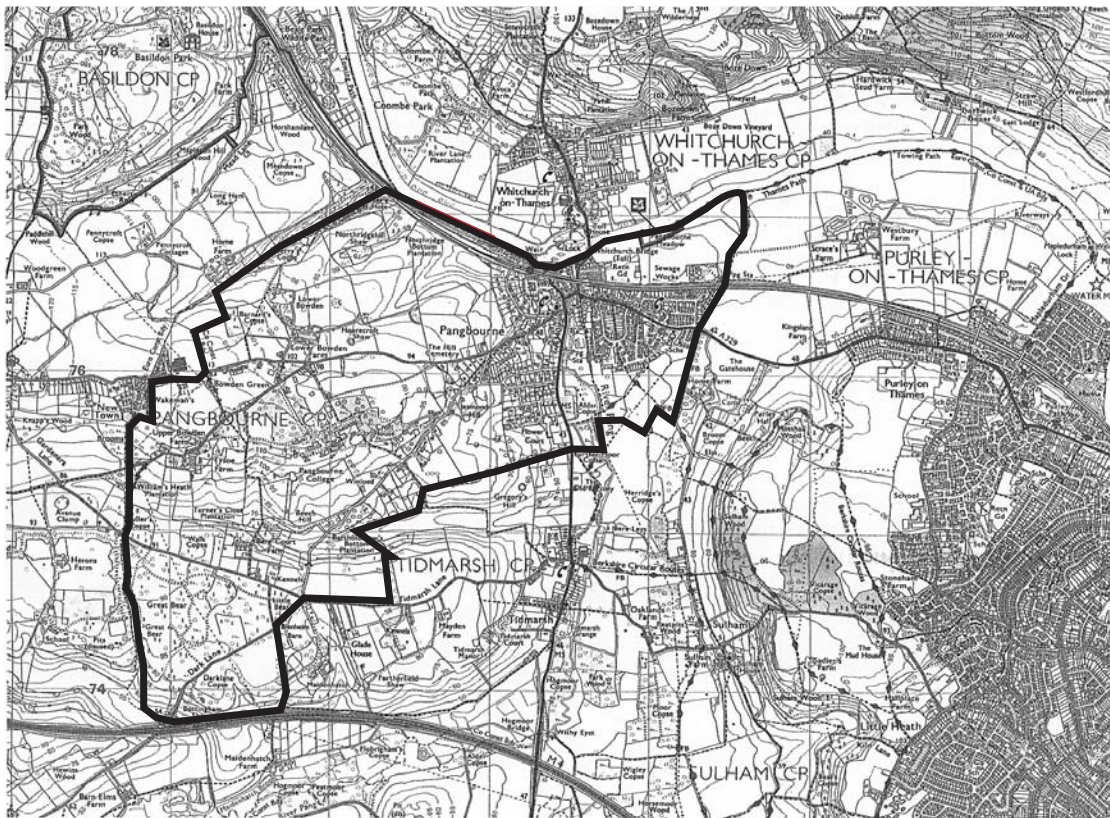


# Pangbourne Village Plan

## Final Report



*The Parish of Pangbourne*

by

# The People of Pangbourne

March 2003

## PREPARATION OF THE PANGBOURNE VILLAGE PLAN: THE TEAM

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*and all those who helped at the Drop-in events at the Village Hall*

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## EXECUTIVE SUMMARY

The Parish Council is extremely pleased to present this Pangbourne Village Plan which has been prepared by a Working Party of the Council.

The report summarises the hard work undertaken in the past 15 months by a group of enthusiastic and committed residents of the village. It has been prepared by these volunteers and is based on the views expressed by the majority of residents supported by research carried out by the volunteers.

Preparation of the Village Plan has been made possible by grant aid and support from the Countryside Agency, the Community Council for Berkshire and West Berkshire Council.

The Parish Council resolved to take this opportunity to review the priorities and needs of the residents so that the vision and significant issues could be carried forward to the Community Plan which is being prepared by the West Berkshire Partnership.

The report describes the process of consultation – Drop-in events, house-to-house Questionnaire and surveys – which led to the overall vision of the kind of place that Pangbourne should be for the next five to ten years: *sustaining its character as a compact, caring and socially varied community in an attractive and accessible setting.*

We are fortunate to have a number of valuable ‘assets’ including the River Meadows (with free mooring for visitors), shops, services, businesses, schools, Library, Post Office, the Boathouse Surgery, Cemetery, pubs and restaurants, all in an attractive countryside.

The issues which were of concern were categorised as follows:

- services and facilities
- people and the community
- traffic, transport and pedestrians
- environment and development.

Therefore four Working Groups were set up to investigate each of these topics, and evolve their own vision statements and action plans necessary to assist in achieving these visions.

The overarching vision for the village as a whole is shown at the foot of the page.

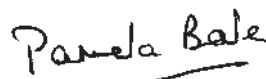
By a process of assessing the impact and attainability of the actions identified, the Working Party selected the following eleven priority proposals:

- to improve pavements, street lighting, road and car park surfaces
- to improve the appearance of the village and make the village centre more attractive
- to ensure continued availability of sheltered accommodation and respite care
- to ensure public toilets are kept open throughout the year
- to improve information services for the village
- to increase traffic calming and safety for pedestrians and reduce congestion
- to enforce traffic and parking restrictions
- to assist in the extension and improvement of the Village Hall
- to prepare a Village Design Statement for Pangbourne
- to protect and conserve wildlife habitats in the village and surrounding countryside
- to increase Library hours of opening.

The details supporting these proposals are contained within the Report, together with a further thirteen actions that will require more significant resource or funding.

The proposals will require action by various groups – local residents, businesses, the Parish Council and West Berkshire Council. It will be the responsibility of the Parish Council to monitor the actions and progress these with the other organisations. We look forward to the co-operation of West Berkshire Council in working with Pangbourne to take account of this significant consultation with our residents.

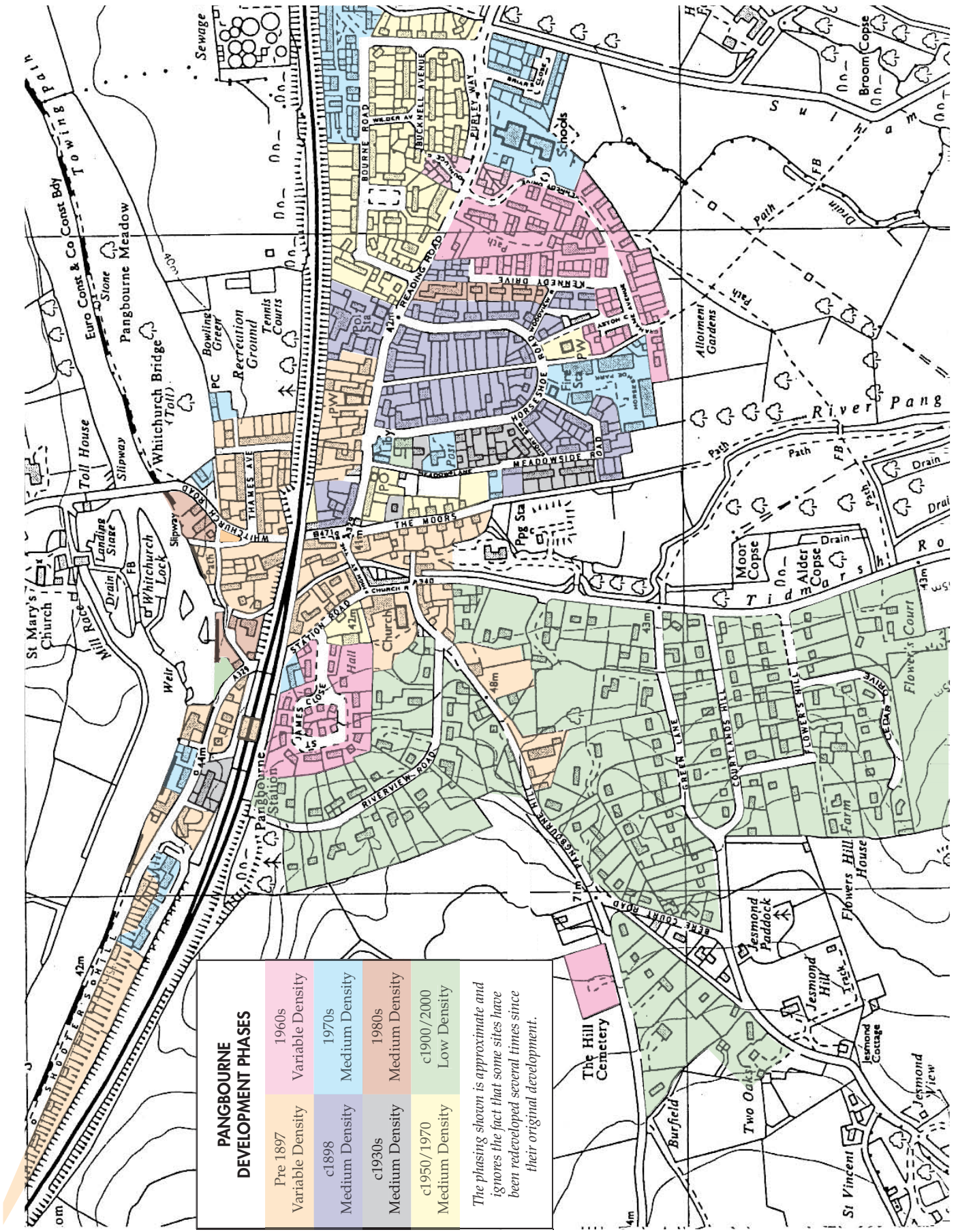
Preparing this plan has demonstrated the wealth of talent available in the village, and the commitment and enthusiasm shown by so many residents has been a rewarding outcome. All those who have helped are listed in the Report and we are most grateful for their support. In particular, the professional and technical contribution provided by Lyn Davies (retired Professor of Planning) has been invaluable, and has ensured the process has reached a timely conclusion.



Pamela Bale  
Chairman, Working Party for the Pangbourne Village Plan

**‘Our vision for the future of Pangbourne is one where the essential character of Pangbourne as a compact, caring and socially varied community in an attractive and accessible setting is sustained. The vision is to maintain Pangbourne as a pleasant, thriving village in which to live, work, shop and play, whilst not being afraid to confront and challenge the future, coping more effectively with the impact of cars and lorries on the environment of the village, ensuring a continuing bus and rail service, and promoting the needs and priorities of Pangbourne through an informed and active public.’**









- 1.1 The Pangbourne Village Plan for the village and parish of Pangbourne has been produced by a Working Party of the Pangbourne Parish Council.
- 1.2 A great deal of work has gone into the preparation of the Plan and our thanks go to all those who have given their time to be involved. The Plan reflects the general view of the residents of the village, gained from:
  - two Drop-in events at the Village Hall, in April and November 2002, each attended by more than 200 visitors
  - a Questionnaire distributed by hand to every household in the village and completed by 62%
  - meetings with local organisations and businesses in the village and West Berkshire Council officers
  - over fifty volunteers in four Working Groups, each focusing on a major issue identified at the first Drop-in event, and also working with the other Groups in ten informal meetings with the Working Party.

### **What is it All About?**

- 1.3 A village or parish plan is a new form of plan announced by the Countryside Agency in the summer of 2001. Parish plans are to:
  - be comprehensive in their scope
  - offer a long-term and achievable vision for the future of their community
  - provide a plan of action needed to tackle issues of concern in achieving the vision.
- 1.4 The plan may cover any social, economic or environmental issues. The actions may include action by the parish council itself and the policies, decisions and actions by other organisations affecting the parish. Above all, the Agency emphasises that it is up to communities to be involved in producing their plan and to decide what is relevant to them
- 1.5 As a 'genuine expression of local needs', a village or parish plan is intended to influence the new Community Strategies

which local authorities such as West Berkshire Council have a duty to prepare. A West Berkshire Partnership has been established involving many organisations in government and the voluntary and private sectors. It is currently producing its first *Community Plan: A Better Future for All*. An Eastern Area Forum has been set up by West Berkshire Council as a means of involving local communities and parish councils in the ways the West Berkshire Council and other organisations provide their services.

- 1.6 West Berkshire Council, the Countryside Agency and the Community Council for Berkshire invited parish councils to a meeting at Thatcham on 17 November 2001. The purpose was to explain the new concept of parish or village plans and encourage parish councils to start work. Following this meeting, a small group of parish councillors and residents of Pangbourne explored the idea of preparing a Village Plan. This group was reconstituted as a Working Party of the Parish Council on 4 December 2001 and applications for grant aid were made to West Berkshire Council and the Countryside Agency. The applications were successful and work started at a Drop-in event on Saturday 13 April 2002.

### **A Brief Introduction to Pangbourne**

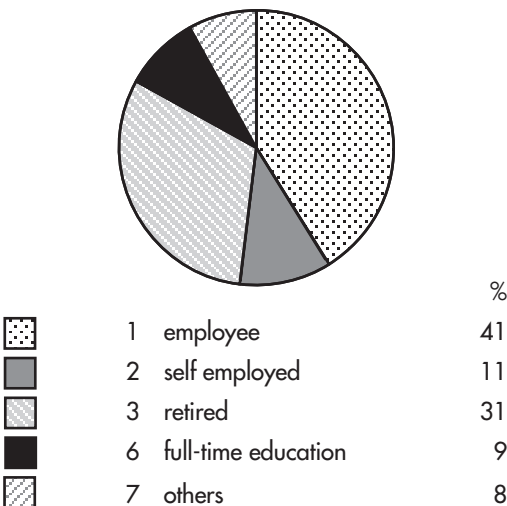
- 1.7 The village and parish of Pangbourne in the district of West Berkshire lies on the south bank of the river Thames at its confluence with the river Pang. It is some sixteen miles by road from Newbury, where the district council offices are located, and seven miles from the centre of Reading. The village is compact, with a population in 2001 of 2,939, the vast majority living within the village itself. The parish extends over a much wider area, chiefly on higher ground south and west of the village.
- 1.8 The historic centre of the village is designated a conservation area with a number of listed buildings. It contains a wide variety of local shops, a supermarket, professional offices, a Library, surgery, several public houses, churches, and a primary school. The residential areas lie in a semi-circle around the centre, with a post-war council housing estate in the east, much of it now in private ownership or that of the Sovereign Housing Association; private housing estates built in the 1960s and 1970s, also to the east; 19th century and early 20th century housing to the south; and an area of larger private houses, much of it post-war, in the west. A small industrial estate, with a variety of businesses, including computing and printing, is on the southern boundary of the village.



- 1.9 The whole of the built-up area of housing in the village is enclosed by a tight village 'envelope' or settlement boundary. The boundary is reinforced by planning policy through protection from further development of the gaps between Pangbourne and the neighbouring villages of Purley and Tidmarsh, and the North Wessex Downs Area of Outstanding Natural Beauty (which covers the entire area of the parish). Three farms, Pangbourne College and some isolated houses and small rural estates are located in the higher ground west of the village, together with several small woodlands and wildlife heritage sites. A Site of Special Scientific Interest is situated in the flood plain of the river Pang to the southeast.
- 1.10 Two main roads pass through the village: the A329 Reading to Oxford road, and the A340, from the M4 in the south, joins the A329 in the centre of the village. Both roads carry significant volumes of traffic, including heavy goods vehicles, especially in the morning and evening peak hours. A minor road from the north, the B471, crosses the River Thames on a private toll bridge. Pangbourne Station is sited west of the village centre, with regular services to Reading, Oxford and London. Bus services provide connections to some nearby villages and towns.
- 1.11 The Questionnaire showed that 31% of the adult population are retired and 34% work in Pangbourne itself, split almost evenly between working at home or in local businesses. 25% find their employment in Reading while 8% travel to London. The rest are employed in west Berkshire and elsewhere. Finally, the proportion of unemployed is 2%, and a similar percentage is chronically sick or registered disabled.

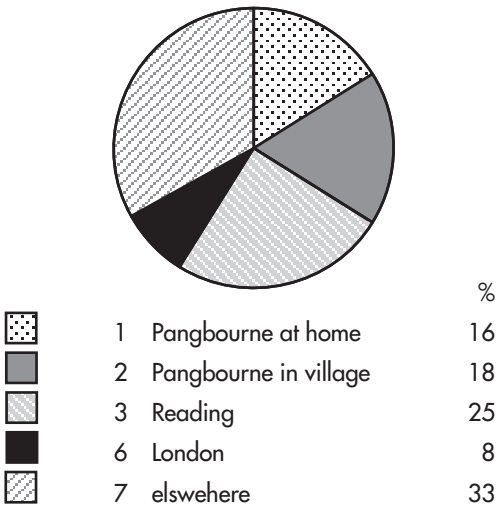
## People Over the Age of 11

Source: Questionnaire: Q10  
Number of respondents: 1,292



## Place of Work of People Over the Age of 11

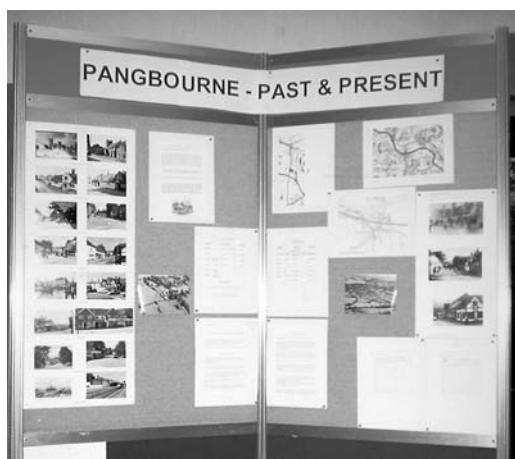
Source: Questionnaire: Q11  
Number of respondents: 813



## Why a Village Plan?

- 1.12 Pangbourne presents a picture of a prosperous village, apparently with few problems. It has many assets. Nevertheless, there are problems, and it was these that underlay the original decision to prepare a Village Plan. The chief ones are:
- the volume of traffic, congestion and parking difficulties
  - the spate of applications for planning permission, the majority for small house extensions but an increasing number of proposals for new residential development, and the absence of clear guidelines for their determination
  - the reduction in the number of shops and the changes in the range of small businesses in the village
  - the ageing population and the problems in provision for the elderly.
- 1.13 The root causes of these problems lie outside the village itself, in wider social changes, pressure for new housing, and rising levels of car ownership and patterns of travel in the middle Thames Valley. But it was felt that at least some of the problems needed a local response within the village. This could be achieved through action by the Parish Council acting on its own or lobbying other organisations such as West Berkshire Council or other public organisations, by local businesses and voluntary organisations in the village, or by the residents themselves.
- 1.14 The introduction of the new Community Plan to be produced by the West Berkshire Partnership gave a further incentive for action by the Parish Council. And so the initiative by the Countryside Agency and its idea of a parish or Village Plan provided a welcome opportunity for action.





- 2.1 Pangbourne, as the new arrival sees it today, is a congenial, well-served community, beautifully situated (though, as others have noted over the years, without other particularly striking features), easy of access and exit, with – for its size – a surprising range of facilities. Geography and history have, over the centuries, contributed progressively to the development of the village that we, and in particular our Working Groups whose reports follow this review, have been thinking hard about over the last 15 months. How often in the past have the people of Pangbourne welcomed or lamented the forces which have imposed change on our community because of where it is?
- 2.2 In contrast to the normal historical survey, we propose looking at Pangbourne's past in the light of the preoccupations of Pangbourne's present, as seen by the community at large and given substance by our four Working Groups. We are relying on our readers' familiarity with Joan Wilcox's book *Pangbourne, an Illustrated History* (1992, 1995) for a more comprehensive account. The well-researched information and the copious illustrations it contains provide an essential, and reliable, background to this 'squeeze-box' review.
- 2.3 Pangbourne's situation as a riverside settlement, one among many, is easy to understand and explain: confluence of two rivers, access along the Thames, a hill barrier to the north, natural land lines south of the river, with roads established nearby in Roman times, if not long before. For our purposes there is little need to examine the relative anonymity of a small riverside rural community as a cog in a feudal church/crown establishment. Even after the Reformation, while land tenure and ownership changed over time, little remains in the village proper to indicate activities outside the manor, the church (then St Peter's), the Cross Keys, the George and something happening on the site of the Swan. But there has always been the river.
- 2.4 The river, then as now, was Oxfordshire territory. A flashlock had been set up in the 1580s, the water controlled by Whitchurch Mill, as was a piece on the Berkshire side, on the Swan site. But Pangbourne had the land for servicing barge traffic, and loading and unloading where necessary or desirable, presaging the development of Pangbourne's boat-building industry above and below the future first pound lock, built in 1787. For the half-century before the next challenge to commercial river traffic came, Pangbourne's stores and pubs will have benefited as much as Whitchurch's tolls.
- 2.5 While on the landward side Pangbourne had long been a staging post for road traffic on an established route, this meant more for its inns (the George and the Elephant & Castle [now the Copper Inn] in particular) than for the rest of the village. From the 1760s, various efforts were made to improve the road system, including that from Reading to the new Shillingford Bridge, and thence to Oxford. This put Pangbourne on the map, and onto the coach timetables. Similar improvements were made in the 1770s southwards – the new straight road past Englefield to the Bath Road. A tollgate was set up in Shooters Hill with a tollhouse (later pulled down) similar, presumably, to the one still standing in Tidmarsh.
- 2.6 During this period, and well into the 19th century, it would appear that, whatever the commercial benefits to Pangbourne, the social structure of the village itself remained substantially unaffected. However, around it, on either side of the river, the old hierarchy was giving way, gradually, to a new property owning class. The next step, from 'gentry' to 'private residents', was yet to come.
- 2.7 Before that, we got the railway. It was geography, or geology, that brought the railway so close to the river on the Pangbourne side, instead of along or through the Oxfordshire hills. But the railway company did not only bring trains (Pangbourne featured on the first timetable when the line to Wootton Bassett opened in 1840: Paddington to Pangbourne in 85 minutes, four times a day); Pangbourne also offered convenient space for workers and material, and the railway took over and built great chunks of the village. The company was also responsible for the reclamation of marshy land on the south-eastern side of the village with the spoils of its excavation through Shooters Hill. Part of the village we love to live in was, much later, to be created on a foundation formed from the first rape of this Hill.
- 2.8 With the coming of the 1840s, the Pangbourne picture begins to become more clearly defined in another way.

