

TOWN SURVEY ANALYSIS TRAFFIC & INFRASTRUCTURE DATA

10-09-20

DATA ANALYSIS:

Note: Most questions can have multiple answers so the % figures are not intended to be added together. Where there is a low response rate this is indicated.

The information in this report will be useful when making decisions about what traffic and parking issues and the facilities & infrastructure associated with these services the Council should consider supporting using their Precept Funds and CIL accumulated funds.

YOUR HOUSEHOLD

Q2 How many people are resident in your household?

Answered: 416 Skipped: 5

- 0 - 11yrs 108
- 12 - 17yrs 55
- 18 - 65yrs 258
- 66 - 80yrs 159
- 80 +yrs 45

Total of 625 people in 416 households

Q3 Is your present home:

Answered: 417 Skipped: 4

- Owner occupied 80%
- Rented 17%
- Share ownership 2%
- A "second" home 1%

Q4 How long has your family lived in Framlingham?

Answered: 418 Skipped: 3

- 4 yrs or less 122
- 5 - 10 years 61
- More than 10 years 235

The largest proportion of respondents have lived here for more than 10 yrs.

Q5 Employment - how many in each category?

Answered: 415 Skipped: 6

- Retired 226
- Employed within 20miles 117
- Student 81
- Employed in Framlingham 77

- Self-employed 70
- Employed more than 20miles 49
- Unemployed / Other - not employed 27
- Work from home 25
- Volunteer work 1

A total of 673 people in 415 households, with a large proportion of retired people.

Of these 317 people can be expected to be travelling to work.

GETTING AROUND

Q19 How many cars, vans or motorcycles does your household use?

Answered: 375 Skipped: 46

- 1 vehicle 188 188 cars
- 2 vehicles 136 272 cars
- 3 vehicles 38 114 cars
- 4 vehicles or more 13 52 cars

That's a total of 626 vehicles in 375 households

Q20 Do you have off road parking?

Answered: 388 Skipped: 33

Yes: 351 90%

No: 36 9%

- 125 have spaces for two cars
- 86 have spaces for 3 or more cars (14 have spaces for more than 5 cars)
- 67 have space for 1 car
- 71 have car parking space, but no cars

Of the 90% saying they have off road parking, less than 10% said it wasn't enough for all their cars

Q21 How do your children get to school?

Answered: 102 Skipped: 319 (no children)

- Walk 66 **64%**
- Car 29 **28%**
- Bus 6 **6%**
- Cycle 2 **2%**

24 people made comments:

- Taxi's to Special Schools further away
- Cycling preferred if it was safer
- Bus would be good on rainy days

Most resident children walk to school

Q22 What mode of transport do members of your household use to get to work?

Answered: 220 Skipped: 201 (retired people)

How do you travel?

• Car - how many people?	184	84%
1 person	116	
2 people	58	
3 people	9	
4 people	1	
• None - walk to work	64	29%
• Train - which station?	16	8%
• Bus - which route?	13	7%
• Cycle	8	5%
• Motorbike	6	4%
• Mobility scooter (but none of these to work)	3	1%

Of the 220 people who travel to work 184 go by car - 116 of them on their own.

Q23 Is traffic congestion and parking a problem for your household?

Answered: 381 Skipped: 40

Yes: 213 56%

No: 161 42%

221 people made suggestions for improving parking and traffic management:

• More parking needed:	89
Separate new car park	66
Increase residents parking (off road)	17
Increase school / college parking (off road)	8
Use the castle	5
Use school playground at weekends and holidays	3
Redesign layouts to maximise spaces	1
• Reduce on road parking for better traffic flow	45
• Reduce illegal parking	22
• Make a one way traffic system	20
• Prioritise pedestrians and cyclists	7
• Restrict deliveries to businesses / shops to after hours	4
• Bypass (incl. make Brook Lane to New Road wider)	4
• Speed Controls, incl. reduce speeds (esp. up through to castle)	4
• Align overnight free parking with travel to work times	4
• Add traffic lights (or mini roundabout) at Fore St / Albert Place	3

Other individual suggestions:

- Re-assess main roads ref parking spaces ref suitability and fitness for purpose
- No on street parking at peak times
- Restrict all-day parking
- Mark out parking bays to make better use of spaces
- Add more double yellow lines
- Get rid of single yellow lines as these are never observed

- Need a full time traffic warden
- Move the Primary school up to the High School to make better use of all that space close to the town centre
- Regulate Co-op parking only for Co-op shoppers
- Add speed bumps at key places
- Pedestrian crossing at the Elms
- No parking meters
- Add parking meters (incl. on Market Hill)
- Better parking signs for visitors so they know where to go
- No parking in the market
- Pedestrianise the square
- Move the market elsewhere
- Ban all daytime traffic apart from deliveries
- Weight restrictions through the town
- Free electric bus service
- On street parking slows down traffic so it's not such a bad thing
- Some people say cars are bad for the environment
- Some people say there is not a parking problem - you can always park somewhere

Places where people have suggested it is dangerous, or obstructive to park there:

- Fore Street - especially dangerous at top junction with Castle Street
- Bridge Street / Market Hill section
- College Road - from roundabout up to Rumbles Fish Bar
- Mount Pleasant - remove parking near junction to College Road
- Fairfield Road - growing concern with more traffic along very narrow street
- Kings Ave - persistent high school parking obstructive to residents
- Pembroke Road - damage by buses and lorries driving on pavements (danger to elderly visiting the doctors surgery)
- Station Road - outside the Railway Inn / opposite Brook Lane junction - overtaking traffic just where cars pull out onto main road
- Station Road - congested at Fram DIY

Q24 How do members of your household get around, and what concerns do you have?

Answered: 392 Skipped: 29

• We usually walk into town	325	83%
• We find certain streets congested at rush hour & on Saturdays	221	56%
• We find parking a problem in town	180	45%
• We find certain streets congested with traffic all the time	146	37%
• We travel regularly into town by car	87	22%
• We find parking a problem at home	60	15%
• We would use cycle and mobility scooter ways if available	56	14%
• We do not find parking a problem in town	37	9%

Answers indicate that although most residents walk into town, a large proportion find parking a problem, with traffic congestion a big issue.

Q25 Would your household agree to converting the Cemetery driveway into parking for approximately 19 cars?

Answered: 387 Skipped: 34

Yes: 161 41.6%

No: 157 40.5%

The qualifying question on whether respondents visited the cemetery confirmed:

Of the 86 who do visit the cemetery - 59 said no to parking, and 24 said yes

Of the 146 who don't visit the cemetery - 23 said no to parking, and 57 said yes

Q26 Community transport buses can help to access the town. If a bus were available how would your household use it?

Answered: 277 Skipped: 144

- | | | |
|---|-----|------|
| • Travel to train station | 183 | 66% |
| • Use a community bus to get to activities and events | 73 | 26% |
| • Book the use of a community bus for private evening activities and events | 67 | 24% |
| • Use the bus for park and ride into and around town | 47 | 17% |
| • Travel to work in nearby towns | 28 | 10% |
| • Travel into town from nearby villages | 24 | 8.5% |
| • Travel around town | 18 | 6.5% |

75 people made comments:

34 were positive

- 26 of these to Wickham Market, Campsea Ash, Woodbridge and Ipswich
- 7 for a range of other places such as Saxmundham, Halesworth, Diss, Norwich
- 5 for local, in-town access

17 were negative

- indicating they wouldn't use it, preferring their car, or difficulties in using buses

HEALTH & WELFARE - SAFETY / MOBILITY

Q28 If you have mobility issues is it difficult to access the shops and services in Fram?

Answered: 86 Skipped: 335

Yes: 41 47%

No: 41 47%

36 people made comments: All the comments are listed below as they are so specific, and need to be individually assessed

Disabled Parking

- Need more disabled spaces. Only 4 in town square
- It isn't always very easy to park and also there isn't always enough room to get the disabled child out of the car
- Cars continually park in disabled spaces on market hill and display no badge.
- Signs for disabled spaces not very visible

Scooter Crossings

- Framlingham is an old town and wasn't built to accommodate scooters so we need to ensure that there are scooter crossings in strategic places and be mindful of historic ambiance of the town.
- Mobility scooter crossing in market square and Fore Street and Wells Close Square (near the bakers)

