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## Background to the survey

The Yarpole Parish Good Neighbour Scheme (YPGNS) has been approached by Herefordshire Council regarding their "Community Talk Hub Project", a scheme designed to bring residents together, to help them access information and activities to support their wellbeing and independence and to connect to services in the local community. The aims are to

- Strengthen communities.
- Enable neighbourliness and friendships to flourish.
- And to help people support each other and themselves.

We are extremely fortunate in Yarpole to live in a very community spirited Parish, however there are many people within the area who do not get involved in Community activities. This might be because they don't know all that the Parish has to offer, or how to get involved, or perhaps that the community doesn't provide the sort of support and activities that they need or would like to participate in.

With this in mind, and to coincide with the launch of the Community Hub the community groups came together to devise a questionnaire to find out what the community wants, needs and likes were.

We had originally planned to send out the questionnaire in early autumn 2020, however this was delayed by the second COVID lock down. A "warmup" series of articles was placed in the Parishioner before Christmas. The questionnaire was eventually distributed to all households (350) within the community with the February edition of the Parishioner magazine.

Two questionnaires and an information sheet were included in an A5 envelope were delivered to each household. The envelope was printed with a succinct, direct statement describing content and information regarding return of the completed survey were delivered to each household. Extra copies were placed at the main collection point at St Leonard's church. Copies could be downloaded from the Community web site and the Yarpole Wish web page. This coincided with an article in the Parishioner explaining the background to the questionnaire and a plea to fill it in and return it. We estimate the population, and therefore the number of recipients to be 800 and responses have been calculated on that base figure.

The questions were designed to ask the community what they would like, desire or need, and to inform about services that were already in place.

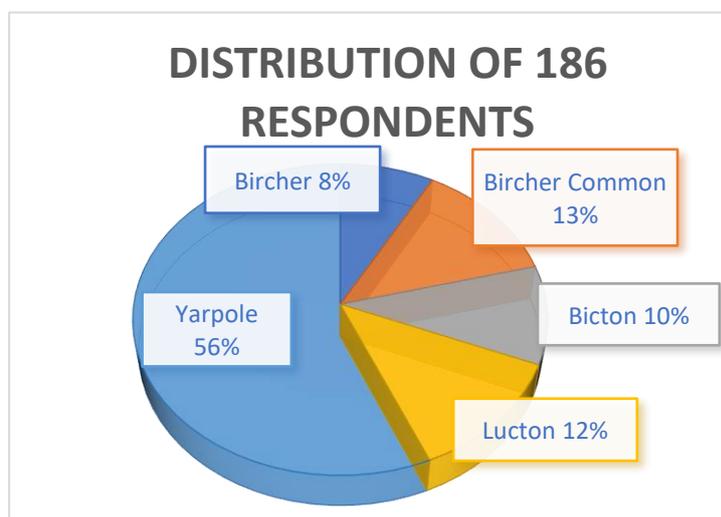
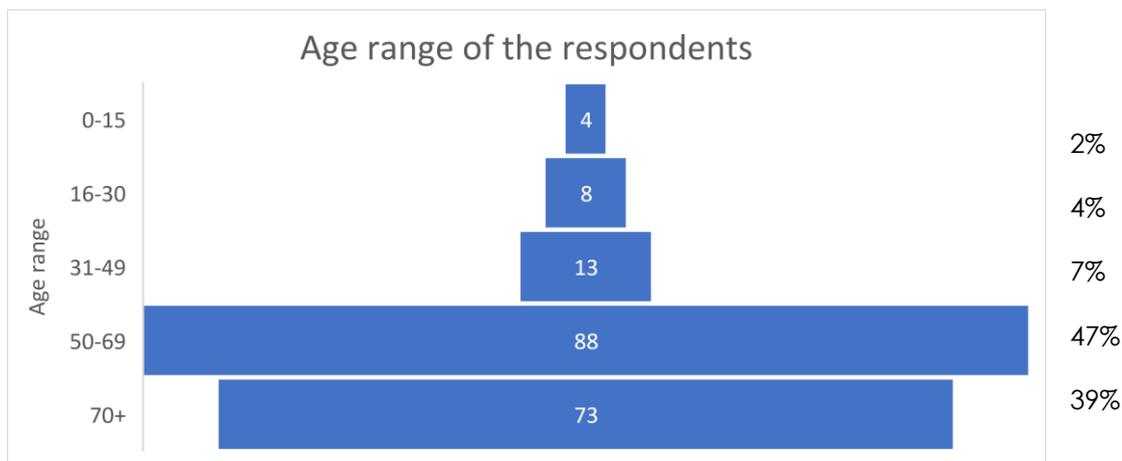
# Analysis

Many positive, some negative comments were received plus many suggestions. Some were specific to particular areas of activity, some had wider implications and some were beyond the scope of the village to deal with. All will be considered by the main organisations cited in the questionnaire and also by the Parish Council.

