
Twigworth Parish Council

RESIDENTS SURVEY REPORT 2024



Date: 31 July 2024

Twigworth Residents Survey Report

Survey Overview

The Twigworth Residents Survey was developed by the Parish Council to enable residents have their say on what they deemed important for the future of our community, this will also help set priorities for the Precept (our budget), update the 4-Year Plan and other policies.

Up until about 2020, Twigworth had a population of about 380 people, but the community is now growing fast, with new housing developments taking shape and over the next few years, the population will increase considerably.

This was the first time a survey of this kind had been carried out in the village.

The on-line survey was published on 13 May 2024, via our Website, Facebook Page and Newsletter and closed 31 July 2024; no personal data was collected, the survey was completely anonymous.

There were a total of 101 completed surveys returned, a response rate of 17%

The results of the survey were collated and this report summarises the findings, with statistics on responses to individual questions and highlighting specific comments.

Not all questions were answered by all those that took part in the survey and this is also shown in each of the responses.

The response rate was sufficient to obtain a statistically meaningful sample of residents views, but care needs to be taken in interpreting small sample sizes.

For each question we list the ANSWER CHOICES as they appeared in the survey.

The RESPONSES shows the percentage (in brackets) of people ticking each ANSWER as a percentage as well as the total number of people who answered the question.

At the end of the survey we invited people to 'share other comments and/or feedback'... while we may not all agree with some of the comments, we would ask everyone to respect each others point of view... all comments are anonymous.

This will help Council establish its priorities for funding and action where it is empowered and financed.

Twigworth Parish Council still welcomes survey responses as ongoing engagement and feedback between residents and the Council; please use our website contact form:

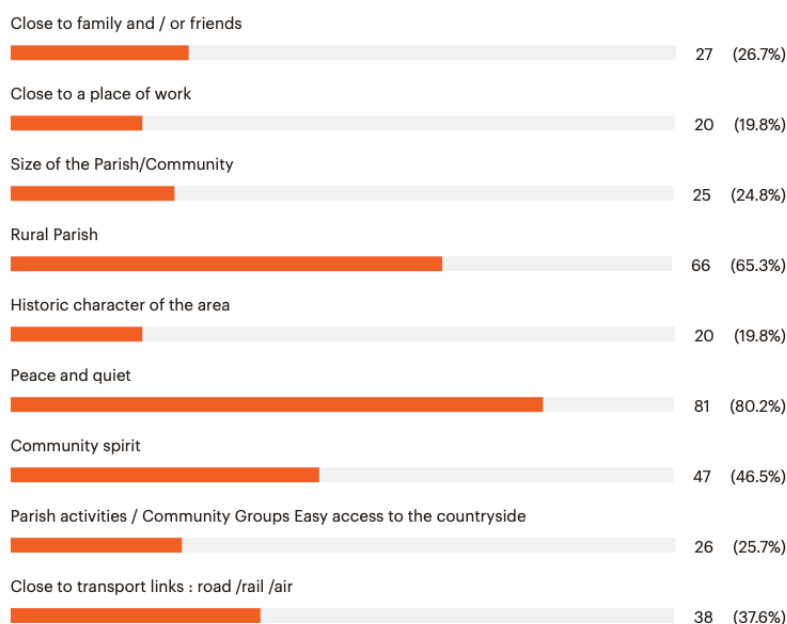
<https://twigworthparishcouncil.com/your-parish-council/#contact-us>

The Twigworth Parish Council would like to thank all residents who took time and contributed to this Residents Consultation Survey.

Question 1 has 101 answers (Checkboxes)



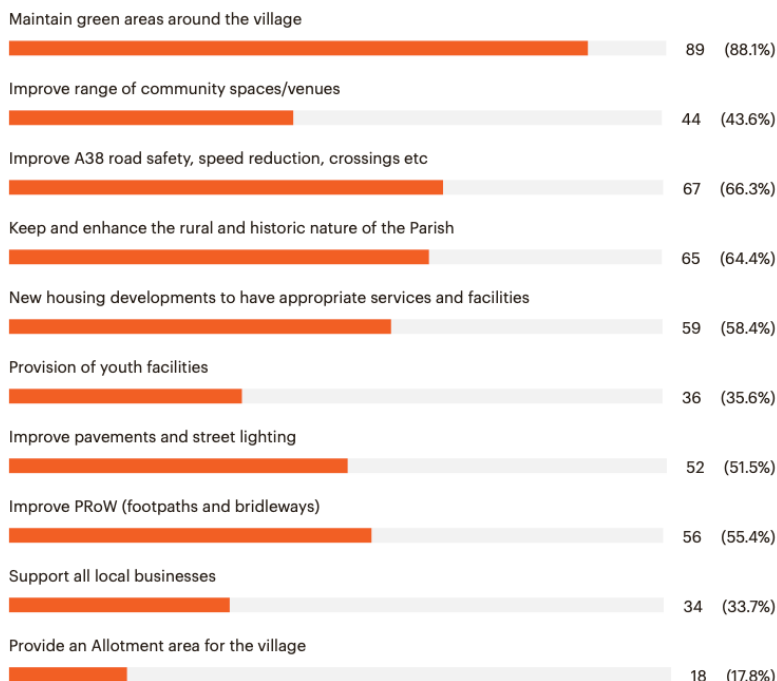
“Q1. What do you consider important about living in our Parish? (Please tick any that you feel appropriate)”



Question 2 has 101 answers (Checkboxes)



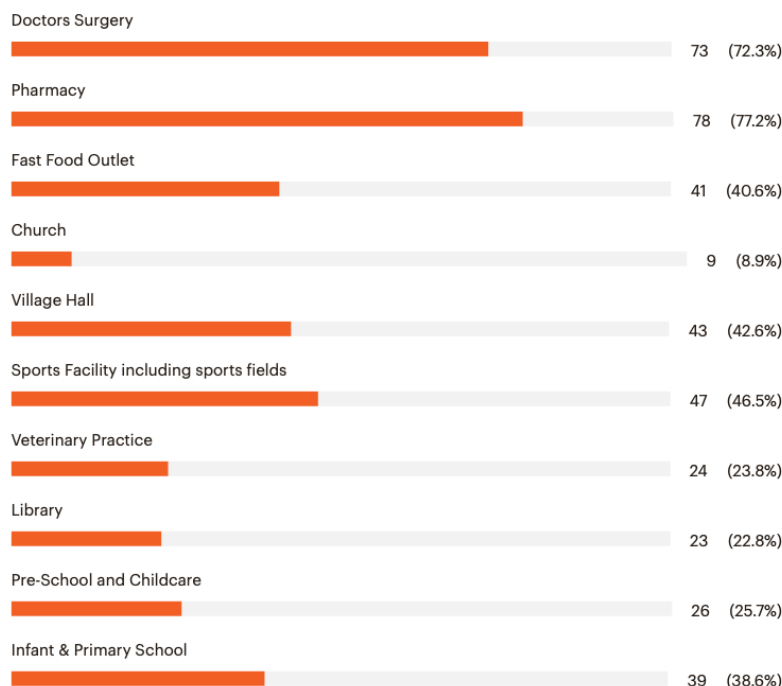
“Q2. Which of the following statements do you consider to be important for the future of our Parish? (Please tick any that you feel appropriate)”



