

2016 Residents' Survey results Bodmin Community Network Area



In 2016, 111 responses were received from Bodmin CNA compared to 58 in 2014

This document presents the results of the 2016 Residents' Survey for the Community Network Area (CNA) and compares it to the Cornwall average for 2016. For information purposes, it also presents the results of the 2014 Residents' Survey for the CNA and how that compares to the Cornwall average for 2014.

Demographics of the CNA (ONS 2012 mid-year estimates)

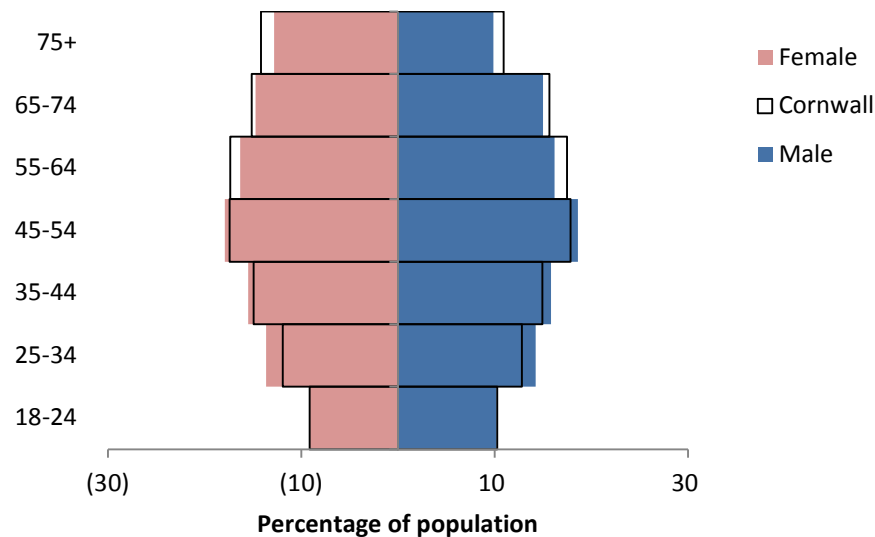
Population

All ages **19,575**

18 – 75+ **15,720** (range used for survey)

The chart below shows the Cornwall figure in black outline, compared to the CNA figure in colour.

Chart 1 - Bodmin male & female population against Cornwall %



The data within this report has been weighted based on these demographics.

In 2016's residents' survey:

- 30.1% of respondents in the CNA self-identified as Cornish, compared with 32.0% in 2014.
- All respondents in the CNA said their main language was English.
- 30.7% of respondents in the CNA said their day-to-day activities were limited because of a health problem or disability which has lasted or is expected to last at least 12 months, compared with 14.2% in the 2014 survey who said they had a disability.

