

Westbere Parish Plan

Business Questionnaire

If completing a paper copy of the questionnaire please return the completed document to the representative who issued the questionnaire to you

If completing an on-line questionnaire please use your unique questionnaire no. to prevent duplication of information

Link to on-line questionnaire: www.westberepc.kentparishes.gov.uk

Westbere Parish Plan Business Questionnaire

Introduction

Welcome to the Westbere Parish Plan Questionnaire-Business Version

Government initiatives have been established to 'Engage Communities' in assisting with improving the effectiveness and efficiency of public services and to develop Sustainable Community Strategies. A key reference for this will be Parish and Community Plans.

Westbere Parish Council has established a programme to consult widely with residents and businesses within the Parish to prepare a Parish Plan that is intended to capture the views and wishes of the respondents now and into the future. The published document will include an action plan to promote the ideas captured in the Plan for the future.

The attached questionnaire has been prepared by the Parish Plan Steering Group for businesses to complete and will enable the Group to collate the data to be included within the Plan. It is hoped that you will find the time to complete all of the questions.

The Parish of Westbere is unusual – it is small but contains a strong business community and whilst it is fully appreciated that priorities regarding the issues raised in the Parish Plan questionnaires may be different between the businesses and the residents, it is hoped that a general agreement may be reached between these two sections of the community for the future of the Parish. The Plan should, as far as possible, cover all requirements no matter how diverse.

Many of the businesses in Westbere, have relocated or started up recently. It is certain that a number of these businesses will have definite views on the services available to them, the area around them and the local authorities especially Canterbury City Council. This is what the Plan will need to address and to help in its preparation we need your views on a range of issues.

The questionnaire therefore has a number of sections:

- A. General Information
- B. Planning, Development Control and Transport
- C. Biodiversity, Sustainability, Recycling and Refuse
- D. Amenities
- E. Crime and Road Safety
- F. Communication

Westbere Parish Council (WPC) is very active on behalf of the Parish and is keen that the Parish Plan should represent the views of as many as possible. It is therefore important that as many organisations as possible complete a questionnaire. It is possible that some of the questions maybe regarded as commercially sensitive, however the more information you are able to provide the more complete will be the Parish Plan.

Remember if you do not contribute your views will not be included.

Section A - General Information

If you require further background or assistance in completing the questionnaire, kindly contact any member of the Steering Group:

Eileen Hill, Walnut Tree Lane	711232
Malcolm Marsh, Church Lane	712531
Gerald Mason, Walnut Tree Lane	713678
Tim Mead, Westbere Lane	713079
Wayne Murray, Church Lane	712990
Laura Shea, Westbere Lane	711612
Norman Smith, Westbere Lane	712463
Frank Rossi, Westbere Lane	711676
Libby Wingfield, Church Lane	711616

The questionnaires will be distributed by an identified representative who will identify how the questionnaire will be collected if you are not electing to use the on line version. It is intended that a questionnaire will be completed by a representative of each business based in the Parish.

- A1** Kindly circle the nature of your business (more than one may be circled if applicable)
Manufacturing Distribution Storage Business Service Consumer Service
Other, please specify

- A2** Was your business established within the Parish of Westbere? (Y/N)

- A3** If your business was first established in Westbere kindly indicate why you have stayed within the Parish.

- A4** Where is your business located? (please circle)
Lakesview Canterbury Industrial Park Other, please specify

- A5** Which year did your business move to its present address?

- A6** Did you move from a previous location? (Y/N)

- A6a** If your answer is 'yes', where (geographically) did you move from?

General Information

A7 Which locations other than Westbere, if any, did you consider? (please specify)

A8 Why did you choose Westbere? (please explain)

A8a Do you believe your decision in favour of Westbere was correct? (Y/N)

A8b If your answer is 'no', why is this? (please explain)

A9 What are the main advantages of your current location? (please specify)

A10 What are the main disadvantages of your current location? (please specify)

A11 Approximately how many people do you currently employ? (please circle)

Full time	<10	11-25	26-50	51-100	>100
Part Time	<10	11-25	26-50	51-100	>100
Based off site	<10	11-25	26-50	51-100	>100

