



**The future
for
St Just and Pendeen
Community Survey
2014
St Just Town Council**



SAMPLE: THE SURVEY FORM



The future for St Just and Pendeen - Community Survey 2014 St Just Town Council

St Just Town Council is updating work done by the Lands End Area Forum in 2006 in consulting residents. The areas below reflect the issues raised at that time, and we would like to hear from you about what you think is important for the future of this area **now**. We can make no promises about what can be achieved, but we can all work together to make our community as strong as it can be.

So please help us by completing this survey and returning it by July 31st 2014 to:

Survey Team, St Just Town Council, Chapel St, St Just TR19 7LS or handing it to one of the team (below)

IS THIS IMPORTANT TO YOU, OR NOT?	YES or NO	PLEASE TELL US WHY:-	<i>Tick your KEY issue</i>
Green, open spaces and play areas			
Public car parks free to use			
Community buildings / facilities			
Public toilets			
Local 'affordable' housing			
The balance between permanent homes and holiday lets / homes			
New wind and solar power installations			
Preserving the character of the area			
Tourism in St Just & Pendeen			
Local sustainable jobs			
Public transport			
Care of the isolated and vulnerable in St Just & Pendeen			
Any other issue? Add it here:-			

Your age group (please circle): Under 30 / Between 30 – 60 / Over 60

Name and contact details:
 (optional, but helpful to us if you would
 like to talk more about these issues,
 or offer help in our community)

Thank you!

Do get in touch if you would like to know more about this survey and how we shall use the results:

Community Survey 2014 Team:
 Cllr Gilly McQueen (St Just) tel 785880

Cllr Marna Blundy (Botallack) tel 788107
 Cllr Gina Salmon (Escalls) tel 871789

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Marna Blundy
Gilly McQueen
Gina Salmon

October 2014

A.

Background, and the reasons for the survey

In January 2005 the Market and Coastal Towns Initiative (MCTI) for St Just, Pendeen and surrounding parishes was launched. The Land's End Area Forum (LEAF) was granted funding by the South West Development Agency to lead a process that would 'connect with and involve the active participation of local residents, business and agencies', to develop a vision of where the community wanted to be in twenty years time. A survey was undertaken where 587 respondents provided information in the areas of Economic Well-being, Homes and Housing, Social and Community Life, the Natural Environment, Transport, and Health and Welfare.

The substantial data collected was publicly disseminated in 2007, and the 'Community Action Plan 2025' informed ideas about change and development within the Lands End Area Forum community.

Moving forward to 2013, the government recommendation for town and parish councils to undertake a 'Neighbourhood Plan' came before the St. Just Town Council. The rationale for the Plan was to encourage towns and parishes to identify ways in which they wished to develop or conserve their communities in order to support the well-being of the locality and its inhabitants. This Plan would then be taken to a community referendum and passed into law through a legislative process.

The existence of the Community Action Plan 2025, carried out at substantial cost a few years previously, led the Council to decide to review and update this plan, although the scope of it would be limited to the St. Just and Pendeen 'Neighbourhood' reflecting the Town Council's authority.

A review group of councillors was assigned to the task, with the support of the Chair of the Land's End Area Forum who had led the earlier Community Survey work.

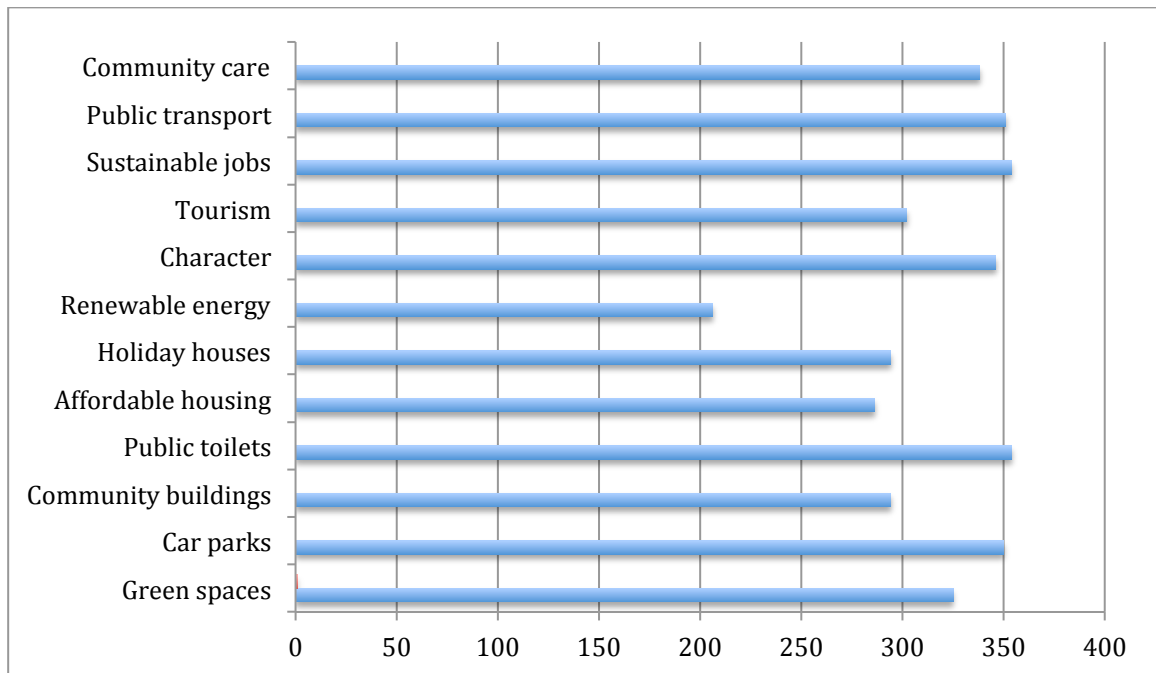
The desire to hear the contemporary views of the community led the group to undertake a new survey, and with cross-reference to the LEAF Community Action Plan 2025, the Survey Team focussed on twelve questions they considered to reflect the most important current issues in St Just and Pendeen.

B.
Methodology – how we went about it

- i. Discussions about a community survey, within the Survey Team and at Town Council meetings, during Spring 2014
- ii. Prepared survey, after amendments approved by St Just Town Council 27 May
- iii. Posters around area saying the survey was on its way
- iv. Announcements in The Cornishman (press release and Down Your Way) and Outreach
- v. Posters around area saying the survey has arrived
- vi. 23 trays in shops and public spaces across Pendeen and St Just, containing survey forms and an envelope to return the completed surveys
- vii. Survey Stall in St Just Square 31 May
- viii. Survey Stall at Pendeen Farmers Market 21 June
- ix. Survey Stall at Lafrowda Day 19 July
- x. Survey delivered inside every copy of July Outreach magazine (Pendeen Parish)
- xi. Survey hand-delivered to most properties in St Just Parish
- xii. Reminder press statements towards the end of the survey period (31 July)
- xiii. Collation of survey forms during September and October
- xiv. Findings delivered to St Just Town Council 20 October
- xv. Full document received by St Just Town Council 4 November followed by public launch

Summary of data collected

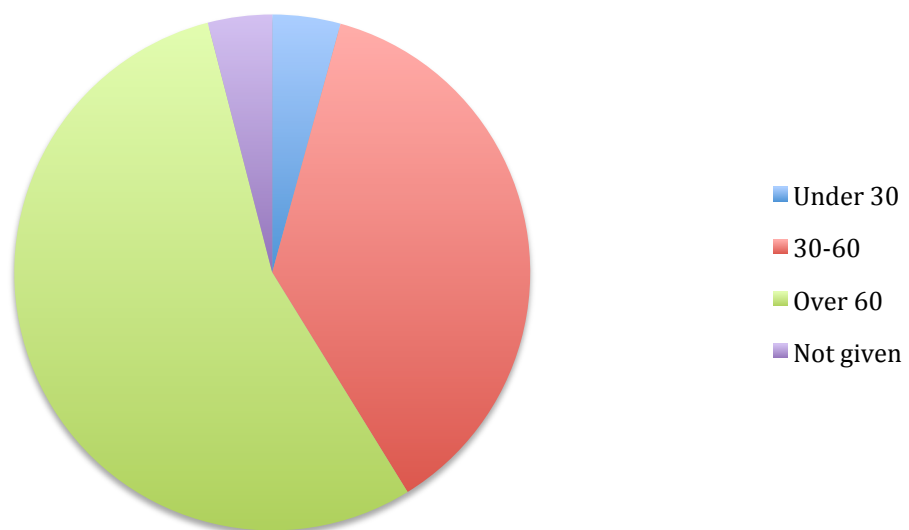
IS THIS IMPORTANT TO YOU?



The issues most identified as being important are **Public toilets** and **Sustainable jobs** (354), followed by **Public transport** (351) and then **Public car parks free to use** (350).

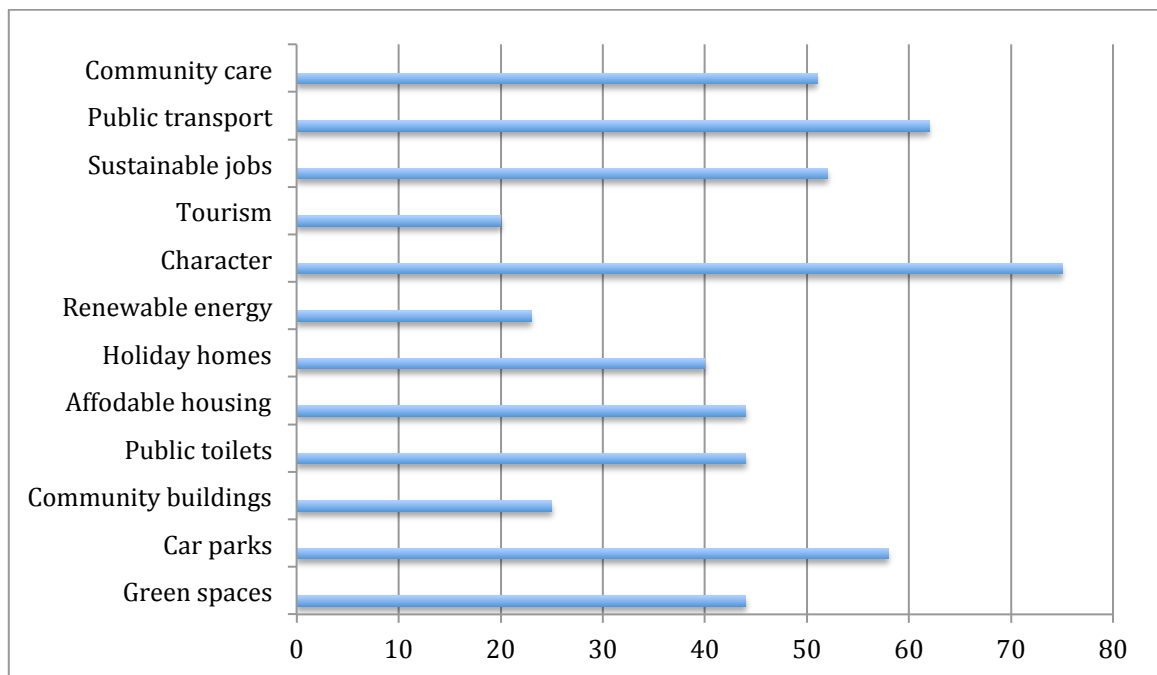
Wind and solar power installations received the least 'Yes' ticks (206), largely because 115 stated 'No' although in most cases this meant that they were opposed to wind turbines/solar installations, rather than that the issue was not important to them.