Pavements

- Uneven pavements and not enough dropped kerbs
- Uneven pavements
- Poor repair of pavements
- Kings Avenue has uneven paths and holes, which means my wife rarely leaves the house.
- Narrow uneven pathways difficult and tripping hazard as I walk with aid
- Pavements in our area are in a state of disrepair - Kings Avenue area. Not helpful for pushchair or wheelchair users.
- Too many A-frames and obstructions on pavement.
- Ramps too steep for wheelchair user. Pedestrian crossing at Ancient House is dangerous.
- Vehicles parked on pavement

Dropped Curbs & Road Crossings

- The town should be assessed to see where dropped curbs could be added to allow a route to all parts of the town, especially in the town centre pavements.
- Need more dropped kerbs in our area
- Very few lowered kerbs (only outside Carley Hill and Impulse)
- Crossing into centre of town from Mills Meadow is difficult with a wheelchair.
- Dedicated crossing would be useful at bottom of Fore Street and near craft shop for school children
- Insufficient safe crossings

Wheelchairs / Mobility Scooter

- The doctors, Library, Co-op and Barclays Bank are the only wheelchair accessible buildings in town.
- Wheelchair access is diabolical
- Difficult for relative in wheelchair but wouldn't want shops etc to have to change their original features.
- Can't use shops if in a wheelchair, nor in a mobility scooter
- Many shops have steps so wheelchair access is difficult

Shops Accessibility

- We don't have mobility issues but I struggled to use the pharmacy when my daughter is in her pram as there are steps to access
- The Chemists is difficult to access if you have mobility problems
- Difficult at step up to chemist - but help is usually available
- Better shop and facilities access
- Difficult for relative in wheelchair to drop off / pick up at dentist etc. But wouldn't want to change town centre - e.g. wider doors etc.
- Steps or narrow entry into some shops
- Poor access to almost all central shops by wheelchair users due to steps / old buildings
- Using a walker some shops are difficult to access because of heavy doors, doorsills and steps.
- Steps near paper shop quite steep.

Pathways

- Fen gates not able for mobility scooters to get through
- Paths need to be wide enough to accommodate wheelchairs and pushchairs, some planting over hangs the paths meaning you need to walk on grass verges.
- Paths are inadequate for scooters and many cars park on pavements.

General

- I experience walking issues sometimes, but access not a problem. Just the parking sometimes.
- We elderly need pedestrianised areas in the town

Q36 How do members of your household travel to hospital?

Answered:	378	Skipped:	43
Car: (and motorbike)	34	9%	
Park & Ride:	331	90%	
Volunteer Transport	20	5%	
Bus	13	3.5%	
Taxi	12	3%	
Family & Friends	07		
Ambulance	04		
Taxi impossible at short notice			
Takes two buses to get there			

Q37 Do members of your household have difficulties getting to the hospital?

Answered:	367	Skipped:	54
Yes:	34	9%	
No:	331	90%	

38 people made comments on how can this be addressed?

A direct bus service to the hospital	17	
A community mini bus	12	
Rely on friends / family	05	
More volunteer transport	02	reliable volunteer transport
Bus stops too far from entrance	01	
Disabled ambulance	01	
Taxi service	01	
Subsidised service	01	can't always afford to get there
Park & Ride not suitable when ill	01	more accessible parking at hospital

Q39 Do you and your family support the idea of CCTV in the town centre and car parks?

Answered:	384	Skipped:	37
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Yes: 304 79%

No: 76 20%

195 people gave reasons:

141 were positive

To provide a deterrent to crime and antisocial behaviour, and a means of providing evidence to police, needed now as the town has grown so much...

18 were unsure

Expressed concerns about the need, and preference for more police presence as a better option, and the costs involved

36 were negative

Objections referred to: objecting to constant surveillance, not enough need in our town, crime will just take place in other areas not covered by the cameras, too expensive - better to spend money on more important things

Q40 Is the street lighting adequate?

Answered: 386 Skipped: 35

Yes: 319 82%

No: 62 16%

72 people made comments: If not adequate, where?

