

North Yorkshire County Council
Citizens' Panel 35 – Summer 2018 Survey
Survey Report

Analysis and report by
NWA Social Research

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1.0 SUMMARY OF MAIN FINDINGS

Satisfaction with Highways and Transport Services

- 1.1 Respondents were asked to indicate their level of satisfaction with 17 different aspects of the Council's transport services in their local area. Of the listed aspects, satisfaction levels (among those who expressed an opinion) were greatest in respect of 'street lighting and illuminated signs' (79% 'very/ fairly satisfied'), 'grass cutting' (70%), 'gritting and snow clearance (roads)' (70%), and 'new facilities for pedestrians' (66%); whilst over half were satisfied with 'public transport information' (57%), and 'road safety education and training' (52%).
- 1.2 The aspects of transport services considered least satisfactory were 'condition of road surfaces' (19% 'very/ fairly satisfied'), 'quality of repairs to roads and footways' (26%), and 'speed of carrying out repairs' (31%), followed by 'gritting and snow clearance (footways)' (39%), 'disruption and delays at road works' (43%), 'condition of footways' (44%), and 'new facilities for cyclists' (47%).
- 1.3 Opinions were closely divided for the remaining aspects: 'local bus services' (50% 'satisfied' / 50% 'dissatisfied'), 'new road safety improvements' (50% 'satisfied' / 50% 'dissatisfied'), 'new facilities for people with reduced mobility' (49% 'satisfied' / 51% 'dissatisfied'), and 'new facilities for bus users' (48% 'satisfied' / 52% 'dissatisfied').
- 1.4 One-in-eight (13%) of all respondents said 'yes' they have had the need to contact the Council on a 'highway or transport related matter' during the last 12 months; the remaining 87% have not contacted for this reason in the last 12 months.
- 1.5 A third (33%) of those respondents who have contacted the Council in the last 12 months on a highway or transport related matter had contacted 'on-line' on the last occasion, whilst over a quarter had contacted by 'email' (27%) and by 'telephone' (26%). (13% 'other, 1% 'cannot recall'.)
- 1.6 When respondents were asked how satisfied they were with the way their contact was handled, a similar number were satisfied as were dissatisfied: 40% 'satisfied', 17% 'neither, and 42% 'dissatisfied'.
- 1.7 When asked how satisfied or dissatisfied they were with 'the outcome of the contact', the majority of respondents (58%) said that they were 'dissatisfied', whilst a third (33%) were 'satisfied', and 9% 'neither satisfied nor dissatisfied'.
- 1.8 Respondents were asked '*In general, how would you rate the Highways and Transport Services provided by the County Council?*' Less than a quarter (22%) of all respondents rated these services as 'very good' (4%) or 'fairly good' (18%), whilst 41% rated it as

'average', over a third (37%) rated it as 'poor' (11% 'very poor' and 25% 'fairly poor'), and 1% 'don't know'.

- 1.9 This overall rating question for the Highways and Transport service was last asked in the Summer 2015 Citizens' Panel Survey: results in 2015 (20% 'good'/ 44% 'average'/ 33% 'poor') were similar to those for the current survey (no statistically significant changes in responses).

Importance of Services

- 1.10 Respondents were asked to assign a level of importance to each of 19 aspects of the transport services provided by the Council. Over half of those respondents who expressed an opinion were of the view that each of the transport services listed were 'important' ('very important' or 'fairly important'): the most important services were felt to be 'condition of road surfaces' (99%), 'quality of repairs to roads and footways' (99%), 'gritting and snow clearance' (96%), 'condition of footways and pavements' (93%), 'speed of carrying out repairs' (93%), and 'highway drainage' (91%).
- 1.11 Three-quarters or more respondents were of the view that 'reducing disruption and delays at roadworks' (84%), 'new facilities to improve road safety' (82%), 'reducing congestion by junction improvements, new road links etc.' (81%), 'provision of local bus services' (80%), 'street lighting and illuminated signs' (78%), 'new facilities for people with reduced mobility' (75%), and 'provision of community transport services' (74%) are important aspects of the transport service.
- 1.12 Least likely to be considered important were 'new routes and facilities for cyclists' (51%), 'introducing traffic calming (to improve the local environment)' (55%), 'grass cutting' (56%), 'new facilities for pedestrians' (62%), 'condition of cycle lanes or cycle routes' (63%), and 'improving awareness and use of more sustainable modes of transport to reduce congestion' (70%).
- 1.13 Respondents were next asked in respect of 10 aspects of transport whether they think these have got better, stayed the same or got worse in their local area over the last five years. (Note: 'don't know' responses excluded from the percentage calculations.) There were only two aspects for which the 'better' minus 'worse' response percentage was positive, which were 'personal safety on public transport' (11% 'better'/ 5% 'worse') and 'facilities for cyclists' (17% 'better'/ 14% 'worse').
- 1.14 For the remaining aspects the 'better' minus 'worse' scores were negative, although the majority view for all but three aspects was that the given aspect had 'stayed the same' in the last five years. In order (most positive first) these aspects were: 'information about bus or train services' (11% 'better'/ 19% 'worse'), 'facilities for pedestrians' (7%

'better'/ 15% 'worse'), 'facilities for people with reduced mobility' (10% 'better'/ 18% 'worse'), 'road safety' (8% 'better'/ 24% 'worse'), and 'train services' (9% 'better'/ 38% 'worse').

- 1.15 For three aspects the major or majority view was that these aspects had got worse in respondents local areas in the last five years: 'bus services' (7% 'better'/ 48% 'worse'), 'traffic congestion' (4% 'better'/ 62% 'worse'), and 'road and pavement maintenance' (5% 'better'/ 63% 'worse').
- 1.16 Respondents were asked with regard to 11 service areas: *'If the County Council had less money to spend on transport, in which of the following areas would you most like to see expenditure retained?' Overall, among those who expressed an opinion, 'road maintenance' (97% 'very/ fairly important') was felt to be the most important aspect on which expenditure should be retained, followed by 'maintaining bus services' (90%), 'footway/ pavement maintenance' (87%), and 'improving road safety' (85%).*
- 1.17 Around three-quarters of respondents felt it is important that expenditure should be retained on 'improving facilities for people with reduced mobility' (78%), 'reducing traffic congestion' (77%), and 'improving bus services' (74%), whilst smaller majorities felt that expenditure should be retained on 'improving facilities for pedestrians' (63%), 'improving personal safety on public transport' (62%), 'improving facilities for public transport at bus stops, e.g. seating, shelters, information etc.' (55%), and 'improving facilities for cyclists' (51%).

Access to Services

- 1.18 Respondents were asked how long it normally takes members of their household to travel from home to six key locations by their usual form of transport. For the majority of respondents to whom the questions applied, it normally took them no more than 10 minutes to travel to 'the nearest food store' (71% 'up to 10 minutes'), their 'doctor's surgery' (56%), and to 'primary/ junior school' (68%).
- 1.19 Journeys to the other places listed tended to take longer than 10 minutes:
Just over half of respondents (52%) normally take 11-30 minutes to get to 'secondary school', with 16% taking 31-60 minutes and 2% 'more than 60 minutes'. However, 13% normally take 'up to 10 minutes'.
The majority of respondents normally take 11-60 minutes to get to their 'place of work' (66%; 34% '11-30 minutes' and 32% '31-60 minutes'), and one-in-eight (12%) take 'more than 60 minutes'. A total of 21% normally take no more than 10 minutes to get to work.

Four-fifths of respondents normally take 11-60 minutes to get to the 'nearest general hospital' (81%; 49% '11-30 minutes' and 32% '31-60 minutes'), and 6% take 'more than 60 minutes'. One-in-eight (13%) normally take no more than 10 minutes to get to the nearest general hospital.

- 1.20 Those respondents who had previously indicated that the journeys were applicable to them were asked '*How do you/ members of your household normally travel to these locations?*' Most respondents said that they/ members of their household normally travel to 'primary/ junior school' by walking (43%) or by 'car' (36%), with only 3% using a 'bus'; whilst the main means of getting to 'secondary school' were 'bus' (31%) and 'walk' (27%), followed by 'car' (18%); and the main means of getting to work was 'car' (76%), with small minorities saying that they 'walk' (9%), 'cycle' (6%), or use the 'bus' (3%) or 'train' (3%).
- 1.21 The majority of respondents said that they normally travel by 'car' to their 'doctor's surgery' (69%), to the 'nearest general hospital' (83%), and to the 'nearest food store' (63%), although around a third 'walk' to their 'doctor's surgery' (29%) and to the 'nearest food store' (35%).
- 1.22 Those respondents who had previously indicated that the journeys were applicable to them were then asked whether or not they or members of their household use the nearest schools, doctor's surgeries and food stores to their homes, and in each case (excluding any 'don't know/ not applicable' responses) around three-quarters or more said that 'yes' they do: 72% 'yes' for 'primary/ junior school', 77% for 'secondary school', 80% for 'doctor's surgery', and 72% for 'food store'.
- 1.23 Those respondents who answered 'no' – they do not use the nearest facility to their home – were asked to say why they choose to go elsewhere. The majority of these respondents said that they do not attend the nearest 'primary/ junior school' (69%), 'secondary school' (87%), and 'food store' (62%) out of 'personal choice'. In the case of doctor's surgeries, 49% do not attend the nearest because of 'personal choice' and 47% put this down to 'continuity'; whilst in the case of food stores, a further 56% said that they do not attend the nearest one due to 'value for money', and 12% for 'convenience of travel'. (Multiple responses allowed, so answers total over 100%.)
- 1.24 Three-quarters (77%) of all respondents expressed overall satisfaction with their 'level of access to essential services', whilst 15% were 'neither satisfied nor dissatisfied', 7% were dissatisfied, and 1% 'don't know'.

About you and your family

- 1.25 Respondents were asked about their household composition, as the Council's Children's Services are considering asking questions to the Citizens' Panel and are interested to find out how many members have children in their households.
- 1.26 A quarter of all respondents (24%) in total said that there are children (aged 17 years or under) in their households: 10% 'one', 12% 'two', 1% 'three' and 1% 'four'. Three-quarters of all respondents (76%) do not have children in their households.
- 1.27 Nearly a quarter (22%) of all respondents said that there is one adult in their household, whilst over half (57%) said that there are two adults, 16% three adults, 4% four adults, 2% five adults, and 0% (one respondent) more than five adults.

2.0 BACKGROUND, OBJECTIVES & METHODOLOGY

2.1 Background and Survey Objectives

2.1.1 North Yorkshire County Council Citizens' Panel was set up to assist the Council in planning its services to meet the needs and priorities of its residents. The Panel, which consists of approximately 2,000 residents of the council area, was originally recruited in early 2004 and has been regularly refreshed since then. Its members have been consulted on a wide range of council services, such as highways, education, libraries, the council budget, adult social care and many others. Questions may also be included at the request of the County Council's partners in district councils, health, police or fire services.

2.1.2 More recently due to budget constraints the number of surveys has been limited to one or two a year, and, in order to reduce the costs of managing the Panel further, membership has been limited as far as possible to those who are willing to complete the surveys online, via a link sent in contact emails. The Panel currently consists of 2,173 members, with around 300 members being resident in each of the seven District areas, and all but around 200 members choosing to complete their surveys online, rather than fill in a paper survey.

