



**South Hams
District Council**

IMPROVEMENT UNIT PLACE SURVEY 2009 ANALYSIS REPORT

INTRODUCTION

SECTION ONE – ABOUT YOUR LOCAL AREA

Q1. Respondents were invited to choose up to five categories that were **most important to them** in relation to considering somewhere a 'good place to live'.

	Issue	Number of votes	% of total
1	Health Services	604	11.06%
2	The level of crime	566	10.36%
3	Affordable decent housing	417	7.63%
4	Access to nature	404	7.40%
5	Public transport	404	7.40%
6	Clean streets	328	6.00%
7	Shopping facilities	315	5.77%
8	Education provision	284	5.20%
9	The level of traffic congestion	274	5.02%
10	Parks and open spaces	222	4.06%
11	Job prospects	212	3.88%
12	Wage levels & local cost of living	201	3.68%
13	The level of pollution	180	3.29%
14	Activities for teenagers	172	3.15%
15	Community activities	154	2.82%
16	Cultural facilities	123	2.25%
17	Sports and leisure facilities	108	1.98%
18	Facilities for young children	106	1.94%
19	Road and pavement repairs	53	0.97%
20	Race relations	19	0.35%

Q2. Respondents were asked to choose five factors which were, in their opinion, **most in need of improvement**

	Issue	Number of votes	% of total
1	Affordable decent housing	502	11.99%
2	Public transport	436	10.42%
3	Activities for teenagers	424	10.13%
4	Wage levels and cost of living	391	9.34%
5	The level of traffic congestion	382	9.13%
6	Job prospects	354	8.46%
7	Road and pavement repairs	326	7.79%
8	Clean streets	217	5.18%
9	Shopping facilities	197	4.71%
10	The level of crime	170	4.06%
11	Health services	159	3.80%
12	Facilities for young children	131	3.13%
13	Sports and leisure facilities	107	2.56%
14	Community activities	93	2.22%
15	Parks and open spaces	89	2.13%
16	Cultural facilities	75	1.79%
17	Education provision	47	1.12%
18	The level of pollution	42	1.00%
19	Access to nature	39	0.93%
20	Race relations	5	0.12%

Q3. Respondents were asked to indicate how satisfied or dissatisfied they were with their **local area** as a place to live. The following is a breakdown of the responses received to this question.

Category	Number of responses	% of total
Very Satisfied	649	47.6%
Fairly satisfied	634	46.5%
Neither satisfied or dissatisfied	49	3.6%
Fairly dissatisfied	23	1.7%
Very dissatisfied	8	.6%

A total of **94.1%** of respondents were either Very or Fairly **Satisfied** with their local area as a place to live, while only 2.3% expressed dissatisfaction.

Q4. This question asked the respondents to indicate how satisfied or dissatisfied they were with their **home** as a place to live. The following is a breakdown of the responses received to this question.

Category	Number of responses	% of total
Very Satisfied	896	65.7%
Fairly satisfied	395	29%
Neither satisfied or dissatisfied	43	3.2%
Fairly dissatisfied	24	1.7%
Very dissatisfied	6	.4%

A total of **94.7%** of respondents were either Very or Fairly **Satisfied** with their home as a place to live.

Q5. Respondents were asked how strongly they felt they belonged to their **immediate neighbourhood**.

Category	Number of responses	% of total
Very Strongly	371	27.2%
Fairly Strongly	634	46.6%
Not very strongly	257	18.8%
Not at all strongly	76	5.6%

A total of **73.8%** of respondents felt that they belonged to their immediate neighbourhood either Very or Fairly **Strongly**.

SECTION TWO – YOUR LOCAL PUBLIC SERVICES

Q6. Respondents were asked to what extent they thought a range of statements applied to public services in their local area.

“Local public services

	A great deal	To some extent	Not very much	Not at all	Don't know
Are working to make the area safer	8%	48 %	20%	11%	13%
Are working to make the area cleaner and greener	14%	54%	20%	4%	8%
Promote the interests of local residents	13%	37%	30%	8%	12%
Act on the concerns of local residents	7%	38%	31%	11%	13%
Treat all types of people fairly	12%	45%	11%	6%	26%

On average only **10%** felt that local public services were influencing these areas **a great deal** and **50%** felt they were being influenced **to some extent**. This means that approximately **40%** of the public felt that local public services were **making little or no impact** on the areas surveyed.

