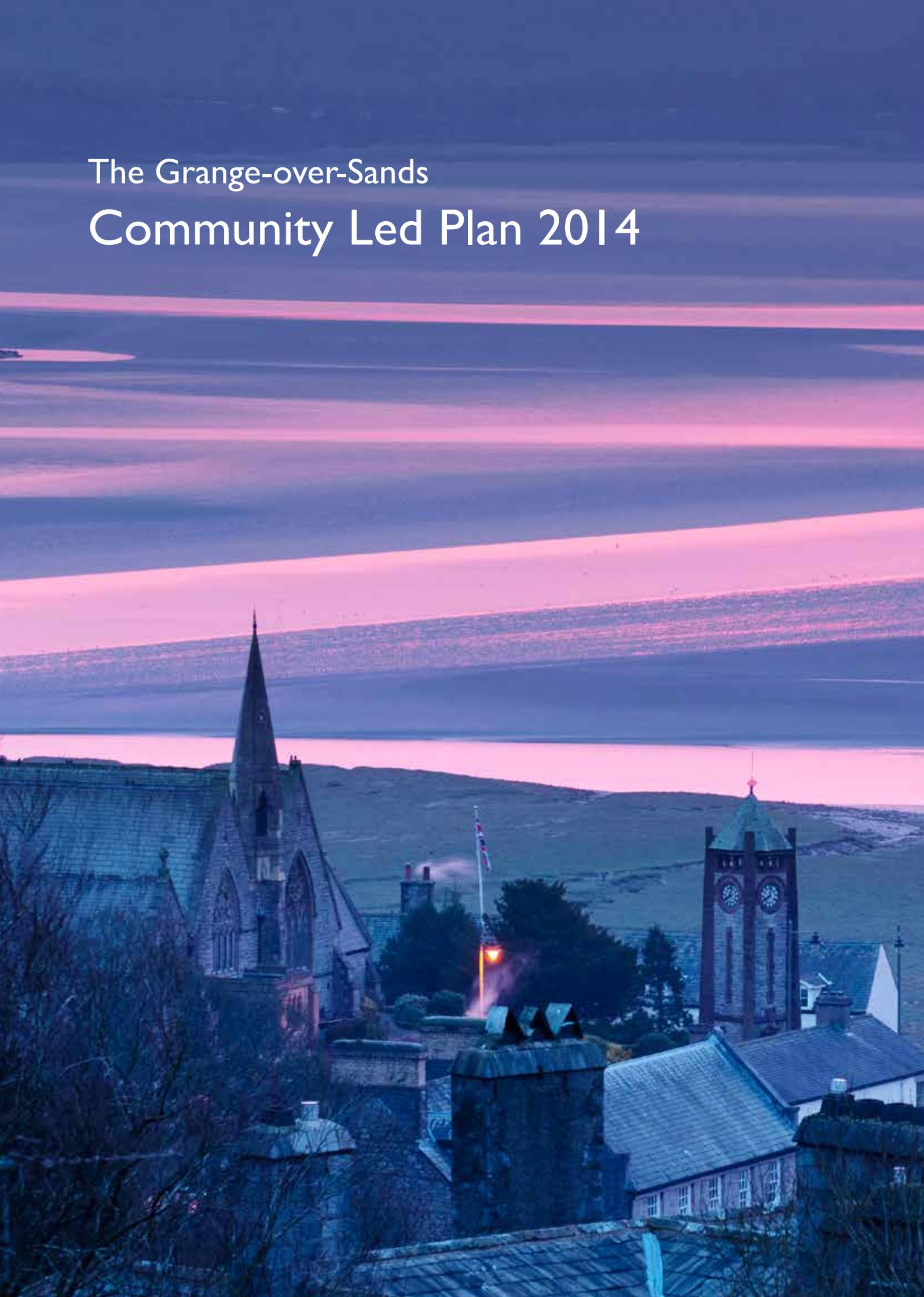
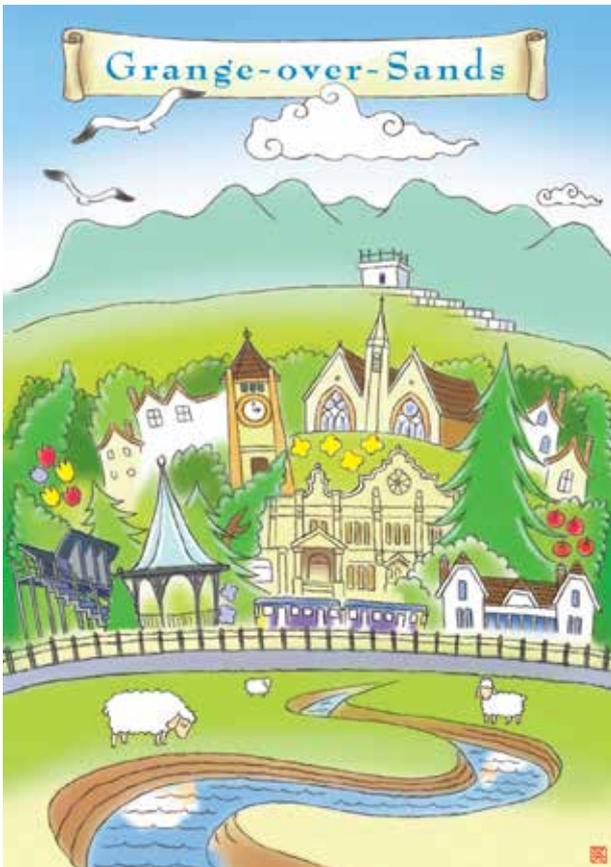


The Grange-over-Sands Community Led Plan 2014





Grange-over-Sands community led plan

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Community Led Planning is a process that enables local people to work together to consider their needs for the future, and to develop an action plan to help achieve their shared ambitions. The process leads to the production of a Community Led Plan, a document setting out what local people value, and what they would like to change. The changes are detailed in the action plan.

