

**South Hams District Council**



**South Hams  
District Council**

**Sounding Board Survey 9**



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## Summary

This report represents the findings of a survey conducted by Marketing Means on behalf of South Hams District Council (SHDC). The survey was the ninth conducted using the 'Sounding Board' citizens' panel made up of a representative group of the South Hams residents who were sent it by post in November 2006. The survey asked respondents their opinions on the quality of life in the South Hams, as well as how they get around and their views on local decision making in the District.

### Results

#### Quality of life in the South Hams

People in the South Hams have the strongest sense of allegiance to 'England' and their 'local area / neighbourhood', with less strong feelings of allegiance towards 'Britain' and the 'South Hams'. Two-thirds of people consider their home town to be their local area, with a further quarter who self define it as their home town and immediate surrounding area.

There were four aspects that affect people's quality of life that respondents believe have become considerably worse in the last three years: affordable housing; anti-social behaviour; wage levels and the cost of living; and traffic congestion. Although the latter two are the most likely to be considered to have deteriorated, affordable housing and anti-social behaviour were the aspects that were considered the highest priorities and the most likely to affect people's rating of quality of life in the South Hams overall. Two-thirds of respondents think the quality of life has remained the same in the District, although nearly a quarter think it has become worse.

There was little perception of discrimination in the South Hams, particularly with regards to minority ethnic or religious communities, gender or sexual orientation. Age was the category that received the highest number of people who thought there was discrimination at 13%.

Most people feel safe in the South Hams after dark, although those who did not tended to say that it was aggressive and drunken behaviour from young people that made them feel unsafe.

#### Getting around the South Hams

The journeys that people use their personal vehicles for most are recreation, main shopping trips and work. Standard services such as going to the GP, banks, schools and libraries have lower levels of car journeys, but are still more likely to be done by car. The journeys that people are more likely to walk for are trips to the park, local shop and post office.

Most people find most journeys relatively easy within the South Hams. The easiest journeys are to the local services – the ones which people were more likely to walk to. Less easy to get to are services such as cultural facilities, hospitals and the Council Office i.e. those facilities which tend to serve a wider community area. However, a third of respondents think that getting to a public transport facility is the journey in most need of improvement with suggestions for improved local bus services and cheaper fares.

#### Local decision making

Most respondents thought that SHDC kept them informed to some degree, over a half of respondents also indicated that SHDC involved residents and took their views into account and did enough for people like them.

Under half of those questioned thought that SHDC spends its money wisely. A third of respondents said they did not know whether SHDC works well with other agencies to provide services and nearly two-fifths of respondents did not think that SHDC has improved neighbourhoods in the local area.

Just fewer than three-quarters of people believe that people in the neighbourhood can affect decisions in their area by working together.

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## 1.0 Introduction

### 1.1 Background and objectives

This report represents the findings of a survey conducted by Marketing Means on behalf of SHDC. The survey was the ninth carried out using the South Hams citizens' panel, 'Sounding Board', and it asked questions related to:

1. Quality of life in the South Hams
2. Getting around in the South Hams
3. Local decision making in the South Hams

### 1.2 Method

The South Hams Sounding Board currently has 947 Members who were recruited on a rolling basis to make up a representative sample of residents in the District.

Marketing Means enclosed a four page postal survey, with a covering letter and the Sounding Board newsletter. The whole package was sent in a white, windowed C4 envelope with a reply paid envelope included for replies. Marketing Means also provided a free phone help line number for people to contact them with any queries about the survey.

The initial sending was posted on the 7<sup>th</sup> November. Those who had not responded to this original mailing were sent a reminder on the 28<sup>th</sup> November. The closing date for the survey was the 11<sup>th</sup> December.

Marketing Means entered the data using a scanning package (Formic), with the surveys verified using the double entry method. This was exported to Excel to match the responses to the demographic data held for respondents.

The analysis contained in this report was conducted using the statistical package 'SPSS'.

### 1.3 Acknowledgements

Marketing Means would like to thank Kate Billinge for her help with this project.

Special thanks also goes to the 628 respondents who took part in this survey.

### 1.4 Author & publication

Anna-Marie Hill and Graham Dumper wrote this report in January 2007.

Any press release or publication of the findings of this survey requires the approval of the author / Marketing Means. Approval would only be refused if it were felt that the data used it was inaccurate or a misrepresentation.

## 2.0 Response

Marketing Means holds a list of 947 members postal addresses. A total of 628 surveys were received at the time of writing this report.

**The response rate is, therefore,  $100 \times (628 / 947) = 66\%$ .**

## Quality of life in your local area

### 3.1 Perception of belonging

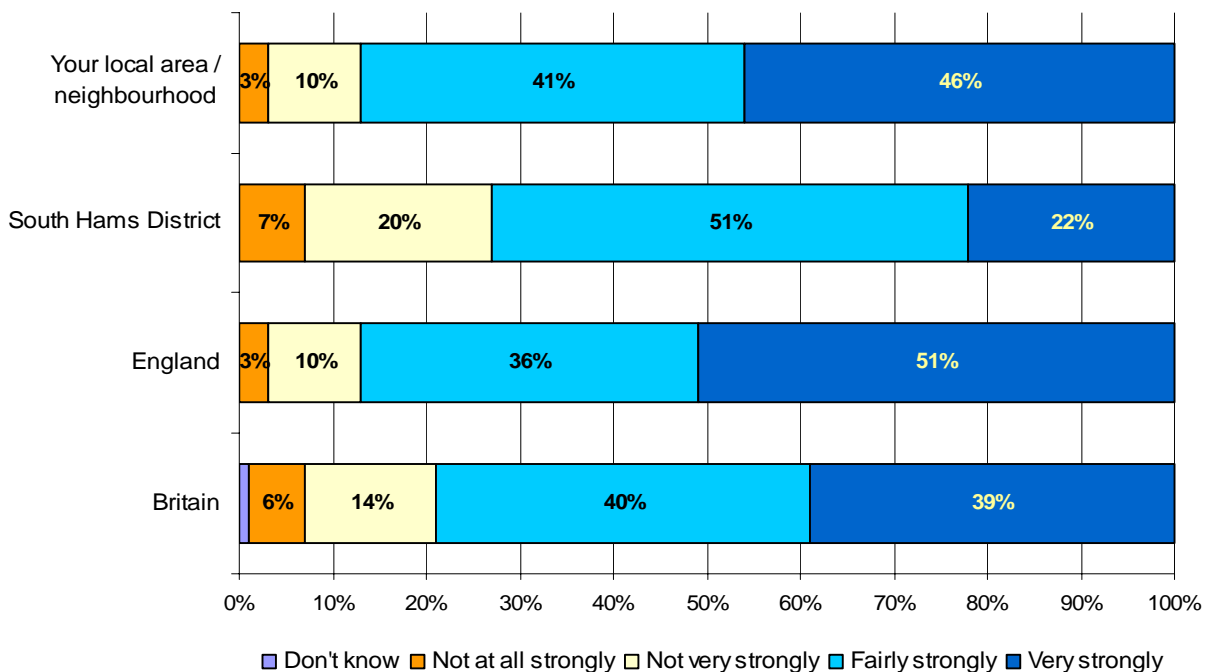
**‘How strongly do you feel you belong to each of the following: Your local area / neighbourhood; South Hams District; England; Britain?’**

This question was asked using a four point scale from ‘very strongly’ to ‘not at all strongly’ with an additional ‘don’t know’ category.

