North Yorkshire County Council

Citizens' Panel 28 – Spring 2015 Survey

Survey Report

Analysis and report by

NWA Social Research

Contents

1.0 SUMMARY OF MAIN FINDINGS

Highways and Transport Services

Satisfaction with Highways and Transport Services

1.1 Overall, when asked about 16 different aspects of the Council's transport services in respondents' local area, satisfaction was highest in relation to 'street lighting and illuminated signs' (69% 'very/ fairly satisfied'; a significant fall when compared to 78% in 2012 and 79% in 2011), 'grass cutting' (66%; a significant fall compared to 73% in 2012 and 72% in 2011), and 'gritting and snow clearances (roads)' (65%, a significant rise compared to 60% in 2012 and 52% in 2011).

1.2 Nearly half of all respondents expressed satisfaction with the 'condition of footways' (47% 'very/ fairly satisfied'), and 'public transport information' (46%), whilst 42% were satisfied with 'new facilities for pedestrians', 41% were satisfied with 'local bus services' (a significant fall compared to 48% in 2012 and 50% in 2011), 40% with 'new road safety improvements', and 39% with 'gritting and snow clearance (footways)' (a significant rise compared to 32% in 2012, and 24% in 2011). Smaller numbers of respondents expressed satisfaction with 'disruption and delays at road works' (37%; a significant fall compared to 50% in 2012 and 54% in 2011), 'quality of repairs to roads and footways' (34%), 'new facilities for cyclists' (30%), 'speed of carrying out repairs' (29%, a significant fall compared to 37% in 2012 and 36% in 2011), and 'new facilities for bus users' (25%, a significant fall compared to 33% in 2012 and 32% in 2011).

1.3 Satisfaction levels were lowest in respect of 'road safety education and training' (22%, a significant fall compared to 26% in 2012 and 29% in 2011), and 'condition of road surfaces' (22%, a significant fall compared to 26% in 2012, but identical to the 2011 result). Dissatisfaction was highest in respect of 'condition of road surfaces' (75% 'very/ fairly dissatisfied'), 'speed of carrying out repairs' (63%), 'quality of repairs to roads and footways' (61%), and 'disruption and delays at road works' (57%).

1.4 Around one-in-six (17%) of all respondents have had the need to contact North Yorkshire County Council on a highway or transport related matter during the last 12 months – this is a similar figure to that reported in 2012 and 2011 (15%). The large majority of respondents have not contacted the Council for this purpose (81% 'no').

1.5 Of the 167 respondents who had contacted the Council on a highway or transport related matter in the previous 12 months, 45% were very or fairly satisfied with the way their contact was handled, whilst 42% were very or fairly dissatisfied, and 8% were 'neither satisfied nor dissatisfied'. Compared to the 2012 results of 55% 'satisfied' and 31% 'dissatisfied' the level of dissatisfaction has increased significantly (+11%), but the decrease in satisfaction does not reach statistical significance due to the relatively small numbers of respondents involved.

Overall Satisfaction with Highways and Transport Service

1.6 One-fifth of all respondents (20%) rated the Highways and Transport Services provided by the Council as either 'very good' (2%) or 'fairly good' (18%), whilst a further 44% rated the services as ‘average’, and one-third (33%) rated them as ‘very poor’ (10%) or ‘fairly poor’ (23%). The percentage of ‘good’ ratings for the Highways and Transport services provided has fallen significantly compared to the previous years’ findings of 31% ‘very/ fairly good’ in 2012 and 30% in 2011, and there has been a corresponding increase in the percentage of ‘poor’ ratings, from 16% ‘very/ fairly poor’ in 2012, and 18% in 2011.

1.7 A ‘Key Driver Analysis’ of the various aspects of the Council’s Highways and Transport Service that were covered in the survey questionnaire suggests that the Council should focus on improving or maintaining the satisfaction scores for the following aspects of service in order to improve or maintain residents’ overall satisfaction (‘good’) ratings for the service provided:

Improve Overall Satisfaction Ratings:

- Condition of road surfaces
- Quality of repairs to roads and footways
- Speed of carrying out repairs
- New facilities for bus users
- Satisfaction with the way your contact (on highways/ transport) was handled
- Condition of footways.

Maintain Overall Satisfaction Ratings:

- New facilities for pedestrians
- New road safety improvements.

Importance of Services

1.8 When asked how important a list of services provided by the County Council were to respondents, 'condition of road surfaces' (97% ‘very/ fairly important’), ‘quality of repairs to roads and footways’ (96%), ‘gritting and snow clearance’ (95%), ‘condition of footways and pavements’ (92%; a rise of 4% from 88% in 2011), ‘speed of carrying out repairs’ (91%; a rise of 4% from 87% in 2011), and ‘highway drainage’ (89%) were felt to be the most important aspects, each being rated as ‘very important’ or ‘fairly important’ by around nine-in-ten or more respondents.

1.9 'Street lighting and illuminated signs' (81%; a rise of 6% from 75% in 2012 and 2011), ‘reducing disruption and delays and road works’ (81%; rising from 76% in 2012 and 74% in 2011), ‘new facilities to improve road safety’ (74%), ‘reducing congestion by junction improvements, road links, etc.’ (73%; a rise of 5% from 68% in 2011), and ‘provision of local bus services’ (71%; a rise of 40% from 31% in 2011, but similar to the 2012 figure of 73%) were each rated as important by over 70% of all respondents.

1.10 The next most mentioned services in terms of importance were ‘provision of community transport services’ (66%; a rise of 15% from 51% in 2011), ‘improving awareness and use of more sustainable modes of transport to reduce congestion’ (61%), ‘condition of cycle lanes or routes’ (56%), ‘grass cutting’ (53%), ‘new facilities for pedestrians’ (52%; a rise of 7% from 45% in 2011), ‘introducing traffic calming’ (48%; a rise of 6% from 42% in 2011), and ‘new routes and facilities for cyclists’ (45%; a rise of 5% from 40% in 2011).

1.11 In terms of aspects of transport in their local area that respondents think have improved over the last five years, respondents were most likely to say that 'facilities for pedestrians and cyclists' (18% 'better') are 'better' than they were five years ago, followed by 'information about bus or train services' (13%), and 'personal safety on public transport' (9%).

1.12 However, for the remaining aspects of transport services, more respondents felt these have got ‘worse’ in the last five years than felt they have got ‘better’: ‘the road system’ (8% ‘better’/ 24% ‘worse’), ‘bus services’ (8% ‘better’/ 31% ‘worse’), ‘road and pavement maintenance’ (7% ‘better’/ 48% ‘worse’), ‘train services’ (7% ‘better’/ 10% ‘worse’), ‘road safety’ (6% ‘better’/ 14% ‘worse’), and ‘traffic congestion’ (3% ‘better’/ 51% ‘worse’). Generally these results are similar to those reported in previous surveys – note only that the percentage of those respondents who think that ‘facilities for pedestrians and cyclists’ has got ‘worse’ over the last five years has increased from 5% in 2011 and 8% in 2012, to 11% in the current survey.

1.13 The great majority of all respondents (96%), as they did in 2012 (98%) and 2011 (96%), considered 'road maintenance' to be either 'very important' (68%) or 'fairly important' (28%) when considering areas of the Council's transport budget where expenditure should be retained. Next most important areas in this regard were ‘footway/ pavement maintenance’ (82% ‘very/ fairly important’), ‘maintaining bus services’ (80%), ‘improving road safety’ (78%), ‘reducing traffic congestion’ (72%, a rise of 4% from 68% in 2011), ‘improving bus services’ (62%), and ‘improving facilities for pedestrians and cyclists’ (56%).

1.14 Just under half of respondents rated 'improving personal safety on public transport' (48%), and 'improving facilities for public transport at bus stops (e.g. seating, shelters, information etc.)' (46%, a rise of 7% from 39% in 2011) as 'very' or 'fairly' important areas for which they would like to see expenditure retained. (Generally these findings are very similar to those from previous years' surveys.)

Access to Services

1.15 Respondents were asked how long it takes members of their household to travel to six locations from their home using their usual form of transport. When 'not applicable' and 'missing' responses are excluded from the analysis, the majority of respondents lived within 30 minutes of all locations listed. In terms of locations within 10 minutes of respondents' residences, the majority of respondents lived within 10 minutes of the relevant 'primary/junior school' (72%), 'the nearest food store' (68%), and 'your doctor's surgery' (58%).

1.16 One-third of respondents (33%) lived within 10 minutes of the relevant 'secondary school', whilst a further 46% lived within '11 to 30 minutes' of this location. Just under a quarter of respondents (23%) lived within 10 minutes of their 'place of work', whilst 37% were within '11 to 30 minutes' of this location. The remaining 40% of respondents said that they normally take '31 to 60 minutes' (29%) or 'more than 60 minutes' to travel to work.

1.17 Whilst the majority of respondents lived within 30 minutes of 'the nearest general hospital' (57%), over a third (38%) stated that their journey time was normally '31 to 60 minutes' and a further 6% that it was 'more than 60 minutes' away from their home by their usual form of transport. These results are generally similar to those reported in previous years, although there has been a significant increase in the number of respondents who said that it usually takes them '11 to 30 minutes' to get to 'primary/ junior school', from 18% in 2009 to 27% in 2015; and also a rise in the numbers saying that it takes them more than 30 minutes to get to their place of work, from 32% in 2009 to 40% in 2015.

1.18 Regarding their normal mode of transport to these same six locations, the majority of respondents (excluding 'not applicable' responses) said that they travel by car in order to reach 'the nearest general hospital' (85%), their 'place of work' (76%), 'doctor's surgery' (68%) and 'the nearest general food store' (62%) - although for the latter two locations, 29% ('your doctor's surgery') and 35% ('the nearest food store') of respondents, respectively, stated that they usually walk to these locations. .Over half of respondents access a 'primary/junior school' on foot (55%) and a further 37% do so by car, whilst 42% normally travel to ‘secondary school’ by car, 31% by bus, and 24% walk. Use of the car to get to ‘secondary school’ has increased from 28% in 2009 to 42% currently, whilst use of the bus has decreased from 41% to 31% in the same period.

1.19 Around three-quarters of respondents (excluding ‘not applicable’ responses) stated that they use their nearest 'doctor's surgery' (78%; a decrease of 4% from 82% in 2009), 'primary/junior school' (75%), 'secondary school' (75%), and 'food store' (71%).

1.20 Those respondents who said that they do not use their nearest schools, doctor’s surgery and food store were asked to indicate why this is for each facility (note multiple responses allowed so answers total over 100%). Based on 45 respondents, 75% said that they did not attend their nearest ‘primary/ junior school’ due to ‘personal choice’, whilst 8% said it was because of ‘convenience of travel’, 8% said there was ‘no place available’, 6% referred to ‘continuity’ and 15% gave ‘other’ reasons.

1.21 Based on 41 respondents, 76% said that they did not attend their nearest ‘secondary school’ due to ‘personal choice’, 7% referred to ‘continuity’, 4% ‘convenience of travel’, 3% said there was ‘no place available’ and 18% gave ‘other’ reasons.

1.22 The two main reasons given for not attending the nearest ‘doctor’s surgery’ were ‘personal choice’ (54%), and ‘continuity’ (47%). Small minorities of respondents said it was because of ‘convenience of travel’ (4%), ‘no place available’ (3%), and ‘other’ reasons (15%). (Results based on 154 respondents.)

1.23 The two main reasons given for not attending the nearest ‘food store’ were ‘personal choice’ (58%), and ‘value for money’ (60%). Smaller minorities of respondents said it was because of ‘convenience of travel’ (8%), ‘continuity’ (7%), and ‘other’ reasons (13%). (Results based on 267 respondents.)

1.24 Three-quarters of all respondents (75%) expressed satisfaction with their level of access to essential services, whilst 17% were ‘neither satisfied nor dissatisfied’, and 7% were dissatisfied. Compared to the 2012 survey findings there has been a decrease in the level of satisfaction (-7% from 82% in 2012), and a small increase in the level of dissatisfaction (+3% from 4% in 2012 and 2009). However, the satisfaction level is similar to that reported in 2009 (76% ‘very/fairly satisfied’).

About your area

1.25 The great majority of all respondents (93%) were satisfied with their local area as a place to live, whilst 4% were 'neither satisfied nor dissatisfied' and 3% were 'fairly dissatisfied'. (Only one respondent, 0%, gave a 'very dissatisfied' response.)

1.26 Over three-quarters of all respondents (77%) feel that they belong 'strongly' to their immediate neighbourhood (36% 'very strongly' and 41% 'fairly strongly'), whilst 18% said that they belong 'not very strongly', and 5% 'not strongly at all'. (1% 'don't know.)

1.27 When asked about their satisfaction with the opportunities for volunteering in their local area, almost half of all respondents (48%) expressed satisfaction, whilst the same percentage were 'neither satisfied nor dissatisfied' (48%), and 5% were dissatisfied.

1.28 Half of all respondents (50%) disagreed that they can influence decisions in their local area (12% 'definitely disagree' and 38% 'tend to disagree'), whilst 41% agreed (6% 'definitely agree' and 35% 'tend to agree'), and 9% 'do not know'.

1.29 When asked if, generally speaking, they would like to be more involved in decisions that affect their local area, they majority of all respondents (60%) said that this 'depends on the issue'. Of the remaining respondents, 31% said 'yes' they would like to be more involved, 6% said 'no' – they would not like to be more involved, and 3% 'don't know'.

1.30 A third of all respondents (34%) said that they are satisfied with the opportunities for getting involved with groups that can influence local decisions (6% 'very satisfied' and 28% 'fairly satisfied'), with this figure increasing to 42% of those aged 50 to 64 years, but being lower for those aged 18 to 29 years (18%) and those aged 30 to 39 years (23%). Overall, 54% of respondents were 'neither satisfied nor dissatisfied' with the opportunities available, and 12% expressed dissatisfaction (1% 'very dissatisfied' and 11% 'fairly dissatisfied').

1.31 Over a third of all respondents (37%) were of the view that older and more vulnerable people in their local area are 'able to get the services and support they need to continue to live at home for as long as they want to', whilst 22% did not agree that this is the case, and 41% 'don't know'.

1.32 Regarding satisfaction with services in the local area, when 'no opinion/ don't know' responses are excluded from the analysis, 83% of respondents expressed satisfaction with ‘libraries’, 67% were satisfied with ‘community transport services’, 59% were satisfied with ‘activities for young people, children and families’, and 59% were satisfied with ‘support for older and more vulnerable people to remain involved and active within the community’.

1.33 The great majority of all respondents (91%) rated their quality of life as ‘very good’ (45%) or ‘good’ (46%), whilst 8% felt it is ‘neither good nor poor’, and 1% that it is ‘poor’. Only one respondent (0%) considered their quality of life to be ‘very poor’.

About you and your family

1.34 Respondents were asked about their household composition in terms of how many adults and how many children they live with. Overall, 22% of respondents stated that they live in single adult households, whilst more than half of all respondents (55%) live with ‘one’ other adult, 4% live with ‘three’ other adults, 2% with ‘four’ other adults, and 0% (one respondent) with ‘more than four’ other adults.

1.35 Nearly three-quarters of all respondents (73%) do not have any children in their households, whilst a total of 27% of respondents live with one or more children (11% ‘one’; 13% ‘two’; 3% ‘three’, and 0% ‘four’ or ‘more than four’.

2. BACKGROUND, OBJECTIVES & METHODOLOGY

2.1 Background and Survey Objectives

2.1.1 North Yorkshire County Council Citizens' Panel was set up to assist the Council in planning its services to meet the needs and priorities of its residents. The Panel, which consists of approximately 2,000 residents of the council area, was originally recruited in early 2004. 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 2,163 members, with around 300 members being resident in each of the seven District areas, and all but around 200 members choosing to complete their surveys online, rather than fill in a paper survey.

2.1.3 The overall themes of the survey related to:

- Highways and Transport Services
- Access to Services
- Your Area
- You and Your Family.

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 18th May 2015 all Panel members were sent an email alert informing them that the questionnaire was available online, (with the exception of those who have elected to complete by post – currently 217). Reminders were sent to those who had yet to complete their survey on 29th May 2015.

2.2.2 A total of 944 completed questionnaires were returned prior to analysis (including 115 by post) giving a response rate of 44%. Subsequent to analysis a further 15 questionnaires were received increasing the Panel response rate slightly.

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 (unless otherwise stated), but included in the Tables of Frequencies. Unweighted frequency counts, showing details of 'missing' responses, are attached as **Appendix 2**. Responses to 'open-ended' questions (verbatim) are attached as **Appendix 4**.

2.3.6 At the Council's request, reported Panel survey results are in 'whole percentages' and the tables produced show results where the figures have been rounded to the nearest whole. Because of this 'rounding' process, however, there may be some instances when two response categories are added (e.g. 'very satisfied' + 'fairly satisfied'), where the total may be 1% greater or smaller than the two individual responses, e.g. 'very satisfied' (3.4% - 3%) plus 'fairly satisfied' (10.4% - 10%) gives 'total satisfied' (13.8% - 14% : not 13%).

