

Chapel St Leonards Neighbourhood Management Engagement Results Report February 2009



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Introduction

The establishment of neighbourhood management to work with deprived communities was identified in the Lincolnshire Local Area Agreement Plan (LAA). The LAA is an agreement between local partners and national government to deliver key outcomes for Lincolnshire over the next 3 years. The LAA provides a framework for improved joint working that will address Lincolnshire's priorities through better use of existing resources and strengthened partnership working.

East Lindsey was identified as a priority area within the first year (2007-08).

The vision is for three Neighbourhood Management areas to be established over the next three years in the following areas:

Ward
Mablethorpe, Trusthorpe, Sutton on Sea North & South*
Ingoldmells, Chapel St Leonards,
Scarborough, Seacroft, St Clements, Winthorpe

Neighbourhood management will also cover the Sutton on Sea South ward, the original LAA plan only covered Sutton on Sea North **these population figures relate to super output areas identified in the Indices of deprivation, when Neighbourhood Management is developed in this areas it is envisaged that Winthorpe will be included in with the Skegness wards.

Neighbourhood management involves communities working with local agencies to improve services at a neighbourhood level. It aims to tackle quality of life issues in communities, which can include:

- Better management of the local environment
- Increased community safety
- Improved housing stock
- Working with young people
- Encouraging employment opportunities

The key to neighbourhood management is that residents concerns become more important in defining what is done than agencies assumptions. Local authorities, the police, health services, housing associations and regeneration agencies all have an important part to play.

2 The Engagement Process

Engagement is important to ensure that local residents have the opportunity to raise their concerns of how their own neighbourhood run and how services are delivered. This enables a picture to be drawn of what residents view their community and to enable the neighbourhood management process to be monitored over the initial three-year period. This will enable residents to call local agencies to account in specific areas where improvements in services are needed and to enable improvements in services to be tracked and proven. This will greatly assist in attracting and securing funding for specific services or projects in the area.

Rather than arranging engagement sessions and publicising them locally, which has been proven to not the most successful way of making contact with local people, a personal invitation letter was sent to 1,254 households in the area. In total six sessions were arranged, these are shown below:

- Addlethorpe – 10/09/08
- Anderby & Anderby Creek – 02/10/08
- Chapel St Leonards – 22/09/08 & 24/09/08
- Ingoldmells – 12/09/08, 18/09/08 & 19/09/08

Those attending were invited to sit in a small discussion group of between 5 and 10 people with a facilitator; these were mainly Officers from Lincolnshire Police and East Lindsey District Council. The facilitators role was to ensure that all the questions were answered by the group, that everyone was able to have their say about their local community and that their views were recorded and fed back after each discussion. The session started with the completion of a yellow neighbourhood management questionnaire, which asked questions about their community and the part, they play in it, community safety, environmental and local services.

The next part of the engagement session was for residents to answer the following two questions:

- What are the good things about Chapel St Leonards?
- What are the things that need improving?
- What are the solutions for improving the issues raised above?

9 How safe do you feel walking alone in your area after dark?
 Very Safe 11.5% Fairly Safe 35.5% Fairly Unsafe 9.3%
 Very Unsafe..... 9.0% Not Sure..... 7.9% Never go out 26.9%
 alone

10 Do you know any of the Police or Police Community Support Officers (PCSOs) in your area?
 Yes, only by name..... 2.9% Yes, only by sight 11.5%
 Yes, by name and sight 9.7% No 76.0%

Below is a list of how many times each member of the PCSO team was mentioned.

