

September 2022 | By: Cllr Matt Burton



# Village Survey 2022

Monk Fryston Parish Council

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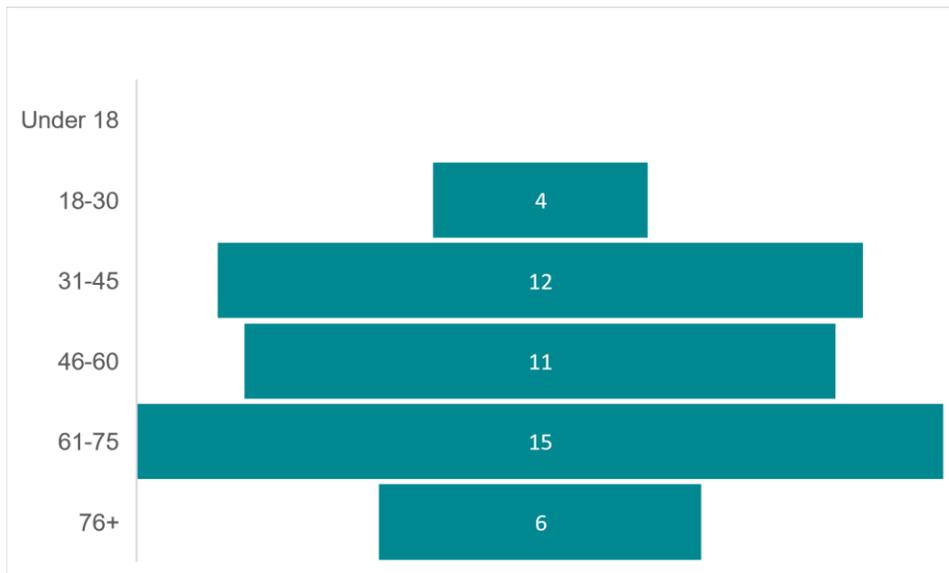
### The survey

Residents of Monk Fryston were invited to complete a brief survey between 5<sup>th</sup> August 2022 and 5<sup>th</sup> September 2022. The survey was distributed via the Parish Council's hard copy newsletter, and also electronically via social media (with residents able to complete the survey online).

A total of 48 responses were received: 32 electronically and 16 via hard copy.

### Question 1

(What is your age?)

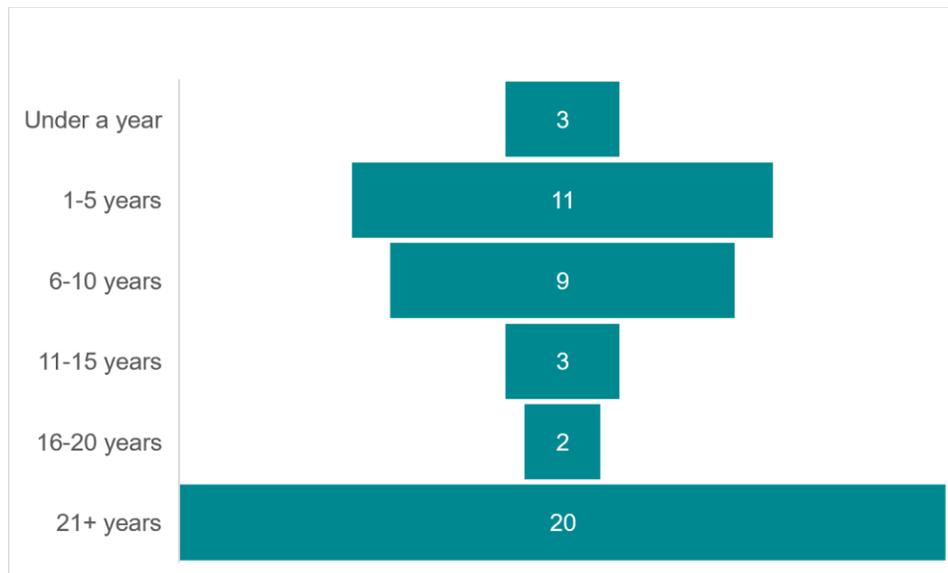


Responses were received from a diverse range of ages. Note:

- No responses were received from under 18s
- 80% of responses were from residents aged between 31-75

## Question 2

(How long have you lived in the Parish of Monk Fryston?)

