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Front Cover Image: “*changing times*” M Carr

## Introduction

### The Parish

Hawkshead is a National Park village of 589 people in 268 dwellings<sup>1</sup>, of which local residents occupy only 194. 158 (59%) are owner-occupied and 75 (28%) are second or holiday homes.<sup>2</sup> The median age of 46 is fairly typical for this area: we have fewer young people and more old people than average.<sup>3,4</sup>

The name derives from the early 10<sup>th</sup> century *setre* (settlement) of a Norseman *Haukr*. In the Middle Ages a wool market brought prosperity for a long period. Later still, came strong connections with William Wordsworth – his “beloved Hawkshead” - and Beatrix Potter, each having a museum here. It is very picturesque, with clustered, whitewashed houses, archways and alleyways, courtyards and squares. There is a 15<sup>th</sup> century church and some 38 buildings of architectural and/or historical interest. The village wins trophies every year in Britain or Cumbria in Bloom. It is set in beautiful countryside, with excellent walks from gentle strolls to rugged hill climbs and good fishing. There is an annual show of agriculture and Lakeland sports, a summer music festival, a pantomime and other events.

There are, therefore, very many visitors and tourism is overwhelmingly the main industry, to cater for which there are four hotels, guest houses, a Youth Hostel, coffee houses and a variety of retail shops. There is a Post Office, a chemist, a pre-school playgroup, a primary school and a doctor’s surgery.

The service centres are Ambleside (5 miles), Windermere (7 miles) & Kendal (16 miles). The mix of ‘off-comers’ and local Cumbrians, the problems of housing provision, parking, congestion, transport and police/ambulance response-times are typical of other villages in the National Park. There is a strong sense of community and a tradition of self-help.

With a parish precept of less than £8000 and no administrative structure other than a part-time parish clerk, there is limited scope for tackling problems, still less, without additional resources, for using effectively any increased powers for parish councils.

### Methodology

Of the 268 dwellings in the parish, only 194 are occupied by local residents.<sup>5</sup> Using maps drawn up for Hawkshead First Responders, we delivered a household questionnaire to each.

86 questionnaires were returned, recording the views of 185 people, i.e., from 44% of households, but from 31% of people. Two potential biases are apparent. Households that responded were smaller than the average<sup>6</sup> and a bigger proportion of the responders were owner-occupiers compared with the proportion for the parish as a whole.<sup>7,8</sup> We consider the

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<sup>1</sup> “Household spaces with residents”: Census

<sup>2</sup> Census

<sup>3</sup> Ibid

Age	Hawkshead (%)	South Lakeland (%)	NW Region (%)
under 35	20	36	45
over 75	15	10	7

<sup>5</sup> Source: Census

<sup>6</sup> 2.2 people per responding household compared with 3.2 people per average village household.

<sup>7</sup> 69% of responders were owner-occupiers compared with 59% for the village as a whole

<sup>8</sup> Source: Census

sample adequate from which to draw conclusions and the biases can be off-set by common-sense interpretation of the data. Also, because only one questionnaire was delivered to each household, we cannot be sure whether a given response is that of a single person or of the household collectively. Commonsense again has to be exercised.

23 business questionnaires were returned from businesses within the parish employing 123 people.

To encourage frankness, the household and business questionnaires could be answered anonymously. The downside of that decision is that we were unable to analyse how the location or nature of a household or business might have affected the response to certain questions.

Further questionnaires were given to schools and churches.

Groups were asked to give any input they chose to the plan.

The data were analysed, using appropriate software. The analyses are at Annexes A & B. The returned questionnaires are available for examination.

We have also drawn on the results of a recent Hawkshead business questionnaire on car-parking conducted by the parish Recreation Ground Committee (Annex C), on Cumbria Rural Housing Trust's Hawkshead 2005 Housing Needs Survey and on the recent Census.

Albeit parish boundaries do not circumscribe social and commercial interactions, this is a parish plan, so householders and businesses in Colthouse and other neighbouring hamlets were not questioned.

## **Findings**

### **Housing**

For 74 dwellings (21% of the total) to be second or holiday homes is a serious depletion of the housing stock. More seriously, it also measures a wasting away of the community and illustrates the vulnerability of a community in a tourist "honeypot" (see also sections on Tourism p10 and Education p13).

11 households were looking for alternative accommodation and 13 reported that someone in the household would like a low-cost starter home. These accords reasonably well with the conclusions of the Housing Needs Survey<sup>9</sup> that 10 households currently within the parish, and a further 4 wanting to return to the parish, were in genuine housing need: 5 needing shared equity and 9 needing rented properties. This seems a high proportion, though not unexpected. 4 reported that a member of the household had moved out of the area because of the cost of buying or renting locally.

Oddly, though, only 3 households had applied to go on a local council's or housing association's waiting list.

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<sup>9</sup>Cumbria Rural Housing Trust: *Hawkshead Housing Needs Survey Report*, August 2005

Lack of accommodation is also a problem for businesses trying to recruit staff.

SLDC accept that the parish has a proven need for affordable housing.<sup>10</sup> When SLDC recently looked at 10 possible sites in the village for affordable housing, the only one they considered appropriate for development, Bowling Green Field, was opposed by HPC because access was poor and the resultant traffic would impinge on elderly people. SLDC still gave planning consent. Notwithstanding their objections to this particular scheme, HPC is very keen that affordable housing should be built, restricted to local occupancy.<sup>11</sup>

The National Trust has some 13 rented properties in the parish plus the large property Belmont. When selecting tenants, the Trust gives some consideration to whether an applicant is of local origin, but this is only one factor amongst many. With the conversion of Belmont, an opportunity arose to provide more rented accommodation, but bed-and-breakfast holiday accommodation was the preferred option.<sup>12</sup>

**Action 1:** HPC will continue to support affordable new housing, restricted to local occupancy, on suitable sites (& see also related Action 3).

**Action 2:** HPC will ask the National Trust to review their policy of renting their property as holiday homes and to give greater priority to local occupancy at affordable rents.

## Parking

Three-quarters of business respondents consider that the price of customer parking has a detrimental effect on their business and the same number consider the parking facilities inadequate. Over half see this as a threat to their businesses. The recreation ground business survey got a similar response: 90% considered there was insufficient parking, almost as many judged this had a detrimental effect on their trade and reported customer complaints on the difficulty of finding a parking space; improved parking would, they estimated, result in 27 more jobs.

The main car park in Hawkshead has spaces for 194 cars, a total usually much reduced by coaches parking. It is controlled by the LDNPA whose objectives take little or no account of village needs. For instance, their recent change to car-park charges, which is likely to alter visitor shopping patterns, was implemented, as is their wont, without any consultation. Nor, apparently, do they consider that earning a significant income from the car park results in any obligation to invest in the village through, for instance, the TIC.



*Not a vacant space at a weekend*

<sup>10</sup> Ian Elleray, SLDC Community/Housing Manager, at Hawkshead PC meeting 20 Sep 05

<sup>11</sup> We omitted to ask about interest in shared-equity schemes.

<sup>12</sup> Conversation Stones-Moffat

70% of businesses have no garage, 48% have no off-street parking and 65% have neither. Not surprisingly, therefore, a majority found the parking provision inadequate for staff and suppliers. Almost one in five provide financial assistance to staff for parking: in effect an additional business tax. Notwithstanding a slight inconsistency in these replies, the general message is clear.



*Friday morning deliveries in the square!*

Householders, though, were somewhat more ambivalent. Only half thought parking provision inadequate for tourists, though 70% found it inadequate for visiting family and friends and the same percentage thought short-term parking inadequate. 90% do not require overnight parking. There is a parking and safety problem for parents dropping off and picking up their children at school or pre-school playgroup.

Many houses in Hawkshead, being very old, have no garage or carport and there can be no roadside parking. It is commonplace these days for households to own more than one car: in Hawkshead 68 households have two cars and 25 have three or more<sup>13</sup>. Yet even so recently as the conversion of the Police Office, there was only provision for parking one car per unit. Such planning adds to the chronic shortage and is an incentive to park illegally. HPC currently lease parking from the National Trust, but shares it with Satterthwaite and Claithe, the other parts of the ancient parish that chose to participate. Currently, 433 parking permits have been issued for some 22 spaces.

**Action 3:** HPC will press for any new housing development to have two parking spaces per household.

**Action 4:** HPC will attempt to find common ground with LDNPA on car-park charging.

**Action 5:** HPC will ask LDNPA whether a coach park could be provided away from the village so that the village car park is used only as a dropping off point.

**Action 6:** HPC will investigate the layout of parking areas to see if more effective use can be made of them.

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<sup>13</sup> Census

## Energy conservation

Many householders would like one or more energy saving features if grants were available: the most popular was solar energy, followed by loft insulation, double-glazing, hot water tank lagging, triple glazing, cavity wall insulation and secondary glazing<sup>14</sup> Many businesses, too, would be interested in energy-saving measures if grants were available. However, many of the stone buildings do not have cavity walls and double or triple glazing may not be visually acceptable in this area. This is no doubt why solar heating panels are so favoured by householders. Unfortunately, we omitted wind turbines from the questionnaire options.

