

Claife Community Led Plan

October 2013



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Abbreviations

The Plan uses the following abbreviations to describe lead organisations and partners:

- **ACT** - ACTion with Communities in Cumbria
- **CCC** – Cumbria County Council
- **LDNPA** – Lake District National Park Authority
- **SLDC** – South Lakeland District Council

Executive Summary

The civil parish of Claife lies nestled between Windermere and Esthwaite Water, in the South Lakeland District of Cumbria close to the heart of the Lake District National Park. The small communities of High and Low Wray, Colthouse, Near and Far Sawrey, and Cunsey are both divided and linked by Claife Heights, part of the Furness Fells. Its natural deciduous woodland, some commercial plantations, small tarns, open fields and traditional dry stone walls form a beautiful backdrop to all the hamlets.

In 2011 the total population was 298 (down from 392 in 2001) in 146 resident households (down from 158 in 2001, at which time there were in addition 11 vacant and 79 second or holiday rental homes).

Many of the houses and all of the farms in the parish are rented from major landowners such as the National Trust who have an important role in retaining a working population locally. There are a significant number of private residences which are owner-occupied but an increasing number are being used as holiday lets or are only in use occasionally.

The nearest service centre is at Hawkshead. These services are under threat as the resident population decreases, and economic cuts and government policies threaten rural services. Traffic can be heavy in summer due to the large number of visitors to the tourist attractions of Wray Castle, and Beatrix Potter's Hill Top in Near Sawrey. Large tourist coaches cause obstruction on narrow sections of the road. Most residents rely on personal transport by car reflecting the lack of public transport. Road maintenance and accessibility to service centres and work places during wet and wintry conditions is a high priority for residents.

Forestry, hill farming and tourism are the main sources of income within Claife. There are areas of benefit and conflict between these latter two key industries. Tourist related businesses thrive not only because of the interest in Beatrix Potter but also because of the natural beauty of the area.

Community Led Plans are based on the views of local people and organisations in parishes. The whole community is given the opportunity to agree and plan how to achieve their goals and inform the Parish Council and local authorities. The objectives are to provide a long term collective vision for all the community's partners; ensure local engagement and a sense of ownership; make connections between community groups and parishes leading to joined up planning; provide measurable, attainable and relevant actions; to unlock additional funding opportunities. The Parish Council is thus given a basis on which to make its decisions and set its priorities for its work for the next four or five years.

Meetings between December 2011 and January 2012 indicated that there was support for proceeding with the production of a Community Led plan for Claife. A steering group was formed of local resident volunteers from across the community including members of the Parish Council.

An initial survey was conducted asking all residents to identify what they valued about the area and what they would like to see improved. Based on the feedback a detailed questionnaire was generated. The key findings were:

Form of Transport

- The great majority of respondents use a car every day and almost all at least once per week.
- Buses are not used because of a lack of regular local services and lack of connectivity e.g. with the Windermere Ferry
- There is negligible use of either the Hawkshead and Sawrey Community Transport Scheme or the Cumbria County Council Voluntary Car Scheme

Care of the Locality

- Road maintenance is a major problem - in particular pot holes and lack of effective road drainage
- Specific local issues - Lack of snow ploughing and gritting of roads in Cunsey and Wray; Tidiness of verges/hedges in Near Sawrey; Control of dog fouling Near Sawrey, Far Sawrey and Wray

Parking

- The lack and cost of parking for Claife residents in Hawkshead is a problem noting that Hawkshead is their nearest service centre.
- Specific problem locations within Claife Parish are at the Tower Bank Arms, Near Sawrey, the lay-by opposite Hill Top, St Peters Church Far Sawrey, and non playground users parking next to the Near Sawrey playground

Traffic and Road Safety

- Traffic is a problem and people feel unsafe on the roads – either as a pedestrian, cyclist or motorist
- Specific locations are between Near Sawrey and Hawkshead, and the vicinity of Hill Top, Tower Bank Arms and National Trust Car Park

Housing

- There is majority support for new housing in each of the categories - Affordable, Local occupancy and Sheltered
- Concern that new housing should have suitable parking provided, be in keeping with the local architecture and protect open spaces

Energy

- A significant minority have difficulty paying home energy bills
- The great majority have either not used or are not aware of a fuel bulk-buying scheme
- There is significant support for more alternative energy sources e.g. hydro and solar but also a wide range of concerns

Broadband

- Broadband is important to the majority of respondents but speeds are an order of magnitude lower than national benchmarks

People's Needs

- There is significant demand for help in the event of an emergency and an even greater willingness to provide it e.g. accommodation, snow clearing, transport, medical first responder, collection of provisions & medication, fetching wood, and I.T. assistance

The Parish Council will lead the overall management of the action plans. It will seek the support of various groups in the community to deliver aspects of the plan. A number of members of the public have already offered their services and further support will be sought and encouraged. The Parish Council will keep residents informed about the progress made on the plan's implementation and produce a summary statement of progress at its Annual General Meeting.

The whole process has been greatly aided by the regular support of individuals from ACTion with Communities in Cumbria and South Lakeland District Council.

1. Claife in Context - An Introduction

Location

The civil parish of Claife lies nestled between Windermere and Esthwaite Water, in the South Lakeland District of Cumbria close to the heart of the Lake District National Park. Until 1974 it was part of Lancashire and the area still has strong links with that county.

Population

Based on the 2011 National census:

- The total population was 298 (down from 392 in 2001).
- 38 were aged under 18 years; 21 were aged 18–29; 132 were aged 30–59; 99 were aged 60–84; 8 were over 85.
- 292 described themselves as white and 276 were born in England.
- Out of 146 resident households (158 in 2001) eight did not have central heating and ten did not own a car or van. Over half of households with a car had more than one.
- Health and employment levels were better than the national average.

In addition to the 158 resident households in the 2001 census, there were 11 vacant and 79 second or holiday rental homes. On 31st July 2013 the SLDC Empty Homes Officer reported there were 7 empty and unfurnished homes.

Villages, hamlets and surroundings

The small communities of High and Low Wray, Colthouse, Near & Far Sawrey, and Cunsey are both divided and linked by Claife Heights, part of the Furness Fells. It's natural deciduous woodland, some commercial plantations, small tarns, open fields and traditional dry stone walls form a beautiful backdrop to all the hamlets.

Many of the houses and all of the farms in the parish are rented from major landowners such as the National Trust who have an important role in retaining a working population locally. There are a significant number of private residences which are owner-occupied but an increasing number are being used as holiday lets or are only in use occasionally.

Most houses are built with local slate and stone. Some have been rendered and painted white. Near and Far Sawrey are in planning Conservation Areas in order to preserve the historic character of the local architecture and also the greenery, views and open spaces that surround the buildings. There is no street lighting.

High Wray and Far Sawrey have village halls where community events and meetings are held. The Sawrey Institute has a snooker night every Wednesday. St. Peter's Church, Far Sawrey, and the Quaker Meeting House at Colthouse are still functioning. A village shop in Far Sawrey has struggled to survive and has had periods of closure as the permanent population and in particular, the number of young families, has decreased and the visitors in holiday let houses get their provisions delivered directly by national supermarket chains. There is a public house and hotel at Near Sawrey and a hotel/public house at Far Sawrey.

