

PAULTON PARISH COUNCIL

COMMUNITY PLAN UPDATE QUESTIONNAIRE - 2013

ANALYSIS, CONCLUSIONS AND PROPOSED ACTIONS

OVERALL RESPONSE

1. The overall response was very poor, at approximately 3.4% (84 returned questionnaires out of approx. 2500 distributed). Of the 84 returns, the percentage responses to individual questions ranged from 48% to 98%.
2. 54% of the respondents provided their contact details.
3. 89% of the respondents provided written comments in addition to their Yes/No responses.
4. One respondent provided only written comments.
5. Some responses required interpretation, as a result of the questionnaire design.

ANALYSIS METHOD

1. Each major heading in the questionnaire was numbered sequentially, from 1 to 7. Each question within a heading was also numbered sequentially, eg. 1.1, 1.2, 2.1 etc.
2. The spectrum of responses was numbered incrementally from 1 for No, up to 5 for Yes, depending on which of the five boxes the respondent ticked. Where a straight Yes or No response was required, then these were assigned either a 1 or a 5 as appropriate.
3. Where no response was provided, a score of 0 was assigned.
4. A total score for each question was arrived at by adding all the individual responses to that question from all of the 84 returned questionnaires.
5. An average score for each question was calculated by dividing the total score by the number of responses received (ie excluding those questionnaires where no response was provided to that question)
6. The percentage response to each question was calculated by subtracting the number of non-responses to that question from 84, and dividing the result by 84.

DETAILED ANALYSIS

1. Safety

Q.1.1 Do you feel safe on the roads in Paulton when you are in a car?

Average score: 4.16

Percentage response: 94%

Conclusion: The majority (70%) of respondents feel safe when in a car.

Q.1.2 If you cycle in Paulton, do you feel safe?

Average score: 2.93

Percentage response: 48%

Conclusions: 1. Less than half the respondents use a cycle in Paulton.
2. Of those who do cycle, 35% generally do not feel safe cycling in Paulton.

Note: **At 48%, this question had the lowest response of the whole questionnaire.**

Q.1.3 As a pedestrian in Paulton, do you feel safe?

Average score: 3.58
Percentage response: 95%
Conclusion: A small majority (52%) of respondents feel safe as pedestrians in Paulton.

Q.1.4 Do you think that Paulton is a safe place to live in and walk around?

Average score: 4.04
Percentage response: 95%
Conclusion: The majority (71%) of respondents feel safe living in Paulton. However, some 40 comments were made about road safety, including narrow pavements (especially in the High Street and Post Office area), fast traffic, dangerous pedestrian crossings and the need for more speed restrictions and traffic calming measures. There were also some comments on poor street lighting and the need for more effective enforcement of parking restrictions and more disabled parking.

2. Our Identity.

Q.2.1 Do you think that Paulton is a separate village from Midsomer Norton and other villages?

Average score: 4.76
Percentage response: 95%
Conclusion: The vast majority (89%) of respondents think that Paulton is separate from the surrounding villages.

Q.2.2 Do you think that it is important for Paulton not to merge with our neighbouring towns and villages?

Average score: 4.56
Percentage response: 98%
Conclusion: The vast majority (86%) of respondents want Paulton to remain a separate village.

Note: **At 98%, this question had the highest response of the whole questionnaire.**

3. Employment

Q.3.1 Are you employed or seeking employment?

Average score: 2.8
Percentage response: 85%
Conclusion: A minority (38%) of respondents said they were either employed or seeking employment.

Q.3.2 Would a faster broadband connection help employment in Paulton?

Average score: 3.67
Percentage response: 76%
Conclusion: 43% of respondents said that faster broadband would help employment in Paulton.

Q.3.3 Is finding suitable employment in Paulton important to you?

Average score: 2.37
Percentage response: 68%
Conclusions: 1. Only 15% of respondents said that finding suitable employment in Paulton was important to them.
2. The majority of respondents are either not seeking work, or are happy working away from Paulton.

