



2012 - 2022

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Commissioned by Town and Country Parish Plan Steering Group

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St Columb

Foreword

It is with considerable pride and pleasure that the Steering Committee of the 'Town and Country Parish Plan' now present the formal report to the people of St Columb Major. Over 25% of households returned a questionnaire, each of which contained 100 questions, covering a wide range of issues affecting the Parish. We thank and congratulate the nearly 500 people who took the time to complete the questionnaire. This will now give Cornwall Council, the Town Council, and other funding bodies a clear indication of the needs and aspirations of the residents of St Columb Major over the coming years.



This Plan will now form the blueprint for developing St Columb Major Parish over the next 10 to 15 years. A new committee must now be formed to work with funding bodies to help implement the changes needed to take the Parish forward to where we now know its residents want it to go.

I must thank the members of the Steering Committee who have worked tirelessly towards developing the questionnaire, delivering them to all households in the Parish, entering the massive amount of data and editing the reports findings. Thanks are also due to our Cornwall Councillor, Pat Harvey, who initiated this exercise and has assisted with support and funding as we moved through this challenging process. As she has indicated, without a Parish Plan infrastructure funding would not be forthcoming from any funding body. We also had support from the Regeneration Forum who provided the seed funding for the project. An 'Awards for All' grant was also obtained to allow us to write and print this report, and we thank Phil Tremain for the excellent work he has put into developing the final formal report.

We also acknowledge the support of St Columb Major Town Council, who have been with us all the way along this journey. The support of the many businesses and services in the Town who have acted as collection points for the questionnaires is also much appreciated. Emma Ball from Cornwall Council's Localism Team has provided professional support and encouragement during the Project.

This is your Parish Plan St Columb Major. As residents, be proud of your contribution towards it and the opportunity now given to take it forward and deliver the changes and improvements that you have so clearly articulated in this document.

Ober da onan hag oll ha chons da
Good work everyone, and good luck.

A handwritten signature in black ink, appearing to read 'Colin Roberts', written in a cursive style.

Colin Roberts
Chairman, Town and Country Plan Steering Committee

Executive Summary

The Steering Committee of the 'Town and Country' Parish Plan is delighted that 493 households in the Parish completed the 100-question survey covering a wide range of aspects of community life in the Parish including transport, health, heritage, safety, education and employment.

The number of returned surveys accounts for over 25% of households in the Parish and represents a very strong body of evidence for future planning and funding.

This detailed report is the culmination of 2 year's work by a group of very committed people representing the Regeneration Forum, Town Council, businesses and residents.

Overall, a large percentage of respondents identified a sense of community spirit and friendliness and St Columb Major's central location in Cornwall - close to the A30 arterial road, as the most positive aspects of the Parish. History, heritage and culture also featured high in terms of positive responses.

On the negative side, derelict buildings, litter, traffic congestion, lack of parking and a less than desirable shopping experience featured. Dog fouling and lack of enforcement for parking and speeding was also a strong complaint amongst many respondents.

There is strong opposition for more housing in the town yet strong support for the proposed supermarket in Station Road. The banks and Post Office are highly supported.

It is clear that the Recreation Ground is very highly valued by the community, as is the children's play area.

In terms of heritage and culture, there is overwhelming support for preserving the historic buildings and enforcing the conservation area. Culturally, the Carnival is very highly valued by many, as is the Hurling. Music also featured as an activity which is supported and more opportunities would be welcomed.

A high proportion of households engage in a wide range of leisure activities with the most popular being walking, swimming and cycling. A sports facility in the Parish is requested by a significant proportion of respondents. Responses in the leisure section showed strong support for a dog ban in the Recreation Ground and upgrading of play equipment there.

There is strong support for the public houses in the town, with eating out being the most popular activity in them. There was also strong support for a community newsletter with a high number of respondents indicating a willingness to help in this regard. A range of items which could be included in such a magazine were suggested.

Almost every household indicated that they are registered with the Petroc Group Practice at St Columb Surgery with overwhelming satisfaction of that service. A range of suggestions for improving the service were identified which can be followed up. There is a very high demand for an NHS dentistry service in the Parish. Satisfaction of the Pharmacy services at the Surgery and Chemist is very high. Overall, households appear satisfied with access to, and the quality of, health services. The largest complaint is regarding the high cost of parking at Treリス Hospital.

It is apparent that there are a range of community safety issues which need addressing with untidiness and anti-social behaviour being the most problematic. In spite of these areas of concern nearly every household felt safe in the Parish, though somewhat less so after dark.

Nearly all the children of primary school age in the Parish attend the St Columb Major Academy with most senior-aged students attending Treviglas. The largest number of complaints from households with children at Treviglas related to transport issues.

There is a high level of interest in adult education, covering a very wide range of subjects. The highest responses were for ICT (computers) and languages.

St Columb Major is believed to be a good place to bring up children by almost every household. Senior citizens responded that parking, pavements and lack of shopping opportunities were the main barriers for them in the town.

Methodology & Background

This report has been prepared from an analysis of the 493 completed questionnaires, produced using the *SurveyMonkey* website. Where free text responses could not be analysed by the software this task was carried out by individual members of the Parish Plan Steering Group.

The Steering Group engaged Philip Tremain to write this report; a lifetime resident of St Columb, former Parish Councillor and retired local government officer, he has also provided the majority of the photographs used for illustration, the copyright of which are retained.

In 2007 an Economic & Environmental Analysis was commissioned by the Town Council together with the then Restormel and Cornwall County Councils, with Objective One funding. A consultation programme included local schoolchildren at both primary and secondary levels and a summary of this can be found at Appendix 3.

Much longer ago, in 1989, the then Parish Council carried out a survey with the support of the Cornwall Rural Community Council. The conclusions from that survey are at Appendix 4. Included in that report is the statement *“The two factors found to cause the most problems when shopping in St Columb are ... traffic in the streets and poor car parking”*; some things, it seems, don't change!

Action Plan

Approach relevant authorities, businesses, charities, etc. as appropriate in order to progress the following issues.

Transport – Public Transport:

- Provide a pick-up service for outlying districts e.g. Tregatillian, Bridge and Talskiddy etc.
13 people, 6% of respondents, requested bus links to the outlying villages and hamlets in the parish.
- A more direct bus access to Truro
48 respondents requested better and more direct bus routes.
- A regular bus route to St Austell
48 respondents requested better and more direct bus routes.
- Improvements to disabled access on public transport
82 respondents indicated disabled access on buses to be poor
- Provision of electronic display at the inter-change
13 people, 6%, indicated that this would be helpful.

Transport - Parking/Road Safety:

- The identification of more parking in and around the town
71% of respondents indicated that they thought parking was inadequate; this was a priority for 121 respondents, the third highest priority overall.
- Investigate implementation of a one-way system
Although only ten respondents suggested, unprompted, that a one-way system was a good idea, when asked the direct question 301 (69%) of those who answered indicated that, in principle, they felt the town would benefit from some form of one-way system
- Provision of traffic calming: Newquay Road, Fore Street and Bank Street
Many respondents were in favour of a variety of road safety features, including traffic calming measures. This was also one recommendation from the group of 11 year-olds who took part in a children's survey in 2007.
- Enforcement of parking restrictions
Prominent amongst the suggestions to overcome parking problems was the need for the existing time restricted waiting areas to be properly enforced.
- Provision of alternative traffic calming, and removal of the 'traffic island(s)' in Station Road
23 respondents suggested the removal of one or more of the traffic 'islands' in Station Road
- Investigate pedestrian-friendly pavements
The installation of new pavements was proposed by 50 respondents as a road safety measure.
- Investigate 'Heritage' lighting
42 respondents expressed a desire for 'heritage' street lighting.

Housing:

- Allow only limited new housing – no major developments
40% expressed a view that in fact there should not be any new development in St Columb, at least until the infrastructure is improved.

- Strong consideration should be given to the needs of local people
21% of respondents indicated that they were in need of accommodation

Business & Commerce:

- Actively encourage an increase in the shopping offer i.e. bakery, greengrocer, new foodstore (supermarket)
80% of respondents did not think there were enough shopping facilities in the town
- Fully explore options for a farmers' market in the town
92% of respondents expressed a wish to see a regular Farmers' Market.
- Reinforce to banks and Post Office how highly valued they are
A significant proportion of those who responded indicated that they use the banks and Post Office.
- Request an extension of banking hours
Reasons given for not banking in the town were inconvenient opening times.
- Reinstate the Chamber of Commerce
Of the business owners who responded, 66% were in favour of reviving the Chamber of Commerce.

Environment:

- Enhanced facilities in the recreation ground play areas, and continuity of the recreation ground as a public facility
204 respondents expressed a desire for improved facilities in the Children's Play Area in the Recreation Ground.
- An improved walking infrastructure
277 respondents expressed a desire for improvements to the walking infrastructure.

Heritage & Culture:

- The refurbishment of derelict properties
Historic buildings were considered the most important when respondents were asked to rate the various aspects of St Columb's heritage
- Enforcement of the provisions of the conservation area
Ten respondents deplored the use of uPVC windows in the Conservation Area.
- Advise Carnival Committee of the town's appreciation of their work
The Carnival attracted the highest response when people were asked in which cultural activities they took part.

Leisure:

- Investigate the feasibility for a sports centre
22% of respondents wished to see a reasonably priced Sports Centre.
- On the matter of dog fouling, there is very strong support for a dog ban being implemented in the recreation ground
40% of respondents were in favour of a dog ban, with less than 3% opposed.
- To find ways to encourage the use of the Hurlings play area
The Hurlings Play Area is the least used of the sports and play areas in St Columb.