Specific Roads or Areas with inadequate lighting:

Fairfield Road	10	all the way past the new houses
Victoria Mill Road	08	various dark sections
King's Avenue	06	also very old, yellow lighting
Station Road / Victoria Mill Road	04	on the corner
Pembroke Road	04	
Badingham Road	02	at the end
Vyces Road	02	at junction with College Road
Crown and Anchor Lane	01	
Double Street	01	
College Road	01	
Church Street	01	
Castle Street	01	
Saxstead Road	01	
Mount Pleasant - Porter Court	01	has none and elderly residents live here
New Road	01	past National Speed Limit signs - extend to include our group of properties.

Off Street:

The Fen Meadow path	05	
Queens Head Alley	02	
Infirmery Lane	01	
Pigs Meadow	01	low level lighting

Other Comments:

Lighting turns off too early	10	Midnight is too early, including on estates
Switch to low energy lighting	05	to save costs, energy and use properly tasked lights to prevent light pollution, incl. footpaths
The street lighting stays on for too long	01	Waste of electricity - turn off after 11pm
Lights should not go out in the town at all	01	

COMMUNITY FACILITIES & EVENTS

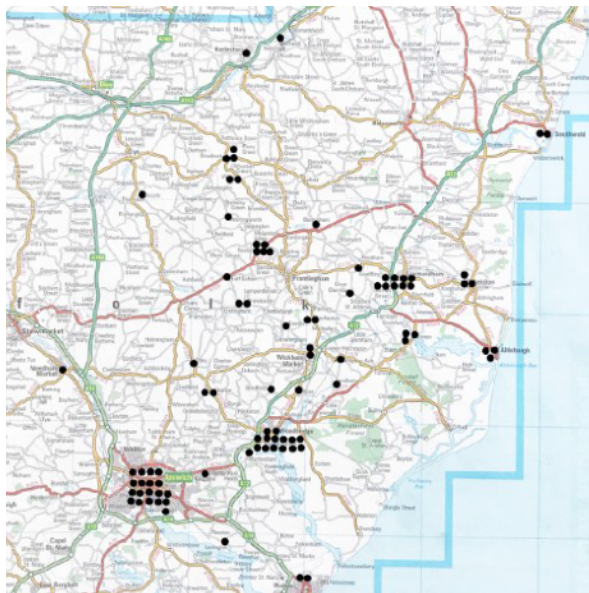
Q9 Do your children need to travel outside Fram for activities?

Answered: 102 Skipped: 319 (largely - no children)

Yes: 61 60%

No: 40 40%

IF YES PLEASE SAY WHERE: see map



Children and young people travel quite far distances to access activities - largely towards Ipswich, Woodbridge and Saxmundham areas.

No children seem to take part in activities in Halesworth, and few travel north to Diss, Bungay, and Beccles.

Q17 What impact do you think the recent new development is having on the town?

Answered: 344 Skipped: 77

Answers to this general question included 279 negative responses, 34 positive responses, 26 mixed - neither good nor bad responses. 87 no opinion or response:

Too much traffic	180
Too little car parking	115
Too many new houses / increased population	72
Stress on Doctors surgery	64
Loss of identity and character of town	42
Road maintenance, pot holes, roadworks, flooding	28
Insufficient infrastructure	28
Supermarket too small and not enough shops to cope	26
Stress on schools	21
Lack of activities & facilities for all the extra people	18
Loss of green spaces	14

Lack of community spirit / no extra volunteers	13
Pollution - light, air, noise	9
Not enough jobs	7
Stress on youth services	7
No public transport	5
Antisocial behaviour / drugs	4
Lack of affordable housing for young people	3

All other comments are single comments:

No green initiatives - solar, wind, woodland, elec. charging
 Stress on water infrastructure
 Town Plan needs revising
 Too many deliveries from distant supermarket
 Cycling
 Newby's are invisible
 Dog Poo
 Lamppost in back garden

Positive comments on new developments:

Creates a more diverse community
 Fulfilling a housing need
 Enables more local people to stay too
 Increased footfall in town centre shopping
 Brings in more money - helpful to local businesses
 Helps Fram survive
 More young people is good for the future
 Towns need new folks
 It is just progress
 Being busier is a good thing (and a bad thing)
 Traffic has always been bad
 It's vital to prevent stagnation
 Surprisingly little effect

Q18 New housing has provided additional funding via Community Infrastructure Levy. How does your household think this should be used to benefit the town?

