

Council's response to the Public Consultation: Questionnaire & Big Chat

Section 1: Response to the consultation

Section 2: Action table and updates

Section 1. Response to the consultation

This section shares and responds to the public and parish's feedback.

We are very appreciative of all those who took the time to communicate with us. It has been useful and interesting to get a clearer picture of things that concern our community and the things that are loved by our community.

We have done our best to respond to the points raised, either by providing an update on what we are doing/planning to address the points or, where, alas, we are not able to do anything, by providing a signpost to help find assistance. If we are waiting on dates and further information, we will communicate this as we get it.

Some commonly needed contact information is:

- [National Trust](#)
- [Borough Council](#) (Borough Councillor: [Tom De Winton](#))
- [County Council](#) (County Councillor: [Andrew Jamieson](#))
- [MP James Wild](#)
- Parish Council: There is a choice of contact options.
 - Clerk by email: clerk@brancaster-pc.gov.uk
 - Clerk by post – c/o 7 Glebe Avenue, Hunstanton, PE36 6BS
 - Individual Cllrs by email - [Councillors & Representatives | Brancaster Parish Council \(brancaster-pc.gov.uk\)](#) – some also give phone numbers.
 - We also stress using our [website](#) – there is a wealth of information already there, and we welcome suggestions and contributions to improve this.

In some cases, we have budgets set aside for projects related to areas of concern but require volunteers and members of our Parish to let us know what they would like to do. If you have an idea to improve our Parish and would like to contribute, please get in touch! [Grants | Brancaster Parish Council \(brancaster-pc.gov.uk\)](#)

If you completed the questionnaire/attended the Big Chat and feel your points have not been represented or have been missed, please do let us know as above what it is you have said that has not been included, and we can add it in. Please be assured, it will not have been intentional; there has just been a lot of data to go through.

The responses have been broadly divided into 10 areas. Some may sit across more than one area, so a judgement call has been made where to put them, but they will still have been considered with reference to the full impact and context.

1. Environment & Management of Outdoor Spaces

2. Roads, Road Safety, Travel & Parking
3. Village Maintenance & Upkeep
4. Local Facilities & Amenities | Activities, Things to do
5. Housing (Planning & Affordability)
6. Support for Residents
7. Tourism & Visitors
8. Community / Identity
9. Parish Council Feedback
10. Other

Following the full responses, there is a table (Section 2) which highlights agreed and incomplete actions and updates.

1. The Environment and Management of Outdoor Spaces

Feedback showed that the environment and our outside spaces are really enjoyed and appreciated by our community and are also high on the list of priorities for being looked after.

As a Parish Council, we too wish to look after and preserve our environment and outdoor spaces and work with stakeholders better to manage the environment around us.

Brancaster Estate:

Quite a few respondents raised questions over the Brancaster Estate. In the most part, these should be directed to the National Trust, though we do have some additional information on how we work with landowners/managers in this area below.

The National Trust is responsible for the Management of the Brancaster Estate. It is possible to learn more about their work on the link above. Natural England is responsible for the management of Scolt Head (aka Bird Island).

We have an agreement (memorandum of understanding) with the National Trust for the management of the Brancaster Staithe Village Green, which includes the Hard and the grass areas leading to the harbour. This agreement can be seen here: [Commons & Greens | Brancaster Parish Council \(brancaster-pc.gov.uk\)](https://brancaster-pc.gov.uk/commons-greens)

We also have a Council Representative on the Brancaster Commons Committee where we can raise parishioner concerns. If you would like to raise a query at this meeting a) it is open to the public and b) you may contact the Council Representative through the Clerk.

Questions about these areas should be directed in the first instance to the National Trust (or Natural England as appropriate) as the PC does not manage these areas. This includes questions over things like dogs on the beach and large boats in the harbour.
Tel: [01263-740241](tel:01263-740241) Email: norfolkcoast@nationaltrust.org.uk

However, we do have some additional information on some common questions!

