KENTON NEIGHBOURHOOD PLAN

COMMUNITY QUESTIONNAIRE RESULTS AND ANALYSIS

NOVEMBER 2015

Introduction

This report summarises the results of the survey, and the steering group will take into account the results as we develop the neighbourhood plan. Every comment and response has been read and recorded.

The report mostly concentrates on the things which people think improving. There are many practical suggestions throughout the responses. On the positive side virtually everyone who responded said that they are satisfied, or very satisfied with the 'general quality of the neighbourhood in Kenton'. (Q4 on the survey). Most respondents use, and very much appreciate, local services such as the post office /shop, other retail businesses and restaurants.

There is some duplication in this report, but we decided to include responses to every question, in the interests of completeness. A summary report will be prepared for the village newsletter and notice boards.

Responses

160 questionnaires were returned, representing around one third of households or 14% of electors over 18. 6 children/young people responded.

Of the 160 adult responses by age group:

Age group	%	No.	2011 Census
16-21	0.6	1	6.7%
22-39	10.8	17	17.3%
40-59	33.8	53	37.9%
60-74	41.4	65	25.2%
75+	13.4	21	12.8%
Answered question		**157**	
Skipped question		**3**	

58% of responses were from females and 42% from males.

Q1 Please tick box which represents your satisfaction with the current provision.
Dissatisfied responses:

94 (67%) respondents were unhappy with broadband reliability or speed, or mobile phone coverage, or both.

60 (40%) respondents were unhappy with transport / road issues – mainly relating to speed and volume of traffic on the A379.

48 (39%) had issues with parking provision.

25% and 23% respectively expressed dissatisfaction with leisure provision and the 'historic environment'

Q1b Please tell us what improvements you would like to see to services, or what new services are needed.
121 people responded, most of them with multiple comments. Therefore the totals below exceed the number of respondents. 39 people skipped this question.

Topic	Summary of comments	Number
Telecommunications	Better Broadband Better Mobile Reception	59 41
Roads	• Measures to reduce speeding and increase enforcement • A bypass • 20mph limit • Signage to stop lorries trying to use Mamhead Road • Provide cycle route beside A379 to Exminster • Poor maintenance of lanes • Footway from PO to Victory Hall is too narrow and dangerous • Remove Southtown lights (2)	27
Housing	• Better housing options for young families, downsizing for older people and first time buyers. • A small plot for affordable housing to rent or buy, possibly restricted to local people. • Explore radical non-profit making accommodation and care arrangements for older people?	20
Children / young people / outdoor leisure	• Pre school that provides all day hours 5 days a week. • Play/leisure facilities for teens and older children. • Skate park, an outdoor table tennis table • Better maintenance of equipment and hard court at playing field.	16
Parking	• Another car park to be provided (locations suggested) • Car park for bus users to free up existing space • Better enforcement of yellow line parking • Provide parking for playing field • Parking problems for businesses providing local services • Parking for playing field needed	15
Community	• More community events – festival, cultural events, adult education, film club etc • More leisure facilities for all	14

	• Improve facilities at playing field • A community cafe or shop in addition to the PO • A village cricket team • Small gym, like the Box Fit unit at Starcross. • A range of exercise classes in the Victory Hall	
Pub	• A better pub serving good food – more 'gastro' • Keep it open, run by the community ? • Pub should be village social centre and hub. • and to be a better community social centre.	13
General village maintenance	• Footway maintenance needs improving – Warborough Hill, Kenton Hill (PO to Victory Hall) • Council should clear drains to prevent flooding • Trees obscure street lights on Kenton Hill • Trees at Peartree Close to be monitored /pruned. • Keep footways clear of brambles • Employ a village 'caretaker'. • More hedge trimming on country lanes	11
Cycling	**Cycling** • Provide a cycle path towards the Powderham church adjoining the existing footpath • A safe cycle route to Exminster • Cycle paths that are safe for younger children • Cycle route connecting village to national cycle route 2. • Prevent cyclists from using the Brook path and footpath to Powderham Church	8
Retail	• Shop to open later in the evening and at weekends • PO / shop to sell more local fresh fruit and veg • PO /shop could be extended and include a cafe, perhaps jointly with the pub. • A cash machine	7
Health	• More local healthcare • Pharmacy / chemist in Kenton • Provide a community defribrillator • More awareness of disability and needs of all age groups • The Church can work to reduce loneliness, provide a location for some health and social care services and further enrich the quality of life	6
Historic environment	• Protection of historic environment which is being gradually degraded • Extend conservation area boundaries. • Enable historic environment and village history to be better understood, maintained and appreciated. • Listed buildings and environment to be protected	6
Bus services	• B bus service to be resumed to Exeter • Bus route to Topsham • Good bus links to be encouraged and continued in the future. More frequent and cheaper bus services • Community bus covering Oxton,	5

