



South Hams  
District Council

**South Hams District Council**  
**BVPI General Satisfaction Survey 2006/07**  
**Weighted Data Report**  
**March 2007**

**Revised 13th April 2007**

## Summary

This report represents the findings of the 2006/07 best value performance indicator (BVPI) general satisfaction survey which was undertaken on behalf of South Hams District Council by Teignbridge District Council.

The data has been 'weighted' by the Audit Commission to reduce the likelihood of bias on the results.

### Weighted BVPI scores for 2006/07

BVPI	Sample	Satisfaction Score	Confidence Interval (+/- @95%)
<b>BV3 Overall service provided</b>	1113	62%	3%
<b>BV4 Complaint handling</b>	256	38%	6%
<b>BV89 Litter clearance</b>	1127	77%	2%
<b>BV90a Household waste</b>	1107	71%	3%
<b>BV90b Provision of recycling facilities</b>	1092	76%	3%
<b>BV119a Sports/ leisure facilities and events</b>	1096	65%	3%
<b>BV119b Libraries</b>	1117	64%	3%
<b>BV119c Museums and galleries</b>	1073	44%	3%
<b>BV119d Theatres/ concert halls</b>	1077	39%	3%
<b>BV119e Parks and open spaces</b>	1109	75%	3%

### Comparison with weighted data 2003/04

BVPI	Weighted Satisfaction Score 2006/07	Weighted Satisfaction Score 2003/04	Difference 2003/04 – 2006/07
<b>BV3 Overall service provided</b>	61.9%	64.3%	-2.4%
<b>BV4 Complaint handling</b>	38.3%	31.9%	+6.4%
<b>BV89 Litter clearance</b>	77.1%	79.7%	-2.6%
<b>BV90a Household waste</b>	71.0%	89.7%	-18.7%
<b>BV90b Provision of recycling facilities</b>	75.8%	74.1%	+1.7%
<b>BV119a Sports/ leisure facilities and events</b>	65.1%	60.3%	+4.8%
<b>BV119b Libraries</b>	63.9%	No Data	-
<b>BV119c Museums and galleries</b>	43.5%	No Data	-
<b>BV119d Theatres/ concert halls</b>	39.2%	No Data	-
<b>BV119e Parks and open spaces</b>	75.4%	74.8%	+0.6%

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## **South Hams District Council – Satisfaction Survey – 2006/07**

### **1.0 Introduction**

#### **1.1 Background**

- Every authority has a statutory duty to undertake a general best value performance indicator (BVPI) satisfaction survey every three years. The last such survey was undertaken in 2003/04.
- South Hams District Council (along with Teignbridge District Council and West Devon Borough Council) also undertook a general BVPI satisfaction survey voluntarily in 2005/06 (following guidelines from the 2003/04 survey). The results of which have yet to be weighted, (look to weight the 2005/06 data using the 2006/07 'BVPI surveys weighting scheme' guidelines).
- After the success of the joint general satisfaction survey in 2005/06, Teignbridge District Council undertook the 2006/07 survey on behalf of South Hams District Council, Teignbridge District Council and West Devon Borough Council.
- The survey was conducted in accordance with the Department for Communities and Local Government 2006/07 general satisfaction guidelines.
- Requirements:
  - Fieldwork to be undertaken between 1<sup>st</sup> September 2006 and 30<sup>th</sup> November 2006 (including the sending of reminder letters).
  - Random sample of local addresses drawn from the Post Office small users address file (PAF) supplied via the best value survey website by the Audit Commission.
  - Target population – all adult (aged 18 and over) residents of the local authority.
  - A maximum of +/- 3 percentage points at the 95% confidence level for each of the BVPI's collected.
  - Achieved sample size no smaller than 1,100 (50%+ response rate is desirable).
  - A minimum of two reminder letters to be sent.
  - Data to be submitted by 28<sup>th</sup> February 2007.

#### **1.2 Method**

- A random sample of 2,500 addresses was extracted from the South Hams small users address file (PAF) supplied via the best value survey website.
- Surveys were distributed along with a covering letter and a pre-paid envelope.
- The initial mailing was made on 16<sup>th</sup> October 2006. Those who had not responded to this initial mailing were sent a reminder on 6<sup>th</sup> November 2006. Those who had still not responded were sent a further reminder on 27<sup>th</sup> November 2006. Each survey had an identification number to identify those who had responded.
- The closing date for responses was the 18<sup>th</sup> December 2006.
- Teignbridge District Council provided a contact telephone number to answer any queries regarding the survey.

- Teignbridge District Council employed one member of temporary staff to manually input the data (for all three authorities) into SNAP 7.0 survey software, 10% of the total number of surveys input for the three authorities were verified using the double data entry method.
- The unweighted datafile was uploaded to the best value survey website 1<sup>st</sup> February 2007.

### 1.3 Weighting

- The results of the 2006/07 general satisfaction survey were weighted by the Audit Commission against a number of factors to reduce the likelihood of bias on the results, (i.e. by those groups which were under or over represented) and hence be reflective of the target population.
- Following the '**2006/07 BVPI surveys weighting scheme**' the Audit Commission calculated overall weights based on the following factors:
  - The size of household a respondent belongs to.
  - Age, sex and ethnicity of the respondent.
- There are some questions in the survey that ask the respondent to give an answer based on their whole household. In this case, it is not appropriate to apply the household size weight.
- These questions are:
  - Q14 – Which services have been used by you or any other member of your family in the last 12 months?
  - Q31/Q32 – How long have you/your household been living in accommodation/area?
  - Q33 – In which of these ways does your household occupy your current accommodation.

### 1.4 Response

- Of the random sample of 2,500 addresses, 1,149 responses were received. 12 surveys were returned by the Post Office as undeliverable.
- **Response Rate (1,149/(2,500-12)) x 100 = 46.18%**
- Hence South Hams District Council achieved the requirement of a minimum of 1,100 responses, however did not meet the desirable requirement of a 50% response rate.

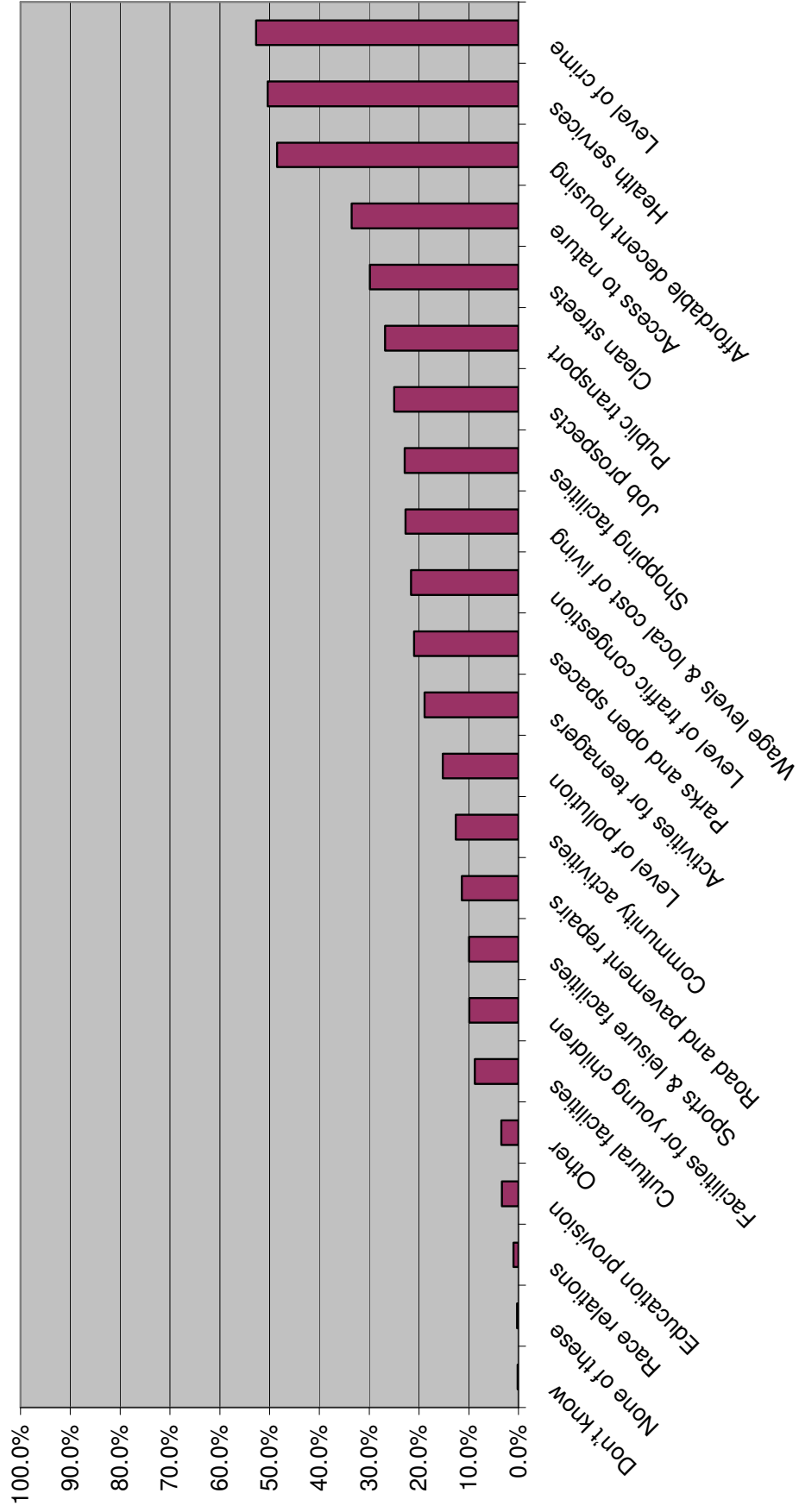
### 1.5 Consideration of results

- Surveys received after the 18<sup>th</sup> December 2006 were not included in the analysis.
- 'Don't know/It does not apply' have been excluded from the base when calculating the rating for a question (*with the exception of Q1 and Q2 for the purposes of comparison with the 2003/04 results*).
- 'Missing values' have been excluded from calculations.
- Questions which have been answered as a result of incorrect interpretation of routing were excluded
- Unweighted figures will be reported where reference has been made to Q14, Q31, Q32 and Q33 (please see section 1.3) because at only the overall weights are available.
- Any discrepancies in table totals or percentages are due to rounding of weighted figures.

