

REPORT

Llandough Community Council Engagement Survey 2017

September 2017

(The Community Council wishes to acknowledge the work of former Councillor Dr William Fear who prepared and analysed the survey results on a voluntary basis)

I. Executive Summary

I.1 In the first part of 2017 The Council undertook a simple survey of the community to assess community engagement with the resources of the community. A short, two page (double sided), survey was distributed to all households in Llandough with the quarterly newsletter. Section One asked residents how often they used the listed services and facilities. Section Two asked residents important it is to improve and develop the listed services and facilities. There were 227 valid responses in total. That is a 27% response rate by number of households (227 out of 829 households in Llandough).

I.2 Respondents were divided into three groups: Households with children of school age (primary and secondary); households with no children of school age living at home; households who did not indicate if they had children of school age living at home.

I.3 Households with children of school age make most use of play areas, parks, the local school and local sports facilities. They make least use of the allotments, local shops, local doctor, and the tennis courts. The other two groups of households made most use of public transport, local pubs, and parks. They made least use of allotments, the local school, the tennis courts, and play areas.

I.4 The facilities/services with the highest usage ratings from the community as a whole (i.e. They have higher than average usage ratings across all household groups) were:

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- Play Areas;
- Parks;
- Public Transport;
- Local Pubs; and
- Local Sports Facilities.

I.5 And the facilities/services with the highest ratings for improvement and development by the community as a whole (i.e. They have higher than average development and improvement ratings across all household groups) were:

- Play Areas;
- Parks;
- Local School;
- Local Doctor;
- Public Transport; and
- Local Shops.

I.6 It should be noted that Local Sports Facilities received a higher than average rating for improvement from families with children and this should be considered in relation to the Wellbeing of Future Generations (Wales) Act 2015.

II. Summary Recommendations

II.1 The Council should give strong consideration to how it can improve the Parks, Play Areas, and Sports Facilities and how it can support and work with the local School.

II.2 The Council should give strong consideration to how it might work with the local pub as this is a reasonably well valued local facility.

II.3 As with 2) above The Council should consider how it might work with local businesses.

II.4 The Council should explore how it can go about attracting a doctor's surgery to Llandough and a local shop/s to the area.

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II.5 It would be a quick win for The Council to investigate public transport provision to and from Llandough.

II.6 The Council might want to consider how they can go about encouraging constituents to form small community based groups that serve the community.

II.7 It is strongly recommended that The Council pursue The Vale of Glamorgan to place the local playing fields in to trust for the community.

II.8 When planning community engagement, the Council will need to be mindful of the seemingly different needs and requirements of different demographic sectors of the community.

II.9 The Council should continue with its Biodiversity work as this is valued by community and is another 'quick win'.

II.10 The Council should investigate development options for the reserve allotment sites in Lewis Road.

1. Introduction

1.1 Early in 2017 Llandough Community Council (The Council) decided to undertake a simple survey of the community to assess community engagement with the resources of the community. Of interest was the extent to which members of the community: 1) accessed available public services and resources in the community; and 2) the extent to which the community felt there was a need to improve provisions.

1.2 The Council is aware that the community is lacking in some services and amenities, specifically that of a GP and a shop. This creates unnecessary hardship for some members of the community. The Council is also aware that some services and provisions, such as the parks, playing areas, and local school are highly valued.

1.3 The Council is aware of a split in the age demographic of the community. That is, the community has a large number of residents over the age of 60 but the community also has a good number of families with children. This split in the age demographic is mirrored across The Vale of Glamorgan and has been referred to in reports from The Vale of Glamorgan Council (The Vale Council).

1.4 The Council felt it was important to understand: 1) the extent to which these different demographic groups made use of existing services and provisions; and 2) the extent to which these different demographic groups felt services and provisions could be improved. Although there is no GP service and no shop in Llandough The Council felt it was important to include these services and provisions on the basis that this would allow residents to highlight how important they felt these services – that is, the lack of them - were to the community. In respect of this many respondents commented, some quite angrily, on the absence of GP services and shops. This is returned to in the Recommendations.

2. Methodology

2.1 A short, two page (double sided), survey was distributed to all households in Llandough with the quarterly newsletter. (See Appendix X for a copy of the survey.) Freepost envelopes were provided for the completed returns. A SurveyMonkey account was also set up and the internet address was provided on the paper survey form.

2.2 One survey form was delivered to each household with instruction to complete within six weeks (signified by a closing date). No returns were accepted after that date and the SurveyMonkey portal was closed.