Chart 2 - Level of satisfaction with Council services %

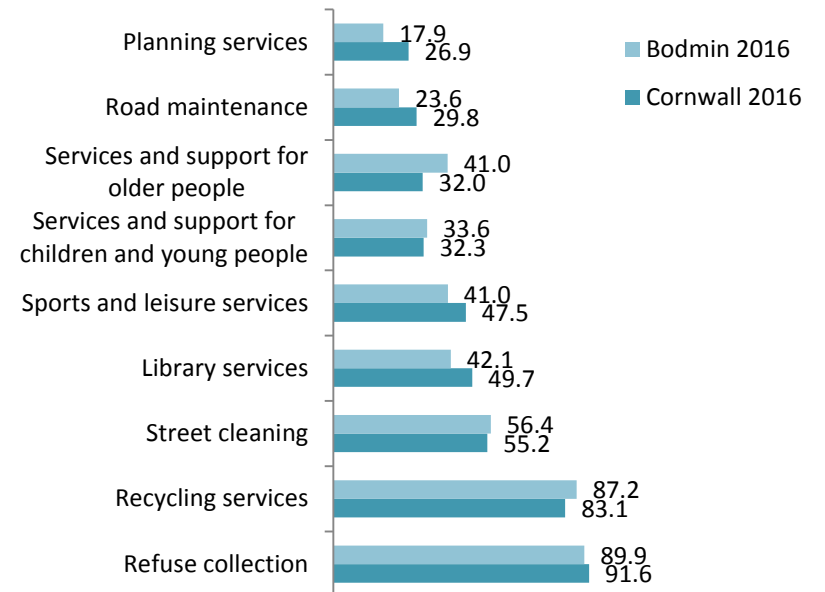


Table 1 - % of respondents who are satisfied on a variety of indicators

	Cornwall 2014	Bodmin CNA 2014		Cornwall 2016	Bodmin CNA 2016
Satisfaction with local area as a place to live	83.7%	74.1%		84.7%	72.7%
Satisfaction with the way Cornwall Council runs things	50.8%	56.6%		56.7%	43.6%
Agrees Cornwall Council provides value for money	31.3%	36.8%		33.8%	34.9%
Agrees Cornwall Council is making the local area a better place to live	41.8%	49.1%		44.3%	38.5%
Agrees Cornwall Council is working to make the area cleaner	46.7%	44.4%		46.2%	45.6%
Agrees Cornwall Council is efficient and well run	24.2%	31.7%		25.5%	21.8%
Agrees Cornwall Council is trustworthy	34.0%	57.6%		31.1%	31.7%
Agrees Cornwall Council acts on the concerns of local residents	26.3%	41.6%		25.9%	23.3%
Agrees Cornwall Council treats all types of people fairly	40.0%	52.6%		40.7%	45.2%
Agrees Cornwall Council is campaigning and standing up for Cornwall	49.5%	52.5%		48.9%	42.4%

Quality of Life - The following tables show what is important to residents.

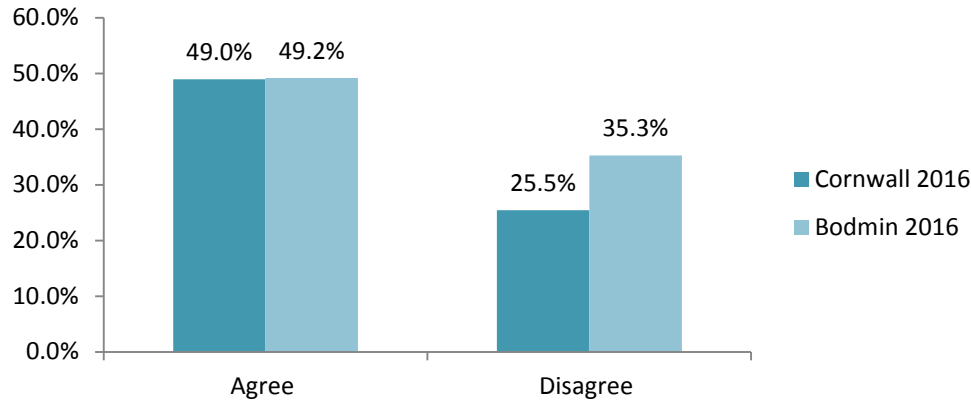
Table 2: The factors that are most important in making somewhere a good place to live (top three factors by %)

Cornwall 2014		Bodmin CNA 2014		Cornwall 2016		Bodmin CNA 2016	
Health services	53.0%	Health services	52.6%	Health services	59.7%	Health services	52.6%
Affordable decent housing	40.0%	Affordable decent housing	30.9%	Affordable decent housing	47.5%	Affordable decent housing	47.8%
The level of crime	36.3%	The level of crime	30.5%	The level of crime	36.5%	Wage levels and the cost of living	34.6%

Table 3: The factors that most need improving in your local area (top three factors by %)

Cornwall 2014		Bodmin CNA 2014		Cornwall 2016		Bodmin CNA 2016	
Road and pavement repairs	52.6%	Public transport	45.5%	Road and pavement repairs	46.5%	Road and pavement repairs	47.7%
Wage levels and the cost of living	43.6%	Road and pavement repairs	36.7%	Affordable decent housing	42.8%	Affordable decent housing	40.6%
Affordable decent housing	37.4%	Wage levels and the cost of living	34.3%	Wage levels and the cost of living	38.5%	Activities for teenagers	39.9%

Chart 3 - % of respondents who agree that Council and Police are dealing with ASB and crime issues



**The figures do not total 100% because the 'neither agree nor disagree' figures have been removed*

Engagement - Residents were asked about how engaged they are with the Council and how they would like to be kept informed.

