

Bovey Tracey Community Survey Report

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1. Introduction

Bovey Tracey Town Council, Library and Information Centre, and Teignbridge District Council are working in partnership to create a new Community Hub building on the site of the Old Thatched Inn. To help inform the decision making process the steering group behind the project decided to undertake a community survey to ensure the new building meets the needs of the community. A Community Facilities Audit was also conducted to inform the process, the findings are included the Business Plan.

Catalyst and Devon Communities Together

Catalyst is the in-house consultancy service provided by Devon Communities Together (DCT).¹ Catalyst has been supporting the project steering group and undertook the questionnaire in partnership with the Town Council, library and information centre.

Methodology

The survey was available for completion between 28 April and 31 May 2016. 1000 paper copies of the survey were distributed by volunteers and DCT to shops, cafes and businesses in Bovey Tracey and the surrounding areas of Brimley and Heathfield. Paper copies were also available to pick up and drop off at 5 locations including the library, Old Town Hall, Information Centre, Heathfield Post Office and Brimley Post Office. An online version of the survey was also available for completion that was advertised on posters distributed with the paper survey and promoted on the 'Discover Bovey' website, Quality Update publication and distributed electronically to community organisations.

A total of 303 surveys were completed - 165 people completed the paper survey and 138 people completed the online version. The majority were received from residents, representing 89% of all responses. 24 (8%) responses were received from local organisations and 10 (3%) were received from businesses.

Results show respondents are located primarily in Bovey Tracey town or Brimley. Of the 228 residents that entered their postcode approximately 40 lived outside of Bovey Tracey or Brimley and only 2 responses were received from residents in Heathfield. Of the 26 businesses and local organisations, all but 3 are located in Bovey Tracey. A map illustrating the distribution of resident's responses is below:

¹ www.devoncommunities.org.uk

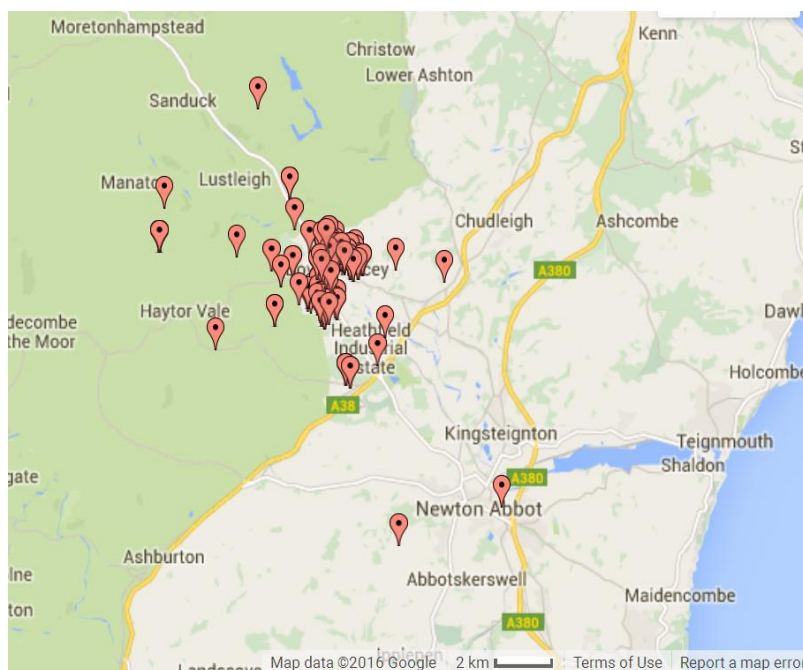


FIGURE 1

2. Key Findings

Results suggest the following features are most likely to encourage usage of the new hub:

- large events space and meeting room,
- kitchen and catering facilities,
- WIFI, printers/ photocopiers

These were popular with local people, community organisations and businesses and would provide an income stream. Other additional features such as a registry office, entertainments licence and bar licence should be considered as these will diversify the uses of the space, potentially attracting a wider customer base and providing further sources of income. Uses of a larger space could include theatre productions, community events and public talks and lectures.

