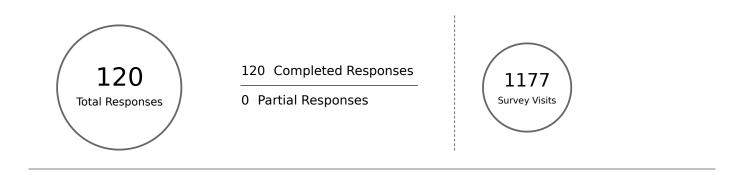


# Bletchley and Fenny Stratford Town Council Residents' Survey 2023



Bletchley and Fenny Stratford Town Council consists of 21 councillors who are elected (or in some cases co-opted) to represent the local community. It is a statutory body which forms part of the first tier of local government. The town council is wholly independent of Milton Keynes City Council though we work with the city council and many other partner organisations. Our councillors are supported by a team of employees who implement the day-to-day work of the council.

Like all local councils, our work falls into three main categories:

- representing the local community
- delivering services to meet local needs
- working to improve community well-being and quality of life

and is funded by a tax known as a precept which is paid by local residents and is collected as part of the council tax.

We are asking you to give us your views about the services and support we provide to residents. This feedback is really important in helping councillors to decide the town council's priorities.

There are lots of services we cannot provide such as rubbish collections, schools, social care, planning, street lighting and road maintenance because these are all MKCC services. We will help where we can, but we cannot do this work ourselves. Our existing services include management of community centres, community events and specialist markets, Christmas lights, public toilets, allotments, youth clubs, holiday play schemes, CCTV cameras to deter and detect anti-social behaviour and many others. Recent feedback encouraged the council to take on landscaping maintenance and to provide warm spaces and money saving advice surgeries during the winter.

Please complete the survey and have your say about what matters most to you. You can tear out and fill in the questionnaire on the next page, and drop it in to any of the following:

Sycamore House, Drayton Road, Bletchley MK2 3RR

Fenny Stratford Community Centre, George Street, Bletchley MK2 2NR

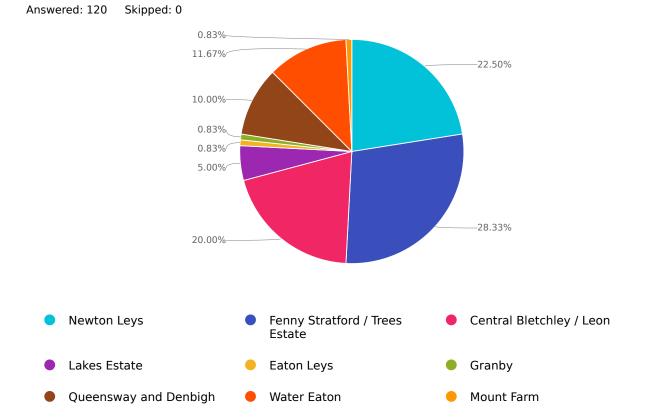
Spotlight Community Centre, Bletchley MK2 3QL

Newton Leys Pavilion, Furzey Way MK3 5SP

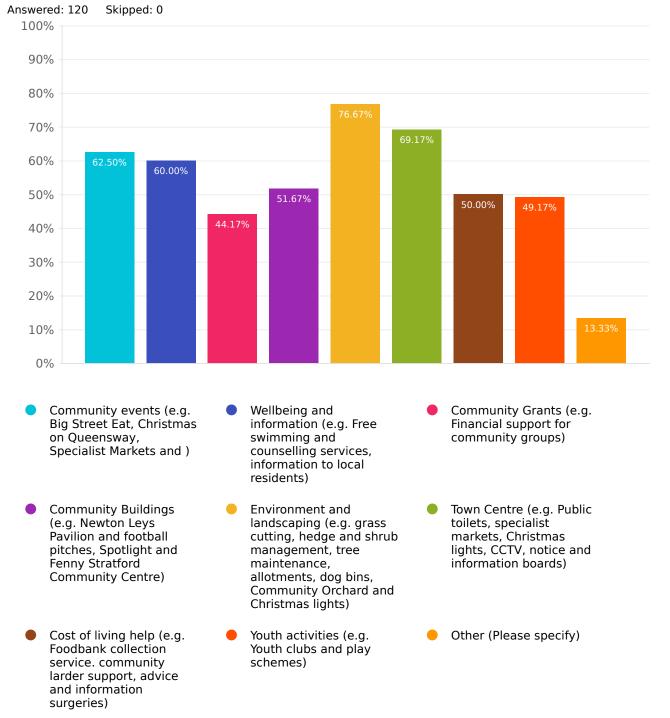
Thank you for sharing your views, which will be taken into consideration in council decision making.

