



COMMUNITY PLAN

Exminster

Forward

Foreword from the Chairman of Exminster Parish Council

This Community Plan was commissioned by Exminster Parish Council in May 2011. It has been developed to address the needs of our expanding community in a sustainable manner.

A Community Plan provides information for decision makers and businesses in the local area and also provides evidence of need for planning purposes, a matter of particular significance for Exminster following the Milbury Farm and Sentrays Farm planning decisions.

Through the Community Plan, the Parish Council aims to identify the infrastructure and amenities needed to support current and future demand, whilst always continuing to protect and enhance our thriving Parish community.

Parish Councillors have taken a minority role on the Community Plan Working Party, supporting members of the community to take the lead on this most important piece of work. The Parish Council fully accepts the views of the residents and has formally adopted this plan. Following completion of the plan the Community Plan Working Party will be stood down and a group of representatives from the Parish community will form a new Steering Group to monitor the implementation of the Action Plan.

On behalf of the Parish Council I would particularly like to thank the residents of Exminster Parish for sharing their opinions, and congratulate the Exminster Community Plan Working Party on their achievement.

Caroline Aird

Chairman of Exminster Parish Council

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If you have comments on this document, would like a copy of the Community Plan, or wish to contribute to our work on the future of the Parish, please contact Exminster Parish Clerk.



"What the Parish thinks"

Welcome to the Exminster Community Plan!

An amazing 1,796 respondents, representing 60% of Exminster households, completed a questionnaire covering many aspects of parish life, from housing to transport, skate-parks to libraries and public toilets to renewable energy. Residents from all parts of the parish and from all age groups completed the questionnaire making this a truly representative statement of "what the parish thinks".

Exminster residents are very positive about the parish: the vast majority would recommend Exminster as a place to live. They like the vibrant sense of community, the amenities in the village and the easy access to Exeter, the beaches and the moors.

The survey shows that residents make use of a wide variety of leisure facilities in and around the village, and that they are very fond of the open air – the top 5 activities take place outdoors, including walking, cycling and the use of green spaces such as the RSPB reserve and Deepway. The most requested additional facilities are a swimming pool (indoor or outdoor) and a purpose built sports centre.

Transport in the parish raises issues for residents, most notably using the roads at busy times and parking. The bus service is widely used, although there is a concern at the cost of using the bus and a wish for more routes.

Exminster is seen as a safe place to live by most residents. There is a concern at the lack of police presence and speeding traffic, but most respondents keep a sense of perspective and realise that we are lucky to live in such an environment.



One theme that runs through resident's views is a concern about the village centre, and how we balance issues around the location of shops and problems of parking and traffic with the constraints of space and preservation within the centre of the village.

The Community Questionnaire covers resident's views on a host of other issues, including shops and other amenities, schooling and communications. All of these are reported on in this document.

There are, however, concerns about the future of the parish. Residents are overwhelmingly fed up with housing development. Their main concerns are over development, the loss of 'village feel' in Exminster and the inability of the parish infrastructure to support more development. In addition, there is a perception that development has not delivered affordable homes for residents to rent or buy. The fact that another development has just been approved against the wishes of most parishioners feeds these concerns.

However, now that there has been such a positive response to the questionnaire we can begin to address over-development and other issues with some authority, and we can have more say about the future of our Parish. A number of actions have been identified that need to be taken forward in response to residents' concerns to help meet these aspirations. These are captured in an Action Plan, the progress of which will be monitored by a community-led group drawn from people that live in the Parish. Please consider becoming involved in helping deliver some of these actions.



I would like to thank all those that took time to complete the questionnaire, our valiant group of volunteers who delivered and collected questionnaires and all the members of the Community Plan Working Group who have put in considerable effort to produce the plan.

Karl Walker

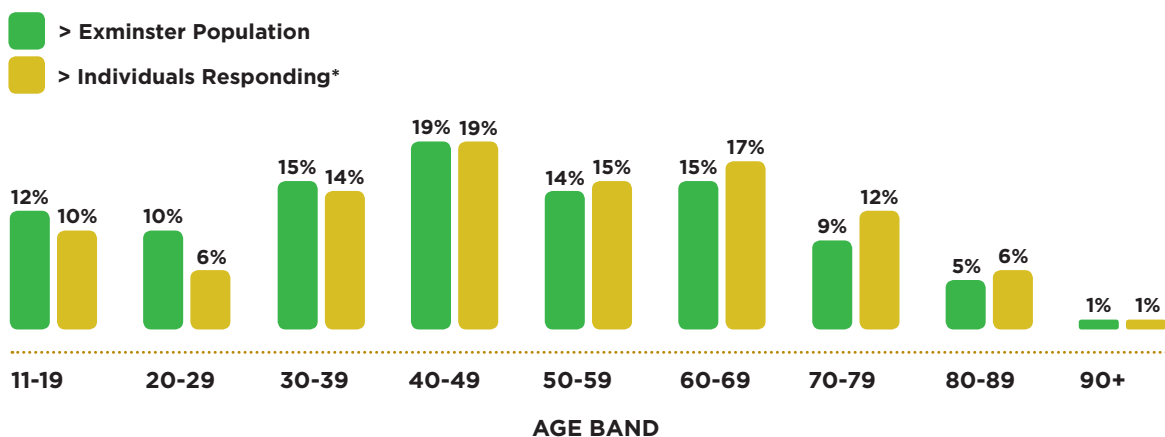
Chairman of the Community Plan Working Group – *led and run by the residents of Exminster*

Representing the views of Exminster residents

The Exminster Community Plan aims to reflect the residents' views on, and aspirations for, their parish. To do this, the Plan needs to be based on a representative sample of people who live in the parish. In the event, the high level of completed questionnaires, and the fact that they generally reflect the demographics (age, gender, distribution) of the parish population means that this document really does reflect "what the Parish thinks". The relationship between the demographics of the parish and the profile of those that completed the questionnaire is summarised below.

A total of 1,560 questionnaires were distributed to households in the parish in February 2012 and 941 were returned (a 60% response rate), representing the views of 1,796 individuals. This is a very high response rate for such a survey.

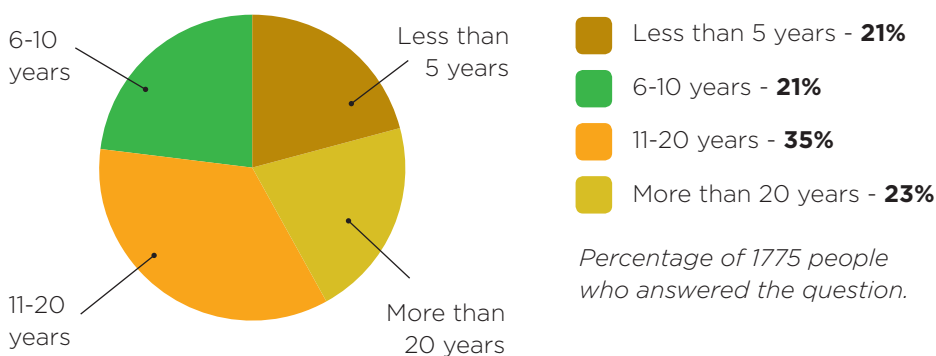
The responses broadly reflected Exminster's population in terms of gender and age. The population of the parish is 51% female and 49% male, whereas the questionnaire response was 54% female and 46% male (Parish Profile for Exminster. ACRE 2011). The demographics of the individuals responding also mirrored that of the parish as a whole, except for an under representation of the 20-29 age band (only 30% response) and a slight over representation of the 70-79 age band.



Percentage of the 1782 people who responded to this question.

The excellent response rate and the correlation in age and gender between those responding and the official statistics suggest that the results of the survey can indeed be taken as a genuine reflection of the views of Exminster residents.

How long have you lived in the Parish?



40% of 70+ year olds have lived in the village for more than 20 years.

64% of teenagers have lived in Exminster all of their lives



What the residents think of Exminster

Exminster residents are overwhelmingly positive about their parish. When asked whether they would recommend Exminster as a place to live, 84% said yes. Terms like 'good village', 'friendly', and 'community' are widely used by people to describe the parish. Such views are expressed by all ages and come from all parts of the parish. Of the remaining responses, only 6% said that they won't recommend Exminster and 10% expressed no opinion.

