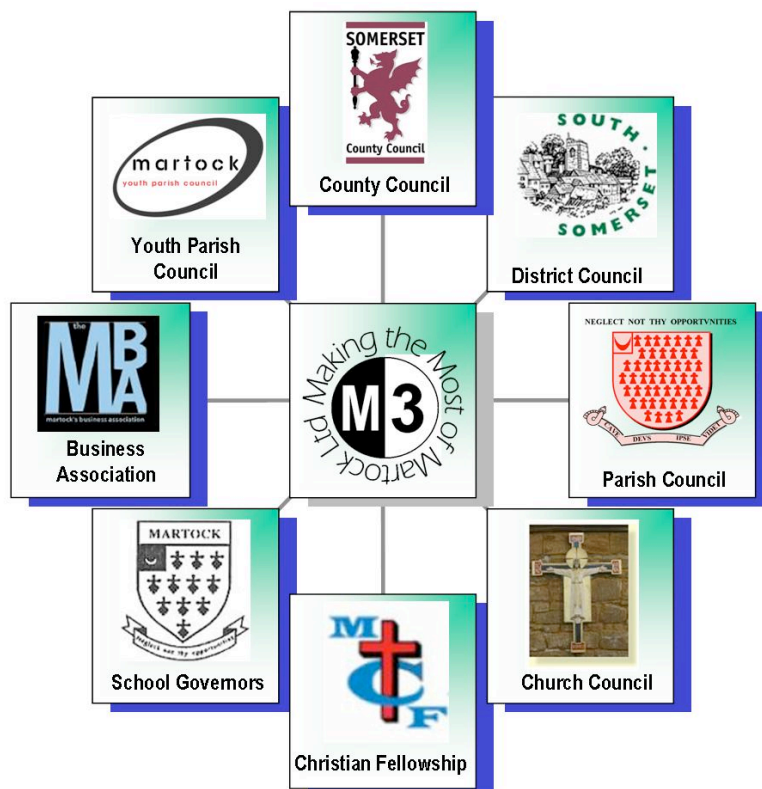


# Making the Most of Martock Community Partnership Local Community Survey Results 2010



## Foreword

In October 2010, Making the Most of Martock Community Partnership (M3CP), published its booklet, *Martock Community Plan 2007, Summary of Progress and Community Survey*,<sup>1</sup> which was an opportunity for every household in Martock, Ash, Kingsbury Episcopi and Long Load (The Ward of Martock) to give its views on the future of Martock.

In 2007 we published a revised 5 year Community Plan,<sup>2</sup> which set out our strategy for the delivery of the Martock Vision until 2012. The Community Plan is a rolling action plan for the Parish of Martock and to that end requires continuous updating to take account of community needs and changing priorities. The 2010 survey was another opportunity to bring Martock's needs and priorities up to date enabling M3CP to consider future projects and initiatives for inclusion in the next iteration of the Martock Community Plan.

This booklet sets out the Community's responses to the 32 questions in the 2010 survey. Nineteen questions required a tick, whilst thirteen questions invited a written comment. 1,800 written comments were received. This booklet shows the most common responses to a particular question. However similar comments were received in response to more than one question, eg comments on traffic came up not only in the traffic related question (2.2), but also in questions 2.1, 2.3, 2.4, and 6.1.

A full list of written responses is available on Martock on Line<sup>3</sup> and in the Martock Library.

The results of this survey have been scrutinised by South Somerset District Council.

Christopher Price

Chair, Making the Most of Martock Community Partnership

May 2011

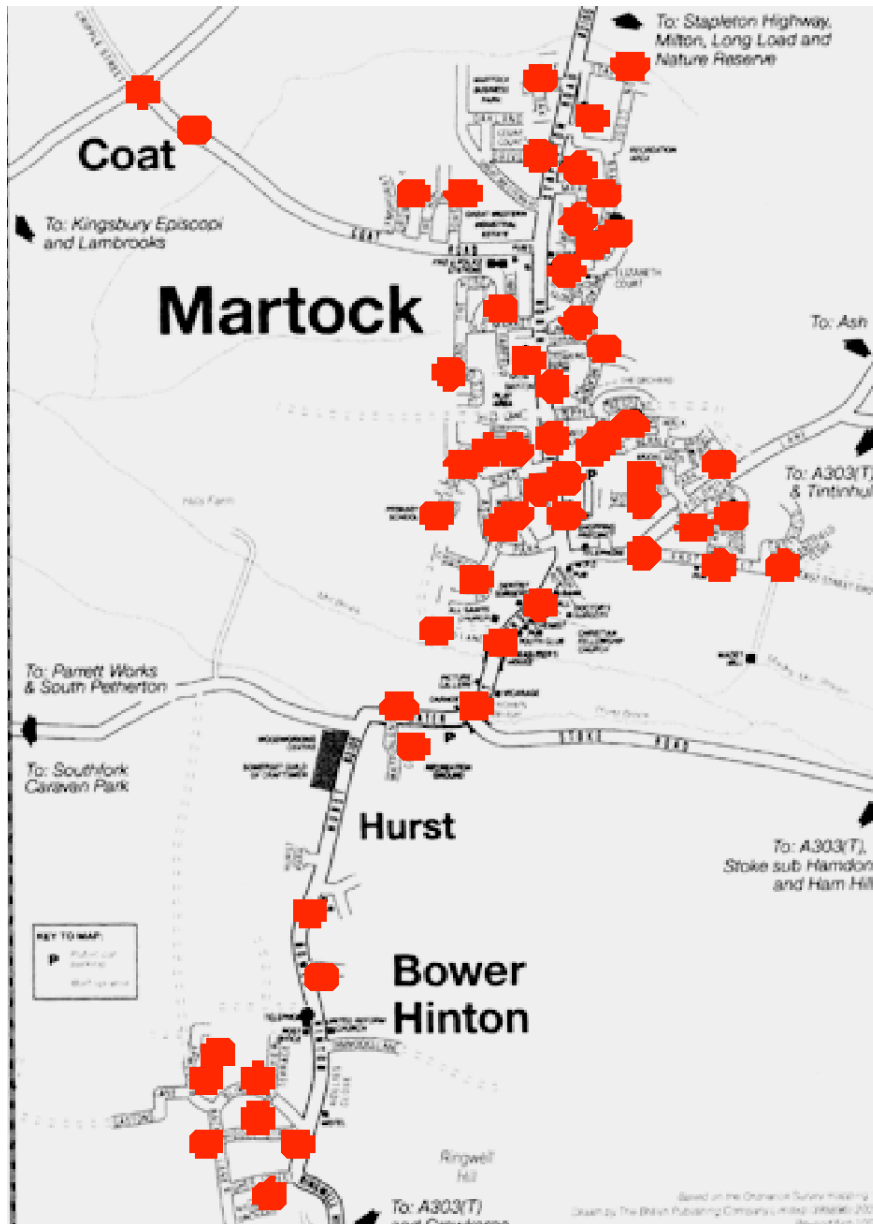
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<sup>1</sup> [www.martockonline.co.uk](http://www.martockonline.co.uk). Click on the M3CP link to see this booklet

<sup>2</sup> [www.martockonline.co.uk](http://www.martockonline.co.uk). Click on the M3CP link to see the plan

<sup>3</sup> [www.martockonline.co.uk](http://www.martockonline.co.uk). Click on the M3CP link for survey details

