



Report on the Fleet and Church Crookham Town Healthcheck



**Produced by Andrew Macallan on behalf of the
Fleet & Church Crookham Society**

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1. Foreword

Town Healthchecks, Parish Plans, Village Design Statements and other assessments of the needs of the communities in which we live are usually undertaken by town or parish councils. Fleet and Church Crookham were unparished areas when neighbouring parishes embarked on their work for these documents and the Society felt that the views of the residents on the future of our two towns would go unheard. It was decided to embark on a Town Healthcheck using such volunteer resources as we could muster. We were aware of what a huge task this was likely to be, but just how huge became more obvious as we progressed.

The Society was very glad to be able to draw on the knowledge, experience and skill of Andrew Macallan as the leader of this project. As a local architect, working in Church Crookham, Andrew was well placed to be our guide and mentor and, as it turned out, the time and effort he dedicated to the task was immense. We could not have achieved a result as comprehensive and of such quality without him. Taking into account the tragic loss of his wife, Alison, half way through the task, we owe him a debt that the printed word cannot adequately express.

The Town Healthcheck attempts to draw together the views of local residents, visitors and those who work, but do not live, in the two towns on a very wide range of topics that affect our lives. What are the strengths and weaknesses, what do we most treasure and what do we most lack, how can we improve our local community services and defend our quality of life? Putting all these questions into a comprehensive questionnaire was a major task on its own. All residents should have received a questionnaire dropped into their homes by hand delivery, partly by a paid contractor and partly by volunteers. Volunteers came forward to help when it was found that some roads had been omitted by the contractor. The questionnaire could be completed online or by filling in a hard copy and posting to Andrew. All hand written questionnaires were entered online by volunteers. We are grateful to Hart District Council for giving us access to an online programme that helped to analyse much of the data, and contributing £1,500 to our costs. The rest of the costs were met by an "Awards for All" Lottery Grant; so, thankfully, we did not have to draw on the very limited financial resources of the Society.

I hope all who read this document will find it represents views that they can share or with which they can sympathise. The report refers to some issues which are now resolved or no longer relevant, due to the passage of time since the questionnaire was distributed. Where relevant this has been referred to in the text. This report is intended to be a living document and issues raised by it need to be followed up and taken forward. We will welcome your views as we would like this to be a living document that we can revise and adapt to changing times.

We hope that the Healthcheck will provide assistance to the newly formed town and parish councils for Fleet, Church Crookham and Elvetham Heath and that Hart District Council will refer to it when drawing up their plans and strategies for the future of the area.

I would like to thank all those who came forward and gave voluntary help throughout the long process of this study. The names are many but they all gave of their time and effort and can feel justly proud of the parts they played. Not least of these is our newsletter editor, Gillian Wain, who has drawn all Andrew's reports together into a very professional final document.

Colin Gray

Chairman, Fleet & Church Crookham Society

2. Introduction & background

The initial idea of carrying out a Town Healthcheck for Fleet and Church Crookham came from the Fleet Town Centre Group (now disbanded) in 2003. This was at the time that Hart District Council was starting to prepare the new local development framework (LDF). The Planning Department was talking to parish and town councils about the advantages of having community involvement in the LDF process through Parish Plans. Without a town or parish council, the Fleet Town Centre Group were concerned that the areas of Fleet and Church Crookham should take advantage of this opportunity to carry out a review of the local area to establish the community feeling on various topics so this could feed into the future planning of the area (that is, 'planning' in the broadest sense – not just related to development).

The Countryside Agency (since replaced by Natural England and the Commission for Rural Communities) had published guidance on how to carry out these types of projects. The group decided that it would be appropriate to use the model for a 'Market Town Healthcheck' as the basis for the study¹. The process for a Town Healthcheck involves the following:

- a) Information gathering (called a 'Snapshot'). This records where the local area is at the present. This is divided into four study areas: Social and community, Environment, Transport and the Economy.
- b) Survey of people's opinions.
- c) Analysis of the results.
- d) Production of an 'Action Plan' to identify what the community wants to change or stay the same and who is responsible.

The results of the study can then be circulated to responsible authorities as appropriate and can be used to protect and/or influence the future of the area. The aim of the exercise is to give an evidence base to decision making and prioritisation and to act as a catalyst to other projects.

Initially the Fleet Town Centre Group formed a Town Healthcheck Working Group and a public meeting was first held in January 2004. A simple questionnaire was handed out at the inaugural meeting asking people what they liked or disliked about Fleet and Church Crookham and it identified 'likes' and 'dislikes' (Table 2.1).

¹ Countryside Agency (January 2002). Market Town Healthcheck Handbook. London: HMSO.

Table 2.1 Likes and dislikes with regard to Fleet and Church Crookham identified through a simple questionnaire at the inaugural meeting of the Town Healthcheck Working Group, January 2004

Likes	
Access to the countryside	40%
Tweseldown and the canal	28%
Convenient access to the railway station and the M3	31%
Friendly community feel	25%
Good schools	17%
Good mix of shops	17%
Low crime	9%
Dislikes	
Over-development	64%
Traffic congestion	53%
Poor sports and leisure facilities (cinema/theatre)	17%
Healthcare facilities; not enough surgeries/hospitals	15%
Poor range of shops	13%
Town is run down, pavements need repairing ^a , roads and litter	12%

^aThe pavements in Fleet Road have been refurbished since the questionnaire

Other dislikes included apathy, lack of local transport, excessive council tax, lack of visible police, poor radio and TV reception, not enough free parking in Fleet Road and noise from Farnborough Airport.

The Town Healthcheck Working Group which started this study was able to carry out much of the work for the initial scoping exercise. However, the Fleet Town Centre Group had no means of receiving money or making payments (it was purely a discussion forum). It was necessary for the Town Healthcheck Working Group to receive funds to carry out the huge task of issuing questionnaires to Fleet and Church Crookham residents.

Consequently the Fleet & Crookham Civic Society (now the Fleet & Church Crookham Society (FCCS)) took the project under its wing. The FCCS applied to Hart District Council and 'Awards for All' for funding. This was awarded in September 2006. This enabled the project to progress to the questionnaire and analysis stage and a comprehensive questionnaire was issued in 2007, with analysis taking place in 2008–2009, resulting in the publication of this report.

During this process it was realised that the breadth of topics and size of population were going to make the analysis a big task. To make this manageable, as many questions as possible needed to be 'tick box' so they could be easily put into a computer for analysis. An additional stage was added to the project to carry out a 'scoping' questionnaire with open-ended questions. By keeping this to a manageable size this was easier to analyse. The object of this was to clarify the topics people were most concerned about and the range of answers that could be expected. The results of this scoping survey informed the final survey, although each topic area still had open-ended questions and the opportunity to comment in case the initial small survey was biased or missed any topics. The results of the scoping exercise are summarised in Section 4.

The questions contained in the final questionnaire were based on the methodology from the Countryside Agency and also on a list of suitable questions prepared by the University of

Gloucestershire², but it was edited and reviewed using the results from the scoping survey. This enabled the questionnaire to be kept down in size.

The results were analysed using Excel 'pivot tables' and further information may be derived from the results by cross-analysing the answers with age, gender, postcode or by cross-relating questions. If anyone wishes to request further information to support a project (e.g. to show a need) the FCCS may be able to provide this (see contact details on page 75). This is one way in which the results from this project can bear fruit.

² University of Gloucestershire Countryside & Community Research Unit. Village Appraisal Toolkit.

3. Snapshots

The working group from the Fleet Town Centre Group completed the initial information gathering exercise following a method set out by the then Countryside Agency. This split the analysis into four topic areas: Social and community, Environment, Transport and Economy.

Because this analysis was done right at the beginning of the project in 2004 it has been updated for this report and is included in Appendix 9.4. This data forms a useful resumé of the existing situation and is meant to be updated and can therefore act as a monitoring tool to see how things change over time. When the 2011 census data becomes available this will be a good time to see what has changed.

4. Scoping survey

A copy of the scoping survey is contained Appendix 9.1. The questions were open-ended requests for information on what people liked or disliked, what they would like to change or keep the same, and what had got better or worse. It also contained a matrix of 'services' for the community and asked people how satisfied they were and for comments. This survey was hand-delivered to 200 households who were selected from a random list generated from postcodes.

79 replies were obtained and although this is acknowledged as a small sample of the entire population, the object of the exercise was to make sure topics were not missed or were not included when they were not of interest or concern. There were technical problems with the web-based system used to log replies (Keypoint by Cambridge Software Publishing) and it is known some replies made by people were not logged by the computer system. However a 40% reply rate is reasonable for this type of survey and the Group decided to accept this position and try to avoid the problem with the main survey. The sample was random so, bearing in mind the reasonable rate of return, was a good cross-section of the community.

The distribution of these responses was balanced across the area of Fleet and Church Crookham. The balance of females to males was slightly unbalanced (59% and 41%, respectively) which is probably to be expected with a 'household' questionnaire.

The age distribution did not include younger people generally as this was a household questionnaire. The distribution of replies was comparable to the age distribution in the area, although biased towards a slightly older population as Table 4.1 indicates.

Table 4.1 Scoping survey respondent distribution			
Age (years)	No.	%	Age distribution in Fleet & Church Crookham (%)*
16–19	1	1%	4.9%
20–44	24	32%	44.3%
45–64	36	48%	32.5%
65+	14	19%	18.2%

* Data from National Statistics Crown Copyright Click User License 2001 Census data

The scoping survey identified the following:

Likes – in order of priority (best first)

- Proximity to countryside
- Geographic location
- Social character
- Rail link to London
- Fleet Pond
- Basingstoke Canal
- Town centre/variety
- Small town feel
- Education

There were many comments about the character and size of the town and its community feel, but these are difficult to categorise as they often also refer to one of the above topics. There was a clear appreciation of the green character, size and community within the town.

Dislikes – in order of priority (worst first)

- Development – especially without adequate infrastructure
- Pubs, drinking and rowdiness
- Traffic and congestion
- Parking issues in the town and station

There were a lot of other items raised by 1–3 people such as poor public transport, poor cycle facilities, lack of police presence and several other topics.

Improvements over the previous 5–10 years included (best first):

- Shops (mainly related to the shopping centre)
- Fleet Road improvements
- Elvetham Heath
- Restaurants and pubs
- Education

These replies were more dispersed. There were many other items mentioned by individuals (farmers' market, library, skate park, CCTV cameras, churches, etc) but the above replies showed some consensus.

Things that had worsened over the previous 5–10 years included (worst first):

- Traffic
- Increase in pubs
- Development (too much; without infrastructure)
- Parking

The last item was a topical concern at the time of the questionnaire because of parking changes in the town, but replies also related to other issues and to the rail station. This topic required further study in the main questionnaire.

Concerns for the future largely revolved around the impact of development including traffic and infrastructure. Schools, doctors and roads were all seen to be a concern. The vast majority of respondents mentioned these issues. Some people also expressed concerns for the viability of the town in competition with surrounding towns.

The questionnaire asked people how satisfied they were about a number of services, facilities or environmental factors. The results showed in particular how satisfied people were. Table 4.2 shows the strength of feeling about these issues (strongest feeling towards top). The figures give the ratio of satisfied/dissatisfied. The categories with any substantial number of 'very satisfied' people were the environment, employment, street lighting, sports facilities and education. Most dissatisfied categories contained a proportion of 'very dissatisfied' respondents.

Table 4.2 Satisfaction and dissatisfaction with services identified through the scoping survey

SATISFIED		BALANCED OPINION		DISSATISFIED	
Street lighting	65/10	Litter	36/40	Development	17/58
Natural environment	60/12	The arts	23/23	Parking	27/42
Public utilities	51/19	Disabled facilities	13/10	Traffic	25/51
Health facilities	51/24			Cycle facilities	20/41
Sports facilities	50/11			Housing costs	19/37
Public parks & spaces	49/24			Youth facilities	14/32
Employment	48/1			Public transport	20/31
Education	44/7			Local authority services	10/27
Road safety	43/30				
Adult education	42/4				
Children's facilities	32/14				
Elderly facilities	21/10				
Crime preven/detection	37/27				

From these results it was clear that more investigation was needed into the areas of dissatisfaction and these were taken forward into the full survey. It is interesting to note that there was a high level of satisfaction with children's facilities but dissatisfaction with youth facilities. The concerns over public transport, parking, traffic and cycling were also clearly areas for further investigation, all related to mobility within the area.

Views were sought on Fleet town centre. There were numerous views expressed. People liked the small town feel although did want a larger 'store'.

There were a number of replies asking for an improved choice of shops, a large store or more smaller retailers – all seeking an improved range of shopping facilities in the town. There were also a number of comments about lack of parking or the cost of parking in the town.

5. Town Healthcheck questionnaire

The results from the scoping questionnaire influenced the Town Healthcheck Group in the questions selected for the main questionnaire. For example, questions relating to countryside were included to find out what people liked or wanted to change. Questions about traffic, buses and cycling were included to achieve greater understanding of these issues. No questions were included about facilities for the very young or the elderly as there was satisfaction with these matters – but teenagers were included as this was shown to be an issue. Questions were included on antisocial behaviour as this was an issue with many respondents. Only one question on sports facilities was included as this achieved a satisfactory response in the scoping questionnaire. The questions on the town centre were on issues raised in the scoping questionnaire. In this way the Group tried to obtain relevant information on issues that are of interest to the community.

A copy of the final household questionnaire is given in Appendix 9.2. The questionnaire was first issued in May 2007 and collected during the following few months.

The questionnaire was distributed by a professional company but unfortunately they missed several areas. These were covered by a repeat issue of the questionnaire by members of the FCCS in order to achieve a reasonable cross-section over all postcode areas.

To cover younger people a slightly different questionnaire (Appendix 9.3), and online only, was issued through Farnborough Sixth Form College to 16–18 year olds and a reasonable level of replies was obtained. These questionnaires were also available at the Point Youth Centre.

The Group also tried to get local schools to participate in the project but they did not respond to requests, despite initial positive responses at the planning stage. A shorter version of the questionnaire was made available to both Calthorpe Park School and Courtmoor School but no significant numbers of replies were received. Some comments were also received from children at All Saints Junior School. The results therefore rely on the ‘household’ replies to give the family view on the topics.

The returns of the questionnaire were about 6% of the households, plus additional replies from students, which was not as high as hoped for but is enough to give a cross-section of views which is statistically valid.

880 replies were received from households. A check was carried out to see how the replies correlated with postcode (Table 5.1), gender and age distributions.

Table 5.1 Town Healthcheck questionnaire respondent distribution by postcode					
Postcode	Approx area	Households^a		Replies	
		No.	%	No.	%
GU51 1	Elvetham Heath	1385	9%	40	4.5%
GU51 2	Ancells Farm	1069	7%	80	9%
GU51 3	Pondtail and Fleet South	3461	23%	163	19%
GU51 4	North Fleet and Calthorpe Park	1701	11%	68	8%
GU51 5	Crookham Road	1235	8%	83	9%
GU52 0	Zebon Copse	967	6%	62	7%
GU52 6	Church Crookham North	2989	20%	175	20%
GU52 7	Courtmoor and Velmead Road	1452	9%	62	7%
GU52 8	Church Crookham South	1056	7%	39	4.5%
Blank	–	–	–	108	12%
TOTAL		15315	100%	772	100%

^aTaken from postcode sector data available in 2007

Replies received analysed by postcode follow the household distribution fairly well apart from GU51 1 (Elvetham Heath). Additional copies were issued to that area but this still left a shortfall. In analysing results, the lower response rate from Elvetham Heath needs to be taken into account since some topics are postcode-sensitive issues.

There were 487 replies from females and 361 from males (32 undeclared). This slight bias is to be expected with a household questionnaire.

An analysis by age shows that the questionnaire, being a household questionnaire, tended to exclude people below the age of 24 years. When this imbalance is removed from the Census data to give comparable populations, it can be seen that the survey generally follows the population structure with a slight bias to the 10–14 years age group and against the 25–44 years age group (Table 5.2).

Table 5.2 Town Healthcheck questionnaire respondent distribution by age				
Age bands (years)	Census data*	Census data excluding under 15s*	Household replies	Household & student replies
75 or over	7%	8%	8%	7%
65–74	8%	10%	13%	11%
60–64	5%	7%	11%	10%
45–59	21%	26%	29%	25%
25–44	31%	38%	34%	30%
18–24	6%	8%	1%	14%
16–17	2%	3%	1%	Inc. above
Under 15	20%		0%	
Not specified			3%	3%

* Data from National Statistics Crown Copyright Click User License 2001 Census data

The household questionnaire also asked respondents how they would describe their household, with a list of multiple choice answers. Results are shown in Table 5.3.

Table 5.3 Town Healthcheck questionnaire respondent distribution household description		
	Household respondents	
	No.	Percentage
Single	111	13%
Couple	281	32%
Family	372	42%
Retired	151	17%
Mixed/extended	10	1%
Other	8	1%
Blank	30	3%

For the student questionnaire, 118 replies were received. In total, therefore, there were just over 1,000 replies.

In the student questionnaire some of the questions were adapted to suit students as opposed to households but the structure and the majority of the questions were the same

(see Appendix 9.3). The results from the student questionnaire are referred to separately in the analysis to avoid distortion, with comments about how they compare with the household sample, noting any new issues raised. The question numbers in the household and student questionnaires differ, and for a given question in this report, the question number refers to the household questionnaires.

6. Results and analysis

6.1 The countryside and parks

The first group of questions covered the countryside and parks.

6.1.1 Q1. *The countryside around Fleet and Church Crookham is much appreciated. Is there anything that would improve your enjoyment of these areas?*

The first question used key answers from the scoping survey as a list of multiple choice responses (respondents were asked to tick all that applied). The results are presented in Table 6.1.

Table 6.1 Household response to Q1. The countryside around Fleet and Church Crookham is much appreciated. Is there anything that would improve your enjoyment of these areas?		
	Respondents	
	No.	Percentage^a
a) Nothing needs to change	92	11%
b) More information/guides/maps	343	39%
c) Visitor centre at Fleet Pond	277	32%
d) Countryside rangers/wardens	306	35%
e) Maintain/clean canal towpath	563	64%
Blank	40	5%
Total	1621	

^a Percentage of 880 household responses.

Students were asked the simple question ‘Do you use the countryside around Fleet and Church Crookham?’ Of the 118 replies, 70% said they did.

6.1.1.1 Basingstoke Canal

The maintenance of Basingstoke Canal is a key issue, with nearly two thirds of respondents identifying this issue as important to them. The continued funding of the canal is therefore important to a large section of the community.

Basingstoke Canal is unusual in not being owned by British Waterways, but by Hampshire and Surrey County Councils, and is funded by a mixture of County and District monies, donations, fund raising and voluntary work.

The canal is managed and maintained on a day-to-day basis by the Basingstoke Canal Authority funded by the various councils; this funding is less than the canal would receive if it were owned by British Waterways. There are therefore issues with the level of funding and this needs to be kept under review by the District and County Councils to ensure their responsibilities are fulfilled as owners to maintain the safety of the canal, towpaths, etc.

There is also the Surrey & Hampshire Canal Society which is a voluntary body which helps to enhance the canal with voluntary support. In recent years it has also helped with maintenance and repair work, although it has no direct responsibility for this. The Society has a key role in the continued enhancement of the canal but its contribution is dependent on its members. More volunteers and members are needed to take on responsibility for enhancement works. This can be done through a number of agencies including Hart

Voluntary Action, the newly formed parish councils and by general awareness and publicity. Contributions from local business towards plant and materials would also assist in carrying out works.

6.1.1.2 Information, guides and maps

There is also a keen appetite for more information about the countryside, with almost 40% of respondents identifying this. This may be that people do not know what is currently available or that there is a shortage of literature. A literature search and publication of this on the internet would be of benefit. This would also identify any 'gaps' in the coverage and these may be filled by relevant bodies or organisations.

6.1.1.3 Countryside rangers and wardens

An appreciation of the benefit of wardens and rangers is clear. However, Hart District Council has limited resources to look after all the important natural environments in the area. The establishment of volunteer groups could be one way of addressing this issue. This already works well at Fleet Pond and Oakley Park but could be extended to areas such as Basingbourne Park and Elvetham Heath.

6.1.1.4 Fleet Pond Visitor Centre

A significant number of people thought a visitor centre at Fleet Pond would increase their enjoyment of this natural area. It is an objective of Hart District Council and the Fleet Pond Society to provide a visitor centre at Fleet Pond but there is not sufficient funding for this at present.

6.1.2 Action plan with regard to improving the enjoyment of the countryside (Q1)

An action plan to address matters that would improve respondents' enjoyment of countryside around Fleet and Church Crookham is presented in Table 6.2.

Table 6.2 Action plan for improving respondents' enjoyment of countryside around Fleet and Church Crookham			
Issue	Action	Responsibility	Potential outcome
Maintenance of the canal	Maintain adequate funding for maintenance and repair of the canal	Hampshire County Council, Surrey County Council and District Councils via the Basingstoke Canal Authority	To secure a level of funding to preserve the canal for public use into the future
	Support for the Surrey & Hampshire Canal Society	Hart Voluntary Action, County and District Councils, residents	Increased awareness, funding, sponsorship, committee members and volunteers

Table 6.2 cntd. Action plan for improving respondents' enjoyment of countryside around Fleet and Church Crookham			
Information, guides and maps	Carry out a literature search and publish results on the internet	Hampshire County Council Library Service or volunteer organisations	Greater community awareness of the countryside
	Analyse the literature search to identify any 'gaps'	Volunteers, Hart District Council and parish councils	Opportunities for further publications on the countryside
Countryside wardens and rangers	Establish more volunteer groups to work with the existing rangers and wardens	Hart District Council and parish councils	Better maintenance, awareness and conservation of the countryside and open spaces
Fleet Pond Visitor Centre	Develop proposals for the funding and provision of a visitor centre	Hart District Council, Fleet Town Council and Fleet Pond Society	Delivery of a visitor centre to enhance Fleet Pond Nature Reserve

6.1.3 Q2. *Is there anything else that would improve your enjoyment of the countryside?*

The second question was an open-ended question to allow for other suggestions. This question was asked to households and students. The household answers to this question are summarised in Table 6.3).

Table 6.3 Household response to Q2. Is there anything else that would improve your enjoyment of the countryside?		
	Respondents	
	No.	Percentage^a
Stop or reduce the impact of housing and commercial development on the countryside	61	19%
Dog fouling/more dog bins	41	13%
Protect/invest in Basingstoke Canal	28	9%
Access, footpaths and signage for walking	28	9%
Litter & fly-tipping	26	8%
Cycling facilities	23	7%
Fleet Pond maintain/improve access	21	7%
Warden/ranger services	18	6%
Guide leaflets, information centre, tourism centre	17	5%
Tweseldown & Bourley	16	5%
Guided walks	11	3%
Traffic congestion reduced	10	3%
Visitor centre – yes	4	1%
To feel safer when walking	3	1%
Visitor centre – no	2	1%
Other	7	2%
Total	316	

^aPercentage of 316 responses.

The main issues raised by household respondents in answer to Q2 were:

- Stopping the impact of more development on the countryside
- Dog mess, litter and fly tipping
- Support for the canal
- Access, footpaths and signage, including Fleet Pond specifically
- Support for cycle ways
- Support for warden and ranger services
- Information leaflets and guides and tourism
- Support for public access to heathland at Bourley Road.

Some of these issues are included to some degree in Q1, namely the canal, information on and access to the countryside, and wardens and rangers. These responses may have been prompted by Q1 but it is clear that the list given in Q1 correctly identifies issues of concern to respondents.

Student replies to this question raised some similar issues of access on bike (10%) and walking (3%) and requests for more litter/dog loo bins (10%) (see Table 6.4). The response rate was quite low generally (this was a 'voluntary' question), but the question of litter and cycle access are reinforced.

Table 6.4 Student response to Q2. Is there anything else that would improve your enjoyment of the countryside?		
	Respondents	
	No.	Percentage^a
Litter	7	6%
Cycle routes	6	5%
Wildlife/protection of countryside	5	4%
Better/more footpaths	4	3%
Trails	3	3%
More bins	3	3%
Mountain bike facility	2	2%
Basketball court	2	2%
Fewer chavs	2	2%
More activities	2	2%
Dog loo bins	2	2%
Not building houses	1	1%
Fun rides	1	1%
Visitor centre/toilets at the pond	1	1%

^a Percentage of 118 student responses.

6.1.3.1 Development pressures

Hampshire County Council and Hart District Council can control development in the countryside through planning policies and these are fairly well established already. However, there are still significant concerns expressed here. Housing allocations and economic pressures will inevitably impact on rural areas and policies will need to locate development where it will have least impact rather than no impact. Whilst these authorities can set policies, some of the responsibility for monitoring this falls on the local community who can take part in the planning system where appropriate. This is one objective of the Fleet & Church Crookham Society.

6.1.3.2 Litter and mess

Both these matters rely on the provision of adequate bins. The Council may be aware where there are shortages of bins or a survey of some kind could be carried out to establish this. This could be informed by local knowledge by the new parish councils in Fleet and Church Crookham and is a responsibility they could follow through from this study. The parish councils may also have a view on where local authority cleaning services are best directed to fulfil responsibilities for street cleaning.

