



Meole, Column and Sutton Community-led Plan Questionnaire Analysis

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Meole, Column and Sutton Household Questionnaire 2010 Analysis Report

In total, 767 questionnaires were returned using the freepost address provided by the Community Council of Shropshire. 5200 surveys were sent out which therefore means there was a 14.75 percent return rate. Responses were input using the Snap online survey facility by the Shropshire Council Community Action Team. Analysis of the results was carried out by Sara Botham, Community and Rural Development Officer at the Community Council of Shropshire.

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.

Filtering

Some results have been filtered by postcode to give an idea of responses relating to a specific area, however not all respondents listed their postcodes therefore responses may not be representative. For the purpose of this analysis the following postcodes represent the following areas: SY3 9 – Meole estate/village area, SY3 7 – Reabrook, part Belle Vue, part Sutton, SY2 6 – Sutton, which were provided by the Community Action Officer for the area.

Background Information

Of those that recorded their postcode, the majority (314) were from the Sutton area, 239 respondents were from Meole area and 136 were from the Reabrook area. Almost half of those that responded (347) have lived in the area between 0-10 years, with 126 people indicating that they had lived in the area for 5 years or less.

Table 1: Approximately how many years has your household lived in the area?

Number of Years	Count
0-10	347
11-20	139
21-30	144
31-40	107
41-50	69
51-60	25
Over 60	4

It is difficult to identify any patterns or figures about demographics in the area, however responses are summarised below. Based on the responses given it appears that the largest number of people living in the area fall within the 45-59 year age range, followed by the 25-44 year age range and then the 60-65 age range. The majority of people in the area are over the age of 60 based on the responses, which is a similar pattern to that identified in the 2007 population estimates for the LJC area.

Table 2: How many people in your household are in the following age groups by sex/age?

Age range	Males	Females	Total
0-4	45	63	108
5-10	31	28	59
11-14	16	24	40
15-18	37	20	57
19-24	40	36	76
25-44	124	129	253
45-59	163	192	355

60-65	126	110	236
66-74	98	109	207
75-84	76	88	164
85+	20	22	42

Community Spirit

709 people answered the question about whether they feel part of the community and of these 77% feel that they are part of the community and only 23% feel that they are not. There were 508 additional comments given about why people either feel like they are part of the community or don't.

There were three key themes that came up throughout the comments about why people did feel like they were part of the community. There were 171 comments suggesting that the main reason was because they had good neighbours, friends in the area, get on with people and it was in general a friendly area.

"This area has a very friendly neighbourly feel"

There were 79 comments from people who were involved in, use local groups, clubs, activities, facilities and services in the area which made them feel like they were part of the community.

Finally, there were 48 comments from people who simply felt that they were part of the community because of the length of time that they had lived here.

"Because I have lived here so long and I am very happy here."

For those that answered 'no', they don't feel like they're part of the community one of the main reasons given was that it was personal choice, people keep themselves to themselves and didn't have any friends in the immediate area.

"The community spirit idea seems dated now – people on the estate get on with their own lives for the most part, having little to do with anyone other than their immediate neighbours."

There were 16 comments which suggested that people were too busy with other commitments therefore didn't have chance to get involved with the community.

"There is no community in this area, people are too busy going to work and other pursuits."

There were 16 comments suggesting that people felt that there were no opportunities for activities, nothing happened in the area or they didn't know what was going in the area.

"Few things in the area to draw community together"

There were 13 comments from people who were new to the area and therefore hadn't had chance to get to know the community, get to know people living here or what was going on in the area.

"We only moved here in April. We are still finding out what is in the area."

There were several comments (11) from people who indicated that whilst they did not feel part of the wider community they did with immediate neighbours.

Your area

People were asked to name one thing that they particularly like about their area. In total there were 632 comments, for analysis purposes the responses have been filtered by area using the postcode information provided by respondents, however a full list of all responses is available. Overall the comments were very similar from those living in each of the areas: people value the peace and quiet; they are close to the town and also the countryside.

Reabrook

There were four main areas of comment from those living in the Reabrook area about what they particularly like about living in their area these were: it's friendly and people have good neighbours; convenience, location and the easy access to shops and the town centre; it's quiet and peaceful; it's close to green spaces, has a countryside feel.

37 people commented on the convenience and location of living in the area.

"Main reason is location which is close enough to walk in to town centre and the right area for work and personal activities"

34 people commented that they like the quiet and peacefulness of the area.

18 people commented that they like the fact that they are so close to green, open spaces specifically the Rea Brook Valley and that the area has the feel of being in or close to the countryside.

Finally 10 people said that the area was friendly and they had good neighbours which is why they like living in the area.

"The people – neighbours – around me. Issues with anti-social behaviour have in the main been solved by neighbours supporting each other."