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

		Sample Size						
		100	200	300	500	600	750	944
		± %	± %	± %	± %	± %	+ %	± %
Response	50%	9.8	6.9	5.7	4.4	4.0	3.6	3.2
	40% or 60%	9.7	6.8	5.6	4.3	3.9	3.5	3.1
	30% or 70%	9.0	6.4	5.2	4.0	3.7	3.3	2.9
	20% or 80%	7.9	5.6	4.5	3.5	3.2	2.9	2.6
	10% or 90%	5.9	4.2	3.4	2.6	2.4	2.1	1.9

3.0 HIGHWAYS AND TRANSPORT SERVICES

3.1 SATISFACTION WITH HIGHWAYS AND TRANSPORT SERVICES

Q.1 How satisfied or dissatisfied are you with the following aspects of the County Council's transport services in your local area?

Q.2 In the last 12 months, have you had the need to contact North Yorkshire County Council on a highway or transport related matter?

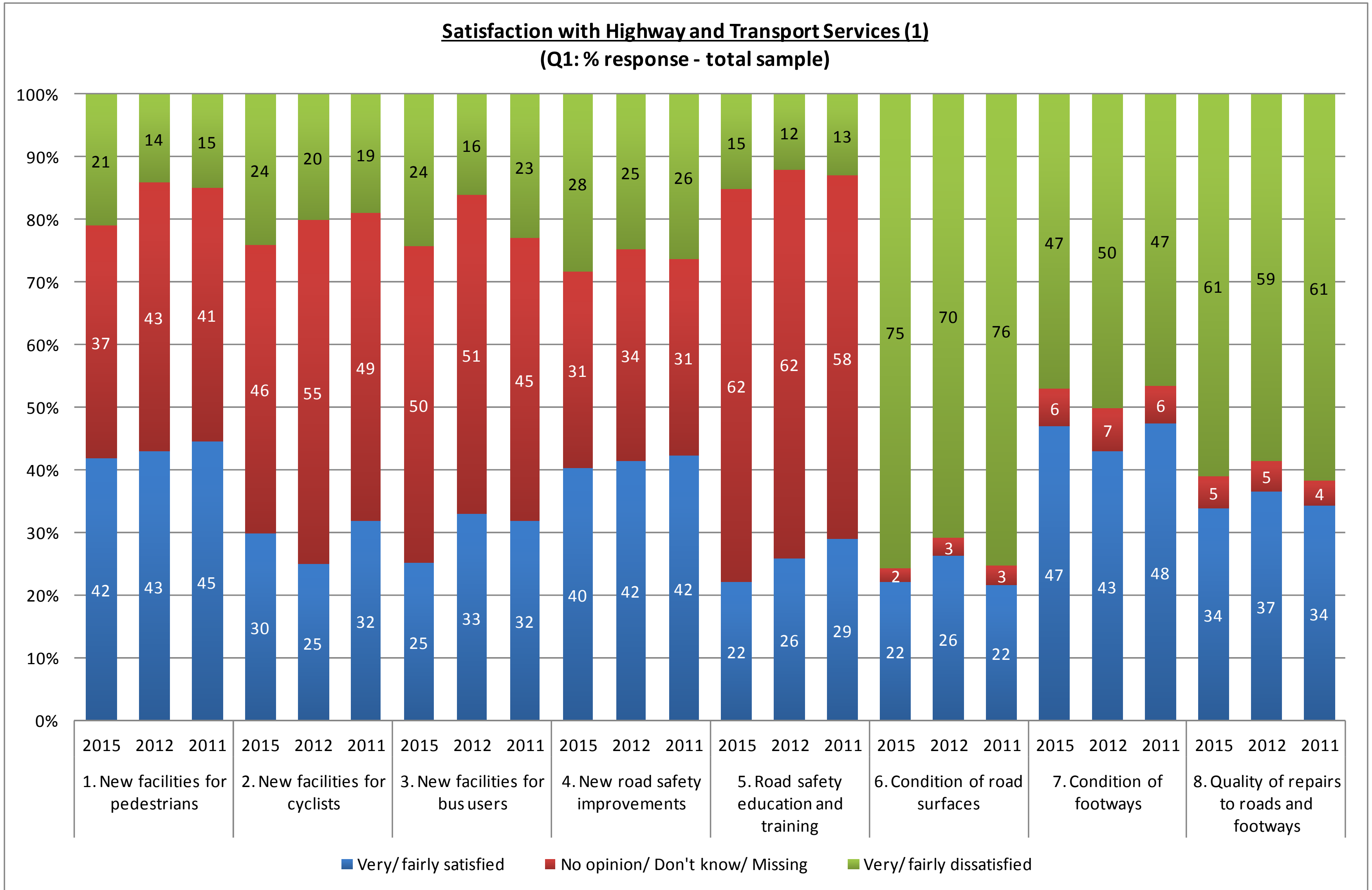
Q.2a If 'yes', how satisfied or dissatisfied were you with the way your contact was handled?

Q.2b If you were not satisfied, please tell us why.

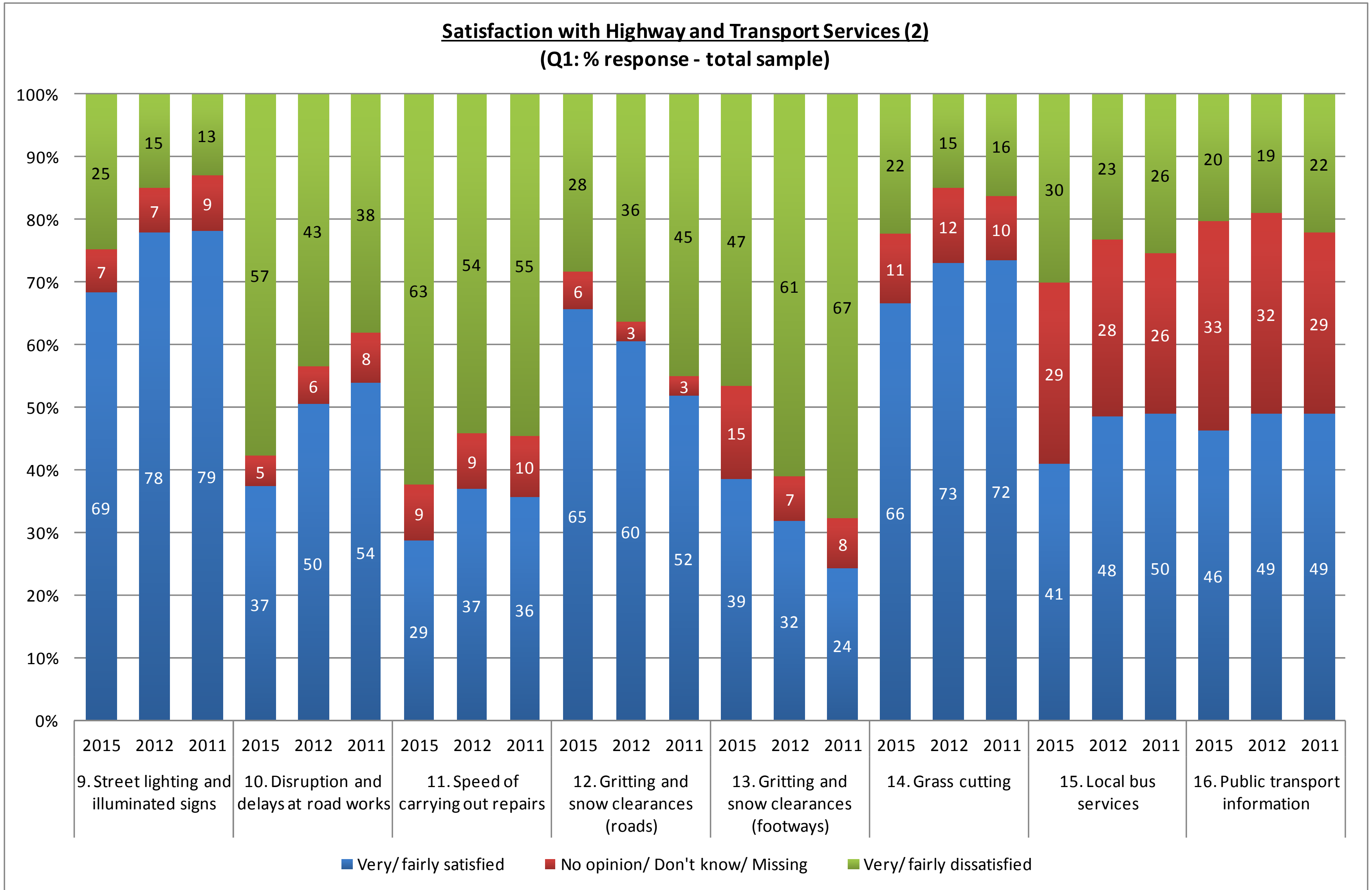
Appendix 3 - Pages 1 to 18

3.1.1 Overall (as illustrated overleaf), when asked about a range of aspects of the County Council's transport services in respondents' local area, satisfaction ('very satisfied' and 'fairly satisfied' responses combined) was highest in relation to 'street lighting and illuminated signs' (69%; a significant fall when compared to 78% in 2012 and 79% in 2011), 'grass cutting' (66%; a significant fall compared to 73% in 2012 and 72% in 2011), and 'gritting and snow clearances (roads)' (65%, a significant rise compared to 60% in 2012 and 52% in 2011).

3.1.2 Nearly half of all respondents expressed satisfaction with the 'condition of footways' (47% 'very/ fairly satisfied'), and 'public transport information' (46%), whilst 42% were satisfied with 'new facilities for pedestrians', 41% were satisfied with 'local bus services' (a significant fall compared to 48% in 2012 and 50% in 2011), 40% with 'new road safety improvements', and 39% with 'gritting and snow clearance (footways)' (a significant rise compared to 32% in 2012, and 24% in 2011). Smaller numbers of respondents expressed satisfaction with 'disruption and delays at road works' (37% 'very/ fairly satisfied', a significant fall compared to 50% in 2012 and 54% in 2011), 'quality of repairs to roads and footways' (34%), 'new facilities for cyclists' (30%), 'speed of carrying out repairs' (29%, a significant fall compared to 37% in 2012 and 36% in 2011), and 'new facilities for bus users' (25%, a significant fall compared to 33% in 2012 and 32% in 2011).



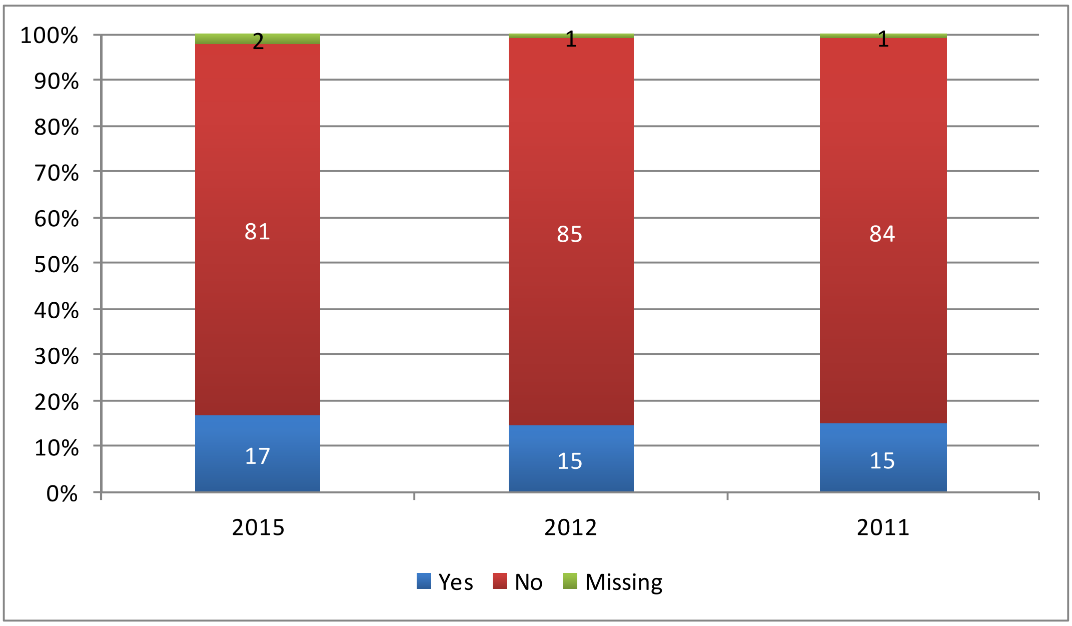
Satisfaction with Highway and Transport Services (1)
(Q1: % response - total sample)
1. New facilities for pedestrians
2. New facilities for cyclists
3. New facilities for bus users
4. New road safety improvements
5. Road safety education and training
6. Condition of road surfaces
7. Condition of footways
8. Quality of repairs to roads and footways
Very/ fairly satisfied
No opinion/ Don't know/ Missing
Very/ fairly dissatisfied


Satisfaction with Highway and Transport Services (2)
(Q1: % response - total sample)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
2015 2012 2011
9. Street lighting and illuminated signs
10. Disruption and delays at road works
11. Speed of carrying out repairs
12. Gritting and snow clearances (roads)
13. Gritting and snow clearances (footways)
14. Grass cutting
15. Local bus services
16. Public transport information
Very/ fairly satisfied
No opinion/ Don't know/ Missing
Very/ fairly dissatisfied
69 7 25
78 7 15
79 9 13
37 5 57
50 6 43
54 8 38
29 9 63
37 9 54
36 10 55
65 6 28
60 3 36
52 3 45
39 15 47
32 7 61
24 8 67
66 11 22
73 12 15
72 10 16
41 29 30
48 28 23
50 26 26
46 33 20
49 32 19
49 29 22

3.1.3 Satisfaction levels were lowest in respect of ‘road safety education and training’ (22%, a significant fall compared to 26% in 2012 and 29% in 2011), and ‘condition of road surfaces’ (22%, a significant fall compared to 26% in 2012, but identical to the 2011 result). Dissatisfaction was highest in respect of 'condition of road surfaces' (75% ‘very/ fairly dissatisfied’; rising to 85% in ‘Harrogate’), ‘speed of carrying out repairs’ (63%, rising to 72% in ‘Harrogate’), ‘quality of repairs to roads and footways’ (61%, rising to 71% in ‘Harrogate’), and ‘disruption and delays at road works’ (57%, rising to 70% in ‘Harrogate’).

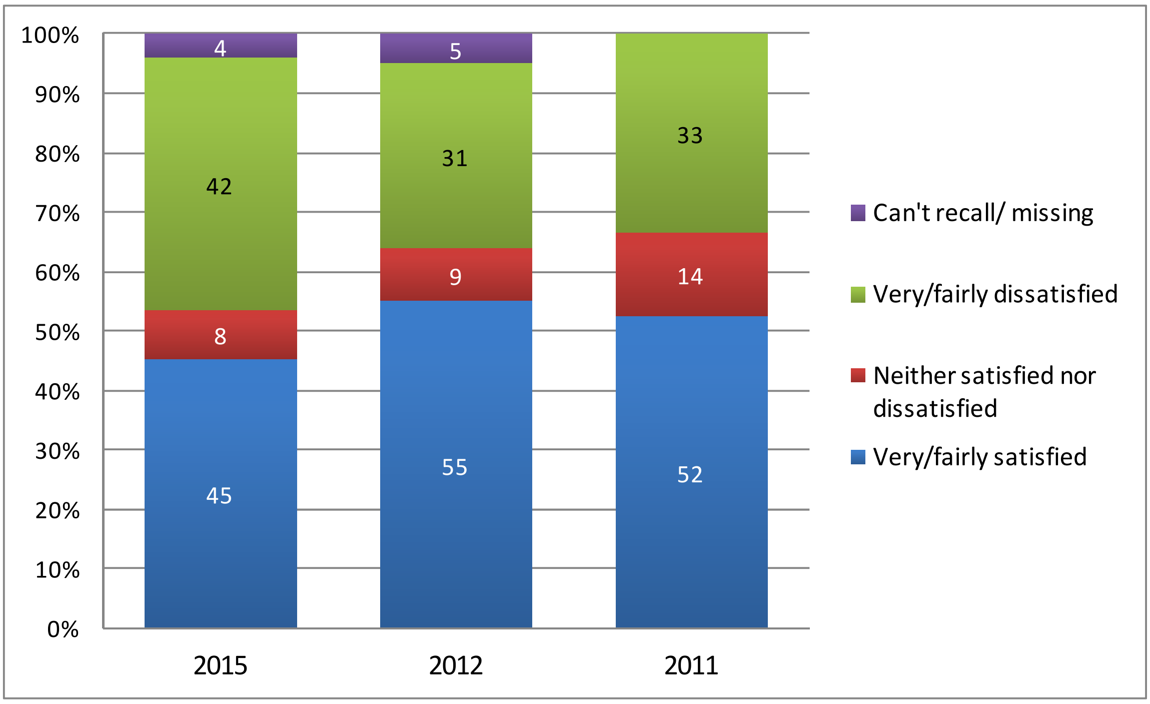
3.1.4 Around one-in-six (17%) of all respondents have had the need to contact North Yorkshire County Council on a highway or transport related matter during the last 12 months – this is a similar percentage to that reported in 2012 and 2011 (15%). The large majority of respondents have not contacted the Council for this purpose (81% ‘no’). (2% ‘missing data’.) The percentage of respondents making contact with the Council reduced to 10% in ‘Selby’, but generally sub-group variations were not significant.