From 1847 onwards, we have directory references that give us, substantially, though sometimes with varying accuracy, a description of who was who in the village.

- 2.9 While the population of Pangbourne remained virtually static over the following forty years (800 in 1841; 752 in the 1881 census), a study of the directories shows that there was increasing movement in house occupation among the private residents (nowadays called mobility), as well as an increasing gentility in services on offer. Tempering the predominance of saddlers, harness makers, blacksmiths and other caterers for a rural community, we find, over the years, drapers, dressmakers, milliners, private teachers and even a coffee house (to be rechristened 'coffee tavern') appearing sometimes with the same proprietors' names, sometimes with new ones.
- 2.10 During this period, when the village was still largely owned by the Breedon family, with little opportunity for movement in ownership, other changes were taking place. Due to outside forces, these provided escape routes for our existing entrepreneurs.
- 2.11 By the 1880s, whatever losses were incurred by Pangbourne's hostelries (now called hotels) through the decline in passing coach travel were being made up for through Pangbourne's growing attraction for railborne visitors: 'During the summer months the place is much frequented by tourists and anglers and every accommodation may be found at the George Hotel/Elephant & Castle Hotel' (depending on which edition of a directory you consult).
- 2.12 Then came 1894 and the sale of the Breedon estate, quickly followed by the second rape of Shooters Hill (the building of the Seven Deadly Sins along the Thames). At about the same time, buildings in the centre of Pangbourne were being ripped down to make way for an elegant shopping arcade, while all round the village villas and semis were going up, to the lamentations of lovers of old Pangbourne – Riverview Road and Horseshoe Road representing two different levels of social occupancy. Our map on page v gives a good picture of Pangbourne's progress.
- 2.13 Lucky the proprietors of the 'large and handsome shops, some worthy of a town'. Lucky too the boat builders and hirers who, with the bottom falling out of the barge trade, had been able to divert to punts, skiffs and steam (and electric) launches, and were therefore still able to cater for Pangbourne's golden riverside age while it lasted. Bad luck on the anglers and bathers, though, who found themselves progressively deprived of easy access to the riverside as Pangbourne became more private. While pleasure steamers were plying to and from Pangbourne (from the 1860s), and boats (for hire) covered more and more of the riverside, the lock island was 'privatised' in the '80s and bathing banished. You could still swim from St Ives in the 'Oxford Road' (now Shooters Hill), but presumably had to pay for tea first!
- 2.14 By 1907, Pangbourne's trading community had become much more recognizable to our eyes. It included an estate agent, W.H.Smith, a bank (to become the Midland and be joined by Lloyds a few years later), a hairdresser and an engineering works, as well as an electrical engineer. The population had risen to 1,235. By that time, not only did Pangbourne have a National School in the village, but also a private school for boys up in the hills. Clayesmore School was established in the recently built Tower Court, built on the site of the old tower on the Breedon Estate, but never seen completed by its owner, who died just before it was finished. The school had a chequered existence and eventually had to move. Its residual claim to fame lay in providing a substantial property, adapted for educational use, suitable to be taken over in 1917 to become Pangbourne Nautical College, at a price well below the original cost of its buildings – as was, probably, Thames Cottage, formerly one of Pangbourne's gentlemen's residences, together with its adjoining river bank, to give the College access to nautical water.
- 2.15 With the arrival of the motor vehicle on a commercial scale, we reach the penultimate stage in tracing the innovations which have forced themselves on community life by the mere fact of their existence.
- 2.16 In 1920, Pangbourne had three blacksmiths, two of whom were still active in 1939 (a blacksmith didn't, of course, only shoe horses), but it also had two motor engineering firms and the *Taxi Co. Motor Cab Proprietors*. Twenty years later the picture did not seem to have changed substantially, with a slightly increased population round the 2,000 mark, which remained constant into the 1950s.
- 2.17 Indeed, the liberation of the motor car seemed to progress at a very leisurely pace – the Austin 7 and the baker's van just representing an extension of earlier local amenities. But then, the road network, designed for a horse-drawn age, had not caught up, and was not to do so for another fifty years. Buses satisfied the requirements of a still relatively static population in a relatively densely populated southern England – not to

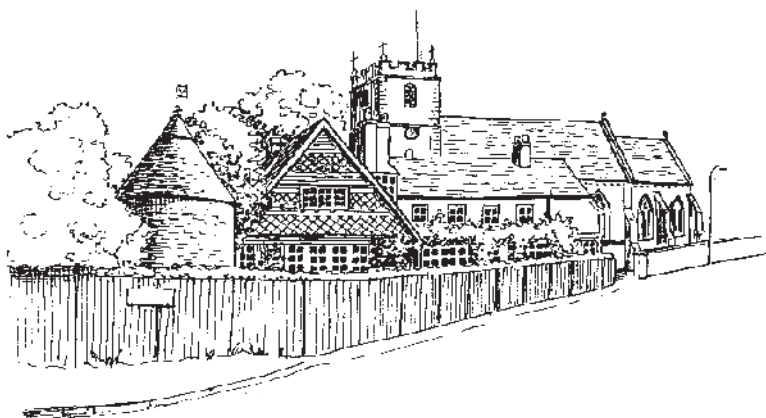
overlook the bicycle. This was for years, here as elsewhere, the natural way for many of extending their experience of life beyond the first mile or two from home; or just getting to work; or, for some, as exciting a way as any of exploring a wider world in company. *Green A.J. Motor Engineer; Garage, Motor & Cycle Repairs, Whitchurch Road*, catered for them all. For stay-at-homes the telephone remained for years a means of local communication, symbolized by one's very own local telephone exchange, through whom people occasionally ventured out farther afield, with the help of a familiar voice.

- 2.18 By the 1970s, Pangbourne had virtually reached its present limits, as the map on page v shows. Thenceforth further development has had to be restricted to infilling, facilitated by the breaking up of large villa properties, or demolition. Two final developments have broken bounds on the village's periphery – Hartslock Court, Pangbourne's only exercise so far in density building (and, in the view of some people, the third rape of Shooters Hill), and the commercial development at Horseshoe Park. Each represents the new styles of living and/or working in rural communities which the latest changes in the world about us have brought about.
- 2.19 Short-listed then, here are the factors which now most influence Pangbourne's need to take stock.
- **Mobility**, represented by improved traditional roads and the new motorway system. What would the consequences have been for Pangbourne if the M4 had in fact been built north of the river? As it is, the present structure of roadways has removed the last traces of Pangbourne's isolation. Except for people, nothing, it would appear, comes into or goes out of Pangbourne other than by road. Or does it?
  - **Technology**, means, for us, the intrusion by landline or the Internet which has made it possible for anyone, from anywhere, to come to Pangbourne

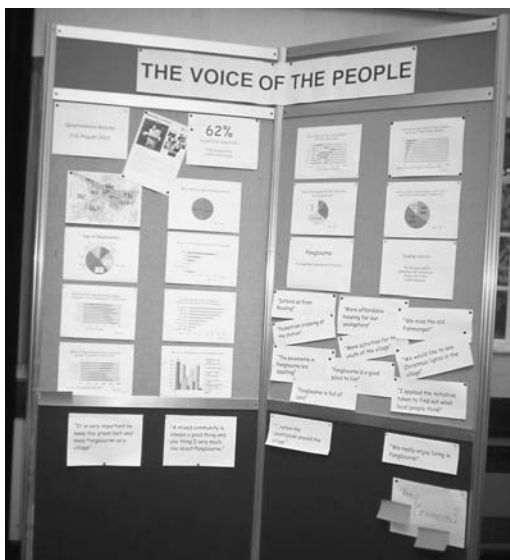
and carry out their business with the world, unbeknownst to, and often barely affecting, their nextdoor neighbours or the community. Technology and mobility in their various forms have transformed the balance of Pangbourne's working population, with a new potential for moving in and out, to match the mobility our residents have had for over a century.

- **Residence**: those under the least pressure and with the least motivation to move are those in, or approaching, their 'sunset age', happily or not ... sometimes separated from their families through the requirements of 'outward mobility' ... sometimes nearer but constricted by the shrinking of accommodation as Pangbourne fills up. A sixth of our population of 2,939 are over 65.
- **Amenity**: the two rivers – the Thames, with the hills above it, and the Pang, in a distinctly watery environment – remain the constants which contain Pangbourne physically. Pangbourne therefore still enjoys an environment and amenities, many established over the years, which makes it a desirable place for longer or shorter term family life. The younger generation, either keen to take root in Pangbourne, or, younger still, somewhat restricted in a community anxious to preserve perceived traditional values, deserve some share in the amenities offered to their parents – or, perhaps need us to supply it, to help to preserve the community as a jewel in West Berkshire's crown.

- 2.20 These are the preoccupations which our Working Party and our Working Groups have been getting to grips with in formulating the Village Plan which follows. The purpose of this review of Pangbourne's past is to show that, as times change, Pangbourne, unlike some less fortunately situated places, has, so far, always managed to re-create itself out of its former image.







## The 13 April Drop-in Event at the Village Hall

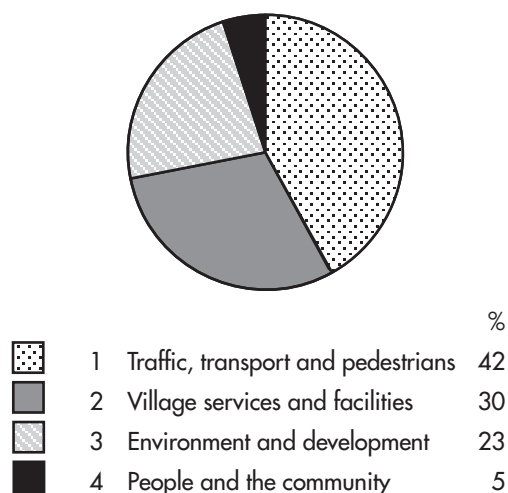
- 3.1. Work started on preparation of the Village Plan at 11.00am on a fine Saturday in April when the first Drop-in event was held at Pangbourne Village Hall. A lot of work had been carried out by the Working Party before the event in planning the work programme and preparing the panels for display. One panel illustrated the history of Pangbourne and its environment, with additional displays by the Pang Valley Conservation Trust and the Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust. Other panels illustrated different views on the village as it is today, including the vibrancy of its community life and its traffic problems. West Berkshire Council, the Community Council for Berkshire and the Countryside Agency supplied material about the district and the parish, and about the new idea of Village Plans. The Working Party's own display showed the programme for producing the Village Plan. But by far the most important display, the one that attracted most attention, was the blank panel on which visitors were invited to stick Post-it notes, writing what they thought about the village, their likes and dislikes.
- 3.2. The event had been publicised by posters locally and articles in the *Pangbourne Magazine*. Over 250 people came on the day. Most of them stayed for a lot more than the anticipated ten minutes or so. They all filled in a form giving their names and addresses, the issues that concerned them, and, most importantly, their willingness to volunteer to help in preparing the plan and the skills they could offer. And nearly all of them also filled in Post-it notes, until the entire panel was a mass of red and yellow notes, more than 440 of them covering 668 specific points of view, both favourable and critical, about the village. There were even

comments by children, as a room had been set aside for them to write what they felt about Pangbourne.

- 3.3. Analysis of the forms and the Post-it notes showed that three broad issues were dominant.
  - (a) **Traffic**, (42% of the total comments) was by far the most important. They included everything from traffic congestion, parking on pavements, rat-runs in particular streets and the condition of roads and pavements, to more general questions about bus services and whether or not a bypass should be built.
  - (b) There was a very mixed bag of comments about **services** (30% of the total) such as the importance for the village to retain its shops and its public Library, and the need for recreation facilities. But the two matters most frequently mentioned were the future of the public toilets at the Recreation Ground, under threat of closure in the winter, and the concern about policing.
  - (c) This was closely followed by the village's **environment** (23% of the total comments); at one level on detailed matters about litter or flowers for the village; at the more general level, about the importance of the meadows and countryside around the village, seen as its main attraction, to be protected from further development.

### Issues at the First Drop-in Event

Source: Post-it notes and entry forms  
Number of comments: 668



- 3.4. The surprise, perhaps, was the absence of comments about health, education and employment, probably because these were seen as national issues rather than purely local, as Pangbourne's Boathouse Surgery and the Pangbourne Primary School are much appreciated. The village's shops and offices and the Horseshoe Road industrial estate provide jobs, with a low level of

unemployment in the village. But, given its age-structure, it was surprising that there were so few comments at this stage (5% of the total) about provision for the elderly, disabled and young people. Despite the low numbers, the Working Party nevertheless felt that the people-related issues should be a fourth set of key issues to be developed in the work, with traffic, services and environment.

## The Working Groups

- 3.5 Forty people at the Drop-in event had said that they were willing to help in preparing the Village Plan. The next stage in the work was to invite them to an evening meeting in the Village Hall on Tuesday, 28 May. Twenty-four came, and others said that they would help but could not be there that evening. By the end of the project, a total of nearly fifty volunteers joined the Working Groups or gave other assistance, for instance in delivering and collecting questionnaire forms and so on. The main purpose of the meeting was to establish the four Working Groups and start them working. The results of the analysis of the Post-it notes were described and the volunteers were invited to join one of the four proposed Working Groups. They were told that the work programme would be:

- to review the comments from the Post-it notes and forms
- to identify the questions that they wanted included in the Questionnaire to be distributed to every household in the village
- to undertake a 'health check' of the current state of the village through additional surveys and meetings with officials.

And, when the results of the Questionnaire and the health check were available:

- to define 'vision statements' about the medium and long-term future of the village from the point of view of their key issue
- to identify proposals for action for the achievement of the visions, ranking them in priority.

- 3.6 As the work progressed, the role of the Working Groups rapidly became the most important element in the whole project, as they took responsibility for the development of the vision statements and the action plan itself. Each Group included at least one member of the Working Party, which retained general responsibility for coordination of the process of preparing the Village Plan. Ten lively and informal evening meetings of the Working Groups were held in the Dorman Rooms attached to St Bernadette's Church in the village. The various stages in the progress of the work were discussed with members of the Working Party and ideas exchanged

between the Groups about the different issues. And in the end, each Working Group was responsible for its own chapter in the Report. The membership of the Working Party and the Working Groups is listed on page ii of the Report.

## The Questionnaire



- 3.7 The Working Party decided at an early stage, before applying for the Countryside Agency grant, that a questionnaire to every household in the village would be required to ensure a reasonable spread of response from all sections of the village. The software package produced by the Countryside and Community Research Unit (CCRU), University of Gloucestershire, was used to generate the questionnaire. A local firm, Holybrook Business Solutions Ltd, was used to key in and analyse the data, using the software package. Each Working Group was asked which questions they wanted to be included in the questionnaire, some taken from the menu of questions supplied by the CCRU, modified to meet local circumstances, others were special ones designed for Pangbourne. The final Questionnaire included 43 questions.

- 3.8 The Questionnaires were distributed by volunteers to every one of the 1,139 households in the village in July 2002, and collected during the following few weeks. The final response showed that 62% of the households completed a questionnaire. A full set of the tabulations was given to each of the Working Groups at a meeting in September for their use in coming to their conclusions about the visions and action. The full set of the results can be found in Appendix A.

## The 'Health Checks'

- 3.9 While the Questionnaires were being distributed and the results analysed, the Working Groups continued their work by carrying out 'health checks' of the village from the perspective of their own topic and issues. They were given advice based on the Countryside Agency's guidance in its *Market Towns Healthcheck Handbook*, but essentially it was for each Group to decide what further information it required, including:
- special surveys, such as the ones carried out by the Services and Facilities Group of local businesses and visitors
  - meetings by the Traffic, Transport and Pedestrians Group with officers in West Berkshire Council's Highways department
  - the photographic survey of the village by the Environment and Development Group
  - the meetings with local organisations by the People and the Community Group.

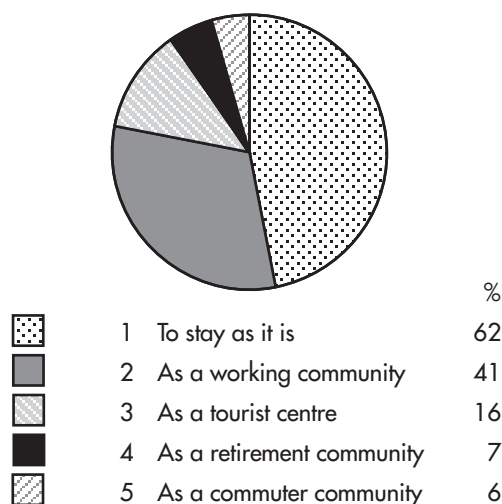
## The Vision Statements

- 3.10 Once the Questionnaire results were available and the health checks completed, the next task was for each Group to produce its own vision statements about the future of the village from its perspective. In effect, the Questionnaires had identified what the people of the village thought about Pangbourne. Some were the things that they liked, such as protecting the surrounding countryside from development, or the number and variety of the local shops. Others were things that they wanted, such as closer relations with the Police, or continued availability of sheltered housing and a day-care centre. And many were problems they wanted put right, such as traffic congestion, illegal parking and poor pavements. Conversely, the health checks identified what was here in the village at the present time.
- 3.11 Out of this body of information, each Group identified its vision for the future of the village, setting out a number of objectives. We were helped in this by one of the volunteers, Sam Elbeik, a management consultant. Drafts of the

visions were discussed at one of the meetings of the Groups and then exhibited for public comment at the second Drop-in event, in the Village Hall, on Saturday 2 November 2002. Again, about 200 people came to this event, Post-it notes were written and there was much discussion with members of the Groups. The Groups refined their visions and the Working Party added an over-arching vision for the village as a whole (see below).

## How Would You Like Pangbourne to Develop?

Source: Questionnaire: Q41  
Number of respondents: 1,189



This vision is derived from and supported by the more specific Vision Statements set by the four Working Groups. These are:

- to improve information services for and about the village
  - to make better use of existing facilities
  - to support the local economy including shops and services
  - to increase leisure and recreational opportunities for visitors and locals
- [Service & Facilities]

- to maintain and enhance services for the community
  - to provide more opportunities for involving youth in the community
  - to improve the quality of life for the elderly and less mobile members of the community
- [People & the Community]

## THE VISION STATEMENT

*'Our vision for the future of Pangbourne is one where the essential character of Pangbourne as a compact, caring and socially varied community in an attractive and accessible setting is sustained. The vision is to maintain Pangbourne as a pleasant, thriving village in which to live, work, shop and play, whilst not being afraid to confront and challenge the future, coping more effectively with the impact of cars and lorries on the environment of the village, ensuring a continuing bus and rail service, and promoting the needs and priorities of Pangbourne through an informed and active public.'*



- to ensure safe and convenient facilities for pedestrians and cyclists
- to reduce traffic congestion
- to ensure satisfactory parking provision
- to support provision of adequate public transport and encourage its usage

[Traffic, Transport & Pedestrians]

- to maintain and improve the character and appearance of the village
- to ensure a supply of affordable housing for local people
- to preserve the bio-diversity of the countryside and provide informal recreation facilities for residents and walkers

[Environment & Development]

## The Proposals for Action

3.12 Twenty-four proposals for action to assist in achieving their vision statements were identified by the Working Groups. The proposals were developed as far as possible in the time available in discussions with council officers and others, listing for each proposal details (as shown in the Action Plan in the next Chapter) under the following headings:

- **Vision statement:** the vision of the future
- **The action:** stated as clearly as possible, in some proposals involving several actions contributing to the vision
- **Responsibility:** the organisations likely to be responsible for implementing the actions
- **Necessity:** a summary of reasons why the action was necessary, drawing on the various survey results, and so on
- **Impact:** the people or areas of the village and elsewhere likely to benefit from the action
- **Funding:** the probable sources of funding
- **Timing:** when the action should be commenced and completed
- **Target:** the measurable, tangible or observable results indicating successful completion of the action; and the immediate action required such as meetings with appropriate officers.

3.13 Each of the four Working Groups placed all of their proposals in order of priority within their own topic area. The Working Party then took the first three proposals from each Group for detailed review. Two of the proposals, from the Environment and Development and the Services and Facilities Working Groups, overlapped to an extent that they were combined into a single proposal. The eleven resulting proposals were then developed in more detail by their respective Working Groups and the final set ranked by the Working Party in order of priority for the Village Plan in terms of the following criteria:

- their relative impact on the village, its businesses and residents and neighbouring areas
- their ease of achievement in terms of likely costs and acceptance by the organisations that would be responsible for their implementation
- their timing and the need for immediate action.