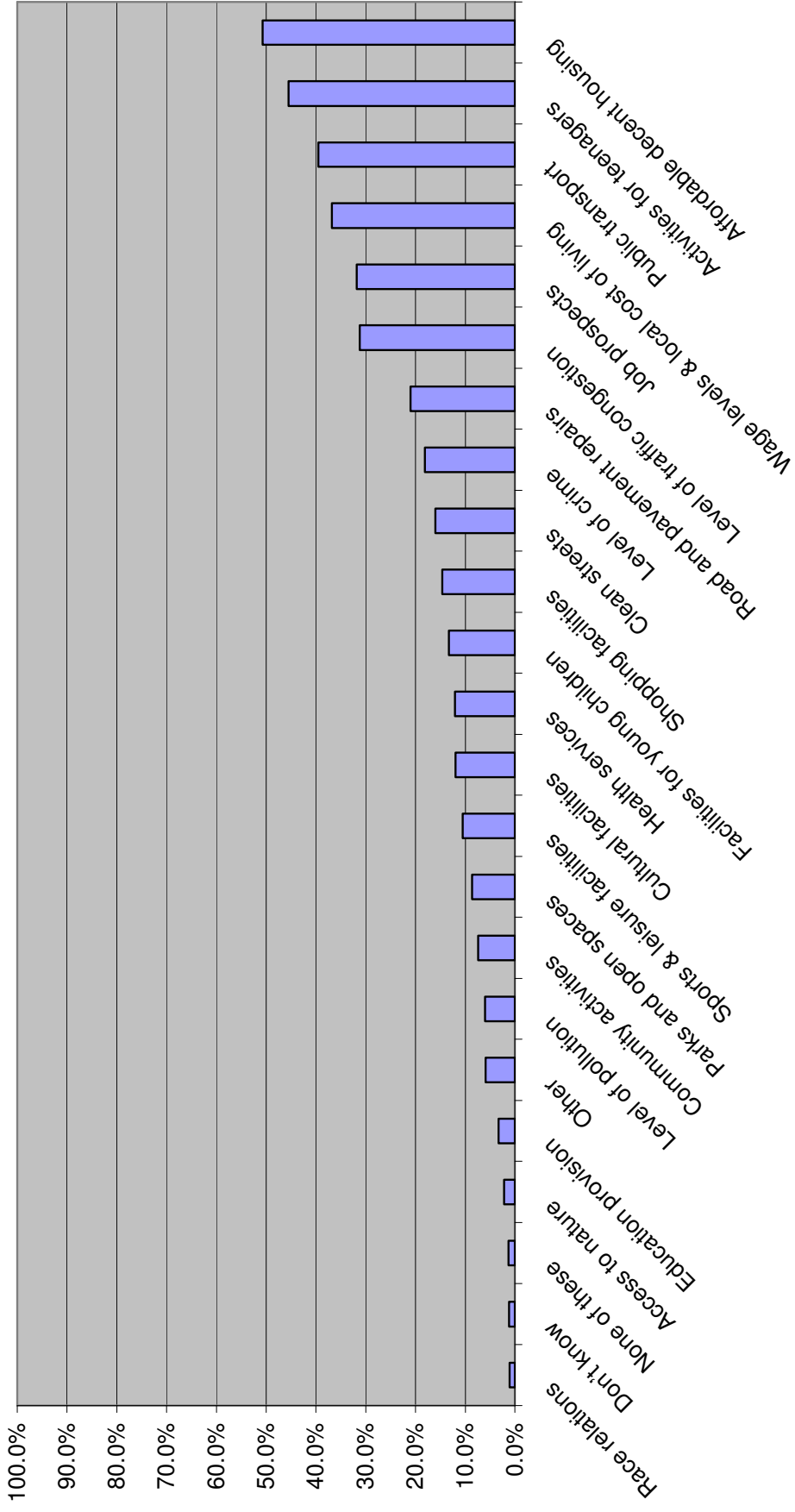
## 2.0 Results

### 2.1.1 About your local area – (table p38)

#### Most important factors in making somewhere a good place to live

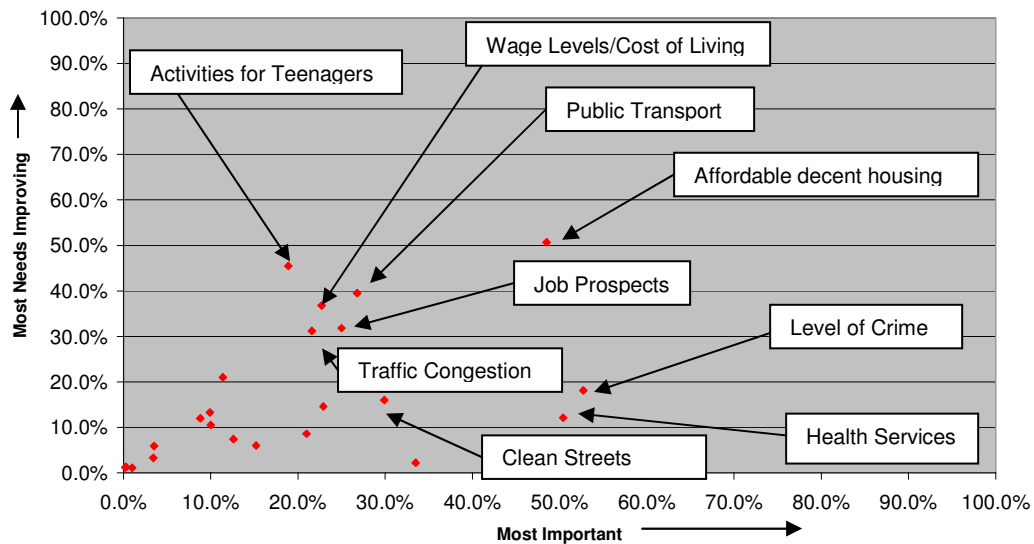


## Factors which most need improving



- 5 Most Important quality of life factors in making a good place to live:
  - Level of crime – 52.7%
  - Health services – 50.4%
  - Affordable decent housing – 48.5%
  - Access to nature – 33.5%
  - Clean streets – 29.9%
- 5 quality of life factors which most need improving
  - Affordable decent housing – 50.7%
  - Activities for teenagers – 45.5%
  - Public transport – 39.5%
  - Wage levels and local cost of living – 36.8%
  - Job prospects – 31.8%

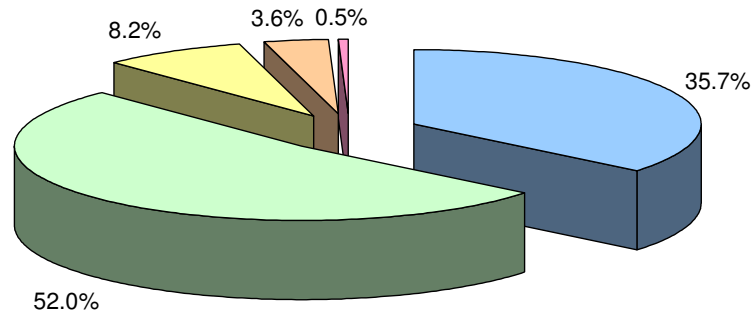
**Quality of Life - Ideal Vs Needs Improving**



- The quality of life issues that are closest to the top right corner of the chart are the issues which residents feel are both most important and most need improving, in this case:
  - Affordable decent housing
  - Public transport
  - Job prospects
  - Wage levels/Cost of living
  - Activities for teenagers
  - Traffic congestion

**2.1.2 Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

**Satisfaction with 'your' local area as a place to live**



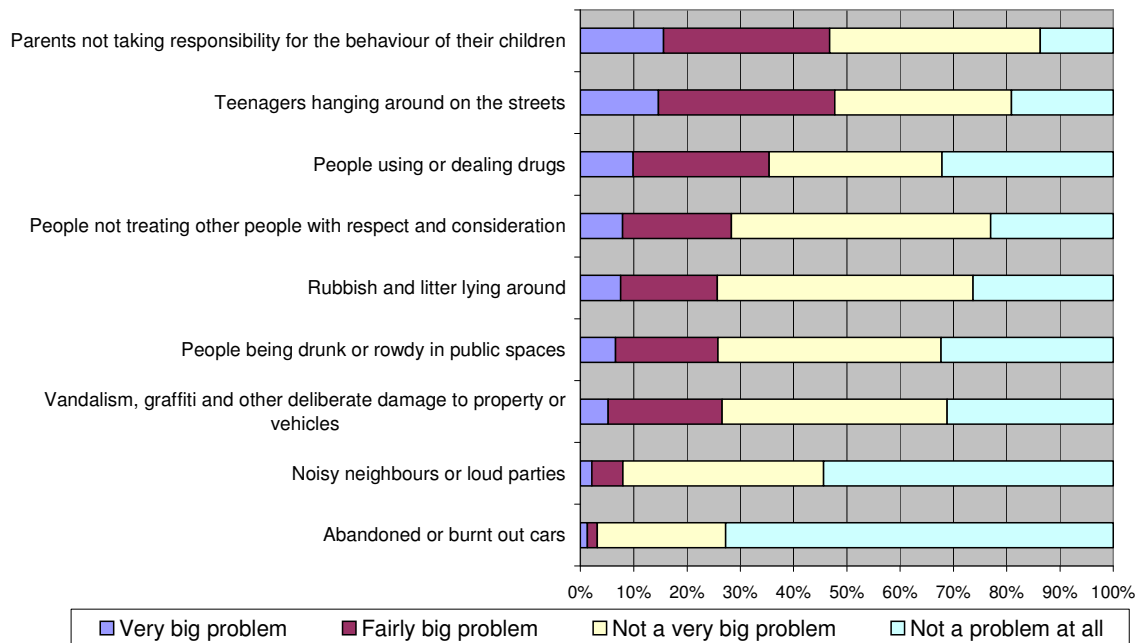
Very satisfied	Fairly satisfied
Neither satisfied nor dissatisfied	Fairly dissatisfied
Very dissatisfied	

	Total	Percentage	Cumulative %
<b>Very satisfied</b>	398	35.7%	<b>35.7%</b>
<b>Fairly satisfied</b>	579	52.0%	<b>87.7%</b>
<b>Neither satisfied nor dissatisfied</b>	92	8.2%	<b>95.9%</b>
<b>Fairly dissatisfied</b>	40	3.6%	<b>99.5%</b>
<b>Very dissatisfied</b>	6	0.5%	<b>100.0%</b>
<b>Base</b>	<b>1114</b>		

- 87.7% are very/fairly satisfied with their local area as a place to live
- 4.1% are very/fairly dissatisfied with their local area as a place to live

## 2.2 Anti-Social Behaviour – (table p39)

### 2.2.1 Thinking about this local area, how much of a problem do you think the following are?

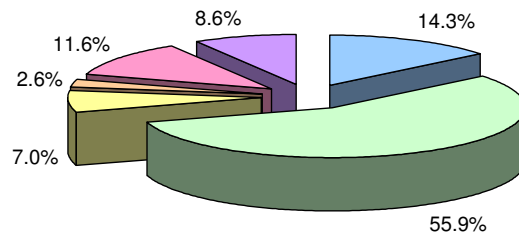


	Base	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all
<b>Abandoned or burnt out cars</b>	983	1.3%	1.8%	24.1%	72.8%
<b>Noisy neighbours or loud parties</b>	1036	2.1%	5.8%	37.7%	54.4%
<b>Vandalism, graffiti and other deliberate damage to property or vehicles</b>	1030	5.2%	21.4%	42.3%	31.2%
<b>People being drunk or rowdy in public spaces</b>	991	6.6%	19.2%	41.9%	32.3%
<b>Rubbish and litter lying around</b>	1065	7.5%	18.2%	48.0%	26.3%
<b>People not treating other people with respect and consideration</b>	1037	7.9%	20.4%	48.7%	23.0%
<b>People using or dealing drugs</b>	827	9.9%	25.5%	32.4%	32.1%
<b>Teenagers hanging around on the streets</b>	1055	14.6%	33.1%	33.2%	19.1%
<b>Parents not taking responsibility for the behaviour of their children</b>	1041	15.6%	31.2%	39.5%	13.7%

Factors which are seen to be a very or fairly big problem:

- Teenagers hanging around on the streets – 47.7%
- Parents not taking responsibility for the behaviour of their children – 46.8%
- People using or dealing drugs – 35.4%

### 2.2.2 To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?



Definitely agree	Tend to agree	Tend to disagree
Definitely disagree	Too few people in local area	All the same background

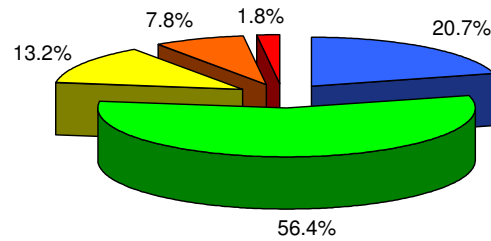
	Total	Percentage
<b>Definitely agree</b>	131	<b>14.3%</b>
<b>Tend to agree</b>	510	<b>55.9%</b>
<b>Tend to disagree</b>	64	<b>7.0%</b>
<b>Definitely disagree</b>	23	<b>2.6%</b>
<b>Too few people in local area</b>	106	<b>11.6%</b>
<b>All the same background</b>	78	<b>8.6%</b>
<b>Base</b>	<b>913</b>	<b>100.0%</b>

- 70.2% definitely agree or tend to agree that 'this' local area is a place where people from different backgrounds get on well together
- 9.6% definitely disagree or tend to disagree that 'this' local area is a place where people from different backgrounds get on well together

## 2.3 Waste and Litter Services

How satisfied or dissatisfied are you that South Hams District Council has kept public land it controls clear of litter and refuse?

**BVPI 89 - Satisfaction land kept clear of litter and refuse**



Very satisfied	Fairly satisfied
Neither satisfied nor dissatisfied	Fairly dissatisfied
Very dissatisfied	

	Total	Percentage	Cumulative %
<b>Very satisfied</b>	233.5	20.7%	<b>20.7%</b>
<b>Fairly satisfied</b>	635.8	56.4%	<b>77.1%</b>
<b>Neither satisfied nor dissatisfied</b>	149.0	13.2%	<b>90.3%</b>
<b>Fairly dissatisfied</b>	88.2	7.8%	<b>98.2%</b>
<b>Very dissatisfied</b>	20.8	1.8%	<b>100.0%</b>
<b>Base</b>	<b>1127.3</b>	<b>100.0%</b>	

Satisfaction with the way South Hams District Council keeps open public land which it controls clear of litter and refuse is 77.1% with a confidence interval of +/- 2.5%\* at the 95% level.

