



# Fivehead and Swell Community Plan Survey 2017

Conducted by

**The Community Council for Somerset**

16 June 2017

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# Contents

<b>Background, Aims, Methodology, Presentation of data</b>	<b>4</b>
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<b>Summary</b>	<b>5-8</b>
----------------	------------

## Findings

1. Demographics	9-11
2. Communication	12-15
3. Housing	16-17
4. Environment	18-19
5. Accessibility and Transport	20-22
6. Community Safety	23-24
7. Recreation	24-25
8. Community Support	26-27
9. Facilities	28-29
10. Living in the Parish	29-30

## Appendices

Appendix 1: Questionnaire

Appendix 2: Full survey results summary tables

Appendix 3: Prize draw winner

## Tables

Table 1	Travel: top 3 most popular destinations by aspect	21
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## Charts

Chart 1	Demographics – length resident in Parish	9
Chart 2a	Demographics – overall household age groups	9
Chart 2b	Demographics – household size	10
Chart 3	Demographics – number of bedrooms	10
Chart 4	Communication - level of parish information	12
Chart 5	Preferred channels of communication	13
Chart 6	Broadband and mobile communications	14
Chart 7	Wi-Fi at Village Hall	15
Chart 8	Housing – The next 10 years	16
Chart 9	Housing – suitability of current home	17
Chart 10	Environment	18
Chart 11	Regular journeys in Somerset	20
Chart 12	Barriers to reaching destinations/amenities	21
Chart 13	Community safety	23
Chart 14	Sport/leisure facilities frequency of use	24
Chart 15	Increasing participation in sport and physical activities	25
Chart 16	Community support	26
Chart 17	Facilities	28
Chart 18a	Updating the Parish Emergency Plan: level of involvement	29
Chart 18b	Updating the Parish Emergency Plan: skills and resources	30

## Maps

Map 1	Postcodes Map	11
-------	---------------	----

## Background

The current Parish Plan was created from the last resident's survey in 2007. The evidence from this survey will be used to update the Fivehead and Swell Community Plan which will prioritise the improvement of public facilities and services provided in Fivehead and Swell over the next 5 years.

The Parish Council, with the help of a grant from The Big Lottery fund, commissioned the Community Council for (CCS) to undertake a survey of all households in the Parish with the following aims:

## Aims

- Establish what Parishioners value most about living in Fivehead Parish
- Examine the importance of current Parish facilities and Housing, and what may be needed in the long term to meet the needs of the community.
- Explore a range of other issues from effective Parish communication including levels of satisfaction with Broadband and mobile reception, attitudes to the environment, transport and accessibility, community safety and support, recreation and the Parish Emergency Plan

## Methodology

280 paper surveys were distributed to all households on the electoral role in the Parish. Completed surveys were collected by Parish volunteers. The survey was also available to complete online and hosted on the Fivehead Parish website (Appendix 1 - Questionnaire).

In total 128 valid responses were received giving a 46% response rate.

The survey was promoted widely within the Parish through the Parish Magazine, posters in public areas, local businesses and amenities, word of mouth, the Parish website and through social media.

Research was conducted between 3 – 24 April 2017.

## Presentation of Data

Where questions prompt respondents to choose from a range of options to indicate their level of attitude or opinion (using a unipolar scale), scores have been assigned to each option response so that an overall average can demonstrate the importance of the aspect to *all* respondents answering the question e.g. Extremely important = 5 Very important = 4 Somewhat important = 3 Slightly important = 2 Not at all important = 1. Corresponding charts list option choices in the order of these assigned scores. Where a question uses a bipolar scale, positive and negative values are used at each end of the scale e.g. Definitely = 2 Probably = 1 Unsure = 0 Unlikely = -1 Not at all = -2.

# Fivehead Parish Community Plan Survey 2017

## Summary

### Demographic data:

- From the 280 surveys distributed 128 households participated in the survey representing 264 **household members overall**. The 46% response rate, representing nearly half the households in the Parish is statistically robust, and in CCS's experience is a strong community response rate.
- There appears to be wide representation from across the Parish (looking at postcode data).
- Around 3 in 4 households have lived in the Parish for more than 10 years (73%), and of these nearly half have been resident for 20 or more years (48%).
- 45-64 year olds are the largest group represented (over 1 in 3 the respondents - 36%). There are more 19-64 year old respondents taking part in this survey compared to respondents aged 65+ years (48% : 42% respectively).
- Around 1 in 10 are families with children aged 18 or under (13%), and of these the small majority have children aged between 11-18 (56% overall).
- The largest proportion live in a single or two person household (60%), with around 1 in 5 living alone (21%). Over 4 in 5 respondents live in 3+ bed properties (86%), and more than three quarters of these homes have 2 occupants or less (78% - 82 homes).

### Communication

- Of the 93% with a view, respondents on the whole feel **moderately well informed about local activities/events** (47%). With 43% feeling 'extremely/very well informed' compared with 9% who do not feel well informed, on balance information provision would appear to be reaching the majority for the areas in which they are interested.
- The outstanding majority prefer the **Parish newsletter** when looking for information about local activities and events (92%). Just under half prefer personal recommendation from their friends, and around 2 in 5 use Parish noticeboards and the Fivehead Village website. A slightly smaller proportion of around 3 in 10 like to be informed via the local press, The Crown public house and the Village Hall. A small number appreciated receiving information via leaflet drops through their letterbox.
- A sizeable number comment that they are happy with current provision. However, some suggestions for improvements for electronic communications include wider promotion and increased use of the Village Group Email, website improvements encouraging users to keep information updated and increased use of social media (although there are fewer suggestions for this method of communication than email). A few suggested an increase in the number of noticeboards and more regular information updates.
- The outstanding majority of households answering the question use **broadband** (99%) or a **mobile phone** (96%). Those with Superfast Broadband report the highest levels of satisfaction with around 2 in 5 being completely or very satisfied with their service. However, levels of satisfaction drop notably for those with standard Broadband (less than 24Mbps), where just 1 in 5 report higher levels of satisfaction, and half who find the service inadequate for their needs (50%).

There are high levels of dissatisfaction with mobile communications. 6 in 10 are unhappy with their **mobile phone reception**, and the level increases to more than 3 in 4 for **4G**.

2 in 5 respondents commented about their concerns and with suggestions for change with most comments surrounding poor or no reception mobile phone and a lack of 3G and 4G coverage. Some report signal inconsistencies with Superfast Broadband and normal Broadband, and for one person it affects their rural business. Others quoted varying levels of success with different providers.

- The small majority of respondents would not use **Wi-Fi at the Village Hall**. More than 1 in 4 would, and the remaining respondents are unsure. However, it is not clear in this survey whether all respondents answering this question are existing users of the Village Hall, and how frequently they use the facility.

## Housing

- The majority of respondents feel the Parish is in most need of more **low cost/starter homes (for purchase)** (84%). This is closely aligned with the perceived need for more affordable housing for local people who can't afford open market (78%).

Around 6 in 10 respondents feel more 2 bedroom housing, accessible housing (tailored for disabled people) and low carbon/eco-friendly housing will also be needed in Fivehead Parish in the next 10 years.

- 11 respondents feel **their home is unsuitable**, and for most their home is too large. Further analysis shows that most live in 4-5 bed properties.

## Environment

- The aspect attracting the *highest overall satisfaction* in Fivehead's local environment are **open spaces** with around 4 in 5 respondents who are 'completely satisfied' or 'very satisfied'. Similarly, pollution in the village centre, households waste recycling and rights of way (footpaths, stiles, gates) attract higher levels of satisfaction for the majority.

However, more than 6 in 10 of all respondents are *least satisfied* with **local provision of renewable energy**. Although many fewer answered this option when compared to **litter/fly tipping**, where half of all respondents have high levels of dissatisfaction.

Most comments were surrounding rights of way and verge/hedgerow/ditch maintenance. Some would like improvements to rights of way signage, and there are concerns that some are poorly maintained or obstructed – particular footpaths mentioned are Stillbrook to the river, Cemetery Hill, Isle Abbots Lane, Butcher's Hill to the bus stop and introduction of a pavement between Greenshutters Garden Centre to Ganges Lane. The debris following cutting the hedgerows is cause for concern for some, particularly blocking of ditches, drains and resultant flooding.

Fly tipping and litter appears a particularly problem near the main road (A378), Top Road and Mile Hill.

## Accessibility and Transport

- The outstanding majority want to **travel regularly to Langport** mainly for medical and shopping needs (89%). 4 in 5 will also regularly visit Taunton, mainly for shopping, leisure, visiting friends and work. Bridgwater sees the fewest visitors.
- For those who **cannot easily reach their destination/amenities** (29%), some raised multiple issues, however most respondents find the frequency and lack of bus services are barriers. Comments include the discontinuation of direct buses to Street and the effect on future college choices for students. Others would

like buses at later times in the evenings and weekend provision, Taunton, Somerton and Yeovil being mentioned.

## Community Safety

- Respondents are most concerned about **traffic speed**. Other pressing issues for a sizeable proportion are burglary, the amount of traffic and cold calling, which are all very closely aligned with an average of more than 1 in 4 people having high levels of concern. Although fewer respondents indicated their concern over the effectiveness of Community SpeedWatch, there are accompanying comments as to whether this aspect is still active in Fivehead.

Many shared their concerns about traffic speed particularly on Butcher's Hill and Ganges Hill and to a lesser extent the centre of the village. Other locations include Top Road, Stowey Road, Miller's Orchard, to RSPB Swell Wood. To a lesser extent traffic volume and HGVs. Introduction of speed restrictions and changes to existing speed restrictions are also suggested.

## Recreation

- Half the respondents answering the question **use the sports and leisure facilities in Fivehead** and there is an even split between **regular users** (monthly or more often), and **occasional users** (less than monthly).
- Most did not feel they needed any **more help to take part in more sport/physical activities** (45%). However, more than 1 in 3 feel that **better knowledge of activities/events** would help them to engage.

A variety of suggestions for sports and activities/timings focussed on increasing the use of the Playing Field and MUGA, introduction of a range of classes across all age groups, and more convenient times in the evenings or weekends.

## Community Support

- A small proportion of respondents would benefit from **help to access community services, information and support**. The main areas where help is needed are housing/jobs doing around the home and garden, energy saving advice, accessing the community oil buying scheme and help using a computer/accessing the internet. However, the largest number of respondents answering the question would like to help others by becoming volunteers.

## Facilities

- The Parish **facilities of highest importance** for the majority of Parishioners are the Village Hall (66%), defibrillator (51%) and the Crown Public House (50%). While not in the majority a sizeable number of respondents attach great importance to the churches, Stable Coffee Shop, support for older people, Playing fields and games area (MUGA) and the children's play area.

More than half the respondents commented on the two aspects they would most like to improve. The facility attracting comments for most improvement is the Crown Inn. Others would like a defibrillator with appropriate training in its use, and aspects for improvement at the Village Hall include redecoration, Wi-Fi, acoustics, access to high areas and a BBQ area.

## Living in the Parish

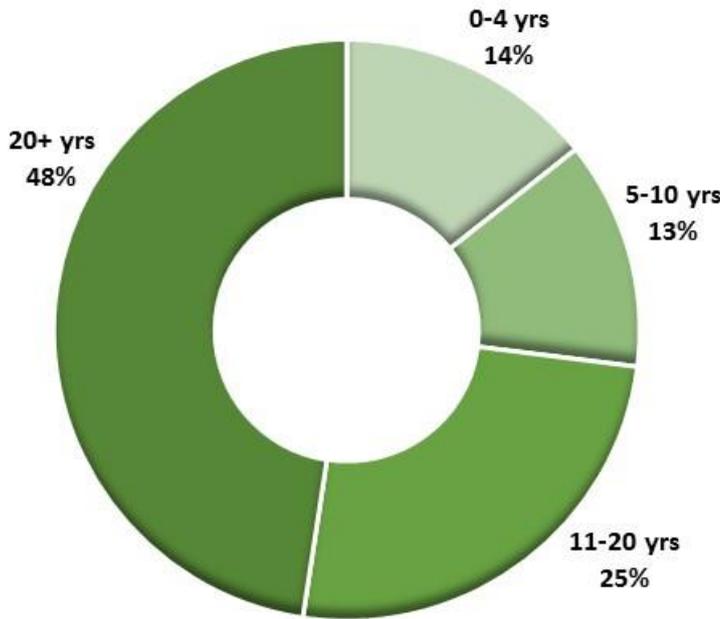
- 18 respondents would like to be involved in helping to update and develop Fivehead Parish's Emergency Plan, and a further 28 respondents have skills or resources that could help in an emergency.

- An overwhelming number of respondents commented on their **most valued aspects** of living in Fivehead. The friendly, neighbourly, sense of community and village atmosphere are apparent. A large number appreciate the tranquillity and beauty of their location, easy access to the countryside, wildlife and the unlit night time environment. The good range of community facilities are also valued, particularly the Village Hall, pub, café, churches, Langford Manor, the B&B, children's playground, sports facilities, garden centre and garage.
- Marginally fewer commented on aspect they **least value**. Facilities and traffic are the two most prevalent areas attracting dissatisfaction. Many reinforcing views and opinions which have been shared earlier in this Report's Findings. However, there were more comments about the lack of a shop in the village than previously in the survey.

# Findings

## DEMOGRAPHICS

### 1. How long have you lived Fivehead Parish?



Most respondents have lived in the Parish for more than 10 years (73% - 92 respondents). And overall, nearly half have been resident in the Parish for 20 or more years (48% - 60 respondents) – Chart 1.

