# BRIZE NORTON A VILLAGE COMMUNITY UNDER THREAT



**BRIZE NORTON ACTION GROUP - BRIZE NORTON PARISH COUNCIL** 

## BRIZE NORTON - A VILLAGE COMMUNITY UNDER THREAT

# A village community



Millenium celebrations beside the Elderbank Halll in Brize Norton



Beer Festival beside the Elderbank Hall in Brize Norton, 26 May 2012

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Historic Village Under Threat Brize Norton Village (Brize), its history, its geography, its size and make up. Includes the airfield, the development of Carterton, the fear of encroachment and coalescence. Think of Carterton as Russia and Brize as Ukraine and you get the idea.	Page 5
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All traffic data is from OCC Highways, all other data is from National Statistics Census 2011.

#### **BRIZE NORTON ACTION GROUP**

#### **BRIZE NORTON PARISH COUNCIL**

H Beckingham - Manor Road

K Beckingham - Manor Road

J Butcher - Manor Road

Butcher Manor Road

M French - Station Road

L Goble Station Road

A Hancock - Moat Close

A Hartcock - Woat Clos

D Homer - Station Road

C Homer - Station Road

M Holmes - Carterton Road

P Holmes Carterton Road

G Pratley - Burford Road

J Shorrock - Carterton Road

C Smith - Carterton Road

W Way - Station Road

K Glazier - Station Road

Fred Bellenger - Daubigny Mead

Stuart Guest - Daubigny Mead

S Shorrook, Carterton Road

P Squire Station Road

L Taylor - Chichester Place

Carolyn Peach - Station Road Parish Clerk

Our campaign has been a team effort. The Parish Council and BNAG have worked together to put our case forward. The former has taken the formal route, whilst the latter has used the local media with some success, getting regular coverage in the local press and once making BBC local news. But we are not alone in our beliefs, indeed the strength of the support in the community is evident in the response to our questionnaire survey carried out at the end of 2013. A year earlier we delivered a petition to WODC voicing our objection, and this contained 356 signatures, equivalent to one per household. The residents of Brize Norton are committed to our cause.

# Historic village under threat

Brize Norton is under threat from its much bigger neighbour, Carterton. *The village dates from the Middle Ages and is mentioned in the Domesday Book (1086)*. Up to the first half of the 20th century the village was a self-sufficient agricultural community linked with Bampton.

#### **Organic Growth**

Brize has grown organically over the centuries, each period adding to the housing stock and contributing to its character. The village has a population of around 1,000, in some 350 dwellings, in about 1200 ha. *The housing density is 0.3/ha*.

#### A Vibrant Community

It has two pubs, an award winning primary school, a newly re-roofed Norman Church, allotments, a modern well-equipped village hall adjacent to a recreation ground with a cricket pitch and pavilion, and a modern adventure playground. Four farms survive. There is a small industrial estate near the old railway line and a local family run builders' merchant. The majority of the population work outside of the village and rely on shops and amenities in Carterton, Witney, Swindon and Oxford. The village has several excellent sports teams.

Village events are well attended and this testifies to the certainty that there is a strong village spirit.

#### The RAF Base Arrives

RAF Brize Norton was founded in 1937, and has been in the hands of both the RAF and the USAF (1950-65). It is currently the main RAF base for Strategic & Technical Air Transport. It is the biggest base in the UK.

#### Carterton Grows Rapidly

Carterton's development dates from 1894 when William Carter bought the land and sold it off as 6-acre plots with bungalows. Its importance as a settlement really only came about from its location adjacent to the old main gate to the RAF base. The housing in the town was expanded rapidly from 1965 in line with the RAF's needs for accommodation. This expansion has continued since this period with Shilton Park being the last major development. Its growth has created a town with sparse history and little character. We do not want to be swallowed up by our neighbour.



Brize Norton is rural by nature



Even these children would feel at home in today's setting!



The centre of Brize Norton with its War Memorial



By contrast - Carterton is very urban in character!



View to the NW of Brize Norton showing the green fields between Brize and Shilton Park



Shilton Park from Burford Road Brize. The proposed estate would be much closer



The proposed development site from Carterton Road



View of the proposed site from Burford Road, Brize Norton

# An Agricultural Site at Risk

The site is in Brize Norton Parish and is made up of open fields. It is bounded by Monahan Way to the west Burford Road to the north and Carterton Road to the south. Two WWII hangers lie to the east.

