



# **Fivehead and Swell Community Plan Survey 2017 Summary of Results**

Funded by

**The Big Lottery**

Conducted by

**The Community Council for Somerset**

in April 2017





## **What you love about living in Fivehead and Swell**

*“A very friendly village with many activities to take part in or support.”*

*“Its ‘village’ way of life.”*

*“Its location: - easy to get to other places. “*

*“The people: - I know and have grown up with.”*

*“Peace and quiet and the beautiful views. And, most important, the friendliness and people’s kindness. “*

*“Fantastic community spirit and great way of life, LOVE IT!”*

*“Having visited various countries there is nothing like coming ‘home’ to Fivehead - says it all!! “*

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## **Key Points of Contact for queries, comments or volunteers**

### Working Group

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# Introduction

*The current Parish Plan was created from the last residents' 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 Somerset (CCS) to undertake a survey of all households in the Parish with the following 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.*

*The Community Plan Project was launched at the Annual Parish Meeting on 5 April 2017. 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 was promoted through the Parish Magazine, posters in public areas, local businesses and amenities, word of mouth, the Parish website and social media.*

*From the 280 surveys distributed, 128 households participated in the survey representing 264 household members overall. The 46% response rate is statistically robust and, in CCS's experience, is a strong community response rate. There also appears to be wide representation from across the Parish (looking at postcode data). The results of the survey were revealed at an event in the Village Hall on 25 September 2017, which was well attended by parishioners who were able to comment/give proposals on the way forward.*

*Thanks to the main Working Group: Kate Beacham, Pip Brett, Laura Howard, Gary Smith, and Jill Wardle, and input from Elizabeth Matthews, Matt Day (CCS) and Mary Ostler (South Somerset District Council - SSDC). Thanks also to everyone who helped distribute/collect the surveys.*

*I would also like to extend my warmest thanks to all who helped and attended the results night at the Village Hall. It was a great success.*

*When you have had a chance to look at the survey results, please contact any member of the Working Group or Parish Council with your views and suggestions for what happens next, or if you would like to become involved or help in any way. The key contacts are listed on the previous page.*

*You will find suggested next steps at the end of the booklet. Some of the suggestions will have monetary implications which will need to be carefully assessed and views taken on the suitability or otherwise. Progress with the actions will be tracked and publicised via Parish Council meetings and the newsletter.*

*Finally, I would like to say how many lovely comments about life in the village there were in the survey results.*

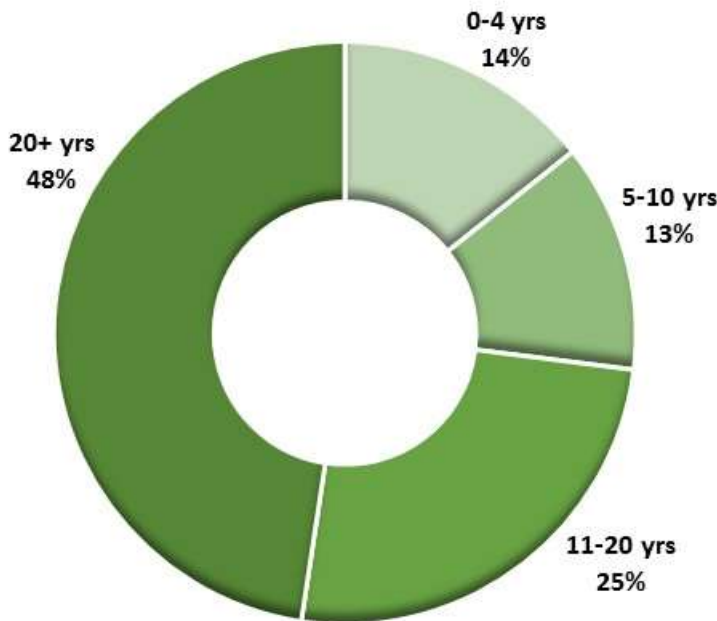
*Kate Beacham*

*Chair of the Parish Council*

*November 2017*

# Demographic Data

## 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 - Base 126

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

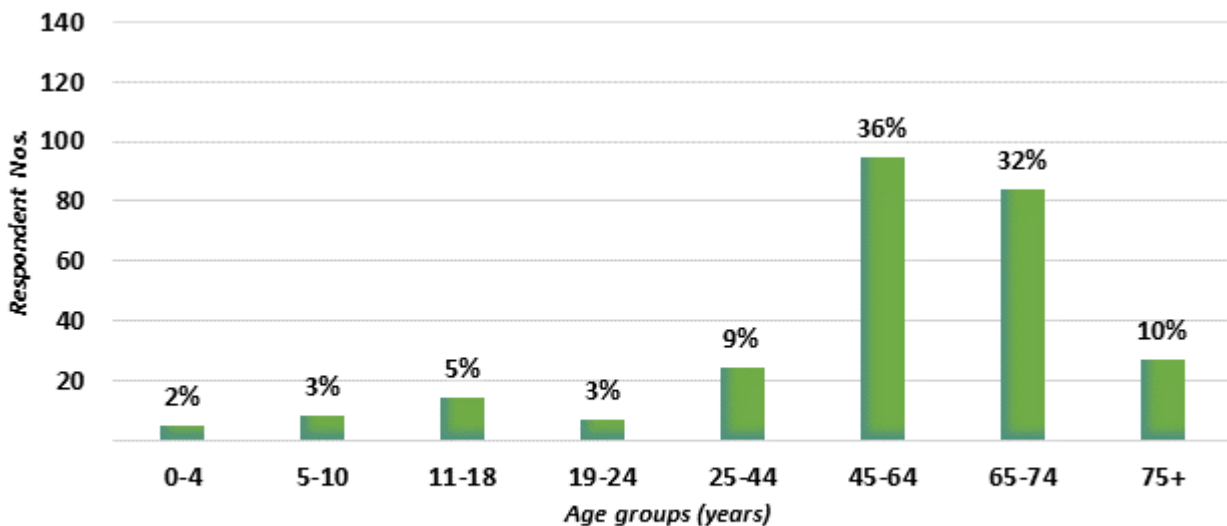
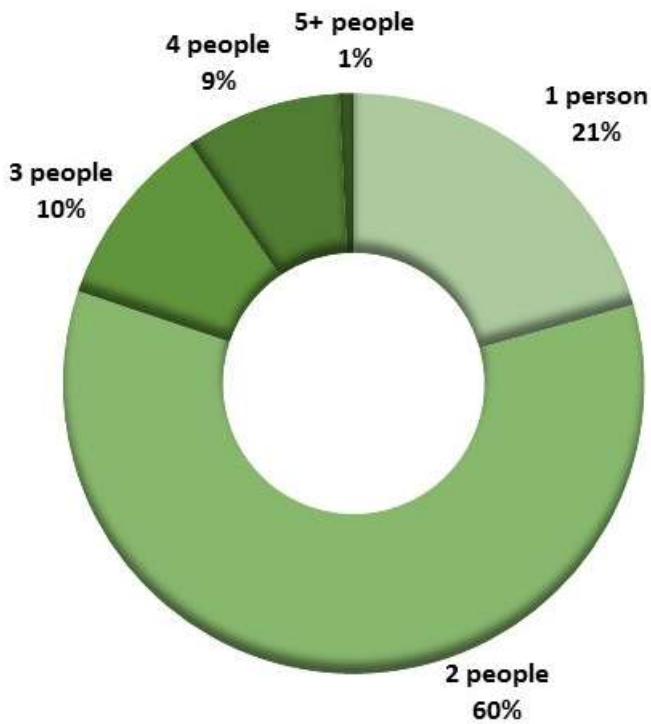


Chart 2a - Base 126  
representing 264 household members

For those answering the question, 45-64 year olds are the largest overall group - over 1 in 3 respondents (36%). 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).

