

Letterston Community

Action Group

COMMUNITY ATTITUDES SURVEY

2014



LETTERSTON - TRELETERT



Letterston is situated on the A40, 10 miles from Haverfordwest and 5.5 miles from Fishguard. The village is gathered around the A40 junction with most housing and housing developments stretching along Station Rd and St Davids Rd. The population is 2187 (Source: National Statistics 2011 Letterston Ward. Appendix 1) but a lesser number, 1200, within the village boundary (source: Planed 2013)

The Letterston Community Action Group, formed in 2013, aims to communicate with the people of Letterston and benefit the community by bringing together organisations that can support, enhance and improve village life.

The initial objective was to deliver questionnaires to 400 households within the village boundary. Once set and piloted, PLANED printed the questionnaires bilingually. By mid February 2014, delivery was completed and collection planned for April 1st 2014.

Of the 400 questionnaires delivered, 47 households responded. A response rate of 11.75%. The response rate makes it difficult to

provide an accurate analysis of the views of the people of this village. Although only 47 households responded, this represented 100 men women and children (8.3% of the population of Letterston).

The raw data is collated into quantitative (statistical) and qualitative (descriptive) areas (Appendix 2). This provides the basis for the discussion, conclusion, and recommendations. Once collated, this information provides an overview of both attitudes and needs.

The quantitative data:

1. Demography:

The responders represented:

0-7-	7-	7%
8-12-	4-	4%
13-17-	2-	2%
18-21-	2-	2%
22-30-	6-	6%
31-45-	6-	6%
46-55-	10-	10%
56-65-	21-	21%
66-75-	34-	34%
76+	8-	8%

The majority of responders fall into the 66-75 yr age group. There is therefore a bias towards the attitudes of this age group. This in itself tells us that few households in the 22-45 age group responded and we know little about their views. There may be numerous reasons for both the lack of a general response and especially the lack of response from this group.

Unfortunately, there were few responses from households with children, teenagers, and young adults. The qualitative evidence suggests dissatisfaction for and with this age group. However, these views come from other, mainly older, age groups.

2. The households comprised of:

Males: 50, Females: 50

3. Years responders have lived in the village:

Mean= 22.5

Mode =2

Median= 15

Range=79-1=78

Total years=1063

Nineteen of the households (40.4%), have lived in the village for over 27 yrs. There were also 12 households (25.5%) who have lived here for less than 5 yrs. This again highlights the lack in the response from the middle age groups.

4. The responses regarding satisfaction or dissatisfaction as a place to live with reference to age group in the household:

	0-7	8-12	13-17	18-21	22-30	31-45	46-55	56-65	66-75	76+
Very satisfied	7 87.5%	1 33.3%		1 100%	4 80%	3 60%	5 62.5%	11 64%	13 43.3%	3 42.8%
Fairly Satisfied	1 12.5%				1 20%	1 20%		2 11.7%	7 23.3%	3 42.8%
Neither satisfied Or dissatisfied		1 33.3%	1 50%			1 20%	1 12.5%	1 5.8%	8 26%	
Fairly dissatisfied							2 25%	3 17.6%	2 6.6%	1 14.2%
Very dissatisfied		1 33.3%	1 50%							
Total in each group	8	3	2	1	5	5	8	17	30	7

Total responses to this question=86

With the limited responses for most age groups it is difficult to give a definite answer to this question, however the “very satisfied” and fairly satisfied” out weigh other responses.

5. The views of responders as to whether or not the village has improved shows that the majority chose “about the same”

category but this is mainly relevant to the older age group who made up 63% (56-76 age range) of responders.

- a, found the village a better place to live- 12- 25.5%
- b, found the village a worse place to live- 6- 12.7%
- c, found the village about the same- 29- 61.7%

6. (Quantitative data)

7. Problem and non-problem areas in the environment. The householders responded on a scale of 1-5, 5 being the greatest concern and 1 the least concern.

	1	2	3	4	5	Total Reponses
Rubbish or litter lying around	7 19.4%	6 16.6%	11 30.5	5 13.8%	7 19.4%	36
Adequate road crossing, traffic systems.	4 9.3%	0	2 4.6%	4 9.3%	33 76.7%	43
Speeding vehicles	2 4.5%	1 2.2%	3 6.8%	10 22.7%	28 63.6%	44
Problems with dogs/fouling	5 11.9%	4 9.5%	5 11.9%	8 19%	20 47.6%	42
Graffiti on walls or buildings	20 62.5%	1 3.1%	4 12.5%	4 12.5%	3 3.1%	32
Vandalism	16 18.7%	1 3.3%	6 20%	3 10%	4 13.3%	30
Homes and gardens in poor condition	13 38.2%	7 20.5%	9 26.4%	2 5.8%	3 8.8%	34
Drunkenness/drugs	18 60%	8 26.6%	1 3.3%	2 6.6%	1 3.3%	30
Lack of meeting place for teenagers	9 27.2%	0	7 21.2%	10 30.3%	7 21.2%	33
Crime e.g. theft, car crime	17	8	5	2	2	34
Bullying	20 64.5%	3 9.6%	3 9.6%	0	5 16.1%	31
Drinking and driving	13 39.3%	7 21.2%	3 9%	5 15%	5 15%	33
Noise	21 61.7%	7 20.5%	2 5.8%	3 8.8%	1 2.9%	34

The responding householders show there is little concern for graffiti, drunkenness, or noise. The main areas for concern, as in

the qualitative data, are for adequate road crossing (76.7%), speeding vehicles (63.6%) and dog fouling (47.6%).

