

# **A PLAN FOR MILTON**

**A report based on the Milton Village Household Survey  
carried out in April 2008  
and the Parish Action Plan based on the findings of the survey.**

## **About 'A Plan for Milton'**

This report is divided into sections so that if you don't wish to read all of it, you can easily find information that is particularly relevant to your situation or interests:

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# Introduction to the Report

A copy of this report is being sent to every household in Milton village. It is a summary of the results of the Parish Plan survey carried out in March/April 2008, and of the Action Plan developed from the survey.

Copies of the Questionnaire, the full Survey Report and full Action Plan (as well as this report) are available on the village website ([www.miltonvillage.org.uk](http://www.miltonvillage.org.uk)), or on request from the Parish Office in Coles Road.

The development of Parish Plans is a nationwide initiative, supported by the Countryside Agency and by Cambridgeshire ACRE (Action with Communities in Rural England). The process of developing a Parish Plan involves a positive consultation which gives everyone linked to Milton the opportunity to express their views about the village, to highlight concerns and celebrate what is good about living in Milton.

Such consultation is important in a democracy, and can influence discussions at all levels – Parish Council, District Council and County Council. The action plan can influence items in the Local Strategic Partnership Strategy, and can also make it easier to apply for grants to fund developments in the village. It is never intended to create an inappropriate ‘wish list’ (we will not get a swimming pool or secondary school or even a new roundabout!), but it will inform discussion about how the village is run for the next 5 years. Some changes have already taken place (not always because of the plan), and new priorities will emerge. The important point is that the local residents remain involved in shaping their community.

This Plan for Milton was developed by a group of volunteers who have been involved in a different ways during the 18-month process. Thanks are due to everyone who has played even the smallest part, including:

- David Geasor
- Hobsen Bullman
- Lisa Kato
- Mary-Ann Johnson
- David Bradshaw
- a number of other people who have attended the occasional meeting
- 30 helpers who distributed the survey
- 897 households who returned the survey
- Ellie Crane
- Simon Booth
- John Saunders
- Karen Gale
- Ian Jones

and, not least,

- Richard Jones, who deserves a very particular thank you for sticking with me and the Parish Plan since the very first meeting.

Producing a Parish Plan is one stage in a longer process. Carrying out the plan will require a great deal of effort both by elected representatives and volunteers. A number of new people have already come forward – but more is definitely better in this instance! If you would like to be involved, particularly in one of the working groups recommended by the plan, please contact the Assistant Clerk at the Parish Office, Coles Road (Tel 861447 or by e-mail: [clerk@miltonvillage.org.uk](mailto:clerk@miltonvillage.org.uk)).

Please help to make this plan work for Milton – and help to make Milton an even better place to live.

**Phil Badley**

(Chair of the Steering Group / Parish Councillor)

March 2009

## **Introduction to Milton**

Milton is the first village north of Cambridge on the road to Ely, now the A10 bypass. Although included in South Cambridgeshire District, the village functions in many ways as a northern suburb of Cambridge and is only separated from the city by one field and the A14. Even so, Milton maintains much of its village atmosphere and many residents value its separate character and wish to see it maintained. Fifty years ago, Milton was a small village, with a population around 850 in 300 dwellings, but two periods of major house-building in the 1960s and 1980s took its population to a current total around 4,000, living in around 1,700 dwellings. Further expansion of the village is unlikely on the basis of current official plans.

The parish of Milton is a larger unit, with a 2001 census population of 4,275 in 1,812 dwellings, and, in addition to the village, includes two areas to the south of the A14: Chesterton Fen and a large section of the Science Park. Chesterton Fen has no direct road link with Milton and the residents look to the city for most facilities. Since this plan is mainly concerned with the physical fabric of the village and its facilities, Chesterton Fen has not been included in the plan or the survey. The Science Park is close to the village and has easy access across the A14. Opinions of Chesterton Fen residents and Science Park businesses will be requested as part of the follow up to the action plan.

