

Candover Valley  
**COMMUNITY STORE**

**PUBLIC EXHIBITION REPORT**

**Prepared for Preston Candover and Nutley Parish Council**

**October 2015**

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## 1. Executive Summary

The Candover Valley Community Store committee hosted a public exhibition on 10, 11 and 12 September 2015 in Preston Candover. The purpose of the exhibition was to share plans for a new community store to establish the level of support for the design, location and the store's product offering from residents within the valley.

This report contains a summary of the feedback received during and in the weeks following the exhibition.

- 253 people attended the public exhibition
- 327 feedback forms have been received
- 223 feedback forms have been received from residents within the Preston Candover and Nutley Parish (the Parish).
- 93% of all respondents are in favour of a community store and post office.
- 89% of respondents within the Parish are in favour of a community store and post office, 17% of those support the progression of the project but have some concerns.

To determine the nature of the concerns raised by residents, the committee developed a series of distinct but not mutually exclusive categories for analysing and recording specific concerns and observations written in the feedback forms. These centred on the impact to the village hall, perceived loss of events on the field, parking and congestion and alternative site suggestions. Some of the concerns require the committee to consult further with other parties such as Basingstoke and Deane Borough Council and the Landowner and cannot be addressed immediately. However, for the benefit of the Parish Council, the committee sets out its initial responses, as well as those of Basingstoke & Deane Borough Council, to some of the concerns highlighted in this report.

As requested by the Parish Council, the information contained within mostly focuses on the results from Preston Candover and the Parish. However, this proposal aims to create a community store and post office to serve all valley residents. As such, the committee would be very happy to share further information on the surrounding villages if required.

## 2. The Exhibition

Personal invitations were hand delivered to each address in Preston Candover, Axford and Nutley 16-14 days prior to the exhibition (Appendix A). The exhibition was open to everyone and the dates were widely circulated in the valley via the Oxdrive, posters, valley websites, Facebook pages, email reminders as well as the Candover Valley Community Store (CVCS) notice board in Canterton Stores.

The exhibition was open on Thursday 10 September for a three-hour drop in session beginning at 6.00pm. The architect was available to answer questions about the design and position of the building. In addition to the eight members of the committee, representatives from the Plunkett Foundation and Hampshire County Council were also present to answer questions.

The exhibition was open again at different times of the day on Friday 11 and also on Saturday 12 September to give as many people as possible the opportunity to view the plans for the new store and post office with the committee present. A representative from The Post Office and two county councilors visited during these sessions.

- 120 people attended the exhibition on 10th September
- 253 People attended the exhibition overall.



### **3. Feedback Process**

All attendees over the age of 16 were eligible to complete a feedback form. Feedback forms were available to complete at the exhibition.

Following the exhibition, from 14 – 22 September the architect's elevations and display information (What is a Community Store, The New Store, Post Office, Volunteers, The Site, The Next Steps) as well as the feedback box (and spare forms) were displayed/sited in Canterton Stores.

The exhibition information has been available on the community store website (including the business plan) since 10 September 2015. Feedback forms have also been available on the community store website.

After 22 September, the committee identified addresses within the parish which had not returned any feedback forms. From here a doorstep follow up was carried out by committee members Carolyn Dawnay and Nevil Wilson to households in Preston Candover (including Moundsmere), Nutley and Axford to give members of these households an opportunity to give their feedback.

If residents were available at the doorstep they were given the opportunity to:

- Look at the elevations for the proposed building and see the site plan as well as ask questions about the community store and post office.
- If residents wanted to give feedback they could either fill in a feedback form at the doorstep, take time to look at the website (address given at the doorstep) before completing a feedback form and returning it to the feedback box in Canterton Stores or arranging with Carolyn for collection.

Where no one answered the door:

- A feedback form was posted through the door with Carolyn's contact telephone number as well the community store website address for further information.
- Similarly, these residents had the opportunity to return their forms to Canterton Stores before midday on 3 October or to arrange collection with Carolyn.

Households were visited regardless of type of occupancy but not visited more than once.