South Hams residents generally felt that they belonged to all four geographical areas, although less strongly for the South Hams District than the others. (Twenty-two percent said they ‘very strongly’ belonged to the District. This was around half when compared to the other categories.)

There were stronger feelings of belonging to ‘England’ than ‘Britain’ amongst the South Hams residents. Equal numbers of residents (87%) expressed belonging to their ‘local area / neighbourhood’ and ‘England’ although, again, respondents were more likely to express a stronger allegiance to ‘England’.

#### How strongly do you feel you belong to each of the following?



#### Differences

There were significant differences found by age group but not gender, although ‘by eye’ it seemed that men were slightly more likely to express ‘very strong’ allegiances, particularly to ‘England’ and ‘Britain’ than women.

People over 75 were twice as likely to say they belonged ‘very strongly’ to ‘England’ (70%) than people under 35 (35%) and were four times more likely to say they had a ‘very strong’ sense of belonging to ‘Britain’ (57% compared to 13%).

This pattern was far less marked with regards to ‘your local area / neighbourhood’ with about half of those over 35 ‘very strongly’ belonging and 30% under 35 saying the same.

(Appendix 2: Table 1)

### 3.2 Perception of local area or neighbourhood

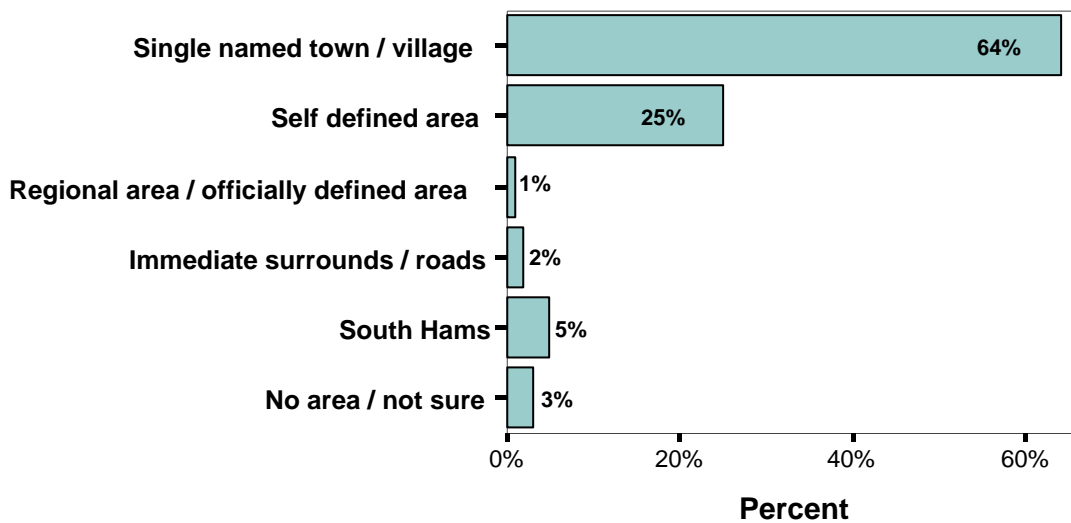
‘Where do you consider your local area or neighbourhood to be?’

This was asked as an open-response question.

The responses were recoded to show the type of places that people consider to be their local area or neighbourhood (a full list of the open responses is included in the appendix). As seen in the chart below, two thirds (64%) of respondents said simply that the town or village that they live in is their local area or neighbourhood. A further quarter (25%) defined a specific area themselves, usually their town and other towns or places that they visit frequently.

Only 2% of respondents said that their local area or neighbourhood was a small area near where they live.

**Where do you consider your local area or neighbourhood to be?**



#### Differences

There were no significant differences found by age group and gender.

(Appendix 2: Table 2)

### 3.3 Respect for ethnic differences

**'To what extent do you agree or disagree that your local area is a place where residents respect ethnic differences between people?'**

This was asked using a four-point scale of 'definitely agree' to 'definitely disagree', with an additional 'don't know' category.

Just over a tenth (12%) of respondents 'definitely agree' that the South Hams is a place where residents respect ethnic differences, with just over half (52%) saying they 'tend to agree'. A fifth of respondents overall (22%) indicated that they 'do not know'.

Thirteen percent of respondents did not agree, to some extent, that people in the South Hams respect ethnic differences between people.

#### **Differences**

There were no significant differences found by age group and gender.

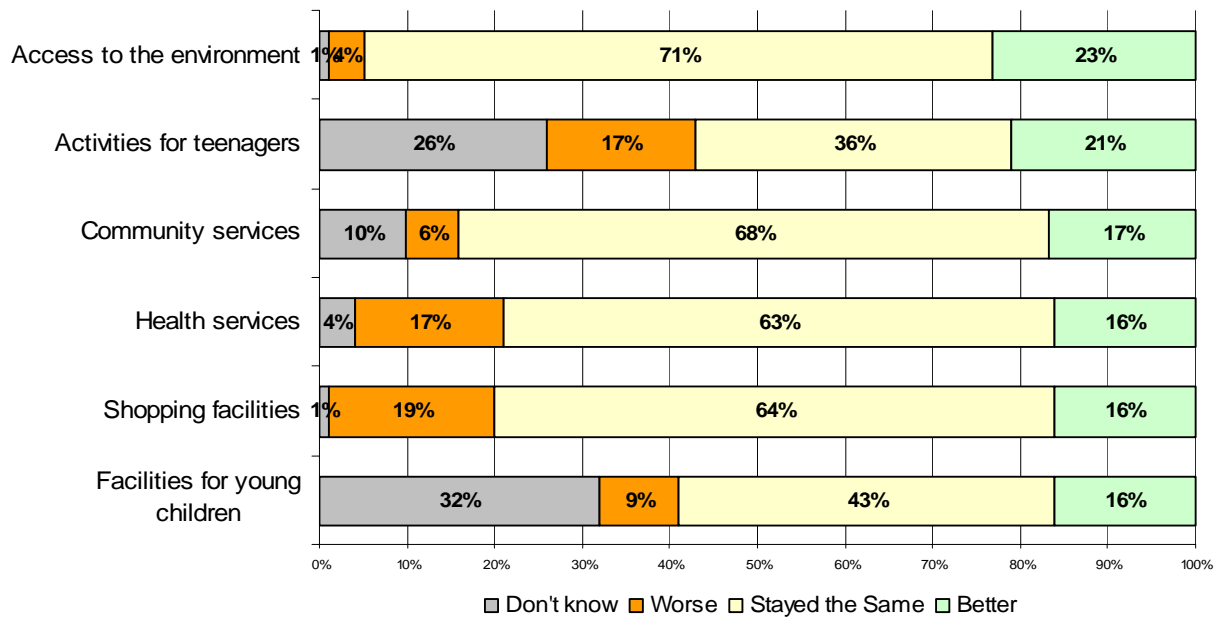
*(Appendix 2: Table 3)*

### 3.4 Changes in quality of life aspects in the last 3 years

'Thinking about your local area, for each of the following things below, do you think that each has got better or worse over the last three years, or stayed the same.' (There were 20 aspects of quality of life measured in this question).