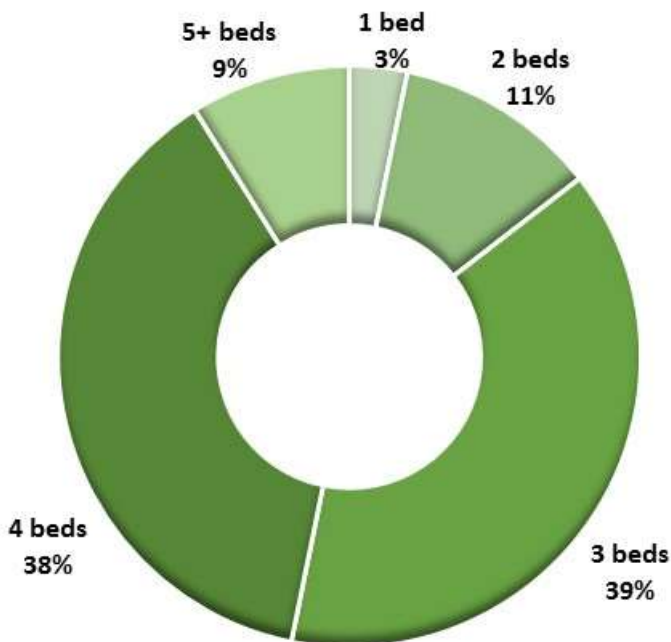




Further analysis shows that the largest proportion live in a 2 person household (60% - 75 respondents). With around 1 in 5 living in a single person household (21% - 26 respondents) .

**Chart 2b - 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) .

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**

# Communication

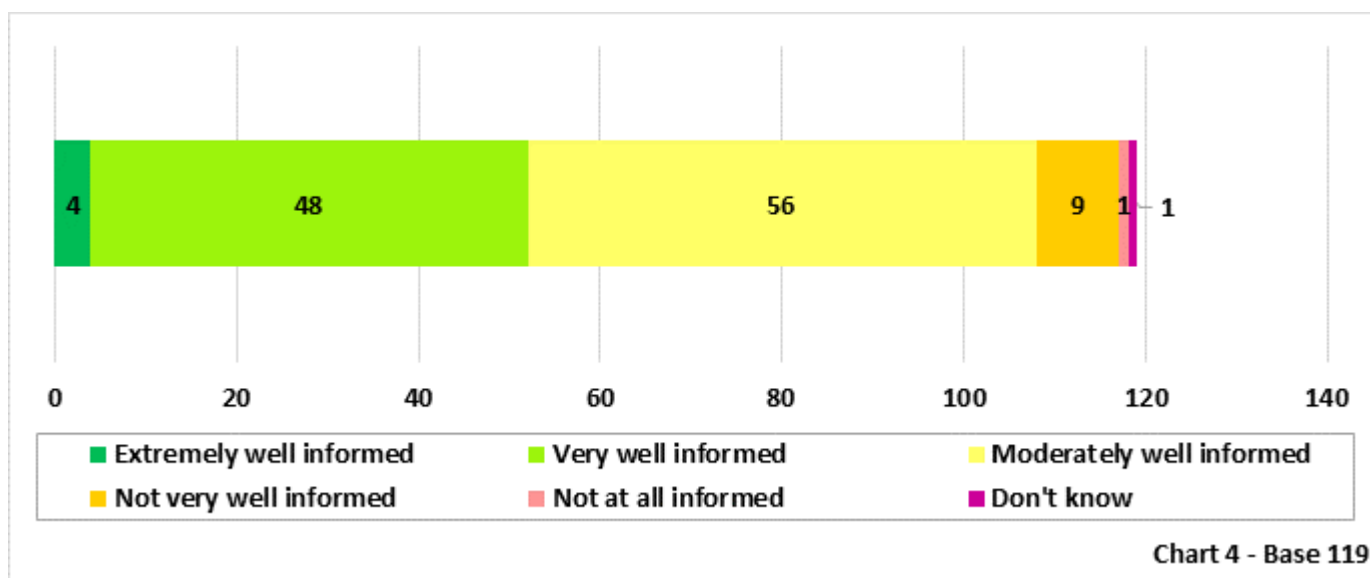
Contact: Jill Wardle

## Headlines

- Information provision would appear to be reaching the majority for the areas in which they are interested.
- Outstanding majority prefer the Parish newsletter when looking for information on local activities/events.
- A sizeable number comment that they are happy with current provision of information.
- Suggestions for improvements: wider promotion and increased use of the Village Group Email; website improvements including encouraging users to keep information updated; increased use of social media; increase in the number of noticeboards; and more regular information updates.
- Outstanding majority of households answering the question use broadband or a mobile phone.
- Those with Superfast Broadband report the highest levels of satisfaction but levels of satisfaction drop notably for those with standard Broadband (less than 24Mbps).
- High levels of dissatisfaction with mobile communications including mobile phone, 3G and 4G.
- 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.

