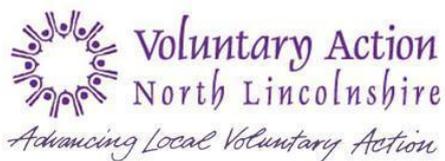


# WINTERTON 2011



A report by Carol Thornton of Voluntary Action North Lincolnshire on research carried out in Winterton between June and September 2011.



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## Introduction

In 2010 the Big Lottery announced that Winterton was to be given £1m. But this was not to be like other, 'normal' Lottery grants. This was the first tranche of a totally new method of giving Lottery money.

The Big Lottery had looked at the national picture and found that some areas were not claiming their fair share of Lottery money. It was decided that an amount would be set aside for these areas, and they would be allotted £1m to support long-term plans to improve their local communities.

North Lincolnshire is one of the areas where grants are not claimed, and through discussion with local organisations and by assessing local statistics, Winterton was chosen as a representative community with a suitable size of population, and which includes some deprived areas.

As a first step, the Big Lottery invited local areas to put forward host organisations, and the local CVS<sup>1</sup>, Voluntary Action North Lincolnshire (VANL), was chosen to run some activities to a) get the information out to as many people in Winterton as possible, b) help them to start thinking of suitable projects which would enhance their town, and c) carry out a piece of research to create a list of priorities which the people of Winterton thought were what their town needed to make it a better place to live. A grant was provided (not from the £1m) to do this work, which began in April 2011.

To begin with, meeting was held to set up a steering group of local people, and a short leaflet was delivered to every house in Winterton through the community newsletter, inviting anyone interested to get in touch. However, it is well known that there are many people who do not read leaflets which land on their doormat, regarding them all as 'junk mail'; and of course there will be some people who do not have the literacy skills to read them. Articles were also published in the newsletter and in the local press, including BBC local radio. The grant agreement included money for publicising the windfall through an event or events, and



**Street party (Picture courtesy of Out 'n' About in Winterton)**

the committee of people who initially made contact with VANL agreed that a street party in the centre of town, which would inconvenience some people through the road closures, would get the word out pretty quickly to the whole community.

The street party was publicised through posters, leaflets, on radio and in the press. It would need to be large enough to be noticed by all, and in the event the people on the committee (including Town Councillors and local traders, including those from the Selling

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<sup>1</sup> CVS: Council for Voluntary Service – an organisation which acts as an 'umbrella' for local voluntary and community groups, offering all the help and advice they might need over their lifetime. A CVS is a member organisation itself, and its members are the voluntary groups it serves. The national body of CVS is NAVCA, the National Association for Voluntary and Community Action.

Centre) pulled out all the stops and put on a super event with street entertainers, local bands, local groups holding information stands and stalls, and marquees hired from Winterton Lions in case of poor weather. Everyone was very grateful for those marquees, as there were heavy showers throughout the event, but those attending took cover and the great majority had an enjoyable day.

There were a few hitches, such as the bouncy castles which did not arrive, but on the whole the event was a great success with hundreds of people passing through. The committee had suggested that incentives such as vouchers for free burgers would encourage people to attend, and this was a hugely successful ploy, to the extent that the burgers had to be restocked twice during the event! Competitions where questions from the research were asked were less successful, because it was not easy to get the question cards out and returned at the same time as doing the other work needed on the day.

VANL took the opportunity to carry out some participatory appraisal research (of which more later) and a graffiti wall was used to gather views of young people and children, to begin to assess what the people of Winterton thought would make their town better.

A street party requires a lot of intensive work, and apart from the small amount of research which took place at the event, and a couple of sessions with a PA questionnaire (which is a basis for interview rather than a list of questions), there was less progress than intended on compiling the list of priorities. One session was carried out by councillors on the Town Council stand at Winterton Show, and another taken door-to-door on the Grangefield estate by VANL researchers – an intensive process which yields good qualitative data.



**The Beat Brothers perform at the Street Party**  
*(Picture courtesy of Out 'n' About in Winterton)*

These different research processes yielded a good amount of opinion which could be used later, and the street party came in well below budget, thanks to the local knowledge and good management skills of local people on the committee.

The next step was to put out a questionnaire to every house in Winterton, again through the newsletter. Questionnaires do not have great efficiency in that a large proportion of those surveyed do not respond, but it was the best way to give as many people as possible the opportunity to take part given the time frame, as the VANL grant work had to be completed by the end of September 2011. Prepaid envelopes were included so that people could return the questionnaires easily, and for those who objected to the expense, it was arranged that questionnaires could be dropped off at the new Library, the Town Council office or the Post Office.

The research already undertaken fed some of the questions into the questionnaire, and people were asked their views on the suggestions already made at the street party and in the other research. It had been agreed that this research would produce one plan which could be used by the Town Council and others needing local research, as well as helping the decision making processes around the Big Local Trust. Consequently, there were questions about town planning, health services and statistical information included which lengthened

the questionnaire. Some people apparently thought it was either too much work or a waste of money and returned questionnaires which were partially or even totally blank.

Previous research by VANL has shown that although there is usually a list produced of facilities and activities that people think they might like, they are less keen to join in and make them happen, and the voluntary groups which undertake the work often do not have the necessary volunteers to do the job properly. Questions were therefore included in the questionnaire about helping out, to try to emphasise the need for volunteers to take on the work, and there was the opportunity to include contact details for those who were interested in joining in. Some offered to help, but did not include their contact details, thereby invalidating the offer.

## Participatory Appraisal, the VANL way.

Participatory appraisal (PA) is a recognised method of research which is used all over the world as a way of engaging people who might not normally take part in research. Done properly, it is fun, can be exciting, and can be used with people who do not speak the same language or do not have literacy skills, as drawings, objects and pictures can be used to get the message across.

VANL generally does not have the capacity to carry out the whole process, but we find using PA tools such as large diagrams fixed to walls in areas where people congregate yields good results which receive general approval at the verification process. Although we do not reach many people, answers quickly begin repeating themselves, and it becomes apparent that the general feeling of the community is being represented.

The method we use normally has three stages: the first level, where an open question is asked such as "What's it like living here?" and responses are recorded on sticky notes and attached to the wall chart for everyone to see. Other respondents can then have a 'discussion' on paper, opening up new suggestions and offering different lines of enquiry. This process enables people to tell us what's good about their area and what is needed to improve things. The results of this stage are taken away and analysed and a second batch of questions is drawn up, going into more depth



**1 Participatory Appraisal tools - posters on a wall - are interesting to participants.**

on the main issues which have come out of the first level. Given time, this can include events where games can be played to draw out the responses needed from different types of people – this works particularly well with children and can even be used with dementia sufferers. The results of the second level are taken to the third level, where people are invited to an event where they can view the results and add their comments on them. These

allow the final report to be refined and the end result is usually wide-ranging and often produces some novel approaches to problem solving.

VANL uses trained researchers, and some basic statistics are gathered at the same time as the PA questioning, to ensure that a good spread of the population with regard to age, gender and address is included, although all responses are anonymous and cannot be traced to any contact details which may be gathered for future use (such as people who would like to be involved in future projects).

Research reports are published on the VANL website ([www.vanl.org.uk](http://www.vanl.org.uk)) and are freely available to anyone who needs them. The reason for this is that VANL is an organisation which provides support to groups working in the community, and if a piece of research will help them to move forward in their own work, then we think they should be able to access it without further delay.

## Limitations of the research

The Winterton research had several limitations –

- 1) there was insufficient capacity to organise a street party at the same time as carrying out participatory appraisal research.
- 2) The weather was not particularly good for PA on the street when we had the time and staff available to undertake it, and there are no really suitable sites on the Grangefield estate (which provided the statistics which qualified Winterton for the grant) where we could access a reasonable number of people in a short space of time.
- 3) The people in the estate were difficult to engage – they did not show up in earlier research undertaken on the streets of Winterton, and it was thought best to go door to door to speak to them. Time was not available to do this work properly and only a token daytime session was undertaken, which missed all those who were not at home at the time, but VANL had already conducted research in the Grangefield area recently, so this could be accessed as part of the current work.
- 4) The research at the street party and the Winterton Show was flawed in that there were so many people passing through it was impossible to collect the necessary statistics. Consequently we could not say whether we had spoken to people from the target estate, or whether we had a good spread of ages and types of resident. However, it was clear that the great majority of those attending the street party were in fact resident in Winterton, and researchers were able to see that a reasonable spread of ages and genders was included. In fact some people were chased down the street to encourage them to join in, if they seemed to be from an age group we had not previously spoken to!
- 5) The questionnaire research was heavily skewed to long-term, older residents, who were the majority of respondents.

## **Statistics**

We can only estimate numbers from the earlier research, but we spoke to 19 people on a house-to-house visit on 21 June, and would guess that we spoke to at least 100 people at the Winterton Show and another 100 at the street party. A total of 135 questionnaires were returned.

Although there were not as many young people included as we would have wished, we have conducted research in the recent past in Winterton, and what we were told in the current research accords well with the past results, so we think we can say with confidence what young people in Winterton think is needed.

## **Researchers**

Lead: Carol Thornton

Researchers: Celia Wangler, Ann Ford, Trudy Norris, David Plumtree.

We would like to thank the Winterton Town Council team who took PA questionnaires to the Winterton Show and collected a good number of responses.

# Results

The results are presented for the questionnaire – firstly the question, as written in the questionnaire (in bold print), then the analysis of the responses for each question.

## 1.1 **Priorities – it is important to understand how the people of Winterton would like their town to be in ten years' time. No one group or authority will be able to deliver everything residents would like to be available, but if the priorities are identified, then projects may be set up to help provide what is needed.**

**Please list below your top five priorities that you would like to see delivered in the town over the next 5 years in order of importance to you.**

It was at first surprising how few people picked exactly the same priorities – not choosing the same five priorities, but choosing any one the same as someone else! However, after a time the answers began to group themselves into headings, which are listed below. For the purposes of estimating the importance of each subject, a score of 5 points was given to those priorities listed as number 1 on the questionnaire, 4 to number 2, down to 1 point for number 5. The headings have been listed in order of popularity.