To attract business customers and local organisations to use the hub more frequently, smaller meeting rooms or flexible space could be included as well as video conferencing.

The Library and Station Road Car Park Toilets are currently the most frequently used facilities across all age groups. As these will be available in the new hub, they should be maximised where possible. However the information centre most likely serves visitors rather than residents so a balance will need to be struck.

To further meet the needs of different age and social groups, access and transport services such as bicycle parking, disabled access, pushchair parking (which could double as mobility scooter parking) and community transport/bus stop could be included to increase use of the hub.

Based on the responses to this survey the following should be incorporated within the design brief for the new building.

Essential Features to Include in Design Brief:

- Respondents said they would benefit from public printers/ photocopiers and public WIFI
- Bicycle parking was considered important
- Respondents said that kitchen and catering facilities would be useful to them
- Uses of space:
 - There was also good support for large meeting rooms and events space (for 60+ people)
 - Respondents said that they may make use of a licenced bar and entertainments licence
- There was significant support for the following additional services:
 - Local information boards
 - Public talks and lectures
 - Community events
 - Box office for local events
- Respondents would prefer the building to include 'eco technology' and use 'local materials'

Desirable Features to incorporate in design brief:

- Respondents said they would benefit from public computers and a public scanner
- Small meetings rooms will be useful to businesses
- For those with children there was significant support for pushchair parking
- A community transport drop off had support from older people

3. Questionnaire responses

The survey was made available to residents, community groups and businesses within the parish of Bovey Tracey. In reviewing the responses to the questions below the focus is on the residents response. Where community organisations or businesses diverge from what residents have told us this has been commented upon.

Question 1 asked for the postcode and age of residents responding. The postcodes have been plotted on the map in Figure 1.

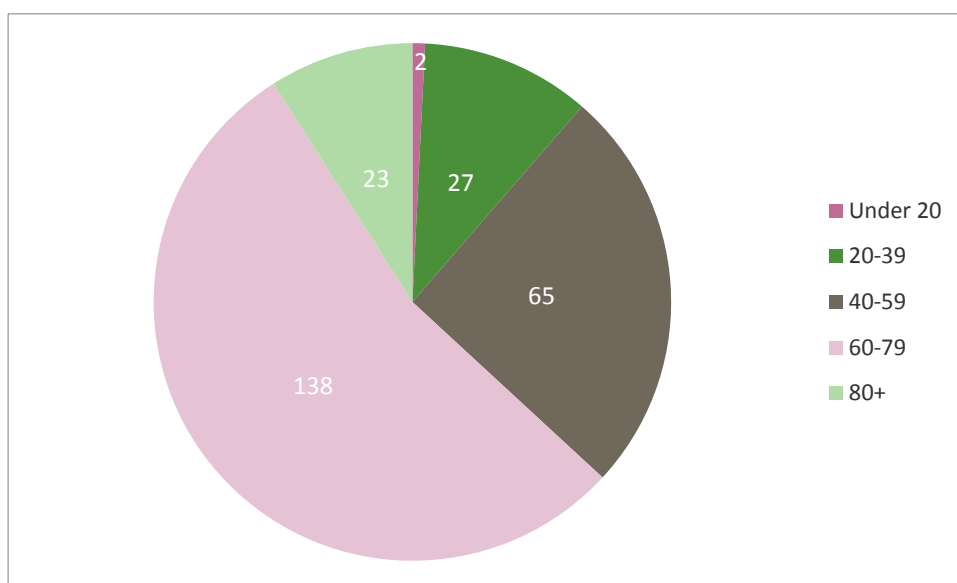


FIGURE 2

There were 269 responses from residents, although a few of the postcodes are from outside of the parish. This is to be expected as services such as the library and information centre have a wider catchment than just the parish.

