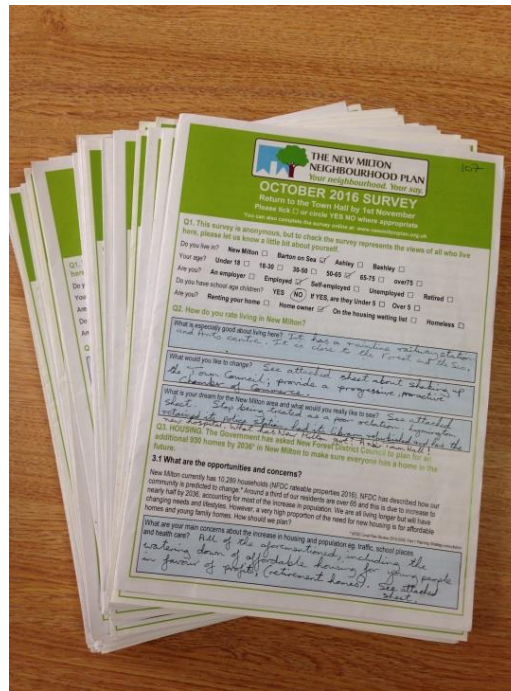




2016 COMMUNITY ENGAGEMENT: TOWARDS A VISION AND DIRECTION FOR THE PLAN

EXECUTIVE SUMMARY MARCH 2017



OVER-VIEW OF THE SURVEY

In October 2016 the New Milton Neighbourhood Plan sought views from the community to establish a 'vision' for the future of the area and the content of the Plan. Residents were asked what was good about New Milton, what they would like to see in the future and particularly how they felt about the proposed new housing (NFDC); as well as healthcare, education and traffic. Full details are available in 'October 2016 Community Engagement Report'.

Survey questions were available online, via social media and in paper from community, health and sports centres, local supermarkets and schools. In total 415 residents gave us their views. 80% of respondents were over 50, reflecting to some extent the age profile in New Milton (around 33% of residents are over 65), but also the increased time older residents have. Most were also homeowners from New Milton rather than surrounding centres.

Younger residents, and those renting or currently waiting for a home, were not well represented but there was a cautious 'call for change' from the majority of the older residents. Younger residents may find much accord with the key messages given.

KEY MESSAGES FROM THE SURVEY

1. New Milton residents love living close to the sea and New Forest in a semi-rural, peaceful town with a range of 'small town' facilities – especially the main-line railway station.
2. But they would like to have a more vibrant town centre with a better quality and variety of shops – more character – and especially a town centre that stays alive in the evening with restaurants and family pubs, a cinema and theatre– a younger feel.
3. Thinking about NFDC proposals for 930 new homes around 1 in 6 people do not want to see any change – they like New Milton just as it is and fear losing what is precious. For more people there are concerns about pressures on healthcare, education and increased traffic congestion that would need to be resolved before new houses are built and they would like reassurance that new housing would be affordable for young people.
4. The priorities for funding from developers and NMTC were the provision of increased healthcare, education and traffic management.
5. At the same time up to half can see the opportunities that new housing could have to make positive changes for everyone; a more vibrant town centre with character, affordable homes for youngsters and increased employment of a better quality and variety.
6. Preference was shown for most new housing to be 2-3 bed and well-designed to be safe from flooding and crime, energy efficient and affordable.
7. More than half respondents were not happy with traffic flow now and over 200 suggestions for road improvements were received, particularly resolving frustrating waits at the double set of lights in the town centre and the difficulties at the Whitefield Rd/Station Rd/Osborne Rd junction.
8. Most people are happy with their health care now but can see that more clubs for friendship and activities and better cycle and walkways would improve health and well-being. Over 100 people would be happy to volunteer their time to support others in their community.
9. Most parents and students were happy with education now but there were comments about a need for more nursery, pre-school and special needs education.