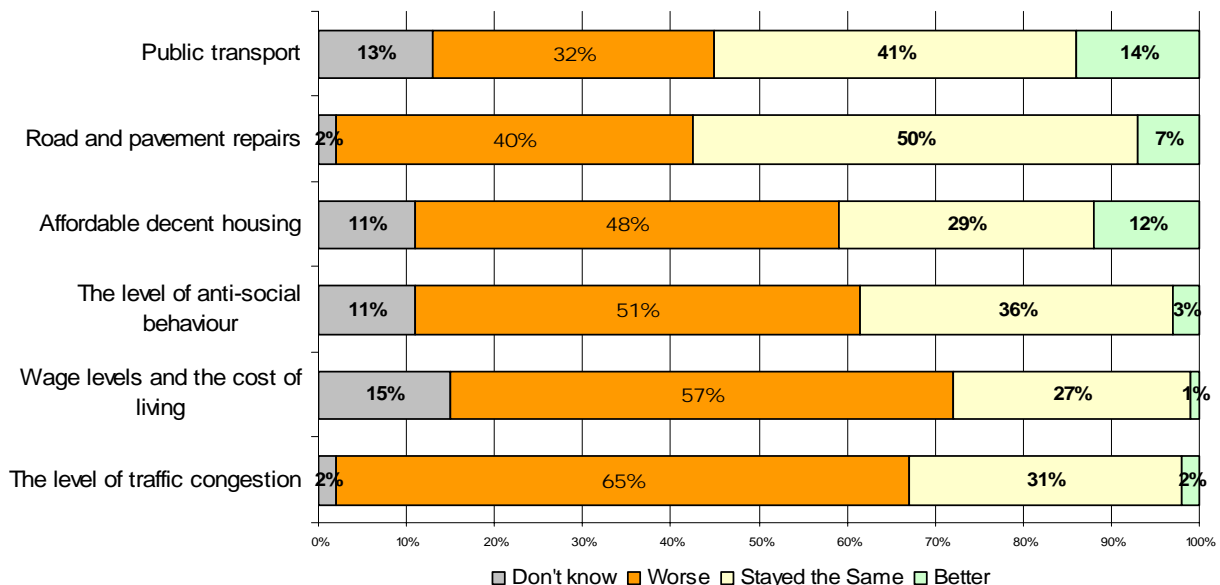
Access to the environment is the aspect with the greatest number of respondents indicating that there had been improvements over the last three years (23%) followed by activities for teenagers (21%) and community services (17%).

6 Most Improved aspects in local area



The level of traffic congestion is the aspect with the greatest number of respondents indicating that there had been a deterioration over the last three years (65%) followed by wage levels and the cost of living (57%) and the level of anti-social behaviour (51%).

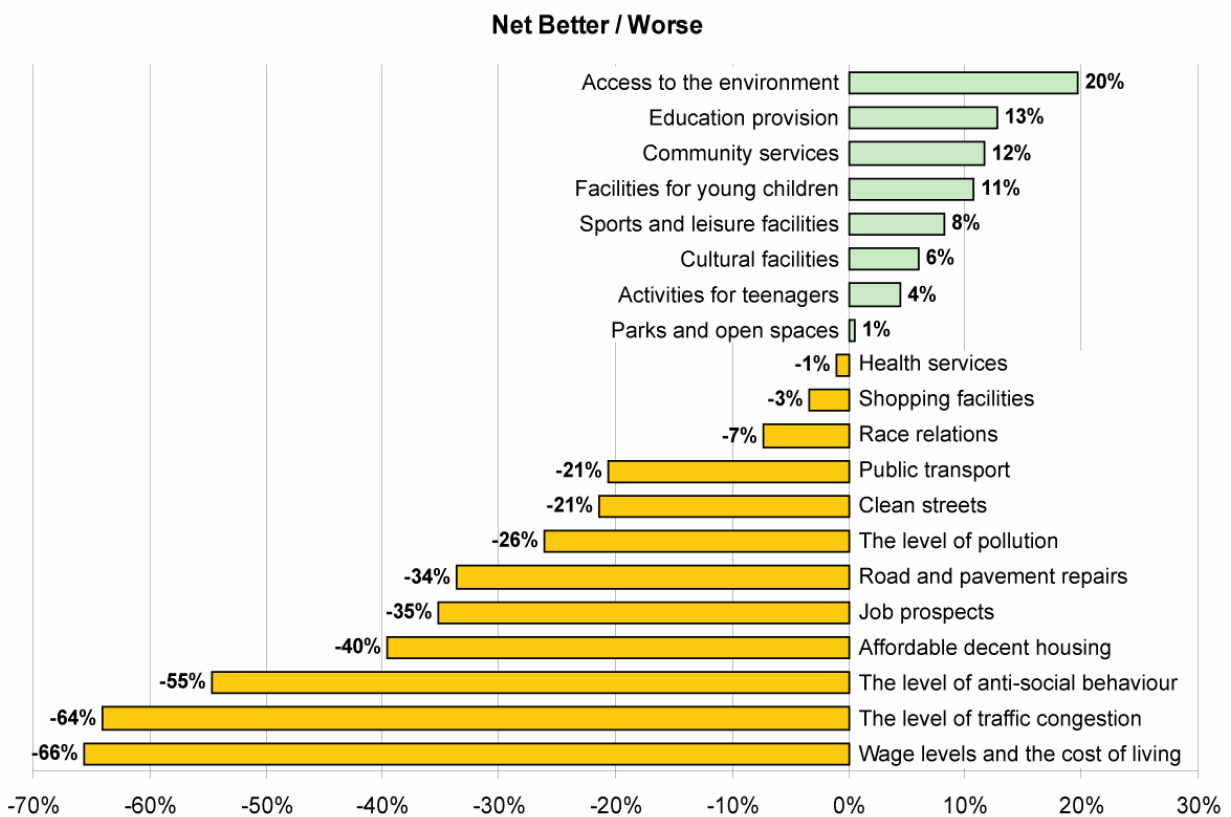
6 Aspects in local area that have deteriorated



However, another way to look at this question is to look at the net better/worse scores after removing the 'don't knows' from the data.

The chart below shows that access to the environment remains the top aspect, with a net 'better' score of 20%. However, 'activities for teenagers', which was ranked second when looking at respondents saying 'better', has fallen to 7<sup>th</sup> when looking at the net scores. Education provision (13%), community services (12%) and facilities for young children (11%) have all seen reasonably high net 'better' scores.

Using this system, wage levels and the cost of living (-66%) has replaced the level of traffic congestion as the aspect that has deteriorated the most in the last three years (the higher levels of 'don't knows' accounts for some of this change). However, apart from this swapping of position, the bottom four aspects remain the same.