- To promote the Community website
74% of respondents were unaware of the community website.
- Ensuring support for the future aspirations of the Columba Centre
16% of respondents were unaware of the existence of the Columba Centre.
- To actively encourage the production of a Community news letter
84% of respondents wish to see a community newsletter.

Health & Wellbeing:

- Liaise with the Health Authority with a view to providing a NHS dentist
87% of respondents said that they would register with an NHS dentist if one was available in St Columb.
- An extension of the Surgery car parking facilities
21% of respondents have difficulty with parking at the surgery.
- Find ways to better meet the overall health needs of the youth
Three respondents (from a total of seven) in a separate survey aimed at 11-18 year olds did not feel that their overall health needs were being met.
- Longer opening hours at the Doctors' Surgery and advance appointment bookings
23% of respondents deplored the inability to book appointments in advance.
- Request lower parking charges at Treliske hospital
The biggest grumble about health services generally was over parking charges at Treliske.
- Investigate possibility of an optician and a chiropodist being sited in the town
7 respondents requested that an optician be available in St Columb, and 9 a chiropodist.

Community Safety:

- Introduce a campaign to discourage littering
The largest proportion of respondents, 68%, indicated that general untidiness was a problem.
- To address issues of alcohol and substance abuse and enforce under-age drinking laws
213 respondents identified alcohol abuse as a problem, and 160 drug taking.
- The expansion of CCTV coverage
More than half of the respondents want to see an expansion of the CCTV coverage
- Improve levels of Police cover
66% of respondents did not feel that the Parish has adequate Police cover.
- The expansion of the Neighbourhood Watch scheme
81% of respondents were in support of an expansion of the Neighbourhood Watch Scheme.
- Address bullying issues in the town
In a separate Young People's survey, 24% identified bullying by older children to be a problem.

Education:

- Provide feedback to St Columb Academy on student's responses
- Address issues re school transport (overcrowding, late running & bullying)

more than half of respondents who have children at Secondary School expressed concern about school transport.

Adult education:

- To provide computing and language classes
52 respondents requested computing courses and 43 language courses
- To extend the range of adult education facilities
64% of those who answered the question would be interested in Adult Education Classes in St Columb Major

Children & families:

- Contact Cornwall Council specifically to reiterate the importance to the town of the local library
330 respondents indicated that the Library was an important facility, 70% of them expressed it to be very important.

Senior citizens:

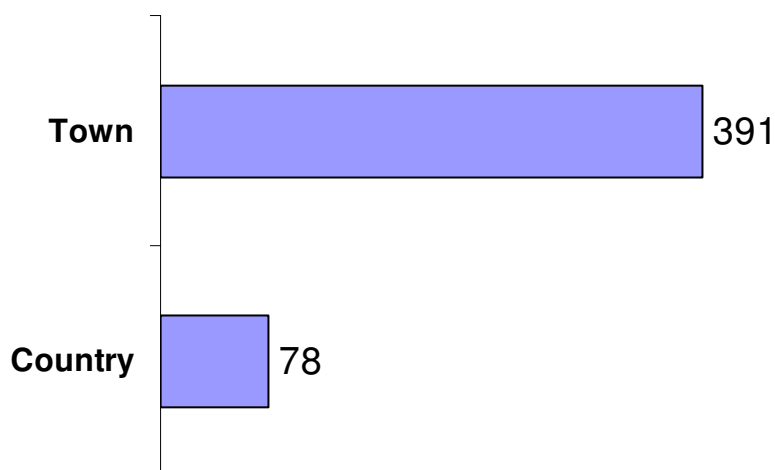
- Promote daytime club and good neighbours scheme
Of the 196 responses which indicated that there were one or more Senior Citizens in the household, 30 would appreciate a Daytime Club and 46 a Good Neighbours Scheme.

In conclusion, we now have a wealth of credible and reliable evidence in this Plan for groups to access and use as they travel the road of seeking grants and funding. It is also hoped that a representative local group can be formed, from the range of groups that already exist, to look at every aspect of this Plan and identify the relevant authorities with which to engage in order to advance the aspirations of the people of the Parish.

Household

'Town' or 'Country'?

493 households completed the questionnaire in full or in part, more than a quarter of the total number in the parish. The first two questions established the population statistics of the households from which responses were received, and whether they were from the town itself or the surrounding parish; to use a familiar Hurling term are they 'town' or 'country'?



"Its nice to live in a place where people still say 'Hello' in the street"

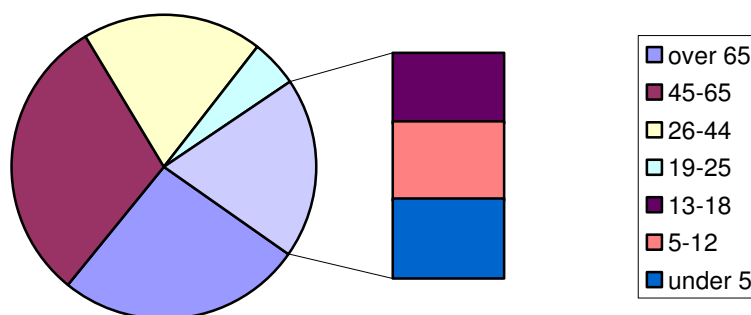
A relatively high number of respondents (24) failed to answer this question, perhaps being uncertain if living on the edge of the built up area as to their status or in which parish ward they vote?

Demographic

The analysis of the numbers of people living in each household showed a total of 1,191; an average of 2.4 per household.

If the responses received are typical, overall 26% of the population are over 65 and 24% aged 25 and under. Those aged 18 and under are split almost equally between pre-school (7%), primary school (6%) and secondary school/college (7%) age groups.

Age demographic



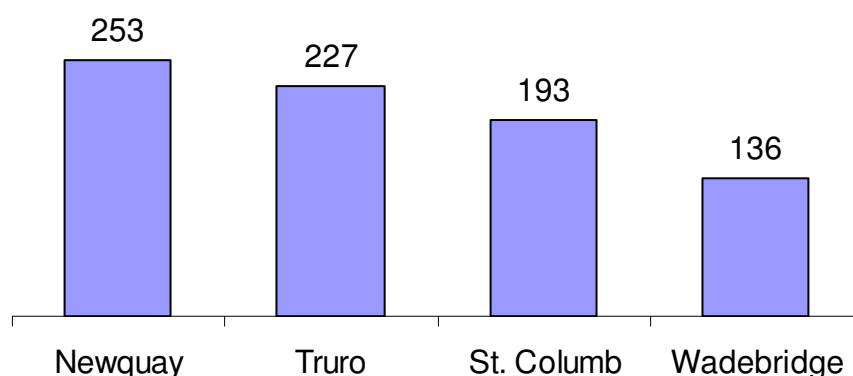
Transport

Top Three Journeys

Since it was not made clear in the Questionnaire whether this was meant to be a destination or a purpose, the responses are a mixture of both. Combining the results of the top three journeys, in terms of the purpose of the journey *Shopping* (117) came top followed by *Work* (102).

With regard to destination, surprisingly perhaps, the third most popular answer was St Columb itself. Whilst some of these responses may have been from those who live in the surrounding parish, many others must reflect the fact that people drive within the town, from their homes to and from the school or the shops. Overall there were over 60 different destinations listed, an indication of the central location of St Columb.

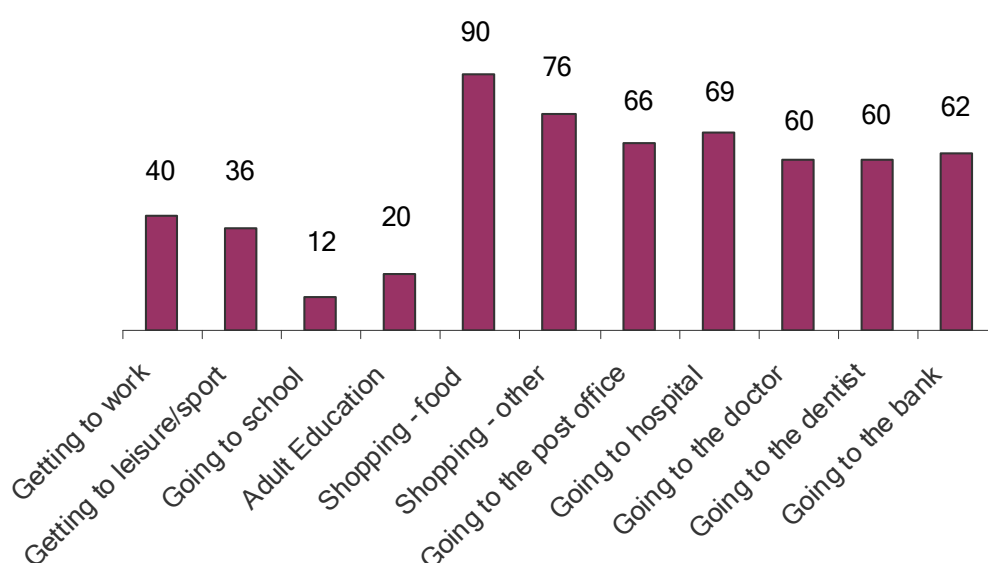
Top four destinations



Transport Difficulties

Up to 21% of the population experience difficulties with transport, primarily shopping or accessing other services, post office, bank, doctor or dentist. Smaller proportions reported problems in getting to work (11%), leisure activities (10%), or school (4.5%). These figures were significantly higher for those living out of the town itself with a third of these reporting difficulty when food shopping or with getting to the Post Office.