- Seb Clarke 29
- Nicola Whitwham 4
- Dave Champion 3
- Christopher Wood 3
- John Gray 1
- Stephen Bowmar 1
- Lewis Burchnall 1

11 If 'Yes', did you meet them to resolve a problem?
 No, not to resolve a problem..... 35.8%
 Yes they resolved things to my satisfaction..... 30.2%
 No they did not resolve the problem..... 9.4%
 Other..... 24.5%

12 Would you know how to contact the police or PCSOs who work in your area?
 Yes, only by phone..... 58.6% Yes, only by email 0.0%
 Yes by phone and email.... 4.3% No 37.1%

13 How worried are you about the following?

	Very Worried	Fairly Worried	Not Very Worried	Not Worried at All
Burglary	25.2%	39.1%	30.2%	5.4%
Car Crime	17.5%	36.7%	37.1%	8.7%
Violent Crime	23.9%	23.9%	41.6%	10.6%
Anti-Social Behaviour	38.6%	29.9%	23.5%	8.0%
Underage Drinking	35.7%	26.6%	28.3%	9.4%
Teenagers Hanging About	38.4%	25.6%	29.5%	6.6%
People Using or Dealing Drugs	37.5%	25.8%	26.3%	10.4%

14 During the last few months would you say that in you local area?

	Got Better	Got Worse	Stayed the Same
Crime	12.0%	21.9%	66.1%
Anti-Social Behaviour	13.8%	26.3%	59.9%

15 Are there any specific things which have got better or worse?

- Lads/Boy racers
- Destroying property
- Youths hanging around. Cars speeding around at all hours of night.
- Young people 12 years and upwards walking around with alcohol bottles not only at night but during the day too.
- The amount of dogs about has got worse
- Vandalism
- Idiots with cars and motorbikes, speeding!!!
- Despite new laws, there are more dogs than ever on our beaches. No dog wardens to be seen!
- Speeding cars racing round the village
- There don't seem to be many cars racing up and down now at night.
- Burglary. Car speeding by boy racers.
- I think the fast driving cars around the village is slightly better.
- The local Co-op and the local Spar stores both broken into and things stolen. Youths driving around the village at high speed using it as a race track and continual squealing of tyres.
- The village is a lot tidier, thanks to extra support by volunteers, But there is a lack of support to the village through: Dog Wardens - dog dirt everywhere; rubbish thrown everywhere on the beach and surrounding areas.
- Supermarkets are still being broken into and without a resident police presence it will not improve. These premises are there for the taking so bring back the 1930s with police on the beat!
- Less vandalism
- The amount of litter on the beach/roadside has got worse and so has the dog poo left about and the amount of dogs in the area. The noise of motorbikes going up and down.
- Fighting, destructive people punching and throwing things
- No police in the village to talk to. That's got worse - they just drive through.
- Anti-social behavior.
- Teenagers abuse and disrespect
- Filthy litter; untidiness in street; vandalism to public seats in South road.
- Youth joy riding seems to be less
- Still see youths hanging about after dark but never see a policeman.
- What local police??
- Children hanging around with nothing to do (worse)
- Burglaries. Groups of youths vandalising property and swearing.
- More people drinking in streets. Teenagers just hanging around.
- Mindless vandalism, smashing of windows in shops. Teenagers hanging around. People feel intimidated.
- Solvent abuse in broad daylight. Vandalism to property, stealing things for no reason.
- Crime in the season
- Tourists depositing their litter outside and adjacent to my property.
- Police were kind to me when I was burgled once.

- Individual named in 'Beat Team View' column in the Compass magazine goes down well - (banned from driving) village tear away. The police seem to have got on top of youths gathering in the village. Will this continue during winter months?
- There appears to have been a reduction on vandalism but still see graffiti.
- Noticed younger car drivers in older type cars in Chapel St Leonards and am concerned over car insurance, MOT and Tax issues.
- Car parking - yellow lines in restricted areas totally ignored.
- People leaving litter/bottles and dirty dog owners who leave dog poo about.
- Cars racing around, and motorbikes, got a little better.
- Dog mess everywhere
- Teenagers hanging around and now you are going to give them an area at the back of the Village Hall to meet!!
- We live outside the village so get information when we shop and read the local papers.
- Signs
- Not noticed so many youths about.
- Lack of police presence
- Worse. Caravan crime.