Glossary of acronyms *in alphabetical order*

3P's	Three Parks Group
BT	British Telecom
CCC	Cumbria County Council
GTC	Grange Town Council
SLDC	South Lakeland District Council
TIC	Town Information Centre

History¹

"A resort town in Lonsdale Hundred, North of the Sands, Lancashire"

The settlement of Grange was very much linked with Cartmel Priory. Around 678 AD King Egfrith of Northumberland granted the Cartmel peninsula to St. Cuthbert, Bishop of Lindisfarne, so that he could establish a monastery here. An early church dedicated to St Cuthbert was built at Kirkhead, but all trace of this has disappeared. Cartmel Priory itself was founded in 1189, and the monks gradually established their influence over the peninsula.

Fishermen were the first inhabitants of Grange. They lived in a group of cottages on the edge of Morecambe Bay. 'Grange' comes from the French word 'Graunge', meaning granary - as this was where the monks of nearby Cartmel Priory stored their grain, until Henry VIII dissolved England's monasteries in 1536. Grange then continued as a quiet fishing community, virtually untouched by the Industrial Revolution ... until in 1857 the railway came. This encouraged wealthy businessmen from Lancashire and Yorkshire to settle here, and take advantage of the bracing air and excellent climate.

According to Wikipedia, the 'over-Sands' was added to the name 'Grange' in the late 19th or early 20th centuries by the local vicar – who was fed up with his post going to Grange in Borrowdale!

¹ Acknowledgements: www.cumbriacountyhistory.org.uk
www.golakes.co.uk

Some significant dates over the last 150 years:

- 1865: The marshland next to the railway station became the ornamental gardens.
- 1866: The building of the Grange Hotel was finished.
- 1876: The Kents Bank Hotel (now Kents Bank House) was opened – providing facilities for people crossing the sands between Kents Bank and Hest Bank.
- 1894: Grange CP (Civil Parish) was created from parts of Broughton East, as well as parts of Upper and Lower Allithwaite.
- 1902-1904: the promenade was developed.
- 1914: A further section of Lower Allithwaite was transferred to Grange.
- 1932: The lido was built (closed in 1993; Grade II listed in 2011).
- 2003: Berners Pool opened (closed in 2006 – and demolished in 2013).

In 1974, local government reorganisation created the county of Cumbria, which included “Lancashire North of the Sands”. However, Grange remains part of the County Palatine of Lancashire and is part of the Duchy of Lancaster.

The bay & the route across the sands

“On a fine day there is not a more pleasant seaside ride in the kingdom”. So wrote Thomas West in 1778. Then, as now, a guide was required to cross the sands. The tide changes swiftly and there are many areas of quicksand. It was the responsibility of the Cartmel monks to provide a guide before the dissolution of the abbeys in 1536.

Acknowledgement: www.thecumbriadirectory.com

Population in Grange over the years:

- 1891: 1,733
- 1921: 2,920 (29.6% recorded as visitors)
- 2001: 4,042
- 2011: 4,115

Renewing the vision for Grange-over-Sands

The Grange-over-Sands Regeneration Study of 2007 established the following vision for the town:

‘Grange-over-Sands is now North West England’s most distinctive, contemporary coastal resort town that really has used its Edwardian heritage as a strong asset in its regeneration. This is an exceptionally pleasant, very well maintained and friendly town with an impressive promenade and superb views across Morecambe Bay, excellent parks and gardens, a well-connected rail station and a strong community of established and new residents. ... Grange really is a great place to live, work and visit.’

Many people still feel that the last sentence is true. In putting together our Community Led Plan, we want to set down in more detail how the people of Grange want our town to develop.



Community profile

The chart below, using data from the 2011 Census, shows the predominance of retired people in Grange-over-Sands compared with Cumbria as a whole, and with England.

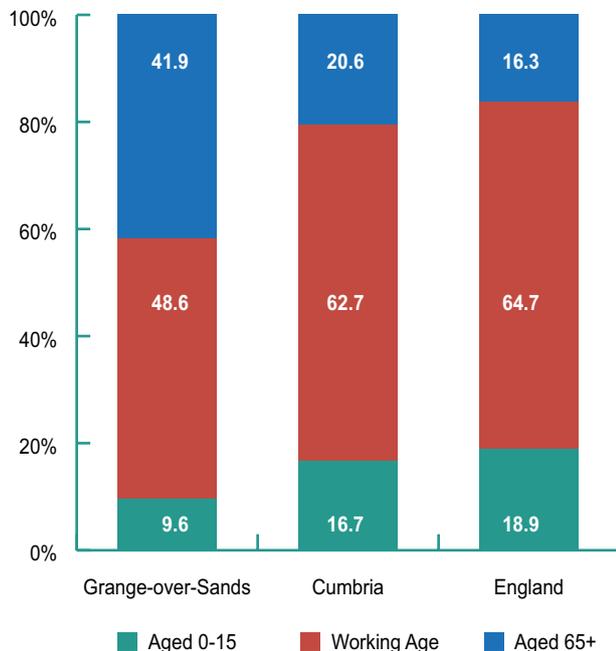
Against this, below is the breakdown of the 902 individuals who filled in the questionnaire, which includes the responses from the school children:

Age last birthday	Number of responses	%
16 or under	33	3.3
Working Age	357	40.2
Aged 65+	502	56.5

So, in the 2011 Census 42% of our population was over 65, and in our 2013 survey 56% of returns came from that group.

Many people commented on the issue of housing. The situation we find ourselves in is one where South Lakeland District Council (SLDC) have put in place a strategic plan for house building in our area which has ignored the input from the local community, but we can still express our opinion on this.

Positioned along the side of Hampsfell and overlooking Morecambe Bay, with splendid views, Grange-over-Sands is attractive to tourists and people wanting to move to a quieter, greener, cleaner environment, with wide open spaces. The overwhelming feeling is that we want it to stay that way.



Community led plan: the process

At the Annual Town Meeting in April 2012, the Town Council invited the people of Grange to develop a community plan.