In the last 12 months, have you had the need to contact NYCC on a highway or transport related matter?
(Q2: % response – total sample)



3.1.5 Of the 167 respondents who indicated at Question 2 that they had had the need to contact the Council on a highway or transport related matter in the previous 12 months, 45% stated that they were either 'very satisfied' (14%) or 'fairly satisfied' (31%) with the way their contact was handled, whilst 42% were either 'very dissatisfied' (29%) or ‘fairly dissatisfied’ (13%), and 8% were 'neither satisfied nor dissatisfied' (4% ‘cannot recall’ or ‘missing’ data.) Compared to the 2012 results of 55% ‘satisfied’ and 31% ‘dissatisfied’ the level of dissatisfaction has increased significantly (+11%), but the decrease in satisfaction does not reach statistical significance due to the relatively small numbers of respondents involved.

Q2a: If 'yes', how satisfied or dissatisfied were you with the way your contact was handled?
(% response - 'yes' at Question 2 - 167 respondents)



3.1.6 Those respondents who were dissatisfied with the way their contact on highway/ transport issues was handled were asked to say why this was. A total of 82 respondents offered comments here with the main themes relating to the Council being unresponsive or slow to respond, there being ‘no follow-up’, or any repairs only being carried out slowly or not at all – see Appendix 4 for details.

3.2 OVERALL SATISFACTION

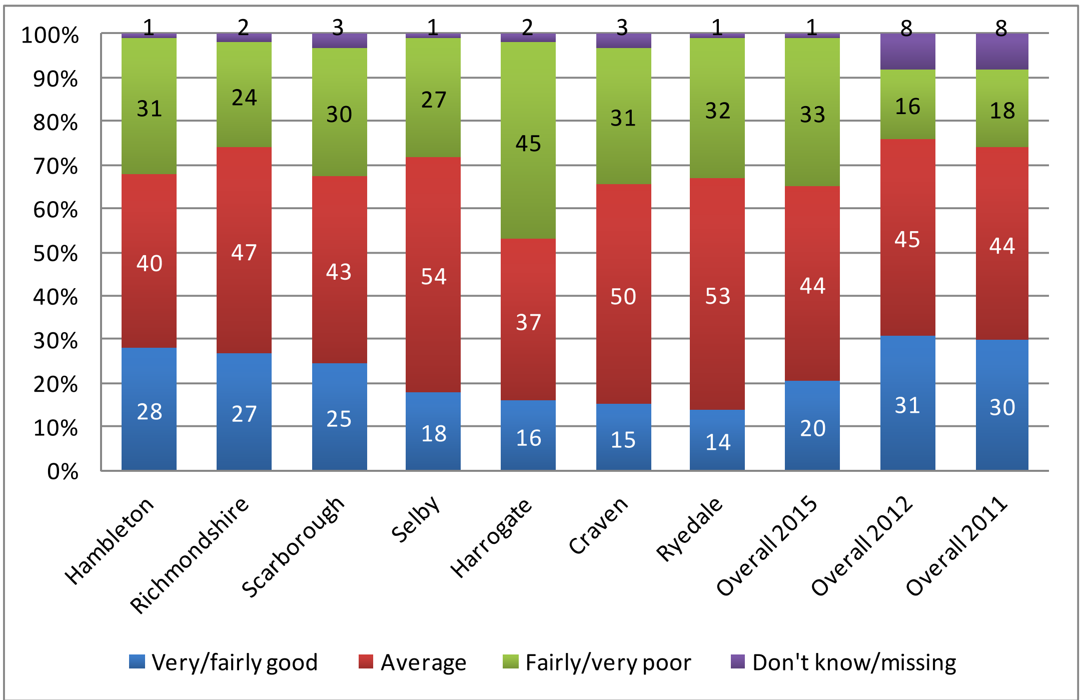
Q.3 Considering the information provided above, in general, how would you rate the Highways and Transport Services provided by the County Council?

Appendix 3 - Pages 19

3.2.1 One-fifth of all respondents (20%) rated the Highways and Transport Services provided by the Council as either 'very good' (2%) or 'fairly good' (18%), whilst a further 44% rated the services as ‘average’, and one-third (33%) rated them as ‘very poor’ (10%) or ‘fairly poor’ (23%). The percentage of ‘good’ ratings for the Highways and Transport services provided has fallen significantly compared to the previous years’ findings of 31% ‘very/ fairly good’ in 2012 and 30% in 2011, and there has been a corresponding increase in the percentage of ‘poor’ ratings, from 16% ‘very/ fairly poor’ in 2012, and 18% in 2011.

Considering the information provided above, in general, how would you rate the Highways and Transport Services provided by the County Council?

(Q3: % response – by sub-group and overall)



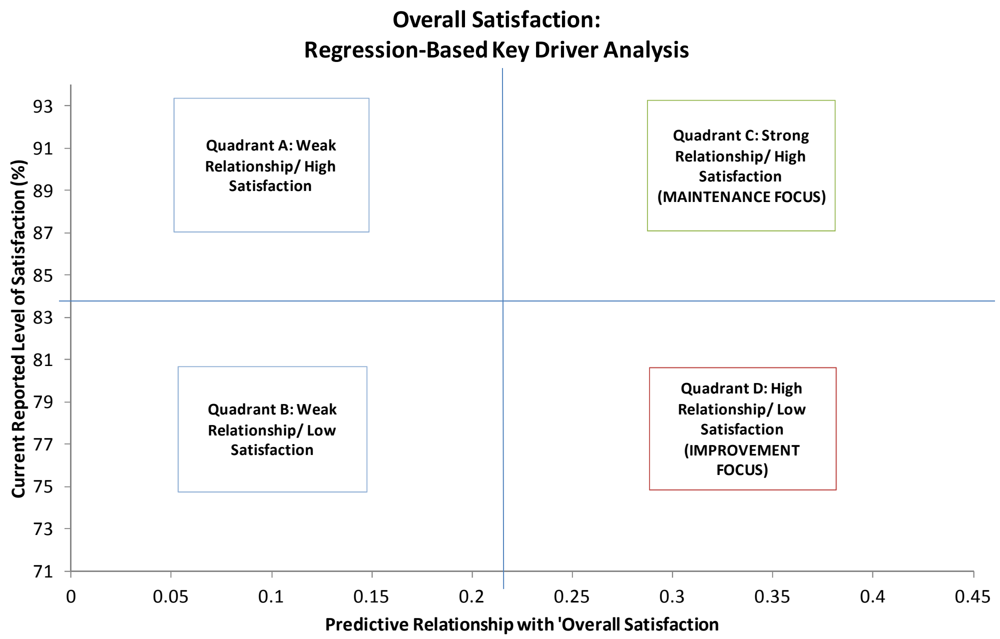
3.2.2 By area, 'good' ratings ranged from 28% of respondents living in ‘Hambleton’ and 27% in ‘Richmondshire’, down to 14% in ‘Ryedale’, whilst the percentage of ‘poor’ ratings increased to 45% in ‘Harrogate’. Differences by gender and age group were not significant.

Overall Ratings for the Highways and Transport Service Provided - Key Driver Analysis

3.2.3 ‘Key Driver Analysis’ is a technique which uses the linear regression analysis function of SPSS in order to identify those aspects of the Highways and Transport Service which are ‘driving’ overall ratings/ satisfaction. For each question in the survey concerning a service or aspect of service which might have an influence on the overall ‘good’ ratings for Highways and Transport, a predictive value (denoted ‘r squared’) is calculated which measures how much of the variance in ‘good’ ratings can be attributed to variance in responses to a given question.

3.2.4 To make the outputs from the Key Driver Analysis easier to interpret, a scatter chart may then be produced which plots the predictive values for each relevant question against the corresponding ‘satisfaction’ scores for these questions. This chart can then be divided into four quadrants separating the results for those survey questions which:

- Have a limited relationship with overall satisfaction ratings and are higher in terms of current satisfaction (Quadrant A)
- Have a strong relationship with overall satisfaction ratings and are higher in terms of current satisfaction (Quadrant C)
- Have a limited relationship with overall satisfaction ratings but are lower in terms of current satisfaction (Quadrant B)
- Have a strong relationship with overall satisfaction ratings and are lower in terms of current satisfaction (Quadrant D).



(Note that the lines separating the quadrants are usually placed at the median values for ‘satisfaction’ and ‘predictive values’.)

3.2.5 Therefore, focusing on improving the satisfaction scores for those questions which fall within Quadrant D should result in an improvement in overall 'good' ratings; whilst focusing on maintaining the higher satisfaction scores for those questions which fall within Quadrant C, should maintain the current level of overall 'good' ratings.

Key Driver Analysis Results

3.2.6 Based on the Key Driver Analysis performed, the Council's Highways and Transport Services should focus on improving or maintaining the satisfaction scores for the following questions in order to improve or maintain residents' overall satisfaction ratings for the service provided:

Improve Overall Satisfaction Ratings (Quadrant D)

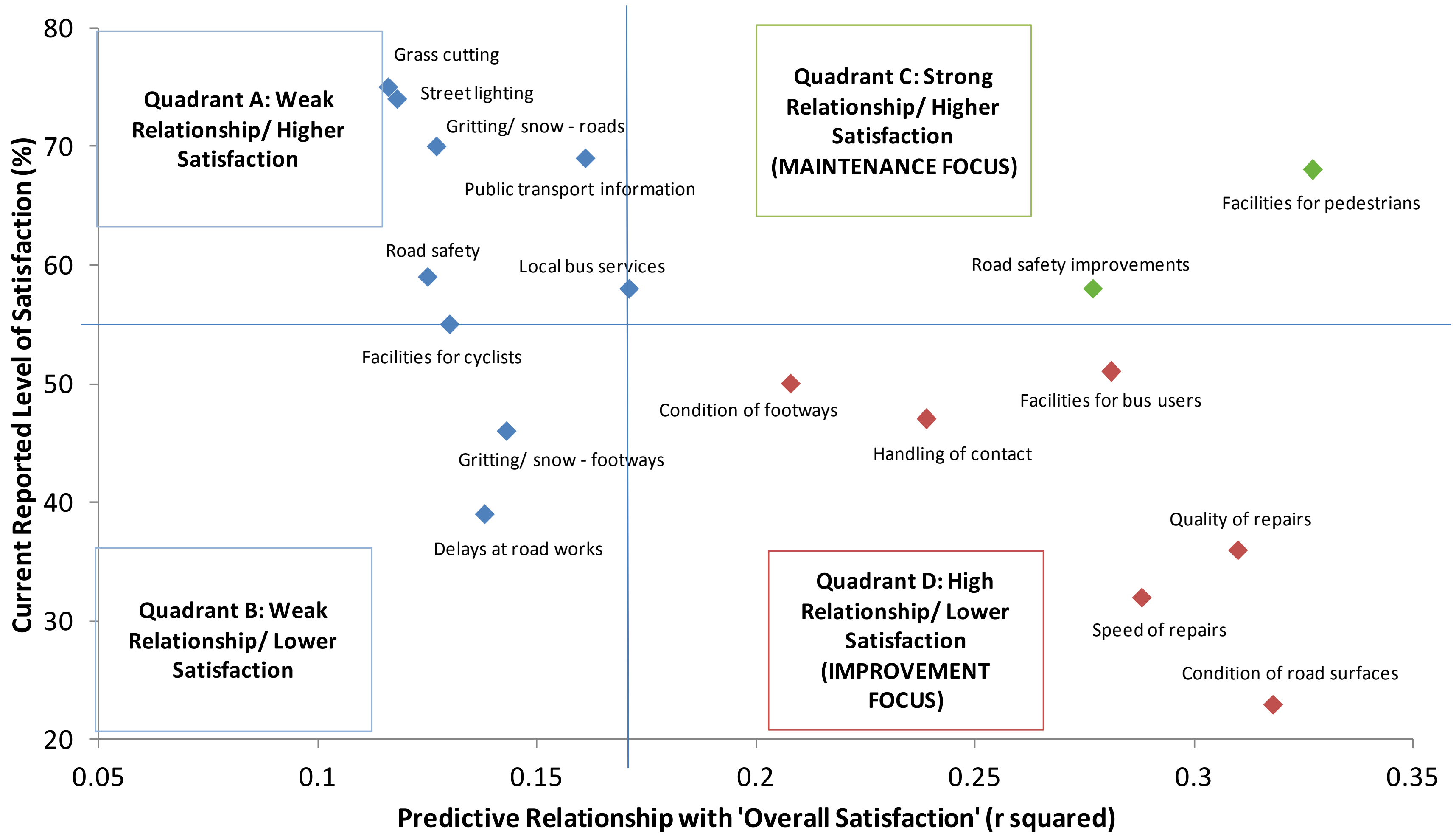
- Q1f) Condition of road surfaces
- Q1h) Quality of repairs to roads and footways
- Q1k) Speed of carrying out repairs
- Q1c) New facilities for bus users
- Q2a) Satisfaction with the way your contact was handled
- Q1g) Condition of footways.

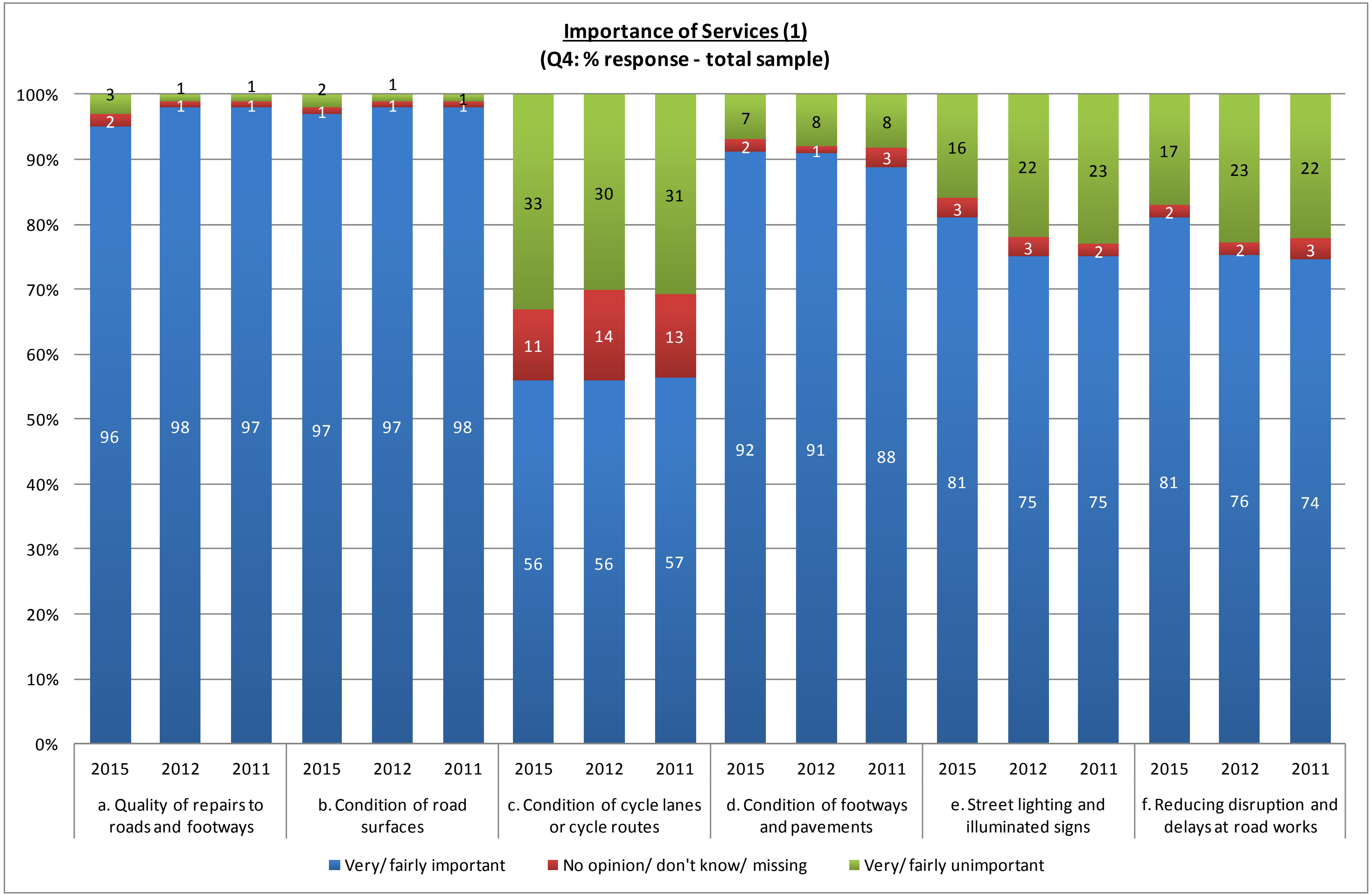
Maintain Overall Satisfaction Ratings (Quadrant C)

