



# HELEN'S BAY AND CRAWFORDSBURN

**Integrated Village Plan** 2018-2023



**Ards and  
North Down**  
Borough Council



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# 1 Introduction to Helen's Bay and Crawfordsburn Village Plan

## 1.1 BACKGROUND TO VILLAGE PLANNING

As part of the Rural Development Programme 2014–2020, Ards and North Down Borough Council have provided support to help villages within the Council area revise and update their village plans. These plans identify the specific needs of each village and set out a range of agreed actions to be delivered over the next five years.

The village plan is a working document that has been developed through a process of engagement with the local community. The plan sets out the key issues, concerns and priorities local residents wish to see addressed in order to improve the quality of life within the local area.

The village plan provides a clear vision for Helen's Bay and Crawfordsburn detailing the actions needed to build upon the unique strengths and distinctive qualities the area has whilst also seeking to address issues which need to be addressed.

## 1.2 A (REVISED) VILLAGE PLAN FOR HELEN'S BAY AND CRAWFORDSBURN

A village plan for Helen's Bay and Crawfordsburn was first produced by Helen's Bay and Crawfordsburn Residents Association (HBCRA), with the Paul Hogarth consultancy, through consultation with the local community in April 2013. Progressing the actions contained within the plan has remained a strong focus ever since.

Therefore, it is important to recognise that the development of this new plan (2018–2023) represents a continuing progression from the initial plan and considerable ongoing effort by the local community. As five years have passed since the initial plan was produced it is important to now review, revise and update the village plan to ensure the actions remain relevant and consider any emerging issues or concerns.

### 1.2.1 KEY ACHIEVEMENTS FROM THE 2013 HELEN'S BAY AND CRAWFORDSBURN PLAN

HBCRA led in producing the 2013 Integrated Village Plan on behalf of the two villages. This plan was produced after extensive consultation with the local community, and included 50 action points, with specified timescales, priorities and stakeholders.

Since then the residents association has made steady progress towards the implementation of the plan. At least a dozen recommendations have been fully implemented, with nearly as many again partially progressed. Perhaps inevitably, those which proved easiest to implement were either those where the primary stakeholder was the residents association itself, or those where one other agency such as the Borough Council was required to assist to ensure delivery.

HBCRA and the local community have faced many challenges in progressing actions that are under the responsibility of statutory agencies or indeed multiple statutory agencies. In the initial plan it was clear, as in this current plan, that road safety and traffic management issues are the biggest concern residents want to see addressed. Despite this demonstrable evidence it has been difficult for the residents association to secure progress on key issues such as speeding, signage and general traffic management issues.

## 1.3 METHODOLOGY – OVERVIEW

The village plan for Helen's Bay and Crawfordsburn sets out a vision for how the local area can continue to improve and sustainably develop. Through in-depth community engagement a range of key actions and improvements have been identified to improve the overall physical, economic and social aspects of the area and help address local needs.

Agreeing priorities and developing a plan also provides opportunities for funding by providing a central point of reference for future investment throughout the area, whether through public sector, private sector or the community and voluntary sector.

Whilst the plan includes a range of actions which assign priorities and timescales to the improvement projects, this document should not be treated as a final blueprint for development. Instead it should be viewed as a series of priorities and actions that will deliver significant benefits for the area. Some of the actions will require to be developed to a greater level of detail, including any further needs assessment, consultation with stakeholders, consideration of any deliverability issues as well as outcomes and indicators of success.

## 2 The Villages of Helen's Bay and Crawfordsburn

### 2.1 LOCATION

Helen's Bay and Crawfordsburn are picturesque semi-rural villages situated on the northern coast of County Down approximately ten miles north-east of Belfast. Helen's Bay is in large part a commuter village, mainly located within the townland of Ballygrot between Holywood, Crawfordsburn and Bangor. The village lies four miles west of Bangor and is only one mile west of Crawfordsburn.

Crawfordsburn is a small, picturesque and historic village located between Holywood and Bangor, bounded to the north and east by Crawfordsburn Country Park. The village is approximately three miles west of Bangor.



### 2.2 HISTORY OF HELEN'S BAY AND CRAWFORDSBURN

Both villages are steeped in history and are popular destinations for visitors as they benefit from two sandy beaches with stunning views of Belfast Lough.

Helen's Bay was a planned village following the arrival of the Belfast and County Down Railway in the 1860s. It was named after Lady Helen Dufferin, the mother of the first Marquess of Dufferin and Ava and owner of Clandeboye Estate. The marquess had a vision to develop the area into a luxury resort to rival areas such as Portrush and Portstewart. Helen's Bay has the historic Grey Point Fort, built as a coastal defence battery between 1904 and 1907, which is currently operated by volunteers.

Crawfordsburn was named after an early Scottish settler and the stream that flows through the village. The small settlement originated in the 1600s on the important route along North Down. The coaching inn on the Main Street, The Crawfordsburn Inn, is an original feature of the village and is used by both business and leisure visitors. Although Crawfordsburn is the older of the two villages, Helen's Bay is now twice its size in terms of area.

A short distance away, between the two villages, is Crawfordsburn County Park, which provides a connecting walking route. This is one of the most popular parks in Northern Ireland, attracting in excess of 500,000 visitors per year.

### 2.3 COMMUNITY INFRASTRUCTURE AND SERVICES

The active Helen's Bay and Crawfordsburn Residents Association (HBCRA) exists to preserve and enhance the environment and character of the two historic villages. News about events and activities are published in the twice-yearly newsletter delivered to all households, the BayBurn Life, and currently available on the association's website ([www.bayburn.com](http://www.bayburn.com)).

Crawfordsburn village is host to the local state primary school, which serves both areas. Currently 210 pupils attend the school and there are plans for its redevelopment on the existing site. There is an Orange Hall on Crawfordsburn's Main Street which would benefit from general improvement works. An important convenience store and petrol station is located in the village of Crawfordsburn. The village has a craft shop as well as Loaf Pottery, a small arts centre run by the NOW Group providing services for people living with a learning disability.

Crawfordsburn is served by an hourly bus service between Bangor and Belfast. Although there are no buses passing through Helen's Bay, it is served by a railway station providing easy access to both Belfast and Bangor.

Helen's Bay has a golf club, tennis club and the community is served by a pharmacy, hairdresser, dentist, beauty salon and off-licence. A mobile library service also visits both villages. Helen's Bay's play park is located on Fort Road and there is another play area on the Cootehall Road in Crawfordsburn. The community is served by two local churches, St John Baptist (Church of Ireland) and Helen's Bay Presbyterian. Both facilitate a range of regular community activities for all ages, from toddlers to the elderly.

### 2.4 SETTLEMENT DEVELOPMENT AND AREA OF VILLAGE CHARACTER

The Belfast Metropolitan Area Plan (BMAP) covers the City Council areas of Belfast and Lisburn and the Borough Council areas of Carrickfergus, Castlereagh, Newtownabbey and North Down. The Plan was adopted on 9th September 2014 however that adoption has since been quashed as a result of a judgment in the Court of Appeal delivered on 18 May 2017.

As a consequence of this, the North Down and Ards Area Plan 1984-1995 (NDAAP) is now the extant statutory development plan for the North Down area with the draft BMAP remaining a material consideration until such times as the Council has a new Local Development Plan adopted.

### 2.5 COMMUNITY PROFILE

The villages of Helen's Bay and Crawfordsburn are settlements captured within the Craigavad and Crawfordsburn super output areas (SOAs)<sup>1</sup> respectively.

Information relating to the community profile for Helen's Bay and Crawfordsburn has been sourced from the Northern Ireland Statistics and Research Agency<sup>2</sup> through the Northern Ireland Neighbourhood Information Service (NINIS)<sup>3</sup>. The NINIS<sup>3</sup> website provides access to statistical and locational information about small areas across Northern Ireland. It contains datasets on a range of socio-economic themes at small-area statistical geographies. These area profiles can be used to provide a statistical snapshot of local areas such as Helen's Bay and Crawfordsburn.











<sup>1</sup> Northern Ireland is divided into 890 Super Output Areas which are relatively small scale areas containing on average just over 2,000 people. Super Output Areas are the core reporting geography of the NI Multiple Deprivation Measure (2010)

<sup>2</sup> Northern Ireland Statistics and Research Agency ([www.nisra.gov.uk](http://www.nisra.gov.uk))










<sup>3</sup> NINIS (<https://www.ninis2.nisra.gov.uk/public/Home.aspx>)

### 2.5.1 Helen's Bay Community Profile

 POPULATION	<ul style="list-style-type: none"> <li>On Census Day (27 March 2011) the population of Helen's Bay Settlement was 1,385, living in 590 households, giving an average household size of 2.4</li> <li>The 2001 Census reported Helen's Bay as having 1,362 residents, meaning there was been a population increase of 23, which is 1.7% over 10 years</li> </ul>
 AGE PROFILE	<ul style="list-style-type: none"> <li>17% of the population are aged 0–15</li> <li>10% of the population are aged 16–29</li> <li>15% of the population are aged 30–44</li> <li>31% of the population are aged 45–64</li> <li>28% of the population are aged 65+</li> <li>The average age is 51 years old</li> </ul>
 GENDER	<ul style="list-style-type: none"> <li>48% of residents are male</li> <li>52% of residents are female</li> </ul>
 RELIGION	<ul style="list-style-type: none"> <li>12.8% of residents belong to or were brought up in the Catholic religion</li> <li>76% of residents belong to or were brought up in a 'Protestant and Other Christian' religion</li> </ul>
 HEALTH	<ul style="list-style-type: none"> <li>15% of people had a long-term health problem or disability that limited their day-to-day activities</li> <li>88% of people stated their general health was either good or very good</li> <li>13.8% of people stated that they provided unpaid care to family, friends, neighbours or others.</li> </ul>
 EDUCATION	<ul style="list-style-type: none"> <li>50.6% of people had a degree or higher qualification</li> <li>19.4% of people had no or low level qualifications</li> </ul>
 LABOUR MARKET	<ul style="list-style-type: none"> <li>56.7% of people were economically active and 43.3% were economically inactive<sup>4</sup></li> <li>53% of people were in paid employment</li> <li>1.7% of people were unemployed</li> </ul>
 HOUSEHOLDS	<ul style="list-style-type: none"> <li>90.3% of homes were owner occupied (58% owned outright) and 8.5% were rented</li> <li>16.3% of homes were comprised of a single person aged 65+ years</li> <li>3.1% were lone parent households</li> <li>5.8% of households did not have access to a private vehicle</li> </ul>

<sup>4</sup> Economically inactive persons are defined by the fact that they do not have a job and are either not actively looking for a job or are not immediately available to work (or both). Unemployment is when a person who is actively searching for employment is unable to find work.

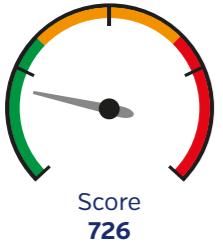
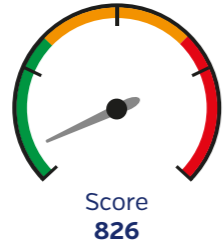
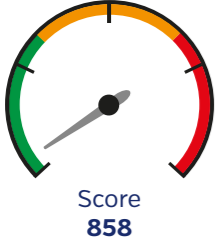
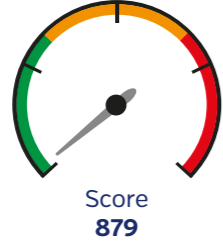
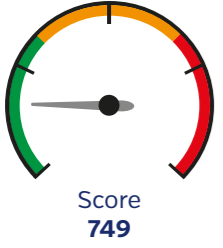
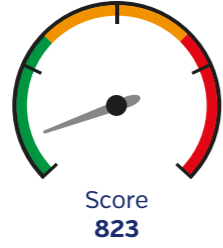
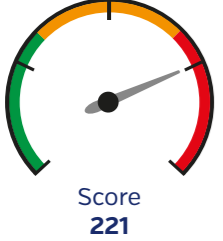
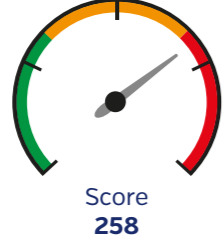
### 2.5.2 Crawfordsburn Community Profile

 POPULATION	<ul style="list-style-type: none"> <li>On Census Day (27 March 2011) the population of the Crawfordsburn Settlement was 581, living in 246 households, giving an average household size of 2.4</li> <li>The 2001 Census reported Crawfordsburn as having 531 residents, meaning there was been a population increase of 30, which is 5.6%</li> </ul>
 AGE PROFILE	<ul style="list-style-type: none"> <li>16% of the population are aged 0–15</li> <li>10% of the population are aged 16–29</li> <li>15% of the population are aged 30–44</li> <li>31% of the population are aged 45–64</li> <li>27% of the population are aged 65+</li> <li>The average age is 51 years old</li> </ul>
 GENDER	<ul style="list-style-type: none"> <li>48.5% of residents are male</li> <li>51.5% of residents are female</li> </ul>
 RELIGION	<ul style="list-style-type: none"> <li>Of the residents in Crawfordsburn 12.2% belong to or were brought up in the Catholic religion</li> <li>74.9% belong to or were brought up in a 'Protestant and Other Christian' religion</li> </ul>
 HEALTH	<ul style="list-style-type: none"> <li>20.1% of people had a long-term health problem or disability that limited their day-to-day activities</li> <li>84.3% of people stated their general health was either good or very good</li> <li>14.3% of people stated that they provided unpaid care to family, friends, neighbours or others</li> </ul>
 EDUCATION	<ul style="list-style-type: none"> <li>44.5% of people had a degree or higher qualification.</li> <li>21.1% of people had no or low level qualifications.</li> </ul>
 LABOUR MARKET	<ul style="list-style-type: none"> <li>60.2% of people were economically active and 39.8% were economically inactive</li> <li>56.7% of people were in paid employment</li> <li>2.1% of people were unemployed</li> </ul>
 HOUSEHOLDS	<ul style="list-style-type: none"> <li>87% of homes were owner occupied (56.5% owned outright) and 11.8% were rented</li> <li>15.5% of homes were comprised of a single person aged 65+ years</li> <li>2% were lone parent households</li> <li>6.9% of homes did not have access to a private vehicle</li> </ul>
 SCHOOL NUMBERS	<ul style="list-style-type: none"> <li>In 2016/17, 210 children were enrolled in Crawfordsburn Primary School</li> <li>8.6% of the children were entitled to free school meals</li> </ul>

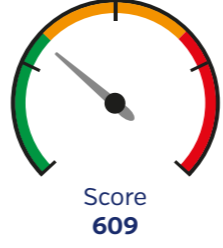
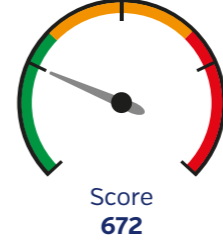
## 2.6 LOCAL DEPRIVATION

An indication into the level of deprivation local areas experience can be identified through the Northern Ireland Multiple Deprivation Measure, 2017. This report identifies small area concentrations of multiple deprivation across Northern Ireland. All 890 super output areas in Northern Ireland are ranked, with 1 being the most deprived and 890 the least deprived.

Helen's Bay lies within the Craigavad SOA and Crawfordsburn lies within the Crawfordsburn SOA. Therefore, the information from these SOAs has been used to reflect the community profile of both areas, as shown below.

