Ross & District Community Development Group (COMDEV) Survey: Improving the Quality of Life in HR9

Survey Feb 2002

Report May 2003

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Introduction

In May 2000 Ross and District Community Development Group (COMDEV) decided that in order to further the goal of improving the quality of life in HR9, we needed to consult with the community. The preferred option was face-to-face interviews because we wanted to get 'quality' information: the kinds of views and ideas which would help focus our activity as a group. It soon became obvious that we lacked the people-power to do this in any considerable volume, so we opted for a dual approach. The plan was to talk initially to groups of residents and then to use the key issues raised to design a questionnaire, which would give more people the opportunity to comment. In October 2000, we obtained a Millennium Awards for All grant of £5000 to cover the cost.

In September 2001, after we had talked to various experts and been advised and trained, we held two 'focus group' sessions at the Ryefield Centre. In total we accumulated the views of some 100 individuals and used these to create the questionnaire you find attached (see Appendix One). Broadly speaking, we opted for two types of questions: closed questions which would generate the kind of statistical data which would enable us to access funds, and open questions which would enlarge on the statistics and give us a clearer picture of people's perceptions of the issues and what could be done about them.

January and February 2002 saw the printing and posting of the questionnaire and, thanks to the willing efforts of volunteers, we were able to keep our costs to a minimum and send one questionnaire to every household in HR9. So, many thanks to everyone who contributed. Thanks also go to those who took the time to answer our questions.

We soon found that the questionnaires were returning in numbers far exceeding our expectations. March and April was a time for transferring all the comments into a computer programme for analysis, and anybody who could type was welcomed into the Logiplex computer suite and fed coffee until the task was completed! At this point we were forced to seek a further small grant in order to pay for professional data inputting – otherwise it would have taken even longer than it did!

Now it is 2003, almost two years from the start date, and at last we are going to press. In the interim, there have been several changes/improvements in the HR9 area, which are too many to list here, but which address some of the needs expressed by local people in the survey – for example, some new shops.

This report cannot contain all the information we collated, but it is our attempt at recording the key views of the community. Already we have received attention and interest from other groups that can see how they might use the information: not least, the newly formed Ross and Area Partnership. The journey has been long and at times painful, but from our point of view the rewards have justified the effort.

Many thanks again to everybody who took part.

D.Godwin (COMDEV Secretary)
16.5.2003

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About the Report

As has been stated in the introduction, this exercise has been completed in the main by local volunteers. This is its strength and also its weakness.

Its strength lies in the fact that those who worked together on this did so with full commitment to the local community and to the overall aim of improving the quality of life for HR9. The questionnaire was used as a way of communicating with fellow residents and the strength of the response shows that this community has much to say about HR9, and that there are many groups actively working on its behalf. The comments of the respondents confirm that they are well aware that the market town of Ross and its hinterland comprise an area of outstanding natural beauty. Ross on Wye has a superb road network, providing convenient access to the north, south, east and west. It has a compact and comprehensive shopping centre, has the feeling of space and serenity, and people are friendly. It is also evident from their responses that the people living and working in the area are determined to maintain and improve their quality of life and fiercely protect it. COMDEV believes that community consultation and involvement is crucial to the success of local projects and initiatives: indeed it is often a requirement by those assessing new projects with a view to financing them.

Its weakness is that those same volunteers, in the early days, had little experience or awareness of the task ahead. Consequently, they had to seek advice and help from those who did, which took time and effort. Undoubtedly they would approach it differently now, with the benefit of experience and hindsight! Some of the questions could have been worded differently; it could perhaps have been made easier to complete; some questions could have been left out, and others should have been put in. However, at the very least, this report does present a snapshot of the area expressed through the opinions and feelings people have about the area in which they live.

Hopes and Aspirations

The data collected from the questionnaire (which asked some 62 questions) is very comprehensive, and much of this is presented in the report in the form of lists, tables or charts. Almost half of the questions asked for written comments – which are too lengthy to reproduce in full. However, it is through these comments that ideas and possible solutions were expressed, so these have been condensed into broad categories in this report. Every section of the questionnaire concluded with space for further comment, and in several cases respondents reinforced their previous answers. Some of these comments indicate strength of feeling, even when the general trend of responses from the closed (yes/no) questions suggested differently. They are interesting and, in an attempt to share these with interested groups, COMDEV is currently exploring ways of making the original data available in a database on CD ROMs.

COMDEV would like to see this report used. It would like to see ongoing consultation and involvement of the community. This survey was just the beginning – a springboard to further enquiry and action.

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Should you require any further information regarding this report, please send your request in writing to:
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Alternatively call into Jo Ashman at Halcyon Daze, 4 George Place, Ross-on-Wye for further copies.

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Acknowledgements

The actual community consultation process started in 1997 with the inauguration of COMDEV, a group of people who decided to work together with the objective of 'improving the quality of life in the HR9 postal area.' Any interested individuals or organisations have always been made welcome and, since that time, there have been in excess of 60 full meetings and countless working party meetings.

Our first acknowledgement therefore goes to the many individuals who have supported COMDEV from the beginning.

The following organisations have also given their time and experience to help us forward our aims and they too have been crucial to the success of this project.

Millennium Grant: 'Awards for All'
Rural Transport Partnership
Rural Development Area, Small Projects Fund (via the Herefordshire Council)
SHVA (now Herefordshire Voluntary Action):
- Sue Brazendale: drafting constitution, sourcing volunteers
- Yvonne Bentley: funding applications etc
- Amelia Hughes: focus group facilitation etc

Community First:
- Bryan Haynes: considerable guidance in formation days
- Lorna Pearcey: survey structure etc
- Nick Webster: focus group facilitation

Herefordshire Council:
- Penny Jones: considerable help throughout
- Wayne Langford: funding applications etc
- Isobel Gibson: survey structure, guidance & advice
- Charlotte Devereux: statistical analysis of responses, writing much of the report
- Patrick Clarke: focus group facilitation

John Kyrle High School: Nigel Griffiths for access to computer suite for inputting data
Ryefield Centre: Dennis Humble for his guidance and use of meeting rooms
Logiplex: Geoff Jones for the provision of a computer suite for inputting data.
Ross Gazette: for supporting publicity.

Thank you to all

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Response to questionnaire

- The questionnaire was sent to each of the 8752 households in the HR9 area in early 2002. 1895 completed questionnaires were returned, a response rate of 21.7%. (In mid-1999, the population of HR9 was 19,300.)
- Respondents to the questionnaire were asked to indicate the number of people in their household in various age bands. 1594 of the 1895 respondents (84.1%) provided this information. By comparing the age distribution of people captured by the survey with that of the HR9 area as a whole, it is possible to show that the sample is representative of the whole population. (Although the survey population over-represents the over 60's and, to a lesser extent, the under 16's, statistical tests show that this slight difference in distribution is not significant enough to render the sample unrepresentative.)

Table 1.1: Comparison of age distribution of the population of HR9 and the survey population

	0 - 15	16 - 59	60+
Estimated population of HR9, mid-1999	19%	55%	26%
Population captured by survey	16%	49%	35%

Table 1.2: Numbers of people in respondents' households by age range

0 - 15	16-24	25-44	45-59	60+
559	213	675	820	1,247

Best Things

One of the first open questions asked was "What are the best three things about living where you do?" The biggest single answer to this was, unsurprisingly, the beauty of the area (one third of all the responses).

Four more features of the area which received popular acclaim (around one tenth of the responses each) were:

- the people are friendly
- the area is peaceful and quiet
- good road links (e.g. M50)
- easy access to town and shops.

Responses to the question "please suggest three improvements for the HR9 area" were not so clear-cut, with no single idea standing out. However, the five main needs coming across most clearly were:

- more sports and leisure facilities (e.g. leisure centre, cinema, facilities for children)
- better traffic management and the one-way system
- better road maintenance (especially minor roads out of town)
- ways improve problems of litter and dog refuse.

Section 1: Access

Transport

- Respondents were asked to indicate how they and members of their household *usually* travel to Ross town centre, and then to list any other methods used.

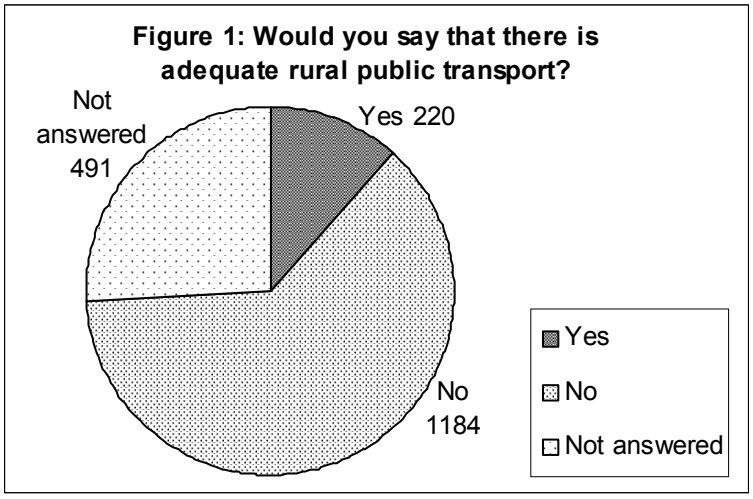
Table 2: Method of travelling to Ross town centre

Mode of transport	No. of respondents who *usually* use this method	% of all respondents who use this mode most frequently	% of all respondents who use this mode at all
Car	1171	61.8%	71.6%
Cycle	16	0.8%	5.6%
Bus	69	3.6%	6.8%
Motorcycle	17	0.9%	2.0%
Taxi, Dial-a-ride etc.	26	1.4%	4.5%
Walk	473	25.0%	43.5%
Other	-	-	0.4%
Not applicable	18	0.9%	-
Not answered	105	5.5%	-
Total	1895	100.0%	- *

*Many respondents use more than one form of transport, so a sum is not appropriate

Table 2 clearly shows that cars were by far the most common method of transport, with 71.6% of respondents saying that they used a car to travel to Ross, and 61.8% saying this was their most frequent mode of transport. Walking was the next most common means, although nowhere near as popular as car travel. 43.5% of respondents mentioned walking as a method used by them or members of their family to get to Ross, with a quarter of respondents saying they usually walked.

- 62.5% of respondents thought that rural public transport in the HR9 area was inadequate. Only 11.6% believed it was adequate, and a quarter of respondents didn't answer the question. The numbers are illustrated in Figure 1 below.



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- When asked if public transport was accessible to people with disabilities, almost a third of respondents (32.3%) said 'no'. Over 60% didn't answer, and only 5.2% said 'yes'. The questionnaire went on to ask whether, if public transport wasn't accessible, there were special services to compensate. Of the 613 (32.2%) of respondents who said that public transport wasn't accessible, only 10.4% (64) said that there are special services to compensate. Over two thirds (70.8%) of these said that there weren't special services, and the rest didn't answer. The figures are illustrated in Figure 2 below.

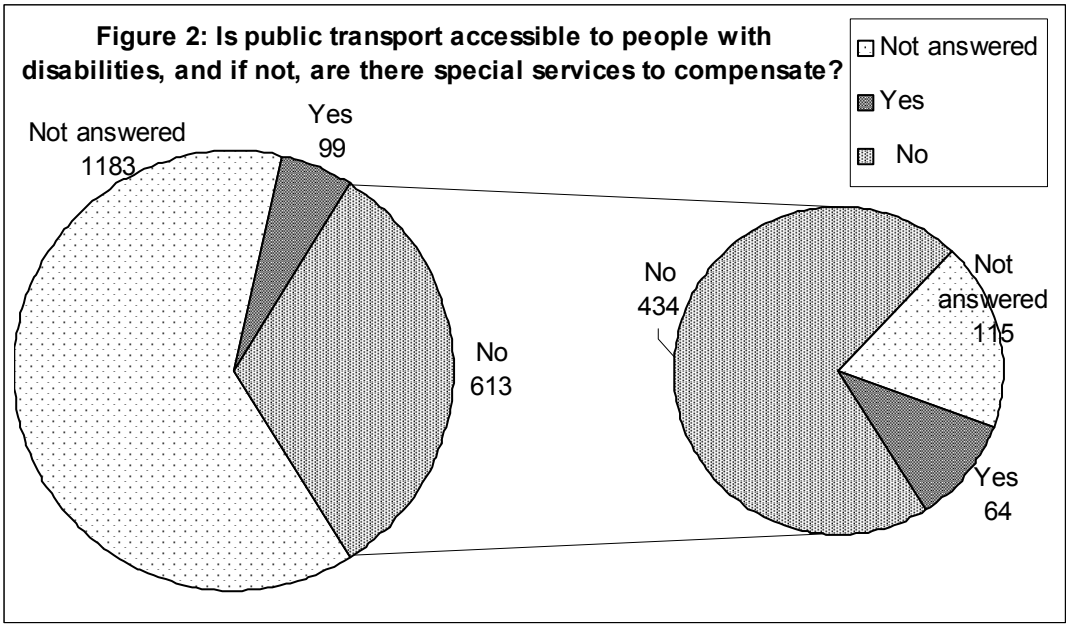

Figure 2: Is public transport accessible to people with disabilities, and if not, are there special services to compensate?

- 19% (360) of the 1895 respondents said that they would consider cycling around town if there was secure parking for bicycles near the main shopping area. 42.8% (811) said they wouldn't consider cycling, and 38.2% didn't respond to the question. These proportions are illustrated graphically in Figure 3 below.

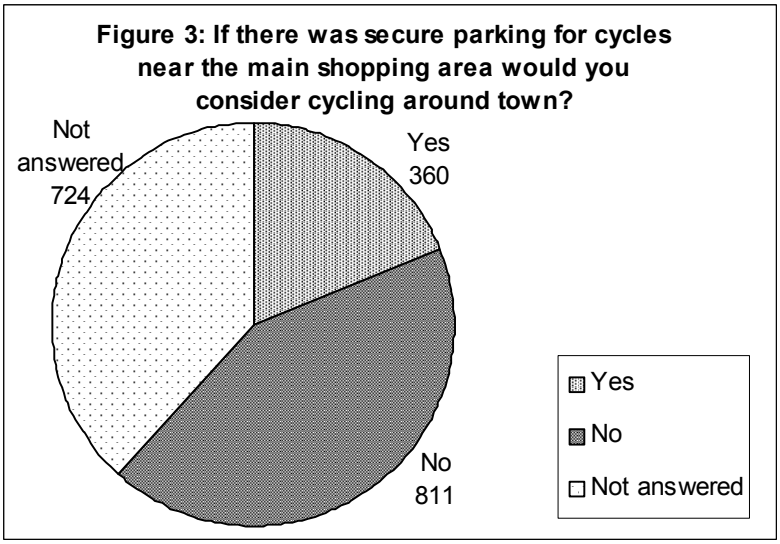

Figure 3: If there was secure parking for cycles near the main shopping area would you consider cycling around town?