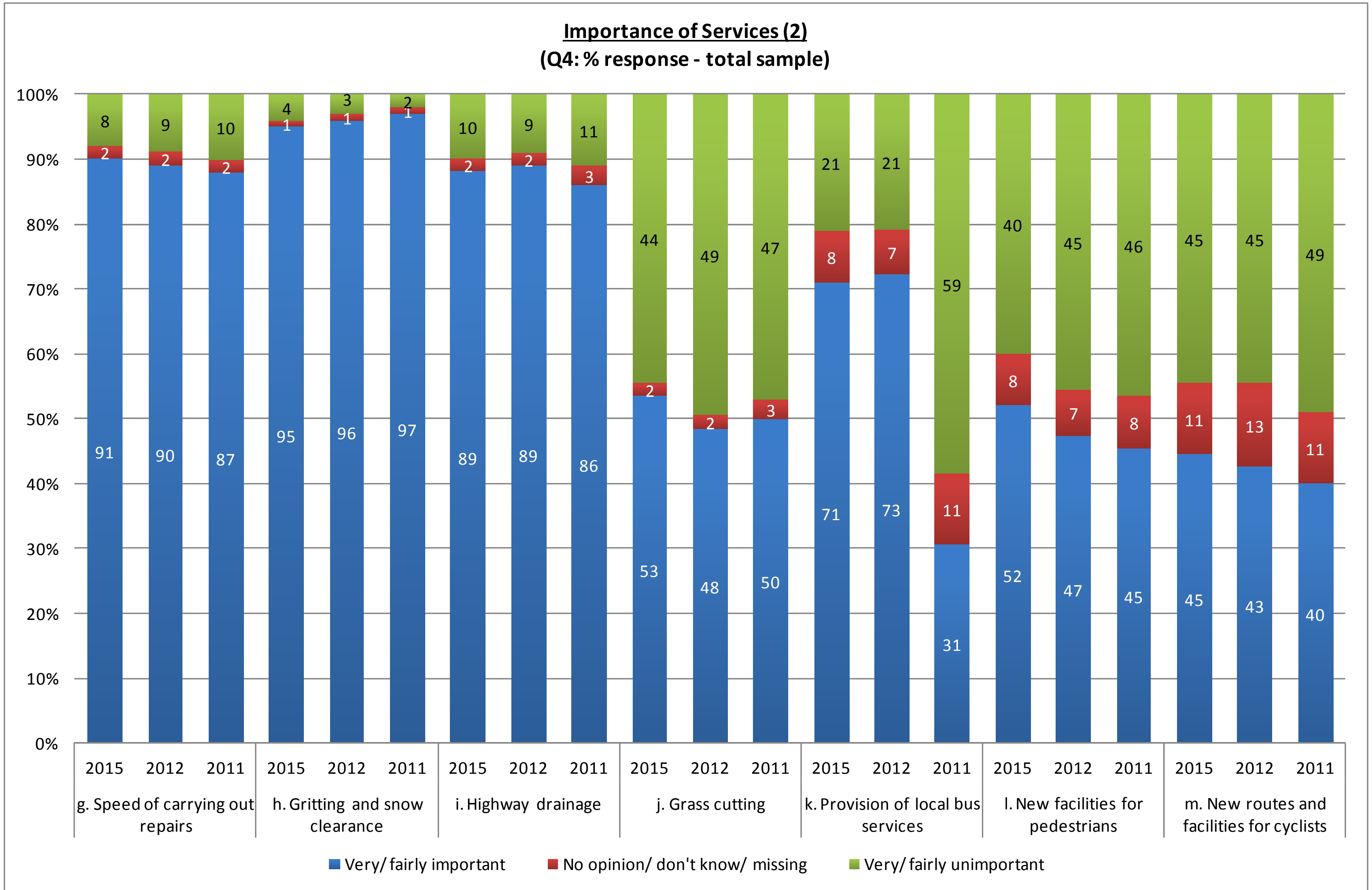
- Q1a) New facilities for pedestrians
- Q1d) New road safety improvements.

3.2.7 The full quadrant chart is shown overleaf – note that the analysis excludes 'no opinion/ don't know' responses and any 'missing' data. (The median lines separating the quadrants are at the 55% satisfaction level and at 0.171 for the 'predictive value'.)

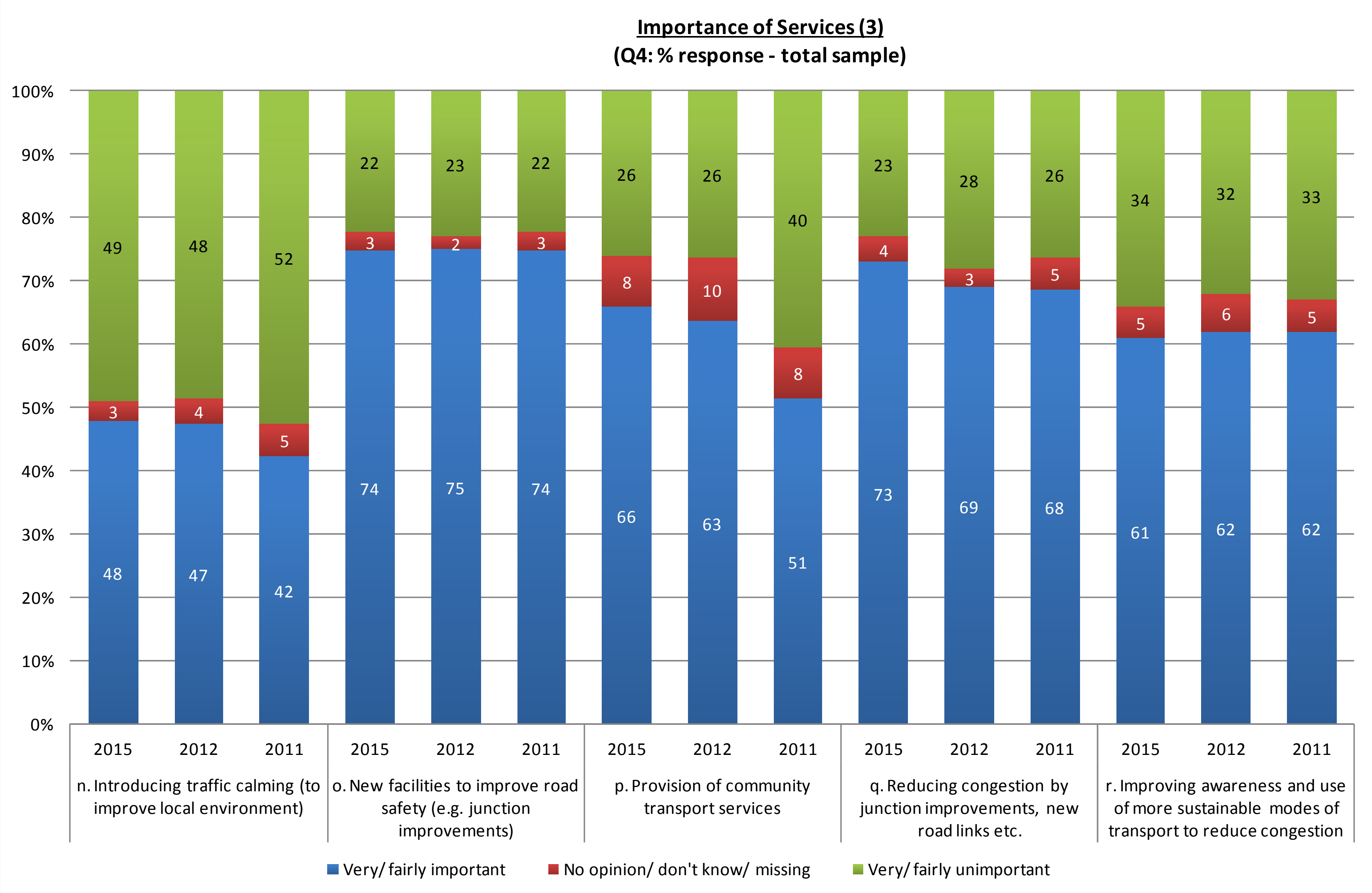
Overall Satisfaction 'Good' Ratings: Regression-Based Key Driver Analysis




Importance of Services (1)
(Q4: % response - total sample)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
2015
2012
2011
a. Quality of repairs to roads and footways
b. Condition of road surfaces
c. Condition of cycle lanes or cycle routes
d. Condition of footways and pavements
e. Street lighting and illuminated signs
f. Reducing disruption and delays at road works
Very/ fairly important
No opinion/ don't know/ missing
Very/ fairly unimportant



Importance of Services (2)
(Q4: % response - total sample)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
2015 2012 2011
g. Speed of carrying out repairs
91 90 87
2 2 2
8 9 10
h. Gritting and snow clearance
95 96 97
1 1 1
4 3 2
i. Highway drainage
89 89 86
2 2 3
10 9 11
j. Grass cutting
53 48 50
2 2 3
44 49 47
k. Provision of local bus services
71 73 31
8 7 11
21 21 59
l. New facilities for pedestrians
52 47 45
8 7 8
40 45 46
m. New routes and facilities for cyclists
45 43 40
11 13 11
45 45 49
Very/ fairly important
No opinion/ don't know/ missing
Very/ fairly unimportant



Importance of Services (3)
(Q4: % response - total sample)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
49 48 52 22 23 22 26 26 40 23 28 26 34 32 33
3 4 5 3 2 3 8 10 8 4 3 5 5 6 5
48 47 42 74 75 74 66 63 51 73 69 68 61 62 62
2015 2012 2011 2015 2012 2011 2015 2012 2011 2015 2012 2011 2015 2012 2011
n. Introducing traffic calming (to improve local environment)
o. New facilities to improve road safety (e.g. junction improvements)
p. Provision of community transport services
q. Reducing congestion by junction improvements, new road links etc.
r. Improving awareness and use of more sustainable modes of transport to reduce congestion
Very/ fairly important
No opinion/ don't know/ missing
Very/ fairly unimportant

3.3 IMPORTANCE OF SERVICES

Q.4 How important are the following to you?

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

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

Appendix 3 - Pages 20 to 56

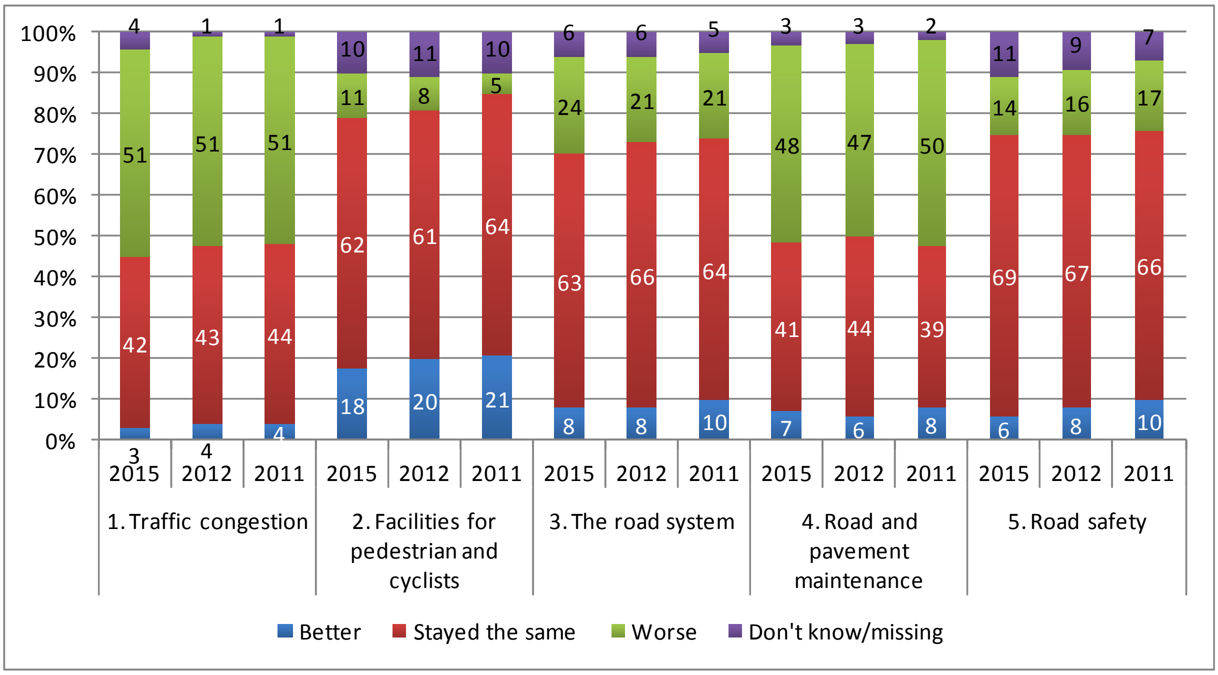
3.3.1 As illustrated on the previous three pages, when asked how important a list of services provided by the County Council were to respondents, 'condition of road surfaces' (97% 'very/ fairly important'), 'quality of repairs to roads and footways' (96%), 'gritting and snow clearance' (95%), 'condition of footways and pavements' (92%; a rise of 4% from 88% in 2011), 'speed of carrying out repairs' (91%; a rise of 4% from 87% in 2011), and 'highway drainage' (89%) were felt to be the most important aspects, each being rated as 'very important' or 'fairly important' by around nine-in-ten or more respondents.

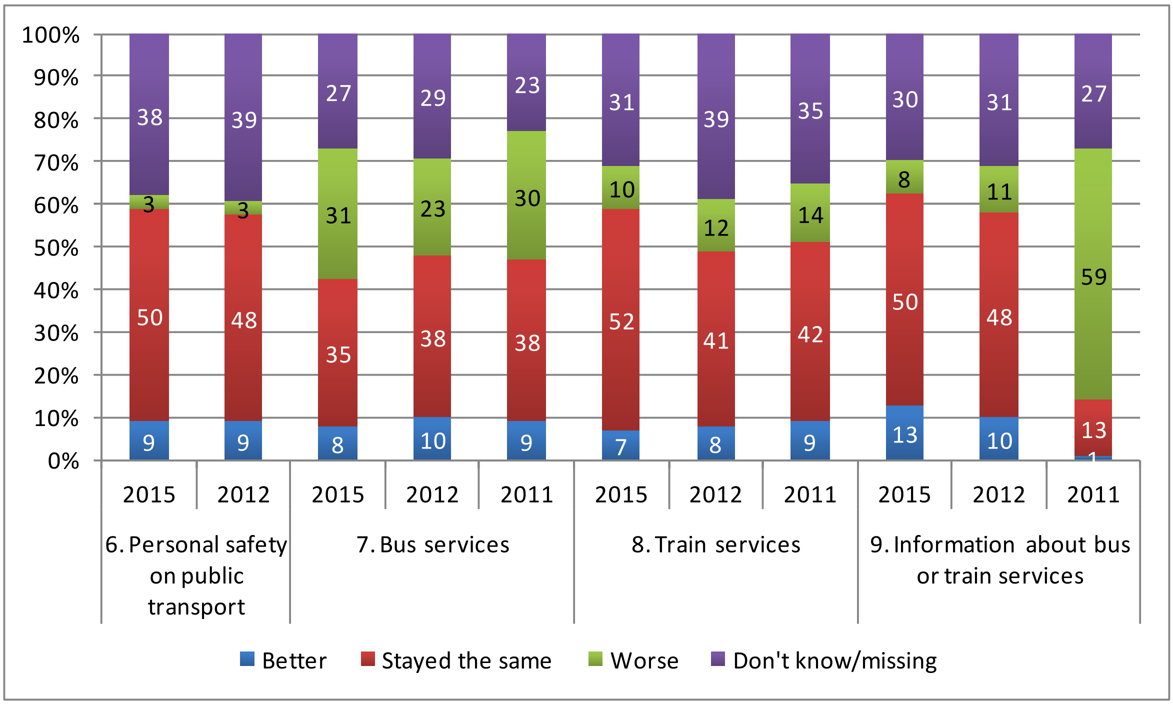
3.3.2 'Street lighting and illuminated signs' (81% 'very/ fairly important'; a rise of 6% from 75% in 2012 and 2011), 'reducing disruption and delays and road works' (81%; rising from 76% in 2012 and 74% in 2011), 'new facilities to improve road safety' (74%), 'reducing congestion by junction improvements, road links, etc.' (73%; a rise of 5% from 68% in 2011), and 'provision of local bus services' (71%; a rise of 40% from 31% in 2011, but similar to the 2012 figure of 73%) were each rated as important by over 70% of all respondents. The next most mentioned services in terms of importance were 'provision of community transport services' (66%; a rise of 15% from 51% in 2011), 'improving awareness and use of more sustainable modes of transport to reduce congestion' (61%), 'condition of cycle lanes or routes' (56%), 'grass cutting' (53%), 'new facilities for pedestrians' (52%; a rise of 7% from 45% in 2011), 'introducing traffic calming' (48%; a rise of 6% from 42% in 2011), and 'new routes and facilities for cyclists' (45%; a rise of 5% from 40% in 2011). A total of 8% of all respondents mentioned 'other' services which they consider to be important – see Appendix 4 for verbatim responses.

3.3.3 In terms of aspects of transport in their local area that respondents considered to have improved over the last five years, respondents were most likely to state that they believe 'facilities for pedestrians and cyclists' (18% 'better') are 'better' than they were five years ago, followed by 'information about bus or train services' (13%), and 'personal safety on public transport' (9%).

