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Catalyst

Payhembury Neighbourhood Plan 2018-2031

Questionnaire Report

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Contents

Key Findings	1
Introduction	3
Catalyst and Devon Communities Together	3
Neighbourhood Development Plan	3
Methodology	3
Questionnaire Responses	4
Section 1: Your Household	4
Section 2: Transport and Communication	6
Section 3: Social and Community Needs	10
Section 4: Sport and Recreation	13
Section 5: Character and Environment of the Parish	14
Section 6: Employment and Housing	16
Section 7: Renewable Energy and Technology for the Future	19

Key Findings

- 1.1 The following table summarises the key findings from the Payhembury Neighbourhood Development Plan Parishioner Survey, carried out in November and December 2016. The key findings are listed alongside the question responses that provide the evidence to support the finding.
- 1.2 In total, 155 residents responded to the questionnaire. There were 65 online submissions via SurveyMonkey and 90 submissions via the survey booklets distributed to all households across the parish.

Theme	Evidence
Transport and Communication	
A. Improvements to public transport are desired, particularly connections to Feniton train station.	Questions 4, 5 and 6
B. Residents generally felt safe travelling around the parish. But, reducing the speed of vehicles, better road maintenance and improving pavements within the village would be helpful.	Questions 4, 6, 7, 8, 17 and 18
C. Broadband speed and mobile signal were considered poor or non-existent for a majority of residents.	Questions 9 and 10
Social and Community Needs	
D. Teenagers were the only 'grouping' within the community for whom community facilities and needs were considered 'poor' by more than 50% of respondents.	Questions 12 and 13
Sport and Recreation	
E. Walking is the most popular recreational activity and improvements to footpaths were desired.	Questions 4, 6, 13, 15, 17 and 18
Character and Environment	
F. Residents would like Payhembury to be known as a friendly, safe, welcoming and caring community.	Question 16

Employment and Housing	
G. The main reason residents intend to move away from the parish was to be near more public transport/shops/amenities	Question 21
H. A majority of residents thought it was important to provide some additional housing, especially 'affordable' housing.	Questions 22 and 23.
Renewable Energy and Technology for the Future	
I. There is sufficient interest to form a Renewable Energy working group.	Questions 25 and 26

Introduction

- 2.1 Payhembury Parish Council is developing a Neighbourhood Development Plan. The creation of a Neighbourhood Plan requires that everybody within the area has opportunity to engage with the process. To support Payhembury Parish Neighbourhood Planning Group with this process, they engaged the services of Catalyst.

Catalyst and Devon Communities Together

- 2.2 Catalyst is the in-house consultancy service provided by Devon Communities Together. Catalyst and Devon Communities Together have provided support to over 50 Town and Parish Councils, and neighbourhood plan groups working on Neighbourhood Plans across Devon.

Neighbourhood Development Plan

- 2.3 Neighbourhood planning is part of the Government's agenda to help local communities play a stronger role in the shaping of their area. For the first time, local people can create a plan that allows them to develop planning policies that reflect the priorities of their area and have real legal weight. The whole community then decides at a referendum whether the local authority should bring the plan into force. Neighbourhood Plans must focus on guiding development rather than stopping it and need to be in general conformity with national policy and local planning policies.
- 2.4 Further information about Neighbourhood Planning can be found on the following websites:

<p>Make a plan, make a difference: www.neighbourhoodplanning.org</p>
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Methodology

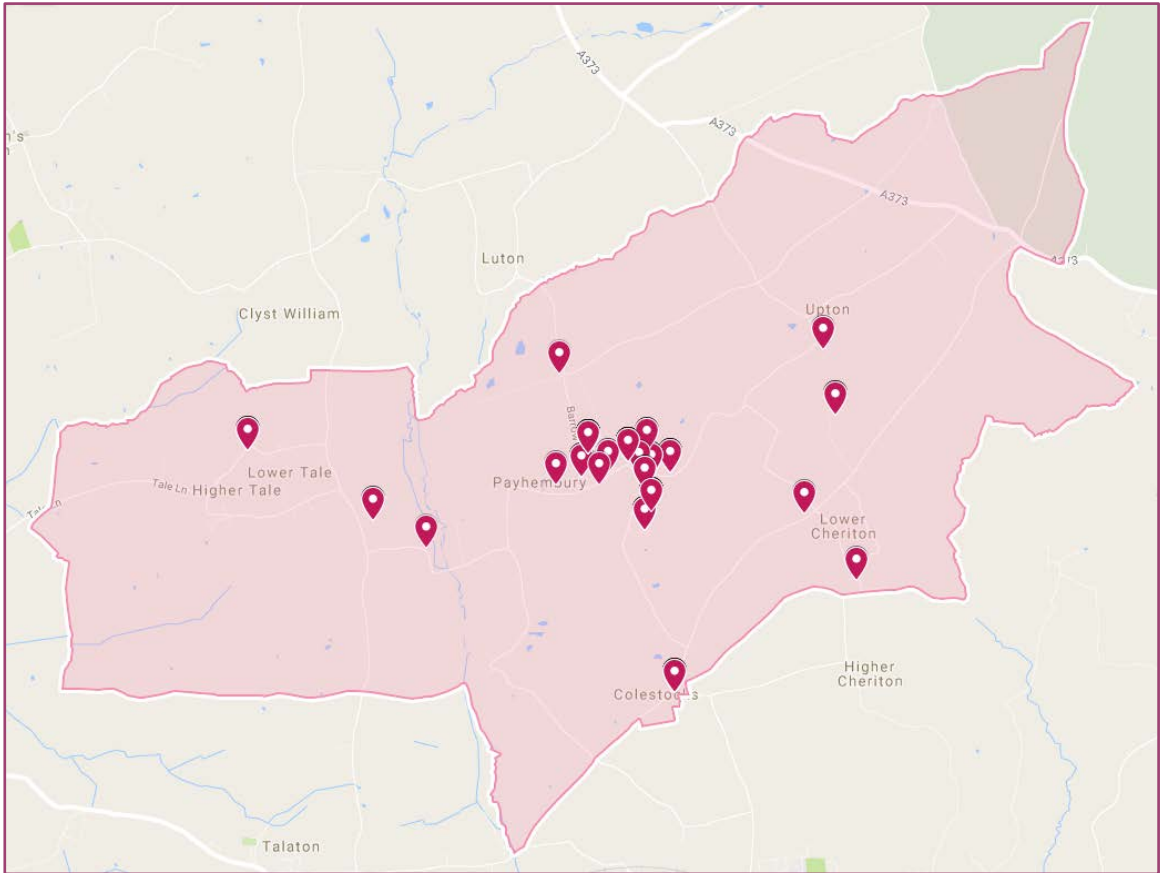
- 2.5 Key themes that needed to be consulted on were agreed by the Neighbourhood Plan Group, a draft survey was written in consultation with Devon Communities Together and further modifications made. The final printed survey was delivered to every household within the parish and returned to collection points within the parish. The survey was also available online. The survey took place during December 2016.
- 2.6 The completed survey booklets were delivered to Devon Communities Together where the responses were digitised and combined with the online submissions. The submissions were analysed and are reported here.