Chart 1 - Base 126

### 2. Please indicate the number of people in each age group living in your household

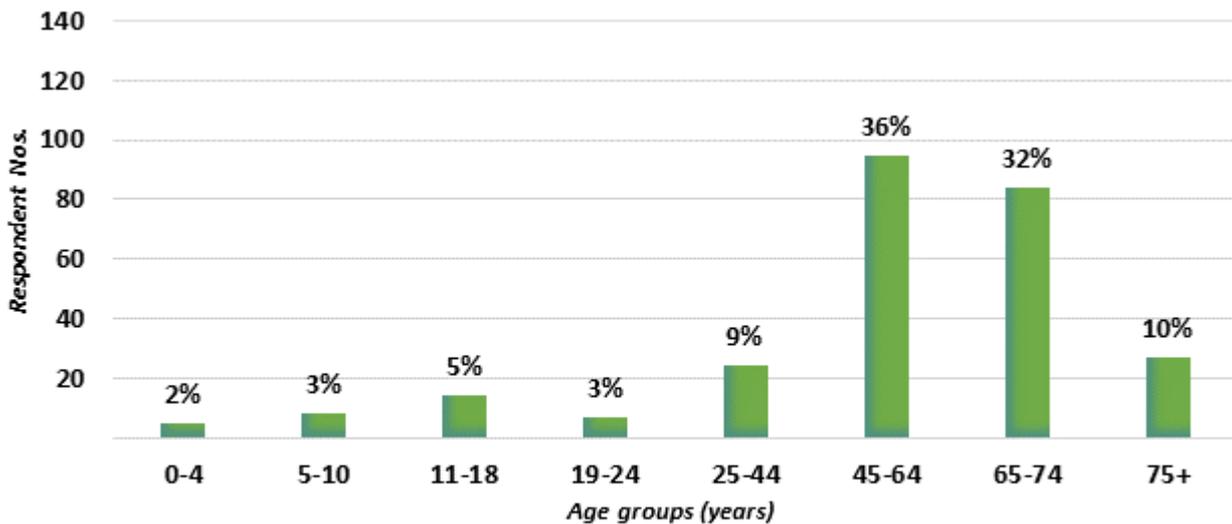
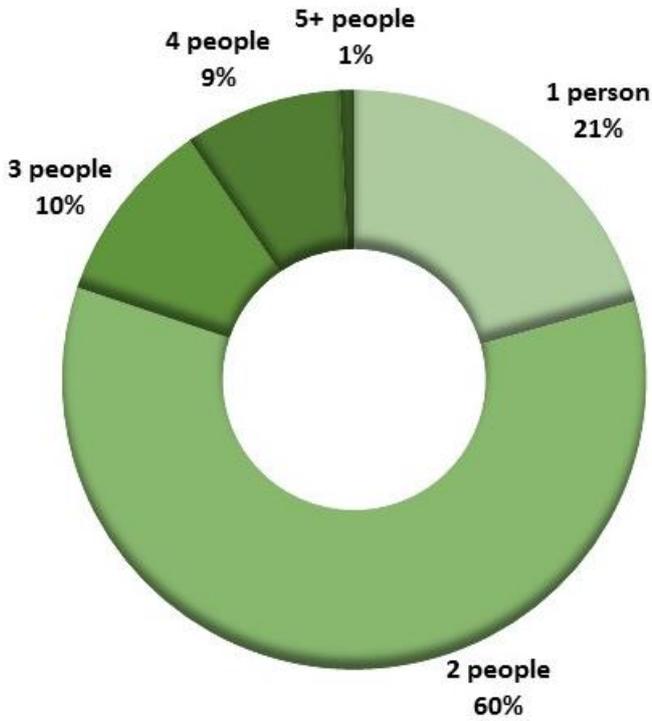


Chart 2a - Base 126 representing 264 household members

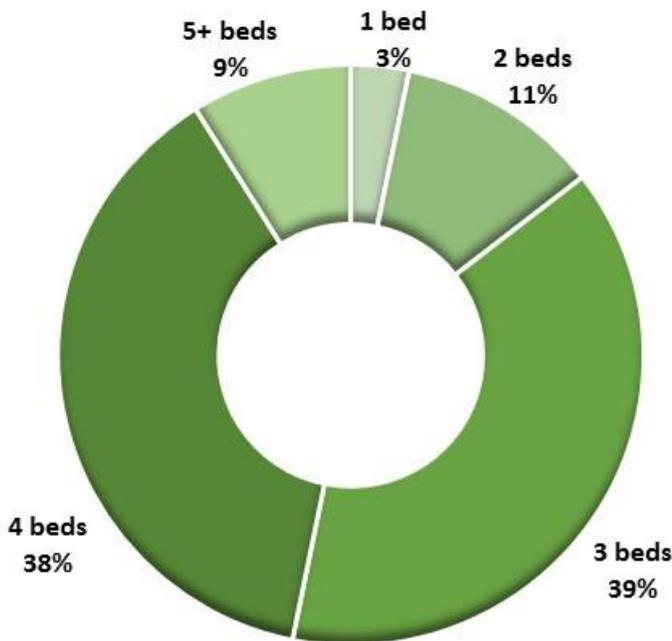
For those answering the question, 45-64 year olds are the largest overall group - over 1 in 3 respondents (36%) – Chart 2a. There are more 19-64 year old respondents taking part in this survey compared to respondents aged 65+ years (48% : 42% respectively). Further analysis also shows just over 1 in 10 respondents are families with children aged 18 or under (13% - 16 families), and of these the small majority have children aged between 11-18 (56% - 9 families).



Further analysis shows that the largest proportion live in a 2 person household (60% - 75 respondents). With around 1 in 5 living in a single person household (21% - 26 respondents) – Chart 2b.

**Chart 2b - Base 126 households representing 264 people**

**3. How many bedrooms does your home have?**



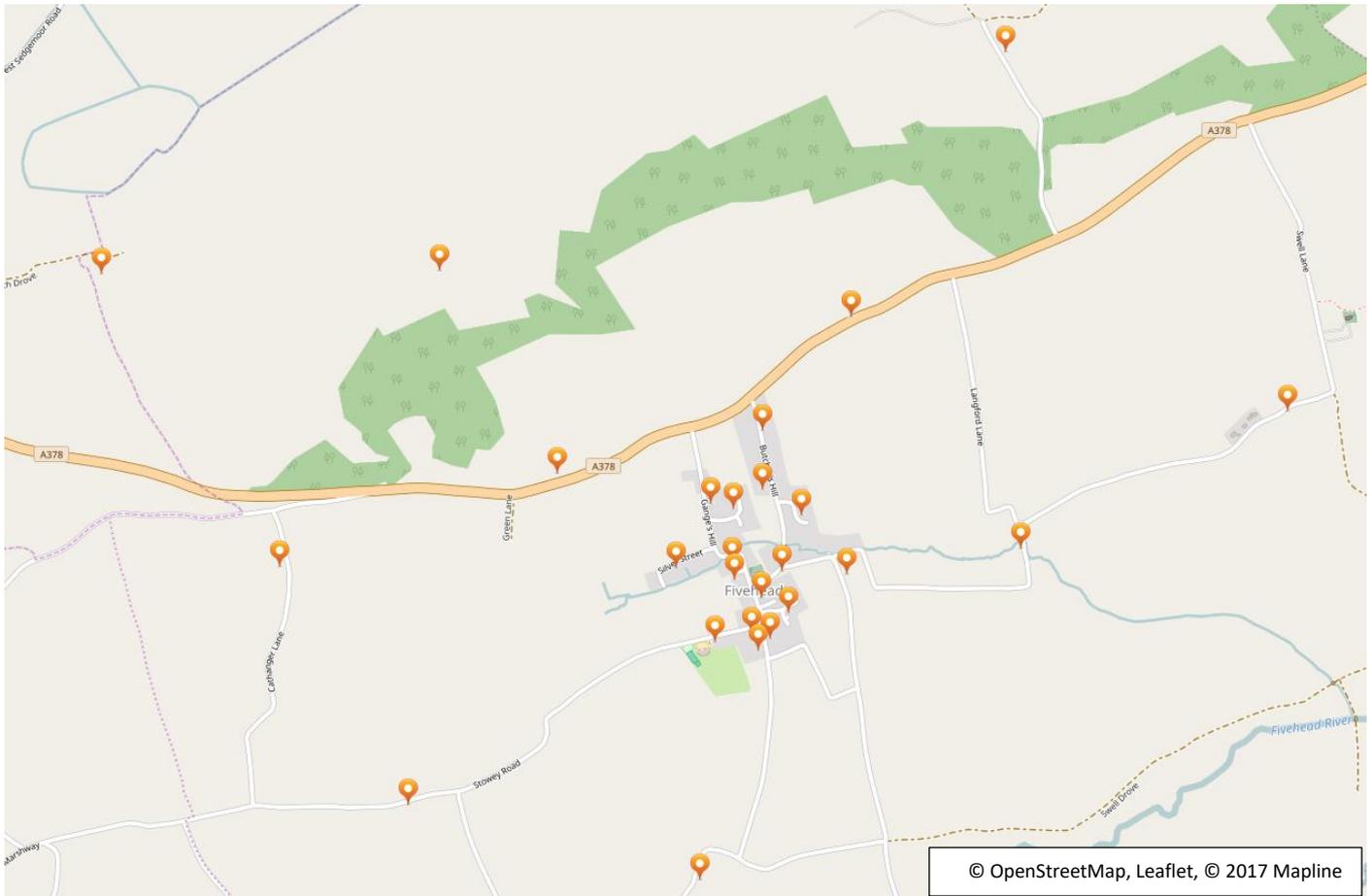
Most respondents live in 3 bed and 4 bed properties (39% and 38% in each case) – Chart 3.

Further analysis shows nearly 8 in 10 3+ bed homes have 2 or less occupants (78% - 82 homes). Just 4 respondents live in 1 bed properties.

**Chart 3 - Base 124**

## POSTCODES

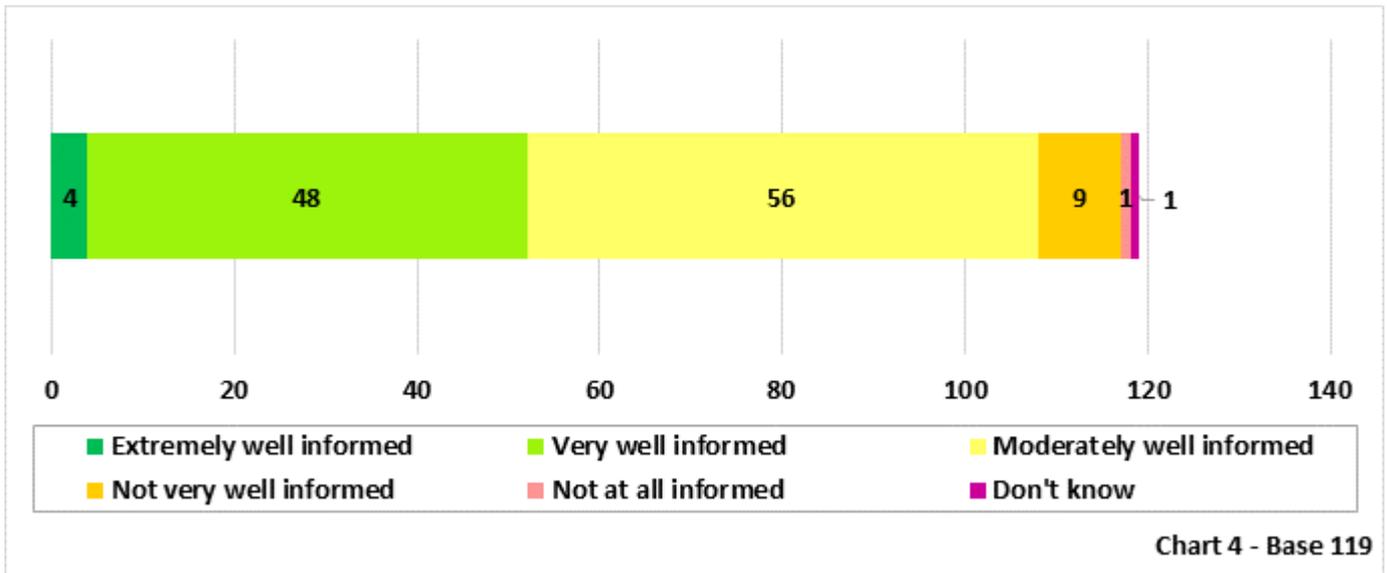
### Map 1 – Postcodes – extent of Parish response (Base 127)



127 respondents provided valid postcodes and there appears wide representation from across Fivehead Parish – Map 1. No valid postcodes were excluded from the data set on the basis of single addresses.

# COMMUNICATION

5. How well informed, if at all, do you feel about activities/events in your local area? (tick one)



Of the 93% with a view, the largest number of respondents feel **moderately well informed** about local activities/events (47% - 56 respondents) – Chart 4. With 43% feeling ‘extremely/very well informed’ compared with 9% who do not well informed, on balance information provision would appear to be reaching the majority for the areas in which they are interested.

6. Where do you prefer to get your information about activities/events in your area? (tick any that apply)

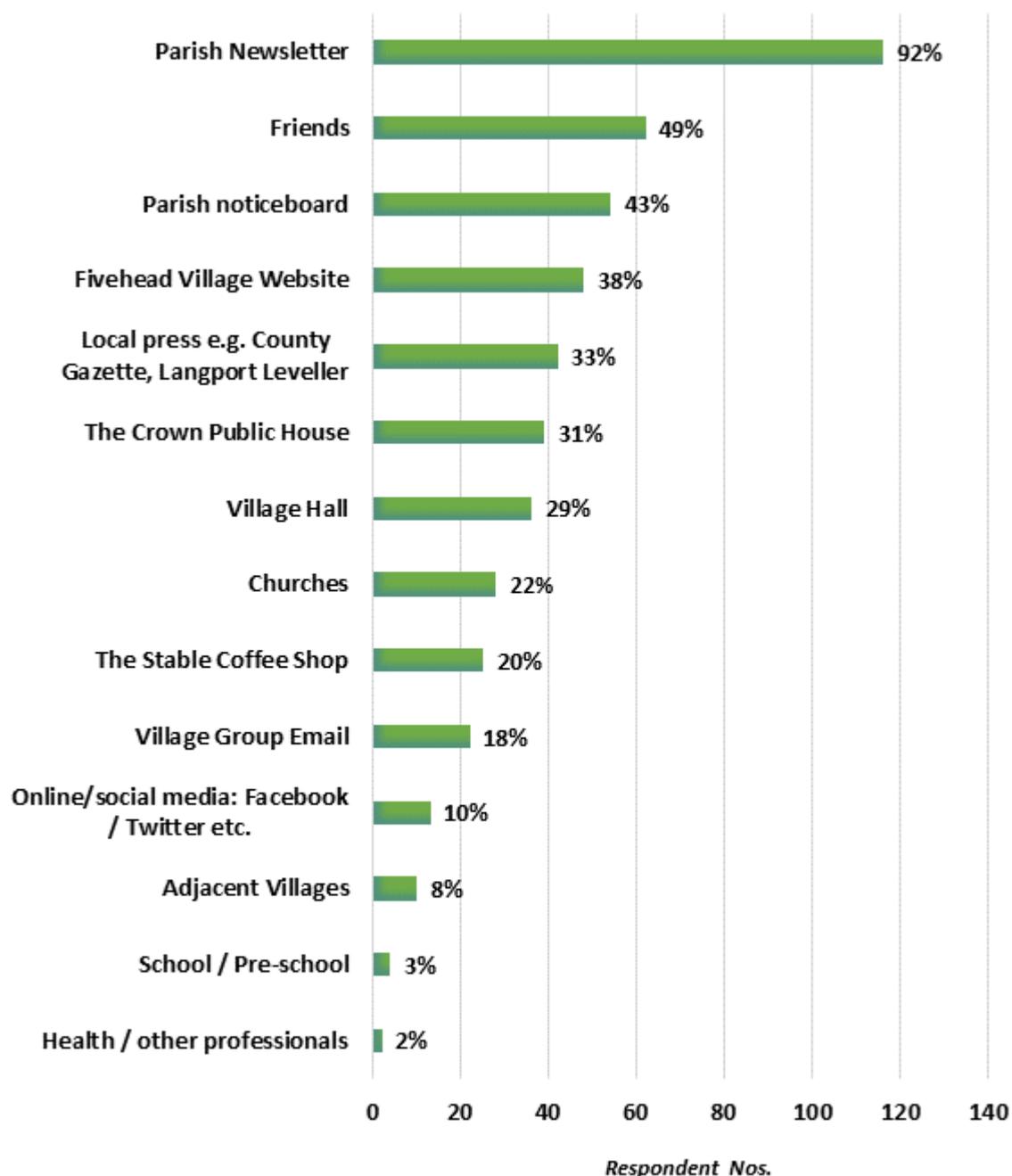


Chart 5 - Base 126

The outstanding majority prefer the **Parish newsletter** when looking for **information about local activities and events** (92% - 116 respondents). While just under half prefer **personal recommendation from their friends** (49%). Around 2 in 5 use **Parish noticeboards** (43%) and the **Fivehead Village website** (38%). A slightly smaller proportion of around 3 in 10 prefer being informed via the **local press** (33%), **The Crown public house** (31%) and the **Village Hall** (29%). Around 1 in 5 prefer to hear about activities and events at the **churches** (22%) or **The Stable Coffee Shop** (20%). Less than 1 in 5 use the **Village Group Email** (18%) or **online/social media** (10%),– Chart 5.

