

RESULTS OF BEST VALUE GENERAL SATISFACTION TRACKER SURVEY 2005

INTRODUCTION

Stratford-on-Avon District Council is part of the National Working Party investigating the way the National Best Value Satisfaction Survey should be undertaken in the autumn of 2006.

Every local authority in the country sends out the triennial questionnaire. Included within the surveys are the questions for the national performance indicators relating to satisfaction.

The purpose of this research was to assist with the piloting of the revised questionnaire for 2006, and provide interim feedback to the Council on the key satisfaction indicators.

METHODOLOGY

The only difference in methodology (follows the normal guidance elsewhere) was the smaller sample surveyed and no reminder mailing being undertaken. Consequently, the response rate was lower than in 2003, but still statistically reliable at + or -4%.

Questionnaires returned 2000 - 1,094

Questionnaires returned 2003 - 2,184

Questionnaires returned 2005 - 714

A mailing of 2,500 questionnaires took place with the survey period being October to November 2005. 714 questionnaires were returned in the timescale allowed and 18 were returned undelivered. A post office address file was used for the mailing list, to ensure the correct sampling of the District. A response rate of 29% was achieved.

Comparisons are made with the surveys in 2000 and 2003 where possible. The results are unweighted. Where questions differ in wording, but mean the same, this is also indicated.

Using Snap research software, we are able to run the results by different factors to establish if there were significance differences. In this case results were run by area, gender and age. Therefore, within the main body of the report, analysis of a particular result by the factors used, is only included if that result was significant.

Further analysis by any of the aspects in the profile at the end of the report, i.e. by disability, house tenure etc, is available on request.

SUMMARY OF FINDINGS

The Local Area

- ◆ The three things that are the most important to SDC residents are a low level of crime, health services and clean streets.
- ◆ The three things which residents feel most requires improvement in their local area are activities for teenagers, a low level of traffic congestion and affordable decent housing.
- ◆ 86% of respondents are satisfied with their local area as a place to live.
- ◆ 42% of residents agree that they are able to influence decisions affecting the local area. 58% disagree.

Environmental Services

- ◆ Eight out of ten residents put out their "black box" every fortnight.
- ◆ Two-thirds put out their green wheelie bin for collection every fortnight.
- ◆ 18% of residents drop off recyclable materials and 14% visit the Council Tip at least once per fortnight.
- ◆ 71% of residents are satisfied with how clean the streets are.
- ◆ Six out of ten respondents are satisfied with how clean other public land is, which the Council controls.
- ◆ 86% of residents are satisfied with doorstep recycling facilities, with 5% dissatisfied.
- ◆ Satisfaction with the green wheelie bins is high at 89%.
- ◆ Eight out of ten respondents are satisfied with the Council Tip.
- ◆ Three-quarters of respondents are satisfied overall with the provision of local recycling facilities, up 4% on 2003.
- ◆ Waste collection has witnessed an increase in satisfaction - up 1% from 91% in 2003 to 92% in 2005.
- ◆ Overall, residents rate the Council's Environmental Services at 81% satisfaction. 5% are dissatisfied.

Cultural and Leisure Services

- ◆ One in five of those surveyed use SDC's sports and leisure facilities at least once a fortnight.
- ◆ Satisfaction with sports and leisure facilities has fallen 4% from 52% in 2003 to 48% in 2005.
- ◆ 36% of residents are satisfied with museums, with 57% answering neither.
- ◆ 70% of residents are satisfied with the public parks and open spaces – a 5.5% drop on 2003.
- ◆ Overall satisfaction with cultural and leisure facilities in the local area is 54%.

Other Services

- ◆ Residents were asked to rate various services that SDC provide. 25% are satisfied with planning with a further 23% dissatisfied – there was a high number of neither's. Similarly, 17% are satisfied with housing, with a further 19% dissatisfied. Just over a third are satisfied with the administration of council tax, with 14% dissatisfied.
- ◆ Asked to rate their overall satisfaction with the way Stratford-on-Avon District Council runs things, 52% are very or fairly satisfied, 29% responded neither and 18% felt dissatisfied in some way. The satisfaction figure was 4% down on 2003.

Information about Your Local Council

- ◆ Overall, 57% of residents feel very well informed or fairly well informed about SDC.
- ◆ Asked about various elements that residents are informed about, 90% feel informed about how and where to vote, and 89% feel informed about how to pay bills to the Council. Elements with the lowest ratings was the information provided about whether the Council is delivering on its promises and how they can get involved in local decision making.
- ◆ Exactly half the residents surveyed feel they receive about the right amount of information on the Council. Almost four out of ten residents do not receive enough information.
- ◆ A third of those surveyed use the local media to find out about SDC and a half use the information provided by the Council.

Contacting the Council

- ◆ Of those surveyed, 36% had not contacted the Council in the last 12 months. 9% have been in contact five times or more. The main reasons were to ask for advice/help or information (52%) and to report an issue or problem (32%).
- ◆ Three-quarters of respondents contacted the Council by telephone.
- ◆ 72% are very or fairly satisfied with the service received the last time they made contact with the Council.
- ◆ 78% are satisfied with how helpful staff were and 75% are satisfied with their competency. Dissatisfaction was highest for the length of time to deal with the reason they contacted (18%) and the final outcome (20%).

Local Democracy and Involvement

- ◆ In the last twelve months, 21% had signed a petition to give their views to the Council.
- ◆ 38% of residents claimed that within the last twelve months, SDC had provided them with the opportunity to give their views on local services or issues that affect them as a resident.
- ◆ Almost half (48%) would like to complete questionnaires in order to give their views to SDC in the future.
- ◆ A third of residents are satisfied that they had the opportunities for participation in the local decision making process provided by SDC. Almost a quarter are dissatisfied.
- ◆ A quarter of respondents (23%) would like to be more involved in the decisions SDC make that affects their local area. Six out of ten said it depends on the issue.

- ◆ Respondents were asked to rate SDC against a series of statements about the Council. Positively SDC were seen to be working to make the area cleaner and greener, working well with other agencies to provide services and treat all types of people fairly. Negatively, SDC need to act more on the concern of local residents, involve residents more when making decisions and to spend its money more wisely.
- ◆ 8% feel SDC are doing a better job than one year ago, 11% feel it is worse and 63% feel it had remained the same.

Community Safety and Community Cohesion

- ◆ Residents were asked to state how safe they felt outside in Stratford District after dark. 47% claimed to be either very or fairly safe with 29% feeling unsafe in some way. Overall, the feeling safe figure has fallen 2% compared with 2003.
- ◆ During the day, the overall feeling safe figure has risen 2% from 84% in 2003 to 86%. 4% of residents feel unsafe.
- ◆ Two-thirds of respondents agree that their local area is a place where people from different backgrounds get on well together.
- ◆ There is a strong sense of belonging to their neighbourhood and their village or town. The feeling is less strong towards the District Council area and South Warwickshire.