2.1.3 The main theme of the survey was the 'Highways & Transport Service', broken down into sub-headings as follows:

- Satisfaction with Highways & Transport Services
- Importance of Services
- Access to Services.

In addition two questions were asked about respondents' household composition.

2.1.4 A copy of the questionnaire, marked up with 'weighted' top-line results, is attached as **Appendix 1** to this report.

2.2 Methodology/ Achieved Sample

2.2.1 On 22 June 2018 all Panel members were sent an email alert informing them that the questionnaire was available online, (with the exception of those who have elected to complete by post – currently 228). Reminders were sent to those who had yet to complete their survey on 11 July 2018.

2.2.2 A total of 578 completed questionnaires were returned prior to analysis (including 85 by post) giving a response rate of 27%.

2.3 Analysis

- 2.3.1 The data was analysed using the statistical package SPSS (Statistical Package for the Social Sciences).
- 2.3.2 As the Panel was recruited so as to give roughly similar numbers of respondents in all areas of the County to facilitate comparisons between areas, the achieved sample was not representative of the County in terms of geography. The achieved sample was also not representative of the County in terms of age, there being an under-representation of younger people (both males and females) responding to the survey, and an under-representation of older females (aged 75 years and over). 'Weightings' were therefore applied so as to make the achieved sample more representative of the County.
- 2.3.3
- 1) Weights were calculated to ensure that the County was representative of its population in terms of 'age x gender'.
 - 2) Weights were calculated on a geographic ('District') basis, to ensure that the numbers of respondents from each of the seven Districts were proportionate to the adult populations therein.
- 2.3.4 Tables were produced from the 'weighted' data, showing 'weighted percentages' and 'unweighted counts' for the sample overall, and for the sub-groups: 'gender'; 'age group'; and 'District'. These Tables of Results are attached as **Appendix 3**.
- 2.3.5 As is usual with all self-completion questionnaires, some individuals did not complete all questions. This may be because they did not have an opinion on the question asked, but we cannot make this assumption in full confidence. Such 'missing data' is excluded from the Tables of Results and marked-up questionnaire (unless otherwise stated), but included in the Tables of Frequencies. Unweighted frequency counts, showing details of 'missing' responses, are attached as **Appendix 2**. Responses to 'open-ended' questions (verbatim) are attached as **Appendix 4**.
- 2.3.6 At the Council's request, reported Panel survey results are in 'whole percentages' and the tables produced show results where the figures have been rounded to the nearest whole. Because of this 'rounding' process, however, there may be some instances when two response categories are added (e.g. 'very satisfied' + 'fairly satisfied'), where the total may be 1% greater or smaller than the two individual responses, e.g. 'very satisfied' (3.4% - 3%) plus 'fairly satisfied' (10.4% - 10%) gives 'total satisfied' (13.8% - 14% : not 13%).

2.3.7 The table below shows the Confidence Intervals at the 95% Confidence Level relating to a selection of randomly selected sample sizes, i.e. with a randomly selected sample of 100, if 50% of respondents gave a 'yes' response, this means there is a 95% probability that between 40.2% and 59.8% (50% +/-9.8%) of the population from which the sample were selected would have the 'yes' opinion. This table can be used as a guide to give an indication of the Confidence Interval at the 95% Confidence Level relating to the overall sample and/or sample sub-groups.

		Sample Size						
		50	100	200	300	400	500	578
		± %	± %	± %	± %	± %	+ %	± %
Response	50%	13.9	9.8	6.9	5.7	4.9	4.4	4.1
	40% or 60%	13.6	9.7	6.8	5.6	4.8	4.3	4.0
	30% or 70%	12.7	9.0	6.4	5.2	4.5	4.0	3.7
	20% or 80%	11.1	7.9	5.6	4.5	3.9	3.5	3.3
	10% or 90%	8.3	5.9	4.2	3.4	2.9	2.6	2.4

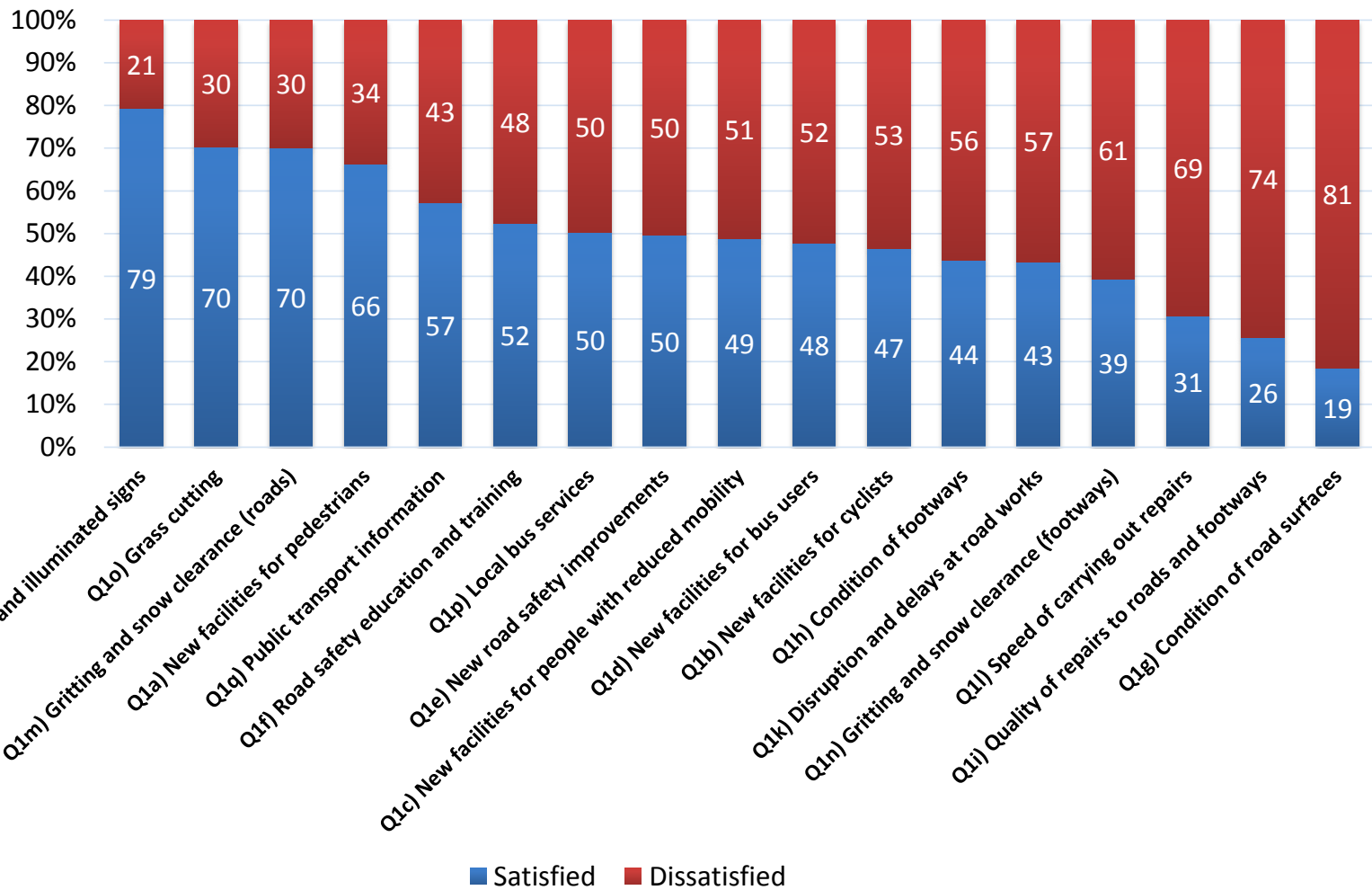
3.0 Satisfaction with Highways and Transport Services

- Q.1** How satisfied or dissatisfied are you with the following aspects of the County Council's transport services in your local area?
- Q.2** In the last 12 months, have you had the need to contact North Yorkshire County Council on a highway or transport related matter?
- Q.2.a** (If 'yes') Please tell us how you contacted us on the last occasion?
- Q.2.b** How satisfied or dissatisfied were you with the way your contact was handled?
- Q.2.c** How satisfied or dissatisfied were you with the outcome of the contact, e.g. did it solve your problem or provide useful information?
- Q.3** Considering the information provided (prior to Q1), in general, how would you rate the Highways and Transport Services provided by the County Council?

Appendix 3 - Pages 1 to 15

- 3.1** Respondents were asked to indicate their level of satisfaction with 17 different aspects of the Council's transport services in their local area. There was wide variation in the numbers of respondents giving 'no opinion' or 'don't know' responses here, with figures ranging from 0% for 'condition of road surfaces' and 2% for 'quality of repairs to roads and footways', to 58% for 'new facilities for people with reduced mobility' and 63% for 'road safety education and training'. The analysis here presents the results where 'no opinion/ don't know' responses have been excluded from the percentage calculations – see summary chart overleaf.
- 3.2** Of the listed aspects, satisfaction levels (among those who expressed an opinion) were greatest in respect of 'street lighting and illuminated signs' (79% 'very/ fairly satisfied'), 'grass cutting' (70%), 'gritting and snow clearance (roads)' (70%), and 'new facilities for pedestrians' (66%); whilst over half were satisfied with 'public transport information' (57%), and 'road safety education and training' (52%).
- 3.3** The aspects of transport services considered least satisfactory were 'condition of road surfaces' (19% 'very/ fairly satisfied'), 'quality of repairs to roads and footways' (26%), and 'speed of carrying out repairs' (31%), followed by 'gritting and snow clearance (footways)' (39%), 'disruption and delays at road works' (43%), 'condition of footways' (44%), and 'new facilities for cyclists' (47%).

Satisfaction with aspects of transport services
(Q1: % response - excluding 'no opinion/ don't know' responses)



- 3.4 Opinions were closely divided for the remaining aspects: 'local bus services' (50% 'satisfied' / 50% 'dissatisfied'), 'new road safety improvements' (50% 'satisfied' / 50% 'dissatisfied'), 'new facilities for people with reduced mobility' (49% 'satisfied' / 51% 'dissatisfied'), and 'new facilities for bus users' (48% 'satisfied' / 52% 'dissatisfied').
- 3.5 The tables on the following two pages show the satisfaction levels for each transport service aspect analysed by District. In the first table the scores are shaded with a colour gradient from green 'high' to pink 'low' by District for each service aspect, whilst in the second table the scores are similarly shaded by service aspect for each District
- 3.6 As shown in the first table, considering the lowest rated aspects first, satisfaction (combined 'very satisfied' and 'fairly satisfied' score) with 'condition of road surfaces' varied from just 4% in Harrogate to 35% in Richmondshire; satisfaction with the 'quality of repairs to roads and footways' varied from 10% in Harrogate to 35% in Ryedale and 36% in Hambleton; and satisfaction with the 'speed of carrying out repairs' varied from 22% in Craven to 46% in Selby. Other notable variations were that satisfaction with 'disruption and delays at road works' ranged from 32% in Harrogate to 63% in Hambleton; satisfaction with 'local bus services' ranged from 35% in Richmondshire to 57% in Harrogate; satisfaction with new facilities for 'people with reduced mobility' and for 'pedestrians' increased to 80% in Craven; and satisfaction with 'street lighting and illuminated signs' ranged from 68% in Harrogate to 89% in Richmondshire.
- 3.7 Across Districts (as shown in the second table), 'street lighting and illuminated signs' and 'grass cutting' tended to be the highest rated aspects, except in Ryedale where 'gritting and snow clearance on the roads' (71% 'satisfied') was highest rated; whilst 'condition of road surfaces', 'quality of repairs to roads and footways', 'speed of carrying out repairs' and 'gritting and snow clearance of footways' tended to be least well rated.

