



**Tell us what you think survey 2011**  
**Summary of findings**

**August 2011**  
**Strategic Partnerships and Planning Team**

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## Tell us what you think survey: August 2011

### **Background**

The South Gloucestershire Partnership is renewing its sustainable community strategy and undertook a survey of local people to inform the review of the strategy.

In this context, the survey of people who live, work or visit South Gloucestershire was carried out in order to gain perspectives in the following areas: 1. What matters to them as someone who lives or works in South Gloucestershire; 2. What do they think makes South Gloucestershire a good place to live and work; and, 3. What do they think most needs improving in South Gloucestershire.

The survey data, alongside a range of other consultation exercises will assist the partnership to establish priorities for the area and draw up a new sustainable community strategy based on robust evidence.

### **Research methods**

The survey was designed within the council's strategic partnership and planning team and was implemented electronically and in paper form using SNAP survey software.

At the beginning of April 2011:

- A list of recipients was produced drawing on information held by council departments and CVS South Gloucestershire. Around 1000 organisations were identified representing a range of public, voluntary and community organisations operating in South Gloucestershire. This included equalities groups, youth clubs and business associations
- Where email addresses were available, electronic invitations were sent out to organisations inviting them to complete the questionnaire online. Recipients were also asked to circulate to members of their organisation as well as family and friends who may be interested in giving their views
- Approximately 650 paper copies were sent out to the public, community and voluntary organisations
- The questionnaire was also made available on South Gloucestershire Council's consultation website and the partnership's ourareaourfuture website

The paper survey was initially left open until 30 April 2011 but this date was extended until 9 May 2011 to accommodate holidays at certain organisations and the local elections.

The online questionnaire was left open on the ourareaourfuture web site until 9 May 2011.

The strategic partnership and planning team also undertook five shopping centre road shows to elicit a wider range of responses from local people. These took place in April and the second week in May at: The Mall Shopping Centre at Cribbs Causeway; Kings Chase Shopping Centre in Kingswood; Yate shopping centre; St Mary's Shopping Centre in Thornbury; and the Willow Brook Centre in Bradley Stoke.

After the local elections in May, new town and parish councillors were invited to complete the questionnaire online and were given until 10 June 2011. Those that had retained seats had previously taken part in the first round of engagement conducted in January 2011.

The questionnaire included a range of both closed questions for demographic answers and three sets of five open questions for the main body of responses. The main questions were open because prior consultation felt it would be better not to prompt respondents into preset answers.

## Survey results

Figures and tables are used in the report to assist explanation and analysis. Occasional anomalies appear due to rounding differences, these are never more than +/-1%.

Some responses contained a number of different issues and where this is the case they were placed in all relevant categories.

The strategic partnerships and planning team received 657 responses in total:

- 347 were completed online
- 310 paper copies were completed:
  - 124 were received from a range of organisations including from youth centres which were completed by young people
  - 186 were completed at the road shows and break down as follows -

<b>The number of surveys done in the shopping centres</b>	
Kingswood	30
The Mall at Cribbs Causeway	35
Yate	36
Thornbury	39
Bradley Stoke	46
<b>Total</b>	<b>186</b>

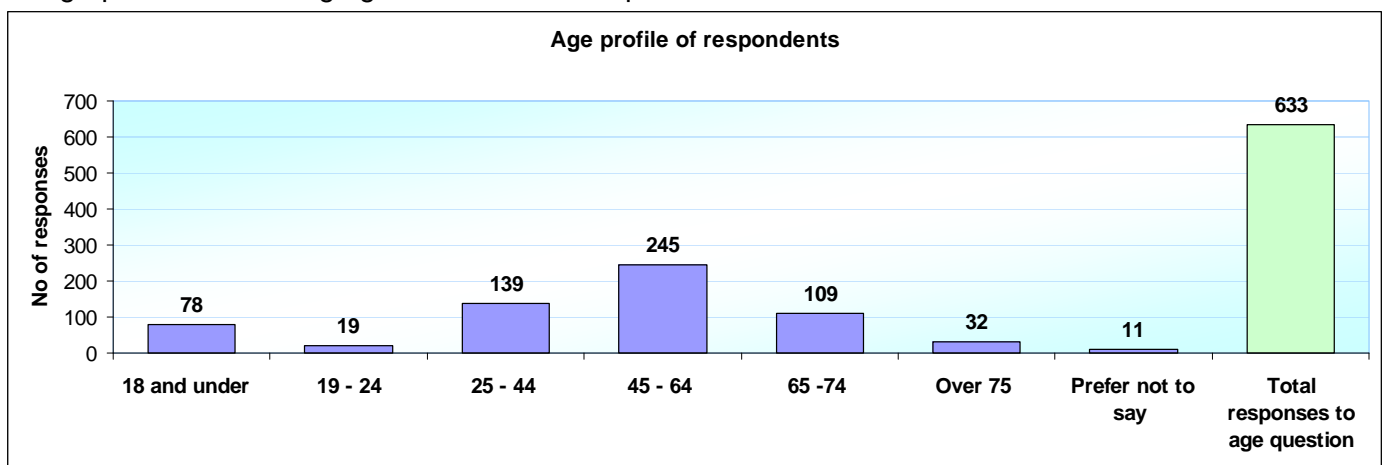
## Demographic results

The questionnaire included a range of optional questions to help determine the demographics of people completing the survey.

633 people (96.3%) opted to provide an answer about their age. Of those who responded:

- 78 people (12.3%) were age 18 and under
- 19 people (3%) were age 19-24
- 139 people (22%) were age 25-44
- 245 people (38.7%) were age 45-64
- 109 people (17.2%) were age 65-74
- 32 people (5.10%) were over 75
- 11 people (1.7%) declined to give their age

See graph below showing age breakdown of respondents



630 respondents (95.9%) opted to provide an answer about their gender. Of those who responded:

- 352 people (55.9%) were female
- 271 people (43%) were male
- Seven people (1.1%) preferred not to say

624 respondents (95%) opted to provide an answer about whether they considered themselves disabled. Of those who responded:

- 47 people (7.5%) considered themselves disabled
- 567 people (90.9%) considered themselves not to be disabled
- Ten people (1.6%) preferred not to say

The questionnaire also asked an optional question on ethnicity. However, a number of responses to this question were spoilt which means an accurate breakdown of ethnicity cannot be presented.

### **Who responded?**

Survey respondents were first asked whether they:

1. Live in South Gloucestershire
2. Work in South Gloucestershire
3. Live and work in South Gloucestershire
4. Or, Other and if so, to specify further

656 people responded to this question as follows:

- I live in South Gloucestershire 387 = 59%
- I work in South Gloucestershire 41 = 6.3%
- I live and work in South Gloucestershire 196 = 29.9%
- Other 32 = 4.9%

Of those who responded with other, a range of answers were given including:

- They visit South Gloucestershire regularly for family or shopping
- They volunteer here
- They use South Gloucestershire services such as schools and youth clubs
- They occasionally work in South Gloucestershire
- They come to South Gloucestershire often because they live on the border

## Section one: responses to question two – ‘What matters’

Firstly, people were asked -

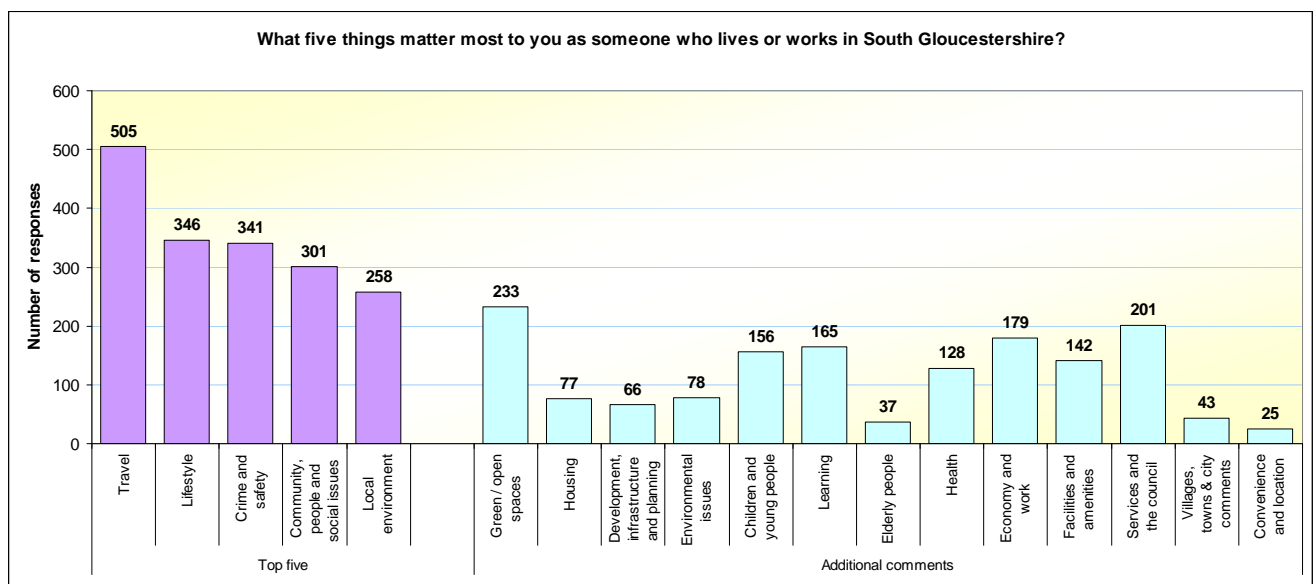
**What five things matter most to you as someone who lives or works in South Gloucestershire?**

The comments were sorted into 18 sections.

The top five things that matter most to people are:

- Travel
- Lifestyle - leisure and shopping
- Crime and safety
- Community, people and social issues
- Local environment

See graph below which shows the top five and all the other sections outside of the top five:



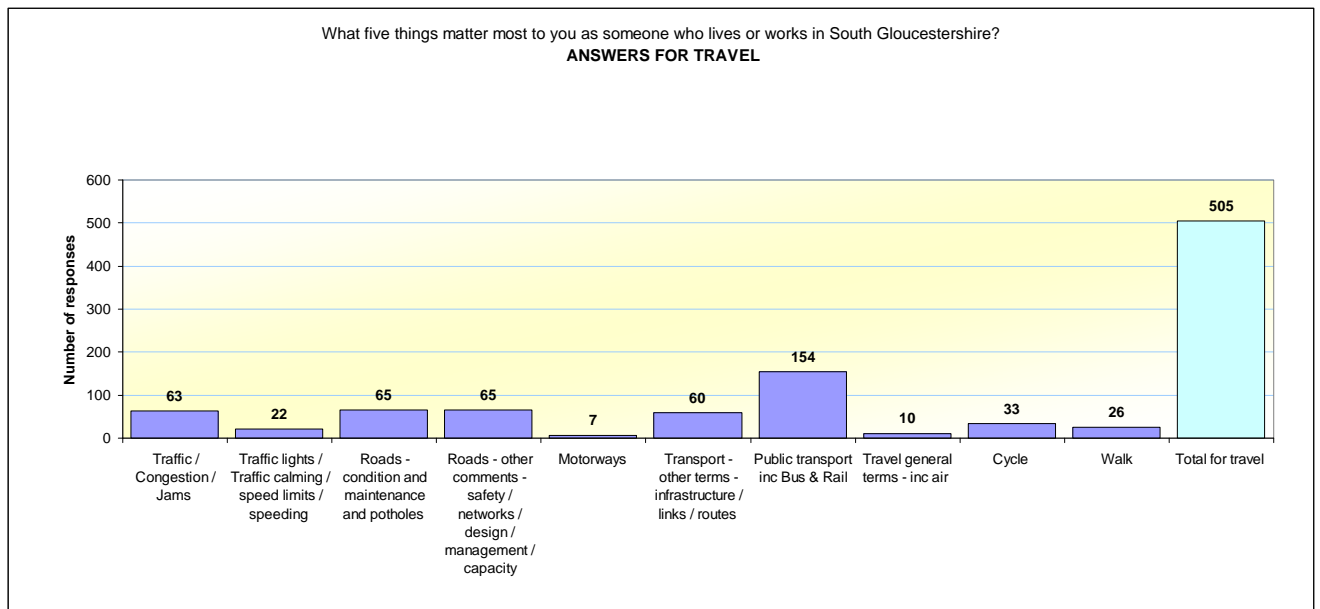
**A summary of comments on each of the top five sections follows:**

### 1. Travel

**A total of 505 comments were made around travel and these were broken down into the following categories –**

- Traffic
- Condition of roads
- Road systems and other issues
- Motorways
- General transport
- Public transport
- Travel
- Cycling
- Walking

See graph on next page -



**63 comments were made on traffic and congestion including:**

- Traffic and congestion on local roads
- Traffic on the ring road
- Traffic management
- Lessening traffic and becoming more environmentally friendly
- Volume of traffic

**22 comments were made on traffic lights and traffic calming including:**

- Less traffic lights and road restrictions
- Lower speed limits in side streets
- The speed limit on country roads, consideration for horses, dogs
- Remove all speed humps

**65 comments (including 16 specifically about potholes) were made about the condition of roads including:**

- Condition of local roads
- State of the roads
- Rubbish on the roads and pavements
- Good road surfaces and no speed bumps
- Road repairs
- Potholes in roads

**65 comments were made about road systems and other issues like safety including:**

- Roads
- Good road networks
- Road safety
- Easy access to major road networks
- The use of minor roads for rat-runs should be controlled

**Seven comments were made about motorways including:**

- Easy access to the motorways
- Air pollution ( motorway / Aztec West / Bradley Stoke )

**A further 60 comments were made about transport including:**

- Transport infrastructure
- Improved transport links to main new hospital essential

- Good local transport links to Bristol city and to London

**154 comments were made about public transport including:**

- Poor public transport, further improvements in public transport
- A transport plan that reduces the need for cars and supports rural communities
- Better, cheaper public transport
- Better, cleaner public transport and reducing volumes of traffic
- Transport assistance for the disadvantaged in the community

**Ten comments were made about travel including:**

- Travel networks
- Convenient for travelling to places
- Easy access to health care for the elderly and infirm without having to travel into Bristol to hospitals

**33 comments were made about cycling and cycle lanes including:**

- Decent cycling routes - on road lanes especially approaching junctions where cars queue
- Cycle path up-keep
- Dangerous restriction of road widths to accommodate cycle lanes
- Poor planning for cyclists

**26 comments were made about walking including:**

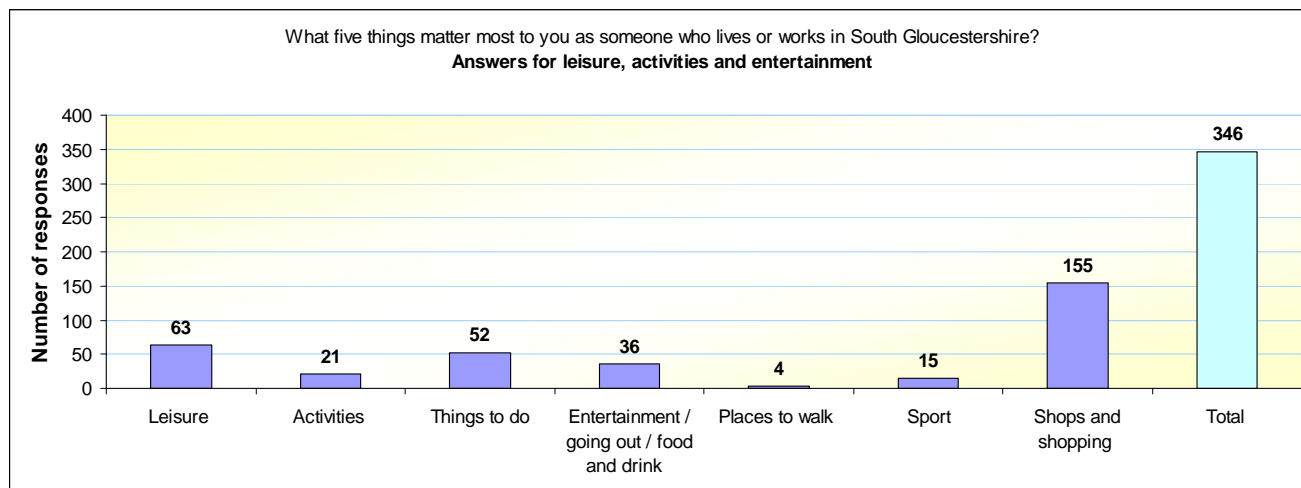
- Safer walks to school
- Prioritisation of motor traffic over sustainable modes of walking and cycling
- Pavements cleared of foliage to allow more people to walk to places
- Pedestrian / cycle paths
- Footpath upkeep
- Amenities accessible locally on foot – Playgroups / libraries etc.

## 2. Lifestyle - leisure and shopping

**A total of 346 comments were made around lifestyle and these were broken down into the following categories -**

- Leisure
- Activities
- Things to do
- Entertainment
- Places to walk
- Sport
- Shops / shopping

See graph on the next page -



**63 comments were made about leisure including:**

- Access to a range of leisure facilities
- Access to community leisure facilities
- Leisure activities for young people
- Opportunities for sport and leisure at affordable prices
- Golf
- Gym
- Free swimming for children
- Better swimming pool

**21 further comments were made about activities including:**

- Strong sporting activities for all ages
- Activities for children especially during school holidays
- Social activities

**52 comments were made about ‘things to’ and ‘places to’ including:**

- Things to do locally (safe parks etc.)
- Having places to go
- Craft clubs
- Skate boarding
- More skate parks
- ‘We end up sitting in the park doing nothing even in the winter’

**36 comments were made about entertainment and going out including:**

- Entertainment e.g. cinema and parks
- Access to Bristol entertainment
- Lack of entertainment facilities
- Having more to do for children/teenagers. A cinema or more sport activities would work
- Good restaurants and good cafes

**Four comments were made about walking for leisure including:**

- pleasant walks - near and far

**15 comments were made about sport activities including:**

- Sports and clubs for young people
- More sports facilities
- Sport (participation)

**155 comments were made about shops and shopping which were further broken down into the following sub groups:**

- **72 comments were made about shops and shopping including:**
  - Variety of shops
  - Decent shopping
  - Access to good shops
  - Parking in shopping areas
  - A good range of excellent shopping facilities
- **34 comments were made about local shops including:**
  - Maintaining local shops
  - Local food production: farm land, allotments, locally owned food shops/markets
  - Support local shops and small businesses
  - Close proximity to shops
  - Local shops not supermarkets
- **Six comments were made about empty or closed shops:**
  - Too many empty retail shops
  - More and more empty shops in Kingswood
  - Don't like seeing empty shops in Yate
  - Keeping Thornbury as a decent town and not losing all our shops
  - Shopping centre is dying on its feet
- **Nine comments were made about better shops including:**
  - State of the shops
  - Tidy shopping areas to boost morale
- **14 comments were made about supermarkets and specific shopping centres:**
  - Need a wide range of shops in Yate centre - not supermarket driven - currently it is an eyesore and the bus station area needs improving
  - Not letting Tesco rule the whole of Bradley Stoke
  - Local production of food with less reliance on supermarkets
  - Access to the Mall and supermarkets
  - Shopping - Kingswood precinct
  - Asda
  - Lidl
  - Tesco Express being nearby
- **20 miscellaneous comments were made about shops and shopping including:**
  - Prices in shops
  - Corner shops
  - Decent shops in Thornbury
  - Safety while you shop
  - High level of building with no infrastructure improvements (shops and work compartmentalised)
  - Ensuring vibrant high street in respect of shops, restaurants etc.

### **3. Crime and safety**

**A total of 341 comments were made around crime and safety and these were broken down into the following categories:**

- Crime and law and order
- Police and policing including
- Safety and security
- Anti-social behaviour
- Vandalism

See graph on the next page -



**78 comments were made about crime and law and order including:**

- Crime - a safe place to live
- Levels of crime
- Crime reduction
- Crime Prevention - fully resourced Police Service rather than 'civilian' police force that is currently being imposed on the general public
- Crime free areas
- Safety/security in terms of crime prevention - education of young people to be responsible citizens
- Good community with low crime
- Theft
- Action against individuals without tax and insurance on their vehicles
- Action against individuals fraudulently claiming benefits
- Family is not harassed
- Graffiti
- Lack of significant crime
- Crime to be monitored frequently
- A good quality of life where I'm not afraid of crime or of my neighbours
- Tackle problems in the priority area of Cadbury Heath, drugs, crime and poor social housing
- Got no probation officers - none - the closest office is in Bristol and you need to travel to Bristol

**52 comments were made about the police and policing including:**

- Adequate local policing
- More policing and security
- Lack of policemen / women on the streets
- A good and responsive police force
- Maintaining the current levels of community policing
- Police reaction times
- More police presence on streets and in local parks to combat alcohol and drug abuse by youths
- Lack of funding to support our police force
- Provision of policing and general crime/ anti-social behaviour matters
- Safety and the police - there have been a few break - ins recently

**172 comments were made about safety and were further broken down into the following sub groups:**

- **59 comments around general safety issues including:**
  - Personal safety

- Community safety
- Feeling safe
- More for older people to do where they can feel safe and secure
- South Gloucestershire being a fairly safe place
- **22 comments around safety, crime and policing such as:**
  - The importance of a safe environment from crime
  - Lack of policing enforcing due care and attention for driving
  - Making the community safe through fluid working of resources e.g. mental health, police, community and the public
  - Reduction in crime and safer streets
  - Good community policing to enable safe streets to continue to be a feature
  - Safety, security and protection from antisocial behaviour from neighbours
- **60 comments around a safe environment to live including:**
  - The importance of a nice safe area – security
  - A safer environment to live / work
  - A safe environment for children
  - Public safety - don't feel safe outside my house anymore - Yate is getting worse
  - Safe neighbourhoods
  - Safe to live - low crime in Alveston
  - Turning off street lighting and the safety implications of living up a dark lane in Thornbury
  - Safe play areas and dog walking
- **24 comments on road safety and some other travel issues including:**
  - Road safety
  - Bike safety and storage
  - Safer walks to school
  - Monitoring of use of "Scooters" on pavements
  - Safety for cyclists
  - A safe place to walk
  - Safe footpaths
- **Seven comments about security including:**
  - Security of family, home and possessions
  - Public Security

**33 comments were made around anti-social behaviour including:**

- Quick/better responses to noise complaints and anti-social behaviour problems in areas/streets
- Having a quick response to anti-social behaviour whether that's from the council, police or housing organisations
- Anti-social behaviour especially towards minorities
- Crime and anti-social behaviour including noise pollution and littering
- Low levels of anti-social behaviour
- Tackling anti-social behaviour
- Effective response to anti-social behaviour – especially pertaining to privately let properties

**Six comments were made about vandalism including:**

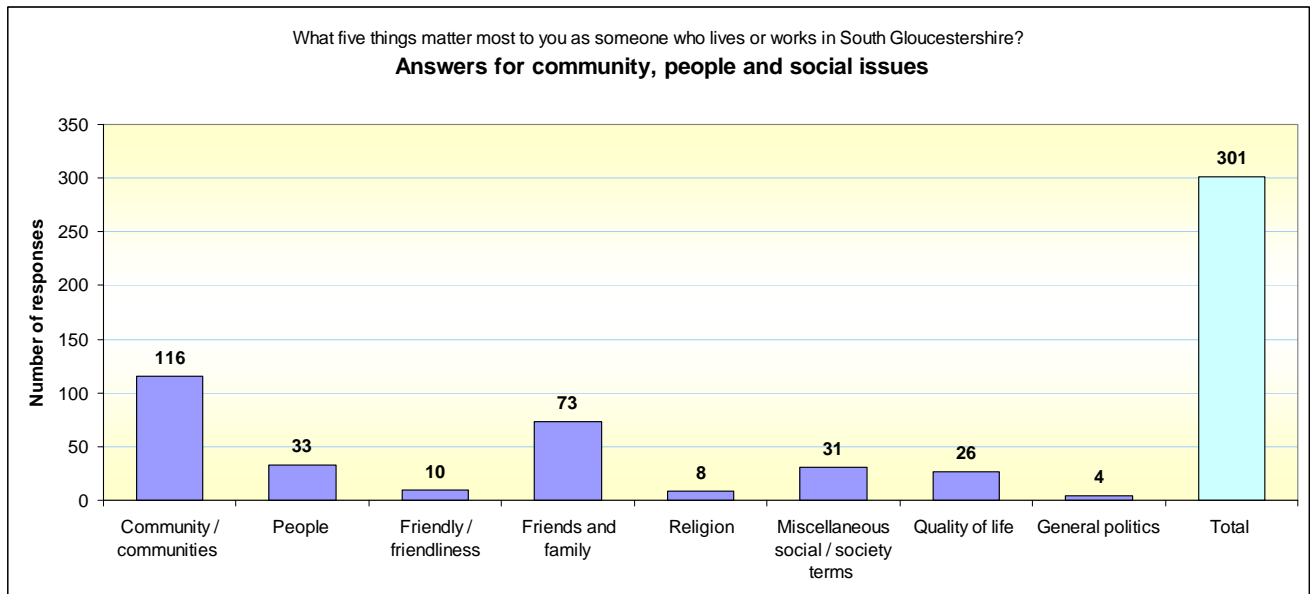
- Quality of and maintenance of public spaces including vandalism
- Young people causing vandalism and dismantling walls
- Less vandalism

