

RHOOSE COMMUNITY MAPPING



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Engagement Report

The community mapping activities took place during Autumn 2016. The activities included a community survey, drop in sessions and a stakeholder workshop. This report gives further details of the activities and summarizes the findings.

Contents

1. Introduction	2
2. Community Mapping In Rhoose	2
3. Community Engagement	2
4. Rhoose Community Survey.....	3
4.1 About Your Neighbourhood.....	3
4.2 Rhoose Library	5
4.3 About You	6
5. Rhoose Community Mapping Drop-In Sessions	7
6. Rhoose Community Mapping WORKSHOP.....	8
7. Key Findings	9

Rhooose Community Mapping

ENGAGEMENT REPORT

1. Introduction

The Rhooose Community Mapping project is funded through the Vale of Glamorgan Council's European funded LEADER programme, delivering rural regeneration by developing innovative ideas that create long term social and economic benefits for the rural Vale. One of the themes under the regeneration programme is to help 'Communities Evolve' by exploring new ways of delivering services, facilities, activities and networks. The aim of community mapping is to find new ways to engage people to identify in a positive way what the community's assets (both physical and social) and needs are.

Rhooose was the third community in the rural Vale to pilot community mapping, using the draft Community Mapping toolkit which has been developed by the Creative Rural Communities (CRC) Team.

2. Community Mapping in Rhooose

The approach taken in Rhooose was slightly different to that of St Athan and Wenvoe. In St Athan there was in depth support to build a clear picture of what the community needs were. In Wenvoe, the CRC team worked with Wenvoe Community Council to explore what the community felt about their project ideas for the community.

In Rhooose, CRC was approached by the Rhooose Library management team to assist with community mapping in the wider Rhooose community, particularly targeting service provision of the library. The Rhooose Library management team was in the process of taking over the library from the Council and was keen to find out from the community what services / activities they would like to see in the future.

The Rhooose ward is a large ward geographically in the rural Vale. It includes the Rhooose community as well as a number of small outlying villages including Fonmon, East Aberthaw, Nurston, Moulton, Penmark, Tre Aubrey, Llancadle, Llanbethery, Llantrithyd and Llancarfan. Rhooose itself is disparate and has a number of separate areas including Rhooose Point, Reader's Way, centre of village, Celtic Way, Fontygary and Porthkerry. The area is undergoing significant changes particularly with new developments at Rhooose Point. The community mapping work covered all the communities within the Rhooose ward, however there was limited feedback from outlying villages.

3. Community Engagement

A significantly lighter touch engagement took place compared to St Athan.

The Rhooose Library management team helped to inform the community mapping plan for the area and decide the approach taken to engage widely with the community. They assisted in preparing a

list of contacts for the area and promoting the survey and drop in sessions. Their preference was to have an event to invite those residents who were active in the community. The group felt that a community survey and drop-in sessions would encourage those who may be interested in getting involved to come along or to have their say.

To gain feedback from the community, the following community mapping activities were undertaken:

- Rhose community survey
- Drop-in sessions at Rhose (Stewart Road) Community Centre and Celtic Way Community Centre
- Stakeholder Community Mapping workshop

A flier advertising the community survey and the community mapping drop-in events was sent around all properties in the Rhose ward the week commencing 17th October 2016. Vale Letterbox delivered to all properties in the outlying villages of: Nurston, Moulton, Penmark, Tre-Aubrey, Llanccadle, Llanbethery, Llantrithyd and Llancarfan. The Vale Homework Club based in Rhose volunteered to deliver fliers in Rhose village during the half term week (week commencing 24th October 2016). Unfortunately they were given insufficient fliers and were unable to deliver along Fontygary Road and East Aberthawe.

Posters were put up in community locations in Rhose including the community centres and library. The flier was promoted on local Facebook pages in Rhose including Rhose Hub, Rhose Community library and Respect Rhose Point. There was an article about the community mapping work in the 'Gem on Thursday 27th October 2016 encouraging residents to complete the survey and come along to the drop-in sessions.