**Action 7:** HPC will seek advice on energy-saving measures and grants, including cavity wall insulation on properties where this is possible, and will include information in a pamphlet (see Action 41).

**Action 8:** HPC will write to LDNPA asking that solar panels be viewed favourably when judging planning applications.

## Rubbish & recycling & civic cleanliness

Civic cleanliness is not only important for the quality of life of villagers, but is also important for its economic health. The charm of the village is rated by businesses as second only to its location in the National Park as business strength.

The majority of householders and businesses consider the grey bins are not collected often enough and/or are too small. Size and frequency of collection are interrelated. The solution is not bigger bins, they are already too large for those households with nowhere but the street to put them, but more frequent collection. Meat, fish and other waste rotting for up to a fortnight on the village streets is a health hazard significant enough to lead to prosecutions were it not perpetrated by the local authority; nor do stinking bins enhance the appeal of this village.<sup>15</sup>



*Tourist honeypot – or stinkpot?*

<sup>14</sup>We were not aware of the Government's proposals for free or subsidised central heating and so did not ask the question.

<sup>15</sup>This was the subject of a question in the House of Lords on 12 December 05. Householders were advised by the Minister to make strong representations to their Local Authority.

Most householders find the size and frequency of collection of the green and blue bins adequate and their contents are less objectionable, but again many houses have nowhere to put them. Most businesses need these bins collected more frequently, though a bare majority are satisfied with bin size, presumably because there is just no room for bigger bins, since 1 in 5 have no storage facilities in their premises. A small majority would like more recycling facilities for glass, paper, aluminium and garden waste. One business suggested having recycling facilities for plastics.



*Many houses have no space to store bins*

We strongly support the principle of recycling, but the means chosen, which perhaps work well enough in other surroundings, are hygienically and aesthetically ill-suited to a picture-postcard village of small cottages cramped around narrow alleys and open squares.

Respondents rated rubbish & litter lying about as the biggest nuisance followed by dog noise and mess. The road-sweeping vehicle visits the village too infrequently to deal with this problem. This is unpleasant for residents and also off-putting for the visitors on whom the village depends so heavily. 'Hawkshead in Bloom', a very small, self-financing group who have had great success in winning Britain in Bloom and Cumbria in Bloom trophies and thereby attracting visitors, have made the point that not only do they need help in planting and maintaining the floral decorations, but need the village streets to be kept clean. Many also complain about unwanted telephone calls, which might be termed aural litter. There are solutions to this problem, which will be publicised in a leaflet (see Action 39) .

From March 2006, parish councils will have the power to issue Fixed Penalty Notices for litter, graffiti, fly posting & dog offences, but HPC lacks the administrative resources to operate such a system or the finance to employ its own street sweeper.

**Action 9:** A copy of this report will be sent to SLDC.

**Action 10:** In addition, a letter will be sent, copy to Environmental Health, saying that the existing bin system is manifestly unsuitable for Hawkshead and presents an environmental hazard, requesting that the fortnightly collection from large grey bins be replaced by a weekly collection of smaller receptacles, that householders be offered the option of large green bins, smaller green bins or no green bins and that there should be additional collection points in the car park for garden rubbish and plastics. SLDC will be asked to meet with HPC to discuss these problems. SLDC will be asked to provide more frequent regular visits by the sweeping machine to a programme agreed with the Parish Council.

**Action 11:** HPC will discuss with village businesses setting up a cleaning system in which each business accepts responsibility for cleaning nearby areas and will actively investigate employing someone to clean remaining “public” areas, take rubbish to the tip, deal with green waste, graffiti, etc. It will investigate the feasibility and cost of employing such a person and whether SLDC could help with funding.

**Action 12:** HPC will procure more public litter bins of a design appropriate to the character of the village.

## Public transport

As CCC recognise in their Local Transport Plan, rural social exclusion is a problem. For households without a car (13%) and for some of those with only one car (41%), the bus service is important. The nearest clinic, police station, bank, cash point, library and cinema are at Ambleside, 5 miles; the nearest job centre, social service office and leisure centre are at Kendal, 16 miles; outpatients are at Kendal and Barrow, 43km. The great majority of businesses consider the bus service essential or important for their staff or customers and are dissatisfied with the current routes, with the timetable and, particularly, with the fares.

Of those householders who both responded and said they knew the facts, the great majority rated the route, and most rated the timetable, as “Good” or “OK”, which is encouraging, but there are problems nonetheless. Of the 21% of households who deem the bus service essential and the further 12% who rate it important, half find the bus too expensive.

Furthermore, with the last bus from Ambleside leaving at 1720 hrs, an evening at the cinema for a family without a car becomes an expensive indulgence involving two taxi fares. Similarly, it is difficult for young people to visit friends in neighbouring villages because of the cost and because the last bus leaves for Hawkshead so early.

John Ruskin school rate transport for their Hawkshead pupils ‘just about OK’.

Particular suggestions were that buses should stop on demand rather than at the few designated stops, that the Mountain Goat to the Grizedale centre should continue on to Satterthwaite, that smaller buses, cheaper to run and more suited to the narrow roads should be used and that there should be late buses two or three days per week. There was a particular problem for the disabled having to change at Ambleside for Kendal and having to cope with unruly children on the school bus.

CCC’s Local Transport Plan, recognising that ‘rural accessibility is a key element’ and that ‘cost effective public transport is rarely possible in areas of sparse population’ calls for ‘innovative packages of measures’<sup>16</sup>. Because the numbers requiring public transport are relatively few, all or many of these deficiencies might be more cost-effectively met by a local entrepreneur providing demand-responsive services<sup>17</sup> with a minibus. CCC LTP (CO7) specifically identifies using off-street parking charges to support sustainable transport schemes and that this concept will be developed as a pilot in the National Park.

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<sup>16</sup> CCC LTP page 2

<sup>17</sup> Ibid page 19 (CO2)



**Action 13:** Stagecoach will be urged to take account of villager's views on costs, the timetable, stopping on demand and using smaller buses. Such improvements would also further the aim in CCC's Local Transport Plan to take visitors from service centres. Correspondence and responses will be copied to CCC.

**Action 14:** Satterthwaite PC will be informed of the suggestion that the Mountain Goat service to Grizedale should continue to Satterthwaite.

**Action 15:** Mountain Goat will be asked to adopt stopping on demand.

**Action 16:** HPC will investigate whether there is sufficient demand and interest to run a voluntary car scheme.

**Action 17:** CCC will be asked to give support and assist in finding funds to start up a local minibus service. It will be suggested that, in accordance with CCC LTP (CO7), a contribution might be made from the revenue of the LDNPA car-park in Hawkshead.

## Roads & footpaths

The roads are badly maintained. 77% of respondents rated the state of repair of roads as "poor". Although resources had recently to be redeployed as a result of flooding in Carlisle, the deterioration was very noticeable long before that event.

Much of the problem seems to arise from digging up the road for services. The service companies initially make good the damage, but the repairs do not last. There seems not to be a contractual requirement to ensure that service companies return to make good after, say, a year. The roads also flood frequently, since there does not seem to be routine preventative maintenance.



*Poor maintenance is dangerous and unsightly*

Criticisms of footpath provision must be seen in the context that speeding is a major concern, that the road traffic is very heavy and increases year by year and that tourism results in many pedestrians. Footpaths are needed, both for safety, to separate pedestrians from traffic, and to increase the attractiveness of the area to visitors. Many visitors want to walk out from

Hawkshead. Nearly all respondents wanted a footpath to the North of the village, where there are many pedestrians to the campsite and beyond. It is particularly dangerous at night (a pedestrian has been killed at Gallowbarrow). Stretches of permissive paths towards Ambleside are now closed. This approach road is rated as the chief danger spot in the parish.



*No room for pedestrians on a busy route between a local camp site and the village – a tragedy waiting to happen? This spot at Gallowbarrow has already proved fatal*

The second most dangerous spot is the approach road from the South, where there are many pedestrians to and from the Youth Hostel and again a footpath is needed. All the other approach roads are also rated as danger spots. The safety issue, allied to the reluctance of the Lake District National Park Authority (LDNPA) to incur significant expenditure to support social and economic well being<sup>18</sup>, merits CCC's attention to this problem.

Such permissive paths as exist have easily rectifiable faults. The signs do not always make clear where the paths are going, so visitors, many of whom do not use OS maps, are reluctant to commit to them or misunderstand their purpose. There are no intermediate access points between the start and finish of each stretch.

**Action 18:** Copies of this report will be sent to CCC and LDNPA.

**Action 19:** In addition, letters will be sent to CCC and LDNPA, with copies to the Chief Constable, highlighting the concerns expressed in this section of the report about road maintenance and the provision of footpaths, emphasising safety issues. It will ask for paths to Outgate and the Youth Hostel, in the first instance, extended later to Ambleside and the Trout Farm respectively, and for the Beatrix Potter footpath to be extended to Hawkshead. Details of suggested routes will be included.