Public Footpaths	• Keep paths free of overhanging foliage and debris to help people with disabilities. • Keep cyclists off the public footpaths • More footpaths and bridleways and use of Powderham land • Flood prevention at the bridge on Powderham land	5
Education	• A new school with more land attached. • The school needs to be reconceptualised as a rural education hub; and include preschool and later life education provision.	4
Miscellaneous	• TV signal via terrestrial aerial is weak.(3) • Provide public toilets (3) • An outdoor swimming pool (1) • A community orchard (1) • Research development of small scale industrial units (1)	9
Total		**266**

Q2 Which of the following local facilities do you use?

Facility	% of 160 responses
PO / shop	98%
Public Footpaths	93%
Car park	76%
Restaurants	75%
Victory hall	67%
Pub	56%
Church	42%

Lower scores were recorded for the school, playing fields and allotments – all of which are used by more than 15% of respondents – obviously age related in some cases!

Q3 Which of the following applies to you?

Answer Options	Response Percent	Response Count
I live in Kenton	93.6%	147
I work from home in Kenton	22.3%	35
I have my own business in Kenton	8.9%	14
I shop in Kenton	61.8%	97
I use Kenton's leisure facilities	28.0%	44
I am active in a local community group	43.3%	68
Other (please specify)		12
	answered question	**157**

Q5 What do you like / not like about Kenton?

What do you like about Kenton?

From 160 respondents (including the 6 responses from children) we get the results shown in the table below. Most people mentioned 2 or 3 things they liked, so the total is far higher than the number of respondents.

What do you like about Kenton?	Count
Community spirit and friendliness	97
Rural setting / environment / peace and quiet	34
It's a small village	19
Its location	19
Pretty / well looked after / lovely flower displays	18
Good bus service	11
Post Office / shop	11
Church	9
Powderham Castle	8
The school	7
'Good shops'	6
Footpaths and walks	6
Restaurants	6
Playing field /park	6
The historic buildings	4

The following received one or two mentions each: GP services, the car park, the pub, hairdresser, Country Store, allotments, Twinning Association, 'it feels safe here', 'my house'.

What do you not like about Kenton?

Of 160 respondents 48 people mentioned the A 379. Specifically the issues mentioned were:

- Volume of traffic, especially in summer
- Speed of traffic, particularly heading up the hill towards Exeter
- Requests for effective control of speed – cameras, 20mph limit, flashing signs warning of excess speed and better enforcement
- Contrary views about the new lights at Southtown
- Concerns about safety of cyclists and pedestrians in the village 30 mph limit and beyond towards Exeter

The next biggest concern was 17 responses concerned with car parking in the village centre. Complaints included inconsiderate parking, lack of space at busy times in the car park and concern about commercial vehicles.

Inadequate broadband and mobile reception (9 responses) was the next biggest issue, closely followed by worries about the unaffordability of housing (6)

8 people would like to see better general maintenance of the village. They referred to litter clearance, weed killing along the pavements and public footpaths, keeping the brook clear

(to prevent flooding). The Triangle was praised for its tidiness and beauty, but other public areas were thought to be neglected.

Under this (don't like) heading 7 people wanted to see the pub become a true community venue. This also comes up in other sections of the survey.

Other issues mentioned by a small minority – objections to bell ringing and the quarter hour chimes, dog fouling and a suggestion of a shop with a wider range of goods open for longer hours, and on Sundays.

