

Efford Building Communities Initiative Masterplan

**Questionnaire Results
for
Plymouth City Council**

November 2006/January 2007



Q4 Postcode



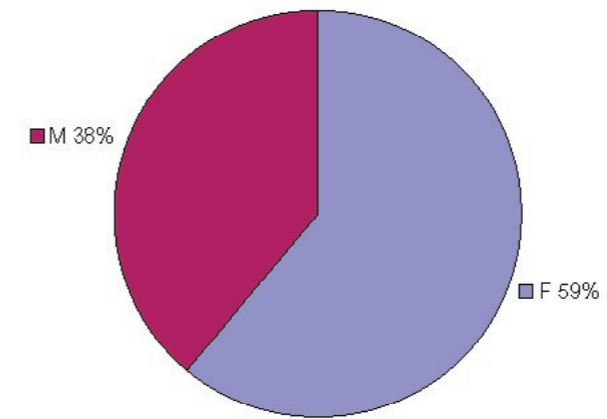
Q5 How long have you lived at this address?

Average 14 years

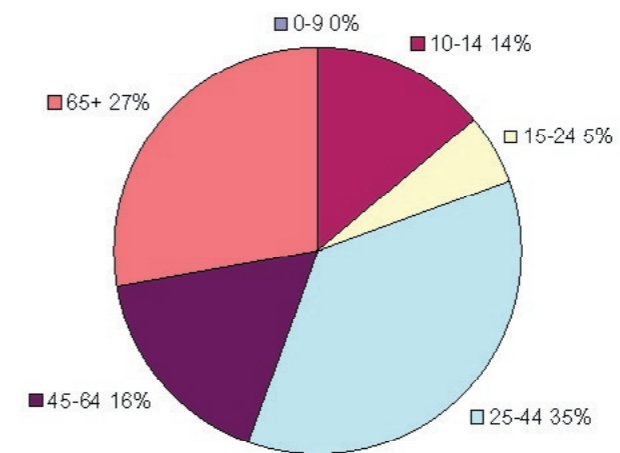
Q7 Ethnic group

100% White British

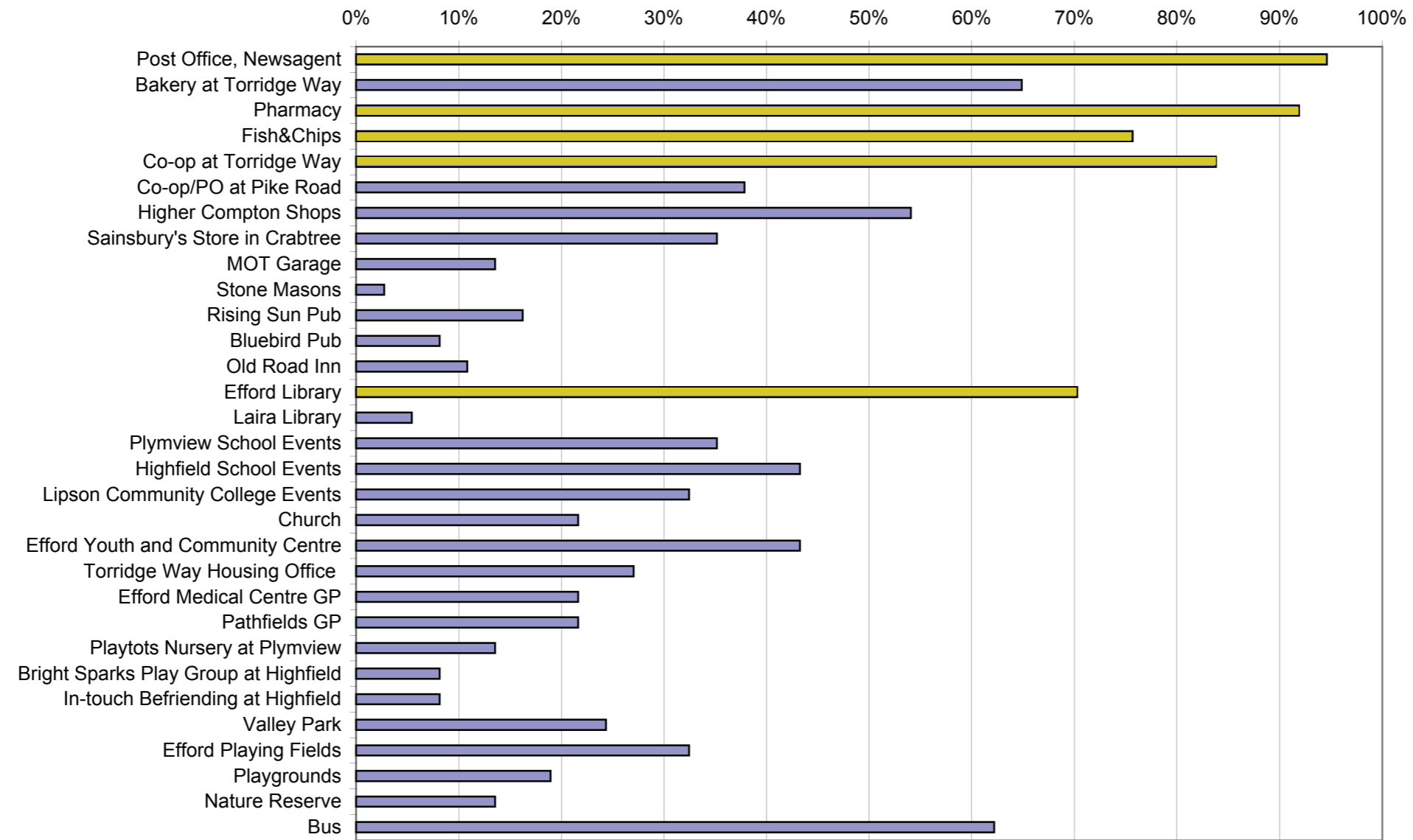
Q2 Gender



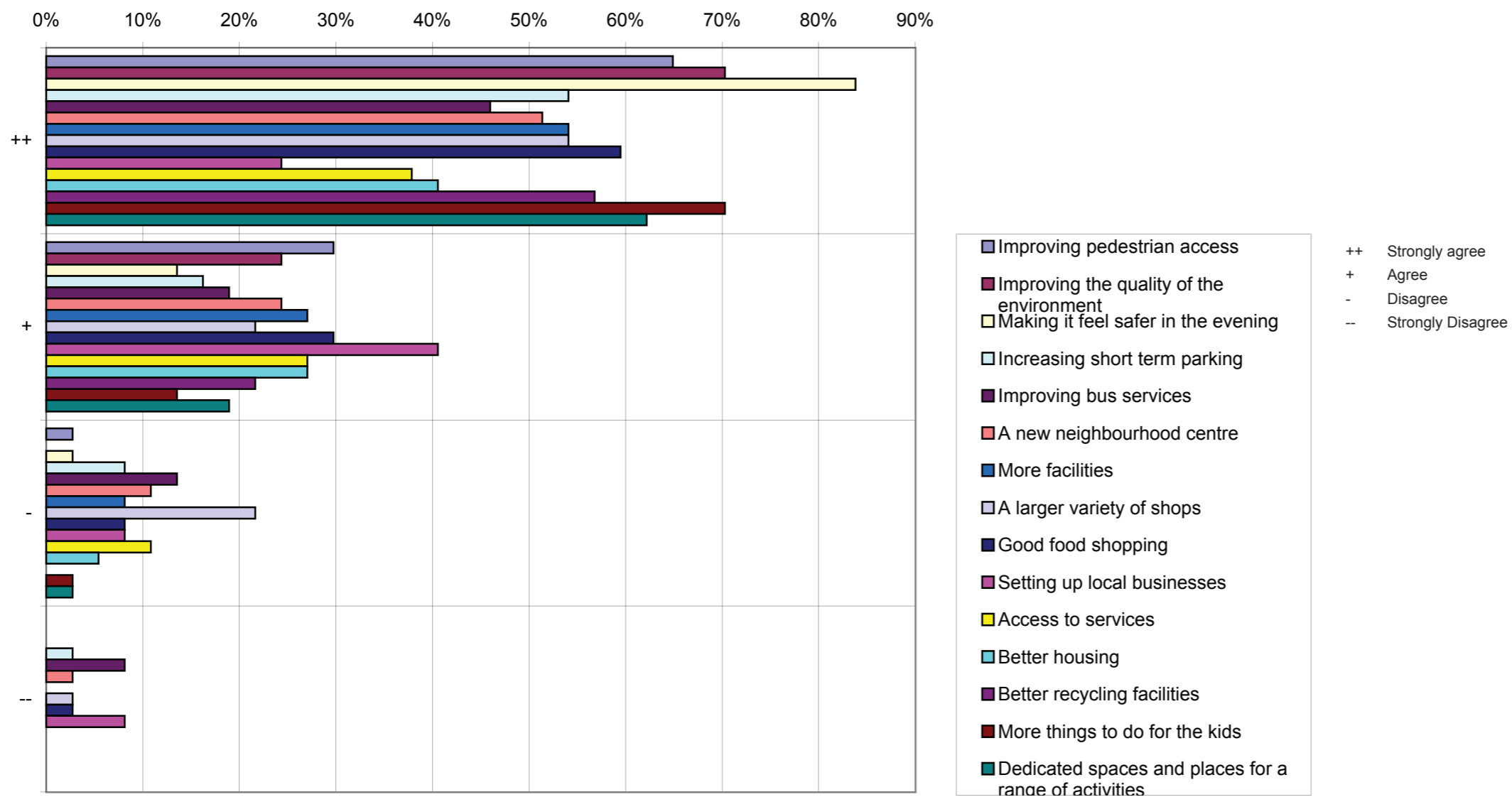
Q6 Age range



Q8 Do you use the following facilities and services in the area?



**Q9 The following improvements could make Efford a more desirable to live in.
Please tell us whether you agree or disagree to each of the following proposals.**



**Q9 The following improvements could make Efford a more desirable to live in.
Please tell us whether you agree or disagree to each of the following proposals.**

OTHER SUGGESTIONS?

COMMUNITY FACILITIES

Community Centre
No community hall
Community hall in Blandford Rd
Meeting place
Education courses
NHS walk in centre
Drop in centre

SHOPS

Butcher
Butcher
Fruit and vegetable shop
Extend organic produce available
Extend variety of food shops
Fruit & vegetable shops
Iceland shopping for families
Pharmacy open on Saturdays
Veg shop, fresh fruit
No pub!
Need hairdresser

TRANSPORT

Evening/Sunday bus service
