

WYCHAVON

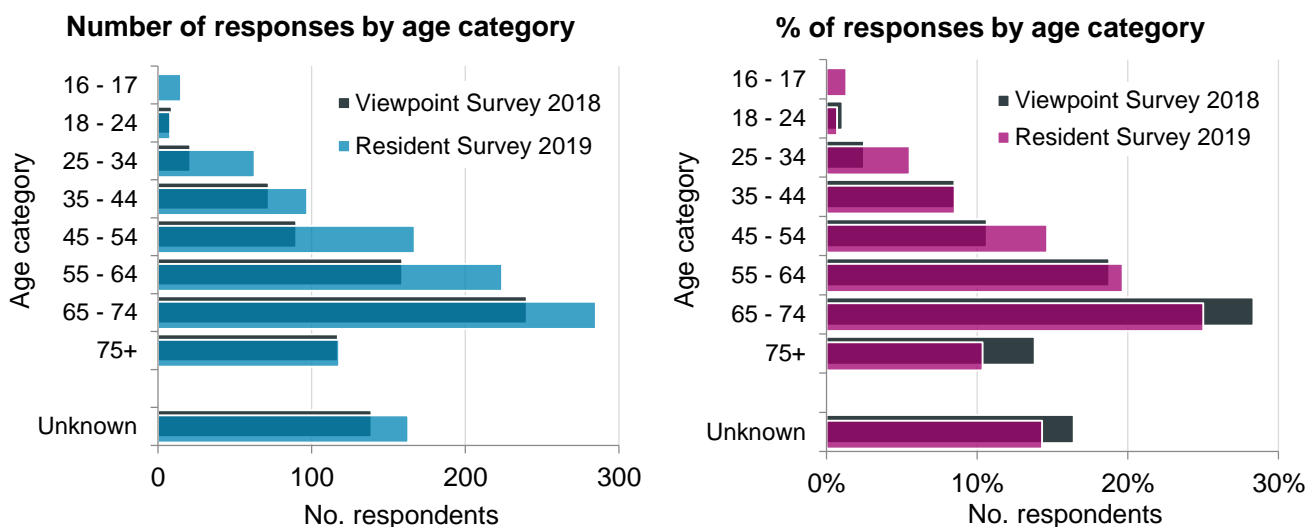
Residents' survey

Analysis of results 2019

This report provides an analysis of the results of the 2019 Wychavon residents' survey, which took place from 8 September to 6 October. This year we moved away from the partnership with the county council and other partners and decided to run our own residents' survey. This led to several changes being made for this year's survey including changes to its content and promotion.

For a number of years a panel of Viewpoint members has made up the majority of respondents to the survey (74% in 2018). This year although many of the old panel were invited to complete the survey, the overall number and diversity of respondents has increased. When interpreting this year's results, this difference in the number and range of respondents should be taken into account.

The total number of responses received was 1,140 compared with 847 from the 2018 Viewpoint survey. There have been numerical increases in almost all age categories and the representation of people aged 45-54 and those under 35 have notably increased.

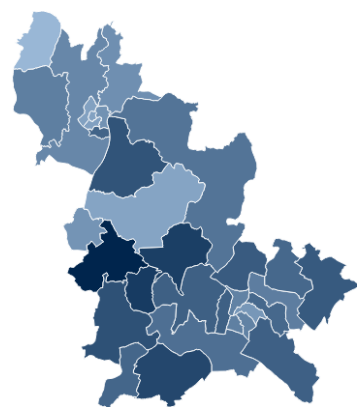


There were 867 respondents that gave an identifiable postcode which included people from all 32 wards.

The level of responses per 1,000 residents for each ward ranged from 12.9 in Drakes Broughton to 1.9 in Hartlebury.

Overall the 1,140 total responses equates to nine responses per 1,000 residents.

The survey was split into four sections: 'About your local area and public services', 'Respect, consideration and community safety' and 'Your priorities for us' and 'Helping out'. Each of these sections will be analysed below and where possible, comparisons will be made to previous surveys.



In order to achieve a more accurate representation of the population of the district, all results presented here are weighted by age.