Age distribution



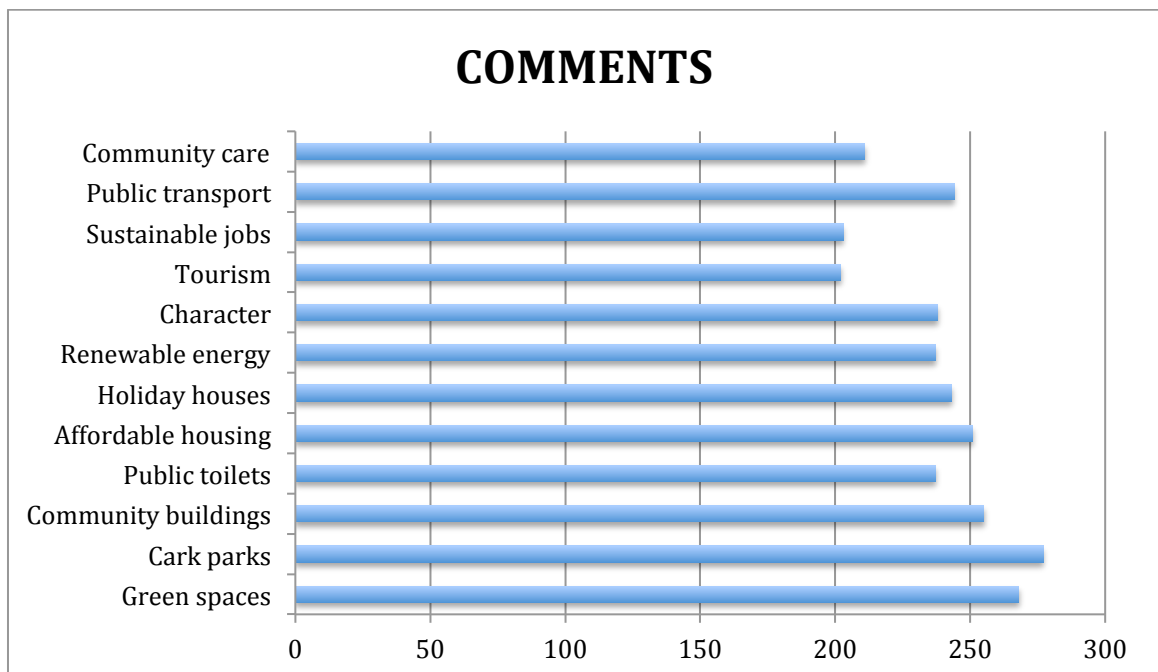
Total number of responses:	401
Age spread:	
Under 30	17
30-60	148
Over 60	220
Not given	16

WHICH IS THE KEY ISSUE?



The top “Key Issue” identified is **“Preserving the character of the area”** (75)
 followed by **Public Transport** (62)
 and **Public car parks free to use** (58)

COMMENTS ABOUT THE TWELVE ISSUES COVERED



A total number of **2866** comments were submitted on these twelve issues.
Public car parks free to use received the most comments (277)
 followed by **Green open spaces and play areas** (268)
 and **Community buildings / facilities** (255)

Full details of the data collected are in the Appendix.

Responses to the survey (written comments)

"I like this very much.

Democracy in action.

What a good idea!"

"Thank you for asking what we think."

(5 similar comments)

"Refreshing to be able to express views, being a younger adult who has lived in St Just for over twenty years."

"You are addressing the need to consult local people in order to genuinely find out their views on local issues."

Some can't decide between issues:

"I cannot make up my mind which issues are more important than the others"

"All these issues are SO important"

Others want more room on the survey form:

"Not really enough space to write"

Whilst others have advice for the Town Council:

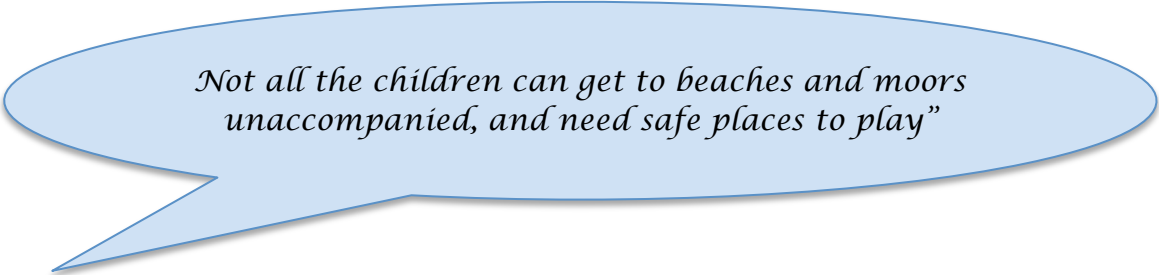
"You need to get on with things"

"The Town Council needs to be more visible in the community"

1. Green, open spaces and play areas

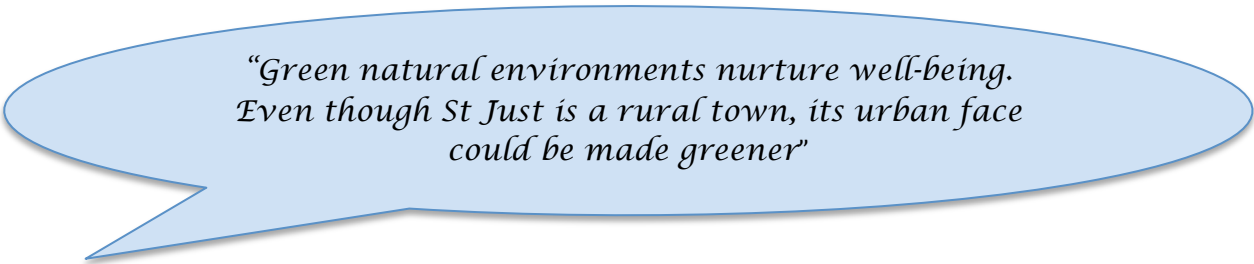
268 comments

The vast majority (**192**) refer to the need of open spaces for old and young to use and enjoy. Most highlight the needs of children, including especially those in homes without gardens (**108**), and 4 highlight the needs of teenagers. 31 others express the need for open spaces in our communities. 1 highlight the needs of the elderly to use local spaces.



Not all the children can get to beaches and moors unaccompanied, and need safe places to play”

To give a sense of wellbeing, the chance to socialise, to improve the quality of life are recurring themes (62 comments)



“Green natural environments nurture well-being. Even though St Just is a rural town, its urban face could be made greener”

Others consider green open spaces important for dog owners to exercise their pets (8) including elderly people who can't walk too far, and to keep small communities distinct by preserving the green space between them (2)

- 16 feel that too many open spaces have been built on
- 6 refer to the importance and uniqueness of the Plain an Gwarry as an open space; 3 want to see this used more for events
- 6 would like to see more trees
- 3 feel that open spaces are important for wildlife / butterflies / bees
- 1 is concerned that there is too much strimming of wild flowers
- 3 feel that open spaces are valued by tourists
- 1 would like better maintenance of public footpaths
- Only 5 say that they don't use them, and 2 feel we already have natural open spaces
- Just 4 feel that no more open spaces are needed

“Better for the soul of communities”

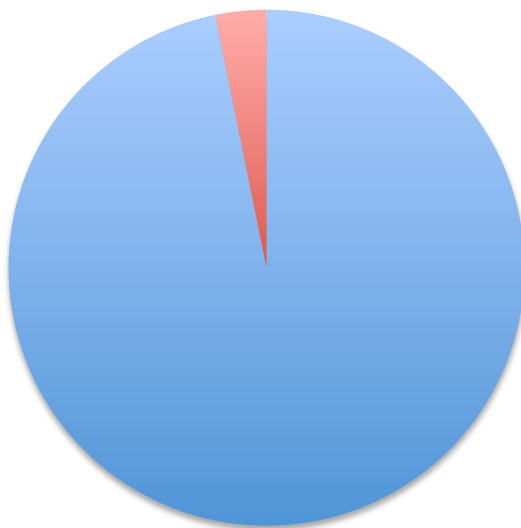
There are suggestions for improving the playground:

- More skate ramps, perhaps some for younger children as well as teenagers
- More play equipment for younger children
- The concrete in the St Just park should be removed – it ends up having broken glass on it

*“All the green makes you
feel better”*

**CONCLUSION:
IT IS IMPORTANT TO RETAIN, MAINTAIN AND IMPROVE
OUR GREEN OPEN SPACES AND PLAY AREAS**

Green spaces



- Important
- Not important
-
-

2. Public car parks free at point of use

277 comments

There is overwhelming support for 'free' parking

The main reasons given are to support local businesses (83) and to bring tourists into the town (58).

"Makes using and doing business possible in the village"

"It's what inclines passing visitors to stop"

"It encourages footfall in the town"

"Paying for parking would kill off most of the businesses"

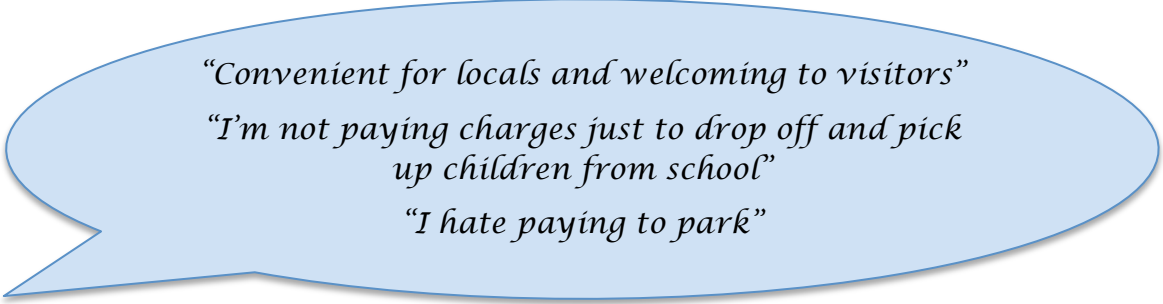
"Go to France and see the benefit that free parking brings"

"It brings people here rather than elsewhere"

(2 comments)

"If local car parks are charged for, then people may feel that they might as well drive to Sainsburys rather than shop locally"

- 19 refer to the need for residents to park in the car park because they have no on- or off-street parking themselves
- 23 fear that charging for the car park would move drivers onto the streets, parking everywhere and clogging up the town
- 2 suggest permits for residents, or a special rate for residents
- 26 refer to needing to use the car park for accessing the doctors' surgery and Library, and taking children to school, etc.
- 8 comment that St Just and Pendeen is not a wealthy area, and residents cannot afford to pay to park
- 7 refer to the need for disabled residents to have protected spaces in the car park
- Some wider spaces for parent-and-child parking would be helpful



“Convenient for locals and welcoming to visitors”

“I’m not paying charges just to drop off and pick up children from school”

“I hate paying to park”

However:

7 suggest that a small, affordable charge could be levied

5 feel that locals should not be charged but tourists should be

“Perhaps each house should get a sticker, and could apply for a second sticker: that way, visitors can help pay to enjoy St Just and Pendeen”

1 suggests a short free period followed by charging

1 suggests charging for special events, then giving a money-off voucher for use in local shops

1 suggests a donation box.