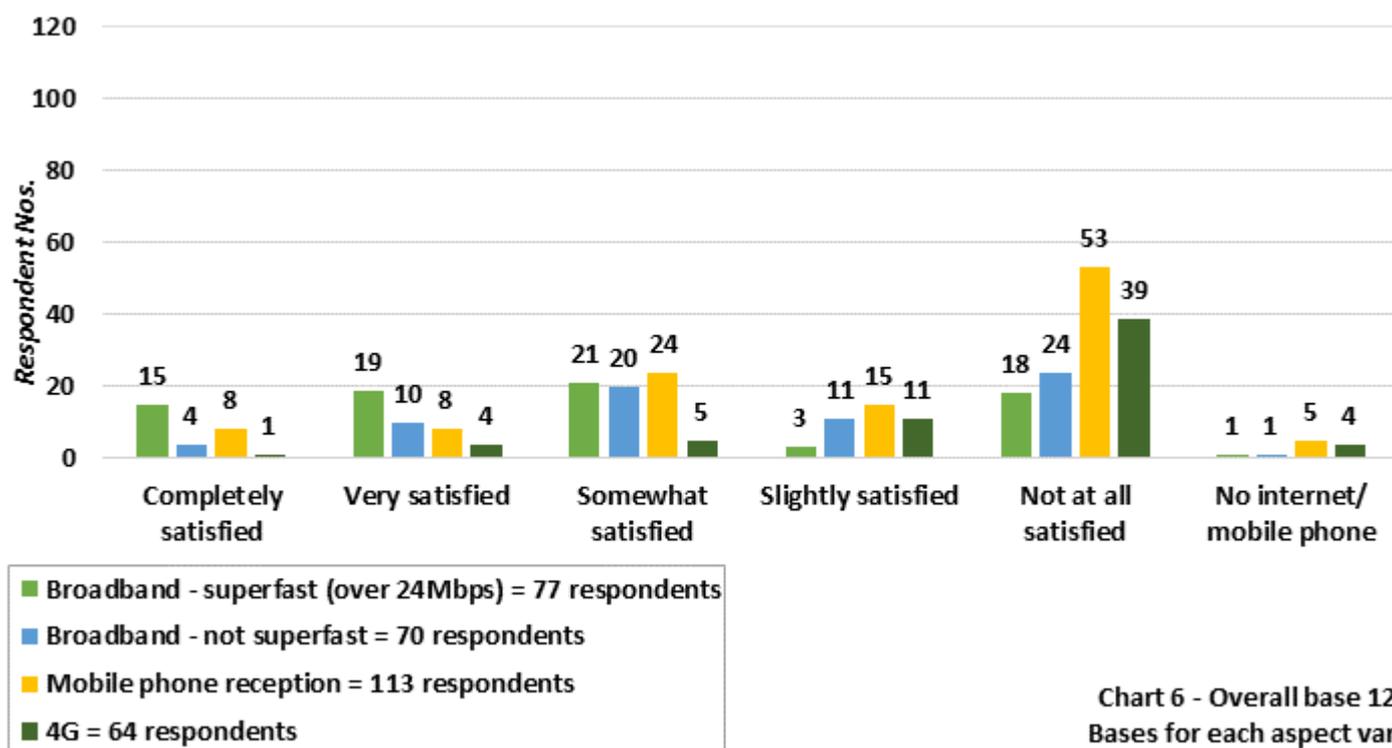
The least used sources are the **adjacent villages** (8%), **school/pre-school** (3%) or **Health/other professionals** (2%) with less than 1 in 10 respondents accessing information in this way.

The additional comments made regarding **sourcing information about activities/events** are as follows; it was appreciated that leaflets are delivered which is a good source of information. Another source of information is the community bus.

## 7. Suggestions for improvements to help the flow of information to Parishioners

46 respondents commented (36%), with a sizeable proportion happy with current provision. The additional comments made regarding **suggested improvements for communicating activities/events** are as follows; improvements to the Village Group Email and wider promotion of the service. Include a 'what's on' page on the website, newsletter to include information on refuse collections, police reports, school information etc., to have it emailed to save paper and published monthly. Improvements were suggested to enlarge the notice board, include doors and keep it updated. Additional notice boards to serve the north side of the Village and The Crown. A welcome pack for newcomers was also requested.

## 8. How adequate is your Broadband connection for you and your household?



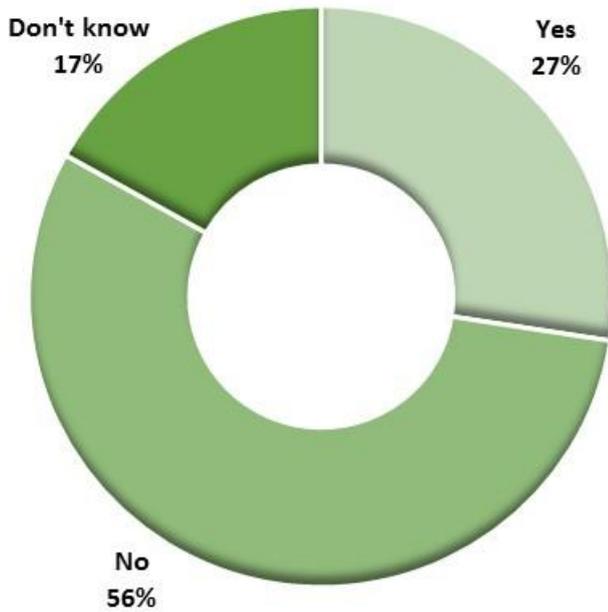
The outstanding majority of households answering the question use **broadband** (99%) or a **mobile phone** (96%). Those with **Superfast Broadband** report the highest levels of satisfaction (44% completely/very satisfied compared to 27% slightly/not at all satisfied). However, levels of satisfaction drop notably for those with standard **Broadband service (less than 24Mbps)**. Just 1 in 5 (20%) record the higher levels of satisfaction, compared to 50% who find the service inadequate for their needs – the large majority of them being not at all satisfied – Chart 6.

There are high levels of dissatisfaction with mobile communications. 6 in 10 are unhappy with their **mobile phone reception** (60% slightly/not at all satisfied), and the level increases to more than 3 in 4 for **4G** (78% slightly/not at all satisfied).

54 respondents commented (42%) about their concerns and with suggestions for change. The additional comments **for communication technologies concerns/changes** are as follows; it was suggested that BT should be approached regarding intermittent broadband service with the possibility of poor cabling being an issue. Outlying homes are yet to receive superfast broadband. Residents in Swell are experiencing very slow standard broadband and it was suggested a Wi-Fi hotspot could be set up. It was reported that the Community Room at St Martins Close should have Wi-Fi installed soon.

There seems to be a mobile phone reception blind spot on Butchers Hill. Suggestions were made for a mast in the village, without defacing the area.

**9. Would you use Wi-Fi at the Village Hall, if it was available?**



The small majority of respondents would not use **Wi-Fi at the Village Hall** (56% - 69 respondents). More than 1 in 4 would (27%), and the remaining respondents are unsure (17%) – Chart 7.

It is not clear whether all respondents answering this question are existing users of the Village Hall, and how frequently they use the facility.

**Chart 7 - Base 124**

# HOUSING

10. What kind of housing do you think is needed most in Fivehead in the next 10 years? (tick all that apply)

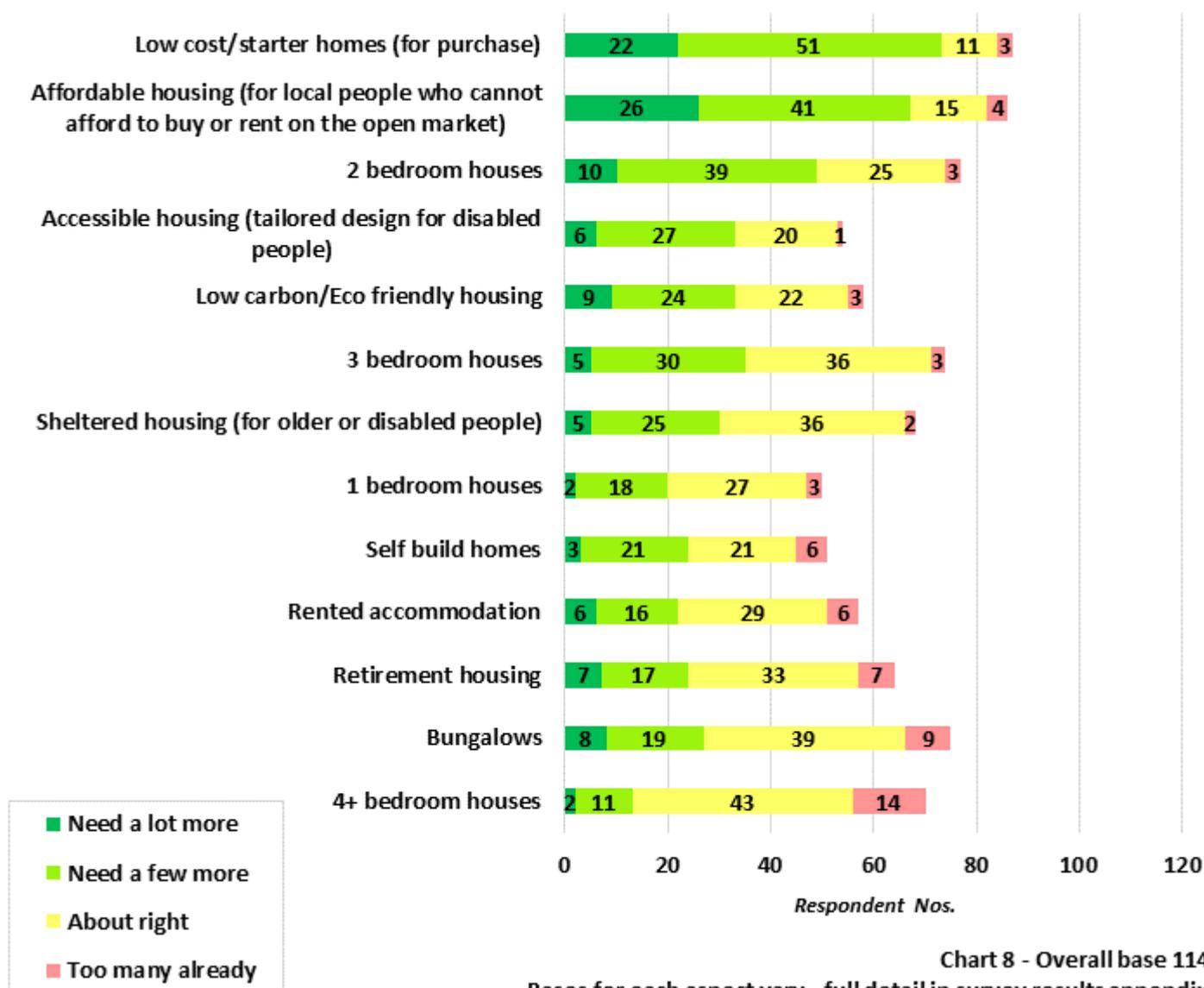


Chart 8 is shown in order of its rating values for overall importance for each question asked. See presentation of data on page 4 for an explanation of how the chart results are ordered. For the benefit of readers 'Need a lot more' and 'Need a few more' totals are combined and quoted below.

The majority of respondents feel the Parish is in most need of more **low cost/starter homes (for purchase)** (84% - 73 respondents). This is closely aligned with the perceived need for more **affordable housing for local people who can't afford open market** (78%) – Chart 8.

Around 6 in 10 respondents feel more **2 bedroom housing** (64%), **accessible housing (tailored for disabled people)** (61%) and **low carbon/eco-friendly housing** (57%) will also be needed in Fivehead Parish in the next 10 years.

Although the following facilities are important to some members of the Parish, they are not universally accepted as important by the overall majority answering the question:

- **Self build homes** (47%)
- **3 bedroom houses** (47%)
- **Sheltered housing (for older or disabled people)** (44%)
- **1 bedroom houses** (40%)

- Rented accommodation (39%)
- Retirement housing (38%)
- Bungalows (36%)

Luxury housing (4+ bed) is considered in plentiful supply by a large majority.