## Your answers

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



5. Where do you prefer to get your information about activities/events in your area?

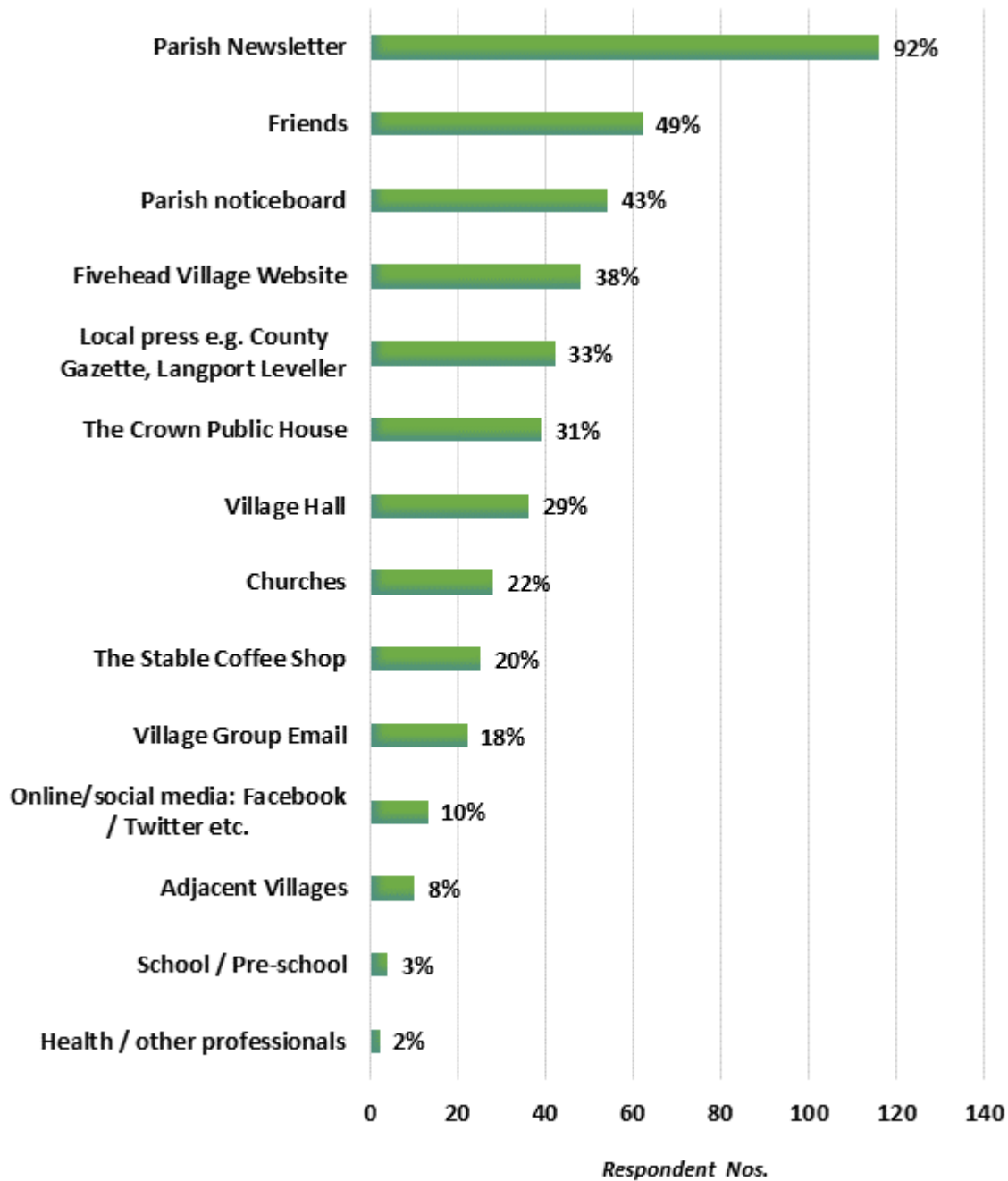


Chart 5 - Base 126



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

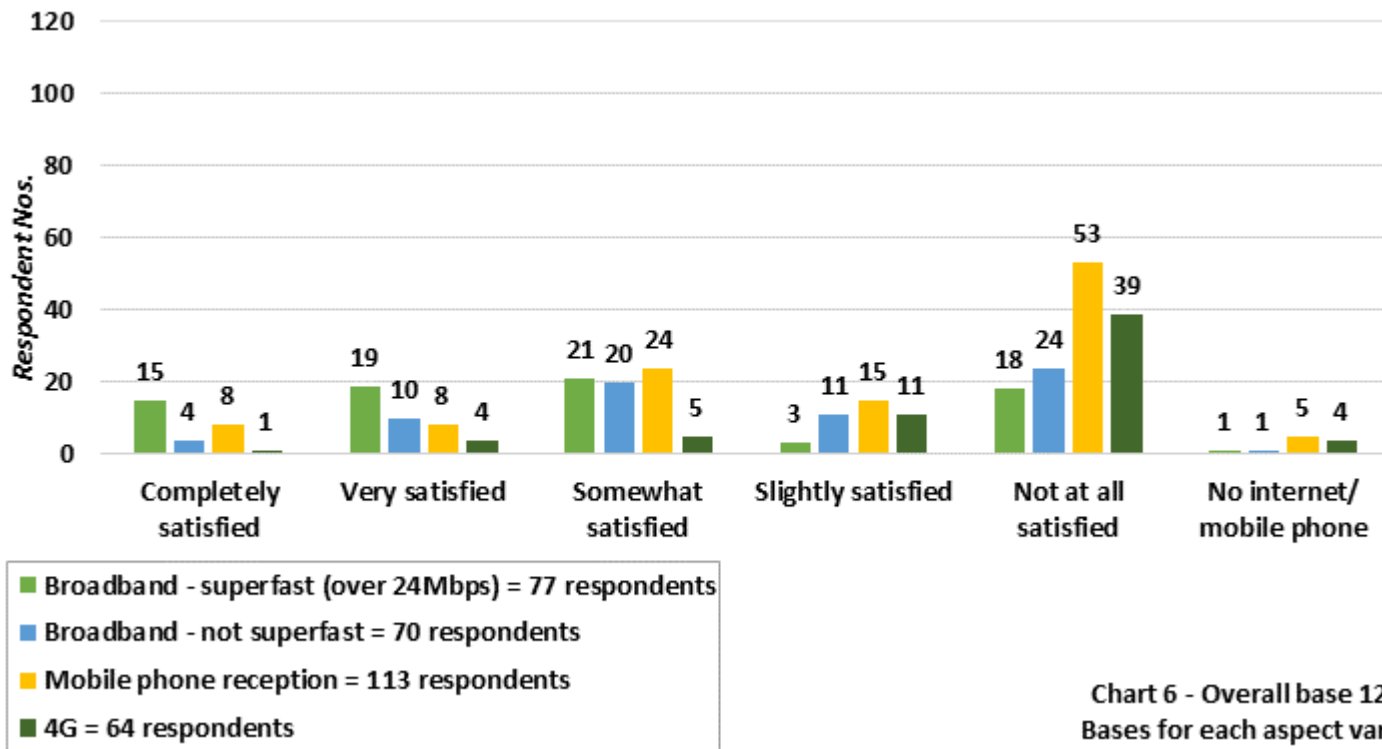


