

Reydon Village Plan

November 2014

Reydon Village Aerial View



Photo courtesy of www.mike-page.co.uk

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www.reydon.onesuffolk.net/village-plan

Introduction

On 18 July 2013, Reydon Parish Council asked for volunteers to develop a “community-led” Parish Plan. This would reflect the views of the residents of Reydon and suggest a series of actions which are needed to retain what is good in our village, improve what could be better and develop provision that is currently lacking.

This was the origin of the Reydon Village Plan Steering Group which embraced with enthusiasm the opportunity to seek the views of all Reydon residents and raise money to carry out the consultation and create the plan. We wanted to find out what sort of village residents want both now and for future generations. Initially, we spoke to many groups and organisations in Reydon to identify what they saw as key issues. Then we developed a comprehensive questionnaire covering all aspects of village life and trialled this at an open day attended by around 100 residents. Next, a team of volunteers delivered the questionnaire to all households in Reydon. Alongside this, we sent a questionnaire to all businesses based in Reydon. 969 residents returned the main questionnaire, around 45% of the adult population. We believe this is a good return rate for detailed questionnaires of this kind (which took around 30 minutes to complete) and we know that, in some households, all members contributed to a single return. As a result, we are confident that the findings from the consultation represent the views of the village residents. As will be seen from this report, not all respondents answered each question. The numbers and percentages stated in the summary of findings are those that expressed a view on that issue.

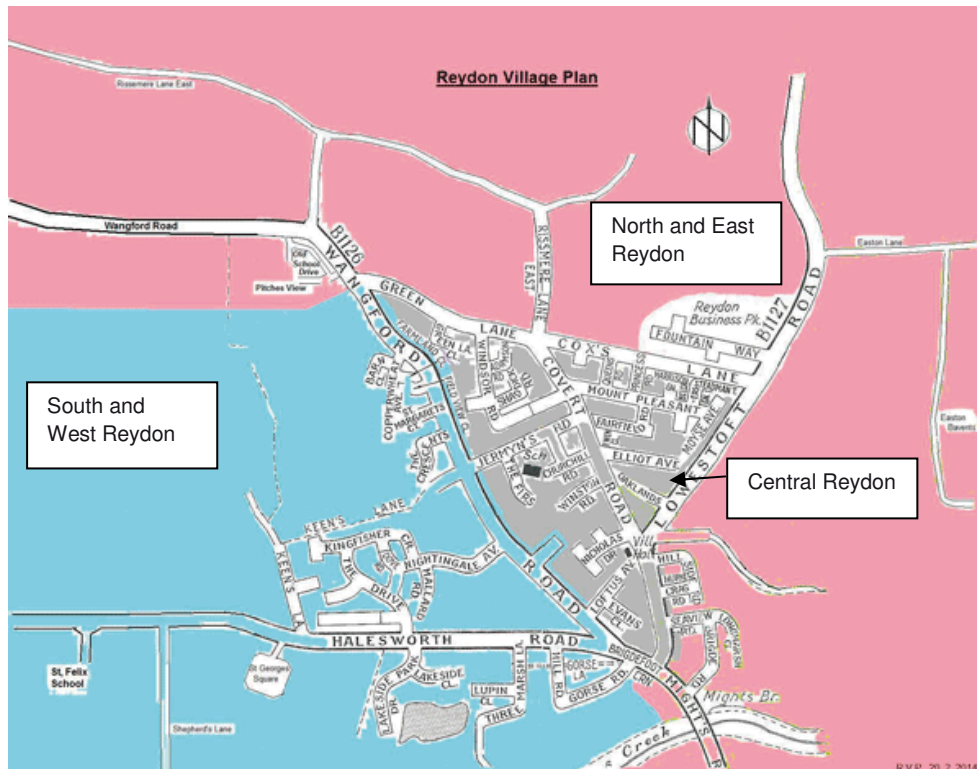
To fund all this activity the steering group raised a total of £10.5K from both local and national sponsors who are listed on the back cover. We would like to acknowledge their support without which we would not have been able to complete this plan.

The consultation was completed in June 2014 and the Steering Group then conducted a detailed analysis of what residents said. From this, we have proposed a set of actions needed to deliver what our community wants for our village. This plan - **The Reydon Village Plan** - summarises the key findings from the consultation and states the actions proposed and who should implement them (indicated in **bold** at the end of each action). The next challenge – which is set out in Section 11 – is to ensure that the plan is implemented which will require action by those with the responsibility and funding to make our proposals happen.

The first and final parts of the questionnaire asked for some general information about the respondents. Here is a summary of what we were told:

- 65% of respondents (534 people) said that the quality of life in Reydon is at least as good as when they first came to the village and for a further 26% (216 people) it is better than when they arrived. Only 9% (72 people) said that it is not as good. In this context, therefore, our plan is about making something good even better - which is a positive place to start.

- 88% of respondents stated that Reydon is their main home. 5% have their main home in Reydon, but have a second home elsewhere, and a further 7% have their main home somewhere else. The numbers reporting a second home in Reydon (12%) is higher than that found in the 2011 Census, which was 8%.
- Most respondents live in Central (44%) or South and West Reydon (40%) and those who have lived in the village longest live in the Central part of the village which reflects the demography of the village as a whole.



