

Appendix 3

Q20: Do you think there are any areas in which the allotment service could be improved? Open-Ended Response

1	A warden that takes the time to engage with lottie holders. Not feel that any comments will go nowhere.
2	Extra Skips Keeping vacant plots tidy
3	1. Make the boundary fence more intruder proof and improve the surface of the allotment trackway at the Middlecroft Site - these two improvements alone would go a long way to making tenants happier
4	Management of non cultivation Visibility of the warden
5	Only on the points made above
6	No
7	Faster enforcement of untended plots
8	Greater access to rubbish skips
9	When we first started we thought there would be a point of contact for questions but there wasn't. We also thought there would be regular meetings to attend but again there wasn't. I think these would be a good idea. Water pressure on hot days is an issue so anything that can be done to improve this would be welcome. Ensure all keys are collected back when plots are given up as I am sure the thefts are often an inside job. CCTV would make me feel safer when I was at the plot alone.
10	Water supply, more taps, improved water pressure
11	Yes: Communication re skips, manure deliveries, theft etc via email, More and larger skips, Improved security, Improved locks on gates - the padlock on first access road is ALWAYS jamming, More deliveries of manure, Better mowing and cutting back of vegetation on allotment roads, Request allotment-holders not to block the roadway with cars - if they choose not to retain parking space on their plot shouldn't they park in the road outside? Thank you
12	More generous access to water. Better maintenance of fences.
13	fencing and security. what I would like to see is one or two plots dedicated to wildlife, with a few trees, a pond, shelter for frogs and hedgehogs, bat boxes etc. This way we can encourage predators to reduce the number of pests in an organic way. Most of us try and grow organic. It is difficult to provide wildlife areas to encourage the right predators when at the same time we are to keep our plots tidy and free from weeds.... I would be very happy to have my plot next to a designated wildlife area, even if it meant being next to an overgrown area
14	don't know if there is a current warden as there is no name or contact details on the gate
15	skips - 2 per year is not enough, once a quarter would be better. however I do accept that a lot of site tenants do abuse the service
16	More provision of skips

17	have a warden who is contactable. have better water pressure. put stones on driveable path and cut back hedges and trees regularly. give more than a few days notice for skips. have an organised delivery of manure for allotment site (chargeable)
18	Having a toilet
19	Manure, wood chippings/mulch would be nice instead of going to land fill or waste, a newsletter or site website with a post option for holders or non holders to give advice and help and possibly a tool lending library or hire for the cost of fuel or wear and tear.
20	Be stricter on those that are not cultivating plots. When taking on a new plot give greater help with clearing/stimming/rubbish disposal from previous tenant.
21	Yes, more frequent skips throughout the year, we are lucky to have 2 per year if that, nwwer able to use the facility when they do arrive.
22	No
23	Stricter unattended plots management
24	More taps. More skips. Services (e.g. utensil sharpening) available other times than Sunday mornings
25	I think my warden may have changed !
26	Better provision of skips for uncompostable waste
27	Watering is difficult at the busiest times, as the water pressure is low, so there is competition.
28	Installing portaloos
29	I think a dedicated warden would make a difference I also think skips are required more regularly and the fencing desperately needs replacing between the allotment and the houses that back on to them. Also there is a fox issue which is becoming a problem due to the amount of fox mess etc. The grass is always way overgrown.
30	More skips please. Higher fences along the sides similar to by the gates .
31	Better track around the allotment Clearance of track area close to road side to allow more parking
32	Faster action, better communication, better waste management.
33	Control of unattended plots could be improved
34	Only those stated plus possibly allowing local youth charities to be allowed a plot to help encourage a healthy lifestyle, growing own produce and enjoying the difference in quality and taste of produce once self grown in a natural way.
35	the turnover of vacant plots could be accelerated and perhaps give notice to neighbours of vacant plots if the neighbours would like to take over