3.14. The final Action Plan is set out in the next Chapter, with eleven first priority proposals and the remaining thirteen proposals in a second priority for future development.

## Implementing the Action Plan

3.15 The Action Plan is the culmination of this stage of the Village Plan for Pangbourne. Its implementation will depend on many different factors, in particular the responses by the organisations assumed to be responsible for accepting and carrying out each action.

3.16 The key role will be that of the Parish Council. The draft Action Plan was approved in principle at a council meeting on 21 January 2003, and the content of the Report adopted at the council meeting on 4 March 2003. The Parish Council will have a five-fold responsibility:

- actual implementation of those proposals involving its own resources, either on its own or in partnership with other organisations or voluntary groups
- promoting and persuading other organisations to implement their proposals, in particular the West Berkshire Council
- regular monitoring of progress in implementation of the proposals for action
- longer-term reviews of the vision statements for the future of Pangbourne
- ensuring that the vision statements and the proposals for action influence the West Berkshire Partnership's Community Plan, *A Better Future for All*, in its successive reviews in the future, through the Eastern Area Forum.

3.17 The final question for the Parish Council concerns the future of the Working Party and the Working Groups. Will there, should there, be a place for them, or other residents to replace them, to ensure the successful promotion of the Vision for the future of Pangbourne?

# 3 – PREPARING THE VILLAGE PLAN



Rank	Proposals for action	Responsible Organisations
<b>First Priority, for immediate action as far as possible, in rank order</b>		
Tra1	Improve pavements, street lighting, road and car park surfaces	PPC, WBC
Env1, Ser1	Improve the appearance of the village and the village centre	PPC, WBC, local businesses
Peo1	Ensure continued availability of sheltered accommodation and future provision of respite care in the village	WBC, Sovereign Housing, Pyramid Project
Peo2	Ensure public toilets are kept open throughout the year	PPC, WBC
Ser1	Improve information services in the village for residents and visitors	PPC, sponsorship, local businesses
Tra2	Increase traffic calming and safety for pedestrians and reduce congestion, carry out traffic survey	PPC, WBC, TVP, Pangbourne College
Tra3	Enforce traffic and parking restrictions	WBC, TVP
Peo3	Assist in the extension and improvement of the Village Hall	PPC
Env2	Prepare a Village Design Statement for Pangbourne	PPC, local group
Env3	Protect and conserve wildlife habitats in the village and surrounding countryside	PPC, PVCP, BBOWT, volunteers
Ser3	Increase Library hours of opening	PPC, WBC
<b>Second Priority, for future development and action</b>		
<i>Services and Facilities Working Group</i>		
Ser4	Re-establish contact by Police with local Neighbourhood Watch coordinators.	PPC, TVP, WBC
<i>People and the Community Working Group</i>		
Peo4	Increase time in the village of Social Worker for elderly and disabled	PPC, WBC
Peo5	Support setting up of a Village Youth Council	PPC, Dolphin Centre, Working Group
Peo6	Campaign for higher wages for home care workers	Pyramid Project, volunteers
Peo7	Improve communication between doctor, surgery and hospital	PALS, volunteers
Peo8	Reduce waiting times for non-urgent hospital services	PALS, volunteers
Peo9	Re-introduce a Day Centre in the village	WBC, Pyramid Project
Peo10	Provide residential care in the village for disabled and elderly	Pyramid Project, WBC
Peo11	Make available a leaflet about the Readibus	local working group
<i>Traffic, Public Transport and Pedestrians Working Group</i>		
Tra4	Improve provision of car parking in the village.	PPC, WBC, NR
Tra5	Introduction of cycle tracks/footpaths to Theale, Purley, Pangbourne College	WBC
Tra6	Improve information about bus services	PPC, WBC, bus operators
Tra7	Provide full access to Pangbourne station for the disabled and less mobile	NR
Tra8	Introduce walking school buses to Pangbourne Primary School	WBC, Pangbourne School, parents
Tra9	Improve safety at junction of Pangbourne Hill/Tidmarsh Road	PPC, WBC
<i>Environment and Development Working Group</i>		
Env4	Monitor adherence to current planning policies	PPC, WBC
Env5	Provide affordable housing in the village	PPC, WBC, Sovereign Housing

PPC Pangbourne Parish Council  
WBC West Berkshire Council  
TVP Thames Valley Police  
NR Network Rail

PCT Primary Care Trust  
PALS Patient Advice & Liaison Service  
PVCP Pang Valley Conservation Project  
BBOWT Berks, Bucks, Oxon Wildlife Trust



## FIRST PRIORITY PROPOSALS

### 1<sup>ST</sup> PRIORITY 1:

#### PAVEMENTS, ROADS AND CAR PARKS Traffic, Transport & Pedestrians Working Group (Tra1)

**Vision Statement:** To ensure safe and convenient facilities for pedestrians and cyclists

**The action:** Three priority proposals for action are:

- Improving the surface condition and drainage of pavements and surfaces, in particular outside Duck's Ditty cafe, outside Lancaster's, bottom of Pangbourne Hill, St James Close, Pangbourne/Tidmarsh Road, Polytechnic Lane by St. Bernadette's
- Improved surface water drainage at the Village Hall and Dolphin Centre car parks
- Improved street lighting for the path between the Station and the Boathouse Surgery, between Meadow Lane and the Library, and along the Tidmarsh Road

**Responsibility:** Parish Council and West Berkshire Council

#### **Necessity:**

- The Questionnaire showed that 60% of respondents said improvement in pavements, etc. were necessary, with more detailed written comments, relating to outside Ditty, Lancaster's, the bottom of Pangbourne Hill, St James Close, Pangbourne/Tidmarsh Road, Polytechnic Lane by St. Bernadette's. Other comments referred to the demand for dropped kerbs, the floods at the bottom of St James Close, with pedestrians splashed by passing cars
- A very large proportion of the Village Hall car park is under 3 or 4 inches of water unless the drains are cleaned out regularly, thus reducing the available parking space and affecting both those who wish to park and local traders
- The Questionnaire also showed that 63% requested better street lighting in darker areas of the village, mentioning Tidmarsh Road in particular on the grounds of safety for pedestrians

#### **Impact:**

- All who come into Pangbourne especially local residents, but also shoppers, workers, visitors and tourists
- People wishing to use the routes named, especially rail-users, commuters, schoolchildren, etc. using the Station/Boathouse Surgery path and walking along the Tidmarsh Road pavement
- Tourists, shoppers, workers and visitors who wish to park and use the village shops

#### **Funding:**

- West Berkshire Council
- Parish Council
- Southern Electricity and West Berkshire Council

**Timing:** As soon as possible

#### **Targets:**

- A measurable improvement in the condition of pavements and road surfaces
- Reduction in flooding of the car park by clearing the drains on an annual basis
- Installation of street lighting in the specified locations

# Arrange meeting with West Berkshire Officers

### 1<sup>ST</sup> PRIORITY 2:

#### VILLAGE APPEARANCE

#### Environment & Development Working Group (Env1)

#### Services & Facilities Working Group (Ser1)

**Vision Statement:** To maintain and improve the character and appearance of the village

**The action:** A continuing programme of actions throughout the village including:

- ensuring the exterior of commercial premises and signage to be in character; removal/improvement of signs; removal of eyesores; replacing inappropriate bollards and fencing with shrubs or hedges; well-designed street lighting; repair & maintenance of commercial buildings by local businesses
- provision of more refuse bins/dog bins; recycling facilities; regular emptying of litter bins; monitoring and enforcement of street cleaning
- by provision in the village centre of flowers in summer – hanging baskets, tubs, window boxes, etc.; lights and decorations at Christmas, a Christmas tree in the village centre

#### **Responsibility:**

Parish Council, West Berkshire Council, local businesses

A 'Keep Pangbourne Tidy' Group and/or a Village Centre Management Group

#### **Necessity:**

To improve the general appearance of the village, health & safety and to set a standard of cleanliness that would offer good facilities and a pleasant environment for residents and visitors alike. The Questionnaire and the Drop-in events in the Village Hall expressed concern about all of these issues. Specific mentions in the Questionnaires included the need for more regular street cleaning (27%); more litter bins (19%) and dog bins (21%); demolition of derelict buildings (19%); more flowers in the village (33%). The village centre often looks grubby with litter and is quite dull, even at Christmas, by comparison with other nearby villages and towns such as Wallingford or Bradfield

**Impact:** All village residents, traders and visitors

**Funding:** Parish Council, West Berkshire Council, sponsorship and local businesses

**Timing:** Next financial year, continuing thereafter

**Target:** Improved appearance of the village

# Arrange meeting with local businesses



## 1<sup>ST</sup> PRIORITY 3: SHELTERED ACCOMMODATION AND RESPITE CARE People and the Community Working Group (Peo1)

**Vision Statement:** To improve the quality of life for the elderly and less mobile members of the community

**The action:** To ensure continued availability of adequate sheltered accommodation and future provision of respite care in the village

The Working Group to contact the Pyramid Project to ensure continued contact with Sovereign Housing, West Berkshire Council and the local MP, Martin Salter, to ensure all relevant organisations are aware of the needs

**Responsibility:** The Pyramid Project, Sovereign Housing and West Berkshire Council

**Necessity:** 17% of the population of Pangbourne was over 64 according to the Census, a higher proportion than in West Berkshire as a whole

Adequate sheltered accommodation is necessary in the village. The Questionnaire revealed that 36% of respondents felt this was required. Respite care is needed in the village and was supported by 27% of respondents, and 51% felt a need for residential care for disabled/elderly people

**Impact:** The elderly residents and their families

**Funding:** Sovereign Housing, West Berkshire Council, Housing Corporation

**Timing:** Ongoing

**Target:** Security of sheltered accommodation in the village. Respite care available in the village

# Arrange meeting with Sovereign Housing by April 2003

## 1<sup>ST</sup> PRIORITY 4: PUBLIC TOILETS People and the Community Working Group (Peo2)

**Vision Statement:** To maintain and enhance services for the community

**The action:** Ensure that the Village Hall car park and the Recreation Ground toilets are kept open throughout the year

**Responsibility:** Parish Council, West Berkshire Council

**Necessity:** Concern for hygiene registered in the Questionnaire. 42% of responders supported keeping open the Village Hall toilets and 39% supported the Recreation Ground toilets

**Impact:** All users of the village and recreation ground and those travelling on A329

**Funding:** West Berkshire Council, Parish Council

**Timing:** Already started, to be confirmed by the end of the current financial year, April 2003

**Target:** Both toilets to be open throughout the year

# Meeting already held between Pangbourne Parish Council and West Berkshire councillors

## 1<sup>ST</sup> PRIORITY 5: INFORMATION SERVICES Service and Facilities Working Group (Ser2)

**Vision Statement:** To improve information services for and about the village

**The action:** Three priority proposals for action are

- Annual publication of a list of organisations and groups in Pangbourne, giving names and telephone numbers/ e-mail addresses of contacts, listing of Parish and District Councillors, information about the Village Hall, the Cemetery, etc
- New maps at strategic locations (Village Hall car park, Station, River Meadow, central shopping area near the Post Office), clear signage to the centre of the village from river and Station, refurbishment of existing notice boards, possible relocation of the Purley Way board
- A Parish Council office in the Village Hall, with regular surgeries held by parish & District Councillors

**Responsibility:**

- Sponsorship by local business and the Parish Council
- Parish Council, sponsorship and potentially a new Local Business Association or Village Centre Management
- Parish Council

**Necessity:** Many people are not aware of what is on offer in the Village – highlighted by the Questionnaire. A survey of visitors expressed a need for signs and information, and residents are often asked to give directions, especially in the summer. Some 60% of respondents to the Questionnaire asked for an information office at the Village Hall, and 38% for a Parish Office where residents could speak face-to-face with council members, view details of planning applications, etc

**Impact:** Residents, visitors and local shops, restaurants and businesses

**Funding:**

- by local business sponsorship, changing each year;
- Parish Council, West Berkshire Council and other organisations such as the Countryside Agency, Environment Agency, parish paths initiative, sponsorship by local business, the National Trust
- Parish Council

**Timing:**

- completed January 2003, updating each year
- when funding available but ideally as soon as possible
- as soon as agreement could be reached by Councillors that a room could be made available, not necessary to wait for extension to the Village Hall

**Target:**

- publication of the Guide (completed, January 2003)
- installation of a map and signposts
- setting up of a council office and councillors' surgeries

# Consult with Parish Council and local businesses

## 1<sup>ST</sup> PRIORITY 6: TRAFFIC CONGESTION AND PEDESTRIAN SAFETY

### Traffic, Transport & Pedestrians Working (Tra2)

**Vision Statement:** To reduce traffic congestion and to ensure safe and convenient facilities for pedestrians and cyclists

**The action:** Three actions are proposed:

- (a) Traffic calming measures in selected roads or rat runs (e.g. Bourne Road, Horseshoe Road, Kennedy Drive, Woodview Road, Thames Avenue, Pangbourne Hill, Green Lane); possibly introducing a 20 mph limit in some areas
- (b) Pelican crossings on A329 near the Station and near the Primary School
- (c) A full traffic survey to assess traffic flows and review the range of appropriate measures, including the need for/efficacy of a bypass

#### **Responsibility:**

- (a) West Berkshire Council and Parish Council in consultation with local residents
- (b) West Berkshire Council and Parish Council
- (c) West Berkshire Council, Pangbourne College, Thames Valley Police

#### **Necessity:**

- (a) The Questionnaire and written comments recorded 23% wanted to extend the 30 mph limits, 36% for introduction of 20 mph limits, 26% for traffic calming, 9% for children at play signs, 22% for more speed cameras, 15% for more school buses, presumably reflecting particular problems where people live
- (b) The Questionnaire showed that 46% requested a pedestrian crossing at the Station, 45% at the school. The Post-it notes and other comments also requested a crossing on Whitchurch Road to assist pedestrians attending the Boathouse Surgery
- (c) High concern about traffic congestion in the Questionnaire: 85% use a car as a main means of transport, but 57% blamed commuter traffic for congestion, 53% linked it with parking problems, and 49% with school runs. Various ideas were mooted in the Questionnaire. The suggestion raising most responses was for a by-pass, but with opinion sharply divided (38% wanted a bypass, 34% said no). The absence of a recent traffic survey indicates that such a survey is necessary if the problems of congestion are to be tackled

**Impact:** Local residents, particularly the safety of children, but also all who come into Pangbourne – school-children, tourists, shoppers, workers and visitors. A Pelican crossing to the Wharf footpath would be of particular benefit to rail-users, while the school crossing would benefit in particular schoolchildren and parents. Pelican crossings would also have a traffic calming effect

#### **Funding:**

- (a), (b) West Berkshire Council
- (c) West Berkshire Council, Pangbourne College (in kind), Thames Valley Police

**Timing:** As soon as possible

#### **Target:**

- (a) A start on the most urgent traffic calming measures
- (b) Installation of new Pelican crossings at the Station and the School
- (c) Completion of the traffic survey

# Arrange meeting with West Berkshire Officers

## 1<sup>ST</sup> PRIORITY 7: ENFORCEMENT OF TRAFFIC AND PARKING Traffic, Transport & Pedestrians Working Group (Tra3)

**Vision Statement:** To reduce congestion and to ensure safe and convenient facilities for pedestrians and cyclists

**The action:** Two actions are proposed:

- (a) Strict enforcement of current delivery vehicle & HGV restrictions and review of policy
- (b) Strict enforcement of regulations on illegal parking on pavements, on double yellow lines and in access only roads and lay-bys

**Responsibility:** Thames Valley Police, West Berkshire Council

#### **Necessity:**

- (a) The Questionnaire and written comments showed that 65% respondents wanted enforcement of parking restrictions for delivery vehicles in roads and car parks in peak periods. General observation shows the problems of congestion caused by goods vehicles, particularly in the village centre, and by heavy goods vehicles blocking the A329 railway bridge and the Pangbourne Hill/Tidmarsh Road junction
- (b) The Questionnaire and written comments also showed that 59% wanted stricter enforcement on parking on pavements and 55% on double yellow lines, etc

**Impact:** All pedestrians and road users, e.g. tourists, shoppers, workers and visitors

**Funding:** West Berkshire Council, Thames Valley Police

**Timing:** As soon as possible

#### **Target:**

- (a) A reduction in the number of heavy goods vehicles passing through the village and the number of commercial vehicles delivering at times when they cause nuisance to residents or traffic congestion
- (b) A reduction in the numbers of vehicles parking illegally in residential roads and on double yellow lines

# Arrange meeting with Thames Valley Police and West Berkshire Officers





## 1<sup>ST</sup> PRIORITY 8: VILLAGE HALL EXTENSION People & the Community Working Group (Peo3)

**Vision Statement:** To maintain and enhance services for the community

**The action:** To support the Working Party of the Village Hall Committee who are responsible for improving and extending the Village Hall

**Responsibility:** Parish Council

**Necessity:** Insufficient provision for youth in the present Village Hall, scouts having to go elsewhere. Respondents to the Questionnaire supported further development of the Village Hall for a variety of purposes. The one with greatest support was for an information office (59%), with only 19% opposed to any further development. Other activities or purposes mentioned included an office for the Parish Council (32%) or for West Berkshire Council (44%); a room for youth activities (55%), a stage (34%) and a room for adult education classes (27%)

**Impact:** The young people of the village and current and potential users of an extended Village Hall

**Funding:** Parish Council, fund raising

**Timing:** Already started, completion not known

**Target:** An extension and improvements to the Village Hall

**# arrange meeting with Parish Council Working Party for the Village Hall**

## 1<sup>ST</sup> PRIORITY 9: VILLAGE DESIGN STATEMENT Environment & Development Working Group (Env2)

**Vision Statement:** To maintain and improve the character and appearance of the village

**The action:** To prepare a Village Design Statement for Pangbourne to be part of the Supplementary Planning Guidance and planning policy for the village

**Responsibility:** Parish Council and a local Working Group led by people with necessary skills

**Necessity:** To keep the identity of Pangbourne as a village by influencing the development of future planning policy and the exercise of development control in the interests of the village

**Impact:** All village residents and businesses, and all others concerned with the future development and appearance of the village

**Funding:** Parish Council, volunteers

**Timing:** After the Village Plan is approved

**Target:** Adoption of the Statement as Supplementary Planning Guidance by West Berkshire Council

**# form VDS Project Group by end of June 2003**

## 1<sup>ST</sup> PRIORITY 10: WILDLIFE CONSERVATION Environment & Development Working Group (Env3)

**Vision Statement:** To preserve the bio-diversity of the surrounding countryside and provide informal recreation facilities for residents and walkers

**The action:** Continue to preserve wildlife habitats by supporting the Pang Valley Countryside Project and the Berks/Bucks/Oxford Wildlife Trust and encouraging more volunteers to work with these groups

**Responsibility:** Parish Council, volunteer groups, Pang Valley Countryside Project, Berks/Bucks/Oxford Wildlife Trust, Environment and Countryside Agencies, National Trust

**Necessity:** The Questionnaire revealed the importance with which residents of the village regard the surrounding countryside with a long list from the rivers Pang and Thames (92%) to allotments (37%). There was strong support too for a 'green belt' around the village (79%)

A wide variety of measures were identified such as keeping roadside verges mown and tidy (72%) to signposting of paths and bridleways (69%) and making paths accessible to those with disabilities (61%)

**Impact:** Pangbourne inhabitants, walkers, etc

**Funding:** Parish Council, Countryside Agency, action by volunteers

**Timing:** Already in place and should be on-going

**Target:** An attractive and diverse countryside the importance of which continues to be supported by residents in the future

**# arrange meeting with the Pang Valley Countryside Project**



## 1<sup>ST</sup> PRIORITY 11: LIBRARY SERVICES Services & Facilities Working Group (Ser3)

**Vision Statement:** To make better use of the existing facilities

**The action:** The priority proposals are to increase and make more convenient Library opening hours, and making the plans for local planning applications available at the Library

**Responsibility:** Parish Council, West Berkshire Council

**Necessity:** There is already a wealth of information available at the Library, but it is not always accessible to all the community. IT facilities are well used, but limited by opening hours. The Questionnaire and post-it notes highlighted the need for longer opening hours; 14% said that they visited the Library weekly, and 17% monthly, but 46% said that they would use the Library if opening times were improved

**Impact:** Residents and all Library users, including children

**Funding:** Allocation of increased funds from West Berkshire Council

**Target:** Increased or rearranged Library hours; and plans for local planning applications to be made available at the Library either as hard copy or on the West Berkshire Council's website

# Contact Library staff



## SECOND PRIORITY PROPOSALS

### 2<sup>ND</sup> PRIORITY: POLICE LIAISON Services & Facilities Working Group (Ser4)

**Vision Statement:** A better, more obvious Police presence

**The action:** Re-establishment of contact by the Police with the local Neighbourhood Watch coordinators

**Responsibility:** Parish Council, Thames Valley Police, West Berkshire Council

**Necessity:** The Questionnaire showed a high level of concern about policing, 84% asking for greater Police presence in the village, 57% wanting better consultation between Police and local people. The perception that non-Police presence leads to an increased crime rate is probably not borne out by statistics, therefore more consultation is needed