11. If your current housing is not suitable, please tell us why? (tick all that apply)

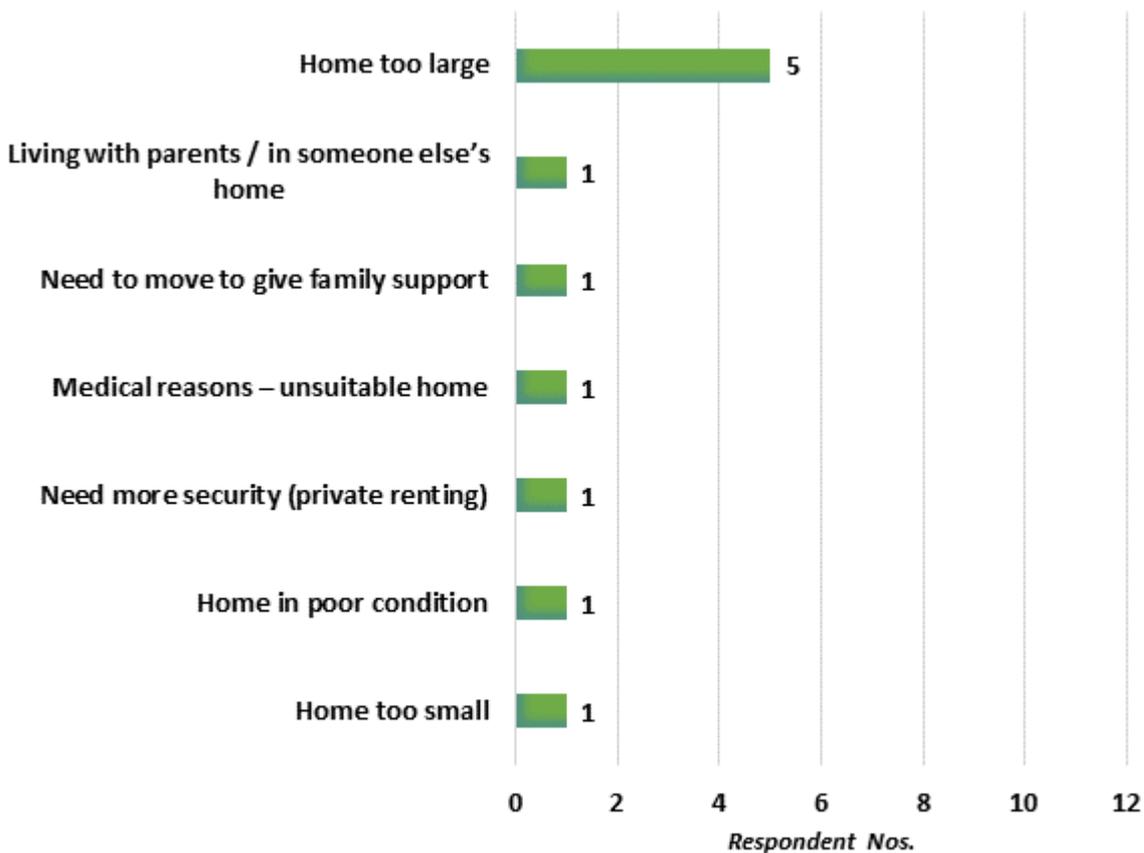


Chart 9 - Base 11

Some respondents have multiple reasons for wanting to move. Of these 11 respondents who feel their home is unsuitable, most feel their **home is too large** (45% - 5 respondents) – Chart 9. Further analysis shows that most live in 4-5 bed properties (4 respondents) with the remaining respondent living in a 3 bed property.

The other respondents gave singular reasons for the unsuitability of their home:

- Home too small
- Home in poor condition
- Need more security (private renting)
- Medical reasons – unsuitable home
- Need to move to give family support
- Living with parents / in someone else's home

The additional comments relating to **unsuitable homes** are as follows; the lack of a gas supply, shop/post office, travelling to work etc. were listed as reasons for unsuitable housing. It was confirmed that St Martins Close is designated as 'independent living' in community hubs (2014).

# ENVIRONMENT

12. How satisfied are you with the following issues relating to your local environment? (tick all that apply)

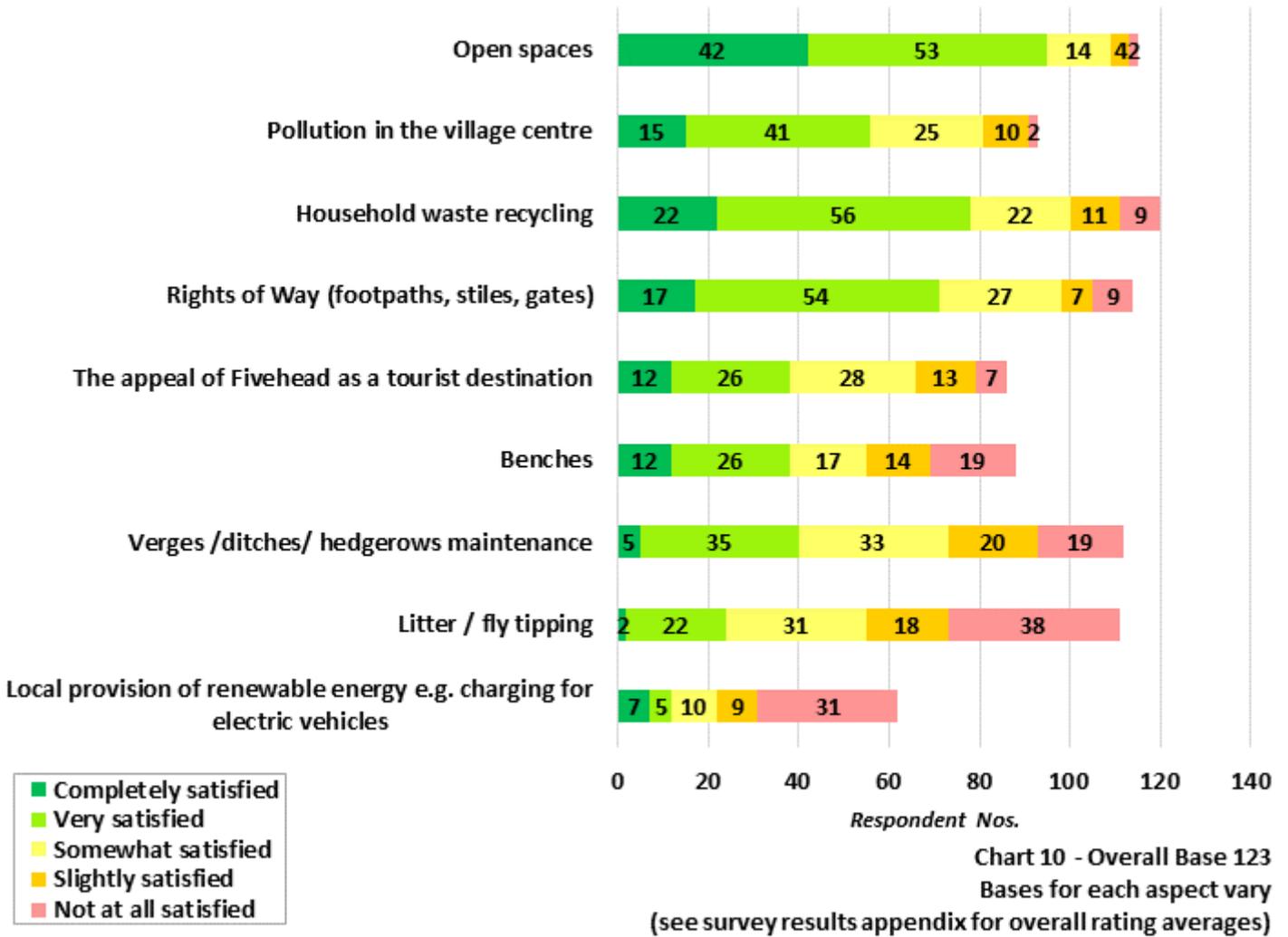


Chart 10 is shown in order of its rating values for overall importance for each question asked. See presentation of data on page 4 for an explanation of how the chart results are ordered. For the benefit of readers 'Completely satisfied' and 'Very satisfied' totals are combined and quoted below.

The aspect attracting the highest overall satisfaction in Fivehead's local environment are **open spaces**, with around 4 in 5 respondents who are 'completely satisfied' or 'very satisfied' (83% - 95 respondents) – Chart 10.

Similarly, **pollution in the village centre**, **household waste recycling** and **rights of way (footpaths, stiles, gates)** attract higher levels of satisfaction for the majority, around 6 in 10 (on average 62%). Although not in the majority, a sizeable proportion of respondents are also satisfied with **the appeal of Fivehead as a tourist destination** (44%) and **benches** (43%).

However, more than 6 in 10 of all respondents are **least satisfied** ('slightly' or 'not at all satisfied') with **local provision of renewable energy** (65%). Although many fewer answered this option when compared to **litter/fly tipping**, where half of all respondents have high levels of dissatisfaction (50% - 56 respondents who are only slightly or not at all satisfied).

**Maintenance of verges/ditches and hedgerows** are fairly evenly balanced in terms of levels of satisfaction (35% dissatisfied against 36% who are completely/very satisfied).

Nearly half the respondents shared views, concerns and suggestions for change (45% - 55 respondents). The additional comments regarding **environment concerns/changes** are as follows;

- *Rights of way* - Specific mention was made by a few respondents regarding the poor quality of the reinstated footpath across the field at the bottom of Cemetery Hill (Stillbrook Lane). Requests for new pavements on Butchers Hill and A378 for safety reasons.
- *Verges/ditches/hedgerows* – cuttings not cleared causing blockages and flooding, specifically Swell and bottom of Butchers Hill. Driver visibility is poor due to uncut verges, particularly emerging onto A378. Consideration/conservation of wildlife habitats for new builds and when trimming, maybe reduce severity and regularity.
- *Litter* – fly tipping and littering is increasing possibly due to introduction of tip charges. Improve schedule for litter picking, particularly A378.
- *Dogs* – Fouling is still an issue, particularly in Swell and the bins require more emptying. Requests for dog exercising area
- *Recycling* – Request for wheelie bins for recycling particularly with the forthcoming increase in items that can be recycled. Collections missed on occasion.
- *Benches* – it was commented that there are lots of footpaths but no benches. A bench was requested for Langford Corner near St Martins Close for those with reduced mobility.
- *Tourism* – it was suggested The Stable should be a destination for cyclists with the pictorial map on a board on the Green.
- *Renewable energy* – a charging point for electric vehicles would be an attraction to the village and to local businesses. Solar energy as an option for the Village.
- Lack of street lighting, parking outside The Stable and mud on lanes were raised as safety hazards.

# ACCESSIBILITY AND TRANSPORT

## 13. Where do you want to travel to regularly in Somerset?

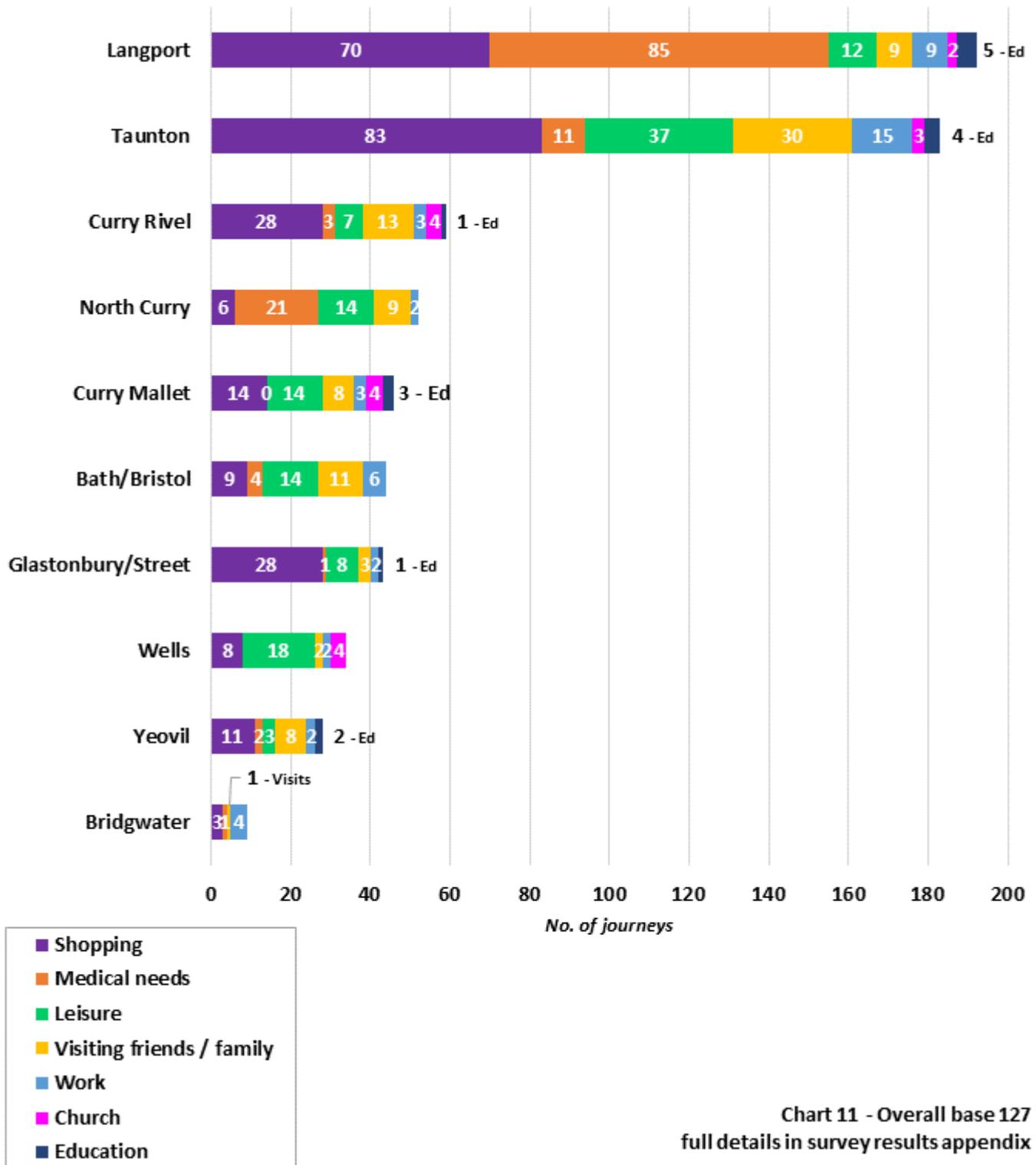


Chart 11 - Overall base 127  
full details in survey results appendix

The outstanding majority want to **travel regularly to Langport** mainly for medical and shopping needs (89% - 113 respondents). 4 in 5 will also regularly visit Taunton (80%), mainly for shopping, leisure, visiting friends and work. Bridgwater sees the fewest visitors - Chart 11.

Table 1 below lists the top 3 most popular destinations for each aspect listed in the question.

