 1.4 We then asked respondents to indicate on a scale of 1-10 (1 = lowest, 10 = highest), how much they liked living in Lyndhurst?



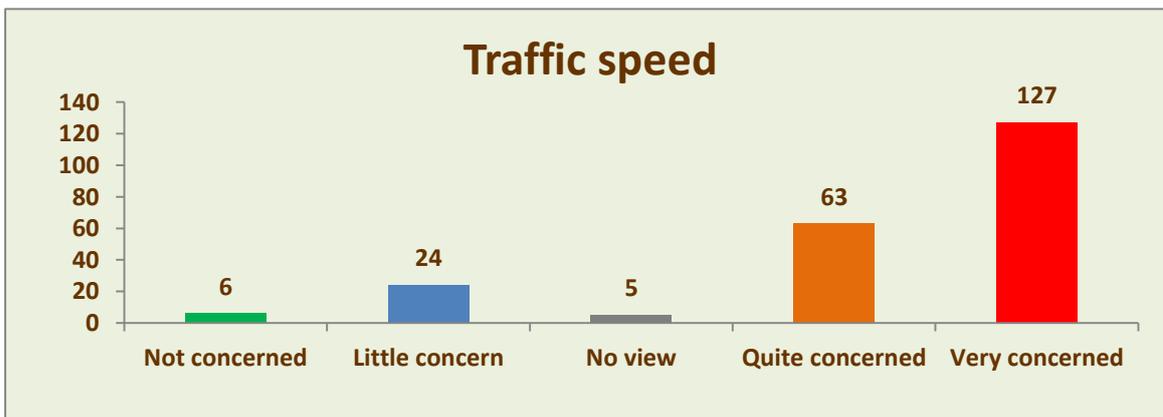
2 Potential Concerns

2.1 We asked residents how concerned they were about traffic noise:



2.2 One respondent expressed concern about the noise of motorbikes, particularly at night.

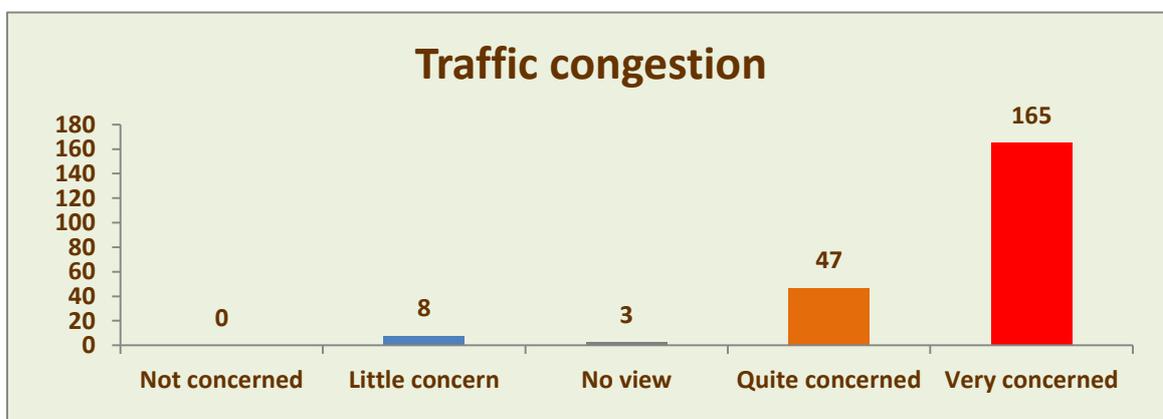
2.3 We then asked residents how concerned they were about traffic speed:



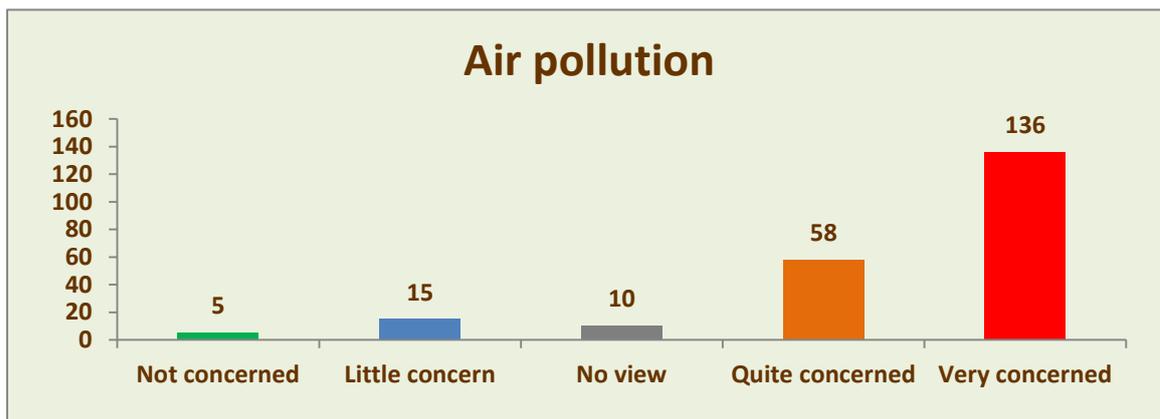
2.4 One respondent asked that “SLOW” be re-painted on Romsey Road and added at Gales Green. **This is a matter for HCC Highways.**

2.5 Another respondent enclosed a letter to The Times (31 May 2018) describing smart traffic lights used in Spanish villages that turn red when speeding is detected.

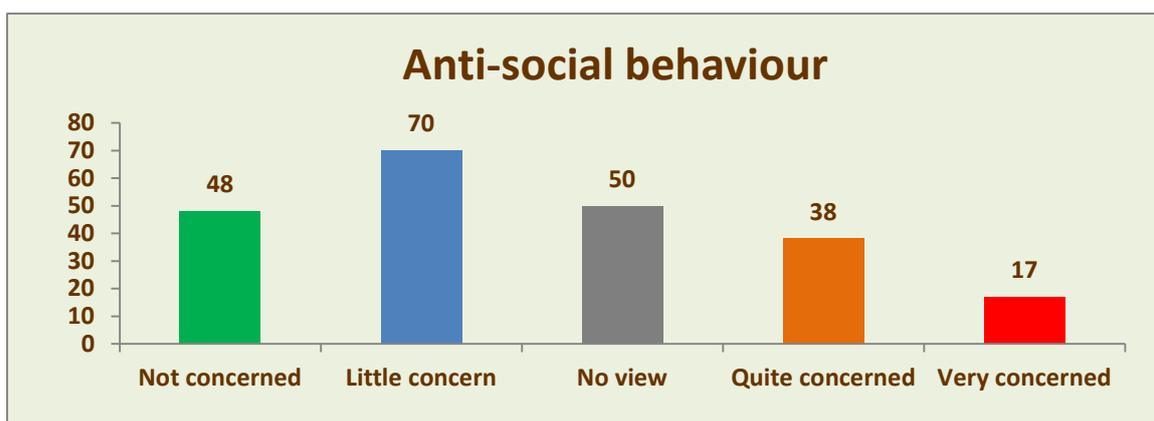
2.6 We asked residents how concerned they were about traffic congestion:



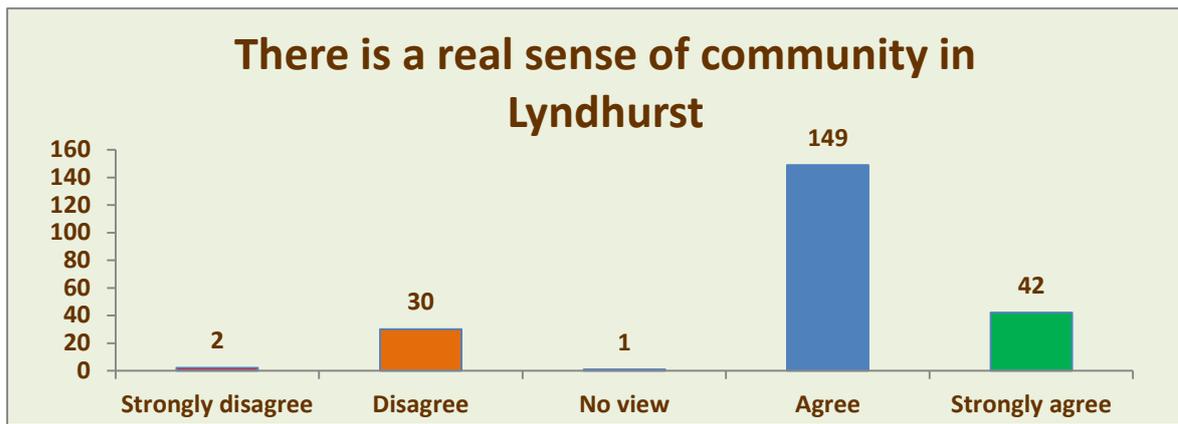
- 2.7 One respondent said that summer traffic needed diverting.
- 2.8 Three respondents expressed concern about the number of large lorries turning left into Romsey Road.
- 2.9 One respondent said that New Forest National Park Authority should do more to manage traffic and tourism.
- 2.10 **These matters remain concerns for Lyndhurst residents and the wider New Forest community. Current Government austerity measures mean the necessary investment is unlikely to be found in the near future.**
- 2.11 We asked residents how concerned they were about air pollution:



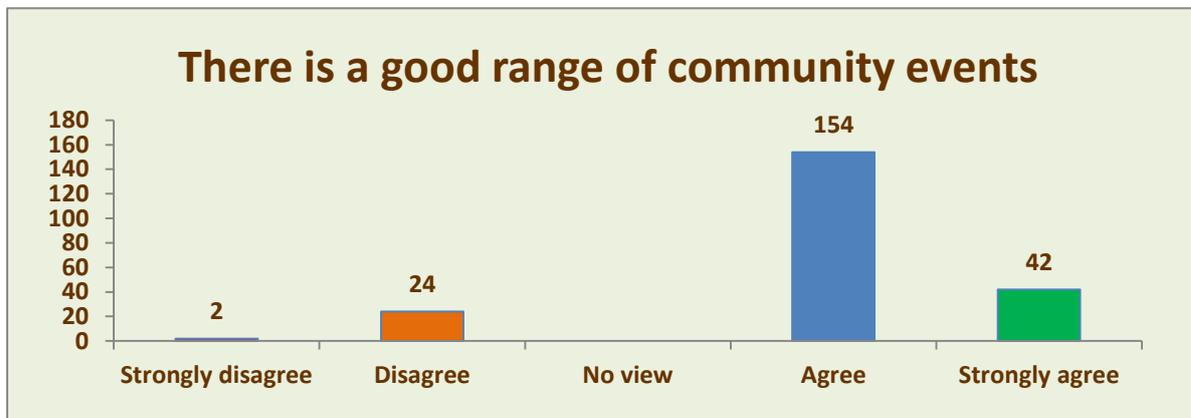
- 2.12 Not surprisingly, respondents were worried about traffic fumes, particularly vehicles waiting at the traffic lights, outside the school and close to the recreation ground. **The Parish Council will continue to explore air quality issues.**
- 2.13 In contrast to previous questions, relatively few respondents were concerned about anti-social behaviour:



3 Lyndhurst as a Community



4 Community Events



- 4.1 Two residents asked for some sort of music/performance festival.
- 4.2 One resident suggested the village organise a Lyndhurst in Bloom event.
- 4.3 **We regret that the Parish Council does not have the capacity to organise a music / performance festival but we will explore the feasibility of organising a Lyndhurst in Bloom event.**

5 Shops and Services



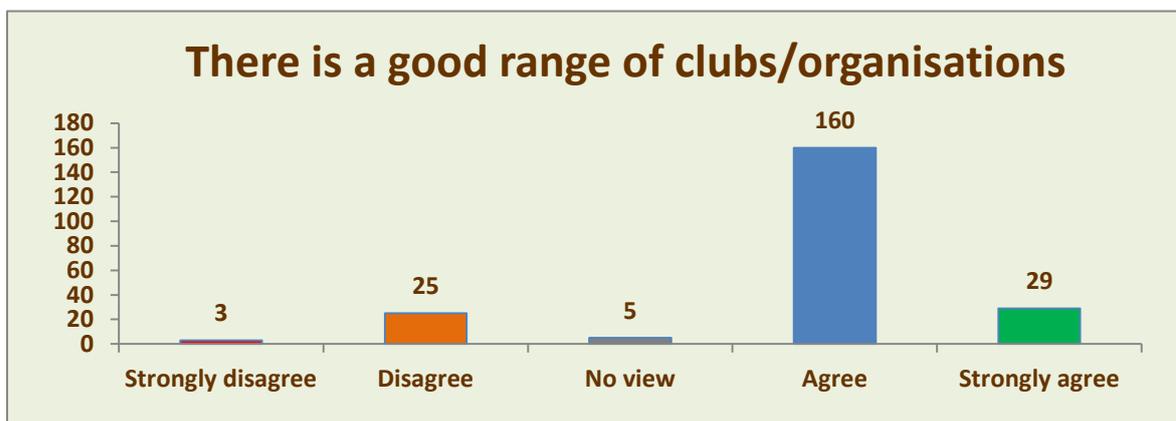
Shops

- 5.1 27 residents commented that they wanted to see fewer charity shops and cafes and more shops and services for local people. The shops requested were:
- bakery (bread, not just cakes!)(17 requests);
 - greengrocer (17 requests);
 - hardware/ironmongers/electrical (22 requests);
 - cobbler/shoe shop (12 requests);
 - bookshop (8 requests);
 - pet shop/pet supplies (4 requests);
 - key-cutting service (3 requests);
 - fishmonger (3 requests);
 - florist (5 requests);
 - banks (3 residents);
 - optician (4 requests);
 - newspaper delivery (2 requests);
 - stationer (3 requests);
 - supermarket (3 requests);
 - clothes shop / tailors (3 requests);
 - plus one request each for bistro serving British food; cheesemonger; dry cleaner; garden centre/shop; general store; haberdashery; launderette; phone shop; vegan café; smoothie bar; saddler; shop selling local produce; solicitor; “Poundland”.
 - 5 residents said they wanted a post office but it is not clear whether these surveys were completed before the new Co-op facility was fully operational.
- 5.2 Two respondents suggested a need for a New Forest tourist information office.
- 5.3 Four respondents appealed for more independent shops, one adding that they should be “classy and bespoke”.
- 5.4 Five respondents commented that goods were too expensive in Lyndhurst.
- 5.5 Three respondents commented that High Street businesses rates were too high; one suggested they be reduced or that the first year was free for new independent businesses. **Parish Council will ask NFDC to consider business rates reduction schemes.**
- 5.6 Three respondents commented that the chairs, tables and A-boards belonging to High Street cafes constituted a hazard for pedestrians, especially disabled people. **Much street furniture is within each café’s property line and generates much needed income for the village. However, Parish Council will monitor where hazards are being created on public footpaths.**
- 5.7 Suggestions relating to the Lyndhurst Park Hotel site have been grouped together in Section 12 of this report.

Services

- 5.8 One respondent commented on the need for more appointment slots at the surgery. **This comment will be passed on to the Lyndhurst Surgery.**
- 5.9 One respondent wanted to see an NHS Dentist in the village.
- 5.10 Two respondents asked for a nursery to be established in Lyndhurst.

- 5.10 **Parish Councillors will publicise the reported demand for various shops and services and, where possible, seek expressions of interest.**
- 5.11 One respondent wanted a better-stocked library; another for the library to run a homework club for school students. **Comments have been passed onto the Lyndhurst Library.**
- 5.12 Suggestions relating to the Lyndhurst Park Hotel site have been grouped together in Section 12 of this report.

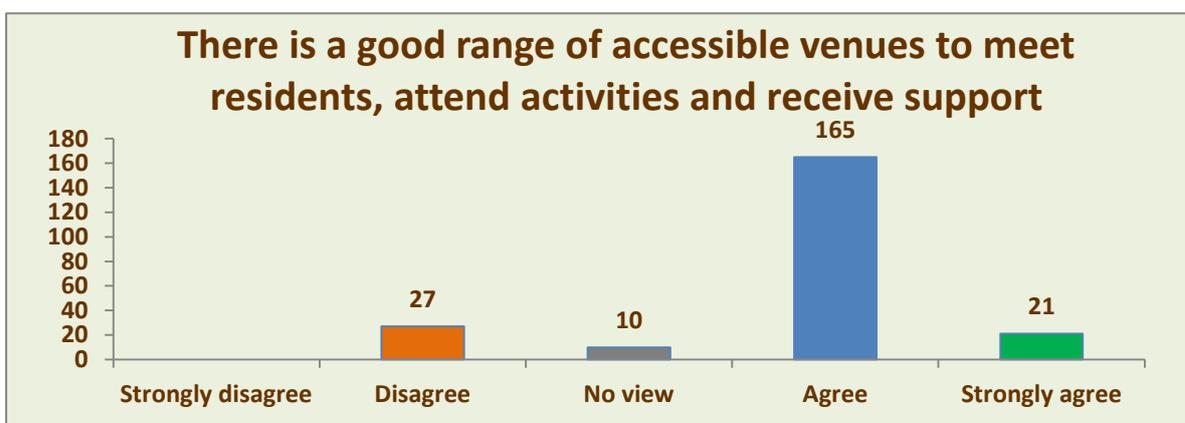


Clubs and Organisations

- 5.13 See Appendix (page 28) for results of separate Lyndhurst Community Centre consultation exercise.
- 5.14 Respondents suggested a number of clubs and activities that they would like to see established:
- arts & crafts groups (2 requests);
 - befriending group;
 - bridge club;
 - chess club;
 - dance club (e.g., Ceroc)
 - exercise / fitness club for people of all ages 2 requests) “in the evening” (one request);
 - gardening club (3 requests);
 - historical society;
 - knit and natter;
 - mother and toddler groups (such as Tumbletots);
 - poetry group;
 - rugby club (two requests);
 - running club for all abilities (two requests);
 - social mornings;
 - teen/young people’s activities (2 requests);
 - walking group (2 requests);
 - Women’s Institute (3 requests);
 - women’s sports;
 - yoga club.