No Responses

# 1. Where do you live/work?



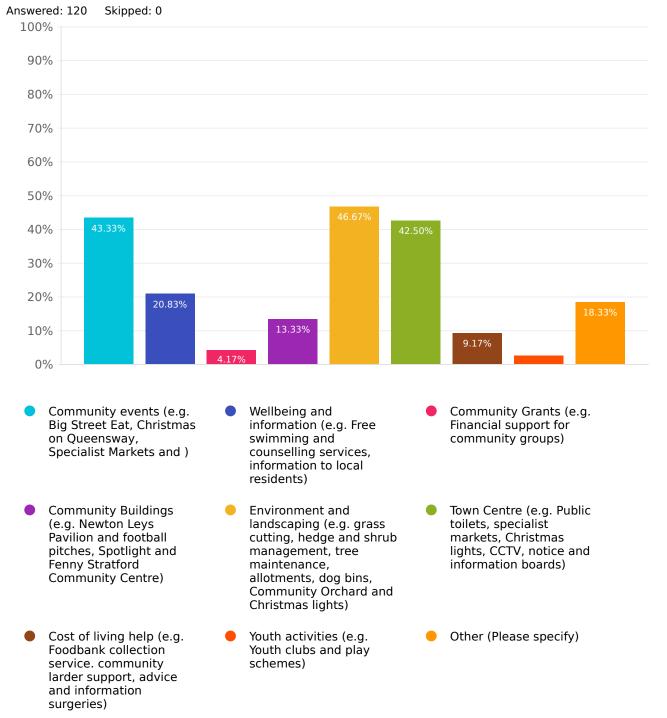
Choices	Response percent	Response count
Newton Leys	22.50%	27
Fenny Stratford / Trees Estate	28.33%	34
Central Bletchley / Leon	20.00%	24
Lakes Estate	5.00%	6
Eaton Leys	0.83%	1
Granby	0.83%	1
Queensway and Denbigh	10.00%	12
Water Eaton	11.67%	14
Mount Farm	0.83%	1



# 2. Which of our current services do you think are important? Tick all that apply

Choices	Response percent	Response count
Community events (e.g. Big Street Eat, Christmas on Queensway, Specialist Markets and )	62.50%	75
Wellbeing and information (e.g. Free swimming and counselling services, information to local residents)	60.00%	72
Community Grants (e.g. Financial support for community groups)	44.17%	53
Community Buildings (e.g. Newton Leys Pavilion and football pitches, Spotlight and Fenny Stratford Community Centre)	51.67%	62
Environment and landscaping (e.g. grass cutting, hedge and shrub management, tree maintenance, allotments, dog bins, Community Orchard and Christmas lights)	76.67%	92
Town Centre (e.g. Public toilets, specialist markets, Christmas lights, CCTV, notice and information boards)	69.17%	83
Cost of living help (e.g. Foodbank collection service. community larder support, advice and information surgeries)	50.00%	60
Youth activities (e.g. Youth clubs and play schemes)	49.17%	59
Other (Please specify)	13.33%	16

- 1. Being able to park outside my house
- 2. A camera to ticket those in town that park where they want when they want
- 3. Let people smell fresh not polluted air
- 4. Natural water Drainage flooding,
- 5. Running events in local library
- 6. Police
- 7. Getting more different shops in Bletchley
- 8. renewal of bus srvice around windermere drive
- 9. More emphasis on safety & improving antisocial behaviour
- 10. Rather you stop spending money to reduce council tax! It's the second highest in Milton Keynes!
- 11. Saplings children's centre
- 12. None I work
- 13. Maintenance and improvement of parks
- 14. Control of illegal parking in the area especially Bletchley town centre
- 15. Pavements you can use that are not overgrown or in poor condition
- 16. close of stinky landfill this should be you priority. Community is suffering from this smell.