After a slow start, the current committee was established in October/November 2012 under the chairmanship of Geoff D'Arcy. Major steps along the way are outlined below.

2012 (October-December)

- Identified the available skills of the committee/supporting members of the community.
- Established the budget.
- Obtained examples of questionnaires used in other towns; reviewed previous studies and surveys, set up a Facebook page, contacted Youth Cumbria and head teacher of Primary School.

2013

- January/February: the first version of our questionnaire was given to 200 people, 5% of the population (schools/societies/groups), and added to Facebook. This was to test it out before producing the final version. Pie Charts based on responses were produced for April Town Meeting.
- April-June: Visitors' questionnaires distributed at Prom Art and Edwardian Festival.
- July: hand-delivered 2500 Community questionnaires within Grange; also available online via the HaveYourSay website. (Committee members input the data during August/September.)
- August: Business questionnaire distributed.
- September/October: Pie charts/data from the visitors' questionnaire responses produced for the Town Meeting.
- October-December: data analysed by committee members and draft summaries of each section of the questionnaire produced.
- November/December: Library exhibition of work by primary school pupils. Questionnaire given to students at Cartmel School.

2014

- January/February: summaries finalised
- March: first draft of Report compiled



Committee members

- Geoff D'Arcy (chairman from October 2012 to March 2014)
- Malcolm Kimber (chairman from April 2014)
- Peter Nightingale
- Kate Gaskin
- Margaret Carter
- Tricia Thomas (representing GTC)
- Kirstie Sobue (representing GTC)

The committee wishes to thank Julia Wilson, Project Team Leader, ACTION with Communities in Cumbria, and Emma Nichols, SLDC Community Engagement Officer, for their advice and support during this process.

Community led plan: the approach

Visitors' Survey: made available at Prom Art (April & May), the Edwardian Festival (June) and at the Tourist Information Centre during the summer.

Responses: a total of 142 received.

Community Survey: 2,500 copies produced for hand-delivery to every household in Grange, including copies for Cartmel Grange and Strand Court; and available on the HaveYourSay website.

Responses: 902 responses in total (response rate of 36%)

Business Survey: distributed to about 100 Grange businesses, with the help of Peter Endsor (Chamber of Trade).

Responses: 24 responses in total (response rate of 24%)

Schoolchildren's Survey: Pupils at Grange Primary School put together an exhibition which was displayed in the Library during November 2013. They designed and conducted a survey amongst pupils in years 5 and 6, which was then produced as a formal booklet. The youngest created a mobile about things they liked and disliked in Grange. Year 11 students at Cartmel School were encouraged to complete the questionnaire: 33 responses received. Because of the small number, all responses were included, although some students were from the surrounding villages.



Visitors' survey: the results

- 42% had visited Grange up to 5 times before – 23% of people had visited more than 16 times before – for 20% of people it was their first visit.
- When asked where they had come from, 90% were from outside South Lakeland.
- 40% were day visitors; 23% were staying for the weekend; 19% were staying for a week.
- Of the 99 who answered this question, 28% were staying with relatives or friends; 21% were camping/caravanning, 19% were in a B&B or hotel, with the remaining people split equally between holiday home and holiday let
- 83% came by car; 11% by train. No-one came by organised excursion. Less than 1% came by bus.
- 86% said they will definitely come back – 14% said 'possibly'. No-one said 'unlikely'.

What do you like about Grange-over-Sands?

- Many praised the amenities of the town – the fact that we have a variety of good small shops, a beautifully planted promenade, the ornamental lake, and a feeling of being unique.
- There were 61 comments referring to the town as "pleasant/quiet/peaceful/elegant/beautiful". 37 people specifically mentioned the promenade.
- Then other comments were split equally between "good centre for exploring/walks/countryside"; "helpful friendly people"; and "the views/coast".

What do you not like about Grange-over-Sands?

- Of those who commented, the main response (40%) was that there was "nothing" to dislike. Next came parking (13%) – either not enough parking or having to pay.
- Parking was closely followed by comments about the Lido, e.g. "being left to rot", and the lack of a swimming pool (11%).
- 6% complained about traffic through the town/congestion on Kents Bank Road. 4% criticised having to pay for toilets, and also about the distance between them.
- Surprisingly few comments were made about lack of access to the sea or to the sand.

What could be improved?

Given the comments above, parking and the lido were most frequently mentioned. Other comments related to traffic congestion, lack of "rainy day" options, more restaurants and places to eat, particularly in the evening. A better train service on Sundays would be welcome. A walking festival, or series of guided walks was suggested. Another idea was that we should develop a "Marketing Plan" to encourage knowledge of the area.

Community survey: the results

Responses from the teenage schoolchildren have been included, for comparison, throughout this section, and have been noted in blue.

Planning & development

There is a strong feeling that SLDC has failed to adequately maintain the promenade and lido, and has ignored the representations of the residents and the Town Council with regard to the proposed housing developments². The 2011 Census reported 2,090 households: the strategic plan will add 449 dwellings³, an increase of 21.5%. It is widely felt that the essential character of our town and our attractiveness to tourists – our lifeblood – are under threat.

SLDC's Core Strategy⁴ refers to Grange as a Key Service Centre. They define this on page 18 (section 2.10) of the Core Strategy document – but we do not meet their criteria. Even SLDC, in this same Core Strategy document, highlights the limitations of Grange in this respect. Grange does **NOT** have:

- Good road links to other South Lakeland Service Centres. In fact, section 5.12 of the Core Strategy states: "Access into the peninsula is poor, limited mainly to the B5277/8 ..., the B6271 from Lindale and minor roads north of Cartmel."
- Good public transport to outlying villages (Cumbria County Council's removal of local bus subsidies could mean the removal or serious curtailment of the local service; and people using Kents Bank station currently have a significantly reduced train service.)
- A secondary school
- A hospital
- A petrol station (the nearest is a 12-mile round trip)
- Grange is not the main employment centre for the surrounding villages – which is also acknowledged in the Core Strategy document (section 5.5).