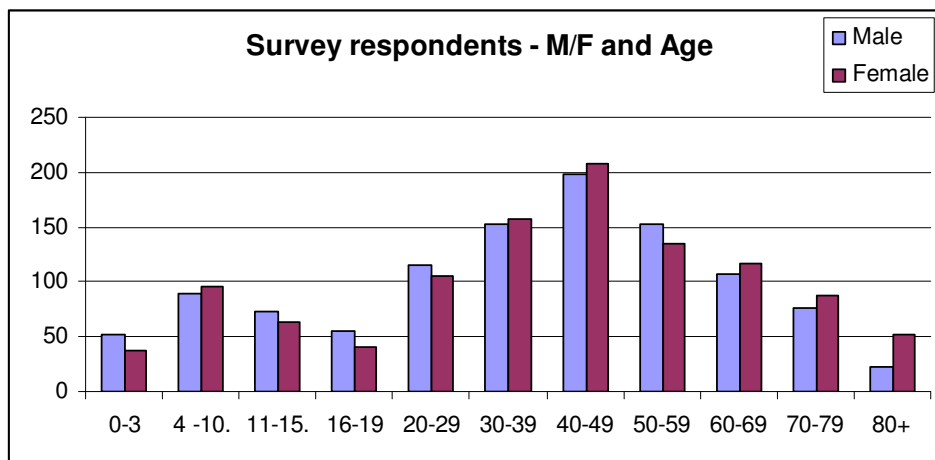
Milton differs significantly from most places in South Cambridgeshire because it is so close to Cambridge. It has more “starter homes”, flats and rented accommodation than most villages further from the city and this means that its population is to a certain extent younger and more mobile than elsewhere in the district. Although this type of population can have disadvantages in terms of the integration and involvement of all sectors of the community in village life, there are great advantages in having a more “balanced” population structure than many other villages, giving us sufficient numbers in all age-groups to support and maintain a wide range of facilities and services.

## **The Parish Plan and the Survey**

Some parts of the standard parish plan are not very relevant to Milton. In terms of employment and housing markets, the village is effectively part of the city. The cost and availability of housing in the Cambridge area is a major issue for many Milton residents but a parish plan is not an appropriate place to deal with the issue, since little can be done about these problems at a very local level. On other topics, for instance education, there do not appear to be any major issues in the village at present. The survey focused on collecting information and opinions on four main aspects of the village - the physical environment, community provision, local facilities and services, and traffic and transport - where local planning and action could be effective.

The survey was carried out in March/April 2008. Questionnaires were distributed to 1,660 households living in Milton village. 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 for parish plan surveys in other large villages nearby.

The households returning completed questionnaires were broadly representative of the population as a whole, in terms of age and sex. There was also a balanced mix of households by the length of time they had lived in the village; on average for seventeen years but 22% for less than five years and 21% for thirty years or more.



In the data tables that follow ‘adult respondents’ includes all those aged 20+.

## Milton is a Good Place to Live

Residents who replied to the survey enjoyed living in Milton; nearly nine out of every ten said they were satisfied with it as a place to live – four out of ten very satisfied. Satisfaction with particular services and facilities provided within the village was also very high. On this basis, the evidence suggests that the Parish Council, the Milton Community Centre, the Milton Charities, the surgery and others providing local facilities and services are all doing a very good job. Although not covered by the survey, it is also clear that both Milton Primary School and Impington Village College are held in high repute. Satisfaction with other local services such as refuse collection and the bus service was slightly lower – around seven out of every ten respondents – but still broadly positive.

We have deliberately emphasised all the positive features of living in Milton in this report. A report of this type, and the survey on which it is based, inevitably identifies problems and their possible solutions, and can collect a lot of negative comments. These do not detract from the overall picture:- Milton is a good place to live, and the intention of the plan is to make it even better.