### **4. Population Data**

According to Hampshire Country Council's dwelling data there are circa 185 dwellings in Preston Candover and Axford. Unfortunately, it does not provide standalone information for Nutley but the committee's research suggests there are a further 13 dwellings in Nutley.

- Out of 198 dwellings within the Parish, feedback forms were returned from 131 separate addresses.
- 225 feedback forms were completed from residents in Preston Candover (including Moundsmere), Axford and Nutley.

## **5. Data Analysis**

The headline summary feedback has been calculated by the specific boxes marked on the feedback form:

- I would like this project to continue
- I do not support the progression of this project
- I support the progression of a community store in principle but I have the following concerns

To accommodate those residents with concerns about the project regardless of which box was marked, the committee developed a series of distinct categories for analysing and recording these concerns and observations. All concerns were recorded including multiple concerns to give as full a picture as possible to the data.

Each respondent's feedback has been individually coded and electronically recorded along with their name, village, house name and/or number and post code in addition to the box ticked and comments received. Please see APPENDIX B and C for a sample feedback form and data sheet which demonstrates how the information was collated.

For the most part, feedback forms were completed individually and multiple forms completed per household. In order to keep the data as accurate as possible, in the few cases where a couple had filled in one form but it was clearly stated that the form was on behalf of two people (for example Mr and Mrs G Smith), the form was given two codes. In this way the data is more accurate as the vast majority of multiply occupancy dwellings returned multiple forms.

### **5.1 Data Protection**

The Candover Valley Community Store is committed to ensuring that in accordance with the Data Protection Act 1998 that the data supplied in the feedback forms is processed in accordance with the legislation and codes and is not passed on to any third party outside the Candover Valley Community Store committee.

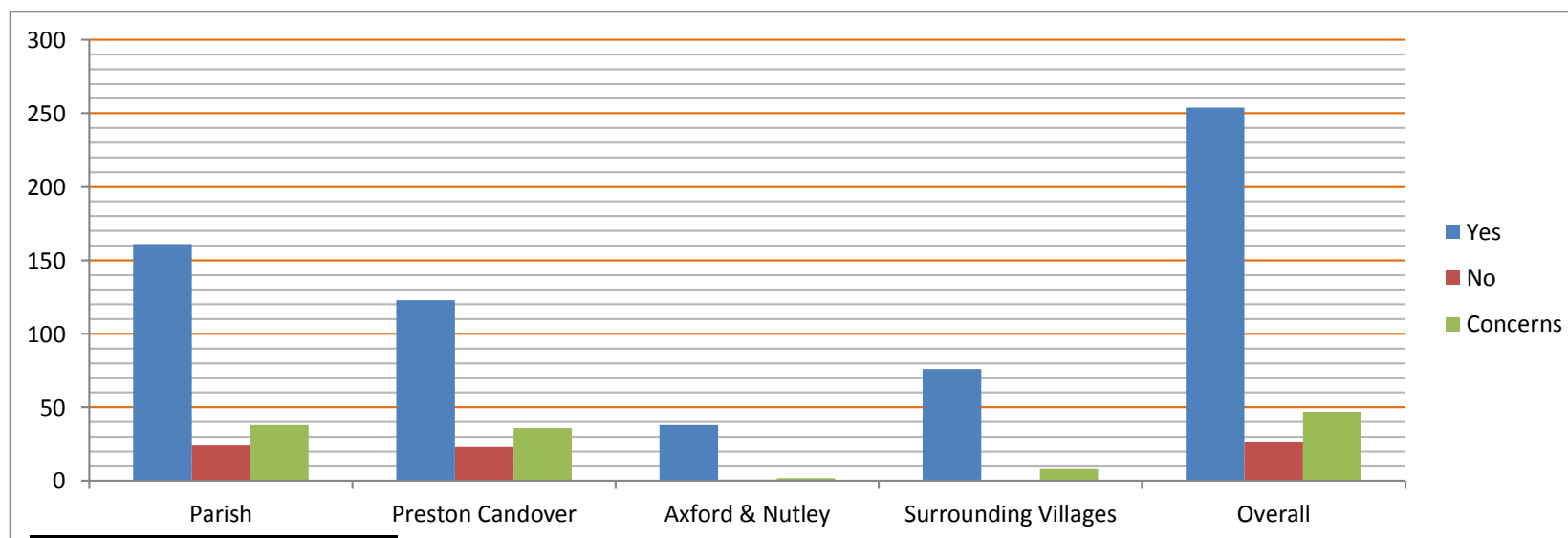
## 6. The Results

6.1 Headline Summary shown as a Percentage of respondents from each area. (For list of 'Surrounding Villages', see next page).