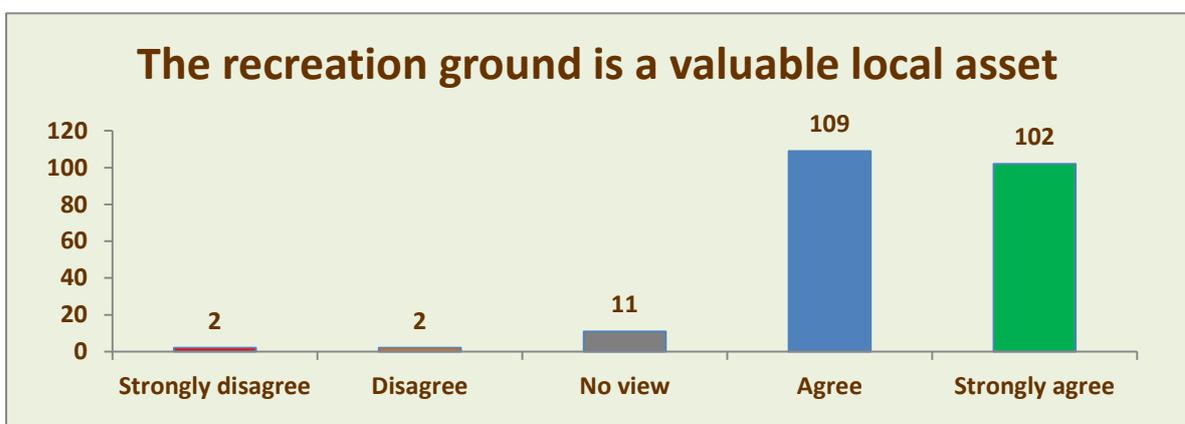
- 5.15 Eight respondents asked for a youth club/café, possibly in the Community Centre; one respondent suggesting the creation of a youth health club, another a group that promoted volunteering/community service.
- 5.16 Three respondents asked for more film nights.
- 5.17 One respondent asked for a greater range of activities during the day.
- 5.18 One respondent asked for more activities at the Community Centre.
- 5.19 One respondent asked for the resurrection of the Lyndhurst Music Society.
- 5.20 **Parish Council will pass on these requests to Lyndhurst Community Centre.**

6 Accessible Venues



- 6.1 Three respondents asked for more support for disabled people, one asking for a disabled people’s support group at Lyndhurst Community Centre; another asked for a club to support those suffering from brain damage; and the third suggesting a Depression support group. **The Parish Council will pass on these requests to Lyndhurst Community Centre.**

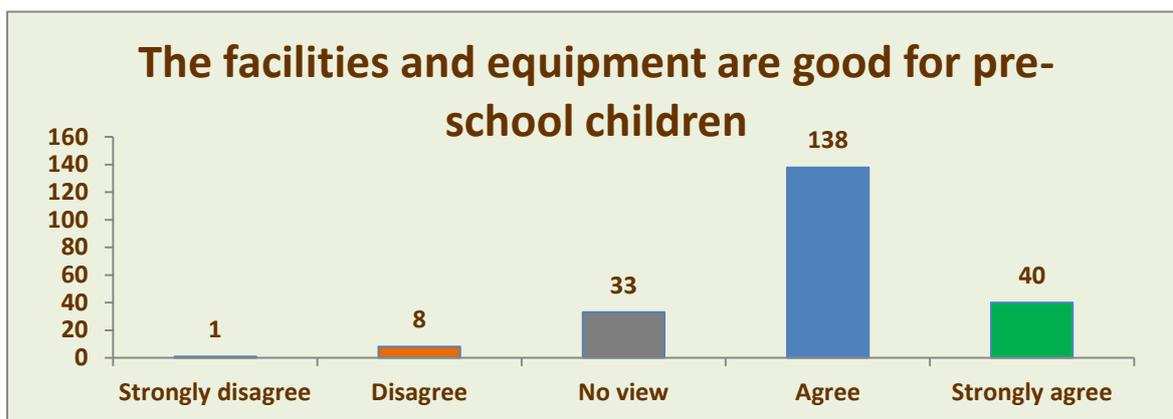
7 Coles Mead Recreation Ground



- 7.1 The overwhelming majority of respondents clearly value the recreation ground. Nonetheless, there were some suggestions for improvement.

- 7.2 Ten respondents asked for better drainage/ground cover/all-weather surface, two commenting that their children's clothes had been stained.
- 7.3 Nine respondents asked for toilet facilities.
- 7.4 Seven respondents asked for better parking facilities (hard surface).
- 7.5 The overwhelming majority of respondents clearly value the recreation ground.
- 7.6 Three respondents suggested better signage from Lyndhurst car park to Wellands Road and Coles Mead Recreation Ground.
- 7.7 Five respondents asked for more benches and a sixth respondent suggested picnic tables.
- 7.8 Three respondents asked for more bins.
- 7.9 Two respondents asked for access to drinking water.
- 7.10 One respondent suggested that barbecue sets could be made available for hire.
- 7.11 Two respondents asked for more community events to take place on the site, such as fetes or jumble sales.
- 7.12 One respondent wanted the area to be made safe for young children.
- 7.13 One respondent said that that it was always shut when they went there.
- 7.14 One respondent expressed concern about air pollution from traffic to the pre-school.
- 7.15 One respondent suggested that the recreation ground be moved to the site of the current village car park.
- 7.16 There was one request for each of the following
- all weather pitch, fenced off with floodlights;
 - 400m circuit round football pitch;
 - access from the Fire Station side;
 - clubhouse providing activities for young people;
 - coffee/tea/ice cream kiosk with a bench;
 - coloured sponge pool (such as that at The Rising Sun in New Milton);
 - cricket net;
 - cycle track loop wide enough for joggers and cyclists (two requests);
 - dog-walking area/dogs to be allowed on a leash (two requests);
 - fenced off area for a dog-training facility;
 - more fixed outdoor gym equipment;
 - better footpath;
 - park with flower beds and a duck pond;
 - play leaders during the summer holidays;
 - seat at Meadow End for quiet reflection;
 - splash park (such as that in Christchurch);
 - tennis court(s).

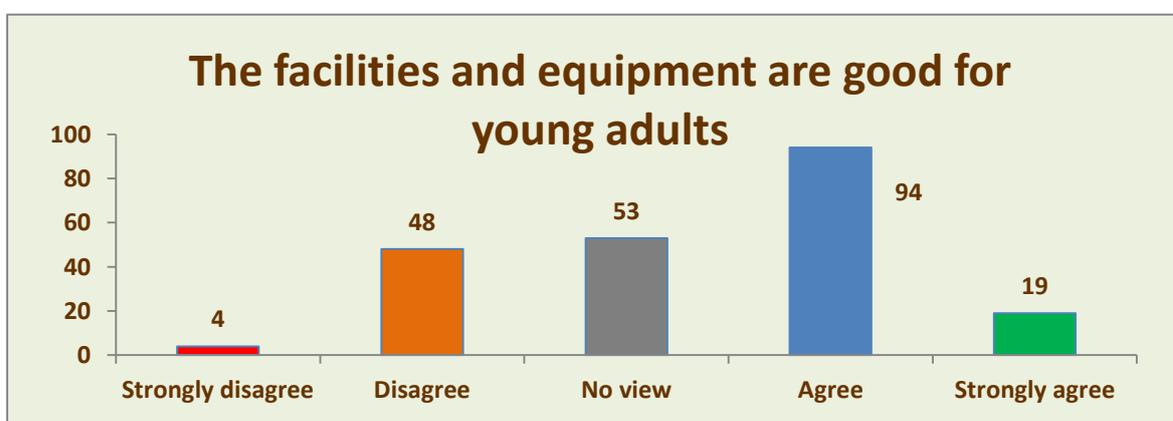
Facilities for pre-school children



7.17 Respondents asked for some new equipment for young children, namely (one request each):

- enclosed outdoor play area;
- “Found Stone” (large stone with painted message asking the finder to hide it);
- fun-station;
- playground;
- roundabout;
- swing with attached parent seat;
- tunnel.

