

South Gloucestershire



Research Report

Community Safety, Resilience and Cohesion,
Waste Recycling services, Electric vehicles and
Climate Change.

February - March 2018 Survey

South Gloucestershire Council

Report produced by:

Corporate Research & Consultation Team

Department for Environment and Community Services

1	Key Findings	4
2	Introduction	6
	2.1 Background	6
	2.2 Methodology	6
	2.3 Sample and Response	6
	2.4 Reporting	7
3	Community Safety	8
	3.1 Contact between residents	8
	3.2 Feeling safe in the local area	10
	3.3 Anti-social behavior in the local area	11
	3.4 Police and other public services	13
4	Community resilience	14
	4.1 Community participation	14
	4.2 Where I live	15
	4.3 Employment, training and skills	16
	4.4 Health and wellbeing	17
	4.5 Any other comments	18
5	Waste Recycling Services	21
6	Electric Vehicles	23
7	Climate Change	27
8	Appendix	29

Table of Figures

- Figure 1: Map of priority neighbourhoods
- Figure 2: Contact between residents
- Figure 3: Respect between residents
- Figure 4: Respect between residents by priority neighbourhood vs rest of district
- Figure 5: Feeling safe outside in South Gloucestershire
- Figure 6: Feeling safe after dark by priority neighbourhoods vs. the rest of the district
- Figure 7: Anti-social behaviour in the local area
- Figure 8: Groups hanging around the streets by priority neighbourhoods vs. the rest of the district
- Figure 9: Vandalism, graffiti etc. or vehicles by priority neighbourhoods vs. the rest of the district
- Figure 10: Police and other public services
- Figure 11: Community participation
- Figure 12: Where I live
- Figure 13: I am proud of where I live
- Figure 14: Employment, training and skills
- Figure 15: Employment, training and skills by disability
- Figure 16: Health and wellbeing
- Figure 17: I feel optimistic about by future by disability
- Figure 18: Any other comments
- Figure 19: Discrimination
- Figure 20: Recycling frequency
- Figure 21: Impact of change
- Figure 22: Comments about how the council could help people recycle more
- Figure 23: Access to a car
- Figure 24: Access to a car by priority neighbourhood vs rest of district
- Figure 25: Purchasing an electric vehicle
- Figure 26: Reasons for not purchasing an electric vehicle
- Figure 27: Reasons for not purchasing an electric vehicle by gender
- Figure 28: Other reasons
- Figure 29: Electric charging points for new homes
- Figure 30: 2+ lanes as incentive
- Figure 31: Council's action for climate change
- Figure 32: Importance of council's work on climate change
- Figure 33: Importance of council's work on climate change by gender
- Figure 34: Climate change concern

1. Key Findings

In this survey participants were asked questions on 5 main categories: Community Safety, Community Resilience, Waste Recycling Services, Electric Vehicles and Climate Change. Key findings for each of these areas are detailed below:

Community Safety

Questions in this section aimed to gather resident's views and feelings about community interaction, safety and anti-social behaviour.

- ✓ The majority of respondents agreed that their local area is a place **where people from different backgrounds get on well together** (57% tend to agree & 8% strongly agree).
- ✓ People not treating each other with **respect and consideration** was mostly considered to be a fairly small problem (56%) or not a problem at all (29%).
- ✓ 69% of participants answered that they feel **safe outside in South Gloucestershire after dark** (58% fairly safe and 11% very safe) and 90% of those asked feel **safe outside in South Gloucestershire during the day**.
- ✓ When asked about **anti - social behaviour** in the local area the majority of responses stated that these issues are considered to be fairly small or not a problem at all.
- ✓ 37% of survey participants tended to agree that **police and other local public services are successfully dealing with anti-social behaviour and crime** in their local area. 6% strongly agreed with this statement.
- ✗ The largest problem raised was **rubbish and litter** lying around with 12% referring to this as a large problem and 26% as a fairly large problem.

Community Resilience

In this section participants were asked about matters concerning the local area in which they live, community participation, employment, training and skills and health and wellbeing.

- ✓ When asked about **participation in the local community** the highest level of agreement was around feeling part of the community (49% agreed) and knowing where to get help from within the community (45% agreed).
- ✗ Nearly half of all those asked about community participation stated that they do not regularly volunteer within the community (48%).
- ✓ When asked for their opinion on **the local area in which they lived** participants generally responded positively with the majority of people agreeing with nearly all statements. The statements with the highest level of agreement were 'I have a safe and secure place to live' and 'I can get around my community' for which both received an agreement level of 87%.
- ✗ The statement with the lowest level of agreement was 'I feel optimistic about my community and it's future' for which 17% disagreed and 41% agreed.

- ✓ 65% of respondents agreed that they enjoy learning and new experiences. This was the statement that received the highest level agreement around the topic of **employment, training and skills**.
- ✓ In the section concerning survey participant's **health and wellbeing** the statements with the highest level of agreement were 'I am able to make the decisions I need to' (93% agreed) and 'I know what I want for myself and my family' (92% agreed).

Waste Recycling Services

Participants were asked questions regarding their recycling habits and their opinions on the changes to the recycling service offered in South Gloucestershire.

- ✓ 84% of all participants put their recycling out weekly.
- ✓ Just under a quarter of participants (24%) felt that being able to recycle more frequently has reduced the amount of waste in their black bin by 'A lot'.
- ✗ However around a third (34%) of people considered that the amount of waste in their black bin had not reduced.

Electric Vehicles

These questions aimed to gather an understanding of participant's opinions around electric vehicles.

- ✓ 91% of survey participants have access to a car.
- ✓ The majority of respondents agreed that new homes should come with an electric charging point as standard (33% strongly agree and 33% somewhat agree)
- ✗ When asked how likely it would be that they would purchase an electric vehicle as their next car the response which was selected the most was 'Very Unlikely' (42%).
- ✗ Just over a third of respondents replied that they were not sure that electric vehicles would go the distance they required before it needed recharging. This was the main point selected for reasons that would make people unsure about purchasing an electric vehicle.
- ✗ 55% of survey participants stated they would be just as likely to buy an electric vehicle if they could use the 2+ lanes.

Climate Change

In this section participants were asked for their opinions on climate change and South Gloucestershire Council's work on climate change.

- ✓ Survey participants were asked if they thought that the council was taking sufficient action to mitigate climate change. The largest proportion of respondents neither agreed nor disagreed with this statement (36%), followed by 29% who did not know.
- ✓ Respondents were also asked how important they felt the council's work on adapting to climate change is. Nearly three quarters of respondents stated this is important with 36% selecting 'Very important' and 37% 'Quite important'.

2. Introduction

2.1 Background

The following report provides a summary of findings from a survey by South Gloucestershire Council's Viewpoint citizens panel. The survey was conducted between February and March 2018. Members of South Gloucestershire Council's Viewpoint citizens panel were asked for their feedback on community safety, community resilience, waste recycling services, electric vehicles and climate change. The results will inform the relevant service areas and support their decision making processes. Some questions are also used to monitor council performance.

2.2 Methodology

The survey was sent to all 1116 members of South Gloucestershire Council's Viewpoint citizens panel either by post (43%) or by email (57%). The survey was open from 15th February 2018 until 18th March 2018.

2.3 Sample and Response

765 completed surveys were received giving a response rate of 69%.

The panel aims to be as representative of the population of South Gloucestershire as possible and any over- or under-representations with regards to certain demographics are balanced by weighting the data to match the proportions present in the population. Quantitative data has been weighted by priority neighbourhood and the rest of the district, ward, gender and ethnicity according to population information taken from the 2011 census (Office for National Statistics).

Data has not been weighted by age due to large discrepancies between the distribution of age groups within the sample and the South Gloucestershire population. This is to avoid any distortion of results. When reviewing the results it should be considered that the over 45 age group is significantly over-represented and the under 25 age group is significantly under-represented. A full breakdown of the sample profile is available at the end of this report in the appendix.

Qualitative data (comments questions) has not been weighted.

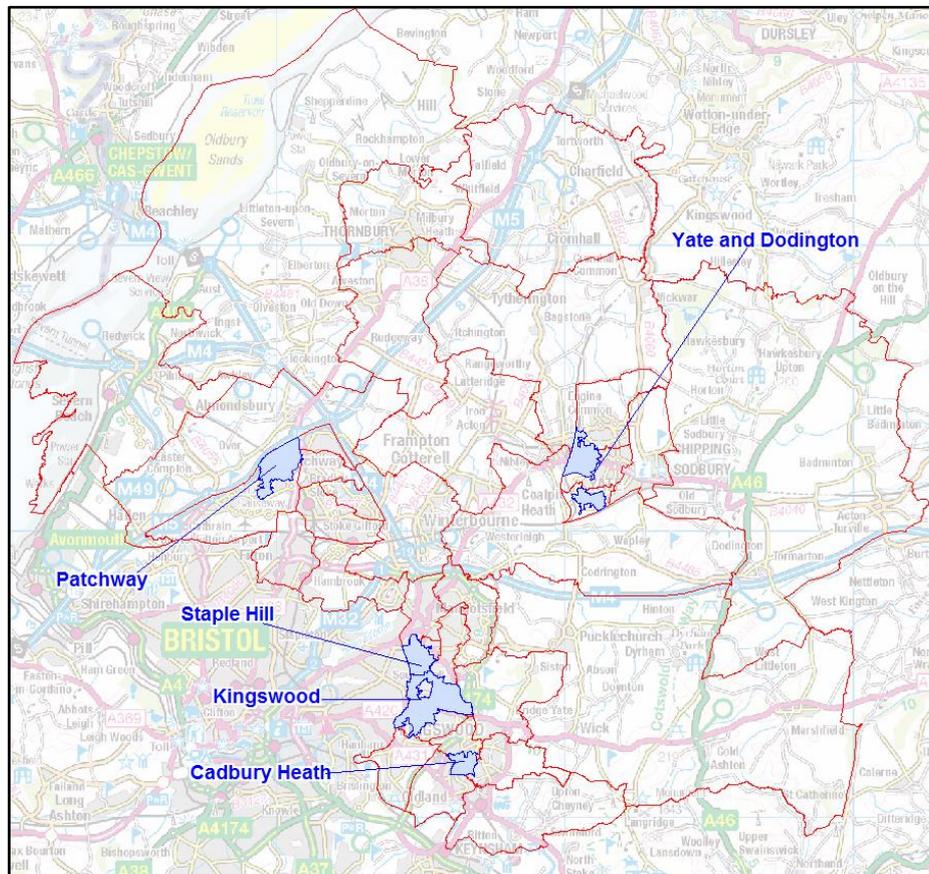
There are five priority neighbourhoods in South Gloucestershire:

- Cadbury Heath
- Kingswood
- Patchway
- Staple Hill
- Yate & Dodington

These areas were defined using the English Indices of Deprivation as areas where higher number of people do not achieve their full potential, have poorer health outcomes, are

employed in less well paid jobs or are unemployed and have higher levels of crime. For further information please visit <http://www.southglos.gov.uk/community-and-living/stronger-communities/priority-neighbourhoods/>

Figure 1: Map of priority neighbourhoods



© Copyright South Gloucestershire Council 2018. All rights reserved.
© Crown Copyright and database rights 2014 Ordnance Survey 100023410. All rights reserved.
Contains National Statistics data © Crown Copyright and database right 2018.

