South Gloucestershire Viewpoint

Research Report

March-June 2016 Survey

South Gloucestershire Council

South Gloucestershire Council

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1 Key findings

In April 2016, members of South Gloucestershire Council's Viewpoint citizens panel were asked for their views on community safety, community resilience, care and support, and internet usage and the council's website. The survey was sent to 1,722 panel members and received a response rate of 53%.

Fair treatment by the Council

Survey participants were asked if they thought they could influence decisions affecting their local area. Almost half of respondents felt as though they cannot influence decisions in their local area (49%). Respondents were also asked if they agreed or disagreed that the Council considered the needs of its customers when making decisions and that the Council makes fair decisions. Approximately one third of respondents agreed with both statements (34% and 32% respectively).

Community safety

Questions regarding community safety explored whether residents thought that people from different backgrounds get on well together in their local area. Over half of participants tended to agree that this was the case (55%) and almost a quarter neither agreed nor disagreed (23%). People not treating each other with respect and consideration was mostly considered to be a fairly small problem (57%) or not a problem at all (27%). The majority of participants stated that they felt very safe in their local area during the day (54%) and the majority felt fairly safe after dark (56%).

The largest problem for residents was rubbish and litter lying around in their local area. Around a third of survey participants agreed that the police and other local public services sought people's views on local issues (31%) and were successfully dealing with anti-social behaviour and crime in their local area (29%).

Community resilience

Questions regarding community resilience explored different topics related to the community. When asked for their opinions on community participation in their local area, the statements with the highest level of agreement referred to feeling part of my community (47%) and knowing where to get help from in the community (42%). Survey participants were then asked about where they live. The statement with the highest level of disagreement referred to feeling optimistic about my community and its future (17%) which also received the greatest neutral score (45%).

Survey participants were also asked for their opinions on employment, training and skills. The statements with the highest level of agreement referred to enjoying learning and new experiences (68%), followed by feeling that what I do is worthwhile (59%). When asked about health and wellbeing, the statements with the highest level of agreement referred to being able to make the decisions I need to (90%) and knowing what I want for myself and my family (89%).

Care and support

Survey participants were asked about their views on care and support. The most frequently chosen place to go for advice about future care needs for themselves or someone close to them was a GP (77%). The most common first choices for where they would prefer to go for advice about their future care needs for themselves or someone close to them were contacting a GP (46%), a friend, relative or colleague (19%) and South Gloucestershire Council (14%). When considering where they would look online for this information the most frequent responses were doing a general online search, for example using google (85%).

Almost two thirds of respondents were confident looking for information about care and support online (65%) and the remaining either did not feel confident (21%) or did not know (13%). Of the respondents who said they did not feel confident, the majority said they would prefer to talk to someone face to face (87%). When asked what information they would like available to them the most frequent response was care services available locally (74%). The majority of respondents (85%) do not currently receive care and support or have not planned for their potential care needs.

Internet usage and the council's website

Survey participants were asked about their internet usage and the council's website. Under a third of participants had never used the internet before (28%). The most common reasons were not having internet access (39%), not knowing how to use it (38%) or not wanting to use it (36%). The most common place to access the internet on a daily basis was at home (81%), at work (40%) and via a mobile phone network (49%). The most common way to access the internet was using a laptop/PC/desktop (89%), mobile phone (61%) or tablet (57%). When asking respondents what they use the internet for the most common responses were to find information (94%) and email (90%).

The council website was widely used to view information (100%), report an issue or ask a question (99%), to comment on an article or post (85%) and to share an article or post (100%). The majority of responses regarding social media and YouTube were that they are aware of this online channel but have not used it. The majority of respondents had used the different functions on the website less often or had not used the functions mentioned. Approximately a third of respondents were quite satisfied with all aspects of the council's website.

2 Introduction

2.1 Background

The following report provides a summary of findings from a survey undertaken among members of South Gloucestershire Council's 'Viewpoint' citizens panel. The survey was conducted between 10 April and 30 April 2016. Members of South Gloucestershire Council's Viewpoint citizens panel were asked for their feedback on community safety, community resilience, care and support, and internet usage and the council's website. The results will inform the relevant service areas and support their decision making processes.

2.2 Methodology and analysis

All 1722 panel members were sent an invitation to take part in the survey either by post (29%) or by email (71%). The survey received a response rate of 53% (916 surveys).

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 within the population. This is to avoid any distortion of results. Qualitative data has not been weighted.

The priority neighbourhood areas are:

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

The six priority neighbourhoods are small areas which are particularly deprived areas of the district. These areas are illustrated in the map below.

Figure 2: Map of priority neighbourhoods

Differences between percentage scores of specific sample groups have been tested for significance for each survey question and are shown in the data report.

2.3 Reporting

This report presents survey findings by subject area.

Some of the key significant findings for gender, working age (under 65) 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 by 1% 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.

The following separate outputs have been prepared:

Data report

A separate spreadsheet has been produced which shows cross tabulations and significant findings between percentages of respondents for the following independent variables:

- Gender
- Age group
- Working age / non-working age
- Priority neighbourhoods
- Priority neighbourhood / rest of district
- Ethnicity
- Disability
- Wards.

Open text responses

A separate document listing all open responses for each open text question has been prepared.

3 Fair Treatment by the Council

Survey participants were asked for their opinion regarding fair treatment by the Council. Overall, almost half of respondents felt as though they cannot influence decisions in their local area (49%), almost a quarter felt as though they can influence decisions (23%) and almost a quarter neither agreed nor disagreed with the statement (23%).