The train and bus service are important
Clean roads
Make Severn Place into a "one way" street. No more road humps, a 20mph with speed cameras will do
Crossing at Efford Lane/top very dangerous
Torrige Way better lighting
Not able to park around the church

SPORTS AND CHILDREN'S FACILITIES

Gymnasium
Develop sports ground with flood lights and all weather pitches: basketball, tennis, football pitches
Something to do for teenagers that are not related to sexual health or drug education Somewhere for teenagers to hang out where they do not get into trouble for being there
More parks play areas for children
Provision of extra activities for children although these would need to be supervised to discourage the minority "troublemakers" from spoiling them for everybody else

OTHER COMMENTS

The dustbins service is good in Efford
Of course, they all would! How could anyone disagree?
Torrige Way is not Efford - don't forget Laira and Blandford Rd facilities.

WRITTEN RESPONSES TO QUESTIONS

Note we have gathered responses under different headings. If the same response covers both headings it appears twice under the different headings. If two people said the same or similar things the comments will appear twice. Minor adjustments have been made to the syntax for clarity.

Q10 What kind of support would you need to enhance your quality of life in Efford

ENVIRONMENTAL IMPROVEMENTS

Improve environment.
Maintain areas
Bigger parks
Decent places to go!
Cleaner streets
Better places to go to
More parks for the children

IMPROVED FACILITIES

Food shopping
Better youth service
Better variety of shops
Shops better value food/club/lunch facilities to be able to meet people

COMMUNICATIONS/JOINED UP WORKING

Better school communications
The person just works in Efford (Support workers should be based in Efford)
A good bus service
Bus service
Community based action plan
Food/club/lunch facilities to be able to meet people
Dedicated bus service to Lipson Community College
Somewhere to meet other people

HOUSING IMPROVEMENTS

Housing improvements
More, better housing
People feel safer in flats

HEALTH ISSUES

Drugs
Mental health support
Doctors

PUBLIC SAFETY ISSUES

Local Police Beat Manager.
"Crime watch"
Safer streets
Community police to get involved
People (want to) feel safer in flats

ACTIVITY

More activities/clubs to join locally
More activities for kids/keep them off the street

Q11/12 How can services respond better to your needs? What sort improvements to services would you like to see in Efford?*

* Note as the answers to each of these two questions were quite similar we have grouped the answers together.

