

**RIBBLE VALLEY BOROUGH COUNCIL  
REPORT TO  
POLICY AND FINANCE COMMITTEE**

Agenda Item No.

meeting date: 7 June 2011  
 title: Perception Survey 2011  
 submitted by: Director of Resources  
 principal author: Michelle Haworth – Principal Policy and Performance Officer

## 1 PURPOSE

1.1 To inform committee of the results of the Perception Survey 2010/2011.

## 2 RELEVANCE TO THE COUNCIL'S AMBITIONS AND PRIORITIES:

- Council Ambitions: The survey has been used to collect satisfaction and perception indicators and data which will be used to help inform the development of the Council's new Corporate Strategy for 2011 - 2015. The Corporate Strategy sets out the Council's ambitions and priorities for the following four years.
- Community Objectives:
- Corporate Priorities:
- Other Considerations:

## 3 BACKGROUND

3.1 The Best Value General Household Satisfaction Survey was conducted in 2000, 2003 and 2006. This was replaced by the Place Survey which was conducted in 2009, with the intention of repeating every two years.

3.2 In 2010 the coalition government removed the requirement for a biennial Place Survey. The majority of local authorities, however, saw a need for continuing to collect satisfaction and perception data. The East Lancashire authorities and the PCT that make up the Collaborative Consultation and Research Service (CRACS) agreed to carry out a joint survey based on the questions asked in the Place Survey in order to collect this information. (Hyndburn BC and Rossendale BC have yet to carry out the survey). Some additional questions were added by the PCT.

3.3 **Methodology** – a different methodology was used to what was prescribed for the Place Survey. The intention is that if the will and need remains, that the Perception Survey will be conducted every two years. This will allow for robust comparison of data between our neighbours, and against previously collected data. Caution should be used however in comparing the Perception Survey data with the Place Survey data because of the different methodology used.

- Satisfaction survey designed to give indicative direction of travel
- Questions asked as per Place Survey 2009 and BVPI 2006
- Survey sent to nearly 1000 Ribble Valley citizen panel members
- Available to complete online or by post
- Fieldwork commenced 15th Jan 2011 and finished on 16th February
- One reminder sent on 3rd February
- 754 responses received in total (75% response rate)
- Of these, 242 were completed online (32%)
- Sampling error - +/- 3.6%
- **Please note that findings are not directly comparable with the 2009 and 2006 satisfaction surveys due to differing methodologies and sample sizes. Comparisons are therefore for indication purposes only.**

- 3.4 The survey was intended to be relevant to anyone living in the area.
- 3.5 The survey focuses on the local area, well-being, service satisfaction, perceptions of the council and value for money. In order to provide the public with an opportunity to shape the area in which they live, the survey focuses on quality of life factors that make an area a desirable or undesirable place to live. In addition to citizen perspectives, the survey allows local authorities to continue to track some of the corporate image and service satisfaction data collected through the previous surveys.

## **4 RESULTS**

- 4.1 Initial results have been presented to Corporate Management Team (CMT). The presentation of Ribble Valley's Perception Survey results, as prepared by CRACS, is attached at Appendix A. The original questionnaire completed with percentage responses is attached at Appendix B.

## **5 SUMMARY**

- 5.1 Positive findings (compared to Burnley & Pendle)
- High satisfaction with local area and the home
  - High satisfaction with waste collection services
  - High satisfaction with the way the Council runs things
  - Encouraging proportion feel that they can influence local decisions
  - High levels of perceived safety (during the day & after dark) (but not many believe that crime is decreasing)
- 5.2 Less positive findings (compared to Burnley & Pendle)
- Low satisfaction for Police and Hospital services
  - Low satisfaction for local bus services
  - Low satisfaction with leisure facilities
  - Potential issues arising around inappropriate use of GP time (large numbers going to their GP for information and serious incidents when more suitable alternatives available).

## **6 CONCLUSIONS**

- 6.1 Corporately these are some very encouraging results. There are, however, some areas for improvement and these should be addressed. We now have the opportunity to make the most of the data available and a chance to link the findings to our decision-making process and our Strategic Planning.

## **7 RISK ASSESSMENT**

- Resources: Analysis and report writing was done by the Citizen Panel Coordinator post which is covered by our annual contribution to the CRACS partnership.
- Technical, Environmental and Legal: None.
- Political: None
- Reputation: Positive results are to be used in future communications with the public.

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Principal Policy and Performance Officer

For further information please ask for Michelle Haworth, extension 4421

# Ribble Valley Perception Survey 2011

## Results & trend analysis



## Methodology

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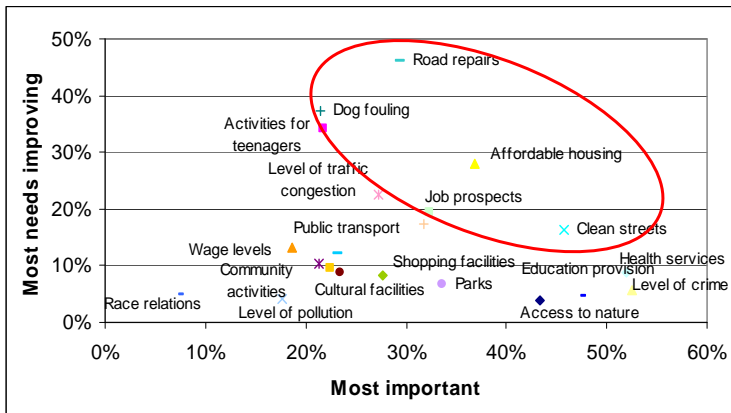


# About your local area



## Road repairs and affordable housing the top priority

- 2009 and 2006 it was the level of crime



The chart indicates those things that respondents found important in making an area a good place to live and those things that most need improving. The highlighted area indicated those areas which are seen to be both important and need improving.



Source: Perception Survey 2011 Q1  
Base: 703

## Similar issues are present across East Lancashire

This table shows the comparison to Burnley and Pendle of the top five things that are important and most need improving.