Many community groups and amenities also struggle as there are fewer people to participate in activities, financially support, and run them. The nearest service centre is at Hawkshead where there is a primary and pre-school, a highly valued GP surgery, pharmacy, post office, hairdresser, Co op, book shop and other small specialist shops, numerous cafes and tea rooms and three public houses. These services are also under threat as the resident population decreases, and economic cuts and government policies threaten rural services.

Transport

The only classified road is the B5285 which runs close to the Parish's western boundary between Hawkshead to the North West and Ferry House in the South East on the western shore of Windermere. This road leads through the main villages of Near and Far Sawrey and links Hawkshead to Bowness and Windermere via a chain ferry for vehicles, horses, cycles and pedestrians operated by Cumbria County Council all year round. This ferry makes a significant difference to journey time and costs to residents of Sawrey and many have annual contracts. During the summer months there is a connecting minibus service from Ferry House to Hawkshead and additional, infrequent, pedestrian and cycle only, ferry services from Bowness to Ferry House and from Brockhole to Wray Castle.

A Stagecoach bus runs from Hawkshead to Coniston and Ambleside during the day. Unclassified roads lead off the B5285 through Colthouse to both High and Low Wray in the North and to Cunsey in the South. Traffic can be heavy in summer due to the large number of visitors to the tourist attractions of Wray Castle, and Beatrix Potter's Hill Top in Near Sawrey. Large tourist coaches cause obstruction on narrow sections of the road. There are increasing numbers of visitors accessing the many walking and mountain-biking tracks over the high ground and the Western lake shore of Windermere. Where they also make their way on the narrow roads they are put at risk.

Most residents rely on personal transport by car reflecting the lack of public transport. Road maintenance and accessibility to service centres and work places during wet and wintry conditions is a high priority for residents.

Economy

Forestry, hill farming and tourism are the main sources of income within Claife. The farms are limited to pasture for grazing sheep and beef cattle and providing hay for silage to feed the stock during the winter because the steep ground of Claife Heights, which maintains a strong run-off during rainfall, has washed off nutrients from the soil leaving only a thin layer of acidic soil. The high acidity of the ground is modified by most farmers spraying with lime to increase productivity. There are several managed traditional meadows in the valley bottoms.

Tourist related businesses, holiday let houses, B&B's, hotels, tea gardens, National Trust enterprises and visitor attractions, thrive not only because of the interest in Beatrix Potter but also because of the natural beauty and well maintained farmland of the area, traditional buildings and dry stone walls. The peace and quiet as night falls and day trippers leave, the dark star studded skies due to the lack of light pollution, all make for a very special place.

There are areas of benefit and conflict between these latter two key industries. Some farmers provide holiday accommodation to supplement their earnings but there is conflict when visitors leave litter, fail to remove dog waste that contaminates pasture where public footpaths cross farm land, and dogs off leads disturb farm animals, particularly at lambing time.

History

The tarns near to the summit plateau of Claife Heights were originally formed due to the digging of peat, an activity long since ceased. Charcoal burning for the iron industry of Furness also shaped the wooded landscape prior to the First World War. Most of the coppiced woodland is no longer maintained and larger trees have grown from old coppiced stools. Fables, tales and ghost stories are numerous and form part of the attractions of the area.

2. Background to the Plan

Community Led Plans are based on the views of local people and organisations in parishes. Through the consultation the community can take the lead and say what it wants to see maintained and what it wants improved or changed. The whole community is given the opportunity to agree and plan how to achieve their goals and inform the Parish Council and local authorities.

The objectives are to:

- Provide a long term collective vision for all the community's partners
- Ensure local engagement and a sense of ownership
- Make connections between community groups and parishes leading to joined up planning
- Provide measurable, attainable and relevant actions which make it clear who will act and by when
- Unlock additional funding opportunities

The Parish Council is thus given a basis on which to make its decisions and set its priorities for its work for the next four or five years.

Initial meetings between December 2011 and January 2012 indicated that there was support for proceeding with the production of a Community Led plan for Claife. A steering group was formed of local resident volunteers from across the community including members of the Parish Council; Anne Brodie, Ann Crabtree, Christine Hilton, Steve Hoyle, Pat Lennon, Mandy Marshall and Paul Wrobel.

Guidance was sought on the process from Julia Wilson, Project Team Manager ACTION with Communities in Cumbria (ACT) and Emma Nichols, Community Engagement Officer for South Lakeland District Council. This enabled an initial plan and resources to be established and a case to be made to the Parish Council who provided their endorsement and part funding in March 2012.

In April 2012 a public meeting was held to explain how we intended to proceed and Chris Warren, Southern Distinctive Area Team Leader for Spatial Planning and Communities, gave the LDNPA perspective. Charlotte Wood, Hawkshead Parish Councillor, explained how having a plan had supported projects in Hawkshead and enabled them to access funding.

3. The Process

Having formed a Steering Group (as described in Section 2) it took advice from ACTION with Communities in Cumbria (ACT) on how other parishes had undertaken similar exercises. At that time twenty two South Lakeland parishes were already covered by plans adopted since 2005 - including Hawkshead and Colton (adjacent to Claife parish).

ACT provides guidance on how to undertake the process and Claife parish was able to benefit from the lessons about other plans. SLDC also provide matched funding for the process. ACT's Community Led Plans Summary Analysis provided examples of what other communities are doing. For example analysis of other Parish Plans showed the themes used and actions chosen - in particular just six (out of ten) themes cover approximately 90% of their actions.

The Steering Group determined that in addition to local residents the parish also has key partner groups within the parish:

- Claife Parish Council
- Community Group Committees - Braithwaite Hall, High Wray Village Hall, Sawrey Institute, Tarn Hill playground, Sawrey & Cunsey Children's Festivities Committee
- Saint Peter's Church
- Colthouse Quaker Meeting
- Farmers
- Landowners e.g. the National Trust, Bryerswood Estate, Graythwaite Estate, Forestry Commission

Each of these groups were consulted individually to advise on the intention to produce a Community Led Plan for Claife parish and understand their own issues and plans. We used common headings to aid subsequent steps:

- Current Perspective
- Priorities
- Specific Plans
- Challenges
- Issues where the community could benefit by working together

The Steering Group also recognised the need to consult with other bodies such as adjacent Parishes and Local Government.

Having gauged local interest the Steering Group presented the case for producing a Community Led Plan to Claife Parish Council. There was support in principle with some reservations. The Parish Council agreed to provide partial funding for the process.

An initial survey of all residents was then conducted in June 2012 to explain the background to the process, the aims for a community led plan and then to invite each resident to identify what they valued about the area and what they would like to see improved. This was paper-based and distributed to all households.

Based on the feedback from the initial survey - and the feedback from the various partner groups - a detailed questionnaire was generated. Guidance was provided by SLDC on the design of the questionnaire to ensure clarity & objectivity, as well as ensuring that the results could provide the types of information required by organisations that may be funding partners for subsequent action plans. The questionnaire was distributed in March 2013 to all residents and to 36 second home owner households. It could be completed either on paper or on-line. The questionnaire results were analysed and published. Individual responses remained anonymous.

The detailed results provide objective & quantitative information about the issues that concern residents and some potential actions. They also include additional information from some residents about their concerns and further suggestions for action. The questionnaire also provided the opportunity for residents to indicate their own willingness to help the community achieve the actions identified. The analysis of the results then allowed the first draft Action Plan to be generated.