INCOME DEPRIVATION		
Helen's Bay	Crawfordsburn	
 <p>Score 726</p>	 <p>Score 826</p>	<p>Helen's Bay is ranked 726 and Crawfordsburn ranked 826 out of 890 super output areas in Northern Ireland in relation to income deprivation.</p> <p>This means both areas are in the top third of areas in Northern Ireland which suffer least in relation to income deprivation.</p>
HEALTH DEPRIVATION		
Helen's Bay	Crawfordsburn	
 <p>Score 858</p>	 <p>Score 879</p>	<p>Helen's Bay is ranked 858 and Crawfordsburn 879 out of 890 super output areas of Northern Ireland in relation to Health deprivation.</p> <p>Helen's Bay and Crawfordsburn are amongst the top 5% of areas in Northern Ireland which suffer least in terms of health deprivation.</p>
EMPLOYMENT DEPRIVATION		
Helen's Bay	Crawfordsburn	
 <p>Score 749</p>	 <p>Score 823</p>	<p>Helen's Bay is ranked 749 and Crawfordsburn ranked 823 out of 890 super output areas in Northern Ireland in relation to employment deprivation.</p> <p>This means both areas are within the top 15% of areas in Northern Ireland which suffer least in terms of employment deprivation.</p>
ACCESS/PROXIMITY TO SERVICES		
Helen's Bay	Crawfordsburn	
 <p>Score 221</p>	 <p>Score 258</p>	<p>Helen's Bay is ranked 221 and Crawfordsburn ranked 258 out of 890 super output areas in Northern Ireland in relation to difficulty accessing key services (health, leisure).</p> <p>This means both areas are in the top third of areas which suffer most in relation to accessing services.</p>

## CRIME AND DISORDER

Helen's Bay	Crawfordsburn	
 <p>Score 609</p>	 <p>Score 672</p>	<p>Helen's Bay is ranked 609 and Crawfordsburn 672 out of 890 super output areas in Northern Ireland in relation to crime and disorder deprivation.</p> <p>This means both areas are in the top third of areas which suffer least from crime and disorder.</p>

### To Summarise...

Helen's Bay and Crawfordsburn are amongst the least deprived areas in Northern Ireland across a range of measures including income, employment, health and crime. Proximity to key services such as health, leisure, financial or postal services is the only measure in which both areas experience a high level of difficulty of access.

Both Helen's Bay and Crawfordsburn have a relatively even gender split and the average age for people living in the area is 51 years old (compared to a Northern Ireland average of 37 years).

Population change over 10 years for Helen's Bay is +1.7% and for Crawfordsburn +5.6%, which are both below the Northern Ireland average of +7.5%.

A higher proportion of people in the local area, when compared to the Northern Ireland average, have a degree, rate their health as good and live in their own home. More people are economically inactive (i.e. retired) and a greater proportion of homes than the Northern Ireland average are made up of a single person living alone aged 65+ years.



5 <https://www.nisra.gov.uk/statistics/deprivation/northern-ireland-multiple-deprivation-measure-2017-nimdm2017>

## 2.7 HELEN'S BAY AND CRAWFORDSBURN VILLAGE PLAN – WIDER STRATEGIC FIT

The Helen's Bay and Crawfordsburn Village Plan focuses on the specific issues and actions needed within the local area. However, it does not exist in isolation – the plan links closely to the focus and themes of the 'Big Plan', and issues relevant to other statutory stakeholders including health, education, policing and public transport.

The village planning process ensures the involvement of local communities in agreeing actions to address local needs, which is essential to securing sustainable improvements and positive outcomes for each area.

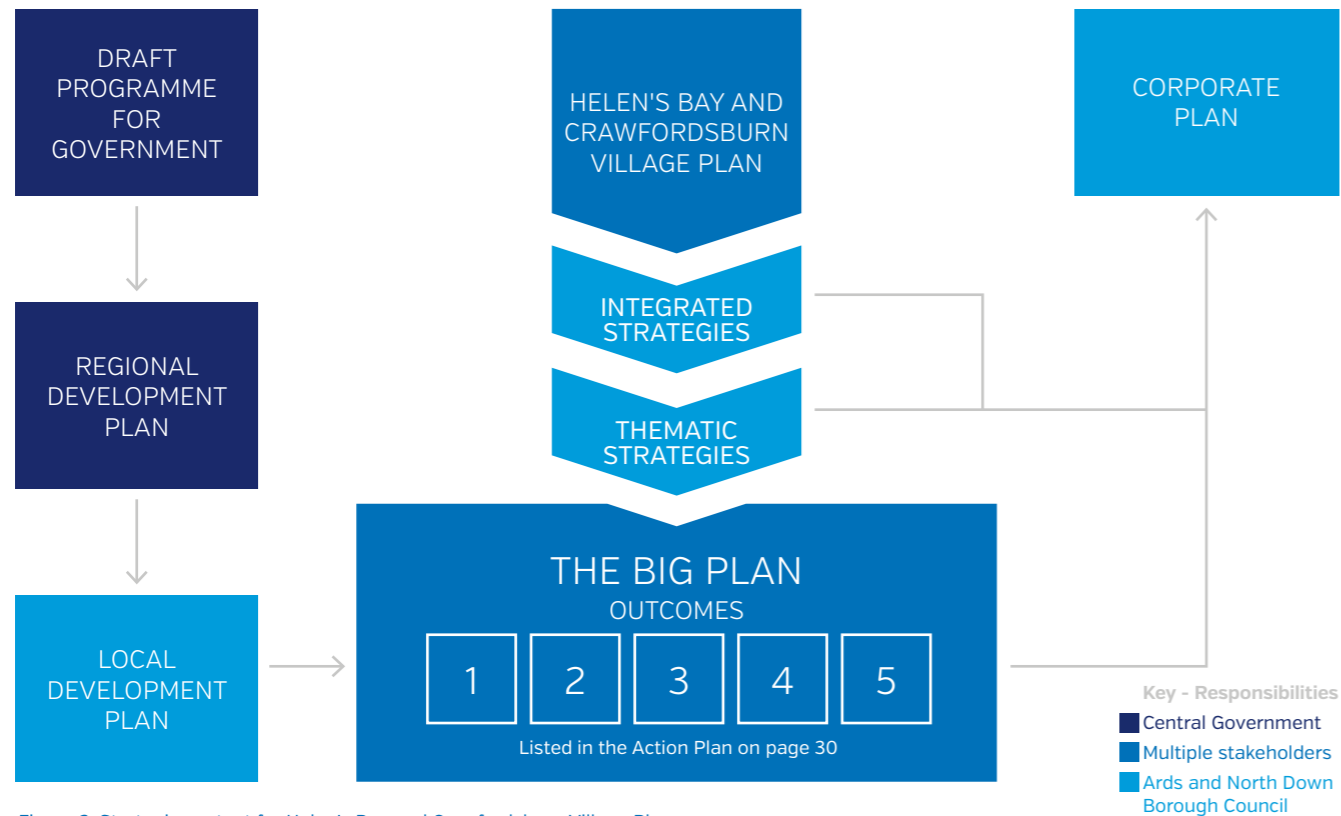


Figure 2: Strategic context for Helen's Bay and Crawfordsburn Village Plan

Engaging with local communities and supporting the development of village plans is a key activity for local councils. The actions contained within each village plan link closely to the broad remit of council in terms of supporting regeneration, facilitating economic development, promoting tourism, protecting the environment and encouraging participation in health and wellbeing activities.

The action plan for Helen's Bay and Crawfordsburn is structured around five key themes, which are the outcomes contained in the Big Plan for Ards and North Down. The village plans also feed into the Council's Corporate Plan and its three categories of People, Place and Prosperity.

The forthcoming Local Development Plan (LDP) will provide a 15-year framework to support economic,

environmental and social needs of the Borough while providing for the delivery of sustainable development. It will guide development decisions within the Borough up to 2030.

There is also a range of thematic council strategies which provide a specific context for many of the actions contained within each village plan. These relate to key issues or sectors including, food, car parking or recreation. As these are updated and revised, it will be important to ensure a strong link between each strategy and village plan.

Village plans also link to and help deliver wider government policy at a local level, including the Draft Programme for Government, Regional Development Strategy, and sector-specific policies for tourism, investment, regeneration and arts and heritage.

## 3 Helen's Bay and Crawfordsburn Village Plan – Consultation Process

The key aim of village planning is to ensure the local community has a clear role and input into agreeing the issues to be addressed and actions to be taken forward as part of the plan.

At the beginning of this process engagement took place with HBCRA to ensure a partnership approach in the preparation and delivery of this village plan.

### 3.1 HELEN'S BAY AND CRAWFORDSBURN VILLAGE PLAN – REVIEW AND UPDATE

The revised village plan for Helen's Bay and Crawfordsburn has been developed through several key stages which provided opportunities to consult with the local community. Engagement with a range of stakeholders including Ards and North Down Borough

Council, statutory partners, schools, community and voluntary groups was undertaken to help develop the final action plan.

The village plan has been shaped by a thorough assessment process including site analysis, village profiling, public consultation and the gathering of information through the distribution of questionnaires.

The plan seeks to build upon partnership working and capacity building within the community by consolidating existing and creating new working partnerships. Through the plan, responsibilities are also placed on identified groups and stakeholders to lead on specific actions.

The key stages in developing the Helen's Bay and Crawfordsburn Village Plan are detailed in Table 1.



STAGE	ACTION/ACTIVITY UNDERTAKEN
1. Initial Community Engagement	An initial meeting was held with the HBCRA committee to secure engagement in the review process. The meeting provided an opportunity to review the current plan and its achievements as well as emerging issues and priorities.
2. Village Plan Review, Profiling and Analysis	An in-depth review of the current village plan was undertaken including an assessment of delivery against agreed actions. In addition, a review of all available statistical information was undertaken alongside a review of documentation and desktop research to establish a detailed profile of the area.
3. Community Consultation [Stage 1]	The local community was invited to attend a consultation event on the evening of Wednesday 22 <sup>nd</sup> November 2017 in the Presbyterian Church Hall, Church Road, Helen's Bay. The meeting was facilitated by Insight Solutions and Rural Development Council with assistance from HBCRA. Approximately 60 members of the local community attended the meeting.  An engagement session was held with pupils from Crawfordsburn Primary School to ensure the views of young people were included in the final village plan. A village 'walk-about' with HBCRA allowed for a greater understanding of the issues and priority actions across both Helen's Bay and Crawfordsburn.  These engagement sessions helped bring the local community together to share their views on the village and generated considerable feedback regarding the village strengths, weaknesses and future opportunities.
4. Community Survey	A community survey was developed to ensure that everyone in Helen's Bay and Crawfordsburn could take part in the village planning consultation process. The survey was designed to allow residents to comment on the key issues, concerns and priorities they felt existed in relation to the local village areas.  The survey was circulated online and hard copies were provided at key locations throughout the village (e.g. shop, school). In total 66 responses were returned.  Details of the findings from the community survey are contained in Appendix A.
5. Community Consultation [Stage 2]	Based on the initial profiling, consultation and community survey, a draft village plan was developed. The draft plan aimed to 'shape up' and reflect the issues raised by the local community. A meeting to agree the draft plan was held with HBCRA committee to ensure it reflected local needs and was deliverable.
6. Final Village Plan	In the context of the feedback that was provided in relation to the draft plan, a final village plan was produced for 2018–2023.



# Want to have your say on Helen's Bay and Crawfordsburn's Village Plan?

## Public meeting to review and update the current Village Action Plan

Wednesday 22<sup>nd</sup> November 2017 at 7.30pm  
Presbyterian Church Hall, Helen's Bay

- Have your say on issues affecting the local community
- Identify priority actions to help improve your local area
- Help develop a plan to secure funding and support

For more information and to complete the online survey visit [www.ardsandnorthdown.gov.uk/village-plans](http://www.ardsandnorthdown.gov.uk/village-plans)



## 4 Analysis and Findings

A total of 66 surveys were returned (24 received online and 42 hard copy), which provided an important source of information on actions to be included in the final village plan.

An overwhelming majority of residents (97%) believe living in Helen's Bay and Crawfordsburn provides a good quality of life. Just over eight out of ten people (83%) have lived in the area for over five years.

The local area is scenic, peaceful, safe and quiet. There is a strong sense of community with good neighbours and neighbourliness being cited as one of the best aspects of the local area. Residents appreciate the beauty of the countryside, beaches and sea but also value the convenient travel links by rail and road to Belfast, Bangor and further afield.

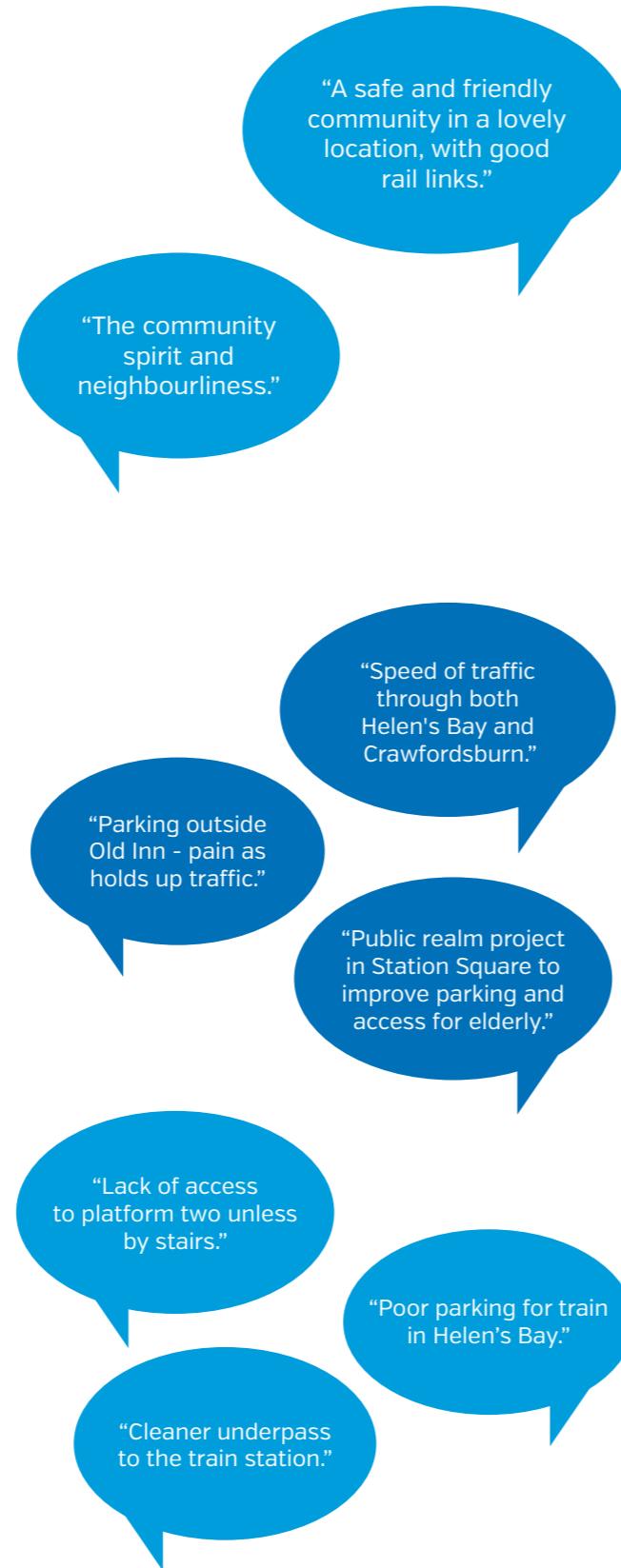
However, residents were less positive about the facilities available in the area, with 42% describing them as good, almost half (47%) stating they were neither good or bad, and one in ten people describing them as bad. There were similar findings when residents were asked to rate the services available in the local area. Overall, it would appear, that whilst the area is desirable to live in, residents believe local facilities and services could be improved.

