

Wychavon Residents' Survey results 2022

Introduction

We carried out our annual residents' survey from 21 September to 23 October 2022.

There were 1,240 responses in total compared to 1,104 in 2021. The range of responses from all age categories were more representative this year due to different methodologies when targeting potential respondents

About your local area and public services

The survey asked a series of questions about the local area and public services. People were asked to think about their local area as being somewhere no more than 20 minutes from where they lived.

Question 1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

79% of people said they were either very satisfied or fairly satisfied, slightly down from 2021. 12% of people were either fairly or very dissatisfied. The remaining 9% were neither satisfied or dissatisfied.

Question 2: Overall, how satisfied or dissatisfied are you with how Wychavon District Council runs things?

63% of people were either very satisfied or fairly satisfied, the same as in 2021. Those that are dissatisfied increased to 18%

Question 3: To what extent do you agree or disagree that Wychavon District Council provides value for money?

51% of people agreed with the statement Wychavon District Council provides value for money with 20% disagreeing and 29% neither agreeing or disagreeing.

Question 4: To what extent do you think Wychavon District Council acts on the concerns of local residents?

56% of people agreed either a great deal or a fair amount with the statement Wychavon acted on the concerns of local residents. This is the third year we have asked this question and while it is down from 66% in 2020, it is still higher than the 54% result in 2019.

Question 5: Overall, how well informed do you think Wychavon District Council keeps residents about the services it provides?

63% of people said they felt well informed by us and 37% not well informed.

Question 6: Do you agree or disagree that you can influence decisions affecting your local area?

33% of people agreed with the statement they could influence decisions in their local area, with 67% disagreeing. This is a drop from previous years which were between 36% and 39%.

Question 7: If you don't feel you can influence decisions in your local area, why is this?

People responded to this question in various ways.

- 54% said input from residents was not taken into account
- 28% said they were unaware of any means of influencing decisions (down from 31% in 2021).
- 18% gave other reasons which varied.

Question 8: How strongly do you feel you belong to your local area?

75% of people feel that they belong to their local area. This figure has remained somewhere between 73% and 76% for the past seven years. 25% said they felt not very or not at all strongly connected to their local area, the same as in 2021.

Respect, consideration and community safety

Question 9: How safe or unsafe do you feel when outside in your local area after dark?

61% of people said they felt safe in their local area after dark. This is down from 67% in 2021. 22% said they felt unsafe and the remainder said they felt neither safe or unsafe.

Question 10: How safe or unsafe do you feel when outside in your local area during the day?

86% of people said they felt safe in their local area during the day, down from 93% in 2021. 9% said they felt neither safe or unsafe with 5% saying they felt unsafe.

Question 11: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

70% of people agreed with the statement which is down from 72% in 2021. 23% disagreed with the statement.

Question 12: To what extent would you agree or disagree that people in this local area pull together to improve things?

48% of people agreed with the statement people in the local area pulled together to improve things. This is down from 53% in 2021 but up from 49% in 2019.

Question 13: Thinking about your local area, how much of a problem do you think each of the following are...

We gave people a list of issues and asked them how much of a problem they thought they were in their local area. They could choose from a very big or fairly big problem and not a very big problem or not a problem at all.

Below is a list of issues ranked in order of those residents felt were the biggest problems in their areas.

- 41% litter
- 43% people dealing drugs
- 29% people not treating each other with respect
- 30% groups hanging around on the streets
- 27% vandalism, graffiti and deliberate damage to property
- 22% people being drunk or rowdy in public places
- 14% Noisy neighbours or loud parties

Concern about litter has increased steadily over the last eight years from 23% in 2014.

Our survey of school pupils under-18 found that a greater proportion of them felt all the issues were a problem in their local area.

Percentage of people that feel the following are a problem	Residents' survey results	Young people survey results	Difference
People using or dealing drugs	43	61	+18
Rubbish or litter lying around	41	58	+17

Percentage of people that feel the following are a problem	Residents' survey results	Young people survey results	Difference
Groups hanging around the streets	30	36	+6
People not treating each other with respect and consideration	29	48	+19
Vandalism, graffiti and other deliberate damage to property or vehicles	27	43	+16
People being drunk or rowdy in public places	22	48	+26
Noisy neighbours or loud parties	14	28	+14

Connected Communities

Question 14: In the last year, how often have you felt lonely or socially isolated?

40% of people said they had often, some of the time or occasionally felt lonely and isolated during the last 12 months, down from 53% in 2021 31% said hardly ever and 28% said never.

Question 15: Do you currently volunteer some time to work with others for a community group, local charity or in some other way in your area?

Just 33% of people said they volunteered. Down 12 on 2021. 67% said they do not volunteer.

Question 16. 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?

43% of people said they were looking after a family member, friend or neighbour because of a long-term condition, down from 24% in 2021. This is up from 36% on 2019. 53% said no.

