

# CAMELFORD QUESTIONNAIRE

## Summary of Findings

### General

In total 205 questionnaires were returned. This report provides a summary of the responses and outlines specific comments made.

Please note several returns were incomplete – this is reflected in the relevant question responses as 'Blanks'.

### Background

The majority of residents fall into the 19-65 age category (215), but there was also a high number of residents over 65 (142).

Most respondents (106) had lived in the area for over 15 years, with 50 in the 6-15 years' category.

Most respondents came to be in the area from having grown up here (65), but there was also a fairly even spread between 'like the area' (52), 'retired here' (42) and 'relatives nearby' (31).

### Housing

There was a strong view that more housing will spoil the area (155 out of 193 responses), and a corresponding opinion that affordable housing should be restricted to residents of the parish (170 out of 210 responses).

Regarding accommodation, respondents felt the top two priorities should be starter homes (140) and small family homes (126). Executive luxury came last (11). The overwhelming majority of properties are on mains sewerage (162 out of 199 responses).

### Shopping and Facilities

A separate table captures the figures for Questions 2 and 3, and shows the split between obtaining goods and services in Camelford, Elsewhere or Both.

The range of shops in Camelford was thought by over half the respondents to be adequate (102), with the remainder split fairly evenly between good (51) and poor (45). The majority of respondents also found opening hours in Camelford to be convenient (171 out of 197 responses).

Most respondents did not own a business in the parish (177 – no), but the majority (165 out of 183) felt more encouragement and support should be given for more businesses to develop in the area, and also thought a local business directory would be helpful (117 out of 175 responses).

There was no clear support for a weekly pannier market (72 – yes, 95 - no and 29 - don't know).

Opinion on whether a big new supermarket would be good even if it is a threat to some local shops was very evenly divided: yes - 89 and no - 92.

In terms of where residents obtain their goods, a variety of responses were received. The main trend appears to be acquisition from both Camelford and Elsewhere rather than specifically one or the other. Fish, DIY, garden supplies, electrical goods, books/CDs and toys/games were key examples. Two exceptions were meat and medical/cosmetic supplies where the majority bought these in Camelford. There was no clear example of goods bought outside of Camelford only.

In terms of where residents obtained their services, by far the majority were acquired in Camelford, although building and decorating, and motor servicing showed high figures obtained in Both rather than one location or the other.

#### ***Specific comments.***

Question 1 asked about the range of shops available, and Question 4 asked what additional shops people would like to see. Responses generally indicate that respondents felt there was a need to increase the range.

Suggestions included:

fishmonger, chemists, local produce, bookshop, garden supplies, jewellers, dry cleaning, haberdashery, DIY, wine sellers and coffee shop/restaurants. The majority of respondents mentioned the need for a larger supermarket, a bakers, and clothing/shoe shops.

Question 7 asked about opening hours, and most seemed resigned to current hours. However a large number questioned the need for half-day closing on Wednesday, and would like to see the bank and PO opening through lunch times.

Question 10 asked about business support and encouragement. Respondents very clearly wanted to see support for smaller business units that could offer local apprenticeships, employment and bring revenue to the town. To help businesses respondents suggested an information board, directory, cheaper business rates, grants and the appointment of a business manager.

#### **Crime and Safety**

Behaviours that most concerned residents were: vandalism (97), drunkenness (69), and drinking in public places (67). Theft/Burglary came fourth with 34.

In terms of measures that may be required the majority expressed the view that a higher police profile on the streets is needed (118 responses out of 276). Only 16 responses were received to indicate policing was good, whilst 97 were recorded as adequate, 67 – poor and 22 – don't know.

Views on joining a neighbourhood watch scheme were divided – 42 already a member, 70 – yes, and 64 – no.

#### ***Specific comments.***

Question 2 asked how safe residents feel and where they perceive to be problems. A number of locations were mentioned including:

Cleese Road, Highfield, Chapel Street, Churchfield Park, Week Rise, High Street-Valley Truckle, Mount Camel and Victoria Road (bus stop). In particular Enfield Park was mentioned.

The reasons for feeling unsafe ranged from heavy traffic to poor lighting and, in particular, youths gathering. Residents feel intimidated by the groups, especially on Friday and Saturday evenings. Many indicated they did not go out in the evenings or at weekends because of this. Alcohol (in particular) and drugs were cited as causes of rowdy behaviour.

From the comments in Question 3 people feel very strongly there should be a higher police profile. In terms of where, comments indicate a range of locations in the town, but the town centre and Enfield Park seem to have most mentions.

Many thought better lighting and CCTV would also help. However, this has to be balanced against the numbers who thought lighting should be reduced after midnight to make environmental savings.

Respondents felt very strongly that policing could be improved by more officers on the beat and not in cars – Question 4. There were also a lot of comments about having a full-time station.