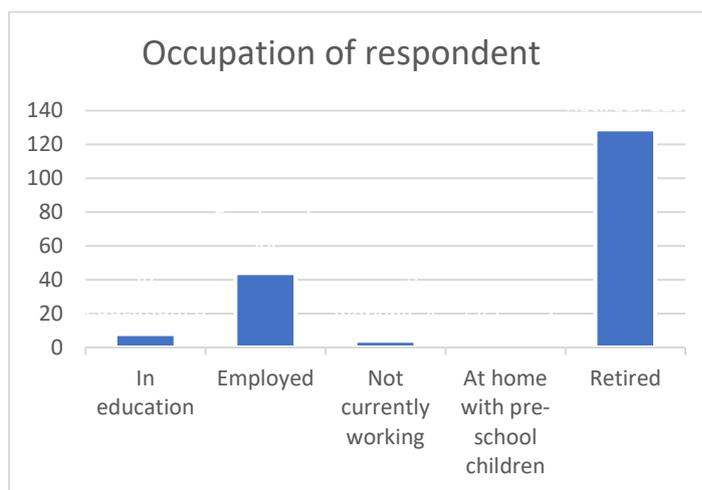
## About you

For analysis, the area was look at as Yarpole / Bircher and Bircher Common / Bicton / Lucton.

350 envelopes containing 2 questionnaires (700 questionnaires) were delivered to the residents within the Parishes with the February edition of the Parishioner and spare copies were left in the church or could be downloaded if households needed more. We have based the analysis calculations on potentially 800 parishioners that could have responded to the questionnaire. Of those 46% were male and 54% female.

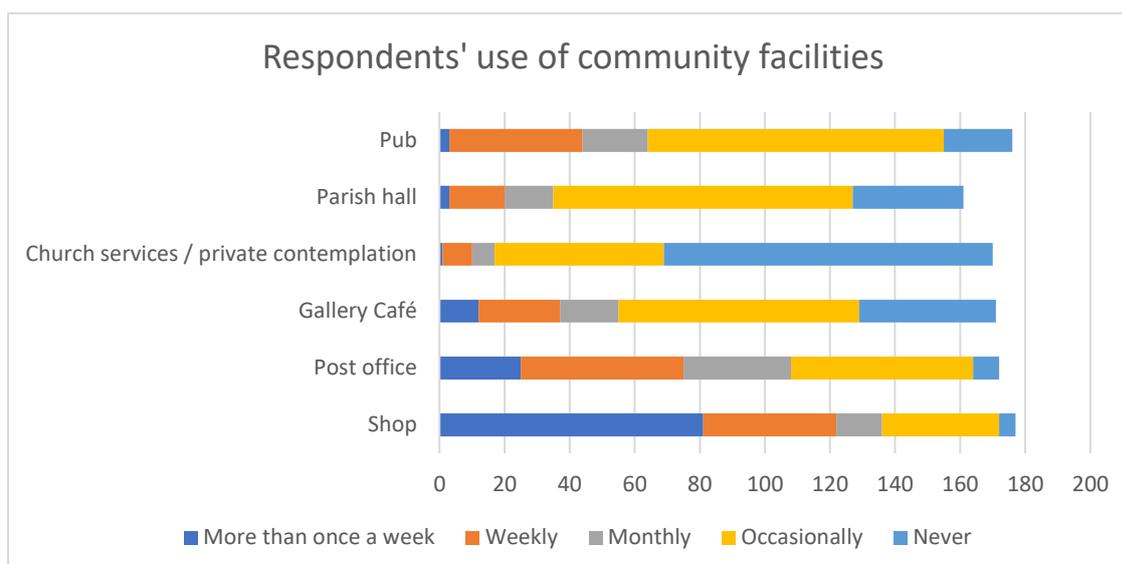


In education	Employed	Not currently working	At home with pre-school children	Retired
8 / 4%	44 / 24%	4 / 2%	1 / 0.5%	129 / 70%



**Key findings:** note: parish hall, pub and café numbers were affected by lockdown closures

- 66% of respondents visited the shop at least once a week
- 40% of respondents used the post office at least once a week
- Some people, particularly in Lucton, found it easier to use shop/PO in Shobdon or Kingsland
- Parking outside St Leonard's was cited as an issue (10% of non Yarpole residents plus 3 Yarpole residents) as was the dangers of the turnout of Green Lane onto the Mortimer Cross Rd.
- Facilities not open in the evening for working people
- 11% of the respondents wanted facilities for children and young people
- 20% of respondents from Yarpole commented, unprompted, on the lack of a mobile signal in the village



	<b>More than once a week</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Occasionally</b>	<b>Never</b>
Pub	3	41	20	91	21
Parish hall	3	17	15	92	34
Church services / private contemplation	1	9	7	52	101
Gallery Café	12	25	18	74	42
Post Office	25	50	33	56	8
Shop	81	41	14	36	5

## Is there any reason why you never use the facilities?

Recent COVID lockdown	12
Infirmity	5
Working during the day	5
Go to other villages	5
Parking was a problem	3
Dangerous road junction at the B4362	3
Like to have the library more central	1
Too many overpriced houses	1

And one person said that they were just antisocial.

Other reasons why people didn't use the facilities were more specific to the Church, Parish Hall and pub. These comments have been included in those specific sections.