Satisfaction with aspects of transport services – Analysis by District (I)

(% 'very/ fairly satisfied' response – by District and Overall)

Colour gradient applied by District for each service aspect (high shaded green to low shaded pink)

(Aspects sorted by overall satisfaction level high to low)

	Craven	Hambleton	Richmondshire	Ryedale	Scarborough	Selby	Harrogate	Overall
Q1j) Street lighting and illuminated signs	87	83	89	70	84	83	68	79
Q1o) Grass cutting	85	69	69	61	67	66	73	70
Q1m) Gritting and snow clearance (roads)	64	75	73	71	73	75	63	70
Q1a) New facilities for pedestrians	80	65	66	59	78	64	59	66
Q1q) Public transport information	66	54	50	66	50	57	60	57
Q1f) Road safety education and training	47	63	50	40	52	59	52	52
Q1p) Local bus services	49	49	35	47	45	55	57	50
Q1e) New road safety improvements	36	54	46	50	52	59	46	50
Q1c) New facilities for people with reduced mobility	80	54	52	39	45	45	43	49
Q1d) New facilities for bus users	46	45	42	54	35	47	58	48
Q1b) New facilities for cyclists	45	43	60	45	39	50	47	47
Q1h) Condition of footways	56	51	53	39	41	38	39	44
Q1k) Disruption and delays at road works	53	63	40	42	38	46	32	43
Q1n) Gritting and snow clearance (footways)	37	51	34	37	40	40	36	39
Q1l) Speed of carrying out repairs	22	37	33	33	24	46	25	31
Q1i) Quality of repairs to roads and footways	25	36	32	25	35	29	10	26
Q1g) Condition of road surfaces	17	27	35	11	26	22	4	19

Satisfaction with aspects of transport services – Analysis by District (II)

(% 'very/ fairly satisfied' response – by District and Overall)

Colour gradient applied by service aspect for each District (high shaded green to low shaded pink)

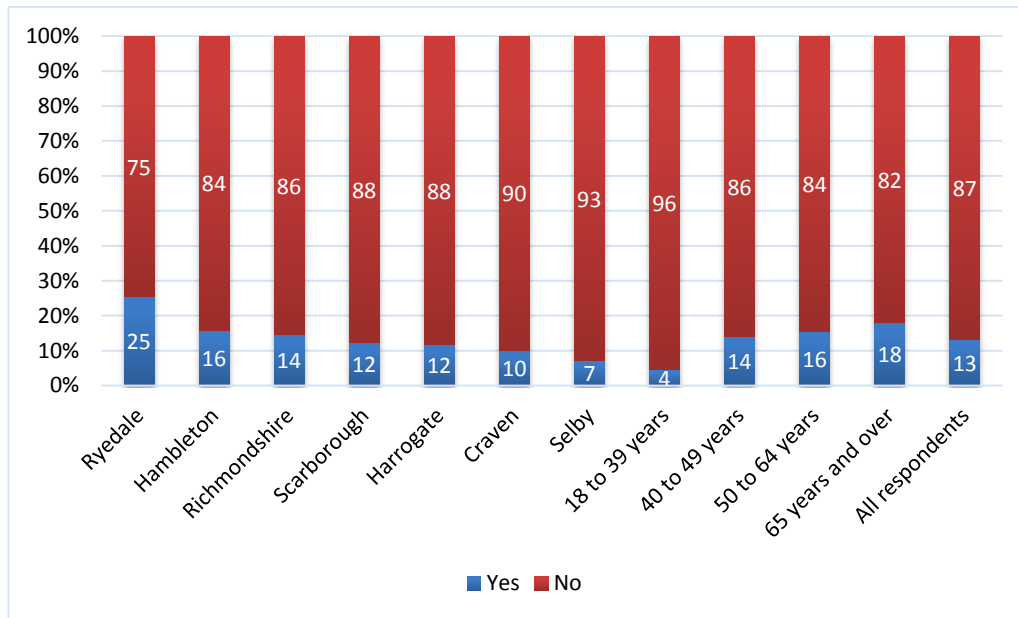
(Aspects sorted by overall satisfaction level high to low)

	Craven	Hambleton	Richmondshire	Ryedale	Scarborough	Selby	Harrogate	Overall
Q1j) Street lighting and illuminated signs	87	83	89	70	84	83	68	79
Q1o) Grass cutting	85	69	69	61	67	66	73	70
Q1m) Gritting and snow clearance (roads)	64	75	73	71	73	75	63	70
Q1a) New facilities for pedestrians	80	65	66	59	78	64	59	66
Q1q) Public transport information	66	54	50	66	50	57	60	57
Q1f) Road safety education and training	47	63	50	40	52	59	52	52
Q1p) Local bus services	49	49	35	47	45	55	57	50
Q1e) New road safety improvements	36	54	46	50	52	59	46	50
Q1c) New facilities for people with reduced mobility	80	54	52	39	45	45	43	49
Q1d) New facilities for bus users	46	45	42	54	35	47	58	48
Q1b) New facilities for cyclists	45	43	60	45	39	50	47	47
Q1h) Condition of footways	56	51	53	39	41	38	39	44
Q1k) Disruption and delays at road works	53	63	40	42	38	46	32	43
Q1n) Gritting and snow clearance (footways)	37	51	34	37	40	40	36	39
Q1l) Speed of carrying out repairs	22	37	33	33	24	46	25	31
Q1i) Quality of repairs to roads and footways	25	36	32	25	35	29	10	26
Q1g) Condition of road surfaces	17	27	35	11	26	22	4	19

3.8 One-in-eight (13%) of all respondents said ‘yes’ they have had the need to contact the Council on a ‘highway or transport related matter’ during the last 12 months, with this figure increasing with age group from 4% for those aged 18 to 39 years to 18% for those aged 65 years and over, and also rising to 25% in the District of Ryedale. However, the large majority of all respondents (87%) have not contacted the Council for this reason in the last 12 months.

In the last 12 months, have you had the need to contact North Yorkshire County Council on a highway or transport related matter?

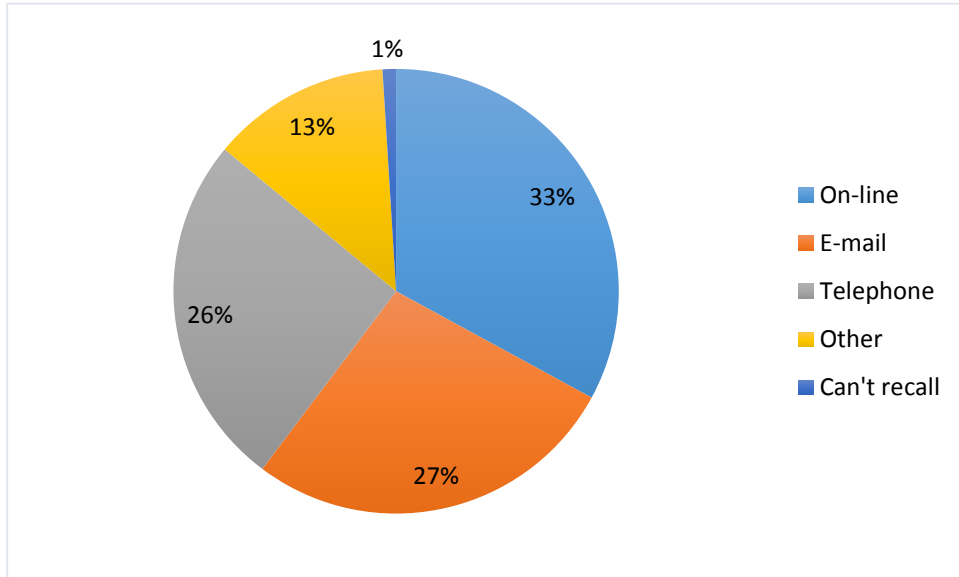
(Q2: % response – by District, age group and overall)



3.9 A third (33%) of those respondents who have contacted the Council in the last 12 months on a highway or transport related matter said that they had contacted ‘on-line’ on the last occasion of contact (rising to 64% for those aged 40 to 49 years), whilst over a quarter had contacted by ‘email’ (27%) and by ‘telephone’ (26%), and 13% (12 people) by ‘other’ means – most often ‘via parish or town council’ (4 people). (1% ‘cannot recall’.)

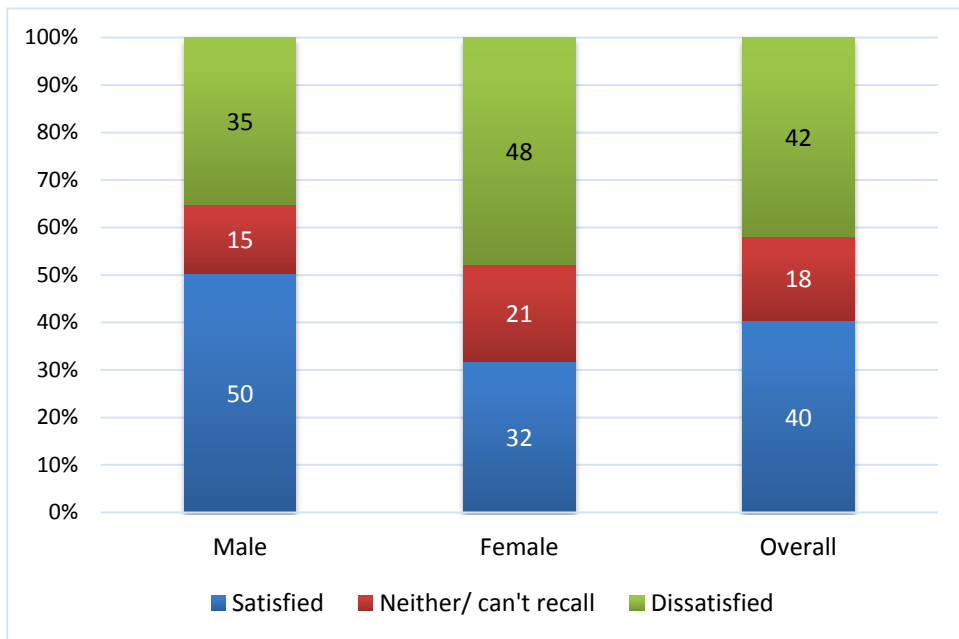
(If 'Yes' at Q2) Please tell us how you contacted us on the last occasion?

(Q2a: % response – those who have contacted in the last 12 months – Base No. = 100)



How satisfied or dissatisfied were you with the way your contact was handled?

