

North Yorkshire County Council
January 2015
Winter Panel Survey Report

Analysis and report by
NWA Social Research

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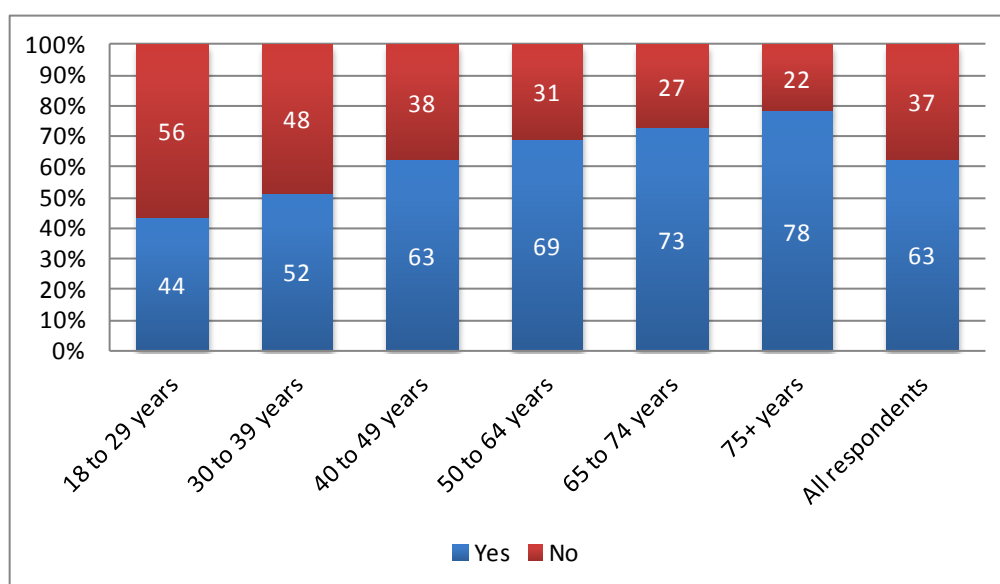
1. SUMMARY

BUDGET CONSULTATION

- 1.1 Nearly two-thirds of all respondents (63%) said ‘yes’ they do believe the council tax should be increased by 1.9%, (equivalent to £21 per year or 41p per week for an average household), in order to avoid the County Council having to find a further £2.3m of savings. However, over a third of all respondents (37%) did not believe that council tax should be increased by 1.9%.

Do you believe the County Council should increase the council tax by 1.9% in order to avoid having to make a further £2.3m savings?

(Q1: % response - by age group and overall)



PRIORITIES

- 1.2 Respondents were asked to what extent they agree or disagree with each of the County Council’s five draft priority areas (these being ‘opportunities for young people’, ‘reducing loneliness and social isolation’, ‘transport links’, ‘economic opportunity for all parts of the county’, and ‘broadband connectivity – Superfast North Yorkshire’).
- 1.3 The majority of all respondents agreed with each of the priority areas, with four-fifths or more agreeing that ‘transport links’ (87% ‘strongly agree/ agree’), ‘opportunities for young people’ (84%), and ‘reducing loneliness and social isolation’ (80%) should be priorities. Slightly fewer respondents agreed with the priority of ‘economic opportunity for all parts of the county’ (79%), whilst agreement was lowest (and disagreement highest) in respect of ‘broadband connectivity’ (68% agree/ 13% disagree).

INFORMATION AND ADVICE

- 1.4 Over a quarter of all respondents (28%) said they had heard of the Care Act prior to reading the survey questionnaire. The majority of respondents had, however, not heard of the Care Act before (72% 'no').
- 1.5 Those respondents who had heard of the Care Act before reading the survey questionnaire were asked in an open question to say how they had heard about it. Most respondents had heard of the Care Act through 'the media': a total of 39%, including 28% referring to the media in general, newspapers and the BBC, 7% specifically mentioning the radio, and 4% 'television'. A quarter (25%) of those who had heard of the Care Act, had heard of it through their work, and 9% via 'word of mouth/ family members'. (Note: coded responses.)
- 1.6 When asked where they would go to find firstly information and then advice about Adult Social Care, three-quarters of all respondents said they would use the 'internet' for information (76%), whilst 41% would go to their 'GP', and 32% would go to the 'County Council' for information. Fewer respondents said that they would go to the 'District/ Borough Council' (26%), 'family/ friends' (26%), 'Citizens' Advice Bureau' (25%), and 'Age UK' (23%) to find information about Adult Social Care, with the next most popular options being a 'voluntary/ community organisation' (18%), and 'hospital' (16%).
- 1.7 In terms of where they would go for advice on Adult Social Care the pattern of response was similar, except that the most frequently mentioned source of advice was 'GP' (52%), followed by 'internet' (46%). 'Citizens' Advice Bureau' (33%) was the third most mentioned option, followed by 'County Council' (29%) and 'family/ friends' (29%).
- 1.8 Two-thirds of all respondents (66%) said that if they wanted to find out about Adult Social Care available then they would like to contact the County Council by 'telephone', whilst 48% would want to 'email' and 44% would want to make contact via the 'internet'.
- 1.9 One-in-seven of all respondents (14%) have had experience of Adult Social Care in the last year, whilst 86% of respondents have not had any such experience.
- 1.10 Just under a third (31%) of those who have experience of Adult Social Care during the last year said that they have used the County Council's website to look for information relating to Adult Social Care Support, whilst 69% have not used the website for this purpose.
- 1.11 Of those respondents who have used the Council's website to look for information relating to Adult Social Care Support, a total of 63% rated the usefulness of the information as 'very good' (21%) or 'good' (42%), whilst 26% felt it was 'poor', 5% 'very poor', and 6% 'can't remember/ no opinion'. (Results based on 46 respondents.)
- 1.12 Those respondents who have had experience of Adult Social Care in the last year were asked if they have ever been given any of North Yorkshire County Council's leaflets about Adult Social Care support. Of the leaflets listed on the questionnaire, 'Information for

Carers' (81%) was the one most likely to have been received by respondents, and this was followed by 'What you should expect to pay for Social Care' (43%), 'Carers Emergency Card' (41%), 'Compliments, Complaints, etc.' (25%), 'Keeping People Safe' (23%), 'You and Your Social Care Records' (20%), 'Telecare' (17%), and 'Your Support, Your Way' (13%).

- 1.13 One-third (34%) of those respondents who have had experience of Adult Social Care in the last year said that they have ever telephoned the County Council for Adult Social Care support, whilst 66% have not telephoned the County Council for this reason.
- 1.14 Of those respondents who have telephoned the County Council for Adult Social Care support, 63% rated their telephone contact as 'very good' (24%) or 'good' (39%), whilst 24% felt it was 'poor' and 13% felt it was 'very poor'. (Percentages based on 47 respondents.)
- 1.15 Those respondents who have had experience of Adult Social Care in the last year were asked 'If you have paid for care over the past year, could you confirm the weekly cost?' A fifth of respondents (21%) said that their weekly costs were 'less than £250', whilst 4% said their costs were '£250 - £500', 9% '£500 - £1000', and 1% 'Over £1000'. However, the majority of respondents (65%) had not paid for care or did not answer the question.
- 1.16 All respondents were asked five questions relating to their possible future care needs. Overall, 45% of respondents said 'yes' they have thought how they might manage any future care needs they may have. Three-quarters of all respondents (76%) said they would have someone who could look after them if their health deteriorated, and 48% said 'yes' they have thought about how they might pay for any future care needs.
- 1.17 Overall, 7% of respondents said that they have 'taken any independent financial advice about current or future costs such as care at home, residential or nursing care', whilst one-fifth of respondents (20%) said that they do know how to ask for an Adult Social Care Assessment.
- 1.18 Five services were listed on the questionnaire and respondents were asked to say whether they thought they would find them helpful, if they were to be made available. The large majority of all respondents thought that each of the five services would be helpful: 'The ability to complete a self-assessment online and find out if you were eligible for social care support' (87% 'yes'); 'An online directory of all of the community services/ support available in your area' (92% 'yes'); 'A financial calculator that would give you an indication of what you may need to pay or contribute for your care and support needs' (88% 'yes'); 'An online directory of all care providers in your area which you could use to purchase and arrange your own care independently (without the involvement of Adult Social Care)' (85% 'yes'); and 'The ability to buy small pieces of equipment yourself and arrange to have these fitted independently (without the involvement of Adult Social Care)' (80% 'yes').

- 1.19 Two-fifths of all respondents (41%) said that they are aware of 'the plans to cap the amount people have to pay for care costs that are currently being considered'. However, half of all respondents (51%) are not aware of these plans, and 8% gave 'don't know' responses.
- 1.20 Respondents were informed that from April 2016 they are entitled to an assessment by the local authority of their care needs and financial position. Overall, 18% of respondents said that they are 'very likely' or 'quite likely' to contact the County Council about this service, whilst the majority of respondents (82%) felt that they are 'unlikely' to make contact for this purpose (41% 'very unlikely' and 41% 'quite unlikely').

TOBACCO

- 1.21 When asked about their smoking behaviour, over half of all respondents said that they have never smoked (56%), and a further 35% said 'I used to smoke, but I have given up now', giving a total of 91% of respondents who do not currently smoke. Of the remaining 9% of respondents, 4% said 'I smoke, but I don't smoke everyday', and 5% said 'I smoke every day'.
- 1.22 Those respondents who smoke were asked if they would like to stop, and over a third (36%) said 'yes' they would, whilst half (51%) said 'no, happy as I am', and 13% 'don't know'.
- 1.23 Those few respondents who would like to stop smoking (25 people) were asked to indicate which methods they would prefer to use to help them to stop. Most respondents said that they would use 'nicotine replacement therapy' (64%; 14 people), whilst 24% would choose to get help from their 'GP', and 20% 'behavioural support from specialist advisor'.
- 1.24 The great majority of those respondents who would like to stop smoking currently buy their cigarettes/ tobacco from a 'supermarket' (91%; 21 people), whilst 53% go to a 'corner shop', 47% go to a 'newsagent', 42% use an 'off-licence', and 17% 'buy them abroad and bring them back'.
- 1.25 All those respondents who would like to stop smoking said 'yes' they are aware of electronic cigarettes (100%, 24 people), and of these respondents 60% (14 people) have tried an electronic cigarette, and 40% have not tried one (10 people).
- 1.26 Thinking about electronic cigarettes, the majority of respondents who would like to stop smoking agreed with the statement "On balance electronic cigarettes will be good for the health of the public": 68% 'agree', whilst 12% 'neither agree nor disagree', and 20% disagreed. Finally, the majority view among those respondents who would like to stop smoking was that 'electronic cigarettes will decrease the number of people who smoke tobacco cigarettes' (79%; 17 people), whilst 15% felt electronic cigarettes would 'make no difference' to the numbers smoking tobacco cigarettes, and 5% 'don't know'.

- 1.27 All respondents were asked ‘How much of an impact do you think second hand smoke has on increasing the risk to a child’s health?’ Overall, nearly two-thirds of respondents (62%) felt that second-hand smoke ‘has a big impact’, whilst 32% think it ‘has some impact’, and small numbers believe it ‘has little impact’ (4%) or it ‘has no impact’ (1%) on increasing the risk to a child’s health.
- 1.28 The large majority of all respondents agreed with both the statements that ‘smoking should be banned in all North Yorkshires outdoor children’s play areas’ (83% ‘agree’), and that ‘smoking should be banned in cars that are carrying children younger than 18 years of age’ (84% ‘agree’). The level of disagreement in respect of both statements was below 10%: 8% ‘disagree’ for children’s play areas, and 7% ‘disagree’ in relation to smoking in cars.
- 1.29 When asked about what smoking behaviour was permitted in their own home, over half of all respondents (58%) said that ‘people cannot smoke anywhere in my home’, and 35% said ‘people can smoke in my home (e.g. in my garden), but not in enclosed spaces’. Smaller numbers of respondents said ‘people can smoke in my home, but only in certain rooms’ (4%), and ‘people can smoke anywhere in my home’ (2%).

COMMUNITY SAFETY

- 1.30 Respondents were asked about their perceptions of safety when outside in their local area after dark and during the day. In both of these settings the large majority of respondents reported feeling ‘safe’ (‘very safe’ or ‘fairly safe’): after dark, 83% of respondents said that they feel ‘very safe’ (30%) or ‘fairly safe’ (53%), whilst during the day 97% feel ‘very safe’ (77%) or ‘fairly safe’ (20%).
- 1.31 Those respondents who feel unsafe when outside in their local area were asked in an open question to say what might make them feel safer. The two main themes of response were ‘better street lighting’ and ‘greater police presence’/ ‘more visible policing’.
- 1.32 Respondents were informed that ‘*it is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.*’ The major group of all respondents (44%) agreed that the police and other local public services seek people’s views about anti-social behaviour and crime in their local area, whilst 24% disagreed, 25% ‘neither agree nor disagree’, and 7% ‘don’t know’.
- 1.33 The major group of respondents (44%) also agreed that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area, whilst 16% disagreed, 31% ‘neither agree nor disagree’, and 9% ‘don’t know’.

DOORSTEP TRADERS/CALLERS

'Cold Calling' means someone calling at your home without an appointment. It does not include regular callers, e.g. a milk man on his rounds.

'Doorstep Selling' includes all goods and services no matter how large or small, e.g. double glazing, cleaning products, electricity / gas salespeople (not meter readers), roofing repairs etc.

- 1.34 The great majority of all respondents (95%) stated that they do not want doorstep sellers cold calling on them, whilst one-in-twenty (5%) do want doorstep sellers cold calling, and 1% were 'not sure'. (These results are almost identical to those received in the Winter 2011 Panel Survey: 'yes' 5%, 'no' 95%.)
- 1.35 Around three-quarters of those respondents who do not want to be cold called said that this was because it was an 'invasion of privacy' (73%) and due to the 'inconvenience' (73%), whilst 45% referred to 'fear of crime', 2% said they were a 'previous victim', and 9% gave 'other' reasons they do not want to be cold called. (These results are very similar to those reported in Winter 2011.)
- 1.36 Half of all respondents (50%) have been cold called by any salespersons/ traders during the last three months (similar to the figure of 55% reported in 2011), whilst 45% have not been cold called, and 4% were 'not sure'.
- 1.37 Those respondents who have been cold called within the last three months were most likely to recall having been approached by 'charities' (48%), whilst 38% have been cold called about 'double-glazing, patio doors or similar', 29% mentioned 'houseware/ cleaning products', 27% 'roofing, guttering, fascias' (significantly lower than the 2011 figure of 39%), and 24% 'insulation (e.g. cavity wall/ roof)' (lower than the 2011 figure of 30%). Fewer respondents recalled being cold called about 'energy (gas/ electricity)' (21%; lower than the 2011 figure of 30%), 'tarmac, driveway, path repairs or resurfacing' (17%), and 'gardening services' (16%).
- 1.38 Only a small number of respondents (61 people) had gone on to buy products or pay money to the doorstep sellers who had cold called. Of these respondents 43% (22 people) had given money to 'charities', 29% had bought 'houseware/ cleaning products' and 8% 'food products'. Small numbers mentioned having bought/ paid money in respect of 'gardening services' (4%; two people), 'roofing, guttering, fascias' (3%), 'energy (gas, electricity)' (3%), and 'tarmac, driveway, path repairs or resurfacing' (1%).
- 1.39 One-in-eight of all respondents (12%) reported that they have had a 'bad experience with doorstep sellers or the products/ services they sold' in the past two years, this being the same result as in 2011. However, the large majority of respondents (88%) have not had any such bad experience with doorstep sellers.
- 1.40 Those respondents who have had a bad experience with doorstep sellers in the last two years were asked to say which products/ services this related to. The most mentioned

products/ services in this regard were 'charities' (32%; higher than the 2011 figure of 20%), 'houseware/ cleaning products' (24%), 'double-glazing, patio doors or similar' (15%), 'energy (gas/ electricity)' (13%), and 'roofing, guttering, fascias' (10%).

- 1.41 The majority of those respondents who have had a bad experience with doorstep sellers in the last two years did not report their experience to anyone (69%). Those who did report their experience(s) were most likely to report it 'direct to the company involved' (17%), whilst 8% reported it to the 'police', 4% to 'trading standards/ Consumer Direct', and 6% reported it some 'other' way. (These results are similar to the 2011 survey findings.)
- 1.42 The three main reasons respondents gave for not reporting their bad experience(s) with doorstep sellers were 'did not know who to report it to' (46%), 'time and inconvenience to pursue' (45%) and 'no confidence anything would happen' (43%). (These results are not significantly different to the 2011 findings due to the small numbers of respondents involved.)
- 1.43 Just over a third of all respondents (35%) stated that their home is in a 'Neighbourhood Watch (or similar type scheme) area', whilst 41% said 'no' their home isn't in a Neighbourhood Watch area, and 24% were 'not sure'.
- 1.44 One-in-eleven (9%) of all respondents stated that their home is in a 'North Yorkshire County Council No Cold Calling Zone', whilst 47% said 'no' it isn't in a No Cold Calling Zone, and 44% were 'not sure'.
- 1.45 Overall, 8% of respondents indicated that they are happy for their contact details to be passed on to North Yorkshire Trading Standards & Planning Services, as they wish to be contacted to discuss their concerns about cold callers or doorstep crime; whilst 92% did not want their contact details passed on.

2. BACKGROUND, OBJECTIVES & METHODOLOGY

- 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. 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, in the latest recruitment exercise in Autumn 2014 the majority of 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 2,170 members, with around 300 members being resident in each of the seven District areas, and all but 100 members choosing to complete their surveys online, rather than fill in a paper survey.
- 2.1.3 The overall themes of the 2014 Winter Panel Survey related to:
- Council Budget Consultation
 - Council's Priorities
 - Information and Advice
 - Tobacco
 - Community Safety
 - Doorstep Traders/ Callers.
- 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 the 25th November 2014 all Panel members were sent an email alert informing them that the questionnaire was available online, (with the exception of those 100 who have elected to complete by post – questionnaires mailed out on 21st November). Reminders were sent to those who had yet to complete their survey on 12th December 2014.
- 2.2.2 A total of 1089 completed questionnaires were returned prior to analysis (including 62 by post) giving a response rate of 50%. Subsequent to analysis a further 21 questionnaires were received increasing the Panel response slightly to 51%.

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 (particularly males) 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 but included in the Tables of Frequencies. Unweighted frequency counts, showing details of 'missing' responses, are attached as **Appendix 2**.
- 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% ($50\% \pm 9.8\%$) 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 | | | | | |
|----------|------------|-------------|-----|-----|-----|-----|-------|
| Response | | 100 | 200 | 300 | 500 | 750 | 1,000 |
| | | ± % | ± % | ± % | ± % | ± % | ± % |
| | 50% | 9.8 | 6.9 | 5.7 | 4.4 | 3.6 | 3.1 |
| | 40% or 60% | 9.7 | 6.8 | 5.6 | 4.3 | 3.5 | 3.0 |
| | 30% or 70% | 9.0 | 6.4 | 5.2 | 4.0 | 3.3 | 2.8 |
| | 20% or 80% | 7.9 | 5.6 | 4.5 | 3.5 | 2.9 | 2.5 |
| | 10% or 90% | 5.9 | 4.2 | 3.4 | 2.6 | 2.1 | 1.9 |

3. BUDGET CONSULTATION

Question 1: 'Do you believe the County Council should increase the council tax by 1.9% (equivalent to £21 per year or 4p per week for an average household) in order to avoid a further £2.3m cuts?'

Appendix 3 - Page 1

3.1 Respondents were informed as follows about the County Council's budget considerations in coming years:

The council is on track to save £94m over the four years ending March 2015, but anticipates having to save an additional £73m over the next four years. This represents a cut in the Council's spending power of 34% over the eight years.

Frontline services have been protected as much as possible, with 60% of savings to date coming from non-frontline budgets. Some services have been affected, such as libraries, bus services, transport to schools and some smaller services such as youth, music and public rights of way.

The council has seen demand for its services over the same period rise significantly, with a 75% increase in child protection cases, a 34% increase in the number of contacts with health and adult services since 2006, and reports of potholes increasing by 25% since 2011.

As a county, North Yorkshire continues to pose challenges in terms of the ageing population and the rural nature of the county, both of which increase the cost of delivering essential services.

The council's workforce is significantly smaller with manager posts reducing by 20% and support and back office staff reducing by 24%. Savings have already been made through changing staff terms and conditions and pay freezes.

The council is continuing to innovate and improve how it delivers its services, with initiatives such as extra care facilities for older people, family intervention and changes to the way highway improvements are made. It is also continuing to reduce the costs of non-frontline budgets.

However, the scale of the savings the council still has to make means that further difficult decisions need to be taken and services for residents will be affected; the council will be a third smaller (in terms of spending power) once all the budget reductions have been made.

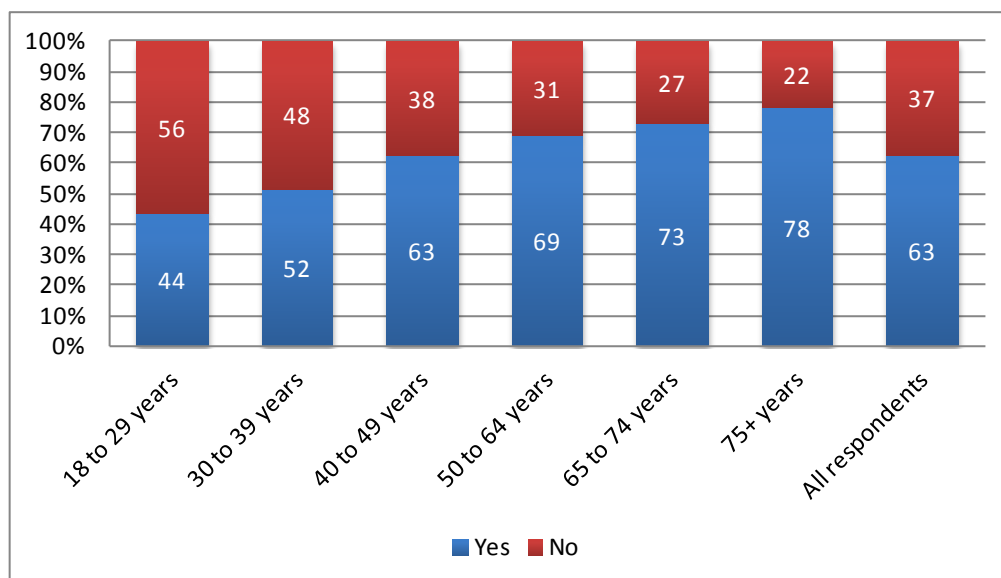
Last year the Government indicated that it would offer a Council Tax Freeze Grant for next year but this amounts to just 1%. The Council has been planning for an increase of 1.9%. Council tax represents 63% of the council's net budget and accepting the Freeze Grant would result in having to find a further £2.3m of savings.

They were then asked to say whether or not they 'believe the County Council should increase the council tax by 1.9% (equivalent to £21 per year or 41p per week for an average household) in order to avoid having to find a further £2.3m of savings'.

3.2 Nearly two-thirds of all respondents (63%) said 'yes' they do believe council tax should be increased by 1.9%, and this increased significantly with age group – rising from under half of those aged 18 to 29 years (44% 'yes') to more than three-quarters of those aged 75 years and over (78% 'yes'). However, over a third of all respondents (37%) did not believe that council tax should be increased by 1.9%, rising to 46% in the District of Selby. (Differences by gender were not significant.)

Do you believe the County Council should increase the council tax by 1.9% (equivalent to £21 per year or 41p per week for an average household) in order to avoid having to make a further £2.3m savings?

(Q1: % response - by age group and overall)



4. PRIORITIES

Question 2: 'To what extent do you agree with each of the priority areas?'

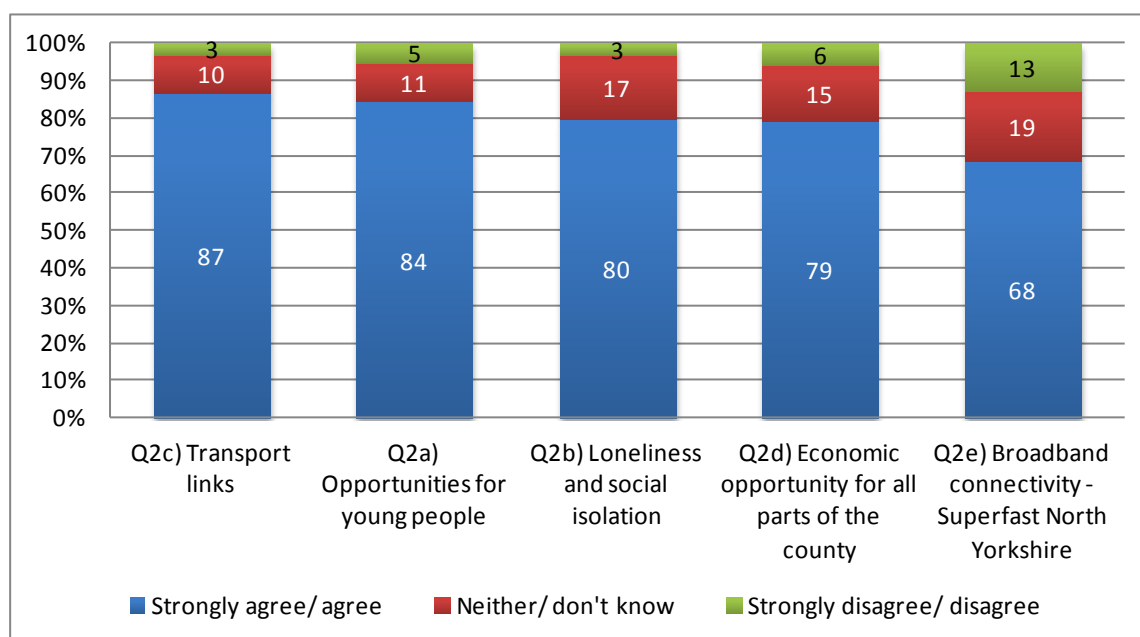
Question 3: 'Please tell us about any other areas of our work that you feel we should give priority to and why?'

Appendix 3 - Pages 2 to 6

- 4.1 Given the context of 'lower public sector spending and reduced funding for local councils', each of the County Council's five draft priorities were described in some detail on the questionnaire: 'opportunities for young people', 'reducing loneliness and social isolation', 'transport links', 'economic opportunity for all parts of the county', and 'broadband connectivity – Superfast North Yorkshire' (see Appendix 1 – Copy of Questionnaire). Respondents were then asked to what extent they agree or disagree with each of the priority areas.

To what extent do you agree with each of the priority areas?

(Q2: % response – all respondents)



- 4.2 The majority of all respondents agreed ('strongly agree' and 'agree' responses combined) with each of the priority areas, with four-fifths or more agreeing that 'transport links' (87% 'strongly agree/ agree'), 'opportunities for young people' (84%), and 'reducing loneliness and social isolation' (80%) should be priorities. Slightly fewer respondents agreed with the priority of 'economic opportunity for all parts of the county' (79%), whilst agreement was lowest (and disagreement highest) in respect of 'broadband connectivity – Superfast North Yorkshire' (68% agree/ 13% disagree).

- 4.3 Considering sub-group variations, in respect of the priority 'opportunities for young children', women were more likely than men to express agreement (87% compared to 82%), and agreement also rose to 88% of those respondents aged 50 to 64 years, but reduced to 79% in 'Harrogate'. The level of disagreement increased to 15% among respondents aged 18 to 29 years.
- 4.4 In respect of 'reducing loneliness and social isolation', agreement rose to 86% of women respondents (compared to 80% overall), and women were also a little more likely to agree with the priority 'economic opportunity for all parts of the county' than were men (82% compared to 76%).
- 4.5 There were few other statistically significant variations: note only that residents of 'Richmondshire' were more likely to agree with the priority of 'broadband connectivity – Superfast North Yorkshire' (76% compared to 68% overall).
- 4.6 When asked in an open question to say if there are 'any other areas of our work that you feel we should give priority to, and why', over a quarter (28%) of the total weighted sample offered comments: these were diverse, but themes included 'affordable housing', 'elderly/ social care', 'library services', 'highway maintenance' and 'support for businesses'.

5. INFORMATION AND ADVICE

Question 4: 'Had you heard of the Care Act before reading the questionnaire?'

Question 4a: 'If yes, how did you hear about it?'

Question 5: 'Where would you go to find information and advice about Adult Social Care?'

Question 6: 'If you wanted to find out about Adult Social Care support available, how would you want to contact the County Council?'

Question 7: 'Have you had any experience of Adult Social Care in the last year?'

Question 8: 'Have you used North Yorkshire County Council's website to look for information relating to Adult Social Care support?'

Question 8a: 'If yes, how useful was the information?'

Question 9: 'Have you ever been given any of the following North Yorkshire County Council leaflets about Adult Social Care support?'

Question 9a: 'Did you feel there was anything missing from the leaflets you received?'

Question 10: 'Have you ever telephoned North Yorkshire County Council for Adult Social Care support?'

Question 10a: 'How would you rate the telephone contact you had with us?'

Question 11: 'If you have paid for care over the past year could you confirm the weekly cost?'

Question 12: 'Thinking about planning for your own possible future care needs...'

Question 13: 'If the following items were available to use, do you think you would find these helpful?'

Question 14: 'Are you aware of the plans to cap the amount people have to pay for care costs that are currently being considered?'

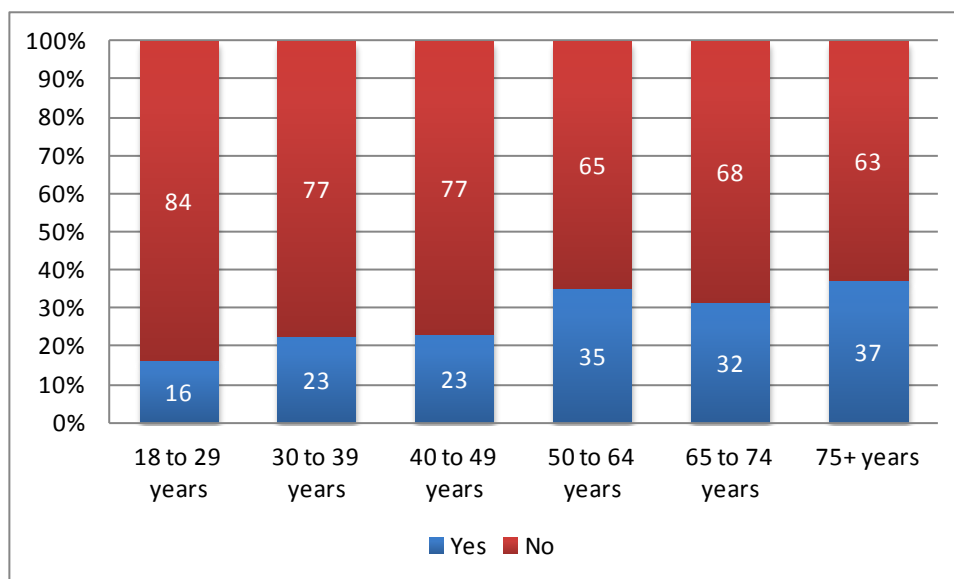
Question 15: 'From April 2016 you are entitled to an assessment by the local authority of your care needs and financial position. How likely are you to contact the County Council about this service?'

Appendix 3 - Pages 7 to 31

- 5.1 Over a quarter of all respondents (28%) said they had heard of the Care Act prior to reading the survey questionnaire, and this tended to rise with age, being lowest among respondents aged 18 to 29 years (16% 'yes') and highest among those aged 50 to 64 years (35% 'yes') and those aged 75 years and over (37% 'yes'). The majority of respondents had, however, not heard of the Care Act before reading the questionnaire (72% 'no'). (Differences by gender and District were not significant.)

Had you heard of the care act before reading this questionnaire?

(Q4: % response – by age group and overall)



- 5.2 Those respondents who had heard of the Care Act before reading the survey questionnaire were asked to say how they heard about it. This was an open question and responses have been coded as shown in the table below.

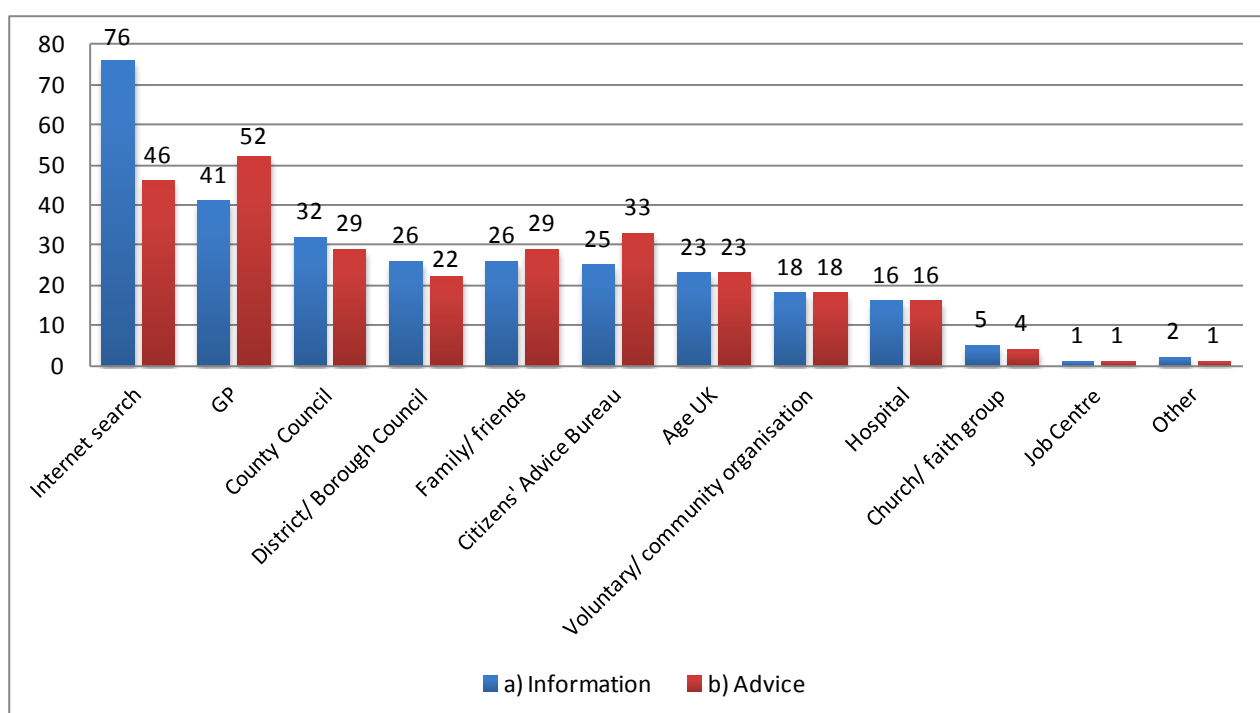
| | | Unweighted Count | Column % |
|--|-------------------------------|------------------|----------|
| Q4a) How did you hear about it? | Media/ newspapers/ BBC | 87 | 28 |
| | Radio/ BBC Radio 4 | 22 | 7 |
| | Television | 16 | 4 |
| | Work | 66 | 25 |
| | Word of mouth/ family | 25 | 9 |
| | Other | 26 | 9 |
| | (not stated) | 66 | 18 |
| | Total | 308 | 100 |

- 5.3 Most respondents had heard of the Care Act through ‘the media’: a total of 39%, including 28% referring to the media in general, newspapers and the BBC, 7% specifically mentioning the radio, and 4% ‘television’. A quarter (25%) of those who had heard of the Care Act, had heard of it through their work, 9% via ‘word of mouth/ family members’, and 9% mentioned ‘other’ sources, whilst 18% did not say where they had heard of the Care Act.

- 5.4 When asked where they would go to find firstly information and then advice about Adult Social Care, three-quarters of all respondents said they would use the 'internet' for information (76%), whilst 41% would go to their 'GP', and 32% would go to the 'County Council' for information. Around a quarter of respondents stated that they would go to the 'District/ Borough Council' (26%), 'family/ friends' (26%), 'Citizens' Advice Bureau' (25%), and 'Age UK' (23%) to find information about Adult Social Care, with the next most popular options being a 'voluntary/ community organisation' (18%), 'hospital' (16%), 'church/ faith group' (5%), 'job centre' (1%), and 'other' (1%).

Where would you go to find information and advice about Adult Social Care?

