



# **Devon County Council Community Survey 2015**

## **Large Print Version**

Dear Resident,

For many, Devon is an excellent place to live and work, however we know it can be challenging for some. Recently we have had to make some tough decisions about our services. Through this questionnaire, we would like to know if you feel able to live a healthy, independent, and active life in Devon. We also want to know if changes in services are affecting your quality of life.

## **About the survey**

This questionnaire will take you about 20 minutes to complete.

After each question or statement there will be a list of options for answers. To select your response, please enter a cross (x) in the box that is on the left hand side of the options for answers.

There will be an opportunity to provide further comments in writing at the end of each numbered question. Please keep comments brief and clear, limiting to most important points and your recent (last 12 months) experience. If you do not wish to respond to a question, please leave it blank.

This survey is anonymous. Your responses will be treated in confidence and reporting will not identify any individual. The information you provide will be held securely by Devon County Council and will only be used to analyse sections 1 to 4 of this questionnaire.

Please return your responses by the 7th of January 2016.

If you need more information, assistance or a different format please telephone 0845 155 1015.

Thank you for your time.

## Questionnaire

1. Are you completing this on behalf of someone else (for example, you are a carer or advocate)? (please select one option only):

Yes

No

If you are completing this on behalf of someone else, please make sure you are recording their views and not your own.

### Section 1 - Being involved and informed

Devon County Council provides a wide range of services, either directly or through others. Services to you include:

- Social care and safeguarding: including residential and nursing care for older people and those with physical disabilities, protecting children and vulnerable adults from harm.
- Education and families: including targeted support for families, adoption, fostering, care leaver support, school support and improvement.
- Environment: including country parks and environmental management, countryside partnerships with Areas of Outstanding Natural Beauty, World Heritage Sites, and the South West Coastal Path.

- Health and wellbeing: improving the health and wellbeing of everyone living in Devon.
- Libraries and heritage: including libraries, and archaeology services.
- Planning and development: including long-term and large scale planning, such as minerals waste planning, and transport infrastructure.
- Waste and recycling: including disposal of waste to landfill, alternative schemes such as waste to energy, and recycling centres.
- Highways and traffic management: including general roads maintenance, winter gritting, gully cleansing, public rights of way, cycle paths, traffic management, and road safety.
- Services for communities: including trading standards, emergency planning, supporting public and community transport, and registrars.

**We do not** collect household waste directly from your home, deal with social housing, environmental health, street cleaning, urban parks, leisure facilities, or residential and private planning applications. These services are run through district councils, such as Exeter or Teignbridge. Major roads, like the M5 and A30, are run by the Highways Agency. Private companies provide public transport; we allocate funding to support some vital routes that are not commercially viable.

## Now for some questions about our services...

2. To what extent do you agree or disagree with these statements about involvement and influence? (Please select one box – i.e. whether you agree strongly, agree, neither agree nor disagree, disagree or disagree strongly):

**a)** I like to be involved in decisions affecting County Council services:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**b)** I like to be involved in decisions affecting my local area:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**c)** I can influence decisions affecting County Council services:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**d)** I can influence decisions affecting my local area :

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**e)** What helps or encourages you to get involved in consultation or influencing decisions most of all? (If you wish to comment on this, please do so briefly below):

**3.** To what extent do you agree or disagree with these statements about being informed? (Please select one box as before, if you have no need for information select the final option 'Not relevant to me'):

**a)** Information I need from the County Council is easy to find:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**b)** Information I need from the County Council is easy to understand:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**c)** I can access the information and advice I need about care:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**d)** I can access information about healthy living:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**e)** I know what to do in the event of an emergency (such as flooding):

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

Not relevant to me

**f)** If you disagree and wish to comment, please do so briefly below:



4. To what extent do you agree or disagree with these statements about these services? (Please select one box, if you have no need for the service select 'Not relevant to me'):

**a)** I have good access to adult learning:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**b)** I can recycle waste easily:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**c)** I have good access to social care services in Devon:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