#### 4. Community, people and social issues

**A total of 301 comments were made around community, people and social issues and these were broken down into the following categories:**

- Community / communities
- People
- Friendly / friendliness
- Friends and family
- Religion and church
- Miscellaneous social / society comments
- Quality of life
- General politics

See graph below –



**116 comments were made about the community. Due to the range of comments they were further broken down into the following categories:**

- **49 comments were made about sense of community including:**
  - Sense of community
  - The quality of my life - there is a good community spirit
  - Communities coming together
  - My community, its identity and well-being
  - Community cohesion
  - Local community
  - Bring back community feel
  - Better sense of community
  - A respectful and responsible community whose members think of others and are good neighbours
  - That parents and schools start to instil into the younger generation a sense of responsibility, politeness. and pride in their community
- **29 comments were made about community facilities and services including:**
  - Community centres
  - Community transport
  - Community activities
  - Community health
  - Community events
  - Maintenance and upgrades to community services e.g. libraries and leisure centres

- Provision of effective services to the community
- **Five comments were made about sustainable communities including:**
  - Safe sustainable communities
  - Developing an increasingly self reliant community
- **17 comments were made about community safety including:**
  - Safety in your home and in the community. Visible community policing
  - Living in a village community: Feels safe; people know each other
  - Provision of a safe community with respect and valuing of difference
  - Living in a safe and secure community
- **Seven comments were made about community involvement / engagement including:**
  - The process for community involvement
  - Community engagement
  - Engaging more members of the public
- **Nine miscellaneous comments were made about community including:**
  - Rural community
  - Vibrant community
  - Meeting the needs of the community
  - Some community groups are insular - cause may be capacity issues

**33 comments were made about people including:**

- Having wonderful friends and people that I know
- People - how nice they are in the area
- Safe places and people to trust
- The behaviour of people
- kids / teenagers and it is big enough
- Support for people with learning difficulties
- Living in a village community: Feels safe; people know each other

**A further ten comments were made using the term friendly including:**

- Family-friendly society
- Friendly neighbours with pride in their houses
- Friendly atmosphere

**73 comments were made about friends (27) and family (46) including:**

- Being able to see my friends
- Hanging out with my friends
- Having friends nearby
- My family and being actively involved in a Christian community
- Good family environment
- Decrease in support for families due to reduced funding
- Being near family
- Safety of family in neighbourhood whilst going about routine activities
- Vibrant local communities with activities for all from young children, families, young adults people of working age and elderly

**Eight comments were made about religion and church including:**

- Religion - that people have the freedom to worship as they choose
- Active church

**31 miscellaneous social / society comments were made including:**

- Desire to become more multi-racial/open/inclusive
- Openness and freedom
- Concerned about amount of immigration
- Social inclusion for everyone
- Increasing numbers of travellers / gypsies
- Equality of opportunity for all
- Improving morale in general
- Developing an increasingly self reliant community
- Please tackle deprived areas
- Creation of a society that looks forward and acts in response to the massive change that will come
- That facilities be created and maintained for the development and continuation of the arts and culture for all ages
- Industrial and social development

**26 comments were made about quality of life and standard of living including:**

- Good quality of living
- Living conditions
- Should be a nice place to live
- Frampton Cotterell - maintaining it as a good place to live
- I like living here

**Four comments were made about general politics:**

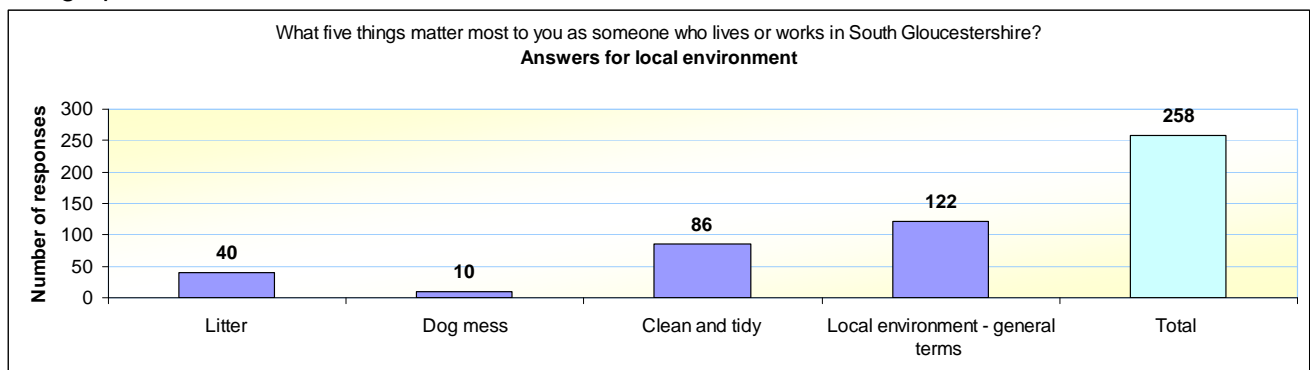
- Participative democracy
- Greater regional coordination and leadership
- Local accountability
- Transparency

**5. Local environment**

**A total of 258 comments were made about the local environment and these were broken down into the following categories:**

- Litter
- Dog mess
- Clean and tidy
- Local environment / surroundings – general terms

See graph below -



**40 comments were made about litter including:**

- Absence of litter/graffiti
- Litter
- Pleasant environment - no litter around and flowers on the roundabout etc.

- General tidiness around streets etc. No Litter. Zero tolerance for fly tipping. (This is not apparent at this moment in time)
- Poorly kept open space areas - litter not cleared from commons and walkways

**Ten comments were made about dog mess including:**

- Heavy fines for dog fouling and litter dropping
- Minimise dog fouling
- Quality and maintenance of public spaces i.e. no litter, dog fouling, graffiti, fly tipping and vandalism
- Clean and tidy streets. More checks and fines re dog fouling – big problem in Kingswood

**86 comments were made using terms like clean and tidy including:**

- Clean streets
- A clean and tidy environment
- Council services – street cleaning and road cleaning
- Fresh air
- Clean and well maintained areas e.g. town centres and open and green spaces

**122 comments were made about the local environment. Due to the variety of comments, they were broken down into the following sub groups:**

- **17 comments about a clean / cared for environment including:**
  - Clean local environment
  - General tidiness of parks etc.
  - Lack of respect for the environment shown by the amount of litter dropped throughout the parish
  - That the area is looked after
- **26 comments about a safe environment including:**
  - A safe environment for all
  - To live in a safe, calm environment
  - A safe environment for children to live & go to school - safeguarding & good policing
- **10 comments about the natural environment including:**
  - Making the most of our natural environment
  - Preservation of rural environment especially in green belt villages
  - Trees being hacked down for no apparent reason
- **12 comments were made about a peaceful environment including:**
  - A comparatively/potentially quiet environment, without background/urban noise
  - Peace and quiet
  - Tolerable noise levels
  - Noise
- **38 comments were made about a pleasant / nice environment including:**
  - Nice environment to live in - surroundings e.g. parks etc. as well as safety
  - Good place - nice area – environment
  - Beautiful scenery - especially the Cotswold escarpment
  - An increase in flowers, trees to make the area look good and feel nice to be in
  - Positive work environment
  - Quality of life - nice and quiet and convenient to get everywhere
- **19 general comments were made about the local environment including:**
  - The state of the environment
  - Pavements cleared of foliage to allow more people to walk to places
  - Improving environment
  - Friendly environment

- Good family environment
- Not too overcrowded

### Additional comments

**There were however, a wide range of comments outside the top five that will also be reported on.**

**In no particular order, they are as follows:**

- Green / open spaces
- Housing
- Development, infrastructure and planning
- Environmental issues
- Children and young people
- Learning
- Elderly people
- Health
- Economy and work
- Facilities and amenities
- Services and the council
- Village, town and city comments
- Convenience of location

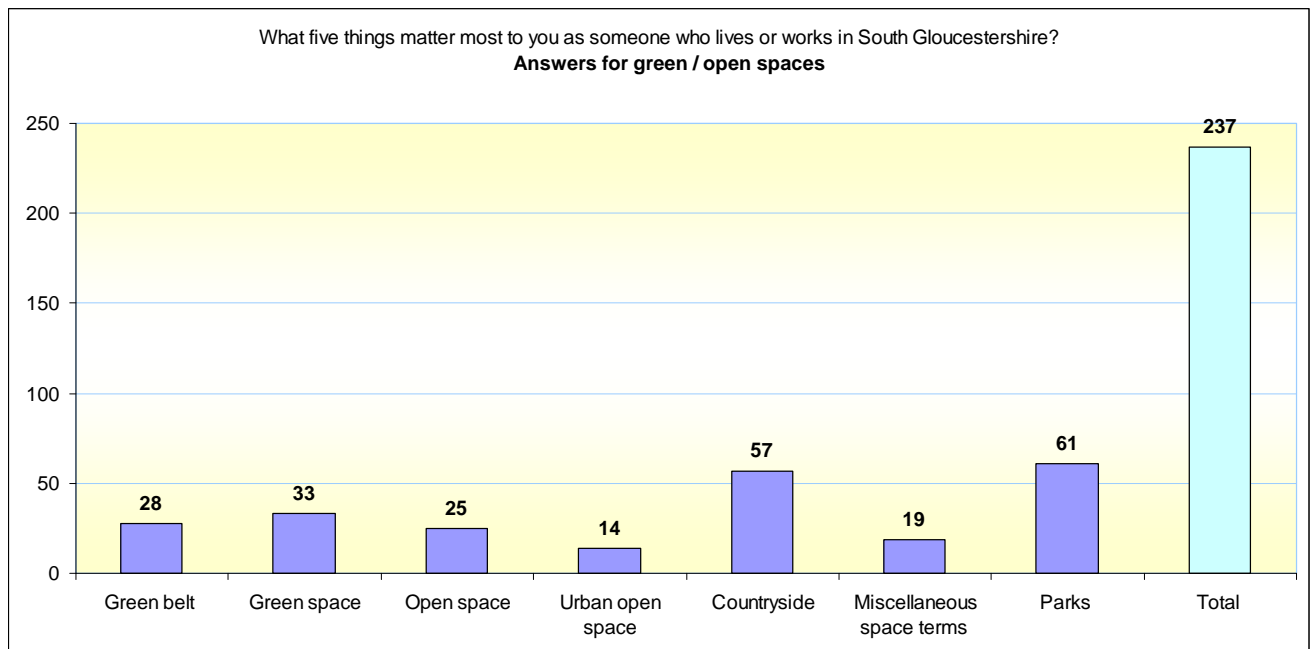
**A summary of comments on each of the above sections follows:**

### Green / open spaces / countryside

**A total of 237 comments were made about the Green / open spaces / countryside and these were broken down into the following categories:**

- Green belt
- Green space
- Open space
- Urban open space
- Countryside and rural
- Miscellaneous green terms such as nature and fields
- Parks

See graph on the next page -



**28 comments were made about the green belt including:**

- Green belt conservation
- Not having green belt land built on
- Green belt maintenance
- Rural living – rural areas should be kept rural. Major housing developments should not be allowed to encroach on green belt countryside
- Maintaining green belt and also green corridor along M32
- Looking after our green belt / wildlife
- Living in a rural area - the green belt

**33 comments were made about green space including:**

- Green space – limit house building and incentivise people letting out rooms in their houses by raising the tax free allowance “rent a room”
- Green spaces for youth footballers
- Keep green spaces
- Protecting green spaces
- Getting into green space

**25 comments were made about open space including:**

- Access to open spaces and countryside
- Conservation of open spaces
- Green open spaces and countryside, peace and quietness
- Easy access to open spaces
- Plenty of open spaces maintaining the natural habitats for all to enjoy
- Open spaces to play in
- Poor standard of maintenance of District Open space
- Poorly kept open space areas – litter not cleared from commons and walkways

**14 comments were made about urban open space including:**

- Public green spaces, parks, allotments etc.
- Green spaces throughout built up areas
- Bradley Stoke lacking in visual diversity ( more characterful green spaces )
- Increase the open spaces/parks for children to play sports – stop supermarkets developing on open spaces – we have enough choice
- Public spaces

**57 comments were made about countryside and rural areas space including:**

- Close to countryside
- Has easy reach of lovely countryside
- The green fields and commons, the countryside
- Good off road cycle network and more bridle ways – easy access to countryside
- Green open space, access to the countryside and places to walk
- Near the countryside but all needs available near by
- Preserving the natural beauty of the countryside
- Keeping developments under control so as not to encroach on the countryside
- Maintaining Yate as a country town
- Preserving its rural identity
- The rural quality of much of South Gloucestershire
- Do not cram the area full of housing: it will be catastrophic for the road system and totally change its rural nature

**19 miscellaneous green terms such as nature and fields including:**

- Fresh green areas
- Encroachment of housing into green/rural areas and wildlife habitat adversely affecting “quality of life”
- That we create and maintain for future generations a green, natural and pleasant environment
- Protection of green fields
- Being able to enjoy the natural environment

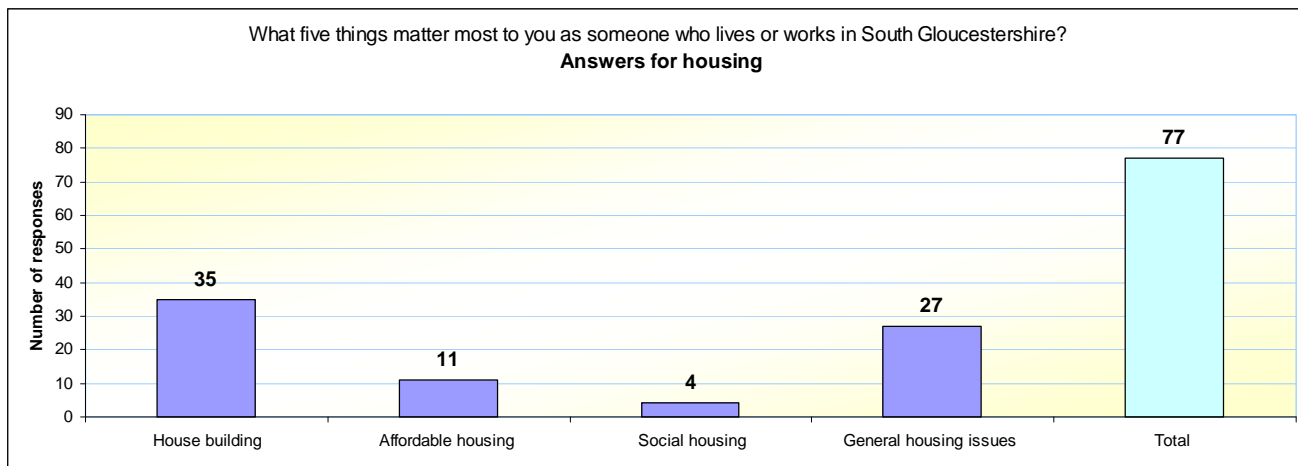
**61 comments about parks including:**

- Lack of a decent park for my child
- Well maintained and pleasant open/park space
- Rubbish in the streets, parks etc. not being cleared away
- More police presence on streets and in local parks to combat alcohol and drug abuse by youths
- New play equipment in parks
- Social areas e.g. parks
- Excellent amenities – parks, entertainment, refuse collection etc.
- Kingswood Park
- Southey Park
- Gover park
- Vicarage Park

**Housing**

**A total of 77 comments were made around housing and these were broken down into the following categories:**

See graph on the next page



### **35 comments about house building including:**

- Less house building as local infrastructure (e.g. roads and sewers) cannot cope
- An overload of house building in the area
- Too many houses built in small villages
- Green belt land should not be eroded for housing. Brown land should be utilised wherever possible
- In Thornbury they keep going on about the need for more housing - I don't agree - it's big enough
- Limiting the amount of new housing being built in Yate/Chipping Sodbury
- Ring road congestion - need an M4 link from Emersons Green area especially with science park and new housing proposed
- No to housing at park farm site

### **11 comments about affordable housing and housing need including:**

- There is a decent home for every household that needs one
- Lack of Strategic Planning around housing-need more affordable homes
- New homes in villages that are affordable for our children so they don't have to move away if they don't want too
- Affordable housing for local youngsters-meaning affordable to someone who earns £15000 a year and not in a so called priority employment group
- Rural matters, particularly sensitive provision of affordable housing in rural areas, rural primary education, rural commerce & development
- Opportunities for people to stay close to their families - affordable housing in every area

### **Four comments about social housing including:**

- Housing - live in Housing Association flat and want to move to ground floor - there is lack of availability
- Need more flexible access to social housing such as on age restrictions
- Good supported housing for people with autism

### **27 general comments about housing including:**

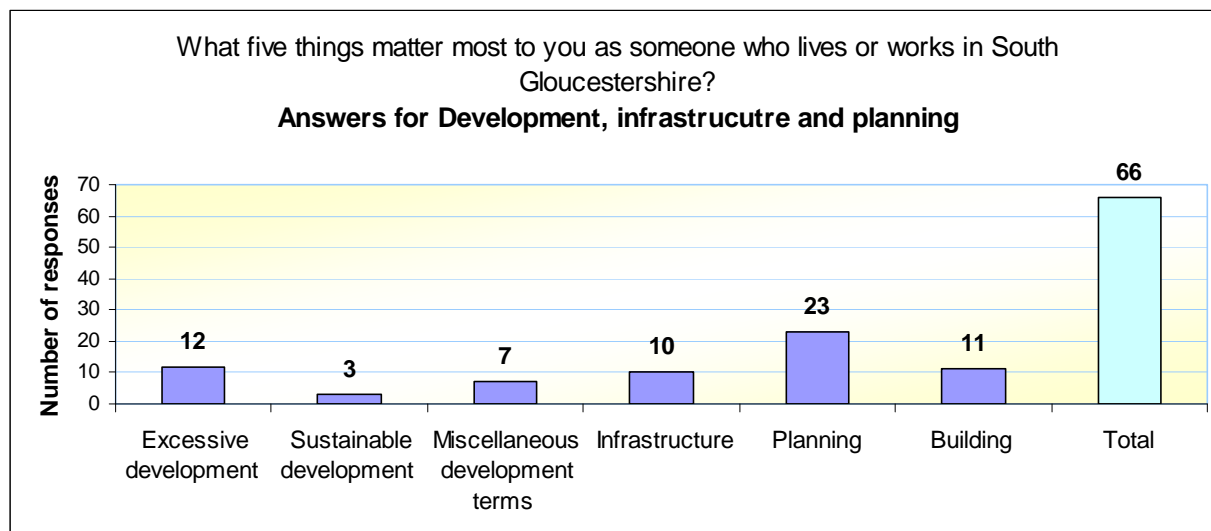
- Quality housing
- Any new housing development is allowed only if high environmental standards are adopted and houses built with low carbon/low energy in mind
- A variety of housing
- Being looked after in our own homes in later years
- Number of houses being rented - landlords do not appear to maintain properties nor advise residents on recycling issues

- The loss of family community due to 'buy to let' and their lack of control by landlords. Should be accountable for tenants

## Development, infrastructure and planning

**66 comments were made about development, infrastructure and planning:**

**They were broken down into the following categories: see graph below**



**12 comments made around concerns over development including:**

- Limiting over development
- The adverse impact of development on the rural aspect/countryside
- There are enough people in Thornbury and there are enough problems already - especially with kids / teenagers and it is big enough

**Three comments about sustainable development issues:**

- Ensuring sustainable development is facilitated by planning at the household level including allowing PV (solar panels) in conservation areas
- Jobs and development that promote the aim of conserving the natural environment
- Keeping the number of residents and their cars in harmony with the space and facilities available

**Seven miscellaneous comments about development including:**

- Maintaining the importance of industry
- An increase in traffic due to new developments
- The importance of technology development to raise the education level
- Preservation of our heritage

**Ten comments about infrastructure including:**

- High level of building with no other infrastructure in place such as facilities and jobs
- The importance of strong and diverse community infrastructures with a range of facilities and work within walking distance
- Local energy infrastructure
- The need for investment in infrastructure to enable sustainable living and working

**23 diverse comments about planning including:**

- Poor planning decisions that ignore local views
- Poor planning for cyclists
- Reducing the cost of planning applications

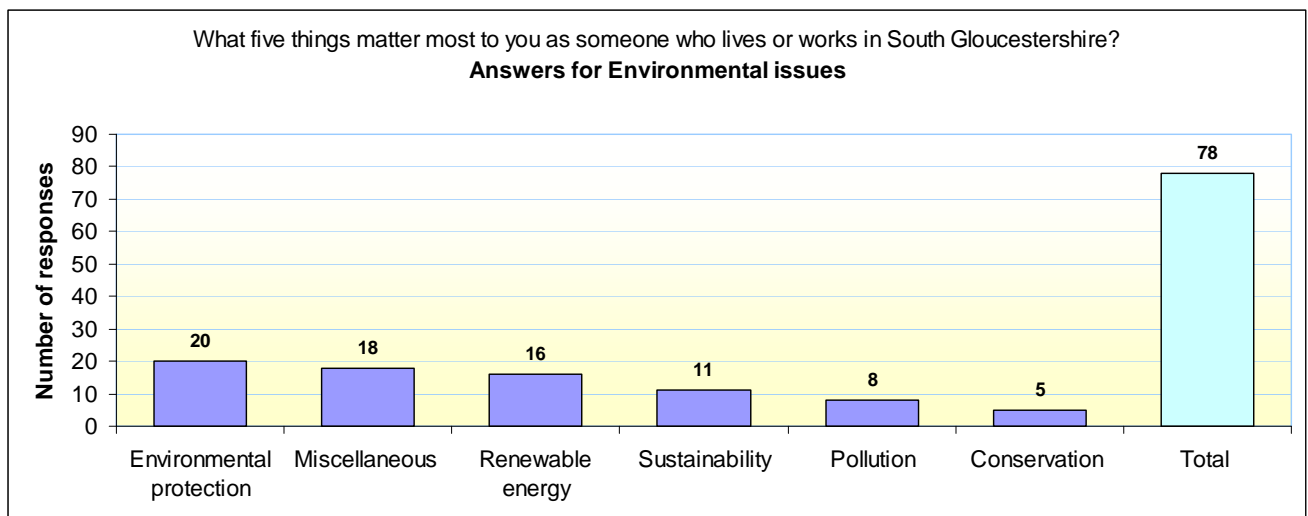
- Planning that facilitates investment in renewable energy, environmental protection and local food production
- Stronger enforcement policy for planning infringements
- Planning decisions that have resulted in excessive numbers of HGVs using unsuitable minor roads
- **11 comments about building/buildings including:**
  - Conserving historical buildings
  - Not building on green belt
  - The amount of money spent on the new council building
  - Reducing the environmental impact from buildings
  - Conserving historical buildings

### Environmental protection and sustainability issues

**78 comments were made around environmental issues and these were broken down as follows -**

- Environmental protection
- Miscellaneous environmental comments
- Renewable energy
- Sustainability
- Pollution
- Conservation

See graph below



**20 comments made around the importance of protecting the environment including:**

- We positively designate land for future growth which is in the most environmentally sustainable locations
- Environment – recycling
- Green issues
- Lessening traffic and becoming more environmentally friendly
- Environment - trees, hedges - preserving and planting them
- Safeguarding of green space, including gardens, to provide a place for nature

**18 miscellaneous comments made around environmental issues including:**

- Determined efforts to reduce CO2 emissions
- Local food production: farm land, allotments, locally owned food shops/markets

- More allotment plots
- Local food which is GM free in crops and animal feed
- Respect for animals and birds and trees and plants
- Flood – keeping the river Frome free flowing thus preventing flooding in the St Johns Way area

**16 additional comments made around renewable energy including:**

- Green energy, not nuclear power
- Support for alternative energy generation
- Local energy infrastructure
- Reviewing planning policies that restrict wind turbines (e.g. in AONBs) so that cases can be treated on merits
- Nuclear power

**11 additional comments made around sustainability:**

- Obtaining locally and sustainably grown food
- Freedom in a conservation area to respond to the needs of sustainability and climate change adaptation
- Investment in infrastructure to enable sustainable living and working

**Eight comments were made about pollution including:**

- Control of pollution (including traffic fumes)
- Noise pollution
- Control of development - housing and industry related - that contributes to excessive traffic and pollution

**Five comments were made about conservation including:**

- Maintaining conservation areas and supporting preservation of wildlife habitats
- The preservation of fruit trees and the planting of nut trees
- Protecting our rural environment and ensuring access to it for all

## Children and young people

**A total of 156 comments were made about children and young people and these were broken down into the following categories:**

- Children
- Young people, youth and teenagers

**49 comments were made about children and these were broken down as follows:**

**32 comments about facilities and services including:**

- Pre-school child care
- Places for children to go
- Free swimming for children
- Lack of a decent park for my children
- More facilities for children
- Expanded counselling services for families/children in need
- Children - Sure Start and play areas

**Six comments about education including:**

- Education for high functioning autistic children in county not in mainstream
- Access to good quality education for our children - linked to employment and careers rather than just grades and qualifications
- Good quality education for children
- Education - get back to basics of respect, integrity and honesty in children

- Children - school is very good

**One comment was made about children's behaviour**

**Four comments about children's safety including:**

- Safe streets for pensioners and children
- Safe environment for children to live & go to school - safeguarding & good policing
- Crime - general anti-social behaviour - I have 2 children and am concerned about them suffering harm due to anti-social behaviour

**Six miscellaneous comments about children including:**

- Supporting children and young people to achieve
- Good place to bring up children
- Ensuring children and young people have a voice and their views and opinions acted on
- Meeting the needs of children, young people and their parents/carers

**107 comments were made about young people and were broken down as follows:**

**72 comments about facilities and services including:**

- Activities for both young and old (affordable)
- Opportunities for leisure activities for young people
- Parks / areas for young people
- More youth groups to help the young people
- Youth provision - cheaper halls in the community building for youth work
- Availability of bus service for young people who use buses from Winterbourne to Yate
- Provision of 'play equipment' in the parish of Hanham Abbots that is designed for older teenagers and young adults
- We need a cinema in Yate so our young people have somewhere to go
- The main thing is in Thornbury - there is nothing really for youths, they only have leisure centre and need a youth area badly like a coffee shop etc.
- Patchway Youth Centre
- Youth club provision in rural areas - Pilning, Severn Beach etc.
- Youth bus comes to Yate every Tuesday
- Hanham Youth Centre
- Youth club staple hill needs one

**Five comments about education:**

- Education and after school facilities for young people
- High standards of free education for our young people, including good pre-school facilities

**11 comments about behaviour:**

- Young people causing noise, litter and drug taking
- Managing youth crime and anti-social behaviour generally and the impact it has on other people's lives
- I felt vulnerable when confronted by a group of youths gathered on both sides of Memorial Rd at Hanham Common, even though I was driving
- Noise from youngsters
- Lack of control over unacceptable behaviour of young people in public places
- Control of alcohol and drugs consumption by younger people, and related anti social and criminal activity

**10 comments about jobs and opportunities including:**

- Work/employment generating projects for younger people
- Employers willing to take on young people from all back grounds

- Lack of opportunities for young adults

**Nine miscellaneous comments about young people including:**

- People being able to trust young people
- Future of our young adults

## Learning

**A total of 165 comments were made about learning and these were broken down into the following categories:**

**104 comments were made about school / schooling including:**

- Excellent local schooling
- Good choice of schools and churches
- That schools across the county follow one cohesive autism plan
- That parents and schools start to instil into the younger generation a sense of responsibility, politeness, and pride in their community
- Education and welfare of our school age residents

**56 additional comments were made about education:**

- Extra curricular courses and training options
- The country needs the technology development to raise the education level
- Aim to be in the top 10% of UK regions for the standard of education.
- Improvements to the education system to produce better educated students
- The incredibly small portion of budget spent on education
- Safety/security in terms of crime prevention - education of young people to be responsible citizens
- Rural matters, particularly sensitive provision of affordable housing in rural areas, rural primary education, rural commerce & development
- Education opportunities for all - university of 3rd age, night courses, basic literacy, vocational training

**Five additional comments were made about college and university including:**

- Good educational opportunities for adults - access to local colleges
- Good education e.g. wide choice of colleges
- Patchway Community College
- There is a good uni here

## Elderly people

**A total of 37 comments were made about elderly people including:**

- More care of the elderly
- Better care of the elderly
- Local Authority provides services that people need i.e. for elderly, vulnerable and young people
- Lack of local non-corporate shopping that the elderly/less able can walk to
- Provision of good quality, comprehensive services for older and disabled people
- Bus travel for old age pensioners
- Being looked after in our own homes in later years

## Health

**A total of 128 comments were made around health issues and they were broken down as follows:**

**89 comments specifically mentioning health including:**

- Access to healthcare

- A high quality and easily accessible health and hospital service
- Good standard of healthcare
- Proximity to good health services
- Staying healthy
- Quality health care for the elderly
- Being offered choice and information in times of health and social care needs
- More free condoms
- The health service is terrible - waiting times etc.