Transport Difficulties



When asked to be more specific about the type of difficulties with transport, 24% of respondents who answered this question cited the shortage of bus routes to certain specific destinations, including Bodmin, Treliske, St Austell and locally through the town and from

Tregatillian. A further 19% complained of difficulties caused by vehicles infringing the double-yellow lines specifically in Fore Street, Fair Street, and outside of the Co-op.



71% of respondents expressed a view that **parking** was inadequate, and specifically when asked for suggestions almost 100 expressed a desire for a new (free) car park 'somewhere in the town centre'; perhaps acknowledging that they could not suggest a suitable location 37 admitted that they had no solution to put forward. Also prominent amongst the suggestions to overcome parking problems was the need for the existing time restricted waiting areas to be properly enforced. Amongst the other suggestions were planning restrictions on flats without adequate parking, park & ride, opening the proposed new supermarket to reduce town centre traffic, and better advertising for the free car park in Trekenning Road.

Respondents were evenly split over the desirability of providing angled parking in the wide part of Fair Street, with 219 in favour and 229 opposed. Only ten of those who answered this question suggested, unprompted, that a **one-way system** was a possible solution to the problem. However when asked the direct question 301 (69%) of those who answered, indicated that in principle they felt the town would benefit from some form of one-way system through the main street. Whether this support would be maintained when specific schemes were considered may be questionable, but the result strongly indicates the need for further investigation.

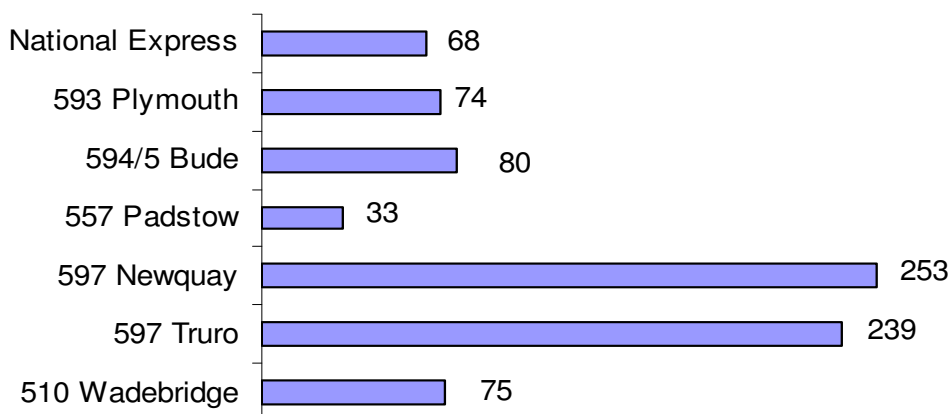
Bus Services

St Columb is a major interchange on the bus network, and thus a large choice of destinations are on offer. Routes to Truro and Newquay are the most popular. 67% of the 218 who responded to the question asking why they did not use the services explained



St Columb Interchange

Bus usage

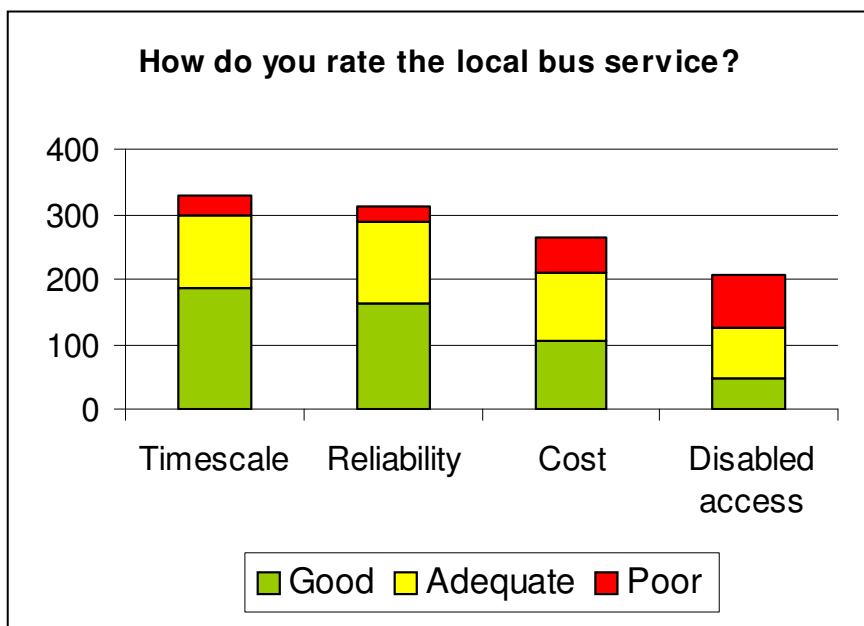


that it was because they travel by car, or had no need to do so. Of the remainder, reasons given included a problem with travel sickness, disability, and the absence of bus stops at Bridge and Tregatillian.

Respondents were asked to rate the bus service in terms of the quality

of timekeeping, reliability, cost and disabled access. Except in the latter case where 40% expressed a view that this was poor, the overwhelming feeling was that the service was at least adequate.

Improvements included a wider range of destinations (23%) including the local beaches, St Austell and a more direct route to Truro. A reduction in fares (24%), and links to Bridge and the outlying villages and hamlets (23%) were amongst the other suggestions which attracted a strong level of support. Other ideas were for improved disabled & buggy access, and modern electronic display facilities showing waiting time, route & destination.



Taxis



Only eight respondents admitted to using local taxis on a weekly basis, 37% doing so only occasionally, and the remainder not at all. When asked why, reasons given included owning a car (40%), using the bus (5%), or just having no need (19%). More than a quarter though (28%) found them too expensive and 6% were not aware of a local taxi service.

Cyclists

33% of the total respondents did not consider the provision for cyclists to be adequate, although a greater proportion, 43%, expressed the opposite view. Of the main reasons cited over half were the narrow streets and lack of cycle lanes, with a further 19% pointing out that there were no cycle parking facilities.



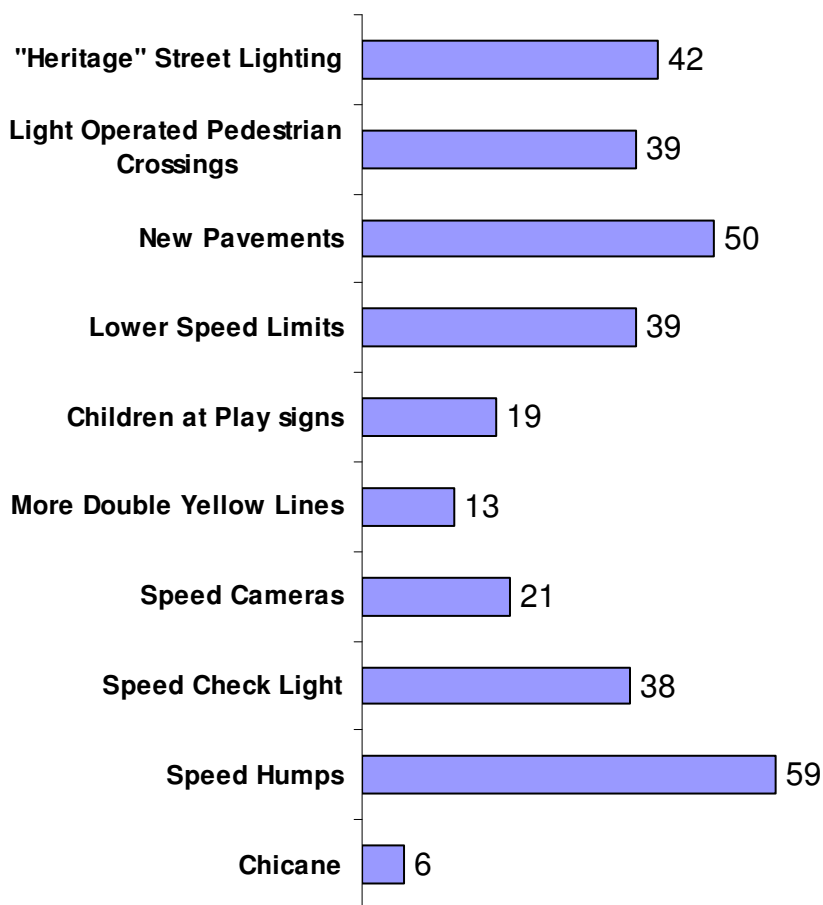
Road Safety

Many respondents were in favour of a variety of road safety features, and locations suggested were spread right across the town. In particular speed humps were proposed at a variety of locations including the main streets and housing estates.

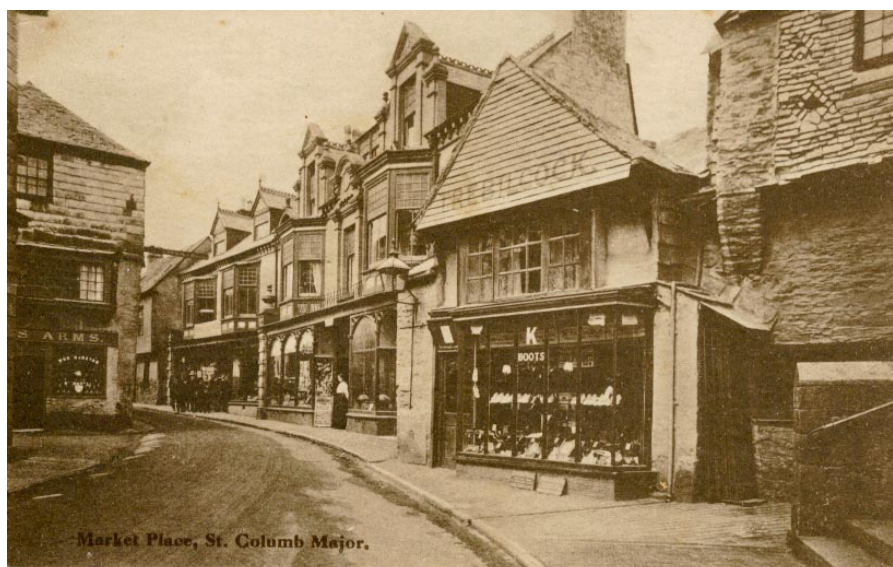
Other suggestions to improve traffic safety which attracted significant support and which were not included in the above were the enforcement of the existing double-yellow lines (46) and the removal of one or more of the Station Road traffic 'islands' (23).



