

Tatsfield Village Appraisal 2013

Final Report



Your Tatsfield
Your Future

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This report has been produced by a group of Tatsfield villagers independently of the Tatsfield Parish Council. It attempts to summarise the results of a questionnaire distributed to every household in the village in July 2013. The results were analysed during the period August to December 2013.

The report is published in January 2014 and distributed to every household in the Parish of Tatsfield. There will be an opportunity for villagers to comment on the report at the Annual Parish Meeting in May 2014.



1 - Introduction



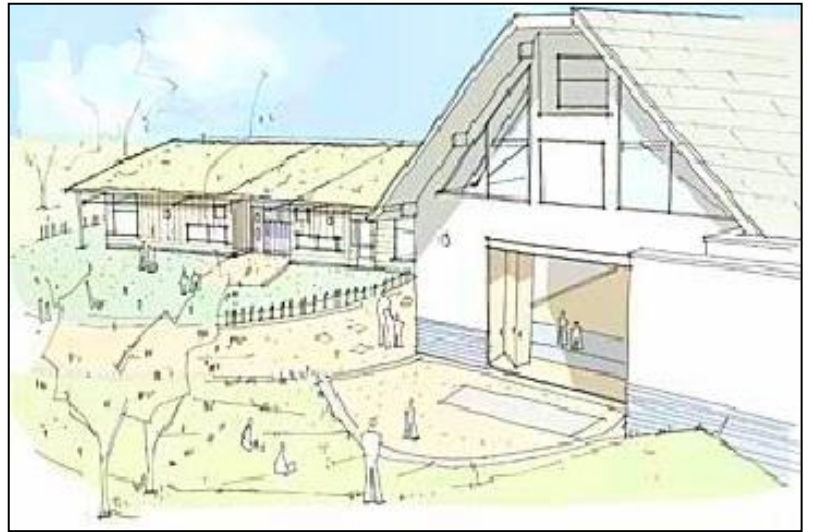
Tatsfield Village Appraisals have been undertaken in 1979, 1994 and 2003, with many beneficial outcomes.

Much has happened in the village since the 2003 Appraisal:

- the building of the new Primary School
- the creation of the Community Games Area,
- new play equipment for children and adults on Westmore Green,
- the establishment of the Allotments.
- the building of Affordable Housing at the The Copse and Gresham Close.
- the closure of the Tatsfield Surgery.

Now that another 10 years has elapsed it was felt that a new appraisal would be appropriate. After publicity in the Parish Magazine and public meetings, a Steering Group, independent of the Parish Council, was convened to undertake the task. The first task was to develop a questionnaire to seek the views of villagers. The second task was to prepare this report.

The questionnaire contained 97 questions and, despite a rigorous attempt to make it shorter, it was felt that we needed to ensure all pertinent issues were included. Separate questions targeted at obtaining the views of the 5-10 year olds and the 11-15 year olds were also prepared.



The draft questionnaire was tested by a group of 20 volunteers and their comments were used in the preparation of the final questionnaire which was delivered to each household in the village together with the July 2013 Parish Magazine.

The Parish Magazine delivery team then called at the majority of the households in the village to collect completed questionnaires during July but households were also invited to drop their completed questionnaires at Linda's Stores if they wished. The questionnaires were completed anonymously.

The delivery was to 722 households and we received 320 household returns. The 44% response rate is considered nationally as a "good" response but we had hoped for better! In the previous appraisals response rates of over 70% have been achieved. Perhaps there are fewer "burning issues" than previously.

Not everyone in every household answered all of the questions. We know from the results that the appraisal represents the views of about 600 people - about one third of the population of Tatsfield Parish. Regrettably only 41 responses were received from the youngsters (5 to 15 age group). There are about 220 in this age group in the village.

The completed questionnaires were analysed by Warwick Network Limited using a special computer program developed for village appraisals. The written comments were reviewed by the Steering Group.

This report was presented to the Parish Council on 13th January 2014. We should like to emphasise that the contents of the whole of this document are the responsibility of the Steering Group and that consideration of the recommended actions by the Parish Council and the other bodies concerned has yet to take place. It is now being distributed to each household in the parish as well as many other organisations and authorities. The Steering Group hopes you will enjoy reading it but, even more, we hope that it will be a springboard for further enhancing the lives of all of us who have the privilege of living in Tatsfield.

This report begins with a short history of our village and then with some general facts and figures about its people. This is followed by sections on each of the areas of enquiry of the appraisal: these give details of the responses together with some background information and comment and conclude with the actions which are recommended. These are mostly addressed to particular groups, but also offered are some thoughts on actions which we all might consider as we seek to foster and support our local community. In the text of this report italics are used to indicate phrases or terms used by respondents. The data from the questionnaire responses are given in a variety of forms including text, tables and diagrams. Percentages are sometimes included to enable a more immediate comparison with other responses or with information collected in previous appraisals: where each respondent is able to give several responses to a question these percentages will add up to more than 100.



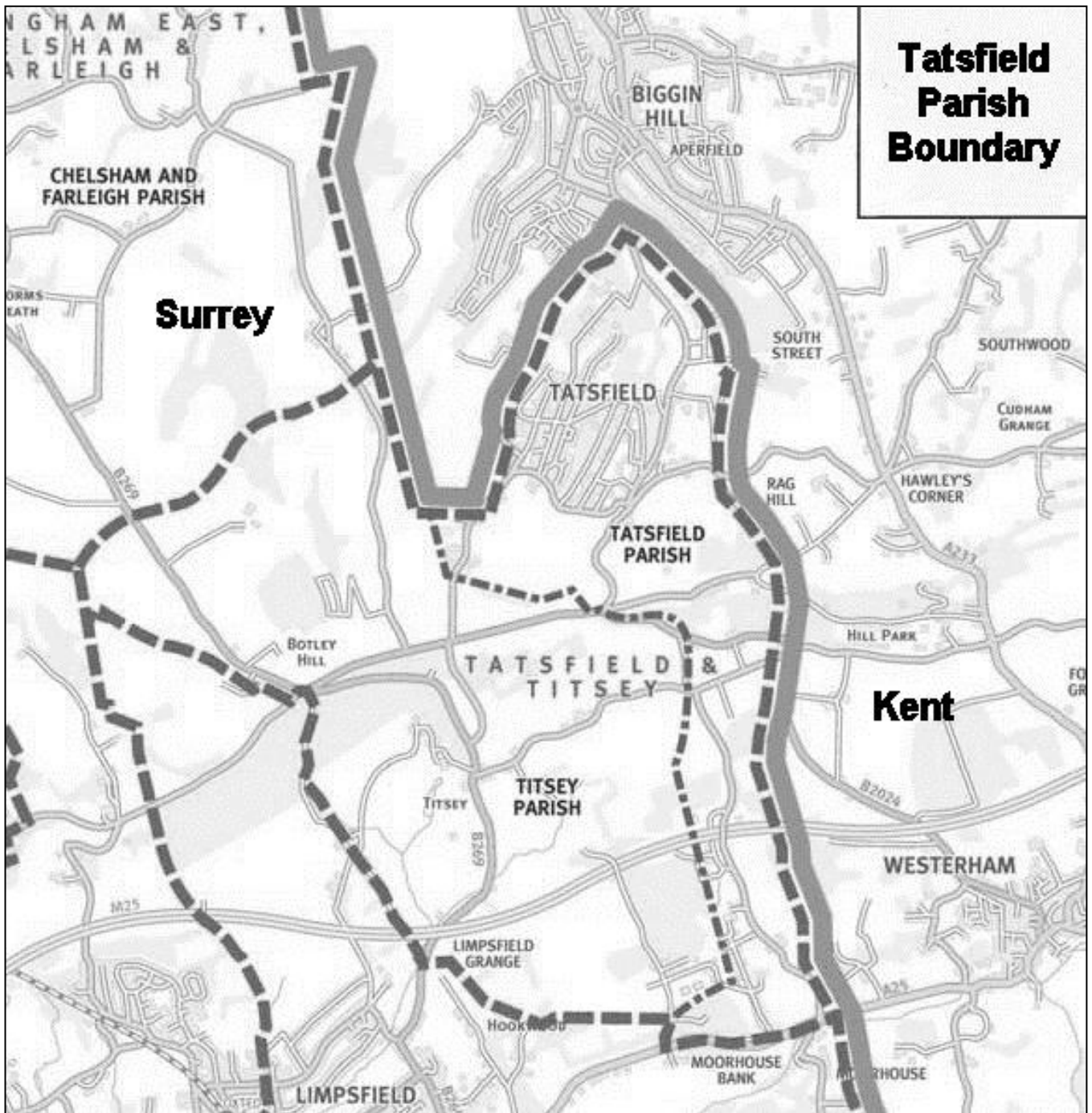
*The Duke of Kent opens Tatsfield School
on 24 March 2011
with Head teacher – Kevin Bellinger*



The Approach Road Allotments



Westmore Green Exercise and Play Area





2 - History



The first mention of Tatsfield in the records comes from the Domesday Book more than 900 years ago. Then, Tatsfield was a tiny hilltop settlement with a handful of families on farms or smallholdings clustered around Tatsfield Green. It was hardly a village, but there was enough to justify an entry under 'Tatelefelle' in William the Conqueror's survey of his new acquisition.

There is no mention of a church in the Domesday Book but there are Norman elements in the structure of St. Mary's and in 1975 the church decided to celebrate its 900th anniversary. Possibly the church was built in this position to be seen from below or because the hilltop site already had sacred connotations. In due course it found itself in relatively close proximity to Tatsfield Court, the original manor house situated further along Church Lane. Unfortunately we have no real idea when the court first came into existence. We only have evidence that by 1800 it had been demolished!

There is evidence of human activity much earlier. Implements from the late Stone Age have been found between the village and Clarks Lane. An ancient track ran east-west through what is now Tatsfield - a route for cattle drovers searching for pasture for their beasts. The line of the London-Lewes Roman road forms one of the boundaries of the parish, and there are Roman remains just across the border in Titsey.

Tatsfield probably got its name in Saxon times. With its position on one of the highest points along the North Downs Tatelefelle is likely to be a corruption of Totehylefelde meaning 'a look out place in a clearing'. Another explanation offered by The English Place-Name Society says that it is 'open land belonging to Tatol' and this is the legend depicted on the present village sign. Some of the parish borders go back to Roman times while others show evidence of having been part of a larger post-Romano estate which stretched into Kent. The boundary between Kent and Surrey, which defines the eastern extent of Tatsfield parish, was established in the 6th and 7th centuries. This was when the defensive dyke still visible on the A25 between Moorhouse and Westerham was constructed. The arrival of the Normans in 1066 brought a higher standard of record keeping and, once incorporated into the Titsey Estate, Tatsfield's fate became more clearly documented.

Of ordinary life, before and after the Conquest, less is known. What became of the Romano-British occupants of the lower-lying land around Clacket Lane and what is now Tatsfield Court Farm can only be guessed at. How the more ordered life of the Roman Empire affected the lives of those in Tatsfield trying to eke a living from their cattle, sheep and pigs has still to be discovered, as is the effect of the Romans' departure. There is very little local evidence from those times.

All we do know is that, by today's standards, change will have been slow. In the 800 years after the Norman Conquest, Tatsfield's population rose from a few score to a mere 190 souls. In the 100 years since, our numbers have risen tenfold, bringing spectacular change.



Tatsfield was part of the land that William the Conqueror assigned to his half brother, Bishop Odo of Bayeux. The Domesday Book records that it was then let to Anschitil de Ros, another recent arrival from Normandy. The next two centuries would have seen the development of arable farming and sheep rearing, with the Downs offering ample pasture land with expanding farm production and growing markets generating more money for wages and profits.

In the 13th and 14th centuries Tatsfield would have seen some consolidation of this prosperity, but in 1348 the Black Death came to ravage England. There is no direct evidence of how Tatsfield was affected. It has long been speculated that the distance between the village and the church might have arisen from the erection of 'plague cottages' away from the church.

What is known is that the country's population was so reduced by plague that the hunger for land was transformed into a shortage of labour and that it would take two centuries for the population level to recover. The value of land fell, but wages rose.

For most of this time the descendants of Anschitil de Ros were the lords of the manor of Tatsfield, but by the end of the 1300s a new name appeared - Uvedale. They had been at neighbouring Titsey since 1304. In 1402, John Uvedale was receiving substantial rental income in Tatsfield and our link with Titsey was firmly established.

In the 16th century, one of the Uvedale sons married a member of the Gresham family and eventually the Greshams bought Titsey and a century later, Tatsfield. In the eighteenth century, the Greshams sold off much of their estates, including Tatsfield. Seventy years later, their fortunes had recovered and Tatsfield was back in Gresham hands. But there were no male heirs to the Titsey Greshams and in 1804, Katherine Maria Gresham married William Leveson Gower, and it was this family which provided the lords of the manor for the next 190 years until the death of the last of the line, Thomas Leveson-Gower, in 1992.

Official records over the centuries provide regular snapshots of life in Tatsfield. Tax returns, implementation of the Poor Laws, legal disputes and misdemeanours are all documented. From a couple of hundred years later it's easy to get the impression that change was slow and that life in rural Tatsfield was relatively uneventful. But all that was to change in the 19th and 20th centuries.

The dramatic changes started in the 1880s. 168 people lived in Tatsfield at the start of the decade. By the end the population had more than doubled. Ten years later it had increased by another 60%. This was triggered by the sale of the Manor House and Colegates estates and the arrival of Londoners attracted by the open space and fresh air in the 'lofty hills of Kent and Surrey' as described by some estate agents, one of which set itself up as the 'London Alps' estate agency. Prospective purchasers were picked up at Westerham Station, where they will no doubt have been encouraged to think that one day the railway would come to Tatsfield itself. There was a plan in 1898 for a link with Biggin Hill, Downe and Orpington, but it came to nothing.



Nevertheless, new blood streamed into Tatsfield. By the First World War, well over 800 people were living here and the shape of development in the village is recognisable today. In the 1920s and 30s more people moved in, but it was the 1950s and 60s that saw the last big wave of incomers.

The two world wars of the past century put a brake on the expansion of Tatsfield, and the tight Green Belt planning policies of successive governments have kept the population stable for the past 30 years. Housing development has been confined mainly to one part of the village itself.

The changes experienced by Britain as a whole have been shared by the people of Tatsfield. The prosperity of the second half of the past century brought increased mobility and easier access to the outside world. At the same time, local agriculture declined, there were fewer local jobs and fewer people in the village during working hours. Village shops suffered and declined dramatically in number. For many, Tatsfield was losing its rural character far too easily.

Now, most of us are newcomers. Only a handful of family names from the 1911 Census appear to have links with today's Tatsfield families, and the number of current families who were in Tatsfield half a century ago has also declined.

Indeed, according to this appraisal, well over a quarter of us have arrived here since the 2003 appraisal.



3 - Tatsfield People Today



Unlike previous appraisals of the village, this section of the report largely relies on data obtained from the National Censuses that were carried out in 1991, 2001 and 2011 rather than the data generated by the questionnaire.

Houses and Inhabitants



In trying to pinpoint the exact number of houses in the village the following were consulted: Tandridge District Council Tax records – 737 (694 in 2003); Parish Magazine Delivery List – 732 (683 in 2003); Electoral Registers – 682 (644 in 2001 & 671 in 1999); 2011 Census – 727.

There are now at least 10 more dwellings in Tatsfield than there were in 2011 so the 2013 number of dwellings may be assumed to be 737.

Using the TDC Tax Records the number of dwellings has grown by approximately 6% in the past ten years

The population of the village, derived from the 2011 census, and adjusted for the additional 10 houses may be assumed to be 1787 in 2013. The number of males and females in the village is approximately the same.