16 Do you agree or disagree with the following statements in relation to your local police?

	Agree	Disagree	Not sure
They can be relied on to be there when you need them	21.6%	32.6%	45.8%
They would treat you with respect if you had to contact them for any reason	64.5%	4.9%	30.6%
They treat everyone fairly regardless of who they are	48.9%	10.1%	40.9%
They can be relied on to deal with minor crimes	24.2%	37.7%	38.1%
They understand the issues that affect this community	40.6%	17.5%	41.9%
Taking everything into account I have confidence in the police in this area	37.8%	23.5%	38.6%
The Police are dealing with things that matter to the community	35.5%	22.6%	41.9%

17 How much of a problem are the following in your area?

	Very Big Problem	Fairly Big Problem	Not a Very Big Problem	Not a Problem at all
Rubbish or Litter lying around	15.1%	32.8%	39.6%	12.5%
Graffiti on Public Buildings	3.2%	8.8%	53.6%	34.4%
Vandalism of property	8.4%	25.3%	46.0%	20.3%
Vandalism of Cars	6.8%	18.9%	48.6%	25.7%
Abandoned or Burnt out Cars	4.2%	15.5%	39.5%	40.8%
Illegal parking on double yellow lines	38.2%	17.7%	22.9%	21.3%
Dog Fouling	38.2%	30.2%	25.1%	6.5%
Arson	2.1%	7.9%	37.6%	52.5%
Problems with neighbours	4.4%	3.6%	27.1%	64.9%
Motorbikes and Mini motos	14.1%	27.0%	34.6%	24.3%

18 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the environmental services provided locally:

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	It does not apply/Don't know
The bin provided for your general household waste	61.6%	25.8%	4.3%	6.8%	1.4%
How "clean and tidy" the street is following the waste collection	50.2%	39.7%	6.1%	2.5%	1.4%
The collection of bulky household waste	31.6%	31.6%	5.9%	8.6%	22.3%
The waste collection service overall	55.5%	34.6%	5.9%	4.0%	0.0%
Emptying of dog waste bins	13.5%	33.8%	11.3%	7.6%	33.8%

Local Services

19 Do you know who your local Councillor is? Yes..... 35.4% No... 64.6%

20 If 'Yes', can you name them?

Below is a list of how many times each member of the Council was mentioned.

- Cllr Phil Leivers 52
- Cllr Kevin Sharpe 25
- Cllr Hazel Newcombe 9
- Cllr Mick Goodman 7
- Cllr Pauline Everett 7
- Cllr Tony Beardmore 5
- Cllr Mary Salfairso 5
- Cllr Chris Young 3
- Cllr Gordon Young 3
- Cllr Colin Davie 3

21 Do you know how to contact them? Yes 89.6% No..... 10.4%

22 Please indicate how satisfied or dissatisfied you are with each of the following services provided locally:

Where you live:	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied
Sports / leisure facilities and events	3.5%	19.8%	34.2%	14.8%	27.6%
Parks and open spaces	9.2%	23.1%	23.9%	18.7%	25.1%
Sports / leisure facilities and events	15.4%	42.9%	25.9%	6.9%	8.9%
Parks and open spaces	15.6%	44.4%	22.8%	8.0%	9.2%

23 Please indicate how frequently you have used the following cultural and recreational services provided locally:

Where you live:	Almost every day	At least once a week	At least once a month	Within the last 6 months	Longer ago	Never used
Sports / leisure facilities and events	0.8%	13.1%	7.6%	12.7%	11.6%	54.2%
Parks and open spaces	17.8%	14.8%	11.0%	14.4%	7.2%	34.7%
Sports / leisure facilities and events	2.1%	13.6%	7.0%	13.6%	13.6%	50.0%
Parks and open spaces	3.2%	12.4%	12.7%	25.9%	12.0%	33.9%

