

Zennor Parish Community Plan

Analysis of Questionnaires

Zennor Parish Community Plan

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Executive Summary

A total of 111 responses to the Zennor Parish Questionnaire were returned, a response rate of 62% that is one of the highest in Penwith. This high response rate is a strong measure of the importance of the issues to the local community and the interest they take in Parish matters.

The main issues highlighted in the responses were:

- The importance of the footpaths and bridle paths to most of the residents, with more than 70% using them regularly, and the vital role played by the Footpath Officer in keeping them clear and sign-posted.
- The enjoyment that the residents have in the beauty and peace of their surroundings, their love for the sea and moors that surround Zennor, and the strength of the local community.
- The desire to restrict or remove altogether the ability for second home ownership and to make affordable housing available to local residents, perhaps by allowing local farm building to be converted for the purpose.
- The support for a local shop/post office, possibly a farm shop that would sell local produce and a farmers' market held regularly.
- The demand for improvements in traffic patterns and signage in the area, reductions in speed limits and the banning of coaches in the village itself.
- The need for improvements in the local bus service, particularly with the addition of evening services.
- A desire for expansion of activities held in the Village Hall, particularly for exercise classes and art and crafts.

In addition, substantial support was shown for the local newspaper, the Mermaid's Echo and for the activities of the local Parish Council. Several requests were made for a playground for young people and a sports/recreation area within the Parish.

These issues were all highlighted in the "Magic Wand" questions at the end of the Questionnaire and were emphasised in responses to individual questions.

Analysis of Questionnaire Responses

Detailed analysis of the responses from the Questionnaire follows. Many of the responses to individual questions overlap. Where this is the case, the results and comments have been collected together and presented in the results of the appropriate sections.

Section 1: General Information about the Respondents

Ages and Years in the Parish

A total of 105 people (95%) replied to the question of age, giving the age distribution in the figure below (Figure 1). As shown, more than 50% of the people are between 41-65 years old and very few young people live in the Parish. Only 6 children are under the age of 5 and only 8 young people in the age range 5-15. More than 56% of Responders have lived in the Parish more than 15 years (Figure 2).

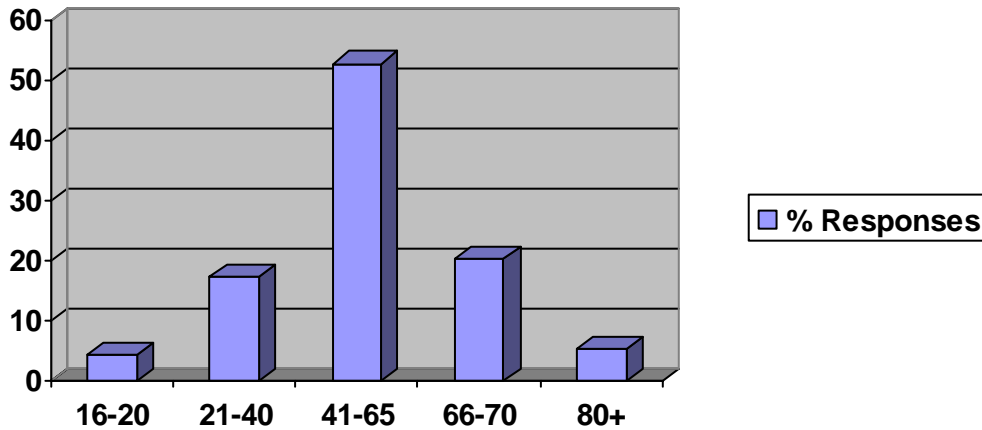


Figure 1: Age Distribution of Responders

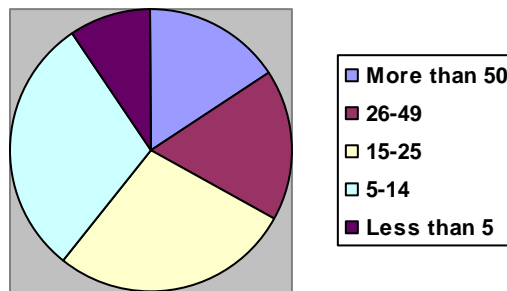


Figure 2: Years in the Parish

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Living in Zennor

Asked to say what they liked **most** about living in Zennor, 66% replied as follows:

- The beautiful scenery (46%)
- The friendly and active community (27%)
- Peace and quiet (23%)
- Living near the sea (14%)

The young people amongst the responders agreed with these but added “fields to run about in” and “church bells”.