In 2016:

- 24.1 % of respondents in the CNA agree that they can influence decisions in their local area, compared with the Cornwall average of 17.9%.
- 24.8 % of respondents in the CNA say they currently do voluntary, unpaid work in the community and 18.3% would be willing to do more voluntary work. In 2014, 21.7% of respondents in the CNA said they currently volunteer and 17.7% were willing to do more.
- 39.3% of respondents in the CNA think the Council keeps residents informed about services and benefits it provides, compared with the Cornwall average of 43.7%. In 2014, 58.8% said this, compared to 47.4% Cornwall average.

Online Services -

- In 2016, 75.0% of respondents in the CNA said that they used the internet, compared with the Cornwall average of 79.0%.
- There has been an overall increase in the number of Council online services that residents in Cornwall have used between 2014 and 2016. The most popular services overall are 'online payments' and 'find your waste collection/recycling day'.
- In 2016, 37.4% of respondents in the CNA had used Cornwall Council's online payment service, compared with the Cornwall average of 47.8%. In 2014, 32.6% had used this service in the CNA (compared with 34.4% of all Cornwall respondents).
- In 2016, 35.4% of respondents in the CNA had used Cornwall Council's online services to find their waste collection/recycling day, compared with the Cornwall average of 46.4%. In 2014, 50.5% of respondents in the CNA had used this service (compared with 38.7% of all Cornwall respondents).

Table 4: % of respondents who feel informed on:

	Cornwall 2014	Bodmin CNA 2014	Cornwall 2016	Bodmin CNA 2016
How to pay bills to the Council	90.6%	93.8%	92.5%	94.6%
How to register to vote	89.4%	90.1%	93.0%	97.8%
How you can get involved in decision making	26.4%	34.2%	22.5%	29.2%
How to complain to the Council	38.7%	53.0%	41.2%	37.8%
What the Council spends its money on	35.7%	46.7%	35.3%	33.5%
What standard of service you should expect from the Council	35.6%	47.9%	31.8%	31.2%
What to do in the event of a large scale emergency e.g. flooding, flu pandemic	20.6%	23.7%	18.5%	19.1%
What the Council's priorities are	n/a	n/a	16.3%	12.1%
The Cornwall Devolution Deal	n/a	n/a	9.2%	8.8%
How well the Council is performing	30.8%	41.0%	19.4%	18.6%