Conditions of Roads, Paved Areas and Footpaths

- Respondents were asked to rate the condition of the roads, paved areas and footpaths in the HR9 area. The numbers of respondents are shown in Table 3 below, and Figure 4 (on the next page) illustrates the proportions of all respondents indicating each category.

  Over half (57.2%) of all 1895 respondents believe that the road conditions in the HR9 area were either poor or very poor. Just under a third (31.6%) thought that they were reasonable.

  Paved areas and footpaths received slightly more favourable ratings – the largest proportion (over 40%) of respondents in both of these cases said that they were in reasonable condition. In the case of paved areas, this was a slightly larger proportion than those who said they were either poor or very poor (41.7% as opposed to 40.1%). However, where footpaths were concerned, just over half of all respondents (52.9%) believed that they were in either very good, good, or reasonable condition.

  Table 3: Condition of roads, paved areas and footpaths

Opinion	Condition of roads	Condition of paved areas	Condition of footpaths
Very poor	403	260	172
Poor	681	501	378
Reasonable	598	790	860
Good	85	160	133
Very good	3	11	9
Not answered	125	173	343
Total	1895	1895	1895

To each of the questions about the condition of roads, paved areas and footpaths there were supplementary questions asking for information on which ones, and what was wrong with them.

In town, roads particularly highlighted were Walford Road, Alton Street and Greytree Road – which suffer from patchy, bumpy repairs, potholes or flooding/blocked drains. Paved areas mentioned were Broad Street, Alton Street, around Archenfield Road and Cantilupe Road, where problems included uneven paving slabs and damage by vehicles mounting the kerb.

Footpaths such as Pigs Alley, those in Merrivale, behind Safeways and the one between Roman Way and Archenfield Road were frequently picked out by respondents, and were cited as being variously overgrown/neglected, uneven and slippery, or having dog mess fouling them.

Out of town, areas of the B4234, B4224 and A40 were highlighted as having potholes and no pavements.

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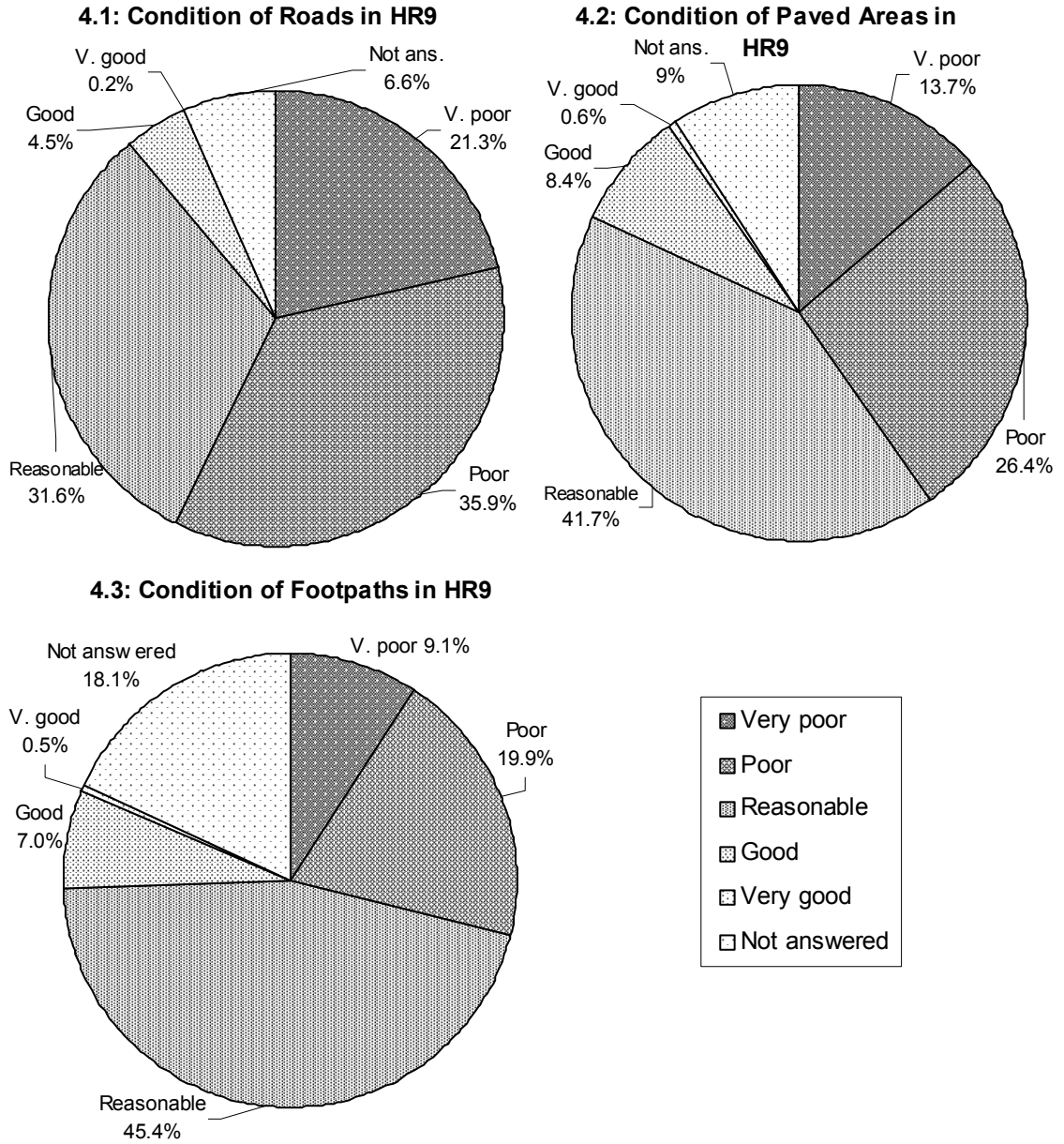
Figure 4: Condition of Roads, Paved Areas and Footpaths in HR9



- Respondents were asked to identify any seriously congested junctions or parts of the local road network, both in and out of Ross town. 1109 respondents (58.5%) made a relevant comment under "In town", and 387 (20.4%) under "Out of town". The comments are shown in Tables 4.1 & 4.2.

Table 4.1: Congestion "In town"

Area / Comment	No. of respondents making comment	% of 1109 comments*
Town centre - High St/Broad St/Glouc Rd/where roads converge at the Market Place	553	49.9%
Cantilupe Rd/Henry St/Glouc Rd	419	37.8%
Five Ways mini-roundabouts	257	23.2%
Poor one way system	96	8.7%

Area / Comment	No. of respondents making comment	% of 1109 comments*
Onto Copse Cross St (Alton St/Old Glouc Rd)	91	8.2%
Alton Rd/Camp Rd/Glouc Rd	52	4.7%
Everywhere in town	40	3.6%
Junction of High St, Edde Cross St & Wilton Rd	37	3.3%
Problems caused by poor parking arrangements / loading bays / bin lorries / narrow streets	65	5.9%
Side turnings into Alton St: Merrivale Lane/Chase Rd/Kent Ave/Penyard Lane	27	2.4%
Where Henry St feeds into Station St (entrance to Somerfield)	25	2.3%
Junctions dangerous for pedestrians/ pedestrian crossings needed	20	1.8%
Outside Safeways/ Safeways roundabout	19	1.7%
Around Schools: Ashfield Park/JKHS	16	1.4%
Tudorville (particularly around Post Office)	14	1.3%
Where New St & Kyrle St feed into Broad St	11	1.0%
Smallbrook Rd	11	1.0%
Where Millpond St feeds into Station St	10	0.9%

* Respondents may have made more than one comment, so percentages will not sum to 100%

Table 4.2: Congestion "Out of town"

Area / Comment	No. of respondents making comment	% of 387 comments*
M50 / Labels / Cattle Market / Overross roundabout	194	50.1%
Wilton Roundabout	125	32.3%
By schools (particularly Walford)	33	8.5%
A40	24	6.2%
A49 in general / Junctions onto A49	18	4.7%
OK	15	3.9%
Major roundabouts need traffic lights	13	3.4%
B4221 Gorsley	12	3.1%
Everywhere	4	1.0%
Lea Village (traffic lights)	4	1.0%
B4229 Whitchurch to Goodrich / Kerne Bridge	3	0.8%

* Respondents may have made more than one comment, so percentages will not sum to 100%

- Just under a third of respondents (32.6%) believed that it is not easy for people in wheelchairs to get around Ross, but over half (50.6%) of the 1895 respondents didn't answer the question. Only 319 people - under 20% - thought it easy for wheelchairs to get around. The numbers of respondents holding each view are illustrated in Figure 5.

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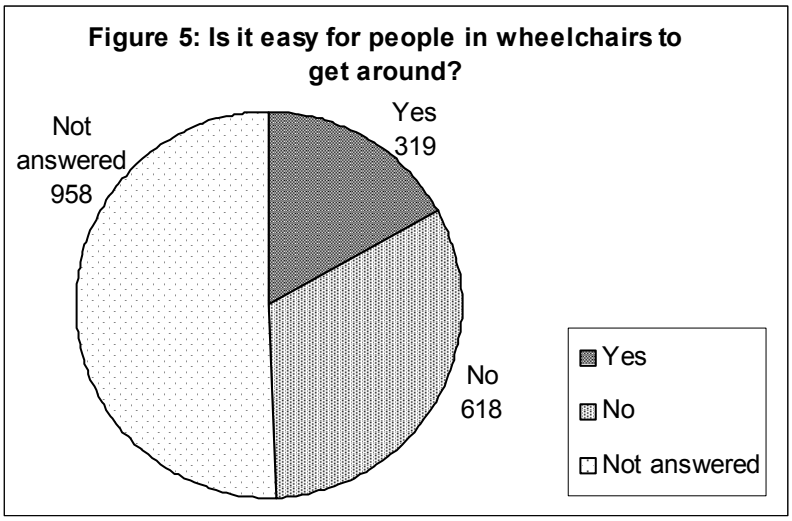
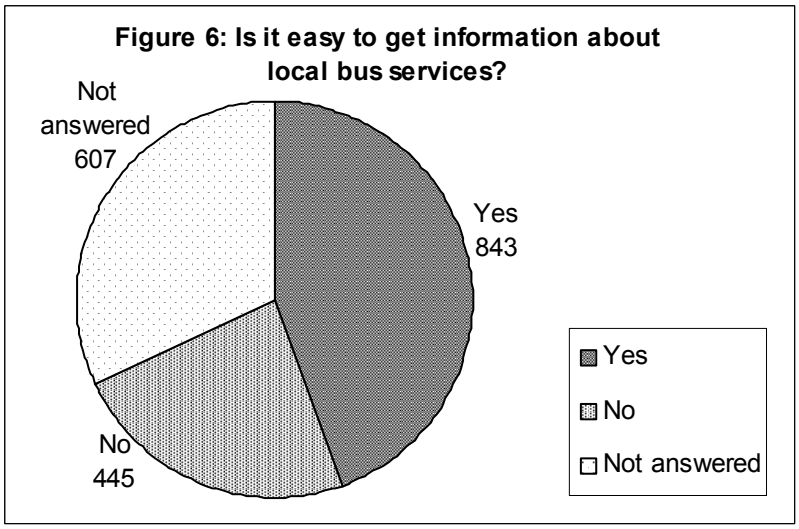


Access to information

- Less than a quarter of respondents (23.5%) thought that it is *not* easy to get information about local bus services. Almost a third (32%) left the question blank, and 44.5% said that it *is* easy to get information. Figure 6 shows the proportions graphically, along with the numbers giving each response.



Those that answered 'no' to the above were asked to give their views on what might improve the situation.

387 people responded to this question (many made more than one suggestion).
146 of those said that the area needed an accessible office where they could talk to someone about bus services and buy tickets etc.
57 commented on the "quality" of information. For example, it should be up-to-date, uncomplicated, correct etc.
The remaining comments focused mainly on improving "availability":

Table 4.3: Comments on how to improve the availability of information on bus services

Free and widely available timetables	25
Display times at bus stops	51
Display times in supermarkets/shops etc	30
Display times at library	18
Display times in town centre	12
Display times on parish notice boards	11
Deliver to door	38
Publish in local press	26
Put them on the Internet	10

- When asked if they had access to the internet at home, respondents were almost equally divided in their answers: 48.8% said 'no' and 44.9% said 'yes'. The remaining 6.3% didn't answer. The responses are shown graphically in Figure 7. Respondents were also asked where else they might be able to access the internet. 726 people answered this question, and the responses are shown in Table 5.

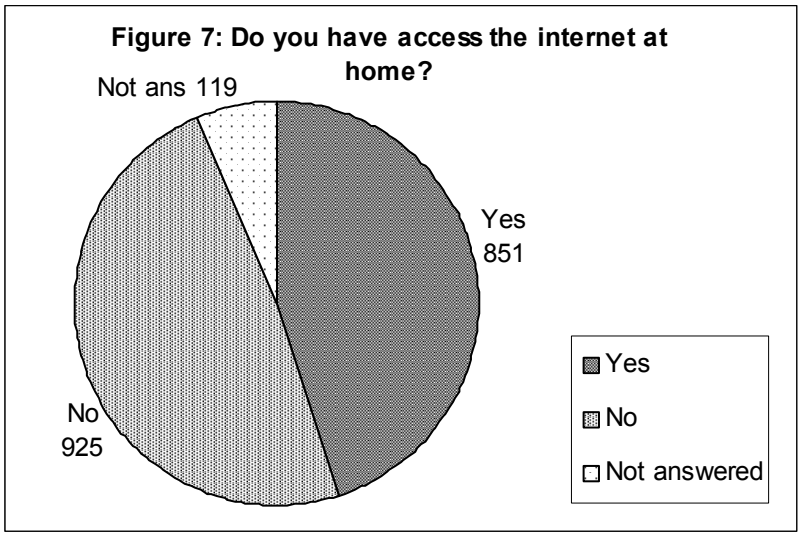


Table 5: Places other than home used for accessing the internet

Where else might you be able to access the internet?	No. of respondents	% of all 1895 respondents	% of 726 answers
Library	440	23.2%	60.6%
Work	208	11.0%	28.7%
School / College	106	5.6%	14.6%
Village Hall / Community Centre	54	2.8%	7.4%
Tourist Information / Swan House	37	2.0%	5.1%
Acorn Video Shop / Ross IT Centre	34	1.8%	4.7%
Family / Friends / Neighbours	24	1.3%	3.3%
Nowhere locally / Better access is needed	16	0.8%	2.2%
Don't Know	15	0.8%	2.1%
Not interested	20	1.1%	2.8%

* Respondents may have made more than one comment, so the percentages will not sum to 100%

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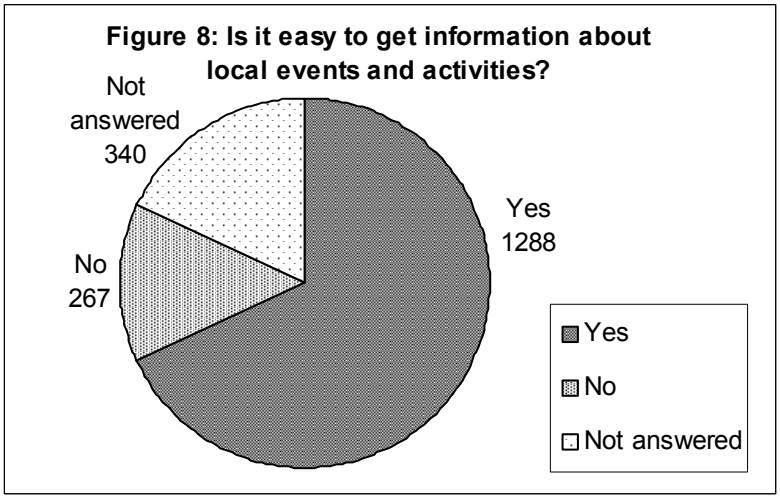
- The next question asked if respondents thought it was easy to get information about local activities and events. Figure 8 shows that the majority of respondents to the questionnaire believed it to be easy: over two thirds (68.0%) of respondents answered 'yes' to this question, with only 14.1% answering 'no'. 17.9% didn't respond to the question.