#### In The 2011 Local Plan

This provides the basis for determining all local planning applications in the District". (WODC Website – 26th March 2014). The site is included in this and is designated as "Policy Area to Prevent Urban Sprawl and to Protect Existing Character (Policy NE2)". **NE2** effectively excludes any development of a non-agricultural nature.

# Draft SHLAA Settlement Summary – Carterton, of January 2011.

This document states in para 1.29:

"The North East Development Area (Shilton Park) and associated distributor road (Monahan Way) now forms the eastern edge of the town. This was carefully located and designed to protect the setting and separate identity of Brize Norton village."

And in para 1.30:

"The proximity of this edge of the town to the village of Brize Norton is particularly prominent when leaving Carterton along Monahan Way. This area constitutes the gap between the busy and expanding Carterton and the relatively tranquil and long established settlement of Brize Norton, and is part of the of the village agricultural setting (Carterton Landscape Assessment Area B1). The topography and generally weak landscape structure would mean such development would be particularly prominent and difficult to screen. Under current planning policies this area is not considered suitable for residential development and is to be retained as a strategic gap between Carterton and Brize Norton thus maintaining their separate identities."

#### Verbal Assurances Given

There are many witnesses to public statements given by WODC councillors that "Monahan Way was to be the eastern boundary of Carterton".

#### **Broken Promises**

If the above are not honoured then what faith are we to have in our elected officials? How can such clear statements be turned through 180° in the space of 12 months?

# Alien Invasion of Oxfordshire Village

#### The Proposal

The Bloor Homes proposal to build 700+ houses in Brize Norton Parish would swamp the village with houses that are inappropriate in style and on a scale that would completely destroy its character.

#### **Serious Encroachment**

The proposed site is currently the buffer between Brize and Carterton and provides a clear demarcation between them. This separation is now less than 1km, and this would reduce to less than 400m. Those nearest Burford road would be only 100m away.

#### **Threatens Coalescence**

The proposal includes a strip of land to the north of Carterton Road, but this is not included in the land guaranteed free from further development for the next 150 years. If houses were built on this at a later date then Brize would effectively have been coalesced with Carterton.

# **High Density Housing**

The land allocated for housing is 21ha which equates to a density of 33.3/ha, and the total for the site is 45ha, equivalent to 15.5/ha. These figures are 115 and 53 times the current housing density in Brize and unsuited to a village environment.

#### Modern Housing Design out of Place

It is virtually impossible to replicate a village that has grown organically over centuries, and it takes skill to incorporate even a few houses into such an environment without adversely affecting its character. To attempt to put 700+ into one seems to be foolhardy in the extreme.

#### **High Visibility**

Shilton Park is already very visible from Burford Road. This development would be even more so. Equally on leaving the village via Carterton Rd the new housing will be in sight as you pass the last house in the village. *The sense of separation will be lost*.

## **Community without a Clear Identity**

Already it is clear that the residents of Shilton Park feel isolated from Carterton, and identify with their estate and local facilities. *Monahan Way will serve to separate the new development from Carterton.* It will belong to neither Carterton nor Brize.



Map showing the intrusive nature of the proposed development



Mock-up to show the closeness of the proposed new homes



Houses on Shilton Park showing the character of modern housing estates



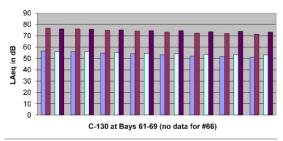
Bloor Homes in Faringdon!

C130

# Company of the Compan

A400M

#### LAeq Data for RAF BN with min/max values for BN North & Carterton 4



Noise chart for site



Typical light pollution at an RAF base

# **A Noisy Neighbour**

Noise, light and air pollution combine in an unholy trinity to create problems for anyone living near RAF Brize Norton (RAF BN), the largest in the UK. None of these pollutants are amenable to a practical solution. The airfield will always be lit up. Aircraft always produce air pollution. The RAF admits that it is unlikely to be able to reduce the overall noise from aircraft movements, engine runs and ground running equipment.

#### Are the Planners Turning a Deaf Ear?

No-one expects a major RAF base to be noise-free. RAF BN is no exception. Residents living in the vicinity became used to most aircraft noise, that is until the Hercules C-130 arrived from Lyneham. The C-130 is a very noisy aircraft indeed, especially when it's on the ground. Its future replacement the A400M is reported to be at least as noisy, if not more so.