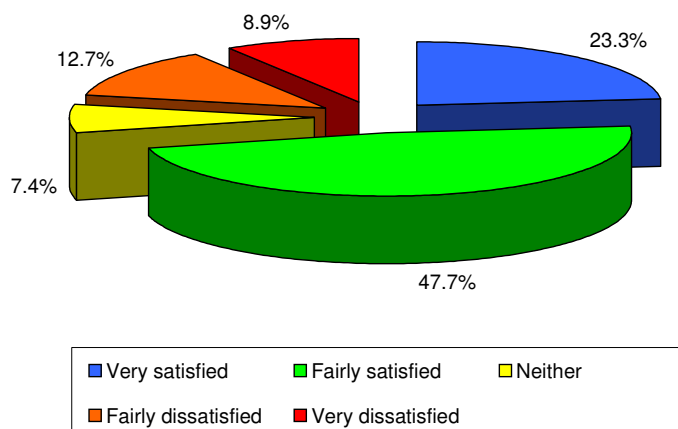
Hence the requirement of +/- 3% at the 95% level for this BVPI has been met.

*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

## 2.4 Household Waste Collection

### 2.4.1 Satisfaction with the South Hams District Council waste collection service overall

BVPI 90a - Satisfaction with household waste collection



	Total	Percentage	Cumulative %
<b>Very satisfied</b>	257.5	23.3%	<b>23.3%</b>
<b>Fairly satisfied</b>	528.3	47.7%	<b>71.0%</b>
<b>Neither satisfied nor dissatisfied</b>	82.2	7.4%	<b>78.4%</b>
<b>Fairly dissatisfied</b>	140.8	12.7%	<b>91.1%</b>
<b>Very dissatisfied</b>	98.3	8.9%	<b>100.0%</b>
<b>Base</b>	<b>1107.1</b>	<b>100.0%</b>	

Satisfaction with the overall waste collection service provided by South Hams District Council is 71.0% with a confidence interval of +/- 2.7%\* at the 95% level.

Hence the requirement of +/- 3% at the 95% level for this BVPI has been met.

*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

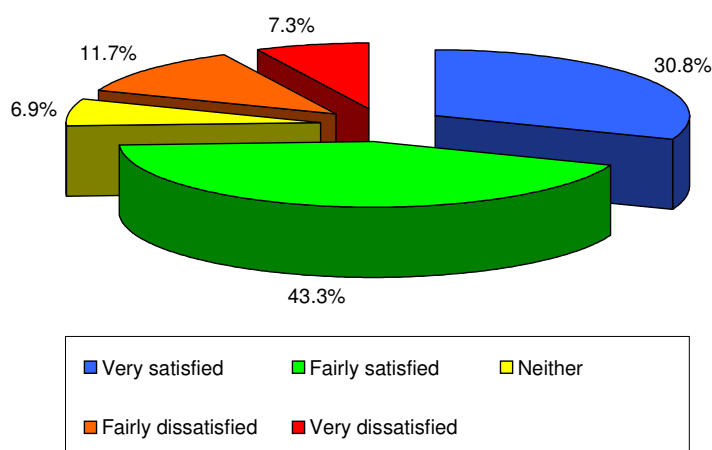
### 2.4.2 Household waste collection – other factors (table p40)

Satisfaction with ...	very/fairly satisfied	Very/fairly dissatisfied
... the bin provided for your general household waste	77.1%	17.5%
... how 'clean and tidy' the street is following the waste collection	84.3%	9.6%
... the collection of bulky household waste	50.7%	29.3%

## 2.5 Doorstep recycling collection

### 2.5.1 Overall satisfaction with the South Hams District Council service for the collection of items for recycling

Satisfaction with the service for the collection of items for recycling overall



	Total	Percentage	Cumulative %
Very satisfied	340.6	30.8%	30.8%
Fairly satisfied	478.9	43.3%	74.1%
Neither satisfied nor dissatisfied	76.3	6.9%	81.0%
Fairly dissatisfied	129.6	11.7%	92.7%
Very dissatisfied	81.1	7.3%	100.0%
Base	1106.5	100.0%	

Overall satisfaction with the South Hams District Council service for the collection of items for recycling is 74.1%.

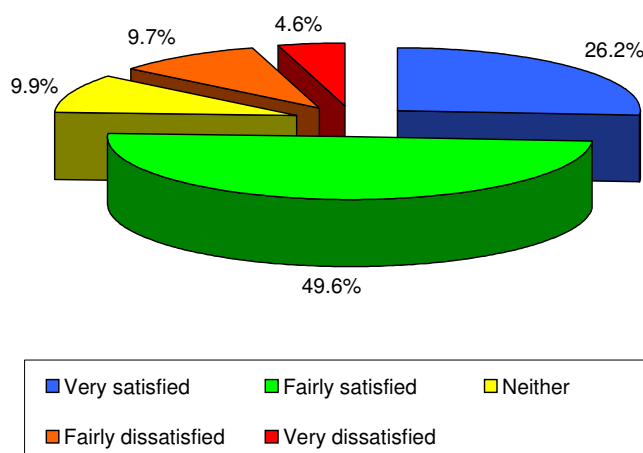
### 2.5.2 Doorstep recycling collection – other factors (table p41)

Satisfaction with ...	very/fairly satisfied	very/fairly dissatisfied
... the container (sacks) provided for items of recycling	83.4%	12.1%
... how 'clean and tidy' the street is following the collection of items for recycling	86.2%	6.6%

## 2.6 Local recycling facilities

### 2.6.1 Satisfaction with the provision of local recycling facilities overall

BVPI 90b - Satisfaction with local recycling facilities



	Total	Percentage	Cumulative %
Very satisfied	286.5	26.2%	26.2%
Fairly satisfied	541.8	49.6%	75.8%
Neither satisfied nor dissatisfied	108.2	9.9%	85.7%
Fairly dissatisfied	105.8	9.7%	95.4%
Very dissatisfied	50.0	4.6%	100.0%
Base	1092.3	100.0%	

Overall satisfaction with local recycling facilities provided by South Hams District Council is 75.8% with a confidence interval of +/-2.6%\* at the 95% level.

Hence the requirement of +/- 3% at the 95% level for this BVPI has been met.

*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

### 2.6.2 Recycling Facilities – other factors (table p42)

Satisfaction with ...	very/fairly satisfied	very/fairly dissatisfied
... the location of the recycling facilities	81.6%	11.9%
... the items you can deposit for recycling	79.5%	12.6%
... how 'clean and tidy' the site is	74.6%	13.5%

## 2.7 Cultural and recreational activities and venues

- All authorities were required to ask all parts of Q10 and Q11 i.e. satisfaction with and frequency of use of cultural and recreational activities and venues regardless of whether they were the service provider or not.

### 2.7.1 Satisfaction with sports/leisure facilities and events

**BVPI 119a Satisfaction with sports/leisure facilities and events**



	Total	Percentage	Cumulative %
<b>Very satisfied</b>	181.9	<b>16.6%</b>	<b>16.6%</b>
<b>Fairly satisfied</b>	531.0	<b>48.5%</b>	<b>65.1%</b>
<b>Neither satisfied nor dissatisfied</b>	251.3	<b>22.9%</b>	<b>88.0%</b>
<b>Fairly dissatisfied</b>	104.1	<b>9.5%</b>	<b>97.5%</b>
<b>Very dissatisfied</b>	27.7	<b>2.5%</b>	<b>100.0%</b>
<b>Base</b>	<b>1096</b>	<b>100.0%</b>	

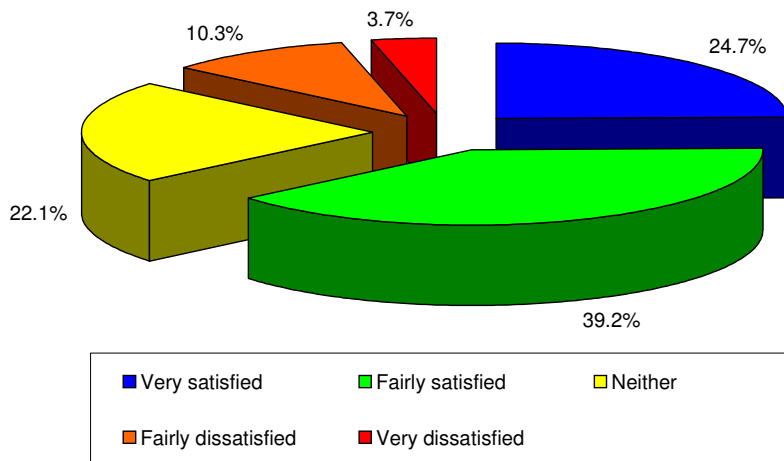
Satisfaction with sport/leisure facilities and events is 65.1% with a confidence interval of +/- 2.9%\* at the 95% level.

Hence the requirement of +/- 3% at the 95% level for this BVPI has been met.

*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

## 2.7.2 Satisfaction with libraries

BVPI 119b Satisfaction with libraries



	Total	Percentage	Cumulative %
<b>Very satisfied</b>	275.8	24.7%	<b>24.7%</b>
<b>Fairly satisfied</b>	438.5	39.2%	<b>63.9%</b>
<b>Neither satisfied nor dissatisfied</b>	247.2	22.1%	<b>86.1%</b>
<b>Fairly dissatisfied</b>	115.1	10.3%	<b>96.3%</b>
<b>Very dissatisfied</b>	40.8	3.7%	<b>100.0%</b>
<b>Base</b>	<b>1117</b>	<b>100.0%</b>	

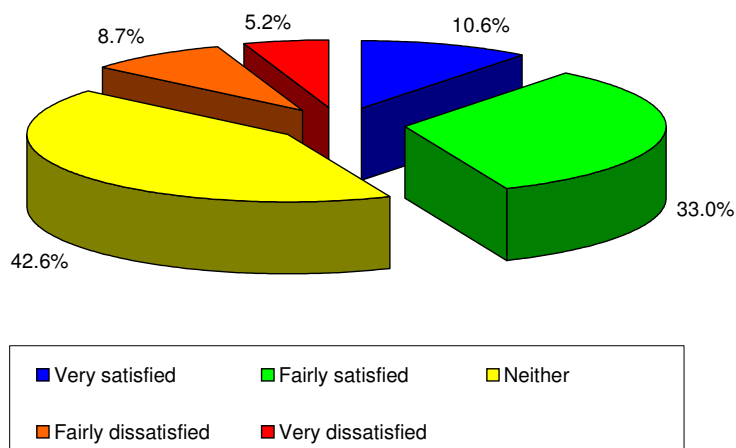
Satisfaction with libraries is 63.9% with a confidence interval of +/- 2.8%\* at the 95% level.

Hence the requirement of +/- 3% at the 95% level for this BVPI has been met.

*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

## 2.7.3 Satisfaction with museums and galleries

BVPI 119c Satisfaction with museums and galleries



	Total	Percentage	Cumulative %
Very satisfied	113.6	10.6%	10.6%
Fairly satisfied	353.7	33.0%	43.5%
Neither satisfied nor dissatisfied	457.6	42.6%	86.2%
Fairly dissatisfied	92.9	8.7%	94.8%
Very dissatisfied	55.6	5.2%	100.0%
Base	1073	100.0%	

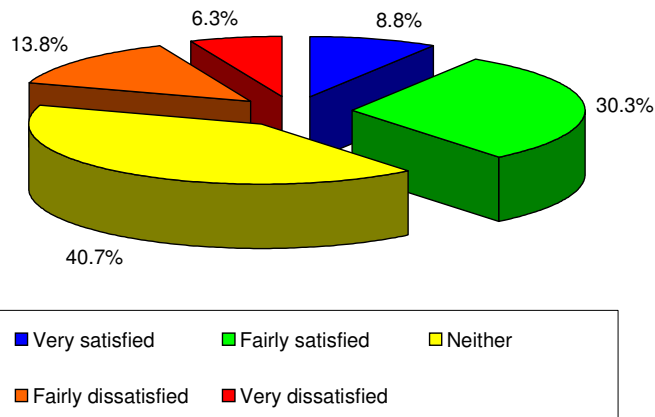
Satisfaction with museums and galleries is 43.5% with a confidence interval of +/- 2.9%\* at the 95% level.

Hence the requirement of +/- 3% at the 95% level for this BVPI has been met.

*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

## 2.7.4 Satisfaction with theatres/concert halls

**BVPI 119d Satisfaction with theatres/concert halls**



	Total	Percentage	Cumulative %
Very satisfied	95.0	8.8%	8.8%
Fairly satisfied	326.6	30.3%	39.2%
Neither satisfied nor dissatisfied	438.6	40.7%	79.9%
Fairly dissatisfied	148.8	13.8%	93.7%
Very dissatisfied	67.9	6.3%	100.0%
Base	1077	100.0%	

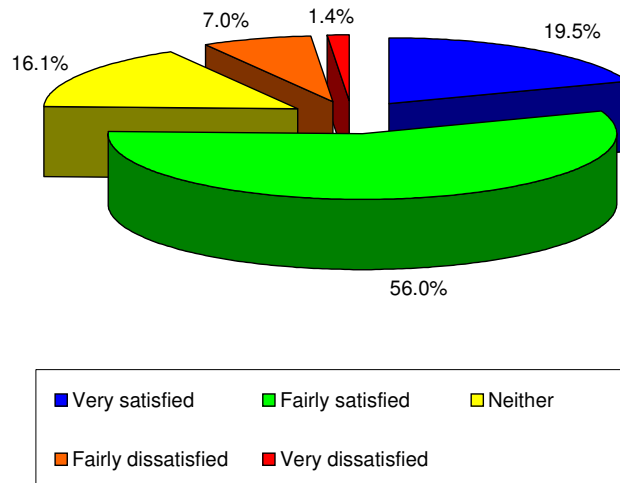
Satisfaction with theatres/concert halls is 39.2% with a confidence interval of +/- 2.8%\* at the 95% level.