- The Trot line on the Hard: will remain at no charge for parishioners to use, but everyone wishing to use a space must register their boat through the ballot. Parishioners and tenders are given priority to ensure there is adequate space and to make sure owners can be contacted should there be problems with a boat.
- Hard maintenance and repairs - Meetings are underway between NT & CITB to discuss methodology, and we have requested a timescale.
- Village Green seeding - Two quotes have been provided, and we have requested a timescale.

Over-regulation of Traditional Activities:

A query raised on the questionnaire indicated concern about the over-regulation of traditional activities. Without a little more information on which activities, which regulations and where, we aren't able to be specific in our response. However, the Parish Council is not responsible for any regulation of activities, so any concerns should be directed to whoever is doing the regulating. If there is a deeper concern, then contacting our local MP, as above, may also be worth trying.

Environmental Damage Prevention:

Several respondents noted they would like the Parish Council to consider how to prevent environmental damage and work to keep the environment safer and cleaner. Recently the Parish Council has launched its [Biodiversity Policy](#) - part of a national initiative to protect our native species. It includes things like using environmentally friendly pesticides on Parish Council-owned assets. Additionally, we are looking at ways to encourage greener travel by providing bike racks at Village locations.

Loss of Permissive Footpaths:

Alas, this scheme has never been within the Parish Council's remit, and we have no influence over it. It is up to individual landowners as to whether they wish to maintain these. We would suggest either contacting your landowners or sending an email to our MP, who may have some sway.

Water Cleanliness:

Cllr Gardiner, in conjunction with the NCI, is working on a project to get Brancaster Beach designated as a Bathing site by the Environment Agency, which then opens up more avenues for protecting our water. As we get updates on this, we will share our progress.

2. Roads, Road Safety, and Parking

Roads, parking, and road safety ranked high on the list of Parishioner and Community Concerns, and the Parish Council echoes these sentiments. As a result, we have

updates and information for you below.

The parking issues faced during Covid did appear to lessen during the summer of 2023, but looking at the causes of the parking issues - road flooding tides combined with an influx of visitors, 2023 was fortunate, from a parking and traffic perspective - the road flooding did not coincide with good summer beach weather and weekends/holidays. As such, problems were not as apparent. The rain and wind kept our visitor numbers down.

With our area ever more popular, visitor numbers are likely to increase, and we need to be prepared, particularly as 2024 is forecasting many large Spring Tides during peak visitor season, and, fingers crossed, we have some good summer weather this year!

Some things are beyond our control and are in the purview of the County or Borough Council. Where appropriate, this will be signposted.

Parking

Parking and Parking Restrictions:

Aimed at easing the parking issues, we are working hard to provide Norfolk County Council with all the appropriate information to get a solution that works for our community - based on the feedback received.

The overarching aim of the Parking and Safety Team has been to produce solutions that ease the congestion without negatively impacting on residents (and have included recommendations on seasonal restrictions or, where those are not possible, no restrictions), while ensuring safety and access to emergency services.

This project is currently with Norfolk County Council, and they will have the final input on the outcome. As soon as we know more information, we will provide an update.

In the meantime, we are also looking at improved signage and tidal information for visitors to direct them elsewhere during flooding and when we are nearing capacity.

Brancaster Beach Car Park Passes:

Brancaster Beach Car Park Passes are available for all permanent residents paying Council tax and on the electoral register. The full [policy and application form](#) can be found on our website.

Charges: Brancaster Car Park is managed by the [Royal West Norfolk Golf Club](#) (RWNGC), and the Parish Council has no input into the pricing nor control over where it goes.

Additional Car Parks:

The Parking & Safety Team, with the Parish Council, spent a long time investigating the possibility of providing additional car parks in the villages, contacting all landowners and exploring all possible options. Unfortunately, no appropriate site could be found. If a site

does become available, the Parish Council may revisit this option.