# The Community Shop

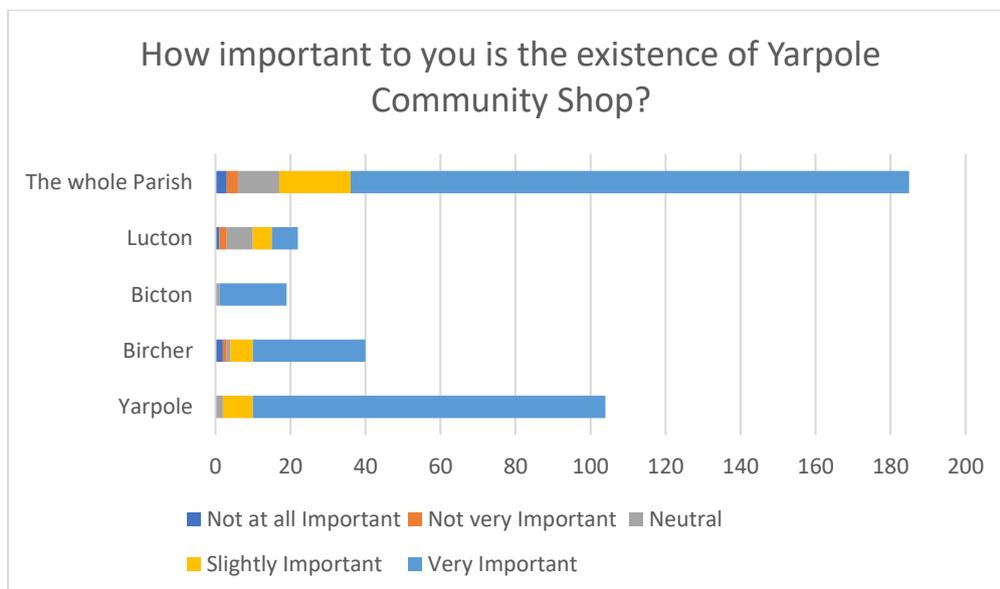
## Key findings:

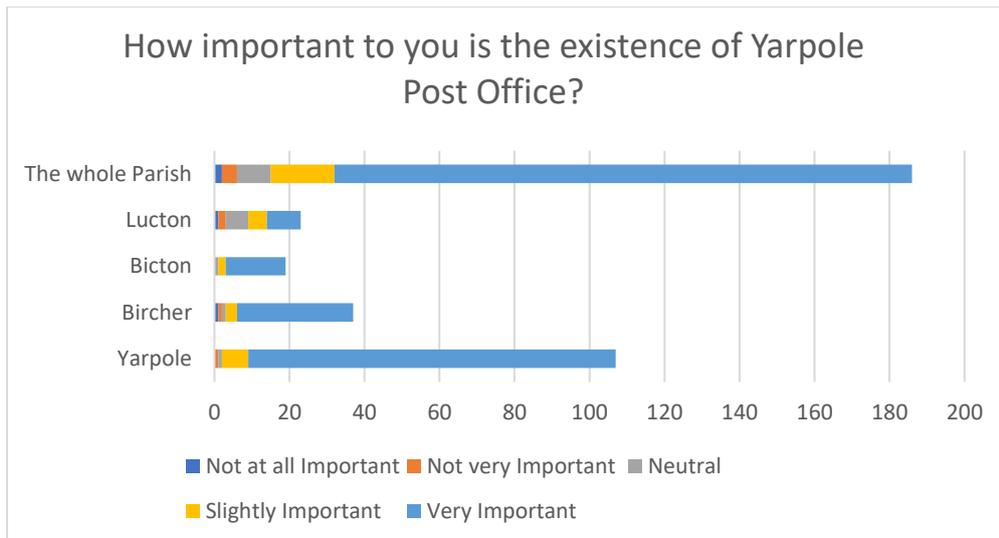
- 80% considered the shop to be important
- 82% considered the post office to be important
- 68% thought shop prices were 'average' with 25% that thought prices were too expensive.
- Only 50% of respondents were shareholders in the shop. (percentages ranges from 51% - 60% across the parish except for Lucton where only two of the respondents were shareholders.)
- Across the parish there was a good understanding of the services offered by the shop, though a lower % of people in Lucton were aware of prescription collection or of the home delivery service.
- 37% of respondents had very positive comments to make about the shop.

The respondents were asked to rank the importance of the continued existence of the community shop and the post office:

Not at all Important	Not very Important	Neutral	Slightly Important	Very Important
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The overwhelming response was "Very important" however it is worth noting the subtle differences between the 4 areas of the Parish.





## Are you a shareholder? (Cost £10)

This question was designed to not only find out who was a shareholder, but to highlight the cost of having a share in the Community shop.

	Yes
Yarpole	64
Bircher	20
Bicton	11
Lucton	2
The whole Parish	97

## What services does the shop provide?

The following set of questions were again designed to not only find out if the respondents knew what the shop had to offer, but also to inform them by the simple act of reading the question.

1. Acts as a prescriptions collection centre (Kingsland surgery)
2. Supplies fresh fruit and veg.
3. Can set up credit accounts.
4. Supplies fresh baked bread and milk.
5. Can arrange a delivery if you are unable to get to the shop.



The information to be gleaned from this data is that most respondents knew that the shop sold fruit, veg, bread and milk, however they were less aware that it acts as a Kingsland prescription centre, can set up accounts and can deliver goods if you can't get into the shop. This was more marked in the outer areas of the Parish, Bircher (and Bircher Common) and Lucton.

## What would encourage you to use the shop more?

### Have you any comments you would like to make regarding the shop?

The answers to these two questions have been grouped together based on the way that the respondents answered both questions.

There were 68 positive responses. They were along the lines of:

“Village shop excellent. Tries to provide good quality locally produced food at a reasonable price.”

“Its brilliant well done to everyone involved.”