Q.3.4 Would better public transport, for example to Bath, assist you in getting employment?

Average score: 2.71
Percentage response: 69%
Conclusion: Only 25% of respondents said better public transport would assist them in getting employment, while 35% said it would not.

4. Shopping

Q.4.1 Do you use the shops in Paulton?

Average score: 4.79
Percentage response: 89%
Conclusion: The vast majority (85%) of respondents use the shops in Paulton.

Note: At 4.79, this question had the highest average score of the whole questionnaire.

Q.4.2 Would you like more shops in Paulton?

Average score: 4.54
Percentage response: 81%
Conclusion: A large majority (68%) of respondents would like more shops in Paulton. Most comments related to the need for

DIY/hardware, baker's and butcher's shops, together with a sandwich shop/coffee shop/tea room. On the other hand, a few respondents said they wanted no more take-aways, charity shops or estate agents.

5. Community Involvement

Q.5.1 Do you think that Paulton Parish Council promotes community involvement?

Average score: 4.04
Percentage response: 93%
Conclusion: A large majority (65%) of respondents think that the Parish Council promotes community involvement.

Q.5.2 Do you think that your B&NES Ward Councillors are easy to contact when you have a problem?

Average score: 3.51
Percentage response: 80%
Conclusion: Less than half (42%) of respondents think that their Ward Councillors are easy to contact.

Q.5.3 Do you belong to any clubs in Paulton?

Average score: 2.66
Percentage response: 92%
Conclusion: 38% of respondents said that they belonged to at least one club in Paulton. A total of 20 separate clubs were mentioned, although none were mentioned more than three times.

Q.5.4 Do you/would you do volunteer work?

Average score: 2.44
Percentage response: 86%
Conclusions:
1. Only 30% of respondents said that they either already did, or were willing to do volunteer work.
2. As a result of the way this question was framed, it is not possible to tell from the data how many respondents are willing to take on additional voluntary work. However, follow-up contact with those who said "Yes" and left their contact details might prove fruitful, if specific tasks were required.
3. Of the nine responses which were specific, only two offered new voluntary activity, one on drug use in children, and one on unspecified community work.

6. Public Transport

Q.6.1 Do you use public transport from/to Paulton regularly?

Average score: 2.10

Percentage response: 95%

Conclusions: 1. Only 21% of respondents said they use public transport from/to Paulton regularly.
2. Some of the 14% of respondents who gave either a neutral or a qualified negative response, may also use public transport, but not regularly.

Q.6.2 Do you use Community Bus Services like Dial a Ride?

Average score: 1.27

Percentage response: 89%

Conclusion: Only 6% of respondents said that they use the Community Bus Services.

Note: At 1.27, this question had the lowest average score of the whole questionnaire.

Q.6.3 Would a faster bus route to Bath make you more likely to use it than travelling by car?

Average score: 3.33

Percentage response: 93%

Conclusion: Just over half (51%) of respondents said that a faster bus service to Bath would make them more likely to use it, rather than travelling by car.

7. Leisure Facilities

Q.7.1 For its size, do you think that Paulton has enough leisure facilities and clubs?

Average score: 3.9

Percentage response: 92%

Conclusion: A majority (62%) of respondents think that Paulton has enough leisure facilities and clubs, while 14% do not. A total of 28 separate leisure facilities were suggested, the most popular of which was a gym, for both adults and older children.

Q.7.2 Do you or other members of your household regularly use Paulton Swimming Pool?

Average score: 2.49

Percentage response: 95%

Conclusions: 1. 31% of respondents said that at least one member of their household uses the pool regularly.

2. It is not possible to tell from the data how many individuals are regular users of the pool.

8. Other Comments

Conclusions:

1. Beyond those questions which asked specifically for comments, a total of 39 additional topics were mentioned by the 75 respondents (89%) who provided comments.