Question 3 has 97 answers (Checkboxes)



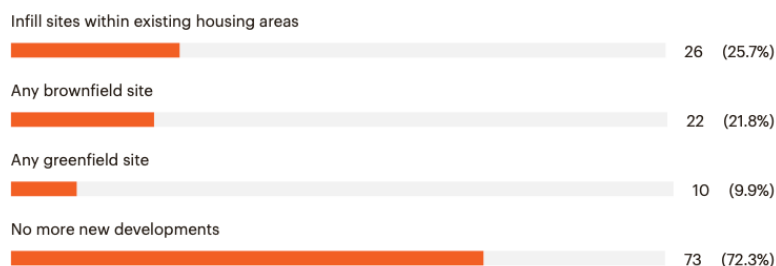
“Q3. What facilities do you think our Parish would benefit from? (Please tick any that you feel appropriate)”



Question 4 has 100 answers (Checkboxes)



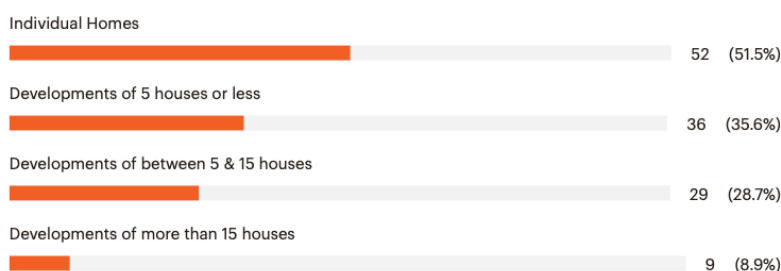
“Q4. What type of sites within our Parish would you prefer for future development? (Please tick any that you feel appropriate)”



Question 5 has 92 answers (Checkboxes)



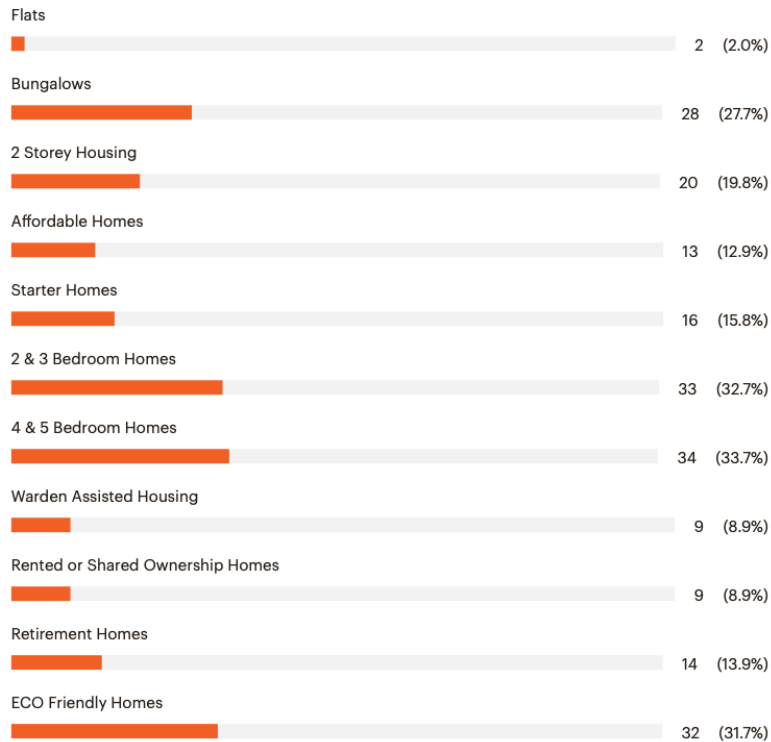
“Q5. What size of housing developments do you think are most appropriate for our Parish? (Please tick any that you feel appropriate)”



Question 6 has 83 answers (Checkboxes)



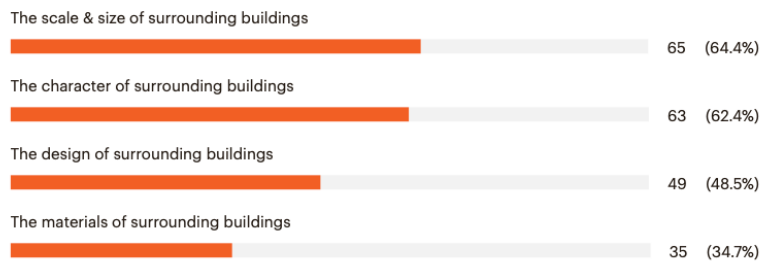
“Q6. What type of new homes would you prefer our Parish include? (Please tick any that you feel appropriate)”



Question 7 has 85 answers (Checkboxes)