## 3. Have you benefited from any of these services this year? Tick all that apply

Q3

Choices	Response percent	Response count
Community events (e.g. Big Street Eat, Christmas on Queensway, Specialist Markets and )	43.33%	52
Wellbeing and information (e.g. Free swimming and counselling services, information to local residents)	20.83%	25
Community Grants (e.g. Financial support for community groups)	4.17%	5
Community Buildings (e.g. Newton Leys Pavilion and football pitches, Spotlight and Fenny Stratford Community Centre)	13.33%	16
Environment and landscaping (e.g. grass cutting, hedge and shrub management, tree maintenance, allotments, dog bins, Community Orchard and Christmas lights)	46.67%	56
Town Centre (e.g. Public toilets, specialist markets, Christmas lights, CCTV, notice and information boards)	42.50%	51
Cost of living help (e.g. Foodbank collection service. community larder support, advice and information surgeries)	9.17%	11
Youth activities (e.g. Youth clubs and play schemes)	2.50%	3
Other (Please specify)	18.33%	22

- 1. No I can't go out as I have Autism I get abuse from the the general public both inside and outside shops almost all the time, I feel safer at home!
- 2. No
- 3. Not specified
- 4. No
- 5. None
- 6. No
- 7. No benefits from all these councillors.
- 8. None
- 9. Green Gym, which is funded by the Council
- 10. None
- 11. None
- 12. None
- 13. None
- 14. None at the moment
- 15. none
- 16. No
- 17. none
- 18. None
- 19. None
- 20. None
- 21. None of the above
- 22. None

Q4

4. Are there other services or activities that you would like to see Bletchley and Fenny Stratford Town Council deliver? Please let us know your ideas, views or feelings below.

Answered: 120 Skipped: 0

- 1. Test
- 2. NA
- 3. Support for people on the Lakes Estate who can't get their rented accommodation repairs done through Mears and MK Council in a timely manner, specially damp and mould issues.
- 4. Running club, recycling at home workshops, refill community project, grow your own veg workshops
- 5. Local art groups I would like to see gardening clubs/knitting clubs/computer games clubs where we can exchange knitting wool/plants/ tips or a plant surgery, games we can exchange for a new one I strongly believe in reduce, reuse, recycle
- 6. Garages in Lakes estate needs to be cleared or demolished as some of them are full or crap
- 7. Can't think
- 8. Tackle the parking issue on queensway
- 9. More shops
- 10. No
- 11. No
- 12. Participate in providing Bletchley with with a 21st century medical and community facility.
- 13. Council tax is too high!!
- 14. Nope
- 15. Parking issues resolved
- 16. More groups for teens and young people
- 17. More activities for children 5-10yr
- 18. No
- 19. Litter bins around Newton leys
- 20. No
- 21. I would like community facilities to be available to the community rather than others outside our area
- 22. Not yet
- 23. Disappointed that there was nothing for the coronation
- 24. Cleaning the streets to show our pride in our community
- 25. I have lived here just over a year (from north MK). I'm still getting a feel for things so no suggestions this year.
- 26. Traffic wardens on regular patrol and community polic
- 27. No
- 28. Health visitor clinic in East Bletchley
- 29. No
- 30. No
- 31. No
- 32. A safe environment to walk on the paths without cars driving up
- 33. I'm fairly new to the area so not sure yet
- 34. No
- 35. Yes, I would like all councillors to be honest and start thinking of people who live and work in this comunity