Q.5 How satisfied are you with Milton as a place to live?	Number	% of answers	% of respondents
Very satisfied	622	43%	41%
Fairly satisfied	698	48%	46%
Neither	113	8%	7.5%
Fairly dissatisfied	7	0.5%	0.5%
Very dissatisfied	16	1%	1%
Don't know	1	0.1%	0.1%
No response	57		4%
<b>Total answering</b>	<b>1457</b>	<b>100.0%</b>	
<b>Total respondents</b>	<b>1514</b>		<b>100.0%</b>

# Physical Environment of Milton

Milton's physical environment is covered in the following sections:

- Appearance of the village
- Litter and dog mess
- Environmental problems
- Recycling and waste collection
- Environmental schemes.

## Appearance of the village

Just over half the respondents in the survey thought that the physical appearance of the village could be improved. When asked about where improvement could be made, many respondents commented on general features of the village, particularly mentioning problems with road surfaces, footpaths and pavements and play and recreation areas.

The specific parts of Milton with potential for improvement most mentioned in the survey were on and around the Cambridge Road approach to the village, in particular the Tesco roundabout and its immediate surroundings and the appearance of the industrial areas next to Cambridge Road. Tesco and the area around it drew negative comments from significant numbers, particularly the state of the Tesco side entrance and the paths to The Rowans and Sycamores, many comments mentioning litter. The Sycamores recreation ground also produced a significant number of negative comments; again litter and broken glass were of particular concern. The two other areas of major concern were the general appearance of the High Street, particularly around the shops, and Fen Road, particularly beyond the houses, with the state of the road and fly-tipping being mentioned.

Actions planned:

- Form a Village Appearance group to act as a working party for Milton Parish Council.
- Develop an improvement plan for Cambridge Road and adjoining areas to enhance environment and improve pedestrian and cyclist access.
- Develop an improvement plan for High Street, to enhance appearance and access.

See Traffic and Transport for other improvement areas.

## Litter and dog mess

Nearly half the respondents thought there was a significant problem with litter and dog mess in and around the village, although only around one in ten rated it a major problem. When asked about the places in the village where there were noticeable problems, residents frequently mentioned play and recreation areas (notably the Sycamores recreation ground); dog mess and broken glass were particular concerns in these areas. People walking and cycling around the village also singled out these areas for comment, together with the footpaths and alleys in the newer estates between the High Street and A10.

Actions planned:

- Improve the management of open spaces, recreation and play areas, footpaths and alleys.
- Organise regular litter-picking parties for public areas of the village.
- Investigate the need for increased provision of dog waste bins and continue to encourage use.

By far the most frequently mentioned area with a litter problem was Tesco and its immediate surroundings. Fen Road down to the river was also mentioned often, with several comments on fly-tipping. Otherwise, the most frequently used streets tended to be mentioned most – with significant numbers of comments on High Street, Cambridge Road and Butt Lane.

Actions planned:

- Discuss with Tesco management how the area around the car park and the side entrance could be kept free of litter.
- Investigate if it is possible to provide better / more permanent facilities for the kebab van.

## Environmental problems

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 in Milton 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 a tenth were concerned with air pollution from traffic. The impact of the A10 was of particular concern to those living on the west side of the village.

<b>Q.10 – Do you experience significant problems from any of the following in Milton?</b>		<b>% of adult respondents</b>
	Sewage smell	66%
	Cars ‘rat-running’ through village	37%
	Noise from traffic	25%
	Air pollution from traffic	10%
	Air pollution from industry/business	6%
	Noise from aircraft	5%
	Noise from houses/gardens	4%
	Noise from industry/business	2%
	Other	6%
	<b>Total number of respondents</b>	<b>1518</b>

Actions planned:

- Support the Parish Council in continuing liaison with Anglian Water to report problems and encourage improvements to plant.
- Measure the noise and air pollution and use this data to lobby for traffic flow improvements.
- Organise a traffic survey to find out how much of the rush hour traffic originates in Milton and how much outside; take action to reduce impact of outside traffic on village.
- Plan and run a behaviour-change campaign in the village to encourage people to use alternatives to the car.
- Campaign for better-connected and better-signed cycle routes in the village and down to the river.