2.4 Reporting

This report presents survey findings by subject area and follows the format of the questionnaire included in the appendix of this report.

A summary of each question is provided and some of the key significant findings for gender, working age (16-64 years) in comparison to non-working age (65+), and priority neighbourhoods in comparison to the rest of the district, are included in this report.

Sums of percentages reported in this document may deviate from the actual total due to rounding. Greater deviations from 100% occur where respondents were able to choose multiple options and percentages are based on the number of respondents.

For each survey question, the difference in views of different sample groups have been tested for significance at a 95% confidence level. The sample groups are: non-working and working age, gender and priority neighbourhoods vs rest of district. These differences are discussed throughout the report.

A full list of all comments made is available on request; there were 711 individual comments made so it has not been possible to include the full text of all comments within the main body of this report.

The following sections detail the results that the survey produced. This has been split into 5 key areas: community safety, community resilience, recycling services, electric vehicles and climate change.

3. Community Safety

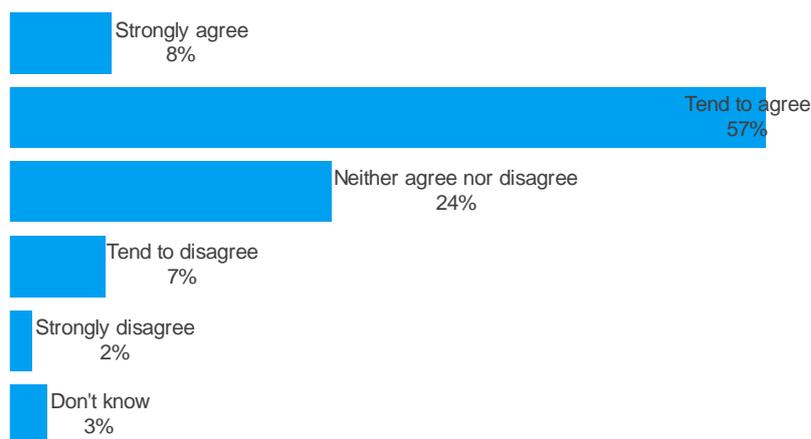
This section of the survey included questions which explored integration, safety and anti-social behaviour within the local community.

3.1 Contact between residents

Respondents were asked if they thought that people from different backgrounds got on well together in their local area. Over half of respondents tended to agree (57%), followed by almost one quarter who neither agreed nor disagreed (24%). The remainder either strongly agreed (8%), tended to disagree (7%), didn't know (3%) or strongly disagreed (2%).

Figure 2: Contact between residents

To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



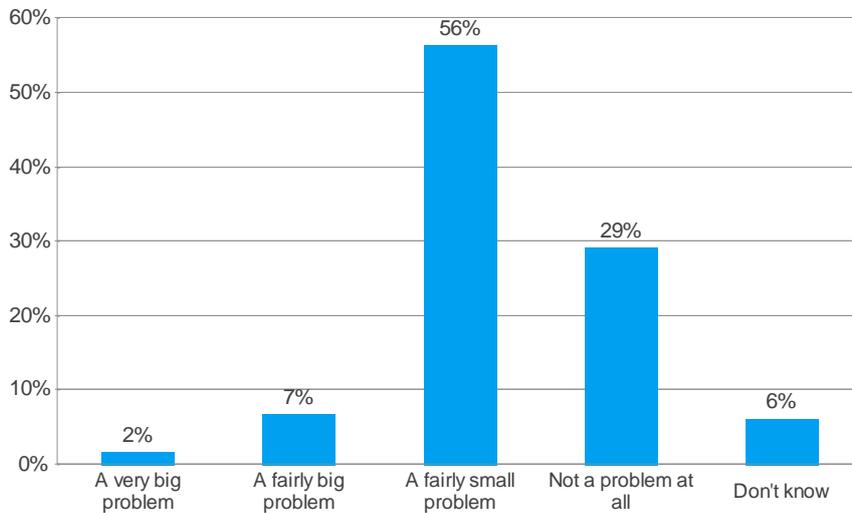
Base: All respondents (n=762)

There was not a significant difference between the views of respondents from priority neighbourhoods and the rest of the district, gender or working age and non – working age.

Another survey question asked how much of a problem there is with people not treating each other with respect and consideration in their local area. The majority of respondents felt this is a fairly small problem (56%) and just under one third stated this is not a problem at all (29%). Just 2% reported that this is a very big problem. The remainder either felt that this was a fairly big problem (7%) or didn't know (6%).

Figure 3: Respect between residents

In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?

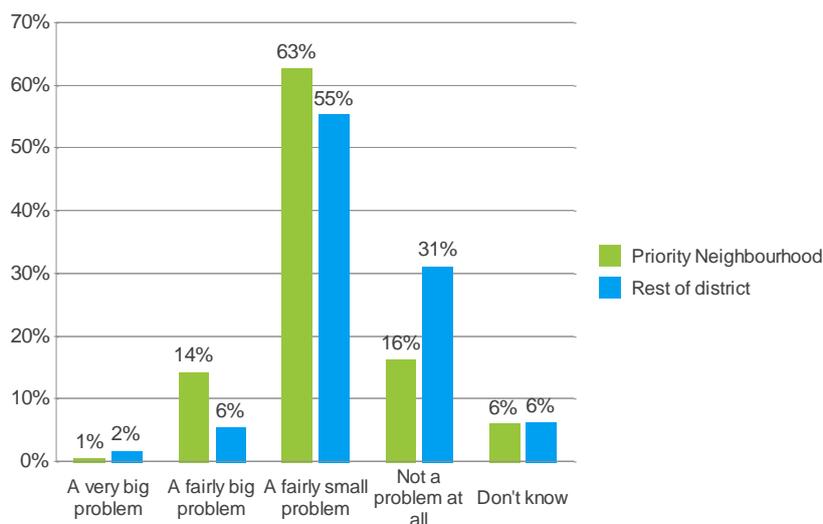


Base: All respondents (n=762)

When compared to respondents from the rest of the district, respondents from **priority neighbourhoods** were significantly more likely to feel there was a fairly big problem with people not treating each other with respect and consideration (14% compared to 6%), whereas respondents from the rest of the district were significantly more likely to feel there was not a problem at all (31% compared to 16%). The chart below illustrates the differences between priority neighbourhoods and the rest of South Gloucestershire.

Figure 4: Respect between residents by priority neighbourhood vs. rest of district

In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



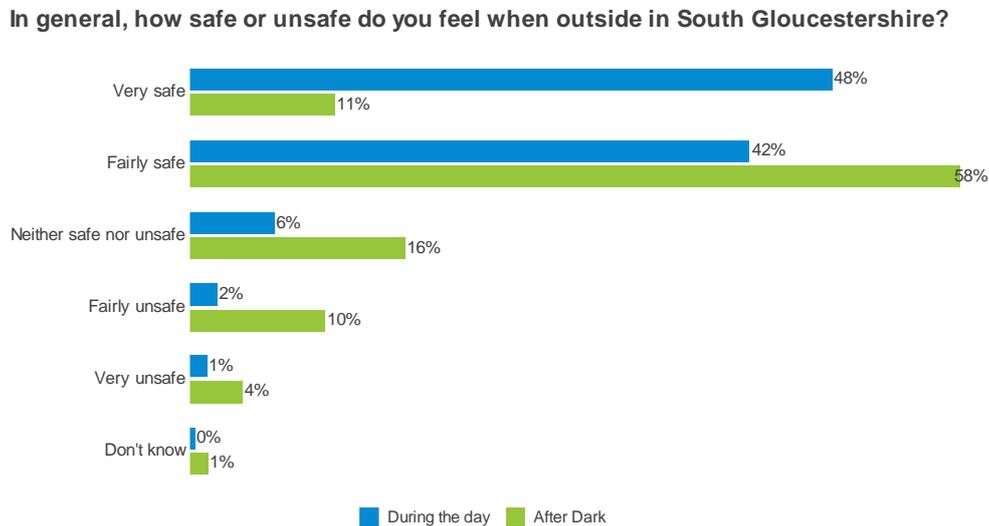
Base: Priority Neighbourhood (n= 118), Rest of district (n=644)

71% of all **working age** respondents stated that they saw this as a problem, compared with 59% of non-working age participants. Respondents of non-working age were significantly more likely to feel this was not a problem at all (35% compared to 22%).

3.2 Feeling safe in the local area

Survey participants were asked how safe they felt outside in South Gloucestershire during the night and day. During the day most respondents felt safe with almost half confirming that they felt very safe (48%) and two fifths selecting fairly safe (42%). When asked if they felt safe after dark, only 11% felt very safe but over half still felt fairly safe (58%).

Figure 5: Feeling safe outside in South Gloucestershire



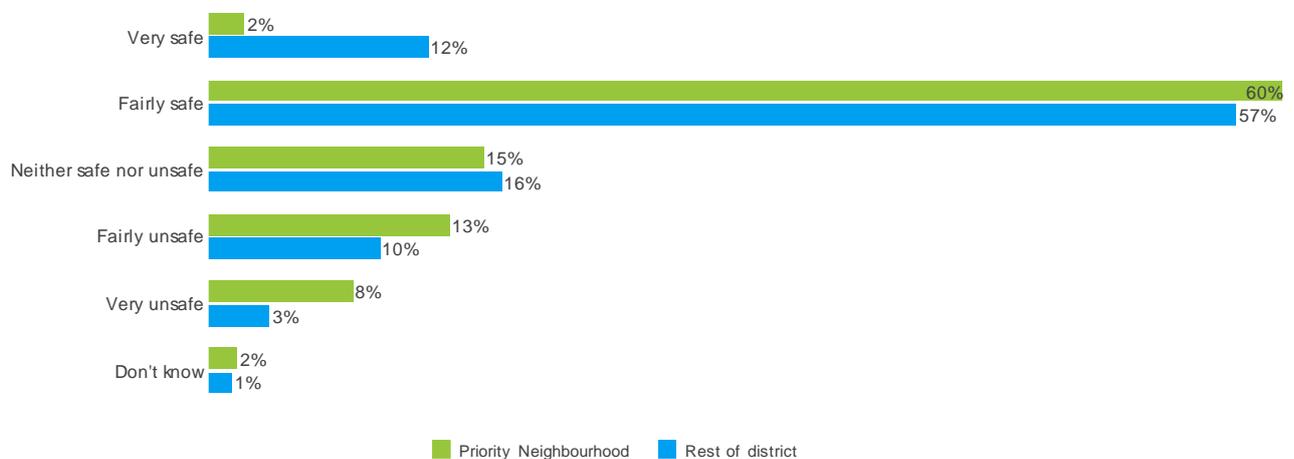
Base: All respondents (n=763)

After dark

When asked how safe they feel outside after dark, respondents from **priority neighbourhoods** were significantly less likely to feel very safe (12% compared with 2%) and were significantly more likely to respond that they felt very unsafe. The chart below illustrates the difference of views of those from priority neighbourhood areas and the rest of the district.

Figure 6: Feeling safe after dark by priority neighbourhoods vs. the rest of the district

In general, how safe or unsafe do you feel when outside in South Gloucestershire after dark?



