

NORTH QUEENSFERRY COMMUNITY COUNCIL

# 2011 Community Survey

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Results and Analysis

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5/2/2012

## Method

Paper and electronic versions of the following questions were issued, with 18 electronic returns and 29 paper copies being returned from a print run of 450.

1. What are the important issues that matter to you as a resident of North Queensferry?
2. What would you like North Queensferry to have which it doesn't currently have?
3. What do you like best about living in North Queensferry?
4. What do you like worst about living in North Queensferry?
5. Have you ever attended a Community Council Meeting, if yes/no, why?
6. Do you read the Community Council minutes? How do you access them?
7. What are the issues you believe the Community Council should be dealing with?
8. How long have you lived in North Queensferry?

- 0-5 years.
- 6-10 years.
- 11-15 years.
- 16-20 years.
- 20+ years.

**9. How would you describe yourself?**

- How would you describe yourself? Student/school pupil.
- Working.
- Retired.
- Unemployed.
- Housewife/husband.

Other (please specify)

**10. From time to time, the Community Council require an experts opinion, do you have any skills or knowledge which you would be willing to offer on a very occasional basis?**

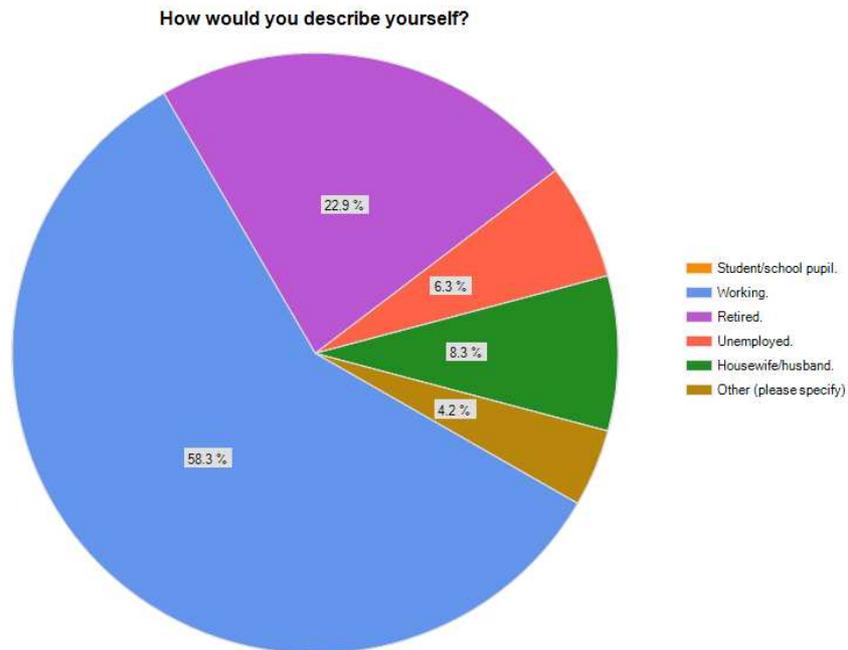
If yes, what is your specialism?

**11. We would like to keep residents informed about important issues affecting North Queensferry how would you like to be kept informed?**

