



Results: Residents' Survey October 2019

At the point the survey closed, we had received 45 responses out of a possible 6,500 registered voters residing in the parish. This equates to a 0.69% response rate.

The survey was advertised in local post offices, pubs, churches, on Wood Street Infant school Facebook page, on Worplesdon Primary School's weekly newsletter, in all our play areas, on our noticeboards, on our social media pages (Twitter and Facebook), on Worplesdon Parish Council's website and in a few local businesses. Paper copies were also left in a number of these locations.

1. We asked what, if any, social media platforms the respondents used:

None	9
Facebook	34
Twitter	13
Instagram	16
Other	3



Worplesdon Parish Council Response: We currently administer both Facebook and Twitter accounts. As Instagram is now looking increasingly popular we will investigate opening an Instagram account to run in tandem with our existing accounts.

2. The parish council had a stand at both Jacobs Well May Fair and at the Wood Street Village Summer Show. We asked whether residents visited the stand:

Yes	11
No	34



And we also asked for feedback on the stand, which was:

- Trying to do too much. Keep it simple.
- The Wood Street Fair was great fun, perhaps next time also hire a fair ride.
- Boring, what was the point?
- Your presence appreciated.
- It was friendly and informative.
- It was good but there are room for improvements.
- Sorry, I did go to the Wood Street Village Show but can't remember seeing your stand.
- Need to have a clear objective to project the parish council.

Worplesdon Parish Council Response: The councillors view that the presence was beneficial as it allowed an additional potential councillor to make contact with the parish council and meet some serving councillors. A decision will be made at a future council meeting as to whether councillors will attend future events and the content of the stand.

3. We own and maintain three play areas across the parish – located behind Fairlands Community Centre, at Worplesdon Memorial Ground and at Jacobs Well Recreation Ground. We asked residents to consider, in comparison to play areas not maintained by Worplesdon Parish Council, how they would rate:

Standard of cleanliness	7.8/10
Range/type of equipment	7.2/10
Level of safety/standard of general maintenance	8.0/10

Worplesdon Parish Council Response: Worplesdon Parish Council was pleased to receive feedback from residents highly rating the standards of cleanliness and the level of safety/standard of general maintenance. Our play areas are inspected by our qualified Groundstaff weekly, and both quarterly and annually by two independent companies. The range and type of equipment has been upgraded at two of the three sites over the last 18 months. On each occasion public consultation has taken place through a wide range of approaches. We have asked for feedback to proposals on social media, notified every home in the parish via the quarterly newsletter and by advertising the process on each of the parish noticeboards, and for the 2018 major upgrades at Worplesdon and Fairlands both Wood Street Infant School and Worplesdon Primary School were supplied with copies of the proposals to allow each of the children to vote for their favourite. The general feedback from the school children was carried forward to the equipment installed in 2019 at Worplesdon Memorial Ground play area, i.e. that they liked each play area to have a different range of equipment rather than the same equipment at each of our locations.

We also asked if residents had any general comments about our play areas:

- Bins need to be emptied more frequently.
- Not sure why so much is spent on equipment – they seem to be updated too frequently. Is there other items that the council could use this money for?
- Continue keeping them well maintained and updated and find out what residents/users of playground want.
- Popular and well used. Worthwhile use of funds.
- Recent upgrades have not made the play areas as good as they were previously and seem a waste of public money for no obvious benefit.
- Not very exciting.
- Maybe could be bigger to allow more children to play.
- Can we try for a play area at Wood Street again.
- Fairlands playground could do with more play equipment to make it more of a destination spot.
- The park at Fairlands could benefit from some additional equipment a trim trail would be great.
- Parking for a small number of cars should be instituted at the Jacobs Well playground.
- I am not familiar with the play areas but the area at Worplesdon always looks well kept, clean and well used.

Worplesdon Parish Council Response: At the commencement of the survey, the Groundsman was the sole member of Groundstaff, employed on a part-time basis, working across 3 days. From 1 October 2019, an Assistant Groundsman was employed to assist with tasks throughout the parish. It

is envisaged, that, once a works vehicle is procured, it will be feasible to empty the bins more regularly in certain key locations – namely play areas, and particularly in response to school holidays, bank holidays and significant local events, i.e. Jacobs Well fireworks. At Fairlands, the bin located outside of the play area is the responsibility of the FLGCA to empty.

Equipment is replaced on a rolling basis and discretion is used if a piece of equipment can be used beyond its anticipated lifespan. Whilst the equipment itself may not necessarily be particularly expensive, the cost of installation is also included in the figures we report, as are the costs of providing the appropriate specification wetpour safety surfacing beneath the equipment. We are also fortunate that we have received financial assistance from Guildford Borough Council towards specific projects, including play equipment upgrades.