Hence the requirement of +/- 3% at the 95% level for this BVPI has been met.

*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

## 2.7.5 Satisfaction with parks and open spaces

**BV119e Satisfaction with parks and open spaces**



	<b>Total</b>	<b>Percentage</b>	<b>Cumulative %</b>
<b>Very satisfied</b>	215.9	19.5%	<b>19.5%</b>
<b>Fairly satisfied</b>	620.8	56.0%	<b>75.4%</b>
<b>Neither satisfied nor dissatisfied</b>	178.6	16.1%	<b>91.5%</b>
<b>Fairly dissatisfied</b>	78.0	7.0%	<b>98.6%</b>
<b>Very dissatisfied</b>	16.0	1.4%	<b>100.0%</b>
<b>Base</b>	<b>1109</b>	<b>100.0%</b>	

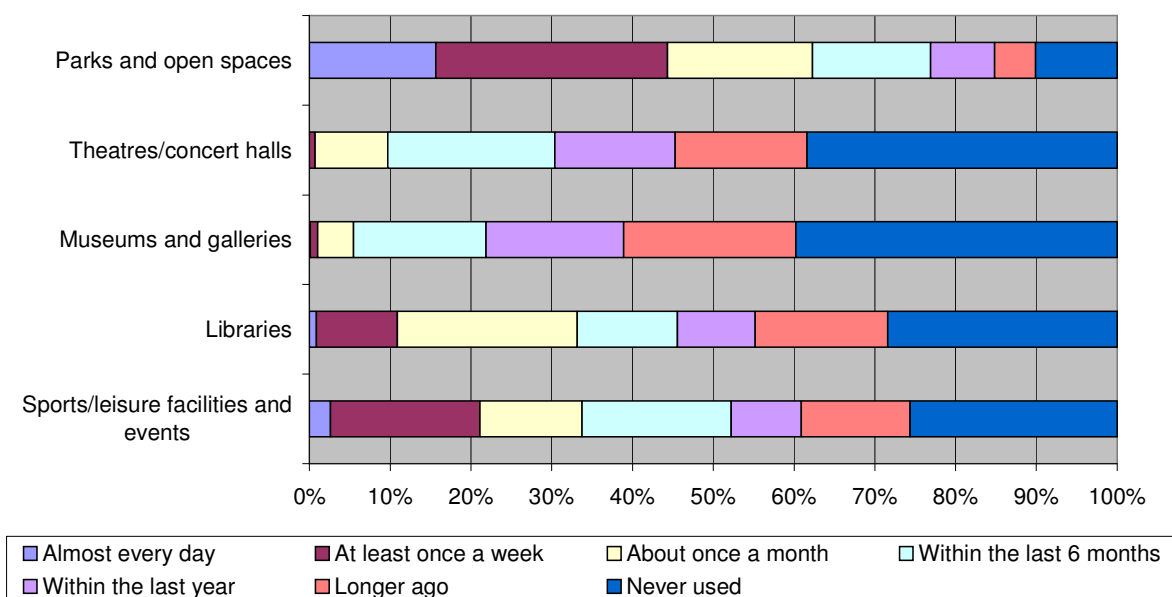
Satisfaction with parks and open spaces is 75.4% with a confidence interval of +/- 2.6%\* at the 95% level.

Hence the requirement of +/- 3% at the 95% level for this BVPI has been met.

*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

## 2.7.6 Frequency of use - (table p43)

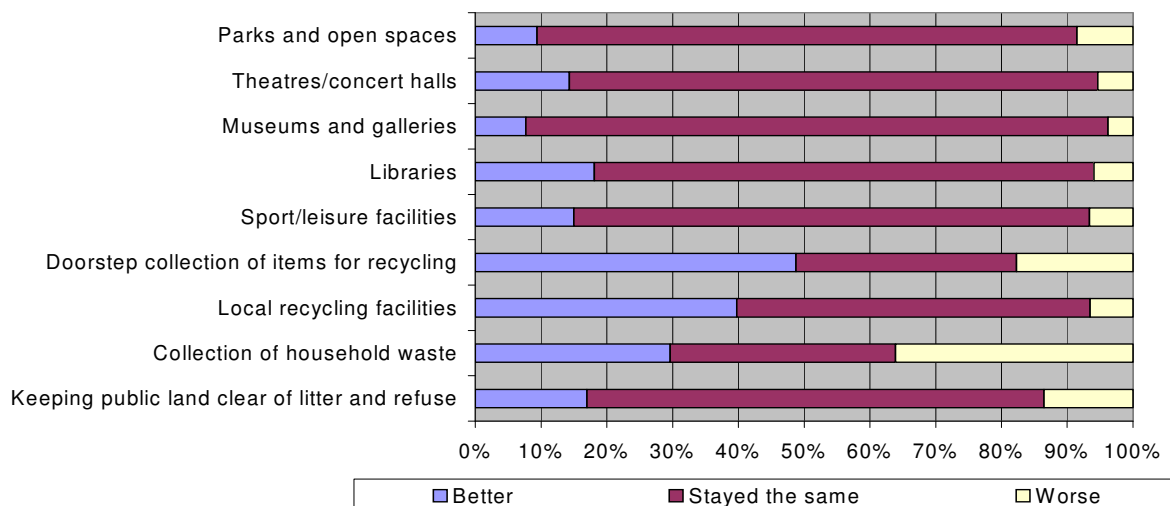
### How frequently have you used the following in the last 12 months



	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used
<b>Sports/leisure facilities and events</b>	2.6%	18.5%	12.6%	18.5%	8.7%	13.5%	25.6%
<b>Libraries</b>	0.9%	10.0%	22.3%	12.4%	9.6%	16.4%	28.4%
<b>Museums and galleries</b>	0.1%	0.9%	4.4%	16.4%	17.0%	21.3%	39.8%
<b>Theatres/concert halls</b>	0.0%	0.7%	9.0%	20.7%	14.9%	16.3%	38.4%
<b>Parks and open spaces</b>	15.6%	28.7%	18.0%	14.6%	7.9%	5.1%	10.1%

## 2.7.7 Services provided by South Hams District Council

Do you think the following services have got better or worse over the last 3 years, or has stayed the same?



	Base	Better	Stayed the same	Worse
<b>Keeping public land clear of litter and refuse</b>	991.1	17.0%	69.5%	13.5%
<b>Collection of household waste</b>	1060.1	29.7%	34.2%	36.1%
<b>Local recycling facilities</b>	1020.7	39.7%	53.8%	6.5%
<b>Doorstep collection of items for recycling</b>	931.3	48.8%	33.5%	17.7%
<b>Sport/leisure facilities</b>	754.6	15.0%	78.4%	6.6%
<b>Libraries</b>	773.6	18.1%	76.0%	5.9%
<b>Museums and Galleries</b>	570.6	7.7%	88.5%	3.8%
<b>Theatres/concert halls</b>	584.0	14.3%	80.4%	5.4%
<b>Parks &amp; open spaces</b>	905.5	9.4%	82.1%	8.5%

Services which have improved over the last 3 years

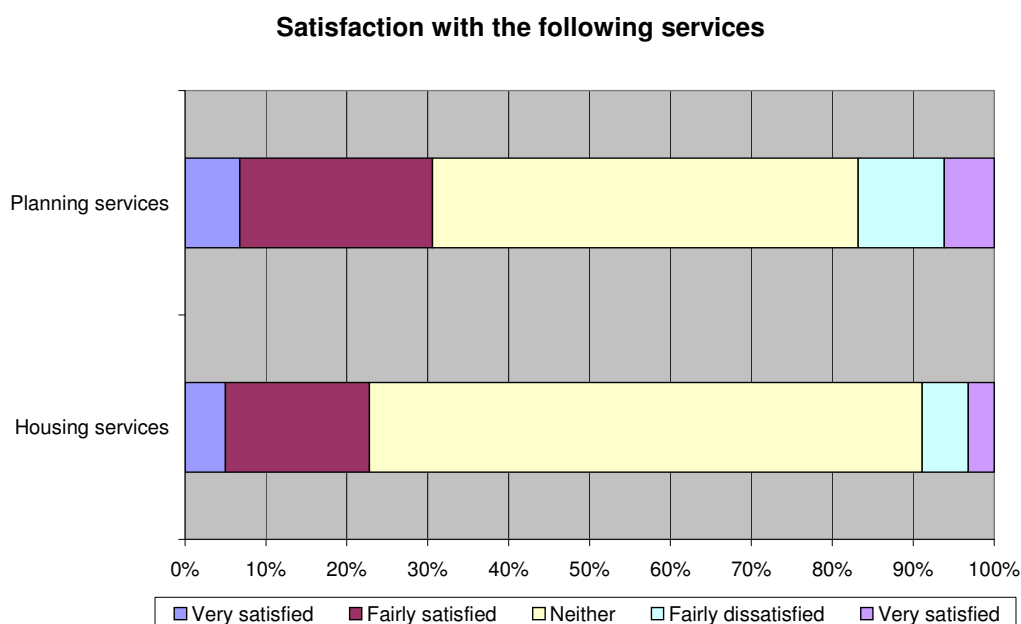
- Doorstep collection of items for recycling – 48.8%
- Local recycling facilities – 39.7%
- Collection of household waste – 29.7%

Services which have got worse over the last 3 years

- Collection of household waste – 36.1%
- Doorstep collection of items for recycling – 17.7%
- Keeping public land clear of litter and refuse – 13.5%

## 2.8 Other Services

### 2.8.1 Satisfaction with the following services:



	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Housing services</b>	1088	54.8	193.2	743.5	62.0	34.8
		5.0%	17.8%	68.3%	5.7%	3.2%
<b>Cumulative %</b>		5.0%	22.8%	91.1%	96.8%	100.0%
<b>Planning services</b>	1089	73.8	259.2	573.7	115.3	67.0
		6.8%	23.8%	52.7%	10.6%	6.2%
<b>Cumulative %</b>		6.8%	30.6%	83.3%	93.8%	100.0%

Satisfaction with ...

- ... Housing services is 22.8%
- ... Planning services is 30.6%

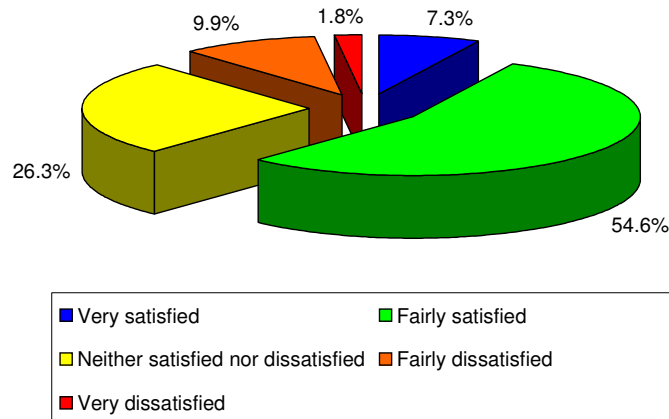
### 2.8.2 Indicate whether you or any other member of your family have used any of the following services provided by South Hams District Council in the last 12 months:

- Based on 'unweighted' data (see section 1.5)

	Total	Percentage
<b>Housing services</b>	133	11.6%
<b>Planning services</b>	247	21.5%

### 2.8.3 Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things

BVPI 03 Satisfaction with the way the authority runs things



	Base	Percentage	Cumulative %
<b>Very satisfied</b>	81.5	7.3%	<b>7.3%</b>
<b>Fairly satisfied</b>	608.0	54.6%	<b>61.9%</b>
<b>Neither satisfied nor dissatisfied</b>	292.9	26.3%	<b>88.2%</b>
<b>Fairly dissatisfied</b>	110.4	9.9%	<b>98.2%</b>
<b>Very dissatisfied</b>	20.5	1.8%	<b>100.0%</b>
<b>Base</b>	<b>1113</b>	<b>100.0%</b>	