Figure 2: Influencing decision making

How strongly do you agree or disagree with the following statement?
I can influence decisions affecting my local area
Base: 882
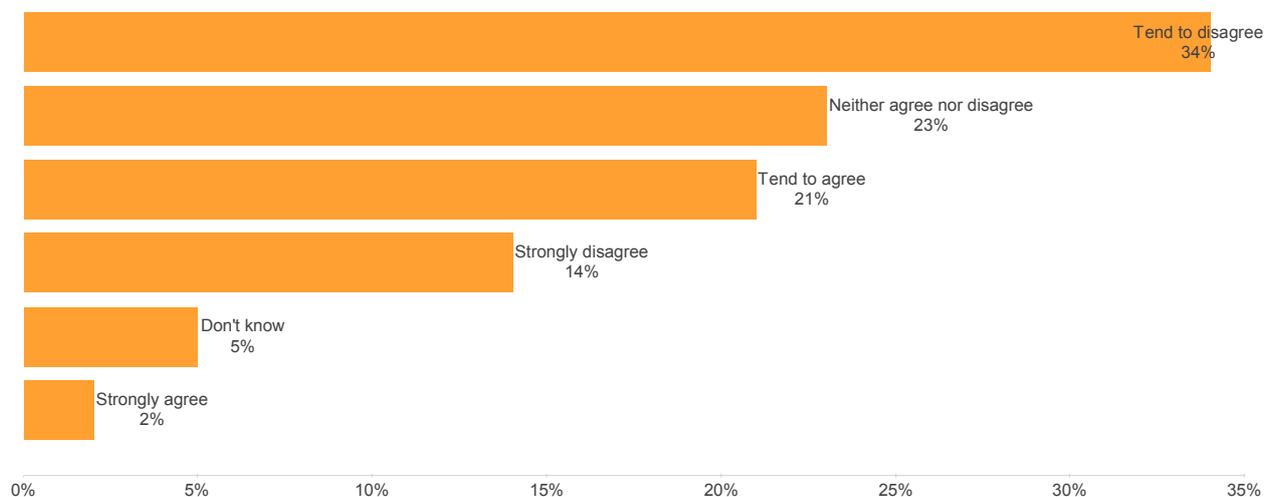
Respondents were asked if they agreed or disagreed that the Council makes fair decisions and that they consider the needs of its customers when making these decisions. Approximately one third of respondents agreed with both statements. Around a third of respondents disagreed that the Council considers all the needs of its customers when making decisions (31%), whereas a quarter of respondents disagreed that the council makes fair decisions (24%).

Figure 3: Fair decisions by the council

Based on your own experience of South Gloucestershire Council and anything else you may have seen, read or heard about the council, to what extent do you agree or disagree that..?
Base: 916

When compared to respondents of working age, respondents of non-working age were significantly more likely to feel that the Council considers the needs of all its customers when making decisions (40% compared to 29%). Male respondents were significantly more likely to feel a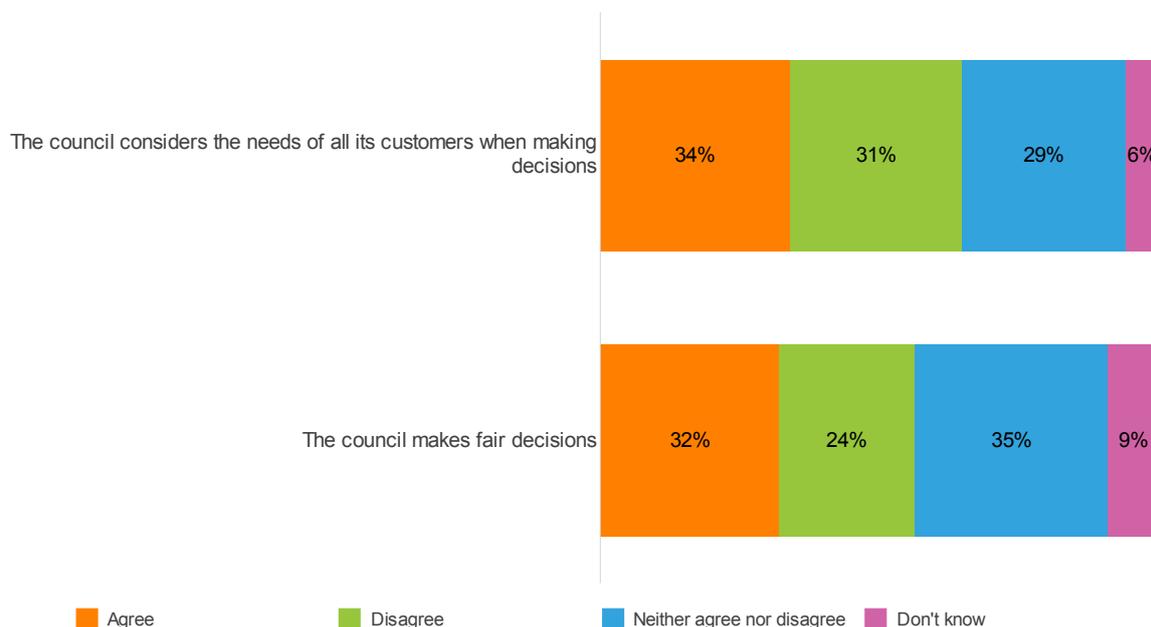s though the Council does not consider the needs of all its customers when making decisions when compared to female respondents (35% compared to 27%).

For the second statement, respondents of working age were significantly more likely to feel that the council does not make fair decisions when compared to respondents of non-working age (27% compared to 21%). Similarly to the first statement, male respondents were more likely to feel like the council does not make fair decisions when compared to female respondents (30% compared to 19%).

Respondents who disagreed with the above statements were asked to explain why. The question received 259 comments. The most frequently mentioned reasons for not thinking that the Council was being fair related to decisions already being made (59 comments), not being consulted (55 comments), Streetcare issues such as roads and streetlights (52), and actions and decisions taken by the planning team (43).

Survey participants were then asked if they have been discriminated against by the council on the grounds of any equalities issues. The majority of respondents felt as though they have never been discriminated against by the council (95%).

Figure 4: Feeling discriminated against by the council

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: 916
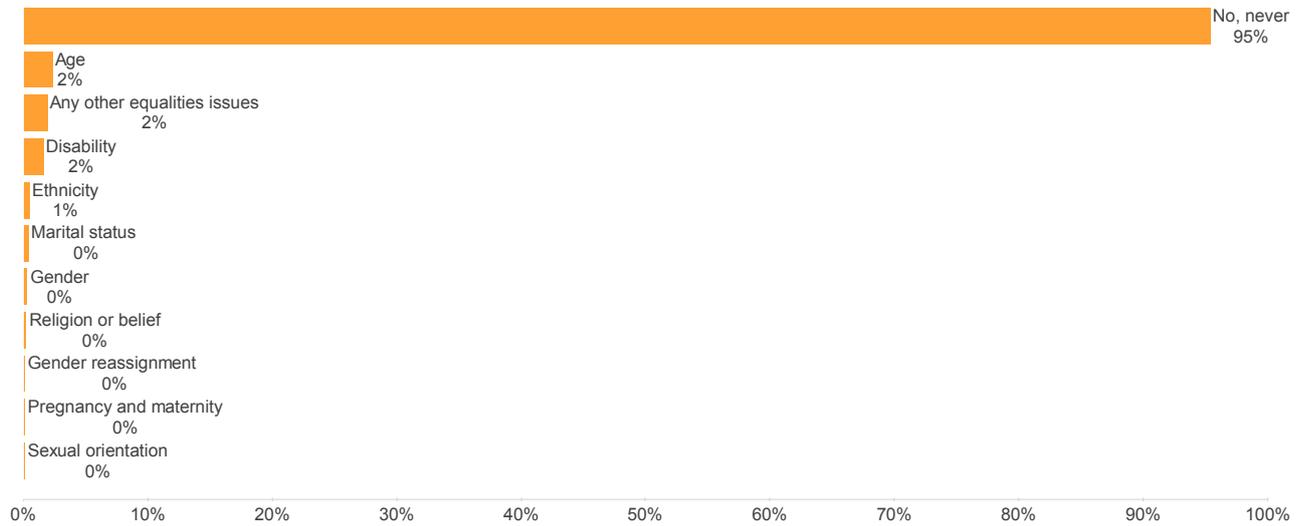
4 Community safety