The most common reasons for recommending Exminster are community spirit, amenities and ease of access. Exminster is seen by many as having a 'community feel'; again, terms like 'active community', 'sense of community' and 'friendly community' are widely used.

"A great community of people who are friendly and always ready to help out."

"A village with all needed amenities."

The good quality of the amenities offered by Exminster is a common reason given for recommending the parish to friends and family. Residents specifically mention the Post Office, the primary school, and the doctors' surgery, as well as the shops and dentist. Looking more broadly, residents also mention the bus service, cycle paths, churches, walks and clubs.

Residents value the fact that it is easy to gain access to Exeter, the motorway, moors, beaches and countryside.

On the other hand, the over-riding reason residents are negative about Exminster is the amount of housing development and the consequent growth of the parish. All but three of the residents that will not recommend Exminster cited this as the only or main reason for not doing so, with comments such as 'Exminster has lost its village feel' and 'Exminster's too big for comfort'.

"A lovely friendly village, with lots of organised facilities, lovely countryside, very central to town, beach and moors."

"Development is changing Exminster from a village to a dormitory town."

These views are also echoed by people who are positive about Exminster, some of whom qualify their support with comments such as 'but at risk of being swamped by over development'. These comments echo the significant fight by residents against the recent Milbury development and continuing concerns about future development, such as at Sentry's Orchard, which again, is against the wishes of most of the parish.

Exminster residents clearly have a very positive view of the parish as it is at the moment, and comments and suggestions on further improvements to the parish and its facilities throughout the remainder of the Plan should be read in this context. There is a strong sense in many of the responses received of wanting to build on the best, improve further and avoid the real risk of blight of further over development.

Housing and Infrastructure

HOUSING

Over recent decades, Exminster has, undergone significant growth in housing and continues to grow, with the development at Milbury Reach having started in the spring of 2012 and permission for more houses at Sentry's Orchard having been granted even more recently. When asked if any more housing is needed, of those who express an opinion, 85% say no.

"Developments such as Milbury Farm should not have been approved at all."

Nearly 100 residents specified their reasons for objecting to more housing:

- 29%** say that there has been too much development and/or that the village is too large
- 16%** say that we are losing our 'village feel'
- 15%** state that the village infrastructure (unspecified) cannot cope with more housing
- 14%** say 'just say no!'
- 13%** mention specific problems, such as the ability of the surgery to cope
- 9%** mention too much traffic

Given the wording of many comments, there is a strong feeling, almost anger, about the way in which housing development has been imposed on the village.

Despite this, however, 12% of respondents want 'affordable homes' to be provided, particularly for those people already living in the village, and they draw attention to the current lack of affordable rental properties.

There was overwhelming support for the retention of an undeveloped 'buffer zone' between Exminster Village and Exeter, with 87% supporting this idea.

This is emphasized by the fact that a majority think of Exminster as part of Teignbridge rather than Exeter. 63% of respondents take this view, whilst 31% feel that the village is part of Exeter and 6% have no opinion.

"We don't want to become another Alphington i.e. indistinguishable from surrounding housing estates and Exeter."

"Now I'm in need of another place to rent I find I will probably have to leave the village as it is too expensive to rent."

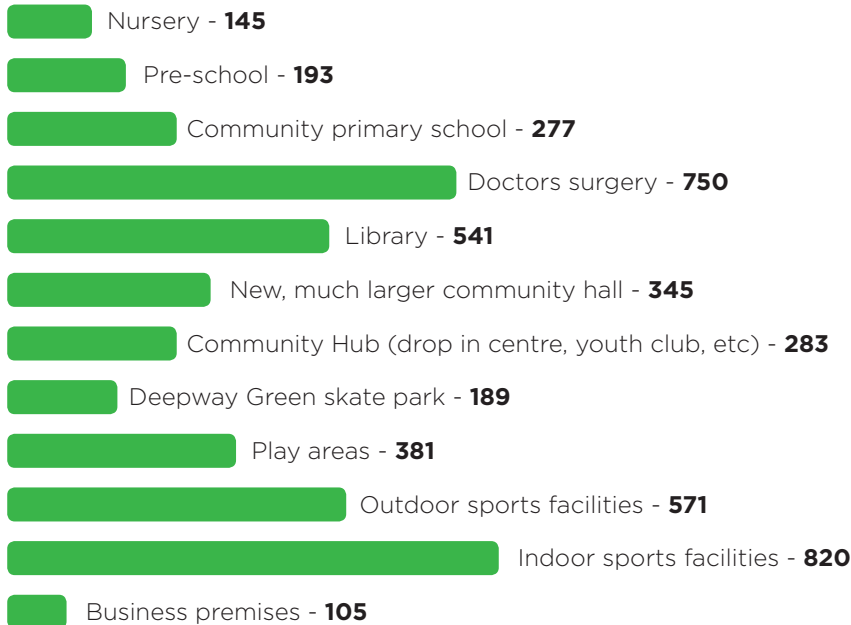
"Priority must be given to Exminster residents to rent or buy first."



INFRASTRUCTURE

In order to provide a view on what services residents would like to see improved they were asked to select their preference.

Which of the following services would you use if developed/improved?



Percentage of 1419 people who answered the question.

There were significant levels of support for improvements in most areas, particularly for indoor and outdoor sports facilities, the doctors' surgery and library.

Indoor and outdoor sports facilities were the top two choices for residents up to 49 years in age, except for the 30-39 year olds, who had play areas as their second choice. Those in the 50-59 age band had indoor sports facilities as their first choice and doctors' surgery as their second choice and those over 60 had the doctors' surgery as first choice and the library as second choice.

Although it had the lowest support, we should not lose sight of the request for Business premises where 105 were interested.

As well as infrastructure questions above, residents were also asked their views on childcare and schools buildings and additional or improved leisure facilities.

Looking at infrastructure requirements in total, it is clear that the strongest support is for an Indoor swimming pool (1,086 respondents) a replacement Primary School (878), Indoor sports facilities (820), improvements to the Doctors' Surgery (750) and a dedicated building for the Pre-School (628).

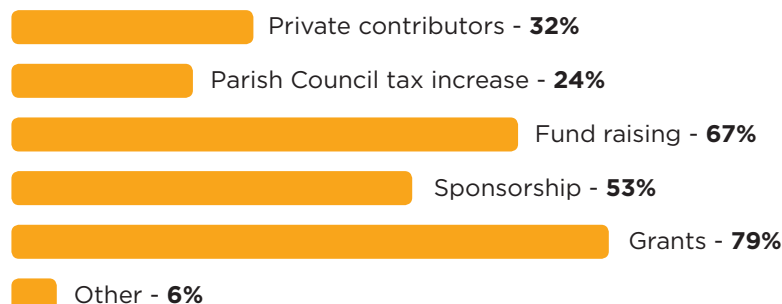
In the second tier comes outdoor sports facilities (571), an outdoor swimming pool (547), library facilities (541), better park equipment at Deepway and tennis courts (both with 473).

Of course, we have to take care not to look at these numbers in isolation. There are some potential quick wins where the investment will be relatively small against the benefit, such as separate play and activity areas for different child age groups and better park equipment at Gissons. Also, there may be worthwhile projects which provide major benefits to a smaller number of respondents e.g. a nursery facility and business premises.

Funding

The community questionnaire provided residents with an opportunity to say what they like or dislike about the village and its services and amenities. If improvements requiring funding were to be pursued subsequently, residents were asked to indicate where they think the money should come from.

If suggestions from this questionnaire require money for projects where should this money come from?



Percentage of 1607 people who answered the question.

In addition, residents offer several other suggestions, the most popular being that developers should pay for improvement projects, suggesting that they have not already contributed to the parish sufficiently for the benefit they have gained from building estates here. This does, however, conflict with the vast majority of residents who do not wish to see further development in the village. Some way behind this is the suggestion that Teignbridge District Council or Devon County Council should pay.

There is clearly no single view on this, e.g.

“If a project is worth doing look for funding from all and every possible source”

Alternatively,

“If some of the people are satisfied with the facilities already here in Exminster, why should they have to pay extra on their Parish Council tax?”