(Q5a/b: % response – all respondents)



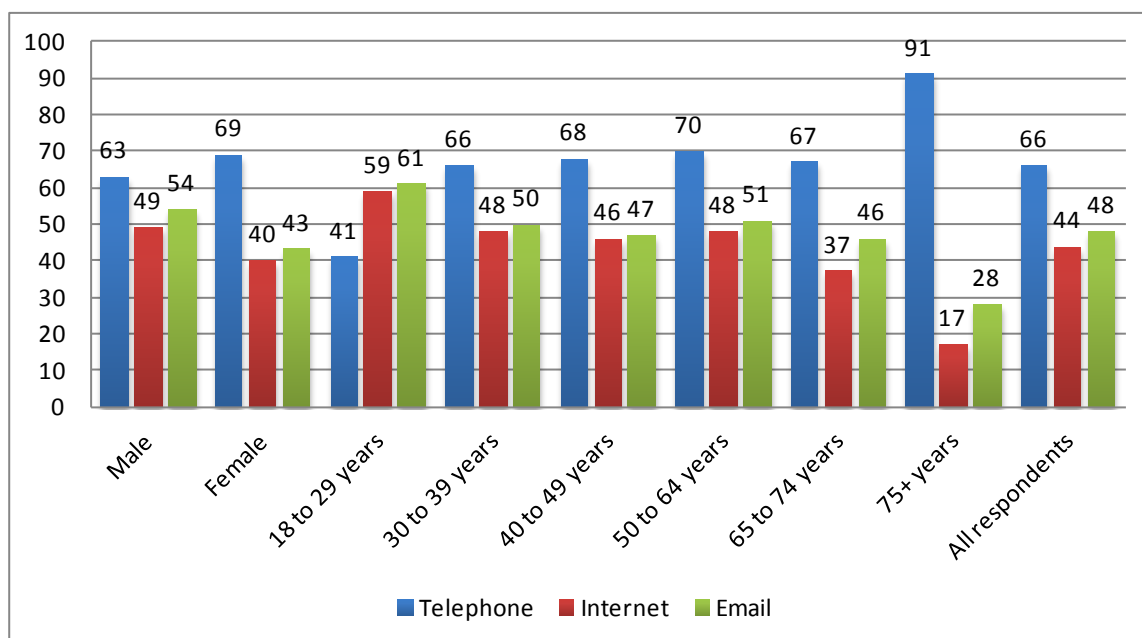
- 5.5 In terms of where they would go for advice on Adult Social Care the pattern of response was similar, except that the most frequently mentioned source of advice was 'GP' (52%), followed by 'internet' (46%); and 'Citizens' Advice Bureau' (33%) was the third most mentioned option, followed by 'County Council' (29%) and 'family/ friends' (29%).
- 5.6 Use of the internet as a source of information and advice varied significantly with age group of respondent, reducing from 91% of those aged 18 to 29 years to 41% of those aged 75 years and over in respect of information, and from 60% of those aged 18 to 29 years to 15% of those aged 75 years and over in respect of advice. Some significant differences by gender were that female respondents were more likely than male to go to 'Age UK' (27% compared to 18%) and 'voluntary/ community organisations' (22%

compared to 14%) for advice about Adult Social Care (the differences were also significant in respect of finding information). Also male respondents were more likely than female to use the internet to search for this information (80% compared to 73%).

- 5.7 Two-thirds of all respondents (66%) said that if they wanted to find out about Adult Social Care available then they would like to contact the County Council by ‘telephone’, whilst 48% would want to ‘email’ and 44% would want to make contact via the ‘internet’. Men were more likely than women to say they would want to use ‘email’ (54% compared to 43%) and the ‘internet’ (49% compared to 40%) to contact the council for this reason, but were less likely to want to use the ‘telephone’ (63% compared to 69%).

If you wanted to find out about Adult Social Care support available, how would you want to contact the County Council?

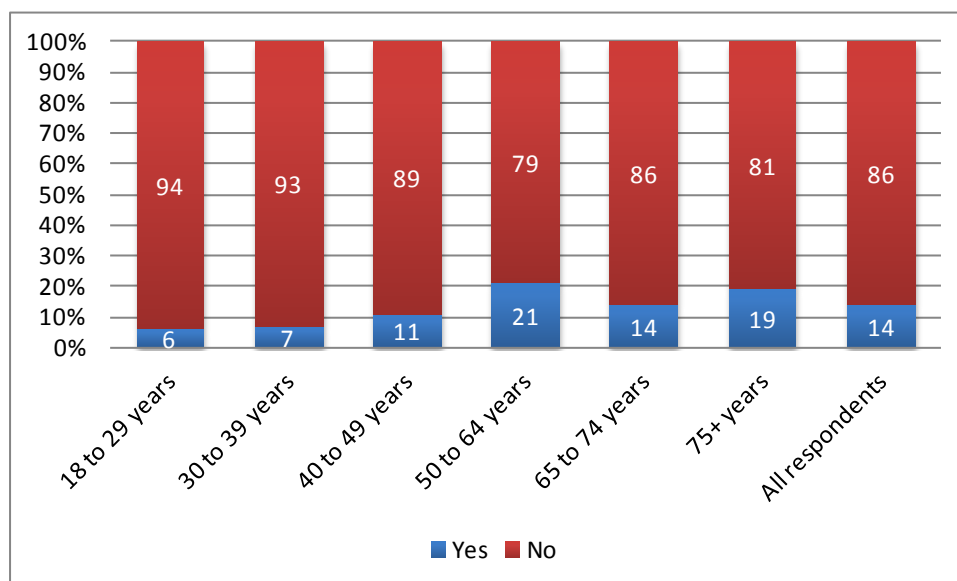
(Q6: % response – by sub-group and overall)



- 5.8 As might be expected, younger respondents had a greater preference for making contact via email or the internet, but were less likely to want to use the telephone (for those aged 18 to 29 years, 41% ‘telephone’/ 59% ‘internet’/ 61% ‘email’); whereas for elderly respondents the opposite was true: for those aged 75 years and over, 91% ‘telephone’/ 17% ‘internet’/ 28% ‘email’.
- 5.9 One-in-seven of all respondents (14%) have had experience of Adult Social Care in the last year, with this figure increasing to 21% among those aged 50 to 64 years, but being lower for those aged under 40 years (6%, 18 to 29 years; and 7%, 30 to 39 years). Overall, 86% of respondents said they have not had any experience of Adult Social Care in the last year. By District the ‘yes’ response percentage rose to 24% in ‘Craven’, but was lower in ‘Selby’ (6%).

Have you had any experience of Adult Social Care in the last year?

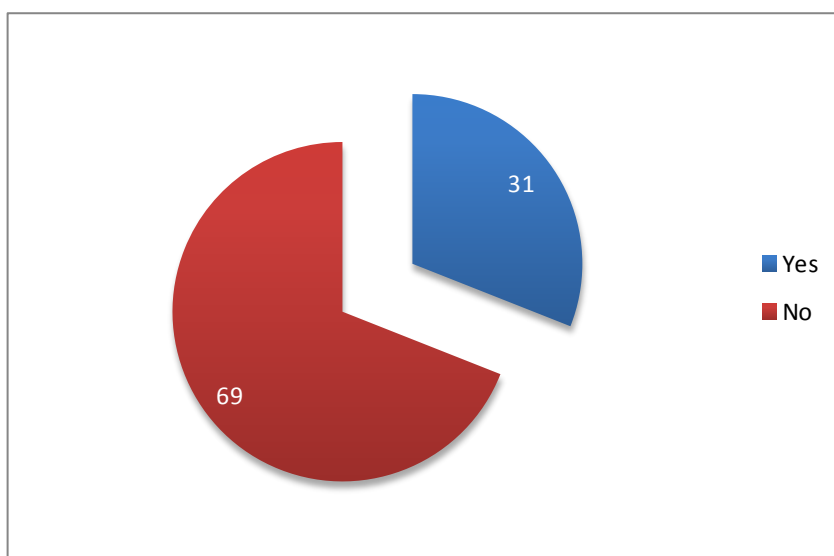
(Q7: % response – by age group and overall)



5.10 Just under a third (31%) of those who have experience of Adult Social Care during the last year said that they have used North Yorkshire County Council's website to look for information relating to Adult Social Care Support, whilst 69% have not used the website for this purpose.

Have you used North Yorkshire County Council's website to look for information relating to Adult Social Care support?

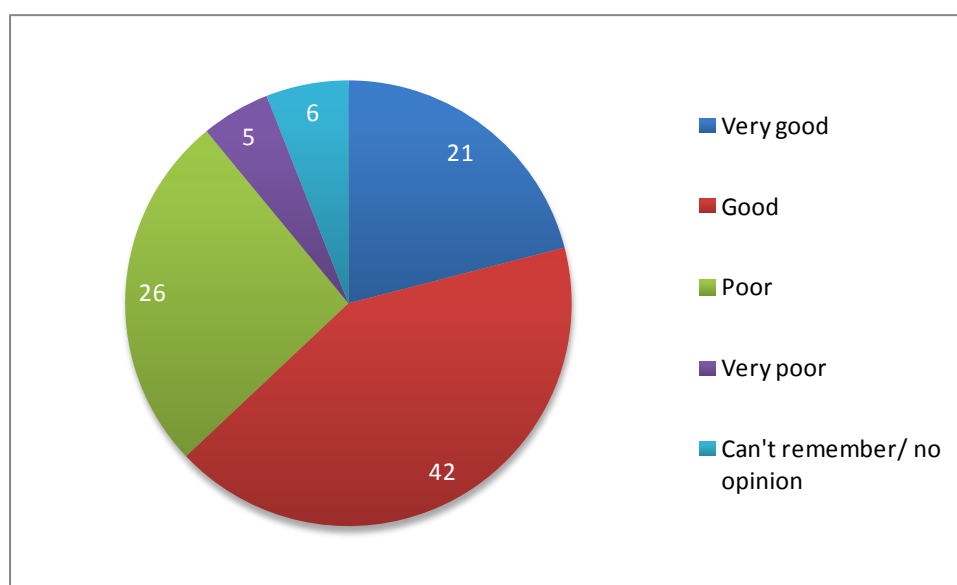
(Q8: % response – those who have experience of Adult Social Care in the last year – 150 respondents)



- 5.11 Of those respondents who have used the Council’s website to look for information relating to Adult Social Care Support, a total of 63% rated the usefulness of the information as ‘very good’ (21%) or ‘good’ (42%), whilst 26% felt it was ‘poor’, 5% ‘very poor’, and 6% ‘can’t remember/ no opinion’. (Results based on 46 respondents.)

How useful was the information?

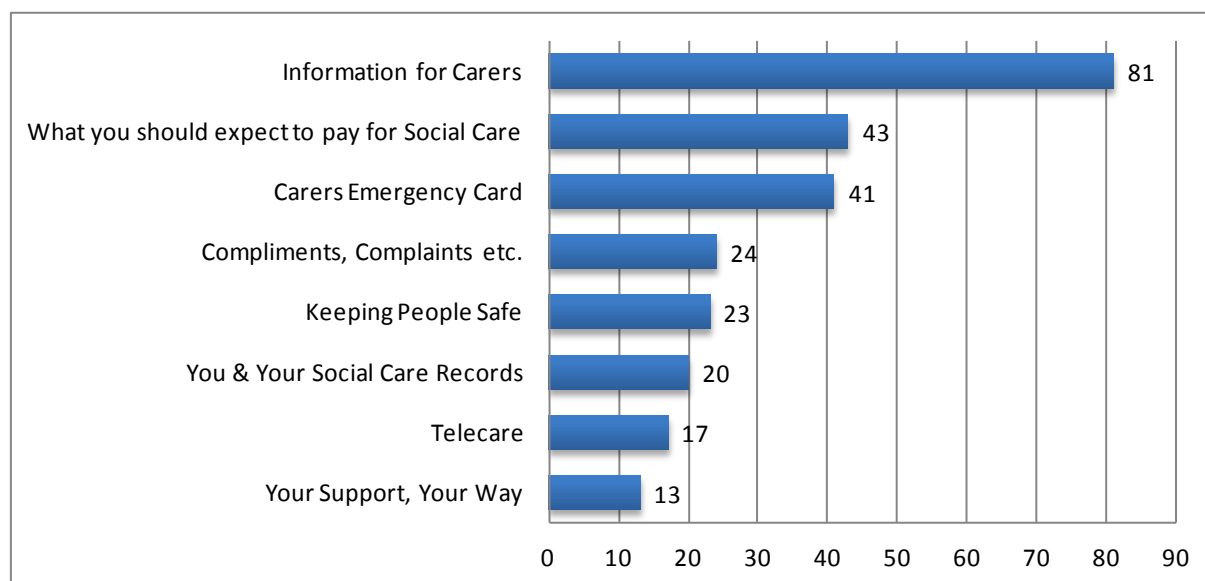
(Q8a: % response – those who have used the Council’s website to look for information on Adult Social Care support – 46 respondents)



- 5.12 Those respondents who have had experience of Adult Social Care in the last year were asked if they have ever been given any of North Yorkshire County Council’s leaflets about Adult Social Care support. Of the leaflets listed on the questionnaire, ‘Information for Carers’ (81%) was the one most likely to have been received by respondents, and this was followed by ‘What you should expect to pay for Social Care’ (43%), ‘Carers Emergency Card’ (41%), ‘Compliments, Complaints, etc.’ (25%), ‘Keeping People Safe’ (23%), ‘You and Your Social Care Records’ (20%), ‘Telecare’ (17%), and ‘Your Support, Your Way’ (13%). (Percentages based on 75 respondents).
- 5.13 Those respondents who have received leaflets on Adult Social Care support were asked to say if they felt anything was missing from the leaflets.

Have you ever been given any of the following North Yorkshire County Council leaflets about Adult Social Care Support?

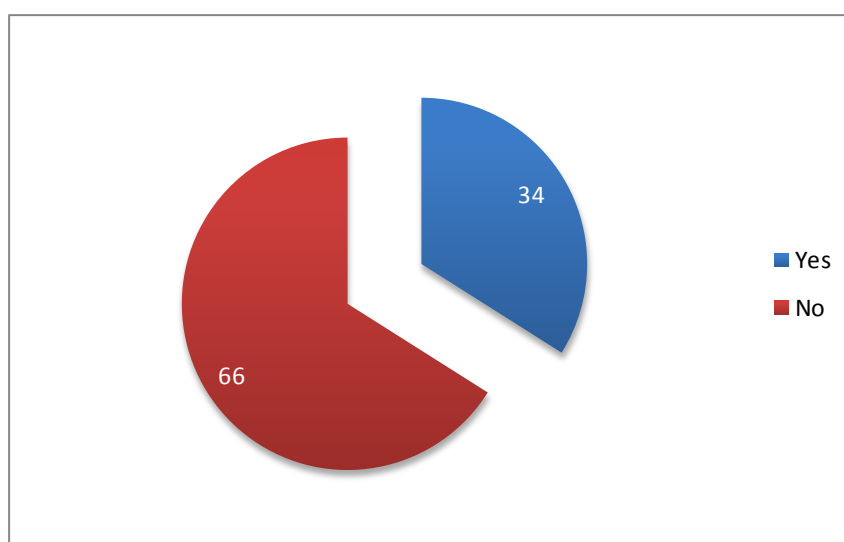
(Q9: % response – those who have experience of Adult Social Care in the last year – 75 respondents)



5.14 One-third (34%) of those respondents who have had experience of Adult Social Care in the last year said that they have ever telephoned the County Council for Adult Social Care support, whilst 66% have not telephoned the County Council for this reason.

Have you ever telephoned North Yorkshire County Council for Adult Social Care support?

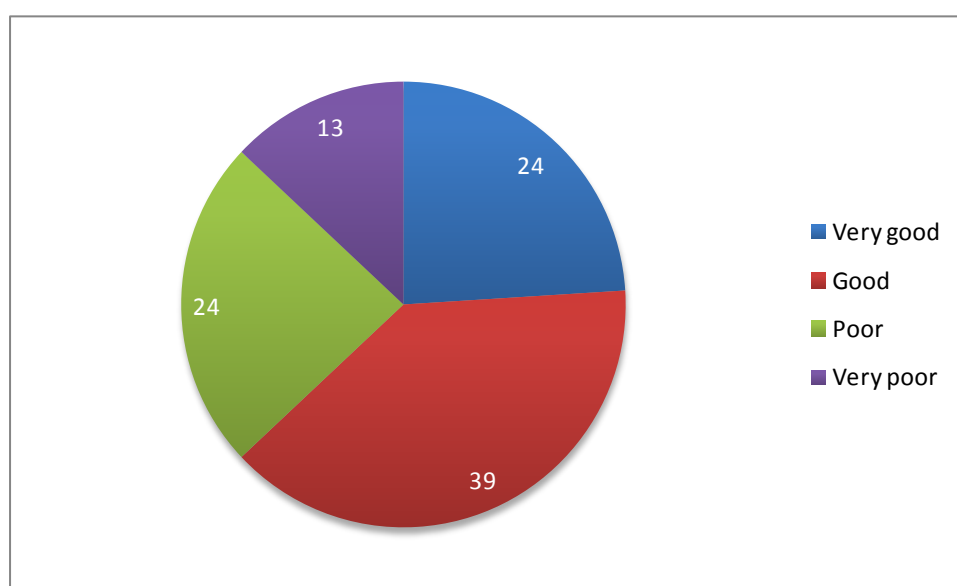
(Q10: % response - those who have experience of Adult Social Care in the last year – 151 respondents)



- 5.15 Of those respondents who have telephoned the County Council for Adult Social Care support, 63% rated their telephone contact as 'very good' (24%) or 'good' (39%), whilst 24% felt it was 'poor' and 13% felt it was 'very poor'. (Percentages based on 47 respondents.)

How would you rate the telephone contact you had with us?

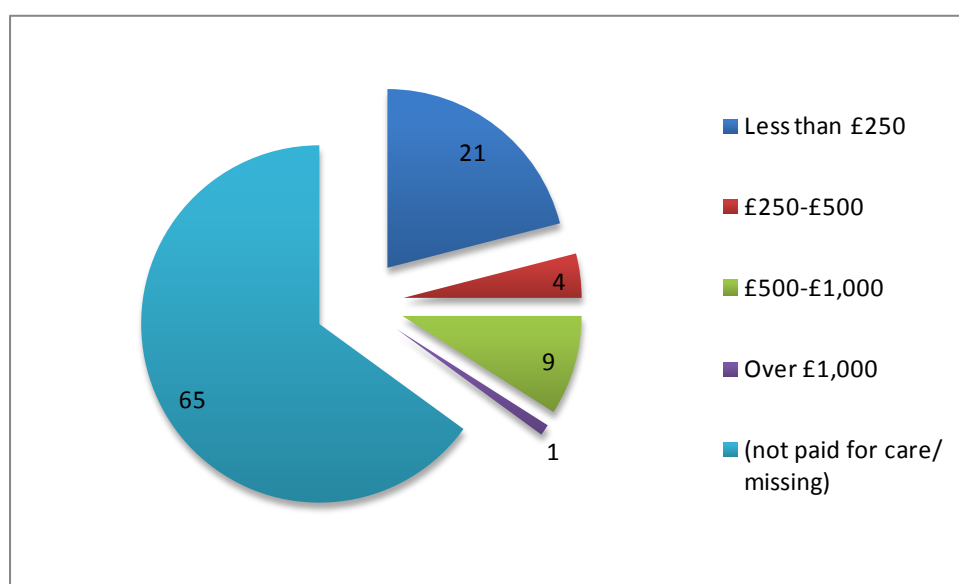
(Q10a: % response – those who have telephoned the council for Adult Social Care support – 47 respondents)



- 5.16 Those respondents who have had experience of Adult Social Care in the last year were asked 'If you have paid for care over the past year, could you confirm the weekly cost?' A fifth of respondents (21%) said that their weekly costs were 'less than £250', whilst 4% said their costs were '£250 - £500', 9% '£500 - £1000', and 1% 'Over £1000'. However, the majority of respondents (65%) had not paid for care or did not answer the question.

If you have paid for care over the past year could you confirm the weekly cost?

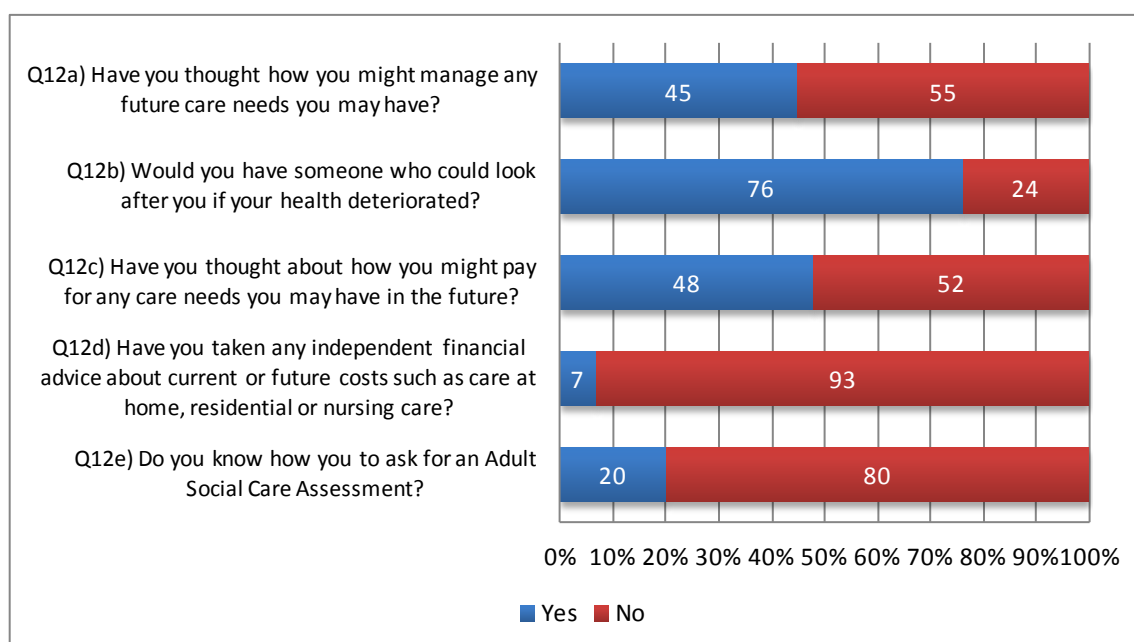
(Q11: % response – those who have experience of Adult Social Care in the last year – 155 respondents)



- 5.17 All respondents were asked five questions relating to their possible future care needs. Overall, 45% of respondents said ‘yes’ they have thought how they might manage any future care needs they may have, with this percentage being higher among female respondents than male (50% compared to 39%), and rising with age from 16% of 18 to 29 year olds to 79% of those aged 75 years and over. Three-quarters of all respondents (76%) said they would have someone who could look after them if their health deteriorated, reducing to 70% of those aged 65 to 74 years. Nearly half of all respondents (48%) said ‘yes’ they have thought about how they might pay for any future care needs, with this figure increasing with age from 18% of those aged 18 to 29 years, to 74% of those aged 75 years and over.

Thinking about planning for your own possible future care needs...?

(Q12a-e: % response – all respondents)



- 5.18 Overall, 7% of respondents said that they have ‘taken any independent financial advice about current or future costs such as care at home, residential or nursing care’, rising to 13% of those aged 65 to 74 years. One fifth of all respondents (20%) said that they do know how to ask for an Adult Social Care Assessment, with this percentage being higher among female respondents than male (26% compared to 15%), and rising to 30% of those aged 50 to 64 years.

5.19 Five services were listed on the questionnaire and respondents were asked to say whether they thought they would find them helpful, if they were to be made available. The large majority of all respondents thought that each of the five services would be helpful: 'The ability to complete a self-assessment online and find out if you were eligible for social care support' (87% 'yes', rising to 96% among 19 to 29 year olds); 'An online directory of all of the community services/ support available in your area' (92% 'yes'); 'A financial calculator that would give you an indication of what you may need to pay or contribute for your care and support needs' (88% 'yes', rising to 93% among 50 to 64 year olds); 'An online directory of all care providers in your area which you could use to purchase and arrange your own care independently (without the involvement of Adult Social Care)' (85% 'yes'); and 'The ability to buy small pieces of equipment yourself and arrange to have these fitted independently (without the involvement of Adult Social Care)' (80% 'yes').

Q13: If the following items were available to use, do you think you would find these helpful

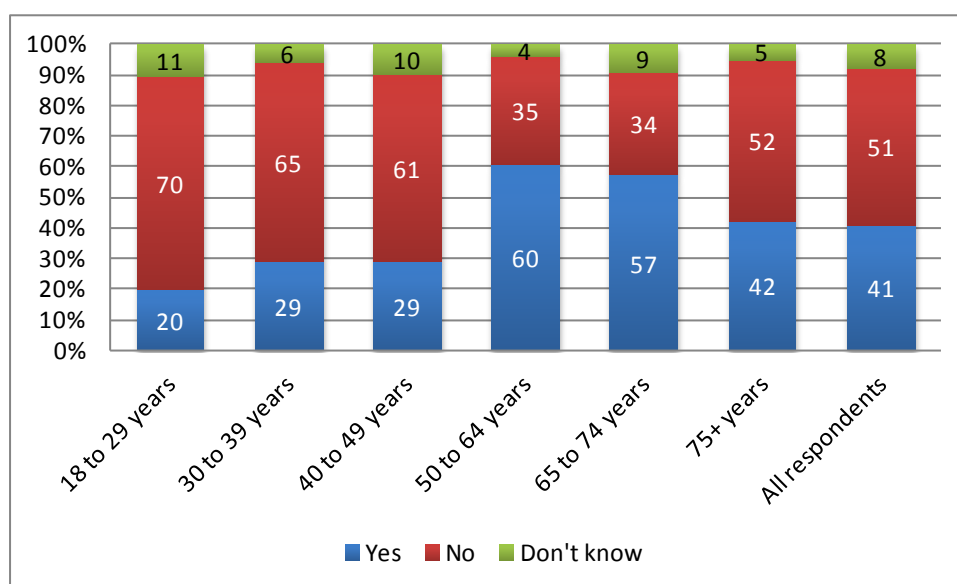
(% response – all respondents)

| | Yes | No |
|--|-------|-------|
| | Row % | Row % |
| Q13a) The ability to complete a self-assessment online and find out if you were eligible for social care support | 87 | 13 |
| Q13b) An online directory of all of the community services/ support available in your area | 92 | 8 |
| Q13c) A financial calculator that would give you an indication of what you may need to pay or contribute for your care and support needs | 88 | 12 |
| Q13d) An online directory of all care providers in your area which you could use to purchase and arrange your own care independently (without the involvement of Adult Social Care) | 85 | 15 |
| Q13e) The ability to buy small pieces of equipment yourself and arrange to have these fitted independently (without the involvement of Adult Social Care) | 80 | 20 |

- 5.20 Two-fifths of all respondents (41%) said that they are aware of ‘the plans to cap the amount people have to pay for care costs that are currently being considered’, with this percentage being significantly lower among respondents aged under 50 years (18 to 29 years, 20%; 30 to 39 years, 29%; and 40 to 49 years, 29%), rising to 60% of those aged 50 to 64 years, and 57% of those aged 65 to 74 years. However, half of all respondents (51%) are not aware of these plans, and 8% gave ‘don’t know’ responses.

Are you aware of the plans to cap the amount people have to pay for care costs that are currently being considered?

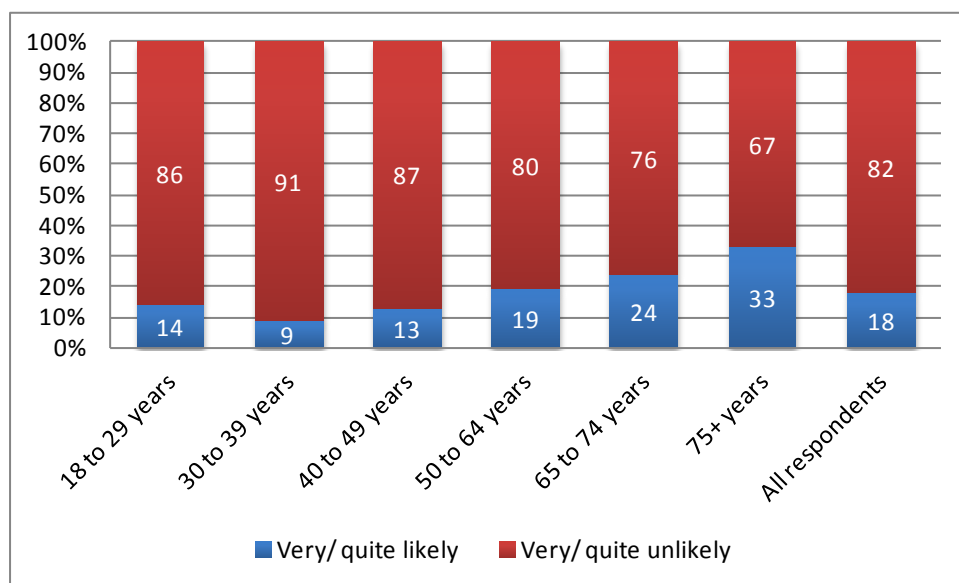
(Q14: % response – by age group and overall)



- 5.21 Respondents were informed that from April 2016 they are entitled to an assessment by the local authority of their care needs and financial position. Overall, 18% of respondents said that they are ‘likely’ to contact the County Council about this service (3% ‘very likely’ and 15% ‘quite likely’), whilst the majority of respondents (82%) felt that they are ‘unlikely’ to make contact for this purpose (41% ‘very unlikely’ and 41% ‘quite unlikely’). Older respondents aged 65 to 74 years (24% ‘very/ quite likely’) and 75 years and over (33% ‘very/ quite likely’) were significantly more likely to think they would contact the council about this service, when compared to the overall response.

From April 2016 you are entitled to an assessment by the local authority of your care needs and financial position. How likely are you to contact the county council about this service?

(Q15: % response – by age group and overall)



6. TOBACCO

Question 16: 'Which of the following statements best applies to you?'

Question 17: 'If you smoke, would you like to stop?'

Question 17a: 'If you would like to stop smoking how would you choose to do it?'

Question 18: 'From which, if any, of the following places do you currently buy your cigarettes/tobacco?'

Question 19: 'Are you aware of electronic cigarettes?'

Question 20: 'Have you tried an electronic cigarette?'

Question 21: 'Thinking about electronic cigarettes, to what extent do you agree or disagree with the following statement?'

Question 22: 'In your opinion, will electronic cigarettes...?'

Question 23: 'How much of an impact do you think second hand smoke has on increasing the risk to a child's health?'

Question 24: 'How strongly, if at all, do you agree or disagree with the following statements?'

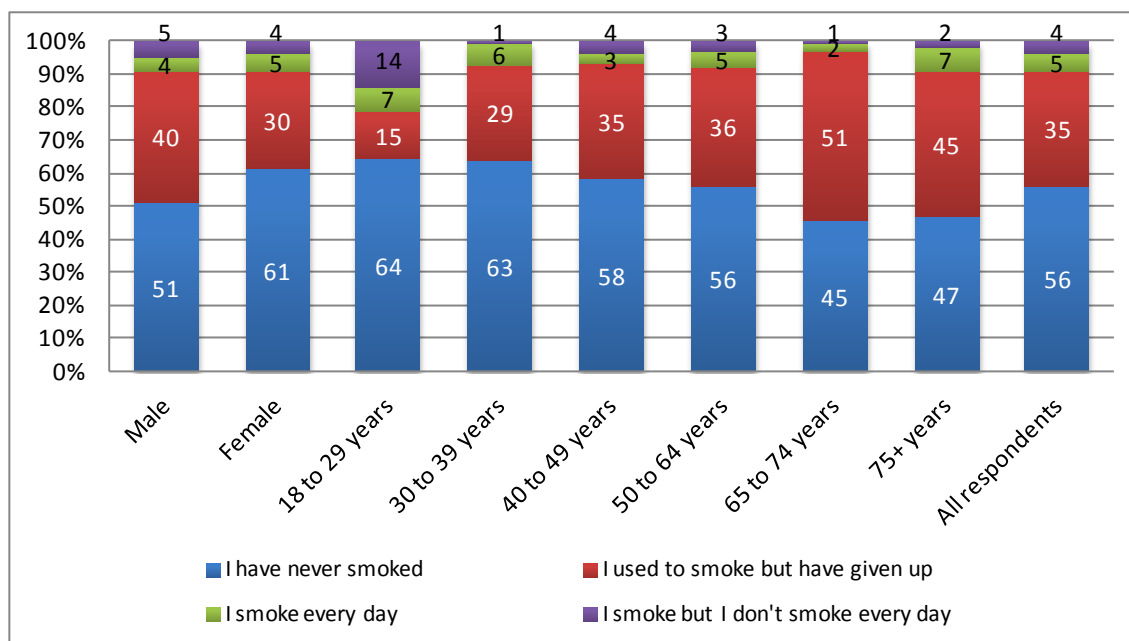
Question 25: 'Which of the following best applies to your home?'

Appendix 3 - Pages 32 to 39

- 6.1 When asked about their smoking behaviour, over half of all respondents said that they have never smoked (56%), and a further 35% said 'I used to smoke, but I have given up now', giving a total of 91% of respondents who do not currently smoke. Of the remaining 9% of respondents, 4% said 'I smoke, but I don't smoke everyday', and 5% said 'I smoke every day'.
- 6.2 Overall the same percentage of women respondents currently smoke as men (9%), although women were significantly more likely to say they have never smoked (61% compared to 51%), but correspondingly less likely to say they have given up smoking (30% compared to 40%). By age group, those respondents aged 18 to 29 years were most likely to smoke (21%: 14% 'smoke, but not every day', and 7% 'smoke every day'), whilst those aged 65 to 74 years were least likely to smoke (3%). By District, residents of 'Harrogate' (15%) were most likely to smoke, reducing to 4% in 'Scarborough'.

Smoking behaviour – Which of the following statements best applies to you?

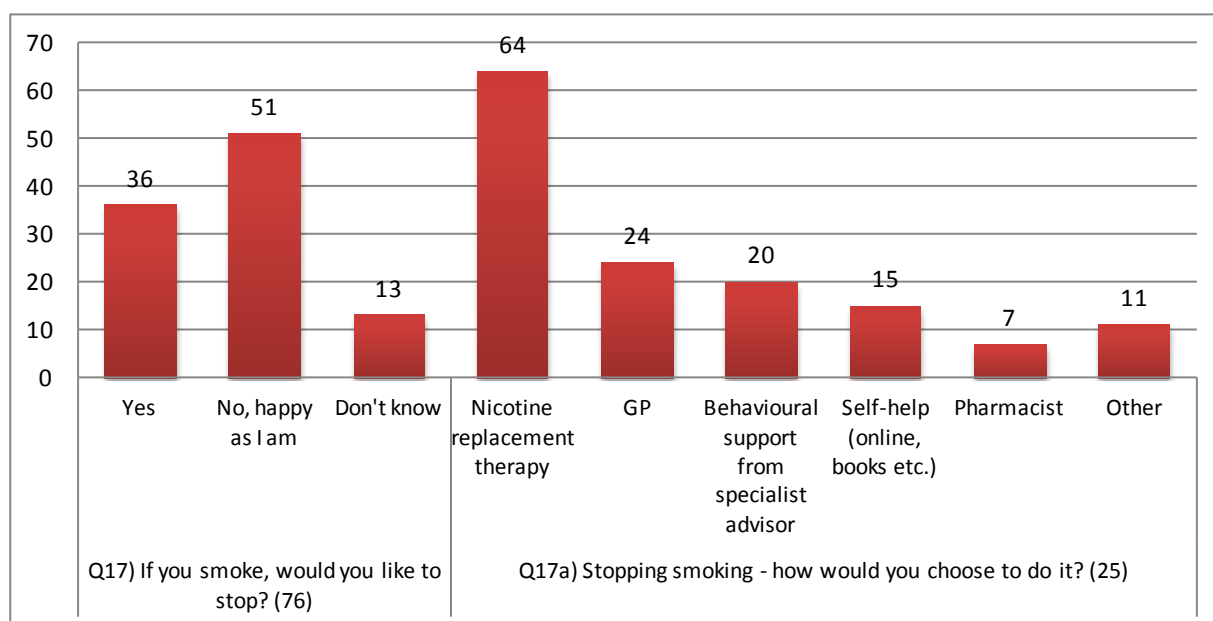
(Q16: % response – by gender, age group and overall)



- 6.3 Those respondents who smoke were asked if they would like to stop, and over a third (36%) said 'yes' they would, whilst half (51%) said 'no, happy as I am', and 13% 'don't know'.