- 4 out of the 5 issues listed below make an appearance in all three districts
  - Road repairs, clean streets, dog fouling and job prospects are seen to be both important and in need of improvement

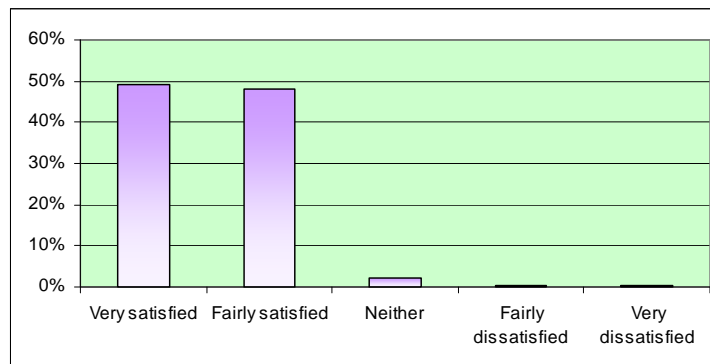
Burnley	Pendle	Ribble Valley
Job prospects	Road repairs	Road repairs
Road repairs	Clean streets	Affordable housing
Clean streets	Job prospects	Clean streets
Level of crime	Dog fouling	Dog fouling
Dog fouling	Level of crime	Job prospects

Source: Perception Survey 2011 Q1  
Base: 442



## High, and increasing, levels of satisfaction with the local area

- 97% satisfied with their local area (lower for those aged 16-44)
  - 95% in 2009 Place Survey
  - 83% in 2006 BVGHSS



Source: Perception Survey 2011 Q2  
Base: 717



## Local public services



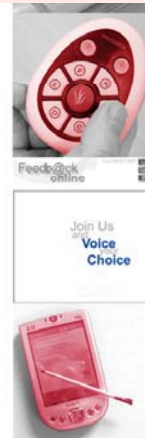
## Comparable levels of satisfaction with local public services

- Satisfaction at its lowest for Fire & Rescue and Hospital services
  - Hospital service will no doubt be linked to A&E transfer and/or the quality of service at Blackburn Royal

This table not only shows comparisons to Burnley and Pendle but also includes a comparison with the responses made by Ribble Valley residents in LCC's Life in Lancashire survey which was conducted at around the same time and asked similar questions.

	Burnley	Pendle	Ribble Valley	LCC (Ribble)
Police	51%	53%	60%	62%
Fire & Rescue	56%	56%	<b>52%</b>	56%
GP	86%	84%	86%	91%
Hospital	50%	53%	<b>58%</b>	68%
Dentist	70%	68%	66%	72%

Source: Perception Survey 2011 Q5  
Base: 716



## Encouraging levels of satisfaction with Council services

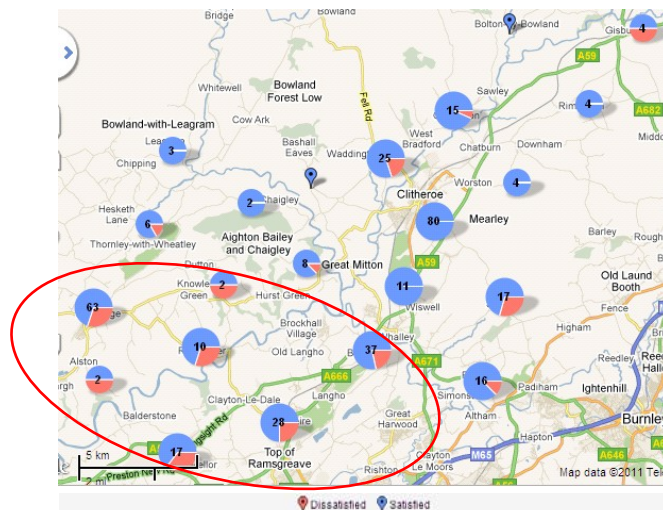
- Satisfaction with keeping public land clear of litter and household refuse collection is high
  - But lower satisfaction with bus service, leisure and parks
  - Museums looks low, but up from 27% in 2009

	Burnley	Pendle	Ribble Valley
Keeping land clear	49%	47%	<b>68%</b>
Refuse collection	82%	85%	<b>88%</b>
Recycling collection	83%	82%	81%
Local tips	65%	83%	86%
Local transport info	45%	49%	49%
Local bus services	52%	50%	<b>46%</b>
Leisure facilities	56%	48%	<b>49%</b>
Libraries	71%	73%	74%
Museums/ galleries	56%	26%	<b>34%</b>
Theatres	44%	43%	43%
Parks/ open spaces	84%	71%	<b>73%</b>

Source: Perception Survey 2011 Q8  
Base: 719



## Satisfaction with sport and leisure facilities

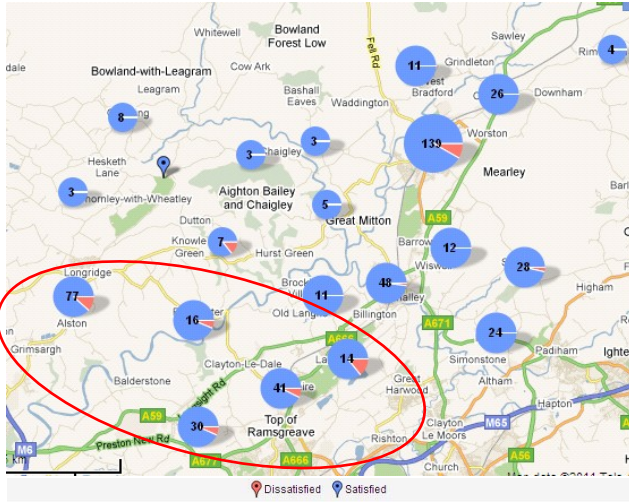


This chart maps out where there is greater levels of satisfaction/dissatisfaction. Respondents are pinpointed on the map using postcodes. The number shows the responses from that area. (Blue is satisfied and red dissatisfied.) The area where there is a cluster of dissatisfaction is highlighted.