	The Parish	Preston Candover	Axford & Nutley	Surrounding Villages	All Responses <sup>1</sup>
I would like this project to continue	72%	67.5%	93%	90%	<b>78%</b>
I support the progression of a community store in principle but I have the following concerns	17%	20%	5%	10%	<b>14%</b>
I do not support the progression of this project	11%	12.5%	2%	0%	<b>8%</b>

6.2 Headline Summary by Number of Forms from each area.

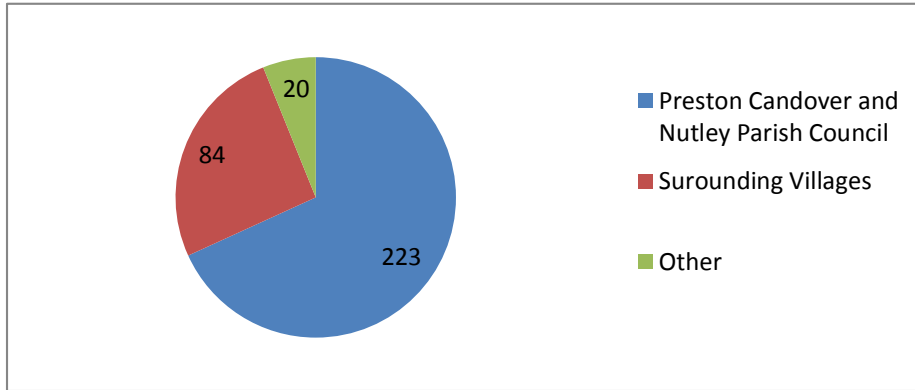
	The Parish	Preston Candover	Axford & Nutley	Surrounding Villages	All Responses <sup>2</sup>
I would like this project to continue	161	123	38	76	<b>254</b>
I support the progression of a community store in principle but I have the following concerns	38	36	2	8	<b>47</b>
I do not support the progression of this project	24	23	1	0	<b>26</b>
<b>Total Forms</b>	<b>223</b>	<b>182</b>	<b>41</b>	<b>84</b>	<b>327</b>



<sup>1</sup> Including 20 responses from outside the valley

<sup>2</sup> As above

**6.3 Geographical breakdown of where ALL Feedback Forms originated.**

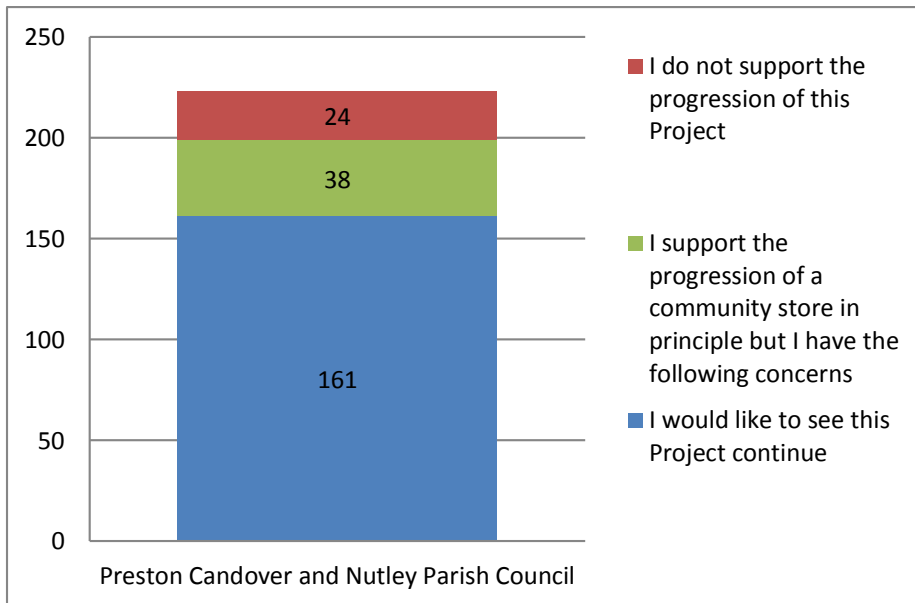


Preston Candover and Nutley Parish Council	223	68%
Surrounding Villages	84	26%
Other	20	6%
	327	