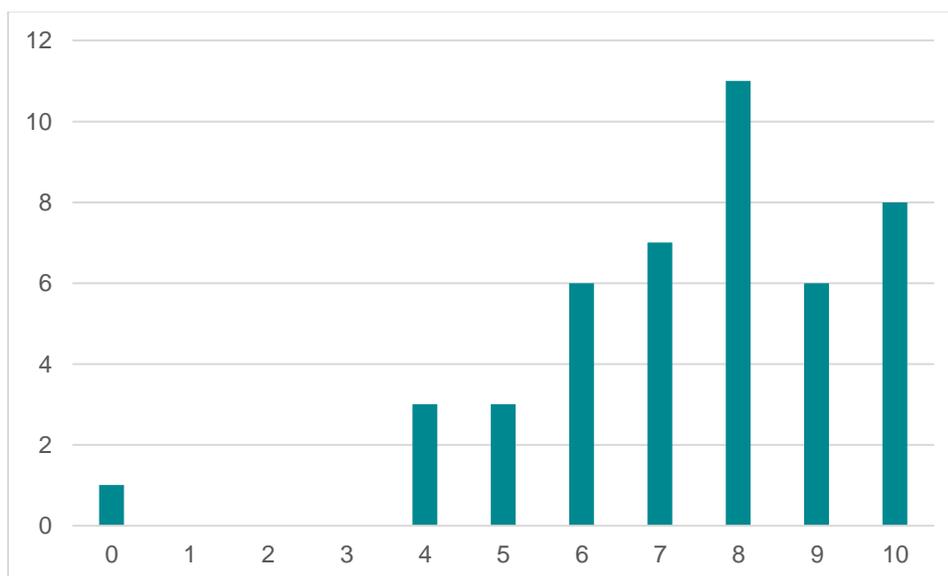


Responses were received from a broad range of residency durations. Approximately half of respondents have lived in the village for fewer than 10 years, and half for over 10 years.

A significant proportion of respondents have lived in the village for a long time (21+ years).

## Question 3

(On a scale of 0 to 10, with 0 being 'not at all satisfied' and 10 being 'very satisfied', how satisfied are you with the work of the Parish Council?)



Only one respondent was completely dissatisfied with the work of the Parish Council.

The average (mean) was 7.4 out of 10, and the average (mode) was 8 out of 10.

The theory of Net Promoter Score (NPS) suggests that anyone who answers 0-6 is a 'detractor', anyone scoring 7 or 8 is 'passive' and anyone scoring 9 or 10 is a 'promoter'.

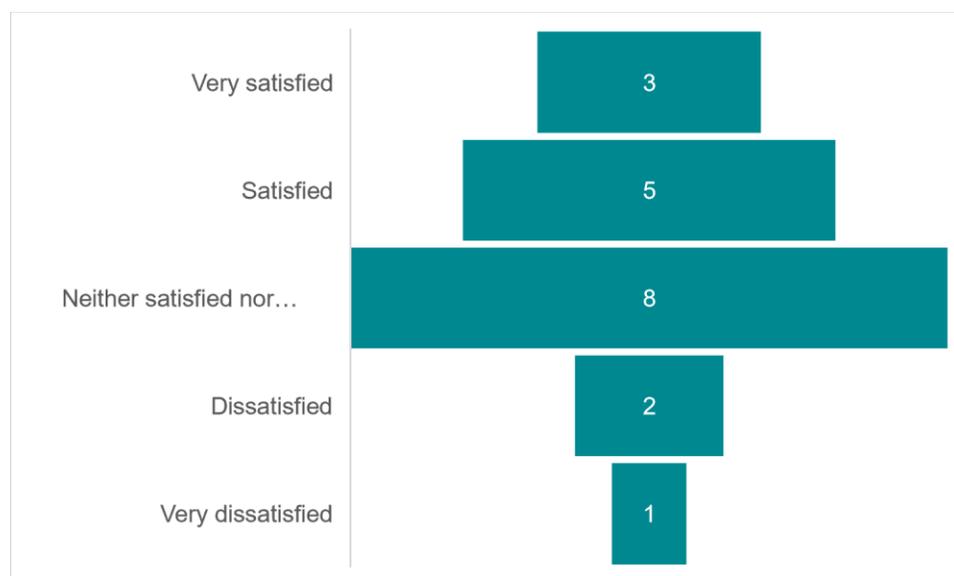
The NPS is calculated by identifying the % of 'promoters' minus the % of 'detractors'. In this instance, 29% of respondents are 'detractors' and 31% of respondents are 'promoters', giving a NPS of 4. Any score above 0 demonstrates that an organization is well thought of by its stakeholders.

