

Community Survey 2015



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.

Please enter a cross in the appropriate box. 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, for full privacy statement please see the 'About You' section.

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

You may find it easier and quicker to complete the survey online at:
new.devon.gov.uk/haveyoursay

Thank you for your time.

If you need more information or a different format phone 0845 155 1015, email customer@devon.gov.uk, or write to Community Survey, Devon County Council, County Hall, Topsham Road, Exeter EX2 4QD.



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 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, 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, road safety.



Services for communities: including trading standards, emergency planning, supporting public and community transport, 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 maintained by the Highways Agency. Private companies provide public transport; we allocate funding to support some vital routes that are not commercially viable.

2. To what extent do you agree or disagree with these statements about involvement and influence? (please select one box per row)

	I agree strongly 	I agree 	I neither agree nor disagree 	I disagree 	I disagree strongly 
I like to be involved in decisions affecting County Council services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I like to be involved in decisions affecting my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can influence decisions affecting County Council services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can influence decisions affecting my local area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>







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 in the box below)

3. To what extent do you agree or disagree with these statements about being informed? (please select one box per row, if you have no need for information select 'Not relevant to me')

	I agree strongly 	I agree 	I neither agree nor disagree 	I disagree 	I disagree strongly 	Not relevant to me 
Information I need from the County Council is easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information I need from the County Council is easy to understand.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can access the information and advice I need about care.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can access information about healthy living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what to do in the event of an emergency (such as flooding).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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







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

	I agree strongly 	I agree 	I neither agree nor disagree 	I disagree 	I disagree strongly 	Not relevant to me 
I have good access to adult learning.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can recycle waste easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have good access to social care services in Devon.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you disagree and wish to comment, please do so briefly in the box 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 per row, if you have no need for the service select 'Not relevant to me')

	I agree strongly 	I agree 	I neither agree nor disagree 	I disagree 	I disagree strongly 	Not relevant to me 
I can get around easily by public transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public paths and pavements are safe and easy to get around on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public roads are safe and easy to get around on.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have good access to 'green' (open) spaces.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>







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

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

	I agree strongly 	I agree 	I neither agree nor disagree 	I disagree 	I disagree strongly 
I have the skills and confidence to access information online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can access information and communicate online through a device in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can access information and communicate online through a device in my local area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

	I agree strongly 	I agree 	I neither agree nor disagree 	I disagree 	I disagree strongly 	Not relevant to me 
I can get the help and support I need from my family, friends, or community.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know how to access care for myself or those I care for.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have good access to community activities and/or resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have good social contact with people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel there are good job opportunities for me in Devon.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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







Section 3 - Community support and action

8. **To what extent do you get involved with the following?**
(please select one box per row)

	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
Look out for neighbours, or anyone who may be isolated or lonely.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help family or neighbours who are ill or disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assist someone to use online public services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car share or offer someone in your local area a lift.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get involved in supporting schools or playgroups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer or help run a local service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in local decision-making and consultation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help out during extreme weather events (e.g. flooding)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shop locally and support local business.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce waste, recycle, and reuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help others to be more active	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage my own physical and emotional health.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage my own needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you would like to get more involved, what would help you?
(If you wish to comment on this, please do so briefly in the box below)






9. To what extent do you agree or disagree with these statements about feeling safe and respected? (please select one box per row)

	I agree strongly 	I agree 	I neither agree nor disagree 	I disagree 	I disagree strongly 	Not relevant to me 
I feel safe outside in my local area after dark.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe outside in my local area during daylight.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am treated with dignity and respect in the community.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe and respected when looked after by others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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

Section 4: Priorities for Devon County Council

10. To what extent do you agree or disagree with the following? (please select one box per row)

	I agree strongly 	I agree 	I neither agree nor disagree 	I disagree 	I disagree strongly 
Council Tax should be increased to help maintain essential services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public services would be better delivered by volunteers and charities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public services would be better delivered by private businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Devon County Council had less to spend over the last three years.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Devon County Council has managed budget decisions well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reductions to services have had a significant impact on me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further reductions to services would not impact on me significantly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	I agree strongly 	I agree 	I neither agree nor disagree 	I disagree 	I disagree strongly 
Protecting people from neglect and harm.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for families and young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for people with daily care needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local economic development and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthy lifestyles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landscape use and environment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Devon's cultural heritage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Devon's libraries.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting the community and voluntary sector.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumer protection.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste and recycling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Major road networks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor road networks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public and community transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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



Privacy Statement: 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.

12. Which age band are you in? (please select one option only)

- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 45 to 54 | |

13. Are you? (please select options that apply)

- | | |
|---------------------------------|---|
| <input type="checkbox"/> Female | <input type="checkbox"/> Transgendered/formerly transgendered |
| <input type="checkbox"/> Male | <input type="checkbox"/> Other or non-binary |

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

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> East Devon | <input type="checkbox"/> South Hams |
| <input type="checkbox"/> Exeter | <input type="checkbox"/> Teignbridge |
| <input type="checkbox"/> Mid Devon | <input type="checkbox"/> Torridge |
| <input type="checkbox"/> North Devon | <input type="checkbox"/> West Devon |

15. If you live outside Exeter, what is your nearest town?

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

- | | |
|--|---|
| <input type="checkbox"/> Rural village | <input type="checkbox"/> Edge of a town |
| <input type="checkbox"/> Rural hamlet or isolated dwelling | <input type="checkbox"/> Town or City |
| <input type="checkbox"/> 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 (SL) user)

Mobility impairment

Hard of hearing or deaf (not SL user)

Speech impairment

Learning disability

Other

Long term illness or health condition
(e.g. lasting more than 12 months)

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 enter 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

Bad

Good

Very Bad

Fair

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

Very good

Bad

Good

Very Bad

Fair

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 ethnic origin?

Asian/British Asian

Mixed Heritage

Black/Black British

White British

Chinese/British Chinese

White Other

Gypsy or Traveller

Other

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

27. How would you describe your sexual orientation? (please select one option only)

Bisexual

Heterosexual

Lesbian or Gay

Other

28. What is your religion or belief? (please select one option only)

Atheist

Muslim

Buddhist

Pagan

Christian

No religion/belief

Humanist

Other

Jewish

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

Thank you for taking part in this survey. Please return your responses before 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

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

Community Action

Telling us your idea could open up opportunities to help your organisation or community and help you take forward your good ideas. Find out more at 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

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 at www.dcisprepared.org.uk/a-clear-plan

www.devon.gov.uk