**Safety** was the highest priority for many, scoring 134 points from 33 comments – an average of 4.06.

Six people were concerned that they should be able to feel safe, 19 people wanted more or better policing (with one asking for a full-time police station), and 3 wanted (more) CCTV cameras. Two wanted less noise and three wanted work to be done to reduce antisocial behaviour.

**Young people** were also a major concern, scoring 160 from 44 comments, an average of 3.64.

Twenty-one of these wanted better facilities, such as places to meet and socialise safely, and 17 wanted activities such as youth clubs for children and young people, with one of these suggesting that business support for young people should be available. One wanted facilities for babies and toddlers. One wanted discipline and respect to be instilled in young people, and one wanted “the teenage idiots kicked out”.

**Support for business and employment** came third, scoring 114 points from 32 comments – an average of 3.56.

These included support for local shops and businesses from 8 comments, and attracting new ones such as a bank or building society, restaurant, more shops or a supermarket or a market from 14 people. Help for people to find work, including through apprenticeships, or to set up new businesses were priorities for 6 people.

**Parking** was a concern throughout the questionnaires returned, although in the priorities list it only scored 92 points from 26 comments – an average of 3.54. Areas specifically mentioned here as needing action included the central Market Square area, Earlsgate, the doctors' surgery and outside the new library. People are also fed up of people parking on grass verges and pavements and in other unsafe ways.

**Speeding** came up throughout the questionnaire. It scored 31 points from only 9 comments in the priorities list (an average score of 3.44), but recurred later with many concerns being raised. The area around the schools on West Street and the north end

of North Street were mentioned here, but others thought there was a problem throughout Winterton. Only one comment pleaded for no traffic calming.

**Facilities** scored 244 points from 71 comments, an average of 3.44.

The most popular request was for a leisure centre or at least more/improved leisure facilities (13 people), another 16 people wanted sporting facilities (including 9 who wanted a swimming pool and 1 who wanted a gym), but 10 people wanted allotments and 21 people mentioned meeting facilities, including 11 who wanted a café (one suggested an internet café using WIN's computers), 3 wanted a new community centre, one wanted more use of the Old School Hall and one wanted a sustainable community use for the church. Six people wanted outdoor facilities: i.e. parks, a pond, outdoor areas for families, and wildlife areas. There were also a variety of other facilities requested by individuals, including public toilets (staffed), extra facilities at the Cemetery and an extended area of Christmas lights. Two people wanted schools to be a priority.

**Planning issues** scored 113 points from 33 people – an average of 3.42.

These included concerns about windfarms – 3 people did not want them anywhere near Winterton and one thought they should be a priority to provide local green energy – concerns about development – 11 people wanted little or none, and only 10 wanted development of some form, 5 of these asking for specific types of development: low cost for local families or sheltered for older people. Five people wanted to keep the same look/feel of the town with green areas, and one wanted to stop the smell from landfill.

**Education and training** scored an average of 3.4, though this was from only 10 comments (34 points). There is a core of people in Winterton who are very interested in further education, mostly Adult Education; some of those are looking for easy access to training leading to employment, preferably in Winterton and the others wanted easier / cheaper access to leisure classes.

**Street cleanliness** was a priority in 19 comments, scoring 63 points, an average of 3.32.

The problems, as ever, were litter and dog fouling, and one person thought Street Wardens were a priority to get these problems sorted out.

**Community matters** scored 89 points from 27 comments, an average of 3.30.

Comments here ranged from more activities, including entertainment, through better care for the elderly and disabled (highest importance in this grouping, with calls for a help line and local deliveries for people with disabilities) and people working together more (including intergenerational projects), through to celebrations of Winterton's town, gardens and history.

**The condition of the highways** scored 69 from 24 comments – an average of 2.87.

Ten people wanted roads and pavements repairing to a decent standard, four wanted more and better cycle routes in the area, 3 wanted the roads to be salted more during the winter, or at least to be able to access salt to do it themselves. Seven wanted improvements such as zebra crossings and other road safety measures.

**Public transport** raised less interest. A score of 23 points from 9 comments (average of 2.56) in this section shows that few people now think that public transport is a priority. Concerns included more buses and extending the available routes to include Brigg and nearby villages. (Further on in the questionnaire we asked more questions, and it became clear that public transport does not come close to answering the transport needs of most people.) There was some agreement that if public transport is

to be of any use to the majority of people, then an integrated transport scheme for the area is needed, so that different services link up to others efficiently and all destinations are covered.

There remained 3 miscellaneous priorities which did not really fit with other groupings: “Longer evening opening at the doctor’s surgery”, “Cheaper fuel” and “Return the Telegraph newspaper (much missed)”.

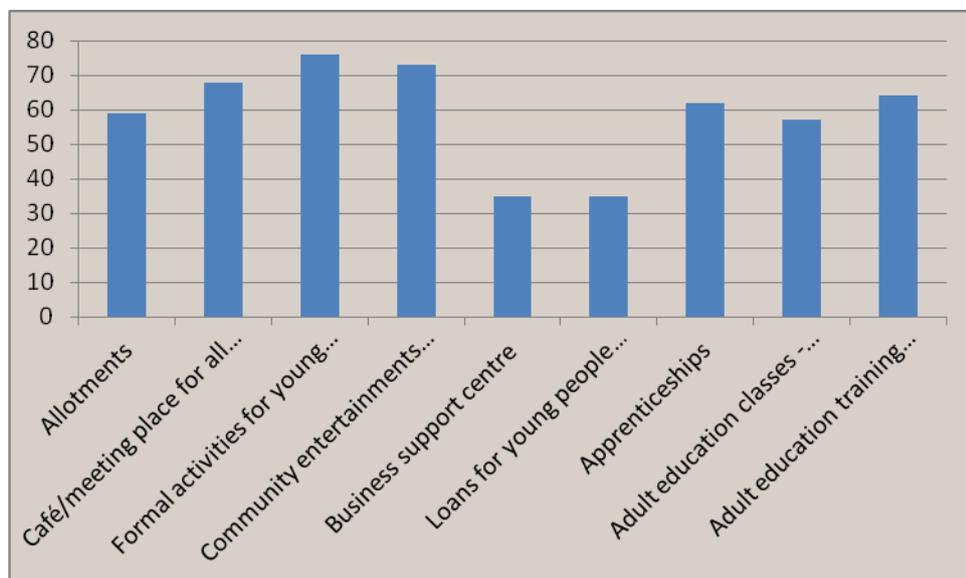
**1.2 These suggestions were made by people at the Street Party and at Winterton Show. Would you support any of them? (Please tick those you agree with)**

Formal activities for young people scored highest here, closely followed by Community entertainments and events. Loans to start businesses and business support were least popular, but clearly only interested those who were interested in finding or creating work.

One person thought that activities were needed for the 15+ age group, and another suggested Adult Education classes should be held in the evenings.

One person said they disagreed with loans for young people to start up businesses; one disagreed with Apprenticeships, and said that local schemes were already in place. Unfortunately they did not say where or how they could be accessed. And one person clearly put ‘X’s throughout this list, having used ticks elsewhere, indicating that they thoroughly disagreed with all of them.

The actual data is presented below in both graph form to show up relative popularity, and, below that, in a table, listed in order of popularity.



<b>Formal activities for young people</b>	<b>76</b>
<b>Community entertainments and events</b>	<b>73</b>
<b>Café / meeting place for all ages</b>	<b>68</b>
<b>Adult education training towards employment</b>	<b>64</b>
<b>Apprenticeships</b>	<b>62</b>
<b>Allotments</b>	<b>59</b>
<b>Adult education classes – arts/crafts</b>	<b>57</b>
<b>Business support centre</b>	<b>35</b>
<b>Loans for young people wanting to start up their own business</b>	<b>31</b>

*Would you like to get involved in any way to help with something you think is needed? If so, ensure that your contact details are completed on the first page.*  
Two people said they would like to, but were now too old and unfit. One said 'NO'.

## 2.0 YOUR HOUSEHOLD

*It is important to understand how the population of the town is made up. This assists with understanding a variety of needs, including housing, youth, disability, education and health*

### 2.1 What is the tenure of your property?

<b>Owner occupied</b>	<b>119</b>
<b>Rented accommodation (private)</b>	<b>8</b>
<b>Rented accommodation (social landlord)</b>	<b>8</b>
<b>Other ...None.....</b>	

The responses to this question raise concerns that the majority of people on the Grangefield estate may not have responded to the questionnaire.

### 2.2 Does anyone in your household wish to move but is unable to do so?

<b>Yes</b>	<b>13</b>	<b>No</b>	<b>114</b>
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#### **Please indicate why.**

Answers included antisocial behaviour (which in one case was said to prevent people selling their houses), younger people who could not afford mortgages, and a recently qualified student who could not find cheap accommodation or work in the area. One person said that property is so cheap here that they could not afford to move to another part of the country, and another said they were unable to sell - there was no interest in their property.

One respondent thought they had been on the North Lincolnshire housing list for 3 or 4 years, but there is no housing list any more – people wanting to access North Lincolnshire Homes properties have to register and bid for homes, using accumulated points. Further details from North Lincolnshire Homes. One student was said to be intending to leave the country to access affordable education.

**2.3 Is anyone in your family disabled or a carer?**

**Disabled 23 Carer: (part-time) 9 (full-time) 6**  
One respondent was the Chair of the Disabled Club.

**2.4 Are you able to access any pre-school / childcare provision you need?**

**Yes 26 No 5**  
Three of those answering 'No' showed themselves later to be retired, and therefore unlikely to be looking for preschool childcare. They may have misread the question. One said they don't normally need childcare, but can find it when required, though it is very expensive.

