

MILTON PARISH PLAN

REPORT ON MILTON VILLAGE HOUSEHOLD SURVEY, 2008

INTRODUCTION

The survey was carried out in March/April 2008. Questionnaires were distributed to 1,660 households living in Milton village. Households living in the part of the parish south of the A14 - Chesterton Fen - were not included in the survey. This was because Chesterton Fen has no direct road link with Milton and the residents look to the city for most facilities while the parish plan survey was mainly concerned with the physical fabric of the village itself and its facilities. A total of 897 completed questionnaires were returned, a 55% response rate. This was a good level of response for a survey of this type and similar to that in Parish Plan surveys in other large villages nearby.

The 897 households returning completed questionnaires were broadly representative of the population as a whole, in terms of age and sex, when compared with the 2001 census population, although single young adults appeared to be somewhat under-represented, which is usual in surveys of this type. There was also a balanced mix of residents by the length of time they had lived in the village. There were 1,776 individual responses, 1,518 from individuals aged 20 and over and 258 from individuals aged under 20. Most of the analysis that follows is based on the responses of individuals aged 20 and over ("adults"), since responses of younger individuals tended to be partial. However, the experience and views of the under-20s are covered where there is relevant information.

The population of Milton

The households responding to the survey had lived in Milton for an average of just under 17 years; 39% had been in the village for less than 10 years, 30% for between 10 and 20 years and 31% for 20 years or more, with a maximum length of 92 years.

Q.2 - How long has your household lived in Milton?	
Number of years:	% of households
under 1 year	4.0%
1-4 years	17.7%
5-9 years	16.9%
10-19 years	29.5%
20-29 years	13.9%
30-39 years	6.9%
40-49 years	7.6%
50+ years	3.5%
No response	3.1%
<i>Total number of households</i>	897

The average household size of the responding households was 2.45, which is close to the 2001 census figure (2.43). The age and sex structure of the responding households is shown in the next table. Overall, Milton has a fairly balanced population structure in terms of age, close to the national average, but with proportionately more families and young children than South Cambridgeshire as a whole.

Q.3 + 4 – Age and sex structure of respondent households					
	Age	Male	Female	Total	% Total
	0-3	52	37	89	4.0%
	4-10	91	96	187	8.5%
	11-15	73	65	138	6.3%
	16-19	56	41	97	4.4%
	20-29	116	106	222	10.1%
	30-39	152	157	309	14.0%
	40-49	199	208	407	18.5%
	50-59	153	135	288	13.1%
	60-69	108	117	225	10.2%
	70-79	77	89	166	7.5%
	80+	22	52	74	3.4%
	Total	1099	1103	2202	100.0%

Satisfaction with Milton as a place to live

Q.5 – How satisfied are you with Milton as a place to live?		
		% distribution of adult respondents
	Very satisfied	41.0%
	Fairly satisfied	46.2%
	Neither	7.4%
	Fairly dissatisfied	0.5%
	Very dissatisfied	1.1%
	Don't know/no response	3.8%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Nearly nine out of every ten people responding to the survey were satisfied with Milton as a place to live – four out of ten very satisfied. Correspondingly, the level of positive dissatisfaction was very low, expressed by less than 2% of all respondents.

Since much of the rest of the survey was designed to highlight problems with living in Milton, it is worth emphasising that, although the survey shows that there are some problems in the village and greater levels of dissatisfaction with some particular aspects of life in Milton, overall the village is a place where most people are happy to live and large majorities are generally satisfied with the facilities and services available.

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THE PHYSICAL ENVIRONMENT OF MILTON

Appearance of the village

Q.6 – Do you think there are parts of the village, such as buildings, open spaces or roads, where the appearance or state of upkeep could be improved?		
		% distribution of adult respondents
	Yes	53.7%
	No	19.8%
	Don't know/no response	26.5%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Just over half the respondents thought that the physical appearance of the village could be improved. In their replies to Question 7, on the parts of the village that could be improved, many respondents commented on types of area that could be improved, 61 comments mentioning road surfaces, 60 mentioning footpaths and pavements and 43 mentioning play and recreation areas.

Specific parts of Milton with potential for improvement mentioned by substantial numbers of respondents were on and around the Cambridge Road approach to the village (38 comments), the appearance of the Tesco roundabout and its immediate area (24) and the appearance of the industrial estates next to Cambridge Road (64). Tesco and its immediately surrounding area drew negative comments from 60 respondents, with another 34 specifically commenting on the state of the Tesco side entrance and 13 on the paths from Tesco to The Rowans and The Sycamores; many of the comments mentioning litter. The Sycamores recreation ground behind Tesco drew negative comments from 23 households; again, litter and broken glass were of particular concern. The appearance of the High Street, particularly around the shops, could be improved according to 37 respondents and the other major area of concern was Fen Road, particularly beyond the houses, with the state of the road and fly-tipping being mentioned in many of the 47 comments.