In July 2013 two drop-in events were held in the parish. The focus was the Questionnaire Results and the draft Action Plan. The purpose of these was to communicate the questionnaire results and the draft proposals for an action plan, and to give residents the

opportunity to comment, ask questions and offer additional suggestions. A similar opportunity was also offered to the Partner groups consulted earlier.

The Action Plans were then revised and categorised in terms of:

- Level of beneficial impact – high; medium; low (based on the results analysis)
- Timeframe – less than 1 year; 1 to 2 years; more than 2 years
- Degree of difficulty – resources, feasibility etc.

In addition the key partners required for the delivery of each specific action were identified together with a likely lead. If necessary clarity of the various actions has then been undertaken to ensure that they are robust.

The whole process has been greatly aided by the regular support of individuals from ACTion with Communities in Cumbria and South Lakeland District Council.

4. Summary of the Results

The process included an initial survey that produced interim feedback that was used to generate the detailed questionnaire, the analysis of which form the basis of the full results and subsequent action plans.

Initial Survey

The survey simply asked residents to list what they liked about the area and what they would most like to change. There were 45 responses that were subsequently grouped as follows:

Things you like:

- **Environment** – quiet, not built up, natural beauty; (uninterrupted) views; absence of notices (e.g. blue cuckoo brow lane sign); lack of street lighting/dark skies; lack of change/unspoiled; architecture fitting with landscape/local stone built houses old and new build; bluebell woods; farms still farmed; availability of footpaths; wild life/wild flowers/gardens/meadows/stone walls; well kept hedges; countryside not built-up; quiet lanes; lack of traffic; access to shops whilst living in peaceful hamlet; lack of litter, lambs in spring.
- **Transport and access** - ferry (when running on time!); bridleways/footpaths and free access to hills and lakes; Mountain Goat service to ferry; 10 knot speed limit on lake; residents free hour car parking in Hawkshead.
- **Housing** - that fits in with the landscape.
- **Community cohesion and involvement** - good neighbours, St Peter's Church; community buildings; village organised events; good local schools; being part of a community which has locally living/working people whose children attend local schools; having a community led plan, local village shop; St. Peters Church.
- **Health and social** - village shop at Sawrey; GP surgery in Hawkshead; Town End dairy delivery to door; pub; playground & community support services; good local schools; access to shops & Post Office in Hawkshead; Ambleside Post Office; good postal collection/delivery; recycling home collection; recycling Hawkshead/Ambleside; good local dentist/builder/joiner/electrician etc.

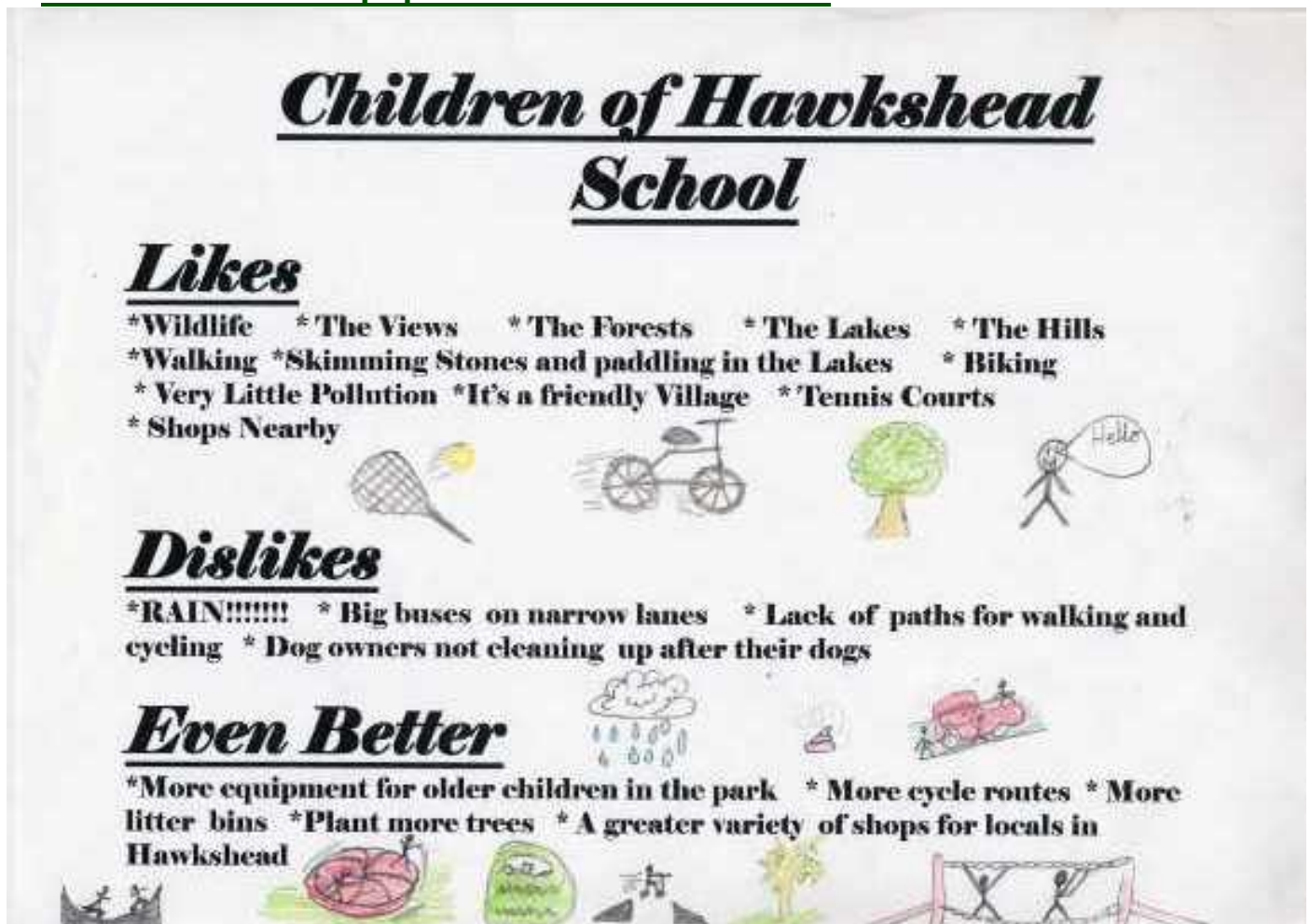
- **Culture and leisure** - outdoor activities; cultural events/fetes; ice skating on frozen Tarn Hows; country walks from your door; diverse local pubs/restaurants.
- **People and place** - the way things were when population spread across the age groups; erosion of communities due to proliferation of non residential home ownership.
- **Community safety** - low crime rate.