However, 40% of respondents are classified as being 'passive', meaning that they are satisfied but unenthusiastic about the Parish Council's work.

## Question 4

(Have you contacted the Parish Council – or an individual Parish Councillor – within the last 12 months? If you have, how satisfied were you with the response you received from the Parish Council?)

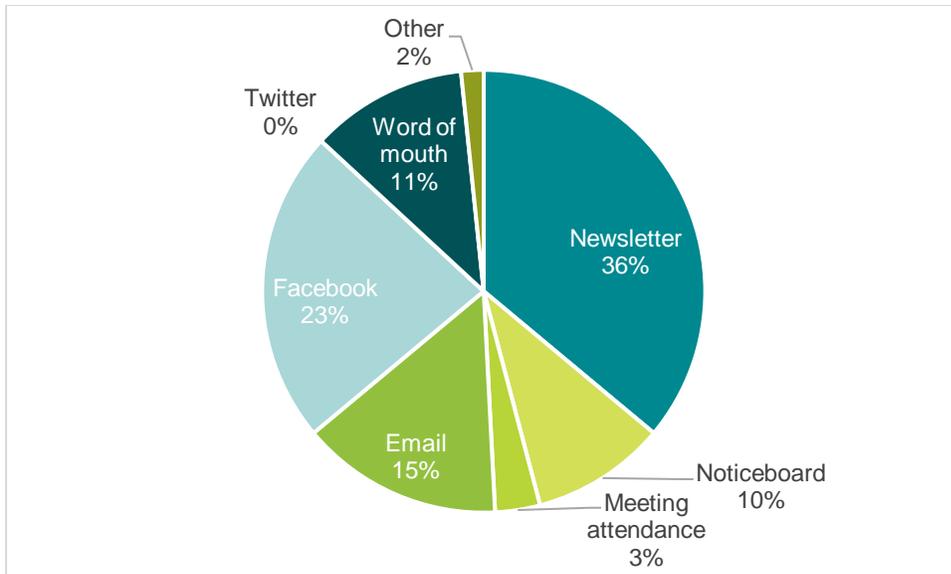
19 people answered this question. We can assume that all other survey respondents have not attempted to contact the Parish Council within the last 12 months.



Only 42% of respondents were 'satisfied' or 'very satisfied' with the response they received. Conversely, only 16% were dissatisfied or worse. A significant number of respondents had a neutral view of their experience.

## Question 5

(Which of the following communications channels – if any – do you use to gain knowledge of the Parish Council's activities?)

