



# Sompting Parish Residents' Survey Report

2017

## **Background to the Survey**

The Sompting Parish Residents' Survey was carried out over August and September 2017 to gather the views of a wide range of Sompting residents on a number of issues. This report compiles the responses, which will be considered by Sompting Parish Council and form part of the Parish Plan, setting the priorities for Sompting Parish over the next 4 years.

319 surveys were returned, representing the views of 550 Sompting residents. In 2011, Sompting counted 8561 residents in total.

The survey was completely anonymous, and has been analysed by an independent organisation. This document concentrates on reporting principally on the direct answers to each question, but further in-depth analysis is possible.

The results of the survey have been presented in this document in various graphic forms, with text summaries highlighted in boxes.

There are also a number of "word clouds" in the report which have been generated by respondents' comments on a given subject, where the size of the word reflects how often it was used. The word clouds illustrate themes in the open questions. Individual anonymous comments may also appear in the document, but feature in list form within the raw data (not published).

*Sompting Parish Council would like to thank everyone who took part in the survey. Your responses are genuinely valued.*

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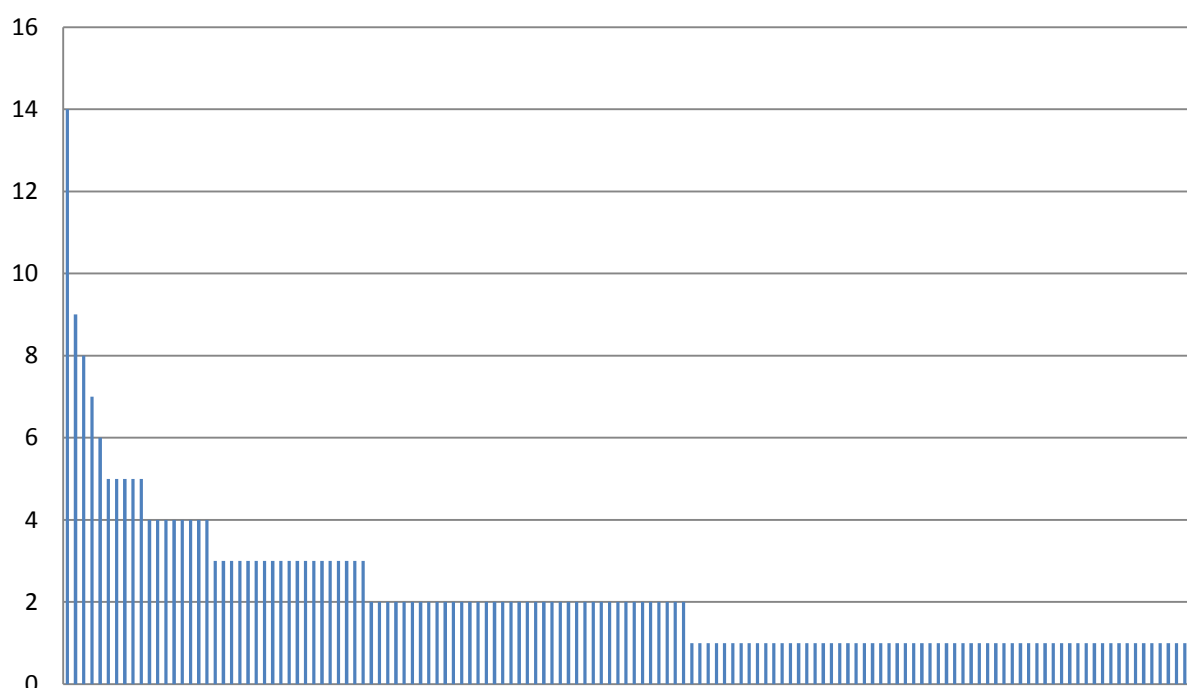
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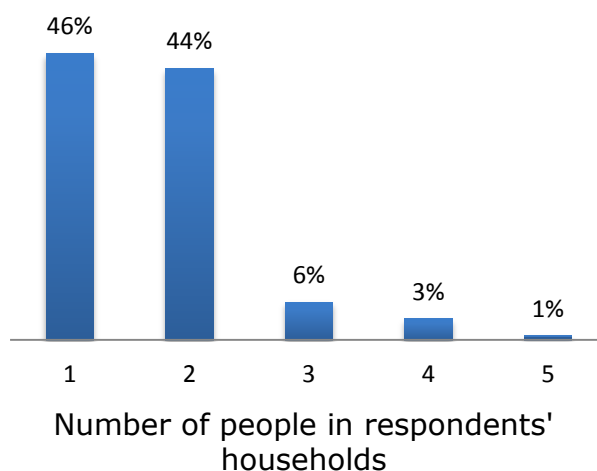
# Section 1: About the respondents

This information is useful in identifying changes in trends since the last survey and will provide information to develop a 4 year plan to improve the lives of all Sompting Residents

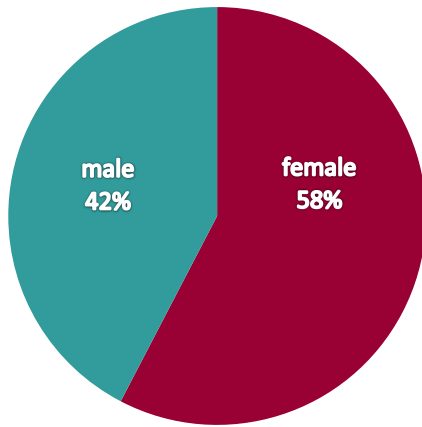
The survey responses came from a wide range of Sompting postcodes, as shown in the graphic below (each bar represents a different postcode):



The survey also showed that 46% of respondents live alone.



## Q1: Gender

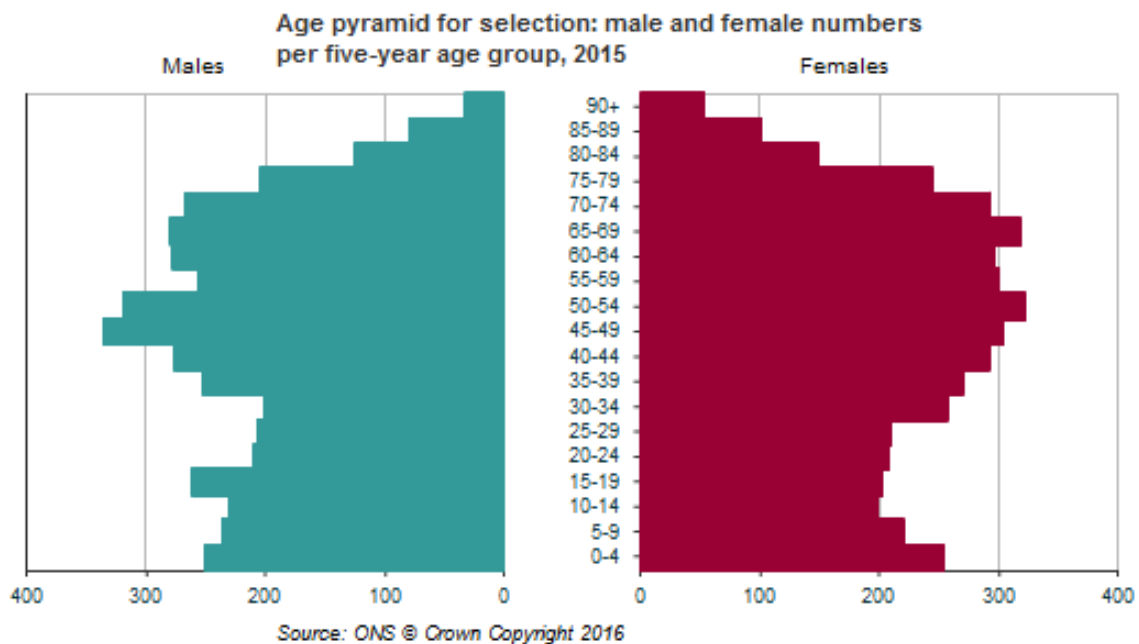


Gender of Respondents

In asking about respondents' gender and age, we are looking at getting a fair representation of the population of Sompting in the data. Ideally, the proportion of men and women respondents, should match that of the population as a whole.