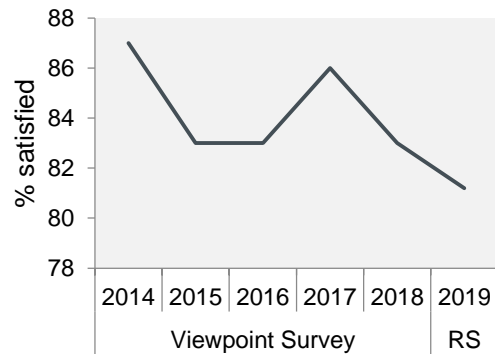
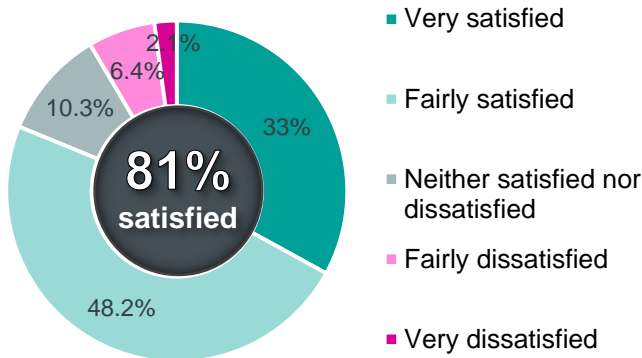
Based on the overall response rate the confidence level for the results overall is 3%. Therefore, where results are directly comparable to previous years **only changes of 3 percentage points or more can be considered as statistically significant**. Where questions have smaller response rates the confidence level may be higher.

About your local area and public services

Respondents were asked to consider their local area to be the area within 15 to 20 minutes walking distance of their home.

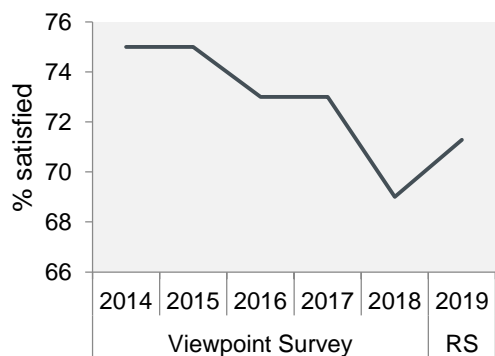
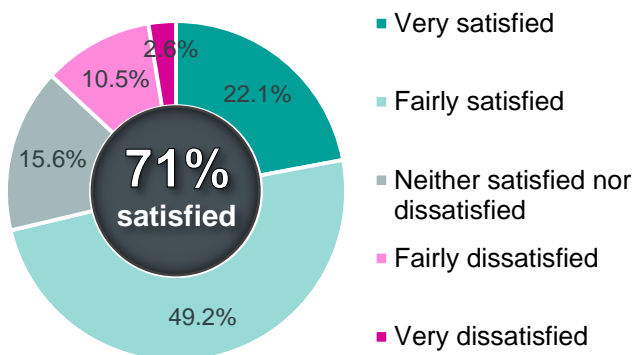
Q1. Overall how satisfied or dissatisfied are you with your local area as a place to live?

There were 1,139 valid answers to this question and 81.2% of people were either very satisfied or fairly satisfied. This is down from 83% in 2018 and is at lowest level of recent years.



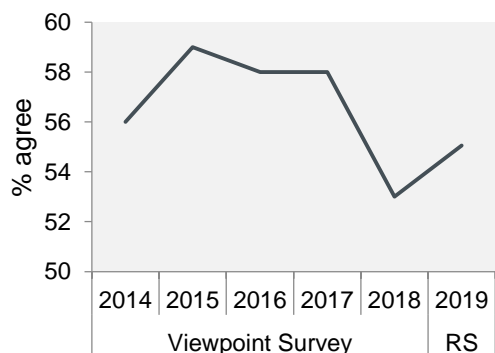
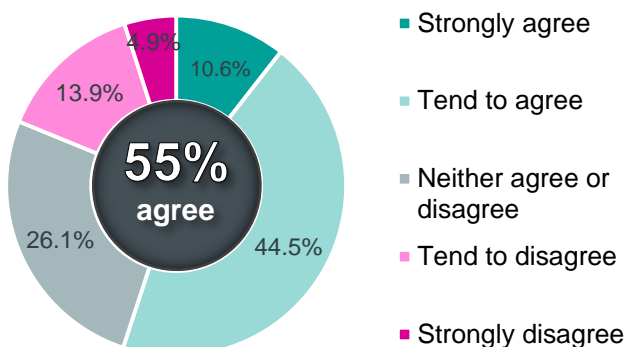
Q2. Overall how satisfied or dissatisfied are you with how Wychavon District Council runs things?