A12 Do your employees live locally, i.e. within the Canterbury District Council area, or further afield?
(if possible please give broad geographical locations *eg.* Thanet, for employees from outside the immediate Canterbury area)

General Information

A13 How do your employees travel to work? (kindly circle approximately, if known, the number for each transport type)

Car	<10	11-25	26-50	51-100	>100
Bus	<10	11-25	26-50	51-100	>100
Train	<10	11-25	26-50	51-100	>100
Cycle	<10	11-25	26-50	51-100	>100
Walk	<10	11-25	26-50	51-100	>100

A14 Are you a freeholder or tenant of your current premises? (Please circle)

Freeholder Tenant

A15 Over the next five years, how do you envisage your business will change? (please circle)

expand contract remain the same

A16 Will these (or other) changes require you to alter your current premises? (Y/N)

A16a If your answer is 'yes', what alterations do you envisage? (please specify)

A17 Would changes in your business require you to consider relocation? (Y/N)

A17a Would this be all or part of your business?

A17b If your answer to A17 is 'yes', would you relocate within the Parish of Westbere or elsewhere? (please specify)

A17c If elsewhere, where and what are the attractions? (please specify)

A18 It is possible that many of the major beneficial changes that could be considered in the action plan will require funds to be raised. In this context would you be prepared to:

A18a Help with fund raising? (Y/N)

A18b Contribute towards the financial support for projects? (Y/N)

General Information

A19 What are the barriers to recruiting staff locally?

A20 Are you aware of Canterbury4Business-the Private/Public Sector partnership for the district www.canterbury4business.co.uk? (Y/N)

Section B - Planning, Development Control, Transport

Planning and Development Control

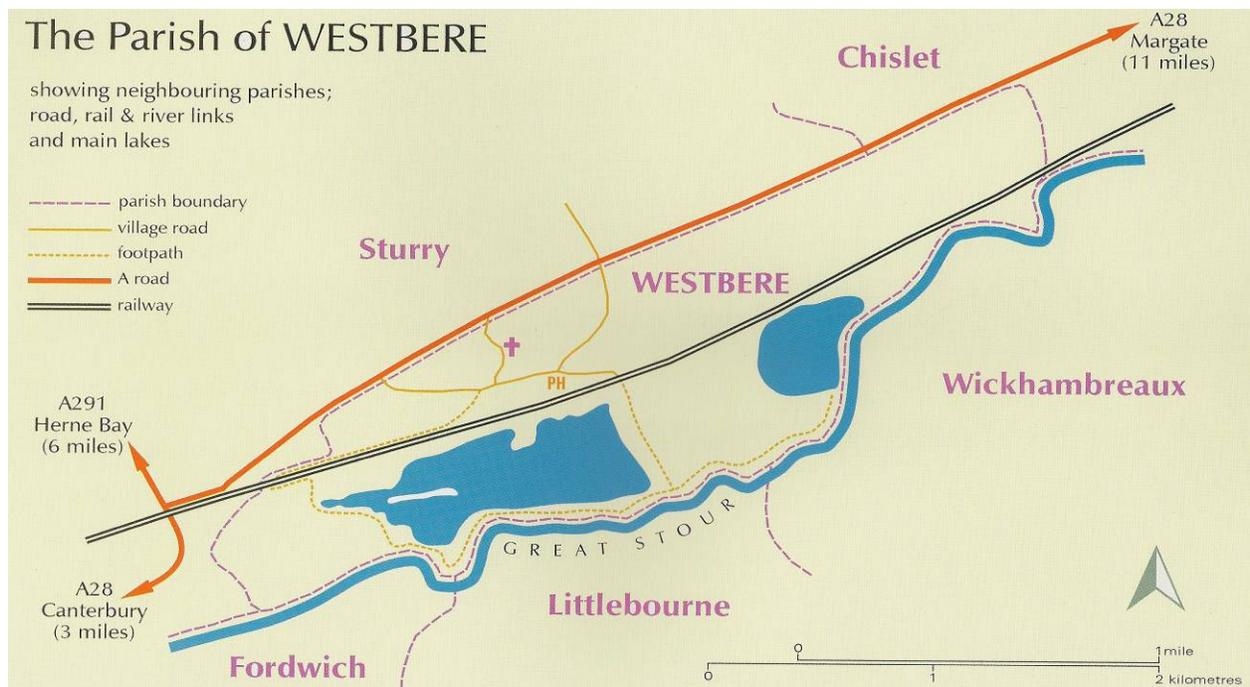
Preamble

Planning and Development Control is often a very emotive area and one in which most people are interested and concerned. The purpose of this section is to identify what level of development respondents would find appropriate/ acceptable if perhaps any.