Meole

There were three main areas of comment from those living in the Meole area about what they particularly like about living in their area.

48 people commented about the quiet and peaceful nature of the area.

"How peaceful and quiet it is after living and working in London until our retirement"

33 people commented that they like the countryside and village feel of the area but yet it is still close to town for services and facilities.

"It is close to the countryside and yet on the edge of town"

Finally, 32 people commented that they like the space and open feel of the area, and the green spaces, feeling of being in the countryside.

"The rural atmosphere, river walks and the park and football field/basketball court"

Sutton

Again, there were three main areas of comment from people living in the Sutton area.

71 people commented that they like the open, green spaces and the feeling of being in the countryside.

"A beautiful area to live in with lots of green and well kept areas"

56 people said that they like the quiet and peaceful nature of the area.

"Very peaceful and quiet. Sense of safety and has good local amenities"

43 people said that they like the fact that the area is close to town and amenities yet they don't feel like they live in a town.

"Being completely divorced from the town but close enough to it for good access"

People were also asked to name one thing which they particularly dislike or would like to change about the area, in total there were 515 comments. Again for the purpose of analysis the responses have been filtered by area using the postcodes given. However overall, the main areas of comment can be grouped as follows: problems with parking; speeding; and concerns over amount of litter and dog fouling.

Reabrook

Comments were quite mixed but 23 people commented about problems with litter and dog fouling in the area.

"The amount of dog waste and lack of bins for owners to put waste in"

"The rubbish that is left under the underpass from Grove Road due to drinking etc."

There were 8 comments about problems with parking in the area particularly the limited resident parking.

There were 6 comments about speeding specifically in Sutton Lane but also in other areas.

"Motorists ignoring speed limit on Sutton Lane"

"Speed limit dropped to 20mph or traffic humps installed on Reabrook Estate"

Finally, there were 14 comments from people living in the area that said there was nothing that they dislike about living there.

Meole

Again there were some quite mixed comments from people living in the area. 32 people commented on problems with parking, whether this was because of parking on pavements, matchday parking, parking on streets and limited resident parking, dropping off and picking up at schools.

"It is over run with cars parked in dangerous spots (i.e. by paper shop and on corners of junctions)"

"Family not being able to park when visiting"

There were 29 comments about traffic problems including volume and congestions as well as suggestions for possible traffic management schemes.

"Traffic should be one way through the main road through the village"

"The amount of traffic using the area as a rabbit run (non local residents ignoring the speed limit)"

There were 16 comments about concerns over the amount of litter and dog mess in the area.

"Litter and dog mess. Particularly shameful as the Shropshire Way passes through the village"

Finally there were 10 comments about concerns over speeding traffic in the area.

"Speeding vehicles passing by, we have a 20mph speed limit in our lane which is rarely adhered to".

Sutton

There were a wide range of responses from people living in the Sutton area. 25 people commented about the volume of traffic, traffic congestion and the need for traffic management schemes in the area.

"Too much traffic chasing through too narrow roads. Sutton area is all cul-de-sacs and dead ends all designed/developed years ago when conditions were very different"

There were 23 comments about concerns over speeding in the area, specifically around Sutton Road and Wenlock Road.

"Traffic speeds entering Sutton Road from Wenlock Road and coming to exit Sutton. We had a build-out – successfull! But it was removed!"

There were 24 comments about problems with parking in the area including on the pavements, matchdays, near schools, students and on grass verges.

"Cars parked on dropped kerbs, and on the pavements, both sides of the road"

"Cars that park inappropriately e.g. on the pavement/grass verges/outside schools"

There were 20 comments about problems with litter and dog fouling.

There were also 8 comments from people who were concerned about planning and development proposals as well as decisions that had already been made including the business park and football stadium.

"I dislike the thought of losing our golf course and the green fields around us. We have already lost fields and trees with the new football stadium being built."

Finally, there were 19 people who commented that there was nothing that they disliked about living in the area.

Priorities for the area

People were asked to rate which of the following areas are important to them: *Access to information; access to services throughout the Shrewsbury area; adult education; skills and career development; children and schools; crime and safety; employment and local economy; environment; health and social care; housing, planning and development of the area; travel and transport; young people's activities and issues.*

It is difficult to draw firm conclusions from the responses to this question as opinion was quite divided and will depend on people's individual circumstances. Overall it appears that of highest importance to people are crime and safety; health and social care; and the environment, including local facilities. Of least importance to those that responded are young people's activities and issues; adult education, skills and career development and access to information.

Access to Information

Those that responded indicated that they knew where to access the information that they needed (77%). The majority of those that responded said that they have access to the internet at home. More than half do not use Shropshire Council internet access points and disagreed that they never know how to access information that they need. Responses were split as to the number of people that use the local library for information and those that do not (45% do and 50% do not).