Not relevant to me

**d)** If you disagree and wish to comment, please do so briefly below:

## Section 2 - Community resilience and connection

5. To what extent do you agree or disagree with these statements about getting around? (Please select one box, if you have no need for the service select 'Not relevant to me'):

a) I can get around easily by public transport:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

b) Public paths and pavements are safe and easy to get around on:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**c)** Public roads are safe and easy to get around on:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**d)** I have good access to 'green' (open) spaces:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**e)** If you disagree and wish to comment, please do so briefly below:

**6.** To what extent do you agree or disagree with these statements about computer and smartphone use? (Please select one box):

**a)** I have the skills and confidence to access information online:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**b)** I can access information and communicate online through a device in my home:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**c)** I can access information and communicate online through a device in my local area:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**d)** If you disagree and wish to comment, please do so briefly below:

**7.** To what extent do you agree or disagree with these statements about social contact and living independently? (Please select one box, if you feel that an item is not relevant to you, select 'Not relevant to me'):

**a)** I can get the help and support I need from my family, friends, or community:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**b)** I know how to access care for myself or those I care for:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**c)** I have good access to community activities and/or resources:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me

**d)** I have good social contact with people:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly
- Not relevant to me



**e)** I feel there are good job opportunities for me in Devon:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

Not relevant to me

**f)** If you disagree and wish to comment, please do so briefly below:

## Section 3 - Community support and action

**8.** To what extent **do you get involved with the following?** (Please select one box. Please note the answers have changed for this section – they are not the ‘agree’ or ‘disagree’ statements):

**a)** Look out for neighbours, or anyone who may be isolated or lonely:

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**b)** Help family or neighbours who are ill or disabled:

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**c) Assist someone to use online public services:**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**d) Car share or offer someone in your local area a lift:**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**e) Get involved in supporting schools or playgroups:**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**f) Volunteer or help run a local service:**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**g) Participate in local decision-making and consultation:**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**h) Help out during extreme weather events (e.g. flooding):**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**i) Shop locally and support local business:**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**j) Reduce waste, recycle, and reuse:**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**k) Help others to be more active:**

- I already do this but can't do more
- I already do this and could do more
- I would like to do this but I can't now
- I would like to do this but don't know how
- I would not like to do this

**l) Manage my own physical and emotional health:**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**m) Manage my own needs:**

- I already do this, but can't do more
- I already do this, and could do more
- I would like to do this, but I can't now
- I would like to do this, but don't know how
- I would not like to do this

**n) If you would like to get more involved, what would help you? (If you wish to comment on this, please do so briefly below):**

**9.** To what extent do you agree or disagree with these statements about feeling safe and respected? (Please select one box - we have returned to the agree and disagree statements):

**a)** I feel safe outside in my local area after dark:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**b)** I feel safe outside in my local area during daylight:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**c)** I am treated with dignity and respect in the community:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**d)** I feel safe and respected when looked after by others:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

Not relevant to me

**e)** If you disagree and wish to comment, please do so briefly below:



## Section 4: Priorities for Devon County Council

**10.** To what extent do you agree or disagree with the following? (Please select one box):

**a)** Council Tax should be increased to help maintain essential services:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**b)** Public services would be better delivered by volunteers and charities:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**c)** Public services would be better delivered by private businesses:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**d)** Devon County Council had less to spend over the last three years:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**e)** Devon County Council has managed budget decisions well:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**f)** Reductions to services have had a significant impact on me:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**g)** Further reductions to services would **not** impact on me significantly:

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**11.** To what extent do you agree or disagree that the following should be given priority by Devon County Council? (Please select one box):

**a)** Protecting people from neglect and harm:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**b)** Support for families and young people:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**c)** Support for people with daily care needs:

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**d) Local economic development and employment:**

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**e) Healthy lifestyles:**

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**f) Landscape use and environment:**

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**g) Devon's cultural heritage:**

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**h) Devon's libraries:**

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**i) Supporting the community and voluntary sector:**

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**j) Consumer protection:**

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**k) Waste and recycling:**

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**l) Major road networks:**

- I agree strongly
- I agree
- I neither agree nor disagree
- I disagree
- I disagree strongly

**m) Minor road networks:**

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

**n) Public and community transport:**

I agree strongly

I agree

I neither agree nor disagree

I disagree

I disagree strongly

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



## Section 5 - About You

Now we need to ask some questions about you. These questions will help us check we have reached a representative section of society.