BUS SERVICES

Better bus service in the evening
Better bus service in the evening
More buses
Better bus service-evening
More buses (number 47)
Buses
More regular bus service
Bus service/evening & weekends

FACILITIES

Keep post office open
More choice in shops
Fresh fruit & veg. available
More shops make it cheaper

ENVIRONMENT

Maintain areas better
Less building
Be tidier

NEIGHBOURHOOD MANAGEMENT

Responding to residents requests
Listening to users' ideas
No pets in flats they disturb residents
Correct Management
Advice centre on health & council issues
Quicker response to queries

COMMUNICATIONS/JOINED UP WORKING

A Help and advice centre
Advice centre on health & council issues
Better access to councillors and MP's
Better knowledge of services with a review + plan to improve

SECURITY ISSUES

More police
Less crime
Local Police Beat Manager
Crime (Neighbourhood?) watch
Stronger more visible police
Youths hanging around at the shops, street

ACTIVITY

Get on and do it
Promoting events

CELEBRATION

Be positive
Promoting events

HEALTH ISSUES

Advice centre on health & council issues
Doctors open more often
Better quality doctors
Health service
More accessible dentists
More doctor surgeries
Health Centre open more often
Better doctors
Health screening available
NHS dentist with enough space for every resident to have treatment
Underage drinking

YOUTH FACILITIES

Youth facilities
Kids' facilities
More facilities for children
Youths hanging around at the shops, street
Underage drinking

Q13 What is your main area of concern for local residents in Efford?

YOUTH ISSUES

Teenagers
Lack of facilities for youngsters
Facilities don't address need for today's youngsters
Lack of youth facilities
Channel Park-gangs hanging around
More children's' facilities
No play areas for children and teenagers
Safety - children hanging around on streets with nothing to do
Children's' facilities
Lack of facilities for children
Youth and kids activities
Kids have nothing to do
Vandalism
Gangs around the area
Kids are not allow to play football on the states
Gangs (of kids) around shops
Lack of youth activity
Nowhere for the youth to go
Nothing for them to do
Kids - no discipline
Kids - no discipline
Vandalism
People don't like to go down Torridge Way because of the kids hanging out
Kids
Kids
Children play area needed
Teenagers hanging around the streets
Groups of teenagers on the streets
The gap between youths and older generation
Underage drinking
Gangs of children causing vandalism

HEALTH ISSUES

Lack of sports and health centre
Underage drinking

FACILITIES

Lack of modern recreation facilities
Better variety of shops

COMMUNICATIONS/JOINED UP WORKING

Lack of community
No provision for diversity of groups
Communication
Better community sprit

ENVIRONMENT

Torridge Way
Torridge Way - too much building work
Torridge Way - too much violence
Safety in the park
Safety at night
Rubbish on all roads
Torridge Way
Not enough seats
Graffiti on walls, fences

SAFETY ISSUES

Safety in the park
Safety at night
Policing
No Crime watch (Neighbourhood watch?)
Threat to Post Office
Safety - better facilities for clubs etc
Safety- children hanging around on streets with nothing to do
Safety after dark
Road safety
Safety at night
Safety at night
Roads not safe to cross - need safer crossing
Not enough safety
Pavements and roads not safe to cross
Lack of police on Torridge Way
Vandalism
Speed
Amount of traffic and parking outside on road to flats opposite shops
Roads hard to cross
Unsociable behaviour
Noise
Vandalism
Security of residents opposite the Torridge Way shops.

ECONOMY

Economy for single mums

Q14 How can this concern be addressed?

YOUTH ISSUES

Consult with the teenagers about what they want to do
Working closer with residents and youth to get views
Youth centre
More children facilities
More areas set aside for children and teenagers
Young adults space without others complaining
Facilities for children to hang out
A safer environment for kids
Clubs
Better club
Youth club facilities to get youth off the street and in a safe environment
Free choice youth club with no hidden agenda
Youth coffee shop in evenings
Give them something to do
More things for kids to do
Better Park for kids
Make the existing play area safer, bigger with more apparatus.
Teaching parenting
Vandal-proof shelter for teenagers to use and congregate
Place for each generation to coexist in harmony.
Provide youth club
Police presence
Youth park to deter vandalism and take them off the streets

COMMUNICATION/COMMUNITY ISSUES

Consult with the teenagers about what they want to do
Working closer with residents and youth to get views
Doing what people require
Work with, inform everyone
Develop community spirit to protect and look after residents
Ask the youth. Not let an elderly person decide what think they should have.
More input for children
More facilities to keep kids off the street
More facilities for children

SECURITY

Cameras on Torrridge Way shops (back and front)
Get more builders
Cameras on the front of shops
Off street parking
Safety for children
Improve parking on Yeo Close
More police
Police station on Torrridge Way
Zebra crossing on Torrridge Way
Pedestrian crossing and pavements replaced.
Being aware to dangers
Law - police to be on foot not in cars.
Fencing around areas to prevent this behaviour which causes damage costs, verbal and physical abuse and items thrown at windows
Safety of security doors for ground floor residents
Bring back the dispersal order on a permanent basis

ENVIRONMENT

Tidy up
Somewhere to sit and walk in safety
Enforce new double yellow lines.
More parking spaces along rent office area
Road humps or traffic lights at crossroad junction to slow traffic down at Torrridge Way joining Blandford Rd
Gardens?
Town square?
A centre?