Question 17: Do you look after or give help or support to family members, friends or others because of long term physical or mental ill health or other condition?

57% of people said they did not look after or give help or support to family members, friends or others because of long term physical or mental ill health or other condition, while 43% said they did, a drop of 5% compared with 2021.

Cost of living

Question 18: Are you expecting to have to cut back on your spending in any of the following areas?

The table below shows how many people already have cut back on different living expenses or expect to cut back on them over the next six months.

Item	Already have	Expect to in the next six months	No	Don't spend money on this currently
Heating/electricity	64.6%	23.4%	11.8%	0.20%
Petrol/diesel	49.8%	18.1%	27.7%	4.3%
Essential food items	33.9%	21.6%	44.2%	0.2%
Non-essential food items	50.2%	25.9%	20.6%	3.3%
Alcohol	32%	16.7%	22.4%	28.9%
Eating out/takeaways	43.2%	24.8%	16.4%	15.6%
Clothing	46.3%	22.3%	23.4%	8%
Toiletries	24.2%	16%	59.3%	0.5%
Luxury household items	38.3%	18.9%	19.7%	23.1%
Home subscriptions (e.g broadband, mobile, streaming services etc)	30.9%	27.9%	36.4%	4.8%

Going out (cinema, theatre, day trips, etc)	40.2%	20.5%	20.5%	18.9%
Holidays	33.2%	22.3%	26.5%	18%
Gym membership/other sports clubs/leisure activities	18.7%	8%	20%	53.4%
Children's activities (e.g music lessons, swimming lessons, other sport activities)	9%	5.7%	18%	67.3%
Beauty services	26.4%	16.2%	32.4%	25%

Question 19: Are you aware of where to go for help, support and advice on the following issues relating to the cost-of-living crisis?

- 53% of people were aware of where to go for help with budgeting and money while 47% were not.
- 62.5% of people were aware of where to go for help with Council Tax and benefits while 37.5% were not.
- 47.6% were aware of where to go for help with food costs while 52.4% were not.
- 50.2% of people were aware of where to go for help with mortgage and rent costs while 49.8% were not.
- 52% of people were aware of where to go for help with mental health costs while 48% were not.
- 28% of people were aware of where to go for help with school uniforms while 72% were not.
- 54.7% were aware of where to go for help with water and energy bills while 45.3% were not.

Council services

Question 20: Please indicate your level of satisfaction for any services you have used or experienced in the last year. If you have

not used a service, please choose 'not used'

We used a new methodology for this question in 2021 which removed the opinions of people who have not used or experienced our services. This will give more accurate results in future but makes comparisons to previous years difficult. The answers to this question should be treated with caution when comparing to previous years.

The table below shows the various council services and satisfaction rates in 2022 compared to the 2021 survey.

Council service	2022 result	2021 result
Parks and open spaces	88%	89%
Waste and recycling	91%	89%
Wychavon run sports and leisure facilities	89%	86%
Worcestershire Regulatory Services	70%	79%
Community safety	66%	77%
Council Tax and housing benefits	75%	71%
Street cleaning	73%	70%
Housing support services	56%	66%
Customer contact centres	63%	65%
Dealing with fly tipping	53%	54%
Planning and building control	39%	46%

Overall satisfaction with services is down but this is consistent with what is happening nationally. The Local Government Association resident satisfaction survey carried out in October 2022 also found satisfaction with council services across the country was down.

Question 21: Where is the first place you would go to find information about local places to go and things to do?

The list below indicate where people go to find information about local things and things to do:

Communication channel	Percentage
Facebook	32.7%
Instagram	0.7%
Local magazines	5.6%
Local newspapers	8.7%
District's tourism website – Worcestershire's Vale & Spa	17.8%
Tourist Information Centre	6.4%
Twitter	1.2%
Other	27%

Question 22: How do you rate Wychavon District Council?

54% of people rate Wychavon as good or very good, 31% fair and 15% rated us poor or very poor.

This is our lowest score in seven years and is a drop from 66% in 2020.

About you

The following summary describes answers given to questions 23, 24 and 27.

41% of people who took the survey were male and 55 were female. The other 4% either did not say or preferred to self-describe.

The table below describes the age groups of people who took the survey.

Age group	Percentage
Under 18	0.5%
18 to 24	3%
25 to 34	14%

35 to 44	14%
45 to 54	18%
55 to 64	19%
65 to 74	17%
75 to 84	11%
85+	4%

The majority of people who took the survey (93%) identified as white English/Welsh/Scottish/Northern Irish/British. 4% said they were from any other white background. The remainder of respondents identified as either mixed or multiple ethnic groups, Asian or Asian British, Black, African, Caribbean or Black British or other.

Question 25: How is your health in general? Would you say it is...?

76% of people said their health was good or very good. This has not changed significantly in the last six years. Just 4% of people felt their health was bad.

Question 26: 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).

30% of people said their health was limited in some way. This has not changed significantly in the last seven years.