

The Clare Community Plan

Published - October 2010

THE RESULTS



Introduction:



With its beautiful surrounding countryside and quintessentially Suffolk buildings, many people from outside Clare may only think of it as a tourist attraction. A place to sample local ale in one of the pubs, take a stroll through the country park or, perhaps, seek out a treasure in an antique shop or gallery.

Although these are some of the town's great qualities, Clare is not just a place to visit. Two thousand people live here, work in the town, are educated in one of the schools or are, perhaps, enjoying their retirement. Clare's residents have a lot to be proud of about where they live. They have a right to be involved in projects and ideas for the town, which is what the Community Plan is all about.

Clare's situation midway between Haverhill and Sudbury and also near to Bury St Edmunds, Newmarket, Braintree and Cambridge makes it an ideal place for people to live within easy reach of one of these larger towns. Many people here enjoy living in a small rural town, with the benefit that it is not far from larger places where more jobs are available.

At present, the number of children in Clare is declining and schools are involved in a restructuring programme across West Suffolk. At the opposite end of the age scale, there is an increasing number of people who have chosen to spend their retirement in Clare.



Clare has been designated a Key Service Centre by St Edmundsbury Council because of its range of shops, services, small businesses, healthcare and education facilities. This designation is intended to encourage Clare's residential and business community to join in consultation with the Parish and Borough Councils to make plans that determine the appropriate growth of housing and services. Currently, there are plans for housing developments of between 20 and 70 homes in the town.

Of course, along with its modern services, it is important to remember Clare's rich history. Situated at the head of the River Stour, Clare was a market town of some importance in medieval times. In the middle of the Country

Park there are the remains of a medieval castle, home of the Earls of Clare and a place of residence until the fifteenth century. In close proximity, there is a wonderful 13th century Priory as well as a large gothic church. In addition to many interesting old timbered houses some dating back to the 14th century there are fine examples of Elizabethan, Georgian and Victorian buildings.

Clare has a balance between its rich history and its modern services. It is a place to live and work and also a thriving tourist attraction. There are currently plans for developments in Clare that will affect the whole community, so everyone needs a chance to be involved. The Community Plan is one way that everyone can have their say.

More information on Clare is available at www.clare-uk.com.

What is Clare's Community Plan?

The Community Plan sets out what Clare's residents want to improve about their town and environment describing the expectations and aspirations of everyone who lives there.

The Plan includes issues that are relevant to the people who live and work in the community, including social, environmental and economic issues.

It is important that The Community Plan:

- Reflects the views of all sections of the community
- Identifies which features and local characteristics people value
- Identifies local problems and opportunities
- Outlines how local people want the community to develop in the future
- Sets out an Action Plan

What will The Community Plan achieve?

- A detailed Action Plan will be used to influence the policies of other bodies on issues raised by the community
- The Plan is a flexible document that will be reviewed to reflect the changing views of the people of Clare
- A Monitoring Group will be formed to ensure that any Action Points raised as a result of the Plan are addressed and actioned

The Community Planning Process

In October 2008 the first public meeting was held to discuss the development of a Community Plan for Clare. The Parish Council had been considering the idea for some time and considered it important that Clare had a plan that reflected the views of its residents and would form a guide for the future of Clare.

After the meeting in October 2008 a Steering Group was formed from approximately 25 volunteers within the community who had the following remit:

- to provide the opportunity for residents to express their views
- to construct a questionnaire that reflected those views
- to distribute and collect the questionnaires
- to evaluate the responses to the questionnaire
- to produce a report and an Action Plan

The report and Action Plan would then be presented to the Parish Council, St Edmundsbury Council, Suffolk County Council and other stakeholders.

A schedule was produced aiming to complete the Community Plan by Summer 2010: a deadline which has been met!

The project was funded through council grants as well as income generated at specific community events, such as a weekend Duck Race, a Golf Day and a Music Night at the local Fire Station.

The questionnaire was written based on issues identified by residents. To gather this information, the Steering Group placed reply cards in local shops, pubs & surgeries around the town centre. After analysing all reply cards, eight key themes were identified which formed the basis of the questionnaire:

1. The Community
2. Shops and Services
3. Education
4. Housing and Development
5. Leisure, Social and Sport
6. Traffic and Transport
7. Environment and Sustainability
8. Mobility and Access to Services

A Youth questionnaire was included in the main questionnaire and online to enable greater focus on this sector of the community.

In recognition of the important role played by businesses in contributing to the character of Clare and the quality of its service provision to residents and visitors, a Business Survey was undertaken at the same time. This was administered as an online survey by the Clare Business Association and is reported separately, direct to Clare Parish Council and St Edmundsbury Economic Development Department.

The next stage was to put together the questionnaire based on the reply cards. An editorial committee was set-up to oversee the questionnaire, aiming to generate a document that was easy to understand and to complete, as well as reflecting the issues that were important to Clare's residents.

Each member of the Steering Group then 'tested' the questionnaire with a Clare resident during a pilot phase. In light of this, adjustments were made.

The final questionnaire was distributed and collected by hand, where practical, to and from households in Clare in Autumn 2009. This process was completed whilst ensuring the confidentiality of each questionnaire. The result was a very impressive 80% return. Thank you!

Questionnaire responses were evaluated and then members of the Steering Group were tasked with writing a report and formulating action points. The editorial committee again had the job of collating the work carried out by the Steering Group to produce the final Community Plan, which was independently verified and validated to ensure a document with complete integrity.

Every household has received a summary of the report and this final report is lodged on the Clare website as well as in the Parish Office, Clare Library and with St Edmundsbury Borough Council.

Key Milestones for The Community Plan:

October 08	<i>First public meeting to announce Community Plan</i>
January 09	<i>Steering Group appointed and first Community Plan meeting held</i>
April 09	<i>Reply cards posted around town for residents to complete</i>
June 09	<i>Reply cards analysed and 8 key themes for questionnaire identified</i>
August 09	<i>Draft questionnaire completed</i>
September 09	<i>Questionnaire tested during pilot phase</i>
October 09	<i>Questionnaire printed</i>
November 09	<i>Questionnaire delivered to and collected from residents by volunteers</i>
December 09	<i>Questionnaires results collated and analysed</i>
February 10	<i>Steering group start writing report sections</i>
March 10	<i>Editorial committee produce draft reports</i>
July 10	<i>Community Plan Highlights delivered to every household.</i>
September 10	<i>Full plan distributed and available for viewing at the Library and online at www.clare-uk.com.</i>

Before we start the analysis of each question....

In total, 940 respondents completed this questionnaire. However, the number of responses to each question varies as not all 940 respondents answered every question. So that you can evaluate the significance of each response, the number of responses as well as a % response rate has been included for each question.

THE RESULTS >>

About Your Household

1.1 The gender and age of the household respondents

932 (99%) respondents to this question: 56% females and 44% males.

- 45% of respondents are aged 40-64 years
- 43% of respondents are 65 years and over
- 12% of respondents are 18-39 years

Children aged between 9-17 years old were asked to complete a separate Youth section (see page 52).

1.2 What is the occupational status for each person in your household?

900 (96%) respondents specified the occupational status of each person in the household, as follows:

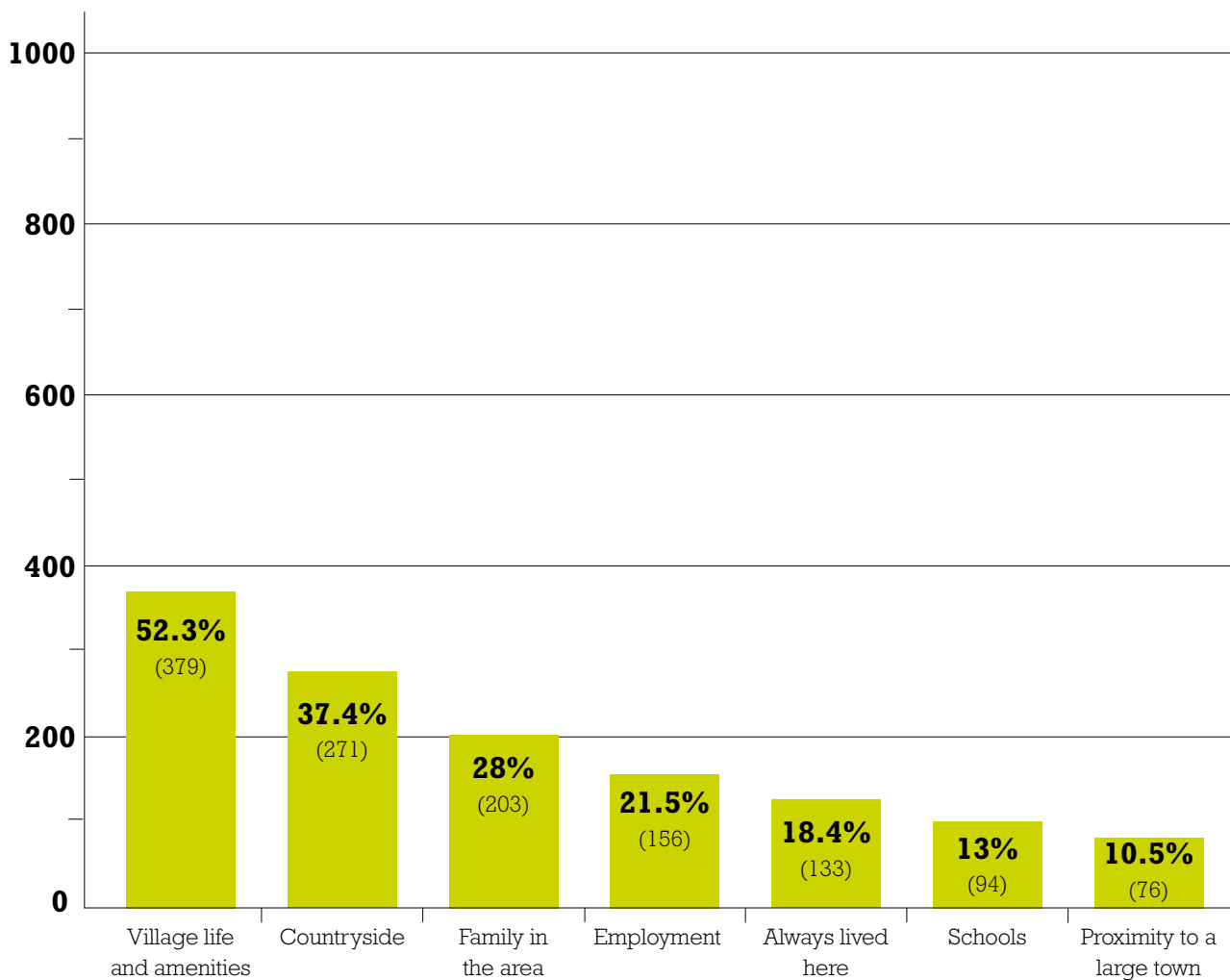
Status	Response %
Retired	46%
Employed	43%
Housewife/husband	5%
Long-term sick/disabled	3%
Seeking employment	2%
Full time education	1%

1.3 How long have you lived in Clare?

Length of time in Clare	Response %
31 years +	28%
16-30 years	26%
0-5 years	23%
6-15 years	22%

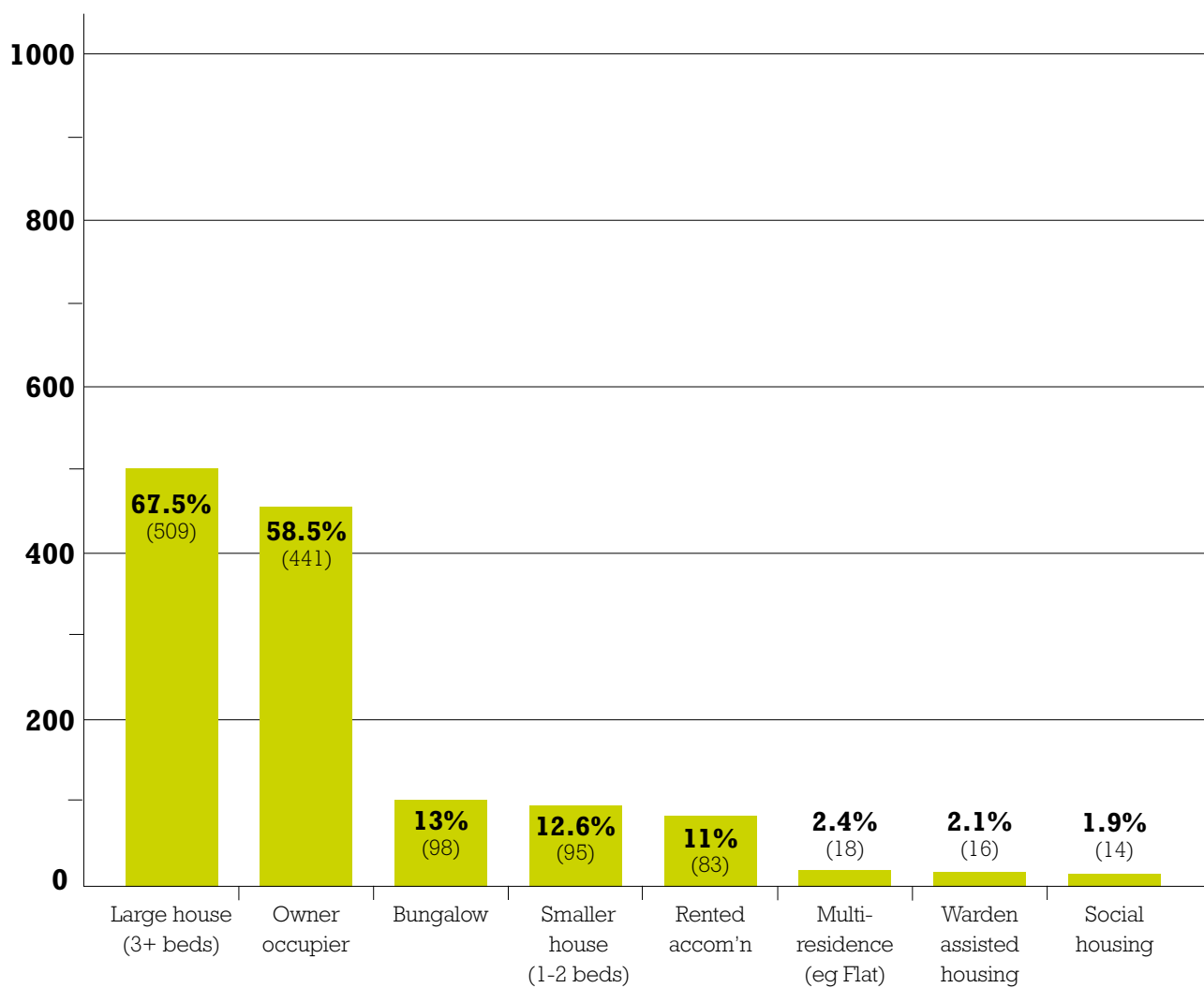
1.4 Why did you come to live in Clare and why have you stayed?

724 (77%) respondents answered this question.