4. Rhose Community Survey

The survey was open for 5 weeks from Monday 17th October to Monday 21st November 2016. Members of the public were encouraged to complete the survey on-line. Paper copies were available at the Stewart Road Community Centre and the library. The survey was available to complete in Welsh.

A total of 185 surveys were completed including 2 surveys in Welsh and 26 paper copies. Nearly 70% were completed immediately after the flier distribution during the weeks of 24th and 31st October.

4.1 About your Neighbourhood

Respondents were asked what they appreciated most about their community and were given a selection of options for which they could choose one. A number of respondents indicated that they would have liked to have chosen more than one option. The majority (56%) stated that they appreciated the coast and countryside the most and 20% stated community spirit. Very few respondents (under 5%) indicated that they appreciated the local bus service, local train service, proximity to work and variety of housing options the most. Other things respondents liked were the pub, quietness and the library.

When asked what they disliked the most, with the same range of options, most respondents (approximately 50%) stated the range of local services / facilities. Over 20% highlighted the local bus service or train service they disliked the most. A minority stated that they disliked proximity to work (4%), community spirit (4%), access to coast and countryside (0.5%) and variety of housing options (7%). Respondents suggested other things they disliked including the local parks (particularly the play areas and tennis courts which are in need of updating). Other suggestions included improving sports provisions and a local gym.

Most respondents were aware of the facilities in the area with over 90% being aware of Stewart Road Community Centre, Celtic Way Community Centre and Rhooose Library, over 80% being aware of Milburn Park and children's play areas and over 70% being aware of Celtic Way bowling green, Ceri Road sports pitches and Celtic Way football pitches.

The most well used facility is the Stewart Road Community Centre with only 24% of respondents not using it. The least used facility is the Celtic Way bowling green with over 90% of respondents not using it.

Rhooose Library has had the largest decrease in use with nearly 17% of respondents stating they have used it less over the last 12 months however 15% of respondents stating their use had increased and a further 35% stated their use had stayed the same.

Stewart Road Community Centre has been the largest increase in use with nearly 30% of respondents stating their use had increased and 40% stated that it had stayed the same over the last year. In comparison 11% respondents indicated that their use of Celtic Way Community Centre had decreased over the last year. Only 7% stated it had increased and 30% stated it had stayed the same.

Use of children's play areas is dependent on the age of the respondents. With more new houses and families moving into the area, 21% of respondents stated that their use of play areas had increased over the last 12 months, whereas 12% stated it had decreased and 24% stated it had stayed the same.

Reasons given by respondents for changes in their use of facilities were primarily related to the age of their children. Some respondents indicated that they had recently had children so their use of facilities had increased. Others indicated that their use would decrease as their children grew up. Some respondents indicated that they were retired so they have more time to get involved with activities in the community. A few respondents mentioned that the parks were in poor condition so they had to go out of the area to use better ones.

Question 6 related to giving reasons for not using facilities. Only 50% of respondents answered, which would give the impression that the other 50% of respondents did use facilities. In terms of reasons given for not using services and facilities in Rhooose, respondents stated that they had limited time due to other commitments, there aren't any facilities, don't know what is going on or the opening times don't suit and so they travel elsewhere for activities. A number of respondents stated that their children had grown up or had no interest in certain facilities, particularly parks, bowling green and sports pitches. A few respondents mentioned that there was no need for the library now as everything is on-line. The survey results concluded that there appeared to be a perception among respondents that if you don't have children or weren't sporty there was nothing to do in Rhooose.

In terms of what facilities are missing from Rhoose, 25% of respondents did not answer the question. The most popular suggestions were:

- Improving the bus and train service
- Improving the parks, play areas and providing a Multi Use Games Area
- Providing a better range of shops including a bakery, deli, card shop
- Improving provision for young people (including running a night club)
- Providing a better leisure centre with soft play provision

Other suggestions including new school provision, traffic calming, improve opening hours of doctor, better police presence, family friendly pub and adult education classes.

4.2 Rhoose Library

Respondents were asked how they currently use the library. Most respondents used the library primarily for borrowing books with 20% using the library weekly, 30% occasionally and nearly 20% rarely. Parents and grandparents use the library to take their children and grandchildren with 13% using it regularly and 27% using it rarely.