311 people commented on access in this section and emphasised that there was room for improvement, as listed in the following table:

Table 5.1: Comments on improving access to information or physical access in the area

The supply of local information	84
Local bus services	57
Parking	46
Traffic congestion	31
One way system	27
Disabled access	24

NB. The remaining 42 comments were diverse in subject matter, with no issues standing out.

Section 2: Community

Health Services

- As Figure 9 illustrates, almost three quarters of respondents (72.4%) said they do not have difficulty in getting any health services. 9.9% didn't answer, and 17.7% said 'yes', they do have difficulty. Respondents were asked to detail any problems they had experienced. Slightly more than those who said 'yes' made a comment here: Table 6 shows all comments made by these 371 people.

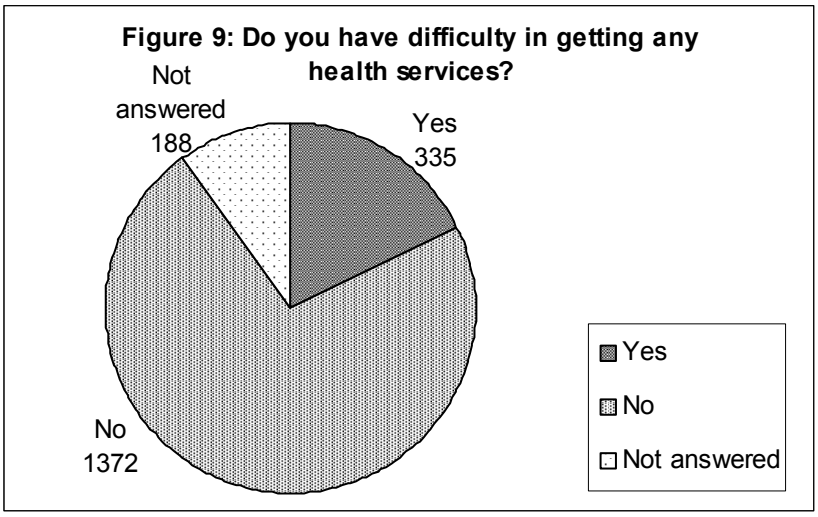


Table 6: Difficulties in getting health services.

Comment	No. of respondents making point	% of 371 respondents who made a comment*
Lack of NHS Dentists	218	58.8%
Have to wait too long to see GP / surgery times inconvenient	42	11.3%
Other problem with GPs (e.g. unable to register, too far away, no home visits)	37	10.0%
Waiting lists to see consultant / for treatment	32	8.6%
Community Hospital doesn't have enough facilities (particularly X-rays) - have to go to Hereford	18	4.9%
Local services (GPs, Community Hospital) good	18	4.9%
Lack of specialist treatment in HR9 (e.g. antenatal care, physio)	10	2.7%
Whole County has poor facilities in general / Hereford hospital poor	10	2.7%
Go outside county / go private	15	4.0%

* Respondents may have made more than one comment, so percentages will not sum to 100%

- As Figure 10 shows, only 2.5% (47 respondents) said they have difficulty in getting social & health care services in the home. The rest were almost evenly split between those answering 'no' (935 respondents), and those who left the question blank (914 respondents). 63 respondents (who either said "no" or didn't answer) added that they had never tried to access these services. The comments made regarding the problems of obtaining care in the home are shown in Table 7.

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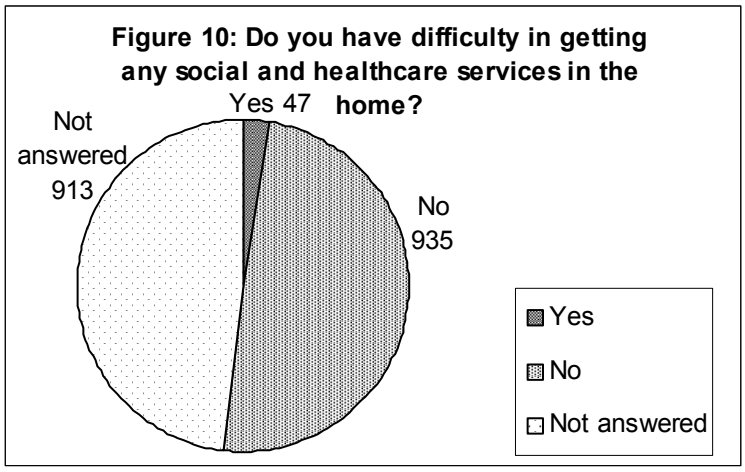


Table 7: Difficulties in getting social and health care services in the home

Comment	No. of respondents making point	% of 44 comments*
Home care services are poor / non-existent	11	40.0%
Rely on church / community groups or go private	9	20.5%
Lack of information	6	13.6%
Had to wait too long	5	11.4%
Difficulty in getting help from Social Services	4	9.1%
Lack of funding means no help available	4	9.1%
Home helps cost too much	2	4.5%

* Respondents may have made more than one comment, so percentages will not sum to 100%

Community activities

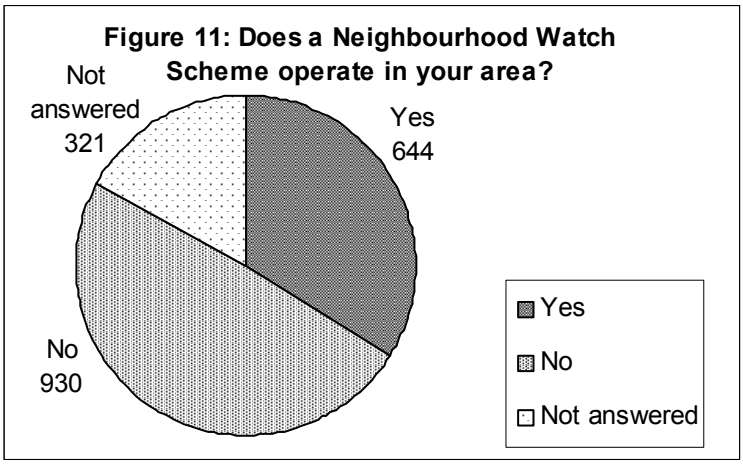
The next question was "Do you belong to any community groups?" and the wide variety of answers demonstrated that the phrase "community groups" should have been more clearly defined. In many cases it was interpreted as "Do you belong to any clubs?" For the purpose of this survey, COMDEV has defined "community groups" as being a group of people meeting together with the intention of bringing about improvement in the quality of life for others within the community.

Table 8.1: The types of community groups respondents belong to:

Support church	114
WI/ WRVS	64
Rotary/Lions/Probus/British Legion	63
Support village hall	47
Support a charity	40
School support/playgroup etc	33
Clubs for the young: Brownies/Scouts etc	26
Local Council	25
Civic Society	23
Support hospital/RNIB	21
Twinning	12
Residents association	10
Support environmental groups	10
COMDEV	7

Ross Community Assoc	7
National Childbirth Trust	6
Ross in Bloom	6
Neighbourhood Watch	5
Take a Break	5
Victim support /youth offenders	5

Figure 11 shows that about a third (34.0%) of the respondents said that there was a Neighbourhood Watch Scheme operating in their area, and around half (49.1%) said that there was not.



- Respondents were asked whether they knew of any regular events that have the potential to draw the whole community together. 19.1% (361) of all 1895 respondents made a comment here, and over a third of these mentioned some kind of village event. The suggestions are shown in Table 8.2 below.

Table 8.2: Regular events which have the potential to draw the whole community together

Event	No. of respondents	% of 361 comments*
Village Hall events (e.g. fetes, meetings, Flicks in the Sticks, quizzes, etc)	129	35.7%
Ross Festival	104	28.8%
Ross Carnival	65	18.0%
Church events	53	14.7%
Society / Club Socials	43	11.9%
Xmas Events (e.g. Father Christmas)	24	6.6%
Ross Street Fair (Gala Day)	23	6.4%
School functions	23	6.4%
Bonfire night	20	5.5%
Flower Show / Ross in Bloom	18	5.0%
National events (e.g. Queen's Jubilee / New Year)	17	4.7%
Larruperz events	14	3.9%
Regatta	12	3.3%
Hospital events (e.g. fete)	7	1.9%
Markets / Car boot sales	7	1.9%
None - Lack of community spirit / Would like some	32	8.9%

* Respondents may have made more than one comment, so percentages will not sum to 100%

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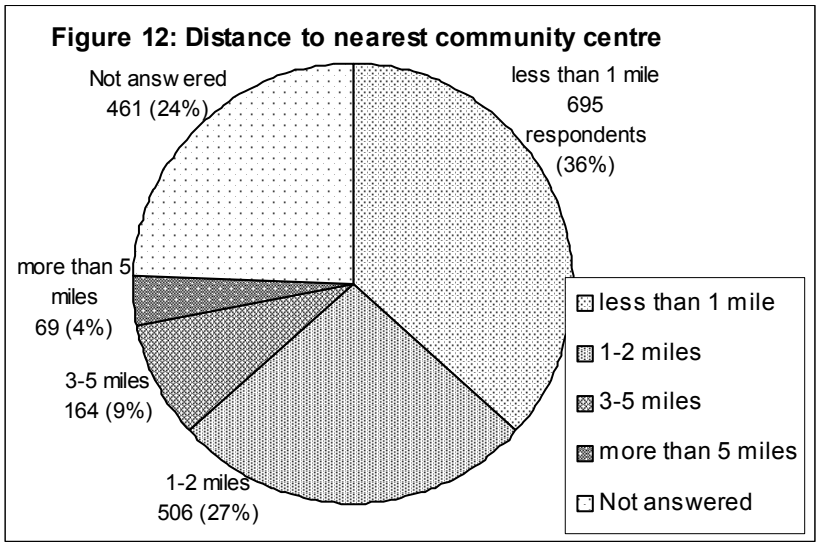
- It can be seen from Figure 12 that just under two thirds of respondents (1201) live within 2 miles of a community centre. Almost a quarter (461 respondents) did not respond to this question – possibly they were unaware of how far away their nearest centre is. In a separate question, when asked for the name of their nearest community centre, 8.2% (38 people) out of all respondents said that they did not know.



Section 3: Economics

Employment

- The questionnaire asked respondents if they work in the HR9 area, and if not, how far away their main place of work is. The relevant information is shown in Tables 9.1 & 9.2 below, but it should be noted that no information on the distance to work is known for over a quarter of those who work outside the area, as many people did not answer this part of the question.

Table 9.1: Do you work in the HR9 area?

Do you work in the HR9 area?	No. of respondents	% of all 1895 respondents
Yes	549	29.0% *
No, I work outside this area	519	27.4% *

* These percentages do not sum to 100% because many of the 1895 respondents do not work (e.g. they may be retired, unemployed or otherwise occupied as home-makers etc).

Table 9.2: If you don't work in HR9, how far away is your main place of work?

If working outside HR9 area, how far away is your main place of work?	No. of respondents	% of respondents who work outside HR9
Less than 10 miles	69	13.3%
10-19 miles	137	26.4%
20-29 miles	60	11.6%
30-49 miles	44	8.5%
50+ miles	64	12.3%
No information	145	27.9%
Total	519	100%

Ross as a service centre

- Respondents were asked to indicate which of the three towns / cities close to the HR9 area they personally consider to be a main service centre for needs such as shopping, banking and health services. Table 10 shows the number of respondents that indicated each town. Nearly 60% said that Ross was their only service centre.

Table 10: Main service centres.

Town	No. of respondents considering town as one of their main service centres	% of all 1895 respondents*
Ross	1434	75.7%
Hereford	337	17.8%
Gloucester	166	8.8%
Monmouth	167	8.8%
Not answered	211	11.1%

* Respondents may have indicated more than one town, so percentages will not sum to 100%

- Almost half of all respondents (43%) think the shops in Ross are either 'very good', 'good' or 'reasonable', as Figure 14 shows. (11% did not venture an opinion.)

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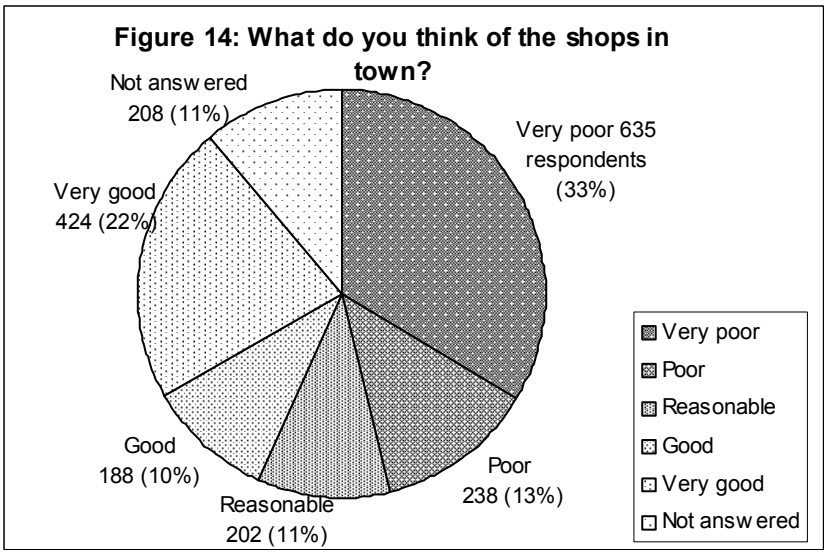

The next question asked, "What kind of shops would you like to see more of?" There were **1140** responses to this question, and most answers focused on the size and type of shops wanted, and the nature of the goods available.