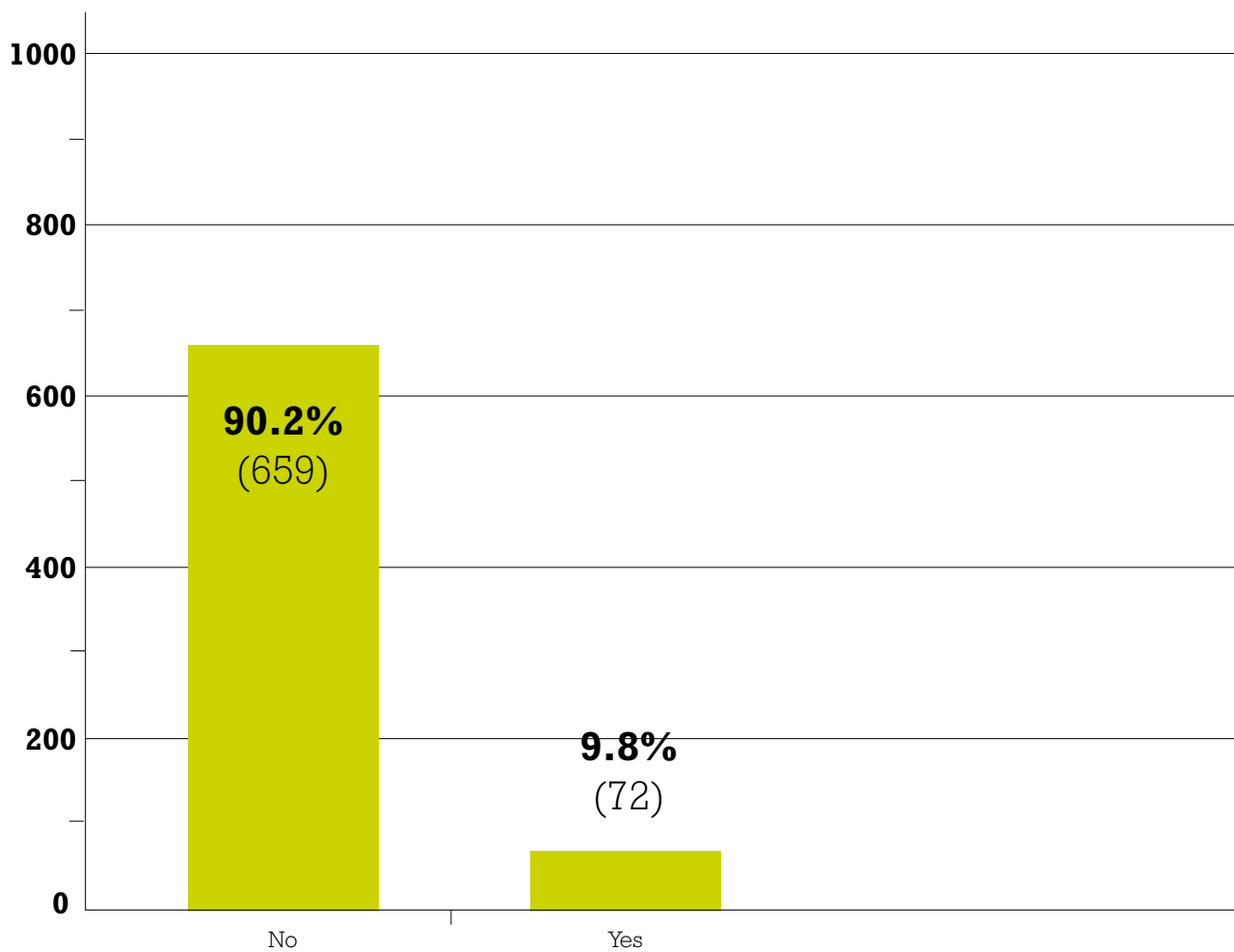
1.5 In what type of accommodation do you live?

754 (80%) respondents answered this question.



1.6 Are you thinking of leaving Clare in the next 5 years?

659 (90%) of the 731 (78%) respondents have no intention of leaving Clare in the next five years.



1.7 If 'Yes', please tell us why?

72 (10%) respondents indicated that they would be leaving Clare in the next five years, stating the following reasons:

Reason for moving	Response (%)
Change their house size	39%
To be nearer family	20%
For improved schooling	13%
Dissatisfied with facilities	9%
For employment	9%
Lack of affordable housing	8%

The Community

The issues:

- Request for further community events
- Lack of use of the Clare-UK website
- Crime is being experienced and there are some issues in contacting the police

2.1 Do you feel involved in the community and know what is going on?

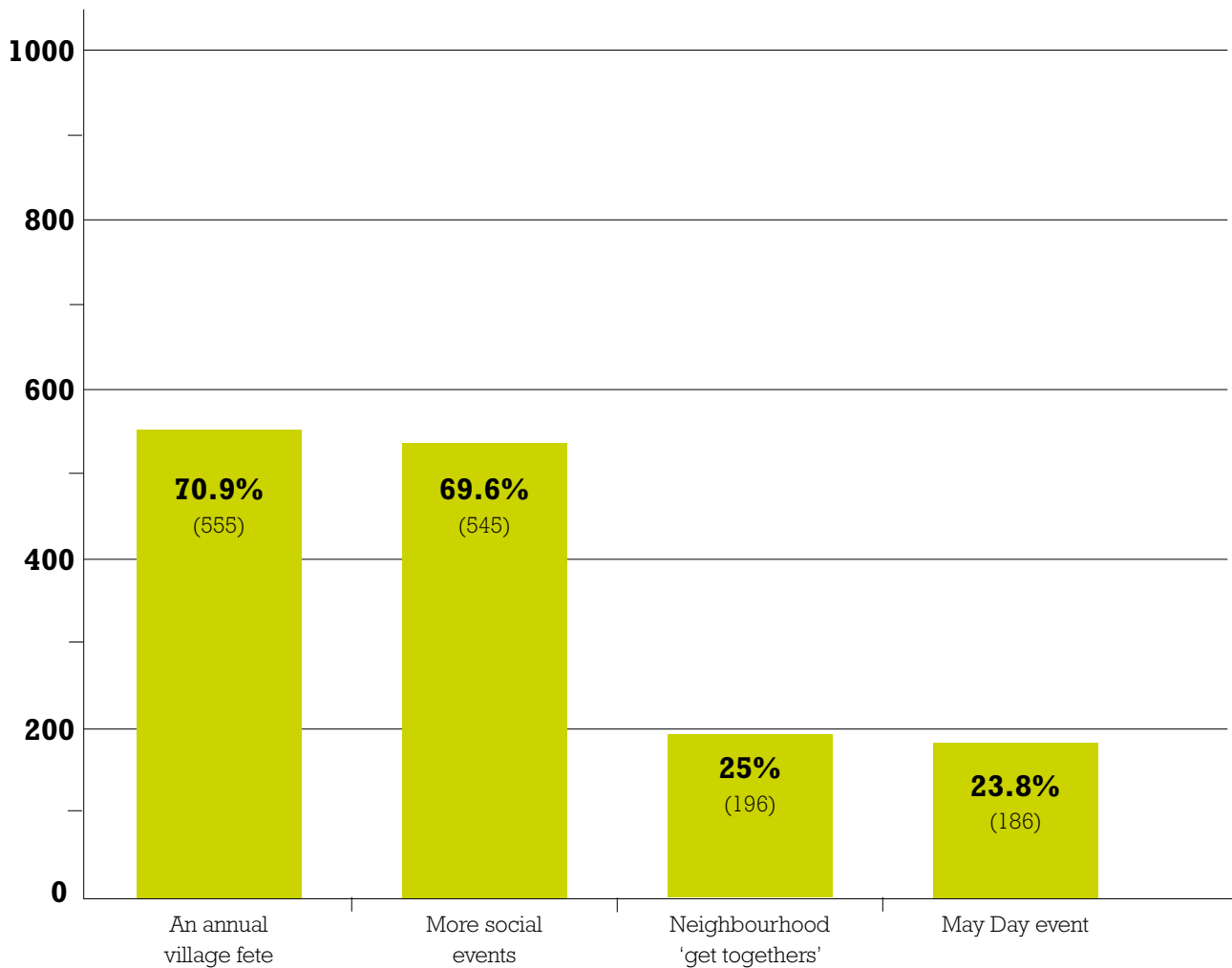
918 (98%) respondents answered this question.

It is evident from the responses that there is a strong sense of Community. 410 (45%) of respondents feel involved in the community and know what is going on. 394 (43%) respondents felt that they knew a little about what is going on Clare, whereas 114 (12%) said they did not feel involved and did not know what is going on in the community.

2.2 What would improve community spirit?

783 (83%) respondents answered this question.

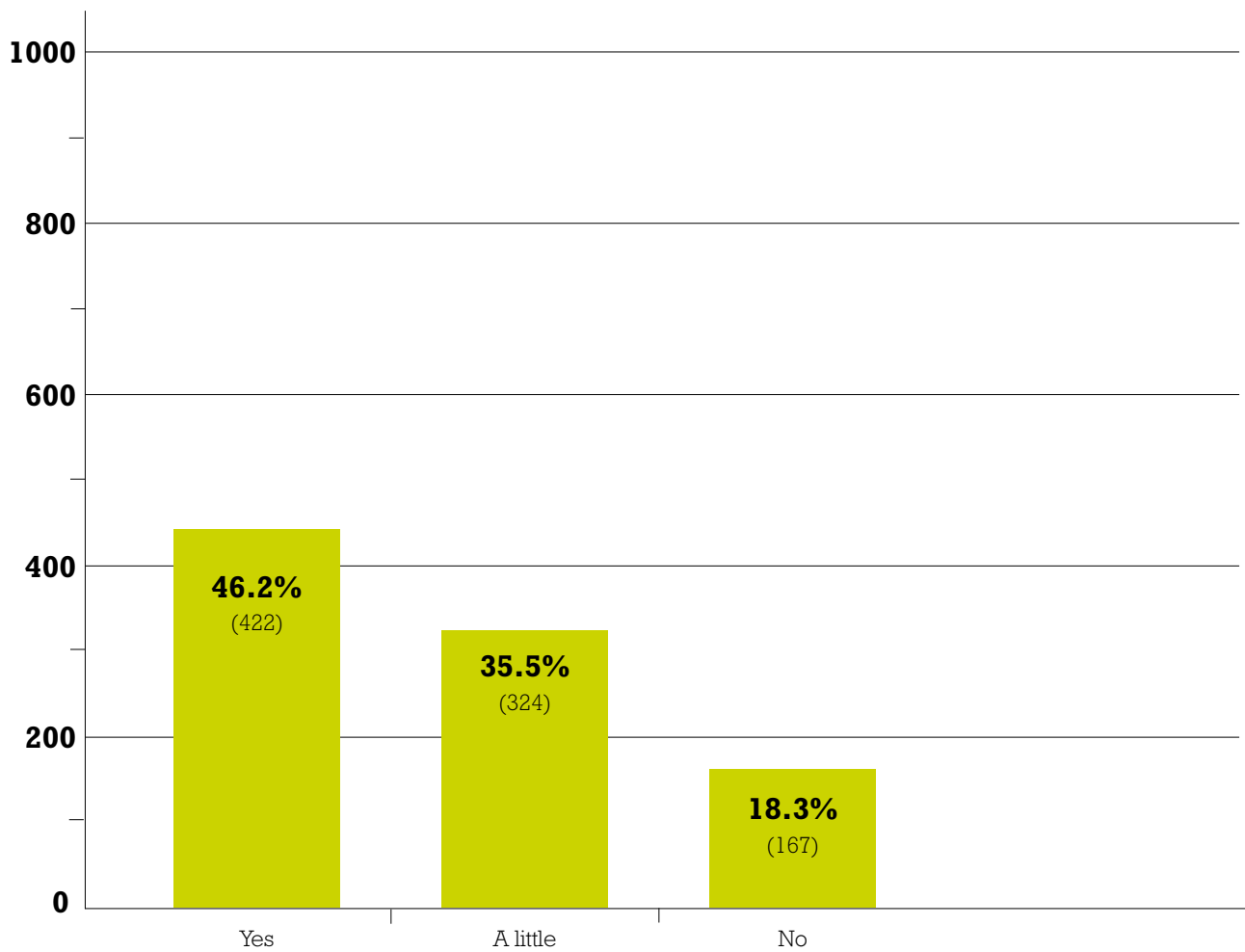
555 (71%) respondents felt community spirit could be improved by holding more social events with an Annual Village fete proving the most popular.



2.3 Do you know what Clare Parish Council does?

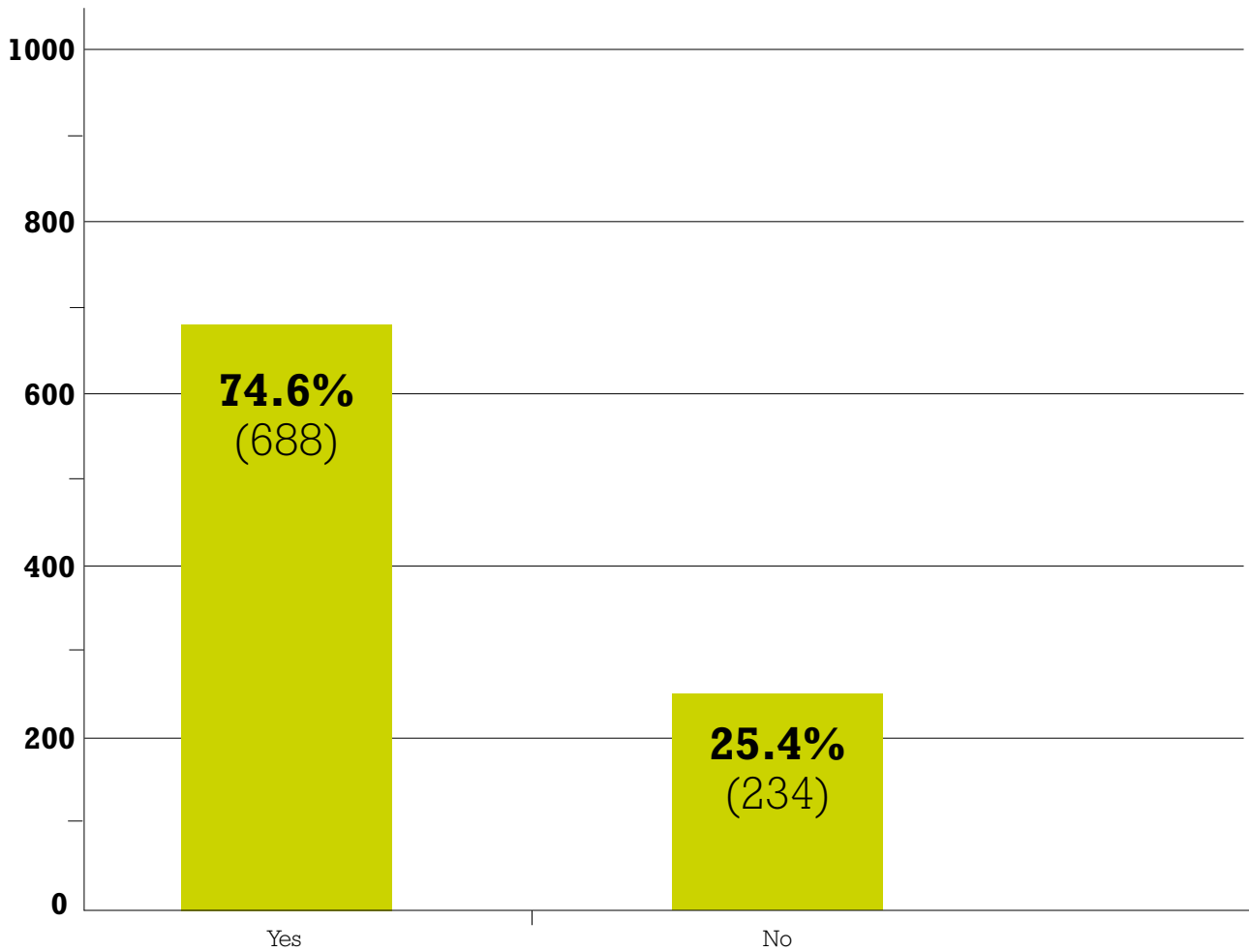
913 (97%) respondents answered this question.

422 (46%) respondents are aware of what Clare Parish Council does.