- The age of those responding to the questionnaire matched poorly the age profile of the Village as recorded in the 2011 Census. Very few under 18 year olds responded to the questionnaire and the proportion of 18-40 year olds was also low (6% compared to 16% in the Census). 92% were over 40 and more than half were over 65. 57% of respondents were female compared to 53% in the Census. It is striking, however, that the needs and interests of the whole community, including younger people and future generations, appear to be reflected in many of the answers. So, even though our older citizens have dominated the consultation, they appear to have taken a wide view of village life and its future.
- Two thirds of respondents had lived in Reydon for more than 10 years, but it is worth noting that 11% of respondents have moved to Reydon in the last 3 years after the 2011 Census.

- The reasons for people choosing to come to live in Reydon relate, mostly, to proximity to Southwold and the seaside (62%), to countryside scenery and wildlife (57%) and family and friends in the area (47%). There were significant numbers wanting to be away from the rat race (42%) and/or attracted by the village ambience and community spirit (42%). 20% were here to be near to work or business.

Section 1 Housing



Stedman Terrace

"More affordable homes are needed for local families."

"I think Reydon will lose its charm if more building is allowed."

Summary of findings

867 respondents commented on the types of development they would like to see in Reydon. The majority (83%) were in favour of more starter homes and most (72%) would like these provided within the next five years. A similar number (72%) wanted more family homes. A smaller but still significant number, mainly from older age groups, wanted more homes adapted for those with disabilities.

These general views about housing were supported by answers expressing current or likely housing needs of family members. 132 respondents expressed a need for family accommodation to buy; 108 a need for single accommodation to buy; 104 a need for single accommodation to rent; 86 a need for family accommodation to rent; 70 a need for adapted accommodation to buy; and 66 a need for adapted accommodation to rent. 68 expressed an interest in Live/Work units to buy or rent.

Two other forms of development received modest support: 36% of respondents stated that more small shops or business units are needed and a larger number, 53%, wanted the provision of a gym, swimming pool or other recreational facilities, although recent experience has suggested that funding for such developments is unlikely.

There was strong opposition to a supermarket, shopping mall or other major retail outlets (with those against [371] outweighing those in favour [180] by 191) and even more opposition to more homes for holidaymakers and second-homers (those against [470] outweighing those in favour [14] by 456).

Given the age profile of the respondents (see Introduction), it is likely that the desire and demand for more starter and family homes is on behalf of younger generations of families currently in the village. The opposition to more second and holiday homes confirms that the views on housing reflect a concern to ensure that the village continues to have a mixed and sustainable resident community into the future, with opportunities for local families to remain here. This concern should be considered together with the evidence of potential growth in demand for relatively low-skill businesses and services which would maintain and increase relatively low-paid employment (see Section 2). These factors lend weight to the importance of ensuring that any steps to meet this demand for housing includes affordable housing, with affordable rented housing, as a significant proportion.

There were differing views about where and whether development should take place. 20% stated that no development is necessary – which appears somewhat at odds with the proportion wanting to see additional housing. 57% opposed development on Reydon Smere and 50% opposed any development on land in the Area of Outstanding Natural Beauty (AONB). 38% said any development should be within the existing village boundary. However, 238 respondents (27%) agreed that some minor development might be considered beyond the village boundary. Thus, a significant minority appear in favour of the approach taken recently by Waveney District Council, supported by Reydon Parish Council, to plan for development of affordable homes in small areas adjacent to the existing settlement. Those in favour of development stated a preference for small scale or individual development and would prefer this to be led by the District Council or Housing Trusts rather than by commercial developers.

Actions

1.1 Increase awareness and understanding of Planning Issues and Applications.

Since the responses to the consultation show a wide range of views, some of which are contradictory, it is essential that as much as possible is done to ensure residents know and understand what can and cannot be done within Waveney District Council's Planning framework and that any significant applications for development are well publicised. Greater use of the Village website, including links to Waveney's Planning Portal, would be a good first step. Village notice boards should be used as well as site notices for individual applications. **Waveney District Council, Reydon Parish Council, Reydon Website.**

1.2 Establish and maintain a dialogue with Waveney District Council on Planning Policy.

The evidence of housing needs and the community's views on types of housing provision should form the basis of a strategic discussion with Waveney (as the Planning Authority) about how to balance the protection of the AONB whilst at the same time creating more housing for local people and seeking to limit further expansion of second homes and holiday lets. In view of the current proposals to extend the village boundary for small-scale provision of affordable housing, this is an urgent need so that when any such scheme is submitted formally for planning approval, it can be considered in a broader context. Ultimately, this dialogue should lead to the development of a Neighbourhood Plan (see section 11). **Reydon Parish Council and Waveney District Council with other stakeholder groups, such as Southwold and Reydon Society.**

1.3 Promote provision of small scale Business Units and/or shops, including at Reydon Business Park and other appropriate sites in the village. **Reydon Parish Council and Managers/Owners of Reydon Business Park.**

Section 2 Business and Employment



Reydon Business Park

"Any business (would be) welcome if based on the industrial estate."

"New shops must have adequate off street parking."

Summary of Findings

64% of respondents stated that they are either retired or not actively seeking work, whilst 36% are in employment, training, voluntary work or caring. This, at least in part, reflects the age profile of those who took part in the consultation so it may not be an accurate reflection of the whole population of the village. Nonetheless, it would suggest that there is not a large pool of residents wanting or available for employment. New businesses locating or developing in Reydon (or Southwold), therefore will need to attract staff from a wider area and/or attract those already here who work out of the area.

Interestingly, of those who are in work, only 55% (184) stated that they work in the local area. Types of employment reported were spread relatively evenly across the main types of employment, with the highest group being professional/managerial. It may, therefore, be possible to reduce travel out of the area for work if more high skilled businesses could be attracted to the area – e.g. in areas such as IT, design or professional services which are not dependent on major development of plant or buildings.