Applications for planning approval and development are considered in relation to The Canterbury District Plan which is prepared by the local authority in consultation with The Community and relevant groups from within the district. The plan sets out a 'spatial strategy and vision for the district' and in the case of the current plan lasts until 2011. Perhaps the most significant development in recent years within the Parish has been the construction of the Lakesview International Business Park which has very significantly increased the number of businesses within the Parish.

It is noted that at Lakesview there is currently no management team for The Business Park unlike The Canterbury Industrial Park, however when the management structure is in place not only can there be a greater interface with The Parish but the Business Park will be able to input on the needs of the businesses and the Park.

The Parish Council is consulted on all planning applications and can readily work with businesses as well as on behalf of residents. Greater communication should be a central aim of The Plan.



The diagram included here was taken from The Westbere Heritage Trail publication and identifies the Parish boundary

Planning and Development Control

The Parish is defined by a number of differing elements from the village including its conservation areas, the open spaces, the *Site of Special Scientific Interest* (SSSI) incorporating the lakes, and the Business Parks. The village boundary runs along the A28 to the North, as far as the lower fields to the West which are classified as Green Gap space in the district plan, to the South by the Stour and to the East by the Lakesview International Business Park.

The key concerns may be:

- The extent of future development both commercial and residential
- The level of development directly around the village
- Should development zones be identified around the periphery of the village in order to retain the unique identity of the village (*Note: possible zones are indicated at 'P' on the transport plan, see below*)

It is hoped that the responses on this topic may be considered with the preparation of the next Local Plan/ Development Framework.

B1 Should appropriate developments aimed at making Westbere a more self-sustaining community be supported? (Y/N)

B2 The plan included under the Transport Section identifies areas that could be considered for future development, would you support the classification of these zones for development? (Y/N)

B2a If you answer is 'no', please explain your views:

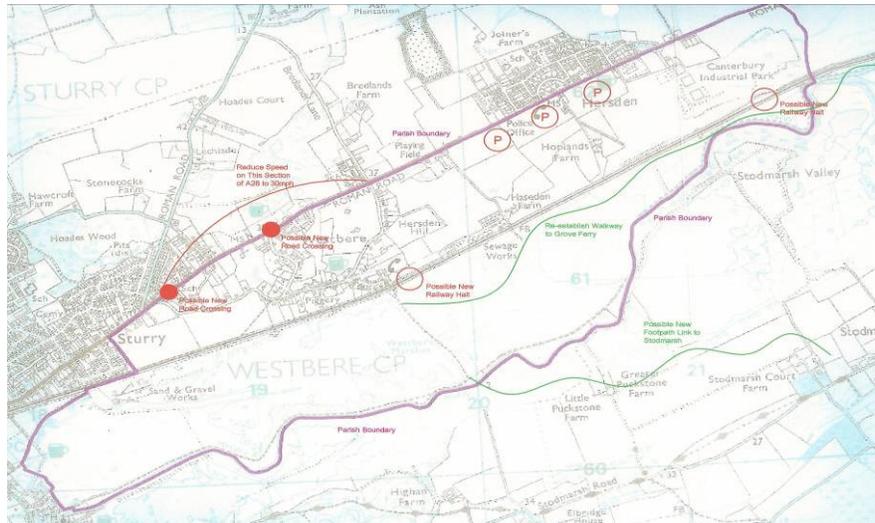
B3 Do you believe that further commercial development within the Parish should be supported? (Y/N)

Transport

Preamble

The transport infrastructure available to and within the Parish comprises of a number of separate elements that no doubt respondents will use to varying degrees. The ideas that have been discussed consider working towards a more co-ordinated and responsive overall system that may try to encourage a reduction in car journeys.