TABLE 1 SUMMARY OF SURVEY RESPONSES*

SURVEY QUESTIONS	% of 391 online and paper responses (unless otherwise indicated)	EXAMPLES OF INDIVIDUAL COMMENTS
HOW DO YOU RATE LIVING IN NEW MILTON?		
What is good about New Milton?		
Being close to the sea and Forest	70%	<i>'we are so lucky to live in this location' 'I can walk the dog from home- lots of pleasant areas to walk in' 'close to beaches' 'peace and quiet and clean air'</i>
We like the facilities of a small town	30%	<i>'we still have our banks' 'good main street for shopping' 'some good shops especially Bradbeers' 'a neat High Street with all the shops I need'</i>
The mainline train station makes it easy to get to London and other cities	32%	<i>'good access to cities, airports' 'rural but with good transport links'</i>
It is a quiet neighbourhood, a small semi-rural town with low crime	28%	<i>'it's a quiet residential area' 'a clean, civilised and pleasant neighbourhood' 'small is beautiful' 'feel safe'</i>
What would you change or what is your dream for New Milton, including what shopping and leisure opportunities do you want to see? (similar responses were given to these questions and so the results were combined)		
More Restaurants, family pubs, cinema and a more vibrant younger feel- a town buzzing after 6.00pm	64%	<i>'I'd like restaurants to go out to locally eg Prezzo' 'we need a more vibrant feeling' 'for younger people- they have to go to B'mouth or S'hampton' 'a cinema please'</i>

A better quality and variety of town centre shops- more character Fewer charity shops (from paper survey data)	60% 38%	<i>'increased variety of shops eh Iceland, WH Smith' 'reduce charity shops and Estate Agents' 'increase the number of independent shops' 're-generation of the high street'</i>
Better access – better public transport, (from online survey) improve traffic flow (from paper survey)	23% 14%	<i>'increase the bus service into the evening' 'smoother pavements' 'pedestrianise the Town Centre- otherwise New Milton is dominated by traffic with no human heart'</i>
Improve scruffy areas of town	18%	<i>'Better litter clearance, hedge cutting' 'more attractive flats in town centre' 'Drew offices near station are awful' 'Station Road looks drab and needs updating'</i>
Encourage a younger age group	19%	<i>'the town is too elderly and needs jobs and housing and facilities for younger people' 'more places/things for younger people'</i>
Under 10% each		<i>No change, keep New Milton as it is, would like a tolerant community, a good place to raise children, good policing, free parking, PO in Barton, pub in Ashley, a non-religious community centre in Ashley</i>
930 PROPOSED NEW HOUSES (NFDC**)		
What are your concerns?		
An increase in traffic congestion- People who raised a concern specifically relating to new housing in the paper survey	44%	<i>'better public transport will be needed to negate increased traffic' 'traffic will increase especially on school runs' 'worried there will be a traffic bottleneck like Lyndhurst- a by-pass needed'</i>

People who raised a concern either now or with new housing in online survey	77%	
Not enough health care – more would be needed	53%	<i>‘we will need more healthcare’ ‘primary healthcare already over-stretched, especially mental health care’</i>
More school provision would be needed	35%	<i>‘we need more school places now’ ‘we will need a new school’</i>
Make sure there is enough housing for young people including affordable housing	23%	<i>‘council should build to secure affordable homes for the future’ ‘to rent as well as buy’ ‘please please help to supply affordable housing for our young working families on low incomes (and not for private landlords)’</i>
No more development	18%	<i>‘Keep the Green Belt and small town’ ‘worried that New Milton will become dormitory to S’hampton and B’mouth and become swamped’ ‘I want it to remain quiet and peaceful’ ‘we will be over-populated for the size of the roads and town’ ‘health centre won’t be able to cope’</i>
Others less than 10% each		Water and sewage supply, will there be enough jobs? more police needed, need good design including age-friendly housing.
What facilities should be provided on new housing sites? (Online survey)		
What size of house should be built?	2-3 beds 86% 1 or 4 beds 13%	
Importance 1 low to 5 high		
Safety from flooding, crime etc 1-5	4.7 average score	
Good design and energy efficiency 1-5	4.6 average score	
Affordability 1-5	4.4 average score	

