

Althorne

Village Questionnaire

Commentary on Results

October 2009

Althorne Commentary

This Commentary should be read in conjunction with the full set of Tabulated results of the Questionnaire; and reference will need to be made to the various text Comments which amplify and emphasise some of the Results.

ALTHORNE

Factual Questions

Household Details

Survey coverage

361 households with a total population of 768 people completed the questionnaire.

Census comparison

The number of households in the Civil Parish Althorne according to the 2001 Census was 487 with a population of 1104. Allowing for an increase of say 10% in households and population since then would still mean a response rate to the Survey of approximately 67%, which may be considered as good or very good.

The Survey has a slight bias towards older people compared with the Census statistics; that is to say most probably a larger percentage of people in the older age brackets have answered the Survey.

The Survey population has 18% aged 24 years and below; the Census has 21% aged 24 years and below. The Survey has 48% between the ages of 25 and 64; and the Census has 53% for the same age band. Over the age of 65 the Survey has 34% and the Census 26%.

Residence (Q.4)

Most households – 60% - appear to have lived in Althorne for less than 15 years.

The most common reason for coming to live in Althorne was because of the availability of a suitable house; and secondly the Village being a pleasant place to retire to; and the presence of family either in the village or close by. Only a small number of people answering the survey had been born in the village, 15 representing 3.2%. (*this almost certainly excludes children; and relates only to the person in the household answering the survey*).

Internet access (Q.6)

A surprising number of people appear not to have access to the internet at home; 110 (34%) out of 326 replying. Of those that do have internet access at home, 94% use broadband, and only 6% dial-up. (*This may either be due to a large elderly population or poor quality of internet access*). However the broadband speed and service comes in for very considerable criticism in text comments; and is obviously the source of significant annoyance and frustration to many users.

Althorne attractive features (Q.6)

There were many answers to the text question about 'what one feature of or building in Althorne' did respondents find most attractive. About 90 people said the views of the rivers (both Crouch and Blackwater); about 60 the Church; about 20 the pubs. A number of replies were more generalised; liking the open countryside in general, the friendliness of people, the Park, and the open spaces within the Village.

Employment

Employment status (Q.8)

Just over half of respondents were said to be 'retired', and only about 43% in full or part time employment. Of those people working 40% travel over 20 miles to their place of employment (many people in Althorne commute to work in London), and a further 21% travel between 11 and 20 miles.

Education

Children and schools (Q.10)

About 10% - 78 children - of the survey 'population' are at educational establishments, including universities (*Note the Census figures would suggest about 12% might be expected; but survey is slightly biased towards older inhabitants*).

Very few children walk to school.etc, because there is no school in the village. The 2 children who walk are probably at pre-school or away at university. The majority -

almost two thirds - are taken by car; and just over a third travel by school or other bus service. A school bus service appears to be unavailable or difficult to access for a number of pupils.

Some people report difficulty in children attending after-school activities, either because of distance from the school (14) or the expense (5).

Opinion Questions

In order to obtain an indication as to the relevant importance of various sections of the Survey to the respondents the average response to questions within an individual section was calculated. The results ranked in order are as follows:

| | Ave Response | No of Questions | % of survey population |
|-------------------------------|-----------------|--------------------|---------------------------|
| Housing and Planning | 338 | 3 | 94 |
| Community Safety and Policing | 315 | 1 | 87 |
| Promoting Democracy | 312 | 4 | 86 |
| Health and Social care | 308 | 7 | 85 |
| Environment | 297 | 10 | 82 |
| Transport and Highways | 292 | 14 | 81 |
| Amenities and Public Services | 291 | 16 | 81 |
| Leisure and Recreation | 270 | 9 | 75 |
| Equalities and Welfare | 208 | 1 | 58 |

Note however that the number of options to be answered in some questions can introduce respondent fatigue. Options with no direct relevance to the respondent may be ignored thus reducing the average response within the section.

Housing and Planning

Housing Development (Q.16)

Q.16 asked for preferences as to the type of homes respondents would be prepared to see built in the Village. It also contained one 'qualifying option' as to whether homes should be built 'for local people only'. This option was the one most favoured, with 47% of respondents selecting. In practice such a restriction is very difficult to implement or enforce; except perhaps under the rules of some Housing Associations, or by means of a specially set up Trust.