Questionnaire Responses

3.1 The questionnaire was delivered to all households within the parish and was available online. 65 people completed the survey online, 90 completed the paper survey. The population of the parish is 682¹ therefore 23% of residents took part in the consultation.

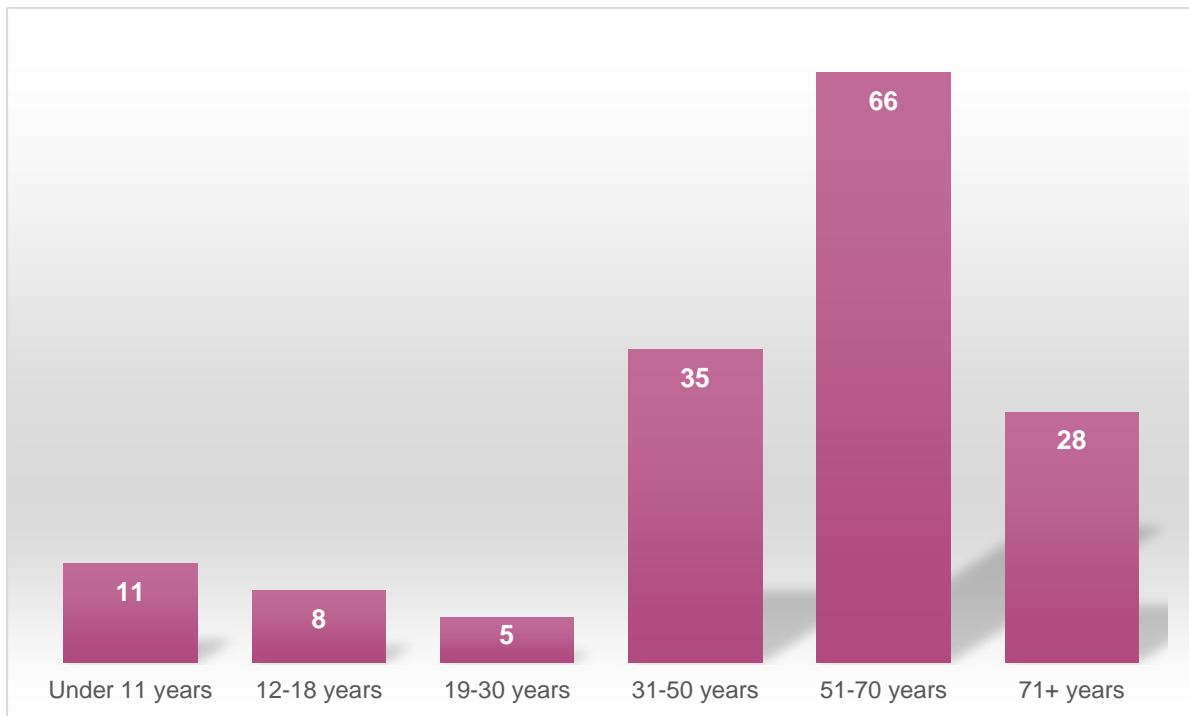
Section 1: Your Household

3.2 **Question 1** asked respondents for their postcode, the following map plots the postcodes given. Each pin represents one postcode, from which there may have been several responses.

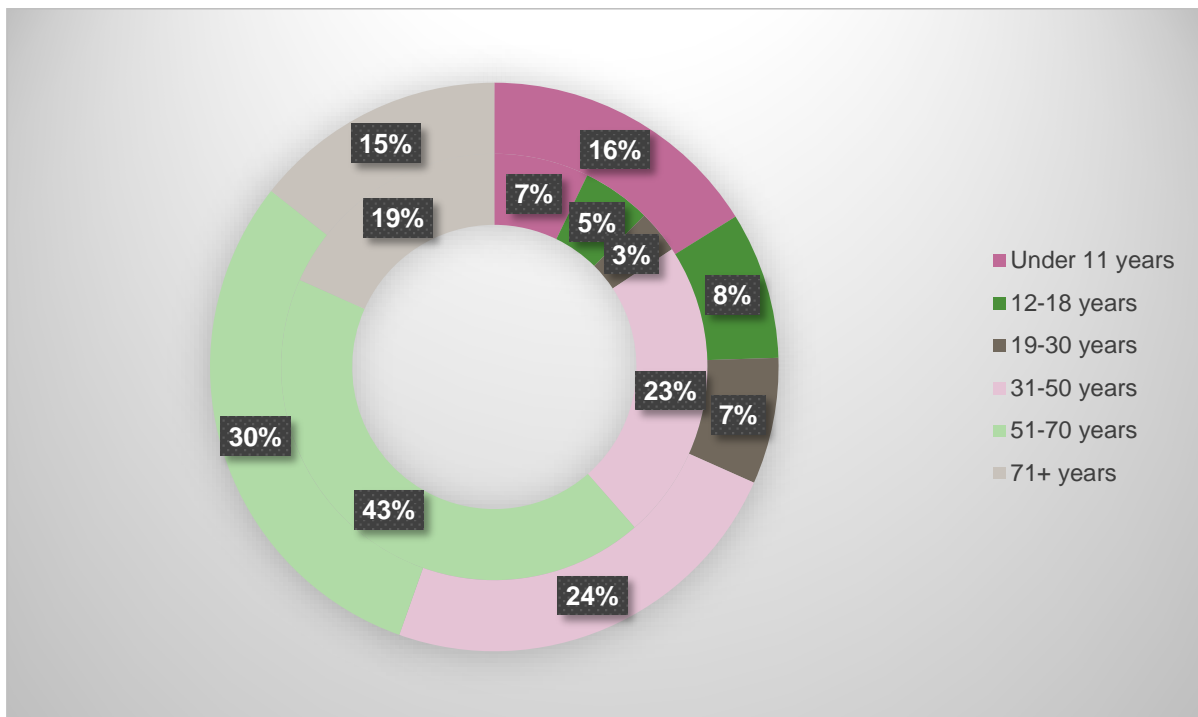


¹ 2011 Census

3.3 **Question 2** asked for the age groupings of all household members:

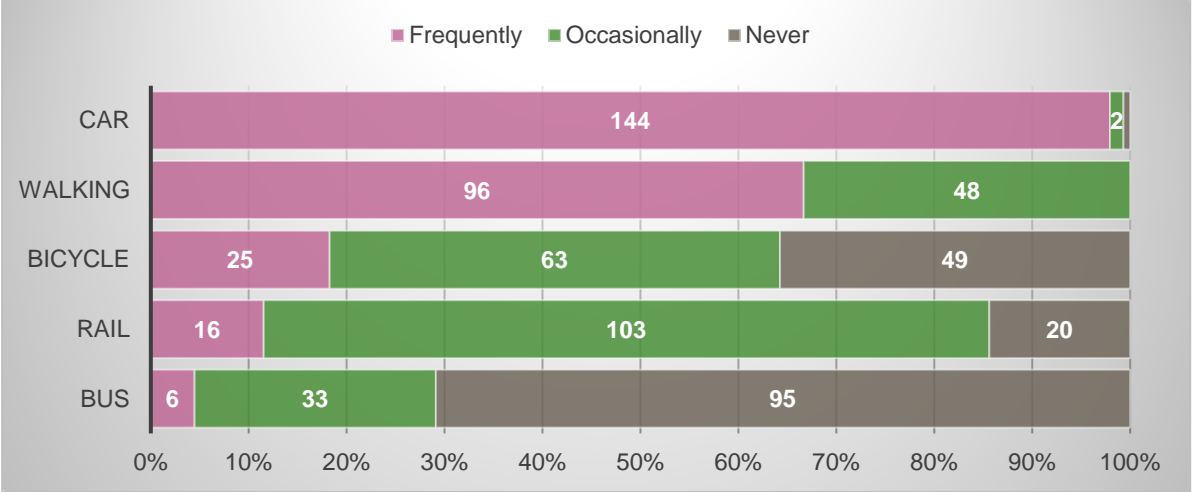


The following pie chart compares the percentage of responses (the inner circle) with the relative residential population from the 2011 Census (the outer circle.)