The new multiplay equipment at Fairlands is Disability Discrimination Act (DDA) compliant and increases inclusivity whilst replacing equipment which was at the end of its life. The equipment installed at Worplesdon in Summer 2019 now means that this play area has a slide, and appropriately the equipment, being located in a fenced in area, is designed to appeal to younger users.

We are not in a position to increase the sizes of either of the play areas at Fairlands or Worplesdon Memorial Grounds because the parish council have agreements with the landowners to use the specific areas already occupied.

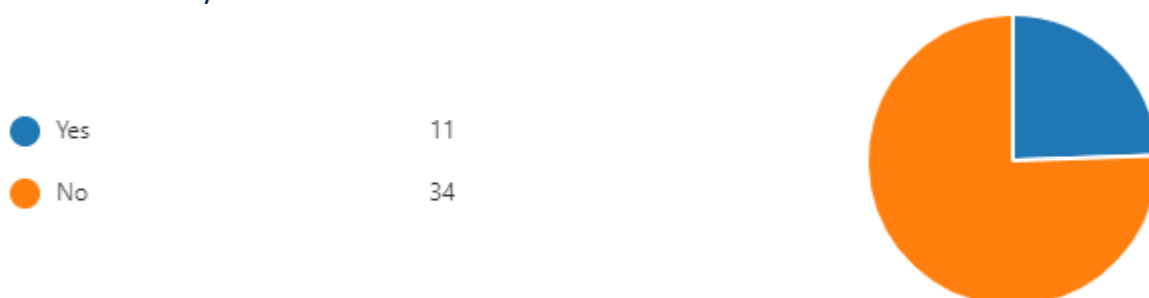
Whilst we appreciate that users may perceive that playgrounds have lots of open space to allow more equipment to be fitted in, the areas are very carefully designed to allow the appropriate fall space, essentially safety zones, around each item.

We would not be able to accommodate a trim trail in the park at Fairlands because that is a piece of land for which the parish council have no responsibility. This is a sports field used throughout the year for cricket and football and it is not appropriate to encourage people to use equipment which could potentially place them in the path of a fast moving ball.

In response to the request for equipment to be located in Wood Street Village, we will be undertaking a consultation event on Tuesday 24 March 2020 at St Alban's Church Hall, Wood Street Village between 6.30pm and 7.30pm.

We will also be completing a review of possibilities for the provision of parking arrangements around the play area at Jacobs Well recreation ground and play are in response to comments from residents, however residents should be mindful that as this designated common land, significant restrictions may apply.

4. Residents were asked whether they would utilise adult exercise equipment if some items were located in Harry's Meadow:

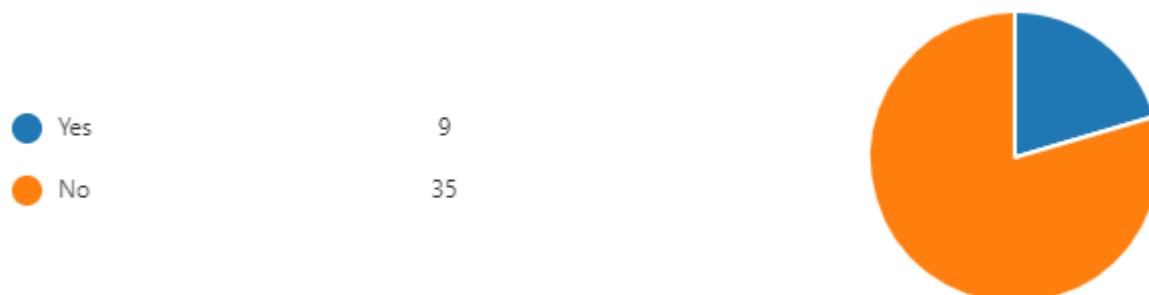


Of the residents who said that they would use the equipment, the ages of residents who would use the equipment were:

15-20 yrs	1
21-35 yrs	1
36-65 yrs	11
66-80 yrs	2
81+ yrs	0

Worplesdon Parish Council Response: One family with children under the age of 14 responded and expressed an interest in equipment that the whole family could use. In response to the feedback, a consultation event has been organised for 30 November 2019 at the Jacobs Well Village Hall to gauge feedback to preliminary proposals and supplementary suggestions for uses of the site.

5. Residents were asked whether they would utilise adult exercise equipment if some items were located in Wildfield Close, Wood Street Village.