- 36. N/a
- 37. None
- 38. More help e.g the free swimming and other similar things for those who do not work or on low income but do not qualify to receive certain benefits that entitle you to so much
- 39. Clubs in & around Denny for the over 55s to socialise
- 40. None that I can think of
- 41. No
- 42. Man hole covers on roads and rain water drains need repairs and cleaning
- 43. Stop the parking on footpaths in Fenny. Sort the illegal parking in Queensway. Sort out the street cleaning, drain clearance, Road maintenance
- 44. No
- 45. Free dog waste bags
- 46. Tai Chi Classes withing a local distance
- 47. Clean up area it's a disgusting litter graffiti paths blocked as overgrown
- 48. Meet your Councillors "Drop in Sessions" held in Town. Since we lost the offices in Queensway. (EG The Library or Westfield Rd Centre as do West Bletchley Councillors
- 49. More activities for the under 5s
- 50. Well Newton leys community can't access football pitches on the pavilion as you have sold them off who pays for their upkeep
- 51. I think the council does a diabolical job at representing Newton Leys. The poor people know their voice is wasted and the council will just except funds from the highest bidder regardless of its impact on the local community.
- 52. If you could allocate more parking for residents as I find parking non existent my wife who finds it difficult to walk cannot park outside our house anymore because of the fencing you put up please help
- 53. None
- 54. Unsure
- 55. More activities in Fenny Stratford community centre
- 56. No
- 57. N/ A
- 58. Not at present
- 59. .
- 60. No
- 61. High school
- 62. Supporting or taking on addressing weeds on roads and pavements and addressing litter (reporting it and escalating for action if not directly by the town council)
- 63. Replace dog bins near canal .which have been there for years that have for some reason been removed
- 64. None
- 65. Ger rid of Taylor Wimpey and the landfill site
- 66. How about make revenue from all the illegal cars parked in queensway
- 67. A safe environment to walk in?
- 68. Not sure what services could be added but I do know how to fund them, invest in parking cameras in Queensway
- 69. Community policing backed by attending by police
- 70. Bring life back into Bletchley, for someone who grew up in this town & now works in the town, over the years it's slowly gone down hill
- 71. no
- 72. Bring the market back to Bletchley, there are so many elderly people that love fruit and veg markets, young stalls for the teenagers, kitchen supplies stall, food vendors on a regular basis on a Thursday

- 73. Local supermarkets instead of having to go to large edge of town as stores as not always easy to access if do not drive
- 74. Bring the bus service back to the lakes estate to allow disabled, vulnerable and elderly people have access to the town centre and afar without having to walk out of their physical ability
- 75. No
- 76. N/a
- 77. Support those who need to move to more appropriate housing in finding a swap because The Lakes Estate isn't a highly sought after area and people like me are left struggling to get into said accommodation
- 78. Our own dedicated traffic warden/officer in Queensway high street and surrounding roads for pedestrian safety due to pavement parking
- 79. B & FS town council have done an amazing job at creating a community and increasing the offer available to residents. My family have benefited greatly from what's on offer and we are extremely grateful

80.0

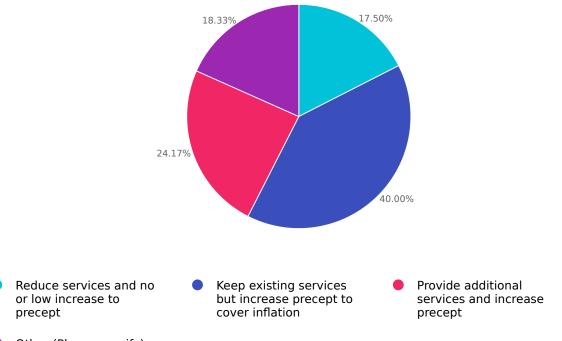
- 81. A service to stop cars parking where they want in town
- 82. markets back in bletchley, maybe use the old co-op for an indoor market
- 83. Being a supermarket back to Town centre
- 84. Increase safety on streets
- 85. Bus service
- 86. Activities for teenagers to keep them off the streets
- 87. A decent Market
- 88. Definitely more landscaping
- 89. See box 10
- 90. More help and activities for older generation
- 91. More dog bins. A doctor's surgery
- 92. Actu g on behalf of the residents about school parking regulations
- 93. More life and business attractive high street
- 94. Some more standard bins in Newton Leys please. We have a good amount of dog poo bins but not many ordinary bins and it's causing a lot of littering issues.

- 96. Encourage owners of property in Aylesbury St to take care of their properties I.e. old Pollocks. Work on Queensway Parking. We need more pride in Fenny and Bletchley.
- 97. A market would be nice
- 98. I would like to have more Red ways or have footpaths improved to encourage more people to cycle.
- 99. A far better variety of shop. Too many nail bars and Turkish hair dressers
- 100. Aquanatal offerings again!