3. Responses

3.1 There were 227 valid responses in total. That is a 27% response rate by number of households (227 out of 829 households in Llandough). There were 198 valid paper returns and 29 valid internet returns. There were a number of spoiled returns; that is, they were insufficiently complete to be of use.

3.2 Naturally some households may have responded more than once by completing the paper return and an internet return and/or completing more than one internet return. However, we consider this to be nominal and to have no significant impact upon the results. The data was entered into an excel spreadsheet. Missing values for the two main sets of questions were imputed by calculating the mean value for the item across respondents. Missing values for age and so on were similarly imputed. Missing values for 'number of children' were left blank.

3.3 Respondents were divided into three groups:

1. Respondents with children of school age (primary and secondary)
2. Respondents with no children of school age living at home (this group included respondents with adult offspring living at home as they are now adults)
3. Respondents who left this question blank (the majority of whom fell into the older age category of 60+ years)

3.4 The responses for each item were averaged (arithmetical mean) across respondents for each category and the results tabulated and graphed.

3.5 Of the 227 respondents (households):

- Fifty-two (52; 23%) were families with children of school age. The average age category of respondents was 36-45 (rounded down to 3 from 3.13). The average period of residence in Llandough was between 3 and 10 years (rounded down to 3 from 3.25). Most respondents categorised themselves as married¹.
- Forty-four (44; 19%) had no children of school age living at home. The average age category of respondents was 56-65 (rounded up to 5 from 4.82). The average period of residence in Llandough was more than 10 years (rounded up to 4 from 3.82). Half of the respondents categorised themselves as married (23).
- One hundred and thirty-one (131; 58%) did not complete the question about children living at home. The average age category of respondents was over 66 years of age (rounded up to 6 from 5.76). The average period of residence in Llandough was more than 10 years (rounded up to 4 from 3.79). Just over half of the respondents categorised themselves as married (75).

4. Responses to Section One: Use of facilities/services

4.1 Section One asked residents how often they used the listed services and facilities. There were six categories of response from 'More than once a week' to 'Don't use/not available'. Responses were numerically coded and then the scores were reversed as in the original coding a low score indicates high usage and a high score indicates low usage per item. The arithmetic mean was taken across respondents for each item. The data are presented numerically in Table One and pictorially in Bar Chart One.

5. Responses to Section Two: Improvement and development of facilities/services

5.1 Section Two asked residents important it is to improve and develop the listed services and facilities. There were five categories of response from 'Very Important' to 'Not at all important'. Responses were numerically coded and then the scores were reversed as in the original coding a low score indicates high usage and a high score indicates low usage per item. The arithmetic mean was taken across respondents for each item. The data are presented numerically in Table One and pictorially in the Bar Chart Two.

¹ The relevance of the number of married couples is simply to indicate that the community has a proportion of residents who may not have immediate familial support.

5.2 An additional two items were included in Section Two. These are ‘A community garden’ and ‘Local biodiversity’. In order to facilitate comparisons between usage and perceived importance these two items have been presented separately in Table One and in the Bar Chart Three.

6. Results

6.1 The results were not subjected to statistical analysis as this was not considered relevant at this stage. Instead we provide a set of descriptive statistics from which sensible inferences can be drawn about the needs and requirements of the community.

6.2 The results show a clear difference of usage across the three identified groups. Households with children of school age showed a different pattern of usage to both other categories of households; those without children of school age and those who had not responded regarding number of children. From these results it seems that there is a split in the community in terms of usage of community facilities/services. This split is not apparent when it comes to the importance of developing and improving community facilities/services and this is explored further below.

6.3 Continuing with patterns of usage, households with children of school age make most use of play areas, parks, the local school and local sports facilities. They make least use of the allotments, local shops, local doctor, and the tennis courts. Of course, as Council is aware, there are no local shops and no local doctor and this is therefore a moot point. They may have made less use of the tennis courts at the time of the survey as the tennis courts had been in a state of severe disrepair for some years and one of them had only just been refurbished.

6.4 The other two groups of households made most use of public transport, local pubs, and parks. They made least use of allotments, the local school, the tennis courts, and play areas. Again, they made little use of local shops and doctors but these are not available in the community. Local parks are clearly one of the most used facilities by all groups followed by public transport and local pubs.