*Surrounding villages: - Bradley, Brown and Chilton Candover. Ellisfield, Wield, Northington, Swarraton and Cliddesden.*

*Other: - Dummer, Alresford, London, Basingstoke, etc.*

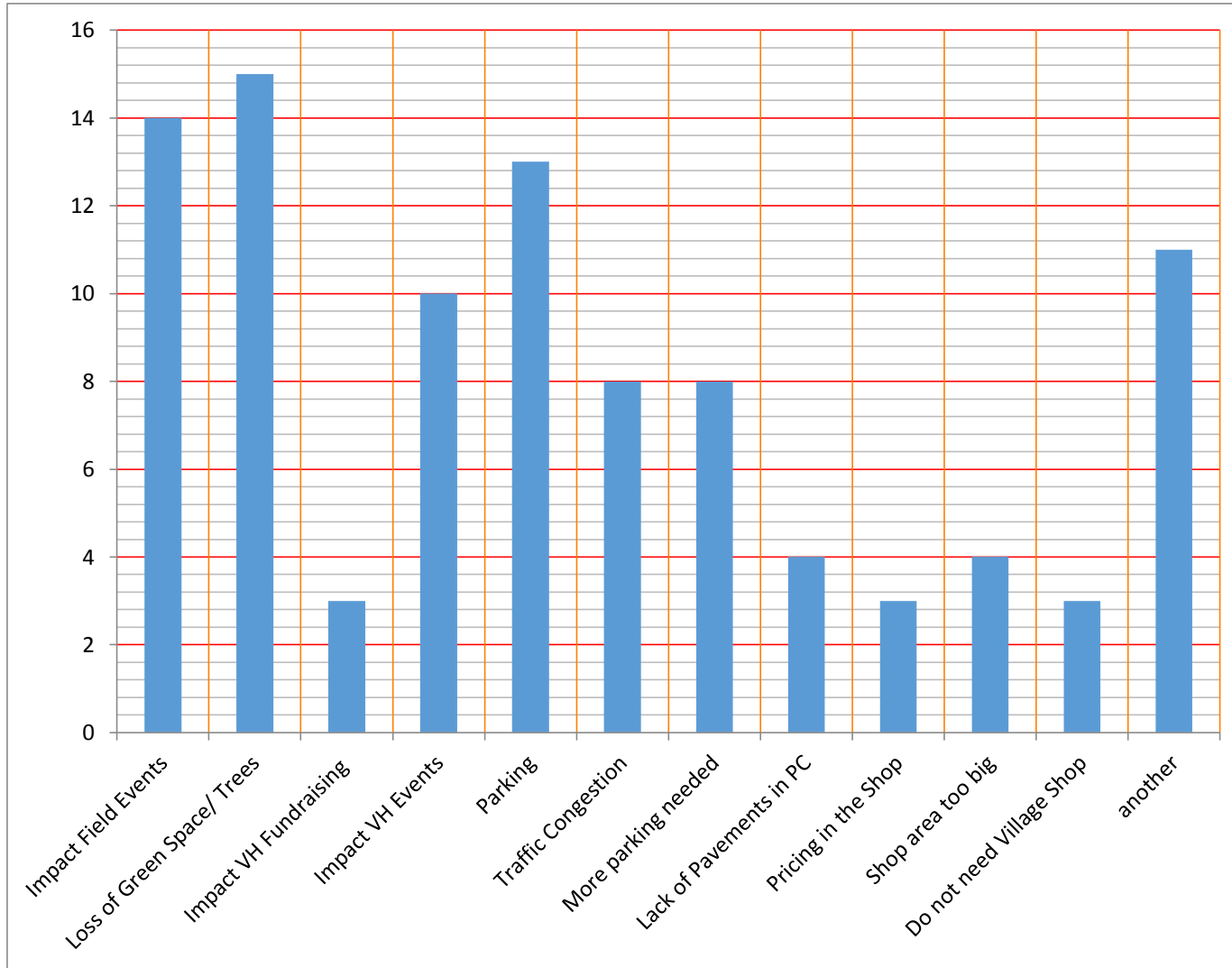
**6.4 Results for Preston Candover and Nutley Parish Council area only.**