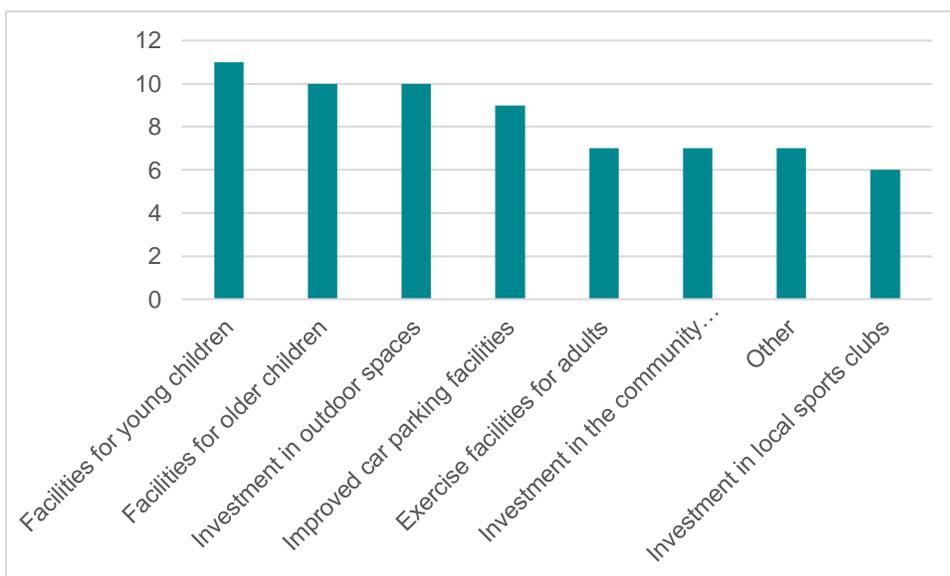


The most commonly used communication channels are the newsletter and Facebook, which is perhaps unsurprising given that there were the primary methods by which the survey was distributed (selection bias). Most of the listed communications channels listed are used by someone, however:

- Twitter was not identified as a preferred communications by any of the respondents. This suggests that the Parish Council does not need to continue having a Twitter account.
- Only 3% of respondents reported having attended a Parish Council meeting.
- Last year, the Parish Council set up an email subscriber list, and 15% of respondents reported using this as a key communications channel.

## Question 6

(The Parish Council has a Capital Projects working group, which explores ways in which to invest money into the local community. What would you most like to see the Parish Council prioritise for investment?)



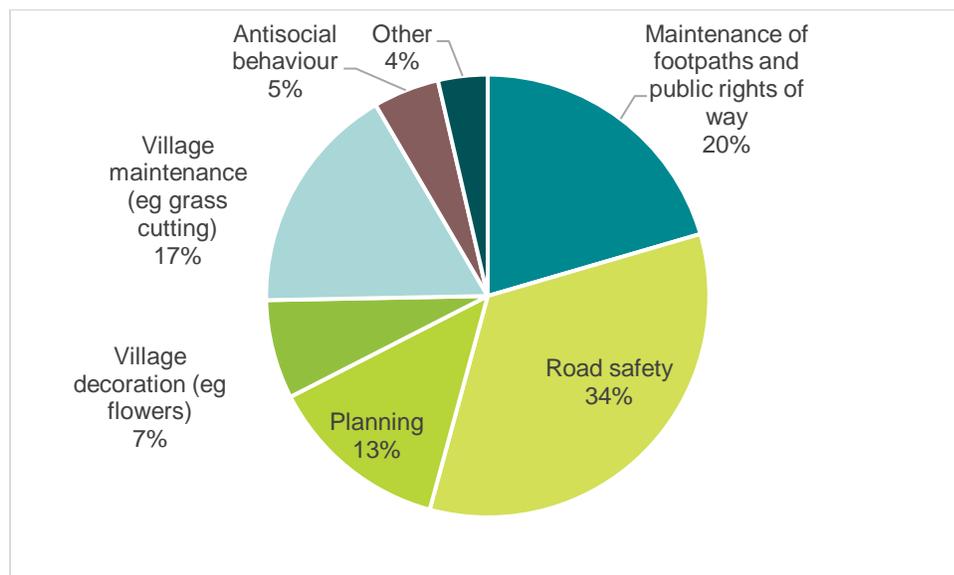
Overall, facilities for children (young and old) were most supported to receive investment. There was, however, broad support for investment in a range of areas, with outdoor spaces and car parking facilities also high on residents' agendas.

Several residents made suggestions for investment in other projects, including:

- An 'In Bloom' group
- A footpath to South Milford
- A village Christmas Tree and lights
- Biodiversity and 'wilding' projects
- A bowling green
- A cycle path for all ages
- A partnership with Monk Fryston Hall to utilise the space and central location available

## Question 7

(Which of the following village issues matters most to you?)