Base: Priority Neighbourhood (n= 119), Rest of district (n=644)

Women were less likely to state that they felt very safe outside after dark (8% compared to 14% of men) and three times as likely to respond that they felt very unsafe outside after dark (6% compared to 2%).

During the day

When asked how safe they feel when outside during the day, there was not a significant difference between the views of genders.

Respondents from **priority neighbourhoods** were significantly more likely to feel fairly safe (53% compared to 40%), whereas respondents from the rest of the district were significantly more likely to feel very safe (50% compared to 34%).

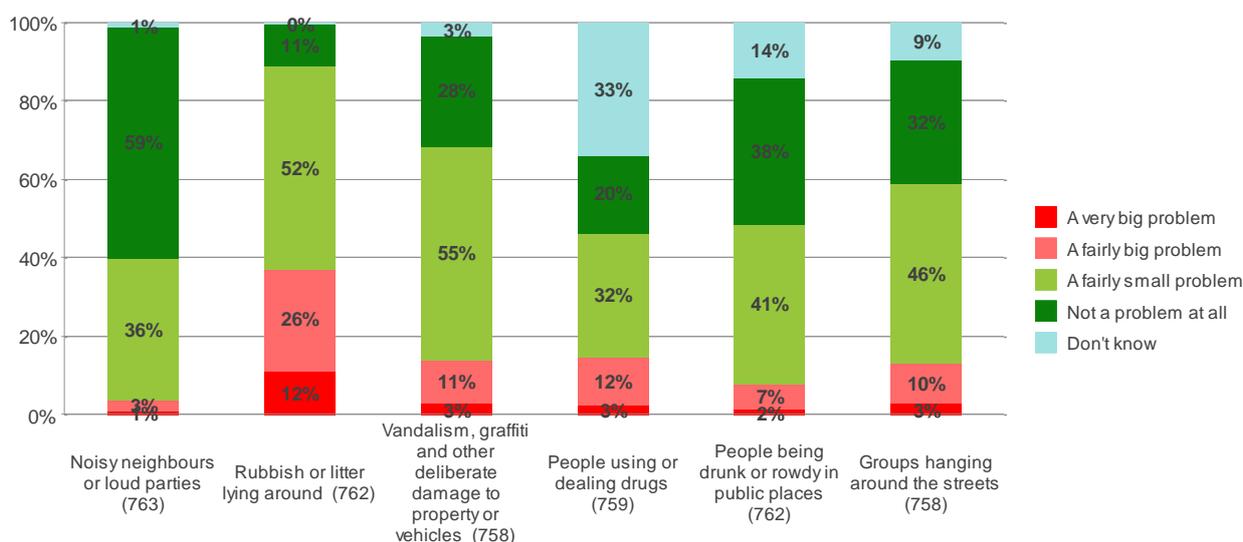
Whilst the majority of **working age** respondents replied that they felt either safe or fairly safe (90%), they were more likely than non-working age respondents to state that they felt fairly unsafe (3% compared to 1%).

3.3 Anti-social behaviour

Participants were asked for their opinion on a range of anti-social behaviours in their local area. Each of these problems had a majority of people stating that they were not a problem at all or a fairly small problem. Rubbish or litter lying around was viewed as the largest problem with 12% seeing this as a very big problem and 26% seeing it as a fairly big problem. Over half of the respondents (59%) agreed that noisy neighbours or loud parties is not a problem at all.

Figure 7: Anti-social behaviour in the local area

Thinking of your local area, how much of a problem do you think each of the following are?

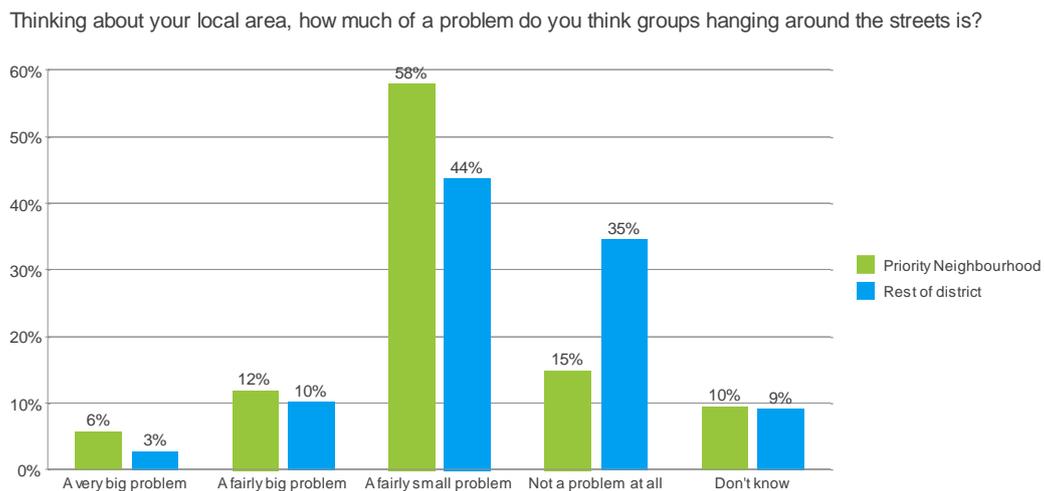


Base: See chart labels

There was a noticeable difference between the responses of those from **priority neighbourhoods** and the rest of the district when looking at anti-social behaviour. Respondents from the rest of the district were significantly more likely to feel each of the issues were not a problem in their local area. The behaviour with the greatest difference

was groups hanging around the street, for which 35% of those from the rest of the district viewed to be not a problem at all compared to 15% from priority neighbourhoods (see figure 8). For each of these issues the percentage of responses for a very big or fairly big problem were higher from those living in a priority neighbourhood. For vandalism and graffiti etc. residents of priority neighbourhoods were significantly more likely to respond that this was a fairly big problem (20% compared to 10%) (See figure 9).

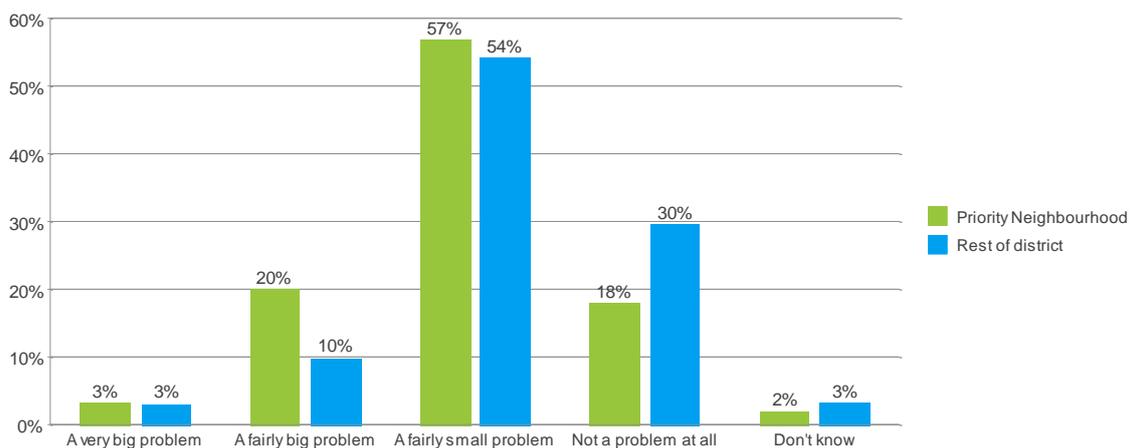
Figure 8: Groups hanging around the streets by priority neighbourhoods vs. the rest of the district



Base: Priority Neighbourhood (n= 119), Rest of district (n=644)

Figure 9: Vandalism, graffiti and other deliberate damage to property or vehicles by priority neighbourhoods vs. the rest of the district

Thinking about your local area, how much of a problem do you think vandalism, graffiti and other deliberate damage to property or vehicles is?



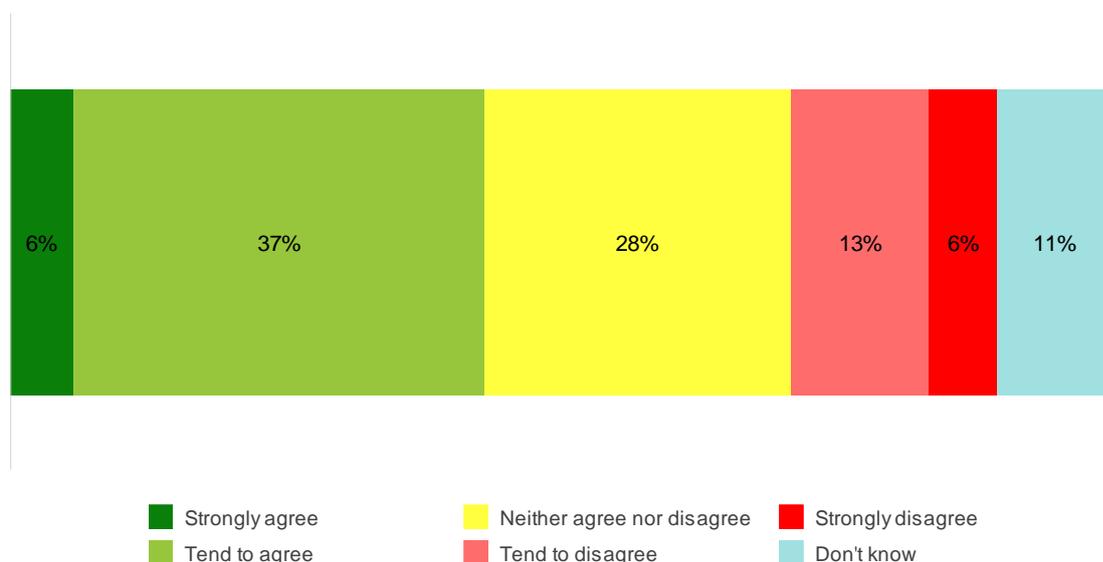
Base: Priority Neighbourhood (n= 119), Rest of district (n=644)

3.4 Police and other public services

Respondents were also asked whether they felt the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area. The results showed that 43% agreed with this statement and just 19% disagreed.

Figure 10: Police and other public services base: All respondents (n=761)

The police and other local public services are successfully dealing with antisocial behaviour and crime issues in your area. How much do you agree or disagree with this statement?



Men were significantly more likely to disagree with this statement with 26% of them disagreeing compared with 12% of women. Comparatively 47% of women agreed compared with 39% of men. It should be noted though that more men did still agree with the statement than disagree overall.

Respondents of **working age** were significantly more likely to strongly disagree that the police and public services are successfully dealing with anti- social behaviour and crime than those of non-working age (9% compared to 4%), however overall those that disagreed were in a minority with most people of all ages agreeing or neither agreeing nor disagreeing.