Things you would most like to change:

- **Transport and access**
 - **Public Transport** - more & cheaper public transport; more buses from Bowness to Windermere station; use smaller buses/minibuses, ban large coaches; minibus service to Sawrey all year round; minibus shuttle service from Wray Castle to ferry via Hawkshead/Sawreys (multi drop tickets); reduced parking fees on LDNPA car parks; reduce price for Claife residents of annual parking permit at Hawkshead police car park.
 - **Ferry** - free/cheaper ferry price for locals; electronic ferry info signs that work.
 - **Roads** - provide snow clearance on side roads; more grit/salt boxes; better road drainage/reduce flooding on roads; more frequent clearing of road edges; reduce traffic on narrow lanes; access only routes (e.g. Dub How lane); effective speed restrictions but without signs.
 - **Verges management** - better care of verges; more frequent hedge trimming; cutback saplings.
 - **Foot and cycle paths/routes** - more footpaths to Sawrey and Wray; extension of roadside/near road footpath between Sawreys; footpaths between Hawkshead & Clappersgate, Wray & Barngate, Wray & Brathay; stop trail-bike access to Claife bridleways/footpaths.
 - **Parking** - more visitor parking; National Trust to provide adequate car parking and facilities for Hill Top; National Trust to stop coaches from leaving engines running whilst in lay-by at Near Sawrey waiting for Hilltop visitors; National Trust collaboration with other landowners to provide residents parking in Near Sawrey.
 - **Miscellaneous** - provide covered bike storage in Near Sawrey for visitors and bus shelter in Near Sawrey.
- **Environment**
 - **Stone walls** - maintain them; protect them by banning coaches & reducing traffic.
 - **Litter/dog faeces** - provide dog-poo bins; stop dog-poo bags being left on walls/hedges; holiday lets/B&B's/hotels/pubs that welcome dogs should take responsibility for poo disposal, litter picking group; stop fly-tipping on path to Moss Eccles.
 - **Signs** - reduce number of signs on Ferry Hill; Information signs should be brown and smaller.
 - **Trees/woods** - curb/control tree felling and planting; fell conifers on edge of High Wray Bay; reduce conifer plantations on Claife; develop community managed woodland & more natural woodland areas on Claife; provide wildlife viewing hides in Claife woodland.
 - **Sustainable power generation** - encourage hydro and wind for community use and private buildings.
 - Change yellow grit bins to green; reduce light pollution/big outside lights left on all night (e.g. youth hostel, guest houses); prevent urbanisation.

- **Housing**
 - Reduce number of empty homes; limit number of holiday let properties per owner/company; more social housing - housing for over 60's; affordable housing.
 - **Council Tax** - increase for non primary residences; full tax for second home owners; double tax for second home owners and triple tax for empty homes.
 - Review where mobile homes/caravans can be located.
- **Community cohesion and involvement**
 - Provide allotments/community gardens.
 - Make wind-blown timber available for local residents' wood burning stoves.
 - Encourage neighbourly consideration of impact of changes/development.
 - **Parish Council** to plan strategically based on consultation of parishioners e.g. through Community Led Plan; proactively solve Near Sawrey parking problems & volume of traffic & facilities for visitors.
 - Funding for maintenance/improvements for village halls.
 - Collaboration of landowners (particularly the National Trust) to solve residents parking problems in Near Sawrey.
 - Reduce residents' isolation by improving public transport/taxi service.
 - Keep village shop.
 - Use Sawrey Institute for more activities.
- **Economic**
 - More and better paid jobs; better/faster broadband; advertise Sawrey village shop

Feedback from the pupils at Hawkshead School



Detailed Questionnaire

Profile of respondents

- Population figures for Claife from the 2011 census data are 298; 138 were male, 160 were female.
- There were 130 responses to the Questionnaire; 119 respondents usually reside in Claife. 50 were male, 58 were female and 11 did not say.
- A 40% response rate was achieved for those residents (of any age) who usually live in Claife. ($119/298 \times 100 = 40\%$)
- The statistics represent the people living in the Parish including 11 (8%) who were second home owners. Some households with multiple residents provided just one response and in particular younger people are much less likely to have responded in their own right. For this reason the views of young children were also obtained with the assistance of the local school. A large majority of respondents (82%) have no children aged 17 and under living in their household.

Q1. Where is your home in Claife?

	Total Responses	Percentage
Colthouse	8	6.15%
Cunsey	8	6.15%
Near Sawrey	42	32.31%
Far Sawrey	41	31.54%
High or Low Wray	23	17.69%
Another part of Claife Parish	6	4.62%
Not Answered	2	1.54%
Total	130	

Q37. Are you...?

	Total Responses	Percentage
Male	59	45%
Female	66	51%
Prefer not to say	2	2%
Not Answered	3	2%
Total	130	

Q38. What was your age on your last birthday?

	Total Responses	Percentage
Under 16	1	1%
17-25	4	3%
26-35	4	3%
36-50	28	22%
51-65	53	41%
66-80	29	22%
Over 80	8	6%
Not Answered	3	2%
Total	130	

The questionnaire results showed a good correlation with the feedback from the initial Survey. The questionnaire was structured under four themes and the key findings are:

Theme 1 - Travel and Local Area

Form of Transport

- The great majority of respondents use a car every day and almost all at least once per week.
- Buses are not used because of a lack of regular local services and lack of connectivity e.g. with the Windermere Ferry (the Mountain Goat mini-bus is commented as essentially a service aimed at visitors)
- There is negligible use of either the Hawkshead and Sawrey Community Transport Scheme or the Cumbria County Council Voluntary Car Scheme

Care of the Locality

- Road maintenance is a major problem - in particular pot holes and lack of effective road drainage
- Specific local issues:
 - Lack of snow ploughing and gritting of roads in Cunsey and Wray
 - Tidiness of verges/hedges in Near Sawrey
 - Control of dog fouling in Near Sawrey, Far Sawrey and Wray

Theme 2 - Parking, Traffic and Road Safety

Parking

- The lack and cost of parking in Hawkshead is a problem for residents of Claife, noting that Hawkshead is their nearest service centre.
- Specific problem locations within Claife Parish are at the Tower Bank Arms, Near Sawrey (when Hill Top is open), the lay-by opposite Hill Top, St Peters Church Far Sawrey, and non playground users parking next to the Near Sawrey playground

Traffic and Road Safety

- Traffic is a problem as well as feeling unsafe on the roads – either as a pedestrian, cyclist or motorist
- Specific locations are between Near Sawrey and Hawkshead, and the vicinity of Hill Top, Tower Bank Arms and National Trust Car Park, Near Sawrey.

Theme 3 - Housing

- There is majority support for new housing in each of the categories - affordable, local occupancy and sheltered
- Concern that new housing should have suitable parking provided, be in keeping with the local architecture and protect open spaces

Theme 4 - Environment, Sustainability and Community

Energy

- A significant minority have difficulty paying home energy bills (note - mains gas is not supplied throughout the Parish)
- The great majority have either not used or are not aware of a fuel bulk-buying scheme
- There is significant support for more alternative energy sources e.g. hydro and solar but also a wide range of concerns

Broadband

- Broadband is important to the majority of respondents but speeds are an order of magnitude lower than national benchmarks

People's Needs

- There is significant demand for help in the event of an emergency and an even greater willingness to provide it e.g. accommodation, snow clearing, transport, medical first responder, collection of provisions & medication, fetching wood, and I.T. assistance

A significant majority of respondents want to be kept informed of the plan's progress and would like to help the community achieve the actions identified.

5. The Next Steps

The first thing is to communicate the plan to the parish's residents and various partner groups within the community as well as the organisations that are key to the plan's delivery.

