



Meole, Column and Sutton Household Questionnaire Key Points

767 questionnaires were returned from the Meole, Sutton and Column LJC area. 5200 were sent out therefore there was a return rate of 14.75%.

It should be noted that whilst there were 767 questionnaires returned, not all of these respondents answered every question. Unless otherwise stated the percentages given are based on the total number of responses.

Background Information

- Almost half of those that responded to the questionnaire have lived in the area between 0 and 10 years. However, a significant number of respondents indicated that they have lived in the area for over 30 years.
- Responses indicated that most people living in the area are over the age of 60.
- Approximately three quarters 77% of respondents feel that they are part of the community.

Main areas that are important to people:

People value peace and quiet of the area and closeness to the town centre but also being part of the countryside.

They dislike parking issues, dog fouling and litter.

- Crime and safety was ranked as the most important area by the majority of respondents.
- This was followed by health and social care, environmental facilities.
- Of less importance were young people's activities and issues, adult education, skills and development and access to information

What would improve quality of life in your area?

- Over half of the responses so far indicated that people either agree or strongly agree that the following would improve quality of life in the area:
 - More community events
 - Greater community and voluntary activity
 - Support for carers
 - More activities for older people
 - Improved services for older people
 - Facilities or activities for older children

However, it should be noted that these percentages are based on a very small number of responses therefore before any firm conclusions are made and action planned further consultation would be needed.

Children and schools

- 73% of people responded that they walk their children to school. 98% responded that they would support measures to encourage safe walking and cycling to school

83 comments were made about what after school activities children attend and where.

- There were a wide range of activities listed, including football and rugby at various locations, Guide or Scout groups and their affiliated groups for younger members, private music lessons, after school clubs both privately run and run through local schools.

39 suggestions were given about what after school activities children would like to access but are unable to.

Several suggestions for

- dance and drama clubs
- a 'local' Brownie and Guide group.

Further consultation directly with children and young people is recommended before any conclusions are drawn.

Crime and Safety

- Just under 50% of those that have responded think that the police are doing a good in their neighbourhood. 76% rating police excellent or fair.
- 62% of all respondents indicated that neither agreed nor disagreed about whether the police in their local neighbourhood understand the issues which affect their community and whether police in their local neighbourhood are dealing with the things that matter to the people in their community (63%).
- 51% of respondents were neither satisfied nor dissatisfied with the frequency of police being seen in a police patrol vehicle in their local neighbourhood over the past three months (the questionnaire was sent out to households in October 2010) but 33% indicated that they were dissatisfied. There was a similar pattern with the rating of frequency of seeing police on foot: 42% indicated that they were neither satisfied nor dissatisfied, 33% were dissatisfied and 21% were satisfied.
- Less than half of all respondents answered the question about which of the crimes listed concerned them. However the biggest areas of concern appear to be:
Speeding traffic, house burglary and vandalism of damage to property
- Relatively few people indicated they had been affected by any of the crimes or antisocial behaviour listed but speeding 18% and vandalism.

ASB

- 60% of those that responded agreed that parents in the local area take responsibility for the behaviour of their young children.
- 40% of those that responded disagreed that they feel informed about what is being done to tackle anti-social behaviour in their local area but 45% neither agreed nor disagreed.
- 50% of people thought that they were treated with respect and consideration by others in the local area but 46% neither agreed nor disagreed.

Specific Issues

- Of those that responded, 75% said that there were no specific issues that needed addressing.

However, there were 145 comments made about specific issues that people feel need to be addressed. There were a number of wide-ranging issues that were listed including problems with;

- Parking
- Litter and dog fouling

- Cycling on pavements
- Young people hanging around and problems associated with this
- Speeding cars and motor bikes
- More visible police presence.

Employment and economy

- In general respondents households are either retired or in full time employment.
- Majority drive to work 1-5 miles in the Shrewsbury area.
- 80% use the local shop

Shrewsbury Town Centre

- Over half of those that responded shop in Shrewsbury Town Centre on a weekly basis
- Parking charges and availability put off just under half of the people using the town centre.
- The main things people like about the town were the wide range of independent shops and historical buildings.