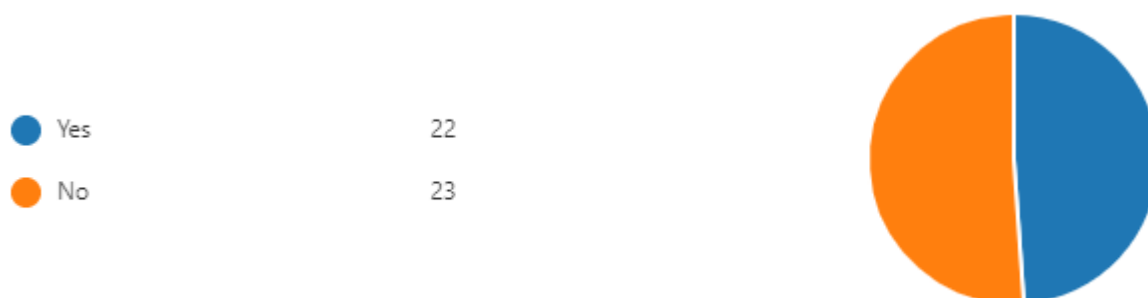


Of the residents who said that they would use the equipment, the ages of residents who would use the equipment were:

15-20 yrs	1
21-35 yrs	5
36-65 yrs	5
66-80 yrs	0
81+ yrs	0

Worplesdon Parish Council Response: A number of respondents included ages of children, below the age of 14, expressing interest that they would like equipment for children to be located at the proposed site. In response to this, and to comments requesting the provision of a play area in Wood Street Village be reconsidered, a community engagement event is being held on 24 March 2020 between 6.30pm and 7.30pm at St Alban's Church Hall, where residents will be able to offer feedback to proposals including activity/play equipment for children to a selection of equipment providers.

6. Residents were asked if the speeds of vehicles throughout the road in the parish cause them concern:



Some residents responded that it is for the police and not the local community to deal with this problem. Fairlands residents do not think there is an issue on their estate. One resident suggested

that the traffic speed along Broad Street could be easily remedied with alternative priority barriers along the straight stretch of road.

Of those who stated that speeding concerned them, a number of residents volunteered to assist with the community speedwatch scheme.

Worplesdon Parish Council Response: We would like to thank the residents who have kindly volunteered to be trained and they will be contacted when new training dates are scheduled by the police. As outlined in the parish newsletters, the scheme runs in close conjunction with Surrey Police, with their full support and makes best use of the resources available in times of austerity.

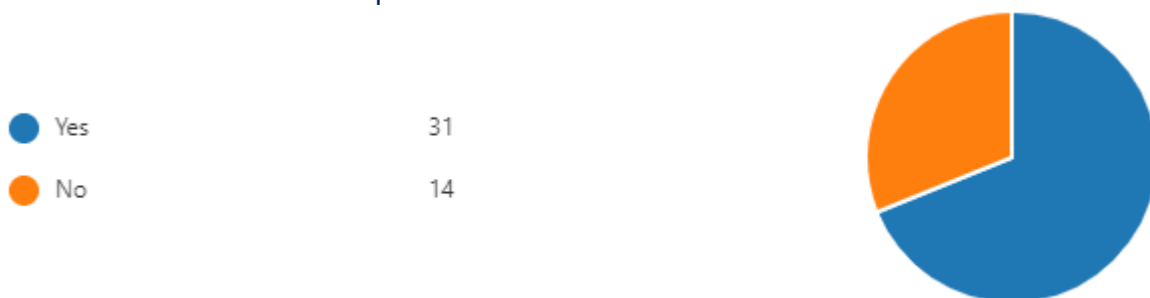
7. We currently cut grass across the parish 15 times per year. Residents were asked if they wanted to see the level of cuts to be:



Worplesdon Parish Council Response: The majority (73%) of respondents want to see the frequency of grass cutting remain the same. In response to the climate emergency and an enquiry from a resident, we have entered into discussions with Surrey Wildlife Trust about suitable locations for wildflower meadows. Our first test area will be in Harry's Meadow, Jacobs Well and we look forward to seeing what species grow in this area. We have made the decision to continue to cut the verges for which we are responsible at a maintained rate, and also the sightlines, rather than leave them to grow. Some sightlines in specific areas will be cut more frequently in response to 'near-miss' accidents which have been reported to the Parish Council.

In the past when verges have been allowed to grow longer, it has allowed dog mess to be concealed, has been slippery in wet weather conditions, and when cut, requires additional collecting due to the length of the arisings (which would incur additional cost to collect and dispose of).

8. Residents were asked if they were aware that Worplesdon Parish Council own and maintain two tennis courts located at Worplesdon Memorial Ground.