**Impact:** All residents and local businesses

**Funding:** Not applicable

**Timing:** Dependent on agreement by PPC to this suggestion

**Target:** Re-establish contact between existing Neighbourhood Watch coordinators and the Police

# arrange meeting with Thames Valley Police, West Berkshire Council Community Safety Office

### 2<sup>ND</sup> PRIORITY: SOCIAL WORKER IN THE VILLAGE People & the Community Working Group (Peo4)

**Vision Statement:** To improve the quality of life for the elderly and less mobile members of the community

**The action:** To increase the time at the Boathouse Surgery of the Social Worker from half a day to two days per week

**Responsibility:** Parish Council, West Berkshire Council, Boathouse Surgery

**Necessity:** The Social Worker needs more time in the village in view of the number of people requiring visits

**Impact:** The elderly and disadvantaged and disabled in the village

**Funding:** West Berkshire Council

**Timing:** Already started, finished by April 2003

**Target:** The award of extra time for the social worker in Pangbourne

# arrange meeting with West Berkshire officers to follow up correspondence in January/February

## 2<sup>ND</sup> PRIORITY: VILLAGE YOUTH COUNCIL

**People & the Community Working Group (Peo5)**

**Vision Statement:** To provide more opportunities for involving youth in the community

**The action:** Prepare detailed proposal for the Parish Council detailing how a Youth Council would interface with the Parish Council and prepare a plan of how this could be implemented

**Responsibility:** Parish Council, Working Group volunteers, the Dolphin Centre

**Necessity:** 38% of respondents to the Questionnaire (the largest single proportion) felt that accommodation for young people was needed in the village, 39% were not aware of the facilities on offer at the Dolphin Centre; 55% wanted room for youth activities at the Village Hall; and many considered the social facilities for the youth in the village to be poor (23% for the 11-13, 30% for the 14-17 and 33% for the 18-25 age groups). A Youth Council would thus be of benefit to the village in responding to these issues

**Impact:** Young people in the village and the village more generally

**Funding:** Parish Council, Countryside Agency Community Services grant

**Timing:** Planning already started, to be presented to the new Parish Council in June 2003

**Target:** Establishment of a Youth Council

# continue meetings with Dolphin Centre

## 2<sup>ND</sup> PRIORITY: SOCIAL AND CARE WORKERS

**People & the Community Working Group (Peo6)**

**Vision Statement:** To improve the quality of life for the elderly and less mobile members of the community

**The action:** To campaign for higher wages for home care workers through a meeting with Martin Salter MP, in order to make him and Parliament aware of the need for increased wages for Home Care workers to aid recruitment

**Responsibility:** Pangbourne Pyramid Project, Working Group volunteers

**Necessity:** Difficulty in recruiting and keeping Home Care Workers who are doing such essential work in the community

**Impact:** The local care workers themselves and the elderly and infirm residents

**Funding:** Government funding for the elderly in grants so that care agencies can pass this on in higher wages

**Timing:** Started in January 2003, finished after meeting with Martin Salter takes place

**Target:** To persuade Martin Salter to make the Government aware of the seriousness of the situation

# arrange meeting with Martin Salter

## 2<sup>ND</sup> PRIORITY: HEALTH SERVICE COMMUNICATIONS

**People & the Community Working Group (Peo7)**

**Vision Statement:** To maintain and enhance services for the community

**The action:** to improve communication between the patient, doctor or surgery and hospital, particularly on the discharge of a patient from hospital

**Responsibility:** Patient Advice and Liaison Service (PALS), Working Group volunteers

**Necessity:** Lapses in effective communication

**Impact:** All patients using the surgery and hospitals

**Funding:** No funding needed

**Timing:** March/ April 2003

**Target:** Provide information on how to ensure as far as possible successful and quicker communication

# arrange meeting with the Boathouse Practice Manager



## 2<sup>ND</sup> PRIORITY: HEALTH SERVICE WAITING TIMES

**People & the Community Working Group (Peo8)**

**Vision Statement:** To maintain and enhance services for the community

**The action:** To reduce waiting times for non-urgent hospital services

**Responsibility:** Patient Advice and Liaison Service (PALS), Working Group volunteers

**Necessity:** Patients are waiting many weeks or months for treatment and sometimes not receiving an appointment at all

**Impact:** Patients attending the village surgery

**Funding:** No funding needed

**Timing:** March/ April 2003

**Target:** To acquire information on the best means of communication

# arrange meeting with the Boathouse Practice Manager



2<sup>ND</sup> PRIORITY:

**A DAY CENTRE FOR THE ELDERLY**  
People & the Community Working Group  
(Peo9)

**Vision Statement:** Improve the quality of life for elderly and less mobile members of the community

**The action:** To re-introduce a Day Centre in the village

**Responsibility:** Pangbourne Pyramid Project,  
Sovereign Housing, West Berkshire Council

**Necessity:** The proportion of elderly over 64 in the village was, at 17% in 2001, higher than the average for West Berkshire and apparently rising. This is putting pressure on the Calcot Day Centre, and 46% of Questionnaire respondents said that a Day Centre in the village was necessary

**Impact:** The elderly, especially those living alone

**Funding:** West Berkshire Council, with the possibility of contributions from users and some voluntary staff

**Timing:** Action started 2003, ongoing

**Target:** A Day Centre open on a daily basis

*# arrange meeting with West Berkshire officers and Dolphin Centre to investigate ways of improving access for the less mobile to attend activities at the Centre*

2<sup>ND</sup> PRIORITY:

## RESIDENTIAL CARE FOR THE ELDERLY AND DISABLED

## People and the Community Working Group (Peo10)

**Vision Statement:** Improve the quality of life for the elderly and less mobile members of the community

**The action:** Residential care for the disabled and elderly to be provided in the village

**Responsibility:** Pangbourne Pyramid Project, West Berkshire Council

**Necessity:** The proportion of elderly over 64 in the village was, at 17% in 2001, higher than the average for West Berkshire and apparently rising. There is no residential accommodation for the elderly in the village and 51% of respondents thought this was needed

**Impact:** Elderly residents of the village and their families

**Funding:** West Berkshire Council with contributions from users and donations from charitable organisations

**Timing:** Started January 2003, ongoing

**Target:** Residential accommodation for residents of the village

# arrange meeting with the Pyramid Project

2<sup>ND</sup> PRIORITY:

## PROVISION FOR THE ELDERLY AND DISABLED

**People and the Community Working Group  
(Peo11)**

**Vision Statement:** Improve the quality of life for the elderly and less mobile members of the community

**The action:** Readibus details to be included in the proposed booklet of village activities & amenities, displayed in the Boathouse Surgery and the Library; and passed to carers in the Home Care Services

**Responsibility:** Working Group volunteers

**Necessity:** People in the village seem unaware of this service

**Impact:** The less mobile members of the community

**Funding:** No funding needed

**Timing:** Already started

**Target:** Greater awareness and increased use

```
# check work completed
```

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## 2<sup>ND</sup> PRIORITY PARKING PROVISIONS FOR PANGBOURNE Traffic, Transport Pedestrians Working Group (Tra4)

**Vision Statement:** To reduce congestion and ensure satisfactory parking provision

**The action:** Three proposals for action are:

- to make more spaces available in the car park near the Village Hall by utilising the land purchased from the Rectory prior to Village Hall extension
- to review the location and ensure the availability of disabled parking spaces in the village, especially at the car park near the Village Hall
- to extend the Station car park to provide more long-stay parking for people using the Station

### **Responsibility:**

- Parish Council
- Parish Council, West Berkshire Council
- Network Rail

**Necessity:** Questionnaire comments on poor parking provision (36%), and traffic problems related to parking (29%). The Station car park is often full, and comments refer to the number of cars parking all day in the Recreation Ground car park, where there is no charge for users of the Recreation Ground and River Meadows

**Impact:** Workers in the village centre, tourists, shoppers and visitors, and the disabled and their friends and families

**Funding:** Parish Council, West Berkshire Council, Network Rail, Thames Trains

**Timing:** As soon as possible

**Target:** Increase in the parking provision in the car park at the Village Hall, including for disabled, and for long-term at the Station

**# arrange meeting with West Berkshire officers and with the Network Rail**

## 2<sup>ND</sup> PRIORITY: NEW CYCLE TRACKS AND FOOTPATHS Traffic, Transport Pedestrians Working Group (Tra5)

**Vision Statement:** Safe and convenient facilities for pedestrians and cyclists

**The action:** Introduction of cycle tracks/ footpaths from Pangbourne to Theale, Purley and Pangbourne College

**Responsibility:** West Berkshire Council

**Necessity:** Traffic levels and narrow main roads and pavements (in the case of Theale route there is no pavement for much of the distance) currently make cycling and walking very dangerous. The Questionnaire showed that 45% asked for cycle lanes and 39% for footpaths, especially for Theale. The new entrance proposed for Pangbourne College, linked with further development, will increase traffic levels, and the narrow main roads and poorly lit pavement, for only part of the distance to the Whytes Field entrance, currently make cycling and walking very dangerous

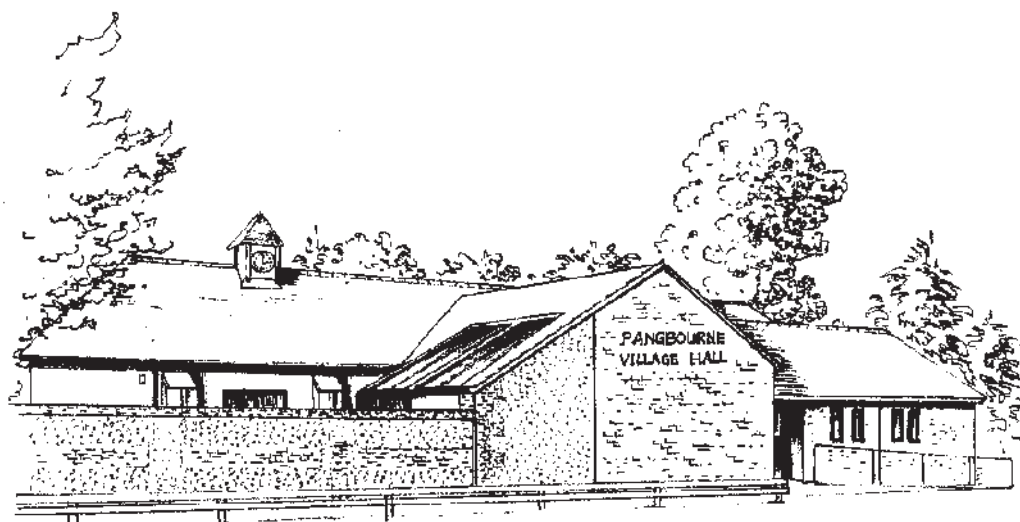
**Impact:** The direct beneficiaries of the cycle tracks and footpaths to Purley and Theale will be cyclists and walkers, and to students and others going to Pangbourne College and using Pangbourne Hill. In addition there will be associated benefits of less traffic related to schoolchildren at Theale in particular, and in the Purley/Tilehurst area, with increased safety. Comments and feedback at the Drop-in sessions supported Questionnaire responses in suggesting that these facilities would also be used by those working in Theale or Reading and more generally for recreational purposes

**Funding:** West Berkshire Council, Countryside Agency Parish Transport grant, Pangbourne College

**Timing:** dependent on planning/development timescales

**Target:** Increase in cycle/pedestrian movements on the three routes, with greater safety

**# arrange meeting with West Berkshire officers**



## 2<sup>ND</sup> PRIORITY: PUBLIC TRANSPORT BUS SERVICES Traffic, Transport & Pedestrians Working Group (Tra6)

**Vision Statement:** To support provision of adequate public transport and encourage its use

**The action:** Three proposals for action are:

- (a) to ensure that current bus and rail service details are available at bus stops as well as on notice boards at the Station and in the Village Hall car park
- (b) to incorporate timetabled stops on current bus services at Pangbourne Station
- (c) to provide general guidance about bus services and where to go for further information in the *Pangbourne Magazine* and Pangbourne Library, to supplement officially produced booklets/websites and other sources of information

**Responsibility:** Parish Council, West Berkshire Council, bus operators

**Necessity:** Only 17% of respondents to the Questionnaire currently use buses but almost 47% said they would use the bus if there were improvements to the timetable, 40% if there were improvements in bus routes and reliability. Current information at bus stops is not consistently updated and clear, instantly accessible, information about bus services through the village would help encourage their use. Currently only the Four Valleys service to/from Newbury calls at the Station, which does not help local residents who may wish to use bus services to and from the Station, especially the elderly and those living some distance from the Station.

**Impact:** The most direct beneficiaries will be current and potential bus users, but there should be associated benefits of fewer traffic movements, especially if services are obviously linked to train services. Longer term benefits may include increased use/provision of services overall.

**Funding:** Parish Council, West Berkshire Council, bus operators

**Timing:**

- (a), (b), as soon as possible during the 2003/2004 financial year;
- (c) article on bus services and usage by a member of the Working Group published in the December/January 2003 issue of the *Pangbourne Magazine*

**Target:** Increased use of bus services serving Pangbourne; rigorous monitoring to ensure that bus information is up-to-date and regularly posted, including in the *Pangbourne Magazine*

# arrange meetings with bus operators to check details

## 2<sup>ND</sup> PRIORITY: DISABLED ACCESS AT PANGBOURNE STATION Traffic, Transport Pedestrians Working Group (Tra7)

**Vision Statement:** To support provision of an adequate public transport and encourage its use

**The action:** Provision of full access to Pangbourne Station for the disabled and less mobile, especially on the downside platform

**Responsibility:** Network Rail

**Necessity:** Disabled access to public places should be compulsory. The Questionnaire showed that 2.2% of the respondents were chronically sick or registered disabled. The problem was raised in the Questionnaires as well as at the Drop-in events

**Impact:** Disabled people, mothers and fathers with prams etc living in or around Pangbourne or wishing to visit Pangbourne by rail from elsewhere

**Funding:** Network Rail, Countryside Agency Parish Transport grant

**Timing:** When funds are available

**Target:** Installation of a lift or other means of access for disabled at the Station

# arrange meeting with the Network Rail and Community Council for Berkshire re public transport grants

## 2<sup>ND</sup> PRIORITY: WALKING SCHOOL BUSES Traffic, Transport & Pedestrians Working Group (Tra8)

**Vision Statement:** To reduce traffic congestion and ensure safe and convenient facilities for pedestrians

**The action:** To introduce 'walking school buses' to and from Pangbourne Primary School

**Responsibility:** West Berkshire Council, Pangbourne Primary School, parents

**Necessity:** The Questionnaire showed that 49% linked traffic congestion with school runs. It is generally observed that during school holidays the congestion in the village and surrounding areas is far less. Fewer cars taking children to and from the school would also help to alleviate the parking problems around the school at the start and end of the school day

**Impact:** Everyone who drives in Pangbourne during the peak times of travel to and from school. The children will also benefit from the exercise of walking. There should also be associated benefits in terms of safety for cyclists, pedestrians and drivers, as well as air quality

**Funding:** West Berkshire Council

**Timing:** Initial trial has taken place but no further dates as yet

**Target:** Regular walking school buses in operation

# arrange meeting with school staff and governors



## 2<sup>ND</sup> PRIORITY 2:

### ROAD SAFETY

#### Traffic, Transport Pedestrians Working Group (Tra9)

**Vision Statement:** Safe and convenient facilities for pedestrians, cyclists and other road users

**The action:** To improve safety at the junction of Pangbourne Hill and Tidmarsh Road/Church Road, for example with a larger mirror which does not mist over in damp, cold weather or a box junction with traffic lights

**Responsibility:** Parish Council, West Berkshire Council

**Necessity:** The existing mirror is not large enough to make all road users aware of its existence, and it mists over in inclement weather, thus becoming useless. The problem was mentioned on Questionnaires and concern expressed at the Drop-in events

**Impact:** It will improve safety for residents of Pangbourne Hill, Bere Court Road and for people going to and from Pangbourne College and that part of the Village in particular, but also for all traffic and pedestrians entering and leaving the village on Tidmarsh Road and Pangbourne Hill

**Funding:** West Berkshire Council

**Timing:** As soon as possible

**Target:** Increased safety at the junction

# arrange meeting with West Berkshire officers

## 2<sup>ND</sup> PRIORITY:

### AFFORDABLE HOUSING

#### Environment & Development Working Group (Env5)

**Vision Statement:** To ensure a supply of affordable housing for local people

**The action:** To provide low-income housing in the village in accordance with planning policy and a Village Design Statement

**Responsibility:** Parish Council, West Berkshire Council, Sovereign Housing and other housing associations

**Necessity:** 38% of respondents to the Questionnaire felt this was needed

**Impact:** Working people on low incomes, like teachers, firemen, nurses, etc., will be able to live in the area, and young residents will be able to purchase property in their local area

**Funding:** West Berkshire Council, Housing Corporation, private developers

**Timing:** Ongoing, and in accordance with a Village Design Statement on its completion

**Target:** Increase in supply of affordable housing

# arrange meeting with West Berkshire Council officers in the planning and housing departments



## 2<sup>ND</sup> PRIORITY:

### PLANNING POLICY

#### Environment & Development Working Group (Env4)

**Vision Statement:** To maintain and improve the character and appearance of the village

**The action:** To monitor adherence to current planning policies in particular the village boundary and strategic gap between settlements and the conservation area

**Responsibility:** Pangbourne Parish Council, West Berkshire Council

**Necessity:** Feedback from village residents via the Drop-in events and the Questionnaire; to preserve the character and attractiveness of the village and the surrounding countryside including preservation of the 'green belt' around the village (79%), reliance on local shops (77%), concern about traffic congestion (57%), desire to keep Pangbourne as it is (62%)

**Impact:** Developers, homeowners, local businesses and residents of the village

**Funding:** Not applicable

**Timing:** On-going

**Target:** Maintenance of the village character and environment

# arrange meeting with West Berkshire Officers



## The Topic and the Issues

- 5.1 The comments on the services and facilities in the village made by visitors to the Drop-in event on 13 April related not only to the function of the village as a provider of services to itself, but also to the surrounding villages and countryside. These comments were categorized as follows:
- shops, cafes and restaurants
  - village services, including the Library and Post Office, and specific items such as a need for a tourist information centre or an arts centre
  - sports and recreation
  - the Police and concerns about vandalism and litter.
- 5.2 The Services and Facilities Working Group analysed these comments against the contents of the *Market Towns Health Check* and decided that we should undertake the following activities to examine the health of the village:
- a survey of businesses in the village centre

- a survey of views of tourists on the August Bank Holiday weekend
- obtain statistics on local crime
- identification of local sports and activities.

5.3 In addition to the results of the Health Check activities, the Working Group compared the results of the Questionnaire that was circulated to the village. The results of interest to the Working Group included:

- 65% of respondents to the Questionnaire thought a leisure centre would improve Pangbourne
- the good use of local shops, but less use of other local services. Examples on a daily or weekly basis: Chemist (40%), Post Office (46%), and other shops (79%), but Library (14%), Village Hall (8%) and Dolphin Centre (3%)
- responses to the question as to how often residents shopped at certain locations showed that Pangbourne was used the most frequently, whilst several other centres were also important, including Waitrose at Tilehurst, Savacentre and Reading
- knowledge among local residents as to what Pangbourne has to offer was patchy. Although the Surgery (89%), the Library (75%) and the Recreation Ground (62%) had a good level of awareness, other facilities were much more evenly balanced between residents who knew them and those who did not, for example the Dolphin Centre (41% aware, compared with 39% unaware) and the Working Men's Club (40% and 36%).

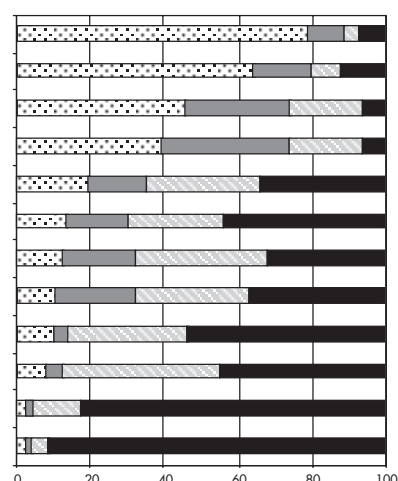
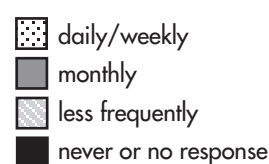
There was considerable support for a volunteer centre/information office (59%) and a room for youth activities at the Village Hall (55%).