Roads:

Road Surface and Road Surface Repairs:

Road surface issues (potholes etc.) should be reported directly to [Norfolk County Council](#). Doing this directly will mean you are updated as the problem is investigated and resolved.

Pedestrian Zone on Brancaster Main Road:

A pedestrian zone on Brancaster Main Road between Ship & Village Green was proposed by a respondent, and Cllr Carpenter has requested this be added to the Agenda to see if there is a route forwards. We will update with an outcome when we have one.

Speeding/Main Road Safety:

The Parish Council is not allowed simply to install a speed camera nor to insist on a Police speed watch. These are installed by the Police where there is a demonstrable issue. [The SAM speed signs are there to alert drivers to their speed, but do not record specific information.]

To provide such evidence to the Police, individuals need to report incidents of speeding to the Police (call 101), or alternatively, set up a community speed watch team to monitor and report speeding figures.

A Community Speedwatch Team is set up in conjunction with the Police who provide the training, etc. Here are the requirements.

To set up a scheme:

- You must have a minimum of 6 volunteers
- All the volunteers must be over 18 years old
- Each scheme must have a co-ordinator (who will be the point of contact for the team) and where possible a deputy
- The Parish (or local) Council support the scheme
- You will have to sign a CSW agreement and be vetted
- Equipment will be provided by the Constabulary
- Training will be provided on using the equipment and on Health and Safety issues
- Volunteers will be covered by the Constabulary's insurance
- Locations chosen will be assessed by the Constabulary

Based on evidence these produce, the Police will visit with a speed camera.

If you would like to set up a Community Speed Watch scheme, or for further information, please email the communityspeedwatch@norfolk.police.uk

We will provide the support required, and have requested volunteers and a parish coordinator many times, and have never been able to find sufficient volunteers. Thus, there is no way for us to progress this at this point in time. If anything should change, we will revisit the situation.

Beach Road Signage:

BPC is working with the Borough Council and NCI to investigate the provisions of improved and increased signage, including electronic signage, around road flood closures and queuing.

Transport

Cycle Paths:

There are no plans to move ahead with cycle paths at the moment. We are, however, keen to provide more cycle racks, and a project is underway to get some installed. As this progresses, we will provide updates on our Facebook page (please do follow us and keep eyes peeled).

Evening Public Transport:

This is managed by [Lynx Bus Service](#); unfortunately, as the Parish Council, we have no involvement in the management of the bus service. The Council has contacted Lynx to inquire about the possibility of better evening transport links, and we will update when we receive a response.

There is also a moped scheme called [Kickstart Norfolk](#) available to provide more transport options in the area. This was developed to help those who are looking for work but have issues with transport.

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3. Village Maintenance and Upkeep

The consultation questionnaire and Big Chat revealed that, like the Parish Council, our community is proud of the beauty in our villages and is keen to maintain and protect it. Council has an Asset Group that is responsible for looking after Parish Council-owned assets, for example, mowing the grass, etc., and they can be contacted through the Clerk.

Street Lights:

Our parish is committed to the Dark Skies initiative to reduce the carbon footprint of the area, and to protect our nocturnal species while also allowing an appreciation of the night sky. This decision is further supported by the newly introduced biodiversity policy, which also recommends reducing lighting at night. As a result, we have no plans to increase our street lighting. If there are defects in our streetlights, please let the Clerk know.

Repairs to the Coast Path and Boardwalk:

We are happy to report that although these do not fall within the Parish Council remit, National Trails have been repairing our coastal path and boardwalk. Repairs are ongoing, but progress is good, and the improvements are rather marvellous. Thanks also to Cllr Borthwick and Bax for their work with National Trails in getting this done!

Brancaster Beach Toilets:

These are part of the National Trust area for management, so concerns should be directed to them. However, we do have an update;

The National Trust is undertaking a huge improvement project to link the toilets to the mains sewage line managed by Anglia Water. The current septic tank system is inadequate for the volume of visitors, is aging, and at risk of overflow.