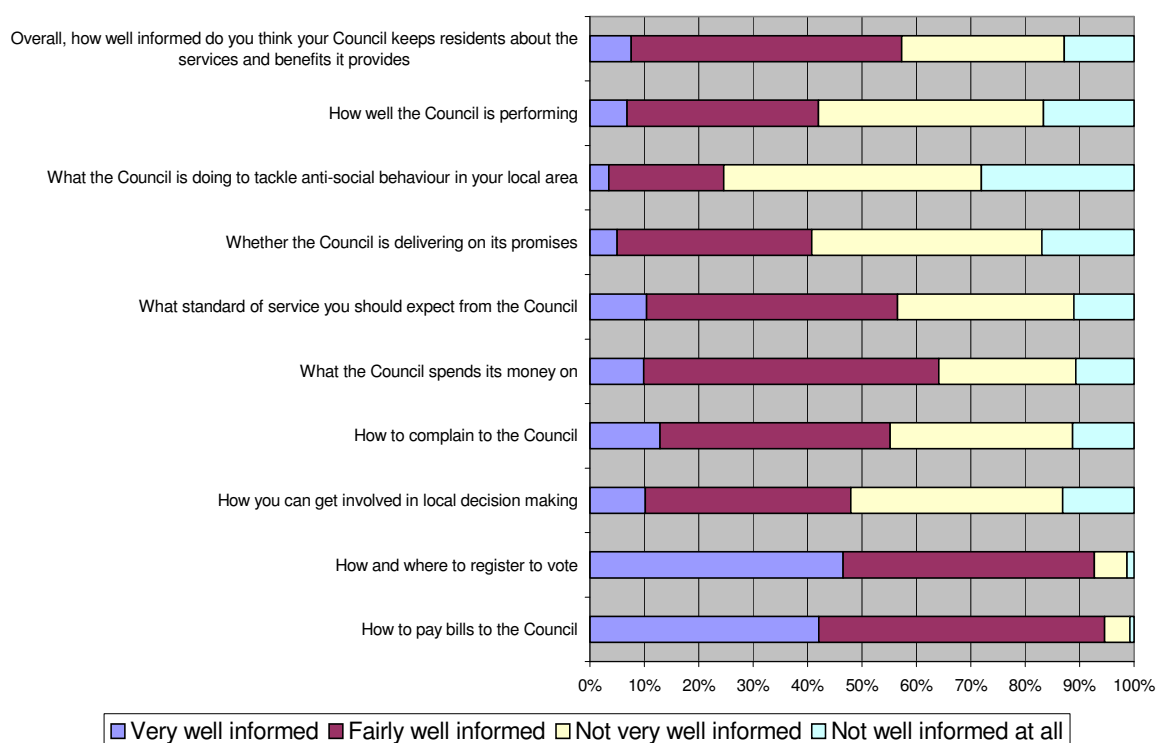
Satisfaction with the way South Hams District Council runs things is 61.9% with a confidence interval of +/- 2.9%\* at the 95% level.

Hence the requirement of +/- 3% at the 95% level for this BVPI has been met.

*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

## 2.9 Information about your Council and its services

### 2.9.1 How well informed do you feel about each of the following?

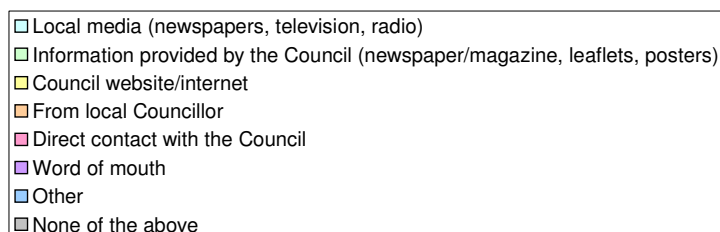
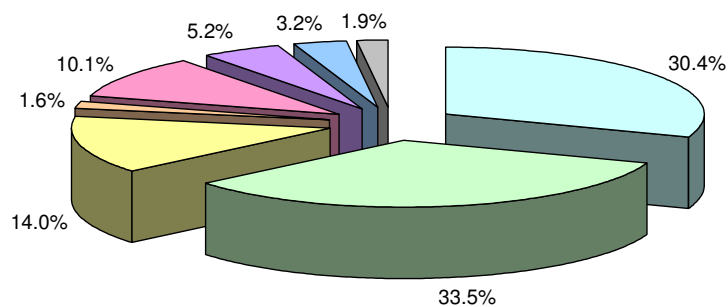


	Base	Very well informed	Fairly well informed	Not very well informed	Not well informed at all
<b>How to pay bills to the Council</b>	1073.8	42.0%	52.5%	4.6%	0.8%
<b>How and where to register to vote</b>	1087.0	46.5%	46.2%	6.0%	1.3%
<b>How you can get involved in local decision making</b>	955.7	10.2%	37.7%	39.0%	13.1%
<b>How to complain to the Council</b>	996.0	12.9%	42.3%	33.5%	11.3%
<b>What the Council spends its money on</b>	1048.2	9.9%	54.2%	25.2%	10.7%
<b>What standard of service you should expect from the Council</b>	983.0	10.4%	46.2%	32.4%	11.1%
<b>Whether the Council is delivering on its promises</b>	931.0	5.0%	35.7%	42.3%	16.9%
<b>What the Council is doing to tackle anti-social behaviour in your local area</b>	920.7	3.5%	21.1%	47.4%	28.1%
<b>How well the Council is performing</b>	932.4	6.8%	35.2%	41.4%	16.7%
<b>Overall, how well informed do you think your Council keeps residents about the services and benefits it provides</b>	1032.4	7.6%	49.6%	29.9%	12.8%

- Respondents felt very/fairly well informed about ...
  - ... how to pay bills to the Council (94.5%)
  - ... how and where to register to vote (92.7%)
  - ... what the Council spends its money on (64.1%)
- Respondents felt not very well informed or not well informed at all about ...
  - ... what the Council is doing to tackle anti-social behaviour in your local area (75.5%)
  - ... whether the Council is delivering on its promises (59.2%)
  - ... how well the Council is performing (58.0%)
  - ... how to complain to the Council (52.1%)

### 2.9.2 How do you find out about South Hams District Council?

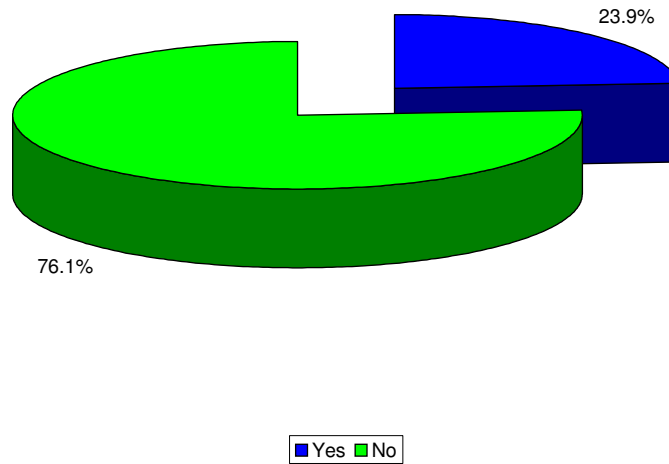
- Main source



## 2.10 Contacting your Council

### Making a complaint

#### 2.10.1 Have you contacted the authority with a complaint(s) in the last 12 months?

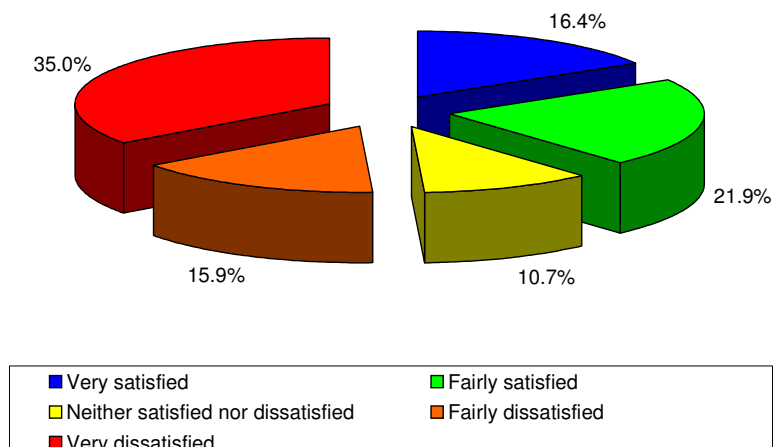


#### 2.10.2 What did the complaint you made relate to?

Of the 261 respondents who outlined the nature of their complaint, 137 made reference to the waste and/or recycling collection service and/or litter.

#### 2.10.3 Satisfaction with the way in which your complaint(s) was (were) handled?

##### BVPI 04 Satisfaction with the way in which your complaint was handled



	Total	Percentage	Cumulative %
Very satisfied	42.1	16.4%	16.4%
Fairly satisfied	56.0	21.9%	38.3%
Neither satisfied nor dissatisfied	27.5	10.7%	49.0%
Fairly dissatisfied	40.7	15.9%	65.0%
Very dissatisfied	89.7	35.0%	100.0%
Base	256	100.0%	

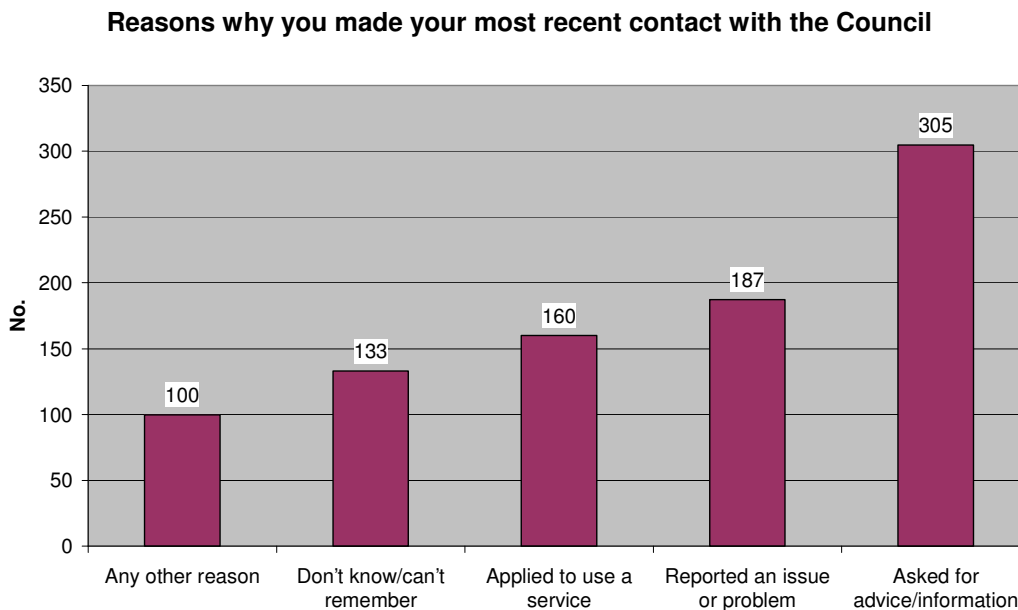
Satisfaction with the way in which complaints were handled is 38.3% with a confidence interval of +/- 5.9% at the 95% level.

Hence the requirement of +/- 3% at the 95% level for this BVPI has not been met.