Q17/17a: Stopping smoking

(% response – base numbers shown in brackets)



- 6.4 Those few respondents who would like to stop smoking (25 people) were asked to indicate which methods they would prefer to use to help them to stop. Most respondents said that they would use 'nicotine replacement therapy' (64%; 14 people), whilst 24% would choose to get help from their 'GP', 20% 'behavioural support from specialist advisor', 15% 'self-help (online, books, etc.)', 7% would get help stopping from a 'pharmacist', and 11% would use 'other' methods.
- 6.5 The great majority of those respondents who would like to stop smoking currently buy their cigarettes/ tobacco from a 'supermarket' (91%; 21 people), whilst 53% go to a 'corner shop', 47% go to a 'newsagent', 42% use an 'off-licence', and 17% 'buy them abroad and bring them back'. Smaller numbers of respondents referred to other places as shown in the table below.

| Q18) Which places do you buy your cigarettes/ tobacco? | Unweighted Count | Column % |
|---|-------------------------|-----------------|
| Supermarket | 21 | 91 |
| Corner shop | 12 | 53 |
| Newsagent | 10 | 47 |
| Off Licence | 8 | 42 |
| Buy them abroad and bring them back to me | 5 | 17 |
| Pub (someone who comes round selling at a cheaper price) | 2 | 10 |
| Buy from a friend at cheaper price | 2 | 10 |
| Tobacconist | 1 | 4 |
| Cash and Carry | 1 | 4 |
| People who are trusted in local area for selling cheaper cigarettes | 1 | 4 |
| Sweetshop | 1 | 4 |
| People who sell cheaper cigarettes in the street | 1 | 4 |
| Other | 1 | 4 |
| Total | 25 | 100 |

- 6.6 All those respondents who would like to stop smoking said 'yes' they are aware of electronic cigarettes (100%, 24 people), and of these respondents 60% (14 people) have tried an electronic cigarette, and 40% have not tried one (10 people). Thinking about electronic cigarettes, the majority of respondents who would like to stop smoking agreed with the statement "On balance electronic cigarettes will be good for the health of the public": 68% 'agree' (14% 'strongly agree' and 54% 'agree'), whilst 12% 'neither agree nor disagree', and 20% disagreed. Finally, the majority view among those respondents who would like to stop smoking was that 'electronic cigarettes will decrease the number of people who smoke tobacco cigarettes' (79%; 17 people), whilst 15% felt electronic

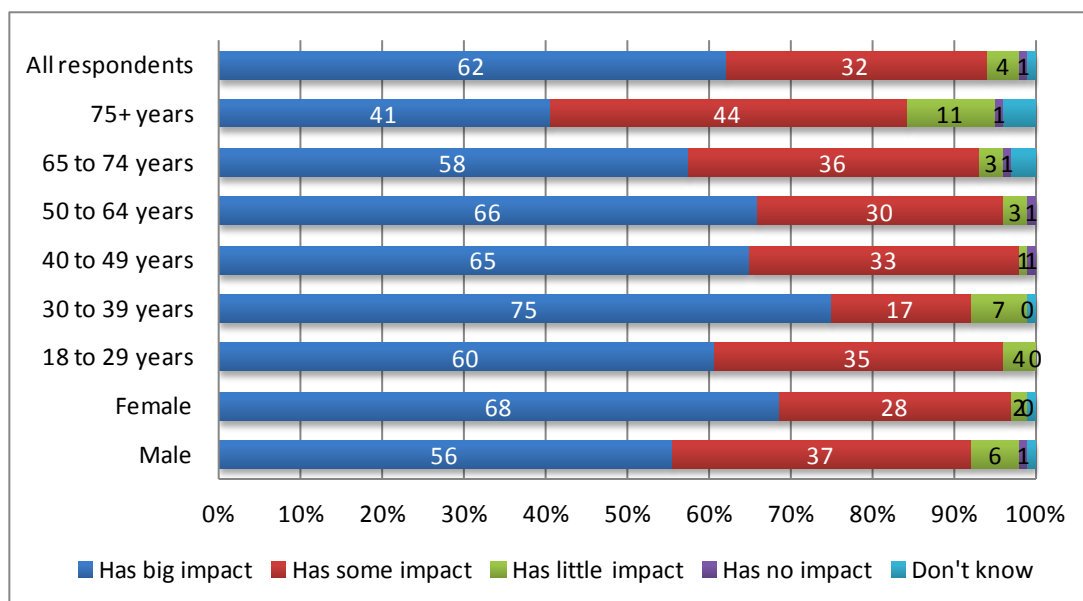
cigarettes would 'make no difference' to the numbers smoking tobacco cigarettes, and 5% 'don't know'.

| | | Unweighted Count | Column % |
|---|--|------------------|----------|
| Q19) Are you aware of electronic cigarettes? | Yes | 24 | 100 |
| Q20) Have you tried an electronic cigarette? | Yes | 14 | 60 |
| | No | 10 | 40 |
| | Total | 24 | 100 |
| Q21) Thinking about electronic cigarettes, to what extent do you agree or disagree with the following statement? "On balance electronic cigarettes will be good for the health of the public?" | Strongly agree | 1 | 14 |
| | Agree | 13 | 54 |
| | Neither agree nor disagree | 5 | 12 |
| | Disagree | 5 | 20 |
| | Strongly disagree | 0 | 0 |
| | Don't know/ no opinion | 0 | 0 |
| | Total | 24 | 100 |
| Q22) In your opinion, will electronic cigarettes ? | Increase the number of people who smoke tobacco | 0 | 0 |
| | Make no difference | 5 | 15 |
| | Decrease the number of people who smoke tobacco cigarettes | 17 | 79 |
| | Don't know | 2 | 5 |
| | Total | 24 | 100 |

- 6.7 All respondents were asked 'How much of an impact do you think second hand smoke has on increasing the risk to a child's health?' Overall, nearly two-thirds of respondents (62%) felt that second-hand smoke 'has a big impact' (rising to 68% of women respondents), whilst 32% think it 'has some impact', and small numbers believe it 'has little impact' (4%) or it 'has no impact' (1%) on increasing the risk to a child's health. By age group, those aged 30 to 39 years (75%) were most likely to think that second hand smoke 'has a big impact' on increasing the risk to a child's health, reducing to 41% of those aged 75 years and over (12% of whom feel it has little or no impact).

How much of an impact do you think second hand smoke has on increasing the risk to a child's health?

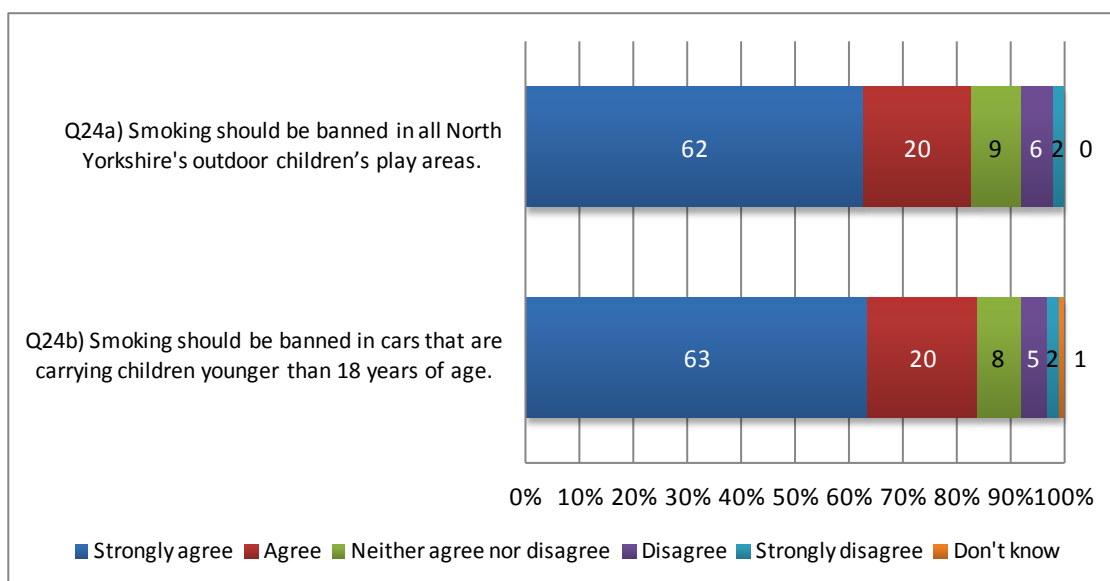
(Q23: % response – by sub-group and overall)



- 6.8 The large majority of all respondents agreed with both the statements that 'smoking should be banned in all North Yorkshires outdoor children's play areas' (83% agree: 63% 'strongly agree' and 20% 'agree'), and that 'smoking should be banned in cars that are carrying children younger than 18 years of age' (84% agree: 63% 'strongly agree' and 21% 'agree'). The level of disagreement in respect of both statements was below 10%: 8% 'strongly disagree/ disagree' for children's play areas, and 7% 'strongly disagree/ disagree' in relation to smoking in cars. (Sub-group variations in response were generally small.)

How strongly, if at all, do you agree or disagree with the following statements?

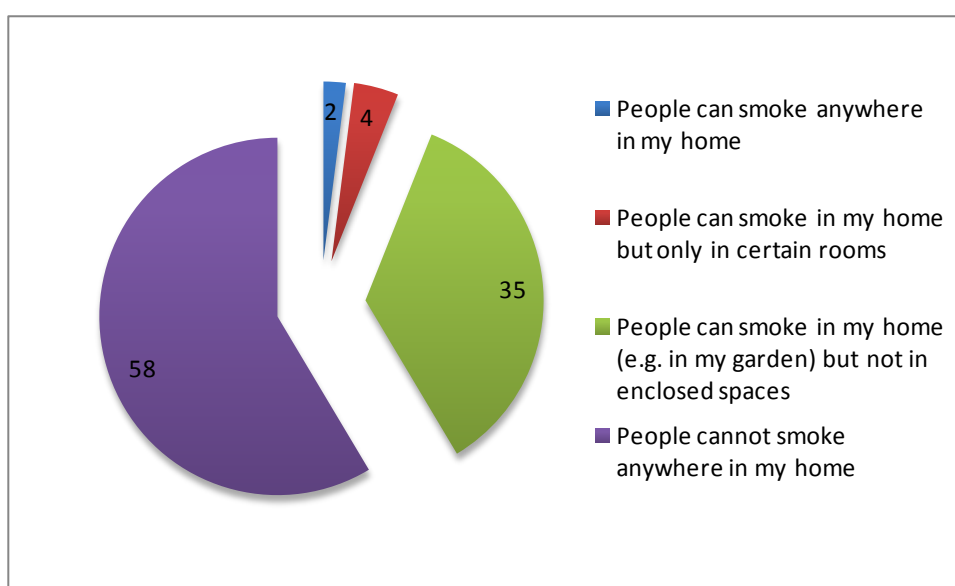
(Q24a/b: % response – all respondents)



- 6.9 When asked about what smoking behaviour was permitted in their own home, over half of all respondents (58%) said that ‘people cannot smoke anywhere in my home’, and 35% said ‘people can smoke in my home (e.g. in my garden), but not in enclosed spaces’. Smaller numbers of respondents said ‘people can smoke in my home, but only in certain rooms’ (4%), and ‘people can smoke anywhere in my home’ (2%). Sub-group variations in responses were generally small – note only that compared to the overall sample response those aged 75 years and over were more likely to say that people can smoke in their home, either in certain rooms or anywhere (17% compared to 6% overall).

Which of the following best applies to your home?

(Q25: % response – all respondents)



7. COMMUNITY SAFETY

Question 26: 'How safe or unsafe do you feel when outside in your local area...?'

Question 27a: 'How much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?'

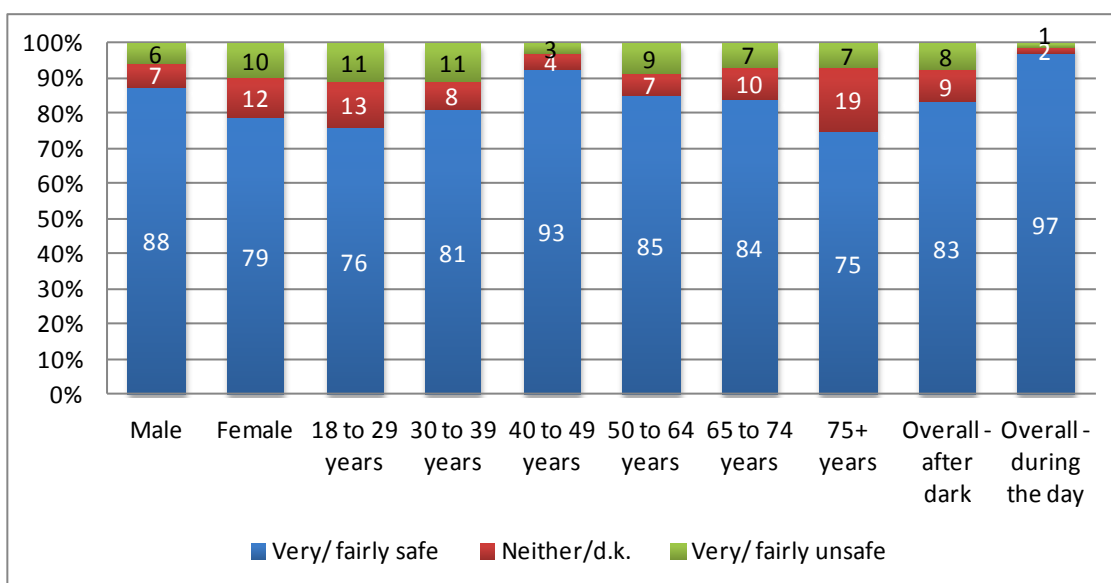
Question 27b: 'And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?'

Appendix 3 - Pages 40 to 43

- 7.1 Respondents were asked about their perceptions of safety when outside in their local area after dark and during the day. In both of these settings the large majority of respondents reported feeling 'safe' ('very safe' or 'fairly safe'): after dark, 83% of respondents said that they feel 'very safe' (30%) or 'fairly safe' (53%), whilst during the day 97% feel 'very safe' (77%) or 'fairly safe' (20%).

Perceptions of safety when outside in the local area

(Q26a/b: % response – by sub-group after dark, and overall)

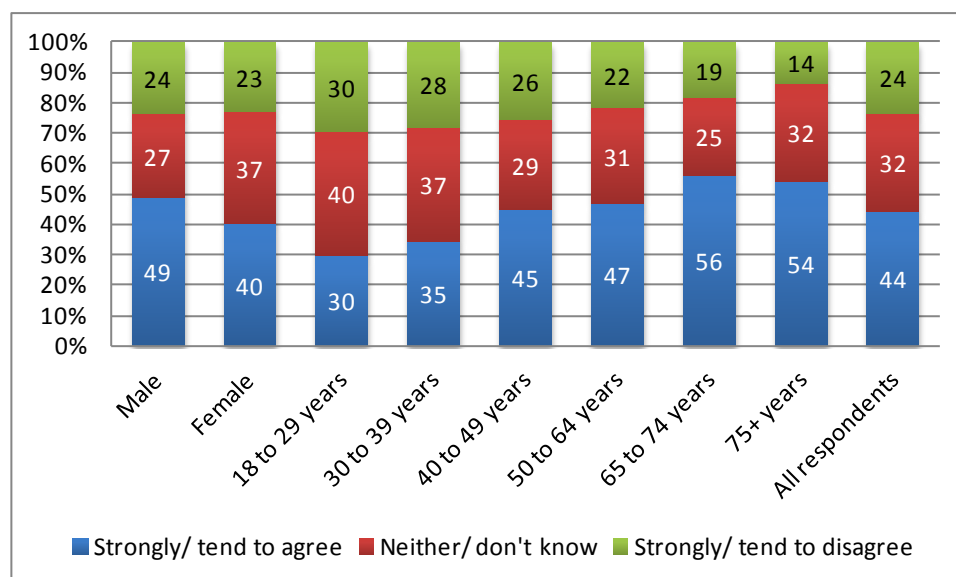


- 7.2 After dark, women respondents were significantly less likely to feel safe than were men (79% 'very/ fairly safe' compared to 88%), whilst by age group those aged 40 to 49 years were most likely to feel safe (93% 'very/ fairly safe'), falling to 75% of those aged 75 years and over. Differences by District were not significant, except that the percentage of respondents who feel unsafe increased to 13% after dark in 'Hambleton'. During the day, sub-group variations in responses were small.

- 7.3 Those respondents who feel unsafe when outside in their local area were asked in an open question to say what might make them feel safer. There were two main themes of response here, one being better street lighting and the other being greater police presence/ more visible policing.
- 7.4 Respondents were informed that *'it is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.'* They were then asked to say how much they agree or disagree that the police and other local public services a) 'seek people's views' about these issues, and b) 'are successfully dealing with' these issues in their local area.
- 7.5 The major group of all respondents (44%: 17% 'strongly agree' and 27% 'tend to agree') agreed that the police and other local public services seek people's views about anti-social behaviour and crime in their local area, whilst 24% disagreed (7% 'strongly disagree' and 17% 'tend to disagree'), 25% 'neither agree nor disagree', and 7% 'don't know'. Male respondents were more likely to express agreement than females (49% compared to 40%), and the level of agreement increased with age from 30% among those aged 18 to 29 years, to over 50% of those aged 65 to 74 years (56%) and those aged 75 years and over (54%). (Differences by District were not significant.)

Agree/ disagree: police and other local public services seek people's views about anti-social behaviour and crime in your local area

(Q27a: % response – by sub-group and overall)

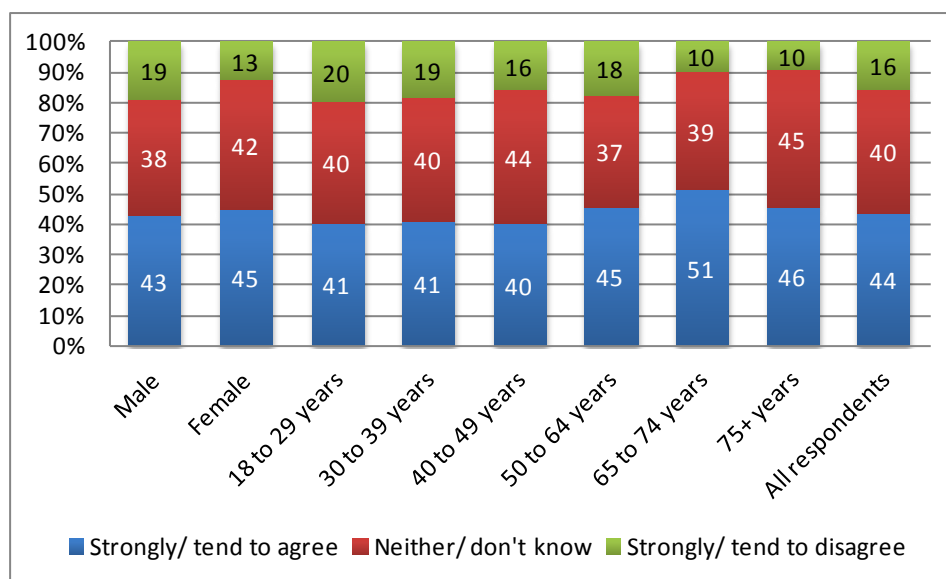


- 7.6 The major group of respondents (44%: 6% 'strongly agree' and 38% 'tend to agree') also agreed that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area, whilst 16% disagreed (4% 'strongly disagree' and 12% 'tend to disagree'), 31% 'neither agree nor disagree', and 9% 'don't

know'. The level of agreement rose to 51% among those respondents aged 65 to 74 years, whilst the level of disagreement rose to 19% of male respondents, and to 23% among residents of 'Selby'. Otherwise sub-group variations were not significant.

Agree/ disagree: police and other local public services are successfully dealing with anti-social behaviour and crime in your local area

(Q27b: % response – by sub-group and overall)



| | | District | | | | | | | Total |
|---|----------------------------|----------|-----------|---------------|---------|-------------|-------|-----------|-----------------|
| | | Craven | Hambleton | Richmondshire | Ryedale | Scarborough | Selby | Harrogate | All respondents |
| | | Col % | Col % | Col % | Col % | Col % | Col % | Col % | Col % |
| Q26a) Perceptions of safety.... after dark? | Very/ fairly safe | 77% | 78% | 84% | 88% | 85% | 81% | 86% | 83% |
| | Neither/ don't know | 13% | 8% | 10% | 7% | 8% | 10% | 9% | 9% |
| | Very/ fairly unsafe | 10% | 13% | 6% | 5% | 7% | 8% | 5% | 8% |
| Total | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Q26b) Perceptions of safety.... during the day? | Very/ fairly safe | 95% | 97% | 98% | 99% | 96% | 97% | 97% | 97% |
| | Neither/ don't know | 4% | 2% | 2% | 1% | 2% | 2% | 2% | 2% |
| | Very/ fairly unsafe | 1% | 1% | 1% | 1% | 2% | 1% | 1% | 1% |
| Total | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Q27a) Anti-social behaviour and crime seek other people's views | Strongly/ tend to agree | 48% | 49% | 47% | 48% | 48% | 39% | 39% | 44% |
| | Neither/ don't know | 34% | 26% | 34% | 36% | 27% | 32% | 36% | 32% |
| | Strongly/ tend to disagree | 18% | 25% | 19% | 16% | 25% | 29% | 25% | 24% |
| Total | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Q27b) Anti-social behaviour and crime are successfully dealing with | Strongly/ tend to agree | 44% | 42% | 48% | 46% | 40% | 42% | 46% | 44% |
| | Neither/ don't know | 41% | 39% | 39% | 44% | 40% | 35% | 43% | 40% |
| | Strongly/ tend to disagree | 14% | 19% | 13% | 10% | 20% | 23% | 11% | 16% |
| Total | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

7.6 The table above shows the responses to Q26a/b and Q27a/b analysed by District. As previously mentioned, the only statistically significant variations in responses were that the percentage of respondents who feel unsafe when outside in their local area after dark rose to 13% in 'Hambleton', and the percentage of those who disagree that the police and other local public services are successfully dealing with anti-social behaviour and crime in the local area rose to 23% in 'Selby'.

8. DOORSTEP TRADERS/CALLERS

Question 28: 'Do want doorstep sellers cold calling on you?'

Question 29: 'Why do you not want doorstep sellers cold calling on?'

Question 30: 'In the past three months, have you had any salespersons/traders cold calling on you?'

Question 31a: 'What type of cold callers do you remember calling on you in the last 3 months?'

Question 31b: 'Which, if any, of these cold callers did you buy something from or pay money to?'

Question 31c: 'If you bought anything from a cold caller, please estimate the amount.'

Question 32: 'In the past two years, have you had a bad experience with doorstep sellers or the products/services they sold?'

Question 32a: 'What products/services did this relate to?'

Question 32b: 'Did you report your bad experience to...?'

Question 32c: 'If you did not report your bad experience to anyone, why not?'

Question 33: 'Is your home a...?'

Appendix 3 - Pages 44 to 56

8.1 Respondents were given the following information about NYCC Trading Standards and Planning Services, together with definitions of 'cold-calling' and 'doorstep selling':

North Yorkshire County Council Trading Standards and Planning Services undertake work to tackle the issue of doorstep crime. This work includes:

- *Operating a rapid response to complaints reporting doorstep crime and cold calling.*
- *Taking a 'zero tolerance' approach where doorstep crime has been committed and taking formal action, including prosecution, against the perpetrators of crime.*
- *Providing educational material, including handing out door stickers and leaflets at community events and also giving talks and presentations to relevant groups.*
- *Setting up 'No Cold Calling Zones', in partnership with communities, to raise awareness of doorstep crime and to empower residents to be able to turn away cold callers.*

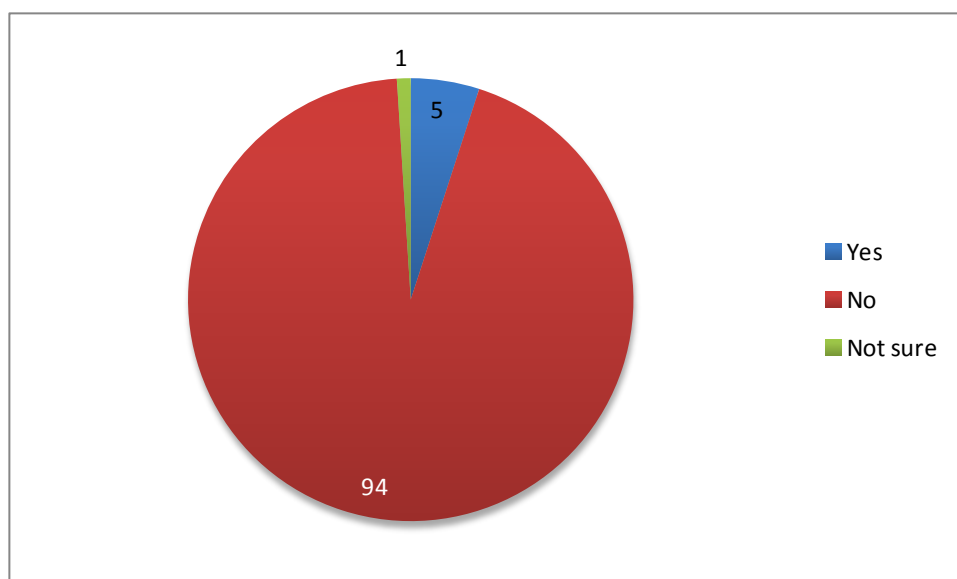
'Cold Calling' means someone calling at your home without an appointment. It does not include regular callers, e.g. a milk man on his rounds.

'Doorstep Selling' includes all goods and services no matter how large or small, e.g. double glazing, cleaning products, electricity / gas salespeople (not meter readers), roofing repairs etc.

8.2 The great majority of all respondents (95%) stated that they do not want doorstep sellers cold calling on them, whilst one-in-twenty (5%) do want doorstep sellers cold calling, and 1% were 'not sure'. (These results are almost identical to those received in the Winter 2011 Panel Survey: 'yes' 5%, 'no' 95%.) (Sub-group variations were not significant.)

Do you want doorstep sellers cold calling on you?

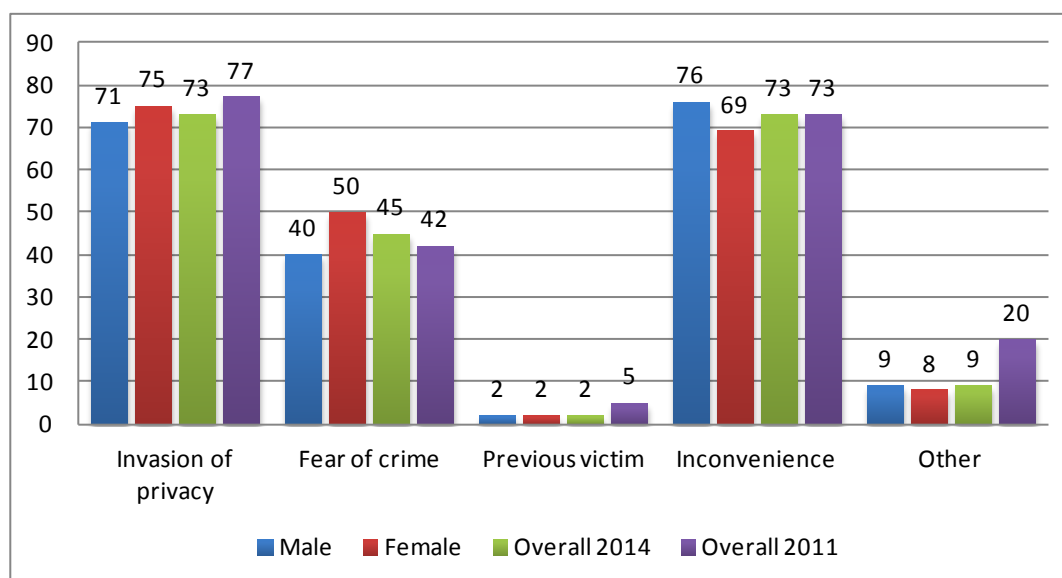
(Q28: % response – all respondents)



- 8.3 Around three-quarters of those respondents who do not want to be cold called said that this was because it was an 'invasion of privacy' (73%) and due to the 'inconvenience' (73%), whilst 45% referred to 'fear of crime', 2% said they were a 'previous victim', and 9% gave 'other' reasons they do not want to be cold called. (These results are very similar to those reported in Winter 2011.)

Why do you not want doorstep sellers cold calling on you?

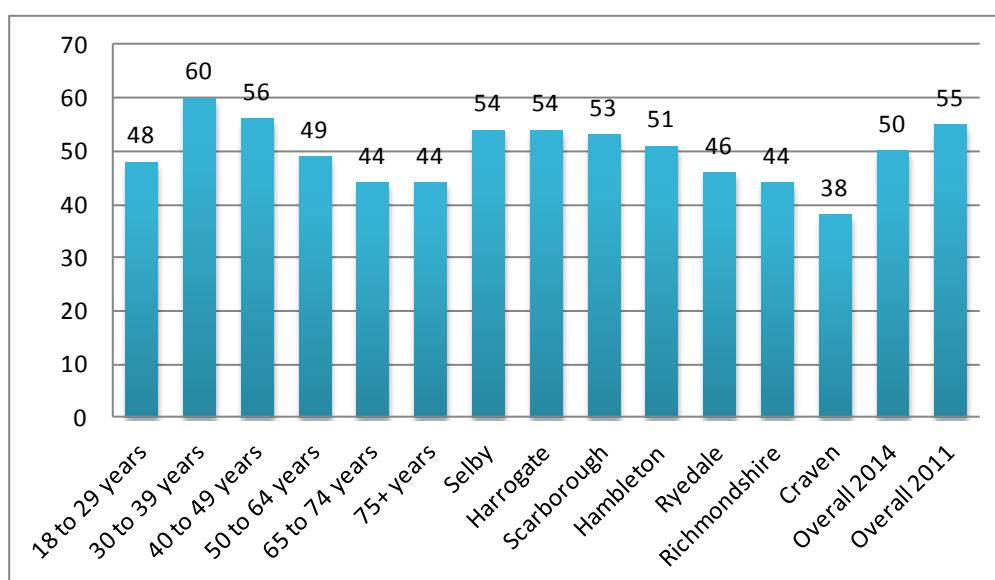
(Q29: % response – by gender and overall – those who do not want to be cold called)



- 8.4 Women respondents were more likely than men to be concerned about 'fear of crime' (50% compared to 40%), but were less likely to be put off by the 'inconvenience' (69% compared to 76%) of answering cold callers.
- 8.5 Half of all respondents (50%) have been cold called by any salespersons/ traders during the last three months (similar to the figure of 55% reported in 2011), whilst 45% have not been cold called, and 4% were 'not sure'. The 'yes' response percentage rose to 60% among those aged 30 to 39 years, but reduced to 38% among residents of 'Craven'. (Differences by gender were not significant.)

In the past three months, have you had any salespersons/ traders 'cold calling' on you?

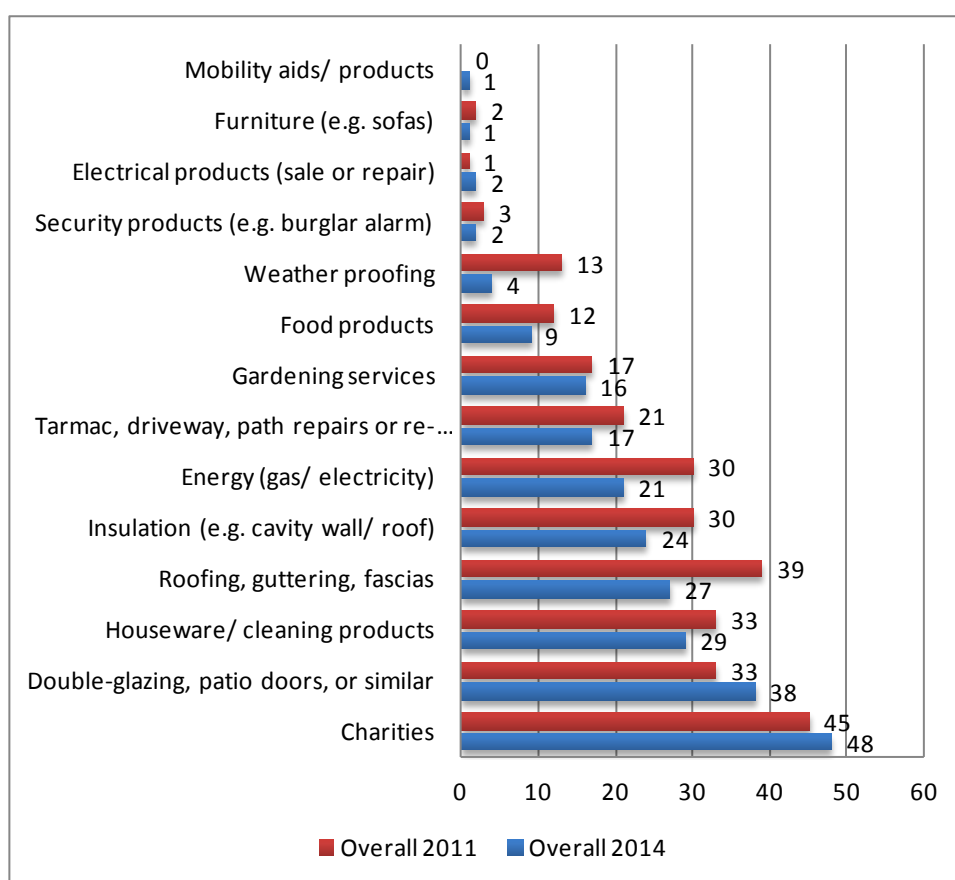
(Q30: % 'yes' response – by sub-group and overall)



- 8.6 Those respondents who have been cold called within the last three months were most likely to recall having been approached by ‘charities’ (48%), whilst 38% have been cold called about ‘double-glazing, patio doors or similar’, 29% mentioned ‘houseware/ cleaning products’, 27% ‘roofing, guttering, fascias’ (significantly lower than the 2011 figure of 39%), and 24% ‘insulation (e.g. cavity wall/ roof)’ (lower than the 2011 figure of 30%). Fewer respondents recalled being cold called about ‘energy (gas/ electricity)’ (21%; lower than the 2011 figure of 30%), ‘tarmac, driveway, path repairs or resurfacing’ (17%), ‘gardening services’ (16%), ‘food products’ (9%), and ‘weather proofing’ (4%).

What type of cold callers do you remember calling on you in the last three months?

(Q31a: % response – those who have been cold called in the last 3 months – 518 respondents)

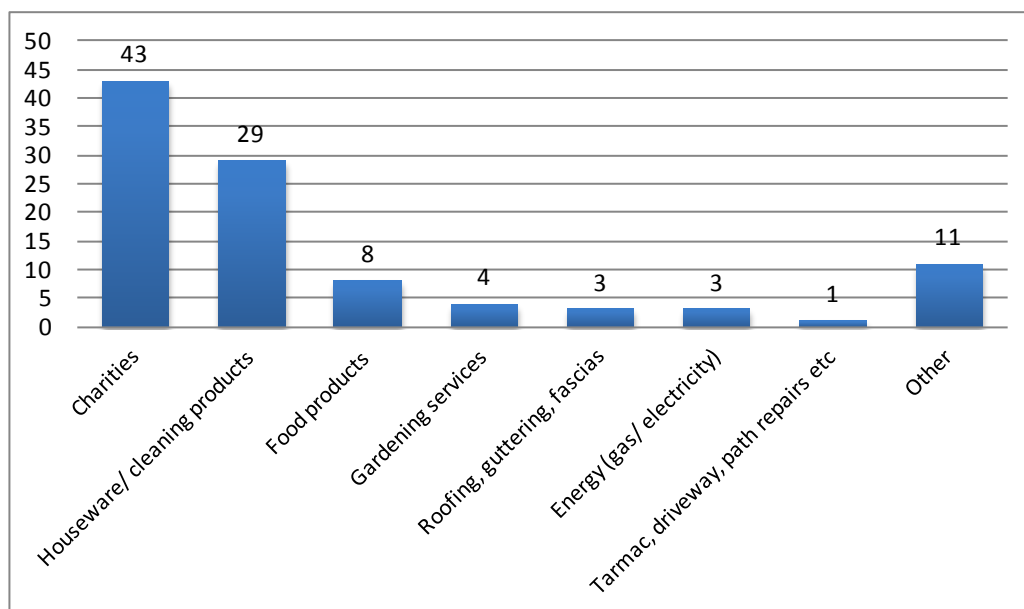


- 8.7 Only a small number of respondents (61 people) had gone on to buy products or pay money to the doorstep sellers who had cold called. Of these respondents 43% (22 people) had given money to ‘charities’ (Mean spend approximately £11; some respondents had signed up to a monthly amount so it’s difficult to calculate a precise value here), 29% had bought ‘houseware/ cleaning products’ (Mean spend £10.10), and 8% ‘food products’ (Mean spend £15.17). Small numbers mentioned having bought/ paid money in respect of ‘gardening services’ (4%; two people), ‘roofing, guttering, fascias’ (3%), ‘energy (gas,

electricity)' (3%), and 'tarmac, driveway, path repairs or resurfacing' (1%), whilst 11% (8 people) gave 'other' responses.

Which of these cold callers did you buy something from or pay money to?

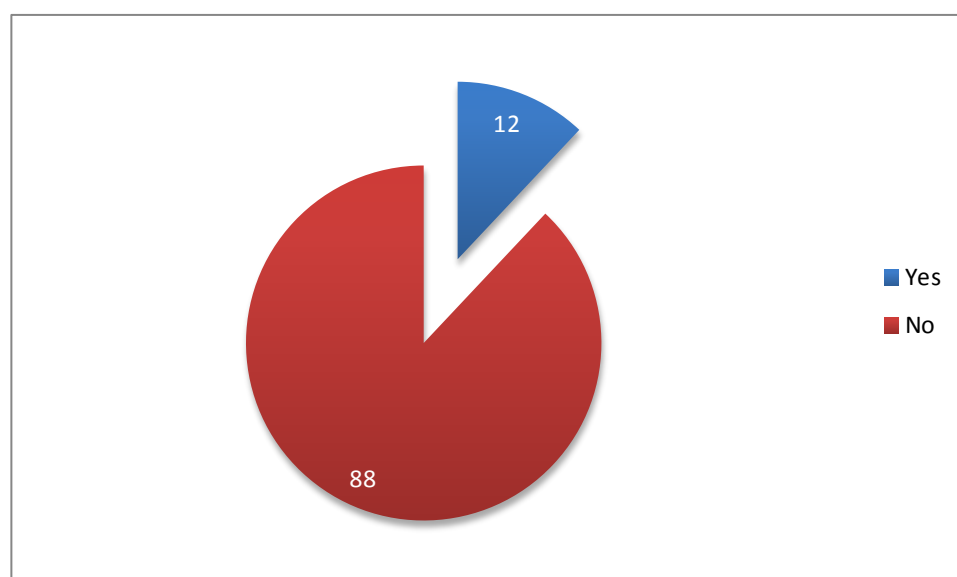
(Q31b: % response – those who bought/ paid money to cold callers – 61 respondents)



- 8.8 One-in-eight of all respondents (12%) reported that they have had a 'bad experience with doorstep sellers or the products/ services they sold' in the past two years, this being the same result as in 2011. However, the large majority of respondents (88%) have not had any such bad experience with doorstep sellers. (Sub-group variations in response were not significant.)

In the past two years, have you had a bad experience with doorstep sellers or the products/ services they sold?