RESULTS IN FULL

ABOUT THE RESPONDENT'S LOCAL AREA

Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?

1879 residents answered the question in 2003.

670 residents answered the question in 2005.

| | 2005 Nos. | 2005 % | 2003 Nos. | 2003 % |
|---------------------------------|----------------------|-------------------|----------------------|-------------------|
| Low level of crime | 409 | 61.0 | 1167 | 62.1 |
| Health services | 379 | 56.6 | 1093 | 58.2 |
| Clean streets | 295 | 44.0 | 574 | 30.5 |
| Affordable decent housing | 264 | 39.4 | 700 | 37.3 |
| Education facilities | 252 | 37.6 | 538 | 28.6 |
| Access to nature | 244 | 36.4 | 460 | 24.5 |
| Shopping facilities | 201 | 30.0 | 651 | 34.6 |
| Public transport | 193 | 28.8 | 427 | 22.7 |
| Low level of traffic congestion | 185 | 27.6 | 627 | 33.4 |
| Parks and open spaces | 164 | 24.5 | 423 | 22.5 |
| Activities for teenagers | 156 | 23.3 | 304 | 16.2 |
| Traffic noise / level of noise | 143 | 21.3 | - | - |
| Road and pavement repairs | 143 | 21.3 | 392 | 20.9 |
| Low level of pollution | 142 | 21.2 | 316 | 16.8 |
| Facilities for young children | 128 | 19.1 | 192 | 10.2 |
| Local cost of living | 119 | 17.8 | - | - |
| Street lighting | 115 | 17.2 | - | - |
| Job prospects | 115 | 17.2 | 289 | 15.4 |
| Community activities | 115 | 17.2 | 193 | 10.3 |
| Sports and leisure facilities | 95 | 14.2 | 205 | 10.9 |
| Cultural facilities | 95 | 14.2 | 220 | 11.7 |
| Childcare provision | 56 | 8.4 | - | - |
| Race relations | 47 | 7.0 | 29 | 1.5 |
| Wage levels | 38 | 5.7 | - | - |
| Other | - | - | 33 | 1.8 |
| None of these | 2 | 0.3 | 0 | 0.0 |
| Don't know | 4 | 0.6 | 4 | 0.2 |

- ◆ **Level of crime** – Important to 77% of residents in Stour compared with 61% in Arden, 58% in Avon and 56% in Dassett. It was more important the younger the resident.
- ◆ **Public transport** - Important to 40% of residents in Arden compared with 31% in Avon, 24% in Stour and 19% in Dassett.
- ◆ **Cultural Facilities** - Important to 20% of residents in Avon compared with 19% in Arden, 8% in Stour and 8% in Dassett.
- ◆ **Childcare Provision** - Important to 12% of residents in Arden compared with 9% in Avon, 3% in Stour and 2% in Dassett. Unsurprisingly, the younger the resident the more important the need.
- ◆ **Activities for teenagers** – Respondents aged up to 39 years old felt it was significantly more important than the over 40s.
- ◆ **Education Provision** – More important for those aged up to 49.
- ◆ **Health Services** – The 60 to 79 year old age group felt this was most important.
- ◆ **Parks and Open Spaces** – Age groups 30 to 39 and 40 to 49 felt this was most important.
- ◆ **Road and Pavement Repairs** – this area is more important to older residents.
- ◆ **Sports and Leisure Facilities** – 24% of those aged 40 to 49 felt this was important.

Thinking about this local area, which of the things below, if any, do you think most needs improving?

2040 residents answered the question in 2003.

622 residents answered the question in 2005.

| | 2005 Nos. | 2005 % | 2003 Nos. | 2003 % |
|---------------------------------|----------------------|-------------------|----------------------|-------------------|
| Activities for teenagers | 245 | 39.4 | 677 | 33.2 |
| Low level of traffic congestion | 241 | 38.7 | 816 | 40.0 |
| Affordable decent housing | 219 | 35.2 | 775 | 38.0 |
| Road and pavement repairs | 215 | 34.6 | 793 | 38.9 |
| Level of crime | 209 | 33.6 | 638 | 31.3 |
| Public transport | 208 | 33.4 | 704 | 34.5 |
| Clean streets | 132 | 21.2 | 437 | 21.4 |
| Health services | 121 | 19.5 | 383 | 18.8 |
| Local cost of living | 101 | 16.2 | - | - |
| Traffic noise / level of noise | 93 | 15.0 | - | - |
| Facilities for young children | 85 | 13.7 | 263 | 12.9 |
| Shopping facilities | 73 | 11.7 | 428 | 21.0 |
| Sports and leisure facilities | 73 | 11.7 | 275 | 13.5 |
| Cultural facilities | 70 | 11.3 | 177 | 8.7 |
| Street lighting | 69 | 11.1 | - | - |
| Level of pollution | 63 | 10.1 | 168 | 8.2 |
| Job prospects | 62 | 10.0 | 187 | 9.2 |
| Community activities | 57 | 9.2 | 159 | 7.8 |
| Parks and open spaces | 45 | 7.2 | 141 | 6.9 |
| Wage levels | 43 | 6.9 | - | - |
| Childcare provision | 36 | 5.8 | - | - |
| Access to nature | 31 | 5.0 | 82 | 4.0 |
| Education provision | 30 | 4.8 | 110 | 5.4 |
| Race relations | 17 | 2.7 | 30 | 1.5 |
| None of these | 5 | 0.8 | 16 | 0.8 |
| Don't know | 5 | 0.8 | 28 | 1.4 |
| Other | 3 | 0.5 | 97 | 4.8 |

- ◆ **Activities/Facilities for Teenagers** – Most improvement needed by 51% of residents in Stour compared with 45% in Dassett, 39% in Arden and 34% in Avon. The age group 30 to 49 felt this required most improvement.
- ◆ **Level of Traffic Congestion** - Most improvement needed by 51% of residents in Stour compared with 45% in Dassett, 39% in Arden and 34% in Avon.
- ◆ **Level of Crime** - Most improvement needed by 51% of residents in Arden compared with 37% in Stour, 32% in Avon and 24% in Dassett. The older the resident the more they felt it needed improvement.
- ◆ **Health Services** - Most improvement needed by 26% of residents in Avon compared with 13% in Dassett, 12% in Arden and Stour.
- ◆ **Sports and Leisure Facilities** - Most improvement needed by 25% of residents in Stour compared with 10% in Arden, 8% in Avon and Dassett.
- ◆ **Childcare Provision** – Those aged 30 to 39 felt this required improvement.
- ◆ **Clean Streets** – Those aged 70 and over felt this was an important issue (30%+).
- ◆ **Public Transport** – This is less important to residents aged up to 39 years old (19%).
- ◆ **Road and Pavement Repairs** – The older the resident the more important this issue is.