**Eight additional comments were made about medical issues including:**

- Medical centres being close to home
- Good medical services to: Doctors, Dentist, Orthodontist and local hospital'

**11 additional comments about doctors, NHS and surgeries including:**

- Local doctors
- Quicker access to doctors appointments
- Having reasonable access to a GP and not having to wait 2 weeks for an appointment as at present
- Local dispensing surgery

**15 additional comments about hospitals including:**

- Keeping local hospital in Thornbury
- Better public transport to hospitals especially when Frenchay down graded
- Quicker access to nearest local hospital as Frenchay is closing
- More convenient hospitals
- No A and E hospital in S Gloucestershire (once Frenchay closes)
- Availability of local hospital
- Hospitals. The closing of Frenchay will mean people having to get to Southmead. Not easy if you live in Hanham or Yate!

**Five comments were made about alcohol and drugs including:**

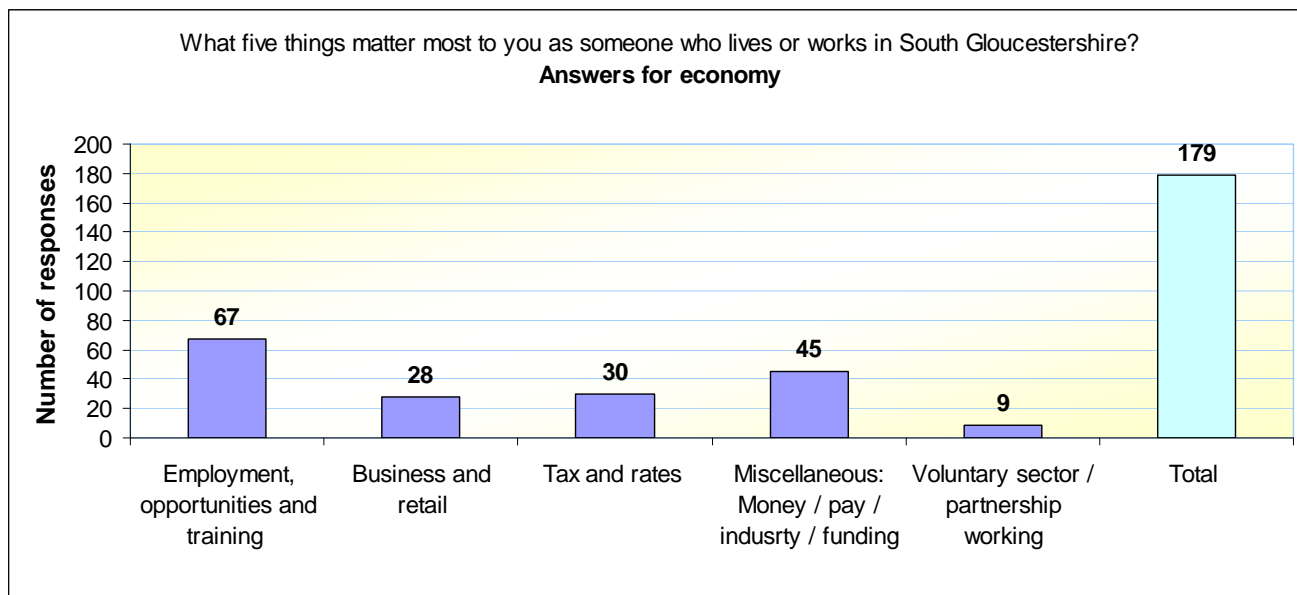
- Control of alcohol and drugs consumption by younger people, and related anti social and criminal activity

## Economy and work

**A total of 179 comments were made about the economy these were broken down into the following categories:**

- Employment, opportunities and training
- Business and retail
- Tax and rates
- Miscellaneous comments made about economic issues such as money, pay, industry, funding and prices
- Voluntary sector, partnership working, and volunteering

See graph on the next page -



**There were 67 comments made about employment and jobs and they were broken down as follows:**

- **21 comments about jobs including:**
  - Providing jobs within the area
  - Support for new and growing businesses to make sure enough jobs are available
  - To get a job when I'm older
  - Keeping a job - government cuts are putting it at risk
  - Investment in green economics such as energy from renewables and sustainable agriculture providing jobs and renewable energy and food for future folk
- **14 comments about employment including:**
  - Employment opportunities
  - Employers willing to take on young people from all backgrounds
  - More universal careers guidance – 1-1 for young people – especially important with rising youth unemployment
- **24 comments about work including:**
  - Strong diverse community infrastructures ... meeting spaces, playing areas, banks shops, work opportunities within walking distances
  - Positive work environment
  - Work opportunities
  - Green sustainable ways of living, working and using resources
  - Lack of public transport for places where I am looking for work like Bath, Aztec and into town
  - Reduce the time cost and fuel travelling to and from work by having houses and businesses in close proximity
  - To work with people who have a sense of fun
- **Four additional comments about opportunities including:**
  - Opportunities for young people
  - People with learning difficulties should have the same rights, choices and opportunities as everyone else
- **Four additional comments about training including:**
  - Young persons training and access to work
  - Extra curricular courses and training options
  - Education and training for everyone

**There were 28 comments made about business, economy, investment and retail. They were broken down into the following:**

- **14 comments about business including:**
  - Support for local shops and small businesses
  - Less bureaucracy for small businesses – resist the temptation to gold plate everything
  - Facilities for those who work on business parks
  - Investment in future business
  - Lower business rates and rentals in towns to encourage independent business to start up offering diversity and ensuring people shop locally
  - The future of the high street business community
- **Two comments about economy:**
  - Economy – ensuring we prioritise carefully how we make the cuts planned
  - Regeneration of the retail economy in Kingswood and support SMEs in the area
- **Four comments about investment including:**
  - Investment in infrastructure to enable sustainable living and working
  - Improving investment in the local area
- **Eight comments about trade, retail and enterprise:**
  - Ensuring local traders like Chipping Sodbury high street continue to be successful
  - Lack of local shops compared to large multi-national retailers in this borough
  - Regeneration of the retail economy in Kingswood and support for SMEs in the area
  - Affordable shopping, making sure local shopping centres are affordable for retailers. Local shopping is about local suppliers and affordability
  - Supporting local enterprise and employment

**There were 30 comments made about tax and rates including:**

- Strict Control on council tax increases
- Lower Council Tax
- Value for money from my council tax - e.g. services provided on time
- Value from council tax - reduce street lighting between 24.00 and 05.00
- Honesty & transparency within the County Council. Good value for Council Tax paid. (This is not apparent at this moment in time)
- SGC spending taxpayers' money on huge consultants' reports, which seem designed to hide important information in plain sight
- Council tax relatively low
- Value from council tax - reduce street lighting between 24.00 and 05.00

**There were 45 miscellaneous comments made about economic issues such as money, pay, industry, funding and prices. These include:**

- Transparency of what money is spent on
- Having a say on how our money is spent
- Rates of pay
- Industry very important but is shrinking - aircraft technology development - the whole area would come down to nothing if it didn't have this
- Keep housing and industrial development to the minimum
- Funding of third sector
- Funds for squads
- Prices in shops
- Petrol prices
- Cost of living
- Expenditure that meets real need
- Reduction in public sector inefficiencies / red tape. Residents and the country cannot afford it
- Losing Filton Airfield

**There were nine comments made about the voluntary sector, partnership working and volunteering. These include:**

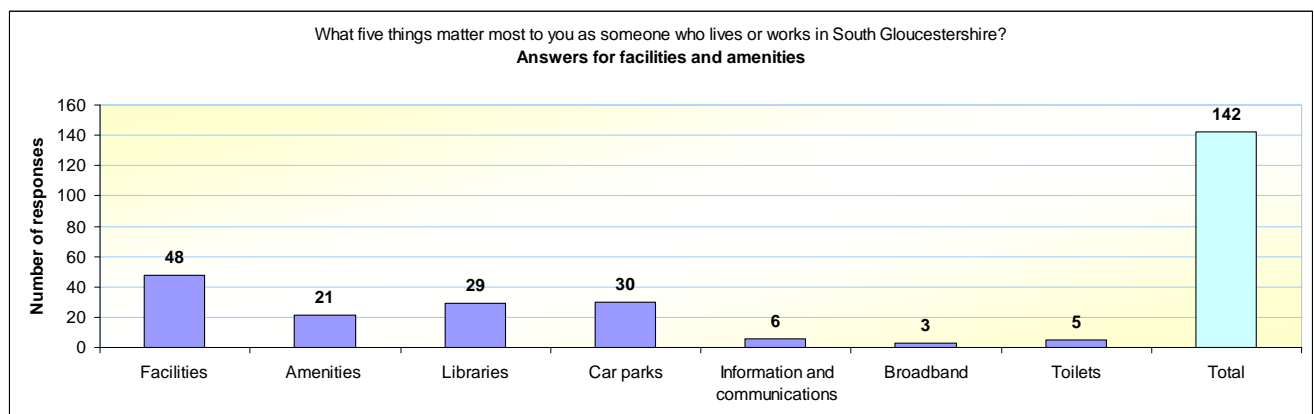
- Active support of charities and voluntary organisations providing services to people in the area
- Feeling that our organisation matters and is being listened to
- Proactive community assessment from Partnership before changes are made to ensure that majority and not minority wants change
- Working in partnership

### Facilities and amenities

**A total of 142 comments were made about the facilities and amenities including libraries and car parking and these were broken down into the following categories:**

- Facilities
- Amenities
- Libraries
- Car parks
- Toilets
- Information, communications and broadband

See graph below



**48 comments were made about facilities including:**

- Local facilities
- Keeping open rural facilities such as Post Offices
- Community facilities for evening classes, daytime activities etc.
- Education and after school facilities for young people
- That facilities be created and maintained for the development and continuation of the Arts and Culture for all ages
- Access to shops / other facilities within minutes drive

**An additional 21 comments were made about amenities including:**

- Maintenance of amenities, libraries, post offices, village shops etc.
- Local amenities, e.g. shops, library, leisure, play areas
- Excellent amenities-parks, entertainment, refuse collection etc.
- Lack of local amenities in Conygre area
- Decent shops and amenities in Yate - they are hopeless
- Having amenities within walking distance of my home

**An additional 29 comments were made about libraries including:**

- Libraries: good service at present. Please maintain it

- Social services for elderly / infirm including library
- Provision for children - parks and libraries
- Hanham Library
- Access to a brilliant library

**There were 30 comments made about car parks including:**

- Free car parks with enough spaces to encourage visitors
- Parking (free) every where else is expensive
- Traffic problems near parkway station - on Church Road there is solid parking - it is used as an overspill for Parkway station
- Roads are too busy - especially Badminton Road. The police are too tolerant of people parking on pavements, frequently blocking the path for pushchairs
- Parking is a major problem in Frenchay. Introduce residents' parking and charge others, as in parts of Bristol

**There were six comments about information and communications and broadband including:**

- Good communication -good listening and being able to say
- Information on events in the area
- Promoting awareness of issues to general public
- Being kept informed
- Reduction of 'red tape' when trying to access information

**There were three comments about broadband including:**

- Provide high speed broadband access
- Communications: i.e. better broadband

**There were five comments made about toilets including:**

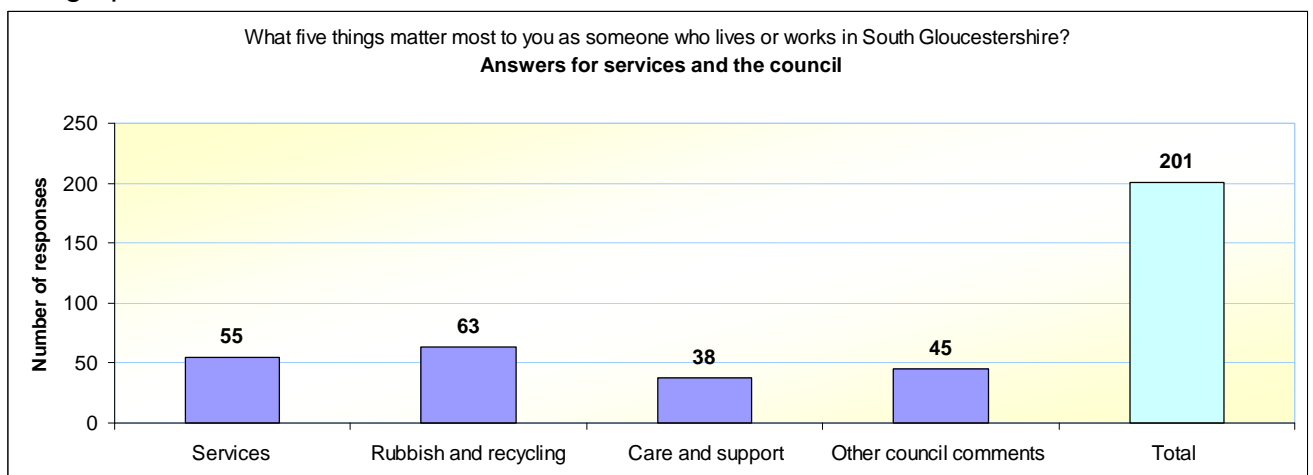
- Hygienic public toilets
- Parks are important and public toilets in parks they are mostly shut or there are none

**Services and the council**

**A total of 201 comments were made about a range of services and the council and these were broken down into the following categories:**

- Services
- Rubbish and recycling
- Care and support
- Council and local authority excluding service terms

See graph below



**There were 55 comments made about services that were not picked up by other categories and these include:**

- That service providers actually listen, (make it statutory) work with and feedback to service users
- Good services for those in need of them without the need to argue the cost!
- Promotion of local services at first instance
- Efficient council services- no lunches provided, money spent on services instead, at present, lunches are offered everywhere
- Effective signposting of services
- Access to public services

**There were 63 comments made about waste and recycling and these were broken down into the following:**

- **41 comments about rubbish, waste and refuse including:**
  - Rubbish collections and recycling collections
  - Rubbish in the streets, parks etc. not being cleared away
  - Reducing waste and increasing reuse/recycling
  - That things like waste collections, road cleansing continue to happen on a regular basis
  - Maintaining clean streets, minimal cost for having large items collected from homes to avoid dumping
  - Change the waste recycling policy, soggy cardboard blown across the region, whilst green wheelie bins practically empty
- **Eight additional comments about bins including:**
  - Weekly bin collections
  - Refuse collection. Emptying black bins once every two weeks is not enough
  - Dog litter bins - there just aren't enough - none at all on Siston Common!
  - The complicated recycling bins - lack of space to store all bins etc. and untidiness in the streets with loose cardboard & plastic blowing around
- **14 additional comments about recycling including:**
  - Free Recycling
  - Good facilities and opening hours at the recycling centre/tip
  - Number of houses being rented - landlords do not appear to maintain properties nor advise residents on recycling issues
  - Need to improve the kerbside recycling scheme - include Tetrapacks and plastic wrappers
  - Plastic pot recycling - why not? very often it's the same type of plastic as bottles

**There were 38 comments made about care and support and these were broken down into the following:**

- **14 comments were made about care and social care including:**
  - Good access to health and social care support if required
  - Being offered choice and information in times of health and social care needs
  - Care or assistance for my son when myself and his Dad are no longer around
  - I am a carer for my mother who lives in Thornbury and has Alzheimer's - there is no respite care available locally
  - Well being of those in care
  - Support for disabled and carers
- **Four comments were made about support including:**
  - Support for people with learning difficulties
  - Integrated support services
  - Lack of support for parents - especially more parenting courses

- **Nine additional comments were made about disabilities including:**
  - Independent development of my disabled son
  - Disabled access
  - Availability of fully resourced local services for people with learning disabilities
  - Better access for wheelchair users, especially slopes on kerbs
  - Monitoring of use of scooters on pavements - too many are used recklessly disregarding the law and safety of people
  - People with learning difficulties should have the same rights, choices & opportunities as everyone else
- **There were seven additional comments made about people with autism including:**
  - That there is support for people with Autism, whether or not they have learning difficulties
  - Transition services for Autistic individuals
  - Good supported housing for people with autism
  - Good social activities for people with autism
- **There were four comments made about vulnerable people including:**
  - Quality services for the vulnerable
  - Services for disadvantaged to facilitate independence where possible
  - Vulnerable families

**There were 45 additional comments made about the council that were not included in the services category and these include:**

- Council that listens and acts on public opinion
- Reducing council spending
- Accountability of public servants such as the council and the police
- A Town Council that gets involved with the community instead of just talking about it
- Responsive local councillors and executive
- Poorly run Town and Parish Councils
- Knowing some councillors
- Better local resourcing of unparished areas of South Gloucestershire
- Transparency of local government in all aspects, including remuneration

### Village, town and city comments

**A total of 43 comments were made using terms such as villages, towns and city and were broken down into the following categories:**

- Villages
- Towns
- City

**There were 13 comments made about villages including:**

- Living in a village community: Feels safe; people know each other
- Street lighting in my village
- Retaining sense of community in village
- Too many houses built in small villages
- Better public transport for our village

**There were 26 comments about towns including: or**

- Keeping Thornbury as a decent town and not losing all our shops
- Kingswood centre now looks a bit tatty and I am concerned it might die out
- Clean and tidy high street
- Easy access to countryside and town centre
- Thriving, busy town centres (Chipping Sodbury in particular)

- Good town planning to ensure each community has good facilities
- Lack of support to promote our town outside and within South Gloucestershire

**There were four comments about the city including**

- Links to all the city facilities
- Inadequate road network linking Yate to Motorways and surrounding towns/Cities

**Convenience and location**

**There were 25 comments made about the convenience of South Gloucestershire and its location including:**

- Convenient commuter location
- Close to home - everything is near by
- Quality of life - nice and quiet and convenient to get everywhere
- Near the country side but all needs available near
- Can go where I want
- Biggest worry is if we get swallowed up into Bristol and want to keep South Gloucestershire identity

## Section two: responses to question three – ‘What’s good’

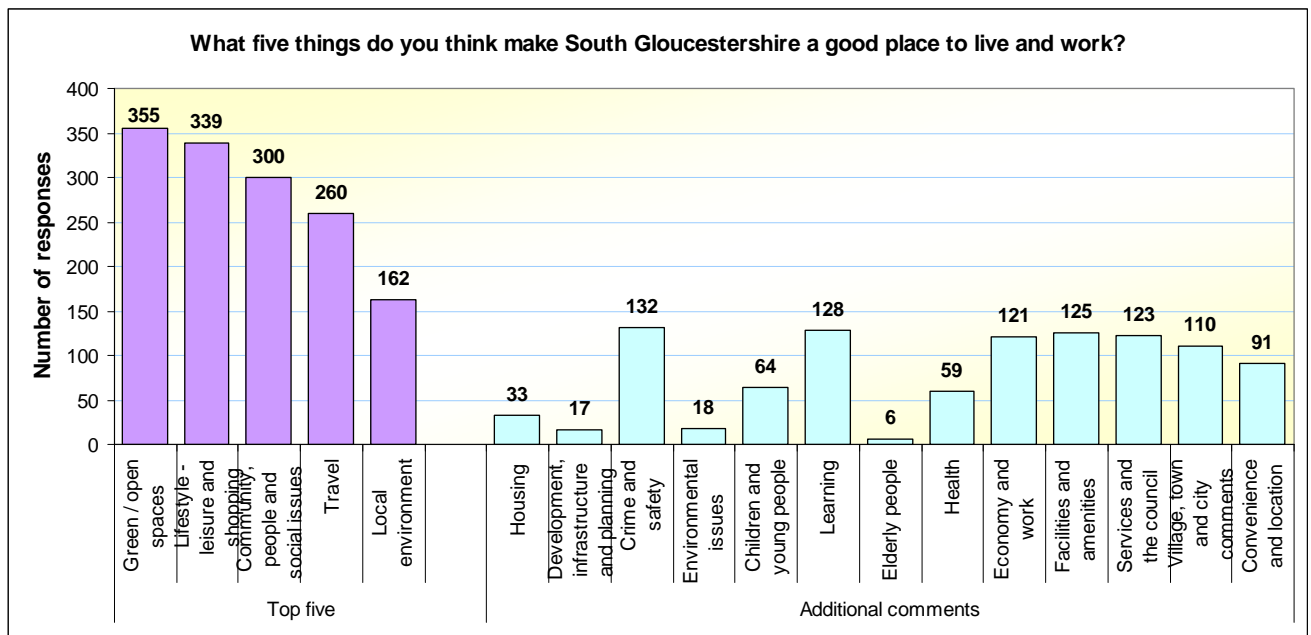
Secondly, people were asked -

**What five things do you think make South Gloucestershire a good place to live and work?**

The top five things that people think make South Gloucestershire a good place to live and work are:

- Green / open spaces
- Lifestyle - leisure, and shopping
- Community, people and social issues
- Travel
- Local environment

See graph below which shows the top five and all the other sections outside of the top five:



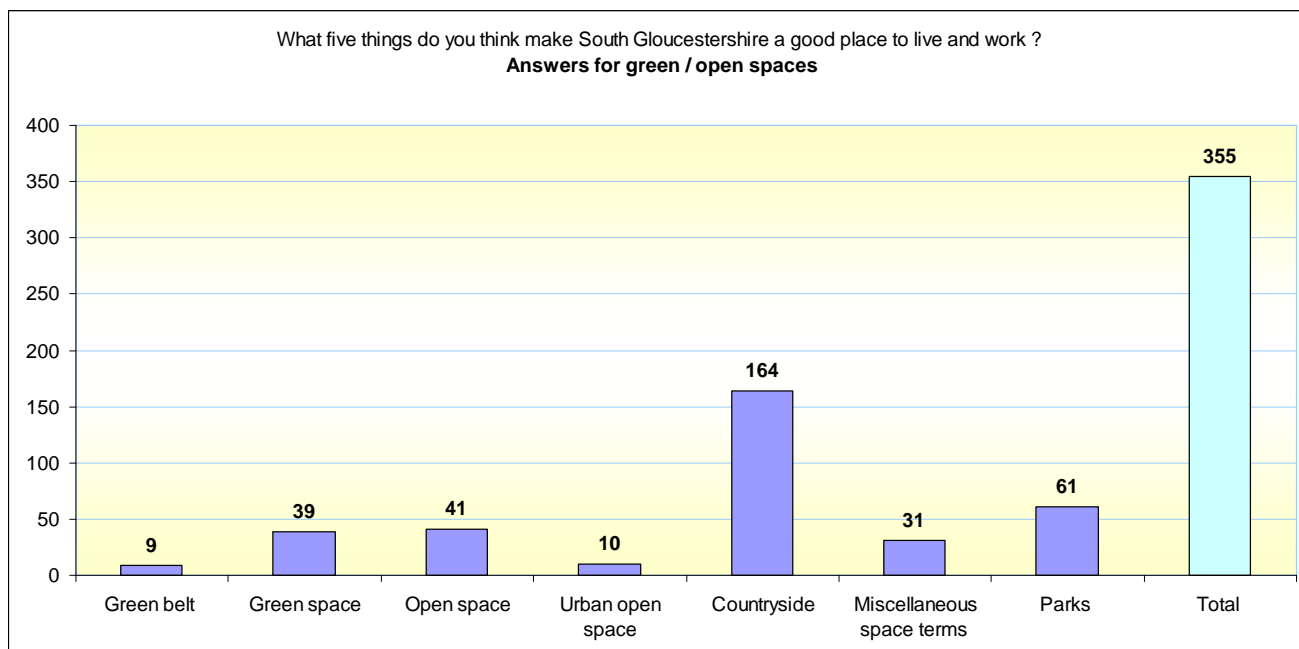
**A summary of comments on each of the above sections follows:**

### 1. Green / open spaces / countryside

**A total of 355 comments were made about the Green / open spaces / countryside and these were broken down into the following categories:**

- Green belt
- Green space
- Open space
- Urban open space
- Countryside and rural
- Miscellaneous green terms such as nature and fields
- Parks

**See graph below -**



**Nine comments were made about the green belt including:**

- Near green belt
- At present plenty of access to green belt
- We have a wonderful green belt area to enjoy

**39 comments were made about the green space including:**

- Green spaces, nice places to visit, walk in etc.
- Green space and the countryside
- Mix of farming/green spaces
- The commons, green spaces
- Remaining green space in addition to managed parks
- Semi rural. Easy access to green space
- Nice amount of green space
- Well maintained green spaces

**41 comments were made about open space including:**

- Parks and open spaces kept clean and tidy
- Access to local open spaces
- Plenty of open spaces and lovely countryside
- Lots of good quality open space
- Open spaces well protected and plenty to relax in and enjoy
- Open space and play areas for kids
- Availability of open spaces / recreation
- Nice tree lined areas and open spaces
- The current level of open spaces

**Ten comments were made about urban open space including:**

- The heaths and common land, nature on our doorstep
- Green spaces – Page park extensive cycle paths, Frome walkway, Frenchay common
- The Yate and Chipping Sodbury district have a considerable balance of trees and green spaces
- Residential areas (business parks separated by green spaces )
- Some good green spaces but could be better in Bradley Stoke
- Open spaces in residential areas

- Siston common - green area

**164 comments were made about countryside and rural areas including:**

- Access to open countryside
- Open countryside and woodland
- Lovely countryside close to historic towns
- Semi rural so countryside is accessible
- A reasonable mix of suburbia and countryside
- Beautiful countryside nearby
- Open countryside and closeness to Cotswolds
- Nice local walks in well kept countryside settings
- Easy to reach open countryside (until it is built on)
- Away from the city centre and close to countryside
- Lovely varied countryside
- Beautiful unspoilt countryside
- The maintenance of free access to green fields, countryside and other natural amenities such as River Avon
- Not far from countryside in any direction
- Good mix of rural and town living
- Pleasant mix of urban and rural
- Rural green nature
- Open rural landscape
- Semi rural but close to amenities

**31 miscellaneous green terms such as nature and fields including:**

- Green areas
- Green fields
- Elm Park field
- Natural Beauty
- A wide & variable range of delightful natural environments based around the Severn Estuary
- Quiet country lanes only a short distance from main towns

**61 comments about parks including:**

- Safe areas like parks for children – active police force
- Lovely well kept parks
- Parks / playgrounds
- There are parks and woodlands
- A local country park for nice days out for all
- Green spaces – Page park, extensive cycle paths, Frome walkway, Frenchay common
- Staple Hill park
- Kingswood park
- Brilliant park in Kingsgate
- New park by Bailey's court

## 2. Lifestyle - leisure and shopping

**A total of 339 comments were made around lifestyle and these were broken down into the following categories -**

- Leisure
- Activities
- Things to do

- Entertainment
- Places to walk
- Sport
- Shops / shopping



**There 44 comments made about leisure including:**

- Leisure facilities
- Gym and leisure centres
- Close to leisure centre
- Good opportunities for leisure
- Sporting and leisure centres
- New swimming pool nice
- Fitness

**A further 19 comments were made about activities including:**

- Activities for people of all ages and abilities
- Easy access to city centres for cultural activities
- Social activities
- Lots of local interest groups and activities
- Park in Kingsgate and its activities
- Community spirit and activities - lots going on

**52 comments were made about 'things to' and 'places to' and these include:**

- Plenty of things to do
- Variety of interesting places to visit
- Good access to countryside and plenty of interesting places to visit in city and country
- Plenty to do - clubs - OAP club
- Picnic sites and wooded areas
- Good for dog owners
- Bowling
- Fairs
- Green spaces, nice places to visit, go walking etc.
- Skate parks (Southey and Red Tip )

**33 comments were made about entertainment and going out including:**

- Good access to Bristol and Bath to enjoy clubs, theatre, music, museums etc.
- Cinema , the Mall , ( Cribbs and Bristol ) - good bus service
- Variety of shops/restaurants

- Local pubs
- Garden centres
- KFC, Greggs, Subway
- Cinema in Yate
- Winterbourne Brewery - small brewery producing good beer

**14 additional comments were made about places to walk for leisure including:**

- Close to countryside, plenty of areas to relax, walk and play
- Walking opportunities
- Easy access to the common and walks
- Nice walks

**17 additional comments were made about sport including:**

- Good facilities i.e. library, sports and swimming
- Plenty of sporting opportunities for participation and spectators

**160 comments were made about shops and shopping. Due to the variety of comments, they were further broken down into the following categories:**

- **87 comments about the shops / shopping / access to shops / decent shops business including:**
  - Shopping facilities quite good
  - Plenty of shops
  - Everything I need - library , mix of shops
  - Lots of shops - easily accessible
  - Decent shops
  - Variety of shops
- **16 comments about the local shops / local shopping / small / independent shops including:**
  - Nice - with the local shops
  - Most of the villages have their own shops and post offices
  - Mix of local shops and services along with access to bigger retailers when needed
  - Good local shops within walking distance, especially Staple Hill, Downend and Fishponds
  - Strong Community with independent shops
  - Friendly small shops selling quality goods
  - Areas have their own shops so don't have to go far - Staple Hill, Thornbury and Gallagher Retail park too
- **One comment about shops closing:**
  - Quite a few shops - it is a shame lots closing
- **42 comments about shopping centres and supermarkets including:**
  - Access to the Mall
  - Under one roof ( the mall)
  - Good shopping centre
  - Good access to larger shopping Mall and other facilities re Bristol and Bath
  - That in Chipping Sodbury the supermarkets have not been allowed to infiltrate
  - Supermarkets like Tesco, Asda, Sainsburys - wide choices
  - Asda - Longwell Green
- **14 miscellaneous comments about shops and shopping including:**
  - Rural living with the convenience of good shopping near by
  - Most services on my doorstep, such as library, schools, medical centre, shopping centre and so on
  - Spar

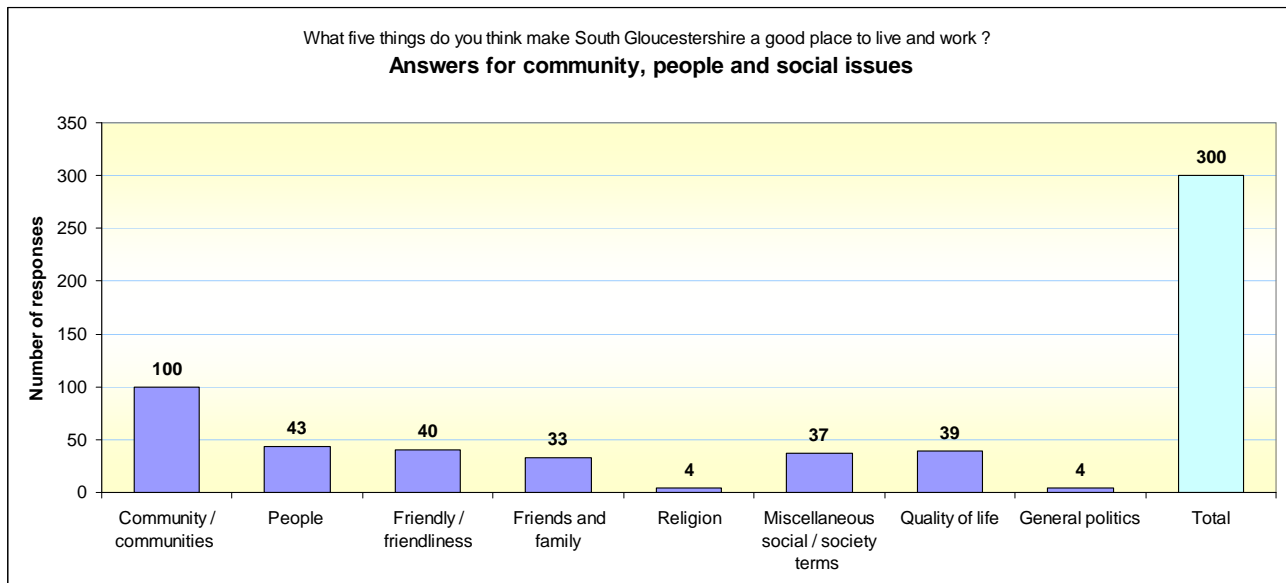
- The shops in Filton

### 3. Community, people and social issues

**A total of 300 comments were made around community, people and social issues and these were broken down into the following categories:**

- Community / communities
- People
- Friendly / friendliness
- Friends and family
- Religion and church
- Miscellaneous society terms
- Quality of life
- General politics

See graph below –



**A total of 100 comments were made around community issues and they were broken down as follows:**

- **72 comments about community spirit including:**
  - Community identity
  - Good community spirit in most areas
  - General tolerance and neighbourliness of neighbourhood - strong community spirit
  - Good community services (until the cuts kick in)
  - Community feeling within the villages
  - Sense of community (Alveston)
  - Good community spirit at times e.g. Chipping Sodbury Festival
- **14 comments about community facilities and services including:**
  - Well balanced work and community facilities and opportunities
  - Things for young people to do - such as exercise areas, community places and parks
  - Has a myriad of festivals, community events and fairs which enrich life
  - More facilities - it is quite good for the local community but there could be more
  - Strong community with independent shops
  - The community compost heap
  - Community supported agriculture scheme operating in Thornbury

- Good provision of local halls and meeting places for community activities
- **6 comments about community safety including:**
  - The police are trying to help the community
  - Settled communities and a generally safe environment
- **One comment about involvement:**
  - Involvement of the population in supporting others
- **Seven miscellaneous comments about community including:**
  - The diverse age range within the community
  - Diversity of communities
  - Feels as if we are 'Out of Town' but with all the benefits of being part of a larger community (Longwell Green)
  - Varied communities (rural and urban)
  - The range of community organisations

**There were 43 comments made about people:**

- Lovely people
- South Gloucestershire – the people are great
- Gone down hill a bit but people are nice
- The older people in Kingswood
- Good hardworking local people

**A further 40 comments were made using the term friendly including:**

- Friendly people
- The friendliness of the locals
- Friendly atmosphere
- Quite friendly place
- Friendly ( friendlier than London where I am from )
- Yate is friendly, good neighbours

**33 comments were made about friends (9) and family (24) including:**

- Family and friends that live here
- My friends are nearby
- A fair amount of provision for families
- Close to family
- Lots for families to do
- Opportunities for disadvantaged families
- Certain parts are nice because they are clean – families don't cause a problem in the area
- Good for young families

**Four comments were made about religion and church including:**

- Community - involved with church and it is good socially
- Better understanding between people from diverse faiths and cultural backgrounds

**37 miscellaneous and varied comments were made using terms social / society terms including:**

- Vibrant cultural life
- Easy access to the cultural activities in Bristol
- Good neighbours
- There is an inclusive approach in the working culture
- Should have a parade for veterans day every year here
- Neighbourhood watches
- Balanced demographics

- Diversity
- Respect
- Local identity
- Opportunity to be involved
- Active citizens who play their part
- Sense of belonging
- Freedom of speech
- Being asked our views like this
- Seeking residents views and knowing we are shaping the future
- Lots of local interest groups and activities

**39 comments were made about quality of life and standard of living including:**

- Like living here - happy here
- Like being here but nothing to compare it with
- Quality of life - standard of living
- Not a bad place to live
- No slum areas
- It is the same as anywhere
- Don't really see it as good
- More to offer
- Pace of life
- At the moment Thornbury is very nice - nice place to live and is a good size

**Four comments were made about general politics including:**

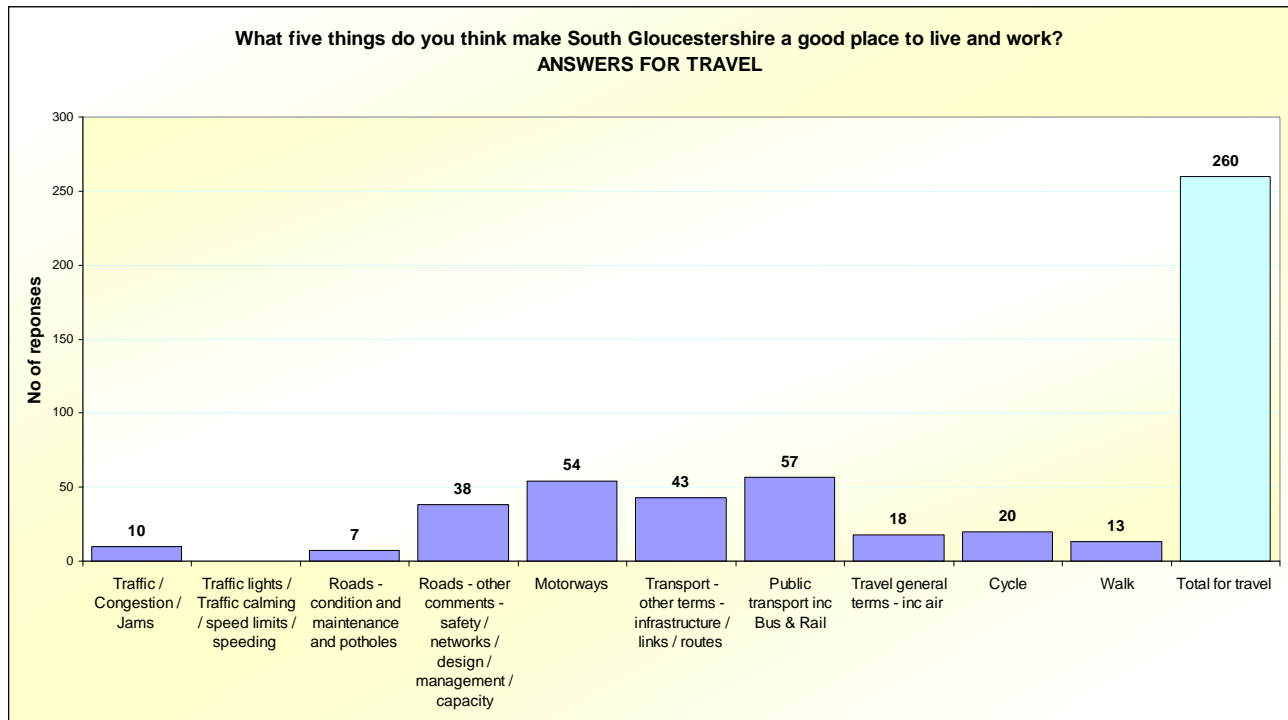
- A good MP in place

#### 4. Travel

**A total of 260 comments were made around travel and these were broken down into the following categories –**

- Traffic
- Condition of roads
- Road systems and other issues
- Motorways
- General transport
- Public transport
- Travel
- Cycling
- Walking

**See graph below -**



**Ten comments were made about traffic and congestion including:**

- Free flowing traffic
- Less congested than Bristol city!
- Is not too congested with traffic and pollution

**Seven comments were made about the condition of roads including:**

- Roads resurfaced appropriately
- Improve the roads
- Good road maintenance

**38 comments were made about road systems and other issues like safety including:**

- Good road and rail links
- Access to major road links – motorways
- Easy access to the ring road and central Bristol
- A link road between Emersons green and the M4
- The safe roads where you can cross easily
- Great road infrastructure

**54 additional comments were made about motorways including:**

- Close to motorway network
- Reasonable access to motorways
- Easy access to motorways to get to London, Southwest and Wales
- Excellent access to all motorway connections via M4, M5 & M32 & Severn Bridges
- Has good access to Motorways (out of rush hour though)
- Near enough to motorways, but not too near

**43 comments were made about transport including:**

- Good transport links
- Good transport links except to M32 in rush hour
- Transport links are good for travelling to and from Bristol
- Transport access to other places
- Reasonable transport links

- Rural situation and urban transportation and access
- Good transport links to the rest of the country

**57 comments were made specifically about public transport including:**

- Improve public transport so that it crosses the district not just travel into Bristol
- Good, relatively cheap public transport
- Reasonable public transport facilities
- Good road links ( but variable public transport)
- Local transport
- Good bus service - good transport links
- Wessex Connect operate an efficient bus service (though could do with reviewing frequency)!
- Reasonable bus service
- Lots of bus routes
- Bus stops close
- Good bus service to Bristol and Cribbs
- Local bus around Thornbury is pretty useful
- Accessibility of national road and rail links
- Lots of amenities – leisure centre close to motorway with good links , local rail station (Parkway)

**18 comments were made about travel including:**

- Integrate work/living and shopping to minimise travel
- Location and ease of travel
- Ease of access to national and international travel
- Access to road, rail and plane travel
- Geography wise is good for travel anywhere

**20 comments were made about cycling including:**

- Cycle paths
- Cycle links (although more would be good)
- I would like to say being in a cycling city area, but I've seen little benefit of that commuting on the A38, other than some nice signs
- Countryside on the doorstep – good cycle and walking provision
- Excellent cycle track facilities

**13 comments were made about walking including:**

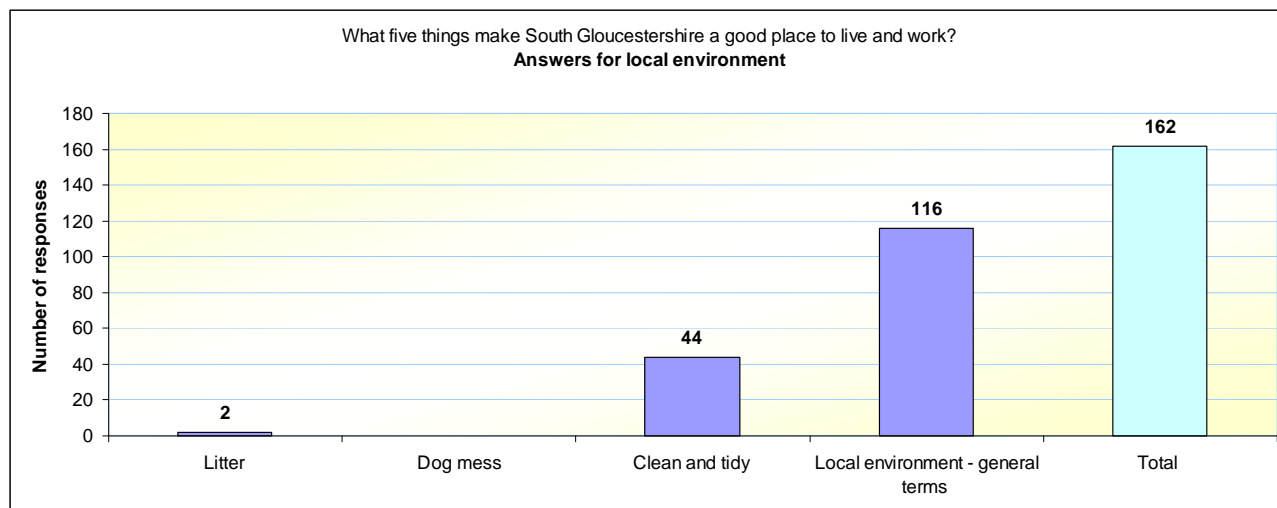
- Many facilities within walking distance
- Walk to school
- The public footpaths
- I can only speak for my patch of South Gloucestershire could walk to work
- Children walk to school

## 5. Local environment

**A total of 162 comments were made about the local environment and these were broken down into the following categories:**

- Litter
- Clean and tidy
- Local environment / surroundings – general terms

See graph below -



**There were two comments made about litter including:**

- Minimal litter

**There were 44 comments made around clean and tidy including:**

- Fairly clean
- Generally looks clean-seems a nice place
- The street cleaners
- How clean it is
- Clean environment - no heavy polluting businesses
- Reasonably good air quality
- Parks & open spaces kept clean & tidy

**116 comments were made about the local environment / surroundings:** Due to the variety of comments, they were broken down into the following sub groups:

- **15 comments about a clean / cared for environment including:**
  - Clean environment ( mostly )
  - Local environment improving over period, seems to be getting better each year
  - Clean environment - no heavy polluting businesses
  - Attractive and clean environment
  - Clean environment, modern and got amenities ( in Bradley Stoke )
  - Appearance - grass cut
  - It's a well maintained district
- **Seven comments about a safe environment including:**
  - Safe environment in rural village
  - A reasonably safe and secure environment
  - Settled communities and a generally safe environment
  - Street lighting and safe environment
  - A safe environment to bring up children
- **17 comments about the natural environment including:**
  - Countryside environment
  - Easy access to the natural environment from most villages and small towns
  - Rural environment in Severnside villages
  - I think the council does try to consider the natural environment
  - A wide & variable range of delightful natural environments based around the Severn Estuary
  - The mix of rural environment and more urban facilities alongside the Severn
  - Seeing the hills beyond
- **Four comments were made about the social environment:**

- Atmosphere different here rather than a few miles down the road – it is more relaxed
- Friendly environment
- Good social environment
- Family environment
- **15 comments were made about a quiet and peaceful environment including:**
  - Peaceful surroundings
  - Nice area where I live – quiet
  - Fairly quiet - no aeroplanes directly overhead
  - Quiet streets
  - Quiet country lanes only a short distance from main towns
  - Quiet zones
  - Nice quiet town
- **37 comments were made about a pleasant / nice environment including:**
  - Some picturesque areas
  - Attractive place to live and work
  - Floral and pretty everywhere but with brilliant access to motorways
  - Still some beautiful scenery
  - Good things with soft landscaping and hanging bushes
  - Nice surroundings
  - Generally the environment - living environment and quality of life
  - A pleasant environment - so empty our smelly bins once a week rather than once a fortnight
  - Interesting features
- **21 general comments were made about the local environment including:**
  - Historical aspects valued and protected
  - Residential areas ( business parks separated by green spaces )
  - Statues
  - Space
  - The facilities/environments that are available for people to play sport, go for walks, learn and enjoy life etc.
  - Healthy environment
  - Environment - the ability to walk places to parks etc.
  - Not too overcrowded
  - Area in general is great - the layout

### Additional comments

**There were a wide range of comments outside of the top five that will also presented.**

**In no particular order, they are as follows:**

- Housing
- Development, infrastructure and planning
- Crime and safety
- Environmental issues
- Children and young people
- Learning
- Elderly people
- Health
- Economy and work
- Facilities and amenities
- Services and the council
- Village, town and city comments

- Convenience and location

**A summary of comments on each of the above sections follows:**

### Housing

**A total of 33 comments were made around housing and these were broken down into the following categories:**

**• 25 general comments about housing including:**

- Not too cramped housing
- Good range of housing stock
- Quality housing - no high rise blocks
- House prices reasonable
- Housing okay
- Good balance of work and housing

**Five comments about house building including:**

- We are a nice area at the moment but not in a few years time because of thousands of houses coming to the area
- Not housing going up everywhere, development is slower and there is lots of greenbelt
- Stop all new housing or at least make developers build attractive houses instead of what is now on offer

**One comment about social housing:**

- No young mums with babies in houses or flats

**Two comments stating: 'affordable housing'**

### Development, infrastructure and planning

**A total of 17 comments were made about issues like development, infrastructure and planning and they were broken down as follows:**

**One comment about sustainable development:**

- One of the greener districts in terms of sustainable thinking - Hanham Hall Zero Carbon Development Project as an example

**Four miscellaneous comments about development including:**

- There are new developments like the youth centre in Yate and new retirement homes
- Sometimes developers assume households only have one car and this isn't realistic and doesn't take into account visitors
- The size of the place where we live (Thornbury). Undue expansion would seriously undermine the pleasing nature of the environment