8. Responders views on the areas that should receive attention in the village. The response is on a scale of 1-5. 5 being in need of the greatest attention and 1 needing the least attention.

	1	2	3	4	5	Total Response
Children's activities	3 7.6%	3 7.6%	14 35.8%	4 10.2%	15 38.4%	39
Youth activities	4 9.5%	2 4.76%	10 23.8%	11 26%	15 35.7%	42
Activities for the elderly	6 15.7%	4 10.5%	11 28.9%	6 15.7%	11 28.9%	38
Communication re existing village activities/groups.	4 11%	0	5 13.8%	9 25%	18 50%	36
Signage e.g speed, shops etc.	5 13.5%	1 2.7%	5 13.5%	6 16.2%	20 54%	37
Broadband	9 24.3%	4 10.8%	4 10.8%	9 14.3%	11 29.7%	37
Village hall	16 47%	2 5.8%	4 11.7%	5 14.7%	7 20.5%	34
Environment inc., footpaths, maintenance of public areas etc.	5 13.5%	3 8%	6 16.2%	7 18.9%	16 43.2%	37
Transport for elderly & disabled.	9 25.7%	1 2.8%	9 25.7%	5 14.2%	11 31.4%	35
General recreation and leisure	9 23%	4 10.2%	9 23%	5 12.8%	12 30.7%	39
Sense of community	6 17%	3 8.5%	13 37%	5 14.2%	8 22.8%	35
Village appearance	6 15.7%	5 13%	5 13%	5 13%	17 44.7%	38

The concerns highlighted in this set of responses are communication regarding groups and activities taking place in the village (50%), signage (54%) for speed restrictions, shops etc, and (42%) for the environment to include public footpaths and public areas. The village hall has a 47% positive response but

communication a 50% negative response suggesting that the hall is valued in the village but knowing about the activities available poses a problem.

The Qualitative Data & Report

This descriptive account comprises of the householders' additional comments that were included on their questionnaires.

Letterston, a pleasant place to live:

There are numerous very positive comments regarding the village. These include the useful amenities of shops and services that are central and easily accessible, especially for non-drivers .e.g newsagents, the new school, Post Office, butcher, baker, general stores, surgery, and hairdressers, They also include leisure activities e.g the hall, the Luncheon club, Bridge Club, St Giles Church, Something's Cooking, and the local pubs. Transport is acceptable with a regular bus service serving the local towns. Housing has improved with the new estates and empty properties renovated and lived in.

Appreciation is shown for the clean and safe environment including the decline in heavy lorries using the village. Socially the respondents welcome the neighbourliness and friendliness of this community.

However, consistent negative themes appear. These will be analysed according to how frequently they occur in the data.

Road lay out, speeding vehicles, dangerous driving, pedestrian crossing, and parking:

The respondents added numerous comments on the problems associated with speeding traffic on the A 40, and within the village. (36 occasions- See Appendix 2) The A 40, a busy road at certain times of the day, splits the village into east and west. It is therefore necessary to cross this road to access the school, shops, and other facilities for those who live on Station Road and to access the hall etc from the St Davids Rd area. Station Rd. has new social developments where families with children are housed. Householders comment and complain about excessive speeding, lack of restrictions, lack of signs and no enforcement of speed limits. Many have responded that they wish for reduced speed limits-these vary between 20 mph and 40 mph. Crossing the A 40 poses a difficulty for many respondents and there are suggestions for a pedestrian crossing, a round about, traffic lights and speed cameras. Various traffic-calming devices are suggested to reduce speeding for St Davids Rd, Station Rd and the School Road.

Another major traffic grievance is the parking at the top of St Davids Rd. Shoppers park in this area causing danger & confusion for lorries turning in and out of the lorry park on St Davids Rd, other large goods and commercial vehicles, buses, cars etc. There were 16 additional comments on this subject (see Appendix 2). Suggestions include an occasional Police presence to deal with illegal parking, speeding and drivers using mobile phones. Alternative parking facilities are needed and parking on the pavements is dangerous. There is a plea for dropped kerbs to be marked clearly and parking prohibited alongside these areas. People who have moved into the new estate in Station Rd park in the road rather than their allocated spaces.