The responsibility for clearing up dog mess relies on owners taking a social attitude. This needs to be encouraged through signage where specific problems exist and/or through the media.

Parents and schools also have a responsibility to educate children not to drop litter. This is part of the care we need to take of our environment. Volunteer groups could also be organised or sponsored to do litter picks by local companies.

6.1.3.3 Bourley Road car park

The issue of Bourley Road and access at that point is inevitably highlighted by the Queen Elizabeth Barracks development proposal to reduce the car park, but is also a show of strength of feeling on access to the countryside. This issue has potentially been resolved through Natural England removing its requirement to reduce the car park as part of a mitigation scheme for the lowland heath habitat. The protection of this habitat is an important issue, however, and the maintenance of access to the heath should be accompanied by education of users to protect the ground nesting birds for which it is of international importance.

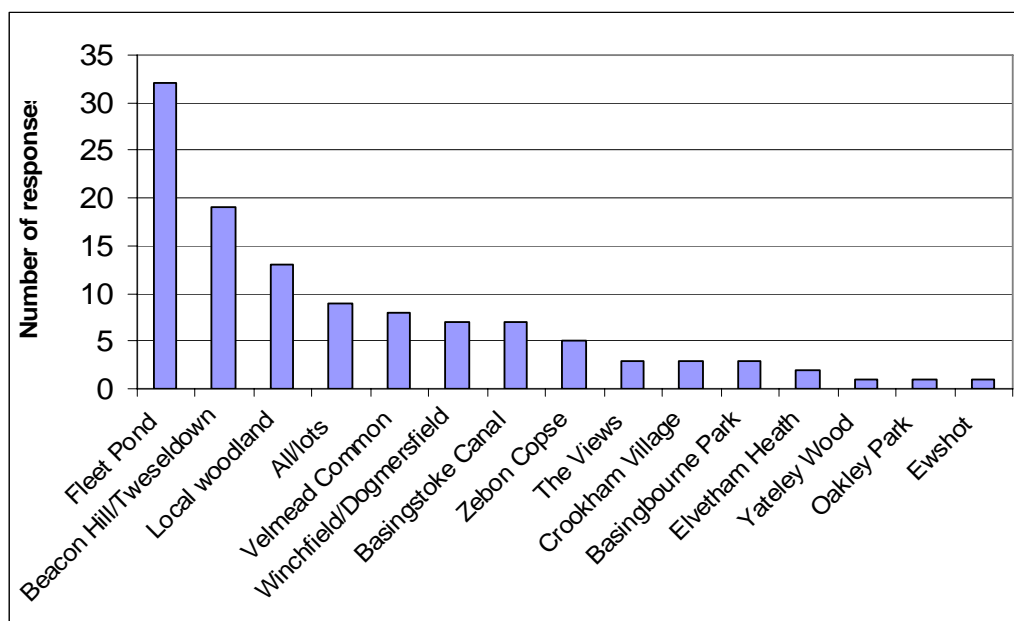
6.1.3.4 Cycle routes

The comments about cycle routes show a desire to cycle which is in line with other moves by the District and County Council to encourage cycling in the area. The responses here asked for more or improved cycle paths on roads and in the countryside and also for maps and information. This subject is addressed further by Q14 and Q15.

6.1.4 Extra student question: Which areas [of the countryside] do you use?

Students were also asked an open question about which areas they used, and identified Fleet Pond and Tweseldown areas as being the areas they used most, with many other areas also being listed and several general comments about woodland or 'all areas' (see Figure 6.1). Although this is a small sample it does identify Fleet Pond as an important recreational space for teenagers. The pond is easy to access for many young people in Fleet.

Figure 6.1 Student response to the question: Which areas [of the countryside] do you use?



6.1.5 Action plan with regard to further improving respondents' enjoyment of countryside (Q2)

An action plan to address matters that would further improve respondents' enjoyment of countryside around Fleet and Church Crookham is presented in Table 6.5.

Issue	Action	Responsibility	Potential outcome
Impact of new development on the countryside	Protect the countryside through planning policies	Hart District Council and Hampshire County Council	Protection of the rural environment
	Monitor the application of policies on development	Councillors, residents, Fleet & Church Crookham Society and others	Protection of the rural environment
Dog mess in public areas	Review the location of bins	Parish councils and Hart District Council	Reduction in dog mess left on paths
Litter	Review the location of bins and 'hot spots' for litter dropping	Parish councils and Hart District Council	Reduction in litter
	Reduce the dropping of litter	Parents and schools	Reduction in litter
Bourley Road Car Park	Allow unhindered access to the car park	Defence Estates	Access maintained to Bourley and Tweseldown
	Advise users on the importance of the heathland habitat	Defence Estates, Natural England	Increased awareness of the area's importance
Cycle routes	See Q14 and Q15		

6.1.6 Q3. Which parks do you use in Fleet and Church Crookham?

Q3 listed 11 parks in Fleet and Church Crookham and asked respondents how frequently they visited them. Figure 6.2 summarises the responses from 880 households and Figure 6.3 summarises the responses from 118 students.

Figure 6.2 Household response to Q3. Which parks do you use in Fleet and Church Crookham?

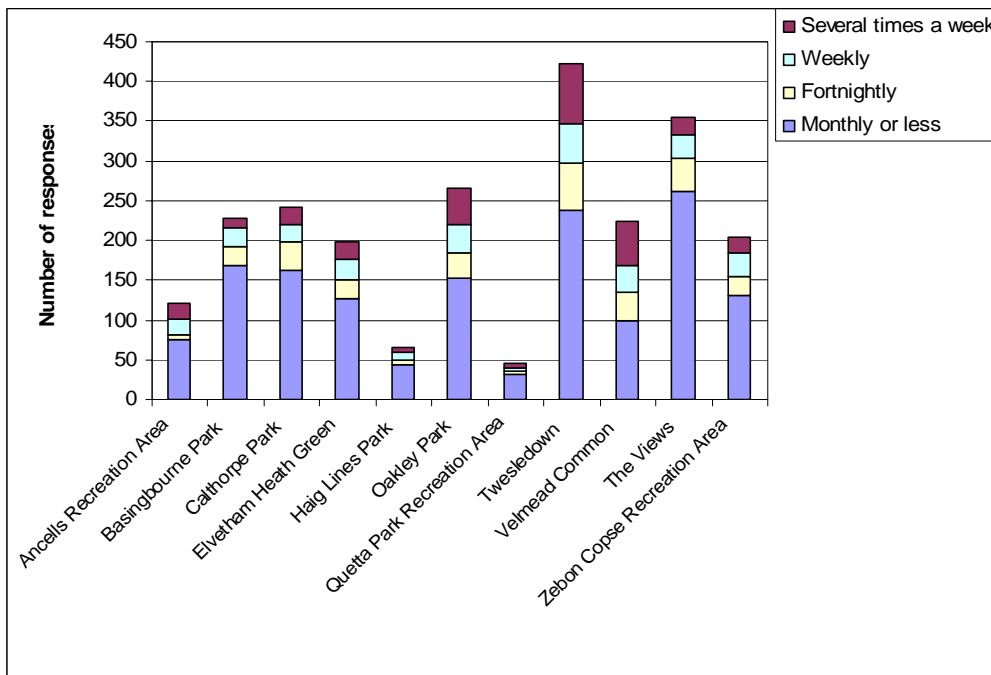
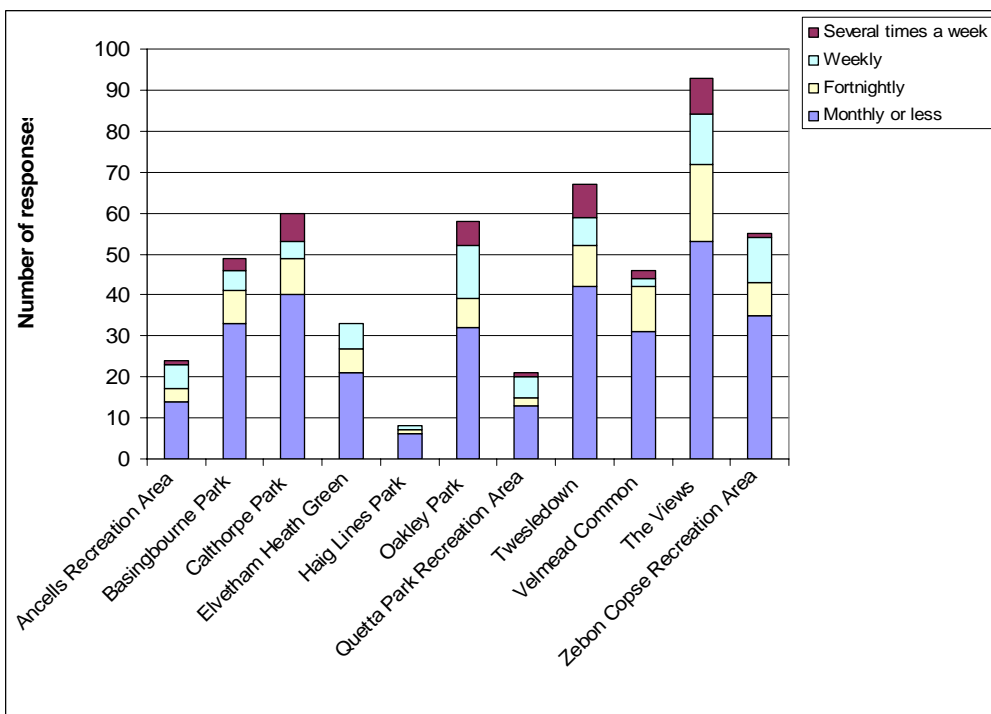


Figure 6.3 Student response to Q3. Which parks do you use in Fleet and Church Crookham?



The popularity of Tweseldown is clear with about half of everyone asked making use of this recreational area. This is a different character to most of the other areas except Velmead Common, and both of these areas are used regularly, especially for dog walking (which accounts for the regularity of use).

The Views is the most used 'green urban space/park'. About 40% of people questioned make use of The Views and about 10% use it regularly. Bearing in mind the spread of replies across the settlement, this is a relatively high figure and shows the importance of the space to the community.

Oakley Park actually has a higher regular usage with over 100 respondents using it fortnightly or more. This is perhaps because of its location within a suburban area of the town surrounded by housing. This park is popular and is supported by a residents' association which helps to maintain this space.

Several other parks are used by about 20–25% of the population, which is a large proportion of households.

Student replies followed a very similar distribution, with more bias towards The Views. Being an urban park with skateboarding, and close to the town, probably accounts for its popularity with teenagers.

6.1.7 Q4. *What changes, if any, would you like to see to any of these open spaces?*

This question was an open-ended follow-up to Q3 and the following summary of answers also identifies the number of people who answered this question. Although these numbers are small they identify issues.

6.1.7.1 *Ancells Farm Recreation Area*

The comments were unanimously unfavourable about the condition of this open green space and the pavilion. People said the area urgently needed upgrading, improvement and better security to deter use by groups of youths for drinking, drugs and graffiti.

A better play area for children with swings, slide, etc, would encourage more use of the area.

Improvements to the sports field by marking out a football pitch, or building a basketball pitch or tennis court with protective fencing, and cleaning and refurbishment of the pavilion were suggestions.

Lack of cleanliness was commented on by most people; the need for well maintained and regularly emptied bins that were inaccessible to foxes and birds that dragged litter out and spread it around was a frequently made comment.

Generally people would make more and better use of the facility if it was well maintained and kept clean and protected by better security.

6.1.7.2 *Basingbourne Park and Haig Lines Park*

Comments compared Basingbourne Park unfavourably with King George V playing field at Farnborough and proposed the area be upgraded to match the facility there. As with Ancells Farm, comments focused on lack of maintenance, excessive litter and antisocial behaviour. A better play area for both younger and older children was sought.

Haig Lines Park was linked with Basingbourne Park. People who used it (or had used it in

the past) felt insecure and had ceased to use it for that reason.

6.1.7.3 Calthorpe Park

Calthorpe Park “represents a wasted opportunity” sums up comments for this site.

People felt that much more could be provided in terms of play areas for all age groups. A café and a much wider range of activities were suggested, as well as relocation of the skateboard park, petanque pitch, upgrade of the pitch & putt, a centre for collection of keys to tennis courts, wood structured adventure play for older children and play area for young children, and many more seats and benches.

Calthorpe Park was seen as the best place for leisure activity linked to what was seen as a better use of The Views for rest and relaxation.

6.1.7.4 Elvetham Heath Green

Only five comments were specific to this site, possibly a reflection of its recent addition to the community and a low return of questionnaires from this area. Two issues were identified: replacement of the duck house on the pond and that the children’s swings were hazardous because they lacked backs.

6.1.7.5 Oakley Park

This park attracted a lot of positive comments following recent improvements. Play equipment for older children was requested (and this has been provided since the questionnaire). Two comments considered that the CCTV might not be functioning as there was still some antisocial behaviour.

One asked for pruning of vegetation around the play area so that parents could more easily supervise children using both play areas.

Three requested toilets at this site and regular patrols to deter antisocial behaviour.

Other requests were for more seats and benches and more litter bins that could be used as dog loo bins.

6.1.7.6 Tweseldown

Tweseldown was linked in several comments to the Bourley Road car park closures, fencing and Peter Driver Sports Ground. The loss of a pavilion and changing rooms was regretted and people wanted a centre where information on the area could be obtained. One suggested a club for young people.

Many comments sought improved access, improved and more car parking and investment in the site for improved sporting uses. Several referred to the traditional access enjoyed by people and the need to maintain free and open access for walking and exercising dogs.

6.1.7.7 The Views

Local people saw The Views as an open space for relaxation. Comments included: more seats, especially on the lower section where parents could better supervise children; more benches; flower beds; and a firm commitment to no further erosion of the open space for car parking and activity facilities. Three asked that the skateboard park be relocated to

Calthorpe Park to return the site to a tranquil area.

The children's play area needed more modern equipment and (one comment) was unsuitable for under-3s. Play equipment should include equipment for older children (as for Oakley Park).

Five commented on litter.

6.1.7.8 Velmead Common

Litter and particularly dog loo bins (five comments) featured as high priorities. Antisocial behaviour and fires (one comment) were commented upon by a small number. Two respondents were not aware of the reasons for grazing and were unhappy with the presence of grazing animals. One commented on the attraction of grazing animals. One asked for information boards ("as at Fleet Pond").

One asked for a grassed area for football, cricket and ball games for youngsters.

6.1.7.9 Zebon Copse Recreation Area

Respondents sought a toilet other than within the community centre, better maintenance of fences, more play facilities for younger children (which has since been carried out) and CCTV cover to deter antisocial behaviour.

One asked for a dirt track for mountain bikes and all-terrain bikes (not motorised bikes).

6.1.7.10 General comments for parks and open spaces

Other general comments included some imaginative ideas for activities and improved environment:

- Bowling or croquet for older folk
- Fenced green space for off-lead dog exercising
- Sandpit for young children
- Activities for children linked to environment, conservation and awareness
- A water play area/splash park in Fleet/Church Crookham
- Picnic areas & benches for elderly
- Basket ball hoops and tennis courts
- Climbing/activities and playgrounds sturdy enough for older children and teenagers
- Summer picnics
- A new town centre park, securely maintained with flower beds, seating, possibly refreshments where mums can push prams and the elderly can sit and chat
- Hard standing for small children to bike ride, possibly sheltered from rain
- A new public open space in central Fleet in front of the library with flowers/shrubs, benches etc (the other parks are 'hidden')
- Roundabouts should be enhanced with planting
- More open air events for families
- Picnics with pop concerts, band concerts, dance concerts in the summer
- Organised fun and adventure days during the school holidays.

Other comments made by a number of respondents included:

- Improvements and extensions to children’s play areas to cover a wider age range (32)
- Litter and dog fouling (39)
- The need for more information and maps about parks and open spaces and the facilities available for public use (16)
- Patrols to control the amount of rubbish left at sites and to deter vandalism, graffiti and antisocial behaviour (16)
- More seats and benches at all public places (8).

Student replies asked for better equipment at the parks and for football goals to be left up for use, as well as criticising litter. However, the number of replies was limited and further consultation would be needed to draw any strong conclusions.

6.1.8 Action plan with regard to changes respondents would like to see to open spaces (Q4)

An action plan to address changes respondents would like to see to the open spaces around Fleet and Church Crookham is presented in Table 6.6.

Table 6.6 Action plan for changes respondents would like to see to the open spaces around Fleet and Church Crookham			
Issue	Action	Responsibility	Potential outcome
Ancells Farm			
Needs urgent attention to make better use of the facility	Consider improved sports facilities, play area, cleaning and refurbishment of the pavilion	Hart District Council and parish council	Enhanced park which will better serve the community
Litter issues and mis-use	Improve cleaning and security	Hart District Council, users, police, local residents	A safer environment for local users and residents
Basingbourne Park			
Play area ‘tired’	Refurbish play area	Hart District Council	Enhanced facility for users
Litter issues and mis-use	Improved cleaning	Hart District Council and users	A better maintained facility
Calthorpe Park			
Improve facilities at the park	More recreational facilities for younger and older children. More seats and benches	Hart District Council	Enhanced park which will better serve the community
Oakley Park			
Security	Ensure CCTV is working. Regular patrols to prevent antisocial behaviour	Hart District Council/parish council, police and residents	A safer environment
Lack of toilets	Consider the provision of a toilet	Hart District Council/parish council	A better facility

Table 6.6 cntd. Action plan for changes respondents would like to see to the open spaces around Fleet and Church Crookham			
Issue	Action	Responsibility	Potential outcome
Tweseldown			
Maintain free access to these areas	Maintain free access to parking areas and maintain surface. Open up closed car park	Defence Estates	Improved accessibility
The Views			
Lack of seating	Install more seating and flower beds	Hart District Council and parish council	Enhancement of park
Lack of play equipment	Improved play equipment for the very young and older children	Hart District Council and parish council	Better facility for families
Threat to reducing the size of the green area	Maintain maximum open area	Hart District Council and parish council	Retention of facility
Velmead Common			
Dog mess	More dog loo bins	Hart District Council and parish council	Enhancement of Common
Information	Interpretation panel	Hart District Council, parish council and Environmental Agency	Impart information about the importance of the area
Zebon Copse			
Lack of toilet facility	Consider providing access to a toilet	Hart District Council and parish council	Enhancement
Play facilities	Improve facilities for younger children [since completed by Hart District Council]	–	–

Note: Some respondents saw Fleet Pond as a part of this element. As this area is strictly a nature reserve with SSSI notification it should not be classified within the parks and public open spaces category. That said, some facilities to serve the high level of public use need to be considered. These would include: toilets, interpretive/education facility and more seating along the most used paths.

6.2 Town centre

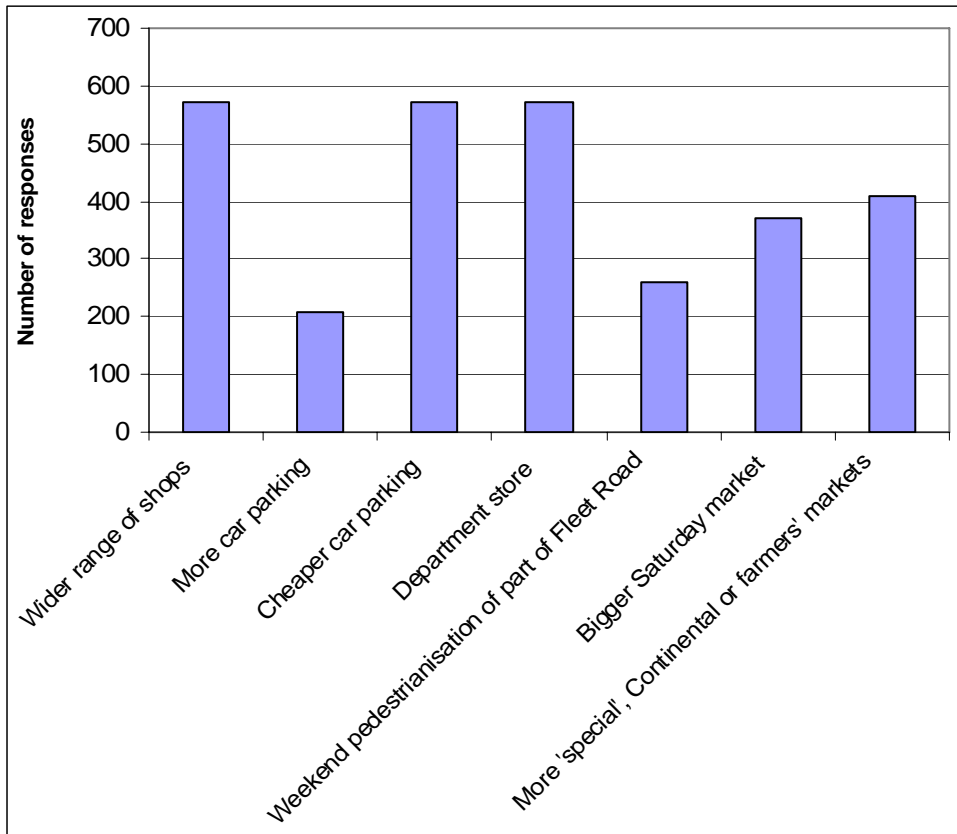
This group of questions was based on the scoping survey and issues raised by the Fleet Town Centre Group, including retailers and other members of the community.

The issues raised by the scoping survey included shops, parking, pubs and the environment in the town.

6.2.1 Q5. *What, if anything, would encourage you to use Fleet town centre more?*

In the scoping survey the open-ended question ‘What are your views on Fleet town centre?’ was asked. The most popular answers to this question were used to compile the fixed answers in this multiple choice question. Figure 6.4 shows the household response.

Figure 6.4 Household response to Q5. What, if anything, would encourage you to use Fleet town centre more?



The answers to this question supported a wider range of shops in the town centre including a department store. These are similar objectives and this shows a strength of opinion supporting these objectives. An equally strong view was expressed about parking charges, seeking cheaper parking, whereas 'more parking' gained far less support.

This question was not asked of students.

6.2.2 Q6. Is there anything else that you can think of that would encourage you to use Fleet town centre more?

Q6 was an open-ended question to see if Q5 had missed anything of significance. Several people repeated options from Q5 and some additional comments were raised. 46% of respondents answered this question and the answers were fairly well spread with no strong views (Table 6.7). A pedestrianised high street was the most popular response (6% of the total sample). This issue has been covered by previous surveys and it was found there were more negative concerns about the impact of pedestrianisation on the viability of the town and lack of access to Fleet Road. Of equal popularity (6%) was a negative view about the number of coffee shops in the town centre. The next most popular response was a request for a cinema/theatre (3.5%). There were a number of repeats of items in Q5 since this was not expressly prohibited.

Table 6.7 Household response to Q6. Is there anything else that you can think of that would encourage you to use Fleet town centre more?

	Respondents	
	No.	Percentage ^a
Pedestrianise High Street	54	6%
Fewer coffee shops	52	6%
Cinema/theatre	30	3.5%
Free/cheaper parking	22	2.5%
Department stores	22	2.5%
More shops	19	2.2%
30 min/short stay parking	17	1.9%
Fewer Indian restaurants	13	1.5%
Fewer pubs	8	0.9%
Fewer charity shops	6	0.7%
More parking	5	0.6%
Fewer fast food shops	4	0.5%
Cycle lane	2	0.2%

^a Percentage of 880 household responses.

Student responses to this question are shown in Table 6.8. Students made two main requests: fashion clothes shops and a cinema. Many students mentioned the names of popular clothes stores such as Topshop (17), River Island (10), Zara (7), Primark (7) and H&M (6). This shows a market demand that could be taken up by the Hart Shopping Centre in their marketing of retail space.

Table 6.8 Student response to Q6. Is there anything you can think of that would encourage you to use Fleet town centre more?

	Respondents	
	No.	Percentage ^a
Clothes shops	53	45%
Cinema	42	35%
Music shop	15	13%
Bowling	8	7%
Sports shop	3	3%

^a Percentage of 118 student responses.

6.2.3 Q7. *If you would like a wider range of shops or other facilities, what would you like to see?*

Q7 was another open-ended question. Around 58% of households responded to this question and the most popular choice (excluding earlier choices) was more general clothes shops (17%), followed by shoe shops (5%) (see Table 6.9). A cinema was also high on the wish list. This corresponds very closely to the replies from students which put a high priority on clothes shops and a cinema.

Table 6.9 Household response to Q7. If you would like a wider range of shops or other facilities, what would you like to see?

	Respondents	
	No.	Percentage ^a
Department stores (BHS, Debenhams, etc)	102	12%
General clothes shops	90	10%
Marks and Spencer/bigger M&S	41	5%
Cinema	41	5%
Less pubs	28	3%
Shoe shops	26	3%
Fewer charity shops	20	2%
Independent shops	18	2%
Specialist shops	16	2%
Electrical shops	15	2%
Fewer restaurants	12	1%
Music shops	12	1%
Car shop	9	1%
Greengrocers	5	1%
Wine bar	4	0.5%
More restaurants	4	0.5%
Butcher	4	0.5%
Nightclub	2	0.2%
Toy shop	2	0.2%

^a Percentage of 880 household responses.