**Differences**

Perhaps surprisingly, there were no significant differences found by age group or gender for any of the aspects.

(Appendix 2: Table 4)

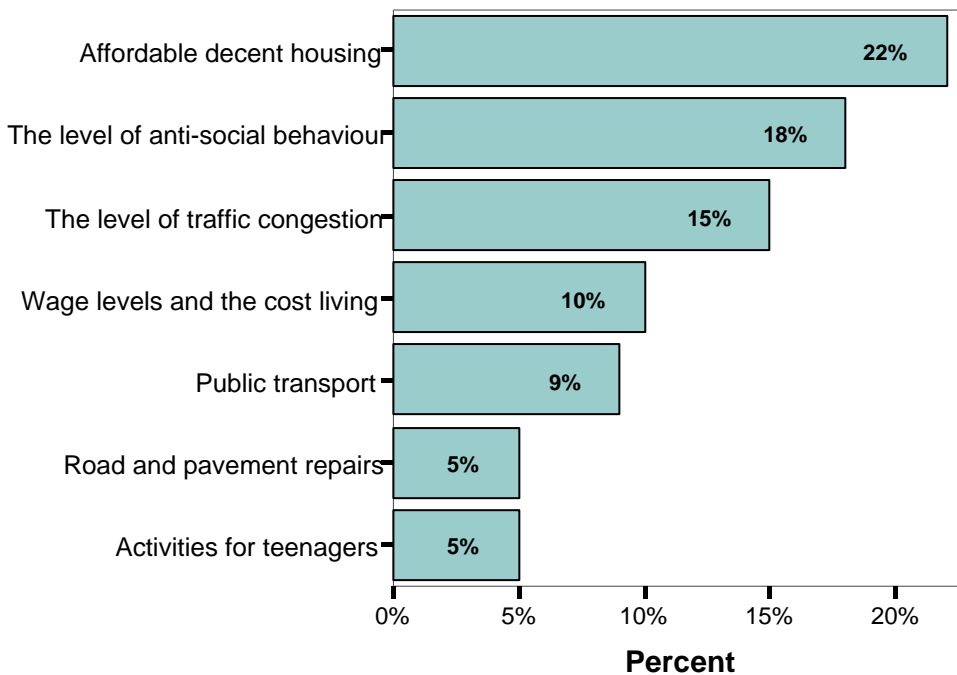
### 3.5 Quality of life aspect in most need of improvement

‘Which one of the above do you think is in most need of improvement in your local area?’

This was asked as an open response question and was recoded to match the variables of the previous question.

The four aspects of quality of life that were perceived to have deteriorated in the last three years were the four aspects respondents were most likely to say were in most need of improvement. However, the order that these aspects were identified was different, with affordable housing being seen as the priority for improvement by the largest single group (22%), followed by the level of anti-social behaviour (18%).

#### Which one of the above do you think is in most need of improvement in your local area



#### Differences

There were no significant differences found by age group and gender. However ‘by eye’ there appeared to be some differences by age, with older people being more concerned with affordable housing and younger people being more concerned with wage levels and the cost of living and activities for teenagers.

People between the age of 35 and 54 appeared to be the most concerned with anti-social behaviour.

(Appendix 2: Table 5)

### 3.6 Improvement that is needed

**‘And what do you think should be done to improve this aspect of your local area?’**

This was asked as an open response question.

There were 494 suggestions. Of these, 106 were concerned with affordable housing, 91 with anti-social behaviour, 78 with traffic congestion, 49 with public transport and 48 with wage levels and the cost of living.

Full responses are given in Appendix 1.

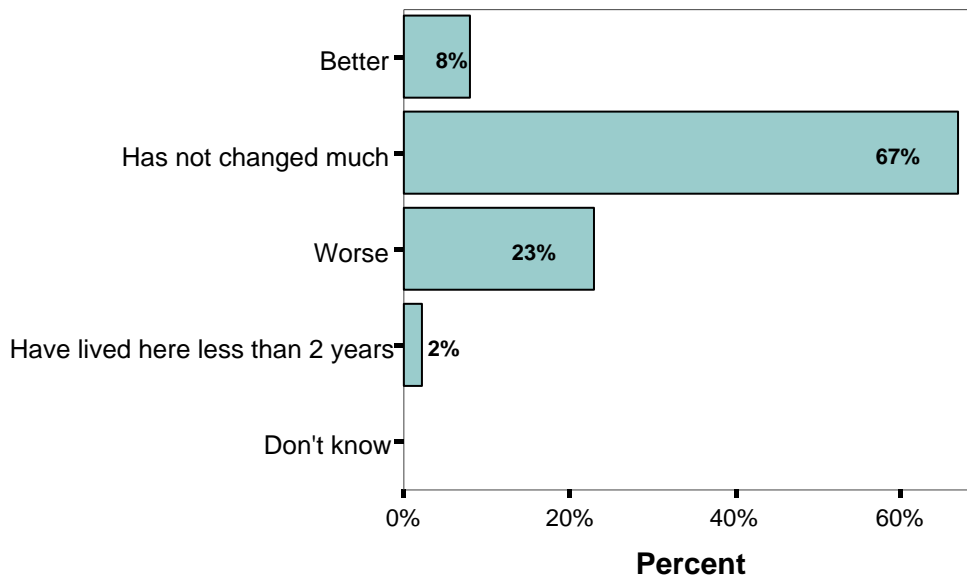
*(Appendix 2: Table 6)*

### 3.7 Changes in the South Hams as a place to live in the last 3 years

**‘Thinking about your local area as a place to live, on the whole do you think that over the past three years your local area has got better or worse?’**

Two thirds of respondents (67%) thought that the South Hams ‘has not changed much’ in the last three years, with just under a quarter (23%) believing that it had become ‘worse’ and less than a tenth (8%) thinking it has become ‘better’.

**Whether South Hams as a place to live has got better or worse**



#### Differences

There were no significant differences found by gender, but there were some by age group.

Respondents over the age of 75 were significantly more likely to believe that the South Hams had become ‘worse’ as a place to live, but also more likely than other age groups to believe that the district had become ‘better’ as a place to live.

*(Appendix 2: Table 7)*

### **3.8 Major contributor to the South Hams getting better or worse**

Those who thought that the South Hams had grown better as place to live were routed to a question asking:

**‘If things have got better, what one thing has contributed to this most?’**

Whereas those who considered the district had got worse as a place to live were routed to a question asking:

**‘If things have got worse, what one thing has contributed to this most?’**

There were 54 diverse reasons given by respondents who thought that the South Hams had got better in the last 3 years.

There were 147 reasons given by those who thought things had become worse, mainly concentrated on the areas identified as problems in the previous questions i.e. anti-social behaviour and affordable housing.

Full responses are given in Appendix 1.