(Q2b: % response – by gender and overall – 99 respondents)



3.10 When respondents were asked how satisfied they were with the way their contact was handled, a similar number (of those who had contacted in the last 12 months) were satisfied as were dissatisfied: 40% 'very/ fairly satisfied', 17% 'neither satisfied or

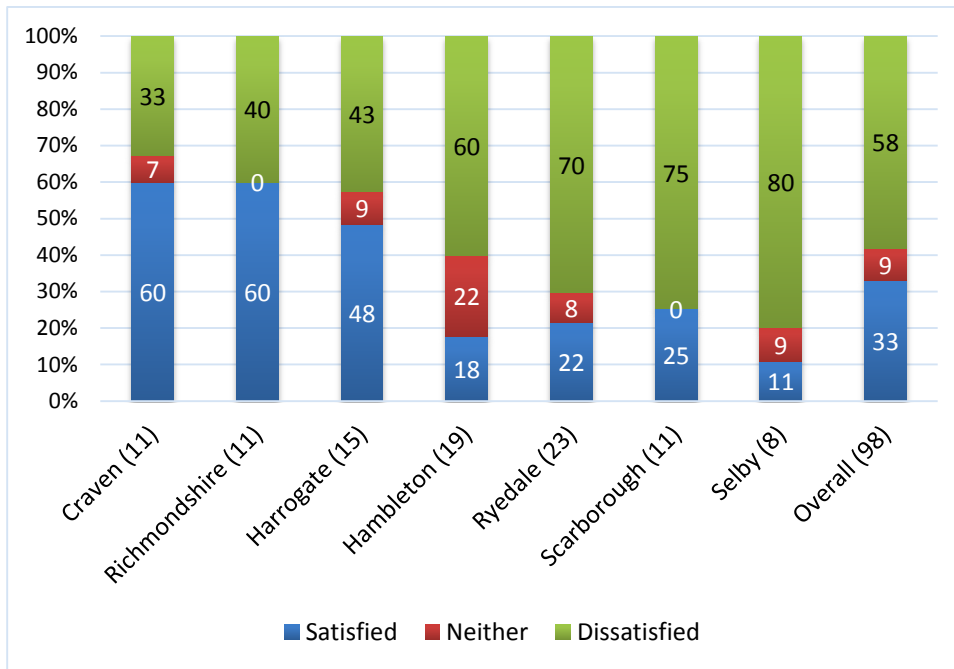
dissatisfied’, and 42% ‘very/ fairly dissatisfied’. (0%, one person ‘cannot recall’.) Women respondents (32% ‘satisfied’/ 48% ‘dissatisfied’) were less likely than men (50% ‘satisfied’/ 35% ‘dissatisfied’) to express satisfaction with the way their contact was handled – other sub-group variations were not significant due to the relatively small numbers of respondents involved.

3.11 Those respondents who were dissatisfied with the way their contact was handled were asked to state why: the most frequently mentioned themes of response were that there was ‘no reply’ or ‘no action taken’ to resolve the issue raised, and that it took a long time to resolve the issue – verbatim responses are listed at Appendix 4.

3.12 When asked how satisfied or dissatisfied they were with ‘the outcome of the contact’, the majority of respondents (58%) said that they were ‘dissatisfied’ (37% ‘very dissatisfied’ and 21% ‘fairly dissatisfied’), whilst a third (33%) were ‘satisfied’ (11% ‘very satisfied’ and 22% ‘fairly dissatisfied’), and 9% ‘neither satisfied nor dissatisfied’.

How satisfied or dissatisfied were you with the outcome of the contact?

(Q2c: % response – by District and overall – those who have contacted in last 12 months)



3.13 Although the numbers of respondents involved are small, there was variation in satisfaction levels with the ‘outcome of the contact’, with residents of Craven and Richmondshire (60% ‘very/ fairly satisfied’) being more likely than those from other Districts to be satisfied. (Variations by gender and age group were not significant.)

3.14 Those respondents who were dissatisfied with the outcome of their contact were asked to say why: again the most frequently mentioned responses related to there being 'no reply' or 'no action taken', or that problems were left unresolved or took a long time to solve (see Appendix 4 for details).

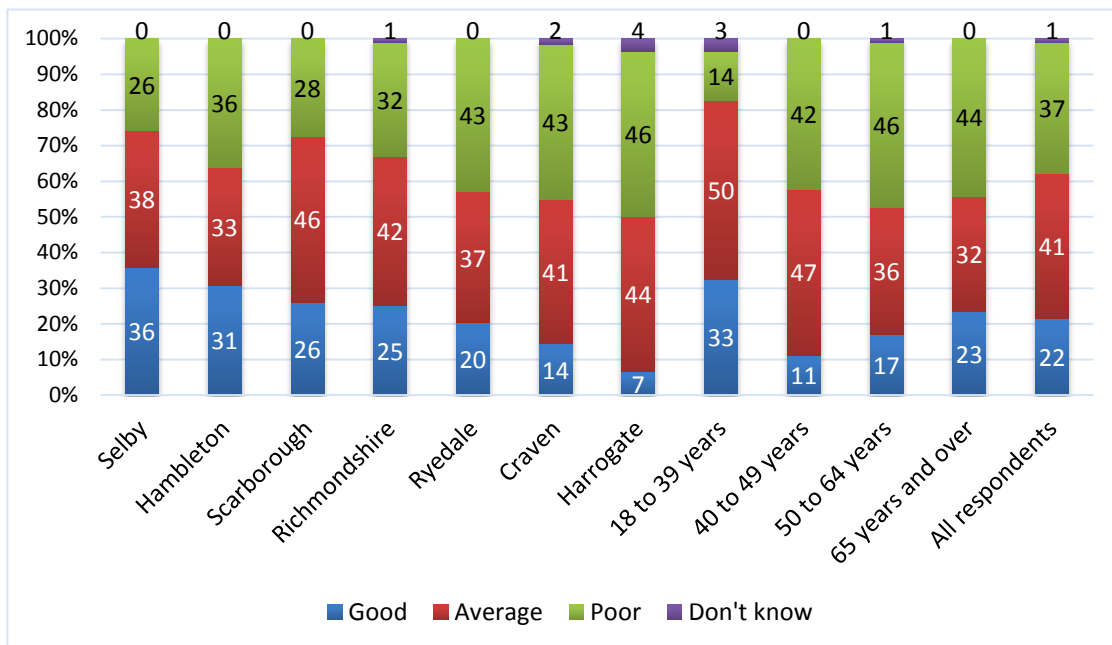
3.15 Respondents were informed as follows about the Council's Highways and Transport Services:

The County Council is the Highway Authority for all adopted roads and footways (pavements) within North Yorkshire (excluding the City of York and the motorways and trunk roads) and is responsible for the management, maintenance and improvement of the highway network. The highway network consists of approximately 9200km of road, 4000km of footway, 47,000 streetlights and 2,000 bridges. The day-to-day management of the Council's highway network is undertaken via seven area offices based at Brompton-on-Swale, Thirsk, Whitby, Kirby Misperton, Skipton, Boroughbridge and Selby.

In light of this information, respondents were asked 'In general, how would you rate the Highways and Transport Services provided by the County Council?'

3.16 Less than a quarter (22%) of all respondents rated the Council's Highways and Transport Services as 'very good' (4%) or 'fairly good' (18%), whilst 41% rated it as 'average', over a third (37%) rated it as 'poor' (11% 'very poor' and 25% 'fairly poor'), and 1% 'don't know'.

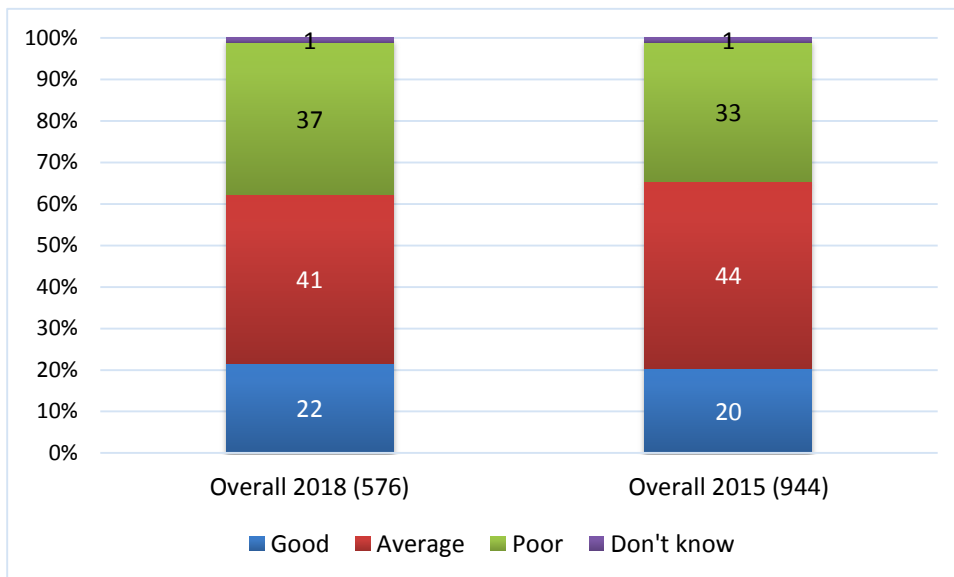
In general, how would you rate the Highways and Transport Services provided by the County Council? (Q3: % response – by sub-group and overall)



3.17 'Good' ratings for the Highways and Transport Services provided rose to around a third or more among residents of Selby (36%) and Hambleton (31%) and those aged 18 to 39 years (33%), reducing to 7% in Harrogate and 11% for those aged 40 to 49 years. 'Poor' ratings increased to 46% for those aged 50 to 64 years and 44% of those aged 65 years and over. (Differences by gender were not significant.)

3.18 This overall rating question for the Highways and Transport service was last asked in the Summer 2015 Citizens' Panel Survey: as illustrated in the chart below, results in 2015 (20% 'good' / 44% 'average' / 33% 'poor') were similar to those for the current survey (no statistically significant changes in responses).

In general, how would you rate the Highways and Transport Services provided by the County Council? (Q3: % response – all respondents)



4.0 Importance of Services

Q.4 How important are the following to you?

Q.5 Do you think the following aspects of transport have got better or worse in your local area over the last five years, or do you think they have stayed about the same?