² SLDC Local Plan Land Allocations, December 2013

³ Ibid, Section 4.2 (Policy Content) "The need for new housing in Grange-over-Sands is set out in Table 1A ... there is a need for 449 new dwellings of which 173 will be needed by 2018...."

⁴ South Lakeland Local Development Framework: Core Strategy, adopted October 2010.

New housing in the town

- 84% (100%) said it is important that new housing should be affordable; 83% (100%) said it should be for people connected with the town; 81% (90%) said it should be 1 or 2 bedroom dwellings; 70% (84%) said it should be for people connected to the South Lakeland District.
- 80% (97%) said sheltered housing was important.

Where should housing be developed?

- 96% (84%) said 'brown field' sites; 87% (63%) said NOT 'green field' sites.
- 91% (66%) were in favour of conversion of buildings; 58% (72%) were against building in large gardens – but some commented that this could be dealt with on an individual basis.

Has anyone in your family had to move away from the local area due to lack of suitable or affordable housing?

- Yes 8% (15%)
- No 55% (70%)
- Not applicable 37% (15%)

Additional comments about housing and development in Grange-over-Sands

Despite the majority being against new development there does appear to be a middle ground. Residents are not totally opposed to new housing projects e.g. the new Berners project (brown field). They are, however, opposed to losing all the town's remaining green field sites. The other concern which comes through is infrastructure, which includes drainage and traffic management. These concerns have been expressed to the Town Council in its advisory capacity and to South Lakeland District Council as the planning authority. There is a view that local opinion does not carry any weight with the latter.





Environment

What issues do you feel affect the environment of our towns and our local countryside?

- 51% (28%) thought road and pavement maintenance was a major problem.
- 48% (38%) saw dog fouling as a major problem.
- 58% (72%) thought litter was a minor problem.

Unightly features: The main feature highlighted in the comments section was, predictably, the Lido (27%). Grange residents recognise the value of having great-looking attractions in the town and are disappointed/frustrated when they are not maintained or match expectations.

Seven comments were made by the teenagers regarding unightly features, among them 4 about dog fouling on the promenade with one comment about the Lido.

Crime and safety

How safe or unsafe do you feel in Grange-over-Sands?

- Virtually 100% of the population feels very safe/fairly safe during the day, either at home or out and about, and also at home at night. This is also true of the teenagers.
- 85% (85%) feel very safe or fairly safe out and about at night.

Are you concerned about particular types of crime or safety hazards in Grange-over-Sands?

- Yes 33% (13%)
- No 67% (88%)

Of the people who said “yes”, the top three issues were speeding and poor driving, vandalism/anti-social behaviour and bad parking in general. *Teenagers made 5 comments, mentioning speeding/drink driving, and drugs.*

Health and well-being

Are there any health services you have difficulty in accessing?

- Yes 14% (12%)
- No 86% (88%)

Of the 142 comments recorded against this question, 30% pointed out the distance to hospitals, and 18% said there should be a better bus service to Westmorland General. 30% also said they had difficulty making a doctor’s appointment – Peninsula (Rose Grove) Surgery was frequently mentioned. It was also pointed out that there is no chemist open on Sundays in Grange.

Need for care and support with everyday tasks

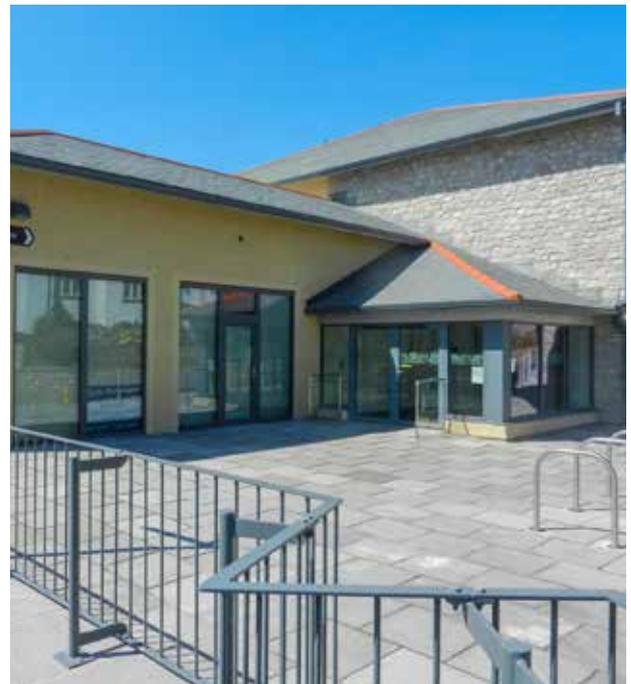
- Yes 12%
- No 88%

Of the 124 comments, 69 highlighted the need for help with general housework, cleaning and shopping; gardening; and personal care. Of those not requiring care, 93% of the 55 comments indicated that help was being provided by relatives and carers/Cumbria Care.

Only one of the 33 teenagers said help around the house was required – for a parent.

Other help required

37 people answered this question. Areas identified were respite care, community transport and physiotherapy services. Further work may be needed in this area.





Community activities and facilities

Ease of finding childcare or early years services within Grange

This was not applicable for 94% of residents, but for those who need these services the response was as follows:

- Very difficult 20%
- Difficult 35%
- Not difficult 44%

The majority of those finding it very difficult/difficult have to take their children to Kendal or Ulverston, and sometimes may have to take them to work.

Improvements to childcare or early years services

Of the 36 who answered this question, 42% said that lack of child minders needed addressing; 36% requested more nursery places. There was particular concern about a lack of facilities during out of school hours and the difficulties that this creates for parents in accessing employment.

What activities/services would you like to see provided for young people?

404 written comments were made with an emphasis on the lack of facilities for young people out of school hours (an internet café was amongst the suggestions). These included comments that the young people of the town should be consulted about what they would like.

