

All Comments (open text)

August 2016

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Community Survey

2015 Community Insight



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Question 2: Involvement and Influence - What helps or encourages you to get involved in consultation or influencing decisions most of all?

Methods of engaging people

- A letter like this - I don't use e-mail.
- A local consultation group who meet regularly. There used to be an access committee in my area - without this it is more difficult to get involved.
- A newsletter with information about consultations.
- A partner to go along with. Difficult to go to events alone.
- A variety of options where I can input my thoughts.
- Access to councillors (Percy Prowse has no email address, making this more difficult).
- Access to Councillors and key Officers plus access to reports, agendas and Committees.
- Access to relevant information as appropriate in timely manner.
- Access to surveys like this one.
- Adequate time to comment, and being clear that the Council has not already made up its mind on the way forward.
- An invitation from the Council that indicates they really want engagement.
- As a local councillor, I became involved.
- As a member of Devon Senior Voice.
- As a senior citizen of Devon, it is sad no one listen to us, just like no listen to the young as well.
- As a volunteer in North Devon we need carers to have correct and up to date training and not to treat them with contempt.
- As an ex TDC and BTC I considered myself part of the decision making as far as politics would allow. I gave up my post within BTC and TDC due to ill health.
- At 73 years of age I now know when I need to speak up if some serious situation needs addressing.
- Awareness of consultations.
- Because I am 80 yrs and partially disabled, it helps me if I receive a simple questionnaire such as this one through my letter box.
- Being a voluntary secretary of a registered charity and liaising with many groups in Exmouth.
- Being able to find phone numbers when I need to talk to someone working for the Council.
- Being asked - there are few subjects on which I would take the initiative.
- Being asked (not on internet as I have not got it).
- Being asked for my opinion.
- Being asked.
- Being aware of issues, I feel that I have to go looking for issues, rather than being made aware of them.
- Being Chair of the local branch of Devon Senior Council (Devon Senior Voice) collating views of approx: 200 members over the age of 50.

- Being given sufficient notice, reasonable time and background information to make an informed decision or to take part at the earliest stages so I can help to coproduce the final proposed option or solution.
- Being home bound and unable to use the internet often makes me feel isolated from meetings etc.
- Being informed through email campaigns particularly of local or current ways in which I can best get involved.
- Being involved in Devon Carers network meetings.
- Being kept informed, not on internet, about DCC difficulties and decisions. [Editor note: DCC stands for Devon County Council]
- Being on the committee of Devon Senior Voice.
- Better communication - often I am unaware that things are changing or could have given my opinion until after the event.
- Better transparency and public awareness, publicising consultations better as not everyone has a journal or gazette newspaper. Only knew of this consultation because of a senior lady who asked me about it.
- Better transport (to get to meetings).
- Better transport to get to consultations - accessible transport provided for disabled people.
- Bringing awareness to the public that opportunities such as surveys, consultation meetings etc. Exists for all to have their say.
- By being an active member of Devon Senior Voice, plus various other community groups and organisations (11 in total).
- Chair of community association etc.
- Clarity of Information.
- Clear and transparent information.
- Comments in local newspapers.
- Communication - press – posters.
- Community events.
- Consultations well publicised and easy to access, with plenty of time for response.
- Consultations.
- Contact with my councillors (parish, district, and county).
- Depends on the subject under consideration.
- Detailed surveys like this one.
- Direct contact from the County Council.
- Ease of access / not too much time. Well presented information.
- Easy access to involvement opportunities which don't interfere with my employment; e.g. Twitter and other online stuff. Proper evidence of how people's views (and not just those of political ideology and councillors) have been part of the decision making process would be nice.
- Easy online surveys.
- Easy to comment, like this survey.
- Easy to contact councillors.
- Email.
- Emails direct to me drawing my attention to issues.

- Face to face encounter.
- Filling in surveys.
- Finding out about various decisions can be a problem if you're not involved in a particular area.
- Firstly, being asked to take part, and secondly the consultation talking in language that makes it is easy to understand technical areas and asking questions that it is possible to answer (i.e. Don't require too much background knowledge).
- Focus groups for disabled people. Representatives from services attending groups. Opportunity to say what we think.
- Genuine consultation with evidence that it can make a difference. Providing sufficient information and advance note of process.
- Going to meetings - reading newsletters and local papers.
- Going to meetings relating to specific topics.
- Good communication e.g. Telephone consultation info in correct format e.g. Audio.
- Good communication with all levels of local government - Parish, district and county and, most important, with elected representatives.
- Good communications by DCC and our specific councillor regarding decisions that are to be made by DCC.
- Good debates with WI members.
- Good publicity about decision making and opportunities to have a say.
- Good publicity of how we can be involved would help.
- Good publicity. Good clear information. The vain hope of succeeding.
- Hardly encouraged. Even this was passed on to me by a friend! You write to us quickly enough to tell us how much we have to pay you but don't bother even letting us know that we can have a say about anything else.
- Have just joined the parish council and wish to make a difference to my local community especially on traffic and planning issues.
- Having a voice in the decision making at an early stage not after the decision has been made.
- Hearing about the process.
- I am a district councillor.
- I am a local town councillor.
- I am a member of the local council.
- I am a member of the Youth Parliament, so I feel responsible for getting the views of young people in my area across to decision makers.
- I am a parish councillor.
- I am a Town & District Councillor and belong to many groups in the town.
- I am a town councillor.
- I am involved in some local organisations which help me to become more involved locally. DCC have not been supportive in maintaining our local day centre, to their shame.
- I am on our local town council and take part in all consultations to try and influence any decisions that are taken.
- I attend local council meetings. No point in attending borough or county meetings. Too far to travel and they do not listen to individuals. Any communications to borough or county members receive a pat on the head and a smile - no action or sensible response.
- I belong to Devon Senior Voice and this has assisted me in understanding what issues impact on older people.

- I can only influence decisions by my vote.
- I cannot get involved as I have no computer or online access. I call this discrimination when we people are unable to get offers and info just because we can't afford to buy or run one.
- I check the county website. An individual ability to influence decision making will always be limited.
- I feel I can do little to alter decisions apart from voting for the person I think will make the right decisions for my area.
- I feel there is not easy access for people to get involved in the decision making process and more should be done to get people involved in this.
- I had a letter from the council regularly asking my opinion over a number of years. I filled this in regularly and sent them back.
- I like to have all the relevant information to be able to make a well thought out decision/opinion. Information not always easily available - make use of library noticeboards.
- I often write to the newspaper - locally or to my MP Ms Wollaston about local issues.
- I served 32 years with the local highway maintenance in which time accumulated experience of problems and positives concerning every day activities and transport.
- I tend to get involved in public consultations though notice being given to me by the voluntary organisations to which I belong e.g. Devon senior voice, which often leaves short notice for responses.
- I would like to see long term planning being published and updated on a regular basis.
- If I hear about whatever the decision making is about then I can choose to be involved or not in the process. However I tend to find out after the event as often things aren't made public.
- If parish councils are involved in any decisions on local or county matters.
- If someone I knew was already involved (e.g. a neighbour) and they talk about what they are doing.
- If they're held at times I can attend or via surveys.
- If things like this survey were more widely advertised.
- Information available locally or on local websites.
- Information being in the public domain before decisions are taken.
- Information in good time so that there is plenty of chance to reply before the deadline.
- Information on decision making as opposed to carefully worded public consultations which only allow a limited range of responses.
- Information re any consultations taking place.
- Information sharing/ communication on a regular basis.
- Internet, local newsletters (e.g. 'Scene' publication in Exminster), Express & Echo.
- Involvement & consultation.
- Issues raised by Devon Senior Voice.
- It being available at a time and in a way to suit me. And it being quick!
- It helps if full details are given, rather than general aims, and some way of registering my priorities when choices have to be made.
- It is good to be able to discuss - to meet people not just fill in a form.

- It would be more encouraging if consultations were in simple language and also if people were listened to and not just used to say they were consulted.
- It would help if parish council voices were listened to and accepted.
- Joining the local carers' group.
- Know they are open.
- Knowing more about consultations.
- Knowing that any action is collective.
- Knowing that they are happening - advertising through VOYC or our local library is good with easy online links.
- Knowing the correct channels through which to do this.
- Knowing what is going on and when there are meetings.
- Knowing what is under consideration that local factors will be taken into account not just decision on costs.
- Knowing who my local county Councillor is.
- Knowledge about what is actually happening in the first place.
- Knowledge of events. Often I find they aren't known about as much as they could be.
- Knowledge of the consultation, what the alternatives are and how much influence the consultation is likely to have.
- Liaising with County Councillor.
- Local access to councillors and local council officers, not just based in Exeter.
- Local buses.
- Local county councillor leaders meetings.
- Local MP communication - when you are disabled you can't access the information.
- Local newspapers and websites.
- Mailshots in succinct clear English, setting out the current position, the proposals and their intended benefit.
- Making it easy to give feedback, e.g. Through the website.
- Meetings. Newspaper articles.
- Member of town council.
- More communication about what is happening and why, before it is enforced or introduced.
- More information needed.
- More true democracy.
- Most of my ability to influence is by voting at national elections as Central Government has the biggest influence on the funding and priorities for services at a regional and local level.
- My wife and myself belong to a Community Association.
- Need to be informed of how I can influence decisions.
- Neighbourhood plan. Election of councillors.
- Neighbours.

- Newspaper articles e.g. North Devon journal.
- Offered a questionnaire like this one.
- On line access.
- Online survey- consultation meetings.
- Open invitation via posters possibly in libraries / churches etc., local councillors - surgery style appointments.
- Open meetings (public) e.g. At town hall.
- Openness by DCC/Teignbridge re plans/changes via www and local press.
- Parish council news and minutes of meetings.
- People need encouragement and help to take part in local issues...providing transport for disabled to get to meetings etc.
- Perhaps need some sort of alert system as info all there but no easy way of knowing one should be looking for it.
- Press reports.
- Prompts by post or email.
- Public meetings and consultation over major decisions.
- Public meetings and poster displays and local papers. Occasional discussion with town councillors/Ivybridge County Councillors.
- Public meetings on certain issues.
- Public meetings.
- Public meetings. I hoped to be on one of the consultation groups 13 months ago but they never got off the ground.
- Publication of proposed / altered services.
- Publicity on local radio and TV.
- Publicity.
- Questionnaires like this. Information in papers.
- Regular reminders e.g. Social media. Being honest. Being asked for ideas early on, before minds are made up by those in power.
- Relevance and ease of response. Surveys like this are good.
- Reports in local paper on local issues.
- Representing over 100 members of Devon Senior Voice in my community, relaying views and constructive criticisms.
- Sadly councillors are just names - do not even know what they look like.
- Seeing actual results.
- Seeing that things do get done / improved after meetings.
- Senior council should be trusted to do this for us. Parish Meetings have no teeth!
- Specific meetings arranged locally.
- Starting with an expectation that the decision has not already been taken.
- Straightforward language without political over tones.
- Surveys and questionnaires.
- Surveys I can do any time of the day which suits my lifestyle.

- Surveys like this, face to face i.e. people knocking on doors with surveys.
- Surveys like this.
- Surveys.
- The community newsletter enables me to be informed about consultations.
- The County doesn't make changes without consulting Town Council.
- The involvement of local councillors from all political groups in any county or local discussions.
- The local Council conducting consultations with local residents via letter or public meeting.
- There are quite a lot of them and if they could be more place based instead of service(s) across Devon that would help.
- To be contacted when decisions or plans are made in the area I live, especially alterations which affect me and my property.
- To be given more information.
- To be informed on what is going on and have a voting say.
- To be kept informed of things helps!
- To be made aware of what's happening before decisions are made.
- Transparency, easy availability to relevant information, good follow-up.
- Up-front, honest presentation of the options, reasons for or against and clear explanation of the authority's scope for action.
- Very little - haven't the deep and detailed information necessary to make decisions.
- Voluntary organisations have local knowledge of requirements in their area.
- Volunteer tenant in and for east Devon.
- Vote in local elections, how else?
- Voting.
- We can only be involved in decisions if we know about them; we can only influence decisions if we know about them.
- Well senior Voice is a waste of time as assume daytime availability but I am not pensionable until 67+.
- What encourages me to get involved in consultations is that people locally usually have an idea of what does or does not work in their locality.
- When the questions are clear and sensible, none of this 'blue sky thinking', and other such made up words to hide what you are really planning.
- Where appropriate Councillors are very helpful when asked specific questions.
- Would like to be involved but the council is not really approachable in my experience.
- Would need information in the correct format for me due to my visual impairment.
- Writing letters and getting a response (instead of no response which is my experience).
- Writing to County and District Councils.

Trust and confidence

- A belief in democracy though I am very cynical about consultation which I think is a tick box thing for politicians.

- A belief that information will be used as real input to policy, rather than a PR exercise to fulfil obligation to involve public.
- A strong wish to be consulted before decisions are made.
- Access to decision makers and all parties involved i.e. Public meetings, town council meetings, mayor's surgeries. Importance of transparency and freedom from vested interests, hidden agendas and decisions having already been made - a hint of any of these can create suspicion and mistrust making a consultation a pointless and time wasting exercise in political correctness in which a space appears to have been provided to listen to the public.
- Answer to last question a reflection upon the high-handed attitude of EDDC.
- Any way in which local democracy can be improved. The present arrangements are not transparent and the public are not consulted in a meaningful way. Public meetings might help. There must be other ways....
- Being treated as equal.
- Councils at both levels are operating like 'closed shops' and ignore the wishes of their committed members.
- DCC must listen more to the public.
- Depends on response from DCC. Often like talking to a brick wall.
- EDDC don't always seem to be aware of local opinion.
- Feeling it would make a blind bit of difference to Councils all too often already decided upon decisions.
- Feeling that my contributions will be listened to and that contributions from the community will be taken into account.
- Feeling that taking the time to give my views will carry some weight and make a real difference to decisions that are made.
- Feeling that your involvement can influence the decisions is the key.
- Flagging up (or admitting) to problems - honestly - seeking resolution with the public - rather than consulting when decisions have been made.
- Generally, slowness, incompetence or lack of consultation by organisations.
- Getting listened to would make a start! I recently e-mailed my local Councillor highlighting a Highways (health and safety) issue, and he said he "would look into it". But it was clear he wasn't interested or had any intention whatsoever of looking into the matter! Is very disheartening.
- Having the opportunity, mostly my views are ignored so I don't bother.
- Hoping things might get done or altered.
- I am cynical and believe that public opinion is sought because to an extent you have to, it looks good. Ultimately the council decides. So I select yes I want to be involved but I don't believe it makes a difference.
- I am encouraged to be involved in consultation so I can share my thoughts on matters. I am encouraged to get involved if I see that my thoughts are acted upon.
- I believe decisions are made before people are consulted and asking public opinion is just ticking a box.
- I believe that both elected members and local government officers are public servants, and should serve the public and put their interests first.
- I consider options, but my opinions seem to count for nothing - easy to appreciate why people don't respond.
- I do it in the hope it will have an influence on decisions that will help my family and community but I do not know if it really does or this is just is just a tick box exercise for DCC.

- I do not believe anything I would do would affect decisions made in the above areas.
- I do not believe that Devon takes much account of voters who do not share the views of the majority party.
- I don't believe our voices are heard anymore. Too many outsiders who are not interested.
- I don't have the impression the councils care at all what people think or need.
- I don't think anyone listens they often have decided before asking people.
- I feel our views are not taken into account enough.
- I feel that individuals in a democracy should be able to influence decisions. However, experience has shown me that little note is actually taken by Devon CC, even of views expressed by Totnes town council, never mind views of individuals.
- I feel that my feelings, and that of my friends, are completely disregarded.
- I follow it but could not alter anything.
- I like to be involved in discussions but doubt very much that any notice is taken of consultation meetings.
- I live in Kingsbridge and have the feeling that the clerk is listening to and tries to resolve local issues, however people have to get involved and it is difficult to motivate enough people to speak up.
- I often feel powerless. The council should make decisions affecting the local areas with the people and communities living in those areas, not on their behalf. Feedback should be taken into account.
- I think the committees press on regardless of the wishes of the residents, e.g. A swimming pool in the city centre.
- I used to be very involved in attempting to influence decisions but find it a waste of time as comments are overshadowed or ignored.
- I would like to know that my comments are taking on board and that things may change or stopped and it is not just a tick box exercise.
- If councillors keep residents well informed and display a willingness to listen to points of view of everyone, not just the University etc., who give money - we will all pay council tax!
- If I feel I am listened to.
- If I saw the slightest sign that any elected officer or official of the council paid any attention to public opinion.
- If I think the consultation will make any difference as if I think the decision has already been made.
- If I think there is any likelihood of anyone listening.
- If I thought what I said would make a difference, I would say more. The general feeling, especially about housing and infrastructure, is that nobody listens and its totally out of our hands.
- If there is a real sense I can influence a decision.
- If we could be consulted, then we may? Bring influence to bear on decisions taken
- In my experience it is pointless to attempt to be involved because there are forgone decisions and councils only pay lip service to their customers.
- Individuals who work have little chance to be present and make their views known, even those who do are ignored as are local town / parish councils views.
- Is consultation genuine or not.
- It seems the council doesn't listen, does what the council wants.

- It would be nice to think that consultation meant just that and not we will consult and then we will do it anyway.
- It would encourage me to take a more active role if it wasn't so obvious that decisions have been made before the public are consulted. Very few consultations about decisions to be made by the County Council are changed following public consultation.
- Knowing that I can make a difference.
- Knowing that it is genuine consultation, not just a tick-box exercise to say consultation has happened.
- Knowing that opinions are taken into account by people making decisions. Knowing that the people making decisions do not make decisions purely based on their own opinion but try to balance the needs of everyone.
- Knowing that the group/council doing the consultation will listen to the results.
- Knowing what I can influence and meaningful ways to engage.
- Little encouragement - a political minority implements central government agenda.
- More co-operation from DCC.
- No point - everything we disagree with is not taken notice of anyway.
- No-one listens to our views!
- Not a lot at the moment as DCC do not seem to listen to people. They give the right platitudes and that's it.
- Nothing - because any decision is made before the public get to know.
- Obvious waste of money.
- Only when confident that views will be heard.
- Open and honest communication from local authorities. At present the local community is often thought of by local authorities as the 'enemy' and a community to be 'controlled'. Possibly politics come in to play too often before people.
- Open discussion with the community. If I feel they are only listening because they have to, i.e. Under legislation, then I know (locally) they do not want to listen. Often any 'questionnaires/views' sort on paper are biased towards the councils - I feel making their working lives easier. It should be tax payers first, not employees first, i.e. Servants of the people.
- Recent consultation has appeared to be merely an opportunity to criticise predetermined decisions of council with no evident change in direction despite many reasonable rationale proposals contrary to Councils direction of travel.
- Some of the decisions made by councils are in my opinion divisive to communities' wellbeing.
- Sometimes the CC [county council] does not consider all options. They are not always listening to public opinion.
- That my opinion will be listened to and taken into account. That decisions are not decided before process begins.
- The apathy of most people to local government and rules and regulations are to be followed, if not get rid of them.
- The council actually listening not asking for views and then going ahead regardless.
- The council being transparent and accounting for all actions.
- The council consults carers but ignores what they say.
- The council seems to act behind closed doors, they should be transparent and accountable for their decisions that affect council tax payers.
- The County always seems remote.
- The reassurance and evidence that my opinions and comments are taken seriously and will be considered.

- The sense that I might be able to influence decisions. Being able to give meaningful comment and believing it is being listened to.
- The thought that it may influence decisions, although I feel it is unlikely to.
- The thought that my views would be listened to. I don't think public are listened too, councils seem to have another agenda.
- There is a sense that consultation is not about principles but only about some details when the major decisions are already taken.
- To know that your opinions are being heard and taken seriously.
- Too often my opinions reflected by the Parish Council are ignored as far as I am aware.
- Waste of time getting involved - all councils are just all services. Doing the Government's dirty work and making sure the poor, sick & OAP's pay the Butchers Bill.
- We try to get involved in East Devon but realise that we do not have democracy in this part of Devon.
- What *discourages* me is the sheer pointlessness: the multitude of layers of local government simply do what they want and never seem to take into account the views of anyone outside the political in-fighting. ("Take into account the views" doesn't mean always do what "I" want, it means clearly explaining *and evidencing* your rationales.)
- What discourages me is local county politicians acting like party politics is more important than making best decisions.
- When "Authorities" pretend to listen to/be influenced by opinions of the electorate, to bypass those views and follow on their own agenda.
- When authorities actually listen take notice and act upon people's experiences and opinions.
- When I do take the time out to go to local meetings/drop ins and voice my ideas, not to be shot down in flames and given a negative response would be nice.
- When I see that the consultation is genuinely listened to and that my voice can result in change/ action.

Ambition and interest

- A desire for Exeter to remain a welcoming, considerate and friendly city.
- A desire to see that any decisions are in the interest of local people, those with least influence who are generally most affected.
- A feeling of responsibility to my fellow citizens, tempered by disillusionment politics at all levels.
- A general interest in what goes on in my environment.
- Anything that will affect me is more likely to get me involved.
- Anything that would improve the environment.
- As savings need to be made currently I believe it helps local authorities to be aware of local people's thinking.
- Because I am a parishioner and it affects me with my general parish living.
- Because I care about my home area and the county generally.
- Because I love where I live and do not want to see it spoilt by people who do not live here and their hare-brained plans.
- Caring about the area.
- Concerns with empty shops.
- Conscience.

- Conscience.
- Effect on people's lives.
- Fighting wind farms, poorly considered housing plans by council.
- From personal experience.
- Having a personal interest in the particular issue.
- How they will affect me.
- Human rights, poverty, housing needs.
- I feel CC services need know the effect services being cut/changed will have on users of them as other users of these services may not be able to.
- I feel everyone should be involved in decisions.
- I got involved against a planning application to send vehicles along a lane (car free) used by school children - it was granted!
- I have a cycle and it is important to have good cycle routes. I am not happy about the overgrown weeds in my area I am not happy people leave cars in my area all day when they don't live in my area. I have seen where it has been left for a week. There are kids playing football on the road, worry about damaging property.
- I like the thought that I can influence decision making, either helping improve life, or by stopping some of the more negative ideas/plans put forward by councils.
- I like to help people.
- I like to know about decisions made by DCC and WDBC, particularly the library van in this village.
- I like to know but am getting a bit old to participate (87yrs).
- I like to know what's going on and what the problems are.
- I live in a village populated with many older folk. The state of local roads and pavements not safe.
- I may know better.
- I want to have say in the community I live in.
- I wish to be sure that democracy is present in any decisions being made. I have the feeling that the rich control some decisions made at the present time.
- I would like to be involved in consultations that are genuine and not just a load of political flannel, with tough choices already made by people who those choices will not materially affect. I would like to see consultations that suggest reducing the pay and pensions of senior executives in direct proportion to the financial savings made and amount of services reduced. Reduce the budget by a quarter and reduce their pay by the same. How about that for a tough choice?
- If community views are listened to, especially in the local area.
- If help to senior citizens is involved so we can be part of community.
- If I am asked.
- If I don't make my views known, I can hardly complain about decisions made. In my locality I think I'm better placed to make decisions than those who live elsewhere.

- If I feel it concerns me or will be detrimental for the community.
- If I have time, if I'm passionate enough about the subject, the degree to which I am directly affected by decisions.
- If I see a particular problem locally I try to get someone to do something about it.
- If I, my friends or neighbours are directly affected.
- If it will really affect me personally or those I care about. Also how easy it is to get involved.
- If it's something important to me and if I can get to it/find out about it etc.
- If one does not participate you cannot object if you do not like the decision.
- If one does not take an opportunity to have one's say when it is presented, then one cannot complain when services and provisions do not appropriately address ones needs.
- If there is a direct negative impact on my family, personally or within my community.
- If they have an immediate impact on residents particularly in rural areas.
- If they're about things I feel strongly about (like protecting vulnerable people).
- Issues of regional and local interest, maintaining the character of the area.
- It affects us all now or in the future.
- It is important to be able to give a voice to more people not just council.
- It is the democratic right of all citizens, not just the politicians, to seek to influence decisions which effect them, their community and others for whom they feel an affinity.
- I've been trying to find out who owns the land in front of our flats; I would like the silver birch tidied up and gardens grassed over.
- Just an interest in local affairs.
- Knowing that my views will be genuinely considered provides strong motivation.
- Local issues.
- Local knowledge of the area for a long period and been a witness to changes and what can be altered to be helpful for future planning.
- Local needs - planning, alms houses, services for those in need e.g. Services, choices for LD, homelessness.
- Local road safety. National Health service. Best possible education and life for ALL children and young people.
- Loss/reduction of vital services. Loss of local hospital beds. Reduction of local bus service from 6 days to 2 days per week.
- Lots of people/pressure of numbers - helps me to get involved as you feel you might make a difference.
- Love of this green and coastal area.
- Mostly dissatisfaction with the status quo.
- Motivated because I want my city and county to have a better vision for its future as a liveable city, a healthy place to live in, not one just dominated by motor traffic. I have seen first hand in European cities how this can be achieved even in cities with narrow roads and a cold/wet climate.
- My Christian faith and belief in the importance of Christian witness and ministry in my community and wider world.
- My local area is important to me. It makes me angry that Devon County Council so obviously set Barnstaple at a low priority and the town & its residents suffer. It also makes me angry when local councils don't listen to residents and clearly don't think projects, such as housing

developments through properly. Too much tax payers money is spent on outrageous salaries, pensions and pay offs instead of being used where it's needed.

- Part of a democratic process - use it or lose it.
- Participation is important to ensure that all voices are heard and opinions taken into account, not just the most vocal people.
- Personal experience.
- Personal experience. Passion for the community.
- Poor decisions, cuts that go too far.
- Reaching boiling point, or if I'm asked to help.
- Seeing things not done properly and bad decisions.
- Sense of participation using my knowledge and experience on various issues. However, in the current climate this tends to be tokenism as local authorities are under such pressure from national government.
- Subject matter, locality.
- System of waste disposal.
- The belief that most decisions are decided well before any consultation and that hopefully they have been made by people who know more than I do about the criteria for making the decision.
- The degree to which the issue affects me.
- The desire to ensure DCC services are available to all who need them.
- The desire to see things done but try to get the council to listen is the hardest thing.
- The ease of providing feedback.
- The fact that some council decisions seem so ludicrous at times.
- The Government cuts!
- The impression that my views are needed.
- The inability of the County Council and Councillors to engage with residents. I get so incensed that the council just go ahead and do things like build roads and destroy cycle/footpaths.
- The more it affects me or my family, and have some personal knowledge of problem.
- The need to ensure services for the most vulnerable are protected.
- The stupidity of authorities.
- The subject matter.
- The wish to improve or at least maintain the quality of life for our community.
- Thinking my input makes a difference, that I am heard.
- To aim towards an increase in our environment and services.
- To ensure a fair balance in decision making.
- To help ensure a satisfactorily duty of care is in operational practice.
- To help the community and myself.

- To make a useful contribution.
- To make sure disabled people don't miss out as I'm disabled.
- To make sure DCC gets as many answers to its consultations as possible from all age groups.
- To monitor the incompetence of others.
- Topics that affect us directly as home owners and residents.
- Total injustice of decisions made by SS at DCC.
- Transport planning, particularly to encourage more people to cycle and walk.
- We all need to be involved with local decision making.
- When big changes are proposed it is good to know what the impact on local lives will be.
- When I discover a problem or hear someone else raise an issue.
- When I dislike some of the decisions being taken this is one way of being heard.
- When I feel I will be listened to and my opinion matters i.e. Voicing my opinion *can* make a difference and not ignored.
- When I feel there is a possibility of making a change for the better.
- When I hear that public action has made a difference (media coverage/reports).
- When I think decisions are being taken without sufficient consultation with the people who will be affected. The closure of the road between Bovey Tracey and Chudleigh Knighton is an example of this.
- When my suggestions are acknowledged.
- When proposed policies or strategies are clearly inappropriate for my local area.
- When the council tries to reduce or take away a service that they provide.
- Whether I feel my thoughts actually count for anything. If you're going to cut things anyway i.e. You don't really have a choice over things, it seems silly to bother asking people what they think.
- Wish to contribute in terms of helping our community at all levels both to leave a smaller footprint on the planet, and to become/continue to be economically and socially viable!
- Wishing to be involved and being heard are not the same thing. A willingness to take part in surveys often results in disillusionment at not being heard.
- Work in care sector.
- Working for SS.

Other comments

- Always have been.
- Difficult at my age.
- I am 87 so too old to get involved.
- I am disabled.