At the same time, there is an aim that the telephone and electricity lines can also be buried in the same trench, improving the entire area. And, at the same time, the toilets can be improved.

There is a lot of coordinating between BT, Anglia Water, National Trust, landowners, and stakeholders. The design of the project has necessitated expert Civil engineers to ensure designs meet Anglia Water's requirements (they exceed it).

Anglia Water has stated many times that there is more than enough capacity within the mains system. Any concerns about this should be directed to Anglia Water who say: "Call us on 03457 145 145 or email leaks@anglianwater.co.uk"

The Parish Council does not and cannot maintain the water and sewage pipes.

More Dog Waste Bins by Dormy House and Broad Lane:

The Parish Council is considering a request for either additional collections or an additional bin or both. We will provide an update when we have one!

Bins by Brancaster Beach:

These were tried and the result was disastrous. It was impossible to provide sufficient bins and collections - even twice daily for the volume of rubbish being brought off the beach and once the bins were full, visitors simply left their bags piled up high by the bins, where the wind blew them around and seagulls attacked them, distributing waste across the beach, the opening, the car park and the dunes. On bad days, it was knee high in the opening and disgusting.

It has been vastly more effective to have no bins, and ask visitors to take their rubbish away.

Improving the Appearance of the Green and Public Space (like the Daffodils):

The Parish Council has ring-fenced a £10,000 budget for beautification, of which £1,000 has been specifically targeted for biodiversity projects. If any members of the community have a project that would fall into this category, please let the council know via the Clerk.

4. Local Facilities, Amenities, Activities, and Things to Do

Our local facilities, amenities, and activities help put the heart into our community, and their maintenance, improvement, and support are as important to us as they were to the huge number of respondents who highlighted this area for our attention.

Within the Parish Council remit, in many cases, we are not able to create a solution ourselves but must work in partnership with others. If there are areas, facilities, or businesses that require our support or if you have a project we could support, please let us know.

Village Shop and Post Office:

The Parish Council has no direct involvement with the village shop; however, it is now under new management, and feedback has been good. Post Office hours have been increased through winter along with the shop opening times. If there are any further concerns, they should be directed to the new management.

Church:

Several respondents expressed concern over a lack of a parish vicar, and a lack of unity within the church. As an important asset within the community, we can understand our community's concern. As things are, the Parish Council has no involvement with the church, except to provide funding to make sure the cemetery is well maintained, and our parishioners are cared for in their final resting place. Outside of the cemetery, all concerns should be directed to the church – [Saxon Shore Benefice](#).

White Horse - Marshside Bar:

Several respondents noted dissatisfaction with the White Horse / Marshside bar. While the Parish Council is aware of the views being expressed, we have no involvement with the management of the White Horse, and concerns should be directed to the White Horse directly. Tel: 01485 210262; email: reception@whitehorsebrancaster.co.uk

Loss of Local Amenities and Support for Local Businesses:

Several respondents note that they were concerned about the loss of local amenities. It would be helpful to have more specific information about which ones. At the moment, our local amenities are increasing - improved post office and library service, additional small businesses and shops, and longer opening hours throughout the water season. We also work with the Village Halls.

One request was that the village shop and P.O be retained all year round - and happily, this is actually the case - we have a P.O and village shop year-round! If there are additional local amenities, projects, or businesses that we could support with funding, we are always on the lookout for extra projects and would encourage anyone to please get in touch with us through the Clerk.

Local School:

Concerns were highlighted in the consultation about the funding required for the local school and its struggles to attract interest.

The Parish Council does not have involvement with the management of the school, and it would be worth contacting the [Trust](#) directly to discuss concerns. However, we are happy to have been able to provide funding for a school trip, and if there are projects in the future that we can support with, we would be glad to hear of them.