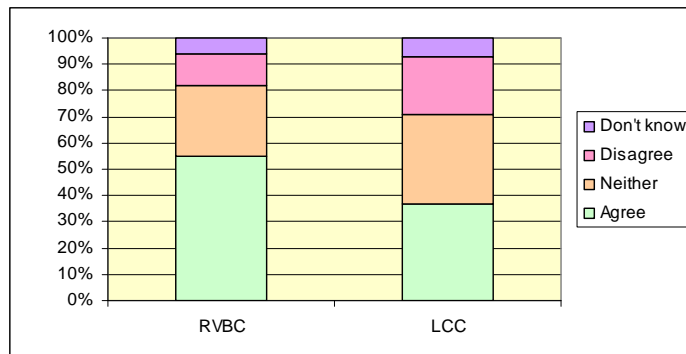


# Satisfaction with parks and open spaces



# RVBC seen to provide better value for money than LCC

- 55% agree that Ribble Valley provides VFM (37% for LCC)
  - Lower for those aged 16-44
  - 44% in 2009 (34% for LCC)



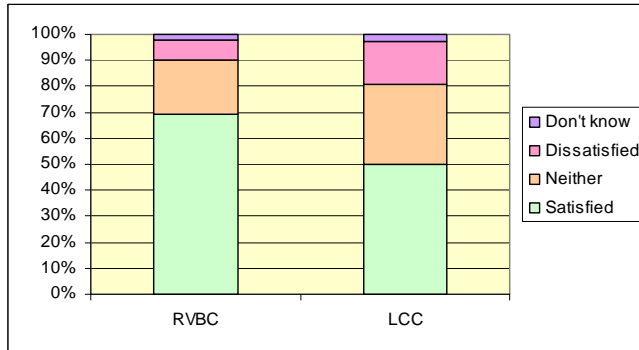
Source: Perception Survey 2011 Q10  
Base: 719





# And overall satisfaction higher for RVBC than LCC

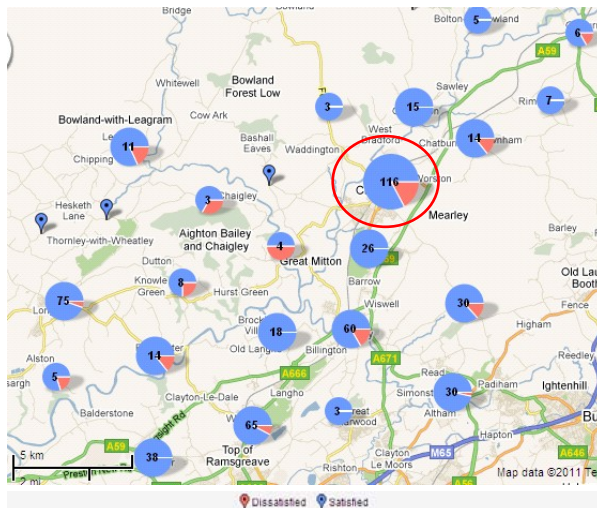
- 69% satisfied with the way RVBC runs things (50% for LCC)
  - Lower for those aged 16-44
  - 58% in 2009 (46% for LCC)



Source: Perception Survey 2011 Q11  
Base: 719



# Satisfaction with the Way RVBC runs things

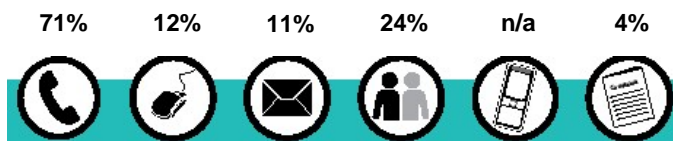


## Information & customer service



## Waste collection main cause for contact and preference for phone

- 50% have contacted the Council in the last 6 months
- Three quarters of these contacts relate to waste collection and planning/ building control issues
- Clear preference for telephone contact
  - Face to face and letter more used by 65+
  - 45-64 more likely to use the internet
  - 16-44 more likely to telephone



Source: Perception Survey 2011 Q13/ Q14/ Q15  
Base: 442/ 276/ 336



## Contacts highlight strange anomaly with overall satisfaction

- Across 5 of the 6 statements below, disagreement is low
- Yet disagreement with the final statement is significantly higher
  - Cumulative effect at play? Or perhaps an element of synergy?

	Agree	Disagree
It was easy to find out how to contact the Council about my query	82%	3%
I did not have to wait long before I got to speak to the right person	77%	4%
The staff were polite	82%	3%
The staff were knowledgeable	69%	6%
The information provided was easy to understand	76%	7%
Overall I was satisfied with my experience of contacting the Council	68%	14%

Source: Perception Survey 2011 Q16  
Base: 350



## Strong correlation between contact experience and satisfaction with Council

- Of those who had a very positive experience of contacting the Council
  - 90% are satisfied with the way the Council runs things
- But of those who had a very negative experience of contacting the Council
  - Only 19% are satisfied with the way the Council runs things
- Get the contact experience right and the evidence suggests that you will be onto a winner
- Get it wrong and the consequences seem to be pretty severe

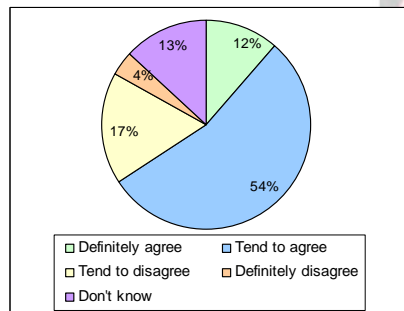
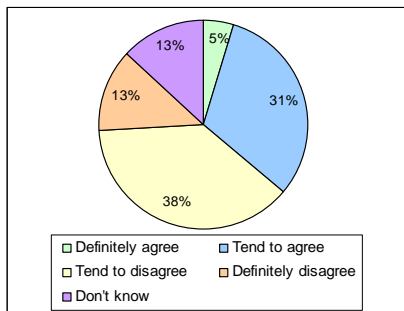