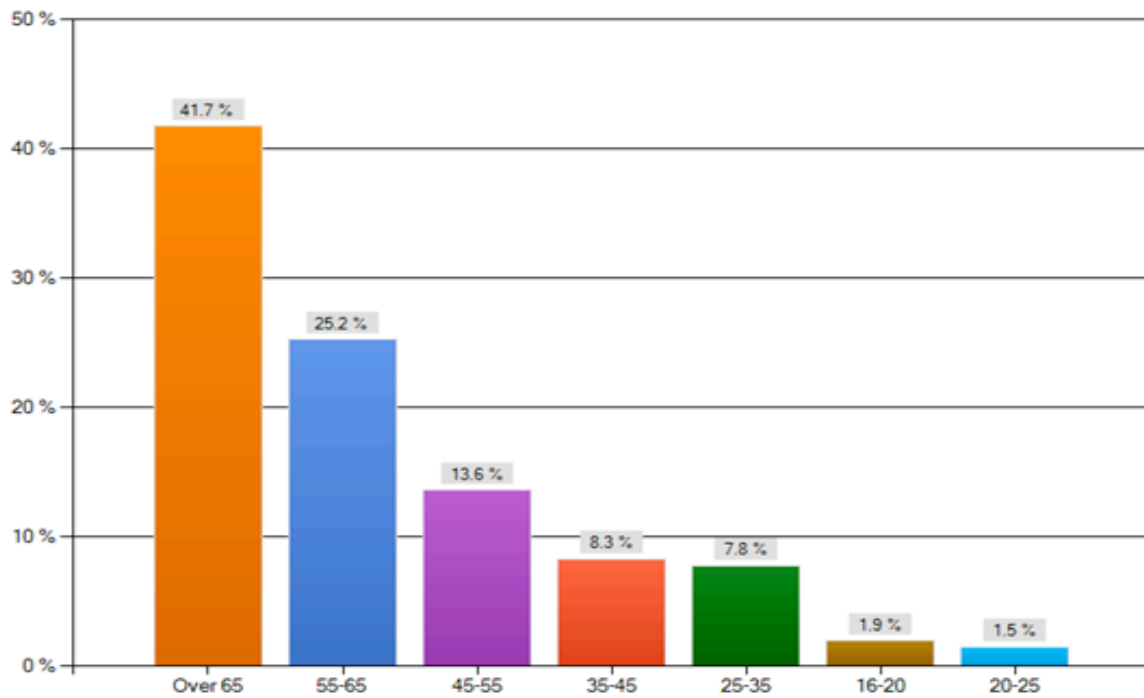
## Geographical spread of responses within the Parish of Martock



Each red dot represents a post code and thus a number of responses. Not all responders completed a post code.

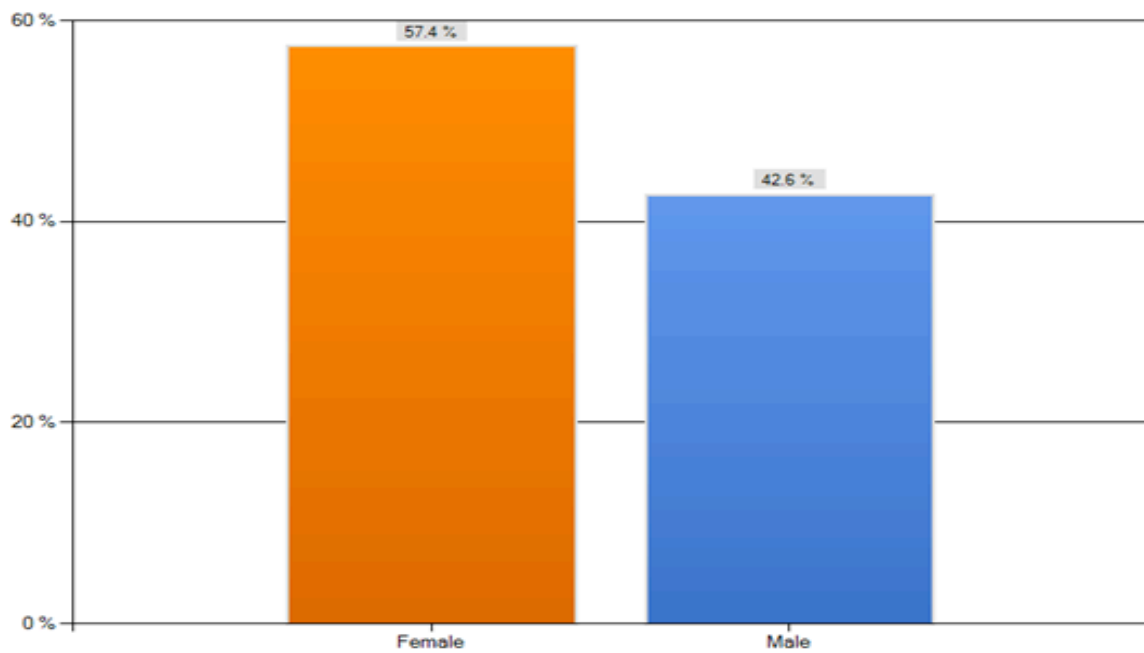
Ash, Long Load and Kingsbury Episcopi post codes are not shown on the map (There were less than 12 responses from outside the Parish of Martock).