Station Road



Amongst the other suggestions made to improve traffic safety were a better attitude from drivers coupled with a more stringent driving test. The recent extension of parking in Fair Street in a northerly direction was criticised for forcing cars to mount the pavement. A roundabout at the entrance to Bospolvans Road proposed to reduce traffic speed on Newquay Road was also proposed.

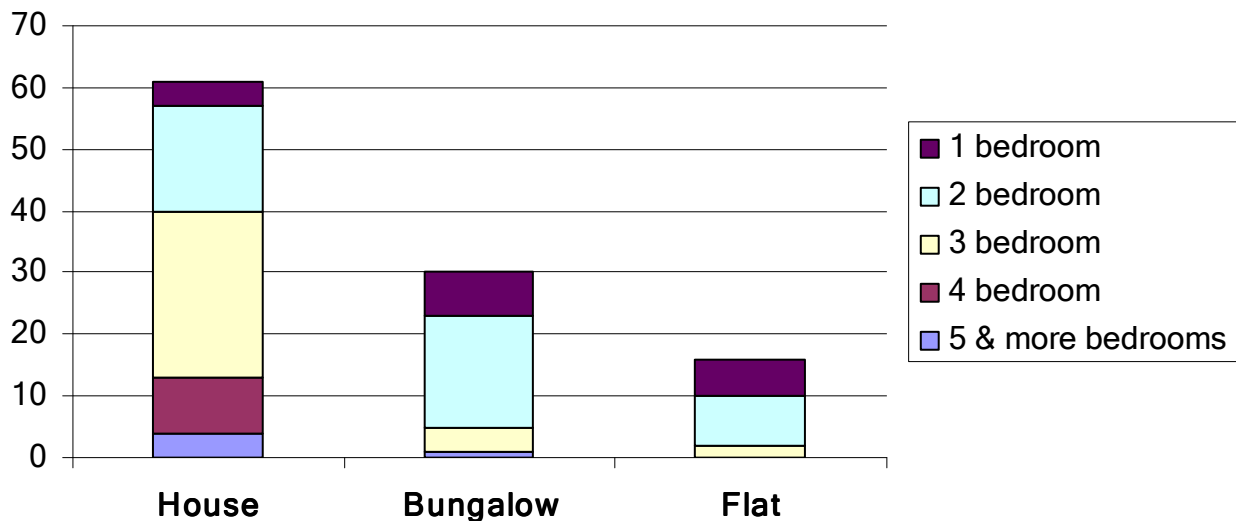


Heritage picture of Market Place and the lower end of Fore Street

Housing

21% of respondents indicated that they were in need of accommodation with the preference being for two or three bedroom houses, two bedroom bungalows and one or two bedroom flats.

Type and size of accommodation required



33% of these required low-cost housing with a further 24% expressing a desire for accommodation with a housing association.

Of the two hundred respondents who answered the question about the location of any new developments, 40% expressed a view that in fact there should not be any new development in St Columb, at least until the infrastructure is improved. Where locations were put forward Station Road (towards Trekenning roundabout) and Newquay Road (in the fields below Bospolvans) were the most popular. In fact when asked the specific question 80% of respondents did not think that the infrastructure was sufficient to cope with more housing. Specifically mentioned were narrow streets & parking (25%), the Doctors' Surgery being too small (12%), and a perception that the school is at full capacity (14%).

Amongst those who named specific empty properties over 100 respondents cited the former Cabbage Patch (opposite the Red Lion); the Old Rectory was also named by a significant number.



*Former Barley Sheaf Hotel
newly renovated*



*Former Cabbage Patch,
awaiting restoration*

Business & Commerce

Shops

A surprisingly high proportion of respondents indicated that they always shop in the town, and equally very few, just over 1% of those who responded to this question, that they never do so.

When asked to give reasons for not shopping in the town the largest proportion (55) indicated that it was due to the high prices, closely followed by a lack of choice (48) and access problems (35) both on foot (pavements) or by car (parking).

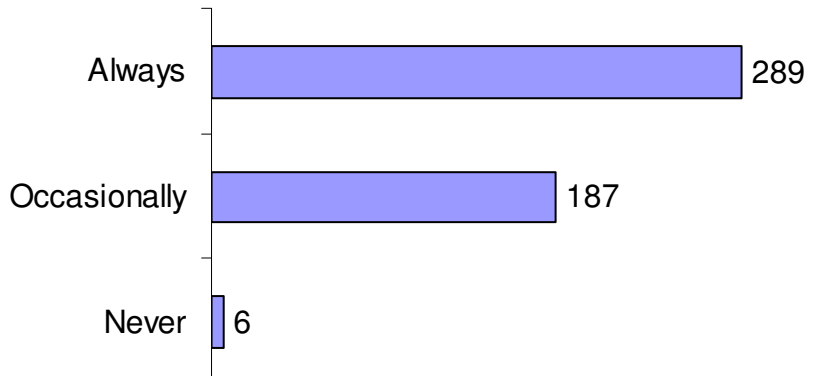
Taking up this last point, when asked the direct question 68% indicated that they did not find the shops and services in the town centre to be accessible. Moving on to the Industrial Estate, 85% of respondents use those retail outlets.

80% did not think there were enough shopping facilities in the town. There was a wide range of answers when asked what new shops and businesses respondents would like to see, which included a pet shop or hairdressers which already exist. Three responses in particular attracted considerable support, a Bakery (18%), Greengrocer (19%), and the bringing to fruition of the Supermarket, for which planning permission has now been granted, in Station Road (18%).

When asked what could be done to attract more businesses to the town, 20% of respondents suggested tidying up the empty shops and improving the appearance of the buildings; the former Cabbage Patch opposite the Post Office was mentioned specifically by many. Lowering business rates and/or rents was also suggested plus the almost inevitable old chestnuts of increasing, preferably free, parking and dealing with traffic congestion. One suggestion was the need for a hotel and bed & breakfast establishments to attract more airport business. A number of respondents referred to Wadebridge as a good example to follow.

An impressive 92% of respondents expressed a wish to see a regular Farmers' Market and 71% considered that promoting St Columb's image as a quaint market town and a traditional friendly Cornish community would be beneficial to encouraging commerce.

Town shopping frequency



Banks & Post Office

A significant proportion of those who responded indicated that they use the banks in St Columb. 56% and 58% of the total use Lloyds TSB and Barclays respectively, and 83% use the Post Office. 96% indicated that they are happy with the services obtainable at the Post Office. Reasons given for



not banking in the town were inconvenient opening times, these respondents choosing to bank elsewhere and/or use online facilities.



Referring specifically to the Post Office the most popular services, used by 95%, are for parcel post and stamps; 48% of the total number of respondents use it as a shop and 49% for taxing the car. 30% use the passport services available there and for paying utility bills, and 50% of over-65s obtain their pension there.

Business Owners

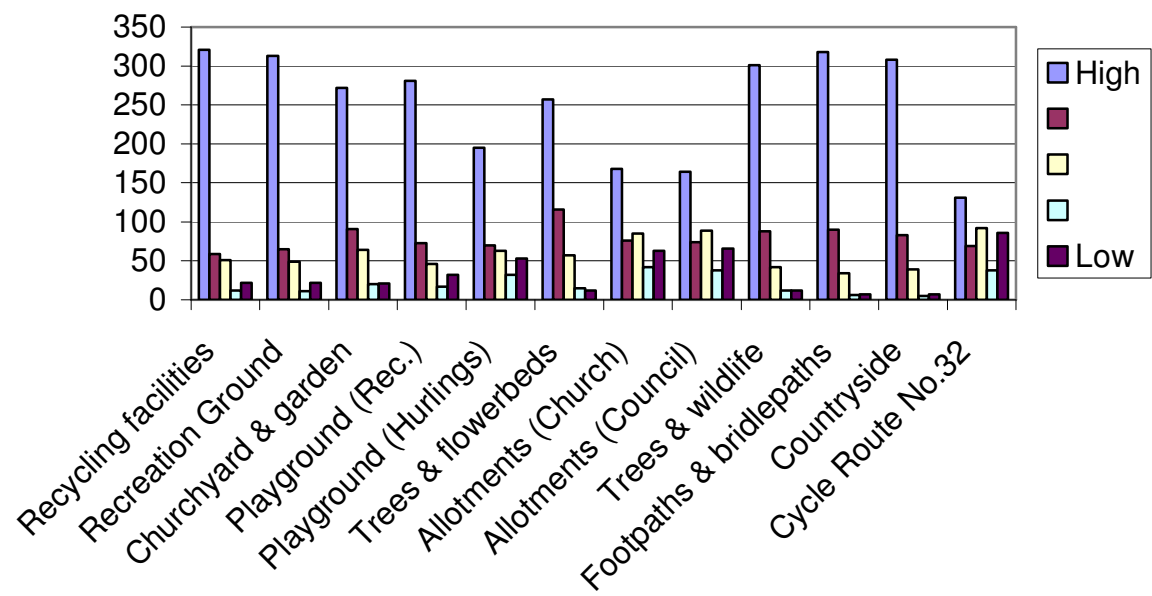
58 respondents indicated that they own a business in St Columb 34 of whom do not find parking easy for staff or customers. 66% do not find business support accessible nor do 56% find the broadband service adequate. Amongst these business owners, 61% would support business networking events if these were available and a slightly higher proportion, 66%, were in favour of reviving the Chamber of Commerce.