As anticipated, few young people took part in the survey. However a separate consultation reached 55 people aged 6-25. There is a separate report on this piece of work.

There is a strong bias in the responses towards those over 60, with 63% of respondents in this age bracket, whereas only 35% of the population are over 60.

Of the 73 local organisations identified through 'Discover Bovey' and by DCT and the steering group, 26 surveys were completed. There was a small number completed by businesses. The following organisations and businesses entered details:

- Community Artist
- Bovey Tracey Activities Trust; Women's Institute; Horticultural Society
- Bovey Tracey Society of Artists
- Bovey Tracey Players

- Dartmoor Whisky Distillery
- BT Society of Artists
- Bovey Tracey Horticultural Society
- East Dartmoor National Nature Reserve 'History' Hunters'
- West Country Trimmers
- Devon Guild of Craftsmen
- BLAST
- Bovey Tracey and Chudleigh Practice
- Whistone Farm
- Bovey Tracey Baptist Church
- Devon Wildlife Trust - Bovey Tracey Local Group
- Bovey Tracey Heritage Trust
- MED Theatre
- Price & Co.
- Riverside Surgery Befrienders
- Kings Kitchen (opening soon)
- Bovey Tracey Baptist Church
- Footstep Chiropody
- Bovey Community Care
- Bovey Tracey AFC
- Bovey Busy Bees Preschool
- Bovey Tracey Cricket Club
- Community Artist

Question 2 asked about usage of the Town Hall, Library, Information Centre, Station Road Car Park Public Toilets.

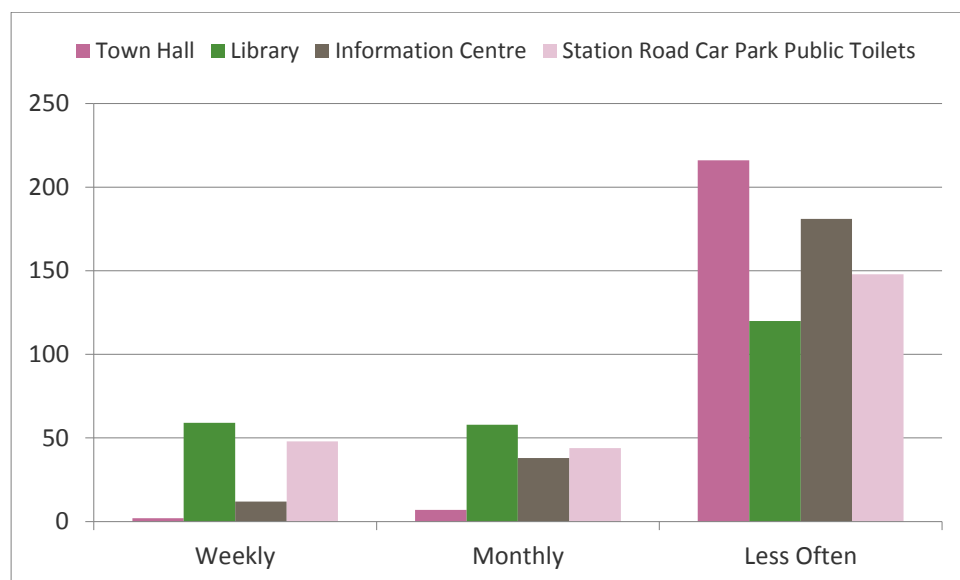


FIGURE 3

The library is used by 49% of residents at least once a month. The Town Hall, Information Centre and Public Toilets are not as well used by local people however.

All the facilities listed are not regularly used by many community organisations or businesses.

Question 3 asked if any of the listed technologies would be useful.