**Table 1 – Travel: top 3 most popular destinations by aspect**

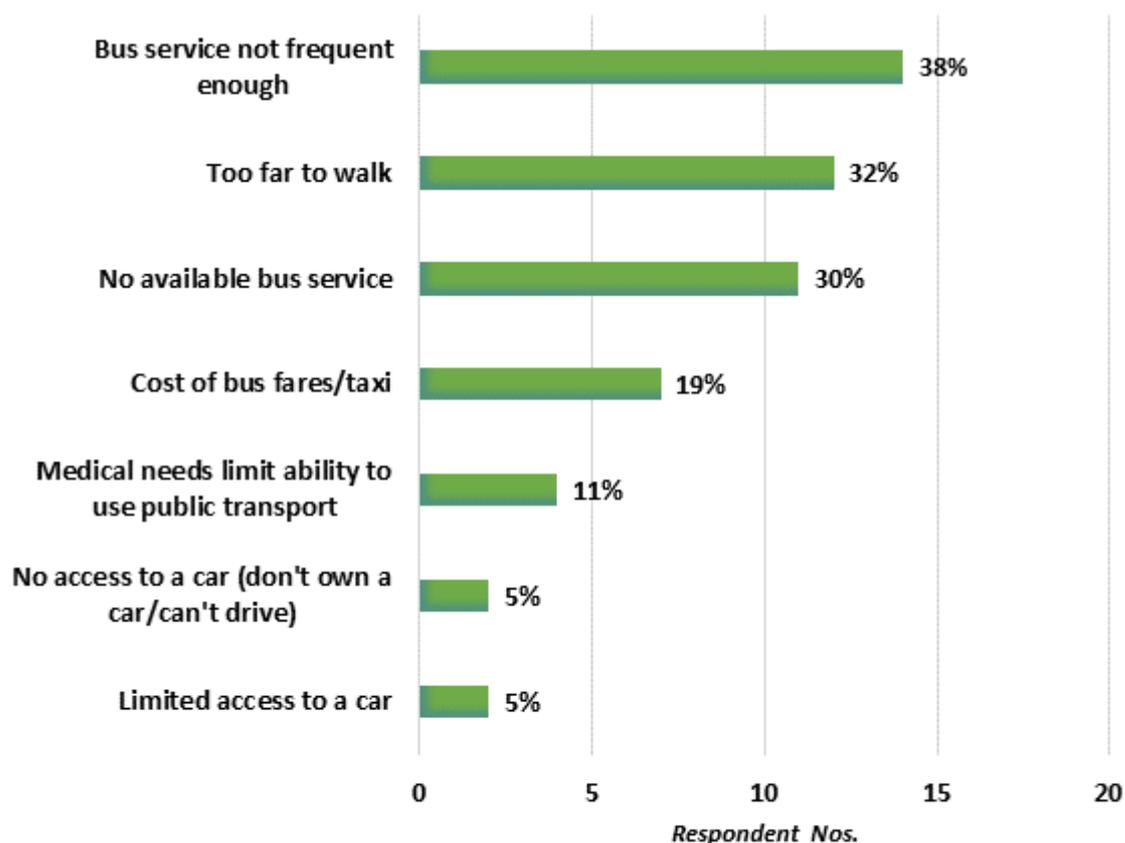
ASPECT	TOP 3 LOCATIONS		
	1	2	3
Shopping	Taunton	Langport	Curry Rivel, Glastonbury/Street =3
Medical needs	Langport	North Curry	Taunton
Leisure	Taunton	Wells	Bath/Bristol, Curry Mallet, North Curry =3
Visiting friends/family	Taunton	Curry Rivel	North Curry
Work	Taunton	Langport	Bath/Bristol
Church	Fivehead*	Curry Rivel, Curry Mallet, Wells =2	-
Education	Langport	Taunton	Curry Mallet

\* (7 from verbatim comments)

50 respondents did also indicate their need to travel to other destinations regularly, some within Somerset and some beyond. Below is a summary listed in order of frequency mentioned:

- **Within 10 mile radius:** Fivehead, Isle Abbots, Pitney
- **10-20 mile radius:** Ilminster, Higham, Bishops Lydeard, Hambridge, Hatch Beauchamp, Montacute, West Camel, Winsham
- **Over 30 mile radius:** Somerton, Exeter, Chard, Cardiff, Crewkerne, Exmoor, Kilve, London, Uffculme, Wellington, Weston-super-Mare and other unspecified UK locations.

**14. If you cannot easily reach your destination/amenities, what prevents you from being able to get there? (tick all that apply)**



**Chart 12 - Base 37**

Nearly 3 in 10 respondents feel that they **cannot easily reach their destination/amenities** (29% - 37 respondents) – Chart 12. Some raised multiple issues, however most respondents find the **frequency and lack of bus services** are barriers (38% - 14 respondents frequency and 30% - 11 respondents no service available).

For a similar proportion, distance is also a barrier as their destinations **are too far to walk** (32%). The **costs of bus fares/taxis** present issues for nearly 1 in 5 respondents (19%).

A small number had **medical needs that limited their ability to use public transport** (11% - 4 respondents). 4 respondents are prevented from travelling easily through limited access or no access to a car (5% in each case).

35 respondents commented on what would improve their own transport needs, of which 9 currently have a car or are not yet directly affected by not owning a vehicle. The additional comments regarding **barriers to reaching destinations** are as follows:

- *Buses* – requests were made for late train/bus services with Taunton, Yeovil and Bristol all highlighted. The reinstatement of the direct service to Street, Glastonbury and Wells. A direct bus to Ilminster, and bus pull ins on the main roads to prevent congestion.
- *Pavements/pedestrians* – A footpath on A378 to bus-stop and the RSPB Reserve at Swell, improved cyclist facilities on A358 (accessing Taunton & Blackdowns) and improved awareness of cyclists
- *Road improvements* – comments were made in support of upgrading A358 and Junction 25. Requests for repairs to the road from Wrantage to Fivehead and highlighting inappropriate speed limits
- *Rail* – request to reinstate the railway and station at Langport.
- *Other* – it was highlighted that it was essential to have your own transport when living in Fivehead and some respondents are concerned for the future should they become unable to drive. Requests were made for better publicity of mobile services (library, fish seller etc). It was suggested that petrol should be subsidised in rural communities and there should be an electric car charging point.

# COMMUNITY SAFETY

15. How concerned, if at all, are you about the following aspects of community safety in Fivehead Parish?  
(tick all that apply)

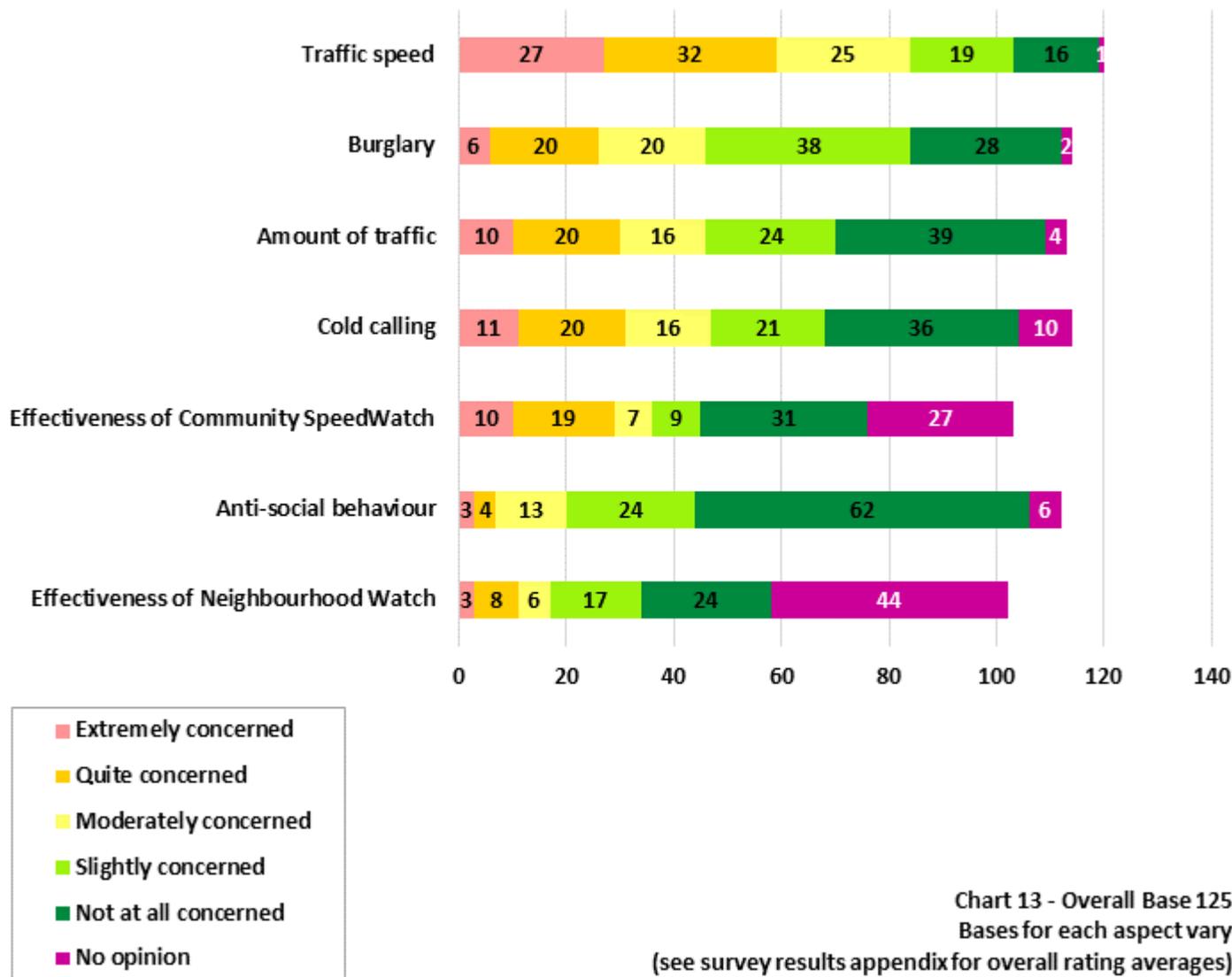


Chart 13 is shown in order of its rating values for overall importance for each question asked. See presentation of data on page 4 for an explanation of how the chart results are ordered. For the benefit of readers 'Extremely concerned' and 'Quite concerned' totals are combined and quoted below.

The largest number of respondents are concerned about **traffic speed** (49% - 59 respondents who are 'extremely concerned' or 'quite concerned') – Chart 13.

Other pressing issues for a sizeable proportion are **burglary**, the **amount of traffic** and **cold calling**, which are all very closely aligned with an average of more than 1 in 4 people having high levels of concern (26% average). Although fewer respondents indicated their concern over the **effectiveness of Community SpeedWatch**, nearly 3 in 10 still have high levels of concern (28%). There are accompanying comments as to whether this aspect is still active in Fivehead.

Conversely to the finding above regarding burglary, a minority of just 1 in 10 have concerns about **Neighbourhood Watch** (11%), while **anti-social behaviour** causes strong concern for the least number of respondents (6%).

More than 2 in 5 respondents shared views, concerns and suggestions for action to be taken (42% - 53 respondents). The additional comments regarding **community safety concerns** are:

- *Traffic speed, volume and\_HGVs\_-* The main times for speeding in the Village are just before and after working hours. Concerns about traffic speeding are particularly on Butcher’s Hill and Ganges Hill and to a lesser extent the centre of the village. Other locations include Top Road, Stowey Road, Miller’s Orchard, to RSPB Swell Wood. Concern was also expressed regarding development of Glendale and increased traffic on Butchers Hill. The volume of HGVs and tractors is also of concern with requests for improved signage relating to HGVs. Extreme concern was raised by respondents regarding the speed of traffic on the A378. Despite accidents, many near misses, extended speed limit and occasional enforcement, the road is still dangerous, particularly with no pavement. However, some respondents believe a 40mph limit is more appropriate. Parking and dogs not on leads were also raised as safety concerns.
- *Community SpeedWatch* - considered to be inactive by most commenting on this aspect.
- *Neighbourhood Watch* - Many are also unaware of an official Neighbourhood Watch scheme. The introduction of a Cold Calling Zone was suggested by one respondent. Horse watch was raised as an option.

## RECREATION

### 16. How often do you use the sports and leisure facilities in Fivehead?

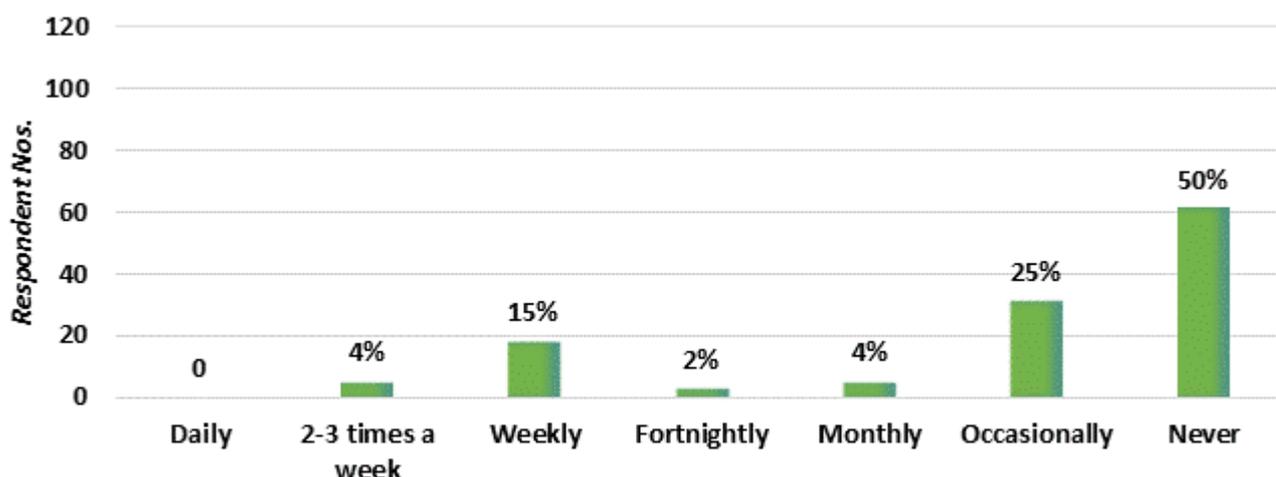


Chart 14 - Base 123

Half the respondents answering the question **use the sports and leisure facilities in Fivehead** (62 respondents), and there is an even split between **regular users** (monthly or more often), and **occasional users** (less than monthly) – 25% (31 respondents in each case). The other half of respondents **never use the facilities** (50% - 61 respondents) - Chart 14.