24 From your home, how easy or difficult is it for you to get to the following facilities?

	Very Easy	Easy	Difficult	Very Difficult	It does not apply/Don't have
Local shop	54.6%	29.3%	6.2%	2.9%	7.0%
Bus stop	57.0%	25.7%	4.8%	2.9%	9.6%
Train station	7.2%	45.2%	23.6%	9.1%	14.8%
Local hospital	7.6%	40.9%	30.3%	14.0%	7.2%
Bank / cashpoint	20.7%	34.0%	27.3%	9.4%	8.6%
Shopping centre	15.3%	49.6%	18.7%	8.4%	8.0%
Doctor's surgery / GP	52.4%	30.5%	8.2%	5.2%	3.7%
Dentist	4.1%	32.3%	27.4%	14.7%	21.4%
Leisure / sports centre	6.3%	26.1%	17.6%	10.1%	39.9%
Your local park or green space	26.7%	33.1%	8.9%	5.1%	26.3%
Post office	51.1%	31.4%	8.3%	4.2%	4.9%
Library	13.1%	32.5%	18.3%	9.1%	27.0%
Chemist / pharmacy	50.2%	33.2%	7.9%	4.9%	3.8%
District Council office	11.4%	31.3%	26.4%	14.6%	16.3%
Your local Parish Council office	32.1%	35.7%	12.3%	5.2%	14.7%
Shop selling fresh fruit and vegetables	46.3%	36.6%	7.5%	3.0%	6.7%
Village hall / Community centre	50.9%	38.3%	4.1%	2.2%	4.5%
County Council offices	4.1%	23.3%	33.9%	23.3%	15.5%
Local police station	4.7%	22.8%	36.2%	15.7%	20.5%
Beach / Seaside resort	71.4%	23.2%	2.5%	1.1%	1.8%

25 If 'Difficult or Very Difficult' to any of the above, please state the main reason for this:

- Problems at holiday time to get bus to and from Skegness, so have to shop only in the village and all other facilities that are in Skegness
- The bank in Skegness. Phoning for appointments.
- If you haven't got your own transport you have to use public transport, which isn't too bad in the winter but in the summer it can be very time consuming.
- Our local library is in Skegness
- Too far away, especially if you have to rely on public transport.
- Main hospital - Pilgrims, Boston (approx 33 miles). Skegness hospital - very limited treatment.
- For some unknown reason we don't have one (leisure/sports centre). Once upon a time we did then some person had it removed and replaced with an 'improvement' situated in it's place i.e. Chapel St Leonards new 'eyesore'.
- Manby is a long way off.
- The Library is only at Chapel on a Friday and I work on a Friday.

The other ones I ticked are not directly on a bus route, so are more difficult.

- Distance
- Hard to find
- Hospital too far.
- Bank, cash points - 2 are usually broken (one no good as vandalised/never repaired). The others are further away. District Council officers and County Council officers - do not where they are. Police Station - a bus ride away.
- These are all outside our village, 7 miles away in Skegness. Without transport you are snookered.
- To swim on a regular basis needs either a car or a bus journey in the early morning. A grassed area for dogs would be good as sand is not good for their legs.
- Don't know where it is (Police Station)
- I'm old and a disabled war pensioner and becoming increasing immobile.
- No NHS dentist.
- Train station, hospital, library and district council offices do not have any or inadequate parking facilities. No village police station. County Council offices over 40 miles away in Lincoln.
- Hospital - Pilgrim is in Boston. Bank not in our area. Police in Ingoldmells.
- Public transport is virtually non-existent between Chapel and Skegness in the winter. All of Chapel facilities are over-stretched because none have been provided even though the village has more than tripled in size with new housing.
- The bank in centre of town is difficult to get to in the holiday season due to traffic.
- Local hospital does not have the resources necessary so we are transferred to Pilgrim hospital - a 60 mile round trip. The library is a long walk from the Skegness bus station.
- Local and District Councils not situated on the best roads in Skegness.
- There are no park or sports facilities in Chapel especially for youths and children.
- No bus to the Beacon Surgery at Skegness
- The bank closed years ago.
- Dentist in Nottingham and others in Skegness
- Have to travel by bus and usually these get very full as not enough services from Chapel.
- The train station is in Skegness - we live in Chapel. Hospital is Skegness. Dentist is Alford. Sports Centre is in Brough. District Council office is Skegness or Manby. No fruit or veg shop in Chapel. Local police station is Skegness.
- Skegness - by pass needed. Skegness - no go area in the summer - too many cars. Traffic jams not enough police/traffic wardens.
- No bus route. Bus has to be phoned hours beforehand to collect you.
- Leisure/sports - not available now but the new recreational/sport development plan of the village hall will be a welcome facility - after much work by a voluntary organisation