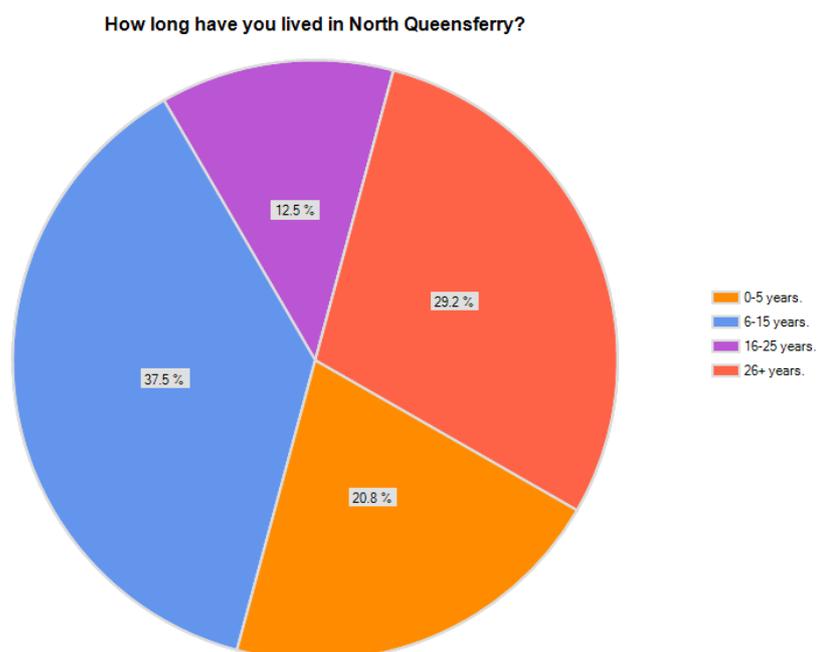
- Attending a meeting.
- Notices posted on the notice boards.
- On the new website.
- By email (feel free to enter more than one email address.)

## Results

58% of the 48 surveys returned were by those describing themselves as 'Working,' with 23% describing themselves as 'Retired.' The only category not represented was the 'Student/School' category.

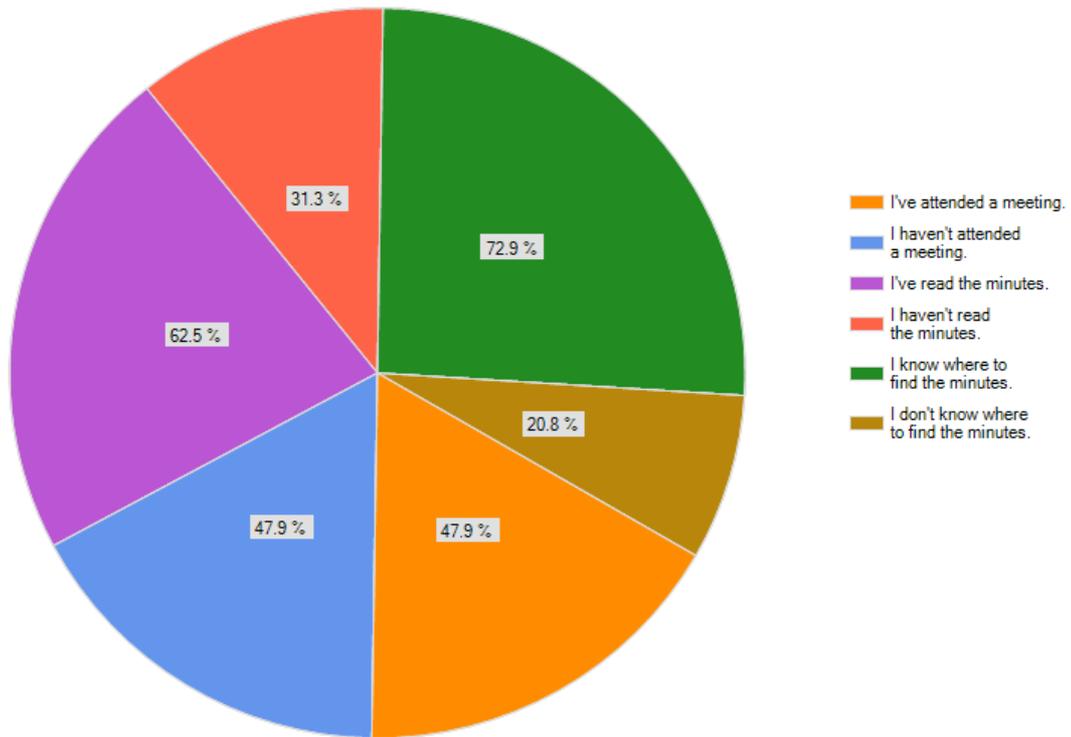


Length of time residing in the village, was fairly evenly split between 0-5, 6-15 and 26+.



