



Survey results prepared for Cornwall Council Electoral Review Panel

This report sets out the results of an opinion survey among residents of Menheniot taken in May 2019 to examine attitudes towards the parish and parish council.

This report has been prepared by John Hesketh Parish Clerk
June 2019

Background

This survey was conducted among residents of Menheniot during May 2019 as part of the evidence base submitted to Cornwall Council's Electoral Review Panel. The questions are taken from an annual survey carried out by the Local Government Association¹. This is a national survey that asks people about the performance of their 'local' council. This will be their city or county council in most cases. We have copied their questions to get a comparison between Menheniot, as a small parish council and the larger metropolitan ones. We have followed the format of the national survey by combining the top two responses, but all levels of satisfaction can be viewed on the tables and graphs.

Headlines

By 9 June 2019 when final collections of paper copies had been received and collated, the council had received survey responses from 180 residents out of a potential 1,402 people on the electoral roll. This was equivalent to 12.8% of electors.

When compared to other local councils across the UK (as indicated by the LGA survey), in every measure, the parish council of Menheniot has significantly higher levels of:

- Satisfaction with its performance
- Value for money in its operations
- Representation of its residents
- Keeping residents informed about its services
- Trust and trust in its decision making
- Satisfaction with the services it provides
- There are increasing expectations that the parish council will improve its work to represent the interests of residents over the next 12 months.
- Critically for the CCGR submission, 92% of residents do not support a change to the historic boundary of the parish.
- 'Disagree' responses that are plotted by postcode on the final page of this report show that the majority of respondents (88.5%) are located outside of the proposed new boundary area.

Next steps

The parish council discussed and accepted the findings of this survey at its public meeting on 15 July 2019² and agreed that it provides a sound evidence base for the CCGR submission.

It will be attached to the submission as Appendix 1.

Stay connected

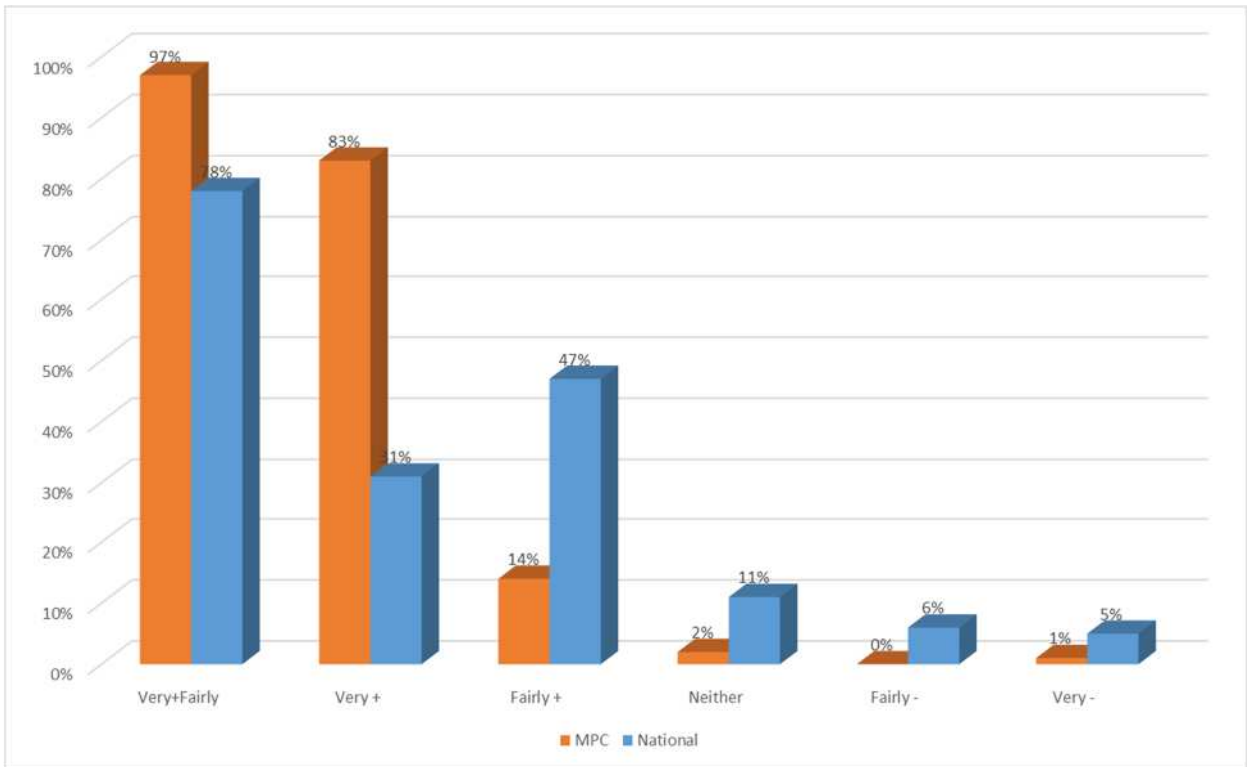
The Parish Council makes regular postings on its Facebook and Twitter feeds to keep residents informed of news in the parish. Our website is the main resource for all the information we accumulate through our work. Please follow us to keep up to date.

¹ Polling of resident satisfaction with councils. Round 21. Local Government Association October 2018

² Extraordinary Meeting of Menheniot Parish Council Item 77/2019A

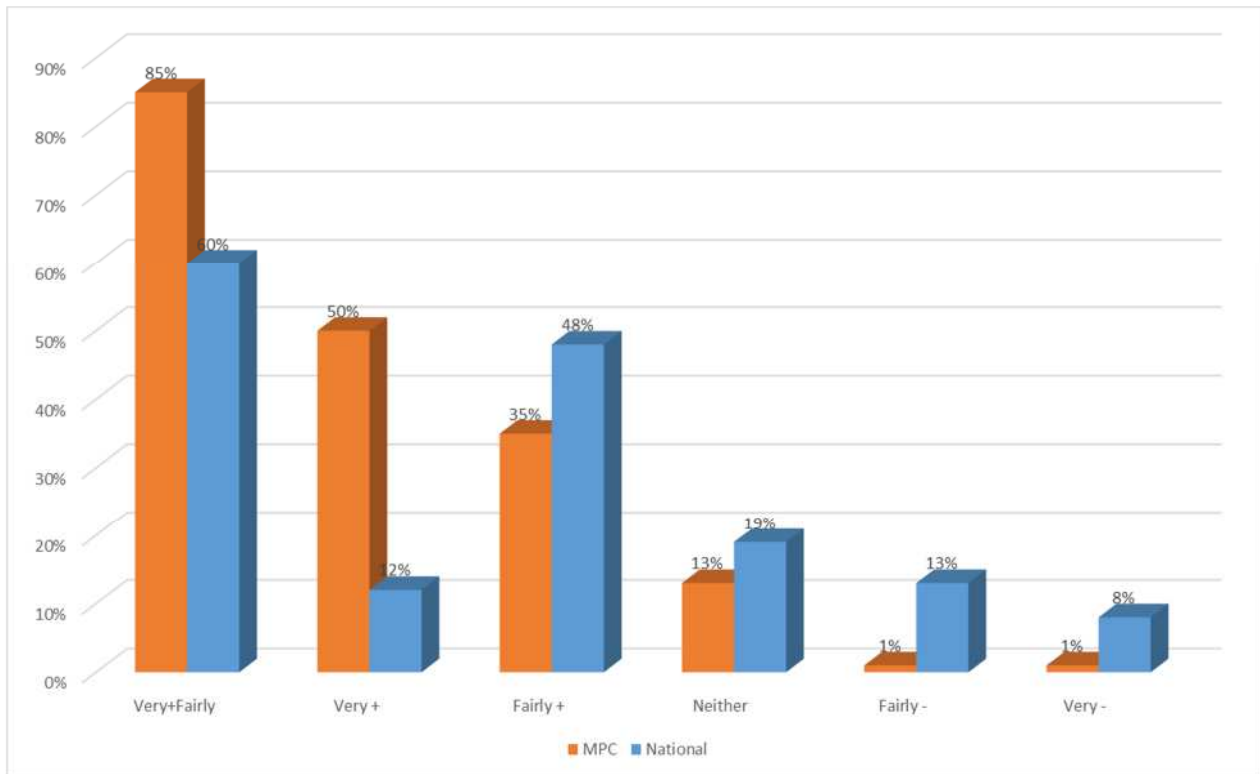
1a Overall, how satisfied or dissatisfied are you with Menheniot as a place to live?		
	Menheniot parish	National LGA Survey 2018
Very or fairly satisfied	97%	78%
Very satisfied	83%	31%
Fairly satisfied	14%	47%
Neither satisfied or dissatisfied	2%	11%
Fairly dissatisfied	0%	6%
Very dissatisfied	1%	5%