## Recycling and waste collection

Nearly three-quarters of the respondents were satisfied with recycling and waste collection in Milton and one in every five was very satisfied. Set against the broad vote of confidence in these services, there was a significant minority dissatisfied (13%). This dissatisfaction appears to focus 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. The recent introduction of doorstep recycling of plastics by the district council should have satisfied the major demand for 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 be noted. As elsewhere in the survey, there was significant demand for better information on existing services.

Actions planned:

- Plan and run a campaign in the village to encourage people to make maximum use of existing facilities and increase rate of recycling.
- Ensure all residents are aware of appropriate information on recycling and waste collection.
- Contribute waste collection / recycling information to a welcome pack for people moving into the area.
- Improve Tesco recycling area.
- Work with County Council to improve the service at the Butt Lane Recycling Centre.
- Invite a representative from RECAP (the recycling partnership for Cambridge and Peterborough) to meeting about current recycling policies and plans for the future; publicise minutes.
- Research and publicise the options currently available for disposing of larger objects.
- Promote community reuse schemes to people in Milton.

Q.11 – How satisfied are you with recycling and waste collection facilities in Milton?		% of adult respondents
	Very satisfied	21%
	Fairly satisfied	51%
	Neither	12%
	Fairly dissatisfied	10%
	Very dissatisfied	3%
	Don't know/no response	3%
	<b>Total %</b>	<b>100%</b>
	<b>Total number of respondents</b>	<b>1518</b>

## Environmental schemes

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, also some interest in community schemes. Support for car-sharing or pooling schemes was relatively low in the survey, although there were still 135 individuals in the village expressing support, a sufficient number to make small-scale schemes viable. When drivers were asked what would encourage them to use their cars less, improvements to the bus-service, including cheaper fares, were by far the most popular, with improvements to walking and cycling routes the next most mentioned.

Actions planned:

- The formation of a Milton Environment Group to act as a working party for Parish Council.
- Encourage residents to use fewer plastic bags.
- Investigate possibilities for home energy and community micro-generation schemes in Milton.

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	54%
	Schemes to reduce energy-use in homes	41%
	Solar-panels on houses	38%
	Wind-turbines on houses	19%
	Car-sharing/pooling	9%
	Other	2%
	<b>Total number of respondents</b>	<b>1518</b>

# Milton as a Community

Community aspects of Milton are covered in the following sections:

- Making Milton a better community
- Use of the Community Centre and recreation facilities
- Milton Country Park
- Crime and disorder.

## Making Milton a better community

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 the 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.

Actions planned:

- Form a Communications Group to improve the information received by residents, to act as a working group for Parish Council.
- Explore improving the provision and distribution of information about activities and services in village.

## Use of the Community Centre and recreation facilities

Milton Community Centre is a major asset to the village but only one in every eight adults living in Milton made regular use of it, according to the survey. There was substantial use of the Centre for occasional events, including private parties, but four out of ten adults never used it at all. 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 those age-groups, particularly 4-10 year-olds. Above the age of 16, however, use fell to a slightly lower level than that among adults.

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 said they never used 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.

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 activities that interested them. Again, the survey recorded a significant demand for more information about facilities and activities already available.

Actions planned:

- Present information to management of Milton Community Centre (MCC) from Parish Plan survey's results on residents' use of the MCC.
- Encourage more pro-active approach to promotion of use of the MCC facilities by Milton residents and expansion of community activities.
- Get more information to residents as to the existence and location of such facilities.
- Ensure contact details more readily available for people to book community facilities.
- Encourage more proactive outreach by existing users / groups – including inviting non-participants & residents to become involved.
- Explore the interest and feasibility of creating a village society (to include the interest in an historical society).

Q.14 – How could Milton be made a better community?		% of respondents
	Better information	31%
	Welcome packs	27%
	More activities for village	23%
	More information on parish council	14%
	More involvement in decisions	13%
	More information on local government	13%
	Welcome from abroad	7%
	Other	4%

## Milton Country Park

Use of the country park was much greater than that of the other community facilities in Milton, with very few respondents never visiting it. Among users of the country park, the relatively large proportion (31%) of people visiting it for children's activities was noticeable.

Actions planned:

- Inform management of Country Park of the survey's results on residents' use of the park.