Asked what they liked **least** about living in Zennor, 55% replied, with much more variation in their answers:

- The damp, wind and fog (8%)
- Badly behaved tourists (8%)
- Petty behaviour by some local people (7%)
- Problems with buses, traffic and parking (6%)
- Having to travel to work (6%)
- Not being able to afford to stay when retired (5%)
- Lack of a local shop/post office (4%)
- No mobile phone access (4%)

The young people amongst the responders added “not much to do” and “rubbish left on the side of the road”.

Housing Ownership and Rentals

Most (82%) of the responders are permanent residents in the Parish, with 7% in temporary residence and only 4% second home owners. 70% of the homes are owned outright or mortgaged, 16% are privately rented and 8% are tied occupation.

Socialising

The most popular venues for socialising are in the Parish (40%), St Ives (23%) and Penzance (35%).

Church Attendance

Only 19% of responders attend church in the Parish, with another 5% attending church out of Parish. Church is regarded as important for weddings/baptisms/funerals (51%), as a focal point for the community (40%), as a place for reflection and prayer (32%) or Sunday worship (26%), and for bell-ringing (8%).

Employment

More than 36% of responders are employed either full or part-time, another 40% are self employed full or part-time and 16% are retired. Very little unemployment exists in the Parish.

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Most people are employed close to home, with 36% working from home, another 38% travelling less than 10 miles to work, and only 12% travelling more than 10 miles. As a result of the short distances travelled to work, 20% either walk or travel by bicycle, 36% travel by car (with 6% of those car-sharing) and only 12% travel by bus or train.

Vehicle Ownership

Between them, respondents have 93 cars (85%), 10 motor cycles (9%), 33 bicycles (30%) and 6 (6%) mobility scooters (Figure 3).

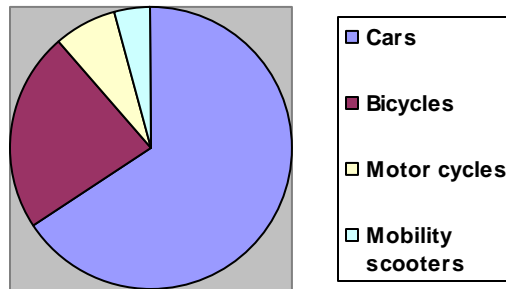


Figure 3: Numbers of Vehicles Owned

Shopping

Most responders (89%) do their weekly shop in Penzance, with the rest going to St Ives or Carbis Bay. Several people mentioned Bill and Flo's Farm Shop. More than 26% of the responders do some of their shopping on the internet.

The shops were regarded as adequate for their needs by 64% but more than 10% commented on the difficulties and expense of parking and the lack of organic foods. The desire for a local shop was emphasised here as it was everywhere that an opportunity arose to do so. More than 90% said that they would support a farm shop selling local produce in the Parish.

Mobile shops are used by a minority of responders: 21% for meat, 17% for milk, 11% for the library and 6% for fish. Comments included "Did not know they were available".

Computer Usage

Computers are widely used for: work/business (48%); fun/recreation (35%); internet (47%); education (26%); shopping (26%). Only 5 responders mentioned not having a computer.

Broadband is widely available and used by 52% of the responders. It was not available for 9% and 18% said that they did not use it.

Section 2: Activities

Information Sources

People find out about community activities mainly through word of mouth and the local papers (Figure 4).

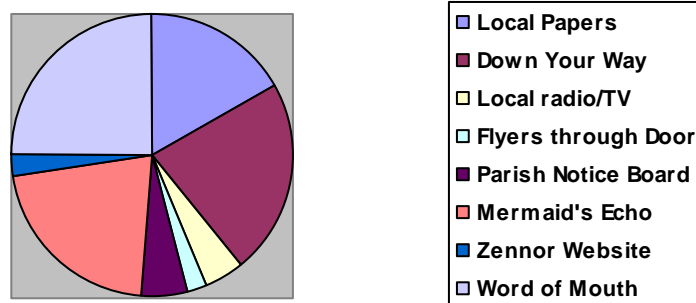


Figure 4: Finding Out About Community Activities

Activities within the Parish

Responders participate in a wide range of activities within the Parish (Figure 5). Other activities mentioned include barn dances, guided walks and events at the pub/church/village hall.