6.2.4 Q8. How often do you visit Fleet town centre?

Q8 was a multiple choice question; household responses are given in Table 6.10.

Table 6.10 Household response to Q8. How often do you visit Fleet town centre?

Frequency of visits	Respondents	
	No.	Percentage ^a
Less than once a month	27	3%
Once or twice a month	102	12%
Once a week	242	28%
Twice a week or more	492	56%

^a Percentage of 880 household responses.

84% of all respondents visited at least once a week. Of those, 56% came twice or more a week. This shows that Fleet is visited by a large proportion of the population on a regular basis. Results were further analysed by age and postcode.

Over half of those who visited at least once a week were aged under 60 years. Although the 18–24 years age group were poorly represented in the overall respondents to the questionnaire (Table 5.2) over half were frequent visitors. Nearly twice as many women than men visited frequently (55% of respondents were female, so this does show a higher proportion of women visit the town more regularly than men).

An analysis by postcode is shown in Table 6.11.

Table 6.11 Analysis of household response by postcode to Q8. How often do you visit Fleet town centre?

Postcode	Approx area	Frequency of visits (%)				Blank	Total
		Twice a week	Once a week	Once or twice a month	Less than once a month		
GU51 1	Elvetham Heath	37%	41%	20%	0%	2%	41
GU51 2	Ancells Farm	38%	32%	22%	6%	1%	81
GU51 3	Pondtail and Fleet South	74%	19%	6%	0%	1%	164
GU51 4	North Fleet and Calthorpe Park	80%	13%	4%	0%	3%	70
GU51 5	Crookham Road	63%	22%	9%	1%	5%	87
GU52 0	Zebon Copse	41%	31%	23%	3%	2%	64
GU52 6	Church Crookham North	47%	32%	13%	6%	2%	179
GU52 7	Courtmoor and Velmead Road	52%	39%	6%	2%	2%	62
GU52 8	Church Crookham South	55%	23%	10%	13%	0%	40
Other	–	53%	33%	9%	3%	2%	92
Total	–	56%	28%	12%	3%	1%	880

This shows that the high proportion of people visiting the town once a week or more are largely concentrated in GU51 3, GU51 4 and GU51 5 – the areas closest to the town centre. It can also be seen that about 20–25% of people in the outlying estates of Elvetham Heath, Ancells Farm and Zebon Copse probably do their main shopping elsewhere as they only visit Fleet monthly or less. This represents an opportunity for Fleet retailers if they can attract these customers. It is also a pointer for future developments to ensure there is a better relationship between new settlements and the existing town centre. This would create more sustainable development with less impact on traffic in the wider area.

Students visit Fleet town centre more frequently as is shown in Table 6.12. This shows that Fleet town centre performs a useful function for teenagers but, from the replies to earlier questions, could provide better facilities to meet their wishes.

Table 6.12 Student response to Q8. How often do you visit Fleet town centre?

Frequency of visits	Respondents	
	No.	Percentage ^a
Less than once a month	5	4%
Once or twice a month	18	15%
Once a week	25	20%
Twice a week or more	71	58%

^a Percentage of 118 student responses.

6.2.5 *Action plan to encourage use of Fleet town centre (Qs 5–8)*

An action plan to encourage more use of Fleet town centre is presented in Table 6.13.

Table 6.13 Action plan to encourage more use of Fleet town centre			
Issue	Action	Responsibility	Potential outcome
Lack of department store	Promote the latent need for a department store	Fleet Town Council development plan, Hart Shopping Centre management and owners, Fleet Town Centre Manager, commercial agents	Attract a small department store to Fleet
Wider range of shops	Promote what variety we already have	Fleet Town Centre Manager	Attract more shoppers to Fleet
Cheaper parking	Set competitive pricing of car parks in relation to adjacent authorities	Hart District Council	Attract more shoppers to Fleet
	Incentivise usage of car parks with deals and promotions	Hart Centre management, retailers	Attract more shoppers to Fleet
Markets	Trial pedestrianisation of Fleet Road for markets	Fleet Town Council, Fleet Town Centre Manager, Hampshire County Council, Hart District Council	Attract more shoppers to Fleet
	Promotion of markets	Fleet Town Council, Fleet Town Centre Manager, Hart District Council	Attract more shoppers to Fleet

6.3 Traffic and transport

The scoping survey identified various issues that people had with traffic and transport. These included negative comments on parking, traffic, cycle facilities and public transport. The questions in this section were framed to explore these issues.

6.3.1 *Q9. What, if anything, would make you use your car less?*

The question of congestion is one that all can contribute towards easing, given the alternatives. The first question investigated what was needed to encourage alternative means of transport. A list was given to which respondents were asked to tick all that applied. Results are given in Table 6.14.

Table 6.14 Household response to Q9. What, if anything, would make you use your car less?

	Respondents	
	No.	Percentage ^a
Better bus services	393	24%
Better cycle facilities/routes	356	22%
More parking at the station	212	13%
Safer walking routes from your home to school	153	9%
More local employment	113	7%
Staggering of school opening/closing times	72	4%
Better taxi service	29	2%
None of the above	163	10%

^a Percentage of 880 household responses.

Bearing in mind the lack of use of the current service, it is perhaps surprising the level of support shown for the bus service. The issue of cycling is clearly important to a large proportion of respondents but the roads in Fleet and Church Crookham need significant investment if they are to be made safe for cycling bearing in mind the lack of existing cycling infrastructure at present. Cycle parking at the station is in short supply and this may be part of the reason for the above response on this issue. The fact that 13% of households say that the lack of parking at the station encourages them to drive further shows there is potentially a benefit to the wider community if this is improved. These three issues of buses, parking and cycling are ones that need to be pursued by the relevant bodies.

Students were asked a slightly different question, bearing in mind that many do not own a car. The question posed was 'What would help you get around Fleet and Church Crookham?' A list was given to which respondents were asked to tick all that applied. The results are shown in Table 6.15.

Table 6.15 Student response to Q9. What would help you get around Fleet and Church Crookham?

	Respondents	
	No.	Percentage ^a
Better bus services	61	50%
Better taxi service	12	10%
Better cycle facilities/routes	42	34%
Safer walking routes	28	23%
None of the above	24	20%

^a Percentage of 118 student responses.

This shows that the best option for improving transport for students is the bus, followed by cycle facilities. It is perhaps surprising that 50% of students felt they would make use of the bus and this is a positive response to the viability of enhancing existing services.

Students were also asked an open-ended question about what else would help them get around Fleet and Church Crookham. Fifteen students referred to buses needing to be more frequent and/or cheaper. Comments were made about timetables not being on bus stops. These are useful comments that can be acted on. Although bus timetables are available on bus company websites, and this is one way of getting information to students, this could perhaps be better promoted.

It is clear that buses, cycling and walking can all benefit transport in the area and buses, despite pessimism about take-up, are still potentially a popular choice of travel.

Students also noted that jet packs and free cars would help them get around!

6.3.2 Q10. Would you use a bus if it was available?

This question was asked to both households and students. Household replies to this are shown in Table 6.16. There was a surprisingly positive response rate, bearing in mind the high car ownership in the district. Analysis of this question by age is shown in Table 6.17.

Table 6.16 Household response to Q10. Would you use a bus if it was available?		
	Respondents	
	No.	Percentage^a
No	356	40%
Yes	437	50%
Blank	87	10%

^a Percentage of 880 household responses.

Table 6.17 Household response by age to Q10. Would you use a bus if it was available?					
Age group	No		Yes		Total
	No.	Percentage^a	No.	Percentage^a	
25–44 years	157	57%	120	43%	277
45–59 years	104	45%	129	55%	233
60+ years	82	34%	160	66%	242

^a Percentage as yes/no response in that age group.

Not surprisingly the older the household the more likely they are to say they would use a bus if it was available. Furthermore, the majority of positive answers were from single and retired people, followed by couples and families. This indicates target users for any potential bus service. It is still noteworthy that the demand is across all age groups and even the 25–44 years age group is a significant potential bus user group.

Student replies were split exactly 50/50, showing a slightly higher positive response to the use of buses than overall household replies.

Analysing where the responses that wanted a bus service came from by postcode gave the results shown in Table 6.18.

Table 6.18 Analysis of household response by postcode to Q10. Would you use a bus if it was available?

Postcode	Approx area	Yes	No	% Yes	Total households in area ^a	Projected demand (no. of households)
GU51 1	Elvetham Heath	23	17	58%	1385	796
GU51 2	Ancells Farm	33	47	41%	1069	441
GU51 3	Pondtail and Fleet South	77	86	47%	3461	1635
GU51 4	North Fleet and Calthorpe Park	28	40	41%	1701	700
GU51 5	Crookham Road	46	37	55%	1235	684
GU52 0	Zebon Copse	36	26	58%	967	561
GU52 6	Church Crookham North	87	88	50%	2989	1486
GU52 7	Courtmoor and Velmead Road	38	24	61%	1452	890
GU52 8	Church Crookham South	22	17	56%	1056	596

^aTaken from postcode sector data available in 2007

There is not a large variation here although demand from both Zebon Copse and Elvetham Heath (new estates) is high but from Ancells Farm is low. However, the population varies significantly in each postcode area so if this is projected to the total number of households that would use a bus service then the two areas of GU51 3 and GU52 6 will still be the largest generators of demand – because they are the largest populated postcode areas.

6.3.3 Q11. If you would use a bus where would you like it to go?

The next question asked about desirable destinations to establish whether there was a specific demand that could be identified.

There were several comments about the existing services in terms of cost, time keeping and difficulty finding out about the services that are available. 404 household respondents suggested routes and 50 students made suggestions. These are summarised in Table 6.19.

The most popular route was 'to the railway station' with 78 people suggesting this route. This was mainly from postcodes GU52 6 (Church Crookham North) and GU51 5 (west of Crookham Road). This area is served by a bus service already and these comments contained some references to the need for a better service. All other areas except Ancells Farm had a similar level of requests for this route, although the numbers are quite small when broken down to this level.

The next route requested was Farnham with 59 people mentioning it. There is clearly potential here for further investigation to see whether the demand is for leisure and retail or for employment and how the demand could be met.

This was closely followed by Camberley with 57 requests, but there were also 22 requests for the Meadows and these could be served by the same bus, as could Frimley Park Hospital which received a further 20 requests. Added together, the 99 requests for this route is the highest. Farnborough was also the most popular destination outside of Fleet with students, although there were only 7 responses out of the sample of 118.

Other towns were also requested: Farnborough with 42 requests, Basingstoke with 36 requests, Guildford with 34, Aldershot with 30 and Reading with 26.

Within the local area the highest request was from Church Crookham to Fleet (24), which is perhaps a derogatory comment on the existing service. This was followed by Pondtail to Fleet town centre where 16 people requested a service. A once-daily service has since been introduced here through work with a taxi company.

Thirty-one people requested a general regular bus service around the area referring to a shuttle bus or circulating bus or by making comparison with Farnborough bus services.

There were also requests for services to medical facilities (5) and for Fleet Hospital (8) which are not included in the above figures for Frimley Park Hospital. This is an area of social need that is important to consider.

Table 6.19 Household and student response to Q11. If you would use a bus where would you like it to go?

Destination or route	Households	Students	Total
Station (all starting points inc. Crookham Road and Elvetham Heath)	63	15	78
Farnham	58	1	59
Camberley	56	1	57
Farnborough	35	7	42
Town	37		37
Basingstoke	33	3	36
Guildford	34		34
Regular bus service around Fleet and Church Crookham	24	7	31
Aldershot	29	1	30
Reading	26		26
Church Crookham to Fleet	22	2	24
The Meadows	22		22
Frimley Park Hospital	20		20
Pondtail to Fleet	11	5	16
Fleet to Hart Leisure Centre	12		12
Zebon Copse to Fleet town centre	11		11
Crookham Road (GU51 5) to Fleet Station	7	3	10
Elvetham Heath to Fleet	6	3	9
Fleet Hospital	8		8
Anywhere	7		7
Schools	6		6
Ancells Farm to Fleet	6		6
North Camp (station link?)	6		6
To medical facilities	5		5
Elvetham Heath (GU51 1) to station	5		5
Hook	5		5
Woking	5		5
Hartley Wintney	5		5
Odiham	5		5

Note that suggestions from fewer than five respondents are not shown.

6.3.4 Action plan with regard to bus services (Qs 10 & 11)

An action plan to address respondents' requests for improved bus services is presented in Table 6.20.

Issue	Action	Responsibility	Potential outcome
Improved bus services	Investigate how bus services can be improved from all areas to the station. This could potentially be a circular route collecting from most parts of the town and including destinations such as Fleet Hospital and Hart Leisure Centre	Hampshire County Council, Fleet Town Council and bus companies	Improved transport links and better access to the station
	Investigate the feasibility of a bus service to Camberley and Farnham	Hampshire County Council, Fleet Town Council, retailers in Camberley and bus companies	Better accessibility
Improved access to information about buses	Up-to-date timetables on bus stops and use of electronic means of providing bus information	Hampshire County Council, Fleet Town Council and bus companies	Better use of the bus service

6.3.5 Q12. *Would it encourage you to use a taxi regularly if there was a taxi sharing scheme?* Q13. *If yes, is there anywhere you would regularly like to go?*

Q12 did not indicate much support for taxi sharing with just 11% of household respondents selecting 'yes'. This is not felt to be a particularly beneficial objective as the take up will be relatively small. Students were not asked these questions.

6.3.6 Q14. *Would you cycle more if there were safe designated cycle routes?*

This question elicited support from 50% of household and 40% of student respondents (see Table 6.21).

	Households		Students	
	No.	Percentage ^a	No.	Percentage ^b
No	343	39%	67	57%
Yes	440	50%	47	40%
Blank	97	11%	4	3%

^a Percentage of 880 household responses; ^b Percentage of 118 student responses.

Further analysis by age and postcode provides greater insight into where these needs are.

The results analysed by postcode follows the distribution of households, with between 51% and 73% of households in all areas saying they would cycle more. However, the distribution of households within postcodes is unequal and postcodes such as GU52 6 and GU51 3 produce higher levels of demand for cycling as indicated in Figure 6.5. GU52 6 and GU51 3 postcodes contain 43% of the households that responded to this question; GU51 3 and GU52 6 had good response rates of 61% and 66%, respectively. Lower response rates to this question were from Fleet North and Zebon Copse (both 51%) and highest was from Ancells Farm and Elvetham Heath (73% and 68%, respectively). Demand is, however, based on numbers not the percentage of households seeking to cycle more, so the peaks in the graph are the best representation of the number of people wanting to cycle.

Figure 6.5 Household response analysed by postcode to Q14. Would you cycle more if there were safe designated cycle routes?



There is a slight variation in the results depending on age, as one would expect, with 64% of those aged 25–44 years answering ‘Yes’ to this question but only 33% of people aged 65–74 years, i.e. stronger support amongst the more active age groups.

For students the results are relatively small in quantity but nonetheless they show demand from similar areas (see Table 6.22).

Postcode	Approx. location	No.
GU51 1	Elvetham Heath	3
GU51 2	Ancells Farm	1
GU51 3	Pondtail and Fleet South	7
GU51 4	North Fleet and Calthorpe Pk	9
GU51 5	Crookham Road	3
GU52 0	Zebon Copse	3
GU52 6	Church Crookham North	8
GU52 7	Courtmoor and Velmead Rd	8
GU52 8	Church Crookham South	0

6.3.7 Q15 *If yes [to Q14. Would you cycle more if there were safe designated cycle routes?], is there a route you feel should be a priority?*

Q15 was an open-ended follow-on question from Q14. Out of the 490 households who answered 'yes' to Q14, 335 made suggestions for priority cycle routes. The results for the most requested routes are shown in Figure 6.6, and have been presented by breaking down the suggested routes into roads. This involved some interpretation and it would be possible to consider alternatives in order to meet the requested objectives: for example, when people ask for a route along Fleet Road (High Street section) it may be possible to satisfy this request by providing a better route along Albert Street.

The most requests were for a cycle route along Reading Road South which significantly exceeded other requests including Fleet Road (the second highest request; 91–109 requests). Reading Road South was divided into three sections to clarify the route people were asking for. Each request was only entered for the sections that were required using postcodes to identify the start point. The vast majority of routes sought to go to the town centre, with only eight mentioning the railway station. Some destinations were further afield necessitating a route across the Oatsheaf junction. An alternative route through Haywood Drive and Regent Street would not appear to satisfy a large number of these requests.

Fleet Road was heavily requested, particularly from Kings Road to the station where the existing route exists (73 requests). Many comments were made about the quality of the existing cycle route to the station which is too narrow, and is full of recessed drain covers, road repairs and uneven kerbs. It may have had more requests if it was not an existing route as this probably made some people exclude it from the answer. The existing cycle parking at the station is full during the day so if this route is improved it would be necessary to increase cycle parking at the station to meet additional demand. In addition it would be desirable to improve security of bike storage at the station as thefts of bikes are a regular occurrence.

Requests for a route along Fleet Road were popular (68 requests). It is difficult to know if this is to get to the town centre or through it, however. This route may be satisfied by an providing a better route along Albert Street as mentioned above. It may also be appropriate to add more weight to this request as people asking for a route to the town centre could expect to be able to cycle through the town centre having reached it.

Reading Road North (44) was the next priority, with Kings Road (35) and Crookham Road (31) close behind. These roads, together with Reading Road South, are the main feeder roads into the town.

There were a reasonable number of requests for a route from Ancells Farm to the station which would seem worthwhile (27).

There was also a reasonably high number of requests for a route from the town centre to Hart Leisure Centre and Calthorpe School (23).

Farnborough was the first longer route to be put forward (23 requests). This was requested by people from Fleet and Church Crookham arriving from Kings Road and Aldershot Road, Church Crookham. The routes from Fleet and Church Crookham serve both Farnborough and Aldershot, so the route from Fleet to Norris Bridge and along the A323 to Norris Bridge are important for cyclists. There were 17 requests for the section of Aldershot Road from the Crookham crossroads to the A323. This should be considered with any improvements to that junction which may result from the QEB development.

There were also a number of requests for a route from Elvetham Heath to Calthorpe School and Hart Leisure Centre which would make a very sensible contribution to a cycle network.

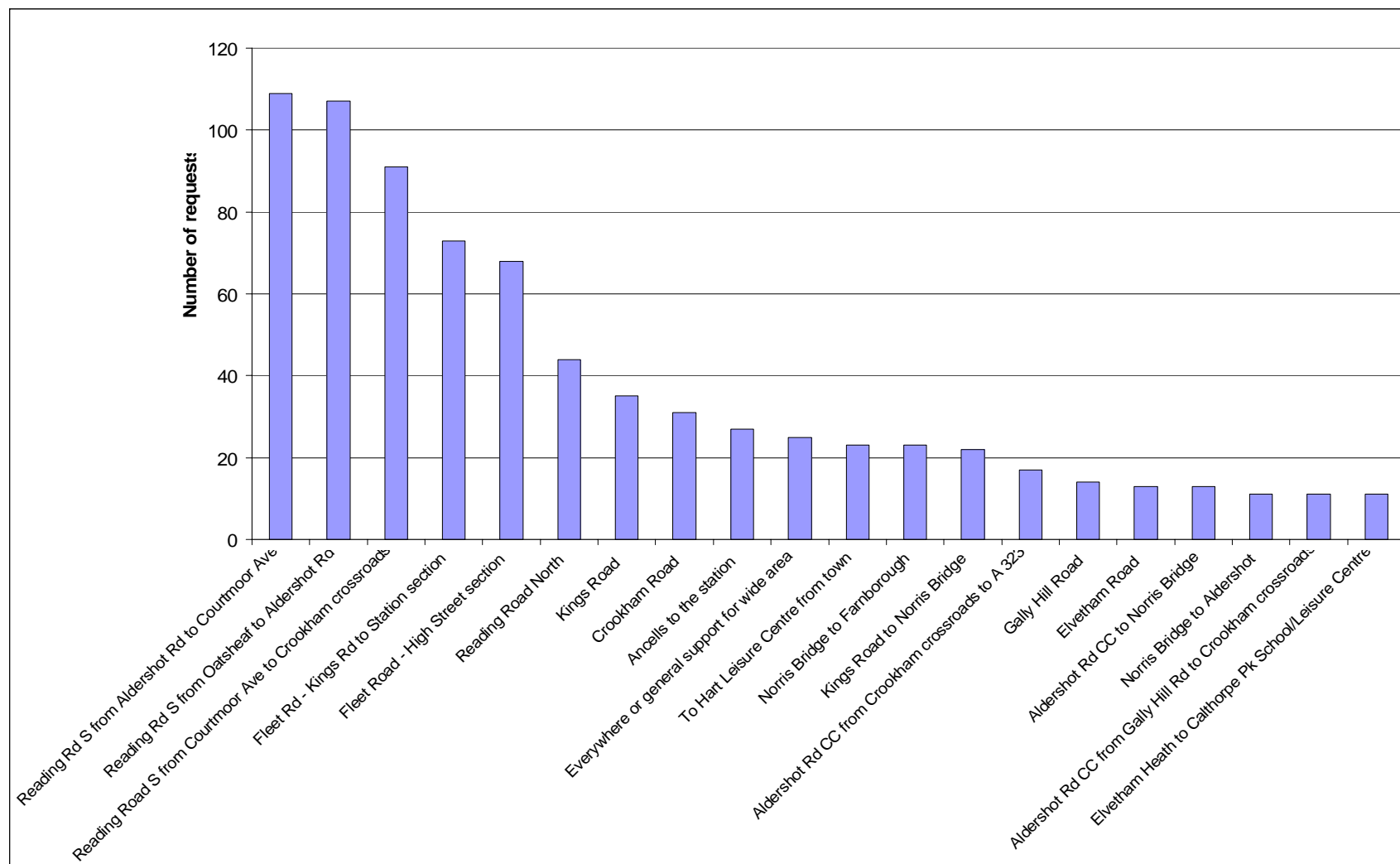
The remaining requests were a variety of routes around the town and some wider routes to the Yateley area, Farnham, Hartley Wintney and Reading.

It is perhaps surprising that there were only two requests for a route from the Elvetham Road footbridge to the town centre. More popular for Elvetham Heath was a route to the station along Elvetham Road (13 requests).

Student replies requested 41 routes which, as it is a small sample, are difficult to analyse. Nine requested Reading Road South and several students asked for routes along Fleet Road (8) and around the town. Several students referred to the narrow width of the cycle lane on Fleet Road from Kings Road to the station. The larger household sample therefore gives a better cross-section of results.

It is clear from the answers that people are interested in routes for cycling and, from the percentage of people who say they would cycle more, there is likely to be a reasonably good use made of routes designed to meet these requests.

Figure 6.6 Household response to Q15. If yes [to Q14. Would you cycle more if there were safe designated cycle routes?], is there a route you feel should be a priority?



6.3.8 *Action plan with regard to cycle routes (Qs 14 & 15)*

An action plan to address respondents' requests for safe designated cycle routes is presented in Table 6.23.

Table 6.23 Action plan to address respondents' requests for safe designated cycle routes			
Issue	Action	Responsibility	Potential outcome
Encourage cycling	Provide designated, signed cycle routes on main circulation routes – see Figure 6.6	Hampshire County Council, Fleet Town Council	Safer routes for cyclists, better fitness and health, less pollution
	Investigate provision of off-road cycle routes	Hampshire County Council, Fleet Town Council	Safer routes for cyclists, better fitness and health, less pollution
Cycle parking at station	Increase cycle parking at the station to ensure there is availability for people using improved cycle routes	Hampshire County Council, Network Rail and SW Trains	Better use of cycling
	Improve security of bike storage at the station	Network Rail and SW Trains	Less bike theft

6.3.9 *Q16. Can you identify any major danger spots on the roads or any road safety concerns for cyclists or pedestrians?*

Q16, an open-ended question, received 554 replies (63%) from the household survey and 57 (47%) from the student survey. The answers were similar, highlighting the same major areas although students put a little more emphasis on Hitches Lane – obviously this would be more familiar to students because of Calthorpe Park School and a recent fatal car crash. Table 6.24 shows a selection of the most popular replies. More detailed work is needed to investigate the precise location and reason by analysis of the answers.