**Action 20:** HPC will investigate the provision of better signing of footpath routes from the centre of the village.

<sup>18</sup> LDNPA's Operations Director as reported in *The Westmorland Gazette*, 30 Dec 05

## Tourism

There are some issues on which those who run businesses are bound to have different views from those who wish to live in a peaceful environment. Tourism is the chief of these.

Tourism-related business is by far the biggest employer and earner. 16 businesses employing 123 people replied to the business questionnaire. 70% of them classed themselves as being in tourism and a further 22% in retail, heavily dependent on tourists. Businesses recognise the two biggest advantages of being situated in Hawkshead are its location in the National Park and its inherent charm.

The questionnaires were framed some months before LDNPA decided to close the tourist information centres at Coniston, Hawkshead and Grasmere, which 480,000 people are said to have visited last year<sup>19</sup>, and not to reopen those at Waterhead, Pooley Bridge and Borrowdale<sup>20</sup>, so businesses were not asked about this policy.

Businesses would doubtless all - with one exception in our survey - welcome measures to increase turnover. Five responses call for more effective and better coordinated marketing and there are calls for Hill Top and the Beatrix Potter Gallery to open longer. Their concerns over parking pricing and provision and the lack of consultation by LDNPA are mentioned elsewhere in this report.

In the short term there is a need to promote Hawkshead, both for day visitors and as a base for staying visitors. Because of the natural limits imposed by accommodation, parking and crowded roads, and to avoid undermining the charm which is our best selling point, we should aim for visitors with more disposable income, rather than for increased numbers..

No doubt tourism will always be the mainstay of Hawkshead's economy, but being so heavily dependent on one industry makes us very vulnerable (see also the Housing section above). Something like foot-and-mouth hits us hard and for long<sup>21</sup>. If tourism were to decline, say through the changing leisure pursuits of the younger generation or just through traffic strangulation, village facilities could wither away still faster. Furthermore, many of the tourist-related jobs are part-time and/or low paid. In the longer term, therefore, we need other business activity.

There is, too, another side to tourism. When asked what they dislike about living in the area, the most cited complaints, by 28% of households, were tourism-related annoyances: drunken campers, overcrowded roads. It seems clear that some householders would deplore any significant increase in visitor numbers.

HPC is elected to look after the interests of both householders and businesses.

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<sup>19</sup> According to *The Westmorland Gazette* of 30 Dec 05.

<sup>20</sup> Additionally, SLDC is reported to be considering closing the TICs at Grange-over-Sands, Kirkby Lonsdale & Broughton-in-Furness.

<sup>21</sup> Newcastle Centre for Rural Economy

**Action 21:** HPC will meet with businesses and others to discuss setting up and funding a village website, with marketing as one of its aims. Funding will also be requested from CCC, since marketing is their responsibility, and from LDNPA, since effective marketing would increase turnover from the car park.

**Action 22:** CCC will be urged to make more obvious efforts to encourage and help find funding to support local businesses which are less, or not at all, tourism-related, which are preferably small volume high value and which offer full-time, well paid employment.

## Crime & policing

The villagers are not satisfied with the service provided by the police.

Of the householders who responded:

86% consider speeding traffic to be a serious problem;

51% have experienced noise and nuisance from drunks, often late at night. The proportion of households affected will be even higher in the village centre or on the route to the campsite, but could not be determined because many responses were anonymous;

13% report having had something stolen from home, garage or barn in the last three years;

Of the businesses who responded:

63% have experienced theft, 13% violence, 13% damage, 13% theft of or from cars and 38% other crime in the last 12 months.

Albeit recorded crime levels are often less than the perceived threat that does not discount the survey's findings. Police statistics are always liable to underestimate the real level, since incidents are only logged if reported. But whereas each single act of anti-social behaviour – drunken shouts, urinating on walls, stolen flowers, broken bottles, discarded lager cans, etc - may not be seen as justifying phoning the police, particularly by a more stoical older generation, the accumulated result can loom large.

Speeding is a major concern. Motorists speed with impunity: there is virtually no chance of being caught. Again, the offenders do not figure in the police statistics. Speeding is particularly dangerous because the approach roads to the village are all narrow, with no pavements at crucial points and no footpaths as alternatives.

The overwhelming majority of households and businesses considered the licensing hours in operation at the date of the survey were about right

A large majority of households and businesses consider the police presence in the area is too light, about the same proportion would like a neighbourhood watch scheme<sup>22</sup>, and even more want a community policeman based in the village.<sup>23</sup>

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<sup>22</sup> One couple with experience has volunteered to set up such a scheme.

<sup>23</sup> They were not asked whether they would like a Community Support Officer

Before 1984, Hawkshead had a police station manned by a Sergeant and a Constable supplemented by two single police volunteers in the summer. From about 1990 there has been a steady decline in police presence. When the police station was closed we were promised a police officer stationed in the village. Then we were promised that Coniston and Hawkshead should share a policeman. That too has come to nothing<sup>24</sup>. Yet, over the last five years, charges by the Cumbria Police Authority have increased by 84% and old-age pensions have increased by only 16%.



*We once had a police station - now it is just six more holiday homes*

Behaviour that would be detected by, and would be unacceptable to, a village bobby, is not given the same priority by car-bound, computer-tasked police, a system that is manifestly not well suited to village needs. If police are not on foot, talking to people, if they are normally glimpsed speeding past, isolated in their cars, unable to speak or be spoken to, they cannot detect or anticipate these types of crime and they are rarely on hand when they occur. Response is inherently slow. PC Maclennon's report to the Hawkshead Parish Council (HPC) meeting on 5 July 05 (minute 282) gives a typical example of what occurs: "There had also been two disturbances reported in the village that were all quiet on arrival of the police".

The recently agreed merger with the Lancashire force, whatever other advantages result, moves police decision-makers further from rural areas and we fear that even less weight will now be given to our problems. Chief Constables complained that the change was rushed through with too little time for consultation with them. There has been no consultation with the public, whom they serve.

Sir Ian Blair recently called for the "dynamic engagement" of local police<sup>25</sup>. We agree. He called for a public debate. This is one small contribution to it.

**Action 23:** A copy of this report will be sent to the Chief Constable.

**Action 24:** In addition, a letter will be sent to the Chief Constable, with copies to the Police Authority and the Crime & Disorder Reduction Partnership, highlighting villagers' concerns and, in particular, requesting a local policeman, shared if necessary with another village.

**Action 25:** If the police agree to provide local policing, HPC will actively seek police-office accommodation.

<sup>24</sup> See HPC minutes 221 of 15/11/03, 4 of 20.01.04, 107 of 16/03/04

<sup>25</sup> Sir Ian Blair, annual Dimbleby lecture, 17 Nov 2005

**Action 26:** The Chief Constable will be asked to measure traffic speeds in the Hawkshead area sufficiently often to be a deterrent.

**Action 27:** CCC will be asked to erect illuminated speed-limit signs on the approach roads and to place suitable traffic-calming devices at the North and South entrances to the village

**Action 28:** HPC will discuss with Mr & Mrs Bell the setting up of a neighbourhood watch scheme and will give active support.

## Education & Training

The village pre-school play group and the primary school, which has 60 pupils from 38 families, are thought well of, being rated Excellent or Good by the overwhelming majority of respondents. Secondary education did somewhat less well. Just over half of those who did not name a school, rated it as Excellent or Good. 80% of those who named John Ruskin school and half of those who specified Lakes school rated them Excellent or Good. The one response for Ulverston Victoria High school rated it Good.<sup>26</sup> The problem with these ratings is that we have no record of how recent or valid was the experience that led to them.

Householders complain about “gangs of youths hanging about” – which may be school children. John Ruskin welcomes feedback on behaviour of pupils, whilst the primary school Headmistress thinks the community is too reticent about bad behaviour. John Ruskin gets good support from Hawkshead parents whilst the primary school would like a much bigger community involvement, principally to widen the curriculum. A useful contribution from the Headmistress is at Annex A, Appendix 1.

Although almost half of households and businesses would like to improve their understanding of computers,<sup>27</sup> only 5 household respondents would like to undertake computer training. Unsurprisingly, the majority of business respondents would be interested in grants for IT and other staff training. All told, around a third of households had at least one person interested in further training or education in a wide variety of subjects, which are listed in Annex A, Appendix 2. It is not known whether this indicates that the existing courses in these subjects are unsatisfactory in some way or are just not known about.

43% of businesses report difficulty in finding trained staff. 30% already have someone involved in training or education, whether with a university, a local college or otherwise. Over half would be interested in staff training if a grant were available.

Young people living in the ancient parish of Hawkshead can apply to the Hawkshead Agricultural Society for a grant towards further education in agriculture or horticulture.

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<sup>26</sup> The Government White Paper *Better Schools for All* had not been published when the questionnaire was framed.

<sup>27</sup> They were not asked what they knew about courses at Coniston Development Centre

**Action 29:** Each school and the Local Education Authority will receive a copy of the report.

**Action 30:** The attention of the schools and the LEA will be drawn to the need to diversify the village's economy and they will be asked to review accordingly curriculum content and advice on careers suitable for small villages, such as IT, design, accountancy and law.