## What is your age group?

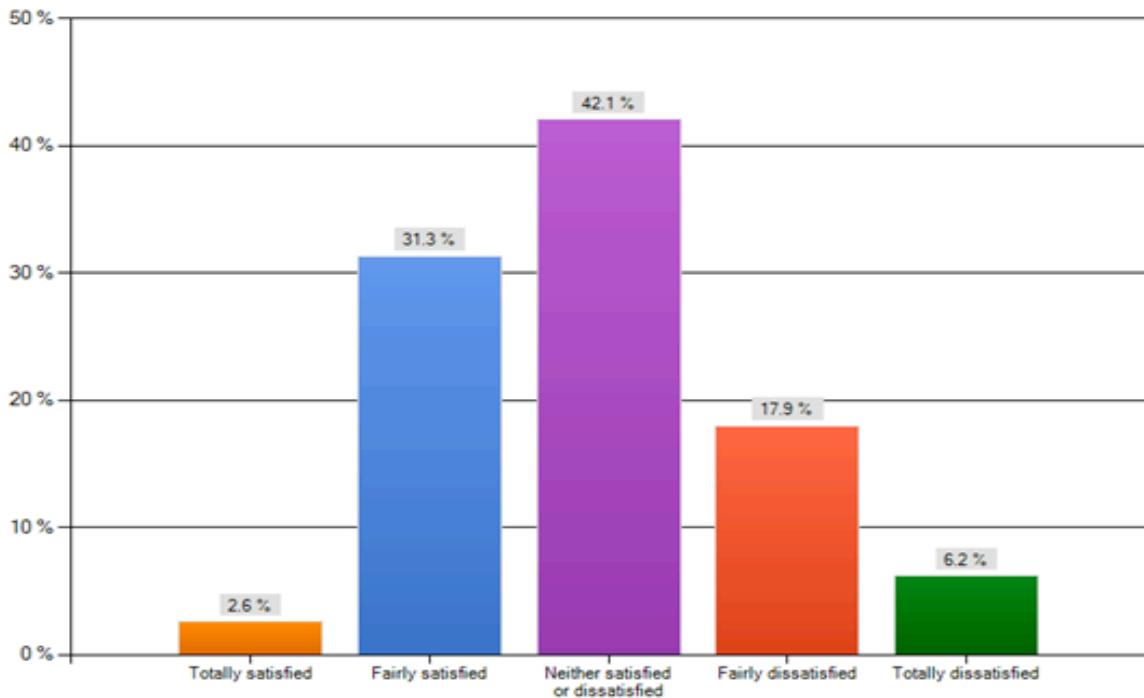


*67% of responders were over 55*

## Are you male or female?

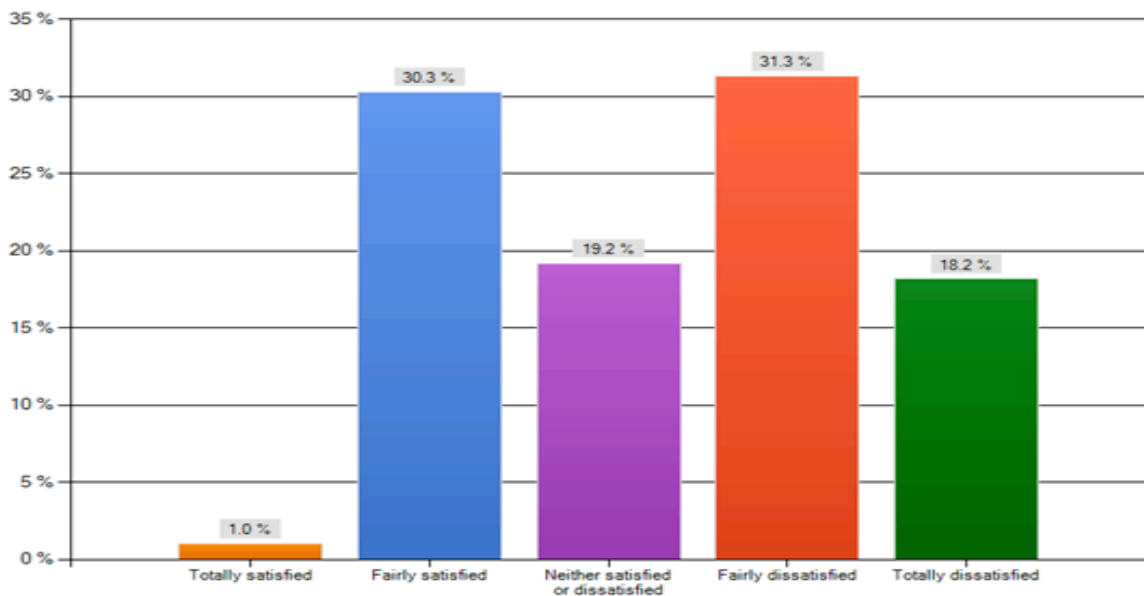


### 1.1 How satisfied are you that Martock is a safer place than in 2007?



*76% of responders were either totally satisfied, fairly satisfied or neither satisfied or dissatisfied*

### 1.2 Are you satisfied with the policing presence in Martock?



*50% of responders were either dissatisfied or totally dissatisfied with the policing presence in Martock*

### **1.3 What further initiatives would you like to see introduced to tackle crime, vandalism and anti-social behaviour?**

There were 171 comments. 'More police presence' was cited more than any other comment.

The key themes were:

- More police visibility including Community Police Support Officers
- More neighbourhood watch schemes
- Better police communication – quicker response times etc
- More encouragement and activity for young teenagers
- CCTV and better lighting especially in the car park/shops area
- More police engagement with the community
- Greater measure of parental responsibility for children
- More effective penalties for crime/anti social behaviour

### **2.1 What three areas of Martock make you least proud?**

There were 394 comments the main ones being:

- The poor state of the precinct
- Traffic, congestion and poor parking
- The George Inn
- Litter and rubbish
- The state of North Street
- The state of the trading estate
- Recreation grounds/playgrounds – Bracey Road
- Dog fouling
- The state of roads, pavements and gutters
- Anti social behaviour and related issues

*There were many other comments about individual locations seen as eyesores, which included: The old furniture showroom in Water Street, the area around the fire station and the empty Methodist church in North Street.*

## **2.2 What if anything should we do about traffic road networks within Martock?**

There were 182 comments the main ones being:

- Ban or divert heavy lorries from Martock/Bower Hinton
- Build a relief road or ring road
- Restrict on-street parking
- Reduce speed limits in Martock
- Make Stoke Road the main B road into Martock
- Pedestrian crossings required at Stoke Road junction and by the Treasurer's house
- No more housing; roads can take no more traffic
- Need for a special survey/analysis on the whole issue

## **2.3 What improvements could we make to ensure that Martock is a more attractive and interesting place in which to live and visit?**

There were 143 comments the main ones being:

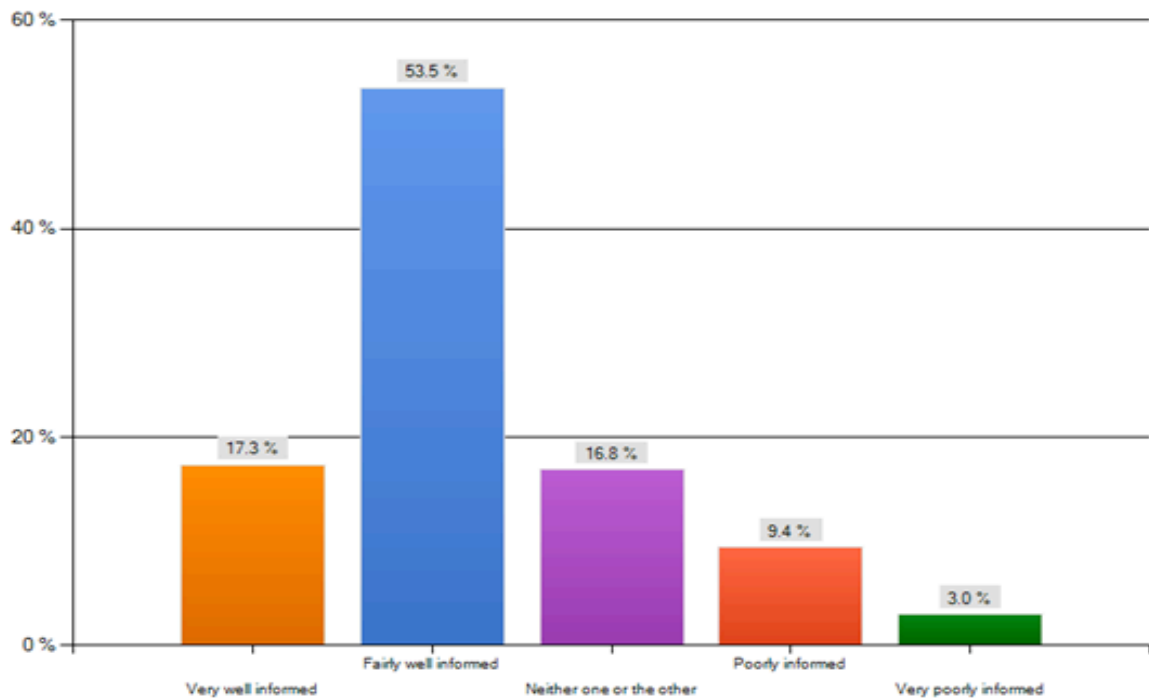
- Encourage more attractive shops; a better variety
- Improve the appearance of Martock; more flower baskets and trees
- Clean up the industrial site
- Develop the George Inn as an attractive and welcoming pub/restaurant
- More places in which to eat and drink
- Better information on line
- A mobile cinema
- More community events
- Better signage
- Reduce vandalism
- Involve youngsters in the community
- No more house building
- Reduce congestion, reduce lorry traffic
- Resurface pavements

## **2.4 Are there any other issues relating to culture and the environment that need to be addressed?**

There were 90 comments the main ones being:

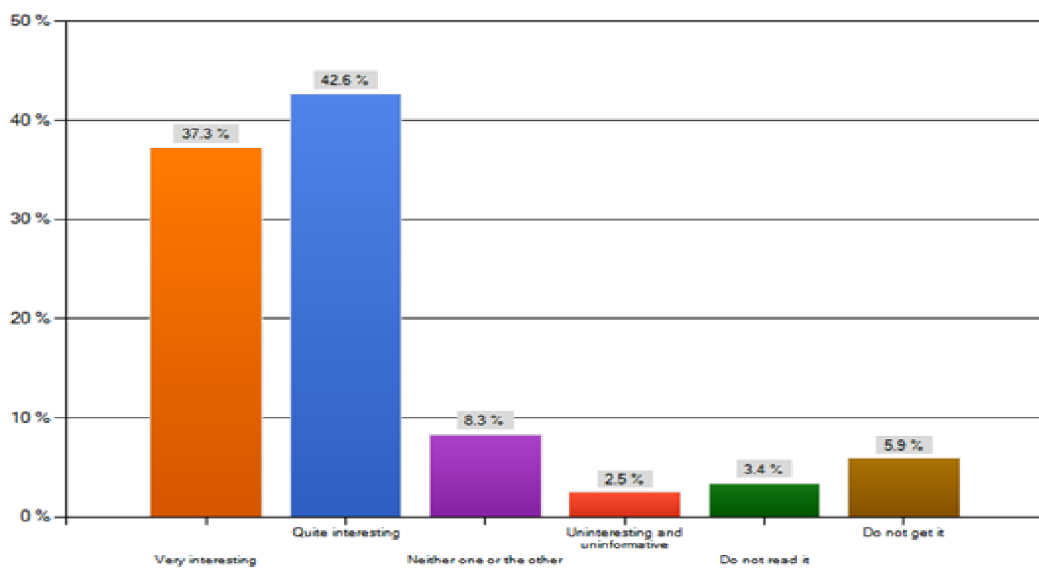
- Improve the public footpaths and pavements
- Replace or re-design the Parish Hall
- Reduce dog fouling
- A targeted vision for young people
- A better community attitude; there is a lack of culture in Martock
- More activities; a gym, film nights, more events in the Parish Hall
- Reduce speed limits
- Reduce traffic
- Better transport links
- Employ park wardens
- The railway end of Martock is dying
- Protect the library