Positive suggestions. 22

Comments indicating that the products available were up market or expensive. 17

Longer opening hours 8

Personal or social reasons for not using the shop 13

Other comments 12

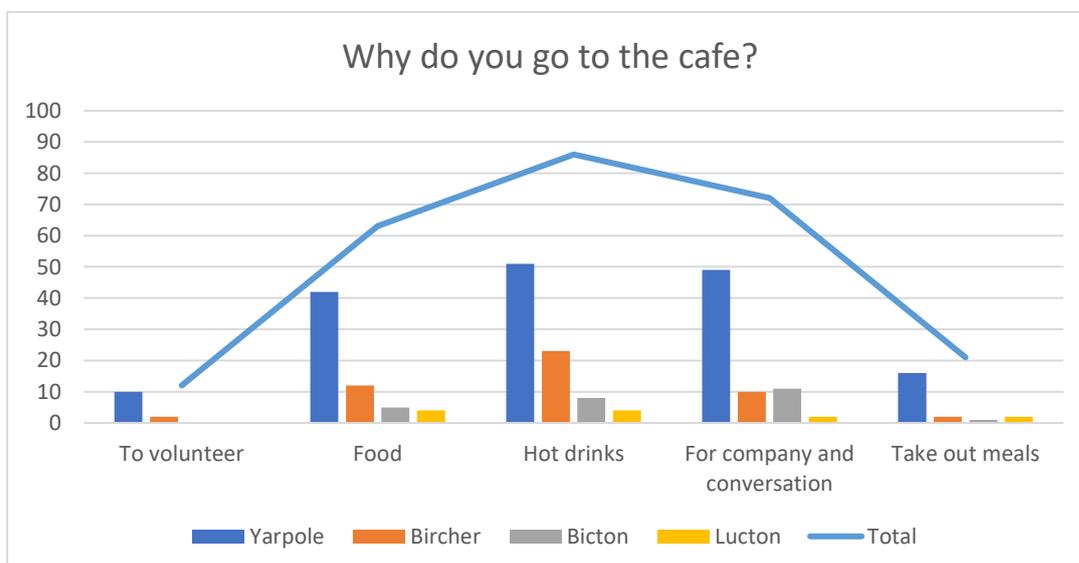
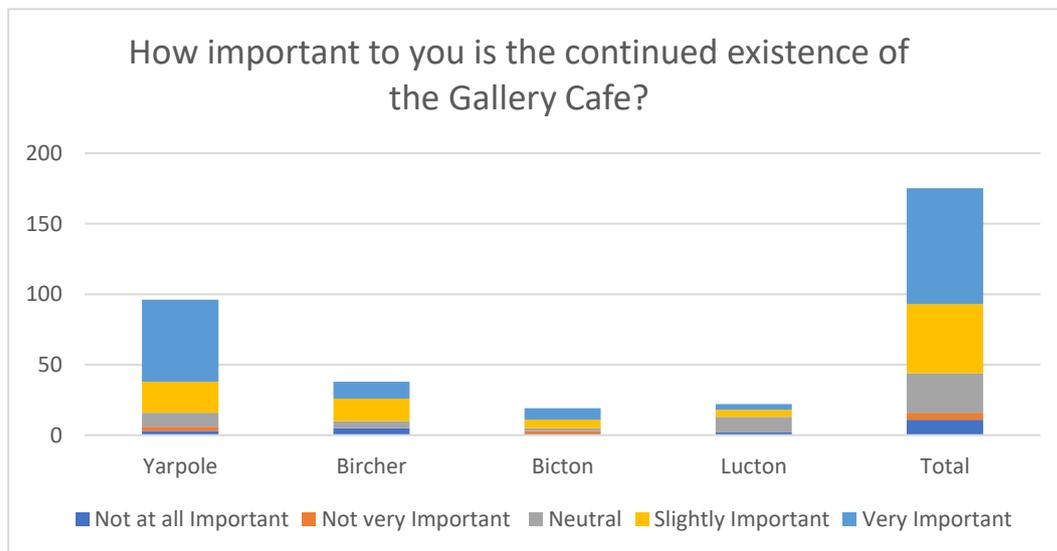
These included:

One person who wouldn't use the shop because of the COVID lock down and 5 that would start using it after the lockdown had ended, and a few other answers based on road conditions/ driving and parking.

# The Gallery Café

## Key findings:

- *Note: the responses may have been affected by the pandemic and prolonged closure*
- *44% of all respondents regarded the café as an important facility, whilst in Yarpole itself 55% considered the café to be important. The % decreased the further the area was from the café*
- *Respondent appreciated the marquee and outside seating arrangements and wanted these to be permanent.*
- *There were several positive comments and suggestions for improvements such as a coffee machine, longer opening hours and better marketing in outlying areas.*
- *38% of respondents cited the social contacts as reasons for going to the café*