Average household size has decreased over the past 20 years although on average the Tatsfield household is larger than in the rest of England as may be seen in this table of average people per household:

	Tatsfield	Tandridge	Surrey	England
2011	2.52	2.43	2.43	2.36
2001	2.56	2.44	2.38	2.36
1991	2.80			

Household Composition

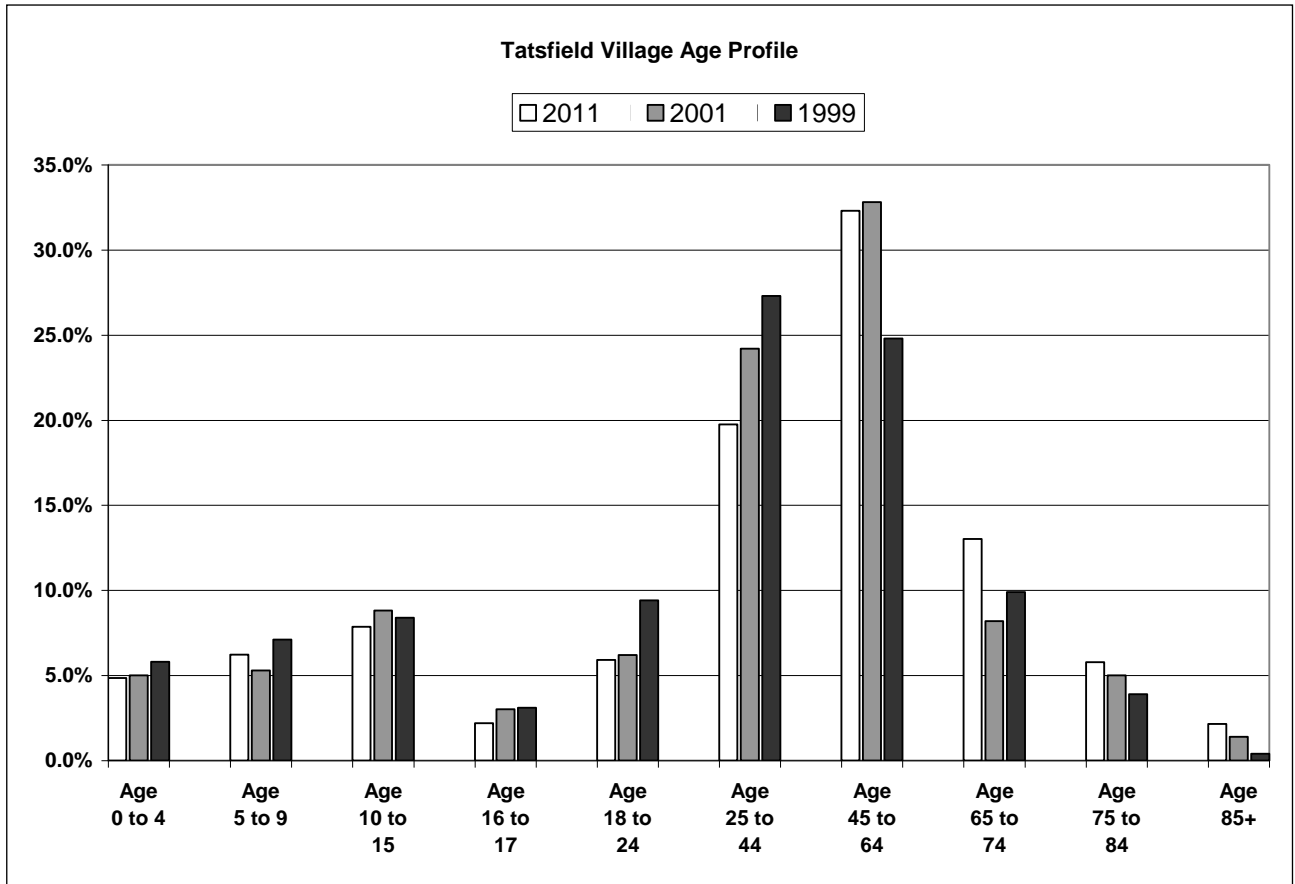
As can be seen from the table below pensioner households have increased over the 20 years and now represent over 25% of the village. As might be expected the number of households with dependent children has fallen from 39% to 28.1% over the same period.

	2011	2001	1991
One person households	21.6%	20.5%	
Households with pensioner only	25.7%	21.2%	19.4%
Households with lone parents with dependent children	3.5%	2.6%	2.0%
Households with dependent children	28.1%	32.2%	39.0%

Tatsfield Age Profile

For the first time we have the ability to use the National Census figures to describe the Tatsfield Age Profile. We have results of the National Census for 1991, 2001 and 2011.

We have detailed information on the 2011 Census and can drill down into the database to discover how the figures are derived.



Of particular interest is the percentage of people over 45 and over 65 and how this changed over the last 20 years.



	Tatsfield	Surrey	England
Over 45 - 2011	53.2%	43.8%	41.7%
Over 45 - 2001	47.4%	41.3%	
Over 45 - 1991	39%		
Over 65 - 2011	20.9%	17.2%	16.4%
Over 65 - 2001	14.6%	16.3%	
Over 65 - 1991	14.2%		

The number of Tatsfield's residents over 45 has increased from 39% to 53% since 1991 and the over 65s have increased from 14% to 21% in the same period. These figures are much higher than both the Surrey and England averages.

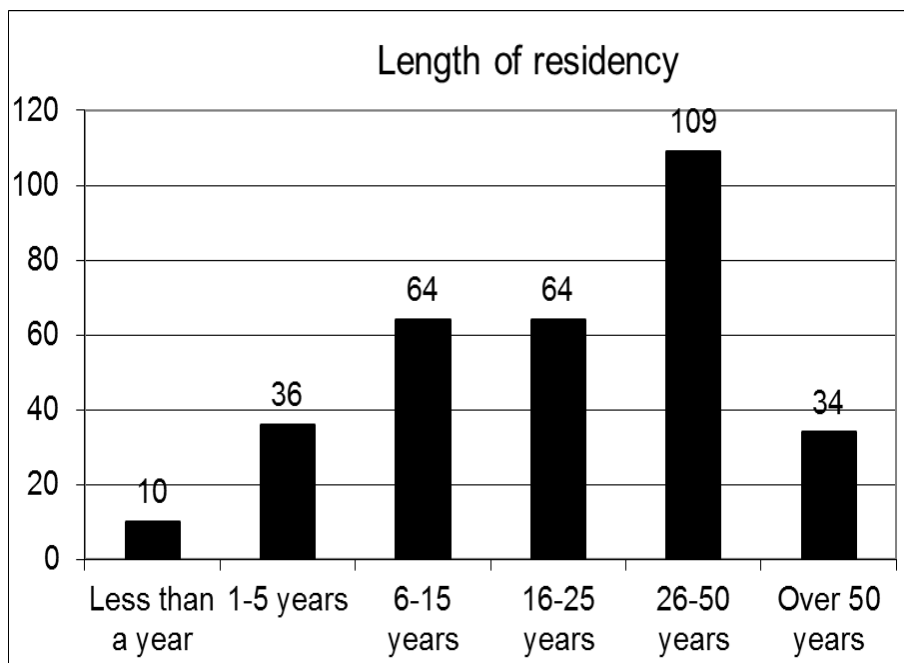
What is very clear is that using our own appraisal results would be very misleading with regard to population statistics.

320 Questionnaires 2013
 Over 45 70.8%
 Over 65 37%

All our own appraisal tells us is that the bulk of our questionnaires were completed by the over 45 age group, with a significant number over 65.

Stability

This appraisal shows that the majority (65%) of residents have lived in the village for over 15 years. The number of households that have been resident for over 50 years has increased from 7% to 11% in the past decade, while those resident for less than a year has gone down from 4% to 3%.



Location

59% of the responding households are within the village settlement area, with 41% outside. There are 56% on fully tarred roads but a large minority, 44%, are on the village's characteristic unmade roads.

Tatsfield at Work



As can be seen from the table, although Tatsfield has a similar percentage of economically active residents (72.8%) to other areas. It has a considerably different profile of employment, with more self employed people than the local region and almost twice that of the national average.

2011 National Census	Tatsfield	Tandridge	Surrey	England
Economically Active 16 to 74 Age Group	72.8%	73.5%	73.6%	69.9%
Split as follows:				
Full Time Employed	34.6%	40.7%	42.2%	38.6%
Part Time Employed	15.6%	13.5%	13.0%	13.7%
Self Employed	17.5%	14.3%	12.5%	9.8%
Unemployed (seeking work)	2.8%	2.8%	2.8%	4.4%
Students (Part Time working)	2.3%	2.2%	3.1%	3.4%

Over the past 10 years there has been a significant increase in residents who are either part time employees or self employed. There is a small increase in those who are unemployed.



National Census	Tatsfield 2011	Tatsfield 2001	Tatsfield 1991
Economically Active 16 to 74 Age Group	72.8%	70.7%	68.8%
Split as Follows:			
Full Time Employed	34.6%	39.7%	
Part Time Employed	15.6%	10.9%	
Self Employed	17.5%	15.5%	
Unemployed	2.8%	2.3%	
Students	2.3%	2.4%	

Travel to work

Places of employment for Tatsfield workers continue to be as varied as previously recorded.

Results from this and past Appraisals	% 2013	% 2003	% 1994	% 1979
At home	18%	12%	10%	-
Elsewhere in Tatsfield	9%	6%	3%	8%
Biggin Hill	7%	4%	3%	6%
Westerham	2%	1%	4%	6%
Oxted	17%	9%	9%	7%
Croydon	12%	8%	13%	19%
Bromley	10%			
Other London Boroughs	7%	16%	19%	19%
Central London	17%	15%	12%	18%
Gatwick/Crawley	2%			
Other		27%	28%	16%

There are significant increases in people working at home and in Oxted.

How do they all get there? The vast majority, 60%, go by car. Some are driving only as far as the nearest station, where 10% board a train. Another 10% go by bus and 10% of respondents say they walk to work. The remaining 10% either use mopeds or motorcycles, taxis or their bikes.



4 - Youngsters Have Their Say



Young people in the village had the opportunity to voice their thoughts and feelings about the village and its future. There were separate questionnaires for 5-10 year olds and 11-15 year olds. A total of 41 young people returned the questionnaire.



Opportunities in the village currently available for 5-10 year olds include Brownies, Beavers, dance classes and school clubs and for 11-15 year olds include Scouts, the junior badminton clubs, golf, football, cricket and the St.Mary's Youth Group.

The 5-10 year olds

There were 17 responses in this section; 8 boys and 9 girls. The following tables represent which school they go to, and how they get there.

Primary school	
Tatsfield	76%
Other	34%

Transport	
Walk	30%
Car	30%
Both	40%

The young children like the rural aspect of the village; they like having their friends and primary school nearby and they like the area around the shops and the pond and especially the new play area, which is used by all the children who responded.

Only 4 children expressed a negative view about living in Tatsfield citing the following: a request for a see-saw and a climbing frame in Westmore Green play area; and the fact that the shop shuts on a Wednesday afternoon. The children wrote the following:

I like living in Tatsfield because there are lots of places to play with my friends and the people are friendly.

It's beautiful

I like living in a small village

...too many cars early in the morning

The 11-15 year olds

Of the twenty-four 11-15 year olds responding to this section 13 were boys and 11 were girls; from these respondents 70% attend Oxted school; 21% are still at Tatsfield Primary, and the remaining young people go to Charles Darwin or Sunnybank in Caterham. Of the young adults who go to Oxted school 88% use the school coach, 12% go by car or coach. The youngsters who are still at primary school use a mixture of means of transport: either on foot or by car.

The youngsters' likes and dislikes about Tatsfield.

The majority of the youngsters like the rural aspect of the village and the following attributes are important to them: safety, friendly, places to go, clean, quiet, low crime rate, the park (Westmore Green) and netball and tennis courts.

I think that the netball on a Wednesday is very good because it is free, well organised, something for sporty and non-sporty people to enjoy and I really enjoy it to keep fit

I have friends here and it's a sociable village

It's not easy to get around to other places

...we want more reliable and regular transport please

I don't like it when groups of teenagers are lingering on the green, it makes me feel threatened

Generally the youngsters do not read the Parish Magazine. There were two suggestions to improve it: a page reviewing new books and a puzzle page for youngsters.

The most frequent dislike was lack of facilities for this age range for example a youth club (there is a monthly youth club at St.Marys), a table tennis club and 25% would like a play area for older children. More frequent buses were requested by 37%, to Oxted for example.

Suggestions made include:-

Could you make a map of Tatsfield with walking or running paths so we can know about all the places to go.

The new play area is not suitable for 11 to 15 year olds, so there is a need for equipment for older children.

Most of the youngsters use the internet; the most common uses are for homework; social networking; entertainment including games, youtube, music and for research.

The majority of young adults spend their free time at home, with Westmore Green and the Community Games Area being very popular.



Where do you play in your free time?	Num.		Num.
Stay at home	16	In the street	2
The playing fields (Furze Corner)	2	In your garden	17
Village Green (Westmore Green)	9	In the woods	7
Tatsfield Green (Rickets Hill Road)	3	In fields	7
The Community Games Area	10	Other	8
The Square	3		

Some youngsters have listed more than one answer.

Recommended Actions

- 1 The Table Tennis Club should research whether a junior Table Tennis club is possible, maybe preceding the adult group?
- 2 The Parish Magazine should advertise for some young people to do a regular page in the Parish Magazine covering their subjects of interest.
- 3 The Parish Council should consider providing equipment for 11 -15 year olds on Westmore Green.
- 4 The Parish Council should consider providing a parish street map.
- 5 St.Mary's Church should increase the publicity about their Youth Club.





5 - Leisure



Responses show that the village way of life and community spirit is still important to the people of Tatsfield. 52% of respondents belong to one or more club, with 2 people belonging to 6 or more clubs. All residents automatically belong to the Vern Association and approximately 54 % belong to the Horticultural Society. The following chart shows how many people belong to how many clubs.

Clubs

Tatsfield has a variety of flourishing clubs, some with facilities of their own, such as the Scouts and the WI, and others making use of community premises at the Village Hall, including the art group, badminton, bowls, North Downs Sinfonia and table tennis; there are also regular tea dance socials and the Vets football. There is netball at the community games area; cricket and football at Furze Corner. The village website has details about 13 clubs, and there are certainly more than this. Some have monthly reports in the Parish Magazine; there are more informal groups arranged and meeting within the village.

Number of clubs	Number	%
0	254	48.2
1	141	26.8
2	58	11.0
3-5	72	13.7
6 or more	2	0.4
Total	527	100.0

Specific information was not sought regarding the different clubs that people belong to; after the previous village appraisal TL3 (Tatsfield Life Long Learning) was formed, classes given by people in the village for people in the village. There were also a number of new clubs formed; when asked if there were any other activities residents would like to see covered, over 60 suggestions were made. The recurring subjects were computing (mentioned in 25 questionnaires) and French (24).

There were however, only 3 offers to run a club: cycling, drama and running. This is remarkable in its difference from the last appraisal, when there were 29 people offering to run a club or course.

The Vern Association

All residents are automatically members of the Vern Association, but few are actively involved. Views were sought on the how the Vern Association could attract support. There were 30 comments, which were wide-ranging, but mostly positive. There were some good suggestions:

... include a life in Vern section in the Parish Magazine...sell produce in Linda's as a display and hold a low key event such as a French film showing with French cheese and wine.

One respondent said *If you feel part of Tatsfield community you would probably want to be involved with the twinning - if it is well publicised.* More publicity is also deemed to be needed. A suggestion was made to limit the visit to 3 days and several people think that the dates should be varied and more time during the visit should be spent in the village, with activities

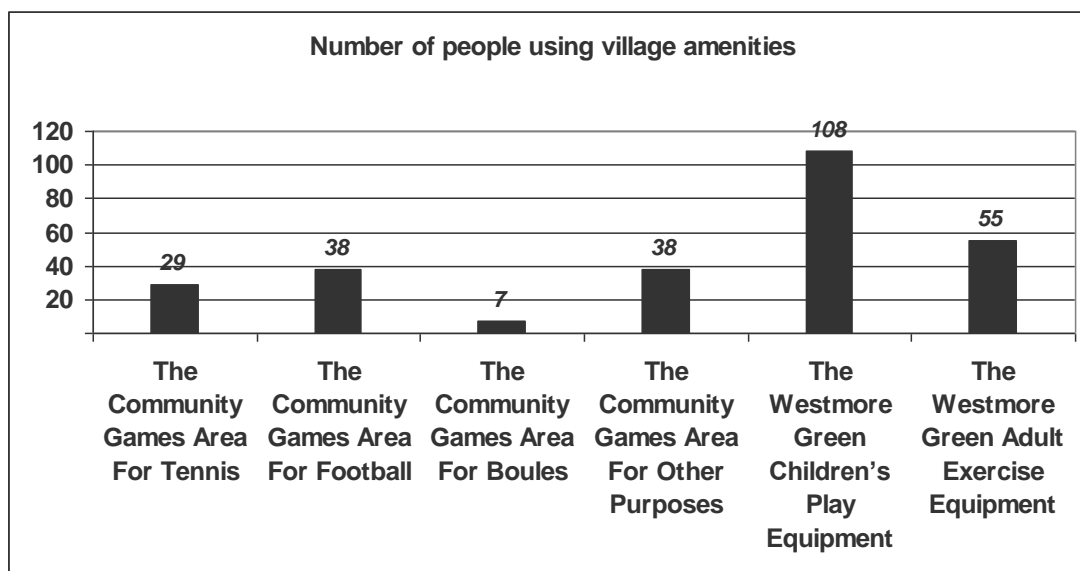


designed for all ages. Four respondents said there was a need for French lessons. The negative responses commented on life being too busy or *not wanting strangers as guests* and *not knowing others on the trip*.

It is important to make everyone feel included in the twinning and willing to contribute to this enriching experience, both with fundraising events and meeting our French counterparts. The fact that only 30 responses were made is indicative of lack of interest or information.

Last year emails were exchanged between Tatsfield School and a school in Vern exchanging information about school life in the two places. This will be continued in the future as pupils at both schools are learning about Europe in their curriculum.

Village Amenities



The chart shows how many people use the village amenities. There were 275 responses. The most popular amenity is the children's play equipment at Westmore Green, one respondent saying that *the playground is an excellent village asset*. Comments were then invited to suggest changes that would improve these village amenities. It was suggested that some shade would be desirable, as well as drinking fountains and more waste paper bins; the latter would help *children learning not to leave litter and chewing gum over the play area*. However two people felt that children aged between 8 and 15 are not catered for, and that the creation of the new play area was a *missed opportunity* for young adults. Five respondents commented on accessing the tennis nets, as it is unclear how and where to find them, and for juniors to be able to use the nets at a competitive price.

There were also suggestions made to have a café/coffee shop and a swimming pool.

The Village Hall



The majority of the comments about the Village Hall were positive and full of praise for the facilities and the organisation. It is a *good venue and easy to hire and use*; and *it is a great asset to the village*. *I really enjoy the North Downs Orchestra concerts and similar events, craft fairs and horti shows*. Two responses commented on the hiring charges being at a reasonable level, and that they should remain at these rates. One person says *I use the hall regularly and appreciate it as a useful amenity - a shower area would be useful but I understand that could use valuable space and additional cleaning as well as cost*.

