



Older Persons
Survey Llandough
Community
Council 2024



Older Persons Survey

**Letter and Questions
to Residents**

Overview of Process

A letter and survey questions were sent out on 1st Dec 2023 asking for a reply by 29th Feb 2024

The letter and survey questions along with some additional questions are seen in the following slides

Once replies were received analysis was carried out to identify the top priorities for elder people in Llandough

The findings and proposals are contained within the presentation

A local meeting will be held with the community during our coffee morning on 25th Oct 2024 to review the results and discuss proposed actions to address concerns raised from the survey

LETTER

December 2023

Dear Resident,

TAKING STEPS TO ENSURE LLANDOUGH IS AN AGE FRIENDLY COMMUNITY

Everyone in Wales should be able to age well. In an age-friendly community older people feel valued, included and respected and can:

- get out and about
- do things that they want to do
- lead healthy and active lives
- stay informed
- have their voices heard

Age-friendly communities are tolerant, compassionate, and inclusive. When communities come together to become more age-friendly it benefits everyone who lives in them.

The Older People's Commissioner wants to make Wales the best place in the world to grow older and is working throughout Wales to encourage and support the development of age-friendly communities. Your community council fully supports this objective and has appointed one of your councillors to act as the lead person to take forward this objective at the community level.

Llandough Community Council shares the commitment of the Older Persons Commissioner to make local communities 'age friendly' as far as can be achieved within the resources and influence it can use to secure improvements.

Before the Council can take steps to support all our residents whether they are currently in the age group 60 years plus or of course will become older residents at differing times in the future, we are asking for your support in completing a survey of views, the results of which will help us in developing a plan of action to help make Llandough an age friendly community.

We have prepared a survey for you to complete which is attached to this letter and we would be grateful if you could complete and return it using the freepost envelope that is included with this letter. This is the second survey undertaken for this purpose and the results will assist us in identifying what more we can do for our residents.

The closing date for responses is **29 February 2024**.

Please help your community council to support you and your fellow residents by letting us have your completed survey which will be used to provide an invaluable source of information to guide our work in support of our residents here in Llandough.

Information Requested

Date Survey Completed _____

Please indicate your gender: Male _____ Female _____ Prefer not to say _____

Please indicate your age group: Under 25 years _____ 25-34 years _____ 35-44 years _____ 45-54 years _____
55-64 years _____ Over 65 years _____

Please can you give our community a rating out of 10 for each factor listed below?

A score of **1** being the worst possible score and **10** being the best.

Questions to be marked 1 – 10 (1 = worse 10 = best)

Question	Topic	Question	Score
1	Local Services	How easy is it to access local amenities or services e.g., shops, post office, banks and libraries within a reasonable distance of your home?	
2	Public Transport	How good is public transport, including community transport in your area?	
3	Community Transport	Are you aware of our community transport scheme?	
4	Public Seating and Places to Rest	How good is the availability and quality of public seating in our community, bus stops, parks, village green, others?	
5	Pavements	How well kept are the pavements in our community? Are they free from potholes and barriers? Do they enable wheelchairs and mobility scooters to move freely?	
6	Neighbourhood Safety	How safe are the streets within our community (police presence, the lighting and level of traffic)?	
7	Places to Meet	How good are the places to meet, spend time, exercise, and learn, such as a park, village hall, local pub and club?	
8	Information and Advice	How easy is it to access information and advice in our community, for example from the council, library or voluntary organisations?	
9	Health and Social Services	How good are the health and social services in our area?	
10	Your Voice	How well do you think your views are taken on board in community regarding County Borough Council and the Community Council decisions and plans?	

Additional Questions

Do you have any further comments you would like to make?