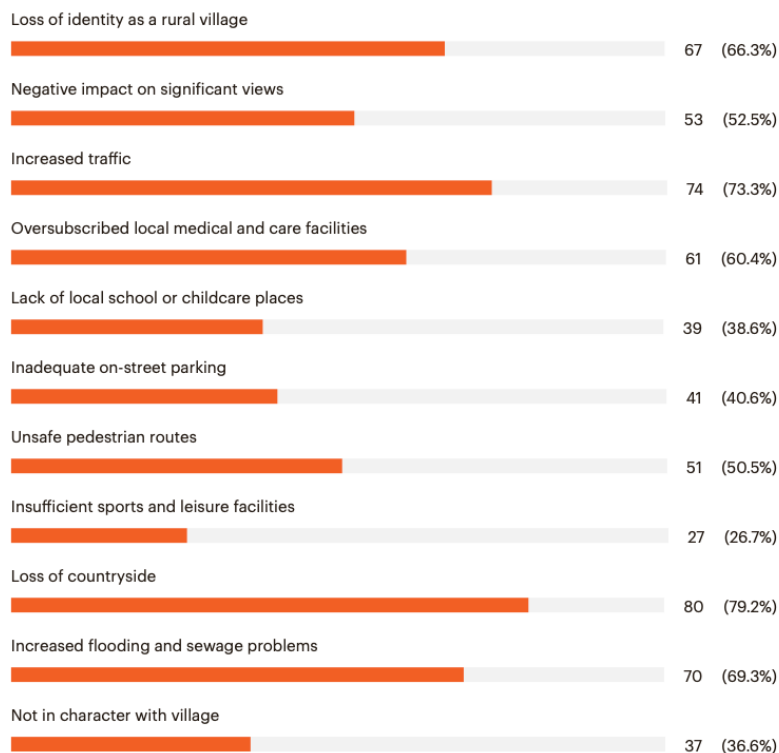
“Q7. How important is it that new developments, including extensions is sympathetic to the following? (Please tick any that you feel appropriate)”



Question 8 has 99 answers (Checkboxes)



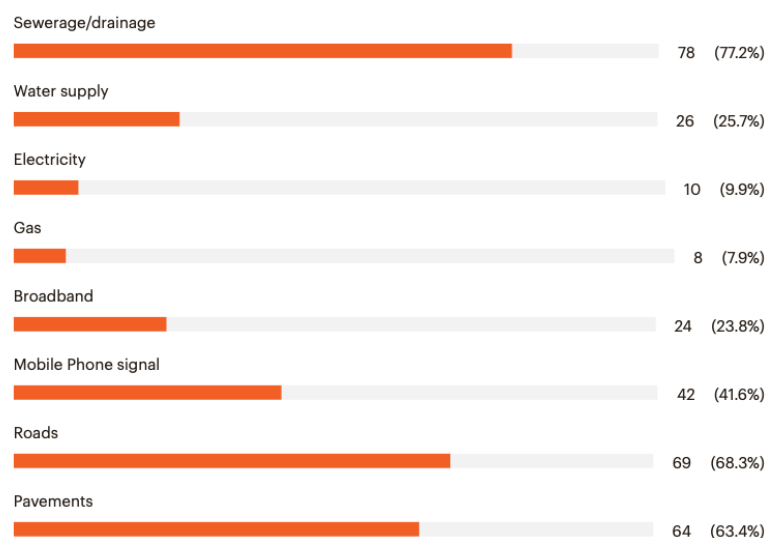
“Q8. What concerns you most about further development in our Parish? (Please tick any that you feel appropriate)”



Question 9 has 100 answers (Checkboxes)



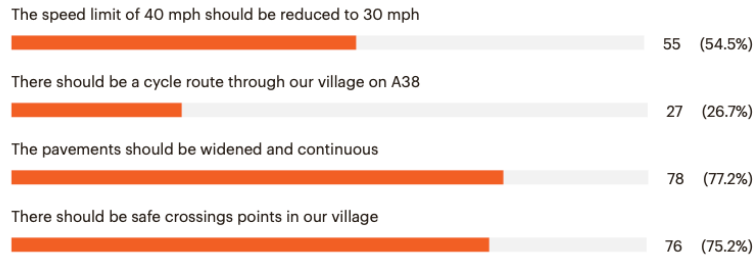
“Q9. What concerns do you have about the infrastructure in our Parish? (Please tick any that you feel appropriate)”



Question 10 has 99 answers (Checkboxes)



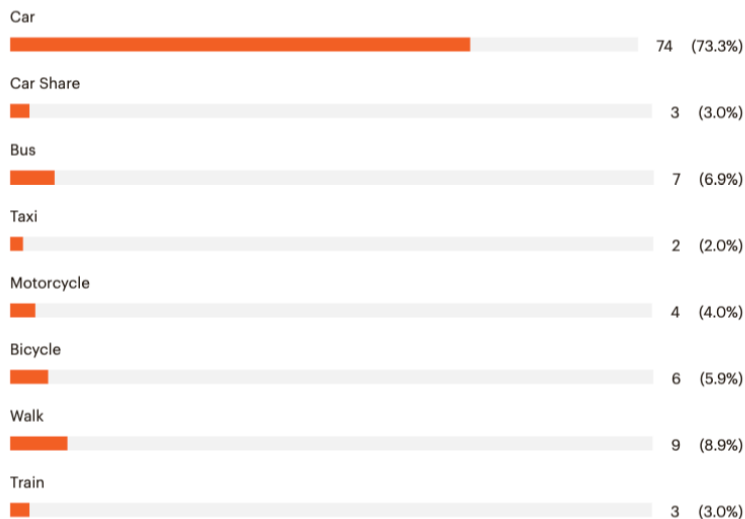
“Q10. What concerns do you have about road safety on the A38 road in the village? (Please tick any that you feel appropriate)”



Question 11 has 83 answers (Checkboxes)



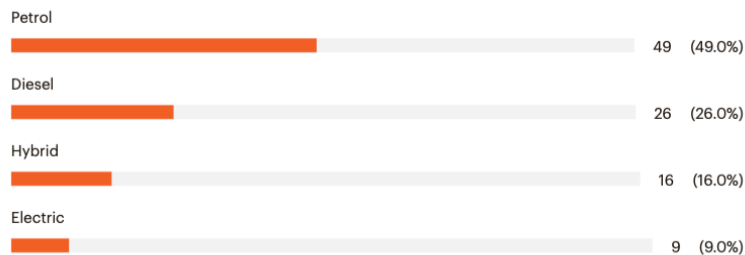
“Q11. How do you travel to work? (Please tick all that apply)”



Question 12 has 100 answers (Radio Buttons)



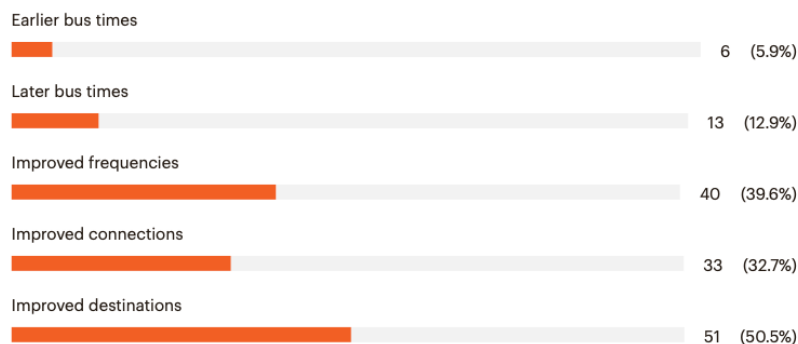
“Q12. How is your vehicle powered?”