*(Appendix 2: Tables 8 & 9)*

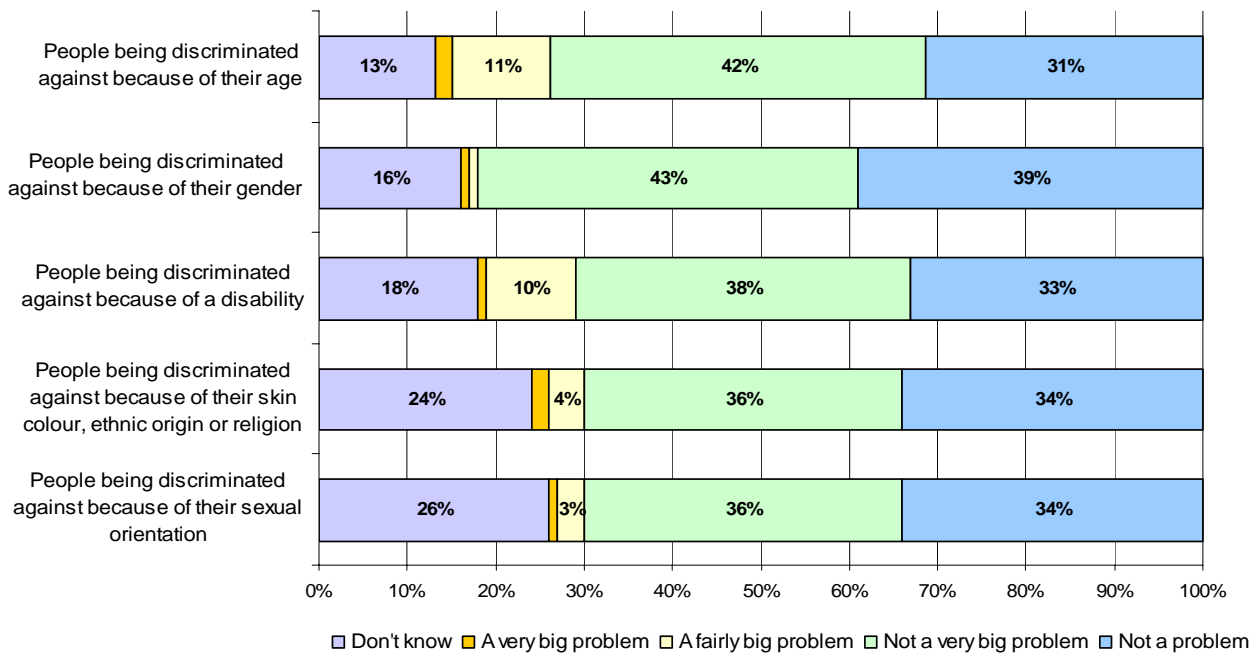
### 3.9 Perception of discrimination in the South Hams

**‘Thinking about your local area, how much of a problem do you think are...? People being discriminated because of their: age; gender; disability; skin colour, ethnic origin or religion; sexual orientation’**

Few respondents indicate that there are problems in the South Hams with discrimination against any of the groups of people. ‘Age’ (13%) was the category with the highest proportion saying that there is a problem with discrimination, followed by ‘disability’ (11%).

‘Gender’ had the fewest respondents with regards to people considering there is a problem with discrimination in the South Hams.

**Thinking about your local area, how much of a problem do you think are...**



#### Differences

There were no significant differences found by age or gender with regard to considering there to be problems with discrimination in the South Hams.

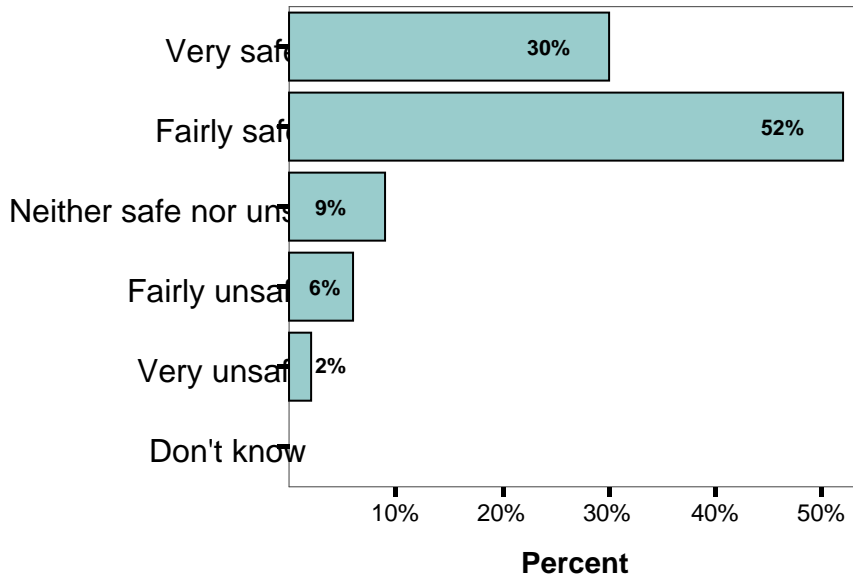
(Appendix 1: Table 10)

### 3.10 Perception of safety in neighbourhood

**‘How safe or unsafe do you feel outside in your neighbourhood?’**

Most people feel safe in the South Hams, with just under a third feeling very safe (30%) and over a half indicating that they feel fairly safe (52%).

**How safe or unsafe do you feel outside in your neighbourhood?**



#### Differences

There were no significant differences found by age or gender with regard to feeling safe in the South Hams.

#### Comparison with Sounding Board 5

The results of this question are more in line with Sounding Board 5’s question asking about ‘safety after dark’ (SB5 Section 4.1 – very safe 23%, fairly safe 54%) than the results regarding safety during the day (very safe 61% fairly safe 35%). However, being a general question it perhaps is no surprise that the results fall between the two previous results, and is probably an indication that overall ‘feelings of safety’ have not changed significantly since July 2004.

*(Appendix 1: Table 11 & Sounding Board 5: Section 4.1)*

### 3.11 Reasons for feeling unsafe

**‘If you feel unsafe when outside in your neighbourhood, what is the main reason for this?’**

There were 85 responses to this follow-up question. Most answers related to young people’s aggressive behaviour, especially when drunk.