**One comment about infrastructure:**

- Sustained investment in infrastructure repairs (potholes in damaged roads, blocked gullies)

**11 varied comments about building / buildings including:**

- Not over built up
- Absence of heavy industrial buildings
- Plenty of space for people to live - so stop building before you do more harm than good
- Villages seem to have maintained their own identity and not been lost in a sprawling mass of building from main towns
- The historical buildings and places
- Good public buildings in some areas

## Crime and safety

**A total of 132 comments were made around crime and safety and these were broken down into the following categories:**

- Crime and law and order
- Police and policing including
- Safety and security
- Anti-social behaviour
- Vandalism

**See graph below**



**There were 40 comments made about crime and law and order including:**

- Little crime / nothing violent
- Crime incidents - controlled dealt with effectively
- Relatively low crime rate
- Not too much vandalism or crime
- Crime in South Gloucestershire is not a real problem other than the priority neighbourhoods
- Measures to reduce crime

**There were 19 comments made about the police and policing including:**

- Excellent emergency services especially police
- Police community support officers
- Feel safe, police presence high
- More police around so calmer and since drinking laws changed - don't get the rowdiness
- Accessible community police who are always extremely helpful
- So far good police (until the cuts kick in)

**70 comments were made about safety. Due to the variety of comments, they were further broken down into the following categories:**

- **35 comments around general safety issues including:**
  - Feel reasonably safe
  - Community Safety
  - Safe ( quite safe )
  - Safe and reasonably tolerant
  - General feeling of safety and well-being

- **Three comments around safety, crime and policing including:**
  - Relatively low crime rate - safe around here
  - Evidence of police making safer communities
- **Two comments on road safety:**
  - The safe roads where you can cross easily
  - Good road safety
- **26 comments around a safe environment including:**
  - Less trouble and cleaned up a bit
  - Fairly safe place to live
  - Safe place to work
  - Settled communities and a generally safe environment
  - Safe environment in rural village
  - A safe environment to bring up children
  - Clean and relatively safe at night (Longwell Green)
  - I feel safe (in my part of South Glos - Bitton/Oldland)
- **Four comments about security including:**
  - Fairly secure
  - Public security

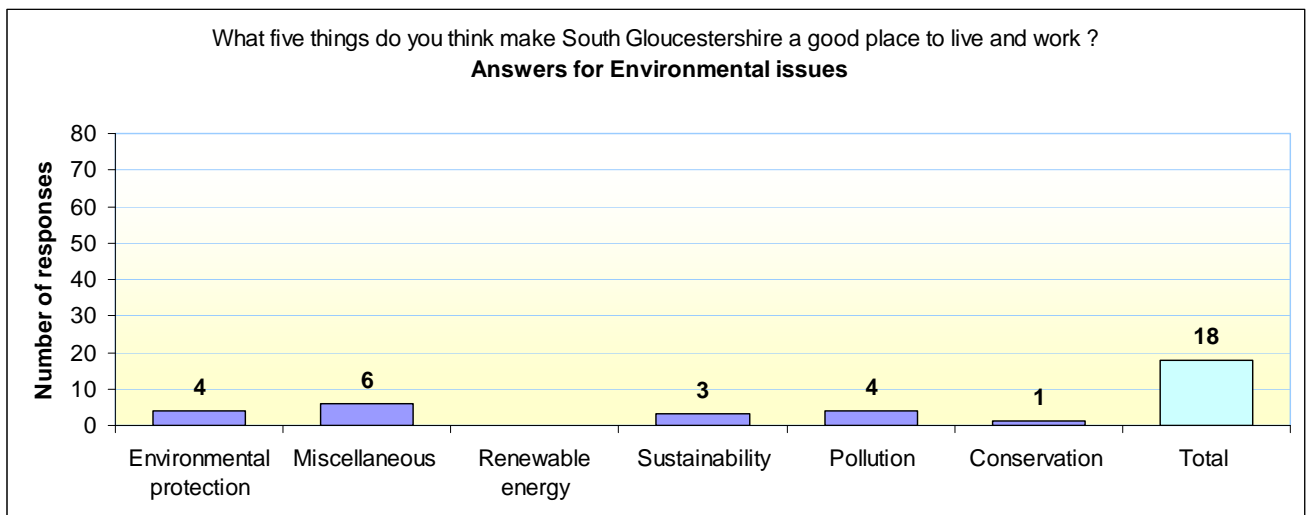
**There were three comments made about vandalism including:**

- Lack of litter and vandalism - on the whole
- Not too much vandalism or crime

### Environmental issues

**A total of 18 comments were made around environmental issues and they were broken down as follows:**

See graph below -



**Four comments around protecting the environment including:**

- Growing environmental awareness
- The council seems to be efficiently run and has good policies to care for environment and re cycling
- Environmentally friendly rubbish collection and recycling

**Six miscellaneous comments made around environmental issues including:**

- Good for wildlife
- The work being put in to make the county a "greener" place to live

- Council support for fairtrade and local food products

**Three additional comments made around sustainability including:**

- Efforts and progress towards recycling objectives and sustainable technologies
- Council seem to be at least trying to meet sustainability agenda (but could do more!)

**Four comments made around pollution including:**

- Not so much pollution as some
- Is not too congested with traffic and pollution

**One comment made about conservation including:**

- Rural area with its character protected by conservation provisions

## Children and young people

**A total of 64 comments were made about children and young people and these were broken down into the following categories:**

- Children
- Young people, youth and teenagers

**A total of 18 comments were made about children and they were broken down as follows:**

**11 comments about facilities and services including:**

- Sure start provision
- Nursery groups
- Open space and play areas for kids
- Children walk to school
- Great to bring my children up in, places to play and a big city when they are older if they want it

**Three comments about education:**

- Good schools and child care
- My children are happy in their education
- Schools are good, Barrs Court School children are happy there and that really matters to me

**Two comments about children's safety:**

- Safe environment to bring up children
- Safe areas like parks for children – active police force

**Two miscellaneous comments about children including:**

- Participation of children and young people is valued

**A total of 46 comments were made about young people and they were broken down as follows:**

**43 comments about facilities and services including:**

- Current quality provision for children and young people
- Youth clubs
- Clubs ( youth and cadets )
- More after school activities for children of all ages especially teenagers
- Things for young people to do – such as exercise areas , community places and parks
- Hanham Youth Centre
- Kingswood youth provision

**One comment about education:**

- Quite good schools and reasonably well behaved young people

## **Two miscellaneous comments about young people**

### **Learning**

**A total of 128 comments were made about learning and these were broken down into the following categories:**

- Schools
- Education
- College and university

#### **106 comments were about schools including:**

- Good schools, both primary and secondary
- Ease of moving around - lots of schooling and convenient centres
- Proximity of schools
- Reasonably good schools
- Good schools and access to higher education
- Excellent schools
- Schools are quite good
- Mostly good secondary schools
- Better than average schools
- We have a good selection of schools (again in my area - not sure about the rest of South Gloucestershire)
- Excellent high school in Bradley stoke
- Decent local school
- Castle School - good teachers and welcoming
- Hanham High School
- Support for teachers through CPD

#### **16 comments were about education including:**

- Improving education
- Good education provision
- Good education authority
- My children are happy in their education
- Choice of further education establishments both in and outside the authority
- Sustained investment in education despite unfair funding from central government

#### **Six comments were about college and university including:**

- Good schools, colleges and universities
- Filton college
- Excellent university in the region
- Colleges like city of Bristol and universities like Bristol and University of the West of England

### **Elderly people**

**A total of six comments were made about elderly people including:**

- Social care for the elderly
- Vary caring towards the elderly
- Issues for older people are well represented by the senior citizens forum
- There are new developments in Yate like the new retirement homes

## Health

**A total of 59 comments were made around health issues and they were broken down as follows:**

**29 comments specifically mentioning health including:**

- Good health care and dental practices
- Access to healthcare facilities from minor injury to acute trust
- Proximity to first class hospitals and healthcare
- Health service – excellent medical centre
- Health care okay but need more funding for the midwifery service
- Healthy environment
- Close to hospitals – Yate has a good walk in health centre
- Good health clinics (but worried that there will be no close hospital when Frenchay is down graded)

**Four additional comments were made about medical issues including:**

- Most services on my doorstep such as medical centre
- Excellent medical services

**Ten additional comments about doctors, NHS and surgeries including:**

- Access to good Doctor's Practice
- Good NHS services
- Happy with doctors
- Dispensing surgery

**Sixteen additional comments about hospitals including:**

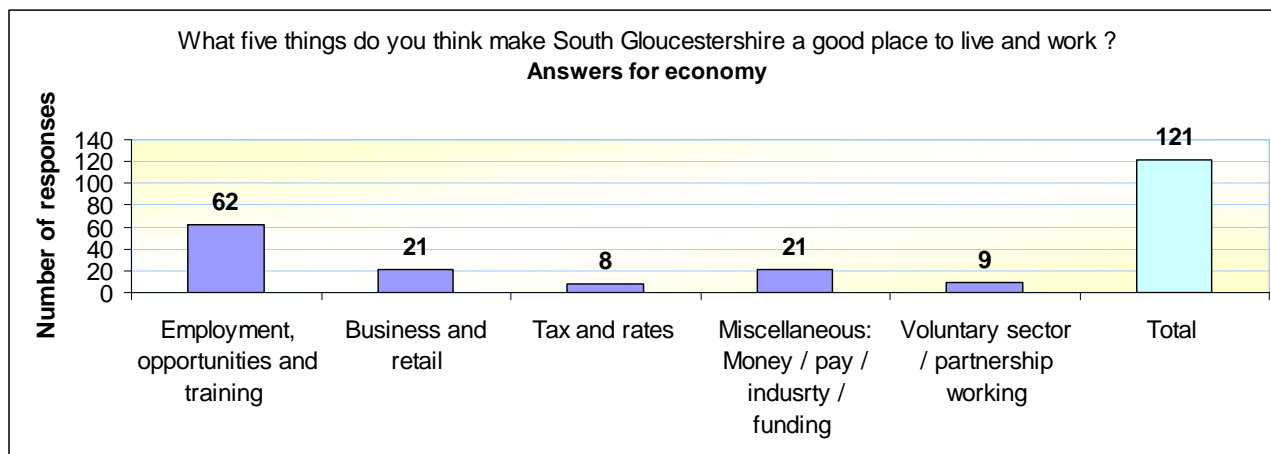
- Encourage NHS to offer local hospitals (like Thornbury )
- Convenient access to hospital
- Local hospital that is in easy reach in an emergency
- Excellent hospital facilities at Frenchay
- Currently has good access to Frenchay Hospital (but is about to disappear)
- Hospitals (Emersons Green)
- Proximity to first class hospitals and healthcare

## Economy and work

**A total of 121 comments were made about the economy these were broken down into the following categories:**

- Employment, opportunities and training
- Business and retail
- Tax and rates
- Miscellaneous comments made about economic issues such as money, pay, industry, funding and prices
- Voluntary sector, partnership working, and volunteering

See graph on the next page -



**There were 62 comments made about employment, jobs and training and they were broken down as follows:**

- **Ten comments about jobs including:**
  - There are many jobs within walking, cycling distance
  - Plenty of job opportunities
  - Lots of industry for jobs
  - Availability of skilled jobs – Rolls Royce, BAE Systems, Rennishaw, MOD, Dyson to name a few
- **23 comments about employment including:**
  - High employment
  - The potential for a good high tech employment base
  - Variety of business etc. for employment
  - Local businesses employing LOCAL people
  - Balance between rural and nearby urban areas for employment
  - Amount of available work for unemployed people
  - Opportunities for employment even though the current climate is not good
  - Economically active area
- **27 comments about work including:**
  - Pleasant living and working environment
  - Convenient for work
  - Excellent places to work
  - Good balance of work and housing
  - Lots of opportunity for work
- **One comment stating - 'opportunities'**
- **One comment about training stating - Excellent programme of training provided**

**There were 21 comments made about business, economy and retail and they were broken down as follows:**

- **Nine comments about business including:**
  - Variety of businesses in the area
  - Thriving businesses
  - Generally people are friendly, community feel , other local businesses are generally supportive
  - Kingswood business association
- **12 comments about trade and retail including:**
  - Council support local fair-trade and local food products
  - Fairtrade town
  - Easy access to a wide range of commercial and retail services
  - Mix of local shops and services along with access to bigger retailers when needed
  - Good access to motorways and access to large retail parks (Mall/ Cabot Circus)

**There were eight comments about tax and rates including:**

- No increase in council tax
- Low council tax than neighbouring authorities
- Reasonable rates (Council Tax)
- Put our taxes to something that will give effect

**There were 21 miscellaneous comments made about economic issues such as money, pay, industry, funding and prices including:**

- Money
- Don't waste money
- Good range of industry and commerce
- A good balance of services and industry
- The aerospace Industry
- Not much industry
- Absence of heavy industrial buildings
- House prices reasonable
- Is cheaper to live here than in a lot of other places
- The wealth
- Presence of multinational companies
- Lots of resources in the area

**There were nine comments made about the voluntary sector, partnership working, and volunteering including:**

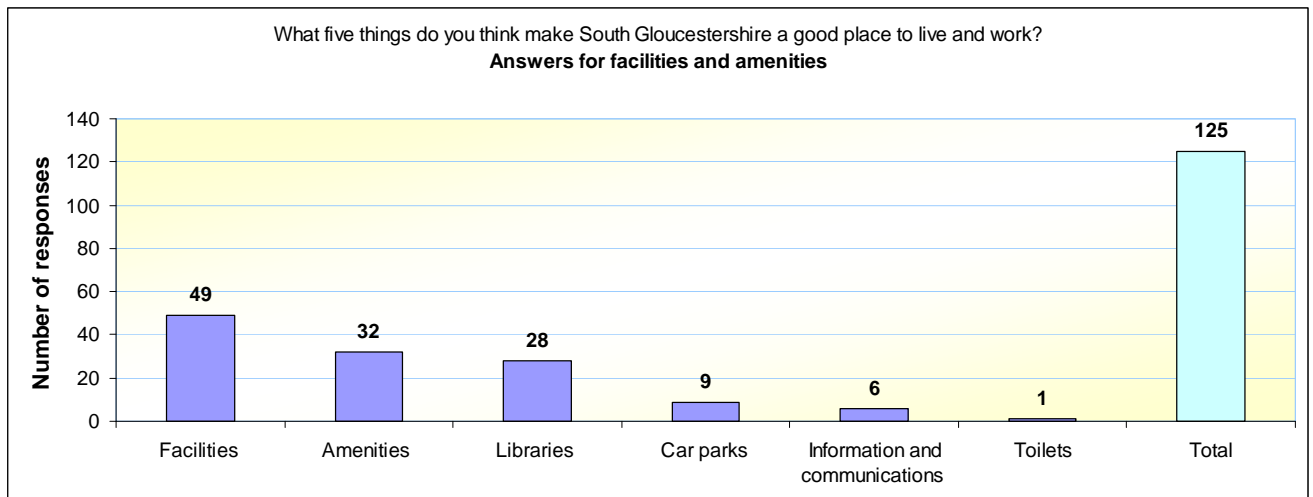
- Grants to local voluntary organisation
- Active voluntary sector
- Partnership working between organisations and councils
- Multi Agency meetings ensure partnership working between organisations

**Facilities and amenities**

**A total of 125 comments were made about the facilities and amenities including libraries and car parking and these were broken down into the following categories:**

- Facilities
- Amenities
- Libraries
- Car parks
- Information and communications
- Toilets

See graph below –



- **49 comments were made about facilities including:**
  - Adequate local facilities
  - Many facilities within walking distance
  - The mix of rural environment and more urban facilities alongside the Severn
  - Good proximity to Bristol's facilities balanced by comprehensive out-of-town & good very local services
  - Good recreational facilities
  - Access to a wider range of facilities
  - There are activities and facilities available for those wishing to use them
  - Good provision of social facilities
  - Good facilities for meeting people
- **32 additional comments were made about amenities including:**
  - There are quite a few amenities
  - Access to local amenities
  - Reasonable amenities
  - The maintenance of free access to green fields, countryside and other natural amenities such as River Avon
  - Semi rural but close to amenities
- **28 additional comments were made about libraries including:**
  - Excellent libraries
  - Our libraries
  - Close to shops - leisure centre - library within walking distance - it is convenient
  - Local facilities e.g. library
  - Brilliant library in Yate!
  - Hanham library
  - The library service is good in Patchway

**There were nine comments made about car parking including:**

- Free parking
- Reasonable selection of retail outlets (at suitable "out-of-town" locations and/or where free parking can be provided)
- One way traffic system, with adequate parking during the day

**There were six comments made information and communications including:**

- Up to date information all the time
- Good communications links

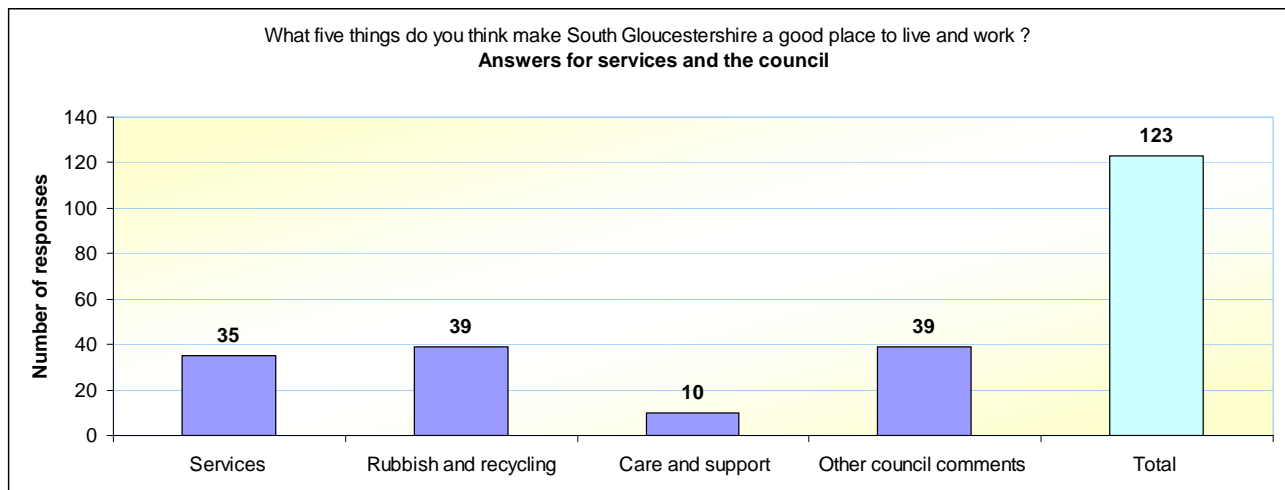
**There was one comment about toilets:** Public toilets

**Services and the council**

**A total of 123 comments were made about a range of services and the council and these were broken down into the following categories:**

- Services
- Rubbish and recycling
- Care and support
- Council and local authority excluding service terms

**See graph on the next page -**



**There were 35 comments made about services that were not picked up by other categories including:**

- Most services are available
- Excellent emergency services especially police
- Good services available (up until recently )
- Good council services
- (Mainly) good services for the needy
- Things being done all the time - things seem to happen
- SGC service provision
- Well run area
- Local services

**There were 39 comments made about waste and recycling and these were broken down into the following:**

- **15 comments about rubbish, waste and refuse including:**
  - Area kept reasonably well...grass cut, rubbish picked up, graffiti removed
  - A responsive collection of rubbish and a reasonably good recycling policy
  - Good rubbish collections and recycling
  - Environmentally friendly rubbish collection and recycling
  - Good services - especially waste removal
  - Excellent refuse collections
- **Two additional comments about bins:**
  - A pleasant environment – so empty our smelly bins once a week rather than once a fortnight
  - Good bin company
- **22 comments about recycling including:**
  - Reasonably good council services, e.g.: recycling collections; the Primary School; services for older people
  - Good recycling system
  - Waste recycling ethos of the unitary authority
  - Commitment to recycling through kerb side waste collections
  - Improving recycling collections
  - Environmentally friendly rubbish collection and recycling
  - Yate recycling centre (Sort-it)

**There were ten comments about care and support and they were broken down into the following categories:**

- **Two comments about care and social care including:**
  - Trusted social services department
- **Five comments about support including:**
  - Support for those in need (lets not lose sight of where we may be in a few years if we take those away)
  - Excellent support services and healthcare (in my experience)
  - The DAAT (Drug and Alcohol Action Team) is open, accessible and supportive
- **Three comments about disabilities and difficulties including:**
  - It is flat - good to get around - good access with my mobility scooter

**There were 39 additional comments made about the council that were not included in the services category and these include:**

- Council seem to be at least trying to meet sustainability agenda (but could do more!)
- Council is quite good - keeps you informed
- The authority seems to understand the importance of a good quality natural environment
- Relatively small area so authorities closer to people and more friendly, less bureaucratic
- Proactive attitude of South Gloucestershire Council - a 'can do' view whenever possible
- Good practice in local authority
- Local councillors who listen
- Very caring council - look after the people who live in South Gloucestershire
- Progressive council that serves the population well despite the challenges
- Council not too bad
- Council people at offices usually respond
- Relatively small area so authorities closer to people and more friendly, less bureaucratic

### Village, town and city comments

**A total of 110 comments were made using terms such as villages, towns and city and were broken down into the following categories:**

- Villages
- Towns
- City

**There were 24 comments made specifically about villages including:**

- Community feeling within the villages
- Easy access from towns and villages to open countryside
- Most of the villages have their own shops and post offices
- It is kept as rural as possible with village life preserved
- Lots of good clubs in the village
- Attractive towns and villages (for the most part)
- Villages seem to have maintained their own identity and not been lost in a sprawling mass of building from main towns.
- Oldbury is a special village

**There were 51 comments made about towns and specific urban areas including:**

- Good mix of rural and town living
- Lovely countryside close to historic towns
- Its a mix of Rural and Urban areas - close enough to "town" but far enough away
- Transition town initiative - really thinking about what the future will be like with less reliance on fossil fuels
- Easy access to town and country
- Towns not too large and impersonal
- Attractive thriving towns

- Fairtrade town
- Kingswood is a nice town
- Proximity to larger urban areas such as Bristol and Bath for work
- Chipping Sodbury
- Compact - Thornbury is a nice compact town and as a place to live is ideal - got most of what we need

**There were 35 comments made about the city including:**

- Close to city facilities
- Easy access to city living without being in the city
- Great to bring my children up in, places to play and a big city when they are older if they want it
- Slower pace of life compared to other major cities
- Location - near city but not too close
- Beautiful rural areas but within distance of large city
- Easy access to a number of cities from Bath and Bristol to Gloucester, Cheltenham and London

### Convenience and location

**There were 91 comments made about the convenience of South Gloucestershire and its location including:**

- Ease of moving around - lots of schooling and convenient centres
- Local facilities making it rarely necessary to travel further afield
- Easily accessible from surrounding authorities
- Convenient for Bristol
- Easy to get around
- Everything I want is available
- Easy access to the rest of the country
- Best of both worlds
- Area in general is great - the layout
- Geographical location
- Its location relative to the rest of the UK
- Close proximity to the South and North East - it is a good location
- Being separate from Bristol
- Good proximity to Bristol's facilities balanced by comprehensive out-of-town & good very local services
- Near Bristol but near countryside
- Central place to get to anywhere else. Not too isolated
- Plenty of attractions and not in the wild but feel as though you are in the countryside

## Section three: responses to question four – ‘What needs improving’

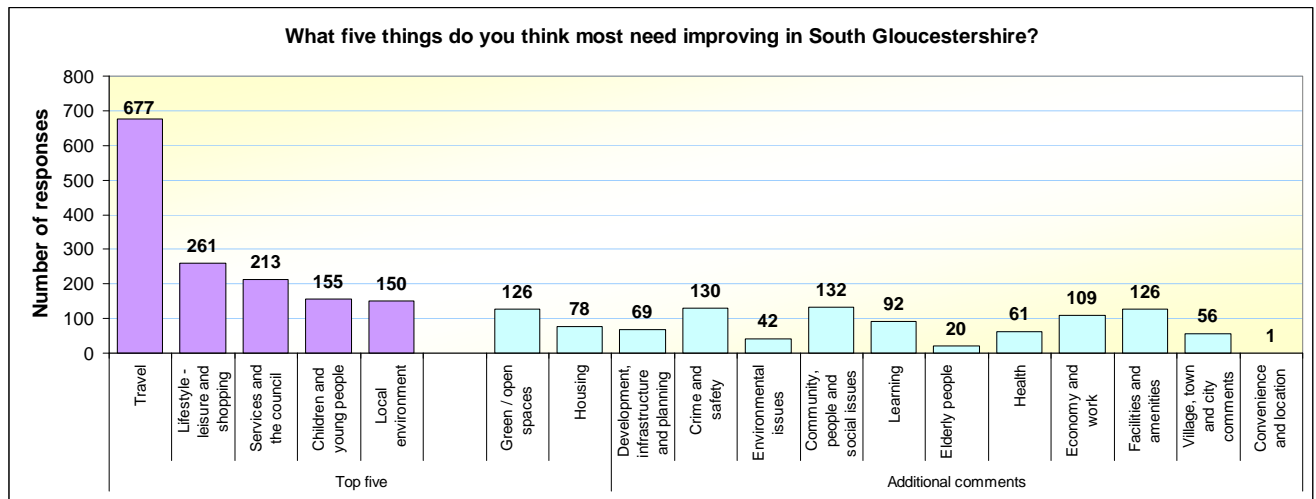
Finally, people were asked -

**What five things do you think most need improving in South Gloucestershire?**

The top five things people think most need improving in South Gloucestershire are:

- Travel
- Lifestyle – leisure and shopping
- Services and the council
- Children and young people
- Local environment

See graph below which shows the top five and all the other sections outside of the top five:



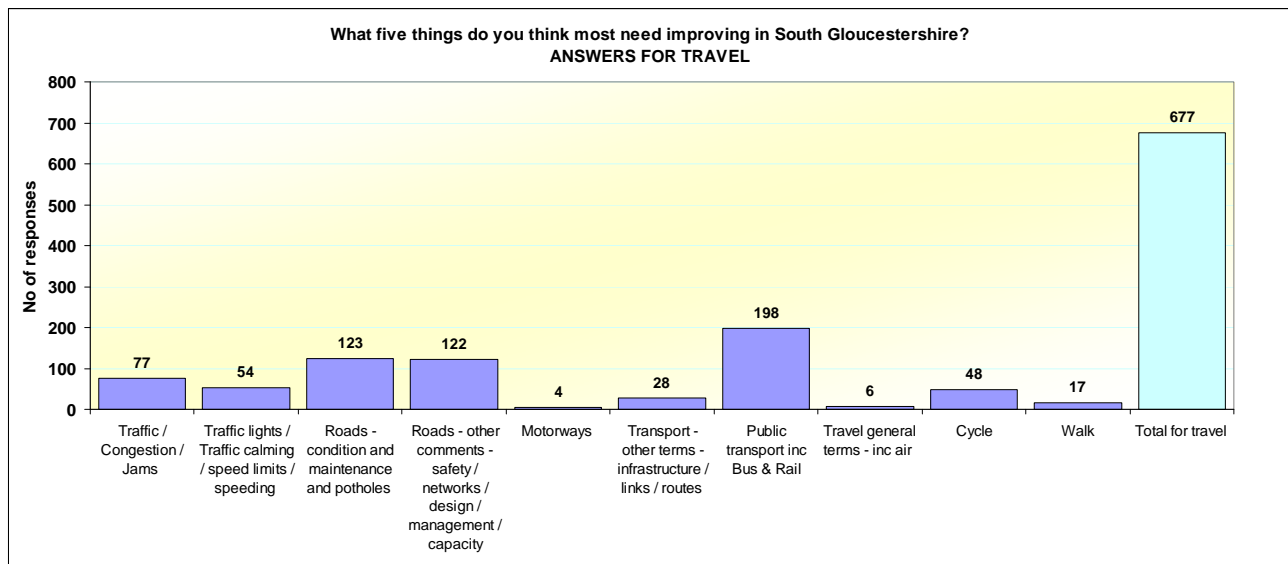
A summary of comments on each of the above sections follows:

### 1. Travel

**A total of 677 comments were made around travel and these were broken down into the following categories –**

- Traffic
- Traffic calming – speed etc.
- Condition of roads
- Road systems and other issues
- Motorways
- General transport
- Public transport
- Travel
- Cycling
- Walking

**See graph on next page –**



**77 comments were made about traffic and congestion including:**

- Traffic too many traffic jams
- Road system - traffic congestion is bad and needs to be sorted before yet more houses built
- The amount of traffic
- Traffic jams on major routes
- Too much heavy traffic through the village - a weight limit would be good
- More joined up thinking e.g. impact of planning decisions on traffic management
- Traffic management
- Traffic in certain areas
- Too much traffic altogether and going too fast - speed restrictions that work would be good
- School children to go to schools in their own communities rather than transport them miles causing inconsiderate parking and traffic jams
- Traffic flow at peak times to the motorway
- Better traffic management to get out of Bradley Stoke
- Traffic - for example the motorway link to the M4 was closed - and it caused jam / congestion - problems can be within 5 miles of Bradley Stoke
- Reduce traffic by opening Emersons green motorway link off M4
- Better traffic management between Emersons green and ham brook on A4175
- Traffic congestion around the Ring Road
- Traffic levels on Ring Road are way too high causing serious traffic and noise disruption to residents - needs resurfacing
- The council to realise that the Ring road doesn't work and an ever increasing amount of traffic is passing through Pucklechurch
- Traffic around Filton and Patchway
- Traffic is appalling on Kingswood High Street since they changed the road layout
- Improve traffic flow on A4174 Filton to MOD
- Road congestion on A38

**54 comments were made about traffic lights, traffic calming and speeding including:**

- Speed bump removal, they damage vehicles and do not stop speeding
- Remove speed bumps - hurts back sufferers
- Reduce volume and speed of motor vehicles
- Some local main roads (outside of built-up areas) seem to have unrealistically low speed limits

- Speed limits should be lowered on most roads, but especially in built-up areas
- 20mph limit in urban areas (like Bristol has been trialling)
- Speed limits on country roads
- Control of speeding traffic in villages
- Some commonsense regarding the excessive traffic calming measures and roundabouts, traffic lights and road signs
- Put back the speed camera in place of flashing speed sign ( A38 Filton )
- Less speed cameras
- Excessive number of traffic lights, some need to be removed - 9 sets around the Yate shopping centre complex alone
- Stricter enforcement of speed limits e.g. St Johns Way
- M5 access at junction 14 - remove traffic lights all times of day
- Traffic light timings at Southmead Road roundabout to allow cars to carry on down link road when turning right
- Traffic calming measures on residential roads coming off the Ring Road to slow speeders going to and from Ring Road

**123 comments were made about the condition of roads including potholes including:**

- Maintaining roads
- Road surfaces
- The roads are in a particularly poor state after the harsh winter
- Litter clearing - especially along the Ring Road
- State of the roads
- Road surfaces without speed bumps
- Roads - conditions - potholes - very big ones and they have damaged my motorbike
- Roads - too many hazardous potholes, ruts and poor quality surfaces
- State of the roads around Patchway - disgusting !!!
- Road surfaces - Falfield improvements haven't worked
- Pavements - uneven - ruts and potholes in Forest Road area

**122 comments were made about road systems and other issues like safety including:**

- Road infrastructure
- Link road to motorway
- Less heavy goods vehicles using B roads, small towns and villages
- Enforcement against heavy goods vehicles using restricted roads
- Safer places to cross roads, especially for children
- A footpath/cycle path out of our village instead of walking on dangerous roads
- Preservation and prevention of damage to grass verges on rural roads
- Protecting wildlife on busy roads
- The poor condition of many roads (in rural areas). Not just the mending of holes, though many are overdue, but often the design of roads themselves
- Roads including simplification of road signage
- Road system into Bristol and the north fringe for work/pleasure access
- New roads to accommodate any new housing in S Gloucestershire, for Yate and north fringe - bypass for Winterbourne, new roads into /out of Yate
- New Accident and Emergency Unit to replace the departing unit from Frenchay hospital. Southmead is in Bristol with bad access by road
- Road network, especially around Stoke Gifford/Filton
- Road network linking Yate to Motorways and surrounding towns/Cities
- The ring road is a real problem especially if it is not possible to share a car due to ones work -community bases
- The junction at Hambrook with the ring road and M32/M4

**Four additional comments were made about motorways including:**

- Improved access to Yate area from the motorways
- A link to the M4 to reduce bottle neck at Emersons Green

**28 comments were made about transport including:**

- Rural transport plans
- Good transport links
- Transport infrastructure
- Transport links - large areas have to rely on cars both for work and pleasure
- Transport costs
- Transport links to central Bristol from Emersons Green
- Transport especially at peak times I am unable to travel via MOD route
- Need good transport links into Southmead Hospital
- Links across South Glos - From Kingswood to Yate to Filton

**198 comments were made specifically about public transport including:**

- Subsidising public transport - too expensive
- Transport - regular buses - cheap fares for young people – concessions
- Public transport - fares too high and frequency of services poor
- Affordable public transport that reaches all areas of South Gloucestershire and Bristol
- Public transport prices for families
- Public transport for wheelchair users (currently not all buses can accommodate wheelchairs)
- Public transport - disparate, irregular, slow and expensive bus services. Local trains need to be well equipped to carry bikes
- Public transport - Wessex Connect better than First
- For public transport not be cut further for those using the service
- Public transport in rural areas
- Better public transport to villages and into Bristol at night
- Extended and integrated transport times to facilitate late night return from Bristol
- Public transport reliability
- Local transport: its reliability and comfort, more bus shelters, better access to timetables etc.
- Rapid transport system, particularly to new hospital at Southmead and into Bristol from all areas
- Want a tram here as was talked about
- Poor rural bus links
- Bus routes and prices
- Lack of cover at bus stops etc. i.e. new terminal at Yate Shopping Centre
- The buses - my son has difficulty getting around between Bradley Stoke and Winterbourne and Yate - especially with the frequency of services
- Difficult to get by bus to Downend ( No 7 )
- Bus service ( on the A38 )
- The bus service isn't great to Oldland (terrible in the evenings)
- Bus service on the A342
- Improved bus service to give better access to Hanham and shopping complex at Longwell Green
- Improve rural bus service - we were promised bus to Hortham Village and it hasn't happened
- Park and Ride for Bristol, e.g. serving Patchway/Filton
- Improve rail links
- Train services from Yate Station

**Six comments were made about travel including:**

- Integrate work/living and shopping to minimise travel
- It must be terrible if you are commuting everyday

**48 comments were made about cycling including:**

- Connected cycle ways that exclude motor vehicles
- More cycle ways that link up so that people can cycle all the way to their destination in safety
- Joined up approach to road improvements, not having cycle lanes stopping in the middle of a road because its going to encumber car drivers
- A footpath/cycle path out of our village instead of walking on dangerous roads
- Stop cycling on pavements in shopping areas
- Provision for cyclists on main roads
- Cycle routes which do not mix cyclists with heavy traffic
- Its an absolute disgrace that despite being a part of cycling city the latest road around the Filton runway has not got a dedicated cycle path
- Better cycle paths - Yate link to railway path
- Bike track on Wickwar Road

**17 comments were made about walking including:**

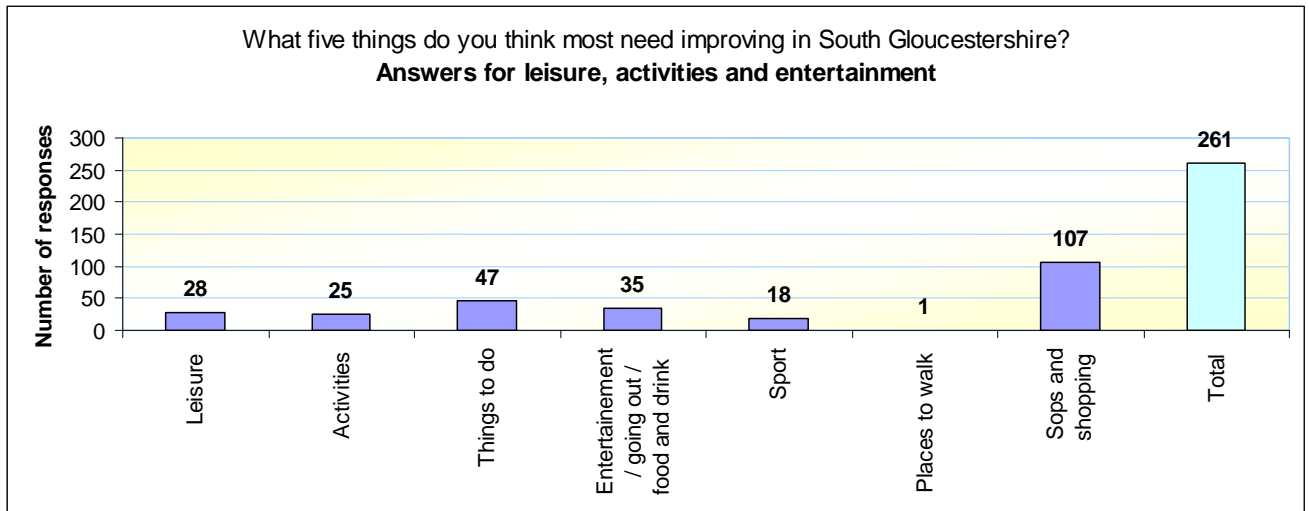
- Local facilities within an easy and safe walk
- Drunks in Chipping Sodbury make it uncomfortable to walk along the High Street in the evenings
- Better facilities and arrangements for bike riding and walking, paths etc.
- Footpath signage
- Footpath to Yate away from Road
- Footpaths on Wickwar Roads

## 2. Lifestyle - leisure and shopping

**A total of 261 comments were made around lifestyle and these were broken down into the following categories -**

- Leisure
- Activities
- Things to do
- Entertainment
- Places to walk
- Sport
- Shops / shopping

See graph on the next page -



**There were 28 comments made about leisure including:**

- More leisure facilities i.e., a cinema, bowling alley
- Leisure centre activities
- More Leisure facilities at a local level
- Provision of affordable leisure for young persons and pensioners, i.e. at leisure centres
- Leisure facilities overall are poor. There is no major sports, music, or activity facilities
- Local rural leisure and sport facilities
- Regeneration of town centres like Yate and Thornbury to provide a better quality range of shopping options and leisure activities
- Leisure centre in Bradley Stoke, Thornbury and Kingswood are not big enough for the amount of people here now
- Free swimming again

**A further 25 comments were made about activities including:**

- More evening activities e.g. evening classes
- Funding for youth leaders to run more youth club activities
- Support for outdoor activities
- Subsidised activities for families like swimming in school holiday. General facilities for family days out bowling/cinema etc.
- Night activities for older teens
- Specialist clubs ( art or music etc. )

**47 comments were made containing phrases like ‘things to’ and ‘places to’ and these include:**

- Things to do for younger people like skate parks and BMX parks
- Parks - separate places for teens and toddlers
- More recreational space
- Should not do things just for young people - should think about things for everyone
- Lack of things for 14-16 year olds to do (some want to do things)
- Lack of things for adults to do apart from go in the pub or out for a meal
- More things to do in the community
- Need skate park in Wickwar
- Warmley Skate park – it’s just breaking away
- More things to do when it rains ( under cover )
- Places to exercise dogs

**35 comments were made about entertainment and going out including:**

- Facilities - entertainment generally and for teenagers

- Cinema and theatre provision
- Improved town centre including broader range of leisure facilities and quality restaurants
- Less take away food outlets
- A venue for concerts and exhibitions like the Millennium Stadium in Cardiff
- The pubs need to be refurbished
- More cafes
- Yate needs a good cinema
- Better shops and entertainment facilities (e.g. cinema / bowling / upgrade swimming pool) in Yate / Chipping Sodbury area

**18 comments were made about sport including:**

- Sports arena
- Better sports facilities
- Sports centre and its management
- Quality of sports pitches
- Quality of changing rooms for outdoor sports
- Sport facilities - football pitches we have not got enough

**There was one comment made about walking for pleasure:**

- More organised walks

**There were 107 comments made about shops and shopping and they were broken down as follows:**

- **18 comments about the shops / shopping / access to shops / decent shops including:**
  - Shopping Area
  - Shopping facilities
  - Shops - more needed
  - Maintaining diversity of shops
  - Types of shops
  - Yate shopping centre - the shops
  - Thornbury centre - too many coffee shops and not enough shops - need to reduce rates
  - Shops in Wickwar
- **19 comments about the local shops / local chopping / small / independent shops including:**
  - More independent shops locally
  - Support local shops
  - Village shops and post offices
  - Shops in little rural areas
  - Supporting smaller shops instead of supermarkets
  - Local shops/locally sourced produce
  - Local shops are being put at a disadvantage because of high rents and competition from big retailers at the Mall and other large shopping centres
- **18 comments about empty shops closing:**
  - Imagination in closing shops - marketing needed - need more creative and positive marketing to attract shops into the centre and would then sell more
  - Support village shops to prevent further closure which affect the elderly
  - Ought to make rents for shops lower - puts off smaller retailers taking up all the empty units
  - More use of empty shops - encourage more variety
  - Local shopping. Too many empty units in local town centres and not enough access for local suppliers

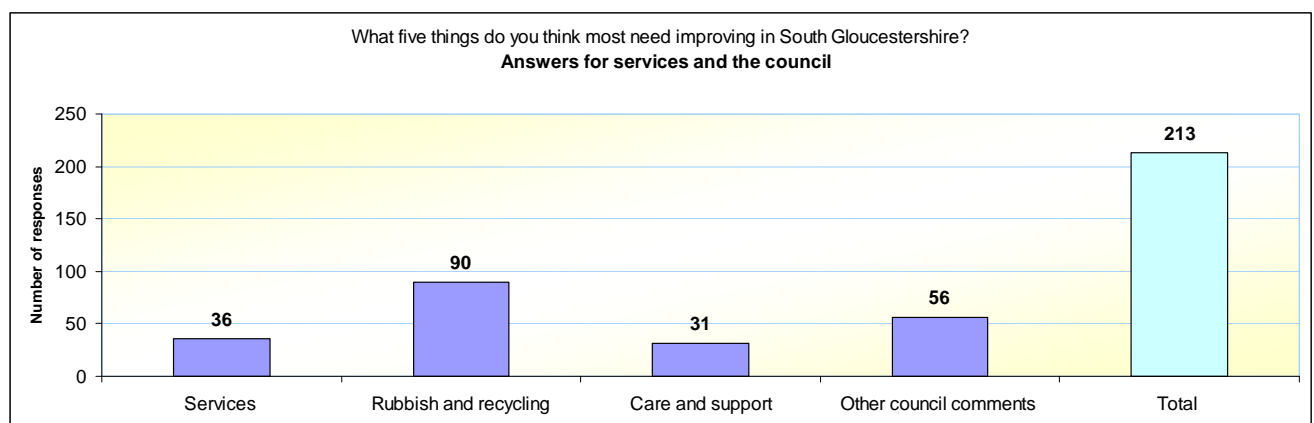
- Empty shops in Thornbury - it needs to be more thriving and I am worried it is getting dreary
- **27 comments about better shops and facilities around them including:**
  - Litter clearance ( outside shopping centre )
  - Number, quality and variety of shops
  - Lack of cover at bus stops etc. i.e. new terminal at Yate Shopping Centre
  - Public toilets need to be kept open - for example in Yate there is only one set of toilets in the whole shopping centre
  - Facilities of Thornbury such as shopping - need more types of shops - there are no shoe shops and shops to buy curtains for example
  - Too many charity shops in Thornbury
- **Nine comments about shopping centres and supermarkets including:**
  - Too many supermarkets
  - Need another supermarket to compete with Tesco ( possibly out of town )
  - Greater restrictions on development of large superstores and shopping outlets.
- **16 miscellaneous comments about shops and shopping including:**
  - Rents for shops in the shopping centre in Thornbury are too high
  - Bring down shop rates
  - More cafes and shops
  - Closer shops / different shops
  - Shops selling healthy food
  - Improved bus service to give better access to Hanham and shopping complex at Longwell Green
  - A bus service to the local transport hub at Emersons Green for hospital visits, shopping, social and therefore not having to use a car.

### 3. Services and the council

**A total of 213 comments were made about a range of services and the council and these were broken down into the following categories:**

- Services
- Rubbish and recycling
- Care and support
- Council and local authority excluding service terms

See graph on the next page -



**There were 36 comments made about services that were not picked up by other categories and these include:**

- More general accessibility to services for everyone not just low-income families for example
- Less driving down on costs to the point where services lack quality

- Communication regarding the future of services in the area
- Local council services available at more local locations
- Most services are good
- Not really - can always make improvements to services but all seem relatively good compared with the rest of the country given the economic situation
- It's more about hanging onto the right services as we reduce costs
- Provision of services the public need - what was the point of a fleet of expensive and empty buses patrolling the roads? Who's paying for that?!
- Improved facilities and services to the rural community
- Street care - maintenance of roads, road sweeping and grounds maintenance
- Update street lighting with the seasons
- There is no street lighting in my village of Almondsbury
- Possible switching off of street lights in non vulnerable locations
- Removing unnecessary street signs

**There were 90 comments made about waste and recycling and these were broken down into the following:**

- **44 comments about rubbish, waste and refuse including:**
  - The recycling/rubbish collection system
  - Confusing rubbish collection
  - Keeping streets clean and tidy e.g. removal of takeaway wrappers and general rubbish
  - Recycling services in towns where people don't have the space to store rubbish
  - Improve collection of rubbish ( food waste ) - bin men don't look hard enough / see food waste bins behind parked cars
  - Litter / rubbish / McDonalds etc. / takeaways should be responsible for keeping their areas clean
  - We appear to be having more and more bins and more rubbish appearing in the streets
  - Revised thinking on the disposal of rubbish as new recycling centre rules will encourage fly tipping
  - Number of dog waste bins
  - Litter picking linked to improved access to waste disposal sites
  - Waste collections actually taking specified waste
  - Waste collection mainly for cardboard as it is now just placed by people's bins, if windy goes all over street. Better in Green bin
  - Provide containers for roadside collection of waste cardboard
  - More waste bins in parks and rural areas
  - Recycling strategy doesn't attack sources of waste but just demands householder action on sorting, why?
  - Garbage collection - not regular, too many receptacles, too confusing - not enough space and the bin men make a mess and don't clear up after
  - Refuse not always collected if on the border of Bristol
- **27 additional comments about bins including:**
  - The ridiculous idea about not being allowed to put cardboard in the green bin any more and letting it blow all over the neighbourhood instead
  - Litter and dog bins emptied more often
  - More recycling bins at appropriate places to encourage recycling
  - Good bin companies
  - Wheelie bins to be put back sensibly after emptying
  - Weekly black bin collection
  - Recycling Collections - too many bins, bags and loose cardboard

- Litter along the cycle track needs to be collected more frequently and there are no litter bins along the track
- **19 additional comments about recycling including:**
  - Recycling okay but could be improved by the receptacles for cardboard
  - Increased recycling opportunity (more plastics)
  - More aggressive recycling for example more plastics
  - Need to recycle more materials and encourage reduction of resource use
  - A better idea set up for the collection of cardboard
  - Making recycling simpler, less boxes and bags to cope with
  - Recycle services sometimes leave the street messy or items not collected although they are left correctly

**A total of 31 comments were made about care and support and were broken down into the following categories:**

- **12 comments about care and social care including:**
  - Social services
  - Care for the poor / elderly
  - Care and support of disabled children
  - Help for carers
  - Training for home care workers - some seen as slap dash
  - Council services ( adult care )
  - Respite care - I feel isolated - all the networks are in Bristol and the Vassall centre
  - Dealing with social services - it is hard to get support from them - just have contact on very irregular basis
  - Special education and social services need more money
- **Nine comments about support including:**
  - Family support for violence and abuse
  - More posters around for helpful facilities e.g. for abuse / support groups
  - More support for families who are struggling
- **Seven additional comments about disabilities and difficulties including:**
  - Better parking for shoppers inc disabled
  - More activities for people with learning difficulties
  - Wheelchair access to public transport
  - Provision for young people and adults with autism
- **Three comments about vulnerable people including:**
  - Partnership data sharing re vulnerable people
  - Increased housing for vulnerable adults

**There were 56 additional comments made about the council that were not included in the services category and these include:**

- Less bureaucratic and smaller council
- Planning system and bureaucracy ( SGC South Gloucestershire Council )
- SGC's decision making process needs to be more open (genuinely), comprehensive and evidence-based
- Council procurement of local produce and services
- Council efficiency
- Too much local council bureaucracy and money wasted on admin / PR / glossy brochures
- Council commitment to reducing radically its CO2 emissions
- More youth work activities provided by the local authorities
- A sense of togetherness (i.e. the local authority can't do everything - cooperation from the public is also involved)
- The council having greater links with the community

- The local MPs and councillors listen/respond/act upon/feedback (to) local concerns, and not just blame the opposition parties
- The size of the Council - there seem to be rather a lot of Council members - perhaps at the expense of officers
- Removal of unnecessary town councils
- Effectiveness of Parish Councils
- Collection of grass cuttings from roadside verges. Householders are encouraged to compost these so why not the council?
- Liaison with bordering councils to address neutral funding provision for free cross-border access to schools and health provision
- The South Gloucestershire Council website is bad
- The council should be more in touch with 1st Group bus service - 1st Group do what they want / like
- We need a council access point in Filton - we have to travel so far when we need to visit council
- More action from councils - erosion of things in Thornbury over the years

#### 4. Children and young people

**A total of 155 comments were made about children and young people and these were broken down into the following categories:**

- Children
- Young people, youth and teenagers

**36 comments were made about children and were broken down as follows:**

**23 comments about facilities and services including:**

- Quality of services toddler/ disabled people
- Children's play areas -updating and more for 8 years + children
- Services and activities for children and young people
- Parks for children/young people (Bristol has places like Blaise / Hengrove that are fantastic!)
- Cinema or bowling for older children
- Children only have the leisure centre especially in winter
- More facilities for children - over and above the park and leisure centre - they need clubs to go to
- Young kids - hanging around in the street making a lot of noise - there are not enough areas for them to hang about and they end up in the streets near the local school

**Six comments were made about education including:**

- Educational placements for high functioning Autistic children within the county
- Places in local schools should be for local children
- Increased support for parents with children at school
- There needs to be a specialist secondary school and college for Asperger/ASD children so they don't need to go out of authority