2.4 Do you know how to contact Clare Parish Council?

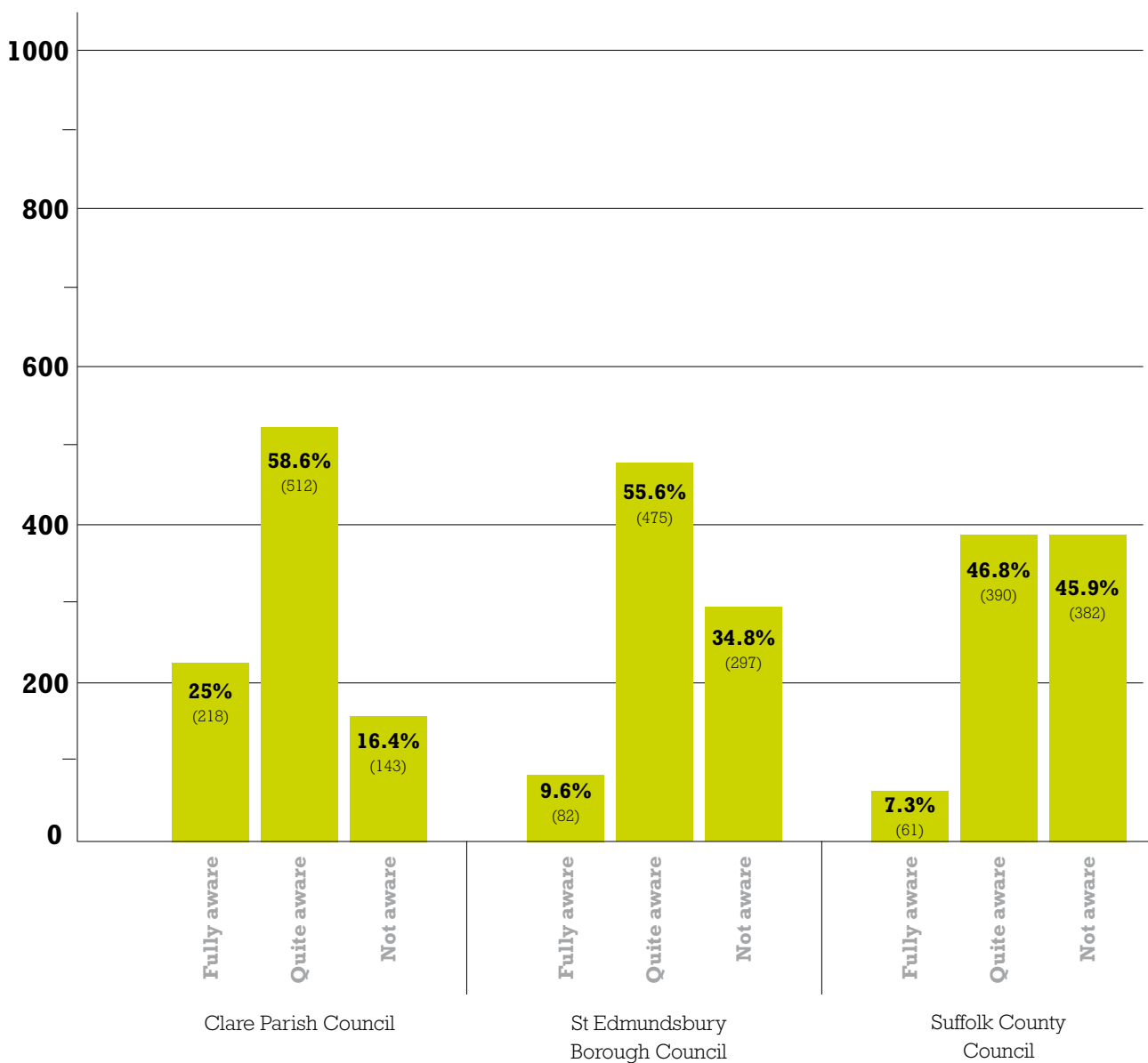
688 (75%) respondents answered this question.



2.5 Do you feel your elected representatives in local government are sufficiently aware of local concerns and feelings?

879 (94%) respondents answered this question.

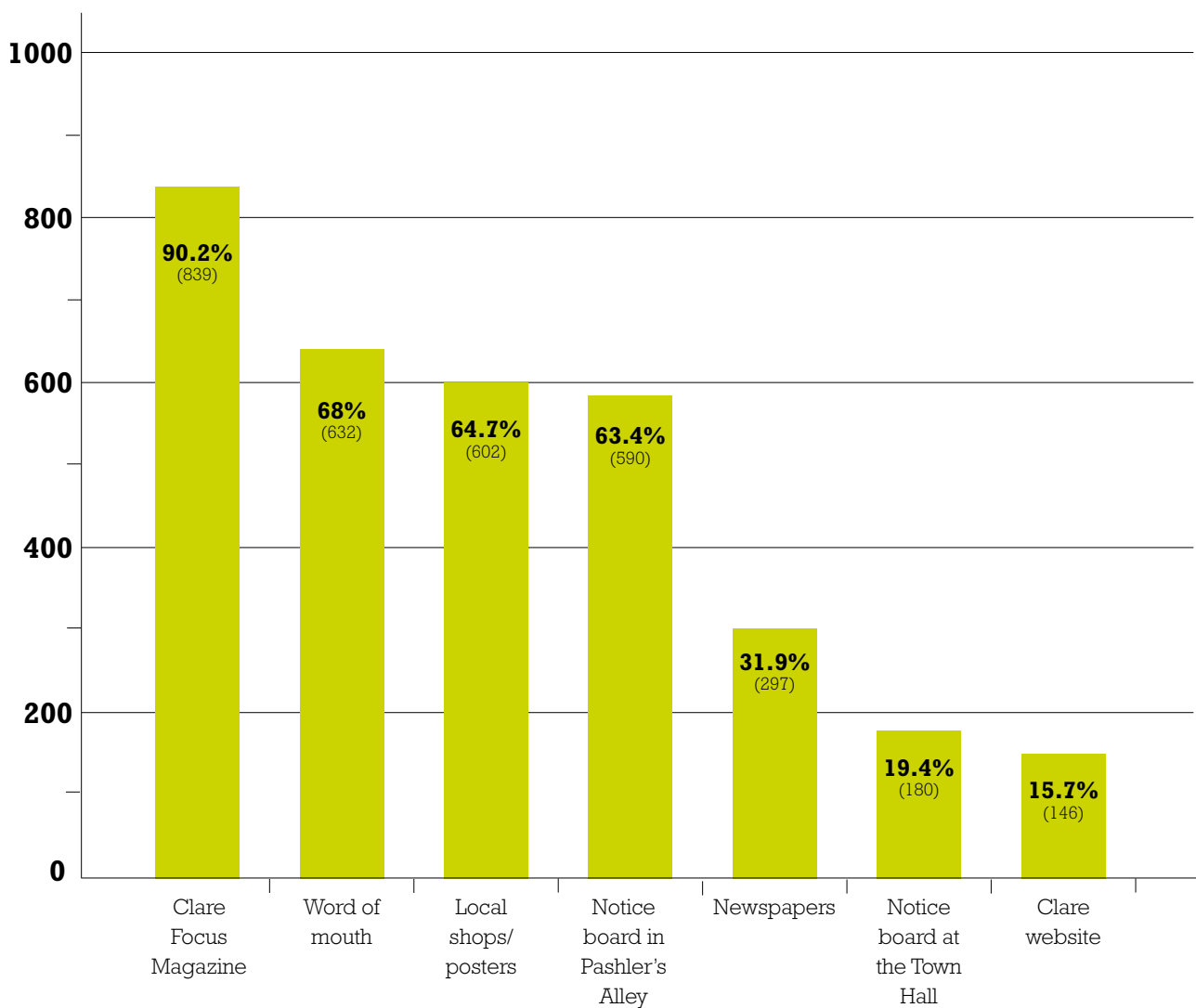
Although there is good awareness at local Parish Council level, at Borough and County level the responses indicate that the Community feels that there is less awareness of local concerns and feelings.



2.6 How do you find out what is happening in Clare?

930 (99%) respondents answered this question.

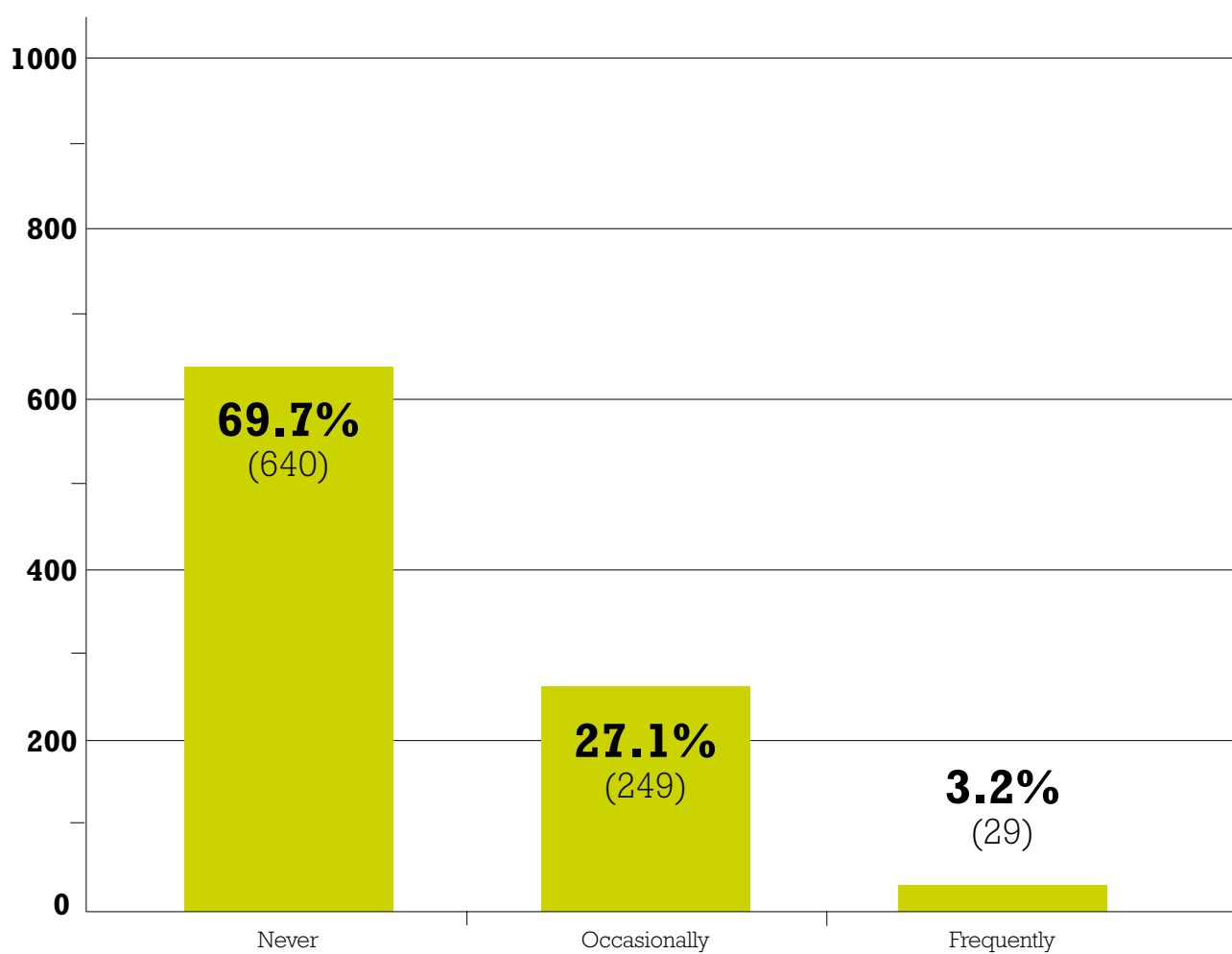
The Clare Focus magazine is by far the most popular means of finding out what is happening in Clare followed by word of mouth and then posters displayed in shops around town and on notice boards.



2.7 How often do you use the Clare-UK.com website?

918 (98%) respondents answered this question.

640 (70%) respondents never use the Clare UK website.



2.8 What are the 3 things you like most about living in Clare?

391 (42%) respondents answered this question. A number of people ticked multiple times, giving a response greater than 391.

Thing you like about living in Clare	No. of responses
Local Amenities /Shops	308
Atmosphere/People	293
Countryside	91
Country Park	57
Peace & Quiet	46
Low Crime/Safe	45
Location/Area	45
Size of town	29
Walks	26
Education	25
Beauty	20
Character/History/ Architecture	20
Close to Family	13
Town Centre	10

2.9 What are the 3 things you would most like to see improved in Clare?

359 (38%) respondents answered this question with many selecting single issues which couldn't be grouped. The main categories are below:

Thing to improve	No. of responses
Parking	53
Less HGVs	30
Transport Links	20
Traffic Calming /Speed Restrictions	17
Community Social Events/Community Spirit	17
Facilities for children/ young people	11

2.10 Have you experienced or witnessed any crime or anti-social behaviour in Clare in the past year?

876 (93%) respondents answered this question.

636 (73%) respondents have not witnessed any anti-social behaviour or crime in Clare whereas 240 (27%) have experienced it.

2.11 If you have experienced any crime or anti-social behaviour, please specify which type?

209 (22%) respondents specified that type of anti-social behaviour they had experienced, with 113 respondents (54%) stating that noise and disturbance was the most common issue. Vehicle damage, vandalism and theft from vehicles has also been experienced by a significant number of respondents.

Issue	No. of responses
Noise & disturbance	113
Vandalism	68
Property theft	55
Vehicle damage	53
Damage to your property	33
Theft from vehicle	18

2.12 Did you report the incident to the Police?

Out of 271 (29%) responses to this question, 154 (57%) of these did not report the incident to the police. 117 (43%) did report to the police.

2.13 How easy was it to make contact with the police?

189 (20%) respondents answered this question:

Level	No. of responses
Easy	134
Not easy	39
Difficult	16

2.14 Generally, do you feel safe walking around Clare?

919 (98%) people answered this question and 911 (99.1%) of these feel safe walking around Clare at any time of the day. 794 (89%) feel safe walking around Clare after dark. 100 (11%) feel unsafe walking around after dark.

15 respondents specified inadequate street lighting as the biggest safety issue and 8 respondents saw the presence of youths in groups as threatening.

Action Points:

- Investigate the possibility of holding more community events, especially an annual village fete
- Inform the relevant Councils regarding current level of public awareness
- Provide more public internet access to Clare UK website & promotion of this service
- Ensure that the Police are aware of the low level of concerns regarding how respondents contact them and the anti-social issues that a small number of respondents are experiencing

Shops and Services

The issues:

- Lack of an indoor/outdoor market in Clare
- There is a need for specific shops/services in Clare
- Lack of parking for shoppers and business owners in Clare

3.1 Do you shop in Clare?

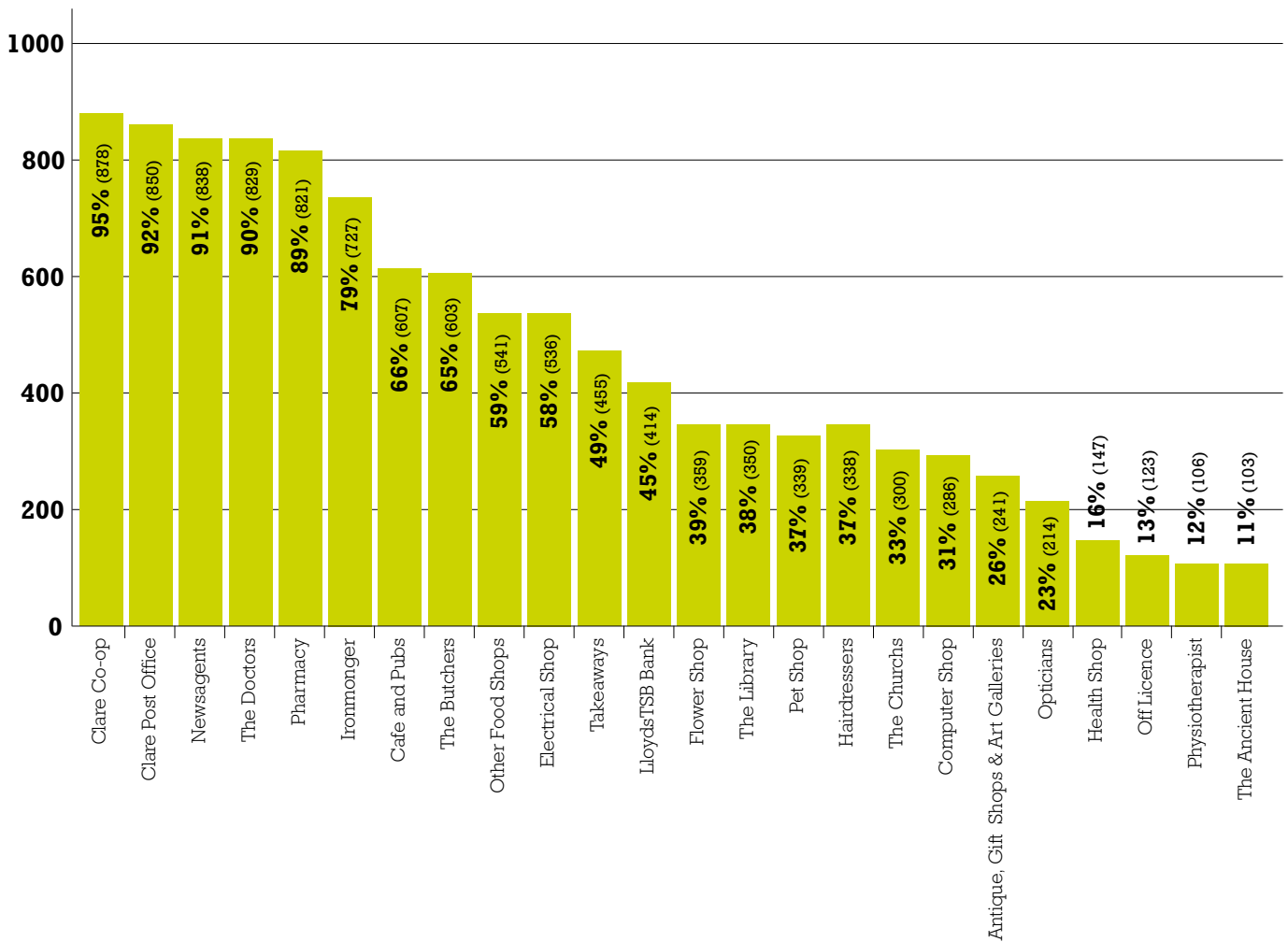
923 (99%) responded to this question.