4.1 Contact between residents

Several of the survey questions explored community safety and anti-social behaviour. As part of this respondents were asked if they thought that people from different backgrounds got on well together in their local area. Over half of participants tended to agree that this was the case (55%) and almost a quarter neither agreed nor disagreed (23%).

Figure 5: 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: 916
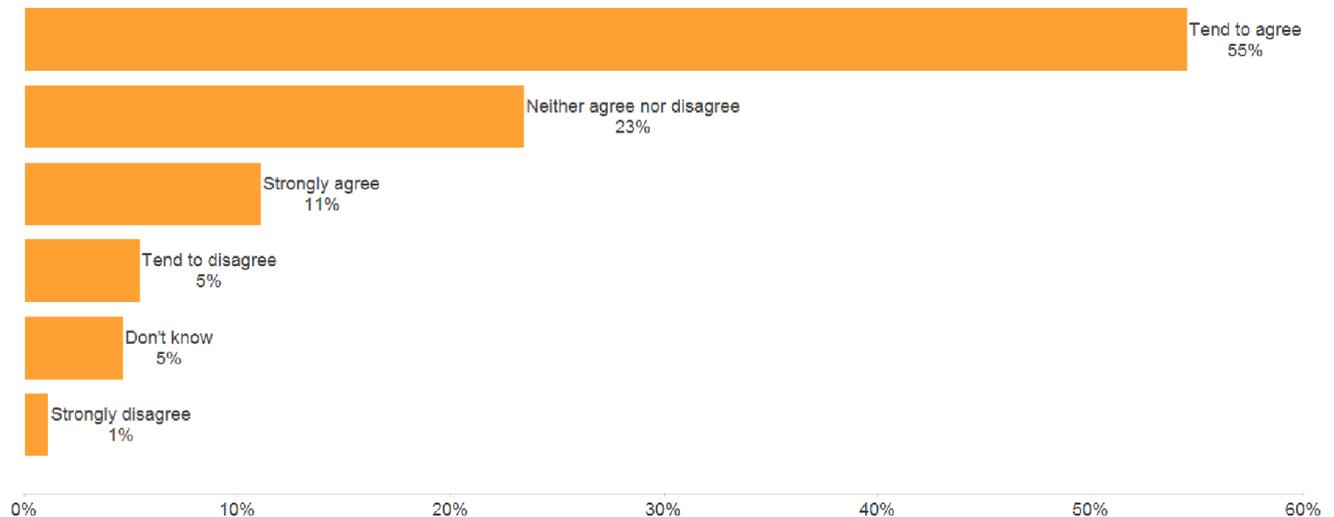
Respondents from priority neighbourhoods were significantly more likely to disagree that residents in their local area got on well together than those from the rest of the district. The chart below shows the differences between priority neighbourhood areas and the rest of South Gloucestershire. When compared to respondents of working age, respondents of non-working age were significantly more likely to agree that residents got on well together (69% compared to 62%). Whereas, respondents of working age were significantly more likely to neither agree nor disagree that residents got on well together than respondents of non-working age (26% compared to 20%).

Figure 6: Contact between residents by priority neighbourhood vs. rest of district

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: Priority Neighbourhood (180), Rest of district (736)

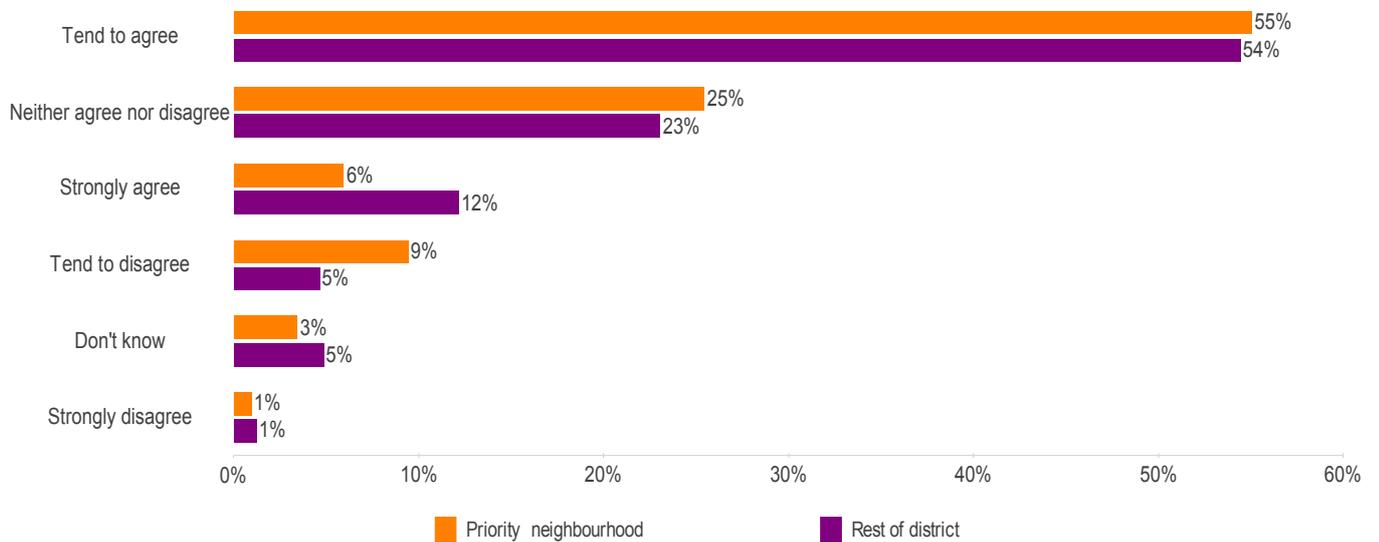Another survey question asked how much of a problem there was with people not treating each other with respect and consideration in the respondent's local area. The majority of survey participants stated that this was a fairly small problem (57%) or not a problem at all (27%).