Table 6.24 Household response to Q16. Can you identify any major danger spots on the roads or any road safety concerns for cyclists or pedestrians? (a selection of the most popular answers)

Location	No.	Main comments
Reading Road South	54	Main concern about unsafe junctions including Velmead Road and Florence/Basingbourne Road Followed by pedestrian safety crossing the road, then speed of traffic Also a number of non-specific replies
Oatsheaf junction	38	Pedestrian crossing needed
Station Bridge and entrance	36	Various safety issues with access to the station
Fleet Road cycle path – Kings Road to station	24	Too narrow/poor quality
Hitches Lane	20	Fast traffic
Kings Road/Fleet Road junction	20	No pedestrian route across
Cycling on pavement	18	These 18 comments were safety from cycling on pavements, but there were comments about children needing to use the pavements being necessary because of dangerous roads.
Basingbourne Road/Florence Road/Reading Road South	18	Dangerous junction
Crookham crossroads	18	Dangerous junction
Kings Road/Aldershot Road/Pondtail Road	17	Dangerous junction
Reading Road North	15	Mainly non-specific comments apart from Tavistock Road junction (discussed in the text)
Fleet Infants/Velmead Junior School	15	Conflict between cars and school
Elvetham Heath roundabout	13	Schoolchildren crossing
Redfields Lane A287	12	Dangerous junction
Cove Road	10	Non-specific comments
Elvetham Road	10	Narrow road, fast traffic speeds
Canal bridge/Reading Rd S	9	General comments
Fleet Road (High Street section)	8	General and non-specific replies, pedestrian safety and speed bump comments

Reading Road South received the most comments, with 54 households identifying road dangers; this excludes comments about the Oatsheaf junction (38) and Crookham crossroads (18) at either end of Reading Road South. The range of comments included junctions and crossing the road. There were another 18 comments specifically about the Florence Road/Basingbourne Road junction with Reading Road South. There were also nine separate comments about the safety of the canal bridge on Reading Road South. This shows people are concerned about this main traffic corridor.

The Oatsheaf junction was the second highest issue for respondents and the majority of these concerns were about pedestrian safety (38). There is no pedestrian phase at these lights and this matter has been the subject of discussions with Hampshire County Council in the past. There is a problem fitting in a pedestrian phase in these lights without causing increased delays to traffic flows. A strategy for solving this problem perhaps needs to look at where pedestrians are coming from/going to and to provide alternative routes avoiding crossing on the junction. Further investigation is needed to help solve this problem.

The station bridge and entrance attracted a large number of comments (40) largely to do with crossing at the bridge area and the roundabout at the station entrance. There were also a small number of comments about the stretch of road from the bridge to Cove Road (4).

The cycle path from Kings Road to Fleet Station was felt to be too narrow and dangerous (potholes, drain covers and fast cars etc).

The Kings Road/Fleet Road junction was felt to be dangerous for pedestrians by 20 respondents, and the Kings Road/Pondtail Road/Aldershot Road junction was also listed by 19 people. Added to the 11 comments on Kings Road general safety (speeding cars etc), Kings Road attracted 50 comments about road safety.

There were several comments about road safety around schools. Calthorpe School in Hitches Lane has already been referred to. Some of the comments about Crookham Road related to school access at Leawood Road (8). Velmead Road received a number of comments relating to the problems outside Fleet Infants School and Velmead Junior School (15). Many of the comments about Elvetham Heath roundabout related to inadequate provision for crossing this junction from Hitches Lane.

Elvetham Road is mentioned by 11 respondents, mainly related to speed of traffic and safety of cyclists. This response is pertinent in relation to the comments about a safe cycling route from Elvetham Heath to the station. There were similar comments for Kings Road, another road where speeding is common because of the width of the road.

Cove Road was mentioned as a safety issue, but few people gave reasons. The issues that were raised were a lack of footpath and speeding cars.

Malthouse Bridge was mentioned by eight respondents.

The Aldershot Road (Church Crookham) junction was mentioned by eight respondents with reference to the safety of the road layout here.

In addition to the general comments about Reading Road North, there were seven comments about the Tavistock Road/Reading Road North junction; at that time there had been an accident which had received media coverage.

There is a diverse list of other roads and junctions, and several people mentioned the risk from cyclists using the pavements.

6.3.10 Action plan with regard to road safety concerns for cyclists or pedestrians (Q16)

An action plan to address respondents' road safety concerns is presented in Table 6.25.

Issue	Action	Responsibility	Potential outcome
Road safety in Reading Road South	Improve road safety at junctions and crossing points	Hampshire County Council, Fleet Town Council	Safer roads
Oatsheaf junction	Improve pedestrian safety crossing this junction	Hampshire County Council, Fleet Town Council	Improve pedestrian access into the town
Station bridge	Improve safety of the junction and pedestrian access to the station from the north side	Hampshire County Council, SW Trains and Network Rail	Safer route into station
Other road safety issues	Review locations identified in more detail and use opportunities to improve when possible		

6.3.11 Q17. What are your views on car parking?

Q17 was a multiple choice question about parking in the council car parks, Hart shopping centre, at Fleet Station and on roads around the town to determine if people thought there was enough and what they felt about the cost. Although there has been no significant change in quantity since the questionnaire, there have been price changes in the car parks. The answers in relation to pricing may therefore now be superseded by events.

Response	Council car parks	Hart Shopping Centre	Railway station	Roadside parking
Is there enough?				
Enough	46%	50%	12%	28%
Not enough	22%	15%	58%	52%
Is the cost reasonable?				
Too expensive	60%	46%	53%	4%
Reasonable	17%	30%	10%	5%

The responses show general satisfaction with the quantity of parking in the council and Hart Shopping Centre car parks, but dissatisfaction with the quantity of parking in the station and at the roadside (within the town centre area). The comments about expense apply to all car parks, with council and station car parks being considered too expensive by most people.

Qs 17 & 18 were not asked in the student questionnaire as many students do not own a car.

6.3.12 Q18. Do you have any other comments on parking?

Q18 was an open-ended question to expand on results from Q17. There were 507 comments; the main comments are summarised in Table 6.27.

Table 6.27 Summary of household response to Q18. Do you have any other comments on parking?		
Comment	Responses	
	No.	Percentage^a
Lack of short stay/free bays	169	59%
Cost too high	58	20%
Lack of station parking	27	9%
Objections to evening parking charges	15	5%
Shortage of parent and toddler spaces	11	4%
Abuse of disabled spaces	7	3%

^a Percentage of 287 household responses.

Since this survey was carried out some free 30 minute bays have been re-introduced. They were popular with a number of people and the comments are generally strong from the people who added their views in reply to this question. There were additional comments requesting a cheaper short stay option for the parking charges – this was in the light of the Hart Shopping Centre removing its option for short stay.

The comments listed in Table 6.27 represent only about half of the replies and there were a large number of comments on a wide variety of issues: some contrary to the above, for example a few people noted traffic flowed better now parking on Fleet Road was reduced. There were also several comments about narrow parking bays, which added to the comments about the lack of mother and toddler bays.

6.3.13 Action plan with regard to car parking (Qs 17 & 18)

An action plan to address respondents' requests with regard to car parking is presented in Table 6.28.

Table 6.28 Action plan to address respondents' requests with regard to car parking			
Issue	Action	Responsibility	Potential outcome
Parking at the station	Increase parking capacity at the station	Hampshire County Council, Hart District Council, SW Trains	Better access to train services
Short stay bays	Retain short stay bays and promote use	Hart District Council, Fleet Town Centre Manager	Better access to the town centre and improved commercial viability of the town
Evening parking charges	Rationalise any evening parking charge and make comparable to other boroughs	Hart District Council	Improved amenity
Day time parking charges	Maintain parking charges at a competitive market level to maximise use of car parks	Hart District Council	Better use of car parks; better amenity

6.3.14 Q19. *If you are aware of any special access problems for people with limited mobility or parents with young children, please identify the location and how these can be resolved.*

137 households made comments in response to this question. The main topic was the lack of mother and toddler spaces in car parks including council car parks and Hart Shopping Centre (12 respondents).

Secondly, the access to disabled toilet facilities in Hart Shopping Centre was criticised both for the access and that it should be at ground floor (6 respondents).

Other comments related to road crossings at particular points, such as along Reading Road South or to access the town or station, but there was no particular pattern or recurring theme to these comments. These could generally be addressed as highway works allow by installing drop kerbs and improving crossing points at known 'problem areas'.

There were several comments about the abuse of parking spaces by non-disabled badge holders and three about the lack of drop kerbs adjacent to these disabled parking bays.

Student replies to this question were few and varied. One comment regarding the pedestrian access along Church Road, north of the Church Road car park is pertinent. This is similar to the replies from households about other similar hazards around the town centre.

6.3.15 *Action plan with regard to access problems for those with limited mobility (Q19)*

An action plan to address respondents' views with regard to access problems for those with limited mobility is presented in Table 6.29.

Table 6.29 Action plan to address respondents' views with regard to access problems for those with limited mobility			
Issue	Action	Responsibility	Potential outcome
Lack of mother and toddler spaces, particularly in the council car parks and Hart Shopping Centre	Provide mother and toddler bays or dual use bays	Hart District Council, Hart Shopping Centre	Improved accessibility
Disabled toilet facilities in the Hart Shopping Centre	Provide a ground floor WC for disabled use	Hart Shopping Centre	Improved standard of provision
Road crossings	Review dropped kerb provision	Hampshire County Council, Hart Access Group, Fleet Town Council	Improved access
Abuse of parking bays	Brief wardens on the issue	Hart District Council	Accessible bays available to use

6.4 Youth facilities

6.4.1 Q20. *If you are aged between 12 and 18 or have children of that age, what facilities would you like to see for this age group in Fleet and Church Crookham?*

Out of the 880 household replies, there were 127 responses to this question. The most popular suggestion was for a cinema (50 replies). The second most popular reply was bowling (31) closely followed by a café or drop-in centre (29). There were several requests for this facility to the south of Fleet or in Church Crookham, rather than in the town. There were various suggestions for more, better or improved sporting facilities from 19 people and specific requests for particular sports from a further 13 (tennis, basketball, 5-a-side).

Students were asked a similar question: 'What facilities would you like to see for young people aged 11 to 18 in Fleet and Church Crookham?' There were 76 replies from the student group of 118; a good response rate. Again the cinema was popular with 44 replies (more than 50%). Other suggestions were more varied, the most popular being bowling (12), clubs (11) and sports facilities (7).

It is clear from the results that a cinema is still a popular focus for this age group (both from their parents and themselves). Since the survey was carried out, a new cinema has opened in Camberley but this is not accessible by public transport. Basingstoke is still the most accessible cinema for young people in Fleet with good access from the station. Furthermore, a youth café at The Point youth centre has been extended from its trial period. The interest in sports by parents was not as well supported as it was by the student replies; however, this is an area to be encouraged for health and social reasons.

The results of Q20 are pertinent to Q26 & Q27 about reducing antisocial behaviour.

6.4.2 Action plan with regard to youth facilities (Q20)

An action plan to address respondents' requests with regard to youth facilities is presented in Table 6.30.

Table 6.30 Action plan to address respondents' requests with regard to youth facilities			
Issue	Action	Responsibility	Potential outcome
Requests for a cinema	Films for youths at Harlington Centre or elsewhere	Fleet Town Council	Improved facilities for teenagers
Better access to local cinemas, bowling, etc	Trains to Basingstoke and buses to Basingstoke leisure facilities	Fleet Town Council, Basingstoke and Deane Borough Council	Promote a combined travel service to Basingstoke Leisure Park
Extended services at schools	Investigate schools provision of youth activities	Hampshire County Council and local schools	Improved activities for teenagers

Table 6.30 contd Action plan to address respondents' requests with regard to youth facilities

Issue	Action	Responsibility	Potential outcome
Sports facilities	Review existing sports facilities and usage and see if there is potential to increase usage or add facilities	Hart District Council, Fleet Town Council, tennis clubs, The Point, youth clubs and organisers	Better health and facilities for youths

6.5 Housing

This group of questions looked at provision of overnight accommodation and the quantity and type of housing people would like to see in the area.

6.5.1 Q21. *Is there enough overnight accommodation in Fleet and Church Crookham (B&B, guest houses, hotels etc)?*

About 25% of respondents expressed a shortage of this type of facility (see Table 6.31). More research is needed with tourism bodies to establish the need and the actions required. This question was not asked in the student questionnaire.

Table 6.31 Household response to Q21. Is there enough overnight accommodation in Fleet and Church Crookham?

	Respondents	
	No.	Percentage ^a
No	151	17%
Yes	71	8%
Don't know	487	55%

^a Percentage of 880 household responses.

6.5.2 Q22. *What are your views on new housing development in and around Fleet and Church Crookham?*

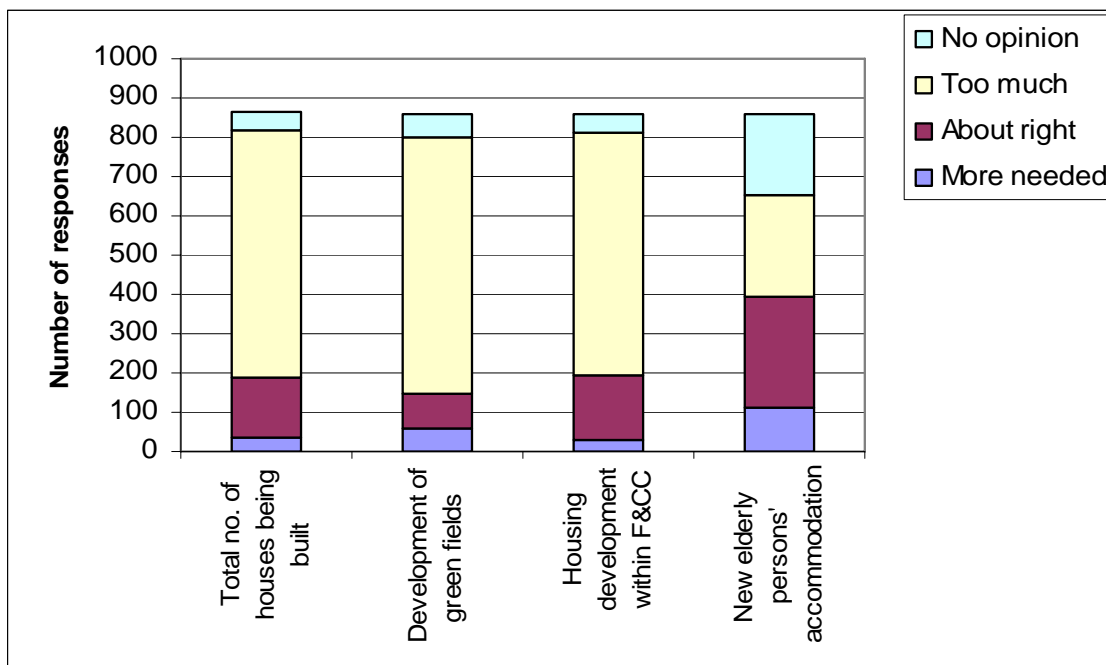
The next two questions were about new development. The scoping survey identified this as the highest 'dislike' with comments being made about lack of infrastructure. It was also the highest 'dissatisfied' in a multiple choice question. Q22 & 23 were asked of households; only Q23 was asked of students.

Q22 was a multiple choice question with options of 'More needed', 'About right', 'Too much' and 'No opinion' for questions on the total number of houses being built, the development of green fields, housing development within the area, and new elderly persons accommodation. With hindsight the questionnaire should probably have included social/affordable housing as a separate question.

Results are presented in Figure 6.7. It is clear that the vast majority feel there is too much new development and the opinion is slightly stronger against development in the countryside and significantly more supportive of housing for the elderly. Fleet and Church Crookham

have an established population that tends to remain in the area and not move away. This demographic perhaps explains why the support is stronger for this type of housing.

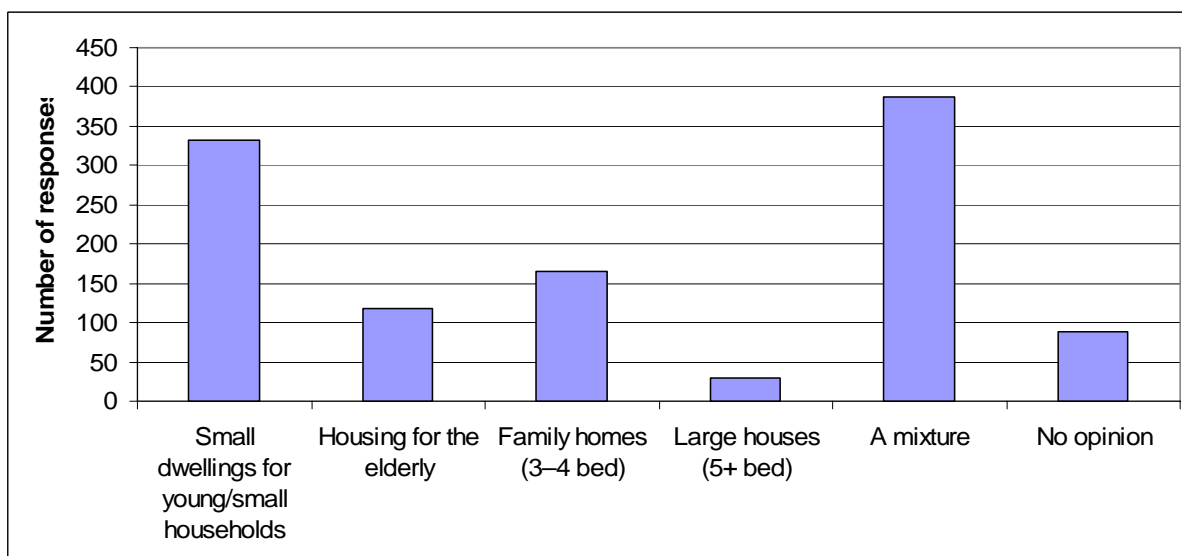
Figure 6.7 Household response to Q22. What are your views on new housing development in and around Fleet and Church Crookham?



6.5.3 Q23. What sorts of housing should new development concentrate on?

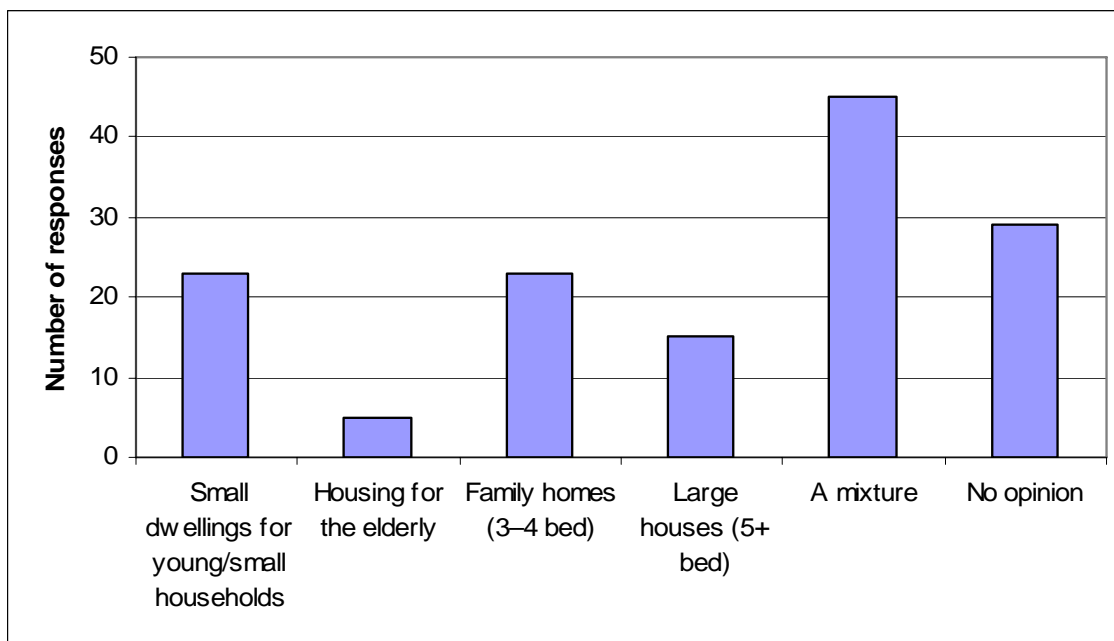
Q23 was a multiple choice question that asked about the type of housing that should be concentrated on. Respondents were free to tick as many boxes as they wished. Just under half indicated a mixture and there was strong support for smaller households and less support for large houses (see Figure 6.8).

Figure 6.8 Household response to Q23. What sorts of housing should new development concentrate on?



Students were asked the same question and the results are presented in Figure 6.9.

Figure 6.9 Student response to Q23. What sorts of housing should new development concentrate on?



The sample here is much smaller (118) with more students expressing no opinion (about 25%) and almost half of those replying choosing a mixture. Although students supported small houses, they also selected family homes but with less support for elderly housing and more support for larger houses. This reflects their perspective on the housing market and personal circumstances.

From both these sets of replies there is support for a mixture of housing but with a bias towards smaller homes and, from the household responses, support for elderly housing. This is, of course, within a context of ‘too much development’ being expressed as a view in the previous question.

We did not follow up on the concerns of respondents regarding infrastructure needed to support future development. This issue was referred to by respondents in the scoping survey but not asked about in the final questionnaire, and is acknowledged as an omission in the Town Healthcheck Survey which should be followed up on in the future.

Replies to Q37, an open-ended question for comment on any other ways to improve the area in which we live, raised the issue of lack of infrastructure to support new development a number of times. This is also a concern of the local community whenever questions of larger developments are raised and needs to be considered in relation to all new development proposals.

6.5.4 Action plan with regard to housing (Qs 21–23)

An action plan to address respondents' views with regard to overnight accommodation and housing is presented in Table 6.32.

Table 6.32 Action plan to address respondents' views with regard to overnight accommodation and housing			
Issue	Action	Responsibility	Potential outcome
Overnight accommodation	Monitor provision and promote the available facilities	Tourism Office and Fleet Town Council	Improved access to existing facilities and promotion of new facilities
Type of housing	Seek a mixture of housing sizes with concentration on smaller homes	Fleet Town Council, Hart District Council	Housing meets local needs
Too much housing development	Seek to control levels of new development within manageable limits	Hart District Council, Fleet Town Council, central Government	Sustainable levels of growth which do not damage the environment and services
Lack of infrastructure to support large developments	Monitor the capacity of roads, schools, health and services required by new development	Fleet Town Council, Hart District Council, Hampshire County Council, local schools, GPs and PCT	Protect infrastructure existing residents and provide for new residents

6.6 Antisocial behaviour

The questions in this section were asked to establish the level and location of antisocial behaviour and possible solutions. Fleet and Church Crookham are safe places with low crime rates and these results need to be seen in that context.

6.6.1 Q24. Have you experienced a problem with antisocial behaviour in the last 12 months?

Q24 elicited a high response rate from households with 360 respondents saying yes out of a sample of 880 (see Table 6.33). Student responses were remarkably similar.

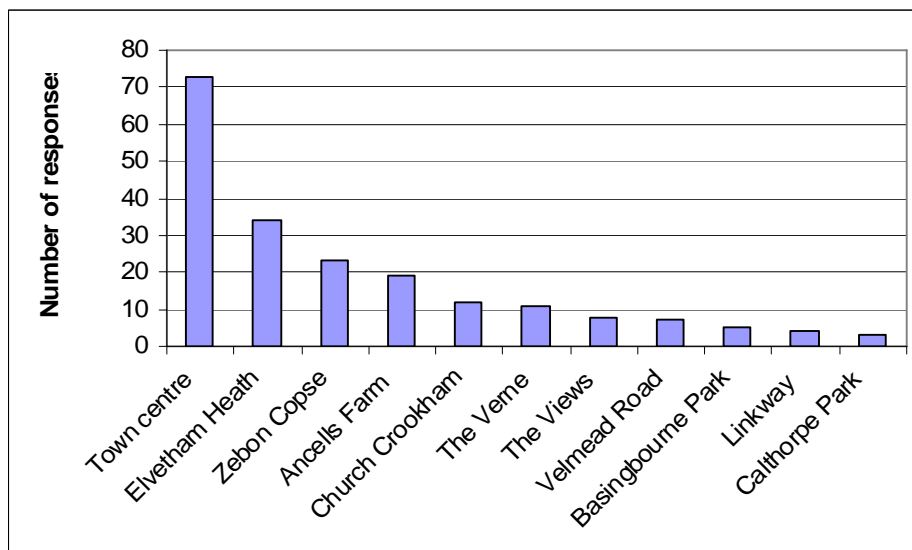
Table 6.33 Household and student response to Q24. Have you experienced a problem with antisocial behaviour in the last 12 months?				
	Households		Students	
	No.	Percentage^a	No.	Percentage^b
Yes	360	41%	53	45%
No	487	55%	60	51%

^a Percentage of 880 household responses; ^b Percentage of 118 student responses.

6.6.2 Q25. *If yes [to Q24. Have you experienced a problem with antisocial behaviour in the last 12 months?], where?*

This open-ended question asked the location of these antisocial behaviour events. Results from households are presented in Figure 6.10.