Question 16 has 81 answers (Checkboxes)



“Q16. What would encourage you to use Public Transport (Bus) more often? (Please tick as appropriate)”



Question 17 has 99 answers (Radio Buttons)



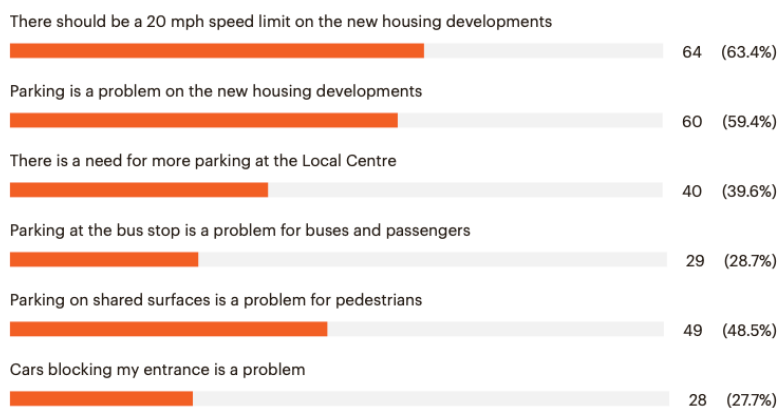
“Q17. If you never or rarely cycle, would cycle routes encourage you use a cycle?”



Question 18 has 95 answers (Checkboxes)



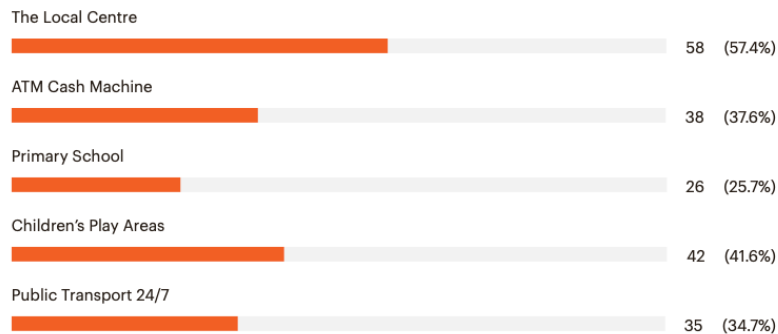
“Q18.What are your views on traffic issues in the Parish? (Please tick as appropriate)”



Question 19 has 90 answers (Checkboxes)



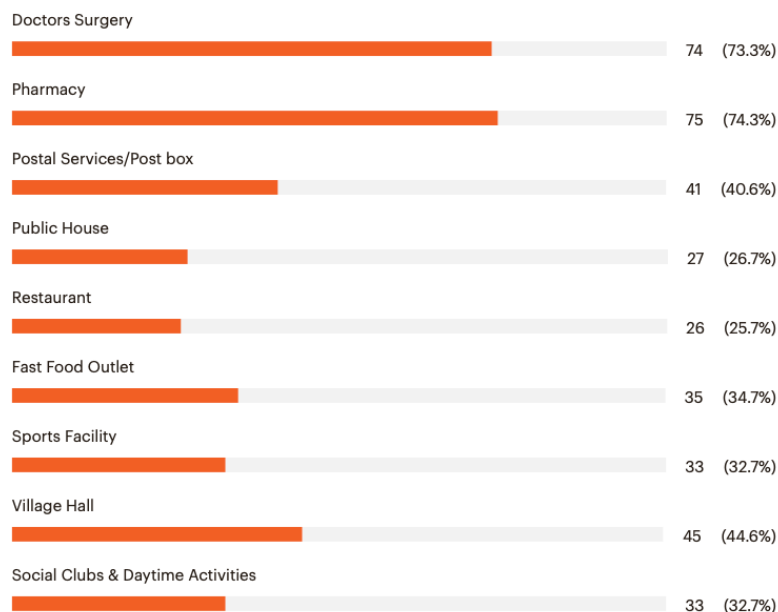
“Q19. How important for you, your family and the Parish are the following services? (Please tick as appropriate)”



Question 20 has 95 answers (Checkboxes)



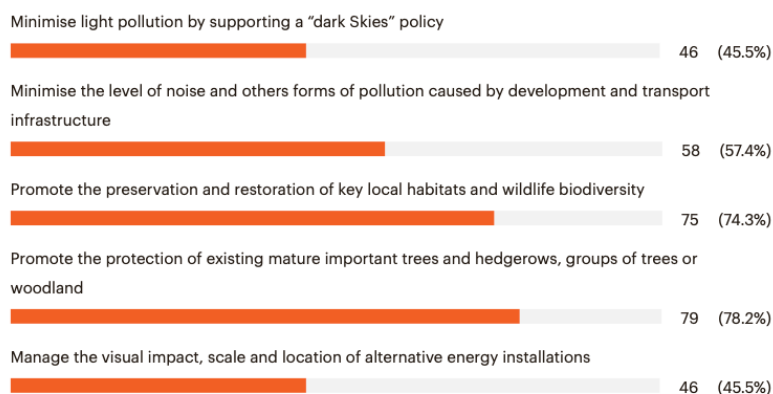
“Q20. How important do you think it would be for the following facilities to be introduced in the Parish? (Please tick as appropriate)”



Question 21 has 99 answers (Checkboxes)



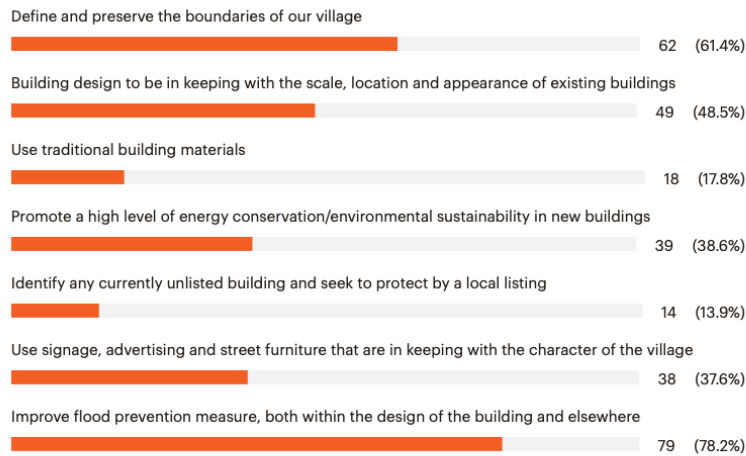
“Q21. What priorities should the Parish Plan have in protecting the natural environment? (Please tick as appropriate)”