There have been numerous studies relating to noise levels generated by RAF BN. Some of the studies contradict each other in their conclusions. The recent AMEC report gives noise levels for EGR (engine ground running) for bays 61-69, right opposite the proposed site. The points of measurement are also close to the site, see chart. The worst values are well above the accepted levels for daytime and all seriously above those for night-time. The difference in min/max values are due to wind direction. The figures clearly show the real risk of sleep disturbance. Remember the base is operational 24/7 with frequent night flights.

#### The Planners are Alone in Denial

The residents of Brize know there is a noise problem, The Prime Minister and the RAF acknowledge that there is a serious noise problem; even Bloor Homes have proposed aligning their houses in such a way as to mitigate the effects of noise. Believe it, there is a serious noise problem which will affect houses and residents on the proposed site.

#### A Beacon of Light

Light pollution cannot be mitigated; it is an ever present problem. *The station can be seen from miles around as an orange glow in the night sky*. Sat Nav is not needed to find Brize Norton. The adjacent Medical Centre has security lights to add to the glow.

# Sniff the Air, Just Don't Inhale!

The level of air pollution depends very much on wind direction. Some days there is a strong smell of jet fuel and occasionally car windscreens have an oily deposit on them. We can only speculate on other contaminants as few, if any, measurements have been made and publicly reported. If present, oxides of nitrogen and partially burnt fuel would be potentially very dangerous. **Bloorland could seriously affect your health**.

# **Bloor Blurrings & Blunders**

Any sales brochure is bound to make the product look its best. There will always be examples of slight exaggeration (acceptable), obfuscation and misrepresentation (unacceptable). Sadly the Bloor documents put forward for this site contain a number of the last two.

#### **Access to Carterton Town Centre**

The site is approximately 2km from the town centre. In our experience this is further than most people will walk, especially with shopping, which means they will mainly use their cars.

Pedestrians and cyclists would have to cross Monahan Way, and from here there are no pedestrian or cycle dedicated routes to the town centre. In fact Carterton is poorly served in this respect.

#### Schooling

A 2-form entry primary school is proposed, but no mention of when it might be built. If it is built first, then it will have no pupils from the site and will have to poach these from nearby locations. If built at the end of the development period the existing children on the site will have been housed already in nearby schools. So we have a school with no pupils, or pupils with no school. A period of disruption is inevitable.

#### **Public Transport**

Not as comprehensive as suggested, the S2 does not run evenings or Sundays. *Monahan way is served by a re-routed & restricted S1 the rest of the time.* 

#### **Access to Masons Arms**

This pub is on Burford Rd in Brize. Bloor estimate the distant by car to be 0.8 km, not so! After leaving the estate you cannot turn right onto Burford Rd so at least 3km. These errors show their lack of basic knowledge of the area.

#### Medical

We questioned both the Broadshires Health Centre and Bampton Surgery on the status of their rolls. **Both** stated that they had no spare capacity.

#### **Places of Worship**

In Brize they incorrectly mark the Methodist Chapel (a private residence for 10+ years) and a total unknown on the north side of Carterton Rd opposite the church. **Again, a complete lack of local knowledge**.



This cycle way does not go to the town centre



S1 Bus route runs through Brize Norton



The junction of Burford Road, Brize Norton with Monahan Way. No right turn!



Our third church! In fact, a private residence



A small fraction of the free space on the Ventura Business Park



Staionary traffic on the A40 at Eynsham. Still 7 km to go!

Table 1: Comparison of Facilities

	Number of Units			
	Witney	Carterton		
Convenience	14	9		
Comparison	140	15		
Service	123	34		
Vacant	18	2		
TOTAL	295	60		

Convenience is food and groceries. Comparison is clothes and electrical items

Table 2: Shopping Preferences of Carterton Residents

	Witney	Carterton
Convenience	>35%	43%
Comparison	48%	4%

Convenience is food and groceries. Comparison is clothes and electrical items

# The Sustainability Myth

WODC has a stated approach of placing housing and employment in close proximity. This is a key factor in the sustainable development of the district. Unemployment in the district is low, but this is a result of many residents commuting out of the district to their place of work.

#### **Existing Building Plans out of Balance**

Plans for new housing developments that are being proposed and approved acknowledge that future residents will have to commute some distance to their place of work as there are insufficient jobs available locally.