There were 63 additional comments made in this section. Several people indicated that they found out a lot of information through word of mouth.

"Information is there if the individual looks for it, though there is a heavier reliance on 'word of mouth' from friends/neighbours"

There were also several cautionary notes that not everyone is able to access the internet or are computer literate, therefore don't rely too much on publishing information via websites.

"Shropshire council make information available but perhaps not easily if not on-line"

Several people commented on the difficulty they had in accessing, navigating and finding information on Shropshire Council's website.

"The Council website is still not that user friendly"

"You need more options! Shropshire Council makes information available online, but the website is hard to navigate"

Access to Services

Just over half of all respondents gave their views about the development and delivery of social care services in the area. The low response may be because many respondents felt that this was not relevant to them or they do not access some of these services so cannot comment. Of those that responded to the question 47% agreed or strongly agreed that they access services through the community and voluntary sector and 50% of those that responded access services through the Unitary Council. Three quarters of those that responded to the question agreed or strongly agreed that they have not noticed any change in services since the Unitary Council.

There were 94 additional comments made by respondents. Key areas for additional comment were that the question was not applicable to many, people felt that the question was poorly worded or didn't understand its place in a community plan.

"I do not access social care and cannot therefore rate Shropshire Council's performance on this. Furthermore I didn't think assessing Shropshire Council's performance was particularly specific to our community's plan."

Several people felt that it was too early to tell whether there had been any difference since the unitary council had been established.

"Unitary council not been in long enough to notice any difference"

Quality of life

There were very few responses to the question about what would improve quality of life in the area. Again this could be because the options listed may not apply to people's current circumstances. Overall, most of those that responded to the question agreed that the following would improve their quality of life: more community events (81%); greater community and voluntary activity (80%); support for carers (87%); more activities for older people (84%); improved services for older people (85%) and more facilities for older children (78%). 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.

Table 3: What would improve the quality of life in your area? Number of responses and % of responses.

	Agree (incl. strongly agree responses)	Disagree (incl. strongly disagree responses)
More childcare facilities	157 (44%)	198 (56%)
More facilities and activities for older children	332 (78%)	93 (22%)
More facilities and activities for	254 (65%)	134 (35%)

younger children		
Drop in sessions for parents with young babies	201 (57%)	154 (43%)
Improved services for older people	393 (85%)	68 (15%)
More activities for older people	389 (85%)	70 (15%)
Support for carers	384 (87%)	56 (13%)
More community events	346 (81%)	79 (19%)
Greater community and voluntary activity	346 (81%)	80 (19%)
More sports facilities	222 (65%)	121 (35%)

Services

Respondents were asked to rate the following services: *dial-a-ride; district nurse; day care services; home help services; Louise House; meals-on-wheels; respite care; social services; tenant support services; wheels-to-work*. In all cases the majority of respondents do not use any of these services and therefore could not rate them. It is therefore not possible to draw any conclusions from the results.

Adult Education, Skills and Career Development

The majority of those that responded indicated that they did not attend evening classes for recreation and leisure; attend evening classes to acquire skills and training; attend college as a mature student; need advice and support to get back into work; and need to access training to further your career.

Table 4. Do you attend or need any of the following...?

	Yes	No	More information required
Attend evening classes for recreation and leisure	109 17.60%	496 80.00%	15 2.40%
Attend evening classes to acquire skills and training	40 6.70%	544 90.80%	15 2.50%
Attend college as a mature student	24 4.00%	562 94.10%	11 1.80%
Need advice and support to get back into work	26 4.40%	559 94.40%	7 1.20%
Need to access training to further your career	37 6.50%	528 92.30%	7 1.20%

There were 43 additional comments in this section. In general people felt that this needs to be about individual responsibility to find out about and access these services themselves and there were also several comments from people who felt that they are too old for this.

Children and Schools

This section was only relevant to people with children in their households. Respondents indicated which schools or colleges children within their household attended, the results are summarised below.

Table 5: If you have children or young people of school age within your household – which schools or colleges do they attend?

Name of School	Count
Meole Brace Primary School	32
Shrewsbury 6 th Form	20
Meole Brace Secondary	19
Mereside	19
Shrewsbury High School for Girls	12
Belvedere	10
Priory	7
St Giles CE	8
Coleham	6
Radbrook Primary School	5
Prestfield	3
SCAT	2
Daisy Chain Day Centre	2
Other (e.g. Sutton Farm, St Georges, St Winifreds, Kingfisher Nursery, Oakmeadow, Moreton Hall, Severndale, Wrekin College, Mary Webbe)	9

Almost three quarters of people (73%) walk their children to school, 45% use a car and 22% go by bike. The majority of those that responded (98%) also indicated that they would or currently do support local measure to encourage safe walking/bicycling to school.