*(Appendix 1: Table 12)*

## Getting around your local area

## 4.1 Form of transport used for journeys in the South Hams

### 'What form of transport do you normally use to make the following journeys?'

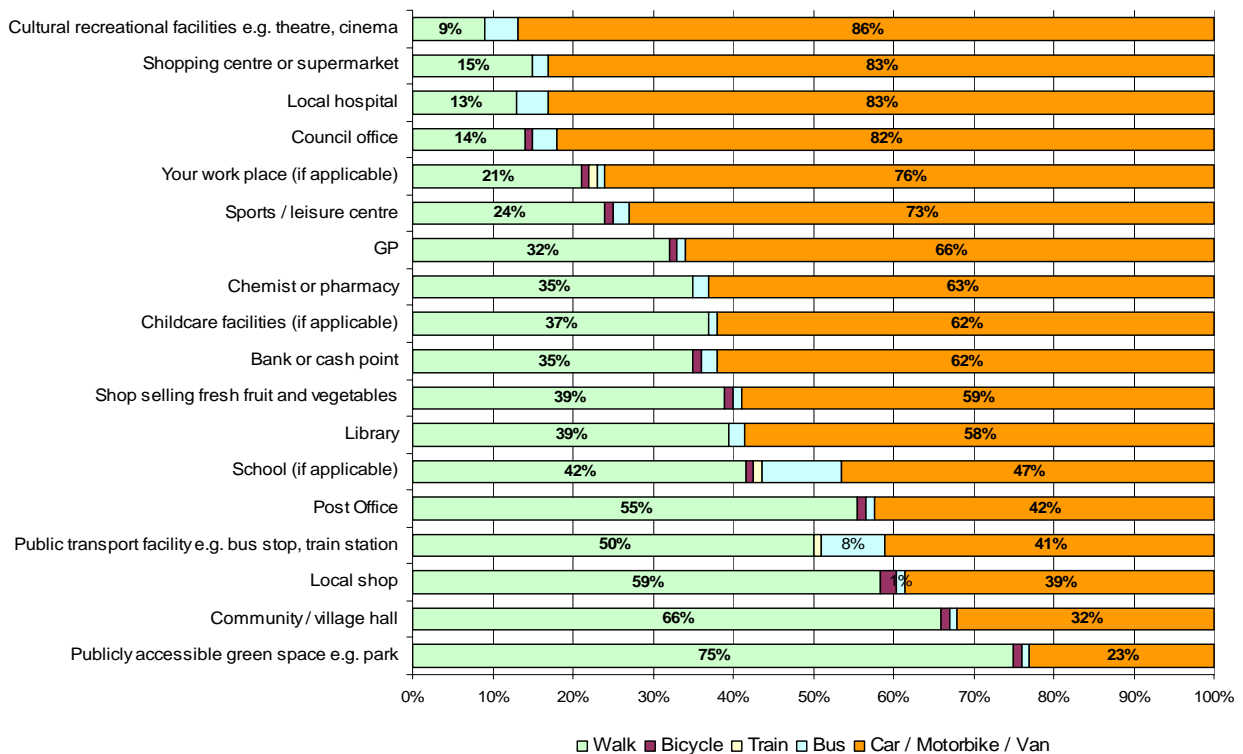
The majority of people make most of their journeys either by 'car / motorbike / van' or they walk.

The journeys that people use their personal vehicles for most are recreation, main shopping trips and work.

Standard services such as going to the GP, banks, schools and libraries have lower levels of car journeys, but are still more likely to be done by car.

The journeys that people are more likely to walk for are trips to the park, local shop and post office.

What form of transport do you normally use to make the following journeys?



### Differences

There were no significant differences found by gender with regard to travelling in the South Hams.

There is evidence that those under 35 are more likely than other groups to walk and are therefore less likely to use personal transport.

### Comparison with Sounding Board 5

There was a slightly higher proportion of respondents in this survey who indicated that they walk to work (21% compared to 14%) although the proportion saying they go by car was similar (76% compared to 79%).

Sounding Board 5 had 78% of respondents indicating that they make their shopping journey by car as opposed to 83% who go to the supermarket by car in this current survey. However, in the previous survey, as this was not specific to supermarkets, some may have answered with regards to their local shop.

The previous survey had no directly comparable question with regard to other categories, although the 'leisure' category in that survey had similar proportions as the sports / leisure centre category in this survey (SB5: 69% car, 24% walk).

Overall, it appears that there have been few changes in the transport patterns of respondents since the previous survey.

*(Appendix 1: Table 13 & Sounding Board 5:Section 4.4)*

## 4.2 Ease of making various journeys in the South Hams

### 'How easy do you find the following journeys?'

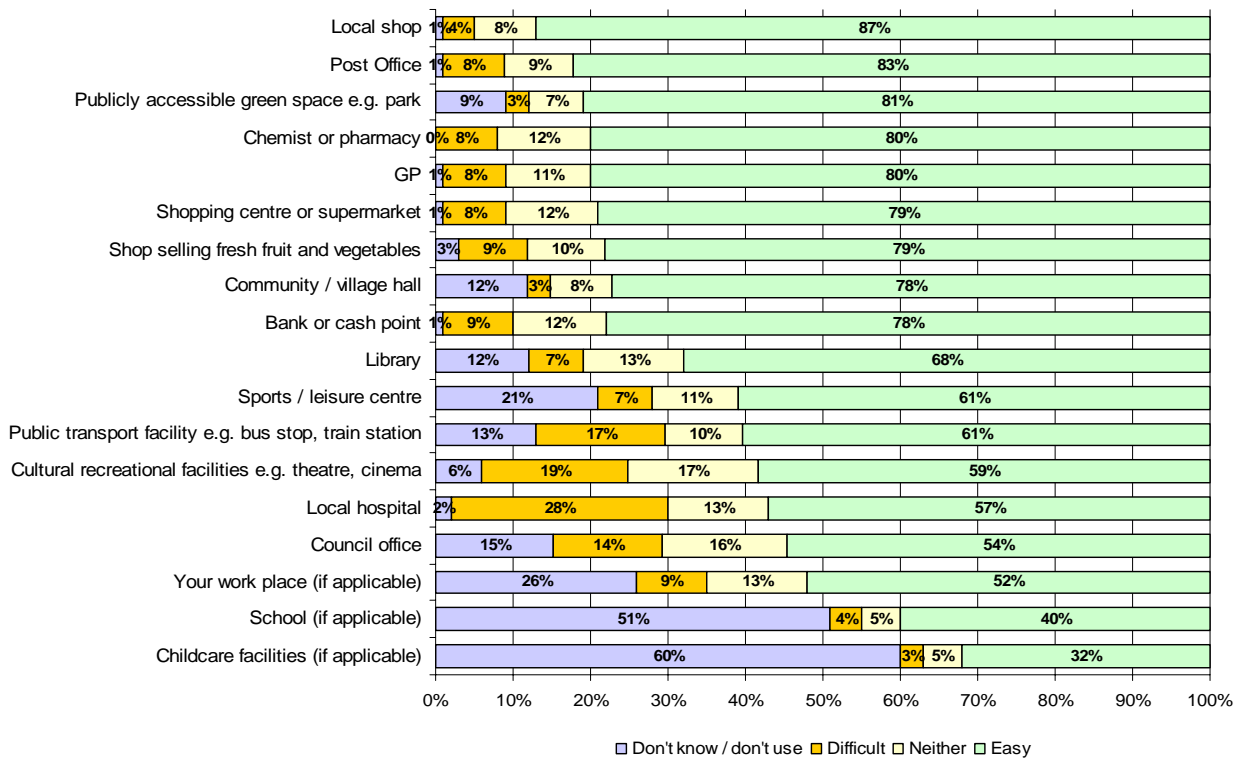
Most people find most journeys relatively easy within the South Hams.

The easiest journeys are to the local services – the ones which people were more likely to walk to, as seen in the previous question.

Less easy to get to are services such as cultural facilities, hospitals and the Council Office i.e. those facilities which tend to serve a wider community area. Also relatively difficult to get to were public transport facilities.