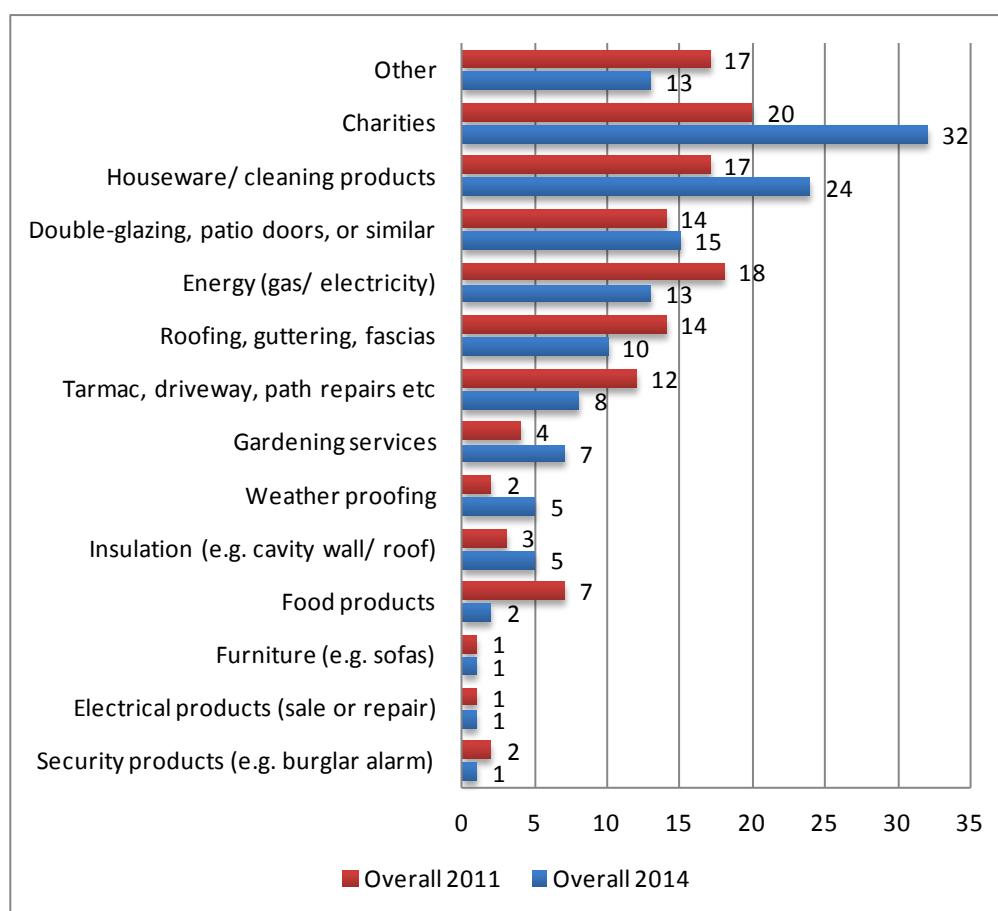
(Q32: % response – all respondents)



8.9 Those respondents who have had a bad experience with doorstep sellers in the last two years were asked to say which products/ services this related to. The most mentioned products/ services in this regard were ‘charities’ (32%; higher than the 2011 figure of 20%), ‘houseware/ cleaning products’ (24%), ‘double-glazing, patio doors or similar’ (15%), ‘energy (gas/ electricity)’ (13%), and ‘roofing, guttering, fascias’ (10%). Fewer respondents mentioned having had bad experiences with ‘tarmac, driveway, path repairs, resurfacing’ (8%), ‘gardening services’ (7%), ‘weather proofing’ (5%, 8 people), and ‘insulation (e.g. cavity wall/ roof)’ (5%). (13% of respondents mentioned ‘other’ products/ services they have had a bad experience with)

What products/ services did this relate to?

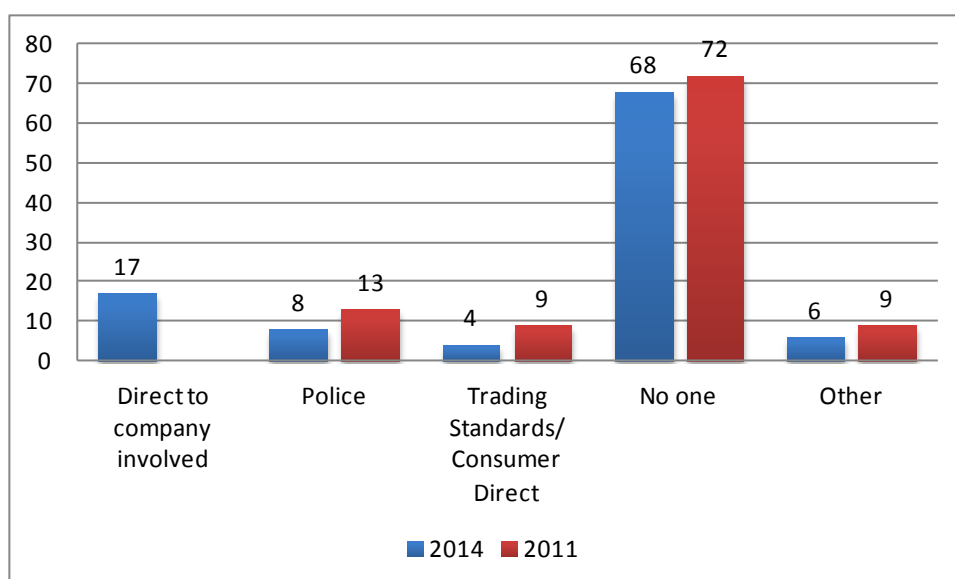
(Q32a: % response – those who have had a bad experience with doorstep sellers in the last two years– 126 respondents)



8.10 The majority of those respondents who have had a bad experience with doorstep sellers in the last two years did not report their experience to anyone (69%). Those who did report their experience(s) were most likely to report it ‘direct to the company involved’ (17%), whilst 8% reported it to the ‘police’, 4% to ‘trading standards/ Consumer Direct’, and 6% reported it some ‘other’ way. (These results are similar to the 2011 survey findings.)

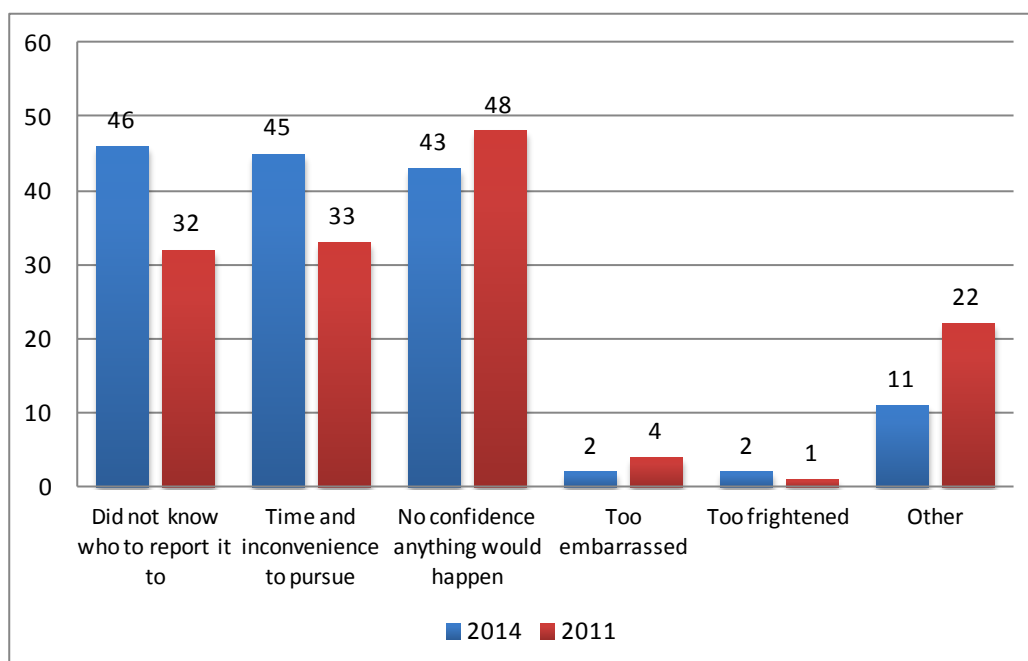
Did you report your bad experience to?

(Q32b: % response – those who have had a bad experience with doorstep sellers – 123 respondents)



If you did not report your bad experience to anyone, why not?

(Q32c: % response – those who did you report their bad experience – 83 respondents)



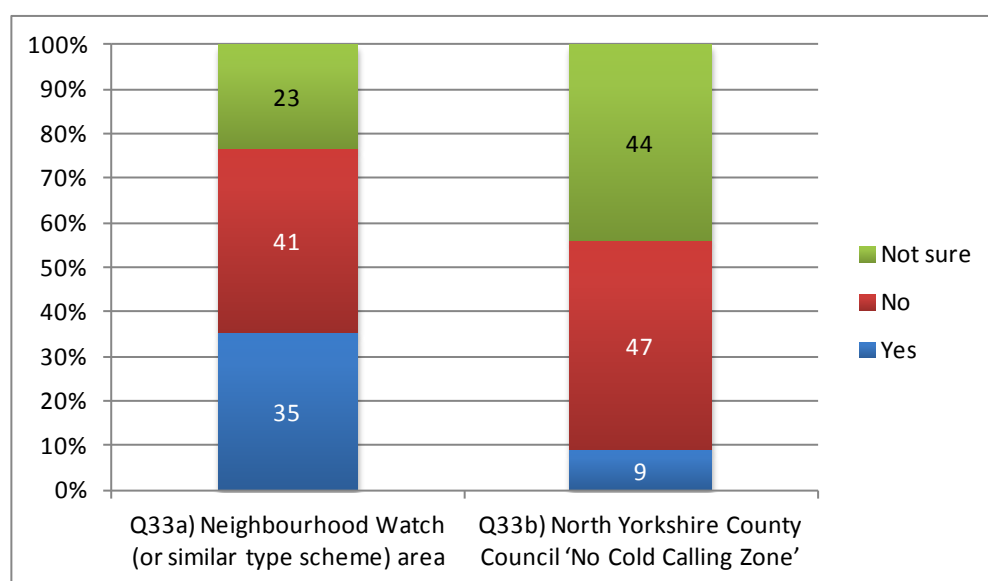
8.11 The three main reasons respondents gave for not reporting their bad experience(s) with doorstep sellers were 'did not know who to report it to' (46%), 'time and inconvenience to pursue' (45%) and 'no confidence anything would happen' (43%). Small numbers of respondents said that they were 'too embarrassed' (2%), and 'too frightened' (2%) to report their bad experience, and 11% gave 'other' reasons for not reporting it. These

results are not significantly different to the 2011 findings due to the small numbers of respondents involved.

- 8.12 Just over a third of all respondents (35%) stated that their home is in a 'Neighbourhood Watch (or similar type scheme) area' (rising to 43% in 'Harrogate', but being lower in 'Richmondshire' 23%, and in 'Craven' 20%), whilst 41% said 'no' their home isn't in a Neighbourhood Watch area, and 24% were 'not sure'.

Q33a/b: Is your home in a?

(% response – all respondents)



- 8.13 One-in-eleven (9%) of all respondents stated that their home is in a 'North Yorkshire County Council No Cold Calling Zone' (rising to 12% of those aged 65 to 74 years), whilst 47% said 'no' it isn't in a No Cold Calling Zone, and 44% were 'not sure'. Residents of 'Scarborough' (4% 'yes') were less likely to say their home is in a No Cold Calling Zone, when compared to the overall response.
- 8.14 Note that in the 2011 survey there wasn't a 'not sure' response option for these questions, so in order to make a valid comparison the following table shows percentage responses based on the total sample. There are no statistically significant differences between the 'yes' response percentages.

| 2011 Survey figures in red | Yes | No | Not sure | (missing) |
|---|----------|----------|----------|-----------|
| | Row % | Row % | Row % | Row % |
| Q33a) Neighbourhood Watch (or similar type scheme) area | 35 39 | 41 57 | 23 | 2 4 |
| Q33b) North Yorkshire County Council 'No Cold Calling Zone' | 8 10 | 44 83 | 42 | 6 7 |

8.15 Overall, 8% of respondents indicated that they are happy for their contact details to be passed on to North Yorkshire Trading Standards & Planning Services, as they wish to be contacted to discuss their concerns about cold callers or doorstep crime; whilst 92% did not want their contact details passed on. As shown in the table below, of those respondents who have had a bad experience with doorstep sellers in the past two years, 19% said 'yes' they would like to be contacted by NYTS & PS (based on 1052 respondents who answered both Q32 and Q34).

| | | Q34) Contact details to be passed on to North Yorkshire Trading Standards and Planning Services? | | | | | |
|---|------------------------|---|-------|--|-------|------------------|-------|
| | | Yes, happy for my contact details to be passed on to NYTS & PS | | No, I would not like my contact details to be passed on | | Total | |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % |
| Q32) In the past two years, have you had a bad experience with doorstep sellers or the products/ services they sold? | Yes | 19 | 19 | 105 | 81 | 124 | 100 |
| | No | 57 | 6 | 871 | 94 | 928 | 100 |
| | Total | 76 | 7 | 976 | 93 | 1052 | 100 |
| Total | All respondents | 78 | 8 | 987 | 92 | 1065 | 100 |

Citizens' Panel

November 2014

Topline findings based on 1,089 completed questionnaires.

(Percentages based on the valid response, excluding 'missing' data. Data weighted by age x gender, and by District)

Draft 06.01.2015

BUDGET CONSULTATION

The council is on track to save £94m over the four years ending March 2015, but anticipates having to save an additional £73m over the next four years. This represents a cut in the Council's spending power of 34% over the eight years.

Frontline services have been protected as much as possible, with 60% of savings to date coming from non-frontline budgets. Some services have been affected, such as libraries, bus services, transport to schools and some smaller services such as youth, music and public rights of way.

The council has seen demand for its services over the same period rise significantly, with a 75% increase in child protection cases, a 34% increase in the number of contacts with health and adult services since 2006, and reports of potholes increasing by 25% since 2011.

As a county, North Yorkshire continues to pose challenges in terms of the ageing population and the rural nature of the county, both of which increase the cost of delivering essential services.

The council's workforce is significantly smaller with manager posts reducing by 20% and support and back office staff reducing by 24%. Savings have already been made through changing staff terms and conditions and pay freezes.

The council is continuing to innovate and improve how it delivers its services, with initiatives such as extra care facilities for older people, family intervention and changes to the way highway improvements are made. It is also continuing to reduce the costs of non-frontline budgets.

However, the scale of the savings the council still has to make means that further difficult decisions need to be taken and services for residents will be affected; the council will be a third smaller (in terms of spending power) once all the budget reductions have been made.

Last year the Government indicated that it would offer a Council Tax Freeze Grant for next year but this amounts to just 1%. The Council has been planning for an increase of 1.9%. Council tax represents 63% of the council's net budget and accepting the Freeze Grant would result in having to find a further £2.3m of savings.

Q1 Do you believe the County Council should increase the council tax by 1.9% (equivalent to £21 per year or 41p per week for an average household) in order to avoid a further £2.3m savings?
(Please tick ✓ ONE box only)

Yes..... 63%

No 37%

PRIORITIES

Given the context of lower public sector spending and reduced funding for local councils our draft priorities are as follows:

Opportunities for young people

Most children and young people in North Yorkshire already receive a high quality education obtain good qualifications, and succeed in life after school. Around 76% of primary and secondary school pupils attend a good or outstanding school, and over 90% of young children attend a good or outstanding early years setting. We want more schools and settings to become good or outstanding so that more children and young people benefit from a high quality education. We want more pupils to do well at school and in their early years provision, especially those who might need extra help such as looked after children, children from low-income households, and children with special educational needs or disabilities. We want more school leavers to be properly prepared to succeed in their next steps, whatever and wherever they may be.

Giving every child a healthy start in life is crucial to reducing health inequalities and increasing opportunities in the whole of people's lives. Most children and young people in North Yorkshire are healthy and have good levels of physical and emotional well-being. However, this is not true of all children or all parts of the county. There are distinct pockets of ill health, often associated with poverty. We want to reduce and ultimately remove such inequalities.

Loneliness and social isolation

Those who are lonely and isolated are at increased risk of mental ill-health. Actions to develop sustainable, cohesive and connected communities therefore have an important role in promoting good mental health as there is evidence that strong social networks help protect people against physical and mental health stress. So, innovative approaches to reducing loneliness and isolation will play its part in developing safer, supporting communities, and helping people to be more resilient and less reliant on public sector services.

Transport links

As North Yorkshire is England's largest county, transport links are vital to support local economies and provide greater equality of opportunity for all by improving people's access to necessary services. While greater use of the internet can improve access to certain services and networking opportunities, some element of travel will always be necessary, especially in rural areas. We need to prioritise the maintenance of the road network and work closely with transport providers and community groups to support innovative approaches to public and community transport solutions.

Economic opportunity for all parts of the county

A strong economy and employment opportunities are vital to ensure that our communities remain viable and good places to live. There is also strong evidence to show that work is generally good for physical and mental health and well-being, and can allow people to extend their social and support networks. Economic independence and stability give people greater choice and opportunities and reduce their reliance on public sector services.

We need to work with our partners in the York, North Yorkshire and East Riding Local Enterprise Partnership and our resilient and innovative small business base, to deliver growth, quality jobs and to address long standing issues of coastal deprivation and a low wage culture in rural areas.

Broadband connectivity – Superfast North Yorkshire

Connectivity to the internet can bring huge benefits, including the ability to stay in touch with friends and family, discover a world of interactive online learning, access services, and do business with no geographic boundaries. Improved broadband is a significant enabler and our work through NYnet on the Superfast

Broadband North Yorkshire project means we have been able to support business growth and our other priorities through increased connectivity.

A proposal to spend a further £8million of public funds has recently been approved for the project and this will extend coverage from the 86 per cent of homes and businesses in the county provided by Phase 1, to beyond 90 per cent. This second phase will start in late 2014 once Phase 1 is completed. The project vision is to get to 100 per cent coverage by the end of 2017, therefore provisional funding is also in place for a Phase 3 to start in 2015.

Q2 To what extent do you agree with each of the priority areas? *(Please tick ✓ one box for each row)*

| | | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't know |
|----|--|----------------|-------|----------------------------|----------|-------------------|------------|
| a. | Opportunities for young people | 44% | 40% | 11% | 4% | 1% | 0% |
| b. | Loneliness and social isolation | 33% | 47% | 17% | 3% | 1% | 0% |
| c. | Transport links | 41% | 46% | 10% | 3% | 1% | 0% |
| d. | Economic opportunity for all parts of the county | 30% | 49% | 14% | 5% | 1% | 0% |
| e. | Broadband connectivity – Superfast North Yorkshire | 35% | 33% | 19% | 10% | 3% | 0% |

Q3 Please tell us about any other areas of our work that you feel we should give priority to, and why.

INFORMATION & ADVICE

April 2015, will see the implementation of the Care Act. The Care Act sets out new responsibilities for Local Authorities. It represents the biggest change to Health and Adult Social Care legislation in more than 60 years and brings together over 37 different pieces of legislation into one Act. It places a duty on us to prevent, reduce and delay care needs from becoming more serious as well as a duty to promote a person's wellbeing.

As part of North Yorkshire County Council's commitment to delivering high quality Adult Social Care services we want to hear from you about your understanding and awareness of the support available to you and your views about the information we give to you.

Q4 Had you heard of the Care Act before reading this questionnaire? (Please tick ✓ ONE box only)

Yes..... 28% No 72%

a) If yes, how did you hear about it? (Please state below)

Q5 Where would you go to find information and advice about Adult Social Care? (Please ✓ tick all that apply)

| | Info | Advice | | Info | Advice |
|-------------------------------|------|--------|--|------|--------|
| District/Borough Council..... | 26% | 22% | Citizens' Advice Bureau..... | 25% | 34% |
| County Council..... | 32% | 29% | Family/friends | 26% | 29% |
| Internet search | 76% | 46% | Voluntary/community organisation | 18% | 18% |
| GP | 51% | 52% | Church/faith group | 5% | 5% |
| Job Centre..... | 1% | 1% | Hospital..... | 16% | 16% |
| Age UK..... | 23% | 23% | Other (please explain below)..... | 2% | 1% |

Q6 If you wanted to find out about adult social care support available, how would you want to contact the County Council? (Please ✓ tick all that apply)

Telephone 66% Email 48%
Internet 44%

Q7 Have you had any experience of adult social care in the last year? (Please tick ✓ ONE box only)

Yes..... 14% **Go to Q8** No 86% **Go to Q12**

Q8 Have you used North Yorkshire County Councils website to look for information relating to Adult Social Care support? (Please tick ✓ ONE box only) (150 respondents)

Yes..... 31% No 69%

a) If yes, how useful was the information? (Please tick ✓ ONE box only) (46 respondents)

| | | | | |
|----------------------------|-------------|-------------|----------------------------|---------------------------------------|
| <u>Very</u> <u>good</u> | <u>Good</u> | <u>Poor</u> | <u>Very</u> <u>poor</u> | <u>Can't remember/ no opinion</u> |
| 21% | 42% | 26% | 5% | 6% |

Q9 Have you ever been given any of the following North Yorkshire County Council leaflets about Adult Social Care Support? (Please tick ✓ all that apply) (75 respondents)

| | | | |
|------------------------------|-----|---|-----|
| Information for Carers | 81% | What you should expect to pay for Social Care | 43% |
| Carers Emergency Card | 41% | You & Your Social Care Records | 20% |
| Keeping People Safe | 23% | Your Support, Your Way..... | 13% |
| Telecare | 17% | Compliments, Complaints etc..... | 25% |

a) Did you feel there was anything missing from the leaflets you received? (Please state)

Q10 Have you ever telephoned North Yorkshire County Council for Adult Social Care Support? (Please tick ✓ ONE box only) (151 respondents)

Yes..... 34% No 66%

a) How would you rate the telephone contact you had with us? (Please tick ✓ ONE box only) (47 respondents)

| | | | | |
|------------------|-------------|-------------|------------------|---------------------------------------|
| <u>Very good</u> | <u>Good</u> | <u>Poor</u> | <u>Very poor</u> | <u>Can't remember/ no opinion</u> |
| 24% | 39% | 24% | 13% | |

Q11 If you have paid for care over the past year could you confirm the weekly cost? (Please ✓ tick ONE box only) (155 respondents)

| | | | |
|---------------------------------|-----|-------------------|----|
| Less than £250 | 21% | £500-£1,000 | 9% |
| £250-£500 | 4% | Over £1,000 | 1% |
| Not paid for care/ missing..... | 65% | | |

ALL RESPONDENTS

Q12 Thinking about planning for your own possible future care needs (Please tick ✓ ONE box for each question)

| | <u>Yes</u> | <u>No</u> |
|--|------------|-----------|
| a) Have you thought how you might manage any future care needs you may have? | 45% | 55% |
| b) Would you have someone who could look after you if your health deteriorated?..... | 76% | 24% |
| c) Have you thought about how you might pay for any care needs you may have in the future? | 48% | 52% |
| d) Have you taken any independent financial advice about current or future costs such as care at home, residential or nursing care?..... | 7% | 93% |
| e) Do you know how you to ask for an Adult Social Care Assessment? | 20% | 80% |

Q13 If the following items were available to use, do you think you would find these helpful?
(Please tick ✓ ONE box for each question)

| | <u>Yes</u> | <u>No</u> |
|--|------------|-----------|
| a) The ability to complete a self-assessment online and find out if you were eligible for social care support | 87% | 13% |
| b) An online directory of all of the community services/support available in your area | 92% | 8% |
| c) A financial calculator that would give you an indication of what you may need to pay or contribute for your care and support needs | 88% | 12% |
| d) An online directory of all care providers in your area which you could use to purchase and arrange your own care independently (without the involvement of Adult Social Care) | 85% | 15% |
| e) The ability to buy small pieces of equipment yourself and arrange to have these fitted independently (without the involvement of Adult Social Care) | 80% | 20% |

Q14 Are you aware of the plans to cap the amount people have to pay for care costs that are currently being considered? (Please tick ✓ ONE box only)

Yes.....41% No51% Don't know8%

Q15 From April 2016 you are entitled to an assessment by the local authority of your care needs and financial position. How likely are you to contact the county council about this service?
(Please tick ✓ ONE box only)

Very likely..... 3% Quite unlikely..... 41%
Quite likely..... 15% Very unlikely..... 41%

TOBACCO

Q16 Which of the following statements BEST applies to you? (Please tick ✓ one box ONLY)

I have never smoked 56% I smoke every day 5%
I used to smoke but have given up 35% I smoke but I don't smoke everyday . 4%

If you smoke please go to Q17, if you do not smoke please go to Q23

Q17 If you smoke, would you like to stop? (Please tick ✓ one box ONLY) (76 respondents)

Yes36% No happy as I am51% Don't know..... 13%

If you would like to stop smoking please go to Q17a, otherwise please go to Q23

Q17a) If you would like to stop smoking how would you choose to do it? (Please tick ✓ all that apply) (25 respondents)

| | | | |
|--------------------------------------|-----|-------------------------------------|-----|
| Self-help (online, books etc.) | 15% | Nicotine replacement therapy | 64% |
| GP | 24% | Behavioural support from specialist | |
| Pharmacist | 7% | advisor | 20% |
| Other (please state) | 11% | | |

Q18 From which, if any of the following places do you currently buy your cigarettes/tobacco? (Please tick ✓ all that apply) (25 respondents)

| | | | |
|---|-----|-------------------------------|-----|
| Corner shop..... | 53% | Off licence | 42% |
| Tobacconist..... | 4% | Sweet shop | 4% |
| Supermarket..... | 91% | Newsagent | 47% |
| Cash and carry | 4% | Internet..... | - |
| Pub (someone who comes round | | People who sell cheaper | |
| selling at a cheaper price)..... | 10% | cigarettes in the street..... | 4% |
| People who are trusted in local area | | Buy them abroad and bring | |
| for selling cheaper cigarettes | 4% | them back with me | 17% |
| Buy from a friend at cheaper price..... | 10% | Other (please state)..... | 4% |

Q19 Are you aware of electronic cigarettes? (Please tick ✓ one box ONLY) (24 respondents)

Yes..... 100% **Please go to Q20** No- **Please go to Q23**

Q20 Have you tried an electronic cigarette? (Please tick ✓ one box ONLY) (24 respondents)

Yes..... 60% No..... 40%

Q21 Thinking about electronic cigarettes, to what extent do you agree or disagree with the following statement? "On balance electronic cigarettes will be good for the health of the public." (Please tick ✓ ONE box only) (24 respondents)

| | | | | | |
|---------------------------------|--------------|---|-----------------|------------------------------------|---|
| <u>Strongly</u> <u>agree</u> | <u>Agree</u> | <u>Neither agree</u> <u>nor disagree</u> | <u>Disagree</u> | <u>Strongly</u> <u>disagree</u> | <u>Don't know/</u> <u>no opinion</u> |
| 14% | 54% | 12% | 20% | - | - |

Q22 In your opinion, will electronic cigarettes...? (Please tick ✓ ONE box only) (24 respondents)

| | |
|--|-----|
| Increase the number of people who smoke tobacco cigarettes | - |
| Make no difference | 16% |
| Decrease the number of people who smoke tobacco cigarettes..... | 80% |
| Don't know..... | 5% |

ALL RESPONDENTS

Q23 How much of an impact do you think second hand smoke has on increasing the risk to a child's health? (Please tick ✓ ONE box only)

| | | | | |
|-------------------|--------------------|----------------------|------------------|------------|
| Has big impact | Has some impact | Has little impact | Has no impact | Don't know |
| 62% | 32% | 4% | 1% | 1% |

Q24 How strongly, if at all do you agree or disagree with the following statements? (Please tick ✓ one box for each statement)

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't know |
|---|----------------|-------|----------------------------|----------|-------------------|------------|
| a) Smoking should be banned in all North Yorkshires outdoor children's play areas. | 63% | 20% | 9% | 6% | 2% | 1% |
| b) Smoking should be banned in cars that are carrying children younger than 18 years of age. | 63% | 21% | 8% | 5% | 2% | 1% |

Q25 Which of the following BEST applies to your home? (Please think about the people who live with you and visitors to your home)(Please tick ✓ ONE box only)

| | |
|--|-----|
| People can smoke anywhere in my home | 2% |
| People can smoke in my home but only in certain rooms | 5% |
| People can smoke in my home (e.g. in my garden) but not in enclosed spaces | 35% |
| People cannot smoke anywhere in my home | 58% |

COMMUNITY SAFETY

Q26 How safe or unsafe do you feel when outside in your local area (Please ✓ one box for each statement)

| | Very Safe | Fairly safe | Neither safe nor unsafe | Fairly unsafe | Very unsafe | Don't know |
|--|-----------|-------------|-------------------------|---------------|-------------|------------|
| a) ... after dark? | 30% | 53% | 9% | 6% | 2% | 0% |
| b) ... during the day? | 77% | 20% | 2% | 1% | 0% | - |
| c) If you feel unsafe, what would make you feel safer? (Please state below) | | | | | | |

Q27 It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.

- a)** So, how much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area? (Please tick ✓ ONE box only in the left hand column below)
- b)** And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? (Please tick ✓ ONE box only in the right hand column below)

| | a. Seek other people's views | b. Are successfully dealing with |
|----------------------------|-------------------------------------|---|
| Strongly agree | 17% | 6% |
| Tend to agree | 27% | 38% |
| Neither agree nor disagree | 25% | 31% |
| Tend to disagree | 17% | 12% |
| Strongly disagree | 7% | 4% |
| Don't know | 7% | 9% |

DOORSTEP TRADERS/ CALLERS

North Yorkshire County Council Trading Standards and Planning Services undertake work to tackle the issue of doorstep crime. This work includes:

- Operating a rapid response to complaints reporting doorstep crime and cold calling.
- Taking a 'zero tolerance' approach where doorstep crime has been committed and taking formal action, including prosecution, against the perpetrators of crime.
- Providing educational material, including handing out door stickers and leaflets at community events and also giving talks and presentations to relevant groups.
- Setting up 'No Cold Calling Zones', in partnership with communities, to raise awareness of doorstep crime and to empower residents to be able to turn away cold callers.

Please help us gauge how successful our work on doorstep crime and cold calling has been. Before completing the questions below, you may wish to note the following definitions:

'Cold Calling' means someone calling at your home without an appointment. It does not include regular callers. e.g: a milk man on his rounds

'Doorstep Selling' includes all goods and services no matter how large or small e.g. double glazing, cleaning products, electricity / gas salespeople (not meter readers), roofing repairs etc.

Q28 Do you want doorstep sellers cold calling on you? *(Please tick ✓ ONE box only)*

Yes 5% **Go to Q30** No 94% **Go to Q29** Not sure 1% **Go to Q30**

Q29 Why do you not want doorstop sellers 'cold calling' you? *(Please tick ✓ all that apply)*
(1,013 respondents)

| | |
|-------------------------------|--------------------------|
| Invasion of privacy 73% | Previous victim 2% |
| Fear of crime 45% | Inconvenience 73% |
| Other (please state)..... 9% | |

Q30 In the past three months, have you had any salespersons/ traders 'cold calling' on you?
(Please tick ✓ ONE box only)

Yes..... 50% - **Please go to Q31** No..... 45% - **Please go to Q32**
Not sure 4% - **Please go to Q32**

Q31

- a) What type of 'cold callers' do you remember calling on you in the last 3 months?
(518 respondents)
- b) Which, if any, of these cold callers did you buy something from or pay money to?
(61 respondents)
- c) If you bought anything from a cold caller, please estimate the amount in column C below.

| | a) 'Cold called' on me | b) Bought/ paid money | c) How much paid? |
|---|------------------------------|-----------------------------|-------------------------|
| 1. Double-glazing, patio doors, or similar | 38% | | |
| 2. Roofing, guttering, fascias | 27% | 3% | |
| 3. Gardening services | 16% | 4% | |
| 4. Insulation (e.g. cavity wall/ roof) | 24% | - | |
| 5. Weather proofing | 4% | - | |
| 6. Security products (e.g. burglar alarm) | 2% | - | |
| 7. Tarmac, driveway, path repairs, or resurfacing | 17% | 1% | |
| 8. Electrical products (sale or repair) | 3% | - | |
| 9. Furniture (e.g. sofas) | 1% | - | |
| 10. Energy (gas/ electricity) | 21% | 3% | |
| 11. Houseware/ cleaning products | 29% | 29% | |
| 12. Food products | 9% | 8% | |
| 13. Mobility aids/ products | 1% | - | |
| 14. Charities..... | 48% | 43% | |
| 15. Other (<i>Please state below</i>) | 19% | 11% | |

Q32 In the past two years, have you had a bad experience with doorstep sellers or the products/ services they sold? (*Please tick ✓ ONE box only*)

Yes.....12% - ***Please go to Q32a***

No88% - ***Please go to Q33***

Q32a) What products/ services did this relate to? (*Please tick ✓ all that apply*)
(126 respondents)

Double-glazing, patio doors, or similar .. 15%

Roofing, guttering, fascias 10%

Gardening services 7%

Insulation (e.g. cavity wall/ roof) 5%

Weather Proofing 5%

Security products (e.g. burglar alarm)..... 1%

Tarmac, driveway, path repairs, or
resurfacing 8%

Furniture (e.g. sofas) 1%

Energy (gas/ electricity)..... 13%

Houseware/ cleaning products 24%

Food products 2%

Mobility Aids / products 0%

Charities 32%

Something else (*Please state below*) 13%

Electrical products (sale or repair) 1%

Can't remember 4%

b) Did you report your bad experience to (Please tick ✓ all that apply) (123 respondents)

| | | | |
|--|-----|--------------|-----|
| Trading standards / Consumer Direct..... | 4% | Police | 8% |
| Direct to company involved..... | 17% | No one..... | 69% |
| Other, please give details..... | 6% | | |

c) If you did not report your bad experience anyone, why not? (Please tick ✓ all that apply) (83 respondents)

| | | | |
|--|-----|--------------------------------------|-----|
| Did not know who to report it to..... | 46% | Too embarrassed | 2% |
| No confidence anything would happen..... | 43% | Too frightened..... | 2% |
| Time and inconvenience to pursue | 45% | Other, please give details below.... | 11% |

| | Yes | No | Not sure |
|---|-----|-----|----------|
| Q33 Is your home in a | | | |
| Neighbourhood Watch (or similar type scheme) area | 35% | 41% | 24% |
| North Yorkshire County Council 'No Cold Calling Zone' | 9% | 47% | 44% |

If you would like an officer from North Yorkshire Trading Standards and Planning Services (NYTS & PS) to contact you to discuss any concerns about cold callers/doorstep crime, please sign your name below to confirm you are happy for us to pass your postal address and other details on to NYTS&PS and confirm a contact number / email address:

Yes, happy for my contact details to be passed on to NYTS & PS 8%
No, I would not like my contact details to be passed on..... 92%

| | |
|---------------------------|---|
| Signature: <div></div> | Telephone Number: <div></div> Email address: <div></div> |
|---------------------------|---|

Important contact details:

- To receive Consumer Advice or report a Doorstep Crime incident please call the Citizens Advice Bureau on 03454 04 05 06.
- If you have been a victim of crime you can speak to the National Victim Support Helpline on 0845 30 30 900.