What are the main opportunities you could see if New Milton were to grow? (paper survey only)		
Better shopping and evening leisure opportunities- from paper survey	43%	<i>'invest in the High St and amenities for all ages to make a better community' 'big DIY store for New Milton' 'a multi-screen cinema' 'a Tower Park complex' 'better leisure for all age group' 'but in keeping with a small town'</i>
More homes for young people- balance the age groups	29%	<i>'younger community can support the older community, the older community can volunteer'</i>
More and better quality employment	26%	<i>'I am an OAP but I can see it would bring more employment and more young people into town' 'attract people for more diverse industries eg digital' 'need to promote new business to provide employment' 'if people can work locally New Milton will have a better community' 'more than just jobs in care'</i>
Others less than 10%		<i>None, leave things as they are, better public transport, schools, NHS facilities</i>
What new Facilities should developers and NMTC fund? (online survey)		
Importance 1 low to 5 high; top 3 facilities Healthcare facilities Education facilities Traffic management	83% gave this 5 79% gave this 5 62% gave this 5	
LOCAL ECONOMY (paper survey- further analysis will be undertaken of online survey to inform policy development)		
Retail Business – what do you need to improve	Less than 10%	More or free parking, lower rents and rates, greater variety of premises, more attractive premises needed, start-up support, more care home carers, a more balanced population, return Town Centre to traders, no more charity shops

HEALTH CARE- (online survey)		
See Charts below Are you happy with your healthcare ?	77% YES	
What would help you be healthier and keep the Dr away		
More activities and clubs for friendship and fitness?	70- 80% YES	
New walking and cycling opportunities?	77% YES	
Could you volunteer time to support others?	53% YES - 142 people	
Other comments from paper survey up to 10%		Easier access to GP and hospital appointments needed
WHAT WOULD MAKE ROAD USE BETTER?		
Online survey- see Chart below: Are you happy with the flow of traffic in New Milton area now	58% NO	
Is there enough parking now	62% YES	
73% of online respondents had suggestions for improvements and these will be used for policy development. Responses from paper surveys indicate popular advice		
1 Improve traffic flow around town centre, especially the double set traffic lights	50%	<i>'replace Spencer Rd/Ashley Road lights with a mini-roundabout' 'Spencer Rd lights pointless' ' make a new one-way system around town and pedestrianise the centre- give New Milton a heart'</i>

<p>2 Improve the Whitefield Rd/Osborne Road/Station Road junction</p> <p>Other comments up to 10% each</p>	<p>26%</p>	<p><i>'put in a roundabout' 'traffic lights' 'move bus stop which makes it worse'</i></p> <p><i>Direct through traffic away from town centre- a by-pass; Bashley- footpath through village, slow traffic down and New Lane and Bashley Road one-way system, Old Milton /Lymington Road junction a roundabout; open road on Market Day; less parking in High Street; stop HGV's using local roads, more public transport so leave cars at home, stop speeding</i></p>
EDUCATION		
<p>online survey (see Chart below)</p> <p>Parents are you happy with current educational provision ?</p> <p>Students are you happy with current educational provision ?</p> <p>If no what other provision is needed?</p>	<p>74-88% YES</p> <p>80% YES</p>	<p><i>up to 10% paper survey: more special needs education, more pre-school and nursery, smaller class sizes, multi-academy trust schools</i></p>

*How percentages were calculated- for more information see 2016 Community Engagement Report

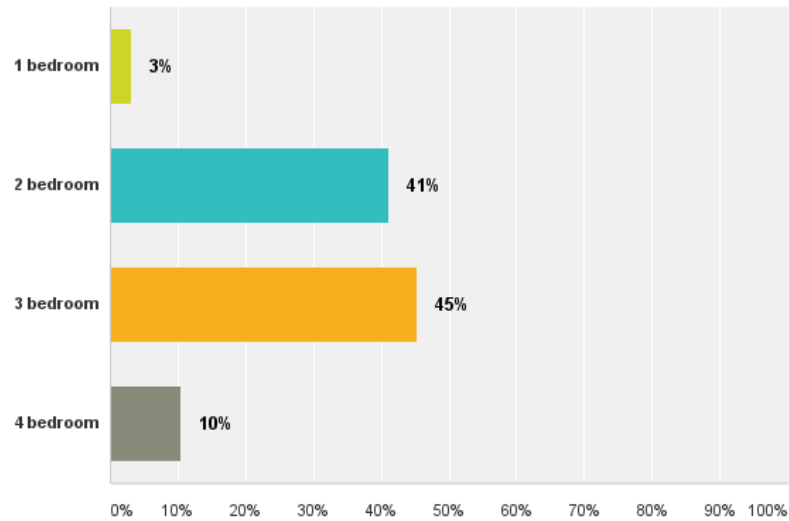
292 online and 123 paper responses were received, a total of 415. In the above table percentages for text questions represent the proportion of people, out of the number responding, making a comment. 24 online responses received after the deadline did not form part of the text analysis so far but contributed to the chart information. The 24 later responses will contribute to further analysis of text answers for policy development. The text responses of the paper surveys were analysed in full but only the online tick box answers contribute to the chart information. Chart information, below, shows proportions from the number of people who answered the online tick box question excluding those who skipped the question.