The Parish Council will lead the overall management and control of the delivery of the action plan. It will use the plan as a basis on which to make its decisions and set its priorities and budget for the next four or five years.

It will seek the support of various groups in the community to deliver aspects of the plan. The Parish Council may also need to set up working groups. A number of members of the public have already offered their services to support the action plan in some capacity. Further support will be sought and encouraged.

The Parish Council will keep residents informed about the progress made on the plan's implementation and produce a summary statement of progress at its Annual General Meeting.

6. Action Plan

Theme 1 - Travel & Local Area

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
<p>1.1 Minimal use is made of public transport</p> <p>Note that younger people and those that cannot drive do struggle to make their journeys</p>	<p>Explore a range of initiatives:</p> <ul style="list-style-type: none"> a. Regular mini bus service all year round b. Season tickets for mini bus service c. Cheaper mini bus fares d. Extended passenger ferry running times e. Better connected services e.g. <ul style="list-style-type: none"> - A shuttle bus from Ferry Nab to Windermere train station - Buses onwards from Hawkshead 	Medium	1 to 2 years	Hard	<ul style="list-style-type: none"> • Parish Council • Mountain Goat • Windermere Lake Cruises • Stagecoach • CCC
<p>1.2 Minimal use of cycling as a means of transport</p>	<p>Investigate the possibility of cycle racks in both Sawreys and Wray.</p> <p>Actions on safety are addressed in:</p> <ul style="list-style-type: none"> 1.5 - Roads are unsuitable for large coaches 2.4 - Off road pedestrian and cycle routes 	Medium	Less than 1 year	Moderate	<ul style="list-style-type: none"> • GoLakes Travel • National Trust • Local pubs • Braithwaite Hall • High Wray Village Hall

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
<p>1.3 There is negligible use of either the Hawkshead and Sawrey Community Transport Scheme or the Cumbria County Council Voluntary Car Scheme Link with 4.5</p>	<p>a. Publicise how schemes are accessed/work e.g. in Esthwaite Link b. Add to information for community information pack, link from Parish Council website. c. Include information on facilities for disabled d. Recruit additional volunteer drivers</p>	<p>Medium</p>	<p>Less than 1 year</p>	<p>Easy</p>	<ul style="list-style-type: none"> • Church • Parish Council
<p>1.4 Road maintenance is a major problem – in particular pot holes and lack of effective road drainage</p>	<p>Community road watch scheme to include the following: a. Improve and formalise reporting system to CCC b. Publicise CCC website reporting page c. Recruit community volunteers d. Map water drainage & flooding black spots e. Work with CCC and landowners to draw up a plan to resolve & maintain good drainage f. Employ lengthsman 2 days a month to maintain verges and clear drains</p>	<p>High</p>	<p>Less than 1 year</p>	<p>Moderate</p>	<ul style="list-style-type: none"> • Parish Council • CCC • Landowners

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
<p>1.5 Roads are unsuitable for large coaches</p> <p>Note that off-road footpaths are addressed in Theme 2</p> <p>Link with 1.2 & 2.4</p>	<p>Develop a Traffic Management Plan that:</p> <ol style="list-style-type: none"> Has recommended routes to tourist attractions Coach restrictions on selected roads through Claife Parish e.g. Dub How Lane, around foot of Esthwaite, Wray road, Colthouse, Far Sawrey, Cunsey Lobby the National Trust and Hotels to switch from coach parties to mini-buses Support remote coach hubs at Bowness, Ferry Nab, Ambleside, and Hawkshead Addresses restricted vision at significant tourist egress points e.g. Wray Castle entrance 	<p>High</p>	<p>1 to 2 years</p>	<p>Moderate</p>	<ul style="list-style-type: none"> • Parish Council • CCC • National Trust • LDNPA
<p>1.6 Lack of Snow Ploughing and Gritting of roads in Cunsey and Wray</p>	<ol style="list-style-type: none"> Support community snow & gritting scheme to include roads that are not the responsibility of CCC. Identify vulnerable residents who cannot leave their homes in wintry conditions - Link with 4.4 	<p>High</p>	<p>Less than 1 year</p>	<p>Moderate</p>	<ul style="list-style-type: none"> • Parish Council • Community volunteers from Sawrey, Wray, Cunsey & Colthouse

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
1.7 Control of dog fouling Near Sawrey, Far Sawrey and Wray	a. Work with Hotels, Holiday Letting companies, B&B's & National Trust to: <ul style="list-style-type: none"> - Provide information leaflet for all accommodation providers that accept dogs - Provide facilities e.g. receptacles for litter and dog poo bags. b. Consider the use of Dog Control Orders	Medium	Less than 1 year	Easy	<ul style="list-style-type: none"> • Parish Council supported by Community volunteers • National Trust • Cumbria Tourism • Hotels, Holiday Letting companies and B&B's • SLDC

Theme 2 - Parking, Traffic and Road Safety

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
<p>2.1 Problems parking in Hawkshead which is the nearest service centre to Claife Parish</p> <p>Link with 4.5</p>	<p>a. Claife Parish Council to subsidise the price of resident parking permits so that Claife Parish residents pay the same as Hawkshead residents</p> <p>b. Publicise permit information and LDNPA free parking times on Parish Council website and community information pack.</p> <p>c. Liaise with Hawkshead Parish Council to agree joint approach to CCC & LDNPA to :</p> <ul style="list-style-type: none"> - Consider increase in length of time for street spaces to 90 minutes - Support solutions to lack of enforcement <p>d. Lobby Lake District National Park Authority for 30 minute free parking in the main car park (Note that new pay on exit scheme could allow this)</p>	<p>High</p>	<p>Less than 1 year</p>	<p>Moderate</p>	<ul style="list-style-type: none"> • Parish Council • Hawkshead Parish Council • CCC • LDNPA

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
<p>2.2 Parking problems at Near Sawrey</p> <p>Link with 2.5 & 3.2</p>	<p>Provision of:</p> <p>a. Additional visitor car park at Near Sawrey</p> <p>b. Increased off-road Residents' car parking</p> <p>c. Remote coach hubs (at Hawkshead & Ferry Nab) for Hill Top serviced by mini bus</p>	<p>Medium</p>	<p>More than 2 years</p>	<p>Hard</p>	<ul style="list-style-type: none"> • Parish Council • Hawkshead Parish & Windermere Town Councils • Landowners (National Trust, Bryerswood, Graythwaite) • Tenant farmers • LDNPA
<p>2.3 Non playground users parking next to the Near Sawrey playground</p>	<p>Parish Council consulting relevant partners to determine an effective policy</p>	<p>Medium</p>	<p>Less than 1 year</p>	<p>Easy</p>	<ul style="list-style-type: none"> • Parish Council • Tarn Hill playground committee • Local B&B's • National Trust
<p>2.4 Problem of Feeling unsafe on the road between Near Sawrey and Hawkshead</p> <p>Link with 1.2 & 1.5</p>	<p>a. Off road pedestrian route</p> <ul style="list-style-type: none"> - Partial - Complete <p>b. Consider advisory route for cyclists as part of traffic plan</p>	<p>High</p>	<p>i. 1 to 2 years</p> <p>ii. More than 2 years</p>	<p>Moderate</p> <p>Hard</p>	<ul style="list-style-type: none"> • Parish Council • Hawkshead Parish Council • Landowners • Tenant farmers • LDNPA • CCC