36	<p>Although there is a general sense of 'make do and mend' among the community, I do feel that more effort could be made by many to decrease use of plastics and/or non-organic products. I have already mentioned that I often pick up plastic waste that has got blown about the site and, as I usually walk or cycle, I have to carry matter home and dispose of it in my own domestic bin. Although I try to grow crops organically, I know that this is not necessarily true of other growers and I think some more information/education on environmental issues would be of benefit.</p> <p>Communications are usually pinned to the gate which means that notices often get damaged by the weather and become illegible. Maybe a notice board inside the gate would be better?</p>
37	<p>The garage on the site seems not to be for community use, surely it would make a great base to start an Allotment Society; the Lee Horticultural Society does not represent the allotments and is an aging and struggling organisation. Watering is always an issue but the heated exchange I experienced from another allotment holder has seriously reduced my enjoyment of the plot. Put timers on the taps or provide more taps to share opportunities evenly. The fencing at Lee is a disgrace. I would love to see more community involvement, produce sharing and support for local groups</p>
38	<p>Need to understand the modern way people grow stuff its not just about perfectly weeded immaculate plots. For example I use green manure this means letting some high nitrogen weeds actually grow then at the right time of year dig the weeds in to feed the ground for the next crop this is the most organic way to grow also I don't turn over the soil often because this destroys the worms when I 1st took it over I dug the whole plot deep there was not 1 single worm this means soil is terrible but now after 2 years of me using these techniques the worms are returning unfortunately most don't even know about this modern way of growing and just see an unkept plot when it is actually the best way for the whole planet eventually all will do it this way when they realize its better for the planet. So I think the council officer should actually know about gardening and all the techniques that can be used to grow then I wouldn't get a letter about uncultivated ground when its actually intensional to get better crops and protect the environment. I have worked in local council and a 3rd generation gardener with over 20 years experience yet am told by someone with no gardening experience that my plot is to weedy when it is actually on purpose to try and bring the terrible soil I inherited back to life. So yes the point is council workers should actually know about the things they are put in charge of not just the admin office side of things.</p>
39	<p>Help for non drivers to dispose of non vegetable waste. Perhaps reintroduce legal bonfires after dusk doing away with need for skip increase size.</p>
40	<p>I think that the wardens jobs should be reviewed at least every 2 year to encourage the tenants</p>
41	<p>Nothing seems to be done to improve services. I have been an allotment holder for 37 years and still have problems with water pressure, main track/path, theft, lock on gates, fencing</p>

42	Brockhurst site now does not have a site warden. Faster repair of water tapes. Control of tree cutting. Disposal of plastics on the site as there is lots of it in the ground. Faster allocation of vacant plots.
43	Delivery of manure
44	No
45	the council could rent out machinery eg rotivators and screamers to help out as these things are expensive and people cannot afford them, or they have a tendency to be stolen
46	Security
47	NOT AT THE RENT WE PAY
48	Security fencing ie higher fences, more viability of warden
49	No
50	Pest control (foxes)
51	More frequent skips and bark
52	Sort out and repair the fences, gates, locks, get rid of the old garage at the main entrance. Notice boards are a disgrace, some falling down, Stop the woodchips being strewn all over the place and get rid of all the rubbish thrown along the outside of the old garage and the parking area. We need more access to skips, one per year is a joke and when a skip is delivered the warden should be beside it to ensure that no one brings in rubbish from home to fill it up which is what happens now, if you are not on the site when it is delivered then you don't get to use it. We aren't on site as no one ever knows when they will deliver unless you are part of the "inner circle".
53	I'd like to see community groups being able to use the plots perhaps. Maybe a certain section could be put aside for this? I'd like to see more encouragement for people to share and work together. It is time consuming and there must be lots of older people out there who would like to help out on an allotment but might not have the strength/energy to take on a whole plot. Develop a mentor service from ex-allotment holders who can advise new allotment holders - give support and encouragement etc This could help to reduce social isolation and improve health and wellbeing? Could young people be involved in a scheme? Training on basic gardening? I believe a group is looking into some of these ideas? I've seen it on the Community Lottery page but I'd be really interested to hear more about their ideas.
54	improve quality of access tracks / carpark improve the pathways, some are so narrow they are inaccessible, particularly with a wheelbarrow
55	faster turnaround of uncultivated or vacant plots.
56	It would be good to have a social area on the site.
57	Bonfires must be banned due to environmental and health impact on neighbors/other plot holders. Minimum of four larger skips per year. On-site managed composting facility. New tenants should be provided with allotments in reasonable condition and the cost to be met by the incoming tenant - joining fee/deposit. At the same time tenants ending their tenancy should leave the plot in a reasonable condition or forfeit their deposit. Hence cost is met by combination of leaver and joiner. Improved site security - gates and fences. Possibly a toilet and hand washing on-site?