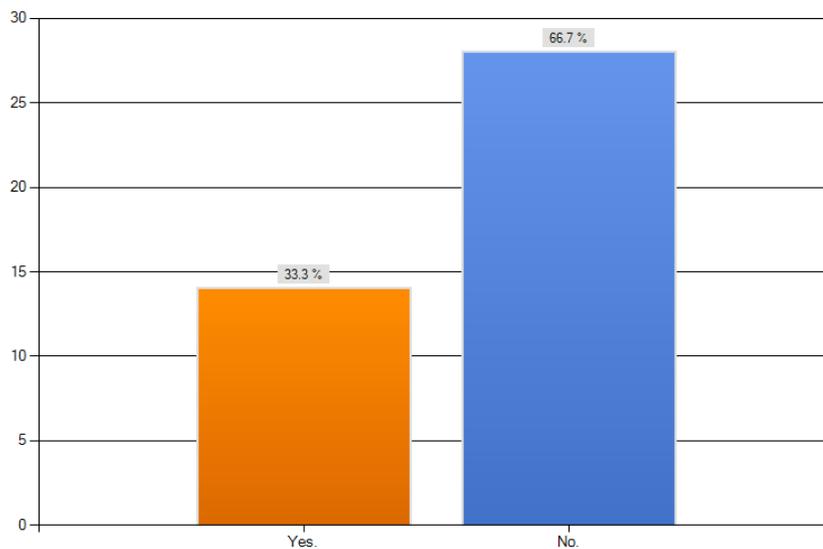
Of those 48 responses, 48% have never attended a Community Council meeting, 31% don't read the minutes and 21% don't know where to access the minutes.

Have you ever attended a Community Council Meeting? Do you read the Community Council minutes? Do you know where to find the minutes to read them?



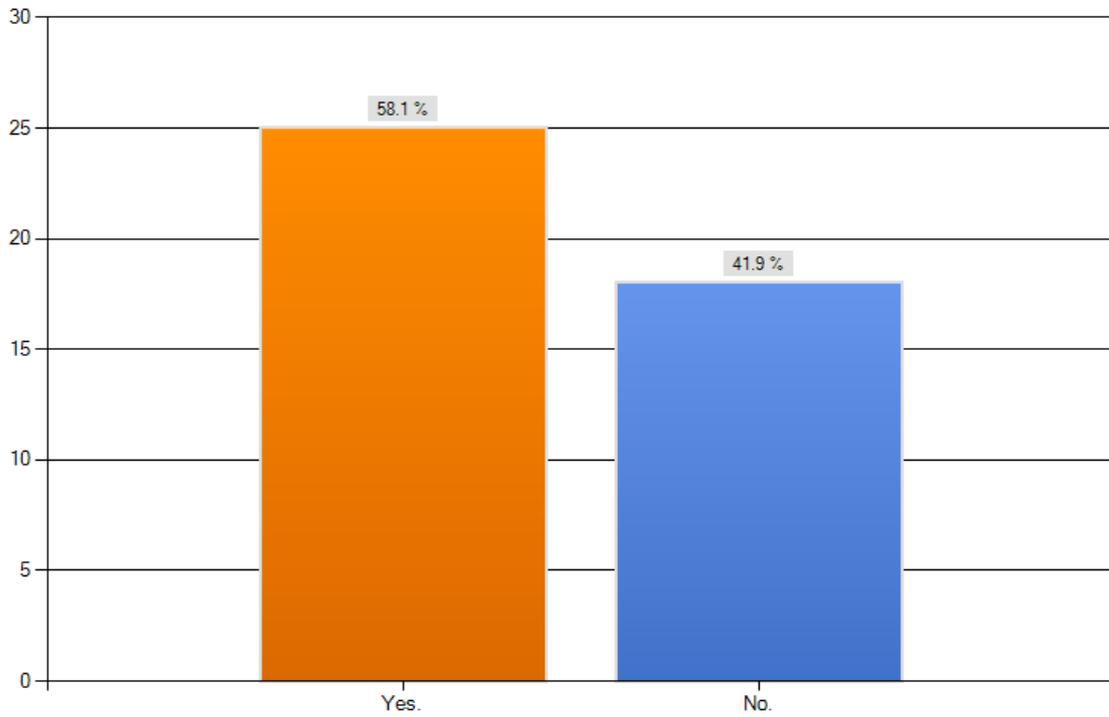
33% of respondents offered their services as an 'Expert.'