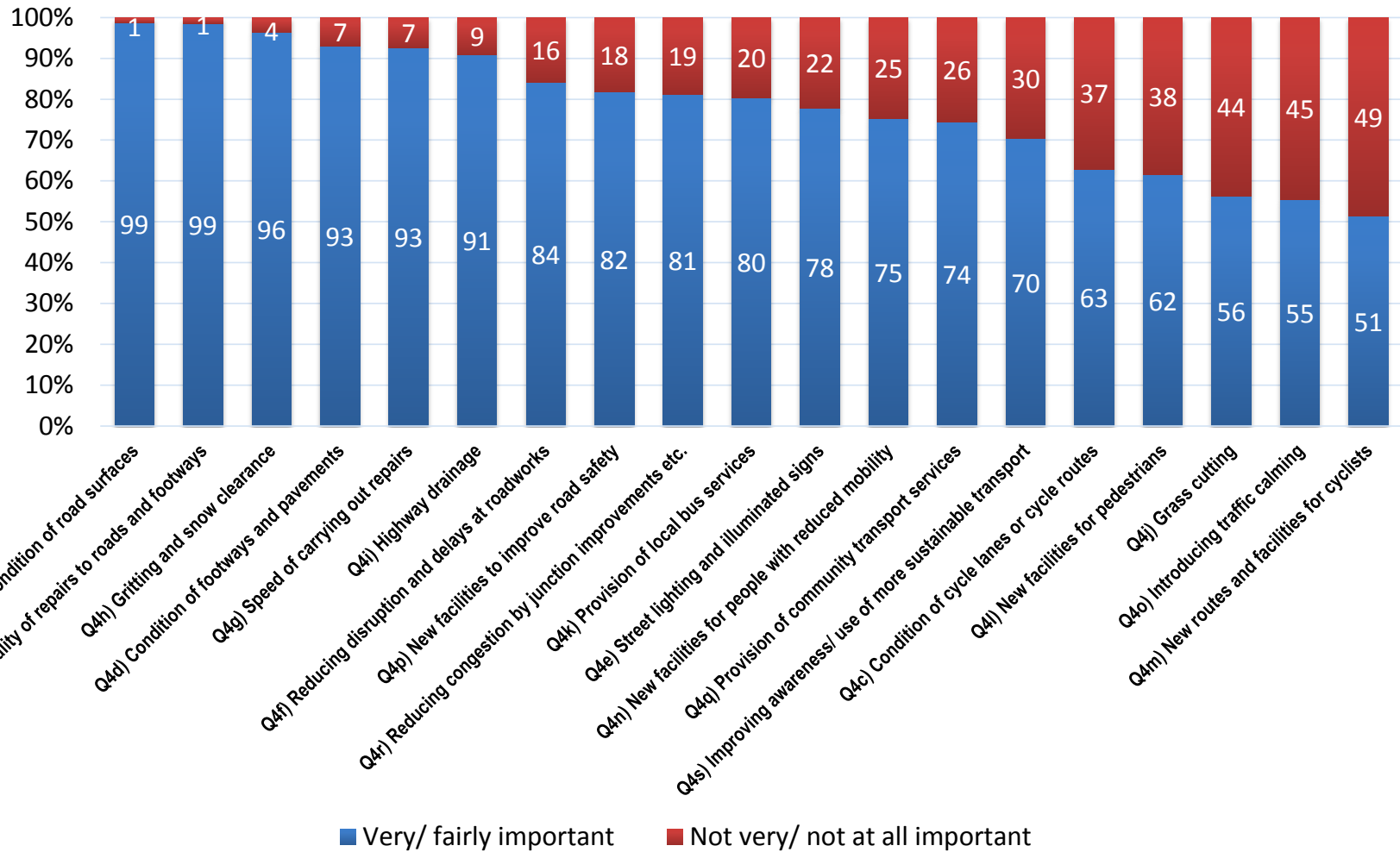
Q.6 If the County Council had less money to spend on transport, in which of the following areas would you most like to see expenditure retained? Please allocate a level of importance to each of the following.

Appendix 3 - Pages 15 to 20

4.1 Respondents were asked to assign a level of importance (using a 4-point scale from 'very important' down to 'not at all important') to each of 19 aspects of the transport services provided by the Council. Analysis here excludes any 'no opinion/ don't know' responses from the percentage calculations, though note that responses in this category rose to 10% in respect of 'new routes and facilities for cyclists' and 13% for 'condition of cycle lanes or cycle routes'. (See summary chart overleaf.)

4.2 Over half of those respondents who expressed an opinion were of the view that each of the transport services listed were 'important' ('very important' and 'fairly important' responses combined): the most important services were felt to be 'condition of road surfaces' (99% 'very/ fairly important'), 'quality of repairs to roads and footways' (99%), 'gritting and snow clearance' (96%), 'condition of footways and pavements' (93%; rising to 97% for women), 'speed of carrying out repairs' (93%), and 'highway drainage' (91%).

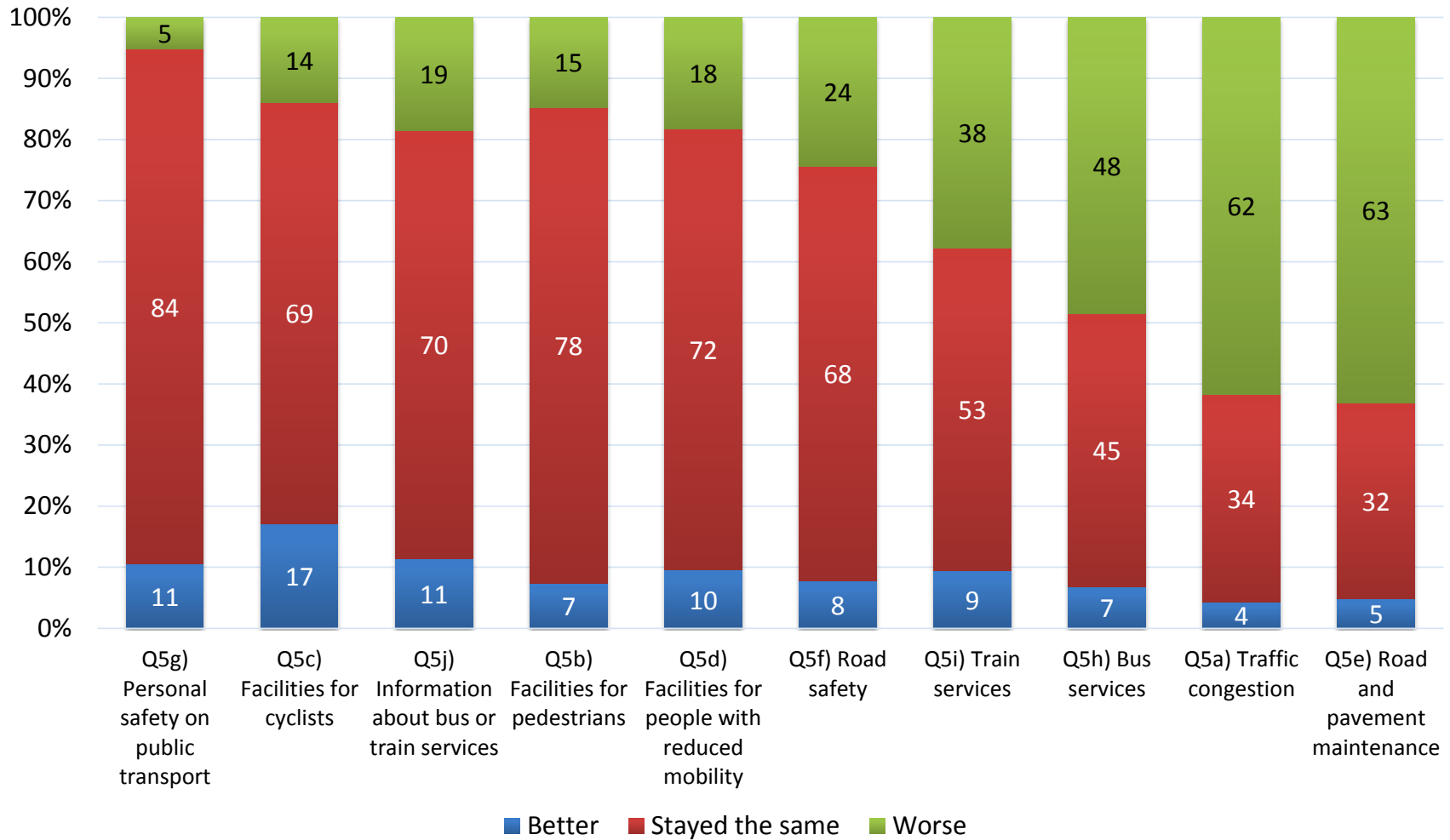
Importance of aspects of transport services
(Q4: % response - excluding 'no opinion/ don't know' responses)



- 4.3 Three-quarters or more respondents were of the view that ‘reducing disruption and delays at roadworks’ (84%; rising to 93% in Scarborough and 92% for those aged 65 years and over), ‘new facilities to improve road safety’ (82%; rising to 92% in Selby, 91% in Richmondshire, and 88% for those aged 65 years and over), ‘reducing congestion by junction improvements, new road links etc.’ (81%; rising to 90% in Selby), ‘provision of local bus services’ (80%; rising to 92% in Ryedale, 93% for those aged 65 years and over, and 85% for women), ‘street lighting and illuminated signs’ (78%; rising to 90% in Scarborough), ‘new facilities for people with reduced mobility’ (75%; rising to 86% in Richmondshire and 83% for those aged 65 years and over), and ‘provision of community transport services’ (74%; rising to 88% in Richmondshire, 84% for those aged 65 years and over, and 79% for women) are important aspects of the transport service.
- 4.4 Least likely to be considered important were ‘new routes and facilities for cyclists’ (51%; rising to 64% in Hambleton), ‘introducing traffic calming (to improve the local environment)’ (55%; rising to 61% for women), ‘grass cutting’ (56%; rising to 69% in Ryedale and 63% for those aged 65 years and over), ‘new facilities for pedestrians’ (62%; rising to 72% in Hambleton), ‘condition of cycle lanes or cycle routes’ (63%; rising to 69% for women), and ‘improving awareness and use of more sustainable modes of transport to reduce congestion’ (70%; rising to 82% for those aged 65 years and over, and 77% for women). Around 9% of the total weighted sample referred to ‘other’ aspects of the transport system which they feel are important or otherwise – these were diverse and are listed verbatim at Appendix 4.
- 4.5 Respondents were next asked in respect of 10 aspects of transport whether they think these have got better, stayed the same or got worse in their local area over the last five years. The percentage of ‘don’t know’ responses varied widely for these questions, from 1% for ‘road and pavement maintenance’ and ‘traffic congestion’, to 34% in respect of ‘facilities for people with reduced mobility’ and 39% for ‘personal safety on public transport’ - results here have been analysed excluding ‘don’t know’ responses from the percentage calculations, as summarised in the chart overleaf (ordered by the ‘better’ minus ‘worse’ response percentage).

Aspects of transport - got better or worse in your local area in the last 5 years?