# The local community



## Influencing decisions and backgrounds getting on well showing improvement

- 36% feel they can influence decisions (higher for men)
  - Up from 27% in 2009 and 2006
  - 31% in Burnley and 29% in Pendle
- 66% believe different backgrounds get on well
  - Up from 54% in 2009 and 50% in 2006
  - 42% in Burnley and 48% in Pendle

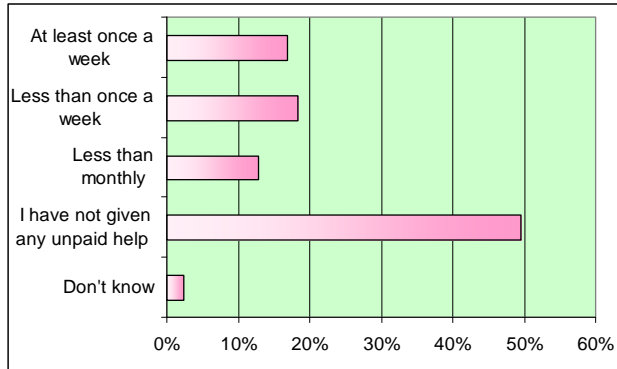


Source: Perception Survey 2011 Q17/ Q19  
Base: 720



## 'Big Society' wheels already in motion

- 35% have given unpaid help in the last 12 months on at least a monthly basis
  - Higher for women and those aged 65+
  - 28% in 2009

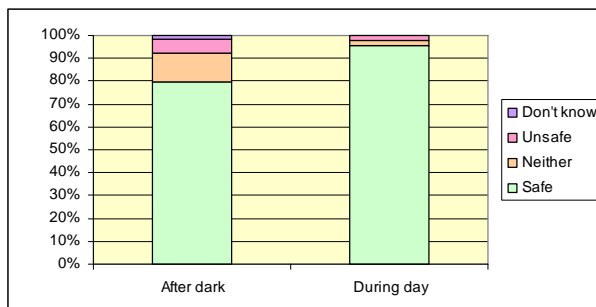


Source: Perception Survey 2011 Q18  
Base: 713



## Perceptions of safety improving

- 96% feel safe in their local area during the day
  - Lower for 45+ and those with a disability
  - No change since 2009 (97%)
- 80% feel safe in their local area after dark
  - Lower for 65+ and those with a disability
  - Up from 72% since 2009

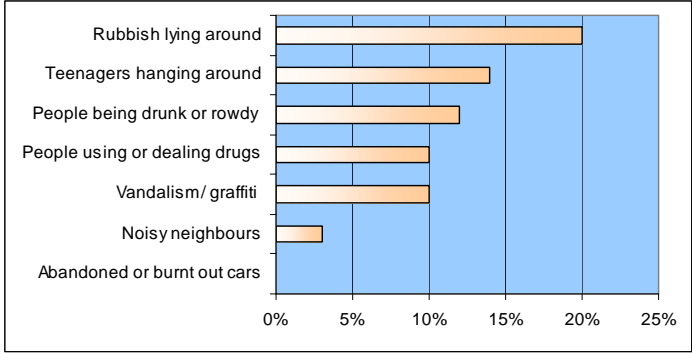


Source: Perception Survey 2011 Q20/21  
Base: 719/ 714



# Unclean streets now considered to be the most problematic ASB

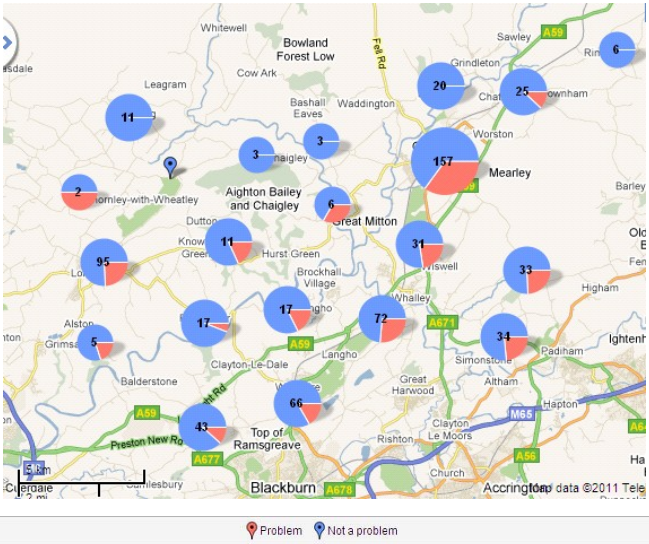
- But do people really think that this is a problem or simply reinforcing the fact that it needs to remain a priority?
- Satisfaction with the Waste Collection service is extremely high (see slide 9)
  - Better satisfaction than neighbouring authorities



Source: Perception Survey 2011 Q22  
Base: 717



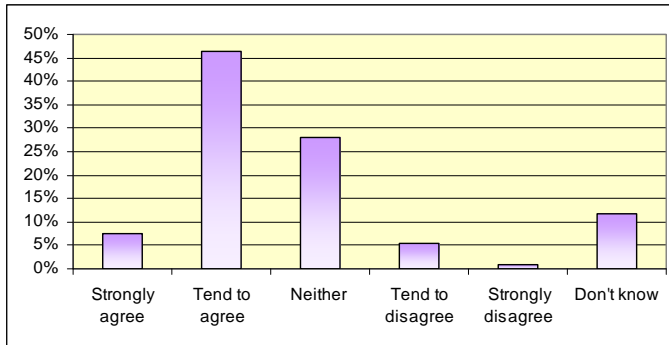
# Rubbish lying around





## Police are seen to be successfully dealing with ASB and crime

- 54% agree that the Police and other local public services are successfully dealing with ASB and crime
  - Higher for women
  - 40% in 2009