From time to time, the Community Council requires expert opinion to help with certain issues. Do you have any skills or knowledge which you would be willing to offer on a very occasional basis?



**58% of respondents offered their services for general tasks such as snow/beach clearing.**

The Community Council is seeking to create a group of Village Volunteers willing to help out with occasional small projects around the village aimed at improving the look and feel of life in North Queensferry. E.g. beach cleaning, floral enhancing, and snow clearing. Would you like to become a Village Volunteer?



**88% of respondents expressed a desire to be kept up to date with Community Council business.**

### **Analysis**

Analysis of the core questions will be carried out by all councillors and from the results, a number of priorities will be selected for the coming year. It is envisaged that these priorities will set the agenda for much of our business and will be continually reviewed throughout the year. A follow up questionnaire during summer 2012, will gauge our effectiveness and set priorities for the following year.

Although the response rate was low (10.7%) the quality of responses were generally high, justifying the principles of the task. The returns were from a reasonably wide demographic, although the lack of returns from School Pupils and Students should be specifically addressed in the future.

The high number of respondents who read our minutes is encouraging; however there are still significant numbers who do not, and a very significant number who do not know how to access them.

General observations from the written responses appear to be that the majority of respondents observe that North Queensferry is a 'Safe' place to live and show concern that it stays that way. One obvious deviation from this apparent 'Safety' are the 9 references to vehicles speeding in the village, especially on Ferry Hills Road.

Parking is also causing concern, 15 references to parking issues with 2 specific references to vehicles parking on yellow lines without adequate policing.

Better use of open spaces also features highly, with specific mentions for improvements to play areas.

Sustainability also features, with a number of responses aimed at different aspects of sustainability and renewable technologies.

Dog fouling is mentioned 6 times, with one mention of it returning as a problem.

What are the important issues that matter to you as a resident of North Queensferry?
Security, good transport system, trains and buses, peace and quiet.
Poor condition of pavements on Main St. No street sweeper weekly - used to happen. Amount of rubbish discarded at car park beside Rail Bridge.
Want better use made of the harbour.
Village condition, local improvements.
Tight knit community. Safe area focal point for info exchange eg funeral arrangements and other community info.
A safe and clean environment.
Safe environment to raise children. People speeding up/down Ferryhills road, despite 20mph.
Safety, community harmony and dog poo!
School, childcare
Safety and maintaining a strong sense of community
Activities/groups/places that bring a range of different residents together, sustainability
That the community works together to achieve a good environment. That non villagers do not have undue influence. That the wild areas are kept wild.
Facilities for kids Community safety Public transport
It's a pleasant place to live in a low vandalism, litter free etc
We must support and maintain the village shop.
What we have is quite unique. We need to ensure that the advantages we have are not impaired.
Access, public transport, road clearing in snow, community spirit, future development.
The council start to repair pot holes properly and removes the stupid speed bumps.
Lack of parking.
Improvements to the village as a whole.
Keeping the village safe, tidy and vibrant.
Safe, clean, pleasant, friendly village.
That we keep a community spirit.
Dealing with vandalism, antisocial behaviour and huge amount of dog fouling which is returning.
Retaining the village environment
Road speeding on Ferryhills Road, congestion in the village.
Quality of life, good environment
Good transport links, community spirit, clean, green and safe environment to live in
CLEAN AND TROUBLE FREE VILLAGE
Access roads, traffic management, child safety, local facilities
the community
Good accessibility - particularly in bad weather, supporting the local primary school and community life in general.
maintaining a pleasant environment, and train and road links in the winter.
Noise from work on Forth Road Bridge. Untidy footpaths and overgrown hedges and weeds from gardens. Impact of new Forth crossing.
Noise from Forth Road Bridge. Untidy state of footpaths caused by overgrown hedges and weeds from gardens. The impact of the new road bridge.
Maintaining our relatively crime free status. Litter - ensuring there are adequate bins at appropriate locations to enable the public to easily keep the area clean. Maintenance of public roads, paths and upgrading of public facilities including the piers etc.
Village community and friendship
Environment, transport. Opposing the proposed Rosyth & Grangemouth biomass plants. Traffic disruption likely to be caused by new Forth bridge works. Absence of facilities at the station. Noise pollution.
clean and tidy friendly community
A safe and friendly environment in which to live and enjoy our community
Safety for children and a clean environment.
Things to do for all ages, or at least a means of knowing what is happening around the village
A vibrant, safe, integrated community Good public transport links Good services and facilities fitting of a small village Good local school and high quality child care options
a safe and clean environment