### Road Safety and Traffic Issues

- Traffic speed and derestriction status 60mph at Ballyrobert Rd
- Parking provision at station and lack of 'park and ride'
- Pedestrian safety crossings
- Poor condition of roads and footpaths
- Parking on footpaths
- Lack of suitable street lighting

### Public Transport

- Rail service to Bangor and Belfast is good
- Poor access to train station platform
- Lack of bus service
- All day commuter parking on around station and residential streets
- Need to 'tidy up' and maintain station



### Village Appearance

- Public realm works at Station Square
- Increased planting, greenery
- Sympathetic to history and heritage
- Impact of summer tourist trade, for example litter
- Dog fouling

### Community Services and Facilities

- Outreach of health services – mental health support
- Coffee shop/convenience store in Helen's Bay
- More local groups and increased community involvement
- Better play facilities
- Community safety and community policing



#### 4.1 IDENTIFYING PRIORITIES AND ACTIONS

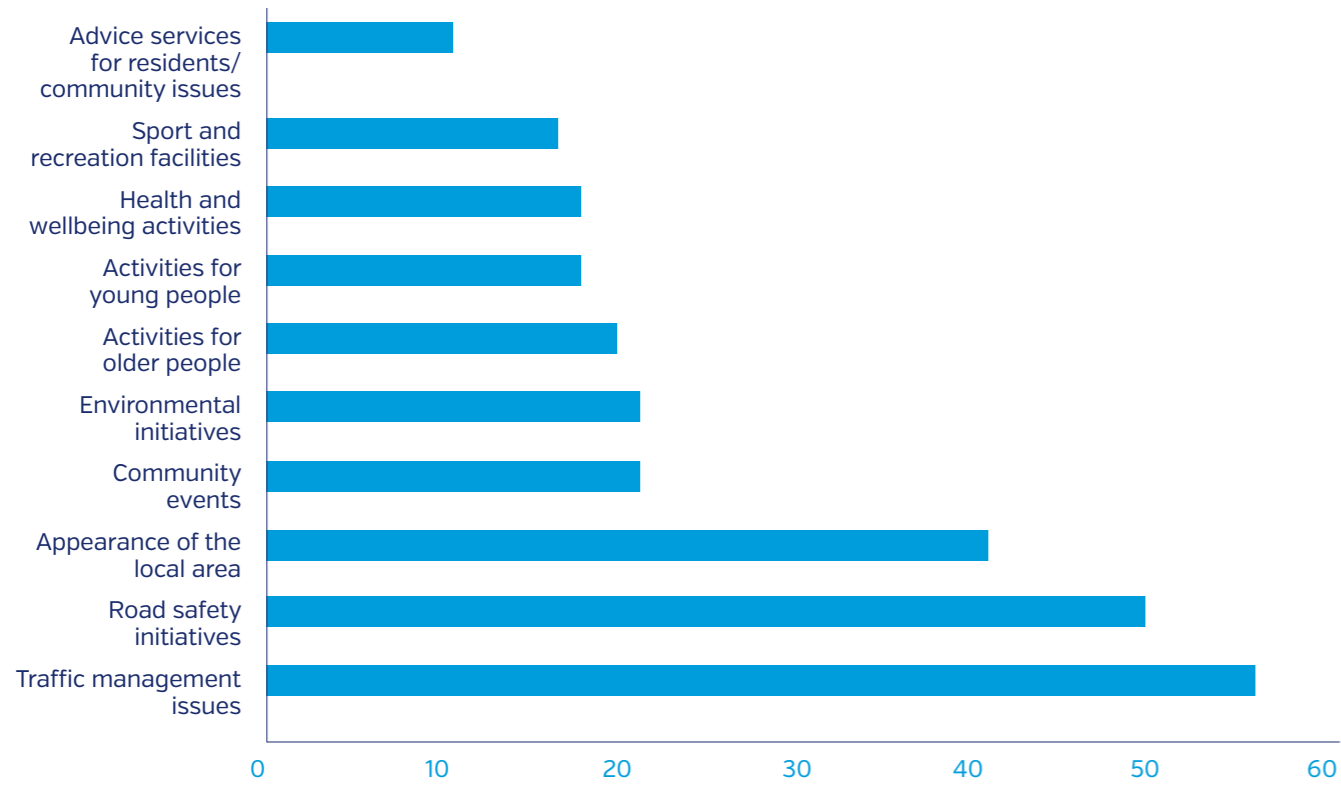


Figure 3: Programmes, activities and service priorities

During the consultation people were asked about the key issues impacting on the local area as well as the types of activities, programmes or services they would like to see in Helen's Bay and Crawfordsburn (Figure 3). This is to ensure the village plan includes actions that go beyond those relating to the physical environment or infrastructure improvements within the local area.

The top two priorities relate to introducing initiatives to help address road safety concerns, reduce speed and improve traffic management across the village areas. Residents also believe more could be done to improve the appearance of both villages and increase the range and type of community events that are available throughout the year

Consultee's were asked to rank the issues affecting the local community (Figure 4), again road safety was ranked first followed by village appearance, then community facilities in third place.



Figure 4: Priorities for Helen's Bay and Crawfordsburn

## 5 Helen's Bay and Crawfordsburn – Village Plan Outcomes

### 5.1 OVERARCHING OUTCOMES

#### 1. Helen's Bay and Crawfordsburn Achieving its Full Potential

- Community activities and programmes for young people
- Community education programmes
- Outreach of key community services
- Community/village participation in awards
- Community events and information sharing
- Address anti-social behaviour and low-level crime

#### 2. A Healthy and Active Helen's Bay and Crawfordsburn

- Resurface Helen's Bay tennis court
- Development of tennis court clubhouse – feasibility study
- Crawfordsburn playpark and river walk (nature reserve) masterplan
- Improvement and restoration of Clandeboye Avenue
- Information on walking trails and signage

#### 3. A Connected, Safe and Secure Helen's Bay and Crawfordsburn

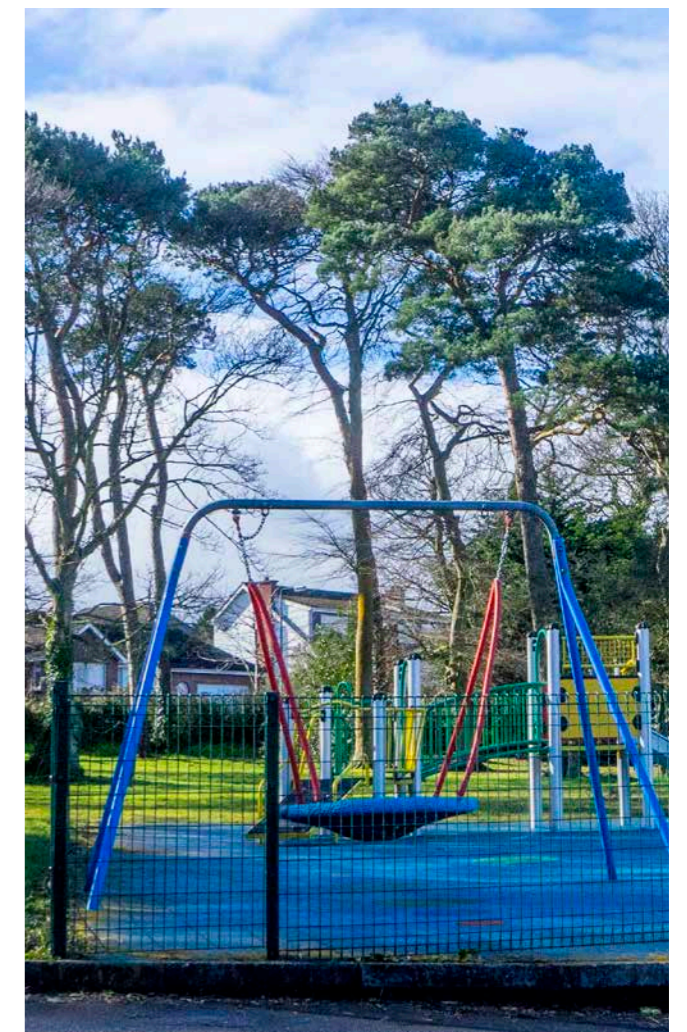
- Improved road safety and speed warning signage throughout both village areas
- Formalise parking ('drop-off' area) and pedestrian crossing in planning of proposed new primary school
- Reduction of the speed limit on Ballyrobert Road
- Resurfacing of minor, access and connecting roads across both villages
- Improve the quality, surface, and maintenance of key footpaths
- Access to Helen's Bay Train Station including park and ride
- Helen's Bay Train Station – maintenance and upkeep
- Improved management of Fort Road car park
- Craigdarragh Road/A2 traffic light extension to Ballymoney Road
- Restricted parking and management of loading bay

#### 4. Supporting the Local Economy and Employment in Helen's Bay and Crawfordsburn

- Engage with new owners of petrol station site
- Employment and skills development
- Support for NOW Group Loaf Pottery

#### 5. Supporting the Local Environment, History and Heritage in Helen's Bay and Crawfordsburn

- Provision of gateway signage
- Dog fouling and litter bins
- Improve appearance of land between village areas
- Community planting schemes and street furniture
- Community consultation on proposed village developments
- Feasibility study to determine improvement works at Station Square
- Develop Grey Point Fort as a key tourist and heritage asset



## 5.2 HELEN'S BAY AND CRAWFORDSBURN – 'AT A GLANCE'

The Helen's Bay and Crawfordsburn infographic summarises the key findings and issues emerging from the community consultation. In addition to highlighting positive aspects about living in the local area the infographic summarises the key concerns of residents.

It also details the actions people wish to see delivered over the next five years in terms of infrastructure, facilities and local services.

<b>At a Glance</b>	
	<ul style="list-style-type: none"> <li>• 97% Rated Quality of Life as Good</li> <li>• 42% Rated Quality of Facilities as Good</li> <li>• 45% Rated Quality of Services as Good</li> </ul>
<b>Key Issues</b>	
 1. Road Safety	<b>Best Part of Living in Helen's Bay and Crawfordsburn:</b> Good neighbours, sense of community, walks, forest path, railway, proximity to Belfast and Bangor, natural surroundings, coast, peaceful, beaches, views, Crawfordsburn Inn, friendly and safe, country park, the people, landscape, golf club, outdoors, shops and restaurants, local school, clean air and environment
 2. Litter and Dog Fouling	<b>Top 5 Physical Improvements:</b> <ol style="list-style-type: none"> <li>1. Road Safety Measures</li> <li>2. Village Appearance</li> <li>3. Community Facilities</li> <li>4. Additional Shops / Business Units</li> <li>5. Facilities for Young People</li> </ol>
 3. Community Safety	
 4. Anti-Social Behaviour	<b>Top 5 Service Delivery Improvements:</b> <ol style="list-style-type: none"> <li>1. Traffic Management</li> <li>2. Road Safety Initiatives</li> <li>3. Programmes to Improve Local Area</li> <li>4. Community Events</li> <li>5. Environmental Initiatives</li> </ol>
 5. Drug and Alcohol Abuse	
<b>Priority Action:</b> Station Square in Helen's Bay and Crawfordsburn Glen Masterplan	



## 6 Detail of Village Projects

### OUTCOME 1: HELEN'S BAY AND CRAWFORDSBURN – ACHIEVING ITS FULL POTENTIAL

#### 1.1 COMMUNITY ENGAGEMENT AND SERVICES

##### 1.1.1 Community activities and programmes for young people [all areas]

Helen's Bay and Crawfordsburn are areas which have an older population. Indeed, the average age is 51 years old, with only 16% of the population being aged 15 years or under.

Comments focused on the need to support local clubs and groups to provide a greater range of programmes and activities for young people. In addition, many people feel there is a lack of youth friendly facilities in the local area, which can result in young people having nowhere to go in the evening or during school holidays. A focused needs assessment with young people in the area will be undertaken to understand the range of activities and programmes to be delivered.

##### 1.1.2 Community education programmes [all areas]

Those consulted highlighted a need for a greater range of programmes and activities to be offered locally. This includes hobby and recreational type programmes which can help with social isolation. There is interest in further information and support to encourage volunteering by people living in the local area.

The actual range of programmes to be delivered will be determined through further engagement with local people and groups across both Helen's Bay and Crawfordsburn. In addition, sharing of information about what is happening in the local area is required to support people's participate in community-based activities.

##### 1.1.3 Outreach of key community services [all areas]

Although access to places such as Bangor, Belfast and Newtownards is generally considered good, anyone without private transport or who experiences mobility issues can find accessing key services difficult.

Therefore, the provision of services is a concern for the community and will be a continuing focus over the next five years of the village plan. Those consulted highlighted a need for the outreach of community support services, advice organisations, education and employment support. An assessment of the current services available in the local area as well as services people would like to see will be the first stage in taking forward this action.

##### 1.1.4 Community/village participation in awards [all areas]

Across Helen's Bay and Crawfordsburn a great deal of voluntary effort is provided to ensure the local areas benefit from planting schemes, flower displays and greenery. Volunteers also ensure these are maintained and the area remains attractive and litter free.

This action proposes that the community actively consider and apply for a range of community awards to recognise this effort and the impact it has on the local area.

##### 1.1.5 Community events and information sharing [all areas]

There is already a wide range of local community activities and events taking place throughout the year. These are linked to sports and recreation, natural heritage, history, church and community fun activities. Opportunities may arise for additional events and activities. There are existing communication channels, including the local newsletter, Bayburn Life, and community noticeboards which can be further used, along with social media.

#### 1.2 COMMUNITY SAFETY

##### 1.2.1 Address anti-social behaviour and low-level crime [all areas]

Those consulted reported an increasing occurrence of anti-social behaviour and low-level crime in the local area especially during the summer months. Whilst recognising the positive impact of the summer tourist trade there are specific concerns about the issues a large influx of people can cause, such as increased littering, street drinking and anti-social behaviour.

The multi-agency partnership which brings together representatives of the Northern Ireland Environment Agency, the PSNI, Translink, the Council and the residents association to tackle anti-social behaviour by visitors to the Crawfordsburn Country Park is welcomed, and its continuing activities are supported.

**OUTCOME 2:  
A HEALTHY AND ACTIVE HELEN'S BAY AND  
CRAWFORDSBURN**

**2.1 SPORTS AND RECREATION**

**2.1.1 Resurface Helen's Bay tennis courts (Helen's Bay)**

Helen's Bay Tennis Club caters for players of all ages and operates from council-owned premises located off Fort Road. A number of teams are regularly entered into the Belfast and district leagues and a variety of tournaments are held throughout the year. Over 100 junior players are coached there every year.

As a well-used facility that schedules club sessions all year round, resurfacing of the three existing tennis courts is required. An assessment of tennis courts across the council area by Ards and North Down Borough Council also recognised the need for the tennis courts to be resurfaced.

**2.1.2 Development of tennis court clubhouse – feasibility study (Helen's Bay)**

There is a need to undertake a feasibility study to determine the benefit of redeveloping the tennis clubhouse to improve facilities for users, whilst also providing wider community benefit.

Groundworks and landscaping would also improve and better link the grass area between the existing clubhouse and tennis courts. This would provide increased space and an outdoor recreational area for tennis players and other users of the facility. The programme of works required to deliver the redeveloped tennis clubhouse and associated external landscaping could be considered as part of the feasibility project, including improvements to the playpark area.

The final options to improve the facilities for users will be developed and agreed with the local community.

**2.1.3 Crawfordsburn Glen Masterplan**

There is a need to develop an overarching 'masterplan' which sets out a programme of improvement works for Crawfordsburn playpark and linked riverside walk (nature reserve). The masterplan will provide an overall vision and theme for delivering improvement works to the playpark, nature area and riverside walk to be delivered over the lifetime of the village plan.

**2.1.4 Improvement and restoration of Clandeboye Avenue (all areas)**

Clandeboye Avenue is a tranquil woodland walk which links Helen's Bay to Crawfordsburn and beyond. However, this route requires improvements along key stretches. An updated assessment of Clandeboye Avenue is being undertaken to note any access issues, surface condition, signage, bridge condition and any areas requiring clearance [that may have become overgrown]. This could also examine the opportunity to provide pathways or connections to other walks or areas (for example, Bridge Road South).

The assessment could firstly note the impact of remedial actions and improvements taken to date. Following this initial stage a detailed programme of works should be developed to set out how key issues from the assessment can be addressed.

**2.1.5 Information on walking trails and signage (all areas)**

During the public engagement it was agreed that improved information and signage in relation to walks and parks in the local area would be beneficial for both residents and tourists.

In addition to the existing signs and historical interpretation signage provided by the Bayburn History Society and the Council, signage should be installed to provide information on walking paths and routes at key sites throughout the local area. Further work should be undertaken to agree the information to be presented and identify where best to locate the signage. The information presented could be around local history, heritage and nature.

Priority Project



**OUTCOME 3:  
A CONNECTED, SECURE AND SAFE HELEN'S BAY  
AND CRAWFORDSBURN**

**3.1 ROAD SAFETY AND TRAFFIC CALMING**

**3.1.1 Road safety and traffic calming measures (all areas)**

Excessive speeding through Helen's Bay and Crawfordsburn and the surrounding routes is a key concern for residents. Those consulted recommended calming measures at key entry/exit points and throughout the village areas. This could include the incorporation of speed warning signage, speed limit restrictions, speed humps, and if required, the narrowing of the carriageway/road through the use of build-outs or chicanes.

**3.1.2 Street lighting (all areas)**

Consultees requested that the quality of street lighting across the local area could be improved. The need for an assessment of current provision of street lighting, across the village and identification of any improvements required. Consideration should be given to bespoke design of street lighting that fits with the character of the local villages.

**3.1.3 Reduction of speed limit, Ballyrobert Road (Crawfordsburn)**

A specific concern expressed through the public meeting and survey was the current 60mph speed limit along Ballyrobert Road. The existing 30mph restriction only applies some 100 metres from Crawfordsburn Main Street, close to the petrol station. Reducing the speed limit along Ballyrobert Road from the current 60mph limit to 30mph and moving the village entrance sign to west of Red Bridge/Clandeboye Avenue could help to ensure safety of pedestrians and road users.