**Five comments were made about children's behaviour including:**

- More kids / children should pick up litter
- Teaching school children manners – children from the local school throw rubbish on the street near the school – the difference when they are on holiday is amazing

**One comment about children's safety:**

- Safer places to cross roads, especially for children

**One miscellaneous comment about children including:**

- Care and support of disabled children

**119 comments were made about young people and teenagers and were broken down as follows:****89 comments about facilities and services including:**

- More youth centres ( activities for young teenagers )
- More things for teenagers to get involved in during evenings so they don't hang around the underpasses
- Local place for teenagers to hang out in the dry
- Promotion of public transport (particularly to teenagers)
- Improve youth facilities
- Youth provision
- More funding for youth club
- Facilities for young need to be improved - I feel sorry for them
- More youth work activities provided by the local authorities
- Transport - regular buses - cheap fares for young people – concessions
- Buildings at affordable rates for youth groups - guides, scouts etc.
- After school provision for young people i.e. more youth clubs and age appropriate facilities such as sport/skate/bmx parks
- More information on youth events and clubs in the area
- With the problems of childhood obesity - there needs to be more things to do such as free swimming for young and old
- Children and young people's services need increased funding to ensure quality services

**15 comments about young people's behaviour including:**

- Threatening looking teenagers
- There's not a lot to do for teenagers - they just get drunk and vandalise parks
- There are a few gangs around - youths just seem more mouthy these days
- Behaviour and attitudes of young people
- Youth! (not all of them - the ones who are shooting our swans, setting fires in our woods, riding scramble bikes around...)
- Youth vandalism

**11 comments about jobs and opportunities for young people including:**

- Youngsters need more help getting jobs even after getting degrees
- More jobs for younger people
- More input from younger people on local committees (for example the town council)
- More opportunities for apprenticeships for the young
- More one-to-one careers guidance for young people - they need trained professionals to help guide and interpret not just on-line information
- More places for the young to demonstrate their abilities to be industrious citizens

**Four miscellaneous comments about young people:**

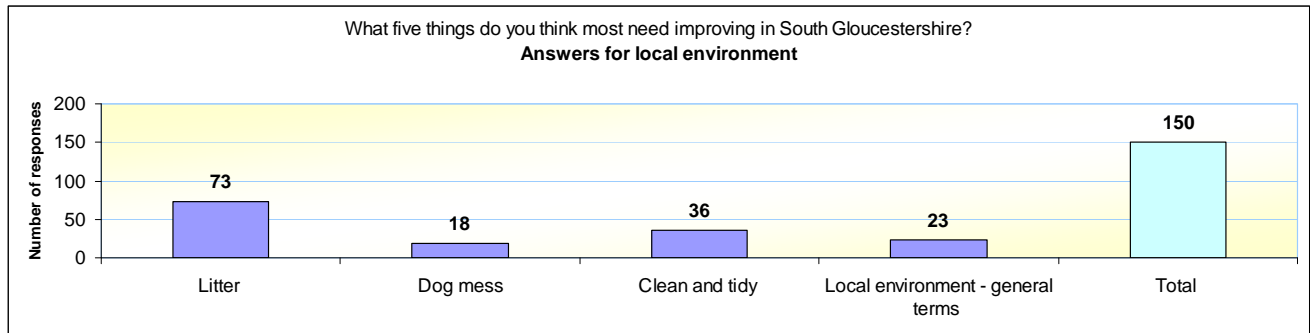
- Opinion of teenagers
- Less demonisation of young people by authority figures
- Mixing of ages, particularly with young people who feel alienated
- Less police officers around youth groups

## 5. Local environment

A total of 150 comments were made about the local environment and these were broken down into the following categories:

- Litter
- Dog mess
- Clean and tidy
- Local environment / surroundings – general terms

See graph below -



**73 comments were made about litter including:**

- Litter cleared regularly, more effort in prosecuting offenders
- Clearing litter and graffiti
- Less litter
- Litter collection
- Litter and dog fouling cleaning
- Litter collection from streets and fields
- The amount of litter and rubbish people drop and tip
- Litter along the cycle track needs to be collected more frequently and there are no litter bins along the track
- Planning enforcement (Dropped kerbs done properly - loose stones littering onto paths are dangerous and unsightly)
- Litter and dog bins emptied more often

**18 comments were made about dog fouling including:**

- Reduction of litter and dog fouling
- Tougher penalties for owners of dogs who foul the streets and cause repeated disturbances.
- Dog fouling in parks
- Dog fouling fines - it's everywhere in Kingswood, every pavement I walk on, disgusting!
- Reduce dog fouling - not sure how but it's an awful problem in some areas, e.g. Frampton Cotterell
- In Staple Hill there is dog mess but it doesn't seem to happen at Emersons Green

**36 comments were made about clean and tidy including:**

- Keeping streets clean and tidy e.g. removal of takeaway wrappers and general rubbish
- Road/Street Cleaning
- Clean up graffiti
- Cleaner environment
- Drains and side streets to be cleaned so that there is not such a risk of flooding
- Clean streets but not hedgerows and verges ( Kingsfield lane )

- Clean area - the lane from Blakeney Road to Asda is disgusting

**23 comments were made about the local environment. Due to the variety of comments, they were broken down into the following sub groups: see graph below -**

- **Nine comments about a clean / cared for environment including:**
  - Litter – a lot of people have no respect for their environment
  - Paths overgrown need clearing
  - Paths and hedges need to be managed more often
  - Environment – some parks not as well tended as others – noticeable with grandchildren
  - Alleyways (e.g. at top of Moravian rd) disused space, messy
- **One comment about a safe environment:**
  - Safe environment – do I feel safe in my house or out walking
- **Four comments about the natural environment:**
  - Care of hedges, more layering, less hacking off
  - More street trees
  - A genuine resolve on the part of the authority to enhance the viability of the natural environment
- **Two comments were made about a peaceful and quiet environment including:**
  - Noise after 11pm
- **Seven general comments were made about the local environment including:**
  - Where did all the flowers go?
  - Unevenness / slope of pavement / broken slabs
  - Christmas decorations - they are the same every year or get worse
  - What do teenagers need to stop acting anti-socially and ruining my living environment

#### Additional comments

**There were, a wide range of comments outside of the top five that will now be presented.**

**In no particular order, they are as follows:**

- Green / open spaces ( comments)
- Housing
- Development, infrastructure and planning
- Crime and safety
- Environmental issues
- Community, people and social issues
- Learning
- Elderly people
- Health
- Economy and work
- Facilities and amenities
- Village, town and city comments
- Convenience of location

**A summary of comments on each of the above sections follows:**

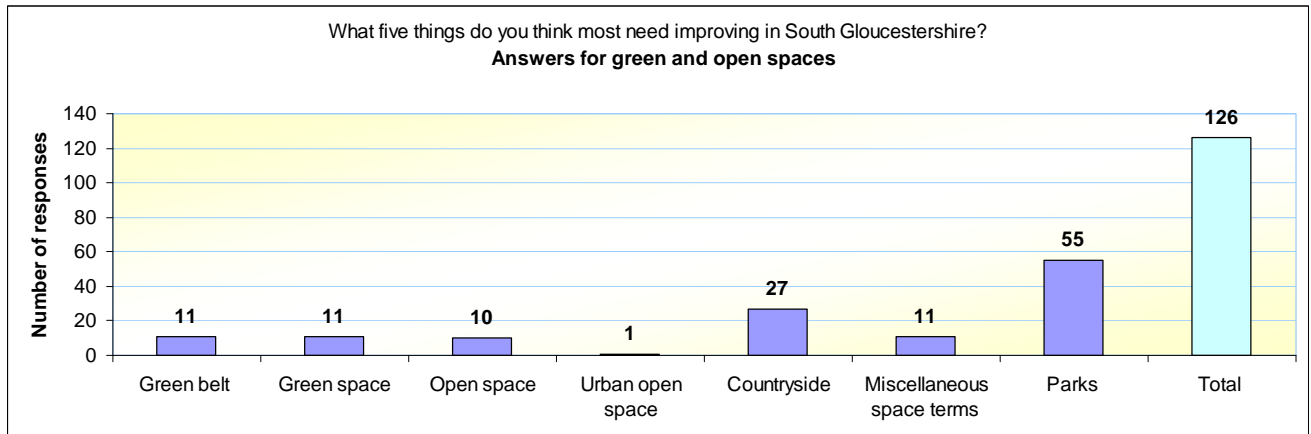
#### Green / open spaces / countryside

**A total of 126 comments were made about the Green / open spaces / countryside and these were broken down into the following categories:**

- Green belt

- Green space
- Open space
- Urban open space
- Countryside and rural
- Miscellaneous green terms such as nature and fields
- Parks

See graph below -



**11 comments were made about the green belt including:**

- Green belt preservation
- Protection of green belt from development
- More awareness about our green belt
- Security of the green belt around Thornbury

**11 comments were made about the green space including:**

- Concern for green spaces and lack of sensitivity and consultation from planners
- Tidying green space
- We need to protect our green spaces from further housing and from travellers
- Maintaining green spaces – more trees
- Constant need to build on green spaces

**10 comments were made about open space including:**

- Access to open spaces
- Litter collection from open space areas
- More playing fields and open space access
- Keep the parks and open spaces
- Far too much house building happening taking away open space

**One comment was made about urban open space:**

- Cycle track down by the pond in Bradley Stoke – there is one muddy bit – Willow Brook Nature reserve

**27 comments were made about countryside and rural areas space including:**

- Footpaths in countryside often overgrown
- Would like more bus services into countryside / and more regular
- Rural transport plans
- More waste bins in parks and rural areas
- Speed limits on rural roads
- Do not saturate the area with new housing; it will be catastrophic for the road system and change the area's rural nature
- Shops in rural areas
- Access to broadband in rural locations

- More youth club provision in rural areas

**11 miscellaneous green terms such as nature and fields including:**

- More investment in the existing infrastructure – stop taking the easy option and allowing green field development
- Litter collection from streets and fields
- Country lane speed limits
- Prevention of fly tipping and general littering of country roads
- Better protection of nature reserve and more reserves needed

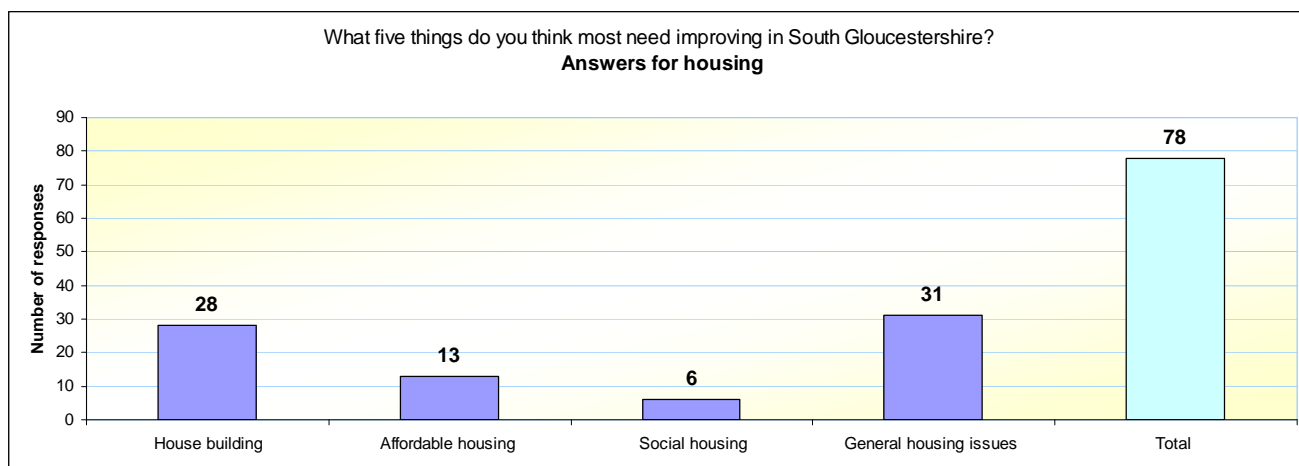
**55 comments about parks including:**

- Provision of parks for older people to enjoy with scented flower beds, shrubs and seating
- Park facilities
- Street lights in parks
- More police around the streets and parks
- Parks - separate places for teens and toddlers
- More things in parks for older children
- Secure cycle parks near town centres
- We don't have a large park/play area like other neighbouring authorities (e.g. Victoria & Keynsham parks in Banes, Hengrove & Oldbury Court in Bristol)
- Better parks with more things for children
- Park keepers
- Dog fouling in parks
- Environment - some parks not as well tended as others - noticeable with grandchildren
- More destination play areas like bath park, blaze castle
- More things in Kingswood park
- Stop drug taking in Kingsgate Park - take seats away from corner by locked gate
- The park on Baileys Court Road is disgusting - it is too small and needs updating
- Tree cutting - over grown pathways - in Almondsbury Park overgrown in children's play areas it is dreadful
- Goal nets permanently on Elm Park
- There's not a lot to do for teenagers – they just get drunk and vandalise parks

**Housing**

**A total of 78 comments were made around housing and these were broken down into the following categories:**

See graph below -



**28 comments were made about house building including:**

- Restriction on building new homes
- More well built houses with proper walls not thin ones where you can hear everything next door
- New housing should keep with a traditional theme and match neighbouring houses in looks
- Reduce large scale housing developments
- Do not saturate the area with new housing; it will be catastrophic for the road system and change the area's rural nature
- Too many new housing estates
- Large housing areas - they should spread them out - if they are all in one area it spoils the area. I remember the villages before the development
- Planning allowing empty business properties to be converted into residential ones to address the housing shortage
- Planning - sensible planning and development. Don't plonk a 1,500 housing estate when the infrastructure is not there!
- Stop all new housing or at least make developers build attractive houses instead of what is now on offer

**13 comments were made about affordable housing and housing need including:**

- More affordable homes
- Somewhere affordable for the elderly to live. Residential homes or sheltered (warden) accommodation
- Housing for older people
- Affordable social housing
- Provision of affordable housing for those brought up in a village so that (if they want to) they can afford to stay there when they grow up
- More low cost housing for first time buyers
- Availability of affordable housing, especially 1 bed flats
- Increased housing for vulnerable adults

**Six comments were made about social housing including:**

- Less use of temporary accommodation
- The council / social housing area is run down - feel we are the last considered in everything - the roads, bins etc. Because it is a ' council area '
- More social housing for old people
- House prices are high - council houses should be built to encourage more facilities
- More social housing

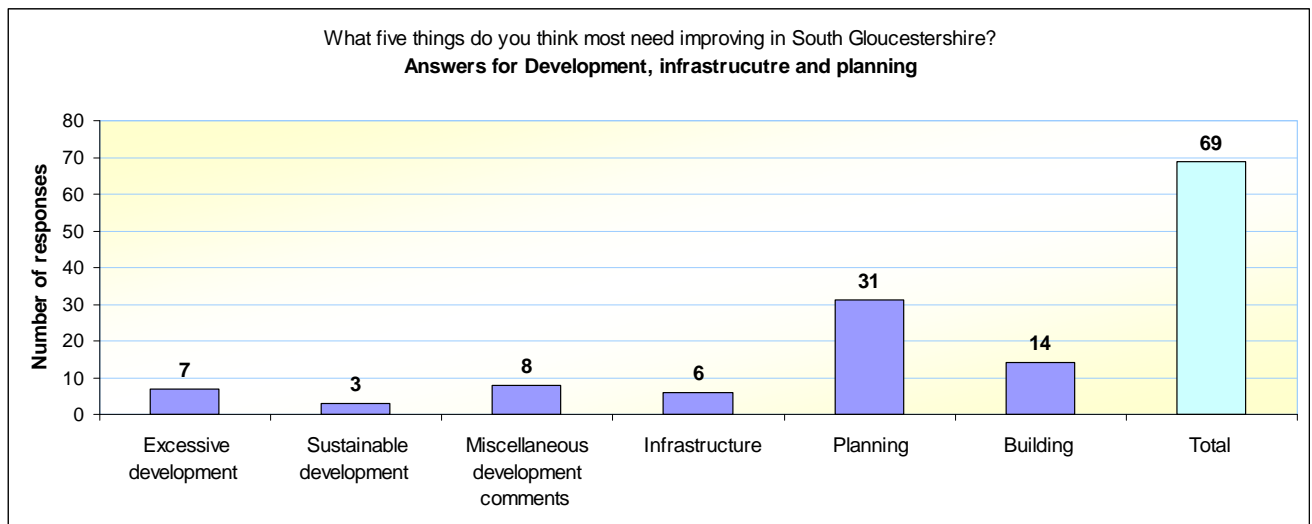
**31 general comments were made about housing including:**

- Giving out homes to anyone - under 21
- Maintaining diversity of housing
- Housing - decent and needs to be of more / higher quality
- Definitely road systems as more and more housing/shops industrial units are appearing with no improvements to roads
- Lack of infrastructure and support services for new housing developments
- Dedicated cycle paths on all new build developments, housing and business
- Overcrowded and too many housing estates
- Housing strategy
- Better spread of housing
- We need to protect our green spaces from further housing and from travellers
- Housing there is not enough and the quality

- The quality of the existing housing stock re sustainability agenda (need for retro-fitting)
- New roads to accommodate any new housing in S Gloucestershire, for Yate and north fringe - bypass for Winterbourne, new roads into /out of Yate
- Buy to Let - landlords must be made responsible for unkempt properties
- Range of residential properties available; not enough at higher end
- Encouragement for the owners of empty properties to let them out or sell
- Investment in upgrading old housing stock in preparation for peak oil and more and more expensive energy costs, especially for vulnerable

## Development, planning and infrastructure

**A total of 69 comments were made about issues like development, infrastructure and planning and they were broken down as follows:**



**Seven comments were made about excessive development including:**

- There is too high density development and there aren't the facilities to cater for it
- Protection from over development
- Greater restrictions on development of large superstores and shopping outlets
- Keeping green spaces green, preventing development on green belt land

**Three comments were made about sustainable development:**

- Need to make new build residential property more sustainable - grey water storage, solar panels, landscaping, trees etc. as standard
- Renewable energy and low impact development planning approvals
- Insistence on developers creating real wildlife corridors

**Eight miscellaneous comments were made about development:**

- More information about developments
- Planning office to be more interested in the community than the developers
- The political favouritism to business making a profit at our cost, typically giving in to developers
- Stop losing / selling off heritage
- Stop prioritising motor vehicles

**Six comments were made about infrastructure including:**

- Lack of public facilities to go with all the new building
- Location / position of new power station and the impact on the environment and infrastructure
- Long term infrastructure to support the aged

- More investment in the existing infrastructure stop taking the easy option and allowing green field development
- Waterways i.e. canals and rivers

**31 comments were made about planning including:**

- More balanced operation by Planning Dept
- Concern for green spaces and lack of sensitivity and consultation from planners
- Less petty and more real practical attitude from town planning officials
- Forward planning and accountability for major expenditure e.g. Council Offices - how many £millions?
- Planning consent for wind turbine/solar panels
- Ignoring the needs of the thousands of horse riders in every planning policy
- The towns in south Gloucestershire are bland and run down - Thornbury, Yate have no soul due to poor planning
- The planning system - seems to be inconsistent in handling applications, and not transparent enough
- Planning to listen to local people more
- Planning for electric cars
- Planning enforcement
- South Gloucestershire is getting lax with their planning control
- Insufficient lack of communication e.g. re Lodge Farm and the Park Farm proposals
- The planning regime, so that strategic planning for the Bristol conurbation really happens, and S Glos doesn't proceed in isolation
- Planners should think of people in immediate area / existing residents and how they get to amenities and get around etc.
- No storm drainage into sewerage systems

**14 comments were made about building / buildings including:**

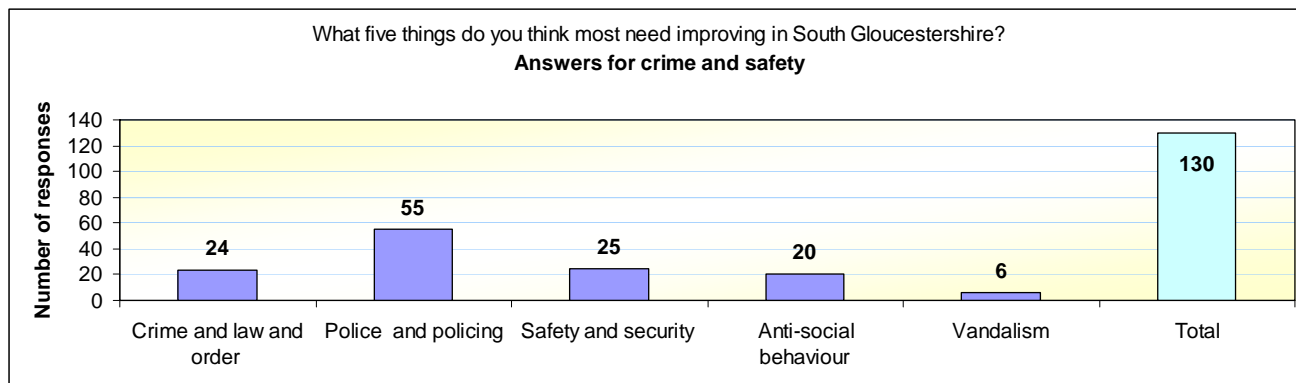
- Constant need to build on green spaces
- Noise - road noise and building noise
- Modern buildings not flats
- Cap buildings - roads cannot cope
- State of some public buildings, especially schools
- Improve local community buildings
- Patchway Youth Club - facilities and condition of building

**Crime and safety**

**A total of 130 comments were made around crime and safety and these were broken down into the following categories:**

- Crime and law and order
- Police and policing including
- Safety and security
- Anti-social behaviour
- Vandalism

See graph on the next page -



**There were 24 comments made about crime and law and order including:**

- Minor crime
- Rural crime
- Crime reduction
- Targeting criminals in hot spots not just in the daylight
- Crime prevention especially fly tipping, litter and graffiti
- Anti-social behaviour and petty crime needs to be properly addressed
- Reduced crime especially youngsters drinking
- Whole systems upside down. The criminals only get a slap on the wrist and the victims suffer and don't get enough support
- Support to reducing incidence of burglaries
- Probation officers / services

**There were 55 comments made about the police and policing including:**

- Need to see more Community Officers on the beat - rarely see a police officer now
- Firmer action by police and magistrates to reduce vandalism
- Police to stop yobs
- More police and neighbourhood watch schemes - there have been quite a few garages broken into in the area recently
- Giving more powers and facilities to the police
- Police - better rural coverage / quicker response times
- On foot police presence in central areas like Yate shopping centre during the week and in Chipping Sodbury high street on weekend evenings
- Better policing of the speed limit through Easter Compton
- A police force that is visible and not five miles away at Bitton
- Kingswood needs more Police presence at weekends to stop anti social behaviour
- More police - walking around - I was attacked two years ago - Yate has consistent problems
- Policing in Cadbury Heath area. Can we have more visibility and community policing

**A total of 25 comments were made about safety and security and they were broken down as follows:**

- **Seven comments around general safety and security issues including:**
  - Street drinkers
  - Any improvements that make it feel safer
  - More security e.g. less areas with threatening groups hanging around
- **Two comments around safety and crime and policing issues:**
  - Safety ( naughty youths )
  - Raising the profile/visibility of people who ensure safety within the community - police and others e.g. Play Rangers so that people all feel safe
- **Ten comments about road safety and other travel issues including:**
  - Road safety education

- Safe cycle paths
- Road safety - need more speed bumps
- More slow speed areas and no parking areas so that streets are safer
- Safer crossings to schools
- Cossham street should have a crossing
- **Six comments about a safe environment including:**
  - Lighting in certain dark areas at night
  - Safe park
  - Safe environment - do I feel safe in my house or out walking
  - Local facilities within an easy and safe walk
  - Safe pathway from Alveston to Oldown

**There were 20 comments made about anti-social behaviour including:**

- Tackling anti social behaviour
- Anti-social behaviour (especially Friday / Saturday nights on the main routes home from pubs)
- Some anti-social behaviour in certain areas, including speeding through residential areas and noise at night
- What do teenagers need to stop acting anti - socially and ruining my living environment
- Language and swearing
- Kingswood needs more Police presence at weekends to stop anti social behaviour
- Less gangs

**There were six comments made about vandalism including:**

- Youth vandalism
- There has been vandalism – cars scratched

**Environmental protection and sustainability issues**

**A total of 42 comments were made around environmental issues and they were broken down as follows:**

**Two comments were made around protecting the environment including:**

- More simple ways to be environmentally friendly

**Nine miscellaneous comments made around environmental issues including:**

- Support green technologies
- More allotments
- Local food provision, allotments
- Planting more trees, Forest of Avon extended urban areas
- More allotments especially in the Bradley Stoke area , there are none
- Council commitment to reducing radically its CO2 emissions
- Flooding issues

**13 comments were made around renewable energy including:**

- More commitment to renewable energy - make getting a solar panel easy
- Not enough emphasis on energy efficiency and renewable energy
- Renewable energy and Low Impact Development planning approvals
- Location / position of new power station and the impact on the environment and infrastructure
- Reviewed planning criteria to link to renewables
- Green power generating from wind turbines and use of tides and currents in rivers and seas

**Six additional comments were made around sustainability including:**

- The quality of the existing housing stock re sustainability agenda (need for retro-fitting)

- More support needed to make schools more sustainable
- Need to make new build residential property more sustainable - grey water storage, solar panels, landscaping, trees etc. as standard

**Five comments made around pollution including:**

- Stricter enforcement of noise pollution from cars etc.
- Pollution

**Seven comments made about conservation including:**

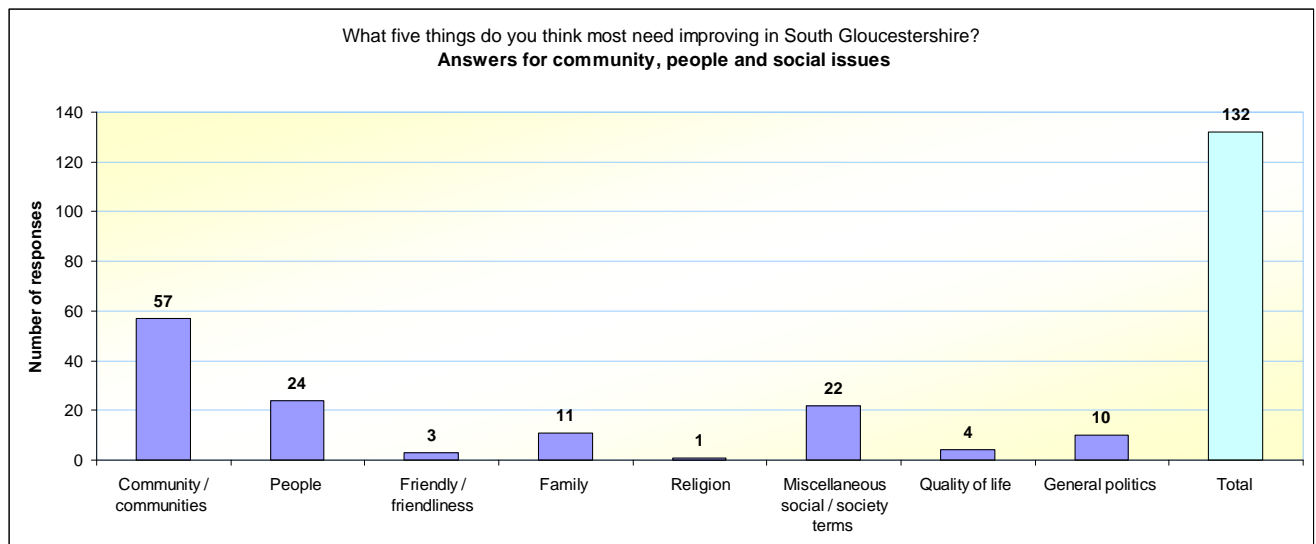
- The lack of wildlife conservation
- The commons/heath to be protected
- Planning permissions in/for conservation areas - especially regarding new/'green'/eco technologies and old/listed houses, buildings
- Conservation Area Policy - Sensible Conservation Officers who know and understand a conservation area.