After School Care Options for Local School:

This concern should be directed to the Parents & Teachers Association at the School. The Parish Council does not have the ability to run child care. If the PTA would like to bring a project/proposal, there may be ways to support with some funding, but the project would need to be led by the PTA/school or interest group.

Local Surgery and Amenities:

Points were raised about the impact of visitor numbers straining the capacity of our local amenities, particularly the surgery. It was highlighted that as funding is based on permanent residents, it is not sufficient to accommodate the additional influx. This is a great subject to write to our MP about. It is a legislative concern, and we have no power to alter it. Our MP is better positioned to carry something like this forwards, and he is very good at responding too!

Infrastructure:

Highlighted as an area a respondent would like us to focus on, we would love some more information or specifics so that we can consider and respond.

Collaboration between BVH & Allotment to Have Market Stalls:

Cllr Gardiner will raise this with the allotment society. We will feed back a response when we have it.

Encourage Outdoor Activities:

Please keep an eye out for the [Brancaster Community Sports Club](#) who regularly run activities such as 'intro to Pétanque'. There is an outdoor table tennis table, and a pickleball court and pétanque court. We are always keen to hear about projects we can support to encourage outdoor activities and we have recently had the tennis court

resurfaced. We thank the Sports Club for their donation and assistance with this.

If there are any more such projects or ideas from parishioners, we would love to hear them. Any groups that would like our assistance in promotion, please also get in touch!

More Community Events, Particularly through the Winter (Dormant) Season:

We have an events team on the council who are there to assist anyone wishing to run community-based events and who also run events through the year. The Village Halls also run several excellent community events through the year, for example, the Christmas Fayre and Carol singing at the 71 Club.

We have recently had the Big Chat, have a Community Green Day coming up, have plans in the pipeline for next year's Christmas lights and celebrating D day, the beacons being lit and so on. All events can be found on our Facebook page, Parish News, and Village Noticeboards. If anyone has further ideas for events that bring the county together, please let us know!

Activities | Clubs for Children:

We have contacted YMCA to investigate a collaboration and will update as we move forwards.

Children's Playground in Brancaster Staithe:

The project is being managed by Brancaster Staithe Village Hall directly, who have recently had a very successful public open day and are progressing well with their plans. Their CIL Funding application is underway, and Council has provided a letter of support, setting aside funding for when it is needed.

More Volunteers Needed:

There is an excess of good ideas for projects and events that would add to parish life, but a deficit in volunteers, without whom things just do not happen. We are committed to helping groups find the volunteers that are needed and will regularly put out requests and contact details should anyone wish to get involved.

Local Community Groups Need Assistance to Promote Themselves:

We are always here to help promote community groups through our Facebook, website, parish news, and noticeboards. We are collating a constantly updated list of local groups and would ask that anyone who would like to be on the list let us know the details. We are committed to having a quarterly standing item on our promotional pages to advertise our availability to support groups and to request their details so that we can promote them!

5. Housing

Housing, planning, and affordability were strong areas of concern for respondents with many variations on the themes of concern about the aesthetics, affordability, and purpose of developments. Developments need to be in keeping, affordable, and should not leave the area a ghost town outside of summer.

Frustratingly, the Parish Council is limited in its ability to affect developments. We are an advisory body only and can raise objections, but, alas, we do not have the power of veto and can be overruled by the Borough Council (which can also be appealed against and overruled). However, our advice is often taken into consideration, as are comments by the public.

To add extra oomph to our objections, it is most helpful if parishioners also go online at the [Borough Planning Portal](#), and register their comments.

Objections need to be based on material considerations, and we have a [detailed guide to planning](#), which lists them, on our website. This includes the policies in our [Neighbourhood Plan](#) which has been in place, and revised, for several years.

We know the planning sites can be confusing to navigate, so we are intending to set up a session of training and advice to help parishioners get to grips with it. The more people who can object to undesirable developments, the better. We will also film it and provide this as a video on our website.