There were 1,138 valid responses to this question and 71.3% of people were either very satisfied or fairly satisfied, up from 69% in 2018 and those that are dissatisfied fell to 13.1% from 18% in 2018.



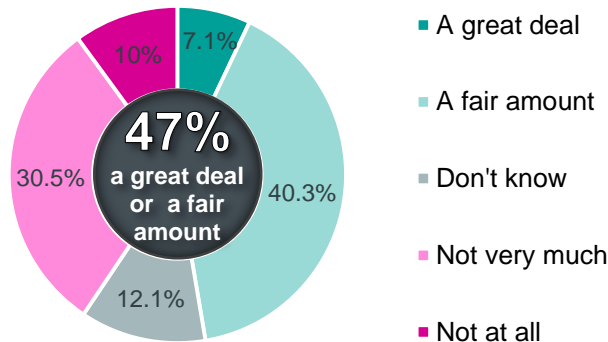
Q3. To what extent do you agree or disagree that Wychavon District Council provides value for money?

The proportion of people that agree with this statement has increased to 55% from 53% in 2018 and those that disagree has fallen to 19% from 24% last year.



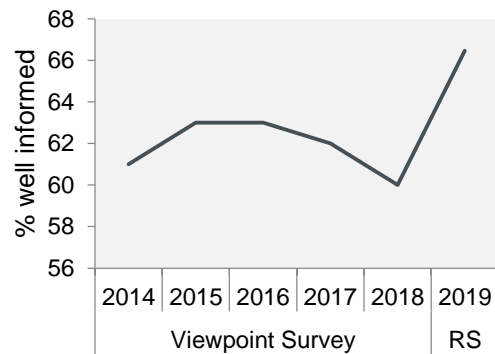
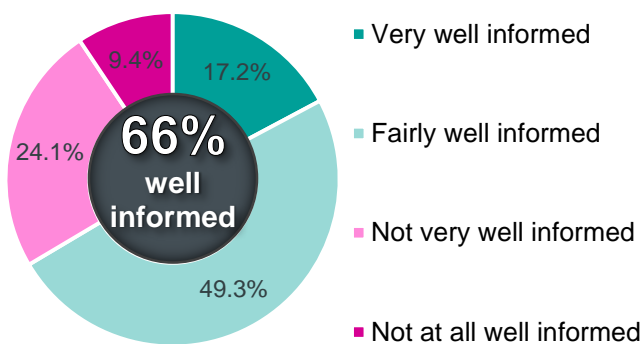
Q4. To what extent do you think Wychavon District Council acts on the concerns of local residents?

This question was introduced this year and views were split evenly with just less than half feeling that the council acts on their concerns at least a fair amount.



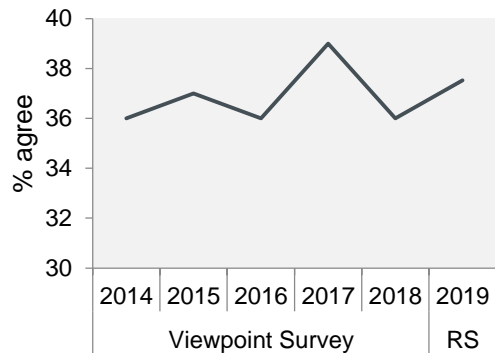
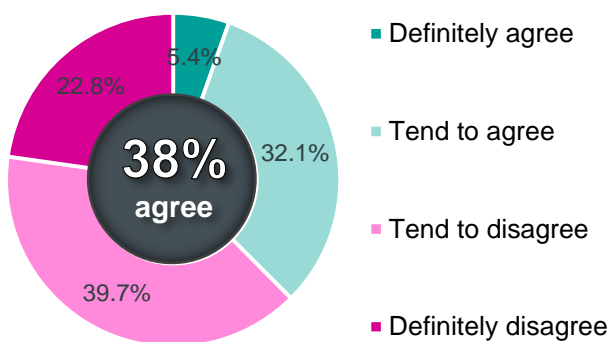
Q5. Overall, how well informed do you think Wychavon District Council keeps residents about the services it provides?

Two thirds of people feel that they are kept at least fairly well informed by the council, an increase from 60% in 2018, although the question was worded slightly differently to previous years.