Just under a third never used the library for borrowing books, thus potentially never used the library. A large percentage of respondents never used the library for the suggested uses including 90% never took a person in their care, 84% never visited on someone else's behalf, 80% never borrowed audio books, 70% never used it to access internet / IT tools or socialise, 60% never used it for research and 50% never take their children / grandchildren.

In terms of the opening hours of the library, just over 50% of respondents neither agreed nor disagreed with the suggested opening hours. Of those respondents expressing an opinion, nearly 40% stated they agreed or strongly agreed that the library should be open more days of the week and open longer into the evening.

Respondents were asked whether there were any new services the library could provide. Only 28% of respondents replied. The following ideas were the most popular suggestions:

- Adult education classes (15 respondents)
- Children's story telling sessions (7 respondents)
- Kids club where they can learn new skills / study groups (6 respondents)
- Meeting room space for groups to rent (5 respondents)
- Better promotion including better advertising of opening times (4 respondents)

Other suggestions included an internet café, mobile service for the elderly, separate computer area for quiet work, up to date software on the computers, photocopy service, borrowing CDs and DVDs. Three respondents stated that the library should still be run by the Council and one suggested it should be closed down to enable the school to be extended.

Respondents were asked to rank a range of services the library provides in order of importance. Only 75% responded to this question. The paper copies of the survey were not completed correctly for this question. Many ticked a number of boxes rather than ranking each of the options, however those surveys completed on-line were forced to respond correctly. From the feedback it is clear that

borrowing books is still the most important service the library offers and use of the audio books seems to be the least important service.

In terms of additional activities in the library, over 80% of respondents stated that they would be interested or very interested in adult education classes, with approximately 60% interested or very interested in talks by authors, use for community meetings, and children's storytelling and 50% interested or very interested in Family History Club and Craft Circles.

There were only 33 responses (18%) to the question which asked for other suggestions of other activities that could be run at the library. 11 responses stated that they had no idea. Other ideas included adult learning classes, new book / jigsaw clubs, photography classes and story time sessions. One respondent suggested using the Stewart Road Community Centre more.

Respondents were asked to state which of the following options would be most important to you:

- Community education classes – 45% of respondents stated it was most important and 40% stated it was important. Only 10% of respondents didn't have an opinion either way.
- Expanded access to computer facilities – 45% of respondents stated that it was important, however nearly 30% did not have an opinion either way.
- A facility for small groups to meet – 66% of respondents stated it was most important or important, however 24% did not have an opinion either way.

Only 52 respondents (28%) answered the question asking what would be the most valuable use of the additional space and why. Of those responding, 20 stated a space for community groups to meet or adult education classes to be held would be the most valuable use of additional space. Other suggestions included a quiet place to read, separate space for computers and place for people to socialise.

The findings to the detailed questions about the library by age group show no particular ideas proposed from a particular age group and all the age groups would like to see more community education classes, better computer facilities and a space to meet, socialise and relax.

4.3 About you

In this section of the questionnaire, approximately 12% of the respondents did not respond to any of the question. The percentages referred to relate to those who actually completed the individual question.

Nearly 90% of respondents lived in Rhose and 6% from Fonmon. Only a couple of respondents answered from Llanbethery, Llancarfan and East Aberthawe. There were no respondents from Nurston, Moulton, Penmark, Tre Aubrey, Llancadle and Llantrithyd. In terms of those responding from Rhose, 40% lived in Rhose Point, 20% lived in centre of the village and 10% lived in Readers' Way and Fontygary.

Nearly 64% of respondents had lived in the area for over 10 years, 16% had lived there 6 – 10 years, 15% had lived there for 2 – 5 years and 6% had lived less than 1 year. Nearly 35% were aged between 40 – 55 years, 28% were aged between 25 – 29 years and 21% were aged between 56 – 65 years. There were no responses from those under 16 years. Approximately 40% of

respondents were in full time employment, 20% in part time employment, 20% retired and 14% were self-employed. Only 6% were unemployed.