- 24% suggested a gym and sports based activities
- 23% said swimming facilities were required
- 17% suggested youth club facilities

What activities/services would you like to see provided for adults?

- 24% feel that Grange is already well served in this respect
- 25% said swimming facilities were required
- 12% requested physical activities (such as sports hall/ gym/health club/community leisure centre); and 12%

specified cultural activities (cinema/music centre/arts centre)

- 8% would like cycle hire/walking groups/organised days out
- Services should be available for younger adults, not just retired people

How often do you use Grange meeting places/halls?

Halls are an integral part of community use and the closure of the Parish Hall has been commented upon, as there is no direct equivalent. Of the 842 who indicated their frequency of use:

- | | |
|----------------|-----|
| ■ Monthly | 16% |
| ■ Weekly | 25% |
| ■ Occasionally | 47% |
| ■ Never | 12% |

How satisfied are you with Grange meeting places/halls?

Roughly half of the 869 people who responded said that they were satisfied or very satisfied. Only 86 comments were made with 28% of these being about the Victoria Hall (steps, balcony, acoustics, ladies toilet). There were some concerns about the need for modernisation and level of hire costs of halls and a desire for WiFi.

Agree or disagree with statements

“Useful range of shops”: 90% are satisfied, but want other retail outlets and a greater range of foodstuffs available. There were over 60 comments about the desirability or not of a supermarket, with nearly three quarters being in favour, particularly of Booths.

“Good choice of places to eat”: 76% are happy with eateries, but 16% are looking for improvements, particularly in evening opening hours and more attractive licensed premises.

“Shops in town stock almost everything I need”: 72% are satisfied, but 20% disagree

“Shops in town are open when I need them”: 85% are happy with opening hours



“The Library is important to me”: 82% are users
“Post Office arrangements meet my needs”: 94% are satisfied, but there were a couple of comments relating to Sorting Office times and the national reduction in services
 Lack of a local filling station was a frequent comment.

Access to facilities

- “Post Office”:** 9% feel that the Post Office is hard to access
- “Publicly Accessible Green Spaces”:** Evidently very few green space access problems (6%)
- “Public Transport”:** Little difficulty (4%) in boarding public transport
- “Library”:** 8% find access to the Library awkward
- “Sports and Leisure Facilities”:** 2% have any difficulty with accessing sport or leisure facilities, although there were many comments that there are very few of either!
- “Cultural/Recreational Facilities”:** 50% of respondents did not answer or ticked ‘not applicable’
- “Banks and Cashpoints”:** Although the numbers (6%) of respondents noting difficulties in this table is low, there were a significant number of written comments regarding accessibility & readability for wheelchair users
- “Council Offices”:** 72% of the population has no problem, but for a significant 8% the steps and wheelchair accessibility are not good.

There were a number of references to the lack of ramped access to the parade of shops, including Age UK.

Recreational activities/skill development

Main responses to the question “Would you like to take part in any recreational activity/skill development which isn’t currently available?” were:

- Swimming 26%
- Computing 22%
- Languages 10%

Your Town Council

Are you satisfied that Grange Town Council represents your interests?

- Yes 41% (24%)
- No 18% (33%)
- Don’t Know 41% (42%)

Since the “don’t knows” scored the same as those who were satisfied, it would seem that the Town Council needs to do more to make people aware of what they do. *This is even more true for teenagers: 50% thought communication was poor.*

Positive comments were that the council works extremely hard on our behalf, people always received a prompt response, and the present council seems much more go ahead and inclusive. The introduction of councillor surgeries was welcomed.

Many people felt that Grange Town Council does its best, but struggles due to SLDC restrictions. Issues highlighted were the perceived lack of effective opposition to development on green spaces, and not representing the town’s interests regarding the two swimming pools. It was felt that the council needs to retain a strong focus on tourism – the life-blood of Grange.

Negative comments included the lack of feedback regarding major issues and decision-making; the difficulty of obtaining information; and a lack of clarity regarding roles and responsibilities of the Town Council, the County Council and SLDC.





Communication

Are you satisfied with the provision of information about what is going on in Grange-over-Sands?

- Yes 81% (28%)
- No 10% (28%)
- Don't Know 9% (44%)

Not surprisingly, there is a difference in the levels of awareness between adults and teenagers.

- 75% of those who specified their source of information referred to Grange Now.
- Other main sources were banners/posters/notice boards, the Tourist Information Centre and the Library. Positive comments were made about council-led exhibitions.
- The TIC received nothing but praise: "superb", "excellent", "very helpful".
- Some thought posters were put up too soon, and that announcements were not always synchronised. Better communication between groups and societies would insure against too many events occurring on the same evening.
- The Library was praised, but there was recognition that they depended on receiving relevant information from the various organisations.
- Information about key SLDC policy decisions is often only widely publicised after the event.
- It was suggested that more use could be made of the community round-up pages in the Westmorland Gazette.

How satisfied are you with your mobile phone connection within Grange?

- Very satisfied/satisfied 64% (73%)
- Not very satisfied 24% (3%)
- Not at all satisfied 12% (15%)

Of the 275 people who identified their provider, 87% struggled with their connection. A frequent comment was that they had to be outside the building, or in a specific position within their house. "Dead spots" and "poor reception" were frequently mentioned.

How satisfied are you with your present internet connection?

- Very satisfied/satisfied 65% (60%)
- Not very satisfied 26% (15%)
- Not at all satisfied 9% (18%)

Broadband width was identified as inadequate, and the most common complaint, predictably, was that of slow speed. Also mentioned was loss of connection at critical points. 122 people added a comment on the quality of the service: 84% said there were problems; 16% said the service was adequate or good.



Employment

Have transport difficulties hampered you in taking up employment?

- Yes 3%
- No 25%
- N/A 69%
- No answer 3%

The main comment was that we need more regular trains and buses, including trains which stop at Kents Bank, and an improved morning/evening/weekend service.

What would help improve your employment opportunities?