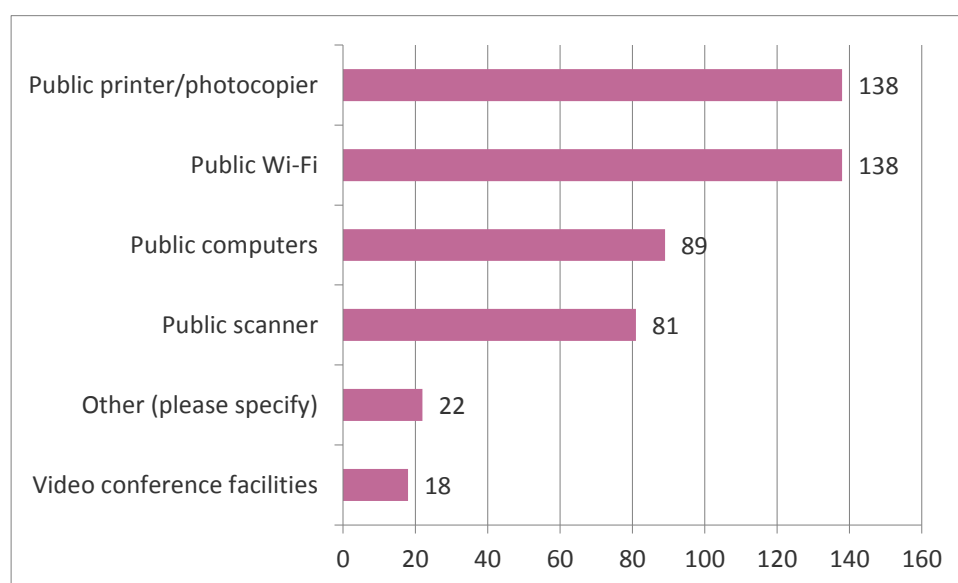


FIGURE 4

A printer, photocopier and public wifi were chosen by 51% of residents.

In addition to these public scanning and video conferencing facilities were popular with community organisations and businesses.

The 'other' comments were:

- Paper books, not electronic
- (CD) From Devon Record Office (Tithe - Map- now available showing Parish boundaries)
- Meeting place to use for 30+
- As well as in Library = better opening hours
- Wildlife webcam e.g. local nesting or riverbank
- Public post box
- Computer classes for total beginners
- Media projection; equipment within large meeting room - community organisation
- On-line journal access - more than at present and available 6 days a week
- Laminating posters
- Charging facilities for phones etc.
- Video screen showing a 'slide show' of photographs of old Bovey
- Public pay phones & public loos
- Pedestrian Crossing union square. Post box
- Multi Media Projector
- Advice centre for people having technology problems?
- A performing space to replace the one lost in the Town Hall
- Downloadable maps of area
- Cloud access

- Phone Box
- Test kits for drugs, career advice and inspirational positive community stories
- Business hub
- PA for bands , talks etc
- Council Minutes searchable (not scan images)

Question 4 asked about any transport related considerations for the hub.