<sup>95.</sup> No

### 5. This year, what is your preference?

Answered: 120 Skipped: 0



• Other (Please specify)

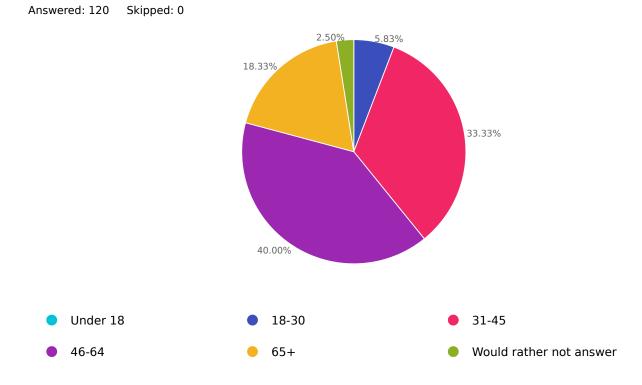
Choices	Response percent	Response count
Reduce services and no or low increase to precept	17.50%	21
Keep existing services but increase precept to cover inflation	40.00%	48
Provide additional services and increase precept	24.17%	29
Other (Please specify)	18.33%	22

- 1. I don't understand what is meant by precept. But please don't reduce services
- 2. No opinion
- 3. No idea, isn't that your department! I don't want to be rude but that, is a questions for which I don't understand
- 4. Not specified
- 5. Not specified
- 6. Question is unclear
- 7. This year I would be happy to stop smelling terrible gas smell coming from landfill
- 8. Get better councillors who will support local people
- 9. Keep existing services with a very low increase due to huge increase that happened last year

- 10. Deliver on promises first
- 11. A clean up of the town
- 12. Get the butcher to pay a fine every time a car calls at his shop
- 13. Keep services no payment rises
- 14. Spend more wisely. Less management more workers. Stop duplication and poor planning
- 15. What is a precept?
- 16. No increase but get value for money which is not happening currently Work smart stop wasting money
- 17. I don't think there should be any increase and the service should be much better
- 18. Stop playing the mP so much money , get the police to own when they have done wrong
- 19. Unsure exactly what this question means
- 20. Improve town centre. Clean toilets ,stop illegal parking in town
- 21. No increase but manage finances better seems a lot of waste
- 22. Close landfill

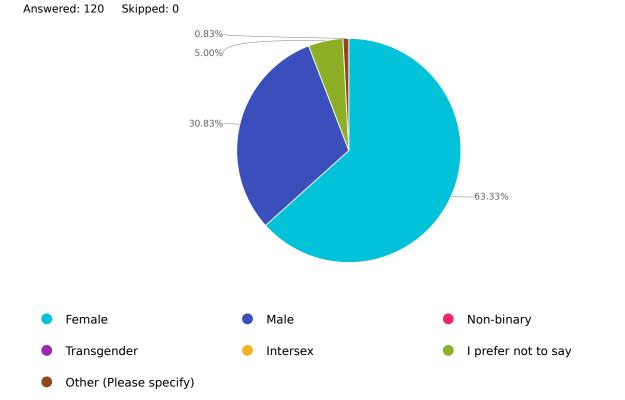
6. If you are happy to do so, please let us know a little bit about you. This helps us make sure we are hearing from as many in our community as possible.

What age bracket do you fit into?



Choices	Response percent	Response count
Under 18	0.00%	0
18-30	5.83%	7
31-45	33.33%	40
46-64	40.00%	48
65+	18.33%	22
Would rather not answer	2.50%	3

Q6



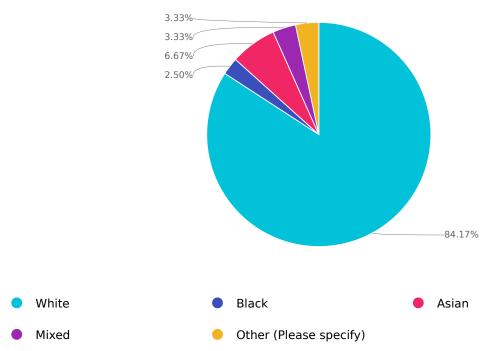
Choices	Response percent	Response count	
Female	63.33%	76	
Male	30.83%	37	
Non-binary	0.00%	0	
Transgender	0.00%	0	
Intersex	0.00%	0	
l prefer not to say	5.00%	6	
Other (Please specify)	0.83%	1	