A small number of comments were negative, one stating that Little Acorns has a *stranglehold on bookings*, another that it should be extended into the redundant alleyway. An opinion was expressed that the English flag

should be flown on St George's day, not the French flag for a month. One person said *the management committee needs to be more community minded. It is a community facility - shouldn't be all about money.*

Recommended actions

- 6 The Vern Association should explore ways of increasing support for its activities.
- 7 The Parish Council should encourage Tatsfield Primary to twin with a primary school in Vern
- 8 The Parish Council should provide more information about hiring tennis nets
- 9 The Parish Magazine should list all village clubs in a 1 or 2 page spread in the Parish Magazine and on the village website, with place, time and contact details.
- 10 The Parish Magazine should publicise offers of potential new clubs to find out if there is any interest.
- 11 The Parish Council should consider providing extra bins/drinking fountains for the play area.



Community Games Area



Westmore Green Exercise Equipment



6 - Education



School education

Tatsfield is in the enviable position of having a new, purpose built primary school, which was completed in April 2010. It plays an important part in the community and there are currently 216 children on its roll. It is a popular school and is over-subscribed.



There is one pre-school, Little Acorns, for children aged 2-5, which is run by a committee who employ the staff. It has morning and some afternoon sessions and now runs a breakfast club which is open to children up to 11 years old.

The open question inviting comments on local education elicited 41 comments, principally about Tatsfield Primary; these were more about general issues rather than quality of education provided and the facilities at the school. Comments made about the school are very positive, one respondent is *very impressed with the environmental facilities for the children* and another said *our top quality village school is a great asset as it ensures young families want to live here*. 14 responses were about the admissions policy, and respondents felt strongly that Tatsfield children should have priority, *it is appalling that some village children cannot get a place at our village school*. However there is some confusion over the admission policy, one person being pleased that Tatsfield children will have priority, and another stating that *we are not pleased with the new admissions policy*. Concern was also expressed about the amount of traffic at the beginning and end of the school day, stating *we need better parking controls when taking and collecting children*. Parking was also noted to be *selfish and dangerous*. There were few comments made about Oxted School; one family was *really pleased about the progress our boys made there*. Concern was expressed about the cost of bus fares.

Comments about Little Acorns are positive except one respondent felt that Little Acorns *should move with the times and be an all-day, all-week nursery*. (It has recently extended its hours)

Adult education

A wide variety of adult education institutions are frequented by 30 people, at Sevenoaks, Epsom, Caterham and Redhill, as well as online courses. The responses to the question about adult education show that 41 people feel that the classes are too expensive and 19 found the subjects inappropriate. 30 people feel that there is a lack of publicity; other difficulties are transport and lack of childcare. We asked people which adult education courses they would like to attend in the village and there were 117 responses. The most popular are foreign languages, principally French, and computing.

There are 13 offers to run courses with a variety of subjects including IT, encaustic art and equine nutrition. The convenient times for attending such classes are morning (60%), afternoon (58%), evening (77%) and weekends (45%)

Recommended actions

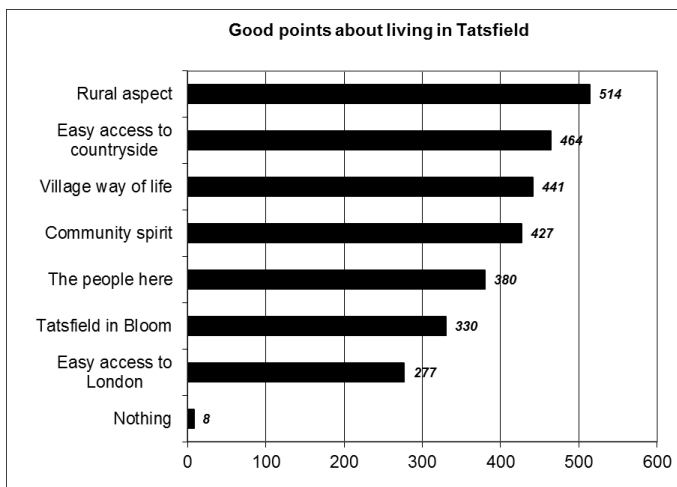
- 12 Relevant information to point people in the correct direction for FE courses to be put in Parish Magazine and website.



7 - Environment



The diagram shows clearly how popular are the rural aspects of our village (514), the community spirit (427) and the people here (380). The “In Bloom” activity has also made its mark on many (330) making the appeal for more volunteers, both manual and administrative, even more significant. Access to London is valued by many (277). Those who find nothing good about living in Tatsfield (8) must have their own reasons but they remind us that not everyone in our community is entirely happy.



When given the opportunity to mention other good features of living in Tatsfield, replies include: peace and quiet (5); access to work (2), to M25 (5), to Gatwick, to ports, to shopping; clubs (3); off beaten track (2); low crime rate (2), snow; quirky weather; allotments, wildlife; family heritage; good for children growing up; the Bakery.

The clubs and groups are brilliant – and the multi-purpose games area.

Tatsfield is an amazing place to grow up in.

This is vibrant, lively, caring community – well done.

Poor public transport is the most commonly stated bad point about living in Tatsfield (168) and the comments suggest that this is principally due to a very infrequent and inconveniently timed bus service to and from Oxted, affecting both carless youngsters and commuters. the 464 service to New Addington is very much more frequent.

Additional bad points about Tatsfield life included: poorly surfaced roads (6); unmade roads (4); poor mobile phone reception (2); poor internet (2); winter roads; gas not available; noise from bus stop late



in evening; grass rarely cut on Westmore Green; selfish parking; Ricketts Hill speed limit too high; Ricketts Hill needs speed bumps; lack of pavements; no street cleaning; inconvenient for travel; no public toilets; village feel

being eroded by new developments; too much building; too much social housing; lack of basic shops; clientele of The Ship pub; no café; early closing on Wednesday; smelly smoke; school run mums.

Some other comments are:

Large groups of cyclists are taking over the roads

The village is being eroded by new developments

Don't spend money on the pond

Significant numbers find there is nothing bad about Tatsfield life (153), although the weather does not please a similar number. A small, but not to be ignored group, are not at ease with some of the people around them (25) or have not made friendships here (6) and even “In Bloom” is not popular (7) with quite everyone!

What's bad about living in Tatsfield?	Number of responses
Insufficient public transport	168
Weather	153
Nothing	153
Lack of facilities for teenagers	93
Too remote	35
Poor facilities	28
Not truly rural	27
The people here	25
Tatsfield in Bloom	7
Have not made friends here	6
Total	695

Facilities for teenagers are seen as inadequate by many (93) although the comments offer little indication of remedies for this – it is not that there are no such facilities, the scouting groups being an outstanding example. The remoteness of the village was considered unfortunate by some (35) and comments were made about fears for the future when unable to drive. This is balanced by the 27 people who appear to find Tatsfield insufficiently rural.

There were offers of help for the following activities	Num.
Protecting wildlife habitats	99
Litter clearance	92
Tatsfield in Bloom	57
Woodland management	54
Maintaining Footpaths & Bridleways	52
Pond management	35
Community composting	33
Total	422

Responses to the question asking for volunteers in various areas of communal Tatsfield life suggest a very healthy willingness to be involved, ranging from protecting wildlife (99) to community composting (33). If these figures were actually realised there would be a stunning and very welcome re-energising in many aspects of our village. However the questionnaire was anonymous and hence the identities of these volunteers may not yet be known to those involved with the various activities. Their help would be invaluable, even for short periods of time, and would ensure that Tatsfield continues its past tradition of villagers getting together for the good of the community.

We rely on committed volunteers, often without praise, to give our village the community spirit it has.

Where are the next generation of volunteers? Will the young take over from the committed old?

Disturbances are of concern to many, particularly in matters such as speeding traffic (191), dog fouling (189) and dog barking (131). The problems of light aircraft noise (69) and jet aircraft (32) may be more apparent in particular parts of the village: any plane from Biggin Hill deviating from the agreed flight route should be reported to Biggin Hill Airport with time and place.

Further annoyances include: peacock (4); cockerel; deer; mooing cows at night; donkey braying; excessive number of neighbour's cats in garden; cat fouling; dogs let free; wind chimes; 464 bus not slowing down in Ricketts Hill Road; heavy vehicles in Rag Hill Road and Church Hill; cars on pavement in Westmore Road; tooting car horn when leaving home; large groups of cyclists on the road; off road motor bikes in Lusted Hall Lane; motor bikes on bridleways; car horns at night; visitors to WI Hall parking on private drive; litter in playing field and Clacket Lane; bonfires should be after 7pm only; neighbours PIR lights intrusive; light pollution from neighbour; barbeques.



Recommended actions

- 13 Village organisations should try to improve communication with the youngsters of our village.
- 14 Interested individuals should request the Parish Council to provide improved public transport to Oxted.
- 15 The Speedwatch team should encourage further recruits and undertake further speed checks.

How can we help

- ✓ Those who would like to volunteer for any of the activities should ensure they make this known either to the organisers of the activity or to Roger Pearce. If you ticked a volunteering box please make your offer a reality if you have not yet done so
- ✓ Consider volunteering for Speedwatch so that there is an even greater presence on our roads deterring those who drive irresponsibly.
- ✓ Dog owners, please be aware that not everyone is a dog lover and some are actually frightened by dogs. No-one should have to tolerate frequent noise from dogs or the unpleasant health hazard of encountering their mess. Please pick up your dog mess.
- ✓ Be aware of the impact of our noise, lights etc. on others and adjust appropriately.
- ✓ Inform Biggin Hill Airport of light aircraft not keeping to the required flight path. (The flight path map is on the airport website, <http://www.bigginhillairport.com>, and searching "flight routes". The complaints telephone number is 01959 578580
- ✓ Be aware that some of our neighbours or those we see in the village may not be happy – and may welcome some form of encouragement or support
- ✓ Don't let your peacocks escape



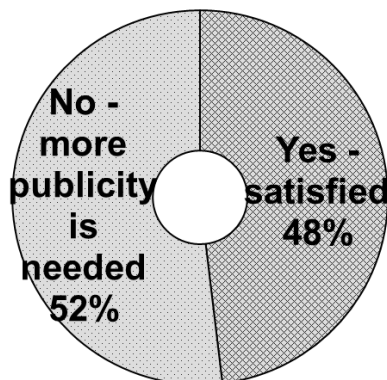
8 - Local Government



This section of the questionnaire was designed to help the Parish Council decide on its priorities and on its action plan for the future.

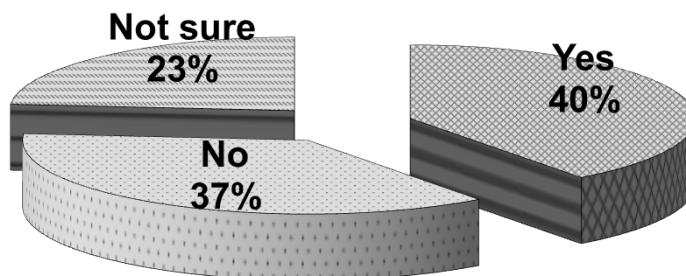
It is always a challenge for councillors as volunteers to ensure they are concentrating their time and efforts in areas that are important for the community. They also have a duty to spend the Council Tax effectively on both statutory duties and the many other demands on community money. As an example they must employ a Parish Clerk to ensure legal and financial compliance. Being a Parish Councillor is an unpaid job. The 505 responses to the question asking whether people are well informed about the Parish Council's money has been spent recently, revealed that half thought the Parish Council does enough to keep people informed about financial matters, but that means that the other half thinks more could be done.

Satisfaction with financial information



The Parish Council uses its income from Council Tax to spend on matters that affect the quality of life for the community. Currently Councillors set that precept to meet expected needs but could allocate more to local projects if the Council Tax were increased. When asked if they were in favour of contributing towards such as increase, 538 villagers were almost equally divided.

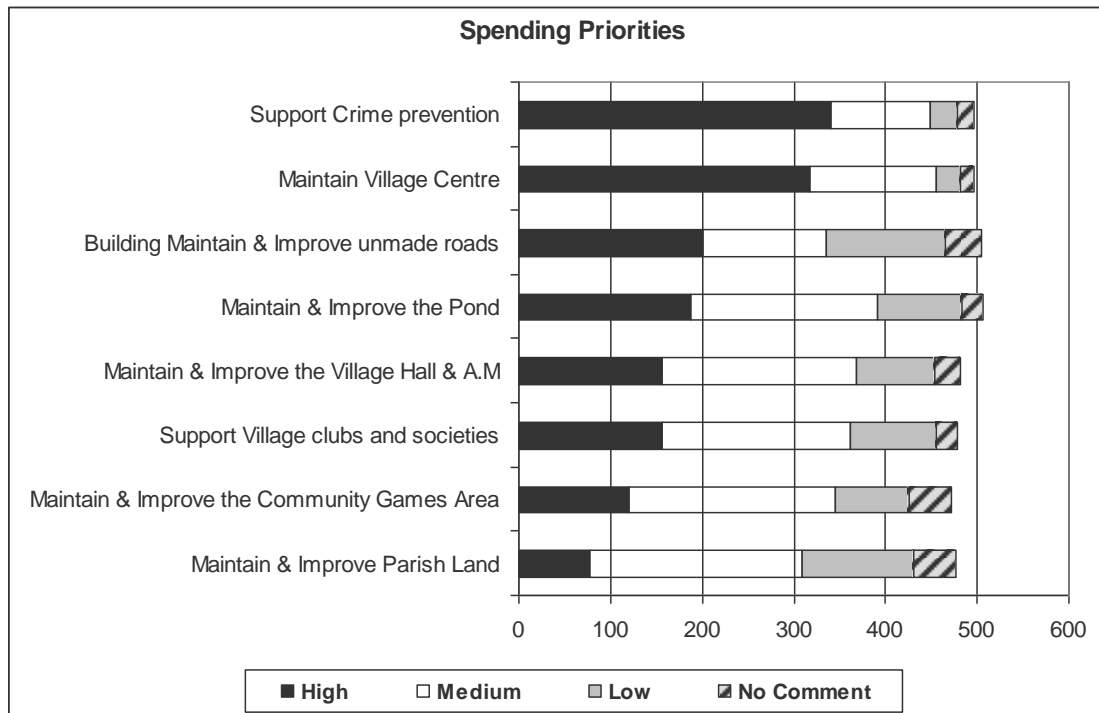
Agreement to additional funding



Spending priorities

The 1994 appraisal told us that the state of unmade roads and care of the village centre were the top priorities when it came to spending Councillor time and your money. Ten years later, in 2003, these were relegated to second and third choice with crime prevention taking first place.

Crime prevention, maintenance of the village centre and concern over the state of our unmade roads remain top priorities in 2013. Financial support for village clubs and societies was just ahead of the maintenance and improvement of the Community Games Area and the various greens and woodland which brought up the rear.



Crime is a complicated issue covered in detail under Section 12 of this report. In 1994 we no longer had a Tatsfield village ‘bobby’ but two Neighbourhood Watch schemes were starting up - in Ricketts Hill Road and Paynesfield Road. The first is still in operation and supported by the police Safer Neighbourhood Team. Members receive regular alerts, keep an eye out for possible problems and watch out for each other. Whilst the Paynesfield Road scheme no longer operates, it could be re-launched and the Parish Council would support this and any other schemes. This is an initiative that has been taken on by residents in The Copse and Lusted Hall Lane this year. In 2003 we had a Special Parish Constable, Phil Clark. He served the community as a volunteer for over a decade from 1996.

Some of the other issues that respondents asked the Parish Council to consider are outside its remit, such as care of the churchyard which is the responsibility of St Mary’s and undertaken by volunteers, although the Parish Council does give the church grants towards major works. Street lighting and snow clearance on the roads are the responsibility of Surrey County Council. However, the Parish Council works very closely with Surrey and local volunteers to ensure salt bins are filled and essential pavements are cleared. Comments about the state of trees and verges on parish land are a reminder of the Parish Council’s health and safety responsibilities towards the public.

Planning Applications

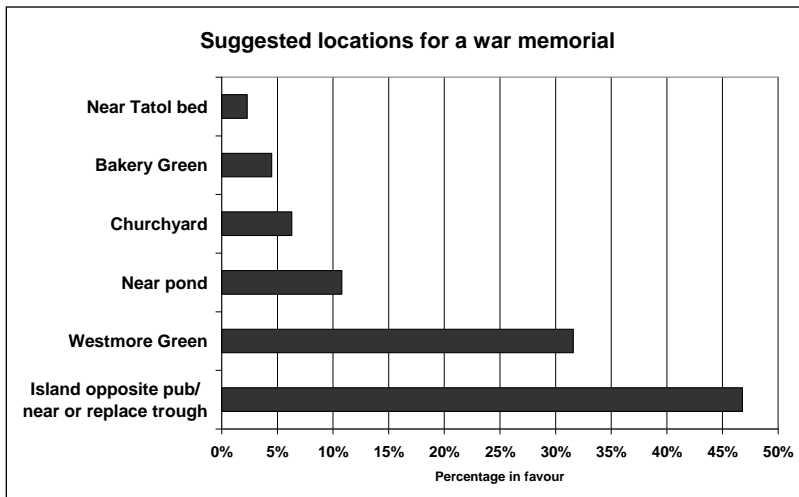
The Parish Council has the right to make comments on full planning applications and applications for certificates of lawfulness made for properties within the Parish and this is done in the light of established planning policies and regulations whilst also reflecting any potential impact on the community. All details are available on the Tandridge District Council website as that is the decision making authority. A summary of applications is placed on the Parish Notice Board on Westmore Green and also on the Parish Council website.