'Small family homes' and 'Affordable Housing' were the most popular choice for many people, 39% each; but the provision of 'larger detached homes' were seen as desirable by a quarter of replies.

Acceptable development (Q.17)

From the question about what would be an 'acceptable development' in Althorne it was obvious that most people would like any building to be on a small scale and dispersed throughout the Village. The preferred first option was for existing redundant buildings to be converted (*55% of respondents*), and then for single buildings in controlled locations (*41% of respondents*); which was supported by the choice of 'infilling only' by 31% of respondents.

As the options moved from single dwellings down to 'carefully designed larger groups' of houses (*3% of respondents*) so the support became smaller.

There were 40 text comments to questions 16 and 17 of which 3 were repetitive. 25 of the valid 37 wished for absolutely 'no further development'. It was pointed out that the existing drainage infrastructure was inadequate at times, and should be upgraded before any further building is sanctioned.

Features to be retained (Q.18)

Most people thought it important to retain the rural character of the village, the river views, and any buildings of character. This question had the very high response rate of 97.5%

Democracy

Parish Council (Q.19)

The identity of Parish Councillors and their contact details is widely known (*88% of a high response 345*); but only just over half of respondents feel that the councillors are sufficiently aware of local concerns and feelings in the Parish.

Most respondents are also aware of the date of Parish Council meetings (*75%*); and that the Minutes of such meetings are displayed on the notice board outside the Parish Hall (*65%*). Fewer people (*44%*) know when the Clerk's Office is open.

Local Councillors (Q.20)

Predictably the apparent awareness of other Local Authority Councillors to local issues and concerns decreases as responsibilities advance up the Local Authority hierarchy: District Councillors are aware – *19%*; County Councillors are aware *11%*.

Parish Council publicity (Q.21)

Very nearly all respondents (*97%*) feel the Althorne Village News should carry details of the Parish Council decisions and activities. Over half also see the Parish Hall notice board as an effective publicity medium. A couple of text comments suggest more notice boards be put up elsewhere in the Village so that the publicity be wider spread geographically.

The Parish website is seen as an effective vehicle by *41%* of respondents (*see however later adverse comments to Q.63*); but email notification was not popular (*14%*).

A text suggested either quarterly or annual reports of Council activities and decisions be delivered to all houses.

Planning (Q.22)

Although replies and text comments emphasise that the future development of Althorne is of interest and concern to most people, only about a third are aware of how the planning process operates within the Village; and of the respondents as a whole less than a quarter – say *22%* - are positively satisfied with the process.

The great majority of people believe that neighbours should be notified by letter of planning applications that may affect them; and there is an implied feeling in both the question and comments that this does not happen at present. However a couple of text replies note that this is a statutory obligation on a Planning Authority. *(Maldon District Council has chosen not to send "neighbour letters" and notifies neighbours of planning applications by using site notices on sites subject to an application).*

Environment

The 'Environment' is considered by nearly everyone as a 'good thing'; so that any protective measures are normally widely supported.

Elements of the countryside (Q.23)

There was a very high response to Question 23 asking which elements of the local countryside are important. Positive responses – as being important - to, the Views, the Tranquillity, the Natural Environment, and Openness, all scored between 97% and 99%; and this is of course in line with the theme running through the answers to the Survey, that residents like their village, its surrounding countryside, and wish to preserve and improve it.

Particular landscape features (Q.24)

Most of the features of the local landscape are highly valued. The views over the Rivers Blackwater and Crouch just top the poll, but the general ambience of the open spaces and the trees and hedgerows are almost as cherished.

Improving the natural environment (Q.25)

Within the text comments there are a significant number of adverse remarks about overgrown hedgerows along the Village roads. The better management of hedges in general is the most suggested improvement to be made to the 'natural environment' (87% of respondents), followed by looking after woodlands and native trees (79% and 75% of respondents). There is also significant support for planting more hedges and more trees (60% of respondents)

Public and Utility Services (Q.27)

In reviewing peoples assessment of general public and utility services it is probably most meaningful to consider the levels of dissatisfaction reported.

Electronics in general have the highest levels of reported poor service. Nearly half of respondents (44%) report poor - and sometimes no - reception on mobile phones, and slow and variable speeds on broadband internet. Television reception is a problem for 23% of respondents, and even radio reception is reported as poor by 10% of people. The actual of adverse text comments is as follows:

| | |
|---------------|-----|
| Mobile phones | 85 |
| Broadband | 100 |
| Radio | 19 |
| Television | 27 |

Much smaller, but nevertheless significant dissatisfaction of between 10% and 15% is recorded for the water supply, electricity supply, and sewerage.