## How Often Do You Use the Following Shops and Services?

Source: Questionnaire: Q18

Number of respondents: 1,237

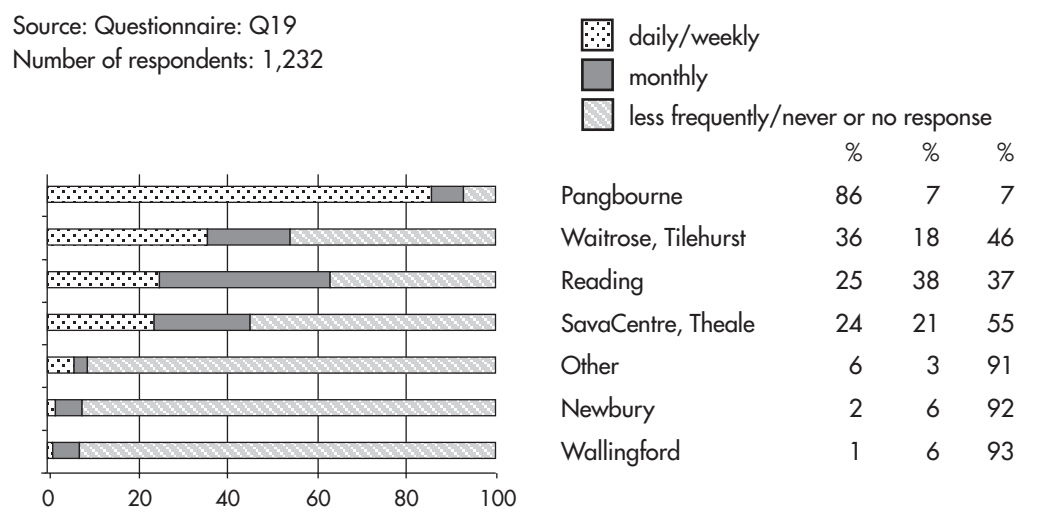
	%	%	%	%
Other local shops	79	10	4	7
Bank/cash dispenser	64	16	8	12
Post Office	46	28	20	6
Chemist	40	34	20	6
Charity shops	20	16	30	34
Library	14	17	25	44
Restaurant/café	13	20	35	32
Take-away	11	22	30	37
Churches	10	4	33	53
Village Hall	8	5	42	45
Dolphin Centre	3	1	14	82
Pangbourne Volunteer Centre	3	1	5	91



## How Often Do You Shop at the Following Locations?

Source: Questionnaire: Q19

Number of respondents: 1,232



- the main source of local information was the *Pangbourne Magazine* (90%), but other sources, for example local newspapers (27% in total) or the Library (16%), did not seem to be used a great deal
  - 84% of respondents thought that a greater Police presence was required and 57% thought that better consultation between the Police and local people was needed.
- 5.4 Two members of the Working Group listed all the retail and commercial premises in Pangbourne. It was decided to undertake a brief survey of the businesses in the centre of the village (including cafes, banks but excluding estate agents and general offices). Questions were asked about employment, transport, recruitment, trade volumes and economic viability, together with any comments about the village that the traders felt were important. The survey of some 44 local retail and commercial premises (about 75% of the total) produced a generally healthy picture:
- 62% of the businesses had been operating in Pangbourne for over ten years and 48% had been operating here for over 20 years
  - 71% of businesses reported increased trade and only about 12% reported a decrease in trade
  - 79% felt confident about the future but 21% did not.
- 5.5 Other members of the Working Group decided that the opinions of visitors to Pangbourne would provide important information. The survey was aimed at two groups of visitors, those staying in hotels and guesthouses and those visiting by boat. A questionnaire was devised to gather information about which facilities were used by visitors and any other comments they might have. The survey, on August Bank Holiday weekend 2002, showed that they make good use of some local facilities (for example, 75% used

the shops and 45% used the restaurants). However, comments were made that it would be helpful if more village information were available (such as maps and signposts) and 55% were in favour of an information centre.

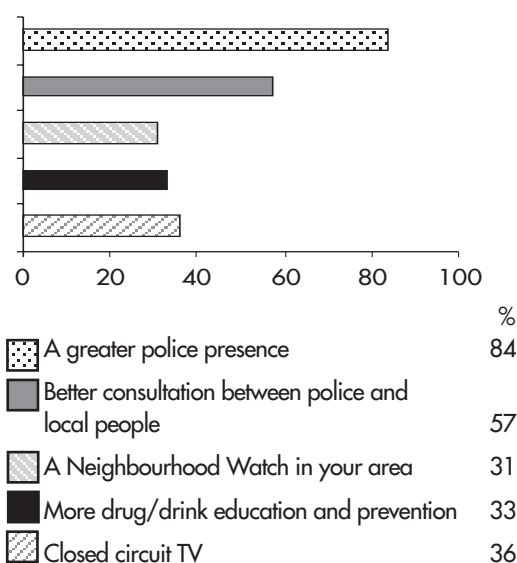
- 5.6 Crime statistics for three years were received from the local Police. The figures for Pangbourne also include surrounding areas such as Tilehurst, Streatley, Tidmarsh and Theale, so they may give a misleading impression. However it would seem that crime in the Pangbourne sector is less than half that in Reading (in 2001/2, it was 63 per 1,000 population compared to 136 per 1,000 in Reading). Crime in the Pangbourne sector had increased slightly over the previous year, though still down on the figure for two years ago.
- 5.7 Although there is a significant demand for more Police on the streets (84% of respondents to the Questionnaire wanted a greater Police presence), the crime statistics do not indicate a major problem. However, in talking to a number of Neighbourhood Watch coordinators it has become apparent that liaison with the Police has broken down and needs to be re-established.
- 5.8 The Working Group considered that better information would help both residents and visitors to use local facilities. A list of activities was compiled and a *Guide to Pangbourne's Leisure and Amenity*, sponsored by a local firm, has been produced and distributed to every household. The *Guide* contains contact details of a wide range of local activities, together with a list of individual responsibilities of members of the Parish Council and information about the Village Hall and the Cemetery; it is intended to be updated as necessary.
- 5.9 In the survey of local traders, suggestions were made that the attractiveness of the village could be improved. Also, the Questionnaire showed support from local



## Do You Think the Following Measures Are Needed?

Source: Questionnaire: Q24

Number of respondents: 1,125



residents that the local authority should make a number of improvements to the appearance of the village, such as more flowers and shrubs (33%) and more litter bins (19%).

- 5.10 A member of the Working Group produced a video of Pangbourne from the air. It shows how wonderfully Pangbourne sits in the rural landscape, between fields and the river, surrounded by trees, a landscape that residents justifiably want to preserve.
- 5.11 In addition to attending several meetings with the other Groups, our Group met regularly to monitor progress, to discuss ideas and encourage each other. It analysed and documented data from its own surveys and enquiries and produced material for the exhibition at the Drop-in event in November 2002.

### The Vision Statements

- 5.12 The vision statement on services and facilities for the village is that Pangbourne should:
- be a pleasant place in which to live, work, shop and play, providing a user friendly environment for both local people and visitors to our village
  - have a sustainable environment, preserving the best of Pangbourne, whilst not being afraid to confront and challenge the future.
- 5.13 This can be achieved by:
- encouraging the local economy, using the facilities offered by retailers and other businesses

- making the village centre and approaches more attractive, asking shops, businesses and residents to be more responsible for the appearance of the village – a tidy, clean village with colourful flowers in the summer and decorations/lights at Christmas would make Pangbourne a more welcoming place, where people want to shop and visit
- providing more information for visitors – a map, up-to-date notice boards, signposts to the village centre, for example at the Station and by the river
- providing more information about what is available to residents of Pangbourne; encouraging local organisations and groups to contribute articles and information to the *Pangbourne Magazine*, as it was seen as the largest source of information
- making better use of, and improving, existing facilities, such as the Dolphin Centre and the Library
- encouraging people to be more responsible for their unsocial actions, such as dog fouling and litter
- ensuring a better, more obvious Police presence.

The vision statements were grouped and formulated into the following proposals for action.

### The Proposals for Action

#### First Priority Proposal (Ser1): To improve information services for residents and visitors

- 5.14 There should be:
- an annual publication of a list of organisations and groups in Pangbourne, giving names and telephone numbers and e-mail addresses of contacts, listing of Parish and District Councillors, information about the Village Hall, Cemetery, etc.
  - new maps at strategic locations (Village Hall car park, Station, River Meadow, central shopping area, near the Post Office) to show shopping areas, car parks, the Boathouse Surgery, footpaths, churches, places of interest
  - clear signage to the centre of the village from the River Thames and Station, refurbishment of existing notice boards and possible relocation of the Purley Way board
  - a Parish Council office in the Village Hall, with regular surgeries held by Parish and District Councillors
  - regular updating of web sites for Pangbourne, including information and a map for visitors.



- 5.15 The main reason why these actions are necessary is that many people are not aware of what is on offer in the Village (highlighted by the house-to-house Questionnaire). In another survey, visitors expressed a need for signs and information, and residents are often asked to give directions, especially in the summer. In the Questionnaire, some 59% asked for an information office at the Village Hall, and 32% for a Parish Office, where residents could speak face-to-face with council members, view any planning applications, etc.
- 5.16 The actions could be effected through sponsorship by local business and the formation of a new local business association, and by the Parish Council.

**First Priority Proposal (Ser2):  
To make the village centre attractive  
to residents, visitors and traders**

- 5.17 This is similar in some regard to a proposal by the Environment and Development Working Group, which dealt with the same broad topic but focussed on the entire parish area, while our Group concentrated on the village centre. The two proposals are combined and recorded in the section by the Environment Group. However, we emphasise, for the village centre, the importance of involving local shops and businesses, for instance with the provision of flowers in summer and lights and decorations at Christmas and a Christmas tree in the village centre.

**First Priority Proposal (Ser3):  
To make better use of existing  
facilities by increasing Library  
hours of opening**

- 5.18 There is already a wealth of information available at the Library, but it is not always readily accessible to all the community. IT facilities are well used, but limited by opening hours. 46% of respondents to the Questionnaire wanted improved hours of opening at the Library, an issue also highlighted by the Post-it notes at the Drop-in events. In addition, it would be very useful if the details and plans for local planning applications were available at the Library, either in hard copy or at least available on West Berkshire Council's website, accessible via the Library's IT facilities.

**Second Priority Proposal (Ser4):  
Re-establish contact by Police with  
Neighbourhood Watch coordinators**

- 5.19 The general perception that the absence of a Police presence leads to an increased crime rate is probably not borne out by the statistics for the Pangbourne area. Instead, therefore, more consultation and better communication is needed, in particular through re-establishing contact by the Police with the local Neighbourhood Watch coordinators.





- 6.1 Our Working Group's objective was to clarify how the residents of Pangbourne are provided for in health, social and emergency services, and in the leisure facilities available to them, so as to view clearly the priorities for action now and in the future. We considered issues raised by residents through responses to the Questionnaire, and by personal experience and views expressed in comments and Post-its at the Drop-In events. Our priorities became centred round improving services for the community and provision for the elderly, and providing opportunity for youth involvement in the community.

### *Five Areas of Enquiry:*

#### *(a) Response rates by fire and ambulance emergency services*

- 6.2 We wrote to the Chief Fire Officer, Royal Berkshire Fire and Rescue Service and NHS Reading Primary Care Trust asking for fire and ambulance response times respectively. Pangbourne, classified as a C&D risk area (residential and rural), is meeting its target times. The Fire Station is short staffed and much time is spent on recruiting that could be spent on training or community fire safety initiatives. No reply was received from the ambulance service but information on NHS website states 75% of category 'A' calls are to be responded to within 8 minutes ('A' is cardiac arrest) and 95% of category 'B' and 'C' calls (non-life threatening injuries) are to be responded to within 19 minutes.

#### *(b) The provision of medical and dental services and access to non-emergency hospital services*

- 6.3 The Working Group contacted Reading Primary Care Trust who gave us doctor/patient ratios. Pangbourne is well within national standards. Dentists do not have any dentist/patient ratios. We have five dentists working in Pangbourne from the two dental surgeries. We also have a team

of district nurses and practice nurses at the Boathouse Surgery. At the time of our enquiry to the Practice Manager (July 2002) the nurses were dealing with '85 active patients', added to which would be daily requests which are variable and increase the workload temporarily. The Practice Manager also confirmed that waiting times for non-emergency hospital appointments are about three months. We now have a social worker at the Boathouse Surgery for a half-day each week.

#### *(c) Health and social care in the home*

- 6.4 The Working Group were deeply concerned to learn from the Social Services Booklet, *Better Care Higher Standards 2002-2003*, that Social Services can only offer services in the home to those assessed at levels 1 and 2. Levels 3 and below will be offered advice as to what the private or voluntary services may be able to offer. This is putting extra strain on the existing carers and also leaving an increasing load of responsibility on relatives, friends, and neighbours. The response to the Questionnaire showed that up to 8% of all respondents needed help from a relative, friend or neighbour. This included dressing, bathing, cooking and housework in the home; more especially in help outside the home, such as shopping, collecting medicines on prescription, and transport to surgery or hospital. We have a very active Volunteer Centre which helps people get to their hospital, doctor, dental and other appointments. It is very well supported although new volunteers are always needed and welcome.

#### *(d) Background levels of noise, air and water quality*

- 6.5 One of our group and one of the Environment and Development Working Group were invited to meet a representative from the Environment and Health Departments, West Berkshire Council, who told them that:
- (a) there are no regulations setting limits for background noise but EU directives are on the way
  - (b) there are national standards for air quality, but lack of resources and central government guidelines on air quality mean that West Berkshire Council are not investigating this issue
  - (c) with regard to water quality, West Berkshire Council is involved but Thames Water has the main responsibility.

#### *(e) Access to District Council Services; information on voluntary organisations and charitable trusts; and leisure and interest groups*

- 6.6 The Working Group recognises the work of our District Councillor in maintaining a flow of ideas and information between the village and the District Council, and in making District Council services available

to those requiring them. Locally, as can be seen from the recently distributed booklet, *Pangbourne Guide to Leisure and Amenity*, the village has a large number of leisure and interest groups. Of particular interest was the 'Living Well' course which our Working Group helped to publicise and support. It was an interactive course for people with a long-term illness on how to manage illness. We were interested to note that the WRVS are now devoting more of their resources to helping the elderly in their homes. Families in Pangbourne are fortunate in the high standards maintained by the Primary School and in having the Play Group in the village. We also have three active church communities helping to provide for the needs of the people. In addition, the Working Group felt we should comment on the high level of commitment of so many people who work to help those in need within our community, both in the voluntary organisations and as individuals.

### Vision Statements

- 6.7 The Working Group concluded that there are three areas in the village requiring ongoing vision and action. The vision statements or objectives to be achieved over the long term are:
- to improve the quality of life for the elderly and less mobile members of the community
  - to maintain and enhance services for the community
  - to provide more opportunities for involving youth in the community.

### From Vision Statements to Action

- 6.8 A number of the vision statements contain issues which have caused concern, discussion and endeavour over a period of months or years. Others have come to light during our research and consultation for the Pangbourne Plan. Some issues will be brought to a satisfactory conclusion only after much united effort – possibly continuing for some further years. Others may be concluded quite quickly during

the coming months to bring an immediate improvement to the quality of life for some residents in the village.

- 6.9 Our proposals for action are described below, with three selected as our first priorities. More complete details of each are given in the Action Plan in Chapter 4 of the Report.

#### First Priority Proposal (Peo1): To ensure continued availability of sheltered accommodation, and future provision of respite care in the village

- 6.10 This is the top priority of the Working Group because of the high percentage of people living in the village who are over 65 (17.1% compared with 14.3% in West Berkshire in 2001). Much concern is felt by people in the village over the uncertainty of the future of sheltered accommodation which is so necessary here. The Questionnaire revealed that 36% of respondents felt it was required. Respite care is also needed and was supported by 27% of respondents. The Working Group will contact the Pangbourne Pyramid Project to keep in touch with Sovereign Housing and West Berkshire Council and also our local MP, Martin Salter.

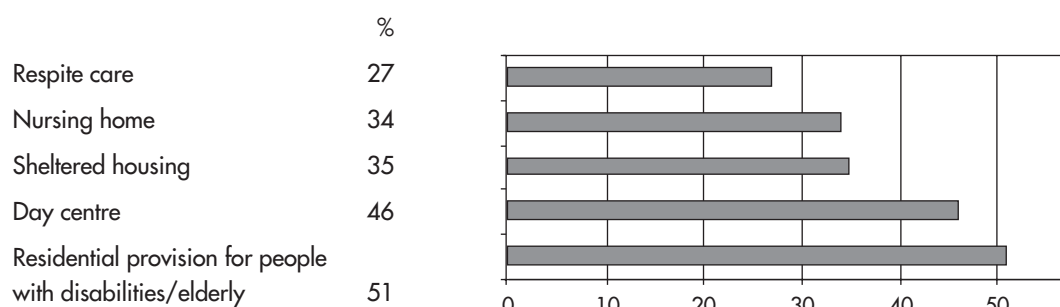
#### First Priority Proposal (Peo2): To ensure that the public toilets at the Village Hall car park and Recreation Ground are kept open throughout the year

- 6.11 Local residents and their children are using the recreation area all the year and the car park toilets are in regular use throughout the year. The Working Group feel it is essential in the interests of hygiene to keep the toilets open on both sites, even though this may have to be funded by the Parish Council. Consultation between the Parish Council and West Berkshire Council needs to be ongoing. Concern was expressed through the Questionnaire,

### Is There Any Need for the Following in Pangbourne?

Source: Questionnaire: Q36

Number of respondents: 632

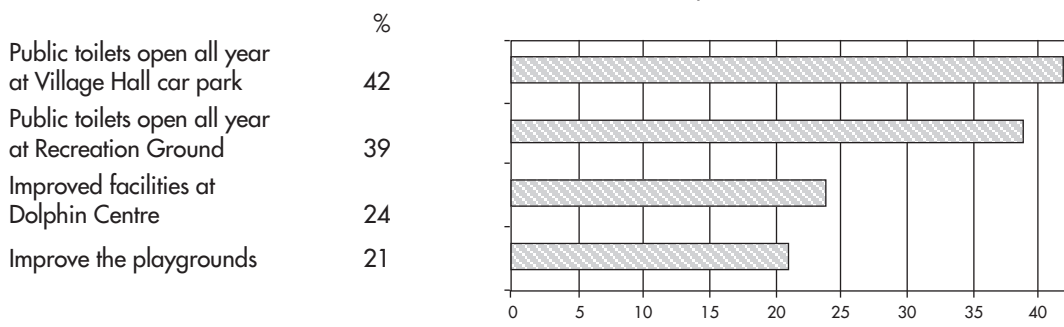




## Should the Local Authority Undertake Any of the Following Improvements to Pangbourne?

Source: Questionnaire: Q17

Number of respondents: 1,204



where 42% of respondents felt the Village Hall toilets should be kept open and 39% the Recreation Ground toilets.

should be receiving visits. As more people remain in their own homes, there are ever-increasing arrangements to be advised about and organised. The Practice Manager at the Boathouse Surgery supports the application for more time for our Social Worker.

### Public Priority Proposal (Peo3) To Support the Working Party of the Village Hall Committee who are responsible for extending and improving the Village Hall

### Second Priority Proposal (Peo5) To support the setting up of a Village Youth Council

6.12 The Working Party felt many groups would benefit from further development of the Village Hall, and respondents to the Questionnaire supported development for various purposes. Only 19% were opposed to further development. Other activities or purposes mentioned included: an office for the Parish Clerk (32%) which could possibly be used as a West Berkshire local office (44%); a room for youth activities (55%); a stage (34%). At present the Scouts have nowhere to go and have to meet elsewhere. The response suggests the new amenities would be fully used and make any funding by the Parish Council and West Berkshire Council worthwhile.

6.14 Very few people responding to the Questionnaire (3.6%) rated the social facilities for the youth in the village as good. An input from the village youth would benefit the whole village community. A detailed plan is to be prepared to put to the Parish Council detailing how a Youth Council would interface with the Parish Council and how this might be implemented. The Working Group will assist the Dolphin Centre with the plan.

### Second Priority Proposal (Peo4) Increase time at the Boathouse Surgery of the Social Worker from a half-day to two days a week

### Second Priority Proposal (Peo6): To campaign for higher wages for home-care workers.

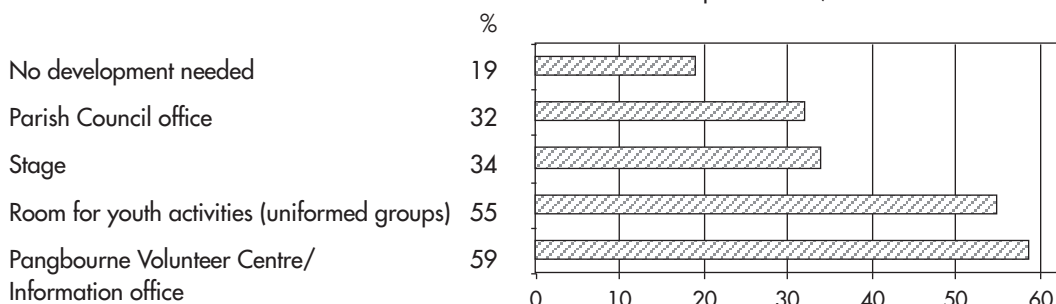
6.13 Elderly, disabled and disadvantaged people need time to discuss their needs. The Social Worker requires more time in view of the number of people who

6.15 With numbers of elderly continuing to live at home it is difficult for agencies to keep up with recruitment of home-care workers, and also to keep these carers who do such essential work in the community. The Working Group hope to arrange a meeting, through Pangbourne Pyramid Project, with

## Would You Support the Following Development at Pangbourne Village Hall?

Source: Questionnaire: Q21

Number of respondents: 1,093



Martin Salter. We think our MP may be able to make Parliament more aware of the need for increased wages for home-care workers in order to aid recruitment.