Section 2: Transport and Communication

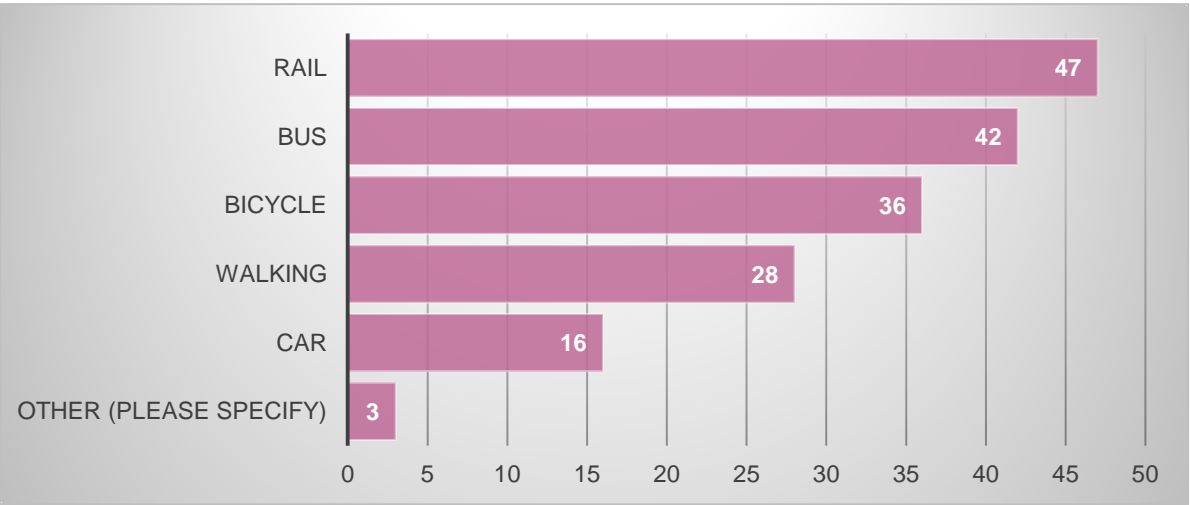
3.4 Section 2 mostly contained questions that individuals within a household could respond to. **Question 3** asked about frequency of usage of different modes of transport.



3.5 As a rural community with limited public transport services, car usage and walking are the most common modes of transport.

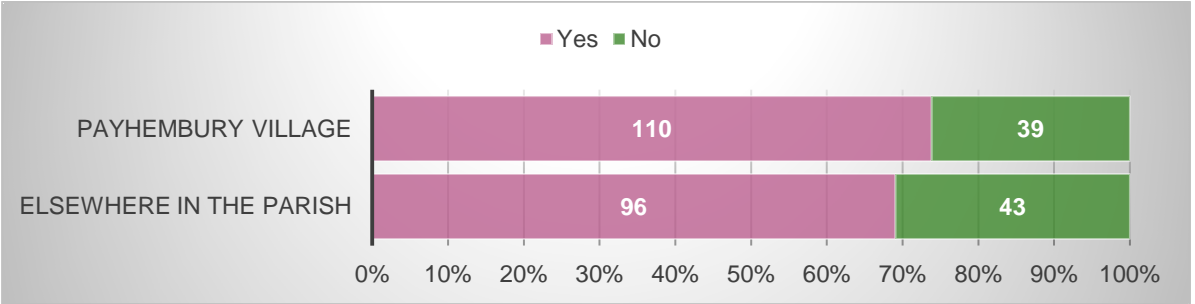
3.6 **Question 4** asked if there was anything which would make it easier to use the available forms of transport. Within the parish there was a clear concern about the lack of suitable footpaths, both on-road and cross-country to neighbouring settlements and facilities. Beyond the parish boundary, there were clear priorities for improved bus and train services. Frequency and availability of services and a desire for a safe walking/cycling route to Feniton station were frequently commented on.

3.7 **Question 5** asked which forms of transport the respondent would prefer to use more of, if they could.



3.8 **Question 6** asked if there was anything which would make it easier to use these preferred forms of transport. Improved frequency of public transport services was the major response to travel requirements outside of the parish. More buses serving the village is seen as the key priority, followed by increased frequency of train services. Within the parish, provision of pavements and foot/cycle paths (including links to Feniton station) were a key theme. These requirements were supported with statements noting poor quality road surfaces and the general issue of excess speed of vehicles on the lanes.

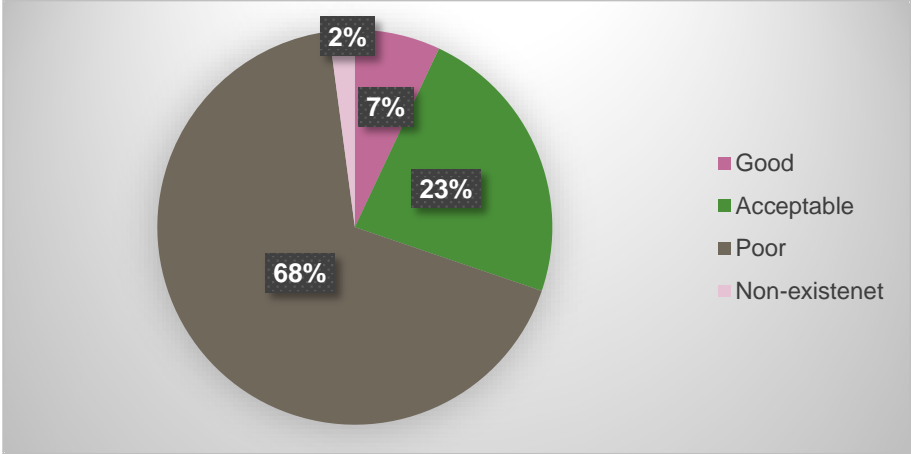
3.9 **Question 7** asked if the respondent felt safe using the roads in and around the parish (for any form of travel).