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE:
PLEASE RETURN THIS IN THE ENVELOPE PROVIDED - NO STAMP IS REQUIRED**

All questionnaires are carried out in accordance with the MRS Code of Conduct

www.mrs.org.uk
www.nwaresearch.co.uk

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

District

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------------|-----------|---------|---------------|--------------------|
| Valid | Craven | 136 | 12.5 | 12.5 | 12.5 |
| | Hambleton | 190 | 17.4 | 17.4 | 29.9 |
| | Richmondshire | 150 | 13.8 | 13.8 | 43.7 |
| | Ryedale | 161 | 14.8 | 14.8 | 58.5 |
| | Scarborough | 143 | 13.1 | 13.1 | 71.6 |
| | Selby | 143 | 13.1 | 13.1 | 84.8 |
| | Harrogate | 166 | 15.2 | 15.2 | 100.0 |
| | Total | 1089 | 100.0 | 100.0 | |

CI Code

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 116 | 10.7 | 10.7 | 10.7 |
| | 2A | 47 | 4.3 | 4.3 | 15.0 |
| | 2B | 149 | 13.7 | 13.7 | 28.7 |
| | 2C | 98 | 9.0 | 9.0 | 37.7 |
| | 3A | 28 | 2.6 | 2.6 | 40.3 |
| | 3B | 72 | 6.6 | 6.6 | 46.9 |
| | 4A | 117 | 10.7 | 10.8 | 57.6 |
| | 4B | 25 | 2.3 | 2.3 | 59.9 |
| | 5A | 135 | 12.4 | 12.4 | 72.3 |
| | 5B | 82 | 7.5 | 7.5 | 79.9 |
| | 6A | 10 | .9 | .9 | 80.8 |
| | 6B | 11 | 1.0 | 1.0 | 81.8 |
| | 7 | 75 | 6.9 | 6.9 | 88.7 |
| | 8A | 24 | 2.2 | 2.2 | 90.9 |
| | 8B | 28 | 2.6 | 2.6 | 93.5 |
| | 9A | 48 | 4.4 | 4.4 | 97.9 |
| | 9B | 12 | 1.1 | 1.1 | 99.0 |
| | 10 | 11 | 1.0 | 1.0 | 100.0 |
| | Total | 1088 | 99.9 | 100.0 | |
| Missing | System | 1 | .1 | | |
| Total | | 1089 | 100.0 | | |

Gender

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Male | 546 | 50.1 | 50.1 | 50.1 |
| | Female | 543 | 49.9 | 49.9 | 100.0 |
| | Total | 1089 | 100.0 | 100.0 | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Age Group

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | 18 to 29 years | 65 | 6.0 | 6.0 | 6.0 |
| | 30 to 39 years | 122 | 11.2 | 11.3 | 17.3 |
| | 40 to 49 years | 173 | 15.9 | 16.0 | 33.2 |
| | 50 to 64 years | 353 | 32.4 | 32.6 | 65.8 |
| | 65 to 74 years | 294 | 27.0 | 27.1 | 93.0 |
| | 75 to 84 years | 64 | 5.9 | 5.9 | 98.9 |
| | 85 years and over | 12 | 1.1 | 1.1 | 100.0 |
| | Total | 1083 | 99.4 | 100.0 | |
| Missing | Prefer not to say | 6 | .6 | | |
| Total | | 1089 | 100.0 | | |

Q1) Do you believe the County Council should increase the council tax by 1.9% (equivalent to £21 per year or 41p per week) in order to avoid a further £2.3m savings?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 687 | 63.1 | 66.3 | 66.3 |
| | No | 349 | 32.0 | 33.7 | 100.0 |
| | Total | 1036 | 95.1 | 100.0 | |
| Missing | (missing) | 53 | 4.9 | | |
| Total | | 1089 | 100.0 | | |

Q2a) Opportunities for young people

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 478 | 43.9 | 44.3 | 44.3 |
| | Agree | 447 | 41.0 | 41.5 | 85.8 |
| | Neither agree nor disagree | 109 | 10.0 | 10.1 | 95.9 |
| | Disagree | 34 | 3.1 | 3.2 | 99.1 |
| | Strongly disagree | 9 | .8 | .8 | 99.9 |
| | Don't know | 1 | .1 | .1 | 100.0 |
| | Total | 1078 | 99.0 | 100.0 | |
| Missing | (missing) | 11 | 1.0 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q2b) Loneliness and social isolation

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 355 | 32.6 | 33.0 | 33.0 |
| | Agree | 515 | 47.3 | 47.9 | 80.9 |
| | Neither agree nor disagree | 164 | 15.1 | 15.2 | 96.1 |
| | Disagree | 32 | 2.9 | 3.0 | 99.1 |
| | Strongly disagree | 9 | .8 | .8 | 99.9 |
| | Don't know | 1 | .1 | .1 | 100.0 |
| | Total | 1076 | 98.8 | 100.0 | |
| Missing | (missing) | 13 | 1.2 | | |
| Total | | 1089 | 100.0 | | |

Q2c) Transport links

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 451 | 41.4 | 42.1 | 42.1 |
| | Agree | 486 | 44.6 | 45.3 | 87.4 |
| | Neither agree nor disagree | 100 | 9.2 | 9.3 | 96.7 |
| | Disagree | 26 | 2.4 | 2.4 | 99.2 |
| | Strongly disagree | 8 | .7 | .7 | 99.9 |
| | Don't know | 1 | .1 | .1 | 100.0 |
| | Total | 1072 | 98.4 | 100.0 | |
| Missing | (missing) | 17 | 1.6 | | |
| Total | | 1089 | 100.0 | | |

Q2d) Economic opportunity for all parts of the county

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 307 | 28.2 | 28.6 | 28.6 |
| | Agree | 533 | 48.9 | 49.7 | 78.3 |
| | Neither agree nor disagree | 164 | 15.1 | 15.3 | 93.6 |
| | Disagree | 53 | 4.9 | 4.9 | 98.5 |
| | Strongly disagree | 10 | .9 | .9 | 99.4 |
| | Don't know | 6 | .6 | .6 | 100.0 |
| | Total | 1073 | 98.5 | 100.0 | |
| Missing | (missing) | 16 | 1.5 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q2e) Broadband connectivity - Superfast North Yorkshire

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 365 | 33.5 | 34.0 | 34.0 |
| | Agree | 361 | 33.1 | 33.6 | 67.5 |
| | Neither agree nor disagree | 211 | 19.4 | 19.6 | 87.2 |
| | Disagree | 95 | 8.7 | 8.8 | 96.0 |
| | Strongly disagree | 39 | 3.6 | 3.6 | 99.6 |
| | Don't know | 4 | .4 | .4 | 100.0 |
| | Total | 1075 | 98.7 | 100.0 | |
| Missing | (missing) | 14 | 1.3 | | |
| Total | | 1089 | 100.0 | | |

Q4) Had you heard of the Care Act before reading this questionnaire?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 308 | 28.3 | 28.7 | 28.7 |
| | No | 764 | 70.2 | 71.3 | 100.0 |
| | Total | 1072 | 98.4 | 100.0 | |
| Missing | (missing) | 17 | 1.6 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

| | | Cases | Col Response % |
|--|-----------------------------------|-------|----------------|
| Q5a) Where go to find information about Adult Social Care? | District/ Borough Council | 285 | 26.2% |
| | County Council | 377 | 34.6% |
| | Internet search | 809 | 74.3% |
| | GP | 448 | 41.1% |
| | Job Centre | 8 | .7% |
| | Age UK | 270 | 24.8% |
| | Citizens' Advice Bureau | 291 | 26.7% |
| | Family/ friends | 240 | 22.0% |
| | Voluntary/ community organisation | 191 | 17.5% |
| | Church/ faith group | 57 | 5.2% |
| | Hospital | 157 | 14.4% |
| | Other | 24 | 2.2% |
| | (missing) | 12 | 1.1% |
| | Total | 1089 | 291.0% |
| Q5b) Where go to for advice about Adult Social Care? | District/ Borough Council | 225 | 20.7% |
| | County Council | 309 | 28.4% |
| | Internet search | 431 | 39.6% |
| | GP | 502 | 46.1% |
| | Job Centre | 8 | .7% |
| | Age UK | 258 | 23.7% |
| | Citizens' Advice Bureau | 341 | 31.3% |
| | Family/ friends | 248 | 22.8% |
| | Voluntary/ community organisation | 184 | 16.9% |
| | Church/ faith group | 43 | 3.9% |
| | Hospital | 139 | 12.8% |
| | Other | 13 | 1.2% |
| | (missing) | 92 | 8.4% |
| | Total | 1089 | 256.5% |
| Q6) How would you want to contact the County Council? | Telephone | 729 | 66.9% |
| | Internet | 460 | 42.2% |
| | Email | 521 | 47.8% |
| | (missing) | 16 | 1.5% |
| Total | | 1089 | 158.5% |

Q7) Have you had any experience of adult social care in the last year?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 155 | 14.2 | 14.4 | 14.4 |
| | No | 918 | 84.3 | 85.6 | 100.0 |
| | Total | 1073 | 98.5 | 100.0 | |
| Missing | (missing) | 16 | 1.5 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q8) Have you used North Yorkshire County Councils website to look for information relating to Adult Social Care support?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 48 | 4.4 | 32.0 | 32.0 |
| | No | 102 | 9.4 | 68.0 | 100.0 |
| | Total | 150 | 13.8 | 100.0 | |
| Missing | (missing) | 5 | .5 | | |
| | System | 934 | 85.8 | | |
| | Total | 939 | 86.2 | | |
| Total | | 1089 | 100.0 | | |

Q8a) How useful was the information?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Very good | 6 | .6 | 13.0 | 13.0 |
| | Good | 23 | 2.1 | 50.0 | 63.0 |
| | Poor | 12 | 1.1 | 26.1 | 89.1 |
| | Very poor | 2 | .2 | 4.3 | 93.5 |
| | Can't remember/ no opinion | 3 | .3 | 6.5 | 100.0 |
| | Total | 46 | 4.2 | 100.0 | |
| Missing | (missing) | 2 | .2 | | |
| | System | 1041 | 95.6 | | |
| | Total | 1043 | 95.8 | | |
| Total | | 1089 | 100.0 | | |

| | | Cases | Col Response % |
|--|---|-------|----------------|
| Q9) Ever been given any of the following leaflets? | Information for Carers | 60 | 38.7% |
| | Carers Emergency Card | 28 | 18.1% |
| | Keeping People Safe | 20 | 12.9% |
| | Telecare | 15 | 9.7% |
| | What you should expect to pay for Social Care | 35 | 22.6% |
| | You & Your Social Care Records | 17 | 11.0% |
| | Your Support, Your Way | 9 | 5.8% |
| | Compliments, Complaints etc. | 14 | 9.0% |
| | (missing) | 80 | 51.6% |
| | Total | 155 | 179.4% |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q10) Have you ever telephoned North Yorkshire County Council for Adult Social Care Support?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 49 | 4.5 | 32.5 | 32.5 |
| | No | 102 | 9.4 | 67.5 | 100.0 |
| | Total | 151 | 13.9 | 100.0 | |
| Missing | (missing) | 4 | .4 | | |
| | System | 934 | 85.8 | | |
| | Total | 938 | 86.1 | | |
| Total | | 1089 | 100.0 | | |

Q10a) How would you rate the telephone contact you had with us?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Very good | 10 | .9 | 21.3 | 21.3 |
| | Good | 21 | 1.9 | 44.7 | 66.0 |
| | Poor | 10 | .9 | 21.3 | 87.2 |
| | Very poor | 6 | .6 | 12.8 | 100.0 |
| | Total | 47 | 4.3 | 100.0 | |
| Missing | (missing) | 2 | .2 | | |
| | System | 1040 | 95.5 | | |
| | Total | 1042 | 95.7 | | |
| Total | | 1089 | 100.0 | | |

Q11) If you have paid for care over the past year could you confirm the weekly cost?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------------|-----------|---------|---------------|--------------------|
| Valid | Less than £250 | 26 | 2.4 | 16.8 | 16.8 |
| | £250-£500 | 8 | .7 | 5.2 | 21.9 |
| | £500-£1,000 | 15 | 1.4 | 9.7 | 31.6 |
| | Over £1,000 | 1 | .1 | .6 | 32.3 |
| | (not paid for care/ missing) | 105 | 9.6 | 67.7 | 100.0 |
| | Total | 155 | 14.2 | 100.0 | |
| Missing | System | 934 | 85.8 | | |
| Total | | 1089 | 100.0 | | |

Q12a) Have you thought how you might manage any future care needs you may have?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 545 | 50.0 | 50.6 | 50.6 |
| | No | 532 | 48.9 | 49.4 | 100.0 |
| | Total | 1077 | 98.9 | 100.0 | |
| Missing | (missing) | 12 | 1.1 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q12b) Would you have someone who could look after you if your health deteriorated?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 814 | 74.7 | 75.9 | 75.9 |
| | No | 259 | 23.8 | 24.1 | 100.0 |
| | Total | 1073 | 98.5 | 100.0 | |
| Missing | (missing) | 16 | 1.5 | | |
| Total | | 1089 | 100.0 | | |

Q12c) Have you thought about how you might pay for any care needs you may have in the future?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 570 | 52.3 | 53.0 | 53.0 |
| | No | 506 | 46.5 | 47.0 | 100.0 |
| | Total | 1076 | 98.8 | 100.0 | |
| Missing | (missing) | 13 | 1.2 | | |
| Total | | 1089 | 100.0 | | |

Q12d) Have you taken any independent financial advice about current or future costs such as care at home, residential or nursing care?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 99 | 9.1 | 9.2 | 9.2 |
| | No | 978 | 89.8 | 90.8 | 100.0 |
| | Total | 1077 | 98.9 | 100.0 | |
| Missing | (missing) | 12 | 1.1 | | |
| Total | | 1089 | 100.0 | | |

Q12e) Do you know how you to ask for an Adult Social Care Assessment?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 236 | 21.7 | 22.1 | 22.1 |
| | No | 834 | 76.6 | 77.9 | 100.0 |
| | Total | 1070 | 98.3 | 100.0 | |
| Missing | (missing) | 19 | 1.7 | | |
| Total | | 1089 | 100.0 | | |

Q13a) The ability to complete a self-assessment online and find out if you were eligible for social care support

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 924 | 84.8 | 86.1 | 86.1 |
| | No | 149 | 13.7 | 13.9 | 100.0 |
| | Total | 1073 | 98.5 | 100.0 | |
| Missing | (missing) | 16 | 1.5 | | |
| Total | | 1089 | 100.0 | | |

Q13b) An online directory of all of the community services/ support available in your area

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 992 | 91.1 | 92.5 | 92.5 |
| | No | 81 | 7.4 | 7.5 | 100.0 |
| | Total | 1073 | 98.5 | 100.0 | |
| Missing | (missing) | 16 | 1.5 | | |
| Total | | 1089 | 100.0 | | |

Q13c) A financial calculator that would give you an indication of what you may need to pay or contribute for your care and support needs

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 941 | 86.4 | 88.0 | 88.0 |
| | No | 128 | 11.8 | 12.0 | 100.0 |
| | Total | 1069 | 98.2 | 100.0 | |
| Missing | (missing) | 20 | 1.8 | | |
| Total | | 1089 | 100.0 | | |

Q13d) An online directory of all care providers in your area which you could use to purchase and arrange your own care independently (without the involvement of Adult Social Care)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 904 | 83.0 | 84.9 | 84.9 |
| | No | 161 | 14.8 | 15.1 | 100.0 |
| | Total | 1065 | 97.8 | 100.0 | |
| Missing | (missing) | 24 | 2.2 | | |
| Total | | 1089 | 100.0 | | |

Q13e) The ability to buy small pieces of equipment yourself and arrange to have these fitted independently (without the involvement of Adult Social Care)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 864 | 79.3 | 81.2 | 81.2 |
| | No | 200 | 18.4 | 18.8 | 100.0 |
| | Total | 1064 | 97.7 | 100.0 | |
| Missing | (missing) | 25 | 2.3 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q14) Are you aware of the plans to cap the amount people have to pay for care costs that are currently being considered?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 507 | 46.6 | 47.0 | 47.0 |
| | No | 486 | 44.6 | 45.1 | 92.1 |
| | Don't know | 85 | 7.8 | 7.9 | 100.0 |
| | Total | 1078 | 99.0 | 100.0 | |
| Missing | (missing) | 11 | 1.0 | | |
| Total | | 1089 | 100.0 | | |

Q15) From April 2016 you are entitled to an assessment by the local authority of your care needs and financial position. How likely are you to contact the county council about this service?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------|-----------|---------|---------------|--------------------|
| Valid | Very likely | 32 | 2.9 | 3.0 | 3.0 |
| | Quite likely | 170 | 15.6 | 15.7 | 18.7 |
| | Quite unlikely | 459 | 42.1 | 42.5 | 61.2 |
| | Very unlikely | 419 | 38.5 | 38.8 | 100.0 |
| | Total | 1080 | 99.2 | 100.0 | |
| Missing | (missing) | 9 | .8 | | |
| Total | | 1089 | 100.0 | | |

Q16) Which of the following statements best applies to you?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | I have never smoked | 587 | 53.9 | 54.5 | 54.5 |
| | I used to smoke but have given up | 413 | 37.9 | 38.3 | 92.9 |
| | I smoke every day | 42 | 3.9 | 3.9 | 96.8 |
| | I smoke but I don't smoke every day | 35 | 3.2 | 3.2 | 100.0 |
| | Total | 1077 | 98.9 | 100.0 | |
| Missing | (missing) | 12 | 1.1 | | |
| Total | | 1089 | 100.0 | | |

Q17) If you smoke, would you like to stop?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 25 | 2.3 | 32.9 | 32.9 |
| | No, happy as I am | 42 | 3.9 | 55.3 | 88.2 |
| | Don't know | 9 | .8 | 11.8 | 100.0 |
| | Total | 76 | 7.0 | 100.0 | |
| Missing | (missing) | 1 | .1 | | |
| | System | 1012 | 92.9 | | |
| | Total | 1013 | 93.0 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

| | | Cases | Col Response % |
|---|---|-------|----------------|
| Q17a) Stopping smoking - how would you choose to do it? | Self-help (online, books etc.) | 7 | 28.0% |
| | GP | 8 | 32.0% |
| | Pharmacist | 3 | 12.0% |
| | Nicotine replacement therapy | 14 | 56.0% |
| | Behavioural support from specialist advisor | 5 | 20.0% |
| | Other | 3 | 12.0% |
| Total | | 25 | 160.0% |
| Q18) Which places do you buy your cigarettes/tobacco? | Corner shop | 12 | 48.0% |
| | Tobacconist | 1 | 4.0% |
| | Supermarket | 21 | 84.0% |
| | Cash and Carry | 1 | 4.0% |
| | Pub (someone who comes round selling at a cheaper price) | 2 | 8.0% |
| | People who are trusted in local area for selling cheaper cigarettes | 1 | 4.0% |
| | Buy from a friend at cheaper price | 2 | 8.0% |
| | Off Licence | 8 | 32.0% |
| | Sweetshop | 1 | 4.0% |
| | Newsagent | 10 | 40.0% |
| | People who sell cheaper cigarettes in the street | 1 | 4.0% |
| | Buy them abroad and bring them back to me | 5 | 20.0% |
| | Other | 1 | 4.0% |
| Total | | 25 | 264.0% |

Q19) Are you aware of electronic cigarettes?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 24 | 2.2 | 100.0 | 100.0 |
| Missing | (missing) | 1 | .1 | | |
| | System | 1064 | 97.7 | | |
| | Total | 1065 | 97.8 | | |
| Total | | 1089 | 100.0 | | |

Q20) Have you tried an electronic cigarette?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 14 | 1.3 | 58.3 | 58.3 |
| | No | 10 | .9 | 41.7 | 100.0 |
| | Total | 24 | 2.2 | 100.0 | |
| Missing | System | 1065 | 97.8 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q21) Thinking about electronic cigarettes, to what extent do you agree or disagree with the following statement? "On balance electronic cigarettes will be good for the health of the public?"

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 1 | .1 | 4.2 | 4.2 |
| | Agree | 13 | 1.2 | 54.2 | 58.3 |
| | Neither agree nor disagree | 5 | .5 | 20.8 | 79.2 |
| | Disagree | 5 | .5 | 20.8 | 100.0 |
| | Total | 24 | 2.2 | 100.0 | |
| Missing | System | 1065 | 97.8 | | |
| Total | | 1089 | 100.0 | | |

Q22) In your opinion, will electronic cigarettes ?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Make no difference | 5 | .5 | 20.8 | 20.8 |
| | Decrease the number of people who smoke tobacco cigarettes | 17 | 1.6 | 70.8 | 91.7 |
| | Don't know | 2 | .2 | 8.3 | 100.0 |
| | Total | 24 | 2.2 | 100.0 | |
| Missing | System | 1065 | 97.8 | | |
| Total | | 1089 | 100.0 | | |

Q23) How much of an impact do you think second hand smoke has on increasing the risk to a child's health?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Has big impact | 675 | 62.0 | 62.6 | 62.6 |
| | Has some impact | 346 | 31.8 | 32.1 | 94.6 |
| | Has little impact | 39 | 3.6 | 3.6 | 98.2 |
| | Has no impact | 7 | .6 | .6 | 98.9 |
| | Don't know | 12 | 1.1 | 1.1 | 100.0 |
| | Total | 1079 | 99.1 | 100.0 | |
| Missing | (missing) | 10 | .9 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q24a) Smoking should be banned in all North Yorkshire's outdoor children's play areas.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 683 | 62.7 | 63.0 | 63.0 |
| | Agree | 205 | 18.8 | 18.9 | 81.9 |
| | Neither agree nor disagree | 107 | 9.8 | 9.9 | 91.8 |
| | Disagree | 65 | 6.0 | 6.0 | 97.8 |
| | Strongly disagree | 22 | 2.0 | 2.0 | 99.8 |
| | Don't know | 2 | .2 | .2 | 100.0 |
| | Total | 1084 | 99.5 | 100.0 | |
| Missing | (missing) | 5 | .5 | | |
| Total | | 1089 | 100.0 | | |

Q24b) Smoking should be banned in cars that are carrying children younger than 18 years of age.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 695 | 63.8 | 64.4 | 64.4 |
| | Agree | 219 | 20.1 | 20.3 | 84.6 |
| | Neither agree nor disagree | 80 | 7.3 | 7.4 | 92.0 |
| | Disagree | 58 | 5.3 | 5.4 | 97.4 |
| | Strongly disagree | 22 | 2.0 | 2.0 | 99.4 |
| | Don't know | 6 | .6 | .6 | 100.0 |
| | Total | 1080 | 99.2 | 100.0 | |
| Missing | (missing) | 9 | .8 | | |
| Total | | 1089 | 100.0 | | |

Q25) Which of the following best applies to your home?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | People can smoke anywhere in my home | 20 | 1.8 | 1.8 | 1.8 |
| | People can smoke in my home but only in certain rooms | 42 | 3.9 | 3.9 | 5.7 |
| | People can smoke in my home (e.g. in my garden) but not in enclosed spaces | 399 | 36.6 | 36.9 | 42.6 |
| | People cannot smoke anywhere in my home | 621 | 57.0 | 57.4 | 100.0 |
| | Total | 1082 | 99.4 | 100.0 | |
| Missing | (missing) | 7 | .6 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q26a) after dark?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Very safe | 364 | 33.4 | 33.6 | 33.6 |
| | Fairly safe | 547 | 50.2 | 50.5 | 84.1 |
| | Neither safe nor unsafe | 86 | 7.9 | 7.9 | 92.1 |
| | Fairly unsafe | 64 | 5.9 | 5.9 | 98.0 |
| | Very unsafe | 19 | 1.7 | 1.8 | 99.7 |
| | Don't know | 3 | .3 | .3 | 100.0 |
| | Total | 1083 | 99.4 | 100.0 | |
| Missing | (missing) | 6 | .6 | | |
| Total | | 1089 | 100.0 | | |

Q26b) during the day?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Very safe | 836 | 76.8 | 77.6 | 77.6 |
| | Fairly safe | 204 | 18.7 | 18.9 | 96.6 |
| | Neither safe nor unsafe | 24 | 2.2 | 2.2 | 98.8 |
| | Fairly unsafe | 10 | .9 | .9 | 99.7 |
| | Very unsafe | 3 | .3 | .3 | 100.0 |
| | Total | 1077 | 98.9 | 100.0 | |
| Missing | (missing) | 12 | 1.1 | | |
| Total | | 1089 | 100.0 | | |

Q27a) Seek other people's views

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 195 | 17.9 | 18.2 | 18.2 |
| | Tend to agree | 319 | 29.3 | 29.7 | 47.9 |
| | Neither agree nor disagree | 255 | 23.4 | 23.7 | 71.6 |
| | Tend to disagree | 176 | 16.2 | 16.4 | 88.0 |
| | Strongly disagree | 65 | 6.0 | 6.1 | 94.0 |
| | Don't know | 64 | 5.9 | 6.0 | 100.0 |
| | Total | 1074 | 98.6 | 100.0 | |
| Missing | (missing) | 15 | 1.4 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q27b) Are successfully dealing with

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 68 | 6.2 | 6.4 | 6.4 |
| | Tend to agree | 411 | 37.7 | 38.6 | 44.9 |
| | Neither agree nor disagree | 332 | 30.5 | 31.1 | 76.1 |
| | Tend to disagree | 127 | 11.7 | 11.9 | 88.0 |
| | Strongly disagree | 37 | 3.4 | 3.5 | 91.5 |
| | Don't know | 91 | 8.4 | 8.5 | 100.0 |
| | Total | 1066 | 97.9 | 100.0 | |
| Missing | (missing) | 23 | 2.1 | | |
| Total | | 1089 | 100.0 | | |

Q28) Do you want doorstep sellers cold calling on you?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 49 | 4.5 | 4.5 | 4.5 |
| | No | 1016 | 93.3 | 94.1 | 98.6 |
| | Not sure | 15 | 1.4 | 1.4 | 100.0 |
| | Total | 1080 | 99.2 | 100.0 | |
| Missing | (missing) | 9 | .8 | | |
| Total | | 1089 | 100.0 | | |

| | | Cases | Col Response % |
|---|---------------------|-------|----------------|
| Q29) Why do you not want doorstep sellers cold-calling you? | Invasion of privacy | 752 | 74.0% |
| | Fear of crime | 442 | 43.5% |
| | Previous victim | 23 | 2.3% |
| | Inconvenience | 731 | 71.9% |
| | Other | 94 | 9.3% |
| | (missing) | 3 | .3% |
| Total | | 1016 | 201.3% |

Q30) In the past three months, have you had any salespersons/ traders 'cold calling' on you?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 523 | 48.0 | 48.6 | 48.6 |
| | No | 517 | 47.5 | 48.0 | 96.7 |
| | Not sure | 36 | 3.3 | 3.3 | 100.0 |
| | Total | 1076 | 98.8 | 100.0 | |
| Missing | (missing) | 13 | 1.2 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

| | | Cases | Col Response % |
|----------------------------------|--|-------|----------------|
| Q31a) 'Cold-Called' on me: | Double-glazing, patio doors, or similar | 184 | 35.2% |
| | Roofing, guttering, fascias | 130 | 24.9% |
| | Gardening services | 92 | 17.6% |
| | Insulation (e.g. cavity wall/ roof) | 124 | 23.7% |
| | Weather proofing | 26 | 5.0% |
| | Security products (e.g. burglar alarm) | 11 | 2.1% |
| | Tarmac, driveway, path repairs or re-surfacing | 87 | 16.6% |
| | Electrical products (sale or repair) | 10 | 1.9% |
| | Furniture (e.g. sofas) | 6 | 1.1% |
| | Energy (gas/ electricity) | 106 | 20.3% |
| | Houseware/ cleaning products | 147 | 28.1% |
| | Food products | 53 | 10.1% |
| | Mobility aids/ products | 5 | 1.0% |
| | Charities | 254 | 48.6% |
| | Other | 100 | 19.1% |
| | (missing) | 5 | 1.0% |
| Total | | 523 | 256.2% |
| Q31b) Bought/ paid money: | Roofing, guttering, fascias | 2 | 3.3% |
| | Gardening services | 2 | 3.3% |
| | Tarmac, driveway, path repairs or re-surfacing | 1 | 1.6% |
| | Energy (gas/ electricity) | 2 | 3.3% |
| | Houseware/ cleaning products | 21 | 34.4% |
| | Food products | 5 | 8.2% |
| | Charities | 22 | 36.1% |
| | Other | 8 | 13.1% |
| Total | | 61 | 103.3% |

Q32) In the past two years, have you had a bad experience with doorstep sellers or the products/ services they sold?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 127 | 11.7 | 11.9 | 11.9 |
| | No | 938 | 86.1 | 88.1 | 100.0 |
| | Total | 1065 | 97.8 | 100.0 | |
| Missing | (missing) | 24 | 2.2 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

| | | Cases | Col Response % |
|--|--|-------|----------------|
| Q32a) What products/ services did this relate to? | Double-glazing, patio doors, or similar | 17 | 13.4% |
| | Roofing, guttering, fascias | 14 | 11.0% |
| | Gardening services | 12 | 9.4% |
| | Insulation (e.g. cavity wall/ roof) | 8 | 6.3% |
| | Weather proofing | 8 | 6.3% |
| | Security products (e.g. burglar alarm) | 3 | 2.4% |
| | Tarmac, driveway, path repairs or re-surfacing | 12 | 9.4% |
| | Electrical products (sale or repair) | 2 | 1.6% |
| | Furniture (e.g. sofas) | 1 | .8% |
| | Energy (gas/ electricity) | 17 | 13.4% |
| | Houseware/ cleaning products | 30 | 23.6% |
| | Food products | 6 | 4.7% |
| | Mobility aids/ products | 1 | .8% |
| | Charities | 38 | 29.9% |
| | Other | 19 | 15.0% |
| | Can't remember | 5 | 3.9% |
| | (missing) | 1 | .8% |
| Total | | 127 | 152.8% |
| Q32b) Did you report your bad experience to...? | Trading Standards/ Consumer Direct | 8 | 6.3% |
| | Direct to company involved | 19 | 15.0% |
| | Police | 11 | 8.7% |
| | No one | 84 | 66.1% |
| | Other | 7 | 5.5% |
| | (missing) | 4 | 3.1% |
| Total | | 127 | 104.7% |
| Q32c) If you did not report it, why not? | Did not know who to report it to | 35 | 41.7% |
| | No confidence anything would happen | 37 | 44.0% |
| | Time and inconvenience to pursue | 34 | 40.5% |
| | Too embarrassed | 1 | 1.2% |
| | Too frightened | 1 | 1.2% |
| | Other | 13 | 15.5% |
| | (missing) | 1 | 1.2% |
| Total | | 84 | 145.2% |

Q33a) Neighbourhood Watch (or similar type scheme) area

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 376 | 34.5 | 35.2 | 35.2 |
| | No | 454 | 41.7 | 42.5 | 77.6 |
| | Not sure | 239 | 21.9 | 22.4 | 100.0 |
| | Total | 1069 | 98.2 | 100.0 | |
| Missing | (missing) | 20 | 1.8 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey Winter 2014/15
Unweighted Frequency Counts

Q33b) North Yorkshire County Council 'No Cold Calling Zone'

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 98 | 9.0 | 9.6 | 9.6 |
| | No | 501 | 46.0 | 48.9 | 58.4 |
| | Not sure | 426 | 39.1 | 41.6 | 100.0 |
| | Total | 1025 | 94.1 | 100.0 | |
| Missing | (missing) | 64 | 5.9 | | |
| Total | | 1089 | 100.0 | | |

Q34) Contact details to be passed on to North Yorkshire Trading Standards and Planning Services?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Yes, happy for my contact details to be passed on to NYTS & PS | 78 | 7.2 | 7.3 | 7.3 |
| | No, I would not like my contact details to be passed on | 987 | 90.6 | 92.7 | 100.0 |
| | Total | 1065 | 97.8 | 100.0 | |
| Missing | (missing) | 24 | 2.2 | | |
| Total | | 1089 | 100.0 | | |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q1) Do you believe the County Council should increase the council tax by 1.9% (equivalent to £21 per year or 41p per week) in order to avoid a further £2.3m savings? | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 353 | 62% | 171 | 38% | 524 | 100% |
| | Female | 334 | 64% | 178 | 36% | 512 | 100% |
| Age Group | 18 to 29 years | 28 | 44% | 37 | 56% | 65 | 100% |
| | 30 to 39 years | 65 | 52% | 52 | 48% | 117 | 100% |
| | 40 to 49 years | 108 | 62% | 60 | 38% | 168 | 100% |
| | 50 to 64 years | 233 | 69% | 109 | 31% | 342 | 100% |
| | 65 to 74 years | 198 | 73% | 77 | 27% | 275 | 100% |
| | 75+ years | 53 | 78% | 12 | 22% | 65 | 100% |
| District | Craven | 85 | 70% | 41 | 30% | 126 | 100% |
| | Hambleton | 119 | 61% | 60 | 39% | 179 | 100% |
| | Richmondshire | 98 | 64% | 44 | 36% | 142 | 100% |
| | Ryedale | 106 | 68% | 49 | 32% | 155 | 100% |
| | Scarborough | 97 | 69% | 40 | 31% | 137 | 100% |
| | Selby | 79 | 54% | 57 | 46% | 136 | 100% |
| | Harrogate | 103 | 60% | 58 | 40% | 161 | 100% |
| Total | All respondents | 687 | 63% | 349 | 37% | 1036 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q2a) Opportunities for young people | | | | | | | | | | | | Total | |
|-----------|-----------------|-------------------------------------|-------|------------------|-------|----------------------------|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 227 | 41% | 228 | 40% | 59 | 12% | 21 | 6% | 4 | 1% | | | 539 | 100% |
| | Female | 251 | 47% | 219 | 40% | 50 | 9% | 13 | 3% | 5 | 1% | 1 | 0% | 539 | 100% |
| Age Group | 18 to 29 years | 22 | 32% | 30 | 45% | 5 | 8% | 7 | 13% | 1 | 2% | | | 65 | 100% |
| | 30 to 39 years | 68 | 55% | 40 | 34% | 7 | 7% | 4 | 3% | 1 | 1% | | | 120 | 100% |
| | 40 to 49 years | 87 | 52% | 61 | 33% | 16 | 10% | 7 | 4% | 2 | 1% | | | 173 | 100% |
| | 50 to 64 years | 154 | 43% | 153 | 44% | 31 | 9% | 9 | 2% | 3 | 1% | | | 350 | 100% |
| | 65 to 74 years | 115 | 41% | 131 | 43% | 37 | 14% | 6 | 2% | 2 | 1% | 1 | 0% | 292 | 100% |
| | 75+ years | 30 | 43% | 30 | 39% | 12 | 18% | | | | | | | 72 | 100% |
| District | Craven | 63 | 44% | 54 | 42% | 12 | 12% | 5 | 3% | | | | | 134 | 100% |
| | Hambleton | 74 | 42% | 80 | 40% | 24 | 12% | 9 | 5% | 1 | 1% | | | 188 | 100% |
| | Richmondshire | 63 | 43% | 66 | 43% | 13 | 8% | 5 | 6% | | | 1 | 0% | 148 | 100% |
| | Ryedale | 69 | 42% | 70 | 46% | 15 | 8% | 4 | 3% | 3 | 1% | | | 161 | 100% |
| | Scarborough | 73 | 53% | 51 | 34% | 15 | 9% | 3 | 4% | | | | | 142 | 100% |
| | Selby | 68 | 49% | 57 | 40% | 9 | 7% | 2 | 3% | 3 | 2% | | | 139 | 100% |
| | Harrogate | 68 | 38% | 69 | 40% | 21 | 14% | 6 | 5% | 2 | 2% | | | 166 | 100% |
| Total | All respondents | 478 | 44% | 447 | 40% | 109 | 11% | 34 | 4% | 9 | 1% | 1 | 0% | 1078 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q2b) Loneliness and social isolation | | | | | | | | | | | | Total | |
|-----------|-----------------|--------------------------------------|-------|------------------|-------|----------------------------|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 145 | 26% | 261 | 47% | 107 | 23% | 20 | 3% | 5 | 1% | 1 | 0% | 539 | 100% |
| | Female | 210 | 38% | 254 | 48% | 57 | 11% | 12 | 2% | 4 | 1% | | | 537 | 100% |
| Age Group | 18 to 29 years | 25 | 35% | 25 | 40% | 13 | 23% | 2 | 2% | | | | | 65 | 100% |
| | 30 to 39 years | 42 | 31% | 57 | 49% | 20 | 19% | 1 | 1% | | | | | 120 | 100% |
| | 40 to 49 years | 52 | 30% | 79 | 45% | 35 | 21% | 6 | 3% | 1 | 1% | | | 173 | 100% |
| | 50 to 64 years | 122 | 34% | 165 | 48% | 51 | 15% | 9 | 3% | 2 | 1% | 1 | 0% | 350 | 100% |
| | 65 to 74 years | 92 | 33% | 144 | 50% | 35 | 10% | 14 | 5% | 6 | 2% | | | 291 | 100% |
| | 75+ years | 20 | 30% | 42 | 56% | 9 | 14% | | | | | | | 71 | 100% |
| District | Craven | 56 | 42% | 51 | 36% | 19 | 18% | 5 | 3% | 2 | 1% | 1 | 1% | 134 | 100% |
| | Hambleton | 52 | 28% | 92 | 49% | 33 | 18% | 8 | 4% | 2 | 0% | | | 187 | 100% |
| | Richmondshire | 51 | 36% | 71 | 46% | 23 | 15% | 3 | 3% | | | | | 148 | 100% |
| | Ryedale | 53 | 32% | 78 | 52% | 24 | 15% | 3 | 1% | 1 | 0% | | | 159 | 100% |
| | Scarborough | 46 | 33% | 74 | 50% | 16 | 13% | 5 | 3% | 1 | 1% | | | 142 | 100% |
| | Selby | 45 | 35% | 74 | 49% | 17 | 14% | 4 | 2% | | | | | 140 | 100% |
| | Harrogate | 52 | 30% | 75 | 46% | 32 | 21% | 4 | 2% | 3 | 1% | | | 166 | 100% |
| Total | All respondents | 355 | 33% | 515 | 47% | 164 | 17% | 32 | 3% | 9 | 1% | 1 | 0% | 1076 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q2c) Transport links | | | | | | | | | | | | Total | |
|-----------|-----------------|----------------------|-------|------------------|-------|----------------------------|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 215 | 38% | 244 | 46% | 57 | 11% | 16 | 3% | 3 | 1% | 1 | 0% | 536 | 100% |
| | Female | 236 | 43% | 242 | 45% | 43 | 9% | 10 | 2% | 5 | 1% | | | 536 | 100% |
| Age Group | 18 to 29 years | 25 | 37% | 28 | 45% | 8 | 15% | 3 | 4% | | | | | 64 | 100% |
| | 30 to 39 years | 45 | 36% | 60 | 49% | 13 | 13% | 1 | 1% | 1 | 1% | | | 120 | 100% |
| | 40 to 49 years | 64 | 37% | 86 | 52% | 14 | 6% | 7 | 4% | 1 | 1% | | | 172 | 100% |
| | 50 to 64 years | 154 | 42% | 154 | 45% | 31 | 10% | 7 | 2% | 2 | 1% | | | 348 | 100% |
| | 65 to 74 years | 128 | 47% | 125 | 40% | 25 | 9% | 7 | 2% | 4 | 1% | | | 289 | 100% |
| | 75+ years | 33 | 46% | 30 | 43% | 8 | 10% | 1 | 1% | | | 1 | 1% | 73 | 100% |
| District | Craven | 65 | 46% | 53 | 43% | 10 | 8% | 3 | 2% | 2 | 1% | | | 133 | 100% |
| | Hambleton | 68 | 40% | 91 | 44% | 20 | 12% | 5 | 4% | 1 | 1% | | | 185 | 100% |
| | Richmondshire | 56 | 42% | 76 | 48% | 11 | 6% | 6 | 4% | | | | | 149 | 100% |
| | Ryedale | 74 | 47% | 68 | 43% | 11 | 8% | 3 | 1% | 1 | 0% | 1 | 1% | 158 | 100% |
| | Scarborough | 69 | 46% | 60 | 45% | 10 | 7% | 4 | 3% | | | | | 143 | 100% |
| | Selby | 59 | 41% | 60 | 44% | 17 | 12% | 2 | 2% | 1 | 1% | | | 139 | 100% |
| | Harrogate | 60 | 34% | 78 | 49% | 21 | 13% | 3 | 2% | 3 | 1% | | | 165 | 100% |
| Total | All respondents | 451 | 41% | 486 | 46% | 100 | 10% | 26 | 3% | 8 | 1% | 1 | 0% | 1072 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q2d) Economic opportunity for all parts of the county | | | | | | | | | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|----------------------------|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 143 | 27% | 261 | 49% | 83 | 14% | 38 | 7% | 8 | 1% | 4 | 1% | 537 | 100% |
| | Female | 164 | 33% | 272 | 49% | 81 | 14% | 15 | 4% | 2 | 0% | 2 | 0% | 536 | 100% |
| Age Group | 18 to 29 years | 22 | 35% | 29 | 47% | 8 | 10% | 5 | 8% | | | 1 | 1% | 65 | 100% |
| | 30 to 39 years | 30 | 23% | 62 | 50% | 18 | 17% | 9 | 10% | | | | | 119 | 100% |
| | 40 to 49 years | 45 | 26% | 95 | 54% | 21 | 13% | 9 | 5% | 2 | 2% | | | 172 | 100% |
| | 50 to 64 years | 107 | 31% | 159 | 46% | 60 | 17% | 17 | 6% | 1 | 1% | 2 | 0% | 346 | 100% |
| | 65 to 74 years | 81 | 29% | 145 | 49% | 43 | 15% | 12 | 4% | 7 | 2% | 3 | 1% | 291 | 100% |
| | 75+ years | 21 | 34% | 41 | 51% | 11 | 14% | 1 | 1% | | | | | 74 | 100% |
| District | Craven | 37 | 26% | 70 | 56% | 20 | 14% | 5 | 4% | 1 | 0% | | | 133 | 100% |
| | Hambleton | 54 | 33% | 87 | 42% | 34 | 19% | 8 | 4% | 3 | 1% | 2 | 2% | 188 | 100% |
| | Richmondshire | 34 | 24% | 80 | 52% | 21 | 14% | 10 | 8% | 1 | 0% | 3 | 2% | 149 | 100% |
| | Ryedale | 47 | 29% | 80 | 55% | 24 | 13% | 5 | 2% | 2 | 1% | 1 | 0% | 159 | 100% |
| | Scarborough | 49 | 38% | 74 | 50% | 18 | 11% | 1 | 0% | | | | | 142 | 100% |
| | Selby | 43 | 32% | 66 | 45% | 19 | 14% | 9 | 9% | 1 | 1% | | | 138 | 100% |
| | Harrogate | 43 | 25% | 76 | 50% | 28 | 15% | 15 | 9% | 2 | 1% | | | 164 | 100% |
| Total | All respondents | 307 | 30% | 533 | 49% | 164 | 14% | 53 | 5% | 10 | 1% | 6 | 0% | 1073 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q2e) Broadband connectivity - Superfast North Yorkshire | | | | | | | | | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|----------------------------|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 190 | 38% | 170 | 31% | 101 | 16% | 51 | 10% | 25 | 4% | 2 | 0% | 539 | 100% |
| | Female | 175 | 32% | 191 | 36% | 110 | 21% | 44 | 9% | 14 | 3% | 2 | 0% | 536 | 100% |
| Age Group | 18 to 29 years | 26 | 45% | 20 | 27% | 10 | 15% | 7 | 10% | 1 | 2% | | | 64 | 100% |
| | 30 to 39 years | 35 | 31% | 46 | 38% | 22 | 16% | 10 | 9% | 7 | 7% | | | 120 | 100% |
| | 40 to 49 years | 66 | 37% | 54 | 34% | 33 | 18% | 12 | 7% | 8 | 4% | | | 173 | 100% |
| | 50 to 64 years | 129 | 35% | 111 | 31% | 67 | 19% | 36 | 14% | 6 | 2% | | | 349 | 100% |
| | 65 to 74 years | 91 | 31% | 98 | 35% | 56 | 19% | 27 | 8% | 17 | 5% | 3 | 1% | 292 | 100% |
| | 75+ years | 17 | 28% | 29 | 38% | 21 | 26% | 3 | 7% | | | 1 | 1% | 71 | 100% |
| District | Craven | 46 | 35% | 44 | 39% | 24 | 15% | 11 | 6% | 6 | 4% | 3 | 2% | 134 | 100% |
| | Hambleton | 66 | 36% | 58 | 30% | 41 | 21% | 16 | 10% | 7 | 3% | | | 188 | 100% |
| | Richmondshire | 57 | 36% | 57 | 40% | 24 | 18% | 5 | 4% | 3 | 2% | | | 146 | 100% |
| | Ryedale | 57 | 39% | 50 | 30% | 37 | 24% | 9 | 3% | 6 | 3% | 1 | 0% | 160 | 100% |
| | Scarborough | 48 | 38% | 47 | 30% | 31 | 21% | 14 | 9% | 2 | 2% | | | 142 | 100% |
| | Selby | 43 | 29% | 47 | 32% | 26 | 21% | 17 | 14% | 6 | 4% | | | 139 | 100% |
| | Harrogate | 48 | 33% | 58 | 35% | 28 | 14% | 23 | 13% | 9 | 5% | | | 166 | 100% |
| Total | All respondents | 365 | 35% | 361 | 33% | 211 | 19% | 95 | 10% | 39 | 3% | 4 | 0% | 1075 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q4) Had you heard of the Care Act before reading this questionnaire? | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 151 | 27% | 383 | 73% | 534 | 100% |
| | Female | 157 | 29% | 381 | 71% | 538 | 100% |
| Age Group | 18 to 29 years | 10 | 16% | 55 | 84% | 65 | 100% |
| | 30 to 39 years | 27 | 23% | 93 | 77% | 120 | 100% |
| | 40 to 49 years | 38 | 23% | 132 | 77% | 170 | 100% |
| | 50 to 64 years | 115 | 35% | 235 | 65% | 350 | 100% |
| | 65 to 74 years | 91 | 32% | 196 | 68% | 287 | 100% |
| | 75+ years | 26 | 37% | 48 | 63% | 74 | 100% |
| District | Craven | 37 | 31% | 96 | 69% | 133 | 100% |
| | Hambleton | 52 | 26% | 135 | 74% | 187 | 100% |
| | Richmondshire | 40 | 22% | 109 | 78% | 149 | 100% |
| | Ryedale | 44 | 27% | 115 | 73% | 159 | 100% |
| | Scarborough | 44 | 34% | 98 | 66% | 142 | 100% |
| | Selby | 37 | 26% | 102 | 74% | 139 | 100% |
| | Harrogate | 54 | 28% | 109 | 72% | 163 | 100% |
| Total | All respondents | 308 | 28% | 764 | 72% | 1072 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | | Q5a) Where go to find information about Adult Social Care? | | | | | | | | | | | | Total |
|-----------|----------------|------------------|--|----------------|-----------------|-----|------------|--------|-------------------------|-----------------|-----------------------------------|---------------------|----------|-------|-------|
| | | | District/ Borough Council | County Council | Internet search | GP | Job Centre | Age UK | Citizens' Advice Bureau | Family/ friends | Voluntary/ community organisation | Church/ faith group | Hospital | Other | |
| Gender | Male | Unweighted Count | 163 | 196 | 409 | 211 | 4 | 124 | 153 | 107 | 80 | 29 | 70 | 8 | 540 |
| | | Row % | 28% | 34% | 80% | 38% | 1% | 19% | 25% | 26% | 14% | 5% | 15% | 1% | 100% |
| | Female | Unweighted Count | 122 | 181 | 400 | 237 | 4 | 146 | 138 | 133 | 111 | 28 | 87 | 16 | 537 |
| | | Row % | 23% | 30% | 73% | 44% | 1% | 26% | 25% | 27% | 21% | 5% | 17% | 3% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | 10 | 14 | 60 | 19 | 1 | 9 | 10 | 23 | 5 | 1 | 11 | 1 | 65 |
| | | Row % | 16% | 20% | 91% | 28% | 2% | 15% | 17% | 37% | 11% | 2% | 17% | 1% | 100% |
| | 30 to 39 years | Unweighted Count | 17 | 32 | 106 | 51 | 1 | 22 | 27 | 34 | 14 | 5 | 13 | 2 | 121 |
| | | Row % | 13% | 24% | 87% | 45% | 1% | 20% | 21% | 33% | 14% | 5% | 12% | 3% | 100% |
| | 40 to 49 years | Unweighted Count | 36 | 68 | 139 | 75 | 2 | 24 | 37 | 40 | 32 | 5 | 35 | 2 | 171 |
| | | Row % | 24% | 39% | 82% | 48% | 1% | 12% | 21% | 24% | 18% | 3% | 23% | 1% | 100% |
| | 50 to 64 years | Unweighted Count | 101 | 145 | 278 | 143 | 1 | 99 | 98 | 67 | 66 | 17 | 53 | 11 | 350 |
| | | Row % | 32% | 41% | 79% | 41% | 0% | 28% | 28% | 20% | 19% | 5% | 15% | 3% | 100% |
| | 65 to 74 years | Unweighted Count | 95 | 93 | 187 | 127 | 3 | 88 | 92 | 62 | 60 | 26 | 36 | 6 | 292 |
| | | Row % | 31% | 29% | 65% | 43% | 1% | 32% | 31% | 22% | 22% | 11% | 13% | 2% | 100% |
| | 75+ years | Unweighted Count | 25 | 25 | 36 | 31 | | 25 | 24 | 13 | 14 | 3 | 8 | 1 | 72 |
| | | Row % | 35% | 30% | 41% | 41% | | 30% | 31% | 27% | 21% | 3% | 13% | 1% | 100% |
| District | Craven | Unweighted Count | 29 | 33 | 97 | 55 | 2 | 44 | 37 | 26 | 21 | 5 | 18 | 4 | 133 |
| | | Row % | 17% | 25% | 69% | 42% | 1% | 35% | 25% | 21% | 17% | 3% | 16% | 3% | 100% |
| | Hambleton | Unweighted Count | 39 | 78 | 134 | 75 | 1 | 45 | 49 | 45 | 26 | 6 | 24 | 2 | 189 |
| | | Row % | 21% | 36% | 70% | 35% | 0% | 19% | 25% | 26% | 10% | 2% | 12% | 1% | 100% |
| | Richmondshire | Unweighted Count | 37 | 72 | 110 | 59 | 1 | 32 | 46 | 30 | 29 | 9 | 21 | 2 | 147 |
| | | Row % | 22% | 45% | 76% | 43% | 1% | 20% | 29% | 28% | 17% | 5% | 16% | 1% | 100% |