Types of Shop:

351 respondents indicated that the kind of shops they would like were the independent, small, specialist shops with quality goods. Table 10.1 below shows the three most frequently mentioned types of shop which are included in this total:

Table 10.1

Delicatessen	68
Wet fish shop	43
Local produce	30

99 respondents were hoping for small franchises of larger, named stores (e.g. Body Shop). 33 of these emphasised that these should be clothes shops (e.g. Next).

183 said that they would like another supermarket, like Waitrose, but 29 of these mentioned that this was because they considered that the existing supermarkets need to be more competitive. However, 27 people were specific in saying that they did not want another supermarket.

220 were in favour of bringing other larger stores to the area, as Table 10.2 below illustrates:

Table 10.2

Large DIY chain stores	76
Fashion e.g. M&S, BHS	74
Department store e.g. Vines	41
Electrical e.g. Currys	22
Gardening	7

Nature of Goods Wanted.

Of their own accord, respondents indicated that they wanted more of the types of goods shown in Table 10.3 below:

Table 10.3

Clothes	337
Haberdashery/drapery	80
Toys etc	54
Crafts/hobbies	46
Furniture	31
Food	28
Music	26
Books	26
Variety	25
Household	22
Gifts	16
Antiques	12
Sports	8
Internet cafés	5
Dispensaries	4
Vehicle showrooms	4
Videos	1

They also made it clear from their written answers that they considered Ross needed *fewer* of the following types of shops, as listed in Table 10.4:

Table 10.4

Charity shops	178
Empty shops	35
Estate agents	33
Antique shops	6
Building societies	4
Banks	3
Take-aways	3

In Appendix Three, there is the result of a visual study of shops and services in Ross-on-Wye showing the range of facilities that were available within 350 metres of the Market Square in December 2002.

Further education or training

- 40.3% of the 1895 respondents said that they had undertaken some form of education or training in the last 10 years or since leaving school. A slightly larger proportion, 46.6% (884 respondents) said they had not. The remaining 13.1% (248 respondents) didn't answer. Figure 15 shows these proportions graphically.

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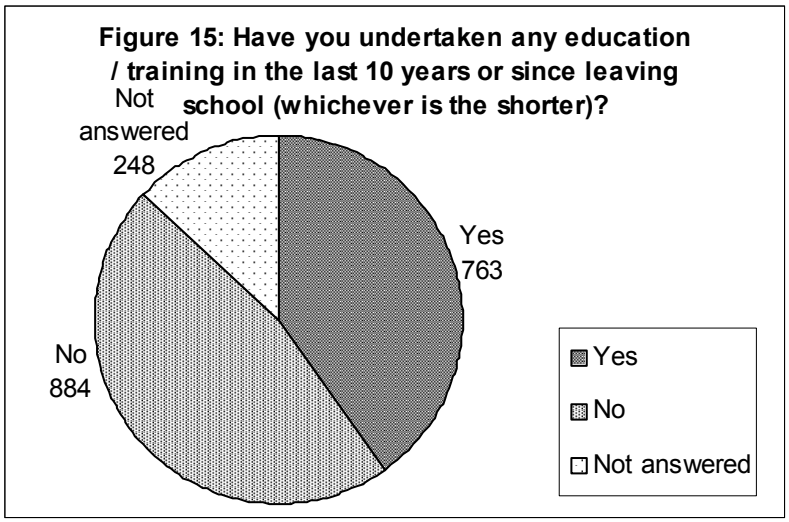

Those who responded "yes" to the previous question were asked to state the nature of the course and **744** did so. Although not asked about this, 138 mentioned that their course was accredited (i.e. giving them a nationally recognised qualification).

It was possible to roughly categorise 542 of these, as many of these fell naturally into broader groupings, which are reflected in Table 11.1 below. The remaining 202 examples of courses were varied, but included philosophy, animal care, astrology and belly dancing.

Table 11.1: Categories of courses wanted by respondents

To do with Information Technology	245
To do with Foreign Languages	60
To do with Creative Arts	57
To do with Health and Fitness	57
To do with Business and Management	56
To do with Teaching	28
To do with Community and Social Work	22
To do with Food/Food Hygiene or Safety	17

730 recorded where the courses were held, of which the majority fell into the three areas shown below in Table 11.2:

Table 11.2

HR9 (of which 42 were studied at home)	252
Gloucestershire (of which 84 were at the Royal Forest of Dean College)	173
Herefordshire	153

- The next question asked respondents to indicate the reasons *why* further education or training was undertaken. The results are shown in Table 12 (next page).

Table 12: Reasons for undertaking education or training.

Reason for undertaking education or training	No. of respondents indicating this reason	% of 763 respondents who undertook education /training*
Skills to improve employment prospects	279	36.6%
Skills for current employment	278	36.4%
To support children's education	33	4.3%
General interest	350	45.9%
Social reasons	73	9.6%
No reason given	23	3.0%

* NB respondents may have indicated more than one reason, so percentages will not sum to 100%.

- Respondents were then asked to indicate factors that would encourage them to undertake education or training if they had not already done so. In fact, a slightly higher proportion of those who *had* undertaken training answered this question than those who hadn't – presumably these people indicated factors that would encourage them to undertake *more* education. So the figures presented are for all the respondents who answered this question, regardless of whether or not they had already undertaken further education or training. Even so, only a fifth (19.7% or 371 respondents) answered this question at all. Of these, three quarters would like to see more local courses. The numbers are shown in Table 13 below.

  Table 13: Factors to encourage further education or training.

Which of these would encourage you to undertake further education / training?	No. of respondents	% of all 1895 respondents
Grants	153	8.1%
Transport	40	2.1%
Childcare	45	2.4%
More local courses	282	14.9%
Other reasons	10	0.5%
Total answering question	371*	19.7%

* NB. Respondents may have indicated more than one factor, so this is not the sum of the column.

The next question was "Are there any additional education/training provisions you would like to see in Ross or surrounding villages?" and **260** people replied.

- **47** said they wanted more in general, of which 35 said they wanted more evening classes
- **30** wanted more choice
- **28** wanted courses held more locally, of which 9 wanted them in rural areas such as village halls
- **19** wanted more accredited courses
- **39** wanted more information technology/computing courses
- **26** wanted more language courses.

The remaining comments present a list of diverse needs in relation to the topics respondents would like to study, and no single theme stands out.

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Section 4: Environment

This section of the questionnaire begins with six open questions which were designed to give a snapshot of the area, and originated in the Countryside Agency's Market Towns Healthcheck Handbook, rather than from the focus groups (see Introduction).

Table 14.1 Main landmarks and outstanding features *in* town

St Mary's Church	968
The Prospect	491
Almshouses	31
Market House	817
Marketplace	531
John Kyrle House	89
The River	848
Riverside pubs	10
Royal Hotel	127
Gazebo tower	125
Bishops Palace	8
Phoenix Theatre	8

1670 respondents made comments here

Table 14.2 Main landmarks and outstanding features *out of* town

Landmark/feature	No of comments	Specifically mentioned by name:
The river and riverside	537	
Castles	415	Goodrich 345; Wilton 44
Woods	400	Chase Woods 173; Penyard Woods 94
Symonds Yat / Yat Rock	370	
The countryside	324	
Hills	148	May Hill 82; Coppett Hill 39; The Doward 14
Bridges	106	Wilton Bridge 69; Kerne Bridge 34
The Wye Valley	104	
Village Churches	81	Weston 8; Linton 8; Goodrich 6; Foy 6
Villages	56	Wilton 6; Hole-in-the-Wall 6

1395 people responded to this question, but most made more than one comment.

Places that are important for wildlife etc

It is impossible to list here all the named places that were identified as important for wildlife. The 152 who simply said "countryside" or "all" illustrate that many people felt that the entire area is important for wildlife. The table that follows is an attempt at categorising responses, whilst recognising that it fails to encapsulate the variety and richness of the area in this respect.

Table 14.3:

To do with:	Approx. totals:	Examples:
Rivers, ponds, lakes	700	Chase; PGL; Kerne Bridge…
Hills and woods	600	Bulls; Chase; Coppett …
"Cultivated" areas	200	Fields; Parks; Gardens…
Walks	100	Rope Walk; Country trail…

1226 people responded to this question, but most made more than one comment.

Other areas mentioned included: common land; golf courses; marshland; quarries; roadsides and Symonds Yat.

The next question asked about places that are of historic or architectural importance and the majority of replies closely mirrored those to the questions about outstanding features and landmarks. The remaining comments were wide and varied and did not readily break down into categories. The data presents as a list of some 140 different sites and, although the list is available, it has not been included in this report.

What do you consider to be "memorable views"?

Of the **1482** respondents 717 mentioned the "picture postcard" view from the dual carriageway; and 190 mentioned the hills which combine to form a backdrop to Ross. Other specific views mentioned include the following:

Table 14.4

The horseshoe bend in the River Wye	104
The Welsh Mountains	24
The Malvern Hills	12

The favoured viewpoints were The Prospect and Yat Rock which attracted 835 and 224 comments respectively. Others were:

Table 14.5

From Brampton Abbotts Church	106
From Great Doward	76
From Royal Hotel	57
From the Market House area	34
From Backney Bridge	31
From Tank Meadow	22
From Orcop Hill	22
From the spur	17
From Altborough Hill	14
From Caple Hill	13
From Gazebo Tower	10

The final question in this set of six asks for "any areas which you think are unattractive and say why". Most people simply named sites but many also gave detail. Of those that enlarged upon the nature of the unattractiveness, only a few did so objectively. The vast majority of comments were highly subjective and have therefore been omitted from this report, even though some of the sentiments expressed were widely held. The following table therefore, only shows the sites identified as unattractive, and does not attempt to reflect the reasons why.

Table 14.6: Areas considered to be unattractive

Area / Site	**No. of comments**
The "Fairground site" on Greytree Rd	884
The new 'purple' house on Wilton Road	286
The area known as "bottom' of town" *	228
Behind Safeways	194
Shop fronts	176
By the side of the library	124
Symonds Yat West	108

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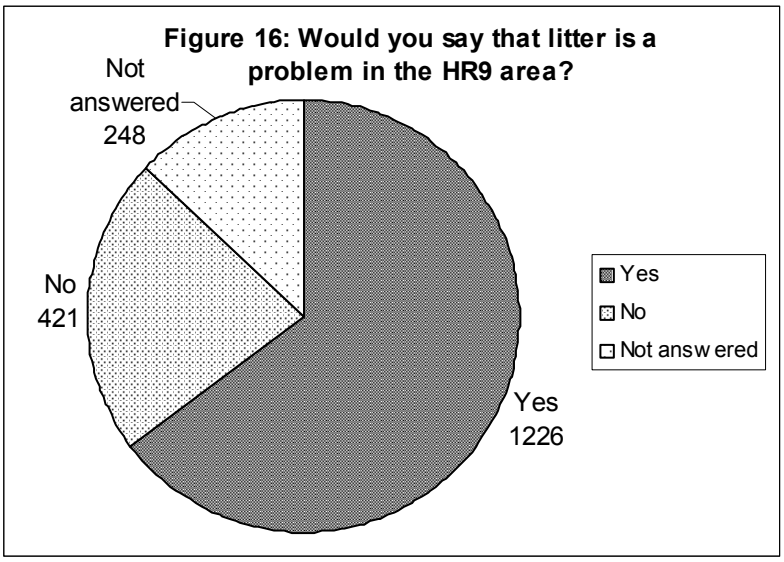
Area / Site	No. of comments
Service stations & vehicle dump on A40 to Monmouth	92
Corner of Copse Cross St and Old Gloucester Rd	80
The riverside	78
New housing estates	76
Station Street	60
Riverview flats area	52
Roadsides	52
Ross roundabouts	50

* e.g. Overross St, Brampton St, Greytree Rd, Brookend St, Millpond St, Nursery Rd.

Other areas thought to be "in need of a tidy up" were Pigs Alley; the swimming pool area; the brook and the churchyard.

Litter

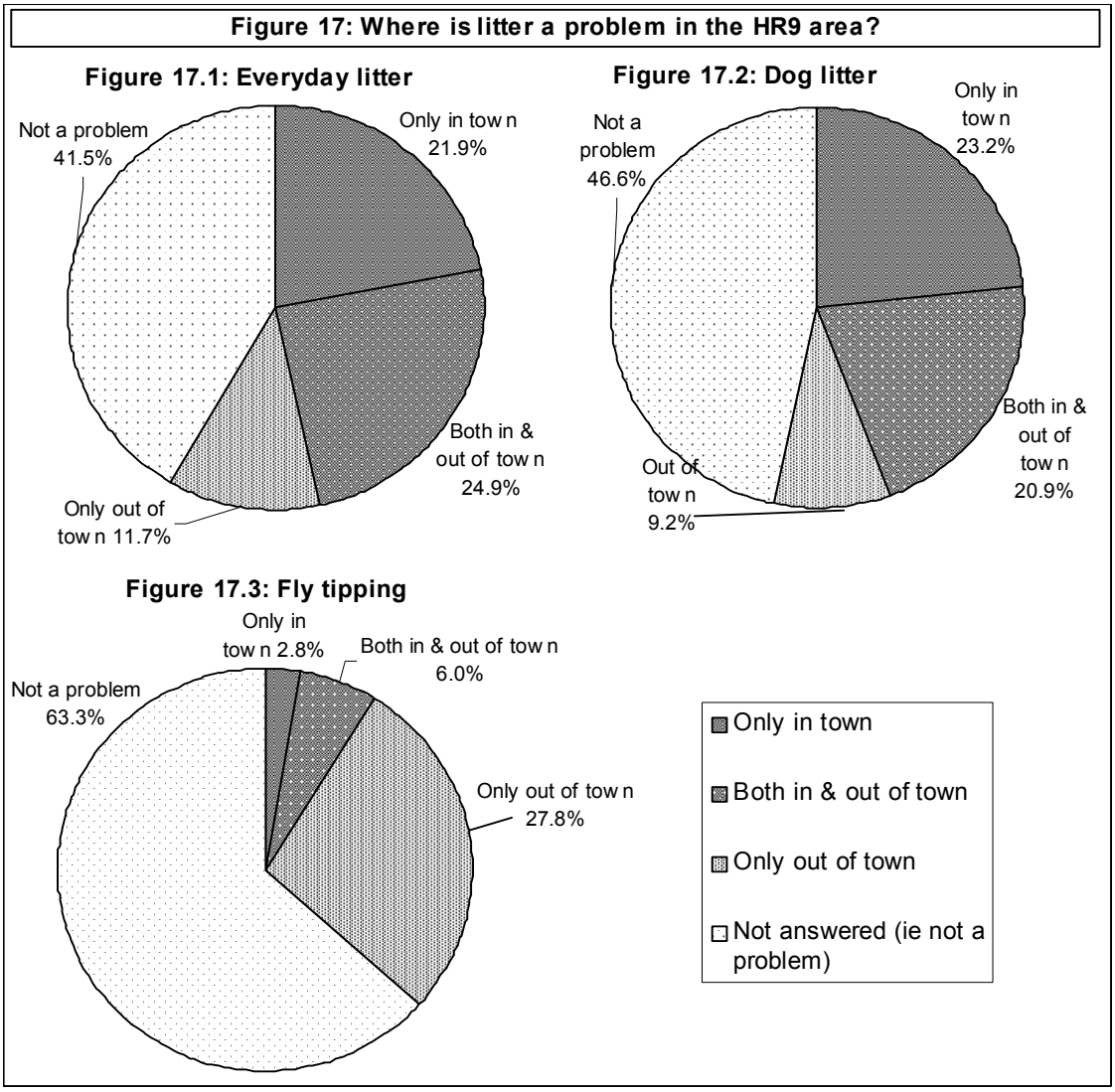
- Almost two thirds of respondents (64.7%) believe that litter is a problem in the HR9 area, as Figure 16 shows. 22.2% of respondents said that litter is not a problem, and the remaining 13.1% left the question blank.