**Action 31:** HPC will investigate setting up a village computer.

## Medical & Care

We are lucky with our GP provision. Consultation with the local service shows that succession is assured, at least in the immediate future<sup>28</sup>. In view of recent governmental concerns, it is worth noting that everyone seems satisfied with surgery opening hours.

The majority of respondents never have a problem with access to hospital, doctor, chemist (the surgery and chemist are in the village), dentist, optician, chiropodist or other medical facility, though the dentist in Ambleside is due to retire in two years. A main concern seems to be the lack of National Health dental facilities. 40% of those who answered the question would like to be registered. It is no consolation to those who cannot get the service that this is a national problem

With narrow over-crowded roads, ambulance response is inevitably slow. Hawkshead First Responders, staffed and funded through voluntary effort, fills a little of the gap for the village and surrounding hamlets.

Most respondents see a need for day-care services, but there were no criticisms of the existing provision by Social Services. Most see the need for a meals-on-wheels service: an effective system exists and although at the moment only four people need it, the well-motivated volunteers intend that it shall continue to exist.<sup>29</sup> Half see a need for a day centre: there is one at Ambleside. Over half consider 'carers' receive insufficient support – a reflection of a national problem. Half perceive the need for respite care – again a national problem. For those who qualify there is support by the Royal British Legion branch.

## Amenities

A wide variety of suggestions were made for indoor facilities and clubs and outdoor activities on the recreation ground and elsewhere. Regrettably, but unsurprisingly, there were fewer volunteers to help with any of these amenities. The details are in Annex A.

HPC set up the Recreation Ground Committee to investigate current facilities and recommend how best to meet future needs of local people and visitors. Meantime the Bowling Club became more active, highlighting the need to improve their facilities. The club decided to raise funding for a new pavilion with up-to-date facilities. HPC therefore invited the Bowling Club to join the Recreation Ground Committee to develop a cohesive plan for the area. The Recreation Ground Committee is responsible for raising funds for the four main

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<sup>28</sup> Discussion Stones – Dr Blackburn

<sup>29</sup> Discussion Stones – Mrs Davis

projects that were developed. To help fund the maintenance and continuing safety of these facilities, permission will be sought for parking places to rent out.

**Action 32: New play facilities for the 2-11 year olds are proposed.**

**Action 33: New hard courts for the 11+ age group are proposed, marked out for tennis, basketball and five-a-side football, suitable also for roller-skating and skate-boarding**

**Action 34: A new pavilion with modern facilities is proposed for the bowling club.**

**Action 35: To fund the maintenance of the new recreational facilities, HPC will apply for permission to create 28 parking spaces on the recreation ground to rent to businesses for their staff or guests.**

**Action 36: HPC will negotiate with the Langdale Hotel and Country Club, or a similar organisation, for village membership allowing, say, four persons at a time to use their facilities.**

## **Groups**

The responses of the churches are summarised in Annex A, Appendix 3. The responses of churches and schools and the few written submissions from societies and other groups are available for examination. Where relevant, their inputs are incorporated into the report. A few additional points remain:

Hawkshead Agricultural Society would like their show advertised on council publications and, to help administer their grant towards further education in agriculture or horticulture, need a map of the ancient parish..

John Ruskin School have offered to help tidy Hawkshead just before competitions, a service they already discharge for Coniston, though this kind offer cannot affect the wider, longer-term problem of village cleanliness.

## **Consultation & Communication**

It is chastening for HPC to find that half of household respondents do not consider themselves well enough informed about its decisions. But the figures are even worse for SLDC, LDNPA and CCC.

Groups share this opinion. The church and chapel do not feel sufficiently well informed about authorities or the activities of other organisations.

John Ruskin School would like to improve communication with HPC. They have good communication with their SLDC councillor, but not their CCC councillor.

Businesses tell much the same story. Only one in five were aware of support offered by SLDC, and still fewer of support offered by CCC, the Chamber of Commerce, Cumbria Rural



Enterprise and Made in Cumbria. These may be self-inflicted handicaps since a majority of businesses do not belong to the Hawkshead Traders Association, Made in Cumbria, the Chamber of Commerce or other networking organisations.

Authorities are now making more efforts:

At present there are HPC and Royal British Legion notice boards, with restricted access, an uncontrolled general notice board in a less than ideal site and a pay-to-display notice board at the Post Office. A number of contributors have asked for a more satisfactory central notice board.

SLDC have produced a new publication, *South Lakeland News* and CCC provide some information to every household, such as the quarterly *Your Cumbria* with its A to Z guide to council services and the annual *Policing Cumbria*. But it would appear these measures have yet to make an impact or are insufficient to do so.

HPC attempts to publish précis of its meeting minutes in the Westmorland Gazette, but is subject to the vagaries of editorial decisions. It will now report by *The Link*, the parochial church magazine, which has been recently expanded to include wider interests. *The Link* should help meet the concerns of groups who need to publicise their activities within the parish, but because it is only distributed locally - to each household - it cannot meet the need for wider publicity, for the village in general or for Hawkshead show, for instance. There is also the problem that it is sometimes desirable to disseminate information beyond the parish.

Other than HPC, the authorities now have ever-improving websites. There are probably still households without access, though we omitted to ask the question. The local branch of the Royal British Legion favoured a parish web site to improve its communications with members and this could also provide the wider publicity that we lack (see the section on Tourism and Action 21).

The lack of consultation by LDNPA on car park charging has already been mentioned. Another example is the expansion of the Grizedale centre. So large an investment is likely to have considerable effects on Hawkshead - on visitor numbers, traffic volumes and patterns. Yet neither LDNPA nor Forest Enterprise, working closely together on the project, consulted Hawkshead. SLDC are publicly committed to setting priorities and developing plans by listening to people and involving communities.<sup>30</sup> It is hoped this will be evident in their reaction to this plan.

**Action 37:** HPC will provide a further public notice board under the archway and will investigate the provision of lighting. A system will be arranged to organise notices.

**Action 38:** HPC will investigate other possible sites for displaying information, such as the doctor's surgery.

**Action 39:** If a village web-site is set up (see Action 21), it will be used to improve communication within the village.

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<sup>30</sup> Mike Ellis, reported in *South Lakeland News*, October 2005

**Action 40:** The Post Office will be asked to house a village diary for all to make use of.

**Action 41:** HPC will produce and annually review a pamphlet with useful information.

### **Follow Through**

To identify actions which are needed is only the first step; it is a bigger challenge to follow them through to a conclusion. By publishing this plan HPC has undertaken a large number of actions requiring sustained effort.

**Action 42:** HPC will publish the distribution amongst Councillors of responsibilities for following up actions.

**Action 43:** HPC will formally review progress on these actions each meeting.

**Action 44:** HPC will update this plan as circumstances change and at least annually.

### **Acknowledgements**

Our thanks are due to:

HPC for the grant of money from their slender resources.

DEFRA and Voluntary Action Cumbria for the grant of money.

Hawkshead First Responders for permission to use the maps drawn up by Mary Wyburn.

Mark Carr of IE Photography for the photographs and printing services

### **Steering Group**

The Steering Group which drafted this report for Parish Council approval was: Bill Barr, Barbara Brown, Mark Carr, Susan Dewhurst, Bob Jarrett (until he left the parish), Peter Stones (Chairman) & David Vaughan, with the assistance of John Poole (Parish Clerk).

### Analysis of household questionnaire

#### People / Demographics

1 Gender

*Male*

*Female*

2 How many people in your household including yourself are in the following age groups? (Indicate age group of respondent)

AGE BAND	Total %	Male %	Female %
0 – 4	<b>4.3</b>	<b>4.7</b>	<b>4.0</b>
5 – 9	<b>3.2</b>	<b>4.7</b>	<b>2.0</b>
10 – 15	<b>4.3</b>	<b>7.1</b>	<b>2.0</b>
16 – 19	<b>6.5</b>	<b>5.9</b>	<b>7.0</b>
20 – 24	<b>1.6</b>	<b>1.2</b>	<b>2.0</b>
25 – 34	<b>0.5</b>	<b>0</b>	<b>1.0</b>
35 – 54	<b>31.9</b>	<b>30.6</b>	<b>33.0</b>
55 – 74	<b>32.4</b>	<b>35.3</b>	<b>30.0</b>
75 +	<b>15.1</b>	<b>10.6</b>	<b>19.0</b>

#### Education & Training

3 At the moment are you interested in undertaking any training or education?

*Yes 22.9%*

*No 77.1%*

*(NR 3)*

4 What courses would you like to do?

*Computing 27.8%*      *Language 27.8%*      *Arts & Crafts 35.3%*

*DIY 11.8%*      *First Aid 5.9%*      *Other 23.5%*

*(NR 68)*

5 Do you feel that you need or would you like to improve your understanding of computers?

*Yes 44.4%*

*No 55.6%*

*(NR 5)*

6 How do you rate the pre school play group?

*Excellent 44.9%*

*Average 8.2%*

*Good 46.9%*

*Poor 0%*

*(NR 37)*

7 How do you rate the village primary school?

<i>Excellent</i>	<b>53.7%</b>	<i>Average</i>	<b>1.9%</b>	<b>(NR 32)</b>
<i>Good</i>	<b>44.4%</b>	<i>Poor</i>	<b>0%</b>	