The fewer the number of people asked, the less representative their answers could be.

The pie chart on the left shows the proportion of male and female respondents. The graphic below shows the number of men and women in Sompting in 2015 (including their ages) according to the Office of National Statistics.



- **The gender balance of respondents reflects that of the general population of Sompting**

## Q2: Age

As in the question about gender, here too, we are looking for imbalances. If a section of the population is underrepresented, their voice risks not being heard and more effort is needed to reach out to them. Similarly, if a section of population is over-represented, this could create a bias and inequality.

The most important thing here is to be aware of any potential inequality.

Survey responses		Office of National Statistics 2016	
0-4 years	1%	Under 16 years	17%
5-9 years	2%		
10-13 years	1%		
14-17 years	2%	16-24 years	8.8%
18-24 years	2%	25-64 years	49.8%
25-44 years	8%		
45-59 years	15%		
60-74 years	43%	65-85 years	21.4%
75+ years	26%	85+ years	3.1%

- **The age ranges of the survey respondents are disproportionate to those of Sompting residents.** Please note that percentages below are approximate due to the different age ranges used.
- young people under-represented (6% in the survey compared to approximately 26% of the population)
  - working age people under-represented (approximately 25-35% in the survey compared to approximately 60% of the population)
  - older people over-represented in comparison to the Sompting population as a whole (69% of respondents were over 60 years old, whereas 24.5% of Sompting residents as a whole, are over 65)

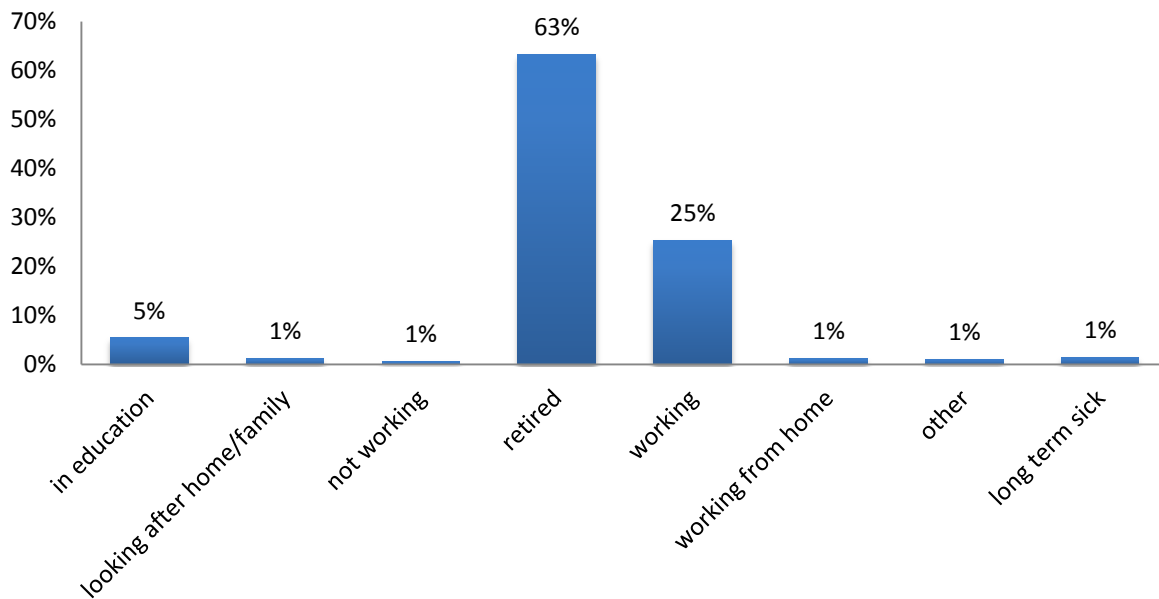
- **Sompting Parish Council should be mindful of this imbalance when assessing the report's findings.**



### **Q3: Occupations**

Occupations can provide really useful insight into a local community that can help inform council's decisions. For example, holding meetings during the day may be useful for people who are retired, but not for those who work.

Below is a graphic showing survey respondents' current occupations. It should be seen in light of the fact that the majority of respondents were over the age of 65 at the time of completing the survey and that young and working age people are under-represented in the survey responses.



- **The majority of respondents said that they are retired, but a significant number (32%) showed that they are occupied during the day, either with paid or unpaid work or education.**

*"Meetings timed so that working people can attend them"*

## Section 2: Thinking about Sompting

This section asked respondents to give up to 3 statements for a series of open questions about Sompting. For each question, you will see a graphic showing the categories each statement falls into, as well as a word-cloud that shows the most frequent words used in the statements, with the largest words used the most frequently

[illegible]

- 
- | Statement categories                         | Percentage |
|--|------------|
| ASB - community safety                       | 0%         |
| Attributes - Community                       | 16%        |
| Attributes - housing                         | 17%        |
| Attributes - natural features                | 15%        |
| Attributes - quality of life                 | 30%        |
| Economy - culture, arts, entertainment       | 1%         |
| Economy - shops, jobs                        | 8%         |
| Infrastructure - public/ community transport | 7%         |
| Infrastructure - road network                | 2%         |
| Services - health provision                  | 2%         |
| Services - non-health services               | 1%         |

- 
- | Statement categories                         | Percentage |
|--|------------|
| ASB - community safety                       | 1%         |
| dog fouling, inconsiderate behaviour         | 0%         |
| Attributes - Community                       | 16%        |
| Attributes - housing                         | 1%         |
| Attributes - natural features                | 30%        |
| Attributes - quality of life                 | 17%        |
| Economy - culture, arts, entertainment       | 5%         |
| Economy - shops, jobs                        | 8%         |
| Health Provision                             | 0%         |
| Infrastructure - public/ community transport | 12%        |
| Infrastructure - road network                | 2%         |
| Services - health provision                  | 3%         |
| Services - non-health services               | 4%         |



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- | Statement categories                         | Percentage |
|--|------------|
| ASB - anti-social driving/parking            | 5%         |
| ASB - community safety                       | 3%         |
| ASB - dog fouling, inconsiderate behaviour   | 6%         |
| Attributes - Community                       | 5%         |
| Attributes - housing                         | 5%         |
| Attributes - natural features                | 2%         |
| Attributes - quality of life                 | 1%         |
| Economy - culture, arts, entertainment       | 2%         |
| Economy - shops, jobs                        | 5%         |
| Infrastructure - public/ community transport | 7%         |
| Infrastructure - road network                | 38%        |
| Services - health provision                  | 1%         |
| Services - non-health services               | 20%        |

## Section 3: Safety in Sompting

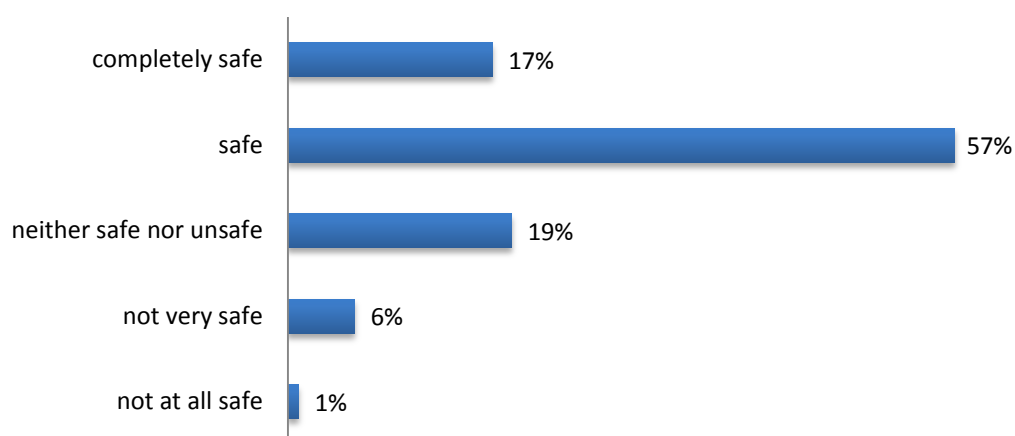
This section looks at respondents' perception of safety in Sompting and asks a number of questions about where people feel safe and how engaged they are with organisations such as the Neighbourhood Watch