** NFDC Local Plan Part 1 Strategy Review

HOUSE SIZE AND DESIGN . CHARTS OF RESPONSES GIVEN FROM 292 ONLINE SURVEY RESPONSES TO QUESTIONS ON Q5 AND Q6

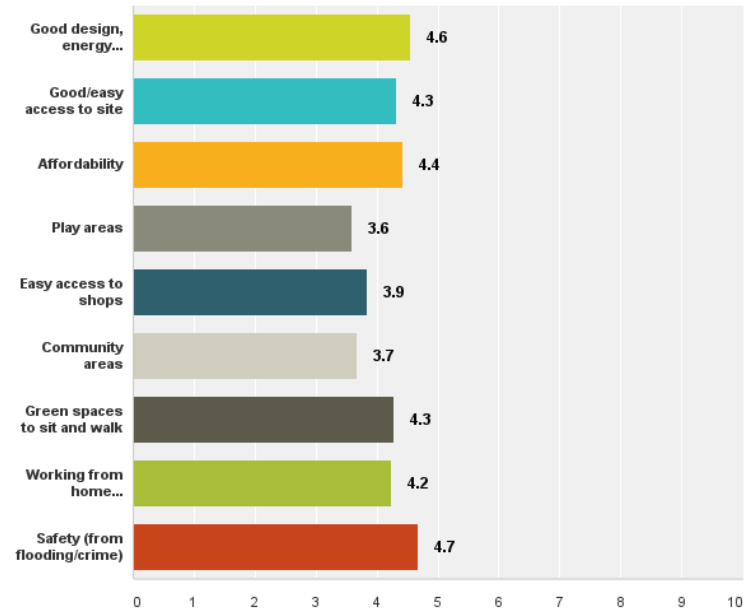
Q5 House size:

Answered: 280 Skipped: 12



Q6 Please answer the following:

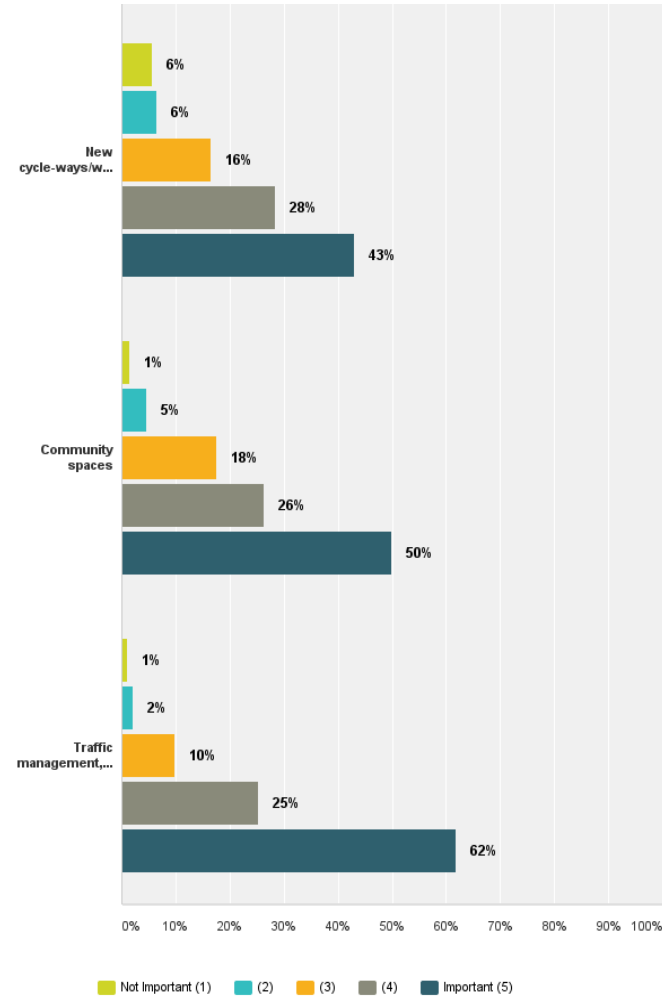
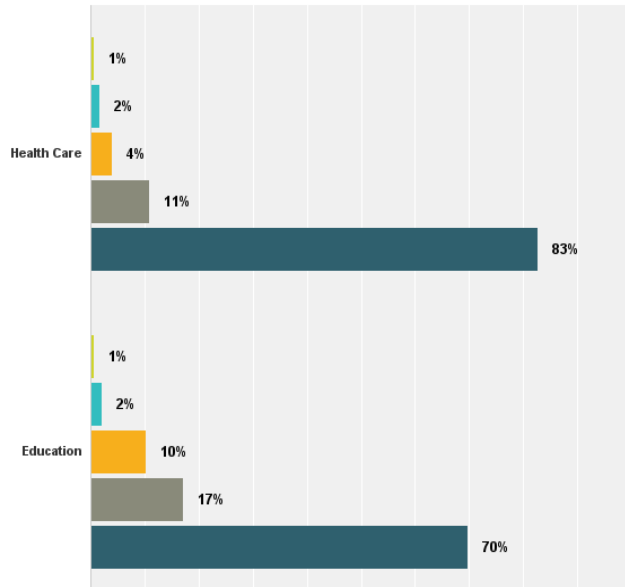
Answered: 286 Skipped: 6



FACILITIES ARISING FROM HOUSING DEVELOPMENT. CHARTS OF RESPONSES GIVEN FROM 292 ONLINE SURVEY RESPONSES TO QUESTION Q8

Q8 2.4 What new facilities should developers or the Town Council be asked to support in the wider town as a result of the new housing?