58	Definitely more rubbish skips are required. Also fencing and overhanging trees are a nuisance. A new locking system should also be considered at the entrance to the allotments, as they are always failing.
59	More skips for waste
60	More skips Maintenance of metre main thoroughfare Less interference from Streetscene
61	Try to work out how to better maintain pathways
62	Better security, more water taps.
63	better management for empty plots so that new tenants are not getting a jungle
64	plenty, start listening to your plot holders and improving the site, culling or re housing the foxes they are vermin and destroying plots and crops
65	Shortening time unmaintained plots being re-let. Maybe initial trial period. Quicker repair if broken main gate locks Having more frequent skips in locations for the benefit of all plot holders over such a large area
66	It suits what I am looking for. For what we pay per year and the enjoyment we get from it seems to suit very well.
67	Flooding is a very big problem More water taps and better pressure Frequency of grass cutting Letters to tenants to maintain their pathways, possibly a separate letter to the non cultivation letters currently in use as often their plots are good but not the pathways. Also wood and other materials left on these paths to try to prevent animals from entering their plot which are a health and safety issue.
68	Sharing of resources to help maintain plots. Eg mowers. Delivery of compost manure for allotment
69	Advice for new allotment holders re growing produce. More skips during the year. A delivery of manure, would be happy to contribute.
70	*Provide waste pallets *Re introduce manure delivery *Provide mulch / compost - recycled green waste *Skips are overfilled as too few provided *Double tap heads on water standpipes - reduced pressure is better than waiting sometimes upto 30mins for availability in summer *A designated area/bin for burning safely *Official Notice Board rather than soggy notes on the gate *Publicised contact numbers *Allotment holders who pass away stay within the family but not used
71	She keeps talking us that the side of our allotment needs to be kept clear of things because of a pathway she has to keep maintained. This is totally overgrown and has not been tended to in the 2 years we have been there
72	Availability of skips especially in the spring to remove rubbish non compostible material
73	More skips.
74	More skips always full within hours of arriving
75	All good with us!
76	There do seem to be a number of empty plots, when I assumed there was a waiting list.
77	Keeping in used plots under control
78	Yes.
79	Skip provision. Resolution of unloved weed-bound plots. Maintenance of gates and locks (locks were a particular issue in 2018).

80	Communication from council
81	Better access to plot paths (very uneven & narrow)
82	Yes by having a Fox policy. The animals are too numerous and cause lots of damage. They steal any items left unattended for the shortest of periods and dig up newly planted veg. They break through netting, plastic sheeting and undermine sheds. Some are very sickly and I heard stories that they attack people for food. They do not fear humans and if something is not done about them someone is going to get hurt!
83	Toilets on site would be wonderful! Walking to the allotment means it takes me a while to get to a toilet and with a potty training toddler and having had 2 babies in the last 2 years it can be an issue!
84	Not sure have only had plot a short time
85	Removal of rubbish as I can't drive
86	Overall, I'm happy. Incentivise new plot holders to clear their plots quickly...return their first years rent if they clear their plot in three months...provided that it was bad to start with. ...but terminate their contract if it is not cleared in six. Consider getting contractors to clear some of the really bad plots...Camden 104 for example...it's no fun for anybody to take it in...over the years people have tried but they lose heart within a few weeks. Sort the gate locks out! Encourage a summer BBQ at each of the sites...helps to create a sense of community.
87	Better control of unused plots and more communication of issues and threats to allotments
88	Warden hours on site improved and enforced. Stop arguing with the allotment association and save the money this costs to spend on urgently needed repairs. Get repairs done to gates and fencing, my site is a disgrace in disrepair. Too many ex plot holders and non plot holders come and go as they please with keys. Often leaving with bags full of produce. Also one even has their own gate at the far side but isn't a plot holder. Allotments are used as a shortcut. Remove the eyesore that they tell me is a shop which is never open and isn't only an eyesore, it attracts rubbish being dumped around it with their rubbish they put outside. Stop the people dumping woodchips. they migrate over the "parking" area. Stop people parking on their plots they cause pollution to the plots they pass and their plot as mostly they are old vehicles pushing out noxious fumes as they drive. - Not healthy at all, the biggest culprit for this is the Warden whose vehicle pollutes everyone's lungs as it goes around the site when he bothers to be there. You don't see him but you do smell his vehicle.
89	Less limit on bonfires. More provision of skips. Better maintenance of unallocated plots. Maintenance of trees/bushes along edge of site from adjoining properties (Drs surgery)
90	Apart from the already mentioned issues, nothing else this time but, I will keep an eye for the future and I will inform you about my points of view
91	Tracks empty plots
92	Improve flood alleviation. Reduce fox / badger damage
93	Am quite happy with my plot, suits my needs size wise and time wise
94	A toilet Security cameras