### **Recreation and Leisure**

A high proportion of respondents use local footpaths occasionally (111) or often (73), and the majority feel they are 'usually' well maintained' (102), or 'sometimes' (65). Only 9 thought 'always'.

Whilst 127 (out of 197) respondents would like leaflets or maps on walks in the parish, views on linked cycle tracks were mixed: 73 – yes, 107 – no.

With regard to use of Enfield Park the majority of households enjoyed the river and nature (116), with exercise (67) coming second, and walking the dog (51) third. Most people would not use outdoor exercise in the park (116 out of 195).

### ***Specific comments.***

In response to Question 6 about use of outdoor exercise equipment, comments were varied. Whilst a good number thought it could be a good idea, many were concerned at such expenditure and the potential for equipment to be vandalised. An alternative site was suggested at the playing field next to the old primary school.

A lot of comments surrounded the condition of footpaths in the area which get very muddy when wet, and were thought by many to be unsuitable for wheelchairs and pushchairs. Some responses referred to maintaining the site as a conservation area rather than as a play area. The Warden was complimented by one respondent for his work.

### **Transport**

Views on the adequacy of the local bus service were evenly divided: 73 – yes, 79 – no; as was opinion on the ease of find information about transport options (82 – yes, 73 – no).

Identification of problem areas were fairly evenly split across the options presented. However, heavy lorries being driven through town was the main issue chosen (158), with traffic congestion second with 124, speeding traffic (123) and parking (100).

Related to this, most respondents chose 'heavy lorry by-pass route' as a solution (124) with 'proposed by-pass' a close second with 113.

Most respondents approved a Hoppa bus, but couldn't help (119 out of 192).

### ***Specific comments.***

Question 1 asked about possible improvement to the existing bus service, and generated a lot of comments. In summary, respondents wished to see more frequent services (especially in the evenings) to more destinations. These included: Bodmin, Wadebridge, Barnstaple, Exeter, Plymouth, Launceston, Truro, Bude, Stratton, and St Austell.

Comments were received regarding poor timing-keeping, poor seating (restricted legroom), and the lack of seating at bus stops. These comments reflect the 50/50 split in the numbers answering yes or no to 'adequacy'.

The comments on Question 4 as to where traffic problems existed were many and varied. The main problem areas mentioned are: town centre, Fore Street, High Street, Sportsmans Road, Victoria Road, Market Place, Clease Road, Highfields, Dark Lane.

Problems outside of town were noted at Helstone and Valley Truckle. Congestion causes considerable problems especially during summer months. Respondents were very concerned at the volume and nature of traffic going through the town, especially heavy goods vehicles.

In terms of solutions in Question 5, the vast majority thought the town needed a bypass urgently, particularly for heavy vehicles. In the meantime other measures were suggested including:  
improve parking enforcement (parking on yellow lines; illegal and inconsiderate use of disabled/loading bays);  
visible traffic warden;  
redesign of the priority system by the Co-op (poor sight-lines mean drivers cannot always see oncoming traffic);  
zebra crossing by the Co-op;  
more cycleways to encourage cycling into town;  
speed humps/cameras;  
20mph limit through town.

Opinion is evenly divided over car park fees with many applauding the lack of charging whilst others thought there should be a charge.

### **Environment and Services**

Of most concern to residents was dog fouling and litter.

The majority do not use the credit union (134 out of 205), and would not be interested in using it (128 out of 144 said no).

The three options in question 4 generated a fairly even response – anti-social behaviour – 37, as did the question on awareness of how to contact the local Police Community Support Officer (98 – yes, 92 – no).

Looking at provision of emergency and other services, respondents expressed general satisfaction with most services. Exceptions were:

Traffic warden – where 74 voted no, 71 yes and 60 did not respond

Dental services – 93 voted yes, but 74 voted no (20 did not vote).

Question 7 regarding more information about the area generated 79 yeses for Locals, and 69 for Tourists.

62 respondents had attended a Town Council meeting, however, this was outweighed by those who had not (141). Views on publicity about meetings generated 74 responses for 'fair', and 72 for 'poor' ('good' scored 23).

In answer to the question about willingness to pay more Council Tax to meet some of the needs of the area, 124 said 'no', with 28 saying 'yes' and 39 'don't know'.

The results for Questions 12 and 13 are captured in the separate table.

#### ***Specific comments.***

Having identified litter and dog fouling to be primary concerns, Question 1 went on to ask where this occurred. Whilst many replied 'everywhere', respondents also listed a number of specific locations which include:

Sportsmans Road, High Street, Clease Road, Dark Lane, Mill Lane, Trefrew Road, Hawthorne Close, College Road, school routes, footpaths, car park.

Litter was thought mainly to be generated by takeaways.