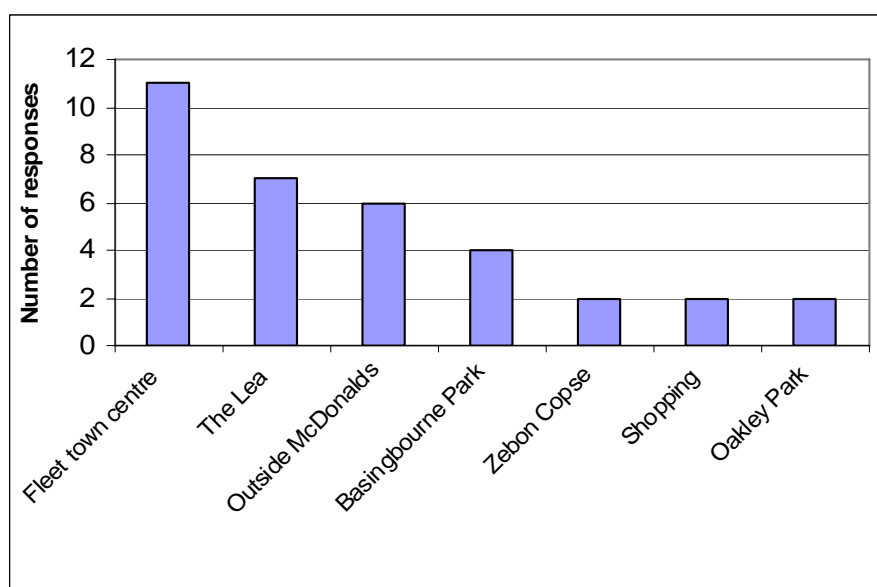
Figure 6.10 Household response to Q25. *If yes [to Q24. Have you experienced a problem with antisocial behaviour in the last 12 months?], where?*



The location of most antisocial behaviour was in the town, probably what would be expected. The location of other events is based around community facilities. On Elvetham Heath, the footbridge and ‘park and ride’ car park are mentioned, and on Ancells Farm the recreation ground and shops are mentioned.

Students were also asked the same question and there were 52 responses (Figure 6.11).

Figure 6.11 Student response to Q25. *If yes [to Q24. Have you experienced a problem with antisocial behaviour in the last 12 months?], where?*



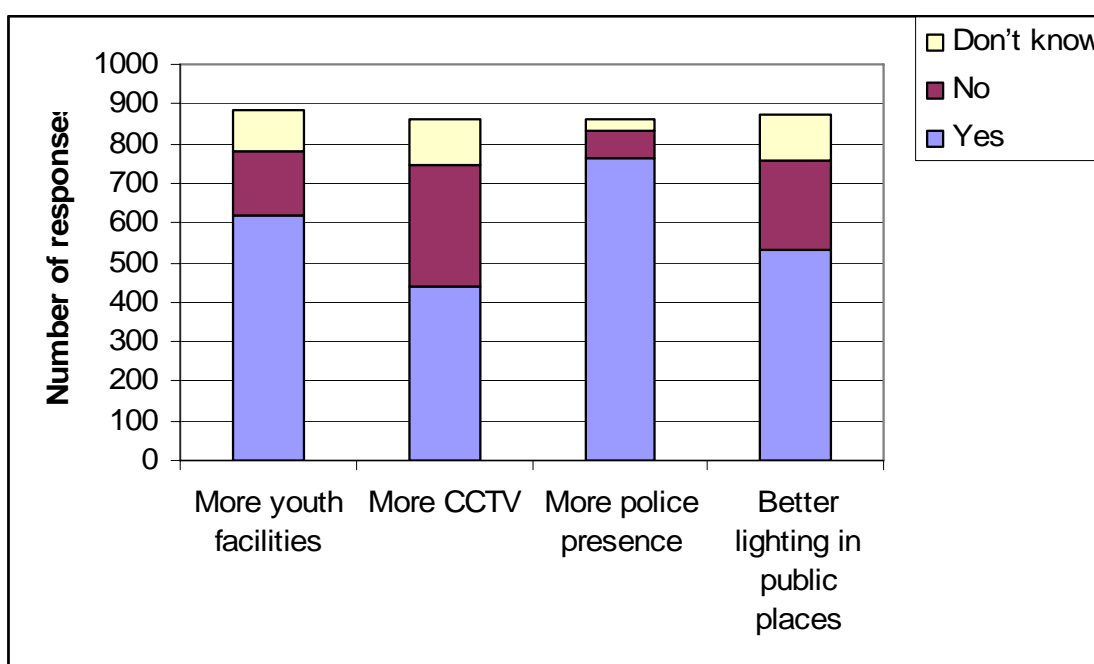
The town centre was the highest reply (17) with ‘outside McDonalds’ being identified specifically by six of these respondents. Other replies are various locations, generally the parks identified by households, but also several students referred to The Lea specifically.

6.6.3 Q26. Which, if any, of the following do you think may reduce antisocial behaviour?

Q26 asked what respondents felt would reduce antisocial behaviour with a multiple choice question for simple analysis, followed up with open-ended question (Q27) to allow for any other ideas to come forward.

Results for Q26 are presented in Figure 6.12.

Figure 6.12 Household response to Q26. Which, if any, of the following do you think may reduce antisocial behaviour?



The highest number of responses was for additional police presence (763). 621 respondents identified ‘more youth facilities’.

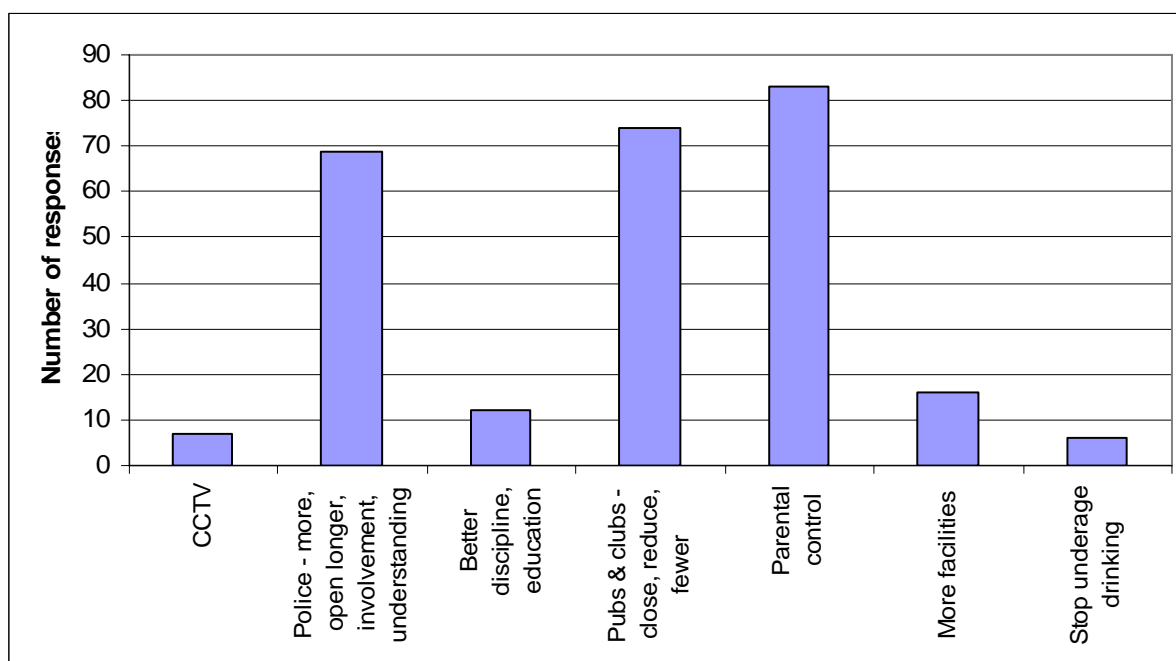
The question of lack of facilities for young people was identified in the scoping survey and is thus reinforced here. This is an issue that can be taken forward but more work needs to be done on what they would use. In Q20 we asked what youth facilities people would like to see and the answers to that question are therefore relevant to reducing antisocial behaviour. The first response to that question was a cinema; however, that would only be used sporadically and therefore would have minimal impact. This is an area that could be investigated further, particularly with the people who are causing the problems. Further survey work of young people of the aged 14–18 years would be of benefit to the community.

Student replies to this question largely followed the household replies but with less emphasis on the effectiveness of the police. This implies that young people do not see the police as being as effective in reducing antisocial behaviour although they still are seen to have a strong role by more than 50% of students.

6.6.4 Q27. *Is there anything else you believe would help to reduce antisocial behaviour?*

Q27 followed up on the previous question, with an open-ended opportunity to comment. Household replies to this are summarised in Figure 6.13.

Figure 6.13 Household response to Q27. Is there anything else [in addition to suggestions in Q26] you believe would help to reduce antisocial behaviour?

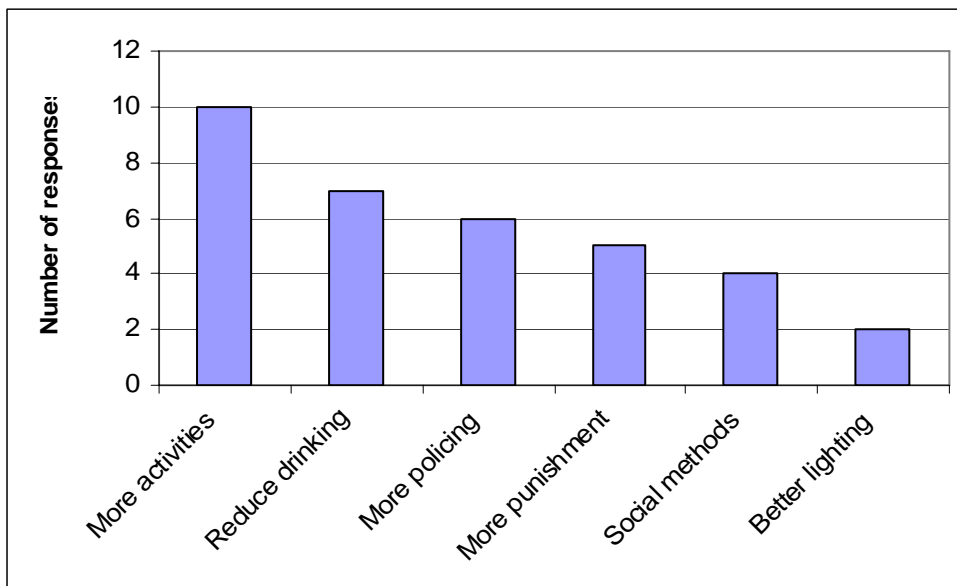


There were 457 suggestions from households. The most popular reply was parental control with 83 people suggesting this. This is broadly the same as people seeking better discipline/education and perhaps there is a role for schools in their social education to help control antisocial behaviour.

A desire to reduce the problems caused by pubs and clubs (and to reduce alcohol-related problems) was the second most popular suggestion and the third was changes to policing. There were many other comments on this question but they are varied and do not form a pattern other than identified here.

There were 58 replies from students and the suggestion made most frequently was to improve activities for youths followed by reduction of alcohol-related behaviour and then improved policing (Figure 6.14).

Figure 6.14 Student response to Q27. Is there anything else [in addition to suggestions in Q26] you believe would help to reduce antisocial behaviour?



6.6.5 Action plan with regard to reducing antisocial behaviour (Qs 24–27)

An action plan to address respondents' views with regard to reducing antisocial behaviour is presented in Table 6.34.

Table 6.34 Action plan to address respondents' views with regard to reducing antisocial behaviour			
Issue	Action	Responsibility	Potential outcome
Social responsibility	Educate children and teenagers regarding social responsibilities	Parents, schools, youth workers, police	Less antisocial behaviour
Alcohol-related disturbance	Help prevent excessive drinking	Pubs and clubs	Less alcohol abuse
	Support local initiatives to help people in Fleet in the evenings	Fleet Town Council, Hart District Council, Hampshire County Council and charities	Support for the Fleet Town Centre Project
Improve facilities for youth	Support and improve facilities for youth work for teenagers	Hampshire County Council, Hart District Council, Fleet Town Council	Less antisocial behaviour

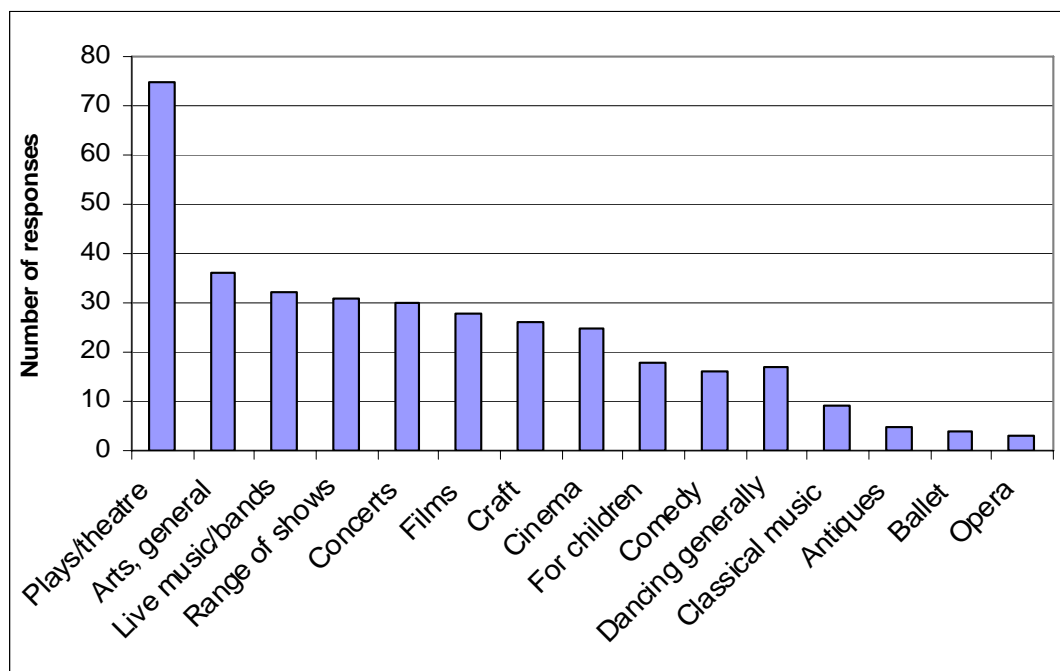
6.7 The arts

This group of five questions sought to establish what people would like to see in the arts in Fleet and Church Crookham. The first two questions were directed at the Harlington Centre as this is the main venue for the local area for many events. A general question was asked about arts facilities in Fleet and Church Crookham and further questions specifically about public art. The same questions were asked of both households and students.

6.7.1 Q28. What events would you like to see at the Harlington Centre?

There were 385 replies to this open-ended question out of the 880 questionnaires returned. This shows some lack of interest in the facility and possibly this needs investigating further. Perhaps it just shows that not everyone is interested in the arts! Results are presented in Figure 6.15.

Figure 6.15 Household response to Q28. What events would you like to see at the Harlington Centre?



Responses to Q28 gave a clear and positive indication of ways in which the Harlington Centre could be developed as an arts/cultural centre with wide appeal to all age groups. There was strong support for more theatre productions and shows, live music, a cinema and art exhibitions, as well as a variety of exhibitions and fairs. Replies included:

- 75 respondents wanted to see more theatre productions, both amateur and professional, with an additional 22 mentioning 'shows' e.g. musicals.
- 54 would like more live music events, 20 mentioned bands, 14 classical concerts and nine specified folk, jazz and country music.
- 48 would like to be able to see films at the Harlington Centre.
- 20 would like more visual art, including photography.
- 25 mentioned craft exhibitions.
- 16 asked for comedy events.

- 36 asked generally for more arts events and activities.
- 15 respondents thought there should be more specific events and activities for children and an additional nine wanted events for teenagers.
- There was a wide range of further suggestions including dance (9), talks and fairs/festivals such as flower, fashion, antiques and beer.
- Only 16 respondents replied that that they did not know what improvements to suggest. Most of these commented that they did not go to the Harlington Centre and did not know what happened there.

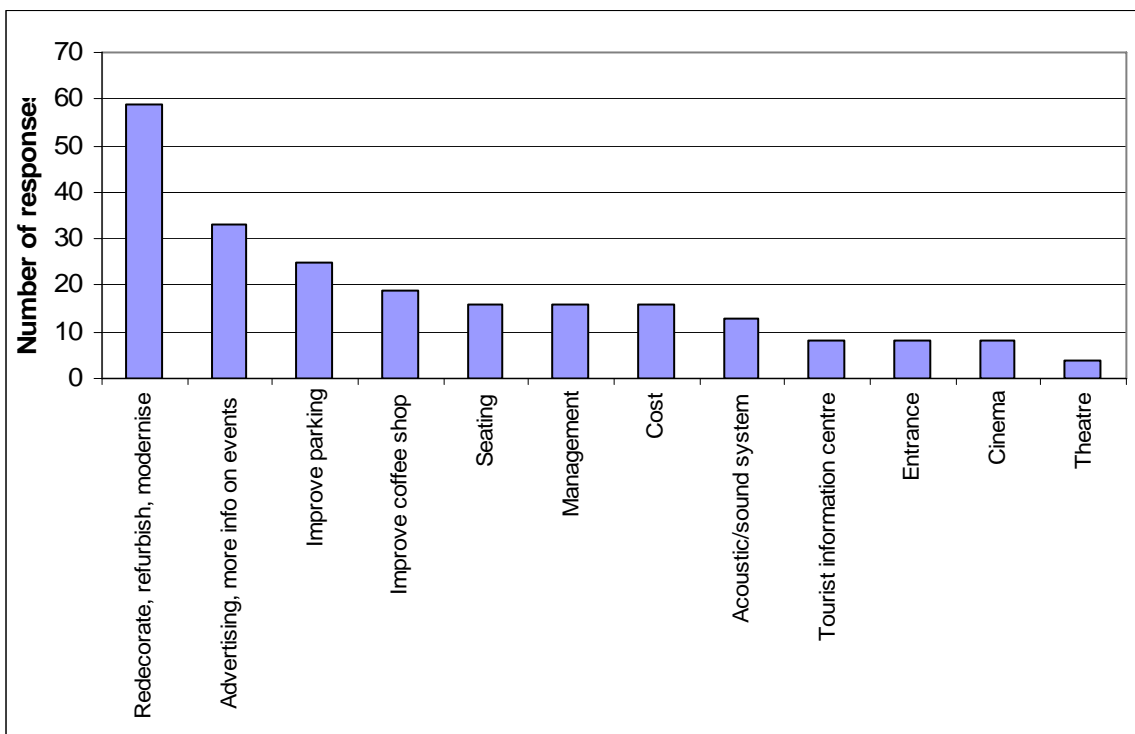
Replies from students were limited, with only 36 suggestions. Of these, they were split between theatre (8) and music events (10), with the rest of the answers spread over different suggestions. This does, however, follow the household response about the main demand.

There is clearly more opportunity to utilise the Harlington Centre for some of these activities if they are viable and the population supports them. This aspect needs to be investigated by the new parish council now it has taken responsibility for the building.

6.7.2 Q29. How could the Harlington Centre be improved?

427 households replied to this question (see Figure 6.16). Overall it was felt that the Harlington Centre was out of date and not being managed and used as effectively and profitably as it could be.

Figure 6.16 Household response to Q29. How could the Harlington Centre be improved?



Ideas for improvement focused on:

- Updating the decor of all areas was mentioned by 59 respondents. Other respondents were critical of the toilet facilities and general cleanliness. It was felt the Harlington Centre was old fashioned and uninviting.
- Better publicity and advertising of events. 27 respondents identified advertising and promotion of events as a problem. Interestingly, 12 people said they had never been in the Harlington Centre, with one asking “Where is it?”
- Criticism of parking, particularly cost when attending events: 24 people would like to see parking arrangements improved with free evening parking for those using the centre.
- Improving the café (although it was not always clear if this was the décor or the facility).
- Upgrading the technical facilities, including the need for comfortable seating (16) with some requests for tiered seating, and better acoustics and improved sound and projection systems (15) which would allow a better range of musical and theatrical events to be staged.
- Issues about management, staffing and customer service were mentioned by 16 respondents, with requests for a full-time, experienced manager with wide cultural interests supported by informed, friendly and enthusiastic staff.
- Cost of hire, particularly for small local users: 16 thought that reducing hire costs for local groups and societies would raise the level of use.
- Offering a better range of events with particular emphasis on a cinema/film club, theatre/drama, live music and exhibitions (art, craft, photographic etc).
- Eight respondents would like to see the Tourist Information Centre re-instated.

Ten respondents commented that they thought the Harlington Centre was alright as it is.

57 students provided comments and although it is a very small sample, responses follow the household replies. The main criticism was the décor with requests to ‘modernise’ it (14). The café was specifically mentioned by a further four students. Other suggestions were varied and similar to the household response.

Improvements in the range of events and activities offered are covered more fully in the Q28. However, respondents clearly indicated the desire for an arts centre that would offer a range of plays, films, exhibitions, live music and talks in addition to other events. Facilities available to residents in other towns such as Camberley (Camberley Theatre) and Aldershot (West End Centre) were cited as examples of good practice.

6.7.3 Action plan with regard to the Harlington Centre (Qs 28 & 29)

An action plan to address respondents’ views with regard to the Harlington Centre is presented in Table 6.35.

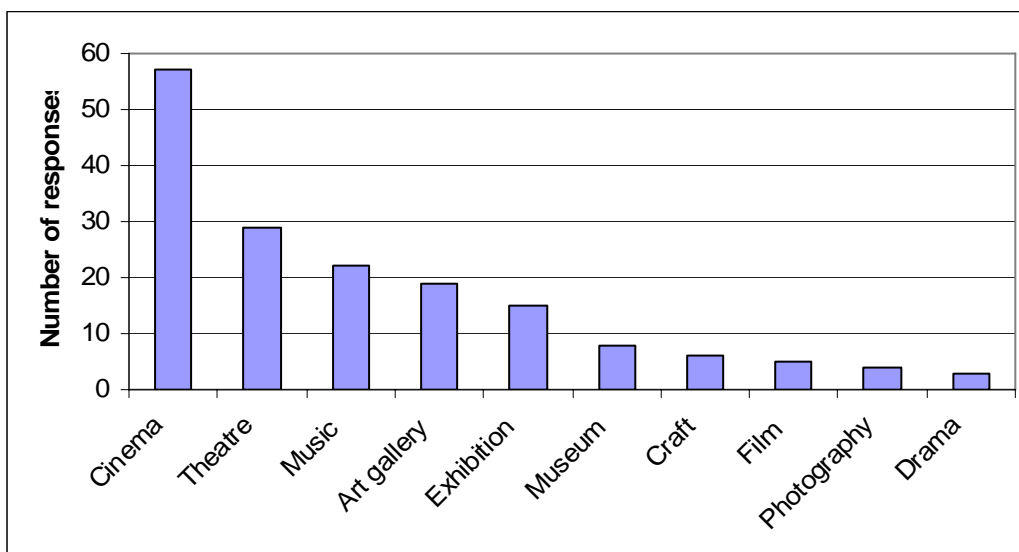
Table 6.35 Action plan to address respondents' views with regard to the Harlington Centre

Issue	Action	Responsibility	Potential outcome
Under-utilised as a facility and does not make the most of the potential space	Develop the Harlington Centre as an arts/cultural centre offering a wider range of events for all age groups, particularly drama, live music, cinema and exhibitions	Hart District Council, Fleet Town Council, Church Crookham and Elvetham Heath Parish Councils, Harlington Centre Committee	A lively and active arts and cultural centre that meets the needs of all ages in the community
Improvements to the Harlington Centre	<ul style="list-style-type: none"> • Update décor and café • Upgrade technical and social facilities • Improve management • Publicise events more effectively • Revisit hire costs, particularly for small local users • Reduce evening parking costs • Offer better range of events particularly cinema, theatre, live music and exhibitions 	Hart District Council, Fleet Town Council, Church Crookham and Elvetham Heath Parish Councils, Harlington Centre Committee	A well-used and viable arts and cultural facility that meets the needs of the local population and increases access to the arts

6.7.4 Q30. What arts facilities would you like to see in Fleet or Church Crookham?

Q30 was a general open-ended question about arts facilities in the local area. Household responses are presented in Figure 6.17

Figure 6.17 Household response to Q30. What arts facilities would you like to see in Fleet or Church Crookham?

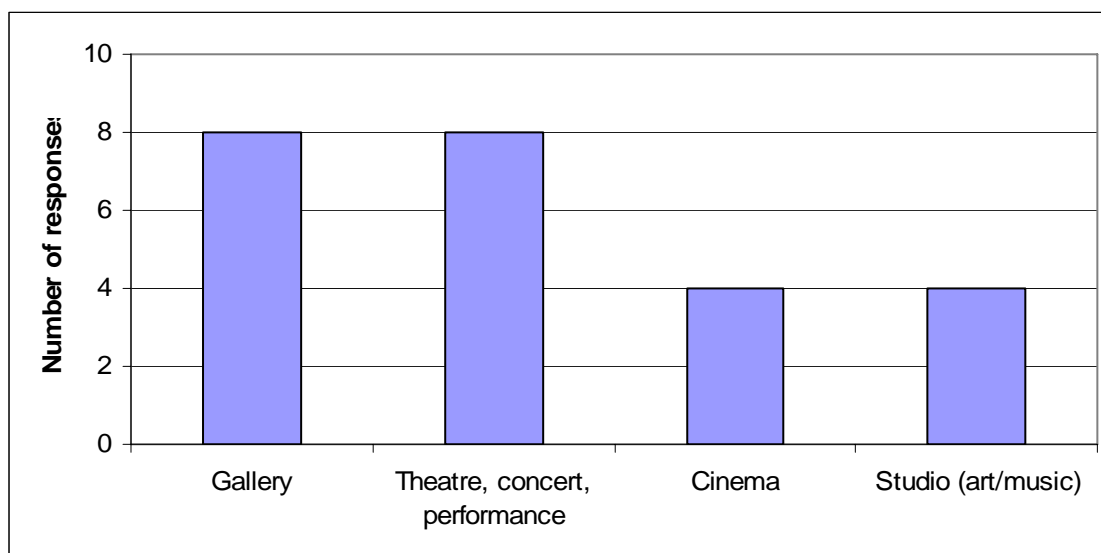


Local theatre (29) and cinema facilities (57) and greater opportunities to hear live music (22) again scored highly in this section. In addition, many respondents wanted to have permanent exhibition/display areas or a gallery for art (over 30), and also photography, ceramics and sculpture. A museum was suggested by eight people.