Environmental Services

- Mains water, electric, refuse collection and recycling were rated as excellent/ good

Either good or adequate

- Road sweeping and gully clearance (71%)
- grass cutting/hedge trimming (70%)

Adequate/ poor

- Litter was rated as adequate by 39% of respondents and poor by 35%.
- Dog mess was rated by 39% as adequate and by 39% as poor.
- 43% rated the winter weather service as adequate, 24% rated it as good but 27% rated it as poor.
- 34% of respondents felt that flood defence measures were not applicable to them but 54% indicated these measures were adequate or good.
- 214 made additional comments about specific issues with some of these environmental services, the main areas for comment were about: Litter and dog fouling/ recycling/ gritting and grass cutting.

Local facilities

Most people never use many of the facilities with several using them less frequently. Very few use any of them daily or weekly.

Community Centres

In general the majority of those that responded indicated that they never used any of the community centres listed.

A small number of people indicated that they used The Trinity Centre (22), St Giles (25) and Mereside Community Centre (17) on a weekly basis.

There were a slightly higher number of people who indicated that they used most of the community centres less frequently.

There were 62 'other' comments, with some listing other community centres which people used, most commonly these were: Radbrook (10); Belle Vue (3); Reabrook Centre (3); and Gateway (2).

The top five things people used their community centre were:

- private parties/functions (86);
- community meetings (75);
- Christmas fair (63);
- table top sales (50);
- Fundraising events (47).
- A number of people also listed other activities that they used their community centre for including voting, work or committee meetings, bridge and brownies.

People were asked if there was anything that they would like to see happen at their local community centre that would encourage them to attend. There were 138 comments made by respondents.

The following were the main suggestions for other activities:

- exercise/keep fit classes;
- evening classes;
- more information needed about what's already on offer;
- children, baby, toddler and parent classes.

Rea Brook Valley

- 29% of respondents never use Rea Brook Valley, 31% visit less frequently 14% visit on a monthly basis, 15% weekly and 11% daily.
- Those that do, go to enjoy nature, relax, walking/jogging and dog walking
- Over half of those that use the Rea Valley, think that it could be improved by:
 - more litter bins
 - suggested walking routes
 - improved paths

20 people commented that they did not where Rea brook valley is.

Recreation areas.

- Most people felt that the facilities listed- BMX tracks, Multi-use games courts, play areas etc were not relevant to them.
- 18% rated the recreation areas as good and 21% rated them as adequate. 17.5% rated the children's play areas as good, whilst 16% rated them as adequate. 8% rated both the youth shelter and youth clubs as inadequate.
- 64 people commented about specific issues/comments about these facilities. Responses were mixed but overall the main areas of comment were about the maintenance of current play and recreation areas and the lack of facilities/play equipment for toddler age children.
- 75 people commented about other recreational facilities that they would like to see in the area. There were a range of suggestions including an
 - ice rink;
 - bmx track;
 - maintaining the golf course for the community;
 - bowling;
 - tennis courts;
 - athletics club.

However there were two main recurrent themes in the responses, there were

- 12 comments from people who would like to see a swimming pool in the area

- 8 comments from people who would like new or improvements to existing play areas such as the addition of new apparatus.

However, further consultation would be advised before any actions are taken forwards.

Health care

- Facilities are within walking distance or less than five miles.
- Responders would like improvements in community care for the elderly and more NHS dentists.
- People were asked how often they engage in the following activities: *allotment/gardening; cycling; dance; keep fit group/activity; performing arts group; organised sports club/team; swimming; walking; and Walking for Health Group.*
- For many of the activities most people indicated that they never engaged in any of the activities listed.
- However, 59% engaged in allotment or gardening on a daily or weekly basis. 71% walked on either a daily or weekly basis, with 42% walking in a daily basis.
- Responses for cycling and swimming were more mixed, with most people engaging in these activities on a mixed basis ranging from daily to occasionally.

Housing, Planning and Development

Housing

- 33% of respondents indicated that they agreed or strongly agreed with the statement that no more housing was needed in the area.
- 44% of respondents agreed that starter homes for first time buyers were needed, 43% think that family homes are needed,
- 43% think that sheltered housing for the elderly is needed in the area.
- 42% disagree that more flats and apartments are needed in the area and
- 46% disagree that more homes for the private rental market are needed in the area.
- 37% also disagree that there is a need for more larger homes in the area.

