

Community Survey

2015 Community Insight

Headline Report – Performance and Satisfaction

August 2016

Headlines

- The **highest levels of satisfaction** are in relation to access to green spaces, feeling safe outside during daylight, having good social contact, feeling safe and respected in the community and feeling safe and respected when looked after by others.
- Recycling and access to a personal computer or smartphone are also fairly high, although many people expressed issues with Broadband quality, cost and the expectation that people should have a computer. People in some areas mentioned a lack of doorstep collection for some recyclable materials as well as difficulties in lifting items or getting to recycling centres.
- The **lowest levels of satisfaction** are in relation to job opportunities, influencing decisions and getting around Devon. Satisfaction with getting around on roads and paths/pavements has dropped significantly and people expressed a range of problems including driver behavior and parking on pavements alongside the deteriorating condition of roads and pavements. Whilst nearly half said they could get around easily by public transport, nearly the same number said they could not.
- Satisfaction with finding information and accessing social care are also low and there are also issues with accessing adult learning. Whilst nearly half said they do know what to do in the event of an emergency such as flooding, just over a third do not know what to do.
- Only just under a quarter of people who took part felt that “the County Council had managed **budget decisions** well” and around a third disagreed with this statement. Around a third said that reductions to services had already had a significant impact on them and more than half said that further reductions would impact on them significantly.

% agree or strongly agree		% disagree or strongly disagree	
Further reductions to services would not impact on me significantly.....	17	Further reductions to services would not impact on me significantly.....	56
I feel there are good job opportunities for me.....	20	I feel there are good job opportunities for me.....	52
I can influence decisions affecting County Council services.....	22	Public paths and pavements are safe and easy to get around on.....	44
Devon County Council has managed budget decisions well.....	22	I can influence decisions affecting County Council services.....	44
Reductions to services have <i>not</i> had a significant impact on me*	29	I can get around easily by public transport.....	41
I have good access to social care services in Devon.....	30	Public roads are safe and easy to get around on.....	39.5
Information I need from the County Council is easy to find.....	37	I can influence decisions affecting my local area.....	36
Public paths and pavements are safe and easy to get around on.....	37	I know what to do in the event of an emergency (such as flooding).....	36
I can influence decisions affecting my local area.....	37	I have good access to adult learning.....	35
I have good access to adult learning.....	37	Reductions to services have <i>not</i> had a significant impact on me*	33
Public roads are safe and easy to get around on.....	39	Information I need from the County Council is easy to find.....	33
		I have good access to social care services in Devon.....	30

% agree or strongly agree		% disagree or strongly disagree	
I can access the information and advice I need about care.....	41	Devon County Council has managed budget decisions well.....	29
Information I need from the County Council is easy to understand.....	41	I can access information and communicate online through a device in my local area.....	27
I know what to do in the event of an emergency (such as flooding).....	44	I can access the information and advice I need about care.....	27
I can access information and communicate online through a device in my local area.....	46	Information I need from the County Council is easy to understand.....	25
I can get around easily by public transport.....	47	I feel safe outside in my local area after dark.....	23
I can access information about healthy living.....	50	I have good access to community activities and/or resources.....	22
I have good access to community activities and/or resources.....	52	I can access information and communicate online through a device in my home.....	21
I know how to access care for myself or those I care for.....	59	I have the skills and confidence to access information online.....	21
I feel safe outside in my local area after dark.....	61	I know how to access care for myself or those I care for.....	21
I can get the help and support I need from my family, friends or community.....	68	I can recycle waste easily.....	18
I have the skills and confidence to access information online.....	69	I can access information about healthy living.....	17
		I can get the help and support I need from my family, friends or community.....	14

% agree or strongly agree

% disagree or strongly disagree

I can access information and communicate online through a device in my home.....	71		
I can recycle waste easily.....	72		
I have good social contact with people.....	73	I have good social contact with people.....	12
I feel safe when looked after by others.....	74	I have good access to green (open) spaces.....	10
I am treated with dignity and respect in the community.....	77	I am treated with dignity and respect in the community.....	6
I have good access to green (open) spaces.....	81	I feel safe when looked after by others.....	4
I feel safe outside in my local area during daylight.....	90	I feel safe outside in my local area during daylight.....	3

*this question was asked as a negative statement: “Reductions to services have had a significant impact on me”, however to keep in line with the positive statements the result has been reversed, so those that disagree with the original statement, agree with the statement “reductions to services have *not* had a significant impact on me”.