Facilities for young adults



7.18 Three respondents asked for a shelter for teens, one acknowledging that this could result in nuisance behaviour.

7.19 Two respondents asked for a proper skating area.

7.20 Three respondents asked for more outdoor gym equipment to provide a proper workout.

7.21 One respondent asked for the zip wire to be repaired, another for it to be removed.

7.22 Respondents also asked for some new equipment for young adults, namely (one request each):

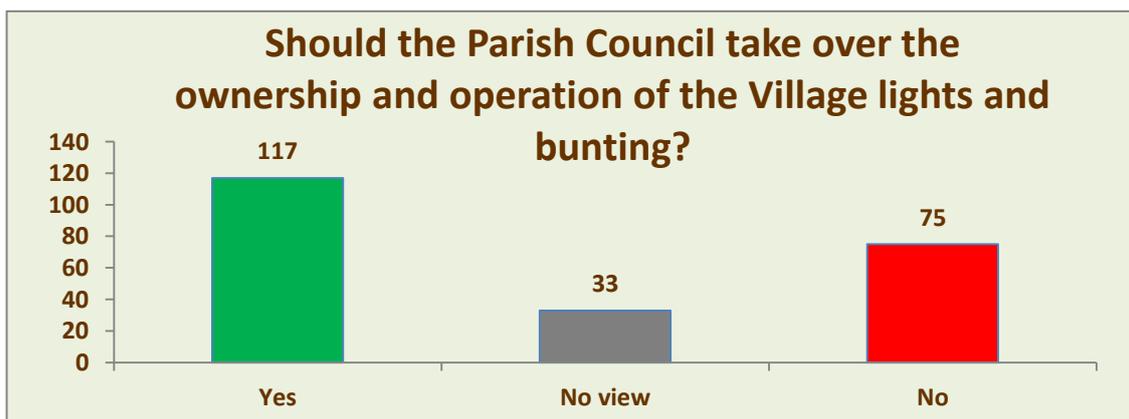
- basketball hoops;
- climbing wall;

- shelter for teens
- tarmac for skating.

7.23 **The Parish Council does not have the resources to implement all of the suggestions but, where possible, the Recreation Committee will seek estimates for the various projects and produce an action plan.**

8 Village Lights and Bunting

- 8.1 We explained that, currently, the village lights and bunting are managed by a small voluntary group. We said that this group is finding it increasingly difficult to continue managing the costs and practical arrangements and asked residents whether they thought the Parish Council should take over the ownership and operation of decorating the village, with the costs being added to the Council Tax.
- 8.2 There is clear evidence that people value the village lights (although feeling about the bunting is more mixed!). Respondents commented that the lights were “the heart of the village”, “made Lyndhurst special” and “set us apart from other villages”. Interestingly, the additional comments made were very similar, irrespective of whether people supported the lights being taken over by the Parish Council.

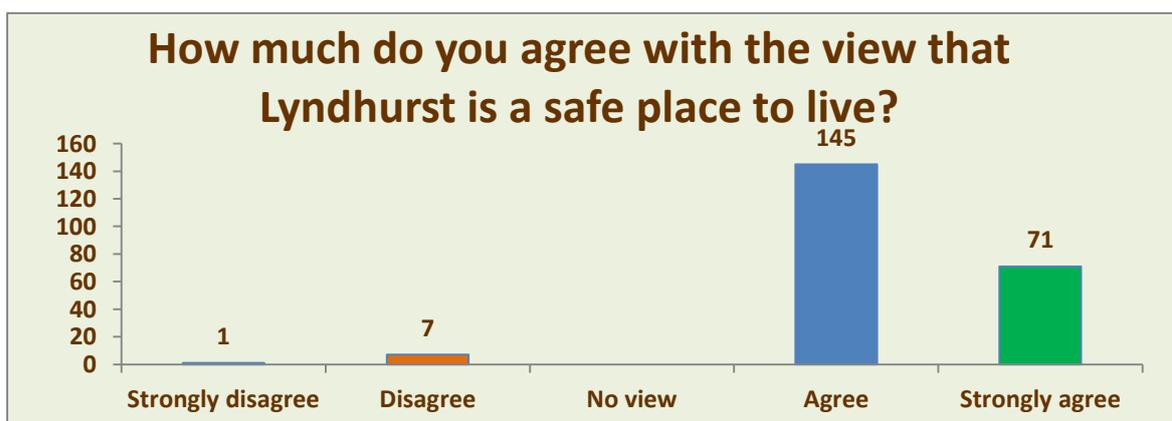


- 8.3 25 respondents said they enjoyed the lights, that they made the village “special” and that they must be saved.
- 8.4 21 respondents commented that the volunteers were to be congratulated and thanked for their hard work and that it was understandable that the voluntary position could not continue.
- 8.5 Respondents expressed concern about the possibility of costs escalating:
- four respondents said the money should be ring-fenced; two were worried that it could not be ring-fenced.
 - one respondent supported the Parish Council taking over the lights, but not if that would result in an increase to Council Tax;
 - one respondent asked whether residents would have control over how often the bunting was put up and taken down;
- 8.6 Of those objecting to the Parish Council taking over the lights:
- 14 respondents said that the lights should remain with the volunteers, but supported by Parish Council grants;

- 13 respondents said they were not convinced that other fund-raising opportunities had been fully explored, suggesting door-to-door collections, boot sales, car washes, monthly direct debit schemes, raffles, visible collection boxes, Christmas market;
 - one respondent was worried that the costs would be higher if the lights were not managed by volunteers;
 - one respondent said that the Parish Council should focus on improving facilities, not decorations.
 - six respondents said the group should ask for more volunteers.
- 8.7 11 respondents said the bunting should be discontinued or its use reduced.
- 8.8 Two respondents objected to the use of balloons for environmental reasons.
- 8.9 Two respondents commented that the cost of the lights could be covered by closing the Parish Council office.
- 8.10 One respondent said that they would prefer the money to be spent on attractive flower beds; another said that High Street shops should be asked to display flower baskets or floral pots.
- 8.11 Four respondents commented that the lights benefited High Street businesses and, therefore, the costs should be added to the business rates; another four respondents said the lights should be funded by local businesses.
- 8.12 Two respondents commented that the costs should be met by the income generated by parking fees.
- 8.13 One respondent commented that the costs should be met by the National Park or by the Commoners.
- 8.14 Two respondents asked the Parish Council to approach Moderna Meridian to sponsor the lights and bunting.
- 8.15 One respondent expressed concern that the bureaucracy connected with public ownership of the lights would lead to increased costs.
- 8.16 One respondent asked for advance notice if fireworks were to be used when the Christmas light were switched on. Another suggested that more should be made of the "Lights on" event (e.g., Beaulieu's Victorian Christmas).
- 8.17 **These matters will be referred to a future meeting of the Parish Council for detailed consideration**

9 Community Safety

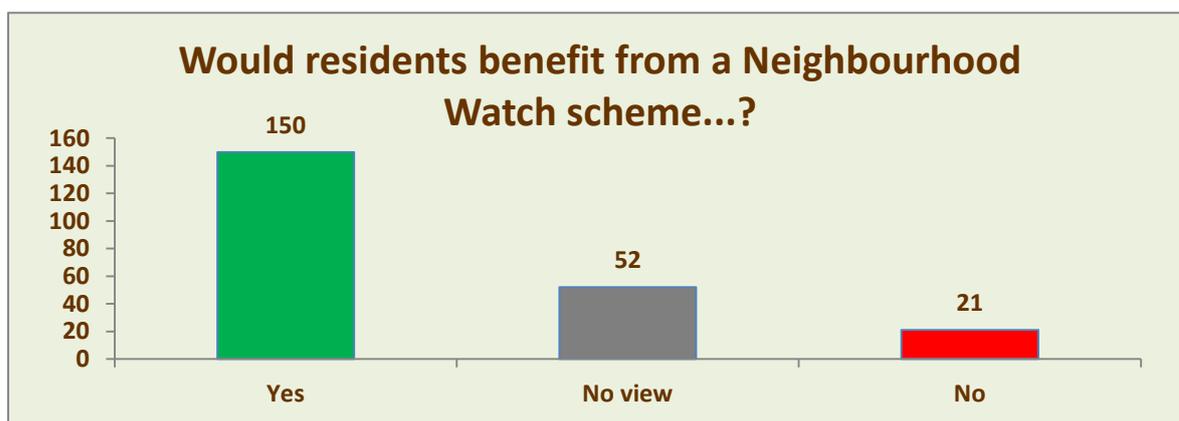
- 9.1 We asked residents how much they agreed that Lyndhurst was a safe place to live:



- 9.2 The overwhelming majority of respondents agreed or strongly agreed that Lyndhurst was a safe place to live.
- 9.3 Despite the overall positive perception, 14 respondents expressed concern about the absence of beat police officers and another respondent regretted the limited opening hours of the police station. **Parish Council will pursue these concerns.**
- 9.4 Concerns about safety were:
- cars being broken into or damaged whilst in car parks (two respondents);
 - sheds being broken into (two respondents);
 - recent burglaries (two respondents);
 - cyclists on footpaths in the High Street, particularly those cycling “up” the High Street (five respondents);
 - litter (one respondent);
 - daytime delivery vans in the High Street (one respondent);
 - overgrown bushes next to cutways and footpaths (one respondent);
 - traffic fumes (four respondents);
 - traffic noise (two respondents);
 - traffic speed (six respondents), especially at night (one respondent);
 - volume of traffic (six respondents).
- 9.5 **Although overgrown bushes are not a Parish Council responsibility, we have increased the funding available to help deal with this problem. residents should report problems to the Parish Clerk.**
- 9.6 One respondent said she was pleased that the community police officer visited the recreation ground (her son felt safer).
- 9.7 One respondent said that Robertshaw House was becoming a facility for problem tenants.
- 9.8 One respondent asked for help to be offered to a homeless man who lived in the wood. **It is believed this man has since moved out of the area.**
- 9.9 Five respondents asked for 20mph speed restrictions to be imposed, three in Mill Lane, two in Pikes Hill. **This is a matter for HCC Highways.**

10 Neighbourhood Watch

- 10.1 Clear majorities of respondents supported the idea of Neighbourhood Watch schemes being created and said they would join.