- I find that police do not control the anti-social behaviour around the Palace nightclub, Bideford. Almost every Friday and Saturday night there are fights, yelling and general unruliness.
- The grass roots of a society are hardly ever consulted.
- This question is ambiguously worded! I've answered it on the assumption that 'decisions affecting County Council services' refers to these services generally, at a county level, and that 'decisions affecting my local area' refers to County Council services as experienced in my local area. If I'm wrong, please ignore my answer.
- To take a single issue there is evidence of lack of consultation between the county and east Devon over the matter of the Exmouth bus station area which is now being developed for three different projects, a new railway station forecourt, an M&S store and a traffic interchange.
- Too many houses being built on our green land to then be compensated for by forcing farmers to sell their land to create a green space to which we have no need as all the facilities are already available in the Dawlish Warren area. Utter waste of money.
- Too many unwanted developments e.g Wind turbines are approved despite multiple objections.
- Too often failure to keep up services is blamed on "Well that's the policy now", yet we still see unnecessary spending activities such as sustainable cycle way signs being set up for a very small sector benefit, when major basic services such as highway maintenance and gully cleansing is falling into disrepair!! Someone at high level should take a strategic rethink on the direction of spending budgets!
- Too old now to be involved.
- Very little helps our ability to contribute or influence decisions at present. I would welcome the opportunity for decisions to be made that reflect local concerns.
- Visual impairment makes it difficult.
- We have a problem with the phone called Seethelight [location given]. My husband has had difficulty contacting someone who he needs to talk to. We prefer BT better quality. Hopefully in the future things will get better.
- What about the [pothole marshals?] fiasco.
- When we moved to Exeter from Tiverton we bought a new house but problems with our phone access because it did not belong to BT . So we asked the lady who works for [building company] and explained to her about the special equipment e.g. Minicom, typetalk etc. But she didn't understand what we were talking about. So therefore we gave up and phoned BT so the engineering man came to our house and told us that this area is not for BT but Seethelight. He came and sorted it out but still not happy about it.
- Wording should be changed to I would like to be involved.

Q3: Being informed

- Information I need from the County Council is easy to find.
- Information I need from the County Council is easy to understand.
- I can access the information and advice I need about care.
- I can access information about healthy living.
- I know what to do in the event of an emergency (such as flooding)

If you disagree and wish to comment, please do so briefly in the box below:

Information being easy to understand

- A wider use of stats would make it clearer how Devon is faring.
- For example, the decisions regarding the proposed changes to the library service if full of management speak. Cut the [jargon] and give us clarity.
- I do not find the county council informs the public properly. Too much info is hidden behind obtuse language and political positions.
- Info / communication on voter's register not clear. If info held confirmed I was on the edited register and details held privately, i.e. Kept private.
- Jargon is a problem.
- Lack of local information. Only real information is impersonal website.
- No single comprehensive source of information seems to exist.
- Not easy at all, when I needed information the website gets complicated.
- Not enough information available easily to the public.
- Not enough information given.
- Not enough information.
- Plain English would be nice. I am available to translate your jargon for others at a cost.
- Poor website information - hard to follow.
- Recycling = what is recyclable in terms of plastic, DC should credit people with enough intelligence to categorise recyclable plastics by type.
- There is an annual very brief resume from TDC relating to breakdown of council taxes which covers CC as well, but this is very short.
- This is typical of any government organisation. Nothing is easy to access or understand and any information that is, is often misleading and false.
- Websites for both County and Local Authorities are confusing and worded (often) in 'their' language, other than plain English.
- Websites too complicated. Had trouble trying to apply for a blue badge.

- Without a jargon dictionary.

Information being easy to find – general comments

- Access is available to the information you wish me to find - it is not the same thing!
- Confusing to know who deals with what, i.e. County Council, District Council etc.
- DCC needs to start seeing things from the customer's perspective rather than how you are organised. Map our journey and then you'll have a more logical organisation of the information based on what we need. Everything's all too hidden, not highlighted clearly enough and plain English can be improved.
- Even though I worked for DCC for nearly 30 years, I have found myself completely foxed when looking for certain information - it was a Social Services question a few years back. I think I ended up having to ring (and pay for the call which I strongly resent) to get a pointer on finding what I was looking for. There is a certain element in DCC thinking that forgets that Joe Public is not as aware of how things work and where they are as those in post!
- Feels bureaucratic.
- Find it difficult to access information. Where do I start.
- I don't think this info is easy to find.
- I find it difficult to access DCC through my TDC (DCC elected areas).
- I moved into the area 2 years ago and have to search quite diligently to get info.
- Lack of easily available council information is of concern.
- Need details of where to find information e.g. internet, local warden without searching.
- No info easily available.
- Not always easy contact the right person and even if this is possible nothing much seems to happen.
- Not informed where to find information.
- The Council keeps changing department names - not helpful.

Information being easy to find – website

- As a newcomer to Devon it would be nice once the council has my email address to receive links on where to find the above information online.
- DCC's website is still fairly impenetrable despite the recent revamp.
- Difficult to access info online.
- I don't always find it easy to find the information I want on the internet. Once I have it is fine.
- I live in an area recently consulted regarding residents parking. I have tried to find on the DCC website the date of the committee meeting, and then the minutes to find out the result of the consultation (that was 4 months ago) but have been unable to do so. Either the information

isn't there, or I can't find it. The original pages have simply been updated to say consultation closed, no timescale added. This is an issue that could easily have been considered at the time, and a problem prevented.

- I often find it difficult to access the information I need on the county council website, having to search under a number of headings e.g. the A to Z, county departments etc.
- I personally find the DCC website extremely difficult to navigate.
- I spent a month looking for the Council's complaints policy. I was directed to an old email
- It isn't easy to find the right information on the DCC website.
- Some information is easy to find but the search function on the DCC website is rubbish! Often Google is better.
- The DCC website is not very user friendly and services are not widely advertised elsewhere (I have not seen this information).
- The website is really hard to find your way around. Not user friendly at all and it crashes.
- The website is very cumbersome in places with out of date documents, policies and broken links. It appears articles are added without checks being made to see if there are any conflicts. Contact numbers are often not included.
- There is some great information on the Council's website, but it can be very hard to find.
- Website difficult for councillors, council meetings, agendas and reports.
- Websites do not respond to requests for information in a flexible way.

Information being easy to find – telephone contacts

- I don't know who to contact/who to speak to.
- If by telephone I have difficulty finding the correct number for the right department, which is the right department. Often various numbers to push on handset for departments.
- It is difficult to get info and help from DCC. People do not return calls. People no longer check up on me since I got a guide dog. Nobody gets in contact to see how things are. If you contact DCC people don't have the information you need.
- Numbers keep changing and point of contacts.
- Phone lines always busy information on web site hard to find.

Accessibility of information (disability)

- I have MS/ cannot access the internet. My cognitive and physical functions are significantly impaired. This is not taken account of.
- Inaccessible information for people with visual impairment. Difficult to speak to the right person - you get passed between people.
- Information has to be accessible (on CD - Audio).
- Information is not easily accessible.
- Information need to be in the correct format – audio.
- Information not accessible to everyone.

- Information not in correct format – audio.

Where information is held and methods of access

- Always difficult to access - especially if elderly and not "au fait" with the internet, and with the libraries having shorter opening times.
- Assumptions are made that people have computers to access info which is not the case. Sufficient effort should be made for easy access to info without use of computer.
- Being computer illiterate is a major handicap. Visits to CAB tiring.
- Does any of this come by post or TV? A lot of people live in inaccessible locations in parts of Devon.
- I am not on the internet so unless I am informed by post I'm left ignorant.
- I do not have internet and everyone is expected to have internet. I have a life which I choose not to waste on the internet and I don't think it is secure.
- I don't have internet and it is not always easy to find information in other places.
- I hear more from local hearsay and word of mouth rather than from council.
- I only get my information via Living Options. I cannot get online.
- I read all information that comes through my door - the county is not good at promoting itself or its services.
- I wouldn't know where to look for this information. It needs to come to me via a leaflet drop to every household.
- If an idiot board was sent to each council tax unit it would be easier.
- If everything is buried in council papers or on the website only it discourages involvement.
- If I used a computer these might be easier to access.
- If it wasn't for the local council and parish councils, voluntary groups we wouldn't know or have help or access to areas governed by county councils.
- If no internet - unable to have a clear point of service. Use local post offices or local magazines - more appropriate.
- If you don't have access to a computer, very difficult to access information.
- If you're a member of the Parish Council, some information can be learned but it isn't transferred to the Parish. Not everyone has a computer or access the internet.
- Information in a simple format through my letter box can be helpful to me.
- Information is key, however being informed is a major issue. Needs more media exposure.
- It would be helpful if relevant information relating to Devon County Council was given to The Tavistock Times and Gazette to print an article for residents in Tavistock and Okehampton and surrounding areas.
- Leaflet needed for me to pin on my fridge.
- Many older people are not familiar with computers.
- Maybe if Tiverton still had its purpose built Tourist Information Centre, I would feel happier that information was readily available.
- More information needs to be published in local papers.

- My main reason for being a little negative is you must remember a good 75% of mature persons do not / cannot use email.
- No computer.
- No idea how to access County information you need to be internet competent, phones don't get you to the right people.
- Not enough information. Should be put into local paper.
- Not enough notice boards - could do with one in the Strand with local info: on site.
- There are various well intended publications but often the information provided is difficult to decipher.
- To much reliance is made of online forms more should be done to get feedback from those that are not on line i.e. The older generation and those that are unable to use on line services.
- Unless computer literate or in receipt of the local weekly paper information is non-existent.
- We are not all "on-line", and other ways should be available for us to get this information.
- We need to support older people in all ways.
- Where are we to get this information from when we not have access to a computer and are not online.
- Where I live mean I can't access human contact easily - rely on telephone and computer.

Other comments on information in general

- Any info. Seems to either: 1) Decision already made. 2) Late info to allow consultation.
- Can access quite a lot of info but not always relevant or best source - difficult sometime to evaluate.
- I can't say as I haven't looked for this sort of info.
- I never remember what services are provided by central or local government. As I don't believe I can influence much it does not matter to me if responsibility is central or local. The key local service for me is refuse collection.

Information about care

- Advice about care homes is not forthcoming from Devon CC.
- Because offices of DCC especially [social services] give different answers to the same questions.
- Care - confusing with more links to follow, most would not use it and phone.
- I was a carer for my dying parents I had 3 young children and absolutely no help whatsoever. Young Carers is a joke. More like a safeguarding interrogation. No support, no help, no money. I nearly committed suicide I was under so much pressure. I was flooded too! No help there either.
- It is not always easy to find information about all the different types of services available. Private, voluntary and local authority. There needs to be more choice including private funded options.
- More money need to be spent on carers support and what is available for them and the people they care for.
- My deteriorating health has caused me to look at the whole area of health/social services/care. It's a minefield!

- Pathways for accessing social care are very difficult to understand. Previous provision for carers breaks vouchers have been replaced by a system which seems complex, expensive to run, and which is based on eligibility criteria. Carers may only discover they are not eligible for support after an intrusive assessment process. Currently I am not aware of any services for parent carers.
- The information you give/is available is irrelevant when bot based on reliable existing/available services!! Reduction of services in the NHS and Social Services - and toxic relationships between providers makes information useless.
- Trying to access care services info has been so difficult that I have almost given up ploughing through such a minefield. Just given yet another telephone number until you mention paying privately.

Information about Healthy living

- Healthy living? I'd be more inclined to speak to my GP and I have tried to find it on your website, to no avail.
- I think people know about healthy living, they do not need information, but our city's structures do not enable them to build activity into their normal daily lives e.g. by making cycling to school or work safer and more attractive than hopping in a car.
- I use my common sense and eat accordingly.
- Too many myths or changing opinions about what is good/bad to eat - it's confusing.
- With healthy living information why is the council duplicating what the health service should be doing therefore council money could be used for more relevant needs.

Knowing what to do in an emergency such as flooding

- Flood advice leaflet delivered to home is useful.
- Flood line sign up - amazing!! Thank you.
- Flooding - I would use my common sense - Something that since the advent of computer/technology seems to be so often lacking.
- Had flood before, no help offered.
- I am fortunate enough to live in a place which is not prone to flooding!
- I can only access available information. Some information is often not available. I could find out what to do in an emergency - but am not clear about areas of responsibility.
- I don't understand how more and more houses and supermarkets are built without letting public know practicalities of traffic and flooding possible situations.
- I guess I would phone 999.
- I have never seen any flood papers or pamphlets and I live on Bideford Quay.
- I have no idea of any local emergency plan in my area.
- I haven't looked for emergency flooding info.
- I only know what to do in the event of an emergency because of my parish council who keep me well informed.

- I would find out what to do in an event, but it would be from my own resource and because I am interested in my community.
- I would not know what to do in the event of a flood as I live in one level older type bungalow with a mobility balance issue and live entirely on my own.
- I would report an emergency (flood) but I would nor know what to do about it or if I would have to leave.
- It is not clear to every household what to do in the event of an emergency.
- Local emergency plans are not clear and I have never been involved in an exercise to test these plans.
- Never been in a flooding event.
- No information other than for flooding - which wouldn't affect my house.
- Only agree with last question, as it's common sense.
- Our local Parish Council has been developing a flood plan.
- Re flooding - but assume there would be information available when needed.
- Should have instructions available/sent to every household.
- Since I live 200 feet above river level, flooding is not of concern to me.
- The only thing I have ever heard of regarding flooding was a friend in St Thomas who received a "floating letter" from the labour government. Hilarious but it was noted!
- Things seem to be changing e.g. phone numbers when deciding whether an emergency or not, is there a particular number for flooding?
- We are not affected by flooding so have had no advice.

Other comments

- DCC ought to be able to provide online predictive information about when its Highways operatives (road menders, lengthsman etc.) are going to visit our village.
- Don't think County Council and SHDC policies are consulted on sufficiently.
- I am 77 and live by myself. I cannot lift or shift any weight and could not move anything like important papers, clothing, variety of items e.g. med. I have no immediate neighbours.
- I have rarely had a polite reply.
- Our government and councils *are not* above the law.
- Politics and vested interests rule to roost.
- Services available are too stretched/limited to enable it to perform in a manner which can be regarded as "Fit for Purpose".
- Specifically how does DCC control the selection, training and commissioning of Domiciliary care? One cannot expect unless one inspects. With the closure of nursing / residential homes the need is in the home.
- Who listens?
- Why cannot the reserves/investments currently held by the County Council, police force etc be used? Alternatively could you explain what they are being held for?

- Yes, but not from DCC.

Q4: Services

- I have good access to adult learning.
- I can recycle waste easily
- I have good access to social care services in Devon

If you disagree and wish to comment, please do so briefly in the box below:

Adult learning

- Access to adult learning is appalling. Any learning that is available is completely useless.
- Access to adult learning is not as good as it was.
- Access to adult learning is not good because not affordable. Always did courses in Sept - but now too expensive.
- Adult education classes are strongly biased to those who are retired and don't work, they are also limited in their topics. I would prefer to see more relevant classes to 'younger' work aged people and in the evenings.
- Adult education e.g. Art classes are non-existent in Tiverton. Exeter is a long distance to travel.
- Adult learning centres in Devon do not have the budget to provide BSL interpreter. Lots of deaf people including myself are furious that we cannot access short or evening courses same as hearing people. Enough is enough!
- Adult learning costs too much.
- Adult learning courses at Newton Abbot and at the weekend are limited. I have been able to attend a ring making workshop but that's all. This is frustrating as I'd love to learn new things but find getting to Totnes difficult.
- Adult learning courses have become almost entirely qualification based or are lifestyle focused (yoga etc) - where are the mind broadening course on art, culture, history, geography etc.
- Adult learning difficult to access.
- Adult learning has been almost cut from this city. Exeter College has slashed its provision over the last 10 years. WEA is expensive and not relevant to most people: who wants courses on Dante?!
- Adult learning has been cut drastically.
- Adult learning has deteriorated over the past 25 years. Classes are too geared to exams and certificates. Social care is poor.
- Adult learning I want to do is never near me and/or in places to suit me. No good for me to do a course 50 miles from home on a Tuesday morning when I work full time. Have more evening classes available in more of a variety of areas.
- Adult learning in Chulmleigh was axed many years ago.

- Adult Learning in Devon is mostly South or North Devon. Very few courses in the East Devon region.
- Adult learning in north Devon is basic, uninspiring and almost non-existent.
- Adult learning is geared to 'hobbies' in my area and academic subjects are at the low levels of learning.
- Adult learning is much reduced than in previous years in Ivybridge.
- Adult learning is not accessible to me because it is not affordable - I'm on a low wage but not low enough to attract additional support.
- Adult learning is not available in Sidmouth except through private/expensive groups.
- Adult learning is now of limited availability in my own town. Courses are expensive and "educational", what happened to the fun courses?
- Adult learning is too expensive and is usually impossible to attend in the evenings due to transport.
- Adult learning no longer really exists in areas outside of Exeter.
- Adult learning opportunities have been drastically cut back in recent years.
- Adult learning quite expensive when living on a state pension.
- Adult learning seems absent in Dawlish. There are many clubs and exercise classes but not exactly mind stretching.
- Adult learning seems to be reducing.
- Adult learning where I live is very limited and has become expensive.
- Adult learning: I would find it hard to attend a course due to commitment. Would rather distance/online learning such as video.
- Again, so much stuff is on line! And being house bound means I couldn't get to adult learning if I wanted to!
- All local schools have stopped doing evening classes I believe, also the cost is quite hefty and leisure courses seem to be finishes, only courses with qualifications seem to be available - I may be wrong on this.
- As I'm not on benefits to claim help, I fall between 2 stools as my pension is too much to claim help, but not enough to pay for adult learning.
- Cost is a large factor in being able to access adult learning.
- Cut backs too stringent, college removed.
- Dependent on income costs need to be reduced (adult learning).
- Don't need adult learning.
- Evening classes more expensive than they used to be.
- Exeter College run adult learning in Exeter and their criteria for enough people for a course is quite high.
- For adult learning transport to any courses difficult if you do not have your own transport. Travel costs are dear as well in some cases.
- I am lucky not to have needed any social care services and my access to adult learning experiences were 10 years ago so irrelevant.
- I am not aware of the adult learning available.
- I am over 65 and would have to travel 15 miles to access adult learning.
- I cannot afford adult learning.
- I have to drive to access adult learning.
- I thought adult learning had fizzled out and was no longer County Council.
- I used to do adult evening classes, but now they either do not exist or too expensive.

- I would like more adult learning 'host' centres closer to me for people who work full time and need evening courses. Clyst Vale College would be a good venue
- I would struggle to find information on adult learning, when I lived in Plymouth the information was posted though the door, nothing like that has been circulated in my new locality.
- If access to adult learning relates to services provided by the county council, then I have no idea.
- Is there any formal adult learning available?
- Lack of transport inhibits access to adult learning - 14 mile round trip minimum.
- Learning is costly
- Mid Devon is poorly served by adult learning. I enjoy Arts & Crafts courses, which are predominantly held in North Devon, or South Devon, and I cannot access these.
- Most of adult education classes have ceased due to lack of funding (I am not interested in computers or crafting!). Recycling was better before.
- My perception of 'adult learning' is that it's expensive and scarce.
- No suitable classes being held.
- Not much adult learning in Tiverton is there?
- Now very limited adult education courses and Petroc hard to access.
- Nowhere nearby for me to study anything worthwhile. No night classes at Teignmouth high school anymore. I need GCSE's access and A levels, not pottery!
- Only if WEA continues.
- Part-time classes on offer have reduced in number and cost has increased over the past few years.
- Petroc only caters for school leavers or 16+....mature students are left with hobbies rather than in securing job improvement or qualifications.
- Re adult learning - at present I am not accessing, but used to before provision became too exam/qualification orientated e.g. evening classes for arts and crafts.
- Selling St Clares was a big mistake. EDDC underestimated the impact on the community. It was a seat of learning. A huge social meeting of minds and opened up so much to many people from all walks of life. A beautiful building which has been replaced by ghastly houses. Already a wall has collapsed in one house before occupation.
- St Clares Seaton - closed down and sold off.
- The adult learning curriculum does not include subjects I am interested in.
- The cost of adult learning is too expensive.
- The WEA etc. could be better funded, but they and other adult learning groups like lectures in churches offer awesome adult learning provision.
- There could be more adult learning provided by the council at the local level in Parish halls.
- There is no adult learning in my part of Devon as evening classes finished a long time ago and have not been replaced. This type of service should be based in locations that are easy to access.

- There is very little academic adult learning in Honiton.
- To get training or adult training course I have requested interpreters to enable me to do a Health and Social Care course. The provider will not give me any communication support. They made it difficult for me to enrol and when I was running out of time, they were sorry to inform me that the course was full.
- To participate I need to travel to Exeter and Newton Abbot - I don't have a bus pass (no longer eligible) and a car is too expensive.
- Unless I use a taxi I can't get to college as the bus has been axed.
- Very limited curriculum choice for adult learning. Lip-reading courses were very beneficial but were suddenly terminated.
- We used to have many useful Adult Learning Courses at Exmouth Kennaway Centre - much missed.
- Would like computer lessons (after 11 am and not on Thursday).
- X forum and medical reference library.

Waste and recycling

- A few years ago I needed to dispose of an old bed. The council would charge a lot of money to take it, and even worse, I was expected to carry it downstairs and take it into the road. Three weeks ago a sleeping bag which I put out in a large bag, was not taken with other recycling.
- A few years ago skips were located through the area. Now individuals have to drive miles to and from the tip - not environmentally sound! Road access to Wilmington is dreadful.
- All facilities closing or reducing. Poor information re: advice centres.
- Anything regarding waste that would not be contained in the bins provided have to be taken to the tip, with steep metal steps and high skips where items must be lifted up and thrown over. Not good for a 73 year old female with heart problems.
- As a newcomer to Devon getting bins was one of the most difficult and cumbersome thing I ever had to do when moving to a new place !!!
- As a non driver, it is difficult to take waste to the local centre.
- As I am elderly waste disposal is not easy, facilities for cardboard and the like are too far for me.
- Being disabled I find so many different containers difficult and heavy to carry. The old system with green and black bin boxes much easier.
- Cardboard recycling collection would be very helpful.
- Cardboard recycling should be made available from kerbside.
- Charges re some household DIY waste unfair.
- Council's info easily confused for the Deaf. Recycling, too much confused for Deaf people [Sign Language Users]. Can't read which to recycle etc.
- Currently living in the Ivybridge area and not being able to access? Meadows run by Plymouth CC recycling waste is not easy and involves a car journey of 13 miles which counteracts any green policy by using the car for this journey whereas Plymouth is 2.5 miles away.
- DCC should financially encourage Exeter to collect glass and kitchen waste from each house.
- Food waste should be collected.

- Have been turned away from recycling centre and sent to Newton Abbot - not good.
- Have to drive to local town to recycle e.g. Glass.
- I can do it, but please remember some people need help to understand how to find information.
- I can't afford the charges at the tip.
- I do not know how to recycle batteries and have no idea how to get rid of large objects. I do not drive!
- I do regard recycling as important, even if it costs.
- I find the new recycling in Teignbridge has made it more difficult for disabled and elderly.
- I have a disability which hinders me in shifting a large waste bin.
- I have a large recycling bin and quite often it is full before two weekly collection. Shouldn't be charged for garden waste collection, wasn't when lived in Plymouth and recycled more. Need facility for glass collection.
- I have difficulty in putting my green wheelie bin out when it is full and my green box.
- I have to drive to recycle glass.
- I have to take most recycling to the recycling centre which means a special journey, most people may not want to bother doing this because of the effort involved. More should be able to be recycled at the kerbside.
- I need to drive to Uffculme or Tiverton to recycle garden stuff.
- I recycle... But only with the help of my funded carers. I'd not be able to move all the boxes etc.
- I used to take some recycling to the recycling centre often on my way to and from work. The Exmouth tip hours have reduced so I can no longer do this, so I recycle less and put more in my wheelie bin.
- I wish to recycle collection covered more items like yoghurt pots, plastic trays etc.
- I would like a compost collection as I cannot do it myself.
- I would like a glass collection service in my area.
- I would like to have more info on how to separate which items are to be collected separately.
- I'd like to be able to put more in recycling.
- If it were possible for residents to have recycling bins for glass.
- If we take waste to the tip we are charged for it. Why?
- If you don't drive it is very cumbersome to dispose of glass which is heavy. It should be easier to get rid of tins and plastic bottles somewhere else and have glass collected from the home.
- It is accessible if I want to travel more than 10 miles by car.
- It is incredulous that you can only dump waste a specific site designated for your locality when another is nearer and more accessible for [disabled] people.
- It would be better if recycling covered household collection of foil and drinks cartons.
- It's a long way to the recycling site at Wilmington and the potholes on the road to it from the A35 are shocking and sometimes the queues are long on the narrow access road with blind bend
- Kenwith Castle Gardens - EX39 5BE. We have a recycling problem with Torridge DC and 31 bungalows cannot recycle anything.

- Kerbside separation of recycling materials seems inefficient - would seem to be better collected in bulk and separated centrally.
- Lack of facilities, plus petty restrictions.
- Large items of waste are difficult.
- Mid Devon is brilliant re recycling.
- Mid Devon used to have one of the best waste collections in Devon - now it is rubbish.
- My District council does not collect glass.
- My dust bins are dealt with by the waste disposal man.
- Need a car to take garden waste to centre. There should be a local disposal site.
- Need to be able recycle all plastics, what we can recycle in plastics is very limited.
- New recycling seems complicated.
- New Teignbridge recycle is a nightmare.
- No car and therefore unable to access waste centre at Wilmington.
- No car for transporting items to tip.
- No facilities anymore in Seaton since closure and redevelopment of St Clares.
- No glass collection (kerbside).
- No longer a car owner so cannot take cardboard and milk/fruit juice cartons to recycling centre outside Honiton. Axminster needs own cardboard and milk/fruit juice carton recycling also plastics.
- No longer able to recycle waste items locally - we have to drive about 10 miles to the nearest facility, therefore environmentally damaging, at the moment we have transport.
- No nearby tip. Nearest is 10 miles each way by car.
- Not easy to recycle big items.
- Not enough plastic/s is recycled, too much goes to landfill. I would separate items if facilities allowed.
- Only now is the recycling available.
- Our local 'separated' collection have stopped. When will they start again?
- Plastic and cardboard and garden rubbish not taken by dustman. I have too much garden rubbish for Otter Rotters.
- Please keep the two bin process going and stop all the stupid restrictions.
- Problem with disposing of old plaster etc.
- Range of items collected is getting better but the recycling centre is miles away for other items and the charges do not encourage one to make the journey.
- Re the recycle part - as I do not have a car, although the main collections are very good - I find it difficult to recycle other items.
- Re: recycling - it would be easier if we were provided with bags. I live in a flat and need to use a handrail to get to bottom level - can't do this while carrying recycling.
- Recycle doesn't include glass or fabric.

- Recycling - good as far as it goes - but disgraceful [?] nationwide. All yoghurt tubs and margarine containers etc - are not standardised and recyclable.
- Recycling bins are too small. Wheelie bins aren't free.
- Recycling centre at Totnes very good - much improved since run by a private contractor.
- Recycling centres a long way away.
- Recycling has become more and more difficult with charges in the wrong areas working counter intuitively to the ethos of recycling. Charging to dump builders waste which DCC then sell as hard core for runways and major engineering works whilst not charging for items which go into landfill with huge monetary and environmental costs. Centralising DCC recycling centres to save DCC transport costs yet increasing the carbon footprint of the County who now individually travel further and more frequently to recycle.
- Recycling is a bit weird that we have to go to bottle banks to do glass, and can't do it from home.
- Recycling is complicated and rural areas have different bins to towns/villages making it a postcode lottery. No local services we need a new village hall to access computers etc.
- Recycling is difficult when you can't see.
- Recycling is hopeless as I live in a terraced street and the students have destroyed my bins, nobody seems to get good access to care and services been cut.
- Recycling is minimal, not available for cartons, plastics, tetrapacks.
- Recycling is not as easy as DCC would like to make out. I have to take Tetra packs, plastic bags, silver foil to local skips and am now not able to recycle green waste from my small garden without paying TDC and extra charge which I will not do - it's laughable: what is clearly compostable waste is not now collected from the doorstep.
- Recycling is not available when it is convenient for me.
- Recycling is nowhere near enough. Devon County should have a universal policy - all district councils have different agendas, South Hams recycles the least.
- Recycling is very difficult when one has no transport.
- Recycling needs to be improved to include kerbside glass collection, and more plastics. We are now far behind other areas. This should be a source of income for either District or County Council who should be able to run their own recycling/sorting centres - possibly in conjunction with an agency working with the unemployed or probation.
- Recycling needs to be standardised throughout county/country, e.g. Plymouth and South Hams have different systems which is confusing, especially for cares who live in one area and work in the other.
- Recycling provision is generally good although recycling of glass is something of a burden without a car to transport it to my nearest facility. Could more be done to discourage lower consumption and reuse rather than recycling?
- Recycling services are supported by the City as I understand it, but even then, a number of items specified as "non-household" are excluded and one has to pay quite heavily to have them recycled. This only encourages people to drop them on the side of the road. To be frank, the level of council tax we pay is sufficient to cover these items; particularly when you take in the potential reduction in fly tipping and the cost of managing it.