**12.** Which age band are you in? (Please select one option only):

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or over

**13.** Are you? (Please select options that apply):

- Female
- Male
- Transgender or formerly transgender
- Other or non-binary

**14.** Which Devon district do you live in? (Please select one option only):

- Exeter
- East Devon
- Mid Devon
- North Devon
- South Hams
- Teignbridge
- Torridge
- West Devon

**15.** If you live outside Exeter, what is your nearest town? (Please write your answer below):

**16.** Do you live in an urban or rural setting? (Please select one option only):

- Rural village
- Town or City
- Rural hamlet or isolated dwelling
- Edge of a town
- Other (e.g. no fixed abode)

**Nearly finished! We would like to ask some more questions about you to help us understand if some groups experience inequalities.**

Some of these questions may not appear relevant or important to you, but they are important to the people with that characteristic. Completing this section will help us analyse results accurately.

**17.** Do you consider yourself to be disabled? (Please select one option only):

- No
- Yes, day to day activities limited a little
- Yes, day to day activities limited a lot

**18.** If you selected 'Yes', please select the options below that most apply:

- Blind, or partially sighted**
- Mental health condition
- Deaf (Sign Language user)
- Hard of hearing or deaf (not BSL user)
- Learning disability
- Long term illness or health condition (e.g. lasting more than 12 months)
- Mobility impairment
- Speech impairment

Other disability

If you selected 'Other' please specify below:

**19.** Are you a volunteer or family carer who looks after or supports someone else in their home who needs help with their day-to-day life due to a disability, illness, or old age? (Please select one option only):

Yes

No

**20.** If 'Yes', how many hours a week do you provide care for on average? (Please state approximate hours per week):

**21.** Do you have any children (people under 18 years) living with you? (please select one option only):

Yes

No

**22.** Do you have use of a car? (Please select one option only):

Yes

No

**23.** How is your physical health, in general? (Please select one option only):

Very good

Good

Fair

Bad

Very Bad

**24.** How is your mental/emotional health, in general? (Please select one option only):

Very good

Good

Fair

Bad

Very Bad

**25.** What is your first language? (please select one option only)

English

Other

If you selected 'Other', please specify your first language below:

**26.** How would you describe your sexual orientation? (Please select one option only):

- Bisexual
- Lesbian or Gay
- Heterosexual
- Other

**27.** How would you describe your ethnic origin?:

- Asian/British Asian
- Black/Black British
- Chinese/British Chinese
- Gypsy or Traveller
- Mixed Heritage
- White British
- White Other
- Other

If you selected 'Other', please specify your ethnic origin below:

**28.** What is your religion or belief? (Please select one option only):

- Atheist
- Buddhist
- Christian
- Humanist
- Jewish
- Muslim
- Pagan
- No religion/belief
- Other

If you selected 'Other', please specify your religion or belief below:

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

Please return your responses by the 7th of January 2016 to Community Survey, Devon County Council, County Hall, Topsham Road , Exeter, EX2 4QD.

Or save postage by dropping your completed survey into your local library.

Results of the survey should be available from 31st March 2016 at [new.devon.gov.uk/haveyoursay](http://new.devon.gov.uk/haveyoursay)

## **Find out more about some of the topics raised in this survey:**

- **Consultations**

Sign up to receive updates on this survey and other consultations at [new.devon.gov.uk/haveyoursay](http://new.devon.gov.uk/haveyoursay)

- **Community Action**

Telling us your idea could open up opportunities to help your organisation and community and help you take forward your good ideas. Find out more at [new.devon.gov.uk/communities](http://new.devon.gov.uk/communities)

- **Care**

Find out more about how we charge and pay for care and provide care to those in need at [new.devon.gov.uk/careactdevon](http://new.devon.gov.uk/careactdevon)

- **Emergency planning**

Find out how to prepare your household and family for emergencies like major weather events. We have a range of videos, leaflets, and planning templates for you.

[www.dcisprepared.org.uk/a-clear-plan](http://www.dcisprepared.org.uk/a-clear-plan)

**[www.devon.gov.uk](http://www.devon.gov.uk)**