Pavements and pathways:

There were 11 additional comments regarding poor pavements and pathways. (see Appendix 2). They need maintenance and an extension along St Davids and Station Roads. In some places, they are broken and narrow and need weeding. Cross House Lane has rubbish, & broken objects strewn along it. One suggestion was the placing of railings outside the shops to prevent children running out into the road and to protect others from vehicles mounting the pavement. There is need for a link pavements from Nant y Ffynnon to the Croft. A mechanical sweeper is needed throughout the village. The cycle path should be extended to Letterston.

Facilities for children and teenagers:

There were 22 additional comments regarding children and young people and the lack of facilities for these age groups. (Appendix 2). Comments include “gangs walking around the village with little to do”, being “out late and disruptive”, “drinking underage”, “trespassing”, “antisocial behaviour of children from 10 yrs of age”, and an example of “yobs” attacking an elderly person on her own property.

Suggestions for improving the situation were play areas for different age groups e.g skate park, volunteers for leading youth groups/activities and mentoring youth. Both inside and outside play areas and activities could be set up in the hall and its surroundings for school holiday activities (Kids Club style). Improvements are needed to the Parent & Toddler group, and the successful Dance group re-introduced. Some householders feel that the population is rising but there is little available for young people. Some hold the view that a few young people are troublesome and their peer group is imitating this undesirable behaviour. There needs to be more consideration for, and integration with older residents.

Rubbish, litter, graffiti, and general maintenance of the area:

This group of comments cover wide-ranging issues and represent 21 observations and suggestions about the real or perceived damage to the surroundings. “Letterston looks neglected” and “Pembrokeshire County Council seems to forget Letterston” sum up much of these feelings. The village is poorly maintained, it becomes less attractive as it grows larger, and the green spaces are lost to new housing developments. Too many social houses are built in this village.

One mother commented that before she can play in the park with her child she has to check for broken glass and beer bottles. There has been no attempt in the last 6 yrs to clean graffiti off buildings. There are numerous comments about litter even on country paths, and rubbish is especially unpleasant on bin days.

The toilet door is broken on the Green and toilets need to be re-opened. Some homes and gardens are in very poor condition and houses for sale adjacent to untidy homes stand little chance of selling. There are some badly kept council gardens. Unsightly building plots need fencing off. Mud covers the end of St Davids Road from farm vehicles and causes problems in gardens and homes. Late at night, there is noise from people leaving the pubs.

Dog fouling:

Householders see this as a problem area. Additional comments (9 occasions –see Appendix 2) include the number of dogs and neglectful owners and a lack of dog waste bins. It is especially bad in some areas and the walk to the school being one of these areas. One mother spoke of the caution she has to place on ensuring her young children watch every step they take on their way to school.

The villagers, village hall and village events:

Although there are positive comments regarding the village hall as a useful facility there are negative annotations regarding improving communication and advertising events, a web site and more varied

events e.g gardening, craft,& keep fit clubs. There is also a remark concerning the apathy of villagers in supporting activities and the lack of community spirit. On the other hand, there is mention that first impressions are vital and that some groups make you feel unwelcome. Another suggests advertising for volunteers for helping with village events.

“Village has nothing to offer-just a place to live” is an added criticism which leads on to the lack of facilities that could flourish in such a growing village. Suggestions are a cinema or film facilities, a drop in Café, improved tennis courts, a web site, making the village more attractive with flowers and a bench on the square.

The demographic evidence shows that responders were mainly from an older age group. Reference was made to understanding people with Dementia and encouraging a Dementia friendly environment.

Finally, someone wants to know, “What happened to the Christmas tree this year”?

Transport, business, and amenities:

The bus service is a regular and useful service and villagers wish to maintain this standard. Sunday services are cut but it is hoped that no other service will be lost. Some residents request that the buses go along Station Road and that Bus Stops are improved.

An enterprising suggestion is to develop a Business Park with units and parking facilities in Station Road.

Post boxes need better positioning.

Printing the questionnaires in English only could save money.

Why doesn't a large village like Letterston have a gas supply?

Lighting is inconsistent in Craig Las.

Crime:

There is some car vandalism consisting of broken wing mirrors and accounts of stolen oil.

Conclusion:

Many amenities and services are described in a very positive way and this must not be overlooked. As stated in the discussion, the larger percentage of a low response was made by older residents and they must be commended for the detail they provided. The male: female response was exactly 50:50 which corresponds with the National Statistics for this ward. (males 48.5%: females 51.5%)

Recommendations:

The main concerns listed are in order of statistical inclusion using both the quantitative and qualitative data. The respondents would like improvements in the following areas:

- Adequate and safe crossing at the A40 junction.
- A reduction in speeding vehicles throughout the village and A40.
- Parking facilities near shops. Parking restrictions imposed especially for dropped pavements.
- Restrictions placed on dog owners for fouling and more bins made available.
- Clearer signage.
- Communication- regarding village activities.
- Repaired pavements, footpaths, and general clear up to improve village appearance.
- Activities for youth.

In addition to this, there were individual suggestions that are worth considering:

- Safety railings outside shops to prevent children running into the road.
- A business park at the bottom of Station Rd.