HEALTH ISSUES

Druggies
Better doctors

NEIGHBOURHOOD MANAGEMENT

Good management

Q14 continued

FACILITIES

Save the Post Office

More foot police

Play area, clubs, speed cameras

Youth clubs, cameras on Torr ridge way, community police

More input for children

More facilities to keep kids off the street

More facilities for children

Investment in facilities

Car parking

We need a hairdresser

Build a local centre

More activities

Community centre to be open more regularly - better facilities and activities

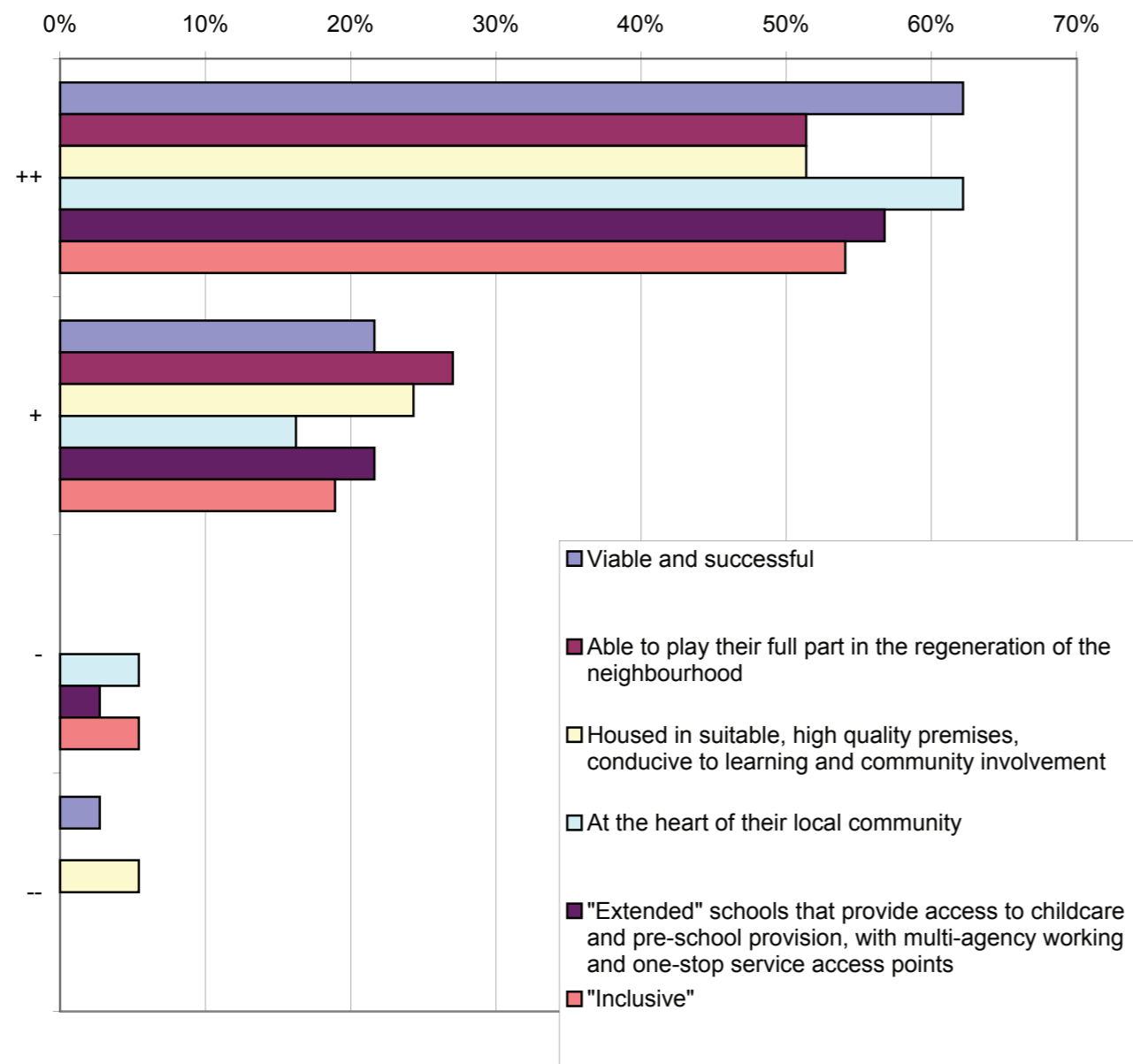
Q15-23 employment and skills

See report prepared by CSC

Q24-28 Health

See report prepared by PHDU

**Q30 Can you rate each of these aspirations for schools in Efford?
Schools in Efford should be ...**



Q31 Have you any other comments about education in Efford?