With regards to affordability and the prevalence of second and holiday homes, the Parish Council has begun the process of investigating the viability and effectiveness of revisiting the Neighbourhood Plan with a view to amending or adding to it to address these concerns. We were one of the first Parish Councils to adopt a Neighbourhood Plan (a lengthy and complicated process), and since its inception, the landscape has changed, and lessons have been learned from which we might benefit.

We are not the only area in the country to face similar dilemmas, and we will be seeking to learn from them, researching all options available before deciding how best to proceed.

There were some specific comments:

No building work June - September:

We cannot enforce this. We don't have the power to do it, nor would we have an appetite for taking away a principal income stream for many of our parishioners.

Concern over young people / Families leaving due to affordability:

[Freebridge](#) and the Housing Society have support and more affordable options. It is imperative that people who wish to access these properties get on the housing list. This should be done as soon as possible, and we urge people not to wait until their need becomes pressing.

However, as a Parish Council, we have no power to reduce prices. We do support

developments that include affordable options. We would also encourage people to consider creative solutions such as “buddying up” to buy.

We will continue to promote housing options and communicate them as best we can so that parishioners are informed about the options available, and will post about these on our Facebook, parish news, and website. At present we have no direct link to the local Housing Society.

Town Lane developments not welcome:

Despite public and council objections, this was approved at a higher level. However, there are matters of reservation with which to comply before works commence. These can be found here: [\[link to decision\]](#). And anyone wishing to appeal can do so.

Update on the Houses being built next to Brancaster Staithe Village Hall:

Freebridge is due to start works before Easter. Anyone wishing to be considered for them must be on the [Borough Housing list](#).

Additional charges for holiday lets / second homes:

Suggestions around increasing business rates / Council tax for second homes and holiday homes are far outside the purview of the Parish Council as they are a legislative issue. However, they would be a great topic to raise with James Wild, our MP, directly. [There has recently been discussion of this at the Borough Council, but we have not been provided with information yet.]

6. Support for Residents

Cost of Living:

This is a nationwide concern, and the [Borough Council has a lot of information](#) to provide help and support to people.

At the same time, we will share any relevant information and links on our Facebook Page.

Limited infrastructure for all (especially children):

We would love more information around the specifics of this comment so that we can provide a more targeted answer, or investigate more actions. At the moment, we are engaging in investigating a collaboration with the YMCA and would encourage the school or interested parties to come forward with any projects to improve infrastructure and support (especially for children).

Jobs that pay enough to live here; support for living here so people can stay:

This is a tricky one. The cost of living is high everywhere, and it is compounded by the

extra high cost of housing here and the limited renting opportunities, plus the difficulty of transport to employment towns like King's Lynn. It is not an easy problem to solve, and as a council, we are limited in what we can do.

- Our Mission Statement and our absolute intention are always to alleviate struggles and support our Parishioners where we can. It is illegal for us to simply give money to support living costs, but we can support projects and events and would encourage anyone to apply for funding for these if they require it (for example, if the Local School / PTA would like support setting up after school care).
- We will always share information that would help with living costs on our Facebook Pages. And where there are specific barriers, we will do our best to seek solutions (for example, opening a dialogue with Lynx about the capped bus fares and evening transport).
- We are also speaking with the Borough Council to encourage them to host a Beat The Bills Road Show here and can offer them a location.

7. Tourism & Visitors

Several respondents noted the pressure put on the local area by the volume of visitors, while others note the importance of visitors to our economy and the significance of accessing nature for all. We recognize and echo these sentiments. Visitors are vital to our village life, while at the same time, we must be mindful of balancing the needs of the community, mitigating the negative impacts, and doing our best to keep growth sustainable.