Question 22 has 100 answers (Checkboxes)



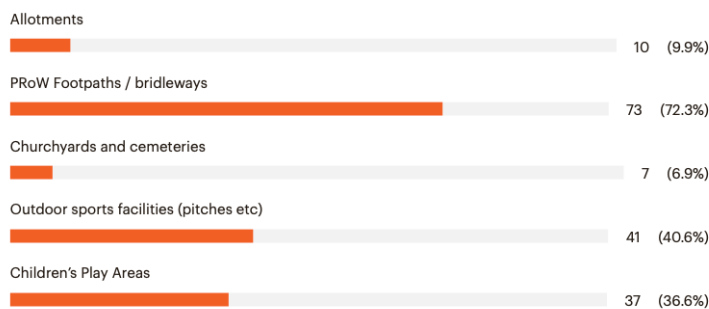
“Q22. What priorities should the Parish Plan have in protecting the quality of the existing environment? (Please tick as appropriate)”



Question 24 has 88 answers (Checkboxes)



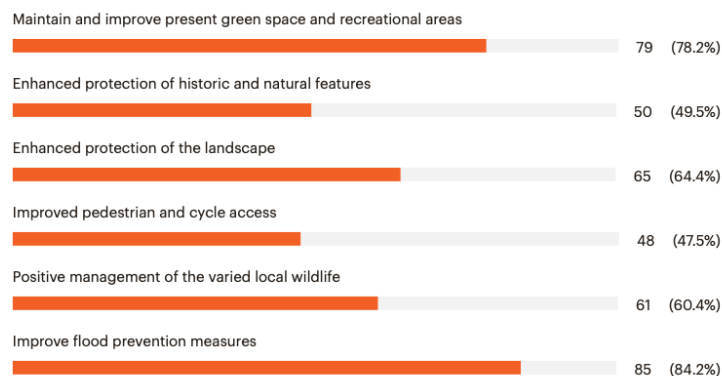
“Q24. How important is each type of local space to you and your household? (Please tick as appropriate)”



Question 23 has 101 answers (Checkboxes)



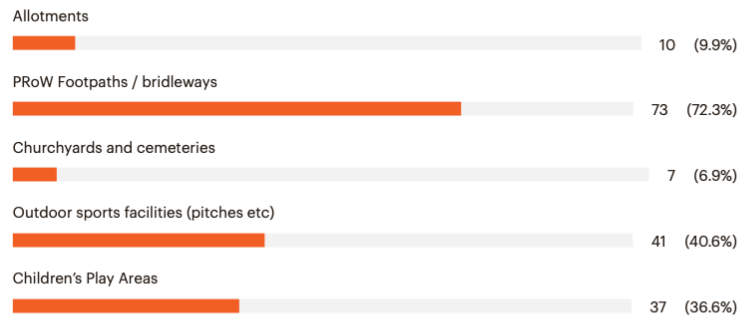
“Q23. Should the Parish Plan aim to promote the following? (Please tick as appropriate)”



Question 24 has 88 answers (Checkboxes)



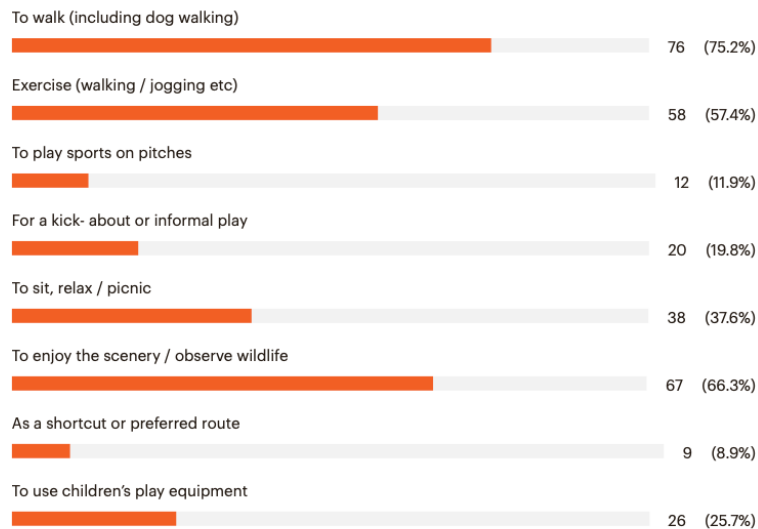
“Q24. How important is each type of local space to you and your household? (Please tick as appropriate)”



Question 25 has 97 answers (Checkboxes)



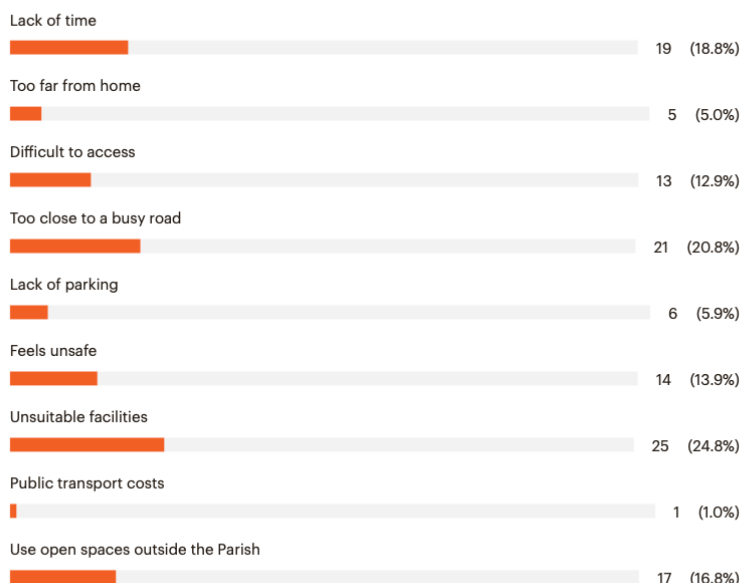
“Q25. Please indicate the main reasons why you use the open spaces that you visit (Please tick as appropriate)”



Question 26 has 75 answers (Checkboxes)