Glebe House Coffee Shop & Tea Room with the Parish Church in the background

Environment

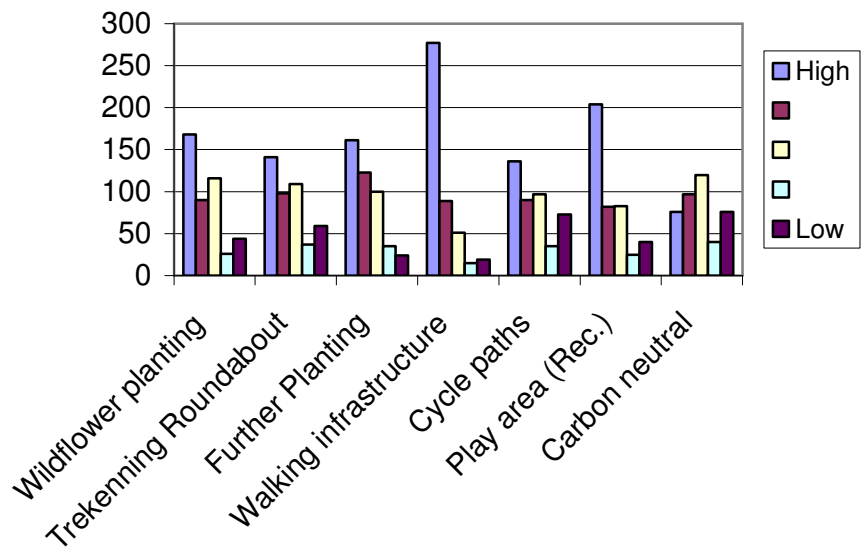
All the environmental aspects attracted support and were indicated to be very important by the highest proportion of respondents. Cycle Route No.32 was the least supported of the various facilities, possibly because there was no understanding as to where it goes.



When asked to rate possible future aspects for environmental improvement all areas received support with 'Very Important' attracting the highest weighting in every case with the exception of becoming a Carbon Neutral town where the score was much more even. This may reflect a lack of understanding as to what this actually means, a point of view that was expressed in some of the responses to the request for suggestions of locations for environmental enhancement.



Playground equipment

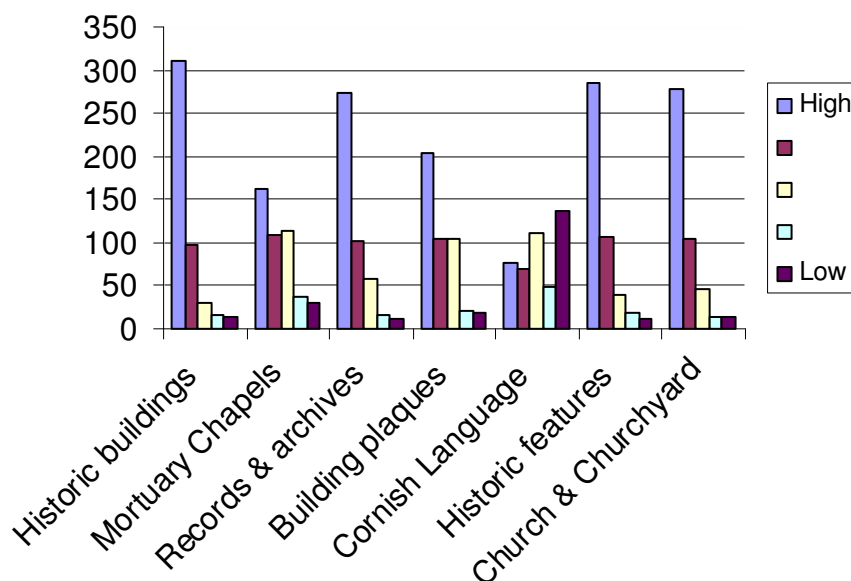


The strongest support came for improvements to the walking infrastructure followed by the Children's' Play Area in the Recreation Ground.

Heritage & Culture

Respondents, the vast majority of whom answered this question, expressed overwhelming support for all the heritage aspects they were asked to consider with the exception of the promotion of the Cornish Language which attracted less enthusiasm.

When asked what additional issues needed addressing the proper refurbishment and preservation of historic buildings was again high on the list, including the former *Cabbage Patch* shop and the Old Rectory. Particular mention was also made of the need to avoid using plastic uPVC windows in the conservation area.



Party in the Park in Carnival Week

18% of those who responded indicated that Carnival events are amongst the cultural activities in which they participate, with a similar proportion listing Music & Art (20%); of course Hurling also attracted support (12%).

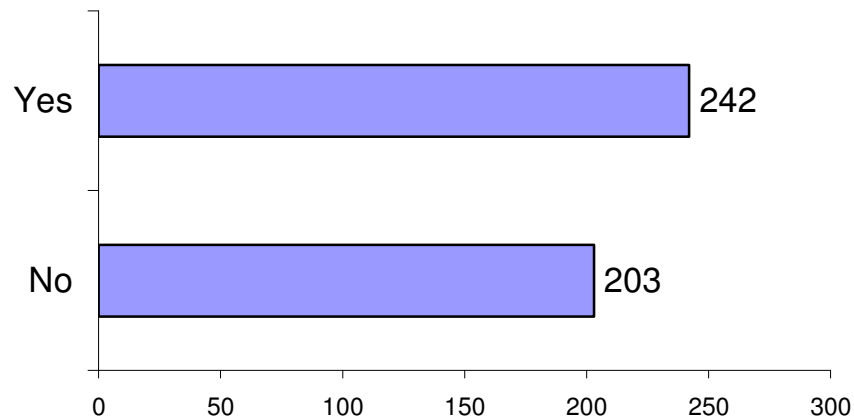
Music & singing also featured when respondents were asked what cultural activities they would like to see taking place (15%). Additionally there was support for theatre and concerts (11%), crafts and food festivals (11%).



Hurling

Leisure

Well over half of respondents indicated that the household regularly engages in sport & leisure.



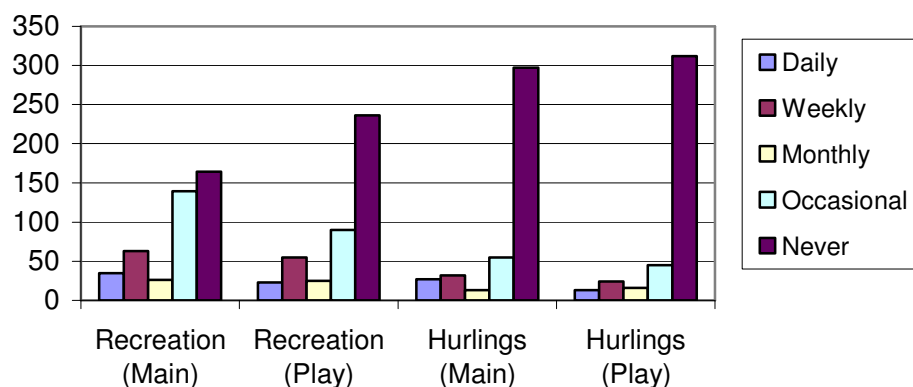
Activities – existing & desired

When asked what activities they took part in an amazing 97 different leisure pursuits were identified, ranging from weight-lifting and skiing to more sedentary occupations like using Facebook or visiting National Trust properties.

The most popular activities were walking (21%), swimming (15%) and cycling (9%) which perhaps surprisingly came ahead of football (playing & watching - 6%), jogging (4%) and golf (3%).

In response to an invitation to say what additional facilities they would like to see over a fifth requested a reasonably priced Sports Centre (22%) and a similar number a reasonable-sized Swimming Pool (20%). Tennis Courts (11%) and the formation of a Cricket Club (4%) came next in order of priority. Amongst the more unusual things to be mentioned were afternoon Tea Dances and Chess and Bridge Clubs.

Sports & Play Areas



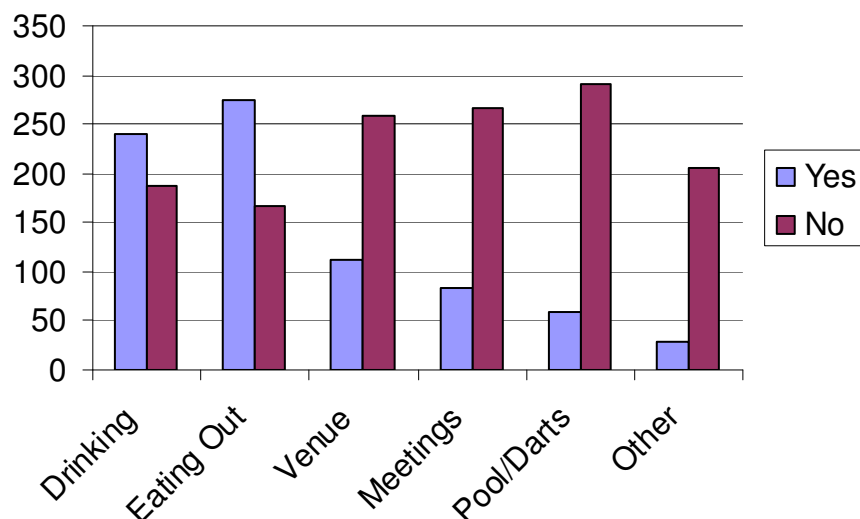
Not surprisingly the main Recreation Ground was the most used of the leisure areas, being used occasionally by the largest proportion of respondents; even then 38% never utilise it at all.

