



Overview :

Questionnaires were distributed by hand to 1478 households in Glemsford in October/November 2010. They have been hand collected, collated and analysed to provide this Summary Report.

Response to the Survey was apparently higher than in many other villages who have carried out similar exercises, with 59.6% of those delivered being returned completed.

Key Points :

Glemsford has developed over recent years to be mostly a commuter centre, with a reduction in opportunity for employment in the village, other than in the local facilities which are themselves being well patronised.

In general, services to the village are thought to be quite satisfactory, with the exception of mobile phone reception and broadband speed.

Petty crime, together with anti social behaviour, is the main concern of many Glemsford residents, but nevertheless the Village is commonly believed to be a good place to live.

Further housing development in the Village is thought to be unnecessary, and would certainly not be popular.

The countryside and local environment of the Village is well appreciated by its residents.

The results are summarised here in a standard format for each Question. The red figure on the title line indicates the overall response to that Question. Any percentages then quoted within the text are percentages of that figure.

Section A POPULATION PROFILE

Question 1. Gender :

(100 % response)

Please give your gender:

Male	46 %
Female	54 %

Question 2. Age :

(98 % response)

Please select your age group:

Age 11 to 17	5 %
Age 18 to 24	6 %
Age 25 to 44	26 %
Age 45 to 65	33 %
Age over 65	29 %

Clearly we did not attract the attention of the younger generation
There is a bias towards the older age ranges, with retired people being well represented

Question 3. Time in village :

(98 % response)

How long have you lived in Glemsford ?

Less than 5 years	20 %
Between 6 and 25 yrs	45 %
More than 26 yrs	26 %

Glemsford appears to have a high percentage of long term residents, with 9 % of the population having lived here all their lives.

Section B. WORKING PATTERNS :

Question 4. Employment :

(98 % response)

Which of the following applies to you ?

Working as employee	41 %
Self employed	9 %
Retired	32 %
Housewife/husband	7 %
Full time Education	7 %
Unemployed	3 %
Perm sick / disabled	2 %

Question 5. Location of employment :

(49 % response)

If you are working, where is your main place of work ?

Of those who said they were working and/or self employed...

Outside Glemsford	85 %
Within Glemsford	15 %.

Question 6. Employment sought :*(13 % response)**If you are seeking work, what type are you looking for ?*

13 % of respondents said they were seeking work, including those who are unemployed. There was no clear indication of the nature of jobs being sought.

Although this 13 % appears small proportion, it does represent about 150 people who are seeking new job opportunities.

Question 7. Full time vs Part time :*(10 % response)**If you are seeking work, what type are you looking for?*

This 10 % of respondents were equally divided between those seeking full time employment and those seeking part time employment.

Question 8. New employment opportunities :*Which of these employment opportunities should be encouraged in Glemsford ?*

Of those who voted in favour / strongly in favour

Of small business dev	53 %
Of small industrial dev	36 %
Of larger factories	11 %

There was also more negative reaction, with 72 % having “ reservations / definitely not “ , towards large factories rather than smaller scale development.

Section C. ROADS / TRANSPORT :**Question 9. Means of transport :***(96 % response)**Which of these is your main means of transport ?*

85 % of residents use their own motor transport for work and leisure.

Car / motorbike	85 %
Bus	11 %
School bus	3 %
Bicycle / Taxi	1 %

There is little dependence on the bus service which seems to be mainly used by the elderly.

Question 10. Use of Bus service_:*If you use the public bus service, what for and how often ?*

Of those who said they used the bus often or even occasionally, the reason stated was

Shopping	42 %
Social	30 %
Other	13 %
Medical apptmnts	9 %
Work	6 %

It is possible that the low usage in connection with work is a reflection of the apparent lack of a bus service at appropriate times.

Question 11. Quality of Bus service :

How do you rate the public bus service ?