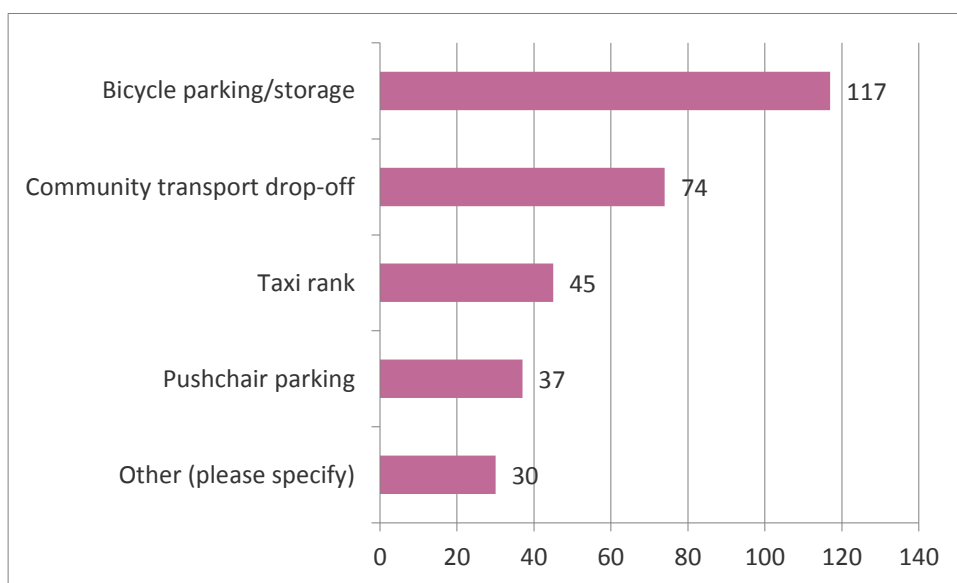


FIGURE 5

44% of residents would find bicycle parking and storage useful to them. This option was chosen by 85% of those under 40.

55% of those under 40 would find pushchair parking useful.

Bicycle parking and storage were also the most popular option with community organisations and buildings. Within the comments from community organisations space for parking mobility scooters was also mentioned by several.

Free parking for the building's users was the most common comment by all respondents.

Question 5 asked what sort of spaces would be useful to respondents.

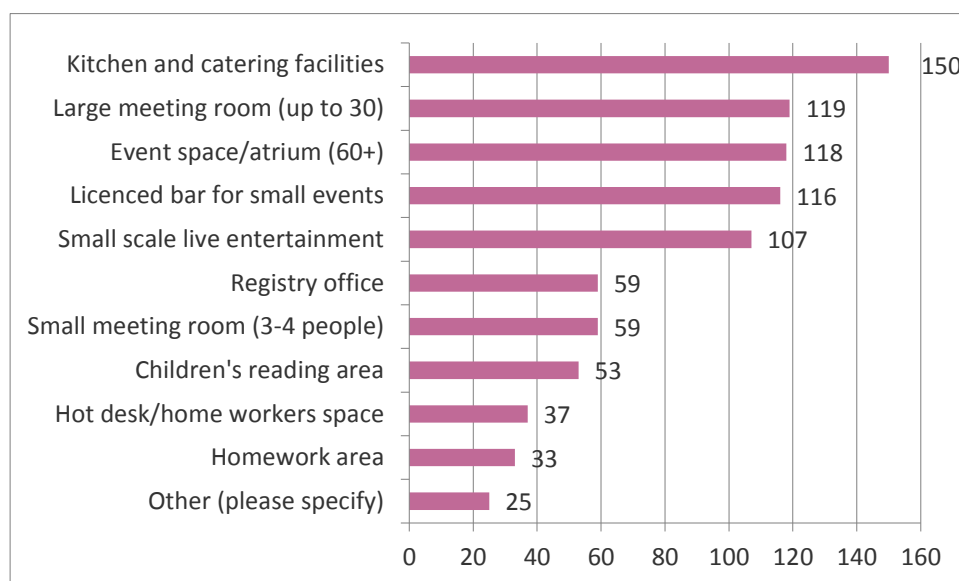


FIGURE 6

Kitchen and catering facilities would be useful to 56% of residents. A large meeting room, event space, licenced bar and small scale live entertainment would also be useful to residents.

The other options offered are more specialist and therefore not so popular with the wider community.

Similarly community organisations and businesses would find large meeting rooms and an event space useful.

The 'other' comments received are:

- Training in craft skills and healing, first aid, martial arts
- Cinema (like at PPT Parish Church - Town Hall)
- Seating area with access to local newsletters and info.
- Stage facilities
- Quiet room, Sensory garden with seating; outdoor chess board (large)
- Event space suitable for dances/concerts/exhibitions/public functions
- Facilities for Drama Society
- Room to display art exhibitions
- St Johns post or other medical post
- Direct access to emergency services (999)
- Indoor sports. Amateur art & craft display area. Plays and concerts.
- Cinema space
- Space for exhibitions - local organisations like ours would appreciate a space to have temporary exhibitions to highlight local events or to draw attention to the Heritage Centre
- Sports facilities such as badminton courts for lease
- Equipment Storage
- Workshop space to offer craft courses (i.e. potentially messy area!); exhibition space.