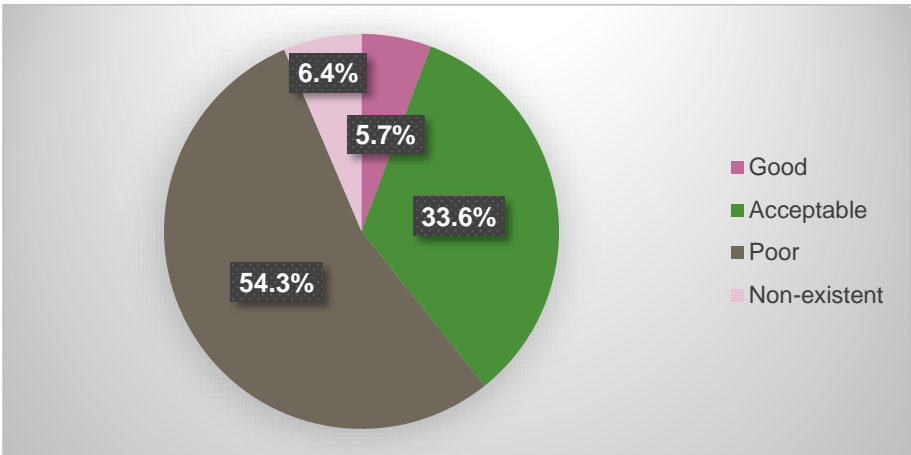
3.10 **Question 8** asked what might be done to make the roads safer. The most common issue highlighted was vehicle speed reduction/traffic calming measures. Parking restrictions, especially to prevent hazardous, or restrictive parking was also highlighted.

3.11 The lack of pavements within the village, when coupled with the speed of traffic and dangerous parking was also a concern

- 3.12 General road quality and maintenance was also highlighted; potholes clearly being a concern for respondents. Along with related issues such as overgrown hedges, blocked drains and ditches, and a lack of street lighting.
- 3.13 **Question 9** asked about internet usage and the quality of wired (i.e. broadband) connectivity.



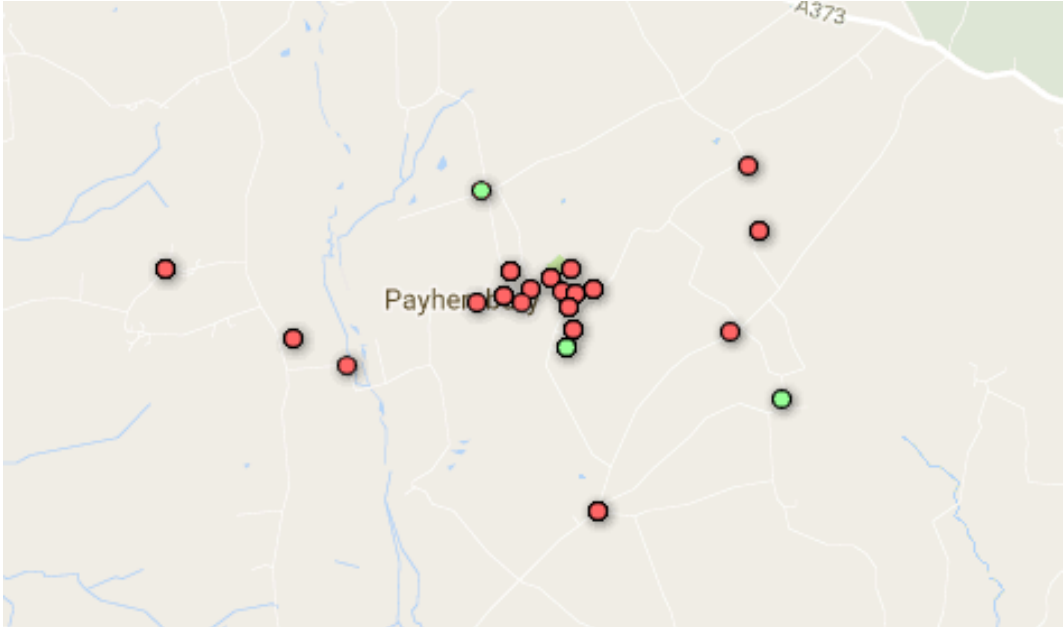
- 3.14 70% of the 142 respondents completing this question suggesting that current provision is Poor or Non-existent.
- 3.15 **Question 10** asked about mobile phone usage and the quality of reception across the parish.



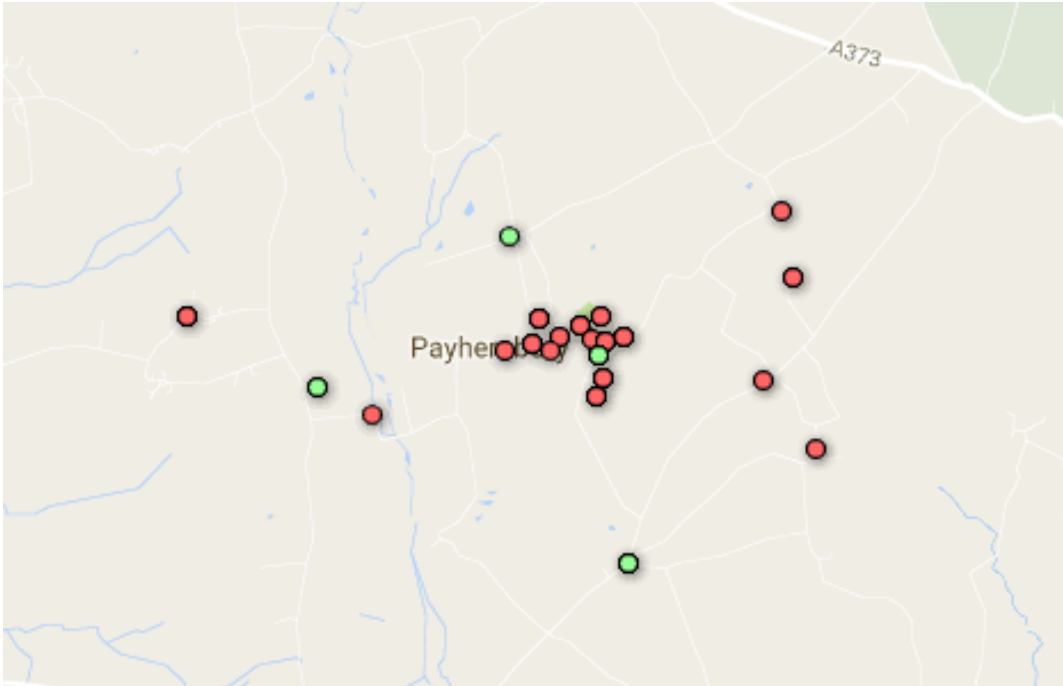
3.16 The findings here are slightly better than for internet provision, but 60% of 140 respondents state that current provision is Poor or Non-existent. This would require further analysis to determine whether or not the full range of data services were available, especially those with high data transfer rates, such as video streaming. Mobile signal quality can vary significantly within short distances. A range of factors can influence connectivity, so further research will be required before proposing possible solutions.