<b>What would you like North Queensferry to have which it doesn't currently have?</b>
A post office, a free ATM, better communication between the few businesses (including personal services eg accounting) that are here in order to work together and support each other, more Red Cinema, transport between the top and bottom of the village for those less able. An improved playpark at the waterfront, it's truly dire.
Proper parking for motor vehicles. Not on public road. Drivers who adhere to speed limits.
Street cleaner / Road cleaner on a weekly basis as was previously.
A marina for my boat and all residents.
Marina, in full use to all North Queensferry residents.
Shop/Postoffice. A focal point in the bottom village (eg shop) Craft centre lots of talented people - used to be a pottery.
Some form of sports facility which can be used all year round.
Community based renewable energy, eg wind turbine, opportunity to buy organic locally produced food.
A place to have a natter and a bacon roll. And a Brownie/Cub group.
More childcare in the village
doctors surgery, bank machine
More community-owned spaces
A wind turbine
Play park (renovation) at the bottom of the village. Skateboard park. More business to make the village self-sufficient. More affordable housing. Visitor centre/community venue at the bottom of the village.
A direct bus service to Dunfermline. A shop in the lower village for groceries etc.
More leisure facilities eg bowling green, tennis courts, development of the West Bay area for the benefit of all.
Better sports facilities.
FRC start to look after own property, what do we pay money on rates for?
More parking.
An education/visitor centre about the villages.
A post office.
A general store open till late, giftshop with NQF branded gifts.
An ATM which doesn't charge to withdraw your money.
A shop in the bottom of the village. Funicular cab to the top of the village.
A good bus service
Better facilities for teenagers.
direct bus service to Edinburgh, swimming pool, community notice board
FLOODLIT ASTRO TURF PLAY AREA FOR THE KIDS, BOWLING GREEN
traffic lights on the brae and if the road can not be wider traffic lights on road down to Inverkeithing
Can't think of anything.
A Marina and associated infrastructure. A well run youth club for teenagers and younger children.
Some more "Village style" shops
A staffed station. A station with a waiting room. A community transport scheme.
A road crossing at the bottom of the road bridge steps. Possibly controlled by lights or similar to halt the traffic while crossing is in progress. Traffic cannot be heard approaching therefore it is a very dangerous part of the road into the village.
Community composting, allotments, more planting at the top of the village.
Some more shops which serve everyday life
Improved child care options Improved green space A better more vibrant public house Free bank auto teller A decent play park at the bottom of the village
Better use to be made of the water frontage between the bridges, improvements to the public park adjacent to the water front all which will lead to creating a visitor attractions and potential business for the community. Also have Fife Council develop and maintain walkways through the waste land around the water tower and install an information board on the railway platforms for visitors to be more acquainted on the history and attractions in NQ
take away shop, supermarket and a better bus service