There was an emphasis on the need for facilities for people to take part in art, music and drama workshops and classes with, for example, practice and rehearsal space. Ten people mentioned the West End Centre in Aldershot as a venue that offered a wide range of arts facilities both for local people to attend performances and participate in learning opportunities.

Student replies to this question (see Figure 6.18) also favoured a theatre/performance space, but gallery space was also mentioned. However, the sample here is very small and needs further investigation.

Figure 6.18 Student response to Q30. What arts facilities would you like to see in Fleet or Church Crookham?



6.7.5 Q31. *Would you like to see public art in Fleet town centre?*

Over a third of respondents wanted to see public art in the town (Table 6.36). Although this is not a majority and almost the same number did not want to see art, it is a significant number of people who do. Students were less supportive of public art, with more negative responses and much fewer respondents without an opinion.

Table 6.36 Household and student response to Q31. Would you like to see public art in Fleet town centre?				
	Households		Students	
	No.	Percentage^a	No.	Percentage^b
Yes	328	37%	64	52%
No	313	36%	50	41%

^a Percentage of 880 household responses; ^b Percentage of 118 student responses.

There is no strong desire to see public art from the majority of people, but this does not mean it should not be done.

6.7.6 Q32. If yes [to Q31. Would you like to see public art in Fleet town centre], what would you like to see?

The responses from households (Figure 6.19) and students (Figure 6.20) to this question were varied, although the student responses are a small sample.

Figure 6.19 Household response to Q32. If yes [to Q31. Would you like to see public art in Fleet town centre], what would you like to see?

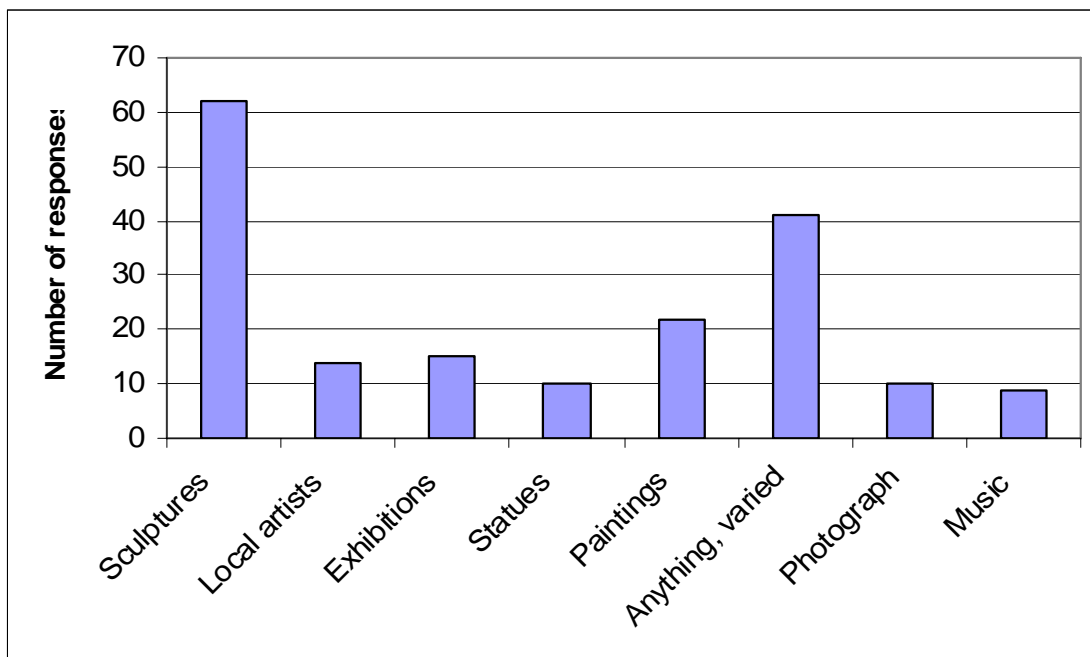
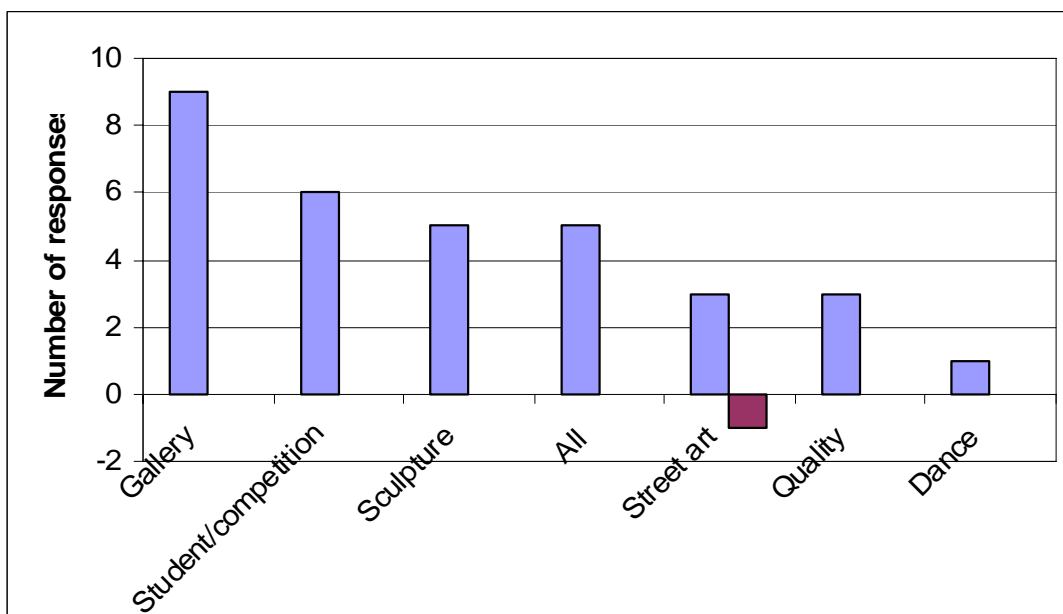


Figure 6.20 Student response to Q32. If yes [to Q31. Would you like to see public art in Fleet town centre], what would you like to see?



Households were more supportive of a traditional view of public art – sculpture being by far the most common reply. Students put work that could be exhibited in galleries first. Students

were also supportive of student art being displayed and this is an interesting possibility, either in the Harlington Centre, Hart Shopping Centre or empty shop units.

6.7.7 Action plan with regard to arts facilities and public art (Qs 30–32)

An action plan to address respondents' views with regard to arts facilities and public art is presented in Table 6.37.

Table 6.37 Action plan to address respondents' views with regard to arts facilities and public art

Issue	Action	Responsibility	Potential outcome
Lack of arts facilities	Provide theatre/drama, film, live music and exhibition areas	Hart District Council Fleet Town Council and Church Crookham and Elvetham Heath Parish Councils Harlington Centre Committee	A thriving arts and cultural centre that increases access to the arts
	Develop facilities that allow local people to attend performances and also participate in learning opportunities		
Public art	Opinion divided but consider displays by local artists and students in Harlington Centre, Hart Shopping Centre and empty shops	Fleet Town Council and Church Crookham and Elvetham Parish Councils, Harlington Centre Committee, Hart Shopping Centre management	Greater public participation and access to the arts

6.8 Local services and facilities

The next group of questions related to public services and facilities. A similar question was asked in the scoping survey.

6.8.1 Q33. What are your views on the following local services and facilities?

This tick box question asked about the importance and the quality of services provided. Students were only asked about the importance of services (i.e. not to judge quality). The results have been ordered by 'importance' and it is interesting to note the difference in emphasis between household (Figure 6.21) and student (Figure 6.22) replies.

Figure 6.21 Household response to Q33. What are your views on the following local services and facilities (importance to you)?

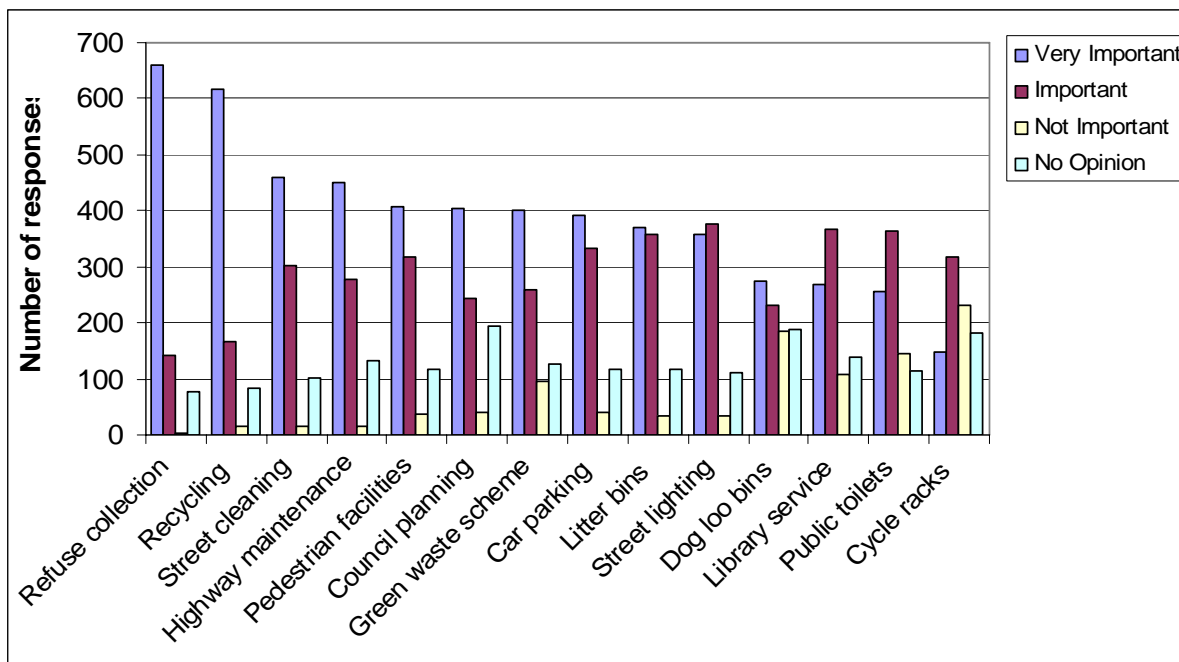
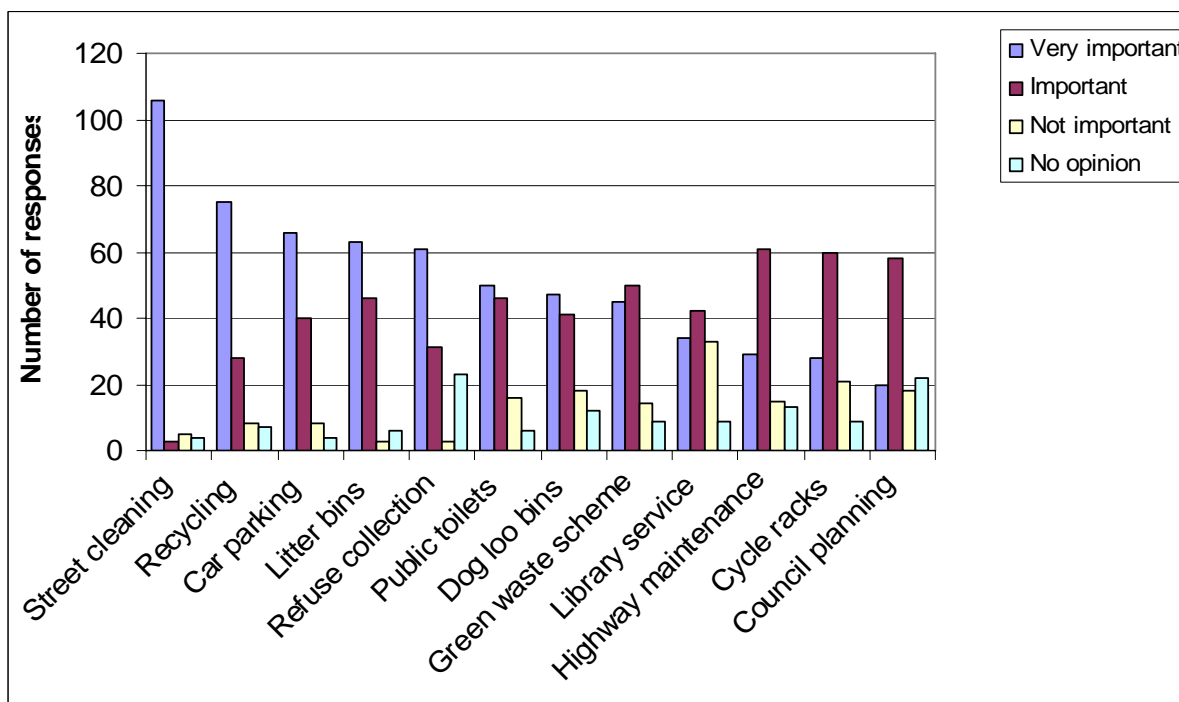


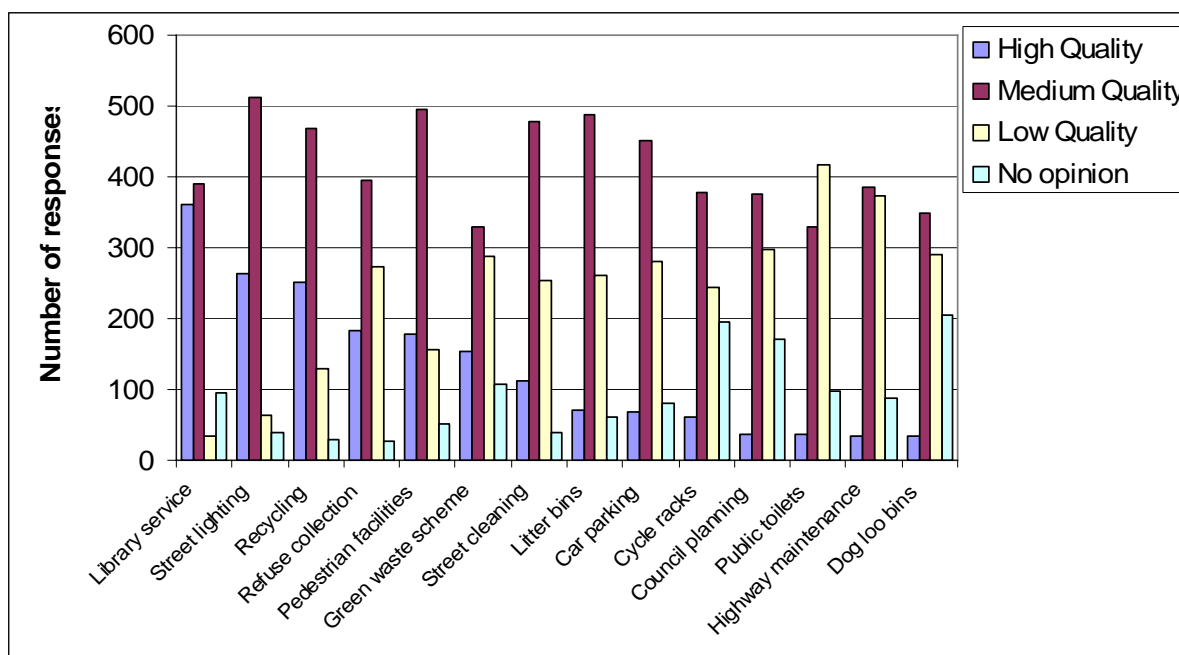
Figure 6.22 Student response to Q33. What are your views on the following local services and facilities (importance to you)?



The replies clearly show the importance of the refuse and waste collection for households, but street cleaning is more important to students. Both groups are very positive about recycling. Planning is seen as important by households but not so for students; this would seem logical as planning has a greater impact on householders than students. Parking is more important for students and both groups rank cycle racks fairly low on the agenda. Street cleaning and highway maintenance are both high on the household replies.

Household responses regarding the quality of local services are presented in Figure 6.23.

Figure 6.23 Household response to Q33. What are your views on the following local services and facilities (quality of service)?



It is gratifying to see the library service being applauded. The refuse collection, which was held to be very important to households, ranks quite highly with a strong ‘medium quality’ rating. Similarly, recycling, which was important to households, has a high ranking. Green waste collection does not fare as well with split opinion about this service and a larger number of ‘low quality’ rankings.

However, highway maintenance, which was ranked as very important, is regarded as having a low quality of service. The Highway Authority has responsibility for this and this has been shown as an ‘action’ in Table 6.38.

Public toilets do not get a good review, with the strongest ‘low quality’ ranking.

A level of dissatisfaction is also shown with regard to the council planning service. There could be many reasons for this, including the experience of the pressures for development locally, the experience of users of the planning department or other reasons. This is not clear and would benefit from further investigation to see if the planning department can improve the service.

6.8.2 Action plan with regard to local services and facilities (Q33)

An action plan to address respondents’ views with regard to local services and facilities is presented in Table 6.38.

Table 6.38 Action plan to address respondents' views with regard to local services and facilities

Issue	Action	Responsibility	Potential outcome
Highway maintenance	Achieve better maintenance of highways	Hampshire County Council	Better maintenance of highways
Toilet facilities	Improve toilet facilities – this may be linked to Q36 – requests for a ground floor toilet for the disabled in Hart Shopping Centre	Fleet Town Council and Hart Shopping Centre	Better facilities
Council planning	Investigate dissatisfaction with council planning services and improve	Hart District Council	Improvement to services
Lack of cycle racks	Investigate the demand and location of the need for more cycle racks	Fleet Town Council, Church Crookham and Elvetham Heath Parish Councils	Improved provision of cycle racks (number and location)

6.9 Sport and recreational facilities

6.9.1 Q34. What improvements, if any, would you like to see to local sporting and recreational facilities?

Q34 was an open question about sports and recreational facilities to see what people wanted to improve. The replies to this question are summarised in Table 6.39. Because this was an open-ended question there were a large number of varied answers and the table groups them into specific categories. Raw data can be provided if any of these topics were to be pursued. Responses to this open question have been grouped into categories for scoring. Themes that emerged strongly from this section were:

- Redecorate/update Hart Leisure Centre (HLC) and improve maintenance (41 responses). *NB Refurbishment has taken place since the questionnaire.*
- Improve levels of cleanliness at HLC particularly in the pool and changing rooms (23).
- Facilities have not kept pace with the increasing population. A second pool and more sports/leisure facilities are now needed. (33 people asked specifically for a new/enlarged sports centre, 30 for a second pool and 37 for more facilities generally – this is excluding those who made specific suggestions.)
- HLC is poorly placed for access. Thought needs to be given to better public transport/cycle access to make it accessible to all (not just car owners). Accessibility should be a major consideration for any new facilities or improvements to existing facilities (26).

- Concern was expressed by 26 people that charges were too high, particularly for children and young people and those on lower incomes. This further reduced accessibility instead of encouraging people to be active.
- 17 people wanted to see opening times and booking reviewed at HLC. Access to the pool was difficult for the public because of club/school bookings. Trying to book swimming lessons (e.g. queuing from 5am) was a reflection of the inadequacy of the facility for the size of population. Many referred to the clumsy process of booking for tennis at Elvetham Heath and Calthorpe Park but having to collect keys from HLC – again with the assumption of car ownership.
- People felt that existing facilities could be improved at Calthorpe Park, the Peter Driver site (particularly important for residents of Church Crookham), the Views, Ancells Farm, Oakley Park and Basingbourne Park. Drainage was a problem at Calthorpe Park and Basingbourne Park, while quality and maintenance were a problem elsewhere.
- Other facilities/improvements suggested included: more tennis courts (19); athletics track (16); all weather pitches/courts – football, netball, basketball, etc; a cinema (17) (see also arts questions on page 59); areas for cycling (12), jogging and walking; roller skating; climbing wall; more skate parks; improved play areas for young children; and permanent basketball/volleyball nets and goal posts for casual use.
- 27 felt there should be more facilities generally for young people. Young people were felt to be not generally well catered for, particularly with problems of cost and access.

Table 6.39 Household response to Q34. What improvements, if any, would you like to see to local sporting and recreation facilities?

Topic	No.
Existing leisure centre improved	51
A better new pool	30
Another sports centre	29
Youth sports/scheme	27
Improve pool management/showers	26
Cheaper – including the young and elderly	26
Better tennis facility or better access to existing facilities	23
A 400m athletics track	18
A cinema	17
Bike track and paths	12
Better football facilities	12
Better communication of what is available	11
5-a-side/all-weather pitch	7
Improve access to Hart Leisure Centre	6
Bowling alley	5
Basketball/netball	5
Improve Calthorpe Park	4
Better management of Hart Leisure Centre	4
Playgrounds	4
Skate parks/facility	4
Rugby facility	3
Air conditioning at Hart Leisure Centre	3
Ice rink	3
Better use of school facilities	3

Student replies to this question were similar in content, although a smaller sample (see Table 6.40).

Table 6.40 Student response to Q34. What improvements, if any, would you like to see to local sporting and recreation facilities?	
Topic	No.
Cheaper – including the young and elderly	10
A better new pool	7
Better tennis facility or better access	6
Improve access to Hart Leisure Centre	5
Cinema	4
Better football facilities	4
More facilities generally	4
5-a-side/all-weather pitch	3
Skate parks/facility	2
Existing leisure centre improved	2
Basketball/netball	2
Better communication of what is available	2
Better gym	1
Better management of Hart Leisure Centre	1
Oakley Park playground improved	1
Pitch and putt at Calthorpe Park improved	1
Bowling alley	1
Another sports centre	1
Allotments	1
Equestrian facilities	1

Although the replies are small in number, for some of these items they do pick up on much the same issues as households. There is greater emphasis on cost which shows this to be an issue with the young.

6.9.2 Action plan with regard to sports and recreational facilities (Q34)

An action plan to address respondents' views with regard to sports and recreational facilities is presented in Table 6.41.

Table 6.41 Action plan to address respondents' views with regard to sports and recreational facilities			
Issue	Action	Responsibility	Potential outcome
Refurbish Hart Leisure Centre including the pool changing areas in particular	Some works have been done since this survey but pool changing areas have not been refurbished	Hart District Council	Better facility and increased usage
More leisure facilities	Plan for increasing leisure and sports facilities, reserving land and budgeting for works	Hart District Council, Fleet Town Council, Hampshire County Council, Sport England	Improved sporting facilities
Access to Hart Leisure Centre	Improve access by bike and pedestrians	Hampshire County Council, Hart District Council, Fleet Town Council	Improved cycle and pedestrian routes (this links to the current Draft Fleet Town Access Plan)
Charges at Hart Leisure Centre	Review charging at Hart Leisure Centre to improve access for younger people and less affluent	Hart District Council	Increase use of facilities especially for youth (links to Q20)
Booking at Hart Leisure Centre	Improve opening times/scheduling and swimming lesson booking systems. Improve booking of tennis courts	Hart District Council and Fleet Town Council	Better access to sporting facilities
Increase sports facilities	Review potential locations for increased and improved sports facilities	Hart District Council, Fleet Town Council, include funding from new development	Improved facilities
Young people	Promote sports for the young	Hart District Council, parish councils	Improved health; less antisocial behaviour

6.10 Health

6.10.1 Q35. What improvements, if any, would you like to see to local healthcare?

Q35 was about healthcare and was an open-ended question. The replies were analysed by grouping responses, and can be summarised as follows:

- 116 people thought that additional doctors/health centres were needed in Fleet and Church Crookham to cope with the increased population. A significant number felt that facilities were overstretched, particularly since the building of Elvetham Heath.

- It was emphasised that existing health centres should not be enlarged. Rather, new surgeries should be built closer to where they were needed, whether Elvetham Heath, Pondtail or Church Crookham.
- Unacceptable appointment booking systems were mentioned by 54 people, with Richmond Surgery attracting particular criticism. Comments reflected problems related to overstretched surgeries and faults with the booking system itself, e.g. no telephone queuing system.
- 52 people wanted local medical centres to offer extended hours in the evenings and Saturday mornings to cater for those at work.
- Transport access to medical centres and Fleet Hospital was a major issue for 38 people, particularly from Ancells Farm (could only register at Southwood), Pondtail and Elvetham Heath. 11 were concerned about the re-siting of Richmond Surgery. 29 mentioned inadequate parking at Fleet Medical Centre and Hospital.
- 47 thought an NHS walk-in centre/minor injuries unit was needed to meet the needs of the increasing population.
- 26 thought that Fleet Hospital could be used more and was an important facility.