In comparison with other localities, Menheniot residents like the place they live in, and are very satisfied by a factor of almost 3 compared to the LGA survey.



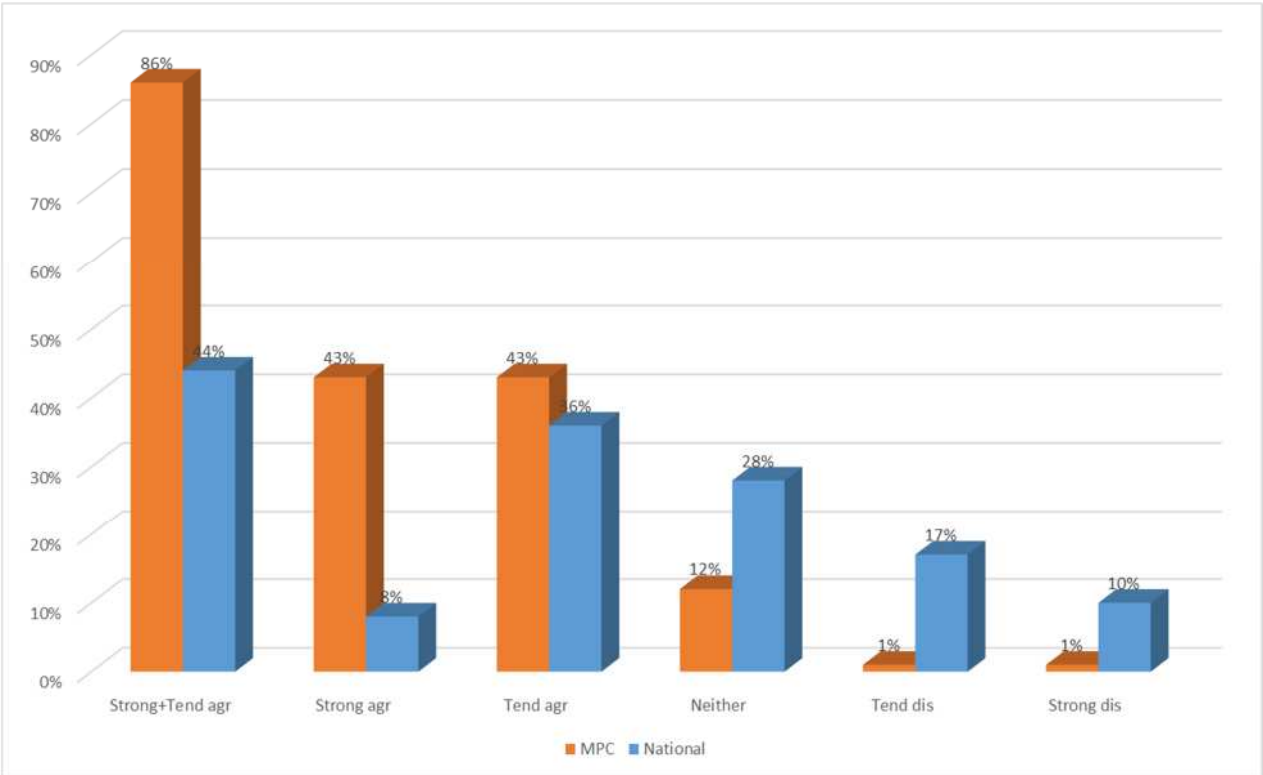
1b Overall, how satisfied or dissatisfied are you with the way that the parish council runs things?		
	Menheniot parish	National LGA Survey 2018
Very or fairly satisfied	85%	60%
Very satisfied	50%	12%
Fairly satisfied	35%	48%
Neither satisfied or dissatisfied	13%	19%
Fairly dissatisfied	1%	13%
Very dissatisfied	1%	8%

Residents of Menheniot parish are 'very satisfied' with the way their council manages its affairs by a factor greater than four compared to the national survey.