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
<p>2.5 Problem of Feeling unsafe on the road in the vicinity of Hill Top, Tower Bank Arms and National Trust Car Park</p> <p>Note that unsuitability of roads for large coaches is addressed in 1.4</p> <p>Link with 2.2</p>	<p>Provide off road access to Hilltop from car park and mini bus drop off</p>	<p>High</p>	<p>Less than 1 year</p>	<p>Moderate</p>	<ul style="list-style-type: none"> • Parish Council • National Trust • LDNPA • CCC

Theme 3 - Housing

<p>3.1 Lack of housing in each of the categories:</p> <ul style="list-style-type: none"> ○ Affordable ○ Local occupancy ○ Sheltered 	<p>a. Update the Housing needs survey</p> <p>b. Seek sites for development within the locality that Claife Parish residents would be eligible for (both for purchase and to rent)</p> <p>c. Work with LDNPA to monitor compliance with local occupancy restrictions</p>	<p>High</p>	<p>More than 2 years</p>	<p>Hard</p>	<ul style="list-style-type: none"> • Parish Council • Bryerswood Estate • Graythwaite Estate • National Trust • LDNPA • Cumbria Rural Housing Trust
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Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
<p>3.2 Concern that new housing should:</p> <ul style="list-style-type: none"> ○ Have suitable parking provided ○ Be in keeping with local architecture ○ Protect open spaces <p>Note also applies to change of use applications e.g. to residential and from residential to B&B</p> <p>Link with 2.2 & 4.5</p>	<ul style="list-style-type: none"> a. Promote LDNPA guidelines b. When responding to requests for planning permission take note of requirements such as style, open space, access to car parking spaces, use of local materials. 	High	Less than 1 year	Easy	<ul style="list-style-type: none"> • Parish Council • LDNPA
<p>3.3 Need to foster involvement of new permanent residents and second home owners within the community</p> <p>Link with 4.5</p>	<ul style="list-style-type: none"> a. Welcome information pack for all new home owners b. Encourage second home owners to participate in local events and join committees c. Promote local information and events d. Foster pride through knowledge of local community e.g. Claife boundary walk, Talks 	Medium	Less than 1 year	Easy	<ul style="list-style-type: none"> • Churches • Parish Council • Sawrey Institute • Braithwaite Hall • High Wray Village Hall • Tarn Hill playground • Sawrey & Cunsey Children's Festivities

Theme 4 - Environment, Sustainability and Community

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
<p>4.1 Some residents have difficulty paying their home energy bills</p> <p>Link with 4.2 & 4.5</p>	<p>a. Research and provide information on how to reduce their bills.</p> <p>b. Incentives to invest in energy reduction measures for tenanted properties</p> <p>c. Promote fuel bulk buying schemes</p>	<p>Medium</p>	<p>Less than 1 year</p>	<p>Easy</p>	<ul style="list-style-type: none"> • Community Energy Champion • ACT • CCC • SLDC • Age UK • Bryerswood Estate • Graythwaite Estate • National Trust • Forestry Commission • Local wood providers (e.g. T Dobson)

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
<p>4.2 Demand for more alternative energy sources e.g. Hydro and Solar but also a wide range of concerns</p> <p>Link with 4.1 & 4.5</p>	<p>a. The Parish Council should:</p> <ul style="list-style-type: none"> - Actively promote schemes by providing examples of good practice - Support planning applications for hydro-electric and solar schemes - Seek possible sites for hydro-electric power <p>b. Conduct an audit of renewable energy sources in Claife Parish</p> <p>c. Provide access to the knowledge & experience of others e.g.</p> <ul style="list-style-type: none"> - 3 tarns at Broomriggs - George Tarr & Johnny & Sue Hext in Coniston - National Trust - Graythwaite Estate 	High	Less than 1 year	Easy	<ul style="list-style-type: none"> • Community Energy Champion • Parish Council • National Trust • Bryerwood Estate • Graythwaite Estate • LDNPA • Cumbria Action for Sustainability
<p>4.3 Broadband speeds are an order of magnitude lower than national benchmarks</p> <p>Link with 4.5</p>	<p>a. Parish Council to nominate broadband champion</p> <p>b. Broadband champion to share information on options and advise</p> <p>c. Work with local Businesses to help make the case for investment</p>	High	1 to 2 years	Moderate	<ul style="list-style-type: none"> • Broadband Champion (TBA) • National Trust • Graythwaite Estate • Businesses • Hotels and B&B's • Letting Agencies • Home-workers • Farmers • CCC • Local Area Partnership

Issues	Suggested Actions	Level of beneficial impact	Timeframe	Degree of difficulty	Partners (lead in bold)
4.4 Emergency help is needed Link with 1.5 & 4.5	Parish Council to set up a community emergency plan with the support of partners for the provision of services such as snow clearing, transport, medical first responder, fetching wood, caring for pets, fallen trees, accommodation, I.T assistance, collection of provisions & medication,	Medium	Less than 1 year	Easy	<ul style="list-style-type: none"> • Parish Council • SLDC • ACT • Churches • Volunteers from each of: <ul style="list-style-type: none"> • Wray • Sawrey • Colthouse • Cunsey
4.5 Improve Parish Council communication Note links with 1.2; 1.3; 2.1; 3.2; 4.1; 4.2; 4.3; 4.4	a. E-mail sign up for newsletter, agendas, minutes, etc b. Advertise meeting dates in Esthwaite Link plus a regular briefing item c. More information on Parish Council website including progress on the delivery of the Parish Plan	Medium	Less than 1 year	Easy	<ul style="list-style-type: none"> • Parish Council
4.6 Lack of play equipment at Sawrey Playground	Provision of equipment for older children	Medium	1 to 2 years	Moderate	<ul style="list-style-type: none"> • Tarn Hill Playground Committee

The Plan uses the following abbreviations to describe lead organisations and partners:

- **ACT** - ACTion with Communities in Cumbria
- **CCC** – Cumbria County Council
- **LDNPA** – Lake District National Park Authority
- **SLDC** – South Lakeland District Council

7. Contacts

If you wish for further information about this plan please contact either:

- Mark Phillips, The Clerk, Claife Parish Council
By email via the website: www.claifeparishcouncil.org.uk
By letter: Waterside, Near Sawrey, Ambleside, LA22 0JX.

or:

- Anne Brodie, Chair of Community Led Plan Steering Group
Via Claife Parish Council Clerk as above.

8. Acknowledgements

Thank you to all those who have made the production of a community led plan possible:-

- Residents, second home owners, landowners, farmers, community amenity committees (Braithwaite Hall, Wray Village Hall, Sawrey Institute, Tarn Hill Playground), Claife Parish Council, Reverend John Dixon the vicar of St.Peter's Anglican Church at Far Sawrey, Rachael & Paul Milling Friends from the Quaker Meeting at Colthouse, and pupils attending Hawkshead Esthwaite Primary School. By sharing your views whether by completing questionnaires or in conversation with steering group members.
- John Moffat, General Manager of South lakes Property for the National Trust
- Adam Naylor, Bryerswood Estate
- Myles Sandys, Graythwaite Estate
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- The Church of England Benefice of Hawkshead and Sawrey which provided a means of freely communicating with residents through the parish magazine, the Esthwaite Link.
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- Andrew Reid for his advice on e-mail.
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- Anthony Hutton for generously hosting and refreshing our initial meetings held in the Tower Bank Arms.
- The Steering Group and parish councillors who have volunteered so much of their time to produce and deliver Claife's first plan for the parish; Ann Crabtree, Christine Hilton, Steve Hoyle, Pat Lennon, Mandy Marshall, Paul Wrobel, Chris Lane, Rachael Milling, Mark Phillips.