Residents that react positively to idea of improving facilities in the parish are also more inclined to support the idea of raising more funding:

61% of people who indicated that they would like to see improvements in the parishes infrastructure did support extra money for the Parish Council to spend on local projects. The range here was quite wide, from 54% for the Deepway Green Skate Park to 74% for both Nursery facilities and Pre-School.

When asked whether, and how much more, people would be willing to pay in Council tax on local projects, 58% say they will be willing (39% between £1 and £3, 15% between £4 and £5 and 4% greater than £5 a month) and 42% do not wish to pay any extra .

Roads and Parking

Many residents have strong views on roads and parking. For example, 41% say that they experience problems entering/leaving the village:

"Build up of traffic on the swing bridge as no consideration has been made for the growth in traffic due to building houses, present and those frequently being planned."

"Early morning the congestion at the junction of Exminster - Sannerville Way and Sannerville Way to Matford then onto Countess Weir Roundabout. More housing is going to exasperate the situation."

"Access to Sannerville Way and the Matford roundabout are restricted at rush hour. Bridge road and Topsham road are also unable to cope at rush hour."

"Learner drivers everywhere causing hold ups! Very frustrating."

The traffic calming measures in the village, notably around the village centre, excite some interest. The majority of respondents (58%) feel that they are appropriate. However a significant minority (31%) have issues with:

- **Road narrowing in village centre, and the need for priority signs**
- **Parking outside the shops becoming dangerous**
- **Traffic calming between Stowey Arms and Glebelands**
- **'Boy (and girl!) racers'**
- **Road humps causing suspension problems**

There are consistent views about traffic 'danger spots' in the village:

- **Outside the shops, school and Exminster Garage**
- **Outside the Post Office, particularly with parking**
- **Deepway car park**
- **Top of Milbury Lane**

Whilst over half of respondents (61%) have no problems or no opinion about parking in Exminster, there are common problems reported by others:

50% mention problems with parking in the village centre
– the shops, Victory Hall, Dryfield and Post Office.

10% say parking is a problem at peak times, mainly during school drop-off.

10% highlight inconsiderate parking, such as parking on pavements or double yellow lines, vehicles blocking entrances to private driveways. Residents express concerns that poor parking could block access to emergency vehicles.

7% mention problems parking at the doctors' surgery.

In addition, there are localised issues, such as residents who live near the surgery and school finding it difficult to park near their homes. There is also concern that parking would become more of a problem once the Milbury Farm development is completed.

Residents suggest that the situation could be improved by better enforcement of traffic regulations (notably regarding double yellow lines), and that more villagers should walk rather than drive into the village.

Cycle Paths

There are mixed opinions about extending cycle paths within the village. Of residents who have a view, 720 (52%) say that they will use additional cycle paths and 653 (48%) said they won't. There is a clear division of age groups when answering this question, with people in the age range 11 – 49 years most likely to use them, and then rapidly declining above this group.

Views on where new cycle paths should be located included:

- **From the centre of the village to the Swan's Nest roundabout and to the motorway bridge**
- **Along Sannerville Way,**
- **From the village to the canal, Kenn/Kennford, Kenton, the Park and Ride and to the Turf/Powderham path.**

The lack of a cycleway from the bottom of Devington Drive to the motorway bridge is to be addressed by Linden Homes as part of the Milbury Farm development.

Childcare and Schools

This section examines residents' views on childcare and schools in the village.

With regard to the provision of nursery facilities for 0 to 3 year olds, only 13% of all respondents would make use of a nursery facility in the village. However, this facility is most likely to be required by the 20-39 age bands, where 52% of those who expressed an opinion say they will use the facility. This equates to 136 people, so there may be the critical mass for nursery facilities.

Exminster provides a pre-school for the slightly older children, 2½ to 5 years old, in rented accommodation in the Deepway Centre. When asked whether the pre-school should have a dedicated building, 52% (833) of respondents do not express an opinion and 628 people were in favour. Again, if we consider the age groups most in need of such a facility, 91% of 20-39 year olds (212 people) who express an opinion say there is a need for this facility.

Exminster Community Primary School caters for the 5 to 11 year olds. There is overwhelming support for the school, with 91% agreeing that it is important to the community. Over recent years, the school buildings have been continuously extended to accommodate an increasing population in the village. The latest phase, which is out for consultation, will provide four replacement classrooms and allow the School to take a maximum of 420 children. With the planning permissions already granted, this will be insufficient to provide a school place for every child living in the Parish. As a result, 79% (878 people) of those who express an opinion on the subject, would like the school to be moved to a new dedicated site, preferably in the centre of the village.

Leisure and Retail

LEISURE ACTIVITIES

Exminster has a wide range of indoor and outdoor leisure activities. Residents were asked which facilities they use at least once a month.

Sports facilities

The Westbank Centre is the most widely used sports facility (it provides a variety of health and fitness facilities for all age groups, such as exercise and gymnastics classes). The Golf Club and Skate Park are the next most popular, with the St Martin's football club some way behind.

Exminster has a number of sports facilities; which of the following do you use regularly?

Facility	11 – 19 Age Group		All Ages	
	Number of Responses	% of Responses	Number of Responses	% of Responses
Deepway Green Skate Park	67	46%	190	24%
Exminster Golf Club	16	11%	217	27%
St Martin's Amateur Football Club	18	12%	80	10%
Westbank Centre	45	31%	304	39%
Total	146	100%	791	100%

Note that this is a multiple choice question, and people could select more than one facility.

Indoor Leisure Facilities

The Westbank Centre is the most popular location for indoor leisure, closely followed by the Victory Hall (which is rented out for leisure uses such as exercise classes, the village panto and yoga). There were requests for some of the buildings to be available for longer hours in the evenings and weekends and also for better signage to buildings such as the Westbank Centre and Deepway Centre

Exminster has a number of indoor leisure facilities; which of the following do you use regularly?

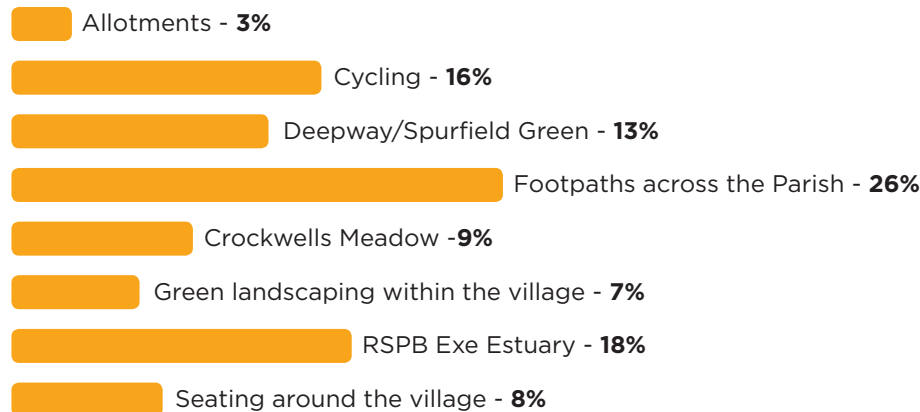
Facility	11 – 19 Age Group		All Ages	
	Number of Responses	% of Responses	Number of Responses	% of Responses
Deepway Centre	28	27%	132	14%
Community Primary School	11	11%	156	17%
Methodist Church Hall	1	1%	94	10%
Victory Hall	20	19%	257	28%
Westbank Centre	43	42%	289	31%
Total	103	100%	928	100%

Note that this is a multiple choice question, and people could select more than one facility.

Outdoor Leisure Activities

Exminster offers a wide range of outdoor activities, the most popular being walking on footpaths in the Parish, visiting the RSPB Exe Estuary and cycling. Better signage on public footpaths was requested.

Exminster has the following outdoor leisure facilities within the parish boundaries; which of the following do you use regularly?



Percentage of 3452 total responses to the question.

Note that this is a multiple choice question, and people could select more than one facility.