- The Parking & Safety Team has been working with Norfolk County Council to help mitigate the strain put on our roads, particularly at the pinch points, by coming up with parking proposals. The final actions will be decided by NCC.
- The PC, in conjunction with NCI, has been investigating better signs for road flooding.
- The PC is investigating more routes for getting tidal information in an easy-to-understand format to visitors before they get here.
- The PC works with the Police to help address the Tennis Week nuisance. It has improved in past years, and each year we hope to do better than the last. Conversations have again begun between the Parish Council and the Police to be prepared for this Summer.

8. Community and Identity

Many comments were made that highlighted divides in our community. Council respects all members of our community and represents everyone that is part of our parish and community, including long-term residents, families that have been here for generations, new residents, and part-time residents. We welcome all and seek to engage with and represent everyone.

Creating a United Community:

It is our aim to encourage a united and welcoming community that is proud of and

protects our environment, area, and each other. To this end, we:

- Hold events that bring our community together, meeting everyone's needs, regardless of background.
- Encourage dialogue within our community and between us and our community, hearing, considering, and responding to needs from all sectors of our community.
- Conduct public consultations (such as this document).
- Engage face-to-face at set events.
- Allow public comments at the start and end of Council meetings.
- Ensure easy contact through email and at meetings.
- Utilise multiple communication channels to reach every part of our parish: Website, Parish News, Noticeboards, Facebook, and Email.
- Introduce policies promoting civility & respect within the council and encourage partners to uphold the same standards and aims.
- Although outside of our influences, we also feel the lack of a parish vicar and look forward to the church providing us with one once more, as an important aspect of bringing the community together.

Protecting & Promoting Our History:

We also heard that there is a concern about losing sight of our past and heritage as the community changes and has new additions. To this end, we seek to promote projects that celebrate our history:

- Facebook has the Brancaster & Brancaster Staithe memories page (it is not run by us, but is brilliant for past photos and memories).
- Budget to be set aside for Books on our History: a suggestion to keep in the village hall or phone box library.
- Calls for any history to be sent to the Clerk to populate our website.
- Village historian: Possible funding for projects of this sort.

Common Rights Holders (SH&DCRA) and Parish Council Dispute Over the Car Park:

This is being dealt with by legal teams, and we are not able to publicly comment until it is all settled. As soon as it is, we will update this on our website.

9. Parish Council Feedback

Some feedback and comments gratefully received have told us how we could better serve the parish. We will endeavour to do our best to accommodate the feedback.

Meeting Times:

A concern was raised about meeting times being inconvenient for some. We've considered this in two ways: an earlier meeting is inconvenient for those who need to get home for work, eat, and then attend. A later meeting would wipe out the whole evening and be difficult for others to attend. We are currently investigating an AV solution to stream the meetings, providing an option for those unable to attend physically.

Effectiveness:

We are taking action on concerns, and we commit to communicating more transparently about our actions and limitations going forward.

Lack of Investment:

We have funds available for investment but need projects to invest in. If there are areas that need investment, please get in touch! The application process is simple, and we are always delighted to support the Parish.

Communication Improvements:

Calls for better communication have been heard, and we are implementing changes. We are trialling a new process for handling emails, committing to more posts on Facebook, updating our website, and continuing communication through Parish News and noticeboards.

Tech Access Concerns:

- *Non-Tech Solution:* We will include news in Parish News and on noticeboards, offering non-tech options for contacting us.
- *Tech-Knowledge Classes:* To address tech struggles, we plan to set up drop-in tech classes quarterly or semi-annually to help people with essential communication tech. Tutorials will be recorded for later viewing.

10. Other**Mayflower Development:**

We opposed the Mayflower development vigorously, as did the Borough Council. It went to Appeal, and was allowed through by the Planning Inspectorate. We pursued this with our MP, but Appeals cannot be overturned.

Corporate Interference from Landowners:

For specific concerns about corporate interference, please email us with more details so we can investigate further, if we are able.

Therapy Dogs in Schools/Old People's Homes:

This is outside the council's remit and power. Therapy dog status is applied for by the dog owner.

Section 2: Actions & Updates. To follow.