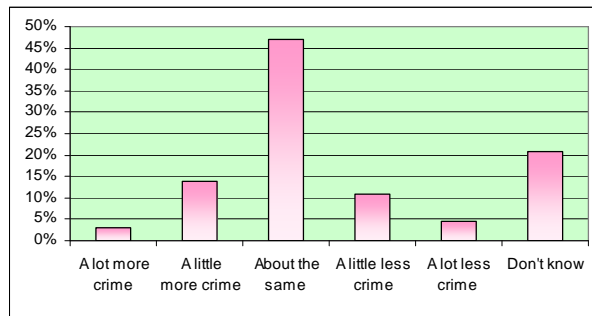


Source: Perception Survey 2011 Q23  
Base: 733



## Despite reality, perception of crime isn't improving

- 17% think there is more crime now than 2 years ago
  - No change since 2009
- 15% think crime rates are improving
  - Up from 12% in 2009
- Word of mouth, local newspapers & personal experience the main causal factors



Source: Perception Survey 2011 Q24/ Q25  
Base: 447/ 284





## Strong correlation between perception of crime and satisfaction with the Police

- Of those who think there is now less crime
  - 85% are satisfied with the Police
- But of those who think there is now more crime
  - Only 56% are satisfied with the Police
- Correlation weaker than that found with contact experience and satisfaction with the Council
  - Perhaps suggesting an understanding of partnership approach to reducing crime levels?
- But evidence suggests that perception of crime needs to improve before satisfaction figures will peak



## Local health services



## Comparable frequency of health service usage

- But the % who have used an NHS dental service at least twice in the last 12 months is much lower
- Note that higher usage does not necessarily imply greater health issues

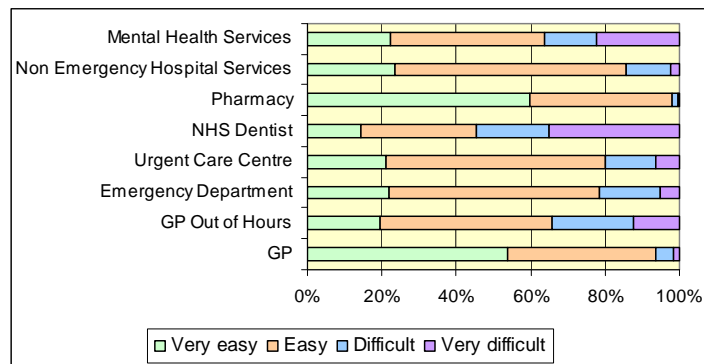
	Burnley	Pendle	Ribble Valley
GP	75%	74%	70%
GP out of hours	6%	7%	5%
Emergency dept	5%	8%	4%
Urgent care	5%	8%	5%
NHS dentist	39%	43%	<b>31%</b>
Pharmacy	82%	85%	78%
Non emergency hospital services	18%	27%	21%
Mental health services	3%	5%	2%

Source: Perception Survey 2011 Q26  
Base: 717



## NHS dentist most difficult to access health service

- 54% find an NHS dentist difficult to access
  - Higher for 16-44
- A likely causal factor for 50% having never visited an NHS dentist in the last 12 months



Source: Perception Survey 2011 Q27  
Base: 713



## Higher usage of GP if general medical information sought

- For general information, a much higher proportion would contact their GP
  - Compared to Burnley and Pendle, fewer would contact NHS direct

	Burnley	Pendle	Ribble Valley
NHS direct	48%	42%	32%
Pharmacist	12%	16%	9%
GP/ out of hours	29%	28%	<b>37%</b>
Urgent care	2%	1%	8%
Emergency dept	1%	2%	0%
Self care only	8%	8%	12%
Other	4%	4%	2%

Source: Perception Survey 2011 Q29  
Base: 718



## Mixed understanding of action to take if serious but non life threatening illness

- Action taken is much less clear than in Burnley and Pendle
  - Only 50% would head to their urgent care centre
  - 34% would go and see their GP

	Burnley	Pendle	Ribble Valley
NHS direct	3%	4%	4%
Pharmacist	0%	2%	1%
GP/ out of hours	10%	15%	<b>34%</b>
Urgent care	81%	66%	<b>50%</b>
Emergency dept	6%	11%	11%
Self care only	0%	1%	1%
Other	0%	1%	1%

Source: Perception Survey 2011 Q31  
Base: 711



## Summary

- Plenty of positives to take away
- Areas for potential improvement/ further investigation suggested in the findings
- Level of crime no longer the top priority – but still a very important issue
  
- Areas for consideration?
  - Levels of volunteering
  - Lag in the perception of crime
  - Lower levels of health understanding
  - Satisfaction with leisure and parks
  - Anomaly surrounding satisfaction with contacting Council



## Perception Survey 2011

Ribble Valley Borough Council and Lancashire County Council work closely with other public services such as the police, health, business and community representatives to make decisions about the provision of services for local people. We now need to know what you think about what it is like to live in your area so we can be certain that we are dealing with the issues that concern and matter to you most.

The survey will take no longer than 15 minutes to complete and your responses will be used to help us monitor progress and identify further improvements to the services that we provide.

### Section 1 - About your local area

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q2	<b>Thinking generally, please use the left-hand column below to indicate which of the features listed you feel are most important in making somewhere a good place to live. In addition, please use the right-hand column to indicate which of these things needs improving the most in your local area (You can tick a maximum of 5 boxes per column).</b>	
	<i>Most important</i>	<i>Most need improving</i>
Access to nature	43.4%	3.8%
Activities for teenagers	21.7%	34.1%
Affordable decent housing	36.8%	28.1%
Clean streets	45.7%	16.3%
Community activities	21.3%	10.4%
Cultural facilities (e.g. libraries, museums)	23.5%	8.7%
Dog fouling	21.4%	37.2%
Education provision	47.4%	4.7%
Facilities for young children	23.2%	12.1%
Health services	52.0%	8.9%
Job prospects	32.3%	19.5%
The level of crime	52.5%	5.8%
The level of pollution	17.6%	4.1%
The level of traffic congestion	27.2%	22.6%
Parks and open spaces	33.6%	6.8%
Public transport	31.8%	17.4%
Race relations	7.3%	4.9%
Road and pavement repairs	29.3%	46.0%
Shopping facilities	27.6%	8.4%
Sports and leisure facilities	22.5%	9.7%
Wage levels and local cost of living	18.7%	13.1%
None of these	1.0%	2.7%
Don't know	1.0%	0.4%