(cont.)

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | | Q5a) Where go to find information about Adult Social Care? | | | | | | | | | | | | Total |
|----------|-----------------|------------------|--|----------------|-----------------|-----|------------|--------|-------------------------|-----------------|-----------------------------------|---------------------|----------|-------|-------|
| | | | District/ Borough Council | County Council | Internet search | GP | Job Centre | Age UK | Citizens' Advice Bureau | Family/ friends | Voluntary/ community organisation | Church/ faith group | Hospital | Other | |
| District | Ryedale | Unweighted Count | 50 | 58 | 119 | 77 | 1 | 40 | 47 | 31 | 31 | 8 | 24 | 4 | 158 |
| | | Row % | 29% | 39% | 79% | 52% | 1% | 25% | 27% | 21% | 20% | 4% | 17% | 2% | 100% |
| | Scarborough | Unweighted Count | 40 | 47 | 102 | 63 | 1 | 38 | 41 | 35 | 24 | 12 | 21 | 5 | 143 |
| | | Row % | 27% | 30% | 74% | 45% | 1% | 22% | 29% | 28% | 18% | 7% | 17% | 3% | 100% |
| | Selby | Unweighted Count | 31 | 34 | 115 | 46 | 2 | 27 | 30 | 28 | 18 | 5 | 20 | 3 | 141 |
| | | Row % | 22% | 24% | 86% | 32% | 3% | 15% | 20% | 21% | 12% | 4% | 14% | 3% | 100% |
| | Harrogate | Unweighted Count | 59 | 55 | 132 | 73 | | 44 | 41 | 45 | 42 | 12 | 29 | 4 | 166 |
| | | Row % | 33% | 31% | 79% | 41% | | 26% | 23% | 31% | 24% | 6% | 17% | 3% | 100% |
| Total | All respondents | Unweighted Count | 285 | 377 | 809 | 448 | 8 | 270 | 291 | 240 | 191 | 57 | 157 | 24 | 1077 |
| | | Row % | 26% | 32% | 76% | 41% | 1% | 23% | 25% | 26% | 18% | 5% | 16% | 2% | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | | Q5b) Where go to for advice about Adult Social Care? | | | | | | | | | | | | Total |
|-----------|----------------|------------------|--|----------------|-----------------|-----|------------|--------|-------------------------|-----------------|-----------------------------------|---------------------|----------|-------|-------|
| | | | District/ Borough Council | County Council | Internet search | GP | Job Centre | Age UK | Citizens' Advice Bureau | Family/ friends | Voluntary/ community organisation | Church/ faith group | Hospital | Other | |
| Gender | Male | Unweighted Count | 133 | 165 | 195 | 246 | 6 | 114 | 169 | 108 | 74 | 20 | 62 | 4 | 497 |
| | | Row % | 25% | 31% | 43% | 51% | 1% | 18% | 32% | 26% | 14% | 4% | 15% | 0% | 100% |
| | Female | Unweighted Count | 92 | 144 | 236 | 256 | 2 | 144 | 172 | 140 | 110 | 23 | 77 | 9 | 500 |
| | | Row % | 20% | 27% | 48% | 54% | 0% | 27% | 34% | 31% | 22% | 5% | 17% | 2% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | 7 | 13 | 35 | 35 | 1 | 7 | 16 | 29 | 8 | 4 | 16 | | 61 |
| | | Row % | 13% | 19% | 60% | 57% | 2% | 13% | 28% | 48% | 15% | 7% | 25% | | 100% |
| | 30 to 39 years | Unweighted Count | 19 | 29 | 64 | 57 | | 21 | 36 | 38 | 17 | 5 | 13 | 2 | 115 |
| | | Row % | 16% | 22% | 54% | 52% | | 21% | 30% | 35% | 16% | 5% | 12% | 2% | 100% |
| | 40 to 49 years | Unweighted Count | 29 | 48 | 80 | 91 | 2 | 23 | 52 | 42 | 32 | 3 | 36 | 3 | 165 |
| | | Row % | 21% | 31% | 48% | 59% | 1% | 11% | 32% | 27% | 18% | 1% | 23% | 2% | 100% |
| | 50 to 64 years | Unweighted Count | 87 | 113 | 146 | 155 | 3 | 95 | 112 | 71 | 62 | 9 | 38 | 4 | 320 |
| | | Row % | 30% | 36% | 47% | 47% | 1% | 30% | 37% | 22% | 20% | 3% | 11% | 1% | 100% |
| | 65 to 74 years | Unweighted Count | 62 | 79 | 91 | 128 | 2 | 87 | 100 | 57 | 53 | 19 | 28 | 4 | 264 |
| | | Row % | 23% | 29% | 37% | 50% | 1% | 33% | 39% | 22% | 21% | 9% | 10% | 1% | 100% |
| | 75+ years | Unweighted Count | 20 | 25 | 13 | 33 | | 22 | 24 | 10 | 12 | 3 | 7 | | 66 |
| | | Row % | 30% | 33% | 15% | 49% | | 27% | 35% | 22% | 19% | 4% | 13% | | 100% |
| District | Craven | Unweighted Count | 22 | 29 | 45 | 57 | 1 | 43 | 41 | 29 | 26 | 8 | 15 | 2 | 120 |
| | | Row % | 16% | 23% | 38% | 50% | 1% | 34% | 35% | 26% | 24% | 5% | 16% | 2% | 100% |
| | Hambleton | Unweighted Count | 30 | 60 | 65 | 94 | 1 | 43 | 55 | 46 | 26 | 5 | 24 | | 172 |
| | | Row % | 16% | 31% | 36% | 53% | 0% | 20% | 29% | 30% | 14% | 4% | 16% | | 100% |
| | Richmondshire | Unweighted Count | 30 | 53 | 68 | 64 | 1 | 25 | 47 | 34 | 23 | 4 | 18 | 2 | 139 |
| | | Row % | 19% | 36% | 51% | 48% | 1% | 13% | 34% | 30% | 16% | 3% | 16% | 1% | 100% |

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North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | | Q5b) Where go to for advice about Adult Social Care? | | | | | | | | | | | | Total |
|----------|-----------------|------------------|--|----------------|-----------------|-----|------------|--------|-------------------------|-----------------|-----------------------------------|---------------------|----------|-------|-------|
| | | | District/ Borough Council | County Council | Internet search | GP | Job Centre | Age UK | Citizens' Advice Bureau | Family/ friends | Voluntary/ community organisation | Church/ faith group | Hospital | Other | |
| District | Ryedale | Unweighted Count | 38 | 46 | 53 | 75 | 1 | 43 | 55 | 34 | 34 | 8 | 23 | 3 | 149 |
| | | Row % | 23% | 33% | 36% | 53% | 1% | 28% | 36% | 26% | 24% | 6% | 16% | 1% | 100% |
| | Scarborough | Unweighted Count | 31 | 43 | 57 | 72 | 1 | 37 | 49 | 31 | 25 | 7 | 17 | 2 | 129 |
| | | Row % | 22% | 32% | 47% | 62% | 1% | 25% | 36% | 28% | 17% | 4% | 19% | 1% | 100% |
| | Selby | Unweighted Count | 25 | 28 | 70 | 59 | 2 | 26 | 36 | 31 | 16 | 2 | 17 | 2 | 134 |
| | | Row % | 20% | 21% | 56% | 47% | 3% | 16% | 28% | 25% | 12% | 3% | 15% | 1% | 100% |
| | Harrogate | Unweighted Count | 49 | 50 | 73 | 81 | 1 | 41 | 58 | 43 | 34 | 9 | 25 | 2 | 154 |
| | | Row % | 30% | 29% | 48% | 51% | 1% | 24% | 35% | 32% | 21% | 6% | 15% | 1% | 100% |
| Total | All respondents | Unweighted Count | 225 | 309 | 431 | 502 | 8 | 258 | 341 | 248 | 184 | 43 | 139 | 13 | 997 |
| | | Row % | 22% | 29% | 46% | 52% | 1% | 23% | 33% | 29% | 18% | 4% | 16% | 1% | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | | Q6) How would you want to contact the County Council? | | | Total |
|-----------|-----------------|------------------|---|----------|-------|-------|
| | | | Telephone | Internet | Email | |
| Gender | Male | Unweighted Count | 353 | 247 | 288 | 536 |
| | | Row % | 63% | 49% | 54% | 100% |
| | Female | Unweighted Count | 376 | 213 | 233 | 537 |
| | | Row % | 69% | 40% | 43% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | 27 | 38 | 38 | 65 |
| | | Row % | 41% | 59% | 61% | 100% |
| | 30 to 39 years | Unweighted Count | 78 | 57 | 61 | 119 |
| | | Row % | 66% | 48% | 50% | 100% |
| | 40 to 49 years | Unweighted Count | 119 | 76 | 80 | 172 |
| | | Row % | 68% | 46% | 47% | 100% |
| | 50 to 64 years | Unweighted Count | 242 | 161 | 180 | 350 |
| | | Row % | 70% | 48% | 51% | 100% |
| | 65 to 74 years | Unweighted Count | 196 | 110 | 134 | 289 |
| | | Row % | 67% | 37% | 46% | 100% |
| | 75+ years | Unweighted Count | 63 | 16 | 27 | 72 |
| | | Row % | 91% | 17% | 28% | 100% |
| District | Craven | Unweighted Count | 95 | 50 | 69 | 132 |
| | | Row % | 75% | 37% | 44% | 100% |
| | Hambleton | Unweighted Count | 121 | 84 | 92 | 189 |
| | | Row % | 63% | 45% | 50% | 100% |
| | Richmondshire | Unweighted Count | 104 | 56 | 66 | 147 |
| | | Row % | 65% | 41% | 43% | 100% |
| | Ryedale | Unweighted Count | 118 | 59 | 71 | 157 |
| | | Row % | 77% | 36% | 46% | 100% |
| | Scarborough | Unweighted Count | 96 | 61 | 64 | 141 |
| | | Row % | 70% | 45% | 46% | 100% |
| | Selby | Unweighted Count | 88 | 71 | 71 | 141 |
| | | Row % | 62% | 50% | 51% | 100% |
| Total | All respondents | Unweighted Count | 729 | 460 | 521 | 1073 |
| | | Row % | 66% | 44% | 48% | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q7) Have you had any experience of adult social care in the last year? | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 71 | 12% | 465 | 88% | 536 | 100% |
| | Female | 84 | 16% | 453 | 84% | 537 | 100% |
| Age Group | 18 to 29 years | 3 | 6% | 62 | 94% | 65 | 100% |
| | 30 to 39 years | 8 | 7% | 113 | 93% | 121 | 100% |
| | 40 to 49 years | 20 | 11% | 150 | 89% | 170 | 100% |
| | 50 to 64 years | 69 | 21% | 278 | 79% | 347 | 100% |
| | 65 to 74 years | 41 | 14% | 249 | 86% | 290 | 100% |
| | 75+ years | 13 | 19% | 61 | 81% | 74 | 100% |
| District | Craven | 30 | 24% | 104 | 76% | 134 | 100% |
| | Hambleton | 25 | 12% | 162 | 88% | 187 | 100% |
| | Richmondshire | 24 | 13% | 124 | 87% | 148 | 100% |
| | Ryedale | 15 | 10% | 142 | 90% | 157 | 100% |
| | Scarborough | 21 | 15% | 119 | 85% | 140 | 100% |
| | Selby | 11 | 6% | 130 | 94% | 141 | 100% |
| | Harrogate | 29 | 16% | 137 | 84% | 166 | 100% |
| Total | All respondents | 155 | 14% | 918 | 86% | 1073 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q8) Have you used North Yorkshire County Councils website to look for information relating to Adult Social Care support? | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 23 | 38% | 47 | 62% | 70 | 100% |
| | Female | 25 | 26% | 55 | 74% | 80 | 100% |
| Age Group | 18 to 29 years | 2 | 76% | 1 | 24% | 3 | 100% |
| | 30 to 39 years | 3 | 47% | 5 | 53% | 8 | 100% |
| | 40 to 49 years | 6 | 28% | 13 | 72% | 19 | 100% |
| | 50 to 64 years | 25 | 36% | 42 | 64% | 67 | 100% |
| | 65 to 74 years | 11 | 22% | 29 | 78% | 40 | 100% |
| | 75+ years | | | 12 | 100% | 12 | 100% |
| District | Craven | 8 | 21% | 22 | 79% | 30 | 100% |
| | Hambleton | 11 | 48% | 12 | 52% | 23 | 100% |
| | Richmondshire | 7 | 30% | 16 | 70% | 23 | 100% |
| | Ryedale | 3 | 14% | 10 | 86% | 13 | 100% |
| | Scarborough | 8 | 38% | 13 | 62% | 21 | 100% |
| | Selby | 6 | 53% | 5 | 47% | 11 | 100% |
| | Harrogate | 5 | 24% | 24 | 76% | 29 | 100% |
| Total | All respondents | 48 | 31% | 102 | 69% | 150 | 100% |

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| | | Q8a) How useful was the information? | | | | | | | | | | Total | |
|-----------|-----------------|--------------------------------------|-------|------------------|-------|------------------|-------|------------------|-------|----------------------------|-------|------------------|-------|
| | | Very good | | Good | | Poor | | Very poor | | Can't remember/ no opinion | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 3 | 28% | 11 | 39% | 5 | 25% | 1 | 6% | 1 | 3% | 21 | 100% |
| | Female | 3 | 13% | 12 | 45% | 7 | 27% | 1 | 5% | 2 | 11% | 25 | 100% |
| Age Group | 18 to 29 years | 1 | 68% | 1 | 32% | | | | | | | 2 | 100% |
| | 30 to 39 years | | | | | 3 | 100% | | | | | 3 | 100% |
| | 40 to 49 years | 1 | 13% | 2 | 40% | 1 | 13% | 1 | 21% | 1 | 12% | 6 | 100% |
| | 50 to 64 years | 3 | 15% | 16 | 59% | 5 | 22% | | | 1 | 3% | 25 | 100% |
| | 65 to 74 years | 1 | 11% | 4 | 35% | 3 | 30% | 1 | 24% | | | 9 | 100% |
| District | Craven | 1 | 12% | 5 | 66% | 1 | 7% | | | 1 | 15% | 8 | 100% |
| | Hambleton | 1 | 10% | 6 | 59% | 3 | 24% | | | 1 | 8% | 11 | 100% |
| | Richmondshire | | | 4 | 54% | 2 | 46% | | | | | 6 | 100% |
| | Ryedale | | | 1 | 54% | 1 | 46% | | | | | 2 | 100% |
| | Scarborough | 1 | 11% | 2 | 24% | 3 | 43% | 1 | 9% | 1 | 13% | 8 | 100% |
| | Selby | 1 | 9% | 3 | 49% | 1 | 16% | 1 | 26% | | | 6 | 100% |
| | Harrogate | 2 | 60% | 2 | 26% | 1 | 14% | | | | | 5 | 100% |
| Total | All respondents | 6 | 21% | 23 | 42% | 12 | 26% | 2 | 5% | 3 | 6% | 46 | 100% |

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| | | | Q9) Ever been given any of the following leaflets? | | | | | | | | Total |
|--------------|-----------------|------------------|--|-----------------------------|------------------------|----------|--|--------------------------------------|---------------------------|---------------------------------|-------|
| | | | Information for Carers | Carers Emergency Card | Keeping People Safe | Telecare | What you should expect to pay for Social Care | You & Your Social Care Records | Your Support, Your Way | Compliments, Complaints etc. | |
| Gender | Male | Unweighted Count | 21 | 10 | 6 | 4 | 9 | 4 | 2 | 3 | 27 |
| | | Row % | 85% | 50% | 15% | 10% | 27% | 8% | 3% | 22% | 100% |
| | Female | Unweighted Count | 39 | 18 | 14 | 11 | 26 | 13 | 7 | 11 | 48 |
| | | Row % | 78% | 36% | 27% | 21% | 51% | 26% | 18% | 26% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | 2 | 1 | | | | | | 1 | 2 |
| | | Row % | 100% | 68% | | | | | | 68% | 100% |
| | 30 to 39 years | Unweighted Count | 3 | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 4 |
| | | Row % | 78% | 18% | 32% | 28% | 82% | 22% | 28% | 28% | 100% |
| | 40 to 49 years | Unweighted Count | 7 | 3 | 3 | 2 | 7 | 4 | 1 | 2 | 12 |
| | | Row % | 61% | 38% | 22% | 16% | 45% | 21% | 6% | 18% | 100% |
| | 50 to 64 years | Unweighted Count | 30 | 17 | 9 | 9 | 15 | 7 | 5 | 7 | 35 |
| | | Row % | 87% | 50% | 24% | 28% | 47% | 25% | 17% | 23% | 100% |
| | 65 to 74 years | Unweighted Count | 14 | 3 | 4 | 2 | 7 | 4 | 1 | 2 | 16 |
| | | Row % | 92% | 15% | 18% | 9% | 34% | 16% | 4% | 9% | 100% |
| | 75+ years | Unweighted Count | 4 | 3 | 3 | 1 | 3 | 1 | 1 | 1 | 6 |
| | | Row % | 71% | 32% | 34% | 5% | 48% | 21% | 21% | 21% | 100% |
| District | Craven | Unweighted Count | 9 | 5 | 5 | 2 | 8 | 5 | 3 | 3 | 14 |
| | | Row % | 61% | 42% | 45% | 10% | 76% | 39% | 30% | 30% | 100% |
| | Hambleton | Unweighted Count | 9 | 4 | 3 | 3 | 6 | 3 | 1 | 2 | 12 |
| | | Row % | 77% | 25% | 19% | 19% | 47% | 23% | 8% | 15% | 100% |
| | Richmondshire | Unweighted Count | 12 | 4 | 4 | 1 | 8 | 3 | 1 | 2 | 14 |
| | | Row % | 78% | 28% | 23% | 6% | 58% | 29% | 7% | 13% | 100% |
| | Ryedale | Unweighted Count | 4 | 2 | 2 | 2 | 1 | 1 | | | 4 |
| | | Row % | 100% | 58% | 62% | 62% | 23% | 15% | | | 100% |
| | Scarborough | Unweighted Count | 11 | 6 | 3 | 5 | 5 | 4 | 3 | 4 | 12 |
| | | Row % | 92% | 40% | 21% | 34% | 32% | 25% | 20% | 26% | 100% |
| | Selby | Unweighted Count | 5 | 2 | 1 | 1 | 2 | | | | 7 |
| | | Row % | 70% | 28% | 17% | 14% | 25% | | | | 100% |
| | Harrogate | Unweighted Count | 10 | 5 | 2 | 1 | 5 | 1 | 1 | 3 | 12 |
| | | Row % | 85% | 55% | 13% | 6% | 34% | 6% | 6% | 38% | 100% |
| Total | All respondents | Unweighted Count | 60 | 28 | 20 | 15 | 35 | 17 | 9 | 14 | 75 |
| | | Row % | 81% | 41% | 23% | 17% | 43% | 20% | 13% | 24% | 100% |

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| | | Q10) Have you ever telephoned North Yorkshire County Council for Adult Social Care Support? | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 20 | 33% | 50 | 67% | 70 | 100% |
| | Female | 29 | 34% | 52 | 66% | 81 | 100% |
| Age Group | 18 to 29 years | 1 | 52% | 2 | 48% | 3 | 100% |
| | 30 to 39 years | 4 | 61% | 4 | 39% | 8 | 100% |
| | 40 to 49 years | 8 | 33% | 12 | 67% | 20 | 100% |
| | 50 to 64 years | 21 | 33% | 47 | 67% | 68 | 100% |
| | 65 to 74 years | 12 | 29% | 27 | 71% | 39 | 100% |
| | 75+ years | 3 | 21% | 9 | 79% | 12 | 100% |
| District | Craven | 6 | 25% | 24 | 75% | 30 | 100% |
| | Hambleton | 10 | 33% | 14 | 67% | 24 | 100% |
| | Richmondshire | 8 | 35% | 15 | 65% | 23 | 100% |
| | Ryedale | 5 | 35% | 9 | 65% | 14 | 100% |
| | Scarborough | 7 | 34% | 13 | 66% | 20 | 100% |
| | Selby | 3 | 31% | 8 | 69% | 11 | 100% |
| | Harrogate | 10 | 38% | 19 | 62% | 29 | 100% |
| Total | All respondents | 49 | 34% | 102 | 66% | 151 | 100% |

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| | | Q10a) How would you rate the telephone contact you had with us? | | | | | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Very good | | Good | | Poor | | Very poor | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 4 | 33% | 8 | 21% | 7 | 41% | 1 | 5% | 20 | 100% |
| | Female | 6 | 16% | 13 | 54% | 3 | 9% | 5 | 20% | 27 | 100% |
| Age Group | 18 to 29 years | 1 | 100% | | | | | | | 1 | 100% |
| | 30 to 39 years | | | 1 | 24% | 2 | 55% | 1 | 21% | 4 | 100% |
| | 40 to 49 years | | | 3 | 39% | 3 | 38% | 2 | 23% | 8 | 100% |
| | 50 to 64 years | 5 | 24% | 8 | 38% | 5 | 26% | 2 | 11% | 20 | 100% |
| | 65 to 74 years | 4 | 31% | 6 | 49% | | | 1 | 19% | 11 | 100% |
| | 75+ years | | | 3 | 100% | | | | | 3 | 100% |
| | | | | | | | | | | | |
| District | Craven | | | 3 | 61% | 1 | 13% | 2 | 26% | 6 | 100% |
| | Hambleton | 3 | 25% | 5 | 49% | 1 | 13% | 1 | 13% | 10 | 100% |
| | Richmondshire | 2 | 22% | 3 | 30% | 3 | 48% | | | 8 | 100% |
| | Ryedale | 2 | 31% | 3 | 69% | | | | | 5 | 100% |
| | Scarborough | 1 | 12% | 3 | 40% | 1 | 24% | 2 | 23% | 7 | 100% |
| | Selby | | | 1 | 28% | 2 | 72% | | | 3 | 100% |
| | Harrogate | 2 | 45% | 3 | 26% | 2 | 20% | 1 | 10% | 8 | 100% |
| Total | All respondents | 10 | 24% | 21 | 39% | 10 | 24% | 6 | 13% | 47 | 100% |

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| | | Q11) If you have paid for care over the past year could you confirm the weekly cost? | | | | | | | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|------------------|-------|-----------------------------|-------|------------------|-------|
| | | Less than £250 | | £250-£500 | | £500-£1,000 | | Over £1,000 | | (not paid for care/missing) | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 17 | 29% | 4 | 3% | 5 | 9% | | | 45 | 59% | 71 | 100% |
| | Female | 9 | 15% | 4 | 5% | 10 | 9% | 1 | 2% | 60 | 69% | 84 | 100% |
| Age Group | 18 to 29 years | 1 | 52% | | | | | | | 2 | 48% | 3 | 100% |
| | 30 to 39 years | 2 | 25% | | | 1 | 15% | | | 5 | 61% | 8 | 100% |
| | 40 to 49 years | 3 | 21% | | | 3 | 13% | | | 14 | 66% | 20 | 100% |
| | 50 to 64 years | 13 | 20% | 5 | 8% | 7 | 10% | 1 | 2% | 43 | 60% | 69 | 100% |
| | 65 to 74 years | 4 | 8% | 3 | 8% | 4 | 13% | | | 30 | 71% | 41 | 100% |
| | 75+ years | 2 | 16% | | | | | | | 11 | 84% | 13 | 100% |
| District | Craven | 4 | 18% | 3 | 7% | 1 | 4% | | | 22 | 71% | 30 | 100% |
| | Hambleton | 4 | 15% | | | 3 | 11% | | | 18 | 74% | 25 | 100% |
| | Richmondshire | 3 | 12% | 1 | 2% | 1 | 3% | | | 19 | 82% | 24 | 100% |
| | Ryedale | 3 | 17% | | | 3 | 15% | | | 9 | 68% | 15 | 100% |
| | Scarborough | 4 | 17% | 1 | 4% | 1 | 3% | | | 15 | 76% | 21 | 100% |
| | Selby | 1 | 9% | 1 | 9% | 2 | 22% | | | 7 | 60% | 11 | 100% |
| | Harrogate | 7 | 33% | 2 | 6% | 4 | 12% | 1 | 3% | 15 | 46% | 29 | 100% |
| Total | All respondents | 26 | 21% | 8 | 4% | 15 | 9% | 1 | 1% | 105 | 65% | 155 | 100% |

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Weighted Tables of Results (Excluding 'missing' data)

| | | Q12a) Have you thought how you might manage any future care needs you may have? | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 262 | 39% | 277 | 61% | 539 | 100% |
| | Female | 283 | 50% | 255 | 50% | 538 | 100% |
| Age Group | 18 to 29 years | 12 | 16% | 53 | 84% | 65 | 100% |
| | 30 to 39 years | 26 | 19% | 95 | 81% | 121 | 100% |
| | 40 to 49 years | 57 | 33% | 115 | 67% | 172 | 100% |
| | 50 to 64 years | 204 | 58% | 146 | 42% | 350 | 100% |
| | 65 to 74 years | 186 | 63% | 103 | 37% | 289 | 100% |
| | 75+ years | 56 | 79% | 18 | 21% | 74 | 100% |
| District | Craven | 67 | 52% | 66 | 48% | 133 | 100% |
| | Hambleton | 101 | 49% | 87 | 51% | 188 | 100% |
| | Richmondshire | 81 | 49% | 68 | 51% | 149 | 100% |
| | Ryedale | 98 | 58% | 61 | 42% | 159 | 100% |
| | Scarborough | 68 | 45% | 75 | 55% | 143 | 100% |
| | Selby | 52 | 32% | 88 | 68% | 140 | 100% |
| | Harrogate | 78 | 40% | 87 | 60% | 165 | 100% |
| Total | All respondents | 545 | 45% | 532 | 55% | 1077 | 100% |

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| | | Q12b) Would you have someone who could look after you if your health deteriorated? | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 416 | 78% | 120 | 22% | 536 | 100% |
| | Female | 398 | 74% | 139 | 26% | 537 | 100% |
| Age Group | 18 to 29 years | 46 | 73% | 19 | 27% | 65 | 100% |
| | 30 to 39 years | 99 | 83% | 22 | 17% | 121 | 100% |
| | 40 to 49 years | 137 | 79% | 35 | 21% | 172 | 100% |
| | 50 to 64 years | 271 | 77% | 76 | 23% | 347 | 100% |
| | 65 to 74 years | 204 | 70% | 86 | 30% | 290 | 100% |
| | 75+ years | 54 | 71% | 18 | 29% | 72 | 100% |
| District | Craven | 101 | 79% | 31 | 21% | 132 | 100% |
| | Hambleton | 143 | 76% | 44 | 24% | 187 | 100% |
| | Richmondshire | 107 | 70% | 41 | 30% | 148 | 100% |
| | Ryedale | 121 | 75% | 38 | 25% | 159 | 100% |
| | Scarborough | 110 | 79% | 31 | 21% | 141 | 100% |
| | Selby | 106 | 76% | 35 | 24% | 141 | 100% |
| | Harrogate | 126 | 75% | 39 | 25% | 165 | 100% |
| Total | All respondents | 814 | 76% | 259 | 24% | 1073 | 100% |

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| | | Q12c) Have you thought about how you might pay for any care needs you may have in the future? | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 287 | 46% | 253 | 54% | 540 | 100% |
| | Female | 283 | 51% | 253 | 49% | 536 | 100% |
| Age Group | 18 to 29 years | 13 | 18% | 52 | 82% | 65 | 100% |
| | 30 to 39 years | 32 | 26% | 89 | 74% | 121 | 100% |
| | 40 to 49 years | 71 | 44% | 101 | 56% | 172 | 100% |
| | 50 to 64 years | 215 | 61% | 130 | 39% | 345 | 100% |
| | 65 to 74 years | 183 | 62% | 109 | 38% | 292 | 100% |
| | 75+ years | 52 | 74% | 23 | 26% | 75 | 100% |
| District | Craven | 69 | 52% | 64 | 48% | 133 | 100% |
| | Hambleton | 105 | 52% | 83 | 48% | 188 | 100% |
| | Richmondshire | 82 | 48% | 66 | 52% | 148 | 100% |
| | Ryedale | 99 | 64% | 59 | 36% | 158 | 100% |
| | Scarborough | 71 | 46% | 72 | 54% | 143 | 100% |
| | Selby | 61 | 38% | 81 | 62% | 142 | 100% |
| | Harrogate | 83 | 47% | 81 | 53% | 164 | 100% |
| Total | All respondents | 570 | 48% | 506 | 52% | 1076 | 100% |