- We live in a coastal village which does not have any in-built facilities or regular transport links
- Local doctors has no car park at all so cannot park to see the doctor. We in Chapel need free parking in car parks and less yellow lines and better services from authorities re policing and councils, then it might be a better place to live.
- Difficult as I am in a wheelchair and bound to need someone to push me, even to get outside. Friends and homecare girls help me.
- Don't have a bank or a police station in this area.
- The cash machine at the Co-op should be reinstated.
- No transport and none of the above in Anderby Creek
- No car and on my own so have to get the bus to Skegness to go to train station, banks and dentist. No police station here, no bank, no dentist - only the Post Office to rely on.
- Only available by car - occasionally bus ride. No bank in the village. Cash point on far side of village.
- I have COPD and they seem to be a long way off when you can't walk far.
- 18 months trying to get a dentist, with no luck. All others - I don't know where to find them and other than the dentist I've not needed them yet!
- Finding a dentist is like searching for the Yeti!!
- Good parking which is not abused. Disabled parking insufficient for needs. Badges used by able bodied.
- Pavement very uneven . Pot holes. Breaking up in places in Landseer Avenue. I am registered blind and 80 yrs old.
- I don't drive and have a phobia of public transport.
- No local bus
- We do not have a park and only the village green
- I find car parking charges in Chapel and Alford in times when it's not busy unreasonable and expensive. It restricts the use you would make of shops/facilities.
- Off the bus route (local hospital and police station). There's not one (local park or green space). Off bus route (District Council Office). In Lincoln (County Council offices).
- Because there is none in walking distance and nearest bus stop is not safe to walk to with 2 children under the age of 3.
- It would mean bussing into Skegness which is almost £4 fare now, and most of these amenities are in Skegness.
- In the summer it is difficult to get to Skegness. Locals use the back lanes but the roads or awful. It is like the tax payer for Skegness and areas get the worst deal in the summer. Car parks seem to rise x3 during the summer. Most parking is a minimum £1 even if you only need to park for 20 mins.
- You can never get a taxi.
- Local hospital usually means Boston, as Skegness is not used for much. The nearest bank is Skegness
- No comprehensive shopping centre, no bank branch,
- Manby is so far away and I know of no bus service.
- Doctors - ring on the day at 8am, but when ring full.

About You

26 Are you? Male..... 47.5% Female 52.2% Transgender 0.4%

27 Please indicate your age range?

16 – 21 0.4% 22 - 30 1.8% 31 - 40 4.7%
 41 – 50 5.8% 51 - 60 23.0% 60 or over..... 64.4%

28 Do you originate from this area? Yes..... 7.9% No 92.1%

29 If 'No', where have you moved here from?

Bedfordshire	4	Newport Pagnell. Bucks	1
Berkshire	1	Norfolk	2
Birmingham	1	North Wales	2
Boston	1	North Yorkshire	2
Bradford	2	Northampton & Northamptonshire	10
Brighton	1	Nottingham & Nottinghamshire	49
Burgh le Marsh	1	Peterborough	3
Cambridgeshire	3	Reading	1
Chesterfield	3	Rotherham	6
Coventry	4	Rutland	1
Crawcrook, Tyne & Wear	1	Scotland	2
Derby & Derbyshire	15	Scunthorpe	1
Doncaster	1	Sheffield	22
East Midlands	1	Skegness	1
Essex	7	Sleaford	1
Gloucestershire	1	South West	1
Grantham	1	South Yorkshire	6
Grimsby	1	South. Mid Wales.	1
Hertfordshire	2	Spalding	2
Hyde, Cheshire	1	Staffordshire	1
Isle of Anglesey	1	Stamford	2
It's a holiday home	1	Suffolk	2
Kenilworth	2	Surrey	1
Kent	4	Tamworth	1
Lancashire	1	Tewkesbury	1
Leeds	2	W Yorks.	1
Leicester & Leicestershire	22	Wakefield	1
Lincoln	8	Warwickshire	3
London	6	West Midlands	1
Manchester	1	West Yorkshire	4
Mansfield	3	Wiltshire	1
Middlesex	3	Worcestershire	1
Midlands	5	Yorkshire	3