I would like to see this Project continue	161	72%
I support the progression of a community store in principle but I have the following concerns	38	17%
I do not support the progression of this Project	24	11%
	223	



**6.5 Concerns from Preston Candover and Nutley Parish Residents.**



**Number of times each concern mentioned:**

Impact Field Events	14
Loss of Green Space/ Trees	15
Impact VH Fundraising	3
Impact VH Events	10
Parking	13
Traffic Congestion	8
More parking needed	8
Lack of Pavements in PC	4
Pricing in the Shop	3
Shop area too big	4
Do not need Village Shop	3
Another	11
	96

## **7. Initial Response to Concerns**

Chart 6.4 on the previous page illustrates the types of concerns expressed in the feedback forms. Some of the concerns require the committee to consult further with other parties such as Basingstoke and Deane Borough Council and the Landowner so they cannot be addressed immediately. However, for the benefit of the Parish Council, the committee sets out its initial responses (and where appropriate those of Basingstoke and Deane Borough Council) to some of the concerns below. The committee believes that it will be able to successfully address some of the concerns about the proposed location.

### **7.1 Impact on Village Events such as Bonfire Night and Fete**

The committee does not believe that the community store will have a negative impact on the continuation of the annual village fete and bonfire event. The proposed new building was never intended to displace these events and therefore the committee will seek to reassure the community that as far as it is concerned these events would not be affected.

Preliminary research into any safety implications of hosting the annual bonfire and fireworks night determines that the proposed new building will not affect the continuation of the event.

### **7.2 Greenfield site**

The committee has always recognised that proposing a new building in this location would greatly concern some residents. It continues to give the location very careful consideration and it remains dedicated to working with the architect and Landowner to minimise its impact on site lines and the street scene.

From a planning perspective, please find below Basingstoke & Deane Borough Council's (BDBC) response to the CVCS' formal pre planning application in relation to the proposed location:

*The store would be visible from across the village green to the northwest, however this new building would be viewed with a backdrop of the village and its associated built form. Furthermore, the prevailing topography of the land and existence of mature tree belts prevents any locally significant views surrounding the village from being harmed by the development. In this regard, the visual impact upon the open character of the countryside would be limited.*

In relation to concerns raised over the possible removal of trees, please again refer to BDBC's response below:

*It is fully acknowledged that by retaining these trees, the community store would either have to be re-sited to the north, away from the village hall, or west deeper into the site. Both options could ultimately result in the building being viewed as more isolated and less related to the road and customers. Such an assessment must be based upon the value of retaining these trees against the merits of siting the store closer to the village hall and retaining the open vista across the village green.*

The committee does not wish to remove trees without very careful consideration and after professional advice. However, if the best compromise is the removal of a particular tree, where that tree is too mature to be replanted, the committee is committed to planting a replacement tree elsewhere on the site with the appropriate approval.

### **7.3 Impact on Village Hall**

The committee remains open to discussions with the Village Hall Committee to mitigate the impact of a new neighbour and has already expressed a desire to collaborate as much far as possible. The committee continues to recognise that it needs to adhere to BDBC's planning policy of creating a "cluster of amenities" in the centre of village whilst not disadvantaging the Village Hall and its users.

### **7.4 Parking and Traffic Congestion**

The committee will work closely with Highways to minimise congestion relating to the store. It will also consult again with both Highways and the Landowner to find an acceptable solution to the parking requirements of the proposed new store and address the concerns about the number of parking spaces. The committee remains open to consulting with other community bodies for a mutually beneficial solution. It is worth noting from the formal pre planning response received from BDBC that The Highway Authority raises no in-principle objection to the proposed development subject to reaching agreement about the final details.