Respondents were then asked whether they felt specific types of litter were a problem in the town or outside of the town. The numbers of respondents falling into each category are shown in Table 14, and this is illustrated graphically in Figure 17.

Table 14: Numbers of respondents indicating where they believe litter is a problem in the HR9 area.

Problem	Only in town	Both in & out of town	Only out of town	A problem somewhere	Not ticked (i.e. not considered a problem)
Everyday litter	415	471	222	1108	787
Dog litter	440	396	175	1011	884
Fly tipping	54	114	527	695	1200



Recycling

- As Figure 18 shows, the majority of respondents (83.0%) indicated that they regularly recycle their household waste. Paper and glass were the most common items recycled, as Table 15 shows. In fact, well over half of all respondents (1164, i.e. 61.4%) said that they recycle both of these items.

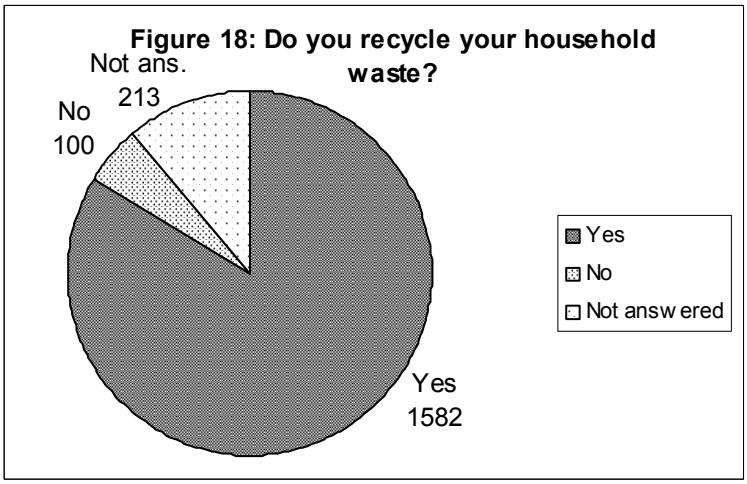


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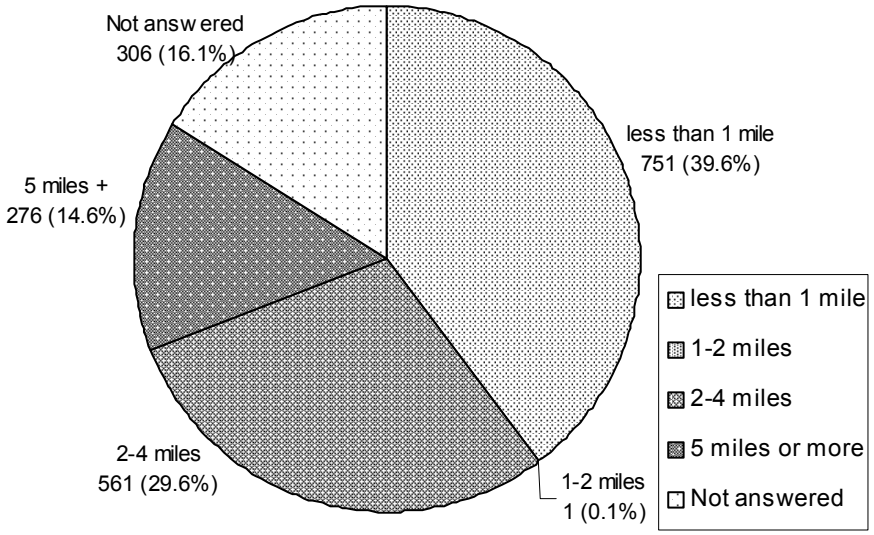
Table 15.1: Items recycled

Item	No. of respondents	% of all 1895 respondents
Paper	1395	73.6%
Card	956	50.4%
Glass	1288	68.0%
Plastic	560	29.6%
Clothing	868	45.8%
Garden waste	764	40.3%
Other:		
Metals / Cans/tins / Aluminium foil	124	6.5%
Plastic bags	12	0.6%
Used stamps	10	0.5%
Phone books / Catalogues / Magazines	6	0.3%
Engine oil	5	0.3%
Everything possible	3	0.2%
Printer cartridges	3	0.2%

- Almost two fifths (39.6%) of respondents said that they travel less than one mile to get to their nearest recycling centre. The numbers and percentages of respondents in each distance band are shown in Figure 19.

Figure 19: Distance to nearest recycling centre



The final question concerning recycling asked about any other recycling needs. **515** people answered this question, and their responses are shown in the table below.

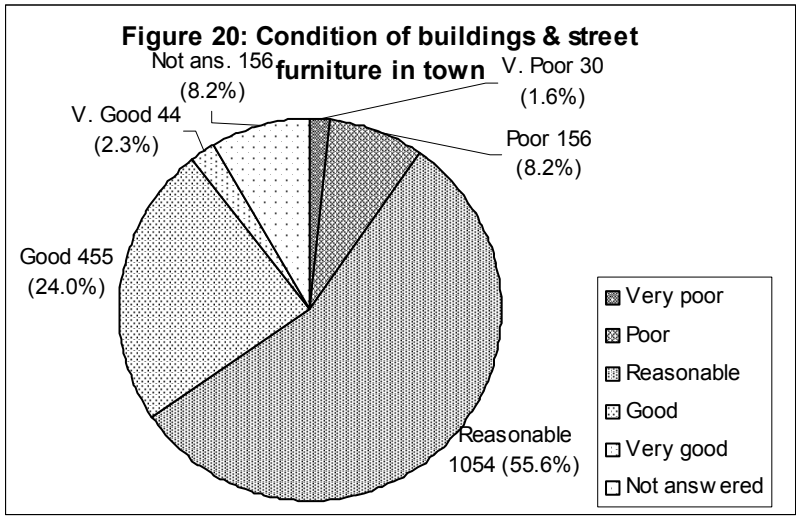
Table 15.2: Comments on improvements to provision of waste recycling

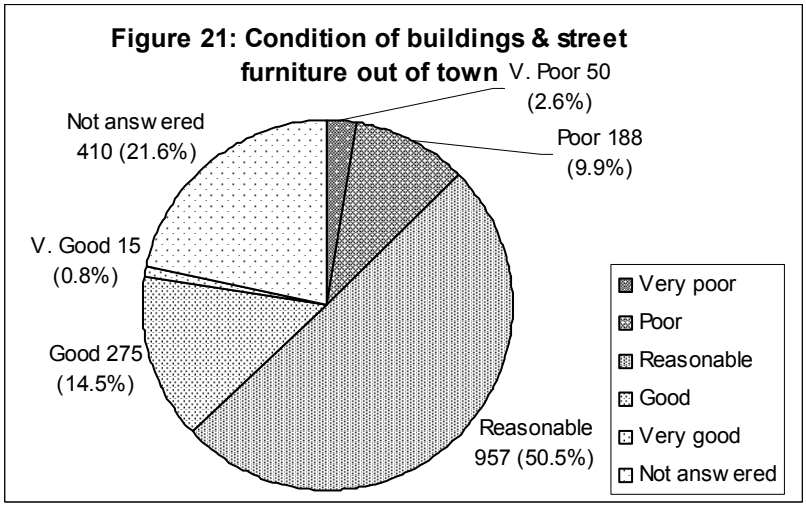
Doorstep collections	136
More recycling facilities generally	132
Plastic	111
More accessible skips	67

Garden waste	52
Cans/Tins	41
Electrical goods	40
Metals	30
Paper/card	17
Glass	7
Clothing	6
Don't want to recycle	2

Visual

- Most people thought that the condition of buildings & street furniture in and out of town was reasonable, as Figures 20 & 21 illustrate.





- Figure 22 shows that just under half (44.5%) of all respondents believed that the main pedestrian routes between car parks and the town centre are attractive and well maintained. Just over a quarter (27.2%) disagreed, and a similar proportion (28.3%) left the question unanswered.

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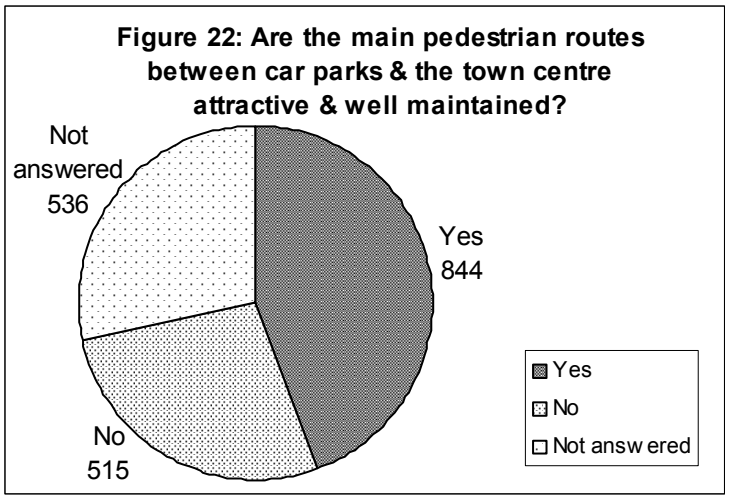

305 people thought that some areas were over-cluttered with signs, street furniture and advertising hoardings etc. 134 of these were non-specific but thought that over-cluttering was a general condition throughout the town centre. The following table shows the 8 roads actually identified by name:

Table 15.3

Gloucester Rd	36
High St	8
Five Ways junction	3
Edde Cross St	3
Broad St	3
Kyrle St	1
Cantilupe Rd	1

Other areas of concern were:

Table 15.4

Hoardings and goods on pavements	12
Wilton Roundabout	8
Labels roundabout	7
Safeway	5
A40 service areas	6

Although not directly related to over-cluttering, 19 responses were motivated by the neglected state of Pigs Alley (17), and the Swimming Pool entrance (2).

The following question asked people to focus on signage and, if they thought there was room for improvement, to list how. **327** people responded. In the main, they chose to identify spots where signage was weak but there were also references to the lack of standardisation of signage, dislike of the reproduction "Victorian" style of signs, and the frustrations of signs pointing in the wrong direction or misspelt, e.g. Taxi's. This question in particular seemed to elicit fairly lengthy and detailed comments which the following table is unable to reflect.

Table 15.5: Comments on areas where signs could be improved/made clearer

Round the one way system	53
To and from car parks	25
Roadside parking legislation	22
Road and street name signs	21
To the toilets	16

To Walford	13
Gloucester Rd	11
Speed limits	10
To the Crofts	8
To the Hospital	6
To the Riverside	6
To the Tourist Information Centre	5

As stated at the beginning of this report, one of the popular features of the area was “peace and quiet”. This was supported in the answer to the next question, which was about noise pollution: 48% said it was not a problem and 23% declined to answer. However, that leaves 29% (542) who said “yes” noise was a problem.

In compiling this report, decisions had to be made about what to include and what to leave out, and this seems a good opportunity to demonstrate the value of returning to the original data from the open questions to look for answers to different questions. For example, by returning to the comments and posing the supplementary question: “Of the 29% who said noise is a problem, are there any common perceptions regarding noise?” the following story emerges:

It seems that a proportion of people who live within approximately two miles of the A40 where is dual carriageway feel that they are subjected to road surface noise. Some felt this was due to the increase in HGVs and that screening with trees might help. Others favoured re-surfacing with noise damping material or reducing the speed limit. Alton Street appears to be subjected to excessive heavy traffic with attendant noise problems and added difficulties for people crossing the narrow road. The statistics suggest that, in the HR9 area, noise is not a problem overall, but reading the responses to the open questions demonstrates that this is not the case for everybody.