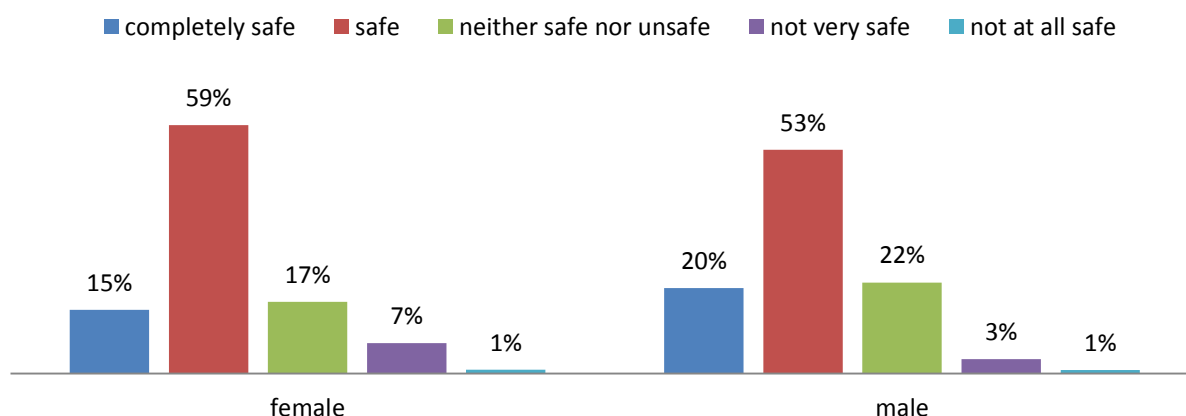
### **Q8: Residents' perception of safety in Sompting**

Feeling safe is a big factor in our health and wellbeing because feeling anxious about personal safety can often impact on the choices residents make about how and when they go out, access services or indeed their confidence in speaking with others.

Gathering respondents' views about how safe they feel in their local area is therefore important, so that local councils and services can respond to local needs.



- **74% of respondents said they either felt safe or completely safe in Sompting**
- **7% said they didn't feel very safe or not at all safe.**

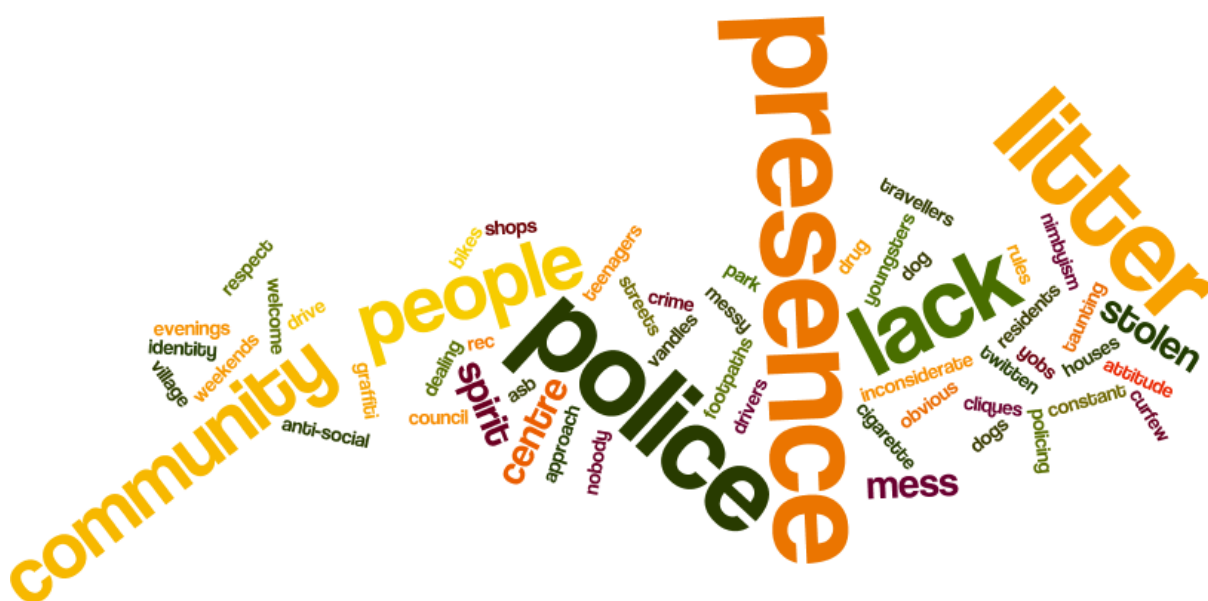


- **More women than men stated they felt safe in Sompting, although more men than women stated they felt very safe.**
- **More women than men felt not very safe in Sompting, although more men than women said they felt neither safe nor unsafe.**



Statement	no (%)	yes (%)
I always feel safe in Sompting	83%	17%
I feel less safe around roads	82%	18%
I feel less safe in parks	69%	31%
I feel less safe in twittens	64%	36%
I feel less safe in rural areas	76%	24%
I feel less safe in residential areas	72%	28%
I feel less safe in shopping areas	49%	51%

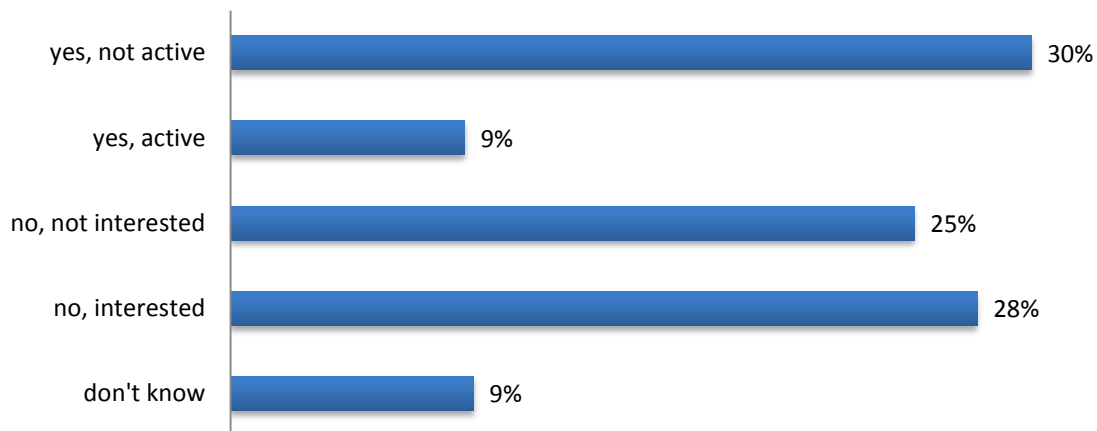
- **Only 17% of respondents say that they always feel safe in Sompting**
- **Shopping areas and twittens are the areas where respondents feel less safe.**



### **Q10: Neighbourhood Watch areas**

Active Neighbourhood Watch groups and Residents' Associations can play an important role in local communities by bringing people together to socialise, look out for each other, improve their areas and give residents a voice.

This question asked residents if they were already part of a group and if so, if it was active. If they weren't already part of a group, respondents were asked if they were interested in being part of one. Neighbourhood Watch groups and Residents' Associations are created and run by local residents, not councils, but councils are often keen to support such groups.