3.17 The following two maps plot the broadband and the mobile signal; red dots indicate where the signal was predominately non-existent or poor, and green where it was predominately good or acceptable:

Broadband:

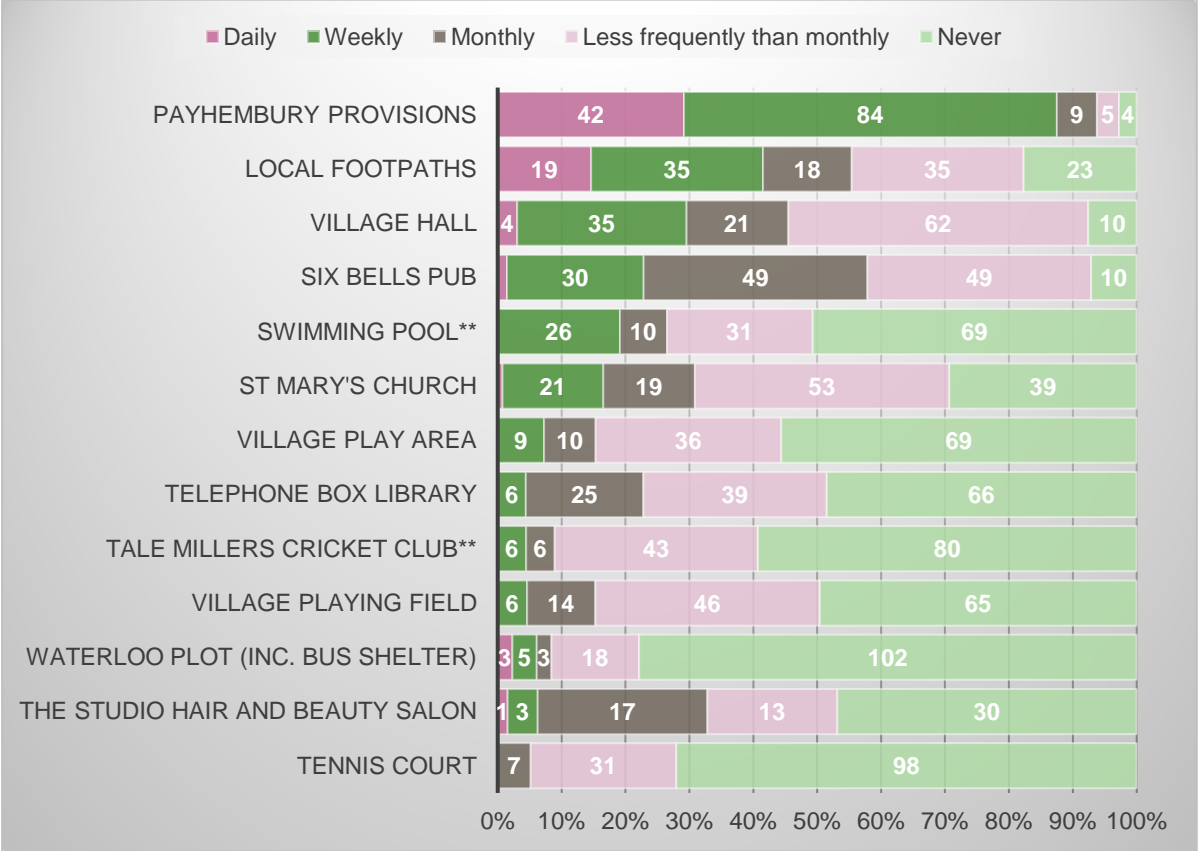


Mobile:

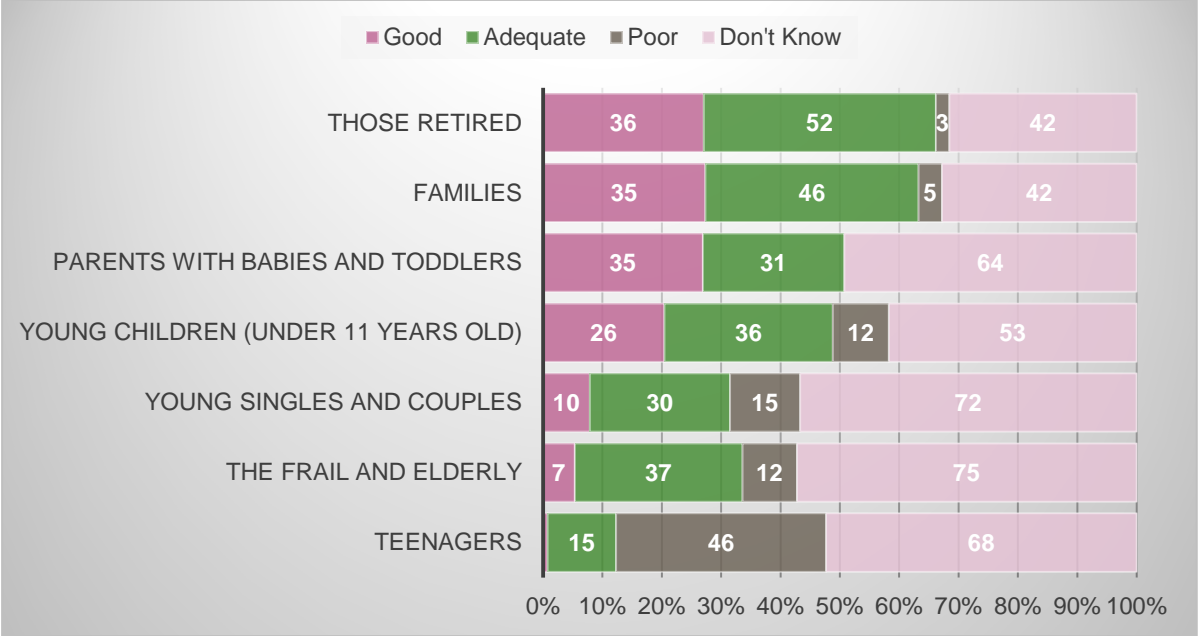


Section 3: Social and Community Needs

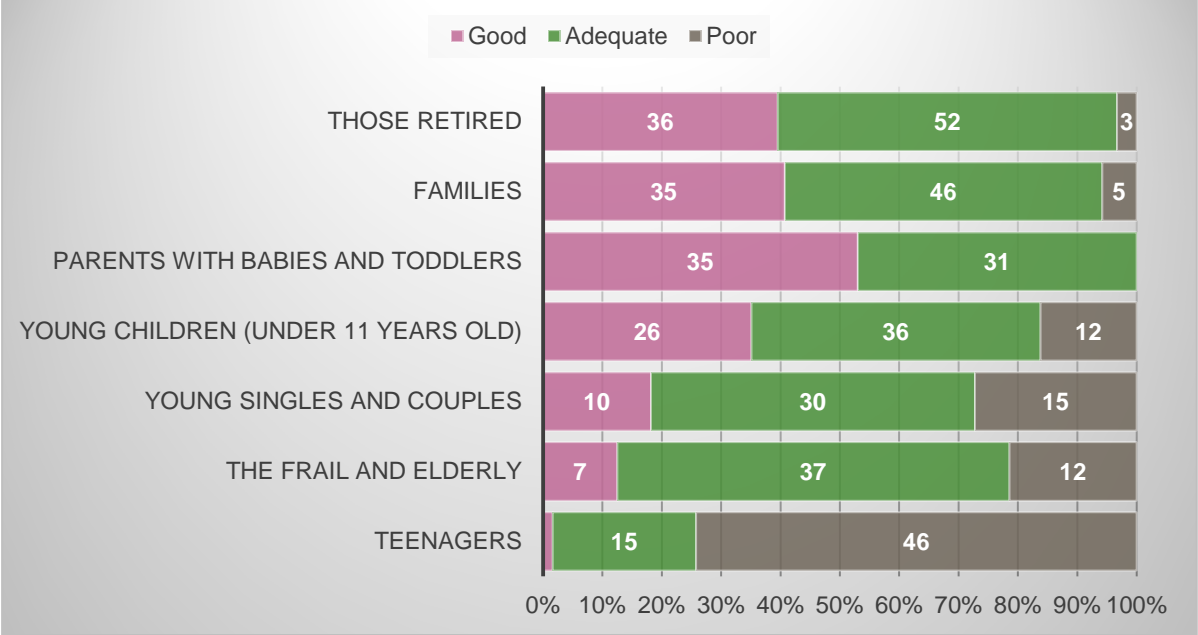
3.19 Question 11 asked about frequency of usage of various parish facilities.