When it came to identifying improvements by far the largest support (40%) was for a dog ban (less than 3% oppose a dog ban); a further 11% suggest new or upgraded play equipment.

Amongst the more unusual suggestions was to create a graffiti wall and build a bandstand or outdoor performance area.

Public Houses & Restaurants

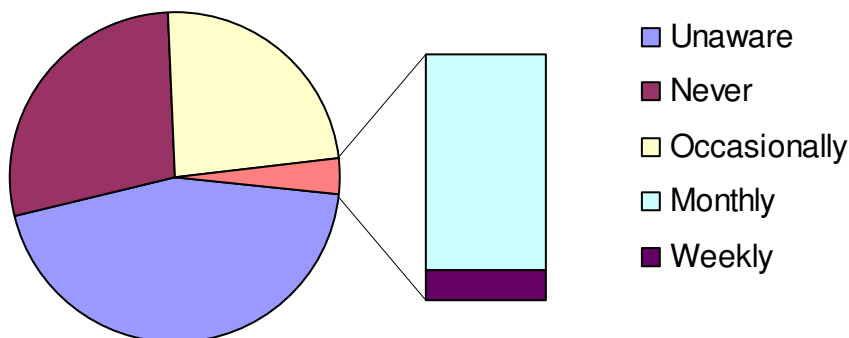
More than half of those who responded to this question indicated that they use the local public houses, clubs & restaurants for drinking and eating out, with a lesser number doing so for other activities.



www.stcolumb.org.uk

74% of all of the respondents (an unknown proportion of which will not have access to the Internet) indicated that they were unaware of the community website or had never used it. Site statistics show several hundred unique visitors to the web pages each month, peaking at 1,475 in August 2011.

Use of Community Website





Community website

Columba Centre

48% of those who were aware of the existence of the Columba Centre (16% were unaware) indicated that they have attended activities there. The most popular event by far is the Community Market (30%) with another 32 different activities (some no longer taking place) listed.

When asked why they do not attend 45% of respondents said they were unaware of what goes on and a further 18% did not find the activities attractive or they were at an inconvenient time.



Community Newsletter

A high proportion of respondents (84%) wish to see a community newsletter and were almost equally divided as to whether it should be produced monthly (49%) or quarterly (51%). It is encouraging to see that 92 respondents would be prepared to get involved in its production.

As to the content, in addition to the usual local news, diary of events, etc. other items suggested included reviews of local bands and Police & crime reports. Business people were evenly split as to whether they would be prepared to support such a venture by advertising, but nevertheless the 57 who replied positively to this question would be enough to ensure it was a success. A significant number of respondents suggested extending the existing *Town & Country* parish magazine rather than starting from scratch.

"The parish magazine is excellent."

Health & Well-being

61 individuals indicated that they are registered disabled.

Doctors



Doctors’ Surgery

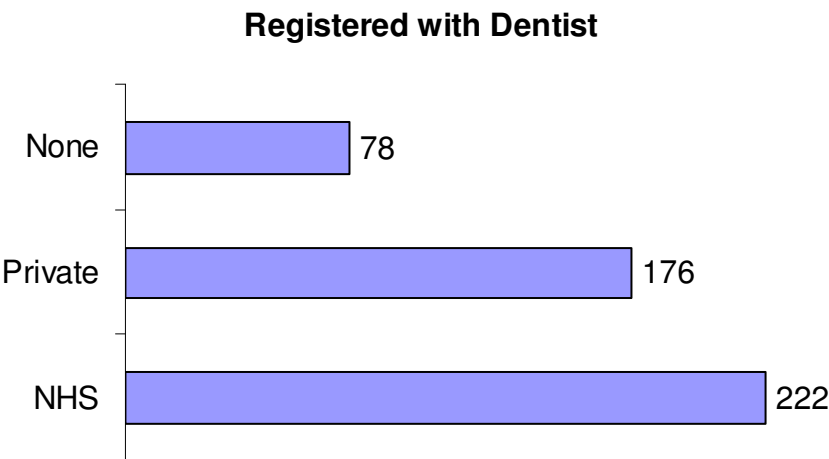
Only 12 households indicated that they are registered with a GP Practice other than the St Petroc’s Practice which includes St Columb surgery; of these three are registered at Newquay and two at Wadebridge.

A massive 93% expressed themselves to be satisfied with their GP Practice. Even so, the biggest problems expressed were the inability to book appointments in advance (23%) and with parking (21%). Of lower importance were waiting times (8%) and the inability to see the same Doctor (5%).

Dentist

46% of those who responded to this question are registered with an NHS dentist. 40% of those are treated at a surgery in Truro and 35% in Newquay.

When asked why they are not registered with a dentist, 55% of that group gave the inability to find an NHS dentist as the reason, with a further 27% explaining that they cannot afford treatment. 30% gave the reason as not needing treatment.



Whether or not they are already registered with a dentist, 87% of respondents said that they would register with an NHS dentist if one was available in St Columb.

Pharmacy

A high proportion of respondents expressed themselves satisfied with the prescription dispensary services provided at the Doctors’ Surgery (89%) and Boots Chemist (88%). When asked what improvements could be identified 15% of those who responded expressed a desire to be able to use the facilities at the Doctors’ Surgery. Similar proportions complained of mistakes (13%) and medications not being available (14%).

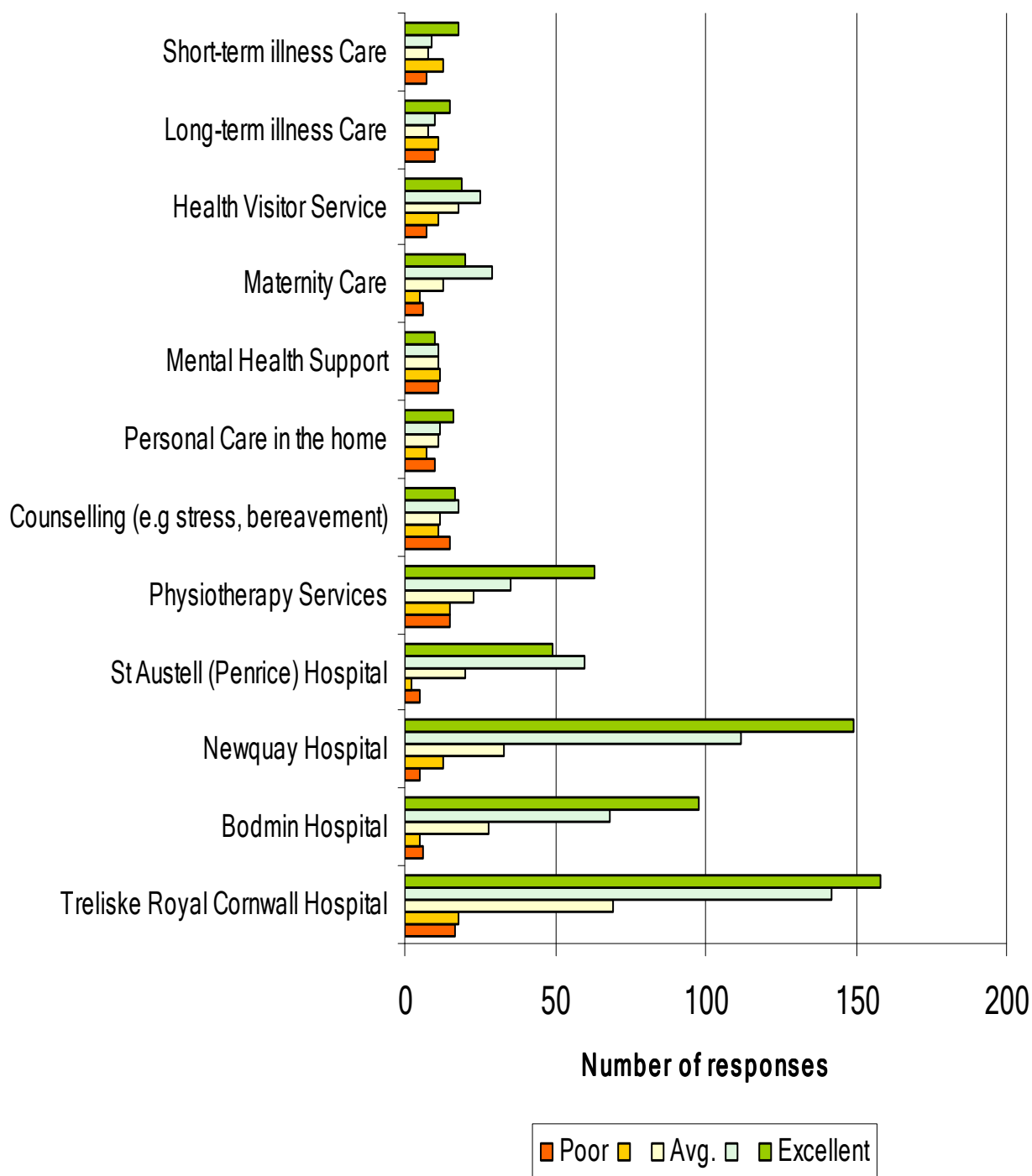
Youth

In a separate questionnaire aimed at 11-18 year olds (see Appendix 2) three respondents (from a sample of seven) expressed a view that they did not feel that their overall health needs were met. 66% would feel comfortable consulting their GP about a sensitive health issue, the remainder preferring to seek out some other NHS Youth service.