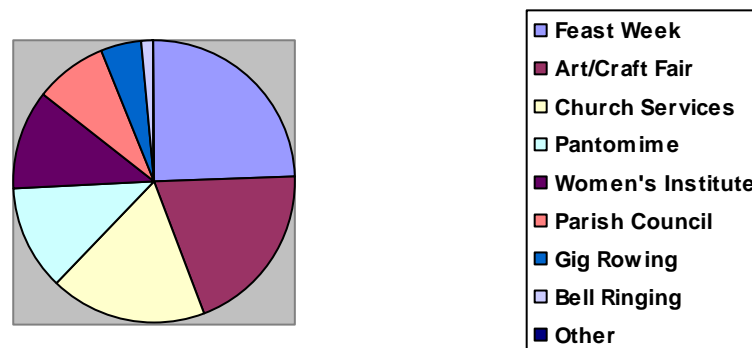


Figure 5: Activities within the Parish

Sports activities inside the Parish include hunting and shooting (14%), fishing (13%), watersports (9%), gig rowing (5%), equestrian (4%) and cricket (2%). Other sports mentioned include walking, cycling and swimming. The comment “We would like a sports field in the Village” was made in several places throughout the Questionnaire.

Activities outside the Parish

A total of 26% of the respondents listed activities outside the Parish. These included yoga, aerobics, gym, arts and crafts, music, swimming, athletics, rugby, netball, history group, computing, clubbing, lip reading, horse-riding, German, evening classes, volunteering and dance.

Sports activities outside the Parish include watersports (15%), hunting and shooting (7%), tennis (6%), equestrian (6%), cricket (4%), football (3%), rugby (3%) and fishing (2%).

Comments include “There are plenty of activities for all tastes within the District” and “We could do with more information about activities in the District”.

Activities for Young People

Activities for young people are almost non-existent in Zennor. A request was made for swings or a play area in the Village, a cricket/rugby/athletics pitch and a tennis court

Plenty of sports activities are available for young people in the District but low cost transport is needed for accessing them, along with a Penzance bus service that runs in the evenings.

Venues for Activities

The Zennor Village Hall was rated as an excellent venue for activities. Excellent venues in the District were mentioned by the 5% who responded. These included the Acorn Theatre, Morrab Library, Penzance and St Ives Arts Clubs but it was noted that few good night clubs exist in the District.

Activities in the Village Hall

Responses relating to activities in the Zennor Village Hall came from 40% of the responders. The most popular were:

- Keep fit/yoga (11%)
- Evening classes in art, crafts, languages etc. (9%)
- Barn dances (7%)
- Farmers’ Market, produce stalls (6%)
- Drama and musical events (4%)

Other suggestions included films, talks, quiz nights, whist or bingo, coffee mornings, cream teas and a youth club.

Participation in Community Projects

Asked to say what they could contribute to community projects 12% responded, listing expertise in:

- Arts and crafts
- Creative writing
- Natural history
- Food/cookery
- IT
- Design
- Sustainability
- DIY

Suggestions for projects included guided (botanical) walks, photographic projects and organising a youth group. Others suggested that a village green/garden area would be useful for community activities and monthly get-togethers/ coffee mornings/chat sessions would bring people together. One specific suggestion was that Zennor plan to become a self-sustaining community.

In the District it was suggested that local farmers' markets be organised regularly and that parking be improved.

Section 3: Footpaths and Bridleways

More than 90% of responders answered the question about use of footpaths, with 67% providing information about the specific footpaths that they use, and 33% adding comments that they thought would be useful. This level of response clearly indicates the importance of the footpaths to the Parish.