### 3.1 Do you feel well informed about issues, initiatives in Martock?



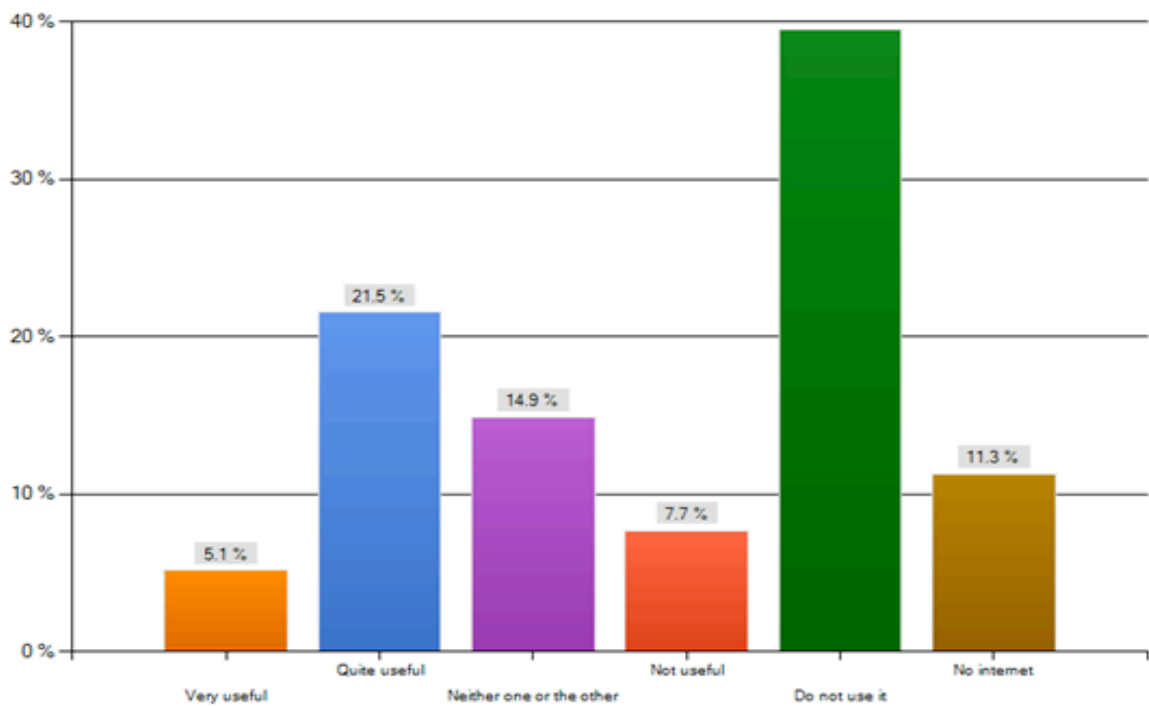
*71% of responders feel very or fairly well informed about issues/initiatives in Martock*

### 3.2 Do you find the Leveller an interesting and informative magazine?



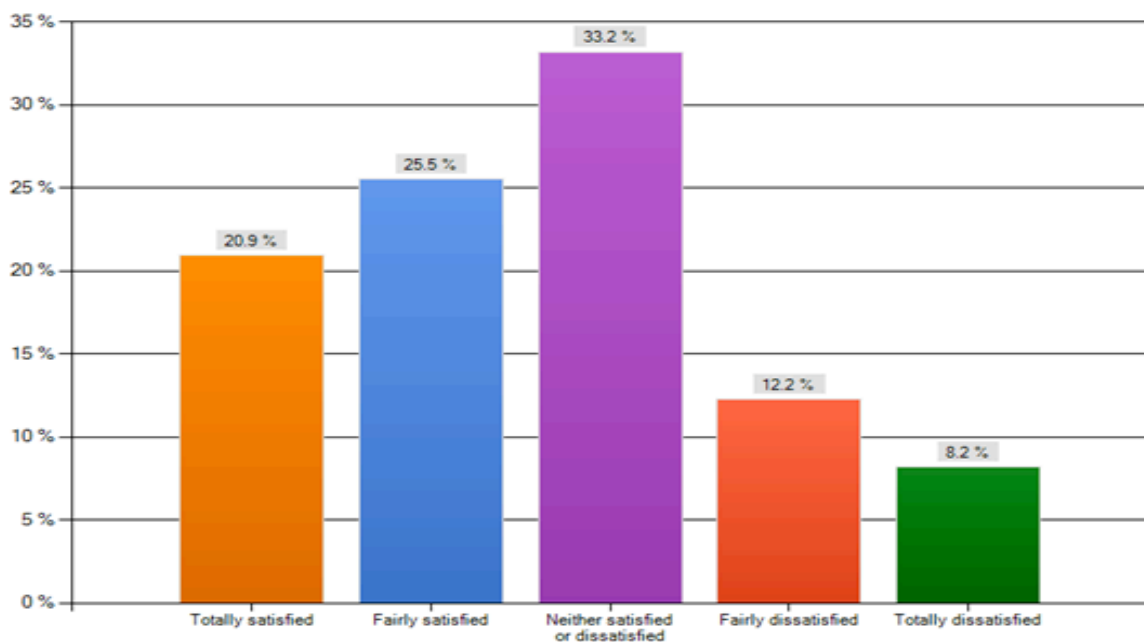
*80% of responders find the Leveller very or quite interesting*