Plymview site should be used, schools are amalgamated (because of) the playing fields

Children need activities - sport clubs etc
More support for special needs children
More schools

Safety training could be improved (Green Cross Code).
Teach children the History. Have Union Jack in every classroom

Good school at Highfield. Already does good stuff.
Grandchild happy in school at Lipson
Too many No's not enough yes's

Question	2.Sex		4.Post Code	5.How long have you lived at this address	6.Age range						7. Ethnic Group															
	F	M		(years)	0-9	10-14	15-24	25-44	45-64	65+	White British	White Irish	Other White	White+Carib	White+Afri	White+Asi	Other mix	Indian	Pakistani	Bannglade	Other Asia	B or bBC	B or Bba	Other blad	Chinese	Other
1	1		PL3 6JP	10					1		1															
2		1	PL3 6JB	32					1		1															
3	1		PL3 6LJ	3				1																		
4	1		PL3 6JA	8				1			1															
5	1		PL10 1PD	6				1			1															
6		1	PL3 6PN	12		1					1															
7	1		PL3 6NQ	7							1															
8	1		PL3 6JG			1					1															
9	1		PL3 6NI	9		1					1															
10	1		PL3 6JG	7.5		1					1															
11	1		PL3 6JG	41				1			1															
12	1		PL3 6NL	25				1			1															
13		1	PL3 6NT	6							1															
14	1			0.25							1															
15	1		PL3 6NR	7							1															
16		1	PL3 6PH				1																			
17	1		PL3 6JP	38							1															
18		1	PL3 6TT	12.5							1															
19		1	PL3 6JQ	45							1															
20		1	PL3 6LD	49							1															
21		1	PL3 6JR	40							1															
22		1		1							1															
23	1		PL3 6LH	2				1			1															
24			PL3 6LP	1.5				1			1															
25	1		PL3 6L								1															
26		1	PL3 6NE	1				1			1															
27	1		PL3 6LZ	22							1															
28		1	PL3 6LJ				1																			
29	1		PL3 6ER	5				1			1															
30	1		PL3 6S2	7				1			1															
31	1		PL3 6HH	3				1			1															
32	1		PL3 6HT	10				1			1															
33	1		PL3 6NN	7				1			1															
34		1	PL3 6EX	17							1															
35	1		PO6 5ST	18.5							1															
36		1	PL3 6JZ	41							1															
37		1	PL3 6HD	27					1		1															
38			PL3 6JP																							
39		1	PL3 6LT																							
40		1	PL3 6L2																							
41																										
42																										
43																										
44			PL3 6J																							
45																										
46																										
47		1	PL3 6LP																							
48		1	PL3 6NR																							
49		1	PL3 5DW																							
50		1	PL4 7PS																							
51			PL3 6EA																							
52																										
53																										
54																										
55		1	PL3 6NQ																							
Total	37	22	14	Avarage - 14 years	0	5	2	13	6	10	36															
Percent	100%	59%	38%		0%	14%	5%	35%	16%	27%	97%															

Note: These are short versions of the questionnaire, that have been returned to us

Question 8. Do you use the following facilities and services in the area ?

	Shops at Torridge Way				At Pike Rd/Other shops				School events																Other comments													
	Post Office	Bakery at	Pharmacy	Fish&Chip	Co-op	Co-op/PO	Higher Compton	Sainsbury's	MOT Garage	Stone Masons	Rising Sun	Bluebird Pub	Old Road Inn	Efford Library	Laura Library	Plymview	Highfield	Lipson Community	Church	Efford You	Torridge W	Efford Med	Pathfields	Playtots N	Bright Spa	In-touch B	Valley Park	Efford Play	Playground	Nature Res	Bus							
1	1			1		1		1	1					1			1																1 - centre	Library for paper, books, gossips. Unity Park not used for children				
2	1	1	1	1	1	1	1	1	1					1		1	1	1	1	1	1	1		1	1	1	1	1				1						
3	1	1	1	1	1	1	1	1	1					1		1	1	1	1	1	1	1		1	1	1	1	1										
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6	1	1	1	1	1	1	1	1	1					1							1	1	1											1				
7	1	1	1	1	1	1	1	1	1					1			1	1	1	1	1	1		1	1	1	1	1						1				
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24	1	1	1	1	1	1	1	1	1					1			1	1	1	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1			
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28	1	1	1	1	1	1	1	1	1					1						1	1	1														1		
29	1	1	1	1	1	1	1	1	1			1	1	1	1	1	1	1	1	1	1	1														1		
30	1	1	1	1	1	1	1	1	1					1			1	1	1	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1		
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35																																						1
36	1	1	1	1	1	1	1	1	1					1			1	1	1	1	1	1															1	
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Total	37	35	24	34	28	31	14	20	13	5	1	6	3	4	26	2	13	16	12	8	16	10	8	8	5	3	3	9	12	7	5	23						
Percent	100%	95%	65%	92%	76%	84%	38%	54%	35%	14%	3%	16%	8%	11%	70%	5%	35%	43%	32%	22%	43%	27%	22%	22%	14%	8%	8%	24%	32%	19%	14%	62%						