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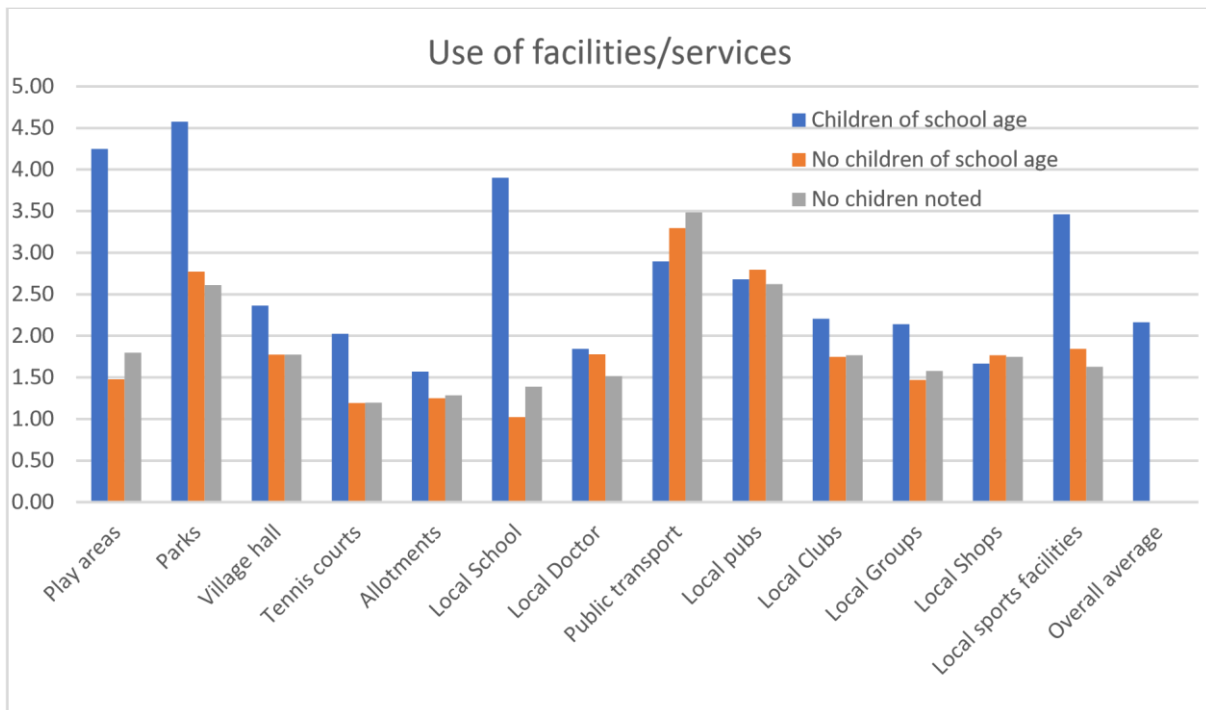
Table One. Average responses across respondents for each item on the survey. Respondents are split into three groups: 1) respondents with children of school age; 2) respondents with no children of school age; 3) respondents who did not indicate if they had children.

	Children of school age	No children of school age	No children noted
Section One: Usage			
Play areas	4.25	1.48	1.80
Parks	4.58	2.77	2.61
Village hall	2.36	1.77	1.77
Tennis courts	2.03	1.19	1.20
Allotments	1.57	1.25	1.28
Local School	3.90	1.02	1.39
Local Doctor	1.84	1.78	1.52
Public transport	2.90	3.30	3.49
Local pubs	2.68	2.80	2.62
Local Clubs	2.21	1.75	1.77
Local Groups	2.14	1.47	1.58
Local Shops	1.67	1.76	1.75
Local sports facilities	3.46	1.85	1.63
Section Two: Improvement and Development			
Play areas	4.79	4.23	4.30
Parks	4.84	4.32	4.37
Village hall	4.08	3.91	4.20
Tennis courts	4.00	3.49	3.64
Allotments	3.50	3.77	3.73
Local School	4.71	4.34	4.51
Local Doctor	4.18	4.59	4.39
Public transport	4.45	4.77	4.70
Local pubs	3.94	3.63	3.98
Local Clubs	4.07	3.84	3.78
Local Groups	4.02	3.79	3.80
Local Shops	4.63	4.41	4.19
Local sports facilities	4.56	4.00	3.85