83 comments were made about what after school activities children attend and where. There were a wide range of activities listed, however most commonly children attend sports activities including football and rugby at various locations. A number of children attend Guide or Scout groups and their affiliated groups for younger members. Several attend private music lessons. There are also a number of children who attend 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 were given and also for a 'local' brownie and guide group. Many of the other comments said none or not sure. Further consultation directly with children and young people is recommended before any conclusions are drawn.

Finally people were asked to indicate what they thought young people in their household intended to do once they had finished school. There were only a small number of responses but three quarters of those responded thought that their children intended to go to university; 68% thought that their children would attend college in Shropshire; 57% thought that young people in their household had a clear set of aims and objectives; and 51% thought that people in their household intended to go to college before entering a trade. The majority of those that responded (89%) indicated that people in their household did not intend to leave school at 16 and did not intend to obtain information upon leaving school at 16. There were several additional comments with regards to this question from people who felt that it was too early to tell what their children wanted to do as they were still too young.

Crime and Safety

Just under half (41%) of respondents indicated that they thought the police were doing a good job in their neighbourhood, with 76% rating the police between excellent and fair.

Slightly more than half of all respondents indicated that neither agreed nor disagreed about whether the police in their local neighbourhood understand the issues which affect their community (62%)

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.

Crime and Anti Social Behaviour

The questionnaire asked whether people were concerned about or had been affected by the following crimes or antisocial behaviour: *being assaulted whilst in a public place; being mugged or robbed; domestic violence; drunkenness; house burglary; illegal drug use; speeding traffic; vandalism or damage to your property (including car); verbal abuse; violence.*

Overall very few people responded to this question. However, the biggest concern for people appears to be speeding traffic (46%), followed by house burglary (32%) and vandalism or damage to your property (31%). Relatively few people indicated that they had been affected by any of the crimes or anti-social behaviour listed, but again speeding (18%) and vandalism (15%) received the most responses.

There were 72 additional comments made about other crimes and anti-social behaviour that concerned people. There were a mix of comments but the main themes included comments concerning litter, damage to property and young people/youths hanging around.

Anti-Social Behaviour

The questionnaire specifically asked about anti-social behaviour and gave several statements which respondents were asked whether they agreed or disagreed with. Just over half of those that responded (60%) agreed that parents in the local area [to] take responsibility for the behaviour of their young children. Responses were mixed for the other statements; 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- on street, pavements, at junctions, match day and specific locations were given including St Giles/London Road and Laundry Lane (17 comments).

"On road parking or perhaps more to the point inconsiderate on road parking."

A number of people (24) commented about litter, dog fouling and the need for more bins.

"Litter dropping is an increasing problem – though whether that can be regarded as anti social is a moot point. It is more ignorance and carelessness"

There were 10 comments from people about cyclists on pavements, a particular problem when the paths are narrow or there is already a cycle lane available.

"Cyclist using the pavements especially when cycle lane is available"

17 people commented about problems with people, and in particular young people hanging around and problems associated with this.

"Often groups of teenagers out at night in village. Probably fine but can be intimidating to the elderly"

Problems with speeding cars and motorbikes were also commented on by 23 people.

"Not enough done to tackle speeding drivers on roads around Shirehall/Sutton"

There were 10 comments suggesting that there was a need for a more visible police presence in the area and improved communication and interaction between the police and the local community.

"Need a regular beat policeman patrolling the area"

Employment and Local Economy

In general, people indicated that most people in their household were either retired or employed full time, the full responses are summarised in the table below.

Table 6: How are the people in your household occupied?

Occupation	No. of people
Employed full time	338
Employed part time	192
Casual work	13
Self employed	71
Unemployed	30
Volunteers/Volunteering	58
Retired	407
Full time housewife/househusband	63
In full time education	118
Long term sick/disabled	42
Carer for sick/disabled	23

The majority of those that responded indicated that they drive to work, most commonly travelling short distances between 1 and 5 miles and the majority of people indicating that the main workplace for people in their household is Shrewsbury.

Local Businesses – local shop

80% of those that responded use their local shop for buying newspapers or magazines; 63% use their local shop for food shopping; 55% use their local shop for food shopping. There were several additional comments made by respondents listing other things that they use their local shop for including emergencies, pharmacy and butchers.

121 people commented about what was stopping them from using their local shop regularly and what could be improved for them to be able to use it in the future. The majority of comments given were with regard to the cost and price of goods compared to the supermarket, more variety of goods was needed and possibly the provision of a post office.