About 40 respondents complain because no mains gas is available to them.

General street cleaning, verge cutting, and gritting and snow clearance, provided by Maldon District Council, are found to be unsatisfactory by between 25% and 30% of respondents. (*provided by Maldon District Council*); although the mowing of other public areas – the Recreation Ground, Garden Close, and the War Memorial area – are seen to be more satisfactory (*9% dissatisfaction*).(*provided by Althorne Parish Council*).

Waste disposal and recycling (Q.28)

Most people are aware of the Civic Amenity Site at Burnham; and there is a reasonably high level of satisfaction with the different waste collection services. A number of respondents (32) say they do not have a Garden Waste Bin. There are a significant number of comments about the untidiness of the council operatives when collecting waste.

Waste Bins (Q.30)

Half of respondents believe there is a need for more litter and dog bins in the village. A total of 99 text replies were received. It is not always clear from the replies just where it is suggested a bin be placed. However the following are reasonably justified;

| | |
|---------------------|-------------------|
| Summerhill | Recreation Ground |
| Highfield Rise area | Dog Walk area |
| Bridgemarsh marina | Public footpaths |

Disturbances(Q.31)

Only a small number of respondents – less than 10% - feel that disturbance is caused by farm and domestic animals, hunting, and light pollution; slightly more, 12%, find low flying aircraft a nuisance (although one respondent *likes watching the aerobatics*).

Of concern to more people is the Fly-tipping, particularly in Station Road, and to a lesser extent at Tinkers Hole and the Endway; and the parking on pavements and verges which appears to be widespread in Garden Close, Summerhill, Highfield Rise, and around the Post Office.

Noise Pollution in general (30% of respondents), and Traffic Noise in particular (63% of respondents) are highlighted by many people. The problem of traffic and speeding appears to be widespread throughout Althorne; and this is reinforced by the answers to other questions.

Air pollution is also felt by 30% of correspondents to be a problem. To some extent the agricultural smells complained of in the text comments is the flip side of the beautiful countryside, which in answering other questions, people are shown to be keen to preserve. A chicken farm, and manure spreading in general are particularly singled out.

Environmental improvements to roads, lanes and paths (Q.32)

In answering the question respondents appear to have picked out two or three of the suggestions as to how to improve local roads, lanes, and paths. The general one of keeping verges mown and tidy correlates with the annoyance that people feel about parking on verges and a general unsatisfactory level of maintenance by the Highway Authority. Text comments suggest a number of footpaths are in bad condition and need repairing and widening. They frequently make it difficult and dangerous for pedestrians. Reducing Traffic is probably a wishful thought, although strongly supported, (49% of respondents),; unless an alternative through route can be provided. (a text suggestion is a by-pass along the route of the railway). The removal of litter is seen as important. All other options have at least the support of 28% of respondents, except for the suggestion to allow verges to grow for the sake of wildlife (12% only), and the suggestion to close some footpaths (5%).

Community Safety incl. Policing

Community Safety (Q.33)

Most people know how to contact their local Community Police Officer; but a significant number do not (46%). Few know how to find out about their Neighbourhood Action Panels (20%); but one hundred and six people indicated they would be interested in joining a Neighbourhood Watch Scheme.

About two thirds of people are satisfied with the level of policing in Althorne, if those answering 'don't know' are excluded; and about the same proportion are satisfied with police response times.

One or two people comment that they have never seen police in the Village.

There are complaints about young people congregating in the evening, which appears threatening to some people; but there is also the positive comment that this type of behaviour has significantly reduced since the Youth Club opened.

Overall, of those expressing an opinion, only 19% said they had some concerns about crime and anti-social behaviour in Althorne.

Few people had any knowledge about emergency planning arrangements for Althorne. (9%only). (The Parish Council had not yet had a meeting to discuss emergency planning arrangements).

Transport and Highways

Danger spots in Althorne (Q34)

Most people (69%) believe there are significant 'danger spots' on the roads running through Althorne; and that although these may be as a result of narrow footpaths or difficult bends in the road, they are primarily made dangerous by excessive speed (83%).