## Other (Please specify)

1. Not specified

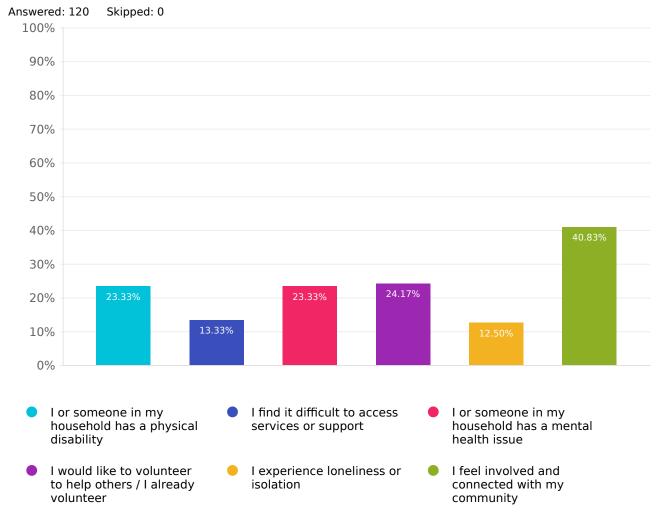
## 8. Which race or ethnicity best describes you?

Answered: 120 Skipped: 0



Choices	Response percent	Response count
White	84.17%	101
Black	2.50%	3
Asian	6.67%	8
Mixed	3.33%	4
Other (Please specify)	3.33%	4

- 1. Indigenous
- 2. Not specified
- 3. Not specified
- 4. Not applicable



## 9. Would you consider that any of the following apply to you?

Choices	Response percent	Response count
l or someone in my household has a physical disability	23.33%	28
I find it difficult to access services or support	13.33%	16
l or someone in my household has a mental health issue	23.33%	28
I would like to volunteer to help others / I already volunteer	24.17%	29
I experience loneliness or isolation	12.50%	15
I feel involved and connected with my community	40.83%	49

10. Many thanks for completing this survey. We will use your views to help decide on how we deliver services and support in the future.

If there is anything else you would like to tell us about, please pop it in the box below. Answered: 120 Skipped: 0

- 1. Test
- 2. NA
- 3. No thanks
- 4. No
- 5. I think it would be nice for someone to clean the grave stones in the local area its all very cleaning/mowing the landscape/repairing etc, but leaving the graves stones filthy!!!
- 6. No all good
- 7. You are all doing an amazing job. I think the council is being led very well. You're both responsive and I know that you do a lot of work to make sure that Taylor Wimpey does what they should be doing. I can't wait for you to take over responsibility.
- 8. Please hire traffic wardens, queensway is a nightmare. You will make money from all the notices they dish out
- 9. More shops
- 10. No
- 11. No
- 12. Stop vehicles parking on pavements along Queensway anytime during the day. Remove pavement A boards. Introduce and enforce acceptable levels of tidyness on retail businesses, and replace the third world country appearance of Queensway
- 13. Awful garbage smell from the waste management area even with windows closed!! Too close to residential area!
- 14. Thanks
- 15. More New shops less residential building, better parking restrictions which are enforced, or having a system that allow residents to check if a car has a permit and report it if not as we have lots of workers from the building site parking down our roads all day when they are only allowed to park for 2 hours
- 16. Over flowing bins at serpingtine courts ain't seen no street cleaners about
- 17. No
- 18. None
- 19. The sooner TW get out of Newton leys the better
- 20. No
- 21. Please disregard my answer to 9. The question (and this one) are mandatory and none of the answers are relevant to me. I would also like to point out the pointlessness of this survey. You have not limited peoples ability to pick more than one item and all of the services you have shown are public services no one would like to see diminished. Perhaps asking people to prioritise public services to them would be of more benefit. Also, I would like to clearly state my dissatisfaction with the decision to hand our local football pitches to a team from another part of Milton Keynes without consultation. My son attends a local football group and we are very disappointed there was no opportunity for all local teams to share access to the venue. The council has an obligation (under its own strategy may I add) to invest in local community groups to allow them to grow, rather than making a quick profit off of already well established groups. If the local council will not invest in community groups to help them grow, no one will, and they will collapse.
- 22. No
- 23. The traffic noise in vicarage Road area is terrible, backfiring cars, speeding on the roads, need traffic calming measures
- 24. I wish local business would take more pride in our community. I feel like the roads and sidewalks are poorly maintained and unsafe.