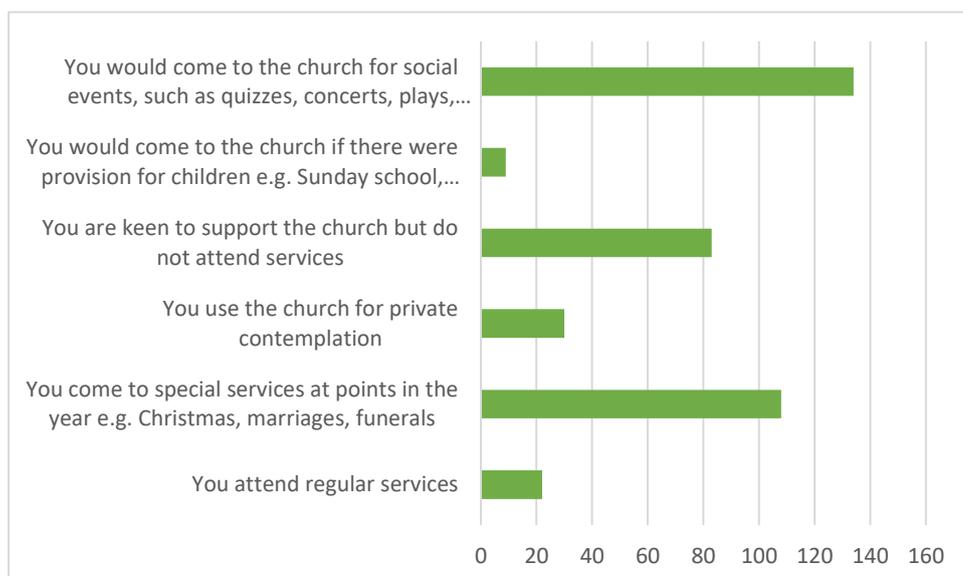
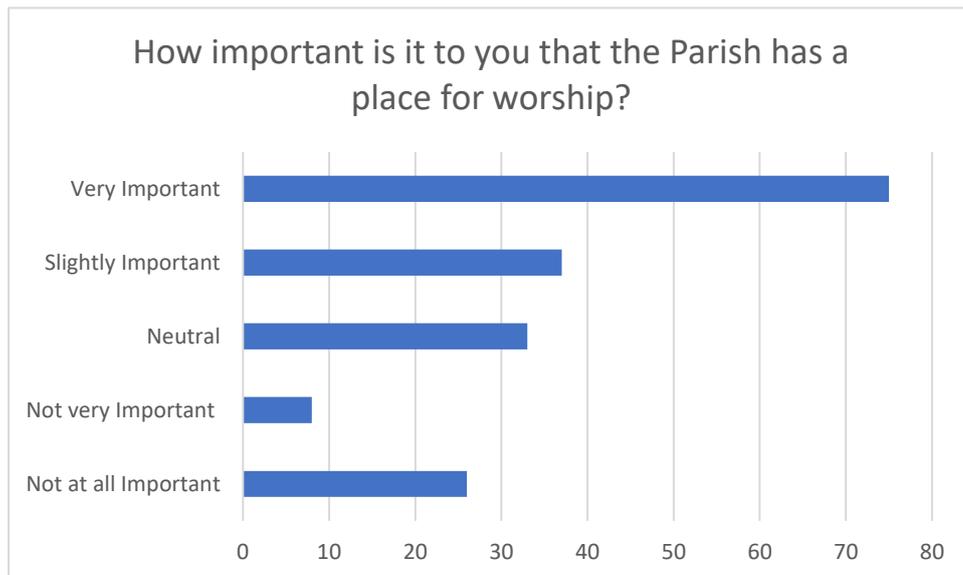
## Have you any suggestions regarding the café?

Positive answers	16
Social / personal reasons why respondents don't use the café	8
Suggestions	22
8 of these related to keeping the marquee erected after the end of COVID.	
4 related to having a coffee machine.	
4 food related suggestions	
2 marketing suggestions	
And 4 other suggestions	

# The Church

## Key findings:

- **40% of respondents thought it important that the parish has a church, with 14 % not considering it important at all.**
- **12% of respondents attend church regularly with 58% attending special services and 47% wanting to support the church in non-religious ways**



## **Any further comments about the church**

Positive comments	13
Use another church in another Parish	6
Need to be more child orientated	4
Religious suggestions	2
Parking is an issue	1

Other comments:

Find church services are not to my liking.

Don't feel very comfortable with organised religion.

I also feel I haven't the time to go to church.

I do not worship in the church.

Don't feel the need to attend services.

The chairs in the church are awful!

I find the chairs desperately uncomfortable so I can hardly sit through an event or service.

More concerts please

Sadly, without a specific vicar for the village it's not as personal as it could be.

The church should not be used for parties. There is a village hall for that purpose, or is it because there is a time limit on village hall and not church?

One person is a bell ringer

Not religious but church important to very many and respect that.

Not able to attend due to our circumstances.