As stated in the business plan, the safety of children, particularly given the proximity of the school, remains of paramount importance and The Highways Authority raised no safety concerns.

### **7.5 Size and Design of the Proposed Building**

The committee will review the design of the building with the architect to address some of the comments about the building's size and design. There were a number of insightful suggestions made that the committee is keen to pursue. Please see below for BDBC's initial response to the size of the proposed community store:

*In terms of the scale, the height, width and length of the building in relation to its surroundings, it is considered proportionate for its intended use, so too is the proposed entrance and facades. Its scale is also considered to relate well to the intended users and its setting within the village itself.*

### **7.6 Pricing in the Store**

The business plan has always made clear that the store will stock the basics as cheaply as possible. The creation of a community store is at the heart of this proposal and therefore the store will not be centred on maximising profits in the same way a commercial enterprise needs to, in order to provide income for its owners. The community store aims to be as inclusive as possible.

### 7.7 Other Concerns

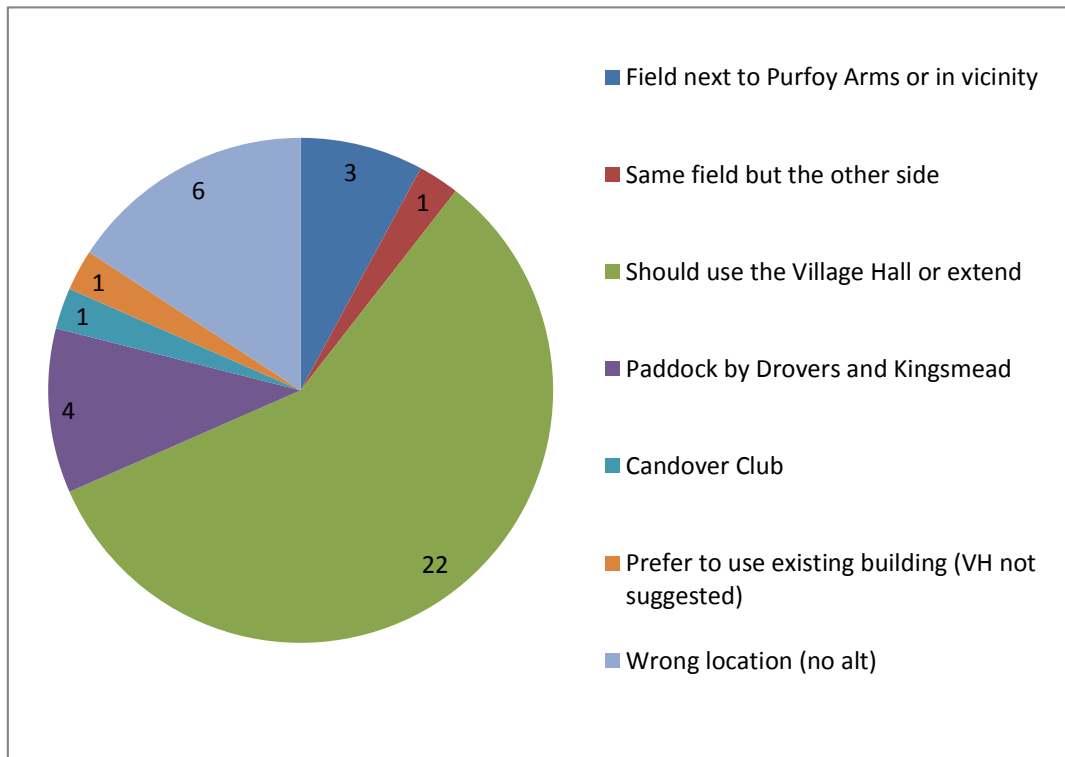
There were other concerns that the committee does not believe relate directly to the store and are unable to address specifically such as the lack of pavements in Preston Candover. The Parish Council may also be interested in this particular concern as it presumably falls under its own remit.

All concerns were recorded. However, where concerns were not mentioned more than twice they have not been represented in this report but all concerns are being given the committee’s full consideration. These type of concerns included retaining volunteers, post office security and internal layout queries.