Q6 What are the 3 best things about Kenton?
The responses here were the same as for question 5, 'what do you like?', so no further analysis is required. Many people omitted this question because it duplicates Q5.

Q7 If could change 3 things what would they be and why?

Response rate: 1 = 100% = 136;   2 = 77%= 105;   3 = 62% = 84
                                                                  Responses Total = 325 Responses

Transport Traffic & Roads   **83**
Introduce Speed Restrictions (32):
Reduce Volume of Traffic Through Village (15):
Create a By-Pass (15):
Improved Maintenance (5):
The A379 Itself (5):
Improved Bus Service (4):
Remove South Town Traffic Lights (3):
Other (4):

Leisure & Social & Community   **56**
Improve the Pub (24):
Activities: new and/or more (12):
Creation of a new Community Venue (6):
Community Spirit (6):
Village Hall Accessibility (5):
Improve Play Park/Sports Field (3):

Environmental & Conservation   **31**
Let's Keep it Well Maintained & Looking Good (14):
Conservation (7):
Cabling (4):
Reduce Dog Poo (3):
Improvements to Recycling (2):
Historic (1):

Parking   **25**
Improved Parking Management (9):
Increase Provision (16):

Housing   23

More Affordable Housing (14):
Increased Housing Opportunity (6):
Allow Self-Build (3):

Telecommunications   23

Improve Broadband, Internet Access & Mobile Phone Reception (23):

Pavements, Footpaths & Cycling   21

Improvements to Footpaths & Pavements (15):
Create Direct access to Cyclepath (3):
Improved Safety for Cyclists (2):

School & Education   14

School: New, better, bigger, relocated (8):
Pre-School, increased opening and new premises (4):
Improved Educational Leadership (2):

Church Related   11

Reduce/Stop The Bells & Chimes (6):
Other (5):

Do Nothing / Nothing Needs Changing   8

Improved Shopping & Amenities   8

Health & Wellbeing   4

Improve Medical, Dental & Pharmacy Provision (4):

Q8 What should be the main 3 priorities of the Neighbourhood Plan in rank order?

What do you think should be the main 3 priorities of the Neighbourhood Plan – rank 1 to 3 in order.		
Answer Options	**Response Percent**	**Response Count**
Business and home working	15.2%	24
Conservation and historic environment	58.2%	92
Education	32.9%	52
Footpaths and cycling	31.6%	50
Health and wellbeing	48.1%	76
Housing	38.0%	60
Leisure and Tourism	11.4%	18
Transport / roads	54.4%	86
Other (please specify)	9.5%	15
answered question		**158**
skipped question		**2**

Of the 160 respondents to the Adult questionnaire 99 % (158) of them completed this question and of that we only received just under 10% of responses which fell outside the options provided.

The minimum number of response by category was for Leisure and Tourism and the maximum was for Conservation and Historic Environment.

Analysis

However due to the fact that we asked for a prioritised list from respondents prioritising against response count may not provide a true picture. It is therefore necessary to allocate each of the 3 priorities a value (1= 5, 2=3, 3=1). These values were then multiplied by the number of entries and summed to give an overall adjusted value.

Carrying out this exercise provides the following priority list:

1. Conservation and historic environment   270
2. Health and wellbeing   255
3. Transport / roads   242
4. Housing   194
5. Education   150
6. Footpaths and cycling   117
7. Business and home working   71
8. Leisure and Tourism   45

From this it can be seen that the top 3 priorities for the village are clear and highlighted above and demonstrated how the priorities change through the analysis with Health and Well Being moving above Transport and Roads.

Other Comments

A further 16 comments were provided by respondents to the free text box. The majority of these were used to re-iterate or expand on one of the categories e.g. Improved pavements please, ensure roads are in good order and parking can all be attributed to the Transport and Roads.

Within these comments the most repeated submission (5) related to improvement to communication (broadband and mobile reception).

Other un-associated comments related to the monitoring and upkeep of the village stream and the need for a local police officer as well as mention of a Social / Meeting club.

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