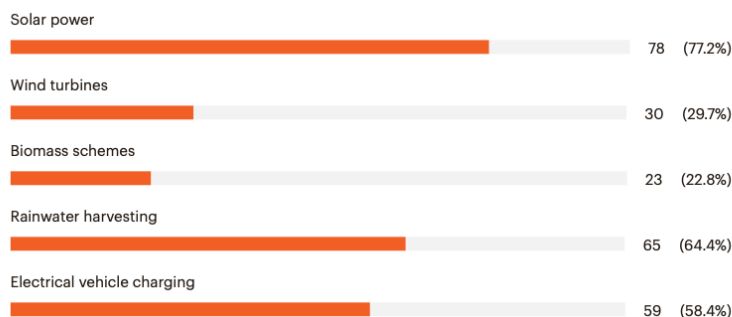
“Q26. Please indicate the main reasons why you don’t use the open spaces (Please tick as appropriate)”



Question 27 has 91 answers (Checkboxes)



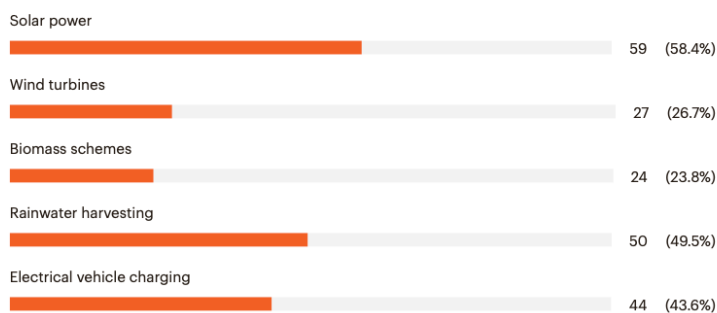
“Q27. Do you support the use of the following energy sources for DOMESTIC uses in our local community? (Please tick as appropriate)”



Question 28 has 69 answers (Checkboxes)



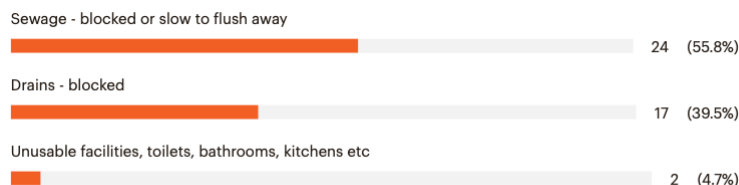
“Q28. Do you support the use of the following energy sources for COMMERCIAL uses in our local community? (Please tick as appropriate)”



Question 29 has 43 answers (Radio Buttons)



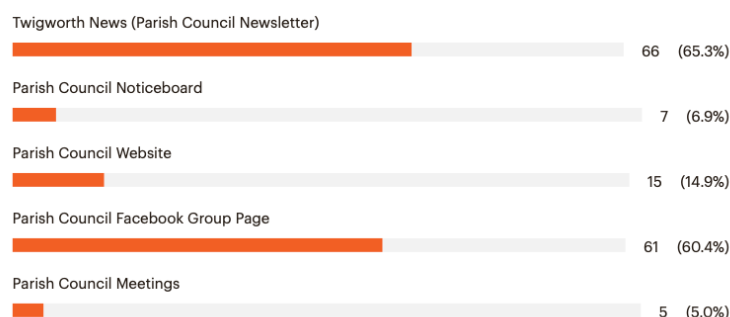
“Q29. Have you suffered problems over the past few months with sewerage, blocked drains, unusable facilities? (Please tick a appropriate)”



Question 30 has 92 answers (Checkboxes)



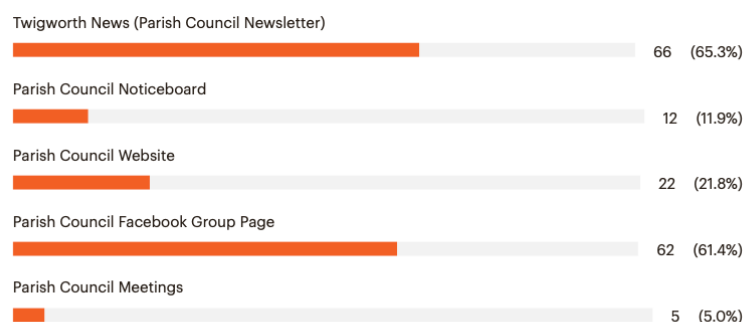
“Q30. How do you receive local information about the Parish? (Please tick as appropriate)”



Question 31 has 88 answers (Checkboxes)



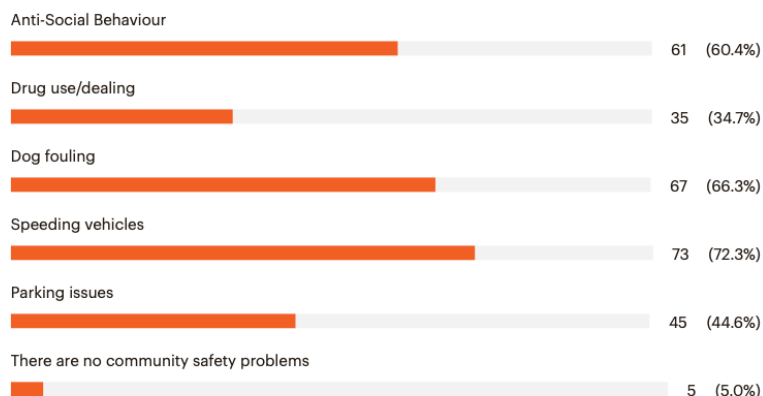
“Q31. How would you like to receive local information about the Parish? (Please tick as appropriate)”



Question 32 has 101 answers (Checkboxes)



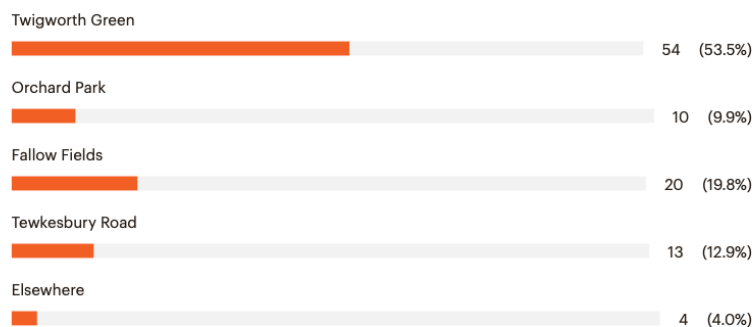
“Q32. What crime or community safety problems concern you in the Parish? (Please tick as appropriate)”



Question 33 has 101 answers (Radio Buttons)



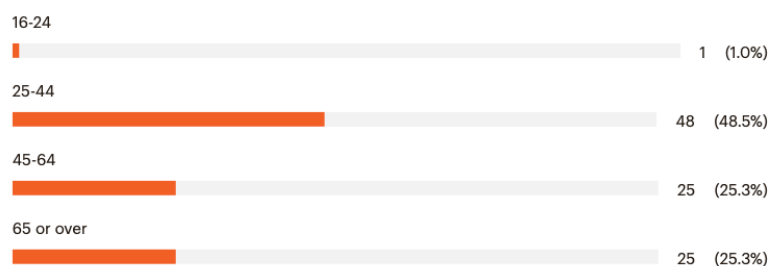
“Q33. Whereabouts do you live in the village?”