30 Please give the name of the street you live on:

Acacia Avenue	8	Hilton Avenue	1
Allen Close	1	Jubilee Parade	1
Ancaster Avenue	10	Landseer Avenue	5
Ancaster Mews	1	Oxford Street	1
Andrew Avenue	3	Parkside	3
Beach Avenue	1	Prince Avenue	4
Beatrice Way	3	Rectory Road	1
Buckingham Drive	10	Roman Bank	1
Canning Chalet	1	Sandy Lane	3
Chapel Close	4	Sea Bank Road	9
Chapel Farm Drive	2	Sea Road	20
Church Farm Close	4	Simpson Close	7
Church Lane	1	Skegness Road	4
Church Meadow Drive	2	South Road	5
Connaught Drive	4	South Crescent	2
Croft Avenue	1	St Leonards Drive	6
Dracott Way	1	Sunningdale Close	5
EastField Park	2	Swallow Close	1
Eastview Close	2	The Court	6
Elizabeth Close	1	The Green	1
Elizabeth Court	2	Trunch Lane	5
Elizabeth Drive	4	Tylers Close	3
Elliot Way	6	Waltham Way	1
Fairburn Close	2	Warwick Road	1
Fairfield Avenue	2	Waterside Way	2
Four Seasons Park	13	Well Vale Drive	10
Grace Crescent	1	West View Crescent	3
Grassmere Avenue	3	Wilton Avenue	19

31 Do you have a car? Yes..... 78.6% No 21.4%

32 Do you use public transport? Yes..... 66.7% No 33.3%

33 Do you consider yourself to have a disability?

Yes 40.2% No 59.8%

34 If 'Yes', please tick any of the following boxes that apply to you:

Visual Impairment	6.5%	Learning Disability.....	1.9%	Mental Impairment.....	7.4%
Hearing Impairment	26.9%	Physical Impairment.....	83.3%		

35 To which of these groups do you consider you belong? Please tick one box only

White British.....	100.0%	White and Black Caribbean...	0.0%
White Irish.....	0.0%	White and Black African	0.0%
White Polish	0.0%	White and Asian	0.0%
White Portuguese.....	0.0%	Any other mixed background	0.0%
White Lithuanian.....	0.0%	Black or Black British	0.0%
Any other White background..	0.0%	Caribbean	0.0%
Asian or Asian British	0.0%	African.....	0.0%
Indian	0.0%	Any other Black background .	0.0%
Pakistani	0.0%	Other ethnic Group	0.0%
Bangladeshi.....	0.0%	Romany Gypsy	0.0%
Other Asian	0.0%	Irish Traveler	0.0%
Chinese.....	0.0%		
Please write in 'Other' background			0.0%

4 What are the Good things

There was a lot of positive feedback about Chapel as a location and a community. A number of residents mentioned the local shops, schools and local community groups as major positives.

Below is a list of what local residents see as things they like about Chapel St Leonards and living here.

- Friendly residents
- Sea air, Beach
- Landscaping, Its flat
- Good community spirit
- Quiet
- Cheap to live, Property value for money
- Good Doctors
- Busses in Summer
- Access Centre
- Compass Magazine
- Refuse collection
- Village Hall
- Primary School
- Disability access
- Wind farms
- PCSO's
- Street Cleaning
- Football pitch
- Pubs
- Pre school
- Swimming pool (when open)
- Residents friendly
- Good bus service to London
- Voluntary work – litter picking

- Traditional sea side
- Post office, shops and amenities open all year round
- Residential separate from tourism
- Everything close together
- Community groups
- The Green
- Neighbourhood watch
- Well being service (Age concern)
- L.I.V.E.S
- Dance studio
- Phoenix care centre
- Churches

5 What needs to be improved

This section looks at some of the issues that were raised. Different issues will have a different level of priority for different people. This can be put down to a number of different factors such as age, location and life style but every issue does affect Chapel St Leonards in different ways.