4. Community Resilience

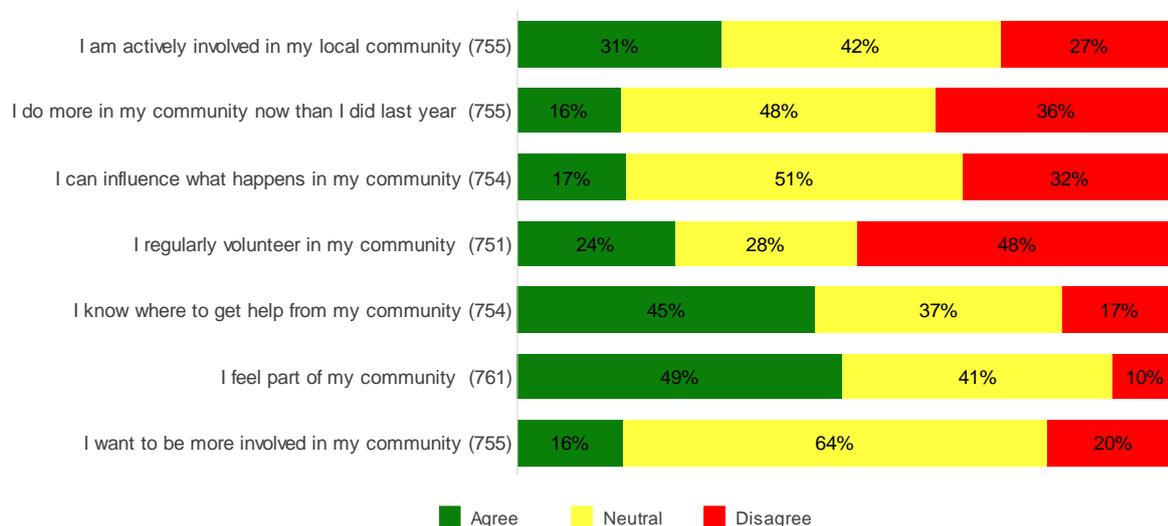
The second section of the survey asked participants for their opinions on life in the local area covering topics such as community participation, employment and health.

4.1 Community participation

Questions surrounding participation within the local community largely received a neutral response with 4 out of 7 statements having the largest proportion of respondents feeling neutral and 'I want to be more involved in my community' receiving the highest neutral response at 64%. When asked if they knew where to get help from the community or if they felt part of the community respondents were more likely to be positive with just under half of participants agreeing with each of these statements (45% and 49% respectively). 'I regularly volunteer in my community' received the highest level of disagreement at 48%.

Figure 11: Community participation

Do you agree or disagree with the following statements?



Base: See chart labels

There were no significant differences between the responses of those in priority neighbourhoods and the rest of the district and overall there were few differences raised between the responses of men and women and working age and non-working age participants. The exceptions to this are that **women** were more likely to disagree with the statement that they do more in the community now compared to last year (42% compared to 31% of men) and participants of a **working age** were significantly more likely to agree that they want to be more involved in the community (23% compared with 10%) despite levels of agreement for currently being actively involved in the community showing as almost equal between working age and non-working age (31% and 32% respectively).

4.2 Where I live

Generally each statement in this section received a high level of agreement, with the exception of feeling optimistic about my community and its future where 17% disagreed and 41% of respondents agreed, which is a considerably lower level of agreement than the other statements.

Figure 12: Where I live

Do you agree or disagree with the following statements?



Base: See chart labels

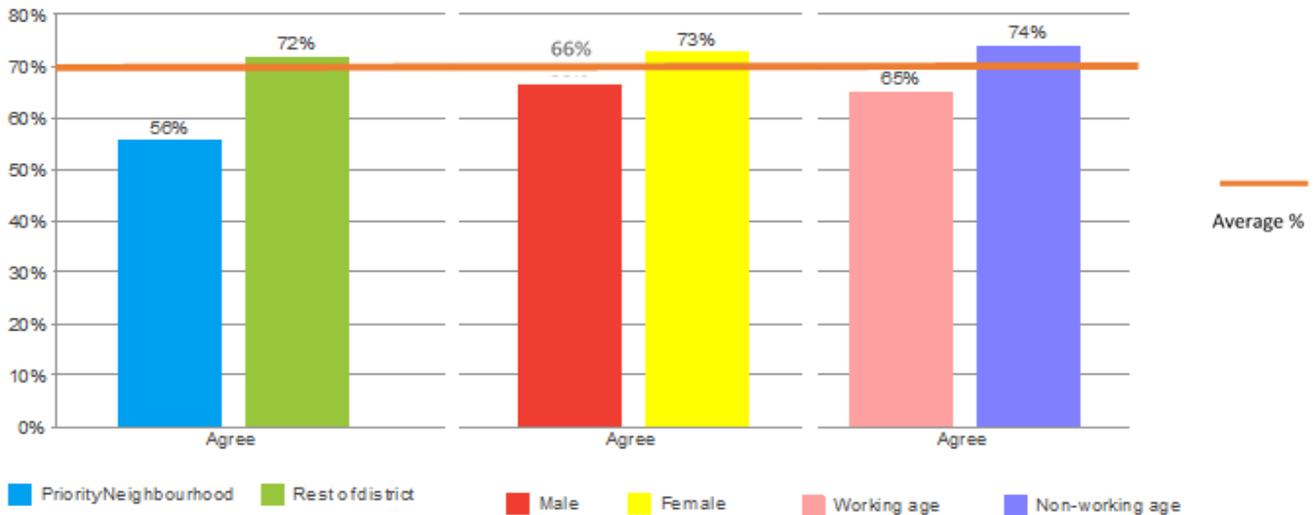
Respondents from **priority neighbourhoods** provided a lower level of agreement in nearly all categories when compared with the rest of the district. They were much less likely to feel proud (56% vs 72%) or feel happy with where they live (73% vs 85%). They were also significantly less likely to agree they feel safe where they live (73% vs 84%), safe in community (60% to 75%) or have a secure and safe place to live (81% vs 87%). However, they were still more likely to agree than disagree with all statements except feeling optimistic about the future of the community which had less agreement from all respondents overall. They were also slightly more positive than the rest of the district about getting around the community and wider area with 90% agreeing and 86% agreeing they can get where they need to go compared with 79% from rest of district.

The differences were less notable when comparing the responses from men and women. The main point to highlight is that **women** seemed to feel prouder of where they live (73% vs 65%) and happier with where they live too (86% vs 79%).

When comparing those of a **non-working age** against those of a working age, non-working age respondents tended to be more likely to agree in this section though differences were not significant in many cases. The greatest variances seen were that those of a non-working age tended to be prouder (74% vs 65%) and happier (88% vs 77%) with where they live. They also get on better with their neighbours (89% to 77%).

The graph below shows levels of agreement with the statement 'I am proud of where I live' by gender, working age vs non-working age and priority neighbourhoods vs the rest of the district.

Figure 13: I am proud of where I live

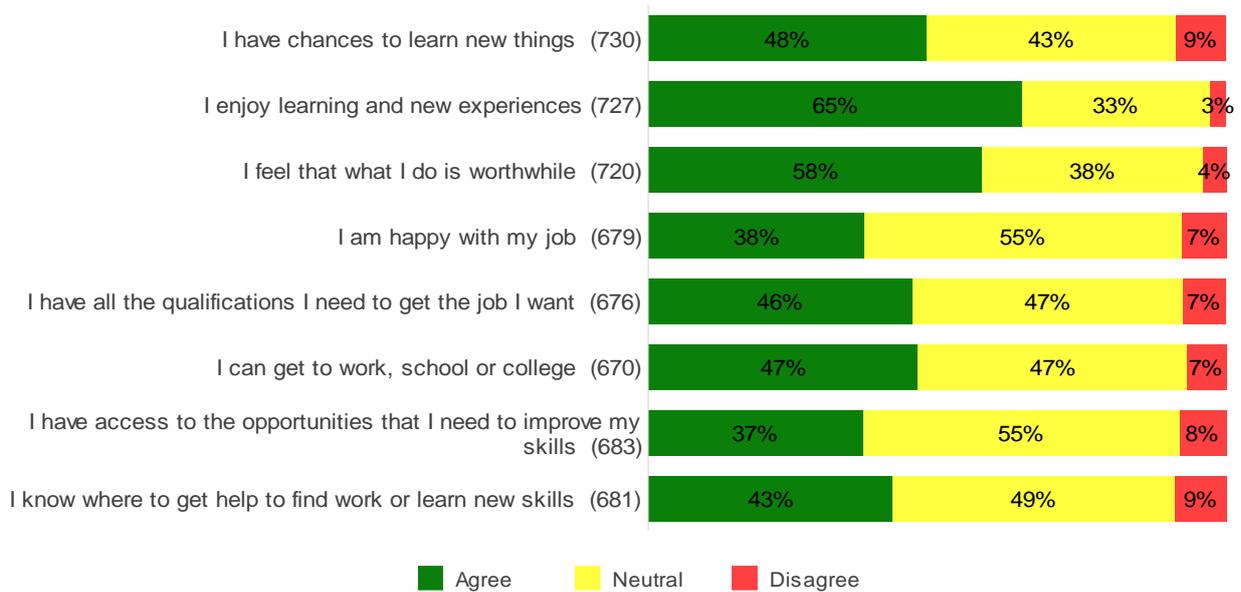


4.3 Employment, training and skills

When asked for feedback on employment, training and skills, there were very few negative responses with the majority in agreement or feeling neutral about all statements.

Figure 14: Employment, training and skills

Do you agree or disagree with the following statements?

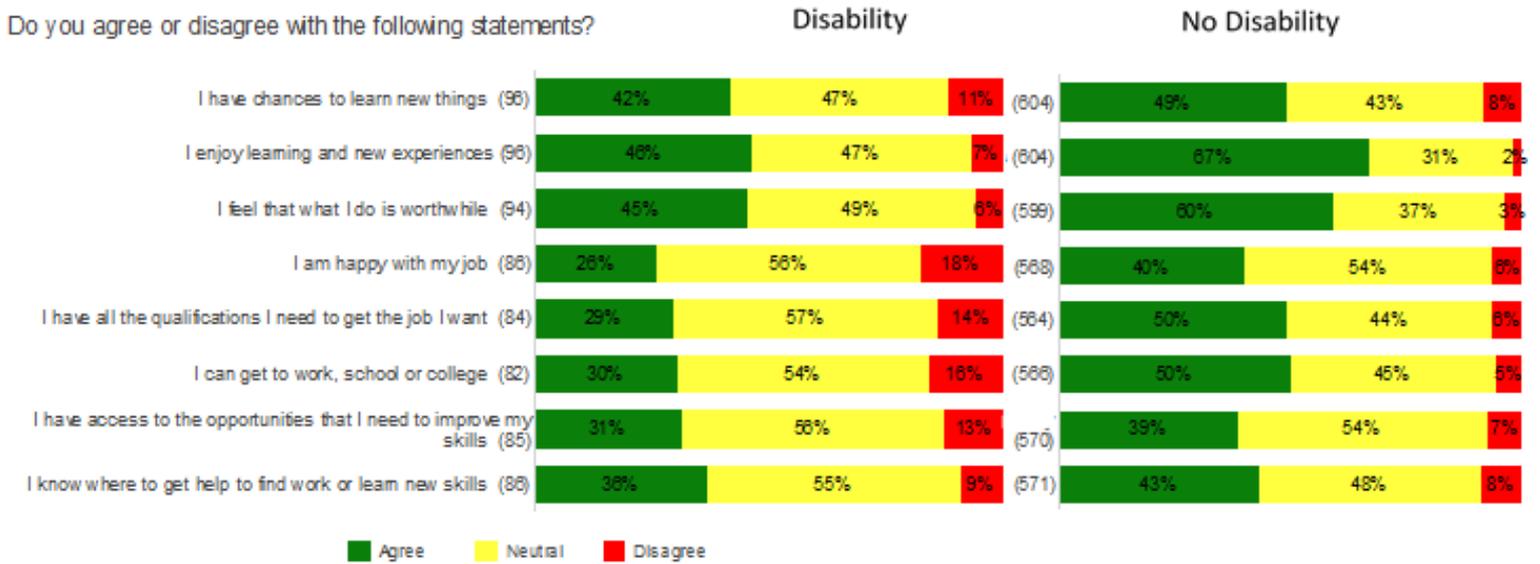


Base: See chart labels

Women were more likely to agree with all statements in this category. The greatest difference in the level of agreement between men and women was seen for 'I feel what I do is worthwhile', with 65% of women agreeing compared to 51% of men.