- N/A 90%
- No answer 10%

Although people had no specific suggestions regarding their own employment opportunities, the comments below were offered on behalf of Grange residents in general (*and were echoed by the teenagers*):

- more varied work - not just seasonal shop work
- small/light industry, with low rent start-up space for business and small cheap workshops for self-employed, with good access
- more local job information/publicity – in one central location
- annual job fair
- training for local young people in work ethics and attitude; training sessions on tax issues for all self-employed and small businesses (similar to those held in Barrow).

Tourism

To what extent do you agree or disagree with the following statements?

	Strongly Agree/ Agree
<i>"A good quality environment attracts visitors & helps the local economy"</i>	98%
<i>"I think the local environment is of a high quality"</i>	91%
<i>"Visitors are important to the local economy"</i>	99%
<i>"Facilities are important to the local economy"</i>	97%
<i>"Direction and information signs could be improved"</i>	53%

There was a wide variety of comments on tourism, including improving signage (31% of responses), improving the upkeep of the area (15%), improving Berners/Lido (13%), better toilet maintenance/open in the evening (11%), and cheaper parking/more car parks (10%).

Traffic, transport and roads

Identify type of transport you regularly use

- For all activities the most widely used type of transport is the private vehicle.
- Walking is the second most popular way of getting around.
- About a fifth of people use public transport for work, education/training or shopping.
- Public transport is used for leisure by 27% of respondents.
- 6% of people use lifts to access education/training.
- 5% use bicycles for leisure purposes.
- Concern was expressed about the condition of pavements for use of mobility scooters.

How often do you use these forms of transport?

- Over half of respondents use a private vehicle every day.
- 5% never use a private vehicle.
- 58% walk every day with another 21% walking 2-3 times a week.
- 20% never use the bus.
- 9% never use the train.
- 15% of respondents ride a bicycle at least once a week.



Public transport improvements

- Sixty four respondents wanted to see improvements to the 532 Grange circular bus service. (An hourly service in each direction, an evening and Sunday service and better connections with the X6 service).
- The main criticism (44 comments) of the X6 bus service was that the Westmorland General Hospital was no longer served, although the desire for a better Sunday bus service also applies to this route.
- The most frequent comment on train services (49 replies) called for the retention of the through train services to Manchester Airport.
- There were 41 requests for more trains to stop at Kents Bank station.
- 37 replies called for better integration of train and bus services.
- Six comments were made about difficulty in getting taxis especially in the evening.
- A need for bicycle racks was expressed especially along Kents Bank Road.
- Fifty four comments described the public transport services as being satisfactory or good.



Do you experience any problems parking your vehicle in the local area?

- Parking in town is a major problem for 52% of respondents with only 5% considering it not to be a problem.
- In home areas 14% recorded a major problem with 68% saying there is no problem.
- Parking problems in town are considered to be worst on week-days.
- For around 60% of people parking in town is a problem on a daily basis with a further 20% reporting problems on a weekly basis.
- Kents Bank Road and Main Street are the main problem areas for parking. The only other place to generate a significant number of comments was the Library.
- Twenty three people commented on problems caused by illegally parked vehicles and 12 on bad parking wasting parking spaces.
- Eight people suggested that there ought to be a residents parking permit allowing free or cheap parking in the car parks.
- The overall impression created is that what people want is to always have spaces available outside where they are going (often, but not always, for short periods) without having to pay. Parking for people with disabilities or who cannot carry shopping very far is an element within this issue.

Do you consider any traffic issues to be a problem in Grange-over-Sands

- Over 80% of respondents consider speeding traffic to be a problem in Grange.
- Over 90% think that HGVs and wide loads are a problem.
- On street parking is a considered an issue by 86%.
- 50% of people state that off-street parking is not a problem.
- Almost 75% say that parking on pavements is a problem.
- Over 80% are concerned about traffic congestion.
- Speeding is considered to be a concern on Windermere Road, Priory Lane, The Esplanade and Allithwaite Road where poor visibility from side roads (including Guide's Lot recycling centre) causes hazards.
- BUT nine people said the problems were small especially when compared to other places.

How do you think road safety could be improved in Grange-over-Sands

	Number of comments
One way system	95
More pedestrian crossings	78
Lower speed restrictions	33
Mirrors at junctions	28
More parking enforcement	26
Reduce on-street parking	25
Better pavements	20
Improve bad junctions	19
Speed indicators	18

Business survey: the results

Businesses were asked three questions. Responses were summarised and key findings are given below.

What is helpful to you as a business owner?

- The accessibility of the town, with good transport links and large car parks were identified as helpful by 21% of the responses.
- 16% identified tourism and good attractions for tourists and locals.
- 14% felt word of mouth from clients/a good community spirit/loyal customers are all helpful.

What makes running a business difficult in Grange-over-Sands?

- The highest number of responses, 38%, related to parking – the expense, lack of parking spaces, inconsiderate parking, and poor street-parking facilities.
- 11% highlighted a low number of visitors and lack of visitor information, including signage, for example poor signage for Kents Bank Road from the ornamental gardens area, the band stand area and the promenade. Lack of bus stop signs/route info/time tables at bus stop were mentioned.
- 9% of responses referred to the cost of rates/rents/VAT, and a similar number mentioned the poor GTC website/inadequate local authorities/low tourism profile.

What would you like to see changed in Grange-over-Sands which you consider could improve your business opportunities?

- By far the most significant factor was felt to be parking, with 27% of responses. Suggestions included a review of charges; disc parking for people living within 5 miles of Grange; free car parking for local residents/visitors to encourage use of the town; and strict enforcement of illegal parking.
- 11% of responses focused on swimming pools. Businesses ask that something be done urgently with the lido to improve the appearance and attractiveness of one of the town's main features.
- Other requests were for provision of a decent swimming pool, more visitor recreation opportunities, an extended tourist season and improvements to visitor information, including signage. Specific signage requirements were direction signs for Pig Lane toilets; signs for the health centre, Citizens' Advice Bureau, access to the Promenade, amenities on Kents Bank Road, and a request for visitor notice boards advertising activities/attractions.