## Crime and disorder

Although nearly half of the respondents thought there were some problems with crime and/or disorder in Milton, less than one in every twenty thought that there were many problems and four out of ten thought there was no significant problem at all. Compared with many other communities, this response reflects the fact that Milton is a relatively safe place to live. 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 in Milton than other age-groups. People felt generally less safe after dark and in badly lit areas. The Tesco side entrance was the single place most mentioned by respondents although there is also some concern about open spaces, such as the Country Park and by the river.

Q.23 – Do you think there are significant problems with crime and/or disorder in Milton?		% of adult respondents
	Yes – many	4%
	Yes - a few	40%
	No significant	42%
	Don't know/no response	14%
	<b>Total %</b>	<b>100%</b>
	<b>Total number of respondents</b>	<b>1518</b>

Actions planned:

- Form a Police Liaison working group to participate in appropriate meetings with police and other services; such a group would assist Parish and District Council members to represent village.
- Publicise and encourage involvement in quarterly police liaison meeting.

According to the survey, over 20% of adult respondents were already involved in neighbourhood watch schemes and another 40% would like to be involved.

Actions planned:

- Support and encourage the creation of an up-dated Milton Neighbourhood Watch Scheme.

Nearly one in every ten adults in the survey recorded difficulties in contacting the police.

Actions planned:

- Ensure all residents are aware of routes to contact police and when to contact police.

The response to the question on specific 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 of which had received recent publicity, 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 and activities of older and younger people - but the differences weren't major. The most important issues for older people were safety on the streets at night and the security of their homes. The most important issues for teenagers were vandalism and, again, safety at night.

Actions planned:

- Discuss and follow up action with appropriate groups on major concerns expressed in Parish Plan survey: security of parked cars; security of homes, groups of young people causing problems; vandalism; safety on streets at night.

Q.26 – Are there parts of Milton where you don't feel safe?		<b>% of adult respondents</b>
	Yes	19%
	No	56%
	Don't know/no response	25%
	<b>Total %</b>	<b>100%</b>
	<b>Total number of respondents</b>	<b>1518</b>

# Facilities and Services in Milton

Milton's facilities and services are covered in the following sections:

- Facilities and Activities for Children and Young People in Milton
- Facilities and services for older people and those with special needs
- Health services
- Shops and businesses in Milton.

## Facilities and Activities for Children and Young People in Milton

In general, levels of satisfaction with existing provision for children and young people shown by the survey were high and dissatisfaction relatively low (fewer than one in every ten dissatisfied). The dissatisfaction existing was highest among adults with children aged 11-15, followed by adults with children aged 16-19. Children and young people who took part in the survey were in general slightly less satisfied than their parents with provision for their activities within the village, although still only around one in every ten was actually dissatisfied. Again, it was children aged 11-15 who were least satisfied, followed by those aged 16-19.

When asked about ways to improve provision for children and young people, the strongest demand among adults was for more information on existing 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 for their activities and more places to hang around informally – this was particularly strong among 11-15 year-olds.

Actions planned:

- Improve provision of information on existing facilities and activities.
- Liaise with Milton Youth Centre (YC) and other parties on perceived needs (from Parish Plan survey) and follow up any YC initiatives.
- Work with YC management to help develop ideas on youth provision in Milton and possible links between the villages.
- Encourage the provision of more "whole family" activities / events in the village.
- Assess the need for more play and recreation areas and continue search for land for playing fields.

## Facilities and services for older people and those with special needs

The survey again recorded generally high levels of satisfaction with existing provision for these groups, particularly among the oldest people. 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.

Actions planned:

- Present information to Community Care group regarding provision of information on services available for older people.
- Survey, audit, promote and (if required) extend provision of more services at home.
- Investigate and promote formation of an interest and support group to help older residents in the village.

## Health services

Again, satisfaction with the health services available in Milton is very high, with less than one in every twenty dissatisfied. 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 was substantial. However, there is some suggestion in the data that requests for weekend surgeries

reflect general concerns about ease of access to GP services outside normal hours rather than simply personal convenience.