From the very many text comments – 380 – on the subject of 'danger spots' and speeding – it appears that all the roads through the Village are affected. Narrow pavements, narrow roads, and speed limits which vary throughout the Village and are ignored.

Speed control and traffic calming (Q.36)

In general the suggested traffic calming measures are supported; but perhaps not to the extent which might be expected, given the previously made comments on speeding and danger spots.

A speed indicator device(s) is supported by 62% of respondents; and 'traffic calming' - (chicanes; speed humps) - and cameras by 43%. Again, perhaps surprisingly, the introduction of further speed limits, or the extension of existing ones, seems only to be supported by about 35% of respondents; and more road warning signs by just over 20%.

Condition of roads, verges, and pavements (Q.37)

Asked about the condition of roads, verges, and pavements replies were in a descending order of satisfaction; roads,73%; verges,59%; and pavements, 44%. The text comments are mainly criticism of pavements as being in a poor state of repair, and in many places too narrow. Hedges not cut back aggravate the problems. All the 'main roads' in the Village are mentioned as being at fault; Fambridge Road, Burnham Road, Summerhill, Station Road.

Route from Althorne to Burnham (Q.38)

More people were in favour of a change in the major routes to Burnham and Southminster; but not by an overwhelming majority. A third of people replying had no opinion.

Household vehicles (Q.39)

Most people (90%) have regular use of their own transport. This correlates with 10% of households having no car. In the households surveyed, with approximately 566 vehicles, the very great majority (96%) are able to keep their vehicles either in a garage, or parked off road. If this is indeed the case Althorne is fortunate in the small use that has to be made of on-road parking.

Use of transport (Q.42)

The pattern of travel in the Village is probably as expected for a somewhat scattered rural community. Most journeys repeated on a daily basis are made by car; 208, being 88% of those reported; followed by rail travel, 9 journeys and 4%!

If journeys made regularly, either several times a week, or weekly, are considered then the proportion of bus and train journeys rises somewhat; to 11% by bus, and 7% by rail; and this rises again if journeys made on a regular monthly basis are included. This suggests that although most work and shopping journeys are carried out by private car, there is still a significant number of people are reliant on the bus and train for weekly journeys (*shopping and visiting?*).

In fact most households report using the train and bus at some time. The bus being used most for shopping, and the train most for leisure. In terms of respondents to

the Survey, numbers of users, at some time or another, of the main forms of transport are as follows:

| | |
|-----------------|-----|
| Private vehicle | 308 |
| Train | 181 |
| Bus | 142 |

Information about transport (Q.45)

Most respondents (75%) know how to find information about the transport facilities in the Village; but 25% are therefore unaware.

Improvements to Public Transport (Q.46)

Many respondents (105) made suggestions for the improvement of public transport from and to the Village. Unfortunately a review of the comments will probably conclude that many of the improvements suggested would be impractical without a guaranteed and sustained increase in use of the facilities.

Some suggestions about slight alterations to bus routes and bus stops, improved reliability, and perhaps some timetable alterations, could form the basis of a worthwhile discussion with the operators. There could also be the opportunity for better public awareness of services, with timetables on Parish Notice Boards (?) and in the AVN.

Increase in cycling (Q.47)

The question about greater use of cycling had a generally unenthusiastic response. Text comments referred mainly to how dangerous and difficult it would be to cycle on the existing roads through the Village. If cycle paths could be provided, and /or the speed of traffic significantly decreased then perhaps 100 people indicated they might start to use bicycles more. Secure storage at the Station was also requested.

Health and Social Care

GP Surgeries (Q.48)

Most people have their GP in Burnham, 70%; then 21% in Southminster, and 9% in Mayland. (and a few, not recorded in the reported figures, in Woodham Ferrers,9; Tillingham,4; and Maldon,4; and Others,5.)

Travel problems (Q.49)

40 respondents reported difficulty in visiting their GP Surgery, either continuously or from time to time. This was mainly because the respondents were elderly, and the bus service was poor and the bus stop difficult to walk to (Riverview).

Surgery for Althorne (Q.50)

Most people would like a GP Surgery in Althorne. But 25% said 'no' or 'don't know' !

Difficulty in accessing Health and Care services (Q.51).