Closing comments

Grange does not stand still! There have obviously been changes since the questionnaire was distributed in the summer of 2013. Some of these changes are listed below:

- In December 2013, the Planning Inspector ruled that SLDC's planning proposals were "sound".
- Early in 2014 large scale pavement improvements were carried out in Grange.
- The housing development at Berry Bank was eventually approved by SLDC Planning Committee, against the wishes of a number of Grange residents and the Town Council.
- There have been some changes to parking restrictions in the Main Street/Kents Bank Road junction area. Allowing car parking outside the library has made legal what took place illegally before but the new double yellow lines appear to be being ignored. There appears to be very little enforcement of parking regulations throughout the town.
- Train services: Since the survey was conducted there have been some alterations to the timetable. This has led to a reduction in the through service to Manchester, fewer trains at Kent's Bank and some poorer connections.
- At the beginning of March 2014 Grange Town Council Offices were moved to the ground floor of the Victoria Hall for improved access.

- The new health centre opened in March 2014.
- Bus service: The aspirations identified regarding improvements to the service, however worthy, are unlikely to be achieved through conventional services against the background of County Council budget cuts and the traffic figures given for journeys to the hospital on X6.
- Footpaths: Vegetation has been cleared from the railway side of the footpath from the Guide's Cottage to the Kentsford Road steps. The laurel hedge by the Guide's Cottage has also been cut back.
- In March 2014, planning permission has been granted for a convenience store in the former British Legion building.
- In March 2014, the building of 43 affordable homes (some to rent, some to buy) began on the former swimming pool site.
- There is now a much improved website for Grange Town Council: www.grangeoversandstowncouncil.gov.uk
- Information about activities, events, timetables, etc. is, and always has been, widely available (including at the Library and the TIC).

In August 2014, the boarded up windows and doors of the lido were turned into a gallery of local photographs of Grange past and present while a new life for the building is awaited.





Individual comments from members of the community

We looked through all the comments in the final section of the questionnaire. The main feeling was that Grange is a great place to live ...

"On the whole it is better than anywhere else" "Great place to live and raise a family"

"Moved from a bustling ever-growing city for a more peaceful way of life & found it here. Shops which care for service; workmen who care about their jobs and reputation; neighbours who support each other and talk to each other."

– but many comments were also made here about housing (inc. second homes), pavements, roads and the environment (inc. prom and pools), traffic, flooding, the request for a petrol station/major supermarket – and a concern for the young people of Grange. A selection of your thoughts and suggestions is given below – sorry, but there is just not enough space to print them all.

"The best place to live and work in England. Resist major changes that would affect businesses and people's lives."

"Please don't let us stay bogged down in the past. Change isn't always for the worst. This town is slowly dying out as the younger generations are being driven away."

"I am saddened by the plans to build on green field sites outside of town. These sites separate Grange from Kents Bank and Allithwaite. To fill them would be to merge the towns into one."

"Grange-over-Sands is on the threshold of changing forever:

1. *New housing planned – not good.*
2. *No decent roads for extra traffic.*
3. *No new schools.*
4. *No new employment for possible very large increase in population.*
5. *Hospitals many miles away."*

"Grange could be a real asset to S.Cumbria if it had a sensible medium/long term development plan which was properly financed..."

"A very pleasant place to live despite being largely ignored by SLDC."

"Fix the Lido – and don't wait another ten years to do so."

"If previous housing developments had not taken place, a lot of Grange-over-Sands residents wouldn't be living here."

"Prior to any planning for large new developments (400 houses +) there must be a plan for a new infrastructure as the present one is not adequate."

"Keep it a tourist area. Keep it green." "This is my home. Do not spoil it!!"

"Limit the number of new houses. Roads can only take so much more traffic. Grange will stop being Grange. Some people are already moving out. Lido and Prom – too much talk and too little action."

"Long delays about all decisions relating to important questions."

"Appalled at waste of Berners ..."

"I think it very important to have young families in Grange-over-Sands. Which school would they attend?"

"Flooding: it is important to residents and visitors that areas that flood regularly be sorted out before allowing any more large building development ... Inadequate draining system: Kirkhead Road and Priory Lane regularly become streambeds during prolonged and heavy rain. Need to replace Berner's bridge – a right of way!"

"Hope something WILL get done and this is not just another questionnaire which will get ignored."

It is the intention of the Committee that improvements will continue, but this will depend on the active involvement of you, the community. The Action Plan follows. We would like to take this opportunity to thank everyone involved in writing, distributing and responding to the questionnaires, because without your input there would be no Report and no Action Plan to support it.

COMMUNITY LED PLAN – ACTION PLAN

The organisations listed in the right hand column are potential partners and are not arranged in any particular order.