The map included here suggests the general disposition around the Parish and links to some of the questions that follow:



Vehicles

B4 Would you support the establishment of a Green Travel plan for all businesses in the Parish? (Y/N)
(A green travel plan is a document that sets out goals and initiatives for businesses to reduce car travel)

B5 Would you support a car sharing initiative? (Y/N)

B6 Should other shared vehicle transport initiatives such as a mini bus, into say Canterbury town centre at key times, be considered? (Y/N)

B7 Is the car parking around the Businesses Parks adequate? (Y/N)

Roads

B8 Do you believe the maintenance and condition of the roads in the Parish is acceptable? (Y/N)

B9 Is the street lighting adequate? (Y/N)

B10 The A28 which forms the Northern boundary of the Parish is heavily used. A bypass has been proposed in the past, is this something the businesses should support and campaign for? (Y/N)

(Note: the congestion on the A28 along the Parish boundary is a factor that Canterbury City Council have in the past used to resist approaches for development)

Transport

B11 The road network is probably important to your business, please indicate any other enhancements to the road infrastructure that would assist your business:

B12 Are you concerned about vehicle speeds in the Parish? (Y/N)

B13 Would you support additional pedestrian crossings on the A28? (Y/N)

B14 Should any other form of traffic calming around the Business Parks or along the A28 be considered? (Y/N)

Buses

B15 Do you believe the current bus service is adequate? (Y/N)

B16 Would an increased service be beneficial? (Y/N)

B17 Should the service actually enter the Business Parks? (Y/N)

B18 Should the Park and Ride be extended to the Businesses Parks? (Y/N)

Cycling

B19 The cycle routes tend to concentrate on Canterbury and the immediate surroundings, should a cycle route/system around the Parish be considered that links to the established cycle routes? (Y/N)

Walking

B20 Should additional footpath routes/footbridges be considered linking Westbere to Stodmarsh and other villages South of the Stour? (Y/N)

Trains

B21 Do you believe the current train service from Sturry is adequate? (Y/N).

B21a Would an increased service be beneficial? (Y/N)

B22 Would you support the establishment of a train halt at Lakesview in effect recreating the colliery halt? (Y/N)

Section C - Biodiversity, Sustainability, Recycling and Refuse Disposal

Preamble

The Parish of Westbere comprises of a range of natural habitats, as well as the buildings and roads that define the ambience of the Parish, from the Lakes in the South to the open spaces, wildlife and trees that provide unique and diverse habitats that should be preserved and enhanced.

Biodiversity

It is intended to consider a wide range of measures that could enhance the natural environment around the Parish.

C1 Would you support schemes for greater planting and landscaping around the Parish including the Business Parks? (Y/N)

C2 Would you support measures to enhance the biodiversity around the Business Parks? (Y/N)

C3 Would you support initiatives to encourage wildlife around the Business Parks? (Y/N)

C4 Should more open spaces for people to use/enjoy be created? (Y/N)

Carbon Awareness

Considerable emphasis is placed on carbon emissions resulting from greater awareness of the lifestyles we lead. Reducing individual and organisational carbon output contributes to preserving habitats and the environment. Should the Parish collectively raise awareness of individual carbon outputs and establish a Parish wide carbon plan, perhaps whereby parishioners (either working or residing in the Parish) trade off excess carbon output with parishioners who have worked within allocations.

C5 Should greater awareness of individual carbon footprints be promoted by the Parish? (Y/N)

C6 Should a Parish wide carbon monitoring plan be considered? (Y/N)

C7 Should an increase in awareness in systems that can be added to properties to increase energy and resource conservation be promoted? (Y/N)

C8 Should guidance on materials and products to be considered when refurbishing, extending or building new properties (commercial or residential) within the Parish be established? (Y/N)

C9 Should greater use of shared systems such as district heating arrangements, solar centres or wind generation be considered? (Y/N)

Biodiversity, Sustainability, Recycling and Refuse Disposal

Recycling and Refuse Disposal

It is probable that most businesses will be responsible for their own refuse disposal and recycling initiatives. However if we were to work together on initiatives it may be that, with joint pressure, the existing provisions could be extended.