Overall satisfaction level of respondent with the local area as a place to live

| | 2005 |
|---------------------|--------------|
| | % |
| Very satisfied | 28.2 |
| Fairly satisfied | 57.6 |
| Neither | 8.7 |
| Fairly dissatisfied | 4.6 |
| Very dissatisfied | 1.0 |
| BASE: | (681) |

Level to which the respondent agrees or disagrees on being able to influence decisions affecting the local area

| | 2005 |
|---------------------|--------------|
| | % |
| Definitely agree | 6.4 |
| Tend to agree | 36.0 |
| Tend to disagree | 39.6 |
| Definitely disagree | 18.0 |
| BASE: | (628) |

- ◆ Agreement highest in Dassett at 53% and lowest in Avon 34%.

LOCAL PUBLIC SERVICES

Environmental Services

Usage of the following in the past 12 months.

Doorstep recycling facilities (Black Box)

| 2005 | | |
|-----------------------------|------------|--------------|
| | Nos. | % |
| At least once per fortnight | 543 | 80.0 |
| About once per month | 47 | 6.9 |
| In the last 6 months | 6 | 0.9 |
| In the last 7 to 12 months | 4 | 0.6 |
| Have not used | 79 | 11.6 |
| BASE: | 679 | 100.0 |

Green Wheelie Bin

| 2005 | | |
|-----------------------------|------------|--------------|
| | Nos. | % |
| At least once per fortnight | 441 | 65.8 |
| About once per month | 137 | 20.4 |
| In the last 6 months | 24 | 3.6 |
| In the last 7 to 12 months | 2 | 0.3 |
| Have not used | 66 | 9.9 |
| BASE: | 670 | 100.0 |

- ◆ Older residents (60+) were more likely to put a green wheelie bin out for collection every fortnight.

Recycling bins (where you drop off recyclable materials)

| 2005 | | |
|-----------------------------|------------|--------------|
| | Nos. | % |
| At least once per week | 46 | 7.7 |
| At least once per fortnight | 63 | 10.5 |
| About once per month | 122 | 20.3 |
| In the last 6 months | 135 | 22.5 |
| In the last 7 to 12 months | 44 | 7.3 |
| Have not used | 190 | 31.7 |
| BASE: | 600 | 100.0 |

Council Tip(s)

| 2005 | | |
|-----------------------------|------|------|
| | Nos. | % |
| At least once per week | 40 | 6.1 |
| At least once per fortnight | 53 | 8.1 |
| About once per month | 200 | 30.4 |
| In the last 6 months | 210 | 31.9 |

| | | |
|----------------------------|-----|-------|
| In the last 7 to 12 months | 69 | 10.5 |
| Have not used | 86 | 13.1 |
| BASE: | 658 | 100.0 |

- ◆ Highest usage in Stour where 97% have used it in the last 12 months.

Overall satisfaction levels with Stratford District Council on:

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|----------------|------------------|--------------|---------------------|-------------------|
| How clean the streets are | 91 13.0% | 408 58.2% | 88 12.6% | 78 11.1% | 36 5.1% |
| How clean other public land which the Council controls is | 52 7.6% | 363 52.8% | 164 23.9% | 79 11.5% | 29 4.2% |
| Doorstep recycling facilities | 390 57.1% | 197 28.8% | 60 8.8% | 25 3.7% | 11 1.6% |
| Green wheelie bin | 417 62.0% | 180 26.7% | 56 8.3% | 11 1.6% | 9 1.3% |
| Council tip(s) | 291 43.6% | 245 36.7% | 106 15.9% | 14 2.1% | 11 1.6% |

- ◆ **Doorstep Recycling Facilities** – Satisfaction is higher amongst female residents. No residents, aged 70 to 79, were dissatisfied with the service (108 respondents).
- ◆ **Council Tip** – Satisfaction lowest in Arden at 71% and highest in Stour and Avon both 84%.

The provision of local recycling facilities

| | 2000 | 2003 | 2005 |
|---------------------|--------|--------|-------|
| | % | % | % |
| Very satisfied | 24.4 | 24.6 | 30.0 |
| Fairly satisfied | 45.2 | 45.9 | 44.7 |
| Neither | 15.0 | 12.7 | 17.6 |
| Fairly dissatisfied | 9.6 | 10.8 | 5.4 |
| Very dissatisfied | 5.7 | 5.9 | 2.3 |
| BASE: | (1000) | (1862) | (693) |

- ◆ Satisfaction [up 4.2%](#) - 2005 against 2003.

Waste Collection Services

| | 2000 | 2003 | 2005 |
|---------------------|--------|--------|-------|
| | % | % | % |
| Very satisfied | 49.9 | 42.7 | 54.8 |
| Fairly satisfied | 40.9 | 48.4 | 37.2 |
| Neither | 6.1 | 5.0 | 4.1 |
| Fairly dissatisfied | 2.0 | 2.8 | 3.2 |
| Very dissatisfied | 1.0 | 1.0 | 0.7 |
| BASE: | (1075) | (2118) | (691) |

- ◆ Satisfaction up 0.9% - 2005 against 2003.

The Council Environmental Services overall

| | 2005 |
|---------------------|-------------|
| | % |
| Very satisfied | 20.3 |
| Fairly satisfied | 61.0 |
| Neither | 13.5 |
| Fairly dissatisfied | 4.2 |
| Very dissatisfied | 1.0 |
| BASE: | (695) |

Cultural and Leisure Services

Usage of the following cultural and recreational services provided or supported by Stratford District Council in the last 12 months.

*2000 and 2003 Sports / leisure facilities and events
2005 Sports and leisure facilities*

| | 2000 | 2003 | 2005 |
|-----------------------------|-------------|-------------|-------------|
| | % | % | % |
| Almost every day | 1.6 | 1.8 | - |
| At least once per week | 14.5 | 15.7 | 15.7 |
| At least once per fortnight | - | - | 5.0 |
| About once per month | 7.9 | 9.0 | 6.4 |
| Within the last 6 months | 8.4 | 11.3 | 6.1 |
| In the last 7 to 12 months | - | - | 47.9 |
| Within the last year | 8.1 | 9.2 | - |
| Longer ago | 15.6 | 15.7 | - |
| Never used | 43.9 | 37.3 | 9.8 |
| Not available | - | - | 9.1 |
| BASE: | (1062) | (2082) | (656) |

- ◆ The heaviest users of sports and leisure facilities were those aged 30 to 49.