#### **Business Parks Undersubscribed.**

Ventura Retail and Business Park in Carterton has been in existence for more than 10 years, and is still less than 50% full. *Clearly it is not an attractive location for business.* 

#### Poor Access and Infrastructure.

Carterton has poor road communications, only the A40 is a trunk road, and this is heavily congested between Witney and Oxford. Other routes to the town pass through country lanes and surrounding villages, and are unsuited to heavy traffic. Carterton is out on a limb.

#### **Limited Consumer Choice**

A GVA report "West Oxfordshire Retail Needs Assessment Update" in 2012 for WODC has data on the shopping habits of Carterton residents. Table 1 shows a comparison of Carterton & Witney facilities; table 2 their preferences. Clearly Carterton lacks the facilities to compete with its bigger neighbour, and cannot attract major retailers as they all gravitate to Witney.

#### **Poor Nightlife and Entertainment**

With only 2 pubs and 1 restaurant in their town to choose from, Carterton residents have to look elsewhere for a good selection of venues for their evenings out.

#### **Current WODC Policy is Flawed**

Building Shilton Park has not attracted an influx of industry to Carterton, but has increased the number of commuters. *Extending the town out towards the nearby villages will not improve matters but only make things worse.* The new communities will not identify with Carterton, which needs a period of reforming and consolidation.

Build the Houses where the Jobs are!

# Flood Risk, or Dial "N" for Noah

Much of Brize Norton lies 10-15 m lower than the proposed new housing site and is already subject to occasional localised flooding.

#### The Shilton Park Effect

Flooding was not a major problem in the village before Shilton Park was developed. Despite assurances from the developer that their flood management infrastructure would reduce the impact of flooding on Brize, the problem has become much worse since Shilton Park was built.

#### The Bloor Promise

The developers are promising a reduction in surface water from the proposed development by 80% of present levels providing balancing pools and other measures. Given the poor track record of flood management in the catchment area the villagers of Brize have very little confidence in the solutions proposed and must have assurances on this matter, and some underwritten long-term guarantees.

#### Not a Simple Problem

Water from parts of the site pass under the runway on RAF BN, which makes any required improvement in capacity here very difficult, it's MOD land. It is not sufficient to drain the site through existing channels The developers must provide evidence that their plans for flood alleviation will actually work. This means the measures should be put in place and tested before any building commences.

#### And the Authorities Say

The Environment Agency wrote to WODC on 10 February 2014 in regard to the Christ Church planning application for Carterton East. They question their Flood Risk Assessment (FRA) saying that the total volume of water leaving the site during storm events could increase thereby increasing flood risk.

The MOD warned of flood risk to RAF BN by 2020 (see Daily Telegraph 23rd February 2014). The effect of climate change in coming years will surely increase the risk of flooding.

The Local Plan (2011) clearly states that there should be no increased risk of flooding as a result of development.

#### **Sewage Matters**

The proposed Bloor development will not use the existing Brize Norton Sewage system, which is already at full capacity. However some surface water will inevitably find its way into the existing sewage system. Thus uncontrolled surface water from the new development will threaten to inundate the current system, posing a serious health hazard.



Water, water everywhere!



Flooding of Carterton Road January 2014



Access road to RAF Medical Centre in Carterton Road near the proposed site



Sewage Treatment Plant in Brize Norton.
Pumping for weeks on end!



The award winning Primary School,
Brize Norton

# Carterton Rd Station Rd Manor Rd Witney Rd Minster Rd 0 2000 4000 6000 8000 10000 Vehicle Count 24 hr 5-Day Average

#### Carterton to Witney Traffic Flows

	Vehicles 24hr
From A40 Eastbound Turning North on A415	2645
Through Brize Norton Witney Rd Eastbound	3003

The Conclusion! The principal route from Carterton is through Brize Norton!



One of many heavy good vehicles passing through Brize Norton

# Impact on Brize Norton Village

The consequences of "plonking" 700+ new houses in a village that today has only circa 350 are manifold and serious.

#### **Population to Treble**

Brize will be closer to the new development than Carterton, so many of the new residents will want to use our facilities such as the village hall, the sports field and pavilion, the post office, and last but not least, the pubs. The hall is already fully used, and would need to be upgraded to meet new demand. Other services may also be affected.