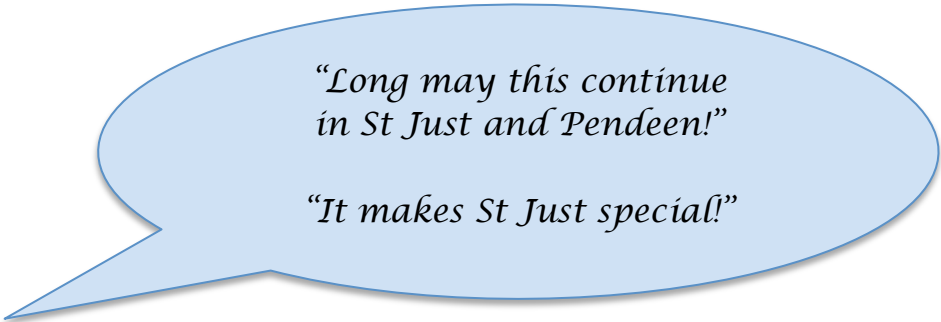
But to counter that:

1 commented that we already paid for the car park through our Council Tax, and

1 felt that traders – who benefit the most - should pay for the cost of the car park, not the tax-payers.

“It was given to be free” (2 comments)

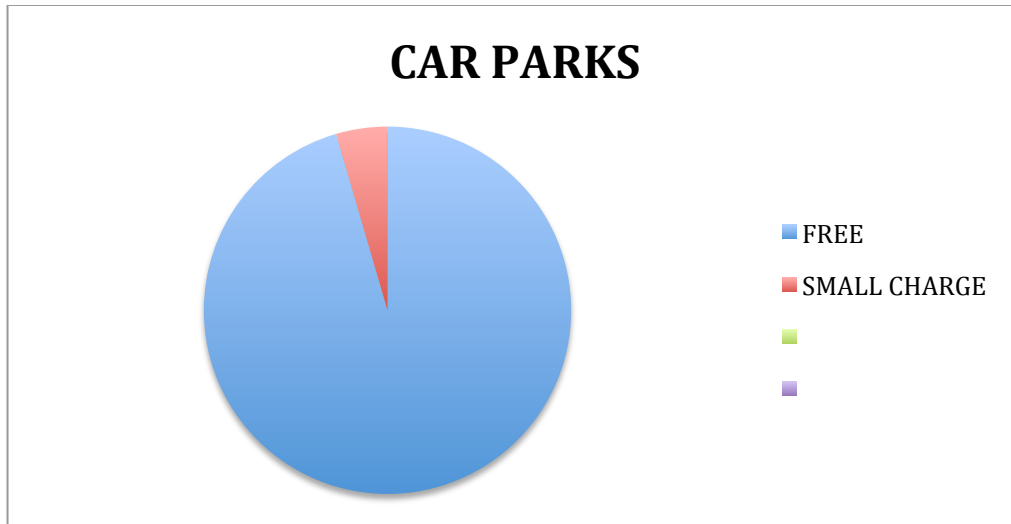
36 considered that free-to-use car parking was **essential** and **necessary**, and 8 really appreciated it.



“Long may this continue in St Just and Pendeen!”

“It makes St Just special!”

**CONCLUSION:
THE COMMUNITY STRONGLY SUPPORTS
THE TOWN COUNCIL'S DECISION TO KEEP THE CAR PARKS FREE TO USE**



3. Community buildings/facilities

255 comments

Most responses (**126**) refer to the importance of community buildings, as a vital resource, and for the building of community:

“These provide services, company and cohesion”

“If you want people to come together, you must be able to let them have a place to do it”

“Buildings maintain community and encourage local contact”

“Very useful for all ages in the community to learn, laugh and get together”

“Yes! We want to have and encourage REAL communities”

58 highlight the Library as being of great importance – a significant number would identify this as the single most important issue for the area at this time:

“St Just Library is key here”

“The Library in particular is a vital resource. It should remain in its current location and opening hours restored as soon as possible”

“The Library building is an asset which should be retained and developed as a multi-use hub for the town”

But how many community buildings are enough?

- 13 say that we have enough public buildings
- 18 say this area has too many public buildings already
- 23 say they are in poor repair and in need of a face-lift, or under-used

“We must make sure those we have are sustainable. I think we have enough”

1 suggests that some of the buildings could be turned into affordable flats.

7 say they don't use public buildings or facilities, don't socialise, and aren't affected.

Other comments relate to the:

- need for coordination between the different buildings and facilities
- need for a central community centre in St Just as in Pendeen
- hotch-potch of facilities
- need for more facilities in Pendeen (1 recommended buying Trewellard Sunday School for the community)
- 2 want to see more use of the Plain-an-Gwarry
- 2 want to see the Miner's statue in place
- 1 is pleased to see the new Knut

Community activities

Many refer to the importance of the activities taking place in the Library

21 say there are a lot of community activities in St Just and Pendeen

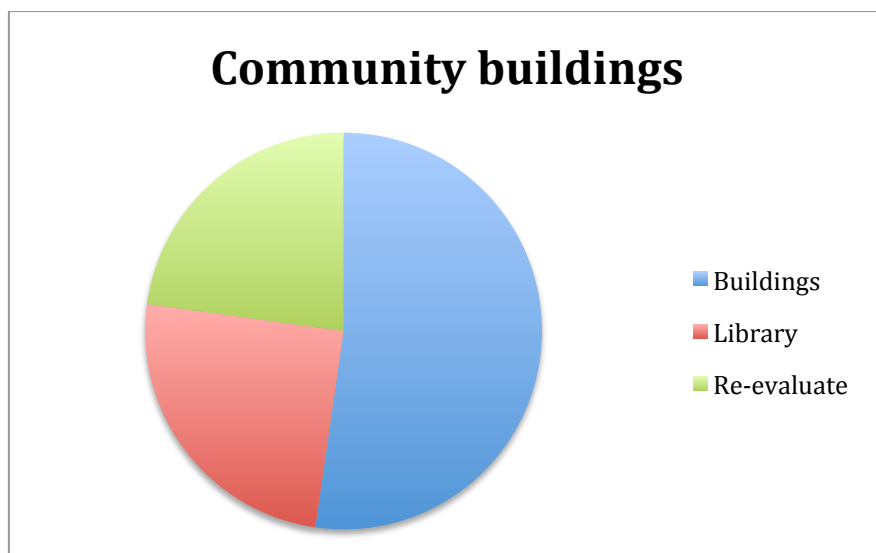
2 want more information about bookings for community buildings

1 enjoys regular participation in community activities

CONCLUSIONS

OUR COMMUNITY BUILDINGS ARE VALUED, BUT QUANTITY NEEDS TO BE BALANCED WITH QUALITY.

THE LIBRARY IS VERY IMPORTANT TO MANY PEOPLE.



4. Public toilets

237 comments

The vast majority of respondents stress the need for public toilets in our communities, with **117** saying they are **essential**. Most people feel they were necessary for **everyone**, both local and visitor:

“Do I really have to say why these are essential?”

“Where are we meant to go?”

“Are we to go in the street?”

“So we now breed supermen with super-bladders?”

“These are essential – a mark of civilisation”

- 74 replies mention specifically how vital the toilets are for tourists
- 21 specifically refer to the needs of the elderly
- 15 discuss the needs of children,
- 8 highlight the needs of the disabled or those with health issues
- 6 mention the needs of walkers

“Tourism is the foundation of the economy of the whole area. In this respect the question of adequate provision of public toilets is vital”

“I am embarrassed by the lack of decent toilet facilities in this county compared with other countries”

25 refer to the need for public toilets to be **clean**, and **open at all times**.

3 comment that ours are the only public toilets for miles.

Several comment on the poor state of public toilets elsewhere, e.g. Sennen and Penzance.

To pay or not to pay?

Whilst most people wish public toilets to remain free to use:

- 7 suggest a small charge for using the toilets
- 1 suggests that charging for the car park could pay for the toilets
- There was a view that Cornwall Council should fund such a basic necessity
- St Just Primary School Council suggested an honesty box, so people could make a donation if they wished

What will happen if they close?

- 2 think that if the public toilets are closed, our local businesses are friendly and will help
- Although 1 thinks that cafes are not an alternative to public toilets
- However, 5 fear that if the toilets are closed, people will use the street
- It is suggested that the public toilets should be better signposted
- 1 thinks that more public toilets are needed
- 1 thinks they should be open later in the summer, with the longer evenings

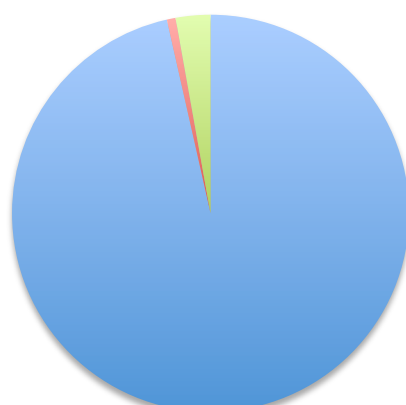
*"They are closing everywhere -
keep them open here!"*

*"Open all year. It's not just the
tourists that need to pee"*

CONCLUSION

**ALMOST EVERYONE WISHES TO KEEP THE PUBLIC TOILETS,
AND THE VAST MAJORITY WISH THEM TO REMAIN FREE TO USE**

Public toilets



- Essential
- Less important
- Small charge

5. Local 'affordable' housing

251 comments

There is a range of views on this issue:

a) It is important to build 'affordable' housing

"Really good to enable local families to stay in St Just with security of tenure"

"I am pleased that the housing up Carn has gone to local people"

"For the younger and older generation to be able to stay if they wish"

"If you are to keep St Just alive, young families need to be able to stay here"

"But it should be for local people only"

- 50 referred to the need for young people and families to be able to stay in the area
- 15 felt that affordable housing was essential
- 25 were insistent that new housing should only be for local people – one complained that there were too many incomers
- 23 felt that more housing was important for local people
- 3 felt that more 'council' housing should be built, for rent and not to buy;
- whereas 2 felt houses should be for rent *and* to buy;
- and 1 felt there should be more social housing
- whilst 5 felt there should be *no* more social housing!

b) We don't need more 'affordable' housing

- 15 felt that the problem was caused by holiday lets, with unoccupied homes / locals priced out because of low local incomes
- 1 suggested that the council houses should be repurchased when they come onto the market, so they could be rented out again
- 16 felt that we have enough new housing now, and need no more.
- 4 felt that we should use and renovate existing buildings rather than construct new ones.
- 4 felt that there were not the amenities in the area to support more homes.