10.2 Those who objected said:

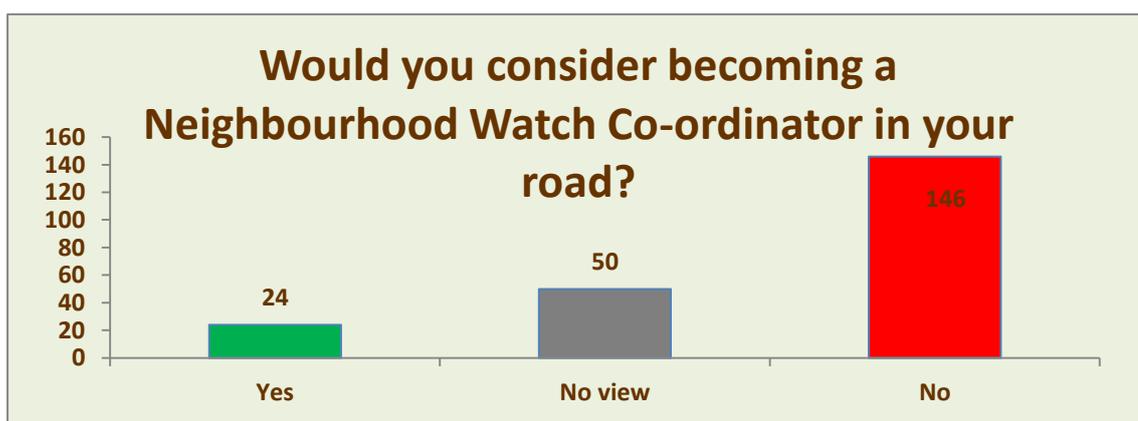
- such schemes created “little-minded spies” (one respondent);
- such schemes rely on speedy police response (two respondents);

10.3 Of those who were not sure, respondents asked for evidence that schemes were effective, one asking for an article to be included in the monthly “What’s On” magazine.

10.4 Other comments from respondents on both sides of the argument included:

- the need for a “no cold callers” policy (one respondent);
- the importance of the right people co-ordinating schemes (three respondents);
- difficulties experienced when key people moved home or stepped down (two respondents);
- the importance of having good neighbours who look after each other (nine respondents);
- cars and sheds being broken into (three respondents);

10.5 We also asked residents if they would be willing to become Neighbourhood Watch co-ordinators if schemes were set up. Twenty respondents indicated they would.

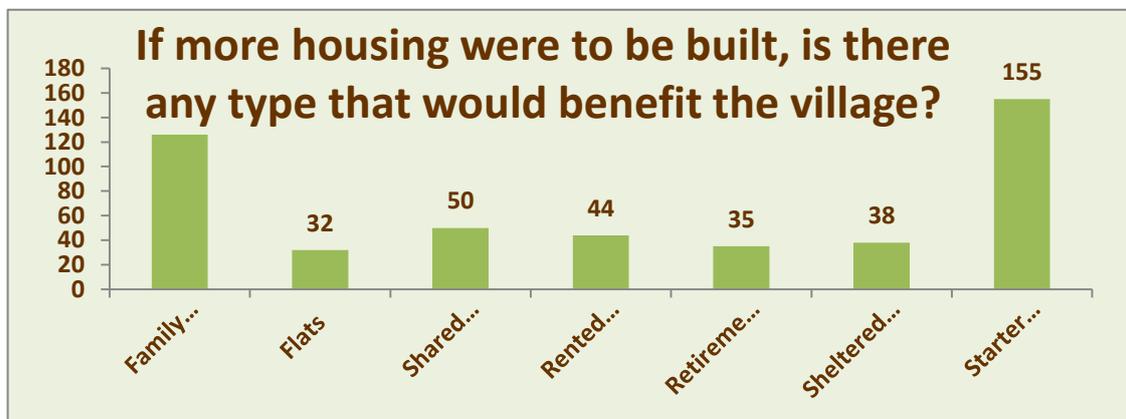


10.6 Where provided, the details of those respondents who said they would join a Neighbourhood Watch scheme and those who said they would consider being a co-ordinator in their road have been passed to the Parish Councillors leading this initiative.

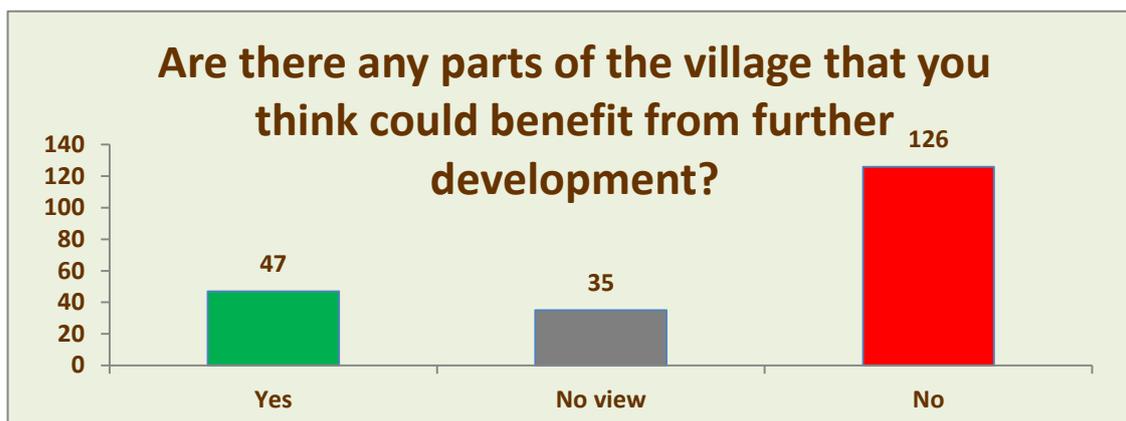
10.7 **Parish Council has convened meeting of interested parties and several Neighbourhood schemes have been established.**

Housing and Development

- 10.8 We asked residents if more housing were to be built in Lyndhurst, were there any types of housing that they thought would benefit the village and its residents? Respondents were able to select as many answers as they wished.



- 10.9 We asked residents if there were any parts of the village that could benefit from appropriate development



- 10.10 It is clear that the overwhelming majority of respondents do not want to see further development in the village, citing various reasons:

- infrastructure (surgeries/schools) will not cope (six respondents)
- developments in Lymington and Christchurch are already putting roads under too much pressure (three respondents);
- we need proper shops and adequate services before we build more houses (two respondents);
- there are already too many flats and retirement homes (seven respondents);
- the risk of flooding.

- 10.11 Nonetheless, the minority came up with various suggestions for development, a common theme being that any development had to be affordable housing for local people and/or key workers (21 respondents):

- develop the Cattle Breeders land/ DEFRA site/Beechen Lane/Hillary Close area (seven respondents);
- demolish the police station and/or magistrates courts for affordable housing (four respondents);
- put housing on NFDC land off Gosport Lane/Clay Hill (six respondents)

- sell Great Mead for affordable housing for local people and use income to reduce precept and fund community projects (two respondents);
- build on fields between Knightwood Avenue and Northerwood House (one respondent);
- empty bungalows at Cranleigh Paddock are a disgrace (one respondent); convert them into warden-assisted flats (one respondent);
- build some council houses (not for re-sale) (one respondent);
- convert the car dealership and old post office into flats (two respondents);
- more luxury small homes or bungalows for those who wish to downsize (two respondents);
- land to the right of the fire station (one respondent);
- create mini by-pass at end of Rufus Court (one respondent);
- move NFDC headquarters to the former court buildings (one respondent);
- build on the recreation ground (one respondent).

10.12 Twelve respondents asked for a by-pass, partial by-pass or tunnel.

10.13 Four respondents said the bottom of the High Street is a mess.

10.14 Two respondents wanted plots of land for self-build to be made available to those who were NFNPA-registered.

10.15 27 respondents said the village will die unless we encourage young people to stay by building affordable homes for them.