These questions highlight that outdoor activities are the most popular pastime for Exminster residents. This is shown by adding together the preferences of residents for sports, indoor and outdoor leisure:

	(Responses)
Footpaths across the Parish (i.e. walking)	888
RSPB Exe Estuary	608
Cycling	554
Deepway/Spurfield Green	462
Crockwells Meadow	321
Westbank Centre (sports facilities)	304
Westbank Centre (indoor leisure)	289
Seating around the Village	274

The top 5 activities all make use of Exminster's green space and outdoor facilities and 6 of the top 9 activities are outdoor based. Outdoor activities are clearly a key element in the life of the parish.

Additional or Improved Facilities

Residents' have asked for more or better facilities to be made available. When asked which additional or improved facilities they would use, most people choose an indoor swimming pool, followed by a purpose build sports centre and an outdoor swimming pool.

Which of the following would you use?



1649 people responded to the question of which 293 (18%) expressed no opinion. Note that this is a multiple choice question, and people could select more than one facility.

Of the 'Other' category, the most popular request is for a bowling green.

Responses from the 11-19 year-olds differed from those of All Age Bands in that higher priority was given to Tennis Courts and the Outdoor swimming pool.

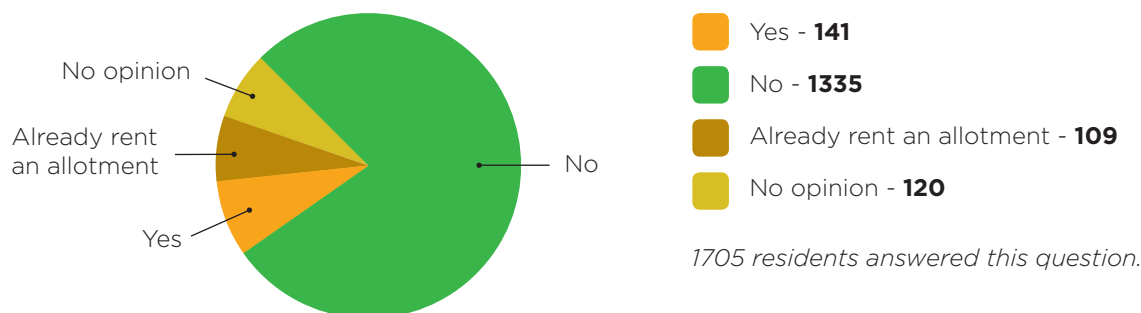
There is little variation between the responses from the young people themselves (the 11-19 Age Band) and all respondents. The main exception is the provision of a Health Advice and drop-in centre which was ranked fourth by All Age Bands but only ninth by the 11-19 Age Band. The top answer 'better park equipment at Deepway' was chosen by 473 people.

Facility	11 - 19 Age Band		All Age Bands	
	% selecting this facility	Order of ranking	% selecting this facility	Order of ranking
Better park equipment at Deepway	56%	1	51%	1
Large youth centre that can manage all age groups	51%	2	35%	3
Improved skate park	45%	3	23%	6=
Separate play and activity areas for different age groups	44%	4	40%	2
More youth club evenings	40%	5	21%	8
Facilities for bands to play, singing groups to practice	34%	6	28%	5
Better park equipment at Gissons	29%	7	23%	6=
Cooking classes	23%	8	17%	9
Health advice and drop in centre	18%	9	33%	4
Other	4%	10	5%	10

Allotments

Finally, if offered an allotment to rent, the majority of residents say 'no'. However, the percentage that say 'yes' exceeds the number that do rent an allotment, possibly suggesting that there is a demand for allotments over and above the current provision.

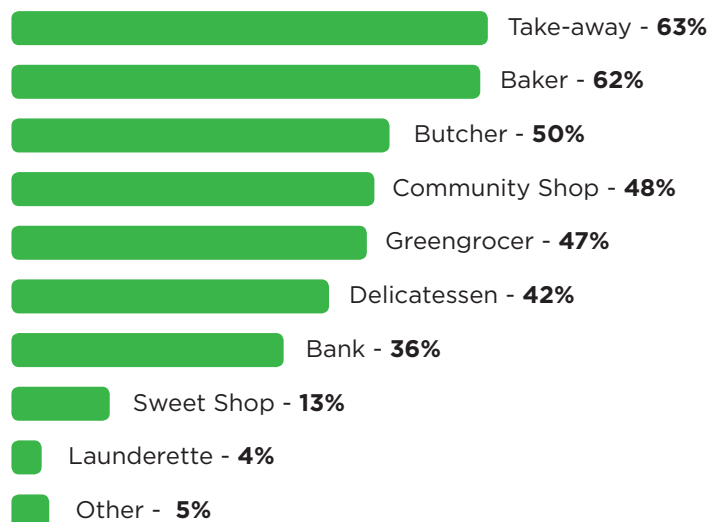
Would you rent an allotment should one become available?



SHOPS

Residents express a consistent view on the additional shops that they would like to see in Exminster.

In addition to the present shops and Post Office, what other shops would you use if they were available?



Percentage of the 1618 people who answered the question

A take-away is a very popular choice, being selected by well over half of respondents. The favourite options are Fish and Chips, an Indian or Chinese (in that order). However, opinion was divided:

"Exminster definitely needs a take-away!"

"Definitely no take-aways!"

Much of the concern expressed relates to the social impact of a take-away, particularly litter and youths congregating outside it at night. One positive solution suggested was that **"we wouldn't need a take-away in Exminster if Exeter's would deliver here"**. Some residents believe that take-aways are delivered by some restaurants in Exeter, so some clarification is needed here. Another possibility is that the mobile Fish and Chip van visits more frequently.

There are a range of views on the need for, and viability of, the next 5 most popular choices (baker, butcher, community shop, greengrocer and delicatessen). The role of Tesco's excited interest, ***"it would be good to have an independent baker, butcher and greengrocer in the village but such services have really been blighted by the existence of Tesco with its very long opening hours"***. There is also general concern about the commercial viability of new businesses, especially whether they would be ***"supported in the long run"***.

Although Tesco is heavily used by residents, several new outlets have opened since the questionnaire was issued – the delicatessen has opened in the parade of shops and the monthly farmer's market in the Victory Hall has started. In addition, a mobile greengrocer already visits the village twice a week (Reddaway Drive and Dryfield). This will provide a practical test of whether Exminster can sustain a variety of food outlets.

The location of any new shops also created a degree of discussion. The vast majority of respondents want new shops to be located in the village centre (287 put this as their first choice). New development areas, such as Milbury Reach, is the next most popular choice (78 respondents). One respondent expresses what many feel ***"the village centre would be ideal but is too small/constrained"***. Residents identify a number of issues relating to using the village centre, including congestion and parking, and a desire to retain the ***"hub of the village"***. A few respondents state that ***"I don't want any more shops – the bigger the retail area the more populated and less 'village' like Exminster will become"***.

A wide range of solutions are suggested for locating shops, including ***"demolish the houses opposite Tesco"***, and ***"grouped together, ideally in a properly designed village centre"***. This raises the issue of the village centre, which is also picked up elsewhere; most notably the constraint on its further development versus the need for improvements in not only shops, but traffic management and parking.

Community Services

Parish Council

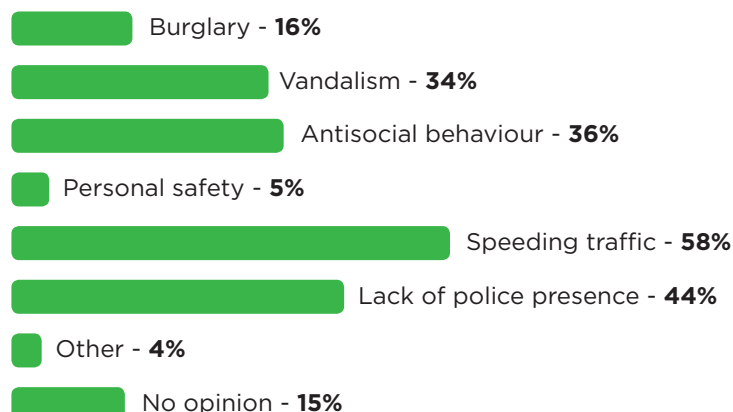
Exminster has a Parish Council that provides the first level of local government and is a statutory consultee. It represents the Community and has a general responsibility in promoting the Parish. Exminster Parish Council owns the Victory Hall, Deepway Centre and the Football pitch and Pavillion; (all leased to local charities), runs the Cemetery, has major land holdings at Deepway Green and Crockwells Meadow and interest in other areas including part of Spurfield, the Wilderness and the south side of the old Hospital Drive.