916 respondents (99%) said that they shop in Clare, of which 397 (43%) said frequently and 187 (20%) occasionally. Only 7 (0.8%) answered that they do not shop in Clare.

3.2 Which shops/services do you use in Clare?

This question had 922(98%) respondents.

The Post Office, Newsagent, Co-op, Pharmacy and Ironmonger plus the Doctors' Surgeries had the highest number of responses.



3.3 What other shops and services would you like to see in Clare?

686 (73%) respondents answered this question, (many selected multiple options, making the overall number greater than 686).

Shop or service	No of responses	% response rate
Dentist	387	56%
Clothing shop	382	56%
Restaurant	198	29%
Large supermarket	87	13%
Sweet shop	50	7%
Computer games shop	27	4%

23 respondents listed additional one-off shops or services that they would like to see in Clare.

3.4 Would any of the following encourage you to shop in Clare?

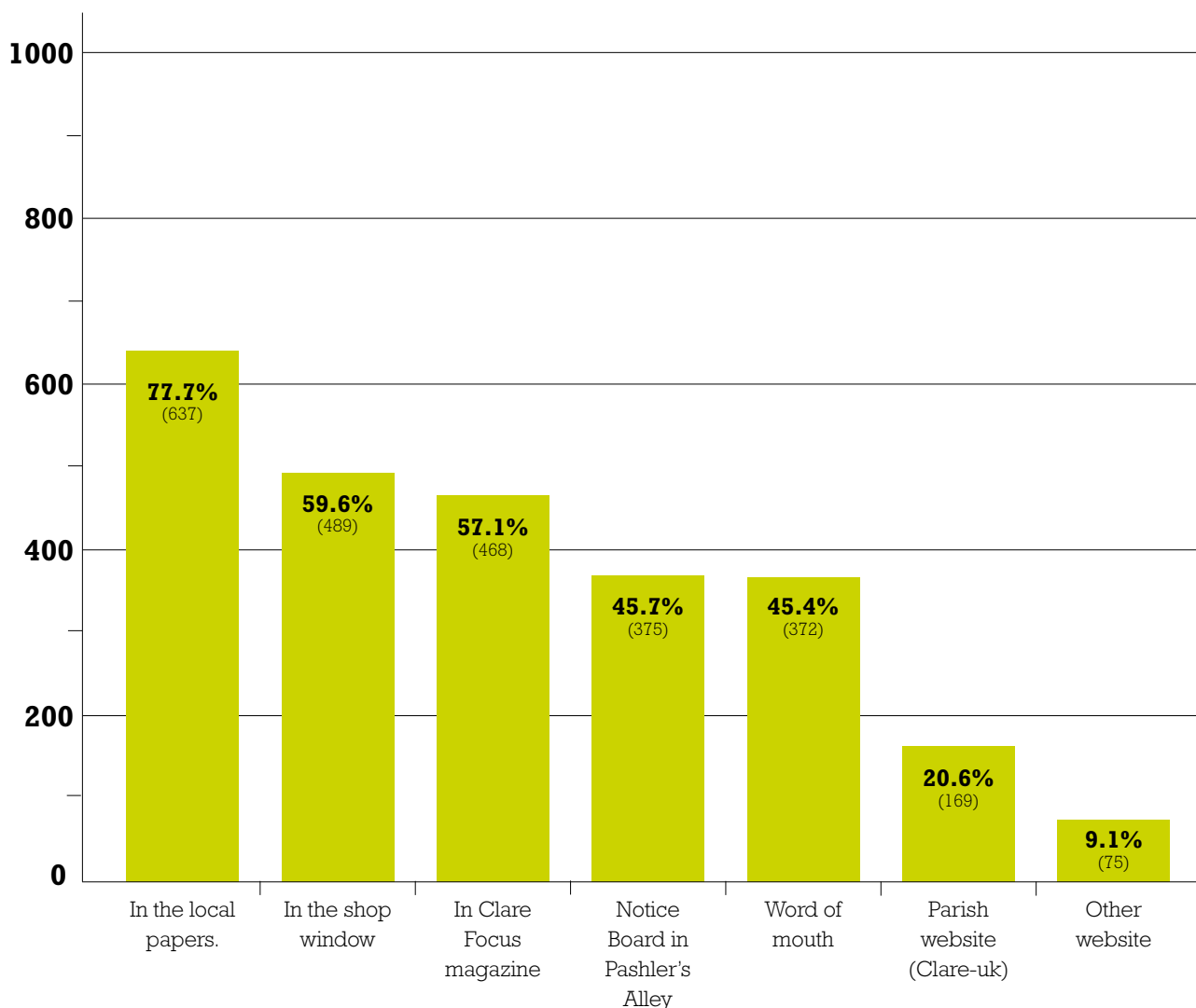
633 (67%) people answered this question (some respondents selected more than one option).

418 (66%) respondents would like to have a market on Market Hill, 414 (65%) want more parking spaces, while 54 (9%) favoured late night opening and 52 (8%) loyalty cards.

3.5 Where would you expect to find adverts for job vacancies or training in Clare?

There were 820 (87%) respondents to this question.

The majority of respondents 637 (78%) would expect to see job vacancies in local newspapers, followed by shop windows 489 (60%) and 'Clare Focus' magazine 468 (57%). 375 (46%) of respondents would expect to find job vacancies advertised on the notice board in Pashler's Alley with almost the same number 372 (45%) by word of mouth. Only 169 (21%) think that Clare website would be used for job vacancies and 75 (9%) on other websites.



Action points:

- Investigate the provision of an indoor/ outdoor market
- To request a continuation of dialogue with relevant authorities to resolve the parking problem
- Review provision of additional shops/ services requested by respondents and businesses
- Encourage greater use of Clare-UK website for local employment
- Promote and maintain support for Clare businesses within the Clare community

Education

The issues:

- There is an identified need for adult education classes to be made available in Clare, with a strong preference for these to be held in the evening
- There is a need for additional childcare facilities, providing holiday and after-school care

4.1 Would you like to see adult education classes being made available in Clare?

829 (88%) respondents to this question.

497 (60%) respondents identified a need for more adult education classes to be held in Clare. 221 (27%) don't know and 111 (13%) would not like them. A wide range of topics were identified to be provided for the community at these classes.

4.2 Which classes would you attend?

112 (12%) responded to this question (some specifying a number of classes). The table below summarises the main preferred subjects.

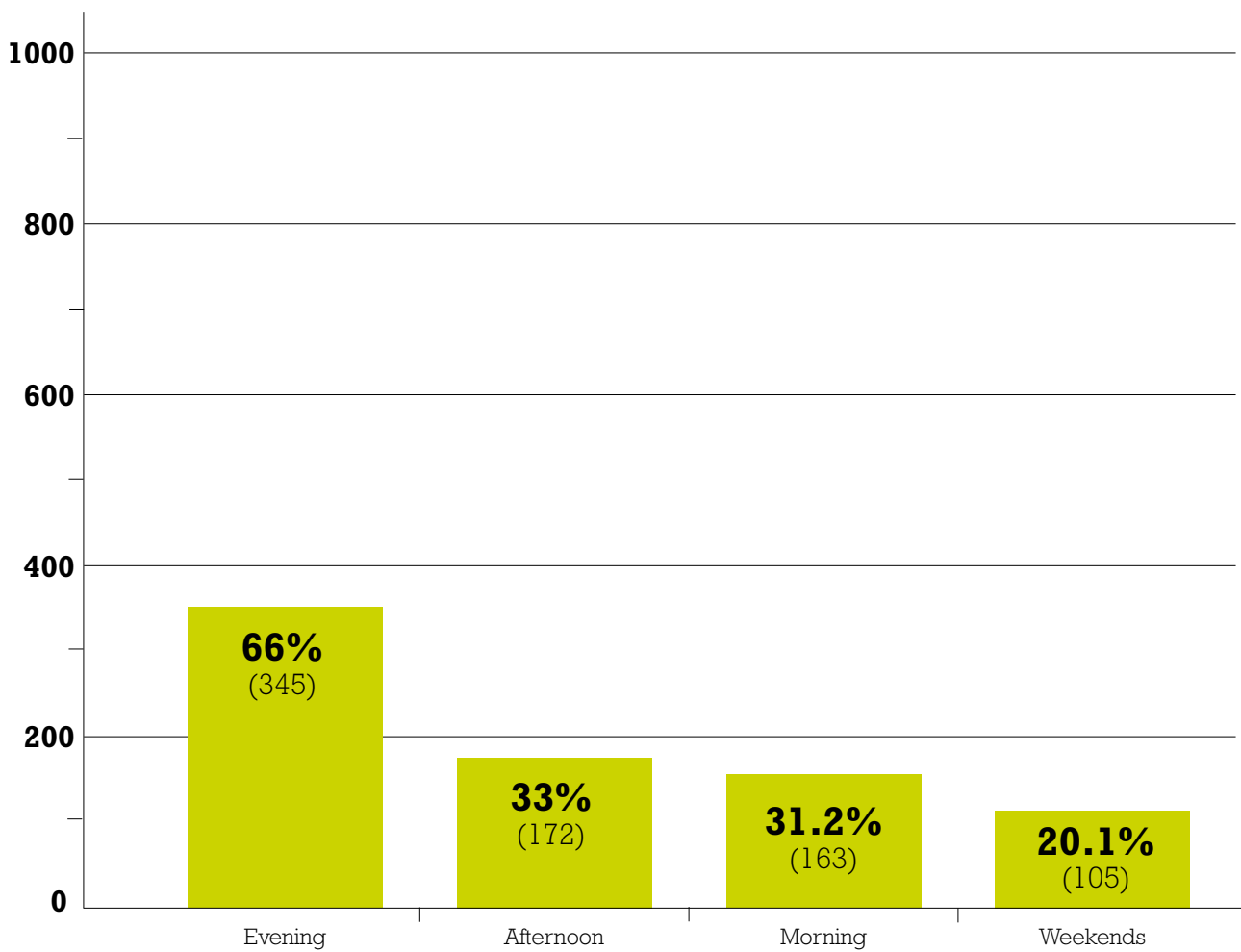
Subject	% response rate
Arts/Crafts	54
Computing	37
Languages (including English)	37
Photography	18
Cooking	15
Sport	10
Dancing (all sorts!)	10
DIY	9
History (including local)	9

(In addition there were 29 single responses for 'other' classes)

4.3. What would be the best time for you to attend these classes?

522 (56%) respondents to this question.

345 (66%) expressed a preference for classes to be held in the evenings.

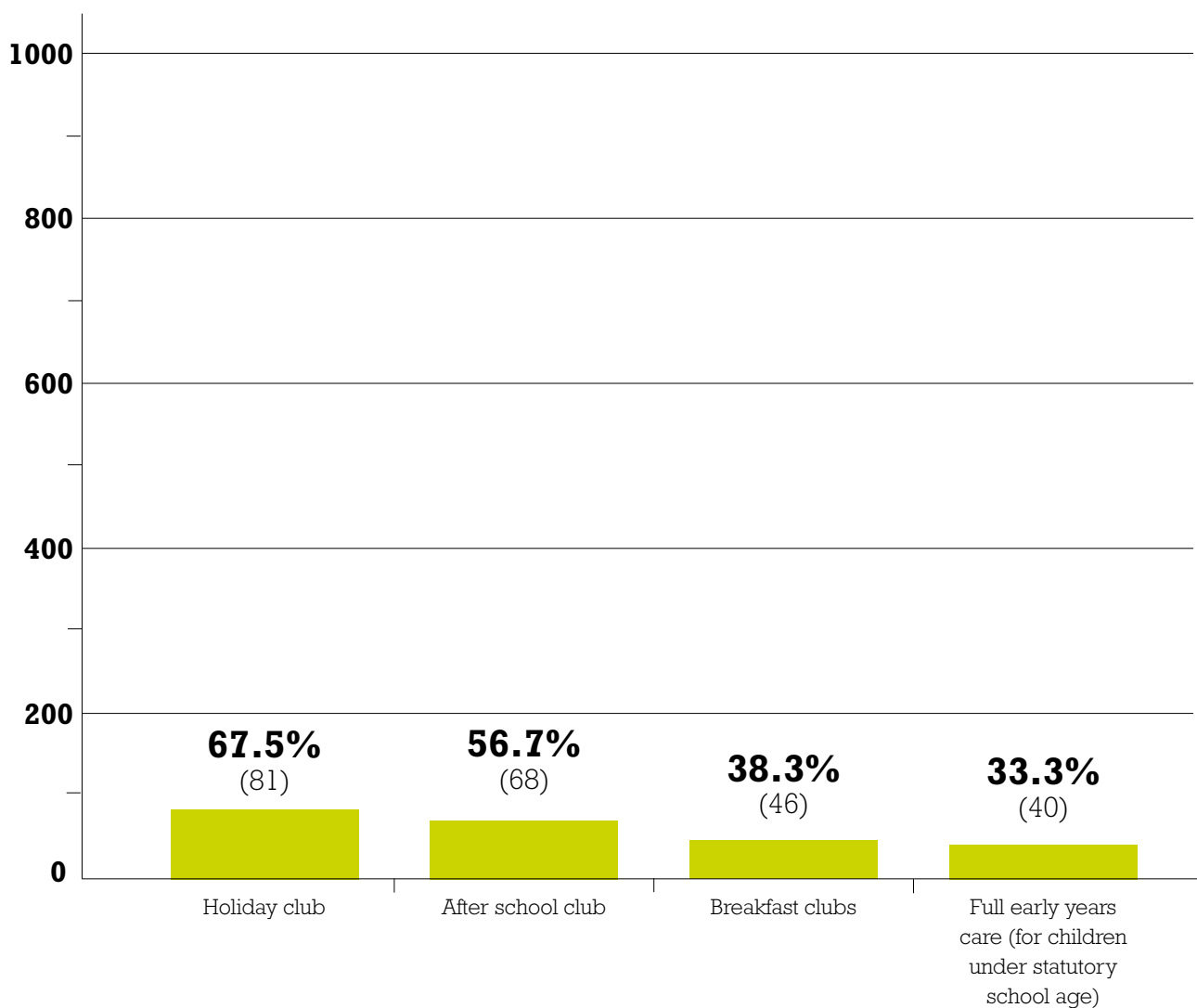


4.4 Would you like to see additional childcare facilities made available in Clare?

755 (80%) respondents to this question. 595 (79%) of people who answered this question stated that childcare provision issues were not relevant to them. 160 (21%) of respondents felt that additional childcare facilities were relevant to them, of which, 125 (17%) would like to see further childcare provision in Clare and 35 (5%) would not.