Q6. Do you agree or disagree that you can influence decisions affecting your local area? As with previous questions, when answering, please consider your local area to be within 15-20 minutes walking distance from your home.

The results of this question have remained very consistent for a number of years with the proportion of people agreeing staying between 36% and 39% for the last six years.

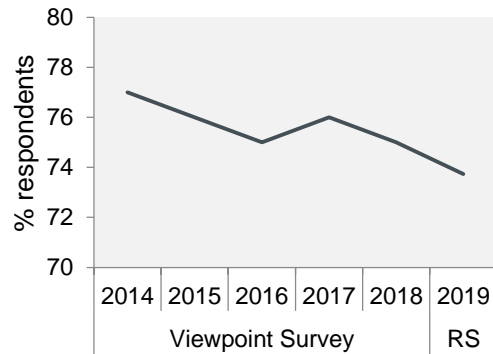
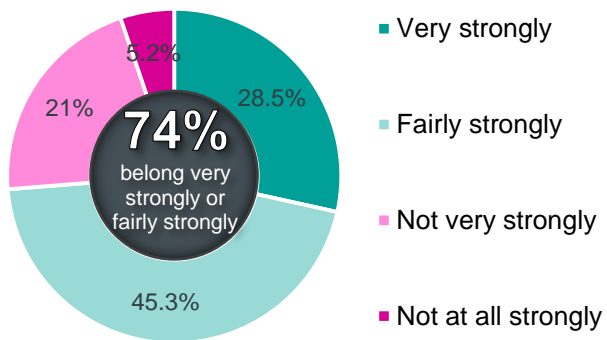


If you don't feel you can influence decisions in your local area, why is this?

55% of the 867 people that answered this question said that input received from residents is not taken into account (compared with 68% in 2018). 29% said they were unaware of any means of influencing decisions (compared to 18% in 2018). Of the remainder 6% said they were not able to take part in activities to influence (8% in 2018) and the remaining 11% gave their own 'other' reasons.

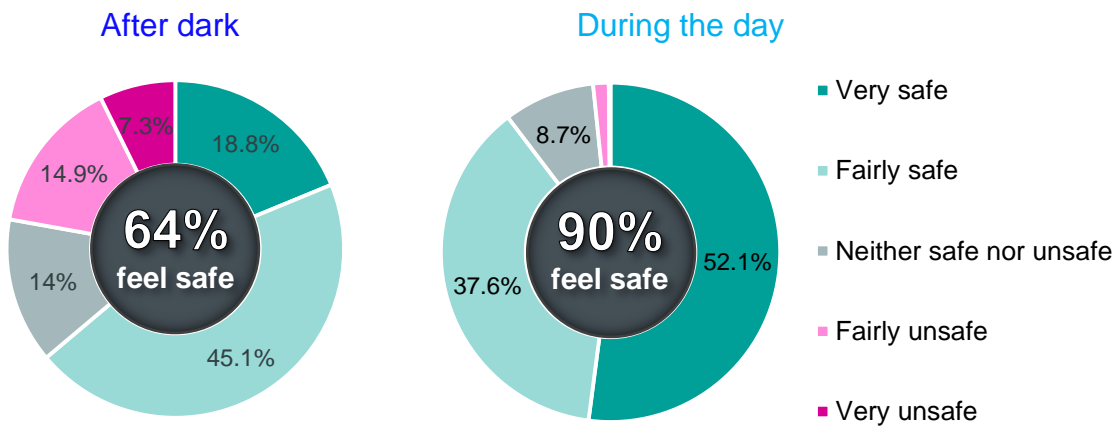
Q7. How strongly do you feel you belong to your local area?

74% of people feel that they belong to their local area, this is small decrease from 75% last year but the figure has remained within three percentage points for the past six years.



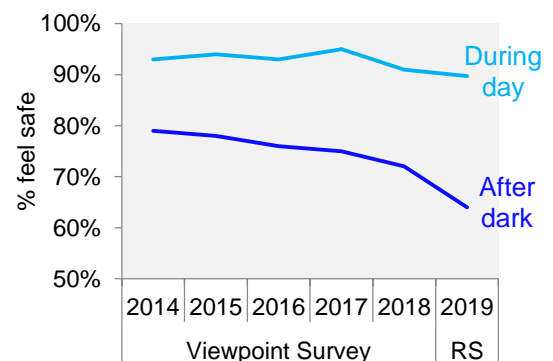
Respect, consideration and community safety

Q10/11. How safe or unsafe do you feel when outside in your local area?