**Q3 Overall, how satisfied or dissatisfied are you with your local area as a place to live? PLEASE TICK ONE BOX ONLY**

48.5% <i>Very satisfied</i>	0.5% <i>Fairly dissatisfied</i>
47.6% <i>Fairly satisfied</i>	0.2% <i>Very dissatisfied</i>
2.0% <i>Neither satisfied nor dissatisfied</i>	

**Q4 And how satisfied or dissatisfied are you with your home as a place to live? PLEASE TICK ONE BOX ONLY**

62.0% <i>Very satisfied</i>	0.8% <i>Fairly dissatisfied</i>
34.7% <i>Fairly satisfied</i>	0.2% <i>Very dissatisfied</i>
1.4% <i>Neither satisfied nor dissatisfied</i>	

**Q5 Do you agree or disagree that shopping facilities have improved in the last 3 years? PLEASE TICK ONE BOX ONLY**

17.6% <i>Definitely agree</i>	19.5% <i>Tend to agree</i>
27.4% <i>Neither agree nor disagree</i>	15.6% <i>Tend to disagree</i>
14.3% <i>Definitely disagree</i>	4.3% <i>Don't know / no opinion</i>

## Section 2: Your local public services

**Q6 Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area. PLEASE TICK ONE BOX ONLY FOR EACH SERVICE**

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>	<i>Haven't used the service</i>
Lancashire Constabulary	20.5%	38.4%	17.9%	4.7%	1.3%	0.5%	15.3%
Lancashire Fire and Rescue	27.1%	23.6%	15.3%	0.2%	0.2%	2.5%	29.3%
Your GP (family doctor)	51.8%	32.7%	5.7%	3.8%	2.4%	0.3%	1.4%
Your local hospital	21.9%	34.1%	18.0%	7.1%	5.2%	0.5%	10.1%
Your local dentist	34.7%	29.1%	9.9%	4.1%	4.6%	1.1%	13.5%

**Q7 How would you rate your local train services?**

7.0% <i>Excellent</i>	8.3% <i>Poor</i>
25.6% <i>Good</i>	3.6% <i>Very poor</i>
27.8% <i>OK</i>	24.5% <i>Don't use them</i>

**Q8 How would you rate your local bus services?**

9.9% <i>Excellent</i>	8.3% <i>Poor</i>
22.7% <i>Good</i>	3.9% <i>Very poor</i>
22.0% <i>OK</i>	31.1% <i>Don't use them</i>

**Q9 Ribble Valley Borough Council and Lancashire County Council are also key providers of public services locally, so we would like your views on some of the services they provide. How satisfied or dissatisfied are you with each of the following services provided or supported by Ribble Valley Borough Council and Lancashire County Council? PLEASE TICK ONE BOX ONLY FOR EACH SERVICE**

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
Keeping public land clear of litter and refuse	11.7%	53.9%	15.3%	12.9%	2.3%	0.7%
Household refuse collection	48.9%	38.0%	5.3%	5.7%	1.0%	0.2%
Doorstep recycling	39.7%	38.7%	7.9%	5.0%	2.5%	3.1%
Local tips/household waste recycling centres	45.5%	36.9%	5.0%	3.6%	3.3%	2.2%
Local transport information (i.e. timetables)	15.5%	32.3%	20.5%	5.7%	0.9%	22.5%
Local bus services	17.2%	28.1%	15.7%	8.5%	3.9%	24.6%
Sport/leisure facilities	11.1%	35.5%	20.8%	12.4%	0.8%	15.4%
Libraries	32.5%	39.3%	12.5%	4.1%	0.5%	8.9%
Museums/galleries	7.5%	24.9%	27.8%	7.2%	1.1%	26.3%
Theatres/concert halls	9.4%	31.8%	23.1%	6.5%	1.6%	23.6%
Parks and open spaces	18.8%	51.9%	17.2%	4.0%	0.9%	4.4%

**Q10 Please indicate how frequently you have used the following public services provided or supported by Ribble Valley Borough Council and Lancashire County Council? PLEASE TICK ONE BOX FOR EACH SERVICE**

	<i>Almost every day</i>	<i>At least once a week</i>	<i>About once a month</i>	<i>Within the last 6 months</i>	<i>Within the last year</i>	<i>Longer ago</i>	<i>Never used</i>	<i>Doesn't apply/don't know</i>
Local tips/household waste recycling centres	0.1%	16.1%	51.4%	19.8%	3.6%	2.7%	3.6%	0.8%
Local transport information	2.0%	5.2%	22.2%	26.3%	10.4%	6.1%	14.6%	8.0%
Local bus services	4.6%	10.4%	15.4%	16.7%	10.6%	12.4%	19.1%	8.2%
Sport/leisure facilities	4.3%	19.4%	11.3%	13.4%	9.8%	14.1%	16.7%	6.9%
Libraries	1.4%	14.6%	26.8%	19.8%	6.7%	13.4%	10.5%	4.2%
Museums/galleries	0.1%	0.9%	9.4%	17.8%	14.5%	17.3%	22.5%	13.8%
Theatres/concert halls	0.2%	0.8%	7.6%	25.7%	16.2%	16.2%	18.1%	11.5%
Parks and open spaces	16.5%	30.2%	22.6%	11.7%	6.7%	3.1%	3.9%	2.1%

**As you live in a two-tier authority you have a county council and a district council. County councils are responsible for education, social care, transport planning, highways, consumer protection, waste disposal, small holdings and libraries. District councils are responsible for local planning applications, housing, building regulations, environmental health, waste collection, street cleaning, revenue collection, leisure and recreation.**

**Q11 To what extent do you agree or disagree that Ribble Valley Borough Council and Lancashire County Council provide value for money? PLEASE TICK ONE BOX ONLY FOR EACH COUNCIL**