Anne Brodie, Chair of the Claife CLP Steering Group.

Appendix 1 - Detailed Questionnaire Report

Profile of respondents

- Population figures for Claife from the 2011 census data are 298; 138 were male, 160 were female.
- There were 130 responses to the Questionnaire; 119 respondents usually reside in Claife. 50 were male, 58 were female and 11 did not say.
- A 40% response rate was achieved for those residents (of any age) who usually live in Claife. ($119/298 \times 100 = 40\%$)
- The statistics represent the people living in the Parish including 11 (8%) who were second home owners. Some households with multiple residents provided just one response and in particular younger people are much less likely to have responded in their own right. For this reason the views of young children were also obtained with the assistance of the local school. A large majority of respondents (82%) have no children aged 17 and under living in their household.

Q1. Where is your home in Claife?

	Total Responses	Percentage
Colthouse	8	6.15%
Cunsey	8	6.15%
Near Sawrey	42	32.31%
Far Sawrey	41	31.54%
High or Low Wray	23	17.69%
Another part of Claife Parish	6	4.62%
Not Answered	2	1.54%
Total	130	

Q37. Are you...?

	Total Responses	Percentage
Male	59	45%
Female	66	51%
Prefer not to say	2	2%
Not Answered	3	2%
Total	130	

Q38. What was your age on your last birthday?

	Total Responses	Percentage
Under 16	1	1%
17-25	4	3%
26-35	4	3%
36-50	28	22%
51-65	53	41%
66-80	29	22%
Over 80	8	6%
Not Answered	3	2%
Total	130	

The questionnaire results showed a good correlation with the feedback from the initial Survey and are set out in four broad themes.

Theme 1 - Travel and Local Area

- The majority of respondents do not struggle making journeys (76%) – however a significant number do (20%). This relates to both journeys and specific times of the day/year.
- There is no significant difference for older respondents; however younger people and those that cannot drive do struggle.

Form of Transport

- The great majority of respondents use a car every day (70%) and almost all at least once per week (95%)
- Approximately one third use the Windermere Ferry at least once per week (36%) and the majority of respondents at least once per month (53%)
- Minimal use is made of bicycles, motorbikes, local buses, trains nor the Mountain Goat mini-bus (this is commented as essentially a service aimed at visitors)
- There is negligible use of either the Hawkshead and Sawrey Community Transport Scheme (2%) or the Cumbria County Council Voluntary Car Scheme (1%)
- Additional comments:
 - Some roads are too dangerous to walk or cycle along
 - Unable to get out if there is any snow as the lane is never gritted or ploughed
 - Will Claife Parish Council ensure the whole parish benefits from the community snow-plough?

Public Transport

- The most often cited reasons for not using Public Transport (in decreasing order)
 - Easier to use the car (75%)
 - No bus/train services locally (38%)
 - No buses/trains where I need to go (29%)
 - Buses/trains are not at times needed e.g. to commute to work (25%)
 - Easier to walk or cycle (25%)
 - Expensive public transport fares (22%)
 - Cheaper to use the car (22%)
 - Not aware of Community transport schemes (19%)
 - Journey times are too long (15%)
 - Transport connections are not synchronised (14%)
- Additional comments:
 - There is no bus service in winter and the buses do not connect very well if you want to go somewhere
 - The most cited suggestions to encourage greater use:
 - Regular mini bus service all year round (38%)
 - Cheaper fares (35%)
 - Better connected services (32%)
 - Extended ferry running times (21%)
- A significant minority consider that nothing could make them use public transport more often (22%)
- Additional suggestions:
 - A shuttle bus from the ferry at Bowness to Windermere train station
- Suggestions to increase walking and cycling

- Well maintained off-road footpaths – in particular between Sawrey and Hawkshead
- Enforcement of restrictions on size / weight / speed of vehicles e.g. on Dub How Lane, around foot of Esthwaite
- Racks to lock cycles in both Sawreys, Wray and Hawkshead

Care of the Locality

- The majority of respondents are satisfied with:
 - Community buildings e.g. Village Halls (76% satisfied and 2% dissatisfied)
 - Local woodland (58% satisfied and 11% dissatisfied)
 - Signage (45% satisfied and 21% dissatisfied)
 - Footpath maintenance (44% satisfied and 27% dissatisfied)
- There is both significant satisfaction with Traditional stone wall maintenance (46%) and dissatisfaction (38%)
- Approximately three quarters of all respondents are dissatisfied with Road maintenance (73%)
 - The majority of specific issues relate to pot holes and lack of effective road drainage
 - A large number of locations were provided throughout the Parish
- There is both significant dissatisfaction with Control of litter (46%) and satisfaction (33%)
- High levels of dissatisfaction compared to satisfaction for other aspects are location specific – the most significant are:
 - Snow Ploughing and Gritting of roads
 - Cunsey and Wray (61%)
 - Tidiness of verges/hedges
 - Near Sawrey (50%)
 - Control of dog fouling
 - Near Sawrey, Far Sawrey and Wray (44%)
 - Most comments related to hotels and B&B's together with the suggestion that they should provide facilities and take responsibility for their guest's pets

Theme 2 - Parking, Traffic and Road Safety

Parking

- The majority of respondents do not have a problem Parking near their home (79%), however a significant majority do have a problem Parking in Hawkshead (64%) which is the nearest hub to Claife Parish e.g. Doctor, Post Office, Shops, Regular Bus Service, etc. Specific issues:
 - Resident parking permits are now unfairly expensive for residents of Claife Parish, while remaining reasonable for Hawkshead residents
 - For short visits there should be a DISC scheme similar to that in Ambleside. This would encourage greater use of Hawkshead facilities and less car driving.
- One third of respondents have a problem parking in Claife (32%). Most references are made to problems at:
 - The Tower Bank Arms
 - Near Sawrey when Hill Top is open
 - The lay-by opposite Hill Top (originally for pub users but now restricted to mini-busses and coaches)
 - St Peters Church Far Sawrey

- Non playground users parking next to the Near Sawrey playground
- Parking problems are daily rather than just limited to weekends or holidays.
- Additional comments:
 - There should be signs to deter visitors from park in passing-places and go off walking for the day.
 - There are too many cars in relation to parking provision for National Trust visitors and B & B guests.

To improve parking within the Parish

- The most cited suggestions (in decreasing order):
 - Additional visitor car park at Near Sawrey (49%)
 - Remote coach hub (at Hawkshead) for Hill Top, serviced by mini bus (40%)
 - Residents' car park (37%)
 - On street residents' parking permits (24%)
- There was no significant support for Yellow lines, Parking limited to short stay, Parking enforcement by the Parish Council, Restricted parking during Hill Top opening times.
- Additional comments & suggestions:
 - The National Trust is the main cause of parking problems within Claife Parish – particularly at Near Sawrey and shortly in Wray - they are also the main beneficiaries. They need to accept responsibility and take the pressure off the local residents e.g. provide parking behind & alongside Hill Top not opposite, provision of more remote hubs for cars and coaches with mini-bus shuttle services.