**3.1.4 Formalise parking drop-off area and pedestrian crossing in planning of proposed new primary school (Crawfordsburn)**

A new primary school is proposed on the existing site. As part of the planning and development process, residents wish to ensure safe access, parking and drop-off points for school children are provided. A formal layby/drop off area could be included in the plans, to enable the safe drop off and pick up of children. There may also be scope to create additional parking in the Glen Park.

In addition, to address pedestrian safety concerns, a controlled pedestrian crossing should be proposed in the development of the new school. This crossing would improve road safety for pedestrians, in particular children attending the primary school.

**3.2 IMPROVED ROADS AND ACCESS**

**3.2.1 Resurfacing of minor, access and connecting roads (all areas)**

Consultation has shown that many roads in the village are in a poor state of repair, with potholes and uneven surfaces being commonplace. It is suggested that a full roads conditioning assessment is undertaken across both Helen's Bay and Crawfordsburn and a prioritised programme of remedial works developed for future delivery.

**3.2.2 Improve the quality, surface and maintenance of key footpaths (all areas)**

Following consultation with the local community, a programme of footpath improvement works to identify and prioritise problematic footpaths in the local area is to be agreed with the local community in consultation with the Department for Infrastructure. This will seek to address the poor condition of many existing footpaths in the local area.

**3.2.3 Access to Helen's Bay Train Station including 'park and ride' (Helen's Bay)**

The platforms at Helen's Bay Station are presently accessed by an underpass with stairs at either end. This causes difficulties for passengers with mobility issues trying to access the southern Belfast-bound platform. A suitable long-term solution to support access to all platforms at the station must be identified. A lift or ramped access solution should be examined, and a preferred option identified.

The last village plan proposed that land within Clandeboye Estate, immediately south of the station, be converted to a park and ride facility. This was to address the lack of all-day community parking available within the village, and the impact of parked cars at Station Square and along footpaths on surrounding streets. This remains a priority for the local community.

**3.2.4 Helen's Bay Train Station – maintenance and upkeep (Helen's Bay)**

There is a need for general improvement works to improve the appearance of the train station including the entrance, platforms and repainting the underpass. In the past, local school children had been involved in designing artwork which was displayed at the station. Some residents also suggested that the underpass could be used to display work from local artists, or local artists could be commissioned to design a piece of work for the underpass.

**3.2.5 Management of Fort Road car park (Helen's Bay)**

This is an action which has been carried forward from the previous village plan. Fort Road car park, located at the eastern end of Fort Road, is a Northern Ireland Environment Agency (NIEA)-owned facility which is well used by residents as well as walkers and visitors, particularly for the purposes of accessing the adjoining beach.

Access gates operated by NIEA staff (installed for appropriate reasons in response to issues of anti-social behaviour and driving) can sometimes restrict access at certain parts of the day, for example early mornings.

This action advocates that the management issues relating to the Fort Road car park are re-examined by engaging with the local community on the most efficient way to manage the facility to the benefit of the wider community.

### 3.2.6 Craigdarragh Road traffic light extension (Helen's Bay)

One of the key approach routes to Helen's Bay is the Craigdarragh Road, which experiences high volumes of traffic. The traffic lights at its southern end enable Belfast and Bangor bound traffic to exit the Craigdarragh Road safely onto the A2. Traffic light sequencing works efficiently in relation to the traffic requirements of the A2 and the Craigdarragh Road. However, traffic on the Ballymoney Road returning to Helen's Bay and Crawfordsburn from the Craigantlet direction experiences difficulty in turning right onto the A2 due to heavy traffic flowing in both directions. The traffic lights at the A2/Craigdarragh Road junction should take account of peak demands at the A2/Ballymoney Road junction.

### 3.2.7 Restricted parking and management of loading bay (Crawfordsburn)

An existing loading bay/layby along the lower section of the Ballyrobert Road is often used for all day parking. This results in large articulated trucks, making deliveries to the adjoining petrol station, parking up and blocking a full lane of the Ballyrobert Road and bringing traffic within the village to a standstill.

It is proposed that restrictions are placed on the use of this loading bay to facilitate deliveries during agreed times of the day, thus preventing inappropriate all day parking.

## OUTCOME 4: SUPPORTING THE LOCAL ECONOMY AND EMPLOYMENT IN HELEN'S BAY AND CRAWFORDSBURN

### 4.1 SUPPORT FOR LOCAL BUSINESS AND ECONOMY

#### 4.1.1 Engage with petrol station owners (Crawfordsburn)

The convenience store located along the Ballyrobert Road provides residents in Crawfordsburn with day-to-day shopping and is a key service for the local area. Recently this store has been acquired by the Henderson Group.

Historically the store has shared information on local activities, events and programmes. This action focuses on ensuring the local community group engages with the new owners of the petrol station to ensure continuing support for local community events and activities.

#### 4.1.2 Employment and skills development (all areas)

Employment, growing the local economy and supporting job opportunities is an important issue for the local area. This action seeks to support the delivery of programmes in partnership with statutory agencies and community and voluntary sectors to increase employability and entrepreneurship amongst key groups (young adults, unemployed etc).

This will require a strategic approach, involving all key stakeholders (statutory, private and community), to focus on supporting skills, employment and attracting investment to the local area.

#### 4.1.3 Loaf Pottery (Crawfordsburn)

The former Pinewood Pottery in Crawfordsburn has been renovated by the NOW Group into an arts centre and cafe. The NOW Group is a social enterprise supporting people with learning difficulties and autism into jobs with a future.

Loaf Pottery will seek to secure jobs for local people and artists to work alongside people living with disabilities to develop skills that will increase their employability. Using the model of safe spaces, NOW will facilitate and support people with barriers to learning from the local communities and also introduce people from urban areas into the coastal area.

This action will seek to ensure that local groups, community networks and individuals are informed and aware of the Loaf Pottery project and that they are encouraged to support NOW's work in helping people with learning difficulties and autism.

## OUTCOME 5: SUPPORTING THE LOCAL ENVIRONMENT, HISTORY AND HERITAGE IN HELEN'S BAY AND CRAWFORDSBURN

#### 5.1.1 Provision of gateway signage (all areas)

As identified in the 2013 village plan, there are a number of key gateway locations considered to define the arrival points into Helen's Bay and Crawfordsburn.

The first of the three gateways in Helen's Bay is located on the Craigdarragh Road approximately 100m south of the Craigdarragh Road Railway Bridge, while the second is located on Bridge Road South, approximately 100m south of the Bridge Road South Railway Bridge. The third gateway has been identified at Helen's Bay Railway Station. In Crawfordsburn, gateways are proposed on the Ballyrobert Road, Cootehall Road, Crawfordsburn Road and Bridge Road South before its junction with Ballyrobert Road.

In addition to gateway signage, artwork, planting, lighting and other improvements at the village arrival points should be considered.

#### 5.1.2 Dog fouling and littering (all areas)

A key concern expressed by consultees is the prevalence of dog fouling across the local area. This could be addressed via the installation of additional bins along key walking routes, supported by adequate enforcement and education. The local community also wishes to see an increase in the provision of bins throughout the village, including bins allowing for the recycling of materials. A programme of works to replace old and broken bins should also be undertaken.



#### 5.1.3 Improve appearance of land between village areas (all areas)

As was expressed in the 2013 village plan, the condition of the large site along Bridge Road South remains a concern. Residents feel the current state of the site is having a detrimental effect on the picturesque setting of both villages.

A planning application was submitted over 18 months ago to the Borough Council for a maximum of 15 dwellings on the side of the 21 Bridge Road South site nearer to Helen's Bay. This is still under consideration. However, two public meetings and an additional questionnaire were arranged to obtain residents' views with a clear majority favouring the proposed development. Communication and community engagement with the local community should be ongoing throughout this planning process to address any concerns regarding the proposed development and appearance of the local area.

#### 5.1.4 Community planting schemes and street furniture (all areas)

There is a desire to see a range of environmental improvements implemented across both villages to enhance the appearance of the locality. This could include further planting to existing planters and the addition of new ones, flower beds, hanging baskets

and greenery. Increasing the frequency of replanting would maximise the floral display throughout the year. The local community wishes to ensure that any improvements to street furniture and streetscape are delivered in keeping with the character of each village.

#### 5.1.5 Community consultation on proposed village developments (all areas)

The community recognises that Helen's Bay and Crawfordsburn are subject to ongoing change and are supportive of developments that are in keeping with the character of the local area. Community consultation on proposed village developments going forward will help to ensure the character and identity of the local area is preserved.

The proposed development at the Country Club in particular, should be sympathetic to the character and heritage of Crawfordsburn, whilst retaining provision of the existing playing field area and links to existing walking paths.

#### 5.1.6 Feasibility study to determine improvement works at Station Square (Helen's Bay)

Station Square is a small courtyard area which comprises a mix of commercial and residential buildings adjacent to Helen's Bay Train Station. It is as a central hub for the local community. It is a busy area used by people to access local shops and services as well as passengers using the train station.

This action commits to undertaking a feasibility study to identify options for improvement works at Station Square. This would focus on a phased programme of works to improve the quality of Station Square in terms of high quality surfacing throughout the full extent of the square, feature lighting, soft landscaping, bespoke street furniture and the formalising of existing parking arrangements.

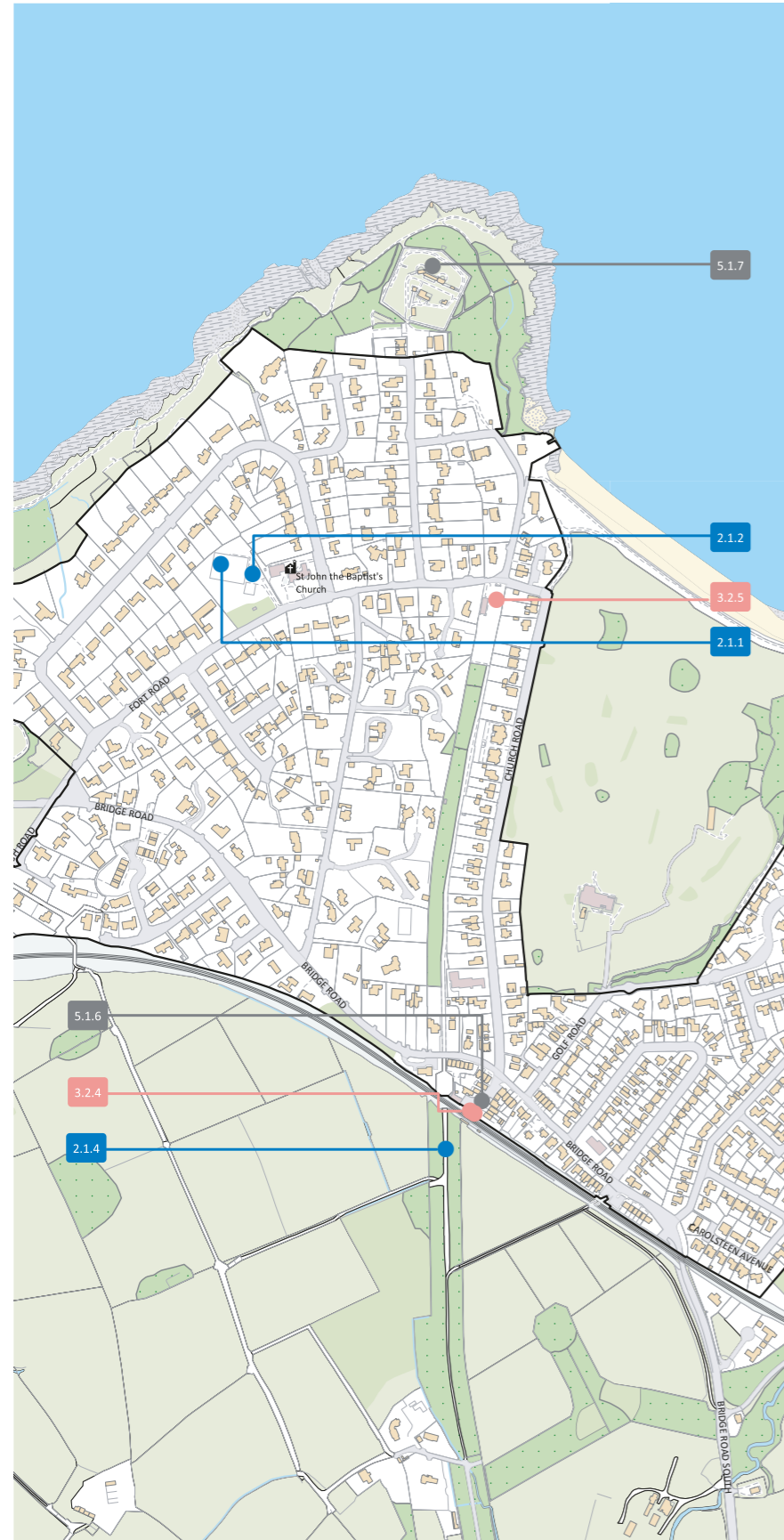
#### 5.1.7 Develop Grey Point Fort as a key tourist and heritage asset (Helen's Bay)

As one of the best preserved coastal forts of the early 20th century, Grey Point Fort is located in Crawfordsburn Country Park and houses a unique military museum. This action seeks to support the work of the NIEA, Grey Point Fort Amateur Radio Society and the Friends of Grey Point Fort in their efforts to enhance the fort as a visitor attraction and educational resource. Recent work completed by volunteers who open the facility to visitors has included the restoration of the fort's showpiece guns.

An opportunity exists to carry out environmental improvements at the visitor arrival point. In the shorter term this includes the removal of existing graffiti and resurfacing of the forecourt area, while longer-term plans could include a new visitor centre with the potential to house a small commercial operator such as a cafe or craft shop.

Priority Project

**6.1 MAP OF HELEN'S BAY AND CRAWFORDSBURN VILLAGE ACTIONS**



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**HELEN'S BAY**

**OUTCOME 2 – A HEALTHY AND ACTIVE HELEN'S BAY AND CRAWFORDSBURN**

- 2.1.1 Resurface Helen's Bay tennis courts
- 2.1.2 Development of tennis court clubhouse – feasibility study
- 2.1.4 Improvement and restoration of Clandeboye Avenue

**OUTCOME 3 – A CONNECTED, SAFE AND SECURE HELEN'S BAY AND CRAWFORDSBURN**

- 3.2.4 Helen's Bay Train Station – maintenance and upkeep
- 3.2.5 Management of Fort Road car park

**OUTCOME 5 – SUPPORTING THE LOCAL ENVIRONMENT, HISTORY AND HERITAGE IN HELEN'S BAY AND CRAWFORDSBURN**

- 5.1.6 Feasibility study to determine improvement works at Station Square
- 5.1.7 Develop Grey Point Fort as a key tourist and heritage asset