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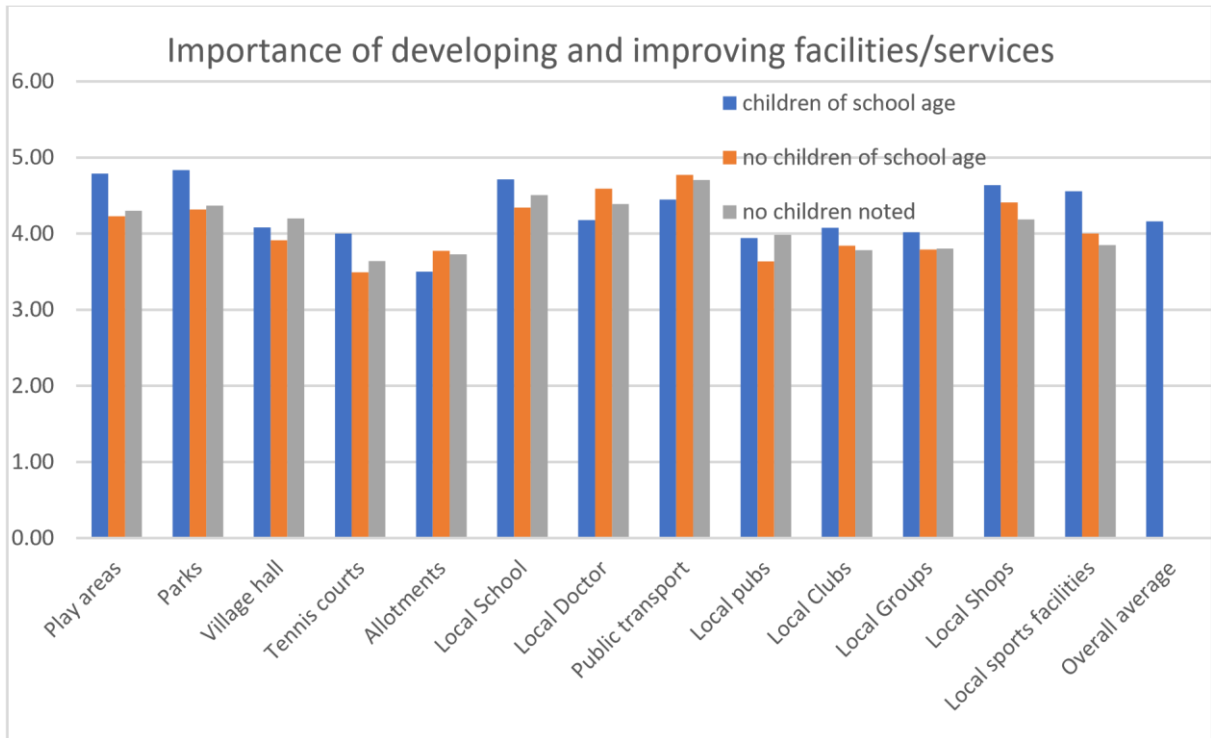
Additional Questions: Improvement and Development			
Community garden	3.63	3.52	3.63
Biodiversity	4.06	4.18	3.92

Bar Chart One. This shows the average usage rating across respondents for each category of community facility/service. The ‘Overall average’ at the end is the overall average across respondents for all facilities.