Question 34 has 99 answers (Radio Buttons)



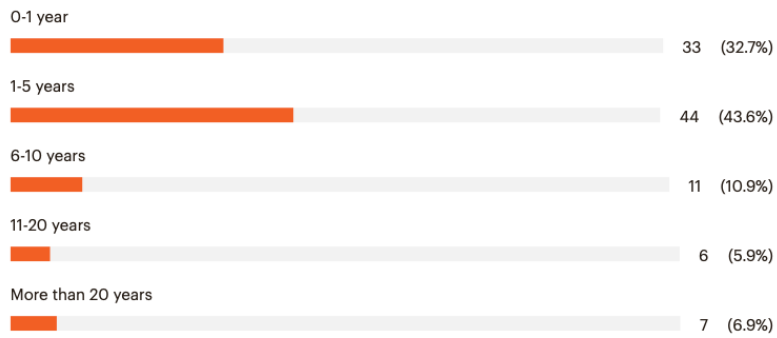
“Q34. What is your age?”



Question 35 has 101 answers (Radio Buttons)



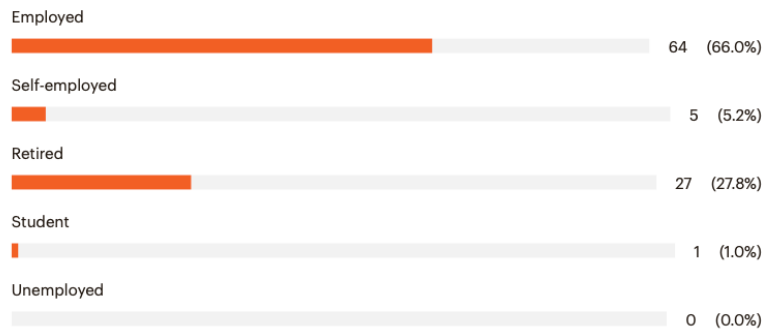
“Q35. How long have you lived in the Parish?”



Question 36 has 97 answers (Radio Buttons)



“Q36. What is your work status?”



Residents Comments (Anonymous)

Question 37 has 31 answers (Open Text)

"If there are any other comments that you would like to add, please leave them here"

Unknown contact said:

"Roads & PROWs

After almost 30 years in the Village I do not see the mph being dropped - nor do I think it would work - a sign does not stop speeding. However more signposting and speed awareness post would help.

Additionally a pedestrian controlled access near Nature in Art entrance (to TG shops) would also slow down traffic.

Pavements need to be improved, guidelines are 1.5m wide - most struggle with 1m. Foot traffic between Down Hatherley and TG has increase massively in the last 18 months.

Regards Cycle Path, I feel one between TG & Innsworth would suffice (as not space off A38.

The PROWs need looking at across the Parish, e.g. still a sign off A38 through Caravan Park to nowhere (should be path to TG). PROWs towards nature in Art are often ploughed or overgrown.

Affect of recent and future Development

Walking through TG I have noticed the smell of weed almost everywhere and I have heard of reports of anti-social behaviour - community liaison would help (as well as a reporting method).

I am not worried about the 'look' & feel of the village - variation makes it unique and is ultimately good for all.

Happy with new properties being built, but would prefer directly off main A38 and not behind existing properties. This would also slow traffic down as people go in and out. It would also mean smaller developments. I see the future as only having new developments directly off main roads which in turn keep green areas behind developments (and PROWs).

As a long-term resident I feel TG has improved some areas, with better bus times, a local shop & coffee shop. Would be great to fill the other 2 shops with community based (Dr, Pharmacy) and maybe not Take Away (rubbish, waste and anti-social behaviour issues).

I am also not worried about flooding (although flooded in 2007). I believe new builds will actually improve the situation with balancing ponds and cleared streams.

Finally

Terms like 'Twigworth Floods' brings the village down. Let's be positive!"

Unknown contact said:

"I would love to hear more positive news, we have many new people joining the parish who need to feel welcomed. I know people were not happy with planning decisions but that is over and we now need to build a community. Let people know what groups are available, do we have any community improvement groups? If we have issues like dog fouling or littering let's set up a volunteer group that can walk around Twigworth and clean it up. If people see others taking pride in their community then they are more likely to look after it. We also need to hold Vistry to account over the quality of the green spaces that have been installed. The new play area is simply dangerous and the landscaping is really poor."

Unknown contact said:

"The Parish Council do a really good job in communicating with residents, in particular this survey, the newsletter, Facebook and website. There needs to some form of social hub where locals can meet up and interact, we have no village hall, perhaps the new sports changing facility will provide that. Carry on the excellent work!"

Unknown contact said:

"Most significant issues within the estate are people parking on pavements, on bends, at junctions or on roundabouts. Also child safety on roads. Kids often run and play in the roads whilst cars are moving. Chose Twigworth because it's peaceful but kids scream outside our house for 6+ months of the year. Better open spaces and kids play facilities may help reduce this"

Unknown contact said:

"This seems to be more aimed at the new builds. There are a lot of homes that have been here before Twigworth became Twigworth Green! "

Unknown contact said:

"I think the area would benefit greatly with a secondary school."

Unknown contact said:

"Something needs to be done about the amount and level of music which comes from the Flats at Twigworth Green it's hugely disturbing, day and night."