It is difficult for me to access the church facilities

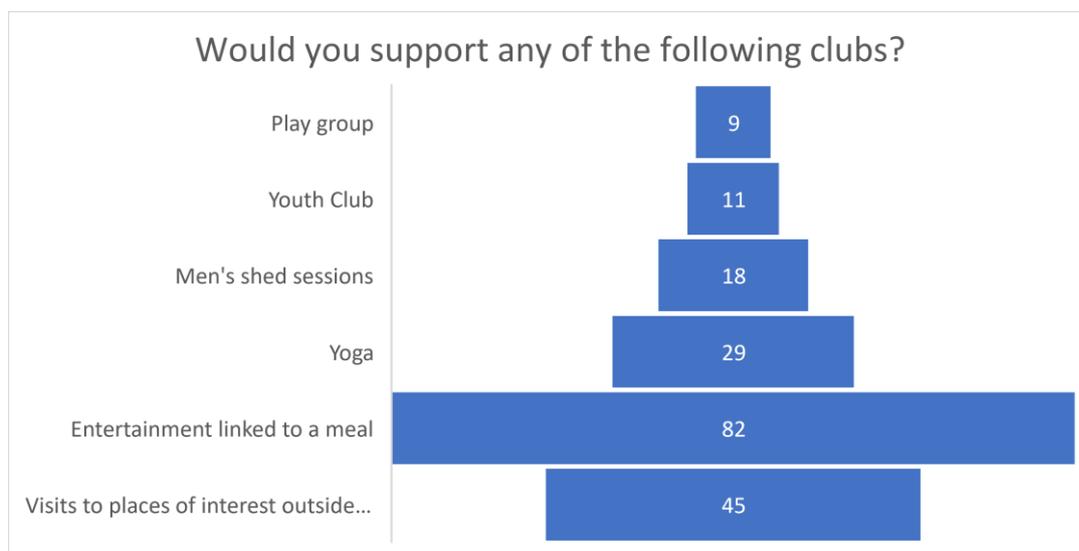
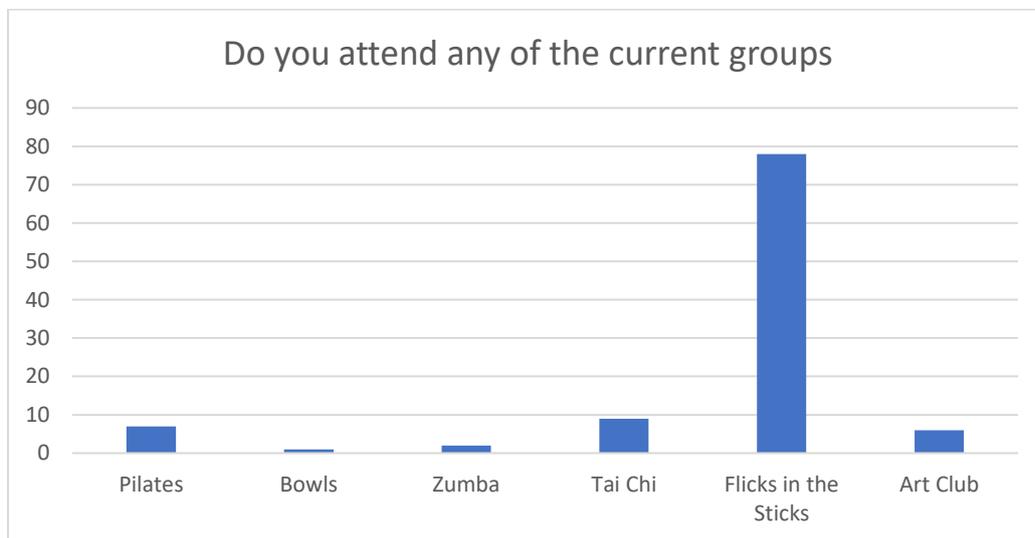
Vestry by altar

# The Parish Hall

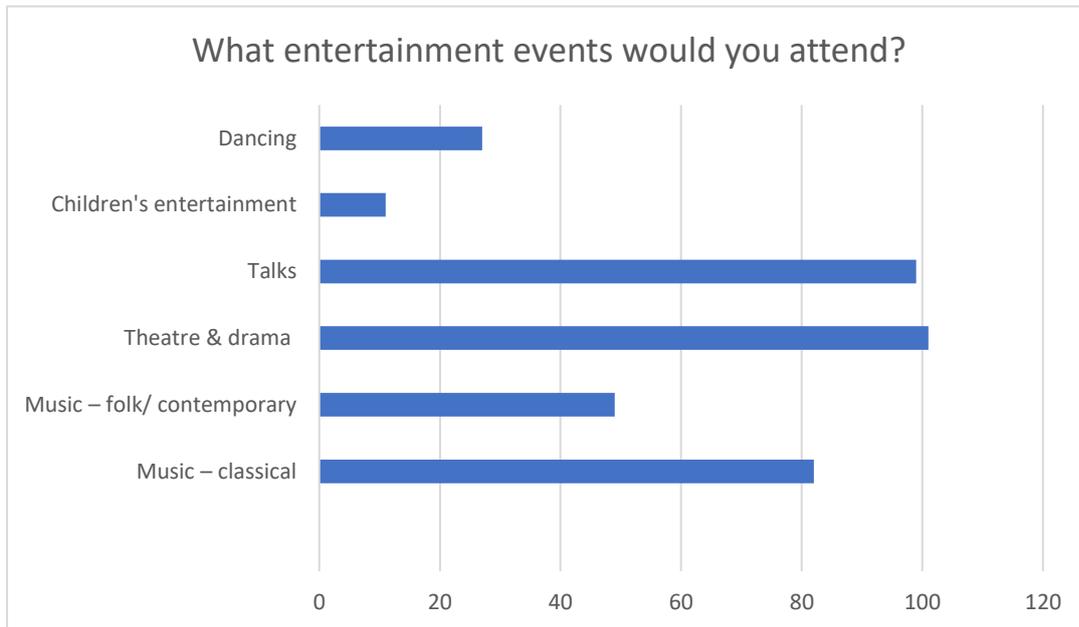
The following set of questions were again designed not only to find out if the respondents knew what sort of groups met regularly at the Parish Hall, but also to inform them by the simple act of reading the question.

**Key findings: note responses were probably affected by prolonged closure**

- By far the most popular current activity was Flicks in the Sticks (42%)
- Entertainment linked to a meal was the most favoured 'new' activity (44%), whilst 24% liked visits to places of interest
- Entertainment? 54% were interested in theatre and drama, 53% in talks and 44% classical music
- A number wanted evening classes and activities for younger people



The following set of questions, although under the heading of the Parish Hall, were designed to ask a wider set of questions regarding the communities' tastes in entertainment.