	<i>Strongly agree</i>	<i>Tend to agree</i>	<i>Neither agree nor disagree</i>	<i>Tend to disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
Ribble Valley Borough Council	8.1%	45.9%	27.0%	10.6%	1.6%	5.8%
Lancashire County Council	2.9%	33.4%	33.5%	17.6%	3.8%	7.3%



**Q12** **And now taking everything into account, how satisfied or dissatisfied are you with the way Ribble Valley Borough Council and Lancashire County Council run things?** PLEASE TICK ONE BOX ONLY FOR EACH COUNCIL

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Ribble Valley Borough Council	10.5%	57.8%	20.4%	6.9%	1.1%	2.3%
Lancashire County Council	3.7%	45.7%	30.6%	12.7%	3.1%	3.3%

### **Section 3: Information and customer service**

**Q13** **How well informed, if at all, do you feel about each of the following?** PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote	56.7%	34.9%	6.6%	0.2%	0.6%
How your Council Tax is spent	20.7%	55.7%	14.6%	6.5%	1.4%
How you can get involved in local Council decision making	8.4%	39.6%	31.3%	13.7%	5.2%
What standard of service you should expect from your local Council	10.6%	40.7%	31.4%	9.3%	4.7%
How well your local Council is performing	9.0%	39.3%	33.7%	9.9%	5.7%
How to complain about your local Council	8.3%	37.6%	33.0%	11.1%	7.1%
Overall, how well informed do you feel about your local Council	8.8%	48.0%	32.5%	7.3%	2.1%

**Q14** **Have you contacted the Council in the last 6 months?**

30.6% Yes (go to Q14)	30.2% No (go to Q17)
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**Q15** **Thinking of the last contact, what was it about?** PLEASE TICK ONE BOX ONLY

4.4% Council Tax	2.3% Benefits
11.6% Planning or Building Control	17.4% Waste Collection
1.5% Leisure Services	0.8% Parks or Green Spaces
Other (please state) 7.2%	

**Q16** **How did you contact the Council?** PLEASE TICK ALL THAT APPLY

32.6% Telephone	4.9% Letter
5.7% Via the Council website/ e mail	1.8% Application form
11.0% Face to face	
Other (please state) 0.3%	

**Q17** Still thinking of that contact, please indicate whether you agree or disagree with the following statements about the Council's customer service. If any aspect does not apply to your particular experience, please tick 'not applicable.' PLEASE TICK ONE BOX ONLY PER LINE

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
It was easy to find out how to contact the Council about my query	12.8%	26.9%	5.7%	1.0%	0.4%	1.5%
I did not have to wait long before I got to speak to the right person	12.0%	25.0%	4.8%	1.1%	0.7%	4.6%
The staff were polite	15.4%	24.3%	2.6%	1.4%	0.2%	4.5%
The staff were knowledgeable	13.4%	19.6%	7.8%	2.3%	0.5%	4.5%
The information provided was easy to understand	13.0%	23.3%	4.7%	2.7%	0.5%	3.8%
Overall I was satisfied with my experience of contacting the Council	12.9%	19.8%	6.1%	4.6%	1.9%	2.7%

## Section 4: The local community

As with previous questions, when answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

**Q18** Do you agree or disagree that you can influence decisions affecting your local area? PLEASE TICK ONE BOX ONLY

4.8% Definitely agree	37.6% Tend to disagree	13.0% Don't know
31.1% Tend to agree	12.7% Definitely disagree	

We are interested to know about the unpaid help people give. Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work. Please exclude giving money and anything that was a requirement of your job.

**Q19** Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)? Please only include work that is unpaid and not for your family. PLEASE TICK ONE BOX ONLY

16.6% At least once a week	12.6% Less than monthly	2.4% Don't know
18.0% Less than once a week but at least once a month	48.6% I have not given any unpaid help at all over the last 12 months	

**Q20** To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? PLEASE TICK ONE BOX ONLY

11.4% Definitely agree	16.9% Tend to disagree	13.0% Don't know
54.0% Tend to agree	3.9% Definitely disagree	

**Q21** How safe or unsafe do you feel when outside in your local area after dark? PLEASE TICK ONE BOX ONLY

23.5% Very safe	12.3% Neither safe nor unsafe	1.1% Very unsafe
55.3% Fairly safe	5.0% Fairly unsafe	1.8% Don't know

**Q22** How safe or unsafe do you feel when outside in your local area during the day? PLEASE TICK ONE BOX ONLY

68.1% Very safe	2.5% Neither safe nor unsafe	0.1% Very unsafe
26.0% Fairly safe	1.5% Fairly unsafe	0.1% Don't know

Q23	Thinking about this local area, how much of a problem, if at all, are each of the following anti-social behaviour issues? PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
		Noisy neighbours or loud parties	0.7%	1.8%	28.6%	66.5%
Teenagers hanging around the streets	1.9%	12.2%	43.9%	39.2%	1.1%	
Rubbish or litter lying around	3.3%	16.2%	51.0%	27.3%	0.8%	
Vandalism, graffiti and other deliberate damage to property or vehicles	1.8%	7.6%	40.9%	46.6%	1.9%	
People using or dealing drugs	1.3%	8.5%	25.6%	53.5%	9.8%	
People being drunk or rowdy in public places	1.5%	10.5%	34.9%	47.4%	4.4%	
Abandoned or burnt out cars	0.1%	0.0%	12.5%	80.7%	5.1%	

**It is the responsibility of the Police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.**

Q24	How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? PLEASE TICK ONE BOX ONLY		
7.3% Strongly agree	27.6% Neither agree nor disagree	1.0% Strongly disagree	
46.0% Tend to agree	5.4% Tend to disagree	11.7% Don't know	

Q25	Thinking about crime in your local area, do you think there is more or less crime than two years ago? PLEASE TICK ONE BOX ONLY		
1.8% A lot more crime (go to Q25)	28.9% About the same amount of crime (go to Q26)	2.7% A lot less crime (go to Q25)	
8.6% A little more crime (go to Q25)	6.7% A little less crime (go to Q25)	12.9% Don't know/ no opinion (go to Q26)	