Chart 6 - Overall base 120  
Bases for each aspect vary

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

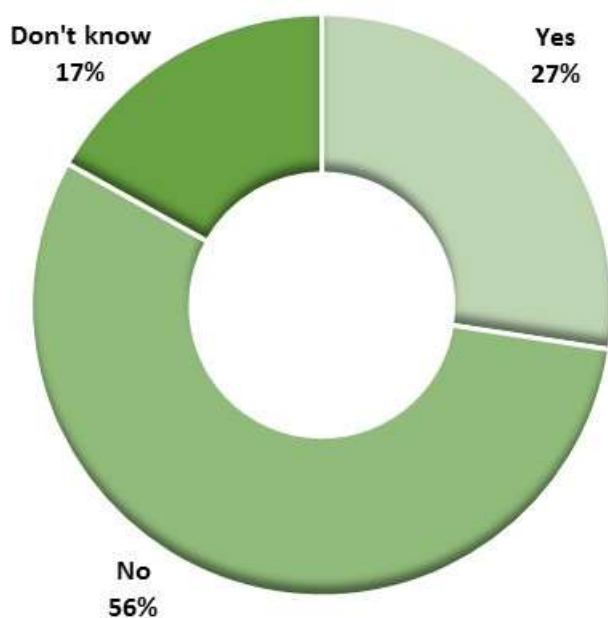


Chart 7 - Base 124

# Housing

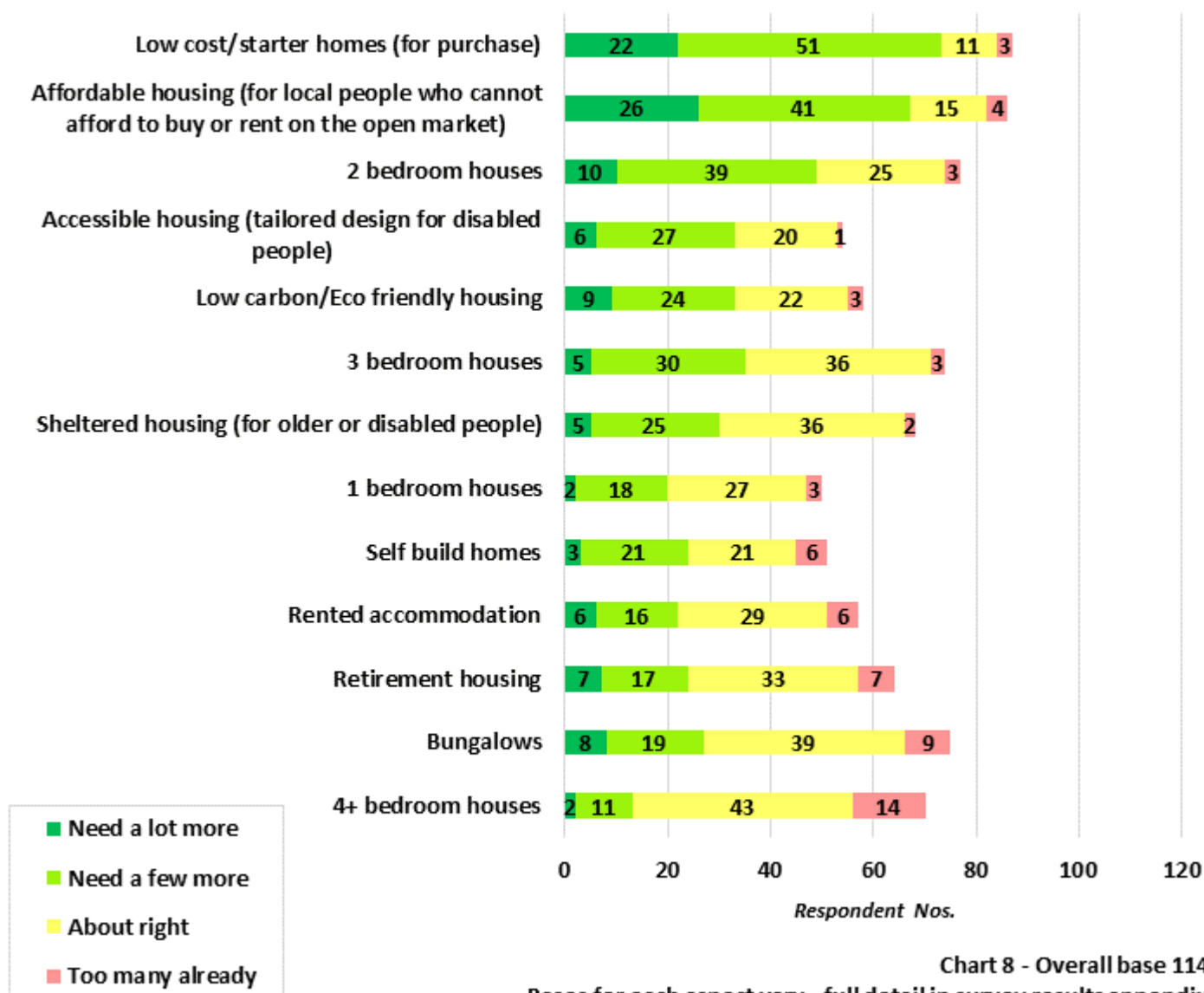
Contact: Gary Smith

## Headlines

- 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.