Residents can currently communicate with the Council by telephone, email, letter or in person at Council meetings. The Council wished to know whether such communications could be improved by making a member of Council staff available in a Parish office for a couple of hours a week. Whilst 22% of respondents think that this would be a good idea, 46% have no opinion and 32% feel that this is not necessary.

Policing

In this section, Exminster residents give their views on law and order issues in the village. Generally, residents express a balanced view on policing issues. As one puts it ***"this is not inner city Birmingham"***. In fact, by far and away the largest single concern is speeding traffic (58%), followed by the lack of police presence (44%). Exminster's nearest manned police station is in Chudleigh, but is accessed through the main Devon and Cornwall Police switchboard.

Do any of the following concern you within the Parish?



Percentage of 1633 people who answered the question.

With regard to speeding traffic, there is a feeling amongst some residents that speed restrictions are being ignored throughout the Parish, particularly in Exminster Hill, Reddaway Drive, Days-Pottles Lane, Gissons, Miller Way and Milbury Lane. Also, residents have commented on boy (and girl) racers in the village, particularly late at night.

Anti-social behaviour is seen to be a particular issue at Deepway Green (with a suggestion that access needs to be restricted, particularly at night) and Gissons play park.. There are a few comments about groups of teenagers gathering outside the Victory Hall and Gissons play park late at night.

Vandalism seems to be an issue partly related to anti-social behaviour, with specific concerns about damage caused to play equipment and more general concerns about graffiti, litter and fly-tipping.

The fear of burglary raised few comments and fears for personal safety were limited.

Apart from an increased police presence, one way of addressing concerns about law and order is the presence of neighbourhood watch schemes. There are, in fact, 18 such schemes operating in the village. 73% of villagers are aware of these, most of those that are not tend to be newcomers to the village, younger people and older residents. There may, therefore, be scope for raising awareness of them.

Health Services

Exminster residents make heavy use of local health services. More than 5 out of every 6 respondents consult a local doctor, and 2 out of 3 use a local nurse. The exception to this pattern is the local dentist, where only 1 in 4 respondents use the Exminster dental surgery.

Do you use any of these services in the village or elsewhere?



Percentage of 1759 people who answered the question.

When asked about how these services could be improved, 43% of respondents want more flexible opening times and 37% want quicker access to services. There is particular concern that the doctor's surgery does not open at the right time for those at work.

“Surgery’s not accessible for working people as it is always closed evenings and even Wednesday afternoons and weekends”

In fact, the Exminster surgery (The Limes) is open Monday to Friday from 8.30 to 18.00 with late night opening 18.30 to 19.30 on Monday, and is closed Wednesday afternoon. Starcross surgery is open similar times with late night opening on Wednesday and is closed on Thursday afternoon.

Equally, there is concern that it can take a long time to see one's own doctor.

“Availability of seeing one’s doctor is unacceptable – between 4- 6 weeks”

There is also concern that these problems will become worse as more housing is built in the village:

“my concerns are that once (Milbury) houses are occupied getting an appointment will be a nightmare”.

On a positive note, many people are complimentary about the services provided – ***“completely satisfied with the health services”, “doctors are brilliant”.***

In addition, planning permission has been granted to re-locate the pharmacy and provide 3 additional consulting rooms at the Limes surgery.

It is unclear why less use is made of the dental surgery than other health services. Comments were made about opening hours:

“used to use village dentist but not open after school so moved to more flexible alternative”

One respondent asks for an NHS dentist to be provided in the village. However, the Den Dental group has an NHS practice in the village, so this suggests more publicity about the service is required.

There are a range of other improvements that residents feel will be helpful, such as the ability to email health professionals with queries, the provision of a drop in centre, plus healthy eating and weight watcher groups.

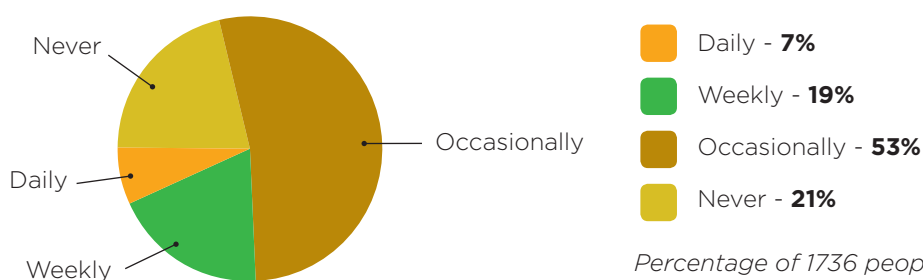
Public Transport

In this section we examine what the village thinks about transport – the quality of our bus service, the possibility of a train station, the impact of car travel and the extension of cycle paths.

Bus Services

The bus service is used by 79% of respondents to the survey. There is consistent use of the bus service by all age groups and most areas in the village, although in area around the Devon Hotel only 22% make use of the service.

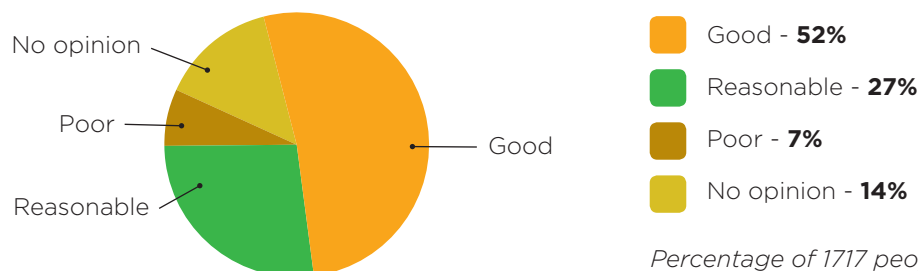
How often do you use the Stagecoach number two bus service?



Percentage of 1736 people who answered the question.

The majority of people using the bus service (79%) are positive, feeling that the service is either good or reasonable.

Do you think that the bus service in Exminster is generally.....?



Of those few rating the service "poor", the most common criticisms are:

Cost

"..it is too expensive. Especially for parents travelling with children. The children are charged more than half fare. There needs to be reduced rate tickets for families and for groups so that the bus is actually good value or better value than driving a car."

These points are commonly made, with the general feeling that it is cheaper to use the park and ride, or to drive to Exeter and park.

Reliability

"The timetable frequency is excellent but there are problems with reliability, in particular between 13.00 and 14.00 hours.....occasions there have been no buses and then 3 together at 14.00"

Customer service

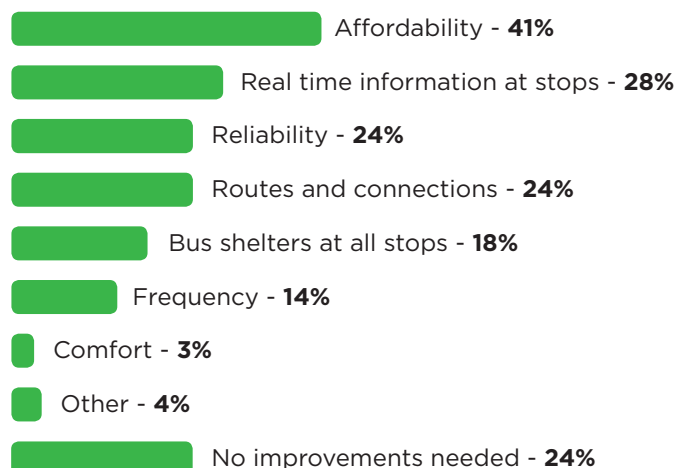
"Careful drivers - some very good, others drive erratically", "Buses are regularly running late and some of the drivers are grumpy and rude"

Route

Many passengers would like services to Marsh Barton, Alphington and St David's.

Respondents to the questionnaire made many comments on how the service could be improved, some were captured in responses to a list of possible improvements.

Which of the following improvements do you think need to be made to the bus service in Exminster?



This was a multiple choice question. Percentage of 1519 people who answered the question.

In addition, some service users want dropped kerbs for disabled access, particularly at Victory Hall, and an extra bus stop at the Morgan Garage and Exminster Hill.