Figure 7: 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: 916
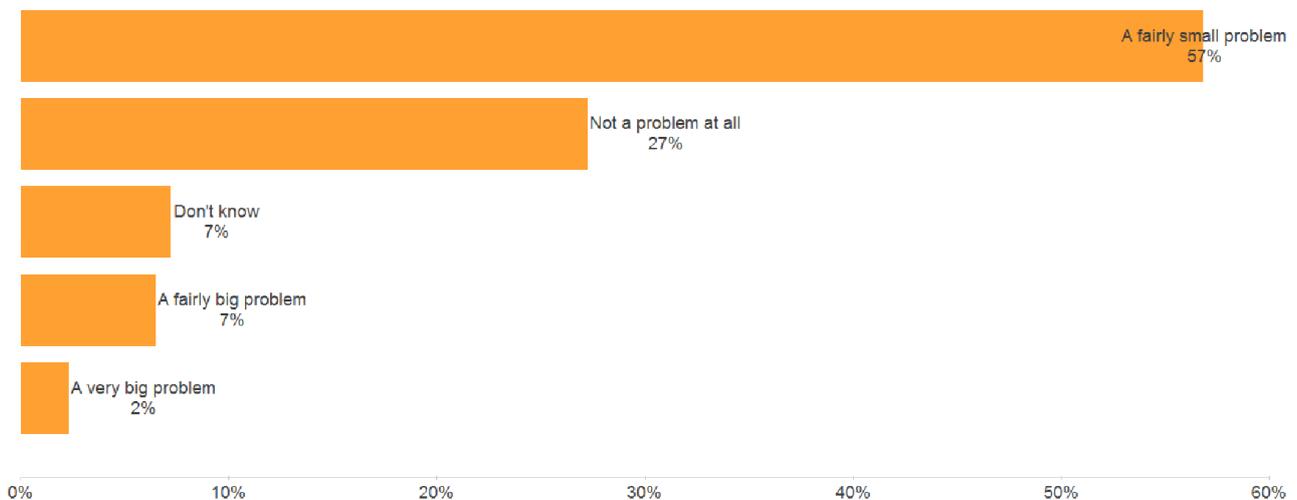
Female respondents were significantly more likely to not know whether there was a problem with people treating each other with respect and consideration when compared to male participants (10% compared to 5%).

Respondents of non-working age were significantly more likely to think there was no problem at all with people not treating each other with respect than those of working age (32% compared to 23%). Whereas respondents of working age were more likely to think this was a very big problem (3% compared to 1%) or a fairly big problem (8% compared to 5%). Participants from priority neighbourhoods were significantly less likely to state there was not a problem at all with people not treating each other with respect and consideration than those from the rest of the district (20% compared to 29%). The chart below illustrates the differences between priority neighbourhoods and the rest of South Gloucestershire.

Figure 8: 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?
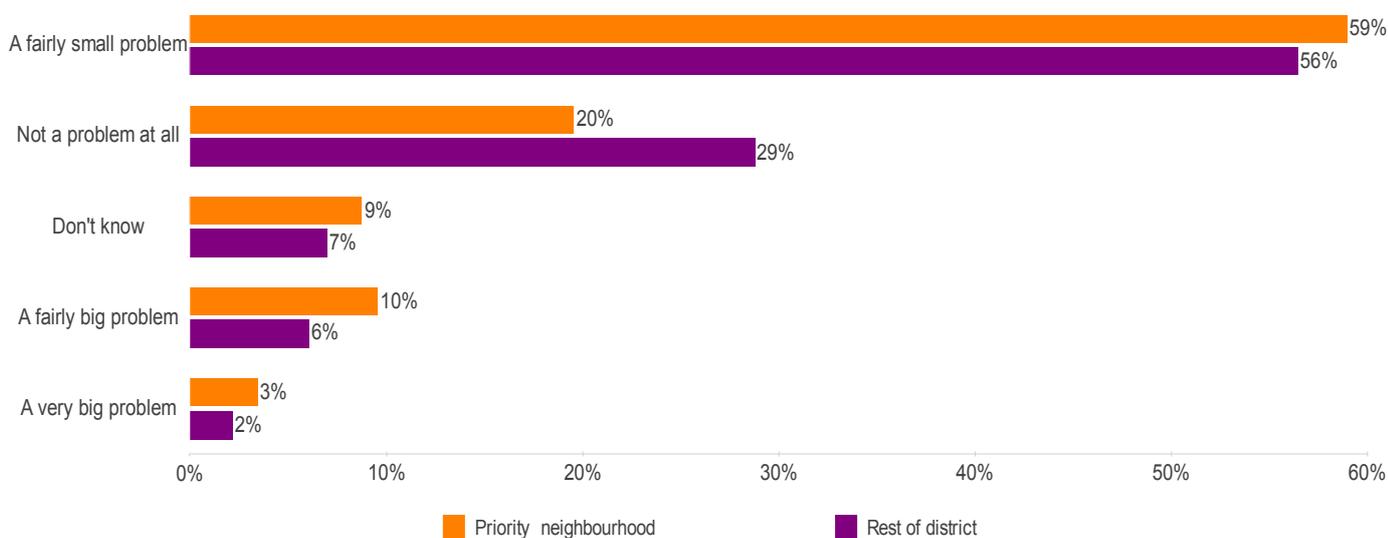Base: Priority Neighbourhood (180), Rest of district (736)

4.2 Feeling safe in the local area

Over half of participants stated that they felt very safe in their local area during the day (54%) and felt fairly safe after dark (56%).