**CRAWFORDSBURN**

**OUTCOME 2 – A HEALTHY AND ACTIVE HELEN'S BAY AND CRAWFORDSBURN**

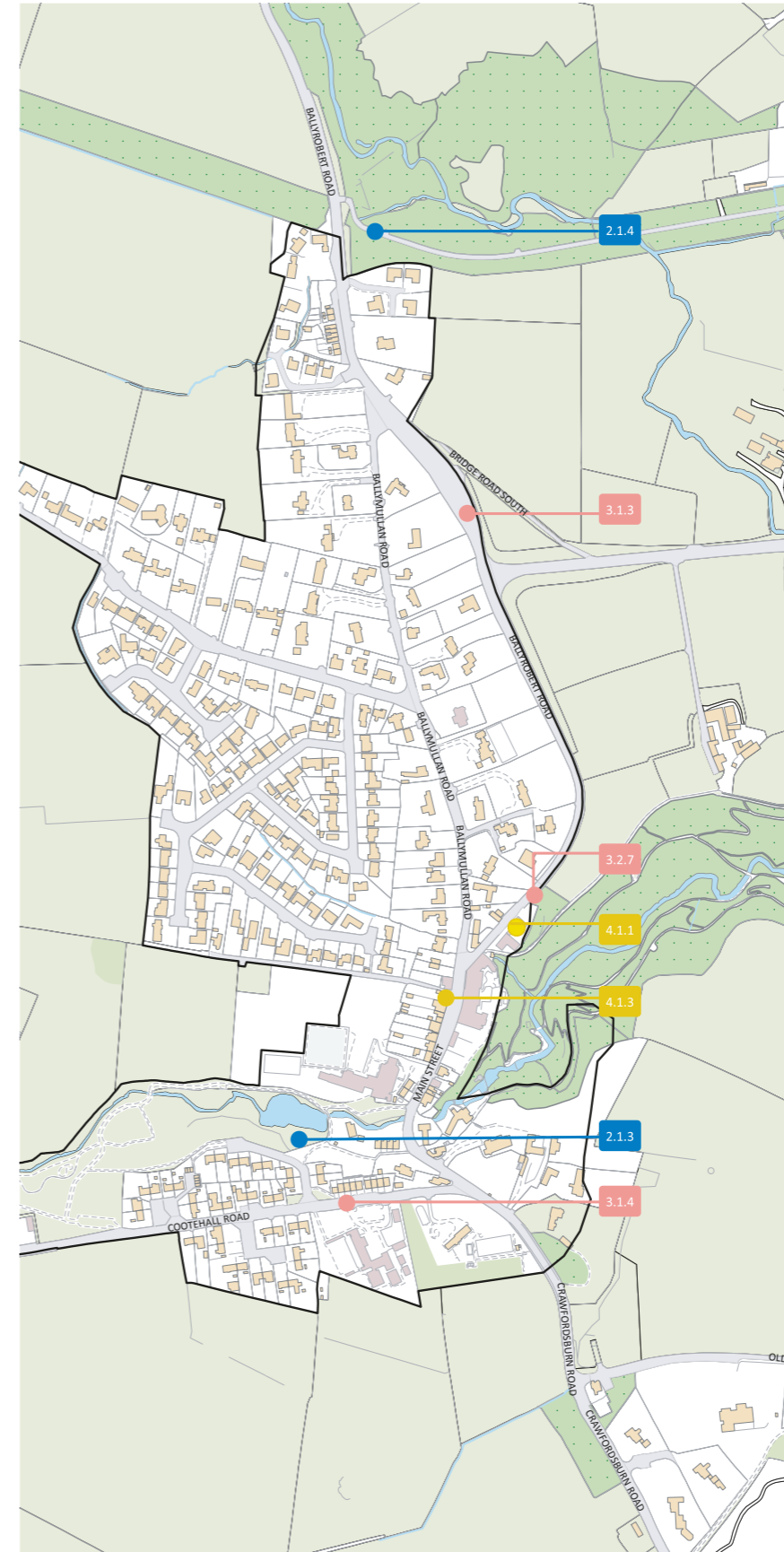
- 2.1.3 Crawfordsburn Glen Masterplan
- 2.1.4 Improvement and restoration of Clandeboye Avenue

**OUTCOME 3 – A CONNECTED, SAFE AND SECURE HELEN'S BAY AND CRAWFORDSBURN**

- 3.1.3 Reduction of speed limit – Ballyrobert Road
- 3.1.4 Formalise parking ('drop-off' area) and pedestrian crossing in planning of proposed new primary school
- 3.2.7 Restricted parking and management of loading bay

**OUTCOME 4 – SUPPORTING THE LOCAL ECONOMY AND EMPLOYMENT IN HELEN'S BAY AND CRAWFORDSBURN**

- 4.1.1 Engage with petrol station owners
- 4.1.3 Loaf Pottery



\*Wider Village Projects – Location to be agreed

## 7 Delivery of Helen's Bay and Crawfordsburn Integrated Action Plan

### 7.1 INTRODUCTION

The key aim of the Helen's Bay and Crawfordsburn Village Integrated Action Plan is to prioritise projects which the local community has identified as key to progress.

The successful achievement of these actions will require input from a wide range of organisations across the public, private and community sectors. A review of available funding streams will also be important on an ongoing basis to ensure that the actions in the plan are implemented and that Helen's Bay and Crawfordsburn can achieve their long-term vision for the future.

### 7.2 DELIVERY STRUCTURES

It is important that there are appropriate local structures in place to maintain a focus on delivering the plan and tracking its progress. This will ensure actions to be progressed by the local community are delivered, but also provide a mechanism to ensure actions led by statutory partners or other stakeholders are kept 'live' and progress reported on a regular basis.

It is proposed that a local steering group should be established with the support of Ards and North Down Borough Council. The key focus for this group will be on the delivery of the village action plan. The steering group will monitor and report on progress, whilst also consider any issues which may impact (or delay) the successful completion of actions within the plan, ensuring accountability across all stakeholders.

To support delivery of the action plan a monitoring framework has been included in Appendix B. This will allow the local steering group to agree priorities, identify key actions, oversee delivery, track progress and report on achievements over the lifetime of the village plan.

### 7.3 SUPPORTING DELIVERY OF THE PLAN

There is a wide range of funding sources available from the public, charitable and corporate sectors that can help the local community maximise opportunities to deliver their village plan. Notable funding bodies and organisations include the Big Lottery Fund, Community Foundation for Northern Ireland, Children in Need, Comic Relief and Joseph Rowntree Charitable Trust.

However, the eligibility criteria, application process, focus and money available will be specific to each funder and individual programmes. Each village will be supported, where appropriate, by Ards and North Down Borough Council's Regeneration, Development and Planning Directorate and any other relevant council departments, and include support on how to track and identify suitable sources of funding available in Northern Ireland.

### 7.4 ACTION PLAN

The action plan links through to the outcomes of the 'Big Plan'. This ensures that the plan is set within the context of the wider strategic fit.

Included in the action plan is a priority for each project (high, medium and low) based on the demand expressed by the local community and likely impact it will have on the area. In terms of delivery, each project has been allocated a short, medium or long-term timeframe which relates to the following timescales:

- Short-term projects are those actions the community would like to see progressed within 18 months;
- Medium-term refers to those projects which are to be taken forward within 18 months to three years;
- Long-term actions would be delivered over the next three to five years.

As previously highlighted, this action plan reflects the ongoing development from the initial plan produced in April 2013. Some actions have been 'carried over' into this revised plan, other actions have been amended to reflect the progress achieved (or changing need), whilst other actions will be new. Therefore, the action plan includes the following indicators:

- Existing action: an action which has been included (in full) from the original April 2013 plan;
- Amended action: an action included in the original April 2013 plan which has been amended or changed for the revised plan (due to changing needs or the action has partially been delivered);
- New action: an action which was not included in the April 2013 plan.

The action plan is structured around the five key outcomes of the Big Plan for Ards and North Down. As part of the Big Plan an initial set of indicators has been identified to measure progress towards each outcome – these are the 'Agreed indicators'. In addition, there is a series of indicators currently being progressed for which data is not yet available or robust enough – these are the 'Indicators to be developed'. In the Helen's Bay and Crawfordsburn Village Action Plan the 'Success indicator' column links each action to an indicator (either agreed or to be developed) from the Big Plan. The keys used for each outcome and indicator are included in Table 2.

In addition, the action plan identifies the stakeholders, including the lead partner, whose involvement in the

relevant action or project would be necessary. It is important to note that the action plan should be used as a 'live' document to ensure progress is monitored regularly and updated accordingly (see Appendix B). It is only natural that priorities may change over time or new projects and opportunities will arise in future,

and these should be assessed against the overarching aims identified and added (or removed from) the action plan where appropriate.



**7.5 HELEN'S BAY AND CRAWFORDSBURN INTEGRATED VILLAGE ACTION PLAN (2018-2023)**

OUTCOME 1: HELEN'S BAY AND CRAWFORDSBURN – ACHIEVING ITS FULL POTENTIAL								
Action	Area	Plan Reference	Description	Timescale [S, M, L]*	Action Status	Lead Partner(s)	Stakeholders	Success Indicators
1.1 Community Engagement and Services	All	1.1.1	Community activities and programmes for young people	S	Amended	HBCRA	CDRCN, EA, ANDBC	1.8, 2.4, 2.6, 3.6
		1.1.2	Community education programmes	M	New	HBCRA	HBCRA, CDRCN, EA, local colleges	1.3, 1.5, 4.1, 4.7
		1.1.3	Outreach of key community services	M	New	HBCRA	ANDBC, CDRCN, CAB, HSCT, Advice NI etc	1.4, 2.3, 2.4
		1.1.4	Community village participation in awards	S	Amended	HBCRA	ANDBC, CDRCN	1.8, 4.2, 4.5
		1.1.5	Community events and information sharing	M	Amended	HBCRA	HBCRA, CDRCN Community Groups	1.4, 1.8, 2.4
1.2 Community Safety	All	1.2.1	Address anti-social behaviour and low-level crime	S	Amended	Multi-Agency P'ship	PSNI, HBCRA, ANDBC Translink, Comm Safety P'ship, NIEA	3.3, 3.4

OUTCOME 2: A HEALTHY AND ACTIVE HELEN'S BAY AND CRAWFORDSBURN								
Action	Area	Plan Reference	Description	Timescale [S, M, L]*	Action Status	Lead Partner(s)	Stakeholders	Success Indicators
2.1 Sport and Recreation	Helen's Bay	2.1.1	Resurface Helen's Bay tennis courts	S	Existing	ANDBC	HTC	2.4, 1.8, 4.5
		2.1.2	Development of tennis Helen's Bay clubhouse – feasibility study	M	New	ANDBC	HTC	1.3, 1.6, 1.8, 2.4
	Crawfordsburn	2.1.3	Crawfordsburn Glen Masterplan	M	Amended	ANDBC	HBCRA	1.8, 2.4, 4.5, 5.4, 5.7
	All	2.1.4	Improvement and restoration of Clandeboye Avenue	M	Existing	ANDBC	HBCRA, Translink	
		2.1.5	Information on walking trails and signage	M	Amended	ANDBC	HBCRA, DFI Roads, NIEA	2.4, 4.5

OUTCOME 3: A CONNECTED, SECURE AND SAFE HELEN'S BAY AND CRAWFORDSBURN								
Action	Area	Plan Reference	Description	Timescale [S, M, L]*	Action Status	Lead Partner(s)	Stakeholders	Success Indicators
3.1 Road Safety and Traffic Calming	All	3.1.1	Road safety and traffic calming measures	M	Existing	DFI Roads	ANDBC, HBCRA	3.2, 5.7
		3.1.2	Street lighting	M	New	Dfi Roads	ANDBC, HBCRA	
		3.1.3	Reduction of speed limit – Ballyrobert Road	S/M	Existing	Dfi Roads	ANDBC, HBCRA	
	Crawfordsburn	3.1.4	Formalise parking ('drop-off' area) and pedestrian crossing in planning of proposed new primary school	S/M	New	EA, DFI	ANDBC, HBCRA	
3.2 Improved Roads and Access	All	3.2.1	Resurfacing of minor, access and connecting roads	S	Amended	DFI Roads	ANDBC, HBCRA	
		3.2.2	Improve the quality, surface and maintenance of key footpaths	S	Amended	DFI Roads	ANDBC, HBCRA	
	Helen's Bay	3.2.3	Access to Helen's Bay Train Station including park and ride	L	Existing	Translink	DFI Roads, ANDBC, HBCRA	5.11
		3.2.4	Helen's Bay Train Station – maintenance and upkeep	S/M	Amended	Translink	HBCRA, ANDBC	
		3.2.5	Management of Fort Road car park	S	Existing	NIEA	ANDBC, HBCRA	1.8, 4.5
		3.2.6	Craigdarraigh Road traffic light extension	M/L	Existing	DFI Roads	ANDBC, HBCRA	3.2
		3.2.7	Restricted parking and management of loading bay	M	Amended	DFI Roads	ANDBC, shop /business owners	

OUTCOME 4: SUPPORTING THE LOCAL ECONOMY AND EMPLOYMENT IN HELEN'S BAY AND CRAWFORDSBURN								
Action	Area	Plan Reference	Description	Timescale [S, M, L]*	Action Status	Lead Partner(s)	Stakeholders	Success Indicators ***
4.1 Support for Local Business and Economy	All	4.1.1	- Engage with petrol station owners	S	New	HBCRA	Private businesses, local residents	1.8
		4.1.2	- Employment and skills development	M	New	ANDBC	CDRCN, EA, local colleges	1.5, 4.1, 4.3, 4.6, 4.7, 4.8
	Crawfordsburn	4.1.3	- Loaf Pottery	S/M	New	HBCRA	ANDBC, CDRCN	1.8

OUTCOME 5: SUPPORTING THE LOCAL ENVIRONMENT, HISTORY AND HERITAGE IN HELEN'S BAY AND CRAWFORDSBURN									
Action	Area	Plan Reference	Description	Timescale [S, M, L]*	Action Status	Lead Partner(s)	Stakeholders	Success Indicators ***	
5.1 Improved Village Appearance	All	5.1.1	- Provision of gateway signage	S	New	ANDBC	DFI Roads, HBCRA	1.8, 2.4, 4.2, 4.4, 5.4, 5.7	
		5.1.2	- Dog fouling and littering	S	Existing	ANDBC	DFI Roads, HBCRA		
		5.1.3	- Improve appearance of land between village areas	M	Amended	ANDBC	Private Developers		
		5.1.4	- Community planting schemes and street furniture	S/M	New	HBCRA	ANDBC, local businesses		
		5.1.5	- Community consultation on proposed village developments	S	Amended	ANDBC	HBCRA, local residents, developers		
	Helen's Bay	5.1.6	- Feasibility study to determine improvement works at Station Square	S	New	ANDBC	DFI Roads, Translink, HBCRA, utilities		1.8, 5.11
		5.1.7	- Develop Grey Point Fort as a key tourist and heritage asset	S/M	Amended	DfC	HBCRA, ANDBC		1.8, 4.2, 4.4, 4.5

**Abbreviations:**

- ANDBC** – Ards and North Down Borough Council
- CDRCN** – County Down Rural Community Network
- DfC** – Department for Communities
- DfI** – Department for Infrastructure
- EA** – Education Authority
- HBCRA** – Helen's Bay and Crawfordsburn Residents Association
- HSCT** – Health and Social Care Trust
- NIEA** – Northern Ireland Environment Agency
- PSNI** – Police Service of Northern Ireland

**\*Timescales:**

- S** – Short (0–18 months),
- M** – Medium (18 months – 3 years),
- L** – Long (3–5 years)

**\*\*Actions Status:**

- Existing** – An action which was included in the March 2013 plan
- Amended** – An action which has been updated or changed since the March plan
- New** – A new action (not included in March 2013 plan)

**Success indicators**

This is an indication of how individual actions may contribute to the overall Big Plan. NB: these indicators may change and evolve over time.