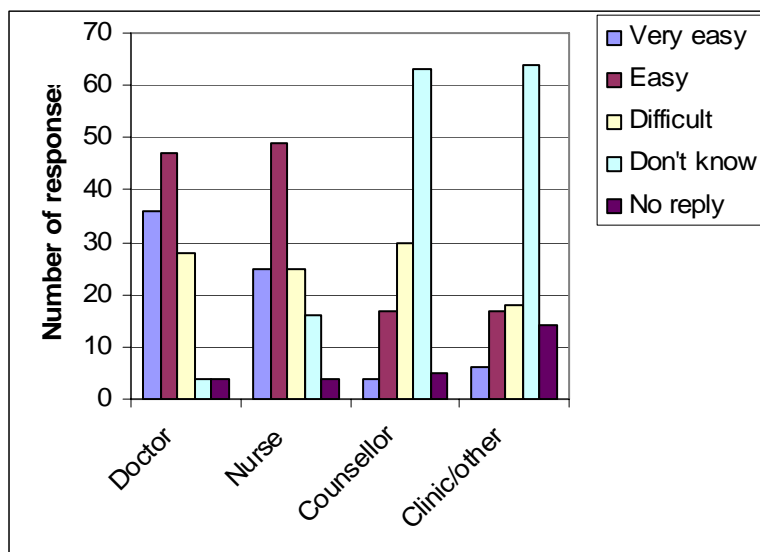
Students were asked a similar question but directed specifically at young people: ‘What improvements, if any, would you like to see to local health services for young people?’ The replies to this are summarised in Table 6.42.

Table 6.42 Student response to Q35. What improvements, if any, would you like to see to local health services for young people?	
Topic	No.
More clinics	10
Sex advice	7
None	6
Easier appointment system	4
Easier access	2
Better A&E facilities	2
More GPs	1
Information	1
Good health promotion	1

These results are from the 118 student returns and the main issue related to access to personal health advice via clinics and/or related to sexual health (14 students).

We asked a further multiple choice question to students about access to healthcare (‘How easy is it for you to access the health services you need?’). The answers are summarised in Figure 6.24.

Figure 6.24 Student response to Q32. How easy is it for you to access the health services you need?



This graph shows that access to doctors and nurses is similar with about 75% of students having easy access and 25% finding it difficult. The reasons for this are not established and this needs further investigation. The answers about clinics and counselling are concerning because they show that the majority of students don't know how to access these services. This may be because they have never had to use them but there could be an issue with access which colleges and youth services need to address.

Those who identified 'other' types of healthcare services were asked to specify which services they were referring to. The responses to this were as follows:

- Sexual (9)
- General health (3)
- College (2)
- Physiotherapy (1)
- Dental (1)
- Eye (1)

This possibly indicates that access to advice on sexual matters is not as good as it could be and this could be investigated further by college health and youth services.

6.10.2 Action plan with regard to local healthcare (Q35)

An action plan to address respondents' views with regard to local healthcare is presented in Table 6.43.

Issue	Action	Responsibility	Potential outcome
The need for improved access to health services	Increase number of surgeries to meet needs of growing population	Primary Health Care Centres Patient Forum Groups Public transport Hart District Council Primary care sexual health services	Local health service provision that is accessible to all
	Change appointment booking systems to ensure equal access		
	Offer extended hours for those at work		
	Improve access to health centres: 1) Build new surgeries close to population they serve 2) Improve access by public transport 3) Review access to counselling and sexual health services for young people		

6.10.3 Q36. Are there any improvements you would like to see for the less able?

Q36 was an open general question about improvements for the less able. The results are summarised in Table 6.44.

Topic	No.
Better public transport	27
Pavement access ramps and crossings	10
Better access	8
Maintenance of pavements	8
Home help	7
Police disabled bays	4
Clubs/facilities	4
More disabled bays	4
Mobility scheme	3
Toilet at Hart Shopping Centre	3
Benches	3
Automatic doors	2
Playground	2
Access to shops	2
Removal of bollards etc from pavement	1
Affordable parking at Frimley Park Hospital	1
Access to youth services	1
Access to sports facilities	1

Clearly public transport is an issue with respondents. The issues raised are about access into buses, access to doctors surgeries and Frimley Park Hospital, and some comments about cost. This matter needs to be taken up by the County Council and bus services.

Access on pavements, their maintenance and into shops is referred to by a number of households. A review of pavements and shops in the town would be needed to highlight specific problems.

For students we re-phrased this question slightly to ask: 'Are there any improvements you would like to see for young people with mobility problems or other special needs?'

There were few suggestions to this question. Ten students referred to the need to improve access generally, a couple mentioned a mobility scheme and one person referred specifically to inadequate disabled access provision on the college bus.

6.10.4 Action plan with regard to improvements for the less able (Q36)

An action plan to address respondents' views with regard to improvements needed for the less able is presented in Table 6.45.

Table 6.45 Action plan to address respondents' views with regard to improvements needed for the less able			
Issue	Action	Responsibility	Potential outcome
Public transport	Improve accessibility of buses and access to doctors surgeries etc	Hampshire County Council and bus services	Improved accessibility; DDA compliance
Access on pavements and into shops	Review access problems and prepare a schedule of priorities	Fleet Town Council Town Centre Manager, Hampshire County Council, retailers	Improved access

6.11 Other issues

The final question was an open-ended question to give respondents an opportunity to raise any other issues that they had.

6.11.1 Q37. Do you have any other comments about ways to improve the area in which we live?

The results from this question covered a wide range of topics, all of which had been touched upon in answers to previous questions. The topics covered are summarised in Table 6.46.

Table 6.46 Household response to Q37. Do you have any other comments about ways to improve the area in which we live?

Topic	No.	Commentary
Housing	73	The responses were against continued housing pressure in general but nearly all commented about the lack of infrastructure to support new housing
Traffic	33	The comments revolved around development and increasing levels of traffic and the problems it has brought
Refuse collection	24	Comments were largely against the fortnightly collection and for a free green waste collection
Against Pyestock	23	This development proposal has caused a lot of strong feeling about development pressure and traffic
Road maintenance	20	A significant number of comments about the lack of maintenance of roads and footpaths including repairs, maintenance and cleaning. Also see the need to trim hedges and trees overhanging roads raised by 8 people in addition to this item
Parking costs/fines	14	Criticism of the parking policy in Fleet and the parking fines resulting from confusion about parking on the high street
Cycle routes	13	Strong support for cycle routes
Litter, appearance of town	11	
Aircraft	10	Criticism about the nuisance of over flying from Farnborough
Antisocial behaviour	10	Criticism of drinking
Road safety	10	Including pedestrian safety, speeding, Redfields Lane/A287 and Beacon Hill Road
Better policing	10	
Protect green fields	9	
Better bus service	8	
Maintain green spaces	8	
Trim trees/hedges on main roads/footpaths	8	
Support for the canal	7	
More landscape	6	
More youth events	6	
Stop building	6	
Public toilets	5	
More community events	5	
Recycling	4	
Too many pubs	4	
Drainage/flooding	4	
Parking around schools	4	
Better shops	4	
Improvements to infrastructure for families	3	
Kings Road/Aldershot Road junction – tidy up	3	
More school places	3	
Library	3	

Table 6.46 cntd. Household response to Q37. Do you have any other comments about ways to improve the area in which we live?

Topic	No.	Commentary
Better councillors/council	3	
Affordable housing	3	
Better architecture	3	
Management of Hart Leisure Centre	3	
Railway station bridge/roundabout	2	
Litter	2	
Cinema	2	
Station car park	2	
Anti-green field development	2	
Allotments	2	
Listen to public opinion	2	
Dog mess	2	
Hospital	2	

This list gives a broad summary of things that people feel are issues locally. Current issues at the time of the questionnaire have influenced the list – the Pyestock warehouse proposal, car parking issues in the town and QEB housing development, for example. However, the strength of feeling on issues such as sustainable levels of development, infrastructure and traffic are strong underlying issues and need to be considered by the County and District Councils, Health Authority PCT, GPs and through the planning process. Issues of education, healthcare, highways and drainage are matters that concern people locally and these are covered in comments elsewhere in this report.

The questions of highway maintenance, particularly the overhanging hedgerows and trees can be taken up by the Highway Authority.

Student replies to this question were limited (26) and covered a range of issues including a range of facilities for the young (cinema, roller disco, and better shops for the younger market). They also raised issues of the pressure of housing development on infrastructure and access to hospitals/GPs and, perhaps surprisingly, bin collection and dog bins were also mentioned. No real judgement can be made on strength of feeling from such a small sample, but again these issues are largely covered in the questionnaire.

7. Acknowledgements

The Fleet and Church Crookham Society would like to thank all the people who contributed to the production of this report. The initial support of the Fleet Town Centre Management Group members, Councillors and Hart Council Officers who encouraged the project to get off the ground initially, but most of all the members of the public who came to meetings gave up time to help. Some people had special expertise in certain areas of the study and others were able to help with the analysis of the results and preparation of the final report.

We would also like to thank Hart Council and Awards for All who contributed to the cost of the project.

8. Contact details for further information

Further information on the Fleet and Church Crookham Town Healthcheck can be obtained from:

Andrew Macallan
4 Rufford Close, Fleet, Hants GU52 6TJ
Tel: 01252 668076
Email: macallan@ntlworld.com

Further information about the Fleet & Church Crookham Society can be obtained from the Society's Secretary:

Mrs Judith Sutherland
Pine Lodge, Pinewood Hill, Fleet, Hants GU51 3AW
Tel: 01252 810322
E-mail: secretary@fccs.org.uk

9. Appendices

9.1 Copy of scoping survey

Shaping Fleet & Church Crookham

www.shapingfcc.org.uk

FACT FINDING QUESTIONNAIRE

Please help - tell us your views.

Please will you tell us what you like and dislike about this area. This questionnaire is being sent to a cross section of the community and you have been selected to help us with this preliminary survey. The information gathered will be used to influence the future of this area, so we would ask you to spare the time to complete this on behalf of your household, group/organisation or just yourself! Your opinion is very important in giving a representative cross section of opinions so please take a little time to complete this form - or better still fill it in on our web site www.shapingfcc.org.uk. If you have access to the web please complete there as this will help us enormously to analyse the results!!!!

Please support us in protecting and enhancing the area in which we live.

The Fleet and Church Crookham Town Health Check Group is a voluntary group of local residents supported by the Fleet Town Centre Group and Hart District Council.

All information you give is confidential. A summary of results will be put on our web site.

Q.1 What do you like best about Fleet & Church Crookham? Please name up to 3 things.
A.
B.
C.

Q.2 What do you dislike about Fleet & Church Crookham? Please name up to 3 things.
A.
B.
C.

Q.3 Please name three ways in which Fleet & Church Crookham have become better in the last 5-10 years.
1.
2.
3.

Q.4 Please name three ways in which Fleet & Church Crookham have become worse in the last 5-10 years.
1.
2.
3.

Q.5 What are your concerns for the future of Fleet & Church Crookham?
.....
.....
You can continue on overleaf.

Please identify how satisfied you are with the following issues in Fleet & Church Crookham.						
Topic	Very satisfied	Satisfied	Dis-satisfied	Very dis-satisfied	No Opinion	Comments Please continue overleaf....
6. Traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6.
7. Road Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7.
8. Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8.
9. Cycle facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9.
10. Child education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10.
11. Adult education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11..
12. Sports facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12.
13. Health provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13.
14. Natural environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14.
15. Public spaces, parks etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15.
16. Crime prevention and detection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16.
17. Litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	17.
18. Housing costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18.
19. Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	19.
20. Childrens facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20.
21. Youth facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21.
22. Facilities for the elderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	22.
23. Disabled facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	23.
24. Public Utilities (drainage gas, water, elect telephones etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	24. Please identify the issue
25. Employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25.
26. Provision for the Arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	26.
27. Any other aspect of Local Authority services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	27. Please name
28. Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	28.
29. Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	29.
30. Any other matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30.

Q.31 What are your views on Fleet Town Centre?

You can continue on overleaf.

Q.32 Your comments continued or what have we missed?

You can continue on overleaf.

Please complete any of the following which apply to you:

Please Tick

I am a resident of Fleet & Church Crookham	Post Code G U _ _ _ _	<input type="checkbox"/>
I am a visitor to Fleet & Church Crookham	- from	<input type="checkbox"/>
I work in Fleet & Church Crookham. My home town is		<input type="checkbox"/>
I represent a Club/Organisation/Group		<input type="checkbox"/>
Name of Club/Group represented		

Your sex	<input type="checkbox"/> M	<input type="checkbox"/> F
----------	----------------------------	----------------------------

Your Age	0-15	16-19	20-44	45-64	65+
Please tick one	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you want to know more about the Fleet & Church Crookham Town Health Check or need help completing this form please contact Andrew Macallan on 01252 668076 or e-mail info@shapingfcc.org.uk

Please let us know if you would like to help with the Town Health Check by filling in your contact details (these will not be recorded with your answers). A summary of the results will be out onto the website 'shapingfcc.org.uk'

Name:
Contact details:

9.2 Copy of household town healthcheck questionnaire

SHAPING FLEET AND CHURCH CROOKHAM

Please support us in protecting and enhancing the area in which we live by telling us your views. We can use your views to influence the future of this area.

If you have access to the internet, please fill this in on line at www.shapingfsc.org.uk—this will help us analyse the results.

For all the family – Each member of the family can fill this in (preferably on line). If you need more copies of this form please photocopy it, collect a copy from the library or phone 01252 668076. Also, if you need a large print version please phone.

If you need more space for your answers please use the comment box at the end or another piece of paper taking care to mark the question number first. All the information given is confidential. A summary of the results will be published on the internet.

THE COUNTRYSIDE

Q1. The countryside around Fleet & Church Crookham is much appreciated. Is there anything that would improve your enjoyment of these areas?

a. Nothing needs to change Please tick all that apply
 b. More Information/guides/maps
 c. Visitor centre at Fleet Pond
 d. Countryside Rangers/Wardens
 e. Maintain/clean canal tow path

Q2. Is there anything else that would improve your enjoyment?

PARKS

Q3. Which Parks do you use in Fleet and Church Crookham?

Please tick all that apply	Several times a week	Weekly	Fortnightly	Monthly or less	Never
3.1 Ancells Rec. Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Basingbourne Pk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Calthorpe Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Elvetham Heath Green	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Hag Lanes Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6 Oakley Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.7 Tweeseldown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.8 Quetta Park Rec.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.9 Velmead Common	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.10 The Views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.11 Zebon Copse Rec. Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**DONT FORGET THE PRIZE DRAW!
ENTRY AT END OF QUESTIONNAIRE**

Q.4 What changes, if any, would you like to see to any of these open spaces? (Please name the park/open space and add your comments in the box below).

TOWN CENTRE

Q5. What, if anything, would encourage you to use Fleet town centre more? Please tick all that apply.

5.1 Wider range of shops
 5.2 More car parking
 5.3 Cheaper car parking
 5.4 Department store
 5.5 Weekend pedestrianisation of part of Fleet Road
 5.6 Bigger Saturday market
 5.7 More 'special' Continental or Farmers Markets

Q.6 Is there anything else that you can think of that would encourage you to use Fleet Town Centre more?

Q.7 If you would like to see a wider range of shops or other facilities, what would you like to see?

Q.8 How often do you visit Fleet Town Centre? Please tick one

Twice a week or more	Once a week	Once or twice a month	Less than once a month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TRAFFIC AND TRANSPORT

Q.9. What, if anything, would make you use your car less? Please tick all that apply.

9.1 Staggering of school opening/closing times
 9.2 More parking at the station
 9.3 Better bus services
 9.4 Better taxi service
 9.5 Better cycle facilities/routes
 9.6 Safer walking routes from your home to school.
 9.7 More local employment
 9.8 None of the above

Q.10 Would you use a bus if it was available? Yes No

Q.11 If you would use a bus where would you like it to go?

Q.12 Would it encourage you to use a taxi regularly if there was a taxi sharing scheme? Yes No

Q.13 If YES Is there anywhere you would regularly like to go?

FROM	TO

Q.14 Would you cycle more if there were safe designated cycle routes? Yes No

Q.15 If yes is there a route you feel should be a priority?

FROM	TO

Q.16 Can you identify any major danger spots on the roads or any road safety concerns for cyclists or pedestrians?

Q.17 What are your views on Car parking? (Please tick all that apply)

	Is there enough?		Is the cost reasonable?	
	Enough	Not Enough	Reasonable Cost	Too Expensive
Council Car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the Hart Shopping Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At the railway station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On roads in Fleet Town Centre	<input type="checkbox"/>	<input type="checkbox"/>		

Q.18 Do you have any other comments on parking?

Q.19 If you are aware of any special access problems for people with limited mobility or parents with young children please identify the location and how these can be resolved.

YOUTH FACILITIES

Q.20 If you are aged between 12 and 18 or have children of that age, (others go to Q.21) what facilities would you like to see for this age group in Fleet and Church Crookham?

HOUSING (All to answer)

Q.21 Is there enough over-night accommodation in Fleet & Church Crookham? (B&B, Guest Houses, Hotels etc) YES NO DONT KNOW

Q.22 What are your views on new housing development in and around Fleet and Church Crookham? Tick all that apply.

22.1 The total number of houses being built More needed About right Too much No Opinion

22.2 Development of green fields More needed About right Too Much No Opinion

22.3 Housing development within Fleet and Church Crookham More needed About right Too Much No Opinion

22.4 New Elderly persons accommodation Too much About right Too Much No Opinion

Q.23 What sort of housing should new development concentrate on?

Small dwellings for young or small households Large Houses (5 beds plus)

Housing for the elderly A mixture of house sizes

Family Homes (3-4 bed) No opinion

ANTI SOCIAL BEHAVIOUR

Q.24 Have you experienced a problem with anti-social behaviour in the last 12 months? YES NO

Q.25 If YES where?

Q.26 Which, if any, of the following do you think may reduce anti social behaviour?

26.1 More Youth Facilities YES NO DONT KNOW

26.2 More CCTV YES NO DONT KNOW

26.3 More police presence YES NO DONT KNOW

26.4 Better lighting in public places YES NO DONT KNOW

Q.27 Is there anything else you believe would help reduce anti-social behaviour?

THE ARTS

Q.28 What events would you like to see at the Harlington Centre?

Q.29 How could the Harlington Centre be improved?

Q.30 What arts facilities would you like to see in Fleet or Church Crookham?

Q.31 Would you like to see public art in Fleet Town Centre? YES NO

Q.32 If YES what would you like to see?

LOCAL SERVICES AND FACILITIES

Q.33 . What are your views on the following Local Services and Facilities?
Please tick one box for quality of service and one for importance to you for each service.

SERVICE	QUALITY OF SERVICE			IMPORTANCE TO YOU		
	GOOD	ACCEPTABLE	POOR	VERY IMPORTANT	IMPORTANT	NOT IMPORTANT
REFUSE COLLECTION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RECYCLING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GREEN WASTE SCHEME	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STREET LIGHTING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUBLIC TOILETS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LITTER BINS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DOG LOO BINS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STREET CLEANING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PEDESTRIAN FACILITIES (E.G. CROSSINGS ETC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CYCLE RACKS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COUNCIL PLANNING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIGHWAY MAINTENANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CAR PARKING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIBRARY SERVICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SPORTS & RECREATIONAL FACILITIES

Q.34. What improvements, if any, would you like to see to local sporting and recreation facilities?

HEALTH

Q.35. What improvements, if any, would you like to see to local health care?

Q.36. Are there any improvements you would like to see for the less able?

Q.37. If you have any other comments about ways to improve the area in which we live or wish to add additional information in answer to questions, please type here (please continue on a separate piece of paper if necessary).

LASTLY Thank you for completing this—your views will make a difference. Please tell us about yourself. (This information will be used for classification purposes only and will remain confidential)

Q.38 Please enter your post code.
S J S

Q.39. How would you describe your household?
single couple family retired mixed/extended other

Q.40. Which of these categories do you fall into? (Please tick all that apply)
age under 11 11-15 16-17 18-24 25-44 45-59 60-64 65-74 75 or over

Q.41 Please identify your gender. Male Female

PRIZE DRAW!
YOUR CHANCE TO WIN A £100 WAITROSE VOUCHER
(also redeemable at John Lewis Department Stores).
To enter the prize draw, please enter your name and telephone number—this information will not be held with your answers or used for any other purpose.

NAME **THANK YOU!**
TEL NO. **DON'T FORGET TO POST ME!**

9.3 Copy of student town healthcheck questionnaire

SHAPING FLEET AND CHURCH CROOKHAM

Please support us in protecting and enhancing the area in which we live by telling us your views. We can use your views to influence the future of this area.
Please fill this in on line at www.shapingfcc.org.uk

If you need more space for your answers please use the comment box at the end or another piece of paper taking care to mark the question number first. All the information given is confidential. A summary of the results will be published on the internet.

THE COUNTRYSIDE

Q1. Do you use the countryside around Fleet and Church Crookham?

Yes No

Q2. Is there anything that would improve your enjoyment of the countryside?

Q3. Which areas do you use?

PARKS

Q4. Which Parks do you use in Fleet and Church Crookham?

Please tick all that apply	Several times a week	Weekly	Fortnightly	Monthly or less	Never
4.1 Ancells Rec. Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Basingbourne Pk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Calthorpe Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Elvetham Heath Green	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Halp Lines Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Oakley Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7 Tweeseldown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.8 Quetta Park Rec.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.9 Velmead Common	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.10 The Views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.11 Zebon Copse Rec. Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DON'T FORGET THE PRIZE DRAW!
ENTRY AT END OF QUESTIONNAIRE

Q.5 What changes, if any, would you like to see to any of these open spaces? (please name the park/open space and add your comments in the box below)

TOWN CENTRE

Q.6 Is there anything that you can think of that would encourage you to use Fleet Town Centre more?

Q.7 If you would like to see a wider range of shops or other facilities in Fleet town centre, what would you like to see?

Q.8. How often do you visit Fleet Town Centre? Please tick one

Twice a week or more	Once a week	Once or twice a month	Less than once a month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TRAFFIC AND TRANSPORT

Q.9. What would help you to get around Fleet and Church Crookham?

9.1 Better bus services

9.2 Better taxi service

9.3 Better cycle facilities/routes

9.4 Safer walking routes from your home to school.

9.5 None of the above

10. Other—please list:

Q.11 Would you use a bus if it was available? Yes No

Q.12 If you would use a bus where would you like it to go?

Q.13 Would you cycle more if there were safe designated cycle routes? Yes No

Q.14 If yes, is there a route you feel should be a priority?

FROM	TO

Q.15 Can you identify any major danger spots on the roads or any road safety concerns for cyclists or pedestrians?

Q.16 If you are aware of any special access problems for people with limited mobility or parents with young children please identify the location and how these can be resolved.

YOUTH FACILITIES

Q.17 What facilities would you like to see for young people aged 11 to 18 in Fleet and Church Crookham?

HOUSING

Q.18 What sort of housing should new development concentrate on?

Small dwellings for young or small households <input type="checkbox"/>	Large Houses (5 beds plus) <input type="checkbox"/>
Housing for the elderly <input type="checkbox"/>	A mixture of house sizes <input type="checkbox"/>
Family Homes (3-4 bed) <input type="checkbox"/>	No opinion <input type="checkbox"/>

ANTI SOCIAL BEHAVIOUR

Q.19 Have you experienced a problem with anti-social behaviour in the last 12 months? YES NO

Q.20 If YES where?

Q.21 Which, if any, of the following do you think may reduce anti-social behaviour?

121.1 More Youth Facilities YES NO DONT KNOW

21.2 More CCTV YES NO DONT KNOW

21.3 More police presence YES NO DONT KNOW

21.4 Better lighting in public places YES NO DONT KNOW

Q.22 Is there anything else you believe would help reduce anti-social behaviour?

SPORTS & RECREATIONAL FACILITIES

Q.23. What improvements, if any, would you like to see to local sporting and recreation facilities?

THE ARTS

Q.24 What events would you like to see at the Harlington Centre?

Q.25 How could the Harlington Centre be improved?

Q.26 What arts facilities would you like to see in Fleet or Church Crookham?

Q.27 Would you like to see public art in Fleet Town Centre?
YES NO

Q.28 If YES what would you like to see?

LOCAL SERVICES AND FACILITIES

Q.29 What are your views on the following Local Services and Facilities?
Please tick one box for quality of service and one for importance to you for each service.

SERVICE	IMPORTANCE TO YOU			
	VERY IMPORTANT	IMPORTANT	NOT IMPORTANT	DONT KNOW
REFUSE COLLECTION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RECYCLING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GREEN WASTE SCHEME	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STREET LIGHTING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUBLIC TOILETS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LITTER BINS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DOG LOO BINS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STREET CLEANING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PEDESTRIAN FACILITIES (E.G. CROSSINGS ETC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CYCLE RACKS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COUNCIL PLANNING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIGHWAY MAINTENANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CAR PARKING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIBRARY SERVICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

HEALTH

Q.30. What improvements, if any, would you like to see to local health services for young people?