Since the survey was undertaken, Stagecoach has introduced a new no. 10 service, coming from Dawlish and linking Exminster with the Marsh Barton Estate en route to Exeter city centre, but this is only for people working in the estate and there are only two northbound buses in the early morning and two southbound after work.

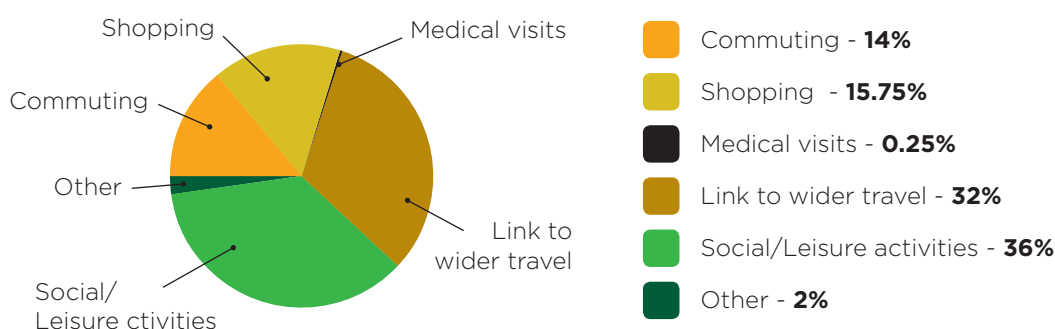
A further bus service is planned between Exminster and Exeter via Marsh Barton and the Alphington area, supported by a Section 106 Agreement contribution from Linden Homes. Details of this have not yet been made public. If insufficient people use this service, it is not likely to continue once the financial subsidy expires.

Railway Services

Some respondents refer to a lack of competition as the reason for some of the problems outlined above, and that a train service is a useful alternative means of transport. All but 16% of villagers say they will use a train if a service was available - 8% on a daily basis, 19% weekly and the rest on an occasional basis.

The reasons for using a train service are primarily for leisure and travel and links to wider travel (i.e. connecting services).

What would you primarily use the train service for?



Percentage of 851 people who answered the question.

Some residents express concerns about the viability of a train services, noting that the number of daily users was small, and also question the impact on the bus service.

In its Local Transport Plan for 2011-2026, Devon County Council has published plans to build new stations at several locations in the Exeter area, but Exminster is not one of them.

Library

Devon CC provides a library van that comes to Exminster on alternate Monday afternoons and Saturday mornings. 57% of respondents do not express an opinion about increasing library facilities in the village, but of those that do, 27% would like a community library, 14% a photocopying facility, 12% increased time for the library van and 11% an internet café.

Local Environment

Residents were asked about their views on a range of services.

Renewable energy

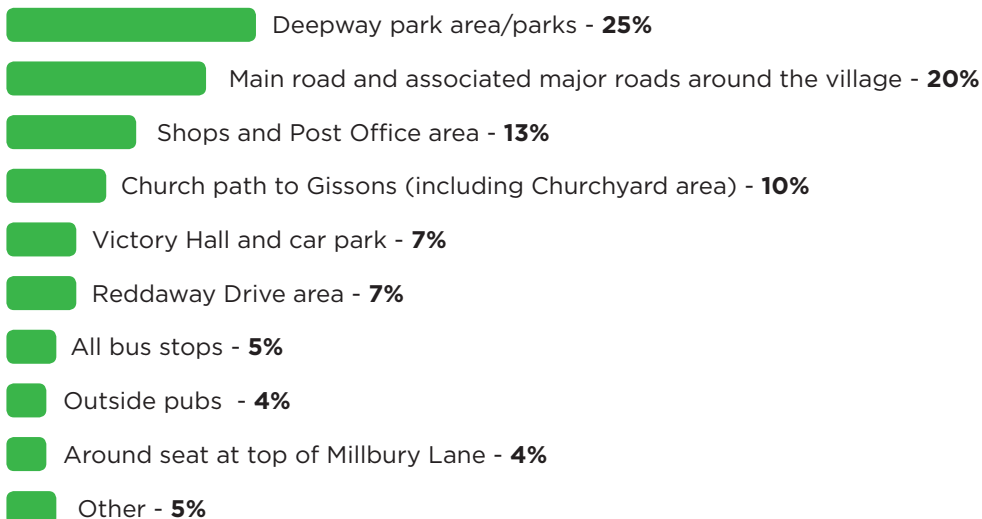
The implementation of more renewable energy initiatives is supported by 48% of respondents, with 15% opposing the idea and 37% having no opinion. Suggestions as to what initiatives should take place include solar panels, insulation schemes and estuary tidal power. Wind turbines have both supporters and detractors, with a small majority in favour.

Litter Bins

There is a similar neutral response to the question, ***“would you like to see more litter bins in the village?”***, where 46% of respondents do not express an opinion 32% would like more bins and 22% do not.

Residents identify a number of areas where litter is seen to be a problem and make suggestions as to how the situation can be improved. The majority of comments relate to encouraging people to take their litter home and requesting that bins are emptied more regularly.

Comments on litter problem areas



Percentage of 181 comments made.

Public Toilets

On the provision of public toilets, residents' views are again largely neutral: 42% have no opinion, 31% want more toilet facilities and 28% do not. A number of requests have been made for the provision of a public toilet at Deepway.

With regard to the toilets at the Victory Hall, some residents' views are reflected in the phrases ***“are there any?”*** and ***“the existing toilets are almost a secret”***. Some residents want them to be signed better, which will help to relieve this situation, for them to be open longer (including evenings and weekends) and for access to be provided for the disabled.

Dog Mess

59% of residents think dog mess is a problem in the village; most notably in Deepway Lane, Days Pottles Lane, Devington Park and along Main Road. Most of them think the situation could be improved by enforcing by-laws with fines, whilst others prefer offending dog owners to be named and shamed, as well as more dog bins being installed. Underlying some of the comments is the view that ***“dogs aren't the problem, irresponsible owners are”***.

59% of residents think dog mess is a problem in the village.

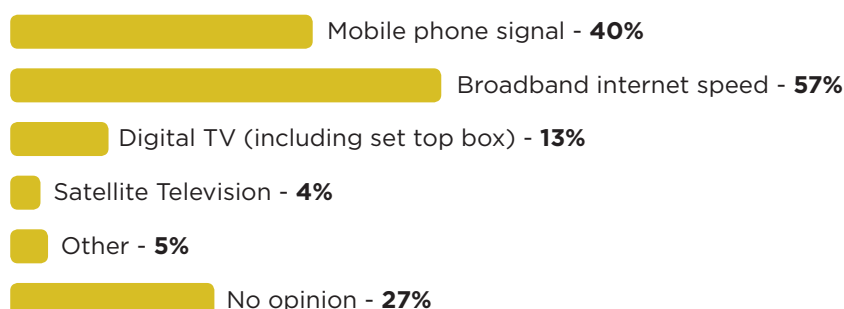


Communications

Residents were asked if they had any problems with reception for various devices in the village. The main problem, experienced by almost 60% of respondents, is broadband internet speed. There is a consistently high percentage of residents experiencing problems across all areas of the village, suggesting that both the Kenton and Exminster exchanges need upgrading.

"internet is so slow plus can't get better from any provider....huge issue for working from home as many people in Exminster do!"

Do you have any reception problems with the following at home?



Percentage of 1500 people who answered the question.

There is also an even distribution of problems with mobile phone reception across the village, with 40% of villagers experiencing difficulties.

Digital TV reception is less of a problem, with 13% of respondents experiencing difficulties. Of the 'other' category, the main problem was radio reception – both standard analogue and digital (DAB).

"No digital radio signal. Poor radio reception on both AM and FM bands in the lower part of the village".