Actions planned:

- Feed back results of questionnaires to Milton surgery and consult on any potential action.
- Explore possibilities of extension of health services in the village to include NHS dentist and other services not currently provided.
- Report and explore issues around surgery hours and appointment system.

## Shops and businesses in Milton

Milton has a good range of smaller shops and businesses and the survey showed that a very large proportion of local residents use the shops and facilities in the village, particularly the Post Office and Doctors' Surgery. The survey also recorded a strong desire for more local provision; a significant number of residents would like to do all their basic shopping in the village (outside Tesco) and even have choice within that local provision.

Actions planned:

- Explore possibilities of provision of different types of non-pub social meeting places in the village.
- Mobile library - investigate current service and improvements.
- Explore the feasibility of a fixed library / book share / book shop.
- Explore the feasibility of a bank branch in the village.
- Report interest in various possible food outlets – quality café, different restaurant, take-away.
- Report interest in Farmers' market.

Advice on developing a parish plan puts considerable emphasis on the involvement of local businesses in the plan. Although Milton is not an isolated village in a rural environment where the development and support of local businesses is important for local employment and economy, the survey did show substantial support for local facilities and services and desire for their expansion. There is a specific intention to survey the opinions of the businesses in Milton and to ensure residents are aware of all relevant local services.

Actions planned:

- Contact all relevant businesses to establish their opinions re issues covered by the survey.
- Establish if there is an interest or need for a business forum.
- Establish interest in a village directory.
- Write up report on the shops and facilities requested in the Parish Plan survey and publish to raise awareness and possible interest in starting any of them.
- Establish if there are any services or facilities that could / should be established as a community project.
- Ensure continued support for the Post Office – explore the possibility of any extended services.

Q.36 – Which of the following shops, businesses and facilities in Milton do you use?	
	<b>% of adult respondents</b>
Tesco	95%
Post Office	85%
Doctors' Surgery	78%
One Stop Convenience Stores	72%
Take-aways and restaurants	66%
Pubs	53%
Cambridge Building Society	44%
Hairdressers and similar services	42%
Other shops	29%
Veterinary Surgery	25%
Places of worship	20%
Mobile library	9%
Phone boxes	2%
<b>Total number of respondents</b>	<b>1518</b>

# Traffic and Transport

Apart from tackling “the smell” problem, the most important issue by far for Milton villagers is traffic and transport. Traffic and Transport issues for Milton are covered in the following sections:

- General comments
- Driving
- Buses
- Cycling
- Walking.

## General Comments

Residents - whether drivers or bus-passengers - feel very strongly about the difficulties in getting out of the village, particularly in the morning rush hour. Access to, and the state of traffic on, the A14 and A10 are more general problems for residents who are forced to use or cross these roads to travel in any direction from the village. The survey showed that other aspects of Milton’s traffic problems have a serious impact on pedestrians and cyclists, as well as drivers. Behaviour of drivers, particularly speeding and bad parking, was high on the lists of problems of pedestrians and cyclists and was also commented on by significant numbers of drivers themselves. Traffic problems including rat-running, noise and air pollution were also of major concern in the environment section of the survey.

Actions planned:

- Create a Travel Group to act as a working party for Parish Council.
- Develop an improvement plan for Ely Road, in conjunction with retirement village plans, with emphasis on improving safety of A10 junction, discouraging rat-running and enhancing pedestrian and cyclist provision.
- Develop an improvement plan for Butt Lane, particularly in relation to pedestrian access to primary school and cycle access to A10 Bridge, including action on pavements, parking and traffic speed.
- Develop an improvement plan for Fen Road beyond the houses, in conjunction with Rowing Lake plans, to include improvements to road surface and measures to secure pedestrian and cycle safety.

## Driving

Despite the substantial use of cycles and buses shown in the survey, most adult residents, except the very old, also use a car locally. 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 by nearly two-thirds of all drivers, with the demand for traffic lights on the Milton slip road particularly strong. The A10 / Landbeach Road / Humphries Way junction was also a significant problem for over a third of drivers, the main issue being unclear priorities at the junction.