- The more scope the better people use what there is if at an affordable cost
- Performance space and dressing rooms for theatrical performances
- Performing space inc lighting / sound
- Space large enough with high ceiling for badminton court, or space for art classes which would need storage for easels etc.
- cafe, gym,
- Live music
- Kids' social area from toddler to teen, with crossover use with older people's social use.
- Space for Community workshops and events

Question 6 asked about services that the hub could provide.

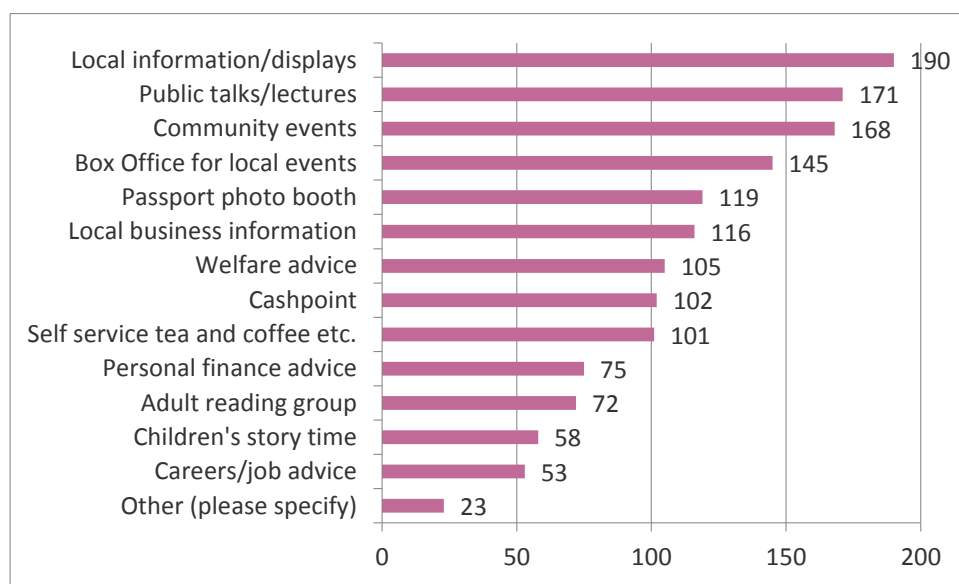


FIGURE 7

Local information and displays, public talks and lectures, community events and a box office for local events would all be useful services for over 50% of residents.

All the businesses wanted local business information on display, and the community organisations were supportive of local information and displays.

The 'other' comments received include:

- Practical wildlife and nature on Dartmoor info, linking with moor than meets the eye, pick up and drop off for tour groups, capoeira
- Again Cinema was requested by youth and us Adults (needn't be latest productions could be popular classics)
- Cinema Club

- Notice board for community groups and activities
- Post Box/telephone
- Film show facility
- Cafe selling tea, coffee and home-made cakes
- Theatre space with dressing rooms; permanent lighting and sound booth
- CAB Sessions
- Citizens Advice Bureau Sessions
- Voluntary community services e.g. Bovey Community Care, Social Services base, Base for complex care team, Memory café, Youth Club
- Lunch Club for elderly film Group
- Cinema for the town
- Info of all kinds via touchscreen or similar 24/7

Question 7 asked respondents to rank a number of design possibilities as to how important they thought they would be for the new building.