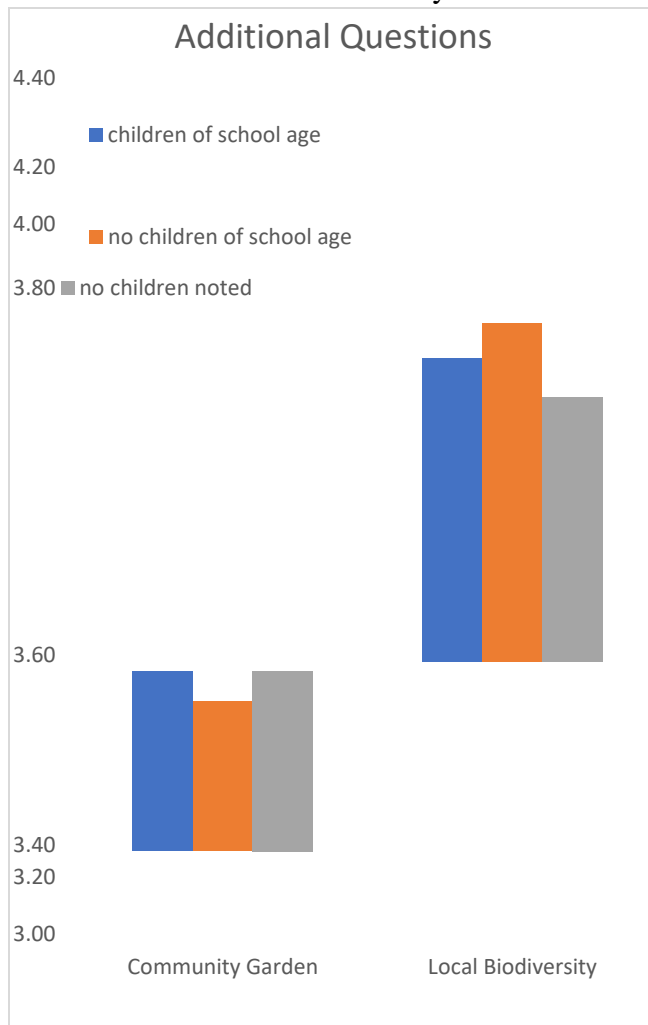


Bar Chart Two. This shows the average importance rating across respondents for each category of developing and improving community facility/service. The ‘Overall average’ at the end is the overall average across respondents for all facilities.

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Bar Chart Three. This shows the average usage rating across respondents for A Community Garden and for Local Biodiversity.



6.5 If we consider the facilities/services then those facilities/services that show higher than average usage by one or more groups are:

- Play areas;
- Parks;
- Local School;
- Public Transport;
- Local Pubs; and
- Local Sports Facilities (which would, of course, include the Tennis Courts – this may explain why the Tennis Courts as an individual item had a somewhat lower rating).

6.6 Turning now to the importance of improving and developing local facilities/services we see quite a different story emerging. All three groups of households rated the importance of improving and developing community facilities/services similarly with little difference between the groups. Certainly, there is not enough of a difference between the ratings of the households to suggest varying levels of importance between groups. The actual facilities/services usage ratings did have some differences between them. The most important facilities/services to improve and develop were (i.e. those with ratings by any/all household groups that were more than the overall average):

- Play Areas;
- Parks;
- Local School;
- Local Doctor;
- Public Transport; • Local Shops; and
- Local Sports Facilities.

6.7 The least important facilities/services to improve and develop were (i.e. those with no ratings by any/all household groups at or above the overall average): The Village Hall, Tennis Courts, Allotments, Local Pubs, Local Clubs, and Local Groups.

6.8 While a distinction has been made between the rated importance of improving and developing the listed community facilities/services Council should be mindful

that the average rating overall was high (c. 4.1/5 where 1 is 'not all important' and 5 is 'very important') and the lowest ratings average at 3.7, which still indicates a high level of importance. In other words, it seems reasonable to suggest that the community values highly the local facilities/services and would like to see all these facilities/services improved and developed. However, there also appears to be clear priorities in which facilities/services the community would like to see prioritised. This can be further clarified by matching the level of usage against the importance of improving and developing the facilities/services. However, this is somewhat complicated by different patterns of use by groups of households.

6.9 Bar Chart Four gives some idea of the community's overall usage and priorities for improvement and development. While this is informative Council should remain mindful of the differing needs of different households in the community and be especially mindful that the future of the community depends on households with children of school age. Council should also be mindful, in this regard, of the Well Being of Future Generations (Wales) Act 2015.

6.10 It is clear from Bar Chart Four that the following facilities/services are the most used by the community as a whole (i.e. They have higher than average usage ratings across all household groups):

- Play Areas;
- Parks;
- Public Transport;
- Local Pubs; and
- Local Sports Facilities.

6.11 And the following facilities/services are the most highly rated for improvement and development by the community as a whole (i.e. They have higher than average development and improvement ratings across all household groups):

- Play Areas;
- Parks;
- Local School;