Unknown contact said:

"I am very concerned around secondary school places living in Twigworth Green and it not being in a catchment area for local secondary schools. I really would appreciate the parish council working with the LA to ensure Twigworth residents are allocated their nearest secondary schools and not being sent to schools with spaces such as Newent which is unaffordable for families for transport costs. A new secondary should consider being built in the area due to expansion in Innsworth/Twigworth. Primary schools are being planned for in site plans, but not where the children will go beyond primary school and this is an issue I know many residents are starting to realise and discuss due to concerns. Thank you"

Unknown contact said:

"Twigworth Green suffers extensively from poor parking and anti-social behaviour. There are easy solutions to both of these things: 1) Incorporate double yellow lines around the housing estate on any areas which are opposite driveways and road entries / on bends; and 2) Open up more green spaces, ie the sports fields (this can be open pre the pavilion). "

Unknown contact said:

"We are concerned about the lack of secondary schools in the area and would welcome one being built to accommodate the increase of children now living within Twigworth. I say this as a local teacher myself "

Unknown contact said:

"We have an active colony of swifts visiting the Twigworth Green estate and we should explore providing nesting sites at appropriate new builds. We also have very active bat populations we should consider doing the same for..."

Unknown contact said:

"Mainly traffic worries. It is becoming intolerable. Also when motorway is closed heavy lorries thunder down the A 38 all night. . "

Unknown contact said:

"We would really appreciate being able to get buses to Cheltenham. It seems ridiculous that places like Longlevens, Churchdown etc have buses to Cheltenham every 10 mins & nothing from Twigworth. I'm disappointed that the church closed. Sadly we don't have a local pub, so no opportunity to meet people.."

Unknown contact said:

"The flooding issues needs to be the main action to protect the current homes and facilities we have before expanding further the parish. We need better children's play areas, a food takeaway outlet, bus connections to Cheltenham town centre. A village hall for local groups and business to run classes something similar to the Churchdown community centre would be good. Cleared pathways and cut back to walk safely on the a38, crossing by the pub and petrol station. Footpaths for walks and maps for safe walks in the parish. More dog waste bins and emptied more regularly. A gym / sports centre opposite the barracks "

Unknown contact said:

"We are a family with young children and our main concern is the speed of the A38 right outside our front door. We are worried about letting children out in the future to walk to any playgrounds or facilities due to the dangerous road.

I have multiple time specific drop offs in the mornings to take children to different places & then reach work in time. This is why we do not use public transport and currently nothing would persuade us to use it at this specific stage of our life. In the future hopefully this will be different & I can cycle to work again as I did before I had children.

Unclear on questions 27 /28 whether it means do you support the housing using these types of renewable energy or do you support these types of renewable energy sources being located in the parish. I.e. Would you be happy for your home energy to come from solar vs do you support the solar energy farm being located in the field next door?! "

Unknown contact said:

"Cheltenham bus would be good Play areas for kiddies needed "

Unknown contact said:

"Having flooded eight 8 times, we would like to see more flood defences, and less building on flood plains."

Unknown contact said:

"Churchdown Surgery is already over stretched. When the 85 houses are built off Sandhurst Lane and the potential plan for 165 new houses of Brook Lane, it will become impossible to get a Dr appt. It already takes 3-4 weeks to see a Dr. The parish is being over built on and will lose its identity if more housing developments are approved. "

Unknown contact said:

"Lack of public house is a real shame "

Unknown contact said:

"Improving walking pathways is critical for this area, we have lots of lovely green space but walkways are not connected, forcing us to walk on the very busy main road where pavements are narrow and foliage is overgrown. Road speed needs to be reduced to 30 considering the number of homes and people. "

Unknown contact said:

Access to a public defibrillator on Twigworth Green estate.

Better care of public green spaces (trimming of hedges, grass, wild flower upkeep) preventing it from look messy and unkept.

Use of the fake 'under offer signs' situated by the co op. They have been empty, unoccupied and 'under offer' since I moved in August 2023. Rent to be lowered on them or utilise the buildings for serving the community as they should be. "

Unknown contact said:

"Drugs need to be tackled before the estate gets a reputation which sticks"

Unknown contact said:

"Fantastic community. We really appreciate the opportunity to share our views on local amenities and have a say in the future of our village. "

Unknown contact said:

"Mobile phone signals are not good. Is there a phone mast in Twigworth?"

Unknown contact said:

"Double yellow lines should be introduced opposite ALL drives and corners on the Twigworth Green housing estate and wardens should monitor poor parking. Less social housing should be allowed where over 50% of the new estate involved this since housing not set aside for social housing has now been sold for such."

Unknown contact said:

"Poor quality of roads around Twigworth green estate need replacing/to be properly tarmacked without ramps etc. The play park has also been built for 7 months and still not open to the public. Would also like to know when the sports pavilion will be built and what activities/sports clubs are planned. Finally, would like to see the empty shops by Coop occupied and open."

Unknown contact said:

"I don't find the 40mph speed limit on the main road an issue, if anything I find the people who do under the current limit a problem as it causes others to overtake / drive erratically as they get wound up. The road is a 40 which is safe enough for the type of road it is - people should drive in accordance with that. I do however have a massive issue with the driving on TG people speed and do not give way, the street parking is terrible and it makes it dangerous to drive around in he estate. The amount of times I have been driving at about 10mph (which is the speed I think is safest to people and animals) and I have been nearly hit by an oncoming car speeding in the middle of the road is scary. Some are workers from site but a lot of people who live here!

I feel the Parish council could do more to hear and share younger peoples views and support views that differ to them - we are a community and we should encourage change than supports a better way of life / new technologies (like the solar farm) - we need to safeguard the environment for future generations and that means generating power in different ways. Sometimes I feel publications by the PC are very one sided and try to make it seem the people on the new estates are less important and valued less despite the fact because of them there is now much more income in tax for the Parish as a whole - which I am sure is benefiting the PC. It would be great to see someone younger on the PC to provide a different view on things and maybe get more people interested in what they are doing as I am sure it is good. "

Unknown contact said:

"Parish Council communications are excellent. "

Unknown contact said:

"The village is being destroyed by new developments. Crime and unwanted visitors onto property has started to interfere with day to day life. Increased traffic is impacting on safety and noise outside my property. Dog walkers not observing the correct right of way over fields and constant dog fouling not being cleared. Pavement on A38 is in a dangerous condition. Flooding increasing on main road due to blocked drainage and debris being thrown up onto parked cars on driveway causing damage to vehicles due to poor road condition. I could go on, but like my experience of recent years of living in Twigworth, I'm getting worn down. If there was ever a good example of a rural village getting destroyed by poor planning and poor execution, Twigworth is it. Mind you, I have only lived here for 33 years. RIP Twigworth."

Unknown contact said:

"Although the parish council may oppose developments they are overridden by Tewkesbury Borough Council, how can this be right or changed so that the views of the parish members are listened to?"