8 How do you rate your secondary school?

<i>Excellent</i>	<b>16.7%</b>	<i>Average</i>	<b>33.3%</b>	<b>(NR 56)</b>
<i>Good</i>	<b>36.7%</b>	<i>Poor</i>	<b>13.3%</b>	

**Housing**

9 Is your home:

<i>Owner occupier.....</i>	<b>69.0%</b>	<b>(NR 2)</b>
<i>Privately rented.....</i>	<b>15.5%</b>	
<i>Rented from a local authority.....</i>	<b>7.1%</b>	
<i>Rented from a Housing Association...</i>	<b>4.8%</b>	
<i>Rented and tied to your job.....</i>	<b>2.4%</b>	
<i>Other.....</i>	<b>1.2%</b>	

10 Which of these best describes the number of rooms in your home?

<i>About the right number.....</i>	<b>83.1%</b>	<b>(NR 3)</b>
<i>Too few.....</i>	<b>10.8%</b>	
<i>Too many.....</i>	<b>6.0%</b>	

11 Does your property have?

<i>Off street parking.....</i>	<b>43.7%</b>	<b>(NR 15)</b>
<i>A garage and off street parking.....</i>	<b>37.5%</b>	
<i>A garage.....</i>	<b>21.1%</b>	

12 If there were grants available would you like any of these energy saving features?

<i>Solar energy.....</i>	<b>38.8%</b>	<b>(NR 19)</b>
<i>Loft insulation.....</i>	<b>28.4%</b>	
<i>Double glazing.....</i>	<b>25.4%</b>	
<i>Lagged hot water tank.....</i>	<b>14.9%</b>	
<i>Triple glazing.....</i>	<b>9.0%</b>	
<i>Cavity wall insulation.....</i>	<b>7.5%</b>	
<i>Secondary glazing.....</i>	<b>4.5%</b>	
<i>None of these.....</i>	<b>31.3%</b>	

13 Are you looking for alternative accommodation?

<i>Yes</i>	<b>13.3%</b>	<i>No</i>	<b>72%</b>	<b>(NR 3)</b>
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- 14 Would you like sheltered housing (with a warden)?  
*Yes 1.3% No 98.7% (NR 9)*
- 15 Would anyone in your household like a low-cost starter?  
*Yes 16.3% No 83.8% (NR 6)*
- 16 Has anyone in your household applied to be put on the Local Council's Housing or Housing Association register or waiting  
*Yes 3.% No 96.2% (NR 7)*
- 17 Has any member of your household moved out of the area because of the cost of buying or renting locally?  
*Yes 4.9% No 95.1% (NR 5)*
- 18 Are any members of your household living with you because they cannot find or afford accommodation of their own?  
*Yes 2.5% No 97.5% (NR 5)*
- 19 Do you require overnight parking facilities in the village car park?  
*Yes 9.6% No 90.4% (NR 3)*
- 20 Is the car parking in the village sufficient for:

	<i>NR</i>	<i>Adequate</i>	<i>Inadequate</i>
Tourists	<i>13</i>	<i>50.7%</i>	<i>49.3%</i>
Friends and family when visiting	<i>20</i>	<i>30.3%</i>	<i>69.7%</i>
Short term parking less than 1 Hour	<i>12</i>	<i>29.7%</i>	<i>70.3%</i>

### **Neighbourhood and the Environment**

- 21 What do you dislike about living in this area?

<i>Tourists &amp; Coaches</i>	<i>28.6%</i>	
<i>Nothing</i>	<i>21.4%</i>	
<i>Second Homes</i>	<i>12.9%</i>	
<i>Cost of Living</i>	<i>12.9%</i>	
<i>Litter</i>	<i>11.4%</i>	
<i>Poor road &amp; path maint.</i>	<i>11.4%</i>	
<i>Lack of Facilities</i>	<i>10.0%</i>	
<i>Public Transport</i>	<i>4.3%</i>	
<i>Poor Parking</i>	<i>2.9%</i>	
<i>Other</i>	<i>24.3%</i>	<i>(NR 16)</i>

22 What do you like about living in the village or parish?

*People 71.4%*  
*Environment 61.9%*  
*Amenities 30.2%*  
*Leisure Activities 11.1%*  
*Other 0%* (NR 23)

23 Do you think this parish should keep the recycling banks for glass, paper, bottles, aluminium cans and garden waste?

*Yes 97.6%* *No 2.4%* (NR 4)

24 What do you think about the state of repair of the paths and pavements in this area?

*Good 9.8%* *Okay 56.1%* *Poor 34.1%* (NR 4)

25 What do you think about the state of repair of the roads in this area?

*Good 3.7%* *Okay 19.5%* *Poor 76.8%* (NR 4)

26 Where are the major 'danger spots' in the parish?

*Ambleside Rd 55.3%*  
*Newby Bridge Rd 29.8%*  
*Lonsdale Rd CP Exit 23.4%*  
*Coniston Rd 17.0%*  
*Exits to Village 12.8%*  
*Village Sq 10.6%*  
*Grizedale Rd 10.6%*  
*Rec. Ground Exits 8.5%*  
*Dale Park Rd 6.4%*  
*Ferry Rd 6.4%* (NR 39)

27 Where do you see the greatest need for footpaths?

*Gallowbarrow 91.3%*  
*Hannakin 52.2%*  
*Coniston 32.4%*  
*Ferry RD 21.7%*  
*Grizedale Rd 10.9%* (NR 40)

28 Are you satisfied with the new rubbish collection system?

	<i>Adequate</i>	<i>Not adequate</i>	<i>Don't have</i>
Size of grey bin (NR 14)	<i>63.9%</i>	<i>19.4%</i>	<i>16.7%</i>
Size of green bin (NR 18)	<i>60.3%</i>	<i>4.4%</i>	<i>35.3%</i>
Size of blue bins (NR 18)	<i>67.6%</i>	<i>5.9%</i>	<i>26.5%</i>



36 Which of the following are nuisances in your area?

<i>Rubbish/litter lying around</i>	<b>56.9%</b>	
<i>Dog noise and mess</i>	<b>46.6%</b>	
<i>Broken or uneven paving areas</i>	<b>37.9%</b>	
<i>Low flying aircraft</i>	<b>29.3%</b>	
<i>Smells</i>	<b>19.0%</b>	
<i>Noisy neighbours</i>	<b>8.6%</b>	<b>(NR 28)</b>

37 How many times has anything been stolen from your home or outside your home (e.g. garage, shed, barn etc) in the last three years?

<i>Never</i>	<b>87.0%</b>	<i>Twice</i>	<b>5.2%</b>	
<i>Once</i>	<b>6.5%</b>	<i>3 – 5 times</i>	<b>1.3%</b>	<b>(NR 9)</b>

38 Have you or your family ever experienced any problems with people leaving licensed premises in the village late at night?

*Yes, often* **11.4%** *Yes sometimes/occasionally* **39.2%** *Never* **49.4%** **(NR 7)**

39 Do you think the police presence in this area is:

*Too heavy* **0.0** *Too light* **74.7%** *About right* **25.3%** **(NR 7)**

40 Would you like a community police officer based in the village?

*Yes* **89.7%** *No* **10.3%** **(NR 8)**

41 Do you think the village needs a Neighbourhood Watch Scheme?

*Yes* **75.7%** *No* **24.3%** **(NR 16)**

42 Do you think that the closing time of the local pubs and hotels in the village?

*Is about Right* **84.1%** *Should be reduced* **14.5%** *Should be extended* **1.4%** **(NR 17)**

### **Care (H.I.J.)**

43 Is there a need for any these services?

<i>Home care</i>	<b>84.0%</b>	
<i>Meals on wheels</i>	<b>82.0%</b>	
<i>Respite care</i>	<b>50.0%</b>	
<i>Day centre</i>	<b>50.0%</b>	
<i>Other services</i>	<b>22.0%</b>	<b>(NR 36)</b>

44 Is there sufficient support for 'carers' in your area?

*Yes* **39.4%** *No* **60.6%** **(NR 53)**



45 Do you ever have difficulty getting to the following?

	<i>Often</i>	<i>Occasionally</i>	<i>Never</i>	
Hospital	<b>1.5%</b>	<b>20.6%</b>	<b>77.9%</b>	<b>(NR 18)</b>
Doctor	<b>0%</b>	<b>15.2%</b>	<b>84.8%</b>	<b>(NR 20)</b>
Chemist	<b>0%</b>	<b>10.8%</b>	<b>89.2%</b>	<b>(NR 21)</b>
Dentist	<b>8.8%</b>	<b>14.7%</b>	<b>76.5%</b>	<b>(NR 18)</b>
Optician	<b>2.9%</b>	<b>17.6%</b>	<b>79.4%</b>	<b>(NR 18)</b>
Chiropodist	<b>3.4%</b>	<b>13.6%</b>	<b>83.1%</b>	<b>(NR 27)</b>
Other medical facility	<b>0%</b>	<b>14.8%</b>	<b>85.2%</b>	<b>(NR 32)</b>