Local businesses - supermarkets

People were asked which supermarket they use, there were 684 responses. The majority of people indicated that they used Sainsburys (402) or Asda (361), however there were several responses that suggested people used more than one on a regular basis, the results are summarised below.

Table 7: Do you use a supermarket? If so which one.

Name of Supermarket	Count
Tesco	80
Marks and Spencer	8
Iceland	2
Lidl	8
Somerfield	2
Waitrose	4
Netto	37
Coop	76
Sainsburys	402
Morrisons	65
Asda	361
Aldi	19
Any/Various	22

80% of people who use a supermarket, access it by car, 30% walk, fewest people use a car scheme, park and ride and dial-a-ride.

Shrewsbury Town Centre

Just over half of the respondents (53%) shop in Shrewsbury town centre on a weekly basis and a quarter shop in the town centre on a monthly basis. Access to the centre for most of those that responded is by car (48%), bus (48%) and walking (39%). It should also be noted that 18% use the park and ride service and 11% cycle. Only 1% of those that responded indicated that they do not go to Shrewsbury Town Centre.

People were asked whether there was anything that stops or puts them off using Shrewsbury Town Centre, 439 people commented on this.

Just under half of all of these additional comments (200) related to car parking specifically the increasing cost of parking in the town centre and also the availability of parking spaces in town.

"Car parking charges which prevent us from going more often"

"Parking prices are already at the limit of what we'd deem to be reasonable. Increase would potentially deter us from using town centre as frequently."

There were several other broad areas for comment, including the choice of shops (18 comments), comments from people indicated that they felt that the choice of shops was limited, there were very few of the larger department stores on offer in the town centre.

"Not as much choice of shops in Town Centre. Sometimes need to travel to Telford."

There were 16 comments about issues with traffic in the centre particularly congestion at busy times.

There were also 14 comments about the number of empty shops and buildings in the town centre. Finally there were 14 comments about the bus service into the town centre, with comments suggesting that it is poor, unreliable, infrequent and too expensive to use on a regular basis which prevents people from using the town centre.

Finally, people were asked what they like about Shrewsbury Town Centre, there were 563 comments in total covering a range of topics but the 4 main areas for comment were as follows: 162 people commented that they like the wide range and variety of shops in the town centre, especially the smaller, independent retailers and the availability of the market. This is the opposite to several of the comments above which indicated that people felt that there was a lack of choice in the town centre.

"Availability of most high street shops plus all our independent shops which make it more interesting"

"Shrewsbury market for fresh produce, the smaller shops where you are treated as a person, it's a lovely town pity about some of the more modern buildings we have lost a lot of the landmarks which brought in tourists"

There were 95 comments from people who like the historical character of the town centre, its character, attractive buildings and pleasant surroundings.

"Historic buildings, sense of place – its what makes Shrewsbury different"

36 people commented that they like the compactness of the town centre, the shops are all close together and some are even under cover.

"Compact with good access to all shops and department stores"

Finally there were 24 comments from people who indicated that there is nothing or not a lot that they like about Shrewsbury town centre.

Environment – including local facilities

People were asked to rate the standard of the following environmental services: mains water supply; mains electricity supply; refuse collection; recycling collection; road maintenance; road sweeping and gully clearance; flood defence measures; grass cutting/hedge trimming; litter; dog mess; and the winter weather service, snow clearance and gritting.

Overall, the majority of respondents rated mains water supply (80%); mains electricity supply (81%); refuse collection (72%); and recycling collection (71%) as either good or excellent. Road

sweeping and gully clearance (71%) and grass cutting/hedge trimming (70%) were rated as either good or adequate. 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 service; winter weather service; and the maintenance and clearing of hedges, tree cutting, leaves and grass cutting.

62 people commented about issues with litter and dog fouling, in particular the need for improved education about this issue and more litter and dog bins in the area.

There were 24 comments about the winter weather service including the need to improve gritting on the roads, clearing footpaths and provision of more salt or grit boxes.

"Gritting on our minor roads is very poor and difficult for elderly people to walk on icy pavements"

24 people commented about issues over the maintenance of trees and hedges in the area as well as problems over the clearing of hedge, tree and grass cuttings and leaves during the autumn months.

"Grass cutting is quite good but the mess left on paths and roads is treacherous to the public when wet."

Finally, there were 10 comments from people about recycling, particularly in relation to the need for a simplified system for recycling with less bins and also suggestions for increasing the types of plastics that can be collected for recycling.