3.20 **Question 12** asked respondents to rate the availability and quality of the social and community facilities within the parish. Different users will have different needs and interests, so the respondents were asked to consider facilities for specific groups.



3.21 Taking out those who 'don't know'; the responses look like this:

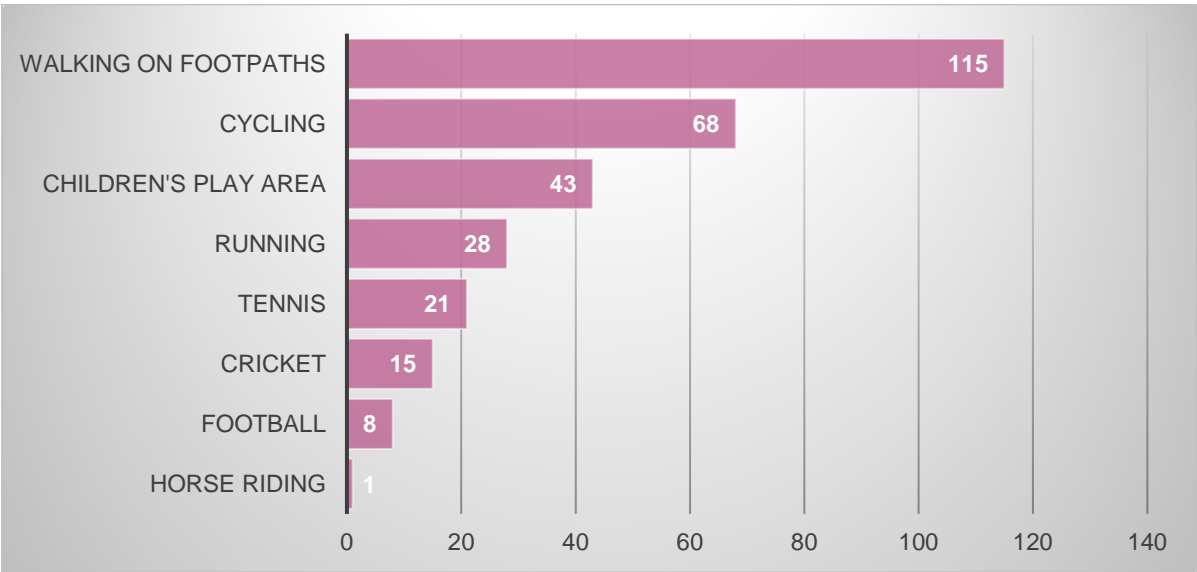


3.22 Facilities for retirees, families, and parents with babies and toddlers were generally well rated. Facilities for teenagers were not highly rated.

- 3.23 **Question 13** asked respondents to identify improvements that could be made to social and community facilities across the parish.
- 3.24 The highest rated suggestion was for improved play areas. If the smaller number of suggestions for a youth club and more teen activities are combined with this, it is clear that greater provision of facilities for teenagers is seen as a high priority.
- 3.25 Other suggestions included the provision of more footpaths, saving the pub, and making better use of the parish hall.

Section 4: Sport and Recreation

3.26 **Question 14** asked about participation in sports and recreational activities in the parish.



3.27 **Question 15** asked for suggestions for improvements to sports and recreational facilities in the parish.

3.28 Footpaths were the clear priority for respondents to this question. Small numbers of respondents wanted to see more sports clubs and many specific ones were named. If these are combined with a more general wish to see improved play and recreation areas, then a general desire to see improved sport facilities across the parish can be seen.

3.31 Other minor points reflected answers previously provided, including: poor broadband connectivity and mobile phone reception; excess noise; agricultural smells; and general pollution (non-specific).

3.32 **Question 18** asked respondents to identify things that might be done to protect and enhance the character and environment of Payhembury Parish.

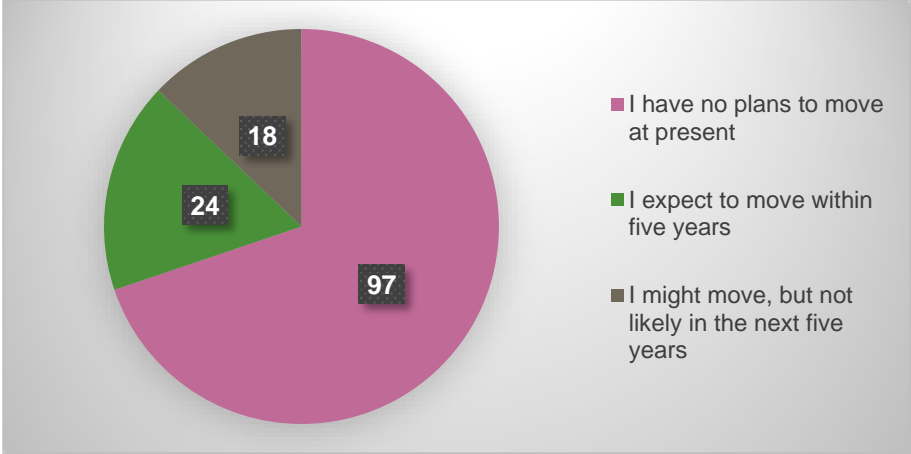
In descending order of occurrence the responses were as follows:

- improved road maintenance (potholes, drains, ditches, hedges);
- well-planned housing provision;
- a tidier neighbourhood;
- vehicle speed reduction measures;
- creation of a greener environment;
- improvements to footpaths;
- improvements to vehicle parking;
- establishment of a community-run pub.

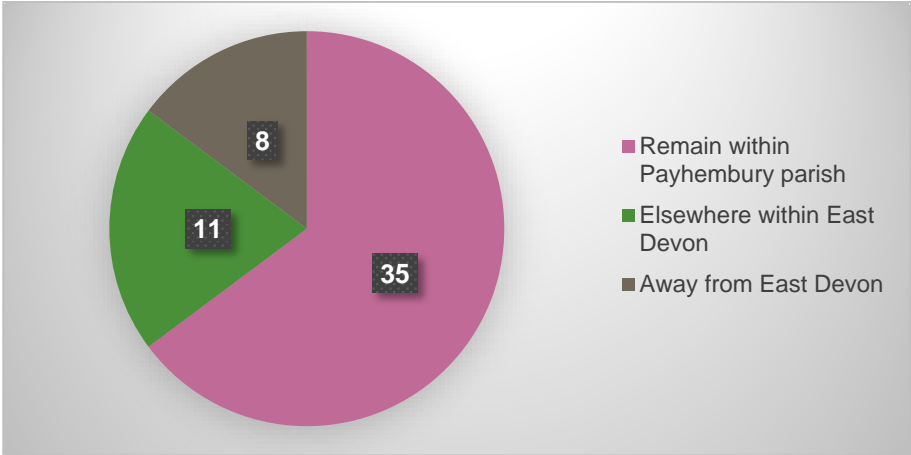
3.33 12 suggestions for well-planned housing provision were made, 8 responses suggested that no more building should be undertaken in the Parish.