People with a disability were more likely to disagree with all of these statements concerning employment, training and skills. The greatest differences in agreement between those with a disability and those without can be seen when looking at the statements 'I they enjoy learning and new experiences' (67% to 46%) and 'I have all the qualifications I need to get the job I want' (50% to 29%).

Figure 15: Employment, training and skills by disability



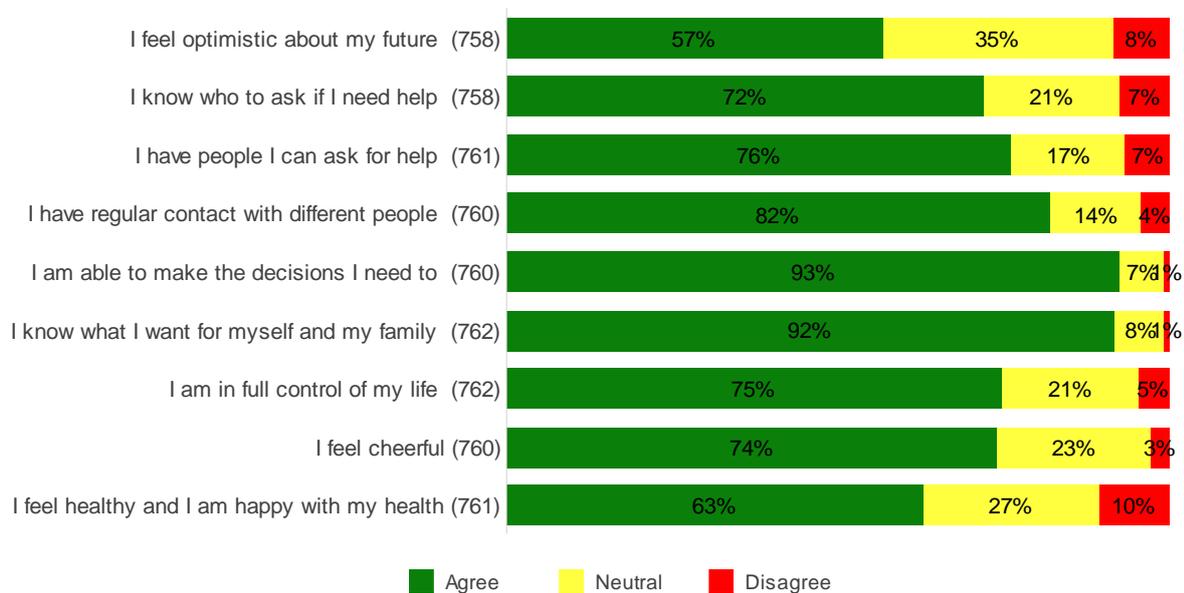
Base: See chart labels

4.4 Health and wellbeing

Overall respondents were very positive when providing their opinions on their health and wellbeing, with all statements in this section receiving a majority of responses in agreement. The highest level of disagreement was just 10% for ‘I feel healthy and am happy with my health’.

Figure 16: Health and wellbeing

Do you agree or disagree with the following statements?



Base: See chart labels

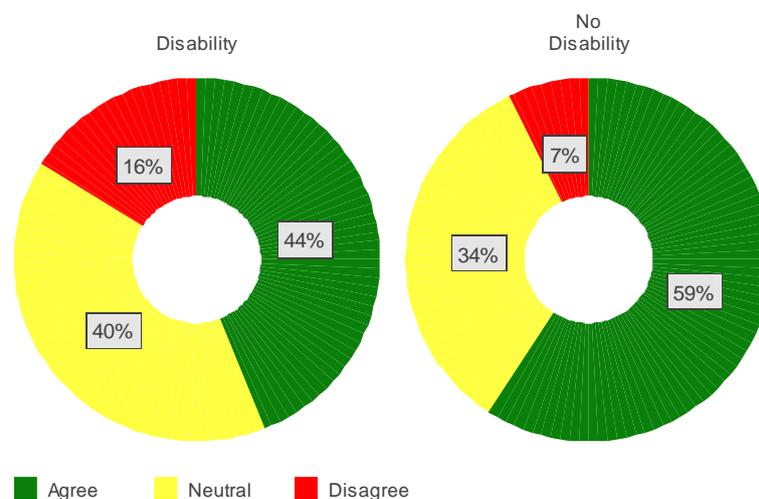
Women were significantly more likely to agree with all statements except ‘I know what I want for myself and my family’ and ‘I feel cheerful’. For these statements a greater percentage of women did still agree, however the difference was not statistically significant. The most significant difference in agreement was found when considering if they had people they could ask for help (83% of women compared with 69% of men).

When comparing the responses of **working age respondents against non-working age** respondents, the only statement where there was a significant difference was feeling in control of your life, where those of a non-working age were significantly more likely to agree (79% compared to 70%).

Respondents without a **disability** were significantly more likely to agree that they feel in control of their life (77% compared to 64%), while respondents with a disability were significantly more likely to disagree with this same statement (9% compared to 4%). When compared to respondents without a disability, those that did have a disability were significantly less likely to feel optimistic about the future (44% compared to 59%).

Figure 17: I feel optimistic about by future by disability

Do you agree or disagree with the following statement, 'I feel optimistic about my future'?



Base: Disability (n=101), no disability (n=625)

4.5 Any other comments

At the end of this section respondents were given the opportunity to provide open feedback on matters concerning community resilience. There were 210 comments provided covering all 4 of the topics listed in this section. 29 of these were to mention that some questions in the survey were not relevant to them / that they were retired and 16 referred to miscellaneous topics. The remainder have been detailed below by category (please note that some comments referred to more than one topic).

The most frequently mentioned theme was **positive comments about the area in which they live** (29 comments). These included confirmations that they were happy with where they lived and/or felt safe in their community and that they felt they had good neighbours. This was followed by 19 comments referring to the **good community spirit** within their local area.

The issues most people were likely to comment on was **litter** (18 comments) and **parking/traffic** (17 comments).

Figure 18: Any other comments

	Theme	No. of comments
Participation	Active community with good spirit	19
	No sense of community	12
	I am a volunteer	8
Where I live	Positive Comments	29
	Litter	18
	Parking / Traffic	17
	Issues with anti social behaviour	14
	Poor public transport services	12
	Negative impact of housing developments	11
	Lack of law enforcement	9
	Concern about impact of cuts	6
	Streetcare	5
	Poor Cycling Infrastructure	2
	Concerned about future	2
Employment, Training and Skills	Training expensive / not enough choice	6
	Positive feedback of availability / type of courses	5
	Lack of employment opportunities	3
	Unaware of training options	2
Health and well being	Difficult to get a doctors appointment / long waits	10
	Good local facilities for health and wellbeing	6
	Poor health in old age	7
	Difficult access to hospitals	4
	Health concerns around traffic pollution	4
	More local health and exercise services required	4

Positive comments

“I really love where I live, I mostly have great kind neighbours who all help and look out for each other in my road.”

“I have lived in my house for 52 years. I feel safe and happy here. I work as a volunteer for St. Peter's Hospice and love being in the wellbeing choir”

“There are good facilities to reach the doctors surgeries, plus large NHS facility in this area for X-rays and accidents, help and advice in a central position etc.”

Negative comments

“I really enjoy my community of Bradley Stoke but traffic and rubbish [are] a real problem.”

“Car parking on roads is increasingly a problem for other road users and pedestrians. There is often litter on the roads and in green spaces.”

“The threat of increasing development and lack of infrastructure means that life in this area will change considerably in the next few years - and not for the better”

In this section participants were also asked if they felt they had been discriminated against by the council in relation to equalities issues. 699 responses were provided to this question.

The large majority of participants who answered this question stated that they have never felt discriminated against (92%). This was followed by 19 people who felt that they had been discriminated against on the grounds of age.

All responses to this question are detailed in the table below.

Figure 19: Discrimination

Do you feel you have been discriminated against by the council on the grounds of any of the following equalities issues in the last year?											
Base	No, never	Age	Any other equalities issues	Disability	Religion or belief	Ethnicity	Gender	Pregnancy and maternity	Sexual orientation	Marriage or civil partnership status	Gender reassignment
699	640	19	13	10	7	3	3	2	1	1	0
100%	91.6%	2.7%	1.9%	1.4%	1.0%	0.4%	0.4%	0.3%	0.1%	0.1%	0.0%

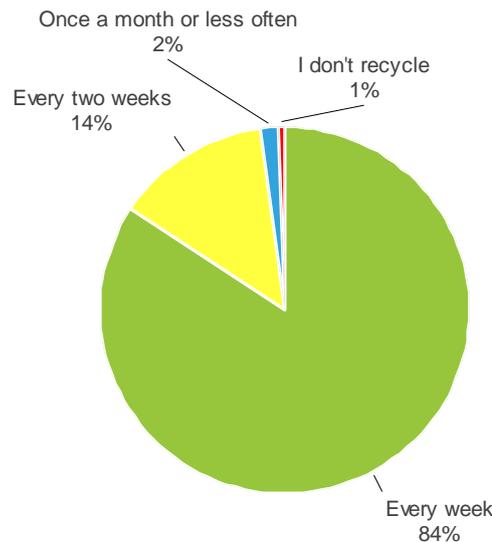
5. Waste Recycling Services

This section looked to gather information on respondents recycling habits and their feedback on the new kerbside recycling service which now allows residents to recycle weekly.

The majority of respondents advised that they put their recycling out weekly with only 1% stating that they do not recycle.

Figure 20: Recycling frequency

How often do you put your recycling out for collection?

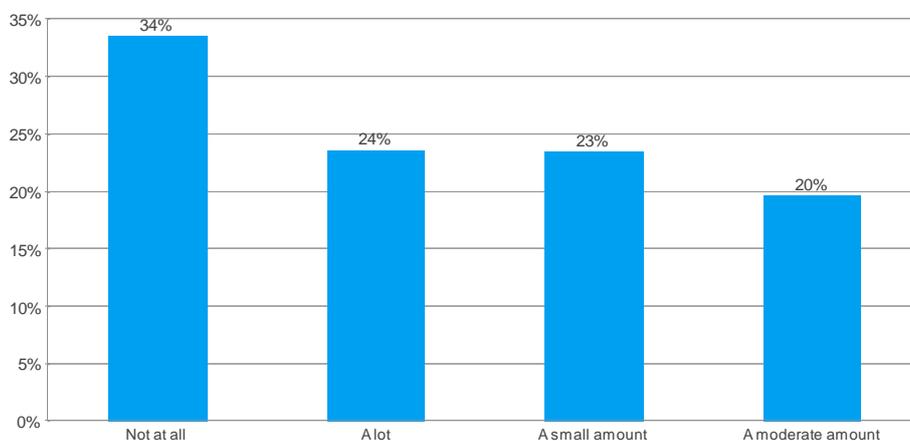


Base: All respondents (n=758)

Over two thirds (67%) considered that changes to recycling had reduced the amount of waste in their black bin, with 24% stating that the amount of waste in their black bin had been reduced a lot, 23% saw it reduced by a small amount and 20% by a moderate amount. However, a third (34%) considered that the changes had made no difference to the amount of waste in their black bin.