However, these areas of business, apart from IT, were not those identified as ones which respondents would like to see increased. 49% were in favour of more small shops, 39% required more domestic services (such as house cleaning etc) and 36% wanted more food and drink outlets. In descending order of demand, smaller numbers of respondents wanted more IT businesses, a major retail outlet, an increase in trades and, finally, additional manufacturing and professional services. It should be noted, of course, that in terms of development priorities (See Section 1), there is considerable opposition to major retail provision.

Only 55 respondents said they were seeking work. As only 7 respondents reported that they were unemployed, 48 of this group are in work and looking for different employment. Of the replies 71% are experiencing difficulty finding the right type of employment for them while 33% reported that there are significant travel issues.

Of the 615 responses to questions about support for businesses and for workers, 68% agreed on the need for an online or published directory of businesses, 57% supported an online directory of job vacancies, 42% a transport sharing group, and 23% a support group for home workers.

In addition to the household survey, a specific survey was sent to all local businesses but, unfortunately, only a small percentage replied. The challenges these businesses face reflect the answers given in the main survey: the importance of supporting their local customers and their community and protecting the environment. The main areas of concern were: transport to the area, the adequacy of some local services (see below) and the lack of availability of local workers.

Most of the businesses which responded were small units, with 75% having only 5 or fewer employees. The likelihood of an increase in demand for staff is small as 66% of respondent businesses reported no plans to increase. However there would also appear no restriction to the businesses expanding as only one would be unable to do this at its present site.

Most employees were reported to travel to work using a vehicle and no problems were experienced with workplace parking. There was a general content with the local services provided to businesses but some concerns were expressed about waste collection, road signage, drainage and sewerage, broadband, flood protection and mobile phone signal. Since the survey there is now better coverage by fibre optic broadband.

The biggest change in the business environment locally is the opening of the Sole Bay Health Centre. This will be employing over 30 people from a large area and will bring significant business opportunities for existing and new businesses supporting its work. If an adjacent care home is developed, as mooted, this would further expand opportunities in related services.

Actions

2.1 Ensure Planning, Housing and Transport policies and strategies support the needs of businesses and promote local employment. If there is further expansion of work in areas such as retail, domestic services and food and drink (for which there appears to be continued demand), the need for affordable housing and transport will become even greater. Likewise, planning policies which encourage development of small premises suitable for higher skill sectors such as IT, design and professional services may lead to more residents working locally and thus reduce pressure on travel and the environment. **See actions in Sections 1 and 5.**

2.2 Promote the Reydon Village Website as the first point of reference for the residents and businesses. A working party should be set up to liaise with local businesses to establish sections on the website for a directory of businesses and services and employment opportunities. A transport sharing group could be coordinated from this website section as could the support group for home workers, perhaps using an existing local meeting point and/or a “virtual” space on the website. **Local Chamber of Trade, other business networks and Reydon Village Website Volunteers.**

Section 3 Schools and Education



Reydon Primary School

“There need to be more activities for children during the summer holidays.”

“We are very fortunate in having St Felix in our midst, with such excellent facilities. The more these can be shared, the better.”

Summary of Findings

876 out of 878 respondents who expressed an opinion stated that it is important for Reydon to have its own Primary School. The age profile of respondents means that not all have children or family members at the school so this response shows a broad concern for a sustainable community with provision for future generations, as well as a concern for the current needs of those with primary age children.

Satisfaction with the primary schools attended by children or family members is high, with 97% rating Southwold Primary as satisfactory or better, 93% Reydon Primary and 89% St Felix Preparatory.

Likewise, satisfaction with secondary schools is high, with 92% rating John Leman, Beccles, as satisfactory or better, 96% Bungay High and 75% (of a very small sample) Beccles Free.

Large numbers of respondents wanted to see greater community access to the facilities at both Reydon Primary School and St Felix, especially for evening classes, childcare and holiday play provision, arts provision and sport, fitness and swimming. Greater access to the swimming pool at St Felix and evening classes at the Primary School showed the strongest demand at 699 (90%) and 668 (83%) respectively.

More generally, significant numbers want to see more adult education available and also a youth club, a nursery affiliated to the primary school, a summer play scheme and increased provision for under-5's and their parents.

Actions

3.1 Maintain and strengthen Reydon Primary School. To ensure a sustainable future for the school, work must continue to raise standards and levels of satisfaction among parents. **Reydon Primary School Governors working with parents and the community.**

3.2 Increase community access to facilities at Reydon Primary School and St Felix. Work is needed with the Governors of both schools to explore viable and sustainable ways of increasing community access, especially for adult education, swimming, fitness and after-school and holiday play and childcare. The excellent St. Felix Choral Society provides a model of joint school and community provision that could be developed in other areas. **Reydon Primary School Governors, Governors of St Felix and Reydon Parish Council and/or other community representatives, including Reydon and Southwold Community Swimming Club.**

3.3 Seek ways of extending access (including transport) to youth provision, and sport and fitness facilities in Southwold. Since new youth and sports provision are unlikely to be affordable or viable in Reydon itself, these needs will best be met by increasing knowledge of, and access to, projects in Southwold such as the Loft Youth Club. **Reydon Parish Council, in partnership with others – e.g. Southwold Shuttle Bus and Reydon and District Community Transport.**

3.4 Maintain and extend nursery, childcare and play provision. The future of the Southwold and Reydon Children's Centre is uncertain, given current proposals for its closure which may also put Brambles nursery at risk. In the event of the closure of the Children's Centre, new partnerships will be needed (e.g. with commercial providers of play and after school care) to ensure that provision of these services can continue to meet the demand identified in the consultation. **Reydon Parish Council, Brambles Nursery and Children's Centre stakeholders and others – e.g. Governors of Reydon Primary School.**

Section 4 Environment and Community



Jubilee Green

"How about a family village sports event on the green?"