- Recycling services offered by district council are limited in rural areas.
- Recycling should be in separate bins e.g. Plastic, metal, glass - not one giant green bin.
- Recycling waste is confusing and varies in different areas of the county and in fact the country as a whole.
- Recycling waste is hard because our household is restricted e.g. No cardboard, plastic packaging.
- Recycling: we look forward to the extension of the doorstep collections to include cardboard and all plastics. This is a significant proportion of our waste, and having to do a journey to the recycling centre for this and more is time-consuming, and expensive in terms of having to use fuel to get there. Other councils have been doing this for some time – e.g. Royal Borough of Windsor & Maidenhead, where we resided until mid-2014, have done this since ~2010!
- Shame there is no recycling from commercial properties.
- Shame we no longer have weekly recycling collections in mid Devon.
- SHDC have an unreliable collection service.
- Sita who run DCC's tip are a Utter Joke. I often pick up waste that has been dumped on the side of the road of is causing an obstruction to traffic and they will refuse to let me in due to it being a works van. Despite having photos of where it's from.
- Some recycling is not yet possible in Plymtree area, e.g. cardboard, paper.
- Stark contrast to Cornwall range of things collected on doorstep.
- The bottle banks are forever over flowing when you do get to them. The number to call to report its full is never open, it takes an age to get through. The waste collectors are either nice as pie or mini hurlers on one man missions to make waste collection a nightmare dismissing anything they can. My collection is a Monday so every bank holiday our household and neighbours as penalised by having twist 3 weeks with stinking rubbish when it used to just be the following day. It's disgusting in summer. No wonder there is so much fly tipping around Exeter, you charge for everything at the tip, and for those without cars it must be even worse for. You preach your green values but think stick not carrot every time, then wonder why the public can't be bothered with all the washing and sitting of recyclables when you leave us with maggot filled bins for 3 weeks in sweltering summer time, they stink and so does your lack of timely collections!
- The changes regarding recycling have made it more difficult, i.e. smaller, heavier bins for food waste. The cost of the new vehicles was not justified.
- The Ivybridge recycling centre is inaccessible and the staff are unhelpful. Chelson Meadow is far superior; it is a shame that we are not allowed to use it.
- The new system in Teignbridge - leaflets which are accessible have not been sent to those who live in Shaldon i.e. Not sure when our recycling collection.
- The policy of charging households and small businesses to dump rubbish is short-sighted and leads to fly tipping. More recyclable goods could be collected.
- The privatisation of recycling has resulted in worse facilities.
- The waste disposal recycling centres are a joke. Why do council tax payers have to pay to dispose of rubbish? This is extortion on a criminal scale.
- There are good recycling services in Devon but now we have to pay to "dump" quite a few things. I worry that it encourages fly tipping.

- There are more items that could be recycled than I am able to do so without making a special trip to the recycling centre.
- There is no glass collection, bottles are heavy and we have to take them in the car to recycling bins. You send a huge lorry miles through the lanes to collect light plastic and paper waste.
- There is no residential recycling for residents of EX39 2JF.
- There is still no collection for cardboard, plastic or garden waste.
- There should be a unified policy across Devon regarding recycling.
- There should be a wider variety of items to be recycled, rather than having to take them to the tip.
- There should be roadside collections of cardboard and plastic containers.
- To recycle waste has become much more difficult as the council now raises charges for many items which are taken to the recycling depot. This is short sighted as many people now simply fly tip.
- Tor Quarry – good.
- Unnecessary complication of separating waste.
- Very disappointed that food waste is not recyclable.
- Waste - we cannot recycle all plastic or cardboard, or garden waste, unless you have a car and can take it to one of your recycling centres.
- Waste in mid Devon used to be simple now it's so confusing and you daren't put things in the wrong place as mid Devon threatens a £75 fine, it's depressing and upsetting.
- Waste recycling I have black and brown bags stolen if I leave them out after collection too long.
- Waste recycling is a lottery - our winnings are left on the pavement.
- Waste recycling is becoming extremely labour intensive and costly for the average householder adding to the already creaking household budgets in many cases.
- We have no cardboard collection.
- We pay one of the highest council tax on the country yet we still have to pay at the tip for some waste – Bedfordshire County Council does not. It is no wonder people fly tip?
- What the council collect is done efficiently. I still have problems getting large waste material to the dump.
- While normal waste is dealt with - where do I dispose of old faulty electrical goods not collected by local council? - I have no transport to take goods to collection sites, nor money to pay.
- Why can't I recycle card and plastic other than bottles from my home collection? Why should I have to drive it to the tip?
- Why do I have to make a journey to recycle certain items, thereby creating extra exhaust fumes when the waste collection could take all my waste.
- With regards to the recycling where I live, our council have recently introduced a new system of when our collection days will be, however they have not taken on board that they are people who live in the community who live in sheltered housing, which means they is a communal area where the bins etc are kept, so we need to know when our collection days are, for example the recycling bin we have needs to be bigger to accommodate all the recycling which has been generated by the 15 properties that are in Joslin Court, Newton Abbot.
- Would be good to know exactly what goes in a green bin as not all plastic containers doc

- Would be nice if bottles/glass was collected as it is in other areas.
- Would it be possible to recycle more plastics? I find the SHDC waste collection very good / recycling is easy / recycle centres are good.
- Would like to be able to recycle more packaging - currently only plastic bottles and glass / tins. What about cellophane and tin foil? How and when to dispose of electrical items?

Social Care

- [I have a disability] I don't know what access I have to social care.
- Access to social care untested, but testimony of others suggest access is becoming more and more restricted.
- Age UK proactive in Exeter, usually my first port of call for information. Past experience as a carer gave me an insight into accessibility of social care services in Devon.
- All care is too far away and can't be reached without transport.
- As a retired social worker, helping others locally, I find getting real info very difficult. Care Direct is excellent after that it all goes into a black hole. Communication is appalling.
- At present don't need social care.
- Care services: information supplied by excellent staff, otherwise can be difficult to know that is available.
- Community Hospital in this area has closed.
- Do you include Health Care at Surgeries? Why do we have to pay for some treatments? E.g. Necessary ear syringing @ £50 - almost half a week's state pension.
- EDC care for housing in lacking for those on disabilities, so social care is inactive for safety reasons like falls and accessibility.
- Have been on care home - left a lot to be desired. Now in my own flat - home sweet home.
- Have not needed Social Care Service yet.
- Haven't used Social Care yet - So don't know - but I know we have very good people locally to turn to.
- I am a carer for my husband who has dementia and cannot get a carers' assessment.
- I am disabled and have always found the social workers/staff very helpful.
- I do not need social care at the moment, but care available to carers I know appears to be reducing. It would benefit from closer working links with the NHS and blurring the lines between medical and social care. Closing daycentres does not seem to have been matched to efforts to provide social involvement to the people who used them.
- I don't yet need social care services but what I see and read in the media leaves me horrified. Council care homes closed and empty, private homes closing because they are underfunded by the council for those with no savings. Abysmal!
- I live in sheltered accommodation, we have lost our live-in warden and the service is now patchy. Visits on days other than those stated and alarm service getting us to phone for ambulances in emergencies.
- I rarely need help up to know but at 81 years living alone I will need help in the future.

- I was given NHS shoes 7 years ago and am now unable to wear them. I was measured for a new pair in July and have still not received any. My old shoes are so uncomfortable I cannot use them for any length of time.
- I was moved to a property deemed suitable to my needs and was told I would keep my carers daily until a wet room could be fitted. I have been here 14 months now and the council say that the bathroom fitted in the property was new before I moved here so won't change it. I am unable even with help to get into the bath. I am sure it costs more to have daily carers so this is costing money that does not need to be spent. With a walk in shower I could go to a carer once a week to help with washing what I can't get too. I get frequent skin sores from lowered immunity from drugs I have prescribed and they need someone helping me.
- I would not know how to contact social care if needed.
- I would not know where to begin to access social care services should I need them.
- It is difficult to know what social services are available for what situations. It is also difficult to get people at social services to 'really' understand how people struggle to do things / find things to support them.
- Lack of domiciliary care in Kingsbridge and outlying areas. Social care in outlying areas is limited by lack of resources.
- My daughter has a social worker. She is adopted. The services are very poor. Social workers don't listen. 4 sets of parents have met in Exeter library to share our tales of woe.
- My daughter has had to access CAMHS and this has been very difficult due to a total lack of resources.
- My experience of access to social services in other counties does not fill me with confidence that Devon is any better.
- Need more choice on social care including private providers and not just framework providers and also the quality of services of these providers. People need to be able to make informed decisions.
- No experience of social care.
- No follow up contact seeing how I am.
- Not always clear who to contact for care issues.
- Social care appalling - all closing down!
- Social care assessment and services for adults with high functioning autism don't seem to be available unless the person also has severe mental health problems.
- Social care for the elderly is non-existent particularly for those with Alzheimers and also for young people in care due to horrendous cuts in recent years.
- Social care in Devon is at an all-time low, people are not advised as to what they are entitled. Community care is still having the same problems it had twenty-five years ago.
- Social care in Devon is grossly substandard and run by people that clearly have more of an interest in money than actual care.
- Social care is being cut all the time - I have not needed it yet - but by the time I need it, there will not be anything left!
- Social care is in crisis provision is dangerously poor.
- Social care is limited to how much you can afford and if you do not have the income to support help, you go without and this is dangerous. I know of many who do.
- Social care is not delivered locally enough.

- Social care is not good in North Devon. I only know of one good care agency.
- Social care seems so complicated - none of it is "joined-up".
- Social care services - sure access is there but a dreadful maze to sort through, and potentially ongoing redirection in services.
- Social Care Services are not helpful at all.
- Social Care services do not answer their telephone.
- Social care services do not come up standard when considering domiciliary care.
- Social care services not available, struggled when I came out of hospital. Needed help but nothing available.
- Social care should be given central resources by central government and the money ring-fenced.
- Staffing issues and long waiting lists in the complex care teams mean that I am not able to access social care services in a timely manner. Also a lack of available home care and care homes accepting the local authority fees limits my access to care services.
- The Care Direct Plus helpline is easy to access and the people very helpful and friendly.
- There is a need for more help / day centres for people with impaired hearing.
- There is no joined up thinking with the services available. Each department should leaflet/email should give each client or user information about relevant groups (self-help or paid for services with a rating system).
- There is too much confusion with Social Care Services in Devon, one doesn't know who to ring because there are too many conflicting groups.
- There seems to be too many agencies and people involved which confuses me, with just social services it was far easier.
- Until I need social care I do not know what information or support there is.
- When I tried to have an assessment for my mother who has dementia I was given no help despite my husband and I being disabled - I was given the brush off as she is self-funding.
- Why? Because the government are councils to cut social care, e.g. closing care homes.
- Would like to see more done for older people. We have no idea who to contact.

Other comments

- All above is a con and a joke.
- All services are very poor as a result of 'austerity' and constant internal reorganisation of teams and services.
- All these services have been reduced, cutback or eliminated all together.
- Always difficult to access any of these services in the northwest of the county.
- As a full time carer and university student I feel financially constrained. I am going into debt for my housing and food as well as equipment and supplies. I cannot afford the token fee for my counsellor and have stopped seeing her.
- Available services are all being reduced and harder to obtain once the cuts imposed.
- Biggest problem accessing all services is distance from a large Hub.
- Cuts have severely affected all these services.

- Do not know what is available and there is little preliminary information/guidance.
- Funding cuts have affected a lot of genuinely in need vulnerable people if you have taken away the only access to society and care they have, how are they to cope?
- How is it that you wait a lifetime to get help or advice.
- I am 94. Deaf and nearly blind. I need access and [?] Help.
- I don't know what is available as information and contact details are not in correct accessible format – audio.
- I have become lame and can walk more than 20 yards. In addition I have lost my sight in my left eye. Also I have cardiac and kidney failure.
- I have never found contact by phone easy or helpful. My Devon is not useful.
- I regularly use the Exeter Library which is a fantastic place and service for the community located in the heart of the community. I have access to library resources like books (I would never be able to afford to buy all the books I can read in the library), music, newspapers and information. It's a very inspiring place for learning and continuous development. I often meet friends in the library. This service should be supported more. A friend of mine has moved on the outskirts of Exeter and constantly regrets not being able to visit the library (bus fares for a family of 3 are expensive and there are no community services in her area).
- If one has a computer it is easier but not everyone has such a facility.
- If you can't access the information, the services are irrelevant.
- If you live out of town most services are negligible.
- I'm not really sure what is available.
- Information need to be in the correct format – audio.
- Long winded process and lack of communication.
- Marketing/raising awareness could be better.
- Night service.
- No current need.
- No information.
- No problem.
- Not well publicised if no internet.
- Not without at least a 20 mile round trip.
- Our community is now fighting to retain library services and youth club services following the cuts to both.
- Poor communication lines.
- Since brochures dispensed with - out of touch entirely.
- The access to education and social care has been severely restricted by budget cuts. Cutting services always impacts on the availability of services.
- There is lack of up to date information due to the many u-turns and changes due to ever increasing cuts in budgets.
- There is no bus service now to Exeter or Tiverton due to bus cancellations.
- They take too long to answer the telephone.

- Too much is blamed on funding cut backs, however the fault lies with top heavy management and department infighting.
- Training has always highlighted itself as a problem when trying to use local service, resulting from misinformation/conflicting statements being received.
- Transport difficulties since I have had to part with my car.
- Waiting times are too long.
- Who is it one has to contact?

Other services

- The Totnes A&E / minor injuries hospital is horrible. There is no easy entrance when walk in there on foot. The staff are a nightmare - I cried "please help me" and they just walked away.

Q5: Getting around

- I can get around easily by public transport
- Public paths and pavements are safe and easy to get around on
- Public roads are safe and easy to get around on
- I have good access to 'green' (open) spaces

If you disagree and wish to comment, please do so briefly in the box below:

Public transport

- 2015 has seen the decimation of our long distance bus routes in Devon and no longer possible to make journeys into Cornwall or to Exmoor and X53 now so curtailed as to be useless for day trips to Dorset.
- Access to public transport involves a mile walk and the buses are not particularly available.
- As a visually impaired person I would value better public transport outside the City.
- Bike may be required if living away from immediate transport. This helps with health issues as well as obesity (overeating) a danger to public.
- Bus service is awful, no buses down Abbotsham Road to hospital or Morrisons, but a bus every half hour to Atlantic Village and Morrisons.
- Bus services are poor, pavements are now cycle tracks adults whizz about. How many elderly must die before there is some regulation e.g. Bells/lights/control.
- Bus services are very limited.
- Bus services from larger centres are good, rural areas poor. Smaller rural roads are in a state of decay. Urban road network in Exeter failing to keep pace with City's expansion.
- Bus services has been reduced to two days a week.
- Bus services have always been poor and are now practically non existent for villages.
- Bus services have been reduced and last buses now mean you cannot visit some places for an evening using public transport.
- Buses and trains infrequent outside of rush hours. Often difficult to get a seat on trains.
- Buses are being taken off routes with older population in outlying villages.
- Buses are never going to be as convenient as a car. It takes nearly an hour to get to Sidmouth which is a 25 minute drive, and costs three times as much as what the petrol costs. Roads - fix the potholes and fix minor roads! Until then it'll never be safe.
- Buses axed.
- Buses not an option for us - too infrequent.
- Buses sometimes crowded, late, or skip stops.
- Cannot use public transport as I live in Bigbury on Sea and there is only one bus a week which goes to Plymouth and only stays 2 hours!

- Changes to local bus routes can be very unhelpful.
- Cut backs affect public access to transport and condition of local road.
- Cuts have effected these services.
- Cuts in subsidies for the 94 bus service mean that I have to walk a mile to get a bus. My arthritic knee makes this painful. Poor road maintenance makes them unsafe.
- Electric trams should be reintroduced in some areas of the city, with priority lanes.
- Everything seems fine to me but one thing is a problem, when the timetable for trains if its broke down to make me lost and asked the porter but sometimes the porter don't understand as the communication is break down as no sign language. Also we heard a little when the ambulance van came but we are not sure which way? Behind us or right side of road not sure. It's problem. [Deaf BSL user].
- Families and disabled have restricted access to St Thomas rail stations.
- Good bus links where I live - getting out and about promotes well being, healthy too.
- Hardly any buses from Whimble, but the train service from the village is excellent.
- I don't have to use public transport very often but I understand that most services must be commercially viable to operate. I worry for elderly people in very rural areas who have no car or bus services or voluntary car schemes, how do they cope?
- I drive at the present time but as shall be 90 in 3 weeks' time will soon be giving up my car. I have a long road to walk to bus stop and I find difficulty walking. I understand there might be a community bus but have never seen it here or know where it is based.
- I live in a rural village, and there is very little in the way of bus services, when it is quite important that I can get to my nearest town independently, but that is not possible.
- I live in Loddiswell with a limited bus service and poor connections to national train and coach services. I need a car to maintain any quality of life. I worry that when I am no longer able to drive my life will be very limited.
- I suffer from cervical disc compression (neck) and am unable to use buses/taxis/community transport as I cannot take the bumps (even drain covers cause pain when driven over).
- I use a wheelchair and can't put my chair in the park because of child's prams.
- I used to be able to go out daily on the town bus, which took me to the shops, the doctor, the chemist and made catching other buses accessible. The town bus was cut.
- If you don't have access to a car then public transport is essential but it's totally inadequate.
- In Devon: the train line between Exeter and Okehampton is a great idea and should be open all year around. There should be a train line between Plymouth, Tavistock and Okehampton. Investment in an alternative train line between Plymouth and Exeter is essential.
- It is not the buses it is me. I cannot get on.
- It isn't easy to navigate the times and routes of public transport to get where you want to go and back in a reasonable time.
- Limited access by bus (pass). Poor timetabling and frequency restricts.
- Local bus 607 service reduced drastically. Now only 2 days a week from 6.
- Local bus service in village not good.
- My husband drives very carefully - if anything happened to him I would be stuck in Northam.

- Need local buses in country towns and villages ie North Tawton/Sampford Courtney to Okehampton.
- No bus service at all.
- No bus service for 31 bungalows.
- No bus service to town (Bideford) from Londonderry estate.
- No bus services on Sunday or late at night
- No buses at all in Umberleigh, even though there is the busy Tarka Line train station - no connecting bus service to get people to their surrounding villages.
- No buses on Sundays.
- No public transport available.
- Not enough public transport in my rural area.
- Older people can't get to the doctors or Bideford Hospital as 75A has been taken off in this area - infrastructure not in place for young and old alike.
- One exception to good bus service - 885 Seaton to Axminster. Could it expand its provision to hourly and Saturday and a Sunday service?
- Only 1 or 2 bus a week. There was a bus Monday to Saturday. No way to get to the doctors or shops.
- Only 3 buses per day none on a Sunday.
- Our bus service the 1 is at times really bad 45 minute waits not uncommon and usually 5 to 10 minutes late, so we have to take taxis at £15 a go for hospital appointments etc.
- Our local bus service has been cut to the bone. (Newton and Noss). The service is now lamentable.
- Our town bus has been stopped, which being 85 years of age I used to use most days to come home uphill.
- Public transport - buses - people (able bodied) will not move out of designated seating for disabled (no enforceable legislation in place).
Trains - have not used them for 18 months when outer door of the train closed while I was exiting and I was trapped , very frightened and bruised.
- Public transport - different companies don't work together to link up. So few x53s.
- Public transport forever getting messed up - reliability not great - still no direct service to NHS Torbay - this really needs sorting. Lorries getting bigger and unsuitable even for Devon A roads - lot of damage to roads too.
- Public transport from/to health/care services for elderly as well as parents with babies/toddlers incredibly difficult. Bus time table and hospital appointments alignment impossible. Relatives/spouses visiting patients in hospital almost impossible in some areas.
- Public transport has been cut yet again as i thought we are trying to be green and use public transport.
- Public transport has been devastated by years of financial cuts, and is now poor in my community.
- Public transport in my area is very limited, no transport other than taxi to the Tiverton bus and rail stations, our one bus starts too late and finishes too early to be useful and not frequent enough. A car is essential, yet we only live on the outskirts of Tiverton.
- Public transport is a real issue with me, as someone who doesn't drive. I live in Tiverton and getting to place such as Taunton, Crediton is difficult. If you are thinking about working in Taunton, and have to rely on buses/trains forget it. The buses don't link up with the trains from Tiverton Parkway. The cost of the bus from Tiverton to Exeter is so expensive.

- Public transport is antiquated and slow in North Devon, and too little is done to ensure that buses and trains connect sensibly
- Public transport is being withdrawn in rural areas.
 - Public transport is designed by someone who lives somewhere else and does not work at all.
 - Public transport is diabolical. Especially Sundays.
 - Public transport is dire!!!
 - Public transport is extremely expensive in the area where I live and buses are infrequent and certainly do not allow me to travel to and from work and manage my child care responsibilities.
 - Public transport is good and long may it continue.
 - Public transport is good but does not always link up with other routes.
 - Public transport is great in the City but trying to get to rural areas by bus is a nightmare.
 - Public transport is not available to me - nothing in my area.
 - Public transport is poor. By coincidence I had to come to work by bus today, which took 2 hours, and would normally take 25 minutes by car. What incentive is there to use it?
 - Public transport is quite limited and has been withdrawn in some Towns to the detriment of non-car owners.
 - Public transport is too expensive - it is cheaper to drive.
 - Public transport is too expensive unless you're a pensioner and not tailored to working people. The only solution is to take the car, even with parking its cheaper than buses, trains are OK as an individual but again cheaper for two or more travelling. Students are also penalised when using trains as rail-cards not valid for early travelling to college.
 - Public transport is very poor in a lot of areas, especially in villages where residents really do have to have access to a car. There are not enough buses going to and from larger towns or cities such as Plymouth and Exeter but I guess providing good public transport is going to cost much to much. This is a shame.
 - Public transport links are great in the day, but there is no decent local rail service in/out of Exeter in the evening and car parks lock too early, making it difficult to organise late nights out to enjoy cultural activities in the city. Exeter really is pathetic in that respect.
 - Public transport not easy because not enough space for walking frame.
 - Public transport outside Exeter is abysmal and expensive. Access to it is not easy at all, especially for disabled people. If you live in any small town or village a car is essential in order to get anywhere. Buses are infrequent or non-existent in many places and trains even worse.
 - Public transport patchy.
 - Public transport should be easy to access to keep car ownership and use as low as possible. DCC has just cut our local bus service to such an extent that it's difficult to use and is deterring passengers.
 - Public transport to Plymouth is easy; not so if wishing to go elsewhere in Devon or beyond - i.e. Very complicated journeys (if possible at all) to central, northern, or eastern Devon; or to the Exeter or Torbay areas. No railway station!
 - Public transport to the North Devon Hospital. No public transport available to Bideford Hospital only a round-town service that runs hourly stops near hospital then does the round the town so visiting the hospital / surgery can take up to 2 hours.

Public transport to Woodbury is extremely limiting, hourly services I can accept, but no Sunday service and no service in the week after 4.30pm is poor and means the car has to be used

- Public transport v. Limited and not joined up – i.e., buses do not link with trains during the day, not enabling attendance to surgeries etc.
- Rural isolation is an issue not covered by satisfactory transport for public.
- Rural public transport is very limited therefore I am forced to use my car.
- Rural transport policy appears to be: let's not do that.
- Since a lot of buses have been axed I cannot travel on a Sunday, or make my weekly trip to Minehead as the 300 bus no longer runs.
- Since the bus cuts the T bus 3 times a day only goes to Exeter High St. If you are elderly or disabled you have to get on and off for a different bus, whereas you used to be able to get to other big supermarkets on just one bus. Since this has happened Stagecoach have also put on single decker buses - when they get to Topsham there is sometimes no room and you have to wait another 15-20 minutes.
- The bus service to our village was recently cut from 5 times per week to 2 times per week. In so far as I understood DCC's financial justification for doing so, the savings seemed to me to be pretty small.
- The bus services to Exeter are now few and far between, many people need to get to the hospitals there.
- The bus-pass is invaluable!
- The changes in the town bus service has left elderly people like me isolated and lonely.
- The cuts to public transport services has had a big impact on the ability of those of us without cars to travel around Devon.
- The legislation preventing people from using bus passes before 9:30 is unhelpful. If you are a disabled working person then you can't get about early.
- The local buses are good but completely finish after 6.10pm - I will want to visit the new pavilion shows - how will I get home?
- The loss of public transport to places like Cheriton Fitzpaine is very worrying. There are a lot of people without cars.
- The Tarka trail is near and good but pavements are intermittent. We are accessed by some narrow lanes which are used by large clay lorries which cause damage. There are many layers of sub contract drivers so recompense is difficult to obtain. The clay works only take responsibility if it is one of their own drivers.
- The village I live in has one bus out of the village on Monday and on a Friday. Totally inadequate for appointments.
- There is no public transport where I live.
- There should be better provision of bus services to the RD&E in Exeter.
- There was until recently a good local bus service, well used. Since the service running from the town up to the station was cancelled, many people have been left without public transport and this has caused many difficulties.
- Train service has improved but lack of seating (extra carriages) is still an issue. Local bus services have been drastically reduced. Intercounty bus services also cut completely.
- Try getting around streets or public transport using a mobility scooter. Public transport has severely atrophied!
- Using community bus service Teignbridge and volunteer car driver service.
- Very crowded especially in the summer.
- Very poor public transport - 15 miles from nearest town, although near an A road.

- We bought our Park Home 9 years ago because it was on a bus route (No. 318). We used it regularly, 3-4 times a week. This route has been cancelled and we cannot easily get to Okehampton, North Tawton or into Exeter - this is a disaster for us!!
- We had 2 buses a week now only 1 & it stays at its destination for 2hrs.
- We have no busses after 5.30pm and no public transport at weekends or bank holiday.
- We need a railway from Exeter to Okehampton and through to Plymouth, not slow bus services.
- We need the T bus back.
- We only have 2 buses a day the last one returning to our own market town at 5 pm.
- What public transport!! None in my area to be able to get into the nearest big town for a night out. Roads are dangerous - too much plugging potholes with chewing gum.
- Wheelchair is too big for buses. Uneven kerbs - wheelchairs get caught in ruts. Drop kerbs don't match on both sides of road. Humps on roads difficult when in wheelchair in car. Cars parked on pavements is an issue.
- Whilst public transport in Exeter where I live is plentiful and it is easy to get around the city the service itself can be poor at busy periods.
- Whilst the bus service from Teignmouth is regular and much improved upon, the trip to Exeter is very long so the train is my preferred method of transport when not using the car. It saddens me that the quality of train carriage is mostly second rate, often recycled from routes the provider obviously feels more compelled to give their 'nicer' carriages to. There are frequently insufficient carriages, particularly for peak time trains of which I believe there should be more of, particularly as the peak time ticket prices border on extortion. The railway provider also needs to consider the ticket buying experience. Generally insufficient machines (Teignmouth is awful) with a painfully slow printing process. The queues are often ludicrous and you're at times made to feel like a villain by the conductor if you've been unable to purchase a ticket because of the delays. There's more but I'll stop with a score factor for FGW of 4 out of 10.
- Will any body listen to these comments?
- With ever increasing housing development in many rural areas it would appear that the devastation of increased traffic with little or no consideration for existing residents has been addressed in many cases. Rat runs and speeding vehicles endanger many villages without it would seem any redress.

Paths and pavements (getting around as a pedestrian)

- A lot of pavements are not suitable for older people and wheelchairs.
- After falling through broken paving this year, I know how dangerous a great number of the pavements are in Exeter.
- Again, this is too general. Some paths and pavements are fine. Others have poor surfaces. Paths shared with cyclists are not always safe because of the speed of some cyclists; and some cyclists also use paths that are for pedestrian use only, which is very unsafe. The growth in powered wheelchairs is making pavements less easy to navigate.
- As I have to walk with 2 sticks, some pavements and roads are decidedly wobbly and when cars are parked on pavements it's very dangerous to have to walk in our road with the heavy transport going up and down.

- Being disabled mobility if a short distance I use my stick but need a low access onto a pavement as not able to manage a step. I have a 4 wheel mobility roller pusher which I use mostly but need more sloping access.
- Broken pavements Cowick St., drains by corner of Aldi overflow and make it difficult for pedestrians to cross the road. Crossing at Aldi traffic lights for pedestrians difficult.
- Car parking especially when particularly only pavements endanger handicapped people in wheelchairs or scooters.
- Car parking on pavements (footways) in my area means shopping trolleys have to be pushed/pulled down to road level.
- Cars parked on paths and pavements is a problem. Shopkeepers should not put A boards on pavements.
- Cars speed past the turn to J.N. Taylor and along Appledore Road. Crossing at "Bloody Corner" is V. Dangerous. Cars are parked on pavements around J.N. Taylor and Daneshay in Northam, I only see with one eye, walking in the road is dangerous. It is getting worse as each property has more cars.
- Condition of pavements are deteriorating. The main threat to safety, however, comes from anarchic cyclists.
- Country lanes are often without pavements.
- Cyclists given far too much priority on pavements - a danger to pedestrians. Also too few safe crossing places across roads.
- Cyclists not stopping at red lights is a major issue for blind/partially sighted people.
- Difficult to negotiate pavements (in Northam) for mobility scooter users. Very narrow. Cars often parked across drop-down kerbs or obstructing pavements. No crossing with lights in main Northam street (Fore street).
- Exeter Road hard to cross and cars are far too fast.
- Exeter seems very focussed on the car driver. As a pedestrian, a decent cycle network would make the pavements safer. Given recent pollution reports, footpaths away from the main roads would be helpful. I'm aware how much work goes into road/pothole maintenance/repair but pavements also in dire need of upkeep.
- Footpaths in this area have uneven surfaces running with water in winter and overgrown hedges. A real hazard in this area crossing a busy B road, dangerous here, speed and obscurity problems.
- Footpath drop-down must be better for wheelchairs in town.
- Half of people cycle, skateboard and park on public pavements and this is *not* helpful for mums with children, buggies, disabled, whether mobility or sight or hearing is a problem. It should be illegal to park on pavements anywhere.
- I am a runner and fell over in the Matford area and damaged knee. Due to tree roots lifting pavement.
- I am ok walking but if I go out with my daughter who is wheelchair dependant then there are issues with drop kerbs and unstable pavements.
- I can't be specific with this, but many paths and pavements in my locality, away from the main town become overgrown. The pavement between Holcombe and Teignmouth, narrow and on a sharp, fast, bend is a case in point.
- I disagree about pavements being safe and easy to get around i.e. From/to Teignmouth on the up/down Dawlish Road. Thank god for the scaffolding now in place by the house being demolished by the notorious part. Long may it remain there.
- I don't feel safe on paths and pavements and fall down easily for example because of broken slabs. Pavements are very poorly maintained.
- I had a serious fall outside branch police station, south street Barnstaple, the pavement needs urgent repair.