"If you stop planning permission for holiday homes, there will be no problem" (3 comments)

"Important as many local jobs are not well-paid, therefore we need affordable housing to enable local people in work. There would appear to be plenty of social housing in St Just and Pendeen. What needs to be looked at is the poor quality of private rented accommodation in the area. There is no point in having plenty of affordable houses if there is insufficient employment for the residents"

"Properly affordable would be nice!"

c) We need some affordable housing

- 16 refer to the Sanctuary development in St Just, feeling that we should have no more like that
- 10 express the view that building should be only on brownfield, not greenfield, sites
- 5 feel that small developments are better than larger ones
- 2 want to see new housing built of granite
- 1 thinks that there should be some affordable homes for the disabled
- 1 thinks that new builds are being squeezed onto too-small plots
- 2 feel that new builds need to be eco
- 1 is concerned about the lack of regulation in the rental sector

"Within reason"

"But not on the same scale as Sanctuary slum housing scheme"

"Must fit with landscape"

"Yes, but not at the cost of the environment"

"It depends on materials though - they can look cheap"

d) Other views

“There should be more consultation about future affordable housing needs”

“Stop making money out of new builds”

“Listen to feelings about new housing”

“Contentious in this town”

“It’s a national issue”

“Not for benefit scroungers”

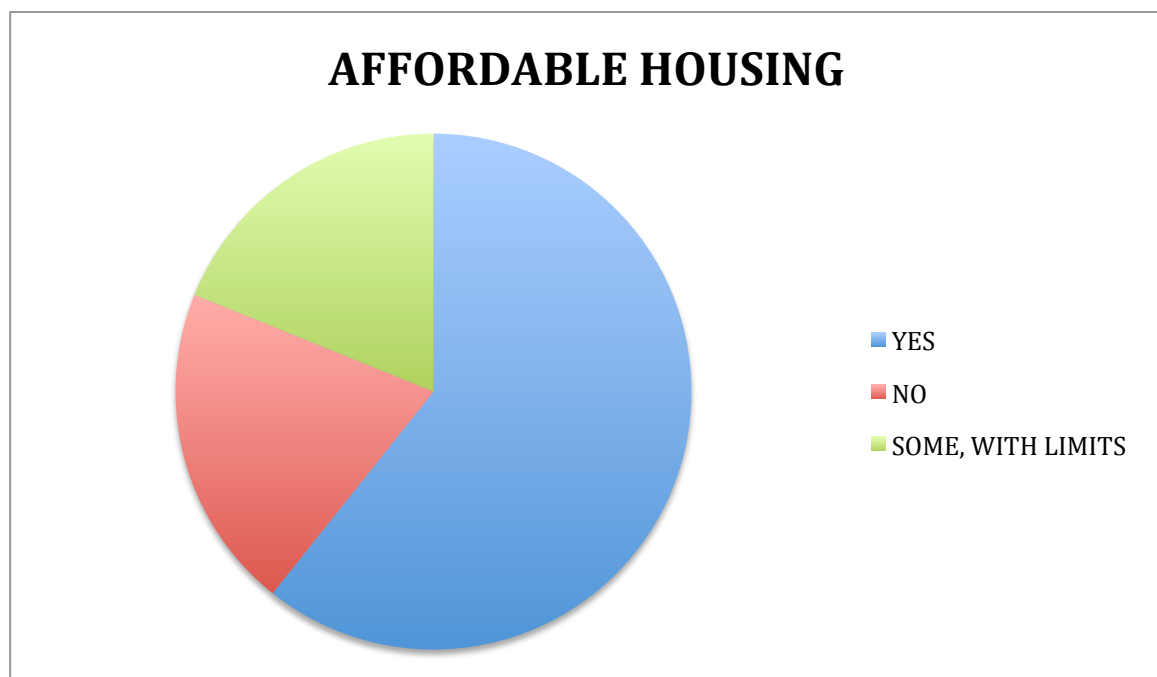
“Affordable homes need to go with local jobs”

For information:

2012 Cornwall Council statistics state that St Just has 17% social housing, Pendeen has 12% social housing, and rural St Just has 1%; compared to a county average of 12%.

CONCLUSIONS

THE MAJORITY SUPPORT ‘AFFORDABLE’ HOUSING SCHEMES, BUT SOME WISH TO SEE LIMITS ON WHERE AND HOW MANY HOUSES ARE BUILT

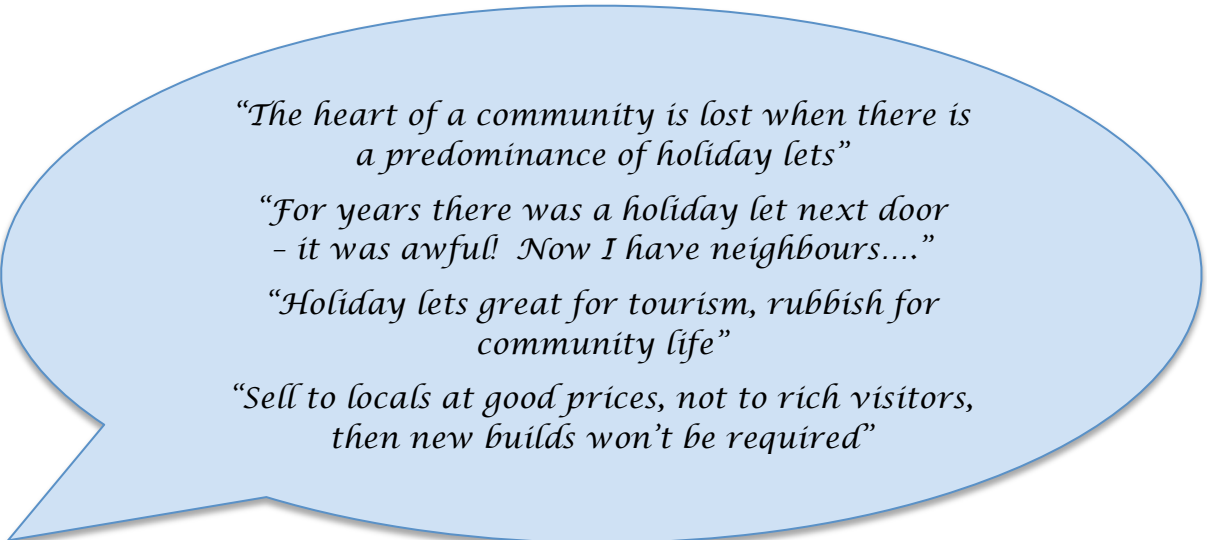


6. The balance between permanent homes and holiday lets/homes

243 comments

Most people feel that too many holiday lets/homes are bad for the community, but there are a range of views about how to address this.

a) Unhappy with holiday lets and second homes



"The heart of a community is lost when there is a predominance of holiday lets"

"For years there was a holiday let next door - it was awful! Now I have neighbours...."

"Holiday lets great for tourism, rubbish for community life"

"Sell to locals at good prices, not to rich visitors, then new builds won't be required"

- 32 people feel that there are too many holiday lets
- 22 feel that these are bad for the community
- 21 refer to the danger of becoming a 'ghost' town and the area dying, with comparisons being made with Sennen Cove, Mousehole and St Ives
- 18 refer to the need for more permanent homes to be the priority
- 20 refer to houses lying empty for most of the year, whereas we need year-round occupancy

"Because they are holiday homes, we have no neighbours"

- 10 would like to tax holiday properties more, 1 suggesting that the levy could support social housing
- 12 would like to curb numbers with legislation and planning controls
- 2 would like to ban holiday homes altogether
- 1 thought that most holiday homes were bought by retirees

"Without decrying holiday makers, it is permanent residents that make a village"

b) A balance is needed

“It needs to be remembered that the majority of holiday lets are well maintained and offer work locally”

“Holiday lets and holiday homes are two different things. The first bring revenue to the area. The second turn it into a ghost town”

- 26 referred to the need for a balance between holiday lets/homes and permanent homes
- 23 see that holiday lets bring money into the area
- 12 feel that the balance is good at the moment
- 5 feel that we need both permanent and holiday properties here

c) There is a relationship between holiday lets and housing needs

“Holiday lets should not be to the detriment of local housing needs”

“I would like to see lower value holiday lets as affordable housing”

- 9 feel that locals are being pushed out, and pressure on housing stock is also mentioned
- 8 feel that if there are less second homes, less new builds will be needed
- 4 feel that if there are less holiday homes, it will be cheaper for locals
- 6 felt that holiday lets should be let to local young people, or they will be forced to move away
- 3 acknowledge that it is difficult to control this/ unsure how it can be dealt with
- 1 wants market forces to prevail
- 1 feels there should be subsidies for housing
- Other comments related to there being insufficient permanent homes to let, and that local people should buy a plot of land and build their own
- 2 suggested that local people should renovate existing properties

For information:

2012 statistics from Cornwall Council state that:

St Just has 7% holiday homes / lets

Pendeen has 9% holiday homes / lets

Rural St Just has 13% holiday homes / lets

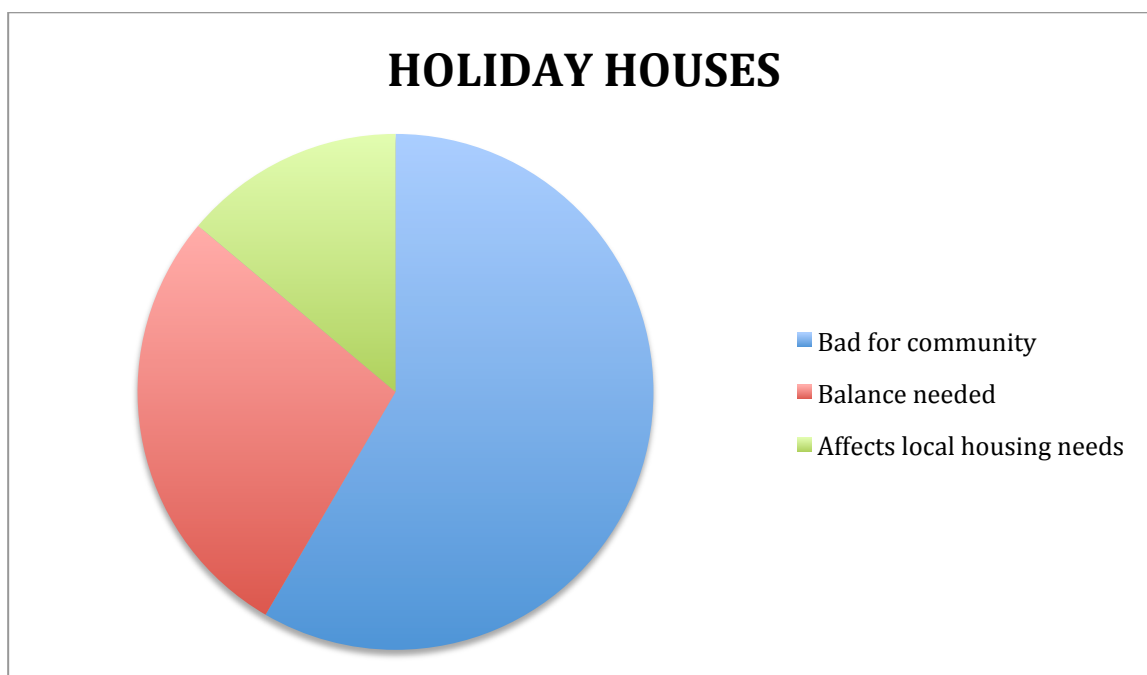
Across the county holiday homes / lets account for 6% of housing