46 Are you registered with a National Health Dentist?

*Yes*    **61.5%**        *would like to be*    **38.5%**        **(NR 21)**

### **Local Amenities**

47 Which of the indoor facilities or ‘clubs’ listed below, would you like to see introduced into the village?

<i>Keep Fit</i>	<b>23.7%</b>
<i>Yoga</i>	<b>15.1%</b>
<i>Indoor Bowls</i>	<b>14.0%</b>
<i>Bridge</i>	<b>12.8%</b>
<i>Tai Chi</i>	<b>11.6%</b>
<i>Snooker</i>	<b>10.5%</b>
<i>Whist</i>	<b>4.7%</b>
<i>Table Tennis</i>	<b>3.5%</b>
<i>Other</i>	<b>11.6%</b>

48 Which activity would you like to see improved or introduced onto the recreation ground or formed in the village?

<i>Tennis (new surface)</i>	<b>41.9%</b>
<i>Cricket</i>	<b>36.0%</b>
<i>Football</i>	<b>34.9%</b>
<i>Skate, skateboard surface</i>	<b>27.9%</b>
<i>Walking Group</i>	<b>22.1%</b>
<i>Bowls</i>	<b>19.8%</b>
<i>Five a side football (new surface)</i>	<b>17.4%</b>
<i>Basketball (new surface)</i>	<b>15.1%</b>
<i>Cycling Group</i>	<b>9.3%</b>
<i>Other</i>	<b>2.3%</b>

49 Have you the time, knowledge or skills to help or organise any of the activities in K0313 & K0314 [paras 47 & 48 above] or any other village activity (scouting etc.)

**Responses:**

<i>Scouting</i>	<i>Walking</i>	<i>Cycling</i>
<i>Computer</i>	<i>Research</i>	<i>Rugby</i>
<i>Cookery</i>	<i>Baking</i>	<i>Neighbourhood watch</i>
<i>Pre-child care</i>		

**Transport**

50 How important is the bus service to you?

<i>Essential</i>	<b>20.7%</b>	<i>Not important</i>	<b>12.2%</b>	
<i>Important</i>	<b>12.2%</b>	<i>Do not use the bus</i>	<b>54.9%</b>	<b>(NR 4)</b>

51 How do you rate the following aspects of the bus service?

	<i>Good</i>	<i>Okay</i>	<i>Poor</i>	<i>No knowledge</i>	<i>(NR)</i>
Route	<b>21.0%</b>	<b>22.6%</b>	<b>8.1%</b>	<b>48.4%</b>	<b>24</b>
Timetable	<b>14.9%</b>	<b>22.4%</b>	<b>16.4%</b>	<b>46.3%</b>	<b>19</b>
Cost	<b>10.1%</b>	<b>13.0%</b>	<b>33.3%</b>	<b>43.5%</b>	<b>17</b>

**General Comments**

Thirty-three respondents submitted general comments. The most mentioned topics were buses, speeding/traffic, congestion, parking and housing

**Notes of discussions with Pam Ensor<sup>31</sup>, Head Teacher Hawkshead Primary School  
on drawing up a questionnaire for schools**

1. When telephoning Pam to make an appointment to discuss the Parish Plan she made the following comments:

Why don't you use our building? It would be the School's gift to the community. (the governors decided to make no charges because they would be competing against other available venues)

There are too many public buildings in Hawkshead

The school searches for community involvement

Use the school more

2. During our conversation on the 19<sup>th</sup> the following points were made.

It was felt that the school is on the edge of the community – both in terms of the physical location and how it is perceived within the parish.

Stronger links can only emerge with better two-way communication. *The Link* and the parishes' section in *The Westmorland Gazette* are useful but limited means of telling the community about what the school is doing. Perhaps there needs to be more use of a central notice board with details of coming events and initiatives shown.

The school is perceived by some in the community as being wealthy!! This is because of income from the car park. The income is largely used to supplement staffing levels.

The number on roll is currently 60 which covers 38 families. There are 3 mini-bus runs.

There are 13 leavers – 4 going to independent schools; 8 to John Ruskin and 1 to the Lakes School. These destination figures vary widely from year to year.

The most useful thing that the community can do is to help the school widen the curriculum. There are plenty of things to help with – Fletcher's Field Nature Reserve, Music, Outdoor Education, hear readers etc.. Members of the community all have some talent they can share. Some are already doing this but more would be welcomed. There is no need for the participants to be 'educationalists.' The doing is important! It is a means for the community to get to know the children and for the children to meet members of the community that they would perhaps not normally meet and for them to have some idea of what being a full member of a community is all about. The school's 'Creative Club' that meets on Thursdays after school is an ideal vehicle for these links. In addition, teachers are freed up from some of the after-school activities so that they can concentrate on planning.

\*Pam considers that the community is a little 'too soft' on complaining about bad behaviour. It would be much better for such issues to be in the open and then carefully discussed and, when appropriate, action taken.

\*The key to many of the items covered in the discussion was sharing information - diary dates, avoiding event clashes, knowing what commitments lie ahead. There needs to be a central information point. Is there a village diary? Should a copy of the P.C. minutes be sent to the H/T and Governors' minutes sent to the P.C.? The school needs to be part of the village!

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<sup>31</sup> Discussions Bob Jarrett – Pam Ensor, who is now retired. New head is Joyce Hallam

<b>Training wants</b>			
			%
Computing		5	16
Languages	1		
Spanish	1		
French	1		
French conversation	1		
Italian			
	1		
German	1		
Latin	1		
British Sign Language	1	8	26
Art	2		
Painting	1		
Pottery	1		
Craft	1		
Silversmithing	1		
Sewing	1		
Embroidery	1		
Patchwork	1	9	29
Rural crafts	1		
Dry stone walling	1		
Other [rural?]crafts	1		
Practical skills	1		
Bricklaying	1		
Painting & decorating	1	6	19
First Aid	1		
Environmental issues	1		
Profession specific	1		
Total		31	

**Summary of responses to church/chapel questionnaire**

Q1: Might anything useful to your church/chapel emerge from responses to household questionnaire?

<i>Possibly</i>	<i>1</i>
<i>No response</i>	<i>2</i>

Q2: Are you well enough informed by:

PC?	<i>No</i>	<i>2</i>
	<i>Yes</i>	<i>1</i>
SLDC?	<i>No</i>	<i>2</i>
	<i>Yes</i>	<i>1</i>
LDNPA?	<i>No</i>	<i>2</i>
	<i>Yes</i>	<i>1</i>
CCC?	<i>No</i>	<i>3</i>
	<i>Yes</i>	<i>0</i>

Suggested means of improvement: *the Link to publish “more information about PC meetings and decisions”, “summaries of decisions that might affect us”*

Q3: Are you sufficiently well informed about activities within the community?

<i>Yes</i>	<i>1</i>
<i>No</i>	<i>2</i>

Suggestions: *“Again the Link might be used”; “the Link again or general notice board”; “Link”*

Q4: How do transport & parking arrangements affect you?

*“very limited public parking space for car drivers [attending services]”; “parking for Sunday service should be free or a nominal sum.”* No response - *1*.

Q5: How can community best support your obligations of care for your building?

*“Communication...is part of the problem...the Link is probably the best medium”; “there should be some concrete way in which the PC can support specific appeals”; “tourist info has been helpful”.*

Q6: Is it the community’s role ... to [help you reach] our visitors?

*“Better notice boards. Parish information packs.”; “tourist info has been helpful”; “we plan to have more notice boards available”.*

Q7: Is your church/chapel a focal point of the community? If not how can the community make it so?

*“The parish church is sometimes too tourist oriented ... needs ... closer ties ...[to] the community.”; “[there should be more events appropriate to the size & nature of each church/chapel]; “...happy if ...local people saw ...as `open door’ ...”*