Community Events

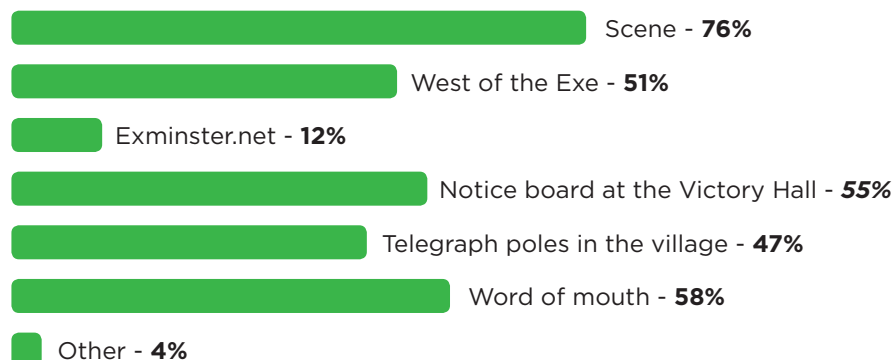


Exminster, as previously noted, has a strong community spirit, with a wide range of social activities including clubs, classes, competitions, the Fete and the Panto. When asked whether there should be more events in the village for the whole community, 38% of villagers say yes and only 11% say no. Suggestions for new events include more live music, a carnival or street procession, street parties, BBQ's and film clubs.

It is worth noting that 51% have no opinion on whether there should be more activities, suggesting that we may be reaching the right level of community events within the village.

In line with their community ethos, Exminster residents use a wide variety of ways of communicating information about events and finding out 'what's on'.

How do you find out about events or meetings in the village?



Percentage of 1694 people who answered the question.

It is encouraging that Scene, the village magazine, is the main source of what's going on in the village. West of the Exe is also widely read. Equally, more informal means of communications (word of mouth, the Victory Hall notice board and telegraph poles) are very vibrant, supporting the idea of Exminster as a village with a strong community spirit. Surprisingly, in this digital age, Exminster.net is used as a source of what's going on by only around 12% of the residents (although some respondents have mentioned Facebook).

Other sources of information quoted are also informal – the hairdressers, churches, the golf club, mum and dad and my wife! 'A' boards at the ends of the village are also mentioned.

Conclusion

The production of this Community Plan is a significant step in Exminster taking greater responsibility for managing its' future. The high level of response to the questionnaire and the quality of those responses has enabled the resident led Community Plan Working Group to produce an authoritative statement of 'what the Parish thinks'.

It is essential that the views expressed by Exminster residents' are acted upon if we are to meet our aspirations for the Parish. To that end, the remainder of this document lists the actions that are a necessary first response to the stated needs of the residents.

The following Action Plan is a visible representation of what needs to be done. Parishioners can view the plan and the progress made over the following months and years. A steering group will report regularly on progress, and residents can make representations to the Parish Council if they wish to comment or raise concerns about progress.

We thank all of the residents of Exminster who have responded to the questionnaire, and hope that you read, enjoy, and act upon the Community Plan.

THE COMMUNITY PLAN WORKING GROUP WOULD LIKE TO THANK THE FOLLOWING PEOPLE WHO WERE ESSENTIAL IN THE PRODUCTION OF THIS PLAN:

Exminster Parish Council, together with our County Councillor Alan Connett and District Councillors John Goodey and Kevin Lake, have sponsored and championed the production of this Community-Led Plan for Exminster Parish. // The Community Council of Devon provided practical help and guidance on the running of the questionnaire and production of the plan. // Matt Taylor for the design work on the plan.



Action Plan

The Action Plan that follows contains issues and opportunities arising from the community feedback and is designed to be a dynamic working document that drives local initiatives and activities to meet the needs of the community.

The Community Plan has been adopted by Exminster Parish Council and they are the custodians of these actions. A Steering Group will be set up to focus on the actions raised, by kick-starting community activity, reviewing progress, updating the action plan and working in partnership with businesses, groups and public bodies to achieve success.

The Steering Group will report to the community regularly on progress, and residents can make representations to the Parish Council if they wish to comment or raise concerns about progress.

For each action there is a champion who will take ownership of the action to work with other groups / bodies identified as partners to resolve the issue or capitalise on the opportunity. The indicative priority rating used is as follows:

High – something which should be started as soon as practicable and certainly in the next 6 months

Medium – something which should be started within 12 months

Low – something which will take longer to address or may require resources not currently available

A number of actions relate directly to work on the Neighbourhood Development Plan. As the Parish Council intends to start this imminently, these actions have all been given a High priority rating.

Where reference is made to the 'Parish' this means the whole of the Parish of Exminster, including the more sparsely populated areas. The term 'Village' is used to refer only to the main village bounded by the street lighting.

Throughout the action plan our district and county authorities are referred to by their acronyms: Teignbridge District Council (referred to as TDC) and Devon County Council (referred to as DCC),

ID	Issue/opportunity	How this might be achieved	Partners	Champion	Priority
HOUSING, INFRASTRUCTURE AND FUNDING					
HIF01	The majority of residents do not want further housing development in the village and this should be reflected in any future planning decisions.	Production of a Neighbourhood Development Plan.	Parish Council TDC	Parish Council	High
HIF02	Maintain an undeveloped 'buffer zone' between Exeter and Exminster.	Review as part of the Neighbourhood Development Plan.	Parish Council TDC	Parish Council.	High
HIF03	There appears to be unmet demand for 'affordable' housing in the Village, particularly among younger age groups.	Re-assess the availability of affordable housing in the light of the Milbury Reach development, as part of the Neighbourhood Development Plan	Parish Council TDC	Parish Council	High
HIF04	Newer residents of Exminster feel part of Exeter rather than Teignbridge.	Teignbridge and Exeter information could be added to Parish Council website; Exminster.net; and noticeboards in Coffee on the Corner, GP surgery, Post Office. Inform local facilities of Exminster residents' response.	Parish Council TDC Local service providers Steering Group	Steering Group	Medium
Funding					
HIF05	Funding required for infrastructure and leisure facilities.	Consider options and possibilities as part of the work on the Neighbourhood Development Plan. Investigate and formulate a plan to obtain funding for those projects identified by the Community Plan which will be taken forward. Joint working with Parish organisations and funding providers.	Parish Council TDC DCC Other funding and grant making bodies Private benefactors	Parish Council	High
ROADS AND PARKING					
RP01	Lack of parking in Village centre with easy, level access to shops and facilities.	There are limited opportunities for additional parking provision in the Village centre as it is currently configured. The Parish Council, through its Neighbourhood Development Plan, could examine future possibilities in the context of a wider review of the issues affecting the Village centre.	Parish Council DCC	Parish Council	High
RP02	Non-enforcement of existing parking measures/inconsiderate and dangerous parking.	Increased presence of a Civil Enforcement Officer in the Village in order to raise public awareness that parking is being monitored and offenders "dealt with".	TDC DCC Police Authority Steering Group	Steering Group	Medium

RP03	There is traffic congestion in the Village centre.	<p>Promote the planned cycle/ footpath from Milbury Reach through the Stowey car park.</p> <p>Examine the possibility of improved cycle parking in the Village centre.</p> <p>The Neighbourhood Development Plan should examine a range of future possibilities in the context of a wider review of the issues affecting the Village centre.</p>	<p>Parish Council</p> <p>TDC</p> <p>Steering Group</p> <p>Exminster Community Primary School</p> <p>Westbank Practice</p> <p>Westbank Centre</p> <p>Local businesses</p>	Parish Council	High
RP04	There is traffic congestion in the Village centre.	<p>Steering Group could encourage residents who are able to, to walk/cycle rather than use their cars.</p> <p>Discussion with Royal Mail regarding extra post box in the vicinity of Devington Park.</p>		Steering Group	Medium
CHILDCARE AND SCHOOLS					
CS01	The present pre-school facility is inadequate for the demand placed upon it.	<p>Pre-school will work with the Parish Council and others to define and plan for a dedicated building for the Parish.</p> <p>Neighbourhood Development Plan working party to consider options and proposals.</p>	<p>Parish Council</p> <p>Exminster Pre-school</p> <p>Deepway Centre Trust</p>	Parish Council	High
CS02	Parish support for Exminster Community Primary School to remain a central part of the Village.	<p>Exminster Community Primary School will liaise with Parish Council and DCC to ensure that current and future demand for school places is met. In the short term this will be achieved through expansion of the existing school site and, in the longer term, by identifying a suitable site for a replacement school within the Village.</p> <p>Neighbourhood Development Plan working party to consider options and proposals.</p>	<p>Parish Council</p> <p>Exminster Community Primary School</p> <p>Parish Council DCC</p>	Parish Council	High