"Many people do not pick up their dogs mess and many of those who do then hang the bag on the hedge."

Summary of Findings

There is substantial disapproval of both litter and dog fouling (571 responses), with significantly more commenting on dog fouling, which occurs throughout the parish and causes particular concern in areas used by children. Litter is equally widespread. Concern about noise nuisance attracted fewer responses (141), and was largely focussed on speeding traffic and vehicle noise along the main roads, apart from some individual concerns about noise from neighbours or businesses or farm machinery. Antisocial behaviour was referred to by a broadly similar number of people, with vandalism at Reydon Corner being of particular concern.

A significant number thought Reydon would benefit from more recycling points and dog bins/litter bins (over 540 votes for each). A village map was supported by almost 400 people. A public toilet and more police patrols gained 359 and 330 responses, although it is not clear where the former might be located. It should also be noted that the Parish Council already contribute to the funding of a Police Community Support Officer (PCSO) shared with Southwold and that crime of all kinds, including reported vandalism, is very low in Reydon.

Street Lighting gained the approval of 729 respondents, with very few (3%) wanting lights to remain on after midnight.

830 respondents saw Jubilee Green (the new public open space at the junction of Wangford Road and Nightingale Avenue) as an asset that should be enhanced through the addition of (in order of popularity): benches, better landscaping and floral displays, improved access and exit points, and a Jubilee Green sign and notice board. Several commented on the attractiveness of creating a wildflower garden on the green. Equally the responses showed recognition that some activities such as skateboarding, or features such as a fence, bandstand, fountain or civic sculpture would not be welcome.

The protection and maintenance of Reydon's natural assets received a huge level of support. Footpaths, bridleways, river walls, Reydon Wood, Reydon Marshes, the Hen Reed Beds, the Reed Bed at Potters Bridge and the Smere are highly valued, with some 800 respondents commenting on each of these. The possibility of flooding/erosion threatening some of these key assets was also of great concern. The threat to the Blyth Estuary, Reydon Marshes, and Hen Reedbeds, together with the coastal area north of

Southwold (including Easton Bavents, which is part of Reydon) each received nearly 800 responses of concern, but properties at Bridgefoot marshes, to the south of Halesworth Road and Nicholas Drive/Covert Road were also regarded as vulnerable. Only a third of respondents were aware, however, that the Environment Agency are not planning to maintain the river walls along the Blyth estuary beyond 2019. Clearly this lack of information needs to be addressed and the implications considered.

There was an encouragingly high level of interest expressed in getting involved with the local environment. This includes helping to look after Reydon Wood, the Smere and the Reed Beds, for example (223 respondents), with a similar number wanting to help with Wildlife surveys/ monitoring. Helping to maintain the River Blyth walls, assisting with other improvements identified in the village plan and maintaining Jubilee Green each received interest from over 100 people. Substantial numbers want Bird/Nature watching and Walking or Rambling to be encouraged alongside community events. A number were interested in helping in the school with after school/weekend activities or with a summer play scheme. There was also interest in being a parish councillor (62 people) and helping with hospital transport (85 people). It is to be hoped that these responses will be reflected in nominations for the next Parish Council election to be held in 2015 and in support for volunteering more generally.

On facilities and events, The Village Hall, Reydon Corner, and The Randolph were ranked as the most important facilities for the local community, but sports fields and children's play areas were also valued highly. Of the four events listed, The Christmas Lights were ranked top, with 857 votes, followed by the Scarecrow Trail, The Reydon Show and The Randolph Fun Day. Concern was expressed, however, about excessive restrictions on the use of the Village Hall.

Actions

4.1 Provide additional litter/dog fouling bins and recycling points in the village.
Reydon Parish Council, Waveney District Council.

4.2 Provide a village map at Reydon Corner and enhance Jubilee Green with the provision of benches, landscaping and floral display/wildflower garden, entry and exit points and noticeboard and second village map. **Reydon Parish Council.**

4.3 Maintain, and enhance where possible, key amenities including the Village Hall, Reydon Corner and all sports and play areas in the parish. In addition, work should be undertaken to find ways of allowing a full range of uses of the Village Hall (see also Section 10). **Reydon Parish Council, Village Hall Management Committee.**

4.4 Explore with the Police and Highways Authorities further steps to discourage speeding and vandalism, such as more police patrols and CCTV at Reydon Corner (see also Action in Section 5, Traffic) **Reydon Parish Council, Suffolk Police.**

4.5 Ensure the Planning Authority (Waveney District Council) and Environment Agencies (Natural England and the Environment Agency) are aware of the extent of local concern for the environment, in particular the importance local people place on our wide range of natural assets in the context of local planning and decision-making. **Reydon Parish Council, Waveney District Council with agencies and stakeholder groups.**

4.6 Continue to protect and enhance the local natural environment. Engage with the various environment and wildlife organizations to see to what extent the interest and enthusiasm of local volunteers can be used. Enhancing access to, and the use of, the environment, e.g. through way-marked walks. **Reydon Parish Council working with the Environment Agency and other environment groups, e.g. Suffolk Wildlife Trust, English Nature, RSPB etc.**