Some of the issues raised by the community in the engagement sessions that people feel could be improved were,

- Security and policing day and night
- Beach management – un clean, sand on the pull over lack of accessibility
- Doctors surgery accessibility problems in summer with parking
- Getting a appointment at GP in summer, priorities
- GP's open on Saturdays but Chemist is shut
- Lighting on sea front, village centre, down Skegness Road and Sea Bank Road
- Flowers, around village
- Toilets near bus stop need improving, poor smell and re furbishment
- Signs, Welcome to chapel, sea front and street signs
- Crossing the road out side the school,
- Illegal Caravan Parking down Trunch Lane
- Dog fouling, dogs not being kept on leads
- Only the bus route gets gritted
- Gutters all ways full of weeds
- Parking at the village hall
- Roads to narrow for traffic – south road bends
- Dog bin shortage, being taken but not replaced
- Extra toilets that are open all year round.
- Lack of advertising of local events
- Winter bus service
- Road safety, Speeding
- Location of South Road crossing

- Chapel point promenade and grass area, cutting and kept clean
- The dog free zones
- Disability access along sea front and facilities
- Sandy Lane
- A swimming pool open all year round
- The rat problem
- Lack of life guard in summer
- No footpath between Chapel and Ingoldmells along the A52
- No tourist information
- No Christmas market
- Things for the youth to do.
- Beach activities, bring back the donkeys
- Conduct of mobility scooter drivers
- Lack of activities outside the season

With the help from local residents we have identified the issues that are the most important and the issues that can be resolved in the near future. From this list we have produced a table of priorities and short-term issues for the Neighbourhood Management team to work on in partnership with local service providers and communities. (For table please see appendix 1).

6 Evaluation results of the

engagement

All residents who took part have identified a number of important issues that affect the local community. Out of all these issues the majority can be solved through partnership work with local service providers. So we can be as efficient as possible Neighbourhood management has come up with a list of resident's priority issues and a list of what residents regard as quick fix/short term issues. (Please see appendix). These are issues that can be solved quickly. As you can see from the priority list there are certain issues that may take a while to complete.

Residents are eager to find ways to for the community to engage with each other on a variety of different projects aimed at improving Chapel. Chapel is a village that takes great pride in its self and the community is looking at ways of working together.

From the results we can see that there is a low percentage of residents who feel like they have a say in how there local area is run.

Neighbourhood management hope to increase this number through the upcoming year. We are here to give the community a voice and through teamwork make the local service providers take notice to what the residents of these communities want.

The next section shows that there is a good community spirit with in chapel and that most residents know others. The majority agree that people from different backgrounds fit in well with the community and that they are happy to live there.

In the Safety and anti sociable behaviour a positive out come was that over 89% of people feel very or fairly safe walking alone during the day. 45.2 % felt unsafe or did not go out at night. An issue that the results show is that there is a lack of interaction with the police with in the community. This is proven by the low % of residents who know who the Neighbourhood Policing team are even though over half the residents surveyed do know how to contact them. The figures from the table in questions 13 and 14 show that residents have concerns over certain crime with Burglary and Anti sociable behaviour causing the most worry. Nearly 60% feel that the issues have not got any worse in the last few months.

The only issues that over 50% residents agree are a problem is dog fouling and illegal parking, (parking on double yellow lines). Both these issues get worse in the summer season. Vandalism burnt out cars and problems with neighbours are all seen as not a problem. On all aspects of local services with regards to waste over 60% of the questionnaires answered gave very or fairly satisfied to the level of service with the only exception being the emptying of dog bins that had just under 50% at very or fairly satisfied.