The 'Big Plan' Outcomes	Agreed (Success) Indicators	(Success) Indicators to be Developed
<b>OUTCOME 1</b> All people in Ards and North Down fulfil their lifelong potential	1.1 Gap between % of non-free school meal entitlement school leavers and % FSME school leavers achieving level 2 or above (In English and Maths) 1.2 Percentage of babies born at low birth weight 1.3 Number of further education regulated enrolments by age	1.4 Number of older people living independently or in care i.e. having the correct support to allow them to live as they wish 1.5 Breakdown of types of skills and different demographics who are engaged in further education 1.6 % of children at appropriate stage of development in the immediate preschool year 1.7 % of schools found to be good or better 1.8 Number of people formally and informally volunteering
<b>OUTCOME 2</b> All people in Ards and North Down enjoy good health and wellbeing	2.1 Number of anti-depressant drug items dispensed per head of registered population 2.2 Number of admissions to hospital per 100,000 for drugs or alcohol-related causes 2.3 Number of preventable deaths per 100,000 population	2.4 % of the population participating in exercise (sports and physical activity) one, three or five times per week 2.5 Monitoring of extent of long-term health conditions such as diabetes 2.6 GHQ12 scores as a measure of mental health
<b>OUTCOME 3</b> All people in Ards and North Down live in communities where they are respected, safe and feel secure	3.1 Number of hospital admissions due to accidents 3.2 Number of road traffic casualties per 10,000 3.3 Number of recorded crime offences 3.4 Number of recorded anti-social behaviour crime offences	3.5 % of the population who feel safe in their community 3.6 Opportunities for children to be involved in shared education
<b>OUTCOME 4</b> All people in Ards and North Down benefit from a prosperous economy	4.1 Working age population – skill levels 4.2 GVA – Value of Estimate (£m) – Ards and North Down 4.3 Proportion of working age population who are economically inactive (%) 4.4 Total spend (£m) during overnight trips	4.5 Breakdown of visitors to local tourism facilities, public parks, nature and historic sites 4.6 Breakdown of wages by sector e.g. tourism, arts and crafts, agri-food, technology etc. 4.7 A skills barometer – matching skills of people to businesses and a better jobs index 4.8 Breakdown of people who are economically inactive and proportions of those who don't want to work
<b>OUTCOME 5</b> All people in Ards and North Down feel pride from having access to a well-managed sustainable environment	5.1 Number of applicants on Social Housing Stress list 5.2 Area of pollinator friendly plants by Ards and North Down Borough Council (m2)	5.3 Availability of good broadband and mobile phone coverage 5.4 Number of people in urban areas who live within 1km of quality green space 5.5 Number of designated sites in favourable condition and number of buildings at risk 5.6 Number of biodiversity audits (habitat and species surveys) undertaken on publicly owned land 5.7 Length of greenways, walking routes, canoe trails and cycle paths 5.8 Extent of coastal changes and the economic social and environmental impacts 5.9 Reporting of invasive species on publicly owned/managed land 5.10 % of energy from renewable sources (generated or used within Ards and North Down) 5.11 Investment in and use of transport infrastructure (private and public)

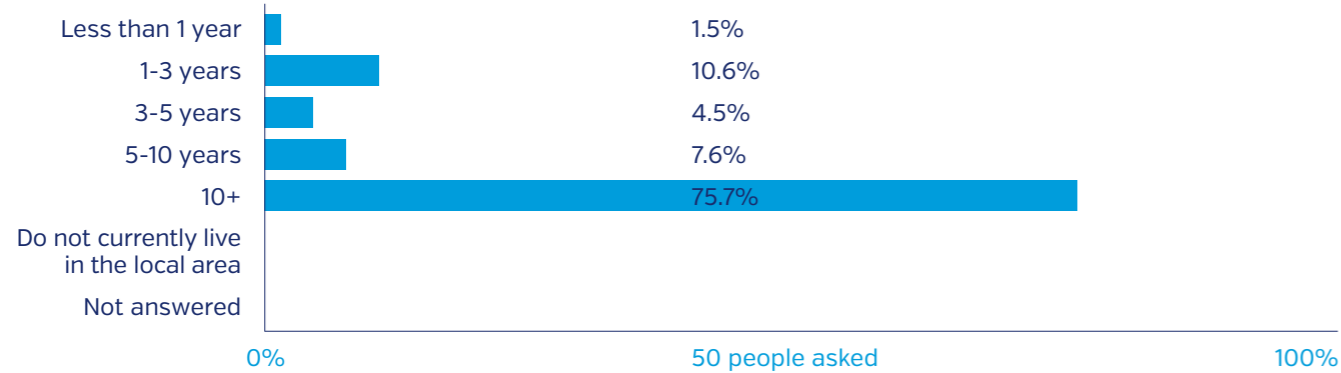
NB: these indicators may change and evolve over time.

# 8 Appendices

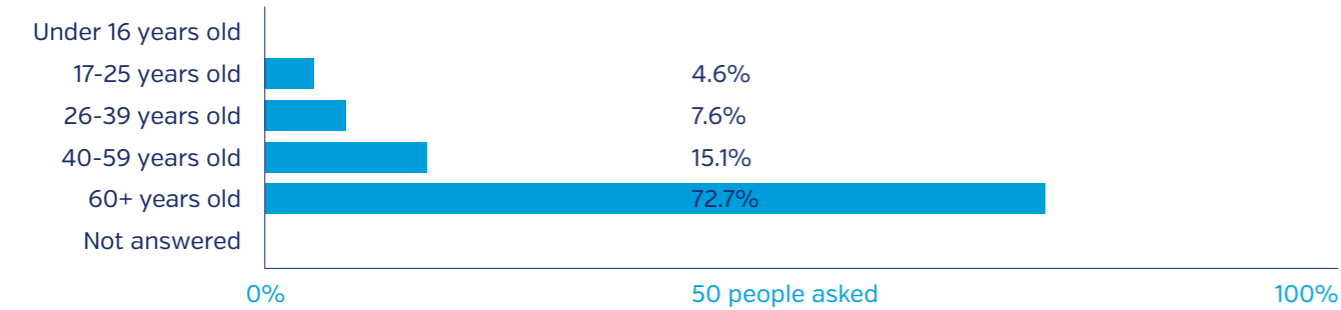
## APPENDIX A. COMMUNITY SURVEY RESULTS

The summary results from all questions included in the community survey for Helen's Bay and Crawfordsburn have been provided in this appendix.

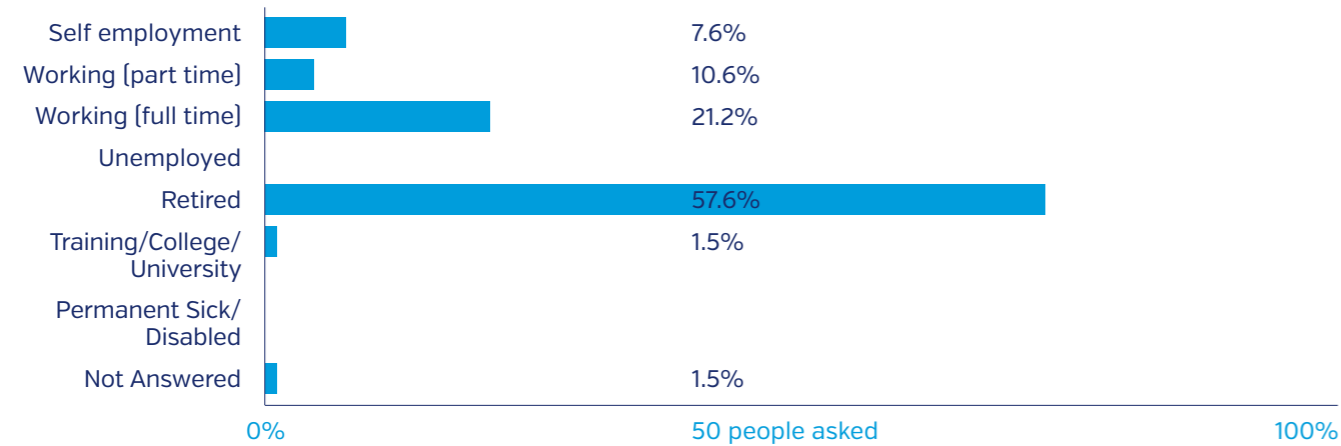
**Question 1:** How long have you lived in the local area?



**Question 2:** What is your age?



**Question 3:** What is your employment status?



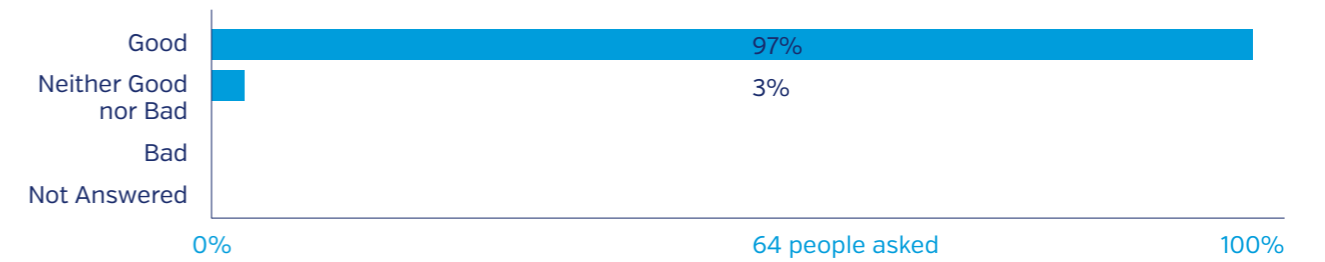
**Question 4 & 5:** How many people, including yourself, are there in your household in each of the following age groups?

Age Group		Number in Household										Not Answered	
		1	2	3	4	5	6	7	8	9	10+		
0-4	Male	-	-	-	-	-	-	-	-	-	-	-	66
	Female	1	-	-	-	-	-	-	-	-	-	-	65
5-17	Male	4	3	-	-	-	-	-	-	-	-	-	59
	Female	5	5	-	-	-	-	-	-	-	-	-	56
18-35	Male	9	-	-	-	-	-	-	-	-	-	-	57
	Female	2	-	-	-	-	-	-	-	-	-	-	64
36-50	Male	8	-	-	-	-	-	-	-	-	-	-	58
	Female	12	-	-	-	-	-	-	-	-	-	-	54
51-65	Male	9	1	-	-	-	-	-	-	-	-	-	56
	Female	13	-	-	-	-	-	-	-	-	-	-	53
65+	Male	33	-	-	-	-	-	-	-	-	-	-	33
	Female	29	-	-	-	-	-	-	-	-	-	-	37

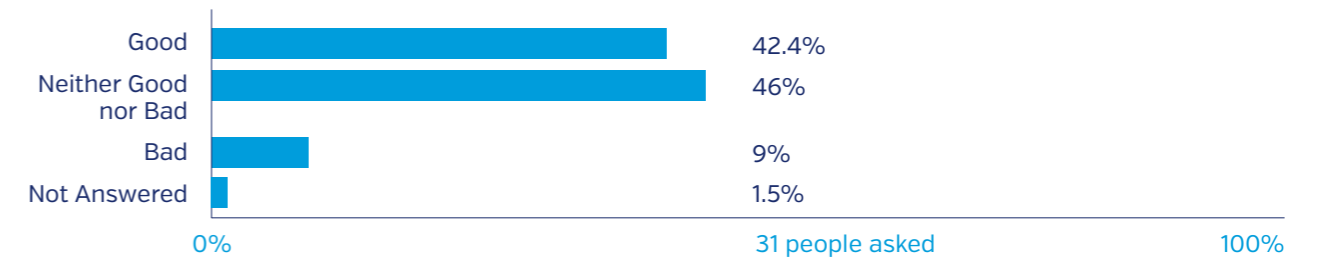
Note: The number of people in each household has been presented according to age and gender. For example, in 'Age Group 0-4' there are 12 households with one male child, and 17 households with one female child. Seven households have two male children aged 0-4 and one household has four male children aged 0-4.

**Question 6:** Overall, taking all into consideration how would you...

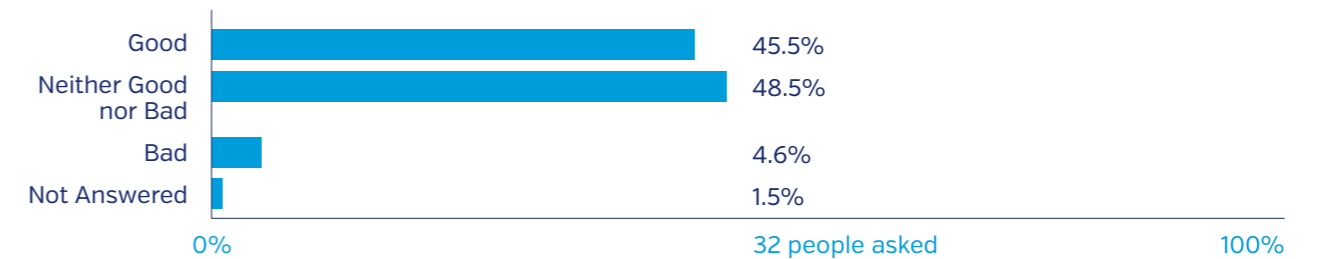
6.1 Rate the quality of life in Helen's Bay and Crawfordsburn



6.2 Rate the quality of facilities in Helen's Bay and Crawfordsburn



6.3 Rate the quality of services in Helen's Bay and Crawfordsburn



**Question 7:** What do you feel is the best thing about living in Helen's Bay and Crawfordsburn

- The woodland walks and the beach are really handy.
- Good village atmosphere and good transport.
- It's all good!
- Good neighbours and sense of community.
- Pleasant semi-rural environment with good road and rural links.
- Setting.
- Quality of the surrounding environment - peaceful, settled neighbourhood, sense of safety, beautiful and accessible natural surroundings.
- Proximity to the beach. You are in the countryside but only 10 minutes from Belfast.
- Proximity to the coast. Quiet area.
- Good community feeling. Pretty countryside.
- Quiet, peaceful area. Good neighbours. Easy access to country areas and Belfast Lough.
- Greenery, walks, wildlife, proximity to work/city and yet feels rural.
- The wonderful walks.
- Location of the lough, the forest path and railway station. Close to both Bangor and Belfast.
- Access to nature and proximity to Bangor/Belfast. Safe.
- Generally quiet and lovely walks!
- Beach, golf, train.
- The community spirit and neighbourliness.
- Not sure.
- Location, location, location.
- Country park, coastal path, beach, good public transport.
- Village life - beach and country park and regular train service.
- Peaceful and good walking areas. Country park.
- The beach and the handiness of the train station to both Bangor, Belfast and other towns in Northern Ireland.
- Neill Wine.
- Coastal path/country park/railway access.
- Feeling of country living but close to city.
- Access to walks, trains and proximity to Belfast and City Airport.
- Peaceful, good neighbours, nice walks.
- Safe from criminals, peaceful, beautiful scenery.
- Peace and quiet and nearby beaches.
- Village feeling, close proximity to beach and country park.
- Rural life.
- Space, peace and people.
- The walks.
- Proximity to coastal path walks.
- The community atmosphere in beautiful surroundings.
- Views of the sea, country park, beach, public transport.
- The environment.
- A safe and friendly community in a lovely location, with good rail links.
- Its locality to both the coast and the park.
- Proximity to Belfast and airport - rail connections.
- Coastal walks and good quality.
- Lack of significant air pollution.
- Peace and tranquillity. Coastal path/beach/park.
- Location - quiet, friendly area.
- Beach/train are a great advantage.
- Friendly community.
- Good air by the seaside.
- Crawfordsburn Country Park.
- Rail link to Bangor and Belfast.
- Proximity to sea, beautiful park. Village appearance of Crawfordsburn, good village shop. Well-kept inn with good food and friendly staff.
- The natural environment of the beach, country park and coastal path.
- Near to the railway station.
- Having the beach and country park on our doorstep.
- Train service.
- Golf club and hotel and local shops.

- Close access to country park.
- Peace and quiet.
- Access to coastal pathway and forest park. Quiet environment.
- Bus and train service.
- Golf club, restaurants.
- Lovely location, beach, country park.
- Country park.
- Train.
- Safe.
- The community - friendly and supportive of local initiatives.
- Neighbours and natural landscape.
- Lovely villages with all the facilities required plus beaches and country park to enjoy.
- Peaceful and quiet.
- Situation - close to the sea, but within easy reach of Holywood and Belfast.
- A relaxed village to live in [Helen's Bay].
- Beach and country park.
- Proximity to coastal path and beaches.

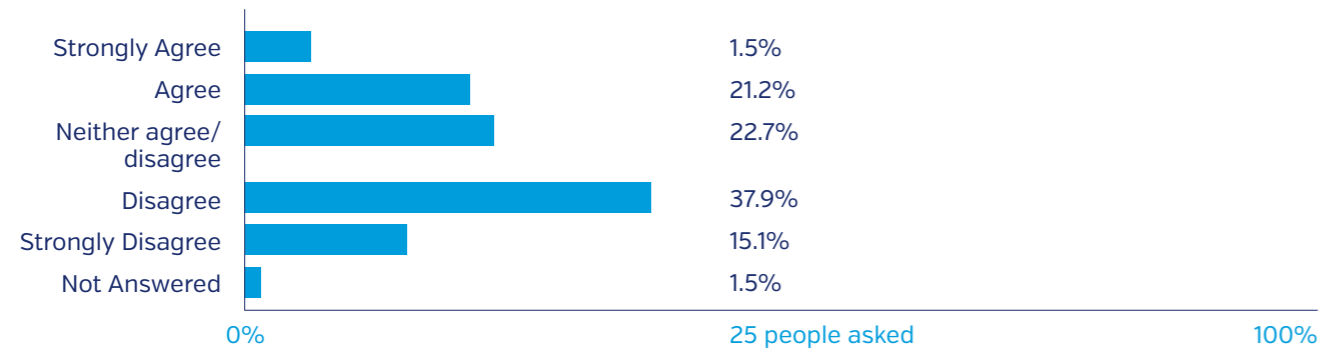


**Question 8:** What is the key issue that needs to be addressed in Helen's Bay and Crawfordsburn? If you have ideas on how this issue should be addressed please let us know.