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Section 5: Sports, Leisure and the Arts

Sports

- Just under half (46.6%) of the 1895 respondents indicated that they take part in some form of sports activity, as Figure 23 illustrates. The most common activities mentioned as respondents' main sporting activity are shown in Table 16

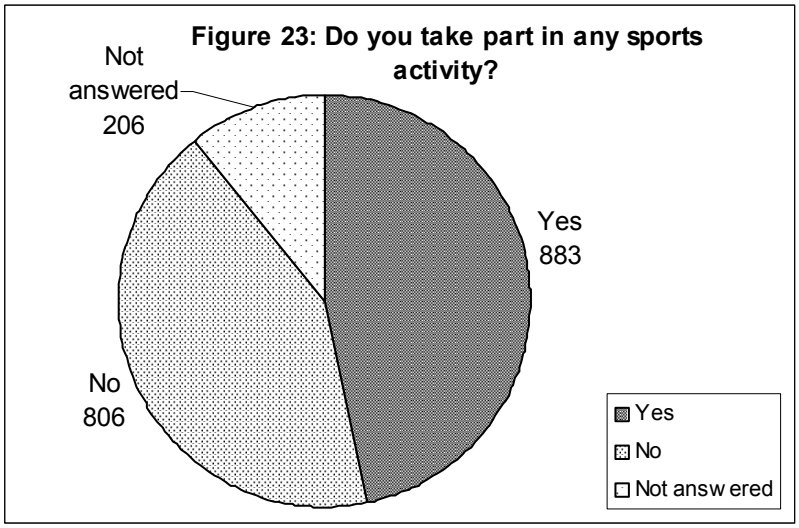


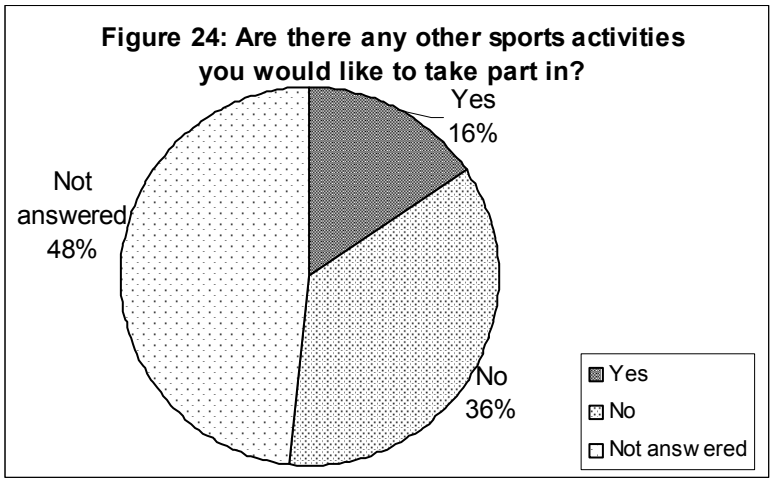
Table 16: Main sporting activities.

Sporting Activity	No of respondents mentioning as main sporting activity	% of 883 respondents who take part in a sporting activity
Swimming	262	29.7%
Walking	131	14.8%
Golf	126	14.3%
Gym	96	10.9%
Fitness classes (e.g. keep fit / aerobics / yoga / tai chi)	71	8.0%
Tennis	64	7.2%
Cycling	51	5.8%
Equestrian activity	48	5.4%
Bowls	45	5.1%
Football	41	4.6%

Of the **883** respondents who indicated that they took part in sporting activity, 483 did so in the HR9 area. When asked if the facilities were good enough, 322 said "yes", 102 said "no" and 59 declined to answer. 41 of those who said "no" mentioned the swimming pool (swimming was the most popular sporting activity - see Table 16 above) and felt that there was room for improvement in facilities for families e.g. a children's pool and family changing facilities. It should also be noted that there were also many comments praising the swimming pool facilities.

Barriers to participation in sports activities

- Respondents were asked if there were any other sports activities they would like to take part in: 977 respondents answered this question – with the majority (681) saying "no" and only 296 "yes". Figure 24 illustrates this graphically.



The second part of this question asked respondents to specify the activities they would like, and the reason why they do not currently participate. More than 30 activities were mentioned by the 296 respondents who said they would like to take part in other sports. The activities that were suggested by more than 5% of those who responded, and the most common reasons for not participating in these are shown in Table 17 below. Activities mentioned by less than 5% of these respondents are not included here.

Table 17: Sports activities and barriers to participation

Sport	No. of respondents	Barriers to participation (& number stating reason)
Squash	62	No courts locally (52)
Badminton	51	No courts locally or don't know where to join a club (32)
Fitness Classes (e.g. Tai Chi / yoga / aerobics / keep fit)	31	Not available at convenient times locally (14)
Swimming	21	Inconvenient restrictions on use (8) or pool is poor (5)
Football / Hockey	19	No all weather / floodlit pitches (11)
10 pin bowling	16	No facility close enough (9)

Table 18 shows that, regardless of the sport, the most common reason by far for non-participation is that the required facilities (courts, pitches, etc) or clubs / classes are not available locally, with 43.6% of the 296 respondents who would like to participate in a sport citing this as a reason for not being able to.

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Table 18: Barriers to participation in sports activities

Would like to participate but…	No. of respondents
Local facilities/opportunities to participate are poor/non-existent	129
Personal reasons (e.g. lack of time/motivation, old age, poor health, living too far from local facilities)	41
Ross needs a sports / leisure centre*	17
Lack of info / organisation	16
Classes / facilities not available at convenient times	17
Problems with child care	10
Cost is too high	7

*NB A further 5 respondents, who were not personally interested in participating, also made this comment.

Sports provisions for particular age groups

- Respondents were asked to indicate which particular age and gender groups they believe are not well catered for in terms of sporting opportunities. Only 589, which is less than a third (31.1%) answered at all, but the numbers that indicated each group are shown in Table 19 and Figure 24 below. Figure 24 clearly shows that more respondents believe teenagers to be less well catered for than other ages – in particular, 17.1% of all respondents believe that males aged 16-20 are the least well catered for.

Table 19.1: Groups not well catered for in terms of sporting opportunities

	Age group					
	5-9	**10-15**	**16-20**	**21-30**	**31-65**	**66+**
Male	125 (6.6%)	290 (15.3%)	324 (17.1%)	116 (6.1%)	107 (5.6%)	114 (6.0%)
Female	119 (6.3%)	287 (15.1%)	298 (15.7%)	107 (5.6%)	112 (5.9%)	138 (7.3%)

The next question "Do you belong to any sport and leisure clubs?" elicited a variety of responses. For the purposes of this report, COMDEV has defined 'sports' as being those activities which seem to contribute to all-round fitness, so clubs such as darts or snooker were not counted.

Table 19.2

Sports clubs e.g. rugby, football etc	213
Health and fitness clubs	141
Walking Groups	33

Outdoor sport was the next focus and to the question "Are opportunities for outdoor sporting activities good enough?" 414 said "yes" and 319 said "no" (1162 did not answer). When asked to expand on this, respondents identified the following needs:

Table 19.3

HR9 needs a new sports centre	77
HR9 needs more, and greater variety of, pitches and tracks	43
Facilities should be all year round, weatherproof and floodlit	40
HR9 needs more outdoor sport clubs for the young	28
Better management of existing facilities	19
Ross sports centre needs upgrading	16
HR9 needs to develop better cycleways	13

Arts Events

- Table 20 and Figure 25 below show that attending the cinema and theatre were the most popular arts events, with half of all respondents saying that they had attended the cinema at some point in the 12 months prior to the survey. However, a quarter of all respondents had not attended any arts events. Other events mentioned included other types of music concerts, other performances and readings, and fairs or shows.

  Table 20: Arts events attended in the twelve months before the survey.

Arts Event	No. of respondents who attended in the 12 months before the survey	% of all 1895 respondents*
Cinema	948	50.0%
Theatre	796	42.0%
Art Gallery / Exhibitions	630	33.2%
Plays	589	31.1%
Museum	571	30.1%
Classical Music	458	24.2%
Popular Music	421	22.2%
Dance	269	14.2%
Opera	189	10.0%
Jazz	161	8.5%
Literature	140	7.4%
Ballet	138	7.3%
Ross Festival	55	2.9%
Other	37	2.0%
None of the above	466	24.6%

* Many respondents had attended more than one event, so percentages will not sum to 100%

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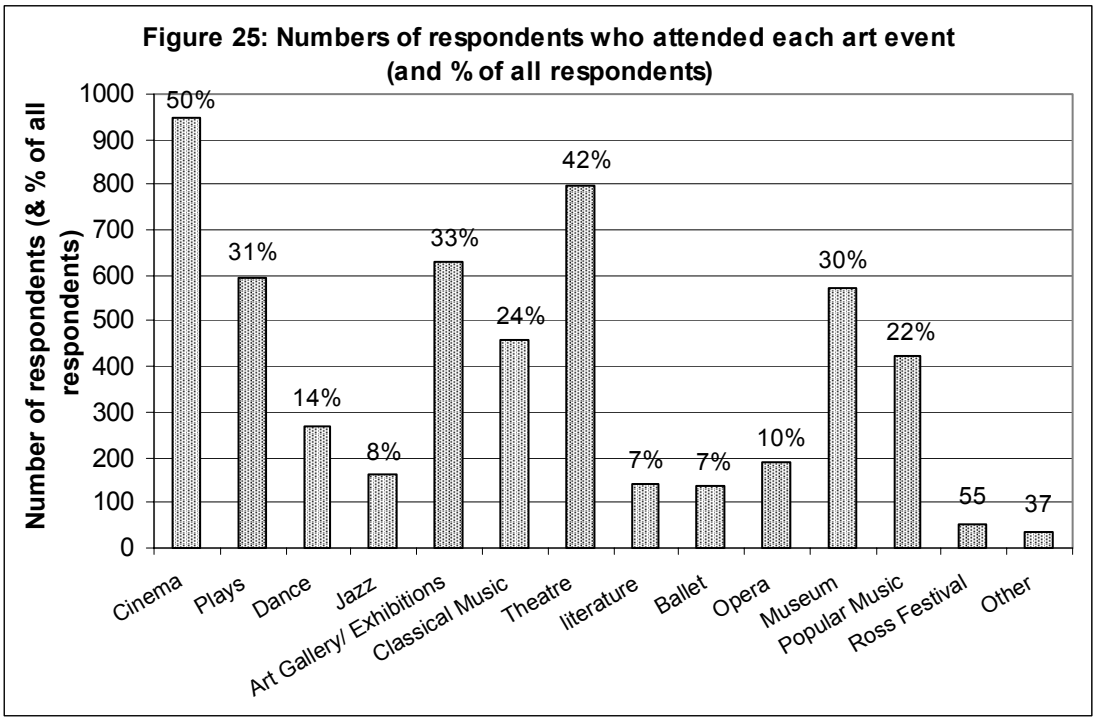

Arts events people were unable to attend

- Respondents were asked to list any arts events they would like to attend on a regular basis but have been unable to, and to give the reason for this. 536 respondents (28.2% of all 1895 respondents) made a relevant comment, and almost 40% of these mentioned the cinema. The most popular events mentioned, along with the main reasons given for not being able to attend each, are shown in Table 21.

Table 21: Arts events unable to attend, with reason

Arts event would like to attend but unable to	No. of respondents	% of 536 comments	Reason for being unable to attend (& no. stating reason)
Cinema	208	38.8%	All either said Too far to travel regularly / Ross needs own cinema
Theatre	108	20.1%	Too far to travel / lack of local events (46) / Lack of transport to events (24) / Cost (17)
Classical music	39	7.3%	Lack of local events (20)
Live/Pop music	31	5.8%	Lack of local events (16)
Ballet	30	5.6%	Too far to travel (30)
Ross International Festival	28	5.2%	No Festival in 2002 (23) / Too expensive (5)
Opera	19	3.5%	Too far to travel / Lack of local events (13)
Jazz	19	3.5%	Lack of local events / too far to travel (14)
Dancing	15	2.8%	Not available locally (10)
Art exhibition	14	2.6%	Lack of local events (5)

Regardless of the particular arts event, Table 22 shows that the most common reason (stated by over a quarter of respondents who would like to attend some event but are unable to) is that they are not available locally or within convenient travelling distance.

Table 22.1: Barriers to attendance of arts events

Would like to attend arts events but…	No. of respondents	% of 536 comments*
Lack of local events / Have to travel too far to attend	144	26.9%
Transport problems (e.g. extra cost / no car / lack of public transport)	71	13.2%
Lack of time/motivation / Work pressures	52	9.7%
Poor health / Old age / Disability	51	9.5%
Cost of event	43	8.0%
Child care	25	4.7%
Do not go out at night	17	3.2%
Poor publicity / Lack of information about events	13	2.4%

* Not all respondents who mentioned an event gave a reason, so percentages will not sum to 100%

607 people responded to the question about arts activities that they felt should be made available locally, and their responses are represented in the two tables below.

Table 22.2: Facilities which should be available

Cinema	412
Theatre	159
Concert Hall	93
Art gallery/exhibitions	82
Museum	45

Table 22.3: Performances which should be available

Classical music	68
Popular music	64
Plays	51
Dance	46
Jazz	40
Opera	36
Literature	30
Ballet	29

The distribution of this questionnaire coincided with the news that there was to be no Ross-on-Wye International Festival in 2002. 87 responses expressed disappointment at this news, and strong support for its continuation in the future.

The next question was “Do you participate in any arts activities?” All the responses given are listed below:

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Table 22.4: Arts activities which respondents take part in

Arts societies	31
Cinema	7
ROADS	9
Drama	45
Dance	45
Photography	6
Painting	24
Music	53
Literature	14
Ballet	2
Singing	38
Wood carving	1

Answers to the question "Do you feel that HR9 needs a Centre for Sport/Leisure/Performing Arts?" showed that there was broad support for all three facilities:

Table 22.5

Leisure	651
Sport	632
Arts	516

Further comments on this section were made by **345** respondents, of which 31 felt HR9 was already well served. The rest of the comments are as follows:

HR9 needs good sport & leisure facility	65
HR9 needs a cinema/arts centre	54
HR9 should develop and expand Ross International Festival	45
HR9 needs to cater more for young people and families.	51

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This is the end of the main section of the report on COMDEV's survey. Following this is a shorter report on the results of the questionnaire for young people.

Section 6: Young People's Survey Report

- Because youth featured largely in the issues raised by the focus groups COMDEV felt it important to ask young people directly. The youth questionnaire was devised and one copy of each was included in the household survey mailing. What follows are the results of the questionnaire for young people. A copy of the questionnaire can be viewed in Appendix 2: it asked young people (under 25) for their views on improvements needed in the HR9 area, and what activities they take part in or are interested in.

- 183 questionnaires completed by young people were returned, and as respondents were invited to answer the questions as individuals or a group, these captured the views of 258 young people in the HR9 area. There are no reliable estimates of the actual number of under 25's in the HR9 area, but a rough estimate was around 5,000 in 1999. Based on this, the response to the young persons' questionnaire was low – only around 5%.

- Respondents were asked to give their age or, if they were completing the questionnaire as part of a group, the age-range of the group. Table Y1 shows the number of respondents in certain age categories. A third of the respondents whose ages were given were in their early teens – between 11 and 14 years old.

Table Y1: Age distribution of respondents

Age Range	No. captured by questionnaire
0-5	3
6-10	47
11-14	87
15-17	48
18-25	46
Unknown*	27
Total	258

Respondents either didn't give an age, or it was not possible to allocate them to a category as only an age range was given.

- The first set of questions asked for views on what should be done to improve various aspects of life in the HR9 area: the environment, the community, the local economy, and access.
- The biggest response was to the question of what improvements could be made to the environment – 72.7% of the 183 questionnaires returned included a comment in this section. The smallest response was for suggestions of improvements that could be made to the community – only 56.8% of respondents made a comment.
- The questions on the local economy and access were answered by almost the same number of people – 61.8% of respondents commented on the former and 61.2% on the latter.