95	Updates on position on waiting list, it's awful not knowing if you're moving closer to the top of the list
96	It's a fantastic service; we feel very lucky to have a plot.
97	More mulch required
98	Shop / warden available A magazine or news letter letting plot holders know what and when to plant , hints and tips etc maybe a chance to share ideas , seedlings etc
99	The waiting list - we were told it would be 7 years before we would get a plot. We took a plot elsewhere, then a year later were told 2 were available. My nephew wasn't allowed to even join the waiting list although some plots are not attended.
100	Only the trees behind plot 71
101	Better access to the water
102	More regular skips to get rid of rubbish
103	Getting containers for rubbish use put on site more often and upkeep of the taps.
104	No
105	Clean the plots that aren't maintained and overgrown as the grass spreads rapidly. Help people clearing the plot when they take over as some plots are in awful state like mine was. When order wood chippings it takes a very long time to deliver and not enough for everyone. It runs out very quickly. When the skip arrives it gets full by midday the same day and unfortunately a lot of people put organic matter in it which can be composted. I hope in future you could deliver more than 1 skip as not enough and warn people not to throw organic matter. And last but not least it's the problem with foxes. Over the summer there are too many foxes on the site. One day I counted 24! There are days I am scared to be on the allotment if there aren't people around as foxes come close and I feel they will attack me. The other issue with them is destroying the harvest which is upsetting.
106	More taps. Better water pressure. Better fences
107	Allow bark chipping to be delivered Allow new members a choice in which allotment to take on
108	More and bigger Skips throughout the year.
109	Don't think so
110	Somehow keep thieves off the site
111	Would be good to have toilets on site
112	Effective management of unused plots.
113	Some kind of notice board that allows you to let people know that you are on your plot. As I and other people have been locked in several times and trying to undo the padlock from inside the gate is very difficult.

114	Yes, by clearing and preparing plots for newcomers. Giving a plot a quick dig-over with a mechanical digger and removing the previous tenants rubbish would help newcomers get a much better start. This is not a complaint but it has taken me almost a year to dig up the wood and rubbish the previous tenants buried on my plot, and I'm still not finished. Then I have to find some way to dispose of it all. My plot was basically a meadow when I got it, even though the council had cut down the weeds (which must have been 2-3 feet high) I was still left with basically a patch of field to dig over by hand. Rant over :)
115	I feel it would be beneficial if possible for the skips to be delivered at the weekend. Myself and my husband both work full time, the skips are usually delivered on a Friday morning and by the time we can get to the allotments the skips are full. This would be them same for most plot holders who have not yet reached retirement. It would be useful for the water to be turned back on slightly earlier in the year for those people who grow from seed in greenhouses.
116	No
117	Water to the site. More taps. Tap on our side of the site! Quicker vacation of unworked plots. Servicing of gate/locks on a more regular basis.
118	Fencing and security, clamp down on poorly maintained allotments users, suggest vehicles are not driven to plots in wet winter conditions if not absolutely necessary as this turns tracks mud pools
119	More diligent and routine visits by the council to sites to ensure proper maintenance by both plot holders, contractors and council workers. To an outsider some plots are unkept and give a poor impression of the site. Marking of plot boundaries is poor and could be improved. Management of sites appears to be lacking - overgrown grass tracks, overhanging brambles, rubbish dumped by perimeter fencing and rarely (if ever) removed, etc.
120	Too many plots not really used - (familys have more than one - and dont use them)
121	No I'm happy with the service provided
122	I failed to get an invoice this year in the post. If I hadn't noticed in time I could have lost my plot.
123	A more proactive management locally
124	Extra skips to remove excess rubbish from site.Many plot owners have no means of getting to council dump. Soil delivered to site to build up height of some flooded plots.
125	Fox Cull, An enthusiastic warden who isnt negative all the time Security measures
126	Yes to allocate unused allotments out quicker to keep down weeds and general mess. Some of the unused allotments are a disgrace.
127	The foxes cause a lot of damage and mess
128	We rarely see the manager.
129	I am happy with what I get.. thank you :-)