There were a number of other comments left by people, with 17 people indicating that there were unsure or felt that they were unable to comment about housing need in the area.

Planning and development

- 45% of those who responded disagreed or strongly disagreed that the area can sustain proposed development in the LJC 15 area around the Pro Star stadium.
- 71% agreed or strongly agreed that they had not seen any information on these development proposals, and three quarters of those responded agreed that they would like more information on the proposed development.
- 63% of respondents agreed that they were worried about development in their area.
- 67% disagreed that they had seen the consultation documents.

There were 213 comments about concerns over development in the area, The main areas for comment were concerns:

- loss of green space

- the infrastructure in particular the roads which are already heavily congested would not be able to cope with further development.
- These results were filtered by area using the postcode information provided.
- The majority of respondents indicated that they would like more information on proposed development.
- 303 people indicated that they would come to a meeting to discuss the proposed developments in the area.

Conservation area

Majority of respondents felt that greater care should be taken to preserve the general appearance of the area, green infrastructure and positive enhancement of the conservation areas.

- There were several comments from people about the need to protect the green spaces and prevent further development in the Conservation Area.

However, in summary the main areas for actions suggested were:

- the need to preserve green spaces including for recreation purposes;
- cut and maintain trees and clear leaves both by the council and homeowners;
- Not allow any further development or building in the conservation area and specifically on the golf course.

Transport, Travel and Road Safety

- **Buses** - 61% of those that responded do use the bus, and the majority (95%) agree that the town bus is useful. 62% agreed that the town bus service needs to extend its routes and hours. Most people felt that the recent route changes had not affected them (77%) or been inconvenient.
- **Trains** - 98% of those that responded agreed that the train service to and from Shrewsbury is essential to the town, 75% of these people strongly agreed.
- **Parking** - Slightly more than half of those that responded (54%) agreed that parking limits/controls in the town should be more consistently enforced. 56% of those that responded agreed that they find it difficult to find suitable car parking spaces in the town.
- Out of those that responded, 70% disagreed that match day parking is still a problem in our area, however there have been several comments to the contrary throughout the questionnaire.

However, in general people feel that there is a problem with

- Inconsiderate parking in the area (53%) but this is a specific problem in the Meole area (63%) and Reabrook (53%).

This links with comments made throughout the questionnaire about parking problems specifically parking on pavements, verges and at junctions.

- 67 % of respondents across each of the areas agreed that on-road parking in residential areas causes disruption. Responses were too mixed about whether there was a problem with school time parking to draw firm conclusions, although just over half agreed that there was.

Roads

- 87% of respondents agreed that there should be an on-going programme to improve road, pavement and car park surfaces.
- Most people (69%) disagreed that buses speed through their area but 74% agreed that speeding traffic through residential areas is an ongoing problem.

- 64% of respondents disagreed that access to Shrewsbury town centre is difficult. Just over half of those that responded (53%) disagreed that there needs to be more traffic calming measures in their area.
- Overall 59% agreed that more 'safe from traffic' cycle routes were needed in their area however when this was filtered by area it was people living in the Sutton area that agree more strongly with this suggestion.

Young People

There was a low response to the young people's section of the questionnaire and before any firm conclusions can be formed about the views of young people in the area further consultation is recommended as it is not clear how many of the views recorded are actually from young people.

Local Parks or Play areas

- Of those that responded to this section of the questionnaire, half said that they do use local parks or play areas.
- There were a range of different parks and play areas that were listed which people use. People commonly use Mereside, the Quarry and Sutton Farm. People mostly commented that they like the fact that some of the parks and playing fields were close to home, easy to access and had a good choice of equipment and were well maintained.

Finally, there were 93 comments about things that people would like to be changed or improved about the local play areas, parks or playing fields.

- A third of these comments were about the need for better maintenance and tidying of play areas in terms of equipment, litter and dog fouling.
- There were 9 comments about the need for improved or new facilities and equipment for younger children e.g. toddler age.
- There were 6 comments suggesting an area specifically for older children and teenagers to play and meet up.

Youth Clubs

The majority of responses show that people do not attend any of the youth clubs listed. Only 14 people indicated that they attended one of the youth clubs, with most of these attending Belle Vue. Other comments suggested that some young people attend Scouts or Guides.