Litter and dog mess

Q.8 – Do you have significant problems around the village with litter and dog mess?		
		% distribution of adult respondents
	Yes – many	8.3%
	Yes - a few	36.8%
	No significant	49.6%
	Don't know/no response	5.3%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

The village has mixed views on problems with litter and dog mess in and around the village. Nearly half the respondents thought there was a significant problem with litter and dog mess and one in twelve said that there was a major problem but half said that there was no significant problem at all. The responses didn't show any substantial variation by age or sex.

In answer to Question 9 on the parts of the village where litter and dog mess were a particular problem, 76 respondents mentioned play and recreation areas, including 36 mentioning the Sycamores recreation ground; dog mess and broken glass were particular concerns in these areas. Tesco and its immediately surrounding area were mentioned by 131 respondents, the state of the side entrance being of particular concern. The Country Park was mentioned by 50 respondents. Fen Road was mentioned in 40 questionnaires, with many comments on fly-tipping. Otherwise, the most frequently used streets tended to be mentioned most – with 31 comments on High Street/Cambridge Road and 26 on Butt Lane (with a particular problem from rubbish blowing over from the landfill site).

Environmental problems

Q.10 – Do you experience significant problems from any of the following in Milton?		
		% of adult respondents
	Sewage smell	65.8%
	Cars ‘rat-running’ through village	36.8%
	Noise from traffic	24.5%
	Air pollution from traffic	9.9%
	Air pollution from industry/business	5.7%
	Noise from aircraft	4.9%
	Noise from houses/gardens	4.4%
	Noise from industry/business	2.3%
	Other	6.4%
	<i>Total number of respondents</i>	<i>1518</i>

The survey was taken when the smell from the waste treatment plant on the other side of the A14 was very apparent at times and consequently in the news. Two-thirds of Milton residents, spread across the whole village, thought it was a significant problem – the largest proportion mentioning a single specific problem in all the questions about problems in the survey.

The survey suggests that the other major environmental problem is to do with traffic. Over a third of respondents thought that there was a problem with “rat-running” through the village, a quarter complained about noise from traffic and one in ten was concerned with air pollution from traffic. The impact of the A10 was a particular concern of those living on the west side of the village.

Recycling and waste collection

Q.11 – How satisfied are you with recycling and waste collection facilities in Milton?		
		% distribution of adult respondents
	Very satisfied	21.1%
	Fairly satisfied	51.0%
	Neither	11.6%
	Fairly dissatisfied	9.9%
	Very dissatisfied	3.0%
	Don't know/no response	3.4%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Nearly three-quarters of the respondents were satisfied with recycling and waste collection in Milton and one in five was very satisfied. Set against this broad vote of confidence in these services, there was a significant minority –around one person in every eight – that was dissatisfied. Taking into account the answers to the next question, this minority dissatisfaction appears to be focused on holiday arrangements (particularly Christmas) and the frequency of waste collections (particularly in summer). There was also significant dissatisfaction with the state of the recycling facilities at Tesco.

Q.12 – Do you think that any of the following would significantly improve recycling and waste collection in Milton		
		% of adult respondents
	More types of doorstep collection	70.6%
	Better holiday arrangements	34.9%
	Recycling at Tesco improved	33.6%
	Larger objects collection	26.6%
	More frequent collection	22.0%
	More recycling points	17.6%
	Better information	13.4%
	Other	4.7%
	<i>Total number of respondents</i>	<i>1518</i>

The recent introduction of doorstep recycling of plastics by the district council should have satisfied much of the large demand for improvements in this service recorded in the survey. The request of more than a quarter of respondents for improved collection services for disposing of larger objects should also be noted. As elsewhere in this survey, there is a demand for better information, which may partly tie in with the difficulties over holiday arrangements.

Environmental schemes

Q.13 – Would you be willing to take part in or support any of the following environmental schemes if they were introduced in Milton?		
		% of adult respondents
	Ban on use of plastic bags by shops	53.8%
	Schemes to reduce energy-use in homes	40.8%
	Solar-panels on houses	38.2%
	Wind-turbines on houses	18.6%
	Car-sharing/pooling	8.9%
	Other	2.4%
	<i>Total number of respondents</i>	<i>1518</i>

Local schemes to reduce the use of plastic bags were in the news at the time of the survey and just over half of respondents expressed their support for such schemes. Around four in ten also backed schemes to reduce energy-use in the home and the use of solar-panels. There was less - but still significant - support for the use of wind-turbines on houses. Several respondents quite reasonably pointed out that the question of who paid for schemes involving physical changes to houses needed to be asked, particularly for those living in rented accommodation.

It should be noted that, even though the proportion of respondents favouring car-sharing or pooling schemes was relatively low, there were still 135 individuals in the village expressing support for such schemes, a sufficient number to make small-scale schemes viable.

MILTON AS A COMMUNITY

How could Milton be made a better community?