130	Get a better warden, one who is interested and turns up regularly. Better control of the foxes there are too many. Better site security. Extend the bonfire season or provide more skips. Two a year is not enough for the size site
131	Not been doing it long enough to have a strong opinion either way
132	More skips Passing areas on paths/access roads Getting allotment holders not to park on access roads. Help to new allotment holders to clear overgrown plots.
133	Recognising that improvements cost money. I think that better parking surfaces and an improved surface to the entrance 'roads' would help plot holders who need to arrive by car. This would also help in deliveries of the skip etc. I think that a managed wild life area (eg 10 yards deep) along the Station Road plot would be a step in the right direction and would be a way of using some of the unused plots. My neighbour and I are doing this on an ad hoc basis already.
134	There are quite a few over grown/looking unattended plots. I think there should be some sort of management of plot owners, to find out if they still want them or not. To give other people a chance of owning one.
135	Until I saw the notice of this survey on the gate I had never heard of the Allotment Holders Association or its shop(s)
136	Warden
137	control of foxes we have a friend who wants an allotment preferably close to ours. not given a choice and was offered one too overgrown to manage and was off putting. There are plots available that are still empty poor management on his behalf
138	some of the foxes
139	There was a time we had a skip once a month (when we paid less rent. Maybe not necessary in the winter as we can have bonfires, but would be appreciated during the summer. Grass paths with their dandelions cause grief especially when they seem to be at the end of the contractors run and sometimes get forgotten. More than twice a year would be appreciated.
140	Please take a firmer line with tenants of neglected plots and those who've spent years collecting piles of 'come-in-handly' junk and rubbish. It would be better if tenants did not bring waste cooked food and waste pet food onto the site to feed foxes. In addition to foxes the food attracts pigeons, crows, rats and mice. There are, of course, risks to health through direct contact with contaminated soil and eating contaminated crops. One example: foxes commonly carry the parasitic roundworm Toxocara, passed on in their waste, which can infect humans. You might like to look up Toxocariasis and consider this as a possible Health & Safety issue. Thanks.
141	Reinstate the warden and better communication with and within the council
142	organise compost deliveries at a good price also bark or chippings for paths and regular skips for rubbish that cannot be burnt which is most of the growing year.
143	Allocation of vacant plots

144	YES: Management and administration 1- Hasten the process of reallocating plots 2- Identify abandoned plots in Sept and serve notices 3- Encourage early written notices to vacate 4- Provide accurate early updates on plot re allocation 5- Clear vacant plots with out undue delay 6- Note cultivation state late Feb 7- Remind Tenants of their tenancy agreements 8- Wardens/Store keepers cannot be expected to serve 2 masters. They are not enforcement officers
145	A community area on the site/ shop
146	Yes biggest job sort out the unused plots. If plots are let out they should be checked within 2 months that they are being used. If no work is being done 1 letter should be sent out giving them notice to prove they are doing work or the plot will be taken back, 1 month from the date of said letter. So within 3 months of someone taking over a plot they would either be working on it or it could be let to someone else. Plots not being used or waiting to be let out should be checked by the council each month and measures taken to strim weeds etc so other plot holders do not have to suffer overgrown sites next to theirs. Water taps. some sites are a long way from taps and there is not enough of them. Some of them do not work. often there is 2 taps but only 1 works. Please check all taps are working ok (not just dribbling out) and look into putting a few more in.
147	Have skips more often Remove tyres Fence the badgers off Cut grass and vacant plots
148	Plot clearing
149	Less interference from Allotment Association
150	Ensuring that plots are given to new gardeners asap Ensuring plots are cultivated
151	regular cutting of paths too many new members giving up their plots after a year Be more relaxed on areas of non-cultivation as I do rotate a fallow patch. Leave overgrown areas on the plot for wildlife
152	The council should take more responsibility for abandoned and negleted plots, preventing them for getting so over grown they become a daunting challenge for any prospective new tenant. Re designate some of the paths between plots as main walkways and maintain them to enable all plots to be more accessible. Point in question I was surrounded by abandoned plots last summer, I spent valuable time cutting paths to keep access to my plot accessible
153	More on site involvement from the council and the Warden needs to have more of a presence on a more regular basis, I have only seen him 3 or 4 times since I took the plot last April.
154	Previous allotment tenants to clear their rubbish before leaving the plot
155	A closer more in depth monitoring of uncultivated and neglected plots with action being taken against the offenders more quickly and thoroughly. Other than that I am happy with the service provided and the subscriptions I pay. Thankyou
156	urge police to allow report of vandalism/theft by e-mail, with an automatic response that provides a crime report number - enabling reporting to insurance companies. contact by 'phone is impossible.
157	Sorting out unlet plots Sorting out plots not cultivated.