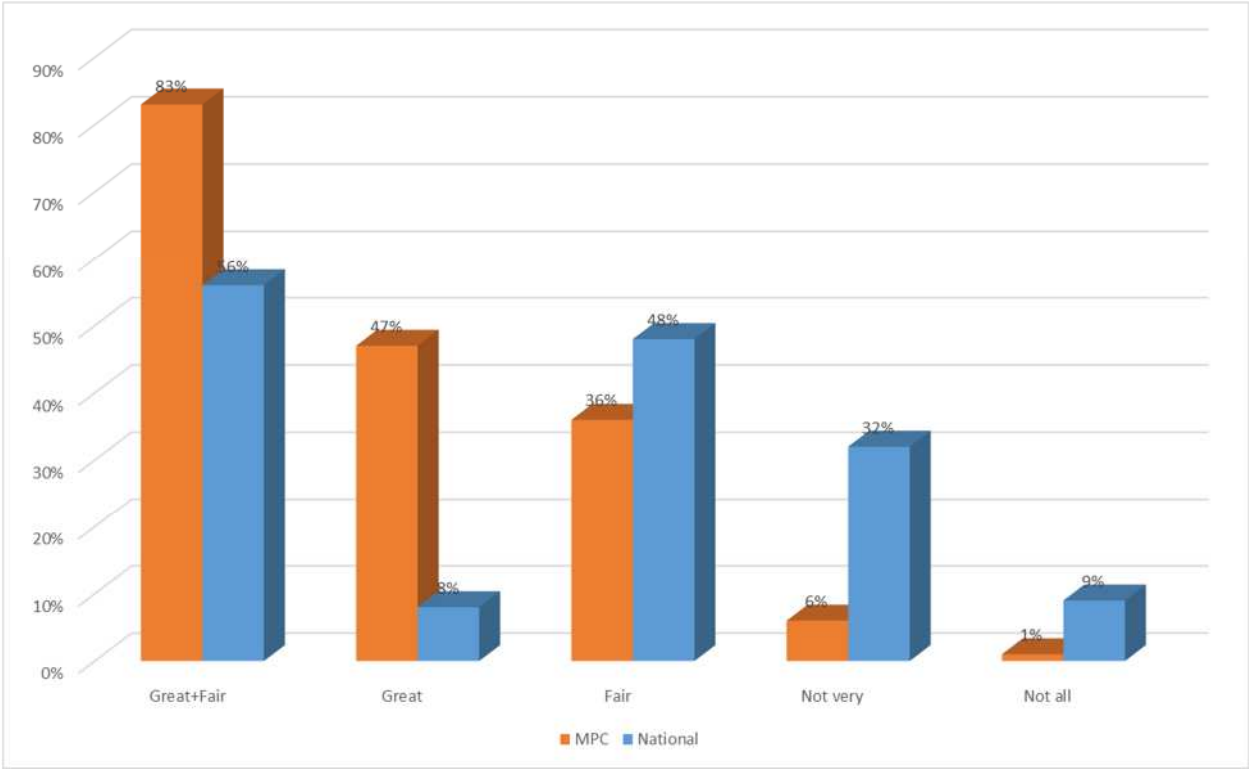
2 To what extent do you agree or disagree that Menheniot Parish Council provides value for money?		
	Menheniot parish	National LGA Survey 2018
Strongly or tend to agree	86%	44%
Strongly agree	43%	8%
Tend to agree	43%	36%
Neither agree or disagree	12%	28%
Tend to disagree	1%	17%
Strongly disagree	1%	10%

The proportion of respondents who strongly or tend to agree with the 'value for money' question is almost double that of the national survey.



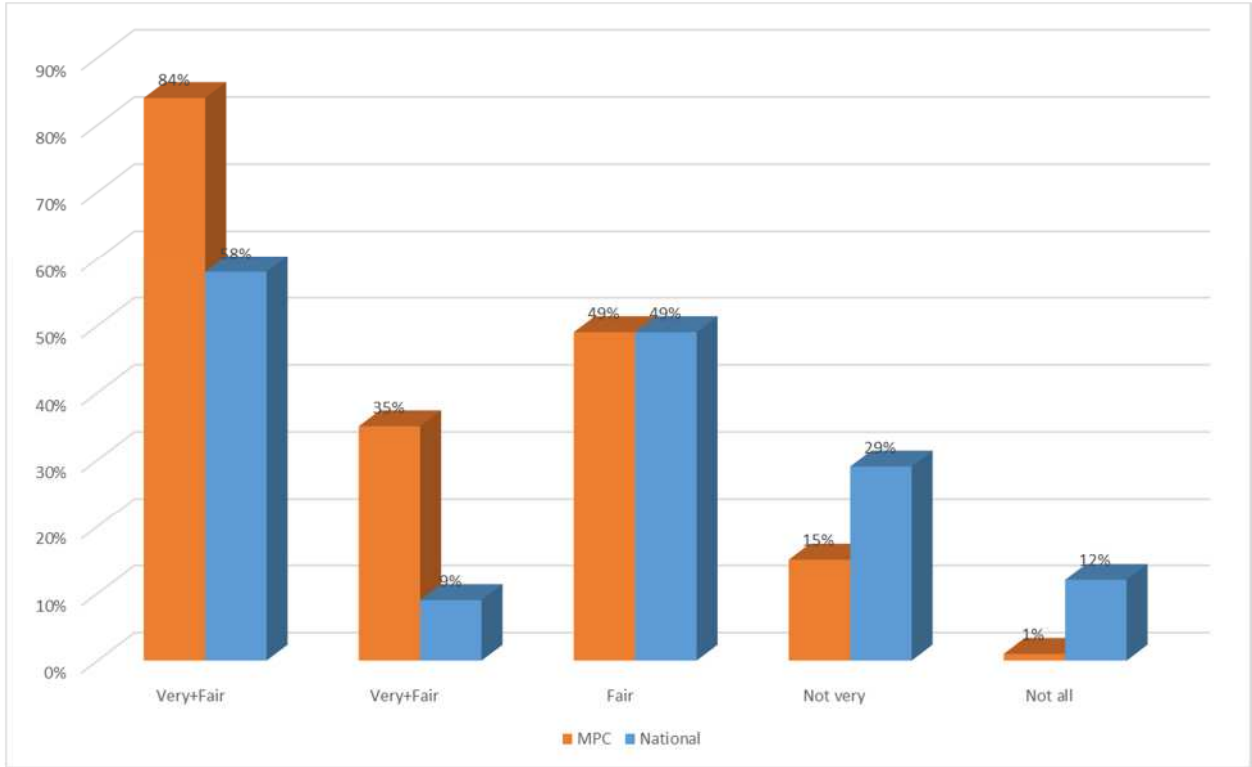
3 To what extent do you think the parish council acts on behalf of local residents?		
	Menheniot parish	National LGA Survey 2018
A great deal or a fair amount	83%	56%
A great deal	47%	8%
A fair amount	36%	48%
Not very much	6%	32%
Not at all	1%	9%

Almost half of the residents of Menheniot believe that their parish council acts on their behalf compared to just 8% of the national survey.