Figure 21: Impact of change

How much has being able to recycle more frequently reduced the waste in your black bin?



Base: All respondents (n=758)

Recycling Comments

Survey participants were asked if they had any ideas as to how the council could help them to recycle more. 347 people provided feedback on this topic. The most common suggestion was **to increase the number of products that can be recycled**. This was mentioned by 90 people with 40 of these referring specifically to a desire to be able to **recycle black plastic**. This was followed by 44 comments which suggested they were already recycling all they could, are happy with the recycling system and/or they had no suggestions as to further action the council could take.

Many respondents commented that there is a problem with the **collection team dropping a lot of the recycling** and not leaving the street clean after collection (30 comments).

Figure 22: Comments about how the council could help people recycle more

Comment	Count
Increase products that can be recycled	90
No action required / suggested	44
Ensure collectors do not drop rubbish	30
More information/education about what can/cannot be recycled.	29
Misc.	28
Remove charge for green waste recycling	23
One bin for all recycling	21
Improve quality of recycle bins / add lids	17
Encourage supermarkets to use more recyclable packaging	17
Encourage local business'/schools to use less plastic	10
More recycling points in accessible places	8
More information on what is done with recycling	7
Easier/cheaper to dispose of oversize items	8
Improve ease of use of sort it centres	7
Simplify system	6
Ensure bins are fully emptied on collection	6
Provide more / larger recycling bins	6
Provide feedback to demonstrate the impact locally	4
Assistance for disabled/elderly people	4
Encourage composting	4
Incentive - Cash/vouchers	3
Improve facilities for food waste	3
Collect more regularly	2
Separate items into boxes better	2
Make it compulsory	1
Larger bins for garden waste	1
Provide calendar of collection dates to residents	1
Ensure bins not damaged by collection team	1
Bin collectors to provide replacements	1
Make it easier to pass items on rather than dispose - reuse	1

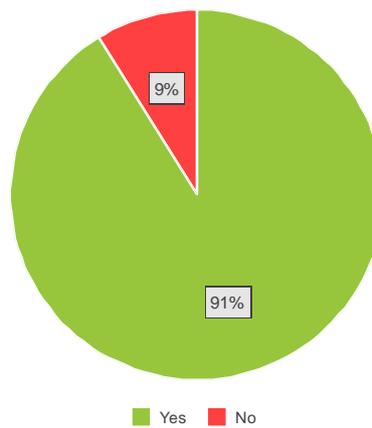
6. Electric Vehicles

The council are working with the "Go Ultra Low" program (a joint Government and car industry campaign) to promote the introduction and uptake of electric vehicles. The questions in this section asked respondents for their opinions on electric cars.

Respondents were first asked if they currently have access to a car to which the majority answered yes as is represented in the pie chart below.

Figure 23: Access to a car

Do you currently have access to a car?

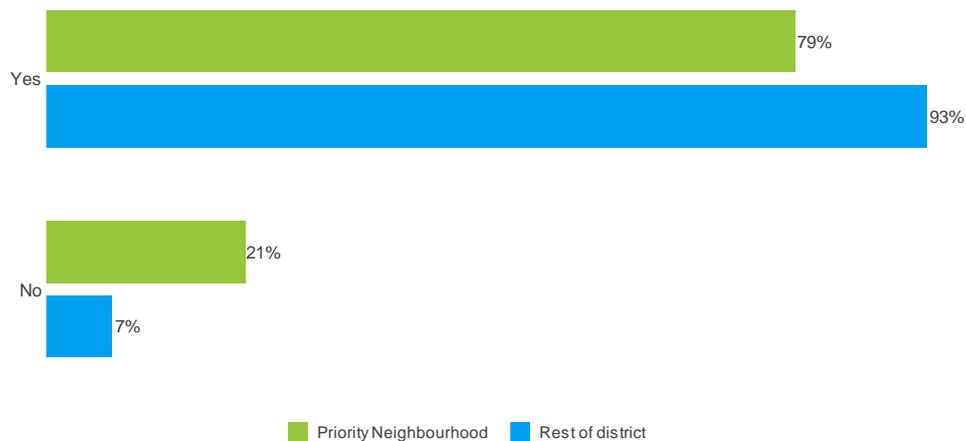


Base: All respondents (n=757)

Those from a priority neighbourhood were significantly less likely to have access to a car than those from the rest of the district.

Figure 24: Access to a car by priority neighbourhood vs rest of district

Do you currently have access to a car?

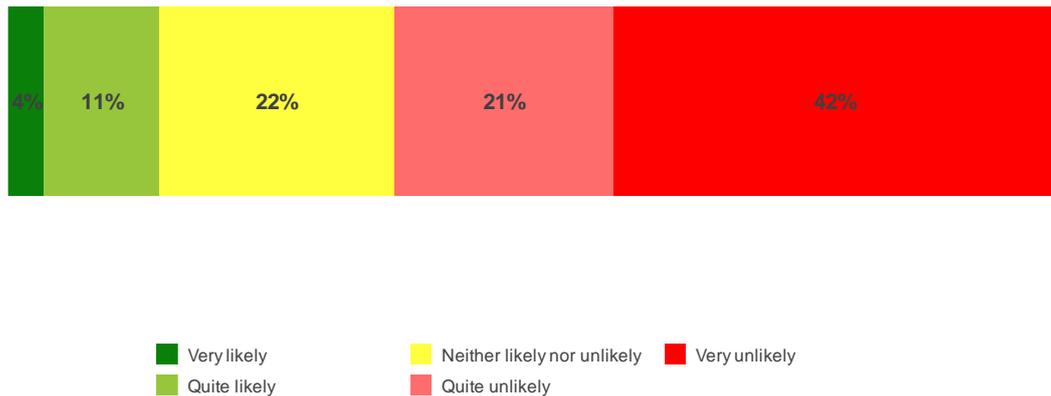


Base: Priority neighbourhood (n=103), Rest of district (n=640)

When asked how likely they would be to purchase an electric vehicle for their next car, over half of the respondents advised this would be unlikely with (42% very unlikely, 21% quite unlikely). There was not a significant difference in views when comparing the responses of different age groups, genders or where they live.

Figure 25: Purchasing an electric vehicle

How likely are you to consider purchasing an electric vehicle when you next purchase a car?

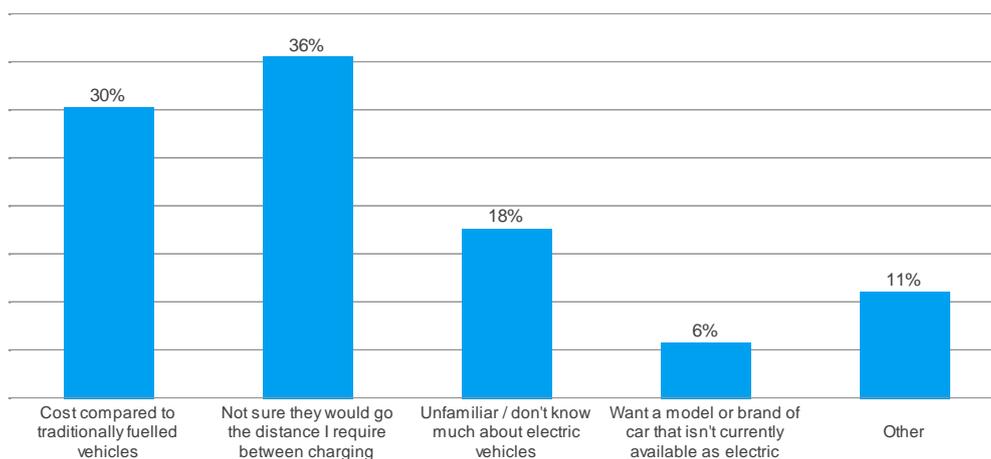


Base: All respondents (n=686)

The greatest concern about electric vehicles for respondents was that they would not go the distance required between charges with 36% selecting this response. The second greatest concern was cost (30%).

Figure 26: Reasons for not purchasing an electric vehicle

Which of the following considerations would at the moment make you unsure about purchasing an electric vehicle?

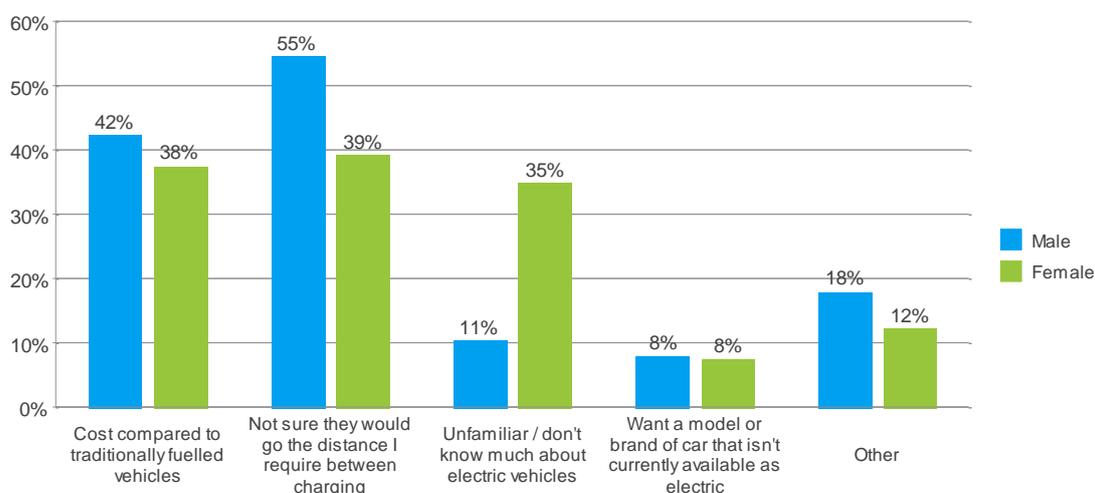


Base: All respondents (n=860)

When comparing the responses of both genders, **women** were significantly more likely to feel that they did not know much about electric vehicles (35% compared to 11%). **Men** felt significantly more unsure than women about the distance electric cars can travel between charging (55% compared with 39%).

Figure 27: Reasons for not purchasing an electric vehicle by gender

Which of the following considerations would, at the moment, make you unsure about purchasing an electric vehicle?