C10 Should a greater range of recycling collections, this may include: glass, textiles, shoes, other, be explored? (Y/N)

C11 Should a recycling station within the Parish (perhaps located at the Canterbury Industrial Park) for the items not currently collected by CCC be considered? (Y/N)

C12 If recycling in the Parish was easier and more comprehensive (to include a wider range of items), would this encourage you to be more environmentally aware and committed to recycling? (Y/N)

Section D - Amenities

Preamble

There are limited amenities available within the Parish and these can perhaps be summarised as the pub, the church, the village hall and the lakes.

D1 Which of the following amenities do you use? (please circle)

The Yew Tree pub The village hall The church

D2 If the church or the village hall was fitted with appropriate facilities such as AV Projection or Internet/Intranet which could be used for presentations, meetings or promotional events would this be of interest to you? (Y/N)

D3 Should more amenities in the Parish be considered? (Y/N)

D3a If 'yes' please give examples:

D4 Should a sports/social centre be considered within one of the Business Parks? (Y/N)

D5 Would you use the Yew Tree more if it provided a wider range of services such as a cash machine? (Y/N)

Section E - Crime and Road Safety

Preamble

Recently there has been little reported crime in Westbere's residential area, though there has been more on the Lakesview International Business Park. Although the Canterbury district is generally a low crime area, the adjacent communities of Sturry South and Hersden are less fortunate than Westbere. There has been little recent opportunity to assess the effectiveness of police emergency response.

E1 Have you had occasion in the last 5 years to call the emergency services? (Y/N)

E1a If so, which? (please circle)

Police Fire Service Ambulance

E1b If the answer was 'yes' was the response time: (please circle)

Prompt Slow Unacceptable

E2 Do you have confidence in speedy responses by the police? (Y/N)

E2a Do you have confidence in the other emergency services? (Y/N)

E3 Would you support the following if provided in the Parish:

Becoming acquainted with the police officers assigned with responsibility for Westbere? (Y/N)

E3a Conventional crime prevention advice? (Y/N)

E3b Fire precaution advice? (Y/N)

E4 Do you believe the design of the Business Parks promotes crime prevention? (Y/N)

E5 Has your premises been broken into? (Y/N)

E6 Would those businesses based on Lakesview be interested in forming a tenants association to cover security and other issues? (Y/N)

Section F - Communication

Preamble

There are a number of notice boards to view and publications available within the Parish. These included "District Life", Westbere Village Preservation Society Newsletters, Parish Council notice boards and Parish Council Newsletters. Westbere Parish Council also has a website www.westberepc.kentparishes.gov.uk. This is updated by the Clerk to the Parish Council.

It is important to understand the preferred styles of communication and how they could be enhanced.

F1 Have you ever used information from any of the following?

South East Region (Y/N)

Kent County Council (Y/N)

Canterbury City Council (Y/N)

Westbere Parish Council (Y/N)

F2 What information would you find useful from Westbere Parish Council?

F2a In what format would you like to receive it?

F3 Which of these do you read? (please tick)

F3a Village Notice Boards?

F3b Parish Council Newsletter?

F3c Heritage Trail Notice Boards?

F4 Do you receive the following? (please tick)

F4a Westbere Village Preservation Society Newsletter?

F4b Link-Up Magazine?

F4c Neighbourhood Watch Newsletter/ emails?

F5 Should the Parish Council website be developed to supplement the other information sources within the Parish, this may include links to other websites and organisations and should be updated regularly? (Y/N)

F6 Would you like the facility to advertise your business on the Parish Council website? (Y/N)

Communication

- F7 Should the following be included on the website? (please tick)
- F7a Village/Parish events?
- F7b Parish Council Meetings, minutes and reports?
- F7c History of the Parish?
- F7d Clubs and activities?
- F7e Local bus and train timetables, including service updates?
- F7f Local weather?
- F7g Are there any other subjects you would like to be considered on the website? (Y/N)
- F7h If 'yes' please specify:
-

- F8 If there was one thing that the Parish could provide that would enable your business to be more effective, what would this be?
-

- F9 It has been suggested that there is a lack of Broadband width in the area is this something you would wish for the Parish and City Councils to lobby to improve? (Y/N)
-

- F10 Finally, are there any other comments you would like to make that have not been covered by this questionnaire? (Y/N)

- F10a If 'yes' please specify:
-

Thank you for taking the time to respond.

"This project is partly funded by DEFRA's Parish Plan Grant Scheme"