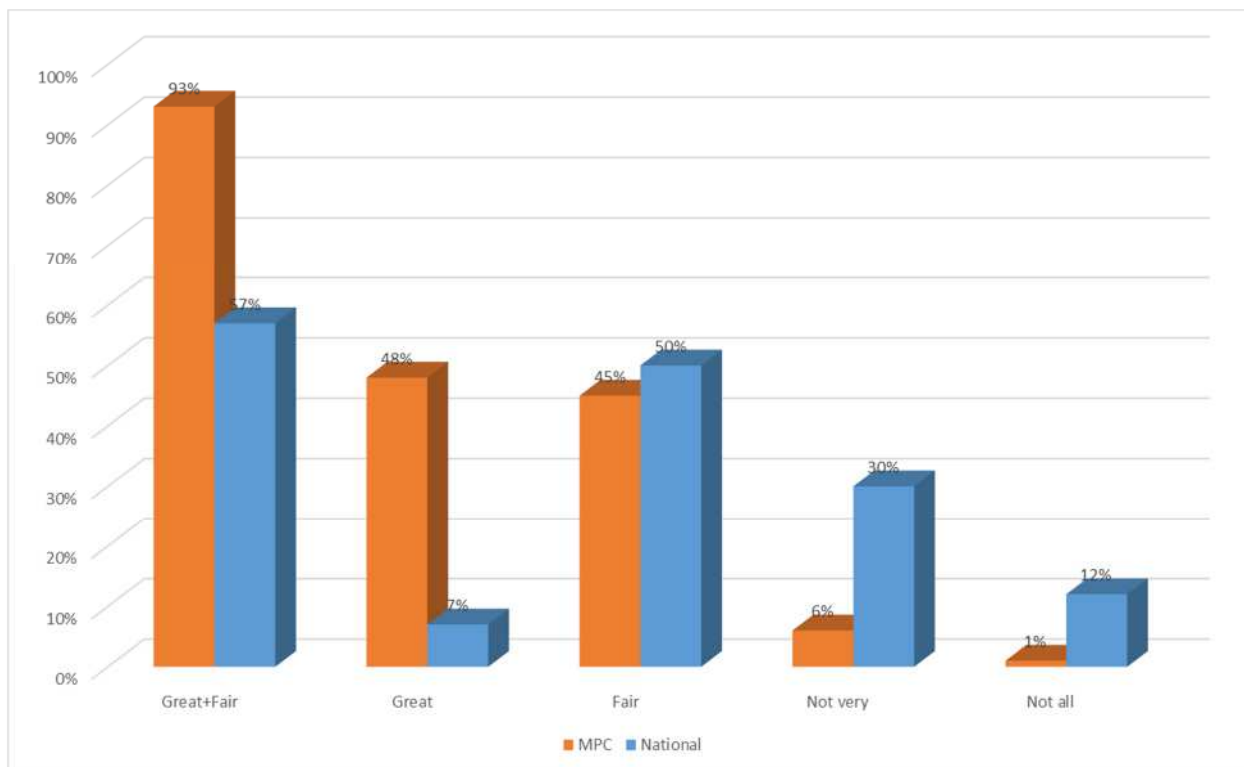
4 Overall, how well informed do you think the parish council keeps residents about the services it provides?		
	Menheniot parish	National LGA Survey 2018
Very or fairly well informed	84%	58%
Very well informed	35%	9%
Fairly well informed	49%	49%
Not very well informed	15%	29%
Not informed at all	1%	12%

The proportion of residents who believe that their parish council keeps them very or fairly well informed is almost 50% higher than the national figure.



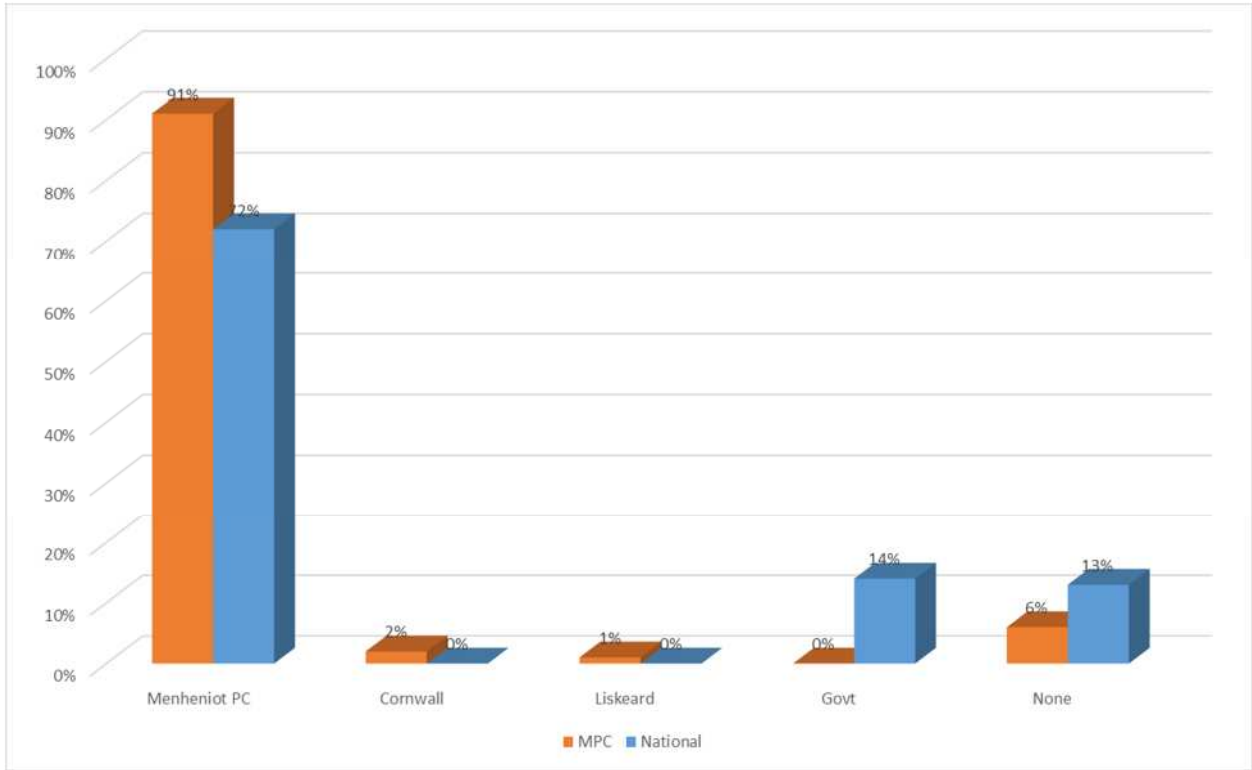
5 How much do you trust Menheniot Parish Council?		
	Menheniot parish	National LGA Survey 2018
A great deal or a fair amount	93%	57%
A great deal	48%	7%
A fair amount	45%	50%
Not very much	6%	30%
Not at all	1%	12%

Over 6 out of 10 residents have a great deal or fair amount of trust in their parish council, compared to 6 for the national survey. We recognise that 1% does not have any trust in the council – but this compares to a 12% national figure, and we do not see this local result as significant.



6 Who do you trust most to make decisions about how services are provided in Menheniot?		
	Menheniot parish	National LGA Survey 2018
Menheniot Parish Council	91%	72%
Cornwall Council	2%	n/a
Liskeard Town Council	1%	n/a
The government	0%	14%
None of them	6%	13%

Menheniot parish council is the clear leader in being the trusted organisation to make decisions about local services.