Can you share the one thing you would most like to see in Llandough (all ideas welcome)



Older Persons Survey Response

Details of Respondents							
	<25 years	25-34 years	35-44 years	45-54 years	55-64 years	>65 years	TOTAL
Male			1	3	8	23	35
Female	1	1	8	6	10	29	55
Prefer Not to Say				0	2	1	3
TOTAL	1	1	9	9	20	53	93

Analysis of Responses to Questions	Least Satisfactory										Most Satisfactory		TOTALS
	1	2	3	4	5	6	7	8	9	10	No Answer		
Question 1	30	10	5	5	16	7	6	9	1	4		93	
Question 2	7	3	6	8	17	7	11	18	5	7	4	93	
Question 3	41	3	4	4	5	1	4	4	3	19	5	93	
Question 4	5	6	4	4	11	4	18	25	7	5	4	93	
Question 5	15	8	7	9	13	7	15	15	2		2	93	
Question 6	5	7	7	4	19	11	15	17	6	2		93	
Question 7	8	4	3	3	14	14	20	16	1	6	4	93	
Question 8	7	5	9	3	15	12	17	15	6	1	3	93	
Question 9	19	5	3	9	17	9	10	11	6	1	3	93	
Question 10	16	4	7	5	14	10	10	12	4	5	6	93	
TOTALS	153	55	55	54	141	82	126	142	41	50	31	930	

The questions put to residents numbered 1-10 were as follows:

A score of 1 being the worst possible score and 10 being the best.

Question	Topic	Question	Majority Score
1	Local Services	How easy is it to access local amenities or services e.g., shops, post office, banks and libraries within a reasonable distance of your home?	1
2	Public Transport	How good is public transport, including community transport in your area?	8
3	Community Transport	Are you aware of our community transport scheme?	1
4	Public Seating and Places to Rest	How good is the availability and quality of public seating in our community, bus stops, parks, village green, others?	8
5	Pavements	How well kept are the pavements in our community? Are they free from potholes and barriers? Do they enable wheelchairs and mobility scooters to move freely?	1,7,8
6	Neighbourhood Safety	How safe are the streets within our community (police presence, the lighting and level of traffic)?	5
7	Places to Meet	How good are the places to meet, spend time, exercise, and learn, such as a park, village hall, local pub and club?	7
8	Information and Advice	How easy is it to access information and advice in our community, for example from the council, library or voluntary organisations?	7
9	Health and Social Services	How good are the health and social services in our area?	1
10	Your Voice	How well do you think your views are taken on board in the community regarding County Borough Council and the Community Council decisions and plans?	1

Analysis of Results

Answers to the questions rated on a traffic light system:

- Red – major issue
- Orange – no major issue
- Green – ok

Major issues raised:

- **Local Services**
 - Ease of access local amenities or services e.g., shops, post office, banks and libraries within a reasonable distance of your home?
- **Community Transport**
 - Awareness of our community transport scheme
- **Pavements**
 - State of the pavements in our community
- **Health and Social Services**
 - Health and social services in Llandough
- **Your Voice**
 - How views are taken on board in the community regarding County Borough Council and the Community Council decisions and plans

Analysis of Results

Details of Respondents							
	<25 years	25-34 years	35-44 years	45-54 years	55-64 years	>65 years	TOTAL
Male			1	3	8	23	35
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TOTAL	1	1	9	9	20	53	93
Population of Llandough		% of Respondents	% Population Replying to Survey	Population Info from 2021 Census			
< 25 years	540	0.19	0.05	< 25 years	540		
25- 34 years	219	0.46	0.05	25- 34 years	219		
35 - 44 years	284	3.17	0.43	35 - 44 years	284		
45 - 54 years	270	3.33	0.43	45 - 54 years	270		
55 - 64 years	288	6.94	0.96	55 - 64 years	288		
> 65 years	488	10.86	2.54	> 65 years	488		
Total	2089		4.45				



Older Persons Survey

Comparison to 2021
Survey

Comparison to 2021

% population replying to survey (based on 2021 census data)