Q.14 – How could Milton be made a better community in which to live?		
		% of adult respondents
	More/better information about activities in village	31.3%
	Welcome packs and other welcoming activities for newcomers	27.1%
	More activities organised for village	22.7%
	More/better information about parish council and its meetings	14.4%
	More opportunities to take part in decision-making affecting village	13.1%
	More/better information about activities of local government and councils	13.0%
	Welcome, information and help with English language for people from abroad	7.4%
	Other	4.2%
	<i>Total number of respondents</i>	<i>1518</i>

Around three in ten people thought that there was a need for more and better information on village activities and for welcome packs for newcomers, which would, of course, mainly include information on local services and facilities. This response ties in with significant demands for more information across the whole of this survey.

Nearly a quarter of respondents would like to see more activities organised for the village as a whole. There was a small but not insignificant minority of respondents – 10%-15% - who would like more information on and more involvement in local democracy and decision-making.

When asked about the main places where information on village activities was sought (Question 15), 61% of those who responded mentioned the Village View, 30% mentioned the internet, 30% notice boards, 16% the post office, 14% the community centre and 13% newspapers.

Use of the Community Centre

Q.16 – How often do you use the Community Centre in Coles Road?		
		% distribution of adult respondents
	At least once a week	9.7%
	A few times a month	3.7%
	Occasionally	41.0%
	Never	40.5%
	No response	5.1%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Only one in eight adult respondents used the community centre at all regularly. There was substantial use of the centre for occasional events, including private parties, but four out of ten adults never made use of the centre. When asked which activities the community centre was used for (Question 17), functions such as discos and parties were mentioned most frequently (124 mentions), followed by children's activities (76), indoor and outdoor sports (55) and scouts, guides, etc (53). What can be broadly described as social or club activities (including WI and Over 60s) were mentioned by 50 respondents, keep fit by 37, fund-raising events by 34, dancing by 31 and slimming by 26.

The survey recorded greater use of the Community Centre among children and young people, reflecting the number of organised activities that take place there for these age-groups. Proportions using the centre at least once a week were 23% among the under-4s, 47% among the 4-10s and 34% among the 11-15s. Above the age of 16, however, use fell to a slightly lower level than that among adults.

Use of Outdoor Recreation facilities

Q.18 – How often do you use the outdoor recreation facilities in Milton?		
		% distribution of adult respondents
	At least once a week	12.7%
	A few times a month	9.8%
	Occasionally	26.9%
	Never	45.5%
	No response	5.1%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Regular use of the outdoor recreation facilities – recreation grounds, playing fields and courts – in Milton was slightly higher than that of the community centre but, even so, nearly half of all adults in Milton claimed never to use such facilities.

Again, use among children and young people was much higher, with 36% of 0-3 year-olds, 45% of 4-10s, 33% of 11-15s and 16% of 16-18s recorded as using the outdoor recreation facilities at least once a week.

Use of the Country Park

Q.19 – How often do you visit the Country Park?		
		% distribution of adult respondents
	At least once a week	22.0%
	A few times a month	25.6%
	Occasionally	45.5%
	Never	5.4%
	No response	1.5%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Use of the country park was much greater than that of the other community facilities in Milton, with very few respondents claiming never to visit it. Among users of the country park, the relatively large proportion of people visiting it for children’s activities is noticeable.

Q.20 – If you visit the Country Park, what do you mainly go to do?		
		% of adult respondents
	Enjoy nature and surroundings	65.1%
	Exercise yourself	49.9%
	Take children or visit play area	31.0%
	Exercise your dog	12.7%
	Fish	1.8%
	Other	4.6%
	<i>Total number of respondents</i>	<i>1518</i>

Encouraging more use of community facilities in Milton

Q.21 – What are the main things that would most encourage you to use community and recreation facilities more?		
		% of adult respondents
	Better information on facilities and events	23.5%
	More activities that interest me	22.1%
	More activities organised in the evening	15.9%
	More activities organised at weekends	15.4%
	More or better indoor facilities/buildings	14.3%
	More or better outdoor facilities	9.6%
	More activities organised during day	8.4%
	Other	2.6%
	<i>Total number of respondents</i>	<i>1518</i>

Roughly four out of every ten respondents would make greater use of the community and recreation facilities in Milton if more activities were organised at times that suited them better, mainly evenings and weekends. One in five would be attracted by more activities that interested them. Again, a significant demand for more information should be noted.

A wide range of activities that people would like to see at the Community Centre was listed in answer to Question 22. When grouped into broad categories, 150 people mentioned some form of exercise class or similar activity; 120 mentioned a sport and 66 some form of dancing class or activity. Among more sedentary activities, some form of art class or activity was mentioned by 37, craft by 21 and language classes by 44 people. There was quite a long list of specific activities and clubs that would attract half a dozen people or more (see Appendix 1). Quite a few of these activities already exist in Milton. It is possible that some people are not aware of existing activities but quite a few respondents said they would like to take part in an activity at a different time from the existing provision. An increase in the provision of activities for children and families was also mentioned by 25 respondents.