**General remarks by householders**

1. The last bus from Ambleside is 5.30. People without cars are stuck in the village.
2. Silly to have only one questionnaire per household. How many husbands & wives think alike?
3. The village is looking more shabby than it used to look. Much of it is due to 'wear & tear' by the tourists, but it is up to all of us as residents to help look after it all. We all benefit directly or indirectly from the visitors.
4. Why was the "Except for access" sign removed from the entrance to Barnfield? The residents can not now draw attention to this to illegal parkers of cars. Hawksgarth's was removed and replaced with 2 new ones with 20 mph signs – ridiculous speed into a cul-de-sac.
- 5.a. Police Station car park: since the recent changes, the part of the sign that said "Residents Only" has been covered up by the new sign. Twice I have been in the car park & been asked if it is OK to park there – I had to explain that they needed a residents permit. On other occasions, I have seen people drive in, look around & then leave again. A sign saying "Permit holders only" could help clear up confusion \* possibly deter non-permit holders from parking there.
- 5.b. Businesses (eg, holiday cottage companies) can buy books of tickets for the National Park car park that cost £1 each. But if families and friends visit us, they have to pay £6.50 a day to park there. I think that we should be allowed to buy reduced rate tickets – especially as we have no parking space of our own. We rely on being able to park in the police station car park & it gets very full sometimes (since people with their own parking space can let their visitors use it & then put their own vehicles in the police station car park). We - & our visitors – use local facilities just as much (& probably more) than owners of holiday cottages, etc.
6. Due to the lack of a Main car park sign at the north end of by-pass many cars go straight into village then go up to Barnfield looking for somewhere to park.
7. Special bus needed to Kendal so that disabled people do not have to change buses in Ambleside (and cope with unruly school children on the School bus).
- 8.a. The village suffers greatly from the high volume of tourists, and has taken on an untidy and unkempt appearance over the years. More frequent road sweepings could help here. Also, is there a need for such a vast amount of 'A' boards and advertising?
- 8.b. I feel the speed limit has helped reduce the speed of traffic in general, but many "locals" who shall remain nameless flout it with regularity.
- 9.a. Mountain Goat should go to Satterthwaite, not just Grizedale Centre. We are concerned about proposed development at Grizedale Centre causing more traffic on the road from Hawkshead through Roger Ground.
- 9.b. Please do not allow more car parks to be built around the village.
- 9.c. Improvement and reinstatement of hedgerows would enhance the environment, both visually and for wild life.
10. Every thing we had has gone, we only have the Coop, paper shop and Post office etc, and a small local community, but we can still get a pint hopefully, and keep our Dr's surgery.
11. Better than it [the bus service] used to be but still not good enough (nothing after 5 to 5.30) and far too expensive for the distances involved.
12. Need: restricted occupancy housing; proper parish magazine; suggestion box; someone employed (part-time) to clean communal areas with pubs, shops responsible for their surrounds.
- 13.a. Don't think an all-weather surface should be put on the rec it's a lovely grass area. Do not think a skateboard area is a necessity at all it would encourage all the 'elements of unacceptability' into the area type of person etc.

- 13.b It is a travesty that there is no police presence and that we are so vulnerable to the elements of crime that are creeping in.
- 14.a. Bus service to Windermere one day a week in the winter would be appreciated.
- 14.b. Street lights from Hawksgarth to the Hawkshead sign.
- 14.c. The 30 mph: no one takes any notice. What could be done as this stretch of Gallowbarrow is so dangerous.
15. Instead of 33 cottages for holiday lets it would be great if the younger locals could have some affordable housing and not to have to leave the village. Lovely as it is we are in danger of just becoming a twee stopping off place on the tourist trail.
16. I would like to express concern about the quality of shops available in Hawkshead – more specifically the growth of trendy gift shops which have little of any quality or usefulness to offer – in my opinion, Hawkshead is in danger of becoming “tacky”.
17. Parish Council minutes would be more readily accessed via a whole village web site.
- 18.a. Pubs need stricter policing at closing times.
- 18.b. Tables/chairs spread too far into road making it difficult to pass at times.
- 18.c. Strong pickle smells over village are getting worse.
19. All the attention given to projects like the recreation ground are fine but my concern is the age group it appears to be aimed at. If I was a teenager in the village I would feel ‘let down’ ‘ignored’ by the powers that be. This group and probably slightly older are the ones I feel need to be catered for. It is at this time in their lives they might look elsewhere and be lost to the village.
20. Hawkshead is a village based too heavily on tourism. Existing children cannot afford to buy homes due to the influx of money from second/holiday home buyers. Regulations must be put in place to prevent houses being sold for this nature. I do not believe further housing should be built to try and solve this as all that will do is saturate an overdeveloped village and remove more of the character. This village is slowly being enveloped by greed which is wrong. Personally if I won the lottery tomorrow I would buy every house going for sale and let them at low cost to local families to try to redress the balance.
21. I would appreciate PC pressure for better road maintenance also hedges & verges, The County/SLDC policy of white paint repairs are never completed. Some repairs are merely throwing ‘cold’ tarmac into holes and leaving the compacting to the traffic.
22. Accommodation that is for locals in the area you would think is supposed to be low cost. Housing appears in some areas to go up every year & does not seem to take into account low wages.
23. To stop all vehicles driving on to the paved area outside the Kings & Flag Street, as they are damaging the flagstones all the time
- 24 Rubbish, street lights, public transport/litter. I feel sorry for a family who cannot afford a car the bus service cost is prohibitive.
- 25 Too many big buses with no body on, could use smaller buses.
26. Why do we have such huge public buses with rarely a person on it. Surely the smaller buses would suffice.
78. For myself very happy and satisfied. For the locals & others house prices are a horrendous bar to ownership. I was a District Councillor and in another capacity was involved in trying to do something about this.
28. Experiencing problems with the Parish Council Police car park permits. My 81 yr old m-in-law refused permit as only 2 allowed per household. Our two permits are illegible due to fading of writing as ballpoint pen used.

29. I have completed this as head of household and tried to represent all our views. It would have been better, however, if all residents had their own form.

30. Difficult to comment on needs other than ones own. We are fortunate to have an excellent school and transport for students to higher education, there are good community facilities, WI, over-60s, etc – churches of all denominations available, 3 good shops for everyday essentials and travelling shops. We feel privileged to live comfortably in such a beautiful place, but if I was young I'd probably want to try "fresh fields" elsewhere.

31. We have had occasion to use the emergency First Response team and were extremely impressed by the efficiency and dedication of the volunteers – well done!

32. Re buses, why oh why don't they only allow mini-buses or coaches into the National Park. These 60-seater buses can hardly fit on the roads to Hawkshead, either from Newby Bridge or Ambleside. When you do see a 'Stagecoach' service bus they usually only have 1/2 doz people on them anyway.

33. I find the Asda free bus excellent on a Monday. It means I have contact with a furniture, carpet and clothing store as well as food.



### Analysis of Hawkshead Parish Plan Business Questionnaire

**This survey covers 23 businesses employing 123 people.**

1 What is the primary nature of your business?

Tourism	<b>70%</b>
Retail	<b>22%</b>
Professional	<b>9%</b>
Agriculture	<b>4%</b>
Transport	<b>0</b>
Service sector	<b>0</b>
Building	<b>0</b>
Other	<b>4%</b>

2 How many people work in your business (please include yourself) ?..... **123**

	Male	Female	Total
Under 16	<b>1%</b>	<b>0%</b>	<b>1%</b>
16-19	<b>3%</b>	<b>3%</b>	<b>6%</b>
20-24	<b>2%</b>	<b>7%</b>	<b>9%</b>
25-34	<b>12%</b>	<b>28%</b>	<b>40%</b>
35-54	<b>11%</b>	<b>19%</b>	<b>30%</b>
55-65	<b>6%</b>	<b>3%</b>	<b>9%</b>
66+	<b>3%</b>	<b>2%</b>	<b>5%</b>
<i>Total</i>	<b>38%</b>	<b>62%</b>	<b>100%</b>

3 Are your business premises?

Owner occupied	<b>43%</b>
Privately rented	<b>26%</b>
Rented and tied to your business	<b>17%</b>
National Trust	<b>4%</b>
Rented from local authority	<b>0</b>
Other	<b>9%</b>

4 Do your premises have?

Storage facilities	<b>Y 74% / 22% N</b>
Garage	<b>Y 22% / 70% N</b>
Garage and off street parking	<b>Y 22% / 65% N</b>
Off street parking	<b>Y 43% / 48% N</b>

5. Would you be interested in grants (if available) for?
- |                |                      |
|----------------|----------------------|
| Energy saving  | <b>Y 83% / 13% N</b> |
| Recycling      | <b>Y 65% / 22% N</b> |
| IT             | <b>Y 61% / 30% N</b> |
| Staff Training | <b>Y 57% / 35% N</b> |
| Marketing      | <b>Y 70% / 22% N</b> |
- 6 Are you looking for additional premises?
- |                    |                      |
|--------------------|----------------------|
| In the parish      | <b>Y 9% / 91% N</b>  |
| Outside the parish | <b>Y 30% / 65% N</b> |
- 7 Are you a member of?
- |                                     |                      |
|-------------------------------------|----------------------|
| Hawkshead Traders Association       | <b>Y 26% / 57% N</b> |
| Made in Cumbria                     | <b>Y 4% / 61% N</b>  |
| Chamber of Commerce                 | <b>Y 0% / 61% N</b>  |
| Other trade-networking organisation | <b>Y 35% / 48% N</b> |
- 8 Are you aware of support for your business offered by?
- |                          |   |
|--------------------------|---|
| SLDC                     | <b>Y 22% / 61% N / 9% Not interested</b>  |
| Cumbria County Council   | <b>Y 13% / 65% N / 9% Not interested</b>  |
| Chamber of Commerce      | <b>Y 13% / 65% N / 9% Not interested</b>  |
| Cumbria Rural Enterprise | <b>Y 17% / 61% N / 13% No interested</b>  |
| Made in Cumbria          | <b>Y 13% / 48% N / 17% Not interested</b> |
- 9 Do you rely on the Local Authority for collection of your rubbish? **Y 74% / 22% N**
- If yes are you satisfied with?
- |                         |   |
|-------------------------|---|
| Size of the Grey Bin?   | <b>Y 47% / 41% N</b>                          |
| Size of Green Bin       | <b>Y 35% / 29% N</b>                          |
| Size of Blue Boxes?     | <b>Y 35% / 29% /N</b>                         |
| Frequency of collection | <b>too often 0% / OK 18% / not enough 71%</b> |
- 10 If possible would you like more recycling facilities provided for:
- |                |                      |
|----------------|----------------------|
| Glass/ Bottles | <b>Y 57% / 30% N</b> |
| Paper          | <b>Y 57% / 35% N</b> |
| Aluminium      | <b>Y 48% / 35% N</b> |
| Garden Waste   | <b>Y 43% / 39% N</b> |
11. Do you require parking facilities in the main car park?
- |                    |                      |
|--------------------|----------------------|
| For your staff     | <b>Y 43% / 48% N</b> |
| For your customers | <b>Y 39% / 48% N</b> |
| your suppliers     | <b>Y 26% / 61% N</b> |

12 Do you consider the price of public parking has a positive or negative effect on attracting customers to your business?