<b>What do you like about living in North Queensferry?</b>
The people, the bridge, the school, the views, and the recent growing interest in a sense of community - like the new Seafaris and the coffee shop.
The community.
Views, peace and quiet, village life.
Peace, quiet, proximity to things I need, scenery.
Its residents.
Neighbourliness, location.
The surrounding scenery and our "local security team.
Nice community, toddler group, food co-op, quiet, bird walks, Blether, NQTI. No through traffic, noisy pubs.
People
Good school, some good community groups to get involved in
friendliness
The location, the people, the school, the green spaces, Blether by the Bridge, the Wee Restaurant
The green areas. Village events.
Location, School, Community Council gardening on the Brae etc
Sea views, central location near main transport hubs.
The situation, view and ease of access.
Peace, beauty, family, friends.
Views, village atmosphere, people living in village.
The view
Its vitality and ability to access the wider infrastructure.
The bridges, especially the Rail Bridge.
Quietness, friendliness, being by the sea.
The friendliness of people
The friendliness of everyone.
Peace and quiet, built environment, the views, the topography.
The people and the beautiful area
Quietness, friendliness
Quality of Life
living near the sea, peaceful location, friendly place
SCENERY, BRIDGES,
Quiet, good train service
the area
Good community spirit, lovely place to live.
Village life.
Location and village ambience.
Friendliness
The views.
The location and people
Village community
the people, view, proximity to Edinburgh
People and community spirit, views, tranquility, excellent primary school, wee restaurant, blether cafe, sense of history and heritage, good but limited walks, beaches and forth frontage, train access, child and family friendly
Being part of a community
peace and quiet

<b>What do you dislike about living in North Queensferry?</b>
The lack of basic services like a post office. The seemingly smallmindedness of some people towards others, gossipyness and lack of support for various community initiatives.
Anti-social behaviour. Parked motor cars which convert the public road into a car park. Speeding motor vehicles.
Occasional disruptive behaviour late at night - after closing hours. Amount of heavy traffic in Main St, large buses, lorries, boats etc. Selfish people who are lucky enough to have off road parking but still choose to park cars, trailers etc on Main St. Also people who park on double yellow lines constantly - not policed properly.
Lack of shops, harbour is wasted.
Lack of Fife Council support when snowed under.
Pretension. Wood burning stoves in the name of eco friendliness. Smooke has resulted in us having to re wash clothes and dry them in tumble drier instead of hanging out.
The litter. This is really bad on and near the playing fields. The flats fencing has been pulled down in several places hence making the area look very run down and neglected.
Speed of drivers on Ferryhills Road - no thought that children may walk onto road.
Having to forward think cash/shop/petrol needs
No decent pub for a meal out
Everyone reliant on cars, drivers ignoring speed limits
Noise from the bridges
Polluted beaches
Lack of shopping facilities.
It no longer has a "village" feel about it, it is more like a dormitory suburb of Edinburgh.
The brae divides the village.
Occasional outbreaks of antisocial behaviour, too much traffic, parking places.
Being cut off in the snow.
The poor winter maintenance of NQ by FRC. I was involved with the new road when the quarry was extended, my views were never taken forward and thus we have a road which is difficult in winter.
Lack of parking.
Deep Sea World, should never have been built in NQF. Previous corruption within the Community Council.
Lack of amenities, P.O., Fish and Chip Shop. Lack of buses stopping on bridge, only No. 55
Walking down or up the brae.
Village politics, sour people and dog shit! Squabble and dissention. I've attended a CC meeting which seemed like a pointless exercise for the previous reasons. I read the minutes but would point out that these are not minutes, they are very brief notes.
Nothing
Speeding up Ferryhills road
Better maintenance of public areas
lack of amenities such as doctor surgery
ROADS ARE A DISGRACE
roads, limited local shops/facilities
Problems with transport in bad weather.
Difficult access in the winter months.
Traffic going to Deep Sea World
The noise from the rail bridge. The wind.
The road bridge works and the fatalities from those jumping from the bridge.
Noise from the traffic on the bridge.
lack of basic shops
speeding cars with disregard for child safety, split communities, lack of a decent pub,
Lack of attractions, poorly maintained areas, lack of rubbish bins
lack of shops and poor bus service