(Q5: % response - excluding 'don't know' responses)

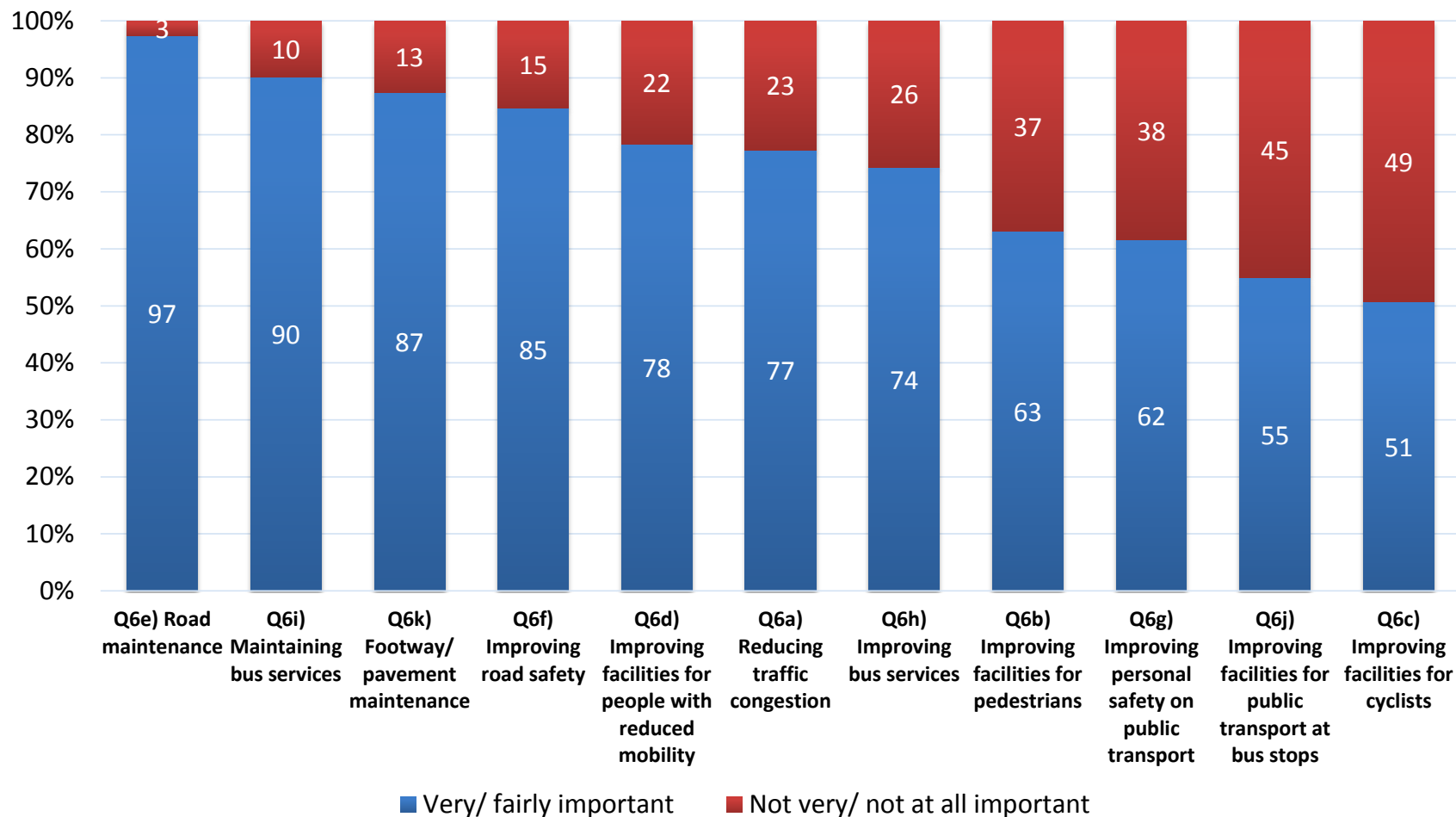


- 4.6 There were only two aspects for which the 'better' minus 'worse' response percentage was positive, which were 'personal safety on public transport' (11% 'better'/ 5% 'worse') and 'facilities for cyclists' (17% 'better'/ 14% 'worse'). For the remaining aspects the 'better' minus 'worse' scores were negative, although the majority view for all but three aspects was that the given aspect had 'stayed the same' in the last five years. In order (most positive first) these aspects were: 'information about bus or train services' (11% 'better'/ 19% 'worse'), 'facilities for pedestrians' (7% 'better'/ 15% 'worse'), 'facilities for people with reduced mobility' (10% 'better'/ 18% 'worse'), 'road safety' (8% 'better'/ 24% 'worse'), and 'train services' (9% 'better'/ 38% 'worse').
- 4.7 For three aspects the major or majority view was that these aspects had got worse in respondents local areas in the last five years: 'bus services' (7% 'better'/ 48% 'worse'), 'traffic congestion' (4% 'better'/ 62% 'worse'), and 'road and pavement maintenance' (5% 'better'/ 63% 'worse').
- 4.8 Analysing results for each aspect by District, looking at the 'worse' response percentages to identify 'pockets of dissatisfaction' or areas where views are more positive, reveals that:
- 75% of respondents living in Harrogate thought that 'traffic congestion' has got worse in the last five years (and no one thought it has got better), compared to 42% of those living in Selby and Richmondshire, and 62% overall for those that expressed an opinion.
- 21% of respondents living in Hambleton said that 'facilities for cyclists' have got worse in the last five years, compared to 14% overall for those that expressed an opinion.
- 32% of respondents living in Selby said that 'facilities for people with reduced mobility' have got worse in the last five years, compared to 18% overall for those that expressed an opinion.
- 73% of respondents living in Harrogate thought that 'road and pavement maintenance' has got worse in the last five years, compared to 43% of those living in Richmondshire, and 63% overall for those that expressed an opinion.
- 64% of respondents living in Richmondshire thought that 'bus services' have got worse in the last five years (and no one thought it has got better), compared to 31% of those living in Harrogate, and 48% overall for those that expressed an opinion.

- 4.9 Respondents were asked with regard to 11 service areas: *'If the County Council had less money to spend on transport, in which of the following areas would you most like to see expenditure retained?'* They were then asked to allocate a level of importance to each service area on a four-point scale from 'very important' down to 'not at all important'. Results have again been analysed excluding 'no opinion/ don't know' responses from the percentage calculations, though note that these varied from 0% in respect of 'footway/ pavement maintenance' to 14% in respect of 'improving personal safety on public transport'. (See chart overleaf.)
- 4.10 Overall, among those who expressed an opinion, 'road maintenance' (97% 'very/ fairly important') was felt to be the most important aspect on which expenditure should be retained, followed by 'maintaining bus services' (90%), 'footway/ pavement maintenance' (87%), and 'improving road safety' (85%). Around three-quarters of respondents felt it is important that expenditure should be retained on 'improving facilities for people with reduced mobility' (78%), 'reducing traffic congestion' (77%), and 'improving bus services' (74%), whilst smaller majorities felt that expenditure should be retained on 'improving facilities for pedestrians' (63%), 'improving personal safety on public transport' (62%), 'improving facilities for public transport at bus stops, e.g. seating, shelters, information etc.' (55%), and 'improving facilities for cyclists' (51%).

If the County Council had less money to spend on transport, in which of the following areas would you most like to see expenditure retained?

(Q6: % response - those who expressed an opinion)



Service areas where expenditure should be retained – Analysis by District (I)

(% 'very/ fairly important' response – by District and Overall)

Colour gradient applied by District for each service area (high importance shaded green to low shaded pink)

(Aspects sorted by overall importance level high to low)

	Craven	Hambleton	Richmondshire	Ryedale	Scarborough	Selby	Harrogate	Overall
Q6e) Road maintenance	96	98	100	93	96	99	98	97
Q6i) Maintaining bus services	90	88	89	94	94	85	91	90
Q6k) Footway/ pavement maintenance	86	85	92	86	90	91	84	87
Q6f) Improving road safety	90	78	89	90	84	84	84	85
Q6d) Improving facilities for people with reduced mobility	81	77	87	78	76	75	79	78
Q6a) Reducing traffic congestion	63	73	80	83	67	88	83	77
Q6h) Improving bus services	78	72	72	84	82	70	69	74
Q6b) Improving facilities for pedestrians	55	71	58	71	69	62	57	63
Q6g) Improving personal safety on public transport	69	56	66	52	72	62	57	62
Q6j) Improving facilities for public transport at bus stops	53	59	47	57	63	58	47	55
Q6c) Improving facilities for cyclists	43	51	43	61	50	50	53	51

Service areas where expenditure should be retained – Analysis by District (II)

(% 'very/ fairly important' response – by District and Overall)

Colour gradient applied by service area for each District (high importance shaded green to low shaded pink)

(Aspects sorted by overall importance level high to low)

	Craven	Hambleton	Richmondshire	Ryedale	Scarborough	Selby	Harrogate	Overall
Q6e) Road maintenance	96	98	100	93	96	99	98	97
Q6i) Maintaining bus services	90	88	89	94	94	85	91	90
Q6k) Footway/ pavement maintenance	86	85	92	86	90	91	84	87
Q6f) Improving road safety	90	78	89	90	84	84	84	85
Q6d) Improving facilities for people with reduced mobility	81	77	87	78	76	75	79	78
Q6a) Reducing traffic congestion	63	73	80	83	67	88	83	77
Q6h) Improving bus services	78	72	72	84	82	70	69	74
Q6b) Improving facilities for pedestrians	55	71	58	71	69	62	57	63
Q6g) Improving personal safety on public transport	69	56	66	52	72	62	57	62
Q6j) Improving facilities for public transport at bus stops	53	59	47	57	63	58	47	55
Q6c) Improving facilities for cyclists	43	51	43	61	50	50	53	51

- 4.11 The tables on the previous two pages show the importance levels allocated to each service area analysed by District. In the first table the 'importance' scores are shaded with a colour gradient from green 'high' to pink 'low' by District for each service area, whilst in the second table the scores are similarly shaded by service area for each District.
- 4.12 As shown in the first table, some notable (statistically significant) variations were that the importance scores for 'reducing traffic congestion' rose to 88% in Selby, but reduced to 67% in Scarborough and 63% in Craven; the scores for 'improving bus services' rose to 84% in Ryedale, compared to 69% in Harrogate and 74% overall (for those who expressed an opinion); and the scores for 'improving road safety' rose from 78% in Hambleton to 90% in both Craven and Ryedale.
- 4.13 Across Districts (as shown in the second table), 'road maintenance' and 'maintaining bus services' tended to be considered the most important service areas for expenditure to be retained, although in Craven 'improving road safety' received the second highest score, in Richmondshire and Selby 'footway/ pavement maintenance' was second most important, and in Selby 'reducing traffic congestion' was third most important.

5.0 Access to Services

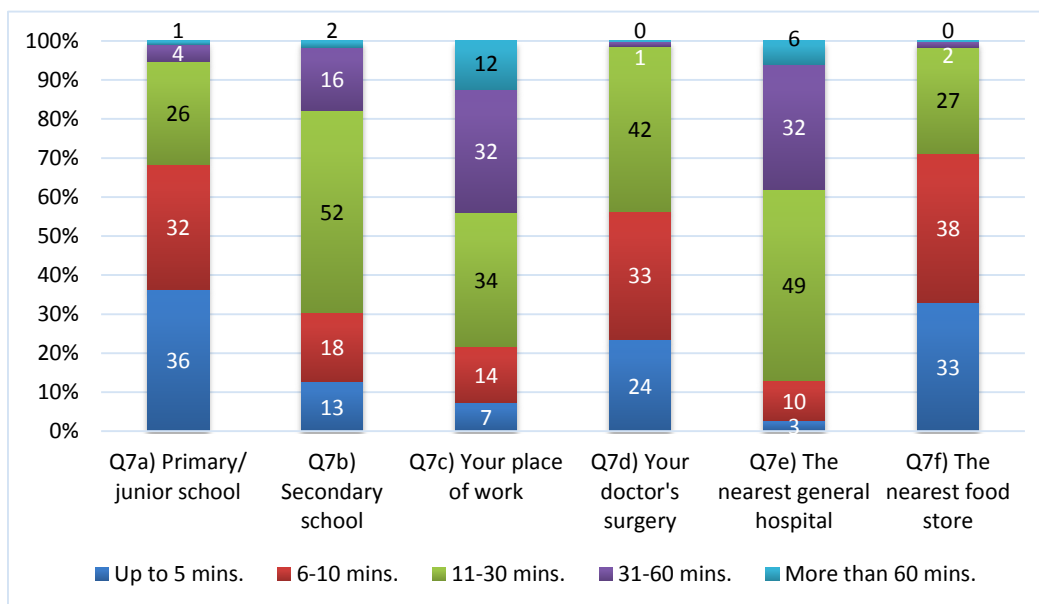
- Q.7** How long does it normally take members of your household to travel to the following locations from your home by their usual form of transport?
- Q.8** How do you/ members of your household normally travel to these locations?
- Q.9** For the following facilities, do you/ members of your household use the nearest one to your home?
- Q.10** If you have answered “No” (do not use the nearest one to home) for any of the facilities listed at Q9, it would assist the County Council to know why you choose to go elsewhere?
- Q.11** Overall, how satisfied or dissatisfied are you with your level of access to essential services?
- Q.12** Are there any comments you would care to make about you and your family’s ability to access the services listed in Question 7 above or about accessibility in general?