Figure 9: Feeling safe after dark

In general, how safe or unsafe do you feel when outside in South Gloucestershire after dark?
Base: 916
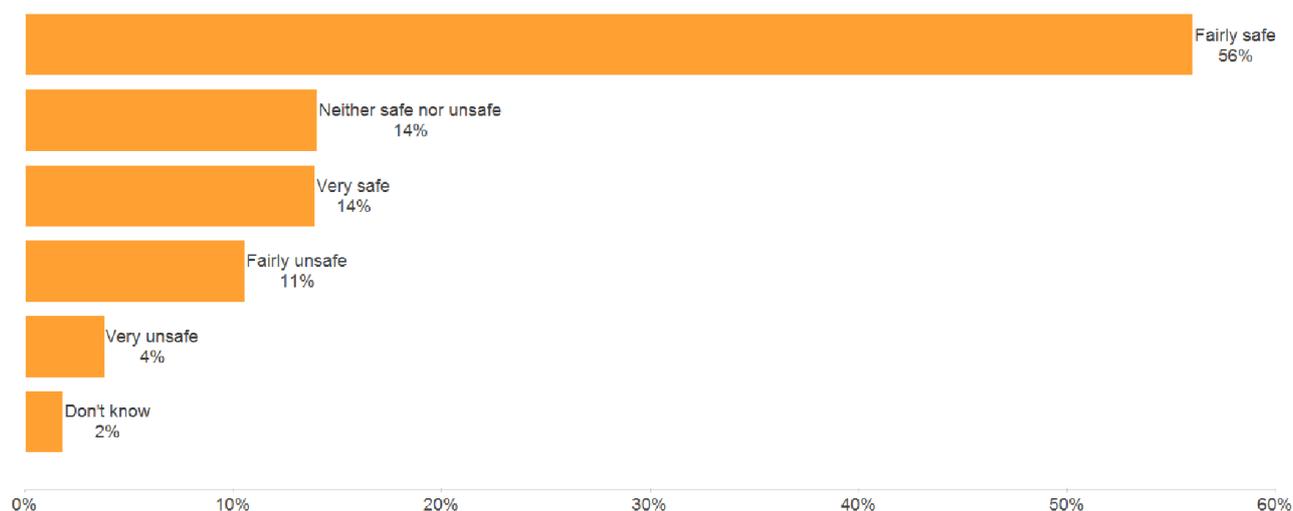
Figure 10: Feeling safe during the day

In general, how safe or unsafe do you feel when outside in South Gloucestershire during the day?
Base: 916
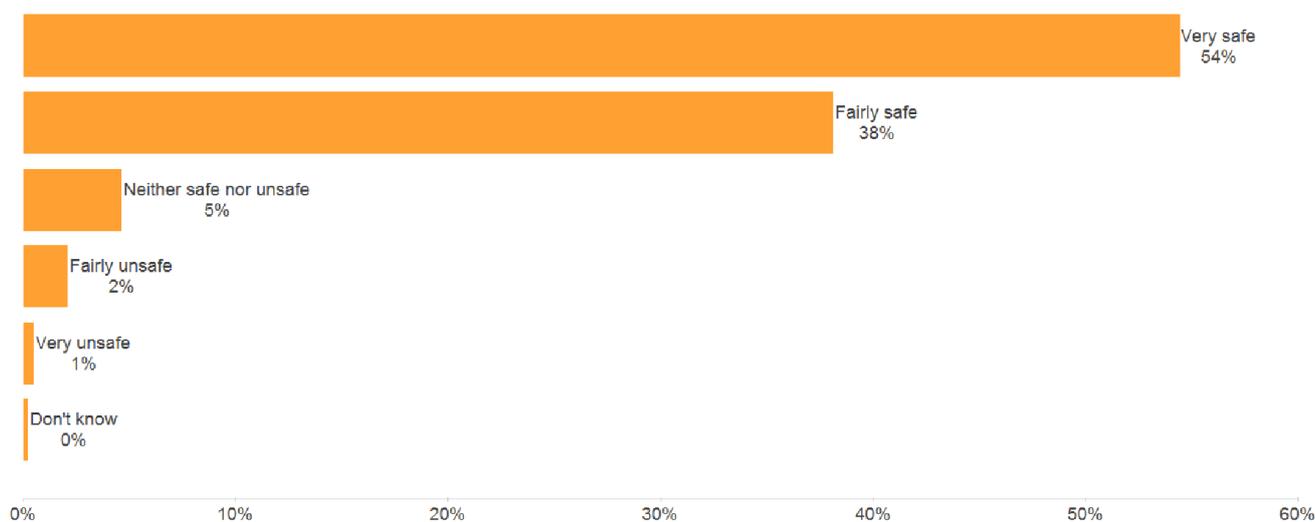
When compared to male respondents, female respondents were significantly more likely to report feeling unsafe after dark (20% compared to 9%) and significantly less likely to report feeling safe after dark (65% compared to 75%). There were no significant differences between genders with regards to feeling safe during the day.

Those of non-working age were significantly more likely not to know whether they felt safe after dark when compared to those of working age (4% compared to 0%). There were no significant differences between age groups with regards to feeling safe during the day.

When comparing the responses with those living in the rest of the district, respondents from priority neighbourhoods were significantly less likely to report feeling safe in their local area both during the day and in the dark, and significantly more likely to report feeling unsafe. The charts below show differences between priority neighbourhood areas and the rest of the district.

Figure 11: 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 (180), Rest of district (736)
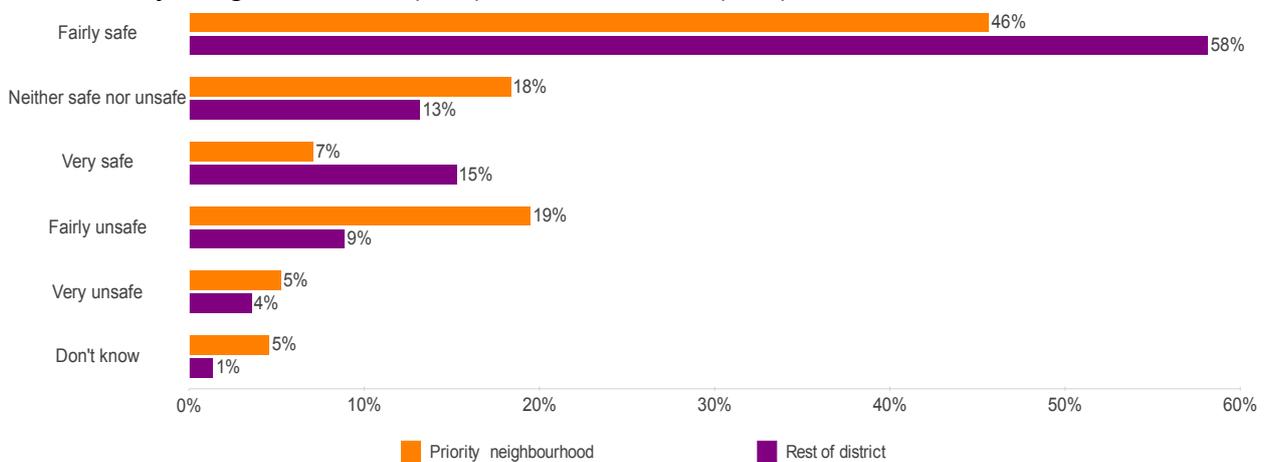
Figure 12: Feeling safe during the day by priority neighbourhood vs. rest of the district