*2000 and 2003 Museums / Galleries
2005 Museums*

| | 2000 | 2003 | 2005 |
|-----------------------------|-------------|-------------|-------------|
| | % | % | % |
| Almost every day | 0.2 | 0.3 | - |
| At least once per week | 0.4 | 0.9 | 0.6 |
| At least once per fortnight | - | - | 1.1 |
| About once per month | 2.4 | 5.5 | 1.9 |
| Within the last 6 months | 9.9 | 14.4 | 15.3 |
| In the last 7 to 12 months | - | - | 55.0 |
| Within the last year | 9.1 | 14.6 | - |
| Longer ago | 9.8 | 19.7 | - |
| Never used | 68.3 | 44.7 | 10.6 |

| | | | |
|---------------|--------|--------|-------|
| Not available | - | - | 15.4 |
| BASE: | (1063) | (2011) | (616) |

2000 - Parks, play areas and other community recreation facilities and activities

2003 - Parks and open spaces

2005 - Public parks and open spaces

| | 2000 | 2003 | 2005 |
|-----------------------------|--------|--------|-------|
| | % | % | % |
| Almost every day | 4.1 | 9.1 | - |
| At least once per week | 14.5 | 22.0 | 21.7 |
| At least once per fortnight | - | - | 12.2 |
| About once per month | 17.1 | 21.0 | 19.2 |
| Within the last 6 months | 16.4 | 16.7 | 9.7 |
| In the last 7 to 12 months | - | - | 15.6 |
| Within the last year | 9.7 | 10.9 | - |
| Longer ago | 7.6 | 6.7 | - |
| Never used | 30.5 | 13.6 | 3.9 |
| Not available | - | - | 17.8 |
| BASE: | (1059) | (2091) | (673) |

- ◆ Usage highest in Avon – 44% use public parks and open spaces at least once a fortnight.
- ◆ Younger people were heavier users of public parks and open spaces.

*Satisfaction levels with the cultural and leisure facilities provided by the Council
Sports / leisure facilities*

| | 2000 | 2003 | 2005 |
|---------------------|-------|--------|-------|
| | % | % | % |
| Very satisfied | 11.8 | 10.8 | 11.6 |
| Fairly satisfied | 39.6 | 41.1 | 36.1 |
| Neither | 40.3 | 37.1 | 39.9 |
| Fairly dissatisfied | 5.2 | 8.3 | 7.4 |
| Very dissatisfied | 3.2 | 2.7 | 5.1 |
| BASE: | (978) | (2041) | (649) |

- ◆ Satisfaction **down 4.2%** - 2005 against 2003.
- ◆ A quarter of those aged 29 or less were the most dissatisfied with the cultural and leisure facilities provided by the Council.

*2000 and 2003 Museums and galleries
2005 Museums*

| | 2000 | 2003 | 2005 |
|---------------------|-------|--------|-------|
| | % | % | % |
| Very satisfied | 6.1 | 8.5 | 7.7 |
| Fairly satisfied | 26.5 | 33.0 | 28.3 |
| Neither | 60.2 | 51.2 | 57.0 |
| Fairly dissatisfied | 4.6 | 4.6 | 3.7 |
| Very dissatisfied | 2.5 | 2.7 | 3.4 |
| BASE: | (961) | (2011) | (625) |

- ◆ Satisfaction **down 5.5%** - 2005 against 2003.

2000 – Parks, play areas & other community recreation facilities and activities
 2003 - Parks and open spaces
 2005 – Public parks and open spaces

| | 2000 | 2003 | 2005 |
|---------------------|--------|--------|-------|
| | % | % | % |
| Very satisfied | 17.8 | 23.1 | 21.9 |
| Fairly satisfied | 43.7 | 52.3 | 48.0 |
| Neither | 30.6 | 19.3 | 24.7 |
| Fairly dissatisfied | 4.9 | 3.7 | 3.1 |
| Very dissatisfied | 3.0 | 1.6 | 2.4 |
| BASE: | (1003) | (2091) | (677) |

- ◆ Satisfaction **down 5.5%** - 2005 against 2003.
- ◆ Satisfaction highest in Arden at 80% and lowest in Stour at 57%.

Overall satisfaction with the cultural and leisure facilities in the local area

| | 2005 |
|---------------------|-------|
| | % |
| Very satisfied | 7.3 |
| Fairly satisfied | 46.8 |
| Neither | 34.3 |
| Fairly dissatisfied | 8.6 |
| Very dissatisfied | 3.1 |
| BASE: | (688) |

Other Services

2003 - Whether the respondent or any other members of their family have used any of the following services provided by SDC in the last 12 months

2005 - Services provided by Stratford-on-Avon District Council, used in the last 12 months

| | 2003 | 2005 |
|------------------------------------|--------|-------|
| | % | % |
| Environmental Services | 43.6 | - |
| Planning Services | 38.7 | 20.5 |
| Cultural and Recreational Services | 33.3 | - |
| Housing Services | 19.1 | 6.5 |
| Council Tax administration | - | 24.2 |
| None of these | - | 58.3 |
| BASE: | (1129) | (689) |

Satisfaction levels with the following services provided by Stratford District Council

Planning Services

| | 2000 | 2003 | 2005 |
|---------------------|--------------|---------------|--------------|
| | % | % | % |
| Very satisfied | 7.0 | 7.5 | 8.0 |
| Fairly satisfied | 30.9 | 28.3 | 18.6 |
| Neither | 36.8 | 49.3 | 50.6 |
| Fairly dissatisfied | 14.4 | 7.9 | 12.7 |
| Very dissatisfied | 10.9 | 7.0 | 10.0 |
| BASE: | (998) | (1881) | (622) |

- ◆ Satisfaction **down 9.2%** - 2005 against 2003.
- ◆ Satisfaction lowest in Avon at 24% and highest in Arden both 32%.

Housing Services

| | 2000 | 2003 | 2005 |
|---------------------|--------------|---------------|--------------|
| | % | % | % |
| Very satisfied | 5.7 | 5.5 | 3.6 |
| Fairly satisfied | 21.0 | 21.1 | 13.2 |
| Neither | 61.8 | 65.6 | 74.1 |
| Fairly dissatisfied | 6.2 | 4.7 | 5.8 |
| Very dissatisfied | 5.3 | 3.0 | 3.3 |
| BASE: | (945) | (1826) | (583) |

- ◆ Satisfaction **down 9.8%** - 2005 against 2003.