Residents were asked if they had ever used these courts:

● Yes	11
● No	34



Respondents were also asked whether they would be more likely to utilise the facility if it were upgraded to a multi-purpose sports facility (e.g. including basketball, football, etc):

● Yes	6
● No	25
● Maybe	14



Worplesdon Parish Council Response: Despite the tennis courts being advertised on our website, social media platforms, newsletters and noticeboards 31% of residents were still unaware of their existence. A greater majority, 76%, reported never having used the courts. As part of our 5-year Strategic and Business Plans, residents were then asked if these were re-purposed to provide other sports, whether they would be more likely to use the facility: 13% replied ‘Yes’, 31% replied ‘Maybe’ and 56% replied ‘No’. As a result of these responses, the parish council has asked a councillor to liaise with both the Worplesdon Memorial Trustees and Worplesdon Tennis Club, with a view to providing feedback to the Full Council, plus an approximate cost for transitioning the facility has been obtained.

9. To comply with environmental sustainability we intend to upgrade our existing bins at the end of their life to bins that focus on promoting recycling. The proposal is to replace two bins per year at an estimated cost of £1,000 per annum, for a period of approximately 10 years. Residents were asked if they supported the parish council in this initiative:

● Yes	39
● No	6



Worplesdon Parish Council Response: 87% of respondents were supportive of the council’s endeavours to promote and increase levels of recycling across the parish. Bins are not just costly to buy, but also to install, but recycling bins, being larger in size and more complex to manufacture, cost yet more again. The cost of buying an individual bin is over £1,000, but by utilising Guildford Borough Council’s (GBC) buying power, we will be able to obtain two bins via GBC and install them for less than £1,000. This highlights, that given the climate emergency, the increased importance

that our residents should be focusing on making decisions which greatly benefit the environment, i.e. increased recycling in public areas as well as improving levels of recycling at home.

10. Residents were asked to suggest anything they would like the parish council to consider for next year's expenditure which would benefit the residents of the parish.
- **More recycling bins in every park.** We will be commencing installation of replacement bins for improved levels of recycling from December onwards. Bins will be replaced at a rate of approximately 2 per year due to the costs involved.
 - **Most posts on Facebook.** We will increase the rate of posts but we are aware that residents don't want to be deluged with information which doesn't directly affect them or the parish.
 - **Better awareness of events/news via social media.** [as above]
 - **IT training.** Additional training will be undertaken when time allows.
 - **Community gatherings, events.** The parish council do not current have a staffing level which has any free time to organise such events however we are always keen to support residents who wish to utilise our open spaces for community events. Please look at our website for Event Application forms.
 - **Represent the interests of all areas of the Parish.** There are lots of things parish council is not responsible for. However there are at least 4 independent community hall facilities that are important in the Parish. Although not owned by the Parish think it is important grants can be obtained for continued success. The parish council welcomes grant applications from across the parish from a multitude of applicants, including the village halls, and are pleased to have provided grants to the village halls in their applications, such as for improved toilet facilities at St Alban's, Wood Street Village and at the Worplesdon Memorial Hall. Grant Application forms and additional details can also be found on our website.
 - **More support for car parks maintenance for areas e.g. by Memorial hall playground** which require improvements as most users come by car when attending pre school or just visiting. The car park at the Worplesdon Memorial Hall is the responsibility of the Trustees.
 - **The cost of bins seems excessive.** The PC should not be spending money on new offices on the Hunt site. Quality bins are expensive to purchase and install. We have sought best value for money which is why subsequent bin purchases will be made through GBC to utilise discounts through buying bulk quantities. Worplesdon Parish Council would not be paying to build offices on the Gravetts Lane site. The parish council are currently occupying leasehold premises, and if the parish council relocated to Gravetts Lane, this would also be on a leasehold basis.
 - **I think more community activities on woodstreet village green.** Music events etc. [please see previous answer]
 - **Lots more equipment for people (and children) of all ages to use across the parish.** We are consulting in November 2019 for additional equipment in Jacobs Well, and in March 2020 for equipment for Wood Street Village. Houses in both villages will receive flyers nearer the time and we would encourage residents to tell us what they think of the proposals received so far!
 - **State of the roads.** Issues relating to highways need to be reported to Surrey County Council. The contact details are printed on the front page of each parish newsletter and can be obtained from their website.
 - **Path clearance.** The Groundstaff have been out and about starting clearing paths and alleyways, even though this was a job historically undertaken by Surrey County Council. There is a lot of work to do but it there is an area which is of particular concern, please contact the parish office to report it, providing a clear location.
 - **Drainage including around the doctors surgery.** Drainage and ditches around the playing field are the responsibility of the FLGCA. Beyond the edge of the field, within the woodland, the responsibility lies with Surrey Wildlife Trust.