In terms of digital technology, the majority of respondents had access to a computer / tablet (98%), internet access at home (98%) and a mobile phone (94%). Over 80% had a smart phone and printer / scanner at home. However, fewer than 40% of respondents had access to a laminator at home.

In terms of membership of local clubs or groups, 50% of respondents were members. The most popular were sports clubs, homework club, social club and scouts / brownies / rainbows / cubs.

5. Rhoose Community Mapping drop-in Sessions

There were two drop-in sessions organised in Rhoose:

- Thursday 3rd November 2016, 3pm to 8pm at Rhoose Community Centre, Stewart Road, Rhoose.
- Wednesday 9th November 2016, 11.30am to 3pm at Celtic Way Community Centre, Rhoose.

Neither of these sessions was particularly well attended with a total of 23 residents having conversations with staff. Only a few residents attended specifically because they had seen the flier.

The following questions were asked at the drop in session:	Feedback included:
1. What are the things you like best about Rhoose?	<ul style="list-style-type: none"> • Community spirit • Quiet rural location, countryside / beach • Facebook pages to find out what's going on.
2. What services do you use in Rhoose?	<ul style="list-style-type: none"> • Community centres for cinema, children's activities, homework club, ballet • Social club • Medical services - doctors / dentists / pharmacy • Library • Post Office, shops, hairdressers
3. What services do you use outside of Rhoose?	<ul style="list-style-type: none"> • Shops • Various clubs in Llantwit Major, Ystradowen, Cowbridge and Barry
4. What are your aspirations for the future?	<ul style="list-style-type: none"> • Better public transport including bus and train service • More for young people to do • Better parks • Community education classes • Better communication between the different areas

Comments were recorded on post-it notes and put on A1 posters.

6. Rhose Community Mapping Workshop

The workshop was held on Saturday 12th November 2016 from 10am to 1pm at Stewart Road Community Centre. Those members of the community who were actively involved in community activities in Rhose were invited to get together and have a chat about service provision in Rhose, where there may be gaps in provision and what their aspirations were for the future.

This was the first workshop style community mapping event held by the Creative Rural Communities (CRC) Team and provided an opportunity to trial some of the exercises from the Community Mapping toolkit.



A total of 16 people attended on the day. The workshop was a combination of:

- **Speakers** – Hannah Dineen talking about Community Mapping, Helen Blackmore about Rural Community Development Fund and Charlotte Pugh about S106 funding
- **Tasks from the Community Mapping toolkit.** The participants were split up into small groups with a facilitator. There were three tasks:
 - ‘My Favourite Places’ – asking participants what they liked most about Rhose
 - ‘Dream Tree’ – asking participants to identify their aspirations for the future.
 - ‘Future of the Library’ – asking participants to brainstorm ideas for new services / activities, volunteering opportunities and income generation.

The workshop was a valuable exercise, bringing the community together to network with people they wouldn't normally talk to and have a good discussion about the future of Rhose. Key issues raised included the need for:

- better communication across the ward
- more facilities / services given the growth in the area including better public transport, bigger schools and more shops.
- Provision of community education classes in the library
- Debate around the location of the library and whether it could be provided within one of the existing community centres in the area.

7. Key findings

From the discussions and survey results most residents liked living in Rhoose given the proximity to the coast and countryside.

Residents felt that facilities particularly health services, school, public transport, community facilities and shops should be improved given the growth in the area. More activities for young people and improved parks were also raised as a priority.

In terms of the library, most people used the library for borrowing books, and not for borrowing audio books, research or using the internet. A number of people agreed that it would be better if the library was open more days of the week and open longer into the evening. In terms of new facilities in the library, the most popular ideas were for:

- community education classes
- provision for new activities such as story telling sessions for children, craft circles, book clubs
- improved computer facilities
- meeting space for groups or socials.

At the workshop there was in-depth discussion regarding the location of the library and whether it was better positioned within a community centre rather than a stand-alone building.

Other suggestions included improving communications within the ward (e.g. an area directory / newsletter) and to have a Community Council.