Council Tax administration

| | 2005 |
|---------------------|--------------|
| | % |
| Very satisfied | 7.7 |
| Fairly satisfied | 27.1 |
| Neither | 51.6 |
| Fairly dissatisfied | 8.3 |
| Very dissatisfied | 5.3 |
| BASE: | (624) |

Taking everything into account, how satisfied or dissatisfied are you with the way Stratford-on-Avon District Council runs things?

| | 2000 | 2003 | 2005 |
|---------------------|---------------|---------------|--------------|
| | % | % | % |
| Very satisfied | 10.2 | 6.5 | 5.1 |
| Fairly satisfied | 60.9 | 49.4 | 46.9 |
| Neither | 20.3 | 33.1 | 29.4 |
| Fairly dissatisfied | 6.3 | 8.4 | 14.9 |
| Very dissatisfied | 2.3 | 2.6 | 3.8 |
| BASE: | (1055) | (2112) | (691) |

- ◆ Satisfaction **down 3.9%** - 2005 against 2003.
- ◆ Satisfaction is highest in Arden at 71% and lowest in Avon at 45%. Satisfaction levels for the other two areas are Dassett 54% and Stour 51%.
- ◆ By age, overall satisfaction with the Council was as follows, up to 29: 70%, 30-39: 46%, 40-49:50%, 50-59:40%, 60-69:54%, 70-79:67% and 80 & over: 57%.

INFORMATION ABOUT YOUR LOCAL COUNCIL

Level of being well informed of each of the following regarding Stratford-on-Avon District Council: (In order of how well informed residents feel)

| | Very well informed | Fairly well informed | Not very well informed | Not well informed at all | Don't know |
|--|--------------------|----------------------|------------------------|--------------------------|--------------------|
| How and where to register to vote | 318 46.2% | 300 43.6% | 48 7.0% | 12 1.7% | 10 1.5% |
| How to pay bills to the Council | 243 35.7% | 362 53.2% | 40 5.9% | 11 1.6% | 25 3.7% |
| What the Council is spending its money on | 77 11.5% | 338 50.7% | 146 21.9% | 78 11.7% | 28 4.2% |
| Overall how well informed the Council keeps its residents about services and benefits it provides | 58 8.5% | 330 48.5% | 186 27.3% | 84 12.3% | 23 3.4% |
| What standard of service you should expect from the Council | 65 9.7% | 309 46.0% | 188 28.0% | 82 12.2% | 28 4.2% |
| How well the Council is performing | 33 5.2% | 283 44.3% | 190 29.7% | 87 13.6% | 46 7.2% |
| How to complain to the Council | 65 9.6% | 255 37.6% | 206 30.4% | 103 15.2% | 49 7.2% |
| Whether the Council is delivering on its promises | 27 4.1% | 253 38.5% | 230 35.0% | 96 14.6% | 51 7.8% |
| How you can get involved in local decision making | 44 6.6% | 194 29.1% | 236 35.4% | 136 20.4% | 56 8.4% |

- ◆ For all of the above elements on information provision, it was significant that in all cases the younger the resident the less informed they felt.

How much information is provided by Stratford-on-Avon District Council

| | 2005 |
|---------------------------------------|-------|
| | % |
| Too much information | 2.9 |
| About the right amount of information | 50.3 |
| Not enough information | 39.4 |
| Don't know | 7.4 |
| BASE: | (688) |

- ◆ 48% of residents in Avon answered "not enough information". Arden is the most informed area. By age, 63% of those aged up to 29 agreed felt they received "not enough information", compared with 27% of those over 70.

How the respondent finds out about Stratford-on-Avon District Council

| | 2005 |
|--|------|
| | % |

| | |
|---|--------------|
| Local media (newspapers, television, radio) | 31.1 |
| Information provided by the Council (newspaper / magazine, leaflets, posters) | 51.4 |
| Council Website / Internet site | 7.0 |
| From local Councillor | 3.9 |
| Direct contact with the Council | 8.3 |
| Word of mouth e.g. from family or friends | 11.0 |
| Other source (telephone book) | 1.9 |
| None | 1.7 |
| Don't know | 1.9 |
| BASE: | (698) |

- ◆ For local media, differences are Avon (39%) against 20% in Dasset.
- ◆ For information provided by the Council, differences are 62% for Arden and 43% for Avon.
- ◆ For Council website/Internet site, differences are 11% for Stour and Dasset and 4% for Avon.

How much the respondent trusts each of the different sources telling them about what is happening in Stratford-on-Avon District Council

| | Trust a lot | Trust a little | Don't trust at all |
|--|--------------------|-----------------------|---------------------------|
| <i>Local media (newspapers, television, radio)</i> | 114 19.7% | 385 66.4% | 81 14.0% |
| <i>Information provided by the Council (newspaper/magazine, leaflets, posters)</i> | 239 38.4% | 333 53.3% | 52 8.3% |
| <i>Council Website/Internet site</i> | 103 34.3% | 158 52.7% | 39 13.0% |
| <i>Direct contact with the Council</i> | 163 38.9% | 199 47.5% | 57 13.6% |
| <i>Word of mouth e.g. from family or friends</i> | 84 20.2% | 259 62.3% | 13 17.5% |
| <i>Other source</i> | 12 37.5% | 13 40.6% | 7 21.9% |

- ◆ For local media, trust is lowest in Dasset (21% - don't trust at all) and highest in Stour (24% trust a lot).
- ◆ Avon are less likely to trust the information provided by the Council (35% trust a lot).

CONTACTING THE COUNCIL

The number of times the respondent has contacted Stratford-on-Avon District Council in the past 12 months

| | |
|--|-------------|
| | 2005 |
| | % |

| | |
|--|--------------|
| Have not contacted in the last 12 months | 35.6 |
| Once | 20.6 |
| Twice | 15.5 |
| 3 times | 11.6 |
| 4 times | 7.8 |
| 5 times or more | 8.8 |
| BASE: | (679) |

With reference to the respondents who have contacted Stratford-on-Avon District Council in the past 12 months

Which of the following describes the reason why the respondent made contact

| | 2005 |
|--|--------------|
| | % |
| Make a complaint about the Council | 6.8 |
| Report an issue or problem | 35.7 |
| Ask for advice/help/information | 51.7 |
| Apply to use a service | 31.9 |
| Any other reason (see responses below) | 12.8 |
| BASE: | (429) |

Any other reason includes:

Delay in issuing car park passes, planning consent, licensing application

- ◆ Male residents were more likely to make a complaint about the Council (11% versus 3%).