Usage

Most people (82%) use most of the footpaths in the Parish and appear to be very pleased with them. The coastal path, church path, field footpath were all singled out for mention by many of the respondents in their additional comments. The roads are not used as footpaths (by 56%) and the bridleways are not used by most responders (62%). No new ways are needed (59%) and only a few people (28%) would go on guided walks if they were available

Quality

The footpaths are:

- Generally accessed without difficulty (69%)
- Adequately maintained (59%)
- Easy to follow (58%)
- Have adequate surfaces (64%)
- Have adequate signs (52%)

In the comments, opinion was split on whether more signage is needed for the footpaths (7%) or less signage is desirable (5%). A common view was “make the signage clearer but do not add more of it”. Several people commented on the good work of the Footpaths Officer and the need to keep him in place.

Footpaths in the District received the same favourable comments as those in the Parish.

Section 4: General Services in the Parish

In general, it was agreed that very few services are available in the Parish. Responders said that if available they would use a Post Office (75%), a shop (68%), a doctor’s surgery (45%), a dentist (41%) and banking facilities (42%) (Figure 6). Additional desirable services mentioned included a prescription delivery service and a crèche.

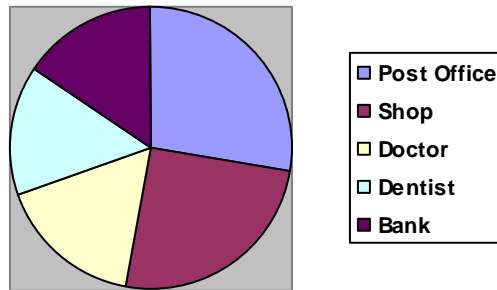


Figure 6: Use of Services if Available

Doctors Most people (54%) attend a doctor’s surgery in Penzance, with others going to St Ives (35%) and St Just (5%). Concerns were expressed (by 6%) about the cost of transport and difficulties of parking, as well as threats to local hospital services.

Dentists

Fewer than half (41%) of the responders go to an NHS dentist, with 16% going private by choice and 30% private not by choice. Of these, 35% go to a dentist in Penzance, 21% to St Ives and 30% go elsewhere, to Truro, Hayle, London and various other places.

Banking Services

A large majority (85%) do their banking in Penzance, with 19% using internet banking and 12% going to a bank in St Ives.

Accessibility to Services

Almost all (88%) responders say that they have no difficulty in getting to the required services. Those that do experience problems mentioned that these might be eased by improvement in the bus service.

Telephone Services

The landline service was rated usually or always good by 81%, with only 5% saying that it was infrequently or never good.

Emergency Services

Opinion on these varied (Table 1) according to personal experiences as was expressed in the comments.

| Quality of Service | Very Good/Good | Acceptable | Poor/Very Poor |
|--------------------|----------------|------------|----------------|
| Police | 29% | 28% | 15% |
| Fire Service | 38% | 26% | 6% |
| Ambulance | 33% | 29% | 7% |
| Coast Guard | 36% | 23% | 5% |

Table 1: Assessment of the Quality of the Emergency Services

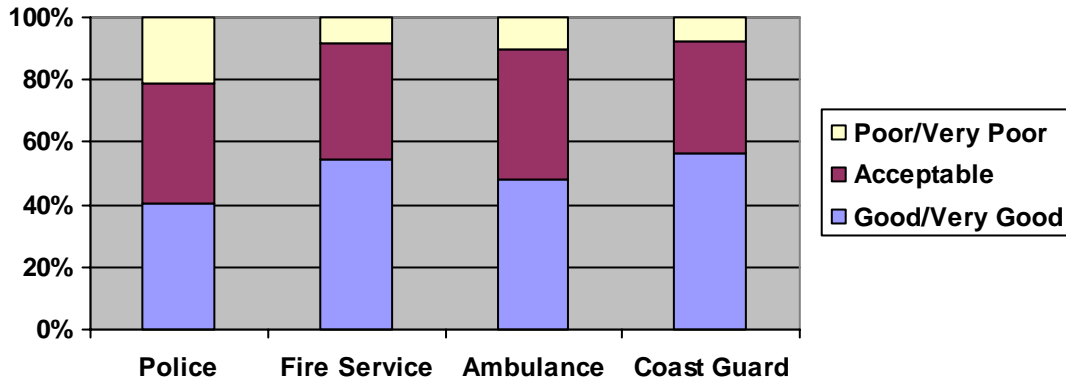


Figure 7: Pictorial Assessment of the Quality of the Emergency Services

As can be seen in Table 1 and Figure 7, the Police Service is rated as the poorest of the emergency services. Most of the negative comments about the Police Service concerned the slow reaction time. This was attributed by a number of people as due to the remote control operating from Exeter and the lack of a local contact number. In spite of this, almost 10% pointed out in their written comments that they regarded the local Police Service as “excellent”.