Crime and disorder

Q.23 – Do you think there are significant problems with crime and/or disorder in Milton?		
		% distribution of adult respondents
	Yes – many	4.2%
	Yes - a few	40.0%
	No significant	42.0%
	Don't know/no response	13.8%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Although nearly half of the respondents thought there were some problems with crime and/or disorder in Milton, fewer than one in twenty thought that there were many problems with crime and/or disorder in Milton and four out of ten thought there was no significant problem at all. Compared with other communities, this response reflects the fact that Milton is a relatively safe place to live.

Contacting the police

Q.24 – Have you ever experienced any difficulty in contacting the police to report a crime or a problem in Milton?		
		% distribution of adult respondents
	Yes	8.2%
	No	39.3%
	Don't know/no response/never needed to	52.5%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

This response suggests that there is a small but significant issue in Milton about difficulties in contacting the police.

Crime and disorder issues

Q.25 – From your experience, do any of the following crime or disorder issues particularly cause you concern in Milton?				
		% of adult respondents	% respondents aged 11-19	% respondents aged 70+
	Security of cars parked in the street	26.4%	12.7%	11.4%
	Groups of young people causing trouble	23.0%	14.6%	11.4%
	Vandalism/graffiti	18.8%	21.0%	10.9%
	Security of your home	18.7%	8.9%	15.3%
	Safety on the streets at night	16.3%	19.7%	17.0%
	Alcohol misuse	13.2%	9.6%	8.7%
	Safety of children/young people	9.4%	10.8%	6.1%
	Other	6.9%	4.5%	3.1%
	Illegal drug use	6.0%	8.9%	1.3%
	Bogus/threatening callers at the door	5.7%	4.5%	7.9%
	Safety on the streets during day	2.8%	3.8%	5.2%
	<i>Total number of respondents</i>	<i>1518</i>	<i>157</i>	<i>229</i>

The response to the question on crime and disorder issues suggests that there is no single outstanding problem in Milton and that concern about these issues is less widespread than in many other parts of the country. There was most concern among adults as a whole about the security of cars parked outside and about the behaviour of young people, both issues that had received recent publicity at the time of the survey, but even then only around a quarter of respondents singled these issues out. Security of homes and vandalism/graffiti were the next most significant issues, followed by the issues of safety on the streets at night and alcohol misuse.

There were some differences in the responses of the various age-groups on these issues - to an extent reflecting the different priorities of the old and young - but the differences weren't major. The most important issues for older people were safety on the streets at night (17%) and the security of their homes (15%). The most important issues for teenagers were vandalism (21%) and, again, safety at night (20%).

Personal safety in Milton

Q.26 – Are there parts of Milton where you don't feel safe?		
		% distribution of adult respondents
	Yes	19.0%
	No	56.0%
	Don't know/no response	25.0%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Nearly one in five of adult respondents didn't feel safe somewhere in or around Milton. There was little significant difference by the age or sex of respondents; if anything, older and young people felt slightly safer outside in Milton than other age-groups. In answer to Question 27, 83 people generally felt unsafe after dark and 17 in badly lit places. The specific parts of Milton where respondents didn't feel safe that were mentioned most frequently were the Tesco side entrance (94 mentions) and elsewhere outside Tesco (43), the country park (23), down Fen Road and by the river (15) and on the A14/A10 cycle/pedestrian bridges (12).

Neighbourhood Watch

Q.28 – Are you involved in a neighbourhood watch scheme?		
		% distribution of adult respondents
	Yes	23.8%
	No	67.4%
	Don't know/no response	8.8%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

It is possible that respondents included informal schemes in their answers; there were some comments to this effect in the questionnaires. Taking the answers to questions 28 and 29 together, nearly two-thirds of respondents were either already involved in neighbourhood watch schemes or would like to be involved.

Q.29 – If you are not involved, would you be willing to join a neighbourhood watch scheme?		
		% distribution of adult respondents
	Yes	41.4%
	No	21.0%
	Don't know/no response	37.6%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

FACILITIES AND SERVICES IN MILTON

Facilities and Activities for Children and Young People in Milton

Q.30 – Are you satisfied with the provision for facilities and activities for children and young people in Milton?		
		% distribution of adult respondents
	Very satisfied	7.5%
	Fairly satisfied	25.0%
	Neither	16.9%
	Fairly dissatisfied	3.6%
	Very dissatisfied	0.5%
	Don't know/no response	46.5%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Nearly half of the adult respondents did not answer this question. It can be assumed that this was mainly because they had had no recent experience of use of these facilities either by themselves or by any children or young people known to them. When definite responses only are analysed, it is clear that general levels of satisfaction are high and dissatisfaction relatively low. This is confirmed by the responses of those with children in their households, shown in the next table. Dissatisfaction was highest among adults with children aged 11-15 (11% dissatisfied), followed by adults with young people aged 16-19 in their family (7% dissatisfied).