17. What would help you to take part in *more sport or physical activities*? (*tick all that apply*)

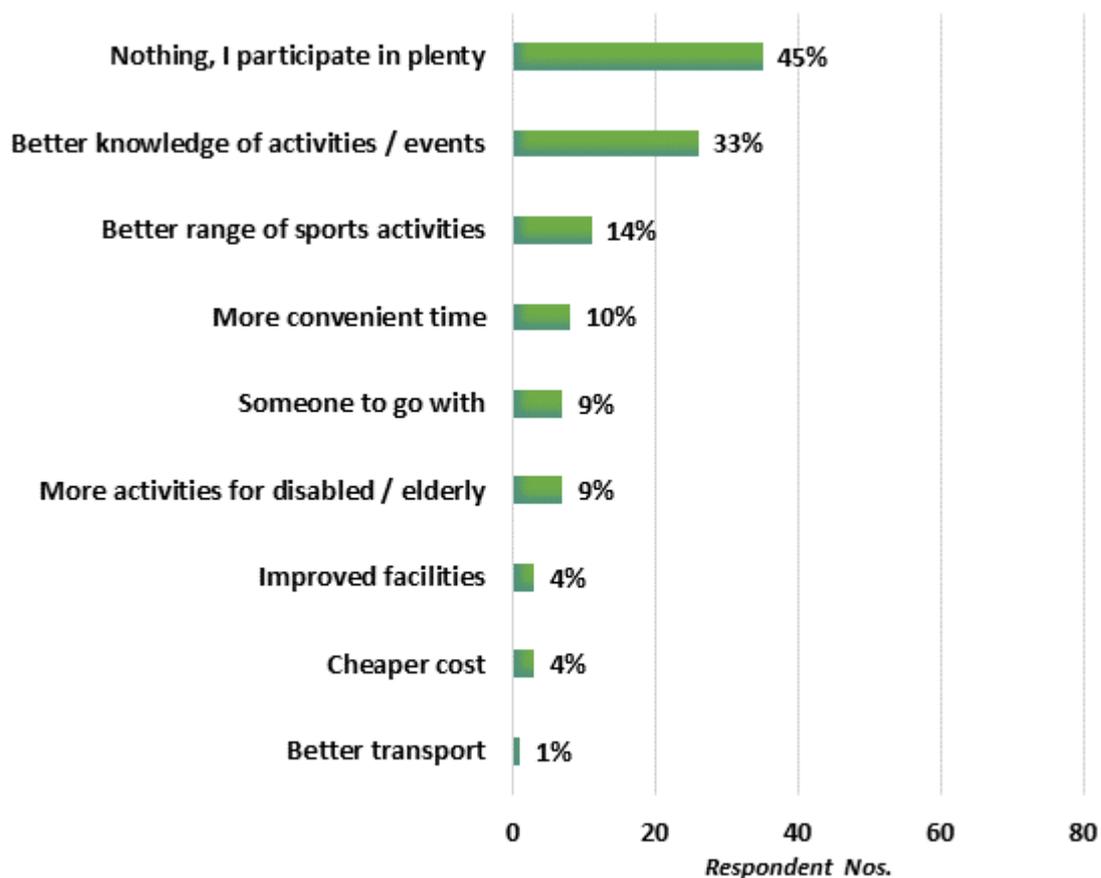


Chart 15 - Base 76

Around 6 in 10 answered the question (59%), and the **most did not feel they needed any more help to take part in more sport/physical activities** since they already are engaged (45% - 35 respondents). However, more than 1 in 3 feel that **better knowledge of activities/events** would help them to engage (33% - 26 respondents, equating to 1 in 5 of all respondents taking part in the survey) – Chart 15.

11 respondents would welcome **better range of sports activities** (14%), while a smaller number would like activities at a more convenient time (10% - 8 respondents).

A small proportion would **welcome someone to go with** (7 respondents), and further analysis shows most of them are of working age (25-64 years). A similar number would like **more activities for disabled/elderly** people. **Cheaper cost** and **better transport** appear to be the smallest barriers to taking part in more sport/physical activities.

1 in 5 commented (42% - 32 respondents). Suggestions to increase the use of the Playing Field and MUGA include the formation of sports clubs (a number of respondents play tennis), an adult gym, improved access to MUGA (a key and online booking), cricket/nets, all-weather jogging circuit, safer cycle route to park and more pavements.

Classes are suggested across all age groups - classes for younger people, mixed age range and elderly: dance classes, aerobics, Pilates, table tennis, walking club at weekend and in the winter, Yoga, Zumba,

For the small number wanting more convenient times evening or weekends are mentioned most frequently.

Among barriers to engagement is the double booking or cancellation of classes that use the Village Hall.

# COMMUNITY SUPPORT

18. Do you need help to access any of these services, information or support? (tick any)

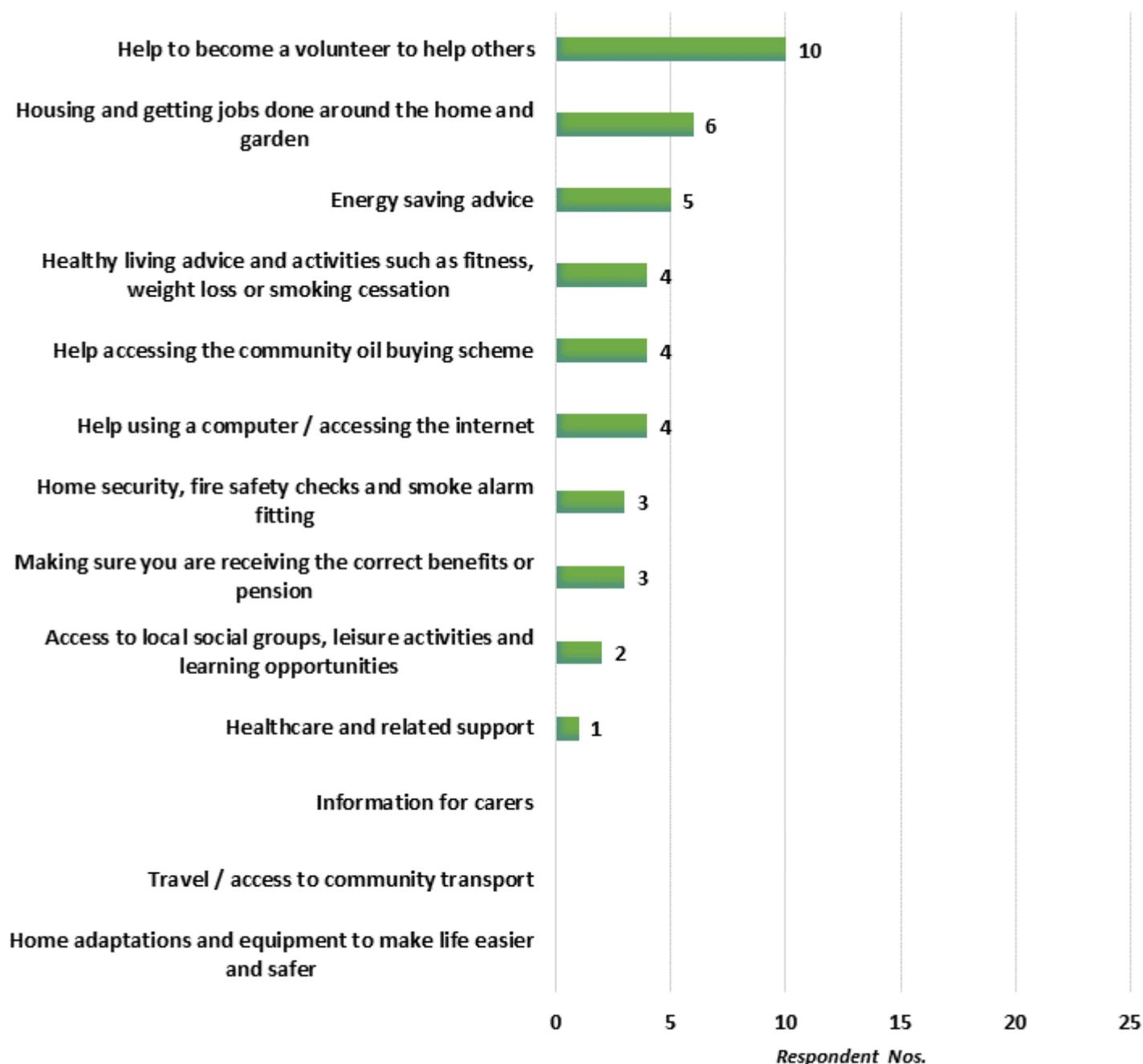


Chart 16 - Base 25 (of which 17 need additional help)

Around 1 in 5 answered the question (20% - 25 respondents), and of these 17 respondents indicate that they would benefit from help to access community services, information and support (13%). The majority of those answering the question would like to help others by **becoming volunteers** (10 respondents – of which 8 do require any other additional support listed in the question).

Of the remaining respondents needing additional help or support, 1 in 3 would like help with **housing/jobs doing around the home and garden** (35% - 6 respondents). Further analysis shows that half of them are over the age of 65. **Energy saving advice** and help **accessing the community oil buying scheme** are closely aligned, and span all adult age groups. Similarly, healthy living advice is sought by those 25+ years to 75+ years.

Those looking for **help using a computer/accessing the internet** are mainly over the age of 75 years. While respondents wanting **home security, fire safety checks and smoke alarm fitting** range between 45+ years to 75+ years.

3 older respondents would like help to ensure they are receiving the **correct benefits or pension**. The smallest proportion of respondents would like **to access to local social groups, leisure activities and learning opportunities** and **receive healthcare and related support**.

# FACILITIES

19. How important to you, individually or as a household, are the following Parish facilities?

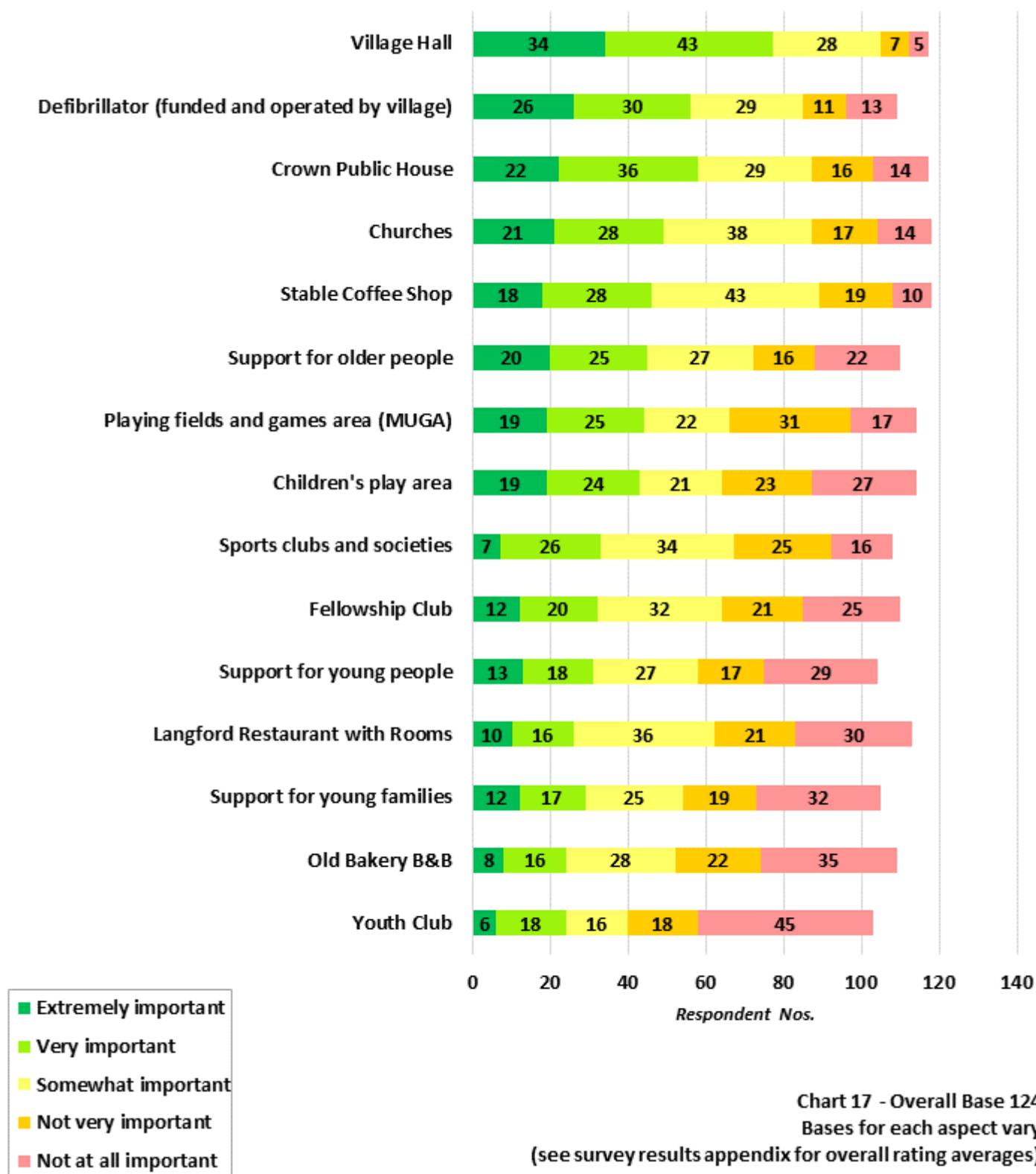


Chart 17 is shown in order of its rating values for overall importance for each question asked. See presentation of data on page 4 for an explanation of how the chart results are ordered. For the benefit of readers 'Extremely important' and 'Very important' totals are combined and quoted below.

The Parish facilities of highest importance for the majority of Parishioners are the **Village Hall** (66%), **defibrillator** (51%) and the **Crown Public House** (50%) – Chart 17.

The **churches** and **Stable Coffee Shop** are considered of great importance for around 2 in 5 respondents (42% and 39% respectively). While a similar proportion also consider **support for older people** the **Playing fields and games area (MUGA)** and the **children's play area** of similar high importance (39% on average).

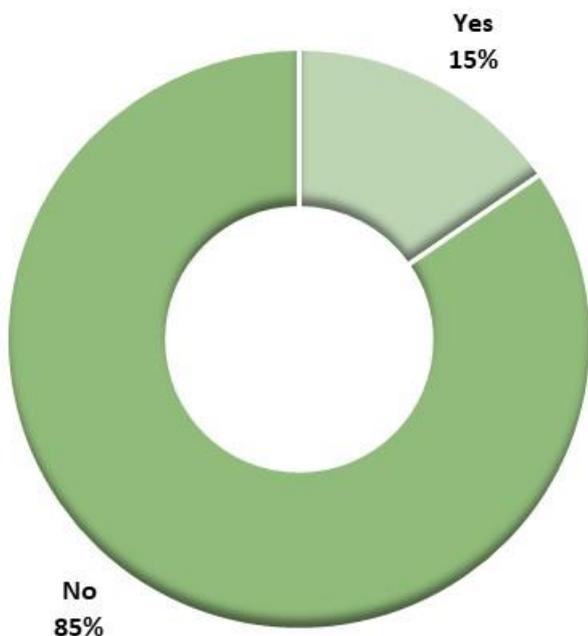
A smaller proportion of around 3 in 10 see the **sports clubs and societies, the Fellowship Club** and **support for younger people and young families** as key.