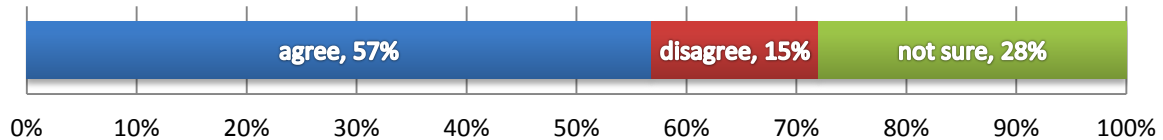


- **39% of respondents said they lived in a Neighbourhood Watch area, but only 9% said it was an active Neighbourhood Watch area (see graphic below).**
- **53% of respondents said they were not in a Neighbourhood Watch area, but over half of those also said that they would be interested in becoming a Neighbourhood Watch area.**



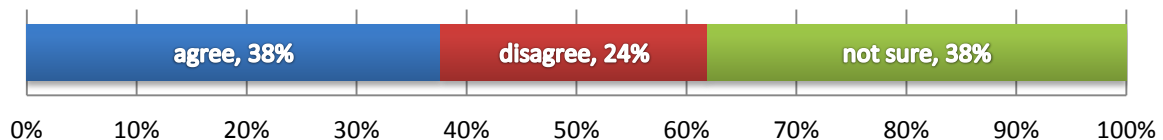
**Q11: Places can feel less safe if they look "unloved". Respondents were asked to agree or disagree with the following statements, based on the thoughts of their household.**

Sompting looks cared for...



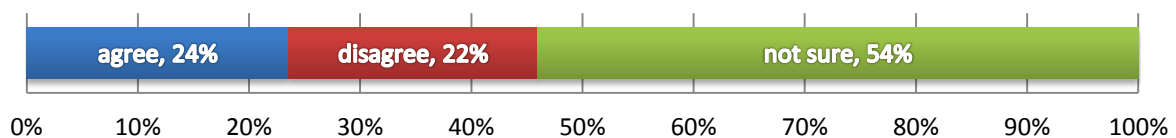
- **The majority of respondents feel that Sompting does look cared for**

There is a litter problem in Sompting.



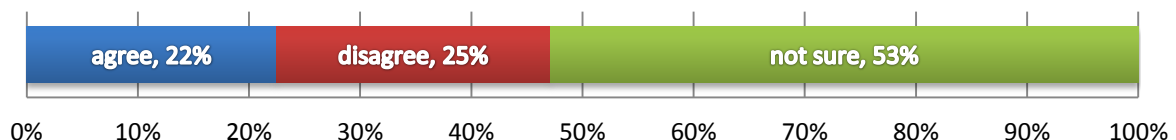
- **Respondents were almost equally divided as to whether Sompting has a litter problem.**

There is a problem with vandalism in Sompting



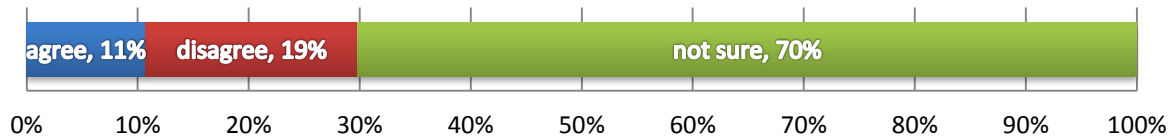
- **The majority of respondents were not sure whether there is a problem with vandalism in Sompting, with equal numbers agreeing and disagreeing.**

I know who to report problems to.



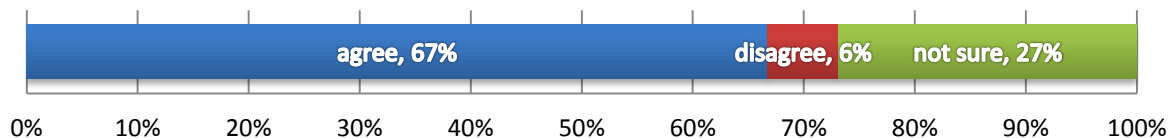
- **The majority of respondents were not sure who to report problems to, with only 22% affirming that they know who to contact.**

I want to help and know how I can.



- **The majority of respondents were not sure if they wanted to help or knew how they could get involved. Only 11% of respondents answered that they were keen to help, while 19% confirmed that they are not.**

Some parts of Sompting need more care.



- **The majority of respondents felt that Sompting needs more care. This is interesting in light of the first point of this question, where the majority of respondents felt that Sompting already looks cared for.**
- **Only 6% of respondents felt that Sompting did not need any more care.**

*"The environment is conducive to civilised society"*

## Section 4: Other organisations' services in Sompting

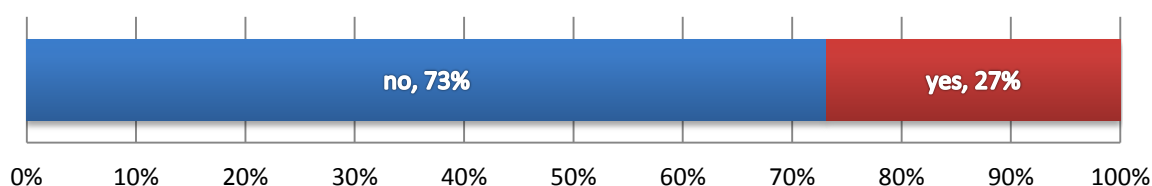
This section concentrates on services provided by other organisations aside from Sompting Parish Council.

However, the answers are still important to help to set the Parish Council's priorities

## Q12: Views on current WSCC Highways services in Sompting

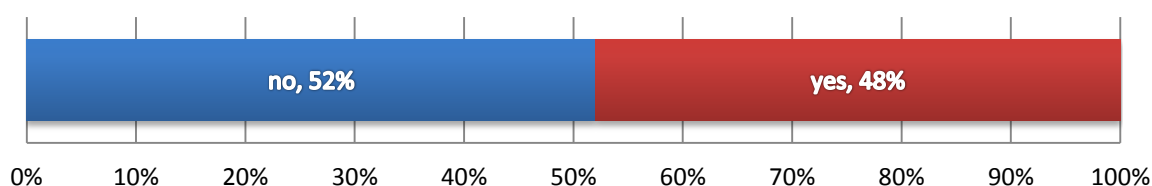


I think there is sufficient road maintenance in Sompting



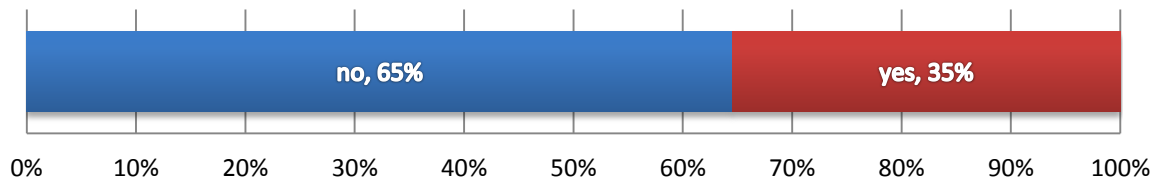
- **The majority of respondents do not feel there is sufficient road maintenance in Sompting**
- Members of the public can report any defects to WSCC Highways via [Love West Sussex](#) (app and website). A Highways Steward will inspect the defect and, if it meets criteria, will schedule it to be fixed.