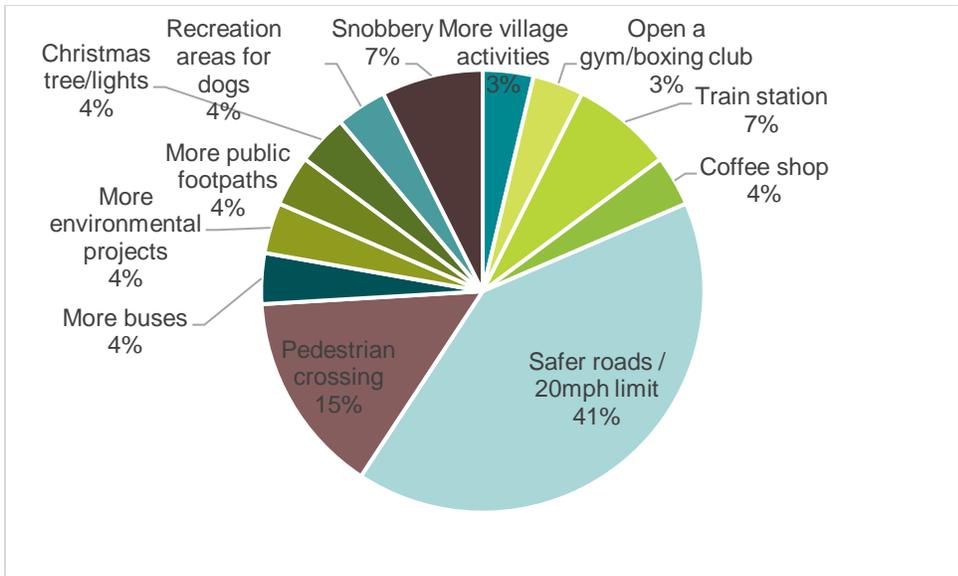
Road safety was the most dominant issue of concern to residents, with comments related to crossing the A63 and the speed of vehicles. General village maintenance is also very important to residents, particularly in relation to footpaths and grass cutting/cleanliness.

Residents are less concerned with matters relating to antisocial behaviour and village decoration.

## Question 8

(If you could change one thing about life in the Parish, what would it be?)

*This was a free text answer, with no options to choose from. I have categorized answers for displaying the results. The full free text answers are displayed in the report appendix.*



Responses to this question were dominated by a desire to see safer roads, with over 50% of comments relating to slower traffic, fewer HGVs and the installation of a pedestrian crossing.

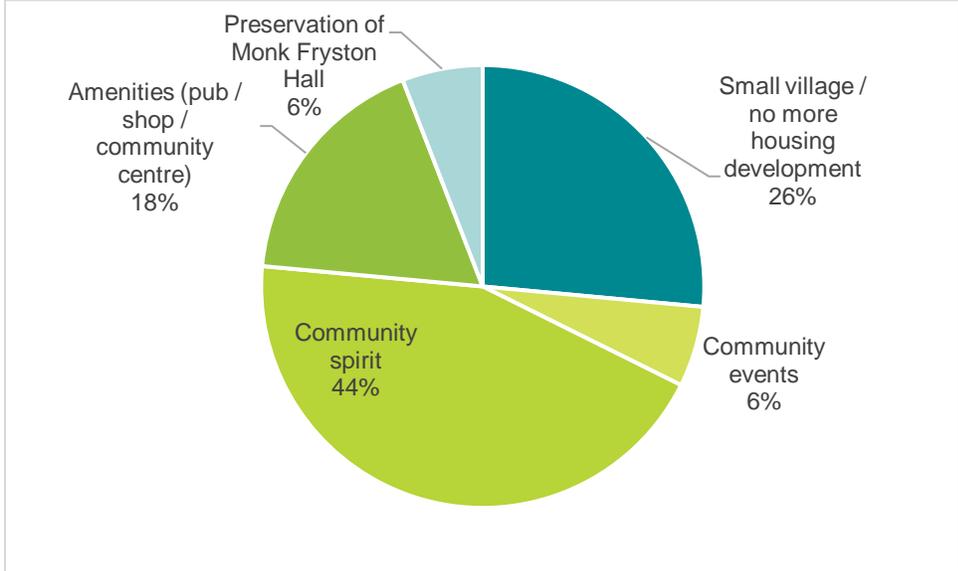
Other notable concerns included a desire for a train station and a desire to see less snobbery in the village / more inclusion of the council house estate.

Several other changes/improvements were suggested by individuals. Full comments in the appendix.

## Question 9

(If you could preserve one thing about life in the Parish, what would it be?)