## Your answers

8. What kind of housing do you think is needed most in Fivehead in the next 10 years?



9. If your current housing is not suitable, please tell us why?

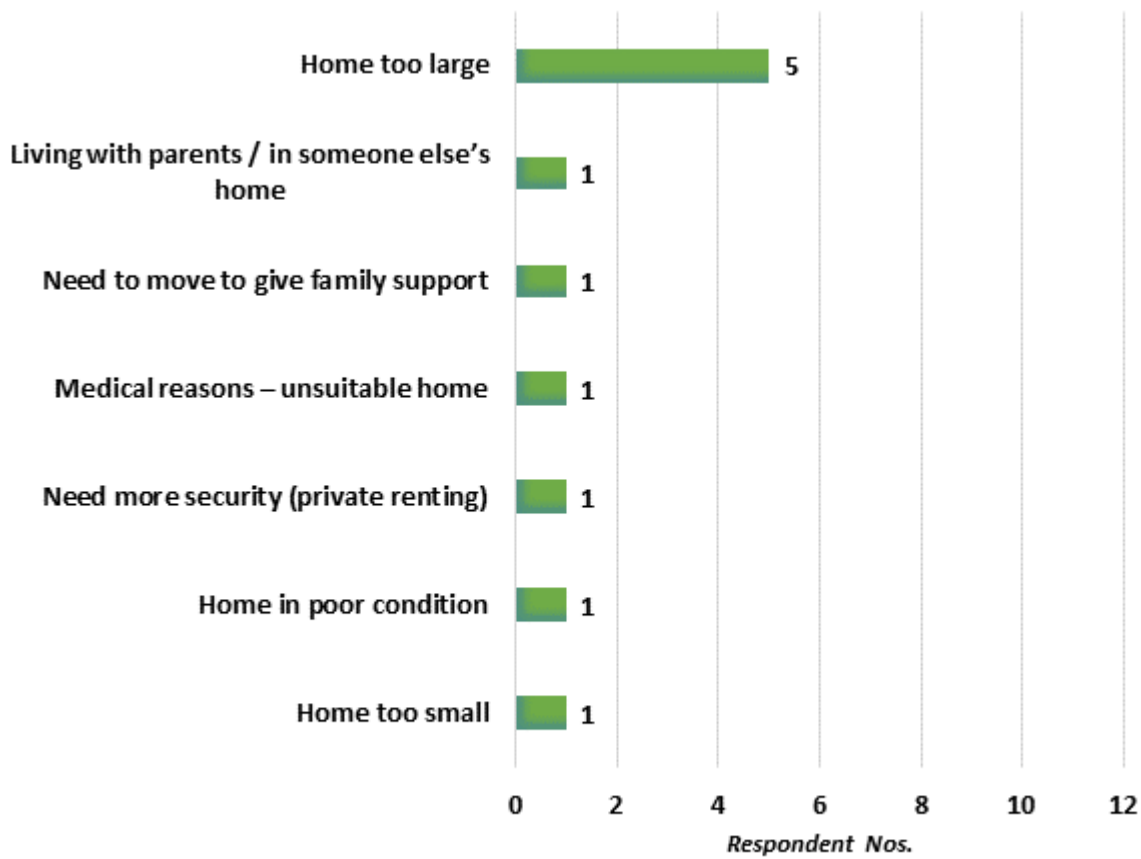


Chart 9 - Base 11

# Environment

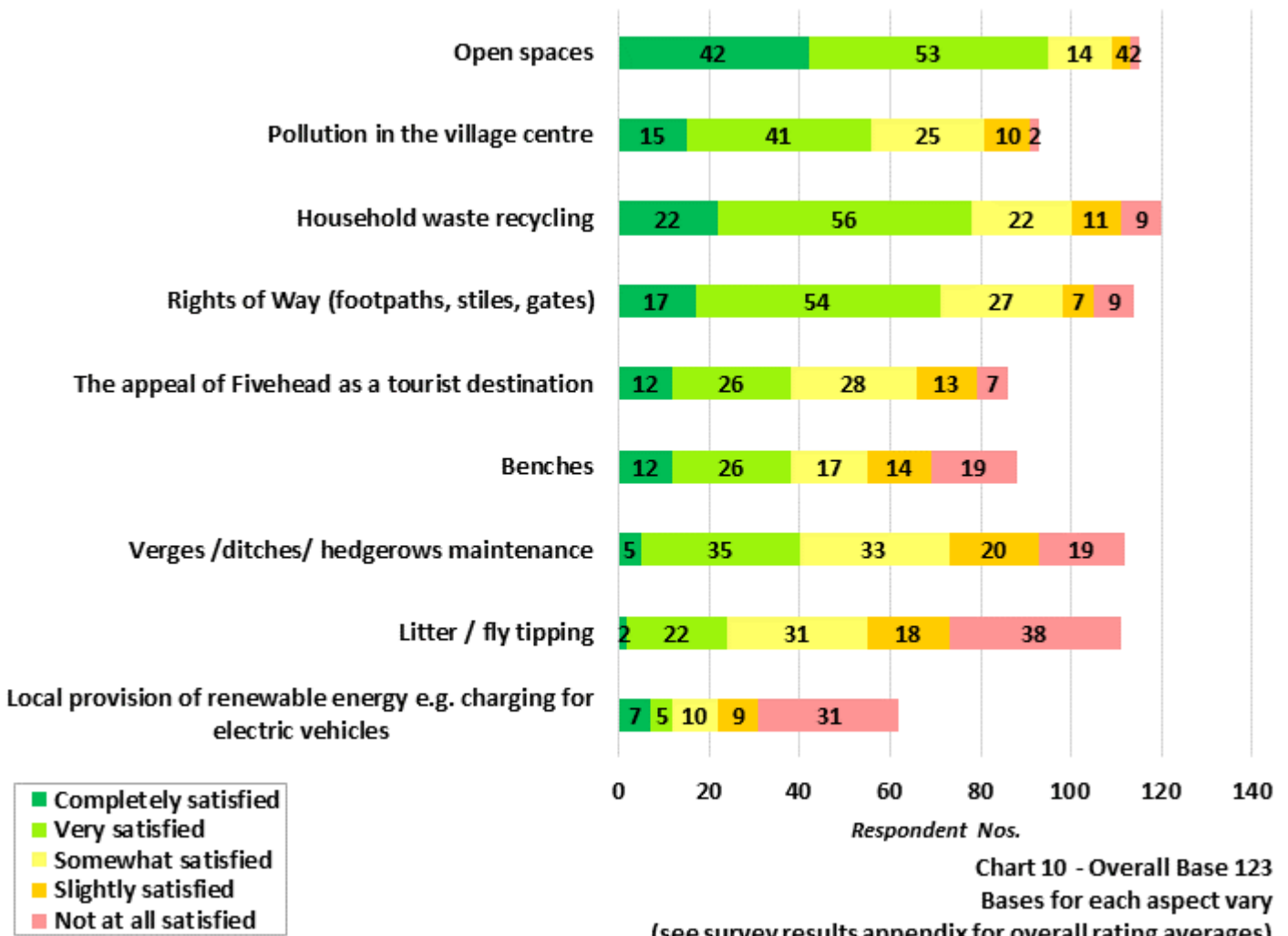
Contact: Jill Wardle

## Headlines

- The highest overall satisfaction in Fivehead’s local environment are open spaces.
- 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. Fly tipping and litter appears a particularly problem near the main road (A378), Top Road and Mile Hill.
- 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. The debris following cutting the hedgerows is cause for concern particularly where blocking ditches, drains and resultant flooding.

## Your answers

10. How satisfied are you with the following issues relating to your local environment?



# Accessibility and Transport

Contact: Kate Beacham

## Headlines

- Outstanding majority want to travel regularly to Langport mainly for medical and shopping needs. 4 in 5 will also regularly visit Taunton, mainly for shopping, leisure, visiting friends and work.
- For those who cannot easily reach their destination/amenities, some raised multiple issues, however most respondents find the frequency and lack of bus services are barriers.