<b>What are the issues you believe the Community Council should be dealing with?</b>
Transport for folks with limited mobility in times of need. Working towards bridging the various groups, businesses, initiatives, councils etc to work together and support each other conscienciously and willingly. A physical (room in the community centre/station) and online hub where people can access information and each other. Working at developing a greater sense of NQF's tourist trade/interest, outwith the default Deep Sea World or a quick view of the Bridge.
All matters excluding heritage (eliminating duplication.)
Have heard that community council does not respond to issues which are important to individuals i.e. rights of way issues. Have also heard that community council favours individuals who are percieved as being more wealthy ie "All are equal but some are more equal than others."
Make some commercial use of the harbour.
Anything relevant to the community.
Notice boards are not up to date, minutes should be available within a week after meeting. Clear and consistent view on planning applications - no point in having conservation area if it's not being consistently protected.
Encouraging people to use loacal services, buy locally. Get council to provide more recycling bins for home collection.
Dog dirt and unsociable behaviour.
Helping engender a good community spirit. Big developments like bridge and biomass safety, planning, and lobbying
Representing NQ -eg in Fife Council matters, in relation to the new bridge. A forum for other groups in the village to share information. Promoting community resilience.
Support the save our bay steering group. Think about a wind turbine for the village.
All community issues should be dealt with by the elected Community Council.
Improvements of village amenities.
Rights of way to be confirmed. Street cleaning. Parking, cars parked most days on yellow lines.
Whatever comes up that's important to our village and the immediate surroundings.
Impact of planning and development and improvement to the sewage plant at Ferrytoll.
Proper repair of the roads, remove the dangerous speed bumps and sort out the bad parking at NQ school.
Retaining historic Rights of Way.
The new bridge and an education/visitor centre.
Getting surface drains cleared along Ferry Road. Supporting small businesses in the village, hosting a business fair.
Safety, planning
Making NQF a safe place to live.
Dog shit, something to occupy the younger teenagers.
Issues which effect the quality of life for villagers
Speeding on Ferryhills Road, Facilities for Teenagers and Traffic Conjexion in the village.
safety, security and the environment
Getting a community notice board Finding out what people think about new developments to the village
<b>POOR STATE OF ROADS, AMMENITIES FOR THE KIDS</b>
community support, local roads, shared ground and safety and improving the facilities in the town
Those directly affecting the community (as described in hard copy of survey).
New Forth Crossing.
Snow clearance action plan. Piers Beach litter - more bins required on/near coastal path. I know little about the Quarry or Biomass issues which are high on your Agenda. I was unaware of this website until the survey documentation. Will now check for info.
Maintaining a village environment and promoting a positive community spirit.
The above - environment, transport, facilities. It should definitely be adding its voice to the widespread opposition to the Rosyth & Grangemouth biomass plants. The reason I don't attend - I do something else on Thursday evenings.
Local environmental and safety issues within the village. Also social and community liaison events and within the village
Parking on pavements, irresponsible dog owners, community projects such as helping form a residents association in the Brock Street flats to get them repaired.

Making improvements to the village we live in, whatever those improvements may be
Proactive approach to address community priorities Advocating improved public transport - especially to ensure that train service is not further eroded To promote self sufficiency and reliance in the face of public service cuts e.g.promote volunteering Become the senior coordinating and decision taking community body, ensuring for example that proposals are prioritised given diminishing funding opportunities Community safety Protecting heritage and encouraging visitors Supporting local services and amenities and promoting sustainability Improving the quality and cleanliness of public space Promote community interests during new bridge building and work towards minimum disruption for local people and visitors Child care option development Support the development of local facilities and services Promote coordination of community groups, achievement, shared priorities, and a thriving community spirit Explore and action Green initiatives
The upkeep of public areas, the water front the coastal path and opening of the railway station building.
improving the bus service and more events and clubs to offer our youths