- I have been complaining about the condition of our footpaths for ten years. Many people have fallen, tripped or stumbled on our disintegrating footpaths. Holes up to four inches deep, crumbling surfaces. Yet no one listens or takes action.
- I have recently been unable to walk outside without the use of a 4 wheeled walker and have never really noticed how very dangerous the roads, pavements, paths are. The pavements have potholes, cracks, uneven surfaces, very little have lowered kerbs. The camber is so bad that a walker cannot use at all and I am forced to walk in the road. As my condition will gradually get worse I can envisage being housebound.
- I have some difficulty walking and I find the pavements, uneven and in some cases dangerous. Little consideration seems to have been given to dropped kerbs and their location with regard to general traffic.
- In Axminster some paths and pavements are very narrow and uneven.
- In some areas pavements are very narrow and pavements are not well maintained.
- It is impossible to walk to our nearest shop as the road is dangerous and there is no footpath. The parish council's attempt to get a footpath was unsuccessful.
- Lack of paths/pavement from Dartington village via Barracks Hill makes the walk very dangerous, particularly at night, and when road is being used as a rat run. Hedges etc alongside pavements generally not cut back.
- Many footpaths in Cullompton badly need resurfacing.
- Many of the footpaths/pavements are in a poor state of repair/maintenance.
- Many pavements and paths need repair.
- Many pavements are uneven with sharp protruding edges.
- Many times I have nearly been knocked down in Ide lane at the junction Haldon Rd/Myrtle close, Ide lane and the doctors surgery.
- Many vehicles park on the pavements. This is both dangerous and illegal and would be an easy win for DCC - send out a traffic warden one week, with warning stickers, then the following with fixed notice fines and the issue would be resolved and the staff bill covered in the fines levied. Same goes for speeding (though I appreciate this is a police enforcement issue).
- Mermaid Walk is a trip hazard.
- More should be done to make it possible for people to walk. Walking shouldn't be a privilege for few but a right for everybody. In Exeter some busy roads have become barriers that physically separate quarters. I think regeneration projects in some areas of the city could improve citizen's life a lot. In particular, we should start putting pedestrians first when thinking of viability in the city centre and in areas close to the city centre. The roundabout in front of the Vue Cinema: should be redesigned for pedestrians first, with large, direct priority crossings in all directions and sleeping policemen (instead of having to walk for miles all around barred pavements or risking one's life at zebra crossings); it would improve walking access to the city centre, the bus station, the cinema and the Pyramid. Additional priority pedestrian crossings should be added at the traffic light between Newtown and Summerland Street on the B3212 (currently there is only one crossing on B3212 halfway between Summerland Street and the Vue cinema so it is not much use to pedestrians). B3183: more pedestrian priority crossings are needed. The crossroad between the Western way, the Topsham Road and South Street is impossible to cross for pedestrians and should be redesigned: how about having cars into underground tunnels so people can walk free of noise and pollution on the surface? Pedestrian crossings between St Thomas and B3212 should be redesigned so that people can walk on surface and cars go underground, not vice versa. Clocktower roundabout: direct pedestrian crossing all around like the one in front of the college and sleeping policemen.

- My wife broke her left arm in 2 places tripping over a broken kerb.
- Need better upkeep e.g. loose paving slabs and drains.
- No pavement on Exeter Rd Exmouth. Dog mess on pavement.
- No pavements just dangerous drivers who do not care about anyone else. Speed limits need to be enforced and lowered.
- Not all public paths and pavements, many trips and potholes particularly in residential areas away from main road.
- Now paths - many in a poor state, overgrown, very muddy, broken stiles, poor signage.
- Often many obstructions on paths and pavements such as overhanging hedges and trees.
- Often overgrown hedges make getting along the pavement difficult.
- Our pavements around where I live are terrible with lots of trip hazards.
- Part of my journey to work includes walking along Topsham Road in Exeter and have to cross Barrack Road where there is no pedestrian crossing- feels dangerous. Also the air is polluted and I don't like having that health risk. Puts me off walking.
- Paths disappear, priority is given to vehicles, and some park/drive on the pavements.
- Paths often in bad state of repair. Pavements uneven and trip hazards.
- Paths would be safer if there was more control of cyclists who use all footpaths as if they were shared paths. Cyclists should be made more aware of their section of the highway code. Motorists should not park on pavements.
- Pavement cycling needs to be stopped [except where designated] it is a most dangerous practice - so many times I have been "brushed" by a cyclist which is very alarming! No wonder we all use our cars (if we have one) it's safer.
- Pavements are becoming cracked, broken and dangerous due to cutbacks.
- Pavements are generally in a poor state of repair.
- Pavements are in very poor state in a number of areas, particularly when walking in the dark through the winter. Also, a large number of local pavements and roads are in very poor state.
- Pavements are uneven where I live, which is uncomfortable for wheelchair users.
- Pavements are very bad.
- Pavements as roads are awful, pot holes etc not always a drop kerb for wheelchair users. When using crutches there are trip hazards.
- Pavements in Axminster are narrow and mounted by heavy lorries.
- Pavements in Exmouth are very bad in places.
- Pavements in parts of Exeter town are very uneven and could cause an accident also applies everywhere.
- Pavements in poor condition- frequently dug up by utilities and patched up in a slipshod manner.
- Pavements in Sidmouth are rickety and poorly maintained.
- Pavements in the town are not in good condition - I have tripped and fallen more than once (Cullompton).
- Pavements in towns are dangerous as concrete blocks are not level. 1/4" off line is enough to catch you shoe and fall. Still masses of potholes.
- Pavements need more attention and repairs.
- Pavements round Barnstaple very uneven.

- People park and create an obstacle on the access ramp to my home.
- Persistent problem of people parking cars on pavements especially in Pennyacre Road, Teignmouth.
- Pimples on the pavement are very, very painful to walk on.
- Poor pavements. Few cycle facilities.
- Public paths in Cullompton are often uneven and unsafe. When traffic permits I choose to walk on the side of the road which is much better maintained.
- Public paths often blocked by cars and vans
- Shops should be fined for obstructing pavements with goods for purchase unless they have been granted a licence.
- Sidwell street is dangerous, gaps in paving and loose slabs. I have been in touch regarding this.
- Some improvement has been made to paths, tarmac is best. I use an invalid scooter, some paving stones are very uneven, not good for bad backs etc.
- Some of the paths are not level.
- Some paths dangerous due to potholes. Loose slabs etc.
- Some paths need re-surfacing especially to the doctor's surgery in Honiton although paths in New Street have been resurfaced.
- Some pavements are hazardous.
- Some pavements are in a very poor state of repair and can be dangerous.
- Some pavements are not suitable for those with mobility problems.
- Some pavements in poor condition especially Fore street to Exe bridges.
- Some pavements in Tiverton are too narrow or non-existent.
- Some pavements in towns need to be repaired or improved, i.e. Bideford High Street is not level in several places.
- St David's Hill is impossible for pedestrians. You have to keep crossing the road.
- State of pavements in many areas is poor. In my own street they have been dug up for cabling etc. several times, but not properly re-instated (St John's Road, Exeter).
- Strange that vehicles are given exclusive attention and ease of movement but pedestrians are poorly served. Look at lack of priority street crossings in Totnes. Look at failure to curb fast traffic within Totnes and still the pavements are inadequate.
- The paths and pavements are uneven in different areas of Exeter, Okehampton, North Tawton and Barnstaple. Have had several falls when out shopping and constantly have to take care when crossing a road or on paths/pavements. I use a walker to support my balance issues and have to take time walking.
- The pavement in our particular area of Dawlish are abysmal and need resurfacing - they are breaking up (the tarmac that is).
- The pavement outside 220/222 is uneven and dangerous, particularly for children on hard-wheeled scooters, rollers skates, etc.
- The pavements are in an awful state; it is so easy to trip and fall.
- The pavements around our street are overgrown with weeds and some are subsiding
- The pavements in Okehampton are overgrown by trees and bushes, often at eye level, especially on Station Road. Property owners need to trim them to provide safe access.

- The pavements where we live are disgusting very uneven and dangerous for my husband who is disabled. They are also filthy with chewing gum and stains where people have been sick.
- The state of Exeter pavements leaves a lot to be desired. Many people in my local community have tripped and fallen.
- The verges, pavements and street lighting are a disgrace now in many areas, impinging on driving visibility and should be classed as a dangerous menace. Moss building up on pavements are a slip hazard and the weeds sprouting up everywhere are an eyesore. It should not be left to resident's associations alone to clear.
- The weed problem is becoming a tripping hazard in some places.
- There are no pavements on our road and walking to the post box needs hi visibility clothing.
- There are not enough drop down curbs, which makes it difficult to get around. The council should think more about those who use mobility scooters.
- Too many cars park on pavements even on double yellow lines, especially out of hours for traffic wardens.
- Too many cars parked on pavements.
- Too many pavements and paths are blocked by overgrown vegetation - may be fault of owner not county, but if it were easier to report & get county to warn owners - or better yet get the veg cut and submit invoice to landowner!
- Traffic in town centres such as Budleigh and Exmouth is dangerous. There are no facilities for pedestrians e.g. very few zebra crossings.
- Vehicles parked on pavements.
- Virtual pavement on Cott Rd unsafe.
- We are very lucky in Seaton, having many dropped kerbs. However, I have a radar key and find often I am unable to access the disabled toilet in Thury Harcourt Place and the disabled toilet by the Chive Café. The door seems permanently stuck.
- Where I live people park on pavement, so using a mobility scooter is impossible. I've reported it to the police but it still goes on. People park both sides of the road, so again it's dangerous to use a mobility scooter on roads... Or pavements.

Public roads (including cycle paths and cycling)

- A & B roads fine bur rural lanes are very poorly maintained - cash!
- Accident rates are very high in Devon - is anyone addressing this?
- Bad roads.
- Better road conditions are needed, particularly on cycle lanes and designated routes.
- Busy roads are dangerous due to lights and driver awareness.
- Car parking (particularly inconsiderate car parking) is a real issue in this overcrowded community.
- Cullompton town centre and the ongoing traffic problems caused by The Manor have influenced some of my answers above.
- Cycling in Devon is likely to lead to cyclists being the healthiest corpses at the side of the road; country roads are dangerous for drivers and lethal for anyone not protected by six sets of airbags.
- Cycling should be made safer on our roads and become a priority in spending - encourage this activity.

- Delius Crescent is in a very bad state and has been for some time.
- Deplorable state of road from Egg-Sta to Fourways, is I think being remedied right now. Patching doesn't work, though.
- Drivers especially "white van man" drive at too fast a speed.
- High ways maintenance is far too slow and disruptive and uncoordinated.
- Highway finances have been ridiculously cut over many years and the road surfaces, drains etc are in a dreadful way. Provisional repairs may keep the public quiet, short term, but it will never solve the required standards.
- I cycle and I find Tiverton very poor. State of roads and few cycle paths. Lack of dry secure storage in town. Other towns do better.
- I have been informed that public spending cuts have impacted the council's ability to ensure roads are safe, which is disappointing.
- I have found the poor state of local roads has limited where I can take my mobility scooter, as the rough roads are too painful for me.
- It is impossible for me to park my W.A.V.in Tiverton car parks legally.
- Large potholes in the road that are damaging to the family cars. People trying to avoid the potholes are hazardous. Devon roads are becoming more congested. I worry how bad the traffic will become once the houses are built at Roundswell and at Bideford Asda.
- Main roads are not safe - a lot of drivers drive too fast and aggressively - particularly on A39, A361 & A377 around North/Mid Devon.
- Main roads e.g. A39 - lots of potholes (and B roads in rural areas).
- Many roads have dangerous potholes.
- More pot holes on the roads and no appropriate speed limits on major roads into market towns or paths.
- My road is breaking up and has not been treated within the last 15 years or so.
- Not in winter or when roadworks inevitable.
- Not the roundabout by rocks. It's the writing on the road that's confusing.
- Parking of vans lorries in residential roads causing dangerous situations.
- Pot holes - poor road surfaces.
- Pot holes are a danger and destroy your vehicle and I need to have.
- Pot-holes and metal access covers are still a problem.
- Potholes and the maintenance of roads in rural areas is not well managed via the lengthsman service which needs better coordination locally.
- Potholes in roads are still a problem in places posing a considerable danger to cyclists and motor cyclists.
- Potholes seem to be nobody's problem - likewise drain covers and edge of road subsidence, more attention to these problems are needed to prevent cyclists keep swerving in front of vehicles and causing accidents if nothing else).
- Problems re roads are mainly due to the excess traffic and often poor driving abilities.
- Public roads - more work to encourage cycling needed - though I appreciate what is already done in the county.
- Public roads (lanes) are not safe when used by lorries and other vehicles. Potholes are difficult.
- Public roads are increasingly pot-holed, ditches and drains are blocked, mostly due to indiscriminate flailing of hedge (all the debris is left where it falls).
- Public roads are not always accessible due to poor maintenance.

- Public roads are not safe, traffic congestion is horrific, not only in the summer. Pollution is high and rising in and around Totnes, new housing complexes are being built so it can only get worse with a minimum of 2 cars per working family. We desperately need a bypass around Totnes, incorporating a park and ride for the town.
- Public roads are poorly designed for cycling.
- Public roads are safe in themselves. The main threat to safety is a small minority of mindless road users.
- Public roads dangerous. Too many cars going too fast where possible. Grid locked town with fumes from 'stuck' cars.
- Public roads in Devon are in a terrible state and are often dangerous for drivers due to the huge amount of pot holes and the council just patches over them and they come back.
- Public roads lack hedging and drainage maintenance.
- Public roads often in a bad state of repair. As a deliver I find visibility is often obscured by parked vehicles or foliage.
- Public roads vary depending on the amount of parking there is and how it hinders peoples' access.
- Public roads would be safer if car users slowed down.
- Quality of road maintenance in Devon very poor.
- Road on approach to Exeter are "clogged up" often long waits to access main roads from side roads.
- Road services/feeder roads near Kingsbridge are in severe disrepair. Trunk routs in severe disrepair. Dangerous road conditions.
- Roads are badly in need of repair. Huge potholes and damage by heavy vehicles wide tractors etc.
- Roads are in a terrible state. I have reported many things to the council but they seem to be ignored. Disappointing result in particular to roads, markings and overgrown hedges.
- Roads are not safe – potholes.
- Roads full of potholes. In my area I can't use the road as its so bad - no road surface, compacted mud.
- Rural roads are becoming increasingly more dangerous. They need a substantial amount of funding to repair them to a safe level. Money is wasted by patching them up instead of re-surfacing.
- Rural roads people drive way too fast and there are many patches of flooding after heavy rain.
- Send out a surveyor to the parish lanes in Filham [Ivybridge].
- Some of our roads need repairing - deep potholes.
- Some smaller roads are badly pitted with potholes and in need of repair.
- Still far too many hazardous road surfaces for cycling.
- Still too many roads in locality that need attention/surface dressing. When dressing roads it has also become a habit in recent times to leave the drain covers significantly lower. I spend too much time trying to avoid them as they really are not good for the suspension on your car. How hard can it be?
- The A386 from Tavistock to Plymouth is increasingly congested and the road is grid locked during commuter times. Plymouth Council is hoping to build a very large new estate in Roborough, Plymouth which will bring further traffic misery to those using this road frequently from Tavistock and beyond. Thought should be given to road widening and other ways of accessing Plymouth.

- The condition of the roads are disgusting. Money has been wasted on cycle paths (which cyclists don't use) and the roads are in such a poor state of repair in suburban areas. Elizabeth avenue and prince Charles service road are *prime* examples of how the council have usurped money into their own selfish thought processes.
- The county and local authority are supporting developments in Fremington/Bickington in excess of what the roads can bear, especially as the main road is the secondary route when A39 Barnstaple/Bideford is closed by accidents.
- The narrow lanes in south hams are a huge frustration to so many people. There are countless examples of busy lanes where 2 cars can't pass each other. Access to Newton and Noss is dreadful and stressful, particularly for the elderly drivers. We need work on this. In addition, some of the speed limits are ludicrous- 60mph national speed limit on the roads above is a nonsense. Should be 40mph.
- The quality and safety of public roads is deteriorating, regular maintenance does not seem to be being carried out as it used to be. This may increase costs in the long term, which I thought tough choices was all about reducing. Being older and in need of rest/wee stops my safe driving has not been helped by closing public toilets on the link road.
- The road surfaces are a disgrace, and because of this are far from safe.
- The winter gritting service is inadequate and so is warning when roads are badly flooded during rain. As an aside, warning signs in connection with road repairs can be standing there for months on end following repairs.
- The withdrawal of primary gritting status from the main access road to Brampford Speke was very very bad news. The threat of further stretches of road being downgraded is very very very bad news!
- There used to be "accident remedial measures" which had a high rate of return. This now appears to have ceased diminishing returns.
- Too many cutbacks on spending.
- Too many out of control dogs on cycle paths can make them dangerous to use.
- Too many poor road surfaces - either badly worn or potholes. Insufficient cutting of grass verges can make country junctions dangerous due to poor visibility.
- Too many pot holes left untreated.
- Too many pot holes.
- Too many potholes.
- Too many potholes.
- Too many potholes. Road re-surfacing is not organised properly.
- Too much parking on the roads especially around high week, you can only use the centre of the road parked on junctions, you got to go on the wrong side off the road which is dangerous.
- Too often decisions made at Highway committee do not seem to look at the wider ramifications of the traffic routing changes, and the impact upon the wider community, we have seen a 6 fold increase in commuter traffic over the last 4 years, and no one is willing to take responsibility or deal with the results of committee decisions, or review decisions made, what ever happened to ownership and accountability?
- Traffic and parking is a major problem in Totnes and surrounding areas, there are not enough buses and building so many more houses is just going to make the problem much worse.

- Traffic flows are slow due to overloading by cars. The proposed housing expansion in the current 29 years plans will ensure gross overcrowding by cars when the buildings are completed.

Pavements and roads (combined)

- A number of pavements in Axminster have wobbly slabs and uneven surfaces - I have tripped and it would be easy to fall. Pavements are often very narrow in the town, especially near the George Hotel/bottom of Lyme Road, crossing the road near there (between the station and pet shop) can be hazardous due to poor visibility/suddenly appearing traffic. The street containing the doctors surgery has inadequate narrow and uneven pavements. Some dangerous crossroads/junctions eg Goshill cross when a tailback from A3052, exit from Whitford road, Kilmington on to A35. Few paved paths in green area round town slippery when wet.
- A number of public paths and pavements in this area are poorly maintained and minor roads, potholes are just safe.
- Crack in pavements uneven surfaces. The roads in or village are 20mph but it is not the case. Blind bends are not adhered to no pavements allow the drivers to do what they like leaving us old folk to loose balance trying to get out of the way not to mention the kids in the village.
- Footways can be dangerous with loose paving slabs/blocks. They need to be repaired not left if they do not meet a "safety defect criteria" - if people are tripping they are a hazard regardless of any criteria. Potholes in rural areas take far too long to repair (28 days), as per footways if it is dangerous there needs to be a speedy reaction.
- I am lucky enough to be fit healthy physically but I can see its different for disabled people to manage on some pavements and roads.
- I cycle and walk and find the roads very potholed and uneven - I would recommend a more thorough resurfacing on both major and minor roads. Pavements are uneven.
- I cycle to work, and have appreciated the efforts to improve the cycle network in Exeter.
- I go around Sidmouth on my electrical scooter. The pavements are uneven because lorries and cars frequently drive onto them. In some places the roads badly need repair.
- I mainly cycle and roads are not safe or easy to get around on for me. There should be more segregated cycle routes. Measures should be taken to reduce unnecessary private car journeys such as to school, children should be able to walk or cycle safely to school and not have to be driven by car.
- I think that urban and suburban speed limits are often flouted. We need the 'French Solution' i.e. massive speed bumps that actually work, and a mandatory 20mph or less in all residential and commercial (high street) areas.
- I use a hand controlled car or mobility scooter, but the main problem is badly parked works vans, lack of dropped kerbs and poor understanding by public.
- In Ashill there are no signs of bends, crossroads etc between Ashill and Uffculme, whereas these are abundant elsewhere. Our roads are single track, narrow and winding.
- In Bideford public paths - pavements are in a dangerous state and have been for years. This is partly due to heavy traffic travelling down and up roads that were never meant to take the constant weight and there roads are too narrow therefore the traffic drives over the pavement too.
- In Bishopsteignton, a speed limit, or speed bumps are needed.

- In my area Tithebarn link road has cut through and destroyed what was a pleasant and safe walking route. Further encroachment into the countryside will destroy the rest of the route. Also, what were nice safe, long cycle paths are being cut in two to accommodate new roads, its actually safer to now use the highway than attempt to cross at the new junctions.
- Issues with street lighting at times - on/off at wrong times of off completely. Some public roads could be re-surfaced.
- Lack of maintenance over a long period of time has resulted in appalling roads (potholes, patching failing etc) and public footpaths are often overgrown and covered in weeds as are pavements.
- Live rurally no pavements or lighting, narrow lanes.
- Local roads have only passing places for vehicles and no provision for walkers having banks and hedges. Also very wet, muddy and difficult especially in the winter with much debris.
- More roads and pavements need repairing badly. Also need more traffic parking especially vehicles that insist on parking in roads where there is double yellow lines.
- Most public paths and pavements outside city centres need repair as do the roads.
- Not enough provision for pedestrians and cycles in this area (Bideford) - priority seems to be in favour of cars and heavy vehicles.
- Our local road the A377 from Exeter to Crediton is unsafe for cyclists and so we daren't use it for cycling and there needs to be a pedestrian crossing across the road in Newton St Cyres.
- Paths and roads in my village are not easy to get around on. Crazy drivers, inconsiderate parking.
- Paths and roads need to be more easy to manage lots of roads in to be improved.
- Paths are overgrown in places and roads have no proper surfaces, and are full of potholes because of lack of maintenance. Roads are in a dangerous condition.
- Paths need some maintenance and roads need potholes filled.
- Paths/roads should be better maintained.
- Pavements / gutters / drains are not in good order where I live. Often feel very vulnerable walking along my road.
- Pavements and roads dangerously left.
- Pavements in North Tawton are a disgrace and some Devon towns. Too many rough surfaces and pot holes and pits on Devon roads and this town.
- Poor maintenance of surfaces, signs, lines, hedges, verges, etc is making the public roads, paths and pavements increasingly dangerous; and poor surfaces are creating more wear and tear, and even damage to cars etc.
- Pot holes continue to be a big problem on minor roads. Pavements are often not even, and not wide enough for pushchairs and wheelchairs.
- Pot holes in road. Pavements need work.
- Potholes and uneven pavements.
- Potholes make the roads dangerous for all users. Vehicles parked near junctions are a visual hazard. Vehicles parked partially on footways (pavements) are dangerous - and illegal.
- Public footpaths and pavements in Broadclyst are uneven in some spots really rough and dangerous. There are also many pot holes in the roads especially outside the medical centre where many elderly patients are brought by car and have difficulty in alighting safely. Parking in

the village is a serious problem, although we have a good car park it is nearly always full, and every possible space on the nearby roads taken. This leads to some dangerous situations.

- Public paths and road edges are horrendous, they look messy.
- Public pavements in many places are a disgrace. In Honiton most of the high street is a trap for the unwary, with many sunken slabs which are easily tripped over. Roads are reasonable but potholes are a danger.
- Public roads are a total disgrace and for someone who has had major back surgery and back/neck issues the pot holes and uneven roads causes continual pain from the jolts whilst on a car journey. Local footpaths are left overgrown which in turn lets people think it is okay to let their dogs defecate, from the overgrown vegetation the paths become unsafe to walk on whether able or disabled.
- Public roads are generally safe for drivers, but the needs of people on foot or cycle or in wheelchairs has been made of secondary importance to those in cars. Even where cycle paths have been provided they are often by taking space from pedestrians so bringing people on bikes and foot into conflict. Highway space had been taken over by on-street parking, reducing space for people on bikes and reducing visibility of children walking and attempting to cross. Parking half on pavement is becoming the new normal in many places, reducing space for people not in cars even further. Even new infrastructure is being put in to old principles of design with priority to cars turning into side streets as opposed to priority to people walking or cycling.
- Quite happy visiting the seafront end estuary, No car. No buses go to garden centre.
- Road repairs! Pot holes. Public paths and pavements are worse - in Exmouth we have dangerous areas in town!
- Road surfaces, especially pavements are poor.
- Road surfacing and traffic redirection methods needed to reduce traffic through residential areas in St Thomas area.
- Road traffic accidents are at an all time high in Devon. Our roads are dangerous - is anything being done about this?
- Roads and footpaths need tarmacking to make safe.
- Roads and paths have become worse over the recent path, mainly due to lack of adequate maintenance.
- Roads are full of potholes and subject to flooding. Pavements have loose slabs and are uneven - dangerous - Kingsbridge especially. Buses do not connect, you need to keep your eye on the time the whole time you are out or can be stuck.
- Roads are overcrowded, the continuing push to build more houses by the local council is crippling our once beautiful city. Too many traffic light and confusing traffic signs. Pedestrian crossings in daft areas (immediately after a roundabout - when driving you are looking one way for traffic but cannot look the other way fast enough to see if pedestrians are needing to cross).
- Roads in Totnes difficult with a wheelchair.
Roads, pathways and pavements need more repairs and regular maintenance.
- Rural bus service cut to once weekly. Paths uneven. Road potholed.
- So many roads have no pavements as they are too narrow.
- Some areas no footpaths or cycle lanes.
- Some city paths are very uneven and those that are shared between cyclists and pedestrians are dangerous. Street parking means that almost all the streets in Exeter have stretches that are only wide enough for one vehicle, making them uncontrolled one-way systems, leading to traffic problems, particularly on bus routes.

- Some of the roads and pathways in my area still require maintenance to repair potholes etc.
- Some roads and footpaths need attention.
- Some roads and pavements are not safe and easy to get around on.
- Sometimes difficult now grass verges and hedges bordering paths are not cut often enough - especially difficult where roads are narrow but busy.
- Speed limits in rural areas need to be more strongly enforced, for safety. Authorities should pay greater attention to the videos of locals regarding road safety in their locality.
- Speed limits need to be adhered to and safe parking enforced.
- Speed limits not enforced enough in my village. So dangerous.
- The bike paths are a joke. See Amsterdam / The Netherlands for proper bike paths. The green area is a path in a mono culture of grasses for grazing animals not a healthy eco-system.
- The majority of drivers are rude and should not be driving. Any complaints made, the results of which are kept secret and therefore, it is highly likely that no action is taken whatsoever. Everything regarding council conduct should be transparent and publically available. Roads are poor. Crossing Mill Lane is a prime example. All made worse by poor drivers.
- The new development I live in around the Exeter Golf and Country Club is horrendous for road safety. Without protected crossings, Admiral way is used as a short cut with speeding vehicles all day and specially at commuting times.
- The roads are in poor condition and the paths are not maintained properly.
- The roads have been full of dangerous potholes and some of the footways are in poor condition.
- The state of the roads and pavement is a disgrace.
- There are only short lengths pavement along my local road which makes walking unsafe and therefore make the roads unsafe.
- Too many potholes on roads and pavements.
- Until more money is spent on reducing speeding and improving the state of our roads and pavements I will have to disagree with the safety and ease of using roads and pavements.
- Weeds on pavements are causing pavement surfaces to break up. Roads have a lot of potholes.
- What paths and pavement??? None in my road. Others in village are narrow or non-existent. No provision for pedestrians at pinch points in already narrow lanes. Problem exacerbated by lack of hedge trimming forcing pedestrians to walk in road space created by passage of cars.
- Your questions about paths and roads are very difficult to answer as they are so variable.

Access to green spaces

- A lot of the green space at Harbour Road car park / picnic space has been taken up by a white elephant.
- Access to green spaces purely down to the fact we live in a small rural area.
- Development is encroaching on open spaces in the Pilton area.
- Devon's green spaces especially Exeter are being filled with little houses made of ticky tacky with no room to swing a cat.