Q26	Why do you think there is more or less crime in your local area? PLEASE TICK AS MANY BOXES AS APPLY		
9.6% Personal experience	2.3% National newspapers (e.g Sun, Daily Mail, Telegraph)	2.1% Radio programmes	
8.9% Relatives' and/or friends' experiences	16.1% Local newspapers	2.2% Internet	
19.3% Word of mouth/Information from other people	2.7% TV programmes	5.8% Don't know	
Other 3.3%			

## Section 5: Your health

Q27	In the past 12 months how often, if at all, have you used any of the following services?			
	Never	Once	2-5 times	6+ times
GP	8.3%	21.6%	49.0%	19.9%
GP Out of Hours	79.4%	9.9%	4.1%	0.7%
Emergency Department	71.1%	18.8%	3.7%	0.1%
Urgent Care Centre/Minor Injuries Unit	71.5%	18.7%	3.6%	0.6%
NHS Dentist	50.7%	14.8%	29.5%	0.6%
Pharmacy	10.5%	11.0%	38.4%	37.2%
Non Emergency Hospital Services	62.2%	13.2%	15.6%	4.1%
Mental Health Services	91.0%	0.9%	0.8%	1.5%

Q28	In your local area, how easy or difficult do you feel it is to access the following services?	Very easy	Easy	Difficult	Very difficult	Don't know
	GP	52.2%	38.5%	4.8%	1.5%	1.3%
	GP Out of Hours	8.9%	21.4%	10.2%	5.6%	51.8%
	Emergency Department	14.1%	35.8%	10.5%	3.3%	34.3%
	Urgent Care Centre/Minor Injuries Unit	10.7%	29.8%	6.9%	3.3%	46.0%
	NHS Dentist	9.7%	21.2%	13.1%	23.8%	30.1%
	Pharmacy	52.6%	33.7%	1.4%	0.4%	8.6%
	Non Emergency Hospital Services	11.5%	29.8%	5.8%	1.2%	48.8%
	Mental Health Services	2.9%	5.4%	1.8%	2.9%	83.4%

Q29	Where would you go for help or advice if you've got the symptoms of a cough, cold or think you've got the flu? PLEASE TICK ONE BOX ONLY
	9.4% NHS Direct (0845 46 47)
	19.3% Pharmacist
	12.4% GP/GP Out of Hours Service/Treatment room
	0.2% Urgent Care/Minor Injuries Unit
	0.0% 999/Emergency Department
	61.1% Nowhere - self care only
	0.5% Other

Q30	Where would you go for help or advice to find out what to do if you or a family feels ill, you want to know how to treat symptoms, or you want information on how to access different local health services? PLEASE TICK ONE BOX ONLY
	35.9% NHS Direct (0845 46 47)
	10.4% Pharmacist
	40.8% GP/GP Out of Hours Service/Treatment room
	9.0% Urgent Care/Minor Injuries Unit
	0.3% 999/Emergency Department
	13.0% Nowhere - self care only
	2.5% Other

Q31	Where would you go for general medical advice and treatment for an illness or injury that just won't go away, for routine health checks, travel advice, prescriptions or help managing long-term health problems? PLEASE TICK ONE BOX ONLY
	2.4% NHS Direct (0845 46 47)
	3.1% Pharmacist
	90.9% GP/GP Out of Hours Service/Treatment room
	0.5% Urgent Care/Minor Injuries Unit
	0.0% 999/Emergency Department
	2.5% Nowhere - self care only
	1.1% Other

Q32	Where would you go for treatment for any illnesses or injuries which aren't life threatening, but still need treating quickly such as: minor head injuries, suspected broken bones and fractures, sprains, cuts and scrapes, bites, eye problems, and rising temperatures? PLEASE TICK ONE BOX ONLY
	4.0% NHS Direct (0845 46 47)
	0.8% Pharmacist
	34.7% GP/GP Out of Hours Service/Treatment room
	51.3% Urgent Care/Minor Injuries Unit
	11.6% 999/Emergency Department
	0.5% Nowhere - self care only
	0.7% Other

**Q33** Where would you go for treatment for a critical or life-threatening situation which poses a possible threat to life, limb or sight, or which requires immediate treatment to alleviate severe suffering. For example, a suspected heart attack or stroke, breathing difficulties, chest pain, severe head injuries, broken bones, fractures or burns? *PLEASE TICK ONE BOX ONLY*

2.8% NHS Direct (0845 46 47)	90.2% 999/Emergency Department
0.0% Pharmacist	0.0% Nowhere - self care only
5.0% GP/GP Out of Hours Service/Treatment room	0.2% Other
3.4% Urgent Care/Minor Injuries Unit	

For more information on local health care services, how you can control your health and to submit any additional comments you have, visit [www.eastlancspct.nhs.uk](http://www.eastlancspct.nhs.uk)

## Section 6: About yourself

**Q34** Are you male or female? *PLEASE TICK ONE BOX ONLY*

49.0% Male	51.0% Female
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**Q35** What was your age on your last birthday? *PLEASE TICK ONE BOX ONLY*

2.4% 16-24	42.6% 25-44	34.0% 45-64	21.0% 65+
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**Q36** Which of these activities best describes what you are doing at present? *PLEASE TICK ONE BOX ONLY*

38.9% Employee in full-time job (30 hours plus per week)	1.5% Unemployed and available for work
17.1% Employee in part-time job (under 30 hours per week)	0.6% Permanently sick/disabled
10.1% Self employed full or part-time	23.7% Wholly retired from work
0.4% On a government supported training programme (e.g Modern apprentice, Training for Work)	5.5% Looking after the home
0.9% Full-time education at school, college or university	0.8% Doing something else (PLEASE TICK AND WRITE IN BELOW)
Doing something else	1.9%

**Q37** Do you have any long-standing illness, disability or infirmity (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)? *PLEASE TICK ONE BOX ONLY*

16.0% Yes	84.0% No
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**Q38** Is there anything else you would like to add?  
23.4%

**Thank you very much for taking part in this survey.**