*This was a free text answer, with no options to choose from. I have categorized answers for displaying the results. The full free text answers are displayed in the report appendix.*



Residents value the sense on community spirit in the village, and community events. These community-related answers represented 50% of all answers to this question.

Residents also want to preserve the size and feel of the village, with concern about new housing developments and the current status of Monk Fryston Hall.

Lastly, village amenities such as the pub and shop are valued. Full comments in the appendix.

## Question 10

(Do you have any final comments about the work of the Parish Council and/or life in the Parish of Monk Fryston?)

*This was a free text answer, with no options to choose from. The full free text answers are displayed in the report appendix.*

Respondents used this question in a variety of ways that are hard to categorise. Read the full answers in the appendix to get a complete picture.

Many residents used this question to praise the work of the Parish Council, with comments such as “well done”, “really impressed by the communication”, “continue the good work”, and “they do a magnificent job”.

Other residents used this question to provide feedback/criticism of the Parish Council with comments such as “not enough funding for sports”, “it would be great to see the council investing in capital projects”, “more inclusivity needed”, and also a complaint that residents have been surveyed previously but responses not acted on by the Parish Council.

Some residents used this question to emphasise their support for changes they would like to see in the village. Support was expressed for a footpath to South Milford, the opening up of public access to Monk Fryston Hall, more work on traffic/speed reduction, and a reduction in the number of planes flying over the village.

## Summary and key themes

- A broad spread of ages and length-of-residency was present in the respondents, hopefully meaning that the 2022 Village Survey results are representative of the whole Monk Fryston community.
- Overall, the Parish Council is well thought of and appreciated by residents, though a not insignificant proportion of residents had a passive/on-the-fence opinion.
- Residents would like to see greater investment in facilities for children, improvements to outdoor spaces, and car parking.
- Road safety is the issue that matters most to residents, followed by footpaths and general village maintenance.
- Residents suggested a number of changes/additions to the village, but overwhelmingly would like to see road safety improvements (lower speed limit, pedestrian crossing, better traffic control etc)
- Most residents love living in Monk Fryston, and particularly enjoy the community spirit, community events, small village environment and amenities (pub, shop, church)

# Appendix

## Question 8 free text answers

(If you could change one thing about life in the Parish, what would it be?)

Community Cohesiveness by more village based activities, eg scarecrow festival
Open a gym and/or boxing/football clubs
Having a train station stop for the public.
Train station or coffee shop
slow traffic down on Chapel Street
A crossing on the a63
The main road - needs a crossing
More buses
Reduce Speed limit A63
better traffic control on the A63
Reinstate the double white lines down the centre of the A63 particularly at the double bend near the Post Office
The kitties coming through the village
30 to 20mph through the village
I'm really proud to say our village has many environmentally minded projects on the go and I would like to see more. For example I'd rather grass verges were mowed in a more targeted and reduced way, encourage and fund more projects in the village to help the environment while all of the green spaces get taken up for concrete and new housing
The traffic through the village
More public footpaths
Road safety, on both the main road through the village and Water Lane
Safer road. Still need a bypass
Village Christmas lights/tree
More fenced in spaces for dogs. They were permitted at the side of the community centre and that's now been stopped.
Snobbery
Speed down to 20mph on the main street with speed cameras and a safe crossing for our children and elderly in our village
Fewer wagons
20mph speed limit on A63 through the village
Safe pedestrian crossing for the main road
the council estate be considered as much as the rest of the village
Nothing comes to mind

### Question 9 free text answers

(If you could preserve one thing about life in the Parish, what would it be?)