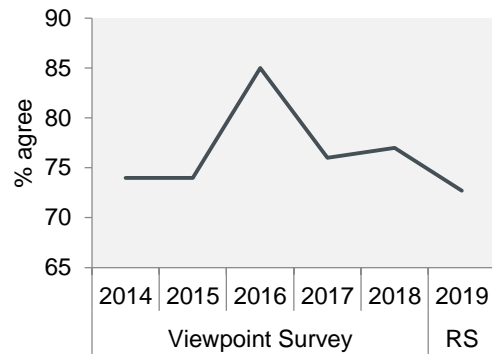
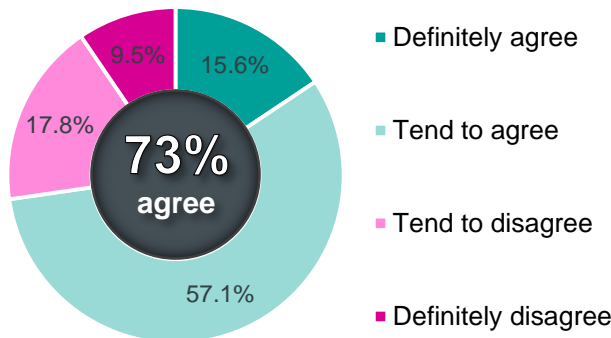
The results from this year's survey represent a notable drop in feelings of safety in the district. Feelings of safety after dark have fallen from 79% in 2014 to 64% and are at their lowest level.

Those feeling safe during the day has only fallen by one percentage point from last year but it's also at its lowest level of the last few years.



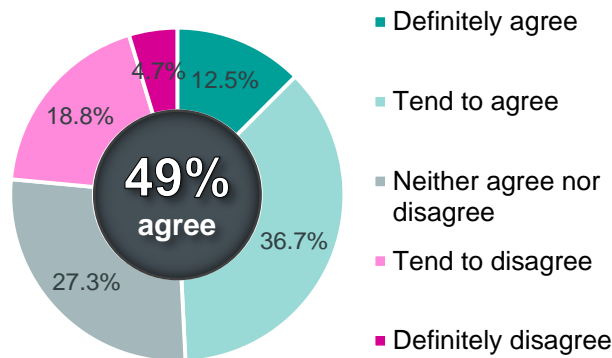
Q12. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

There was a drop of four percentage points for those that agree with this statement, continuing a downward trend since 2016.