"Recycling is too complicated, too many separate containers, plus too little plastic taken"

Local Facilities

The questionnaire asked people how often they used the following facilities: library; mobile library; community centre; children's play park; place of worship; local clubs or societies; public playing fields; multi-purpose games court; BMX track; Rea Brook Valley; Bannatynes Fitness Centre; Dobbies Garden Centre; The Gateway; Indoor market; London Road Sports Centre; Louise House; Meole Brace Golf Club; Museum; Percy Throwers Garden Centre; The Sundorne Sports Village; Theatre Severn; The Quarry; The Quarry Swimming Pool; The Pro Star Football Stadium; and Tourist Information. A summary of the results can be seen in the table below.

Table 8: How often do you use the following facilities?

	Daily	Weekly	Monthly	Less frequently	Never
Library	0.0%	9.6%	17.8%	35.5%	37.1%
Mobile Library	0.0%	2.3%	2.9%	11.1%	83.8%
Community Centre	0.0%	5.0%	3.0%	18.4%	73.5%
Children's Play Park	2.1%	10.5%	7.3%	13.1%	66.9%
Place of Worship	0.4%	14.5%	4.8%	29.4%	50.9%
Local Clubs or Societies	1.1%	17.2%	10.6%	13.2%	57.9%
Public Playing Fields	6.5%	12.0%	10.0%	18.4%	53.1%
Multi-purpose games court	0.2%	4.0%	2.6%	9.7%	83.5%
BMX Track	0.5%	2.0%	1.8%	3.7%	92.0%
Rea Brook Valley	9.3%	12.9%	14.7%	24.3%	38.8%
Bannatynes Fitness Centre	4.5%	8.7%	2.9%	4.5%	79.3%
Dobbies Garden Centre	0.4%	3.3%	24.9%	50.0%	21.4%
The Gateway	0.1%	4.5%	6.7%	31.2%	57.5%
Indoor Market	0.0%	16.2%	16.5%	40.9%	26.4%
London Road Sports Centre	0.2%	4.0%	2.8%	15.2%	77.9%
Louise House	0.0%	1.5%	2.9%	8.8%	86.8%

Meole Brace Golf Club	0.8%	4.4%	4.6%	16.2%	74.1%
Museum	0.0%	0.6%	5.3%	35.6%	58.5%
Percy Throwers Garden Centre	1.0%	6.1%	27.9%	47.2%	17.8%
The Sundorne Sports Village	0.3%	4.7%	5.3%	20.3%	69.4%
Theatre Severn	0.1%	1.7%	13.3%	52.9%	32.0%
The Quarry	1.3%	13.1%	26.4%	42.7%	16.5%
The Quarry Swimming Pool	0.6%	5.4%	8.4%	24.3%	61.3%
The Pro Star	0.4%	9.1%	4.9%	24.4%	61.1%
Tourist Information	0.0%	0.3%	4.6%	40.8%	54.3%

As the table above shows 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

People were asked whether and how often they used any of the following community centres: *the Trinity Centre, Meole Brace; The Meet Place, Meole Brace; Meole Brace Peace Memorial Hall; Louise House; St Giles, Sutton; Belle Vue Youth Club; and Mereside Community Centre.*

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).

Table 9: Which Community Centre do you use and if so how frequently?

	Daily	Weekly	Monthly	Less frequently	Never
The Trinity Centre	0	22	15	81	467
The Meet Place	0	8	3	15	537
Meole Brace Peace Memorial Hall	0	8	18	71	476
Louise House	2	3	20	44	502
St Giles	0	25	8	78	481
Belle Vue	0	11	4	51	518
Mereside Community Centre	1	17	7	87	457

The questionnaire asked what people used their community centre for. There were a range of responses given but the top five were: private parties/functions (86); community meetings (75); Christmas fair (63); table top sales (50); and 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.

Finally in this section, 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; and children, baby, toddler and parent classes.

Rea Brook Valley

29% of respondents indicated that they never visit the Rea Brook valley, 31% visit it less frequently, 14% visit monthly, 15% weekly and 11% visit on a daily basis.

The most common reasons given by people for visiting the Rea Brook were: to enjoy nature (57%); walking, jogging or running (55%); to relax (45%); and dog walking (28%). Other reasons apart from those listed were for the open spaces; peacefulness; wildlife; route to church/school/nursery; take children and grandchildren.

366 people commented about what they like best about the Rea Brook Valley. The responses were varied but there were several key areas for comment.

71 people said that they liked the peace and quiet of the area.

"The brook, the trees, the peace and tranquillity unspoilt over the years"

59 people said that they like the variety of wildlife that could be seen there.

"I've seen a woodpecker and kingfisher in the nature reserve. It's a little bit of unexpected greenery."

There were 47 comments from people who like the green space and countryside feel that is on their doorstep and so close to town.

"Green oasis in the heart of the town"

Finally, there were 9 comments from people who thought that the area was particularly good for walking dogs and it was a dog friendly area.