Of those who rated the service in one or more categories the overall evaluation was

Good	30 %
Reasonable	51 %
Poor	19 %

Question 12. Speed control measures :

(94 % response)

Would you support any of the following speed control measures in Glemsford ?

A total of 76 % of respondents thought that some sort of speed control measures are required. Of those that did, preferences were as follows.

Lower speed limit	41 %
Traffic calming	33 %
More signs	26 %

24 % of people thought that none of the above were required

Question 13, On Street Parking :

(93 % response)

Is on street parking a safety risk in Glemsford ?

Yes	74 %
No	14 %
No opinion	12 %

A clear majority of residents regard on street parking as a safety risk.

Section D. EDUCATION :

Question 14. Education establishments

If you are under 16, which of the following do you attend ?

This was meant to ascertain the numbers of children in the village in full time education, but was poorly answered.

Question 15. Glemsford School :

(87 % response)

How important is Glemsford School to the community ?

Very important	81 %
Important	17 %
Not very important	2 %

Question 16. Clare Middle School :*(82 % response)**How important is Clare Middle School to the community ?*

Very important	60 %
Important	30 %
Not very important	10 %

Having been rather superseded by events, nonetheless it still rated as important / very important by 90 % of all respondents in this section.

Question 17. Ancillary education :*(63 % response)**Does Glemsford need any or more of the following ?*

A majority of respondents were in favour of further ancillary education opportunities. Among these, the most requested were ;

Adult evening classes	by 28 %	of total requested
After school clubs	by 22 %	--
Holiday play schemes	by 20 %	
Full day care	by 8 %	
Other	by 8 %	
Registered childminders	by 7 %	
Playgroup	by 6 %	
Nursery school	by 6 %	

Section E. HEALTH :**Question 18. Medical Services***If you have used any of these in past year, how do you rate them ?*

67 % of respondents said they had used the services of the Doctor during the last year, and of these, 96 % rated the service as good or reasonable.

19 % of respondents had been attended by the District Nurse, and the good / reasonable rating was even better at 98 %.

The other services had only been used very sparingly. No service was rated as significantly poor

Question 19. Collecting prescriptions*(93 % response)**Do you have any problems collecting prescriptions ?*

No problems	81 %
A problem	5 %
Not applicable	15 % (perhaps by association with Melford practice ?)

Question 20. Disabilities :*(94 % response)**Do you have any health problem/disability which affects your day-to-day living ?*

13 % of all respondents consider themselves to be hampered by disability / health issues. This implies a total of more than 150 people in this situation throughout Glemsford.

Question 21. Other Medical Services:

How do you rate the following services in Glemsford ?

Percentage of all those entered which rated good / reasonable :

First Responders	100 %
Emergency Ambulance	99 %
Ambulance Transport	95 %
GP call out	78 % (which means that 22 % rated this as poor)

The fire service was also rated as 100 % good / reasonable

Section F. LAW ENFORCEMENT :

There is no doubt that this is a foremost issue among residents of Glemsford

Question 22. Anti social behaviour :

(94 % response)

Which, if any, of these anti-social issues concern you most in Glemsford ?

Only 6 % failed to answer this question, and a further 9 % said they had no concerns.
Of the 85 % who had concerns, the most frequently mentioned were :

Vandalism	by	74 % of respondents
Litter	by	56 %
Theft	by	41 %
Drunkenness	by	39 %
Other	by	15 %

(Totals are more than 100 % because of multiple entry)

Question 23 Disturbances :

(90 % response)

Which of these, if any, cause you disturbance in Glemsford ?

Only 10 % of respondents failed to answer this question.
Of the 90 % who did, those most frequently mentioned were :

Dog fouling	by	56 %
On street parking	by	52 %
Speeding traffic	by	47 %
Noisy people at night	by	37 %
Traffic noise	by	12 %

(Totals are more than 100 % because of multiple entry)

Question 24. Police coverage :

(94 % response)

What do you think of Police coverage in Glemsford ?