In general, how safe or unsafe do you feel when outside in South Gloucestershire during the day?
Base: Priority Neighbourhood (180), Rest of district (736)

4.3 Anti-social behaviour in the local area

Survey respondents were asked for their opinion on anti-social behaviour in their local area. The largest problem for respondents was rubbish and litter lying around in their local area. Over one third of respondents thought this was a problem (a very big problem (12%) or a fairly big problem (25%)). A small proportion of respondents thought that litter was not a problem at all (11%). The second biggest problem for survey respondents was vandalism, graffiti and other deliberate damage to property or vehicles (a very big problem (3%) or a fairly big problem (13%)). A third of respondents did not know whether people using or dealings drugs was a problem in their local area (33%).
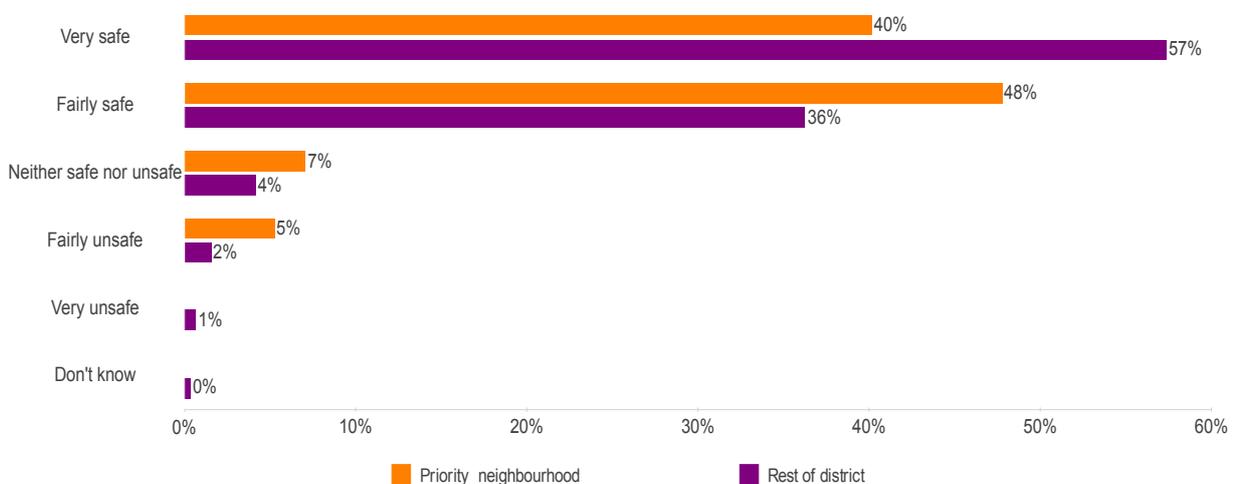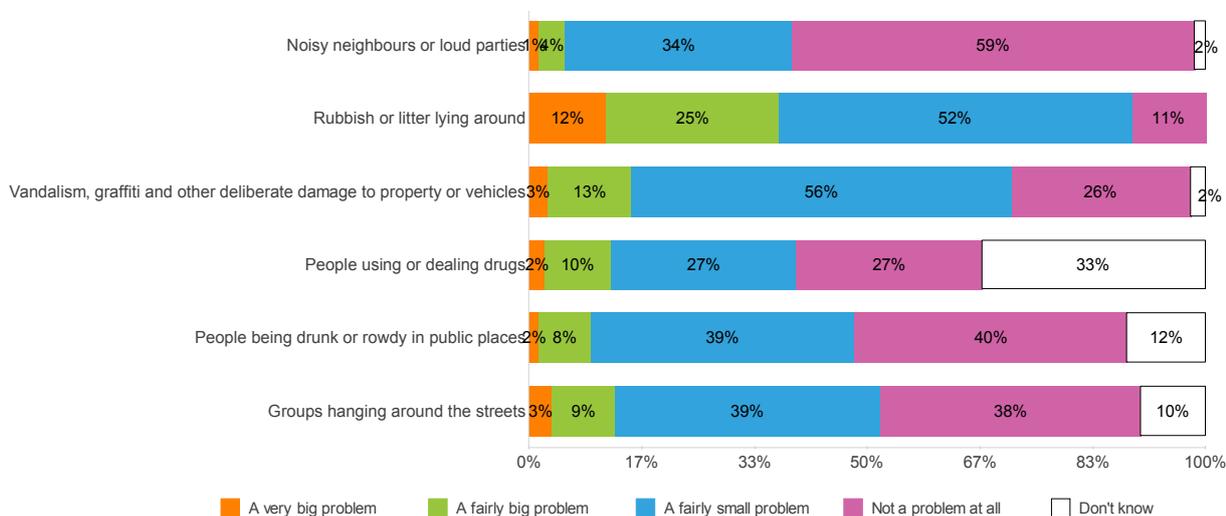
Figure 13: Anti-social behaviour in the local area

Thinking about your local area, how much of a problem do you think each of the following are?
Base: 916

All listed anti-social behaviour was significantly more likely to be considered as a big problem by respondents from priority neighbourhoods than those from the rest of the district.

When compared to male respondents, female participants were significantly more likely to state that they didn't know whether noisy neighbours or loud parties (3% compared to 1%), people using or dealing drugs (38% compared to 27%) or people being drunk or rowdy in public places (15% compared to 7%) was a problem in their local area. Whereas male respondents were significantly more likely to state that rubbish or litter lying around was a fairly big problem (29% compared to 22%) or people being drunk or rowdy in public places was a fairly big problem (10% compared to 6%) when compared to female respondents.