Question 10. what kind of support would you need to enhance your quality of life in Efford 11. How can services respond better to your needs? 12.What sort improvements to services would you like to see in Efford? 13. What is your main area of concern for local residents in Efford? 14. How can this concern be addressed ?

1		Better bus service-evening	As before	Teenagers	Cousult with the teenagers about what they want to do
2	Improve Environment/quality of life. Maintain areas	Maintain area	Health service.Dental more accesible	Lack of facilities for youngsters. Don't address need for today	Working closer with residents and youth to get views.
3	Food shopping facility. Housing improvements. Better youth service.	Responding to residents requests		Lack of community. No provision for diversity of groups	Doing what people require.
4	Better school communications	Listening users ideas	Less crime, youth facilities	Communication	Work with, inform everyone
5	The person just works in Efford			Lack of youth facilities	Youth centre
6	Bigger park on Yeoclose	More buses (47)	More doctor surgerys	Tooridge way	Cameras of Torridge way shops(back, front)
7	Desent places to go !		More buses.Less buildins	Torridge way to much building work	Get more builders
8	Better places to go to.		Buses	Torridge way-to much violence	Cameras on the front GV shops
9					
10	More better housing .People feel safer in flats	No pets in flats - desterb residents.	Be more tidy	Channie Park-gangs hanging around	Tidy up. Druggies
11	Drug. Mental health support	Centre to help, advise	Health Centre open more often, better doctors	More children facilities. Safety park	Off street parking- safety for children Yeo Close-improve park facilities
12			More choice in shops. Keep post office open	Safety at night	More police. More children facilities
13	Local Police Beat Manager."Crime watch"	Correct Management	Local Police Beat Manager. Crime watch	Policing. Rubbish on all roads. No Crime watch	Good management
14	More activities/clubs to join locally			Threat to Post Office	Save the Post Office
15			More regular bus service	No play areas for children and teenagers	More areas set aside for children and teenagers. Young adults without others complaining
16				Safety. Better facilities for clubs etc	Facilities for children to hang out - safer environment clubs. Better club
17	Safer streets, shops, better variety	More police/fresh fruits&veg available	Health screening available	Safety- children hanging around on streets with nothing to do	Youth club facilities to get youth off the street and in a safe environment
18	Cleaner streets, a good bus service	get on and do it.be positive		Safety after dark	More foot police
19	Community police to get involved	Advice centre/health&council issues	Bus service/evening&weekends	Children facilities. Road safety	Play area, clubs, speed cameras
20	100%		More shops make it cheaper	Torridge Way	Being aware to dangers
21	Doctors/bus service	Better bus service-evening. Doctors open more often-better quality	Kids facilities	Safety at night. Lack of facilities for children	Youth clubs, cameras on Tarridge way, community police
22				Youth and kids activities	More input for children
23	More activities for kids/keep them off the street		Quicker response to quieres	Kids have nothing to do	More facilities to keep kids off the street
24				Vandilizm	More facilities for children
25					
26	Community based action plan	Promoting events (better access to councillors and mp's ???)	Better knowledge of services with a review+plan to improve	Lack of modern recreation facilities, safety at night. Better community spirt	Investment in facilities, develop community spirit to protect and look after residents
27	Shops better value food/club/lunch facilities to be able to meet people			Roads not safe to cross - need safer crossing	Police station on Torridge Way. Zebra crssing, car parking.
28	Dedicated bus service to Lipson Community College		NHS dentist with enough space for every resident to have treatment	Not enough for kids&youths to do	Free choice youth club with no hidden agenda. Youth coffee shop in evenings
29					
30	More parks for the childrens				
31				Gangs around the area	Give them something to do
32		Youths hanging aroundat the shops, street, underage drinking	Stronger more visible police, more children facilities	Kids are not allow to play football on the states, gangs around shops	More things for kids to do, better parks
33					
34	Somewhere to meet other people				
35					
36				Better variety of shops	We need a hairdresser
37				Lack of sports and health centre	Build a local centre
38				Lack of youth anywhere for the youth to go. Nothing for them to do	Ask the youth. Not let an elderly person decide what think they should have.
39				Not enough seats along with safety	Somewhere to sit and walk in safety
40				Pavements and roads not safe to cross.	A better doctors. Pedestrian crossing and pavements replaced.
41					
42				Kids - no discipline	More activities
43				Kids - no discipline	
44				Vandalism. People don't like to go down Torridge Way	Low - police to be on foot not in cars. Teaching parenting ???
45				Kids	
46				Kids	
47				Children play area	Make the existing play area safer, bigger with more apparatus.
48				Teenagers hanging around the streets	Community centre open more regulary - better facilities and activities
49				Groups of teenagers on the streets	Vandalproof shelter for teenagers touse and congregate
50				The gap between youths and older generation	Place for each generation to coexist in harmony. Gardens? Town square? A centre?
51				Graffiti on walls, fences. Lack of police-Torridge Way.Underage drinking. Vandalism	Provide youth club, police pres centre, youth park to deter vanadalism and teke them off the streets
52				Speed, amount of traffic and parking outside on road to flats opposite shops. Hard to cross	Enforce new double yellow lines. More parking spaces along rent office area. Road humps or traffic lights at crossroad junction to slow traffic down at Torridge Way joing Blandford Rd
53				Economy for single mums.	
54				Unsocilable behavior, noise, vandalism. Security of residents oposite Torridge Way.	Fencing around to prevent this behavior a cost of damage, verbal and phsical abuse - items thrown at windows. Safety of security doors for ground floor residents
55				Gangs of children causing vandalising.	Bring back the dispersal order on a permanent basis