Q.30A – Are you satisfied with the provision for facilities and activities for children and young people in Milton?		% distribution of adult respondents with children aged:			
		0-3	4-10	11-15	16-18
	Very satisfied	6.2%	12.8%	11.0%	14.8%
	Fairly satisfied	51.9%	55.9%	50.0%	38.3%
	Neither	24.0%	18.1%	20.5%	21.0%
	Fairly dissatisfied	3.1%	5.3%	9.0%	6.2%
	Very dissatisfied	0.0%	0.0%	1.5%	1.2%
	Don't know/no response	14.8%	7.9%	8.0%	18.5%
	Total %	100.0%	100.0%	100.0%	100.0%
	<i>Total number of respondents</i>	<i>129</i>	<i>227</i>	<i>200</i>	<i>162</i>

The next table shows the responses of children and young people to Question 30. Children were in general slightly less satisfied than their parents with provision for their activities within the village, although only around one in ten was actually dissatisfied. Again, it was in relation to children aged 11-15 that there was least satisfaction (16% dissatisfied), followed by young people aged 16-19 (12% dissatisfied).

Q.30B – Are you satisfied with the provision for facilities and activities for children and young people in Milton?		% distribution of children and young people responding aged:		
		4-10	11-15	16-18
	Very satisfied	11.6%	15.6%	7.4%
	Fairly satisfied	33.3%	34.4%	36.8%
	Neither	6.4%	18.9%	19.1%
	Fairly dissatisfied	6.4%	10.0%	8.8%
	Very dissatisfied	0.0%	5.6%	2.9%
	Don't know/no response	42.3%	15.5%	25.0%
	Total %	100.0%	100.0%	100.0%
	<i>Total number of respondents</i>	78	90	68

The next two tables show the responses to the question about ways to improve facilities and activities for children and young people in Milton. Responses are again shown for all adult respondents, for respondents with children and for children and young people themselves.

Among adults, the strongest demand was for more information on activities, for more activities organised for all age-groups, including families as a whole, and for more places for young people to hang around informally. Children and young people generally had the same priorities, although it is noticeable that they put more emphasis than adults on having more or better places to play and be active. Among 11-15 year-olds, in particular, this emphasis probably reflected problems with inadequate numbers of playing fields at the time of the survey.

Q.31 – From your experience, in what ways could facilities and activities for children and young people be most improved?			
		% of adult respondents	% of adult respondents with children
	More places for young people to hang around informally	18.5%	28.3%
	More activities organised for young people	17.3%	28.3%
	More information on existing activities and services	15.2%	29.6%
	More activities for organised for whole families	13.4%	27.9%
	More activities organised for children	12.0%	24.2%
	More or better play areas for children	11.3%	23.0%
	More holiday clubs and activities	10.5%	21.4%
	More activities organised at Youth Centre	10.3%	14.4%
	More or better recreation areas, playing fields & courts	9.6%	18.9%
	Drop-in sessions at Youth Centre	9.2%	14.4%
	More childcare or nursery facilities	5.9%	11.9%
	Other	2.2%	3.5%
	<i>Total number of respondents</i>	1518	1261

Q.31A – From your experience, in what ways could facilities and activities for children and young people be most improved?		% of children and young people responding aged:		
		4-10	11-15	16-19
	More places for young people to hang around informally	10.3%	34.4%	22.1%
	More activities organised for young people	6.4%	31.1%	19.1%
	More information on existing activities and services	14.1%	25.6%	13.2%
	More activities for organised for whole families	23.1%	23.3%	8.8%
	More activities organised for children	29.5%	20.0%	7.4%
	More or better play areas for children	28.2%	17.8%	8.8%
	More holiday clubs and activities	16.7%	22.2%	7.4%
	More activities organised at Youth Centre	3.8%	21.1%	10.3%
	More or better recreation areas, playing fields & courts	23.1%	33.3%	26.5%
	Drop-in sessions at Youth Centre	6.4%	20.0%	7.4%
	More childcare or nursery facilities	3.8%	3.3%	1.5%
	Other	0.0%	3.3%	2.9%
	<i>Total number of respondents</i>	78	90	68

Facilities and services for older people and those with special needs

Q.32 – Are you satisfied with the provision of facilities and services for older people and for those with special needs in Milton?				
	Very satisfied	6.8%	8.3%	25.0%
	Fairly satisfied	15.2%	35.7%	29.2%
	Neither	14.4%	17.8%	12.5%
	Fairly dissatisfied	1.0%	3.2%	1.4%
	Very dissatisfied	0.3%	0.6%	1.4%
	Don't know/no response	62.3%	34.4%	30.5%
	Total %	100.0%	100.0%	100.0%
	<i>Total number of respondents</i>	1518	157	72

Even fewer respondents in the population as a whole felt qualified to comment on facilities and services for older people and for those with special needs. Again, though, when “no comment” responses were taken out, general levels of satisfaction were high. Among the older age-groups, there was still a significant level of non-response but levels of dissatisfaction among those actually replying to the question were again very low.

In answers to Question 33 (next table), two ways of improving services for older people in particular stand out from the survey responses – improved information on services available and an increase in services provided at home.