There were many written-in comments on driving problems in High Street and Cambridge Road, covering the difficulties caused by rush-hour congestion, traffic-calming measures around the shops, bad parking and cyclists ignoring the cycle path. Other places where a significant number of respondents mentioned difficulties were: The Rowans (speeding, bad parking reducing visibility, particularly on bends, and learner drivers); buses stopping on the road, particularly outside the Wagon and Horses; 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.49 – Do any of the following cause significant problems for you when driving in Milton?	% of drivers
A14/A10/Milton interchange	63%
A10/Landbeach Road junction	36%
Behaviour of other drivers	24%
Behaviour of cyclists	13%
Poor state of repair of roads	11%
Other junctions	3%
Behaviour of pedestrians	3%
Other	8%
<b>Total number of respondents</b>	<b>1243</b>

Actions planned:

- Explore changes to the junction of Landbeach Road / Humphries Way / A10 to clarify right of way.
- Seek additional methods to permit reasonable exit from the Village onto the A14 / A10 roundabout.
- Reduce excessive speeding throughout the Village; ensure each group of road users is aware of needs of other users.
- Plan and run a campaign in the village to discourage poor parking, particularly parking on pavements and cycle ways and parking close to junctions and bends in roads.
- Establish actions to bring about the eradication of overnight parking by lorries within the village.

## Buses

Bus-use in Milton is relatively high, with less than a third of respondents never using the service. 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. The problems felt most strongly spread across several aspects of the service. The reliability of the service was felt to be a serious problem by a third of bus-users and the cost of fares by nearly a quarter. There was significant demand for extension of the service on Sundays and in the evenings. There was also some demand for different routes and destinations, not only in Cambridge (e.g., station) but also to and from the surrounding villages.

Actions planned:

- Establish a focus group to liaise with bus service providers with the aim of improving all aspects of provision, including fares, frequency and reliability, routes and destinations, and bus-stops / shelters.
- Establish the best route for the current bus to maintain it within the confines of the village.

## Cycling

Use of bicycles in Milton is relatively high; a quarter of adult respondents cycled at least once a week. Nearly half of adult cyclists didn't record any significant problem at all. Among those who did, nearly half registered a problem related to the cycling infrastructure and over a third a problem related to driver behaviour and parking.

The particular problems recorded by cyclists were concentrated on the Cycle Bridge-Cambridge Road-High Street route. The biggest single problem mentioned was the difficulty of access on and off the bridge at the Milton end, particularly because parked vehicles reduced visibility (although this problem should have been reduced by the recent introduction of double yellow lines). Cyclists who follow a route into the village on the east side of Cambridge Road then have to deal with a narrow, shared-use path and crossing the industrial estate entrances. Those following a route on the west side of Cambridge Road have to deal with difficulties around the Tesco roundabout and the narrow, on-the-road, lanes. Cycling problems on the High Street drew a significant number of comments – mainly on the intermittent cycle lanes and the restricted width of the carriage-way by the shops. Rush hour traffic also causes difficulties for cyclists using this route. The narrowness and poor surface of Fen Road beyond the houses was also mentioned by several respondents.

Q.43 – Do any of the following cause significant problems for you when cycling in Milton?		% of adult cyclists
	Behaviour of drivers	26%
	Bad parking	22%
	Lack of clear & joined-up cycle routes	22%
	Road junctions & crossing roads	21%
	Poor state of repair of surfaces & roads	18%
	Width of cycle lanes	13%
	Behaviour of pedestrians	5%
	Other	5%
	<b>Total respondents</b>	<b>880</b>

Actions planned:

- Improve cycle routes, particularly where these are shared with pedestrians; ensure each group is aware of needs of other road / path users.
- Establish new routes within village, with particular reference to new Park and Ride.
- Publicise cycle routes linked to the village to encourage maximum use of bikes.