Q7. Respondents were invited to comment **on how satisfied or dissatisfied** they were with the range **of public services** in their area.

	Very satisfied	Fairly satisfied	Neither Sat. nor Dis.	Fairly Dissatisfied	Very Dissatisfied	Don't know	Have not used service
Devon & Cornwall Constabulary	13%	37%	21%	8%	4%	2%	15%
Devon & Somerset Fire Service	29%	24%	11%	.6%	.2%	3.2%	32%
GP	53%	32%	7%	3%	1%	.4%	3.6%
Hospital	33%	35%	12%	5%	2%	2%	11%
Dentist	27%	22%	10%	7%	11%	3%	20%

From these figures we can see that the **highest level of demand for public services** in this sample is for the family Doctor 96.4%, followed by Hospitals 89%, Police 85%, Dentists 80% and the Fire Service 68%.

Satisfaction levels with the services of the family doctor are significantly higher than for the other services - totalling 85%. This is followed by Hospitals on 68%; the Fire Service on 63%; the Police on 50% and dentistry at 49%.

Lowest levels of customer satisfaction – the fairly and dissatisfied categories – equate to Dentists at 18% of their customer base; Police at 12%; Hospitals at 7%; Doctors at 4% and Fire at .8%.

Services for which customers expressed **neither satisfaction nor dissatisfaction** were Police at 21%; Hospital 12%; Fire 11%; Dentists 10% and GP 7%.

Q8. The survey requested that respondents express levels of satisfaction on a range of services provided by the County and District Councils.

	Very satisfied	Fairly satisfied	Neither Sat. nor Dis.	Fairly Dissatisfied	Very Dissatisfied	Don't know	No answer
Keeping public land clear of litter and refuse	14%	50%	14%	11%	3%	1%	7%
Refuse collection	37%	39%	6%	11%	4%	.5%	2.5%
Doorstep recycling	30%	39%	9%	8%	3%	4%	7%
Local tips / Household waste recycling centres	29%	39%	11%	7%	3%	4%	7%
Local transport information	9%	30%	23%	12%	5%	13%	8%
Local Bus services	10%	28%	18%	17%	9%	11%	7%
Sport/leisure facilities	9%	30%	23%	9%	4%	16%	9%
Libraries	26%	31%	16%	6%	2%	11%	8%
Museums / galleries	6%	21%	29%	5%	3%	25%	11%
Theatres / concert halls	7%	22%	23%	9%	5%	21%	13%
Parks and open spaces	17%	41%	18%	7%	2%	7%	8%

Q9 Respondents were asked to state how frequently they used the facilities listed:

	Almost every day	At least once a week	About once a month	Within the last 6 weeks	Within the last year	Longer ago	Never used
Local tips / Household waste recycling centres	1%	22%	41%	25%	5%	2%	4%
Local transport information	2%	9%	18%	29%	14%	11%	18%
Local Bus services	7%	16%	16%	17%	11%	12%	21%
Sport/leisure facilities	4%	16%	9%	15%	12%	16%	29%
Libraries	1%	14%	22%	14%	10%	16%	23%
Museums / galleries	0%	2%	8%	16%	14%	24%	36%
Theatres / concert halls	0%	1%	11%	24%	16%	16%	31%
Parks and open spaces	19%	28%	19%	14%	7%	5%	8%

Q10. Respondents were asked to comment to what extent they believed the council provided good value for money

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
South Hams District Council	7%	37%	32%	17%	6%
Devon County Council	3%	32%	40%	20%	6%

Q11. Respondents were asked to express their level of satisfaction at the way the council runs things

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
South Hams District Council	10%	49%	26%	10%	4%
Devon County Council	5%	44%	35%	12%	3%

SECTION 3: INFORMATION

Q12: This question asked how well people felt they were informed about a range of issues.