Comparison with the 2010 Community Needs Survey results

Measure	Baseline (2010 Community Needs Survey)	Rating 2010	2015 Community Survey result	Rating 2015	How the question was asked in 2015 (if different)
Resilient					
I can get the help and support I need from my family, friends or community	New question (no baseline)	n/a	68% agree		
I know how to access care for myself or those I care for	New question (no baseline)	n/a	59% agree		
I have good access to community activities	55% agree		52% agree	=	I have good access to community activities and/or resources
I can influence decisions affecting the services I use	30% agree		22% agree	v	I can influence decisions affecting County Council services
I can influence decisions affecting my local area	30% agree		37% agree	^	
I know what to do in the event of an emergency	35% agree		44% agree (however 36% disagree)	^	“(such as flooding)” was added as an example
Information I need is easy to find and understand	55% agree		37% agree	v	Information I need from the County Council is easy to find.
			41% agree	v	Information I need from the County Council is easy to understand




Measure	Baseline (2010 Community Needs Survey)	Rating 2010	2015 Community Survey result	Rating 2015	How the question was asked in 2015 (if different)
Healthy					
I have good access to 'green' (open) spaces	85% agree		81% agree	=	
I have good access to health & social care services in Devon	65% agree		30% agree	v	I have good access to social care services in Devon
			41% agree	v	I can access the information and advice I need about care.
			50% agree	v	I can access information about healthy living
Prosperous					
I have good access to lifelong learning	42% agree		37% agree	v	I have good access to adult learning
I feel there are good job opportunities for me	20% agree		20% agree	=	I feel there are good job opportunities for me in Devon
I can recycle waste easily	75% agree		72% agree	=	

Measure	Baseline (2010 Community Needs Survey)	Rating 2010	2015 Community Survey result	Rating 2015	How the question was asked in 2015 (if different)
Connected					
I am treated with dignity and respect in the community	70% agree		77% agree	^	
I am able to meet friends or relatives at least once a week	75% agree		73% agree	=	I have good social contact with people
I can get around easily by public transport	50% agree		47% agree (however 41% disagree)	=	
I can get around easily using paths and highways	70% agree		37% agree	V*	Public paths and pavements are safe and easy to get around on
			39% agree	V*	Public roads are safe and easy to get around on
I have the skills and confidence to access information online	New question (no baseline)	n/a	69% agree		

Measure	Baseline (2010 Community Needs Survey)	Rating 2010	2015 Community Survey result	Rating 2015	How the question was asked in 2015 (if different)
I can access information and communicate online through a device in my home	New question (no baseline)	n/a	71% agree		
I can access information and communicate online through a device in my local area	New question (no baseline)	n/a	46% agree		
Safe					
I feel safe outside in my local area during daylight	80% agree		90% agree	^	
I feel safe outside in my local area after dark	50% agree		61% agree	^	
I feel safe when looked after by healthcare professionals	70% agree		74% agree	^	I feel safe and respected when looked after by others

Budget Priorities and Impacts

(New questions; no baseline)

Devon County Council has managed budget decisions well	22% agree	
Reductions to services have had a significant impact on me	33% agree	
Further reductions to services would not impact on me significantly	17% agree	

Rating notes

- A 'poor' (red) score equates to less than 40 percent of people agreeing or strongly agreeing. Where 30 percent or more people disagree, this is also noted as an area of less satisfaction in the headlines.
- A 'good' (green) score equates to 70 percent or more people agreeing or strongly agreeing.
- A 'fair' (amber) score equates to between 40 and 69 percent of people agreeing or strongly agreeing.
- An equals (=) symbol means the result is broadly the same when compared with 2010 (no more than 5 percent difference).
- A V means the result is lower. A V and asterisk (V*) indicates the result is significantly lower.
- An upward arrow (^) means the result is higher.

Please note: In the development of the survey some of the questions (performance measures) were amended slightly from their original wording, this was either because the Community Needs Survey (original survey carried out in 2010) was done in partnership with some district councils, health and police and the scope needed changing, or it was felt that better wording was needed following problems with how the original question was interpreted by some. In comparing those involved in the Community Needs Survey 2010 and Community Survey 2015: similar agencies were approached to help distribute the survey so although more people responded in 2015 (about three times as many), the profile of respondents was broadly similar and many will have taken part in both.