"Nice and relaxing and easy to walk the dogs"

140 comments were recorded giving reasons why people did not visit the Rea Brook Valley. There were some mixed responses to the question but the following are the main topics of comment.

20 people asked what the Rea Brook Valley was and what is there.

"No idea where it is. Never heard of it until this questionnaire asked about it. Is it the footpath alongside the brook?"

There were 7 comments about there being too much dog mess in the area.

There were a number of other comments from people who said that they no longer visited the Rea Brook Valley because they are too old or suffer from mobility issues which prevent them visiting the area.

Improvements to the Rea Brook Valley

The questionnaire asked whether people feel that the Rea Brook valley required any of the following improvements: *improved signage/way markers; extension/additional paths and routes; more litter bins; improved paths; improved general maintenance; more interpretation boards; and suggested walking routes/maps.*

Just over half of all respondents to the questionnaire gave their views, most felt that suggested walking routes or maps, more litter bins and improved paths were required.

There were 115 other comments given which were quite mixed but in terms of improvements to the area the following were the main areas for comment.

22 people suggested more dog waste bins or improved signage to encourage more people to clean up after their dogs. There were 4 comments about the need to improve publicity and information about the area.

"If this is the central feature then more needs to be done to improve the advertising"

Finally there were 9 comments from people who didn't think that anything needed to be done to the area, leave it as it is.

"Keep as natural and untouched as possible – too much added would turn it into a park and not a rural environment"

163 people gave suggestions about what could be done to make the Rea Brook valley a better place to visit. This was a very similar to the question about what improvements people felt were needed at the Rea Brook Valley, therefore the areas for comment were very similar. The main

areas of comment were the need to pick up litter and clear dog mess; improved path surfaces for walking in all weathers; and nothing needs to be done to the area, leave it alone.

59 people indicated that they would like to be involved in the future management of the Rea Brook by joining a new 'Friends of the Rea Brook Valley Group'.

57 people indicated that they would be interested in acquiring an allotment.

Leisure and Recreation

People were asked to rate the following facilities: *BMX tracks; multi use games courts; children's play areas; recreation areas; Mereside disc golf course; youth clubs; youth shelter.*

For the majority of those that responded the question and options listed were not relevant.

However, 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.

Table 10: How do you rate the following?

	Excellent	Good	Adequate	Inadequate
BMX tracks	7 (1.2%)	42 (7.4%)	34 (6.0%)	14 (2.5%)
Multi use games courts	4 (0.7%)	51 (9.3%)	50 (9.1%)	11 (2.0%)
Children's play areas	12 (2.1%)	102 (17.5%)	93 (15.9%)	30 (5.1%)
Recreation areas	12 (2.1%)	102 (17.7%)	122 (21.2%)	33 (5.7%)
Mereside Disc Golf Course	6 (1.1%)	25 (4.6%)	33 (6.1%)	11 (2.0%)
Youth Clubs	2 (0.4%)	22 (3.9%)	32 (5.7%)	43 (7.7%)
Youth Shelter	0	12 (2.2%)	27 (5.0%)	46 (8.4%)

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.

13 people commented about the maintenance of play areas with particular reference to areas in Meole Brace and the play area by the brook as well as the recreation area in Meole village by the church and football club which is used as a parking space.

There were 5 comments from people about the need for improved facilities for under 5's.

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; and 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 and 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.

Healthcare

For most people the key healthcare services can be accessed either within walking distance or less than 5 miles from home. In general people travel less than 5 miles to access an NHS doctor, NHS dentist, Hospital and optician. Pharmacist and prescription services are within walking distance. Most of those that responded do not use help groups, services specifically for young people, counselling service, alternative therapy and the chiropodist.

There were 28 comments given on any additional healthcare provision needed in the area which mostly indicated that people were generally happy with the healthcare provision in the area, but several people suggested that more or improved community care for the elderly was needed and also 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

The questionnaire asked which of the following types of housing people thought were needed to meet the needs of people living in Meole, Column and Sutton: *bungalows; family homes; flats and apartments; housing built for the private rental market; housing association accommodation; larger homes; sheltered housing for the elderly; sheltered housing to support people in difficulty; starter homes for first time buyers; and no more housing needed in this area.*

Responses were mixed, 33% of respondents indicated that they agreed or strongly agreed with the statement that no more housing was needed in the area. However, 44% of respondents agreed that starter homes for first time buyers were needed, 43% think that family homes are needed, and 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. The table below summarises the results:

Which of the following do you think are most appropriate?