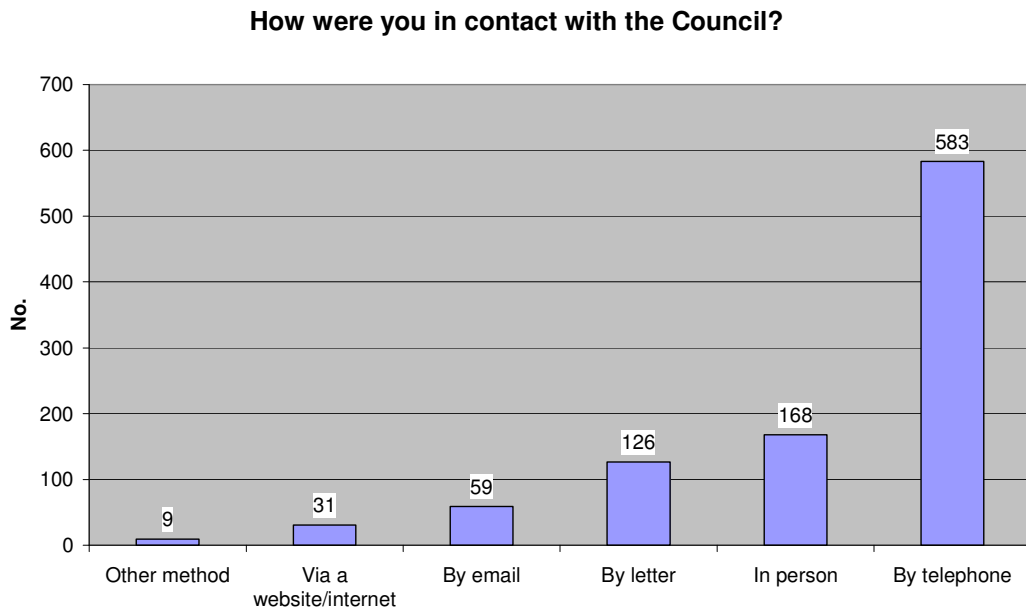
*\*all confidence intervals are based on the unweighted bases and the weighted percentages as outlined p81 'Guidance for undertaking the Best Value Surveys 2006/07'*

## Contacting the Council for other reasons

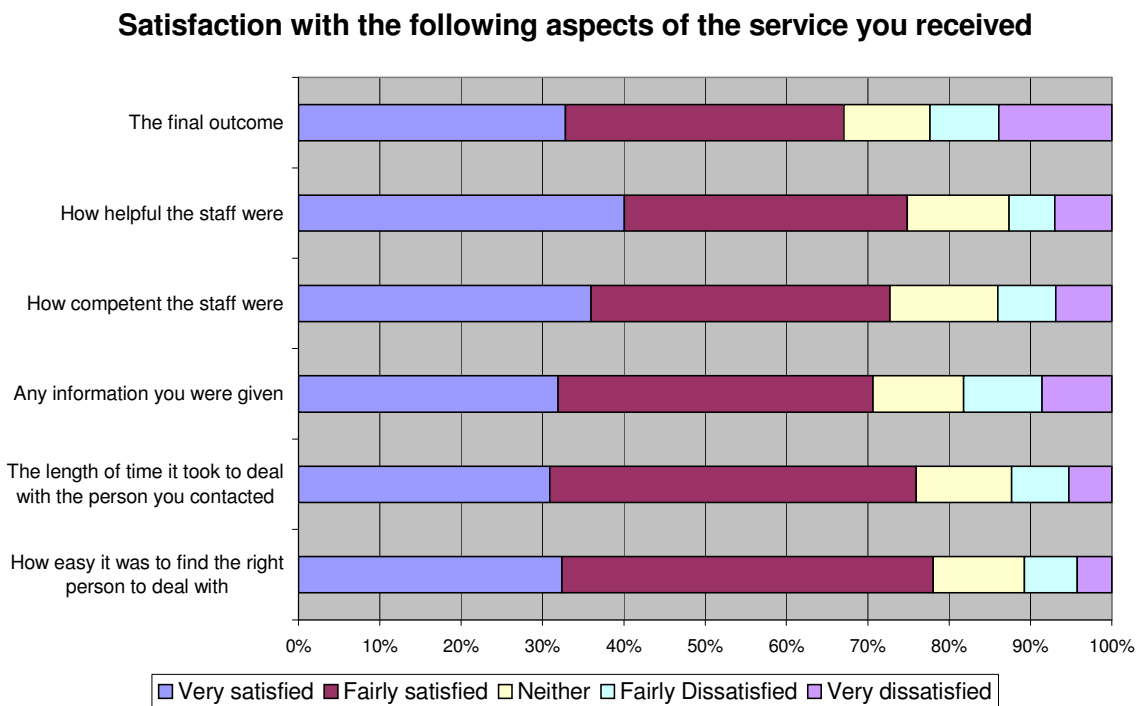
### 2.10.4 Which of these describes the reasons why you made YOUR MOST RECENT contact with the Council?



## 2.10.5 How were you in contact with the Council?



## 2.10.6 Satisfaction with each aspect of the service you received

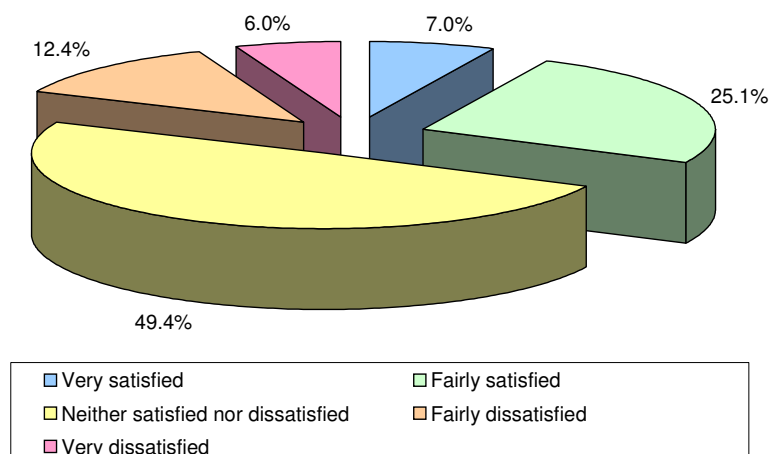


	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very Dissatisfied
How easy it was to find the right person to deal with	32.4%	45.7%	11.2%	6.5%	4.3%
The length of time it took to deal with the person you contacted	30.9%	45.1%	11.7%	7.0%	5.3%
Any information you were given	31.9%	38.7%	11.1%	9.6%	8.6%
How competent the staff were	36.0%	36.8%	13.3%	7.1%	6.9%
How helpful the staff were	40.0%	34.8%	12.5%	5.6%	7.0%
The final outcome	32.8%	34.2%	10.6%	8.5%	13.9%

- Respondents felt very/fairly satisfied with ...
  - ... how easy it was to find the right person to deal with (78.1%)
  - ... the length of time it took to deal with the person contacted (76.0%)
  - ... how helpful the staff were (74.8%)
  - ... how competent the staff were (72.8%)
  - ... any information you were given (70.6%)
  - ... the final outcome (67.0%)
- Respondents felt very/fairly dissatisfied with ...
  - ... the final outcome (22.4%)
  - ... any information you were given (18.2%)

## 2.11 Local decision making

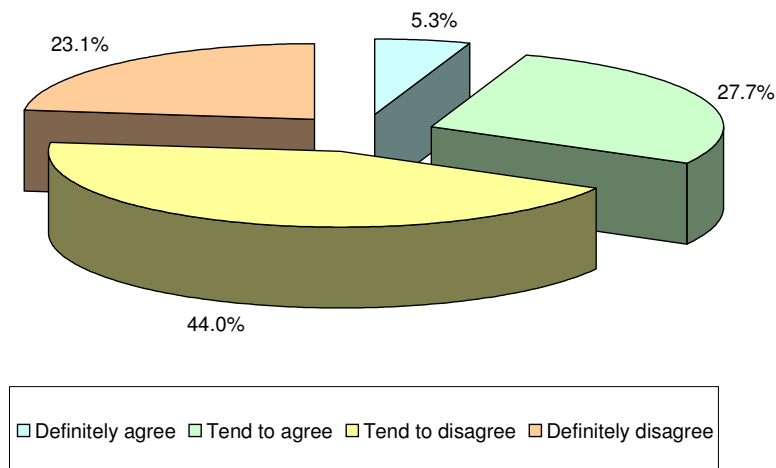
### 2.11.1 Satisfaction with the opportunities for participation in local decision-making provided by your Council



	<b>Total</b>	<b>Percentage</b>
<b>Very satisfied</b>	59.1	7.0%
<b>Fairly satisfied</b>	211.3	25.1%
<b>Neither satisfied nor dissatisfied</b>	415.5	49.4%
<b>Fairly dissatisfied</b>	104.6	12.4%
<b>Very dissatisfied</b>	50.1	6.0%
<b>Base</b>	<b>840.6</b>	<b>100.0%</b>

- 32.1% are very/fairly satisfied with the opportunities for participation in local decision-making provided by South Hams District Council.
- 18.4% are very/fairly dissatisfied with the opportunities for participation in local decision-making provided by South Hams District Council.

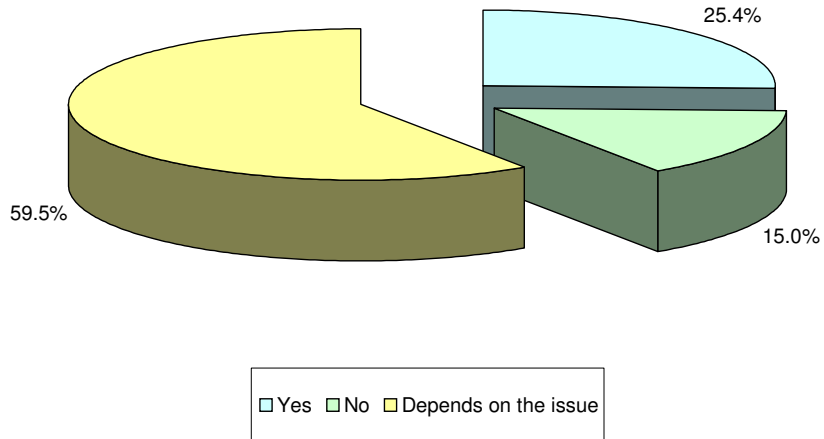
### 2.11.2 Do you agree or disagree that you can influence decisions affecting your local area?



	<b>Total</b>	<b>Percentage</b>
<b>Definitely agree</b>	47.8	5.3%
<b>Tend to agree</b>	249.7	27.7%
<b>Tend to disagree</b>	396.9	44.0%
<b>Definitely disagree</b>	208.4	23.1%
<b>Base</b>	<b>903</b>	<b>100.0%</b>

- 67.1% 'tend to disagree' or 'definitely disagree' that they can influence decisions affecting their local area

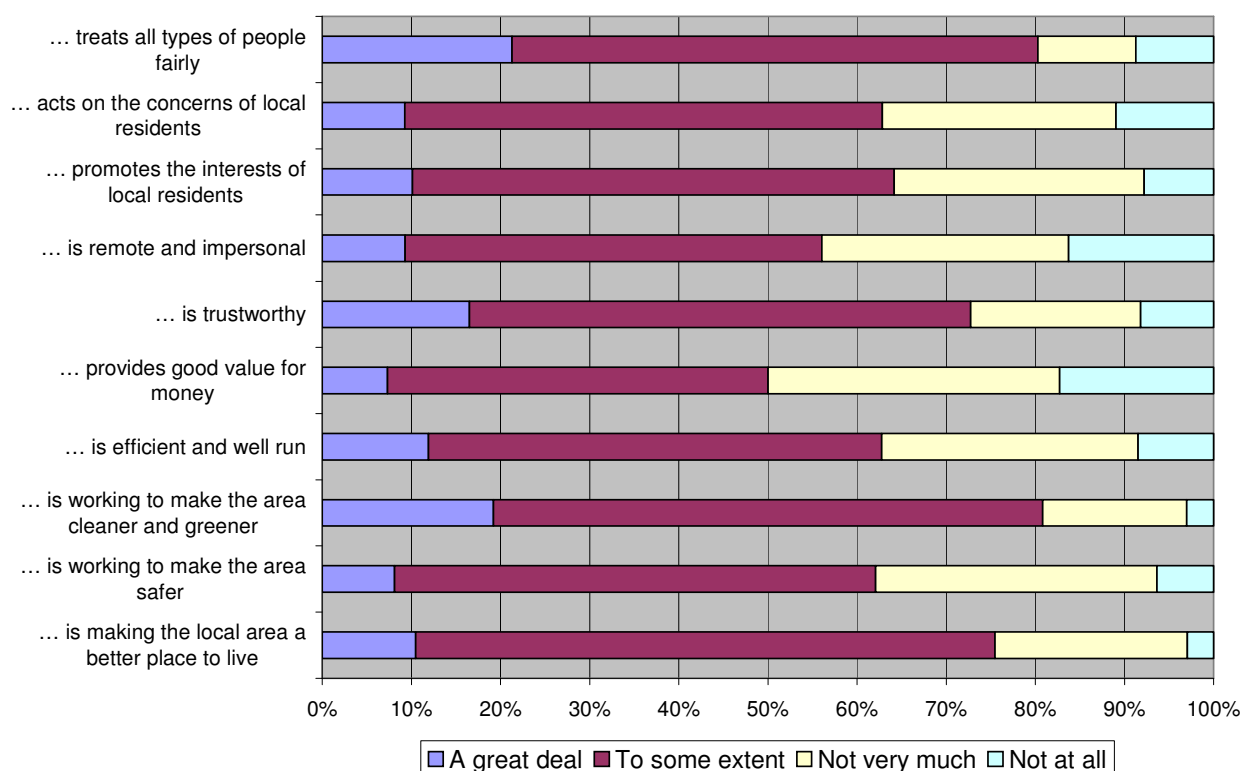
**2.11.3 Generally speaking, would you like to be more involved in the decisions your Council makes that affect your local area?**



	<b>Total</b>	<b>Percentage</b>
<b>Yes</b>	264.3	25.4%
<b>No</b>	155.8	15.0%
<b>Depends on the issue</b>	618.4	59.5%
<b>Base</b>	<b>1038.5</b>	<b>100.0%</b>