How the respondent was in contact with Stratford-on-Avon District Council

| | 2005 |
|------------------------|--------------|
| | % |
| In person | 30.8 |
| By telephone | 75.7 |
| By e-mail | 4.9 |
| Via a website/Internet | 2.8 |
| By letter | 22.7 |
| Other method | 1.9 |
| BASE: | (432) |

- ◆ Arden residents are more likely to contact the Council by telephone than the rest (82%).
- ◆ Avon residents are more likely to contact the Council in person (45%) than the rest.
- ◆ Stour residents are more likely to contact the Council by letter (28%) than the rest.

How satisfied or dissatisfied the respondent was with the service received the last time they made contact with the Council

| | 2005 |
|------------------|-------------|
| | % |
| Very satisfied | 30.6 |
| Fairly satisfied | 40.8 |
| Neither | 11.6 |

| | |
|---------------------|-------|
| Fairly dissatisfied | 9.7 |
| Very dissatisfied | 7.3 |
| BASE: | (422) |

Level of satisfaction with each aspect of the service received

| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|--|-----------------------|-------------------------|----------------|----------------------------|--------------------------|
| How easy it was to find the right person to deal with | 141 34.5% | 162 39.6% | 42 10.3% | 39 9.5% | 25 6.1% |
| The length of time it took to deal with the reason you contacted | 123 29.9% | 167 40.6% | 49 11.9% | 29 7.1% | 43 10.5% |
| Any information you were given | 135 34.0% | 154 38.8% | 51 12.8% | 27 6.8% | 30 7.6% |
| How competent staff were | 151 37.9% | 149 37.4% | 55 13.8% | 20 5.0% | 23 5.8% |
| How helpful staff were | 161 39.8% | 155 38.3% | 38 9.4% | 24 5.9% | 27 6.7% |
| The final outcome | 148 37.2% | 124 31.2% | 48 12.1% | 32 8.0% | 46 11.6% |

LOCAL DEMOCRACY AND INVOLVEMENT

Whether the respondent voted in the last:

Local Council Election:

| | 2005 |
|-------------------|-------------|
| | % |
| Yes | 84.1 |
| No | 11.8 |
| Don't know | 0.6 |
| Prefer not to say | 3.5 |
| BASE: | (685) |

General Election:

| | 2005 |
|-------------------|-------------|
| | % |
| Yes | 89.0 |
| No | 7.5 |
| Don't know | 0.1 |
| Prefer not to say | 3.3 |
| BASE: | (694) |

In the past 12 months, whether the respondent has given their views on local services, or issues that affect them as a resident, in any of the following ways: -

| | 2005 |
|--|-------------|
| | % |
| At a public meeting | 9.7 |
| At a meeting of a group they belong to (e.g. residents' group) | 10.1 |
| At a meeting with Council staff | 4.5 |
| At a meeting with a Councillor | 8.6 |
| In a telephone call to the Council | 10.1 |

| | |
|---|--------------|
| By signing a petition | 21.0 |
| In a survey / by filling in a questionnaire (other than this one), in a focus group, Citizens' Panel, telephone interview, etc. | 17.3 |
| By writing a letter / sending an email | 12.8 |
| In another way (see other responses below) | 2.6 |
| None of these | 45.5 |
| BASE: | (642) |

Other responses include contacting John Maples, writing to the Stratford Herald.

- ◆ Avon residents are more likely to sign a petition or attend a meeting of a group that they belong to.
- ◆ Male residents are more likely to meet with Council staff and have a meeting with a Councillor.
- ◆ Those in age group 50-59 are more likely to make their views known to the Council.

Whether in the past 12 months, Stratford-on-Avon District Council provided an opportunity for the respondent to express their views on local services or issues that affected them as a resident:

| | 2005 |
|--------------|--------------|
| | % |
| Yes | 37.8 |
| No | 62.2 |
| BASE: | (447) |

The ways in which the respondent would be interested in giving their views to Stratford-on-Avon District Council on local services or issues that affect them as a resident:

| | 2005 |
|---|-------------|
| | % |
| At a public meeting | 21.0 |
| At a meeting of a group they belong to (e.g. residents' group) | 15.7 |
| At a meeting with Council staff | 14.3 |
| At a meeting with a Councillor | 22.6 |
| In a telephone call to the Council | 21.2 |
| By signing a petition | 28.7 |
| In a survey / by filling in a questionnaire (other than this one), in a | 48.4 |

| | |
|---|-------|
| focus group, Citizens' Panel, telephone interview, etc. | |
| By writing a letter / sending an email | 32.4 |
| In another way | 2.2 |
| None of these | 7.3 |
| BASE: | (642) |

- ◆ Male residents are more likely to want to meet with Council staff, make a telephone call to the Council and have a meeting with a Councillor.
- ◆ Those aged 50 to 69 are more likely to want to attend public meeting, go to a meeting of a group they belong to and have a meeting with a Councillor, than the rest of the population.
- ◆ Younger residents are more likely to complete questionnaires such as these.

How satisfied or dissatisfied the respondent is with the opportunities for participation in local decision making provided by Stratford-on-Avon District Council:

| | 2005 |
|---------------------|-------------|
| | % |
| Very satisfied | 2.7 |
| Fairly satisfied | 29.7 |
| Neither | 43.0 |
| Fairly dissatisfied | 14.8 |
| Very dissatisfied | 9.8 |
| BASE: | (623) |

- ◆ Satisfaction is lowest in Avon at 45%. Satisfaction levels for the other two areas are Dasset 54% and Stour 51%.
- ◆ By age satisfaction levels vary from 51% for those aged 70 to 79 to 22% for those 30 to 39.

Whether the respondent would like to be more involved in the decisions Stratford-on-Avon District Council makes that affects their local area:

| 2005 | |
|----------------------|----------|
| | % |
| Yes | 23.1 |
| No | 16.5 |
| Depends on the issue | 60.4 |
| BASE: | (679) |

- ◆ Residents in Avon are more likely to want to be more involved in the decisions SDC make at 45%.
- ◆ Male respondents were more likely to want to more involved than female respondents – 32% versus 17%.
- ◆ 37% of those aged up to 29 would like to become more involved. This compares with 4% of those over 80.