The three aspects which the fewest respondents find easy are 'work', 'school' and 'childcare', but the data was all heavily distorted by the number of people who said that they did not know – mainly older age groups.

How easy do you find the following journeys



### Differences

There were no significant differences found by age or gender except for those few facilities less likely to be used by older age groups who were more likely to say 'don't know / don't use' rather than 'difficult'.

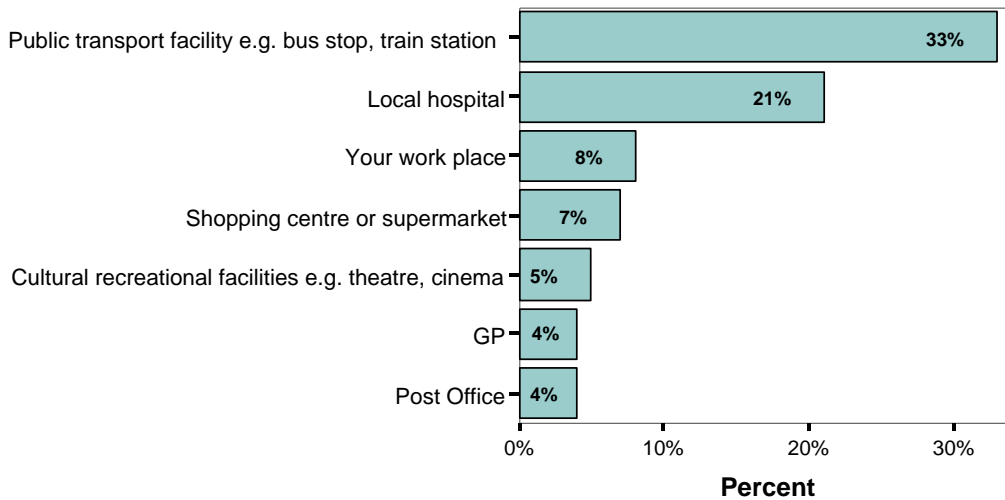
(Appendix 1: Table 14)

### 4.3 Journey that most needs improving

**‘Which one of the above journeys do you think is in most need of improvement in your local area?’**

Two categories stand out from the others as being considered in need of improvement. A third of respondents think that getting to a public transport facility is the journey in most need of improvement (33%) and a fifth think that it is getting to the local hospital (21%). These two journeys accounted for over half of all the responses.

**Which one of the above journeys do you think is in most need of improvement in your local area?**



#### Differences

There were no significant differences found by age or gender although it appeared that respondents under 35 were more likely to want improvements in journeys to cultural facilities.

*(Appendix 1: Table 15)*

### 4.4 Ways of improving local transport

**‘And what do you think should be done to improve transport in your local area?’**

There were 471 comments. The two most frequently suggested improvements were for improved local bus services and cheaper fares and improvement of local parking facilities and reduction of the cost of parking.

*(Appendix 1: Table 16)*

## Local Decision Making

## 5.1 Aspects of SHDC's local decision making

**'Here are some things that other people have said about their Council. To what extent do you think these statements apply to SHDC?'**

Most respondents thought that SHDC kept them informed to some degree, with a fifth saying that they did so 'a great deal' and over a half saying 'to some extent' (60%).

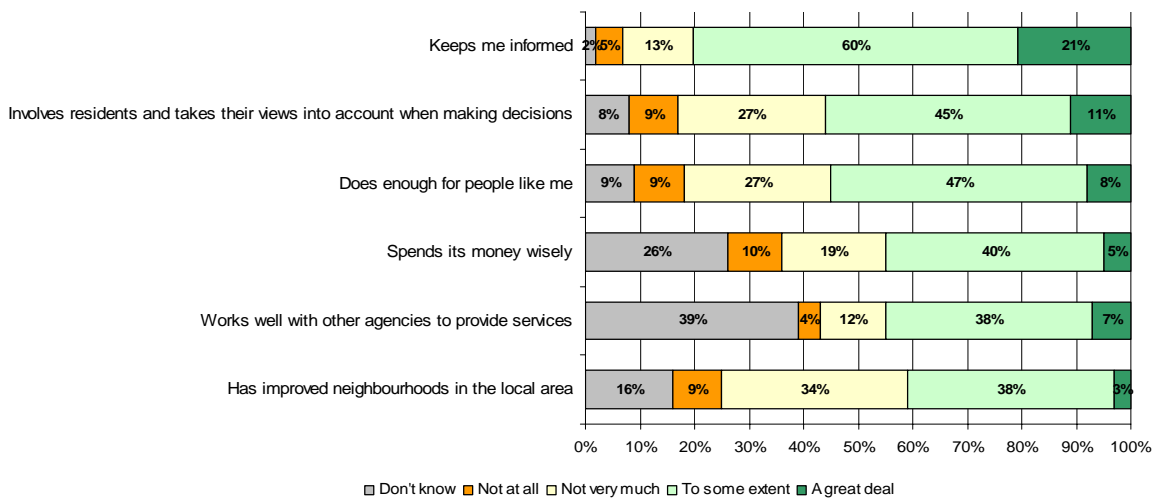
Over a half of respondents also indicated that SHDC involved residents and took their views into account when making decisions (56%) and did enough for people like them (55%), although both of these aspects of local decision making also had nearly a third of respondents disagree to some extent (30% in total for both aspects).

Under half of those questioned thought that SHDC spends its money wisely (45% in total) with just under a quarter thinking the opposite; this includes 10% who thought that they did not spend it wisely at all. There were a quarter of respondents (26%) who 'did not know' whether SHDC spent its money wisely or not.

A third of respondents said they did not know whether SHDC works well with other agencies to provide services (33%), although two-thirds of those remaining thought that the Council did work well with other agencies.

Nearly two-fifths of respondents (37%) did not think that SHDC has improved neighbourhoods in the local area, with only slightly more thinking that they had (41%).

**To what extent do you think these statements apply to SHDC**



### Differences

There were no significant differences found by age or gender.

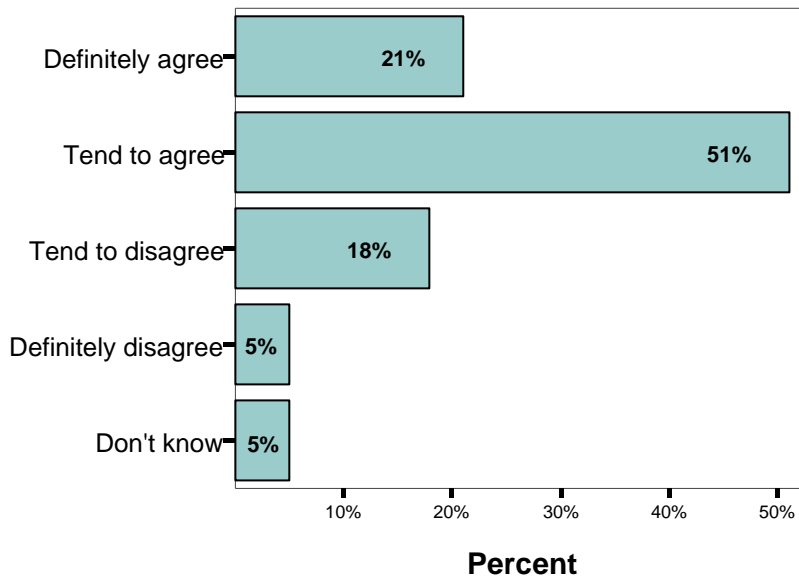
(Appendix 1: Table 17)

## 5.2 Ability to influence decisions in the neighbourhood

**‘To what extent do you agree or disagree with the following statement: By working together, people in my neighbourhood can influence decisions that affect the neighbourhood’**

Just under three-quarters of people believe that people in the neighbourhood can affect decisions in their area by working together (72%), with just under a quarter disagreeing and 5% saying they did not know.