Q.31. Are there any improvements you would like to see for young people with mobility problems or other special needs?

Q.32. How easy is it for you to access the health services you need?

	Very easy	Easy	Difficult	Don't know
Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counsellor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinician*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Type of clinic if applicable				

If you have any other comments about ways to improve the area in which we live or wish to add additional information in answer to questions, please type here (please continue on a separate piece of paper if necessary).

LASTLY. Thank you for completing this—your views will make a difference. Please tell us about yourself. (This information will be used for classification purposes only and will remain confidential)

Q.35 Please enter your post code.

S U S [] [] [] []

Q.36 Which of these categories do you fall into? Please tick all that apply.
age 11-15 16-17

Q.37 Please identify your gender. Male Female

PRIZE DRAW!
YOUR CHANCE TO WIN AN iPod nano

To enter the prize draw, please enter your name and School—this information will not be held with your answers or used for any other purpose.

NAME

School/Year.....

THANK YOU!

9.4 Snapshots

The Town Healthcheck Working Group from the Fleet Town Centre Group completed an initial information gathering exercise following a method set out by the then Countryside Agency. This split the analysis into four topic areas: Social and community; Environment; Transport; and Economy. These are presented below, updated for July 2010.

9.4.1 Social and community

Description	Data source/year	Number	Comments
Rank in indices of deprivation			Hart is one of the least deprived district in England and Wales by this index
	HCC – 2000	8328	Average ranking of all 4 wards out of 8414 Ch. Crookham 8288, Fleet C/Moor 8365, Fleet Pondtail 8383, Fleet W. 8277
Number of residents	National Statistics 2001	31,779	Fleet Central 4949, Fleet Courtmoor 4634, Fleet North 3088, Fleet Pondtail 4621, Fleet West 4777. Church Crookham East 4711, Church Crookham West 4999. Fleet North and Church Crookham West have a different average age of 31 and 34.9 compared to 39–42 for the rest of the area. This is lower due to a lower percentage of older people and slightly higher younger population.
Change in population since 1991	2001 census		Current population of Fleet and Church Crookham Wards is 31,779 in 2001 Population of the district is 83,502 Population in 1991 was 80,921 – % change for district was 3.2% Change in population predicted by HCC for the district 2006 = 85,706; 2011 = 87,659; 2016 90,331; 2021 = 93,131 = 11% change over 20 years; a 16.2% increase in the over 65s
% population over 60/65		20%	Fleet Central 23.54 , Fleet Courtmoor 26.11, Fleet North 5.15, Fleet Pondtail 23.57, Fleet West 21.69 . CCE 20.2%, CCW 13.7% Note the difference between Fleet North and CCW and the other wards.
% population under 16		19.6%	Fleet Central 17.2 , Fleet Courtmoor 17.8 , Fleet North 23.4 , Fleet Pondtail 19.0 , Fleet West 20.5 .CCE 20.2%, CCW 22.3%

Report on the Fleet and Church Crookham Town Healthcheck

Description	Data source/year	Number	Comments
No. of new homes built by tenure			
Number of households by tenure	2008 Housing needs survey, followed by 2003 figure [*] and 1991 Census (1991 in brackets) For district	8.1% [8.4%] (8.4%)	HA/Council rented
		7.0% [6.3%] (5.6%)	Private rented
		1.6% [3.9%] (inc. above)	Tied to employment
		50.8% [50%] (81%)	Owner occupied – mortgage
		30.4% [31%] (inc. above)	Owner occupied – outright
		1.5% 0.6% (no data)	Shared ownership
% single person households	Housing needs survey 2003 For district 2008 not available	20.75%	2 bed = 37.83%, 3 bed = 16.11%, 4 bed = 19.43%, 5 bed = 4.83%, 6 bed = 0.78%, 7 bed = 0.25%
% of housing stock without whole house heating	Housing needs survey 2008	2.1%	
Number of households on the Local Authority housing waiting list			Homeless households and those in temporary accommodation 0 Overcrowding and concealed households 606 Other groups 614 TOTAL CURRENT HOUSING NEED (GROSS) 1,220

Description	Data source/year	Number	Comments
Average house price	Housing needs survey for Fleet and Ch. Crookham 2003 £ / % sales Data not available for 2008 except for Hart District as follows	2003 £190,387 / 14.7% £218,486 / 34.6% £302,044 / 38.2% £155,490 / 12.5% £231,979 / 100% 2008 £232,612 / 25% £265,492 / 24% £437,151 / 35% £174,821 / 16% £302,460 / 100%	Terraced Semi Detached Detached Flat/Maisonette Average Terraced Semi Detached Detached Flat/Maisonette Average
Access sales level	Housing needs survey for Fleet and Ch. Crookham 2003 Data not available for 2008	£94,950 £141,625 £162,700 £166,300	1 bed flat 2 bed flat 2 bed terraced 3 bed terraced
Recorded crime rates		'low'	Data not available
Number of police stations and when open		1	Monday to Thursday: 9am until 1pm; 2pm until 5pm Friday: 9am until 1pm; 2pm until 4.30pm
Number of Magistrates Courts/Crown Courts/other courts		None	
Presence of Registry Office		None	
Presence of Council Offices		Yes	
Presence of CAB		Yes – in council offices	
Number of fire stations and if staffed by full time staff or volunteers		1, volunteers	
Number of ambulance stations		None – canal car park paramedic	

Report on the Fleet and Church Crookham Town Healthcheck

Description	Data source/year	Number	Comments
Number of swimming pools and when open		1	Hours available to public (inc. when partly available) max. 15.5 hours Mon 11 hours, Tue 11.5 hours, Wed 9.5 hours, Thu 8.5 hours, Fri 11 hours, Sat 5.5 hours, Sun 9.5 hours.
Number of outdoor pitches			<p>Managed by Hart DC Outside Sports</p> <p>Football pitches in Fleet:</p> <ul style="list-style-type: none"> • Elvetham Heath (1 pitch: another waiting to be commissioned Sept 04) • Peter Driver Field (2 pitches and hard court pitch) • Basinbourne Rec (1 pitch: poor condition) • Southwood (5 pitches) (although in Rushmoor managed by Hart) • Velmead (Zebon Copse) 1 pitch <p>Mini-soccer pitches (young kids)</p> <ul style="list-style-type: none"> • Calthorpe Park (6 small pitches: no facilities at all, no toilets, changing rooms, etc) • Velmead (Zebon Copse): 2 pitches • Oakley Park: 2 pitches <p>Other football grounds (not managed by Hart DC)</p> <ul style="list-style-type: none"> • Fleet Town FC (off Crookham Rd) • Crookham Rovers ground (Abercorn: opp Wyvern pub) <p>Cricket:</p> <ul style="list-style-type: none"> • Two senior clubs: Fleet Cricket Club: (Calthorpe Park) and Dogmersfield Cricket Club (behind the primary school)
Number of hospital facilities and whether A&E		Fleet Hospital – no A&E. 17 beds	
Number of doctors practices and whether private or NHS		3 NHS practices	
Number of dentists and whether private or NHS	2005	11 – see below	3 NHS 1 NHS under 12's 1 HHS existing patients only 1 NHS small % only 5 Private only

Description	Data source/year	Number	Comments
Number of opticians	2005	6 – see below	
Number of public houses			
Number of hotels	2005	Total 9 hotels and B & B establishments – see below	Total number of beds not established
Number of hotel bed spaces			
Number of bed and breakfast			
Number of B&B spaces			
Number and type of restaurants, cafes and take-aways			There is a wide range of cafés, restaurants and pubs in Fleet town centre, take away food outlets in shopping parades around the town
Presence of cinema		none	Nearest cinemas – 2 in Basingstoke, 1 in Camberley
Public halls/community centre		Harlington Centre, Ancells, Zebon Copse, Memorial Hall, Willis Hall, Elvetham Community Hall	Church Halls available at Methodist Church, United Reform Church, Fleet Baptist Church, All Saints, Church of Our Lady, Holy Trinity, St Philips & St James, Christ Church
Presence of museum		Ghurkha exhibition in library	
Presence of library		Yes	
Presence of art gallery		None	
Number of churches and denominations		12 church groups – 9 church buildings	Methodist Church, Reading Rd South, United Reform Church, Kings Road, Fleet Baptist Church, Clarence Road, All Saints, CofE, Church Road, Fleet Family Church, Harlington Centre, Roman Catholic Church of Our Lady, Kings Road, Roman Catholic Church Holy Trinity, Aldershot Road, Ch. Cr. , Ch. Crookham Baptist, Basingbourne Road, St. Philip and St. James, Kings Road, Christ Church Crookham CofE, Gally Hill Road, Kings Church, various, Church on the Heath, Community Centre, Elvetham Heath.
Number of voluntary organisations and societies in the town and surrounding countryside			About 200 organisations are registered with Hart Voluntary Action in the Hart District. Not known how many cover Fleet and Church Crookham

Report on the Fleet and Church Crookham Town Healthcheck

	Dentists	Phone	National Health
1	Ancells Farm	614818	
2	D W Robinson	625629	Not new patients
3	Elvetham Dental Care	620500	yes
4	Fiddaman, Zebon Copse	812008	U12 only
5	Fleet Orthodontic	625325	
6	Hart Dental Centre	811536	yes
7	Heath Dental Suite	614124	
8	Richard Wozniak	620644	
9	Verne Dental Practice	816555	
10	Oasis	617845	limited
11	Fleet Dental Care		yes
	Opticians		
1	Brown & White	616830	
2	Dolland & Aitchison	629259	
3	John Harwood	613733	
4	Leighton	617753	
5	Optometry Today	815350	
6	Specsavers	815275	
	Hotels		
1	Lismoyne Hotel	628555	
2	Days Inn (M3)	815587	
3	The Elvetham		
4	Helen's B & B		
5	Gillian's Guest House		
6	Copperfield B & B		
7	Gally Hill Rd		
8	Tinkers Furze		
9	Junction 4a Travelodge		

9.4.2 Environment

TOPIC	FEATURE	COMMENTS	CONTACTS OR REFERENCES
Conservation Areas	North Fleet	North Fleet Conservation Area Review carried out in 2008	http://www.hart.gov.uk/finalapprovedcabinetdocument041208removeddraft.pdf
	Basingstoke Canal	Basingstoke Canal Conservation Area Statement approved in 2009	http://www.hart.gov.uk/basingcanalcaa_mps031209approveddoc-2.pdf
	Crookham Village (adjacent)	Crookham Village Conservation Area Statement 1994	http://www.hart.gov.uk/crookham_village_statement.pdf
RAMSAR sites/SPA Bird conservation issues	No RAMSAR site but Thames Basin Heaths are a Special Protection Area for rare bird species	Rare birds – Dartford warbler, nightjar and woodlark	
SSSIs (Sites of Special Scientific Interest)	Bourley and Long Valley	Lowland heathland	
	Fleet Pond	Rich variety of wildfowl and aquatic plants that used to inhabit the Pond	
	Ancells Farm	Example of a wet heathland/mire with many specialist plants and insects including sundews, bog asphodel, lousewort and the nationally rare small red damselfly	
SINC Sites of Importance to Nature Conservation)	1. Basingbourne 2. Oakley Park 3. Soanes Copse 4. Wood Copse 5. Wakefords Copse 6. Greendane Copse 7. Velmead 8. Pyestock 9. Ancells Copse and Bramshot (Blackwater and Hawley Parish?)		Hart Councils Countryside Service/Rangers Friends of Oakley Park

Report on the Fleet and Church Crookham Town Healthcheck

	<p>10. Turners Wood (Elvetham Heath)</p> <p>11. Parkfield Copse</p> <p>12. Railroad Copse</p> <p>13. Jack Readds Copse</p> <p>14. Zebon Copse (Crondall)</p> <p>15. Redfields Rows (Crondall)</p> <p>16. Beacon Hill (Crondall)</p> <p>17. Parkhurst Hill (Crondall)</p>		
Local Nature Reserve	<p>Elvetham Heath</p> <p>Fleet Pond</p>		
Listed Buildings	<ul style="list-style-type: none"> • All Saints Church Grade II* • Christ Church Grade II* • Malthouse Bridge Grade II 	Fleet and Church Crookham only have three Listed Buildings, although there are around 1,000 in the District as a whole	
Hampshire Treasures/Buildings of Local Interest	Listed in separate table	This list contains non-statutory buildings and features which are of local interest. The list is held by Hart District Council	
Footpaths	Map provided Hart District Council	Hampshire County Council manage public rights of way and hold a database of online maps. OS maps show public rights of way – Explorer Map 145 and 144 apply to the area around Fleet and Church Crookham	http://whereilive.hants.gov.uk/rightsofway/webform1.aspx
Bridleways	Map provided by Hart District Council from Hampshire County Council	Contact local stables/horse riding clubs	
Nature trails	<p>Fleet Pond</p> <p>Oakley Park</p> <p>Elvetham Heath</p>	<p>Contact Fleet Pond Society</p> <p>Contact Friends of Oakley Park</p> <p>Countryside Rangers</p>	
Cycle paths	Map provided by Hart District Council from Hampshire County Council but none shown	Fleet Town Access Plan being developed to provide cycle routes	

Waterways	Basingstoke Canal	Accessible Boating Association Basingstoke Canal Authority Basingstoke Canal Visitors Centre NE Hants Water Activities Centre Association Basingstoke Canal Canoe Club	
Wildlife	Badgers Bats Herpetiles Rare birds Urban foxes	East Hants Badger Group Hampshire Wildlife Trust Bat Group RSPB	
Trees/landscape	There is a huge TPO database at Hart District Council Conservation area protection to trees in North Fleet	This is too big a topic to cover in any detail here	Contact – Hart Council Tree Officer 622122 for more details
Public open space HDC survey	The Views Calthorpe Park Haigh Lines Basingbourne Playing Fields Peter Driver Centre Hitches Lane Oakley Park		
PSZ	Public Safety Zone from Farnborough Airport Amenity issues from airfield		
Roadsides and verges			

Locally Listed Buildings within Hart District

	Location	Feature	Description
Bourley Waterworks	Bourley Bottom off Beacon Hill Road	Reservoir	Bourley Waterworks
Velmead Junior School	Velmead Road	Building	1986 – Steel framed building with metal roof, glazed/metal panel walls. Tensile fabric canopy at entrance. Designed by Michael Hopkins for Hampshire County Council Architects under Colin Stansfield Smith, RIBA Gold Medal Winner. Included for association with two architects of National Importance.
Albert Street School and School House (gone 1993)	Albert Street	Building	c1886. Built to replace the overcrowded Fleet Village School at a cost of #853. Red brick building with gabled ends.
36 Church Road	Church Road	Building	1860. Two cottages used as Fleet's first school. Purchased by Charles Lefroy in 1860. 1 1/2 storeys, plain tile roof.
38 Wayside Cottage	Church Road	Building	Originally Fleet School and used as such from 1860 to 1885. (Hampshire Treasure)
Fleet Cottage Hospital	Church Road	Building	1897. Part two storey, part single storey building, red brick walls and rendered walls to extension. Sash windows and casements. Bargeboards, timbering to gables. Slate roof.
Oatsheaf Public House	Crookham Road/Reading Road North	Building	Mid 19c. Inn. Rough case render. 2 bay windows under slate roof to ground floor and three gabled entrance porches. Sash windows to bays and 1st floor over. Other windows casements. Decorated bargeboards to gables and octagonal conical roof to Reading Road
Entrance Lodge	Dinorben Avenue	Building	Victorian gate house to Dinorban Court. Red brick ground floor with sash windows and white painted timber porch. First floor timber frame with white painted herringbone brick noggin and tile hanging. Tile hanging to chimney includes dove-cote. Casement win
Brakes Estate Office	Fleet Road	Building	20c 2 storey building. Brickwork to ground floor with pink stone entrance porch. Semi circular arch headed window one side, two storey circular bay on other. First floor rendered with arts and crafts style timber framing to front elevation. Casement windo
140-148 Fleet Road	Fleet Road	Building	Edwardian 2 storey, red brick building with stone string courses and details. Modern shop windows to ground floor. First floor casement and pediment entrance doorway. Shallow bay to No.140 Dentil course under lead box gutter with semi-circular and triangular
150 Old Post Office	Fleet Road	Building	1906, red brick and stone building, 2 storeys. Large arch headed windows to ground floor with stone keystones. Stone string course at first floor and capitols either side of shop front. Alternate brick and stone 'pilasters' either side of shop windows and
152–158 Fleet Road	Fleet Road	Building	Edwardian building. 3 no. 2 storey and attic, 1 no. single storey building. Shop fronts with banded columns of brick and stone balcony with pillars and balls. Flat roof balcony to 1st floor with bay windows under lean to roof. Dormers to attic with arch h

	Location	Feature	Description
174 Fleet Road, Lloyds Bank	Fleet Road	Building	1889. Bank building, originally built for Capital and Counties Bank. Red brick building, 2 storeys with attic, with stone front. Ground floor mutilated by modern granite classing. Stone panelling and parapet balustrading. Plain tile roofs with tall chimney
182–184 Fleet Road	Fleet Road	Building	Late Victorian residential buildings later inverted ti shops on ground floor. No. 184 retains much of original shop front. No. 182 also retains much of original shop front but now mutilated by modern signage. Red brick with sash windows and arts and craft
238 Fleet Road	Fleet Road	Building	Early 20c. 2 storey domestic scaled building with shop on ground floor. Some of original shop front exists behind modern cladding. Red brick with white render panelling to front. 'Sun ray' brick pattern with red terracotta ridge. 2 chimneys. Included for t
240 Fleet Road	Fleet Road	Building	Early 20c. 2 storey domestic scaled building with shop on ground floor. Modern classing over removed shop front. Red brick with casement windows. First floor rendered to front with feature gable and oriel window in 'arts and crafts' style. Dated pillars o
277–279 Fleet Road	Fleet Road	Building	Late Victorian/Edwardian building. 2 storeys with attic. Red brick with shop fronts at front to ground floor, casements elsewhere. Arts and crafts style timber framing to gable. Tall chimneys. Plain clay tile roof with crested ridge. Included for townscape
295–297 Fleet Road	Fleet Road	Building	Pair of Victorian/Edwardian domestic scale buildings. 2 storeys, red brick with stone lintels and cills. Archway to balcony at rear. Decorated barge boards and slate roof. (charged on bakery to concrete tiles). Original shop front surround on 'Oasis'.
315–337 Fleet Road	Fleet Road	Building	Group of domestic scaled buildings. All two storey and typical of late Victorian early Edwardian architecture. No. 337 - red brick with ground floor shop extension to front. Arts and crafts style gable and bay window at 1st floor with timber framing.
315–337 Fleet Road	Fleet Road	Building	(No. 323 – red brick with original shop surround. Rendered sign panels. Slate roof with crested terracotta ridge. No. 315–321 – terrace in red and buff bricks with quoin detailing. Stone lintels with heads as keystones. Slate roof with terracotta
Fleet Mill	Minley Road	Building	Oldest recorded building in Fleet. Part of the original building remains and is incorporated into modern commercial premises. Last worked as mill in 1940. (Hampshire Treasure)
2 & 4 Reading Road South	Reading Road South	Building	Victorian shops. Modern windows to ground floor. Sash windows in red brickwork, part painted white to first floor. Rendered octagonal oriel window with ogee shaped lead roof as corner feature. Plain tile roof. Included for townscape value at important jun
45 & 47 Reading Road South	Reading Road South	Building	Pair of cottages. Rough case render to ground floor. Tile hung first floor with small gables over windows. Chimney stacks on ridge. Sash windows to ground floor casements elsewhere. Roof plain clay tiles, crested ridge. Decorated bands of tiles to both ro
Malthouse Bridge Cottage	The Street	Building	Probably 18c cottage, much altered. 2 storey red brick house with substantial chimneys and much original timber framing inside. Catslide roof to rear with modern eyelet window.

Report on the Fleet and Church Crookham Town Healthcheck

	Location	Feature	Description
271–275 Fleet Road (The Old Emporium)	Fleet Road	Building	Late Victorian large shop of two storeys with tall clock tower on corner of Fleet Road and Upper Street featuring copper clad cupola roof. The top of the clock tower is octagonal with the sides hung with bands of scalloped and plain clay tiles. The single large circular clock face on the north side has Roman numerals set in a raised ring standing clear of the white background. Adjoining two storey gabled house with front ground floor as further continuation of the shop frontage. A series of brick pilasters with fluted capitals divide the original shop window areas now fitted with timber sashes above high timber stall risers in place of the original floor to ceiling plate glass shop windows. Now converted to a large public house with corner entrance formed through matching brick arched window openings with brick keystone features. Brick parapet to flat roof over 2 storey shop section with stone balustrade below the clock tower. Included for architectural, townscape and local historic value.

9.4.3 Transport

TOPIC	ANSWER/EXAMPLE	COMMENTS/Source of data
Number of bus stations	none	
Number of train stations	One	
Number of coach stations	none	
% households without a car	9%	Fleet Town Access Plan 2010 / 2001 Census
Car parking	305 Church Road	Hart District Council http://www.hart.gov.uk/fleet_town_centre_car_parks.pdf
	152 Victoria Road	
	61 Admiral House (Sat only)	
	65 Flagship Ho (Sat only)	
	40 Central Court (short stay)	
	63 Civic Offices (Sat and evenings only)	
	48 Gurkha Sq (short stay)	
	22 Birchayes (short stay)	
	520 Hart Shopping Centre	Hart Shopping Centre website
Number of disabled parking spaces in the town	Not counted	
Number of cycle paths	No separate allocated cycle paths	
Journey time to nearest large town or city by car and public transport.	13 miles – 26 mins 16 miles – 36 mins 16.5 miles – 34 mins 8 miles – 20 mins 50 mins, every hour Fleet Buzz 15–20 mins 45–62 mins 18 mins	Car to Basingstoke Car to Guildford Car to Reading Car to Camberley Bus to Reading Train to Basingstoke Train to Reading Train to Woking

9.4.4 Economy

Additional information is available in the following publications:

- a) Hart Retail Capacity Assessment July 2006
http://www.hart.gov.uk/retail_study_jul_06-2.pdf
- b) Audit of the existing uses within the town and village centres of Hart District August 2009
http://www.hart.gov.uk/audit_of_town_and_village_centres
- c) Employment land review for Surrey Heath, Hart & Rushmoor. Final Report Nathaniel Lichfield & Partners Ltd Nov 2009
http://www.hart.gov.uk/employment_land_review_2009_main_report
- d) Hampshire Labour Market Bulletin
http://www3.hants.gov.uk/may_2010_hampshire_lmb-2.pdf

Where these are the source this is indicated by the appropriate letter.

TOPIC	Data		COMMENTS/source of data
Number of jobs	30,000 in District		District Information only: Source = c) More data in report for district figures using ABI data from ONS
Change in no. of jobs	30% increase in number of jobs in Hart District between 1998 and 2007 (8.5% increase in population in same period)		District Information only: Source = c) using ABI data from ONS
% large employers (200 or over)			
Job by sector	Public Admin, Education and Health	15%	District Information only: Source = c) using ABI data from ONS
	Banking, Finance and Insurance	41%	
	Distribution, hotels and restaurants	22%	
	Construction	8%	
	Manufacturing	9%	
	Other	5%	

Unemployment rate	1.5% in May 2010 4.7% in May 2010 (2660)	District Information only: Source = d)
No. claiming unemployment benefit	823	District Information only: Source = d)
Number of people looking for work	2660	District Information only: Source = d)
No. claiming unemployment benefit for > 6 and 12 months	285 – 6 months (105) – 12 months	District Information only: Source = d)
Professional: e.g. public sector, medical, financial, legal, as % of all employers	48%	District Information only: Source = c) Annual Population Survey 2008
Local job centre.	1–4 Victoria Road, Farnborough	
Members of Chamber of Commerce/Small Business Forum	North Hampshire Chamber of Commerce, now part of Hampshire Chamber of Commerce Small Business Federation	
No. Banks	Lloyds, HSBC, Barclays, Nat West, Nationwide, A&L/ Santander	
No. cashpoints	Many	
New Industrial units built		
Average rent for ind units		
Average rent for retail		
Changes in rents		
New shops built/converted in last three years		
Regular market	yes	
Regular farmers' market	yes	
Comparison goods shops in the town	20,070 sq.m 47% of space 48 no. units	Comparison shops are clothing, footwear, furniture, h/hold equipment, news/magazines, personal care etc. Source = a)
Convenience goods shops in the town.	9,130 sq.m 21% of space 7 no. units	Convenience shops are food, beverages, non durable h/hold goods Source = a)
Service shops in the town	10,410 sq.m	Source = a)

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	24% of space 31 no. units	
Vacant shops in the town	2,880sq.m 7% of space 12 (12% of number)	Source = a)
No. supermarkets	3	
No. public toilets in town	2	
No. infants schools	6	http://www3.hants.gov.uk/education/schools/schooldetails.htm?area=hart
No. junior schools	6	ditto
No secondary schools	2	ditto
No. sixth form schools/colleges	0	ditto
Special schools	0	ditto