## 2.12 How your Council performs overall

### 2.12.1 To what extent do you think that the following statements apply to your local Council?



	Base	A great deal	To some extent	Not very much	Not at all
<b>... is making the local area a better place to live</b>	1003.9	10.5%	65.0%	21.6%	3.0%
<b>... is working to make the area safer</b>	954.6	8.1%	54.0%	31.6%	6.4%
<b>... is working to make the area cleaner and greener</b>	1013.5	19.2%	61.6%	16.1%	3.0%
<b>... is efficient and well run</b>	822.2	11.9%	50.9%	28.8%	8.5%
<b>... provides good value for money</b>	883.1	7.3%	42.7%	32.7%	17.3%
<b>... is trustworthy</b>	767.3	16.5%	56.2%	19.0%	8.2%
<b>... is remote and impersonal</b>	916.3	9.3%	46.8%	27.7%	16.3%
<b>... promotes the interests of local residents</b>	902.2	10.2%	54.0%	28.0%	7.8%
<b>... acts on the concerns of local residents</b>	872.3	9.3%	53.6%	26.2%	11.0%
<b>... treats all types of people fairly</b>	727.0	21.3%	59.0%	11.0%	8.7%

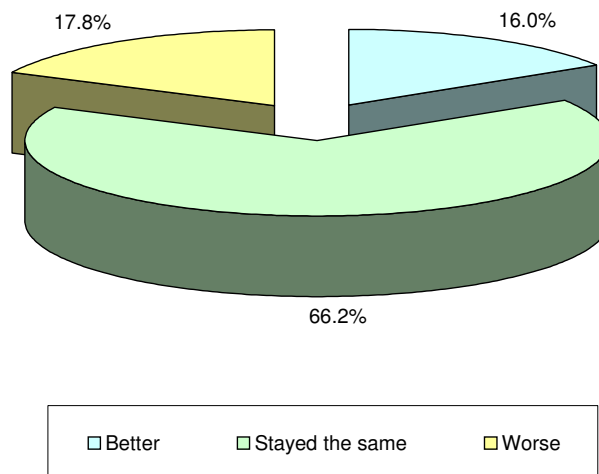
The following statements apply to South Hams District Council 'a great deal' or 'to some extent':

- The Council ...
  - ... is working to make the area greener and cleaner – 80.8%
  - ... treats all types of people fairly – 80.3%
  - ... is making the local area a better place to live – 75.5%
  - ... is trustworthy – 72.7%
  - ... promotes the interests of local residents – 64.2%

The following statements apply to South Hams District Council 'not very much' or 'not at all':

- The Council...
  - ... provides good value for money – 50.0%
  - ... is remote and impersonal – 44.0%
  - ... is working to make the area safer – 38.0%
  - ... is efficient and well run – 37.3%
  - ... acts on the concerns of local residents – 37.2%

**2.12.2 Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has stayed the same?**

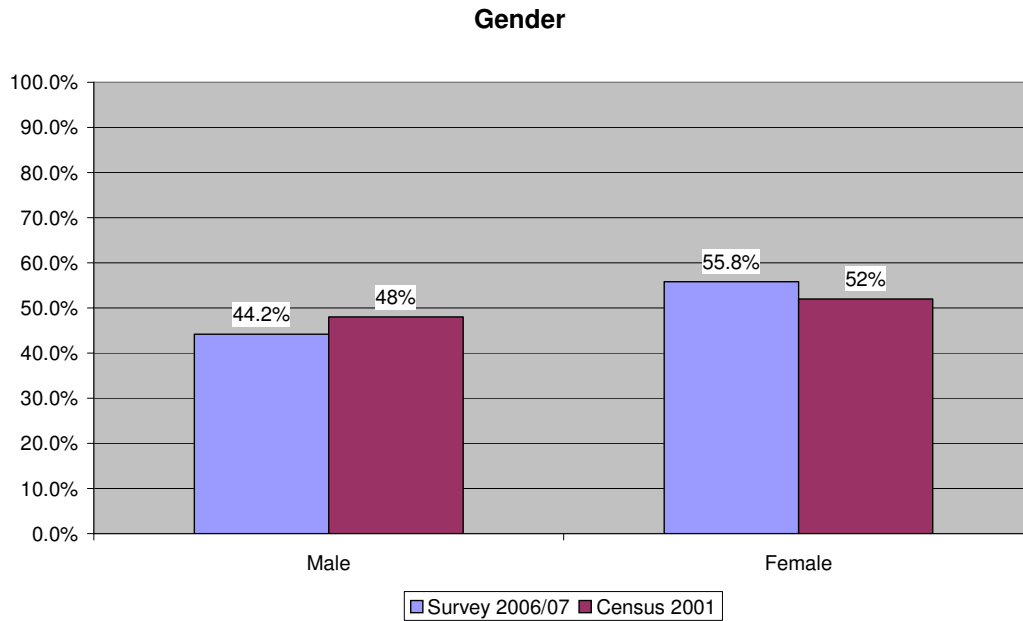


	Total	Percentage
<b>Better</b>	141.5311	16.0%
<b>Stayed the same</b>	583.9493	66.2%
<b>Worse</b>	156.5904	17.8%
<b>Base</b>	<b>882.0708</b>	100.0%

### 3.0 About Yourself – Respondent Profiles based on ‘weighted data’

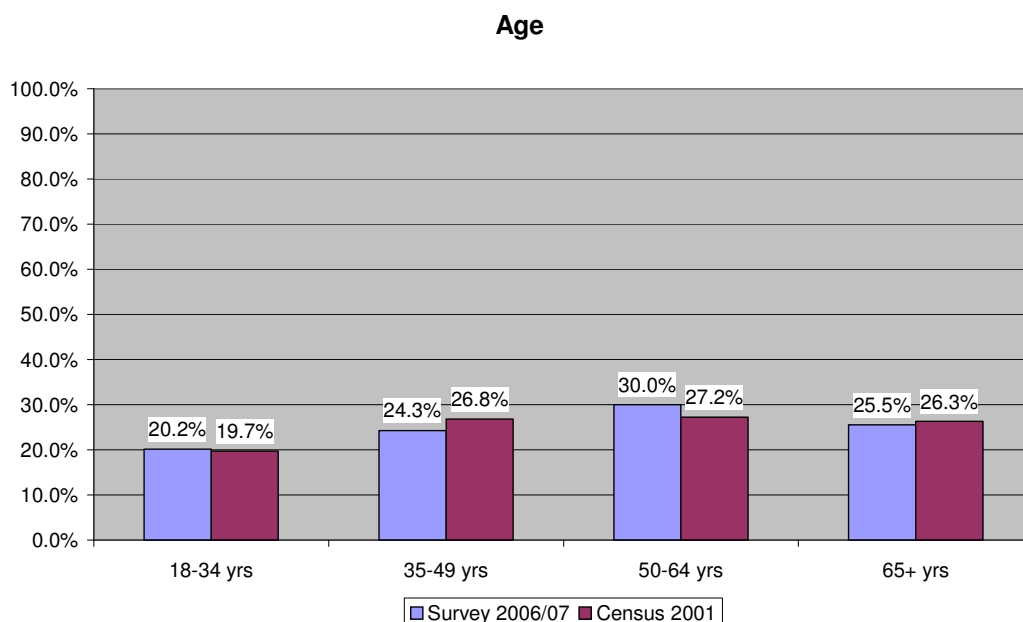
Respondents profiles have been compared against the Census 2001 data in terms of age, gender and ethnic group.

#### 3.1 Gender



	Total	Percentage	Census 2001
Male	497.6	44.2%	48%
Female	628.6	55.8%	52%
Base	1126	100%	100%

#### 3.2 Age



	<b>Total</b>	<b>Percentage</b>	<b>Census 2001</b>
<b>18-34 yrs</b>	214.3	20.2%	19.7%
<b>35-49 yrs</b>	257.7	24.3%	26.8%
<b>50-64 yrs</b>	318.8	30.0%	27.2%
<b>65+ yrs</b>	270.8	25.5%	26.3%
	<b>1061.6</b>	<b>100.0%</b>	<b>100.0%</b>

### 3.3 Ethnic Group

	<b>Total</b>	<b>Percentage</b>	<b>Census 2001</b>
<b>White British</b>	1083.9	97.1%	97.0%
<b>White Irish</b>	9.2	0.8%	0.5%
<b>Any other White background</b>	19.3	1.7%	1.6%
<b>Mixed White &amp; Black Caribbean</b>	0	0.0%	0.1%
<b>Mixed White &amp; Black African</b>	0	0.0%	0.1%
<b>Mixed White &amp; Asian</b>	0	0.0%	0.2%
<b>Any other Mixed background</b>	0	0.0%	0.2%
<b>Chinese</b>	0	0.0%	0.1%
<b>Black or Black British Caribbean</b>	0	0.0%	0.1%
<b>Black or Black British African</b>	0	0.0%	0.0%
<b>Any other Black Background</b>	0	0.0%	0.0%
<b>Asian or Asian British Indian</b>	1.5	0.1%	0.1%
<b>Asian or Asian British Pakistani</b>	0	0.0%	0.0%
<b>Asian or Asian British Bangladeshi</b>	0	0.0%	0.0%
<b>Any other Asian background</b>	0	0.0%	0.0%
<b>Other ethnic group</b>	2.2	0.2%	0.1%
<b>Base</b>	<b>1116.1</b>	<b>100.0%</b>	

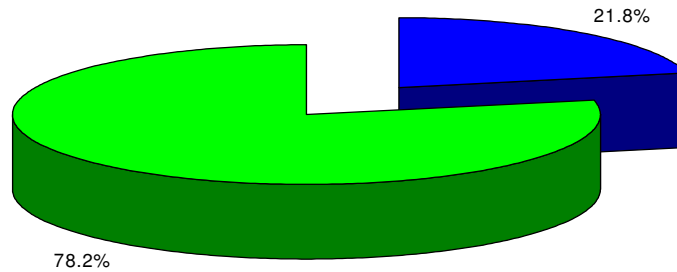
### 3.4 Employment

	<b>Total</b>	<b>Percentage</b>
<b>Employee in full time job (30 hours plus per week)</b>	334.0	30.6%
<b>Employee in part time job (under 30 hours per week)</b>	117.1	10.7%
<b>Self employed full or part time</b>	157.0	14.4%
<b>On a government supported training programme (e.g. Modern apprenticeship/training for work)</b>	0.6	0.1%
<b>Full time education at school, college or university</b>	1.4	0.1%
<b>Unemployed and available for work</b>	16.5	1.5%
<b>Permanently sick/disabled</b>	40.8	3.7%
<b>Wholly retired from work</b>	297.6	27.3%
<b>Looking after the home</b>	105.6	9.7%
<b>Doing something else</b>	21.1	1.9%
<b>Base</b>	<b>1092</b>	<b>100.0%</b>

### 3.5 Long standing illness, disability or infirmity

#### 3.5.1 Do you have a long standing illness, disability or infirmity?

Do you have a long standing illness, disability or infirmity

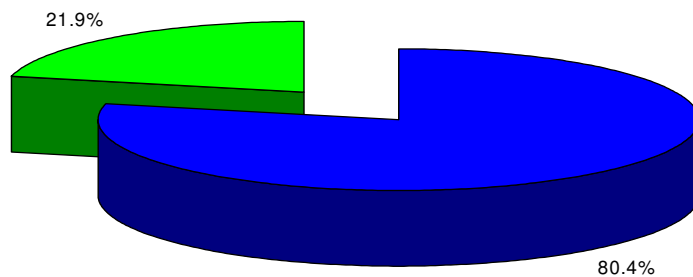


■ Yes ■ No

	Total	Percentage
Yes	240.0	21.8%
No	861.3	78.2%
Base	1101.3	100.0%

#### 3.5.2 If yes, does this illness or disability limit your activities in any way?

Does this illness or disability limit your activities in any way?