4.7 Hold a public event to explain the implications of the decision not to protect the Blyth Estuary river walls, and seek clarification of the flood risk and any proposed protection works north of Southwold, along the coast and locally. If enough interest is identified, seek ways of working with other local Councils, landowners and stakeholder groups to continue the maintenance of the river walls and other flood/sea defences. **Reydon Parish Council working with Blyth Estuary Group, Environment Agency and Waveney District Council Coastal Management Team, Suffolk County Council and other stakeholders such as the Harbour Users' Association.**

4.8 Continue to promote voluntary activity to enhance village life, including events such as the Christmas Lights, Scarecrow Trail, Treasure Hunt, Randolph Fun Day and liaison with Reydon Primary School to harness the enthusiasm of local people for helping with out of school events/activities. **Community Groups, Governors/PTA of Reydon Primary School and Reydon Parish Council.**

Section 5 Traffic and Transport



Traffic at Reydon Corner

"Cars frequently park on the yellow lines on the Lowestoft Road making exiting Sea View Road very tricky."

"There is a need for more lowered kerbs for buggies, wheelchairs etc."

Summary of Findings

92% of the 891 respondents on this issue reported no problems, or only occasional problems, getting in and out of the village. The main traffic problems mentioned were the safety of Cox's Lane (which, as a single track lane, is not suitable for its use as a major local road), congestion at Reydon Corner and around Barbrooks Store and access onto Halesworth and Lowestoft Roads at busy periods due to volume of traffic.

Those with poor mobility reported problems of access due to the poor condition of footpaths, lack of lowered kerbs, cars parking on footpaths and overgrown shrubs and hedges. These problems were also reported by 314 respondents when commenting on barriers to walking and cycling in the area. In addition, standing water in particular locations causes difficulties.

There was support for a number of developments of new or improved footpaths and/or cycle routes. These included Princess Road to the Business Park and from Stedman Terrace to Fountains Way and way-marking of existing paths (e.g. Shepherd's Lane to Southwold Common).

A significant minority (98) reported concerns about car parking. The major problems identified are in Lowestoft Road around Barbrooks Store, in Jermyns Road at the start and finish of the school day, and along Mount Pleasant due to dwelling infill and lack of off-road parking. Parking in Seaview Road and Hurn Crag Road is difficult because of residents' parked cars and this is causing concern about Emergency Vehicle access.

There were 671 responses on speed limits, with very strong support for a 40 mph speed limit (beyond the 30 mph areas) on all three access roads into Reydon, almost 60% for Wangford Road and 50% for both Halesworth Road and Wrentham Road. Three quarters of those (487) supported a 20mph speed limit in Jermyns Road in the vicinity of the school.

Public Transport received a very large response with 80% of responders indicating that they would make more use of the Anglia Bus service if improvements were made. 63% suggested a bus to Saxmundham connecting with trains at Darsham and 47% called for extended service hours, particularly into the evening. Greater frequency and better information at bus stops were also strongly supported. The survey was conducted

before the start of the new Border Bus service to Norwich but it is likely that this is a welcome addition and it is hoped that enough residents use it to make it viable.

The Southwold Shuttle Bus was generally liked and supported. Suggestions for improvement included more access to timetables and extensions of the route to include Wangford Road (Loftus Ave, Green Lane and points North), Oaklands, Cox's Lane and Halesworth Road (The Drive / St Felix).

Actions

5.1 Work with the Highways Authorities to develop proposals for traffic and parking improvements and carry out formal consultation. This should include consideration of upgrading Cox's Lane (or introducing a one-way system), improving junction access at Reydon Corner, increased parking provision in key areas (e.g. Lowestoft Road), parking controls where residents want them, and the introduction of further speed limits. **Reydon Parish Council working with Suffolk County Council and Waveney District Council.**

5.2 Conduct a condition survey of footpaths and cycle routes and develop plans for new paths/cycle routes in key areas. This should include the need for dropped kerbs, repairs, better maintenance and removal of overgrowing hedges etc., as well as creating good pedestrian and cycle access to facilities such as the Health Centre and Business Park and also into Southwold, to the beach and to the estuary and Hen Reed Beds. (See also Action 10.1). **Reydon Parish Council working with Waveney District Council and its contractors such as Waveney Norse.**

5.3 Improve enforcement of speed limits and parking controls. A new campaign should be undertaken to recruit volunteers for the community speed patrols and work is needed with the police to help with speed and parking enforcement, including measures to deter parking on footpaths. **Reydon Parish Council working with the Suffolk Police.**

5.4 Maintain and Improve public transport provision. Working with stakeholder groups such as East Suffolk Travellers' Association (ESTA) as well as the Bus companies, the current services should be promoted to ensure they are well used and the case made for extending provision, particularly into the evening for those without access to private cars. The suggestions for improvements to the Southwold Shuttle Bus should be explored with those responsible. **Reydon Parish Council, working with ESTA, Reydon and District Community Transport, Southwold Shuttle Bus and the commercial transport providers.**

Section 6 Emergency and Other Services



Fire Station on Fountain Way

"Please bring back our post office."

"There is no petrol station in the village (or Southwold) and one is needed."

Summary of Findings

502 respondents expressed a view on the quality of the emergency services. The most valued were the Lifeboat, the Fire Service, the First Responders and the Coastguard. The Ambulance Service and, particularly, the Police were less favourably rated, probably reflecting longer response times as these services are based some distance from Reydon. However, the Police should be made aware that 35% of those answering this question rated their service as not good.