**If 'No', what would you like to be able to use? ... No responses .....**

**2.5 Are any of the following schools attended by children in your household?**

<b>Winterton Infant School</b>	<b>8</b>
<b>Winterton Junior School</b>	<b>7</b>
<b>Winterton Comprehensive School</b>	<b>21</b>
<b>St Bede's</b>	<b>1</b>
<b>Other (please say where)</b>	<b>4</b>

Other schools attended by Winterton children included Burton CP School, Winteringham Primary, Hymers at Hull and a 'private school (Lincolnshire)'. One person said their children previously attended all three Winterton schools, and another said their child was under 4 and not yet attending school.

**2.6 If any of your children are unable to take part in after-school activities please indicate why.**

<b>Lack of suitable transport</b>	<b>0</b>
<b>Too expensive</b>	<b>5</b>

**Other.....**Only four comments were made here:

- Not enough after school activities offered
- Work commitments
- Again, please note there are lots of activities for young people in Winterton. The only age which is lacking is 15-21 year olds. I do know this as it is part of my job.
- Disabled and mistreated by local children.

## 2.7 How long have you lived in Winterton?

Less than 1 year	2
Between 1 and 5 years	10
Between 5 and 10 years	13
Over 10 years	112

This question also raises concerns. If 82% of respondents have lived in Winterton for over 10 years (several older people had lived in the town all their lives – upwards of 70 years), then why have newer residents not responded? Do they not feel part of the town? Or do they just not have any opinions?

## 3.0 EMPLOYMENT AND TRANSPORT

*While it is difficult to influence the provision of public transport available to people in the town, information on public transport users can be used by the delivery companies, which may influence their plans and strategies in the future.*

### 3.1 Where do the members of your household work?

In Scunthorpe	58
In Winterton	28
In surrounding villages	11
In the South Bank Industries	4
In Barton-on-Humber	6
North of the River Humber	8

**Other** ...1 person ticked 'Other', but did not say where.

Seventeen said they were retired (although more almost certainly were, judging from responses to other questions). Five worked in Brigg, 5 in Grimsby, 3 in Kirton, and other individuals listed their places of work variously as: Ashby, Goole, Immingham, East Cowick (Snaith), Mobile (Scunthorpe, Hull, Lincoln, Grimsby, Doncaster, etc.), Work from home, covering projects based all over the UK, and 'Overseas'. These responses may help to explain some of the answers we received under the Public Transport heading lower down.

### 3.2 Where do you do your main household shopping? (e.g for food etc)

In Winterton (including Winterton Selling Centre)	34
In Brigg	7
In Scunthorpe	122
In Barton-on-Humber	9
Internet	10

**Other** Four people said 'Other', and cited "Meadowhall or Hull", "Grimsby, when the coaches are arranged", and "North Bank".

One person ticked 'Brigg', but wrote alongside 'Only when the Council provide transport', and one said 'No food here' next to Winterton.

### 3.3 Is anyone in your household looking for work or a change of work?

Not everyone answered this question.

**Yes 25 No 100**

**Is anyone in your household looking for training or further education but unable to access a suitable course?**

**Yes 17 No 98**

**Can you suggest anything which might help with either of the above?**

There were a variety of suggestions, including more classes being available in Winterton – people did not want / could not afford regularly to travel to town – free courses, or funding to help with the cost, more jobs being created in Winterton. Some said the times courses ran were not suitable for them.

One said they did distance learning, but needed information on funding options. Link courses at the Library (leading to qualifications) / Job Centre Link were suggested. One person was interested in Computers for Beginners, but needed the course to be run in the evening when they could attend.

A couple of people helpfully suggested that someone could find out what was needed, contact training providers to consider putting courses on in Winterton. Not as easy as you might think, when they don't say which courses they want, or find others wanting similar courses to make them viable!

One respondent asked: "How long have you got?! There are no/restricted opportunities for young people to gain employment, never mind adults."

### 3.4 What are the main means of transport to work, training or study, shopping or leisure etc in your household?

	<b>Work</b>	<b>Training</b>	<b>Study</b>	<b>Shopping</b>	<b>Leisure</b>
<b>Car</b>	<b>82</b>	<b>14</b>	<b>14</b>	<b>117</b>	<b>102</b>
<b>Train</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>10</b>
<b>Bus</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>24</b>	<b>14</b>
<b>Bicycle</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>14</b>
<b>Walking</b>	<b>17</b>	<b>0</b>	<b>5</b>	<b>26</b>	<b>34</b>
<b>Other</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>

Some people who had ticked 'Other' helpfully explained that they used taxis or motorcycles.

As expected, most people used cars for most trips. Almost as many walked as used public transport, which means there could well be a huge market for public transport, if it could answer the needs of more prospective customers. We asked in the next questions what would need to change to make people more likely to use buses more.

**3.5 Winterton has good public transport links to Scunthorpe, Barton upon Humber and Hull. Would you use public transport more often if there were:**

<b>more frequent services in the:</b>	<b>morning</b>	<b>7</b>
	<b>early evening</b>	<b>5</b>
	<b>late evening</b>	<b>19</b>
	<b>during the day</b>	<b>13</b>
<b>more destinations</b>		<b>37</b>
<b>lower cost</b>		<b>50</b>

**Other** Eight thought the bus services were adequate or more than adequate for their purposes. Two thought they might be able to use them soon (one when they qualified for a bus pass!). One however thought that all bus pass holders should be willing to pay half fare, not expect transport for free. One wanted more accessible (i.e. door to door) transport. One said they did not know what routes were available.

Routes that people wanted included to Brigg Shopping and Garden Centre, Grimsby, Doncaster for Christmas shopping, and to Burton/Thealby so they could visit Normanby Park. One person said there were no links between the villages west of Winterton. Some said the times of services were not right for their needs, and earlier in the morning or more frequently during the day were mentioned.

**If you would not make more use of public transport, please say why.**

Many people said that public transport was just too inconvenient. They needed to be able to get to work in places which necessitated changing several times, or to drive when they were at work as part of the job; they needed to drop off children on the way to work and to get there very early, or the bus did not arrive in time to start work; a mum needed to have a car available to get back to Winterton quickly if an emergency arose with her small children. Unusual shift patterns meant that buses were not available when needed, and the odd occasions when a bus did not show up meant that they were not reliable enough for work. One said they had changed their job and now worked in Winterton because travelling for part-time work was not affordable.

Others said that public transport was just too expensive, especially for transporting a whole family; that it took too long, especially if you had to change, and waiting in the cold, dark and wet drove people to use a car instead, and a young mum said she did not use the buses because she did not want her children to hear the foul language used by some passengers. Several people mentioned carrying large amounts of shopping on a bus, which could be very difficult, especially for older people. One person said Scunthorpe railway station was difficult with luggage if you had to cross the bridge.

**3.6 Would you make use of the following alternative transport solutions if they were available?**

<b>Car sharing club</b>	<b>16</b>
<b>Safe cycle ways</b>	<b>35</b>
<b>Dial-a-ride</b>	<b>7</b>

One respondent drew attention to the fact that a Dial-a-ride on its own might put the local taxi firm out of business, and a joint transport scheme for the area would be better, including various agencies/groups/businesses.

### **3.7 Do you have any other suggestions for improving transport services to the town?**

Seven people said 'No', and two of those thought the service is already excellent. However one said the cost is rising, which was clearly a concern. Others had varied concerns, and suggestions included a more frequent direct service to Brigg, particularly on popular days such as for Farmers' Markets and at weekends; safe and more comprehensive cycle routes (especially to Scunthorpe) (6 people) and/or a pavement to Scunthorpe; one suggested repairing road edges so that cyclists and wheelchairs could keep to the side, and another two thought a local shuttle bus would be useful. One wanted a service to enable people from the villages and outlying areas to access the surgery at appointment times. Off-street car parking or 'Park & Ride' were also mentioned.

### **3.8 Road Safety measures.**

#### **Are there any particular measures you would like to see included which would improve road safety?**

This evinced a strong response.

Parking caused some strong feelings, and many people agreed that the parking in Winterton is dreadful. Solutions included traffic wardens visiting regularly (or daily around the schools), fining residents who parked on the road when their drive was empty, more yellow lines to stop people parking on both sides of the road, and the creation of parking bays for houses without drives and at other places, such as opposite the Spar Shop.

Parking at the new Library / Hub and at the doctors' surgery was mentioned – or the lack of it – and there were several requests for action to be taken against people who park too close to bends, or in a way that made a slalom course of the road. (However, it is important to note that these problems also act as traffic calming – see below). Several people mentioned sites where poor parking meant that drivers took their lives in their hands when trying to exit from side roads, e.g. De Lacy Way onto Earls Gate. One respondent thought that cars parked in bus stops should be towed away immediately and crushed!

Speeding also made people angry. One person said they were fed up of Winterton being treated like a race track, and Earls Gate, North Street, Park Street, De Lacy Way and the schools' area on West Street were particularly mentioned. Suggested solutions included imposing lower speed limits (especially near the schools) and enforcing them, speed cameras and speed bumps (although one person said they cause damage to cars). Speed limit repeater signs were suggested on all roads, and only one person pleaded for no traffic calming measures, and even that one said speed indicator signs were very useful.

Some people had a variety of suggestions about driving sense. One thought all elderly people should be given a competence test because reactions tend to slow with age, another suggested a lollipop lady at the West Street/ North Street junction and yet another thought parents should be encouraged to walk their children to school. Traffic awareness lessons in schools were proposed, and if all else fails, more police!

There were several suggestions for road improvements, some of which might help with some of the above: zebra crossings (13 responses) at the Spar Shop, near the park,

on Earlsgate, High Street and bottom of North Street, near the schools and on school routes; better lighting on Earlsgate, cycle paths on main roads and better footpaths on the road into Scunthorpe – one respondent said people walking on the road was very unnerving. No overtaking lines were suggested on Top Road, and other concerns included more drops for scooters and pushchairs and better road surfaces with potholes filled.