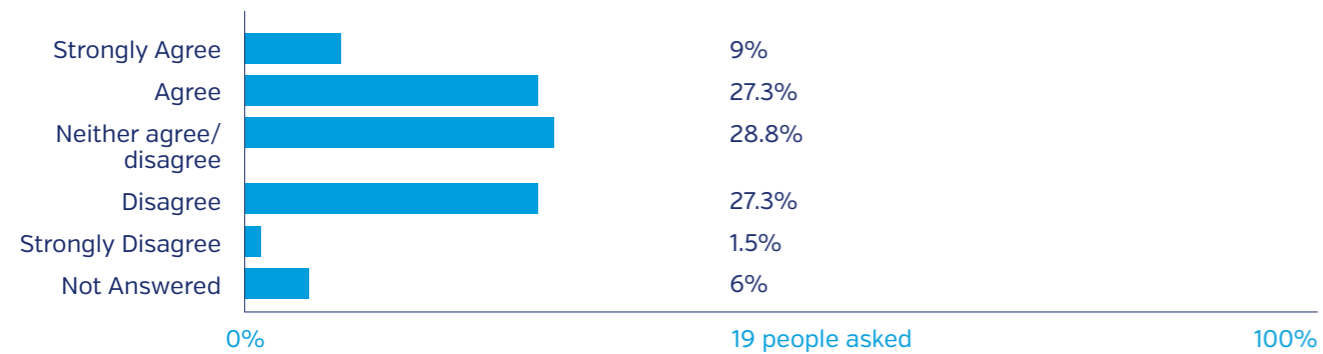
- Cleaner underpass to the train station.
- The lack of access to platform two unless by stairs.
- Glass and litter left on the beach by visitors in the summer time.
- Traffic speed.
- Car parking around railway station. The square used to be used by visitors and ramblers wishing to walk around Helen's Bay and walk up the Ulster Way. It has now become a parking area for commuters using the trains who leave their cars parked for the day and overflow into Church Road, etc.
- Parking in both villages.
- Speed limits on the roads - Ballyrobert Road especially.
- Traffic - speed!
- Need for stronger sense of community - people do not engage with each other.
- Maintenance of roadside hedges. Spraying of footpaths/kerbs with weed killer.
- Speeding.
- Parking outside the Inn.
- Traffic congestion in Crawfordsburn Main Street.
- Main Street parking in Crawfordsburn. There will be a major accident one day.
- Speed on Ballyrobert Road - inequitable with east side of village and Helen's Bay. Reduces quality of life for 50+ residents on this stretch.
- Conditions of roads and pavements.
- Local population taking ownership of common areas and feeling sense of community.
- Litter.
- Local traffic speed limits.
- Sparse bus service
- Buses. Local access to Holywood, Bangor.
- General store in or near station square.
- Speeding vehicles.
- Serious traffic speeds need curtailed.
- Gridlock in Crawfordsburn village caused by parking on both sides of Main Street.
- Shop in the Helen's Bay village or coffee shop.
- [21 Bridge Road South] - eyesore when everywhere else is clean and friendly.
- Beach crowded in summer.
- No cafe.
- Waterfall path at country park closed.
- Loss of village feel by additional living.
- Traffic speed and parking.
- The speed of traffic through Helen's Bay village, bridge.
- Resolving the former [name removed] property and lands.
- Reinstate Crawfordsburn railway halt.
- Reinstate bus stop near 191 Crawfordsburn Road.
- [Name removed] farm development.
- Parking for train in Helen's Bay.
- Lack of parking in the evenings and early mornings.
- Shop and local pub in Helen's Bay. Road safety and traffic management.
- Parking in the square appears to be problem. I also feel the general aesthetics of the village could be greatly enhanced with some improvements to planting and signage.
- Speed of traffic through Crawfordsburn village.
- Lack of footpaths - Craigdarragh/ Fort Road contamination surface water drains and sewage.
- Crowd control on 'sunny' days.
- Speed of traffic on Bridge Road.
- Ski slope will need resurfacing after new property development.
- Station square parking.
- Double yellow lines to be extended Bridge Road by Station Square.
- Resurfacing tennis courts.
- Unacceptable bad behaviour during summer or hot days. Young families could not enjoy beach.
- Locals feel threatened by influx of people coming on train from Belfast.
- Under-investment in local facilities.
- Absence of buses in Helen's Bay.
- No access for disabled to Belfast platform.
- The play park.
- A pavement from park to the beach.
- Improved public realm.
- Speed on Craigdarragh Road.
- Double yellow lines on side of Crawfordsburn Inn. More parking - country club area. Remove country club building - a new country club and facilities.
- Speed limits going through Helen's Bay and approaching Crawfordsburn.
- Lack of affordable housing.
- Public realm project in Station Square to improve parking and access for elderly.
- Footpaths for youngsters to walk between houses and facilities safely.
- Crawfordsburn looks good. Helen's Bay looks mediocre.
- Speed of traffic from Ballyrobert.
- Speed of traffic through both Helen's Bay and Crawfordsburn.
- Speed of cars through village of Helen's Bay.
- Car park for train station.
- Road safety, Fort Road.
- No community centre. I have lived in Helen's Bay over 10 years and hardly know people. The golf club seem only place to meet.
- Refurbishment of Crawfordsburn Country Club [key part of the character of Crawfordsburn].
- Road safety.
- Traffic on Ballyrobert Road - not big enough 30mph.
- Parking outside Old Inn - pain as holds up traffic.
- Old Country Club - eyesore.
- Parking in Crawfordsburn.
- Housing.

**Question 9:** Please respond to the following statements regarding the facilities and services available in Helen's Bay and Crawfordsburn....

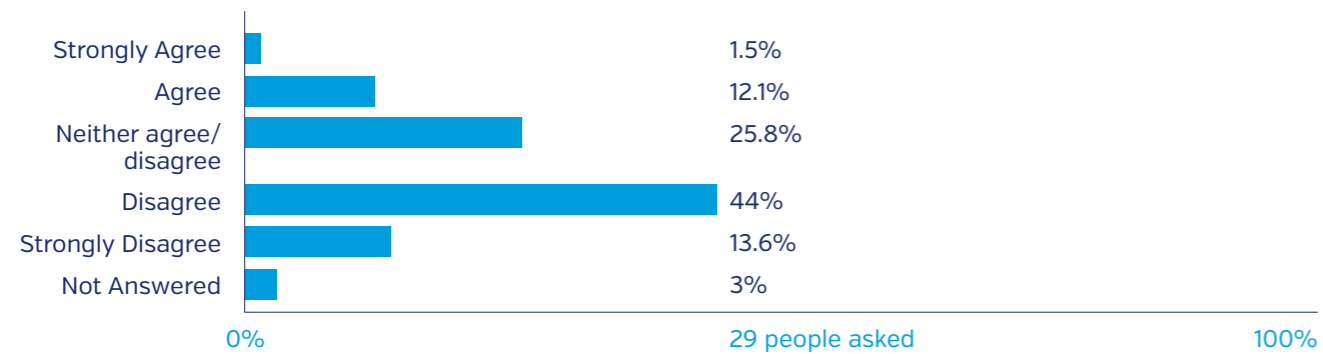
9.1 I am not aware of the range of services and facilities available in Helen's Bay and Crawfordsburn



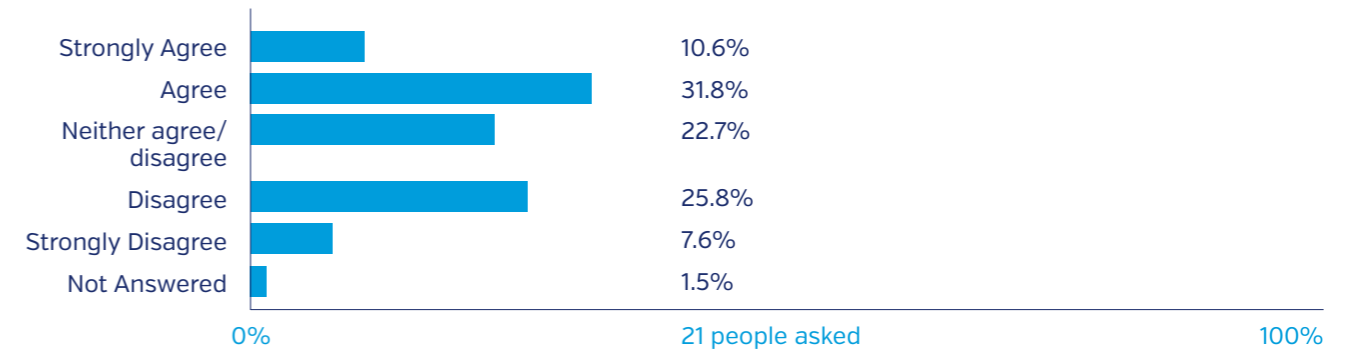
9.2 I feel that there is sufficient information about the services and facilities available in Helen's Bay and Crawfordsburn



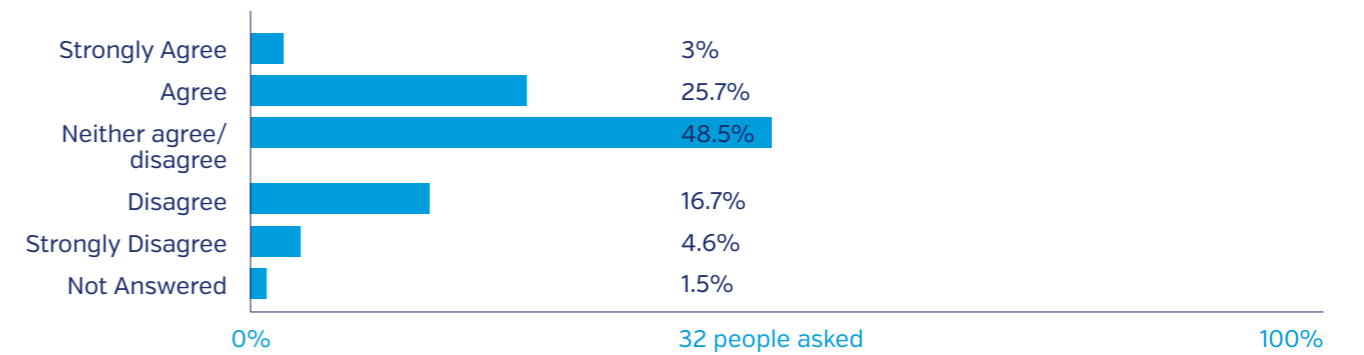
9.3 I find accessing services in Helen's Bay and Crawfordsburn difficult and rarely use them



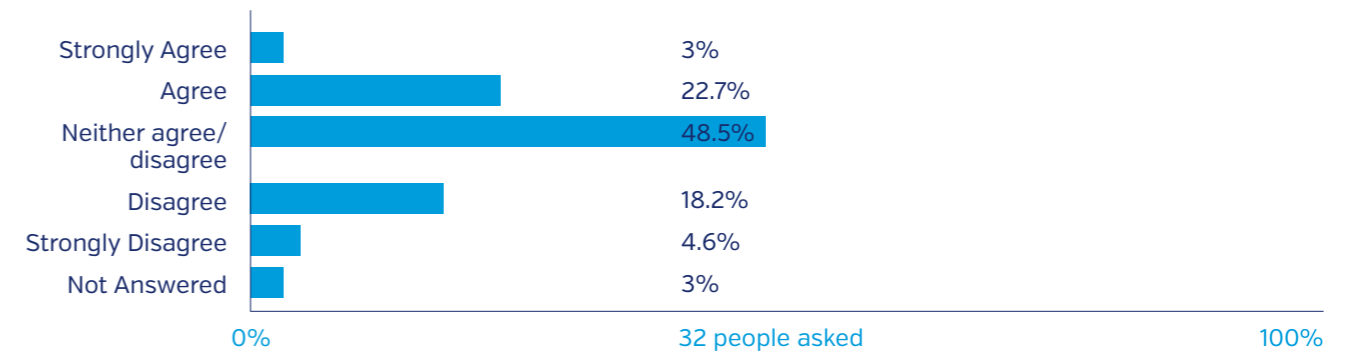
9.4 I access and use community facilities or services on a weekly basis



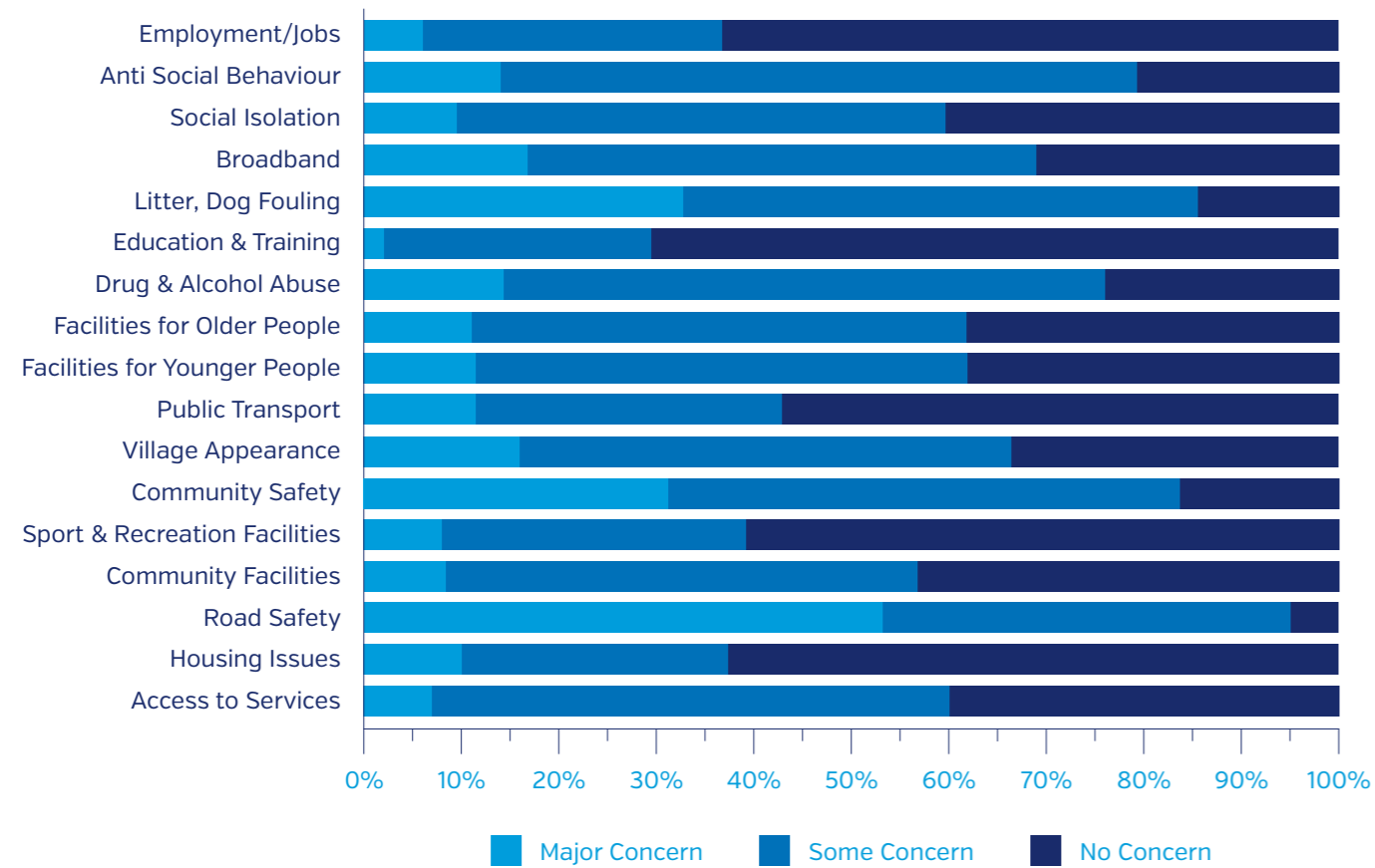
9.5 Services and facilities in Helen's Bay and Crawfordsburn are reflective of local needs