- 25. Nothing, thank you.
- 26. An English supermarket, there are a lot of people that have relied on the shops in Queensway, not everyone has transport or can carry shopping on bus! An occasional food market is not the answer.
- 27. No
- 28. We urgently need a health visitor clinic in East Bletchley, the only one is West Bletchley and it's not accessible for those without access to a car. It's also over subscribed so sometimes new parents who have travelled have to wait hours to be seen. Bring back the one at Saplings please! I would also like to see an open air cinema as in West Bletchley. More cafés and activities for young people in the high street and better community events at the blue lagoon. More communication on the neighborhood plan please. The Council are clearly working very hard to improve services, events and communication with residents, please keep up the good work. Looking forward to seeing how Bletchley will improve with more investment in the area
- 29. No
- 30. No
- 31. No
- 32. You got 30+ million from east west rail yet bletchley town is a hole! You pay yourselves on the back for a redway! Turn the town into its former glory
- 33. N/A
- 34. No
- 35. I feel no support coming from local councillors, most of the time if there are news- these are negative. In my opinion Newton Leys community been let down too many times.
- 36. Maybe the councillors will reply to emails!!
- 37. Nothing for now, thanks
- 38. N/A
- 39. Nothing I can think of
- 40. No
- 41. No
- 42. No
- 43. Why isn't there a none box eg on question 9. Am I supposed to invent a disability. I just ticked everything as I have none of these Usual crap survey by the council
- 44. No
- 45. Parking issues, anti social behaviour problem and lack of police presence. The 20mph speed limit is not consistent with common sense in surrounding areas and is not enforced enough
- 46. More socials/classes/ activities for lonely residents Well done on organising a litterpick,I could really see the difference. More info on what is taking place in Blue Lagoon,and if there will be a community lodge built. More Winter warm spaces
- 47. Stop wasting money on your office when we are in cost of living crisis
- 48. Put pressure on MKC to improve traffic control parking issues. Not fit for purpose. Review contract terms. Provide more disabled parking bays near to shops. Hold MKC more to account for the degeneration of Bletchley.
- 49. .
- 50. Newton leys I feel is being left very short of any support or help from the town council as the roads are not adopted We are all being hounded by private landscapers who do nothing Yet we feel in supported by all of our local councillors
- 51. Hold Taylor Wimpy accountable for the estate they have already built before letting them build more houses. Bring our football pitches back into the hands of Newton Leys residents. Sort out the stench of the landfill. Question 9 needs revisiting as none apply
- 52. No
- 53. None
- 54. Although this is probably the responsibility of the wider MKCC, the state of the roads particularly Simpson Road is awful and the amount of rubbish/broken glass/dog waste etc on the streets of Fenny Stratford and along the canal towpath is disgusting.

- 55. More use of the community centre in Fenny Stratford would good. Improve safety of Simpson Road with speed bumps or some kind speed restriction put in place, also would be nice to see local councillors visit households in and around Fenny Stratford
- 56. Bletchley town center has been left behind
- 57. N/A
- 58. Yes , I would like to thank the landscaping team for the amazing work they have been doing. If the area you live in is tidy then others might feel responsible for doing their own bit too. Question 9 does not give you the option to decline any if the options given. It ask you Would you consider so therefore there should be an option for none of the above so you will find an erroneous tick made that should not be included. Thoughts fir the future when wording questions
- 59..
- 60. No
- 61..
- 62. On reducing services support those services mentioned landscaping, addition of addressing litter, community events, supporting renewal of playparks. Other services could be reviewed for cost effectiveness (if users could pay to contribute more towards cost of staff e.g. allotment fees) or if alternative funding could be sort e.g. grants from other foundations for community activities with the council supporting bids rather than granting funding. Could also invest in energy efficiency/solar energy for council property to reduce running costs. Potentially seek commercial arrangements with toilet providers e.g. local cafes (welcoming approach) that could meet needs without separate public toilets. On swimming services could retarget or suspend (unless more cost effective than direct application.
- 63. As stated above put dog bins back at the canal sites
- 64. Improvement on dog bin emptying
- 65. No
- 66. You should be ashamed of yourselfs allow the town to be a lawless place where people do what they like, your excuses of enforcement officers is laughable, shocks us all be actually doing something, you got tens of millions from east west rail spend it make the town what it used to be, safe clean and busy
- 67. Bletchley needs for 6 months a dedicated team to penalty fare and move on these cars in Queensway,please leave your office and see first hand both day and night
- 68. Why is the butcher's in town parking offences ignored?
- 69. Who in the council will be out voice about bletchley I'm personally ashamed
- 70..
- 71. no
- 72. Bring back the market in bletchley
- 73. Send out notifications of services available to the elderly and disabled so they know what is happening in Fenny Stratford like local shops and community events
- 74. Again I would just like to elaborate on the lakes estate community feeling lost and forgotten about. First we lost the majority of the shops on our estate now the bus that serviced around Windermere has gone. A lot of the community are feeling isolated and forgotten about. You only have to look around the estate to see how overgrown the hedges, sidewalks and pavements are. Some are inaccessible leaving disabled and pram pushers hard to get about. It's run down and nothing seems to improve. However a stone throw away you have Newton leys and ho now have two busses to access, they have a major supermarket and several smaller shops and food establesments to access they even have a pub which brings a community together. Their residents issue a concern and it seems to be rectified instantly; their walkways and pavements are kept clean and tidy too.
- 75. None
- 76. N/a
- 77. Not for now