Some people wanted features removing, such as the mini roundabout at Earlsgate/Leek Hill (because no-one takes any notice of it), white hatching at the top of Earlsgate (“short-sighted traffic calming”) and the bollards outside the Spar Shop. One person wanted the Market Place widening onto the High Street, and one wanted a one-way system down Hart Lane.

## **4.0 HOUSING AND PLANNING**

### **4.1 Winterton is third largest of the Market Towns by population in North Lincolnshire. It acts as a service centre for smaller villages such as Burton upon Stather and Winterringham. During the past 30 years the town has grown considerably with new estates being developed. A Community Plan can comment on planning matters and be used as a basis for planning.**

#### **What kind of small scale development do you think is needed in Winterton?**

Twenty-five people said ‘None’, and more wanted restrictions on what was built, especially that new development should be in keeping with the rest of the town. Several thought new houses were too big, too expensive and too close together. Some thought more bungalows for older people /sheltered housing was needed (4), others thought affordable or social housing (7) / first time buyers’ homes (3). Some wanted none of those, but only larger houses, well landscaped. Many people said any new development should be attractively designed, and ‘three-storey boxes’ were mentioned as being undesirable.

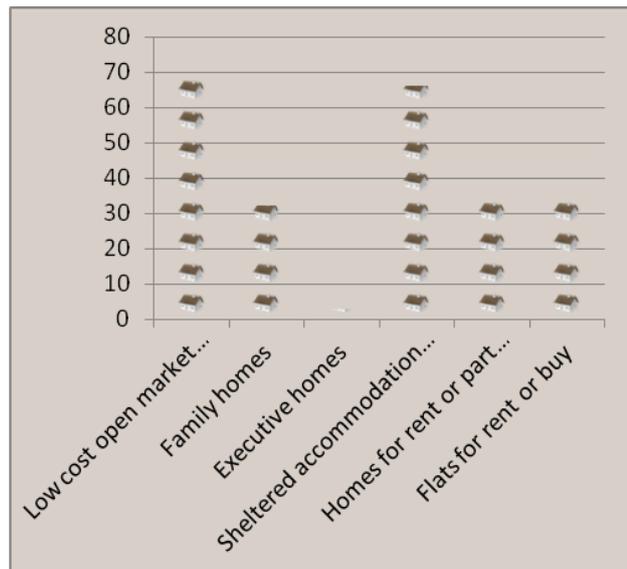
Many respondents were concerned with other types of development: somewhere for young people to go (2) or for older people (1) or young mums (1); leisure facilities (4) and a swimming pool (4), a café (2) or another Community hall (2) and a weekly market or a more central Farmers’ Market (Rangers was said to be too far out). Several people wanted more shops (7) (including vegetables and clothes) or businesses, and more encouragement and support for existing shops, especially the Post Office. One person wanted renewable energy initiatives, e.g. bonuses for being ‘green’, and another wanted a new access road to avoid Earlsgate.

**4.2 Which, if any, of the following types of housing do you consider the town needs, to support it as a thriving sustainable community?**

<b>Low cost open market starter homes</b>	<b>69</b>
<b>Family homes</b>	<b>32</b>
<b>Executive homes</b>	<b>3</b>
<b>Sheltered accommodation for the elderly</b>	<b>66</b>
<b>Homes for rent or part ownership</b>	<b>34</b>
<b>Flats for rent or buy</b>	<b>36</b>

**Other** Thirteen people said ‘None’, with several comments that it had reached the maximum desirable size.

Clearly low cost open market starter homes and sheltered accommodation for the elderly were the most popular options in the list above, and this was emphasised in the ‘Other’ list, where 3 people said housing for older people again – although these included bungalows to rent or buy – and another two asked for a care home locally. Refurbishing empty housing and providing homes for younger families were also mentioned.



One person said: “Lovely family homes have been rented out to ‘trash families’ who destroy these homes and are bringing down otherwise nice areas – Winterton doesn’t need more homes building as many houses are being vacated due to undesirable people moving in – what a shame!”

**4.3 If the town were to grow, where do you believe that growth should be and what form should it take? Please tick against which you believe is appropriate**

- **As infill development** **19**
- **On brownfield land (land previously developed)** **59**

**Please tell us where in the town you believe development ought to go:**

Seventeen said “Nowhere”, and another 6 said they did not want the town to grow any more: one thought the town was already losing character. Three said they did not know, and one said “Only small areas available – Winterton should not be any bigger. Who gave planning permission to build 3-storey high houses next to pensioner properties?!” Another said “Please do not spend more money on council properties.”

There then followed a large list of possible sites where some people would not object to housing. One person said the amount of houses crammed onto the old garage site on West Street was ridiculous, and another called for the conversion of large residential establishments. One wanted a carpark and supermarket inserting off the High Street and another two wanted to build on the Selling Centre, but the majority did

not agree on any particular places, apart from somewhere off Top Road or North Street – although exactly where was still open to debate.

**4.4 With regard to new development/planning applications in the town, which of the following issues do you think should be pursued?**

In order of popularity:

<b>Environmental issues such as wildlife protection, protection of green space and the open countryside etc.</b>	<b>84</b>
<b>Sustainable Urban Drainage (that is drainage schemes that do not increase the amount of water going into the existing system)</b>	<b>63</b>
<b>Highway Issues</b>	<b>52</b>
<b>Section 106 contributions (money from developers connected to development, to be spent on community benefits)</b>	<b>44</b>
<b>Design</b>	<b>38</b>

**Other issues** included concerns that design should fit with the existing town buildings, that the infrastructure (schools were mentioned twice) would not be able to cope with more, and that green space should be protected. Off-road parking was also mentioned several times (enough for two cars in a family home), and green, ‘eco’ initiatives.

**5.0 HEALTH AND COMMUNITY SAFETY**

*Though it is difficult to influence health service provision in the town, the information gathered will be passed to the service providers and may help them in preparing their future plans and strategies.*

**5.1 With which of the following doctors’ surgeries are you registered?**

<b>Winterton doctors</b>	<b>133</b>
<b>Barton-on-Humber doctors</b>	<b>0</b>
<b>Scunthorpe doctors</b>	<b>4</b>
<b>Other doctors (.....)</b>	<b>0</b>

**5.2 Do you have difficulties with any of the following?**

<b>Collecting prescriptions and medication</b>	<b>1</b>
<b>Getting appointments to see the doctor</b>	<b>38</b>
<b>Surgery times in the town</b>	<b>14</b>
<b>Obtaining dental services</b>	<b>20</b>
<b>Obtaining the services of an optician</b>	<b>0</b>

The one person who ticked “collecting prescriptions” also wrote ‘No’ nearby, so may not have actually had a problem.

The people who had problems getting appointments included one who went to a Scunthorpe doctor, one who said there was a problem from the outlying villages, and one said they had to wait too long for an appointment.

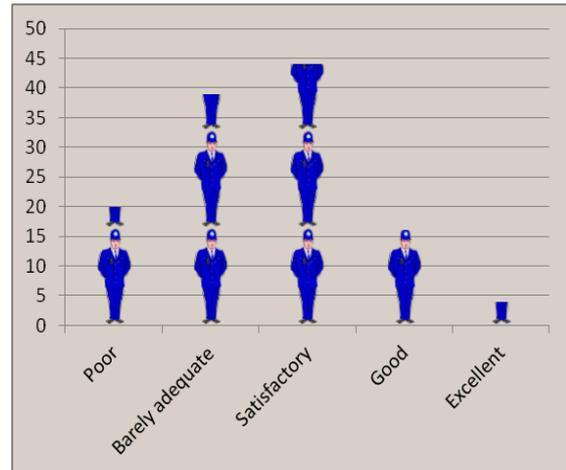
Of those who said they had a problem obtaining dental services, one said they went to South Cave and one said they waited 2 years to get a local dentist.

**Other** “Parking when going to the doctor’s – all that land next to the car park?”  
 “No chiropractist”

Two further respondents commented that they had no problems and received an excellent service. Many others indicated something similar, by scoring through the question, or simply by not answering it.

**5.3 Do you consider the service provided by the Police and PCSOs in Winterton is**

<b>Poor</b>	<b>20</b>
<b>Barely adequate</b>	<b>39</b>
<b>Satisfactory</b>	<b>44</b>
<b>Good</b>	<b>16</b>
<b>Excellent</b>	<b>4</b>



**Any other comments on policing?**

There were many comments: one said they were a friendly team, one said they had a high profile in schools, which was good, but two said they had insufficient manpower or time.

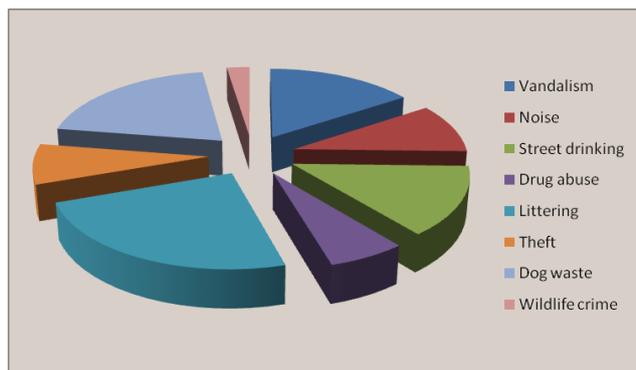
Twelve claimed to ‘never’ or ‘rarely’ see any police, or that they were only visible when not needed – or alternatively when they were responding to an incident! Most wanted more police (or ‘proper’ police), on the streets, and preferably on foot. One person, at least, said that they do see police and PCSOs walking around the town. Several said that PCSOs were not good enough – they have ‘no powers’ and are ‘considered a joke’. The police were said to be not taken seriously, and one said the PCSOs finish work too early.

There were other comments: “When I reported an intruder on a Friday night – police came on Sunday!” and one person wondered why they wash their cars in front of the police station, leaving large puddles on the road.

Some said they could not comment, as they had never needed to call the police, and a few said they did not know how to contact them if they were needed, especially non-emergency.