Question 6 looked at a range of services and invited comments where residents were not happy. In summary (in order of most comments received):

Dental Services – no NHS provision;

Health Services – surgery needs expansion and better systems, e.g. for appointments;

Police – not enough presence;

Traffic Warden – never see one;

Fire and Ambulance – concerns around distance to be travelled;

Street Lighting – on too long and could be reduced; more lighting required (Dark Lane, Valley Truckle into Camelford, Camelford-Trefrew);

Street Cleaning, Public Toilets – standard of cleaning could be improved, toilets need to be open more;

Recycling, Refuse Collection – more plastics recycling and generally could be improved;

In response to Question 7 – 'do you think more information is needed about the Camelford area' – respondents make a number of suggestions which can be grouped under the following headings:

*Social* – forthcoming events, what's on, youth activities, mothers/babies

*Locality* – places of interest, walks, local history, Camel Trail

*Facilities* – amenities, shops, transport, parking

*Business* – local businesses, services, job vacancies, Council news.

In response to Question 8 – 'what does your household think should be done to help protect and enhance the local environment', replies can be categorised as follows.

*Planning* – restrict housing as infrastructure not adequate, diverse opinions on wind power but many expressed negative views.

*Crime* – respondents clearly wished to see a higher police profile to reduce vandalism, drunkenness etc.

*Traffic* – needs reducing and managing. Less heavy vehicles, more parking enforcement.

*Environment* – people value the park and river and wish to see them enhanced, e.g. re-building of original stone river banks. Planters suggested for the town. Litter and dog fouling are major causes of concern.

*Activities* – more organised outdoor events for young people; education on history

Question 10 asked for suggestions as to how the Council could improve its publicity.

Various suggestions were made including:

better display of Information, e.g. agenda, minutes, reports on notice boards, in shops and library;

more use of media – radio, magazine article; newspapers; newsletter, leaflets.

Whilst there was support for the work done by Town (and Cornwall) Councillors, there was a strong view that they need to be more visible and promote their activities to the community. Respondents seemed to have a lack of knowledge of what councillors were involved in.

In response to Question 11 – ‘would you be prepared to pay more on Council tax to meet some of the needs of the Camelford area’, although the majority said ‘no’, suggestions from those who did say ‘yes’ included:

green energy projects; community centre; youth activities; housing for the elderly; bigger GP surgery; traffic calming; roads e.g. bypass; street cleaning; street lighting; keeping car park free; cycle path; promoting town and surrounding area.

Linked to the above was Question 12 which asked ‘do you feel that your elected representatives in Local Government are sufficiently aware of local concerns’. Those who made suggestions for improvement listed the following:

more communication and information;

hold local meet/greet surgeries;

make contact by house calls;

greater integration at local events;

visit the area more, not just at election time;

It was felt this would address the need for elected representatives to be better known, less remote, and to reflect the views of the electorate by being visible and listening.

### **Youth**

Only 17 questionnaires contained responses in the Youth section. However, with those that did respond, the majority listed sports and youth club as their main out of school activities.

Of those responding to the question why they did not take part in any organised activities the overwhelming majority said there was nothing suitable.

In terms of transport most walked or got lifts in cars.

Activities that the youth wanted to see include:

chess, rock climbing, tennis, boxing training, new skate park and BMX park, school holiday childcare, horse riding and cycling, dance club, cricket club, alcohol free youth club.

In Question 4 respondents were asked to identify what else they did in their spare time. Among the responses were: football, badminton, calling for friends, fitness club, cross-stitch, craft work, garden, sport, TV, colouring/playing with friends, swimming, riding at Lakefield, study, paint, DIY and lego.

One respondent indicated they 'stayed inside because there is nothing to do in Camelford'.

The majority of respondents planned to stay in full-time education beyond the age of 16. In terms of future employment, responses were mixed and included: law, fashion and interior design, drama teacher, footballer, teaching, mechanic, baker. A 50/50 split resulted to the question whether respondents planned to leave Cornwall for future work or education.

Question 9 asked young people to identify what would make Camelford better. Responses included: quieter roads, more cycle paths, more activities, better sports area in the park, KFC! One respondent interestingly wrote 'severe penalties for those caught drinking. Make it safe for me to be out on a Friday evening'.

### **Conclusion**

As with any such survey the comments and opinions expressed in the responses were varied and diverse, many of which were very positive.

However, the main issues residents wish to see addressed would appear to be:

- ◆ traffic and parking – congestion, volume, heavy vehicles, enforcement
- ◆ housing for the elderly and the young, particularly local people
- ◆ police presence to deal with drunkenness and vandalism
- ◆ protection and enhancement of the natural environment, e.g. the river
- ◆ more choice of shops, especially for food and clothing.

I hope the above reflects the views of residents in Camelford to their town, surrounding area, and the facilities and amenities it provides.

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