In general people do not have difficulty in accessing the more specialised health care services; but this may well reflect the fact that in the given population few people have needed to access them. The more regularly and widely used the service the more the percentage difficulty. The dentist, the doctor, blood testing, with around 10% of respondents finding difficulty of access, correlates closely with the percentage saying they had difficulty accessing their GP Surgery. The slightly higher percentage of difficulty reported for accessing the District Nurse, Physiotherapy and Chiropody, probably reflects waiting list pressure on those particular services.

Outpatient services (Q.52)

A quarter of people reported that they were not aware of some outpatient services being available at Clinics other than Broomfield Hospital. A text comment suggests that more publicity is needed about these services.

PALS and EPS (Q.53)

Most people are not aware of either the Patient Advice and Liaison Service (72% not aware) or the Expert Patients Programme (87% not aware).

Only very few people have had reason to use them – 5% and less

Amenities/Public facilities in your neighbourhood

The Postal Service (Q.55)

Satisfaction levels reach 90% and more for most aspects of the Postal Service. The Speed of Service with a satisfaction level of 84% and the Number of Collections with a satisfaction level of 80% are felt to be the two weakest areas.

A number of text comments refer to post being delivered to the wrong address; and there is disquiet when post is not delivered until after midday.

Post Office usage (Q.56)

The Post Office is said to be used at least weekly for postal matters by about half of all respondents; and only about 8% say they never use the facility. Its use for Pensions, Giro banking and Savings, and Licence payments, is much less but is nevertheless regular and significant over an extended period.

Post Office Stores usage (Q.57)

The Post Office Stores appears to be popular. Daily newspapers are taken by about half of all respondents; though not necessarily every day; and about a quarter of respondents buy Sunday newspapers.

Milk and groceries appear to be bought on a regular (weekly or more frequent) basis by about 20% of respondents; and it would appear that only about 20% of Althorne never buy anything from the Store.

Overall comments about the Store were complimentary. A number of respondents suggested that more Greengrocery be stocked, and that it be fresh and local.

Others would like to see a greater variety of frozen food; and others that National Lottery tickets be available.

Comments on pricing were mixed; with some respondents saying good value for money; and others that prices are significantly higher than supermarkets. (*local convenience is often not taken into account when making these comments*).

An interesting suggestion was for the introduction of a home delivery service. One reply suggested that opening hours were inconvenient.

Other Althorne facilities (Q.60)

The use of the Bridgemarsh Marina and the Medway Farm Equestrian Centre also seem quite low at 17 for the Marina (*say 28 for the whole population*) and 9 (*15 for whole population*), although given the age profile for Althorne these may be more reliable. It would translate into most users coming from outside Althorne.

57% of respondents say that they use the Wrekin Farm Shop.

Information services (Q.61)

The Visiting Library is used by about 15% of respondents. Comments suggest it does not go to all places where it might be used; and not always at a convenient time. The Parish Hall information racks, and the Parish Council Notice Boards are useful sources of information for up to a third of respondents.

The Parish Clerk may only be consulted for exceptional items (*5% of respondents*).

Further information points (Q.62)

There is support for the provision of more Notice Boards, a Tourist and Local Information Point, the repair and replacement of some missing or broken signposts and the installation of others; and particularly (*63% of respondents*) for the installation of a Map of the Parish to include Footpaths. The suggested installation positions mentioned in the answers to all the sections of the question are, the Parish Hall, the Post Office, the Recreation Ground, the Station, Lower Althorne (for a Notice Board), and Signposts as necessary, and particularly at Footpath junctions.

Local information Q.63)

The Maldon Courier Magazine is received by about 58% of the Village. There is no indication as to why about 40% of households do not appear to receive it.

The Althorne Village News appears to be received by 97% of households in the Village. It is read by virtually all people that receive it; and nearly all, 94%, find the content useful. Text comments – there were only few – about why the respondent

does not find the AVN useful centred on the fact that the publication date is often after the events that are being promoted in it.

There were a number of enthusiastic suggestions as to how the AVN could be improved; although if many of them were taken up the overall size of the publication would be considerably enlarged. They may however be summarised as follows;

A section on planning Applications and Outcomes

Local train times

Tide times

Local recipes

Mobile Library dates

A Youth Page

Articles on Local History. Activities of Clubs in Althorne

Emergency telephone numbers. Gas; electricity; water; flooding.

Etc, etc.