### 8. Alternative Site Suggestions

33 respondents from within the Parish gave alternative site suggestions illustrated in the chart below. Some residents suggested multiple alternative sites which have all been recorded below.

Chart illustrating alternative site suggestions:



Number of times each location suggested:

Field next to Purefoy Arms or in vicinity	3
Same field but the other side	1
Should use the Village Hall or extend	22
Paddock by Drovers and Kingsmead	4
Candover Club	1
Prefer to use existing building (Village Hall not suggested)	1
Wrong location (no alternative given)	6

## APPENDIX A – Invitation

Candover Valley  
COMMUNITY STORE

# INVITATION

## TO A PUBLIC EXHIBITION OF NEW PLANS FOR A COMMUNITY OWNED STORE AND POST OFFICE IN PRESTON CANDOVER

Dear

The members of the Candover Valley Community Store committee would like to invite all residents in the parish of Preston Candover, Axford and Nutley to a public exhibition to show you our exciting new plans for a community-owned store and post office.

The exhibition is intended to be as informative as possible and will include displays of the planned design, a site plan, some key extracts from the project's business plan and fundraising plan along with sample stock. Committee members will be on hand to answer any questions and to listen to your feedback on the proposals.

You are welcome to drop in at any point during the event, which will be held over three days to give as many residents of Preston Candover as possible an opportunity to see the plans. The exhibition is being held on:

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### THURSDAY 10TH SEPTEMBER 2015 (6PM – 9PM)

On Thursday evening, members of the Candover Valley Community Store committee will attend to answer your questions along with the architect and representatives from the Plunkett Foundation, the Post Office, Hampshire County Council and other advisers. Refreshments will be available on this evening.

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### FRIDAY 11TH SEPTEMBER 2015 (2.30PM – 6PM)

### SATURDAY 12TH SEPTEMBER 2015 (10AM – 1PM)

At these drop-in sessions members of the Candover Valley Community Store committee will be available to answer your questions.

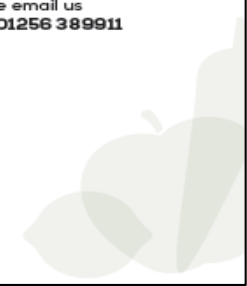
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**The exhibition will be in PRESTON CANDOVER VILLAGE HALL on all three days.**

We believe this development will be of great benefit to the village and wider community and we look forward to discussing our proposals with you at the exhibition. However, if you are unable to attend but would like more information, please email us at [info@candovervalleycommunitystore.org.uk](mailto:info@candovervalleycommunitystore.org.uk) or call Carolyn Dawnay on 01256 389911 or any member of the committee who will be happy to speak with you.

Yours sincerely

on behalf of the Candover Valley Community Store committee



APPENDIX B – Sample Feedback Form

Candover Valley  
COMMUNITY STORE

SS02

CANDOVER VALLEY COMMUNITY STORE PROJECT  
FEEDBACK FORM

THANK YOU FOR ATTENDING OUR PUBLIC EXHIBITION TODAY

We hope you found it informative. All members of the Candover Valley Community Store committee are keen to proceed with the development of these new services which we believe will be of real benefit to the village and surrounding communities. However the project will only continue if the residents of the parish of Prestar, Candover, Axford and Nutley support it.

We would like to ask as many people as possible who attended today to leave us their feedback. Once you have completed this feedback form please leave it in the box provided.

Having attended our exhibition today, please tick one option below:

- I would like to see this project continue
- I do not support the progression of this project
- I support the progression of a community store in principle but I have the following concerns:

IT WOULD BE A REAL SHAME IF  
① THE FETE & BONFIRE CEASED. THE  
AREA IS ALSO VERY ② CONGESTED  
AND I THINK THERE WON'T BE ENOUGH  
③ PARKING!

Your feedback is important to us. We will be considering all comments received in the coming weeks. If you would like us to keep you informed on our progress please tick here:

It is important that we can verify the information we gather and would be grateful if you would leave your details below:

Name FREDERICK SMITH  
Address THE SMITHY  
NUTLEY Postcode RG25 2E2  
Email FRED.SMITH@SMITHY.COM Phone 07968 296 232