- **2021 Survey – 7.6%**
- **2024 Survey – 4.5%**

More females responded than males in both surveys

- **2021 Survey M:F 1:1.3**
- **2024 Survey M:F 1:1.6**

The major issues seen in the 2024 survey were the same as those raised in 2021

- **Local Services**
- **Community Transport**
- **Pavements**
- **Health & Social Services**
- **Your Voice**

Comparison Major Issues

- **Local Services – same lowest level of satisfaction and % of respondents think it is worse than 2021**
- **Community Transport - same lowest level of satisfaction and % of respondents think it is slightly better than 2021**
- **Pavements – level of satisfaction spread from level 1, level 7 and level 8 with regards satisfaction, but level 1 showed majority of respondents think the situation is worse than 2021. Maybe the spread of levels depends on where the respondent lived?**
- **Health & Social Services - same lowest level of satisfaction and % of respondents think it is worse than 2021**
- **Your Voice - same lowest level of satisfaction and % of respondents think it is worse than 2021**



Older Persons Survey

Local Services

LOCAL SERVICES

Shop/Café

Need for a village shop

Suggestion opening hours of school shop be extended

Need for hairdresser/butcher/greengrocer

Need for local post office

Need for coffee mornings

Need for a café facility

A pub what welcomes local people

Lack of conveniently located bank

Local Services not matching up with new housing

Events for Elderly

More events for the elderly

Exercise classes for the elderly

Guidance to older residents on pension credit scheme

Suggested that older people trapped in Llandough

Village Hall

Someone present at Hall late night parties to collect keys

Cogan Pill

Need for more benches on Cogan Pill Play area

Need for picnic benches and swings in Cogan Pill play area

Other

Need local brownies, scouts and guides group

Jobs and houses locally are taken up by immigrant workers

Information on property insulation and financial help

Maintain green spaces and open up footpaths (accessibility)

Need for more security in the area near Church

Proposals/Ideas:

- **Look to expand school shop**
- **Can a local pharmacy be put in the hospital or at new East Vale Hub?**
- **Modernise old scout hut and form new scout/guide group.**
- **Exercise club for elderly once a week in the hall.**
- **During coffee morning invite Citizen's Advice for pension credit discussion and other benefits that could be claimed.**
- **Invite PCSO to coffee morning to discuss issues**
- **Survey footpaths through and around Llandough**
- **Put in new benches and tables in Cogan Pill playing area**

Actions:

- **Talk to headmaster about expanding range and opening hours**
- **Talk to hospital management about the possibility of a pharmacy at hospital**
- **Talk to Jason Conibeer – Capita; Planning Support Manager, Cardiff & Vale Health Board about possibility of a local pharmacy at proposed new East Vale Health Hub**
- **Elderfit have sessions every Tuesday – publicise more and and ask organiser to possibly run more sessions**
- **Contact groups such as Citizen’s Advice to attend monthly coffee mornings to discuss issues of concern**
- **Send monthly invitation to PCSO to attend monthly coffee mornings to discuss issues of concern**
- **Ask Ramblers Association to assess and survey local footpaths and attend coffee mooring to present findings**
- **Ask scout/guide association about modernising old scout hut and form new scout/guide group.**
- **Ask VoG to put new benches and tables in Cogan Pill playing area**



Older Persons Survey

Community Transport

COMMUNITY TRANSPORT

Poor bus service to Penarth and back

Poor bus service to Heath Hospital

Need to focus on reducing car journeys

Proposals:

- **Find a driver for community transport bus**

Actions:

- **More publicity to find a driver to drive community transport bus**
- **Potentially pay driver as there are at least 5 people on waiting list for transport**



