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.

Glemsford Survey Group
10th February 2012
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:**  
*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 a small proportion, it does represent about 150 people who are seeking new job opportunities.

**Question 7. Full time vs Part time:**  
*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:**  
*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 appointments: 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 :
Would you support any of the following speed control measures in Glemsford ?

( 94 % response )
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 :
Is on street parking a safety risk in Glemsford ?

( 93 % response )

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 :
How important is Glemsford School to the community ?

( 87 % response )

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: 28% of total requested
- After school clubs: 22%
- Holiday play schemes: 20%
- Full day care: 8%
- Other: 8%
- Registered childminders: 7%
- Playgroup: 6%
- Nursery school: 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:**
*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:**
*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 Harpur’s Road and Post Office Lane, and the Village Hall / Recreation Ground being most frequently cited.

**Question 27. Police Measures:**
*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?  
*Do we need another General store in Glemsford?*

Of those that replied:

- Yes 10 %
- No 90 %

Question 30 Post Office:

*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:

*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:

*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

<table>
<thead>
<tr>
<th>Reason</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Want to, but don’t know how</td>
<td>31 %</td>
</tr>
<tr>
<td>Nothing I like</td>
<td>30 %</td>
</tr>
<tr>
<td>Unsuitable hours</td>
<td>21 %</td>
</tr>
<tr>
<td>Too expensive</td>
<td>10 %</td>
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<tr>
<td>No transport / poor access</td>
<td>8 %</td>
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</table>

**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*:

<table>
<thead>
<tr>
<th>Age Group</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children under 16</td>
<td>71 %</td>
</tr>
<tr>
<td>Young people 17 – 25</td>
<td>85 %</td>
</tr>
<tr>
<td>People 26 – 60</td>
<td>40 %</td>
</tr>
<tr>
<td>People over 60</td>
<td>30 %</td>
</tr>
</tbody>
</table>

**Question 36. Information :**

(89 % response)

*Where do you get your information about events in Glemsford?*

Of those who responded, the most quoted sources were

<table>
<thead>
<tr>
<th>Source</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free Paper</td>
<td>64 %</td>
</tr>
<tr>
<td>Notice Boards</td>
<td>49 %</td>
</tr>
<tr>
<td>Parish Magazine</td>
<td>35 %</td>
</tr>
<tr>
<td>Post Office</td>
<td>24 %</td>
</tr>
<tr>
<td>P. Council/ library</td>
<td>16 %</td>
</tr>
<tr>
<td>Other</td>
<td>18 %</td>
</tr>
</tbody>
</table>

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 :  
What do you think about the information that you do get ?  

( 92 % response )  

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

Section I. VILLAGE MANAGEMENT :  

Question 38. Parish Council :  
Have you ever attended a Parish Council Meeting ?  

( 94 % response )  

Of the 94 % who responded, those that :  

Had attended meetings 20 %  
Had not attended 80 %  

Question 39. Annual Parish Meeting :  
Have you ever attended the annual Parish meeting ?  

( 94 % response )  

Of the 94 % who responded  
Had attended meetings 6 %  
Had not attended 94 %  

Question 40. Babergh Council :  
How well does Babergh Council keep you informed of its activities and decisions ?  

( 92 % response )  

Of the 92 % that responded, they said  
Well / reasonably well 41 %  
Badly 37 %  
No opinion 22 %  

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

( 92 % response )  

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 :  
Do you think that the people elected by you are sufficiently aware of local needs ?  

( 72 % response )  

Of the 72 % who responded :  

<table>
<thead>
<tr>
<th></th>
<th>Parish</th>
<th>District</th>
<th>County</th>
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</thead>
<tbody>
<tr>
<td>Good / Reasonable</td>
<td>61 %</td>
<td>42 %</td>
<td>31 %</td>
</tr>
<tr>
<td>Poor</td>
<td>26 %</td>
<td>44 %</td>
<td>53 %</td>
</tr>
<tr>
<td>No opinion</td>
<td>13 %</td>
<td>14 %</td>
<td>15 %</td>
</tr>
</tbody>
</table>
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:**  
*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:**  
*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:**  
*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:  
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:  
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:  
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:  
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:

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):

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
10-02-2012
**Acknowledgements:**

The “Glemsford Voice” Questionnaire and this Report have been produced by the independent Glemsford Survey Group solely on behalf of the residents of Glemsford.

The Glemsford Survey Group consists of:
**Patrick Currie, Alan Toner, Mark Ruane, Fiona Dinning-Cole, and Charmaine Farmer.**

The “Glemsford Voice” Questionnaires were hand delivered and collected by a team of Volunteers whom the Survey Group wishes to thank most kindly, for without them, the whole exercise most certainly could not have been done. They were:

<table>
<thead>
<tr>
<th>John Bangs</th>
<th>Tiffany Carr</th>
<th>Jackie Coote</th>
<th>Pete Coote</th>
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<td>Fiona Cole</td>
<td>Clive Coleman</td>
<td>Pauline Currie</td>
<td>Charmaine Farmer</td>
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<tr>
<td>Richard Jones</td>
<td>John King</td>
<td>Margaret King</td>
<td>Gill Leech</td>
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<td>Maggie Leopold</td>
<td>Paula l’Estrange</td>
<td>Rosemary Lower</td>
<td>Ian McMahon</td>
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<td>Pam McMahon</td>
<td>Ruth Nettleton</td>
<td>Hugh Norris</td>
<td>Harriet North</td>
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<td>Neil Porter</td>
<td>Sue Rayner</td>
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<td>Terry Sealey</td>
<td>Brian Stephens</td>
<td>Maureen Stiff</td>
<td>Steve Thompson</td>
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<tr>
<td>Alan Toner</td>
<td>Lisa Uren</td>
<td>Sid Watkinson</td>
<td>Jeni White</td>
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The concept of the Project has been supported throughout by Suffolk ACRE, and by Glemsford Parish Council, both of whom are deserving of our thanks.

Funds for the production of the Questionnaires, sundry advertising and Reports are provided from a grant from DEFRA, held by the Parish Council.

**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.