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

(Q5: % response – total sample)





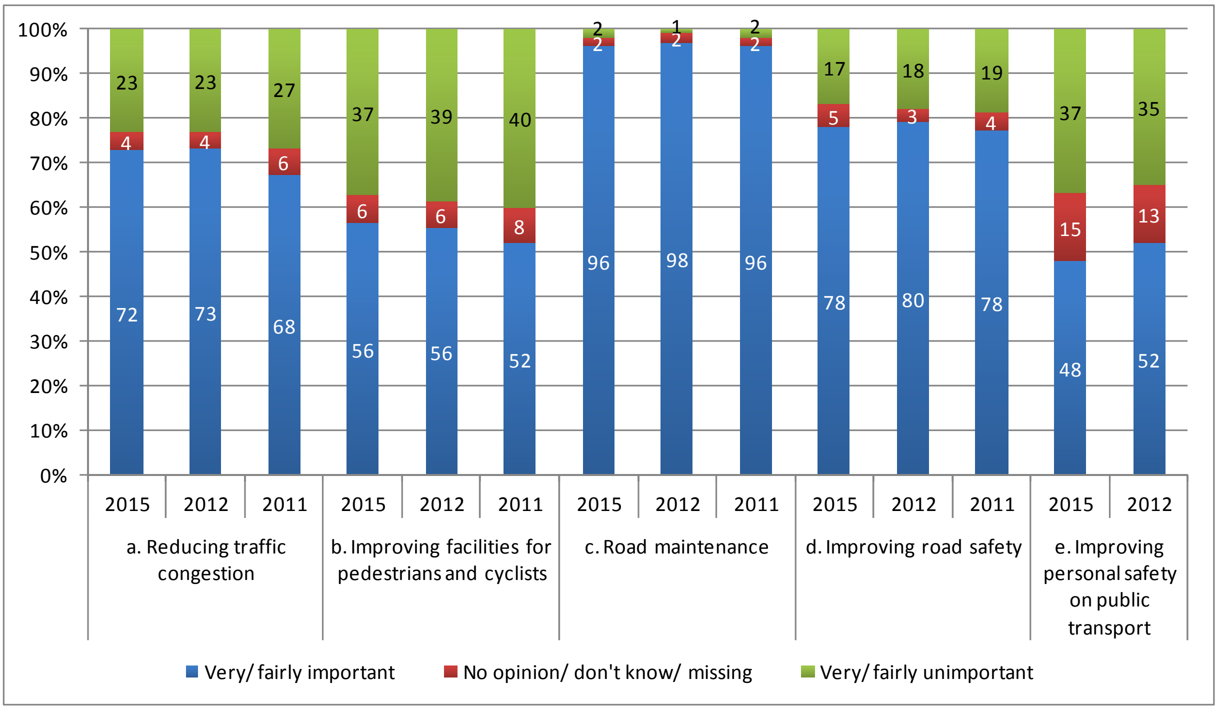
3.3.4 However, for the remaining aspects of transport services, more respondents felt these have got 'worse' in the last five years than felt they have got 'better': 'the road system' (8% 'better'/ 24% 'worse'), 'bus services' (8% 'better'/ 31% 'worse'), 'road and pavement maintenance' (7% 'better'/ 48% 'worse'), 'train services' (7% 'better'/ 10% 'worse'), 'road safety' (6% 'better'/ 14% 'worse'), and 'traffic congestion' (3% 'better'/ 51% 'worse'). Generally these results are similar to those reported in previous surveys – note only that the percentage of those respondents who think that 'facilities for pedestrians and cyclists' has got 'worse' over the last five years has increased from 5% in 2011 and 8% in 2012, to 11% in the current survey.

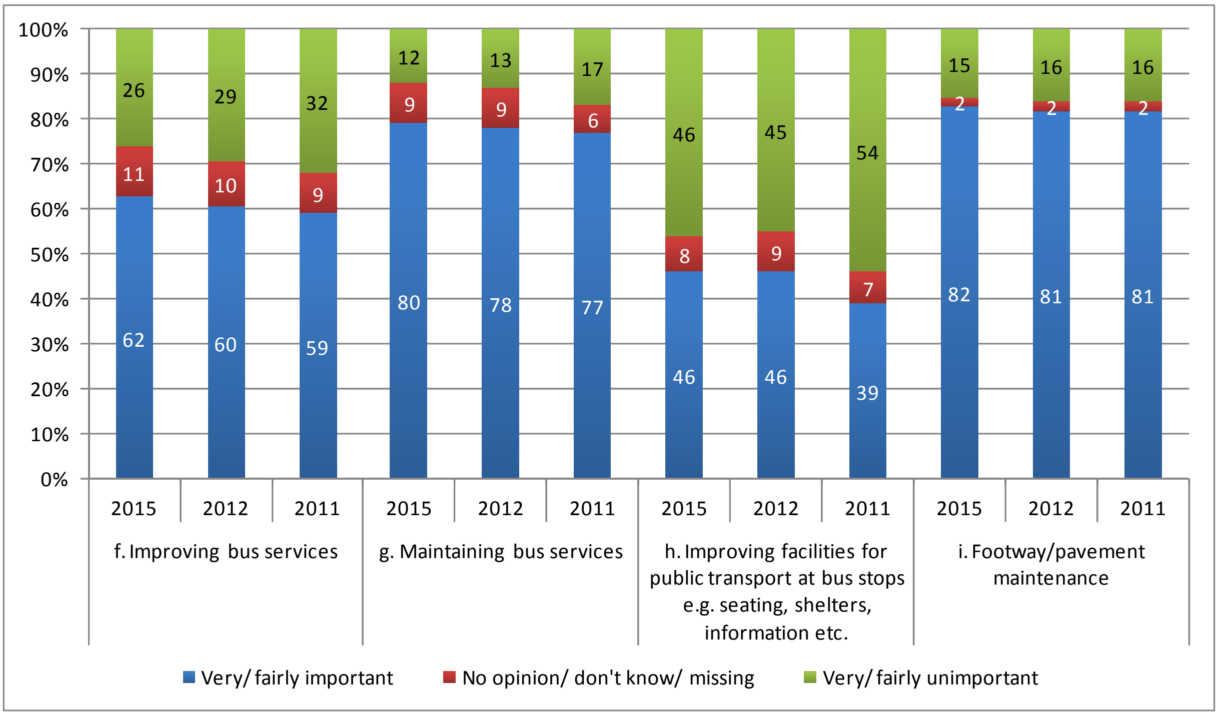
3.3.5 The great majority of all respondents (96%), as they did in 2012 (98%) and 2011 (96%), considered 'road maintenance' to be either 'very important' (68%) or 'fairly important' (28%) when considering areas of the County Council's transport budget where expenditure should be retained. Next most important areas in this regard were 'footway/ pavement maintenance' (82% 'very/ fairly important'), 'maintaining bus services' (80%), 'improving road safety' (78%), 'reducing traffic congestion' (72%, a rise of 4% from 68% in 2011), 'improving bus services' (62%), and 'improving facilities for pedestrians and cyclists' (56%). (See charts overleaf.)

3.3.6 Just under half of respondents rated 'improving personal safety on public transport' (48%), and 'improving facilities for public transport at bus stops (e.g. seating, shelters, information etc.)' (46%, a rise of 7% from 39% in 2011) as 'very' or 'fairly' important areas for which they would like to see expenditure retained. Generally these findings are very similar to those from previous years' surveys.

Q6: If the County Council had less money to spend on transport, in which of the following areas would you most like to see expenditure retained? Please allocate a level of importance to each of the following:

(% response – total sample)





4.0 ACCESS TO SERVICES

Q.7 How long does it normally take members of your household to travel to the following locations from your home by your usual form of transport?

Q.8 How do you normally travel to these locations?

Q.9 For the following facilities, do you use the nearest one to your home?

Q.10 If you have answered 'no' (do not use the nearest one to home) for any of the facilities listed at Question 16, it would assist the County Council to know why you choose to go elsewhere.

Q.11 Overall, how would you rate your level of access to essential services?

Q.12 Are there any comments you would care to make about you and your family's ability to access the services listed in Question 7 above or accessibility in general?

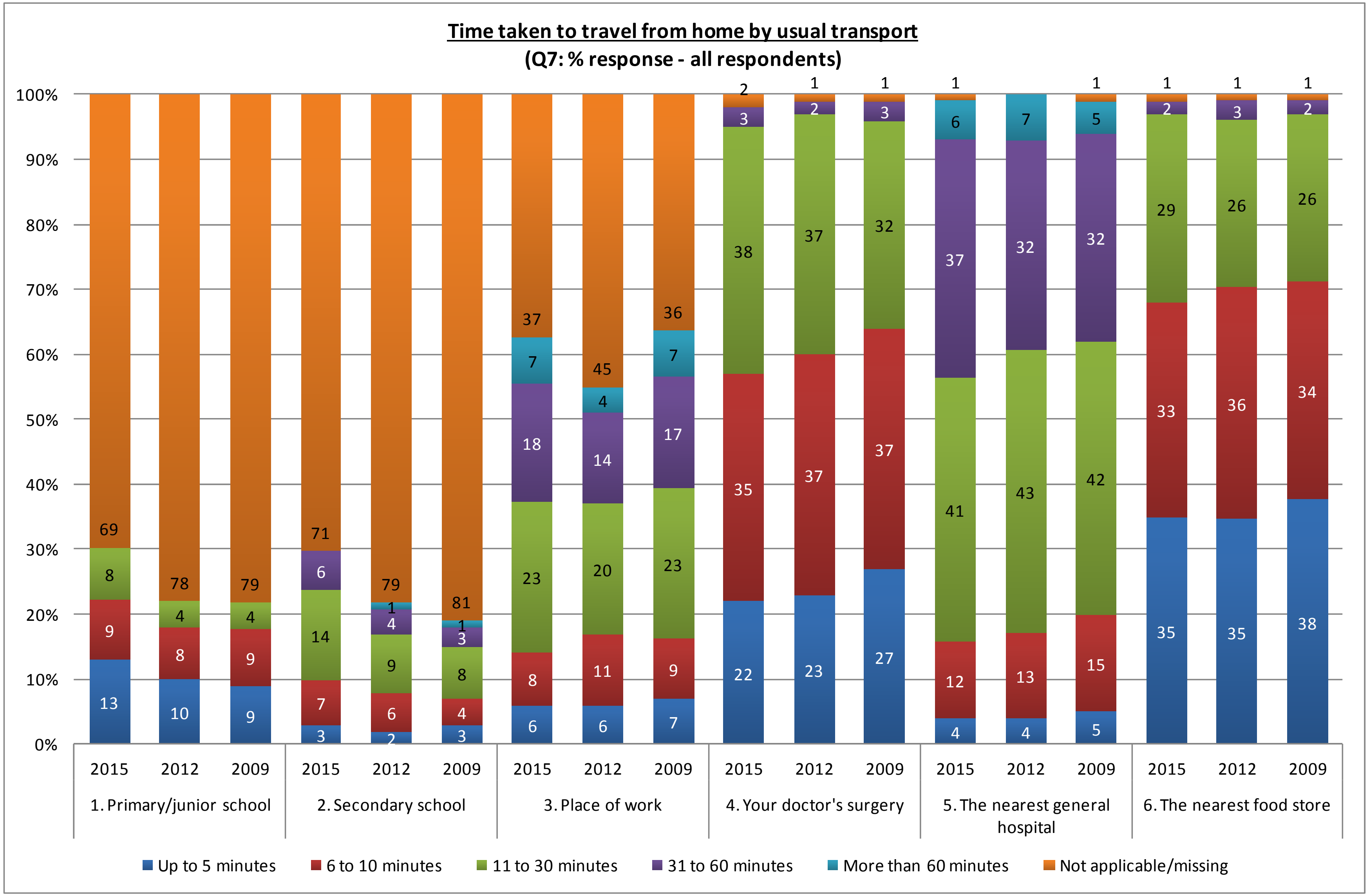
Appendix 3 - Pages 57 to 77 & 92 to 107

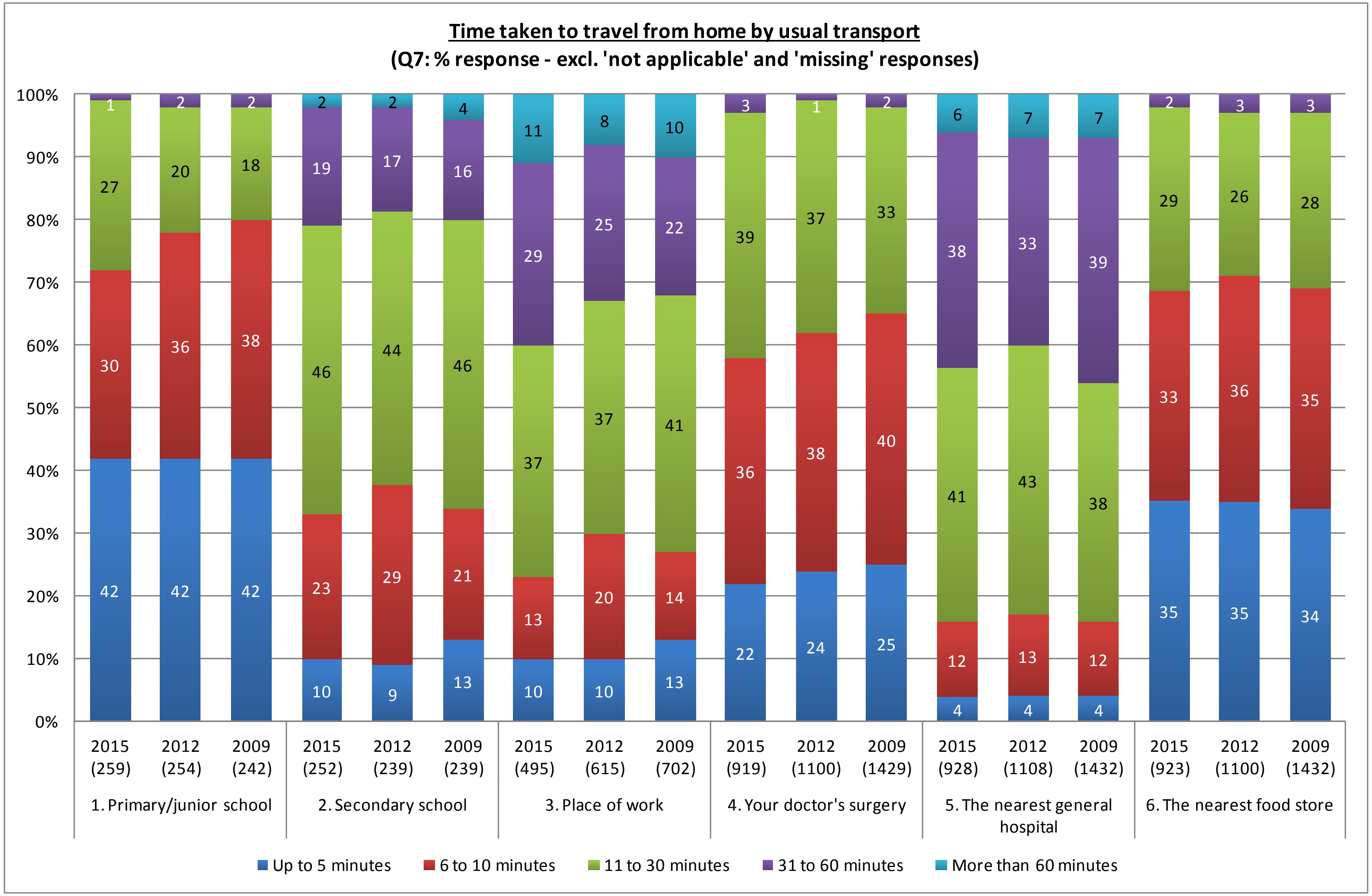
4.1 At Question 7, respondents were asked how long it takes members of their household to travel to six locations from their home using their usual form of transport. When 'not applicable' and 'missing' responses are excluded from the analysis, the majority of respondents lived within 30 minutes of all locations listed. In terms of locations within 10 minutes of respondents' residences, the majority of respondents lived within 10 minutes of the relevant 'primary/junior school' (72%: 42% 'up to 5 minutes' and 30% '6 to 10 minutes'), 'the nearest food store' (68%: 35% 'up to 5 minutes' and 33% '6 to 10 minutes') – reducing to 55% in 'Richmond' and 53% in 'Ryedale', and 'your doctor's surgery' (58%: 22% 'up to 5 minutes' and 36% '6 to 10 minutes').