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| | | Q12d) Have you taken any independent financial advice about current or future costs such as care at home, residential or nursing care? | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 53 | 7% | 488 | 93% | 541 | 100% |
| | Female | 46 | 8% | 490 | 92% | 536 | 100% |
| Age Group | 18 to 29 years | 2 | 4% | 63 | 96% | 65 | 100% |
| | 30 to 39 years | 7 | 5% | 113 | 95% | 120 | 100% |
| | 40 to 49 years | 7 | 5% | 166 | 95% | 173 | 100% |
| | 50 to 64 years | 33 | 8% | 315 | 92% | 348 | 100% |
| | 65 to 74 years | 43 | 13% | 249 | 87% | 292 | 100% |
| | 75+ years | 6 | 7% | 67 | 93% | 73 | 100% |
| District | Craven | 16 | 8% | 117 | 92% | 133 | 100% |
| | Hambleton | 18 | 8% | 170 | 92% | 188 | 100% |
| | Richmondshire | 16 | 9% | 132 | 91% | 148 | 100% |
| | Ryedale | 18 | 11% | 142 | 89% | 160 | 100% |
| | Scarborough | 5 | 3% | 137 | 97% | 142 | 100% |
| | Selby | 14 | 8% | 127 | 92% | 141 | 100% |
| | Harrogate | 12 | 7% | 153 | 93% | 165 | 100% |
| Total | All respondents | 99 | 7% | 978 | 93% | 1077 | 100% |

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| | | Q12e) Do you know how you to ask for an Adult Social Care Assessment? | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 91 | 15% | 447 | 85% | 538 | 100% |
| | Female | 145 | 26% | 387 | 74% | 532 | 100% |
| Age Group | 18 to 29 years | 8 | 12% | 56 | 88% | 64 | 100% |
| | 30 to 39 years | 16 | 14% | 102 | 86% | 118 | 100% |
| | 40 to 49 years | 26 | 13% | 145 | 87% | 171 | 100% |
| | 50 to 64 years | 102 | 30% | 246 | 70% | 348 | 100% |
| | 65 to 74 years | 65 | 24% | 224 | 76% | 289 | 100% |
| | 75+ years | 18 | 25% | 56 | 75% | 74 | 100% |
| District | Craven | 29 | 23% | 104 | 77% | 133 | 100% |
| | Hambleton | 39 | 19% | 147 | 81% | 186 | 100% |
| | Richmondshire | 35 | 21% | 113 | 79% | 148 | 100% |
| | Ryedale | 38 | 25% | 120 | 75% | 158 | 100% |
| | Scarborough | 35 | 27% | 107 | 73% | 142 | 100% |
| | Selby | 29 | 18% | 110 | 82% | 139 | 100% |
| | Harrogate | 31 | 16% | 133 | 84% | 164 | 100% |
| Total | All respondents | 236 | 20% | 834 | 80% | 1070 | 100% |

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| | | Q13a) The ability to complete a self-assessment online and find out if you were eligible for social care support | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 472 | 88% | 67 | 12% | 539 | 100% |
| | Female | 452 | 85% | 82 | 15% | 534 | 100% |
| Age Group | 18 to 29 years | 61 | 96% | 4 | 4% | 65 | 100% |
| | 30 to 39 years | 103 | 84% | 18 | 16% | 121 | 100% |
| | 40 to 49 years | 151 | 87% | 21 | 13% | 172 | 100% |
| | 50 to 64 years | 310 | 89% | 38 | 11% | 348 | 100% |
| | 65 to 74 years | 240 | 84% | 49 | 16% | 289 | 100% |
| | 75+ years | 54 | 72% | 18 | 28% | 72 | 100% |
| District | Craven | 112 | 83% | 20 | 17% | 132 | 100% |
| | Hambleton | 152 | 80% | 34 | 20% | 186 | 100% |
| | Richmondshire | 126 | 84% | 23 | 16% | 149 | 100% |
| | Ryedale | 141 | 88% | 19 | 12% | 160 | 100% |
| | Scarborough | 118 | 82% | 24 | 18% | 142 | 100% |
| | Selby | 124 | 90% | 16 | 10% | 140 | 100% |
| | Harrogate | 151 | 94% | 13 | 6% | 164 | 100% |
| Total | All respondents | 924 | 87% | 149 | 13% | 1073 | 100% |

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| | | Q13b) An online directory of all of the community services/ support available in your area | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 494 | 92% | 45 | 8% | 539 | 100% |
| | Female | 498 | 92% | 36 | 8% | 534 | 100% |
| Age Group | 18 to 29 years | 60 | 93% | 5 | 7% | 65 | 100% |
| | 30 to 39 years | 114 | 96% | 6 | 4% | 120 | 100% |
| | 40 to 49 years | 161 | 93% | 11 | 7% | 172 | 100% |
| | 50 to 64 years | 332 | 95% | 16 | 5% | 348 | 100% |
| | 65 to 74 years | 260 | 91% | 29 | 9% | 289 | 100% |
| | 75+ years | 60 | 79% | 13 | 21% | 73 | 100% |
| District | Craven | 118 | 87% | 14 | 13% | 132 | 100% |
| | Hambleton | 170 | 88% | 17 | 12% | 187 | 100% |
| | Richmondshire | 139 | 92% | 10 | 8% | 149 | 100% |
| | Ryedale | 151 | 96% | 9 | 4% | 160 | 100% |
| | Scarborough | 132 | 89% | 10 | 11% | 142 | 100% |
| | Selby | 132 | 94% | 9 | 6% | 141 | 100% |
| | Harrogate | 150 | 95% | 12 | 5% | 162 | 100% |
| Total | All respondents | 992 | 92% | 81 | 8% | 1073 | 100% |

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| | | Q13c) A financial calculator that would give you an indication of what you may need to pay or contribute for your care and support needs | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 464 | 87% | 73 | 13% | 537 | 100% |
| | Female | 477 | 88% | 55 | 12% | 532 | 100% |
| Age Group | 18 to 29 years | 59 | 93% | 6 | 7% | 65 | 100% |
| | 30 to 39 years | 112 | 91% | 9 | 9% | 121 | 100% |
| | 40 to 49 years | 150 | 86% | 21 | 14% | 171 | 100% |
| | 50 to 64 years | 322 | 93% | 24 | 7% | 346 | 100% |
| | 65 to 74 years | 242 | 83% | 46 | 17% | 288 | 100% |
| | 75+ years | 51 | 71% | 21 | 29% | 72 | 100% |
| District | Craven | 112 | 85% | 18 | 15% | 130 | 100% |
| | Hambleton | 158 | 85% | 25 | 15% | 183 | 100% |
| | Richmondshire | 134 | 87% | 15 | 13% | 149 | 100% |
| | Ryedale | 144 | 90% | 15 | 10% | 159 | 100% |
| | Scarborough | 123 | 88% | 20 | 12% | 143 | 100% |
| | Selby | 125 | 88% | 15 | 12% | 140 | 100% |
| | Harrogate | 145 | 88% | 20 | 12% | 165 | 100% |
| Total | All respondents | 941 | 88% | 128 | 12% | 1069 | 100% |

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| | | Q13d) An online directory of all care providers in your area which you could use to purchase and arrange your own care independently (without the involvement of Adult Social Care) | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 441 | 83% | 93 | 17% | 534 | 100% |
| | Female | 463 | 87% | 68 | 13% | 531 | 100% |
| Age Group | 18 to 29 years | 57 | 89% | 8 | 11% | 65 | 100% |
| | 30 to 39 years | 106 | 89% | 12 | 11% | 118 | 100% |
| | 40 to 49 years | 148 | 85% | 22 | 15% | 170 | 100% |
| | 50 to 64 years | 308 | 88% | 37 | 12% | 345 | 100% |
| | 65 to 74 years | 225 | 79% | 63 | 21% | 288 | 100% |
| | 75+ years | 57 | 78% | 16 | 22% | 73 | 100% |
| | | | | | | | |
| District | Craven | 108 | 83% | 23 | 17% | 131 | 100% |
| | Hambleton | 152 | 83% | 34 | 17% | 186 | 100% |
| | Richmondshire | 126 | 81% | 22 | 19% | 148 | 100% |
| | Ryedale | 142 | 92% | 16 | 8% | 158 | 100% |
| | Scarborough | 120 | 85% | 21 | 15% | 141 | 100% |
| | Selby | 121 | 86% | 17 | 14% | 138 | 100% |
| | Harrogate | 135 | 86% | 28 | 14% | 163 | 100% |
| Total | All respondents | 904 | 85% | 161 | 15% | 1065 | 100% |

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| | | Q13e) The ability to buy small pieces of equipment yourself and arrange to have these fitted independently (without the involvement of Adult Social Care) | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 426 | 79% | 108 | 21% | 534 | 100% |
| | Female | 438 | 81% | 92 | 19% | 530 | 100% |
| Age Group | 18 to 29 years | 50 | 82% | 13 | 18% | 63 | 100% |
| | 30 to 39 years | 94 | 78% | 25 | 22% | 119 | 100% |
| | 40 to 49 years | 142 | 81% | 28 | 19% | 170 | 100% |
| | 50 to 64 years | 280 | 80% | 65 | 20% | 345 | 100% |
| | 65 to 74 years | 235 | 82% | 52 | 18% | 287 | 100% |
| | 75+ years | 59 | 76% | 15 | 24% | 74 | 100% |
| | | | | | | | |
| District | Craven | 113 | 86% | 18 | 14% | 131 | 100% |
| | Hambleton | 150 | 79% | 36 | 21% | 186 | 100% |
| | Richmondshire | 114 | 74% | 33 | 26% | 147 | 100% |
| | Ryedale | 135 | 88% | 23 | 12% | 158 | 100% |
| | Scarborough | 109 | 76% | 31 | 24% | 140 | 100% |
| | Selby | 108 | 78% | 30 | 22% | 138 | 100% |
| | Harrogate | 135 | 83% | 29 | 17% | 164 | 100% |
| Total | All respondents | 864 | 80% | 200 | 20% | 1064 | 100% |

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| | | Q14) Are you aware of the plans to cap the amount people have to pay for care costs that are currently being considered? | | | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 260 | 42% | 232 | 50% | 47 | 8% | 539 | 100% |
| | Female | 247 | 41% | 254 | 52% | 38 | 7% | 539 | 100% |
| Age Group | 18 to 29 years | 13 | 20% | 44 | 70% | 8 | 11% | 65 | 100% |
| | 30 to 39 years | 35 | 29% | 77 | 65% | 9 | 6% | 121 | 100% |
| | 40 to 49 years | 48 | 29% | 105 | 61% | 19 | 10% | 172 | 100% |
| | 50 to 64 years | 206 | 60% | 127 | 35% | 15 | 4% | 348 | 100% |
| | 65 to 74 years | 170 | 57% | 94 | 34% | 27 | 9% | 291 | 100% |
| | 75+ years | 33 | 42% | 36 | 52% | 6 | 5% | 75 | 100% |
| District | Craven | 63 | 43% | 57 | 46% | 13 | 11% | 133 | 100% |
| | Hambleton | 84 | 37% | 87 | 54% | 17 | 9% | 188 | 100% |
| | Richmondshire | 70 | 40% | 64 | 49% | 15 | 11% | 149 | 100% |
| | Ryedale | 80 | 48% | 66 | 41% | 14 | 11% | 160 | 100% |
| | Scarborough | 66 | 47% | 69 | 49% | 6 | 4% | 141 | 100% |
| | Selby | 65 | 35% | 69 | 58% | 8 | 7% | 142 | 100% |
| | Harrogate | 79 | 41% | 74 | 53% | 12 | 6% | 165 | 100% |
| Total | All respondents | 507 | 41% | 486 | 51% | 85 | 8% | 1078 | 100% |

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| | | Q15) From April 2016 you are entitled to an assessment by the local authority of your care needs and financial position. How likely are you to contact the county council about this service? | | | | | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Very likely | | Quite likely | | Quite unlikely | | Very unlikely | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 14 | 2% | 93 | 16% | 229 | 40% | 206 | 42% | 542 | 100% |
| | Female | 18 | 4% | 77 | 14% | 230 | 43% | 213 | 39% | 538 | 100% |
| Age Group | 18 to 29 years | | | 8 | 14% | 25 | 39% | 32 | 47% | 65 | 100% |
| | 30 to 39 years | 1 | 1% | 11 | 8% | 45 | 38% | 63 | 53% | 120 | 100% |
| | 40 to 49 years | | | 20 | 13% | 58 | 32% | 93 | 55% | 171 | 100% |
| | 50 to 64 years | 9 | 3% | 56 | 16% | 152 | 44% | 134 | 36% | 351 | 100% |
| | 65 to 74 years | 16 | 6% | 55 | 18% | 140 | 48% | 83 | 28% | 294 | 100% |
| | 75+ years | 6 | 10% | 20 | 23% | 33 | 46% | 14 | 21% | 73 | 100% |
| District | Craven | 3 | 4% | 14 | 9% | 58 | 48% | 58 | 40% | 133 | 100% |
| | Hambleton | 2 | 2% | 32 | 15% | 75 | 35% | 79 | 48% | 188 | 100% |
| | Richmondshire | 5 | 5% | 31 | 18% | 57 | 39% | 57 | 38% | 150 | 100% |
| | Ryedale | 7 | 3% | 23 | 15% | 78 | 49% | 52 | 32% | 160 | 100% |
| | Scarborough | 5 | 3% | 27 | 17% | 66 | 45% | 45 | 35% | 143 | 100% |
| | Selby | 3 | 1% | 19 | 12% | 54 | 35% | 64 | 51% | 140 | 100% |
| | Harrogate | 7 | 3% | 24 | 17% | 71 | 41% | 64 | 39% | 166 | 100% |
| Total | All respondents | 32 | 3% | 170 | 15% | 459 | 41% | 419 | 41% | 1080 | 100% |

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| | | Q16) Which of the following statements best applies to you? | | | | | | | | Total | |
|-----------|-----------------|---|-------|-----------------------------------|-------|-------------------|-------|-------------------------------------|-------|------------------|-------|
| | | I have never smoked | | I used to smoke but have given up | | I smoke every day | | I smoke but I don't smoke every day | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 265 | 51% | 239 | 40% | 19 | 4% | 17 | 5% | 540 | 100% |
| | Female | 322 | 61% | 174 | 30% | 23 | 5% | 18 | 4% | 537 | 100% |
| Age Group | 18 to 29 years | 44 | 64% | 8 | 15% | 4 | 7% | 9 | 14% | 65 | 100% |
| | 30 to 39 years | 73 | 63% | 36 | 29% | 8 | 6% | 2 | 1% | 119 | 100% |
| | 40 to 49 years | 102 | 58% | 58 | 35% | 6 | 3% | 7 | 4% | 173 | 100% |
| | 50 to 64 years | 205 | 56% | 120 | 36% | 15 | 5% | 11 | 3% | 351 | 100% |
| | 65 to 74 years | 132 | 45% | 147 | 51% | 7 | 2% | 4 | 1% | 290 | 100% |
| | 75+ years | 29 | 47% | 41 | 45% | 2 | 7% | 2 | 2% | 74 | 100% |
| | | | | | | | | | | | |
| District | Craven | 69 | 55% | 54 | 34% | 5 | 5% | 6 | 6% | 134 | 100% |
| | Hambleton | 119 | 64% | 58 | 31% | 4 | 2% | 6 | 4% | 187 | 100% |
| | Richmondshire | 85 | 61% | 56 | 31% | 6 | 6% | 3 | 3% | 150 | 100% |
| | Ryedale | 87 | 60% | 59 | 32% | 8 | 5% | 5 | 3% | 159 | 100% |
| | Scarborough | 72 | 55% | 65 | 42% | 2 | 2% | 3 | 2% | 142 | 100% |
| | Selby | 74 | 55% | 55 | 34% | 5 | 4% | 6 | 7% | 140 | 100% |
| | Harrogate | 81 | 50% | 66 | 35% | 12 | 9% | 6 | 6% | 165 | 100% |
| Total | All respondents | 587 | 56% | 413 | 35% | 42 | 5% | 35 | 4% | 1077 | 100% |

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| | | Q17) If you smoke, would you like to stop? | | | | | | Total | |
|-----------|-----------------|--|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Yes | | No, happy as I am | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 13 | 35% | 20 | 50% | 3 | 16% | 36 | 100% |
| | Female | 12 | 38% | 22 | 52% | 6 | 10% | 40 | 100% |
| Age Group | 18 to 29 years | 4 | 29% | 8 | 58% | 1 | 13% | 13 | 100% |
| | 30 to 39 years | 4 | 45% | 5 | 50% | 1 | 5% | 10 | 100% |
| | 40 to 49 years | 6 | 39% | 5 | 42% | 2 | 19% | 13 | 100% |
| | 50 to 64 years | 6 | 26% | 16 | 58% | 3 | 16% | 25 | 100% |
| | 65 to 74 years | 3 | 25% | 6 | 60% | 2 | 15% | 11 | 100% |
| | 75+ years | 2 | 82% | 2 | 18% | | | 4 | 100% |
| District | Craven | 5 | 47% | 6 | 53% | | | 11 | 100% |
| | Hambleton | 3 | 28% | 6 | 68% | 1 | 4% | 10 | 100% |
| | Richmondshire | 5 | 63% | 4 | 37% | | | 9 | 100% |
| | Ryedale | 2 | 26% | 7 | 52% | 3 | 23% | 12 | 100% |
| | Scarborough | 2 | 35% | 3 | 65% | | | 5 | 100% |
| | Selby | 3 | 30% | 7 | 65% | 1 | 5% | 11 | 100% |
| | Harrogate | 5 | 34% | 9 | 42% | 4 | 23% | 18 | 100% |
| Total | All respondents | 25 | 36% | 42 | 51% | 9 | 13% | 76 | 100% |

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Weighted Tables of Results (Excluding 'missing' data)

| | | Total | |
|--|--|---------------------|-------|
| | | All respondents | |
| | | Unweighted Count | Col % |
| Q17a) Stopping smoking - how would you choose to do it? | Self-help (online, books etc.) | 7 | 15% |
| | GP | 8 | 24% |
| | Pharmacist | 3 | 7% |
| | Nicotine replacement therapy | 14 | 64% |
| | Behavioural support from specialist advisor | 5 | 20% |
| | Other | 3 | 11% |
| Total | | 25 | 100% |

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Weighted Tables of Results (Excluding 'missing' data)

| | | Total | |
|--|---|------------------|-------|
| | | All respondents | |
| | | Unweighted Count | Col % |
| Q18) Which places do you buy your cigarettes/tobacco? | Corner shop | 12 | 53% |
| | Tobacconist | 1 | 4% |
| | Supermarket | 21 | 91% |
| | Cash and Carry | 1 | 4% |
| | Pub (someone who comes round selling at a cheaper price) | 2 | 10% |
| | People who are trusted in local area for selling cheaper cigarettes | 1 | 4% |
| | Buy from a friend at cheaper price | 2 | 10% |
| | Off Licence | 8 | 42% |
| | Sweetshop | 1 | 4% |
| | Newsagent | 10 | 47% |
| | People who sell cheaper cigarettes in the street | 1 | 4% |
| | Buy them abroad and bring them back to me | 5 | 17% |
| | Other | 1 | 4% |
| Total | | 25 | 100% |

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Weighted Tables of Results (Excluding 'missing' data)

| | | Unweighted Count | Col % |
|--|--|---------------------|-------|
| Q19) Are you aware of electronic cigarettes? | Yes | 24 | 100% |
| Total | | 24 | 100% |
| Q20) Have you tried an electronic cigarette? | Yes | 14 | 60% |
| | No | 10 | 40% |
| Total | | 24 | 100% |
| Q21) Thinking about electronic cigarettes, to what extent do you agree or disagree with the following statement? "On balance electronic cigarettes will be good for the health of the public?" | Strongly agree | 1 | 14% |
| | Agree | 13 | 54% |
| | Neither agree nor disagree | 5 | 12% |
| | Disagree | 5 | 20% |
| Total | | 24 | 100% |
| Q22) In your opinion, will electronic cigarettes ? | Make no difference | 5 | 15% |
| | Decrease the number of people who smoke tobacco cigarettes | 17 | 79% |
| | Don't know | 2 | 5% |
| Total | | 24 | 100% |

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| | | Q23) How much of an impact do you think second hand smoke has on increasing the risk to a child's health? | | | | | | | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Has big impact | | Has some impact | | Has little impact | | Has no impact | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 304 | 56% | 199 | 37% | 26 | 6% | 7 | 1% | 7 | 1% | 543 | 100% |
| | Female | 371 | 68% | 147 | 28% | 13 | 2% | | | 5 | 1% | 536 | 100% |
| Age Group | 18 to 29 years | 41 | 60% | 22 | 35% | 2 | 4% | | | | | 65 | 100% |
| | 30 to 39 years | 92 | 75% | 20 | 17% | 6 | 7% | | | 1 | 1% | 119 | 100% |
| | 40 to 49 years | 115 | 65% | 54 | 33% | 2 | 1% | 1 | 1% | | | 172 | 100% |
| | 50 to 64 years | 221 | 66% | 116 | 30% | 9 | 3% | 2 | 1% | 2 | 0% | 350 | 100% |
| | 65 to 74 years | 166 | 58% | 105 | 36% | 12 | 3% | 3 | 1% | 7 | 3% | 293 | 100% |
| | 75+ years | 36 | 41% | 27 | 44% | 8 | 11% | 1 | 1% | 2 | 4% | 74 | 100% |
| District | Craven | 82 | 61% | 41 | 29% | 5 | 5% | 1 | 0% | 5 | 5% | 134 | 100% |
| | Hambleton | 117 | 62% | 63 | 32% | 8 | 6% | 1 | 0% | | | 189 | 100% |
| | Richmondshire | 93 | 65% | 49 | 33% | 5 | 2% | | | 1 | 1% | 148 | 100% |
| | Ryedale | 98 | 59% | 55 | 37% | 4 | 2% | 2 | 1% | 1 | 1% | 160 | 100% |
| | Scarborough | 86 | 61% | 48 | 33% | 3 | 3% | 2 | 2% | 3 | 2% | 142 | 100% |
| | Selby | 90 | 67% | 40 | 28% | 8 | 4% | 1 | 1% | 1 | 0% | 140 | 100% |
| | Harrogate | 109 | 61% | 50 | 34% | 6 | 5% | | | 1 | 0% | 166 | 100% |
| Total | All respondents | 675 | 62% | 346 | 32% | 39 | 4% | 7 | 1% | 12 | 1% | 1079 | 100% |

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| | | Q24a) Smoking should be banned in all North Yorkshire's outdoor children's play areas. | | | | | | | | | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|----------------------------|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 340 | 63% | 95 | 18% | 53 | 9% | 38 | 6% | 16 | 4% | 1 | 0% | 543 | 100% |
| | Female | 343 | 62% | 110 | 22% | 54 | 9% | 27 | 5% | 6 | 1% | 1 | 1% | 541 | 100% |
| Age Group | 18 to 29 years | 42 | 60% | 14 | 24% | 5 | 8% | 2 | 3% | 1 | 3% | 1 | 2% | 65 | 100% |
| | 30 to 39 years | 88 | 70% | 20 | 18% | 8 | 7% | 2 | 2% | 2 | 2% | 1 | 1% | 121 | 100% |
| | 40 to 49 years | 117 | 68% | 31 | 16% | 14 | 9% | 8 | 4% | 3 | 3% | | | 173 | 100% |
| | 50 to 64 years | 222 | 65% | 69 | 18% | 34 | 9% | 20 | 6% | 6 | 2% | | | 351 | 100% |
| | 65 to 74 years | 170 | 57% | 52 | 19% | 38 | 13% | 27 | 8% | 6 | 2% | | | 293 | 100% |
| | 75+ years | 39 | 46% | 18 | 30% | 8 | 8% | 6 | 12% | 4 | 4% | | | 75 | 100% |
| District | Craven | 83 | 61% | 31 | 24% | 14 | 10% | 4 | 2% | 2 | 1% | 1 | 1% | 135 | 100% |
| | Hambleton | 118 | 63% | 33 | 19% | 21 | 10% | 13 | 7% | 5 | 2% | | | 190 | 100% |
| | Richmondshire | 93 | 62% | 30 | 22% | 18 | 11% | 7 | 4% | 2 | 1% | | | 150 | 100% |
| | Ryedale | 106 | 66% | 26 | 17% | 9 | 5% | 14 | 9% | 4 | 4% | | | 159 | 100% |
| | Scarborough | 89 | 64% | 32 | 22% | 10 | 6% | 11 | 7% | 1 | 1% | | | 143 | 100% |
| | Selby | 85 | 61% | 26 | 20% | 18 | 11% | 8 | 5% | 4 | 3% | | | 141 | 100% |
| | Harrogate | 109 | 62% | 27 | 19% | 17 | 10% | 8 | 5% | 4 | 3% | 1 | 1% | 166 | 100% |
| Total | All respondents | 683 | 62% | 205 | 20% | 107 | 9% | 65 | 6% | 22 | 2% | 2 | 0% | 1084 | 100% |

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| | | Q24b) Smoking should be banned in cars that are carrying children younger than 18 years of age. | | | | | | | | | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|----------------------------|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 332 | 62% | 109 | 20% | 39 | 8% | 39 | 7% | 18 | 3% | 3 | 0% | 540 | 100% |
| | Female | 363 | 65% | 110 | 21% | 41 | 8% | 19 | 4% | 4 | 1% | 3 | 1% | 540 | 100% |
| Age Group | 18 to 29 years | 42 | 59% | 12 | 20% | 5 | 11% | 4 | 7% | 1 | 1% | 1 | 2% | 65 | 100% |
| | 30 to 39 years | 91 | 74% | 16 | 13% | 8 | 6% | 1 | 2% | 4 | 5% | 1 | 1% | 121 | 100% |
| | 40 to 49 years | 119 | 69% | 25 | 15% | 17 | 11% | 7 | 3% | 4 | 2% | | | 172 | 100% |
| | 50 to 64 years | 225 | 65% | 78 | 22% | 21 | 7% | 17 | 4% | 4 | 1% | 4 | 1% | 349 | 100% |
| | 65 to 74 years | 171 | 58% | 69 | 25% | 23 | 8% | 22 | 7% | 8 | 2% | | | 293 | 100% |
| | 75+ years | 42 | 51% | 19 | 31% | 5 | 8% | 7 | 10% | 1 | 1% | | | 74 | 100% |
| District | Craven | 86 | 64% | 33 | 26% | 10 | 7% | 1 | 1% | 2 | 1% | 2 | 2% | 134 | 100% |
| | Hambleton | 125 | 69% | 32 | 15% | 14 | 6% | 14 | 7% | 3 | 1% | 2 | 1% | 190 | 100% |
| | Richmondshire | 95 | 65% | 31 | 18% | 7 | 4% | 11 | 7% | 5 | 4% | | | 149 | 100% |
| | Ryedale | 110 | 65% | 23 | 17% | 9 | 5% | 14 | 11% | 3 | 1% | | | 159 | 100% |
| | Scarborough | 91 | 66% | 33 | 20% | 12 | 11% | 5 | 2% | 2 | 2% | | | 143 | 100% |
| | Selby | 82 | 59% | 34 | 24% | 13 | 9% | 5 | 4% | 5 | 3% | 1 | 1% | 140 | 100% |
| | Harrogate | 106 | 59% | 33 | 22% | 15 | 11% | 8 | 5% | 2 | 1% | 1 | 1% | 165 | 100% |
| Total | All respondents | 695 | 63% | 219 | 20% | 80 | 8% | 58 | 5% | 22 | 2% | 6 | 1% | 1080 | 100% |

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| | | Q25) Which of the following best applies to your home? | | | | | | | | Total | |
|-----------|-----------------|--|-------|---|-------|--|-------|---|-------|------------------|-------|
| | | People can smoke anywhere in my home | | People can smoke in my home but only in certain rooms | | People can smoke in my home (e.g. in my garden) but not in enclosed spaces | | People cannot smoke anywhere in my home | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 12 | 3% | 21 | 4% | 208 | 37% | 300 | 56% | 541 | 100% |
| | Female | 8 | 2% | 21 | 5% | 191 | 34% | 321 | 59% | 541 | 100% |
| Age Group | 18 to 29 years | 2 | 6% | 3 | 3% | 20 | 32% | 40 | 59% | 65 | 100% |
| | 30 to 39 years | | | 2 | 2% | 51 | 42% | 68 | 56% | 121 | 100% |
| | 40 to 49 years | 1 | 0% | 2 | 1% | 66 | 39% | 104 | 59% | 173 | 100% |
| | 50 to 64 years | 4 | 1% | 18 | 7% | 129 | 35% | 199 | 57% | 350 | 100% |
| | 65 to 74 years | 8 | 2% | 11 | 3% | 107 | 36% | 166 | 59% | 292 | 100% |
| | 75+ years | 5 | 6% | 6 | 11% | 24 | 27% | 40 | 56% | 75 | 100% |
| District | Craven | 5 | 3% | 6 | 5% | 55 | 38% | 68 | 54% | 134 | 100% |
| | Hambleton | 4 | 3% | 5 | 2% | 68 | 31% | 113 | 64% | 190 | 100% |
| | Richmondshire | 2 | 1% | 5 | 6% | 55 | 39% | 88 | 54% | 150 | 100% |
| | Ryedale | 4 | 4% | 7 | 5% | 65 | 41% | 84 | 50% | 160 | 100% |
| | Scarborough | 3 | 1% | 7 | 5% | 51 | 36% | 82 | 58% | 143 | 100% |
| | Selby | | | 2 | 2% | 50 | 35% | 87 | 63% | 139 | 100% |
| | Harrogate | 2 | 3% | 10 | 6% | 55 | 33% | 99 | 57% | 166 | 100% |
| Total | All respondents | 20 | 2% | 42 | 4% | 399 | 35% | 621 | 58% | 1082 | 100% |

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| | | Q26a) after dark? | | | | | | | | | | | | Total | |
|-----------|-----------------|------------------------|-------|------------------|-------|-------------------------|-------|------------------|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Very safe | | Fairly safe | | Neither safe nor unsafe | | Fairly unsafe | | Very unsafe | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 223 | 37% | 249 | 50% | 39 | 7% | 26 | 4% | 6 | 1% | | | 543 | 100% |
| | Female | 141 | 23% | 298 | 56% | 47 | 11% | 38 | 7% | 13 | 2% | 3 | 1% | 540 | 100% |
| Age Group | 18 to 29 years | 10 | 20% | 37 | 56% | 9 | 13% | 7 | 8% | 2 | 2% | | | 65 | 100% |
| | 30 to 39 years | 31 | 30% | 65 | 51% | 10 | 8% | 12 | 9% | 3 | 2% | | | 121 | 100% |
| | 40 to 49 years | 48 | 26% | 110 | 66% | 7 | 4% | 4 | 2% | 3 | 1% | | | 172 | 100% |
| | 50 to 64 years | 136 | 38% | 165 | 47% | 24 | 6% | 19 | 6% | 7 | 3% | 1 | 0% | 352 | 100% |
| | 65 to 74 years | 111 | 35% | 132 | 49% | 27 | 9% | 19 | 5% | 4 | 1% | 1 | 0% | 294 | 100% |
| | 75+ years | 25 | 25% | 37 | 49% | 8 | 16% | 2 | 7% | | | 1 | 2% | 73 | 100% |
| District | Craven | 52 | 35% | 57 | 42% | 13 | 10% | 8 | 7% | 4 | 3% | 1 | 3% | 135 | 100% |
| | Hambleton | 55 | 28% | 98 | 50% | 14 | 8% | 17 | 10% | 4 | 3% | | | 188 | 100% |
| | Richmondshire | 60 | 34% | 66 | 50% | 13 | 9% | 8 | 5% | 1 | 1% | 2 | 1% | 150 | 100% |
| | Ryedale | 60 | 33% | 81 | 55% | 10 | 7% | 9 | 5% | | | | | 160 | 100% |
| | Scarborough | 41 | 29% | 80 | 56% | 10 | 8% | 6 | 3% | 6 | 4% | | | 143 | 100% |
| | Selby | 44 | 27% | 72 | 55% | 13 | 10% | 10 | 7% | 2 | 1% | | | 141 | 100% |
| | Harrogate | 52 | 30% | 93 | 56% | 13 | 9% | 6 | 4% | 2 | 1% | | | 166 | 100% |
| Total | All respondents | 364 | 30% | 547 | 53% | 86 | 9% | 64 | 6% | 19 | 2% | 3 | 0% | 1083 | 100% |

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| | | Q26b) during the day? | | | | | | | | | | Total | |
|-----------|-----------------|----------------------------|-------|------------------|-------|-------------------------|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Very safe | | Fairly safe | | Neither safe nor unsafe | | Fairly unsafe | | Very unsafe | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 426 | 79% | 95 | 18% | 14 | 2% | 4 | 1% | 1 | 0% | 540 | 100% |
| | Female | 410 | 74% | 109 | 22% | 10 | 2% | 6 | 1% | 2 | 0% | 537 | 100% |
| Age Group | 18 to 29 years | 45 | 74% | 17 | 24% | 1 | 1% | | | | | 63 | 100% |
| | 30 to 39 years | 80 | 67% | 35 | 29% | 3 | 2% | 2 | 2% | | | 120 | 100% |
| | 40 to 49 years | 143 | 84% | 27 | 15% | | | 2 | 1% | | | 172 | 100% |
| | 50 to 64 years | 274 | 77% | 64 | 19% | 9 | 3% | 4 | 2% | 1 | 0% | 352 | 100% |
| | 65 to 74 years | 232 | 80% | 49 | 17% | 7 | 2% | 2 | 1% | 2 | 1% | 292 | 100% |
| | 75+ years | 59 | 74% | 10 | 21% | 3 | 5% | | | | | 72 | 100% |
| District | Craven | 104 | 74% | 23 | 20% | 5 | 4% | 1 | 1% | | | 133 | 100% |
| | Hambleton | 140 | 72% | 42 | 25% | 3 | 2% | 1 | 1% | 1 | 0% | 187 | 100% |
| | Richmondshire | 115 | 76% | 30 | 21% | 3 | 2% | 1 | 1% | | | 149 | 100% |
| | Ryedale | 135 | 82% | 21 | 16% | 2 | 1% | 1 | 1% | | | 159 | 100% |
| | Scarborough | 108 | 77% | 28 | 19% | 3 | 2% | 3 | 2% | 1 | 1% | 143 | 100% |
| | Selby | 99 | 70% | 35 | 27% | 4 | 2% | 1 | 0% | 1 | 1% | 140 | 100% |
| | Harrogate | 135 | 81% | 25 | 16% | 4 | 2% | 2 | 1% | | | 166 | 100% |
| Total | All respondents | 836 | 77% | 204 | 20% | 24 | 2% | 10 | 1% | 3 | 0% | 1077 | 100% |

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| | | Q27a) Seek other people's views | | | | | | | | | | | | Total | |
|-----------|-----------------|---------------------------------|-------|------------------|-------|----------------------------|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Strongly agree | | Tend to agree | | Neither agree nor disagree | | Tend to disagree | | Strongly disagree | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 119 | 19% | 165 | 30% | 112 | 21% | 79 | 16% | 40 | 8% | 23 | 6% | 538 | 100% |
| | Female | 76 | 15% | 154 | 25% | 143 | 29% | 97 | 18% | 25 | 5% | 41 | 8% | 536 | 100% |
| Age Group | 18 to 29 years | 5 | 7% | 15 | 23% | 19 | 25% | 13 | 20% | 5 | 10% | 7 | 15% | 64 | 100% |
| | 30 to 39 years | 16 | 13% | 26 | 22% | 36 | 33% | 31 | 25% | 4 | 3% | 6 | 4% | 119 | 100% |
| | 40 to 49 years | 33 | 20% | 43 | 25% | 44 | 24% | 30 | 18% | 14 | 8% | 9 | 5% | 173 | 100% |
| | 50 to 64 years | 53 | 15% | 110 | 31% | 89 | 25% | 51 | 15% | 22 | 7% | 23 | 6% | 348 | 100% |
| | 65 to 74 years | 66 | 21% | 100 | 35% | 52 | 18% | 42 | 14% | 16 | 5% | 14 | 7% | 290 | 100% |
| | 75+ years | 22 | 27% | 25 | 27% | 14 | 26% | 6 | 8% | 2 | 6% | 5 | 6% | 74 | 100% |
| District | Craven | 26 | 20% | 36 | 28% | 32 | 24% | 20 | 15% | 7 | 4% | 13 | 11% | 134 | 100% |
| | Hambleton | 34 | 16% | 61 | 32% | 38 | 22% | 33 | 16% | 13 | 9% | 9 | 4% | 188 | 100% |
| | Richmondshire | 22 | 16% | 51 | 31% | 34 | 27% | 27 | 15% | 7 | 3% | 9 | 7% | 150 | 100% |
| | Ryedale | 35 | 21% | 49 | 27% | 42 | 31% | 20 | 13% | 6 | 3% | 6 | 5% | 158 | 100% |
| | Scarborough | 22 | 17% | 49 | 31% | 28 | 23% | 26 | 20% | 8 | 5% | 7 | 5% | 140 | 100% |
| | Selby | 29 | 18% | 28 | 21% | 39 | 27% | 23 | 21% | 13 | 8% | 6 | 5% | 138 | 100% |
| | Harrogate | 27 | 14% | 45 | 25% | 42 | 25% | 27 | 16% | 11 | 9% | 14 | 11% | 166 | 100% |
| Total | All respondents | 195 | 17% | 319 | 27% | 255 | 25% | 176 | 17% | 65 | 7% | 64 | 7% | 1074 | 100% |