LEISURE ACTIVITIES				
LA01	Provision of a range of enhanced and/or additional indoor and outdoor sports facilities, including swimming pool, purpose built sports centre, tennis courts and bowling green.	Working Party to be established comprising volunteers from the Community, local providers and the Parish Council to look at the options, draw up a statement of requirements, consider financial implications, develop a business plan and look at funding opportunities. Parish Council to consider results as part of its deliberations for the Neighbourhood Development Plan.	Parish Council Westbank Centre St Martin's Football Club TDC Exminster Community Primary School Victory Hall Trust Deepway Centre Trust	Parish Council High
LR02	There is significant demand for community workshops, rehearsal space, film clubs etc.	Steering Group to set up a working party to look at how existing space can be optimised.	Steering Group St Martins Church Methodist Church Westbank Centre Victory Hall Trust Deepway Centre Trust	Steering Group Medium
LA03	Provision of further allotments.	Parish Council will consider whether there are further areas which could be allocated for allotments (e.g. Crockwells Meadow), in the context of the work on the Neighbourhood Development Plan.	Parish Council Allotment Society	Parish Council High
LA04	Encourage and/or provide signage for village facilities.	Steering Group to encourage providers of village facilities to consider improved signage to Westbank Centre, Deepway Centre, RSPB Exe Estuary Reserve, Exe Estuary Trail, St Martin's FC. Crockwells Meadow, Public Toilet, and The Wilderness.	Parish Council DCC Westbank Centre St Martin's Football Club Deepway Centre Trust RSPB	Steering Group Low
LA05	Provide additional age related child and youth facilities including skate park.	A wider range of equipment could be considered for Deepway Green and Gissons, with a clear division of play and activity facilities by age.	Parish Council TDC	Parish Council High

LA06	Provision of more facilities for young people are needed during the week including a dedicated youth meeting place.	Exminster Youth Club and uniformed groups could collaborate to explore a) the demand and b) the possible solutions.	Exminster Youth Club Guides Scouts Steering Group	Steering Group	Medium
LA07	Some residents are keen to see more wild flower and tree planting in open spaces.	Steering Group to explore opportunities for improving green spaces with established groups and with individuals.	Steering Group Community	Steering Group	Low
SHOPS					
SH01	The provision of an additional range of goods and shops, including a community shop, to serve the growing population.	The Parish Council will consider suitable zones for shops in its Neighbourhood Development Plan, with preferences for the types of shops suggested in the survey returns.	Existing shops Parish Council TDC Coffee on the Corner (Community Interest Company) Steering Group	Parish Council	High
SH02	The provision of an additional range of goods and shops, including a community shop, to serve the growing population.	TDC and the Parish Council should respond positively to planning applications by prospective shop owners in the light of the types of shop and locations suggested by the survey returns.	Parish Council TDC	Parish Council	High
SH03	The provision of an additional range of goods and shops, including a community shop, to serve the growing population.	The list of additional goods and services highlighted in the survey could be circulated to existing shops, to test commercial interest in expansion.	Existing shops Parish Council	Steering Group	Medium
COMMUNITY SERVICES					
Parish Council					
COM01	Monitoring of implementation of the Community Plan Action Plan.	Set up a Steering Group and seek volunteers from the Community.	Parish Council	Parish Council	High
COM02	Monitoring of implementation of the Community Plan Action Plan.	Provide regular updates to the Community on progress.	Steering Group	Steering Group	High
COM03	Some residents do not understand the role of the Parish Council or its influence and feel the Parish Council does not communicate effectively.	Parish Council should review the way it communicates with residents of Exminster including the possible use of a website, regular newsletters and making meetings as accessible as possible.	Parish Council Community	Parish Council	High

Policing				
COM04	Reduce antisocial behaviour, notably at Deepway Lane.	An increased police presence at key times in the Village would be very welcome. The role of Neighbourhood Police and how to deal with anti-social behaviour could be dealt with in a series of 'drop in' sessions in a central location.	Police Authority/ Neighbourhood Police Parish Council Steering Group	Steering Group High
COM05	Speeding Traffic through the Village is an on-going concern.	Consistent enforcement of existing measures and speed limits is key to successful reduction of speeding (There is a general feeling that additional traffic calming measures are not the way forward).	Police Authority Parish Council Steering Group DCC	Steering Group High
COM06	Improve Neighbourhood Watch scheme awareness.	Work with the existing NW Coordinator to discuss how they could be expanded and promoted.	Steering Group	Neighbourhood Watch Coordinator Steering Group Low
Health Services				
COM07	Quicker access to medical care at the Limes Surgery (preferably without getting referred to the Starcross Surgery) or other access to medical advice. More flexible opening hours, including evenings and weekends.	Steering group to discuss survey results with the Practice Manager with a view to achieving a better booking system and more flexible opening hours.	Westbank Practice Patient Participation Group Steering Group	Steering Group High
COM08	Provision of additional medical services, such as physiotherapy, healthy eating, weight management, chiropody, walk-in centre for treatment of minor ailments.	Steering Group to discuss survey results with the Practice Manager. Negotiation with service providers.	Westbank Practice Patient Participation Group Steering Group	Steering Group Medium
COM09	Increased use of the local dental practice could help to secure its future in the village.	Steering Group to discuss survey results with the Practice Manager. More information about services available and longer opening hours.	The Clocktower Dental Practice Steering Group	Steering Group Medium

Public transport - Bus Services					
COM10	Lack of disabled access from bus stop opposite the Victory Hall.	Discussions with Stagecoach and DCC.	Stagecoach DCC Steering Group	Steering Group	Medium
COM11	Request for new bus stop at Exminster Hill.	Discussions with Stagecoach and DCC.	Stagecoach DCC Steering Group	Steering Group	Low
COM12	Late running and missing buses.	Discussions with Stagecoach and DCC.	Stagecoach DCC Steering Group	Steering Group	Medium
COM13	Availability of family tickets to reduce costs.	Discussions with Stagecoach and DCC.	Stagecoach DCC Steering Group	Steering Group	Medium
COM14	Integration of new bus route for Milbury Reach with buses 2 and 10.	Discussions with Stagecoach and DCC.	Parish Council Stagecoach DCC	Parish Council	High
Public transport - Rail Services					
COM15	Provision of a railway halt for Exminster.	Councillors could assess interest in forming a working party to poll the Village in detail; and using that information to determine what provision can economically be provided.	TDC Councillors County Councillor Landowners and service providers as appropriate	Steering Group	Low
LOCAL ENVIRONMENT					
Renewable Energy					
COM16	Support the implementation of more renewable energy.	Steering Group to assess interest in setting up a community working party to investigate renewable energy opportunities.	Steering Group Community	Steering Group	Medium

	Bins				
COM17	A "Keep Exminster Tidy" campaign.	By a publicity campaign in the Scene, Exminster.net, notice boards; and any other suitable means arising from discussions.	Steering Group Community	Steering Group	Low
COM18	Litter.	Review the provision of litter bins, consider funding priorities and promote any solution.	District Councillors TDC	District Councillors	Medium
COM19	Dog mess.	Review the provision of dog litter bins, consider funding priorities and promote any solution.	District Councillors TDC Dog Warden	District Councillors	Medium
	Public toilets				
COM20	Publicising the existing public toilet at the Victory Hall.	Parish Council to review the need for better signage, for the toilets to be open longer and opening hours to be widely publicised.	Parish Council	Parish Council	Medium
COM21	The possibility of increasing public toilet provision could be explored.	Parish Council to consider funding any improvements. The Parish Council to review the need for additional public toilets at the Victory Hall and/or the Deepway Centre.	Parish Council Deepway Centre Trust	Parish Council	Low
	Communications				
COM22	Poor Broadband speeds are experienced by more than half of residents.	Promote priority for Exminster with Devon and Somerset Broadband Partnership.	Parish Council Steering Group	Steering Group	High
	Community Events				
COM23	Some residents felt there should be more community events and activities.	Steering Group to explore opportunities with established groups and with individuals to encourage community events.	Steering Group Community	Steering Group	Medium