Many respondents felt that details should be printed in the Parish Magazine (The printing timetable of the magazine may not give residents adequate notice to react to an application). Some people also thought that details could be posted on the website or facebook and a few felt that neighbours should be contacted directly. (A recommendation on this issue appears later in this report.)

Parish Council elections 2015

Disappointingly, only 5 respondents declared themselves interested in finding out more about becoming a Parish Councillor and even more disappointing was that none of them has so far taken that interest any further, although the Appraisal Steering Group or the current Parish Councillors would be pleased to hear from them.

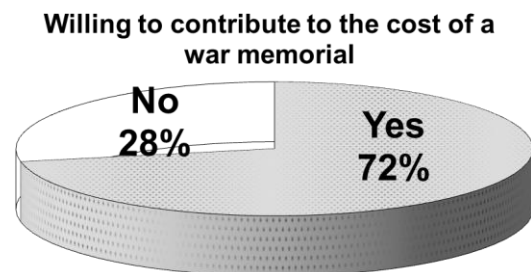
War Memorial



It was noted that there are memorial plaques in St Mary's Church recording the names of casualties in both World Wars and that many towns and villages have war memorials. In response to recent interest, there was a question about erecting a Tatsfield War Memorial somewhere in the village. There was a strong positive result with 73% of the 517 people responding thinking it was a good idea and 72% of those in favour being willing to contribute to the cost.

When it came to the question of where to site such a memorial, 47% suggested the island in front of the Old Ship, 32% suggested somewhere else on Westmore Green. Other suggestions included beside or replacing the pond, near the Tatol raised flower bed, the grassed area beside the Bakery and the churchyard.

Research by the Tatsfield History Project has shown that there may be as many as 11 further fatalities of Tatsfielders in the two World Wars in addition to the 31 commemorated in the church.



Recommended Actions

- 16 The Parish Council should use as many means as possible to keep the community informed of current issues and plans.
- 17 The Parish Council should take forward the erection of a war memorial in the village centre. They should consult further to establish more clearly what form the memorial should take and present some costed options.
- 18 The Parish Council should take note of the respondents' views on spending priorities.

How we can help

- ✓ Occasionally attend the open Parish Council meetings in the Aileen McHugo Building behind the Village Hall at 8pm on 2nd Monday each month.
- ✓ Meet the Parish Councillors at their informal sessions in the Bakery on Saturday mornings from 11am to 12 noon, or visit the Parish Council website: <http://www.surreycommunity.info/tatsfield> or read the Council reports in the Parish Magazine each month.
- ✓ Consider, with our neighbours whether to set up a Neighbourhood Watch scheme for our part of the village, and talk to our local police team about what is involved.(see also Section 12 of this report)
- ✓ Participate in any local consultations initiated by the District or Parish Councils.
- ✓ Consider standing as a Parish Councillor.



9 - Shops and Services



We asked about people's use of village shops and services. The answers are shown in the first two tables, the second of which compares usage with that in 2003.

People using local shops and services

	1.Daily	2. Several times a week	3. Several times a month	4. Occasionally	Never or hardly ever
Greengrocers	13	30	67	225	188
PO counter	24	95	161	195	61
Linda's Stores	96	151	135	125	45
Garage	2	1	7	105	395
The Old Ship	1	3	24	169	318
The Bakery	2	7	52	327	140
Beaver W. W.	0	6	4	188	321
Summerhouse	0	0	7	33	449
Village Club	8	14	27	59	399

	2013 Appraisal		2003 Appraisal	
	Regular users	At least occasionally	Regular users	At least occasionally
	% of 590 responses	% of 590 responses	% of 950 responses	% of 950 responses
Linda's Stores	42%	86%	36%	82%
PO counter	20%	81%	17%	71%
Greengrocers	7%	57%	8%	45%
Village Club	4%	18%	NA	NA
The Bakery	2%	66%	1%	48%
Beaver W. W.	1%	34%	<1%	38%
The Old Ship	1%	33%	4%	53%
Garage	1%	19%	<1%	23%
Summerhouse	0	7%	<1%	14%

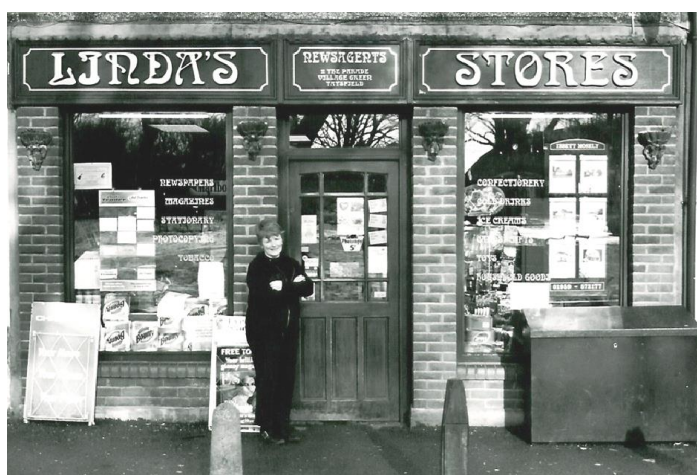
The most striking impression from these tables is the very high usage of Linda's Stores and the Post Office counter in the shop: 42% use the shop regularly and as many as 86% occasionally and 20% use the Post Office counter regularly and 81% occasionally. Even more striking is that these figures are even higher than those ten years ago. There has been a small reduction in the number of regular customers of the Greengrocers but a substantial increase in those using the shop occasionally. The tables also show a significant use of the various village services, with a large increase compared with 2003 for the Bakery but with substantial decreases for the Old Ship and the Summerhouse.



Reasons to use the Post office

We also asked what people used the Post Office for and this table compares the results with that in 2003. As expected, using the standard Post Office services such as purchasing stamps is easily the most common use and the substantial uses of obtaining cash and obtaining foreign currency are even greater than ten years ago. However, most other services – such as for paying bills and Council tax – are less used than in 2003, probably because banks and the internet are increasingly used instead of the Post Office.

	2013 Appraisal	2003 Appraisal
	% of 529 responses	% of 725 responses
Postal services/stamps	89%	95%
Obtaining cash (NA in 2003)	39%	NA
Obtaining foreign currency	33%	15%
Cashing/paying in cheques	16%	11%
TV licence/other bill payment	10%	28%
Information leaflets	7%	10%
Pensions and allowances	5%	16%
Paying Council Tax	1%	5%
Other Services	1%	18%



People using local businesses

There are a host of services provided by small businesses in the village, many of them one-man businesses, and some are advertised in the Parish Magazine. We asked which village businesses people used and 226 households answered this question. As this table shows, the most used are plumbers, taxi services, landscapers/tree surgeons, electricians and builders.

People were also asked whether there were any other village services they used in addition to those listed in the table. The huge range of services which were mentioned is shown by the following long list of services which are recorded: blinds, child care, chimney sweep, clock repairs, computers, curtain making, horse riding, ironing, photographer, pet care, picture framing, tiler, window cleaning and yoga.

Service provided by local businesses	Number using those services
Plumber	186
Taxi services	138
Landscape/ tree surgeon	121
Electrician	115
Building services	11
Car accident repairs	99
Gardener	78
Hairdresser	65
Home decorating services	50
Financial advisor	12
Caterer	7

Online shoppers

We asked whether people shopped online on a regular basis and 214 households answered this question, often recording multiple services or products. The table below shows online travel shopping as the most used and also that online shopping for books, clothes, electrical goods and DVDs, CDs, etc. is popular. Perhaps surprisingly, in view of the regular appearance of supermarket vans on village roads, online shopping for groceries is some way behind in popularity.

Service/ product purchased	Number shopping online
Travel	238
Books	198
Clothes	189
Electrical Goods	189
DVDs, CDs etc	185
Groceries	61

We asked people to specify whether they shopped online for items other than those listed in the table. Many different items were specified but the only ones named more than once were show/theatre tickets and insurance.

We asked people to say what would encourage them to use the five businesses in the village centre more regularly; the responses are listed in table below.

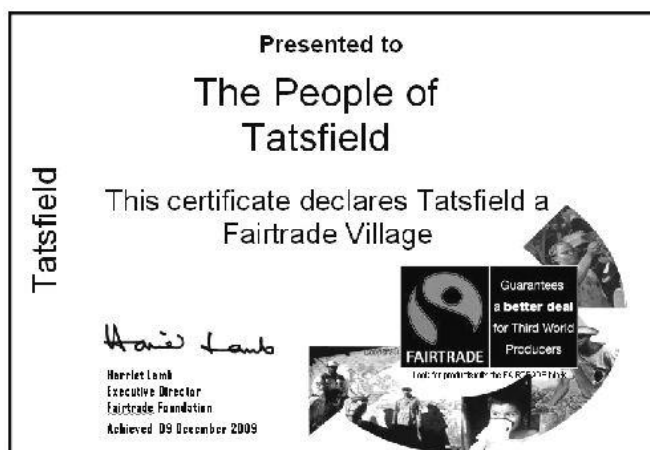
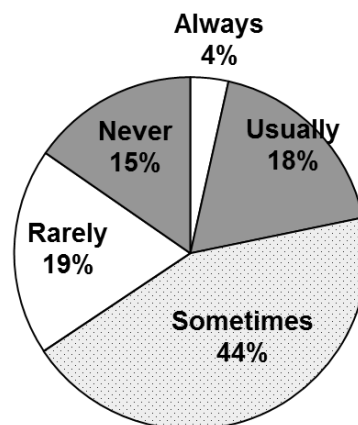
The changes people suggested are different for each of the businesses and the most frequently suggested changes for each are listed in the table.

Changes in the shops/services which would encourage more regular use and the numbers of responses for each			
Greengrocers		Linda's Stores	
Better quality of produce	52	Better/wider range of produce	10
Better/wider range of produce	12	Longer opening hours	8
Improved/ updated premises	10	More Fairtrade produce	4
More welcoming atmosphere	9	Lower prices	3
Stock organic produce	7	Better parking	3
Longer opening hours	6	Other changes	4
Lower prices	4		
Better parking	3		
Other changes	4		
The Old Ship		The Bakery	
More welcoming atmosphere	30	Lower prices	32
Less teens, more locals	27	Wider range/ bar meals	8
Higher quality beer and food	22	More special offers	7
Improve premises	5	More welcoming atmosphere	5
Lower prices	4	Other changes	6
More heating	3		
Other changes	6		
Tatsfield Garage			
Lower prices	11		
Sell petrol	5		
Other changes	5		

Not many changes were put forward for Linda's Stores but the most frequent were for a wider/better range of produce, including Fairtrade goods, and longer opening hours (including Wednesday afternoons). For the Greengrocers, easily the most numerous request was for higher quality produce followed by a wider and better range of produce and improved premises. For the Old Ship, the most frequent requests were for a more welcoming atmosphere, a change of clientele and higher quality beer and food. It was lower prices and the selling of petrol which people wanted to see most often at Tatsfield Garage.

Tatsfield has an active Fairtrade group and achieved the status of a Fairtrade Village in 2009. We asked people to say the extent to which they try to buy Fairtrade goods when they shop wherever that may be. The responses are shown in the pie chart. Of the 547 who responded to this question, 22% usually or always try to buy Fairtrade but 34% never or rarely do so.

To what extent do you buy Fairtrade Goods?



Our conclusions on the village's shops and services

At the time of the Village Appraisal in 1994, we had four shops in the village centre – Linda's, Post Office and General Stores, Greengrocers and Maddison's Butcher. When the 2003 Appraisal was undertaken, we were down to three – the Post Office and General Stores had closed but fortunately Linda's had taken over the Post Office. Sadly, the Butchers stopped operating soon after. The former premises of the Post Office and General Stores in The Parade were later occupied by James Millard Estate Agents but simply to display the properties they were offering for sale.

So the village now has just two shops. We are very fortunate to have two shops for there are many hundreds of villages in this country which have no shops, including many villages much larger than Tatsfield. We are indebted to those who run the shops – Linda and Brian Dance and their daughter Louise who run Linda's Stores and Post Office, and Di and Tony Brown who run the Greengrocers.

We should all ask ourselves: what would our village be like without the two shops? The answer is stark and obvious: not only would very many of us be greatly inconvenienced by having to travel elsewhere to do our shopping but, perhaps more importantly, the whole atmosphere of the village would change for the worse, with none of the hustle and bustle which the shops bring and nowhere for the informal exchanges and chats with neighbours, friends and other villagers.

The fate of our shops and Post Office doesn't depend on anyone else but ourselves. It really is very simple: our shops and Post Office will survive and thrive if we use them as much as we reasonably can. We have more than enough collective purchasing power to do this. We know it is more convenient to do all our shopping in one single stop or to place an order online and we know too that many people are very pressed for time. But the achievement of maintaining two thriving shops and a Post Office must be worth all of us doing our best to do as

much shopping as we reasonably can in the village, even though this might be less convenient or take more time.

We are sending the details of all the responses to the two shops so that they can see what their customers and potential customers have said and can consider any action they could take. We can appreciate how hard-working shopkeepers like ours who are doing their best to serve the village may not find it easy to understand what they might see as criticisms of their efforts but we would urge them to keep an open mind and to consider seriously what has been said by villagers including those who could become regular customers of theirs in future.

We have three additional suggestions for the two shops. First, they could try staying open late, until 8, one evening a week to see whether the many villagers who have not got home by the shops' normal closing time of 5.30 would then use the shops. This would need to be well advertised and both shops would need to stay open late on the same night. Second, they could make a special effort to attract people into their shops on Saturdays, when many more villagers are around, by doing something different or making special offers. And third, they could make better use of the Parish Magazine by highlighting what is different or special in their shops each month.

The services covered by this Appraisal – Tatsfield Garage, the Old Ship, the Bakery, Beaver Water World, the Summerhouse and Tatsfield Village Club – depend to varying extents on local customers. As with the shops, we are sending them the details of the responses so that they too can consider what action they should take.

Recommended actions

- 19 Linda's Stores & Post Office and the Greengrocers should consider the comments made by their customers and potential customers.
- 20 The two shops could consider staying open late one day a week, make a special effort to attract people into the shops on Saturdays and make better use of the Parish Magazine to highlight what is available each month.
- 21 Tatsfield Garage, the Old Ship, the Bakery, Beaver Water World, the Summerhouse and Tatsfield Village Club should consider the comments made by their customers and potential customers.

How we can help

- ✓ We should all use our village shops and services as much as we reasonably can so that they and the village thrive.



Mosaics on the Aileen McHugo Building to celebrate the Queen's Jubilee, produced by various Tatsfield clubs



10 - Housing and Planning



Since the last Appraisal in 2003, the new school and new affordable or 'low cost' rented housing has been built. New public and private development has altered the appearance of Lusted Hall Lane, Johns Road and other areas of the village. Development of all kinds has inevitably brought benefits and a few disadvantages.



The questionnaire asked:

Should Tatsfield remain a "defined village" allowing limited building infilling, or should the whole village be subject to the full Green Belt restrictions?

Of the 565 responses to this question, there is a clear split between those who want the village to accommodate limited new building (54%) and those who want a stop put to any new development at all (46%).

What sort of development does the village need within the next 5-10 years?

This was a question that allowed multiple answers and there were 878 answers with some people selecting several categories. "No development" was selected by 207 people. The proportions of different types of development desired by villagers who wanted some development are as follows:

	Number of answers	% of those wanting some development
More 'affordable' homes	178	26.5%
Smaller dwellings (1-2 beds)	175	26.0%
Larger family dwellings (3-4 beds)	70	10.4%
Homes designed for the elderly & disabled	218	32.5%
Flats	30	4.5%
Those wanting some development	671	
Those wanting no development	207	
Total number of answers	878	

Those who wish to see new development say it should accommodate mainly the elderly and the young; those who wish to downsize and stay in the community (preferably in a bungalow) and those who want to be able to afford a small house to buy.

Not enough houses for the people who want them'

Enough'

Older people need to downsize but do not want to leave the village'

The village is overdeveloped already'

No-one who responded questioned the principle of the Green Belt, the need to preserve open countryside or the restrictions on building outside the village centre. The importance of not becoming part of what many call 'London sprawl' is a common theme and reflects the reasons that many have for living in Tatsfield.

There is much concern that the village is becoming more urbanised and a fear that it is becoming more like Biggin Hill. Others feel that change is necessary to maintain the life and vigour of the community and its clubs and activities:

Government planning pressure will erode village character

Too many small houses are being extended and are out of reach

Development needs to improve the diversity of the population

Without young blood the village will stagnate

We need more families to keep the village alive

More housing leads to more people and more traffic

Design and appearance

The questionnaire asked: Various developments have been permitted in the village over the last 10 years. The locations are marked on the map on the back cover of the questionnaire. Which do you prefer overall? – please rank in order starting with P1 as most preferred and P7 being least preferred

	P1	P2	P3	P4	P5	P6	P7
Vern Place (off Ship Hill)	235	23	27	26	38	19	8
The Copse (off Lusted Hall Lane)	38	73	84	41	44	16	27
John's Road housing at the junction with Paynesfield Road	25	34	71	67	55	39	25
Houses midway down John's Road	22	34	52	73	57	39	27
Gwynedd Close (off Church Hill)	13	58	39	54	39	48	52
Gresham Close (off Lusted Hall Lane)	13	54	30	31	37	87	48
Bassetts (next to Village Hall)	17	39	27	27	53	62	127



With regard to recent developments, both private and under the 'rural exception' policy, a clear majority prefer the design of the Vern Place redevelopment scheme behind The Old Ship, 235 people placing this first on their list. A poor second is The Copse in Lusted Hall Lane, a few finding this development ugly. There is little between the remaining schemes. Possibly because Gresham Close has yet to mature in appearance, it is near the bottom of the list just above Gwynedd Close at Church Farm, which is least favoured. These responses will be very helpful in guiding the Parish Council and developers on matters of density, design and appearance.