## Your answers

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

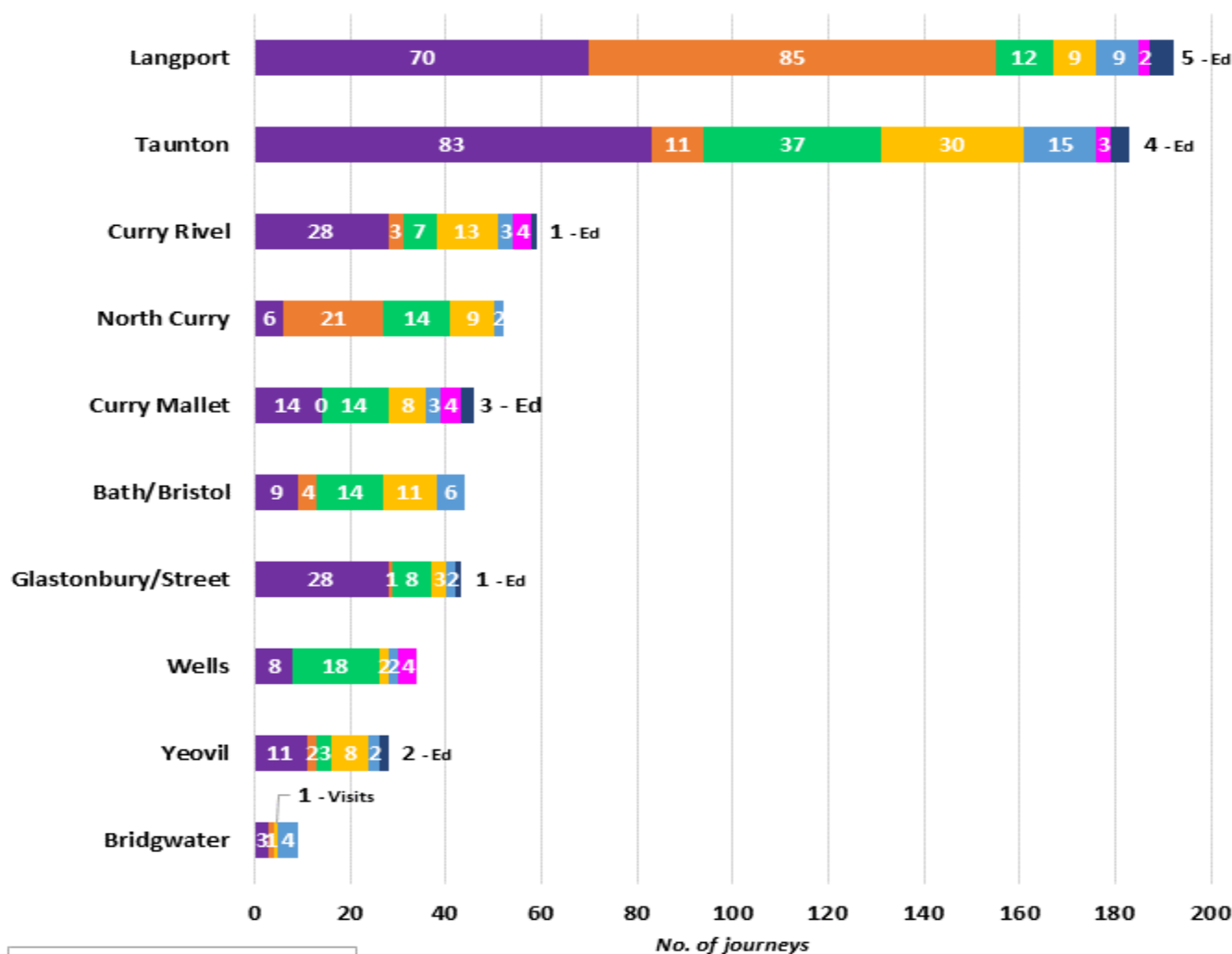


Chart 11 - Overall base 127  
full details in survey results appendix

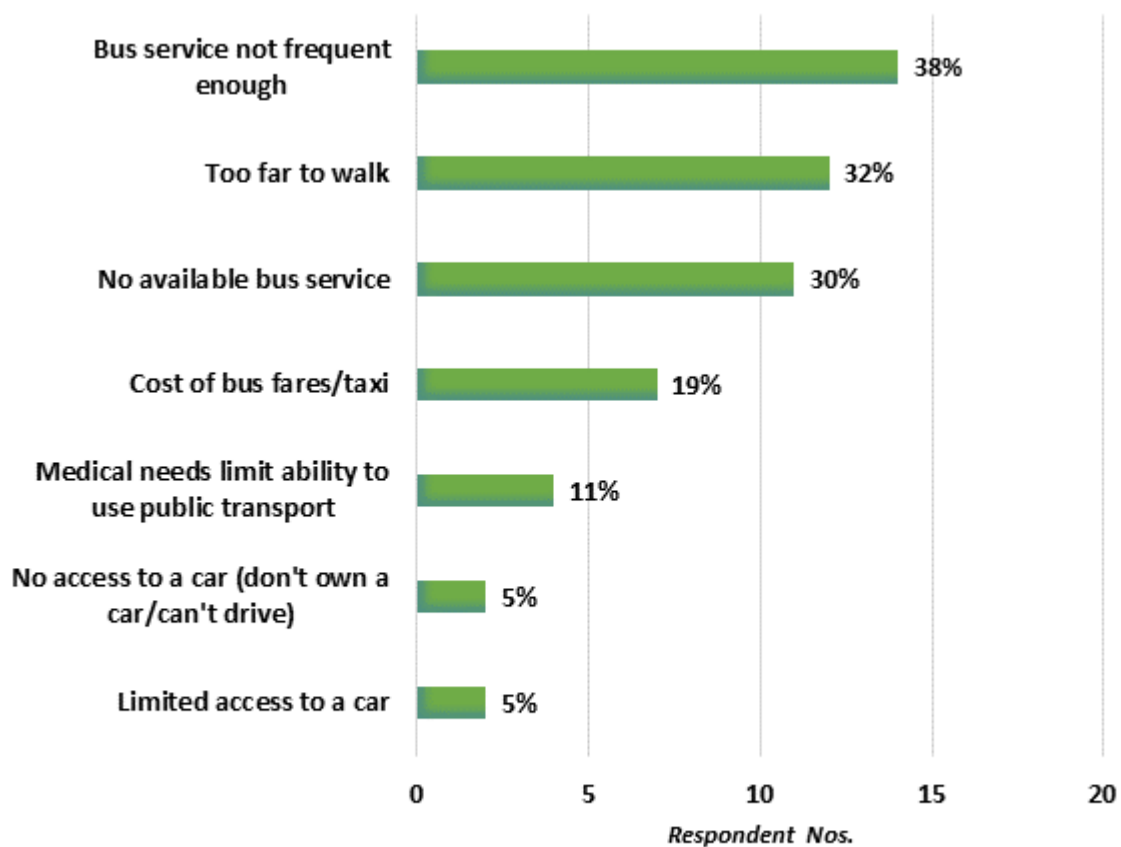
Table 1 below lists the top 3 most popular destinations for each aspect listed in the question.

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

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

\* (7 from verbatim comments)

**12. If you cannot easily reach your destination/amenities, what prevents you from being able to get there?**



**Chart 12 - Base 37**



# Community Safety

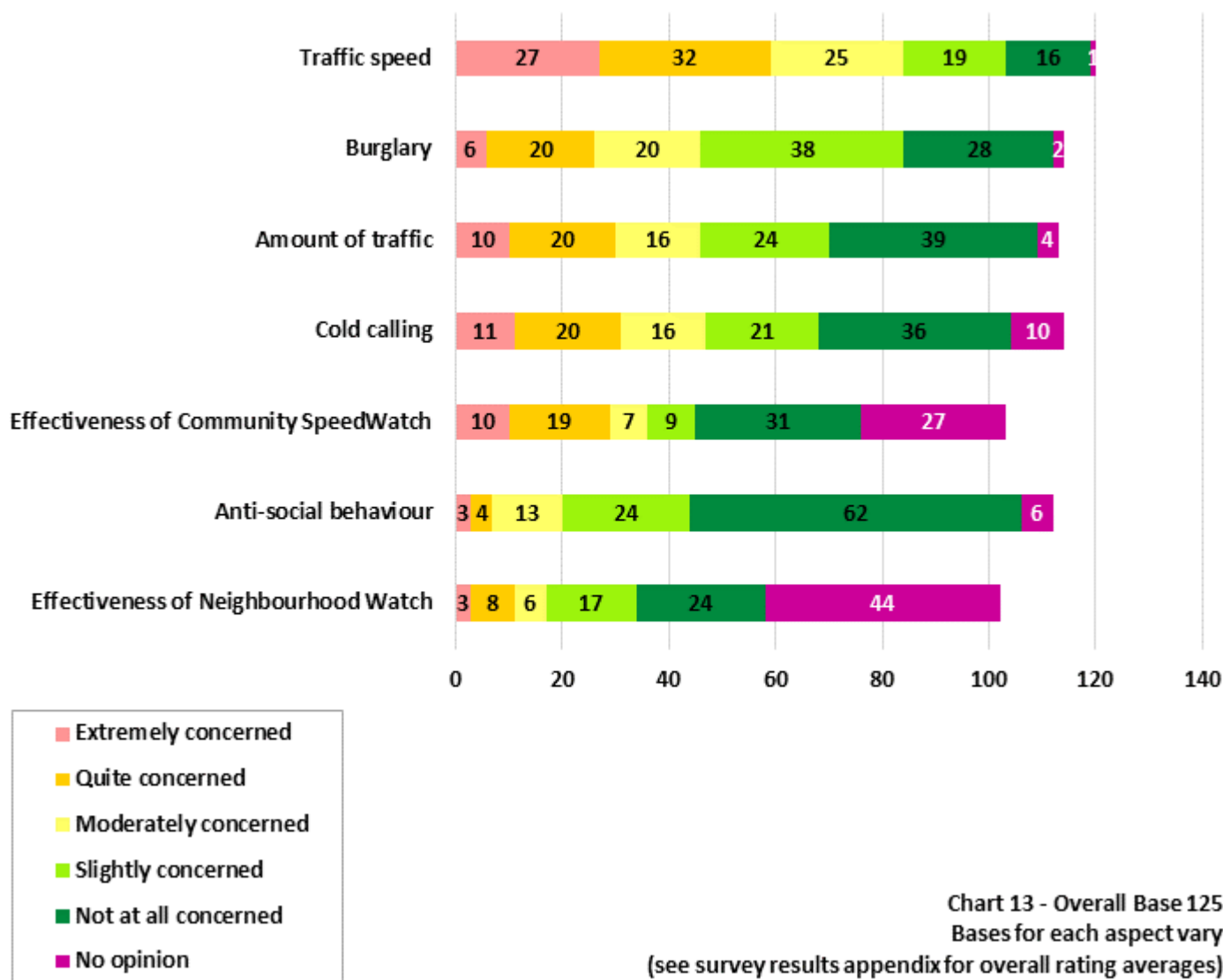
Contact: Kate Beacham, or Laura Howard (for Emergency Plan)

## Headlines

- Respondents are most concerned about traffic speed. Other pressing issues for a sizeable proportion are burglary, the amount of traffic and cold calling.
- 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.

## Your answers

13. How concerned, if at all, are you about the following aspects of community safety in Fivehead Parish?



# Recreation

Contact: Pip Brett (Playing Fields) or Laura Howard (Village Hall)

## Headlines

- 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 . However, more than 1 in 3 feel that better knowledge of activities/events would help them to engage.
- 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 evenings/weekends.