Appendix 3 - Pages 21 to 23

- 5.1 When asked how long it normally takes members of their household to travel from home to six key locations by their usual form of transport, there were high percentages of ‘not applicable’ responses for three locations – ‘primary/ junior school’ (73%), ‘secondary school’ (74%) and ‘your place of work’ (40%) – falling to 1% for the remaining locations. Analysis here excludes ‘not applicable’ responses.

How long does it normally take members of your household to travel to the following locations from your home by their usual form of transport?

(Q7: % response – excluding ‘not applicable’ responses)



5.2 For the majority of respondents to whom the questions applied, it normally took them no more than 10 minutes to travel from home by their usual form of transport to ‘the nearest food store’ (71%; 33% ‘up to 5 minutes’ and 38% ‘6-10 minutes’), their ‘doctor’s surgery’ (56%; 24% ‘up to 5 minutes’ and 33% ‘6-10 minutes’), and to ‘primary/ junior school’ (68%; 36% ‘up to 5 minutes’ and 32% ‘6-10 minutes’). Journeys to the other places listed tended to take longer than 10 minutes:

Just over half of respondents (52%) normally take 11-30 minutes to get to ‘secondary school’, with 16% taking 31-60 minutes and 2% ‘more than 60 minutes’. However, 13% normally take ‘up to 5 minutes’ and 18% 6-10 minutes.

The majority of respondents normally take 11-60 minutes to get to their ‘place of work’ (66%; 34% ‘11-30 minutes’ and 32% ‘31-60 minutes’), and one-in-eight (12%) take ‘more than 60 minutes’. A total of 21% normally take ‘up to 5 minutes’ (7%) or ‘6-10 minutes’ (14%) to get to work.

Four-fifths of respondents normally take 11-60 minutes to get to the ‘nearest general hospital’ (81%; 49% ‘11-30 minutes’ and 32% ‘31-60 minutes’), and 6% take ‘more than 60 minutes’. One-in-eight (13%) normally take ‘up to 5 minutes’ (3%) or ‘6-10 minutes’ (10%) to get to the nearest general hospital.

5.3 Considering the results by District (see corresponding tables below for Q7a-f):

The majority of respondents in Richmondshire (51%) and Selby (57%) normally take ‘up to 5 minutes’ to get to ‘primary/ junior school’; the majority in Craven (56%) and Ryedale (62%) normally take 6-10 minutes; and the majority in Hambleton (58%) and Scarborough (53%) take 11-30 minutes. In Harrogate, 40% normally take ‘up to 5 minutes’ and 32% take 6-10 minutes.

	Q7a) Primary/ junior school					Unweighted Count
	Up to 5 mins.	6-10 mins.	11-30 mins.	31-60 mins.	More than 60 mins.	
Craven	28	56	11		5	20
Hambleton	24	18	58			22
Richmondshire	51	32	14		3	18
Ryedale	20	62	18			23
Scarborough	16	16	53	16		14
Selby	57	25	7	11		24
Harrogate	40	30	29			18
Overall	36	32	26	4	1	139

The majority or major group of respondents in each District normally take 11-30 minutes to get to 'secondary school', with the exception of Scarborough where 36% take 'up to 5 minutes', and the next largest groups take 31-60 minutes (33%) and 11-30 minutes (27%).

	Q7b) Secondary school					Unweighted Count
	Up to 5 mins.	6-10 mins.	11-30 mins.	31-60 mins.	More than 60 mins.	
Craven	8	31	47	15		18
Hambleton	12	13	47	24	4	24
Richmondshire	11	20	51	12	5	21
Ryedale	11	24	62		3	23
Scarborough	36	4	27	33		11
Selby	5	12	66	18		19
Harrogate	11	22	55	11		19
Overall	13	18	52	16	2	135

The majority of respondents in each District normally take 11-60 minutes to get to their place of work, although around a third in Hambleton (32%), Ryedale (31%), and Scarborough (31%) take no more than 10 minutes.

	Q7c) Your place of work					Unweighted Count
	Up to 5 mins.	6-10 mins.	11-30 mins.	31-60 mins.	More than 60 mins.	
Craven	7	8	30	32	22	33
Hambleton	8	24	26	35	8	49
Richmondshire	14	10	24	40	12	33
Ryedale	18	12	24	36	9	36
Scarborough	11	20	53	6	10	39
Selby	2	16	23	39	20	47
Harrogate	3	7	41	40	10	40
Overall	7	14	34	32	12	277

The majority of respondents in each District normally take no more than 10 minutes to get to their doctor's surgery, with the exception of Selby where 50% take 11-30 minutes.

	Q7d) Your doctor's surgery					Unweighted Count
	Up to 5 mins.	6-10 mins.	11-30 mins.	31-60 mins.	More than 60 mins.	
Craven	24	36	40			77
Hambleton	26	30	43	1		98
Richmondshire	24	43	29	3	1	71
Ryedale	23	34	41	1	1	85
Scarborough	21	41	38			76
Selby	24	23	50	3		71
Harrogate	23	30	47	1		90
Overall	24	33	42	1		568

The majority of respondents in Hambleton (60%), Scarborough (55%), Selby (51%) and Harrogate (65%) normally take 11-30 minutes to get to their nearest general hospital; whilst the majority or major group in Craven (48%), Richmondshire (56%) and Ryedale (61%) take 31-60 minutes. Note that in Scarborough 22% could reach their nearest general hospital in no more than 10 minutes, compared to 0% in Richmondshire – where 23% said it normally takes them 'more than 60 minutes'.

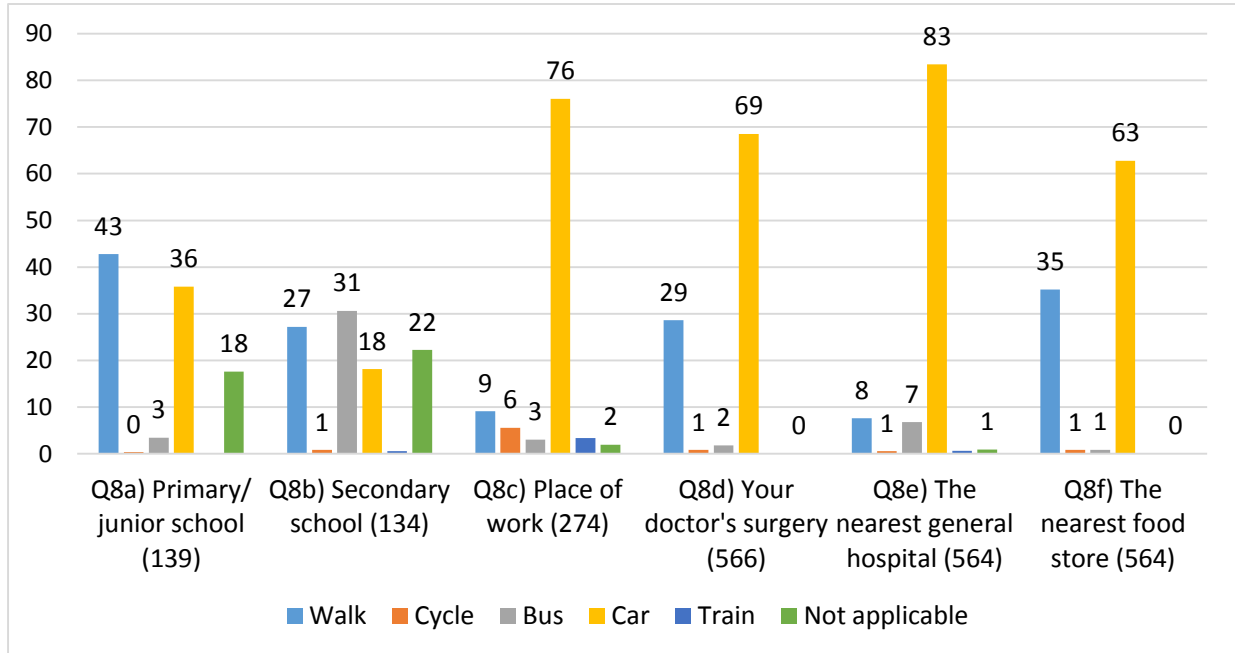
	Q7e) The nearest general hospital					Unweighted Count
	Up to 5 mins.	6-10 mins.	11-30 mins.	31-60 mins.	More than 60 mins.	
Craven		7	34	48	11	76
Hambleton	8	10	60	21	1	99
Richmondshire			21	56	23	70
Ryedale	3	6	17	61	14	85
Scarborough	1	21	55	20	3	72
Selby	3	11	51	30	6	72
Harrogate	3	9	65	23	1	90
Overall	3	10	49	32	6	564

The majority of respondents in each District normally take no more than 10 minutes to reach their nearest food store, although in Richmondshire (41%) and Ryedale (36%) the major group of respondents normally take 11-30 minutes.