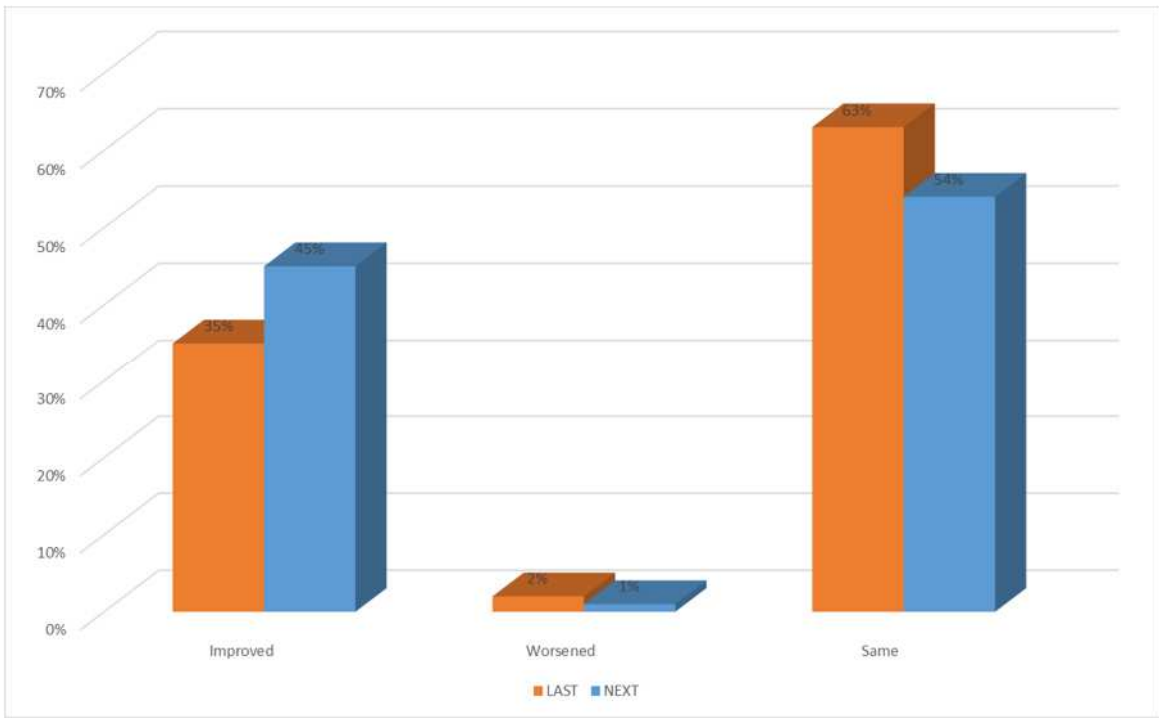
7 Here's a list of different types of services that are provided by Menheniot Parish Council. Please tell us how satisfied or dissatisfied you are overall with the council's work:

	Providing allotments	Bus shelters
Very or fairly satisfied	81%	92%
Very satisfied	62%	64%
Fairly satisfied	19%	28%
Neither satisfied or dissatisfied	18%	6%
Fairly dissatisfied	.5%	1%
Very dissatisfied	.5%	1%
	Play equipment	Playing fields
Very or fairly satisfied	89%	95%
Very satisfied	63%	76%
Fairly satisfied	26%	19%
Neither satisfied or dissatisfied	9%	4%
Fairly dissatisfied	1%	.5%
Very dissatisfied	1%	.5%
	Public toilets	Grants & donations
Very or fairly satisfied	90%	85%
Very satisfied	66%	60%
Fairly satisfied	24%	25%
Neither satisfied or dissatisfied	7%	13%
Fairly dissatisfied	2%	1%
Very dissatisfied	1%	1%

There are no direct comparisons between the range of services included in the national survey and those offered in menheniot. However, nationally, people are much less satisfied with their council services with ratings ranging from 35% to 76% satisfaction.

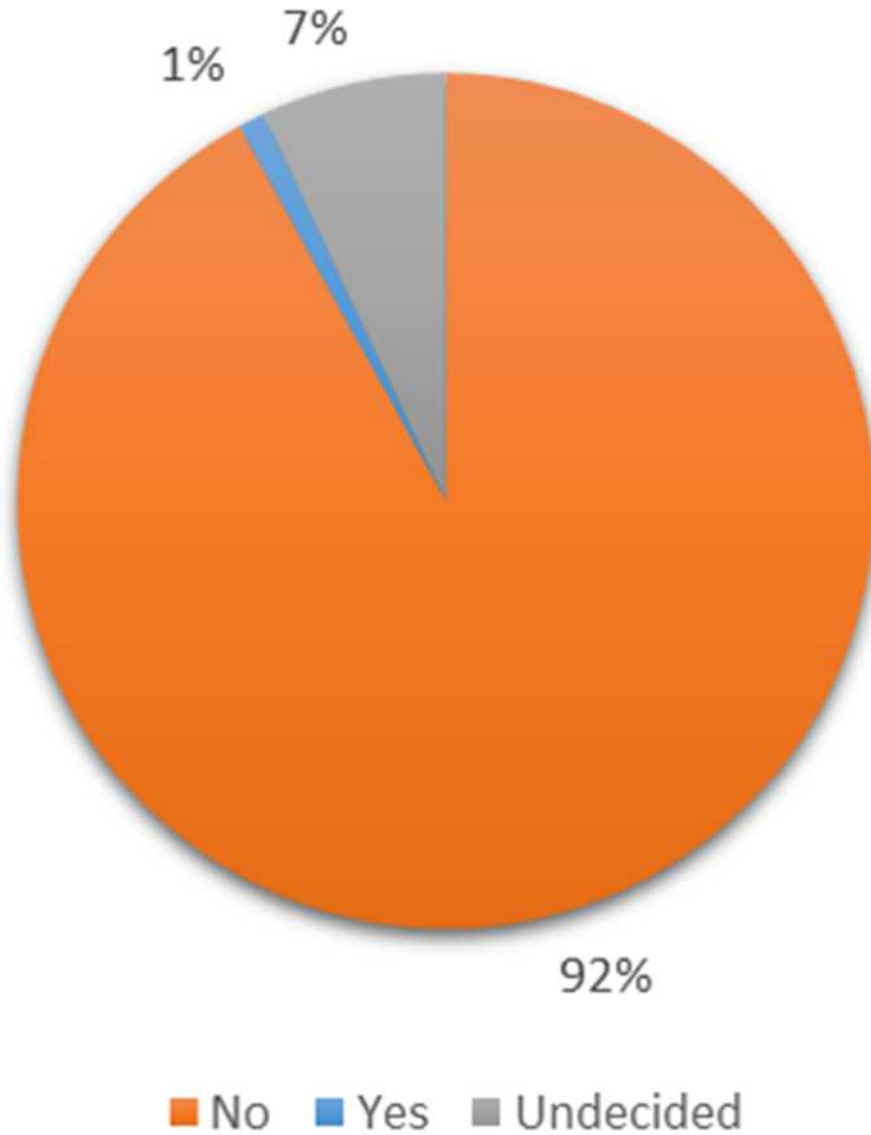
8/9 Thinking about the last and next twelve months, do you think the parish council's work in representing you has (or will have) improved, worsened or stayed the same?		
	Menheniot parish last year	Next year
Improved	35%	45%
Worsened	2%	1%
Stayed the same	63%	54%

One-third of respondents believe that the parish council has improved, and have raised expectations for the next year. Councillors will be assessing all comments received to feed into its 20120/21 plan, although suggestions that can be actioned more quickly will be brought forward.



11 At the time of completing this survey, are you in favour of the boundary change?		
	Menheniot parish	
No	92%	
Yes	1%	
Undecided	7%	

The parish council recognises the strength of feeling behind the headline figure of 92%, and has already taken steps to improve its communication with the 7% of people who may not have understood the issues that both parties have presented to them.