- Distinct lack of green spaces in local area.
- Green open spaces no longer exist [Bideford] due to the discriminate building by the developers.
- Green spaces are being removed and houses being built on them. Land is being destroyed with no plan in place to ensure that we have the green spaces rejuvenated.
- Green spaces are getting fewer.
- Housing in this area is rapidly covering most of the green spaces.
- I live on Exmoor, +++ green space, no pavements, street lighting etc, I like it like this.
- I love the Ludwell valley park.
- I love the open spaces in Teignbridge. Long may they remain.
- I need access to public toilet and therefore limited to access to open spaces.
- In Bishopsteignton we have the Lawns End, green open space. Our Neighbourhood plan asked the question about keeping our green open spaces and the villagers answered 96.7% said keep our open green space....Now the local scout group who already their own hut (given by the parish council many years ago) want to be given space within the Lawns End to build a new huge hut ...we have rare bats roosting there, and cirl buntings and many other birds on the amber list....it's the only open green space we can walk to in the village and socialise with other people walking their dogs. So we need to protect these open green spaces. The parish council are not listening to what the villagers want, they are just listening to the loud few parents of the scouts...this is wrong.
- In the case of open spaces I live in the City so its is not a County function.
- In Thorverton we lost access to fields previously in the Countryside Stewardship scheme, even though we could use them before the scheme started.
- It is getting harder in Devon to find green open spaces because you are building everywhere. Sadly Devon is no longer a good calm tourist destination, it is traffic gridlock and endless building. The new modern style buildings seriously diminish ambience because they are ugly square boxes.
- Live next to a field with donkeys in.
- Live on a farm.
- No green space for my kids to play out anywhere near my house. They spent 4 years Indoors while I was stuck/trapped nursing my parents unable to get out or have respite. I couldn't let them go down town on their own. I had no garden. The high school don't let local residents use their field or playground. My kids could see the green field but not use it.
- No proper park in Teignmouth despite its beauty.
- Open spaces good as live in country, no knowledge of town open spaces.
- The green open space I have access to is not maintained or managed by DCC.
- The green open spaces are all being taken for building new houses.
- The local parks are lovely but local residents and private finance is having to be used to improve neglected areas and make them more attractive and safe to use.
- The open spaces are not County Council owned/managed.

- There is green space but increasingly being lost to poorly designed of the shelf developments.
- We are losing our green spaces.
- We are very lucky in Devon as we live in a beautiful area. However, fly tipping and dog mess seem to be on the increase.
- We do not need green spaces artificially created and replacing farmland. The only reason you have this issue is because houses are being built on our existing green fields. Disgusting how Devon is losing its identity.

Combined and other comments

- Access to the local bus stop - you have to walk in the middle of the road and then cross a busy main road.
- Again transport to green open spaces not easy if no car, need to improve cycle trails as well.
- All these questions depend on where you are. E.g. Exeter is fine. Cullompton and surrounding roads less so.
- Better maintenance of grass areas necessary. Potholes are a problem. Paths, pavements need to be better maintained (especially if you are visually impaired).
- BSL [British Sign Language] clips to access for information to understand.
- Buses are overpriced, public roads are busy and overcrowded, the roads were not built to sustain the level of use they have today.
- For really open spaces I have to drive. We are short of footpaths and bridlepaths. No one should expect paths and pavements to be perfect.
- Getting around is hampered by cost considerations.
- Great open spaces. Pavements and street lighting limited in some areas making walking outside in the dusk/dark unsafe Public transport irregular.
- Green spaces are being taken over by building estates often with very poor access.
- Green spaces such as Haldon and Stover hard to access by public transport.
- Having two people in my family in wheelchairs, pavements problematic and constant access, teenagers suffer from poor bus service.
- I am a wheelchair user.
- I am aged 76 and was seriously injured in 1993 - I am severely disabled and handicapped.
- I am disabled but as long as I have my car I can manage.
- I am disabled so getting around is very hard.
- I am disabled through loss of my right leg, I have a pavement scooter, the bus has a good facility for getting on and off in my wheelchair but the services are being cut and often do not run to time. Some pavements are not wide enough and some curbs are not low enough so getting around can be difficult.
- I am largely housebound because of the lack of public facilities.
- I am wheelchair disabled.
- I can only answer for my area, don't know about all parts of Devon.
- I don't use public transport very often. I find the bus uncomfortable, noisy and unpleasant. It is also expensive, although I know it's cheaper than having a car, but my car provides me with more flexibility. There are some country roads which have been badly affected by weather.

- I had to pay a day rider ticket to go to the hospital from the city centre by bus: that's ridiculous. There should be dedicated lanes for buses in central areas of the city to reduce the number of cars causing traffic jams and delays. A pedestrian crossing and traffic light should be installed on the road that goes from Picture House to Fore Street as it is difficult to cross when walking up and down Fore Street. Many areas of the city of Exeter are designed around people who drive with no other option available. It's all very well when people are strong and fit but what happens to people who can't drive (teenagers and elderly people, sick) or people who don't want to drive all the time and feel like walking some time? Or if people don't have a car?
- I have frequent falls and the pavements are horrendous. I can only get to buses maybe 2 days a week if I'm ok.
- I have just had an operation and hope to start driving before Christmas.
- I live in a village only one bus a day & roads are terrible.
- I use sticks or wheelchair.
- I would have good access if I were younger.
- In Teignbridge they do not have any WAV taxis which are safe and available 24/7. Where we live to access the public transport I have get on the road as the pavements are unsafe and uneven.
- Infrastructure is very poor in Dawlish new houses no road system i.e. Gatehouse area.
- It is often dangerous on joint pedestrian and cycle paths - particularly for the hard of hearing. Far better when the two have separate marked lanes when joint, but the ideal is to not have joint use. Can get around to a limited number of destinations via public transport.
- Limited by disability.
- Limited where I can go because I travel with a guide dog.
- No bus service at night, pot holes are not being dealt with pavements broken or uneven.
- No bus service within walking distance. Dangers on the roads are not always dealt with promptly and can be difficult to report.
- No buses on Sundays or bank holidays from our area in Teignmouth. Roads are much too congested and many are blocked with parked cars and vans on both sides of the road.
- No green, open spaces or useable public footpaths in Umberleigh - farmers fields look great but cannot be used.
- No thought is given to people without a computer.
- Our services are being cut. Footpaths are going to the dogs. Pot-holes on every road. No car, no buses - access is a joke.
- Paths often slippery - moss etc Nearest bus uphill 400 -500 yds and a limited service since no 45 has stopped.
- Perfect example is the number 15 beacon bus which went to the 75 service. Vast amount of elderly were affected by this and the reduced hours of travel North Devon roads have lacked in funding and maintenance, temporary pot hole repair is rubbish, pavements are cracked and dangerous, road markings lacking. Where has the allocated pot of money for North Devon roads actually gone?
Problem in Okehampton is the dog fouling on pavements around the town centre public transport in Okehampton is a joke. Car is essential.
- Public paths are blighted by cyclists. 'No cycling' is not enforced. You can't walk a dog without someone almost running them over in some shared paths. You lay green tarmac & a cyclist would rather block up major commute roads and risk being hit by cars than use the specific shared cycle way that runs right next to it. Take Topsham Road and Bridge Road to swing bridges. Hideous if you walk with a pushchair too. Not to mention the new build estate with the ridiculous no paths and a shared road. Car drivers don't slow for you, and walking with pets and

children in the road gives a confusing message to a child. The grass paths next to these roads are like bogs in winter. A stupid idea to save on tarmac costs in the vain hope of slowing traffic. Oh and the green open spaces aren't upkept. Knee high in grass and dog mess usually. Not pleasant. And the "wild" flowers that we are now being fobbed off with in some areas of Exeter are a joke. It's a less grass cutting and more of a budget cutting idea.

- Public paths are no longer safe as most are now shared with cyclists. Our roads are not easy to get around as there are now so many traffic lights which prevent the easy flow of traffic. We have good access to green spaces at present but they are becoming fewer as so many houses are being built in and around Exeter.
- Public transport is pretty useless if you live in a rural village like me, very poor service. No pavements in the village and traffic too fast.
- Public transport is sketchy and declining. Public paths and pavements are in terrible condition. Public roads are appallingly maintained.
- Public transport is too expensive. Some pedestrian crossings are not always stopped at by cars when I am waiting to cross e.g. The one by Pyramids and the one on Polsloe Road near the shop by the Grendon Road junction. I was knocked off my bike in Whipton at a junction. Someone just drove into the back of my bike. I was not hurt, just shaken. No, no safe enough despite me wearing a fluorescent top, cycling helmet and was stopped waiting to turn right at a junction.
- Public transport is very limited and poorly co-ordinated, all come at once, then an hours wait. Bus connections are dis-jointed or non-existent. Axminster is one of the few towns without a "town bus service". Increased house building makes parking in town difficult resulting in cars parked in nearby roads - dangerous for footfall citizens.
- Public transport is very poor - only 3 buses a week. Pavements often uneven surfaces often with vegetation overhanging, making using path impossible.
- Public transport is woeful and expensive. Rail links to the rest of the country are tedious. The link road in North Devon is very dangerous.
- Public transport need better but times to get to places. Pavements and roads are not necessarily well kept, pot holes. Need more green spaces and houses being built on all the ones we have.
- Public transport only available to nearest market town. Local pavements in market town in bad need of repair to paving stones.
- Public transport reasonable commuter routes but poor between villages. Cyclists on footpaths not always considerate.
- Public transport services have declined: for example, the First service no longer travels up to the hospital but stops at the bus station. This means a change in buses, or a long walk. Public roads, especially in rural areas are very potholed or the surface is in very poor condition. There is little or no maintenance of these.
- Public transport such as buses - it is hard to find out where buses go to - can an app be made? Bus service does not go to the places I need to get to when I need to get to them, e.g. No early service from Totnes to Torbay hospital. Public roads through Totnes are dangerous for cycling on - more cycle paths are essential, particularly along the A385, which carries far too much through traffic and is adversely impacting on the town. The cumulative impact of traffic along the A385 cannot have been taken into account when approving the building of additional housing in Totnes and Torbay.
- Public transport systems are not joined up and assumptions are made that if there is a train you don't need a bus. We need much better transport solutions to the main areas such as the airport from all directions not just Exeter, to Wonford Hospital and County Hall and into the city to Marsh Barton. The traffic in the mornings is becoming impossible to negotiated and is getting worse. The opportunities for a filter lane

to the motorway from A30 from East has been blocked which contributes to long delays and you can't get through traffic lights because traffic is blocking the route from the other sides. I have seen more accidents and near misses around Exeter and East Devon than ever before.

Access to green spaces is limited but I appreciate we do have an excellent rural location and access to excellent facilities with a wide variety of landscapes however, transport routes to these places are limited and more reliance is placed on vehicle use to get there.

- The bus service between Barnstaple and Chulmleigh has been severely cut. Last month I returned to Exeter airport at 6:45pm - we had missed the last bus - we had to catch a taxi back to Chulmleigh. Both our cars have suffered damaged suspension in the past 18 months.
- The ever shrinking public transport system fails, in many cases, even for commuters, to get you where you want to go, when you need to be there. I don't use my car much, but the several necessary trips I have to make are not possible, in a sensible timeframe, by public transport - cost is not now an issue since I have a bus pass but before they would also be too expensive by public transport. The state of the roads (and the verges) is also becoming pitiful - something needs to be done to continue the cutting/maintenance contracts on the roadsides, etc.
- The exception is Appledore Quay where the local authorities refused to ban parking on one side or the other is still mystifying.
- The local roads are always potholed and i've had to replace car shock absorbers twice in 2 years. I live rurally and have no access to local buses. I guess this was a choice but I plan to move house before I get too old.
- The old No. 10 bus has been cut, and limited other services, disabled people are being forced not to go out, unless they can afford taxis. Due to poor eyesight do not always see bushes hanging over pavements, holes in pavements because people park on them, lack of parking enforcement. Cannot cross Station Rd in Barnstaple easily as still no crossing.
- The poor level of service/infrastructure and inadequate finances at grass roots level does not reflect well on a country regarded in the E.U. as one of the most prosperous. Far too much unnecessary financial resources have been allocated to senior mgt. level positions for the job description requirements.
- The timings of public transport are not 100% reliable. Too many cars on the road - the reliability of being able to park a car is uncertain. Too far to walk to green spaces.
- There is no public transport in my area near Tavistock. Narrow pavements are very difficult for people using wheelchairs. Forced to use car even for short distances. Cites/towns need better signage. Potholes faded signage in roads.
- This is an area of false economy - rural isolation and deprivation is being exacerbated by DCC policies and increases exponentially the further one lives from Exeter. This undermines the entire County structure moving significant numbers of DCC rural population into fuel and transport poverty, out of work, increasing benefits and social costs.
- Trains to/from Barnstaple are slow and limited; only limited experience of buses; pavements and paths are variable some are in dreadful state.
- Transport is costly and infrequent. Roads are a mess of potholes which get repaired only to reappear shortly after because the repair is a light touch approach which is false economy. As a cyclists worried not only about cars hitting me but being hit by a pothole.
- Unfortunately public transport has been cut to such an extent that it takes very long to get eg to Dartmoor and similar places and evening services are lacking. As for Kingsbridge. Also too many trees [green lungs] home to birds, shade etc.] are cut down when people move into a new home, have extensions built etc. Trees are not a luxury but vital to us all.

Q6: Computer and Smartphone use

- I have the skills and confidence to access information online
- I can access information and communicate online through a device in my home
- I can access information and communicate online through a device in my local area

If you disagree and wish to comment, please do so briefly in the box below:

Skills/confidence

- Age means I am not confident on computers.
- Am not computer literate.
- Being on line is ok but if you don't know what is being asked how can you responded.
- But you need to take into consideration people who are not computer savvy.
- Couldn't handle computers.
- Do not have the necessary skills to do these things independently.
- Don't like computers. Prefer face to face communication.
- Don't trust internet security. Not willing to put personal details on the web.
- Hate using internet - prefer phone.
- I am a very inexperienced computer user and I don't think one should have to own a computer to obtain what is obviously important locally.
- I am amongst the vast majority of mature persons who cannot use Emails and still use BT and Royal Mail.
- I am blind - can't access computers. Never got on with them.
- I am computer illiterate.
- I am not a computer user and don't wish to learn.
- I am not computer literate.
I am not skilled, but fairly competent using my computer at home. I learnt from a first basic course given in the village when I tried to continue at tech college I was useless
- I am not very computer literate. Prefer information in other ways.
- I am not very good with the computer.
- I am trying to re-educate myself to use an andriod rather than former hardware from the 80's.
- I can sometimes but would prefer to use the telephone to speak to someone. I am not clever with the computer and find it a trial.
- I did a computer course in 2004 but need a refresher (after 11 am) course.

- I do get by but regularly make errors which send me back to the telephone.
- I have great difficulty remembering how to efficiently use modern appliances. I do get upset about this - I used to handle secretarial work.
- I have MS.
- I have no confidence to do this, why is all information online, why publish results of survey online, lots of people can't or won't access it.
- I have no IT skills as I am 69+. There should be local classes to teach us.
- I have no knowledge on computers.
- I have no knowledge or understanding regarding computers etc.
- I know many people who do not have a computer or the skills to access information. There is an over-reliance on computers!
- I know nothing about computers.
- I may have the skills to access information online, but I would far prefer to talk to someone who can also give advice.
- I need help with all on line activities particularly sending email, to make purchases to clothe my grandson.
- I struggle.
- I treat computers as a necessary evil and avoid using them as much as possible.
- I tried to become computer literate but soon I was in danger of losing all my privacy and dare not use it for financial dealings etc. I gave the computer away.
- I was hacked when I had the internet and it happened more than once even though I had firewall and ant virus protection. I therefore got rid of it.
- I would like to access help with online communication.
- If I knew where to access this I would think about it, maybe need more lessons from library.
- If you want everyone to become digital provide the facilities to give the training and support, face to face training.
- I'm a real beginner.
- I'm just not good with modern tech.
- In my late 60s IT skills are limited and I object strongly to the heavy reliance on the internet.
- Its knowing what sites to access that is the trouble.
- Many older people are not computer literate.
- More publicity required (through letterbox) for people who wish to acquire computer skills especially the elderly. I am 77 years old.
- Must go High Tec - Training & Development Courses should be community run and financed and not be a burden on tax payers.
- Nearly one in four adults do not have basic on-line skills and are therefore excluded from the digital world almost entirely according to a new survey report. Those taking part were asked about five basic skills: managing information, communicating, transacting, problem solving and creating. Whilst 89% could use a search engine, 27.5% could not buy or install an app. (Cyprus Mail, 20 October 2015).
- No computer skills.
- Not entirely computer literate.
- Not everyone has IT skills and access - a hidden minority that can be ignored by HMG [Her Majesties Government] and councils.
- Not sufficient knowledge on line so far.

- Older people need *help* from our younger generation - build bridges between the two.
- Only with the help of a carer, I can access information online.
- Personal data security and confidence in systems used by *all* organizations is not adequately financed to ensure safeguards for users.
- Still learning.
- Still looking for a patient tutor.
- Technophobe.
- The complexities of the computer are such as to make easy communication very difficult with my limited knowledge.
- There is equipment/software available to enable me to use computers but I choose not to.
- We do not have a computer. It's too difficult to understand and leaves us open to fraud.
- We oldies need help to access this help.
- We silver surfers need local classes where we can take our OWN tablets and learn how to use them - please!!
- What will happen to those who do have or trust computers or smartphones?
- With severe traumatic brain injury, and now being severely visually impaired many complicated devices are quite lost to me.
- Would love to learn more on my computer!

Access to a home computer/personal device

- A lot of people my age do not have a computer.
- Cannot afford internet or TV. Poor eyesight. We cannot afford TV - soon we will not be able to afford line rental. Eye and neck disabilities make using a computer difficult. I prefer to speak on the telephone.
- Cannot use (I can on my Mother's behalf but not often). She cannot use and does not have a PC or Internet and does not have the skills due to illness.
- Can't afford computer.
- Computer only - I do not have, or wish to have, a smartphone.
- Computer yes, smartphone no.
- Do not own computer or smartphone - nor knowledge to use either.
- Don't have a computer.
- Don't know of any such devices; a "N/A" answer is needed for the choices in this section.
- Have no computer would not know how to use on or understand.
- Have no computer.
- Have no online service.
- Home access only.
- I am not on the internet, due to the cost.
- I can but not everyone has a computer or can use one especially the aged.

- I can't afford to pay for access and because of mobility I often can't get out the house for days or weeks at a time. My brain is ok but getting to a connection is the issue.
- I do not have a computer but feel I would probably use one as my brain is still active.
- I do not have a computer or a smart phone.
- I do not have a computer or any means of access to information online.
- I do not have a computer or anything that I could use for online purposes. This because I cannot afford to buy a computer plus all the necessary additions, plus the cost of running same.
- I do not have a computer or smartphone - and do not want them.
- I do not have a computer, neither do my nearest neighbours. Did have one, but internet speed too slow (1.3k max), so gave it away.
- I do not have a computer.
- I do not have a computer.
- I do not have a computer.
- I do not have a lap top to go online - hence a problem.
- I do not have a mobile phone and would not want to see systems developed which assume that everybody has a mobile phone.
- I do not have either of these devices.
- I do not use a smart phone or own a computer.
- I do not, as yet, use a computer or smartphone.
- I don't have a computer my husband has one if I need anything.
- I don't have a computer or smartphone.
- I don't have a computer.
- I don't use a computer for online information.
- I don't use a computer or go online due to my poor sight.
- I don't use a computer, and have no interest in doing so.
- I don't want the internet.
- I hate computers.
- I have a laptop at home, but use the library for printing.
- I have chosen to be free of both a computer and smartphone. I enjoy my land line and paper copies.
- I have no desire to have a computer. Just another item to go wrong for an OAP.
- I object strongly to the assumption that everyone is online or wants to be online. For a single person household this becomes very expensive.
- I scrapped my computer a year ago, I hated the intrusion into my privacy by unscrupulous people.
- Need adapted computer, costs to me are high, so I rely on over people for help. Mobile phones on the market have small keypads for texting, so no use to me. Grants are required for help to access services so we can look up our own information.
- No access.
- No computer now.

- No computer or mobile.
- No computer or smart phone.
- No computer or smart phone.
- No computer.
- No computer.
- No computer.
- No computer.
- No internet access at home.
- No.
- Not everyone has a computer, can afford one or wishes to use one - Assumptions are made that folk cannot live without such gadgets.
- Not everyone has a computer, I am one of those.
- Not everyone has a computer.
- Smart phone only.
- We have no computer.
- Yes I have laptop quite easy to use but just depends on the internet. Like all the information with a lot of list of music, leisure etc.
- Yes my local are being my home...one and the same!

Access to computers in the local area

- A friend of mine was helped to go online by a librarian. She was very pleased. I was able to use wifi in the library when my home network went down.
- Access to the internet at the library is excellent, but it would be better to use tables rather than pcs as they are quicker to load and accessible.
- Bideford library has steps to get into it. No good for wheelchairs.
- Can use library if I have a problem - keep libraries open!
- Can't afford a computer, at the library you always have to make an appointment to use a computer.
- Computers available at library.
- Computers in libraries are so busy you can't get on.
- Computers in libraries do not have speech software for blind people.
- Contradiction re access to information / services but less access to libraries.
- Depends how local - not in own village.
- Easy, just keep the library open!
- Excellent computer provision at local libraries. Thank you.
- Exeter Central Lending Library offers good wifi, but my local community centre (Exwick) had weird Lynux computers when I was last in there!
- Home use, for low income families cost of broadband rental is disadvantageous, device in local area is valued.

- I can use the local library but as I am visually impaired I require help and it feels too public with other people around when things have to be read to me from the screen.
- I cannot access information in my local area safely - only in internet cafe with hired laptop and no printing facilities.
- I cannot use the internet myself due to my ongoing balance and since Dec 2011 post spinal surgery side effects - permanent vertigo issues using internet exacerbates it after using computer for a minimum amount of time and unfortunately so I get help from library IT session volunteer or staff member at Exeter central library - 2 hours bus ride there and back but I am very grateful for the help given.
- I can't afford internet at home. The library is more closed than open and allows 30 minutes free internet access a day.
- I have no home computer and now need training to access computers in Libraries.
- I have no internet but if an occasion arises to need on I can go to the library and Jane will help.
- I use library computers and find they are what I need.
- I'd like to access via library, but again no bus to get there.
- Library computers essential for internet access.
- Local library run by volunteers and not manned regularly.
- Nearest online device is 3 miles away.
- No community access in the village where I live so I rely on my own devices.
- No community facilities to access internet.
- No community internet access available in our village. NB. Broadband connection in this area is really poor.
- No devices I know about in the area but a wonderful P Office who will chase information.
- No facilities available.
- No home computer, no e-mail address - library computers are therefore useful.
- No local devise to my knowledge. Broadband speed unreliable.
- Not easy to access information as no wifi hotspot.
- Once Chulmleigh College redevelopment completed.
- Only public computers and wifi are at the library which is only open 6 hours a week.
- Our village library has two computers, and although only open a few hours per week, these hours are vital.
- Prefer print - local library. You can keep a finger on relevant pages.
- Public access network in libraries needs major upgrade. Very slow.
- The library is an invaluable service.
- The local library has computers but use is limited.
- The local library kept open by the community does have internet access
- There is no internet café in Exminster.
- There should be more Public access and *no* restrictions on surfing the net.
- To access information online through a device in my area would entail a trip to the library.
- We are not online at home (our choice) - use Bideford Library to browse internet.

- We need more computers at the library. The cost of printing colour copies could be more competitive for students who can show student identity.
- What sort of device? I can't access devices 'in my local area' but I can in my home.

Connectivity (Broadband and Mobile)

- Access very slow much of the time.
- Better Broadband in rural areas would make this easier - it is dreadful currently even though CDS/BT has upgraded.
- Broad band coverage where I live is adequate, mobile and TV is primitive. More pressure to get 4G in.
- Broadband is far too slow in parts of the town, why is superfast broadband not widely available - lots of micro and small businesses are very reliant on the internet to function. 4g rollout on the mobile network has also been far too slow in Totnes.
- Broadband is slow in Chulmleigh. The local library has been closed during school building refurbishments. Smartphone signal is also very poor.
- Broadband is still much too slow.
- Broadband is very very slow. I can't use streaming services e.g .bbc iplayer for tv but can for radio.
- Broadband need to improve in Cullompton and surrounding villages.
- Broadband speed needs to be seriously looked at.
- But very slow.
- Having trouble with broadband I live on side of a hill in a village so we use public computers in Exeter.
- However, the broadband is shockingly slow in rural areas.
- In my village the phone lines are in bad repair but BT will not do anything about it. Mobile signal is very poor regardless of provider. People are regularly left with no phone or internet connection.
- Limited broadband and mobile signal unreliable.
- My problem with communicating online is that the area of Exeter I reside in has a very poor signal on all providers.
- Need better broadband.
- Networks are patchy.
- No mobile phone signal. No local hot spots for wi-fi.
- No network coverage for mobile phones. Poor broadband signal.
- No on line facilities.
- No signal.
- Not always - broadband always a problem, especially in rural areas and power cuts are frequent.
- Now the internet strength has improved in my area, this is much easier.
- Online connections are still patchy in rural areas.

- Only just got Infinity to area - and still not a great service - old service was horrific and we still paid same price as others with much better service.
- Our village (Bramford Speke), although only 5 miles from Exeter, has not yet got superfast broadband, and is still not confident of getting it in the near future. Help!
- Outside of home connection can be varied. We should have cheap accessible wifi. Fast speed all over the county.
- Poor broadband and signal blackspots affect performance.
- Poor broadband in our area.
- Poor broadband in the area.
- Problems with our computer because of seethelight depend on their lines.
- Reception of internet is dreadful in this area - we have given up because of this.
- Rural broadband intermittent and frustrating.
- Rural broadband is rubbish your fault I believe.
- Slow connection speeds in rural areas affecting ability to work as a business effectively.
- Speeds are dreadful.
- Still have slow internet connection - Download 1.13Mbps Upload .51 Mbps.
- That would be if I ever have fibre. Seems it is everywhere in Devon/Exeter except in the new developments around Admiral Way !!!
- The quality of rural broadband is an absolute disgrace. It is slightly ironic that when I phone my broadband provider in India they can't believe there is no mobile coverage and less than 1Meg Broadband speed. This is/will significantly affect my children's and my ability to keep up with the latest developments in 21st century technology and society.
- Very poor broadband speed.
- Very poor remote access and some areas don't even have a phone signal never mind a broadband one.
- We are at present trying to obtain broadband connection in our Village Hall through Wildfire.
- We need faster broadband.
- We pay a high price for our broadband because N Tawton needs upgrading and it is very slow!!
We seem to be ignoring the issue of effectiveness and reliability. Mobile reception is still variable and unreliable. Speed of broadband for most of us is not acceptable

Other and combined comments

- 'My Devon' is a complicated site to find what you need.
- Although I have email I would not know how to access information I do not know exists, nor, it seems, DCC info does not work evenings and weekends. If information is not occurring real and quick, this also applies to DPT website for emergency services. What's the point?
- But increasingly many websites are not secure [https] and paying online/give your details online is not secure [see recent talk talk hacking].
- But many can't and if I lose my job I will not be able to afford broadband and if access to libraries is reduced how do I job search online then?

- But not everyone can.
- But prefer the telephone or face to face.
- Can only access on-line if info is linked properly. None in villages only 10 miles in Library. We need more police to stop idiot drivers on roads.
- DCC website is very user unfriendly.
- Didn't know this existed till looking up street lighting t l message just now.
- Elderly people do not.
- I feel it is important to maintain channels of communication that do not use the internet.
- I feel the last statement needs expanding.
- I strongly feel that online access alone is not enough, even though there are computers at the library.
- If I had a computer - Not easily accessible if no transport and why does all information have to be "online"? It seems like if you don't have a computer – tough.
- It is dependant.
- It is helpful to be able to speak to a human being on the phone.
- It is now assumed generally that everyone has a computer, this is just not so. Many older people have neither the money to buy or the skill to use.
- Many citizens over 55 are being ignored by the event of email. Post, telephone and information is being eroded with the swing to www.com! On-line service is poor, with rural areas being ignored because of poor broadband. Internet services are poor as the whole infrastructure cannot cope with demand.
- Much too time consuming to get questions answered on the web, usually not specific enough. More kindly to talk to somebody with precise information.
- My illness means I cannot look at a screen, therefore using a laptop etc isn't possible, nor are modern smart phones. My house mate doesn't use it either so as far as accessing info on line is concerned both myself and my housemate aren't able to do so. Also if I didn't have problems with my eyes I'd not be able to afford it.
- No one was even bothered, I had no water(?) even in the kitchen for 8 months.
- No thought is given to people without a computer.
- No time to concentrate on computer.
Not relevant to me.
- Older people who do not have a computer, or do not wish to use them, are being seriously side-lined. These in rural areas are badly affected by this.
- Online content is only good if you a) get notified about it (i.e. Flyer posted through letter box), b) are specifically looking for the content, c) know the difference between County services and local Council services.
- Please publish on paper in local libraries.
- Still a long way to go on reliability. Strange error messages still appear. Also how to operate email. Don't tell me it is "intuitive".
- The expectation that people can and should access information online is frustrating.

- The internet is a lifeline to me as I am housebound. But surveys easier over the phone, or very tiring because of my condition.
- The only danger with concentrating information on-line is that, for those of us who can it's fine, but for those who are not able/confident enough to use a computer, it removes it from their sphere of reference. This is another danger that County Hall seems to be very unaware of - easy to be so when you have your own computer on your own desk with an efficient Internet/Intranet connection.
- What is a smartphone? Using computers for information is very isolating, especially for carers like me. A friendly voice on the end of a phone line can provide motivation and reassurance; not just information.
- Why do you suppose we all have a computer?
- Yes access - but no influence on anything - another public con.