### People in my neighbourhood can influence decisions that affect the neighbourhood?



#### Differences

There were no significant differences found by age or gender.

#### Comparison with Sounding Board 5

There was a much higher proportion of respondents to this survey than in Sounding Board 5 in July 2004 who indicated that they can influence decisions in their local area. Those who definitely agreed with the statement has risen 18% from 3% to 21% in this survey. Those tending to agree with the statement has risen 24% from 27% to 51%, giving an overall rise of 42% of respondents indicating that they agree to some extent that they have influence in their local area.

*(Appendix 1: Table 18 & Sounding Board: Section 4.3)*

## Appendix 1: Questionnaire

# SOUNDING BOARD

South Hams District Council **South Hams Citizens' Panel**

**Survey 9 - November 2006**

Reference number     /

have your say

**Please return your survey by Monday 11th December 2006**

By answering the following questions, you will help us to gain a picture of quality of life in the South Hams District and the areas for improvement. Whilst South Hams District Council is not responsible for all of the areas on which questions are included, for example we are not responsible for public transport or education provision, we do work with our partners to help improve and influence these areas. The survey results will be used for this purpose.

- Please read each question carefully and mark the box with a ✓ to indicate your answer
- In most cases you will only have to ✓ one box but please read the questions carefully as sometimes you will need to ✓ more than one box
- Answer the next question unless asked otherwise.

The following signs have been used throughout the survey to help you complete it. The signs highlight particular instructions or information you need to fill in the questionnaire.



**Instruction sign**  
Please follow the instruction on how to answer the question



**Go to sign**  
Please follow the instruction about which question to answer next.

## Quality of life in your local area

**Q 1 How strongly do you feel you belong to each of the following?**

<p> Please ✓ one box per row</p>	Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
Your local area/neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South Hams District.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
England.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Britain.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q 2 Where do you consider your local area or neighbourhood to be?** This could be the town or village, or an area within a town or village, or another identifiable area where you live, work, shop or regularly visit.

Please write in

**Q 3 To what extent do you agree or disagree that your local area is a place where residents respect ethnic differences between people?**

Please ✓ one box only

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q 4 Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

Please ✓ one box per row

	Better	Stayed the Same	Worse	Don't know
A) Access to the natural environment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Activities for teenagers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) Affordable decent housing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Clean streets.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Community activities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Cultural facilities e.g. cinemas, museums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G) Education provision.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H) Facilities for young children.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) Health services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J) Job prospects.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K) Parks and open spaces.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L) Public transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M) Race relations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N) Road and pavement repairs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O) Shopping facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P) Sports and leisure facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q) The level of anti-social behaviour.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R) The level of pollution.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S) The level of traffic congestion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T) Wage levels and the local cost of living.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 5 Which one of the above do you think is in most need of improvement in your local area?

Please write in the letter from the list above

Q 6 And what do you think should be done to improve this aspect of your local area?

Please write in

Q 7 Thinking about your local area as a place to live generally. On the whole, do you think that over the past three years your local area has got better or worse?

Please ✓ one box only

Better	Worse	Has not changed much	Have lived here less than 3 years	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have answered 'better' please answer Q8. If you answered 'worse' please answer Q9. If you gave any other answer please go to Q10.

Q 8 If things have got better, what one thing has contributed most to this?

Please write in

Q 9 If things have got worse, what one thing has contributed most to this?

Please write in



Q 10 **Thinking about your local area, how much of a problem do you think are...**

⚠ Please ✓ one box per row

	A very big problem	A fairly big problem	Not a very big problem	Not a problem	Don't know
People being discriminated against because of their age.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being discriminated against because of their gender.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being discriminated against because of a disability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being discriminated against because of their skin colour, ethnic origin or religion...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being discriminated against because of their sexual orientation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 11 **How safe or unsafe do you feel when outside in your neighbourhood?**

⚠ Please ✓ one box only

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

↩ If you have answered 'fairly unsafe' or 'very unsafe' please answer Q12. If you gave any other answer please go to Q13.

Q 12 **If you feel unsafe when outside in your neighbourhood, what is the main reason for this?**

⚠ Please write in

**Getting around in your local area**

Q 13 **What form of transport do you normally use to make the following journeys? And...**

Q 14 **How easy do you find the following journeys?** ⚠ Please ✓ one per row per question part

	Q13					Q14			
	Car / Motorbike / Van	Bus	Train	Bicycle	Walk	Easy	Difficult	Neither	Don't know / Don't use
A) Bank or cash point.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Chemist or pharmacy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) Childcare facilities (if applicable).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Community / village hall.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Council office.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Cultural recreational facilities e.g. theatre, cinema.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G) GP.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H) Library.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) Local hospital.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J) Local shop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K) Post Office.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

continued over



Q13 & Q14 Continued

	Q13					Q14			
	Car / Motorbike / Van	Bus	Train	Bicycle	Walk	Easy	Difficult	Neither	Don't know Don't use
L) Publicly accessible green space e.g. park.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M) Public transport facility e.g. bus stop, train station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N) School (if applicable).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O) Shopping centre or supermarket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P) Shop selling fresh fruit and vegetables.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q) Sports / leisure centre.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R) Your work place (if applicable)...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 15 Which one of the above journeys do you think is in most need of improvement in your local area?

Please write in the letter from the list above (including on the previous page)

Q 16 And what do you think should be done to improve transport in your local area?

Please write in

**Local decision making**

Q 17 Here are some things that other people have said about their Council. To what extent do you think that these statements apply to South Hams District Council?

Please ✓ one box per row

	A great deal	To some extent	Not very much	Not at all	Don't know
Has improved neighbourhoods in the local area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spends its money wisely.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involves residents and takes their views into account when making decisions.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works well with other agencies to provide services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does enough for people like me.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps me informed.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 18 To what extent do you agree or disagree with the following statement: "By working together, people in my neighbourhood can influence decisions that affect the neighbourhood"?

Please ✓ one box only

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Thank you for completing this Sounding Board Survey.**

Please return your survey in the envelope provided. If you have misplaced your envelope, you can return the survey without a stamp to: **Marketing Means, Freepost SWB(30924), Newton Abbot, TQ13 7ZZ**