Technical

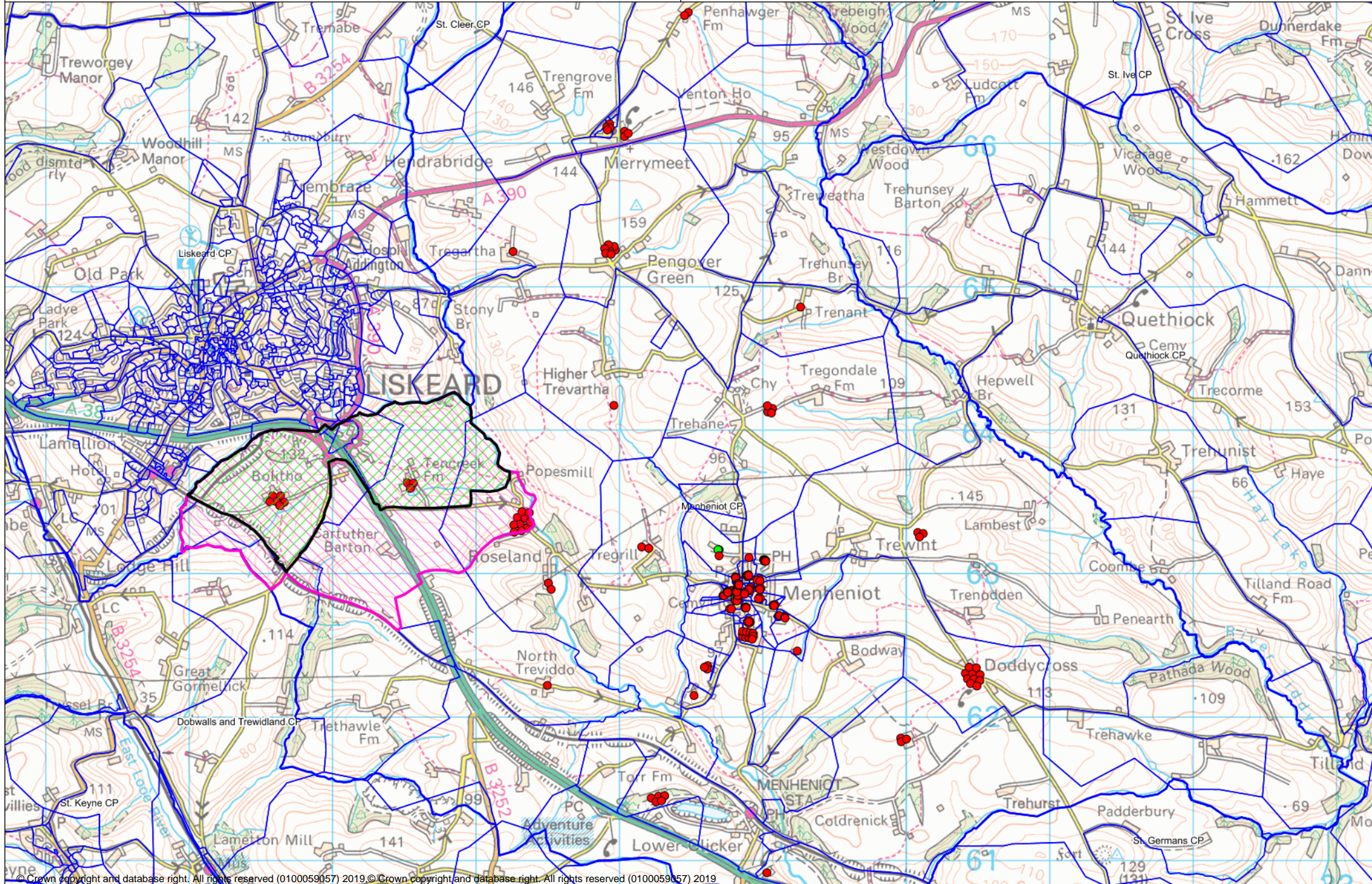
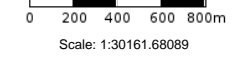
Survey open from 9 May 2019 until 2 June 2019.

180 responses were received out of an electoral base of 1,402³ which is a response rate of 12.8%.

There were 2 survey forms submitted by people with postcodes in Liskeard: these have been omitted because the survey was for Menheniot residents.

Contact Menheniot Parish Council	
Web	www.menheniotparish.org.uk
Email	clerk@menheniotparishcouncil.co.uk
Phone	01579-342437
Facebook	MenheniotParishCouncil
Twitter	MenheniotPlan

³ CCGR Dataset 2019



Your comments

This section presents the questions and critical comments that were made in the survey. They have been grouped together so that similar topics can be answered together. If you feel that your question has not been answered, please contact the Clerk's Office (details at the bottom of the page) and we'll try to resolve this for you.

Index

- 1 Employment & Business
- 2 Environmental
- 3 Activities
- 4 Engagement
- 5 Publicity
- 6 Council Management
- 7 Stay Connected – links to our website and councillors

Comment	Response
1 EMPLOYMENT & BUSINESS	
<p>1.1 Apart from the tavern and the bubble area, Menheniot has done nothing to make jobs for people I hope for support in my business No employment brought to Menheniot</p>	<p>The parish council has no power to create jobs or to give incentives to companies to move into the parish and create jobs. Even Cornwall Council has limited powers to support business, although they are best known for creating the Liskeard Business Park on Charter Way (Liskeard) which has created employment in the surrounding area.</p> <p>The Neighbourhood Development Plan is identifying sites for additional workshops to provide more local employment and promoting working at home that will bring jobs into the parish. The draft plan will be going out for consultation in October, and you'll shortly be receiving a leaflet explaining more about it.</p> <p>Where appropriate, councillors have supported planning applications for new and expanding businesses within the parish boundary, and are working with Liskeard Town Council to create an agri-hub at Bolitho Farm.</p>
<p>1.2 Why no financial support by Bubble businesses to parish</p>	<p>Business rates paid by stores operating at The Bubble go directly to central government, and a percentage of those is then returned to Cornwall Council. Town and parish councils do not receive any part of the business rates paid by businesses inside their boundaries.</p>
2 ENVIRONMENTAL	
<p>2.1 I thought Merrymeet serviced its own shelters. The Merrymeet residents maintain their bus shelter. The people of Merrymeet maintain the bus shelter at Merrymeet Lower Clicker needs cleaning/repainting of the seats. It could be a lot cleaner and tidy</p>	<p>Merrymeet residents do maintain their bus shelter, and the parish council appreciates their hard work. We are looking at ways to make a financial contribution to support their work. We will look at the Lower Clicker shelter and see what improvements we can make.</p>
<p>2.2 Some of the adult exercise equipment is a bit wobbly and needs a bit of maintenance</p>	<p>We have now had this repaired. Apologies for the delay but we had to use an engineer who had been approved by the manufacturers, and it took longer than we expected to find someone to carry out the work.</p>