	Q7f) The nearest food store					Unweighted Count
	Up to 5 mins.	6-10 mins.	11-30 mins.	31-60 mins.	More than 60 mins.	
Craven	32	35	30	3		76
Hambleton	35	36	29	1		99
Richmondshire	25	31	41	3	1	71
Ryedale	31	22	36	10		84
Scarborough	42	44	14			75
Selby	33	37	30			71
Harrogate	30	46	25			90
Overall	33	38	27	2		566

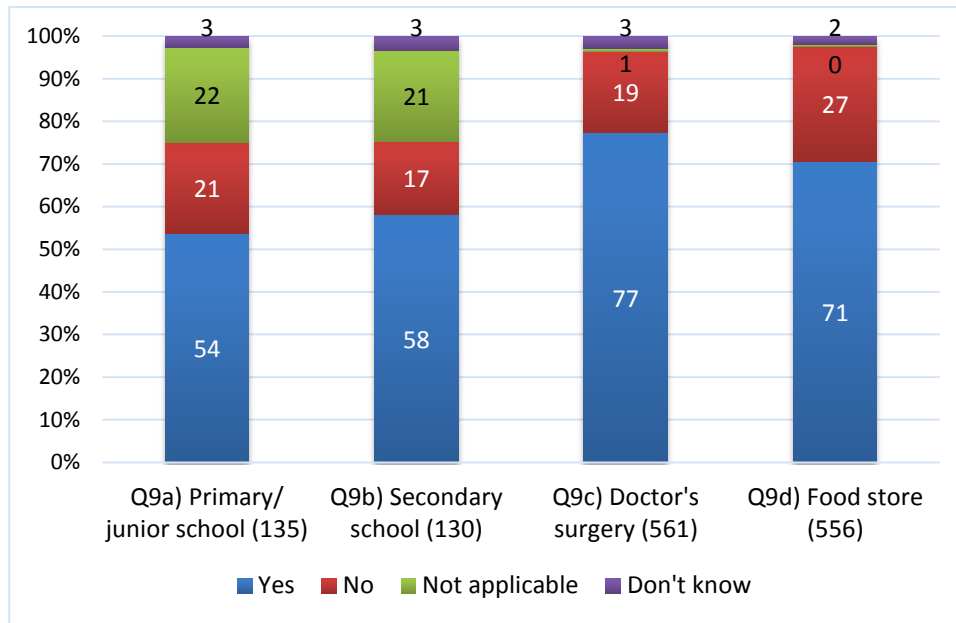
- 5.4 Those respondents who indicated at Question 7 that the journeys were applicable to them were asked ‘How do you/ members of your household normally travel to these locations?’ Most respondents said that they/ members of their household normally travel to ‘primary/ junior school’ by walking (43%; rising to 68% in Harrogate) or by ‘car’ (36%), with only 3% using a ‘bus’, (18% ‘not applicable’); whilst the main means of getting to ‘secondary school’ were ‘bus’ (31%; rising to 52% in Richmondshire) and ‘walk’ (27%; rising to 44% in Hambleton), followed by ‘car’ (18%), (22% ‘not applicable’); and the main means of getting to work was ‘car’ (76%; rising to 95% in Richmondshire, but reducing to 63% in Scarborough), with small minorities saying that they ‘walk’ (9%), ‘cycle’ (6%), or use the ‘bus’ (3%) or ‘train’ (3%).
- 5.5 The majority of respondents said that they normally travel by ‘car’ to their ‘doctor’s surgery’ (69%; rising to 86% in Selby), to the ‘nearest general hospital’ (83%; rising to 96% in Richmondshire and 95% in Selby), and to the ‘nearest food store’ (63%; rising to three-quarters of those in Craven, Richmondshire and Selby), although around a third ‘walk’ to their ‘doctor’s surgery’ (29%; rising to 39% in Harrogate) and to the ‘nearest food store’ (35%; rising to 48% in Harrogate).

How do you/ members of your household normally travel to these locations?
(Q8: % response – Base Numbers shown in brackets)



5.6 Those respondents who indicated at Question 7 that the journeys were applicable to them were then asked whether or not they or members of their household use the nearest schools, doctor’s surgeries and food stores to their homes, and in each case the majority said that ‘yes’ they do: 54% ‘yes’ for ‘primary/ junior school’, 58% for ‘secondary school’, 77% for ‘doctor’s surgery’ (rising to 94% in Ryedale), and 71% for ‘food store’. (See chart overleaf.)

For the following facilities, do you/ members of your household use the nearest one to your home? (Q9: % response – Base Numbers shown in brackets)



5.7 As shown in the following table, the numbers using the nearest facility to their homes rise to around three-quarters or more for each facility when ‘not applicable’ and ‘don’t know’ responses are excluded from the percentage calculations.

Q9: Use nearest facility to home?	Yes	No	Unweighted Count
Q9a) Primary/ junior school	72%	28%	100
Q9b) Secondary school	77%	23%	98
Q9c) Doctor's surgery	80%	20%	545
Q9d) Food store	72%	28%	546

5.8 Those respondents who answered ‘no’ – they do not use the nearest facility to their home as indicated at Question 9 – were asked to say why they choose to go elsewhere. The majority of these respondents said that they do not attend the nearest ‘primary/ junior school’ (69%), ‘secondary school’ (87%), and ‘food store’ (62%) out of ‘personal choice’. In the case of doctor’s surgeries, 49% do not attend the nearest because of ‘personal choice’ and 47% put this down to ‘continuity’; whilst in the case of food stores, a further 56% said that they do not attend the nearest due to ‘value for money’, and 12% for ‘convenience of travel’. (Multiple responses allowed, so answers total over 100%.)

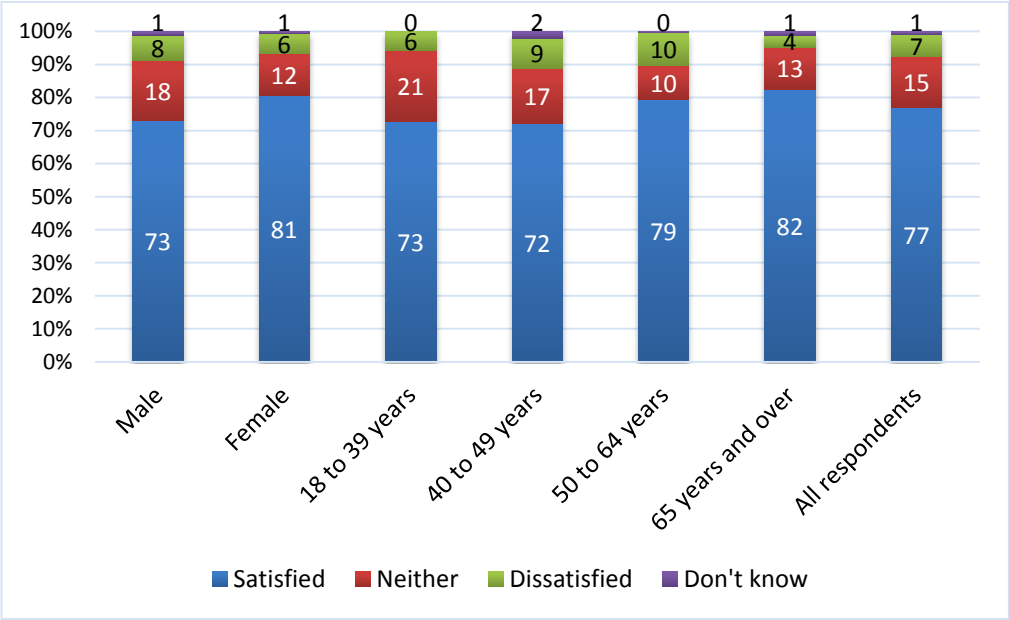
If you have answered “No” (do not use the nearest one to home) for any of the facilities listed at Q9, it would assist the County Council to know why you choose to go elsewhere:

		Total	
		All respondents	
		Unweighted Count	Weighted Col %
Q10a) Primary school	Personal choice	14	69%
	Continuity	4	23%
	Other	8	20%
Total		25	100%
Q10b) Secondary school	Personal choice	17	87%
	No place available	1	2%
	Continuity	1	9%
	Other	4	10%
Total		21	100%
Q10c) Doctor's surgery	Personal choice	46	49%
	No place available	9	8%
	Continuity	41	47%
	Convenience of travel	1	0%
	Other	15	19%
Total		91	100%
Q10d) Food store	Personal choice	93	62%
	Value for money	89	56%
	Continuity	8	7%
	Convenience of travel	14	12%
	Other	26	14%
Total		160	100%

5.9 Just over three-quarters (77%) of all respondents expressed overall satisfaction with their 'level of access to essential services' (24% 'very satisfied' and 53% 'fairly satisfied'), whilst 15% were 'neither satisfied nor dissatisfied', 7% were dissatisfied (2% 'very dissatisfied' and 5% 'fairly dissatisfied'), and 1% 'don't know'. The level of satisfaction was higher among women respondents than men (81% compared to 73%; though the level of dissatisfaction was hardly any different), and rose to 82% for those aged 65 years and over. By District there was no significant variation in satisfaction, but dissatisfaction increased to 13% in Richmondshire.

Overall, how satisfied or dissatisfied are you with your level of access to essential services?

(Q11: % response – by gender, age group and overall)



5.10 Finally in this section, respondents were asked an open question ‘Are there any comments you would care to make about you and your family’s ability to access the services listed in Question 7 above or accessibility in general?’ A quarter (25%) of the total weighted sample offered comments here – these were diverse and are listed verbatim at Appendix 4, sorted by respondents’ District of residence.

6.0 About you and your family

Q.13 How many adults (aged 18 and over), excluding yourself, do you live with?

Q.14 How many children, aged 17 and under, do you live with?

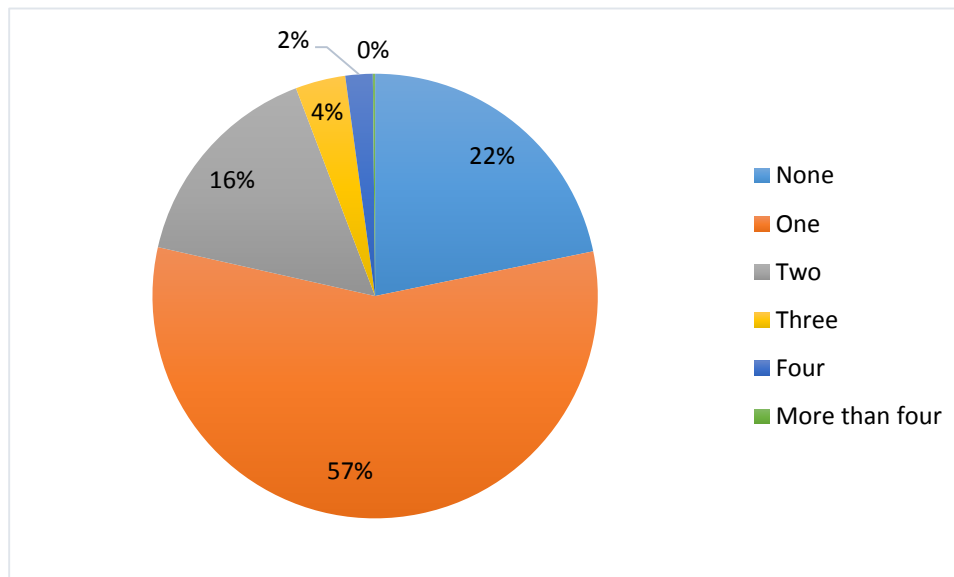
Appendix 3 - Pages 24 to 31

6.1 Respondents were asked about their household composition, as the Council's Children's Services are considering asking questions to the Citizens' Panel and are interested to find out how many members have children in their households.

6.2 Nearly a quarter (22%) of all respondents said that there is one adult in their household, whilst over half (57%) said that there are two adults, 16% three adults, 4% four adults, 2% five adults, and 0% (one respondent) more than five adults.

How many adults (aged 18 and over), excluding yourself, do you live with?

(Q13: % response – all respondents)



6.3 A quarter of all respondents (24%) in total said that there are children (aged 17 years or under) in their households: 10% 'one', 12% 'two', 1% 'three' and 1% 'four'. Three-quarters of all respondents (76%) do not have children in their households.

How many children, aged 17 and under, do you live with?

(Q14: % response – all respondents)