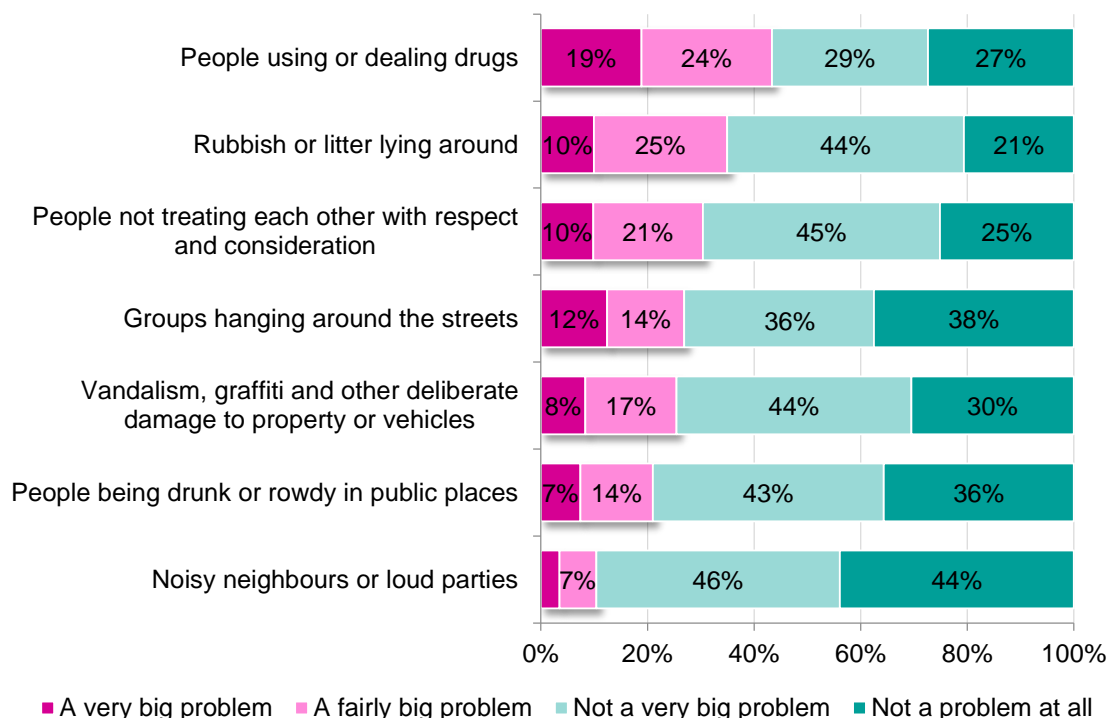


Q13. To what extent would you agree or disagree that people in this local area pull together to improve things?

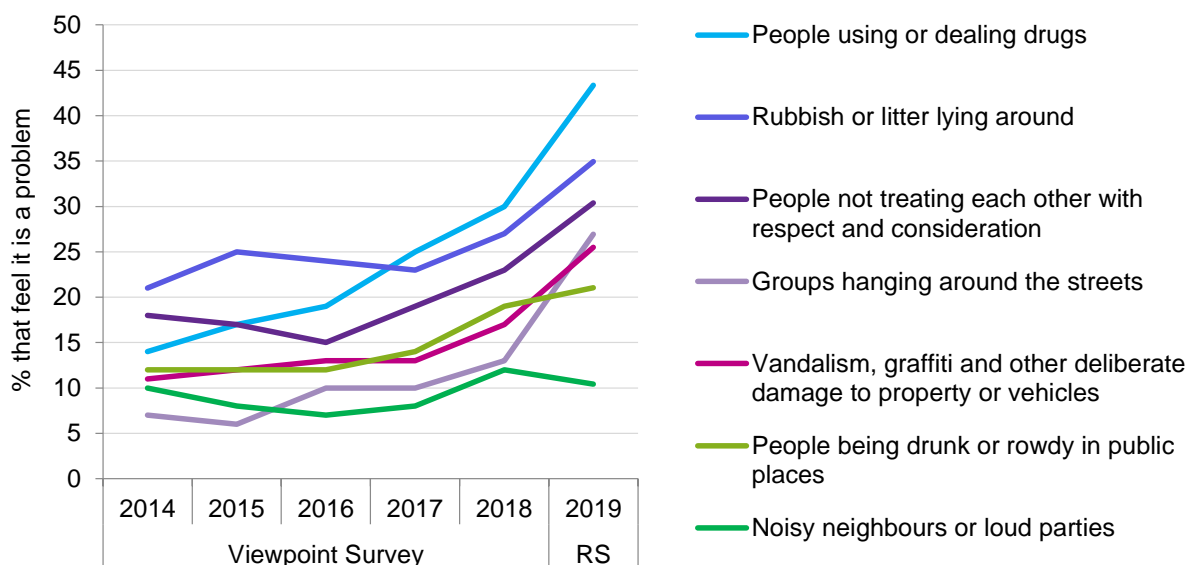
This question was introduced this year and views were split evenly with just under half feeling that the council acts on their concerns at least a fair amount.



Q14. Thinking about your local area, how much of a problem do you think each of the following are...



For most of these things, the proportion of people considering them to be a problem is higher than in previous years, people using or dealing drugs in particular has risen from just 14% in 2014 to 43% this year. Noisy neighbours or loud parties is the only area seen as less of a problem now than at any time in the last few years.



Q15/16. Thinking generally, which of the things below would you say are the most important in making somewhere a good place to live and which would you say most need improving? Please tick up to five boxes only.

	Most important	Most needs improving
The level of crime	48.6%	21.2%
Health services including mental health provision	47.6%	29.6%
The level of traffic congestion	33.1%	43.9%
Affordable decent housing	31.0%	24.6%
Clean streets	30.8%	16.5%
Access to nature	27.5%	7.1%
Parks and open spaces	27.4%	7.7%
Access to support services	25.0%	17.7%
Public transport	23.7%	34.1%
Road and pavement repairs	22.6%	37.0%
Education provision	22.3%	6.5%
Sense of community and community activities	20.6%	15.0%
Activities for teenagers	19.6%	33.9%
Job prospects	18.3%	13.8%
Shopping facilities	16.2%	20.2%
Cultural sports and leisure facilities	15.7%	8.9%
Activities for younger children	9.3%	12.2%
Flood protection	8.6%	7.0%
Activities for older people	8.1%	11.5%
The level of pollution	7.2%	6.9%
Other	6.7%	7.6%

Both the level of crime and health services were chosen by almost half of all people as one of their top five most important factors and were clearly the two most popular choices.