	Strongly agree	Agree	Disagree	Strongly disagree
Bungalows	123 (16%)	200 (26%)	130 (17%)	74 (10%)
Family Homes (2 to 3 bed)	106 (14%)	224 (29%)	116 (15%)	70 (9%)
Flats and apartments	43 (6%)	116 (15%)	174 (23%)	151 (20%)
Housing built for the private rental market	41 (5%)	113 (15%)	175 (23%)	175 (23%)
Housing Association Accommodation (subsidised rental)	69 (9%)	115 (15%)	143 (19%)	130 (17%)
Larger homes (3 to 5 bed)	34 (4%)	105 (14%)	186 (24%)	100 (13%)
Sheltered Housing (to support elderly people)	110 (14%)	224 (29%)	85 (11%)	69 (9%)
Sheltered Housing (to support people in difficulty)	75 (10%)	170 (22%)	116 (15%)	76 (10%)
Starter homes for first-time buyers and young people to buy	160 (21%)	179 (23%)	85 (11%)	63 (8%)
No more housing needed in this area	153 (20%)	101 (13%)	121 (16%)	57 (7%)

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.

"I do not know what the population profile is for the area – maybe this should guide proposals along with what is generating and supporting the local housing market."

There were 16 comments from people who do not want anymore development in the area particularly in relation to the proposed sale of the golf course and further development would spoil the green spaces.

There were also 5 comments from people who were unsure as to where any further development would go in the area.

Planning and Development in your area

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. Finally, 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 over loss of green space and concerns that 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.

Meole

53% of respondents from the Meole area indicated that they are worried about development. 24 Meole residents commented about concerns about the loss of green space and leisure spaces if further development was allowed.

"I do not want to see patchy housing development eating up the local green areas. Built up areas need greenery."

There were 20 comments about traffic problems that will only be made worse by further development including concerns over road infrastructure.

"Already a congested area of town. Has not got the infrastructure required."

There were 5 comments about the lack of information and poor communication about proposed developments in the area which concerns people.

"Concerned because I do not have information on which to base a judgement"

Reabrook

53% of respondents from the Reabrook area indicated that they are worried about development in their area. In addition to this there were 16 comments from residents who are concerned about the loss of green/open spaces and leisure spaces if there were to be further development in the area.

"Reabrook valley would be spoilt if the golf course was developed or if development occurred elsewhere in the area"

There were also 5 comments about concerns that the infrastructure and roads in the area would not be able to cope with further development as they currently are.

"If there is more housing the local infrastructure becomes more strained"

Sutton

66% of respondents from the Sutton area indicated that they are worried about development in their area. In addition to this there were 23 comments from residents about their concerns over the loss of green space in the area.

"One of the most beautiful aspects of our area is the green space. It's one of the first things that people see when they arrive at Shrewsbury. Building more houses would be detrimental to this image"

There were 21 comments about problems with traffic and traffic congestion which further development would only worsen.

"Roads are already too congested on A5/A49. Roundabout at Dobbies, Meole, Emstrey too busy"

303 people indicated that they would come to a meeting to discuss the proposed developments in the area.

Conservation Areas of Meole Brace Village and Sutton Road

85% of those that responded agreed that greater care throughout the area should be taken to preserve the general appearance. 92% of respondents would like to see more action taken to preserve the 'green' infrastructure such as mature trees. 90% agreed that they would like to see more positive enhancement of the conservation areas. Responses were more mixed as to whether people saw any erosion of the special character and appearance in the area, 54% agreed or strongly agreed with this statement.

There were 51 other comments. 13 people made comments about trees in the area, mainly the large (excessive) number of tree preservation orders that are in place and concerns about the number of overgrown trees in the area.

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

"Avoid building on greenfields, use any area that needs regenerating first."

92 people suggested actions that could be taken in the conservation area, comments were quite mixed and covered similar issues that have already mentioned in various other areas of the questionnaire. 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; and finally to 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. This links with the 200 comments listed earlier about what people didn't like about going into and using Shrewsbury Town Centre for shopping.

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.

Overall in each of the areas, people disagreed that it was difficult to find a parking space near their home (Meole- 81%, Reabrook – 80% and Sutton- 90%). 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.

There were 137 other comments about transport, travel and road safety. 33 of these comments were about the current bus service provision and bus routes, mainly focusing on issues of expense, unreliability and the need for an evening service.

23 people commented about traffic problems and speeding as well as concerns over the need or not of traffic management schemes.

21 people commented about inconsiderate parking in the area and the fact that restrictions are often flouted.

Finally, there were 12 comments about cycling, cyclists on pavements and the need for more cycle lanes in Shrewsbury.

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.

61 people commented about why they do not use local parks or play areas. Many of these comments simply stated that people didn't want to, there was no need to use them or they didn't have young children anymore. There were a few comments from people who felt put off from using the areas because of young people 'hanging around' there, whilst others commented that there was a need for some improved equipment to meet the needs of all ages.

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.