I think there is sufficient road gritting in Sompting



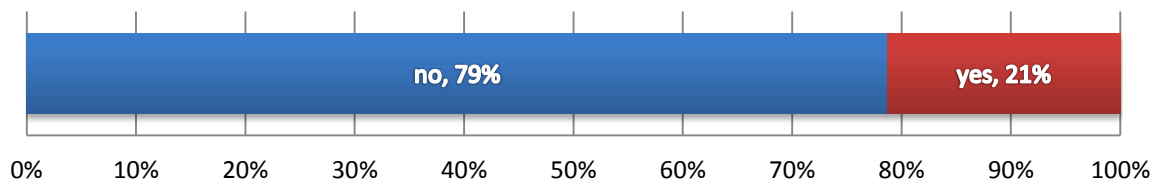
- **The majority of respondents do not feel there is sufficient road gritting in Sompting**
- WSCC Highways grits main roads when required and works with local Parish Councils and Residents' Associations who wish to grit residential roads and pavements in their areas.

I think the grass cutting is sufficient in Sompting



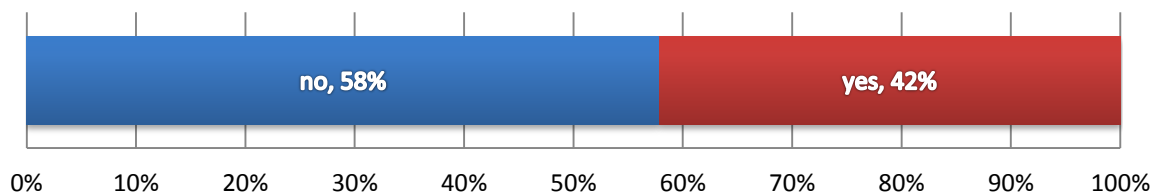
- **The majority of respondents do not feel there is sufficient grass cutting in Sompting, with many mentioning the grass cuttings not being collected.**
- WSCC Highways work with Parish Councils who wish to provide a grass verge cutting service to their local residents.

I think there are sufficient cycle routes in Sompting



- **79% of respondents do not feel there are sufficient cycle routes in Sompting**
- Sustainable Transport, including Walking and Cycling are priorities for WSCC. Residents and organisations should contact their local County Councillor to discuss and/or request Walking & Cycling Infrastructure
- West Sussex County Council, Adur District Council and Sompting Parish Council all have important roles in delivering safe, sustainable infrastructure improvements, working alongside developers and other stakeholders.

I think there is sufficient road drainage in Sompting

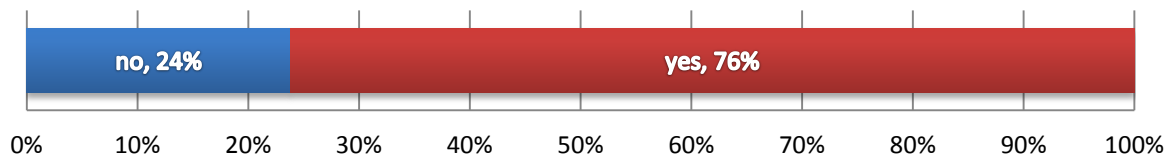


- **58% of respondents feel that there is not sufficient road drainage in Sompting**

**Q13: Views on current access to services from various providers in Sompting**

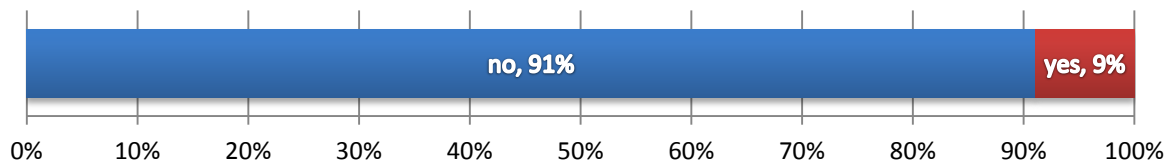


I have sufficient access to **public transport**



- **76% of respondents feel they have sufficient access to public transport, with many citing the frequency as a positive aspect to Sompting.**
- **However, many commented on the lack of public transport in the evening, as well as weekends and bank holidays.**

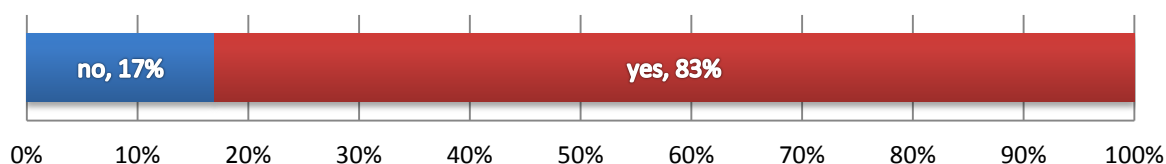
I have sufficient access to **clean public toilets**



- **91% of respondents do not feel they have sufficient access to public toilets in Sompting**
- **Some commented that they were unaware of public toilet facilities in Sompting**

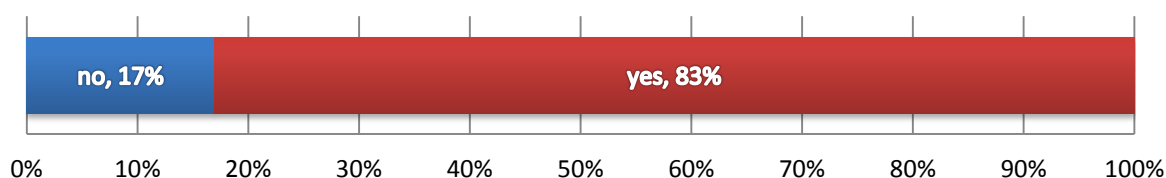


I have sufficient access to **GP services**



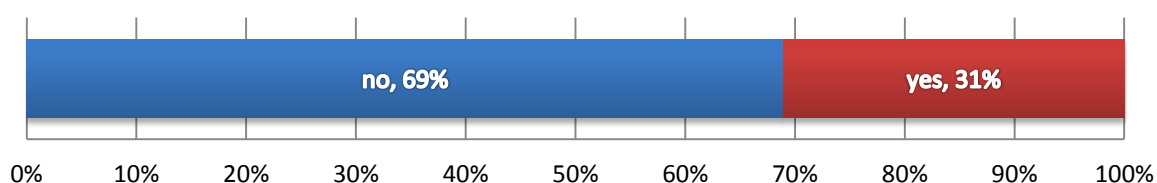
- **The majority of respondents feel they have sufficient access to GP services in Sompting**
- **Some commented on having difficulty getting appointments and on the fact that the surgery had outgrown its premises**

I have sufficient access to **Adult Education**



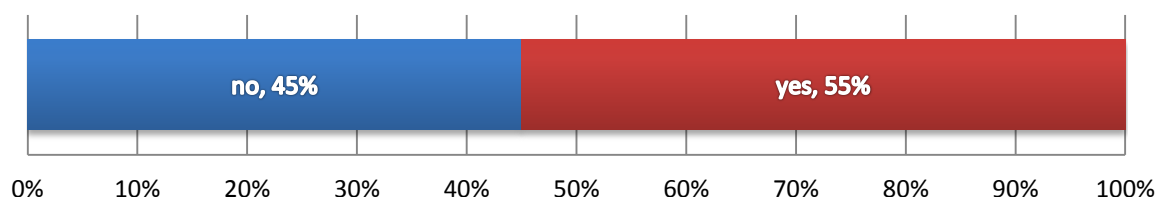
- **The majority of respondents feel they have sufficient access to Adult Education**
- **However, some respondents mentioned the lack of public transport as limiting their access to evening classes and courses**

I have sufficient access to **information**



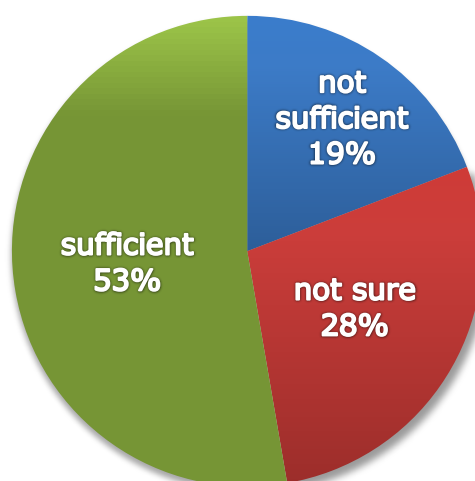
- **The majority of respondents do not feel they have sufficient access to information in Sompting**
- **The survey did not define what that information might relate to**