**Second Priority Proposal (Peo7):  
To improve communication  
between patients, the Boathouse  
Surgery and hospitals, particularly  
on discharge from hospital**

**Second Priority Proposal (Peo8):  
To reduce waiting times for non-  
urgent hospital services**

- 6.16 Many patients are waiting up to three months for treatment. The Working Group proposes to arrange a meeting with the Patient Advice and Liaison Scheme (PALS) co-ordinator for the Royal Berks and Battle Hospitals. The aim of the meeting is to explore ways of reducing waiting times for non-emergency hospital appointments; also ways of improving communication between patient, the Boathouse Surgery and hospital especially after discharge from hospital.

**Second Priority Proposal (Peo9):  
To re-introduce a Day Centre in the  
Village**

- 6.17 The increasing number of elderly people living in their own homes, often alone, is putting pressure on the Day Centres. especially at Calcot. The Questionnaire showed that 46% of respondents thought a Day Centre in the village is necessary. This seems to be the right time to re-introduce one. The Working Group will

contact Pangbourne Pyramid Project with a view to making contact and meeting with Sovereign Housing and West Berkshire Council's Social Services department.

- 6.18 Discussions will also be held with the Dolphin Centre and West Berkshire Youth Services with a view to improving access to the Dolphin Centre, to enable the less mobile to make use of available and future facilities at the Centre.

**Second Priority Proposal (Peo10):  
To provide residential care in the  
village for the disabled and elderly**

- 6.19 There is no residential accommodation in the village and 51% of respondents to the Questionnaire thought it is necessary. The concern about this lack has increased as more residential care homes in the area have closed down over the last decade. This will remain a high priority as we meet with Pangbourne Pyramid Project, Sovereign Housing and West Berkshire Council and continue to try and bring this vision nearer to becoming a reality.

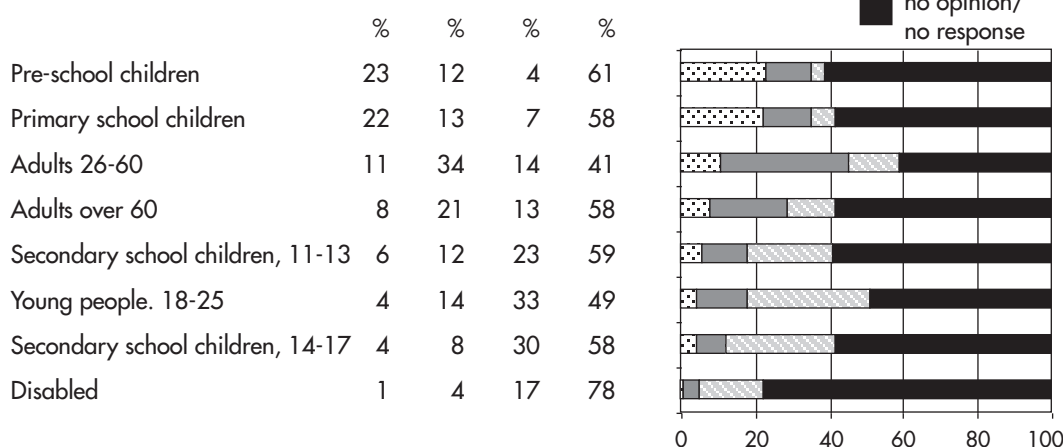
**Second Priority Proposal (Peo11):  
To make available a leaflet about  
the Readibus in the Pangbourne  
Guide, the Boathouse Surgery, the  
Library and Home Care Services.**

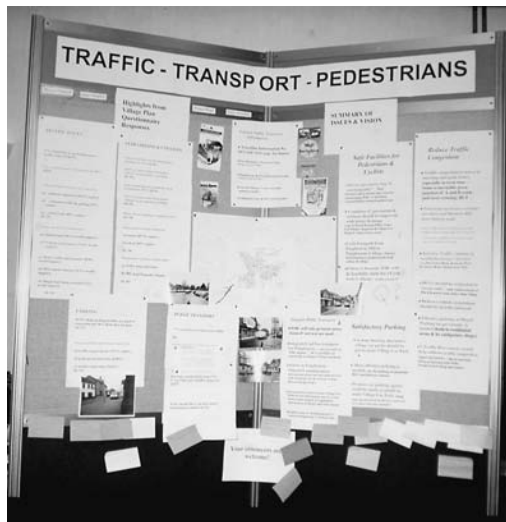
- 6.20 The Working Group found during their research that many people do not know of the service provided by the Readibus. Efforts will be made to give it greater publicity. The service is invaluable to the less mobile village residents especially at a time when normal bus services are cut.

### How Do You Rate the Social Facilities in Pangbourne for the Following?

Source: Questionnaire: Q37

Number of respondents: 1,061



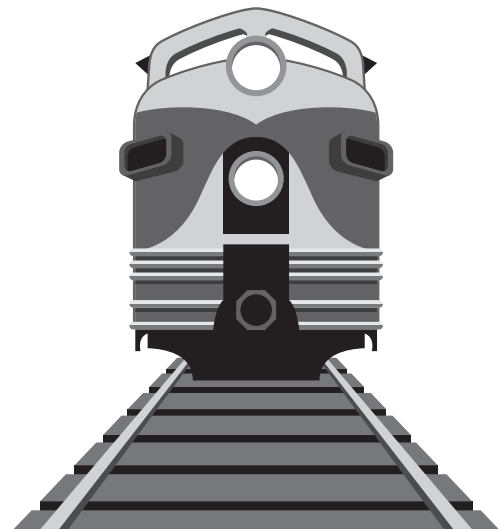


## Introduction to the Issues

- 7.1 The Working Group considered responses to the Questionnaire, as well as Post-its at the April and November 2002 Drop-in events, and general feedback to the Working Group and Parish Council during the project. The proposals for action are ordered in relation to their overall impact in terms of numbers of residents likely to benefit.
- 7.2 The inadequate pavements, lighting and drainage in the village are our first priority, given the consistently high level of concern expressed about these issues (over 60% of Questionnaire respondents and significant Post-its and verbal comments). However, many of the other issues identified are interrelated, affecting drivers, pedestrians and cyclists, as well as impacting on those providing services and facilities in the village.
- 7.3 For example, although 85% of respondents to the Questionnaire use a car for their main means of transport, over 57% said that traffic levels in the village were caused by general congestion, while 53% blamed commuter traffic and parking problems. Over 45% of those who attended the Drop-in events cited traffic as a problem in its own right. Thus the lack of safe road crossing places near the Station, primary school and Boathouse Surgery affects

pedestrians and encourages speeding at the outer limits of the village, while the volume of traffic also affects cyclists in particular. There are also problems related to illegal car parking on pavements, vehicles unloading deliveries, and heavy goods vehicle traffic passing through the village.

- 7.4 In terms of public transport, the train is used by 77% at times, although it is only the main means of transport for 8%. However, a lack of easily accessible, up-to-date, information about bus services, as well as their relative infrequency, does not encourage their use. Buses are the main means of transport for just 3% of respondents to the Questionnaire.



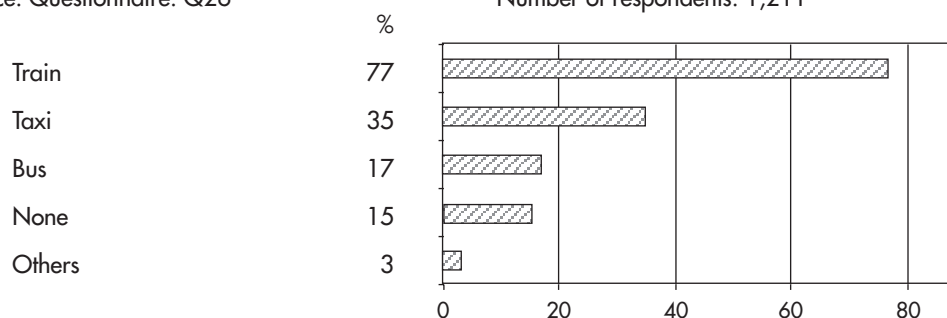
## Progressing the Vision Statements

- 7.5 To progress these issues, we have had discussions with those in West Berkshire Council responsible for dealing with public transport, as well as the bus operators and rail operators. Meanwhile, we have produced an initial overview of current public transport services in the *Pangbourne Magazine*.
- 7.6 We have also discussed traffic-related matters, in particular the need for a full traffic survey, with West Berkshire Council, Pangbourne Parish Council and Pangbourne College. Other issues, such

## Which of the Following Services Do You Use?

Source: Questionnaire: Q26

Number of respondents: 1,211



as those relating to lighting, pavements, car parking and drainage are already the subjects of discussions between the two bodies, as evidenced by minutes relating to council meetings within the last few years.

- 7.7 We also talked in particular with Pangbourne Primary School about walking school buses, and with both Pangbourne College and Theale Green School about a cycle path, as well as general traffic-related matters.
- 7.8 As a result of this activity, our vision concentrates on the three following areas which summarize the issues and proposals for action as described below:
- safe and convenient facilities for pedestrians, cyclists and all road users
  - reductions in traffic congestion and in particular satisfactory parking provision
  - adequate public transport, and encouraging its use.

### The Proposals for Action

- 7.9 The issues we considered and related proposals for action are outlined below. Several of the issues are complex and potentially costly, requiring a long-term approach, but we are hopeful that others will be achievable within a year.

#### Footpath surfaces, lighting and drainage

- 7.10 These areas were a concern to over 60% of those who responded to the Questionnaire and attended the Drop-in events. Many people mentioned the lack of adequate lighting along the path between the Station and the Boathouse Surgery, on the path in Meadow Lane by the Library, and along the Tidmarsh Road.
- 7.11 While it is hard to change the fact that Pangbourne's main roads and pavements are narrow, improved surfaces and improved drainage of gutters would undoubtedly make life easier for pedestrians. Many examples were given of the appalling condition of pavements in the village. These included the 'roller coaster' nature of some of the 'drop-kerb'

arrangements, especially in Station Road outside Lancaster's, Church Street by the Post Office Sorting Office, Reading Road between Gaia and Collins, St. James Close, Polytechnic Lane by St. Bernadette's, Whitchurch Road in front of shops/restaurants, and the Pangbourne Hill/Tidmarsh Road junction.

- 7.12 Similarly, regular maintenance of drains in both the Village Hall and Dolphin Centre car parks is needed to ensure maximum parking space availability.

#### First Priority Proposal (Tra1): To improve pavements, street lighting and road and car park surfaces

- 7.13 The Parish and West Berkshire Councils, together with private landowners where appropriate, should be responsible for funding to improve the condition of surfaces and drainage of pavements, footpaths and car parks.
- 7.14 Remedial action should commence during 2003 with completion by the end of 2004, funded by the councils, perhaps with Southern Electricity and other utilities as appropriate.

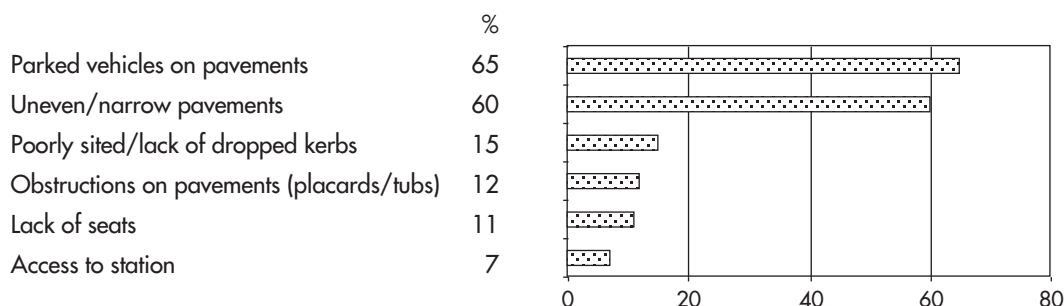
#### Traffic congestion

- 7.15 There is inevitably a huge volume of traffic through Pangbourne in the rush hour, noticeably more during school terms. The Questionnaire showed that 57% of respondents blamed commuter traffic for congestion, 53% linked it with parking problems and 49% with school runs, with 38% of respondents wanting a bypass, but 34% against.
- 7.16 We are hoping that with the support of Pangbourne College, West Berkshire Council, the Police and others as appropriate, a full traffic survey can be carried out later this year. This should provide us with more information about traffic patterns and volumes in Pangbourne and what measures might be needed that would benefit all who live in and use the village.

### Do You Encounter Difficulties With Any of the Following?

Source: Questionnaire Q31

Number of Respondents: 928

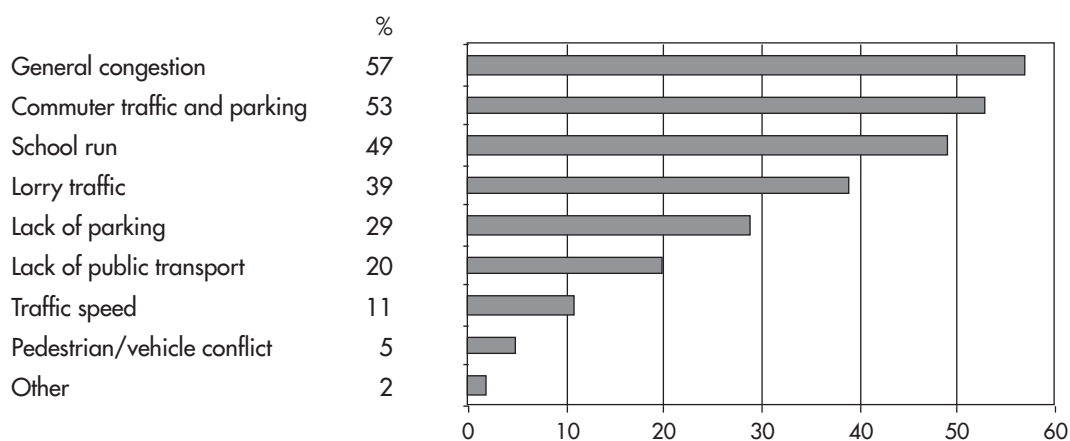




## Do You Think that the Traffic Problems in Pangbourne Are Related to the Following?

Source: Questionnaire: Q29

Number of respondents: 1,204



### Traffic speed

- 7.17 Frequent examples were given by respondents of speeding on main roads such as Pangbourne Hill, the A329 Shooters Hill. Elsewhere (for example, Bourne Road, Green Lane, Horseshoe Road, Kennedy Drive, Thames Avenue and Woodview Road) comments were made about the roads being used as rat runs.
- 7.18 Almost 50% of respondents would welcome the provision of pelican pedestrian crossings at both the Station and the school. Although costly, they would hopefully discourage speeding, as well as increasing the safety of those crossing the road at these points.

### 7.19 The action involves:

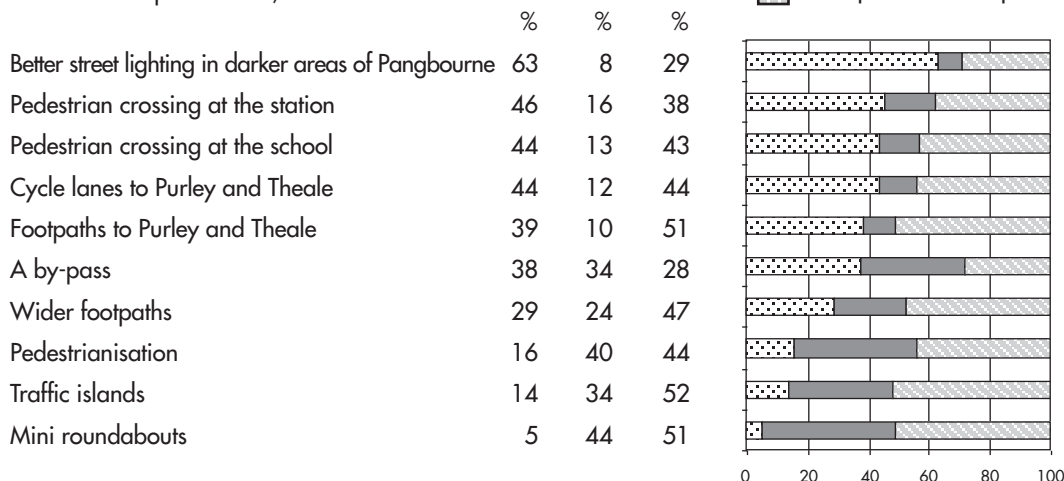
- traffic calming measures in selected roads/rat runs – for example, Bourne Road, Green Lane, Horseshoe Road, Kennedy Drive, Woodview Road, Thames Avenue, Pangbourne Hill, and Shooters Hill, should be taken forward as soon as possible by West Berkshire Council and the Parish Council in consultation with local residents and traders
- introduction of pelican crossings at Shooters Hill by the Station and Reading Road by Pangbourne Primary School
- a full survey of traffic flowing through Pangbourne from all directions should be organized by West Berkshire Council, Pangbourne College and the Police, and should ideally be carried out between May and July 2003.

**First Priority Proposal (Tra2):  
To increase traffic calming and  
safety for pedestrians, reduce traffic  
congestion and carry out a traffic  
survey**

## Would You Like to See Any of the Following in Pangbourne?

Source: Questionnaire: Q34

Number of respondents: 1,187



### Enforcement of traffic, parking and delivery measures

- 7.20 The narrow roads and pavements in the centre of the village mean that at certain times deliveries to shops and services can block access for both vehicles and pedestrians. Over 65% of respondents mentioned the need for enforcement of existing restrictions on roads and in car parks during peak times. In addition, others expressed concern about how the proximity of the M4 and A4 encourages some heavy goods vehicles to use Pangbourne as a short cut, even those too big for the railway bridges or river bridge!
- 7.21 Inconsiderate and illegal parking obviously adds to traffic congestion problems and can prevent utilities and emergency services from reaching certain households. Over 65% of respondents wanted enforcement of parking restrictions on roads and 59% on pavements. And 55% also complained about illegal parking on double yellow lines. There were many Post-it notes and verbal comments at the Drop-in events about this problem, particularly in Whitchurch, Bourne, and Horseshoe Roads.
- 7.22 These concerns need to be addressed by more resources being allocated to enforcement of the law. Signs to indicate the location of alternative car parks should also help those seeking to park, and improve congestion – especially at peak times when drivers often circle round the village looking for somewhere to park.

#### First Priority Proposal (Tra3): To enforce traffic and parking restrictions

- 7.23 Current delivery vehicle and goods vehicle restrictions should be strictly enforced, working towards a policy statement from West Berkshire Council on heavy goods vehicles, and broader geographical enforcement beyond Pangbourne. This

action should initially be funded by West Berkshire Council, the Thames Valley Police and the Traffic Warden Services, with input from traders, residents and others as appropriate.

- 7.24 Regulations should be strictly enforced on illegal parking on pavements and on double yellow lines (for example, in Reading Road and Whitchurch Road by cash points), in access-only roads (for example, St. James Close) and lay-bys (for example, Kennedy Drive). This is a high priority which West Berkshire Council should take forward with Thames Valley Police and Traffic Wardens initially, with the Parish Council helping to set up liaison meetings with residents and traders as appropriate.
- 7.25 Action on both aspects of this priority should commence as soon as possible, at the very least with stricter enforcement of current restrictions and discussions with traders/other village services as appropriate during 2003.

#### Car parking

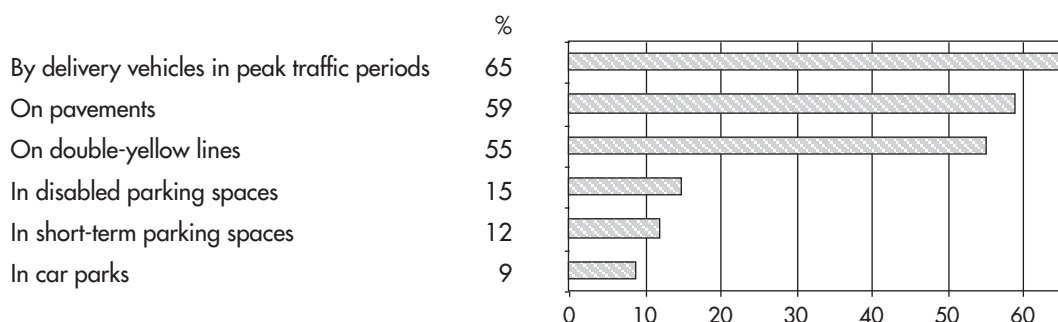
- 7.26 The car park by the Village Hall is usually full, often with cars circling it looking for spaces, while there is space in other car parks. Visitors to Pangbourne may not know where these are, while a shortage of spaces affects those providing services and facilities as well as users.
- 7.27 In addition, given the small size of the Station car park, commuters often park elsewhere, for example at the Recreation Ground. This exacerbates problems for those requiring short-term and daytime village parking or wishing to use the Recreation Ground.
- 7.28 Parking facilities for the disabled in the village car parks should also be reviewed to ensure that they are adequate.

#### Second Priority Proposal (Tra4): To improve provision for car parking in the village

### Would You Like to See Stricter Enforcement of Parking in Streets and Car Parks in Pangbourne?

Source: Questionnaire: Q33

Number of respondents: 1,064



- 7.29 The provision by West Berkshire Council of maps at appropriate locations, especially in the Village Hall car park, showing location of all village car park facilities, is a high priority. As a minimum, a map should be provided in the Village Hall car park during the first quarter of the 2003/4 financial year.
- 7.30 A further high priority is for the Parish and West Berkshire Councils to work together during the 2003/4 financial year to provide more spaces in the main village car park, utilising the land purchased from the Rectory prior to the Village Hall extension, if this is cost-effective.
- 7.31 In parallel, West Berkshire Council and the Parish Council should also continue to review parking provision for disabled drivers. EU funds may be available for this.
- 7.32 The extension of car parking space at the Station is a medium priority. Nonetheless, the two councils should press for Network Rail and Thames Trains to take this forward as soon as possible as it will benefit both commuters and those using the village during the day.