10.16 Twelve respondents asked for a by-pass, partial by-pass or tunnel.

10.17 Four respondents said the bottom of the High Street is a mess.

10.18 27 respondents said the village will die unless we encourage young people to stay by building affordable homes for them.

10.19 Suggestions relating to the Lyndhurst Park Hotel site have been grouped together in Section 12 of this report.

10.20 **Parish Council will note all of the above comments in considering development priorities.**

12 The Lyndhurst Park Hotel site

12.1 One respondent said the campaign to save the LPH had been wrong.

12.2 73 respondents suggested various schemes for the LPH site with projects to benefit residents in the village, one suggesting a compulsory purchase order.

12.3 25 respondents asked for a gym, sports facilities and swimming pool on the site.

12.4 21 respondents suggested converting the LPH site into a “proper community centre” (perhaps along the lines of Hangar Farm), with Parish Council office.

12.5 Two respondents suggested the hotel was replaced with a small development along the lines of The Meadows (one respondent) or Dearing Close (one respondent).

12.6 One respondent suggested the school was moved onto the hotel site.

12.7 One respondent suggested the site be bulldozed to create a public open space.

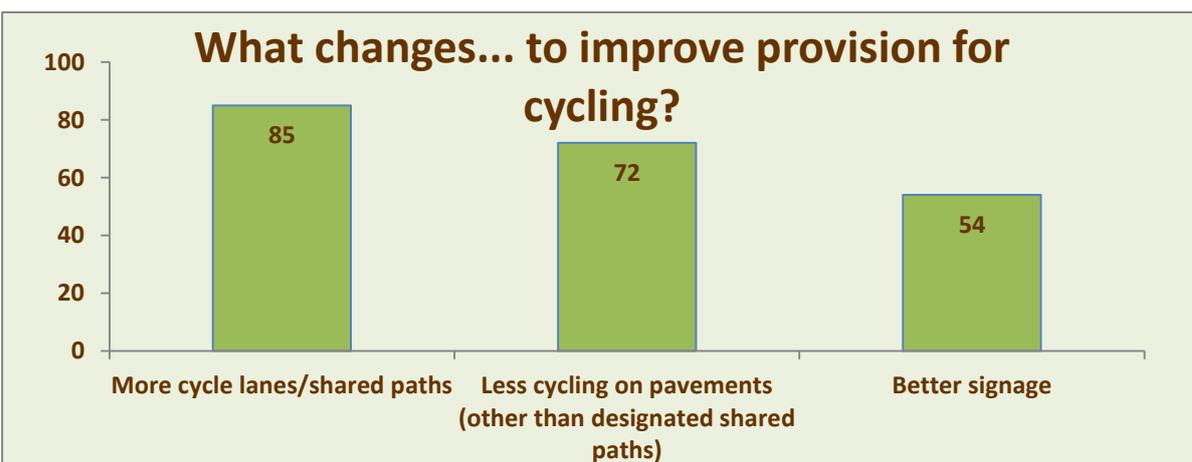
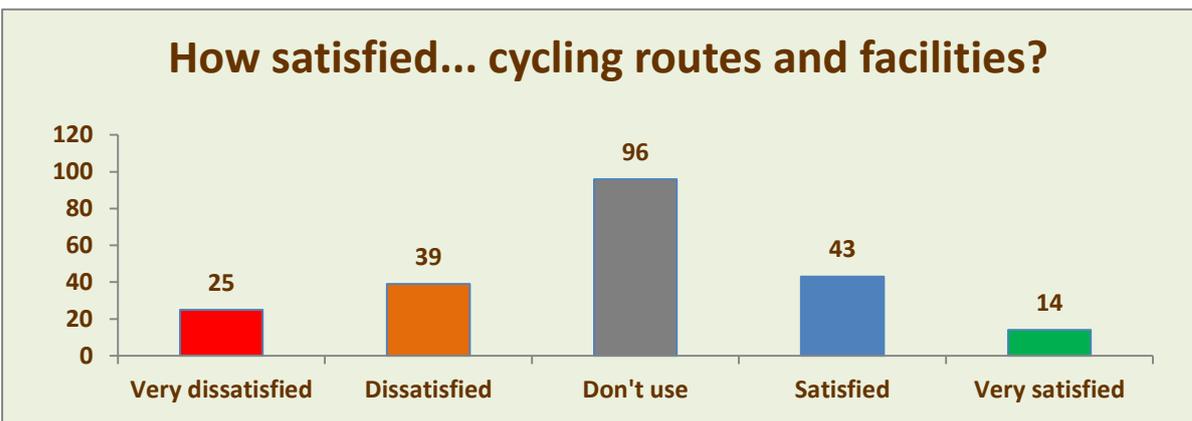
12.8 It is clear that, although there is disagreement about precisely what should happen to the former Lyndhurst Park Hotel site, there is broad agreement that the Pegasus Life proposals are inappropriate, undesirable and unhelpful to the Lyndhurst community. Moreover, there is also broad agreement that whatever happens on the site, it should be used for something that will benefit the community. Possible projects include:

- working with Lyndhurst community Centre to spearhead campaign to create a community centre, incorporating health and leisure facilities (including a swimming pool)
- construction of affordable or social housing
- construction of new hotel

12.9 FURTHER FEEDBACK FROM RESIDENTS WOULD BE APPRECIATED

13 Cycling

13.1 We asked residents to tell us how satisfied they were with cycling routes and facilities:

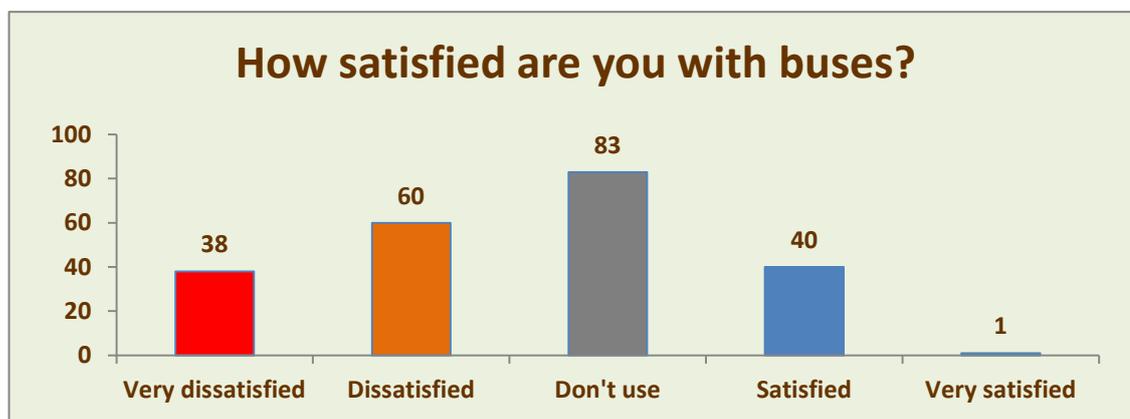


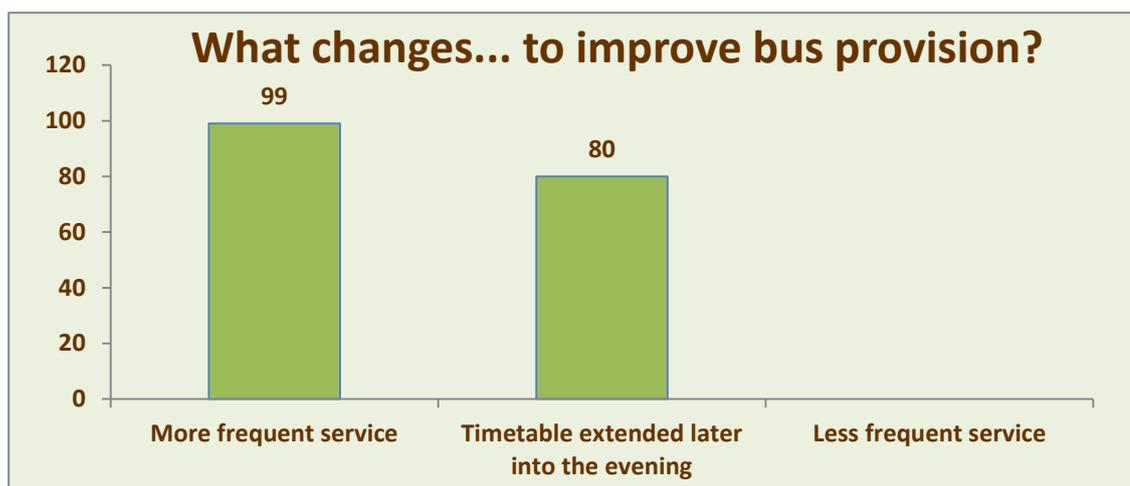
13.2 Ten respondents said the Ashurst-Lyndhurst cycle path needed better signage or that “something needed to be done” about cyclists who chose to use that stretch of road rather than the cycle path. Two residents asked for the brambles and litter to be cleared from the cycle path.