<p>2.3 Park equipment could be updated in Menheniot Park equipment could do with updating Park tidier</p>	<p>All the play equipment at East Road is safety checked every week by one of our councillors who also gives his time to maintain and repair any damage that has been caused. This saves the council (and residents) a considerable amount of money each year.</p> <p>Please contact the Clerk's Office with any suggestions you have for new equipment that we can consider purchasing.</p>
<p>2.4 Could be more proactive on dog fouling Would like the local dog fouling tackled more robustly</p>	<p>We have warning notices posted around the parish, but the council does not have the resources to make its own patrols. Cornwall Council employs one dog warden to cover the entire county. However, we are currently looking at other ways to issue penalty notices to people who allow their dogs to foul the streets. Contact the Clerk's Office if you can help us identify any areas of special concern.</p>
<p>2.5 I would like to see the hedges backing onto Fourgates cut to stop the weeds etc growing over into my back garden.</p>	<p>Please contact the Clerk's Office to help us identify the area you mean.</p>
<p>2.6 Please do something about the old building opposite Peel Lodge</p>	<p>The parish council has no powers to enforce action against the owners, but has been lobbying Cornwall Council for the past three years to get them to take action. We are in regular contact with Cornwall Council's Building Control team to keep them updated with the deterioration of the building. At the moment, the building is in the process of being sold, and the new owner will have responsibility to make repairs.</p>
<p>2.7 Still no action or feedback on the extra lighting I requested about 4 years ago on the four corners of the playing field</p>	<p>Please contact the Clerk's Office to help us identify the area you mean. But please be aware that there are restrictions on the level of brightness and light direction that can be installed close to residential buildings.</p>
<p>2.8 Through traffic too fast</p>	<p>The parish council is considering buying a portable digital speed indicator that can be moved around the parish. This is a large illuminated display which flashes up the speed of a passing vehicle, and has been shown to be effective in reducing speeds.</p> <p>If you would like to be involved in setting up a monitoring group, please contact the Clerk's Office.</p>
<p>2.9 I don't know what they do Most people don't know what MPC's responsibilities are Perhaps they publish something but where is it publicised? Would like more info re services Again very difficult to comment -not aware of what they do I have limited knowledge of the council's performance Not sure what you do</p>	<p>Attached to this Q&A is a list of the work that the council undertakes throughout the parish. If you think there is other work we should be doing, please contact the Clerk's Office and councillors will look at your request.</p>

<p>Know nothing about them to judge Don't do anything for village Don't know what they do or what decision making power they have.</p>	
3 ACTIVITIES	
<p>3.1 Do more activities for teenagers. Youth club? No one asks or comes around to ask us what we need. Skatepark.</p>	<p>The parish council has supported young peoples' groups for many years through its grants and donations policy. Its income from residents is limited to paying for essential maintenance in the parish, and does not have the resources to fund large scale activities.</p> <p>If you have any suggestions for what you would like to see provided for young people, please contact the Clerk's Office.</p>
4 ENGAGEMENT	
<p>4.1 No councillors bother to come and see us to check our needs No use to Island Shop. We sometimes need help Not enough contact to make informed decisions We used to see a councillor at times. Please show yourself.</p>	<p>The parish council has listened to all comments that were made during the survey, and is very aware that although a very high percentage of people (84%) believe the council keeps them well informed, it can always improve.</p> <p>At its September 2019 public meeting, councillors agreed a new Engagement & Media Policy that will set out new ways in which it will reach out to its residents. We will post more information about this on the parish noticeboards.</p>
<p>4.2 Put some younger people on the council</p>	<p>It's residents who decide who should be a councillor. Anyone over the age of 18 is able to stand for election when there are vacancies on the parish council. When a vacancy occurs, it will always be publicised on the parish notice boards and on the council's website and Facebook page. Appointment is either by public election or a decision of councillors.</p> <p>If you are interested in possible vacancies, please contact the Clerk's Office for more information.</p>
5 PUBLICITY	
<p>5.1 We need to know more before issues are discussed</p> <p>No paper work on what's going on You don't publicise what you do for us You don't publicise your work</p>	<p>Everything that councillors discuss at their public meeting is included in the agenda that is published 4 days beforehand. There is always a copy on the parish noticeboard and on our website. You can also read and download all the reports that councillors use in their public meetings when making decisions. A record (minutes) of what decisions and actions are taken in the public meetings is produced about 7 days afterwards.</p>
<p>5.2 A letter or email would help I know you can read about meetings on the parish noticeboard, but it is long and tedious</p>	<p>Parish noticeboards are still a popular way to reach out to residents who do not use the internet. The agenda and minutes you see published there (as well as on our website) are a legal requirement that</p>

	<p>we must comply with, and there is not enough room to display two sets of documents.</p> <p>Councillors are planning to install more noticeboards around the parish at Pengover Green, Lower Clicker and Island Shop.</p>
<p>5.3 Bullet notes would be good in the parish magazine/in shop Improvements can be made as sometimes folk will not cross the road for information</p> <p>It would be nice to have more communications of things that are happening/upcoming/to-be-discussed (whether it is via the Parish mag or a monthly update on the notice board).</p> <p>Other PCs provide the parish magazine free</p>	<p>The parish magazine is published by volunteers from St Lalluwys Church, and they have kindly agreed to print regular articles this year to explain what has been happening with the boundary review. Councillors have decided that they will continue to provide a regular feature for the parish magazine for the foreseeable future, subject to agreement with the church.</p> <p>Councillors are also talking to the Church Council to explore ways in which the parish council can give more support to the magazine by either subsidising the cost of production or helping to distribute it more widely.</p>
<p>5.4 Why didn't we know earlier about Liskeard's plans?</p>	<p>The Parish Council only discovered what Liskeard's plans were on 22 February 2019 when the Menheniot Clerk telephoned Liskeard's Clerk to ask if rumours he had heard about a change in boundary were correct. Before that date, Liskeard had been discussing its proposals for Menheniot with another parish that lies adjacent to their current boundary – not with us.</p> <p>Once your councillors were aware of these plans, they invited the town clerk to attend their public meeting on 21 March 2019 and explain what their proposals were. Since then, discussion on the boundary plans have been a standing item at every council meeting. You can follow developments in the minutes that are published soon after. We will continue to update residents with developments every month until a final decision is made and accepted.</p> <p>You can also subscribe to the parish council's monthly Newsletter that provides regular news about the boundary changes. We also post news about the changes on the front page of the council's website.</p>
<p>5.5 think new developments should be publicised more widely.</p> <p>We had no idea about planning permission for Costa's for example</p>	<p>The parish council goes to great lengths to keep residents updated on planning applications and their outcomes. Visit the 'Planning' section of the council's website to read more. Every Friday, the parish council publishes a weekly list of all planning applications and decisions that are made in Menheniot. Download it from our website or follow us on Facebook for alerts. Details of all applications are published in the public meeting agenda, available on the parish noticeboards and website.</p> <p>You are welcome to attend any public meeting of the parish council to make your views known on any</p>

	<p>planning application. Write in or email if you cannot attend.</p> <p>You can also subscribe to planning applications and developments direct from Cornwall Council. Search online for 'Planning Cornwall Council'</p> <p>The application for Costa coffee was included on the council's agenda for its meeting on 19 April 2018 and published in its Weekly Planning Report on 20 April 2018. All these documents were displayed on the parish notice boards at Merrymeet and outside the Spar shop in the village centre, as well as on our website and Facebook page.</p>
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6 COUNCIL MANAGEMENT