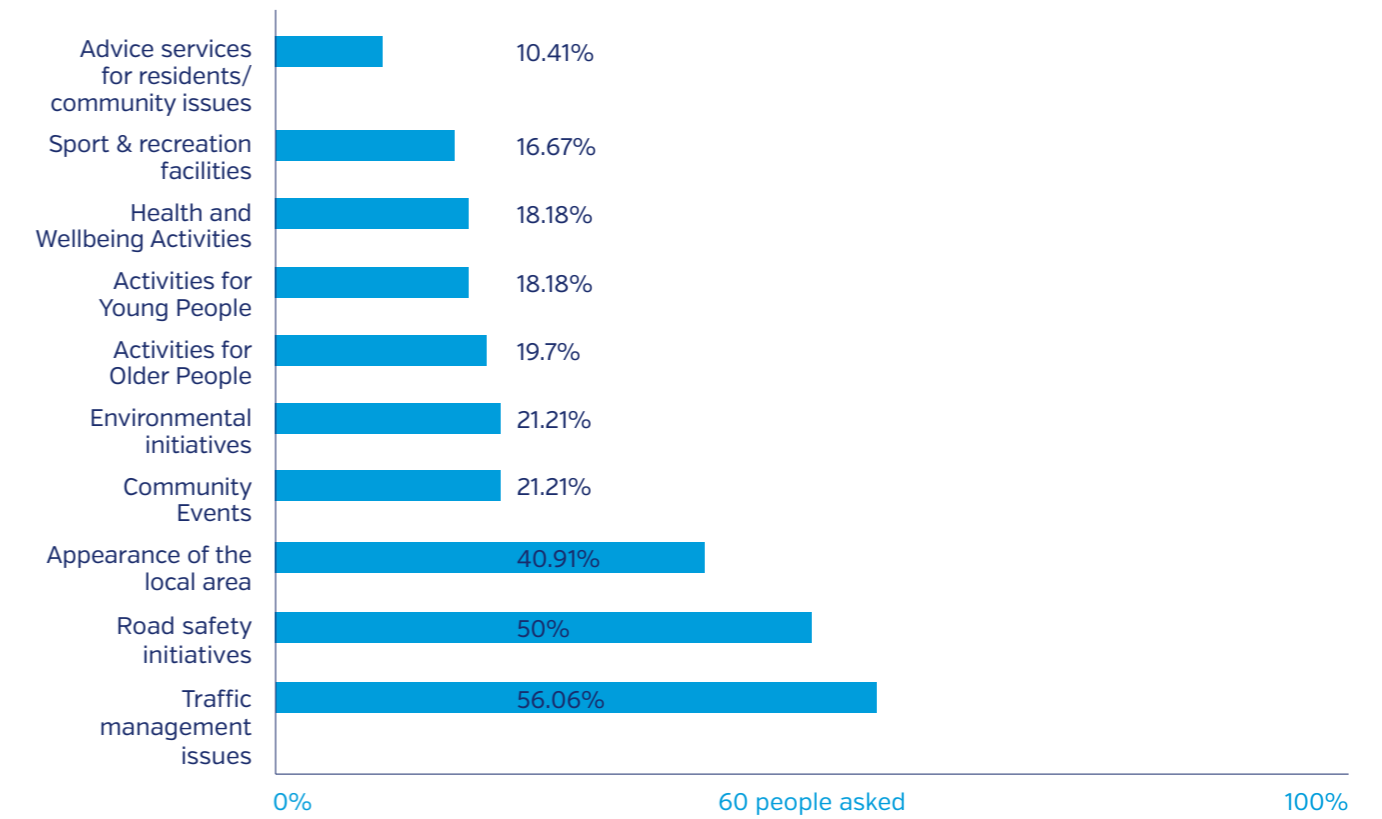
9.6 I feel community facilities are of a high standard and meet local needs



**Question 10:** A number of issues that may affect the local area are listed below - please respond to each of the issues listed as to whether you feel it is of 'No Concern', 'Some Concern' or 'Major Concern'.



**Question 12:** In terms of community services, programmes or activities please mark the ones that you feel should be prioritised for Helen's Bay and Crawfordsburn. Please select a maximum of 3.



**Question 11:** Please consider the following list and RANK IN ORDER OF PRIORITY with 1 being the MOST important issue you feel should be addressed through to 7, which is the LEAST important issues to address for Helen's Bay and Crawfordsburn.



**Question 13:** Are there any other needs, issues or actions you would like to highlight or feel should be prioritised for Helen's Bay and Crawfordsburn?

- *Bridle path and trees needs topped and trimmed.*
- *Signage on all road access to both villages.*
- *Pick-up traffic control at the school*
- *Lack of concern for recognised village character. E.g. excessive housing plans in old country club, and development proposal Bridge Road South which will ruin Helen's Bay and Crawfordsburn!*
- *Safer route for cycling between Bangor, Crawfordsburn, Helen's Bay. A2 dual carriageway.*
- *Parking should be restricted to only one side of the village.*
- *A mirror on the Old Inn wall at the bottom of Ballymullan Road, because it's a very busy and difficult junction. A mirror would let drivers see oncoming traffic from the left.*
- *Park and ride at Helen's Bay Station. Proposed in original village plan 2013.*
- *Road safety biggest issue – how can we reduce HGVs, quarry vehicles taking short cut through village of Crawfordsburn – they are not delivering to shop or hotel but passing through. In England/Southern Ireland villages are protected from HGVs and commuter rat runs by priority chicanes/speed ramps/ban on lorries over 7.5 tonnes etc. Can we preserve our village in the same manner?*
- *Parking in Church Road near junction with Bridge Road and the Square. Many people park and use the train to travel to Belfast/Bangor. This is a growing issue and needs to be monitored. Parking on both sides of road in Crawfordsburn village = traffic hazard.*
- *Action to clean up the mess made by [name removed] on Bridge Road opposite the entrance to the country park.*
- *We should enter for village for 'Ulster in Bloom.'*
- *Exploit the efforts by David Cameron in the walled garden.*
- *Improve Helen's Bay station parking/cycle rack.*
- *Community centre.*
- *Better control of cyclists on the coastal path, i.e. showing respect for speed limit.*
- *'Soulless feel' to this area.*
- *Fairly typical 'Ulster' area, obsessed with dog poo!*
- *Flowerbeds – Seahill and Bangor gorgeous and ours awful.*
- *Public hedges need cut.*
- *Road surfaces poor quality – some major potholes – motorbikes more likely to crash.*
- *Shop in Helen's Bay square.*
- *Coffee shop.*
- *Country park waterfall path still closed!*
- *The parking of cars at Crawfordsburn Inn side of the road when they could use car parks.*
- *Some older and some disabled people living in Helen's Bay cannot use train because of difficulty getting up and down steps at station. Have to pay for taxi which makes it more difficult for them to communicate with locals.*
- *Coordinated management and supervision of anti-social behaviour and alcohol abuse by visitors during the summer season and good weather days (police and Translink).*
- *Road safety – during ice, the gritters only apply to Bridge Road leaving Church Road/Fort Road untreated. As this is where most of the population resides this is foolish. In fact the complete triangle should be gritted.*
- *Ref 6.5 village plan, Sherman/Crawford estate is privately owned, any plans must be agreed with shareholders of SMC, and not Helen's Bay Residents Association. This input was spurious and should be removed [no consultation with owners on planting trees, voted by shareholders to remove].*
- *Specify need for new housing and opportunity sites.*
- *Station Square needs a mini public realm project – that should be the priority project for public expenditure for Helen's Bay.*
- *Crawfordsburn Dam area needs to be improved as a nature reserve – that should be the priority project for public expenditure for Crawfordsburn.*
- *Renovation of underpass at the train station.*
- *The fence at the corner of the Square and Bridge Road beside Bay Wines causes visibility problems for drivers coming out of the square.*
- *Broadband and mobile phone reception is very poor in Crawfordsburn and should be looked into.*
- *Turning filter on A2 into Helen's Bay.*
- *Footpaths along Craigdarragh Road including at bus stop!*
- *Improve parking for train users.*
- *More parking for Helen's Bay railway station.*
- *Parking on Main Street in Crawfordsburn.*
- *Keeping the footpaths clear of weeds.*
- *Tennis court resurfacing by council.*
- *Grey Point Fort enhancement as tourist facility.*
- *Crawfordsburn Country Park needs funding to put on events. Road safety – during ice, the gritters only apply to Bridge Road leaving Church Road/Fort Road untreated. As this is where most of the population resides this is foolish. In fact the complete triangle should be gritted.*
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- *Tennis court resurfacing by council.*
- *Grey Point Fort enhancement as tourist facility.*
- *Crawfordsburn Country Park needs funding to put on events.*
- *In the absence of a specific community centre, there should be*

- *more investment in the facilities that do exist (e.g. the tennis courts) and activities in the church halls (and the golf club?)*
- *Seats in Station Square and top of Bridge Road.*
- *Need footpaths on Craigdarragh Road.*
- *Residents should cut overhanging hedges, obscuring street lights.*
- *Please could the equipment at the park in Helen's Bay be upgraded to reflect a wider age group. At present the park would only suit children up to about the age of six. Also, some extra seating. A cricket/football pitch to encourage community activities.*
- *There is sufficient space beside tennis courts for a MUGA facility.*
- *Better bus service.*
- *Some people have difficulty using steps at station.*
- *During nice summer days, it is terrible to see the rubbish left behind on the beaches.*
- *1. Resurfacing by the council of Helen's Bay tennis courts.*
- *2. Parking in Station Square Helen's Bay and its appearance – it is very hard for the elderly to access the pharmacy.*
- *3. Extend the 30mph speed limit on the Ballyrobert Road.*
- *Extend connections from the Country Park to wider areas, e.g. Clandeboye.*
- *Improve cycle paths.*
- *Playground improvements for older children.*
- *Helen's Bay appears to be*

- *a village that grew by accident and without a plan. It is a hotch pot of buildings and junctions with poor sight lines. The appearance overall could be improved by a blitz of planters everywhere and renewed and maintained year round in much the same way as Hollywood's planters are. Consider Hollywood's floral displays! What is their secret? Why don't we talk to them and learn?*
- *It is sad to see the site of Crawfordsburn Country Club in such a bad condition. However we would not like to see a lot of houses built in its place, as we do not feel the local amenities would cope.*
- *The tennis courts need to be resurfaced – they can be slippery when wet. They are a key resource for both younger and older people.*
- *The bridge at Craigdarragh Road requires attention as vans and lorries using the road to its full extent and not giving priority to other road users.*
- *Parking for the station – no cars parking on the station square for the day.*
- *Local shops are closing business due to lack of space to park cars.*
- *Would like to see Helen's Bay Golf Club offering the bar/dining facilities to local residents without prohibitive joining fees. A potential social gathering place in locality.*
- *Signage for country park could be enhanced/improved.*
- *Good visibility for those entering and exiting the Square, Helen's Bay.*



**Question 14:** Please make any additional comments that you feel would help to develop a village plan for Helen's Bay and Crawfordsburn

- Improved cycle paths.
- Crawfordsburn village signs should be moved further out on the west side – Ballyrobert Road, to include the existing residential footprint.
- The only thing we really ask as a community is greater social engagement – people don't engage with each other. I wonder how many people – particularly older people – suffer social isolation in our midst.
- Park and ride for Helen's Bay station. The surrounding streets are overflowing. And something to be done about the eyesore of the old country club – something that will not add even more to the congestion on Main Street.
- Find a way to regenerate Crawfordsburn Country Club site. Public/private cooperation.
- New village sign east of Clandeboye Avenue 'Welcome to Crawfordsburn please drive carefully 30mph'. Speed and volume (~5,000 vehicles/day) biggest quality of life issue for residents of Crawfordsburn.
- I am concerned by the invasion of day trippers during good weather. They are noisy and hazardous as they walk on the road on the way to the beach. Alcohol is evident and when they go home they are often aggressive. There is not enough policing on days when large numbers might be expected, or when social media has been used to organise a large gathering of young people – i.e. 30/06 when schools finish.
- Reduce the size and increase the efficiency of a high spending council and consequently reduce rates both business and domestic.
- Neighbour help scheme.
- Neighbourhood buying scheme. Oil, BB, logs etc.
- Dead vermin in house drive near station.
- Speed limit enforcement of 20mph – traffic calming urgently needed.
- This area is a 'dormitory' area with nice woodland walks and beach when not crowded with day trippers. Overcrowded car parking at the square and pavement
- parking Church Road.
- Coffee shop required.
- Builders getting permission to build more houses would spoil beauty of area.
- Resolution of the former [name removed] property eyesore!
- Two totally opposing views on the tree issue in Shermon/Crawford estate, how many residents from this area are in the Helen's Bay and Crawfordsburn Residents Association?
- Every new building etc. must have disabled entrance – please ensure stations have the same.
- The Spar – 90 Ballyrobert Road, Crawfordsburn, provides a great service to the local community. Given that there is now no grocery shop in Helen's Bay it is vital to the local community that there continues to be a shop of this type and standard. This is for a local plan not a community plan.
- The proposed enhancement of Grey Point Fort by HED and LAG must proceed, creating a welcome centre and disabled toilet in the Guard House entrance; in partnership with Fort Dunree in Donegal. There should be a brown sign on the A2 at the top of Craigdarragh Road telling visitors where the Fort is.
- Crawfordsburn Country Park management should be given greater funding by the NIEA for staffing and to put on events.
- More informative signs for walkers in relation to distances and routes for local walks.
- A welcome to Helen's Bay sign at the Craigdarragh Road along with enhanced planting to the existing shrub bed. Also more seasonal bedding plants and baskets around the village.
- There is talk of houses/flats being built in the old country club site and we would like to think that the added volume of traffic if this happens has been dealt with!
- Parking/traffic regulated at Helen's Bay Square.
- Flower bed junction of Craigdarragh Road and Bridge
- Road very untidy – needs replanted completely.
- Station Square needs mini public realm initiative – Helen's Bay public expenditure project.
- Crawfordsburn Dam nature reserve project – Crawfordsburn public expenditure project.
- The proposed enhancement of Grey Point Fort by HED and LAG must proceed, creating a welcome centre and disabled toilet in the Guard House entrance, in partnership with Fort Dunree in Donegal. There should be a brown sign on A2 at the top of the Craigdarragh Road telling visitors where the Fort is.
- Crawfordsburn Country Park should be given funding by the NIEA for staffing to put on events.
- Whilst it is good to encourage tourism it has to be recognised that some of the car parking is sited in residential areas. Restricting these car parks to opening and closing times must be adhered to, to protect residents rights. Leaving them open 24 hours would encourage anti-social behaviour and late night gatherings.
- Housing is unaffordable for grown-up children of local residents so they have to move away. Need for more affordable housing.
- Groomsport has a village herb basket, funded by volunteers. There is a pair of scissors for people to help themselves. This would be a nice idea to emulate here.
- 1. More paths and safe cycling routes, e.g. from the country park to the Ulster Way.
- 2. Make a project to enhance the Crawfordsburn Dam area.
- 3. A public realm project for Station Square in Helen's Bay.
- Good to learn that the pottery is coming back to life.
- The house at the end of the block is empty and looking very sad.
- Lack of lights especially in winter for walkers, especially school children [after school] going home and not being visible.
- Please invest in proper car park on forest side.

## APPENDIX B. TRACKING AND MONITORING TEMPLATE

OUTCOME 1: HELEN'S BAY AND CRAWFORDSBURN ACHIEVING ITS FULL POTENTIAL				
Outcome	Action	Output/Indicator(s)	Update on Actions/Outputs (date)	Status
Community Engagement (EXAMPLE)	Provision of services aimed at supporting engagement and inclusion of older people and specifically older men	Complete needs assessment with older people / men. At least one new programme for older people At least one new programme for older men	Completed needs assessment with 112 older people (including 47 men) providing views (Nov 18) 'Good Morning Service' established and running for two months. (Dec 18)	Ongoing (on track)
1.1 Community Engagement	1.1.1 Community activities and programmes for young people			
	1.1.2 Community education programmes			
	1.1.3 Outreach of key services			
	1.1.4 Community village participation in awards			
	1.1.5 Community events and information sharing			
1.2 Community Safety	1.2.1 Address anti-social behaviour and low level crime			

OUTCOME 2: A HEALTHY AND ACTIVE HELEN'S BAY AND CRAWFORDSBURN				
Outcome	Action	Output/Indicator(s)	Update on Actions/Outputs (date)	Status
2.1 Sport and Recreation	2.1.1 Resurface Helen's Bay tennis courts			
	2.1.2 Development of tennis court clubhouse – feasibility study			
	2.1.3 Crawfordsburn Glen Masterplan			
	2.1.4 Improvement and restoration of Clandeboye Avenue			
	2.1.5 Information on walking trails and signage			



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The Council extends its thanks to all who have contributed to this plan and looks forward to continued collaboration through the course of its delivery. If you would like any more information about this plan or how to get involved please get in touch.



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