## Cycle tracks and footpaths

- 7.33 There is considerable support (45% of responses to the Questionnaire and many additional comments at the Drop-in events), for cycle tracks and footpaths to Theale, where the road is particularly narrow and dangerous, as well as to Purley. In addition, a footpath and cycle track up to Pangbourne College's Whyte Field entrance would be welcomed.
- 7.34 These facilities would be used by students and local commuters in particular, but also by visitors to the Thames valley and Chiltern areas generally.

## Second Priority Proposal (Tra5): To provide cycle tracks and footpaths to Theale, Purley, and Pangbourne College

- 7.35 The introduction of a cycle track and footpath to Theale and for a cycle track to Purley is a high priority. In addition, a cycle track and footpath should be introduced from the village to and from Pangbourne College. West Berkshire Council should start to progress the cycle track and footpaths to Theale and the cycle

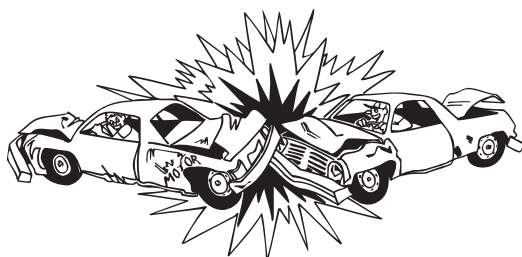
track to Purley during the 2003/4 financial year. They should work with Pangbourne College for the cycle track and footpath up Pangbourne Hill as appropriate in the context of proposed building expansion activity on the college site.

## Public transport

- 7.36 While the train services are well used by villagers, the bus services are less well used. To help encourage their use, we would like to see consistent availability of information about services provided at the village bus stops, as well as an information board in the Village Hall car park (next to that providing information about train services). We have already started to provide an overview of what is available in the *Pangbourne Magazine*.
- 7.37 It is clear that we will not get better services unless we use them more. However, we have suggested that all current bus services should call at the Station, ideally linking up with key train services. We have also suggested regular bus services to Theale and Savacentre.
- 7.38 In addition, appropriate access to the Station (downside) for the disabled and pushchairs should be provided. This would also be of benefit to the elderly and those with young children, heavy luggage and shopping.

## Second Priority Proposal (Tra6): To improve information about bus services

- 7.39 West Berkshire council and bus operators, working with the Parish Council and Thames Trains, should ensure current service details are consistently available at bus stops as well as on notice boards at the Station and in the Village Hall car park. They should continue to provide leaflets about bus services to the Library.
- 7.40 Information about bus services should be provided on a regular basis to the *Pangbourne Magazine* using appropriate local resident assistance. Initial information has already been provided for the December 2002/January 2003 issue of the *Pangbourne Magazine*. Other action should follow as soon as possible within the financial year 2003/4, for example with bus stop information within the first quarter.
- 7.41 West Berkshire Council should encourage all current bus service operators to formally incorporate timetabled stops at Pangbourne Station within the 2003/4 financial year. A regular shuttle bus service to Theale and Savacentre should also be introduced, with the possibility of trials during the financial year 2003/4. In



addition to funding from West Berkshire Council and bus operators for current services stopping at the Station, funding for the new service might be available from Theale Green School and businesses and services in Theale and Calcot.

**Second Priority Proposal (Tra7):  
To provide access to Pangbourne  
Station for the disabled and less  
mobile**

- 7.42 The West Berkshire and Parish Councils should press Network Rail to improve access to the Station for the disabled and pushchair users as a high priority with action by 2004/5. Funding may be available from these organisations and the Department of Transport as well as the Countryside Agency.

**Safety**

**Second Priority Proposal (Tra8):  
To introduce walking school buses  
to Pangbourne Primary School**

- 7.43 Following a successful initial trial during 2002, 'walking school buses' should be fully introduced by Pangbourne Primary School (with West Berkshire Council advice and parental or other adult support) as a high priority, if possible during the spring and summer terms.

**Second Priority Proposal (Tra9):  
To improve safety at the junction  
of Pangbourne Hill and Tidmarsh  
Road**

- 7.44 This junction is a black spot for all road users and pedestrians in Pangbourne, as the existing mirror intended to provide visibility is not very large and tends to mist over in damp or cold weather. A better mirror would help, but other measures, such as traffic lights could be considered. As a medium priority, the Parish Council or West Berkshire Council should fund either an improved, replacement mirror or alternative measures to improve safety at this junction during the financial year 2003/4.





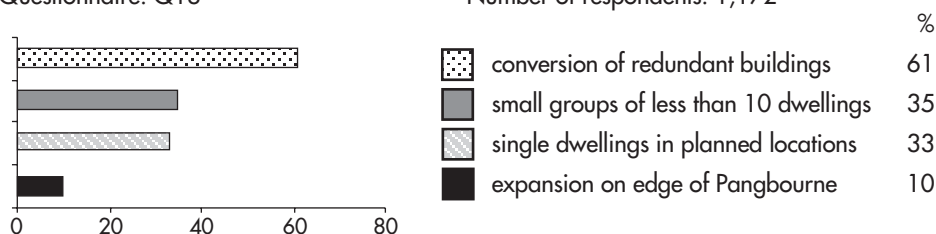


- 8.1 The general objectives of this Working Group are to ensure that Pangbourne is maintained as a pleasant, thriving village and an environmentally responsible community within its present boundaries. In more detail, our objectivities are to improve the overall appearance of the village, maintain shopping facilities, ensure where practicable that new housing developments should include affordable units, and that any new or refurbished business premises and residential properties built on existing sites should be in keeping with the village character.
- 8.2 As a result of the Drop-in events and the Questionnaire, we have been researching into five main areas: housing and development, preservation of existing buildings, boundary changes, the appearance of the village and the conservation of our environment. The information and statistics have been combined and form the basis for the proposals for action.
- 8.3 The Questionnaire returns showed, for instance, that 85% of respondents live in owner occupied housing, 10% reported that their families were looking for alternative accommodation, and 8% were unable to move due to prices; 38% confirmed that homes for young people were required, 33% felt that new development should be small family homes, whereas 32% thought no homes were needed at all. 35% of respondents
- 8.4 The necessity for more stringent control over changes within the village is of great importance. The co-operation of West Berkshire Council, together with existing and future new businesses, is required if we do not wish to see, for instance, further eyesores such as ugly or inappropriate painting or materials. More pressure should be put on West Berkshire Council, through the Parish Council, to ensure planning decisions only enhance the village and that we do not lose any further shop fronts, characteristic buildings or features of existing properties that have been here for so many years.
- 8.5 The Working Group has a large number of photographs which record unsightly buildings, alterations/renovations and so on that are not complementary to the original properties, untidy refuse areas and generally poor standards of maintenance and upkeep.
- 8.6 The essence of our objective is to involve members of the community in maintaining the village as a picturesque environment to be enjoyed by everyone. Certain aspects are being eroded by the modernization of premises, and this is detrimental to Pangbourne's desire to maintain a village appearance. Pangbourne also attracts a large number of visitors and this should be encouraged in order to maintain commercial viability. Therefore the overall impression needs to be pleasing to the eye.
- 8.7 Based on this work we have identified three visions for the longer-term future of Pangbourne and made a number of proposals for action to assist in achieving the visions. The vision statements are:
- to maintain and improve the character and appearance of the village
  - to preserve the bio-diversity of the countryside and provide informal recreation facilities for residents and walkers
  - to ensure a supply of affordable housing for local people.

## What Types of Housing Development Would Be Acceptable in Pangbourne?

Source: Questionnaire: Q13

Number of respondents: 1,172



## Character and Appearance of the Village

### First Priority Proposal (Env1): To improve the appearance of the village and the village centre

*Reason:* The need to ensure that the village continues to be an attractive place in which to live, work and visit

*Responsibility/Funding:* Parish Council, West Berkshire Council, local businesses

8.8 Our first proposal is that work should be carried out progressively on improving the appearance of the village and making the centre of the village more attractive. This should be in accordance with the Village Design Statement (VDS) once it has been approved. However, a start can and should be made even before the VDS has been approved. The VDS would then later provide guidance for the continuing work. The proposals will involve continuing work by many organisations including local businesses. Our surveys of the village and the Questionnaire revealed many ways in which this could be done, for example:

- The exterior of commercial premises and signage, particularly in the village centre, should remain in character with the original buildings. Premises should be regularly repaired and redecorated (possibly by designating a council officer to inspect and insist properties are maintained to certain standards). External areas of shops and office buildings should be presentable, and unattractive areas eradicated by judicious screening and planting of trees and shrubs instead of bollards and fencing.
- Business premises and shops should be in keeping with the village characteristics. All future changes and renovations to shop fronts, signage, and so on, should be complementary to the original premises.
- The Questionnaire showed that 33% of respondents felt that floral displays around the village would enhance the general appearance and make the area a more pleasing environment in which to live and work. Community action should be encouraged with shops and businesses cooperating to provide shrubs and flowers. A 'Best Kept Garden' Competition could be organised.
- Well-designed street lighting, perhaps in a 'Victorian' style in the village centre, would be far more attractive than the present lamp-posts. Unsightly signs and street furniture should be removed and inappropriate signage replaced.

- An increased number of refuse bins in the village centre would encourage tidiness, and the provision of larger enclosed bins in the Recreation Ground and River Meadow would prevent the present extremely unsightly refuse area.
- More dog refuse bins should be placed throughout the village and at the entrance to Pangbourne Meadow to alleviate the problem of messy pavements and footpaths; a system should be devised to enforce the penalties for dog-owners failing to take responsibility for their pets.
- Recycling facilities could also be provided, particularly for garden refuse.

### First Priority Proposal (Env2): To prepare a Village Design Statement for Pangbourne

*Reason:* To retain the identity of Pangbourne as a village and to maintain and enhance a pleasant environment with good facilities for residents and visitors.

Also to improve health and safety and set a standard of tidiness and cleanliness

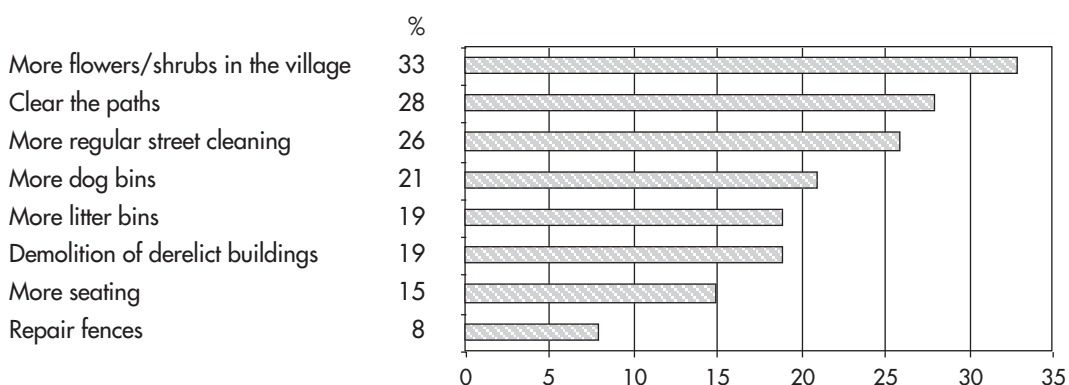
*Responsibility/Funding:* Residents Working Group

- 8.9 Our most important proposal, however, is that a Village Design Statement (VDS) should in any case be prepared by a proactive group of residents in the village and adopted by West Berkshire Council. Once adopted, the VDS would become Supplementary Planning Guidance for all planning applications for development affecting the village. It would be part of the planning policy framework which is used by West Berkshire Council in making decisions on planning applications, providing guidance at the lowest level of the planning policy framework to inform and influence planning decisions in the village. It would assist the Parish Council, who are consulted by West Berkshire Council on planning matters, to assess the impact of proposed development on the village. It would assist developers when applying for planning permission for a development in the village by showing what they have to take into account when drawing up their plans. And it would also help the Parish Council and local businesses and groups by encouraging and directing voluntary local initiatives that would conserve and enhance the character of the village.
- 8.10 At present the details of planning applications can only be viewed at the Council offices in Newbury or by arrangement with the Pangbourne Parish Council Planning Sub-committee. Copies of these documents should also be kept in

## Should the Local Authority Undertake Any of the Following Improvements to Pangbourne?

Source: Questionnaire: Q17

Number of respondents: 1,204



Pangbourne Library so that all residents can view them without the need to travel to Newbury, and are therefore in a better position to submit any constructive views to the Planning Department. Finally, planning laws should be enforced to ensure extensions and alterations, as well as new buildings, use materials and are of a design compatible with original and adjacent buildings and are constructed with similar characteristics to existing buildings, that is the types of bricks, flint, windows, paint colours and so on.

### Second Priority Proposal (Env4): To monitor adherence to current planning policies

*Reason:* To maintain and protect the general character of the village

*Responsibility:* Parish Council, West Berkshire Council

## Countryside, Wildlife and Recreation

### First Priority Proposal (Env3)

#### To continue to protect and conserve wildlife habitats in the village and the surrounding countryside

*Reason:* The importance of the countryside to the people of Pangbourne.

*Responsibility:* Volunteers, Countryside and Environment agencies, Pang Valley Conservation Trust, Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust.

- 8.11 The centre of Pangbourne is a Conservation Area – any alterations to existing properties should be protected, and any new housing development should be as single dwellings in planned locations or small groups of less than ten dwellings. Only 6% of respondents to the Questionnaire thought that groups of dwellings would be acceptable, even if carefully designed, while 19% felt that no new dwellings would be acceptable. In addition, the area outside the defined village boundary between Pangbourne, Purley and Tidmarsh is classified in planning policies as a Strategic Gap, which ensures that no development will be allowed within that space. We should therefore be able to contain Pangbourne as a compact and well-defined village. This is strongly supported in the Questionnaire, 79% of respondents thinking a 'green belt' around Pangbourne very important, whilst only 9% felt that housing development would be acceptable on the edge of the village.

- 8.12 Pangbourne must continue to retain its habitats for wildlife by maintaining the rivers and surrounding meadows. The entire parish, including the Pang Valley and the higher ground towards Bradfield and Upper Basildon, is part of an Area of Outstanding Natural Beauty. The Site of Special Scientific Interest on the Pang Meadow is an essential habitat for harebells and pettywyn, and there are seven Wildlife Heritage Sites on the higher ground. Hedges and rivers should be preserved as they are necessary corridors for wildlife; the meadows are essential for bio-diversity and as a flood plain for Pangbourne. Green spaces should be retained within the village to maintain a balance between the built and natural environment – that is footpaths, allotments, recreation grounds, river meadows, and increased corridors (hedges and trees) for wildlife. The allotments should be preserved as they are a habitat for slow worms and other wildlife. The floral diversity in the meadows by the Thames is a haven for butterflies and insects.

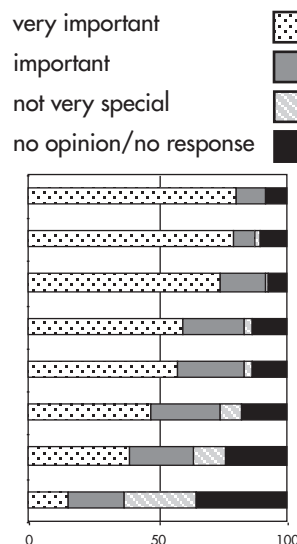
- 8.13 The Questionnaire showed that these features in the surrounding countryside are very important to Pangbourne's residents, being supported by up to 80% of the respondents, and high numbers wanting action to be taken to maintain

## How Important Are the Following Features of the Surrounding Countryside to You?

Source: Questionnaire: Q14

Number of respondents: 1,228

	%	%	%	%
Rivers Pang, Bourne and Thames	80	12	0	8
A 'green belt' between Pangbourne and surrounding villages	79	9	2	10
Meadows and green fields	74	18	1	7
Small woods	60	24	3	13
Footpaths and bridleways	58	25	4	13
Hedges	47	27	8	18
Forests	39	25	12	24
Allotments	15	22	28	35



its attractiveness. Volunteers working together with the Pang Valley Countryside Project have in the past, and can in the future, maintain these habitats.

- 8.14 The river Pang area should be maintained as it is crucial to habitats for wildlife such as the endangered water vole, rainbow and brown trout and grayling fish, dragonflies and damselflies. It also provides an informal recreation area for residents, walkers and visitors. Its purchase by the community should be given consideration as a long-term proposal after methods of funding have been investigated.

- 8.15 Affordable housing should be made available for, for example, key workers employed in the fire service, Police force, or teaching who work within the village. Housing is also required at the lower end of the salary scale, such as first-time buyers. Extremely high house prices at present mean that young people who have grown up in the village have to move away, so buyers tend to be from outside the area. But the majority of respondents to the Questionnaire (62%) want Pangbourne to stay as it is, only 6% wanting it to develop as a commuter community.

- 8.16 The Questionnaire showed that 38% of respondents felt that homes for young people were required and 33% would like small family homes provided in any future development. 61% were in favour of the conversion of redundant buildings rather than new development, and 51% indicated that there should be residential care available for the elderly and disabled. West Berkshire Council's new policy for providing affordable housing for key workers, social housing and shared ownership through new development should be supported, in particular the last of these.

### Affordable Housing for Local People

#### Second Priority Proposal (Env5): To provide affordable housing in the village

*Reason:* The shortage of low-income housing in the village

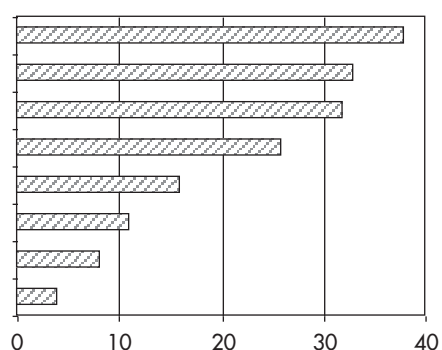
*Responsibility/Funding:* Parish Council, West Berkshire Council, Sovereign Housing and other housing associations

## What Kind of Accommodation Do You Think Pangbourne Needs?

Source: Questionnaire: Q12

Number of respondents: 1,178

	%
Homes for young people	38
Small family homes	33
No further homes needed	32
Affordable (shared ownership) homes	26
Homes for single people	16
Homes for people with disabilities/elderly	11
Large family homes	8
Executive homes	4







## APPENDIX A: THE QUESTIONNAIRE AND TABLES OF RESULTS

- A.1 A crucial information source for the Village Plan was the door-to-door Questionnaire delivered to every household in the village. The survey comprised 43 questions covering demographic and other factual information as well as questions selected by each of the four Working Groups relating to their specific area of focus. Respondents were encouraged to add additional verbatim comments.
- A.2 The Questionnaire was designed using the Village Appraisals for Windows© software package produced by the Community and Countryside Research Unit of the University of Gloucester. The data from the Questionnaires was entered on computer and tables produced by Steven Jones of Holybrook Business Solutions Limited, using the same software package.
- A.3 A team of volunteers personally delivered the self-completion Questionnaires in July 2002 to all 1,139 homes listed in the 2002 Register of Electors for the Pangbourne Ward, covering the whole of the Civil Parish. An excellent response rate of 62% was achieved with 704 completed Questionnaires later collected; 262 (36%) of these including additional written comments.
- A.4 The seven demographic and factual questions were completed by one member of the household. The remaining questions could be answered by up to six individuals over the age of eleven within that household. In total, a maximum of 1,365 individual villagers completed this part of the Questionnaire, about 53% of the total population given that a higher proportion of people over 65 and, probably, a higher proportion of single person households and couples completed the Questionnaire than those with children.
- A.5 The resulting tables were analysed both centrally by the Working Party and individually by the Working Groups. Further analysis was later completed to review the results by age, sex, presence of children and zone of the village.
- A.6 The full results of the Questionnaire appear in this Appendix to the Report. When reviewing the data it is important to consider the number of respondents to each individual question, clearly indicated alongside each question in the tables. As expected, with a self-completion Questionnaire, not all respondents answered every question. Some questions contained multiple choice responses – in some instances respondents were asked to select no more than three of these, in others they were allowed to tick as many as appropriate. Again, these instructions were clearly marked for each question.
- A.7 This Questionnaire has provided the Pangbourne Village Plan team and the Parish Council with the first quantified study of the status and views of the village. It is a valuable information source that will be used by the Parish Council and other Pangbourne groups on an on-going basis.
- A.8 We envisage conducting a similar study in around 10 years time to track how the demographics and views of the village has changed.

### FACTUAL AND DEMOGRAPHIC INFORMATION (Questions 1 – 7, asked of the household; 8 – 43 asked of individuals over 11 in the household)

#### Question 1: total number of households: 704

How many people including children normally live in your household? 1,626

#### Question 2: total number of households: 704

Please enter the number of people in your household in each age group:

age	M	F	age	M	F	age	M	F	age	M	F
0-4	44	32	16-17	17	21	45-59	175	209	75-84	68	76
5-10	54	37	18-24	60	53	60-64	51	50	85+	18	18
11-15	44	35	25-44	178	186	65-74	93	107			

#### Question 8: total number of respondents to question: 1,365

Sex

		%
Male	641	47.0
Female	724	53.0

**Question 9:****total number of respondents to question: 1,366**

What age group do you belong to?