Q7

- I can get the help and support I need from my family, friends, or community
- I know how to access care for myself or those I care for
- I have good access to community activities and/or resources
- I have good social contact with people
- I feel there are good job opportunities for me in Devon

If you disagree and wish to comment, please do so briefly in the box below:

Care, help and support

- A carers encyclopaedia needed both for the carer and the user, with a rating system. Local drop in centres or safe centres desperately needed for people with special needs.
- Access and provision of social care for adults with high functioning autism doesn't seem to be available unless or until the person has severe mental health problems.
- Access Care - hard work getting the correct information that I was entitled - too much information appeared to be cloak and dagger and quite often not forth-coming without a struggle.
- Accessing community mental health care is extremely difficult in crisis.
- Again if you have family who can access for you, fine. If not then isolation is awful in Devon.
- Although I do not need the services myself, I feel for others in Lynton who have lost their local hospital beds and a fine care home Lydiate Lodge has closed. Very worrying for them.
- Approaching my 70's - really not sure how to access care if needed, presume I will have help?
- As a carer of more than 10 years I feel there is less help and support for carers. Being directed to websites all the time: so it's always time consumers and isolating.
- As said before you get different answers from SS to the same questions.
- At 81 I'm active and mobile, but nervous as I have no relatives near. I've managed here for 50 years and continue to be independent. I use a car locally for shopping.
- Better and more support for older people. I had to have carers - didn't know who to ask.
- Better publicity of services and/or where to access them would be a great help.
- Cannot access all the support I need from friends, family or community.
- Cannot get all the help I need from friends, family etc.
- Care industry seems to be governed by those companies who offer to SS. The cheapest care is not always the best care.

- Carers are too stretched for time and cannot give me the interaction I need as a (housebound) human being. It is incredibly depressing.
- Cuts to day services are leaving older people and carers depressed and isolated.
- Doctors should make house calls. They do it in the Netherlands and I pay less than I do to the NHS here.
- Don't know neighbours, 6 houses her rural no services.
- Even though I would like to live independently I am unable to at the moment, as I live in sheltered housing. I have recently been a victim of crime and at the beginning Teign Housing were supporting me but now as the issues keep occurring we have been left high and dry. As I do not want my family to become Victims of crime they do not visit. My friends some who use wheelchairs are unable to visit me, as my current accommodation is not suitable i.e. wheelchair turning point by the front door is ideal and entering the other rooms ie kitchen & bathroom not ideal.
- Family abroad.
- For young homeless people the support and options are very poor, constant reorganisation of CYPS [children and young people's services] does not help.
- Have had difficulty accessing info re. Care.
- Help and support via church only.
- Help not required - we do it ourselves.
- I am an elderly carer looking after an older relation. We are both getting older and do not have any family or friends of a younger age to help although some do what they can. We have no contact with the community help because we try to cope but are not really able to cope with high winds and threats of flooding.
- I am fully aware of many instances where appropriate care is not being made available. Residential Care for those that need it. Appropriate statementing for children with Special Needs, Adequate bus services for this rural areas impinge on access to hospital for patients and friends and family visiting. Undoubtedly the 'community' will suffer with the further cuts to *our* Police Force etc etc.
- I am house bound with poor access to entrance and part spiral staircase to bathroom / WC and bedroom. Have applied through Housing Options for 11 months and not received any properties to view.
- I am reasonable fit and healthy, but like many of my peers there is no near immediate support. Self care is fine if there happens to be "care in the community" of which there is not. Reliance on friends is a priority for every day needs. The care service is stretched to capacity with little evidence it will improve.
- I can get help from neighbours but why should this be expected?
- I do not know how to access care.
- I don't know how to access care, and if I needed to, I don't know where to look.
- I get very poor support for my adopted daughter. No one listens.
- I have a big concern that when I need social care - due to cuts- very little will be available. And what there is will be poor quality.
- I have been lucky not to have needed these services to date.
- I have no family network. Difficult to get help.
- I have no support network.

- I have the good luck to live in a very supportive village and family are nowhere near.
- I may know how to access care for others but abysmal communication after first referral.
- I only know how to access care because I worked in the community for twenty five years, people are still asking my advice even having been retired for 18 months, more info is needed.
- If I needed care I would not know where to start. I had a bad experience when my late husband was discharged after 6 months rehab with nothing in place.
- It is important that carers are screened properly and able to give care without bias. Respect is important. Increasingly older people are called darling, dear, pet etc. in care stations and also in general.
- It's not until you test or need care assistance will you discover if the system works for you.
- I've not really needed to test this as yet, so not really relevant.
- Live with my family so receive help with the above.
- My three children live away so I rely on friends for lifts etc. and the hospital car.
- Never having had to look at care facilities, I've no idea whether I can access them through any of those mentioned. I would hope those dealing with my immediate care would be the ones to offer this information or access to it.
- Question 1 above is actually 3 questions. Who designs these surveys? If I need help I can call on family if they are available, friends possibly but wouldn't have a clue about the wider community.
- Recent serious illness has proved that without family or friends the community is about as useful as a hole in the head.
- Ridiculous roundabout of calls in an attempt to find some respite care. It has become almost impossible in North Devon.
- Support from family and friends but not in the community.
- The care area needs simplification.
- The closure of Cullompton care home for the elderly: some of the residents didn't make it though the change and died. Relief day services with people with caring responsibilities should be reintroduced.
- The first 2 statements - I know where to access care and support however the council do not make it easy to get it, hence i have put strongly disagree.
- There are many people who are not as well as me who get a rotten service.
- Trying to access care for my father with dementia was a nightmare! I needed to harness all my professional skills and experience. How do people with fewer skills and less experience manage?
- We have been called-upon to look after some of our neighbours that could not get to hospital (not enough ambulances).
- We live in a close care retirement estate in countryside.
- We live in a vibrant and supportive community. I have little confidence that quality social care would be available if ever needed.
- Whilst I know how to access care, this assumes there is some to access. It is quite clear that I have to manage without outside help no matter how difficult things may become.
- Why should I have to depend on my family?

Community resources and activities

- Access to community activities only during daylight. Can't drive in dark and no evening bus.
- As a gay man I do think enough help is given to LGBT community groups in N Devon.
- Can't access community activities easily as taxis refuse to lift my wheelchair. Used to go to blind club when I could walk - they can't provide transport. Have to use ambulance and I don't want to take up resources.
- Community activities are becoming more difficult to run without grants because of the high cost of renting rooms and for the lack of availability. for any meetings with over 100 people, such as the Exeter Forum.
- Community activities are relatively few (e.g. Evening classes of interest) and public transport to reach them is tricky.
- Good village community.
- I belong to U3A [university of the third age] which is excellent.
- I go to blind clubs/luncheon clubs.
- I have access to community resources - but some of these are inadequate e.g. community health, respite care, adequate quality residential care.
- I would like things to start later, 9.30 am is too early.
- If you haven't got care and support to enable you to access, you can't access community activities etc.
- It isn't that community activities/resources don't exist - it is because I can't access them as I am housebound.
- Life is very good to me - but sometimes I wish I lived in a more interesting environment. There are only so many coffee mornings and village stall type events one can cope with!
- More community activities would be welcome.
- More groups for parent/carers are needed and groups for special needs children.
- My library and local community centre (St David's) are fantastic places where I have met a number of people living in the same area and organizing local events.
- Need more groups for adults that care for children with special needs and groups for children with special needs.
- Need transport to get to community activities.
- No community activities or resources in my area - have to travel to cities.
- Not clear about facilities available in my area.
- Not in need of care, yet. I am a carer aged 68, gave up a local position because driving between clients in and around Totnes extremely stressful because of congestion/time. There are activities, but can be expensive.
- Not too much left in the way of community resources.
- Nothing in my town of Totnes is being done for the elderly, we have no clubs, not even age UK.
- Our community is very strong no thanks to DCC though Villages exist despite your cuts, interference and non interest.
- Social club depends on their communications, also depends if people know enough about deaf people . If not, problems.
- There are few activities or resources around.

- There are limited social opportunities for those in their 20s/30s.
- There is a lack of sheltered housing to buy/rent privately. People in social housing have greater opportunity to remain in their own area when they need the reassurance of moving to a warden-controlled home. Those of us with a house to sell do not have the opportunity as no provision is being made in new developments.
- There is less support in the community now as we have an aging population and have become more reliant on charities for support.
- We need a new village hall to replace our temporary one in the village.
- What community activities?

Social contact

- How is DCC going to affect 4?
- I am a widower and live on my own.
- I am misanthropic.
- I am very isolated. I often can't get out and due to previous domestic abuse am scared to go out at times. My mobility affects getting help. I often can't afford phone/internet at home. There is nobody who would employ me knowing I will not know when I could get to work and maybe 2 days one week and the next no days...
- I see very few people.
- I'm unable to work due to severe ME, before I got ill I worked in [identifiable information removed], where probably have stayed for my working life. I'm 99% homebound so I rarely see people, nor am able to go out to see people and I really see my parents and housemate, all of which are my carers.
- Lack of public transport forces me to stay at home, no social life anymore.
- No family. Friends all older. Rely entirely on my husband - people do not understand my disabilities as they do not always show. I do get lonely.
- So many second homes mean no neighbours, no social contact.
- Very easy for people to become socially isolated.

Jobs

- A lot of jobs in Devon are poorly paid, not wages I can live off.
- Again County Hall's green travel policy is great if you live in Exeter and work at county hall - cycle to work day is no good if you live in Newton Abbot and are going to an appointment in Tavistock...
- As a grad. From Exeter Uni I know how difficult it is to find interesting, well-paid work in Devon. Most grads leave the area, or return to where they grew up because there are few good jobs.
- As I am a pensioner job opportunities are not a priority.

- Best way is to set up own business, either from home or other outlets - otherwise limited.
- Cannot work.
- Choices are more limited in SW England.
- Disabled workshop has gone, supported placements - have not heard about for years.
- Due to lack of transport, it is hard for me to find a job that I would be able to get to and from.
- Employment / housing not easy for young people and others.
- Employment is difficult we have to drive miles for work.
- Few opportunities outside cities and little chance of new businesses developing who require workplaces bigger than an office as no facilities.
- Getting a job is still a barrier for deaf people. For example, "here's the phone number, you do the calls"! No interpreter for signing on with support.
- I am 60 and blind, I have little chance of getting a job in Devon - if at all and that's not me being pessimistic, that's living in the real world.
- I am 62 years olds and my experience is that jobs for women my age are not all that varied, accessible, available or advertised.
- I am 83 not looking for job activities.
- I am fortunate that as a journalist I work mainly from home, but buses are so limited I would struggle to get about for work as my eyesight prevents me from driving.
- I am limited by disability.
- I am over 70 I doubt I would employed by anyone, plenty of volunteer jobs though!
- I am retired, married & have my own car, this section is N/A.
- I am retired.
- I am retired.
- I am retired.
- I am severely disabled and handicapped.
- I am too old.
- I feel that all the good jobs have left North Devon. There is not enough local work to pay the mortgages on these new homes that are being built.
- I have a first class honours degree. I currently work as an administrator in [workplace given], the pay isn't good but I have little other choice. I cannot afford to move out of my parent's house. I find it upsetting that my peers are having babies and getting help but because I'm single and childless I am not given any help. I just want to live in [village given] and have a nice life, it's depressing that having worked so hard re my education I'm not going to achieve my simple dream.
- I have a professional qualification, a post-graduate qualification from one of the UK's best universities, and 20 years' experience; I've been unable to find work in Devon for over 10 years and instead find only temporary work in the Midlands and Bristol/Bournemouth area.
- I have been looking to work for over 18 months, most places ignore because of age and or being over qualified.
- I have been unable to get a job in IT for the past 4 years.

- I have been unemployed for over two years despite trying very hard to get a job. I found the job support from both the job centre and other places woeful.
- I have only just retired aged 87 from practicing as a doctor.
- I work for the library service and feel we have been squeezed to the point of under-staffing now, 1% pay rise in the last 3/4 years and nothing else to come. Thank goodness we have been able to spin out of DCC otherwise I'm sure there would be no library service in the next 5 years. I also think that general job opportunities are poor in Devon and most wages are so low there is no opportunity to get on to the housing ladder for young people so no incentive to stay in this beautiful area.
- I work on a zero hours contract as a lecturer in Higher Education.
- I would like to think I could move jobs at some point but there is very little opportunity for progression.
- I'm retired and there are certainly a great many volunteering opportunities. The council seems to survive on volunteers.
- It is difficult to progress a career in Devon after a certain level. It is likely that I will have to leave the county to find work in a bigger city.
- Job opportunities for my children (25, 29) are poor in Torridge and not well paid.
- Job opportunities for people over sixty are disappointing.
- Job opportunities revolve around care for an ever increasing ageing population. The setting up of care academies for interviewing, recruiting and training would increase the quality of domiciliary care.
- Jobs poorly paid.
- Lack of accessible information.
- Lack of jobs.
- Limited job opportunities in my field (workplace health promotion), sadly.
- Limited job opportunities, and salaries very very low considering the cost of living - businesses collude to keep salaries down.
- Living in North Devon, there are few job opportunities, especially as if wanting to work in the arts sector.
- Living rurally part time hours are not viable due to transport costs. Too few opportunities for over 50's as employers favour younger staff.
- More need to be done to encourage employers to set up in Devon - fast broadband, connections to London.
- My eldest son has had to leave the county to find work, so I don't think jobs are easy to find here, even dead-end ones.
- My particular line of work dictates that i have to work in Bristol.
- No real career opportunities.
- No training for carers. No one will employ someone who hasn't worked in the last 3 years yet I have been caring for longer than that. I Can't provide recent references due to not leaving the house for years.
- Nobody cares a damn - job are just A Tesco's care homes, zero hours and very poor pay.
- North Devon has historically been managed as the poor relative - with meagre financial investment funds/opportunities.
- North Devon is overlooked - where are the incubation centres for new tech companies - why are our gifted children / talent not able to find jobs locally or have a facility they can use locally. Why is it always South Devon that has these.

- Re job opportunities, this is a stupid question - it depends on your qualifications and whether you are employable which, sadly, a great many of the long-term unemployed are not. Even those more highly qualified will struggle against strong competition for the few jobs requiring their talents. Salaries also don't facilitate the travel that is often required for many of these posts either.
- Retired but find plenty of opportunity for voluntary work.
- Retired - do charity work.
- Retired so do not relate to good job opportunities.
- Retired so do not work, local jobs few in number, again transport an issue for any person wishes to work.
- Retired.
- Retired.
- Salaries for part time work are appalling in Devon. Before having children I worked full time (37 hours a week) as a PA (in Devon) on a salary of £25k pa, 7 years later I am in a similar role, but part time (18 hours a week), now earning £7.50 an hour! Part time jobs simply do not pay the same level of salary as similar full time roles and there are hardly any opportunities for higher level part time jobs.
- The jobs available are generally unskilled, low paid and mostly shop or bar work. We need more technical based jobs in the area, especially with the excellent transport network we have serving the area (M5).
- There are fewer good jobs advertised in our local paper. Increasing numbers of them appear to be low paid, zero hour contracts or have a long and expensive commute.
- There are job opportunities but not necessarily good ones but badly paid ones or ones where you work in poor conditions.
- There certainly little job opportunities in my local area without travel.
- There have never been good opportunities for jobs in Devon: 1. Prejudice and old working practices hold us back from the south east. 2. Good quality jobs are still hard to find. 3. If 2 is available, the employers have a vast choice of quality candidates and if you have had the experience of the south east then you can move here, take a pay cut and still have a good job and pension.
- This section needs some recognition of voluntary activity as well as paid work.
- To date my daughter still would like to get a job in Devon as she is very loud and people find it difficult to accept her.
- Too old to work except for voluntary work.
- Too old.
- Travel is hard unless you can drive, and being in a rural place makes it difficult for work etc.
- Very few job ops here. My 3 daughters all had to move away for work but have now returned. Employment is largely based currently on building new homes and retail which is a 'house of cards' that will be unsustainable.
- Wages are too low to pay bills effectively if you are a single parent.
- Wages do not go with house prices.
- We oldies have lost all purpose in life now we are retired - we could be helping our younger generation in common sense, nutrition and much more.
- What jobs are there for pensioners who need to work and where are they advertised?

- When are the jobs going to happen with all this development that is taking place very little as been done to sky park, the science park and the intermodal site to the east of Exeter.
- When pregnant with both my children I felt that support services for young families was heavily biased towards those that chose to stay at home. I decided to work and was unable to access many support services for this as they were held outside work time.
- Work has to be provided for the unemployed, not fancy schemes or "job opportunities".
- Working in the construction industry it is slightly disappointing when most jobs on large projects go to people from outside my locality.

Combined and other comments

- Community support unknown and access to care not easily identified, jobs low wages.
- Health and Fitness is a factor in obtaining the many of the above.
- I am an OAP.
- I am self sufficient past working age and have a good network of friends.
- I am very lucky.
- I believe dementia is now touching my life but I am fighting it.
- I do not wish to comment as my wife and I are still mobile at 80 & 79 respectively.
- I know how to access care but the resources are not there. At 75 I would be unemployable if I had to support myself it would be difficult to get a job. There are very few job activities in the area. Lack of domiciliary care in Kingsbridge area.
- I use the charity/voluntary organisations.
- Most older people are made to feel a burden - some get nasty comments about how much we cost.
- My daughter now lives and works in Plymouth and I am trying to move nearer, we have a mutually supportive relationship but the 2 hour journey is unhelpful. The day will come when I need help (72 now). I am endeavouring through Devon Home choice to move nearer - has been a year so far.
- My family are not local, and while I have good friends, it is not the same.
- My family are scattered around the UK.
- My family consists of 2 sons. One lives over 400 miles away [with family]. One is in [hospital] as he has mental illness and Asperger's syndrome - need 24 hour care. The local community activities are a 1 hour bus ride to Exeter or Okehampton.
- My health issues (MG and fibromyalgia) mean I am unable to socialise at all. Help and support is non existent, I live alone. I am unable to access community activities etc. Even if there were any. As for job opportunities, I know I shouldn't be discriminated against but I'm certain I would be unable to obtain employment, should my current employment cease due to my health issues.
- No bus except Wednesday so no access.
- No bus service means no or poor access.
- No contact with family, they are all far away.

- No evidence of this.
- No family.
- One has to have a computer to comply.
- Our choice.
- People assume you are on the internet.
- Previously employment in tourism, hospitality, care insufficient training in care especially when the generation is increasing this area, and the need for better mental care work/support, you have a dangerous level of vulnerable people increasing each year. Your questions are irrelevant if you are cutting way these areas really want them.
- Tax payer [illegible] denied to locals who need it more than most.
- There is little to nothing in the way of care, as many services are cut in order for council representatives and politicians to line their own pockets while hiking up taxes that pay for corrupt, [removed] police for example. Community activities are grossly limited to nothing. Job Opportunities are disgusting and any training is non existent.
- Unemployment is still relatively high in this area. Depending on relatives or friends is a very risky strategy. Transport alone is a serious problem for the old and infirm.
- Unfortunately the houses in Torrington St are mainly 2nd houses or young couples who are out at work all day, but there are strong contacts with the parish church St Mary's for help.
- Without good support from my family I would have no access to activities or social contact.

Q8: Community Involvement and Capacity

To what extent do you get involved with the following (thirteen different community activities listed). If you would like to get more involved, what would help you?

Personal factors such as health or age seen as a barrier to getting involved

- A new body...door to room service to any meeting and with no guarantee I could attend until maybe 2/3 hours notice before.
- Age and ill health makes it more difficult.
- Aged 87 so no car.
- Am disabled.
- Am too old for items in "I would not like to do this".
- As I live in sheltered accommodation, much of this has no direct relevance to me.
- Be younger.
- Becoming more involved is virtually impossible for me due to my health issues. I struggle to look after myself let alone do anything to help anyone else in any way. I work 16 hours per week and spend the rest of my life in bed resting in order to be able to get to work on the next occasion, however much I would like to help/be involved, it really is not possible in my circumstances.
- Being able to get around better.
- Being able to retire when I thought I could!
- Better health.
- Better mobility.
- Cheaper housing so I don't have to work all hours to pay essential bills.
- Difficult with guide dog.
- Elderly and disabled.
- Getting too old to do much.
- Have some personal issues which I need to deal with before I'm on an even keel and get involved.
- Having more time to do so or someone paying for my time...called a job!
- I am 79 years old.
- I am 86 years old and registered blind.
- I am an OAP, where I live no-one helps.
- I am too old to be involved.
- I am unable to get too involved due to mobility problems.
- I don't drive, so am limited in the help I can offer.

- I use a wheel chair and can't stand or walk.
- I would like to be involved more but I am limited as I can't see.
- If I could get help with my severe vertigo balance issues and be able to cycle etc. as in 20s and do voluntary work, gardening, charity shop work etc. in Exeter area as I lived there 1988 - 2010. Moved to be in North Devon postcode to get spine operation.
- If I was fit and well, I'd very much like to do more to help people, I'm just physically too ill! I get my carers to buy my food etc from local shops to keep money spend in the community. I recycle all I can with the help of my personal assistants.
- I'm 70 and need care rather than offer it now.
- I'm getting used to being more frail and adapting as much as possible.
- Mobility issues stop me getting involved.
- My age and physical state mean I cannot really offer much help.
- Nothing - I am too old.
- Over 65 / In poor health.
- Sadly I am now too old to be of any practical use.
- The reason I can't get involved is because I am housebound.

Current involvement and capacity

- A busy job and child care commitments make it difficult to do any more and when I have been involved in voluntary work in the past, I feel that I have been overloaded because I have a 'can do' attitude, whereas others haven't done their fair share.
- Am involved in Totnes Caring.
- As a full time carer my time is limited at the moment.
- As a full time working mother of 2 children under 4 I have very little time available to help others. However I do look after my own family the best I can to ensure that I do not need to rely on others, this helps keep my cost to the community down.
- Did many years of voluntary work, not too old (age 85).
- Did run Taw Valley Ventures unwaged, for ten years. Not been approached about participating in local decision making and consultation.
- I already do a lot and do not have more time to offer.
- I already volunteer for village activities but need a new hall to replace old one as it is not very warm in winter and very hot in summer.
- I am a carer for a family member registered partially sighted blind and has several health problems.
- I am a carer. So much of the above is beyond me. A large percentage of Devon residents are seniors, we have time but not the physical ability to work in the community.
- I am a full time carer for my husband - time is very precious.
- I am a volunteer for two half-days a week and might be able to do a bit more.
- I am already very involved locally, TC, NHS, Social Services but concerned about level of openness, transparency and honest consultations/information at the beginning - not just being asked to agree what has been decided. Distortion of outcome of consultations.

- I am currently caring for my parents and can anticipate needing more support in the near future, which means I'm not really free to look for fresh fields to conquer just now, but a time will come when I have more time to volunteer.
- I am heavily involved in volunteering in my community but have long term health problems myself and am a carer. I do what I can when I am able but think it's important to support others in need too.
- I am involved in a lot of Fundraising for local Charities. The impact of government cuts through direct and indirect funding through yourselves and District are having a severe impact on the Third Sector by decreasing our ability to help the Vulnerable and Disadvantaged effectively whilst increasing the demand from those in need on the other hand!!!!
- I am involved with RBL, Oasis and the hospital.
- I care for my sister who is partially sighted/blind and has other serious health problems. This leaves me little time to spare.
- I could offer help with online services but have limited spare time.
- I do it within the framework of my work and with my friends, not available for other voluntary work as I also have to work when I can.
- I have enough problems of my own, but help out where I can and do what I can.
- I have not more time at the moment to do more voluntary jobs.
- I help out at the parish church administration office one day per week. Fridays is free lunch for the homeless and poverty stricken and I think this is a disgraceful indictment on our society that this has to be done.
- I lead a very full life I belong to various organisation which arrange lectures and outings.
- I used to be involved and still am but to a lesser extent.
- I volunteer in various community groups especially within my church.
- I would like to do more, particularly with young people, but I am too old, disabled and have cancer, so my main helping days are over. I do take 2 elderly ladies shopping weekly.
- It would help if I didn't work so far from home. It would help if opportunities had less formal commitment.
- I've done plenty of voluntary work & caring all my life and now I'm pleasing myself and can't be bothered by running about for others.
- I've served on the East Devon House Board and as a local Parish Councillor, but have hearing failure and haven't the energy, the interest is still there.
- Look out for neighbours only if they are disabled or elderly (Over 85 years).
- More hours in the day!
- More hours in the day...
- More opportunities in a busy life.
- More time - possibly when retired.
- More time.
- My wife and I run a 12 hour day - participate in local church - join in our local residents association play and active role in forum. We are tending to divest local services.
- Rescue Team already.

- Sorry we are trying to move nearer the gran children in N Wales and the Wirral but have done my share - 8 years a school governor and 8 years a parish councillor and neighbourhood watch.
- Standing down from activities already engaged in.
- Takes up all of my time just doing what I need to look after myself.
- Time.
- Time.
- Time. I work full time in the charity sector.
- Volunteer with local environmental improvements - but work full time so would have to be very occasional.
- We all help and support each other in our neighbourhood, but are aware that when surveys are carried out our voluntary work distorts the figures, which then show less need than is really the case.
- When I retire I will likely get more involved.
- Will be getting involved with my local surgery's patient liaison service.
- Willing to help and do so as above - but some limits as currently involved in carer for someone - which can be restrictive in a variety of ways.

Transport and access needs

- A bus service would enable this.
- A lift by car to the venue
- Access improvements - I am a wheelchair user.
- Can't get involved without adequate public transport.
- Don't have a car.
- Given up driving.
- I cannot do the things indicated in last column, not would not like to. Transport - 1 bus per week at the moment. Nearest bus stop 5 miles away.
- Night transport to activities.
- No car
- No longer have a car, so limited in the help I can give others.
- Not always able to get to locations to help / get evaluated. Lack of public transport, need a grant for taxi, or volunteer to drive.
- Transport provided for disabled people.
- Transportation Problems/Health Limitations.

Resources, training and information needed

- A common problem is the lack of funding for campaigning e.g. Holding meetings in the public part of pubs. Town planning can be an expensive hobby.
- A simple website on how to...
- Better communication. Info in accessible format.
- Better sign posting to volunteering and better organisations to organise this TVS is weakly managed.
- DCC's Road Warden Scheme could do with a bit of fire in its [behind] to kickstart it. Likewise the idea of only issuing public liability insurance and not helping cover the cost of insuring and running machinery is a non starter. Particularly when it has the potential to save the county thousands!
- Easily accessed info on local volunteer projects... If they are there already where is the best place to find them.
- Further training.
- Grant funding for key projects. I would like to see our councillors more involved and pro-active in rolling up their sleeves for their money.
- How to use the various expertise of retired people to benefit the community? (but without compulsion) e.g. Letter writing (in a foreign language), babysitting, talks in schools.
- I believe there should be easier and clear information where people can find the necessary information they need to help the local community.
- I think there are already sources providing lists of available voluntary positions and displaying them in noticeboards like the Heavitree Community Association noticeboard outside the Coop. It would help if this was more clearly displayed in libraries, particularly the Exeter Library and in all the major supermarkets.
- I work - I could probably help more locally if someone else were to organise a volunteers' rota i.e. take someone to hairdresser or help with a shop that sort of thing.
- I'm of the generation who has, and uses a computer, but does not spend hours every day browsing the internet. Re the above, how about a booklet issued each year, say with the annual community charge demand, sent to each household (or issued to doctor's surgeries).
- Information and networks plus encouragement.
- Information in the post.
- Knowing what is available. And do not say 'its on the web'.
- Leafleting. Marketing. Information.
- Less computers and more clear communications i.e. telephone calls being returned - more common sense.
- Local directories of activities offered in my town rather than the scattergun approach of finding a venue and seeing what they offer - and I don't mean the Adult Learning Directory - this is very limited. You almost need something for each town and environs.
- Making it really easy to link up with people - for example using a good social media/online platform to rally together support. For example, if someone in my village needs a lift to the same place I am going, how will I know if I am not in regular contact with them?
- More information about voluntary opportunities.
- More information and nearer to home when there are meetings and consultations.

- More information from councils.
- More local information.
- Not having services taken away once volunteers offer to help out.
- Points of contacts for groups/associations.
- Rural communities need resources; you keep cutting them.
- There could be more help to pass skills to our younger generation - copy Australia's PCYC.
- To be able to get out of the house and visit elderly people's homes as I love to chat with people but I don't know how I can do this.
- To better know how I benefit, e.g. expenses paid, benefits of emotional and physical wellbeing, how I will be supported when it is my turn. That I or the project will not be abandoned by Devon County Council if the work is successful.
- Training needed.
- Who to contact, how to contact, training.

Other needs/issues

- As a Victim of a Hate Crime, we are now isolated as our neighbours do not want to talk to us, which means we can't help each out.
- Availability of relevant schemes/organisations, and ability to contribute on a part-time and/or ad hoc basis (because we lead an irregular schedule of activities).
- Better access to professional, efficient, reliable domiciliary care.
- I would like to help with reading in Northam schools but when I enquired they said I would have to be able to sit on an infants chair in a corridor. (I have to have book in front of my R eye to see to read). I do not get to meet children ever, just older people (I have no family).
- Meetings in the mornings, not evenings. Access to suitable disabled parking spaces adjacent to the meetings. Neither will happen.
- Need care and support to enable me to help others.
- Time and co-ordination. Most of these services need advisers/coordinators to make effective use of community/volunteer services.
- To get a job, I would need an interpreter for the interview. I found it difficult to get an interview! I sometimes feel I don't get a look in. I don't get a chance to get an interview and explain what I can do. I want to work. Job Centre Plus are always telling me that I can't do this job or that job due to health and safety! I may be deaf, surely they can do a risk assessment to see if I can do a job. I want to be independent, I want to make choices. I don't like being told what I can't do, I know what I can do.
- Willing to act as Road Warden but defeated by DCC requirements.