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| | | Q27b) Are successfully dealing with | | | | | | | | | | | | Total | |
|-----------|-----------------|-------------------------------------|-------|------------------|-------|----------------------------|-------|------------------|-------|-------------------|-------|------------------|-------|------------------|-------|
| | | Strongly agree | | Tend to agree | | Neither agree nor disagree | | Tend to disagree | | Strongly disagree | | Don't know | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 29 | 5% | 215 | 38% | 159 | 31% | 70 | 14% | 26 | 5% | 35 | 7% | 534 | 100% |
| | Female | 39 | 7% | 196 | 37% | 173 | 31% | 57 | 10% | 11 | 3% | 56 | 11% | 532 | 100% |
| Age Group | 18 to 29 years | 1 | 1% | 26 | 39% | 20 | 31% | 10 | 16% | 2 | 4% | 5 | 9% | 64 | 100% |
| | 30 to 39 years | 6 | 5% | 40 | 36% | 42 | 35% | 21 | 15% | 4 | 3% | 7 | 5% | 120 | 100% |
| | 40 to 49 years | 14 | 8% | 54 | 32% | 62 | 35% | 14 | 8% | 13 | 8% | 16 | 9% | 173 | 100% |
| | 50 to 64 years | 20 | 5% | 141 | 40% | 95 | 28% | 48 | 14% | 13 | 4% | 31 | 9% | 348 | 100% |
| | 65 to 74 years | 22 | 8% | 123 | 44% | 88 | 31% | 26 | 9% | 4 | 1% | 20 | 8% | 283 | 100% |
| | 75+ years | 5 | 11% | 26 | 35% | 22 | 29% | 7 | 8% | 1 | 2% | 11 | 16% | 72 | 100% |
| District | Craven | 7 | 5% | 50 | 40% | 39 | 27% | 13 | 10% | 5 | 4% | 16 | 15% | 130 | 100% |
| | Hambleton | 11 | 7% | 68 | 35% | 59 | 31% | 26 | 14% | 8 | 5% | 15 | 8% | 187 | 100% |
| | Richmondshire | 8 | 7% | 65 | 42% | 42 | 30% | 20 | 12% | 1 | 1% | 11 | 9% | 147 | 100% |
| | Ryedale | 14 | 7% | 61 | 39% | 56 | 37% | 13 | 9% | 3 | 2% | 10 | 7% | 157 | 100% |
| | Scarborough | 9 | 7% | 50 | 33% | 45 | 33% | 19 | 15% | 7 | 5% | 11 | 7% | 141 | 100% |
| | Selby | 11 | 7% | 47 | 35% | 40 | 29% | 23 | 17% | 8 | 5% | 9 | 7% | 138 | 100% |
| | Harrogate | 8 | 5% | 70 | 41% | 51 | 31% | 13 | 7% | 5 | 4% | 19 | 12% | 166 | 100% |
| Total | All respondents | 68 | 6% | 411 | 38% | 332 | 31% | 127 | 12% | 37 | 4% | 91 | 9% | 1066 | 100% |

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| | | Q28) Do you want doorstep sellers cold calling on you? | | | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Not sure | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 28 | 4% | 502 | 93% | 14 | 3% | 544 | 100% |
| | Female | 21 | 5% | 514 | 95% | 1 | 0% | 536 | 100% |
| Age Group | 18 to 29 years | 6 | 8% | 59 | 92% | | | 65 | 100% |
| | 30 to 39 years | 5 | 5% | 111 | 94% | 2 | 2% | 118 | 100% |
| | 40 to 49 years | 6 | 4% | 166 | 95% | 1 | 1% | 173 | 100% |
| | 50 to 64 years | 18 | 5% | 330 | 94% | 3 | 1% | 351 | 100% |
| | 65 to 74 years | 13 | 4% | 274 | 94% | 6 | 2% | 293 | 100% |
| | 75+ years | 1 | 2% | 71 | 95% | 2 | 2% | 74 | 100% |
| District | Craven | 4 | 5% | 129 | 95% | | | 133 | 100% |
| | Hambleton | 8 | 3% | 179 | 96% | 3 | 1% | 190 | 100% |
| | Richmondshire | 8 | 8% | 141 | 92% | | | 149 | 100% |
| | Ryedale | 9 | 6% | 148 | 92% | 4 | 2% | 161 | 100% |
| | Scarborough | 5 | 3% | 134 | 95% | 3 | 2% | 142 | 100% |
| | Selby | 6 | 5% | 133 | 94% | 1 | 1% | 140 | 100% |
| | Harrogate | 9 | 5% | 152 | 93% | 4 | 2% | 165 | 100% |
| Total | All respondents | 49 | 5% | 1016 | 94% | 15 | 1% | 1080 | 100% |

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| | | | Q29) Why do you not want doorstep sellers cold-calling you? | | | | | Total |
|-----------|-----------------|------------------|---|---------------|-----------------|---------------|-------|-------|
| | | | Invasion of privacy | Fear of crime | Previous victim | Inconvenience | Other | |
| Gender | Male | Unweighted Count | 365 | 199 | 12 | 369 | 48 | 502 |
| | | Row % | 71% | 40% | 2% | 76% | 9% | 100% |
| | Female | Unweighted Count | 387 | 243 | 11 | 362 | 46 | 511 |
| | | Row % | 75% | 50% | 2% | 69% | 8% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | 40 | 30 | 1 | 49 | 3 | 59 |
| | | Row % | 64% | 53% | 1% | 82% | 4% | 100% |
| | 30 to 39 years | Unweighted Count | 87 | 59 | 1 | 85 | 14 | 111 |
| | | Row % | 79% | 46% | 1% | 77% | 12% | 100% |
| | 40 to 49 years | Unweighted Count | 129 | 79 | 4 | 123 | 16 | 166 |
| | | Row % | 76% | 49% | 2% | 74% | 9% | 100% |
| | 50 to 64 years | Unweighted Count | 243 | 135 | 6 | 239 | 31 | 329 |
| | | Row % | 74% | 41% | 1% | 72% | 10% | 100% |
| | 65 to 74 years | Unweighted Count | 198 | 106 | 9 | 186 | 24 | 272 |
| | | Row % | 75% | 38% | 3% | 69% | 8% | 100% |
| | 75+ years | Unweighted Count | 51 | 30 | 2 | 47 | 5 | 71 |
| | | Row % | 69% | 45% | 3% | 57% | 6% | 100% |
| District | Craven | Unweighted Count | 87 | 49 | 4 | 96 | 11 | 129 |
| | | Row % | 70% | 43% | 5% | 74% | 8% | 100% |
| | Hambleton | Unweighted Count | 138 | 91 | 6 | 128 | 25 | 178 |
| | | Row % | 78% | 50% | 3% | 67% | 14% | 100% |
| | Richmondshire | Unweighted Count | 102 | 60 | 5 | 103 | 11 | 140 |
| | | Row % | 69% | 40% | 3% | 75% | 8% | 100% |
| | Ryedale | Unweighted Count | 112 | 58 | 3 | 96 | 16 | 147 |
| | | Row % | 78% | 38% | 2% | 68% | 10% | 100% |
| | Scarborough | Unweighted Count | 91 | 55 | 3 | 86 | 14 | 134 |
| | | Row % | 65% | 45% | 2% | 68% | 10% | 100% |
| | Selby | Unweighted Count | 105 | 63 | 2 | 110 | 6 | 133 |
| | | Row % | 76% | 49% | 2% | 84% | 5% | 100% |
| | Harrogate | Unweighted Count | 117 | 66 | | 112 | 11 | 152 |
| | | Row % | 75% | 45% | | 74% | 6% | 100% |
| Total | All respondents | Unweighted Count | 752 | 442 | 23 | 731 | 94 | 1013 |
| | | Row % | 73% | 45% | 2% | 73% | 9% | 100% |

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| | | Q30) In the past three months, have you had any salespersons/ traders 'cold calling' on you? | | | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Not sure | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 265 | 51% | 257 | 44% | 18 | 5% | 540 | 100% |
| | Female | 258 | 50% | 260 | 47% | 18 | 4% | 536 | 100% |
| Age Group | 18 to 29 years | 30 | 48% | 29 | 43% | 6 | 10% | 65 | 100% |
| | 30 to 39 years | 68 | 60% | 50 | 39% | 2 | 1% | 120 | 100% |
| | 40 to 49 years | 96 | 56% | 69 | 38% | 7 | 6% | 172 | 100% |
| | 50 to 64 years | 169 | 49% | 169 | 48% | 11 | 3% | 349 | 100% |
| | 65 to 74 years | 125 | 44% | 158 | 54% | 7 | 2% | 290 | 100% |
| | 75+ years | 32 | 44% | 39 | 52% | 3 | 4% | 74 | 100% |
| District | Craven | 47 | 38% | 82 | 60% | 4 | 2% | 133 | 100% |
| | Hambleton | 104 | 51% | 78 | 44% | 7 | 5% | 189 | 100% |
| | Richmondshire | 65 | 44% | 77 | 50% | 6 | 6% | 148 | 100% |
| | Ryedale | 68 | 46% | 86 | 53% | 4 | 2% | 158 | 100% |
| | Scarborough | 76 | 53% | 61 | 41% | 6 | 6% | 143 | 100% |
| | Selby | 78 | 54% | 58 | 42% | 4 | 4% | 140 | 100% |
| | Harrogate | 85 | 54% | 75 | 42% | 5 | 4% | 165 | 100% |
| Total | All respondents | 523 | 50% | 517 | 45% | 36 | 4% | 1076 | 100% |

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| | | | Q31a) 'Cold-Called' on me: | | | | | | | | | | | | | | | Total |
|-----------|-----------------|------------------|---|-----------------------------|--------------------|-------------------------------------|------------------|--|--|--------------------------------------|------------------------|---------------------------|------------------------------|---------------|-------------------------|-----------|-------|-------|
| | | | Double-glazing, patio doors, or similar | Roofing, guttering, fascias | Gardening services | Insulation (e.g. cavity wall/ roof) | Weather proofing | Security products (e.g. burglar alarm) | Tarmac, driveway, path repairs or re-surfacing | Electrical products (sale or repair) | Furniture (e.g. sofas) | Energy (gas/ electricity) | Houseware/ cleaning products | Food products | Mobility aids/ products | Charities | Other | |
| Gender | Male | Unweighted Count | 91 | 62 | 51 | 70 | 14 | 6 | 46 | 5 | 2 | 62 | 78 | 21 | 3 | 124 | 52 | 261 |
| | | Row % | 38% | 27% | 18% | 29% | 5% | 2% | 17% | 2% | 0% | 25% | 32% | 6% | 1% | 44% | 20% | 100% |
| | Female | Unweighted Count | 93 | 68 | 41 | 54 | 12 | 5 | 41 | 5 | 4 | 44 | 69 | 32 | 2 | 130 | 48 | 257 |
| | | Row % | 37% | 27% | 14% | 19% | 4% | 2% | 18% | 3% | 2% | 18% | 26% | 11% | 1% | 53% | 18% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | 9 | 8 | 4 | 10 | 1 | 1 | 3 | 1 | | 10 | 5 | 2 | | 20 | 6 | 30 |
| | | Row % | 35% | 32% | 11% | 32% | 2% | 3% | 8% | 5% | | 33% | 17% | 6% | | 63% | 19% | 100% |
| | 30 to 39 years | Unweighted Count | 24 | 21 | 16 | 13 | 3 | 3 | 10 | 3 | 2 | 19 | 15 | 6 | 1 | 38 | 14 | 68 |
| | | Row % | 37% | 30% | 21% | 22% | 4% | 3% | 18% | 4% | 2% | 28% | 26% | 8% | 1% | 49% | 22% | 100% |
| | 40 to 49 years | Unweighted Count | 36 | 29 | 13 | 20 | 5 | 3 | 16 | 3 | 1 | 14 | 30 | 9 | 2 | 42 | 22 | 96 |
| | | Row % | 41% | 32% | 15% | 22% | 5% | 4% | 18% | 4% | 2% | 16% | 33% | 9% | 2% | 42% | 20% | 100% |
| | 50 to 64 years | Unweighted Count | 57 | 29 | 24 | 34 | 13 | 1 | 30 | 3 | 3 | 35 | 54 | 22 | 2 | 83 | 31 | 166 |
| | | Row % | 36% | 18% | 15% | 19% | 7% | 0% | 18% | 1% | 2% | 20% | 32% | 12% | 1% | 47% | 19% | 100% |
| | 65 to 74 years | Unweighted Count | 44 | 36 | 31 | 38 | 3 | 3 | 22 | | | 24 | 33 | 11 | | 58 | 19 | 123 |
| | | Row % | 39% | 31% | 25% | 33% | 2% | 2% | 21% | | | 19% | 29% | 8% | | 49% | 16% | 100% |
| | 75+ years | Unweighted Count | 13 | 7 | 3 | 8 | 1 | | 5 | | | 4 | 8 | 2 | | 12 | 8 | 32 |
| | | Row % | 37% | 18% | 5% | 18% | 1% | | 22% | | | 13% | 35% | 7% | | 38% | 16% | 100% |
| District | Craven | Unweighted Count | 12 | 5 | 5 | 6 | 1 | 1 | 7 | | | 11 | 12 | 3 | | 31 | 7 | 47 |
| | | Row % | 27% | 14% | 8% | 15% | 2% | 1% | 15% | | | 25% | 25% | 4% | | 60% | 15% | 100% |
| | Hambleton | Unweighted Count | 31 | 29 | 17 | 31 | 7 | 6 | 22 | 3 | | 21 | 35 | 17 | 4 | 45 | 23 | 103 |
| | | Row % | 29% | 26% | 15% | 28% | 6% | 7% | 21% | 3% | | 22% | 37% | 19% | 4% | 47% | 20% | 100% |
| | Richmondshire | Unweighted Count | 14 | 9 | 9 | 16 | 6 | 1 | 5 | 1 | 2 | 13 | 17 | 9 | | 39 | 13 | 63 |
| | | Row % | 25% | 18% | 16% | 29% | 11% | 2% | 10% | 1% | 3% | 23% | 29% | 13% | | 59% | 24% | 100% |
| | Ryedale | Unweighted Count | 20 | 13 | 10 | 14 | 2 | | 11 | 1 | 1 | 11 | 18 | 8 | | 22 | 17 | 67 |
| | | Row % | 33% | 18% | 12% | 24% | 3% | | 18% | 1% | 1% | 16% | 22% | 9% | | 33% | 27% | 100% |
| | Scarborough | Unweighted Count | 49 | 17 | 6 | 21 | 3 | | 16 | 2 | | 11 | 19 | 5 | | 27 | 15 | 76 |
| | | Row % | 65% | 22% | 7% | 28% | 3% | | 21% | 3% | | 18% | 23% | 6% | | 34% | 21% | 100% |
| | Selby | Unweighted Count | 36 | 32 | 26 | 20 | 5 | 2 | 8 | 2 | 1 | 21 | 16 | 6 | 1 | 49 | 13 | 78 |
| | | Row % | 41% | 37% | 30% | 23% | 6% | 3% | 12% | 3% | 1% | 28% | 22% | 9% | 1% | 64% | 20% | 100% |
| | Harrogate | Unweighted Count | 22 | 25 | 19 | 16 | 2 | 1 | 18 | 1 | 2 | 18 | 30 | 5 | | 41 | 12 | 84 |
| | | Row % | 28% | 32% | 17% | 20% | 2% | 1% | 18% | 3% | 2% | 20% | 35% | 5% | | 48% | 13% | 100% |
| Total | All respondents | Unweighted Count | 184 | 130 | 92 | 124 | 26 | 11 | 87 | 10 | 6 | 106 | 147 | 53 | 5 | 254 | 100 | 518 |
| | | Row % | 38% | 27% | 16% | 24% | 4% | 2% | 17% | 2% | 1% | 21% | 29% | 9% | 1% | 48% | 19% | 100% |

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| | | | Q31b) Bought/ paid money: | | | | | | | | Total |
|--------------|-----------------|------------------|-----------------------------------|-----------------------|---|------------------------------|------------------------------------|---------------|-----------|-------|-------|
| | | | Roofing, guttering, fascias | Gardening services | Tarmac, driveway, path repairs or re-surfacing | Energy (gas/ electricity) | Houseware/ cleaning products | Food products | Charities | Other | |
| Gender | Male | Unweighted Count | | 2 | 1 | 1 | 7 | 3 | 13 | 3 | 28 |
| | | Row % | | 9% | 1% | 2% | 20% | 9% | 52% | 10% | 100% |
| | Female | Unweighted Count | 2 | | | 1 | 14 | 2 | 9 | 5 | 33 |
| | | Row % | 6% | | | 3% | 37% | 7% | 36% | 12% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | | | | | | | 4 | | 4 |
| | | Row % | | | | | | | 100% | | 100% |
| | 30 to 39 years | Unweighted Count | | | | | | 1 | 3 | | 4 |
| | | Row % | | | | | | 41% | 59% | | 100% |
| | 40 to 49 years | Unweighted Count | | 1 | | | 4 | | | 2 | 7 |
| | | Row % | | 22% | | | 51% | | | 27% | 100% |
| | 50 to 64 years | Unweighted Count | 1 | | | 1 | 6 | 2 | 8 | 4 | 20 |
| | | Row % | 5% | | | 4% | 35% | 14% | 35% | 15% | 100% |
| | 65 to 74 years | Unweighted Count | 1 | 1 | 1 | 1 | 10 | 2 | 4 | | 20 |
| | | Row % | 8% | 6% | 3% | 8% | 41% | 10% | 23% | | 100% |
| | 75+ years | Unweighted Count | | | | | 1 | | 3 | 2 | 6 |
| | | Row % | | | | | 26% | | 52% | 22% | 100% |
| District | Craven | Unweighted Count | | | | | 1 | | 2 | 1 | 4 |
| | | Row % | | | | | 12% | | 75% | 13% | 100% |
| | Hambleton | Unweighted Count | | | 1 | | 8 | 1 | 3 | | 13 |
| | | Row % | | | 3% | | 61% | 3% | 32% | | 100% |
| | Richmondshire | Unweighted Count | | | | 1 | 3 | | 4 | 2 | 8 |
| | | Row % | | | | 9% | 31% | | 60% | 18% | 100% |
| | Ryedale | Unweighted Count | | | | | 2 | | 4 | 3 | 9 |
| | | Row % | | | | | 11% | | 60% | 28% | 100% |
| | Scarborough | Unweighted Count | | 1 | | | 4 | 2 | 3 | | 10 |
| | | Row % | | 16% | | | 37% | 19% | 27% | | 100% |
| | Selby | Unweighted Count | 1 | | | | 1 | 2 | 4 | | 8 |
| | | Row % | 9% | | | | 9% | 28% | 53% | | 100% |
| | Harrogate | Unweighted Count | 1 | 1 | | 1 | 2 | | 2 | 2 | 9 |
| | | Row % | 8% | 5% | | 8% | 20% | | 37% | 23% | 100% |
| Total | All respondents | Unweighted Count | 2 | 2 | 1 | 2 | 21 | 5 | 22 | 8 | 61 |
| | | Row % | 3% | 4% | 1% | 3% | 29% | 8% | 43% | 11% | 100% |

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| | | Q32) In the past two years, have you had a bad experience with doorstep sellers or the products/ services they sold? | | | | Total | |
|-----------|-----------------|--|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 68 | 12% | 469 | 88% | 537 | 100% |
| | Female | 59 | 12% | 469 | 88% | 528 | 100% |
| Age Group | 18 to 29 years | 8 | 12% | 56 | 88% | 64 | 100% |
| | 30 to 39 years | 18 | 15% | 101 | 85% | 119 | 100% |
| | 40 to 49 years | 22 | 14% | 146 | 86% | 168 | 100% |
| | 50 to 64 years | 40 | 12% | 308 | 88% | 348 | 100% |
| | 65 to 74 years | 31 | 10% | 255 | 90% | 286 | 100% |
| | 75+ years | 7 | 6% | 67 | 94% | 74 | 100% |
| District | Craven | 17 | 12% | 115 | 88% | 132 | 100% |
| | Hambleton | 25 | 13% | 160 | 87% | 185 | 100% |
| | Richmondshire | 12 | 8% | 132 | 92% | 144 | 100% |
| | Ryedale | 21 | 12% | 137 | 88% | 158 | 100% |
| | Scarborough | 19 | 14% | 123 | 86% | 142 | 100% |
| | Selby | 11 | 8% | 128 | 92% | 139 | 100% |
| | Harrogate | 22 | 13% | 143 | 87% | 165 | 100% |
| Total | All respondents | 127 | 12% | 938 | 88% | 1065 | 100% |

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| | | | Q32a) What products/ services did this relate to? | | | | | | | | | | | | | | | | Total |
|-----------|----------------|------------------|---|-----------------------------|--------------------|-------------------------------------|------------------|--|--|--------------------------------------|------------------------|---------------------------|------------------------------|---------------|-------------------------|-----------|-------|----------------|-------|
| | | | Double-glazing, patio doors, or similar | Roofing, guttering, fascias | Gardening services | Insulation (e.g. cavity wall/ roof) | Weather proofing | Security products (e.g. burglar alarm) | Tarmac, driveway, path repairs or re-surfacing | Electrical products (sale or repair) | Furniture (e.g. sofas) | Energy (gas/ electricity) | Houseware/ cleaning products | Food products | Mobility aids/ products | Charities | Other | Can't remember | |
| Gender | Male | Unweighted Count | 10 | 8 | 8 | 5 | 5 | 1 | 7 | 2 | 1 | 11 | 19 | 5 | 1 | 16 | 7 | 3 | 68 |
| | | Row % | 15% | 9% | 10% | 6% | 4% | 0% | 8% | 1% | 2% | 16% | 30% | 3% | 0% | 21% | 9% | 4% | 100% |
| | Female | Unweighted Count | 7 | 6 | 4 | 3 | 3 | 2 | 5 | | | 6 | 11 | 1 | | 22 | 12 | 2 | 58 |
| | | Row % | 14% | 11% | 5% | 5% | 5% | 2% | 7% | | | 10% | 18% | 1% | | 43% | 17% | 5% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | 1 | 1 | | | | | | | | 2 | | | | 5 | | 1 | 8 |
| | | Row % | 20% | 20% | | | | | | | | 19% | | | | 69% | | 12% | 100% |
| | 30 to 39 years | Unweighted Count | 2 | 1 | | 3 | 1 | | 1 | | | 1 | 2 | | | 7 | 5 | 1 | 18 |
| | | Row % | 7% | 6% | | 16% | 5% | | 6% | | | 6% | 20% | | | 34% | 28% | 4% | 100% |
| | 40 to 49 years | Unweighted Count | 2 | 1 | 1 | | 2 | | 3 | | | 4 | 5 | | | 5 | 4 | | 22 |
| | | Row % | 12% | 3% | 7% | | 8% | | 13% | | | 16% | 24% | | | 19% | 19% | | 100% |
| | 50 to 64 years | Unweighted Count | 6 | 5 | 4 | 2 | 2 | 1 | 4 | 1 | 1 | 8 | 12 | 1 | | 8 | 3 | 3 | 40 |
| | | Row % | 13% | 12% | 7% | 5% | 3% | 2% | 9% | 1% | 4% | 18% | 35% | 2% | | 20% | 7% | 7% | 100% |
| | 65 to 74 years | Unweighted Count | 3 | 5 | 4 | 1 | 3 | 2 | 3 | 1 | | 2 | 10 | 4 | 1 | 13 | 7 | | 30 |
| | | Row % | 9% | 14% | 15% | 2% | 9% | 5% | 7% | 2% | | 5% | 38% | 9% | 2% | 47% | 18% | | 100% |
| | 75+ years | Unweighted Count | 3 | 1 | 3 | 1 | | | 1 | | | | 1 | 1 | | | | | 7 |
| | | Row % | 54% | 12% | 32% | 9% | | | 9% | | | | 22% | 11% | | | | | 100% |
| District | Craven | Unweighted Count | 3 | 2 | 2 | | 2 | | | | | 6 | 1 | 2 | | 7 | 3 | | 17 |
| | | Row % | 14% | 15% | 11% | | 8% | | | | | 35% | 5% | 9% | | 50% | 19% | | 100% |
| | Hambleton | Unweighted Count | | 3 | 2 | 2 | 1 | 1 | 3 | | | 3 | 5 | 3 | | 9 | 3 | | 25 |
| | | Row % | | 10% | 7% | 10% | 2% | 3% | 9% | | | 21% | 14% | 7% | | 39% | 7% | | 100% |
| | Richmondshire | Unweighted Count | 1 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | | 2 | 3 | | 1 | 3 | 1 | 1 | 11 |
| | | Row % | 4% | 10% | 4% | 18% | 23% | 4% | 13% | 4% | | 25% | 20% | | 4% | 17% | 6% | 7% | 100% |

(cont.)

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | | Q32a) What products/ services did this relate to? | | | | | | | | | | | | | | | | Total |
|----------|-----------------|------------------|---|-----------------------------|--------------------|-------------------------------------|------------------|--|--|--------------------------------------|------------------------|---------------------------|------------------------------|---------------|-------------------------|-----------|-------|----------------|-------|
| | | | Double-glazing, patio doors, or similar | Roofing, guttering, fascias | Gardening services | Insulation (e.g. cavity wall/ roof) | Weather proofing | Security products (e.g. burglar alarm) | Tarmac, driveway, path repairs or re-surfacing | Electrical products (sale or repair) | Furniture (e.g. sofas) | Energy (gas/ electricity) | Houseware/ cleaning products | Food products | Mobility aids/ products | Charities | Other | Can't remember | |
| District | Ryedale | Unweighted Count | 3 | 2 | 4 | 2 | 1 | 1 | 3 | 1 | | 2 | 4 | 1 | | 6 | 5 | 1 | 21 |
| | | Row % | 15% | 8% | 18% | 10% | 4% | 4% | 14% | 4% | | 9% | 16% | 3% | | 35% | 22% | 4% | 100% |
| | Scarborough | Unweighted Count | 4 | | 1 | | 1 | | 2 | | 1 | 1 | 8 | | | 3 | 2 | | 19 |
| | | Row % | 25% | | 7% | | 6% | | 12% | | 5% | 5% | 38% | | | 12% | 12% | | 100% |
| | Selby | Unweighted Count | 4 | 3 | 1 | 1 | 1 | | 1 | | | 1 | | | | 3 | 2 | 2 | 11 |
| | | Row % | 28% | 20% | 7% | 8% | 6% | | 7% | | | 7% | | | | 29% | 15% | 28% | 100% |
| | Harrogate | Unweighted Count | 2 | 2 | 1 | 1 | | | 1 | | | 2 | 9 | | | 7 | 3 | 1 | 22 |
| | | Row % | 15% | 15% | 3% | 4% | | | 4% | | | 9% | 36% | | | 39% | 12% | 4% | 100% |
| Total | All respondents | Unweighted Count | 17 | 14 | 12 | 8 | 8 | 3 | 12 | 2 | 1 | 17 | 30 | 6 | 1 | 38 | 19 | 5 | 126 |
| | | Row % | 15% | 10% | 7% | 5% | 5% | 1% | 8% | 1% | 1% | 13% | 24% | 2% | 0% | 32% | 13% | 4% | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | | Q32b) Did you report your bad experience to...? | | | | | Total |
|-----------|-----------------|------------------|---|----------------------------|--------|--------|-------|-------|
| | | | Trading Standards/ Consumer Direct | Direct to company involved | Police | No one | Other | |
| Gender | Male | Unweighted Count | 4 | 10 | 4 | 46 | 3 | 66 |
| | | Row % | 4% | 19% | 5% | 66% | 6% | 100% |
| | Female | Unweighted Count | 4 | 9 | 7 | 38 | 4 | 57 |
| | | Row % | 3% | 14% | 11% | 71% | 5% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | | 2 | | 6 | | 8 |
| | | Row % | | 19% | | 81% | | 100% |
| | 30 to 39 years | Unweighted Count | | 5 | 2 | 11 | 1 | 18 |
| | | Row % | | 28% | 9% | 62% | 5% | 100% |
| | 40 to 49 years | Unweighted Count | 3 | 2 | 2 | 12 | 3 | 21 |
| | | Row % | 10% | 12% | 8% | 58% | 14% | 100% |
| | 50 to 64 years | Unweighted Count | | 4 | 4 | 29 | 2 | 39 |
| | | Row % | | 14% | 12% | 69% | 6% | 100% |
| | 65 to 74 years | Unweighted Count | 5 | 5 | 3 | 20 | 1 | 30 |
| | | Row % | 12% | 14% | 12% | 69% | 3% | 100% |
| | 75+ years | Unweighted Count | | | | 6 | | 6 |
| | | Row % | | | | 100% | | 100% |
| District | Craven | Unweighted Count | | 3 | | 13 | 1 | 17 |
| | | Row % | | 13% | | 81% | 6% | 100% |
| | Hambleton | Unweighted Count | 2 | 3 | 2 | 16 | 1 | 24 |
| | | Row % | 11% | 22% | 5% | 58% | 4% | 100% |
| | Richmondshire | Unweighted Count | 3 | 2 | 1 | 6 | 2 | 11 |
| | | Row % | 19% | 27% | 9% | 46% | 20% | 100% |
| | Ryedale | Unweighted Count | 3 | 2 | 1 | 15 | 1 | 20 |
| | | Row % | 11% | 7% | 3% | 82% | 5% | 100% |
| | Scarborough | Unweighted Count | | 4 | 3 | 11 | | 18 |
| | | Row % | | 24% | 16% | 61% | | 100% |
| | Selby | Unweighted Count | | 2 | 3 | 7 | | 11 |
| | | Row % | | 22% | 22% | 64% | | 100% |
| | Harrogate | Unweighted Count | | 3 | 1 | 16 | 2 | 22 |
| | | Row % | | 10% | 3% | 77% | 10% | 100% |
| Total | All respondents | Unweighted Count | 8 | 19 | 11 | 84 | 7 | 123 |
| | | Row % | 4% | 17% | 8% | 68% | 6% | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | | Q32c) If you did not report it, why not? | | | | | | Total |
|-----------|-----------------|------------------|--|-------------------------------------|----------------------------------|-----------------|----------------|-------|-------|
| | | | Did not know who to report it to | No confidence anything would happen | Time and inconvenience to pursue | Too embarrassed | Too frightened | Other | |
| Gender | Male | Unweighted Count | 14 | 23 | 21 | 1 | 1 | 6 | 45 |
| | | Row % | 29% | 58% | 58% | 5% | 5% | 8% | 100% |
| | Female | Unweighted Count | 21 | 14 | 13 | | | 7 | 38 |
| | | Row % | 62% | 30% | 34% | | | 14% | 100% |
| Age Group | 18 to 29 years | Unweighted Count | 3 | 3 | 3 | | | | 6 |
| | | Row % | 65% | 39% | 40% | | | | 100% |
| | 30 to 39 years | Unweighted Count | 6 | 3 | 4 | | | 1 | 11 |
| | | Row % | 51% | 22% | 49% | | | 6% | 100% |
| | 40 to 49 years | Unweighted Count | 4 | 7 | 8 | 1 | 1 | 2 | 12 |
| | | Row % | 38% | 56% | 62% | 12% | 12% | 8% | 100% |
| | 50 to 64 years | Unweighted Count | 10 | 16 | 9 | | | 5 | 28 |
| | | Row % | 37% | 56% | 34% | | | 19% | 100% |
| | 65 to 74 years | Unweighted Count | 11 | 7 | 6 | | | 3 | 20 |
| | | Row % | 58% | 39% | 30% | | | 16% | 100% |
| | 75+ years | Unweighted Count | 1 | 1 | 4 | | | 2 | 6 |
| | | Row % | 25% | 25% | 75% | | | 25% | 100% |
| District | Craven | Unweighted Count | 6 | 5 | 7 | | | | 13 |
| | | Row % | 36% | 36% | 63% | | | | 100% |
| | Hambleton | Unweighted Count | 3 | 8 | 9 | | | 4 | 16 |
| | | Row % | 15% | 57% | 68% | | | 19% | 100% |
| | Richmondshire | Unweighted Count | 2 | 2 | 2 | | | 3 | 5 |
| | | Row % | 39% | 47% | 42% | | | 66% | 100% |
| | Ryedale | Unweighted Count | 5 | 7 | 3 | | | 3 | 15 |
| | | Row % | 28% | 52% | 19% | | | 19% | 100% |
| | Scarborough | Unweighted Count | 6 | 7 | 5 | 1 | 1 | 1 | 11 |
| | | Row % | 49% | 70% | 53% | 13% | 13% | 7% | 100% |
| | Selby | Unweighted Count | 4 | 5 | 1 | | | | 7 |
| | | Row % | 67% | 76% | 32% | | | | 100% |
| | Harrogate | Unweighted Count | 9 | 3 | 7 | | | 2 | 16 |
| | | Row % | 62% | 15% | 38% | | | 10% | 100% |
| Total | All respondents | Unweighted Count | 35 | 37 | 34 | 1 | 1 | 13 | 83 |
| | | Row % | 46% | 43% | 45% | 2% | 2% | 11% | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q33a) Neighbourhood Watch (or similar type scheme) area | | | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Not sure | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 190 | 37% | 237 | 41% | 112 | 22% | 539 | 100% |
| | Female | 186 | 34% | 217 | 41% | 127 | 25% | 530 | 100% |
| Age Group | 18 to 29 years | 17 | 30% | 26 | 39% | 22 | 31% | 65 | 100% |
| | 30 to 39 years | 41 | 33% | 43 | 35% | 35 | 31% | 119 | 100% |
| | 40 to 49 years | 56 | 34% | 74 | 43% | 39 | 23% | 169 | 100% |
| | 50 to 64 years | 121 | 38% | 149 | 41% | 79 | 21% | 349 | 100% |
| | 65 to 74 years | 107 | 37% | 129 | 46% | 51 | 17% | 287 | 100% |
| | 75+ years | 32 | 38% | 31 | 44% | 11 | 17% | 74 | 100% |
| District | Craven | 27 | 20% | 78 | 59% | 27 | 21% | 132 | 100% |
| | Hambleton | 73 | 35% | 75 | 43% | 38 | 22% | 186 | 100% |
| | Richmondshire | 41 | 23% | 61 | 41% | 45 | 36% | 147 | 100% |
| | Ryedale | 61 | 37% | 62 | 41% | 33 | 23% | 156 | 100% |
| | Scarborough | 54 | 38% | 63 | 42% | 26 | 20% | 143 | 100% |
| | Selby | 49 | 34% | 51 | 33% | 40 | 33% | 140 | 100% |
| | Harrogate | 71 | 43% | 64 | 39% | 30 | 19% | 165 | 100% |
| Total | All respondents | 376 | 35% | 454 | 41% | 239 | 23% | 1069 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q33b) North Yorkshire County Council 'No Cold Calling Zone' | | | | | | Total | |
|-----------|-----------------|---|-------|------------------|-------|------------------|-------|------------------|-------|
| | | Yes | | No | | Not sure | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 45 | 8% | 255 | 44% | 220 | 48% | 520 | 100% |
| | Female | 53 | 10% | 246 | 50% | 206 | 40% | 505 | 100% |
| Age Group | 18 to 29 years | 5 | 10% | 24 | 39% | 34 | 51% | 63 | 100% |
| | 30 to 39 years | 16 | 11% | 51 | 40% | 53 | 49% | 120 | 100% |
| | 40 to 49 years | 9 | 5% | 78 | 48% | 76 | 48% | 163 | 100% |
| | 50 to 64 years | 22 | 7% | 176 | 52% | 138 | 41% | 336 | 100% |
| | 65 to 74 years | 35 | 12% | 143 | 55% | 92 | 34% | 270 | 100% |
| | 75+ years | 11 | 14% | 26 | 40% | 31 | 46% | 68 | 100% |
| District | Craven | 8 | 8% | 75 | 56% | 49 | 37% | 132 | 100% |
| | Hambleton | 23 | 10% | 81 | 45% | 74 | 45% | 178 | 100% |
| | Richmondshire | 9 | 5% | 64 | 41% | 67 | 54% | 140 | 100% |
| | Ryedale | 19 | 13% | 64 | 42% | 65 | 45% | 148 | 100% |
| | Scarborough | 6 | 4% | 65 | 48% | 61 | 48% | 132 | 100% |
| | Selby | 17 | 12% | 68 | 43% | 51 | 45% | 136 | 100% |
| | Harrogate | 16 | 10% | 84 | 50% | 59 | 40% | 159 | 100% |
| Total | All respondents | 98 | 9% | 501 | 47% | 426 | 44% | 1025 | 100% |

North Yorkshire County Council Citizens' Panel Survey November 2014
Weighted Tables of Results (Excluding 'missing' data)

| | | Q34) Contact details to be passed on to North Yorkshire Trading Standards and Planning Services? | | | | Total | |
|-----------|-----------------|--|-------|---|-------|------------------|-------|
| | | Yes, happy for my contact details to be passed on to NYTS & PS | | No, I would not like my contact details to be passed on | | Unweighted Count | Row % |
| | | Unweighted Count | Row % | Unweighted Count | Row % | | |
| Gender | Male | 52 | 9% | 484 | 91% | 536 | 100% |
| | Female | 26 | 6% | 503 | 94% | 529 | 100% |
| Age Group | 18 to 29 years | 4 | 6% | 61 | 94% | 65 | 100% |
| | 30 to 39 years | 6 | 5% | 113 | 95% | 119 | 100% |
| | 40 to 49 years | 12 | 7% | 158 | 93% | 170 | 100% |
| | 50 to 64 years | 21 | 6% | 325 | 94% | 346 | 100% |
| | 65 to 74 years | 24 | 9% | 266 | 91% | 290 | 100% |
| | 75+ years | 11 | 15% | 58 | 85% | 69 | 100% |
| | | | | | | | |
| District | Craven | 10 | 11% | 122 | 89% | 132 | 100% |
| | Hambleton | 13 | 8% | 170 | 92% | 183 | 100% |
| | Richmondshire | 12 | 8% | 135 | 92% | 147 | 100% |
| | Ryedale | 10 | 6% | 148 | 94% | 158 | 100% |
| | Scarborough | 9 | 6% | 133 | 94% | 142 | 100% |
| | Selby | 9 | 6% | 128 | 94% | 137 | 100% |
| | Harrogate | 15 | 8% | 151 | 92% | 166 | 100% |
| Total | All respondents | 78 | 8% | 987 | 92% | 1065 | 100% |