Question

29. What would improve your housing situation?

30. Can you rate each of these aspirations for schools in Efford? Schools in Efford should be...

31. Have you any other comments about education in Efford?

		Viable, successful				Part in regeneration of the neighbourhood				Housed in suitable, high quality premises, conducive to learning and community involvement				At the heart of their local community				"Extended" schools that provide access to childcare and pre-school provision, with multi-agency working and one-stop service access points				"Inclusive"								
		SA	S	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD					
1	A new roof. Get rid of neighbour	1				1				1				1				1				1								
2	A safer environment e.g. fences, gates to individual properties, access to repairs services	1				1				1	1			1				1				1								
3	Don't live in Efford	1				1				1				1				1				1								
4	Get rid of my sisters	1	1			1				1				1	1			1				1				1				Too many No's not enough yes's
5	Make it better and safer	1				1				1				1				1				1				1				More schools
6	My housing situation is fine	1				1				1				1				1				1				1				
7	Be able to exchange to bigger or smaller homes is required	1				1				1				1				1				1				1				Plymouth site should be used if, schools are amalgamated (because of) the playing fields
8	Quicker repairs	1				1				1				1				1	1			1				1				
9	Moved to get away from flat despite bad image of Efford	1				1				1				1				1				1				1				Grandchild happy in school at Lipson
10	Being offered a 4 bedroom house	1				1				1				1				1				1				1				
11	Better pension to pay for repairs in private accommodation	1				1				1				1				1				1				1				More support for special needs children
12	Lack of council communication	1	1			1	1			1	1			1	1			1	1			1				1				Safety training could be improved (Green Cross Code). Teach children the History. Have Union Jack in every classroom
13	English housing association is good-but being taken over. Not enough feedback to tenants	1				1				1				1				1				1				1				Children need activities - sport clubs etc
14	More houses	1				1				1				1				1				1				1				
15	More enclosure e.g. gates, fencing. Better heating	1				1				1				1				1				1				1				
16	Stop the teenagers hanging around the streets	1				1				1				1				1				1				1				
17	More council houses	1				1				1				1				1				1				1				
18	I am very fortunate to live where I do	1	1			1	1			1	1			1	1			1	1			1	1			1	1			
19	Once the church is open plus the other church. Community centre in Blandford Rd. Terrain and routes-how would it connect																													
20	Drop in Centre. NHS walk in Centre. Be able to get advice.																													
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Total		23	8	0	1	19	10	0	0	19	9	0	2	23	6	2	0	21	8	1	0	20	7	2	0					
Percent	100%	62%	22%	0%	3%	51%	27%	0%	0%	51%	24%	0%	5%	62%	16%	5%	0%	57%	22%	3%	0%	54%	19%	5%	0%					

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