**5.4 Which, if any, of the following crimes or antisocial behaviour is a problem locally, in your experience?**

<b>Littering</b>	<b>91</b>
<b>Dog waste</b>	<b>76</b>
<b>Vandalism</b>	<b>59</b>
<b>Street drinking</b>	<b>52</b>
<b>Noise</b>	<b>37</b>
<b>Theft</b>	<b>30</b>
<b>Drug abuse</b>	<b>24</b>
<b>Wildlife crime</b>	<b>9</b>



Litter and dog fouling were clear 'winners' here, followed by vandalism and street drinking. While compiling this report, one wondered how many of these 'crimes' were actually reported, and whether they were reported to the correct authorities (i.e. council for noise nuisance, litter and dog fouling, police and council for vandalism, police for the rest).

**Other** Comments here included 'foul and abusive language', 'youths hanging about', 'young cyclists weaving in and out of traffic', and 'young people gather on streets (not their own)'. This researcher was not aware that any of these were crimes, and at least three don't really seem to be antisocial behaviour either! However, 'using gardens as a rat run, climbing over and damaging fences' should be reported immediately to the police, as should 'boy racers on Earls Gate'. While it is not a crime, the elderly person who complained about ball games against the wall of the house will need someone to help sort out that problem – inside the house, ball bouncing can sound dreadfully loud and could cause problems. Thankfully, three people said 'None', and another said they were aware of issues, but they are dealt with.

## **5.5 What measures do you think would reduce crime or antisocial behaviour in the town?**

Comments ranged from 'more respect' to 'stiffer penalties'. Keeping teenagers entertained (perhaps with a swimming pool, although no mention of who would pay for this), and 'off the streets' featured in several responses, but far more wanted more police (50) at various times of day or in various guises (often on foot). Parents were also pulled in (15) – they should provide better parenting, with support or enforcement. Four wanted parents to be accountable for their children. Fines, prosecutions and other punishments were mentioned, as was a curfew for under-16s. CCTV was mentioned, and one person reminded those using it that they could not hear what was being said. Youth Patrol or Park wardens were suggested, and one respondent wanted to "kick them out of the village", although who was meant by 'them' was not expanded upon.

A few people pointed out that other people might be responsible and proposed on the spot fines for litter and dog fouling, or even just a few more bins!

There were also some more considerate responses, such as intergenerational events to allow everyone to be more involved, better communication, and giving young people something worth holding on to.

### **Do you have any suggestions which could help to reduce this problem, preferably in a way that could continue as long as necessary without needing further funding?**

Help for parents, including parental education and guidance was called for (as was holding parents accountable for their children, again); getting to know each other through social events and getting young people to help out the elderly with chores such as gardening. Even those more keen on punishment felt that reparation to the victims was the way forward (apart from the one who wanted corporal punishment brought back!). Educational initiatives were proposed, and one person suggested that

cleaning up the 'council houses' might instil a sense of pride. There were still many who felt that 'the law needs to be enforced' and a few examples would turn the tide.

Marmion Park was mentioned as a source of problems: "It's a lovely playground we have, but it was silly putting it near pensioners' bungalows." "Living next to it is a nightmare." However, some people proposed a Neighbourhood Watch or Residents' Group who might be able to patrol at night (though they would need training from the police to avoid conflicts).

One person suggested "accessing volunteers to run groups for teenagers". That was the reason for the requests for people to sign up to help with different pieces of work in the questionnaire. Few responded.

Those concerned about dog fouling proposed more dog waste bins.

#### **5.6 Are there enough litter and dog-waste bins in the town?**

<b>Yes</b>	<b>33</b>	<b>No</b>	<b>84</b>
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Two people said they didn't know, one because they didn't have a dog. One said there were enough litter bins but not dog waste bins, and people needed to use them. One said there were enough bins, and added "We have two dogs!"

#### **5.7 If no, where are they needed?** Nine people said 'Everywhere', and three said 'especially dog walking areas'. There was a long list of suggestions, though Earls Gate and Northlands Road scored higher than most. Some said "it's people who cannot be bothered to use them" and another suggested that "when dog bins are emptied, it would also be a good idea to clean them, especially handles, as they always appear dirty! Quite off-putting."

It was quite noticeable that some people suggested putting more bins near the schools, near the pubs and near the Showground for use after events. A bin near a park (or possibly two) was mentioned as being vandalised and/or stolen. Perhaps the campaign for wardens to impose on the spot fines would be a good idea at the times when people are about to cause the problem.

#### **5.8 Given the floods of 2007 and the snow in 2010, would you be willing to join a group to help in times of emergency in the town? The Town Council is drawing up an Emergency Plan and would appreciate more people getting involved with this.**

<b>Yes</b>	<b>34</b>	<b>No</b>	<b>54</b>
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***If you have ticked 'Yes', please be sure that you have completed your contact details on the first page.***

Seven people ticked 'Yes', but did not include their contact details. Many more left the question blank. Some apologised for being unable due to age and infirmity (though two still volunteered to do what they could); one said they would be deployed here as part

of their job, and another said they did it anyway (but did not leave their details to make the work more useful to the community by putting it on a more formal basis).

## 6.0 RETAIL, SPORTS AND SOCIAL

- 6.1 Do you support the shops in the town? Yes 131 No 4  
 Do you use Winterton Selling Centre? Yes 30 No 103

6.2 Please tell us how often you use local shops: *(These questions may assist local traders in assessing their stock and range of goods)*

Occasionally	27
Regularly	109
Never	1

If you do not use local shops regularly, please say why not:

Reasons included: "Too expensive", "no transport" – which meant that at least one lady couldn't carry her shopping home from the Selling Centre, which was also said by one person to appear 'rough' and 'run down' from the road. A shame, as the shops inside are really rather nice! One said they used the Winterton shops regularly but only for newspapers and forgotten items as the supermarkets were cheaper and more pleasant.

6.4 How satisfied are you with the following, please tick as appropriate?

	Poor	Barely adequate	Satisfactory	Good	Excellent
Prices of goods	11	24	81	15	0
Choice of goods	6	19	69	23	4
Choice of fresh produce	11	27	63	24	4
Opening times	0	2	56	53	21
Range of takeaway outlets	1	1	54	48	19

One answered the first 4 rows "as related to the Co-op". Prices satisfactory, choices & opening excellent.

### Choice of Fresh Produce

One who ticked 'Poor' added 'except meat'.

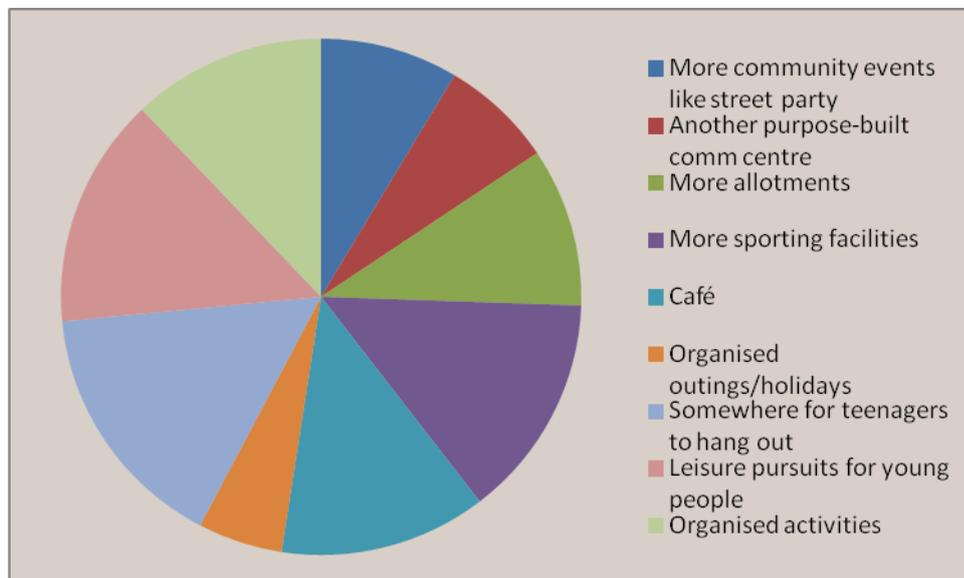
One said 'Barely Adequate', and added 'often not v fresh'.

One did not answer but said 'Grow most of our own!'

One wrote "Some dear, others OK" in the 'Satisfactory' box for Prices.

**6.5 The research at the Street Party suggested that there would be a demand for a list of activities and projects including the following. Which of these would you support?**

<b>Somewhere for teenagers to ‘hang out’</b>	<b>81</b>
<b>Leisure pursuits for young people (snooker, soft play area...)</b>	<b>74</b>
<b>More sporting facilities</b>	<b>72</b>
<b>Café</b>	<b>66</b>
<b>Organised activities (dance, BMX/motorbikes, fishing, art...)</b>	<b>62</b>
<b>More allotments</b>	<b>51</b>
<b>More community events like the street party</b>	<b>44</b>
<b>Another purpose-built community centre</b>	<b>36</b>
<b>Organised outings/holidays</b>	<b>27</b>



The clear winners were places for young people to go, things for them to do, and more sporting activities.

Some thought several of these options were already available, one person was vehemently opposed to more community events, and another was opposed to BMX/motorbike activities.

**6.6 Can you suggest any other activities or facilities which might benefit the residents of Winterton?**

A comprehensive list appeared from this question:

Sporting facilities, entertainments, community events, outdoor facilities (pond for ‘dipping’, walks and picnic areas), classes ranging from dog training to art, offers of help from more experienced people to help the less knowledgeable/younger, more seats around town, etc.

Two ladies asked for groups for babies and toddlers, but we have been told that the Children’s Centre is still open, and had just had a period of staff shortages.

Enterprise units were also suggested.  
 It was nice to see that many of the suggestions were for all age ranges.  
 (Full list available on request.)

**6.7 Would you be willing to help in running any such scheme? (if so, please make sure you have completed your contact details on the front page.)**

**Yes                      20                      No                      60**

One said they were 'undecided', one said 'perhaps' and 3 ticked 'Yes' but did not complete contact details.