Only a few people use the Althorne Parish Council website, about 11% of respondents; but those that do use it say that they find it useful. Text comments were mainly to the effect that the respondent was not aware the site existed; or that they did not have access to or own a computer. The age profile of the Village may be a factor in the low take-up of the site; but it may also need some general publicity to increase awareness within the Village.

St Andrew's Church (Q.67)

In reviewing the results of questions based around St Andrew's Church the number of respondents replying 'don't know' was quite high. However in all questions the number of respondents replying 'yes' was in all cases (*except one - 48% yes*) greater than the combined vote of 'no' and 'don't know'.

90% of respondents value St Andrew's as an historic building; 68% value it for the marking of weddings baptisms and funerals; and 60% for the celebration of Easter, and Christmas. 56% of respondents see it as a place of worship (which would be *higher than is usually found in similar surveys*).

Opening the Church during the daytime (Q.68)

49% of all respondents believe St Andrew's should be open during daylight hours. If the high number of 'don't knows' (140 of 328 respondents) are excluded those in favour of the Church being open in the day rises to 85%. A couple of text comments point out the risk of theft and vandalism.

Other activities in the Church or Church Hall (Q.69)

There is general support for the Church to be used for other appropriate activities. Concerts are seen as most appropriate, and the Mother and Toddler Group as somewhat less appropriate.

St Andrew's publicity (Q.70)

Most people feel that St Andrew's publicises its activities sufficiently; but again there are a large number, 40%, of 'don't knows' amongst the respondents.

Leisure and Recreation

Althorne Recreation Ground (Q.71)

Respondents reported only a small use of the Recreation Ground and its facilities. To some extent this reflects the age bias which exists in the Survey; and may also reflect that a 'head of the household' is answering the Survey and not the younger members who may use the Recreation Ground; so that use is not being recorded.

Daily Use is recorded for 16 people, 13 of whom are dog-walkers. If all usage up to Monthly is calculated then in descending order the results for numbers of users are

| | |
|----------------------|----|
| Dog-walking, | 46 |
| Children's Play Area | 41 |
| Football Pitch | 17 |
| Tennis Court | 14 |
| Basket Ball net | 13 |

(remember that the Survey itself is only recording approximately 60% of the Althorne population)

From the text comments it is understood that some alterations and upgrades have been made to the Children's Play Area (at a cost of £28,000), which it is expected will result in an increase in use.

If further money was available (Q.72)

If further money were available to be spent on the Recreation Ground 70% of respondents would like to see a Nature Trail constructed; but the other options all had significant support. Comments suggested a Cricket pitch and a better pavilion; and also a garden area with some flower beds and benches.

Badminton Court (Q.73)

Few people play on the badminton court in the Church Hall; 10 respondents. However there were 15 comments to this question, 12 of which stated they did not know of the existence of the Court! (*and by implication wished they had*).

Walking Public Rights of Way (Q.74)

Just over 50% of respondents walk on the Public Footpaths in the Parish; and a few have taken part in organised walks. Comments suggest that signage could be better; and that a definitive map would help.

Village Clubs (Q.75)

The reported attendance at various Clubs is small; but is probably considerably more in practice.

Village Events (Q.76)

The Flower Show seems to be the most popular Village event, with 44% of respondents saying they attend; and Church events attract about 38% of respondents.

Possible future activities (Q.77)

If the response to the question about possible future activities in the Village is to be taken at face value then all of the suggestions could be viable. Of course, as it is the same respondents answering each choice, possibly only two or three could in

practice be started. It is a strong indication however that more community activities would have support.

The Parish Hall (Q.79)

On balance most people are reasonably satisfied with the Parish Hall as it is.

About 38% of respondents use the Hall. Excluding 'don't knows' there is a majority who do not think the Hall needs modernising; and a larger majority who feel it should not be replaced.

It is difficult to draw a conclusion as to whether a new hall should be built on the existing or a new site.

The comments on this matter, rather than the tabulated answers, suggest that a significant number of people believe a new hall is necessary, and that it be built on the Recreation Ground.

Equalities and Welfare

Problems for people with disabilities; or pushchairs (Q.80)

The greatest problem for people with disabilities or parents with pushchairs is seen to be the narrowness and state of disrepair of the footpaths, aggravated by verge and pavement parking.

Additionally hedges overhanging footpaths contribute to these problems.

Access to premises was also seen as a problem by 15% of respondents.