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Several people mentioned that the emergency services do not seem to know much about Zennor – “They had no idea where we were when there was a fire”.

Parish Council

Of the total questionnaires returned, 95% responded to this question, indicating a keen interest in Parish Council issues. Almost half (48%) knew all the Councillors, with 43% knowing some of them. Only 5% knew none of them.

The Parish Council was rated “Excellent” or “Good” by 48% with another 20% rating it as “Adequate”. Only 5% rated it as “Poor” or “Unsatisfactory”.

Comments were complimentary in the main, examples being “It is very good of the Councillors to give their time to us” and “It would be great if more people came to the meetings and had their say about things”.

The Mermaid’s Echo

As was demonstrated in Figure 4, the Mermaid’s Echo is a popular way of finding out about community activities and it is read by 82% of the responders. The majority (56%) do not want it to be more frequent and only 8% are prepared to help in its production.

The Mermaid’s Echo appears to serve the community very well. More than 36% of respondents commented on the content of the Mermaid’s Echo, with 15% saying that they liked everything in it. Others (8%) mentioned their interest in items of local history, 6% liked the local news and events sections, and 4% said how much they enjoyed the “Old Codgers” stories.

Suggestions for content included “the bus timetable”, “green/energy saving tips”, “services available locally” and “fishing reports”.

Zennor Web Site

Only 31% have visited the Zennor web site, with 48% saying that they had not. Responses to what they would like to see on the web site were given by 26% but of these, 10% did not previously know of its existence.

Suggestions for the web site included:

- An up-to-date diary of local events
- Information for tourists on walks and local attractions
- Bus times
- Classified section for local goods and services
- Parish, District and County Council information
- Local history, environment, archaeology, geography
- Contributions by residents

Overall Services in the Parish and District

Services in both the Parish and the District are rated as good or adequate by the 15% who responded to the questions. Issues raised were

- Fears about reduction in hospital cover (5%)
- Improvements required in public transport (3%)
- Lack of NHS dentists (2%)

Section 5: Environmental Issues and Recycling

Improving the Environment

When asked what could be done to improve the environment of the Parish, the top responses were:

- Remove overhead cables (59%)
- Control Japanese Knotweed, ragwort etc. more aggressively (56%)
- Stay with no street lights, as it is now (51%)
- Keep hedgerows trimmed (44%)
- Relocate the village phone box (36%)
- Maintain the verges (35%)
- Plant more trees (35%).

Other suggestions included: “improve biodiversity” (30%); “let hedgerows grow naturally” (26%); “remove signage” (23%); “install bins for dog mess” (23%). 18% of responders said “Leave things as they are”.

Renewable Energy Projects

Broad support was shown for any small-scale renewable energy projects (Figure 8). The highest level of support were for solar panels (64%), geothermal (54%), wind power (54%) and tidal power (49%). Only 9% supported none of those listed.

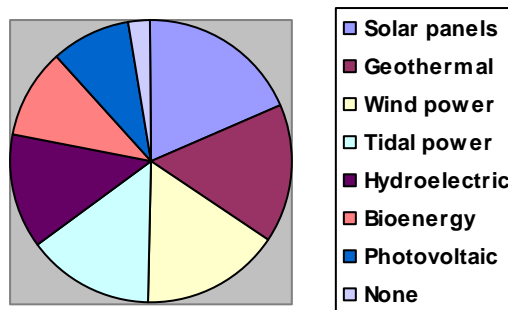


Figure 8: Support for Renewable Energy Projects

The main obstacles to implementing any renewable energy projects are costs (56%), planning regulations (51%) and lack of information/advice (34%).