Traffic and Road Safety

- A majority of respondents consider that Traffic is a problem (72%) and also reported Feeling unsafe on the roads – either as a pedestrian, cyclist or motorist (72%).
- The problems are daily but most marked during Holidays and at Weekends
- A great number of concerns are raised throughout Claife Parish - the most frequent being:
 - Locations
 - Between Near Sawrey and Hawkshead
 - The vicinity of Hill Top, Tower Bank Arms and National Trust Car Park
 - Road Safety Problems
 - National Trust visitors walking in the road and queuing to park
 - The speed at which some local people drive
 - Large vehicles being unsuitable for small roads
 - Narrow roads combined with neither footpath nor cycle track options
- Improvements to Road Safety
 - A majority of respondents supported:
 - Off road pedestrian routes (72%)
 - Coach access restrictions (59%)
 - Only a minority of respondents supported (in decreasing order):
 - Off road cycle routes (46%)
 - Speed indicator devices (23%)
 - Signage (22%)
 - Parking Management (20%)
 - Traffic calming measures (13%)
 - Ghost footpaths (11%)

Theme 3 - Housing

- A significant majority of respondents consider it important that new housing in the parish should be:
 - Affordable - the cost of housing is low enough for eligible households to afford and set considering both local incomes and local house prices/rents (84%)
 - For Local occupancy for people connected to the Parish (78%)
 - Sheltered housing (67%)
- A majority consider that new housing should be for Local occupancy for people connected to the South Lakeland district (60%)
- A majority support Developments of 1-3 houses (58%), whilst only a minority support Developments of 4-9 houses (45%)
- A significant majority consider that new housing should:
 - Have suitable parking provided (84%)
 - Be in keeping with the local architecture (81%)
 - Protect open spaces (77%)
- Additional comments:
 - There are individual objections against any new housing in:
 - Sawrey
 - Conservation Areas
- Only a small minority of respondents consider affordability to be a reason for family members moving away from the local area (22%). Other important reasons were:
 - Studying
 - Employment
 - General mobility
- Approximately half (49%) of all respondents - a majority of those who answered this question (66%) - consider that Second homeowners could be more involved in the community. There are a lot of comments & suggestions e.g.:
 - Welcoming and inclusion in local events and activities
 - Supporting local shops & businesses
 - Paying higher Council Tax payments (this has already been addressed by National Government)
 - Restricting the number of Holiday lettings - this has been the biggest change over the last thirty years at the expense of primary residences (owner occupied or tenancies)

Theme 4 - Environment, Sustainability and Community

Energy

- The most often cited means of home heating are (in descending order):
 - Wood (75%)
 - Electricity (55%)
 - Coal (48%)
 - Oil (40%)
 - LPG (22%)
 - There was only one instance of Biomass boilers, heat exchangers and heat pumps
- A significant minority have difficulty paying their home energy bills (28%). There is no correlation between this and the:
 - Means of heating
 - Respondent's age

- Approximately two thirds are well informed on how to reduce their bills (65%) and one third are not (31%)
- The great majority either have not used or are not aware of such a scheme (92%)
- Regarding alternative energy sources there is:
 - Majority support for Hydro (68%) and Solar (62%)
 - Minority support for Wind (43%) but also significant opposition (37%)
 - Minority support (34%) and significant lack of information on Community Biomass
- There are a lot of comments & suggestions on the:
 - Need to reduce use of fossil fuels and climate change
 - Suitability of Hydro in the lake district
 - Visual impairment from each and all of Hydro, Solar and Wind
 - High capital cost of Hydro and Biomass
 - Unsuitable conditions - lack of sunshine, intermittency of wind, lack of sites with regular water flow (head & volume)
 - Lack of trusted information
- Additional suggestions regarding Fuel Poverty and Alternative Energy:
 - Mains gas supply throughout the Parish (and a fuel subsidy for those not yet connected)
 - Bulk delivery and pricing of wood fuel, oil and coal
 - There is a difference between an owner-occupier and a tenant (or holiday let). For the former there is a direct incentive to invest in energy reduction measures, for the latter there is a split-incentive which acts as a barrier to investment in energy reduction measures.

Broadband

- Broadband is important for a significant majority of respondents.
 - A majority of respondents use:
 - ADSL (51%)
 - Wi-fi (38%)
 - A small minority use:
 - Mobile - 2G, 3G or 4G (11%)
 - Satellite (4%)
 - Dial-up (2%)

A significant minority (24%) did not answer and therefore unlikely to use broadband. It is likely that there is significant overlap in the answers for ADSL and Wi-fi i.e. the sum is approximately 65% (100% less No responses less Minority users)

 - For those who responded use is for (in descending order):
 - Domestic (94%)
 - Working from home (47%)
 - Business (32%)
 - For most respondents speeds are generally between:
 - Download 0.5 to 4MB/sec
 - Upload 0.1 to 0.4MB/sec

There are extremes well below and above these speeds based on the type of connection. The speeds are an order of magnitude lower than national benchmarks.

People's Needs

- In response to how the locality cares for the needs of people
 - A small majority of respondents are either Neutral or Don't know (51%)
 - Many more people are satisfied than are dissatisfied
 - Three times more Old people (42% versus 13%) and Families (34% versus 10%)
 - Two times more Younger people (24% versus 13%) and People with disabilities (23% versus 14%)
 - A significant minority of respondents (18%) from across the age range have suggestions as to how the needs of these members of the community could be improved e.g.
 - More sheltered and affordable housing
 - Integrated public transport to both Hawkshead/Ambleside and Windermere
 - Affordable Meals on wheels
 - More Off-road paths
 - Register of vulnerable people
 - Retention of Community events, Local shop and Hub services in Hawkshead
 - Community transport / Voluntary car schemes
 - Gritting and Snow ploughing of roads

General

- The vicar and church council of St Peter's Church asked if they could do more to serve the community.
 - There were many comments about the current situation (all positive) and constructive suggestions that will be passed on.
- In response to "Does the Parish Council communicate well?"
 - The majority of respondents answered Yes (55%) citing the entry in the Esthwaite Link as a good example
 - However there were a lot of suggestions as to how this could be improved e.g.
 - A regular Newsletter as done by other organisations
 - Wider notification of Council Meetings
- In response to "In the event of an emergency would you be willing to help?"
 - The great majority of respondents answered Yes (71%)
 - Suggestions include:
 - Accommodation
 - Snow clearing
 - Transport
 - Medical first responder
- In response to "In the event of an emergency would you appreciate help?"
 - The majority of respondents answered Yes (53%)
 - Suggestions include:
 - Collection of provisions, medication, etc
 - Clearing snow
 - Medical first response
 - Fetching wood
 - I.T. assistance
 - Transport

Community Plan way forward

- A significant majority of respondents want to be kept informed of the plan's progress (70%)
- A minority wants to provide support to the steering group with the plan (29%)
- Although a third of respondents did not answer the question "Would you like to help the community achieve the actions identified" (32%) a significant majority of those who did answer responded Yes (57%)