<p>6.1 Again my concern is about openness prior to decision making but this depends on who is present to give opinions</p> <p>I have concerns over personal opinions and ideas sometimes getting in the way of what is actually best for the parish. I trust they have the Parishes best interests at heart and genuinely care. I would like to trust the parish council if they have the power</p> <p>It certainly acts to support vested interests</p> <p>It depends on the issue. LC &CC are driven by a variety of factors - sometimes even public interest, but mainly political advantage</p> <p>Know nothing about what they do. Closed shop?</p> <p>Only interested in their own gain only go to meetings when they want to</p> <p>The composition of MPC needs to change - maximum term of 6 years</p> <p>We shall see how the Parish Council can represent us and influence other Authorities on our behalf as present Parishioners</p>	<p>Councillors make their decisions according to laws passed by Act of Parliament and Regulations that come from the Ministry of Housing, Communities & Local Government. The council's own rules are contained in its Standing Orders (available on the website). Any reports that councillors use to make their decisions are published before the public meeting on the website, so you can see for yourself what information and advice is available to them.</p> <p>Decisions are made by majority vote in public. Whilst councillors may have personal opinions on a topic or issue, when they are acting as councillors in the public meeting, they must comply with the law and other regulations.</p> <p>Public meetings are open to the public so you can come along and see for yourself how the council works and how councillors make their decisions. You don't need to give notice of your attendance, and time is available at the start of every meeting where residents can raise matters of concern with your councillors.</p> <p>Councillors stand for election every 4 years, and anyone over the age of 18 is entitled to stand. There is no legal limit to the number of years that a councillor may sit for, and the parish can benefit from the long service that many councillors give because of their local knowledge. All councillors are expected to attend every meeting. In practice, there will always be reasons why every councillor cannot (such as illness or work commitments). The Clerk's Office keeps a record of every councillor's attendance and this is available to you as well.</p> <p>The way in which councillors behave and make their decisions is governed by their Code of Conduct (copy available on the website). If any resident feels that they infringed the Code or are acting out of self-interest or personal gain, they should raise the matter with the Clerk and take his advice.</p>
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<p>6.2 Has parish council less influence in county council now?</p>	<p>The parish council receives an average of one request every week to consult with Cornwall Council on matters that affect our residents. Where the Chair of the parish council thinks it appropriate, these consultations are brought to the public meeting for discussion, and this is where we can influence policy.</p> <p>Where residents have complaints about services provided by Cornwall Council, the best way is to report it directly online. This link explains how to complain: www.cornwall.gov.uk/report-it/</p> <p>If you are dissatisfied with the way your complaint has been handled, please contact the Clerk's Office, and one of your councillors can discuss it with you. If needed, we can always involve your Cornwall Councillor Phil Seeva.</p>
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7 STAY CONNECTED

<p>Parish website www.menheniotparish.org.uk</p>	<p>The website is the best place to find details of all meetings, planning, council policies, grants & donations and information about our allotments.</p> <p>The front page will always have up to date information about topical items that affect the parish.</p>
<p>Parish meetings www.menheniotparish.org.uk/the-council/meetings/</p>	<p>The site lists full details of every public meeting, agenda, minutes and councillor reports since 2016. If you want any older documents, the Clerk can locate them for you in our archive and send them to you.</p> <p>Download a copy of the annual meetings calendar.</p>
<p>Planning www.menheniotparish.org.uk/the-council/planning-3/</p>	<p>Copies of our own Weekly Planning Report are published here every Friday morning. Information about how the council makes its planning decisions and how you can make comments.</p>
<p>Parish administration www.menheniotparish.org.uk/the-council/transparency-of-parish-administration/</p>	<p>Details of how the parish council manages itself and the rules and regulations that govern the way it works.</p>
<p>Community safety www.menheniotparish.org.uk/the-council/community-safety/</p>	<p>Aspects of public safety, police reports and other items affecting the parish's security are published here.</p>
<p>Grants & donations www.menheniotparish.org.uk/the-council/grants/</p>	<p>If you belong to a community group that wishes to make application for a small donation or a larger community grant, this page contains details, guidance notes and an application form.</p>
<p>Allotments www.menheniotparish.org.uk/the-council/allotments/</p>	<p>The council has allotments on East Road, Menheniot, adjacent to the Methodist Church, near William Laundry Close. If you want to grow your own or have just run out of space in your garden, you can rent an allotment close to the village centre. FAQs and a sample tenancy agreement are published on this page.</p>

<p>Parish Facebook page www.facebook.com/profile.php?id=100011225559167</p>	<p>Our Facebook page publishes the Weekly Planning Report, plus any other information we receive about the parish that our residents may find useful. Good place to read about road closures, local events, our own and Cornwall Council consultations.</p>
<p>Clerk's Office 01579-342437 Available Monday – Wednesday 9am to midday clerk@menheniotparishcouncil.co.uk</p>	<p>The Clerk's job is a legal requirement of the parish council, and he is employed to give independent and impartial advice to councillors to support their decision making. The same obligation is there for residents as well where you have questions about the work of the council or the services it provides.</p> <p>For all enquiries about the council's work or questions you want directed to individual councillors.</p>
<p>Cllr Jerry Tucker, Chair of Menheniot Parish Council jeremy-tucker@btconnect.com</p>	<p>Chair and the team leader of the parish council</p>
<p>Cllr Phil Seeva phil.seeva@cornwallcouncillors.org.uk</p>	<p>Elected divisional member for Cornwall Council. His area covers the parishes of Menheniot, St Keyne, Quethiock, St Pinnock, Dobwalls & Trewidland.</p>

4 October 2019

Report it

These are the key areas that the parish council has responsibility for. If you have a complaint or concern about any of these items, please contact the parish clerk or any parish councillor to report the matter.



ALLOTMENTS

We rent out allotment space to residents of the parish on East Road. Contact us if you would like to rent out a plot.



BUS SHELTER

The parish council built the bus shelter that stands on the village green. We pay to keep it clean and maintained.



GRANTS & DONATIONS

We run a small grants and donations scheme to fund local organisations whose work we support. Full T&Cs on the website.



GROUND MAINTENANCE

We maintain footpaths and open spaces in the parish by grass cutting, strimming and weed spraying throughout the year.



OPEN SPACES

We own the playing field located by East Road in the centre of the village, and generate an income for the council by hiring it out to sports clubs and associations.



PLAYGROUNDS

We have helped fund the purchase of equipment at Merrymeet and Menheniot centre. We are responsible for maintaining the safety of these facilities, and carry out weekly inspections, and undergo an annual inspection to ensure compliance to RoSPA standards. Please report any defects to the parish clerk.



TOILETS

We own and maintain the public toilets in Menheniot village. This means we pay for cleaning, disposables, electricity and water supplies. They're open 365 days of the year.



PLANNING

We act as consultees for all planning applications made within the parish boundary, and are involved in any other planning matters in any area that adjoins us. Keep updated with our Weekly Planning Report available online or on the parish noticeboard in Menheniot.



CONTACT US

Email the parish council at clerk@menheniotparishcouncil.co.uk if you need any further information. Telephone 01579-342437.