Those who find some modern development not to their taste have found their voice:

Design - very important - no more ugly houses please

A horrible outcome in Paynesfield Road - inappropriate infilling and unsuitable design

Ugly, monstrosity, atrocity

The planning process

As may be expected, responses to the questions about planning applications could only be answered by those who made them or were affected by them.

Was your planning application properly considered ?	Answers	%
Yes	100	52.1%
No	92	47.9%
Total answers	192	
Was the application refused?	21	23.1%
Or permitted?	70	76.9%
Total answers	91	

Were your views on a planning application taken into account?	Answers	%
Yes	84	44.7%
No	104	55.3%
Total answers	188	
Was the application refused?	30	29.4%
Or permitted?	72	70.6%%
Total answers	102	

In general, there is a more or less equal split between those who felt their concerns were adequately taken into account and those who did not. This broadly represents a similar situation to that in 2003. Most applications are permitted (over three quarters) but a fair majority of those affected did not feel their worries were addressed to their satisfaction. It has to be said that usually, in any planning process which affects individuals directly, either the applicant or the objector will end up satisfied; rarely will both parties feel completely happy.

The process is very long and much of it under rules which are dreamed up by and operated by people who have no idea what is involved

We did not even know it was going to happen

This needs to be considered by the Parish Council, which could improve the way that applications are publicised, ensuring that neighbours are told about applications that may affect them- some still do not receive notification from Tandridge. The comments received also suggest there is sometimes difficulty understanding from the plans just what the implications of an extension or new house are likely to be.

Village characteristics

The questionnaire asked: What are the important special factors in the village that should be protected or controlled?

	Important	Don't mind	Not important
Rural surroundings	470	16	0
Open spaces	434	38	5
Mature trees	390	80	7
Community facilities	377	81	12
Separation from neighbouring development	368	62	33
Development mostly of 2 storeys or less	361	81	19
Semi-rural lanes and footpaths	352	102	17
Space between houses	338	99	24
Grass verges	329	121	16
Property boundaries	313	119	32
Unmanaged Woodland	273	155	36
Street lighting	225	146	89
Village signage	216	176	54
Unmade roads	176	173	104

The facets of Tatsfield that are special to residents are little changed from previous appraisals. The clear overall impression is that people greatly value the green surroundings and sense of space that contrasts Tatsfield to much of the urban development around it. Those factors need to be preserved.

Village Design Statement

79% of the 462 that responded to the question want to see some form of village design statement to provide suitable guidelines, which could be adopted by Tandridge District Council and considered when decisions are made.

Neighbourhood Plan

This process is still evolving nationally. So far, only a few Neighbourhood Plans have been formally adopted across the country. Almost 73% of the 478 who answered the question feel it would be a good idea for Tatsfield.



Recommended Actions

The Parish Council should:

- 22 Continue to seek to resist poor quality design and control new development to retain the characteristics of the village that people recognise and value.
- 23 Initiate, with Tandridge Council, the process of preparing a Village Design Statement to identify and retain what people value and provide guidelines for future development and its design, with a view to adoption by the District Council as a Supplementary Planning Document
- 24 In conjunction with local landowners, to identify preferred locations for new development which should reflect the need for more affordable housing and smaller dwellings suitable for the elderly and young people.
- 25 With the Tandridge District Council, take more effective measures to advise residents and particularly neighbours of impending planning applications and improve publicity and understanding of them.
- 26 Explore the implications of developing a Neighbourhood Plan in the future, as a village or in conjunction with other villages nearby. To learn from the experiences of others that have embarked on the process.



11 - Medical Services

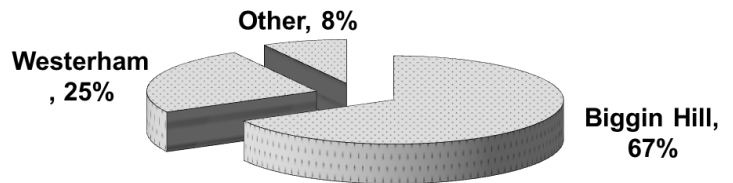


Of the 329 people who identified their doctor's practice, 219 (66%) are registered with Stock Hill. 81 people (25%) are registered with Winterton Practice, Westerham. A further 29 people (9%) are registered with other practices, including Oxted.

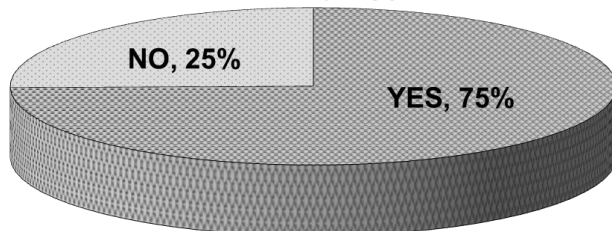
We asked about the delays experienced in a number of health support services following medical referral. Of those who responded the following difficulties were reported: 11 (50%) in obtaining either podiatry or physiotherapy referrals; 3 (13%) with referrals for speech therapy appointments; 2 (9.1%) in obtaining health visiting services; 4 (18%) with counselling referrals; 2 (9.1%) obtaining medical equipment loans; 3 (13%) obtaining screening services; 2 (9.1%) with ambulance response times; 2 (9.1%) obtaining alternative therapy.

When asked if any medical services had been reviewed then withdrawn, 14 responders (5.4% of those replying to the question) reported experience of withdrawn services.

Which Doctor do you go to?



Are you satisfied with NHS waiting times?



The question asking if people were satisfied with waiting times to see a GP resulted in 196 people, (75% of those responding to the question) expressed satisfaction; however (25%) are unhappy with the waiting time to see GPs.

In another question people were asked to detail some information about medical and NHS care delivery and to state what, if any, improvements they would welcome. Almost the same number of criticisms were made as in the 2003 Appraisal questionnaire. There were 82 written responses

to this question. One praised maternity services at The Princess Royal UCH Maternity, Farnborough. The vast majority, 81, were complaints. 39 (55%) made complaints about the Stock Hill Surgery appointment system. This is a very similar to the previous appraisal when people complained they could wait up to three weeks for a GP appointment.

There were also complaints that Stock Hill was using an expensive prime telephone number service, however, a local rate number is now in use - 01959 580011.

Ten people, (14%) requested a GP Surgery in Tatsfield. Some mentioned that as public money was used to provide the surgery in 1990, it should never have been closed. Both the Winterton and Stock Hill practices used to hold regular clinics, but both closed this service. Stock Hill did not renew the lease in 2010 whilst Winterton Surgery had been trying to close their service for some time. The provision of the surgery provided a net income to the Parish Council.

Some people commented that medical services can differ, depending on whether they are delivered by Kent (W), Greater London (SH) or Surrey and would like all services to be the same regardless of which county delivers the treatment. One person commented that they wanted *doctors who listened, took note and concentrated on the whole patient picture and that there should be more concern for patients rather than for financial gain.*

One person requested that GPs should carry out more minor procedures.

There was a complaint about the parking charges at Princess Royal University Hospital. Although there are no signs, parking in Sainsbury's at Locks Bottom is free in the evenings.

Three people commented that they were unhappy with the "Out of Hours GP Services". One person felt this role should revert to the Practices once again as MDOCS seldom had knowledge of medical histories of the patients they were visiting.

Several people felt there was no liaison between Greater London and Surrey. One person from the Winterton Practice stated they had waited 10 weeks to get an MRI Scan, whilst they had waited another eight weeks for the result. Another person wanted a closer minor injuries centre. (There are units at Edenbridge Hospital, New Addington (Parkway), Purley and Princess Royal UCH Farnborough). Three people criticised the time it took for ambulances to arrive.

One person commented that as Tatsfield grows in population, there is more pressure on GPs and so more funding should be made available to cover the increasing numbers.

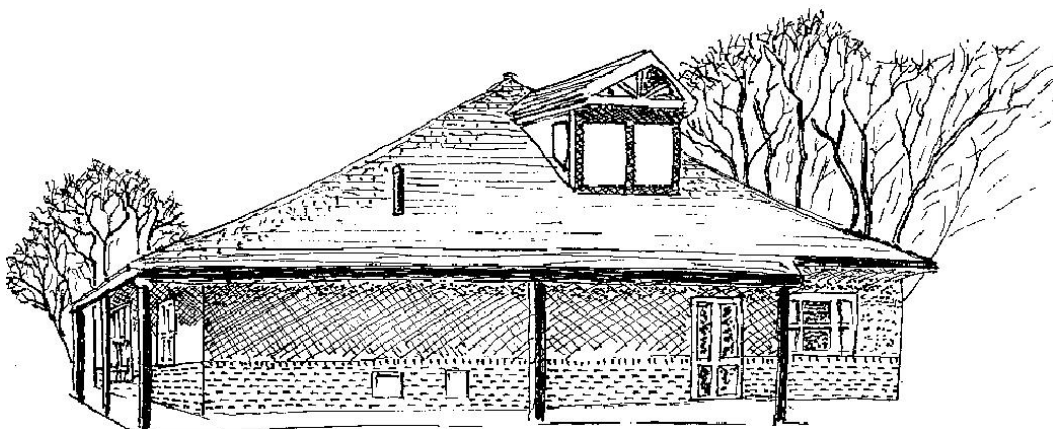
In conclusion, more people who responded were content with their GP Practices than those who complained. However, 71 complainants did detail complaints and this should be taken seriously by all GPs.

Recommended Actions

- 27 We recommend that the following is placed on the village website and is featured in the Parish Magazine:

The Government has brought all general practitioners, hospitals, dentists and NHS staff under the umbrella of two regulators. One is Monitor and the other is the Care Quality Commission. Both are there to regulate services and to ensure they are patient focused. Monitor can be found at Wellington House, Waterloo Road. London SE1 8UG. Telephone 0203747 0000. CQC is responsible for coordinating inspection visits to hospitals, GP practices, dentists, NHS clinics, ambulance services, care homes and domiciliary care delivered at home. There is a whistle blowing telephone number 03000 616161, or one may write in confidence to CQC, National Customer Service Centre, Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA. This may trigger the Regulator to carry out unannounced visits to specific establishments. Information is confidential and failure to comply could have serious consequences to the service providers.

- 28 This Report will be provided to the Doctors together with a list of the complaints that were received and we recommend that they take note of the comments and attempt to resolve them.





12 - Crime



Number of Crimes

	Number	%
House burglary	3	6%
Theft from garden shed etc.	19	40%
Vandalism/criminal damage	9	19%
Theft from motor vehicle	4	8%
Theft of motor vehicle	4	8%
Theft (general)	7	15%
Assault	2	4%
Total	48	100%

Of the 320 households (44 % of all households) who completed questionnaires, 48 (15%) said someone in their household had been the victim of a crime in Tatsfield in the previous 12 months. The table analyses those 48 crimes. Of these, 19 (40%) were reported to be thefts from garden sheds etc. Vandalism and criminal damage accounted for nine (9%) and there were three house burglaries (6%).

When asked if incidents had been reported to the police, 70% said they had but 30% had not. Of the eleven who explained why they did not contact the police, six said the incident was too insignificant. Others felt the police would not take an interest. One commented that police told them not to bother them unless it was a serious crime. It is interesting though that of the insignificant crimes not reported three involved the theft of bird feeders from properties - perhaps insignificant in themselves but such acts can lead to more significant crime in the future.

Policing in Tatsfield

Since the last appraisal in 2003 Tatsfield now has a dedicated Police Community Support Officer - Terry Pearson. Anyone needing advice on security matters should contact Mark Howells, the Crime Prevention Officer with Surrey Police. A recent Parish Magazine article by our PCSOs urged people to think more about crime prevention and security. The article reported that one in three burglars do not need to force their way into properties, such is the lack of security. It's estimated that removing temptation – keeping valuables out of sight - would reduce burglaries by some 90%.



Neighbourhood Watch

Of the appraisal respondents 46% said they would like to join a Neighbourhood Watch - an evenly balanced response with 54% saying "no". Neighbourhood Watch coverage in Tatsfield is very patchy. The Ricketts Hill Road group, despite its ups and downs over many years, manages to keep going. Originally there were groups covering the whole of Tatsfield.

The two most recent groups to start up are in The Copse and Lusted Hall Lane. Watch members receive weekly reports from Surrey Police detailing crime experienced across the district. In Ricketts Hill Road this information is emailed by one of the co-ordinators to all residents who are Watch members. The Ricketts Hill Road arrangement allows any resident to report directly into the system via the co-ordinator and the information is passed on immediately to the whole Watch. In this way residents can be alerted to the presence of suspect people or vehicles.

In a recent meeting of the co-ordinators at which the Chairman of the Parish Council was present the group offered to assist any other residents who wished to set up a Watch and thereby extend the internal reporting system so that incidents in one part of the village could be quickly conveyed to all other groups.

Our Conclusions on Crime are:

Despite the reporting of 48 crimes over the last twelve months Tatsfield continues to be considered a low crime area. When asked about priorities for Parish Council spending, by far the highest number of respondents supported expenditure in "Support of Crime Prevention" ahead of all other activities undertaken by the Parish Council.



The success – or otherwise - of Neighbourhood Watch is very much in the hands of the residents with an almost 50/50 split between those in favour and those against. There is no denying it does take effort to maintain the interest in a Watch. Ricketts Hill Road (originally Yellow Watch) has experienced those up and downs but has survived over time. Even if one ignores its main purpose in the prevention of crime, the existence of a Watch helps people get to know their neighbours and work responsibly together for a better and safer community. To this extent it is very much in the hands of the residents to determine the sort of community they want.

Speed Watch

This is an active group of people who put themselves out to try and cool people's zeal for speeding in the Village. The Speed Watch activities are reported in Section 13 of this report

Recommended Actions

- 29 Surrey Police should consider the results of this appraisal.
- 30 The Parish Council and Police should encourage residents to report all crime, however minor, so that statistics on the level of crime can be accurately maintained.
- 31 Surrey Police should be encouraged to publish clear up rates for crime in Tatsfield thereby convincing residents that their concerns are being addressed.
- 32 The Parish Council in co-operation with the Police should encourage the establishment of more Neighbourhood Watches in the village.

How we can help

- ✓ In an emergency or if there is a crime in progress ring 999.
- ✓ Be observant and report suspicions promptly to Surrey Police using the 101 service with full details of what seems suspicious.
- ✓ If you are unlucky enough to be a victim of crime report as soon as possible to Surrey Police again using the 101 service and to your Neighbourhood Watch Coordinator if you have one.
- ✓ Crime can be also reported to Surrey Police using the web site: <http://www.surrey.police.uk/>
- ✓ If you have information about a crime but wish to remain anonymous, ring Crimestoppers on 0800 555111
- ✓ Consider becoming a PCSO, joining a Neighbourhood Watch group for your road or joining Speed Watch.
- ✓ Consider, with your neighbours, setting up a Neighbourhood Watch Group – other groups in the village are willing to help and share intelligence



14 - Transport and Travel



Tatsfield Car Ownership

As might be expected, owing to our somewhat remote location, Tatsfield has a higher than average car ownership per household than other areas:

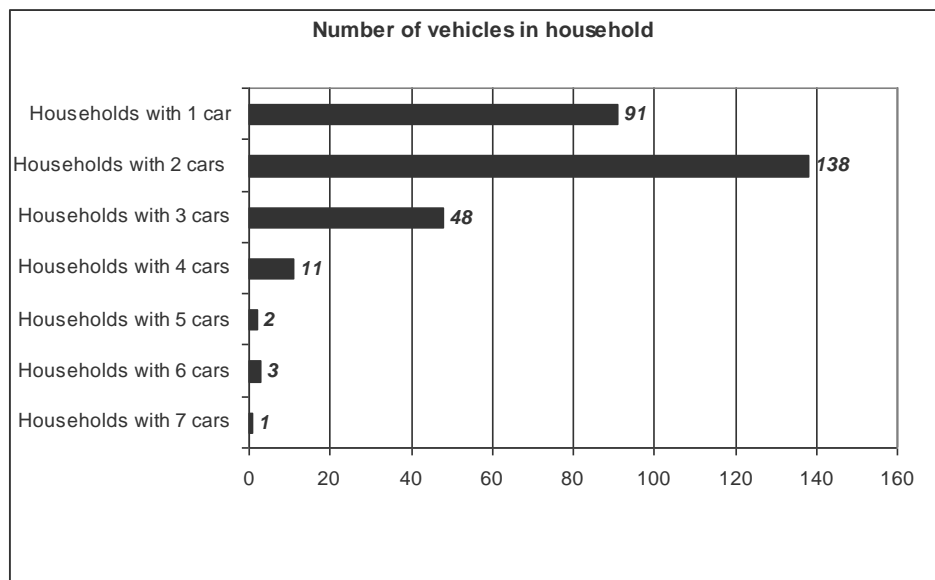
There has been a 28% increase in the number of cars over 20 year period due to both the increase in the number of households and the increase in average car ownership.

The Appraisal gave the following information from 320 households which is reasonably consistent with National Census

National Census Tatsfield Car Ownership per household	2011	2001	1999
Households with no car	6.8%	7.4%	9.6%
Households with one car	30.3%	31.1%	31.2%
Households 2 or more cars	62.9%	61.5%	59.2%
Total number of cars	1365	1235	1068

National Census Average Car Ownership per household	2011	2001	1999
Tatsfield	1.83	1.75	1.64
Tandridge	1.57		
Surrey	1.51	1.46	
South East	1.35		
England	1.16		

Appraisal results	Households	
Households with no car	26	8.1%
Households with 1 car	91	28.4%
Households with 2 or more cars	203	63.4%
Total	320	



The most common complaint about living in Tatsfield, mentioned by 168 respondents (62.0%) is insufficient public transport. 302 (58.2%) respondents use a car or van to reach their place of work, which is six times the number using buses, the next most used means.