“The important thing is that accommodation is occupied. Empty rundown properties detract from the appearance of the area. Due to the high level of house prices and relatively low wages in the tourist industry, it is not likely that a larger percentage of locals can aspire to home ownership. It is better to have affordable rented accommodation. This needs to be accepted and make best use of the properties which are second homes/holiday homes by encouraging ‘responsible’ ownership with high occupancy rates which will contribute to the local economy. Some holiday homes are owned by local people as a source of income. Holiday lets can be an economical way for tourists to stay in the area and should be encouraged”

“The Council needs to have FACTS about the housing balance and the cost of providing alongside income generated by holiday lets etc. This is complex – a complete property-by-property survey would be virtually impossible, but would be revealing. Now that second homes pay 100% rates but use less by way of local facilities (education etc) they are a net asset; plus numerous properties which were run down / abandoned / substandard have been rescued and added to the housing stock. Resident visitors/second home owners spend money locally whereas passing visitors these days tend not to. What is a balance? 8:1:1 has been suggested as a target elsewhere. The Council needs to have a policy on this, or at least be aware of trends and outcomes”

CONCLUSIONS

WHILST THERE IS AN ACKNOWLEDGEMENT THAT HOLIDAY LETS BRING INCOME TO THE AREA, THERE IS MAJOR CONCERN OVER THE IMPACT OF HOLIDAY PROPERTIES ON THE COMMUNITY, WITH A LARGE MAJORITY WANTING CONTROLS ON THE NUMBERS OF HOLIDAY PROPERTIES.



7. New wind and solar power installations

237 comments

There are strong opinions on both sides with this issue:

75 comments are in favour of renewable energy

"I totally believe in renewable energy"

"For the future of my children"

"Renewable energy is the future, but must engage with the community"

"I like the idea of sharing energy - community buy-in - local community energy trust"

"Yes, but on a small scale - micro-generation"

"Renewable energy is key to saving our planet - I don't worry about how it looks"

"Sustainable energy is important, but the environmental impact in a heritage landscape needs to be considered"

Additionally:

33 support renewable energy in principle, but only if installations are sited sensitively – this relates most to wind turbines, and many refer to this as an Area of Outstanding Natural Beauty:

3 specify a desire for community wind turbines, and 1 suggests that wind turbines should be grouped together

6 feel that renewable energy is ecological, and could make St Just self sufficient in energy.

7 consider that renewable energy is simpler and saves money.

8 people feel that solar panels should be installed on all new developments, housing and public buildings

1 feel that planning restrictions should be relaxed.

2 feel it was better than nuclear power

However, **64** people are vehemently opposed to new installations, wind turbines in particular

"They are an eyesore - ugly - noisy - a blot on the landscape"

"NO!"

"There are too many! We need to put the brakes on - spoiling the county"

"Too many communities give in and ruin their visual inheritance"

"I do not want a huge wind farm ruining the landscape"

Additionally:

- 7 query the effectiveness or value of wind farms
- 9 prefer solar to wind, whilst 6 object to solar
- 6 object to solar fields, wishing fields to be used for food production
- 2 suggest that they could cause health problems
- 1 feels that wind turbines destroy the character of an area
- 1 definitely don't want it here

In considering other forms of power:

7 feel that sea/wave power was the best solution

1 suggests geothermal power

6 people have no interest in the issue, or don't mind.

Are the statistics affected by the age of the respondent?

Under 30s	67% support, 33% oppose
30-60	70% support, 30% oppose
Over 60s	44% support, 56% oppose

Compared with the overall response:

60% support , 40% oppose

CONCLUSIONS

**THIS IS THE MOST CONTENTIOUS ISSUE IN THE SURVEY,
WITH STRONGLY HELD VIEWS ON BOTH SIDES OF THE DEBATE,
WHICH WILL BE A CHALLENGE FOR THE TOWN COUNCIL TO RECONCILE
WHEN CONSIDERING PLANNING APPLICATIONS.**

RENEWABLE INSTALLATIONS

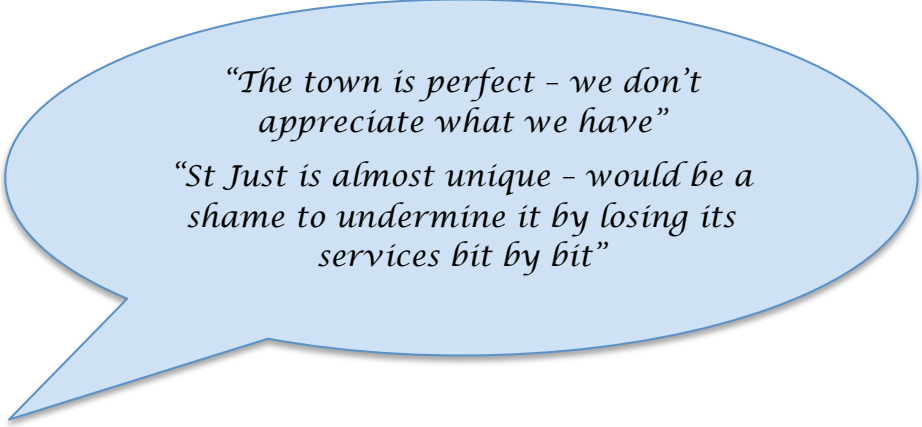


8. Preserving the character of the area

238 comments

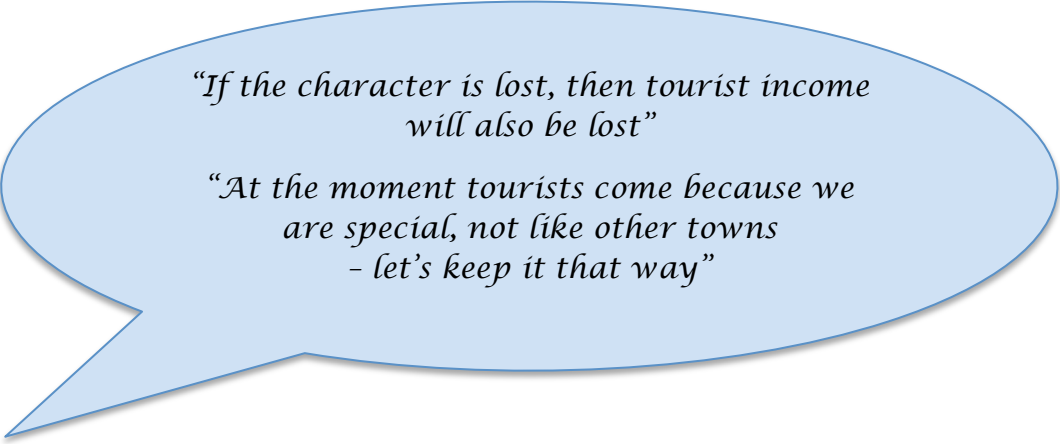
There is overwhelming support for the principle of preserving the character of the area.

111 comments relate to the importance of preserving our heritage:



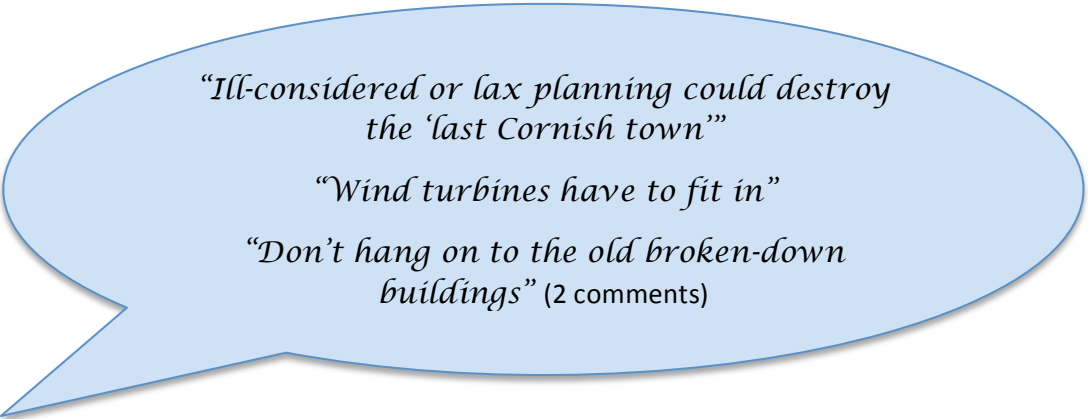
"The town is perfect - we don't appreciate what we have"
"St Just is almost unique - would be a shame to undermine it by losing its services bit by bit"

16 refer to the importance of keeping the town distinctive for tourism:



"If the character is lost, then tourist income will also be lost"
"At the moment tourists come because we are special, not like other towns - let's keep it that way"

8 feel that it is important to use traditional granite and slate in new buildings. Others express concern about the planning progress:



"Ill-considered or lax planning could destroy the 'last Cornish town'"
"Wind turbines have to fit in"
"Don't hang on to the old broken-down buildings" (2 comments)

16 feel that there is too much new building in the town, whilst others acknowledge that there must be some change for progress:

"St Just is unlike anywhere else - but quality design in new building is important, not making buildings which are pastiches of historic buildings"

"Yes, but not if it creates a living museum"

"St Just and Pendeen are unique - we need to celebrate and enhance"

Several make special mention of the wonderful work done by St Just in Bloom to beautify the town (although 3 question the cost of this).

There are also some suggestions - that

- the Plain an Gwarry should be used to its potential
- more should be made of our World Heritage status
- more should be made of our history, mining and seafaring landmarks
- more should be made of our sizeable artistic community.