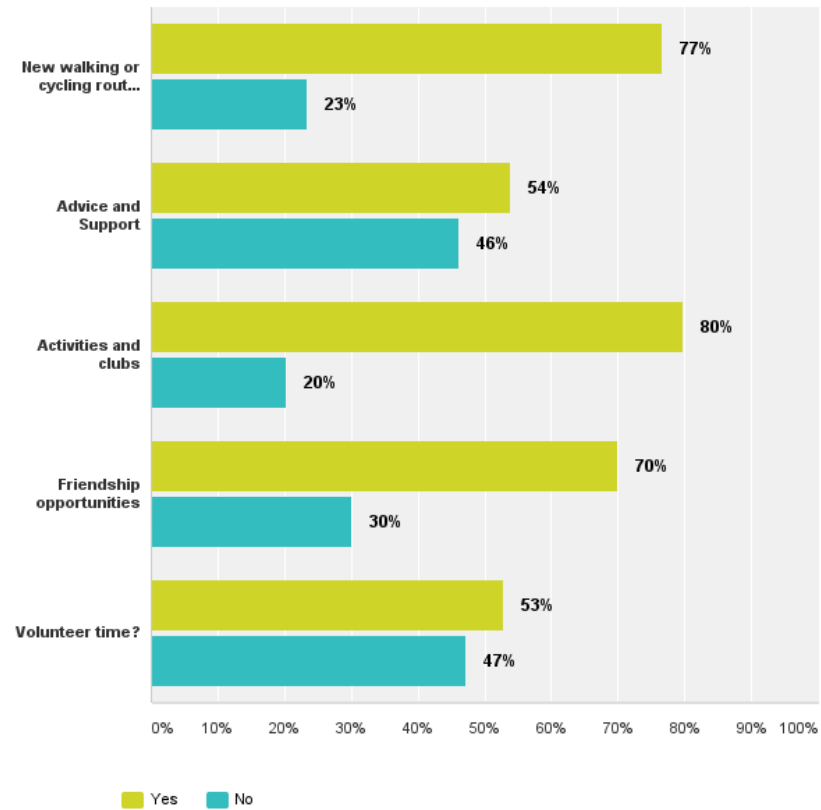
Answered: 285 Skipped: 7



HEALTH: CHART OF RESPONSES FROM 292 ONLINE SURVEY RESPONSES TO QUESTIONS Q13 AND 14

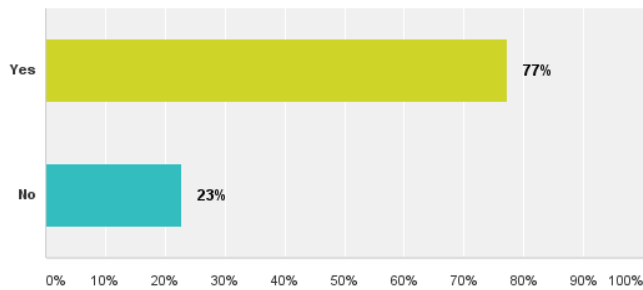
Q14 4.2 What would make your daily life healthier and keep you away from the doctors - would you use:

Answered: 268 Skipped: 24



Q13 4.1 Are you happy with your health care provision?

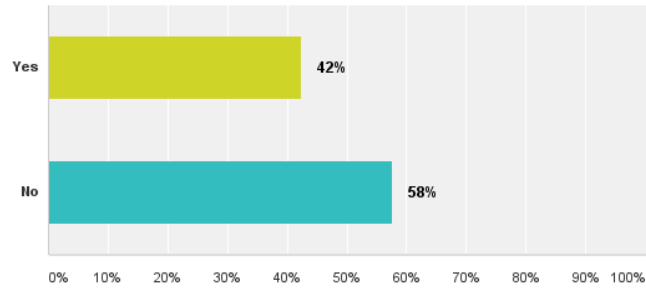
Answered: 267 Skipped: 25



TRAFFIC AND PARKING. CHARTS OF RESPONSES GIVEN FROM 292 ONLINE SURVEY RESPONSES TO QUESTIONS Q17 AND 18

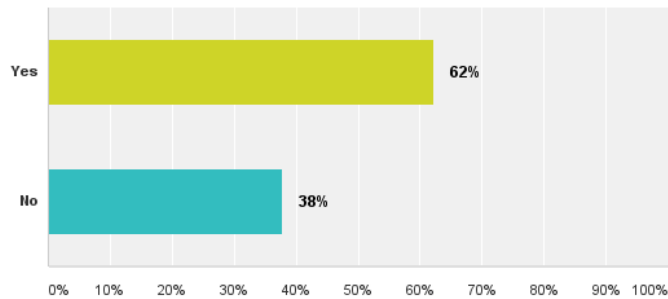
Q17 5.1 Are you happy with the flow of traffic in and through the New Milton area?

Answered: 267 Skipped: 25



Q18 5.2 Is there enough parking to access shops?

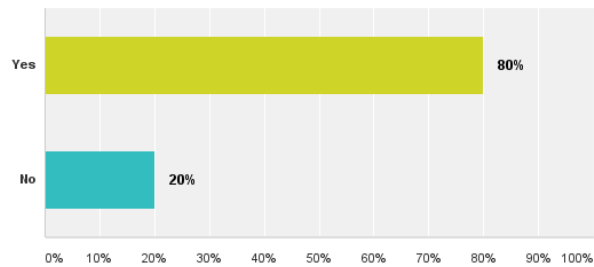
Answered: 267 Skipped: 25



EDUCATION. CHARTS OF RESPONSES GIVEN FROM 292 ONLINE SURVEY RESPONSES TO QUESTIONS 20 AND 21

Q21 6.2 Students: Are you satisfied with the education provision? If no, what else is needed?

Answered: 55 Skipped: 237



Q20 6.1 Parents: Are you satisfied with the educational provision; if no, what more is needed?

Answered: 94 Skipped: 198