More than half the respondents commented (56% - 69 respondents). A few are happy with the facilities as they are or don't feel in a position to comment. The additional comments regarding **facilities needing most improvement** are as follows:

- The Crown Inn – requests for improved shop facilities, coffee mornings and Post Office service.
- Defibrillator – easy access and training.
- Village Hall – education centre, better sound system
- Young families – encouragement to move here
- Children's play area – renew surface and extra facilities for older children
- Playing fields & MUGA – increased usage for locals, walking football
- Stable coffee shop – increase size and focus marketing outside the community

## LIVING IN THE PARISH

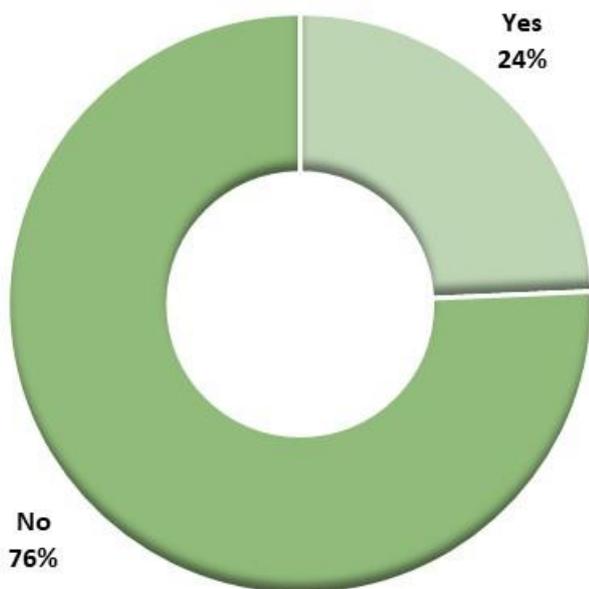
### 20a. Updating the Parish Emergency Plan: Would you like to be involved in developing the plan?



18 respondents would like to be involved in helping to update and develop Fivehead Parish's Emergency Plan (15%) – Chart 18a.

Chart 18a - Base 117

**20b. Updating the Parish Emergency Plan: Do you have any skills or resources that would be useful in an emergency (e.g. qualified in first aid, own a four wheel drive vehicle or chainsaw etc.)?**



Nearly 1 in 4 of those answering the question have skills or resources that could help in an emergency (24% - 28 respondents) – Chart 18b.

**Chart 18b - Base 115**

**21. What aspects of living in Fivehead do you value the *most*?**

An overwhelming number of respondents commented on their **most valued aspects** of living in Fivehead (90% - 115 respondents). The friendly, neighbourly, sense of community and village atmosphere are apparent. A large number appreciate the tranquillity and beauty of their location, easy access to the countryside, wildlife and the unlit night time environment.

The good range of community facilities are also valued, particularly the Village Hall, pub, café, churches, Langford Manor, the B&B, children’s playground, sports facilities, garden centre and garage.

Transport links, such as proximity to public transport and access to main roads and the motorway, are also appreciated by some.

**22. What aspects of living in Fivehead do you value the *least*?**

Marginally fewer commented when asked about the aspects of living in Fivehead which they value the **least** (70% - 89 respondents), and of these 8 respondents feel they have nothing that they least value to comment on. The additional comments regarding **the least valued aspects of Fivehead** are as follows; the lack of a school, post office, signage for commercial traffic, housing to attract young families, pavements and street lighting all caused concern. Additional parking is required in the centre and the Village is used as a shortcut. There is concern over the development of Glendale and destruction of birdlife and song and a question over the necessity of new developments. There was criticism over some developments without due planning consultation.

Issues were raised over the following Village assets not being run/utilised efficiently or effectively: the pub, Playing Fields and Village Hall. Communication could be better with more time made available in the Village Hall for residents. Activities should be planned to cater for those who work during the day. The signs for events are left up too long. Barking dogs and fouling are causing concern as is the preoccupation with this subject in the newsletter. Dogs should also be kept off play areas. The Village sign for Swell has gone. Helicopter noise,

bonfires and the Church spotlights are causing pollution issues and finally, there are messy houses and badgers raiding bins.

### **Additional comments and suggestions**

The numerous additional comments and suggestions made by respondents have been summarised in this report and will be taken into account in the preparation of a draft Action Plan by the Working Group.

## Appendix 1 – Questionnaire

# FIVEHEAD AND SWELL

# COMMUNITY PLAN SURVEY 2017

**Have your say! Win a £50 Greenshutters voucher**

To enter, complete the survey with your details on the back.

Closing date: 24 April 2017

Please complete ONE SURVEY PER HOUSEHOLD – to be collected shortly after the closing date or drop your survey into the secure boxes in the Crown Inn or The Stable Coffee Shop.

Or complete this survey online at: [www.surveymonkey.co.uk/r/fivehead](http://www.surveymonkey.co.uk/r/fivehead)

This survey is to gain your views as a resident of Fivehead and Swell Parish. Your views will provide the evidence for an updated Fivehead and Swell Community Plan which will prioritise the improvement of public facilities and services provided in Fivehead and Swell over the next 5 years.

The current Parish Plan was created from the last residents' survey in 2007. Improvements that have been made in the last 10 years as a result of that survey include:

- Multi-use games area (MUGA)
- Community coffee shop
- Improvements to, and increased use of Village Hall
- Improved website

Your views are really important to this process. This is YOUR chance to influence where money could be spent in Fivehead and Swell. The more views we get, the more democratic the process is.



Your information is important to us: please see the Data Statement on the final page for details.

*This survey has been funded by a grant from the Big Lottery Fund.*



*The Community Council for Somerset (CCS) has been commissioned to conduct this survey. CCS supports people who live and work in Somerset communities. It is an independent charity and part of a network of Rural Community Councils. If you need any help completing the questions please email the Community Council for Somerset: [info@somersetccc.org.uk](mailto:info@somersetccc.org.uk) or contact any Parish Councillor.*

If you need additional space for comments please use a separate sheet and attach it to this form.

## About your household

We would very much appreciate it if you could complete the following questions. This information helps us to know if we have gained the views of a cross-section of the population in the Parish. Individual information will be treated as confidential and anonymous and will not be published or shared with any other person or organisation.

1. How long have you lived in Fivehead Parish?

0-4 years	5-10 years	11-20 years	More than 20 years
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How many people in each age group live in your household (please place a number in the relevant boxes)

0-4 years	5-10 years	11-18 years	19-24 years	25-44 years	45-64 years	65-74 years	75+ years

3. How many bedrooms does your home have?

1 bed       2 beds       3 beds       4 beds       5+ beds

4. What is your postcode?

T	A	3				
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## Communication

5. How well informed, if at all, do you feel about activities/events in your local area?

Extremely well informed	Very well informed	Moderately informed	Not very well informed	Not at all informed	Don't know
<input type="checkbox"/>					

6. Where do you prefer to get your information about activities/events in your area? (tick all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Village Hall                 | <input type="checkbox"/> Local press e.g. County Gazette, Langport Leveller |
| <input type="checkbox"/> The Crown Public House       | <input type="checkbox"/> Fivehead Village website                           |
| <input type="checkbox"/> Friends                      | <input type="checkbox"/> Churches   |
| <input type="checkbox"/> The Stable Coffee Shop       | <input type="checkbox"/> Health/other professionals                         |
| <input type="checkbox"/> School/Pre-school            | <input type="checkbox"/> Online/social media: Facebook/Twitter etc.         |
| <input type="checkbox"/> Parish noticeboard           | <input type="checkbox"/> Village Group Email                                |
| <input type="checkbox"/> Parish Newsletter            | <input type="checkbox"/> Adjacent villages                                  |
| <input type="checkbox"/> Other (please tell us) _____ |   |

7. Please tell us your suggestions for any improvements that could be made to help keep you informed about local activities/events

8. How satisfied are you with the following communications technology issues where you live?

	No internet/ mobile phone	Completely satisfied	Very satisfied	Somewhat satisfied	Slightly satisfied	Not at all satisfied
Broadband – superfast (over 24Mbps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broadband – not superfast (less than 24 Mbps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4G	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us more about your concerns and what change is needed

9. Would you use Wi-Fi at the Village Hall, if it was available?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Housing

10. What kind of housing do you think is needed most in Fivehead in the next 10 years? (tick all that apply)

	Need a lot more	Need a few more	About right	Too many already
1 Bedroom houses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Bedroom houses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Bedroom houses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4+ Bedroom houses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low cost/starter homes (for purchase)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rented accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable housing (for local people who cannot afford to buy or rent on the open market)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bungalows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sheltered housing (for older or disabled people)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low carbon/Eco friendly housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible housing (tailored design for disabled people)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self build homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11. If your current housing is not suitable, please tell us why? (tick all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> Home too small                                   | <input type="checkbox"/> Medical reasons – unsuitable home           |
| <input type="checkbox"/> Home too expensive                               | <input type="checkbox"/> Need specially adapted home                 |
| <input type="checkbox"/> Home too large                                   | <input type="checkbox"/> Cannot manage stairs                        |
| <input type="checkbox"/> Home in poor condition                           | <input type="checkbox"/> Need to move to give family support         |
| <input type="checkbox"/> Need more security (private renting)             | <input type="checkbox"/> Need to move to receive family support      |
| <input type="checkbox"/> Renting, would like to buy                       | <input type="checkbox"/> Living with parents/ in someone else’s home |
| <input type="checkbox"/> Setting up home for the first time (as a couple) | <input type="checkbox"/> Currently homeless                          |
| <input type="checkbox"/> Other (please tell us) _____                     |  |

## Environment

**12. How satisfied are you with the following issues relating to your local environment? (tick all that apply)**

	Completely satisfied	Very satisfied	Somewhat satisfied	Slightly satisfied	Not at all satisfied
Open spaces	<input type="checkbox"/>				
Benches	<input type="checkbox"/>				
Rights of Way (footpaths, stiles, gates)	<input type="checkbox"/>				
Verges/ditches/hedgerows maintenance	<input type="checkbox"/>				
Litter/fly tipping	<input type="checkbox"/>				
Household waste recycling	<input type="checkbox"/>				
Pollution in the village centre	<input type="checkbox"/>				
The appeal of Fivehead as a tourist destination	<input type="checkbox"/>				
Local provision of renewable energy e.g. charging for electric vehicles	<input type="checkbox"/>				

**Please tell us more about your concerns and what change is needed**

## Accessibility and Transport

13. Where do you travel most often in Somerset? (please tick just one in each column)

	Work	Education	Shopping	Medical needs	Friends / family visits	Leisure	Church
Curry Mallet	<input type="checkbox"/>						
Curry Rivel	<input type="checkbox"/>						
Langport	<input type="checkbox"/>						
North Curry	<input type="checkbox"/>						
Taunton	<input type="checkbox"/>						
Yeovil	<input type="checkbox"/>						
Glastonbury/Street	<input type="checkbox"/>						
Bridgwater	<input type="checkbox"/>						
Wells	<input type="checkbox"/>						
Bristol/Bath	<input type="checkbox"/>						
Other (please specify) _____	<input type="checkbox"/>						

14. If you cannot easily reach your destination/amenities what prevents you from being able to get there? (tick all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Too far to walk                 | <input type="checkbox"/> Medical needs limit ability to use public transport |
| <input type="checkbox"/> Cost of bus fares/taxi          | <input type="checkbox"/> Limited access to a car                             |
| <input type="checkbox"/> No available bus service        | <input type="checkbox"/> No access to a car (don't own car/can't drive)      |
| <input type="checkbox"/> Bus service not frequent enough |  |
| <input type="checkbox"/> Other (please tell us) _____    |  |

Please tell us what would improve your own transport needs

## Community Safety

15. How concerned, if at all, are you about the following aspects of community safety in Fivehead Parish? (tick all that apply)

	Extremely concerned	Quite concerned	Moderately concerned	Slightly concerned	Not at all concerned	No opinion
Burglary	<input type="checkbox"/>					
Anti-social behaviour	<input type="checkbox"/>					
Amount of traffic	<input type="checkbox"/>					
Traffic speed	<input type="checkbox"/>					
Cold calling	<input type="checkbox"/>					
Effectiveness of Neighbourhood Watch	<input type="checkbox"/>					
Effectiveness of Community SpeedWatch	<input type="checkbox"/>					

Please tell us your suggestions, or which areas need action

## Recreation

16. How often do you use the sports and leisure facilities in Fivehead? (tick one)

Daily	2-3 times a week	Weekly	Fortnightly	Monthly	Occasionally	Never
<input type="checkbox"/>						

17. What would help you to take part in more sport or physical activities? (tick all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Nothing, I participate in plenty                  | <input type="checkbox"/> Better knowledge of activities/events |
| <input type="checkbox"/> Better range of sports activities (tell us below) | <input type="checkbox"/> More activities for disabled/elderly  |
| <input type="checkbox"/> Cheaper cost                                      | <input type="checkbox"/> Improved facilities                   |
| <input type="checkbox"/> Better transport                                  | <input type="checkbox"/> Someone to go with                    |
| <input type="checkbox"/> More convenient time (tell us best times below)   |  |
| <input type="checkbox"/> Other (please tell us) _____                      |  |

Suggestions for sports activities or convenient times, if ticked above

## Community Support

18. Do you need help to access any of these services, information or support? (tick all that apply)

- Healthcare and related support
- Access to local social groups, leisure activities and learning opportunities
- Housing and getting jobs done around the home and garden
- Home adaptations and equipment to make life easier and safer
- Making sure you are receiving the correct benefits or pension
- Travel/access to community transport
- Help using a computer/accessing the internet
- Home security, fire safety checks and smoke alarm fitting
- Energy saving advice
- Help accessing the community oil buying scheme
- Information for carers
- Healthy living advice and activities such as fitness, weight loss or smoking cessation
- Help to become a volunteer to help others

## Facilities

19. How important to you, individually or as a household, are the following facilities, support and services?

	Extremely important	Very important	Somewhat important	Not very important	Not at all important
Playing Fields and games area (MUGA)	<input type="checkbox"/>				
Children's play area	<input type="checkbox"/>				
Village Hall	<input type="checkbox"/>				
Sports clubs and societies	<input type="checkbox"/>				
Crown Public House	<input type="checkbox"/>				
Stable Coffee Shop	<input type="checkbox"/>				
Churches	<input type="checkbox"/>				
Youth club	<input type="checkbox"/>				
Support for older people	<input type="checkbox"/>				
Support for young families	<input type="checkbox"/>				
Support for young people	<input type="checkbox"/>				
Langford Restaurant with Rooms	<input type="checkbox"/>				
Old Bakery B&B	<input type="checkbox"/>				
Fellowship Club	<input type="checkbox"/>				
Defibrillator (funded & operated by village)	<input type="checkbox"/>				

Please tell us which 2 need the *most* improvement

7

## Living in the Parish

20. *The Parish Emergency Plan is being updated.*

- a. Would you like to be involved in developing the plan?  Yes  No
- b. Do you have any skills or resources that would be useful in an emergency (e.g. qualified in first aid, own a four wheel drive vehicle or chainsaw etc.)?  Yes  No

If you answered 'Yes' please contact: Jill Wardle, Parish Clerk on 01460 281902 or email: [fiveheadpc@gmail.com](mailto:fiveheadpc@gmail.com)

21. What aspects of living in Fivehead do you value the *most*?

22. What aspects of living in Fivehead do you value the *least*?

## PRIZE DRAW

- Please enter me for the Prize Draw (open to 18 years and over only)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

**THANK YOU FOR COMPLETING THIS SURVEY**  
**Completed forms/online surveys must be received by:**  
**Monday 24 April 2017**

### Data Statement

Analysis will be conducted by CCS. This information, including the household data, helps us to know if we have gained the views of a cross section of the population in Fivehead and Swell Parish. Individual information will be treated as confidential and anonymous and postcodes will be aggregated. This means that information published will be representative of a group of households and will not identify any individual response. Information is collected and analysed in accordance with CCS' role as Data Controller and Data Processor.