Q.33 – From your experience, in what ways could facilities for older people and for those with special needs in Milton be improved?			
		% of adult respondents	% of respondents aged 70+
	More information on existing services available	17.0%	31.0%
	More services at home	10.5%	26.6%
	More home care	7.4%	11.4%
	Better means of transport and getting around outside the home	5.9%	4.8%
	More day centres	5.7%	6.1%
	Better access into and around shops & other buildings	5.5%	4.4%
	More respite care	5.0%	6.1%
	More meals on wheels	3.8%	7.4%
	Other	1.7%	2.2%
	<i>Total number of respondents</i>	<i>1518</i>	<i>229</i>

Health services

Q.34 – Are you satisfied with the health services available in Milton?		
		% distribution of adult respondents
	Very satisfied	37.7%
	Fairly satisfied	34.4%
	Neither	8.4%
	Fairly dissatisfied	3.2%
	Very dissatisfied	0.7%
	Don't know/no response	15.6%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Again, satisfaction with the health services available in Milton is very high, with fewer than one in twenty dissatisfied.

Q.35 – If any of the following health services and facilities were introduced in Milton, would you make significant use of them?		
		% of adult respondents
	Dentist in village	61.7%
	Surgeries later in the evening	45.4%
	Surgeries at weekends	42.7%
	More minor medical procedures at surgery	28.3%
	Other	4.2%
	<i>Total number of respondents</i>	<i>1518</i>

Residents of Milton were very enthusiastic about the idea of having a dentist in the village, although some specified that it should be an NHS service. This may reflect difficulties with gaining access to an NHS dentist in Cambridge as well as the accessibility of the nearest existing dentists, particularly for those dependent on public transport.

Demand for extended surgery hours is substantial. However, there is some suggestion in the data that requests for weekend surgeries reflect concerns about general issues of ease of access to GP services outside normal hours rather than simply personal convenience; 23% of respondents aged 70 and over, for instance, would like weekend surgeries.

Use of shops and businesses in Milton

Q.36 – Which of the following shops, businesses and facilities in Milton do you use?		
		% of adult respondents
	Tesco	95.3%
	Post Office	85.1%
	Doctors' Surgery	77.9%
	One Stop Convenience Stores	72.1%
	Take-aways and restaurants	65.6%
	Pubs	52.6%
	Cambridge Building Society	43.9%
	Hairdressers and similar services	42.0%
	Other shops	28.9%
	Veterinary Surgery	25.2%
	Places of worship	19.6%
	Mobile library	9.5%
	Phone boxes	1.8%
	<i>Total number of respondents</i>	<i>1518</i>

Use of local shops and facilities among respondents is high, particularly use of the local Post Office and Doctors' Surgery and there is demand for extension of services available at the Post Office. The answers to Questions 36 and 38 suggests a strong desire to be able to do all basic shopping in the village (outside Tesco) and even to have choice within that local provision. When asked what new shops respondents would like to see in Milton, the most frequently mentioned were: butcher (108 mentions), greengrocer (63), baker (36), DIY/hardware (34), bike shop, including repair (18), fishmonger (14) and video/DVD shop, including rental (12). Other facilities most mentioned were various types of café or restaurant (61), bank (45), library (27), gym (19) and swimming pool (15).

TRAFFIC AND TRANSPORT

Traffic & transport: walking

Q.39 - How often do you walk around the village?		
		% distribution of adult respondents
	At least once a week	49.2%
	A few times a month	16.4%
	Occasionally	28.0%
	Never	3.4%
	No response	3.0%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Very few people claim never to walk around the village although only half walk very regularly.

Q.40 – Do any of the following cause significant problems for you when walking around Milton?		
		% of adult walkers
	Behaviour of drivers (incl.speeding)	32.3%
	Overhanging hedges & bushes	30.9%
	Bad parking	29.0%
	Poor state of repair of pavements & roads	21.2%
	Dog mess & litter	20.1%
	Inadequate street lighting	13.0%
	Crossing roads	12.6%
	Width of pavements	12.4%
	Behaviour of cyclists	12.1%
	Lack of clear & joined-up pedestrian routes	6.7%
	Other	4.1%
	<i>Total number of respondents</i>	<i>1416</i>

Walkers have a spread of concerns. The major concern is with driver behaviour in general, with 44% expressing a concern either with behaviour of drivers and/or with bad parking. Otherwise, nearly a third expressed concern about overhanging hedges and bushes and a fifth concern with the state of repair and cleanliness of the surfaces they have to walk on.

When asked about the parts of Milton where they thought there were problems with walking, the respondents named a wide range of streets, finding difficulty with overhanging hedges and bushes in 18 different streets and bad parking in 15. The most mentioned places were Fen Road (36 comments) and Butt Lane (35 comments). The major problems on Fen Road were parking on pavements, the road surface and the lack of pavements and width of the road beyond the built-up area. The major problems on Butt Lane were the width and surface of pavements and the impact of school traffic; bad parking by school traffic was also mentioned in other streets close to the school. There was also some concern about crossing Butt Lane at its junction with High Street, particularly when visibility was obstructed by parked vehicles. The High Street itself was mentioned by 23 households, with concerns about the speed of traffic and difficulties crossing the road (with requests for pedestrian crossings at the Fen Road and Coles Road junctions). The Rowans was mentioned by 25 households, the main concerns being traffic speed and parking (particularly HGVs) affecting visibility.