**Is there anything stopping you from taking part?**

Age, health / disability and family commitments were all mentioned. Some said they could not commit because of work hours, and others said they were already heavily involved. Two just said 'No', but one person working almost full-time and studying a university course, one with heavy work commitments and three who were already heavily involved ticked 'Yes'. Most who ticked 'No' above gave no reason.

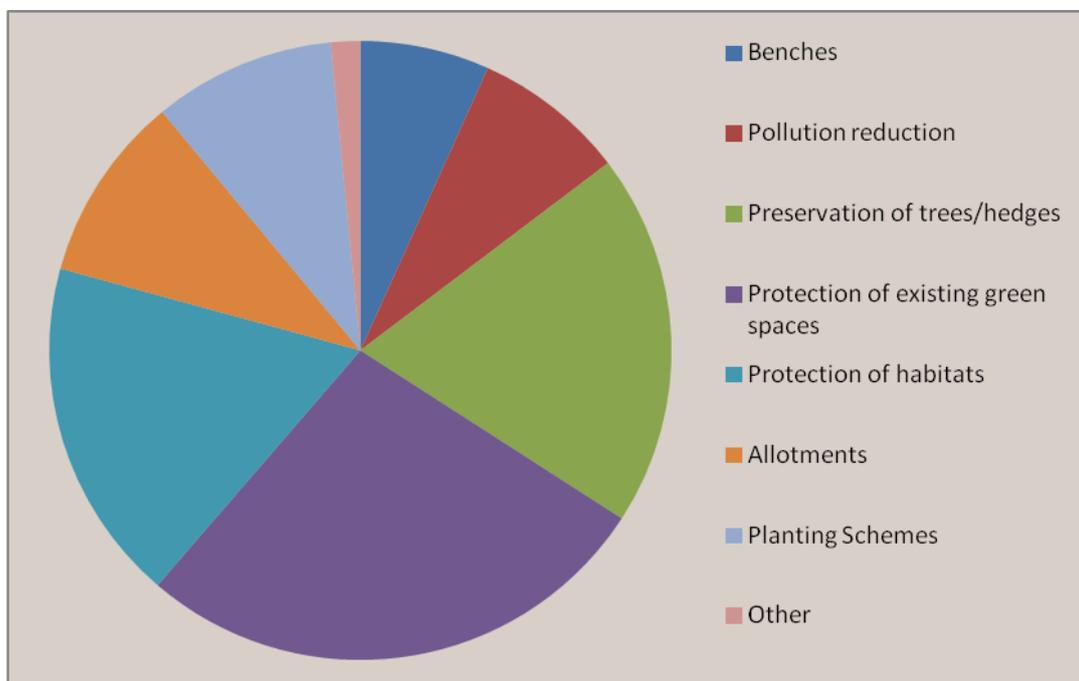
**7.0 ENVIRONMENT**

**7.1 Which, if any, of the following issues do you think are the three most important? (Number 1-3)**

Many people did not seem to understand the 1-3 scoring system, so people who indicated more than 3 were not included, or if possible we used the 3 marked '1'. All choices are counted here as first choices, to avoid weighting some answers unduly.

<b>97</b>	<b>Protection of existing green spaces</b>
<b>72</b>	<b>Preservation of old and planting of new hedgerows and trees</b>
<b>66</b>	<b>Protection or creation of wildlife habitats (e.g. ponds, wild areas)</b>
<b>34</b>	<b>Planting schemes/flowers</b>
<b>33</b>	<b>Allotments</b>
<b>28</b>	<b>Pollution reduction by traffic reduction measures</b>
<b>23</b>	<b>Benches</b>
<b>7</b>	<b>Other:</b> <ul style="list-style-type: none"> <li>• Clean streets</li> <li>• Proper policing</li> <li>• ?</li> <li>• Keeping road/pavement safe</li> <li>• Speed limits retained / followed</li> <li>• Smell from tip (not as often now)</li> <li>• Waste/litter bins. More. Bigger one needed by paper shop and more frequent emptying</li> <li>• Maintain grass verges.</li> </ul>

Presented as a pie chart, the comparative popularity of the different choices becomes more clear: Protection of existing green spaces, followed by Preservation/Planting of hedgerows and trees and Protection of wildlife habitats were the most popular three options.



## 8.0 YOUR TOWN COUNCIL

*It is important the Town Council knows that it is effective. To help it, please answer the following questions.*

8.1 Do you know who your Town Councillors are and what the Town Council does?

Yes	104	No	30
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8.2 Do you consider yourself well-informed about the activities in the town?

Yes	85	No	44
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8.3 The Town Council has a regular information bulletin within the *Out & About in Winterton* newsletter. Do you receive this newsletter, and do you read the information from the Town Council?

Yes	130	No	5
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If not, why not? ..... (See below for responses)

**Do you know who your local councillors at North Lincolnshire Council are or what they do?**

**Yes 80**

**No 52**

Comments on both the Councillors questions included that people have limited knowledge, e.g. they know who some councillors are, but not necessarily what they do. One said they knew the North Lincs Councillors until the last election, but not now, and another ticked 'Yes', but added "although none [of the North Lincs councillors], we think, live in Winterton". Those who said they didn't get the newsletter seem to have received the questionnaire, which was delivered with it. One respondent said "It doesn't always look relevant to me". A couple of people ticked 'Yes' (they *did* get the newsletter) and added 'Always', or 'I deliver some'.

**9.0 ANY OTHER COMMENTS OR CONCERNS**

**If you wish to comment on anything not covered by the questionnaire that you consider important to the future development of the town please do so below.**

Responses were collected and are reproduced here with no sorting. Explanatory comments are shown [*in italics in square brackets*] where required.

<p>No more building work until "new starter homes", e.g. ones near Junior school are occupied. Financial advice / system to support new buyers wishing to purchase a home. <u>Deposits</u> are a big problem!</p> <p>Could the 'consortium' (A local Estate Agent, A local solicitor and a house building company) of local business people offer any package, rather than always for their personal gains. Perhaps they could contribute to the deposit, and offer as part of the terms of the mortgage? The council must have a say about planning issues?</p>
<p>There should be no more housing development in Winterton. Town needs cleaning up and rubbish bins need emptying more often. Urgent requirement for facilities for pre-teenage and teenage children.</p>
<p>To enter Winterton in the Best Kept Village is a waste of time. Lots of residents don't look after their property. They don't know one end of a brush to the other. The sewers are under a lot of strain. Please stop building: we don't need them. New houses in Winterton are not selling. The strain on doctors etc. is terrible. Get people to park their cars in their drives. Winterton used to be a lovely village. Now it's been ruined. Help younger people to get their own properties. Get the town cleaned up.</p>
<p>I always thought that questionnaires started at number 1, but that must have been in the good old days! [<i>This questionnaire had its front page missing.</i>]</p> <p>Marmion Drive Play Area – should never have been put there. The Yobs who are doing the damage should have to pay, if they don't work then the parents should have to pay if they don't work it should be stopped out of their benefits every week until it is paid. Why should hard working people and pensioners who have worked all their lives and paid their taxes have to pay for damage caused by these people. I suppose that is why our rates went up.</p>
<p>Community Payback: those people who had be given community service to do the payback within the community they offended in.</p>
<p><u>Crime</u>: make the perpetrators of crime pay 100% cost of their actions, and not the innocent tax payer, or the insurance companies. This will have very effective results. The cost should remain with them for life until paid in full. Tough!!</p>

<p>There was talk about Sewage system for the housing developments within Winterton (4.4). But I am a little concerned about the water supply to Winterton and the effect it will have on an overstretched reservoir/supply if more houses were to be built.</p>
<p>Councillors should visit the town residents.</p>
<p>West Street Play Area / Park a disgrace. Full of cigarette ends, urine smell everywhere, dog mess, etc. Youths hurling cans and abuse after dark. An utter shambles. A place for parents, grandparents etc. to sit whilst supervising children might be an idea, a shelter. Lock the park after dark.</p>
<p>People live in Winterton because they like the facilities you get without the urban development of a large town or city. It would be nice to build on the facilities and activities that are available without developing another Barton with more housing, roads, business etc. I appreciate we have to take our fair share of housing, but we don't want to lose our village identity, ability to walk into the countryside from our houses, or house too many people who are a drain on resources, requiring more policing etc.</p>
<p>Now that the leisure centre has closed I think it is even more important for a facility in Winterton. If the children want to go swimming at the Pods they have to get two buses how can anyone afford that. Instead they go to Dragonby which is dangerous or stay home and get obese, which in the end will cost more money. I have been told a pool is a luxury how can that be, if our children can swim it could save their life. I have spoken to a lot of Winterton people and people from surrounding villages who have all said they would love a pool and would use it.</p>
<p>If we have more snow as bad as 2010 it would be nice if people would remember that some pensioners can't get out for anything. If we have carers we get some help but others of us don't get any help at all. When the snow was thick and we had the grit but on a heap on streets corners too far for people who can't walk very well to be able to reach. Just a little gripe all done now. <i>NB This respondent did not put him/herself down as 'disabled'.</i></p>
<p>Winterton is a lovely small town. We would be against 'infill' development and the cramming in of more housing in between properties. If more development is to occur, then the open fields to the NW or SW are ideally suited so that easy egress/access is made to Top or Roxby Roads. Money will always dictate, but a tidy, dog mess free town can only be really maintained by having a paid individual who has the responsibility to go around and empty both existing and new bins. As the town grows, if, then we need a permanent POLICE presence.</p>
<p>People need to be encouraged to "get involved". It tends to be the same few that organise, work for and attend activities and functions. There is so much that is good happening here. Instead of complaining, residents should take action.</p>
<p>Rumours of "traffic calming" on Earlsgate abound. Please do not even consider this!! Earlsgate "calms" itself with parked vehicles – bollards, etc. Any more "calming" will send all traffic down Cliff Ave / Manlake Ave / Westwinds Road causing a "rat run". These streets are already a <u>nightmare</u>. I have lived in Winterton 66 years – some of it on Earlsgate – so I speak with experience. As far as I can recall accidents on Earlsgate are very rare with only one unfortunate fatality in the last 25 years – car/motorcycle accident.</p>
<p>Marmion Drive park: I understand that children need places to play and I fully support that, but as a resident living next to the car park, at night it is a nightmare. Youths are constantly sitting in cars smoking cannabis, the noise sometimes means we have to keep our windows shut, and it can go on for hours and it disturbs our sleep. We both work full time so it disrupts our performance at work. I don't know the solution, but it seems the only way around it is to take down the park.</p>