When compared to respondents of working age, respondents of non-working age were less likely to know whether people using or dealing drugs (41% compared to 28%), people being drunk of rowdy in public places (16% compared to 8%) or groups hanging around the streets (13% compared to 6%) was a problem.
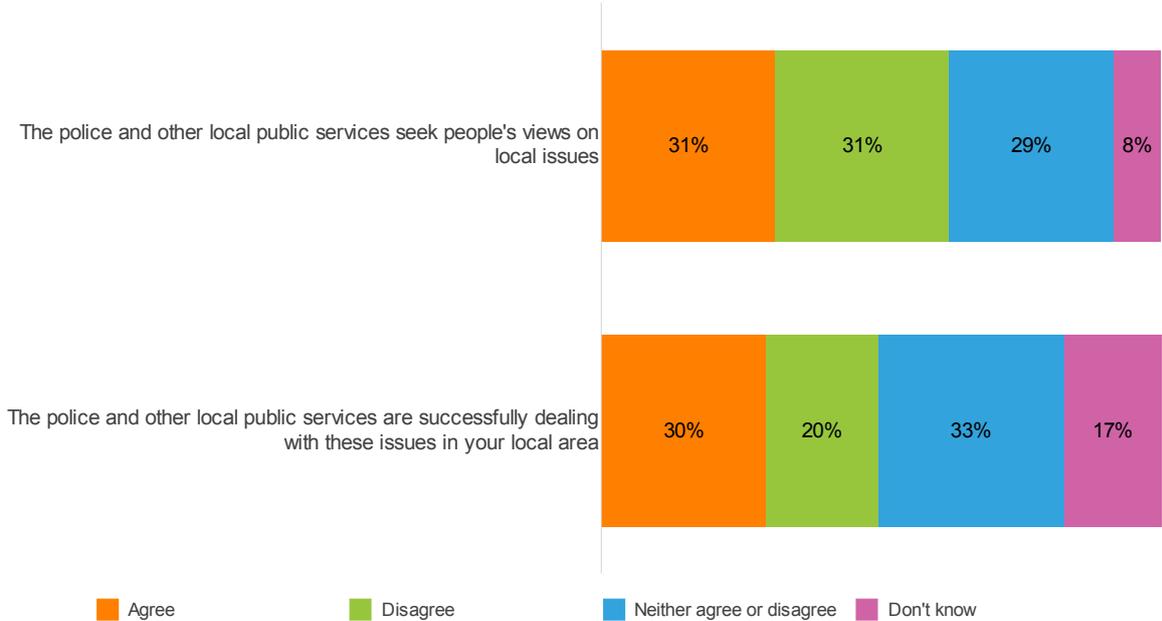
4.4 Police and other public services

As it is the responsibility of the police and other local public services to work in partnership and deal with anti-social behaviour and crime, survey participants were asked if they felt that they were performing their tasks effectively. Around a third of survey participants agreed that the police and other local public services sought people's views on local issues (31%) and were successfully dealing with anti-social behaviour and crime in their local area (29%). However, around a third of people disagreed that the police sought people's views on local issues (31%) and did not think they were dealing with the local issues successfully (19%). Almost a third of survey participants neither agreed nor disagreed that the police and other local public services sought people's views on local issues (29%) or were successfully dealing with anti-social behaviour and crime in their local area (32%).

Figure 14: Police and other public services

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 statements?
Base: 916

There was not a significant difference in views between people from priority neighbourhoods and the rest of the district in regards to whether the police and other local public services sought people's views on local issues or whether they were successfully dealing with anti-social behaviour and crime in their local area. When compared to female respondents, male respondents were more likely to disagree with both statements (34.6% compared to 26.6% and 25% compared to 14.8%). When compared to those of working age, respondents of non-working age were significantly more likely to agree that the police and other local public services sought people's views on local issues (36% compared to 26%). Respondents of non-working age were also more likely disagree that the police and other local public services were successfully dealing with anti-social behaviour and crime in their local area when compared to those of non-working age (23% compared to 16%).

5 Community resilience

Several of the survey questions explored different topics related to your local community.

5.1 Community participation

Survey participants were asked for their opinions on community participation in their local area.

The statements with the highest level of agreement related to feeling part of the community (47%), knowing where to get help from the community (42%) and being actively involved in the local community (26%). The statements with the highest level of disagreement related to regularly volunteering in the community (44%), doing more in the community now than last year (39%) and influencing what happens in the community (33%). The statement which received the greatest neutral response referred to wanting to be more involved in my community (62%).

Figure 15: Community participation

Do you agree or disagree with the following statements?
Base: 916
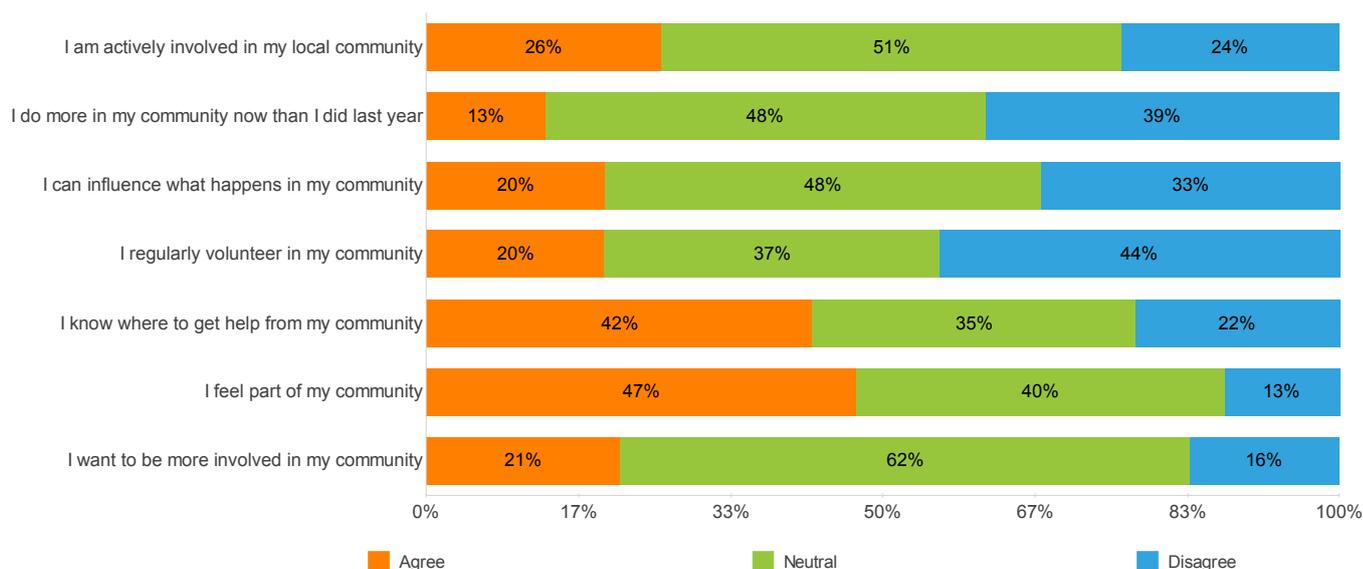
When compared to respondents from the rest of the district, respondents from priority neighbourhoods were significantly more likely to disagree with the statements referring to feeling actively involved in the local community (31% compared to 22%) and being able to influence what happens in the community' (42% compared to 31%). Respondents from priority neighbourhoods were also significantly more likely to feel neutrally towards the statement referring to feeling part of the community when compared to respondents from the rest of the district (48% compared to 39%), and were significantly less likely to agree than the rest of the district (39% compared to 49%).