## Your answers

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

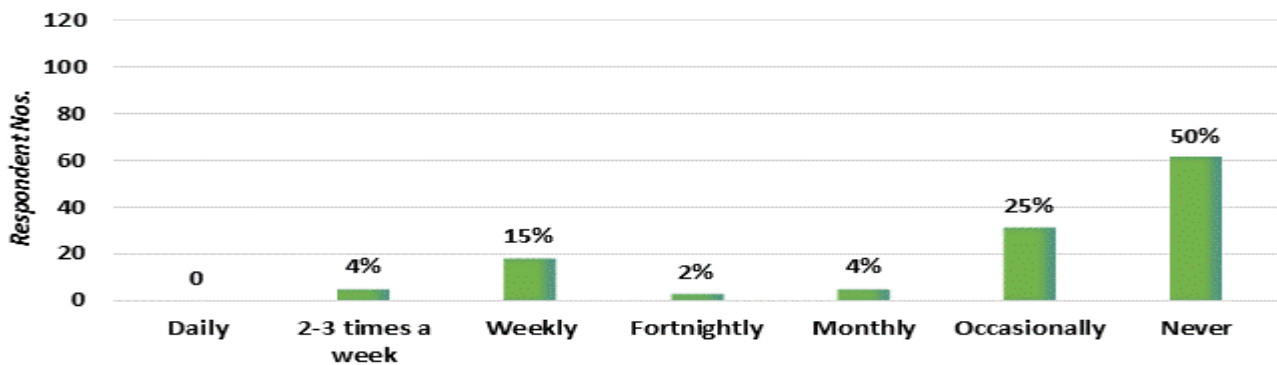


Chart 14 - Base 123

15. What would help you to take part in *more* sport or physical activities?

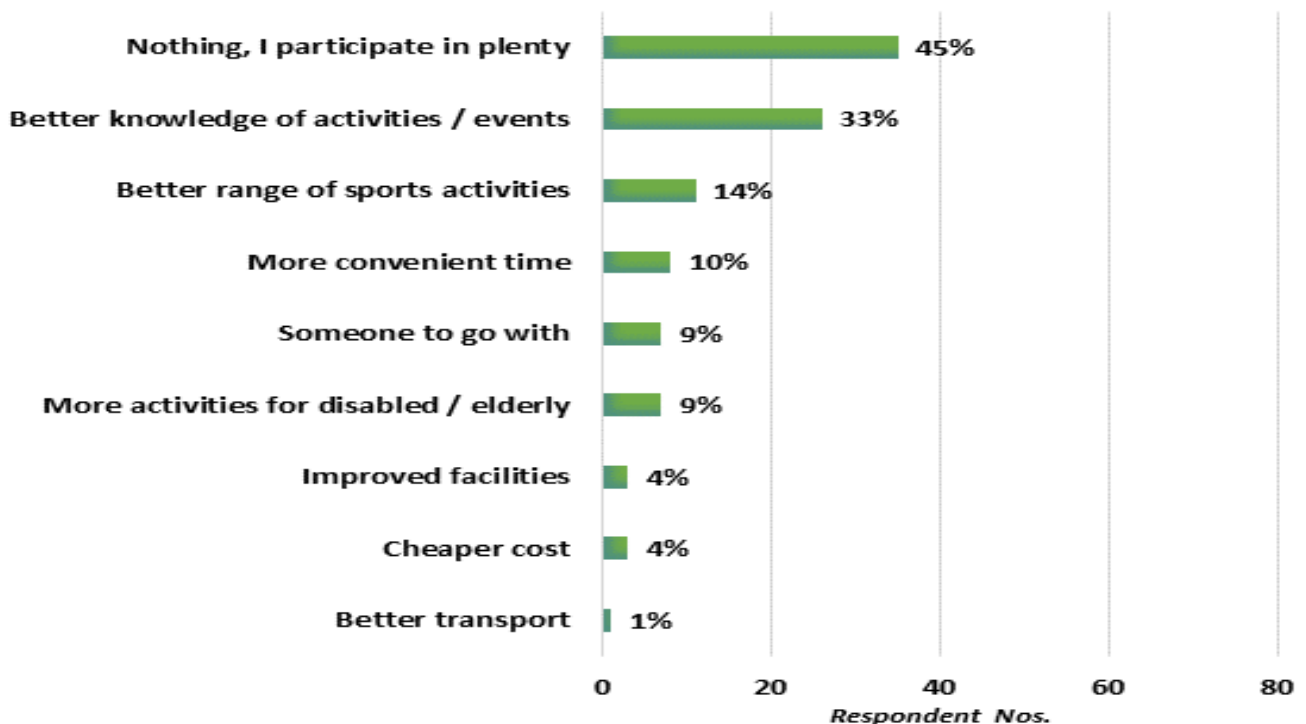


Chart 15 - Base 76

# Community Support

Contact: Pip Brett

## Headlines

- 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.

## Your answers

16. Do you need help to access any of these services, information or support?

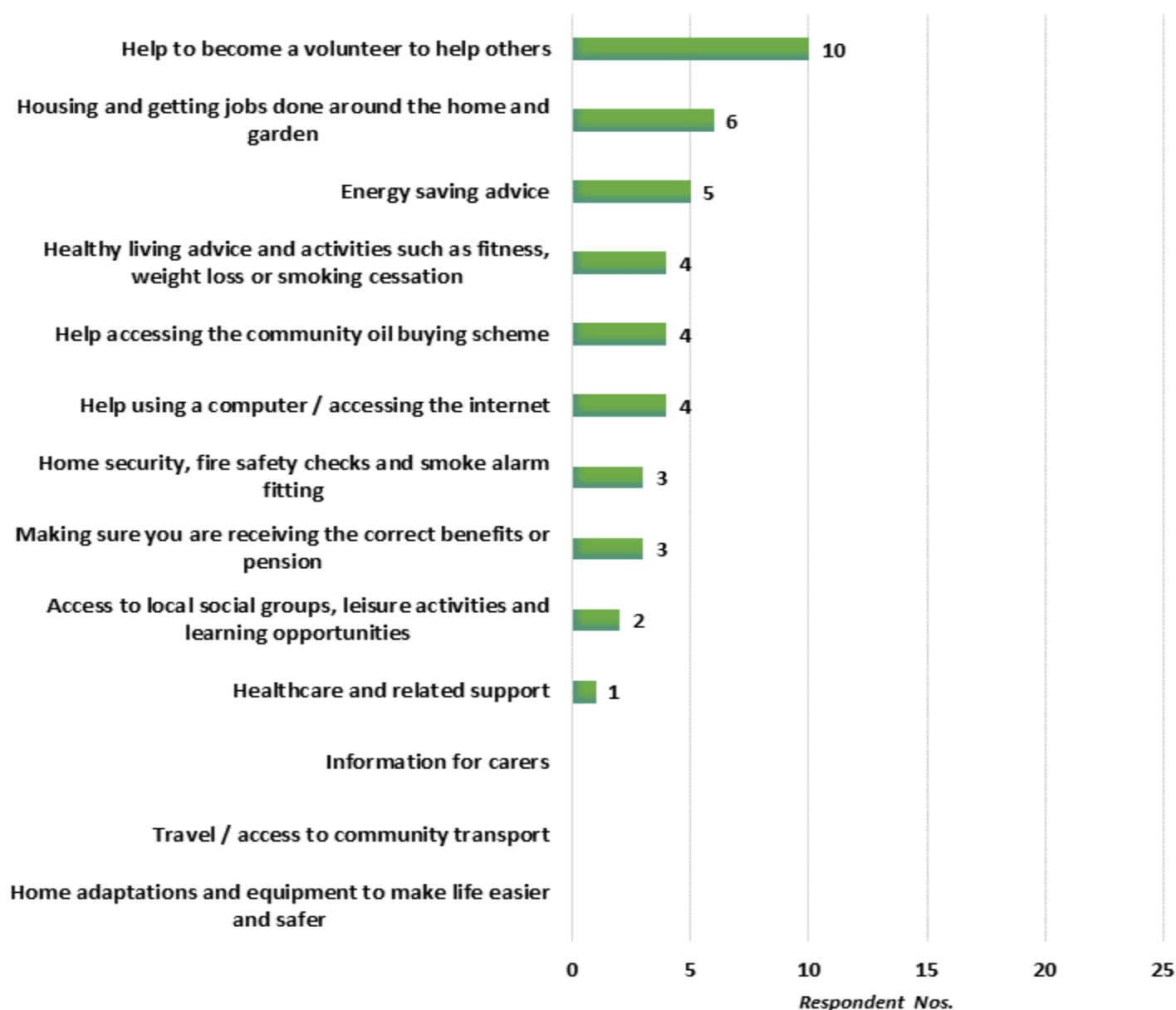


Chart 16 - Base 25 (of which 17 need additional help)