Answered: 394 **Skipped: 27**

Preferred priorities of those suggested:

• Additional parking	290	75%
• Improving traffic flow	269	68%
• Expanding recycling facilities	191	49%
• Large community hall	173	44%
• Indoor sports facilities	123	31%
• Special fitness facilities for people in need	65	17%

129 Other Suggestions for how the funds should be spent:

Footpaths / Cycle routes / mobility	13
Youth facilities / club	12
Better / bigger medical centre	9

Second supermarket / better shops	8
Maintenance to paths, hedges & road signs	7
More vibrant town centre / plants / colour	7
Recycling facilities	6
Open up community space / woodland	6
Outdoor facilities for families (crazy golf, trampoline, table tennis, 3g pitch)	4
Swimming pool	4
Fitness classes for the elderly	4
Gym	4
One way traffic – Mkt Hill / Fore St	3
Pedestrian Crossing – Fore St	3
Public transport (hospital / railway station)	3
NHS Dentist	3
Indoor sports eg bowls	2
Fund the arts and library	2
Funding for the Scouts & Guides hut	2
Cinema	2
Pedestrianise Mk't Hill	2
Allotments	2
Leisure centre	2
Large community hall	2
Improve the playground – Kings Ave	2

All other comments are single comments:

More community events
 Facilities for the aged
 Electric car charging points
 Disabled access at the school
 Widen Brook lane
 Residents parking – Station Rd
 Improve the drainage – Pageant Field
 Reduce traffic speed
 More food supplies for the food shed
 Park & Ride – circulating the town

GENERAL CONCLUSIONS REF: TRAFFIC & INFRASTRUCTURE

Note: This survey was carried out before the imminent plans by East Suffolk Council for parking meters and parking enforcement were widely publicised.

A total of 673 people in 416 households, with a large proportion of retired people

The largest proportion of respondents have lived here for more than 10 yrs.

- The opinions between long standing residents a new people are markedly the same, except in questions relating to the Town Council where a significant number of people have said they don't know as they haven't lived here long enough.

Residential Car Parking

In the 365 households who responded to this question there are a total of 626 vehicles

Of the 90% saying they have off road parking, less than 10% said it wasn't enough for all their cars

- Most residents responding seem to have sufficient off road parking. If those who don't have parking can be identified, then some options could be considered to address specific issues, especially if this can contribute to easing traffic congestion.
- Creating a new car park will not resolve these specific residential parking issues

Three questions asked about modes of transport, traffic congestion and car parking in different ways.

Regular Travel

- Looking at the 415 respondents occupations, about 317 people can be expected to be travelling to work as they indicated their employment is not in Framlingham itself.

Adults:

- Of the 220 people who confirmed they travel to work, 184 go by car - 108 of them on their own.
- A car sharing scheme will be considered an appropriate way of reducing traffic congestion and reducing energy consumption at the same time. If this is applied to nearby villages as well it might also reduce through traffic at peak times.

Children and young people:

- Most resident children walk to school. Many travel quite far distances to access leisure activities - largely towards Ipswich, Woodbridge and Saxmundham areas. None take part in activities in Halesworth, and few travel north to Diss, Bungay, and Beccles.
- This could be due to the poor public transport to these places from Framlingham, or that there are no interesting activities available.
- Much more information is needed on use of public transport by children: do they travel independently? Is this considered safe by parents - at what age? How often and when would they use it? Which directions are needed? What is wrong with the existing provision: 118, 119 and 63 routes? (see also Community Bus notes below)

Traffic Congestion and Parking

Although most residents say they walk into town, a large proportion say they find parking a problem, with traffic congestion also a big issue. This is considered a problem by 213 households, but not a problem by 161 households.