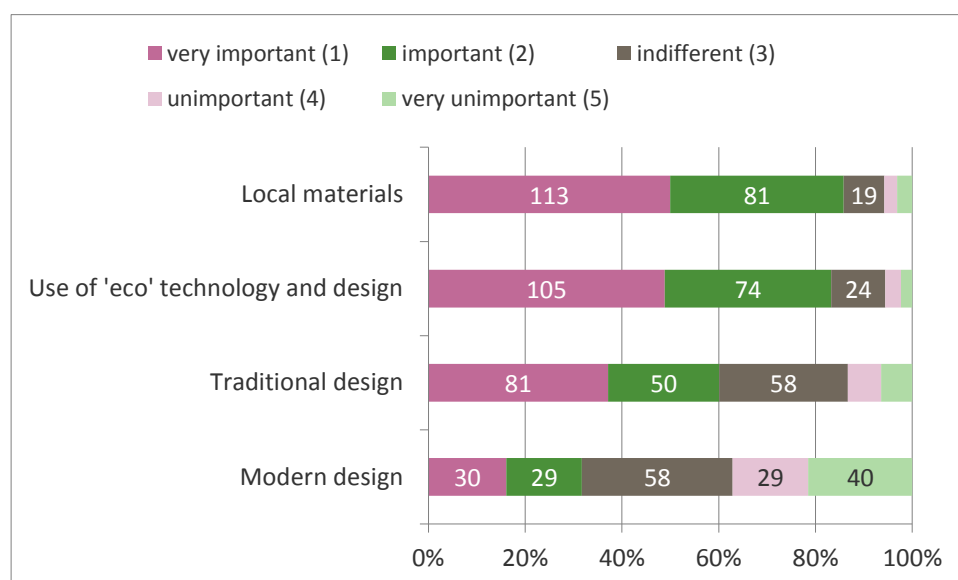


FIGURE 8

Local materials and eco technology are clearly preferred by the community.

Community organisations and businesses were supportive of these two preferences as well. Businesses were more in favour of a modern design and community organisations were more supportive of a traditional design.

There are a number of 'other' comments; a high volume supports the use of local materials, eco technology, and a design that is in keeping with its surroundings, such as:

- Flood proofing from river
- Good access for less abled; good opening times - not closed over lunch period
- The building needs to be attractive and in keeping - so do not take short cuts; take your time. Look what a million pounds of lottery money got the Guild!

- Reflect the town's heritage and granite
- Brick sponsorship by individual towns people
- All the above: let's have something we can be proud of now and in 100 years time - no more high buildings like the flats opposite the Health Centre
- Design that "stands out" with a finish that does not deteriorate after a few years
- Whatever is appropriate for a multi-use, eco-friendly centre
- The use of clay and Dartmoor granite (not foreign material)
- In keeping with the surrounding buildings of Bovey
- Low maintenance costs
- I think that the design could incorporate modern and traditional elements
- To be in keeping with the surrounding but to be as eco-friendly as possible.
- A thatched roof would make it look very attractive to visitors
- In keeping with the town
- Proper design consultation with potential users
- Thatch and granite
- Fully accessible, interesting landmark building
- Modern design is acceptable if unique architecture & not bland standard builds.
- With all the new developments ruining the town, it would be lovely to have a building, which is central to the town, to be in keeping with the town's heritage. No new modern contraptions please, or 'look-a-like' cottage styles which look dreadful.
- involve the local school, should reflect the town's proximity to Dartmoor
- A public consultation should take place if the proposed "Hub" will fit the needs of the community
- Thought into the human factors of its use
- An interesting design that's got indoor and outdoor facilities
- Use of green energy

The survey also asked for suggestions for the name of the hub. The most popular suggestions included 'Hub' in the name such as 'Community Hub', 'The Hub' or 'Hubcap'. Other popular suggestions were 'Community Centre', 'Community Hall' and 'Town Hall/ New Town Hall'.

Respondents were also asked for any other comments they would like to make regarding the project. The majority of 'other' comments received related to the services and facilities of the building, all comments were analysed together as one data set. The most frequently entered comment was in support of a large hall or event space that included community events and theatre space. Statistically there were not a significant number of comments in support of any element other than what has been included above.