Transport used to get to work	Number	%
Car/van	302	58.2%
Public Bus Service	50	9.6%
Tram	17	3.3%
Train	49	9.4%
Taxi	7	1.3%
Bicycle	11	2.1%
Motorcycle/ scooter/ moped	4	0.8%
Walking	49	9.4%
None	30	5.8%
Total	519	100.0

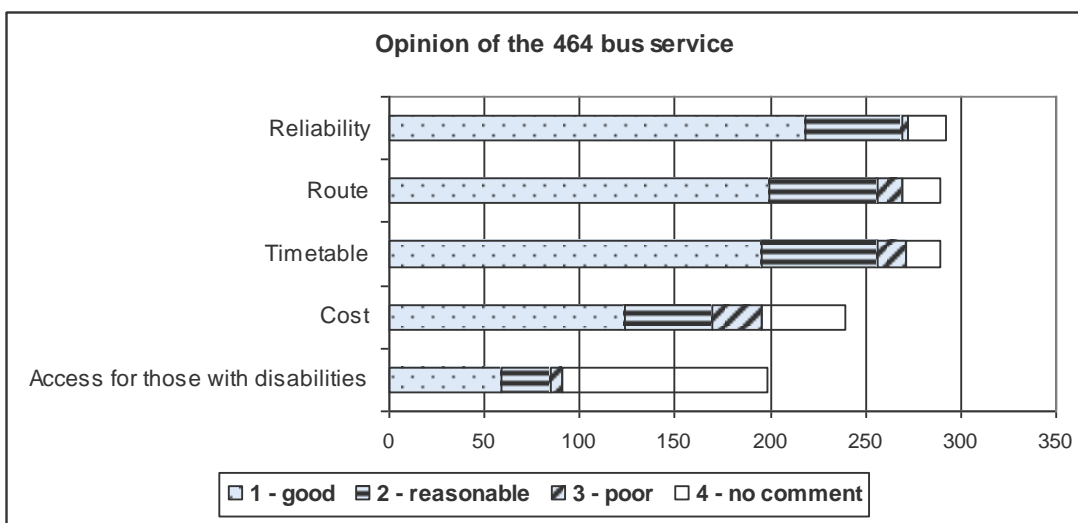
Bus services

Only 50 people (9.6%) use the bus as their main means of transport to their place of employment. However, 264 people use the 464 bus, at least occasionally and 60 people the 595 bus.

Bus Use	Daily	Several times a week	Once a week	Occasionally	Never or hardly ever
464	9	27	23	205	267
595	2	6	8	44	413



Of these the majority consider the route timetable and reliability of the 464 bus to be good and the vast majority consider these aspects to be good or reasonable. Slightly more than half find the cost of travel acceptable. It is not clear to what extent this reflects the use of bus passes. Access for those with disabilities is also good or reasonable according to those that commented. Indeed ranking of “poor” for any aspects of the 464 bus was made by only a small proportion of users.



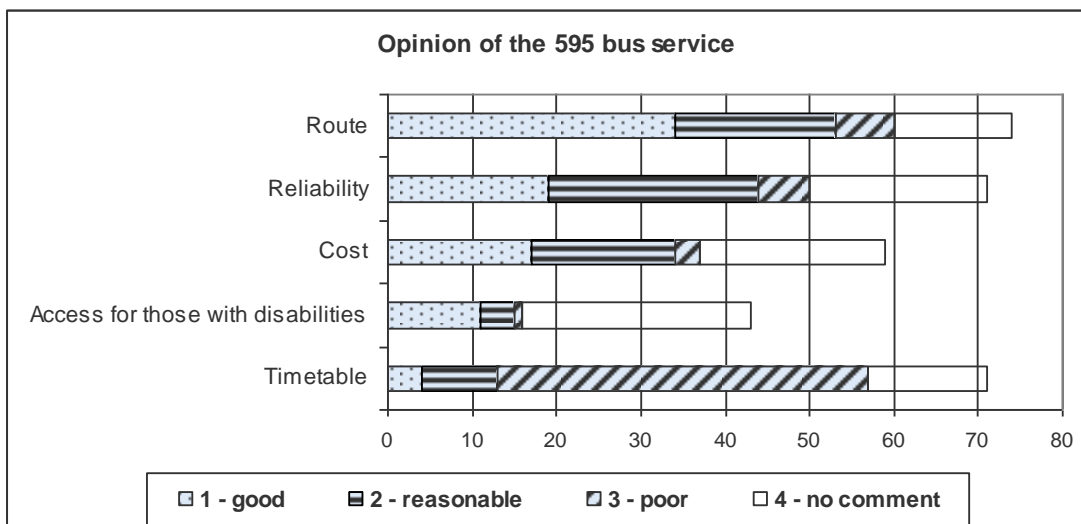
Several respondents commented that the connections between the 464 bus and the 320 bus need to be better coordinated in the evenings at Biggin Hill, and it is suggested that the 464 should stop at Roundways to make a connection with route 320. There are also complaints about the long wait at New Addington for the 464 bus to Tatsfield in the evenings and buses drawing away just as the tram is arriving.

Cheaper fares are requested plus the provision of a bus shelter at New Addington and some respondents want a better service on Sundays.

Several respondents want the restoration of a direct bus service to Croydon and some think that the route should be diverted to Hayes station, with the provision of a direct service to Bromley. The need for considerate bus drivers is also called for, including a request that drivers let passengers onto the bus when it is waiting at the Old Ship.

In contrast to the favourable responses concerning the 464 service, the 595 bus scores relatively poorly for route, with only 34 out of 60 people considering it to be good, and less than half thinking that the reliability, cost and accessibility are good. Additionally, the timetable of this bus is considered to be poor by a large majority.

Better scheduling of the timetable is suggested, to provide links to Oxted station for schoolchildren and commuters in the morning and evening. Some respondents want more frequent buses and better connections with route 464. Fares should be cut by 50%, say many people, and the use of Oyster cards should be made possible.



Recommended Actions

- 33 The Parish Council should approach the bus companies to see whether any of the above mentioned suggestions could be implemented.

Parking

55.7% (142) of responses mention Westmore Road as a problem area for parking, though which part of the road is not clear. 40.4% (103) mention the shops and another 21.6% (55) Paynesfield Road but 85.9% (219) have no problems with parking. It is certainly true that the area near the shops and the top of Westmore Road becomes crowded with parked cars when schoolchildren are being dropped off or collected.



The school is acutely aware of the increased traffic that is caused at the beginning and end of each day and at times when school functions take place. During wholly school functions, in the evenings and when coaches are required to transport children, the school opens its staff car park for extra parking to ease any congestion that may be caused to the roads around the school.

To safely and efficiently cope with the traffic at arrival and departure times the school operates a drop off and pick up service where parents do not have to park but can let their children out or collect their children from a designated place. The system generally works well and has been observed by the local police who did not see an issue with the traffic at these times.

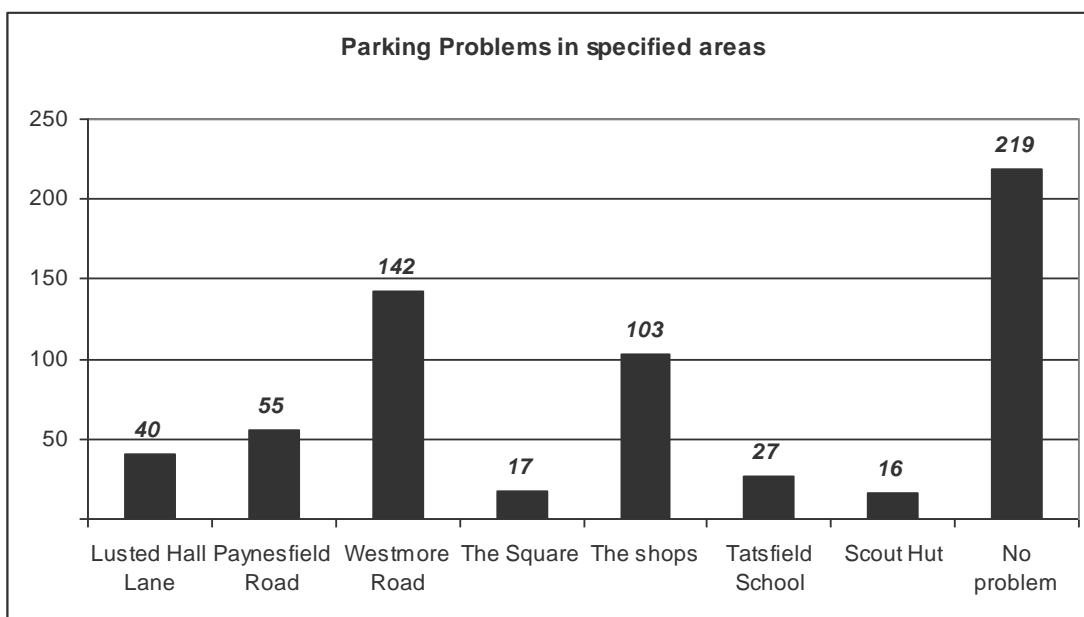


Whilst some people have criticised the school for its limited number of parking spaces, this was a central government policy to encourage more people to use sustainable forms of transport. Indeed, the school was lucky to be allowed as many as it has, and generally, the in/out one-way system works well.

When it rains there is an increase in the cars that are used to transport children as even locals will use the car rather than walk. Approximately 50% of pupils come from outside Tatsfield village and the majority of these pupils are driven to school by car whilst the majority of Tatsfield children walk.

The school annually takes part in the Surrey Golden Boot challenge which encourages and rewards all modes of sustainable transport. Last year figures showed 25% of children walked to school, 9% car share, 8% park and stride, 3% scooter, 2% come by bus and 53% come by car.

The Paynesfield Road problem is partially caused by cars being serviced and repaired at Tatsfield Garage but the garage is a valuable service for many village residents.



Respondents comment on parking near junctions, particularly Westmore and Paynesfield Roads, and Redhouse and Westmore roads, causing obstruction of the view for drivers. Also mentioned are parking on both sides of the road, restricting access and exiting from driveways, and parking on pavements and across dropped pavements, making things difficult for pedestrians and particularly the disabled. Solutions suggested included yellow lines around the centre of the village and permitted parking only on one side of Westmore and Paynesfield Roads and even a one way system round these two roads. However all of these measures are likely to result in increased speed in the village. More draconian solutions suggested are fines, more policing, permits for commercial vehicles and reversion to the old traffic system in the centre of the village.

Recommended Actions

- 34 Easily the worst area for parking problems is Westmore Road. The Parish Council should carry out a survey of all residents living in the made-up part of Westmore Road to see what, if anything, they would like done.

How we can help

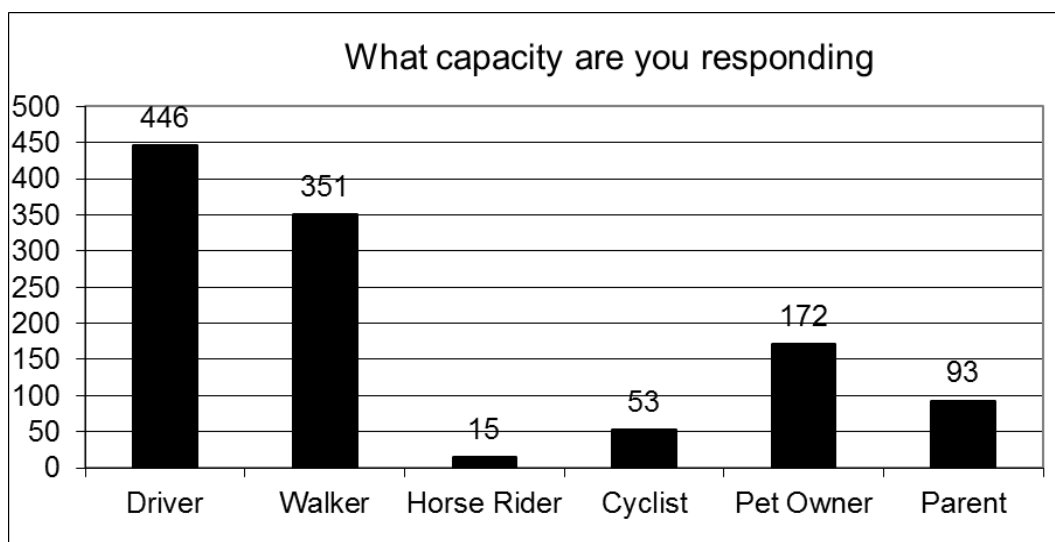
- ✓ Residents in Paynesfield Road and Westmore Road can help by always parking on driveways, where available, and not parking across dropped pavements.
- ✓ Parents should make every attempt to abide by the schools traffic management policy outlined above and Tatsfield children should walk to school whenever possible.

Speeding

191 comments from 234 respondents (81.6%) cited speeding traffic in the village as a cause of disturbance while 67 (28.6%) cited traffic noise. Speeding traffic was the most frequently mentioned cause of disturbance.

Is speeding traffic a problem in Tatsfield?	Number	%
Yes	337	62.8%
No	153	28.5%
No comment	47	8.8%
Total	537	100.0%

To a separate question 337 people (62.8%) consider speeding traffic to be a problem while 153 (28.5%) do not think it is. This sample includes drivers (446), walkers (351), pet owners (172) and parents (93) as well as cyclists (53) and horse riders (15). Clearly speeding is seen as a serious problem in the village.



Ricketts Hill, and Paynesfield, Westmore, Lusted Hall and Approach Roads are particularly cited as bad areas for speeding and the main suggestions for countering this include reducing speed limits in Ricketts Hill Road and Approach Road to 30 mph (several attempts have been made in the past to reduce the speed limit without success), road humps/"sleeping policemen", signs which light up to show drivers their speed and even speed cameras. There are also suggestions that narrow roads such as Church Lane and Rag Hill Road should have speed limits reduced to 20 mph.

There is an active Speed Watch group who put themselves out to try and cool people's zeal for speeding in the village.

Recommended Actions

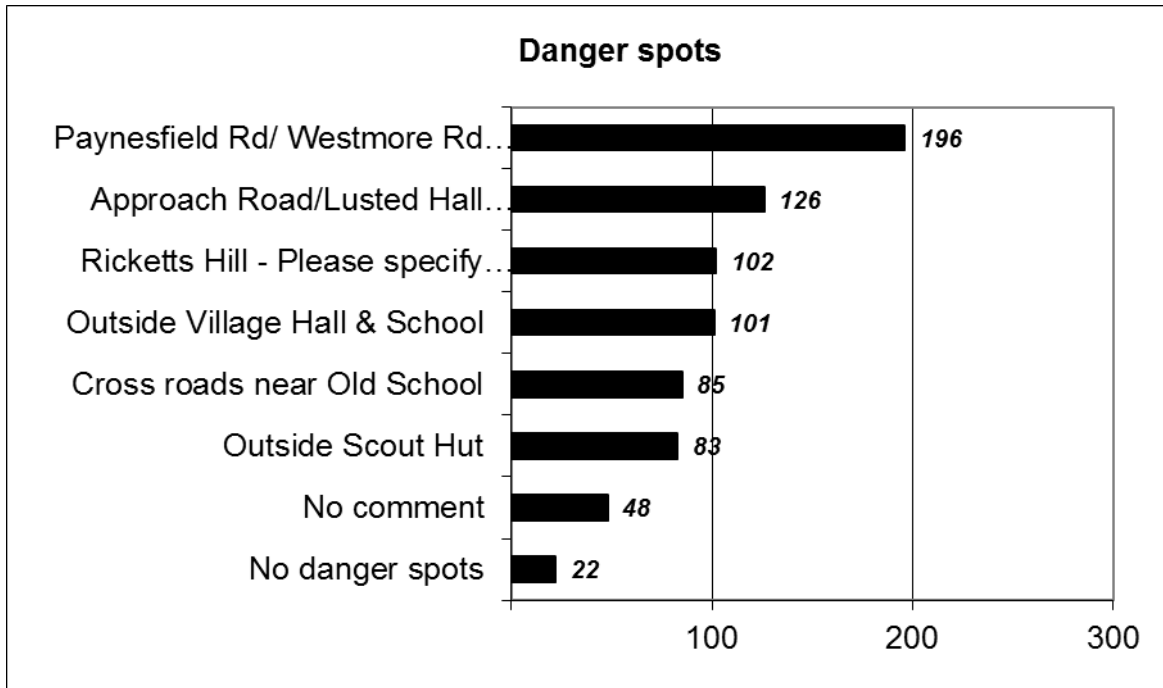
- 35 The Parish Council should approach Surrey County Council to ask them to consider reducing the speed limit for the whole centre of the village to 20 mph. A speed table between the allotments and the Lusted Hall Road junction should also be considered to remind drivers to slow down or other traffic calming measures.

How we can help

- ✓ Residents can help by always keeping below the speed limits themselves.
- ✓ Villagers could also consider joining the Speed Watch group.