*Note: n/a results not an option in the 2014 survey

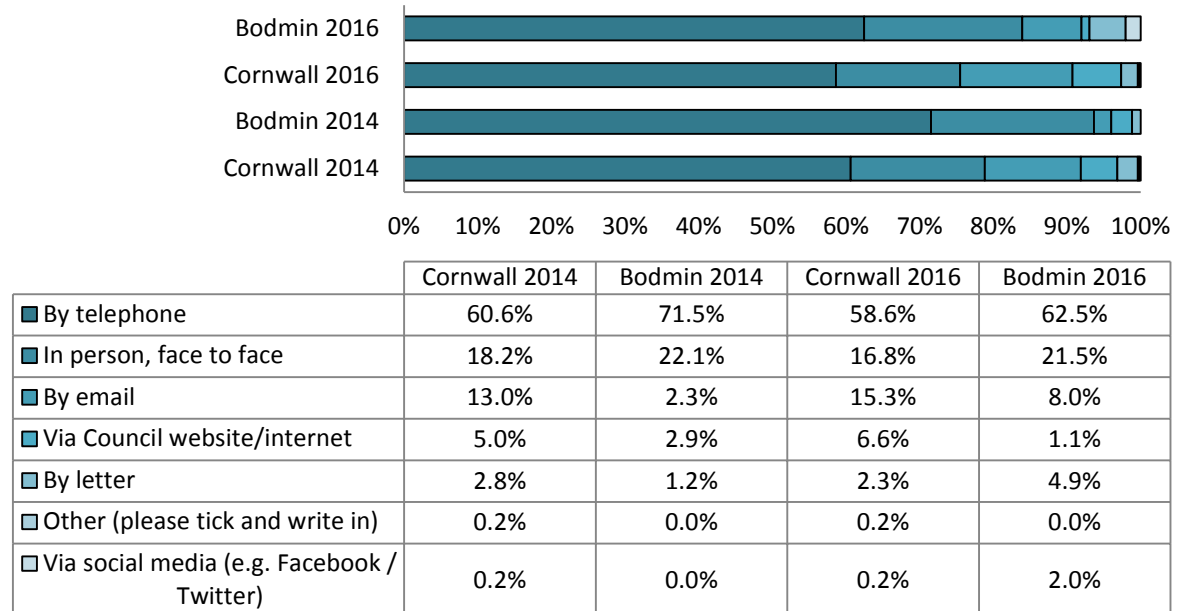
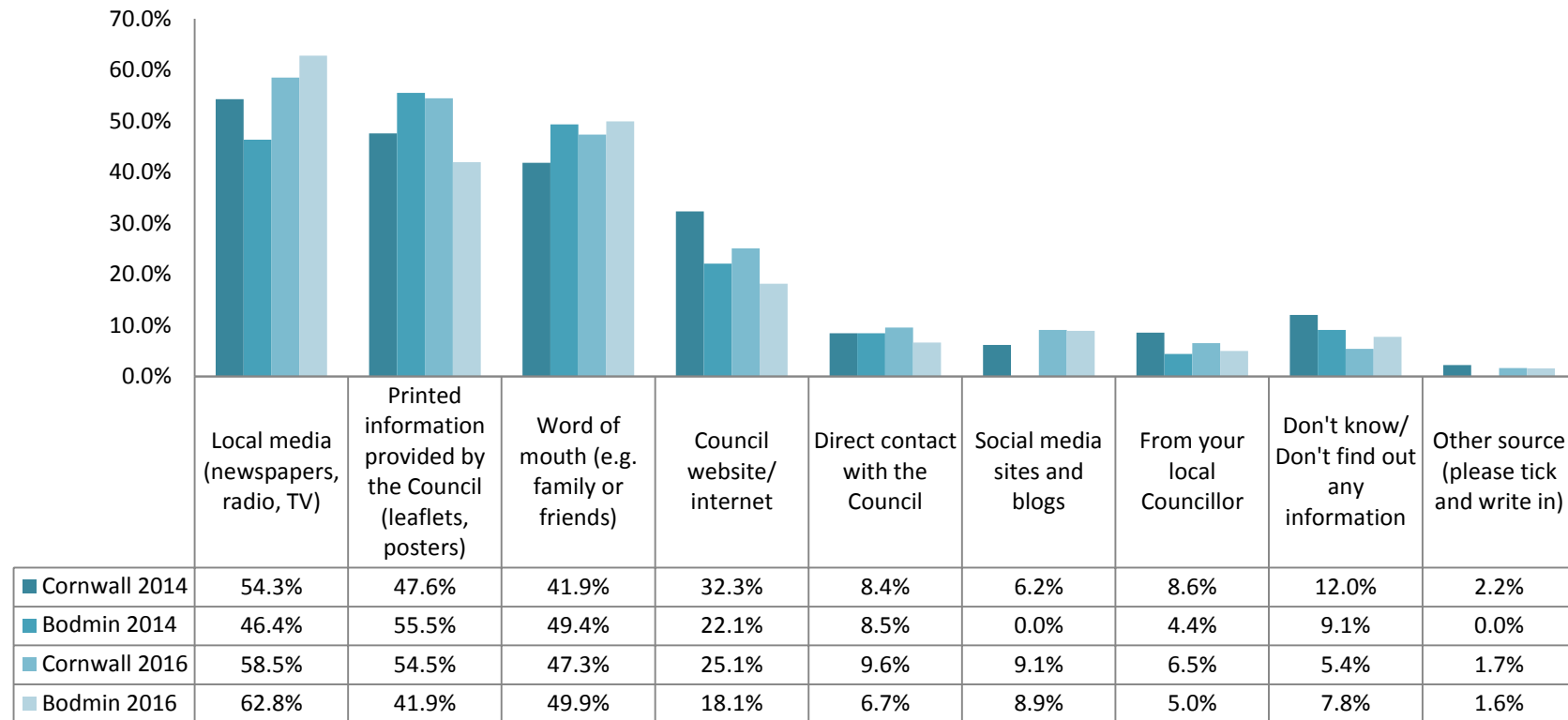
Chart 4 - How respondents would prefer to contact the Council

Chart 5 - How respondents currently find out about the Council's decisions and services



*Note respondents could tick more than 1 option

In 2016, 45.8% of respondents in the CNA were satisfied with the service they received the last time they made contact with the Council, compared with the Cornwall average of 58.7%. In 2014, 55.4% of respondents in the CNA were satisfied, compared to 54.9% Cornwall average.