Base: Male (n=344), Female (n=304)

Respondents who chose 'other' were asked to provide further detail, 154 comments were made in response to this question. Other reasons specified for not purchasing an electric vehicle are detailed in the table below:

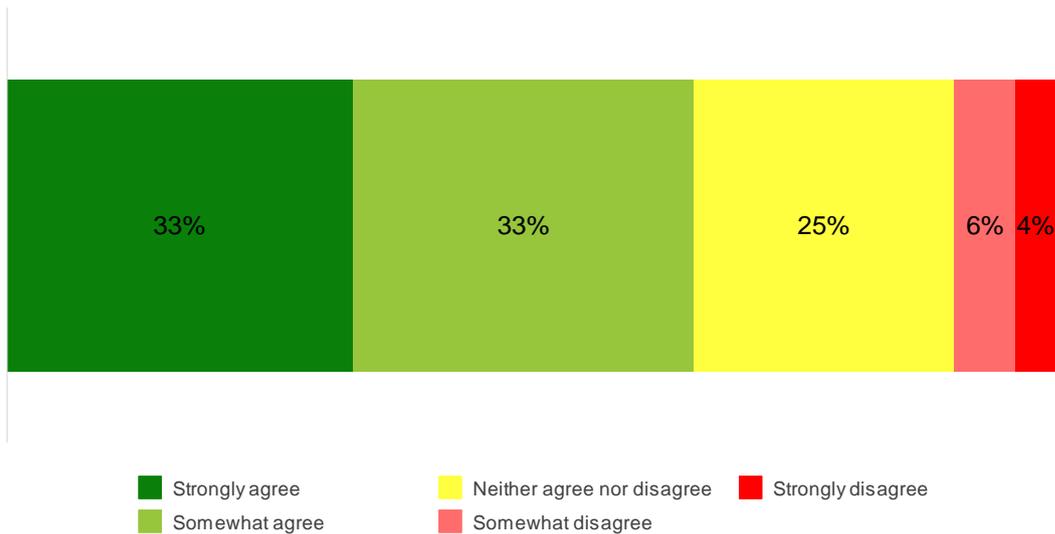
Figure 28: Other reasons

Reason	Count
Concerns over access to charging points	49
Cost	24
Do not require a new car	19
Concerns about installing charging point at home	10
Range of travel before charging	9
Old age	8
Safety concerns	8
Not enough information / reviews available yet	6
Not suitable for towing	6
Lifespan of battery	5
Time taken to charge	5
Unclear about impact on environment	7
Strain on electricity resources	4
Resale value concerns	3
Concerns about repairs and services	3
Not suitable for disabled drivers	2
Battery technology not reliable	2
Concerns about security of car whilst charging	2
Concerns about disposal of battery	1
Don't drive	1
Car too small	1
Prefer Hydrogen car	1
Unreliable	1
Impractical	1
Misc.	1

Despite the majority of respondents stating they would not like to purchase an electric vehicle, two thirds agreed that new homes should come with charging points and only 10% disagreed with this statement.

Figure 29: Electric charging points for new homes

To what extent do you agree that new homes should come with electric vehicle charging points as standard?

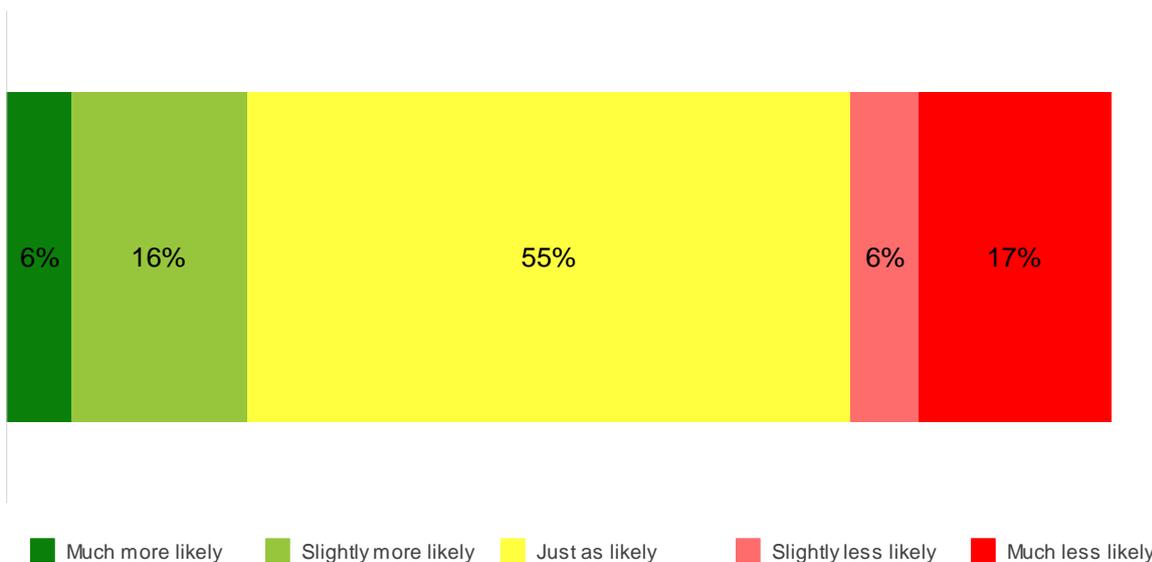


Base: All respondents (n=688)

Over half of those asked (55%) said they would be just as likely to buy an electric vehicle if it would allow them to use the 2+ lanes. Of the remainder, there was an equal balance between those who said they would be more likely (22%), and less likely (23%).

Figure 30: 2+ lanes as incentive

How much more likely would you be to purchase an electric vehicle if they could use the 2+ (high occupancy vehicle) lanes?



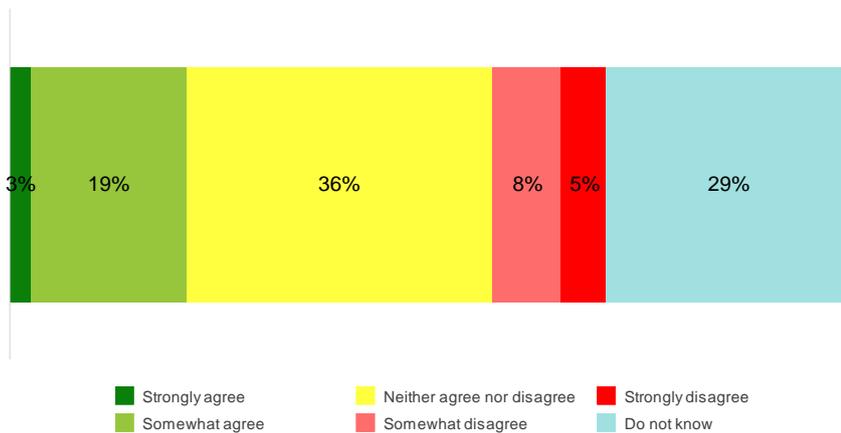
Base: All respondents (n=673)

7. Climate Change

Respondents were asked for their views on the work the council does around climate change. When asked if they felt the council is taking sufficient action to mitigate and adapt to climate change the largest proportion of respondents neither agreed nor disagreed (36%) with the second largest number of responses being 'Don't know' (29%). Of those that did have an opinion more agreed than disagreed (22% compared to 13%).

Figure 31: Council's action for climate change

To what extent do you agree that the council is taking sufficient action to mitigate and adapt to climate change?

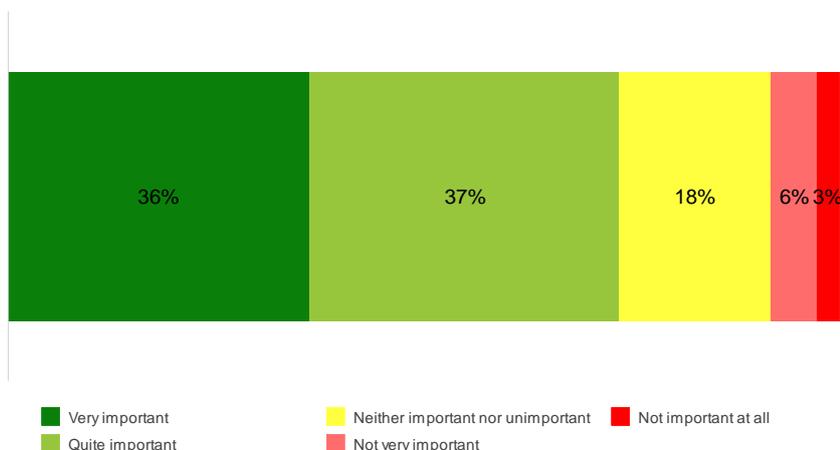


Base: All respondents (n=763)

Nearly three quarters of the survey participants felt that the council's work on mitigating and adapting to climate change is important with over a third stating it is very important (36%). Only 3% felt that this work is not important at all.

Figure 32: Importance of council's work on climate change

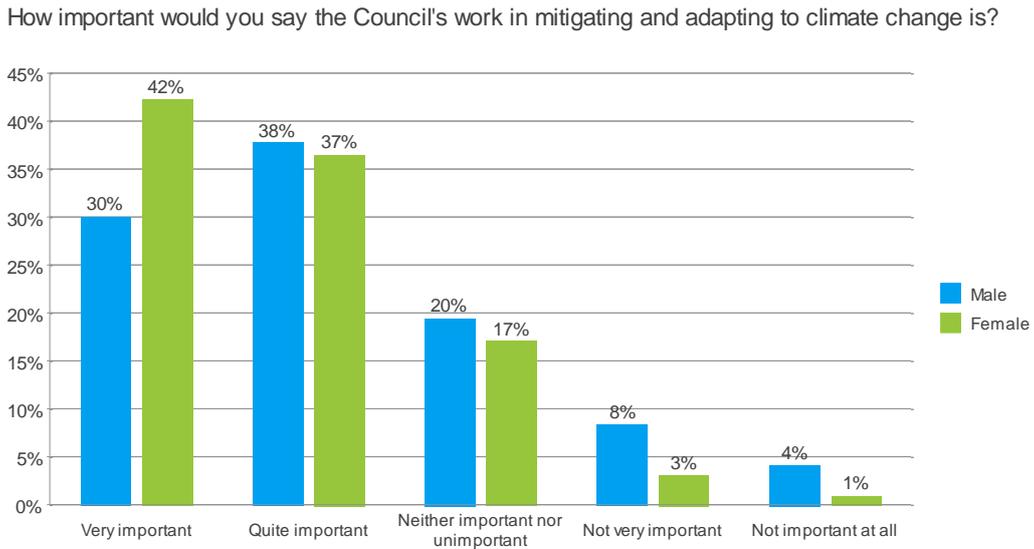
How important would you say the Council's work on mitigating and adapting to climate change is?



Base: All respondents (n=761)

Women were significantly more likely than men to feel that the council's work on climate change is very important and **men** significantly more likely to state it is not very important or not important at all. Please see figure 33 below.