	Very Well informed	Fairly Well informed	Not Very Well informed	Not well informed at all
How and where to register to vote	56%	37%	6%	1%
How your council tax is spent	22%	57%	17%	4%
How you can get involved in local decision-making	9%	35%	43%	13%
What standard of service you should expect from local public services	11%	40%	39%	10%
How well local public services are performing	9%	44%	37%	10%
How to complain about local public services	9%	39%	38%	15%
What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu	4%	19%	38%	38%
Overall, how well informed do you feel about local public services	6%	49%	33%	12%

SECTION 4: LOCAL DECISION MAKING

Q13. Respondents were asked if they agreed or disagreed that they could influence decisions affecting their local area.

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
4%	30%	48%	18%

Q14. People were asked whether they would like to be more involved in making decisions that affected their local area

Yes	No	Depends on the issue
25%	13%	62%

SECTION 5: HELPING OUT

Q15. Respondents were asked how often, in the last twelve months, they had given unpaid help to any groups clubs or organisations.

At least once a week	Less than weekly but at least once a month	Less often	Unpaid help as an individual in the last 12 months	None
21%	14%	10%	12%	42%

SECTION 6: GETTING INVOLVED

Q14. Respondents were asked if they had acted in any of the specified capacities during the last twelve months

Capacity	Yes	No
Been a local councillor (for the local authority, town or parish)	2%	98%
Been a member of a group making decisions on local health or education services	5%	95%
Been a member of a decision-making group set up to regenerate the local area	4%	96%
Been a member of a decision-making group set up to tackle local crime problems	2%	98%
Been a member of tenants' group decision-making committee	3%	97%
Been a member of a group making decisions on local services for young people	4%	96%
Been a member of another group making decisions on services in the local community	11%	89%

Section 7: Respect and Consideration

Q17. Respondents were asked to what extent they agreed that parents in their local area took enough responsibility for the behaviour of their children

Definitely agree	Tend to agree	Neither agree or disagree	Tend to disagree	Definitely disagree
8%	39%	21%	21%	11%

Q18. Respondents were asked to what extent they agreed that their local area is a place where people from different backgrounds get on together.

Definitely agree	Tend to agree	Neither agree or disagree	Tend to disagree	Too few people in area	All from same background
10%	56%	7%	2%	18%	7%

Q19. Respondents were asked how much of a problem there was with people not treating each other with respect and consideration in their local area

Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
2%	11%	57%	30%

Q20. People were asked if they would say that they had been treated with respect and consideration by their local public services in the past year.

All of the time	Most of the time	Some of the time	Rarely	Never
30%	54%	14%	2%	1%

Q21. Respondents were asked: Are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?

Yes	No
70%	30%

SECTION 8: COMMUNITY SAFETY

Q22. Respondents were asked how safe or unsafe they felt when they were outside in their local area after dark.

All of the time	Most of the time	Some of the time	Rarely	Never
32%	47%	11%	7%	3%

Q23. Respondents were asked how safe or unsafe they felt when they were outside in their local area during the day.

All of the time	Most of the time	Some of the time	Rarely	Never
71%	26%	3%	0%	0%

Q24. People were asked to indicate how much of a problem the following issues are in their local area.

	Very big problem	Fairly big problem	Not a big problem	Not a problem at all
Noisy neighbours or loud parties	2%	5%	34%	59%
Teenagers hanging around the streets	7%	18%	36%	39%
Rubbish or litter lying around	5%	16%	48%	31%
Vandalism, graffiti and other deliberate damage to property or vehicles	4%	13%	45%	38%
People using or dealings drugs	5%	13%	30%	51%
People being drunk or rowdy in public places	6%	14%	37%	43%
Abandoned or burnt out cars	1%	2%	19%	78%

Q25. Respondents were asked whether they agreed that the police and other local public services seek people's views about anti-social behaviour and crime in the local area

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree
9%	27%	31%	25%	8%

Q 26. Respondents were asked whether they agreed that the police and other local public services are successfully dealing with anti-social behaviour and crime in the local area

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree
5%	41%	32%	16%	5%