#### Schooling

Bloor propose a 1.5-form entry primary school on the site. This is clearly expected to be an undersubscribed 2-form entry, and will want to poach pupils from the locality. This will inevitably put pressure on our award-winning village school, which is fundamental to the vitality of our village life.

#### Traffic

Carterton Road has no traffic calming measures and already carries 10,000 vehicles per day. It is the principle route for traffic from Carterton to destinations south and to & from Witney, see Table.

Station Road is narrow and congested. Our school is located here. Heavy traffic using this route frequently causes vehicles to mount the pavement to allow passage, putting pedestrians at risk.

Brize has suffered from traffic for many years and has had almost no money allocated to alleviate its problems. The link road between Monahan Way and Witney Road needs to be in place before the proposed Downs Road/A40 interchange is completed.

The road system in the district is a mess, and has been under-funded for years. Since the Witney by-pass was built, only Eynsham has had any major improvements. WODC should be chasing OCC to invest in the district.

#### **Property Prices**

Brize is a village, and the people who live here have chosen so to do. They believe that there are benefits to living here, and these outweigh its proximity to the air base. But any closer association with Carterton is bound to affect house prices. Will the WODC compensate us for any fall in property values as a result of the development?

#### A Chance to Think Outside the Box

A new Strategic Housing Market Assessment (SHMA) is out, backed by a report on employment prospects in the county prepared by Cambridge Econometrics (CE). The new Local Plan is in the course of preparation. WODC and the planners have a blank sheet to work on, a chance to look at what is really in the best interests of the district, and how they might achieve this taking into account the local assets and infrastructure.

#### Where are the Jobs Coming from?

The CE report states that West Oxon has had low job growth over the past period, but their trend projection suggests a growth of 5,100 over the next 20 years. Without any detailed explanation as to how, they project this up to 8000 over the same period. Maybe there will be spill off from the industrial development expected in the A34 and A40 corridors. **Are you prepared to gamble on this?** 

#### Are the SHMA Numbers Realistic?

The new allocation would be an increase of 1.7 times the previous. This is a huge change. There were already disputes about how and where to locate the previous numbers, a mere 5,500, so **where would 9,500 go?** 

#### The Failings of the Three Towns Concept

Revised proposed SHMA figures for West Oxon were announced at the Cabinet Meeting on the 18<sup>th</sup> July 2014. These are 9450 houses and this equates to 525 pa for 18 years.

Revised SHMA Figures			SHMA	Increase	Projected
	Dwellings	Population	Allocation	%	Population
			Houses		
Carterton	7076	18087	2450	34.6	24349
Witney	11421	27303	3550	31.1	35790
Chipping Norton	2815	6283	1450	51.5	9519
Eynsham - Woodstock	3392	7875	1350	39.8	11009
Burford - Charlbury	1963	4155	650	33.1	5531
Totals	26667	63703	9450	35.4	86277
WestOxon	43241	102415	9450	21.9	124797

Notes:

All core data is taken from the 2011 census. Carterton data includes Bampton and Brize Norton.

Comment: There seems to have been a shift in policy from Three Towns to five 'Sub Areas', which reduces the load on Witney and Carterton, and moving some of it to the other three. The question still arises is the infrastructure, in terms of roads, employment, town centre parking, education, health & social services etc, capable of coping with such increases? Many of these items are outside the control of the District. Can we rely on the OCC and Central Government to allocate sufficient funds to meet these needs?

#### Options which WODC might take

- 1. Determine the number of jobs that are realistically attainable for the next 20 years.
- 2. Using this, agree realistic values for new houses for this period.
- 3. Drop the strategy of building big housing estates. These will always be hugely unpopular and only appeal to developers and lazy planners.
- 4. Allocate housing on the basis of job location. No more dormitory towns.
- 5. Look to places where there are good rail transport facilities for potential commuters. The recent upgrading of the Cherwell Valley Line offers many opportunities for schemes that take advantage of this.
- 6. Adopt a policy of positive job creation, and when this produces results in an area look at any housing needs that be needed. Building the houses first patently does not work, look at Carterton.
- Encourage the organic growth of the villages.
- 8. Use local builders where possible, improving local employment and keeping the profits and wealth in the district.
- 9. Continue the practice of public consultation, but include items which might give uncomfortable answers.
- 10. Honour its promises.