About the Residents' Survey

Cornwall Council uses the Residents' Survey to take a snapshot of residents' views. We have carried out two Residents' Surveys so far. The first was in 2014 and the second was in 2016.

An independent research company called Marketing Means carries out the survey for us so residents can share their honest views anonymously. Marketing Means selects residents at random and sends them a copy of the survey by post. The residents send their answers back to Marketing Means, who write a full report for us. 1,212 residents completed the survey in 2014 and 2,083 completed it in 2016. You can get a copy of the full reports for 2014 and 2016 from www.cornwall.gov.uk/residentsurvey.

We also use the survey to give us an indication of what residents think in each of our 19 Community Network Areas (CNA). When the data is broken down like this, the number of residents who took part in each CNA is relatively small, so it gives a flavour of local views but doesn't cover the thoughts of every single resident in the CNA. We have produced a report of the 2016 survey results for each CNA, which also includes some of the results from the 2014 survey for information purposes.

How the Residents' Survey is carried out

In both 2014 and 2016, the Marketing Means sent the Residents' Survey to randomly selected households across Cornwall. This included a random sample from each of the 19 CNAs.

All households in the sample received a postal survey, which they could complete either by post or online. Each survey had a unique ID number so Marketing Means could send reminder mailings to households that hadn't already responded. Marketing Means anonymised the survey responses, so their report for us shows what groups of residents think, not how individual people responded.

Residents who completed the 2014 survey would only have completed the 2016 survey if they were randomly selected for both surveys. The Residents' survey is a snapshot of views, not a direct comparison of how the same people's views changed over two years. The survey questions were based on guidelines from the LGA.

2014 Residents' Survey

The 2014 survey was sent to 2,793 households during May and June 2014. A total of 1,212 of valid surveys were returned, giving a response rate of 44%. Although a minimum of 50 surveys were completed in each of the 19 community network areas, the number returned in each CNA was relatively low. This means it is not possible to make a statistical comparison between areas.

2016 Residents' Survey

The 2016 survey was sent to 5,000 households in May and June 2016. A total of 2,083 valid surveys were returned, giving a response rate of 42%. Sixteen of the CNAs met or exceeded the target of 100 returns. Three CNAs were below the target of 100 completed surveys: Camborne & Redruth (91); China Clay (82); and Newquay (99).

CNA returns

The table below shows the number of responses for each CNA (unweighted) and how this has changed between 2014 and 2016. All the data provided in this report is based on weighted data. For more information on the confidence intervals for each question in the Residents' Survey see the Marketing Means report at www.cornwall.gov.uk/residentsurvey.

2014 Residents' Survey CNAs	2016 Residents' Survey CNAs
Bodmin (58)	Bodmin (111)
Bude (71)	Bude (124)
Callington (66)	Caradon (116)
Camborne & Redruth (60)	Camborne & Redruth (91)
Camelford (63)	Camelford (122)
China Clay (55)	China Clay (82)
Falmouth & Penryn (73)	Falmouth & Penryn (104)
Hayle & St Ives (57)	Hayle & St Ives (103)
Helston & the Lizard (76)	Helston & the Lizard (103)
Launceston (70)	Launceston (112)
Liskeard & Looe (64)	Liskeard & Looe (104)
Newquay (56)	Newquay and St Columb (99)
Penzance, Marazion & St Just (60)	West Penwith (127)
Saltash & Torpoint (81)	Cornwall Gateway (123)
St Agnes & Perranporth (64)	St Agnes & Perranporth (125)
St Austell (54)	St Austell (100)
St Blazey, Fowey & Lostwithiel (53)	St Blazey, Fowey & Lostwithiel (117)
Truro (including Roseland) (64)	Truro & Roseland (108)
Wadebridge & Padstow (67)	Wadebridge & Padstow (112)
Total 1,212	Total 2,083

For more information about the Residents' Survey visit www.cornwall.gov.uk/residentsurvey