4.5 If so, what type would they be?

120 (13%) respondents identified a need for the following childcare facilities (some selected multiple options):



Action Points:

- To investigate the provision of adult education classes in specified subjects
- To investigate the provision of holiday and after-school clubs

Housing & Development

The issues:

- The current housing need in Clare is not being met
- Some respondents do not want any further housing development in Clare
- Findings indicate that smaller, more affordable housing is required
- Gradual increase in new housing on smaller, ideally previously developed sites is an indicated preference of respondents
- A number of respondents indicated a preference for more light industrial units

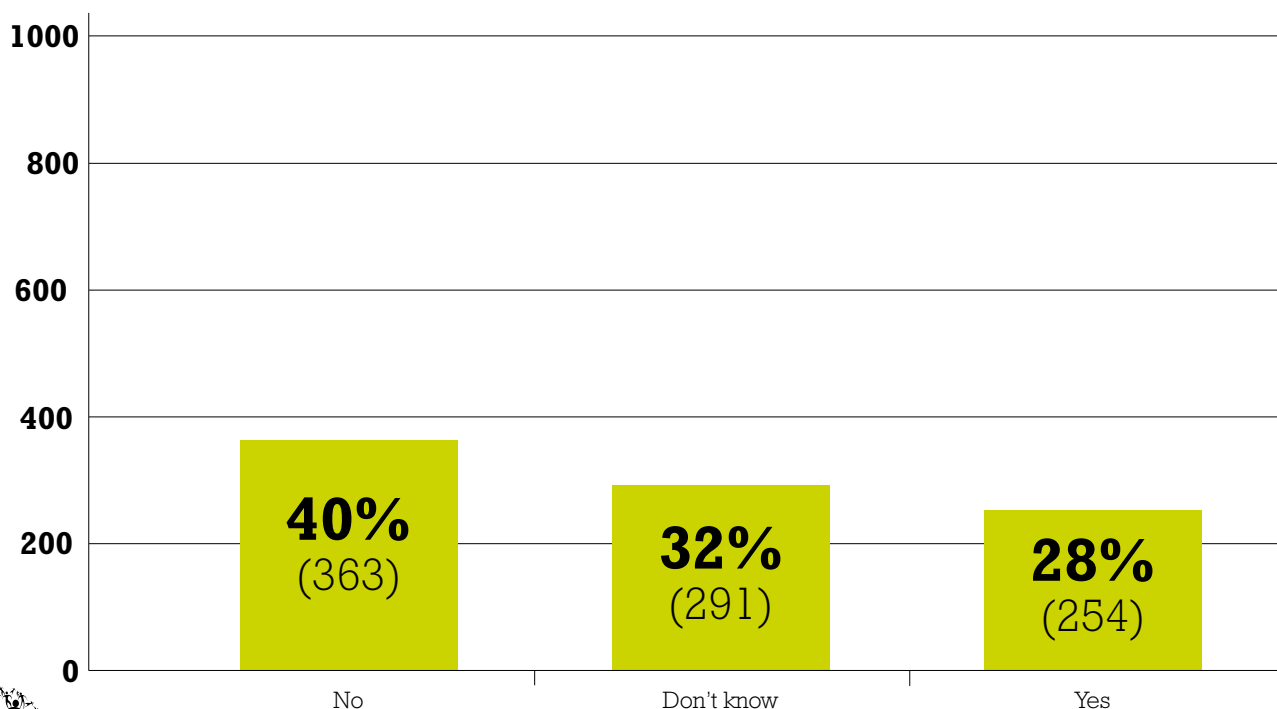
Background

The Government's Rural White Paper focuses on sustainability and regeneration of towns and villages in rural England. New housing provision is a critical part of this and market towns, such as Clare, which can function as 'hubs' for the surroundings, are seen as good locations for housing schemes designed to meet the demands of a wider catchment area.

With increased pressure for new housing development in Clare, what, most importantly, do respondents feel about this issue now and for the future?

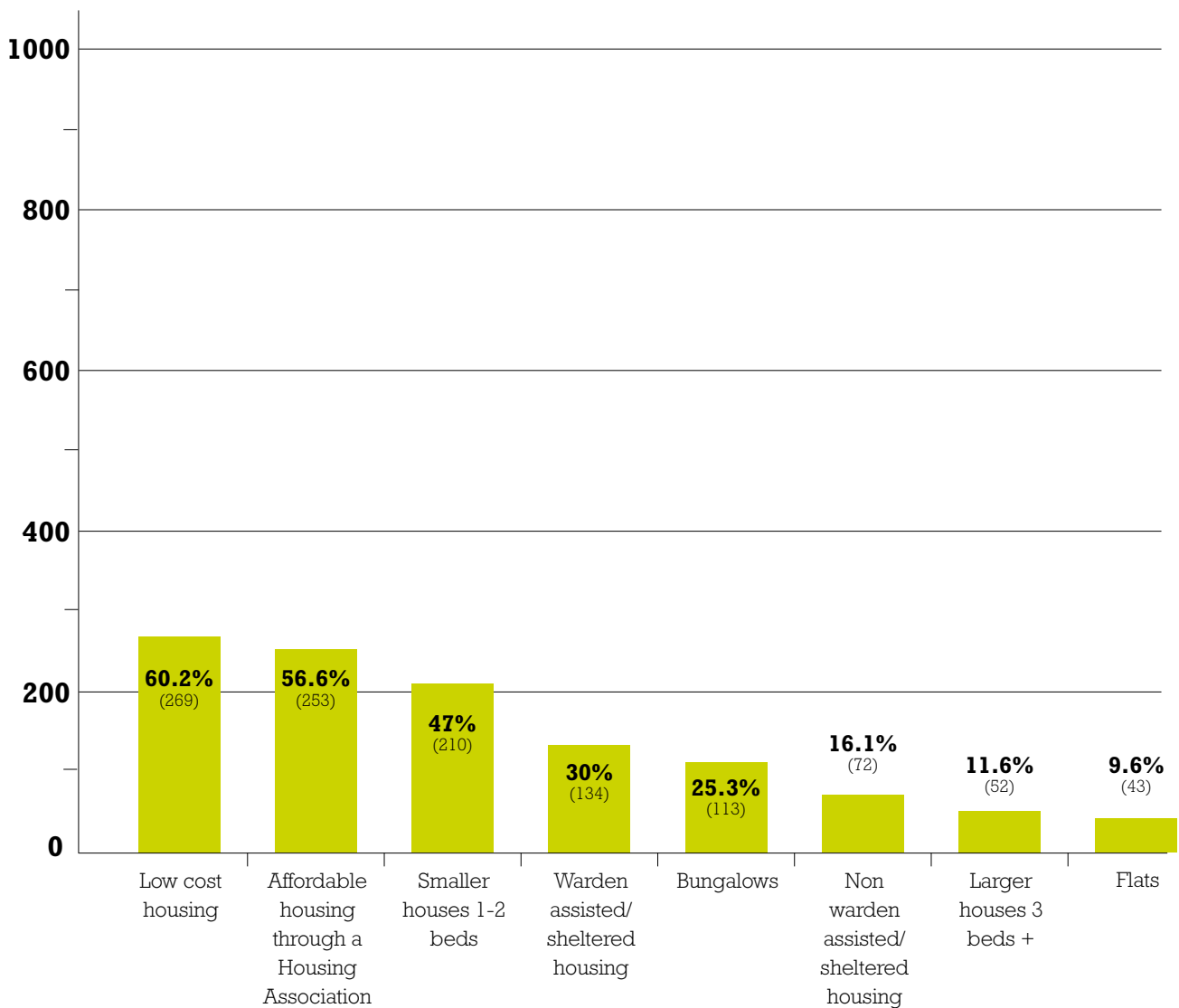
5.1 Do you think the existing number of houses in Clare meets current housing needs?

908 (97%) respondents answered this question.



5.2 If 'No' – what type of housing do you think is required as a priority?

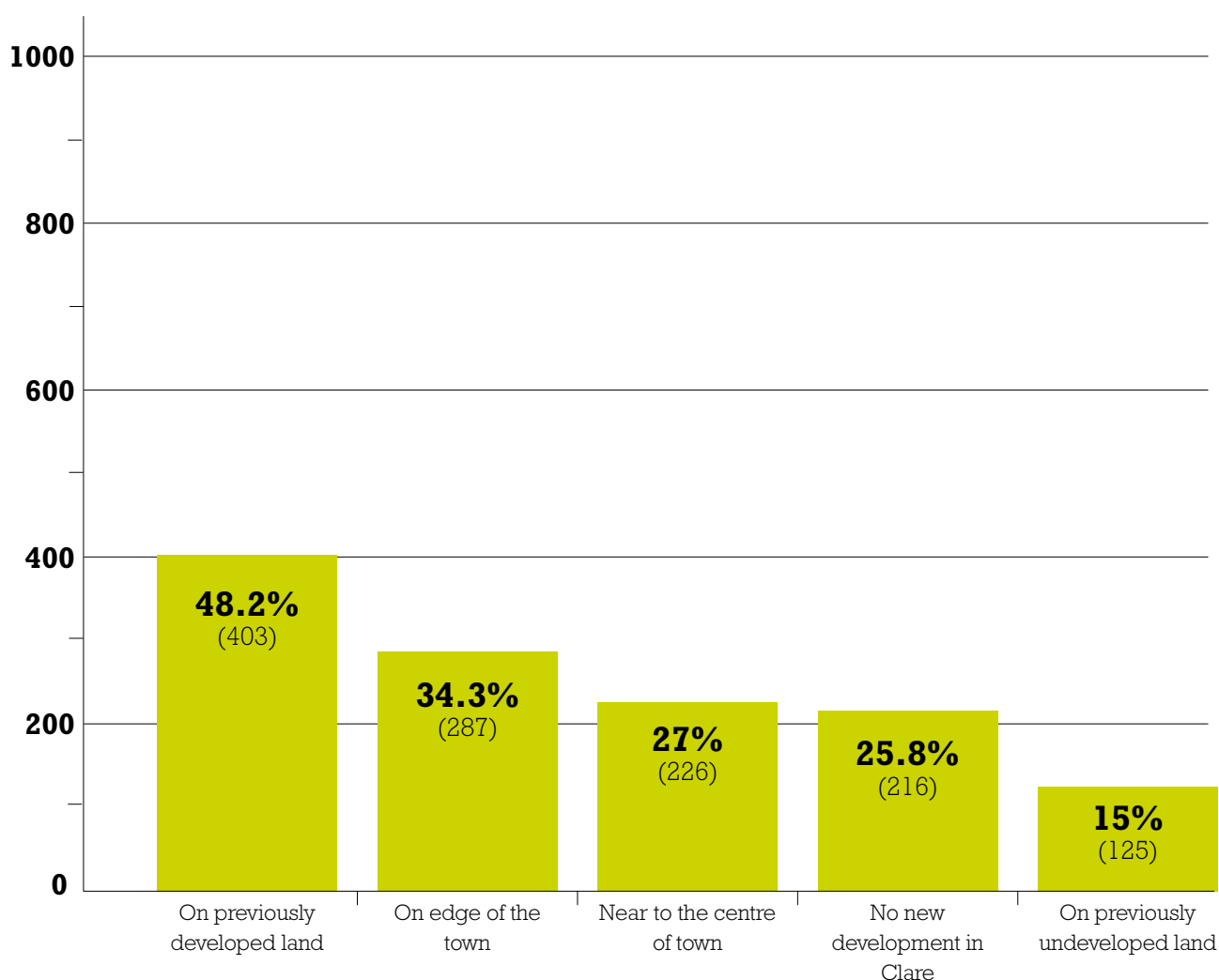
Of the 363 (40%) responding no to the above question, the preference is for smaller, affordable housing, rather than larger 3 beds + houses. There is also an indicated need for bungalows as well as sheltered (either warden or non-warden assisted) accommodation.



5.3 If new houses are required in Clare where should they be built?

836 (89%) answered this question.

403 (48%) respondents want new houses to be built on previously developed land 'Brownfield'. There was no significant preference for development either in the centre of town or on the edge of town. 216 (25%) of those who answered this question did not want any further development in Clare.



5.4 If housing development takes place in Clare - where would you suggest this should be?

Respondents were asked for specific locations for new housing development. 138 (15%) responded, suggesting the following sites:

Location	No of responses
The Granary	35
Behind the Swan	12
Middle School site	12
Outskirts of town	10
Westfields	9
Stoke Road	7
Highfields	7

46 'other' sites were suggested which were mainly individual places which could not be grouped as above.

5.5 If new homes are built in Clare, what do you think these should be?

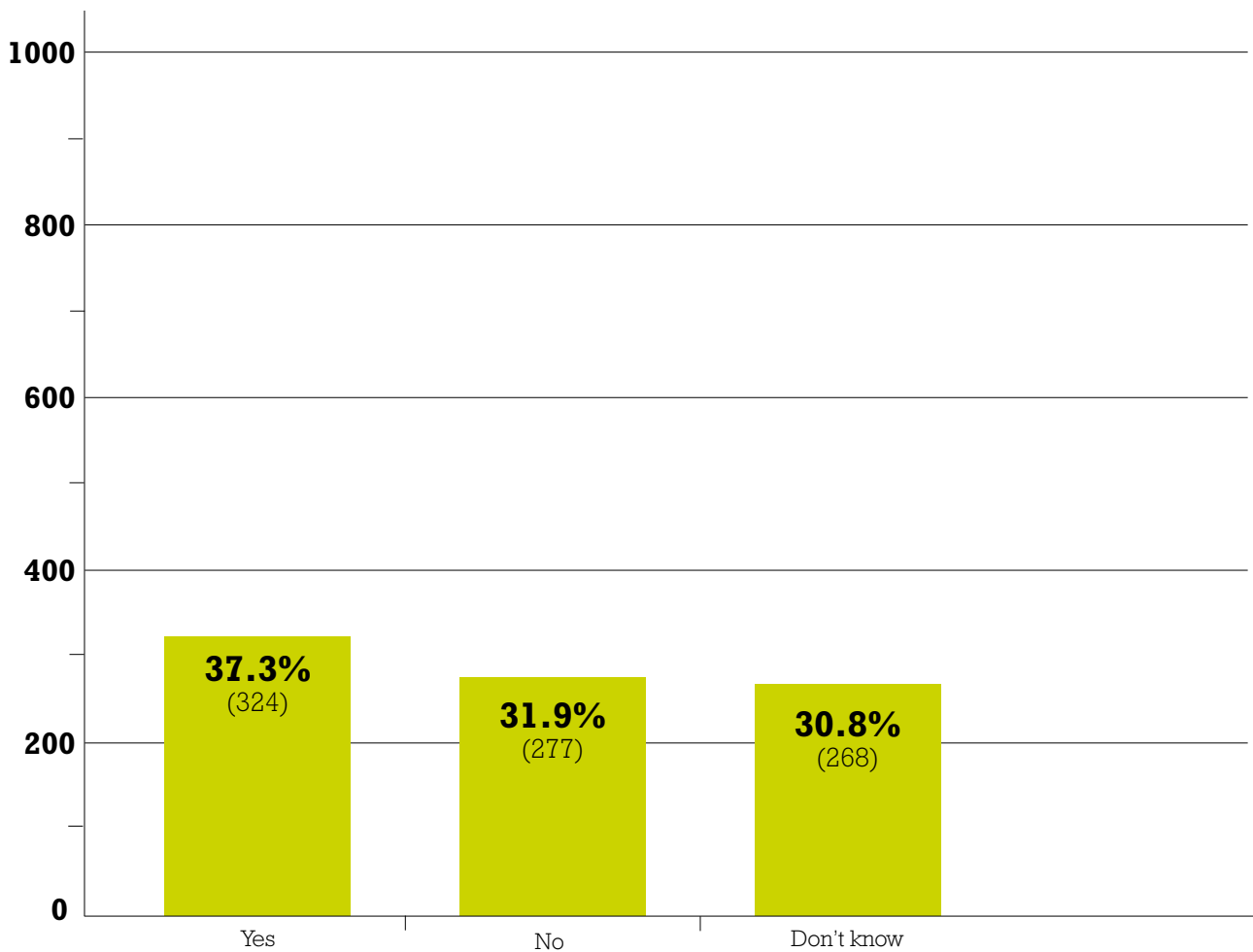
761 (81%) respondents answered this question.

629 (83%) respondents would like to see a small gradual year on year increase in housing on smaller sites, rather than significant numbers of new housing on one or two large sites. 132 (17%) preferred significant number of new homes on one or two large sites.

5.6 Do you think that Clare needs more light industrial units?

869 (92%) respondents answered this question.

324 (37%) felt that there is a need for additional light industrial units in Clare for workshops and office use whilst 277 (32%) felt that there was no need for additional units.



Action Points:

- To ensure that the views of Clare's residents and businesses regarding future housing and development are fully understood
- To refer the preferred locations and types of housing to relevant local authorities for reference during the planning process
- To consider the provision of more light industrial facilities

Leisure, Social and Sport

The issues:

- Clubs, associations and leisure activities are not well enough publicised
- Current leisure facilities in Clare do not meet some residents' requirements
- There is scope to improve footpaths
- There are no cycle routes currently in Clare
- The Country Park could be utilised for a wider range of community activities.