### 3.3 Do you find the Martock on Line web site useful?

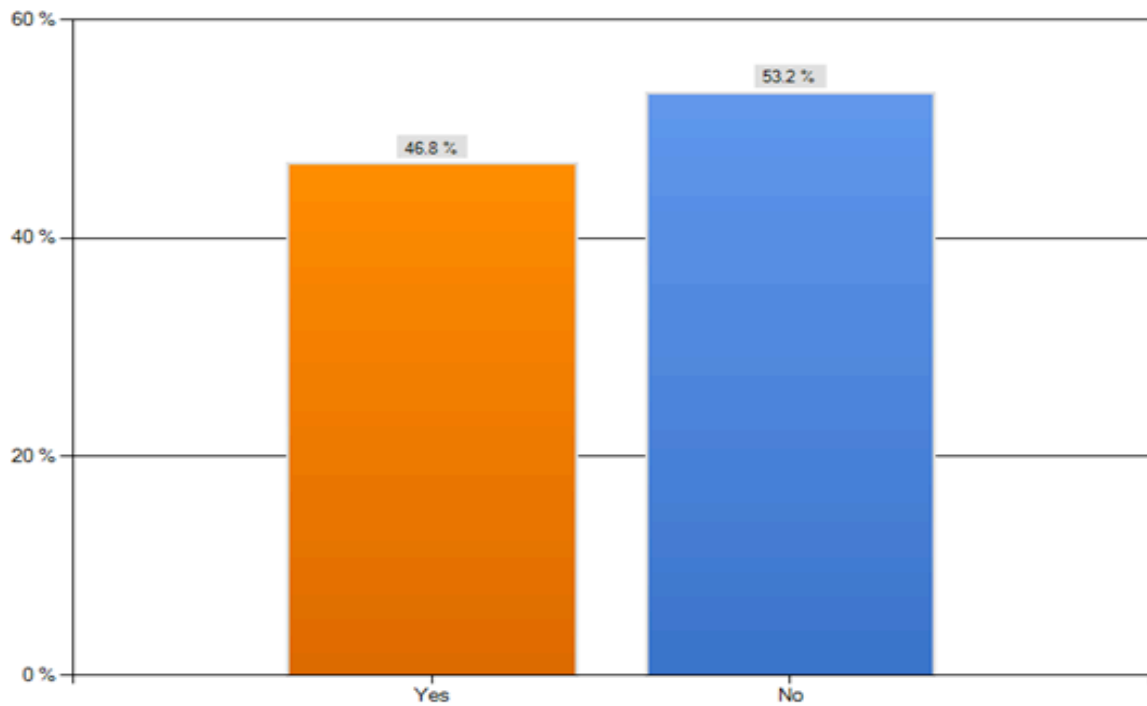


*50% of responders do not use or cannot use (no internet) Martock on Line*

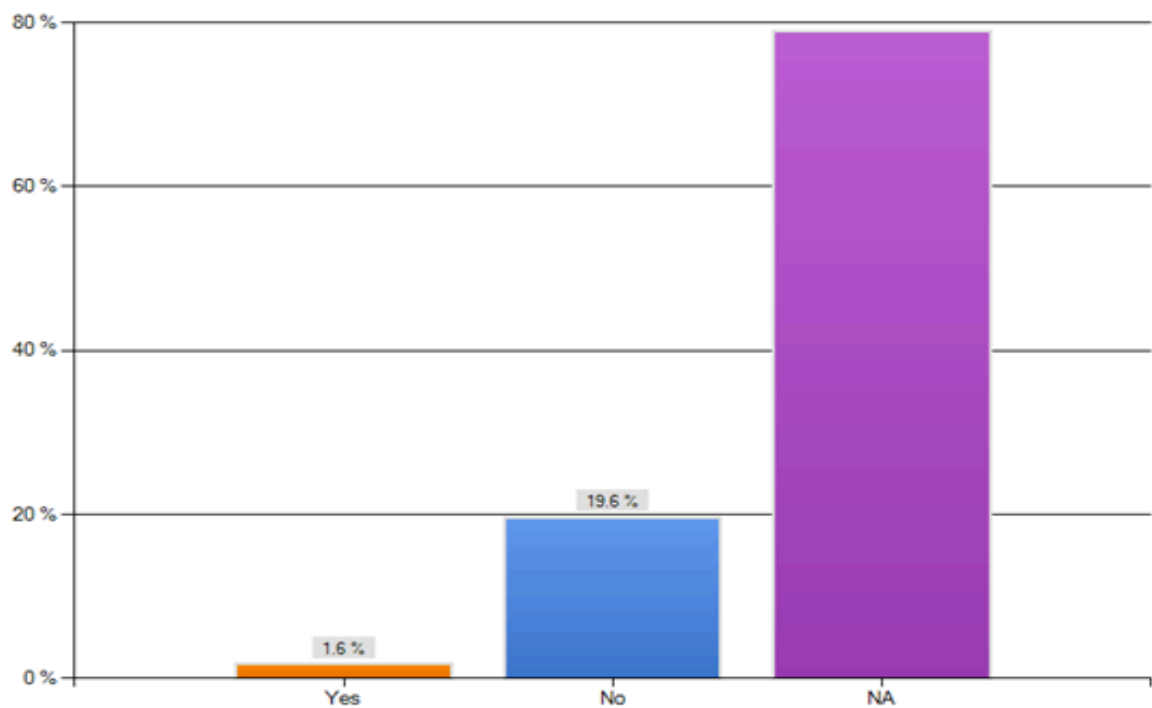
### 3.4 Are you satisfied with the public bus service schedules?



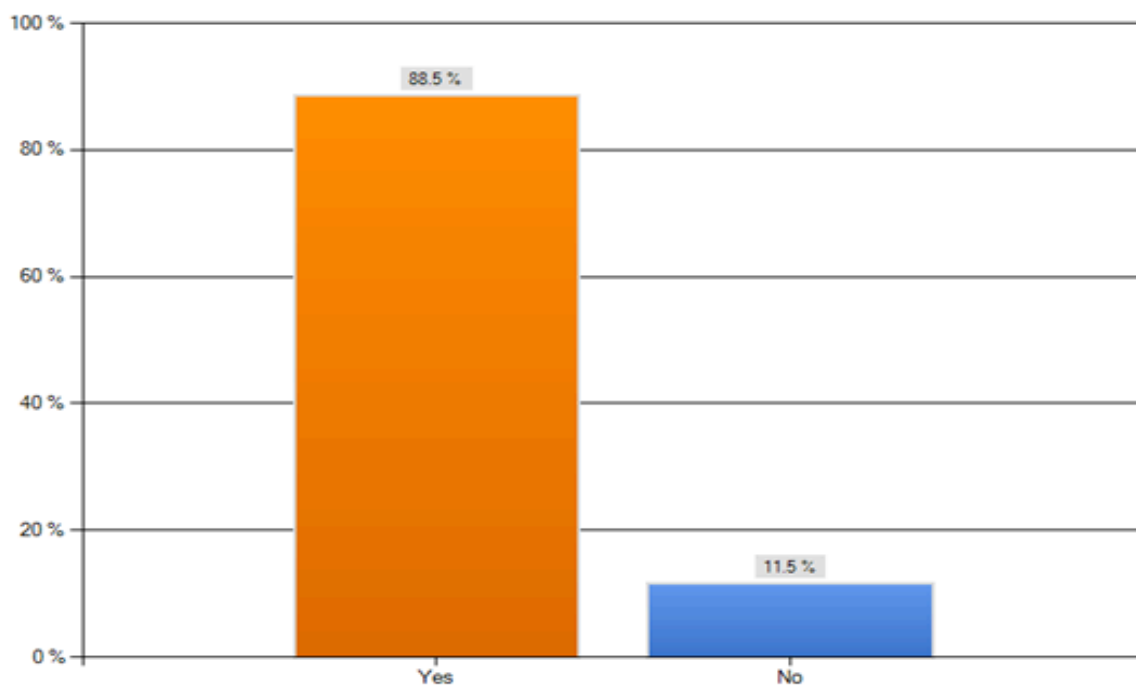
### 3.5 Do you use the Market House Information Centre?



### 3.6 If you are new to Martock have you seen the Welcome Pack?



### 3.7 Would you like to see the Victorian street party, which took place in May 2010, or something like it, held as a regular event?



### 3.8 What else could we do to improve community links within Martock and the surrounding area?

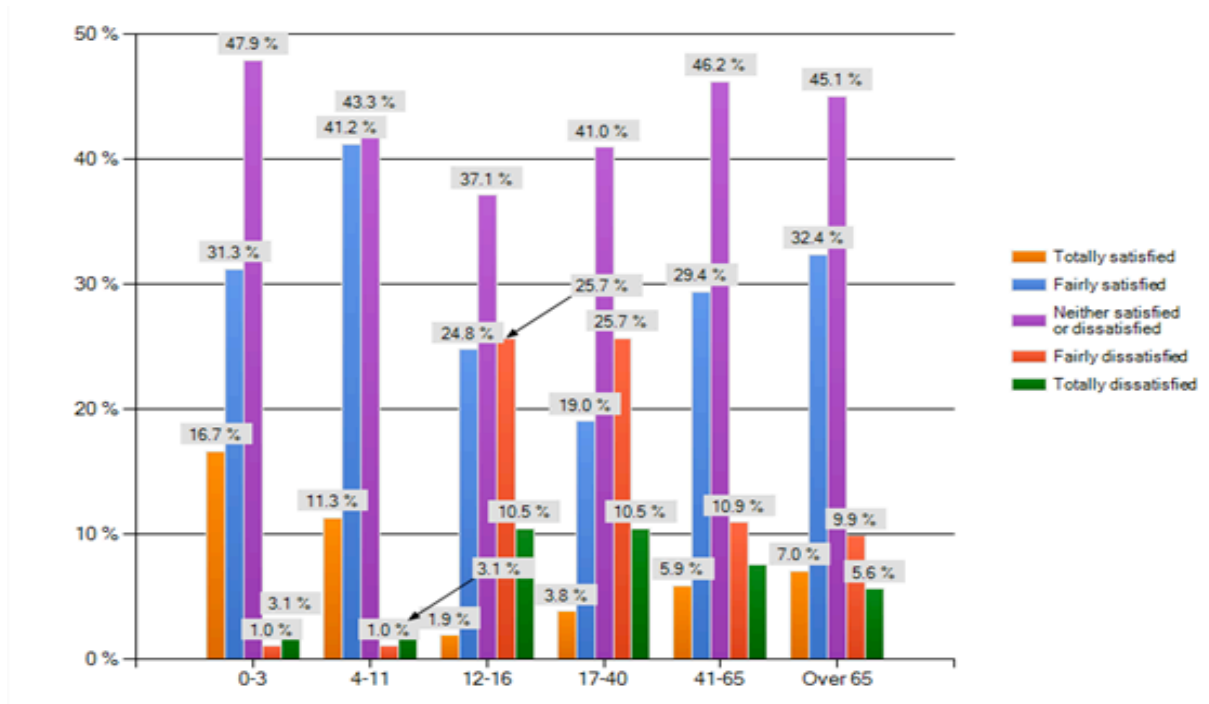
There were 103 comments the main ones being:

- More community events
- Better public transport links, connecting links/week-end services and late evenings
- Better use of the Martock website
- Better communication and information flow

Other comments included:

Improved shops, a new community centre, a radio station and more activities for older residents

#### 4.1 How satisfied are you with the facilities and provisions for the following age groups?



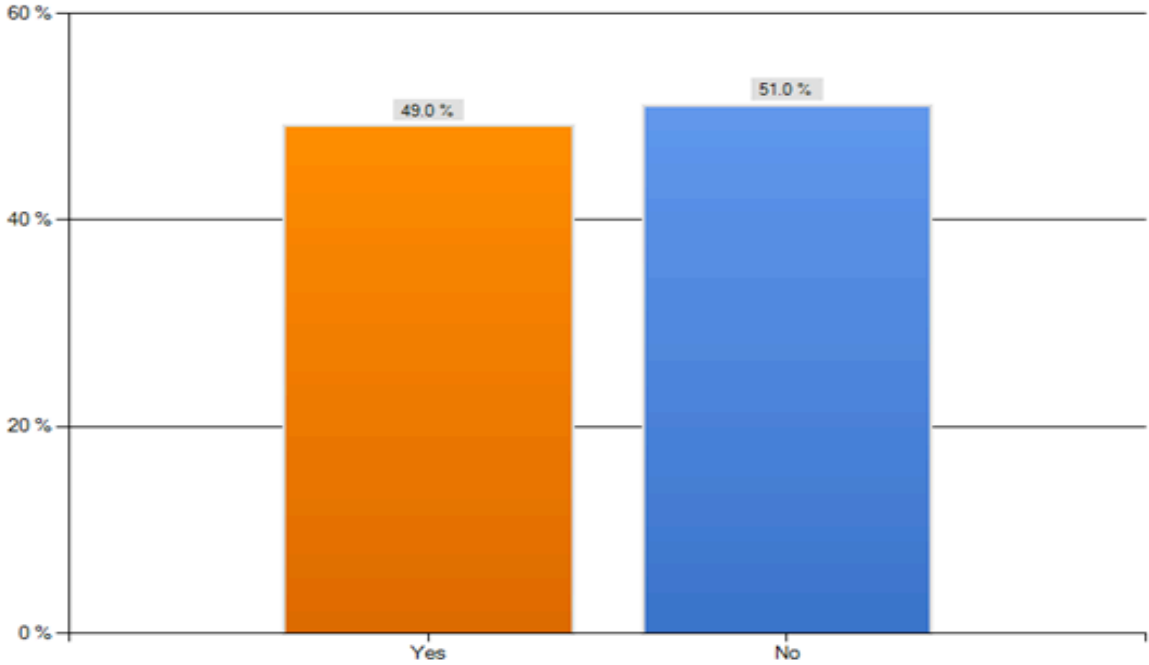
*The least satisfied age groups are 12-16 and 17-40. In both cases 30% of responders are fairly or totally dissatisfied*

#### 4.2 Linked to the question above (4.1) please elaborate below by explaining what additional provisions and facilities you would like to see in Martock.

There were 107 comments the main ones being:

- More activities for older people
- Film shows
- More social events in the community buildings
- More youth facilities/activities
- A better choice of shops
- More clubs, activities and societies
- Bus shelters in Martock
- Retain our library

### 4.3 Do you or your household belong to a society or club within Martock?

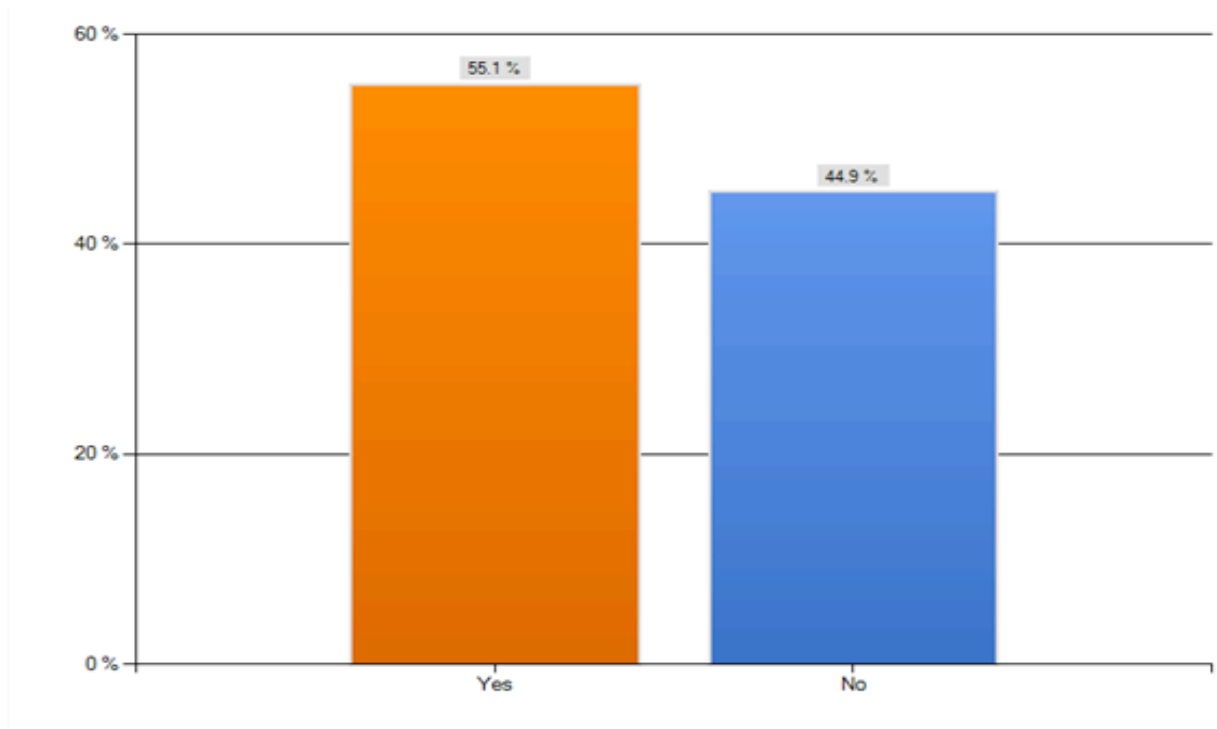


**4.3 Do you or your household belong to a society or club within Martock? If yes which one(s)?**

Local history society	25
Gardening club	22
Martock guardians	9
Royal British Legion	9
Women's Institute	6
Keep fit	5
Short mat bowls	5
Tennis club	5
Martock Rovers (football)	6
Brownies	4
Martock players (Drama/pantomime)	4
Cricket club	3
Church choir All Saints	3
Weightwatchers	2
Scouts	2
Rainbows	2
Martock rugby club	2
Martock skittles league	2
Informal running club	2
Guides	1
Youth club	1
School organised clubs	1
Sunbeams	1
Photographic society	1
Hand bells All Saints'	2
Dance class	1
Art group	1
Martock book group	1
Tiddlers	1
Mother's Union	1
Bower Hinton allotments	1
Total	131

Note: Other affiliations, which were submitted, eg, political parties etc have not been listed