- A few signs asking people not to park on grass verges (Fairlands). Nothing can be placed on a grass verge without the express permission of Surrey County Council. Worplesdon Parish Council are aware of the issues relating to parking in Fairlands and have repeatedly publicised the problem in the newsletter.
- Bike lanes. Worplesdon Parish Council have been in contact with Cycling UK to try to establish the avenues available to link up and improve the bike lanes and paths within the parish. Clearly funding is a major issue to get these projects off the ground so we have also been looking into funding and applying for grants for these types of project, although competition for this funding is very intense. This is Surrey County Council's responsibility.
- Get the paths cleared as we have trouble with narrow paths because of overgrown hedges etc. As we have practically no buses and have to walk everywhere, it would help.
[answered above]
- Barriers on footpaths/bridlepaths to prevent motorbikes. Placing barriers to prevent motorbikes can inhibit accessibility by those using horses, off-road mobility scooters/wheelchairs or pushchairs. The parish council have been liaising with the PCSO to highlight the problems but we would encourage residents to report incidents involving motorbikes on paths to 101, or on 999 if their use is causing an urgent danger to life or limb. Without members of the public reporting problems, the police do not appreciate that there is an unseen issue in specific areas.
- A big concern is traffic flow and parking around Worplesdon school, especially since it increased its intake. The school send out regular reminders of the unofficial one-way system in place at drop-off and pick-up times, but these are not adhered to by a sizeable minority of people, causing frustration and delay. You mention that the parish council provide vehicle-triggered road signs. Would it be possible to install vehicle-triggered one-way signs that only operate at school drop-off and pick-up times, thereby easing congestion and promoting safety? The parish council deploy VAS (vehicle activated signs) at police approved locations, which flash up the speed of passing vehicles. A one-way system is something that would need to be established by Surrey County Council, and based on the significant cost involved with temporary applications, it is likely that only a permanent application would be considered. A permanent one-way system on Fairlands is unlikely to be supported by a large number of Fairlands residents, as access would be wholly restricted rather than just during peak school hours.
The Joint Enforcement Team (JET) have been out and about regularly on Fairlands at school pick-up time to encourage parents and carers to park more responsibly and have been ticketing vehicles parked inappropriately.
- Clearing litter. The Groundstaff have seen an increase in littering and are spending an increasing amount of time litter picking. If you notice any litter hotspots, please contact the parish council so we can take appropriate action.
- Cut the grass more often on Harry's Meadow. Get Community Payback to define the paths in Harry's Meadow by use of wood chips. Harry's Meadow has been identified as a site to promote wild flower meadows, as such, a 2 acre segment of the field will be left uncut for the vast majority of the year. The paths are strimmed, and will continue to be so, as the area is a meadow rather than a recreation ground. Wood chips can cause issues by getting wedged in dog's paws, however additional chippings are being placed in the main kissing-gate access to remove a trip-hazard.
- See if Worplesdon Football Club would be interested in using Harry's Meadow for childrens weekend football. The meadow does not have any parking which would potentially impact on the users of hall, and additionally our Groundstaff are working in conjunction with JET in response to an ongoing problem with dog owners who fail to pick up after their dogs. The grass is also left deliberately 'meadow-like' as there is a recreation ground, just down Jacobs Well Road, which can be used for football as it is mowed much more frequently.

- Over the last few years Fairlands has become increasingly urbanised what with speed limit signs, yellow lines, keep clear signs, and blue directional arrows - so how about following up on the residents and visitors who regularly break the law by turning right out of the estate, parking on yellow lines particularly around the shops and, entering the one way slip road outside the shops at the wrong end. Also, I've seen so many children and adults with inadequate lighting when riding a bicycles. Can we have a 'bobby on the beat' to enforce these rules and give them the authority to issue a fine. Maybe visiting at school peak times and nearer end of day. Also enforcing a litter fine. Issues relating to contravening road signs would need to be enforced by Surrey Police. Please provide Surrey Police with dates/times/registration numbers/dashcam footage when reporting vehicles failing to comply with the clear signage. We will include an item on bike lighting in our next newsletter and highlight the importance of lights and reflective clothing to the local schools. It is not within Worplesdon Parish Council's remit to provide a 'bobby on the beat' but if you report instances to the police, the area will be flagged for the PCSO to attend. Similarly, the Joint Enforcement Team have already been attending at the end of the school day to focus on anti-social parking however we will highlight the littering aspect to them.

Worplesdon Parish Council Response: Please see responses in **green** following each statement.

Worplesdon Parish Council would like to thank all of the residents who took the time to complete the survey.