Nineteen respondents commented on the condition of the alleys linking streets in the Butt Lane-Rowans area (poor lighting, litter, overhanging vegetation and lack of signs) and 15 commented on the poor condition of the path linking The Rowans and The Sycamores to the back of Tesco and the adjoining recreation ground. There was a cluster of problems for pedestrians on Cambridge Road: 15 mentioned problems with the shared cycle path up to the Cycle Bridge (narrowness, cyclists speeding, overhanging vegetation) and 9 mentioned difficulties crossing the industrial estate entrances. The Cambridge Road zebra crossing by Tesco was considered dangerous by 14 respondents – it wasn't well enough marked and lit, drivers failed to stop and the junction with The Rowans caused difficulty for drivers and pedestrians. Various difficulties with pedestrian access to Tesco were mentioned by 16 respondents, particularly via the side entrance.

Traffic & transport: Cycling

Q.42 - How often do you cycle in the village?		
		% distribution of adult respondents
	At least once a week	23.6%
	A few times a month	9.9%
	Occasionally	24.9%
	Never	35.8%
	No response	5.8%
	Total %	100.0%
	<i>Total number of respondents</i>	<i>1518</i>

Use of bicycles in Milton is relatively high. The 24% of adult respondents who cycled at least once a week can be compared with the 19.4% of parish residents at the 2001 census who travelled to work either on foot or by bicycle – the figure for South Cambridgeshire as a whole was 12.5%.

Q.43 – Do any of the following cause significant problems for you when cycling in Milton?		
		% of adult cyclists
	Behaviour of drivers	25.6%
	Bad parking	22.0%
	Lack of clear & joined-up cycle routes	21.5%
	Road junctions & crossing roads	21.3%
	Poor state of repair of surfaces & roads	18.1%
	Width of cycle lanes	12.6%
	Behaviour of pedestrians	4.7%
	Other	4.7%
	<i>Total respondents</i>	<i>880</i>

Nearly half of adult cyclists – 44% - didn't record any significant problem at all. Among those who did, 45% registered a problem related to the cycling infrastructure and 35% a problem related to driver behaviour and parking.

Apart from the condition of Fen Road (commented on in 16 questionnaires), the particular problems recorded by cyclists were concentrated on the Cycle Bridge-Cambridge Road-High Street route. The biggest single problem (58 comments) was the difficulty of access on and off the bridge at the Milton end, particularly because parked vehicles reduced visibility. If cyclists then followed a route on the east side of Cambridge Road, they had to deal with a narrow, shared-use path and crossing the industrial estate entrances – there were 52 comments on the danger of these entrances, particularly because of poor visibility caused by bad parking. If cyclists followed a route north on the west side of Cambridge Road, they had to deal with difficulties on the Tesco roundabout and the narrow, on-the-road, lanes. Cycling problems on the High Street drew 43 comments – mainly on the intermittent cycle lanes and the restricted width of the carriage-way by the shops. Rush-hour traffic also caused difficulties for cyclists using this route.

Traffic & transport: Buses

Q.45 - How often do you use the public bus services going through Milton?		
		% distribution of adult respondents
	At least once a week	16.8%
	A few times a month	14.0%
	Occasionally	38.1%
	Never	27.9%
	No response	3.1%
	Total %	100.0%
	<i>Total respondents</i>	<i>1518</i>

Bus-use in Milton is also relatively high, with less than a third of respondents never using the service.

Q.46 – How satisfied are you with Milton’s bus service?			
		% distribution of adult respondents	% distribution of adult bus-users
	Very satisfied	20.5%	28.2%
	Fairly satisfied	28.0%	38.8%
	Neither	13.4%	16.0%
	Fairly dissatisfied	5.8%	7.4%
	Very dissatisfied	3.6%	3.4%
	Don't know/no response	28.7%	6.2%
	Total %	100.0%	100.0%
	<i>Total number of respondents</i>	<i>1518</i>	<i>1047</i>

Two-thirds of respondents who used the local bus services were satisfied with the services – nearly 30% very satisfied – and only around one in ten users was dissatisfied. This was a comparable level of satisfaction to that with other services in the village and, considering the known problems with maintaining a regular 10-minute service on the Citi2, perhaps higher than might have been expected.

Q.47 – Do any of the following cause significant problems for you when using bus services in Milton?		
		% of adult bus-users
	Reliability and time-keeping	32.5%
	Cost of bus fares	23.9%
	Frequency of service on Sundays	23.2%
	Frequency of service in evenings	21.1%
	Routes & destinations in Cambridge	15.6%
	Lack of information	12.0%
	Condition of bus shelters	9.7%
	Frequency of service during day	7.4%
	Position of bus stops	5.6%
	Other	9.8%
	<i>Total number of respondents</i>	<i>1047</i>

The problems felt most strongly by bus-users were spread across several aspects of the service. The reliability of the service was felt to be a significant problem by a third of bus-users and the cost of fares by nearly a quarter. There was significant demand for extension of services on Sundays and in the evenings. There was also significant demand for different routes and destinations, not only in Cambridge (e.g., faster and direct services to the station, the sixth-form colleges and Addenbrookes) but to and from the surrounding villages as well.