The respondent's view on to what extent they think that the following statements apply to Stratford-on-Avon District Council: (in order of the extent residents view each element)

| | A great deal | To some extent | Not very much | Not at all |
|--|---------------------|-----------------------|----------------------|-------------------|
| SDC is working to make the area cleaner and greener | 82 13.5% | 351 57.7% | 114 18.8% | 61 10.0% |
| SDC works well with other agencies to provide services | 47 12.3% | 222 58.0% | 87 22.7% | 27 7.0% |
| SDC treats all types of people fairly | 56 14.3% | 202 51.5% | 80 20.4% | 54 13.8% |
| SDC is trustworthy | 40 8.2% | 274 55.9% | 100 20.4% | 76 15.5% |
| SDC is making the local area a better place to live | 54 8.8% | 337 54.7% | 158 25.6% | 67 10.9% |
| SDC is efficient and well run | 32 6.2% | 252 48.9% | 147 28.5% | 84 16.3% |
| SDC is remote and impersonal | 60 11.4% | 238 45.1% | 136 25.8% | 94 17.8% |
| SDC is working to make the area safer | 47 8.0% | 279 47.8% | 195 33.4% | 63 10.8% |
| SDC keeps its promises | 23 5.9% | 191 49.0% | 116 29.7% | 60 15.4% |
| SDC does enough for people like me | 34 6.4% | 250 46.9% | 158 29.6% | 91 17.1% |
| SDC has improved town centres in this local area | 50 8.5% | 223 38.1% | 196 33.4% | 117 20.0% |
| SDC listens to the concerns of local residents | 26 4.7% | 222 39.9% | 189 34.0% | 119 21.4% |
| SDC provides good value for money | 31 5.6% | 213 38.7% | 175 31.8% | 132 24.0% |
| SDC promotes the interests of residents | 19 3.5% | 198 36.7% | 227 42.1% | 95 17.6% |
| SDC spends its money wisely | 19 3.9% | 174 35.8% | 170 35.0% | 123 25.3% |
| SDC involves residents when making decisions | 21 3.8% | 200 35.9% | 225 40.4% | 111 19.9% |
| SDC acts on the concerns of local residents | 15 2.9% | 186 35.7% | 208 39.9% | 112 21.5% |

- ◆ **SDC is making the local area a better place to live** – Arden residents feel the most by areas that SDC does it a great deal or to some extent (74%). Avon at 55% think it the least.
- ◆ **SDC is efficient and well run** – 70% of Arden residents agreed to a great deal or some extent. In contrast, 50% of Stour and 51% of Avon felt the same way. Older people are more likely to agree with this statement.
- ◆ **SDC spends its money wisely** – 33% of Stour and 28% of Avon residents answered “not at all”. Older people are more likely to agree with this statement.
- ◆ **SDC is trustworthy** - 19% of Stour and Avon residents answered “not at all”. In contrast, 6% of Dasset answered this way. Older people are more likely to agree with this statement.
- ◆ **SDC involves residents when making decisions** - 31% of Avon residents agreed to a great deal or some extent. In contrast, for the three other areas the figure was around 48%.
- ◆ **SDC promotes the interests of local groups** - 31% of Avon residents agreed to a great deal or some extent (the lowest by far of the four).
- ◆ **SDC listens to the concerns of local residents** – results range from 60% for Arden to 36% for Avon.
- ◆ **SDC keeps its promises** – Older residents are more likely to believe this.
- ◆ **SDC does enough for me** – Just under six out of ten residents aged 40 to 59 answered “not at all or not very much”

Whether the respondent thinks Stratford-on-Avon District Council is doing a better or worse job than one year ago:

| | 2005 |
|-----------------|-------|
| | % |
| Better | 7.7 |
| Stayed the same | 62.6 |
| Worse | 11.0 |
| Don't know | 18.7 |
| BASE: | (684) |

- ◆ A high proportion of female respondents answered “don’t know” to the question.
- ◆ By age, those who answered better ranged from 10% of those 50 to 69 or 80 and over to 3% for those 40 to 49 years old.

COMMUNITY SAFETY AND COMMUNITY COHESION

How safe or unsafe residents feel when outside in Stratford district after dark.

| | 2003 | 2005 |
|------------------------|--------|-------|
| | % | % |
| Very safe | 6.3 | 6.1 |
| Fairly safe | 43.2 | 41.3 |
| Neither safe or unsafe | 27.2 | 23.4 |
| Fairly unsafe | 16.4 | 21.4 |
| Very unsafe | 6.9 | 7.8 |
| BASE: | (1949) | (688) |

- ◆ Feeling safe **down 2.1%** - 2005 against 2003.
- ◆ By age, results range for feeling safe from 37% for those 80 & over and 41% for those 29 and below, to 57% of people aged 40 to 49.

How safe or unsafe residents feel when outside in Stratford district during the day?

| | 2003 | 2005 |
|--|------|------|
|--|------|------|

| | | |
|------------------------|--------|-------|
| | % | % |
| Very safe | 32.9 | 32.2 |
| Fairly safe | 51.3 | 54.0 |
| Neither safe or unsafe | 10.4 | 10.2 |
| Fairly unsafe | 1.8 | 3.0 |
| Very unsafe | 0.7 | 0.6 |
| BASE: | (2126) | (693) |

- ◆ Feeling safe **up 2.0%** - 2005 against 2003.

Extent to which residents agree or disagree that the local area is a place where people from different backgrounds get on well together.

| | 2003 | 2005 |
|----------------------------------|-------------|-------------|
| | % | % |
| Definitely agree | 11.8 | 8.3 |
| Tend to agree | 60.7 | 58.6 |
| Tend to disagree | 7.4 | 12.0 |
| Definitely disagree | 2.4 | 4.1 |
| Too few people in the local area | 10.2 | 8.5 |
| All same backgrounds | 7.5 | 8.5 |
| BASE: | (1403) | (532) |

- ◆ Agreement **down 5.6%** - 2005 against 2003.
- ◆ Male residents were more likely to agree that the local area is a place where people from different backgrounds get on well together.

Strength of belonging to the following areas.

The respondent's neighbourhood

| | 2003 | 2005 |
|---------------------|-------------|-------------|
| | % | % |
| Very strongly | 30.6 | 31.6 |
| Fairly strongly | 47.2 | 47.1 |
| Not very strongly | 17.2 | 17.3 |
| Not at all strongly | 5.1 | 4.1 |
| BASE: | (2057) | (665) |

- ◆ Agreement **up 0.9%** - 2005 against 2003.
- ◆ There was a strong feeling of belonging to their neighbourhood amongst residents who were 70 and over.

The respondent's village or town

| | 2003 | 2005 |
|---------------------|-------------|-------------|
| | % | % |
| Very strongly | 30.5 | 29.0 |
| Fairly strongly | 46.6 | 48.0 |
| Not very strongly | 17.1 | 17.8 |
| Not at all strongly | 5.8 | 5.3 |
| BASE: | (2031) | (659) |

- ◆ Agreement **down 0.1%** - 2005 against 2003.
- ◆ There was a strong feeling of belonging to their village or town amongst residents who were 70 and over.