The utility services were rated by some 879 respondents. Gas, post, mains water, refuse collection and mains electricity all received a positive rating whereas TV reception and street cleaning were rated less well (although the survey took place before the employment of a street cleaner by Reydon Parish Council). Poor ratings were given to mobile telephone reception and telephone and broadband connections (again, it should be noted that the survey was completed before the wider introduction of fibre optic broadband).

Barbrooks and Southwold shops and pubs/restaurants were reported as the most popular, being used often by most respondents. Boydens, shops in nearby towns, the Randolph, Reydon Pharmacy were all reported as used often or sometimes by many respondents. Shops in Norwich and Ipswich are also used but less often. A detailed breakdown of which shops and services in Southwold are used by Reydon respondents showed that the full range available is well used. A significant number use internet shopping for general goods (589 respondents) and for food (376). The Chinese takeaway and Fish and Chip van are used, at least sometimes, by around 450 respondents.

Considerable numbers stated that they would use a number of shops/services if they were available in Reydon, including a Post Office (841), a free cash point (677), a petrol station (698), a major supermarket (610) and a coffee shop (513). Despite this, however, it is not clear that demand would make new provision of these services economically viable and the demand for a supermarket is in conflict with the views expressed opposing such a development (see Section 1). It is also worth noting that the Randolph already provides the services of a coffee shop and that, apart from a petrol station, these services are all available in Southwold which respondents use regularly.

Actions

6.1 Maintain the recent improvements in street cleaning and broadband connectivity and work with providers to improve mobile telephone reception. It is suggested that the Parish Council seeks feedback periodically from residents on these service areas and works to put pressure on the mobile telephone providers to improve reception. **Reydon Parish Council.**

6.2 Support any local initiatives to extend services available in Reydon such as a free to use cash point within an existing business, or the development of a coffee shop. **Reydon Parish Council and Waveney District Council (as Planning Authority).**

6.3 Discuss with Suffolk Police the findings on satisfaction with their service, and seek ways to identify and address the areas of concern. **Reydon Parish Council and Suffolk Police.**

Section 7 Health and Caring



Sole Bay Health Centre

"We have good doctors but they should be full time."

"The Voluntary Help Centre does a marvellous job."

Summary of Findings

88% of respondents stated they are patients of the Southwold Surgery (now the Sole Bay Medical Centre in Reydon). However, only 33% say they are able to get appointments when they want, the majority of these being over 65. Younger residents, probably working, say that they often have difficulty in getting suitable appointments. Children are well catered for.

Respondents liked their Doctors, 64% saying that they are very good and that they do a good job. The practice nurses are much respected and valued as are the district nurses, particularly in post-operative care. The new on-line repeat prescription service is appreciated.

However, respondents would prefer their GPs to be available for more days. 48% would like Saturday availability of access to the health services and 37% weekday evenings. 25% would like weekday early opening, with similar numbers favouring access on weekday nights, Sundays and Public Holidays. Extended hours are more strongly supported by those of working age.

Respondents added comments that they would prefer GP's rather than locums for the out-of-hours service and some consider the out-of-hours service poor. The aspiration for GP's to provide out-of-hours service may conflict with the desire to see extended surgery hours. However, the perception expressed in some comments that the current out-of-hours service is poor needs to be addressed.

63% think that the local dentists are very good, though 8% say that access to appointments can be difficult. This probably links to working hours.

The podiatrist service is much appreciated but around 11% of patients would like easier access to appointments. 65% rate the blood test service as very good although 8% would like more access to this service. Again, times are more difficult for those in work. Physiotherapy is rated as very good by 34%.

Other general comments are that the local Chiropodist, the Osteopaths and Optician are all very good and their services are appreciated.

35% feel that local hospital bed availability is essential, and a further 51% that it is fairly or very important.

66% said that a prescription delivery service is needed in Reydon. 50% would like someone to call in and check that they are OK. 48% would like help with housework, 52% help with gardening and minor household repairs, 43% with shopping. 60% said transport to clinics, social events was needed. Most of these respondents were in the over 65 bracket. Comments from many, however, pointed out that we already have an excellent prescription delivery by the chemists and that the Voluntary Help Centre (VHC) offered many of the desired services, in particular, transport. The VHC was thought to be an excellent organisation. There were also comments about neighbours and friends helping out with these services. As a community we should be more mindful of those needing help.

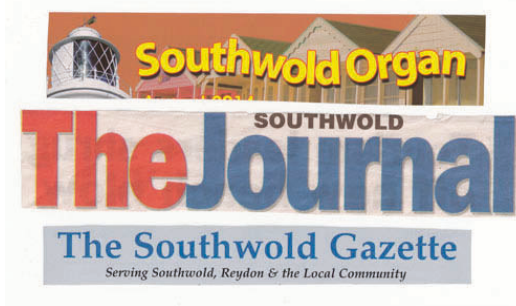
Actions

7.1 Extend, where possible access to GP's and other health services, in particular through extended hours suited to those in work but also through promoting the services which already exist such as prescription delivery by the pharmacies and the range of support available from the VHC. **GP Practice, Other Health Services, local pharmacies and the VHC.**

7.2 Increase volunteering. The community could consider organising a small team of volunteers, a good neighbours team, to offer help to those in need with gardening and minor house repairs etc. **Voluntary Help Centre and Reydon Parish Council.**

7.3 Ensure Out-of-Hours GP Services are good. The GP Practice and/or Health Commissioning Group (Health East) should seek regular feedback on the quality of service received by those using the out-of-hours service and take action, where needed, to ensure that the service is of high quality at all times. **GP Practice and/or Health East.**

Section 8 Communication and Local Government



"Have contacted councillors and had very good and positive response."