The Environment

- As Table Y2 on the next page shows, the need to reduce the amount of litter in the area was the most common point made in relation to the environment. 31 respondents - a quarter of all those who made a comment – mentioned litter and/or the need for more bins or litter collectors.

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Table Y2: Improvements that could be made to the environment

Comment	No. making comment	% of 123 comments
Less litter / More bins / "litter pickers"	31	25.2%
More recycling facilities – centres/bins outside town, other items for recycling	28	22.8%
Protection of wildlife / Establish wildlife parks/nature reserves	27	22.0%
Tidier buildings / street furniture	19	15.4%
Better education / awareness / encouragement of recycling	15	12.2%
Recycling collections / separate bags/bins	13	10.6%
Stop building (houses/roads) on green field sites	11	8.9%
Improve existing recycling site / Improve the tip	10	8.1%
Less traffic / Better public transport	10	8.1%
More footpaths / bridleways / cycleways / cycle lanes	9	7.3%
More trees / open spaces / Stop cutting down trees	8	6.5%
Less dog mess (e.g. bins/fines)	6	4.9%
Improve road surfaces	3	2.4%
Stop vandalism	3	2.4%
Reduce pollution by industry	2	1.6%
No comment	50	-

NB. Respondents may have made more than one comment, so percentages won't sum to 100%

- However, the main issue appears to be recycling. In Table Y2, the points regarding recycling are split into several different categories: the need for more recycling facilities outside of Ross town, improvements to the existing site, collections of recyclable materials, and better education and awareness. In total, 50 respondents – 40.7% of all who made a comment – made some mention of recycling.

The Community

- Table Y3 shows the comments given in relation to changes that could be made to improve the community. Although there was a wide range of comments, a common theme seems to be a lack of places for young people to go and things for them to do. 6 of the 8 most popular comments were related to activities and places for young people to go, and 60 of the 94 respondents (63.8%) who made a comment about the community said something that falls into one or more of these categories.

Table Y3: Improvements that could be made to the community

Improvement	No. making comment	% of 94 comments
Places that young people can go to meet friends	19	20.2%
More / better community centres & events	19	20.2%
More specialist clubs (e.g. sports, computer) & activities for young people	17	18.1%
Improve healthcare	14	14.9%
Better entertainment facilities (e.g. cinema, bowling, clubs/discos, bingo)	13	13.8%
Better leisure facilities (e.g. leisure centre, sports pitches)	12	12.8%

Improvement	No. making comment	% of 94 comments
Youth clubs	10	10.6%
More / improved playgrounds / skate park	7	7.4%
Improve public transport so people can meet up more easily	3	3.2%
School events	3	3.2%
Facilities for people with small children	3	3.2%
Tackle drugs	3	3.2%
More police	2	2.1%
No comment	79	-

NB. Respondents may have made more than one comment, so percentages won't sum to 100%

Local Economy

- Almost two thirds (65.5%) of the respondents who made a comment relating to the local economy made some mention of shops in Ross town, whether to point out a need for more shops for young people or just a better variety in general, or to complain about the number of charity shops and empty properties.

Table Y4: Improvements that could be made to local economics

Improvement	No. of comments	% of 113 comments
Shops for young people - clothes, computers, etc. so they can spend in Ross	39	34.5%
Create more jobs	23	20.4%
Fewer charity shops	20	17.7%
Better / wider variety of shops in general	20	17.7%
Encourage tourists: better publicity / more attractions	19	16.8%
Cinema / Leisure centre / Bowling alley	15	13.3%
Fewer empty shops / cheaper rates	12	10.6%
Village shops / amenities	11	9.7%
Its OK	5	4.4%
Better parking in town	5	4.4%
Fewer estate agents	4	3.5%
Cafes / restaurants	4	3.5%
Another supermarket	4	3.5%
More career support / advice	3	2.7%
Encourage industry to the area	3	2.7%
Have canoes for hire	2	1.8%
No comment	70	-

NB. Respondents may have made more than one comment, so percentages won't sum to 100%

- As can be seen from Table Y4, another common point – raised by a fifth of those who made a comment – was that more jobs are needed in the area.

Access

- Access covers issues both of physically getting to places and also of obtaining information. A number of respondents seemed to misunderstand that the question was asking for *improvements* that need to be made to access in the HR9 area, and merely stated how they

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travel around, and where they currently find out information. The range of comments made is shown in Table Y5 below.

Table Y5: Improvements that could be made to access

Comment	No. of comments	% of 116 comments
Get about by car	18	15.5%
Better public transport in general	18	15.5%
Better traffic system / parking in town	17	14.7%
Better *local* buses	17	14.7%
Walk / cycle around	16	13.8%
Make roads safer for walking / cycling: more crossings /pavements / slower traffic / cycle lanes	16	13.8%
Better info needed - more widely available	10	8.6%
Improve bridleways / footpaths / cyclepaths	9	7.8%
Improve transport information - timetables, routes, phone no's.	8	6.9%
Public transport is too expensive	7	6.0%
Guide to events in area / newsletter / more in local papers	7	6.0%
Better signposting	6	5.2%
Better bus links to bigger towns	6	5.2%
Need a railway station	6	5.2%
Get info by word of mouth	5	4.3%
Get info from local papers / library / internet	5	4.3%
Improve information at / location of Tourist Info Office	4	3.4%
Library should open Saturday afternoons	2	1.7%
Made no comment	71	-

NB. Respondents may have made more than one comment, so percentages won't sum to 100%

Most important improvements

- Respondents were then asked to list the three most important improvements they would like to see in the HR9 area. As Table Y6 below shows, the three things mentioned by a quarter or more of those respondents who answered this question were the need for a cinema, better sports & leisure facilities in general, and more shops in Ross town.

Table Y6: Most important improvements wanted in the HR9 area

Improvement	No. of comments	% of 130 comments
Cinema	37	28.5%
Better sports / leisure facilities in general	36	27.7%
More shops	33	25.4%
More things to do / places to go for young people (e.g. clubs, youth club, coffee shop / meeting place)	31	23.8%
Less litter / town/area smartened up	26	20.0%
Better public transport	23	17.7%
Recycling / conservation	22	16.9%
Safer roads: more pavements / less traffic	13	10.0%
More/better cycleways / footpaths / bridleways	13	10.0%
Ten-pin bowling alley	12	9.2%
Better roads / parking facilities	10	7.7%
Improve swimming pool	9	6.9%

Improvement	No. of comments	% of 130 comments
More jobs / improved educational facilities	8	6.2%
More nightlife	8	6.2%
Neighbourhood watch / more police	8	6.2%
Facilities for disabled/elderly people	5	3.8%
Improve skate park	5	3.8%
More playgrounds / play areas for small children	4	3.1%
Fast food restaurants	4	3.1%
Better medical facilities	2	1.5%
No comment	53	-

NB. Respondents may have made more than one comment, so percentages won't sum to 100%

Best things about living where you do

- Respondents were then asked to list the best things about where they live. This question was fairly well answered, with 72.1% of the 183 respondents giving an answer. As Table Y7 shows, over half of the 132 who answered the question mentioned the rural nature of the area – with beautiful countryside and scenery, the river and woods. Also, slightly more than a quarter said that they appreciated the fact that the area is quiet. Another popular comment, made by just over a fifth of those that made a comment, was that they liked being close to Ross town.

Table Y7: Best things about living where you do

Best things about living where you do	No. of comments	% of 132 comments
Rural surroundings / river / scenery	76	57.6%
Quiet	35	26.5%
Close to / easy access to Ross town / facilities	28	21.2%
Friendly people / good community spirit	19	14.4%
Good access to bigger towns/cities	18	13.6%
Open space	15	11.4%
Safe / low crime rate	15	11.4%
Outdoor activities	15	11.4%
Good restaurants / pubs / shops / schools	13	9.8%
Close to friends / family	12	9.1%
Wildlife	9	6.8%
Close to school / work / local shops	9	6.8%
Clean	7	5.3%
Not much traffic	5	3.8%
Clubs/activities	5	3.8%
Skate park	4	3.0%
Attractive town	4	3.0%
Nothing	4	3.0%
No comment	51	-

NB. Respondents may have made more than one comment, so percentages won't sum to 100%

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Sports, Leisure and the Arts

- The second part of the questionnaire was designed to find out about activities that young people take part in and where, and others that they would like to be available.

- Table Y8 on the next page shows the numbers of respondents who said they took part in each of a list of activities given on the questionnaire, along with the number who said they took part in the activity at school, in the HR9 area, or somewhere else. The main aim of this question was to find out if there are any activities that are very popular, but are not provided for in the HR9 area.

- The most popular activity, done by over two thirds of the 183 respondents, was swimming. Almost a third of these (38 respondents) said that they go somewhere outside HR9 to swim – with Hereford the most popular place (23 respondents). However, on further analysis, only 11 of these 38 *only* go somewhere outside of HR9 to swim.

- As Table Y8 shows, the second most popular activity, which 53.6% of respondents said they took part in, was ten-pin bowling. Almost all said that they went somewhere other than Ross for this activity, with the most popular place being Hereford (59 respondents), followed by Gloucester (26) and Newport (22).

- The only other activity most respondents said they went somewhere other than Ross or school to take part in was 'film' – 58 out of 60 who said they took part. This is a fairly ambiguous category, but from the places given as where the activity takes place, it is possible to assume that most respondents interpreted it as going to the cinema. For this reason, those respondents that wrote 'cinema' in the question "what other activities do you take part in and where?" have been included in the 'film' category. The most common venues listed were: Gloucester (27 respondents), Hereford (19), Coleford (13) and Newport (8). 7 respondents mentioned somewhere else.

Table Y8: Activities taken part in, and venue

Activity	Total no. of respondents taking part	No. of respondents taking part…						
		At school		In Ross & the HR9 area		In other places		ONLY in other places
Swimming	123	39	31.7%	93	75.6%	38	30.9%	11
Ten-Pin Bowling	98	1	1.0%	2	2.0%	95	96.9%	95
Music	83	45	54.2%	28	33.7%	13	15.7%	7
Drama	70	49	70.0%	26	37.1%	11	15.7%	5
Fitness	70	33	47.1%	44	62.9%	8	11.4%	6
Football	69	54	78.3%	21	30.4%	13	18.8%	6
Tennis	62	36	58.1%	40	64.5%	1	1.6%	1
Film (or cinema in 'other activities')	60	5	8.3%	2	3.3%	58	96.7%	54
Dance	51	31	60.8%	20	39.2%	8	15.7%	6
Hockey	47	45	95.7%	1	2.1%	3	6.4%	1
Rugby	44	35	79.5%	3	6.8%	9	20.5%	7
Badminton	42	33	78.6%	4	9.5%	6	14.3%	5
Cricket	41	30	73.2%	10	24.4%	5	12.2%	4
Horse Riding	38	1	2.6%	22	57.9%	14	36.8%	13
Design	38	31	81.6%	6	15.8%	4	10.5%	4
Snooker	37	2	5.4%	33	89.2%	6	16.2%	5

Activity	Total no. of respondents taking part	No. of respondents taking part…						
		At school		In Ross & the HR9 area		In other places		ONLY in other places
Creative Writing	32	28	87.5%	2	6.3%	3	9.4%	3
Table Tennis	29	13	44.8%	14	48.3%	3	10.3%	2
Golf	23	2	8.7%	15	65.2%	8	34.8%	6
Martial Arts	21	0	0.0%	16	76.2%	5	23.8%	5
Visual Arts	16	7	43.8%	2	12.5%	7	43.8%	7
DJ Mixing	15	2	13.3%	8	53.3%	7	46.7%	7
Video Making	9	5	55.6%	1	11.1%	4	44.4%	4
Sound Recording	8	2	25.0%	0	0.0%	6	75.0%	6
Photography	6	3	50.0%	3	50.0%	2	33.3%	2

NB. Respondents may have indicated taking part in an activity in more than one place, so the percentages for each activity will not sum to 100%.

- As mentioned above, respondents were then asked to list any other activities they take part in, and where. 94 respondents (51.4%) listed at least one activity here. The 10 most popular, mentioned by more than 3 respondents, are shown in Table Y9 below.

Table Y9: Other activities taken part in, and venue

Activity	No. of respondents	Venues
Organised group activities (e.g. Church, Youth group, St Johns Ambulance)	14	All in HR9 area
Scouts / Brownies / Guides / Cubs	12	All in HR9 area
Cycling / walking / jogging	12	Forest of Dean / countryside
Netball / basketball / rounders / athletics	11	School
Skating / BMX	9	Around Ross / skate park
Canoeing / rowing	7	HR9 area
Gymnastics / trampolining	6	Monmouth / School
Dry ski-slope / ice skating	6	Glouc/S. Wales/Brist/Telford
Shopping away from Ross	4	Hfd/Chelt/Glouc./Bristol/Bham
Academic clubs / activities	4	School / Ross / Usk library

- The final question asked respondents to list any activities that they would like to have available. 113 respondents (61.7%) answered, and the range of activities and facilities mentioned are shown in Table Y10 below. Almost half of the comments expressed a desire for a cinema in Ross, and a ten-pin bowling alley (which was the second most popular activity that respondents took part in) was mentioned in over a fifth.

Table Y10: Other activities wanted

Activity	No. of respondents	% of 113 comments
Cinema	52	46.0%
10-pin Bowling	25	22.1%
Winter sports (e.g. ice skating, skiing, snowboarding)	11	9.7%
Drama / Art & Design clubs / classes	11	9.7%
Gymnastics / Trampolining	11	9.7%
Pitch sports: football, hockey, rugby - boys & girls teams /	11	9.7%

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Activity	No. of respondents	% of 113 comments
junior team / all weather pitches		
Leisure centre	10	8.8%
Dance / Fitness classes	7	6.2%
Workshops (e.g. breakdancing / DJ mixing / circus skills)	8	7.1%
Better nightlife	7	6.2%
Squash	6	5.3%
Leisure pool / Waterpark	6	5.3%
More provision for cycling	5	4.4%
Basketball / Netball	4	3.5%
Archery / Fencing	4	3.5%
Climbing	3	2.7%
Local facilities / teams for other sports	8	7.1%
Other activity	9	8.0%

NB. Respondents may have mentioned more than one activity, so percentages won't sum to 100%

It can be seen from the above report that the opinions of the young people who responded to the questionnaire are broadly in line with those of the adults surveyed.

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This is the end of the reports on the two surveys carried out by COMDEV. Copies of the questionnaires used can be viewed in Appendix One and Two, on the following pages.

COMDEV has taken care, quite deliberately, *not* to draw conclusions from the material presented here, or to make any suggestions about what could be done to rectify the concerns reflected in the responses. It is now hoped that similar community groups, interest groups or other bodies represented in the HR9 area make use of this survey to add weight to causes they themselves are researching, or are already taking action on.