Traffic & transport: Driving

Q.48 - How often do you drive in the village?		
		% distribution of adult respondents
	At least once a week	75.0%
	A few times a month	3.8%
	Occasionally	3.5%
	Never	11.2%
	No response	6.5%
	Total %	100.0%
	<i>Total respondents</i>	<i>1518</i>

Despite the relatively high use of cycles and buses, most Milton adult respondents, except the very old, also used a car locally.

Q.49 – Do any of the following cause significant problems for you when driving in Milton?		
		% of drivers
	A14/A10/Milton interchange	62.6%
	A10/Landbeach Road junction	35.8%
	Behaviour of other drivers	23.6%
	Behaviour of cyclists	12.6%
	Poor state of repair of roads	11.2%
	Other junctions	2.9%
	Behaviour of pedestrians	2.7%
	Other	8.0%
	<i>Total number of respondents</i>	<i>1243</i>

By far the most serious problem that drivers in Milton encounter is getting out of the village onto the A14/A10 interchange, particularly during the morning rush-hour. This was mentioned in many of the written comments as well as being recorded by nearly two-thirds of all drivers in response to question 49, with the demand for traffic lights on the Milton slip road particularly strong. In general, the interchange problem vies with the sewage smell for first place among the grievances of the survey respondents. However, it should be noted that the A10/Humpries Way/Landbeach Road junction is also a significant problem for over a third of drivers. Written comments here emphasise problems with unclear priorities at the junction.

There were 71 comments on driving problems in High Street and Cambridge Road, difficulties caused by rush-hour congestion, traffic-calming measures around the shops, bad parking and cyclists ignoring the cycle path all being mentioned. Other places where ten or more respondents mentioned difficulties were: The Rowans (speed, poor parking reducing visibility, particularly on bends, and learner drivers); buses stopping on the road, particularly outside the Wagon and Horses but also on Landbeach Road and Cambridge Road (south-bound stop by Tesco); Ely Road (speeding and difficult junction with the A10); Fen Road (parking, speeding, width and surface) and Butt Lane (parking, speeding and school traffic).

Q.51 – What would encourage you to use your car less, particularly for local journeys?		
		% of drivers
	Cheaper bus fares	27.5%
	More reliable bus service	22.3%
	Different bus routes/destinations	21.6%
	More frequent buses	15.8%
	Better walking/cycling routes	13.1%
	Road-pricing/congestion charging	7.9%
	Having to pay to park at work	6.0%
	Car-sharing/pooling schemes	3.5%
	Better/safer ways to get children to school	3.5%
	Other	4.9%
	<i>Total number of respondents</i>	<i>1243</i>

Nearly two-thirds of drivers didn't respond to this question at all. Among those who did, "improve the bus-service" was the summary answer to the question, although the 13% who would be encouraged to use their car less by improvements to walking and cycling routes ties in with the significant proportions of walkers and cyclists also asking for improvements to the walking and cycling infrastructure.

Finally

Q.52 – What three things overall do you or your household think would most improve Milton as a place to live?		
		% of households
	Get rid of sewage smell	16.3%
	Deal with traffic problems and rat-running	16.3%
	Put traffic lights for Milton at A14 interchange	8.3%
	Improve A14/A10	7.8%
	Deal with litter and dog mess	6.8%
	Improve public safety and policing	6.6%
	Improve bus service	5.5%
	Provide more shops and facilities in Milton	5.5%
	Provide more recreational activities for young	5.2%
	Improve recycling provision	4.0%
	<i>Total number of households</i>	<i>897</i>

There was a wide spread of replies to this question. The table shows the ten topics that were most frequently mentioned. They generally reflect the priorities already made clear in the responses to the rest of the questionnaire. Taken as a whole, the people of Milton would find the village a much better place to live if the sewage smell were dealt with and local traffic problems were managed better.

APPENDIX 1 – QUESTION 22 – Recreational activities that respondents would join if provided in Milton (3 or more requests)

Dance classes/activities	66
Language classes	44
Art classes	37
Aerobics	24
Exercise	22
Craft groups/classes	21
Yoga	21
Badminton	19
Music club/activity	19
Gym	17
Swimming, incl. pool	13
Football	12
Keep fit	12
Social activities/club	12
Tennis	12
Pilates	11
Running/jogging group	10
Squash	9
Walking group	9
Tai chi	8
Computer	7
Drama	7
Photo	7
Book club	6
Cycling group	6
Historical society	6
Cookery	5
Garden society	5
Martial arts	5
Basketball	4
Family history	4
Fitness	4
Volleyball	4
Archery	3
Bridge	3
Chess	3
Dog training classes	3
Karate	3
Netball	3
Rugby	3
Step classes	3
Table tennis	3