Of the 92 % who answered this question, the division was

Good	by	6 %
Reasonable	by	33 %
Poor	by	48 %
No opinion	by	13 %

Question 25. Neighbourhood Watch :

(89 % response)

Would you like to join a Neighbourhood Watch scheme ?

Only 25 % of total respondents said they would be interested to join a Neighbourhood Watch Scheme. However this does imply approx 300 people (or perhaps 200 households) that are interested.

Question 26. Unsafe areas :

(45 % response)

Are there any areas in Glemsford where you feel unsafe ? If so where ?

55 % declined to make an entry here, plus a further 14 % said specifically that there were no areas where they felt unsafe.

Nonetheless, 31 % of the population say there are places and times where they do feel unsafe, with almost everyone of those saying “ at night “ and in unlit areas, with the alleyways at Harpurs Road and Post Office Lane, and the Village Hall / Recreation Ground being most frequently cited.

Question 27. Police Measures :

(89 % response)

Do you think any of these measures are needed in Glemsford ?

11 % of people declined to answer this question.
Of the 89 % who did, the most frequently mentioned were :

More for young people to do	by	70 % of respondents
A greater police presence	by	70 %
Improved street lighting	by	49 %
Better comm. with police	by	43 %
Drink/drug prevention	by	31 %
CCTV	by	26 %
Neighbourhood watch	by	23 %
Other	by	3 %

(Total is more than 100 % because of multiple entry)

Section G. LOCAL FACILITIES :

Question 28. Shops and services :

How often do you use the following shops and services ?

Local facilities are generally popular, especially the shops and Post Office.
Those facilities utilised at least monthly were :

Shops	by	92 %
Post Office	by	83 %
Takeaway food	by	48 %
Pubs / Club	by	40 %
Library	by	25 %
Village Halls	by	11 %

Question 29 : Is another Store required?*(94 % response)**Do we need another General store in Glemsford ?*

Of those that replied :

Yes	10 %
No	90 %

Question 30 Post Office :*(90 % response)**If you use the Post Office, please say what for*

92 % of residents say they use the Post office, with the majority (86 % thereof) using it for its postal services.

Postal Services	86 %
Just for the shop	40 %
To pay bills	29 %
Financial services	25 %
Pensions/ benefits	11 %

Section H. SPORTS AND CLUBS :**Question 31 : Venues :***(88 % response)**Are you aware of what is happening at these venues ?*

There seems to be a generally low awareness of what is available, although a rather disappointing number said that they weren't interested anyway.

Village Hall	23 % awareness,	15 % not interested
Social Club	23 % awareness,	20 % not interested
Tye Green Centre	8 % awareness,	26 % not interested
Sports Clubs	5 % awareness,	23 % not interested

Question 32 : Childrens' Playground :*(91 % response)**What do you think of the facilities provided here ?*

A further 27 % had no opinion. Of the 63 % who gave an opinion :

Good	18 %
Reasonable	52 %
Poor	30 %

However it is probable that a more in depth examination is necessary to define the opinions of the actual users of the facilities (eg mothers with children)

Question 33 New clubs / activities :*Which new activities would you attend if they could be provided ?*

More than 40 possible activities were mentioned by 253 people (however, of these, at least 15 activities seem to be available within the Village already).

Within the remaining 25 activities, by far the most popular would be keep fit / gym / exercise classes (mentioned by more than 50 people)

A number of people also requested that classes be made available in the evening as well.

Question 34 : Non participation :

(75 % response)

If you don't take part in leisure activities, is it because?.....

It is a brutal truth that 25 % failed to answer the question at all, and of those that did, a further 32% of the total said it was because they “ don't want to “.

Of the 43 % who were more interested, the preventive reason was

Want to, but don't know how	31 %
Nothing I like	30 %
Unsuitable hours	21 %
Too expensive	10 %
No transport / poor access	8 %

Question 35. Social Facilities by age group :

(59 % response)

What are your views on local social facilities for the age groups ?