Comments on specific activities:

Helping out during extreme weather events

- Greater co-working between authorities planning resilience and Christian initiatives like BGEA RRT, Samaritan's Purse, and AT Response Pastors.

Reuse, reduce and recycle waste

- Curb side recycling could increase. Please do cardboard and general plastic pick ups.
- Glass recycling bins in St Thomas need to be emptied more.
- I would like a green waste facility and more extensive recycle facility.
- To be able to recycle cardboard, plastic tubs would be helpful.
- Why doesn't MDCC take foil from Doritos etc? I have to take it to Punchbowl, result landfill I fear.
- Why doesn't Torridge recycle yogurt pots and other plastic containers that are recycled without problem by other local authorities?

Managing own needs or physical and emotional health

- Being able to exercise with a carer and not get charged or long forms or cards to show.
- Have a care package to enable me to manage my physical/emotional health.
- I do manage to get around the house and I do go out but not as much as I would like to.
- I have been getting Take a Break vouchers but will not be able to continue. I have used the time to go on walks with a group to keep me healthy to look after my husband. Now I gather the help will not be available for care of the patient only the carer. I will be able to pay. Others will not. This is a totally un-thought out decision on behalf of DCC. The cared for person will need to be looked after for the carer to do anything.
- I manage my emotional needs but have recently had to give up my counsellor even though I have increased the stress in my life by my friends and family being diagnosed with life changing illnesses, but I can no longer afford to pay for my counsellor.
- I'm high functioning but needed help from adoption services which is very poor indeed.
- Low cost leisure centre charges.

Looking out for others or helping others

- More respite/support for carers (also day centres re-opened for cared for) would free up my time.
- No comment but when my wife was in hospital neighbours helped with transport.

- No elderly neighbours who need help, I have ill health and nobody ever knocks to see if you are alright on your own when you've suddenly been hospitalised.

Participating in local decision making

- I attend local parish council meeting but the public are mainly ignored.
- I don't wish to become more involved, just more say in local affairs and planning, such as stopping the Exmouth Sea Front Development.
- Local decision making belongs to a few spiky bullying personalities who do not welcome any other opinions which do not coincide with their own.
- Over 90 years of age and still attending meetings.
- Participating in local decision making is hampered by bureaucracy. Councils often over-ride public opinion.

Supporting schools or playgroups

- My interest in supporting schools is rather specialised. I am a retired scientist and engineer and would like to help young people to take up careers in science and engineering.
- Used to support schools etc. but most people feel too many rules and checks.

Car sharing or offering someone in your area a lift

- I am not aware of lift sharing possibilities - are these online or centrally organised? I already volunteer as much as I can but I do believe it is important and should be promoted.
- I do not like car-sharing as prefer my own independence.
- It would be good to have a car share scheme in the village.

Shopping locally

- Limited shopping locally.
- Live in a very rural location - my 2 nearest villages have no shops or post office.
- Local shops are too expensive.
- No shops in village.
- There is no shop within walking distance.
- We try to shop locally but the Honiton Co-op is usually poorly stocked and more expensive than the out of town stores.

Other comments (general or combinations)

- Council just looking to save money and get people to work for free - another DCC con.
- On line services, keep fit and things for men to get involved with.
- Second homes means street after street of empty (most of the time) houses/flats.
- Sounds good on paper, difficult to get permission to help. The same goes for many of the other questions.
- This sounds like an excuse for further cuts in services by DCC, particularly care services. You should be supporting the community with greater direct support in times of austerity, rather than deserting the people who are most in need. Shameful.
- Time! - Access to Planning, and a reduction of decision making processes. Removal of costs to DBS. Access to cloud Community Databases.
- Voluntary services appear to be poorly coordinated with lack of follow up. Distances involved make volunteering less accessible.
- Well as I was illegally evicted and as members of this corrupt council have falsified statements and reports, I am now car-less among other things. The prices of local business are almost impossible to support, due to high prices, largely affected by rates from people like yourselves. This is a poorly set up Q&A.
- What could you do to help me get more involved? What are you hoping to put in place to safeguard my mental/physical health and maintain a healthy work/life balance? Ideas constantly proposed are great initiatives, but they have the long-term functionality, sustainability, and balance amongst other things.
- Whatever is necessary.

Some had difficulties with answering the questions:

- Don't know how to answer all these questions.
- I have not responded to those statements where none of the multiple choice answers apply to me, or in the case of the last two statements where the statements themselves are bizarre.
- My answers above are "in the spirit of your suggested answers" but reflect my involvement more on a 1 to 5 scale.
- Poorly structured questions.
- The above seems to me to need a 'not relevant to me' box - to have a box 'I would not like to do this' carries a rather anti-social value judgement.
- The answers do not recognise for instance that you can't offer a lift if you don't drive or have a car.
- The car share q does not take into account non car owners.
- This is a really strange question and very difficult to respond to, some not relevant to me but nowhere to put "not relevant".

Q9: Feeling safe and respected

- I feel safe outside in my local area after dark
- I feel safe outside in my local area during daylight
- I am treated with dignity and respect in the community
- I feel safe and respected when looked after by others

If you disagree and wish to comment, please do so briefly in the box below:

Feeling safe in my local area and being treated with dignity and respect in the community

- 1 - Due to Eyesight, 3. I have to step off pavements and give way all the time to younger people (but Bideford is kinder than "up-country").
- A lot of bullying in local school.
- As a gay man I feel perfectly safe in my local environment and throughout N Devon.
- As a woman aged 62 I would no longer be happy to walk alone after dark.
- As the first ever member (female) of the [identifiable information removed], I do!
- Can't see too good.
- Can't see where I'm going after dark.
- Concern about safety on narrow lanes with people driving too fast versus pedestrians and riders.
- Cullompton is brilliant.
- Depends where you go - you have to be so careful.
- Dignity. Respect? I avoid local turning out time of the local schools as I get pushed and shoved into the road and sworn at.
- Don't feel safe after dark. Not sure anyone cares - but understand this is modern thing and look after myself on my own.
- Due to limited mobility, at the present time, I am careful about how and when i go out.
- Due to poor road safety not much in the way of pavements and speed control i feel very unsafe walking on my local roads.
- Feel less safe as I get older.
- Have to be with someone after dark.
- I agree if this refers to my village - not if it refers to my local town.
- I am a bit nervous walking in the dark in the countryside after living in the city. It is not that people are making me feel unsafe.
- I am unable to go outside without aid.
- I avoid areas in which I do not feel safe.
- I can't go out after dark because of my eye problem. Stuck at home.
- I don't care whether others treat me dignity and respect or not!

- I don't go out after dark because I can't.
- I don't go out after dark, and rarely in the day and then its with a P.A. People seem to have little respect for my 'illness' and I've had bad experiences with carers, but now I have the 'right' help so feel safe and respected.
- I feel slightly nervous when out on my electrical scooter after dark, but not as nervous as I would have been if walking.
- I feel that I am invisible because I am old frail and grey - I am often ignored in queues in shops/cafes.
- I feel vulnerable and have someone with me all the time.
- I lived in my village 6 months when I was bullied by a local woman who turns out to have been the school bully. I was warned not to use the back road near her home as she owns her house and I don't.
- I rarely go out when it's dark.
- I rarely leave the house, my neighbours ignore me and I'm sure they think I'm not actually ill. No one offers help or support even though I , and other neighbours, have lived in this street for over 35 years.
- In town I feel vulnerable.
- It is not safe at night.
- Neighbour issues.
- Night time with many alcohol infused incidents and the state of the pavements (broken) make the dark unsafe.
- No police and now no police station, lights have been turned off during the early hours or the morning. No near response teams when in acute danger. No hospital locally open after 6pm. Fewer GP's.
- Older people like to be treated with respect and dignity. They don't like being automatically called by their Christian names and elderly men don't like being called "mate" by their postmen or delivery men etc. Elderly women don't like to be called "darling, my love, my lover" etc in shops and public places. It smacks of Nursing Homes.
- One afternoon along [location] I had just come out of the Ladies toilet when I was verbally abused by 3 girls wearing the [college] Uniform who said I was a filthy old woman nobody would want to use the toilet after me etc. Etc. I was dumbfounded and shocked so much I just stood there whilst this abuse went on and on and they kept jeering t me. Now I make sure I'm not around when school is out and I have my own opinion of these females from the college.
- Only feel safe if with others, I would not like to be out after dark on my own.
- Only people I know look after me, I don't go out after dark.
- Our warden service is no longer a support I feel due to its sporadic nature. I am careful to take precautions walking home after dark, as never see police.
- Public attitudes.
- Respect is lacking.
- Safe after dark - being over 70 - usually feel ok - but am always on orange alert.
- Sometimes I feel nervous going out on my own in the dark or noise somewhere like footstep etc. I feel safe to go out with husband or friends.
- The city is changing, but not always for the better. As we grow we are losing the personal vibe the city has always had. This is a shame as it something that has always appealed to me.

- There are homeless people living everywhere, along the river, on the streets. This is not safe for them or us, and is a disgrace for a First World Nation.
- There should be more cameras around places to make sure the public is even in daylight and night time as well.
- They turn off the lights at night and the public transport stops early so unless I use the car I would not be safe out late at night.
- Urban areas would make me feel less safe. There are other factors to take into account in the countryside.
- Village life huh boring for you I guess.

Specific issues around feeling safe and respected in the community:

Identity based discrimination (including hate incidents and hate crime):

- Devonians are very short sighted as several times I have encountered discrimination as I am Chinese and a taste of racial discrimination by restaurants and shops.
- Exwick remains under resourced. On a number of occasions I have felt threatened or unsafe in the street, sometimes because of actual hostility directed against me by abusive strangers on basis of prejudice, for example style of dress. I am sure more could be done to challenge and improve this issue.
- General public are intolerant to mobility scooter users and wheelchair users.
- My only issues where I am not treated with dignity /respect is normally due to people stereo typing me for being young.
- Not always treated with respect in local community due to sexual orientation.
- Older people are often treated as invisible. Manners seem to be lacking. Man can be aggressive.
- Some children/young people in Axminster (small minority) appear disaffected and unhappy and sometimes hang around near the co-op, Tesco or in Trinity Square on Sunday afternoons/some evenings and can be disrespectful and unpleasant in manner towards older people.
- Yes I agree, except in this village where live - there is a high degree of inherent disability discrimination. I doubt this can be addressed.
- At the risk of taking this outside the context intended there is one place that I receive declarations of hate and that is when on my bike (despite being a very considerate middle aged woman on bike!) Or online comments when discussing people on bicycles. People feel quiet entitled to declare hatred, death threats etc to all cyclists for perceived failings of others, no-one would do this to a car-user because they once saw a car doing 30 in a 20 mph zone.

Policing:

- [Derogatory comments removed by moderator. Respondent unhappy with the police, and society in general].
- As a former member of Neighbourhood Watch, I think this is a sorely underused network of very willing people who could be persuaded to help with community safety. Sadly they cannot do it without the police and since their numbers and facilities are dwindling to very little locally, they will need a lot of effort to persuade them to do any more than they do since they will have little police support available to them.
- Communities may need form protection groups if police protection insufficient.
- Do not cut the police force any further they are marvellous.
- Due to lack of vision cannot see far ahead at night, people may not notice I have a disability. Lack of police about - feel unsafe at times.
- Exeter not as safe as it used to be in the evenings - more drink-related violence/lack of police - never see a PC these days....do they still exist?!
- I think the elderly are often ignored and we are invisible to the younger generation particularly when waiting for a service. The most disrespectful are the police force.
- If our local police force is reduced any further the first 2 statements will not be applicable. Our local police station is already closed - this household would be more than happy to contribute to maintaining these services.
- It is ludicrous to cut back further on front line policing.
- No visible evidence of police ever visiting this area, let alone patrolling the streets.
- Overpaid councillors and Police chiefs means no money for bobbies on the beat.
- Reduction of policing and community safety are resulting in increased risks.
- Resourcing is too low to respond to anti social behaviour. Last time the kids had a party under the motorway bridge, I called non urgent police but they sent the fire brigade!
- Rural Devon feels like a safe place to live as the police presence is virtually non-existent.
- Safety is directly related to the ability of the police force to carry out their duties, and the Policeman is a rare species that is rarely seen on our streets, even "community" police officers are becoming invisible, outside of the city centre. This feeling safe issue has been made worse by the reduced street lighting policy during the hours of darkness, I wonder if there has been an increase in anti social or theft activity in the areas affected? Will check the Police crime database myself, providing the reporting procedures and methodologies have not been altered in the cutbacks!
- The impending cuts to policing /reduction in numbers of police officers / pcsos / closure of police stations is causing me a lot of anxiety. Who to call upon when the person I care for goes wondering off??
- The police service is no longer functional in our area and low level anti-social behaviour is now endemic.
- The standards of behaviour and responsibility established by our Police and the excellent work of the PCSO's will undoubtedly be damaged by the cut backs being forced on us. My comments are relevant now. I fear for the future.
- There are not enough CCTV, police presence, lighting, i.e. New Year Eve 2015, 2 girls attacked by 10 boys, cars constantly vandalised of late, community can only see so much, needs to be a united working together action done with public services and communities.

- These days I am doubtful if any area is completely safe after dark, especially with the absence of any police.
- With Police stations closing and numbers reduced this is only going to get worse.

Crime:

- At midnight I let my dog out and saw a man trying to open my car door. He ran away. This made me feel spooked.
- Biggest safety threat is via internet - trading standards.
- I have been burgled and robbed during the evening / night.
- I live on Dartmoor. There are a lot of drug dealers in Moreton, Chagford and Bovey.

Street lights:

- Feel unsafe after dark because:- 1) I'm partially sighted - public roads in Exeter are poorly lit at night - easy to get lost. 2) Transgender - have to look after yourself after dark.
- If we go out in the dark but need light at outside to make us feel safe as streetlight, if cut off, and dark to make us feel uncomfortable.
- It's quite unnerving when you come home after the street lamps switch off. It's so dark I actually need a torch.
- More streetlights in villages would be helpful.
- Not enough lighting from Honiton station to where I live after dark.
- St Thomas street lights are switched off at 12.30 until 5.30am.
- The street lights go out at 1am so this little road is in pitch darkness its frightening even with a torch. A woman and I sometimes do shift work if its available and leave when its dark.
- The street lights on Admiral Way (EX2 7GT) are off most nights after 7pm making the area extremely unsafe.
- When people are unable to drive during winter and street lighting is low this is not a pleasant experience. However, recognise the need to reduce the hours of street lighting.

Public disturbance, drunkenness etc.:

- Friday night drinking culture can sometimes lead to drunk people causing havoc.
- I find the area very stressful after 9.30pm, especially on Friday and Saturdays because of the Palace Nightclub. People appear to fight and are anti-social on the back alley behind Co-op. I hear this outside my bedroom window every weekend and it makes me feel unsafe. I am afraid to go to the store after 9.30pm.

- I live near a very busy pub, a park and a late opening shop, so at times we are subjected to rowdy behaviour. Both drugs and alcohol are problematic for us. Also break-ins have occurred, elderly people can feel scared and vulnerable. Our community police are essential to our wellbeing!
- I would not walk through Cullompton centre on a Friday or Saturday night as there are lots of drunks looking for trouble.
- It's only a tiny minority who behave badly on the streets after dark.
- Students are noisy.
- There are not enough police around. We have heard that the volunteer PCO's will be cut. Too many drunken people in the area, feel very unsafe when coming home in the dark as I live in the centre of a town. The opening hours of pubs and clubs are too long, local club is open until 3am from Wednesday through to Saturday night so excess noise from around midnight until after 3am from people outside. If you are a worker this can sometimes mean only 3 or 4 hours of undisturbed sleep, feel Environment Team cannot do anything about disturbance. Police frequently called to fights, what a waste of their resources let alone those who end up in NHS, DCC should look at this policy, go back to 11pm closing of pubs and clubs in the week, or just not so many licenses.
- There are too many drunk people in the city centre after dark.
- We have a group of teenagers running around late at night.

Feeling safe and respected when looked after by others

- After a hernia operation over 3 years ago I employed Bluebird nurses who were good, but I had to pay of course.
- Any help I need is given by my husband and family.
- During this year I have been discharged from hospital twice after serious incidents. This was followed by carers to help me when I got home. They rarely arrived on time. Spent as little time as possible . Had very little idea of what to do as different new carers often came and I had to explain everything. Very little idea of cost cutting e.g. letting water run freely, leaving lights on.
- I feel safe but am aware of others who don't. I mostly feel safe and respected when looked after by others - but have examples of when I didn't.
- I feel safe when looked after in hospital or family.
- I look after myself with help from the family.
- I only feel safe and respected when people know me. If they don't know me, they tend to ignore me as they don't know I can't hear. I don't want them to think I am rude on purpose.
- I spent time at Bodley House after major surgery got me walking again a real loss to the community that it closed.
- People who 'befriend' me always seem to have a (financial) agenda, either repeatedly asking me to lend them money, which they never repay or people steal from me. I do not know how to protect myself.
- The difficulty is due to the fact that services are so overstretched (e.g. mental health services) that they aren't able to offer any consistent or meaningful support. Accessing support is very hard when people are very anxious or low, and many people are out there in the community feeling very isolated and unwell, unknown to any services. Neighbour's and family can't always make a difference for them.

- Too little financial investment at grass roots level affects ability for a satisfactory appraisal too much financial expenditure allocated to mgt.
- We seem to encourage people to be insular nowadays, dignity and respect are not words many people know. Nursing and care seem to be treated as a job not a vocation.

Other

- Do not understand the purpose of these questions.

(no comments box for Q10)

Q11

If you have any ideas or suggestions on issues raised in the survey, please briefly outline in the box below:

Public spending, prioritisation and investment, council tax and government funding

- *On supporting the comm and vol sector - depending on whether there are voluntary/community services or businesses under contract to provide services (NHS/LA) *Safeguarding issues - Charities/third sector not directly accountable (only via commissioners) *assistance/help received under direct payment (H and So.Care) not regulated and safeguarding issues.
- A complete change to our monetary system - redistribute wealth from the 1% into public services.
- All are priorities and some are interrelated. Some of these should be paid for by Government. Would have been better to put these in order of priority, can't do everything.
- All conscious that there are more priorities than resources can support, this is not the result of CC policies.
- All the above affect people's quality of life and therefore should be a continuing priority if the council has the responsibility for them. Increasing efficiencies in making decisions and taking actions will save time and money. If a pothole is repaired quickly and well it will save countless further phone calls, damage to vehicles and further repair work. This principle applies to all areas.
- Always felt that a 50p flat rate should be changed for bus journeys with a bus pass.
- Charities can only do so much with very limited funding. Much is expected of volunteers, they are a precious resource as their time is often limited, i.e. Already working, have caring responsibilities etc. I would like to see big businesses, including DCC providing volunteers, funding travel expenses & parking, providing an allowance for lunch - in fact the last three should be built in to any financial support you give the charities.
- Charities have to run as businesses and cover their costs. Private enterprises must make profit. Without properly funded social care provision, both are likely to close. In house services are a more reliable way to provide social care.
- Could money be saved by not giving executives such high wages when important staff who keep our services going are on low pay? Less money could be spent on 'entertaining'. A sandwich and tea and coffee would suffice, not a full scale meal with alcoholic drinks when sandwiches are what low paid staff would be offered. Not a huge saving but a big booster to morale.
- Council members should be actively speaking against the myth of the need for austerity propounded by a self serving elite. They should be demanding the resources to provide the services that the public needs.
- Council Tax could be increased but within limits. Essential services such as hospital transport should not be run by volunteers. Healthy living is a matter of personal choice. Young people and families should be supported but check to ensure there is a genuine need (not cheats). Outlying rural areas have lost some public transport - this makes things difficult. Social Services home care staff should show more respect for people's homes (respect wishes to take shoes off). As a taxpayer of average means my quality of life is slowly diminishing due to withdrawal of services for elderly.
- Council tax should be increased to help maintain essential services within limits.

- Councils are being so poorly supported by Government I feel that priority should be give to protecting those with real needs. Some services such as Country Parks, whilst nice could be run by voluntary groups.
- Cut down waste at County Hall. Reduce top salary to below that paid to Prime Minister. Prune out alternative layers of management.
- DCC have as many roads as Belgium and they are vital in the rural setting to sustain social and economic cohesion. It is criminal the money wasted on engineering schemes and profit margins for 'businesses' which were originally Council functions to maintain public assets. Smaller roads engineering tasks could be delivered locally by tradesmen in that area, with the County Council invoiced for a much smaller sum, in a shorter time-frame to a higher standard. Every time Council tax gets increased locally within a few years Central Govt have cut budgets and DCC comes back for more locally. DCC is already under funded per pupil; per patient; per police officer yet the population of Devon is constantly asked for more.
- DCC needs more money to provide good services. The government should raise taxes to provide more money and should divide the money more fairly to give more to deprived rural areas like Devon instead of to rich cities like London. Community organisations can do a lot if adequately funded but many are struggling both for funding and for volunteers and may not be able to do more than they are already doing.
- DCC should take into account cost of alternative services and experience.
- DCC should use some of their recourses to support services. Would pry DCC are keeping high resources and only need basic resources, other organisations are using/ have used theirs.
- Demonstrate DCC's Headquarters efficiency first.
- Devon County Council has a shed a lot of its responsibilities, make decisions they should not - ie local housing, privatising care of elderly.
- Devon County Council should be funded to do all of the above. There have been enough cutbacks in all of the above areas - there is money in this country but the Government misuse it on consultants - Devon councillors should be making the point to the Government for more funding - we have a significant aging population.
- Difficult to prioritise as conditions vary from time to time. Ideally the Council will have fluid budget and have the authority to direct aid where currently most needed. Local councils should have much more control of local planning development. There is a feeling that central government pursues its policies regardless of local advice.
- Have DCC looked at Hampshire's in sourcing of services as a model?
- How do you expect us to know if DCC has less to spend.
- I am in favour of raising taxes to support services both local and national. Income tax is fairest but Council Taxes could rise.
- I appreciate that the council's resources are severely limited. I think it's important to keep services in public hands, no services should be outsourced to profit-making private companies. Opportunities for collaborative relationships between schools, nurseries and care homes or older people in the community may be helpful to support well-being alongside learning from experience and through relationships.
- I believe that far too much of the county budget is spent on education. Whilst I strongly appreciate the importance of education, why not involve local businesses to sponsor school in partnership with the county. This has been achieved in other parts of the country. Money freed up could then be used for other services across the community.
- I cannot agree to an increase in Council tax while hearing how monies are mismanaged and misspent by decisions made by some councillors. Maintaining healthy lifestyles are the responsibility of individuals.

- I feel community is important and a local library and hospital has to be funded.
- I have no idea how DCC does what it does and balances the books. I know there are always demands for more, from every area of responsibility and there has to be a line drawn somewhere on the budgetary front. Personally I feel that the main priorities should be health and safety ie. Police, fire etc. Any one of us could need those services any time. But equally with the high level of elderly people and those with disabilities, disproportionate to other areas of the country, that those areas should take a high priority as is support for those who are on low incomes, another drawback of living here as well as higher living costs.
- I know money is being cut by government - heaven knows what they are doing with it, but we need the services its why we are a civilized country, if we go on the way we are the whole country will be run by volunteers and most of those over 65! It's a sad time!
- I know that decisions on what to cut are impossible, but I am upset at hearing how much services to older and younger people have been cut. I'm concerned that young people in some neighbour hoods are left with nothing, and feel sad that this gap leaves no one but unaccountable church groups.
- I recognise that priorities are necessary at a time of austerity and budget cuts. Local volunteers can play a very useful part as long as they have professional guidance.
- I think there are more important things to spend money on at this time.
- I wish I had some ideas but faced with massive funding cuts Devon County Council has an impossible task to meet any priorities!
- If you are expecting local people to run libraries, look after footpaths, run youth services, clear culverts, run support groups for elderly people etc etc then you need to support the infrastructure support services that keep the voluntary sector growing i.e. CVS and ensure this is done in a co-ordinated way by the Council. You waste too much money trying to find out what the voluntary sector is up to or replicating the things that they do when you could just provide them with some more funding to help them to function e.g. Dementia work, community transport - it's already happening. Communities are very good at meeting local needs but using volunteers still costs money and groups often have to pay for insurance, venue hire, volunteer expenses etc.
- If you put too much out to the voluntary and community sector you will lose the knowledge and professionalism of those in the DCC departments and when the volunteers can not or do not cope you will not be able to quickly support those that need support because you will have reduced staff at DCC. I work as a volunteer and the hours spent trying to get information to organise anything is so annoying because you have reduced staff and it is disorganised.
- Increased funding needed for social care serviced. I welcome in 2% tax increase to help increase budget.
- It is essential that the government reinvests in County and District Councils ability to fulfil their traditional roles.
- It is important to keep adult care, via direct payments, people like me would be lost without it, and have no quality of life, also community transport and CAB are so important especially in areas like where live, Crediton. I don't use public transport as I'm too ill but my housemate /carer does. Cutting services to the town bus etc is terrible for the elderly. We also need CAB services here in the town.
- It is important to look at the list you have here and see how community and voluntary sectors can assist...remember of course that they are not necessarily free but could deliver at a cheaper rate. Public transport...major cities should reduce their services before Rural areas as many people are already very isolated.

- It's about time councils started to say no to cutting services and demand more money to spend on what people want find out what the tax payers want and stop following the political line.
- Leave it to DHP/EHP/DWT.
- Link in!: More financial support for local economic development & supporting the community & voluntary sector - where these investments bring into the local area more financial benefits by the nature of the new business & also links in with more benefit to "healthy lifestyles/landscape/environment/Devon Cultural heritage" etc. without necessity for further funding.
- Lobby local MPs constantly - the government has abandoned rural areas and should be reminded that the West Country support secured their electoral victory - it can evaporate. They should stop posturing on the world stage and cease inflicting pain on the public to pay for bankers and politician's greedy errors.
- Local government should focus on essentials and leave the rest to central government who can be more efficient and fair across regions. Police and fire services should not be local. Police/fire/ambulance services could be amalgamated for efficiency.
- Look at how much money is being wasted before adding to Council Tax.
- Move away from the 'commissioning model'. Public services should be delivered by the local authority. Out-sourcing never delivers savings but always results in a less public-centric service.
- Particularly important - local economic development/employment - supporting community/voluntary sector - waste and recycling Increase Council Tax to help maintain essential services - depends on how much it is put up.
- 'Prioritising' these services is all but pointless because, since they're all essentials of healthy and sustainable communities, someone somewhere will need each of them. Your challenge - and it's a massive one - is to provide *all* of them. And if resources are a problem then start by removing the replicated layers of local government we're wasting time and money on. Having parishes, districts and county councils simply adds layers of cost, inflexibility and unresponsiveness. Use what you have intelligently.
- Priority to maintain good road networks /public transport /Services /Value Countryside.
- Private services are not going to run these for us (the tax payers) - but to make a profit for themselves. Why should taxes go to private companies and their shareholders. They also hold down local wages so are having a bad impact on the economy and creating more families in need.
- Protecting people is priority...everything else is low on the list of needs. Volunteers should be in everything and benefits like JSA should mean volunteer hours of over 16 hours instead of work...those volunteer can do everything from fix roads, sort recycling, work in libraries etc.
- Public and community transport is important, a big percentage of the community. The local community have no car or may be disabled. Devon and Exeter seem aware of this, don't lose the focus on them and isolate people. Together the community and voluntary sector need to work with the council to promote healthy lifestyle in all age groups. It is a huge problem. Hospitals etc. need to make sure that there are information leaflets available to their carers, i.e., spouses know how to access care needs and allowances, support services etc... Before it becomes urgent and causes stress (strokes are a huge issue).
- Q10 (I) - as long as it (Council Tax Should be Increased) is spent on essential services (latter underlined).
- Raise council tax to pay for essential services.
- Schooling is very important (education).

- Some of these would be more cost effective outsourced and devolved to local government with budget to deal with issues.
- Spend less money on technology i.e. computers and recorded messages and get back to good old fashioned communication - why do we need faster broadband? Faster doesn't necessarily mean more efficient.
- Stop allowing builders to use flood plains. Encourage elderly people to move into towns. Cut the ridiculously large benefit system. More waste and recycling desperately needed. Transport getting worse and worse.
- Stop wasting money! If you cut your cloth as the private sector do you will realise you have the funds but you use them so badly on mismanaged projects.
- Support for elderly is equally or more important than supporting families or young people.
- Support for families is a meaningless phrase. If you mean children, say so. People's lifestyles are their own responsibility. I object to you spending my taxes on interfering with them
- Support should go to alternative transport like walking, cycling and public transport [bus, trains] not to cars. I would like to see more community services not voluntary services that only last until the last person goes.
- The above is to get turkeys to vote for x mas - where the hell are our council taxes going on? DCC provides third world services. Our taxes just goes on high salaries for 3rd rare councillors.
- The council needs to stop wasting money on ridiculous surveys such as "Transition to adulthood" and put more money into those services like the road network, that are used by normal, working people. After all, they are the ones working and paying income tax and the council tax!!! If the council is so short of money, then it's probably time to start reducing the amount spent on children's services. There are other people served by the council besides children, there are old people, and people of working age who hold down a job (sometime two or more jobs!). I feel very strongly that the Council forgets that it is there to serve everyone and not just a few select groups.
- The council should be significantly taxing people with second homes in Devon, who leave them empty or only use them in holidays. This way the council could solve the housing problem without building 100's of new homes that will stand empty waiting for holidaymakers to return. Then if these homeowners did not pay their property tax we could reclaim these houses and rent them to people on the housing lists. In Canada and America they tax the second home properly.
- The council should continue to lobby Whitehall to complain about the shocking ideology which has governed sensible decision making regarding our resources.
- The councils budget has been cut in real terms, but not the number of councillors and their fixed expenses. These should also be subject to cuts.
- The County Council should lobby Stagecoach North Devon and question why the service 10 was cut, as it may have been seen as a commercially viable service? Lobby government for public transport funding, for disabled people unable to drive.
- There is no point in asking, the government has hamstrung local councils, you should fight this if you are the same party as the government.
- We all want the services listed above to remain at a high level, therefore we have to bite the bullet and accept higher taxes - simple!
- You should increase council tax now. You should have increased council tax in the past so that you would have had more money now.