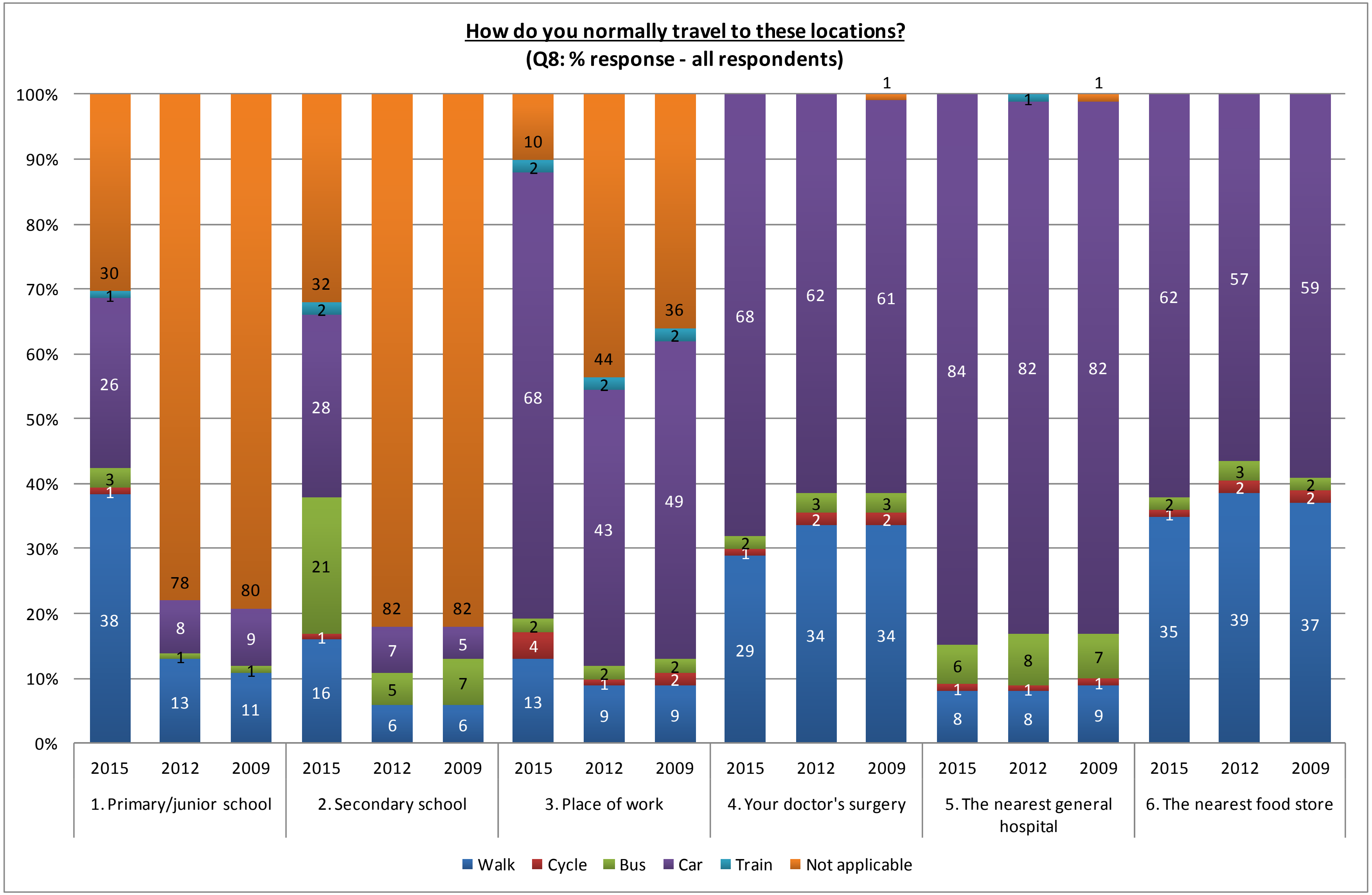
4.2 One-third of respondents (33%) lived within 10 minutes of the relevant 'secondary school' (10% 'up to 5 minutes' and 23% '6 to 10 minutes' - falling to 18% of respondents in 'Richmond'), whilst a further 46% lived within '11 to 30 minutes' of this location. Just under a quarter of respondents (23%) lived within 10 minutes of their 'place of work' (10% 'up to 5 minutes' and 13% '6 to 10 minutes'), whilst a further 37% were within '11 to 30 minutes' of this location. The remaining 40% of respondents said that they normally take '31 to 60 minutes' (29%) or 'more than 60 minutes' to travel to work. Respondents living in 'Selby' were most likely to travel for more than 30 minutes to their 'place of work' (53%: 41% '31 to 60 minutes' and 12% 'more than 60 minutes').

4.3 Whilst the majority of respondents lived within 30 minutes of 'the nearest general hospital' (57%: 4% 'up to 5 minutes' + 12% '6 to 10 minutes' + 41% '11 to 30 minutes'), over a third (38%) stated that their journey time was normally '31 to 60 minutes' and a further 6% that it was 'more than 60 minutes' away from their home by their usual form of transport - rising to 11% of respondents in ‘Ryedale’ and 17% of those in ‘Richmondshire’. As illustrated in the charts on the following pages (results shown both including and excluding ‘not applicable’ responses), the results excluding ‘not applicable’ responses are generally similar to those reported in previous years. However, note that there has been a significant increase in the number of respondents who said that it usually takes them ’11 to 30 minutes’ to get to ‘primary/ junior school’, from 18% in 2009 to 27% in 2015; and also a rise in the numbers saying that it takes them more than 30 minutes to get to their place of work, from 32% in 2009 to 40% in 2015, (‘not applicable’ responses excluded from percentage calculations).

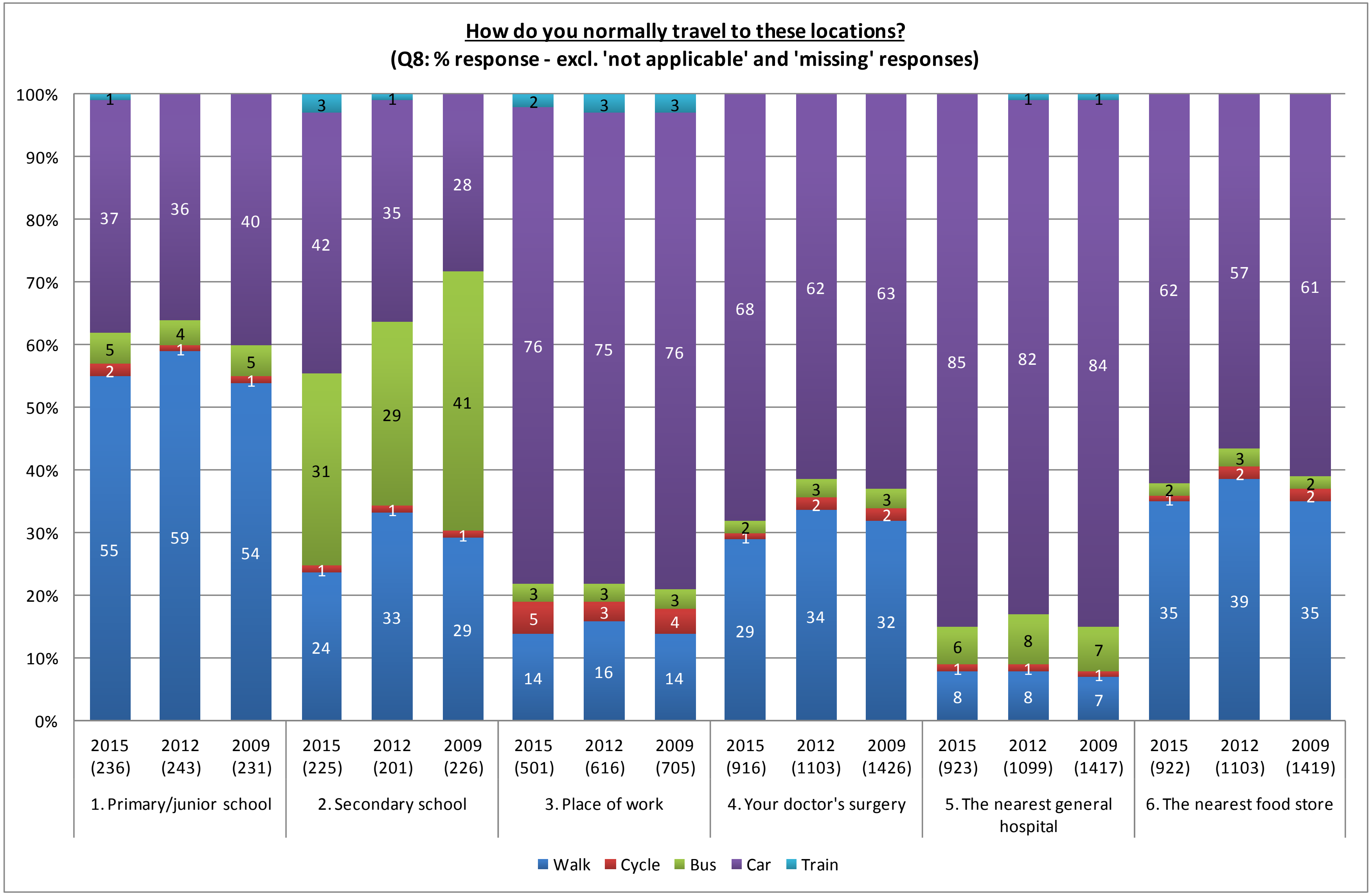
N.B. When considering the results for Questions 7, 8 and 9 for all respondents (i.e. including ‘not applicable’ responses), the change in the Citizens’ Panel membership from being a largely postal-based panel to an on-line panel in 2014 has resulted in substantial changes to the percentage of ‘not applicable’ responses received in respect of ‘primary/ junior school’, ‘secondary school’ and ‘place of work’ when compared to the 2012 and 2009 survey findings. Generally speaking, the current Citizens’ Panel membership has a younger age profile – there being more people of working age with families including children of school-going age. For example, the percentage of ‘not applicable’ responses in respect of how respondents ‘normally travel to primary/ junior school’ (Q8) has dropped from 78% in 2012 to 30% in 2015, whilst in terms of using the nearest ‘primary/ junior school to home’ (Q9) it has dropped from 80% in 2012 to 38% in 2015. In order to make a valid comparison with previous years’ findings, the results for these questions have therefore been reported excluding ‘not applicable’ responses.


Time taken to travel from home by usual transport
(Q7: % response - all respondents)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
2015
2012
2009
1. Primary/junior school
2. Secondary school
3. Place of work
4. Your doctor's surgery
5. The nearest general hospital
6. The nearest food store
Up to 5 minutes
6 to 10 minutes
11 to 30 minutes
31 to 60 minutes
More than 60 minutes
Not applicable/missing


Time taken to travel from home by usual transport
(Q7: % response - excl. 'not applicable' and 'missing' responses)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
2015 (259)
2012 (254)
2009 (242)
1. Primary/junior school
2015 (252)
2012 (239)
2009 (239)
2. Secondary school
2015 (495)
2012 (615)
2009 (702)
3. Place of work
2015 (919)
2012 (1100)
2009 (1429)
4. Your doctor's surgery
2015 (928)
2012 (1108)
2009 (1432)
5. The nearest general hospital
2015 (923)
2012 (1100)
2009 (1432)
6. The nearest food store
Up to 5 minutes
6 to 10 minutes
11 to 30 minutes
31 to 60 minutes
More than 60 minutes



How do you normally travel to these locations?
(Q8: % response - all respondents)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
2015
2012
2009
1. Primary/junior school
2. Secondary school
3. Place of work
4. Your doctor's surgery
5. The nearest general hospital
6. The nearest food store
Walk
Cycle
Bus
Car
Train
Not applicable



How do you normally travel to these locations?
(Q8: % response - excl. 'not applicable' and 'missing' responses)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
2015 (236)
2012 (243)
2009 (231)
1. Primary/junior school
2015 (225)
2012 (201)
2009 (226)
2. Secondary school
2015 (501)
2012 (616)
2009 (705)
3. Place of work
2015 (916)
2012 (1103)
2009 (1426)
4. Your doctor's surgery
2015 (923)
2012 (1099)
2009 (1417)
5. The nearest general hospital
2015 (922)
2012 (1103)
2009 (1419)
6. The nearest food store
Walk
Cycle
Bus
Car
Train

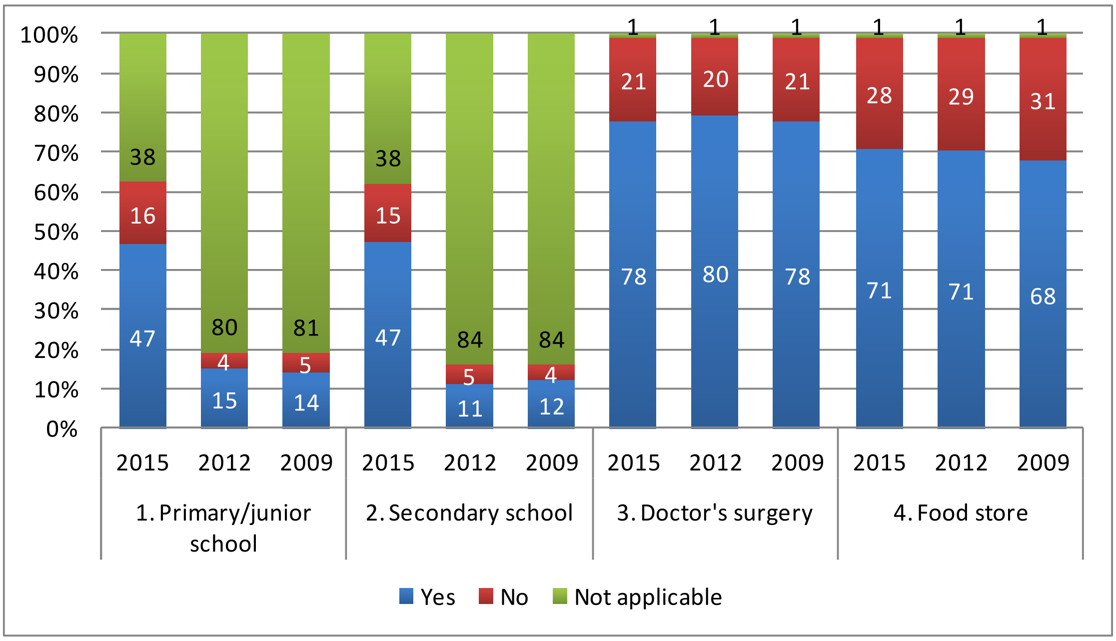
4.4 At Question 8, respondents were asked by which mode of transport they normally travel to the same list of locations used in the previous question. When 'not applicable' responses are removed, the majority of relevant respondents travel by car in order to reach 'the nearest general hospital' (85%), their 'place of work' (76%), 'your doctor's surgery' (68%) and 'the nearest general food store' (62%) - although for the latter two locations, 29% ('your doctor's surgery') and 35% ('the nearest food store'), respectively, stated that they usually walk to these locations. In terms of travel to places of children's education, over half of relevant respondents access a 'primary/junior school' on foot (55%) and a further 37% do so by car, whilst 42% normally travel to 'secondary school' by car, 31% by bus, and 24% walk. Use of the car to get to 'secondary school' has increased from 28% in 2009 to 42% currently, whilst use of the bus has decreased from 41% to 31% in the same period.

4.5 Of those respondents who travel to a 'primary/junior school', residents of 'Richmondshire' were significantly more likely to walk there (72% compared to 55% overall), whilst they were more likely than others to take the bus when travelling to 'secondary school' (51% compared to 31% overall). Residents of 'Craven' (3%) were least likely to walk to 'secondary school', with 45% taking the bus and 51% travelling by car to get to this location. Likelihood of travelling to respondents' 'place of work' on foot was highest amongst respondents resident in 'Richmondshire' (24%) and 'Scarborough' (22%), falling to 4% of those in 'Selby'. Residents of 'Selby' (77%) were most likely to travel by car to their 'doctor's surgery', whilst those living in 'Harrogate' (60%) were least likely to travel by car and most likely to walk (37% compared to 29% overall). Travel by car to 'the nearest general hospital' was the most likely mode of transport for respondents in all areas, rising to 95% of those in 'Richmondshire' while falling to 77% of those in 'Harrogate' where 13% did so on foot. Respondents in 'Richmondshire' (26%) were the least likely to access their 'nearest food store' by walking, where 70% did so by car.

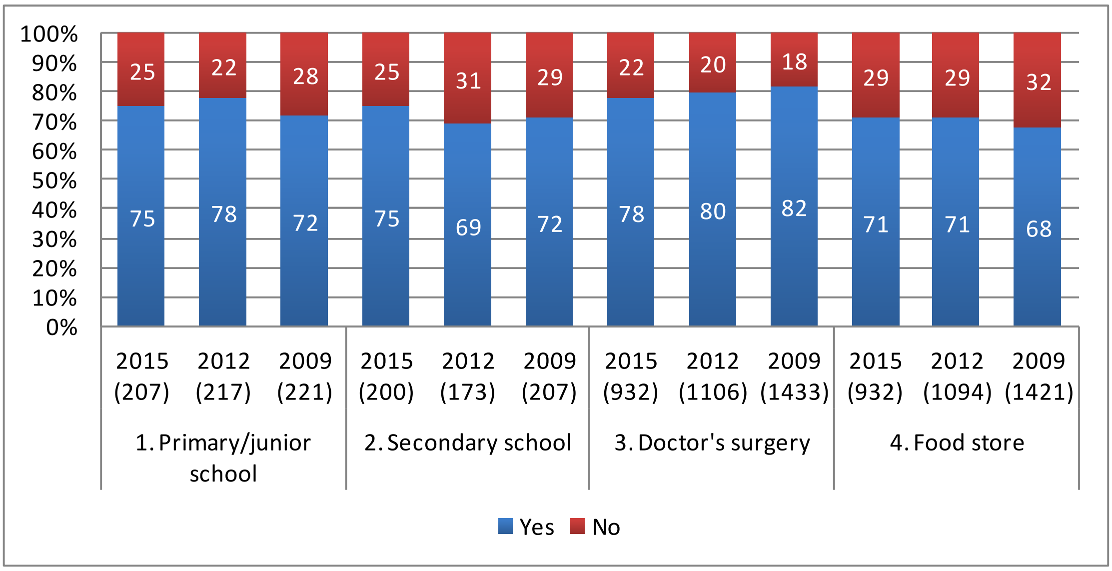
4.6 When 'not applicable' responses are excluded from the analysis, over two-thirds of respondents stated that they use their nearest 'doctor's surgery' (78%; a decrease of 4% from 82% in 2009), 'primary/junior school' (75%), 'secondary school' (75%), and 'food store' (71%). (See charts overleaf.)