Waste Disposal and Recycling

The most common recycling facilities (Figure 9) used by the responders are bottle banks (76%), kerbside collections (71%), charity shops (65%) and compost heaps (46%).

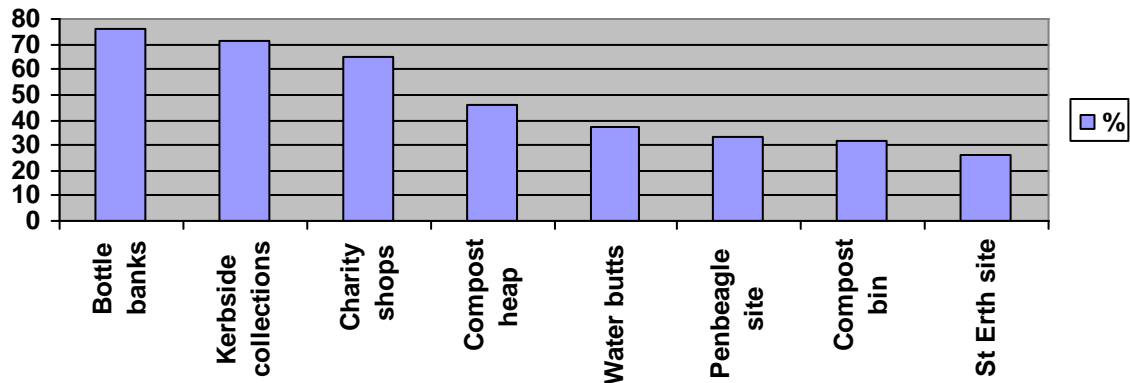


Figure 9: Percentage of Respondents using Recycling Facilities

High levels of recycling take place across the board:

- More than 70 % of respondents recycle glass, steel and aluminium tins, paper and newspapers.
- Between 50% and 65% recycle cardboard, clothing and shoes, plastic bottles, yellow pages, and garden waste.
- Between 25% and 45% recycle water, books, printer cartridges and mobile phones.

Few people recycle oil (16%) or paint (8%).

Issues with Recycling

Asked whether they were happy with regards to collection of waste, the responses were as shown (Figure 10).

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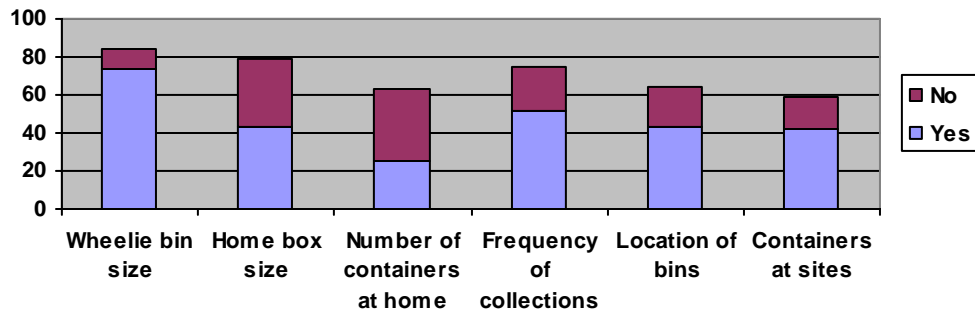


Figure 10: Responses to “Happy with Collection of Waste”

Asked what would help them to recycle more, the responses were:

- Kerbside collection of plastics (56%)
- More kerbside collections (31%)
- Larger (28%) and more (26%) recycling boxes at home
- More bins at recycling centres (16%)
- Kerbside collection of garden waste (13%)

In the District the recycling service was rated (by 15%) to be “good enough” but would be improved if plastic was collected at kerbside and a battery recycling service were implemented.

Section 6: Housing and Development

Housing Issues in the Parish

Repeated comments about housing in the Parish include:

- There are too many second homes. Ban, recover and/or tax them. (12%)
- Affordable housing is urgently needed for local workers and for young people (12%).
- Why not convert farm buildings for local affordable housing? (11%)
- Any new build must fit in with the environment (10%)
- Keep any new build to the minimum, or none (12%)

Of the responders, 21% are looking for affordable housing but only 2% are on the Homeseekers’ Register. Almost 24% know of someone who would move back to the Parish if suitable jobs or accommodation were available.