Danger Spots

The top traffic danger spot in the village, cited by 196 (75.4%) residents, is the Paynesfield Road/Westmore Road junction by the shops, followed by the Approach Road/Lusted Hall Lane junction (126=48.5%), outside the Village Hall and School (101=38.8%) and Ricketts Hill (102=39.2%) and the Old Lane/Rag Hill crossroads (85=32.7%). There are already road humps outside the school and a crossing warden at times when schoolchildren are being dropped off or collected. The hazards in the area near the shops are increased by the numbers of cars parked there but restricting parking would pose great difficulties for people using the shops and for parents delivering and collecting children.



Many of the danger spots in the village result from vehicles speeding or being parked inconsiderately and the suggested solutions are noted in those sections (above) but mention is also made of heavy goods vehicles, large groups of cyclists and potholes in the roads. There are, in particular, suggestions that footpaths along Ricketts Hill, to the Church and to the Scout Hut would increase safety for those on foot.

Recommended Actions

- 36 The Parish Council should discuss the reported danger spots with Surrey Highways to try and identify appropriate action.
- 37 The Parish Council should investigate the provision of a new footpath to avoid the dangerous bends on Church Lane.

How we can help

- ✓ Drivers can try to avoid parking near the Paynesfield Road/Westmore Road junction.
- ✓ Drivers should be prepared to stop at junctions.

Lorries

To the question “are more signs needed to prevent large lorries from using Tatsfield’s roads” 354 respondents (76.5%) replied “Yes”. This is a particular problem on the narrow lanes such as Rag Hill Road/Tatsfield Lane, Church Lane, Lusted Hall Lane and perhaps Ricketts Hill. It may often be caused by contractors or service vehicles using satnavs, which do not highlight narrow roads.

Are more signs needed to prevent large lorries from using Tatsfield’s roads?	Number	%
Yes	354	76.5%
No	109	23.5%
Total	463	100.0%

Recommended Actions

- 38 The Parish Council should approach Surrey, Kent and Bromley Councils to ask for signs stating that Rag Hill Road, Tatsfield Lane, Church Lane and Lusted Hall Lane are unsuitable for heavy vehicles.

Pavement and Road Condition

Are you satisfied with the condition of the made-up roads in the parish?	Number	%
Yes	105	19.6%
No	382	71.1%
No comment	50	9.3%
Total	537	100.0%

Of the 527 who responded, 382 (71.1%) are not satisfied with the conditions of the made-up roads in Tatsfield and only 105 (19.6%) are satisfied. This is clearly a major problem that Surrey County Council has promised that it is addressing in the near future.

How should unmade roads in Tatsfield be maintained?	Number	%
Maintained by residents alone	89	18.9%
Maintained by residents with limited financial support from Parish Council	315	66.7%
No comment	68	14.4%
Total	472	100.0
Do you live on an unmade road	226	

On the subject of unmade roads 315 respondents, which is more than the 226 who actually live on unmade roads are happy for the Parish Council to give limited help to the residents in maintaining the roads while 89 wants the residents to cover maintenance by themselves.

Are you satisfied with the condition of pavements in the parish?	Number	%
Yes	318	59.1%
No	104	19.3%
No comment	116	21.6%
Total	538	100.0%

Of the 538 who responded, 318 (59.1%) are satisfied with the condition of the pavements in the village but 104 (19.3%) are not.

There are, however, difficulties for wheelchair users on unmade roads, when negotiating cars parked on pavements and when using dropped curbs that have been blocked by parked cars.

Recommended Actions

- 39 The Parish Council should keep pressure on Surrey County Council to bring the made-up village roads up to an adequate standard and keep them maintained.
- 40 The Parish Council should reinstate their previous policy of providing limited funding for maintaining unmade roads in the village.

Cycling

Only 11 respondents (2.1%) use a bicycle as their main means of getting to their place of employment. This probably reflects the number of steep hills and unmade roads in the area of the village. The area is, however, much used by sports cyclists, individually and in clubs, probably as a result of the challenging hills and the beautiful countryside.

Horse Riding and Bridleways

Only 14 (2.8%) of respondents regularly ride a horse in the parish. Their apparent greater numbers may be due to outsiders coming into the village to ride or to the fact that horses cause traffic to slow down considerably. The latter may actually be a benefit to the village.

Do you regularly ride a horse in the parish?	Number	%
Yes	14	2.8%
No	494	97.2%
Total	508	100.0%

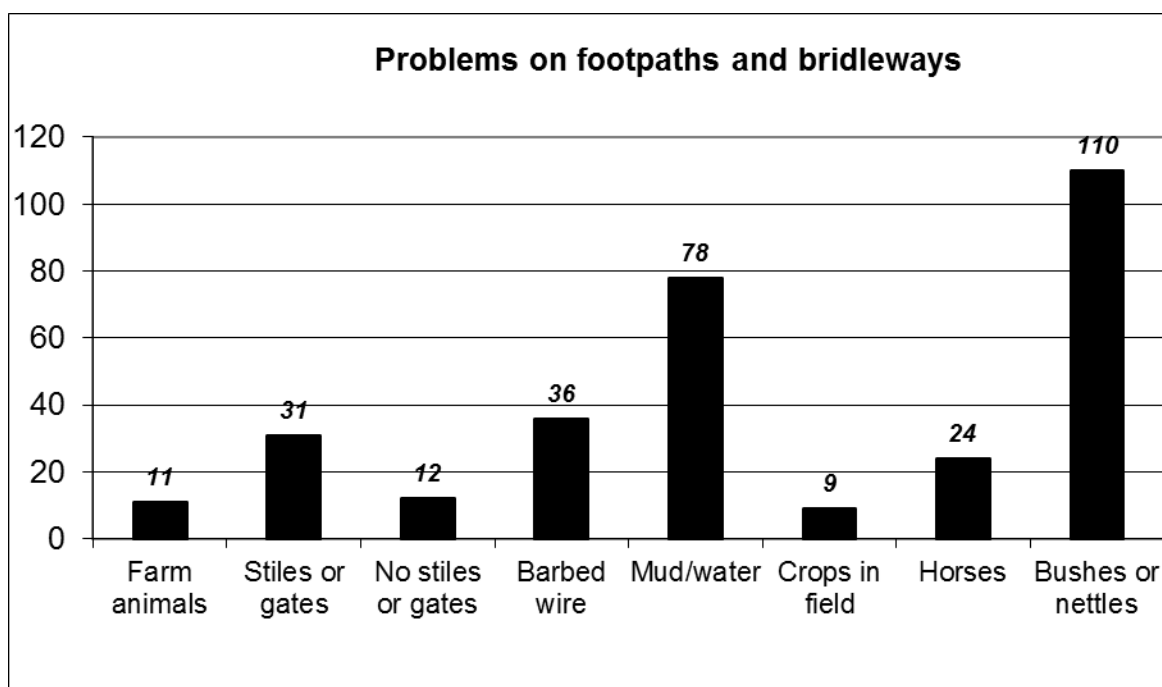
Those riding horses in the village cite speeding motorists as their main problem but also mention groups of cyclists, motorcyclists, dogs and poor bridleway maintenance. The main problems reported are speeding traffic on the narrow lanes and too much traffic in the village centre. Horses also tend to shy unexpectedly at plastic bags caught in hedges. There are a limited number of bridlepaths and, what there are, are poorly maintained, with no circular routes or access to soft surfaces.

How we can help

- ✓ Drivers should slow down and take extra care when passing horse riders, cyclists and pedestrians.

Public Footpaths

Of respondents commenting on difficulties using footpaths and bridleways, the most common complaint (110 people) concerned bushes or nettles while 78 mentioned mud and water.



Most respondents find paths are overgrown or muddy, occasionally blocked by barbed wire, crops, unusable stiles and gates or farm animals.

Recommended Actions

- 41 Local land owners should be asked to better maintain footpaths and stiles etc.

How we can help

- ✓ Walkers should report footpath problems to the Surrey County Council Access Officer for Tandridge District, Sarah Jenman (telephone 01737 737332) and to the Parish Council.



14 - St Mary's Church

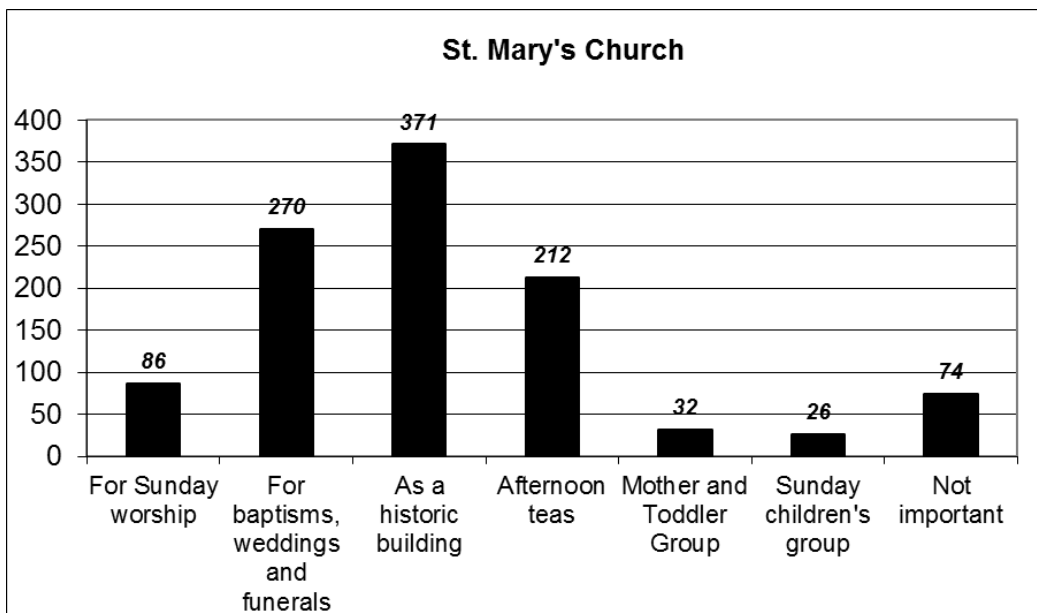


In recent years the ecclesiastical parish of Tatsfield has been linked with those of Limpsfield and Limpsfield Chart to form a Team Ministry. Although this is headed by the Team Rector at Limpsfield, Tatsfield has retained its resident priest who is also Team Vicar. There is also an unpaid priest resident in the village and a member of the congregation is currently starting a diocesan course of training in pastoral support.

Although the sharing of the church with Roman Catholics continues in spirit, the shortage of RC priests in the area results in Mass at St Mary's being a rare event: this is greatly regretted by the Anglican congregation.

Changes since the last village appraisal include; the innovation of a monthly service designed to be accessible to all ages and church backgrounds; following extensive consultation with the congregation, there is no longer an 8am Sunday service. There is now a 9.15 am weekly service on Thursdays and a monthly 11.30am Sunday Communion service. Other developments are: an increased number of weekday discussion and study groups; more opportunities for youngsters to be involved in musical activity; a Youth Group; Holiday Clubs for children and; Holiday at Home for adults. There is now more publicity for activities in the Parish Magazine and also, during 2013, a series of articles explaining many of the ways in which St Mary's seeks to serve the village community.

In addition to the clergy, the day to day running of the church is the responsibility of the two Wardens and the elected Parochial Church Council. Most of the church's income comes from the congregation and other local people. As well as maintaining this Grade II listed building and covering running and administrative costs, St Mary's must help fund the salaries and pensions of diocesan clergy in Southwark: this commitment alone requires well over £20,000 a year from Tatsfield. There is no fee for baptisms and the fees for weddings and funerals do not reflect the full cost of providing the facilities or the priest's time.





The question asking for ways in which St Mary's is important to villagers reveals that many [371] recognise and value the historical and architectural importance of a building that dates back well over 900 years. That this building also acts as a local focus for baptisms, weddings and funerals is also seen as important by many [270] and St Mary's has sought to emphasise this to villagers through articles in the Parish Magazine. Sunday afternoon teas [212] continue to be very popular, for which thanks must go to the many volunteers who bake and serve in such cheerful fashion. Those stating the importance to them of Sunday worship amount to 86, this is slightly more than are usually present

on any one Sunday morning! The provision for children on Sundays [26] and at Tots on Top [32] on Monday mornings has a good following.

Further reasons given for St Mary's being important include special services at Festivals, especially Christmas and Easter, the All Souls' services and services involving Cubs and Beavers. Also appreciated are the open church, a peaceful place to sit, pray and reflect, and the churchyard, *I love the view of the countryside from the churchyard*. The churchyard with its magnificent view is also appreciated as a place of burial for family members, Other areas of church life mentioned positively are: Flower Festivals, Lent Lunches, the new Youth Group and midweek house group meetings. The use of the hall for art was also valued. No comments were offered relating to the churchyard management plan, although these were not explicitly requested.

The question asking for important factors in attending services shows that friendship [76] and services that are easy to follow [68] are of major significance. There seems to be only a small demand for a lift to church [5], although this may well be a vital factor for those few. Provision for children [39] is important for many and there is clearly a demand [36] for learning more about the Christian faith beyond that offered on a Sunday morning.

Important factors in deciding whether to attending services	Number	%
A lift to church	5	5.1%
Services which are easy to follow	68	69.4%
Provision for children	39	39.8%
Friendship	76	77.6%
Opportunity to explore faith beyond a Sunday service	36	36.7%
Total	224	

There are individuals [one in each case] who are requesting the return of Roman Catholic services at St Mary's, the return of the 8am Sunday Anglican service, the introduction of Evensong and that the Christingle service on Christmas Eve takes place in the church and not the school hall. Another expresses regret that there is no Nativity in the Village Hall on Christmas Eve; perhaps they have not realised that the Christingle service includes the Nativity.

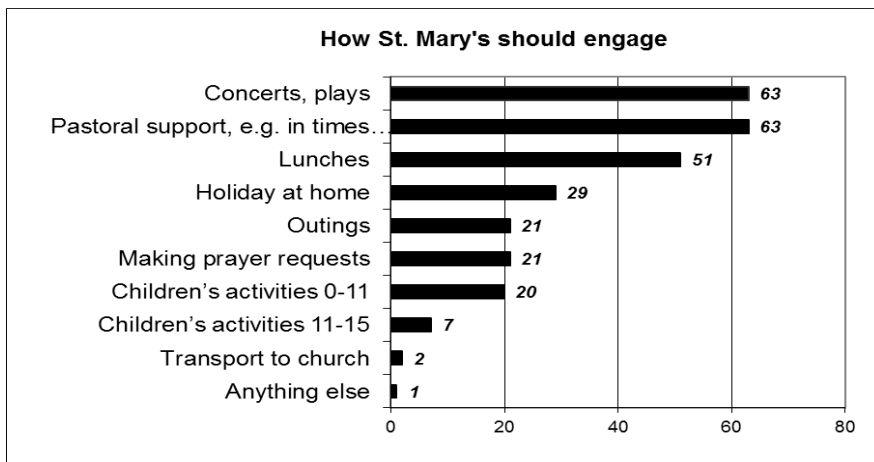
Other comments offered are that the church should have a better sound system, that it should be less patronising, that parking is a factor when attending church and that *I pray at home*. Another mentions their need for lively contemporary, less traditional, services and another seeks a Gospel message that does not follow trends or fashion, with spiritual meaning.

The use of the church for concerts and secular events is well supported [63] and there is demand for pastoral support for situations such as bereavement [63], for lunches [51], outings [21] as well as the now well established Holiday at Home events. Those appreciating the facility to make requests for prayer [21] may like to



know that there is a prayer request book in the church on the table near the font: all entries in this book are prayed during the following week. A very well-used book has just been replaced by a new one.

Several respondents indicate that they worship at churches outside the parish, sometimes because of family or other connections, as well as those seeking a different denomination.



Recommended actions

St Mary's should:

- 42 Build on the interest in the historical importance of the church by further publicity and events
- 43 Continue and possibly expand the special services for focused purposes during the year
- 44 Continue to grow the opportunities for young people within the life of St Mary's
- 45 Continue to offer opportunities for learning and discussion
- 46 Publicise the availability of the church for appropriate secular events
- 47 Ensure that those who would like a lift to church are offered one

How we can help

- ✓ Those who appreciate any aspect of the church's presence – building or people – can contribute financially or with their time and talents in a variety of ways from flower arranging to churchyard maintenance.
- ✓ Those who feel themselves to be Christian and who do not worship elsewhere can attend their local church.