Older Persons Survey

Pavements

PAVEMENTS/HIGHWAYS

Parking

Parking on Pavements is a problem

Unsafe Parking by School/PCSO to monitor

Hospital parking on community roads

Parking in Vale View Crescent is a real problem

Need for resident only parking

Lack of right turn facility at Merrie Harrier junction

Households with more than one car

Stop parking near Merrier Harrier - yellow lines

Issues of people parking at school

Better parking for Hall users

Disregard for parking issues and their resolution

Pavements

Pavements in need of repair

Need another pedestrian crossing by Greenway Close

Need another pedestrian crossing by entrance to Playing Fields

Safe access for pedestrians on Llandough Hill needed

Need for ramp access from Andrew Rd to rail platform

Cogan Pill

Resurface Cogan Pill Road by Cogan Court

Need for ramp access from Downfield Close

Need for lighting on Cogan Pill Road

Debris on Cogan Pill forces pedestrians to walk on road

Highways

Railings by traffic lights on Penlan Road very dangerous

Traffic calming on Penlan Road needed to reduce speeding

Highway issues on Leckwith Road

Groundwater at bottom of Llandough Hill/Cardiff Road

Is the weight limit on Leckwith Road bridge being enforced?

Overhanging Bushes on Pavements/Woods behind school very overgrown

Proposals:

- **Parking**
 - **Major issue in Llandough – work with hospital and PCSO to address**
- **Pavements**
 - **More crossing points needed and repair any damaged areas**
- **Cogan Pill**
 - **Re-surface and clean**
- **Highways**
 - **Come under VoG jurisdiction**

Actions

- **Work with hospital to reemphasise to park within hospital grounds**
- **Ask Councillor George Carroll to push parking issues with VoG and highway issues**
- **Ask PSCO to monitor parking on pavements**
- **Ask VoG to:**
 - **Put crossing into King George V playing fields at former road narrowing on Leckwith Road and crossing from Leckwith Road to Greenway Avenue**
 - **Survey pavements throughout Llandough and repair as needed**
- **Ask VoG to re-surface Cogan Pill**
- **Send concerns to Environment and Amenities committee to discuss and come forward with further action plan**



Older Persons Survey

Health & Social
Services

HEALTH & SOCIAL SERVICES

Need for improved access to GPs (also pharmacy)

Proposals:

- **Work with local hospital to improve health in the community**

Actions:

- **National issue – encourage everyone to push for improved service via local MS and MP (provide email and correspondence addresses for relevant members)**
- **Push with WG and local officials**
- **Invite local MS and MP to coffee morning to meet and engage with community**



Older Persons Survey

Your Voice

YOUR VOICE

Community Councillors

Lack on information from Community Council on Next-door

Need for improved community information

Compliment on work of Community Council

Councillors should improve their engagement with people

Listen to resident's complaints about planning applications

Poor communication about local events in the hall

Survey questions prevented people from voicing concerns

Vale Councillor/Welsh Government/Police

Councillors in Vale never listen

Poor service from Welsh Govt for Older People

Excellent support from Cllr Carroll

Compliment to work of PCSO

Insufficient police presence

Building

Less building developments

Proposals/Comments:

- **George often seen out and about**
- **Community councillors are all volunteers and unfortunately do not have the time to knock on doors. Surgeries have proved ineffective – make more use of coffee mornings to address issues of concern**

Actions:

- **More communication about monthly coffee mornings to engage with community councillors about areas of concern via:**
- **Network Neighbourhood, Facebook, Newsletter, Notice Boards, Merrie Harrier**



Older Persons Survey

Litter, Dog-Fouling,
Waste



LITTER/ DOG FOULING/WASTE

Litter Bins

More litter bins (plenty near school)

Litter is a problem

Dog Waste

Dog Litter Bins need sorting out

Dog Fouling remains a problem

Refuse

Refuse not collected enough

Waste containers too flimsy

Need for recycling bins next to rubbish bins

Need for an investment in a Materials/Recycling facility enabling sorting of waste at a designated centre reducing waste dropped in road at time of collection

Proposals:

- **More bins (litter and dog mess) to be located in Llandough**
- **Improve recycling**

Actions:

- **Ask VoG for more bins**
- **Create a recycle area /bins in King George V playing fields car park?**