<p>Winterton is a good place to live in most areas. People are friendly and helpful. Much work is already done to bring social and cultural events to the town, e.g. church hosted musical events, plays at the school, etc. What needs to be maintained are such things as these, and be supported. Further home building such as the disgrace of Saffre Grange should <u>not</u> be permitted. The green and rural 'air' of Winterton should be protected. We do <u>not</u> need more housing for problem families to be imported into the area. Increase the number of allotments, maintain and improve transport links, increase police/PCSO visibility and support community efforts to bring music/culture to the town.</p>
<p>Street market once a week/month. This would support the decline in market trading, bring the community together, and offer variety of goods at reasonable prices.</p>
<p>I originally come from Letchworth in Hertfordshire, which was the first Garden City. Winterton is somewhat the same but is run by a corporation. The leisure facilities were built at a local school, this was used by the school from 8.30 till 15.30 and then the facility is open to the general public, who are members of the council-run leisure centre. If this could be built near the comprehensive it could be used by the school and all residents. This would also bring people in from the villages generating more cash in the community instead of it going into Scunthorpe again.</p>
<p><u>Town Council</u></p> <ol style="list-style-type: none"> <li>1. Bearing in mind that one has to pay a precept for a local council, one does not see the value of a "Talking Shop" with no effective power to implement decisions. Also, as one has only heard of one election for the council in the last 10 or more years, one wonders how so many members have been "co-opted" onto the council. Is this democratic?</li> <li>2. As we are "privileged" to have the second highest rates in the county, why do we have the most depressing entrance, ie to Scunthorpe via BOC, Bells, Thompsons. They should be obliged to keep their environs clean and tidy.</li> <li>3. <u>Normanby Park</u> All other parts of Scunthorpe have free and attractive parks. Why do we have to pay for entry to what should be our local park?</li> </ol>
<p>If planning permission is accepted in Winterton for wind turbines, it will stop people wanting to move into the area.</p>
<p><i>[Did not answer questions about Town Council and North Lincs Council and what they do]</i> We know the Councillors but would like to see them more. Some of them do not live in Winterton. That should be made compulsory, that they do reside there.</p>
<p>Since I am a keen gardener, I have had my name on the allotment waiting list for more than 10 years. I have visited the allotment site and spoken with some of the holders and have been told that several allotments have had new people on them, although I have heard nothing from the Council. I re-applied 2 years ago myself, and I have also learned that others in the town have also applied but with no success. On a recent visit to the site I was told that the council's answer to the waiting list is to divide the existing allotments in half, thus making them so small as to be hardly worth the effort. In my circle it is no secret that I have little to no confidence in councils or politicians, national or local, who do little to make my life better and do more to make it harder. This view is shared by many people I know: for a council to do something to improve the circumstances for many people I know would be a small step in the right direction.</p>
<ol style="list-style-type: none"> <li>1. Traffic measures to be introduced on Earls Gate.</li> <li>2. Stop people parking illegally especially accessing the shops, i.e. Spar &amp; Co-op.</li> <li>3. There needs to be a community point for young people to gather, if at all possible teach them how to run as a business, gain their interest, help them feel fulfilled.</li> </ol>
<p><u>Important</u> for future. No Wind Turbines.</p>
<p>Traffic calming on West Street when children attending school.</p>
<p>If you are changing the town signage in the future – please put "Welcome to Winterton", rather than just "Winterton".</p>

<p>Winterton is outgrowing the town's shops, schools and parks. No more house builds or wasting money on that terrible street party that insulted the intelligence of folk by suggesting £10,000 had been spent on it.</p> <p>If Winterton is to continue growing, then look at ways of allowing the town to grow with it. Our town's location has the capability to attract from Scunthorpe and Hull, so why not look into something like a shopping precinct or mall, maybe a cinema. Develop for the future don't leave us stuck in a boring town and this from someone who has lived here all my life (36 years).</p>
<p>Need <u>younger</u> people on Winterton Show Committee – could go round with eyes shut – and know everything is in the same order and place!! Boring!</p> <p>Could have craft fayres, summer/autumn/Christmas – good people pullers.</p> <p>Could do more activities – run up to Christmas, e.g. craft fayres, car boots.</p> <p>At Winterton Rangers!</p>
<p>I believe a high quality café, where people can spend large chunks of time, would really enhance the community life of Winterton.</p>
<p>People need to know how to do things like: cooking, responsibility for their children, knowing what they are doing, where they are. Helping each other. Speaking to their neighbours and helping each other. Where to go when things go wrong. Being a good friend to all.</p>
<p>I sincerely hope any growth in Winterton will be limited. A larger population would mean better road systems/management put in place. Schools would need to be extended/added, etc. I fear Winterton could lose its character and community spirit.</p>
<p>Encouraging existing organisations to work ever more closely – e.g. schools, playgroups, children's centre, Old School Hall, churches etc. Lot of progress made recently – long may it continue.</p>
<p>Having lived in Winterton for more than 30 years, we are obviously happy here! We feel further developments, especially windfarms, are unnecessary. When we reach retirement age and are able to spend more time in Winterton, we hope to participate in local events, clubs, etc, which at present we can't due to work commitments.</p>
<p>When considering setting up new groups / activities, please bear in mind the many people / groups that already exist and do a lot of hard work for Winterton. Please work with them.</p>
<p>If the WAIT team are successful in stopping the wind farms – what else will Winterton do to introduce 'green' initiatives? To my knowledge there aren't any at the moment!</p>
<p>Winterton needs a Heritage Trail to attract tourism.</p>
<p>When I moved here, I thought that Winterton was a village. It still has the village 'feel' where I live at the bottom end – Park Street.</p> <p>If Winterton is a town, I think it should have more retail outlets. I haven't been to the Selling Centre since it changed hands, but I would like to have somewhere with, for instance, a Boots store, clothes shops for old and for young people, a good card shop, a shop like Brian's in Brigg, shoe shops, pet supplies (I don't have one!), book shop. The possibilities are endless. Winterton should make up its mind whether it is a town or a village. If a town, it needs far more amenities.</p> <p>I would prefer to do all my shopping in Winterton, rather than having to go to Brigg and Scunthorpe. At present the shops are scattered singly through the town – not conducive to use – particularly to non-car-owners.</p>
<p>The parking around Winterton is bad, areas:</p> <ul style="list-style-type: none"> <li>• Doctors' surgery area</li> <li>• West Street (Green Hey) area all the time, when school leaving time all West Street (double parking) no-one can get through.</li> <li>• Top Cemetery Road – Corner North Street.</li> <li>• Northlands Road, Dale Park junction. Cars park on the yellow lines on tiniest part of the road.</li> </ul> <p>These are all accidents waiting to happen. With no police or traffic wardens, people park where they want.</p>

Street Party was not very well organised. Food queues ran out. All for the children. Not everyone enjoyed it – a lot of money spent for it. Outside when it would have been better inside – Winterton Rangers Community Centre.

I find this form very complicated. It needs far more time and study to answer properly. I am apologising for just giving one or two superficial ideas.

I use the train a great deal. At present there is one very good bus. 7.25 - .30 am to Scunthorpe Rail Station.

Would Stagecoach consider running some of the X.08 services (i.e. 11.08, 13.08, etc.) to Scunthorpe Station and in return to Winterton. Start the x.15 (i.e. 12.15, 14.15) services currently departing Scunthorpe Bus Station to start them at the Rail Station at 12.10 ... 14.10 etc.)

1) We do not wish to see any more money invested in 'young' people's facilities when they have no respect for, and do not use those provided.

2) It is a pity the Junior School pay only lip service to community use; if pupils are not there the car park should be available to library users / public use.

3) Dog waste is still a big issue where we live. People who don't even live in the town walk their dogs near us and leave it behind!

Two questionnaires were returned by post completely blank – presumably a protest of some kind.

## Conclusions and recommendations

Most people in Winterton are happy with their town and do not see a need for further development of any kind. Many of them told us so at the Street Party, in questionnaires, and, tacitly, by not returning the questionnaire. Those that thought it could be improved responded, and many of these were older residents who have lived in Winterton for all or a large part of their lives. A few people seemed angry about the possibility of money being spent on what the people of Winterton want – perhaps they thought it was coming out of their taxes and rates, rather than being their fair share of Lottery proceeds.

Planning was either something that did not concern residents much, or it was a major bone of contention. A significant number of comments included planning issues: either the respondent thought the town was as big as it needed to be and should not have any more development, or they thought something was missing – this could be anything from sheltered housing to a major shopping complex! The general impression gained from reading the responses was that small, reasonably-priced developments of starter homes or housing for older people such as bungalows and sheltered accommodation would be welcomed, especially if it were on brownfield sites. Large developments of family and executive homes would generally not. Any developments should fit in with the existing, older buildings in Winterton, rather than introducing new designs. There was an appreciable level of support for protection of green areas, both within the town and surrounding it.

There were suggestions that existing buildings should be improved, and “council houses” were mentioned several times. An information campaign may be needed – there are no “council houses” in North Lincolnshire. They were handed over to North Lincolnshire Homes some time ago, thus releasing the cash which has been used to refurbish kitchens, windows and bathrooms. Local taxes are not being spent on this work: it was more that tax revenues became inaccessible by councils, and the change of ownership has now released the money. However, that money would not be available to do other work, e.g. to increase the council’s road cleaning budget, if it were not used for house improvements.