I have sufficient access to **the internet**



- **Respondents were relatively evenly split as to whether they had sufficient access to the internet.**

**Q14: Broadband speed provision**



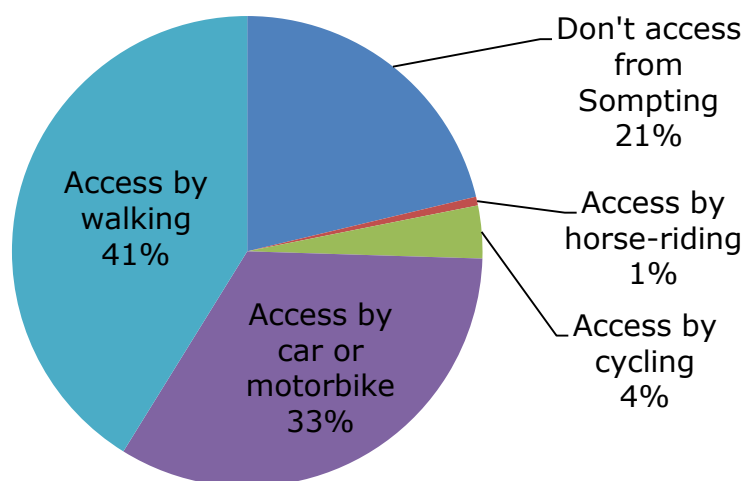
- **The majority of respondents said they have sufficient broadband speeds to meet their household's needs**
- **Near a third of respondents weren't sure if their broadband speed was sufficient.**

## Section 5: Access to the South Downs

The South Downs are on our doorstep, but how accessible are they for Sompting Residents.

The responses in this section will be able to inform Sompting Parish Council and other agencies as to what may need improvement

This questions asks how respondents access the Downs to get some insight into what means are the most important to local residents.

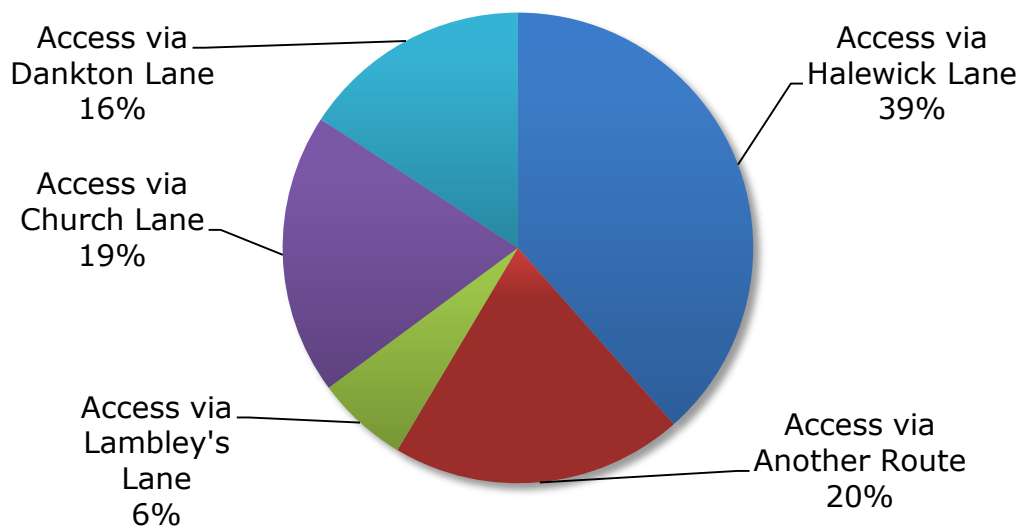


- **41% of respondents said they mainly accessed the Downs by foot, and 33% by car or motorbike**
- **Only 4% of respondents cycled to the Downs and 1% rode on horseback**
- **21% of respondents said they didn't access the Downs from Sompting**

### Q16: Access routes to the South Downs



This question is interested in the routes that Sompting Residents choose to access the South Downs. This information can help inform future policy, development and investment.



- **The most popular route to access the South Downs according to respondents is Halewick Lane, which may also be the most accessible by car**
- **20% of respondents said they accessed the Downs via another route, which could be Lancing.**

## Section 6: Being part of the Parish

This section looks at the ways in which local residents currently engage with Sompting Parish Council, as well as ways in which this can be improved.

## Q17: Engagement

This section asked a number of questions about how the household engages with the Parish and local events.

	Agree	Disagree	Not sure
We know what's going on in Sompting	33%	25%	42%
We receive the Sompting Signpost newsletter	75%	10%	15%
We find the Sompting Signpost newsletter informative	64%	9%	26%
Sompting Parish Council's communication methods are effective	26%	25%	49%
Sompting Parish Council is accessible	22%	21%	57%
There are sufficient community events in Sompting	29%	24%	47%
We attend the Summer Sompting festival	43%	32%	25%
We attend the Christmas Sompting festival	25%	45%	30%

- **The "not sure" answers indicate that more engagement may be needed in certain areas**







- **53% of respondents made suggestions about methods of communication**
  - 21% of respondents made suggestions about print media, especially newsletters, with many asking for regular or monthly newsletters that contain useful information and contact details about council services
  - 14% made suggestions about more or better face-to-face communication through meetings and events, including being approachable
  - 18% made suggestions about electronic communication, including e-newsletters, a Sompting Parish App, email alerts and a user-friendly website
- **9% of respondents made suggestions about locations to present information**
  - Respondents were relatively evenly split between suggestions regarding public areas, such as bus stops and noticeboards and private areas such as local shops
- **38% gave feedback on current methods of communication between Sompting Parish Council and local residents.**
  - 8% of respondents gave negative feedback on communication between Sompting Parish, including experiences of unhelpful or no response to correspondence, not knowing what councillors do and questions around the purpose of a Parish Council
  - 24% gave neutral feedback including requests for the Parish Council to be accessible, to remember that not everyone has a computer and to make sure that all areas in Sompting are covered. Many of the suggestions were around being more proactive and responsive
  - 6% of respondents gave positive feedback on current communication between Sompting Parish Council and residents

*More proactive communication.  
Less 'this is what we've done'.  
More 'this is why we've done things'*

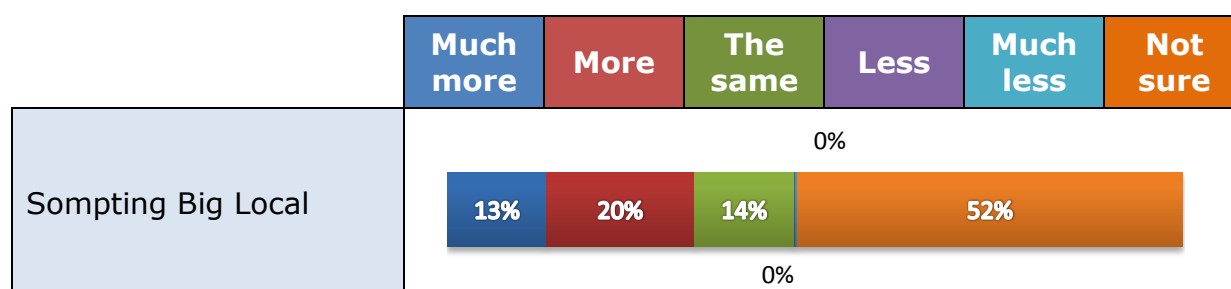
## Section 7: Sompting in Partnership

Many of Sompting's priorities will only be able to happen by working in partnership with other organisations.