#### 4.4 Do you think the Parish Hall meets Martock's needs?



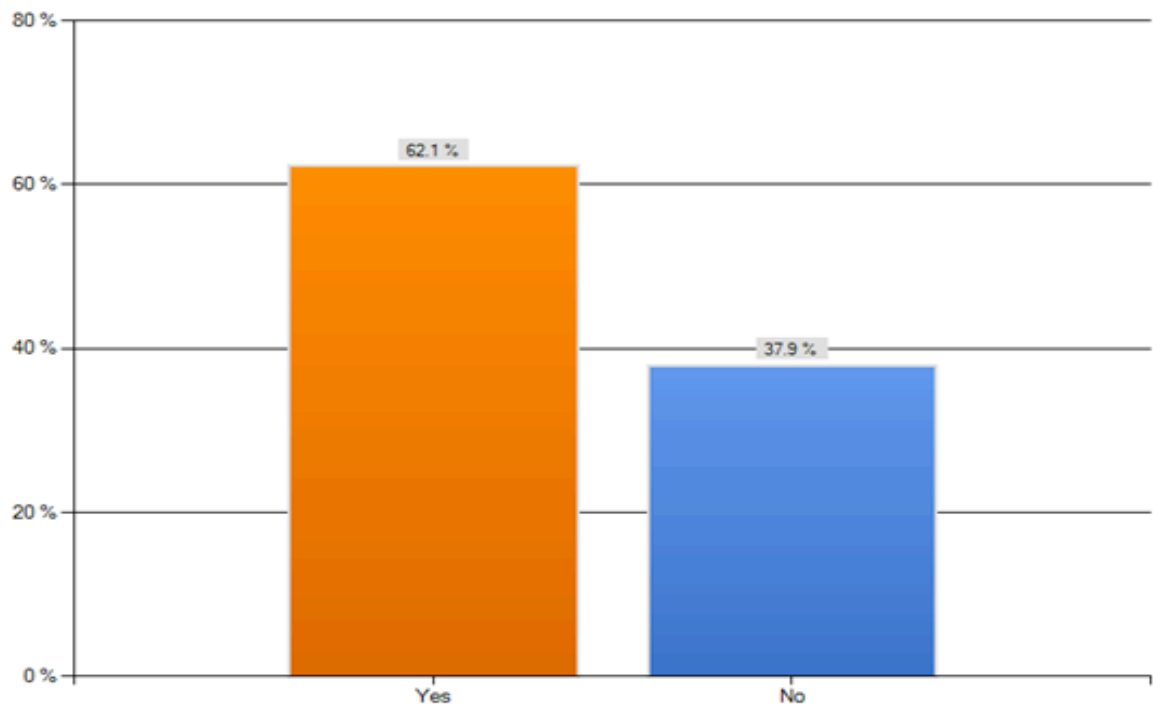
*55% of responders believe the Parish Hall meets Martock's needs  
45% disagree*

#### 4.4 If no, how could community facilities be improved?

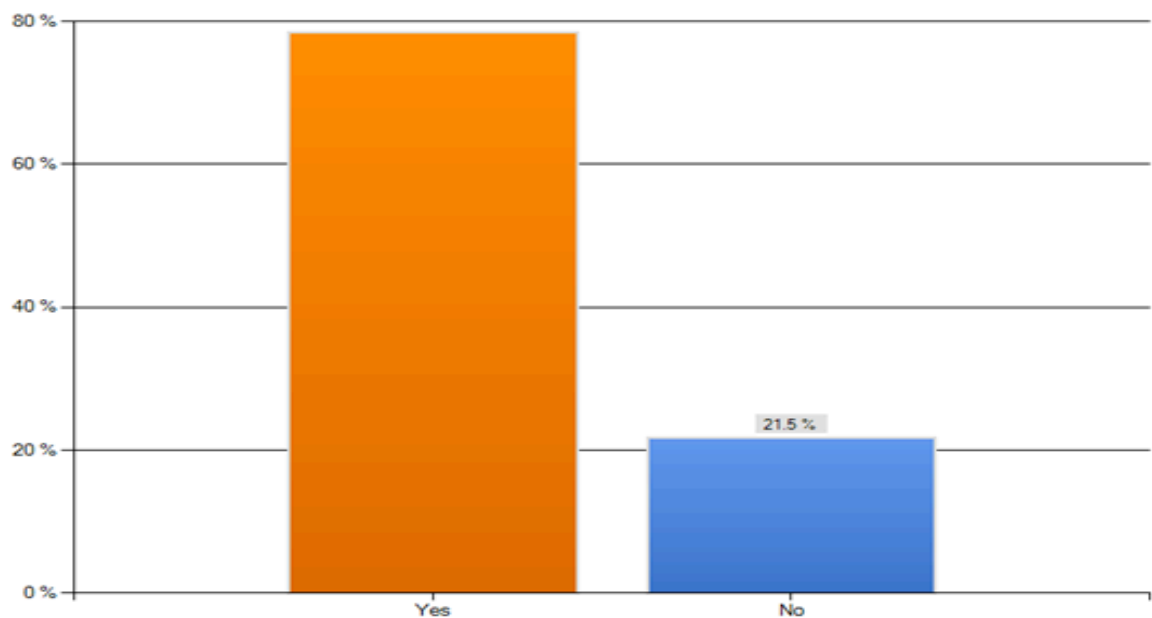
There were 90 responses to this question which centred on:

- Improvements to the existing hall
- Building a new Parish hall
- Better parking for the existing hall
- More sports facilities needed