COMDEV hopes that readers have found the results of the survey interesting, and that they will be motivated by the existence of such a useful set of data to use it to preserve and improve the quality of life in the HR9 area.

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Appendix 1: The Questionnaire

COMDEV QUESTIONNAIRE

Improving the quality of life in HR9

This form will be treated as strictly confidential, it is your response we want and not your personal details. The information will be used to see what people would like changed. Finally, once our plans are made, all forms will be destroyed.

Some questions need only a tick as an answer. Others ask for comment, but please do not feel you must comment if you have nothing to say. If you need any help then please contact COMDEV.

Where we have used the words "in town" we mean in Ross Town Centre.
Where we have used the words "out of town" we mean the rest of HR9 (excluding Ross Town Centre).

We have divided the form into 5 parts, and it might help you to have a short explanation of what these mean to us.
ACCESS is about getting around. It also means getting access to information.
COMMUNITY is about working together.
ECONOMICS is about opportunities for employment, education and training.
ENVIRONMENT is about the quality of our surroundings.
SPORTS, LEISURE AND ARTS is about how we spend our leisure time.

We would like to thank you in advance for your help and for the time given in completing this questionnaire.

The questionnaire begins here:

What are the best three things about living where you do?

Please suggest three improvements that you would like to see in the HR9 area.

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ACCESS

How do you and members of your household, usually travel to Ross Town Centre? (please tick mode used most frequently)

Car ❍ Cycle ❍ Bus ❍ Motorcycle ❍ Taxi, Dial-a-ride etc. ❍ Walk ❍ Not applicable ❍

What other means of transport do you, or members of your household, use to travel to Ross Town Centre?

From where you live, what is the distance and the average time by car to the towns shown?

	Miles	Minutes
Hereford	.....	.....
Gloucester	.....	.....
Monmouth	.....	.....
Ross	.....	.....

How would you describe this journey if undertaken by public transport?

	Hereford	Gloucester	Monmouth	Ross
Difficult	❍	❍	❍	❍
Easy	❍	❍	❍	❍
Approximately how many minutes would this take?	☐	☐	☐	☐

Would you say that there is adequate rural public transport? Yes ❍ No ❍

If you travel to Ross by bus, what is the frequency of the service? Please tick for yes or leave blank for no.

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
Less than four times a day	❍	❍	❍	❍	❍	❍	❍
More than four times a day	❍	❍	❍	❍	❍	❍	❍
At times suitable for people going to work	❍	❍	❍	❍	❍	❍	❍
At times suitable for children going to school	❍	❍	❍	❍	❍	❍	❍
At times suitable for people to take part in evening activities.	❍	❍	❍	❍	❍	❍	❍

Is public transport accessible to people with disabilities? Yes ❍ No ❍

If no, are there special services to compensate? Yes ❍ No ❍

If there was secure parking for cycles near the main shopping area would you consider cycling around town?

Yes ❍ No ❍

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ACCESS

How do you rate the condition of the roads in the HR9 area?

Very poor ❍ Poor ❍ Reasonable ❍ Good ❍ Very good ❍

If poor, please list where and why.

In town.	Out of town.

How do you rate the condition of the paved areas? (this includes pavements)

Very Poor ❍ Poor ❍ Reasonable ❍ Good ❍ Very Good ❍

If poor, please list where and why.

In town.	Out of town.

How do you rate the condition of the footpaths?

Very poor ❍ Poor ❍ Reasonable ❍ Good ❍ Very Good ❍

If poor, please list where and why.

In town.	Out of town.

Please list any seriously congested junctions or parts of the local road network.

In town.	Out of town.

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ACCESS

Is it easy for people in wheelchairs to get around? Yes ❍ No ❍

If no, please specify the difficulty, the place, and what you think could be done about it.

Is it easy to get information about local bus services? Yes ❍ No ❍

If no, please specify and state what could be done about it.

Do you have access to the internet at home? Yes ❍ No ❍

Where else might you be able to access the internet? e.g school, work, village hall, library etc.

Is it easy to get information about local activities and events? Yes ❍ No ❍

If no please identify the nature of the difficulty and suggest what you think could be done about it.

Any further comments on this section? Please use this box and the blank space available at the end of the questionnaire.

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COMMUNITY

Do you have difficulty in getting any health services? Yes ❍ No ❍

If yes, please give details.

Do you have difficulty in getting social and health care services in the home? (e.g.community nurses, health visitors, home helps etc.) Yes ❍ No ❍

If yes, please give details.

Do you belong to any community groups? Yes ❍ No ❍

If yes, please name the group and give brief details of their activities in the community.

Does a Neighbourhood Watch Scheme operate in your area? Yes ❍ No ❍

Do you know of any regular events which have the potential to draw the whole community together? Please give brief details.

What is the name of your nearest community centre?

How far away is this?

less than 1 mile. ❍ 1-2 miles ❍ 3-5 miles ❍ more than 5 miles ❍

Any further comments on this section? Please use this box and the blank space at the end of the questionnaire.

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ECONOMICS

Do you work in the HR9 area? Yes ◯ No ◯

If no, how far away is your main place of work?
Less than 10 miles ◯ 10-19 miles ◯ 20-29 miles ◯ 30-49 miles ◯ 50 miles and above ◯

Which of these towns do you consider to be your main "service" centres. e.g. shopping, banking, health services. Ross ◯ Hereford ◯ Gloucester ◯ Monmouth ◯

What do you think of the shops in town?
Very poor ◯ Poor ◯ Reasonable ◯ Good ◯ Very good ◯

What kind of shops would you like to see more of?

Have you undertaken any education/ training in the last 10 years or since leaving school, whichever is the shorter? Yes ◯ No ◯

If yes, what was the course?

Where was it held?

Why did you take further education/ training?

Skills to improve employment prospects. ◯ Skills for current employment. ◯ To support children's education. ◯

General interest. ◯ Social reasons. ◯ Other, please specify

If you have not undertaken further education/training, would any of the following encourage you to do so?
Grants ◯ Transport ◯ Childcare ◯ More local courses ◯
Other, please specify

Are there any additional education/training provisions you would like to see in Ross or surrounding villages?

Any further comments on this section? Please use this box and the blank space at the end of the questionnaire.

ENVIRONMENT

What do you consider to be the main landmarks and outstanding features in town?

What do you consider to be the main landmarks and outstanding features out of town?

Please list any places in the HR9 area that are important for wildlife etc.

Please list any places in the HR9 area that are of historic or architectural importance.

What do you consider "memorable views" either from the town to the countryside or from the countryside to the town?

Please list any areas which you think are unattractive and say why.

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ENVIRONMENT

Would you say that litter is a problem in the HR9 area? Yes ◯ No ◯

If yes,

Everyday litter is a problem	In town ◯	Out of town ◯
Dog litter is a problem	In town ◯	Out of town ◯
Fly tipping is a problem	In town ◯	Out of town ◯

Please note any particular area where litter is a serious problem.

What is the problem and what could be done about it?

If you know of any other problem of this kind please say what and where.

Do you regularly recycle your household waste? Yes ◯ No ◯

If yes, which of the following do you recycle?

Paper ◯ Card ◯ Glass ◯ Plastic ◯ Clothing ◯ Garden waste ◯

Other, please specify

How far do you travel to your nearest recycling centre?

less than one mile ◯ 2-4 miles ◯ 5 miles or more ◯

Are there any other waste products you would like to be able to recycle? What are they and what is needed?

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ENVIRONMENT

How do you rate the condition of the buildings and street furniture (e.g. lamposts, litter bins etc) in the town?

Very poor. ❍ Poor. ❍ Reasonable. ❍ Good. ❍ Very good. ❍

How do you rate the condition of the buildings and street furniture out of town?

Very poor ❍ Poor ❍ Reasonable ❍ Good ❍ Very good ❍

Do you think that the main pedestrian routes between car parks and the town centre are attractive and well maintained? Yes ❍ No ❍

Please list any areas which you think are over-cluttered with signs, street furniture, advertising hoardings etc.

Following on from the previous question, please list any areas where you think signs could be improved, and how.

Is there any problem with noise in the HR9 area? Yes ❍ No ❍

If yes, which type of noise, and where?

Do you think that lighting is good enough in the following public places? (please tick for yes)

Streets ❍ Car Parks ❍ Footpaths ❍ Other, please specify.

Any further comments on this section? Please use this space and the blank page at the end of the questionnaire.

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Sports, Leisure, and the Arts

Do you take part in any sports activity? Yes ❍ No ❍

What is your main sporting activity?

Is this based in Ross? Yes ❍ No ❍

If no, where do you go?

If yes, are the facilities good enough? Yes ❍ No ❍
If no, what is needed to improve them?

Are there any other sports activities which you would like to take part in? Yes ❍ No ❍

If yes, please list these and say what prevents you from doing so.

Do you feel that any particular age groups are not well catered for?

	5-9yrs	10-15yrs	16-20yrs	21-30yrs	31-65yrs	66yrs and above
Male	❍	❍	❍	❍	❍	❍
Female	❍	❍	❍	❍	❍	❍

Do you belong to any sport and leisure clubs? Yes ❍ No ❍
If yes, which ones?

Are opportunities for outdoor sporting activities good enough? Yes ❍ No ❍
If no, what could be done about it?

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Sports, Leisure and the Arts

Which of the following arts events have you attended in the past 12 months?

Cinema ❍ Plays ❍ Dance ❍ Jazz ❍ Art Gallery/ Exhibitions ❍ Classical Music ❍

Theatre ❍ Literature ❍ Ballet ❍ Opera ❍ Museum ❍ Popular Music ❍

Other, please specify.

Please list those that you have been unable to attend, but would like to, on a regular basis

What prevents you from doing so?

Please list, in order of priority, the arts events you feel should be available locally.

Which of the above arts activities do you actively perform/ take part in?

Which additional arts activities would you like to take part in if available locally?

Do you feel that the HR9 area needs a Centre for Sport ❍ Leisure ❍ Performing Arts ❍

If you ticked more than one, please state order of preference.

1st choice 2nd choice 3rd choice

Any further comments on this section? Please use this box, and the blank space at the end of the questionnaire.

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Biographical data.

Please do not feel obliged to complete this section if you are unwilling to do so. We would like this information because it could help us analyse the information.

Are you male or female? ◯ Male ◯ Female

How many members of your household fall into each of these groups?

Pre-school age ☐ Primary-school age ☐ Secondary-school age ☐

16 - 24 ☐ 25 - 44 ☐ 45 - 59 ☐ 60+ ☐

How many members of your household fall into each of these groups?

Pre-school age ☐ Full-time education ☐ Full-time employment ☐

Part-time employment ☐ Unemployed ☐ Retired ☐

Other ☐

What is the next number and the next letter of your postcode after HR9? ____ ____

Please use this space for any further comments.

February 2002

Appendix 2: Young People's Questionnaire

COMDEV questionnaire for young people.

COMDEV are a group of local volunteers who would like your views on the HR9 area (Ross and its surrounding villages).

What should be done to improve:

The Environment (e.g. re-cycling, wildlife, buildings...etc)?

The Community (e.g. meeting people, helping people, health...etc)?

Local Economics (e.g shops, jobs, tourism....etc)?

Access (e.g. how you get about the area, how you get information...etc)?

What are the three most important improvements you would like to see?

What are the three best things about living where you do?

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These questions are about Sports, Leisure and the Arts.

Which of the followng activities do you take part in and where?

	School	Ross	Somewhere else	If you ticked somewhere else please state where.
Badminton	❍	❍	❍	
Ten-pin Bowling	❍	❍	❍	
Cricket	❍	❍	❍	
Drama	❍	❍	❍	
Football	❍	❍	❍	
Hockey	❍	❍	❍	
Golf	❍	❍	❍	
Martial Arts	❍	❍	❍	
Music	❍	❍	❍	
Photography	❍	❍	❍	
Horse riding	❍	❍	❍	
Rugby	❍	❍	❍	
Snooker	❍	❍	❍	
Swimming	❍	❍	❍	
Table tennis	❍	❍	❍	
Tennis	❍	❍	❍	
Dance	❍	❍	❍	
Design	❍	❍	❍	
DJ Mixing	❍	❍	❍	
Visual Arts	❍	❍	❍	
Film	❍	❍	❍	
Sound recording	❍	❍	❍	
Creative writing	❍	❍	❍	
Video making	❍	❍	❍	
Fitness	❍	❍	❍	

What other activities do you take part in and where do you go for these?

What other activities would you like to have available?

If you completed this questionnaire as an individual, how old are you?

If you completed this questionnaire as a group, how many were in the group?

What was the age range of the group?

What is the next number and letter of your postcode? HR9

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Appendix 3: Services Available

Study of services available within 350m of Ross Market Square

(December 2002)

Aromatherapy
Auctioneers
Bakers
Bathroom Installation
Car and Van Hire
Careers Service
Carpet Restoration
Carpet Cleaning
Carpet Fitting
Catering (outside)
Chiropody
Citizens Advice Bureau
Computer Services (Training)
Concrete (Ready Mixed)
Cycle Repairs
Dentists
Designers/Draftsmen
Dresswear hire
Dressmaker
Dry Cleaning
Ear Piercing
Electrolysis
Engineers:
(electrical; welding; fabrication; motor)
Electrical Services
Financial Advice
Flooring services
Function Organising
Funeral Directors
Gas (Bottled)
Hairdressing
Hat hire
Health and Fitness Centres
Home improvements
Hospitals
Insurance Brokers/Consultants
Internet Café
Investment consultants
Joiners
Key Cutting
Kitchen installation
Launderettes
Letting Agents
Library
Massage
Monumental Masons
Mortgage Brokers
Nursery Schools
Nursing agencies
Nursing Homes
Opticians
Painters/Decorators
Petrol filling stations
Photocopying
Photographers/developing
Piano tuning
Picture Framing
Plumbing
Promotional Products
Reflexology
Recycling
Residential Homes
Secretarial services
Shoe Repairs
Sign-writers
Social Service
Solicitors
Surveyors and Valuers
Swimming Pools
Tailoring alterations
Tattooists
Taxis
TV Services & Installation
Tennis Clubs
Tiling Services
Tourist Information Centre
Travel Agency
Undertakers (See also Funeral Dir.)
Upholsterers
Upholstery Cleaning
Vehicle Servicing
Video Cassette Library
Wedding Services
Welding Services
Window Manufacture
Word Processing
Wrought Ironwork
Yoga

This study was carried out by walking the area in question in Dec 2002, then it was supplemented with reference to the Local Pages Directory – with thanks.

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