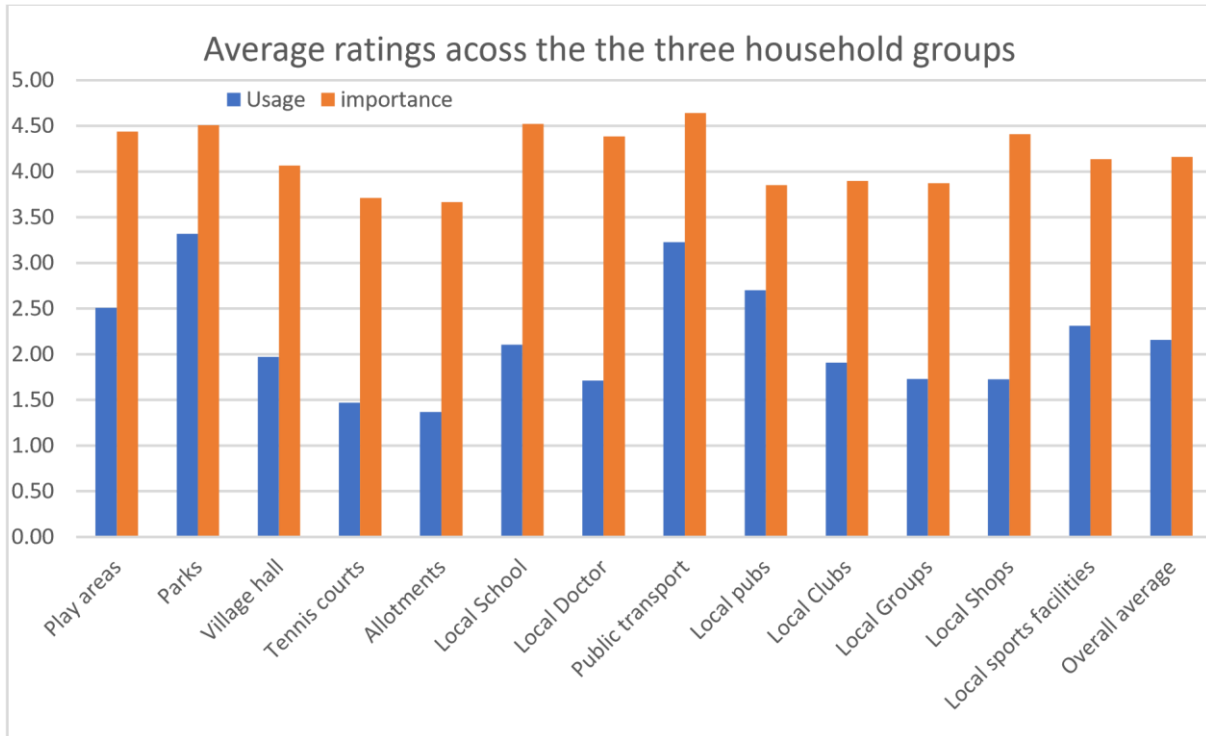
- Local Doctor;
- Public Transport; and
- Local Shops.

6.12 In addition to this The Village Hall and Local Sports Facilities are rated as average in importance for development and improvement despite difference in usage between groups (see Bar Chart One). The reason for this is that the Village Hall is given the same improvement rating by all groups but the Local Sports Facilities are given a higher priority by households with children and a lower priority by households with no children. The importance of this should again be considered in relation to the Future Generations Act. The following facilities/services are the least highly rated for usage by the community as a whole (i.e. They have lower than average usage ratings across all household groups): The Village Hall, Tennis Courts, Allotments, Local Doctor, Local Clubs, Local Groups and Local Shops. Again, Council should remain mindful that some of these facilities/services are not available and/or are nominal in terms of availability.

6.13 The following facilities/services are the least highly rated for improvement and development by the community as a whole (i.e. They have lower than average development and improvement ratings across all household groups): Tennis Courts, Allotments, Local Pubs, Local Clubs, and Local Groups. Here it is worth considering that some of these facilities/services, such as local Groups, are not well provided for in the community at present and the development of these facilities/services may well lead to high demand.

6.14 Finally, we come to the two additional questions. These were the importance of improving and developing a community garden and local biodiversity. Overall there was no clear appetite for a community garden. Contrary to this the need to improve and develop local biodiversity was clearly recognised and given a high rating by both households with children and households with no children with respondents in the age category 56-65. This suggests that households with children, and with respondents under the age of 65, value local biodiversity and would like to see it developed and improved.

Bar Chart Four: Average ratings of listed facilities services combined for all three household groups.



7. Summary Discussion

7.1 Respondents from the Llandough Community Council Survey fell into roughly three groups. Households with children of school age, households who no longer had children of school age, and households who did not respond to the question about children. These three groups of respondents also fell into three different age categories, 36-45, 56-65, and over 66 years of age respectively. We could, for simplicities sake, collapse the last two groups together but for the purposes of this report they were kept separate to allow for any differences to emerge.

7.2 Households with children showed a different level of usage for the listed facilities/services than the other two groups. Households with children made more use of play areas, parks, the local school, and sports facilities. Households without children make most use of public transport, local pubs, and parks. While there is no GP surgery in Llandough, and no local shops, these were included in the survey and as expected respondents showed a low level of usage.