The level of crime has replaced health services as the most important factor reversing the position of the last few years. It is also notable that the level of traffic congestion has continued to climb and is now ranked as third most in need of improvement.

Top five most important

	%	Rank	2018	2017	2016	2015	2014
The level of crime	48.6	1	2	2	2	2	2
Health services including mental health provision	47.6	2	1	1	1	1	1
The level of traffic congestion	33.1	3	8	6	7	10	12
Affordable decent housing	31.1	4	3	4	4	4	4
Clean streets	30.8	5	7	8	6	7	5

For things that most need improving, traffic congestion has remained the most popular answer. Public transport has climbed to third slight ahead of activities for teenagers which has continued its upward trend since 2016.

Top five most in need of improvement

	%	Rank	2018	2017	2016	2015	2014
The level of traffic congestion	43.9	1	1	1	2	3	4
Road and pavement repairs	37	2	2	2	1	1	1
Public transport	34.1	3	4	3	3	2	2
Activities for teenagers	33.9	4	5	5	6	4	3
Health services including mental health provision	29.6	5	3	4	5	6	7

Your priorities for us

Q17. Where do you want us to focus most in the next four years? Please select up to five.

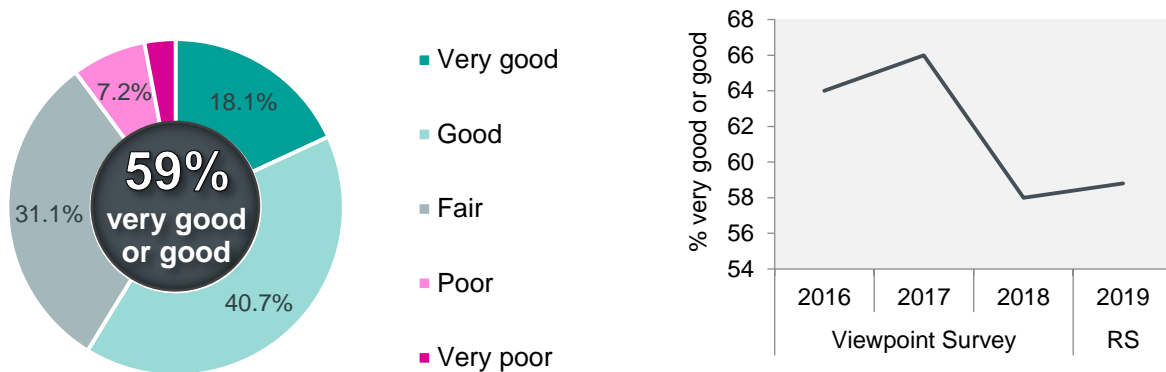
	Chosen in top five	Chosen as top priority
Traffic congestion	44.4%	22.0%
Crime and feeling safe	41.1%	12.5%
Community and public transport	28.2%	5.5%
Litter, fly tipping and street cleaning	27.0%	3.2%
Waste minimisation and recycling	24.5%	3.7%
Climate change impacts / carbon emissions	23.8%	8.2%
Transforming town centres	23.6%	4.8%
Affordable homes	23.0%	7.2%
Supporting residents who are most in need	22.5%	1.9%
Health and wellbeing	22.5%	5.1%
Green spaces and wildlife	22.0%	3.4%
Activities for children and young people	19.5%	7.8%
Cycling and walking	14.2%	1.5%
Homelessness and rough sleeping	13.5%	1.9%
Supporting older people	12.4%	3.8%
Well designed developments	11.8%	0.9%
New businesses and new jobs	11.4%	1.5%
Skills, training and apprenticeships	7.6%	0.7%
Flood protection	7.1%	1.8%
Sports and leisure facilities	6.7%	0.2%
Business support	5.4%	1.1%
Community and voluntary groups	4.9%	0.6%
Cultural and arts activities	4.6%	0.5%
Visitor experiences / tourism	3.8%	0.1%

Respondents were asked to choose up to five options and then asked which of these options their top priority was.