4.7 By District, residents of Hambleton were more likely to use the nearest 'secondary school' to their home (94% compared to 75% overall), with this reducing to 60% in Harrogate. In respect of travelling to the 'doctor's surgery', those respondents living in 'Ryedale' (91%), 'Richmondshire' (87%) and 'Hambleton' (87%) were more likely to use the nearest surgery, whilst those living in Harrogate' were less likely to do so (69% compared to 78% overall). (Differences in respect of travel to 'primary/ junior school' and 'nearest food store' were not significant.)

For the following locations, do you use the nearest one to your home?
(Q9: % response – all respondents)



For the following locations, do you use the nearest one to your home?
(Q9: % response – excl. 'not applicable' responses)



4.8 Those respondents who said that they do not use their nearest schools, doctor's surgery and food store were asked to indicate why this is for each facility (note multiple responses allowed so answers total over 100%). Based on 45 respondents, 75% said that they did not attend their nearest 'primary/ junior school' due to 'personal choice', whilst 8% said it was because of 'convenience of travel', 8% said there was 'no place available', 6% referred to 'continuity' and 15% gave 'other' reasons (listed at Appendix 4).

4.9 Based on 41 respondents, 76% said that they did not attend their nearest 'secondary school' due to 'personal choice', 7% referred to 'continuity', 4% 'convenience of travel', 3% said there was 'no place available' and 18% gave 'other' reasons.

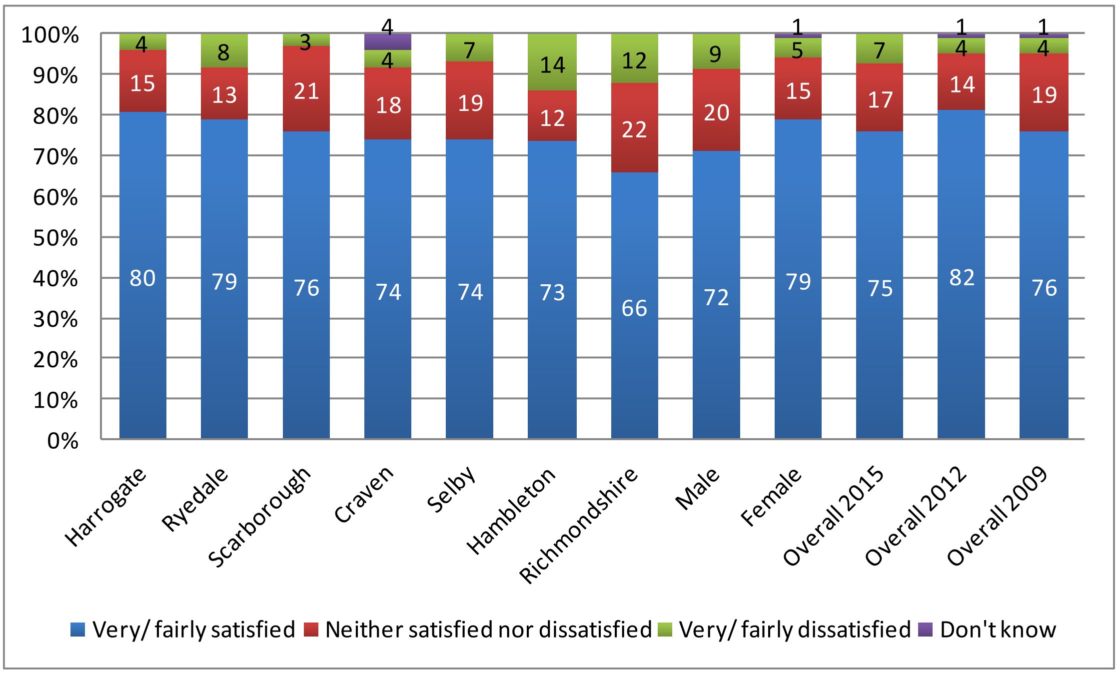
4.10 The two main reasons given for not attending the nearest 'doctor's surgery' were 'personal choice' (54%), and 'continuity' (47%). Small minorities of respondents said it was because of 'convenience of travel' (4%), 'no place available' (3%), and 'other' reasons (15%). (Results based on 154 respondents.)

4.11 The two main reasons given for not attending the nearest 'food store' were 'personal choice' (58%), and 'value for money' (60%). Smaller minorities of respondents said it was because of 'convenience of travel' (8%), 'continuity' (7%), and 'other' reasons (13%). (Results based on 267 respondents.)

4.12 Three-quarters of all respondents (75%) expressed satisfaction with their level of access to essential services (18% 'very satisfied' and 57% 'fairly satisfied'), whilst 17% were 'neither satisfied nor dissatisfied', 7% were dissatisfied (1% 'very dissatisfied' and 6% 'fairly dissatisfied'), and 0% (4 people) said they 'don't know'. Compared to the 2012 survey findings there has been a decrease in the level of satisfaction (-7% from 82% in 2012), and a small increase in the level of dissatisfaction (+3% from 4% in 2012 and 2009). However, the satisfaction level is similar to that reported in 2009 (76% 'very/fairly satisfied').

Overall, how would you rate your level of access to essential services?

(Q11: % response – all respondents)



4.13 The level of satisfaction with access to essential services reduced to 66% in 'Richmondshire', and was lower among men than women (72% compared to 79%). The level of dissatisfaction rose to 14% in 'Hambleton' and 12% in 'Richmondshire'.

4.14 When respondents were asked if they would care to make any comments about their ability to access the services listed on the questionnaire (at Q7) or about accessibility in general, 254 people offered comments – these are listed verbatim at Appendix 4.

5.0 ABOUT YOUR AREA

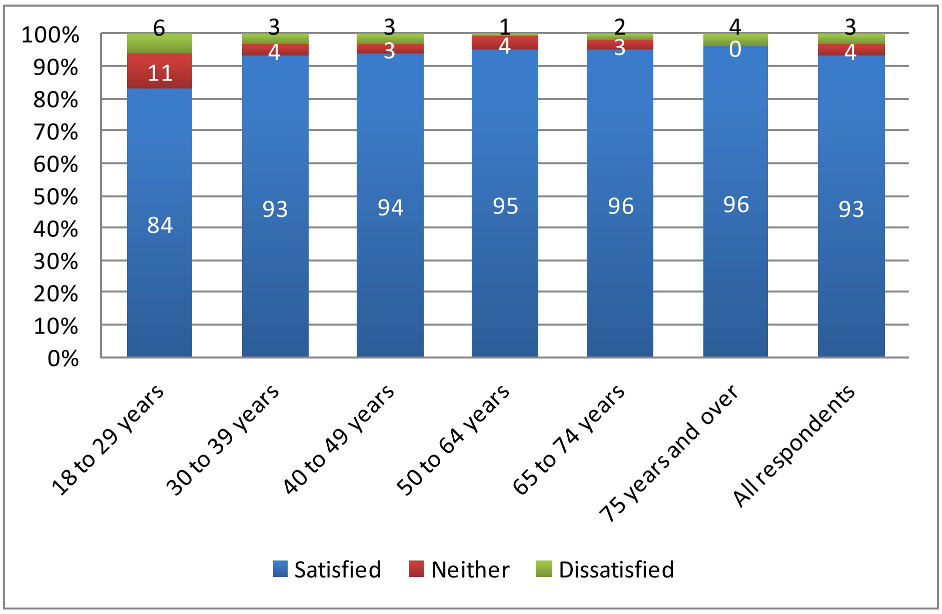
Q.13 Overall, how satisfied or dissatisfied are you with your local area as a place to live?
Q.14 How strongly do you feel you belong to your immediate neighbourhood?
Q.15 How satisfied or dissatisfied are you with the opportunities for volunteering in your local area?
Q.16 Do you agree or disagree that you can influence decisions affecting your local area?
Q.17 Generally, speaking would you like to be more involved in decisions that affect your local area?
Q.18 How satisfied or dissatisfied are you with the opportunities for getting involved with groups that can influence local decisions?
Q.19 In your opinion, are older and more vulnerable people in your local area able to get the services and support they need to continue to live at home for as long as they want to?
Q.20 How satisfied or dissatisfied are you with the following in your local area?
Q.21 Overall, how would you rate your quality of life?

Appendix 3 - Page 78 to 89 & 108 to 111

5.1 The great majority of all respondents (93%) were satisfied with their local area as a place to live (57% 'very satisfied' and 36% 'fairly satisfied'), whilst 4% were 'neither satisfied nor dissatisfied' and 3% were 'fairly dissatisfied'. Only one respondent (0%) gave a 'very dissatisfied' response.

<u>Overall, how satisfied or dissatisfied are you with your local area as a place to live?</u>

(Q13: % response – by age group and overall)

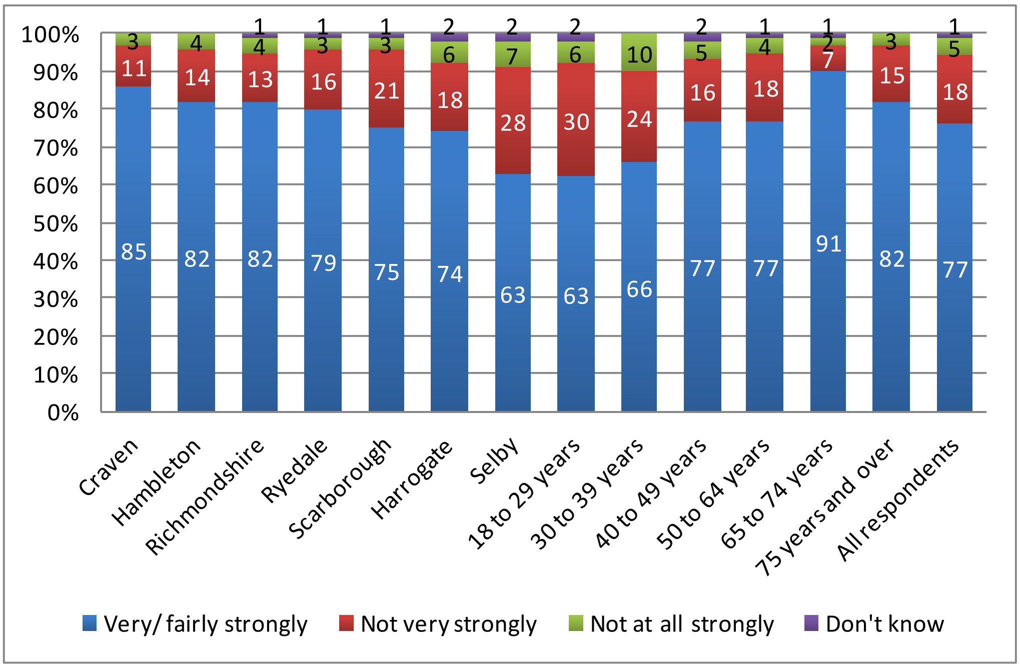


5.2 The level of satisfaction increased with age group from 84% ‘very/ fairly satisfied’ among those respondents aged 18 to 29 years, to 96% of those aged 65 to 74 years and 75 years and over. Satisfaction was also higher among residents of ‘Ryedale’ (97% ‘very/ fairly satisfied’ compared to 93% overall), but otherwise District variations were not significant.

5.3 Over three-quarters of all respondents (77%) feel that they belong ‘strongly’ to their immediate neighbourhood (36% ‘very strongly’ and 41% ‘fairly strongly’), whilst 18% said that they belong ‘not very strongly’, and 5% ‘not strongly at all’. (1% ‘don’t know.)

<u>How strongly do you feel you belong to your immediate neighbourhood?</u>

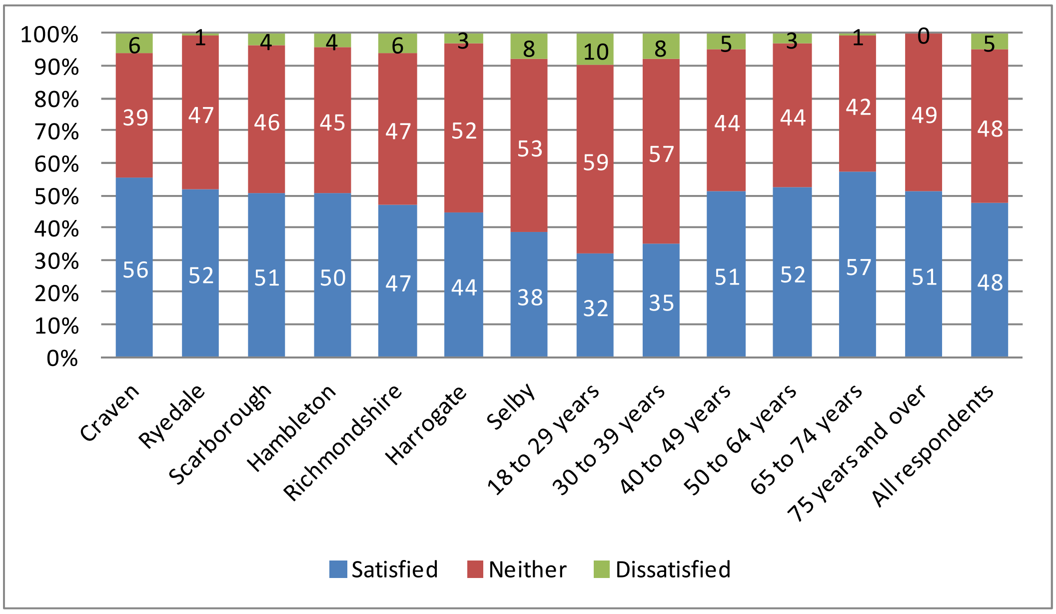
(Q14: % response – by District, age group and overall)



5.4 Having a strong sense of belonging to the immediate neighbourhood tended to increase with age group of respondent, being lowest among those aged 18 to 29 years (63% ‘very/ fairly strong’) and 30 to 39 years (66%), and highest among those respondents aged 65 to 74 years (91%). By District, residents of ‘Craven’ were most likely to feel they belong strongly (85% ‘very/ fairly strongly’), reducing to 63% in ‘Selby’. Women respondents were also a little less likely to feel a strong sense of belonging to their immediate neighbourhood (74% compared to 77% overall).

5.5 When asked about their satisfaction with the opportunities for volunteering in their local area, almost half of all respondents (48%) expressed satisfaction (17% 'very satisfied' and 31% 'fairly satisfied'), whilst the same percentage were 'neither satisfied nor dissatisfied' (48%), and 5% were dissatisfied (1% 'very dissatisfied' and 4% 'fairly dissatisfied'). Satisfaction levels reduced to 32% of those respondents aged 18 to 29 years, 35% of those aged 30 to 39 years, and to 38% among residents of 'Selby'. Satisfaction with opportunities for volunteering was highest for those aged 65 to 74 years (57% 'very/ fairly satisfied').

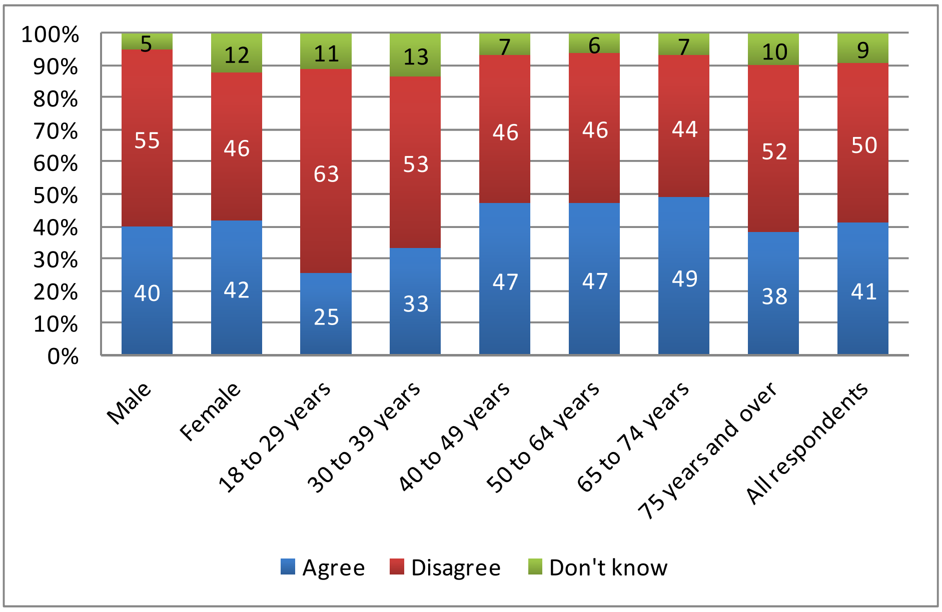
How satisfied or dissatisfied are you with the opportunities for volunteering in your local area?
(Q15: % response – by District, age group and overall)



5.6 Half of all respondents (50%; rising to 55% of male respondents) disagreed that they can influence decisions in their local area (12% 'definitely disagree' and 38% 'tend to disagree'), whilst 41% agreed (6% 'definitely agree' and 35% 'tend to agree'), and 9% 'do not know'. By age group, those respondents aged 18 to 29 years (25% 'agree') were significantly less likely to express agreement, whilst those aged 65 to 74 years (49%) were more likely to agree that they can influence decisions locally. (Variations by District were not statistically significant.)