2. The cost and infrequency/unreliability of public transport was marginally the most frequently mentioned topic. However, topics ranged from “No! to the new Hinkley Point nuclear power station” to “Well done to the litter pickers!”.

3. A review of these 39 topics may yield ideas for the Parish Council to implement or promote for others (eg B&NES Council) to act upon.

PROPOSED ACTION ITEMS

The Parish Council commissioned the Community Plan Update survey. Based on the above analysis, the following actions are proposed for the Parish Council to consider for implementation where appropriate, or to promote to other agencies with a view to implementation. No timescales or budgets are proposed at this stage.

- Q.1.2 Action 1** Encourage more people to use their bicycles.
Action 2 Make cycling safer throughout the parish, and provide a means for cyclists to access the Greenway from the village. *(Repeat of Action Item 6.6 in community Plan.)*
- Q.1.3/1.4 Action 3** Improve safety for pedestrians, especially in the High Street, around the Post Office and the pedestrian crossings and along Bath Road, paying particular attention to missing, obstructed and badly sloping pavements. Implement further speed restrictions and traffic calming measures.
- Q.2.2 Action 4** Ensure no development encroaches on remaining green areas between Paulton and the surrounding villages. *(Repeat of Action Item 6.2 in Community Plan.)*
- Q. 3.1/3.3 Action 5** Encourage the creation of more jobs in Paulton.
- Q.3.2 Action 6** Encourage the implementation of superfast broadband *throughout* the parish (MSN, Timsbury & Clutton exchanges). *(Repeat of part of Action Item 5.3 in Community Plan.)*

- Q.4.2 Action 7** Encourage more shops in Paulton, especially DIY/hardware, baker, butcher, sandwich shop/coffee shop/tea room. *(Repeat of Action Item 5.1 in Community Plan.)*
- Q.5.1 Action 8** Implement further measures to promote community involvement.
- Q.5.2 Action 9** Ward Councillors to improve their profile, so that residents clearly know how to contact them. *(Repeat of Action Item 2.6 in Community Plan.)*
- Q.5.4 Action 10** Contact those willing to volunteer, and offer them opportunities.
- Q.6.2 Action 11** Encourage all Community Bus Services to promote themselves better, eg. Via the parish web site. *(Repeat of part of Action Item 6.3 of Community Plan.)*
- Q.6.3 Action12** Encourage bus operators to establish a service from Paulton to Odd Down or Newbridge Park & Ride terminus.
- Q. 7.1 Action 13** Consider how a gym, possibly community run, might be established.

Comments: Action 14

Review all Comments provided by respondents to identify other feasible ideas which can be implemented or promoted.

NOTES:

1. Given the very poor response to the questionnaire, some thought needs to be given to how to improve the response to any future such questionnaire.
2. Attention needs to be paid to the detailed design of any future questionnaires to enable people to respond clearly. For example:
 - (a) providing detailed instructions on how to answer the questionnaire
 - (b) numbering the questions
 - (c) where only a Yes or No response is required, blank out the intermediate squares, leaving open only the first (Yes) and last (No).
 - (d) ensure that each question only contains one issue, eg Q.1.4 contains an element of Q.1.3
 - (e) since there was only one questionnaire issued per household, some of the responses may relate to the

household as a whole, rather to the individual who completed the questionnaire.

- (f) Q.5.4 was worded in a way which makes it difficult to identify people who are willing to become new volunteers, except possibly via analysis of the written comments. Also, no guidance was given in terms of what tasks the Parish Council is seeking volunteers for. Some respondents may therefore have been inhibited from offering themselves as volunteers.
- (g) In Q.6.1, no definition is provided of the term “regularly”, therefore some of the neutral or qualified negative responses may actually be from public transport users. Similarly, in Q.7.2, some infrequent users of the Swimming Pool may have been inhibited from responding with a “Yes”. It may have been better to ask people how often they used the pool, say in the last 6 or 12 months.