Other comments about Planning, Roads, Transport and Environment

- A more direct bus service from Honiton to RDE Wonford in the meantime - Good OLD T.R.I.P.
- A379 not suitable for traffic using it now. Elm Grove Road, Dawlish saturated with traffic.
- As far as helping local council I ask you to ask DCC how much was wasted on training community and helpers to repair minor and not so minor. Many volunteers trained but some petty, feeble and excuses not to help by DCC
- As I depend on Public Transport (bus and rail) for most of my transport needs a good comprehensive bus network is essential. As is a very centrally located bus station/interchange in Exeter!!!!!!!!!!!!!!
- Better co-ordination of regional public transport.
- Bike paths.
- Bus passes only to those who need/use them.
- Bus services have been cut drastically, making it difficult to attend hospital appointments.
- But make it easier to access transport i.e. Minibus.
- Coordinated transport policy should be working a lot better than it does currently. Failure to see the bigger picture is causing major problems with the transport network around Totnes.
- DCC should fill in pot holes and resurface where needed at all times. Totally unnecessary to have holes and pits in roads and when the team come and sort some problems make sure all is done in area with man labour and machines.
- Devon shouldn't be building roads when the authority can't afford to maintain the ones we have. I'm also not happy with Exeter City council plans to allow the bus station to leave the city centre. Devon needs to have a public vote site to allow residents to have a clear voice as councillors do not represent the interests of Devon.
- Don't the roads in Devon need some tender loving care. I live in a cul de sac of 3 houses built in 1980 and even here the surface is already breaking up. As you are surely aware a continuous stream of white vans delivering goods ordered online is not helping road surfaces - also online delivery of weekly shopping. Sounds like a recipe for disaster as the years go by.
- Downgrade some roads to cycle-paths and footpaths and bridleways - put up gates, movable bollards or similar to stop motorised traffic accept those that need access, such as agriculture. Make some of the roads into cul-de-sacs that way you'll cut usage and make it safer for pedestrians and save wear and tear and money.
- Drop kerbs not matching. Road maintenance.
- Ensure there is planning for the infrastructure/services before building. Highways and SHDC need to work together with Devon County.
- Focus on transport for those suffering rural isolation.
- I am quite content to pay 50p towards costs every time I use my concessionary bus pass.
- I live in Ottery St Mary with its narrow streets. Restrictions should be put on delivery vans/lorries parking outside shops/businesses during the normal working day, say from 8am to 6pm in the town centre.

- I think major road networks should be the responsibility of national government - especially in Devon where we are the only road route to Cornwall. There should be a charge for renewing the older persons bus pass - we have to pay to get cheaper fares by rail. How can we put pressure on the government.
- I think there is too much emphasis on cars and lorries and public transport is more important.
- I would like someone to look at the condition of Palace Lane from highways PL21 0DL. Cracks are appearing on approach up to the railway bridge caused by heavy vehicles (taking wrong routes) and farm machinery. The hedges are very overgrown, complete lack of maintenance over several years. In the 1950's a man with a cutter, brush and shovel kept our area tidy.
- I would like to see the roadsides in Barnstaple free of weeds and landscaped better. A good example, the roundabout between the bridge and Stones roundabout - Beautiful!
- If you wish to maintain Devon as an area of beauty please stop building so many ugly buildings. Torquay, Brixham, Newton Abbot, Dawlish were all lovely once, but are now tatty and depressingly overbuilt. Even Teignmouth with it's traffic gridlock now has a huge square ugly monstrosity of a new theatre building in it's most prominent beauty spot. Zero style when surrounding buildings have wonderful style.
- Importance of effective public transport to serve new housing developments and minimise impact on roads.
- Improve bus service (94 Newton and Noss).
- Improve transport. Bus pass not much use if no buses.
- Improved roads should include cycle routes to reduce congestion, improve people's health and create an improved happiness level.
- In Exeter Stagecoach a very good service but central govt cuts have a detrimental effect.
- Infrastructure must be kept up to scratch e.g. roads, transport and links. These influence all residents.
- Instead of investing in cycle tracks which are still not used by some cyclists give funding to Exeter City Transport Association without whom I cannot access the city!
- Issue of traffic in Totnes area needs to be addressed urgently.
- It is vital that DCC supports the return of rail services to rural Devon. The track to Okehampton is there - bring it back to 7 day use. Support the Northern route Exeter - Okehampton - Plymouth for control period 6 2019-2024.
- Less should be more, Devon county council should stop using pesticides/ insecticides to clear curbs, sow wildflowers "untidy corners" should be left for wildlife including pollinating insects, hedges and trees not to be cut in bird nesting season [starts in January] in south Devon
- Like almost everywhere our roads in Devon are pitted holed and fragmenting. I have a slipped disc and the bumping in and out of holes during bus journeys is painful. I feel this should be given priority before the whole road system goes down.
- Local pavements are very bad, I am visually impaired and often trip and fall because of cracked/loose slabs and crumbling tarmac.
- Maintenance of Minor Roads and some A roads can and should be carried out by local contractors/people. Ditching, Drain Clearance, Hedge and verge cutting. Sign maintenance, footpath maintenance and some road surfacing. Could all be done at a significantly lower cost by local companies. Likewise the Road warden scheme as it stands Will not achieve its full potential. Most parishes have access to a vast array of knowledge and equipment, but if you do not provide insurance for the equipment who is going to put it in harms way? We Have 3 excavators, a Tractor and a Lorry, all of which I would be prepared to use as part of the road warden scheme if the costs where covered. However the bottom line is that I am not going to fork out £300 a year extra for insurance to work on the highway for each machine, Plus

£20+ a day fuel cost, Plus wear and tear in order to do it for free when another contractor is just down the road getting paid a huge amount for doing the identical work You need to provide some incentive, there are plenty of local people who will happily do things in there parish for a much lower cost! However you have to break down barriers and make it worth doing or it won't happen. I can drive HGV C+E, Road Sweepers, Tractors, Diggers, Mowers etc. As the old saying goes "Give us the Tools and we'll do the job".....[name/contact given].

- Massive increase of housing in areas of rural importance and where roads are inadequate (i.e. Dartington & Totnes) should be limited. Social housing should be the first priority.
- Minor roads are getting more narrow as banks and edges bare overgrown.
- Minor roads need improvement form repair of pothole and damage and drainage.
- More cycle lanes / highways if possible.
- More support is need for public transport many elderly people have never learnt to drive or have ever owned a car, we are being isolated in our own homes.
- No more buses please this is ridiculous. Buses now are following each other with just a few people on board !!!
- No need cut service for public transport.
- No public transport on Sundays from Roundswell
- Our bus was re-routed so we had no public transport within easy walking distance.
- Our community bus has been reduced to one day a week and we have a lot of elderly people who live alone and cannot drive. The daily bus is a necessity providing access to town, doctors surgeries supermarket sports centre and town centre plus easy access to friends - perhaps a journey charge of 50p per single journey (even with a bus pass) would help the service to be run.
- Parkway railway station is very difficult to get home from unless you have a car or can get someone to pick you up - taxis at station are too expensive.
- Please bring back some of buses. I no longer have a social life as I cannot visit friends in Minehead, no bus in winter to Croyde on a Sunday to visit and some don't run after 6pm now. My only social pleasure, gone.
- Please continue to support local councils to help community buses, Teignbridge in particular as we rely on them so much.
- Please mend our roads as they are now getting dangerous.
- Please repair the pavements, older people with pushers find them difficult.
Poor roads, is costing my car from potholes.
- Prevent developments which have not been properly approved by local interests i.e. No big housing developments without regard to roads, schools, hospitals, shops, farming needs and flooding.
- Pro active with government for better services and refer rend the public. Local taxis don't come out in school holidays, no evening bus service to connect back, not return journey on one service/ how do you get back? Share the pot, voluntary contributions from residents to fund journeys. We are in it together.
- Public transport is no longer owned by the council, so does not relate to this question. Reduce the number of reckless and dangerous taxi drivers. Stop wasting money on surface dressing as your contractors leave waste behind which is a threat to safety and life for road users, especially motorcyclists.

- Reductions to local bus services - crippling. 607 Elderly/disabled folk having to use taxis for surgery appointments/hospital visits Community transport fare to Tiverton £13.
- Regarding environment I have been disappointed that the area where I live, on the edge of Bideford some spaces are left to deteriorate whilst other parts have been enhanced. Despite writing to the council and ringing councillors I have been "fobbed off" or ignored (no telephone replies) which is extremely frustrating.
- Regarding public transport because of the new road linking Torbay and Newton Abbot I have had to move as our bus stop have taken away. The nearest bus stop in one mile and it is uphill all the way from Penn Inn.
- Regards of transport and other facilities Londonderry Farm appears to be in No Mans Land. If you haven't got a car you have to walk to the doctors/hospital and to Morrisons to shop.
- Relying on public transport is a nightmare if you do not live in town, also different services provided do not link up, i.e. To Totnes / Exeter, therefore limiting social and functional needs, especially for older persons.
- Residents safety should be considered when changing road directions.
- Road and rail in Devon are dire and hinder development and employment. Libraries are vital to development. Landscape and culture bring visitors who aid development and employment. Care in rural areas is hard but vital.
- Roads are now very bad.
See earlier comments regarding parking.
- Several need here need a shot in the arm, major and minor road networks are ignored by the council. Public transport is a joke.
- Several services, including minor road maintenance could be managed in partnership with local communities - but it requires DCC to act like a partner, not a controller.
- Some of these areas could be priorities for other organisations rather than DCC (but all are priorities) - e.g. Landscape use and environment, could the Environment Agency do this?
- Street parking needs to be far more restricted, particularly as car ownership grows.
- The cutting and maintaining of grass verges, in all areas of Bideford they are a disgrace! The cutting is managed by to many different parties, we have been told to pull together as a community and do it ourselves , so what happens if someone has a bad accident keeping council areas cut and tidied! Well I guess we could sue the council as we are not covered by health and safety ! You should just have one council/private company to keep all areas cut and tidy.
- The minor roads need a lot of work on them.
- The public transport is not good. It is nearly impossible to get to Tiverton Parkway by bus and it £15 by taxi one way! We need an hourly shuttle from the station into town. We need cycle routes.
- There is a body of thought which suggests that if the right subjects were dealt with in school, many of the health and welfare issues that arise would not do so. If you want people to use their cars less you have to improve the roads and public transport systems. On the basis that, like the paperless office, this is a thing of dreams, then you also need to get coherent on-street parking provision, including more residents parking schemes in town centres (notably Exeter and around County Hall has been addressed years ago!!!) As people need their cars, and

need somewhere to park them at home. The planners need to be better engaged in the reality of this, along with our elected representatives who seems to think that their current policies will discourage car use - if I use the car less, I still need somewhere to park it!

- There is a serious internal transport problem in Exeter but not enough funding to do anything about it. A current issue is the bus station and bus garage where the City council is landowner. A lot could be spent on local railways. Bus services are more difficult within Exeter.
- There is not enough public transport in our village.
- Transport is an issue and will get worse due to more housing. People need to be persuaded to use public transport instead of all the cars clogging up the roads, and the public transport needs to be a lot better.
- We are losing far too much green space and there is far too much building on agricultural land - where will our food be grown? Green spaces are also needed for people's physical and emotional health. Noise also needs to be cut down from road ways. We have wonderful wildlife but all the building is pushing wildlife to the extremes and borders. If we lose these things our life will be less than it is already - we need insects to pollinate and do much needed work, if they are lost then so will we be.
- We do have a voluntary system of transport for people without cars in the village. If you need transport telephone the centre and book in advance and pay the driver on completion. I have done this for the last 5 years without any payment.
- We need the T bus.
- Whilst new properties are built the infrastructure is not in place - on Londonderry est. Children can't walk to and from school. Old people have to climb into the hedge when a bus and lorry pass each other. Also lorry drivers using phone when driving.

Other comments about Health and Social Care

- As a person who suffers many illnesses, are rarely well enough to keep specialist appointments due to my illness. Had to cancel three appointments. Don't want to jump the queue but want a fair crack of the whip. Therefore never get seen, why can't provision be made for special needs to be pushed in reasonable time. I am being penalised and overlooked because no special list for the vulnerable. It takes years to be seen because of all this.
- DCC is not there to replace the duties of the medical profession. Nor is it in existence to "care" for young people. There are several bodies to care for the neglected and harmed. A council is primarily a maintainer of the overall civic needs to enable a community to run as smoothly as possible.
- DCC should look at the whole e.g. closure of Axminster Hospital inpatient (not DCC decision) does affect use of public transport (if it exists) increases need for carers locally, and puts more traffic on main roads.
- Devon has a poor record of protecting people from harm. MDDC needs to petition government for more cash to assist these matters.
- Do we really need DCC to provide advice on Healthy Lifestyles? TV and press is awash with advice!
- Frontline social and child care must remain the council's top priorities.
- Funding for homeless support, and temporary accommodation, and supporting other vulnerable people sustain tenancies in the community should be maintained and increased not cut.
- Having a healthy lifestyle is up to the individual.

- I believe 'healthy lifestyles' to be a health role and not DCC area Whilst i accept money is a major issue, all of us have to budget and so should the council. However, priority must be given to vulnerable and those in need of urgent care or support. Fortunately, I am not currently using any services but will need to eventually.
- I have mobility needs and so rely on community transport and voluntary sector to get out shopping and for appointments.
- I think all members of the community should be responsible for themselves. As far as possible old people contribute to their own care, but should reopen council run old people's homes and financial help given to family members if they give up work to care for parents
- I work in the NHS and believe it is essential that care is provided to look after people at home with decent length visits. Prevention is better than cure so keeping people healthy & fitter in the first place will mean in the end less frail elderly.
- I would like an "Age UK" type centre in Heavitree.
- If only people were protected from neglect and harm, but there are too many instances of people living on their own suffering from just that, people who have died on their own, and not been discovered for in some cases weeks. Support for people with daily care needs does not seem to exist unless you have money to pay.
- If we put into place a scheme as they do in Australia PCYC - we would be better off by far to fund many projects. Also to stop the older generation feeling a burden - Prof. Heinze Wolfe suggests Care for Care and the old fashioned home help needs to be brought back.
- My husband and I attend the NDDH regularly. We have found the NDDH to be both efficient and professional. Waiting times are kept to a minimum, the staff are friendly and helpful. We are lucky to have such a wonderful hospital in north Devon.
- My personal care needs have only been addressed because my (able-bodied) sister has pressed for action. If things had been left for me. As a disabled person, to sort, my needs would not have been addressed. Social services say mine and my son's needs has 'slipped through the net' before my sister intervened.
- The big idea is that the old and elderly are happiest in their own home. True but help in the home is expensive and very understaffed, the old retirement homes were more economic.
- There is no question about residential care for the elderly, whilst I strongly believe is vital.
- There should be more support available for the elderly at home to allow them to live independent and full lives close to their family and friends in their own community as long as possible.
- To some extent people should be responsible for their own health and wellbeing.
- We do feel that care in the community is essential to prevent people going into hospital. Money spent on help when they come out is wanted.
- What happens to people who need to use respite services for vulnerable people?
- Wish we got more information and/or knew where to get information from. I had to have carers - didn't knew who to ask.
- Work on healthy living needs to be continued, including addressing the wider determinants of health.
- Would like mobile libraries to be introduced nobody checks that I have what I need. I have care in my home through Direct Payments. When I first came home from hospital they came and checked but no check ups since. No warden anymore. You used to get people phoning to check you were OK.

Other comments about Waste and Recycling Services

- Boxes/Bins for recycling - unbelievable cost of containers & complicated instructions to cope with - go back 50 years! One dustbin with everything in it. One lorry per week to pick up. At works tipped onto conveyor belt. Everything of use removed before getting to incinerator - which heated local hospital free. Beat that!! 1 man 1 wheelbarrow shovel broom not a lorry costing thousands of pounds half doing job anything.
- Our local District council handles waste and recycling, but they do have a habit of changing the system, causing confusion for some residents. I also think there's a need for more public education on the subject of recycling but some people don't seem to see the point.
- Recycling - extend to include cardboard, plastics and drink cartons self-responsibility for healthy lifestyles could be encouraged.
- The waste and rubbish should remain weekly.

Other comments about accountability, transparency, public involvement and information

- Always have press at meetings (and District Council).
- Ask what I want need and what service make use of, what works, and what doesn't.
- Communication to the general public by mail drop.
- Councillors, with support, should do more work in their local community to really listen and understand what people need, bring people and ideas together, encourage innovative community action including fundraising, and keep people properly informed about local services and information (not bringing party politics into it and 'working against' the Council).
- Have Focus Groups to cover some of the issues, as it is also good to actually hear people's views instead of having ticking exercises such as this survey. People will have experiences of things like accessing community transport.
- I am all for surveys providing the feedback given is not political but used for the common good of our community.
- Please try and listen to what people say.

Other comments about Economy, Skills and Employment

- Community farms providing vegetables and fruit and individualised employment opportunities. Growing things can enhance a person's sense of wellbeing and create meaning in life
- Create a county care academy - care training, recruiting and commissioning into residential/domiciliary care needs with local employment and re-skill advice.
- I say that North Devon is neglected South Devon is more affluent and gets all the funds available. North Devon has unemployment and never gets any help, South Devon gets it all. We have unemployment, poverty and in Bideford a drug problem which is not surprising considering the lack of jobs and opportunities. Take the shipyard, when they get a contract the government takes it away from them.

Other comments about Education

- Education of children in social and fundamental graces should start at home (speech, language development etc).

Other comments about Libraries and Heritage

- Devon libraries are essential, but could in some cases, be run locally. The trouble with voluntary services is that the number of people willing and able to volunteer is limited and as, in the nature of things, volunteering is voluntary. Nothing can be done to increase the number. Police, I notice, has not been included. Is that separate?
- How can DCC allow EDDC to sell Knowle part of Sidmouth's historical heritage? Libraries are being left to communities to run.
- Libraries are a fantastic service for the community it should be retained.
- Local libraries are the most useful source of information about local activities and events and the closure of libraries like Heavitree have made it more difficult to communicate with local people.
- Please support local libraries, expecting them to be run by volunteers alone is madness. Having less paid staff supported by volunteers is a good idea probably, but you cannot rely on unpaid people enough. Having done a lot of volunteer work myself I know that people who are unpaid will not always be able to be there.
- The library is a marvellous place for the community be surely it would have been a lot cheaper to have renovated the old one and built the students accommodation where the new library is.

Other comments about community action, faith and voluntary groups, parish councils

- Each parish council should be aware of those needing help with everyday tasks and transport needs. Maybe having a minibus service like a ring and ride or Bob the bus in Totnes. A group of volunteers could help with small jobs around the home for those in need.
- For further cuts increase by an hour the length of time lights turned off at night. Look at whole issue of health promotion with NHS a lot of duplication on public health issues, surveys etc. with no impact/change for people. Parish councils could/should promote healthy lifestyles see Localism Act. Devon's cultural heritage - could this be done in collaboration with National Trust or historic body. Recognise work of current volunteers which keep communities alive and engage personally with them to create sustainable? Do not impose DCC on community volunteers - build on what is there already.
- I do think there is greater scope for engagement between DCC and church organisations like Churches Together Devon, county-wide denominational groups like Plymouth and Exeter Methodists and Dioceses of Exeter and Plymouth, and parachurch orgs like BGEA RRT, foodbanks, etc.
- I think the boxes I have marked as a neither agree/disagree and I disagree, could be delivered via another means, DCC could make more use of local town councils, the National Parks and community groups to do some of these services. If devolution actually means anything

other than lip service let it happen. DCC has talked a good talk but in practice has made projects extremely difficult when push comes to shove.

- I would like to be of some USE in the community - but my disabilities always make this difficult. I am a good listener/communicator - would like to help others and be in contact with children more.
- Many local support groups had to finish in the last few years because of council funding ending - for some people these groups were essential and nothing in their place. This is the best to see and understand survey I have been sent.
- More help should be available to charities and voluntary sector, as there is nothing as cheap as volunteers.
- Public services are better delivered by DCC, but volunteers and charities can help.
- Public services would often be improved by using charities but they should be funded.

Other comments and combined comments

[people may also be commenting on the list of service priorities – question 10]

- All the above are important, focus should be more towards responsibility by individuals and empowering people. Education is key. Littering in rural roads is depressing.
- All the above are necessary for a happy healthy life.
- All the things are important. Several have divided responsibilities at present, that can lead to waste, much more clarity needed about the separation of powers.
- Everyone in Seaton is deeply saddened that the Chive café on the West Walk has been close for so long. The terms in the contract seem to be absolutely ridiculous along with the retail price. It's almost as if EDDC doesn't want this café to ever re-open. This is a huge loss to everyone who used to meet there socially, and has caused so much upset among the owners and visitors alike. This contract really needs to be looked at again, the café has always been a meeting place for locals and holiday makers over the year, and the anger and disappointment since its closure is enormous. Please, please, please make the contract a realistic one, the seafront is dead without it.
- Healthy lifestyles. This is not joined up. Currently charities voluntary orgs and various departments and agencies in cc Teignbridge etc spend money and manpower on this, and it is not a top priority - could be streamlined to save money recycling waste: Count need incentives to reduce land fill significantly.
- I am not in full knowledge of the facts to comment.
- I don't get any services any more. I used to have someone who came to take me out - that stopped. I used to have visitors/phonecalls to check I was OK - this doesn't happen anymore. Now you are just left to get on with it.
- I feel strongly that in east devon, 3 families have devastated the rural atmosphere, their frequent retrospective planning applications are almost never rescinded. The planners blanket charismatic villages with houses. Local government should be more prepared to take a stand against central government.

- I have limited mobility presently, awaiting a Hip Op in new year. I strongly believe that certain functions, like the 'major roads' network should be funded from the national road fund licence. Whereas public and community transport is used by local people who in the main cannot afford to run a car. Better targeted "Education" about some functions would be the correct course of action for the council, in particular waste and recycling, then after a period of time start fining people who don't do it!
- If the probation service were provided with a vehicle with a built in toilet they could take offenders to rural areas to work in the community. My parish council has plenty of work for them, but no public toilets. Public transport subsidies should be provided for rural transport - town transport should not be subsidised. Waste and recycling collections could be reduced. I only have to put my bin out 3 times a year, and recycling not more than once a month. People waste too much and need educating.
- Inform families of charities that can offer support. Educate role of public health and NHS to include prevention of infection on public transport.
- Libraries are an incredibly important part of the community and should be developed, not reduced. More recycling should be able to be done at the kerbside. I used to live in Wales where almost everything could be recycled. Environment incredibly important to protect, not to nuclear power, yes to wind power.
- Little is seen in village locations both by County Council and local councils, apart from bin collections and even this is curtailed - why do we pay council tax?
- Mixed economy should be considered. People unless disabled should look after themselves not be a burden on their community.
- Not fit for the tasks frankly dcc should be disbanded along with dorset, somerset county councils rolled into a regional government based in Bristol. Cornwall should be given greater devolution as is Scotland, Wales and northern Ireland.
- Okehamton's recycling centre is staffed by a marvellous team of men who are so helpful. Shane is a gem. Bring back the railway service from Okehamton to Exeter. The A30 volume of traffic is a nightmare Campaign to retain Okehamton's police station. Apart from police cars racing around, I have only met 1 beat officer (PC) and traffic wardens.
- People old or young should come first.
- Police numbers need to reflect the scattered nature of towns and villages and must be adequate to ensure timely response. Volunteering opportunities could be more widely promoted.
- Policing and parking is a major problem and parking problems are not dealt with effectively or efficiently.
- Remove post of police commissioner and save over £1 million per year.
- Support for families and young people- is that what DCC should be involved in? That's a lot of people and surely not a priority? Focus should be on those that need help due to their adverse circumstances. Consumer protection - I didn't know this was DCC's role...or does DCC run Citizens Advice Bureau? Local economic development and employment - confused whether this is DCC or Districts/City Councils? Should be either or, otherwise confusing. Environment underpins everything and needs to be managed for all. Combating effects of global warming and extreme weather should be priority for all public bodies. Need to protect trees and plant more.
- Supporting charities - just depends on people who we can trust. Libraries - can be quite hard to find what we need.
- The CAB is a professional highly trained experienced organisation - The County should save money by scrapping its "airy fairy" help groups. Mostly staff do not understand benefits system, legal implications and relationship breakdowns - more funding for CAB and scrap the rest -

but keep the children's charities. The consultation is a waste of time - There was another recently done (within 5 years) - it's too long and people ignore it.

- The lack of funding for local services i.e. care homes, police, hospital beds etc can be resolved by:- 1) Removing all foreigners from our prisons and sending them back home. 2) Slash all funding to foreign powers that have nuclear weapons. 3) Removing all tyrants from power in countries we donate to.
- The nanny state can be overdone. There are also many opportunities for the voluntary and private sector.
- These all feel like priorities to me, it is difficult to pick some over the others.
- These are all obviously desirable but economics will determine priorities come what may.
- These are very vague questions, you do not define essential services.
- This area of Torridge (Bideford) needs to take into account the elderly. We in my area have very few dropped curb stones. Wheelchair users or mobility scooters have to use the busy roads. The elderly miss out every time. Closure of day centre, giving respite, is now a child centre. Valuable needs at our local hospital now closed. Little thought to those who have and would have used the beds.
- This is a difficult bundle and the questions do not allow for priorities.
- This is a totally insane way of gauging this. There are far more effective ways of doing this type of thing - the city of San Jose in California has been doing this: <http://conteneo.co/conteneo-city-of-san-jose-produce-fourth-annual-budget-games/> and it has also been done by Kortrijk, Belgium. If you want to get great feedback and engage with your community, try something that actually engages them!
- This seems an unnecessary expense when we have elected councillors to make these decisions. I cannot believe that residents views will influence anything.
- Time to get priorities right for the common good.
- Try using the services. Test out trying to get to places across the county at different times of the day and then get back again. Consider individual priorities such as child care, elderly and isolated people trying to access services and facilities. Think about young people trying to access services at night. Try driving into Exeter in the morning from East Devon and out again at night you will then realise that the road and transport systems do not work and are increasingly congested due to the increased number of new homes and businesses being developed
- Until we have a fairer society which uses the wealth created by the whole of the country and ensures it is spread more evenly across the whole of society, thereby ensuring there is sufficient money for all necessary services, for everyone's wellbeing and safety which includes all the services covered in this survey it is not possible to improve anything.
- Well publicized scheme to give computer skills to the elderly who are gradually becoming second class citizens (=supporting the community).
- What difference would it make, unless you're [of a group] you don't care, but can waste money on events for councillors and other non essential items. Show me you care about libraries, good transport and what people really need.
- When the report from this survey is produced please can it be available in audio.
- Where was my opportunity to comment in the last section. I refer you to my previous comment about political flannel and decisions already made. Community groups and volunteers can make a big difference, but only if supported and funded by a strong council and private organisations have a poor record in actually providing high quality services at the cost levels paid by councils e.g. social care.

- With budgetary cuts to local council services so severe (and utterly unnecessary) it is very difficult to imagine the future of local services and the public realm. We need full reform of the Council tax bands to account for vast property value increases since the early 1990s, and increased taxation across the board to pay for public services and the maintenance of the public realm. The signs of neglect and decay are increasing (more litter, more dog [mess], more potholes, tarmac on pavements washed away, etc). This can only be halted and reversed if more is spent on infrastructure and essential services. Urgent need of reform in social care provision too. A more joined up service which is part of a broader Health and Wellbeing Service. And not privatised! Services should not be a source of profit, except for any surplus re-invested by locally provided services. We are still paying for the financial sector's gross errors and malpractices over the past 30 years.
- Work is not prioritised enough in the years I have been here, even less the aspiration to be the best.
- You need to be doing more in nearly all of these areas, to support the community at a difficult time. The exceptions are healthy lifestyles (why would anyone listen to the local council telling them how to live healthily?) And support for the voluntary sector (this is just an excuse for palming off services you should be delivering yourselves).
- You need to do a number of things let me give you some suggestions
 1. Reduce the wages of councillors significantly after all elections happen so there must be many people wanting the job
 2. Remove the grants funds to cabinet and get back to real democracy
 3. Remove the police commissioner and all of his hangers on
 4. Keep small schools open
 5. Support rural communities with real money
 6. Rural transport would be rather useful
 7. Broadband for us is a luxury
 8. Shops what are those you removed rate rebate and they closed in rural communities
 9. Planning and building new luxury homes is of no use to rural communities how about letting 'real' people decide planning issues
 10. Reduce the number of councillors and do not pay responsibility allowances to anyone.