A few people are less happy with the state of St Just or Pendeen:

"St Just is already ruined, but stop the rot" (2 comments)

"It's getting like everywhere else - hanging baskets and twee shops" (3 comments)

Others appreciate living here:

"It's why I live here"
(10 comments)

"It's perfect as it is" "I'm proud of our heritage"
(21 comments)

"You don't know what you've got 'til it's gone"

"Keep St Just Cornish"

And whilst 3 comments make reference to 'incomers' wanting to change the area, 2 of those 'incomers' write how happy they are to be here:

"We love your town and have come here to live"

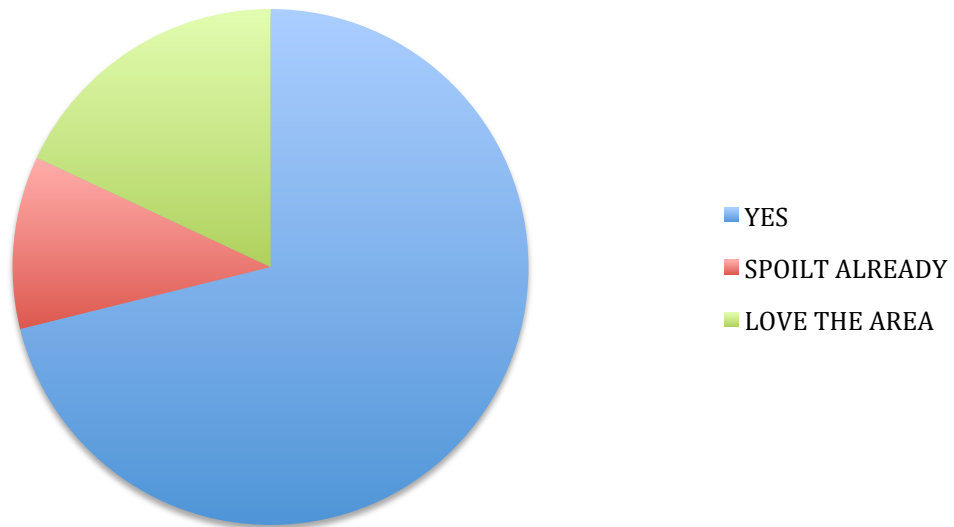
*"From a couple who are 'incomers' from 'up-north':
What a unique beautiful friendly area we live in! So lucky"*

CONCLUSION

**THE OVERWHELMING MAJORITY WANT TO PRESERVE THE CHARACTER
OF ST JUST AND PENDEEN.**

THIS IS ALSO THE TOP-RATED 'KEY' ISSUE IDENTIFIED IN THE SURVEY.

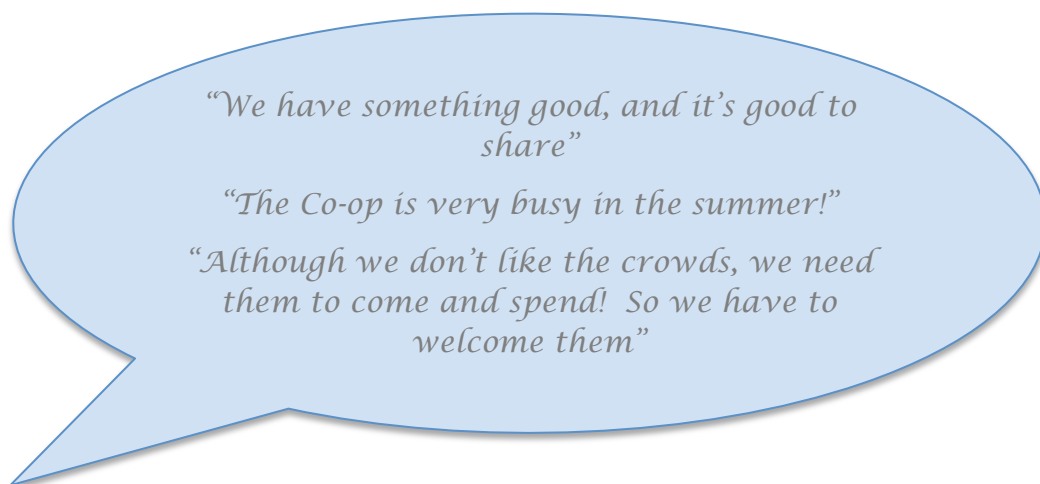
PRESERVING THE CHARACTER



9. Tourism in St Just and Pendeen

202 comments

There is a general recognition – in 140 comments - that tourism is vitally important to this area, bringing money to businesses which would otherwise be unable to survive, and providing employment.



However, there are

- 5 who warn against the character of the area being lost if 'tourism' leads to over-commercialism
- 6 others feel that we need other industries too (Spider Eye was mentioned as a good example)
- 1 feels a balance is required

To help tourism:

- 5 are concerned that the reduction in hours at the Library will impact on tourist information; it is felt that there should be a Tourist Information Centre here seven days a week; a list of B&B accommodation should be readily available for visitors too.
- 3 feel that the area needs promoting, to increase tourism.
- 3 comment on the need for better bus and train services, and a coach parking area in the town.
- 3 feel that our culture and history need promotion.
- 3 feel that tourism needs investment and development.
- 1 feels that our shop staff need to be more friendly to visitors.
- 1 feels that it is for the providers to promote their businesses.
- Several comment that walkers, ramblers and cyclists are to be encouraged.

How do we feel about tourists? Generally they are welcomed – or accepted – or tolerated; only three respondents don't like them at all!

"Tourism lets people stay here to work - don't knock it"

"They can't drive, they talk too loudly, and get impatient in shops; but we need their money!"

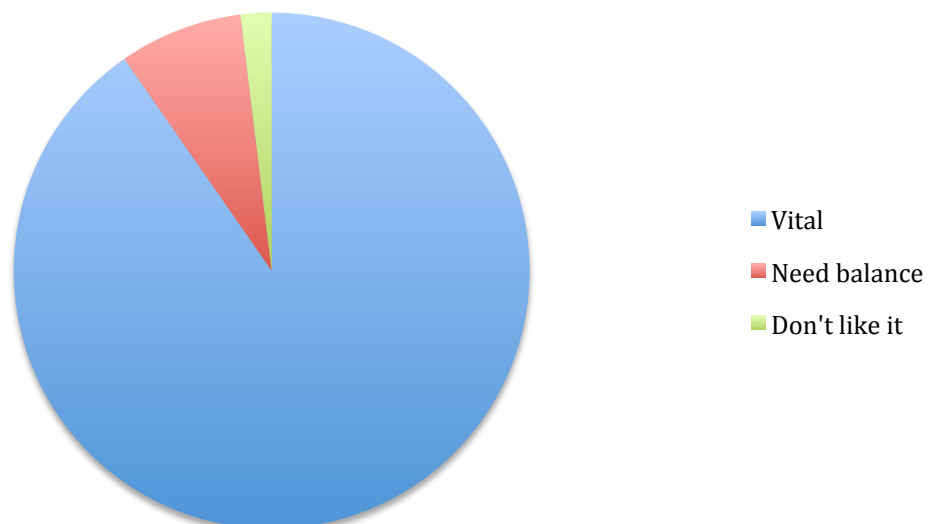
"Tourism has replaced mining as our main industry - accept it!"

"It's nice to see them come - and go"

CONCLUSION

**THERE IS UNIVERSAL ACCEPTANCE THAT TOURISM IS ESSENTIAL
TO THE ECONOMIC WELL-BEING OF THIS AREA**

TOURISM



10. Local sustainable jobs

203 comments

69 comments relate to local jobs being essential, or people will be forced to move away.

A further 22 comments specifically refer to the need for local jobs for young people.

11 comments are about transport – the need for better public transport, and the fact that local jobs save excessive travel-to-work costs

“Local sustainable jobs will be achieved if transport links are better, businesses thrive, and training and work ethics/attitudes improve.”

“Homes, jobs and schools go together, key to maintaining community”

“Especially as bus fares are so high now”

“I think it’s important that people shouldn’t have to drive miles to work”

There is concern that

- there are insufficient local jobs (9 comments)
- there is too much reliance on low paid jobs (4 comments)
- employees should be paid a ‘living wage’
- there is a need for ‘proper jobs’ not dependent on grant-funding
- we need year-round jobs, not just tourism-dependent (5 comments)
- more investment is needed (2 comments)
- there is no need to build houses if there was no work (2 comments)
- ugly industrial units were not desirable (2 comments)

“What jobs? – there isn’t enough local work”
(11 comments)

“People want to work” (2 comments)

“It’s important so St Just doesn’t become a big retirement home”

6 respondents express concern about the number of people content to claim benefits:

"We need to engage local people to work rather than claim benefits"

Some aren't sure what constitutes a 'sustainable' job:

"Are tourism, farming and crafts sustainable?"

One promotes local enterprise, which is:

"more sustainable and rewarding than working in Sainsburys!"

There are quite a few suggestions:

"Small / hi-tech businesses are most suitable for this area"

"Council backing is imperative where local businesses are trying to expand"

"Create a local building maintenance trust"

"More local apprentices"

"Reduce business rates"

"Promote self-employment"

"Can someone open a cycle repair shop?"

"Can we have an electrical repair shop, so we don't have to throw things out?"

CONCLUSION

EVERYONE AGREES THAT LOCAL SUSTAINABLE JOBS ARE NEEDED

11. Public transport

244 comments

38 comment on the **vital importance** of public transport for this area.

40 comment on its necessity for **non-drivers**, and there are many comments concerning those who rely on the bus service.

13 are concerned about the cuts to services:

"Cuts by 50% but 32 new affordable houses just built. This is madness!"

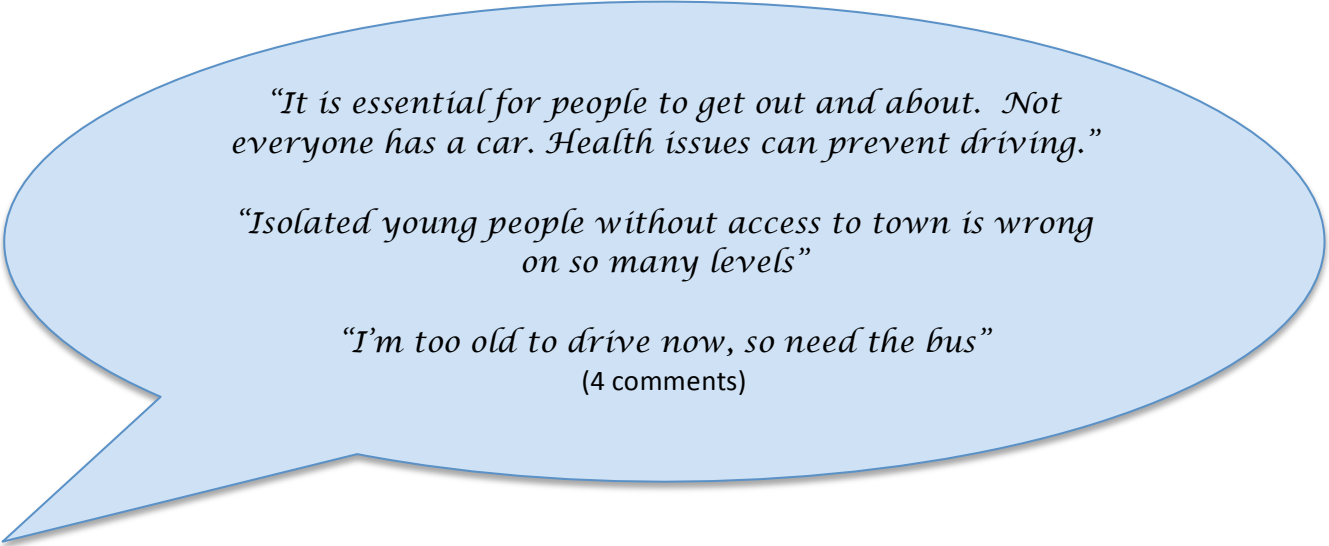
18 refer to the need of **transport for tourism**, especially for walkers.