This was not particularly well answered (with 41% giving no opinion), but it does seem that the over 60's fare much better than young people. The following percentage of those answering said that facilities were poor :

Children under 16	71 %
Young people 17 – 25	85 %
People 26 – 60	40 %
People over 60	30 %

Question 36. Information :

(89 % response)

Where do you get your information about events in Glemsford ?

Of those who responded, the most quoted sources were

Free Paper	by	64 %
Notice Boards	by	49 %
Parish Magazine	by	35 %
Post Office	by	24 %
P. Council/ library	by	16 %
Other	by	18 %

Use of the web-site is presumably included in the 18 % who say “ Other “ . However this caption must also include person to person, fly posters etc. So the conclusion must be that web usage is still low.

Question 37 : Quality of information :*(92 % response)**What do you think about the information that you do get ?*

Good	10 %
Reasonable	51 %
Poor	27 %
No opinion	12 %

Section I. VILLAGE MANAGEMENT :**Question 38. Parish Council :***(94 % response)**Have you ever attended a Parish Council Meeting ?*

Of the 94 % who responded, those that :

Had attended meetings	20 %
Had not attended	80 %

Question 39. Annual Parish Meeting :*(94 % response)**Have you ever attended the annual Parish meeting ?*

Of the 94 % who responded

Had attended meetings	6 %
Had not attended	94 %

Question 40. Babergh Council :*(92 % response)**How well does Babergh Council keep you informed of its activities and decisions ?*

Of the 92 % that responded, they said

Well / reasonably well	41 %
Badly	37 %
No opinion	22 %

Question 41. Council Tax Spending :*(92 % response)**Babergh and the Parish Council raise money from you via Council Tax. Are you satisfied with the way this money is being spent ?*

Of the 92 % that responded

Satisfied / very satis.	25 %	(inc 1% very satisfied)
Dissatisfied / very dis.	24 %	(inc 12 % very dissatisfied)
Don't know how it's spent	40 %	
No opinion	11 %	

Question 42 Awareness by Council :*(72 % response)**Do you think that the people elected by you are sufficiently aware of local needs ?*

Of the 72 % who responded :

	Parish	District	County
Good / Reasonable	61 %	42 %	31 %
Poor	26 %	44 %	53 %
No opinion	13%	14 %	15 %

Section J. LOCAL SERVICES :

Question 43. Services :

(Av 87 % response)

What do you think about the following services ?

Of those that responded to each service, those that rated good / reasonable were :

Water utility	98 %
Gas utility	96 %
Electricity	98 %
Refuse collection	87 %
Street Cleaning	71 %
TV reception	77 %
Mobile reception	43 %
Broadband speed	49 %
Winter gritting	47 %

Utilities rated very well, with street cleaning and refuse collection being slightly less so. Mobile phone reception and broadband are usually rated as poor, and as is road gritting in Winter (with Kings Road being particularly cited).

Question 44. Refuse Collection :

(92 % response)

The blue/black bins are collected fortnightly, what would your preference be ?

Of the 92 % who responded

Happy as it is	56%
Prefer weekly collection	44 %

Most frequent alternative offered is to have weekly collection of black bins in the summer only

Question 45. Past House Building :

(93 % response)

What do you think about the number of new houses built in Glemsford in the last ten years ?

Of the 93 % who responded

About right	36 %
Too much building	28 %
Wrong type	11 %
No opinion	25 %

Question 46 More new Housing ? :

(93 % response)

Do you think Glemsford should have more new housing built ?

Of the 93 % that responded

No	57 %
Yes	19 %
Don't know	24 %

Question 47. Type of Accommodation :

(91 % response)

What type of accommodation does Glemsford need more of ?

In addition to the 9 % who did not reply, a further 20 % entered “ no opinion “

Of the 71 % who expressed an opinion (multiple choice)

Homes for young people	by	40 %
Small family homes	by	25 %
Homes for single people	by	18 %
Homes for disabled	by	17 %
Large family homes	by	9 %

It was remarked by some respondents that there was no caption here specific to sheltered housing provision for the elderly.