Section 6: Employment and Housing

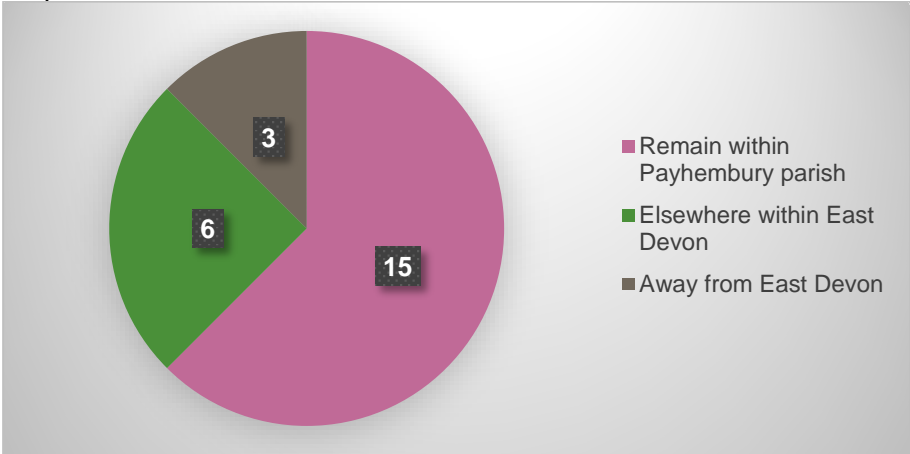
3.34 **Question 19** asked respondents to describe their future housing plans. 139 responses were received.



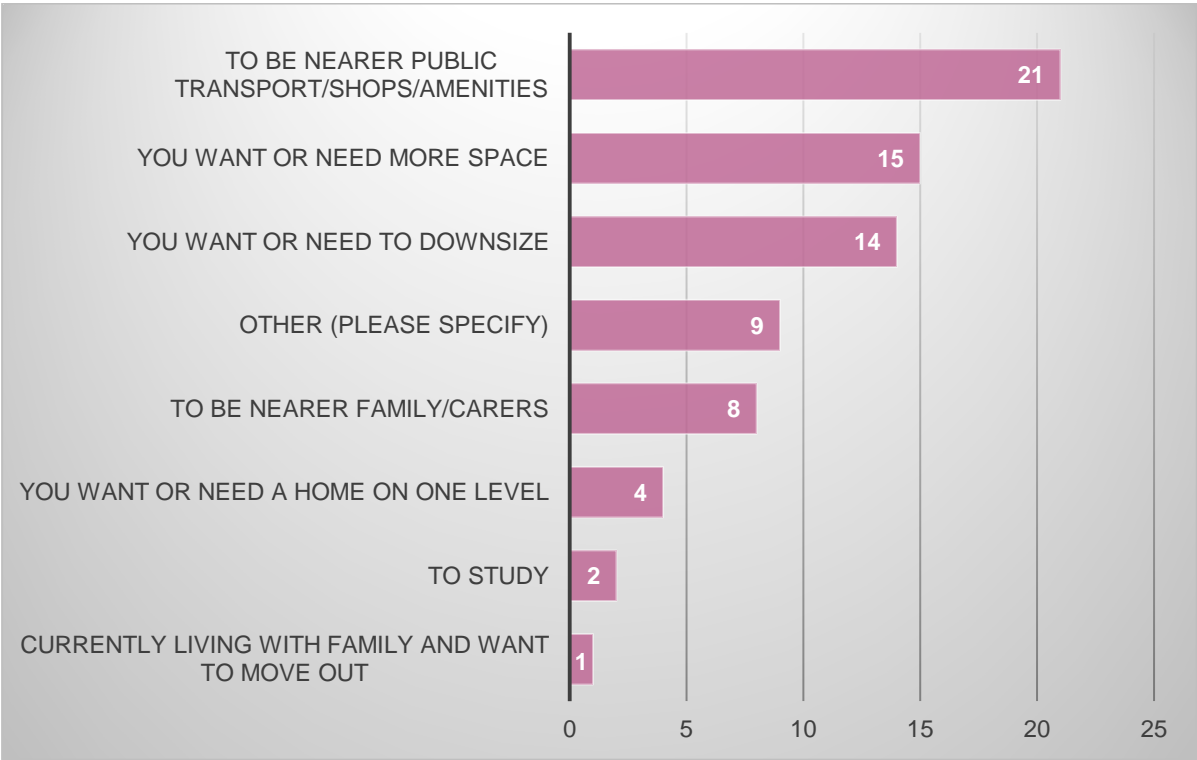
3.35 **Question 20** asked respondents who planned to move within the next 5 years about their planned destination.



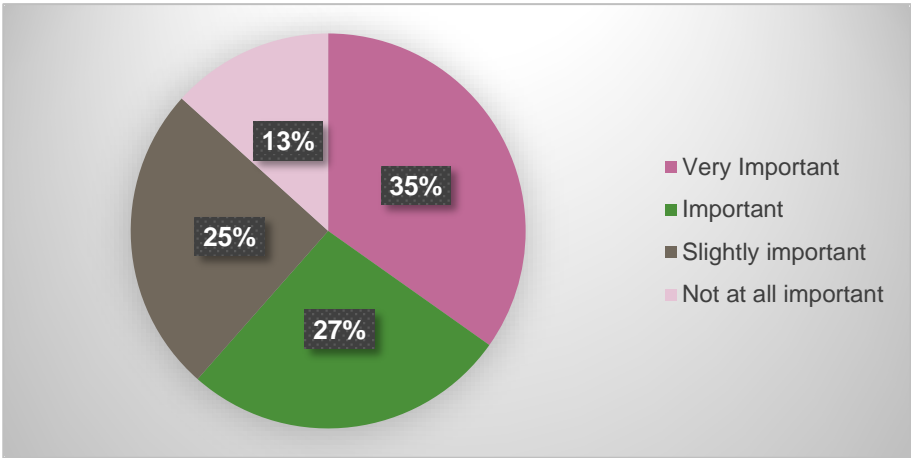
3.36 However, only 24 said they planned to move, yet 54 answered this question. The responses from the 24 who intended to move were:



3.37 **Question 21** asked respondents who planned to move within the next 5 years to indicate if it was for a specific reason.



3.38 **Question 22** asked for the respondent to comment upon the need for additional housing/accommodation, for example to provide for local need, or allow the village to grow.



3.39 A majority of respondents consider additional housing/accommodation, for example to provide opportunities for local people to buy or rent, or for the village to grow, to be important or very important for the parish.