Community Council Somerset, Victoria House, Victoria Street, Taunton TA1 3JZ  
01823 331222 | email: [info@somersetccc.org.uk](mailto:info@somersetccc.org.uk) | [www.somersetccc.org.uk](http://www.somersetccc.org.uk)



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## Appendix 2 – Full survey results summary tables

### 1. How long have you lived in Fivehead Parish?

Answer Options	Response Percent	Response Count
0-4 years	14.3%	18
5-10 years	12.7%	16
11-20 years	25.4%	32
More than 20 years	47.6%	60
<i>answered question</i>		<b>126</b>
<i>skipped question</i>		<b>2</b>

### 2. How many people in each age group living in your household (please place a number in the relevant boxes)

Answer Options	Response Total	Response Count
0-4 years	5	4
5-10 years	8	5
11-18 years	14	9
19-24 years	7	6
25-44 years	24	17
45-64 years	95	55
65-74 years	84	52
75+ years	27	24
<i>answered question</i>		<b>126</b>
<i>skipped question</i>		<b>2</b>

**3. How many bedrooms does your home have?**

Answer Options	Response Percent	Response Count
1 bed	3.2%	4
2 beds	11.3%	14
3 beds	38.7%	48
4 beds	37.9%	47
5+ beds	8.9%	11
<i>answered question</i>		<b>124</b>
<i>skipped question</i>		<b>4</b>

**4. What is your postcode?**

Answer Options	Response Count
	125
<i>answered question</i>	
<b>125</b>	
<i>skipped question</i>	
<b>3</b>	

**5. How well informed, if at all, do you feel about activities / events in your local area?**

Answer Options	Response Percent	Response Count
Don't know	1%	1
Not at all informed	1%	1
Not very well informed	8%	9
Moderately well informed	47%	56
Very well informed	40%	48
Extremely well informed	3%	4
<i>answered question</i>		<b>119</b>
<i>skipped question</i>		<b>9</b>

6. Where do you prefer to get your information about activities / events in your area? (tick all that apply)

Answer Options	Response Percent	Response Count
Parish Newsletter	92.1%	116
Friends	49.2%	62
Parish noticeboard	42.9%	54
Fivehead Village Website	38.1%	48
Local press e.g. County Gazette, Langport Leveller	33.3%	42
The Crown Public House	31.0%	39
Village Hall	28.6%	36
Churches	22.2%	28
The Stable Coffee Shop	19.8%	25
Village Group Email	17.5%	22
Online/social media: Facebook / Twitter etc.	10.3%	13
Adjacent Villages	7.9%	10
School / Pre-school	3.2%	4
Health / other professionals	1.6%	2
Other (please tell us)	8.7%	11

*answered question* 126

*skipped question* 2

7. Please tell us your suggestions for any improvements that could be made to help keep you informed about local activities / events

Answer Options	Response Count
	46

*answered question* 46

*skipped question* 82

**8. How satisfied are you with the following communications technology issues where you live**

Answer Options	No internet/ mobile phone	Completely satisfied	Very satisfied	Somewhat satisfied	Slightly satisfied	Not at all satisfied	Rating Average	Response Count
Broadband - superfast (over 24Mbps)	1	15	19	21	3	18	3.05	77
Broadband - not superfast (less than 24 Mbps)	1	4	10	20	11	24	2.34	70
Mobile phone reception	5	8	8	24	15	53	2.01	113
4G	4	1	4	5	11	39	1.49	64
Please tell us more about your concerns and what change is needed								54

*answered question* **120**

*skipped question* **8**

**9. Would you use Wi-Fi at the Village Hall, if it was available?**

Answer Options	Response Percent	Response Count
Yes	27.4%	34
No	55.6%	69
Don't know	16.9%	21

*answered question* **124**

*skipped question* **4**

**10. What kind of housing do you think is needed most in Fivehead in the next 10 years (tick all that apply)**

Answer Options	Need a lot more	Need a few more	About right	Too many already	Rating Average	Response Count
Low cost/starter homes (for purchase)	22	51	11	3	1.02	87
Affordable housing (for local people who cannot afford to buy or rent on the open market)	26	41	15	4	0.99	86
2 bedroom houses	10	39	25	3	0.69	77
Accessible housing (tailored design for disabled people)	6	27	20	1	0.69	54
Low carbon/Eco friendly housing	9	24	22	3	0.62	58
3 bedroom houses	5	30	36	3	0.46	74
Sheltered housing (for older or disabled people)	5	25	36	2	0.46	68
1 bedroom houses	2	18	27	3	0.32	50
Self build homes	3	21	21	6	0.29	51
Rented accommodation	6	16	29	6	0.28	57
Retirement housing	7	17	33	7	0.27	64
Bungalows	8	19	39	9	0.23	75
4+ bedroom houses	2	11	43	14	-0.19	70

**answered question 114**

**skipped question 14**

**11. If your current housing is not suitable, please tell us why? (tick all that apply)**

Answer Options	Response Percent	Response Count
Home too large	45.5%	5
Home too small	9.1%	1
Home in poor condition	9.1%	1
Need more security (private renting)	9.1%	1
Medical reasons – unsuitable home	9.1%	1
Need to move to give family support	9.1%	1
Living with parents / in someone else’s home	9.1%	1
Home too expensive	0.0%	0
Renting, would like to buy	0.0%	0
Setting up home for the first time (as a couple)	0.0%	0
Need specially adapted home	0.0%	0
Cannot manage stairs	0.0%	0
Need to move to receive family support	0.0%	0
Currently homeless	0.0%	0
Other (please tell us)		4

*answered question* **11**

*skipped question* **117**

**12. How satisfied are you with the following issues relating to your local environment? (tick all that apply)**

Answer Options	Completely satisfied	Very satisfied	Somewhat satisfied	Slightly satisfied	Not at all satisfied	Rating Average	Response Count
Open spaces	42	53	14	4	2	4.12	115
Pollution in the village centre	15	41	25	10	2	3.61	93
Household waste recycling	22	56	22	11	9	3.59	120
Rights of Way (footpaths, stiles, gates)	17	54	27	7	9	3.55	114
The appeal of Fivehead as a tourist destination	12	26	28	13	7	3.27	86
Benches	12	26	17	14	19	2.98	88
Verges /ditches/ hedgerows maintenance	5	35	33	20	19	2.88	112
Litter / fly tipping	2	22	31	18	38	2.39	111
Local provision of renewable energy e.g. charging for electric vehicles	7	5	10	9	31	2.16	62
Please tell us more about your concerns and what change is needed							55

**answered question 123**

**skipped question 5**

**13. Where do you travel most often in Somerset? (please answer YES to just one in each column)**

Answer Options	Shopping	Medical needs	Leisure	Visiting friends / family	Work	Church	Education	Response Count
Langport	70	85	12	9	9	2	5	113
Taunton	83	11	37	30	15	3	4	101
Curry Rivel	28	3	7	13	3	4	1	47
North Curry	6	21	14	9	2	0	0	44
Curry Mallet	14	0	14	8	3	4	3	38
Bath/Bristol	9	4	14	11	6	0	0	32
Glastonbury/Street	28	1	8	3	2	0	1	37
Wells	8	0	18	2	2	4	0	25
Yeovil	11	2	3	8	2	0	2	20
Bridgwater	3	1	0	1	4	0	0	7
Other (please specify place name and your main reason for regular travel)								50

**answered question 127**

14. If you cannot easily reach your destination/amenities, what prevents you from being able to get there? (tick all that apply)

Answer Options	Response Percent	Response Count
Bus service not frequent enough	37.8%	14
Too far to walk	32.4%	12
No available bus service	29.7%	11
Cost of bus fares/taxi	18.9%	7
Medical needs limit ability to use public transport	10.8%	4
Limited access to a car	5.4%	2
No access to a car (don't own a car/can't drive)	5.4%	2
Other (tell us below)	29.7%	11
Please tell us what would improve your own transport needs		35

**answered question 37**

**skipped question 91**

15. How concerned, if at all, are you about the following aspects of community safety in Fivehead parish? (tick all that apply)

Answer Options	Extremely concerned	Quite concerned	Moderately concerned	Slightly concerned	Not at all concerned	No opinion	Rating Average	Response Count
Traffic speed	27	32	25	19	16	1	3.27	120
Burglary	6	20	20	38	28	2	2.40	114
Amount of traffic	10	20	16	24	39	4	2.35	113
Cold calling	11	20	16	21	36	10	2.29	114
Effectiveness of Community SpeedWatch	10	19	7	9	31	27	1.90	103
Anti-social behaviour	3	4	13	24	62	6	1.61	112
Effectiveness of Neighbourhood Watch	3	8	6	17	24	44	1.21	102
Please tell us your suggestions, or which areas need action								53

**answered question 125**

**skipped question 3**

**16. How often do you use the sports and leisure facilities in Fivehead?**

Answer Options	Response Percent	Response Count
Daily	0%	0
2-3 times a week	4%	5
Weekly	15%	18
Fortnightly	2%	3
Monthly	4%	5
Occasionally	25%	31
Never	50%	61

*answered question* **123**  
*skipped question* **5**

**17. What would help you to take part in more sport or physical activities? (tick all that apply)**

Answer Options	Response Percent	Response Count
Nothing, I participate in plenty	44.9%	35
Better knowledge of activities / events	33.3%	26
Better range of sports activities (tell us below)	14.1%	11
More convenient time (tell us best times below)	10.3%	8
Someone to go with	9.0%	7
More activities for disabled / elderly	9.0%	7
Improved facilities	3.8%	3
Cheaper cost	3.8%	3
Better transport	1.3%	1
Other (please tell us)	7.7%	6
Suggestions for sports activities or convenient times, if ticked above		32

*answered question* **76**  
*skipped question* **52**

**18. Do you need help to access any of these services, information or support? (tick all that apply)**

Answer Options	Response Percent	Response Count
Help to become a volunteer to help others	40.0%	10
Housing and getting jobs done around the home and garden	24.0%	6
Energy saving advice	20.0%	5
Healthy living advice and activities such as fitness, weight loss or smoking cessation	16.0%	4
Help accessing the community oil buying scheme	16.0%	4
Help using a computer / accessing the internet	16.0%	4
Making sure you are receiving the correct benefits or pension	12.0%	3
Home security, fire safety checks and smoke alarm fitting	12.0%	3
Access to local social groups, leisure activities and learning opportunities	8.0%	2
Healthcare and related support	4.0%	1
Home adaptations and equipment to make life easier and safer	0.0%	0
Information for carers	0.0%	0
Travel / access to community transport	0.0%	0

*answered question* **25**

*skipped question* **103**

19. How important to you, individually or as a household, are the following facilities, support and services?

Answer Options	Extremely important	Very important	Somewhat important	Not very important	Not at all important	Rating Average	Response Count
Village Hall	34	43	28	7	5	3.80	117
Defibrillator (funded and operated by village)	26	30	29	11	13	3.41	109
Crown Public House	22	36	29	16	14	3.31	117
Stable Coffee Shop	18	28	43	19	10	3.21	118
Churches	21	28	38	17	14	3.21	118
Support for older people	20	25	27	16	22	3.05	110
Playing fields and games area (MUGA)	19	25	22	31	17	2.98	114
Children's play area	19	24	21	23	27	2.87	114
Sports clubs and societies	7	26	34	25	16	2.84	108
Fellowship Club	12	20	32	21	25	2.75	110
Support for young people	13	18	27	17	29	2.70	104
Support for young families	12	17	25	19	32	2.60	105
Langford Restaurant with Rooms	10	16	36	21	30	2.60	113
Old Bakery B&B	8	16	28	22	35	2.45	109
Youth Club	6	18	16	18	45	2.24	103
Please tell us which 2 need the most improvement							69

*answered question* 124

*skipped question* 4

20. The Parish Emergency Plan is being updated. Would you like to be involved in developing the plan?

Answer Options	Response Percent	Response Count
Yes	15.4%	18
No	84.6%	99

*answered question* 117

*skipped question* 11

**21. Parish Emergency Plan - Do you have any skills or resources that would be useful in an emergency (e.g. qualified in first aid, own a four wheel drive or chainsaw etc.)?**

Answer Options	Response Percent	Response Count
Yes	24.3%	28
No	75.7%	87
If you answered 'Yes' please contact Jill Wardle, Parish Clerk on 01460 281902 or email fiveheadpc@gmail.com		2

*answered question* **115**

*skipped question* **13**

**22. What aspects of living in Fivehead do you value the most?**

Answer Options	Response Count
	115

*answered question* **115**

*skipped question* **13**

**23. What aspects of living in Fivehead to you value the least?**

Answer Options	Response Count
	89

*answered question* **89**

*skipped question* **39**

**24. If you want to enter the prize draw, please tick and provide your details.**

Answer Options	Response Percent	Response Count
Please enter me for the Prize Draw (open to 18 years and over only)	100.0%	56

*answered question* **56**

*skipped question* **72**

## Appendix 3– Prize Draw

Prize Draw – 56 entered

Prize Draw Winner: Using random selection formula in Excel. Prize Draw took place 16.6.17

Eileen Arundell	4 Angel Row, Butchers Hill TA36PE
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