

## **What's your view? – 2008 – Final Report**

The 'What's your view' survey was sent out to a random sample of 6,000 households in the district in March 2008.

### **Response Rate**

1,631 surveys were returned completed, 19 were returned undeliverable therefore the achieved response rate was  $(1,631 / (6,000 - 19)) = 27.3\%$

## **Council Services**

### **Cleanliness of public toilets**

- 62% were satisfied, 9% were dissatisfied
  - 2% decline in satisfaction from 2007 survey

### **Standard of car parks**

- 70% were satisfied, 10% were dissatisfied
  - 1% decline in satisfaction from 2007 survey

### **Cleanliness of streets**

- 60% were satisfied, 26% were dissatisfied
  - 5% decline in satisfaction from 2007 survey

### **Recycling box scheme**

- 78% were satisfied, 10% were dissatisfied
  - 1% increase in satisfaction from 2007 survey

### **Children's play areas**

- 50% were satisfied, 10% were dissatisfied
  - 4% decline in satisfaction from 2007 survey

## **Environment**

- 32% have heard about or seen the Council's 'Blitz Teams'
  - 1% increase from 2007 survey

## **Health**

- 87% satisfied with level of health-care
  - 1% decline from 2007 survey
- 53% currently registered with a NHS dentist
  - Of those who were not registered with a NHS Dentist 59% would like to be

## **Community Safety**

- 61% feel safe out on their own after dark, 21% felt unsafe and 19% did not go out after dark
- 97% felt safe out on their own during the day

- 40% outlined their quality of life is greatly or moderately affected by the fear of crime
- 45% agreed that the Police and local authority are dealing with anti-social behaviour and crime issues in this area, 25% disagreed
- 34% agreed that the Police and local authority seek people's views about the anti-social behaviour and crime issues in this area, 32% disagreed

### **Opening Hours**

- 90% are satisfied with the Council's current opening hours
  - Of those who were not satisfied with the existing hours: 66% would like to see Saturday opening and 51% would like to see later closing

### **Communication**

- 56% receive a copy of 'Teignbridge Life', 44% do not
  - Of those who do receive it 81% found the content useful, 15% did not
- 77% would like to see the A-Z of services incorporated into the Council Tax booklet

### **Financial Management**

- 52% would be interested in seeing summary financial information in an annual report
  - Most common responses to how people would like it reported were: Council newspaper; Council website and paper copy on request

### **Council Goals**

- Rank of importance

	Base	1	2	3	4	5
Goal 1 - Prosperity	1380	209	214	260	311	386
		15.1%	15.5%	18.8%	22.5%	28.0%
Goal 2 - Wellbeing	1379	370	352	289	229	139
		26.8%	25.5%	21.0%	16.6%	10.1%
Goal 3 - Well Managed	1378	489	311	264	194	120
		35.5%	22.6%	19.2%	14.1%	8.7%
Goal 4 - Sustainable Communitis	1376	182	235	248	302	409
		13.2%	17.1%	18.0%	21.9%	29.7%
Goal 5 - Environment	1382	240	278	313	283	268
		17.4%	20.1%	22.6%	20.5%	19.4%

- High priority status

	% High Priority	Rank
Work to reduce anti-social behaviour and the fear of crime and to encourage a culture of respect and responsibility	83.9%	1
Keep the district clean and tidy	82.1%	2
Support people to increase recycling and reduce the amount of rubbish going to landfill	74.0%	3
Protect quality parts of the natural environment and make sure we have access to green spaces	72.4%	4
Improve education and skills, particularly for young people	70.9%	5
Develop a transport strategy to reduce congestion, noise and pollution and improve road safety	70.1%	6
Support young people in getting access to work and training	66.9%	7
Improve the range of affordable housing options for local people	63.4%	8
Involving local people in planning future development	61.6%	9
Protect the health of local people with pollution control, restaurant inspections, improving nutrition in care homes etc	61.2%	10
To reduce energy consumption from our own operations by 5% annually over the next 3 years	60.8%	11
Protect properties from flooding and erosion	60.6%	12
Write a long term plan showing where housing and industry will be built over the next 15 years	53.9%	13
Improve the prosperity of the district with more and better jobs	53.6%	14
Improve town centres	51.9%	15
Try to reduce homelessness	46.8%	16
Support people out of poverty	45.5%	17
Promote the area as a place to live, invest, do business and visit	44.5%	18
Protect and enhance quality elements of the built environment	43.8%	19
Help vulnerable people to improve the quality of their homes	42.3%	20
Support health and fitness with a range of leisure facilities, particularly in local communities	39.8%	21
Improve community feelings with information and support for the voluntary sector	28.3%	22

- 70% agreed development should be concentrated around existing communities
- 34% agreed the Council should find a place to build a new community
- 56% think that economic development should be centred on the major towns in the district
- 61% think that economic development should be spread throughout the district

### **Local decision making**

- 72% aware you can attend Council meetings and ask questions, 28% were not
- 65% aware you can attend planning committee and speak on planning applications, 35% were not
- 98% felt it was important that local people have their say at these meetings
- 26% were aware of the consultations last year regarding the land-use plan, 74% were not
- 40% would like to participate in future planning consultations
- Most common place people would expect to find information regarding consultation/meetings are: local newspaper; newsletter; parish notice boards and website
- 14% had participated in a Parish or Town community plan

### **Housing**

- 94% felt affordable housing should be restricted to local residents
- Most important facilities in a community were outlined as: Doctor; Post Office; Public Transport and School

### **Town Centre**

- 85% felt the shopping facilities at their closest commercial centre met or exceeded their daily needs
- How often do you shop in the district for the following purposes

Absolute Analysis % Respondents	Base						
		Daily	3 or more times a week	weekly	fortnightly	monthly	annually
<b>Base</b>	<b>8538</b>	<b>235</b> 2.8%	<b>719</b> 8.4%	<b>1355</b> 15.9%	<b>604</b> 7.1%	<b>2806</b> 32.9%	<b>2819</b> 33.0%
<b>Food</b>	<b>1587</b>	162 10.2%	551 34.7%	739 46.6%	68 4.3%	48 3.0%	19 1.2%
<b>Clothing</b>	<b>1395</b>	4 0.3%	16 1.1%	44 3.2%	93 6.7%	736 52.8%	502 36.0%
<b>Small household items</b>	<b>1494</b>	49 3.3%	99 6.6%	333 22.3%	219 14.7%	598 40.0%	196 13.1%
<b>Gifts</b>	<b>1416</b>	6 0.4%	12 0.8%	37 2.6%	107 7.6%	767 54.2%	487 34.4%
<b>Large household goods</b>	<b>1350</b>	3 0.2%	7 0.5%	22 1.6%	21 1.6%	193 14.3%	1104 81.8%
<b>Recreational shopping</b>	<b>1296</b>	11 0.8%	34 2.6%	180 13.9%	96 7.4%	464 35.8%	511 39.4%

### **Travel to work**

- 92% felt the distance they had to travel to work for their current job was acceptable
- 56% agreed that traffic congestion was a major problem in the district
  - Most common times were: morning rush hour; afternoon rush hour; summer months and during school term time
  - Most common places: around Newton Abbot and Penn Inn – Torquay

### **About yourself**

#### **Age profile**

Age	Census 2001	2008 survey profile
16-29 yrs	15.40%	3.31%
30-44 yrs	24.92%	16.61%
45-59 yrs	25.81%	26.16%
60-64 yrs	6.95%	12.79%
65-74 yrs	13.26%	22.92%
75+ yrs	13.66%	18.20%