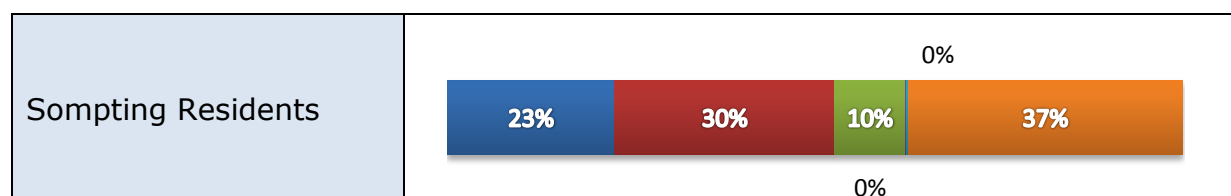
This section looks at respondents' views on what is working well and what could be improved.

## Q20: Views on Sompting Parish Council's partnership working with groups and organisations.

This question asked people's views on the extent to which Sompting Parish Council should work with a number of organisations in comparison to how they perceive Parish Council's current working relationships.

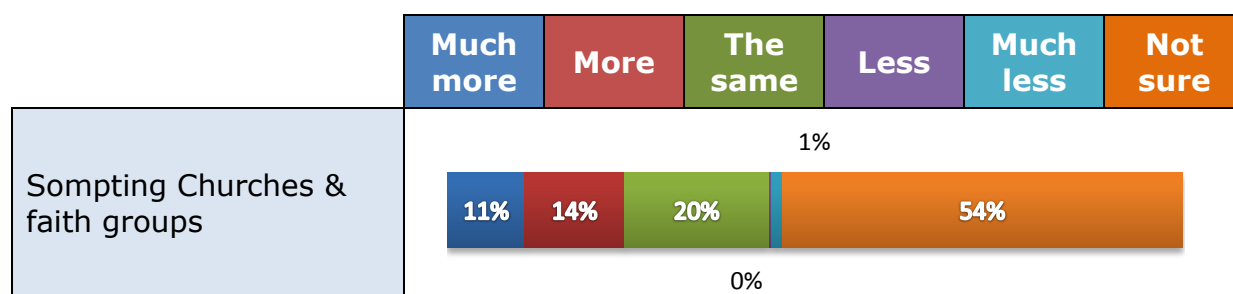


- **More than half of respondents were unsure about the extent to which Sompting Parish Council should work with Sompting Big Local in comparison to current partnership working**
- **A third of all respondents felt that there should be more or much more partnership working between the two organisations.**

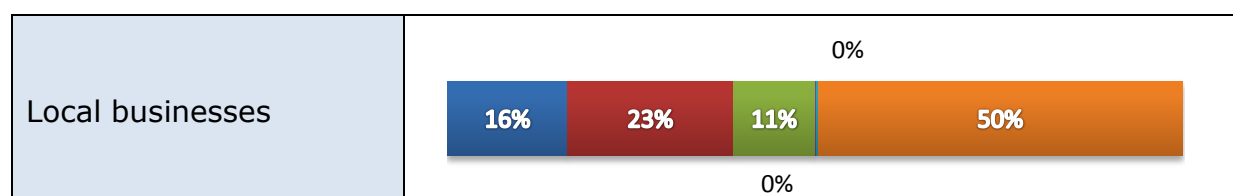


- **53% of respondents felt that Sompting Parish Council should work more or much more in partnership with Sompting residents**

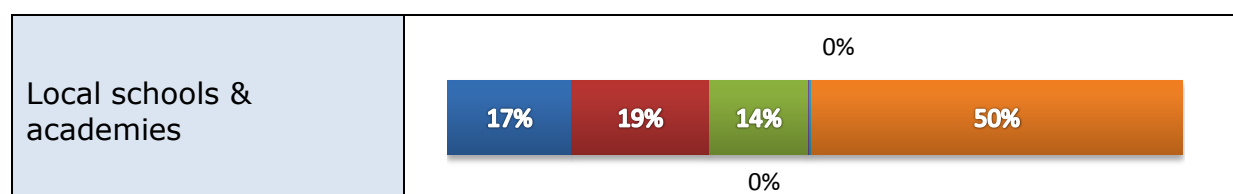
*"Listen to us and be open to new ideas"*



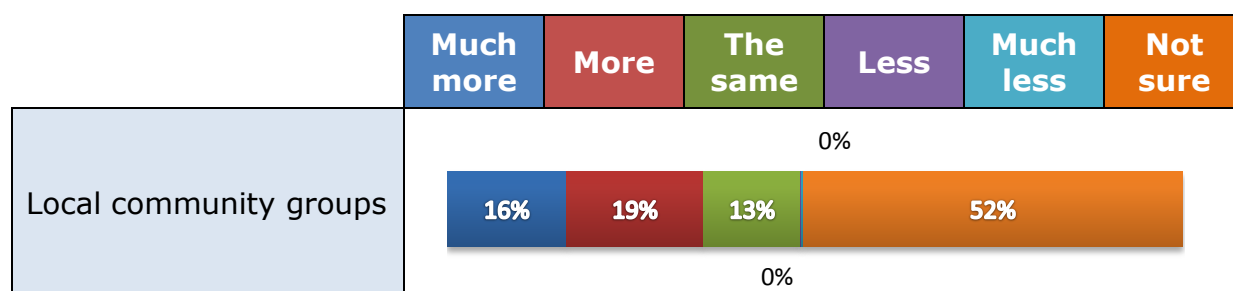
- **20% of respondents were satisfied with current levels of partnership working between Sompting Parish Council and Sompting Churches and Faith Groups.**
- **1% of respondents felt there should be much less partnership working between the two organisations**



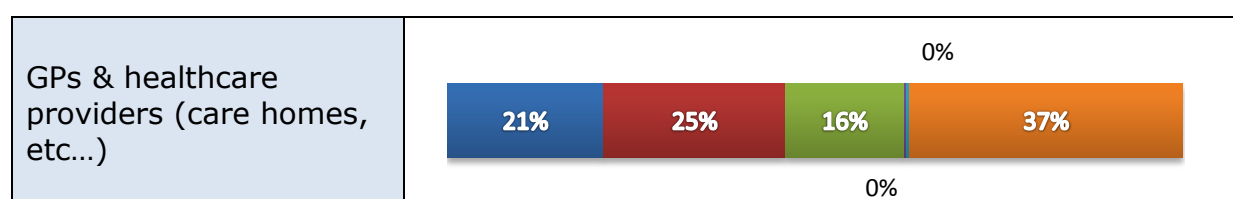
- **39% of respondents thought there should be more or much more partnership working between Sompting Parish Council and local businesses**



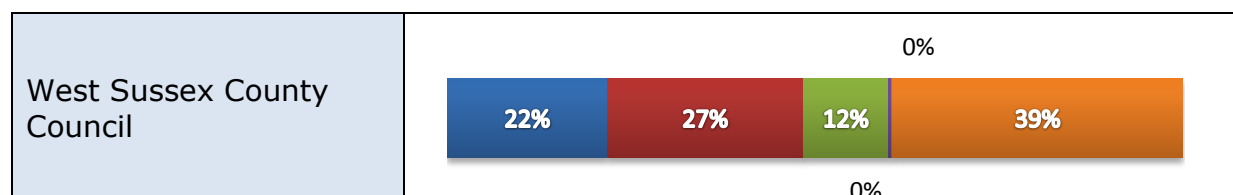
- **36% of respondents thought there should be more or much more partnership working between Sompting Parish Council and local schools and academies**