## What other clubs and activities would you like to see provided at the hall?

### Any other comments regarding the Parish Hall?

The answers to both these questions have been aggregated.

Positive comments 10

35 different activities were suggested, some of which the Parish Hall committee can arrange, many of the others would have to be run by members of the community.

Comments regarding existing groups/classes 9

Other comments 11

## Would you be willing to support the Hall by joining the 200 Club?

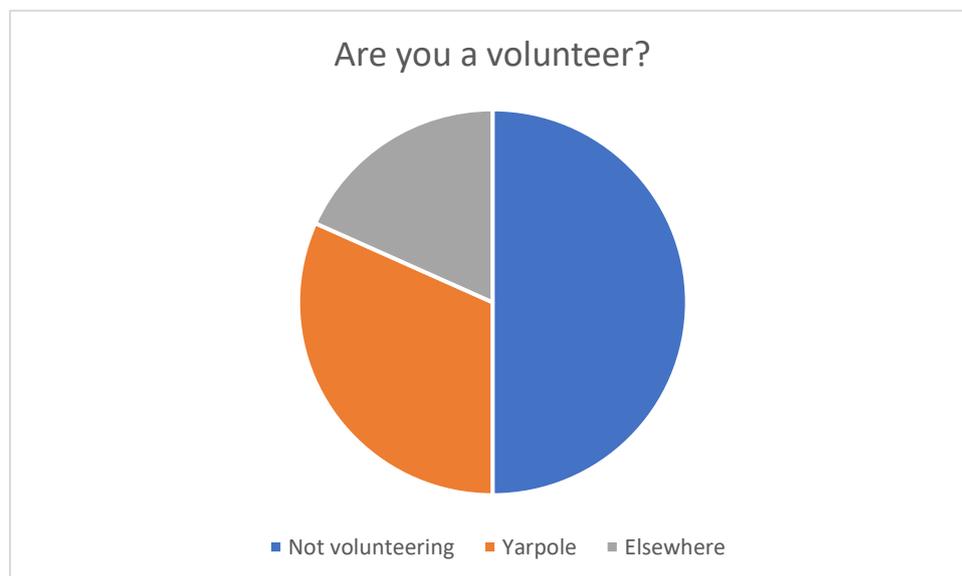
11 respondents answered yes.

# Volunteering

## Key findings:

- **50% of respondents were not currently involved in any volunteer activity in the parish or outside**
- **By far the most important aspects of volunteering were: clarity of role, determining own time commitment, meeting new people and having fun!**
- **A number of people said they were willing to help in various capacities.**

50% of the respondents are volunteering either within the Parish of Yarpole or elsewhere. The split between the different areas of the Parish was comparable.



## **If you are not already a volunteer, would you consider becoming one? What sort of activity would interest you?**

We had a great response to this section, although in hindsight a box for contact details would have helped. The contact details of the volunteers who have ticked these boxes have been passed to the relevant people.

### **Involving face to face contact with another eg, Good Neighbour Scheme, Shop, Café**

14 respondents, not all of them are new volunteers.

### **Administrative support e.g., secretarial, minute taking, bookkeeping, grant fundraising, Parishioner etc.**

2 respondents

**Practical matters e.g., flower arranging, church and grounds, foot paths maintenance, Parish Hall, YPGNS one off maintenance help, gardening events, propagating plants for the plant stall etc.**

17 respondents

**Management e.g., St Leonard's management, Parochial Church Council, The shop, Parish Hall**

3 respondents

**Organising events e.g., fundraisers, fete, visiting performers**

11 respondents

**Helping at events e.g., stewarding, refreshments, setting up/putting away, Stall organising etc**

21 respondents

**Public Service e.g., Parish Council, Neighbourhood Watch etc**

7 respondents

**Other**

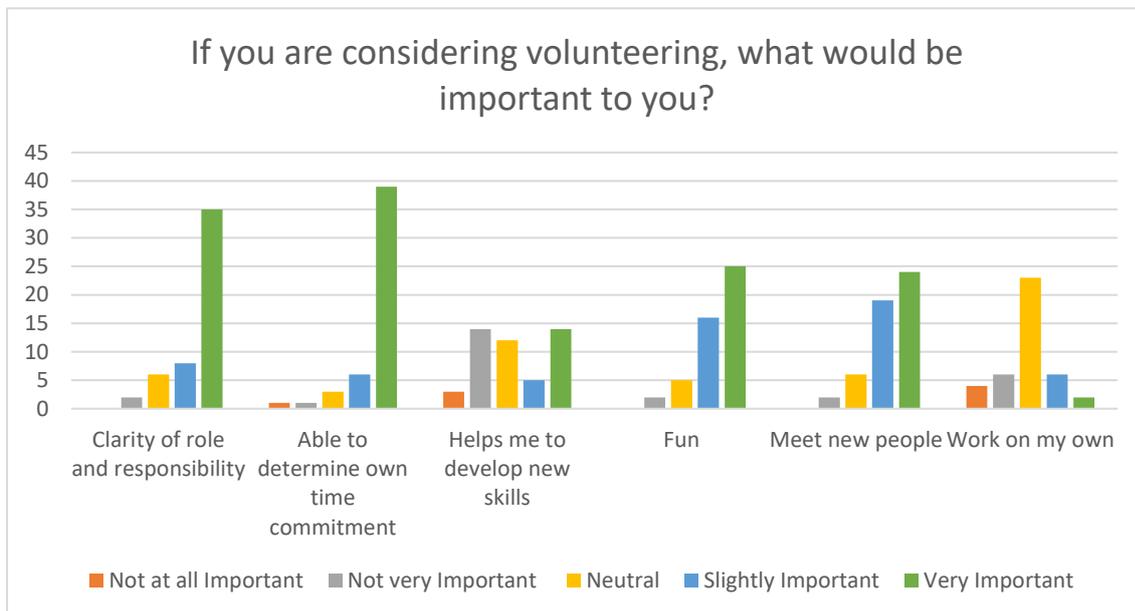
General help 14

Children's playground 5

Mobile phone mast 1

Men's shed group 3

## If you are considering volunteering, what would be important to you?



The final part of this set of questions was:

Use my skills – you may wish to list the ones you would like to use.

Quiz master
Use to run a medical practice
Secretarial, admin
Music for parties, playlists, good communicator, I make a good cup of tea
General experience in all aspects of practical work.
Business management, nursing, training, Voluntary Services Co-ordinator for Wye Valley NHS Trust (retired due to ill health, health permitting I would love to get involved)
Good organiser of group events - used to run a social club for 700 members.
Good with people

These people provided their contact details.

# Communication

## Key findings:

- Most respondents (97%) read the Parishioner. Most people received it delivered to their door.
- Of those that didn't some were younger people who found nothing to interest them in it.
- 34 people have offered to help in some way with the Parishioner
- 95% and 53% of respondents used The Parishioner and Notice boards respectively to find out what is going on, with 36% citing the Community website as their source of information.
- Most respondent were confident in their use of mobile phone and computer.
- 7% would like tuition in using their mobile phone and 12% would like tuition in using their computer
- 9% of respondent were fearful of being scammed on their computer and/or mobile

97% of the respondents said that they read the Parishioner.

## If you don't read it, why not?

very poor sight
no content to interest me (16+ age group)
Nothing of interest in it (16- to 30-year-old)

## What would encourage you to read if?

## What else would you like to see in the magazine

I have combined these two sets of answers:

Suggestions regarding content	11
Hatches and dispatches	4
Content for and from younger people	4
Local trades information	2
Positive comments	18
Phase out paper copies, on-line editions only	1
Easier way to donate	1

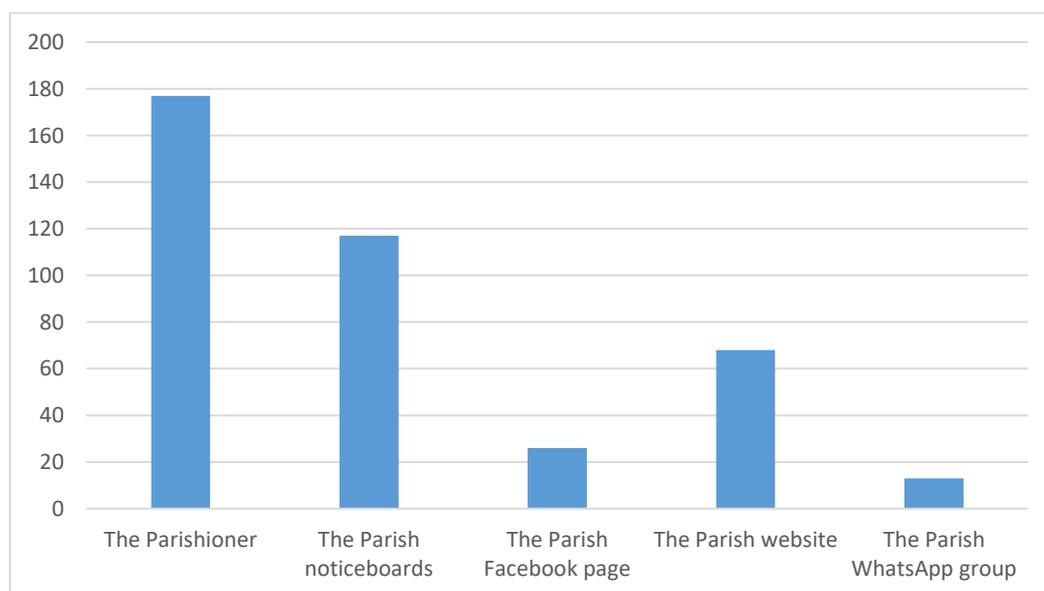
**Would you consider helping in some way with the magazine? For example, articles, photos, compilation, proof reading, distribution etc**

Delivering	9
General help	7
Article writing	6
Photos	2
Proofreading	10

**How do you receive the Parishioner?**

It's delivered?	167
By email?	
Do you read it from the Parish Website?	10
By audio disc?	1
Have you given a donation towards the production of the Parishioner this year?	79

**How do you access general and other information regarding the events and things happening in the Parish?**



## Mobile phones and computers

### If you have a mobile phone, are you able to make full use of its functions?

Confident in your ability to use it to the full	107
Would like some further tuition	14
Comfortable to remain as I am	81
I am terrified of being hacked, scammed or downloading a virus	18

Only 5 people added their contact details regarding extra tuition.

### If you have a computer, do you feel able to make full use of its functions?

Confident in your ability to use it to the full	117
Would like some further tuition	23
Comfortable to remain as I am	74
I am terrified of being hacked, scammed or downloading a virus	17

Again only 4 people added their contact details for tuition.

