

Questions for Service Suppliers with a presence in Wantage

Welcome to the Wantage Neighbourhood Plan questionnaire.

As you may know, Wantage is preparing a Neighbourhood Plan.

The Neighbourhood Plan does not aim to stop development but to make sure that it is delivered in a way that will benefit the whole community. Development must encompass a wide range of needs including: housing, employment, infrastructure, community and leisure facilities in order to sustain the Town and its residents. Therefore a Neighbourhood Plan aims to provide a framework for how development should look; what it should accomplish and where it is best located.

As part of this process several working groups have been preparing initial SWOT (strengths, weaknesses, opportunities and threats) analyses, and some have prepared PEST (political, economic, social and technology influences) analyses. The details are available on our website at www.wantageneighbourhoodplan.org but the top ten strengths and issues which have been identified so far are:

1. An attractive place to live
2. The rich cultural heritage of the town
3. Good road access (even if there are some capacity issues)
4. Easy access to attractive countryside
5. Breadth of skills, experience and expertise among local people
6. Good schools
7. Harmonious architecture and strong design character
8. Good range of clubs and societies
9. Regular markets and a good range of independent shops
10. A high quality natural environment worthy of preservation/enhancement

The top ten topics to be addressed in the Neighbourhood Plan (so far):

1. Car parking in the town centre
2. Increasing residential parking
3. Connecting/improving footpaths
4. Improving road capacity
5. Connecting/improving cycleways
6. Maintaining/increasing the amount of commercial space in the town centre
7. Maintaining/improving the character/attractiveness of the town
8. Ensuring infrastructure improvement meet the pace of housing development
9. Safeguarding/improving the natural assets of the town (green spaces, Letcombe Brook etc.)
10. Improving public transport (buses, Grove station)

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Now it's time to canvas the views of all of the organisations which supply services that make our community what it is today. Please find attached a questionnaire for you to complete and return to us by 7th November 2014. You can complete a paper copy or this pdf version or complete it online via our website – please go to <http://www.wantageneighbourhoodplan.org.questions.php> to access the same questionnaire.

We need your views to ensure that the Neighbourhood Plan reflects the needs and aspirations of everyone who lives and/or works in or around the Town so please do complete this and give us your input.

ABOUT YOUR ORGANISATION

1. Please provide simple contact details

Name	<input type="text"/>
Organisation	<input type="text"/>
Post Code	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

2. What does your organisation do?

3. Approximately how many employees and/or volunteers do you have in Wantage?

4. Approximately what proportion of your Wantage based employees/volunteers live in the town?

5. How long have you had a presence in Wantage?

- Less than a year
- 1-2 years
- 3-5 years
- 6-10 years
- 11-15 years
- More than 15 years

ABOUT YOUR PREMISES

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6. How would you describe your location in Wantage?

- Town Centre
- Edge of Town Centre
- Industrial Estate
- Home based

Other (please specify)

7. What type of premises do you currently occupy? Please select all that apply:

- Office
- Factory or workshop unit
- Warehouse
- Shop/Restaurant unit
- Home based
- Other (please specify)

8. How would you rate the following factors associated with the location/site from which you operate?

	Poor	Adequate	Good	Excellent
Quality of premises/building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of surrounding environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any comments?

9. How well do your current premises meet the space needs of your business?

- Not enough space
- About the right size
- Spare space

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10. Have you previously experienced any difficulties in finding suitable business premises/sites to expand,upgrade or relocate to within Wantage?

- Yes
- No
- Not applicable

11. If yes, what difficulties or barriers did you face?

12. Is there anything that you think could be done to help organisations like yours to overcome these barriers in future?

FUTURE NEEDS

13. Do you expect to expand or relocate your premises in the future i.e. over the next 5-10 years?

- Yes
- No

14. If yes, are you most likely to (please select one only):

- Expand on existing site
- Relocate to another site in Wantage
- Relocate to another site in the District (i.e. Vale of White Horse)
- Other (please specify)

WANTAGE AS A LOCATION

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15. How important would you rank the following factors in keeping your business in Wantage?

	Very Important	Quite Important	Not Important	Not Applicable
Availability of skilled labour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of premises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable rents/other cost factors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good accessibility/transport links	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location between larger centres such as Oxford, Swindon and Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proximity to Customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good Broadband Provision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

16. What do you like most about being based in Wantage?

17. What do you like least about being based in Wantage?

18. Are there any factors that could prevent your organisation from staying in the area, or make you consider relocation?

- Yes
 No

If Yes, what factors?

19. What could be done to overcome these factors and support your organisation to stay in Wantage?

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SERVICE SUPPLIERS

20. What services do you provide to the residents of Wantage?

21. What service standard do you aim to provide?

22. Do you currently achieve that standard of service to all of your customers in Wantage?

- Yes
- No
- If No, what plans do you have to change this?

23. Given the projected growth in population for Wantage, what growth in customer numbers would you predict over the next years? (Numbers or percentage increase)

In 2 years?	<input type="text"/>
In 5 years?	<input type="text"/>
In 10 years?	<input type="text"/>
In 20 years?	<input type="text"/>

24. Do you have a plan to maintain or improve the level of service to our residents?

- Yes
- No
- Other (please specify)

25. What risks have you identified which may affect this plan?

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26. What could be done in the Neighbourhood plan to help mitigate these risks? The neighbourhood plan will provide direction on future planning decisions in the town. What could be included in the Neighbourhood plan to help your organisation and mitigate any risks you identified above?

ABOUT YOUR FACILITIES

27. Do you use external facilities (such as the Beacon, Church Halls, the Scout Hut, the Museum)?

- Yes
 No

If yes, what facilities? For how many hours each week?

28. Do other people use your facilities?

- Yes
 No

If yes, what facilities? For how many hours each week?

29. Are your facilities sufficient?

	Yes	No	Not Applicable
For now?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In 2 years?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In 5 years?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In 10 years?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In 20 years?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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30. In order to be able to support Wantage's potential population growth what are the 3 most important additional facilities that you need?

1.
2.
3.

GENERAL COMMENTS

31. What percentage approximately of your workforce need transport to get to work in Wantage?

32. What types of transport do your workforce use to get to your workplace?

- Car
- Car-share (only tick if regular arrangement to reduce car-use)
- Motorbike
- Bus
- Train
- Cycle
- Foot
- Other (please specify)

33. Would your workforce prefer an alternative method of transport to your workplace?

- Yes
- No
- If yes, please give particulars e.g. provision of cycle path, increased public transport, park and ride etc.

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34. How good do you rate the services in Wantage for your organisation?

	Poor	Adequate	Good	Excellent
Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewage disposal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refuse disposal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone land lines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile signal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broadband	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please explain)

35. What are the 2 best things that Wantage provides your organisation?

1.
2.

36. What are the 2 biggest problems for your organisation in Wantage?

1.
2.

37. How would you like to see Wantage develop over the next 20 years?

38. What support or encouragement can Wantage give your organisation through the Neighbourhood Plan?

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39. Any other comments about what the Neighbourhood Plan might include?

40. May we contact you if we require any clarification or have any further questions?

- Yes
- No

Thank you for completing this questionnaire.