38 comment on **the cost of public transport**, feeling it should be affordable / or subsidised.

"It's currently cheaper to run a car than take the bus - crazy"

5 feel that the concessionary pass is essential to enable them to travel.

26 comment on the need of public transport for the elderly and younger people, for accessing school, work and the hospital, and to reduce isolation.



"It is essential for people to get out and about. Not everyone has a car. Health issues can prevent driving."

"Isolated young people without access to town is wrong on so many levels"

"I'm too old to drive now, so need the bus"
(4 comments)

There is a range of views about the current bus service:

2 feel that it is ecologically better to use the bus

1 new resident is impressed with it compared to East Anglia - compared with 4 who feel that it is poor and unreliable

1 laments the loss of the 300 service, which was *"a treat"*

2 mentioned the state of the bus shelter in St Just

There are comments about the lack of sensible connections –

“Useless if you need to get further than Penzance, as there is no effort to link one bus to another”

(5 similar comments)

“Bring back the old route for the No 10 bus for people living on the North Road estate and that end of Pendeen. It is a long walk for elderly and people with disabilities to walk all the way down to Boscaswell Stores to get the bus, especially if it is raining and windy, you get soaked before you even get on the bus, or if you have to carry shopping back from town”

“The bus doesn’t come our way now” (3 similar comments)

*“I can’t get to my family at Madron now. Bus dropped.
No car”*

Use of the bus service

- Only 4 people specify that they don’t use the bus
- 14 specify that they have no car – some because they cannot afford to run one - and therefore rely on bus services

Almost everyone in the survey talks about the bus service, with only a couple of comments about the train service, and one person who calls for no more expansion at Lands End Airport.

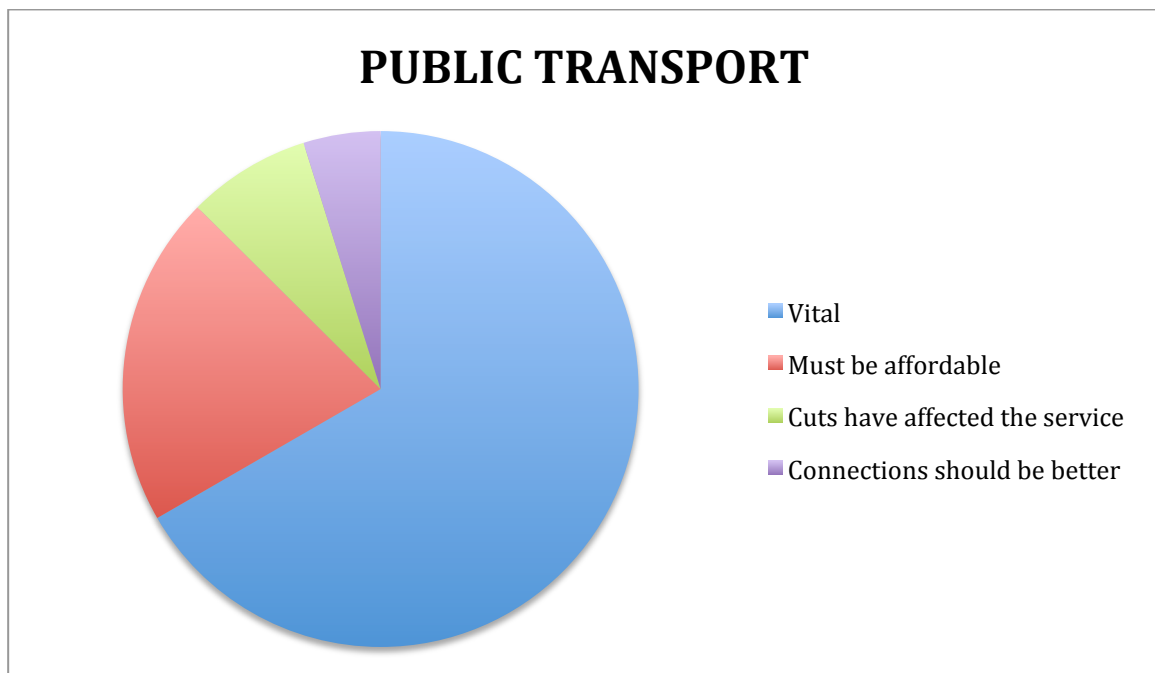
Some ideas

- 3 suggest the use of community buses as a solution, and one suggests running a “Book-a-car” scheme
- 2 feel that more buses are needed at weekends, late Sundays, and to connect more isolated communities and outlying hamlets – a link to Sennen being mentioned
- 2 comment that it is expensive to use the double-decker buses – smaller and single-deckers would be more efficient

“The disadvantages of rural distances should not be a spur to profit”

CONCLUSIONS

**ALMOST EVERYONE CONSIDERS THAT, IN THIS RURAL AND LOW WAGE AREA,
AN AFFORDABLE BUS SERVICE IS VITAL.**



12. Care of the isolated and vulnerable in St Just and Pendeen

211 comments

There is a strong feeling that this is essential (94 comments)

“Absolutely vital in a humane society”

15 consider that there is good provision already, particularly from volunteers and neighbours

“Keep the community spirit and many locals will assist of their own free will”

but there is also a feeling that more could be done:

“Galvanise volunteers”

“Maybe set up a group (vetted) to visit”

“We need to join a help/volunteer group”

“Coordination of all the local charity initiatives is essential”

“An ageing population needs support.

The community should be encouraged to engage in this”

- 8 comment that this is a national issue, and there is little that can be done to change that, particularly because of the cuts
- 3 feel that vulnerable people are not looked after enough – although 1 says that some get care they don't need.
- 3 feel this is a hidden problem; that it is important that the elderly don't 'drop under the radar'
- 3 feel that better information is needed on what support is available
- 2 feel that improved transport would help, particularly those without cars
- 2 feel that care in the community needs resources
- 1 refers to the continuing need for Poltair Hospital's services

“There are nothing like enough nursing homes for the elderly – and who pays?”

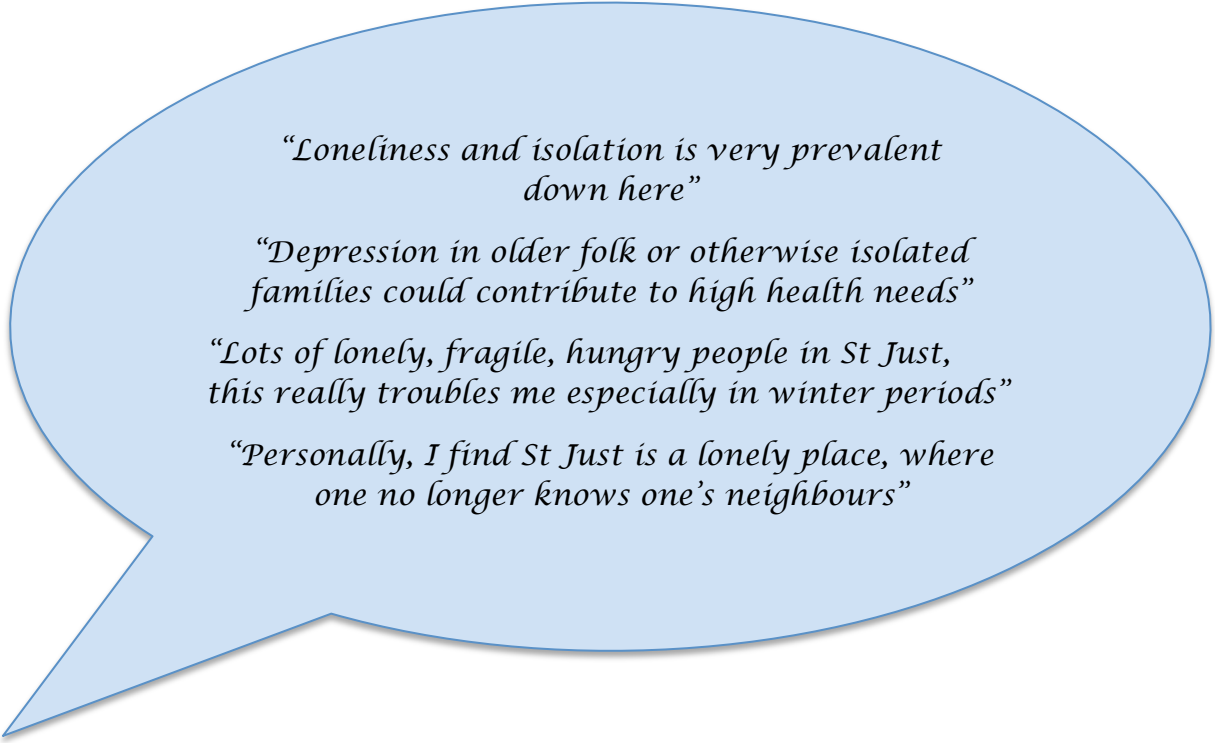
12 people highlight specific points:

*“Elderly people should be kept in their own communities,
as part of an active community”*

“Not everyone has families to help them”

“Mental health support is needed”

“We need to know where our isolated and vulnerable people are”



“Loneliness and isolation is very prevalent down here”

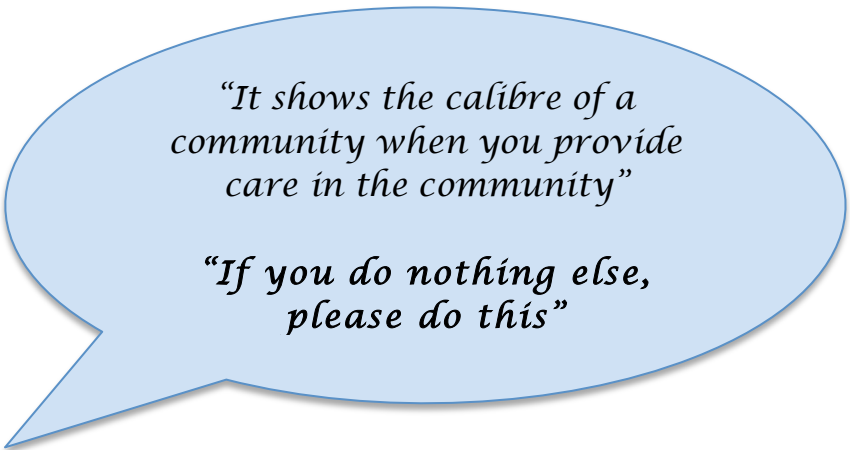
“Depression in older folk or otherwise isolated families could contribute to high health needs”

“Lots of lonely, fragile, hungry people in St Just, this really troubles me especially in winter periods”

“Personally, I find St Just is a lonely place, where one no longer knows one’s neighbours”

20 comments refer to looking ahead, and reflecting that they will need this care themselves one day.

Just 2 said that it didn’t affect them.