Issue	No.	Action	How to tackle it	Timescale	Partners
Planning and Development					
Housing	1	Identify actual current and future housing requirements for Grange-over-Sands, including sheltered accommodation and affordable housing.	Ensure swift production of Neighbourhood Plan, to include results of local housing needs survey.	Produce by end-June 2016	GTC/Neighbourhood Plan Committee/Action with Rural Communities
Impact of Housing Development	2	Assess impact against an agreed level of standards.	Agree acceptable standards and carry out a regular monitoring of traffic volumes, accident statistics, and loss of green space with a view to preventing excessive impact.	Ongoing	GTC/Neighbourhood Plan Committee/CCC/SLDC/Police
Environment					
Litter	3	Maintain and improve current litter picking arrangements.	GTC to recruit, support and retain volunteer litter-pickers, providing equipment and health and safety guidance. Publicise regularly to encourage more people to litter pick.	Ongoing	GTC
Promenade	4	Implement urgent repair works as identified by surveys already carried out.	Obtain commitment from SLDC for a funded repair, maintenance and improvement plan. Communicate the schedule to Grange TC and local partners.	Obtain commitment by March 2015	SLDC/GTC/3Ps/Civic Society
Lido	5	Develop a realistic, achievable and sustainable plan.	Continue to improve the appearance of the Lido in the short term. Select the best feasible and practical option for its future with staged targets.	Ongoing June 2015	SLDC/GTC/3Ps
Pavement maintenance	6	Continue improvements to pavements.	GTC to continue to communicate priorities to CCC. CCC to provide accurate timely information, particularly to local businesses.	Ongoing	GTC/CCC
Dog fouling	7	Raise public awareness on impact of dog fouling, referencing blind people and pushchairs. Reduce instances of fouling.	Liaise with CCC to seek ways to reduce problems in conjunction with the local community.	Summer 2015	Steering Group/SLDC
Crime & Safety					
Clare House Lane bridge	8	Improve safety for young children.	Add safety mesh or similar to the lower section of railings.	March 2015	Steering Group/Network Rail
Speeding	9	Implement initiatives to reduce speeding.	Liaise with police on enhanced driver education and speed detection/reduction.	Ongoing	SLDC/Steering Group/GTC/Police/Instructors
Illegal drugs	10	Improve reporting of drug issues.	Community to be encouraged to report drug related issues. Police to continue to monitor and act on information received.	Ongoing	Police/community
Health and Well-being					
Access to hospital services	11	Maintain and improve access to hospital services and publicise available transport options.	Encourage local community to take part in future campaigns in liaison with other local organisations/parish councils. Make information on transport options available at doctors' surgeries and Information Centre.	Ongoing Spring 2015	Steering Group/GTC/Patient Action Group/Kendal Bus Users' Group Local volunteers
Community Activities and Facilities					
Access to childcare	12	Investigate availability of childcare.	Liaise with CCC Children's Services. Survey to assess needs. Improve publicity. Encourage more child carers if needed.	December 2015	Steering Group/CCC Children's Services
Activities for adults	13	Assess options for improving access to swimming and gym facilities.	Review subsequent to Lido proposals (item 5).	June 2015	SLDC/GTC/3Ps
Recreational/skills development	14	Raise awareness of what is available.	Local organisations/Grange Now/Library/Information Centre to publicise the range of opportunities currently available.	Ongoing	Cartmel Adult Education/Grange Now/Local organisations
Promenade	15	Replace Morecambe Bay Panorama boards.	Remove current damaged and dirty boards, and replace with new. Commission a local artist if necessary.	April 2015	SLDC/GTC

Issue	No.	Action	How to tackle it	Timescale	Partners
Your Town Council					
Communication	16	Improve access to information about Council activities and achievements.	a) Continue Grange Town Councillor surgeries to give access to local residents. b) Continue to develop website. c) Consider having Facebook page in future. d) Continue Grange Now reports. e) Publicise respective roles of the tiers of local government. f) Take opportunities to communicate with young people.	Ongoing Ongoing Spring 2015 Ongoing Spring 2015 Ongoing	GTC GTC GTC GTC GTC GTC
Communication					
Internet	17	Monitor upgrade to super-fast broadband.	Find out and communicate the Connecting Cumbria timetable to Grange residents.	Quarterly	GTC/CCC/BT
Communication	18	Improve awareness of information about what is available in Grange.	Encourage clubs and societies to use Grange Now 'What's On' page and Westmorland Gazette. Continue to improve promotion of TIC and Library as sources of up-to-date information for local people and visitors.	Ongoing Ongoing	Steering Group/Grange Now GTC/TIC/Steering Group/ local organisations
Tourism					
Tourism	19	Improve the visitor experience.	Continue support for TIC and toilets; provide adequate car parking facilities. Improve signs and maintain the quality of the environment.	Summer 2015 and ongoing	GTC/TIC staff & volunteers/ Chamber of Trade
Traffic, Transport and Roads					
Monitoring and enforcement of parking	20	Enforce parking restrictions and deal with illegal parking.	Request an enforcement "blitz" by CCC. Consult with Police as to how illegal parking can be monitored and reduced in partnership with the local community.	Spring 2015 and ongoing	GTC/SLDC/CCC/Steering group/Police
Traffic management and parking	21	Undertake Traffic Management Study.	Conduct feasibility study of one-way system and alteration to on-street parking to provide loading bays, provision for people with disabilities, and more lawful and considerate parking, taking into account the needs of local people (retaining low cost short-term car park charge) and visitors.	By end 2016	GTC/SLDC /CCC
Pedestrian safety	22	Improve road crossings for pedestrians.	Liaise with CCC about the installation of pedestrian crossings at: a) the speed bump Yewbarrow Terrace b) the top end of Main Street near Crown Hill roundabout c) Esplanade/Park Road.	December 2016	CCC
Driver safety	23	Improve driver visibility.	Install traffic mirrors on sharp bend in Carter Lane and Cat Tree Road/Allithwaite Road junction.	Autumn 2015	CCC
Cycling facilities	24	Improve cycle security.	Provide cycle parking facilities at Pig Lane toilets, the Library and Kents Bank Road car park.	December 2015	GTC/SLDC/CCC
Public Transport	25	Strive to maintain and improve public transport services to meet local and visitor needs.	Campaign to protect and improve bus and train services and their interconnection, taking into account study being undertaken by the Community Rail Partnership, re-franchising of train services and CCC policies.	Ongoing	GTC/CCC/Steering Group/local organizations/ Community Rail Partnership/Furness Line Action Group/Kendal Bus Users/bus and train operators
Employment					
Training	26	Assess the need for and type of training required for small businesses.	Encourage and assist the Chamber of Trade to conduct a survey to determine needs.	Summer 2015	Grange Chamber of Trade/Cumbria Business Growth Hub/Cumbria Chamber of Commerce
New job opportunities	27	Explore opportunities for Grange to attract more and better-paid jobs.	Liaise with appropriate bodies to establish ways and means.	Autumn 2015	Steering Group/Grange Chamber of Trade/ Cumbria Business Growth Hub/Cumbria Chamber of Commerce