Local services section starts looking at our local councillors. Only 35.4% of completed questionnaires knew who their local councillors are. The names most frequent were district councillors.

It then moves on to the local facilities and how easy they are to get to. Local shops, Bus stops and Doctors are rated as very easy to access. Other services such as hospital, dentists and leisure centers are reported as being the hardest to access. This is mainly down to barriers such as location and transport.

From the results we can see that there has been a big influx of people into Chapel from other regions. And that there is gap in the age group of people we have reached. Therefore we know that we have to find a solution to reaching the younger generation.

Teamwork, communication and delegation is the key to success

7 What happens next?

All the residents who attended the engagement sessions and those who filled in a questionnaire will receive a copy of this report through the post, the report will also be made available on East Lindsey District Council's website.

A meeting has been held with key local organisations to feed back these results and to inform them of the concerns residents have with services they provide and to gain support from them to engage with neighbourhood management and work to find solutions to the key issues.

Due to the number of issues raised and the involvement of the community we have decided to establish resident forums across the neighbourhood management area. For example there would be one forum for the chapel area. The aspiration would be for this forum to be chaired by local residents with the support of neighbourhood management officers. Service providers would be invited to these meetings to update residents on the progress of issues identified for resolution. This would enable residents and service providers to work along side each other positively to improve the local environment. If you would like to get involved please call the Neighbourhood Management team on 01754 875336

Thank you to the following people for their assistance in the organisation and facilitation of the engagement sessions:
Nigel Howells, Stuart Davy, Darren Clayton, Steve Hinsley, Rick Coates, Mark Mehaffey, Dr Don Taylor, Josie Creamer, Debbie Prince, Jean Evenson, PC Seb Clarke, PCSO John Gray, PCSO Nicola Whitwham
Melissa Wright, Craig Wilson, Kristina Chapman, Chris Walker, Lisa Bogg, Danny Wilson, Michelle Walton

Thank you to Andrea Oliver and the Performance and Consultation team at East Lindsey District Council for analysing the questionnaire results.

If you would like further information on how you can get involved in Neighbourhood Management or would like a copy of this report please Contact:

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If you would like this information in another language, large print or Braille please contact East Lindsey District Council on the numbers above.

Appendix 1

Neighbourhood Management Priorities February 09

Area	No	Issue	Responsibility
Chapel St Leonards	P4	Toilets need Improving	ELDC/parish council
	P4.1	Police Presence	NPT
	P4.2	Activities out side season	Youth Service P.C NMTB
	P4.3	Cash point/bank	Coop/Spa/Tropicana
	P4.4	Tourist Information	P.C
	P4.5	Parking	Policing Team
	P4.6	Bus Route, Skegness road, Trunch lane	Stage Coach
	P4.7	Location of South Road crossing	Highways
	P4.8	Pavement from Chapel to Ingoldmells	Highways
	P4.9	Youth Activities	
	P4.11	Dog bins	P.c.
	P4.12	Signs village)	P.C./
	P4.13	Carnival and Christmas Market	NM Community groups
	P4.14	Flats on South Road	Enforcement
	P4.15	Parking outside Doctors surgery in summer	ELDC Highways
	P4.16	Boy Racers	Policing Team
	P4.17	CCTV	Police Pc

Neighbourhood Management Short term Issues February 09

Chapel St Leonards	S4	Litter	PC/enforcement
	S4.1	Dog Fouling	Enforcement
	S4.2	Bus Route	Stagecoach
	S4.3	Weeds and drains on roads	PC/enforcement
	S4.4	Sea Horse	PC
	S4,5	Chemist open on Saturdays	Owner
	S4.6	Doctors parking	PC/Highways
	S4.7	Rats	ELDC
	S4.8	Village Green	PC
	S4.9	Cash points	Co op, Spar, Robin hood
	S4.10	Crossing on south road	Highways
	S4.11	Boy Racers	Neighbourhood Policing Team
	S4.12	Gangs of youth	Neighbourhood Policing Team
	S4.13	Chapel point gardens, grass cutting etc	