- 13.3 Nine respondents complained about aggressive cyclists on footpaths, particularly those cycling “up” the High Street.
- 13.4 Although one respondent said that cycling events needed better publicity, five respondents requested an embargo on mass cycle events.
- 13.5 Four respondents commented that a fatal accident was waiting to happen and that the Parish Council needed to be more vocal in asserting the need for safe cycle paths.
- 13.6 Two respondents asked for better signage of where cycle paths began and ended; one respondent said there were already too many signs and bollards.
- 13.7 In contrast, one respondent said that cyclists should be allowed to share the footpaths because few people used them and three said that cyclists had to use the footpaths because the roads were not safe.
- 13.8 One respondent commented that cyclists were often confused when they reached Gosport Lane.
- 13.9 With regard to designated cycle routes:
- 16 respondents asked for a designated cycle route to Brockenhurst;
 - four added that there needed to be a safe cycle route to and from Cadnam;
 - two respondents asked for cycle routes to Bank, Emery Down and Minstead;
 - one respondent asked for links between existing cycle routes;
 - one respondent commented that there was no safe family cycle route in and out of the village from any direction;
 - one respondent said that all New Forest roads should have cycle lanes.
- 13.10 One respondent said that the “No cycling” sign at Pond Head had been removed.
- 13.11 One respondent complained about cyclists riding three or four abreast.
- 13.12 One respondent said that the NPA had already wasted the money given by DEFRA for cycle paths.
- 13.13 **Parish Council will liaise with relevant authorities to advocate a joined up strategy for cycle paths.**

14 Buses

- 14.1 We asked residents how satisfied they were with bus services.

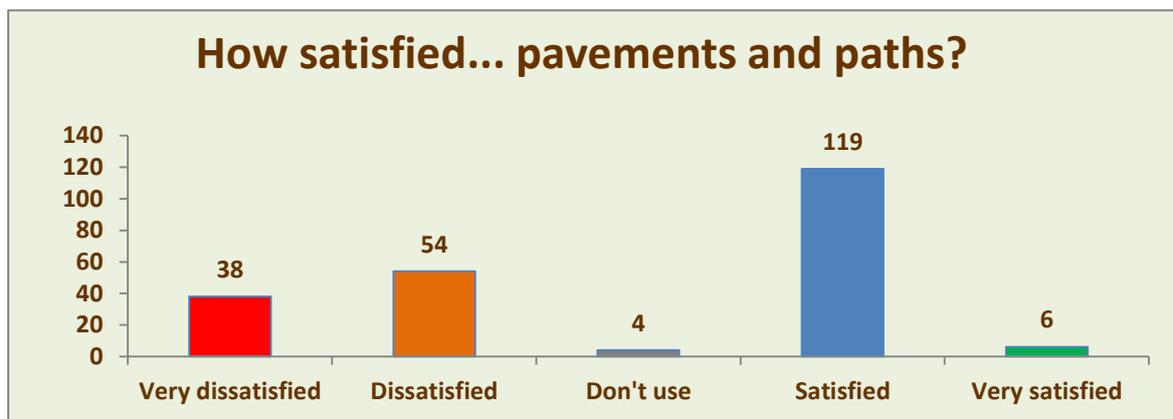




- 14.2 3 respondents asked for additional bus services to Beaulieu, Bournemouth, Cadnam, Christchurch, Hythe, Ringwood, Romsey or Salisbury, one adding that it was “ridiculous” that all buses had to go via Southampton.
- 14.3 11 respondents said the buses were too infrequent, too unreliable and too expensive to constitute a proper service.
- 14.4 Eight respondents asked for bus and train timetables to be linked, suggesting a service between Ashurst and Lymington train stations via Lyndhurst; another respondent suggested a discounted taxi service between stations.
- 14.5 Seven respondents asked for a late service (possibly a “Cango” service), pointing out that it was impossible to come home by bus from an evening in Southampton. One respondent acknowledged that a late bus had been tried and had failed.
- 14.6 Six respondents asked for an express service to Southampton every now and then.
- 14.7 Three respondents complained about the gaps in the Bluestar 6 service between 4:00pm and 6:00pm, 07:30am and 09:00am and the lack of service on Bank Holidays.
- 14.8 Two respondents suggested that bus pass holders be asked to pay a nominal charge (£1?) to secure more frequent services.
- 14.9 One respondent asked for a bus stop at the top of Gosport Lane.
- 14.10 One respondent asked whether the community could use empty buses en route to or returning from Brockenhurst College; another said that some buses went through the village but did not stop.
- 14.11 One respondent complained about difficulties experienced in renewing a bus pass.
- 14.12 One respondent asked that electric buses be used.
- 14.13 **Parish Council will report concerns and suggestions to Wilts & Dorset Bus Company.**

15 Pavements and paths

15.1 We asked residents to tell us how satisfied they were with pavements and paths.



15.2 Several respondents complained about dangerous and uneven footpaths:

- from the Crown Hotel to the traffic lights;
- Princes Crescent/Queens Road;
- from Rufus Court to the car showroom;
- Romsey Road;
- two respondents asked for cycle routes to Bank, Emery Down and Minstead.

15.3 Three respondents complained about dangerously narrow footpaths, one respondent specifying footpaths by the old Post Office; from the Crown Hotel to the traffic lights and the Church to the traffic lights:

- Gosport Lane;
- Southampton Road from La Pergola to the Small School (two respondents).

15.4 Three respondents said that High Street pavements were dangerous because of outside seating; another commented that the walk to school was dangerous, commenting on overgrown shrubs and wing mirrors (see paragraph 5.6).

15.5 Two respondents asked for better street lighting:

- Gosport Lane;
- Southampton Road from La Pergola to the Small School (three respondents).

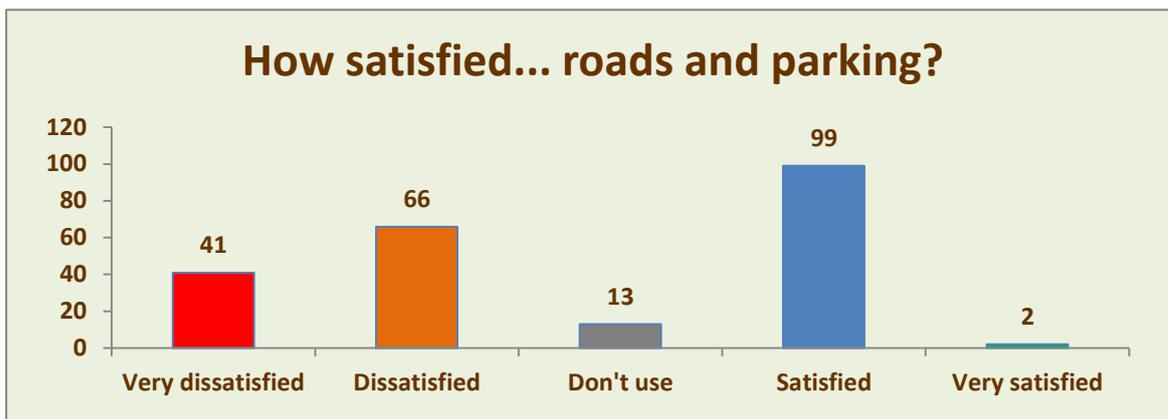
15.6 One resident asked for a pedestrian crossing on Gosport Lane to Appletree Court.

15.7 **Parish Council will report concerns and suggestions to HCC Highways.**

16 Roads and Parking

16.1 One respondent said that there needed to be a Forest-wide policy for public transport, traffic flow and volume, signage, enforcement of routes and off-road parking.

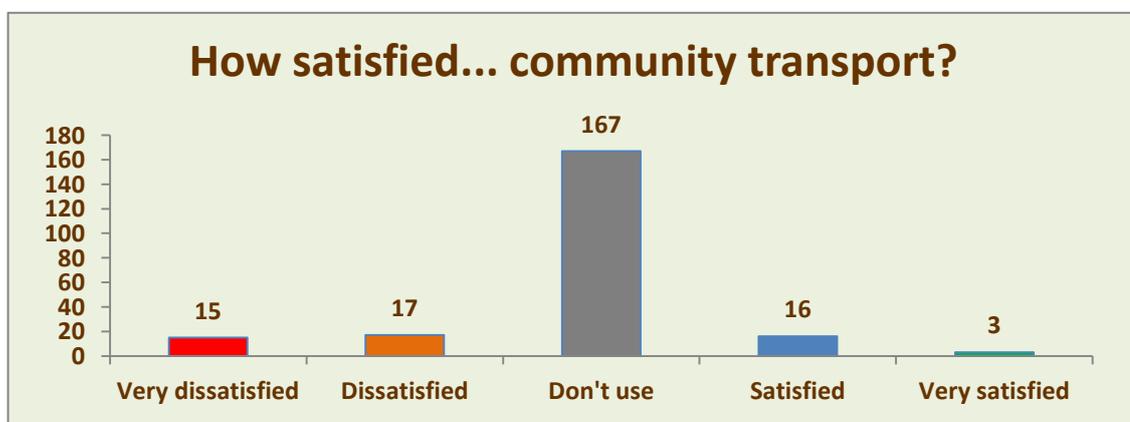
16.2 We asked residents to tell us how satisfied they were with roads and parking.