“It shows the calibre of a community when you provide care in the community”

“If you do nothing else, please do this”

CONCLUSION

OVERWHELMINGLY THE RESPONSE IS THAT WE NEED TO CARE FOR THOSE IN OUR COMMUNITY WHO NEED HELP AND SUPPORT. THE CHALLENGE IS TO PUT THOSE WORDS INTO PRACTICE.

Other issues raised

Traffic, footpaths and parking

The speed of traffic is a concern

Coaches should be banned or restricted - they cause difficulties for local traffic

Parking on double yellow lines

There are ridiculous speed limit signs on tracks and narrow lanes

South Place and Fore Street should have 10mph speed limits

Problem parking in Market Square - Church Square - near the school - on the roads around Princess Street

Railings are needed urgently in front of the new Gews development

Cyclists use the footpaths

We need designated parking areas for residents

Where the pavements are narrow, wheelchair users have to ride in the road, which is dangerous

Where is the promised footpath from Boscawell Stores to the North Inn?

Introduce residents' parking permits

Some footpaths are too narrow, causing mums and prams into the road if vehicles are parked by the kerb

A pavement is needed opposite the Post Office in St Just

Pedestrian access in St Just and Pendeen is poor

Rubbish

Tidying and street cleaning needed e.g. in Boscaswell

Task force needed to clean up Portherras Beach, and keep our beaches tidy

Unsightly rubbish and tipping in the countryside

Deal with unused and deteriorating properties in the area

Support for Japanese knotweed control

More work on maintaining footpaths

More dog poo bins needed in the right places around the towns and villages

Dog mess in particular, and also horse poo, in the streets (a sizeable number of comments about dog mess)

Could we have a defined Dog Exercise Area in St Just - of particular help to older dog owners? (As they do in France)

Litter in the streets, and also street weeding needed - a number of comments

Facilities

Less art galleries and craft shops!

***A more visible police presence, and a part-time police station/base in St Just**
(many comments and requests)*

Give more support to cultural and artistic events and initiatives, supporting the large arts community here

Pendeen needs a youth club to prevent young people hanging round the streets

Particularly, a stronger police presence in the town on Lafrowda Night, throughout the night

Maintenance and improvement of the skate park

Unnecessary street lighting in the town at night, costing money and causing light pollution (quite a number of comments)

Better access to hospital services

More activities for young people

The protection of existing facilities such as clinics, fire station and churches

Retention and expansion of local schools

Mental health needs are underestimated and ill-catered for

*We need:
a dentist / optician / vet
petrol station -
bigger supermarket -
second pharmacy -
better GP facilities*

Why are the lights on Pendeen football pitch on so much of the time?

Concerns

The influence of the National Trust on the landscape / the elimination of loved wild flowers and bird habitats

The number of drug addicts being supplied with Methadone by the pharmacy in Fore Street

The maintenance of emergency phones on local beaches

Drainage and flooding in vulnerable areas of St Just and Pendeen

Suggestions

Can plastics be recycled?

A summer charities event in the Plain-an-Gwarry

More information available about local history, wildlife and sealife

Encouragement for new and different businesses to open

A monthly market in the Plain-an-Gwarry and/or summer markets in the Square, promoting local produce and crafts

We need fast broadband right across the area

A St Just and Pendeen Museum

"St Just and Pendeen need to take charge of their own destiny, develop their plans for the future and work as a community to achieve them"

"I think local and county councils need to make more noise about the funding gap. In other countries extra funding has been found by applying a financial transaction tax"

The youth voice

In attempting to gain the views of younger people in St Just and Pendeen, we contacted the schools in the area. Both Cape Cornwall School Council and St Just Primary School Council responded, and provided us with feedback.

In particular, the comments from St Just Primary School were thoughtful and helpful.

GREEN SPACES and PLAY AREAS

"We would like more trees, more things to play on (especially for the younger children), and more skate ramps"

"The teenagers don't like or let us younger ones on the skate ramps - we need more ramps."

"Please can you move the concrete in the middle of the park - it gets covered with glass (dangerous), and the graffiti"

PUBLIC CAR PARKS FREE TO USE

"It encourages people to come and visit"

"Gets people to park in a good place"

"Good that it's free, because then people come to St Just"

COMMUNITY BUILDINGS

"The Library is very important to us. It should be open longer."

"It's good to have community buildings, because they encourage people to do things"

"We like to go to the Library after school."

PUBLIC TOILETS

"We wish people would look after the toilets better."

"They smell, and are not always clean."

"Very important, or people will use cafes, or even the hedges."

"To help pay for them, you could have an honesty box."

PUBLIC TRANSPORT

"For people who can't drive or have no car."

PERMANENT AND
HOLIDAY HOMES

"It's good for St Just to have visitors, as long as there are enough places for us all to live".

"There needs to be a balance between holiday and permanent housing"

"We don't want the town over-run by holidaymakers."

WIND AND SOLAR POWER

"Good idea, but it could spoil the view."

"Yes to solar panels, no to wind turbines."

"To sustain the environment and save money."

"St Just should be an eco-friendly town"

"We should have just a few wind turbines, where they are needed."

PRESERVING THE CHARACTER
OF THE AREA

"No big high rise buildings."

"We need to keep it, for tourism - our heritage of tin mining."

"To keep St Just Cornish."

TOURISM

"Improve signposting to help visitors."

"St Just needs a campsite for tourists."

OTHER ISSUES

"A Sports Hall for everyone - at any time"

"More grass roofs - great for growing things"

"Make St Just smoke-free!"

"We need to look after the bus shelter."

"The bus shelters are being spoilt by older children."

"More shops - like a sweet shop."

Assessment of the survey and its limitations

The number of surveys returned amounts to 10.6% of the adult population of St Just and Pendeen Parishes (401 out of 3774). According to statisticians, this means that we can be 95% certain that our findings are representative of the community to within an accuracy of $\pm 5\%$ *. So we can have some confidence that these results reflect reasonably well the views of the people of St Just and Pendeen.

The quality of responses has been a pleasant surprise. Many people went to a lot of trouble to express their views in detail, and this has been the most helpful aspect of the survey. There have been some really interesting suggestions, which we hope to follow up.

We would like to thank everyone who gave up their time to support us in the survey.

The age spread of those taking part was somewhat 'top heavy', with

220	over 60s	55% of responses received compared with 37% of population
148	30 – 60 years	37% of responses received compared with 50% of population
17	under 30	4% of responses received compared with 13% of population
16	age not given	4% of responses received

To some extent this reflects the demographic of the area, but it also reflects the willingness of the older generation to take part compared to less enthusiasm among younger people. We have tried to counter this with work in schools.

We found that there were some limitations in the layout of the survey form:

- Some people ticked every issue as being important to them.
- Some people didn't notice the "Key Issue" box and left it blank; others ticked every issue as being 'Key'.
- There was most confusion over the question of new wind and solar power installations. Many people said NO – not important to them, but then proceeded to object vehemently to them in their comments. So in many if not most cases a NO meant that they did not approve. We have tried to reflect this in the findings.
- In the end, the number and quality of the comments submitted were of most importance and value to us, and so our findings are largely based on these.

*<http://www.surveysystem.com/sscalc.htm>

Conclusions

- 1. It is important to retain, maintain and improve our green open spaces and play areas**
- 2. The community strongly supports the Town Council's decision to keep the car parks free to use**
- 3. Our community buildings are valued, but quantity needs to be balanced with quality. The Library is very important to many people**
- 4. Almost everyone wishes to keep the public toilets, and the vast majority wish them to remain free at point of use**
- 5. The majority support 'affordable' housing schemes, but some wish to see limits on where and how many houses are built**
- 6. Whilst there is an acknowledgement that holiday lets bring income to the area, there is major concern over the impact of holiday properties on the community, with a large majority wanting controls on the numbers of holiday properties**
- 7. New wind and solar power installations is the most contentious issue in the survey, with strongly held views on both sides of the debate, which will be a challenge for the Town Council to reconcile when considering planning applications**
- 8. The overwhelming majority want to preserve the character of St Just and Pendeen. This is also the top-rated 'key' issue identified**
- 9. There is universal acceptance that tourism is essential to the economic well-being of this area**
- 10. Everyone agrees that local sustainable jobs are needed**
- 11. Almost everyone considers that, in this rural and low wage area, an affordable bus service is vital**
- 12. Overwhelmingly the response is that we need to care for those in our community who need help and support. The challenge is to put those words into practice**
- 13. Traffic and parking problems, dog mess and policing were the other issues most frequently raised, along with a host of interesting suggestions**

Our aim was to update the 2006 LEAF Survey. This we have done, at absolutely minimal cost (compared to about £30,000 back in 2006), because a team of three councillors volunteered and did it all themselves, which saved limited Council funds.

Looking back to the 2006 survey, we find that many comments are the same, and in a sense, nothing much has changed! The 2006 survey looked at six areas:

- a) Economic wellbeing – today people are still concerned about developing and supporting sustainable new businesses**
- b) Home and housing – today people are still concerned about the lack of affordable housing, and the impact of second homes and holiday lets (though since 2006 St Just has a whole estate of new affordable houses)**
- c) Social and community life – today people are still concerned about public transport, use of community spaces, activities for young people**
- d) Natural Environment – today people are still concerned about preserving the character of our area, and renewable energy (though since 2006, renewable energy has developed – and now some people are less than happy with its visual impact).**
- e) Transport – today people are still concerned about congestion on narrow roads, and want cheap and regular public transport**
- f) Health and welfare – today people are still concerned about access to hospitals (in 2006 access to NHS dentistry was also of much concern)**

Now that St Just Town Council has received the 2014 survey findings, councillors will be able to use it as a reference document, as they continue to work with and for the communities of St Just and Pendeen.

The Town Council has demonstrated through this survey its commitment to listening to the community, and it wishes to keep open channels of communication going forward.

However, many of the issues raised are not within the remit of the Town Council; and we are living through a challenging financial climate of cuts in council funding. So it will be increasingly important for the community to work together, hopefully in consultation with the Council, to provide a brighter future for the residents of St Just and Pendeen.

October 2014

APPENDIX 1: DATA COLLECTED:

	<u>Identified as key issue:</u>	<u>Important to you?</u>	<u>No. of comments</u>
Green, open spaces and play areas	44	YES: 325 NO: 19 ? 5	268
Public car parks free at point of use	58	YES: 350 NO: 21 ? 1	277*
Community buildings/facilities (including library)	25	YES: 294 NO: 45	255
Public toilets	44	YES: 354* NO: 11	237
Local 'affordable' housing	44	YES: 286 NO: 55 ? 3	251
The balance between permanent homes and holiday lets/homes	40	YES: 294 NO: 34 ? 5	243
New wind and solar power Installations	23	YES: 206 NO: 115 ? 12 X 1	237
Preserving the character of the area	75*	YES: 346 NO: 11 ? 3	238
Tourism in St Just and Pendeen	20	YES: 302 NO: 41 ? 5	202
Local sustainable jobs	52	YES: 354* NO: 11 ? 1	203
Public transport	62	YES: 351 NO: 15	244
Care of the isolated and vulnerable	41	YES: 338 NO: 15	211