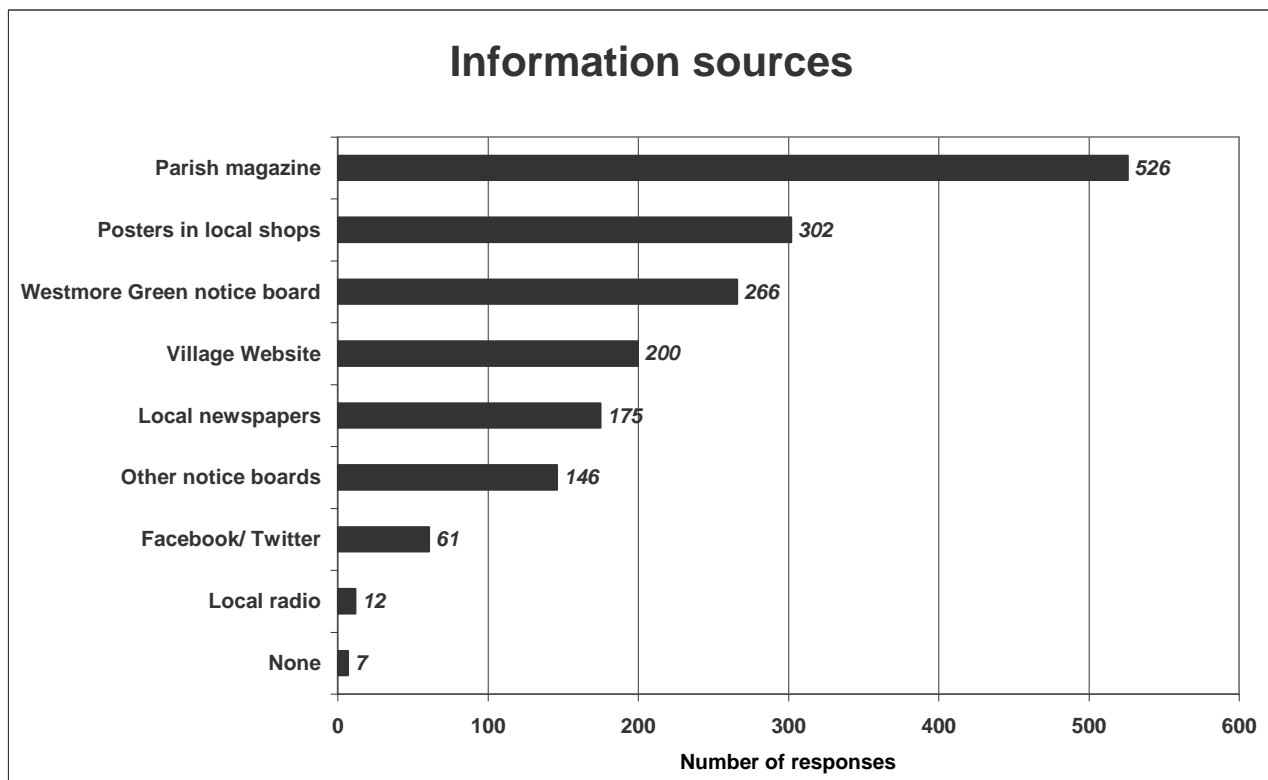
15 - Information and Communication



Publicity for Local Events

Tatsfield is an active community with many groups and societies offering a wide range of events; publicity is often vital to their success.

The results above show that despite the increase in popularity of web-based media, the Parish Magazine, posters in local shops and Westmore Green noticeboard are still the most popular ways of conveying information about local events. Of course the village website and Facebook/ Twitter are relative newcomers to the list and were not included in the same appraisal question 10 years ago. The fact that there was a predominance of older respondents could explain this skew.



The Parish Magazine

The Parish Magazine is distributed to each household in the parish for free. The many articles and events that the magazine covers are clearly well received as 78% of respondents read 'all or most of it'. This bodes well for interest shown by advertisers in the magazine and therefore revenues. 17% of respondents read 'selected items only', whilst only 5% 'do not read it'. These statistics will be encouraging news to the small army of Tatsfield volunteers that are responsible for the production and distribution of the Parish Magazine.

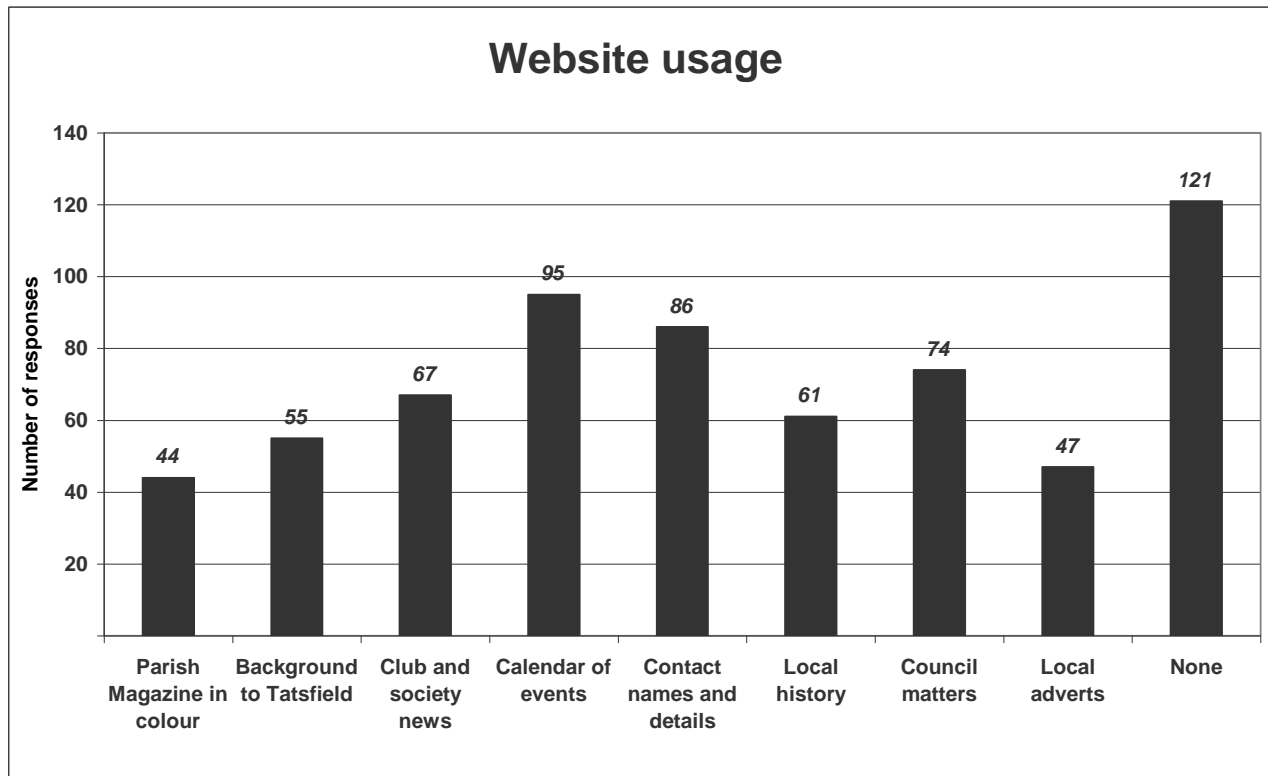
Tatsfield and the Internet

Not surprisingly, 82% of respondents use the internet at home. Historically Tatsfield has suffered from appallingly slow download speeds despite being on the periphery of London. However, within the past six months, much of Tatsfield has been brought up to speed with fibre optic cabling. Whilst in theory download speeds of up to 300Mb/s are possible on fibre optic cable, the majority of respondents (36%) reported speeds of 1-3Mb/s, with 20% reporting speeds of more than

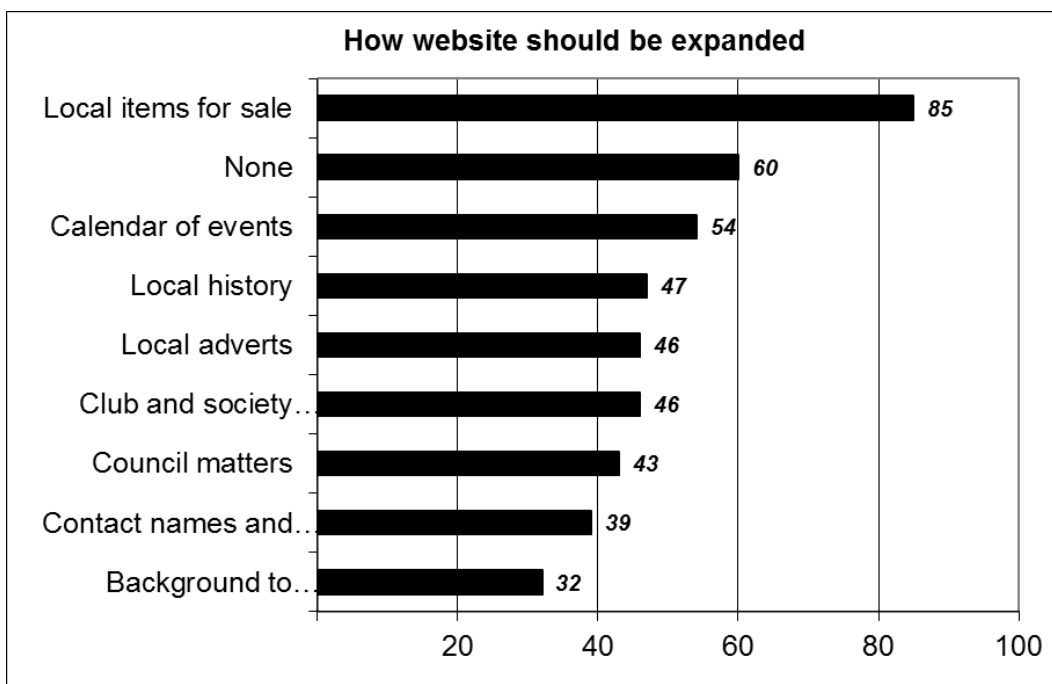


3Mb/s. Unfortunately 13% are suffering download speeds of less than 1Mb/s, with the remainder unsure what their download speed was.

The minority of people who use the village website (30% of respondents) appear to use it mostly for reference to the calendar of events and contact names and details (see split below). After that, people seem to use the website for news, council matters and club and society news.



However, of greater concern is that the village website is not used by the large majority (70%) of respondents. The appraisal questionnaire does not shed light on why this is the case. However, it might be due to the predominance of older respondents, or it could be the lack of relevance to younger people. This should be examined in more detail prior to making any changes to the existing village website.



Finally, in response to the question 'which of the following sections of the website should be introduced or expanded on this site', the majority of people would like to see local items for sale (see above). Another

suggestion was to include a section within the village website of local walks, such as the Wallet of Walks published by the Parish Council.

Recommended actions

The Website Team should:

- 48 Continue to publicised the existence of the website.
- 49 Expand the 'local items for sale' section of the village website
- 50 Include the Wallet of Walks on the village website.

How we can help

- ✓ All village organisations should increase their use of the website to publicise their events and news.





16 - Conclusion



The large number of households and individuals in Tatsfield have made their feelings known through this report. Naturally opinions differ and there is rarely unanimity but there are areas where there is scope for further improvement for our village. We believe that the recommended actions can form the basis for this. We have not attempted at this stage to give a time scale for any of these recommended actions but we recognise that a structure is necessary to coordinate and monitor their development. Many of these actions have been associated with the Parish Council as it does occupy a particularly distinctive role within the village. However it would be unreasonable to expect these elected representatives to undertake all these tasks themselves. This leads to our final recommendation:

Recommended action

- 51 The Parish Council should appoint a group to monitor the implementation of this report and should also delegate some recommended actions to this group for implementation. Priorities and timings should be agreed by these two bodies.

How we can help

- ✓ Offer to assist with any of the actions suggested in this plan
- ✓ There are members of the Steering Group who are willing to belong to such a development group but there may also be other villagers who would like to contribute in this way.

The results of the final two questions of the appraisal questions have not yet been mentioned. Asked about the quality of their life in Tatsfield over the past ten years, there were 557 responses which are analysed below:

Results from this and past Appraisals on quality of life in Tatsfield	% 2013	% 2003	% 1994
Improved	31%	31%	22%
Worse	11%	11%	36%
The same	29%	24%	42%
No opinion	6%	5%	-
Not been here 10 years	23%	29%	-

Over the past ten years our perceptions of Tatsfield life have remained remarkably stable.

186 (58%) responded to the question about fears and hopes for the village which was the opportunity to voice any other issues or worries. Of these 77 (41%) specifically referred to a fear of overcrowding/too much development. Many specifying the danger of loss of the 'green boundary' between the village and Biggin Hill.

Some more specific quotes about housing were:

no new houses built for next generation of Tatsfielders; more houses for elderly and young, not big houses (small & middle sized)

Smaller properties are rare for new starters or downsizing; restrict conversion of smaller houses to keep stock for downsizing; affordable housing for young who wish to stay in village, now attention to elderly (resident warden, nursing care etc) in next 5-10 years; allow new development, life never stand still;

The other strongest response was the 85 (46%) references to the hope that the village can retain its unique character: 43 specified the 'community spirit' and 42 the 'rural aspect' as being the most important feature to protect.

Other concerns were over anti-social behaviour, the fate of the village pub, the perception of crime and police responses, too many cars and speeding, less benefits for those who live further from the village centre; the loss of the GP surgery; the future of Tatsfield school and its importance to the village children.

A few other comments which should be of concern were:

Fears of being alone, with no help (Male 75-84 age group); coping with remoteness when get old;

On a positive note, it was gratifying to receive the following comment:

Thank you for the opportunity to give our views – it is human nature to look at negatives – please don't let these comments make you despondent as we rely on committed individuals (often without praise) to give our village the community spirit it has.



ACKNOWLEDGEMENTS

The Steering Group comprised:

Roger Pearce - Chairman
Marjory Broughton
Bob David
Helena Garcia
Ann & Denis Hayes
Paul Jackson
Ken Munday
Eileen Pearce
Anne Radford
Tina Rhoda
Richard Shephard
Gerald South
Mark Watts

The Steering Group are grateful to the following for their assistance with the appraisal:

Tatsfield Parish Council and in particular Ian Mitchell, Sue Smale and Nichola Stokoe who regularly attended the Steering Group meetings as observers.

Tatsfield Art Group for the line drawings included in this report which were also used in the 2003 report.

The cartoons used in this report were drawn by David Myers who produced cartoons for the Parish Magazine until his death in 2007.

The younger people of Tatsfield for their responses.

Warwick Network Limited who analysed much of the data.

Ordnance Survey for permission to use the map on the back cover.

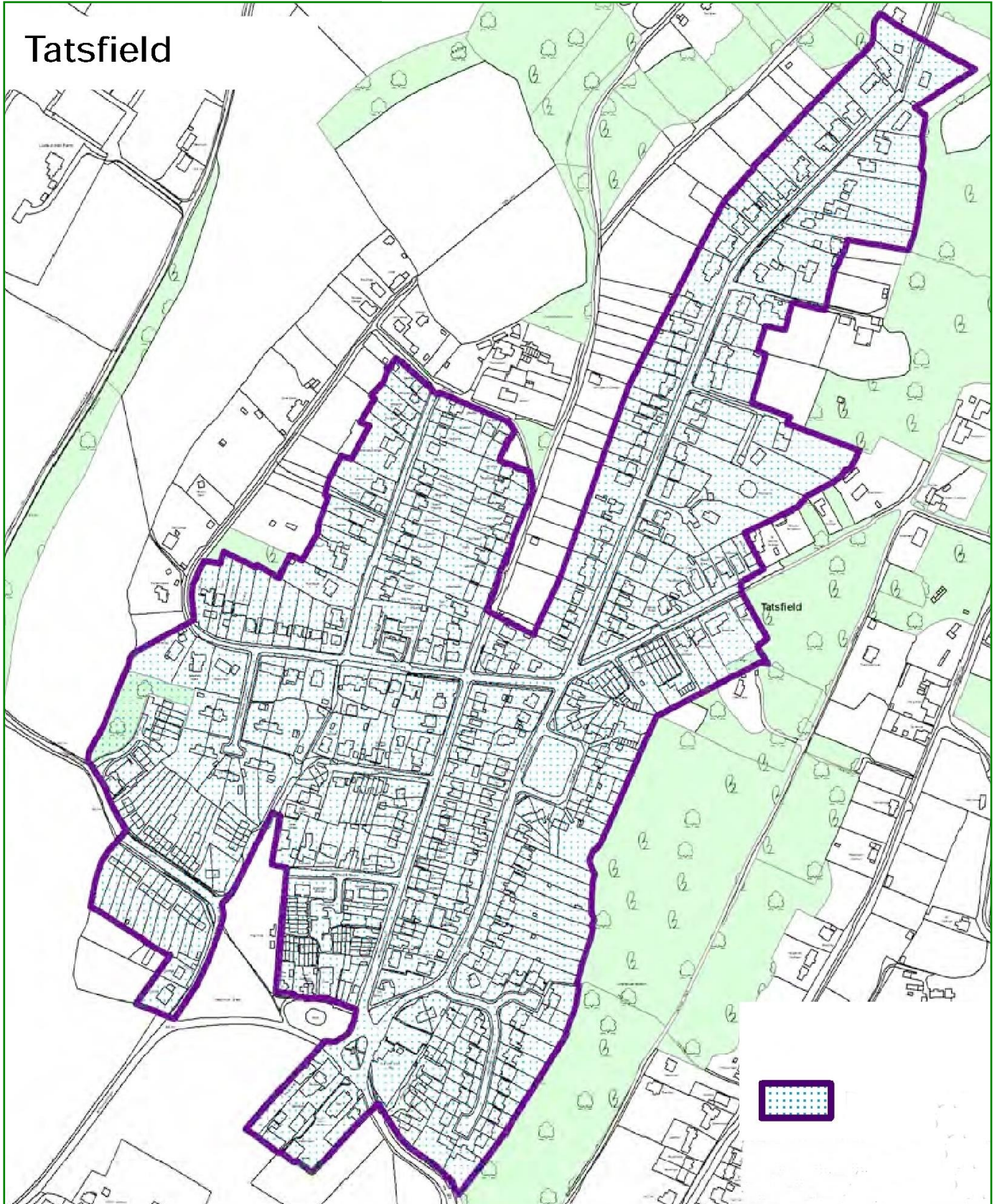
The Parish Magazine Delivery Team of 56 people, organised by Terry Cartwright, who regularly deliver to all Tatsfield households, who delivered the questionnaires and then collected them and also have included this report with their February delivery.

Those who assisted with the trialing of the draft questionnaire.

Linda Dance for receiving questionnaires delivered to her shop.

The people of Tatsfield who have responded in such large numbers to this appraisal.

Tatsfield



Recent Housing Development in the Village Centre

- John's Road (at top)
- John's Road (midway down)
- The Copse

- Vern Place
- Gresham Close
- Bassetts