Overall Satisfaction

There were only a handful of complaints about specific health services, the biggest grumble being over parking charges at Treliske. The need for an NHS dentist attracted the highest level of support when respondents were asked what other services they would like to see in St Columb, others included chiropody & opticians.

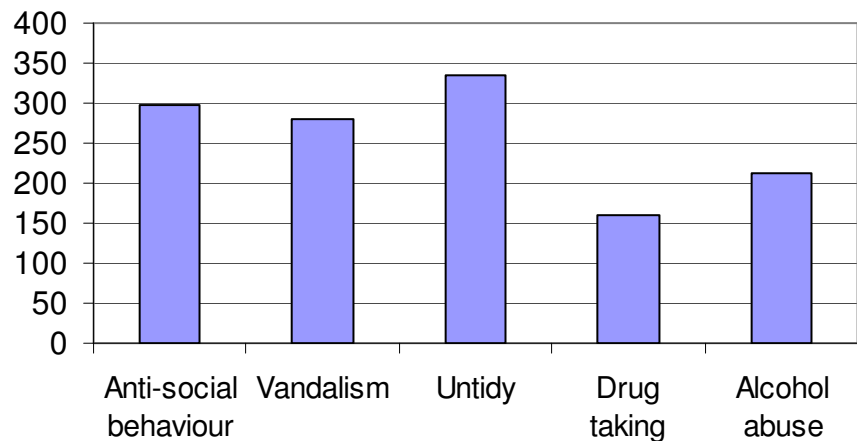
Satisfaction with medical facilities



Community Safety

The majority of respondents believed that St Columb Major has difficulties with all of the problems listed, with the highest level of concern being over a lack of tidiness and general appearance closely followed by anti-social behaviour and vandalism.

When asked to identify additional areas to those shown in the table Dog Fouling and Underage Drinking were highlighted.



Neighbourhood Watch

66% of respondents did not feel that the Parish has adequate Police cover. 81% were in support of an expansion of the Neighbourhood Watch Scheme and 205 respondents indicated that they would like to be able to join such a Scheme if it was available.

CCTV

More than half of the respondents want to see an expansion of the CCTV coverage and the additional areas it was suggested should be included were the cemetery, allotments and outside the public houses. The most support, 20%, was for increased coverage in the Recreation Ground, although several respondents admitted to not knowing what areas are covered at present or in some cases that there was any CCTV at all.



Despite the above, a very high proportion of respondents feel safe at home and outside during the daytime; it was only after dark that this fell so that 30% do **not** feel safe when out after dark.

Do you feel safe?



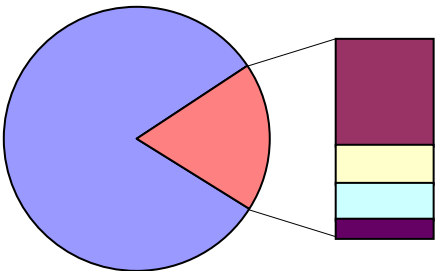
Education

Primary

49 respondents indicated that their child or children attend St Columb Major Academy (Primary School), and approximately half of that number expressed interest in some of the out-of-hours childcare facilities on offer there: Breakfast Club (25), After-School Club (31), Holiday Play Scheme (28), Holiday Learning Activities (30).



Eleven respondents indicated that their children attend primary schools elsewhere. With the exception of St Mawgan-in-Pydar, where some explained that this was due to their preference for the smaller school environment, generally it was in order not to disrupt the child’s education following a house move or where the child’s time was spent in two separate homes following the breakup of their parents’ relationship.



■ St Columb Major	■ St Mawgan-in-Pydar
■ Indian Queens	■ St Columb Minor
■ Wadebridge	



Secondary

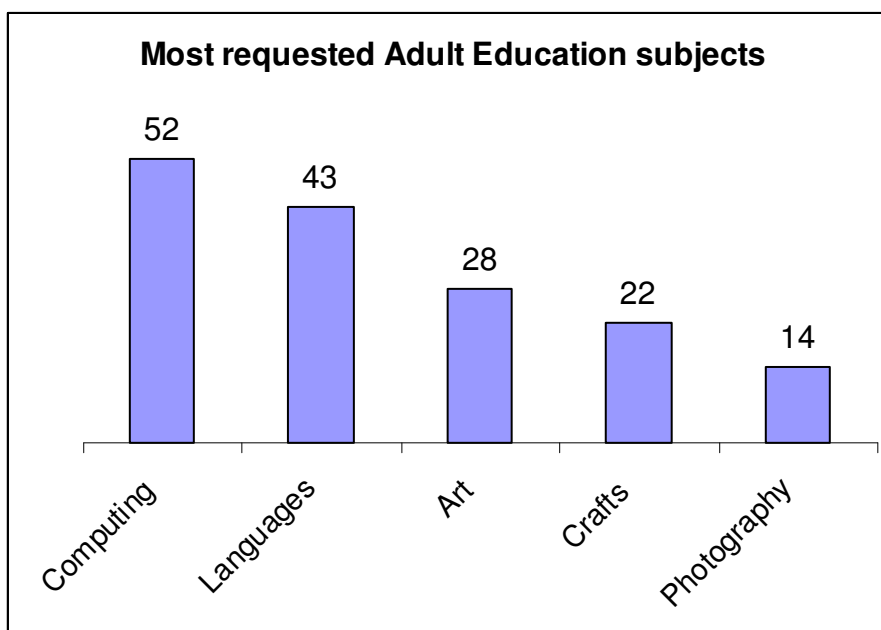
From the responses received the vast majority of children in the 11-18 age group attend Treviglas College (36 responses) at Newquay with a much smaller proportion attending Tretherras (3), and one each Truro High School, Bodmin and Truro College. Despite the implication in the question many respondents indicated that they had not had a choice about the secondary school attended and a number had tried unsuccessfully to move their child(ren) from Treviglas to Tretherras. Responses were evenly split in expressing for or against the desire for a Secondary School closer to St Columb Major.

37 respondents, more than half of those who have children at Secondary School, expressed concern about school transport and a third of those made specific comments. These included complaints about overcrowding with children having to stand, buses running late, and behaviour problems. The absence of free 16+ transport and inadequacy of the bus shelters also came in for criticism.

Adult Education

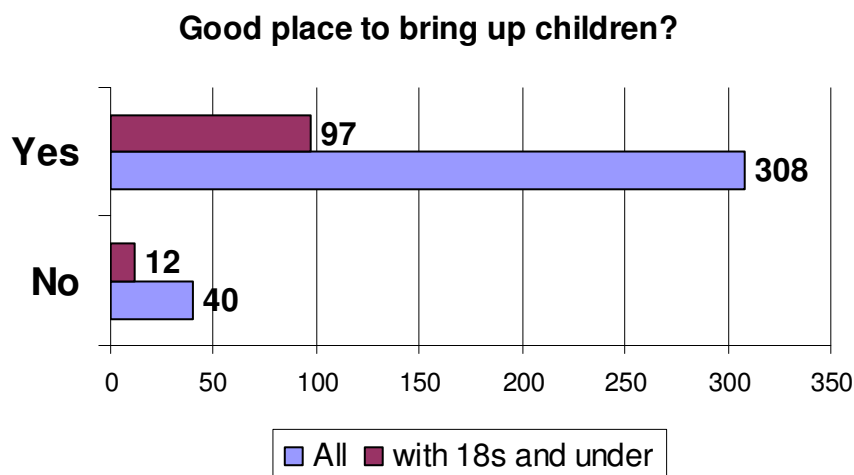
64% of those who answered the question would be interested in Adult Education Classes in St Columb Major and expressed a desire for an incredibly wide range of subjects, from Life Drawing to Woodworking. Amongst the most popular – each commanding 20% of support - are ICT and languages including Cornish.

Some respondents requested subjects that are already available in St Columb.



Children & Families

An overwhelming proportion of respondents expressed a view that St Columb Major is a good place to bring up children. The questionnaire did not suggest that this section should only be completed for households with children, but when a filter was applied to select only such responses the proportions were similar.



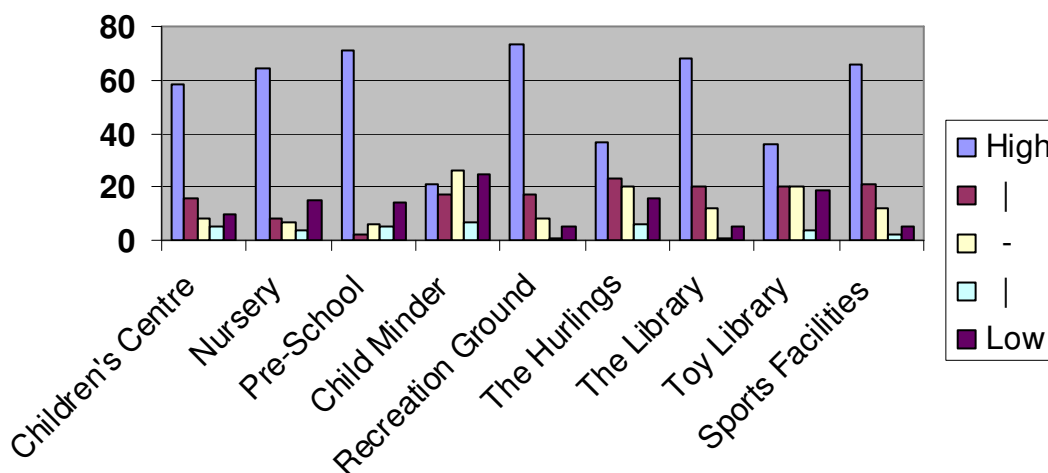
Information

In respect of accessing information about activities & clubs for children, a majority of those who considered it relevant for them (56%) found this easy. For those who did not two principle suggestions were made for improvement:

- Newsletter (including from school)
- Website/Facebook

Facilities

Importance of Facilities



The results for the question asking about the importance of various facilities for children and families were filtered to restrict responses only to households containing one or more persons aged 18 or under. With the exception of the need for a Child Minder all the other facilities were considered very important by the largest number of respondents in each case.