7.3 When it came to the importance of improving and developing local facilities and services there was broad consensus across all groups of the importance of virtually all local facilities/services. In particular, the need to develop and improve Play Areas, Parks, The Local School, Local Doctor, Public Transport, Local Shops and Local Sports Facilities. Noting here that including the Tennis Courts as a separate item in the survey may have led to lower ratings for this facility. Furthermore, the Tennis Courts had recently been refurbished from a state of severe disrepair.

7.4 Recommendations are made below about how The Council might respond to the results of the survey in terms of actions. The Council is reminded of the requirement to take account of the Wellbeing of Future Generations (Wales) Act 2015. The Council should consider, in this regard, the importance of prioritising actions and interventions that will provide for future generations in the community rather than focussing on provision for existing residents alone. The survey results provide ample scope for taking account of the Act in respect of improving and developing local facilities/services.

7.5 The Council will want to take account of the resources available for development in keeping with the principles of the Wellbeing of Future Generations (Wales) Act 2015. In particular, The Council is reminded of the reserve allotment site on Lewis Road. Development opportunities for this site should be explored and this is considered further in the Recommendations.

7.6 In terms of Community Engagement the Council may have a more complex task in the need to take account of a demographic age divide within the community. There is a community of increasingly elderly residents whose needs are increasingly dissimilar to those of young families. However, The Council should be encouraged by the consistent and coherent 'development and improvement' ratings from all survey respondents. The community as a whole sees the value of developing and improving valued community resources such as parks, play areas, and sports facilities and the community as a whole shares the need to develop and improve community resources it does not already have, such as a local doctor and local shops.

8. Recommendations

8.1 The Council should give strong consideration to how it can improve the Parks, Play Areas, and Sports Facilities and how it can support and work with the local School. It is crucial to communicate with the community and inform them of any development and improvement works and to let them know that The Council is responsible for these developments and improvements. One of the ways The Council could improve communication with the community is through the school as this is a highly valued asset within the community.

8.2 The Council should give strong consideration to how it might work with the local pub as this is a reasonably well valued local facility. It is a means of communicating with the community as well as being a local business and it may be a means by which The Council can improve Community Engagement.

8.3 As with 2) above The Council should consider how it might work with local businesses as these are a neglected resource to both the community and to The Council. There are a good number of small businesses in Llandough and they may be willing and able to provide logistical support and advice to The Council regarding Community Engagement and in developing and improving local facilities/services.

8.4 The Council should explore how it can go about attracting a doctor's surgery to Llandough and a local shop/s to the area. There are any number of ways this could be explored. For example, The Council could contact national 'local' providers, such as Nisa, the Co-Op, and others and find out what their requirements would be to open a shop in the area. These inquiries, if pursued to their final conclusion, may lead to substantial outcomes. Similarly, for a doctor's surgery. The Council would be at least in a better-informed position if they were able to tell constituents why there was no GP surgery in Llandough and what was being done in an attempt to rectify this.

8.5 It would be a quick win for The Council to investigate public transport provision to and from Llandough. For example, while there are regular buses how regular are the buses to

Penarth, which is probably the nearest GP provision? How easy is it to use public transport to and from Llandough to get to shops? And so on. If the Council finds the provision is poor then discussions can be opened with public transport providers. Again, this would provide a good object for Community Engagement discussions.

8.6 While the Council may assume Llandough has local groups by comparison to other areas there is a shortage of community groups that serve the communities interests as a whole. The Council might want to consider how they can go about encouraging constituents to form small community based groups that serve the community. Examples can be taken from other nearby Councils.

8.7 It is strongly recommended that The Council pursue The Vale of Glamorgan to place the local playing fields in to trust for the community. The last understanding was that the playing fields are not currently in trust. This means they could be sold at any time and could be developed as housing or similar. Given the importance of the Parks and Play Areas to the entire community this seems to be another, crucial, quick win for The Council. As soon as the playing fields are in trust The Council could report this to the community and it would again be a means of facilitation Community Engagement (a Council success story).

8.8 When planning community engagement, The Council will need to be mindful of the seemingly different needs and requirements of different demographic sectors of the community. However, the community has a lot in common in terms of what it considers important. The Council will also need to remain mindful of the Wellbeing of Future Generations (Wales) Act 2015 and take account of this in its engagement strategy. Forward planning by The Council should consider future generations as a priority. This does not imply The Council should not take account of existing needs and requirements but rather it should be mindful of responding to immediate apparent requirement at the expense of what future generations might require.