- This surprisingly high level of 161 saying they do not have a problem may be a reflection on the fact that these residents live near the town centre, and access the town at times when they know it is not busy.
- If residents are actually walking into town, this suggests that traffic congestion is from people driving in or out to work, from out of town to school, vehicles passing through the town, or those visitors coming in to town for shops & attractions.
- Although parking is considered a problem in town by 45% of respondents, and only 9% ticked the boxes specifically asking if they did *not* consider this a problem, this still leaves a 175 people (out of 392) who didn't express a view either way.

221 people made suggestions for improving parking and traffic management:

- As expected there is a lot of support for more car parking, but only 66 people actually said there should be a new separate car park.

- There is also support for restricting on-street parking on key roads (45 people), and stronger support if you add to it the 22 who suggested reducing illegal parking - proposals of this nature would go a long way towards improving traffic flow, however this is contrary to Highway Regulatory advice for using on street parking as a traffic calming measure.
- The suggestion for a one way traffic flow system was spontaneously raised by 22 respondents, as a solution to improve traffic flow through the town centre - up from the bottom of Bridge Street right up to the top of Castle Street, and some suggesting one way down Fore Street. As the 4th most popular measure listed above, this is significant as it was not an option suggested anywhere in the survey.
- It indicates that there might be popular support for such a major intervention, and so should be researched further. Perhaps it is seen as one way to retain on street parking near the town centre, improve traffic flow, pedestrian safety, accessibility for scooters & prams, and possibly cycling safety?
- Streets which people consider dangerous have been clearly indicated, and subsequently confirmed in a further recent audit by volunteers. The council will review all the options for making improvements and propose recommendations for action.

Cil Infrastructure Funding For Traffic and Parking Infrastructure Issues

Answers to this question put both additional parking and improving traffic flow as the top two choices of respondents.

- The complexity of the issues raised, which affect different parts of the town and people with different needs, eg. residents, visitors and businesses / employees, confirms that a range of solutions is required - extra parking in one place will not resolve all the issues. Some solutions for these issues have already been identified and are actively being pursued as part of a current action plan.

Cemetery Parking

- From the answers to the special question asking about this it is clear that whilst the overall figure are evenly split between yes and no, when you take into account whether people visit the cemetery, or not, the opinion is very much against car parking conversion by those who do visit.

Transport - Community Bus

- The strongest support for a Community Bus was for travel to and from the train station by far.
- Interest was also shown in use of a Community Bus to access community events / activities, including private bookings.
- Support for the use of a community bus by young people and children (who largely walk to school) is massive - at 80% for travel to the train station, and 40% for access to community activities and private bookings

Travel to Hospital

- This is considered difficult by only 9% of respondents, and the issues could be largely resolved by making sure people can access the Hour Community transport service for their medical needs.

Disabled Parking

- The need for more disabled spaces in the town centre, and improved parking signs throughout the town has already been identified and is part of the current parking plan in the process of implementation.

Mobility Issues

- We asked: is it difficult to access the shops and services in Fram? 41 people said yes, and 36 made individual comments on where the improvements should be made: from better pavement maintenance, adding more dropped curbs, more crossings at key places, to accessible pathways.
- People accepted some of the old shops might always be difficult to access.
- All the points made should be investigated for proposed improvements as accessibility is a high priority issue.
- It has however proved impossible to improve the steep pedestrian crossing ramp at Ancient House on Albert Place because the point of access to the crossing contains the steps that provide entrance to the house itself which take up half of the pavement. This has already been refused at least three times for this reason. An alternative position for this crossing needs to be considered.

CCTV in the Town Centre and Elms Car Park

- There is large support by respondents for CCTV in the town.
- From the comments made by people who are against the proposal it is clear that mis-information abounds. Communication on how it will be managed, the costs involved, the minimal intrusion on individuals privacy, and regular reporting on the effectiveness of the cameras would be helpful to reassure many people with negative views.

Street Lighting

- Generally people are reasonably satisfied by the street lighting, but 16% of respondents considered some street lighting is inadequate, and many of the 72 comments referred to the same places:
- 15 streets were identified as being too dark in places, and it was suggested 4 footpaths needed lighting, (some possibly low level lighting). These should all be re-assessed for possible improvements: The Fen Meadow path, Queens Head Alley, Infirmary Lane, Pigs Meadow.
- Some people walking home after midnight felt unsafe as the lights went off too early.