Small village feel
More areas for community events
The societal environment
The pub and the post office
Always looks nice, friendly, nice shop, nice pubs
Village events
Village community feeling
The pubs
Open Spaces - Stop infill through development
community involvement
All of it
community spirit
Better sense of community
Community is everything here :)
No more houses built
Size of the village - keep its character
Green space. Not over developed, considering the village facilities (school, Drs, shops, etc.)
Friendly neighbourhood
Sense of community, active community association/village events
Public use of monk Fryston Hall & grounds - such a shame it's going to wreck & ruin
Fewer new builds
The village shop/post office, it's also a meeting place for some people
The great sense of community we have.
force dissuaded land sat on ym greedy developers to be sold/let to those desperate for grazing land
Community spirit
I bought my house in Monk Fryston as a base in the UK while working abroad, intending to move nearer to York when I retired. I'm still here and that says it all!
The environment of the village
Community spirit
Its agricultural, landscape roots! What voice do land managers have on the PC?
Have more use of the church facilities for <u>all</u> the residents and visitors
I love living here and don't want it to change
Less building of new properties. Speed reduction on Water Lane up to Hillam
Sense of community
The community spirit has always been good in Monk Fryston and Hillam
When Monk Fryston Hall returns to service
Community Centre Library
The field on Water Lane. The shop is very important for older residents

### Question 10 free text answers

(Do you have any final comments about the work of the Parish Council and/or life in the Parish of Monk Fryston?)

Greater transparency about the ethos, principles and value of the residents views and suggestions as being pivotal in plans and decisions; a 'how can we' not 'why we cant' attitude that results in apathy and despondency about offering views and opinions. A small village in the 21st century
Not enough funding for sports
It's a lovely village to live in and the parish council do a critical and fabulous job for the community
Well done
To preserve the look and feel of the village through planning control
We used to keep up with the work of the PC via our neighbours - Philip and Susan Scott - but they have now moved away, so we have no idea what is going on
Really impressed by the communication (both ways) and the work done
Love how the parish keeps a village looking at flower flowers social events that bring the village together
It would be great to see the council investing in capital projects that benefit and enhance the lives of those living in the village
Continue the good work
Q6. Pavement/safe walking route to South Milford
Mostly LOVE the village, just find certain members of the parish council extremely rude, snobby, ignorant and it ruins the feel. As a fairly new resident of the village I was made to feel an outsider by this particular person and ignored as I was deemed an 'outsider'! Ridiculous and so pretentious and snobby! More inclusivity needed
Lovely village and friendly people,we like living here
Thank you
Good communication from the Parish Council to the villagers is important
Yes, I can't help but feel very lucky to live in the parish and I think we should try to celebrate that more. The Hall, whilst a private business, could be better utilised in a more mutually beneficial way. We should try to understand housing needs better, of course we must try to balance NIMBYs but we have a shortage of 4 and 5 bed homes in the village. Should we be on the front foot with this? Thank you to you all for working hard to make our parish a success. It's a lonely path, filled with chronic moaners..... but you're doing a great job, it's appreciated! Thank you
Parish council have always been very helpful so thank you for what you do. One comment on Chestnut Green, I know the bandstand is only an example, but I don't feel anything that is open but has shelter would be a good idea. The antisocial behaviour has gone and thanks for what you've done, but at least when the weather was bad they didn't linger. If there's shelter it's more encouraging and that wouldn't be the intention. Love living here.
More 30mph speed limit signs. Sign saying "speed checks in progress". School to make 'do not speed' signs.
I think the Parish Council does a very good job. We have much to be thankful for. I wish we could get more people involved in the Parochial Church Council and attending services at St Wilfrid's occasionally, while we still have a church.
Parish Councillors are busy people with jobs etc and they do their best. For the most part doing a good job in difficult circumstances.
Well done. Keep it up and keep working with the Community Association.

They do a magnificent job
Monk Fryston Hall and the church are dominant features of the village along with the mount. Somehow or other (a) this should be preserved (maintained) and (b) opened for more public use - which could be car parking or other activities
The PC seems to be becoming very 'municipal' in its outlook and aspirations.
Would prefer if planes from Sherburn Flying Club didn't fly over the village every 10 minutes
Previously we have been asked questions about what we want to see in the village - car park, MUGA etc - and still nothing has been done. Why are we having to fill in another form - will anything be done this time? Last time we were also asked / reference was made to east access from MF to South Milford for pedestrians. I would like this to be actioned.
There are lots of issues regarding traffic, crossings etc, but there are beyond Parish Council control.
There doesn't seem to be many activities for adults to meet and build relations.
Can we do more to slow down traffic through our village? E.g. speed humps? We have enough new builds in the village, I don't want any further developments. I would like to see 20mph signs on Water Lane for the school. Other areas have them e.g. Garforth on Ninelands Lane.