Housing Issues in the District:

In addition to the comments made about housing in the Parish, the suggestion is made that new builds in the District should have a local restriction and be built only in larger communities.

Opportunities for Work or Business

Responders are split on whether they want to see more opportunities for work or business in Zennor, with 41% for and 34% against. Suggestions for work/business opportunities that would lead to commercial development were made by more than 5% of the respondents and include:

- A small general shop/post office/farm shop
- More local organic growers/market garden/specialised food products
- Creative media, ICT, e-commerce, knowledge-based businesses
- Low key craft workshops/art studios
- Micro-businesses that are small and sustainable

Employment Issues in the Parish and District

The following issues were raised by 20% of respondents regarding employment in the Parish and the District:

- Too few permanent jobs
- Too many jobs are seasonal, based on tourism
- Pay is poor
- Essential to drive/have a car
- More new businesses needed locally

General Development in the Parish

Little support is shown for any new development in the Parish, with 48% actively opposing this and 24% with no firm view. On the other hand, 56% support changing commercial or agricultural premises to residential, with 14% having no firm view.

Some (5%) stated categorically that they wanted “absolutely no development in Zennor”.

Section 7: Transport

Types of Transport Used:

As might be expected, cars are the most popular of transport, taking people mainly to Penzance and other local towns. The breakdown of types of transport used is given in Table 2 and Figure 11.

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| Transport Use | Car | Bus/Train | Walk | Cycle |
|---------------|-----|-----------|------|-------|
| Primary | 81% | 8% | 5% | 2% |
| Secondary | 4% | 24% | 29% | 10% |
| Occasional | 2% | 42% | 13% | 22% |
| Never | 1% | 9% | 2% | 11% |

Table 2: Type of Transport Used

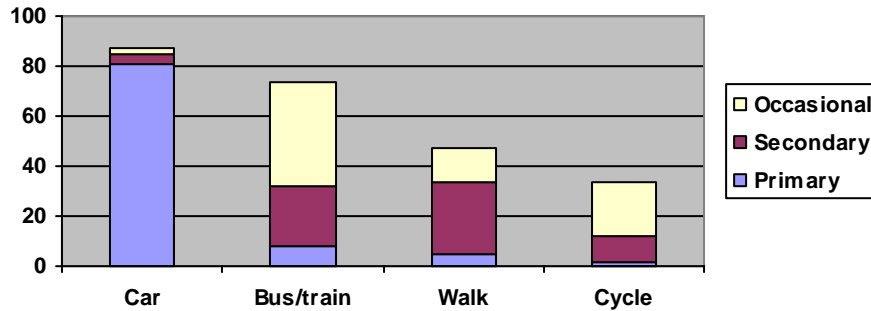


Figure 11: Means of Transport

- The primary means of transport are used daily by 60% of respondents and 2/3 times a week by another 27%. Journeys are most often less than 10 miles (72%)
- The secondary means of transport are used at least 2/3 times a month by 53% with 40% of the journeys less than 10 miles.
- The most common destinations travelled to regularly are Penzance (76%), in the Parish (36%) and St Ives (29%). Occasionally respondents travel to Truro (46%), St Just (37%), St Ives (30%), Hayle (29%) and Redruth/Camborne (21%).
- Other destinations mentioned by several respondents include London, Bristol, Exeter, Plymouth and Newquay.

Public Transport Usage

More than 70% of respondents use public transport (bus/train) at least occasionally, most often for work (15%), shopping (16%), leisure pursuits (17%) and doctor/dentist visits (6%). Taxis are used only occasionally by 40% and never by 47%. Taxi fares are considered (3%) to be high.

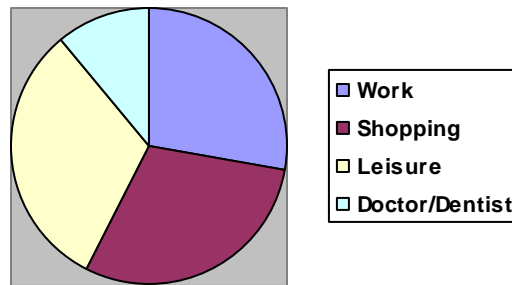


Figure 12: Use of Public Transport

Popular destinations are Penzance (26%) and St Ives (20%). The majority (63%) say that it is easy to find out about public transport.