158	If a plot holder wanted a larger plot they have to give up existing plot which they may have put a considerable amount of effort and money into, could this be more flexible?
159	Not at the moment
160	A regular reliable source / supplier able to deliver large loads of horse manure would be nice. I for one would be happy to pay / contribute towards the cost for this service.
161	Not sure at present
162	More taps
163	I've heard of some sites in other parts of the country that have communal greenhouse / poly tunnel space available. I'd find this useful to get things started.
164	higher the fences to keep non-allotment people out
165	Provision of smaller starter allotments so inexperienced new allotment holders can learn. A course for new to gardening allotment holders to understand what is required and necessary. The proper maintenance of the main roads into the allotments/carparks. Proper maintenance of the whole allotment site
166	we need a dedicated management system in place so when we need to report or need advice there's some one there to talk to not tell us that they are not at their desk and not pass on messages
167	A more joined up plan as to the running the allotment site. Reletting plots, maintaining empty plots, enforcing the rules of agreement to renting an allotment, especially the 2/3 cultivated rule.
168	Bindweed to not be brought onto the site via woodchippings (I am currently in need of woodchip but am cautious about transferring bindweed root with it). Flytipped items need to be removed from the areas that aren't managed plots (by the fence/gates).
169	More skips needed. A permanent green bin for compost. Sometimes the locks are a bit stiff.
170	get a warden who cares about the site and is often on site. Currently it is difficult to contact as never there. Havent seen him for months
171	- Maintenance of the roads (holes)
172	An allotment newsletter for our allotment users at Middlecroft to outline events, shop offers, security advice, etc. we are lucky enough to have access to a car and we take our non-compostable waste to the recycling centre but others can't so when the skip arrives it is full within 2 hours and gets overloaded. we have 3 compost heaps but the skip seems to fill up with green waste. Therefore another skip in the year or a communal compost heap where allotment users could tip there green waste and then anyone could have access to it to use when it's rotted. The parking areas could be laid with chippings and marked so that cars park can park respectfully for other users.
173	Email/phone contact with the council rather than scruffy notices on equally scruffy boards and gates
174	No.
175	site security and a better water feed better path's

176	Those clearly not cultivating plots should be forced to surrender plots asap/ Warden should be visible/ seen to 'patrol' the site. Perhaps a committee of plot holders might help the Warden. Some form of 'community' focus - eg a 'swaps table' for plants/seeds/tools. Support for new tenants!
177	Warden should be re assessed every 3-4 years.
178	More skips
179	Allocate vacant plots quicker. carry out repairs of taps quicker.
180	Non-cultivated plots left far too long without any action against the holders. People dumping veg matter that should be composted into the skips. Should be for rubbish only. Car park could be levelled.
181	Closer water taps. More frequent skips.
182	Empower the warden, rather than having to refer everything to the Town Hall for action.
183	Only those that have already been mentioned, plus all plastic should be banned as there is bits of plastic in the soil everywhere one digs.
184	Paths, Locks, Fences
185	Toilets on site? Management of fox population
186	An online newsletter/advice forum for allotment holders. The option of smaller plots for busy people! Investment in more water standpipes.