Cornish Wrestling at the Recreation Ground

Children's Centre

Children's Centres are designed for children under five and their families to receive high quality integrated services and information within their communities [*Cornwall Council website*]. 54 individual respondents indicated that their family is registered with the Children's Centre, 45 of whom are amongst the 60 in total with pre-school aged children in the household.



Major Steps meets at the Children's Centre

Parents' Forum

Of those who considered it applicable only 39% indicated that they would be prepared to be a part of a Parents' Forum. This low take-up may be explained by not knowing what was involved in joining such a group.

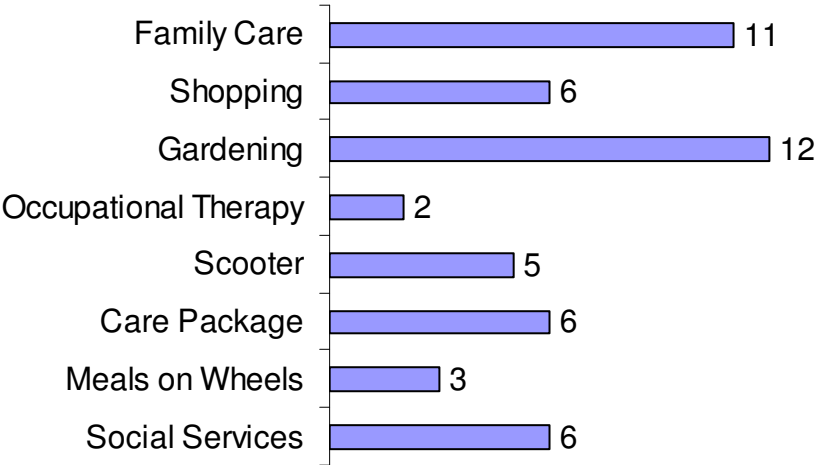
Senior Citizens

A total of 196 responses indicated that there were one or more Senior Citizens in the household, and of these 28 receive help in the home in one or more of a variety of forms. In addition to those shown in the graph, seven indicated that they employ a private cleaner and one a private gardener. Just ten would appreciate more help in the home.

33% indicated that they belong to one or more local groups or organisations and 18 of those who do not expressed a wish to do so. Ten individual responses indicated a sense of feeling cut-off or vulnerable, 30 would appreciate a Daytime Club and 46 a Good Neighbours Scheme.

"I already have excellent neighbours"

When asked about specific improvements that could be made the responses from Senior Citizens were generally speaking in line with those of the population as a whole: parking, more shops, better pavements.



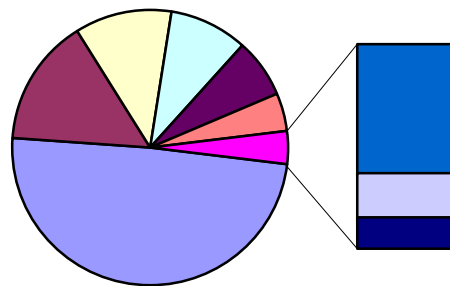
"Born and bred in this wonderful town, lived here almost a century"

Priorities

Likes

49% of all respondents identified a sense of community and friendliness as the thing they liked most about St Columb. Its central location close to the A30 spine road and airport is a significant factor for many. History & heritage and access to services such as the library and school also received strong support.

Best things about St Columb



- Friendly
- Location
- Heritage
- Services
- Quiet
- Safe
- Open spaces
- School
- Tidiness

Dislikes

On the negative side, 21% identified untidiness of the streets together with derelict & dilapidated buildings as being the worst thing about St Columb, and a similar proportion (20%) pointed to traffic congestion and speed.

The loss and lack of shops (14%), as well as parking problems and a failure to enforce the existing parking regulations (12%) were also highlighted as being amongst the difficulties of living in St Columb. Anti-social behaviour, in particular involving young people and in association with pubs, was identified as a problem by 9% of respondents; 5% identified dog fouling and 5% narrow pavements.

Top Priorities

When asked to identify the highest priorities for improvements, four areas each commanded support from over 100 respondents, although not necessarily with the same detail:

- Appearance (160) – tidying up the streets and dealing with derelict buildings.
- Traffic management (135) – dealing with speeding, access to Union Hill, and a one-way system in the main street, were amongst the areas highlighted.
- Shops (132) – an improved shopping experience is called for with a wider range of shops; many residents expressed a desire for the proposed supermarket in Station Road to go ahead.
- Parking (121) – both the lack of parking and the failure to enforce the existing parking regulations.

It must be noted that some of these aspirations could be contradictory without careful implementation.



Traffic in Fore Street

Appendix 1 – Steering Group Membership

Colin Roberts – St Columb Major Regeneration Forum (Chairman)

Cllr Dave Crewes – St Columb Major Town Councillor (Treasurer)

Christine Perry - St Columb Major Regeneration Forum (Minute Secretary)

Mick Browne – Birds of Prey, Business Representative

Chris Egan – Resident

Martin Stean – Resident

Mary Bird – Business Representative

Sonia Lucas – Business Representative

Barry Daniels – Resident

Cllr Pat Harvey – Cornwall Councillor, St Columb

Cllr Dave Swindells – St Columb Major Town Council

Liam Julian –Resident

Anna Sebald – Resident

Linda Heggie – Resident

Emma Ball – Regeneration Officer, Localism (Cornwall Council)

David Chadwick – Community Network Manager (Cornwall Council)

Appendix 2 – Young People’s Survey

A survey of young people was distributed through St Columb Primary School and a total of 120 responses were received. It was not possible to target older children so easily and a disappointing ten completed survey forms were returned, seven of these from the 13-15 age group. Except where stated otherwise, the remainder of this section refers to the younger 5-11 age group.

24% of these expressed a view that the thing they most liked about living in St Columb were the Recreation Ground, parks and other play areas, also their friends live here (16%) and the school was mentioned by 11%. On the negative side bullying by older children (24%), the traffic and narrow streets & pavements (24%), and litter & dog fouling were each mentioned by a significant number. *The older age group expressed boredom and a lack of things to do as their greatest dislike.*

*“Great teachers,
great school”.*



The most popular clubs or groups were Brownies & Guides (14%), followed by Dance (13%) and Football and Kids Club (11% each); *amongst the older group the Youth Club was mentioned by the majority.* In terms of improvements to these clubs, more time or more frequent occurrences, more choice and better organisation were the most common suggestions.

It was suggested that a wide range of other clubs or activities would be welcomed, the most popular being Football (for the Under 13s specifically), Horse Riding and Art & Drama. Many respondents already participate in these elsewhere, specifically football at Newquay and (*amongst the older age group*) cricket at Grampound Road, and also in swimming. The most popular facilities which young people would like to see are a cinema (15%) and better play equipment (11%). Smaller numbers opted for a sports centre, tennis courts, and a McDonalds.

Amongst the older age group, only one individual would be interested in participating in a Junior Council. Comments on medical facilities are included in that section of the main report.

Appendix 3 – 2007 Schoolchildren Consultation

In 2007 a survey was conducted consulting with 159 children aged between 4 and 16 years-old.

Reception (aged 5)

Positive impressions were received in respect of the Play Area and Playing Field at the Recreation Ground, and historic buildings including the Church and Library.

Litter, Dog Fouling and the (then) derelict Cattle Market site attracted the most negative feelings.

Year 6 (aged 11)

This group considered the Elderly, businesses, young families, young people and tourism. Amongst the recommendations were:

- Traffic calming
- Locating shops near residential areas
- Relocating Doctors' Surgery
- Improvements to play areas
- More/better quality restaurants
- Attract cyclists/walkers

11-16 Year Groups

When asked about *crime & community safety*, there was a marked difference of opinion between the younger children who wanted the CCTV cameras to remain or even increase, and the older age groups who saw a need for them to be removed.

In order to improve the *environment* suggestions from all age groups included the provision of more bins (including dog bins) and improving pedestrian safety by widening the pavements or pedestrianisation of the town centre.

Cafés specifically aimed at younger people, and late night shopping, were amongst the *services* which would be welcomed; improvements to the public toilets were also called for.

Amongst the *recreation facilities* the young people would like to see were a graffiti wall and extending the opening hours of the Youth Club; a Leisure Centre/Sports Centre was also called for.

On the subject of *transport*, the enforcement of parking regulations, co-ordination of delivery times for businesses and an improved bus service (with up-to-date timetables) all received strong support.

Summary

The majority of young people believe there are physical, social and environmental problems which need to be addressed.

It has to be accepted that there are some aspirations that might be either physically or economically not practical.