- 16.3 Ten respondents complained about potholes, one of whom suggested the Parish Council produce a complaints form and publish details of complaints received. **The Parish Council website contains a direct link to the HCC Highways complaints form.**
- 16.4 Three respondents complained about the difficulties of on-road parking for residents, one pointing out that they lived in a High Street flat without parking and suggesting High Street residents be given free access to the village car park. **Parish Council will pass on the suggestion to NFDC.**
- 16.5 One respondent suggested that a Park & Ride scheme be set up from J1/J2 of the M27 and that the current car park should be converted into a green community space.
- 16.6 One respondent complained about Hartwood House staff and visitors parking in the Knightwood Avenue area; another complained about inconsiderate parking in the same area by parents dropping off and collecting their children from the primary school and by visitors/workers in the village who chose to park there to avoid car park fees and the one-way system.

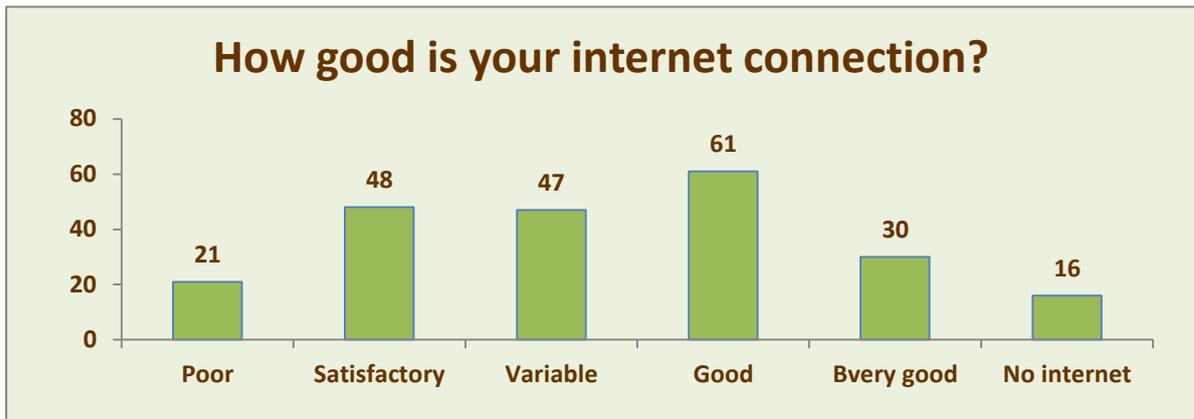
17 Community Transport

- 17.1 We asked residents to tell us how satisfied they were with community transport.



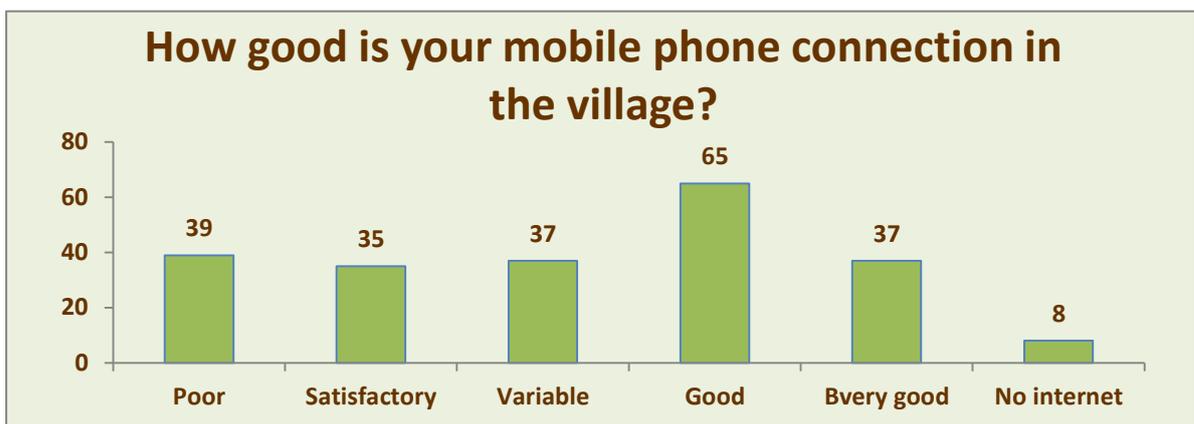
18 Communication

Internet



18.1 We did not ask for details of internet providers and there was no consistency of response even within the same post code area.

Mobile phones



18.2 We did not ask for details of respondents’ mobile phone service and there was no consistency of response even within the same post code area.

Communication with residents

18.3 We asked residents a series of questions about how we might communicate better with them. The first question asked about online communication:



- 18.4 It is clear that there is little appetite from respondents for an active Twitter feed, with respondents preferring an active village website and Facebook page. **Parish Council will explore making better use of Facebook page and to explore other social media.**
- 18.5 One respondent suggested the Parish Council investigate use of the “Next Door” community website to improve communication. **Parish Council will explore this option.**
- 18.6 One respondent recommended the High Street Facebook page; another, the Chamber of Trade Facebook page.
- 18.7 One respondent asked for the website to include real-time traffic cameras. **Parish Council will explore the feasibility of this suggestion.**
- 18.8 One respondent suggested that the village website include links to neighbouring village websites. **Parish Council will expand this section of its website.**
- 18.9 One respondent complained that the Emery Down noticeboard was not being updated. **This is now being done.**

Newsletter

- 18.10 Finally, we asked residents whether they would like to receive a regular emailed newsletter/diary of events.



- 18.11 There is an appetite for an electronic newsletter, but a significant minority would not like to see the end of a paper copy.
- 18.12 Sixteen respondents asked for an expanded edition of “What’s On”.
- 18.13 Twelve respondents preferred non-electronic contact, three asking for more noticeboards, two for post-drops.
- 18.14 Two respondents complained that “What’s On” was not delivered to them, one from Clay Hill and the other from Thatched Cottage Park.
- 18.15 **“What’s On” is published by the Lyndhurst Community Centre. Parish Council will pass on these comments.**

APPENDIX

SUMMARY OF LYNDHURST COMMUNITY CENTRE SURVEY: APRIL 2018

- 1 Which Community Centre events and activities would you like to see more of?**
- 2 What new events or activities would you like to see here?**
- 3 What ideas do you have for widening the Community Centre's use and its appeal to the wider community, especially families and young people?**
- 4 What ideas do you have for the future enhancement of the Community Centre itself and finding these?**

(Items marked with an asterisk are already offered)

Children and Young People

- Children's soft football (18months to 4 years)
- Dance Classes for children (street dance)*
- Art activities for children
- Kiddies' play (soft ball/toys) with coffee for mums
- Mums with buggies/tots coffee and chat mornings
- Mum and baby groups
- Children's days during school holidays (arts & crafts, face-painting, films, entertainment)
- Youth Club
- Recording studio
- Yoga with children

Other ideas

- Make-up sessions
- Chess
- Book group
- Litter-picking
- Get-togethers for people of all ages
- Quiz nights
- Saturday coffee club
- Live music (pop, classic, 1940s, 1960s...)
- Gardening club (x 2)
- Simple First Aid
- Puppy/dog training
- Bird-watching
- Farmers' markets
- Shopping trips to Lidl
- Job clubs for unemployed
- Healthy walks followed by healthy lunch at the Centre
- Evening/weekend activities for working people (x 3)
- Electronic newsletter

Ideas for the future

- Wedding venue
- Swimming pool

Sports/Activities

- Sports Relief Activity Day
- Fund-raising team events
- Badminton
- Gym (x 3) / wellness centre
- Mini-gym with machines
- Keep Fit activities*
- Pilates
- Yoga / yoga for beginners*
- Karate for families
- Martial arts
- Petanque rink (indoor or outdoor)
- Enhanced table tennis to engage the brain (using sports science principles)
- Dementia-friendly fitness centre
- memory body fitness class
- Memory walks
- Walking football
- Line dancing
- Ballroom dancing class
- Daytime ballroom dancing for singles
- Darts
- Roller disco
- Adult/family sampler sessions (bowls, skittles, table tennis, etc.)

Films/Streaming

- Saturday morning films for children
- Streaming live opera, ballet, sport (x 4)
- Bar and Tuck Shop on film nights
- Afternoon film in winter (x 2)
- Extra film night (sci-fi, action, horror, etc.)

General Activities

- Art club / classes / life drawing*
- Clubs for people with disabilities
- Singing for the Brain (Alzheimers Society)
- Dementia café
- Mature singles' café