Clare has more than forty organisations that cover a wide spread of leisure activities and interests which cater for all age ranges.

6.1 How many clubs/associations in Clare are you a member of?

879 (94%) respondents answered this question.

505 (58%) respondents belong to no clubs/associations; 194 (22%) respondents belong to one, 162 (18%) respondents belong to 2-4.

6.2 What other leisure/sport facilities would you use if they were available in Clare?

From the replies it was clear that some people were not aware of the full range of opportunities, as a number of requests were made for clubs and activities that already exist. Of the 96 (10%) respondents who specified additional facilities currently not available in Clare, 40 (40%) mentioned a swimming pool, 20 (20%) tennis courts then 10 (10%) activities likely to appeal to the young such as a skate park, BMX park and a hard-surface sports facility.

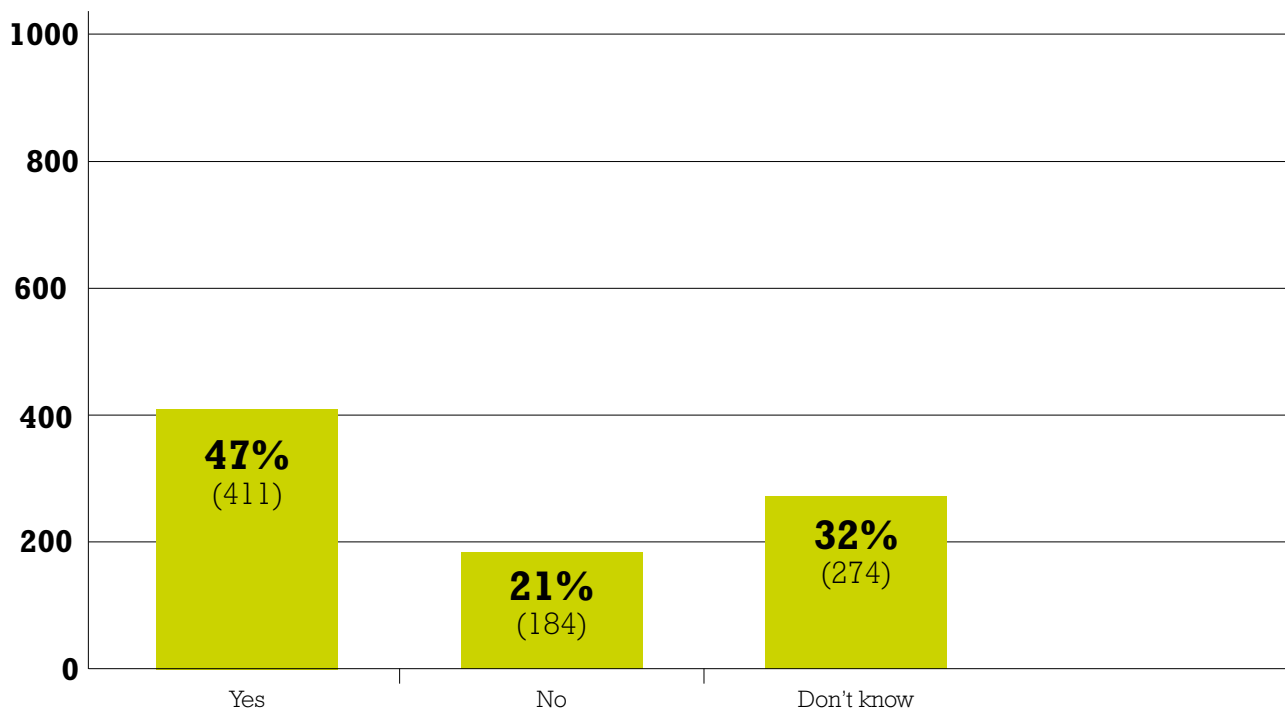
6.3 What reasons prevent you from being more involved in clubs and associations?

652 (70%) respondents answered this question.

Reason	No. of responses
Lack of interest	190
Work commitments	190
Family commitments	130
Lack of publicity	74
Inconvenient times	68

6.4 Should Clare Country Park be used for a wider range of activities?

411 (47%) of the 868 (92%) respondents to this question felt that the Country Park should be used for a wider range of activities. 184 (21%) responded 'No' and 274 (32%) responded 'Don't know'.



6.5 If yes, which activities/facilities would you like to see there?

Of the 110 (12%) people who gave suggestions, the most frequently mentioned ideas were:

Event	No. of responses
Concerts and musical events	22
Country fairs, festivals and fetes	22
Fireworks and bonfire nights	6

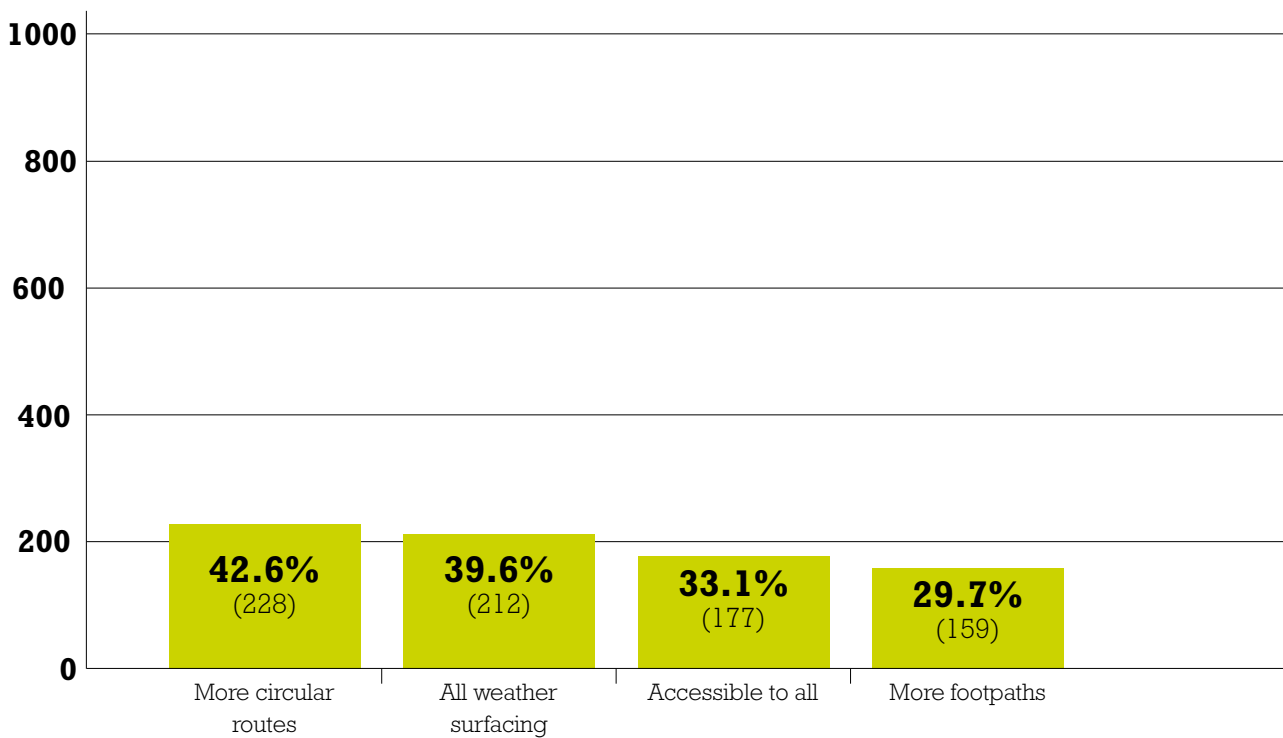
Other suggestions were: *open air theatre, historical re-creations, family fun days and children's activities.*

6.6 Are there any footpaths which aren't signposted clearly?

A small number 21 (2%) felt that signposting of footpaths could be improved. Various locations were suggested but not in a significant number to enable them to be grouped.

6.7 How do you think the network of public footpaths should be improved?

535 (57%) respondents answered this question (some selected multiple options) - see graph below.



6.8 Would you like cycle routes in and around Clare?

801 (85%) responded to this question, with 347 (43%) wanting cycle routes, 223 (28%) did not and 231 (29%) were undecided.

6.9 If so, where?

48 respondents specified cycle routes.

The most popular suggestions were that they should be safe, link in with public footpaths, use the old railway line and run into town and to the schools.

6.10 Do you consider that the Clare Middle School site should be made available for public use as leisure facilities?

855 (91%) responded to this question. 640 (75%) respondents considered that Clare Middle School should be made available for public use as a communal leisure facility. 150 (18%) stated they 'Don't know' and 65 (8%) specified 'no'.

6.11 Do you know what facilities and services are available at the Library?

893 (89%) respondents to this question, of which 539 (60%) stated Yes, 262 (30%) stated 'No' and 92 (10%) stated 'Don't know'.

Action Points:

- To ensure local organisations are aware of ways to publicise themselves (see section 1)
- To investigate feasibility of enhancing leisure facilities in Clare
- To investigate greater provision of footpaths/cycle routes
- To liaise with Country Park management to extend the Park's facilities
- To investigate which leisure facilities at the Middle School site could be used for community use

Traffic and Transport

The issues:

- The present timetable for public transport is not meeting requirements
- There is inadequate parking provision
- Traffic speeding, excessive HGV traffic and difficulty crossing the road is seen as a problem throughout Clare

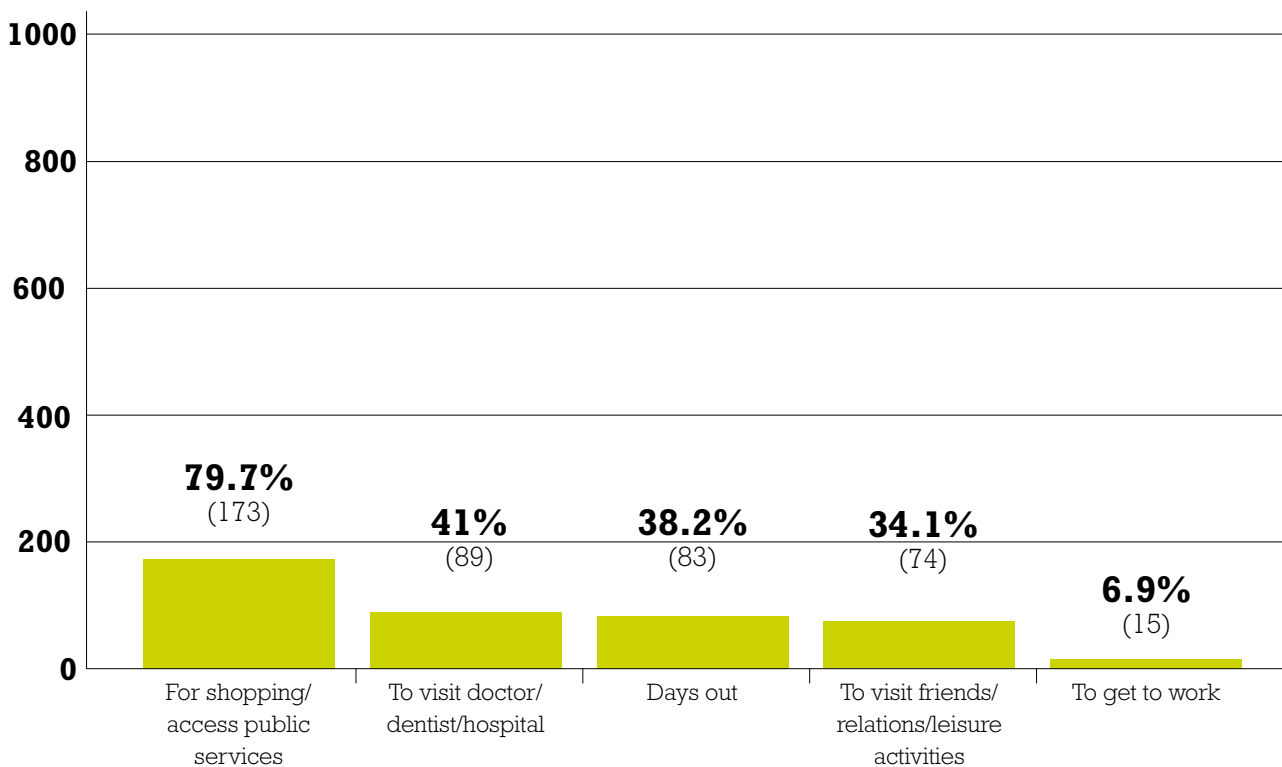
7.1 Do you use public transport to get from Clare to other towns or villages?

901 (96%) respondents to this question.

688 (76%) reported that they do not use public transport with 213 (24%) stating that they do.

7.2 If yes, what do you use public transport for?

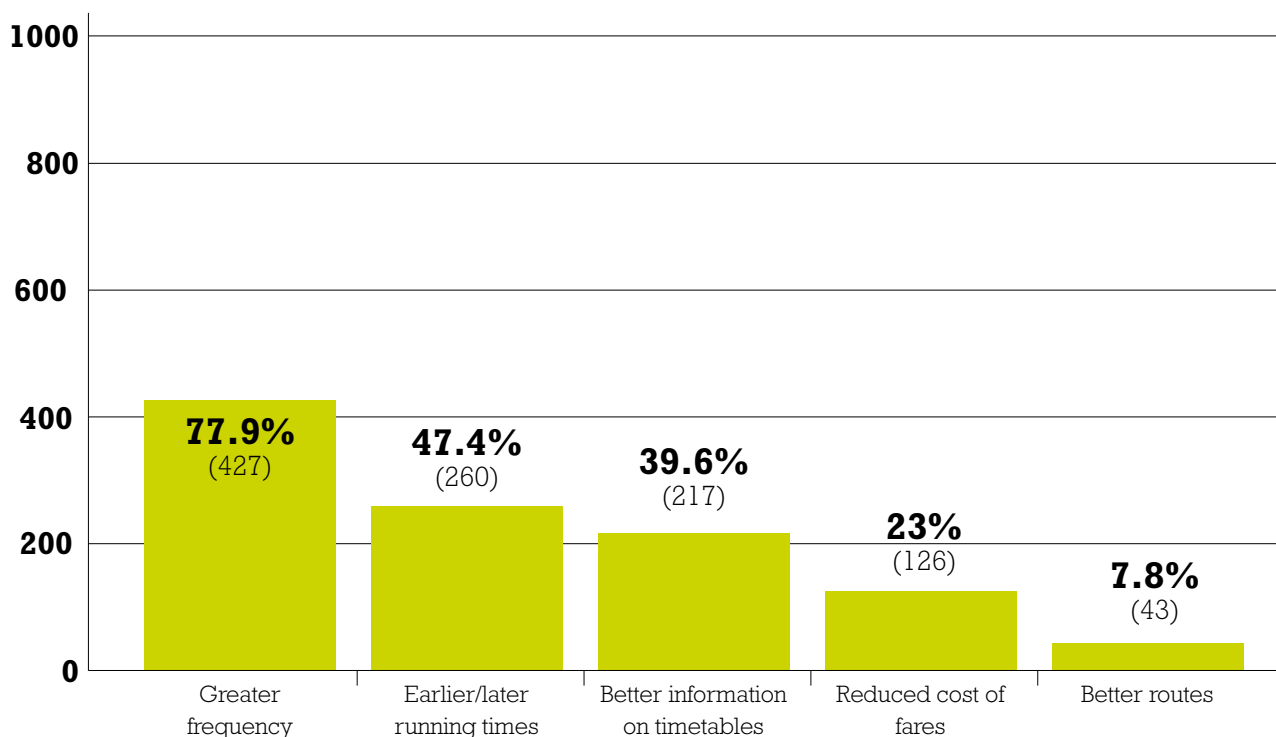
For the 217 respondents to this question that use public transport, the major use is to go shopping and to access public services 173 (80%) - see graph below.



7.3 How could the public transport service be improved to encourage you to use it or increase your current use?

548 (58%) respondents to this question.

Suggestions for improvement and greater usage of public transport were primarily the need for greater frequency, followed by buses running earlier and later, better information on timetables and, lastly, lower fares. The request was for more direct routes to Bury, Sudbury, Cambridge, Haverhill and Newmarket.