# Facilities

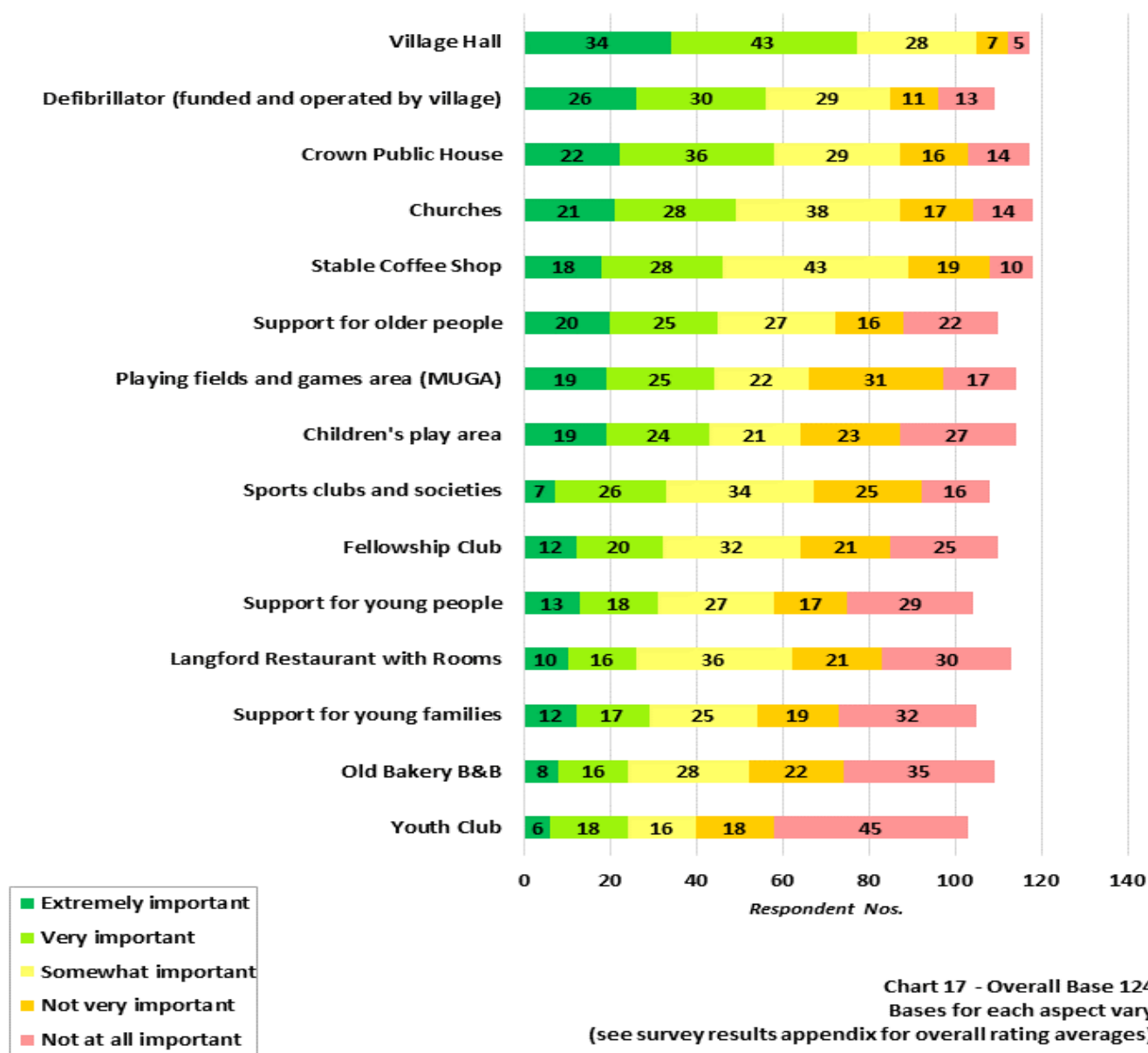
Contact: Pip Brett

## Headlines

- Parish facilities of highest importance for the majority of Parishioners are the Village Hall, defibrillator and the Crown Public House .
- 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.

## Your answers

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



## Next steps

Using the survey results and the numerous additional comments and suggestions made by respondents, the Working Group is proposing the actions shown below. Some of these are 'quick wins', others need more consideration and will, inevitably, require investment of time and/or money. Progress with the actions will be tracked and publicised via Parish Council meetings and the newsletter.

**There have been some additional offers of help already. But more are needed. After reading this report and checking out the actions below, if you have any ideas and/or would like to be involved, please contact those named below, or anyone on the Working Group or the Parish Council.**

<b>A: IN HAND</b>
A1. Parish Council to take advice from Highways on traffic and speeding issues. Contact: Jill Wardle
A2. Parish Council to consider options/costs for additional noticeboard(s) in village. Contact: Jill Wardle
<b>B: 'QUICK WINS' – BY END JUNE 2018</b>
B1. Support Editor in developing trial new-style Parish Newsletter (inc more news, advice, etc) linked to Website pages – get feedback from village on contents, format and costs. Contact: Jill Wardle
B2. Support Webmaster in co-ordinating new pages for the village website (eg Parish Paths, environmental matters inc litter-picking) and linking to Newsletter production. Contact: Jill Wardle
B3. Establish village on-line forum (either on Facebook or website). Contact: Jill Wardle
B4. Prepare annual Village Handbook / Welcome Pack. Contact: Jill Wardle
B5. Learn more about Community-Led housing initiatives and report back to Parish Council. Contact: Gary Smith
B6. Learn more about charging for electric cars and report back to Parish Council. Contact: Jill Wardle
B7. Publish link to Isle Valley Community bus for the services to Langport/Taunton on the website and in the newsletter: Contact Kate Beacham
B8. Publish link to Isle Valley Community bus for service from Isle Brewers to Strode College Street (during term time) on website and newsletter: Contact Kate Beacham
B9. Check with Police on how to stop cold calling and revitalise Neighbourhood Watch Scheme. Contact: Kate Beacham
B10. Establish a Lead Co-ordinator and supporting team to develop the Emergency Plan. Contact: Laura Howard
B11. Support the Village Hall Management Committee in investigating online booking with tier charging, WiFi installation, and Hallmark quality accreditation (via CCS Community Buildings Officer). Contact: Laura Howard
B12. Support the Playing Fields Management Committee in advertising facilities on website, providing easier access to the MUGA (inc online booking), and establishment of a village cricket team. Contact: Pip Brett.
B13. Investigate (taking advice from SSDC and CCS) the formation of Community Support Network and report back to the Parish Council. Contact: Pip Brett
B14. Parish Council to conduct a Parish poll on the installation, maintenance and operation of a defibrillator. Contact: Pip Brett
<b>C: FOLLOW-ON ACTIONS – BY END DEC 2018</b>
C1. Finalise and publicise Emergency Plan.
C2. Depending on outcome of Parish poll, Parish Council to make decision on defibrillator installation.
C3. Parish Council to decide next steps on Community-Led housing, charging for electric cars, cold-calling, Neighbourhood Watch, and a Community Support Network.

*Thank you for your support*