"I wasn't aware there was a village website."

Summary of findings

Local newspapers (mainly the Southwold Gazette and the Southwold Organ), word of mouth and notices on village notice boards and in village shops are the main sources of local information in Reydon.

The low use of the village website as a source of local information (114 respondents as opposed to 698 for local papers) is disappointing. However, 639 respondents say that they do use the internet, so this is not primarily an issue of internet access. More needs to be done, therefore, to make sure residents are aware of the village website and that it provides services that they want.

Word of mouth, chance reading of notices posted at the location by Waveney District Council, and the minutes of Reydon Parish Council are the most common ways for people to learn about local Planning Applications. A surprisingly high number of people (254) were not usually aware of Planning Applications, but the survey results do not record whether this lack of information concerns them or not.

Although very few respondents ever attend Reydon Parish Council meetings, 184 of them like to read the minutes of the meetings. 51 respondents did not know how to find out when meetings happen. 142 respondents agreed that Reydon Parish Council publicises its activities well, but 93 respondents disagreed with this statement. Most respondents thought that Parish Councils should have more power and that Reydon Parish Council does a good job overall. Given the importance that our respondents attach to local government, it is vital that everything possible is done to engage residents with the workings of the Parish Council.

The internet is widely used. 576 respondents use it for certain purposes or as much as possible. 63 respondents found using the internet to be slow but this is not related to their area of the village and experience may have changed since the introduction of fibre optic broadband after the survey was complete. 47 respondents were prevented from using the internet by factors such as affordability and lack of knowledge and equipment.

Actions

- 8.1 Communicate village information.** Always include the Southwold Organ, the Southwold Gazette, village notice boards and shops when advertising something. Create more notice boards and put back the one that was in The Drive. Increase use of the village website. Broadcast planning applications e.g. on notice boards and on the village website. **Reydon Parish Council, Reydon Website Team, local organisations.**
- 8.2 Improve communication with Reydon Parish Council.** Publish minutes in the Southwold Organ (free publication) as well as in the Southwold Gazette (a pay-for publication) and publish draft minutes on the village website promptly. Produce an A4 flyer to be delivered to every home in Reydon that outlines the work the Parish Council does, where and when it meets and where its notice boards are. Offer transport/escorts to Annual Parish Meeting as some do not like to be out on their own in the evening and/or are unable to walk far. Changing the time of the month of Parish Council meetings and/or releasing draft minutes would enable the local press to publish reports of these meetings in a more timely fashion. **Reydon Parish Council.**
- 8.3 Provide free access points to the internet.** e.g. advertise more the facilities available at Southwold Library and/or set up an internet café in the Village Hall or other suitable venue – e.g. the Randolph. **Reydon Parish Council or others willing to take this forward.**

Section 9 Faith



St Margaret's Church

"I would like churches to be available for community use if the building can be/has been adapted."

"More general community use would help to maintain their survival (places of worship)."

Summary of Findings

The majority of replies on attendance at places of worship came from the over 65's. 30% of respondents do not attend any church, 55% attend St Margaret's, 38% attend St Edmund's in Southwold and minimal numbers attend other places of faith.

45% of respondents worship regularly or occasionally and 65% attend ceremonies, baptisms, weddings and funerals. Generally, residents feel that the times and variety of services meet their needs very well and are of good quality. The vicar is well respected by the community. Respondents also stated that the church offers very good care for the sick, housebound and bereaved.

74% would not like to see places of faith used for purposes that they are not currently used for. The majority of these responses were from over 65's. Many of the 26% saying that they would like other uses were in the 40-65 age range.

There were lots of creative ideas suggested for wider usage. The dominant request was for concerts, exhibitions and talks such as take place in Wenhaston and Halesworth churches. There was emphasis on general community meetings and events, evening classes and social activities to encourage neighbourliness, such as coffee mornings etc. All ages could be catered for: mother and toddler groups, youth clubs etc. Some suggested that money raised from events such as concerts could be put back into the community. The responses were overwhelmingly looking for more general community use as this would ensure the church's survival as a living facility whilst also respecting it as a place of worship.

Action

9.1 Widen the range of activities at St Margaret's Church. Despite the number of respondents opposed to introducing new activities at St Margaret's, it is suggested that in consultation with parishioners, serious consideration should be given to the ideas received which are suitable uses for a place of worship. As the internal space of the church is currently being altered to create more flexibility, this would appear an ideal time to do this and thus engage more residents with one of the village's most precious assets. **Reydon Parish Church and Church Authorities.**

Section 10 Leisure, Social and Sport



Winston Road play ground

“A real shame that it (the village hall) can't be used for music, parties etc.!”

“We need more facilities for the young in the village.”

Summary of findings

The interdependence of Reydon and Southwold is strongly underlined in the responses about how much use people make of local leisure amenities. The top amenities for Reydon residents are local footpaths (mainly in Reydon but often leading to Southwold), the beach/pier, the common, the harbour and estuary and the golf club (all in Southwold). Also popular are Reydon Wood, the sports field and recreation grounds, the Hen Reed Beds and the exercise equipment in Cox's Lane (all in Reydon). Smaller, but still significant, numbers use other Southwold facilities for tennis, model boats, skateboarding and putting.