7.4 Are there any areas where traffic speeding through Clare is a problem?

334 (35%) respondents to this question.

The main problem roads identified were Nethergate Street, Stoke Road, Cavendish Road, Callis Street, Snow Hill and Bridewell Street, in effect all the main arteries into Clare.

7.5 Are there any locations in Clare where it is difficult to cross the road?

286 (30%) respondents to this question.

Some replies identified "all main roads" the key roads were identified as Bell Corner, Well Lane Corner, Cavendish Road and Market Hill.

7.6 Are there any locations in Clare where HGV lorry through traffic is a problem?

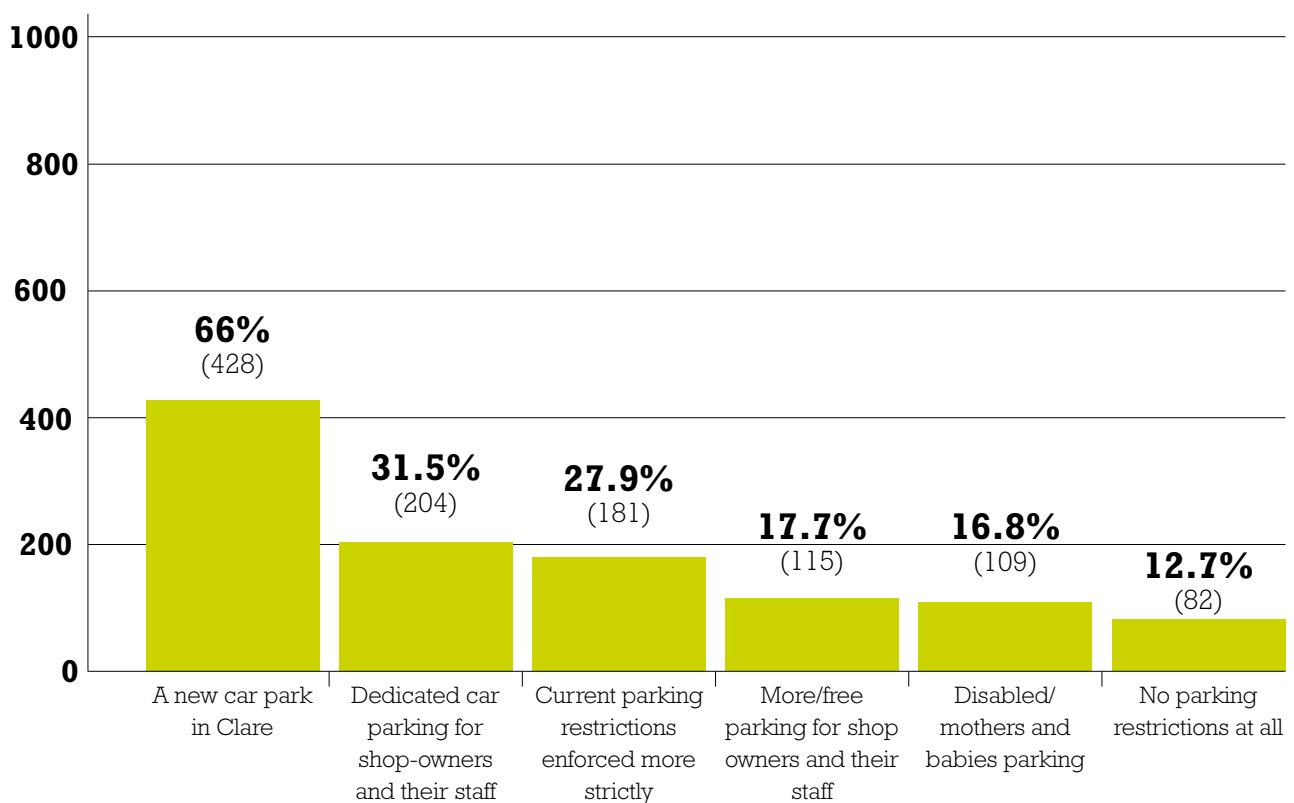
381 (41%) respondents identified a general problem throughout Clare, particularly Bell Corner and Well Lane Corner.

7.7 Do you think parking in Clare is a problem?

603 (76%) responses considered there is a parking problem in Clare. 147 (18%) said 'No' and 47 (6%) have 'No opinion'.

7.8 If yes, which of the following measures would you like to see introduced in Clare?

648 (69%) respondents to this question. Solutions were numerous with 428 (66%) respondents identifying the need for a new car park in Clare. 31 respondents identified additional solutions, such as: residents parking permit 13 (49%), lower charge or free parking in Clare Country Park 9 (3%).



7.11 If you think a new car park is needed, where should it be located?

118 (13%) respondents to this question specified a location for a new car park. The most popular suggested site for a new car park is behind The Swan Public House.

Car Park Location/ Solutions	Number of responses
Behind The Swan	44
Fire Station Site or nearby	19
Backside Meadow	14
Close to the Town Centre	7
Working Men's Club	7

Action Points:

- Review the bus routes and timetables to encourage more use of public transport
- To encourage continued dialogue about parking problems in Clare (see section 2)
- To review again the limitation on HGVs through Clare
- Explore the feasibility of traffic calming measures within Clare
- Explore the possibilities of pedestrian crossings

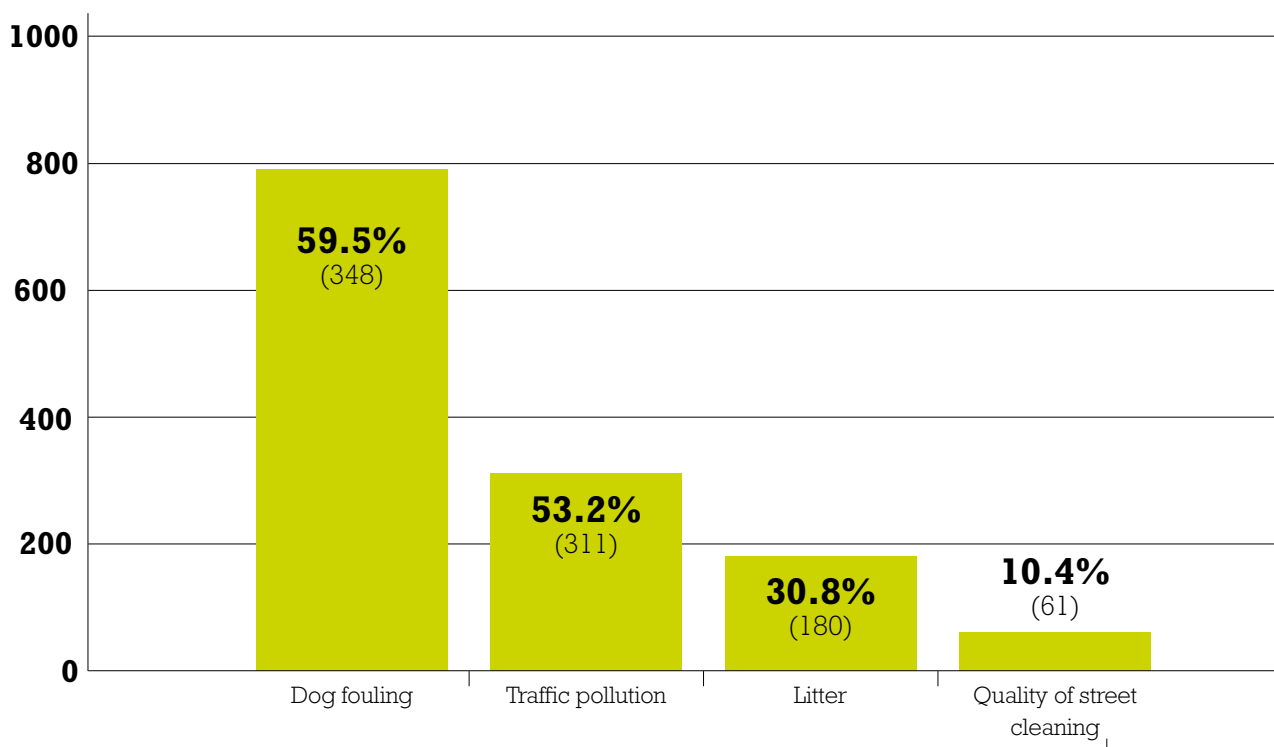
Environment & Sustainability

The issues:

- The main issues identified affecting the quality of life in Clare are dog fouling and traffic pollution
- Street lighting in Clare is generally seen as being acceptable. There are a few identified areas in Clare where lighting could be improved

8.1 Are you concerned about any of the following affecting the quality of life in Clare?

585 (62%) respondents identified four issues affecting the quality of life in Clare, as follows:



8.2 Do you consider that the level of street lighting in Clare needs to be improved?

875 (93%) respondents answered this question. 428 (49%) respondents think that the level of street lighting in Clare does not need to be improved. 265 (30%) think it does need improving and 182 (20%) have 'no opinion'. 48 respondents then went on to specify areas where improved lighting was needed and this covered most areas of the town.

Area	No. of responses
Callis Street/Bridewell Street/Snow Hill	16
Town Centre	8
Stoke Road	7
Highfield/Clare Heights	6

8.5 Are there any environmental initiatives which could be introduced in Clare?

68 (9%) respondents suggested a number of initiatives, as listed below:

Initiative	No. of responses
Brown paper bags	39
Bicycle racks in town	20
Solar panels	9

8.6 Do you have any problems putting out/returning your wheelie bins/plastic sacks?

830 (93%) of the respondents stated that they had no problems in putting out or returning their wheelie bins or plastic sacks.

8.7 Do you have difficulty storing your wheelie bins/plastic sacks?

850 (95%) have no problems in storing their refuse collection receptacles on their property.

8.8 Do you have difficulty understanding instructions for sorting material into the correct bins/plastic sacks?

817 (90%) do not have difficulty sorting material for collection, whereas 92 (10%) do have difficulty in understanding this.

8.9 Do you have difficulty transporting material to the Country Park recycling area?

845 (95%) respondents stated that they had no difficulty in transporting materials to the recycling facility in the Country Park.

8.10 Do you have difficulty taking items to the council waste disposal sites in Haverhill or Sudbury?

768 (87%) have no difficulties in taking items to the County waste disposal sites in Haverhill or Sudbury, whereas 112 (13%) do have difficulty.

Action Points

- To liaise with appropriate bodies regarding dog fouling
- To take the issue of Traffic Pollution into consideration in connection with Section 7 (Traffic and Transport)
- To liaise with appropriate bodies concerning local street lighting levels

Mobility and Access to Services

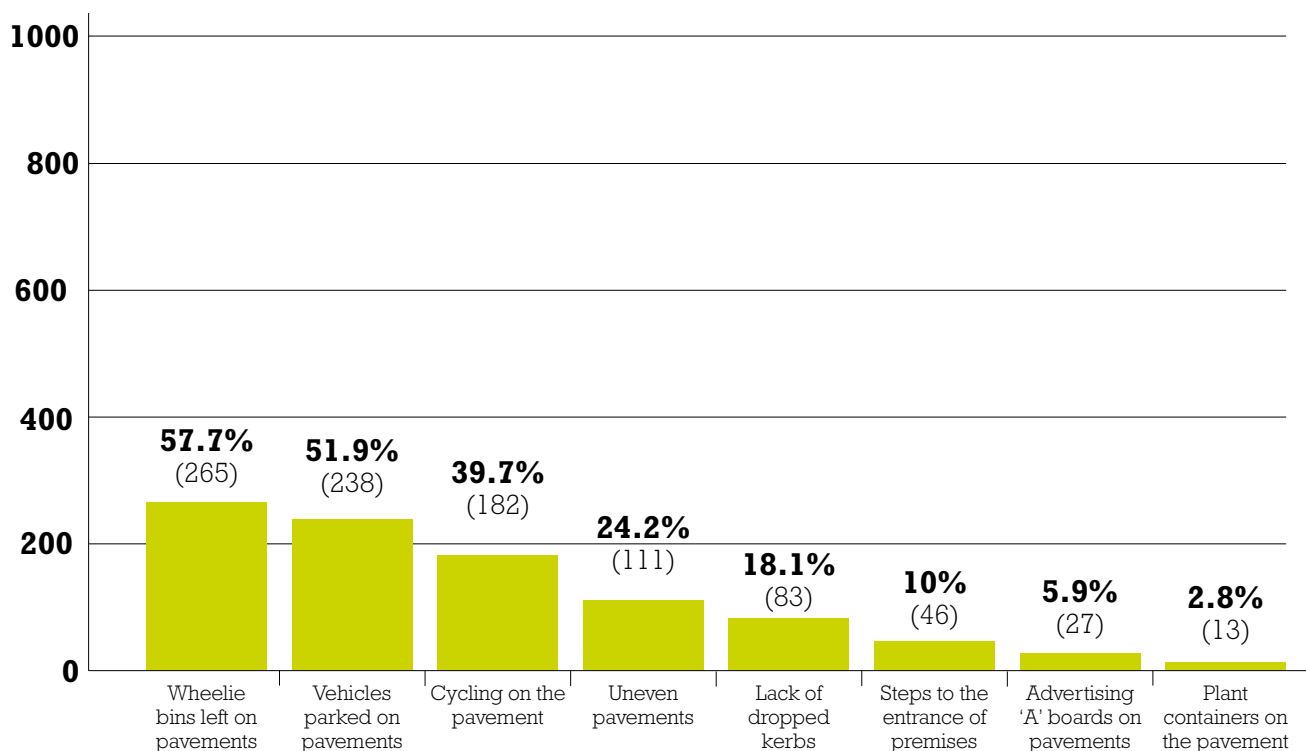
The issues:

- Obstruction of pavements in town centre
- Poorly maintained and uneven pavement surfaces in some parts of Clare
- Lack of NHS dental surgery and NHS chiropody services within Clare

9.1 In Clare, is your mobility affected by any of the following?

459 (49%) respondents to this question with the largest issue being pavement access within the town being hindered in a variety of ways. (Respondents selected multiple options, resulting in a total greater than 100%).

Of largest concern, 265 (58%) respondents found that their movement was affected when wheelie bins were left on pavements rather than being put away. Similarly, 238 (52%) found that cars parked on pavements gave cause for concern.



9.2 Would you use any of the following NHS services in Clare?

601 (64%) respondents answered the questions relating to chiropody and dental health services. 533 (89%) respondents would use a NHS dental surgery based in Clare, whereas 262 (44%) of respondents felt that they would use an NHS chiropody clinic based in Clare.

Action points:

- To refer the issues of pavement obstruction and poor pavement surface maintenance to the relevant authorities
- To instigate an investigation about possible provision of NHS dental and chiropody services in Clare

9.3 Do you find it difficult to contact a Citizen's Advice Bureau (CAB)?

The majority of those who responded 631 (88%) had no problems in knowing how to contact the Citizens' Advice Bureau.

9.4 Do you find it difficult to get advice about state pensions or benefits?

663 (87%) respondents had no difficulty in accessing advice regarding state pensions or benefits, whereas 102 (13%) do have difficulty.

Youth Questionnaire

The Youth Survey was available online and as part of the main printed questionnaire.

Questions 10.1 – 10.3

71 young people responded and were in the following age categories:

Age range	No.	%
9-11 yrs	29	41%
12-14 yrs	23	32%
15-17 yrs	19	27%

Of those, 51% are male and 47% are female. (One respondent did not indicate their gender). 4 respondents attend Clare County Primary School, 22 respondents attended Clare Middle School and 20 attended Samuel Ward Arts and Technology College. The remainder of respondents attended a wide range of other schools.

10.4 Which organisations and clubs do you attend in Clare?

Many respondents indicated a number of organisations/clubs that they attend. 27 (38%) respondents did not attend any organisations/clubs. Other respondents attend a wide variety of organisations/clubs the most popular being the following:

Organisations/ clubs	No. of respondents
Friday club	13
Youth club	12
Clare Town Lions	8
Cubs/Guides/Karate	5 each

10.5 Which activities do you take part in outside Clare?

The most popular activities that respondents take part in outside Clare are as follows:

Organisations/ clubs	No. of respondents
Various sports	23
Swimming	16
Music/music lessons	6
Dancing	6
Horse riding	5

10.6 If you don't participate in any organized clubs or activities, what is the main reason?

32 (45%) respondents answered this question.