Stratford District Council area

| | 2003 | 2005 |
|---------------------|-------------|-------------|
| | % | % |
| Very strongly | 9.7 | 7.7 |
| Fairly strongly | 32.6 | 32.1 |
| Not very strongly | 39.1 | 40.8 |
| Not at all strongly | 18.6 | 19.4 |
| BASE: | (1947) | (635) |

- ◆ Agreement **down 2.5%** - 2005 against 2003.
- ◆ Those in age group 30-59 did not feel as strongly in their sense of belonging to the District Council area.

South Warwickshire

| | 2003 | 2005 |
|---------------------|-------------|-------------|
| | % | % |
| Very strongly | 12.9 | 8.5 |
| Fairly strongly | 34.9 | 34.7 |
| Not very strongly | 32.9 | 32.3 |
| Not at all strongly | 19.4 | 21.5 |
| BASE: | (1896) | (648) |

- ◆ Agreement **down 4.6%** - 2005 against 2003.
- ◆ Sense of belonging to South Warwickshire is greatest amongst the 70 to 79 age group (55% very or fairly strongly).

Warwickshire

| | 2003 | 2005 |
|---------------------|-------------|-------------|
| | % | % |
| Very strongly | 17.4 | 13.3 |
| Fairly strongly | 37.3 | 39.2 |
| Not very strongly | 28.0 | 28.0 |
| Not at all strongly | 17.3 | 19.5 |
| BASE: | (1931) | (625) |

- ◆ Agreement **down 2.2%** - 2005 against 2003.
- ◆ Sense of belonging to Warwickshire is greatest amongst the 70 to 79 age group (63% very or fairly strongly).

PROFILE INFORMATION

Gender

| | 2000 | 2003 | 2005 |
|--------|-------------|-------------|-------------|
| | % | % | % |
| Male | 43.3 | 43.7 | 41.9 |
| Female | 56.7 | 56.3 | 58.1 |
| BASE: | (1069) | (2128) | (699) |

Age

| | 2000 | 2003 | 2005 |
|-----------|-------------|-------------|-------------|
| | % | % | % |
| Up to 29 | 7.3 | 4.5 | 3.9 |
| 30-39 | 14.0 | 13.9 | 13.1 |
| 40-49 | 19.1 | 17.6 | 17.2 |
| 50-59 | 22.4 | 19.8 | 21.0 |
| 60-69 | 17.6 | 19.9 | 21.0 |
| 70-79 | 13.8 | 15.7 | 16.4 |
| 80 & over | 5.9 | 8.5 | 7.3 |
| BASE: | (1058) | (2116) | (685) |

Length of time living in this area

| | 2003 | 2005 |
|--------------|-------------|-------------|
| | % | % |
| Under 1 year | 3.6 | 6.2 |
| 1-2 years | 5.9 | 6.3 |
| 3-5 years | 9.9 | 11.6 |
| 6-10 years | 12.4 | 11.9 |
| 11-20 years | 19.1 | 19.1 |
| 21+ years | 49.0 | 44.9 |
| BASE: | (2131) | (697) |

Accommodation Type

| | 2003 | 2005 |
|---|-------------|-------------|
| | % | % |
| Owned outright | 44.6 | 48.3 |
| Owned with a mortgage | 37.2 | 37.3 |
| Rent from the Council | 1.3 | 1.0 |
| Rent from a Housing Association / Trust | 11.0 | 8.0 |
| Rent from a private landlord | 5.0 | 4.2 |
| Tied to a job | - | 0.4 |
| Other | 0.9 | 0.7 |
| BASE: | (2129) | (691) |

Number of adults aged 18 or over in household

| | 2003 | 2005 |
|--|-------------|-------------|
|--|-------------|-------------|

| | | |
|----------------|---------------|--------------|
| | % | % |
| One | 28.7 | 28.9 |
| Two | 59.7 | 60.5 |
| Three | 8.6 | 7.8 |
| Four | 2.3 | 2.1 |
| Five | 0.5 | 0.5 |
| More than Five | 0.1 | 0.3 |
| BASE: | (2129) | (672) |

Whether any children or young people live in the household

| 2005 | |
|---------------------------------|--------------|
| | % |
| Any children aged 0-4 years | 10.6 |
| Any children aged 5-10 years | 9.8 |
| Any children aged 11-15 years | 10.3 |
| Any children aged 16-17 years | 4.7 |
| No children aged under 18 years | 73.1 |
| BASE: | (620) |

Activity which best describes what respondent is doing at present

| | 2000 | 2003 | 2005 |
|--|---------------|---------------|--------------|
| | % | % | % |
| Employee in full-time job | 34.9 | 30.0 | 29.8 |
| Employee in part-time job | 13.1 | 11.5 | 12.1 |
| Self employed, full or part-time | 9.2 | 10.8 | 8.5 |
| On a government supported training programme | 0.1 | 0.1 | 0.0 |
| Full-time education at school, college or university | 1.6 | 0.2 | 0.6 |
| Unemployed and available for work | 0.3 | 1.1 | 1.0 |
| Permanently sick or disabled | 2.1 | 3.3 | 2.9 |
| Wholly retired from work | 25.8 | 33.9 | 38.2 |
| Looking after the home | 11.5 | 7.6 | 5.5 |
| Doing something else | 1.4 | 1.5 | 1.4 |
| BASE: | (1045) | (2136) | (694) |

Whether respondents have any long-standing illness, disability, or infirmity

| | 2000 | 2003 | 2005 |
|--------------|---------------|---------------|--------------|
| | % | % | % |
| Yes | 21.0 | 26.8 | 25.0 |
| No | 79.0 | 73.2 | 75.0 |
| BASE: | (1047) | (2111) | (677) |

Whether this illness or disability limits respondents' activities in any way.

| | 2000 | 2003 | 2005 |
|--------------|--------------|--------------|--------------|
| | % | % | % |
| Yes | 71.3 | 72.8 | 44.2 |
| No | 28.7 | 27.2 | 55.8 |
| BASE: | (223) | (558) | (269) |

Origin

| | 2000 | 2003 | 2005 |
|--|-------------|-------------|-------------|
| | % | % | % |
| | | | |

| | | | |
|------------------------|--------|--------|-------|
| White | 99.2 | 99.4 | 98.0 |
| Irish | - | - | 0.7 |
| Other White Background | - | - | 1.2 |
| Mixed | 0.0 | 0.1 | 0.0 |
| Asian or Asian British | 0.4 | 0.2 | 0.0 |
| Black or Black British | 0.0 | 0.2 | 0.0 |
| Chinese | 0.1 | 0.0 | 0.1 |
| Other | 0.3 | 0.1 | 0.0 |
| BASE: | (1039) | (2135) | (688) |