**Positive 0% / 74% Negative**

13 Do you provide financial assistance for staff to help them with parking?

**Y 17% / 61% N**

14 Would you say the parking facilities available in the village are?

	<i>Adequate</i>	<i>Inadequate</i>
Staff	<b>17%</b>	<b>61%</b>
Suppliers	<b>26%</b>	<b>52%</b>
Customers	<b>9%</b>	<b>74%</b>

15 How important is the bus service for your business either for staff or customers of yours?

**Essential 9% / important 61% / not important 26%**

If you answered, “important/”or “essential “please answer the following?

Are the current routes **Good 13% / Poor 31% / OK 25% / No knowledge 25%**

Is the time table **Good 13% / Poor 38% / OK 19% / No knowledge 25%**

Are the fares **Good 6% / Poor 50% / OK 13% / No knowledge 25%**

16 Do you provide accommodation for any of your staff? **Y 22% / 61% N**

If yes do you have enough space for your staff? **Y 80% / 20% N**

17 Do you have difficulty finding trained staff for your business? **Y 43% / 39% N**

If Yes please give details of the sectors where there is a skill shortage:

**See Appendix 1**

18 Do you provide child care facilities for your staff? **Y 0% / 83%N**

19 Are you or your staff involved in any training or education schemes? **Y 30% / 52% N**

If yes are those schemes provided by:

Local College	<b>43%</b>
University	<b>14%</b>
Trade Organisation ( Eg CREA, Chamber of Commerce)	<b>0%</b>
Private training company	<b>0%</b>
Other	<b>57%</b>

- 20 Would you like to improve your understanding of computers? *Y 43% / 52% N*
- 21 Does your business have Internet access *Y 65% / 30% N*  
If yes do you use?
- |                |            |
|----------------|------------|
| ADSL Broadband | <b>47%</b> |
| SSDL Broadband | <b>27%</b> |
| Dial up        | <b>20%</b> |
| ISDN           | <b>13%</b> |
| Not sure       | <b>7%</b>  |
- 22 Has your business been the victim of crime in the past 12 months? *Y 35%/57% N*
- If yes please indicate the type of crimes and the number of times
- |                           |            |
|---------------------------|------------|
| Theft (non motor)         | <b>63%</b> |
| Damage                    | <b>13%</b> |
| Car Theft (inc from cars) | <b>13%</b> |
| Poaching                  | <b>0%</b>  |
| Other                     | <b>38%</b> |
- 23 Would you like a community police officer based in the village? *Y 83% / 9% N*
- 24 Would you say the level of policing in the area is:
- |             |            |
|-------------|------------|
| Too light   | <b>65%</b> |
| About right | <b>35%</b> |
| Too heavy   | <b>0%</b>  |
- 25 Do you think there is a need for a neighbourhood watch? *Y 65% / 22% N*
- 26 Do you think the closing times of local public bars and hotels in the village are?
- |                    |            |
|--------------------|------------|
| About right        | <b>74%</b> |
| Should be earlier  | <b>13%</b> |
| Should be extended | <b>9%</b>  |
- 27 Do you think you are kept adequately informed of the decisions of?
- |                        |                      |
|------------------------|----------------------|
| Parish Council         | <i>Y 52% / 48% N</i> |
| SLDC                   | <i>Y 22% / 78% N</i> |
| LDNPA                  | <i>Y 30% / 70% N</i> |
| Cumbria County Council | <i>Y 17% / 78% N</i> |
- 29 What are the strengths that being in Hawkshead bring to your business?

**See Appendix 1**

30 What are threats that you foresee to your business by being in Hawkshead?

Is there anything else you would like to add that might be relevant for the parish and the local authority and that would help your business grow?

**See Appendix 1.**

**Parish Plan Business Questionnaire**  
**Summary of answers to open-ended questions**

**How often mentioned**

**Q 17: Skill shortages**

(20 out of 23 responded)

All young skilled trained	1	)		
All staff	2	)		
All, skilled & unskilled	1	)		
All catering	1	)	5	)
		)		)
		)		)
Chef	1	)		)
Customer relations	1	)		)
Plumbing	1	)		)
Gardening	1	)	4	)
		)		)
Shortage, but no suggestions		)	3	)
		)		12
No shortage (1 employee)	2	)		
(2 employees)	4	)		
(3 employees)	3	)		
(4 employees)	1	)		
(9 employees)	1	)		11

**Q 29: Strengths**

(18 out of 23 responded )

Major tourist destination	2	)		
Closeness to Hilltop farm		)		
Prime Lakeland position		)		
Location in National Park		)		
Tourist hotspot		)		
Tourist honeypot x 2		)		
Well known		)		
History		)		10
		)		
Charm		)		
Natural beauty x 2		)		
Beautiful, clean, pretty		)		
Prettiest in Lakes		)		
Beautiful area, great location		)		
Quaint		)		
Rural setting		)		
Picturesque		)		9
		)		
Range & quality of products & services in village x 4		)		
Good shopping		)		5
		)		
Locals helping each other		)		
Community spirit		)		
Good relationship with other businesses		)		
Community feeling & spirit		)		4

Restricted access for vehicles	1
What's On and Out & About	1
Crime free	1
Well maintained, clean & tidy	1
N/A	1
<b>Threats</b>	
(19 out of 23 responded)	
Cost of parking x 6 )	
Lack of parking x 3 )	
Parking is an issue )	10
Increasing proportion of second and holiday homes )	
Decreasing resident population heading to critical threshold )	
Depopulation by second homes )	
Increasing holiday cottages smaller local community )	4
Business rates	2
Antisocial drunks )	
Drunken campers )	2
No threats perceived	2
Bus fares	1
If campsite closes	1
Competition – shops selling similar goods	1
Overpricing	1
Visitor numbers declining	1
Lack of policing at weekends	1
Public perception of foot-and-mouth, flooding	1
LDNPA opposition to commercial enterprise	1
Lack of promotion by SLDC	1
Off beaten track	1
10 mph restriction on Windermere	1
Illegal parking	1
Dangerous roads, particularly for walkers, lack of off-road paths	1
Lack of retail variety	1

**Q30: Additional needs, suggestions, comments**

(16 out of 23 responded)

Co-operative village marketing, advertising and website	)	
Local traders, HPC & SLDC to cooperate on promotion	)	
Keen to explore mutual help	)	
Better cooperation between CTB and SLDC	)	
Should market to younger age group	)	<b>5</b>
Need pay on exit parking charges	)	
Different parking tariffs	)	
Additional parking	)	<b>3</b>
Later shop opening	)	
Open Hill Top & BP Gallery 7 days a week in season	)	
Open National Trust info more	)	<b>3</b>
Deal with mess, litter chewing gum	)	
Pay person to keep village tidy	)	
SDLC & LDNPA to keep car parks tidy	)	<b>3</b>
Control illegal parking		<b>1</b>
Have music festival		<b>1</b>
Reform cubs & scouts, cricket & football teams		<b>1</b>
Plastics recycling		<b>1</b>
Reduce jackdaws		<b>1</b>
Stop street furniture blocking highway		<b>1</b>
Affordable accommodation for younger people		<b>1</b>
Responded but no suggestions		<b>1</b>



### Recreation Ground Business Questionnaire Results

Thirty-one businesses who are located in the centre of the village and who deal directly with the public were questioned:

1 Do you think that there is sufficient car parking in the Village?

*Yes 9.7% No 90.3%*

2 If no, do you think that this has a detrimental effect on your business?

*Yes 83.9% No 6.5%*

3 If so how?

*Reduces the number of customer or potential customers (74%)*

*Too expensive (16%)*

4 Do you ever have complaints from your customers that they struggle to find a parking space?

*Yes 83.9% No 16.1%*

5 Do you have complaints from your guests that even when you provide them with a parking permit they have problems in finding a parking space?

*Yes 80% No 20%*

6 How many parking permits do you have for your guests? Total **40**

7 Do you think that improved parking would increase your business sufficiently to employ more people?

*Yes 48.4% No 51.6%*

8 If 'Yes' how many? **27**

9 Do you employ staff that require car parking?

*Yes 83% No 17%*

10 If 'Yes' how many? **88**