Many new facilities would be popular, including a swimming pool, gym, cinema, golf, tennis, indoor sports and pitch and putt.

Users of the children's play equipment in Reydon mainly judge it to be satisfactory or better (93%). The facilities in the Village Hall also were mainly judged to be satisfactory or better (72-93%), except for heating, curtains, furnishings and the sound system which received less good ratings. Likewise, most reported that the Village Hall serves its purpose well or quite well but a significant number expressed concern about existing restrictions on its use in the evenings or for events with music.

Actions

10.1 Maintain and promote the popular amenities of Reydon and Southwold

through the development of a Leisure Map and way-marked walks. Continued use of key amenities such as the beach, footpaths, Reydon Wood, Hen Reedbeds, the harbour and estuary, the common and playing fields etc. is key to their future. Use creates stakeholder engagement and public support for any necessary investment etc. A Leisure/Amenity Map of Reydon and Southwold should be developed showing the key amenities and what they offer (and when) and also how to reach them, including by the footpaths, some of which should be way-marked as specific routes (circular and to particular destinations – see also Action 5.2).

Reydon Parish Council, Southwold Town Council and other key partners such as Southwold and Reydon Society.

10.2 Increase access to existing leisure facilities. Some of the new facilities suggested in the consultation already exist in Southwold and new facilities (e.g. for swimming and indoor sports/fitness) would not be viable in Reydon/Southwold given the size of the population. Therefore, the best way of meeting the demand for facilities such as a swimming pool, gym, cinema, golf, tennis, indoor sports and pitch and putt is to increase knowledge of, and access to, what already exists. The Leisure Map proposed above would help to increase awareness but also increased access will be needed (e.g. to swimming facilities at St Felix and indoor provision at the Primary School). An important aspect of access, of course, is transport. Only effective partnership working can bring any of this about. **Reydon Parish Council, Southwold Town Council and other key partners such as the Governors of Reydon Primary School and St Felix, Southwold Shuttle Bus, Reydon and District Community Transport and community stakeholders.**

10.3 Maintain, and where possible, develop the Children's Play and Adult Exercise Equipment in Reydon. This popular and valued provision is an asset that must receive the care and investment it needs. **Reydon Parish Council.**

10.4 Maintain, and where possible, enhance the Village Hall and seek to extend the range of its use. This, too, is a popular and valued asset which requires continued investment. It would meet more needs of the community, for social and musical events, if its range of permitted uses could be expanded and this should be explored. **Reydon Parish Council, Waveney District Council, Village Hall Management Committee.**

Section 11 Final Points

Summary of Findings

For each action, we have identified the body with the main responsibility for action in that area. However, the **Reydon Village Plan** will not, of itself, make anything happen. The community and its organisations and representative bodies will need to develop the ideas in the plan into specific actions and then ensure they are completed. It is important, therefore, that the progress of the plan is regularly monitored and published. Residents were asked which body/bodies should be responsible for ensuring the implementation of the plan when completed. Of the 815 people who responded, 37% thought that the Steering Group should oversee and monitor the actions and a further 25% thought that the Parish Council should do it. A small percentage, 20%, thought a new group should be created.

In regard to a Neighbourhood Plan, 55% of those responding thought that the Parish Council should create a Neighbourhood Plan for Reydon. 35% thought it should only be created if it can be done with Southwold, and 10% did not think it worth making a Neighbourhood Plan at all. This last view may reflect the fact that the current Waveney Planning Framework restricts development almost entirely to within the current area of settlement of Reydon. However, as pointed out in Section 1, this will not allow the expressed demand and need for more housing to be addressed. Since Southwold Town Council has now decided to proceed with its own Neighbourhood Plan, there remains a strong case for developing a Neighbourhood Plan for Reydon. This would require further specific consultation and informed debate on the options and issues for further housing development and how to balance this with appropriate protection of the countryside surrounding the village.

In addition, respondents were invited here and in many questions throughout the survey, to make any comments they would like to be considered. These opportunities were used by many people, with 306 comments in the final question in addition to more than 2800 in earlier questions. Where the comments reflected a widespread view, we have included these in the summaries of findings and tried to reflect them in the actions proposed in the plan which are, in the main, actions of value to the whole village. A breakdown of comments is available to be seen in the full Data Analysis Report which is available on-line at reydon.onesuffolk.net/village-plan. Among these are many worthwhile suggestions which could usefully be progressed as and if the opportunity arises.

Actions

11.1 Ensure ownership of the Reydon Village Plan so it is implemented over time.

Reydon Parish Council should appoint a lead Councillor and a subcommittee, including volunteer members (eg from the Village Plan Steering Group), to oversee, direct and monitor the implementation of the plan. **Reydon Parish Council and the Village Plan Steering Group.**

11.2 Identify a lead member of the Village Plan Subcommittee for each area of this plan who would be asked to review the detailed comments and survey findings and seek opportunities to implement the many good suggestions that were received but which were outside the scope of a single plan for the whole village. **Reydon Parish Council Village Plan Subcommittee.**

11.3 Create a Neighbourhood Plan for Reydon. Although this proposal was only supported by a small majority of respondents, it is an essential requirement if the key actions on housing and development in this Village Plan are to be implemented. Moreover, the additional consultation required to develop a Neighbourhood Plan will allow further consideration of (and, hopefully, the development of a consensus on) where, how much and what type of housing should be developed in the village. **Reydon Parish Council.**

Section 12 Acknowledgements

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Dexter Kirk *Chairman*
Gerald Cole
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