- 78. Please invest in a pedestrian crossing on Findlay way and concrete bollards all the way up the high street to make it safe again. It's currently very dangerous for the elderly and young children with the current parking issues. Speeding on Queensway and Brooklands Road has remained an issue for many years, this needs addressing. A range of shops in the high street could be encouraged to attract shoppers, residents are fed up with barbers and nail bars. Carparks are being used by train users who park all day for free and go to London- this stops parking for the town centre which increases pavement parking. Make a 3 hour limit and send daily parking enforcement. Please empty local bins in park areas, especially dog poo bins more often before they overspill.
- 79. Na
- 80.0
- 81. Is the butcher on the board how have you allowed his blaintent abuse of the town's parking
- 82. I would like to see the area better looked after.
- 83. Na
- 84. N/A
- 85. More shops, and less nail bars
- 86. No
- 87. try to get bus service renewed in Windermere drive it really effects people who have a disibility with walking long distances to nearest bus stop and do not drive it is a public service and the council must have some power to help with this as i know that Arriva are a private company and we cannot even use M.K.Connect unless you have a mobile phone help and some form of communication to the public about this would help let the public know what is going on not officers of your council saying they are trying to get information on this then hearing nothing does not look good with respect to your council officers in the publics eye thank you
- 88. Maintaining the lake and greenery around newton leys, cutting down the wild bushes.
- 89. Support those struggling with visible parts of their garden / overgrowth (strategy would have to protect this from abuse) e.g. there is a person next to me who clearly has a garden which is out of control and never will be controllable without professional assistance (due to the size of trees)... the result is that it lets down the whole neighbourhood and creates alley ways which are difficult to negotiate
- 90. Bletchley and fenny are going downhill rapidly. Parking over pavements never addressed. Lack of attractive and practical shops in highstreet. Overgrown public areas and alleyways. As a resident for 50+ years it is no longer a desirable place to visit or live. So much more could be done with sensible planning and thought. Mental and wellbeing support is a great area of concern as well as safety. I no longer feel safe walking in the highstreet once dark, even during the day trying to avoid unsociable behaviour
- 91. Fight for getting the landfill closed
- 92. NA
- 93. On precepts no increase but better services is not a option therefore not a good survey question guide outcome ! Maybe stop wasting money on your office and hall and put money into residents
- 94. We'd love your support campaigning against the Newton Leys landfill. The amount of methane gas in the air feels like it could be toxic and all residents are starting to smell it when both in and outside their homes
- 95. Reduce the precept so it's not the second most expensive in Milton Keynes
- 96. Question 9 should have had an option for none of the above.
- 97. Bletchley town looks dirty and filthy and uncared for, with barely any top branded stores left, it has too many of the same thing, you cant come to bletchley and spend hours anymore shopping
- 98. Keep on doing the great stuff you are doing to try and make the area a more supportive community.
- 99. Parking in bletchley town is appalling but that's well known and nothing seems to ever be done about it!

100. Thank you