<i>age</i>		<i>%</i>	<i>age</i>		<i>%</i>	<i>age</i>		<i>%</i>
11-15	56	4.1	25-44	343	25.1	65-74	193	14.1
16-17	29	2.1	45-59	373	27.3	75-84	145	10.6
18-24	92	6.7	60-64	100	7.3	85+	35	2.6

**Question 3:****total number of households: 704**

Where does your household live (general location)?

		<i>%</i>			<i>%</i>
A, Shooters Hill etc	63	8.9	F, Kennedy Drive etc	124	17.6
B, St James's Close etc	65	9.2	G, Bourne Road etc	119	16.9
C, Pangbourne Hill etc	104	14.8	H, The Square etc	10	1.4
D, Thames Avenue etc	47	6.7	J, west of village	28	4.0
E, Horseshoe Road etc	144	20.5			

**Question 4:****total number of households: 704**

Is this dwelling?

		<i>%</i>
Owner occupied	597	84.8
Private rented	41	5.8
Housing Association rented	44	6.3
Shared ownership (part owned/part rented)	1	0.1
Provided as part of employment (eg school)	7	1.0
Other	6	0.9

**Question 10:****total number of respondents to question: 1,292**

Are you at present?

		<i>%</i>
An employee	526	40.7
Self-employed – employing other people	40	3.1
Self employed – not employing anyone	98	7.6
In a government training scheme	0	0.0
In full-time education	122	9.4
Unemployed, seeking work	29	2.2
Unwaged	51	3.9
Retired	399	30.9
Chronically sick/registered disabled	27	2.1

**Question 11:****total number of respondents to question: 813**

Where is your main place of work?

		<i>%</i>
At home	133	16.4
Pangbourne	147	18.1
Theale	44	5.4
Wallingford	5	0.6
Newbury	20	2.5
Reading	203	25.0
London	67	8.2
elsewhere	194	23.9

**SERVICES AND FACILITIES**

(Questions 1 – 7, asked of the household; 8 – 43 asked of individuals over 11 in the household)

**Question 16:** **total number of respondents to question: 1,022**

Which of the following do you think would benefit Pangbourne?

<i>Tick not more than 3</i>		<i>%</i>
Leisure centre	664	65.0
Museum/heritage centre	279	27.3
Arts centre with museum	233	22.8
Annual music/arts festival	484	47.4
Other	78	7.6

**Question 17:** **total number of respondents to question: 1,204**

Should the local authority undertake any of the following improvements to Pangbourne?

<i>Tick not more than 3</i>		<i>%</i>
Improve the play grounds	258	21.4
Clear the paths	338	28.1
More regular street/car park cleaning	319	26.5
More litter bins	231	19.2
More dog bins	253	21.0
Demolition of derelict buildings	230	19.1
More flowers and shrubs in the village	394	32.7
More seating	186	15.4
Repair fences	95	7.9
Improved facilities for local people at Dolphin Centre	283	23.5
Public toilets at Village Hall car park open all year	500	41.5
Public toilets at Recreation Ground open all year	471	39.1

**Question 18:** **total number of respondents to question: 1,237**

How often do you use the following shops and services?

	<i>Daily</i>		<i>Weekly</i>		<i>Monthly</i>		<i>Less frequently</i>		<i>Never</i>	
		<i>%</i>		<i>%</i>		<i>%</i>		<i>%</i>		<i>%</i>
Chemist	38	3.1	462	37.3	420	34.0	252	20.4	39	3.2
Charity shops	37	3.0	211	17.1	197	15.9	366	29.6	314	25.4
Post Office	51	4.1	520	42.0	347	28.1	245	19.8	40	3.2
Other local shops	346	28.0	633	51.2	119	9.6	53	4.3	15	1.2
Bank/Cash dispenser	62	5.0	724	58.5	194	15.7	97	7.8	91	7.4
Library	11	0.9	160	12.9	213	17.2	315	25.5	410	33.1
Restaurant/cafe	20	1.6	133	10.8	244	19.7	433	35.0	270	21.8
Take-away	6	0.5	140	11.3	266	21.5	367	29.7	313	25.3
Churches	9	0.7	110	8.9	54	4.4	407	32.9	519	42.0
Village Hall	10	0.8	89	7.2	65	5.3	515	41.6	423	34.2
Dolphin Centre	4	0.3	31	2.5	8	0.6	179	14.5	851	68.8
Pangbourne Volunteer Centre	7	0.6	18	1.5	10	0.8	63	5.1	981	79.3

**Question 19:** **total number of respondents to question: 1,232**

How often do you shop at the following locations?

	<i>Daily</i>		<i>Weekly</i>		<i>Monthly</i>		<i>Less frequently</i>		<i>Never</i>	
		<i>%</i>		<i>%</i>		<i>%</i>		<i>%</i>		<i>%</i>
Pangbourne	469	38.1	589	47.8	84	6.8	44	3.6	17	1.4
Savacentre	9	0.7	289	23.5	258	20.9	353	28.7	214	17.4
Waitrose at Tilehurst	23	1.9	428	34.7	227	18.4	223	18.1	223	18.1
Wallingford	1	0.1	16	1.3	77	6.3	311	25.2	682	55.4
Reading	29	2.4	287	23.3	467	37.9	307	24.9	58	4.7
Newbury	2	0.2	19	1.5	76	6.2	350	28.4	639	51.9
Other	13	1.1	59	4.8	41	3.3	73	5.9	61	5.0



**Question 20:**
**total number of respondents to question: 1,226**

Are you aware of what is available at the following places?

	Yes		No		Not Interested	
		%		%		%
Pangbourne Village Hall	721	58.8	415	33.8	48	3.9
Dolphin Centre	501	40.9	482	39.3	161	13.1
Recreation Ground	763	62.2	267	21.8	121	9.9
Working Men's Club	490	40.0	441	36.0	229	18.7
Pangbourne Volunteer Centre	302	24.6	659	53.8	180	14.7
Boathouse Surgery	1,092	89.1	94	7.7	20	1.6
Library	913	74.5	187	15.3	57	4.6
St James the Less Church	649	52.9	279	22.8	225	18.4
St Bernadette's Church	283	23.1	460	37.5	379	30.9
Dorman Rooms at St Bernadette's	243	19.8	534	43.6	342	27.9

**Question 21:**
**total number of respondents to question: 1,093**

Would you support the following further development of Pangbourne Village Hall?

	%	
<i>Tick not more than 3</i>		
Pangbourne Volunteer Centre/Information Office	647	59.2
Parish Council office	345	31.6
Room for youth activities (uniformed groups)	602	55.1
Stage	368	33.7
No development needed	208	19.0
Other	30	2.7

**Question 22:**
**total number of respondents to question: 1,200**

Would you use the following information services if provided in Pangbourne?

	Yes		No		Not Applicable		Don't Know	
		%		%		%		%
Citizens' Advice Bureau	528	44.0	348	29.0	61	5.1	177	14.8
Employment services	198	16.5	558	46.5	219	18.3	83	6.9
Benefits advice	219	18.3	515	42.9	227	18.9	107	8.9
West Berks Council local office	527	43.9	334	27.8	46	3.8	185	15.4
Improved opening times at the Library	557	46.4	324	27.0	64	5.3	143	11.9
Travel Information	576	48.0	349	29.1	42	3.5	124	10.3
Internet/computer cafe	188	15.7	669	55.8	77	6.4	114	9.5
Broadband/ASDL availability	287	23.9	376	31.3	57	4.8	316	26.3

**Question 23:**
**total number of respondents to question: 1,143**

How do you rate the facilities and equipment at the following playgrounds?

	good		reasonable		poor		no opinion	
		%		%		%		%
Recreation Ground	367	32.1	382	33.4	49	4.3	316	27.6
Bourne Road	53	4.6	173	15.1	127	11.1	723	63.3
Kennedy Drive Play Area	26	2.3	113	9.9	187	16.4	750	65.6
Working Men's Club Play Area	145	12.7	204	17.8	63	5.5	680	58.5

**Question 24:**
**total number of respondents to question: 1,125**

Do you think that any of the following measures are needed?

	%	
<i>Tick not more than 3</i>		
A greater police presence	941	83.6
Better consultation between police & local people	636	56.5
A neighbourhood watch in your area	345	30.7
More drug/drink education/prevention	373	33.2
Closed Circuit TV	405	36.0

**PEOPLE AND THE COMMUNITY**(Questions 1 – 7, asked of the household;  
8 – 43 asked of individuals over 11 in the household)**Question: 35****total number of respondents to question: 1,056**

Does a relative, friend or neighbour help you with the following?

*Tick not more than 3*

		%
Dressing	5	0.5
Bathing	11	1.0
Cooking	24	2.3
Housework	48	4.5
Shopping	84	8.0
Collecting medicines on prescription	62	5.9
Taking you to the surgery/hospital	72	6.8
Not applicable	920	87.1

**Question: 36****total number of respondents to question: 632**

Is there a need for any of the following in Pangbourne?

*Tick not more than 3*

		%
Respite care	170	26.9
Nursing home	216	34.2
Sheltered housing	219	34.7
Day centre	288	45.6
Residential provision for people with disabilities/elderly	322	50.9
Other	14	2.2

**Question: 37****total number of respondents to question: 1,061**

How do you rate the social facilities in Pangbourne for the following?

	<i>good</i>		<i>reasonable</i>		<i>poor</i>		<i>no opinion</i>	
		%		%		%		%
Pre-school children	241	22.7	130	12.3	41	3.9	492	46.4
Primary school children	237	22.3	137	12.9	69	6.5	467	44.0
Secondary school children 11-13	61	5.7	123	11.6	239	22.5	467	44.0
Secondary school children 14-17	42	4.0	88	8.3	316	29.8	444	41.8
Young people 18-25	38	3.6	151	14.2	347	32.7	366	34.5
Adults 26-60	120	11.3	357	33.6	153	14.4	291	27.4
Adults over 60	85	8.0	228	21.5	134	12.6	484	45.6
Disabled	12	1.1	47	4.4	185	17.4	598	56.4

**Question: 38****total number of respondents to question: 672**

Which of the following do you/would you attend or would help organise?

	<i>do attend</i>		<i>would attend if available</i>		<i>would help organise</i>	
		%		%		%
Gardening club	79	11.8	84	12.5	3	0.4
Drama group	28	4.2	55	8.2	6	0.9
Art club	64	9.5	56	8.3	5	0.7
Music society	49	7.3	72	10.7	5	0.7
History society	60	8.9	72	10.7	4	0.6
Other youth activities	13	1.9	23	3.4	10	1.5
Skateboard facility	17	2.5	41	6.1	7	1.0
Creative arts for children	22	3.3	46	6.8	17	2.5
Local entertainments group	40	6.0	43	6.4	3	0.4
Adult education classes	159	23.7	184	27.4	3	0.4
Other adult sports activities	123	18.3	122	18.0	11	1.6

**Question: 39****total number of respondents to question: 1,201**

Where do you usually get information about events taking place in Pangbourne?

<i>Tick not more than 3</i>		%
Pangbourne Magazine	1,077	89.7
Church Magazine	194	16.2
Village Hall and other notice boards	333	27.7
Library	196	16.3
Post Office	55	4.6
Shop windows	410	34.1
Newbury Weekly News	36	3.0
Reading Chronicle	118	9.8
Reading Evening Post	75	6.2
Free paper	91	7.6
Friends and neighbours	473	39.4
Other	27	2.2

**TRAFFIC, PUBLIC TRANSPORT AND PEDESTRIANS**  
 (Questions 1 – 7, asked of the household;  
 8 – 43 asked of individuals over 11 in the household)

**Question 7:****total number of households: 704**

How many roadworthy vehicles are kept by your household?

Cars	944
Motor bikes	30
Specially adapted vehicles	2
Commercial vehicles	21
Bicycle (used at least once a week)	167

**Question 25:****total number of respondents to question: 576**

Which of the following is your major means of transport?

		%
Car	491	85.2
Bicycle	13	2.3
Bus	17	3.0
Community Bus	1	0.2
Coach	0	0.0
Train	44	7.6
Other	10	1.7

**Question 26:****total number of respondents to question: 1,211**

Which of the following services do you use?

		%
Bus	205	16.9
Train	929	76.7
Coach	25	2.1
Community Bus	7	0.6
Taxi	418	34.5
None	181	14.9

**Question: 27****total number of respondents to question: 1,102**

Would you use bus services if there were improvements in the following?

<i>Tick not more than 3</i>		%
Routes	418	37.9
Timetable	515	46.7
Cost	190	17.2
Reliability	438	39.7
Location of bus stops	71	6.4
Access for those with disabilities/pushchair	56	5.1
No opinion	416	37.7

**Question: 28****total number of respondents to question: 1,150**

If you have daytime access to a vehicle, what do you use it for?

<i>Tick not more than 3</i>		<i>%</i>
Business journeys	270	23.5
Transport to work	400	34.8
Transporting children to school	105	9.1
Shopping	825	71.7
Leisure	790	68.7
Other	54	4.7
Not applicable	119	10.3

**Question: 29****total number of respondents to question: 1,204**

Do you think that the traffic problems in Pangbourne are related to any of the following?

<i>Tick not more than 3</i>		<i>%</i>
General congestion	681	56.6
Lack of parking	349	29.0
Lorry traffic	471	39.1
Commuter traffic and parking	636	52.8
Pedestrian/vehicle conflict	56	4.7
Traffic speed	131	10.9
School run	584	48.5
Lack of public transport	238	19.8
Other	29	2.4

**Question: 30****total number of respondents to question: 1,143**

Would you support the following traffic measures in Pangbourne?

<i>Tick not more than 3</i>		<i>%</i>
Extension of the 30 mph speed limits	260	22.7
20 mph speed limit in the village	410	35.9
Traffic calming	289	25.3
Children at play signs	108	9.4
More road warning signs	78	6.8
More speed cameras	254	22.2
More school buses	175	15.3
Walking school buses	334	29.2
Better traffic regulation	330	28.9
None of the above	146	12.8

**Question: 31****total number of respondents to question: 928**

Do you encounter difficulties with any of the following in Pangbourne?

<i>Tick not more than 3</i>		<i>%</i>
Uneven/narrow pavements	559	60.2
Poorly sited/lack of dropped kerbs	135	14.5
Obstructions on pavements (placards/tubs)	111	12.0
Parked vehicles on pavements	603	65.0
Lack of seats	100	10.8
Access to station	62	6.7
Access to shops premises	58	6.3
Height of shelves in shops	58	6.3
Size of print in shops	18	1.9
Access to the River Meadow	56	6.0
Access to the Recreation Ground	58	6.3



**Question: 32** **total number of respondents to question: 1,221**

Are public parking facilities in Pangbourne?

<i>Tick one box only</i>		<i>%</i>
Good	152	12.4
Reasonable	536	43.9
Poor	441	36.1
No opinion	92	7.5

**Question: 33** **total number of respondents to question: 1,064**

Would you like to see stricter enforcement of parking in streets and car parks in Pangbourne?

<i>Tick not more than 3</i>		<i>%</i>
In car parks	95	8.9
In short-term parking spaces	123	11.6
In disabled parking spaces	162	15.2
On pavements	631	59.3
By delivery vehicles in peak traffic periods	694	65.2
On double yellow lines	580	54.5
Other	62	5.8

**Question: 34** **total number of respondents to question: 1,187**

Would you like to see any of the following in Pangbourne?

	<i>Yes</i>		<i>No</i>		<i>No Opinion</i>	
		<i>%</i>		<i>%</i>		<i>%</i>
Cycle lanes to Purley/Theale	528	44.5	139	11.7	219	18.4
Footpaths to Purley/Theale	465	39.2	117	9.9	242	20.4
Better street lighting in darker areas in Pangbourne	751	63.3	96	8.1	100	8.4
Pedestrian crossing at the station	542	45.7	195	16.4	176	14.8
Pedestrian crossing at the school	528	44.5	154	13.0	177	14.9
Traffic islands	165	13.9	399	33.6	208	17.5
Mini-roundabouts	59	5.0	525	44.2	173	14.6
A by-pass	446	37.6	401	33.8	79	6.7
Wider footpaths	348	29.3	279	23.5	182	15.3
Pedestrianisation	184	15.5	480	40.4	10.9	10.9

**ENVIRONMENT AND DEVELOPMENT**

(Questions 1 – 7, asked of the household;  
8 – 43 asked of individuals over 11 in the household)

See also Services and Facilities, Question 17, local authority improvements to Pangbourne.

**Question 5:** **total number of households: 704**

Is any individual in your household, or your whole household, currently looking for alternative accommodation?

		<i>%</i>
Whole family	37	5.3
Son/daughter	38	5.4
Parents	1	0.1
Other	4	0.6

**Question 6:** **total number of households: 704**

If your household/individual is unable to move to accommodation of the type needed, is this because?

		%
Price	53	7.5
Lack of suitable property to buy	36	5.1
Lack of local authority/housing association homes	15	2.1
Lack of private rented accommodation	4	0.6
Lack of physically accessible stock	1	0.1
No suitable sheltered housing	4	0.6
Other	11	1.6

**Question 12:** **total number of respondents to question: 1,178**

What kind of accommodation do you think Pangbourne needs?

<i>Tick not more than 3</i>		%
Homes for young people	450	38.2
Large family homes	95	8.1
Small family homes	393	33.4
Homes for single people	188	16.0
Executive homes	50	4.2
Affordable (shared ownership) homes	305	25.9
Homes for people with disabilities/elderly	127	10.8
No further homes are needed	379	32.2
Other	19	1.6

**Question 13:** **total number of respondents to question: 1,172**

What type(s) of housing development would be acceptable in Pangbourne?

<i>Tick not more than 3</i>		%
None	227	19.4
Single dwellings in planned locations	388	33.1
Small group(s) of less than 10 dwellings	410	35.0
Carefully designed larger group(s)	66	5.6
Conversion of redundant buildings	714	60.9
Expansion on the edge of Pangbourne	113	9.6
Other	22	1.9

**Question 14:** **total number of respondents to question: 1,228**

How important are the following features of the surrounding countryside to you?

	<i>very important</i>		<i>important</i>		<i>not very special</i>		<i>no opinion</i>	
		%		%		%		%
Small woods	734	59.8	296	24.1	34	2.8	21	1.7
Forests	479	39.0	308	25.1	149	12.1	71	5.8
Hedges	582	47.4	327	26.6	103	8.4	47	3.8
Meadows and green fields	905	73.7	219	17.8	13	1.1	7	0.6
Allotments	183	14.9	274	22.3	342	27.9	220	17.9
Footpaths and bridleways	714	58.1	313	25.5	45	3.7	19	1.5
Rivers Pang, Bourne & Thames	986	80.3	145	11.8	4	0.3	13	1.1
A green belt between Pangbourne & surrounding villages	973	79.2	108	8.8	24	2.0	25	2.0

**Question 15:**
**total number of respondents to question: 1,237**

What do you think could be done with the local roads, lanes and paths to make the countryside more attractive?

	Yes		No		Don't Know	
		%		%		%
Keep roadside verges mown and tidy	887	71.7	161	13.0	57	4.6
Stop vehicle damage to road verges	891	72.0	77	6.2	110	8.9
Let roadside verges grow for wildlife	416	33.6	442	35.7	151	12.2
Litter collection	1,087	87.9	13	1.1	17	1.4
Signpost paths and bridleways	850	68.7	76	6.1	88	7.1
Repair gates stiles and bridges	936	75.7	44	3.6	61	4.9
Open more footpaths and bridleways	542	43.8	302	24.4	165	13.3
Remove unnecessary sign posts	675	54.6	170	13.7	171	13.8
Make paths accessible to those with disabilities	759	61.4	106	8.6	186	15.0
Reduce traffic	832	67.3	104	8.4	132	10.7

**MISCELLANEOUS**

(Questions 1 – 7, asked of the household;  
8 – 43 asked of individuals over 11 in the household)

**Question: 40**
**total number of respondents to question: 1,202**

How is the quality of life in Pangbourne compared to 10 years ago?

		%
Better	124	10.3
Worse	292	24.3
The same	411	34.2
Don't know	375	31.2

**Question: 41**
**total number of respondents to question: 1,189**

How would you like Pangbourne to develop?

		%
<i>Tick not more than 3</i>		
As a working community	490	41.2
As a retirement community	83	7.0
As a commuter community	71	6.0
As a tourist centre	192	16.1
To stay as it is	734	61.7
None of these	58	4.9

**Question: 42**
**total number of respondents to question: 1,187**

Would you be prepared to pay a slightly higher council tax to meet some of the needs of Pangbourne?

		%
Yes	401	33.8
No	630	53.1
No opinion	156	13.1

**Question: 43**
**total number of respondents to question: 1,128**

If suggestions raised by the questionnaire require money for implementation, where should that money come from?

		%
<i>Tick not more than 3</i>		
Private contributions	345	30.6
Small council tax increases	382	33.9
Moderate council tax increases	139	12.3
Higher council tax increases	15	1.3
Fundraising	691	61.3
Sponsorship	582	51.6
Other	132	11.7