Traffic congestion and crime and feeling safe were the most popular choices for both parts of the question, however some choices such as climate change, affordable homes and activities for children were more likely to be chosen as a top priority than other areas more popular overall.

Q21. How do you rate Wychavon District Council?

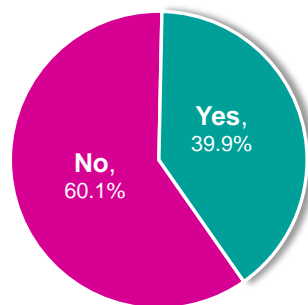
Although slightly lower than the first two years this question was introduced there has been a small increase since last year despite the increase in number of respondents and change in demographics.



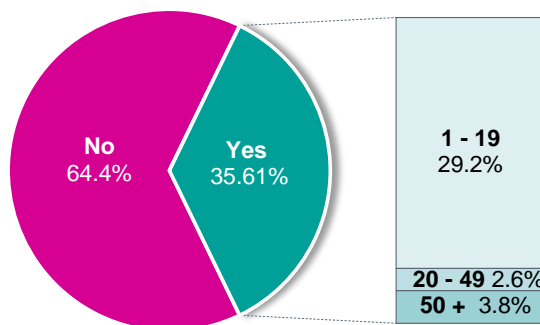
Helping out

Q22. Do you currently volunteer some time to work with others for a community group, local charity or in some other way in your area?

This was a new question this year and a simplified version of the one used in the Viewpoint surveys and will provide a new baseline.



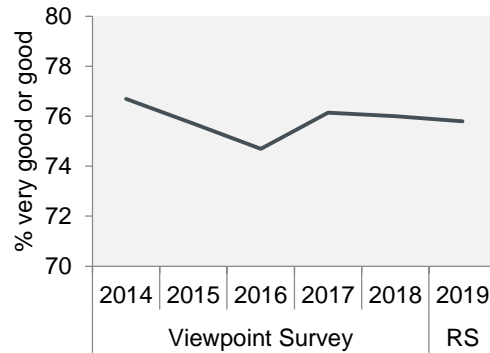
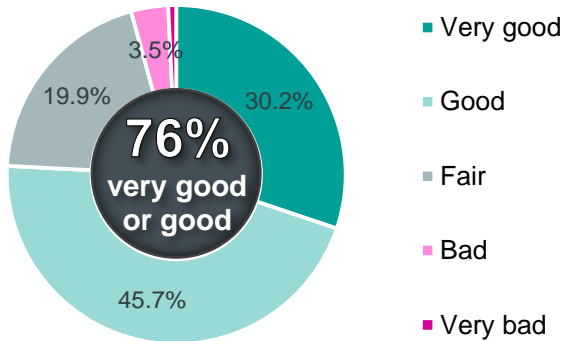
Q24. Do you look after or give any help or support to family members, friends, neighbours or others because of long term physical or mental ill health or any other condition? Please do not count anything you do as part of your paid employment.



This was also a new question, simplified from the one used in Viewpoint to incorporating all conditions together.

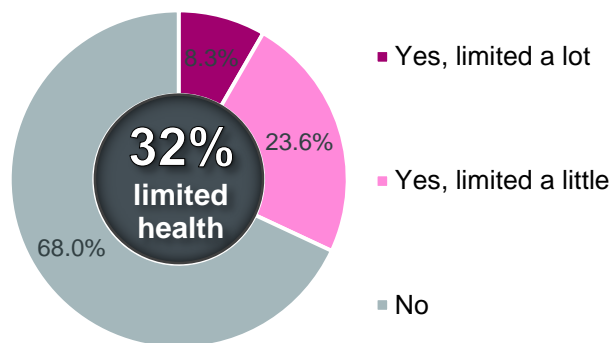
Q27. How is your health in general? Would you say it is...

This question has been asked for a number of years and the results consistently that around 76% of people consider their health to be very good or good. This is the case again this year.



Q28. Do you have any long-standing health condition or disability that limits your day to day activities? (Long-standing means anything that has troubled you over a period of at least 12 months or that is likely to affect you for at least 12 months).

Previously this question was separated into two elements, first asking if people have a disability then whether it limits their activities this makes it difficult to compare to previous years.



Paul Curry
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