Figure 33: Importance of council's work on climate change by gender

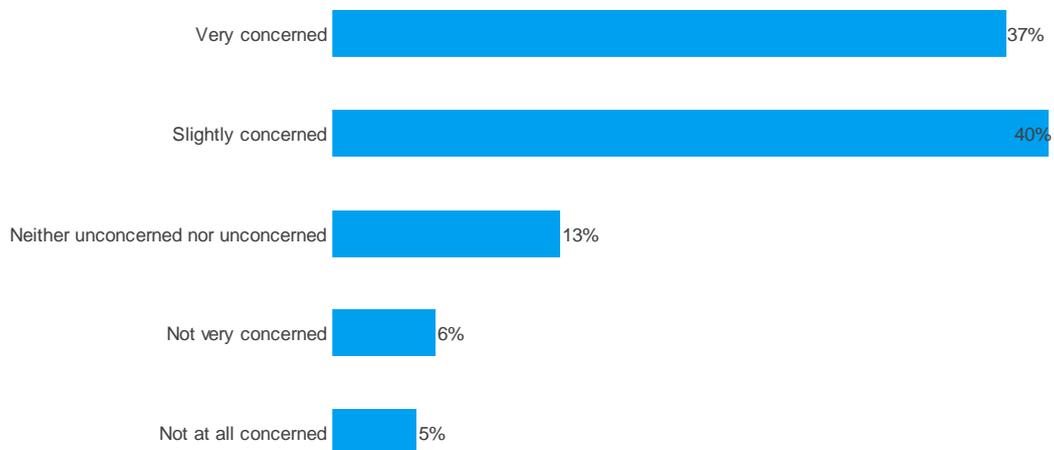


Base: Male (n=371), Female (n=377)

Levels of concern regarding climate change were high among the respondents with over three quarters advising they feel very concerned or slightly concerned.

Figure 34: Climate change concern

How would you rate your current level of concern when thinking about climate change?



Base: All respondents (n=764)

When comparing the responses of men against women it became clear that **women were significantly more likely to feel very concerned** (43% compared to 32%).

8. Appendix

8.1 Appendix A

The table below shows the sample profile prior to weighting.

	Unweighted sample base	Unweighted %
Sample base	765	100%
Priority neighbourhoods and rest of district		
Kingswood	39	5.1%
Yate & Dodington	27	3.5%
Staple Hill	24	3.1%
Cadbury Heath	18	2.4%
Patchway	11	1.4%
Rest of district	646	84.4%
Gender		
Male	382	49.9%
Female	370	48.4%
Prefer not to say	13	1.7%
Age group		
16-24	0	0.0%
25-34	11	1.4%
35-44	60	7.8%
45-64	285	37.3%
65+	406	53.1%
Prefer not to say	3	0.4%
Ethnicity		
White	683	89.3%
BME	12	1.6%
Prefer not to say	70	9.2%
Disability		
Yes	100	13.1%
No	631	82.5%
Prefer not to say	34	4.4%



Viewpoint Questionnaire February 2018

South Gloucestershire Council is carrying out this survey to find out residents' views about community cohesion, safety and resilience, as well as environmental issues such as changes to the recycling service, the introduction of electric vehicles, and climate change.

The questionnaire should take about 15 minutes to complete. Survey respondents will be entered into a prize draw to win one of five £20 shopping vouchers. The questionnaire should only be completed by the panel member the letter invite is addressed to.

Please complete this questionnaire by 16th March 2018.

If you have any questions about this survey please email viewpoint@southglos.gov.uk or phone 01454 868154.

Community cohesion, safety and resilience

Who is asking these questions? South Gloucestershire Council's Safer and Stronger Division and Avon & Somerset Police

What do they need to know? Residents views and feelings about belonging, anti-social behaviour, crime and community resilience in your local area

What will happen with the results? The results will help us to identify differences in perceptions between local areas. This information will then be used to inform a range of locally directed work.

In some of the below questions you will be asked to think about 'your local area'. This refers to the area within 15 to 20 minutes walking distance from your home.

- Q1 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
- Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know
- Q2 In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?
- A very big problem A fairly big problem A fairly small problem Not a problem at all Don't know
- Q3 In general, how safe or unsafe do you feel when outside in South Gloucestershire after dark?
- Very safe Fairly safe Neither safe nor unsafe Fairly unsafe Very unsafe Don't know
- Q4 In general, how safe or unsafe do you feel when outside in South Gloucestershire during the day?
- Very safe Fairly safe Neither safe nor unsafe Fairly unsafe Very unsafe Don't know

Q5 Thinking about your local area, how much of a problem do you think each of the following are?

	A very big problem	A fairly big problem	A fairly small problem	Not a problem at all	Don't know
Noisy neighbours or loud parties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rubbish or litter lying around	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People using or dealing drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People being drunk or rowdy in public places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Groups hanging around the streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 It is the responsibility of the Police and other local public services to work in partnership to deal with antisocial behaviour and crime in your local area.
How much do you agree or disagree with the following statement: *"The police and other local public services are successfully dealing with crime and anti-social behaviour in my local area"*

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

Measuring community resilience

Some of these questions will be similar to what you were just asked in the previous section. We ask these questions so we are able to compare responses from different areas within South Gloucestershire.

Community participation

Q7 Do you agree or disagree with the following statements:

	Agree	Neutral	Disagree
I am actively involved in my local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do more in my community now than I did last year	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can influence what happens in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I regularly volunteer in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know where to get help from my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel part of my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I want to be more involved in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Where I live

Q8 Do you agree or disagree with the following statements:

	Agree	Neutral	Disagree
I feel safe where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am proud of where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy with where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel optimistic about my community and its future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get on well with my neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can trust people in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can get to where I need to go outside of my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can get around my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a safe and secure place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Employment, training and skills

Q9 Do you agree or disagree with the following statements:

	Agree	Neutral	Disagree
I have chances to learn new things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I enjoy learning and new experiences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that what I do is worthwhile	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy with my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have all the qualifications I need to get the job I want	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can get to work, school or college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to the opportunities that I need to improve my skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know where to get help to find work or learn new skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Health and wellbeing

Q10 Do you agree or disagree with the following statements:

	Agree	Neutral	Disagree
I feel optimistic about my future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know who to ask if I need help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have people I can ask for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have regular contact with different people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to make the decisions I need to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know what I want for myself and my family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am in full control of my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel cheerful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel healthy and I am happy with my health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 Please use this space to make any comments about community resilience, which includes: where I live; community participation; employment, training and skills; and health and wellbeing.

Q12 Do you feel you have been discriminated against by the council on the grounds of any of the following equalities issues in the last year?

- | | | |
|--|---|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Marriage or civil partnership status | <input type="checkbox"/> Sexual orientation |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Ethnicity | <input type="checkbox"/> Any other equalities issues |
| <input type="checkbox"/> Gender reassignment | <input type="checkbox"/> Gender | <input type="checkbox"/> No, never |
| <input type="checkbox"/> Pregnancy and maternity | <input type="checkbox"/> Religion or belief | |

If yes, please summarise the issue and the service your response primarily relates to:

Changes to the waste recycling service

Who is asking these questions? South Gloucestershire Council's Waste Management Service.

What do they need to know? To make recycling easier and reduce recyclable items ending up in the black bin, the council has recently introduced weekly recycling to all households in South Gloucestershire. These questions will help us gauge residents' views of these changes and find out whether the changes allow you to recycle more of your household waste.

What will happen with the results? The results will help us evaluate the effect of the changes we have made in the short term and help us make further changes to the service in future.

Q13 How often do you put your recycling out for collection?

- Every week
- Every two weeks
- Once a month or less often
- I don't recycle

Q14 How much has being able to recycle more frequently reduced the waste in your black bin?

- Not at all
- A small amount
- A moderate amount
- A lot

Q15 Do you have any other ideas about how the council could help you recycle more?

Electric Vehicles

Who is asking these questions? South Gloucestershire Council's Strategic Transport and Environment Policy Team

What do they need to know? The council are working with the "Go Ultra Low" program (a joint Government and car industry campaign) to promote the introduction and uptake of electric vehicles. Further information about the "Go Ultra Low" program is available from: www.goultralow.com

What will happen with the results? The following questions will help us better understand the market for the "Go Ultra Low" program in South Gloucestershire.

Q16 Do you currently have access to a car?

Yes

No

Go to Climate Change section (Q21)

Q17 How likely are you to consider purchasing an electric vehicle when you next purchase a car?

Very likely

Quite likely

Neither likely nor unlikely

Quite unlikely

Very unlikely

Q18 Which of the following considerations would, at the moment, make you unsure about purchasing an electric vehicle?

Cost compared to traditionally fuelled vehicles

Not sure they would go the distance I require between charging

Unfamiliar / don't know much about electric vehicles

Want a model or brand of car that isn't currently available as electric

Other, please specify below:

Q19 To what extent do you agree that new homes should come with electric vehicle charging points as standard?

Strongly agree

Somewhat agree

Neither agree nor disagree

Somewhat disagree

Strongly disagree

Q20 How much more likely would you be to purchase an electric vehicle if they could use the 2+ (high occupancy vehicle) lanes?

Much more likely

Slightly more likely

Just as likely

Slightly less likely

Much less likely

Climate Change

Who is asking these questions? South Gloucestershire Council's Strategic Transport and Environment Policy Team

What do they need to know? The council is currently consulting on a new Climate Change Strategy, which sets out priorities and actions the council will undertake locally to respond to Climate Change.

What will happen with the results? Your answers will be considered alongside the responses to the draft Climate Change Strategy, which is currently open for consultation and is available from:
<https://consultations.southglos.gov.uk/consult.ti/Climate18>

Q21 To what extent do you agree that South Gloucestershire Council is taking sufficient action to mitigate and adapt to climate change?

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Do not know

Q22 How important would you say the Council's work on mitigating and adapting to climate change is?

- Very important
- Quite important
- Neither important nor unimportant
- Not very important
- Not important at all

Q23 How would you rate your current level of concern when thinking about climate change?

- Very concerned
- Slightly concerned
- Neither unconcerned nor unconcerned
- Not very concerned
- Not at all concerned

Thank you for taking the time to respond to this survey.

Any personal information you have supplied will be processed and held by Snap Surveys Ltd and South Gloucestershire Council in accordance with the Data Protection Act. Anonymous data and comments may be used for reports and shared with the public and the council's partners.

Please return your completed survey using the freepost envelope provided or to: Freepost RTXJ-YJXJ-BXEX, South Gloucestershire Council, Corporate Research & Consultation Team, Viewpoint, Council offices, Badminton Road, Yate, BRISTOL, BS37 5AF

Ward Ward

- Downend
- Emersons Green
- Yate North
- Woodstock
- Stoke Gifford
- Bradley Stoke South
- Filton
- Hanham
- Rodway
- Kings Chase
- Bradley Stoke Central and Stoke Lodge
- Parkwall
- Longwell Green
- Frenchay and Stoke Park
- Patchway
- Dodington
- Chipping Sodbury
- Staple Hill
- Yate Central
- Thornbury South and Alveston
- Thornbury North
- Boyd Valley
- Frampton Cotterell
- Oldland Common
- Winterbourne
- Almondsbury
- Cotswold Edge
- Severn
- Westerleigh
- Charfield
- Ladden Brook
- Pilning and Severn Beach
- Siston
- Bitton
- Bradley Stoke North

- Q24 Priority neighbourhood detailed rest of district
- Kingswood Priority Neighbourhood Area
 - Yate & Dodington Priority Neighbourhood Area
 - Staple Hill Priority Neighbourhood Area
 - Cadbury Heath Priority Neighbourhood Area
 - Patchway Priority Neighbourhood Area
 - Rest of district

- Q25 Gender
- Male
 - Female
 - Prefer not to say

- Q26 Age group
- 16-24
 - 25-34
 - 35-44
 - 45-64
 - 65+
 - Prefer not to say

- Q27 Disability
- Yes
 - No
 - Prefer not to say

- Q28 Ethnicity
- White
 - BME
 - Prefer not to say