#### **Conclusions**

Granting permission for Planning Application 14/0091/P/OP would be contrary to current planning policy and verbal promises given by councillors. It would be a betrayal of trust. The site lies in the Parish of Brize Norton and is an essential element in maintaining its separation from its bigger neighbour, Carterton. This is recognised in the last SHLAA report (2011).

The development is large and intrusive, and would represent at best a major encroachment. Whilst in the worst case it could lead to coalescence and a complete loss of identity for Brize Norton. It would be twice the size of the existing village settlement, and would swamp it.

The site itself is next to RAF BN, the biggest base in the UK. The base is home to the Hercules C-130 and, in future, the Atlas 400M, both very noisy aircraft. The number of complaints about aircraft noise rose dramatically after the arrival of the C130. The site is subject to noise, light and air pollution. WODC has a duty of care to locate housing in places which are free from harmful influences. Noise can increase stress levels and be the cause of ill-health. This site should therefore be considered only as the very last available option.

Past experience has shown that planned surface water control systems do not always meet expectations. Any proposed system should be installed and tested prior to the construction of houses.

The job supply is low in Carterton. The residents on any new housing estate would have to travel some distance to their employment. Better to build the houses at or near the centres of employment.

The new SHMA has presented WODC with the chance to review the housing needs of the district in line with employment. They should conclude that this development is in the wrong location.

The present policy of building houses in Carterton is flawed. Carterton cannot compete with Witney as a commercial or administrative centre. Putting houses there will only increase commuting and add the congestion on our already crowded roads.

Brize has serious traffic problems. It needs additional traffic calming measures. It urgently needs the Monahan Way to Witney Road link. This last item should be part of the Local Plan.

There must be suitable sites near the newly upgraded Cherwell Valley Line. Rail travel is the one transport system that has been significantly improved in the district. It would be criminal to ignore this opportunity.

#### Special Considerations

There have been three recent planning applications from residents on Burford Road, Brize, to build single dwellings. In each case these were turned down on the basis of being contrary to Policies BE2, H2 & H5. To quote in two cases "...would further erode the linear character of this part of Brize Norton..." and in one case "...may put undue pressure on the highway network..."! Now just across the road from these locations Bloor are proposing to build 700+houses, which will definitely not be linear in character, and will definitely put some serious pressure on the highway network. *Come on planners, be consistent, apply your "NO" vote to Bloor's proposals.* 

#### Recommendations

Support our campaign and refuse the application.

# **Questionnaire on Carterton East Development**

#### **Preamble**

Bloor Homes handed out questionnaires at the exhibition to promote Christ Church's 700 homes development. Their questionnaire was strongly biased in favour of the proposed development and their vested interests. To redress the balance of opinion, BNAG conducted its own study. The results of our questionnaire are given below.

## Questionnaire Results (84 respondants)

1. Do you oppose the proposed building of 700+ houses			
in our Parish?	Yes	83	(99%)
	No	1	(1%)
	Don't know	0	(0%.)
2. Would this development seriously alter the character of our village?			
or our village.	Yes	82	(98%)
	No	0	( 0%)
	Don't know	2	( 2%)
Do you believe that Monahan Way should be the eastern limit of Carterton?			
eastern limit of Carterton?	Yes	80	(95%)
	No	0	( 0%)
	Don't know	4	( 5%)
4. Has the arrival of the C-130 Hercules increased the level of nuisance noise from the base?			, ,
and foreit of maleaned moint and bace.	Yes	73	(87%)
	No	4	(5%)
	Don't know	7	(8%)
5. Will the further development of Carterton increase			
the traffic in our village?	Yes	84	(100%)
	No	0	( 0%)
	Don't know	0	( 0%)
6. Do you support Carterton Town Council's opposition			
to Carterton East?	Yes	76	(90%)
	No	5	(6%)
	Don't know	3	(4%)
7. In the light of the local flooding that followed the			
building of Shilton Park, do you believe assurances of Bloor that their plans remove any risk of future flooding?	Yes	3	(4%)
	No	74	(88%)
	Don't know	7	(8%)
8. Do you agree that future major housing developments in the district should be located where there are the			
best job prospects?	Yes	77	(92%)
	No	5	(6%),
	Don't know	2	(2%)

The comments and the names of the participants can be found on the following website http://www.brizenorton.org.uk/community/save\_our\_village/BNAG\_QUESTIONNAIRE\_FINAL\_180214.pdf