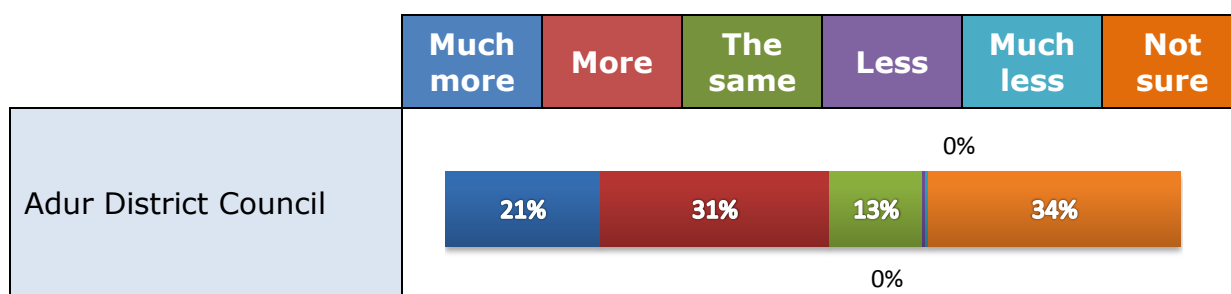
- **35% of respondents thought there should be more or much more partnership working between Sompting Parish Council and local community groups**



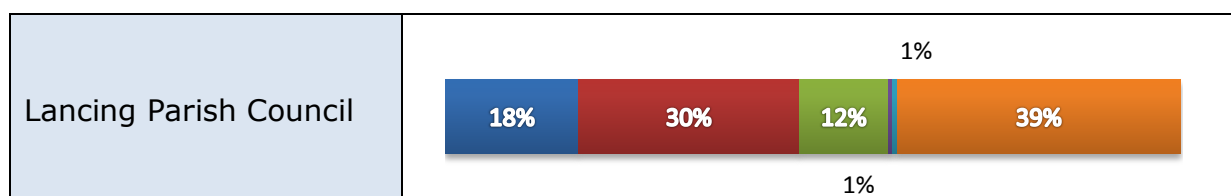
- **46% of respondents thought there should be more or much more partnership working between Sompting Parish Council and GPs and healthcare providers**
- **Only 37% of respondents were not sure**



- **49% of respondents thought there should be more or much more partnership working between Sompting Parish Council and West Sussex County Council**



- **52% of respondents thought there should be more or much more partnership working between Sompting Parish Council and Adur District Council**
- **Only 34% of respondents were not sure**



- **48% of respondents thought there should be more or much more partnership working between Sompting Parish Council and Lancing Parish Council**
- **2% of respondents thought there should be less or much less partnership working with Lancing Parish Council**

- **A significant proportion of respondents were not sure how to answer this question. Improving communication about current and planned partnership working may be beneficial in increasing awareness amongst local residents**

## **Conclusions and Recommendations**

It's really heartening to know that a considerable number of Sompting residents care enough about the place where they live to have invested time and effort in responding to the Residents' Survey 2017.

The vast majority of responses were fair, realistic and constructive, given in good faith so that Sompting Parish Council could listen and act upon them.

Below are some very brief conclusions and recommendations that Sompting Parish Council may wish to consider, based on the analysis of the responses.

### **Section 1: About you and your family**

There was an imbalance in the response rate, with children, young people and working families being under-represented.

- *Improved engagement with these groups of local residents across a range of formats could be really beneficial in helping Sompting Parish Council respond to local need.*

A considerable number of respondents were single-person households of older people.

- *Sompting Parish Council may wish to consider initiatives that it can either lead on or work in partnership with others to support older people and reduce the risk of social isolation.*

### **Section 2: Thinking about Sompting**

The character of Sompting came out loud and clear from respondents in this section, with overwhelmingly positive, optimistic and hopeful outlooks. Respondents spoke frequently about the importance of family and the sense of community and neighbourliness in Sompting. Natural features such as the sea, the Downs and local parks also featured highly, with respondents describing Sompting as a semi-rural village with all the convenient connections of an urban town.



Traffic congestion, anti-social parking and speeding were by far the aspects least liked by respondents. A perceived lack of police presence was also often cited.

### **Section 3: Safety in Sompting**

The overwhelming majority of respondents feel that they are safe in Sompting, which is really positive. However, certain areas, especially twittens and shopping areas were cited as making people feel less safe.

- *Sompting Parish Council may wish to consider ways to help make these areas feel safer, either in partnership with other organisations or independently.*

The responses regarding neighbourhood watch areas were really interesting, with only a small percentage of respondents saying that their existing neighbourhood watch group was active, but a considerable number of respondents suggesting that they would be interested in creating or joining a Neighbourhood Watch group in their area. This suggests that belonging to a Neighbourhood Watch area is valued by local residents.

- *Sompting Parish Council may wish to look at ways in which they can support residents to create and maintain Neighbourhood Watch groups or Residents' Associations.*

### **Section 4: Other organisations' services in Sompting**

This section looked at a variety of services which are provided by other organisations.

Services relating to West Sussex County Council Highways were least satisfactory for respondents. This is not surprising, considering how most of the major concerns and dislikes about Sompting involved the road network and traffic.

- *Sompting Parish Council may wish to consider working more closely in partnership with WSCC to promote the Love West Sussex reporting app and website for road defects, as well as promoting and supporting initiatives that improve local infrastructure.*

Respondents also felt that public toilet provision was unsatisfactory, with some commenting on the lack of provision and others on cleanliness.

- *Sompting Parish Council may wish to work closely in partnership with Adur District Council and others, or independently to ensure that public toilet provision meets local need, including perhaps publishing locations and opening times.*

Access to information was also highlighted as an issue in this section.

- *Sompting Parish Council may wish to consider working independently or in partnership with other organisations to promote and communicate useful information about a range of local services and activities for the benefit of residents.*

## **Section 5: Access to the South Downs**

Having the South Downs so close to Sompting was highlighted as a real attribute, so understanding how respondents currently access the Downs can help inform policy to make them even more accessible. The survey did not ask respondents if they didn't access the Downs, and if so, why not. This might be an interesting question to ask in the next survey as it would highlight barriers and inequality.

Most respondents either accessed the Downs by foot or by car, but very few by bike or horseback. It would be interesting to understand why riders and cyclists are so under-represented and why so many choose to take their car for such a short trip, to go for a walk.

One fifth of respondents said they didn't access the South Downs via Sompting at all.

In terms of routes, Halewick Lane was most cited, along with Mill Hill in Lancing, both of which have sizable car parks.

- *Sompting Parish Council may wish to consider working independently or in partnership with WSCC and the South Downs National Park to promote and support sustainable, easy and safe ways to access the South Downs from Sompting.*

## **Section 6: Being part of the Parish**

This section gathered many helpful suggestions from respondents about Sompting Parish Council's methods and means of communication. One of the major themes to come out of it was that many residents were not aware enough of what was currently on offer to enable them to form an opinion. However, respondents were overwhelming in their wish to see a responsive, accessible and inclusive Parish Council.

The Sompting Signpost is very well received, with many saying it is very informative. When asked what could be improved a significant number of respondents called for more frequent, even monthly and more informative newsletters.

There were also many suggestions regarding electronic methods of communication, including e-newsletters and a Sompting App.

- *Sompting Parish Council may wish to review its current means of communication and look at incorporating respondents' feedback and suggestions into their plans and policies to ensure they meet local need.*

## **Section 7: Sompting in Partnership**

A high proportion of respondents weren't sure how to answer questions in this section, which suggests that they didn't have enough knowledge or information to compare Sompting Parish Council's current working relationships with how the council could be working in the future.

- *Sompting Parish Council may wish to consider promoting and publicising how it works in partnership with other organisations to meet the needs of local residents.*

Of those who were able to make a comparison, the majority called for more or much more partnership working between Sompting Parish Council and the highlighted organisations, with local residents and other local government organisations featuring the highest.

- *Sompting Parish Council may wish to consider building on current partnership relationships, and work more closely with local residents and local government organisations to respond to and meet the needs of Sompting.*