#### 4.5 Does Martock need a new Youth Centre?

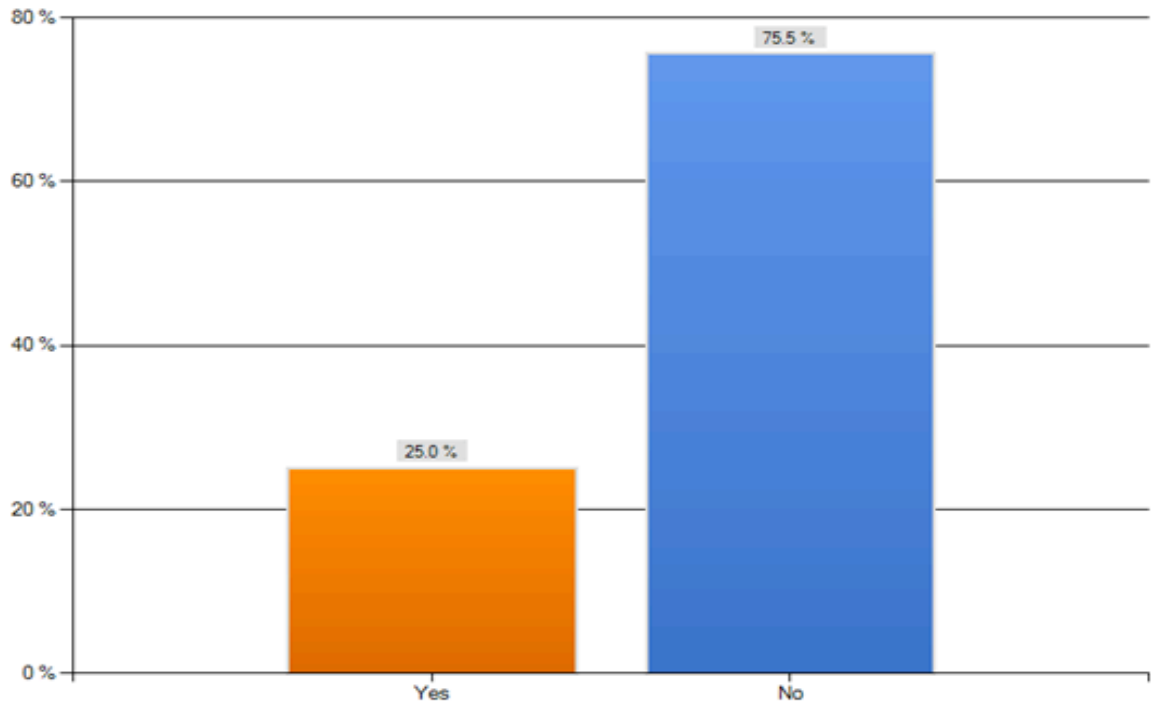


#### 4.6 Do you think the existing sports and play facilities meet Martock's needs?



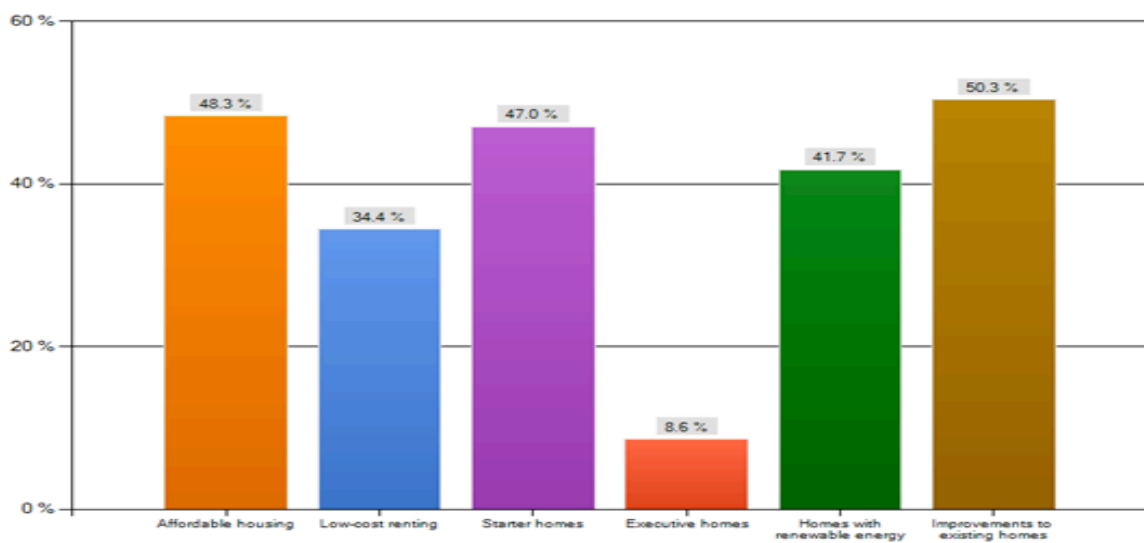
*78% of responders believe that the existing sport and play facilities meet Martock's needs*

## 5.1 Can Martock sustain more housing?

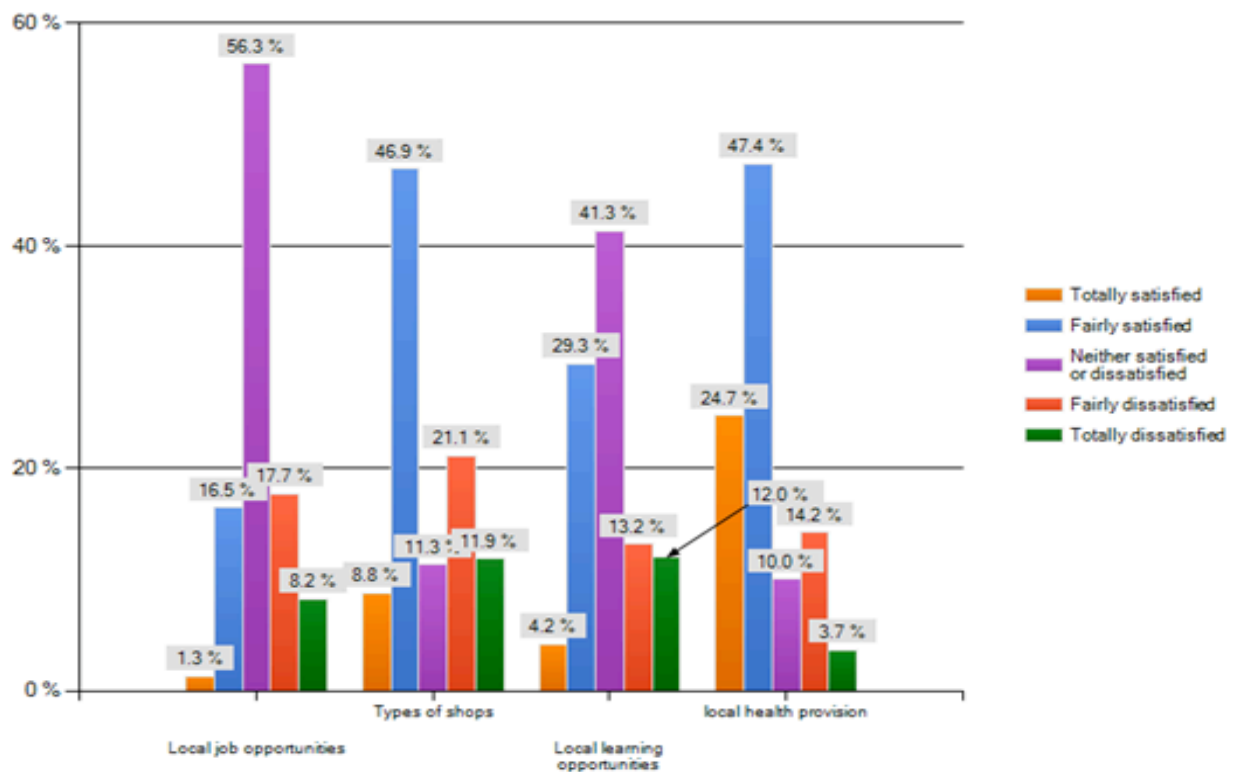


*75.5% of responders say that Martock cannot sustain more housing*

## 5.2 What type of housing is needed in Martock?



### 5.3 How satisfied are you with local job opportunities, types of shops, local learning opportunities, local health provision?



***Job opportunities – 26% dissatisfied***

***Types of shops – 56% satisfied***

***Local learning opportunities – 33% satisfied***

***Local health provision – 72% satisfied***

### **5.3 What recommendations do you have regarding local job opportunities, types of shops, local learning opportunities and local health provision?**

There were 100 comments the main ones being:

- The Surgery
  - The surgery appointment system is unsatisfactory
  - The surgery needs to be open all day Wednesday
  - Surgery hours should be extended
- Grocery store/supermarket/shops
  - More competition for the Co-op
  - Need another supermarket
  - Need a food store and shops at the north end of the village
  - Too many charity shops and hairdressers
  - Better variety and quality of shops needed
  - More shops required to support more housing
  - Business strategy needed
- Businesses and Jobs
  - Encourage a range of businesses in Martock
  - More jobs!
  - Fill up empty units on trading estate
  - More opportunities for younger people in Martock
- Activities
  - Evening classes – computers, photography, dancing, languages etc
  - Use the Market House for learning opportunities and evening classes
  - Maximise opportunities for learning/training in Martock library
  - More adult learning opportunities held in the school

## 5.4 What support could be given to businesses to help them develop?

There were 90 comments the main ones being:

- Support from the Community
  - Local people to use their local businesses
  - Shop locally
- Reduce Rents/Rates
  - Fair business rates
  - Tax breaks
  - Reduce rent at start of tenancy
- Advertising
  - Free advertising space perhaps in the Leveller or Community Office
  - Cheaper advertising in local papers
  - Use Martock on Line
- Business Support
  - Communication
  - Support from the Parish Council, South Somerset District Council and Somerset County Council
  - Group discussions/forums
  - A business networking forum
  - A strong Martock business association
  - Produce a business strategy

## 6.1 Are there any other issues you would like to raise?

There were 250 comments the main ones being:

- The Market House should be available for meetings all day
- Support the library
- Toilets on the recreation ground
- Deal with anti-social behaviour
- Reduce litter and dog fouling
- Lack of police presence
- Need more visibility of proposed building developments
- No more houses without an increase in infrastructure support
- No more houses – Martock cannot sustain them
- Too much traffic
- Poor lighting in the Precinct car park
- No welcome pack for new residents
- More community integration
- More care for the elderly
- Bus shelters required
- Update the web site (Martock on Line)
- Martock Hall is a disgrace
- What can we do with old Methodist church?
- There is a north south divide in Martock. The north is ignored
- Look after the integrity of Martock as a village of architectural and historical significance

Contact information for  
M3 Community Partnership

Clerk to the Parish Council  
The Market House  
Church Street  
Martock  
Somerset  
TA12 6JL  
01935 822891

[ian@martock.org.uk](mailto:ian@martock.org.uk)

or visit

[www.martockonline.co.uk](http://www.martockonline.co.uk)

This Survey booklet, and the booklet – *The Martock Community Plan 2007, Summary of Progress Community Survey* were paid for out of grants received from Somerset Community Foundation and South Somerset District Council