■ Yes ■ No

	Total	Percentage
Yes	191.5	80.4%
No	46.8	21.9%
Base	238.3	100.0%

# Tables

**Table 1 - Quality of life**

<b>Q1/Q2 Most important V Most need improving</b>		
	<b>Important</b>	<b>Improving</b>
<b>Access to nature</b>	33.5%	2.2%
<b>Activities for teenagers</b>	18.9%	45.5%
<b>Affordable decent housing</b>	48.5%	50.7%
<b>Clean streets</b>	29.9%	16.0%
<b>Community activities</b>	12.6%	7.4%
<b>Cultural facilities (e.g. cinemas, museums)</b>	8.8%	12.0%
<b>Education provision</b>	3.4%	3.3%
<b>Facilities for young children</b>	9.9%	13.3%
<b>Health services</b>	50.4%	12.1%
<b>Job prospects</b>	25.0%	31.8%
<b>Level of crime</b>	52.7%	18.1%
<b>Level of pollution</b>	15.2%	6.0%
<b>Level of traffic congestion</b>	21.6%	31.2%
<b>Parks and open spaces</b>	21.0%	8.6%
<b>Public transport</b>	26.8%	39.5%
<b>Race relations</b>	1.0%	1.1%
<b>Road and pavement repairs</b>	11.4%	21.0%
<b>Shopping facilities</b>	22.9%	14.6%
<b>Sports &amp; leisure facilities</b>	10.0%	10.5%
<b>Wage levels &amp; local cost of living</b>	22.7%	36.8%
<b>Other</b>	3.5%	5.9%
<b>None of these</b>	0.3%	1.3%
<b>Don't know</b>	0.2%	1.2%

**Table 2 – Anti-Social Behaviour**

<b>Q4 How much of a problem do you think the following are</b>						
	<b>Base</b>	<b>A very big problem</b>	<b>A fairly big problem</b>	<b>Not a very big problem</b>	<b>Not a problem at all</b>	<b>Don't know</b>
<b>Parents not taking responsibility for the behaviour of their children</b>	1093.6694	162.2962	324.4688	411.2899	142.7229	52.8916
<b>Valid</b>	<b>1040.7778</b>	<b>15.6%</b>	<b>31.2%</b>	<b>39.5%</b>	<b>13.7%</b>	
<b>People not treating other people with respect and consideration</b>	1071.9579	81.8021	211.7295	505.0313	238.2112	35.1838
<b>Valid</b>	<b>1036.7741</b>	<b>7.9%</b>	<b>20.4%</b>	<b>48.7%</b>	<b>23.0%</b>	
<b>Noisy neighbours or loud parties</b>	1060.1544	22.0357	60.1931	390.2953	563.6792	23.9511
<b>Valid</b>	<b>1036.2033</b>	<b>2.1%</b>	<b>5.8%</b>	<b>37.7%</b>	<b>54.4%</b>	
<b>Teenagers hanging around on the streets</b>	1085.9751	154.4995	349.1108	349.6827	201.3885	31.2936
<b>Valid</b>	<b>1054.6815</b>	<b>14.6%</b>	<b>33.1%</b>	<b>33.2%</b>	<b>19.1%</b>	
<b>Rubbish and litter lying around</b>	1072.922	80.2029	193.5566	511.1718	279.8889	8.1018
<b>Valid</b>	<b>1064.8202</b>	<b>7.5%</b>	<b>18.2%</b>	<b>48.0%</b>	<b>26.3%</b>	
<b>People being drunk or rowdy in public spaces</b>	1045.7428	65.3727	189.9678	415.576	320.1078	54.7185
<b>Valid</b>	<b>991.0243</b>	<b>6.6%</b>	<b>19.2%</b>	<b>41.9%</b>	<b>32.3%</b>	
<b>Abandoned or burnt out cars</b>	1066.4053	12.7169	18.1728	236.9213	715.6253	82.969
<b>Valid</b>	<b>983.4363</b>	<b>1.3%</b>	<b>1.8%</b>	<b>24.1%</b>	<b>72.8%</b>	
<b>Vandalism, graffiti and other deliberate damage to property or vehicles</b>	1076.3961	53.5158	220.0798	435.3879	320.835	46.5776
<b>Valid</b>	<b>1029.8185</b>	<b>5.2%</b>	<b>21.4%</b>	<b>42.3%</b>	<b>31.2%</b>	
<b>People using or dealing drugs</b>	1074.2965	81.6648	211.069	268.1831	265.774	247.6056
<b>Valid</b>	<b>826.6909</b>	<b>9.9%</b>	<b>25.5%</b>	<b>32.4%</b>	<b>32.1%</b>	

**Table 3 - Household waste collection**

Q7 Satisfaction with ...							
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply / I don't know
<b>The bin provided for your general household waste</b>	<b>1123.5524</b>	341.0009	442.4096	54.8873	83.1147	94.8059	107.334
		30.4%	39.4%	4.9%	7.4%	8.4%	9.6%
<b>Valid</b>	<b>1016.2184</b>	33.6%	43.5%	5.4%	8.2%	9.3%	
<b>Cumulative %</b>		33.6%	77.1%	82.5%	90.7%	100.0%	
<b>How 'clean and tidy' the street is following the waste collection</b>	<b>1110.7861</b>	369.4007	536.5971	65.5039	73.1104	30.2279	35.9461
		33.3%	48.3%	5.9%	6.6%	2.7%	3.2%
<b>Valid</b>	<b>1074.8400</b>	34.4%	49.9%	6.1%	6.8%	2.8%	
<b>Cumulative %</b>		34.4%	84.3%	90.4%	97.2%	100.0%	
<b>The collection of bulky household waste</b>	<b>1103.6655</b>	138.7444	233.2869	146.6208	130.1558	84.6599	370.1977
		12.6%	21.1%	13.3%	11.8%	7.7%	33.5%
<b>Valid</b>	<b>733.4678</b>	18.9%	31.8%	20.0%	17.7%	11.5%	
<b>Cumulative %</b>		18.9%	50.7%	70.7%	88.5%	100.0%	
<b>The waste collection service overall</b>	<b>1107.0615</b>	257.4878	528.255	82.1758	140.8086	98.3343	
		23.3%	47.7%	7.4%	12.7%	8.9%	
<b>Cumulative %</b>		23.3%	71.0%	78.4%	91.1%	100.0%	

**Table 4 - Doorstep Recycling Collection**

Q8 Satisfaction with ...							
	<b>Base</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>	<b>It does not apply / I don't know</b>
<b>The container (sacks) provided for items of recycling</b>	<b>1130.2216</b>	431.7021	485.6	50.1986	73.4855	59.3171	29.9183
		38.2%	43.0%	4.4%	6.5%	5.2%	2.6%
<b>Valid</b>	<b>1100.3033</b>	39.2%	44.1%	4.6%	6.7%	5.4%	
<b>Cumulative %</b>		39.2%	83.4%	87.9%	94.6%	100.0%	
<b>How 'clean and tidy' the street is following the collection of items for recycling</b>	<b>1122.3962</b>	422.059	506.1123	77.5238	48.6585	22.5513	45.4913
		37.6%	45.1%	6.9%	4.3%	2.0%	4.1%
<b>Valid</b>	<b>1076.9049</b>	39.2%	47.0%	7.2%	4.5%	2.1%	
<b>Cumulative %</b>		39.2%	86.2%	93.4%	97.9%	100.0%	
<b>The service for the collection of items for recycling overall</b>	<b>1106.5525</b>	340.6365	478.8815	76.3393	129.6221	81.0731	N/A
		30.8%	43.3%	6.9%	11.7%	7.3%	
<b>Cumulative %</b>		30.8%	74.1%	81.0%	92.7%	100.0%	

**Table 5 – Local Recycling Facilities**

Q9 Satisfaction with ...							
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply / I don't know
<b>The location of the recycling facilities</b>	<b>1115.6655</b>	346.7529	524.8569	69.4983	80.622	46.1986	47.7368
		31.1%	47.0%	6.2%	7.2%	4.1%	4.3%
<b>Valid</b>	<b>1067.9287</b>	32.5%	49.1%	6.5%	7.5%	4.3%	
<b>Cumulative %</b>		32.5%	81.6%	88.1%	95.7%	100.0%	
<b>The items you can deposit for recycling</b>	<b>1110.9484</b>	308.513	535.1655	83.8553	91.3858	42.7793	49.2495
		27.8%	48.2%	7.5%	8.2%	3.9%	4.4%
<b>Valid</b>	<b>1061.6989</b>	29.1%	50.4%	7.9%	8.6%	4.0%	
<b>Cumulative %</b>		29.1%	79.5%	87.4%	96.0%	100.0%	
<b>How 'clean and tidy' the site is</b>	<b>1109.1798</b>	277.9598	497.3202	123.4915	98.359	41.963	70.0863
		25.1%	44.8%	11.1%	8.9%	3.8%	6.3%
<b>Valid</b>	<b>1039.0935</b>	26.8%	47.9%	11.9%	9.5%	4.0%	
<b>Cumulative %</b>		26.8%	74.6%	86.5%	96.0%	100.0%	
<b>The provision of local recycling facilities overall</b>	<b>1092.2589</b>	286.4735	541.8218	108.2296	105.7747	49.9593	N/A
		26.2%	49.6%	9.9%	9.7%	4.6%	
<b>Cumulative %</b>		26.2%	75.8%	85.7%	95.4%	100.0%	

**Table 6 - Cultural & Recreational Activities and Venues**

Q11 Frequency of use									
	Base	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Not applicable/ don't know
<b>Sports/leisure facilities and events</b>	1114.1308	26.6068	191.2459	130.4413	190.6994	89.5691	138.8829	264.6949	81.9905
		2.4%	17.2%	11.7%	17.1%	8.0%	12.5%	23.8%	7.4%
<b>Valid %</b>	1032.1403	2.6%	18.5%	12.6%	18.5%	8.7%	13.5%	25.6%	
<b>Libraries</b>	1120.9734	9.2718	106.438	236.9687	132.0129	102.6395	174.3376	302.3527	56.9522
		0.8%	9.5%	21.1%	11.8%	9.2%	15.6%	27.0%	5.1%
<b>Valid %</b>	1064.0212	0.9%	10.0%	22.3%	12.4%	9.6%	16.4%	28.4%	
<b>Museums and galleries</b>	1089.3215	0.8026	8.7613	41.3706	153.1137	158.9556	198.8031	371.056	156.4586
		0.1%	0.8%	3.8%	14.1%	14.6%	18.3%	34.1%	14.4%
<b>Valid %</b>	932.8629	0.1%	0.9%	4.4%	16.4%	17.0%	21.3%	39.8%	
<b>Theatres/concert halls</b>	1095.3631	0	6.4766	82.4982	189.6305	136.4638	149.65	352.0178	178.6262
		0.0%	0.6%	7.5%	17.3%	12.5%	13.7%	32.1%	16.3%
<b>Valid %</b>	916.7369	0.0%	0.7%	9.0%	20.7%	14.9%	16.3%	38.4%	
<b>Parks and open spaces</b>	1121.0083	169.0334	310.1792	194.253	158.0198	85.3977	54.9318	109.233	39.9604
		15.1%	27.7%	17.3%	14.1%	7.6%	4.9%	9.7%	3.6%
<b>Valid %</b>	1081.0479	15.6%	28.7%	18.0%	14.6%	7.9%	5.1%	10.1%	

## Tables 7-10 - About Yourself

- Based on 'unweighted data' (see section 1.5)

<b>Q31 How long have you/your household been living in your current accommodation?</b>		
	<b>Total</b>	<b>Percentage</b>
<b>Under 1 year</b>	89	8.0%
<b>1-2 years</b>	105	9.5%
<b>3-5 years</b>	201	18.1%
<b>6-10 years</b>	187	16.9%
<b>11-20 years</b>	237	21.4%
<b>21+ years</b>	282	25.5%
<b>Don't know/can't remember</b>	7	0.6%
<b>Base</b>	<b>1108</b>	<b>100.0%</b>

<b>Q32 How long have you/your household been living in this area?</b>		
	<b>Total</b>	<b>Percentage</b>
<b>Under 1 year</b>	39	3.5%
<b>1-2 years</b>	52	4.7%
<b>3-5 years</b>	126	11.4%
<b>6-10 years</b>	168	15.2%
<b>11-20 years</b>	209	18.9%
<b>21+ years</b>	497	45.1%
<b>Don't know/can't remember</b>	12	1.1%
<b>Base</b>	<b>1103</b>	<b>100.0%</b>

<b>Q33 In which of these ways does your household occupy your current accommodation?</b>		
	<b>Total</b>	<b>Percentage</b>
<b>Owned outright</b>	574	51.8%
<b>Buying on mortgage</b>	315	28.4%
<b>Rent from Council</b>	35	3.2%
<b>Rent from Housing Association/Trust</b>	89	8.0%
<b>Rent from private landlord</b>	79	7.1%
<b>Other</b>	17	1.5%
<b>Base</b>	<b>1109</b>	<b>100.0%</b>

<b>Q34 How many adults aged 18+ yrs are living here?</b>		
	<b>Total</b>	<b>Percentage</b>
<b>One</b>	336	31.0%
<b>Two</b>	615	56.7%
<b>Three</b>	97	8.9%
<b>Four</b>	31	2.9%
<b>Five</b>	2	0.2%
<b>More than five (please write in)</b>	3	0.3%
<b>Base</b>	<b>1084</b>	<b>100.0%</b>