## Walking

People who regularly walked around the village had a spread of concerns. The major concern was with driver behaviour in general, with nearly half expressing a concern with drivers, including speeding and poor 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 had 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 on most streets, alleys and footpaths and with poor parking in many places. The most mentioned places were Fen Road (parking on pavements, road surface, lack of pavements and width of the road beyond the built-up area) and Butt Lane (width and surface of pavements and impact of school traffic). 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 significant numbers, with concerns about the speed of traffic and difficulties crossing the road, as well as The Rowans, the main concerns there being traffic speed and parking (particularly HGVs) affecting visibility.

Other places producing significant numbers of concerns about safety and cleanliness from walkers were: the alleys linking streets in the Butt Lane-Rowans area; the paths linking The Rowans and The Sycamores to the back of Tesco and to the recreation ground (poor lighting, litter, overhanging vegetation and lack of signs); Cambridge Road (shared cycle path up to the Cycle Bridge, industrial estate entrances and zebra crossing by Tesco); and pedestrian access to Tesco, particularly via the side entrance.

Q.40 – Do any of the following cause significant problems for you when walking around Milton?	% of adult walkers
Behaviour of drivers (including speeding)	32%
Overhanging hedges & bushes	31%
Bad parking	29%
Poor state of repair of pavements & roads	21%
Dog mess & litter	20%
Inadequate street lighting	13%
Crossing roads	13%
Width of pavements	12%
Behaviour of cyclists	12%
Lack of clear & joined-up pedestrian routes	7%
Other	4%
<b>Total number of respondents</b>	<b>1416</b>

Actions planned:

- Survey provision for pedestrians within the village; check surfaces and safety; plan improvements where needed; ensure each group of road users is aware of needs of other road / path users.
- Establish if the pattern of pedestrian crossings is adequate; in particular look at the possibility of an additional crossing at the north end of Village at the High Street / Landbeach Road/ Fen Road junction.
- Establish issues at south exit from Rowans and recommend improvements to area for pedestrians.
- Survey, map and publicise the pattern of footpaths linked to the village.

## **What has already happened?**

Since the survey took place a number of changes have already happened – these are not all as a result of the survey but the data has been used in discussions with other organisations and as an expression of village resident opinion.

- Repair work at the sewage plant – need for an on-going programme of repair and improvement.
- Kerb side collection of plastic bottles.
- Opening of the new Park and Ride site.
- Identification of the cycle route from the Park and Ride site to the A14 Bridge.
- Refurbishment of the One-Stop shop.
- Post Office not included on the current closure list.
- National changes have affected the timings for the surgery hours.
- Country Park is now managed by Cambridge Sport Lakes Trust.
- Tree work around the village.
- Acoustic café started – a monthly social evening with music at the Church Hall.

The information has been shared with groups linked to the Parish Council such as the maintenance committee, who will endeavour to meet the expectations and suggestions that fall within their area of concern. It always helps if they are informed of relevant issues or concerns as they arise.

Specific organisations and facilities identified in the report have been contacted with the relevant details. A further survey of businesses and organisations will be carried out.

## **What happens next?**

The Milton Parish Council has approved the Action Plan and will report on progress at the Annual Parish Meetings each April. The Parish Council has also set up four working parties to follow up on issues raised in the survey. These working parties, which will report their findings and recommendations to the Parish Council, have already made a start on their work. Any resident interested in joining these groups would be very welcome and should contact the Assistant Clerk for more details (Tel 861447 or by e-mail: [clerk@miltonvillage.org.uk](mailto:clerk@miltonvillage.org.uk)).

In particular, we hope to address the issue of information and publicity. If we are being successful, you should be better informed. Any further opinions, ideas and suggestions will be welcome – as will anyone who wishes to become actively involved in the many aspects of life in the village.

Report prepared by Milton Parish Plan Steering Group

Whilst every effort is made to ensure accuracy the Milton Parish Council accepts no responsibility for errors or omissions. Views and opinions expressed in the survey are not necessarily those of the Parish Council.

Any enquires about this report should be directed to – Milton Parish Council via the Assistant Clerk (Tel 861447 or by e-mail: [clerk@miltonvillage.org.uk](mailto:clerk@miltonvillage.org.uk)).