However, of the 91 % who replied, 33 % specifically replied again that “ no further homes are needed “

Question 48. Planning System :

(88 % response)

What is your opinion of how the Planning System works in Glemsford ?

Of the 88 % who responded

Those satisfied / very satisfied	26 %
Those dissatisfied / very dissatisfied	23 %
With no opinion	51 %

Section K. LOCAL ENVIRONMENT :

Question 49 Improvements :

(90 % response)

For paths and pavements, would you like to see any of the following in Glemsford ?

In addition to the 10 % who did not reply, a further 9 % said “ none of the above “.

Of the 81 % who did reply, the most popular were

More street lights	by	54 %
Environmental lights	by	53 %
Pedestrian crossings	by	34 %
Dropped kerbs	by	23 %
Cycle paths	by	27 %
More pavements	by	14 %

Without question, street lights are the big issue here, with a strong emphasis on their being environmentally friendly. Pedestrian crossings are favoured, especially near the school, and dropped kerbs are frequently mentioned (by the elderly, and for those with children).

Question 50. Countryside :

(94 % response)

How important is the quality of countryside around Glemsford to you ?

This was the most definite response to any Question in the Survey.

Very important	84 %
Important	13 %
Not important	1 %
No opinion	2 %

Question 51 : Countryside features :

(84 % response)

How important are these features in the surrounding countryside to you ?

Somewhat surprisingly in view of the previous response, the response in this section was lower. However, of the 84 % who did respond, the ratings as very important / important were :

Hedgerows and woods	98%
Footpaths and bridleways	98 %
Viewpoints	95 %
Retention of farm buildings	87 %
No Pylons and masts etc	84 %
No increase in air traffic	77 %

Question 52 Allotments :

(93 % response)

Would you be interested in having an allotment in Glemsford ?

24 % of residents say they would be interested in having an allotment (although many of these may be couples / families).

Even so, this implies that a very considerable demand does exist.

Section L : THE FUTURE

Question 53 Funding :

(87 % response)

If any suggestions raised here require extra money, where should it come from ?

Of the 87 % who responded, preferences expressed were

Fundraising	by	66 %
Sponsorship	by	54 %
Private contribution	by	33 %
Mod. C. Tax increase	by	29 %
Other	by	12 %

Question 54. Quality of Life :

(87 % response)

How is the quality of life in Glemsford now, compared to, say, 10 years ago ?

Of the 87 % who responded,

Better now	11 %
The same	41 %
Worse now	21 %
Don't know	27 %

Question 55. Benefits of Glemsford (Free Text) :

(62 % response)

What is the most important thing about Glemsford to you ?

Among the responses, the most commonly mentioned were...

--- community spirit / friendly / neighbours / clubs / societies etc	by 27 %
--- local facilities / health services / school / library / post office etc	by 21 %
--- peace and quiet / safe / nice place to live etc	by 20 %
--- specifically mentioned to keep as a Village	by 15 %
--- countryside / rural location etc	by 12 %

Question 56 Future Development :

How would you like to see Glemsford develop in the future ?

Of those answering this section, the most popular selections were :

As a working community	51 %
To stay as it is	41 %
To encourage more visitors	21 %
Others (3)	18 %

PRC

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Acknowledgements :

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The Glemsford Survey Group consists of :

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Provisions :

Results from the Survey have been tabulated as an Excel spreadsheet. The report presented here is an analysis and overview based on those inputs.

Statistics are always at risk of distortion by interpretation, so the data presented here is intended to record the responses of Residents without particular comment, except in some cases for guidance.

An extended analysis is being carried out in more depth, and will be formally reported to all interested parties and Agencies such as the District and Parish Councils and the Police etc.

The results of that analysis will also be collated into a report to be made available to all residents of the Village both in hard copy and by web-site.