Buses

Buses are used occasionally by 32%, most often between 9am and 2pm. They are never used by 46% of the responders. Buses are not regarded as meeting the needs of many households, with 32% saying that they barely or never meet their needs. Buses would be used more if:

- They ran at more convenient times (35%)
- They were more frequent would use it (31%)
- Evening services were provided (30%)
- Tickets were cheaper (25%)

Comments include “Sunset buses are brilliant!”, “We need evening buses” and “Buses drive too fast”.

Trains

Trains tend to be used only occasionally, with 12% saying that they never use the Penzance trains, 38% never use the St Ives trains, 35% never use trains at St Erth and 81% saying that they never use the Park and Ride at Lelant.

When trains are used, responders go to London (45%), Truro (10%) and St Ives (3%). Other destinations mentioned by several people were Plymouth (7%) and Bristol (3%) (Figure 13).

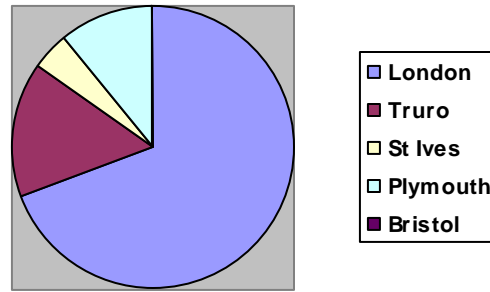


Figure 13: Destinations by Train

The sleeper is used occasionally by 28% and never by 60% but a number of people (5%) say “Keep the sleeper!”

Transport Difficulties

Very few people expressed any difficulties with transport, other than regretting that they feel forced to use the car for almost every trip, whether getting to work or visiting the doctor or hospital. Several (3%) commented on the high costs of public transport.

Section 8: Traffic Control and Parking Issues

Traffic Control Measures

A desire to reduce the speed limit in Zennor village is expressed by 49% but no clear consensus is shown on limiting the speed limit in the Parish (Table 3). Few people support any traffic calming measures. The majority (55%) do not support more signage and 35% want less. Those who want more signs suggest “they are needed on tight corners”. Others say that the current signs are “too high” and that “finger signs were better”.

| Traffic Control Measure | In Support | Do Not Support |
|-------------------------|------------|----------------|
| 20 mph limit in village | 49% | 26% |
| 30 mph limit in Parish | 39% | 31% |
| Road Humps | 7% | 61% |
| Chicanes | 2% | 59% |
| More Signage | 10% | 55% |
| Less Signage | 35% | 22% |

Table 3: Support for Traffic Control Measures

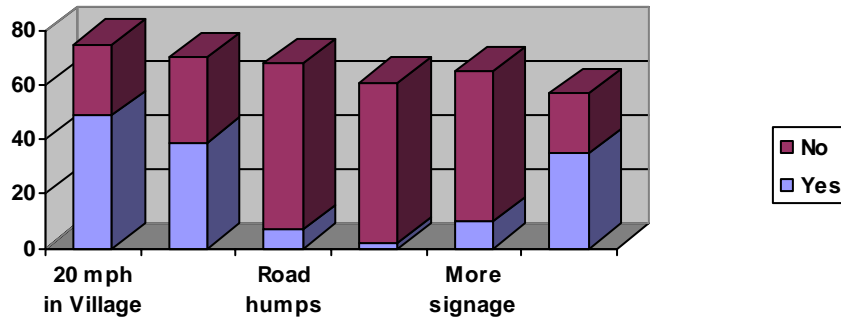


Figure 14: Support for Traffic Control Measures

Traffic Issues

Comments on traffic were made by 38% of respondents. By far the most common (15%) propose reducing the number and size of coaches coming into the village, with 6% suggesting that coaches stop on the road and not in the village. The proposal to make the B3306 one way for coaches is supported by 63%.

Parking

Parking is not seen as a serious problem most of the year but 47% of the responders said that problems existed in the summer months.