Reason	No of respondents
Don't want to	14
Not enough spare time	11
Cost	5
Not safe to get there	2

10.7 What additional facilities would you use in Clare?

70 (99%) respondents answered this question, each selecting a number of options, as shown below.

Facility	No of respondents
Swimming pool	45
Youth centre	30
Cycle tracks	28
Basketball nets	26
More shopping	23
BMX jumps	16
Tennis court	16
Skateboarding park	15
Football nets	15
Rollerblading park	13
WI-FI	13

10.8 Do you have a job?

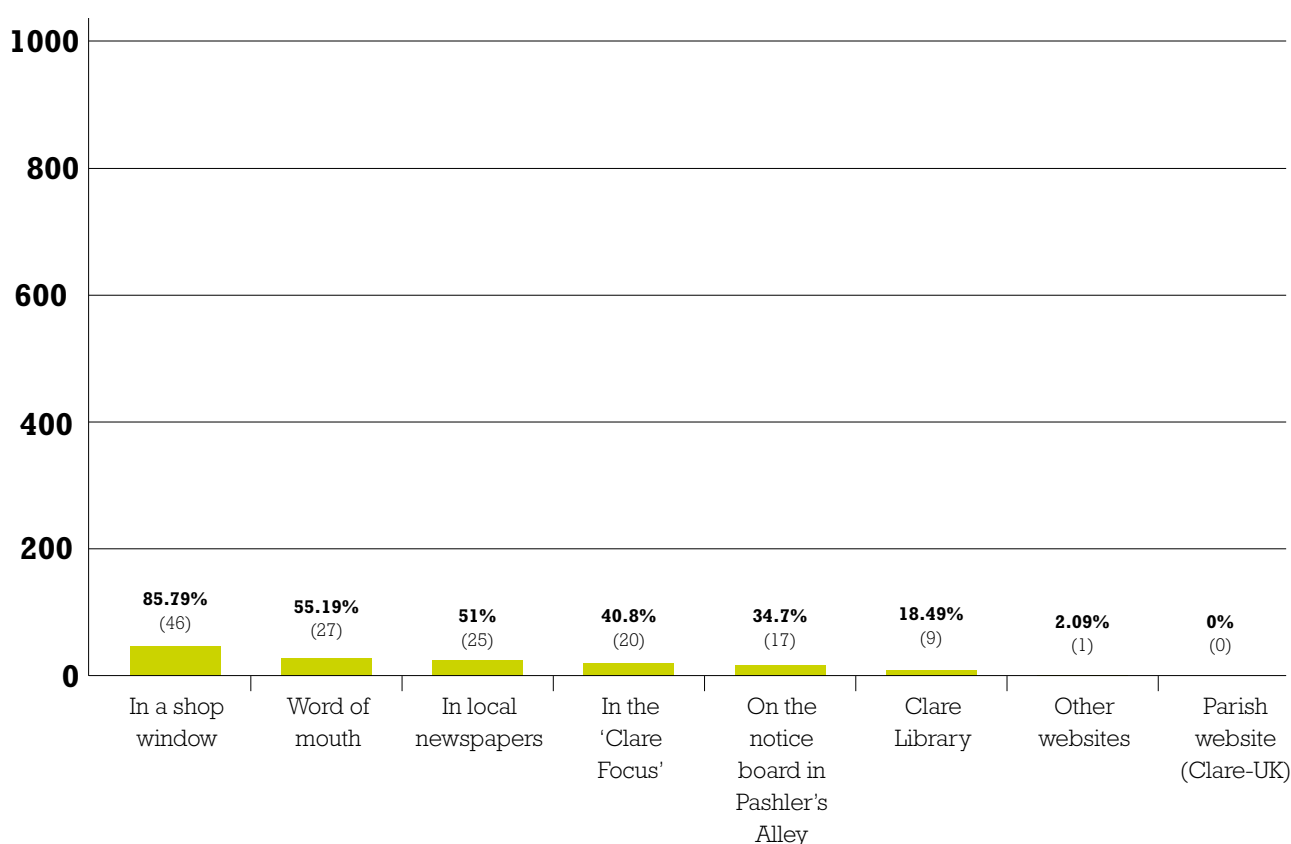
69 (97%) respondents answered this question. 18 (26%) of these have part-time work.

10.9 Where do you work?

18 (25%) respondents answered this question, 16 of whom do work in Clare.

10.10 Where would you expect to find any advertisements for job vacancies in Clare?

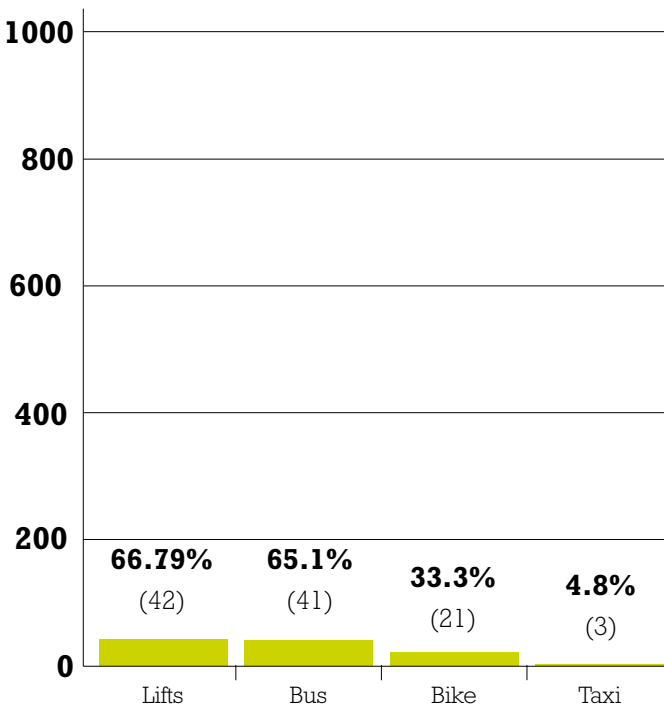
The most popular way of finding job vacancies is by looking in shop windows. The two second most popular ways of finding out about jobs is by word of mouth and the local newspapers. None of the respondents used the Clare UK website.



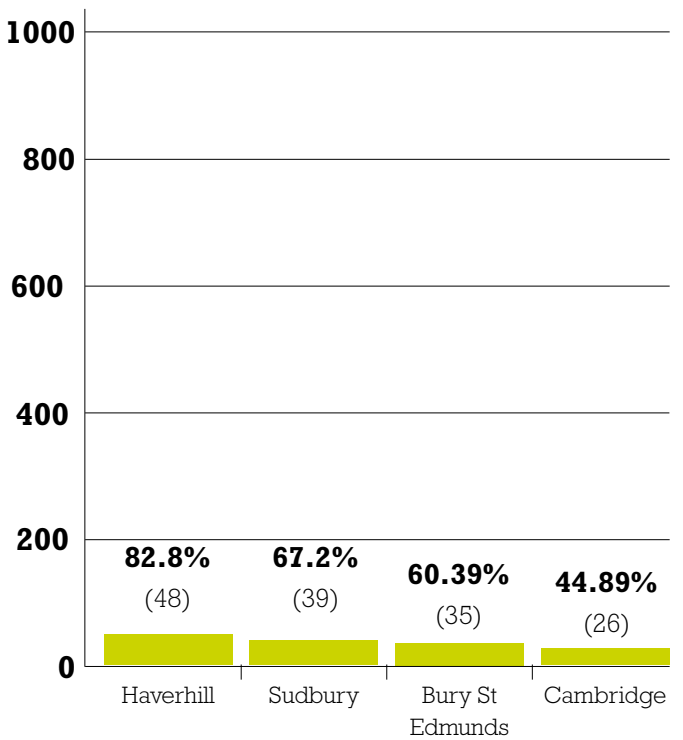
10.11 What transport services do you use and to where?

63 (88%) respondents answered this question. Getting lifts and using the buses were the two most popular methods of transport and Haverhill is the town that is visited the most.

What transport services do you use?



And where do you use this transport to?



10.12 , 10.13 Generally, do you feel safe walking around Clare?

68 (95%) respondents answered this question. 58 (85%) of the respondents feel safe walking around Clare whereas 10 (15%) do not feel safe. Two main reasons were indentified; 3 respondents felt intimidated by older children and 2 felt that street lighting was inadequate.

10.14 If you are still at school, when you leave school what do you think you will do?

62 (87%) respondents answered this question. 48 (77%) think that when they leave school they will go on to college or university and 12 (19%) don't know.

10.15 What do you not like about living in Clare?

All 71 respondents answered this question. 27 (38%) felt that there was not enough to do in Clare whether it was that it was boring or specific facilities/shops were not available. 11 (15%) cited the position of Clare and the lack of public transport being a problem.

10.16 What do you like about living in Clare?

All 71 respondents answered this question. There were a range of responses to this question with many respondents indicating a number of reasons. The quietness and the countryside featured strongly.

“What I like”	No. of respondents
Countryside/Country Park	17
Peaceful	12
Facilities	10
Safe	7
Friendly	6

10.17 If you could do one thing to improve your life in Clare, what would that be?

All 71 respondents answered this question. There were a large range of varied responses to this question. A number of respondents felt that more activities/facilities were needed and some specified what these might be e.g. better shops for teenagers, better transport, skate park, hiring an ice rink for a period of time, cinema/film nights etc.) A few were keen that Clare should not get bigger and there was a request to save the Middle School.

Actions:

- To investigate the provision of additional recreational facilities for young people in Clare

What next?

The Steering Group plans to establish a Community Plan Monitoring Group which will oversee the implementation of the Action Plan (overleaf). It is hoped that members of this Group will not only include those who have been closely associated with the plan but also others from within the community and possibly further afield.

The aims of the Monitoring Group will be to have regular contact with the Lead Body of each action point requiring it to report on progress at regular intervals during the year. The Monitoring Group will report progress to interested bodies and to the residents of Clare through the Parish Newsletter, Clare Focus and Clare-uk website.

The Action Plan

Aim	Action	Lead Body	Partners	When
THE COMMUNITY				
Investigate the possibility of holding more community events, especially an annual village fete	Publicise a meeting to setup a committee to agree and organise an event	Clare Parish Council	<ul style="list-style-type: none"> • Clare Business Association • Local Organisations • Clare Focus 	Meeting within four months First event within a year
Inform the relevant Councils regarding current level of public awareness	Publicise findings to relevant councils	Steering Group	<ul style="list-style-type: none"> • St Edmundsbury Borough Council • Suffolk County Council 	December 2010
To encourage greater use of communication methods available within Clare	Review the role of web-based and other communication tools in use	Clare Parish Council	<ul style="list-style-type: none"> • Library • Clare Focus • Clare Business Association 	September 2011
Ensure that the Police are aware of the low level of concerns regarding how respondents contact them and of the anti-social issues that a small number of respondents are experiencing	Inform the Police Authorities of the findings	Steering Group	<ul style="list-style-type: none"> • Police Authorities 	December 2010
SHOPS & SERVICES				
Investigate the provision of an indoor/outdoor market	<ul style="list-style-type: none"> • Seek guidance from other local Markets • Explore possibility of international markets/ local/Farmers' Market. • Establish frequency of market • Consider effect on current parking provision on Market Hill • Seek venues 	Clare Business Association	<ul style="list-style-type: none"> • Clare Parish Council • St Edmundsbury Market Traders Federation – website: http://www.nmtf.co.uk/ 	Throughout 2011
To request a continuation of dialogue with relevant authorities to resolve the parking problem	Pass findings of report (sections 3 and 7) to relevant bodies	Clare Parish Council	<ul style="list-style-type: none"> • St Edmundsbury BC • Suffolk County Council 	Ongoing
Review provision of additional shops/ services requested by respondents	Clare Business Association to review and respond to findings of plan	Clare Business Association	<ul style="list-style-type: none"> • Clare Parish Council • St Edmundsbury BC 	Ongoing

Aim	Action	Lead Body	Partners	When
EDUCATION				
To investigate the provision of adult education classes in specified subjects	To contact relevant bodies with a view to them setting up classes in Clare	Steering Group	<ul style="list-style-type: none"> • West Suffolk College • St Edmundsbury BC • Suffolk CC • U3A (University of the 3rd Age) • Local societies 	December 2010
To investigate the provision of holiday and after-school clubs	To inform local providers and Suffolk CC of the report findings	Steering Group	<ul style="list-style-type: none"> • Local schools & Pre-schools • Suffolk County Council 	September 2010
HOUSING & DEVELOPMENT				
To ensure that the views of Clare's residents and businesses regarding future housing and development are fully understood	To inform relevant bodies of the report findings and monitor response	Clare Parish Council	<ul style="list-style-type: none"> • St Edmundsbury BC • Clare Business Association 	Ongoing
To refer the preferred locations and types of housing to relevant local authorities for reference during the planning process	To inform relevant bodies to the report findings and monitor response	Clare Parish Council	<ul style="list-style-type: none"> • St Edmundsbury BC 	Ongoing
To consider the provision of more light industrial facilities	To respond to the findings of the Community Plan	Clare Business Association	<ul style="list-style-type: none"> • St Edmundsbury BC 	Ongoing
LEISURE, SOCIAL AND SPORT				
To investigate feasibility of enhancing leisure facilities in Clare	<ul style="list-style-type: none"> • To liaise with Country Park management to extend the Park's facilities • To investigate greater provision of footpaths/ cycle routes • To investigate which leisure facilities at the Middle School site could be used for community use 	Clare Parish Council & Suffolk County Council	<ul style="list-style-type: none"> • Clare Parish Council • Suffolk County Council • Country Park Liaison Group 	December 2010

Aim	Action	Lead Body	Partners	When
TRAFFIC AND TRANSPORT				
Review the bus routes and timetables to encourage more use public transport	Continue reviewing bus routes/schedules/affordability with the current operator and other operators that may be able to offer a wider range of through/originating services	Clare Parish Council	<ul style="list-style-type: none"> • St. Edmundsbury BC. • Suffolk County Council • Essex & Cambridgeshire CC • Transport Operators • Transport Consultative Committee 	Ongoing
To review the limitation of HGV traffic through Clare	To inform the relevant body of the report findings regarding HGV traffic in Clare	Clare Parish Council	<ul style="list-style-type: none"> • Suffolk County Council 	Ongoing
Explore the feasibility of traffic calming measures within Clare	Consult with Highway Authority and police to determine the value of such measures	Clare Parish Council	<ul style="list-style-type: none"> • Suffolk County Council. • Suffolk Police 	Ongoing
Explore the possibilities of pedestrian crossings in Clare	Explore the viability and possible sites within Clare	Clare Parish Council	<ul style="list-style-type: none"> • Suffolk County Council 	Ongoing
ENVIRONMENT & SUSTAINABILITY				
To consider ways to improve quality of life in Clare	To report findings regarding dog fouling, traffic pollution and take appropriate action	Clare Parish Council		Ongoing
To liaise with appropriate bodies concerning local street lighting levels	To note the areas highlighted by the report and take appropriate action	Clare Parish Council	<ul style="list-style-type: none"> • Suffolk County Council • Suffolk Police Authority 	December 2010

Aim	Action	Lead Body	Partners	When
MOBILITY & ACCESS TO SERVICES				
To refer the issues of pavement obstruction to the relevant authorities	To inform the relevant bodies regarding wheelie bin obstruction, vehicle obstruction & cycling on pavements	Steering Group	<ul style="list-style-type: none"> • St Edmundsbury BC • Suffolk Police 	December 2010
To refer the issue of poor pavement surface and pavement maintenance to the relevant authority	To inform the relevant body regarding poor pavement surfacing in Clare	Clare Parish	<ul style="list-style-type: none"> • Suffolk County Council 	Ongoing
To investigate the possible provision of NHS dental and chiropody services in Clare	Approach the relevant bodies regarding the local need for chiropody and dental health services	Steering Group	<ul style="list-style-type: none"> • NHS • Clare Business Association • Doctor's surgeries 	December 2010
YOUTH SURVEY				
To investigate the provision of additional recreational facilities for young people in Clare	Contact relevant organisations with proposals from Clare Youth Committee to steer decisions regarding future facilities	Clare Parish Council	<ul style="list-style-type: none"> • Contact local schools, youth organisations • County, Borough and Parish councils • County Council Youth Service • Community Safety Partnerships 	July 2011

Acknowledgements

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Clare Business Association
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St Edmundsbury Borough Council
Suffolk County Council
Suffolk ACRE
The Clare Society