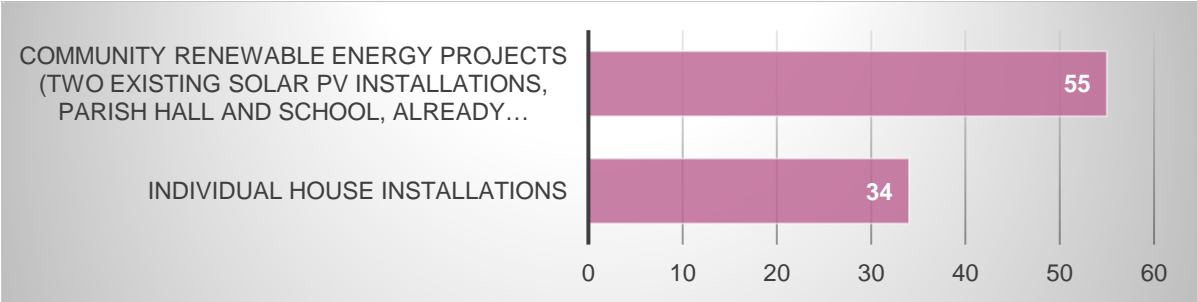
3.40 **Question 23** asked the respondent to comment upon the type of additional housing/accommodation they considered most important. Of the 101 responses, 70 described the accommodation type as 'affordable'. There were a smaller number of other descriptors, such as: family-sized; first time buyers; elderly focussed; and locals only.

3.41 Other comments included the need for infrastructure to grow with increased population, a wish to see new builds constructed in the local vernacular, opportunities for self-builds, and mixed provision housing (larger for incomers/business opportunities, mixed with smaller affordable units).

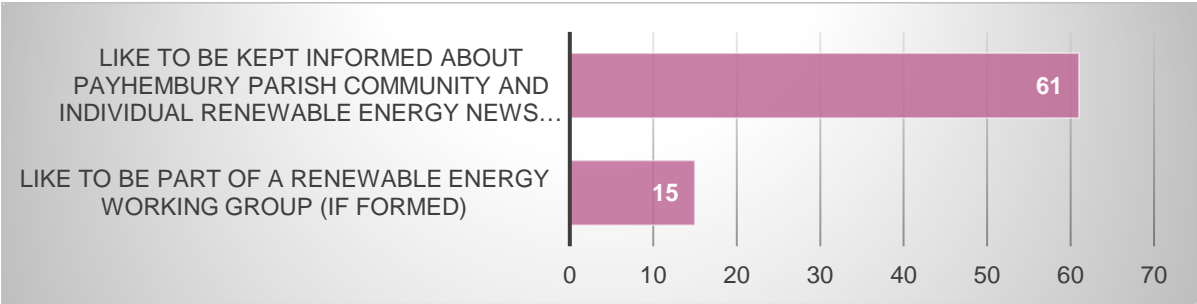
3.42 **Question 24** asked the respondents if they worked, or would like to work from home whether they would be willing to participate in a smaller additional survey via email. Seventeen respondents provided an email address, as requested. These have been provided to the Neighbourhood Plan Steering Group to follow up.

Section 7: Renewable Energy and Technology for the Future

3.43 **Question 25** asked if respondents if they would like to know more about the potential for reducing their carbon emissions and fuel bills through either a community, or individual household solar installations.

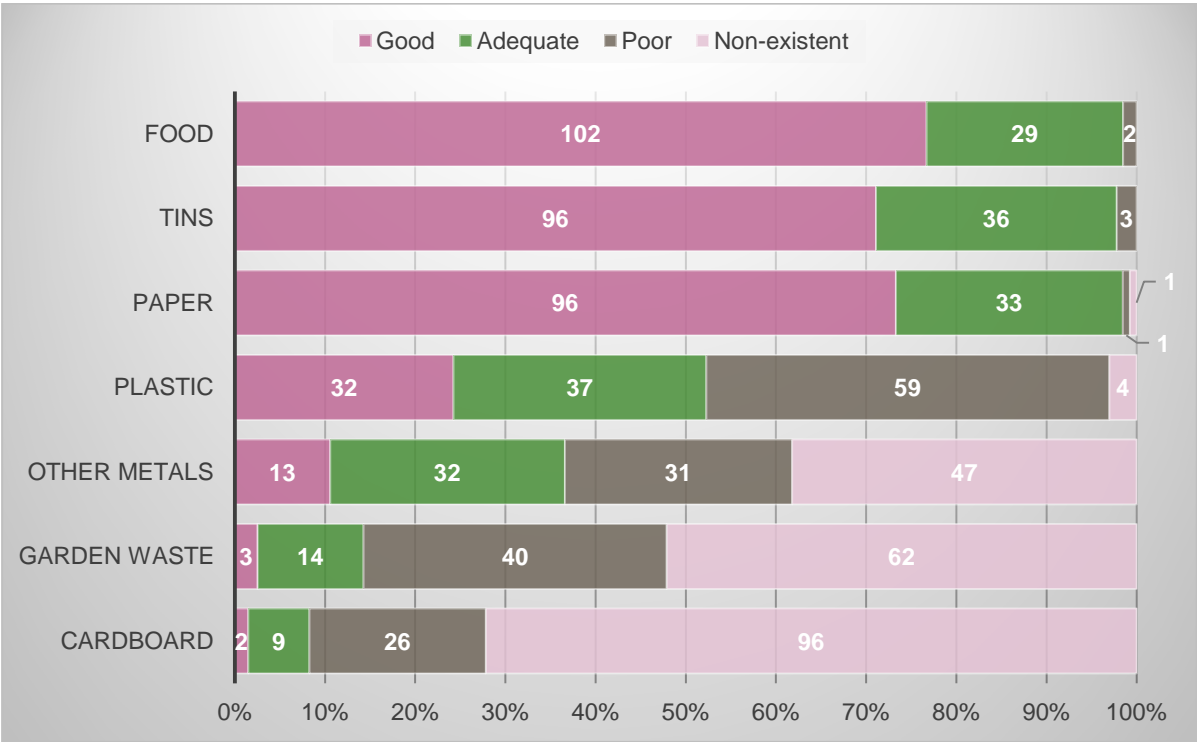


3.44 **Question 26** asked if respondents who indicated an interest in Q25 to identify whether they'd like to be simply be kept informed, or whether they'd like to be part of a working group.



3.45 Although a larger number of respondents skipped over this question (90), there is sufficient interest in such a scheme to merit the Parish Council publicising future developments and setting up a working party to further explore options in this area. Email addresses for following up on this were collected in **Question 27**.

3.46 **Question 28** asked for responses on the quality of the recycling service facilities.



3.47 The responses gathered here are closely aligned to the current recycling policies for the whole of the East Devon District Council area (<http://eastdevon.gov.uk/recycling-and-rubbish/>).

3.48 **Question 29** asked for comments relating to improvements to the current kerbside recycling service.

3.49 Additional provision to recycle cardboard, plastics and garden waste featured strongly. There was some interest in development of a local recycling centre, or an increase in the frequency of kerbside collections.

3.50 A number of respondents complained that the refuse collection teams created quite a mess in the execution of their duties.

3.51 It should be noted that EDDC are currently changing their collection regime and a much more comprehensive service is due to be phased in during summer 2017. More details can be found here: <https://goo.gl/xMeEdC>

3.52 **Question 30** asked for additional comments to enable formulation of the Neighbourhood Plan.

3.53 No new topics were introduced, but a handful of respondents further identified: affordable housing; better footpaths; improved broadband speed; more youth activities; and better information provision from the Parish Council.