**Community, people and social issues**

**A total of 132 comments were made about community, people and social issues and were broken down into the following categories:**

- Community / communities
- People
- Friendly / friendliness
- Friends and family
- Religion and church
- Miscellaneous social / society terms
- Quality of life
- General politics

See graph below –



**A total of 57 comments were made around community issues and they were broken down as follows:**

- **Nine comments about community spirit including:**
  - We still need a stronger sense of community
  - Better sense of community in some of the urban areas
  - Sense of community and togetherness
  - Build community feeling by more neighbourhood events
- **16 comments about community facilities and services including:**

- Improved facilities and services to the rural community
- Public social meeting places
- More money in schools and community centres, need to educate parents and children and take more proactive measures to help society
- Need to provide free things for young to do and more going on at community centre
- Improve local community buildings
- Lack of community events in the winter
- More things to do in the community
- Community recycling centres to include the exchange of unwanted but usable stuff
- **Six comments about community safety including:**
  - More police around the community
- **Eight comments about community engagement / involvement including:**
  - Community participation
  - More groups (council and community) should work together for win win results
  - 'Community' to be built to allow people to feel that they are not powerless and pawns in a system
  - The remoteness of the Council - community engagement needs a shake up
  - Getting opportunity for involvement with communities
- **18 miscellaneous comments about community including:**
  - More projects to help the community
  - Education and community
  - A council that is active in the community. We don't even see our councillors unless there is an election
  - Council accounting systems to ensure money is not wasted on non value added projects for the community
  - Support to reduce the cost of heating oil for rural communities that don't have mains gas
  - Encouragement for small shops and businesses catering for the local community and selling quality goods
  - Planning office to be more interested in the community than the developers
  - More community farms / small holdings to supply local shops
  - Support for farming community
  - Community cohesion

**There were 24 comments made about people including:**

- Listen to local people
- Some people
- Less bad people and hoodies
- Sometimes people cause problems - few drunks
- The impact of the extra people / workers on services
- More involvement of local people in planning decisions
- Needs to be more invested in everything to give people some pride in their place
- More support for local people to make a difference in their local community
- People dumping beer glass from The Stokers and dumping outside people's homes

**A further three comments were made using the term friendly including:**

- Animal and wildlife friendly places to visit

**11 comments were about family including:**

- Support for families in relationship difficulties
- More general accessibility to services for everyone not just low-income families for example

- More support for families who are struggling
- Public transport prices for families
- Community facility prices for families
- Levels of services for families -birth to 5
- Parental responsibility

**One comment about religion and church:**

- Support /positive acknowledgement for local charitable and church works

**22 miscellaneous social / society comments were made including:**

- Advice and help for the less well off
- Racism
- Respectful neighbours
- Planning system so neighbourhood balance is preserved
- Respect
- Honesty
- A firm line with the travelling community and monitoring illegal camps
- BME communities are here to stay and make a greater contribution to the society
- Diversity of population
- Keeping twinning movement alive
- Citizens having a voice to influence changes
- The ability for residents to raise issues
- Public should be made more aware of individual civic responsibility

**Four comments were made about quality of life and standard of living including:**

- Everything could be improved but not dissatisfied with anything

**Ten comments were made about general politics including:**

- Political situation - too stable - same old thing all the time - political parties aren't challenged
- Common sense in dealing with local issues
- Politicians who listen to local concerns and give objective non political answers
- The favouritism towards certain areas
- A publicly elected mayor
- Accountability from local govt (both elected and non-elected)

## Learning

**A total of 92 comments were made about learning and were broken down into the following categories:**

- Schools
- Education
- College and university

**68 comments were about schools including:**

- Schools
- The schools are really awful
- Fairer Treatment for Small Schools
- More parental input into schools - allow them to face families not LEA
- Quality of teaching in some (only) schools
- After School Activities
- Investment in education and school facilities
- More money for schools - apparently south Gloucestershire is in lowest ten percent in country on spending per child ( one of lowest in the country )

- Liaison with bordering councils to address neutral funding provision for free cross-border access to schools
- Alignment of preschools and schools
- Schools admission process too rigid. Needs to be thought through
- Bad catchment area / admissions policy for schools
- Removal of Primary school portacabin extensions - should be proper bricks and mortar main building extensions
- Secondary Schools not big enough
- Schools - money and work involvement ( work opportunities and investment from business etc. )
- Hanham High School
- Improve schools - Marlwood School is a bit tired - the schools need to be modernised
- School buildings at The Ridings High School campus

**21 comments were about education including:**

- Education standards need to be maintained in the area
- More adult education classes
- Adult education and information re global warming
- Open up more adult education to all by reducing fees
- More parenting courses for parents
- Early years provision
- More evening classes
- Special needs education at primary level with more funding for statementing at the early stages where help most needed
- Educational placements for high functioning Autistic children within the county

**Three comments were about college and university including:**

- Quality teaching in schools and colleges

## Elderly people

**A total of 20 comments were made about elderly people including:**

- Help for the elderly and infirm
- Support village shops to prevent further closure which affect the elderly
- Improved services for the elderly- more widely available and promoted
- Transport systems should be upgraded especially for elderly people and rural areas - needs to be more flexible
- More activities for older (over 60) people
- Engagement with the more mature residents
- Provision of parks for older people to enjoy with scented flower beds, shrubs and seating
- More help for older people and more facilities
- Inflation has affected pensioners - reinstate pensioner discounts at sports halls etc.
- Accommodation for old people - could make it easier for people with property to downsize

## Health

**A total of 61 comments were made around health issues and were broken down as follows:**

**13 comments specifically mentioning health including:**

- Better health service
- Joined up partnership working between statutory mental health services and drug and alcohol services
- Shops selling healthy food

- Secondary health care (loss of Frenchay means RUH is most convenient provider for many, and only sensible provider for emergency care!)
- Very poor and disjointed health service, messing things up between them
- More funding for health
- Health services - need more available out of hours
- Dental centres lack of trained staff and equipment
- Health service - hospitals - not good to downgrade Frenchay - it will be hard to park in Southmead

**Five additional comments were made about medical issues including:**

- Medical Services, too many rushed appointments and too many mistakes made as a result - services should not be provided by accountants
- Localised medical support
- Midwives ( need more / quality )
- Ambulances

**Six additional comments about doctors and NHS:**

- Doctors waiting times
- Doctors surgery is ok but I'd like to be able to book an appointment on the web
- Getting appointments at Doctors
- Access to GP surgery (from Frenchay)
- A local NHS walk in centre

**30 additional comments about hospitals including:**

- Keeping local Thornbury hospital
- Development of Thornbury hospital - care ward, small injuries, clinics
- Hospital access
- Public Transport to areas other than Bristol, particularly to the new hospital at Southmead
- New Accident and Emergency Unit to replace the departing unit from Frenchay hospital. Southmead is in Bristol with bad access by road
- Don't close Frenchay Hospital
- Disgusting about Frenchay being downgraded - the distance for local people ( from Yate and Chipping Sodbury no hospital ) to get to another hospital
- More importance given to good local hospitals

**Seven additional comments were made about drug and alcohol abuse including:**

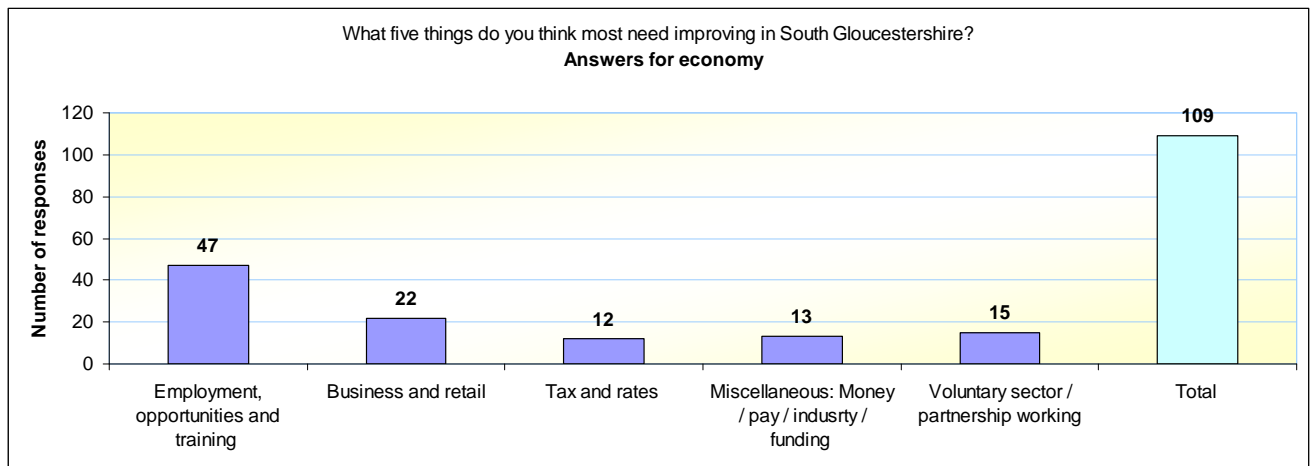
- Drug abuse
- Young people's abuse of alcohol

## Economy and work

**A total of 109 comments were made about the economy these were broken down into the following categories:**

- Employment, opportunities and training
- Business and retail
- Tax and rates
- Miscellaneous comments made about economic issues such as money, pay, industry, funding and prices
- Voluntary sector, partnership working, and volunteering

See graph on the next page -



**There were 47 comments made about employment and jobs and they were broken down as follows:**

- **19 comments about jobs including:**
  - More job opportunities especially for the young
  - More jobs for the young so that they feel included
  - Youngsters need more help getting jobs even after getting degrees
  - More jobs in the county (easy to say, but in this climate...)
  - More jobs for all ages
  - Security of jobs in the area
  - Balanced employment in the towns to reduce commuting and provide better access to jobs
  - Non jobs within council
  - Job clubs
  - More jobs to be created in Thornbury - there is more potential than what we have
- **Ten additional comments about employment including:**
  - Reduction in the number of Council employees (I believe you are the biggest employer in the county)
  - Support for people to gain employment
  - More opportunities for employment and training
  - Link between M4 and ring road - new park at Emersons will cause more problems on the road what with all the new employment there
  - We need a bus service ( such as a park and ride ) provided by big employers (Sunlife / Friends Provident ) to ease congestion
- **11 additional comments about work including:**
  - Transport links - large areas have to rely on cars both for work and pleasure
  - More encouragement and access for people to walk and cycle to and from work - less emphasis on providing for cars and lorries
  - Housing to go into brown field sites and near to where people work
  - Getting people back into work
  - Crèche facilities in work environment
  - Leisure centres - all open at 7.00 or earlier to allow people who go to work to exercise
  - Schools - money and work involvement ( work opportunities and investment from business etc. )
  - The impact of the extra people / workers on services
- **Three comments about opportunities including:**
  - Improved opportunities for school leavers and graduates
  - Equal opportunities
- **Four comments about training including:**

- More one-to-one careers guidance for young people - they need trained professionals to help guide and interpret not just on-line info
- More opportunities for employment and training

**There were 22 comments made about business, economy and retail and they were broken down as follows:**

- **14 comments about business including:**

- Supporting independent businesses
- Help for truly local businesses
- Encouraging small businesses
- Support for businesses to locate and grow in South Gloucestershire
- Encouragement for small shops and businesses catering for the local community and selling quality goods
- Reduction of red tape imposed on local businesses
- Would like to see help for small businesses - there are too many empty shops in Thornbury
- Ought to make rents for shops lower - puts off smaller retailers taking up all the empty units
- Shopping - in Thornbury there should be lower rents - need to bring more business into the area

- **One comment about the economy:**

- Not really - can always make improvements to services but all seem relatively good compared with the rest of the country given the economic situation

- **Three comments about investment:**

- The trading estate could be improved to attract inward investment - this issue linked to the road issue and need link off M4 to this area
- Need to invest in Patchway. More put into attracting outside people and not enough invested in local / existing people - Charlton Hayes
- Needs to be more invested in everything to give people some pride in their place

- **Four comments about trade, retail and enterprise including:**

- Number of fairtrade outlets
- Kingswood main street help for local trades
- Support for SMEs (*small and medium enterprises*) and in particular the retail sector
- Social enterprise to be implemented and managed correctly

**There were 12 comments tax and rates including:**

- The high council tax
- Determination to increase council taxes (or whatever might replace them) at a rate no greater than official annual inflation rates
- Less tax and VAT - England's debt is not mine
- Lower costs - rates and taxes
- Council tax is too high for Stoke Lodge area

**There were 13 miscellaneous comments made about economic issues such as money, pay, industry, funding and prices including:**

- Reduction in red tape and waste of public money
- Cap salaries of top earners within SGC to reasonable level
- The signal box in Warmley needs more money to completely restore it
- More manufacturing Industry
- Area around back of Kingswood - the old industrial areas need improving
- Lots of funding for things
- Financial support for rural communities
- Keep airfield open

**There were 15 comments made about the voluntary sector, partnership working, and volunteering including:**

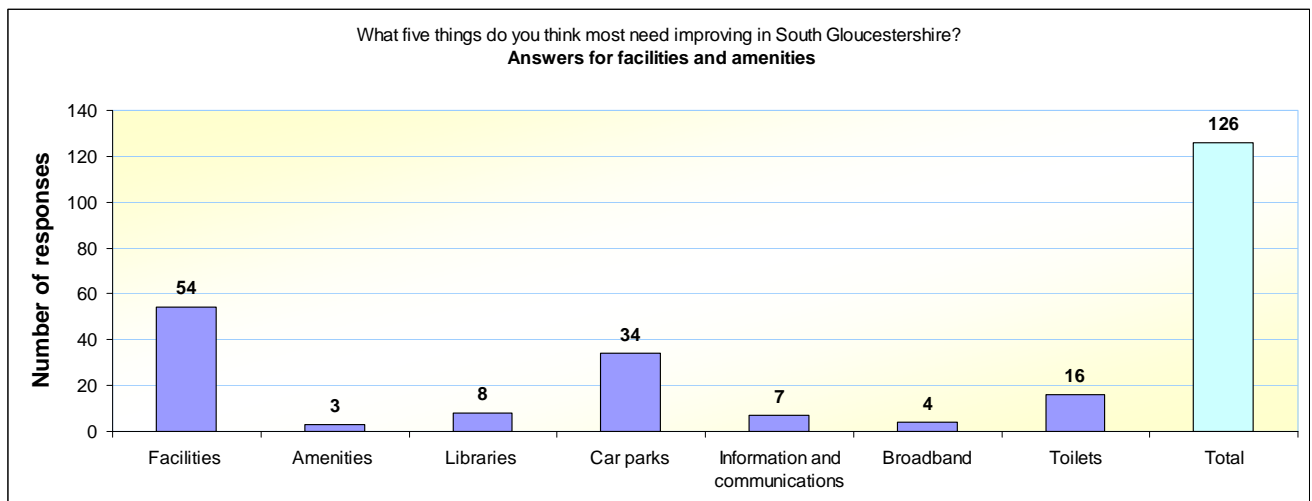
- More support for charitable organisations
- Please continue to support voluntary groups, which are looking after human needs
- More cooperation and joint working with the voluntary sector
- Recognition of 3rd sector organisations
- Better partnership with police
- Volunteers
- Too many charity shops in town centres - reduced rates

**Facilities and amenities**

**A total of 126 comments were made about the facilities and amenities including libraries and car parking and these were broken down into the following categories:**

- Facilities
- Amenities
- Libraries
- Car parks
- Information and communications
- Broadband
- Toilets

See graph below -



**54 comments were made about facilities including:**

- Facilities for teenagers
- After school provision for young people i.e. more youth clubs and age appropriate facilities such as sport/skate/bmx parks
- More facilities for the elderly
- General facilities - better playground - it has got tacky lately
- More dedicated facilities for specific age groups
- Seating areas
- Improved facilities and services to the rural community
- Access to post offices
- Maintenance of public areas - seems to be left too long before maintenance is carried out
- There is too high density development and there aren't the facilities to cater for it
- Lack of public facilities to go with all the new building
- More posters around for helpful facilities e.g. for abuse / support groups
- Community facility prices for families

- A&E facilities

**Three additional comments were made about amenities including:**

- Planners should think of people in immediate area / existing residents and how they get to amenities and get around etc.
- More taxi ranks

**Eight additional comments were made about libraries including:**

- The library service needs more money
- Promotion of the library service
- Keep libraries and post office open

**There were 34 comments made about car parks including:**

- Better parking for shoppers inc disabled
- More parking available in shopping areas and hospitals etc. without excessive charges
- Better parking schemes for residents
- Greater enforcement of traffic violations, e.g. persistently parking on double yellow lines
- I lived here for 66 years and parking is a big problem (a big one)
- More slow speed areas and no parking areas so that streets are safer
- Would be better if it had more parking
- Keep our free car parks in Thornbury as they are
- Stop parking by local school – need double yellow lines or something
- Car parking generally must be improved (and Castle Street shouldn't be closed) and general mobility around South Gloucestershire

**There were seven comments about information and communications including:**

- Communication of events and successes
- More information on what's on
- Good communications between LA and public
- Need better publicity - you never know what's going on in Kingswood - need to expand radius over border
- Better publicity of what is happening in South Gloucestershire

**There were four comments about broadband including:**

- Access to broadband in rural locations
- Broadband speed is inadequate and inconsistent

**There were 16 comments made about toilets including:**

- Hygiene in the toilets - public toilets
- Toilets need to be improved
- More local toilets

**Village, town and city comments**

**A total of 56 comments were made using terms such as villages, towns and city and were broken down into the following categories:**

- Villages
- Towns
- City

**There were 20 comments made specifically about villages including:**

- Less heavy goods vehicles using B roads, small towns and villages
- things for young people to do outside school hours in villages and towns
- Reinstate closed post offices to retain local village shops which provide social meeting places, particularly for those not that mobile
- Support village shops to prevent further closure which affect the elderly

- Provision of affordable housing for those brought up in a village so that (if they want to) they can afford to stay there when they grow up
- A footpath/cycle path out of our village instead of walking on dangerous roads
- Control of speeding traffic in villages
- Better public transport to villages and into Bristol at night
- Not happy with South Gloucestershire oil tank terminal sending tankers through Henbury because it won't allow them through Hanham Village - not fair
- Village bypasses e.g. Rangeworthy

**There were 30 comments made about towns and specific urban areas including:**

- Graffiti in town
- Balanced employment in the towns to reduce commuting and provide better access to jobs
- Improve town centres - clean / tidy
- Cutting down on traffic that goes through the town rather than around
- The High Streets in the towns
- Drunks in Chipping Sodbury make it uncomfortable to walk along the High Street in the evenings
- Park and Ride to serve outlying towns – Yate
- Regeneration of town centres like Yate and Thornbury to provide a better quality range of shopping options and leisure activities
- Abbotswood
- Kingswood!

**There were six comments made about the city and the convenience of South Gloucestershire's location including:**

- Evening facilities for young to avoid need to go into the city!
- Since being a university student - I would move to the city
- Park and ride needs to be established to be as good as every other city in the country

**Convenience and location**

**There was one comment made about convenience and location:**

- Accessibility i.e. public transport at convenient times of day and along most relevant routes

## Summary

In summary:

The top five responses to the first question (What five things matter most to you as someone who lives or works in South Gloucestershire?) were as follows:

- Travel
- Lifestyle - leisure and shopping
- Crime and safety
- Community, people and social issues
- Local environment

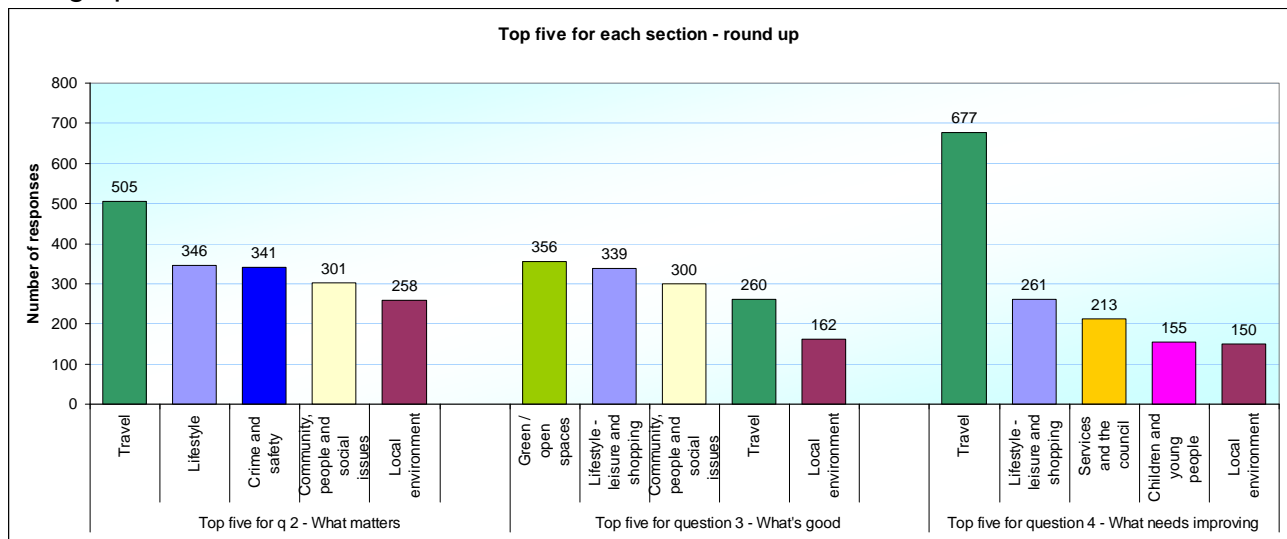
The top five responses to the second question (What five things do you think make South Gloucestershire a good place to live and work?) were as follows:

- Green / open spaces
- Lifestyle - leisure, and shopping
- Community, people and social issues
- Travel
- Local environment

The top five responses to the final question (What five things do you think most need improving in South Gloucestershire?) were as follows:

- Travel
- Lifestyle – leisure and shopping
- Services and the council
- Children and young people
- Local environment

See graph below -



We can see in the top five for all three sections there were travel, lifestyle and local environment. This shows these three categories matter a lot to people and there are things that people would like improved. However, it also shows there are many good things about these categories in South Gloucestershire that people would like to maintain.

The responses also show community, people and social issues matter a lot to people and it is an area that makes South Gloucestershire a good place to live and work.

The responses also show that people would like general services, including those provided by the council, to be improved. Furthermore, people would like to see things for children and young people to be improved.