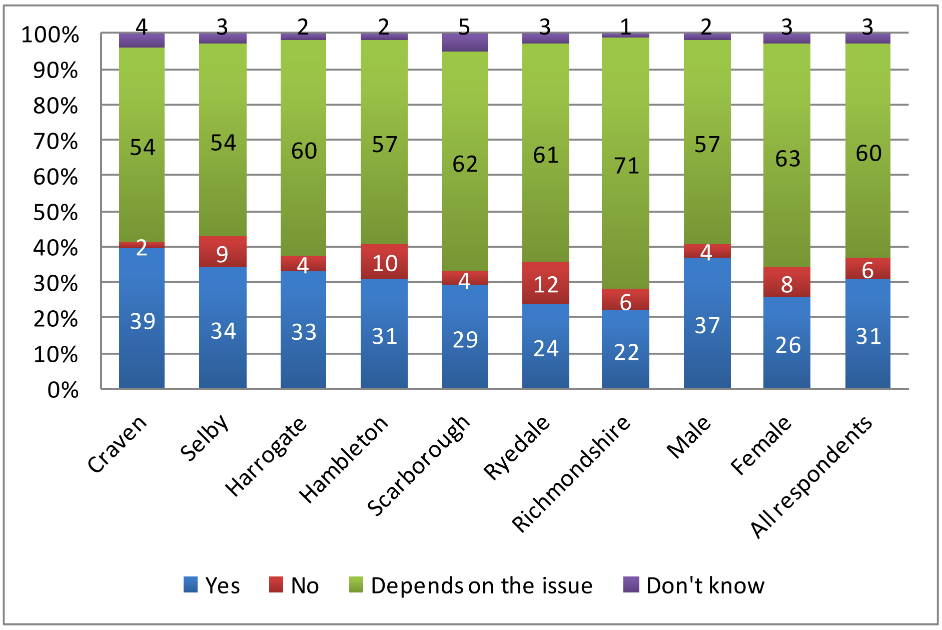
Do you agree or disagree that you can influence decisions affecting your local area?

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



Generally, speaking would you like to be more involved in decisions that affect your local area?

(Q17: % response – by District, gender and overall)

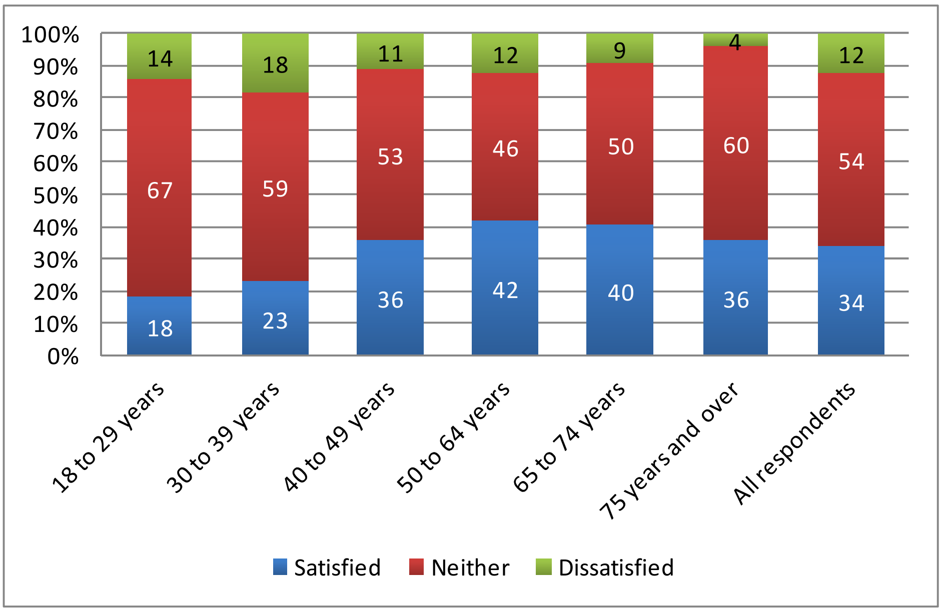


5.7 When asked if, generally speaking, they would like to be more involved in decisions that affect their local area, they majority of all respondents (60%) said that this 'depends on the issue'. However, 31% of respondents said 'yes' they would like to be more involved, with this figure being higher among men than women (37% 'yes' compared to 26%), but decreasing to 17% of those aged 75 years and over, 22% among residents of 'Richmondshire' (71% of whom said it 'depends on the issue') and 24% for residents of 'Ryedale' (12% of whom did not want to be more involved). Of the remaining respondents, overall 6% said 'no' – they would not like to be more involved, and 3% 'don't know'.

5.8 A third of all respondents (34%) said that they are satisfied with the opportunities for getting involved with groups that can influence local decisions (6% 'very satisfied' and 28% 'fairly satisfied'), with this figure increasing to 42% of those aged 50 to 64 years, but being lower for those aged 18 to 29 years (18%) and those aged 30 to 39 years (23%). Overall, 54% of respondents were 'neither satisfied nor dissatisfied' with the opportunities available, and 12% expressed dissatisfaction (1% 'very dissatisfied' and 11% 'fairly dissatisfied').

<u>How satisfied or dissatisfied are you with the opportunities for getting involved with groups that can influence local decisions?</u>

(Q18: % response – by age group and overall)

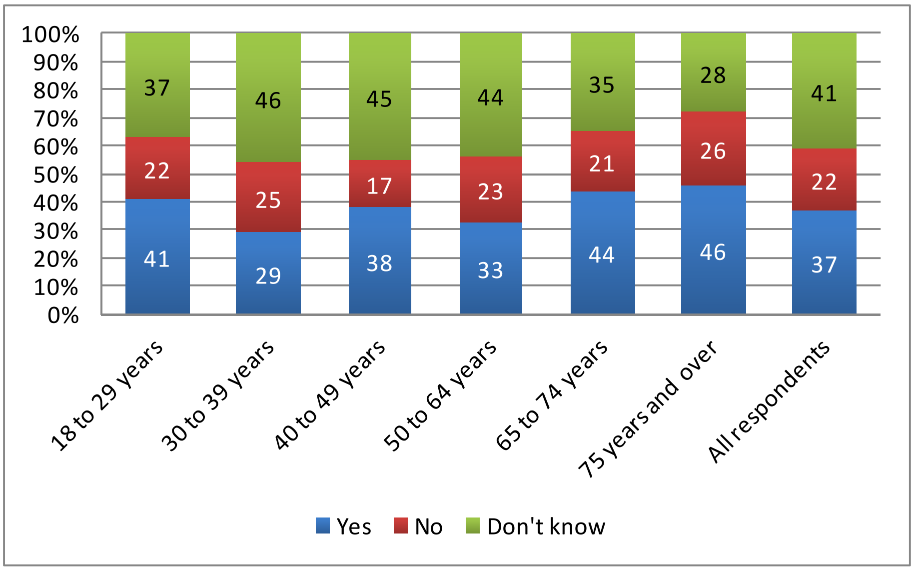


5.9 There was little significant variation in responses by District – note only that satisfaction with the opportunities for getting involved increased to 43% in 'Hambleton', but this was also one of the areas where the level of dissatisfaction was highest (16% 'very/ fairly dissatisfied'). Neither was there significant variation by gender of respondents.

5.10 Over a third of all respondents (37%) were of the view that older and more vulnerable people in their local area are 'able to get the services and support they need to continue to live at home for as long as they want to', whilst 22% did not agree that this is the case, and 41% 'don't know'. Older respondents aged 65 to 74 years (44% 'yes') and 75 years and over (46% 'yes') were more likely to agree that they get the services and support they need, although this was due to a decrease in the percentage of 'don't know' responses rather than a decrease in 'no' responses.

In your opinion, are older and more vulnerable people in your local area able to get the services and support they need to continue to live at home for as long as they want to?

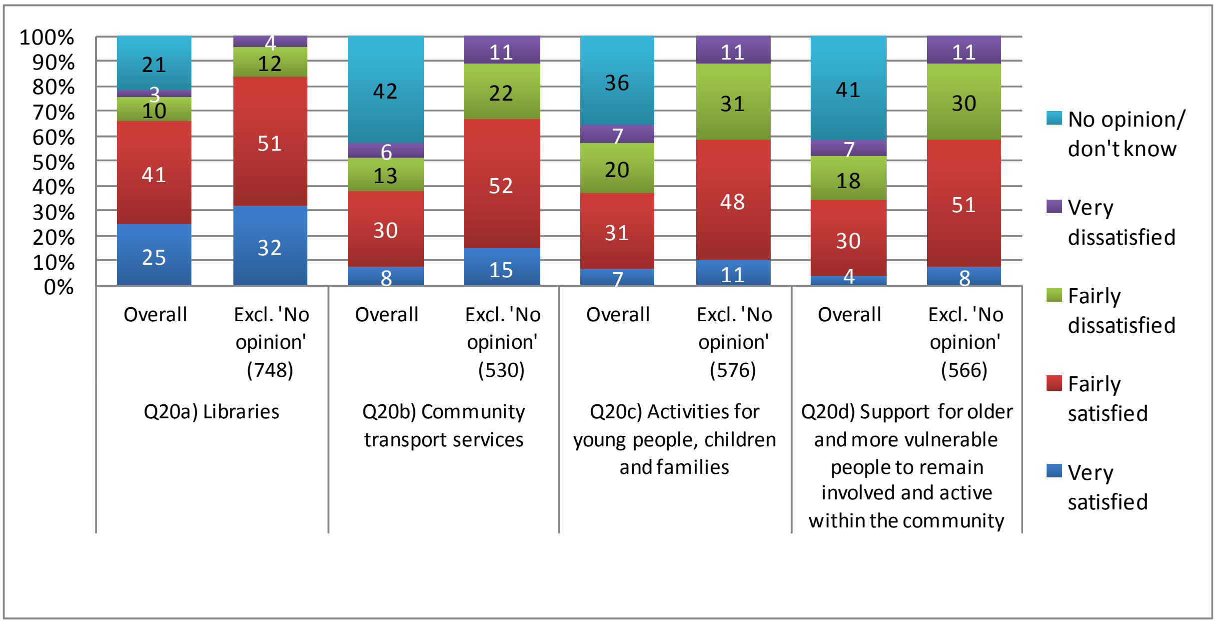
(Q19: % response – by age group and overall)



5.11 Regarding satisfaction with services in the local area, when 'no opinion/ don't know' responses are excluded from the analysis, 83% of respondents expressed satisfaction with 'libraries' (32% 'very satisfied' and 51% 'fairly satisfied'), 67% were satisfied with 'community transport services' (15% 'very satisfied' and 52% 'fairly satisfied'), 59% were satisfied with 'activities for young people, children and families' (11% 'very satisfied' and 48% 'fairly satisfied'), and 59% were satisfied with 'support for older and more vulnerable people to remain involved and active within the community' (8% 'very satisfied' and 51% 'fairly satisfied').

How satisfied or dissatisfied are you with the following in your local area?

(Q20a-d: % response – overall and excluding 'no opinion/ don't know' responses)

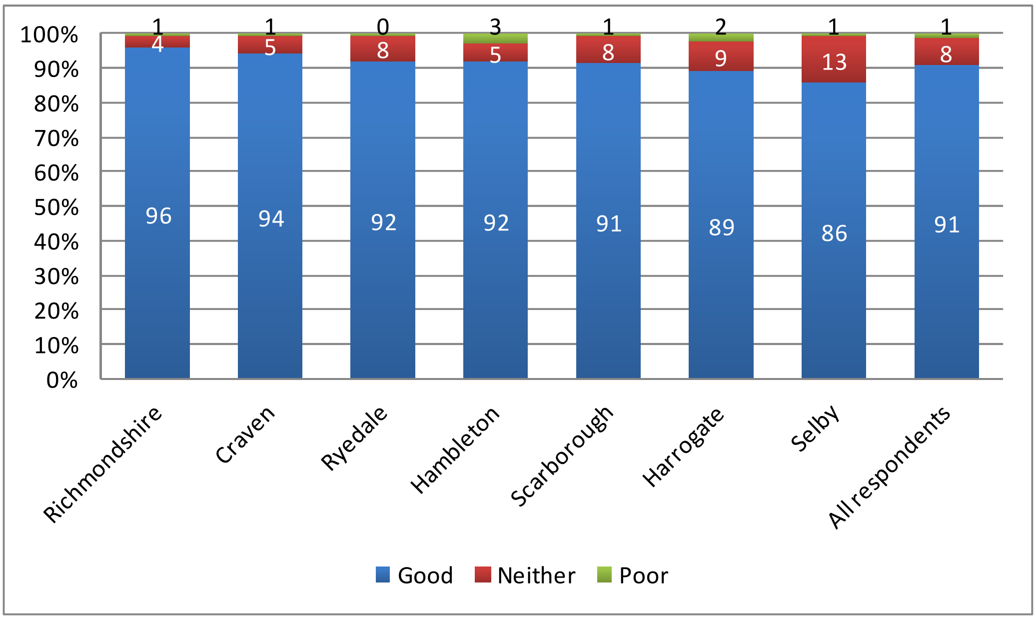


5.12 By area (excluding 'no opinion/ don't know' responses), satisfaction with 'community transport services' reduced to 58% in 'Scarborough' and 44% in 'Craven' (compared to 67% overall); satisfaction with 'activities for young people, children and families' reduced to 45% in 'Selby' (compared to 59% overall); and satisfaction with 'support for older and more vulnerable people...' increased to 70% in 'Ryedale' (compared to 59% overall). Otherwise variations were not significant.

5.13 The great majority of all respondents (91%) rated their quality of life as 'very good' (45%) or 'good' (46%), whilst 8% felt it is 'neither good nor poor', and 1% that it is 'poor'. Only one respondent (0%) considered their quality of life to be 'very poor'. Residents of 'Richmondshire' (96% 'very good/ good') were more likely to feel they have a good quality of life, when compared to the overall sample response; whilst those living in 'Selby' (86% 'very good/ good'; 13% 'neither good nor poor') were least likely to rate their quality of life as good and more likely to give 'neither good nor poor' responses. By age group, 'good' ratings reduced to 85% 'very good/ good' for those respondents aged 30 to 39 years, of whom 14% gave 'neither good nor poor' responses.

Overall, how would you rate your quality of life?

(Q21: % response – by District and overall)



6.0 ABOUT YOU AND YOUR FAMILY

Q.22 How many adults, aged 18 and over, do you live with?

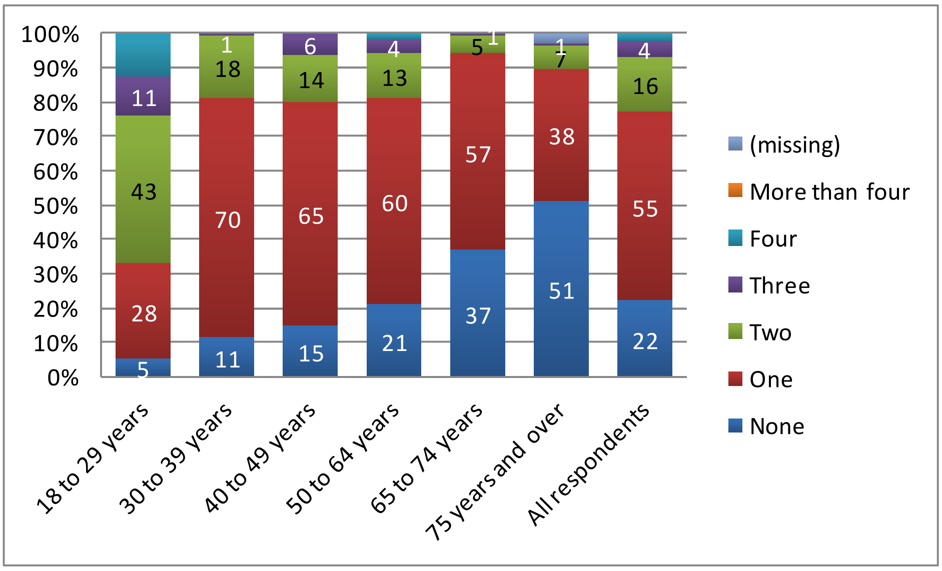
Q.23 How many children, aged 17 and under, do you live with?

Appendix 3 – Pages 90 & 91

6.1 Respondents were asked about their household composition in terms of how many adults and how many children they live with. Overall, 22% of respondents stated that they live in single adult households, with this percentage being higher among women respondents than men (30% compared to 14%), and rising sharply with age group from 5% of those aged 18 to 29 years, to 51% of those aged 75 years and over. More than half of all respondents (55%) live with 'one' other adult (rising to 70% of those aged 30 to 39 years, 16% live with 'two' other adults (rising to 43% of those aged 18 to 29 years), 4% live with 'three' other adults, 2% with 'four' other adults, and 0% (one respondent) with 'more than four' other adults. (0%, four people, missed the question.) (Area variations were generally small.)

<u>How many adults, aged 18 and over, do you live with?</u>

(Q22: % response – by age group and overall)



6.2 Nearly three-quarters of all respondents (73%) do not have any children in their households, whilst a total of 27% of respondents live with one or more children (11% 'one'; 13% 'two'; 3% 'three', and 0% 'four' or 'more than four'. (1%, nine people, missed the question.) As would be expected, those respondents aged 30 to 39 years (69% 'one or more') and 40 to 49 years (66% 'one or more') were significantly more likely to have children in their household, reducing to 2% of those aged 65 to 74 years and 4% of those aged 75 years and over.

How many children, aged 17 years and under, do you live with?
(Q23: % response – total sample)