Many people who were against further development stressed that the existing infrastructure is under strain and would not cope with further major development, and in this case ‘infrastructure’ included roads, parking provision, pavements, shops, schools, available employment, entertainment, and, crucially, sewerage, drainage and power supplies.

A few people were against windfarms, and even fewer were positively for windfarms. Perhaps the wind energy companies need to better publicise their payments to local communities who have windfarms near them.

Of far greater concern to the people who responded to the research were issues around driving: speeding, parking, road conditions and driving habits. The police and highways department would probably point out that poor parking slows down speeding drivers, but it also drives law-abiding drivers to distraction, playing dodgems around badly-parked vehicles while trying to get to work or back home again. Some were so angry they advocated towing vehicles away and crushing them, or the imposition of on-the-spot fines for offenders. There were also complaints that drivers do not drive to road conditions and ignore traffic calming measures such as white lines and mini-roundabouts, and that when parking they park in unsuitable places, causing hazards at junctions or blocking narrow stretches of road, or simply dump their cars on ornamental verges, churning up the grass. The doctors’ surgery was singled out by several people as being a model of bad parking, and some suggested that they should extend their car park to enable more people to get off the narrow road and avoid blockages.

Some small improvement might be made by providing parking bays instead of grass verges, although this would spoil the look of the area, but the only real solutions are to own fewer cars, to demolish an area to provide car parking or to employ wardens to constantly patrol the town with wide powers against traffic offenders. None are likely to be popular.

Public transport provision is good in Winterton, and many older people said it met all their needs. However, they are quite possibly not the paying passengers needed to keep the services on the road, and the buses are not as useful to people trying to get to and from work, especially when they work odd shifts. No-one wants to get up an hour or two earlier just so that they can use a bus or three to get to work! Connections were said to be poor, and prices high (especially if trying to transport a whole family somewhere). While it is true that a concerted effort to make transport systems work more smoothly would be welcomed, the answer to many Winterton people's needs may well be the car sharing schemes and cycle routes that many did not tick as being their preferred choices. Another alternative might be a small bus which could circulate the area, including nearby villages, but much research into times and need would be needed before this could be provided.

Speeding is a concern which could be dealt with. Drivers certainly do speed through the town – researchers noticed as much on the way in. Speed signs, flashing or not, were ignored, and risks were taken against oncoming traffic. Since many residents are concerned about this, perhaps the police could work with residents' groups to enable them to take action – taking photos, checking speeds, etc. – or perhaps the Town Council could be allowed to actually purchase a moveable speed camera for use solely in the town. A few fines would probably, as respondents to the questionnaire pointed out, get the word spread very quickly.

The other major concern in Winterton is antisocial behaviour. Some of this, from young people, is often not what older people think – young people gather in groups for safety. Because of their youth, they can be noisy in crowds, but lacking anywhere to go away from residences where they would feel safe, they become 'a nuisance'. Surely better than constantly afraid? It seems that many of the problems may be caused by lack of understanding: if older people and younger people got to know each other, they might understand each other's point of view. Young people don't realise how big and noisy they can seem to an elderly person, and older people don't understand how rude they can sound to a young person – language has changed over the years and what was the correct way of speaking 50 years ago can sound peremptory and "disrespectful" to young ears. If they spent some time helping each other – passing on skills such as gardening and knitting in return for training in the use of a mobile phone or computer, for instance – the whole world would suddenly look different.

Many young people only want somewhere to talk to their friends after school. The fact that many people in Winterton supported the idea of a café or community café gives hope that an all-age facility could be developed – possibly a social enterprise which could also create jobs. If open long hours, it could provide somewhere for older people and young mums to socialise during the day, and for young people at night. It could of course also house IT equipment and act as an internet café, or host basic IT classes, and depending on the building lots of other activities could take place there as well. From an outsider's point of view, the area near the police station would seem sensible, as there was demand for facilities from the Grangefield estate, though local people may have other priorities.

A popular solution to antisocial behaviour from respondents to the questionnaire was more police. The responses to the question about the service provided by the Police and PCSOs was distinctly slanted towards the negative, and most called for 'more active policing' or more 'proper' police. In the current economic climate, it is unlikely that Humberside Police will be able to supply these – indeed cutbacks are being discussed. However, other

initiatives (more CCTV cameras were mentioned) might help residents feel more safe. This issue would bear greater discussion, as the response from one person: “Rarely see a police presence in Winterton unless there is an 'incident'” would seem to be the one time when most people would expect to see them. Another said they never saw any police, but had seen a traffic warden issuing tickets. Given the number of complaints here about parking, surely that is the best solution? Do people prefer expensive police officers to hand out their parking tickets? And surely, if you don't see police officers, that just might be because there is no reason for them to be there – Winterton is not a high-crime area.

Perhaps better publicity about, for instance, how to contact the police (a few people didn't know), how to phrase the information/request when calling them, and what the police actually are responsible for and how they deal with it might help the situation. You are less likely to be afraid when you understand a situation.

Many people called for action to clean up the streets – removal of both litter and dog fouling was requested many times. While this is the work of the statutory authorities and therefore would not normally qualify for funding from Lottery money, there would certainly seem to be support for a council which could organise extra cleanliness – either through the provision of more bins and incentives to use them, or through regular cleaning schedules: these could possibly be a way of employing people, but it would be a thankless task. Perhaps this could be a way in which offenders could make reparation to the community. Having said that, Winterton does not stand out as a particularly dirty settlement. Another answer to the problem might be to install civic planting schemes, which would have the double benefit of making the town look prettier and giving it a good start in the Best Kept Village competition! If local people were involved in servicing the beds, it could also help to pull the community together – older gardeners are generally very happy to tell inexperienced youngsters how to do it! And if the town looks well cared for, people are more likely to take their litter home and clear up after their dogs.

Support for local businesses also received backing, and a community café could double up as a centre for this. Access to secretarial help, business advice and office facilities could give a small business just the leg-up it needs, and again, could offer some work to local people. If training courses were also on offer, the centre should become viable – and this is an important point to consider: all projects nowadays need to be sustainable. If not, they may not be eligible for grants or loans. There were suggestions that help to start young people in business would be welcome, and while this is a good idea, established business people would be needed to volunteer as mentors. However, this service could help not only young people, but older ones venturing into business as well. Alternatively a similar service could run out of the new Library building, possibly in association with the Job Centre and other similar organisations.

Many people wanted more shops and other businesses attracting to Winterton, but many of those same people also said they did not use the shops that are already there because they are too expensive. Winterton Selling Centre was said to be too far outside town or too shabby: a shame because the shop owners are very friendly and helpful, and there is a wide range of shops there. There was a request for a shop selling fresh vegetables, but one has just closed from lack of custom. There were calls for places to eat and for more pubs, but pubs are also closing. Perhaps the best way forward would be for local people who want such facilities to club together to form a social co-operative (i.e. a business owned by local shareholders): that way they would have an incentive to use them, and funding to get started would be raised from shares.

Some of the most popular requests were for buildings and facilities – swimming pools, sporting facilities and meeting places. While it might be possible to buy one of these if that was the wish of the great majority of the community, £1m does not go far in building work,

and the resulting building would still need to be run – running costs, especially staff, are very expensive.

The emergency help for the elderly and disabled was a project which more people did support and offered to help with. While this might not need much in the way of funding, it is the kind of project which could pull the community together, helping older people to feel safe, respected and cared for – which is all anyone could want, really. The Town Council is already planning the service and the extra volunteers may help to make Winterton the kind of place where anyone would want to live. Other suggestions, such as local deliveries of food etc. in times of bad weather, could extend this service to achieve an ideal.

Care of older people was a concern for a significant number of respondents: we were told that the closure of Nassau House is leading to worries for older residents, including that there are no care homes for older people and they will have to leave Winterton, just when they need familiar surroundings. A nice solution to this would be if De Lacy House and Nassau House were run by a single provider – possibly renting the buildings. The services provided could include a restaurant for residents, carers and people managing their own budgets. The restaurant/café (and possibly other services – laundry, meeting rooms, etc. spring to mind) could be open to the rest of the community, not kept solely for older people, so that they could remain part of the community where they have lived for so long.

Winterton seems to have a similar problem to other statutory authorities in this country, although not on such a large scale. For instance, recent research in Ulceby, North Lincs, showed that only 28% of respondents said they knew their North Lincolnshire councillors, and 56% did not know what they do, whereas in Winterton 77% said they knew their Town councillors and 59% said they knew their North Lincolnshire councillors. Also the Winterton councillors have not been in post very long, so people will not have had time to get to know them.

Nationally people seem to have ‘turned off’ politics and are not interested enough to find out how it works or how to influence opinion. Some even seem proud that they don’t know who their councillors are! The only real way to change this is for all politicians to carry out a sustained programme of getting to know their constituents – knocking on doors, attending local events and spending a lot of time talking to people, listening to what they say, and acting upon it. Leaflets and newsletters are often not read – or the political bits are skipped, so face to face is the better method. This is work that many councillors do not have time for nowadays, so perhaps the entire political system will have to change, but that is well outside the scope of this report. However, it is a debate that must be held soon on a national basis.

Some people seemed very angry that money was spent on project they did not agree with – improving social housing to an acceptable standard and providing community events such as the street party both came under fire. It is possible that these people do not understand where that money comes from, or indeed how much is spent. Anyone wishing to find out more can always ask a local councillor, who will know how to find out the necessary information if they are not already aware, but we can assure concerned residents that the money did not come from their rates or from their taxes. That may sweeten the pill slightly.

And finally, there is still a problem with people not knowing who does what, where to get help when they have a problem, how to complain and who to. A ‘one stop shop’ for people with any kind of problem would help, where there are knowledgeable staff who can advise – perhaps this could be attached to the proposed community centre, or be part of the Town Council’s remit?