8.9 The Council should continue with its Biodiversity work as this is valued by community and is another 'quick win'. Much can be achieved at low cost within the community and it is a powerful engagement tool. For example, constituents can be encouraged to keep logs of wildlife and to develop and improve local wildlife habitats. There are several areas of open

land that could be preserved and managed to improve local biodiversity and there may be additional support for this from other organizations and governmental bodies.

8.10 The Council should investigate development options for the reserve allotment sites in Lewis Road. It may be that the land could be made available on the long-term lease basis for the development of shops and/or a GP surgery. Almost certainly the land could be utilised as an additional park-come-play area for children in the community. This land is an excellent resource for The Council and it could be an excellent resource for the community as a whole. The Council should consider if further resources and influence can be bought to bear if the land is utilised in keeping with the Wellbeing of Future Generations (Wales) Act 2015, and equally it should be utilised in keeping with The Act. The Council should also consider the implications of not utilising this community resource appropriate in keeping with The Act.

Appendix

Llandough Community Council Survey: Services and Facilities in Llandough

Thank you for taking the time to complete this questionnaire. We would like to know about your experiences of the services and facilities in Llandough. We would also like to know what services and facilities you think could be developed and improved.

The information you provide will be used to help us understand your needs and to make improvements.

There are three sections to the survey. **Section one** asks how often you use the listed services and facilities in Llandough. **Section two** asks which services and facilities you would like to see developed and improved. **Section three** asks some questions about you. Please **DO NOT** put your name or contact details anywhere on this survey other than where we ask for your email address. It is completely anonymous and is being used to improve things for the community as a whole.

When you have completed this survey please place it in the envelope provided and post it back to us by 31 August, 2017

Alternatively, an online version of the survey can be completed at

<https://www.surveymonkey.co.uk/r/Llandough>

by 31 August, 2017

This survey is best completed by the person who makes most use of the services and facilities in Llandough. If more than one member of your household would like to complete the survey please go to the online version (above) and complete it there.

Please answer the questions as accurately as possible. There are no right or wrong answers. By completing this survey, you acknowledge that you have been informed about the purpose of the survey.

If you have any questions or queries please contact Paul Egan, Clerk for Llandough Community Council. Email: clerk@llandough-cc.co.uk

Section One

This section asks how often you use the listed local facilities and services. Please consider ONLY the services in Llandough. If you don't use any of the listed services, or, as far as you know, they are not available tick 'don't use/not available'. **Please tick ONE box for EVERY facility listed.**

Services and Facilities	How often do you use the listed service/facility					
	More than once a week	At least once a week	More than once a month	At least once a month	Less than once a month	Don't use/not available
Play areas						
Parks						
Village hall						
Tennis courts						
Allotments						
Local School						
Local Doctor						
Public transport to and from Llandough						
Local pubs						
Local Clubs						
Local Groups						
Local Shops						
Local sports facilities; playing fields, tennis courts, and so on						

Section Two

This section asks how important you think it is to improve and develop listed local facilities and services in Llandough. The level of importance is given in the top row and starts with 'Very Important' on the Left through to 'Not At All Important' on the right. **Please tick ONE box for EVERY facility/service listed.**

Services and Facilities	Very important	Important	Neither important nor unimportant	Unimportant	Not at all important
Play areas					

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Parks					
Village hall					
Tennis courts					
Allotments					
Local School					
Local Doctor					
Public transport to and from Llandough					
Local pubs					
Local Clubs					
Local Groups					
Local Shops					
Local sports facilities such as a Multi-Use Games Area					
A Community Garden					
Local Biodiversity: Wild Flowers; Wildlife such as frogs, hedgehogs, and birds.					

Section Three

This section asks some brief questions about you. This will help us better understand the needs of the community. If you provide us with your email address we will only use it to contact you about Council business relevant to the community of Llandough. Your details and email address will NOT be made available to anybody else. **Please tick the relevant box for each question.**

How long have you been living in Llandough?

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Less than twelve months	
Between twelve months and three years	
Between three and ten years	
More than ten years	

What is your marital status?

Single	
Married	
Divorced	
Widowed	
Living with partner	
Prefer not to say	

Do you have any children living at home (tick all that apply)?:

Who are under school age	
Who are in primary school	
Who are in secondary school	
Who are in college or university	
Who are working but still living at home	

What age group do you fall into

15-25	
26-35	
36-45	
46-55	
56-65	
66-75	
Over 75	

Please write your email address below if you are willing to let the Council use it to contact you about Council business from time to time.

Email Address:.....

THANK YOU FOR COMPLETING THE SURVEY