When compared to female respondents, male respondents were significantly more likely to feel neutral towards the statements referring to doing more in the community now than last year (53% compared to 43%) and regularly volunteering in the community (44% compared

to 29%). Whereas female respondents were significantly more likely to disagree with both these statements.

When compared to respondents of working age, respondents of non-working age were significantly more likely to agree that they do more in the community now than last year (15% compared to 11%). They were also more likely to respond neutrally in regards to regularly volunteering in the community (42% compared to 32%), whereas those of working age were more likely to disagree (48% compared to 39%). Working age respondents were more likely to feel neutral towards knowing where to get help in the community (40% compared to 30%), whereas non-working age respondents were more likely to agree (49% compared to 36%).

5.2 Where I live

Survey participants were asked for their opinions on where they live. The statements with the highest level of agreement referred to having a safe and secure place to live (84%) and feeling safe where they live (83%). The statement with the highest level of disagreement referred to feeling optimistic about the community and its future (17%) which had a significantly higher level of disagreement than other statements. This statement also received the greatest neutral score (45%), followed by being able to trust people in the community (37%).

Figure 16: Where I live

Do you agree or disagree with the following statements?
Base: 916
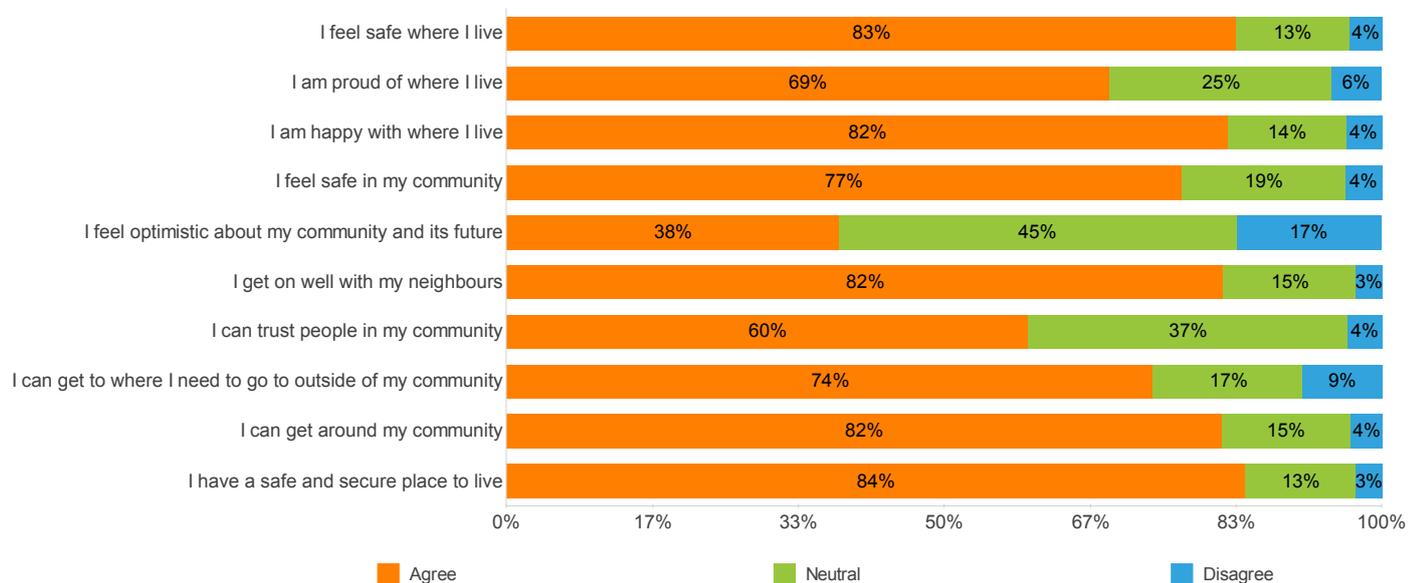
When compared to respondents from the rest of the district, respondents from priority neighbourhoods were significantly more likely to respond neutrally to the statements referring to feeling safe where they live (23% compared to 11%), trusting people in their community (46% compared to 35%) and having a safe and secure place to live (21% compared to 11%). Respondents from priority neighbourhoods were also significantly more likely to disagree with being proud (16% compared to 4%), happy with where they

live (11% compared to 3%) and feeling safe in their community (8% compared to 4%). Respondents from the rest of the district were significantly more likely to agree with each of the statements mentioned above.

There were no significant differences for the statements referring to getting on with people in my community and getting around my community. One statement received a significantly higher agreement from respondents from a priority neighbourhood when compared to those from the rest of the district, which was being able to get to where I need to go to outside of my community (82% compared to 72%).

When compared to male respondents, female respondents were significantly more likely to agree with feeling proud of where they live (72% compared 66%). Female respondents were also more likely to agree with feeling optimistic about their community and its future (41% compared to 35%).

Respondents of non-working age were significantly more likely to agree with statements referring to feeling safe where they live (87% compared to 80%), trusting people in their local community (66% compared to 54%) and having a safe and secure place to live (89% compared to 81%) when compared to respondents of working age who were more likely to respond neutrally. Respondents of non-working age were also significantly more likely to agree with statements referring to being happy where they live (88% compared with 78%), feeling safe in their community (81% compared to 74%) and getting on well with their neighbours (87% compared to 78%) when compared to respondents of working age who were significantly more likely to respond either neutrally or disagree.

5.3 Employment, training and skills

Survey participants were asked for their opinions on employment, training and skills. The statements with the highest level of agreement referred to enjoying learning and new experiences (68%), followed by feeling what I do is worthwhile (59%). The statements with the highest level of disagreement referred to knowing where to get help to find work or learn new skills (11%) and having access to the opportunities that I need to improve my skills (10%). This statement also received the greatest neutral score (55%), followed by being happy with my job (52%).

Figure 17: Employment, training and skills

Do you agree or disagree with the following statements?
Base: 916
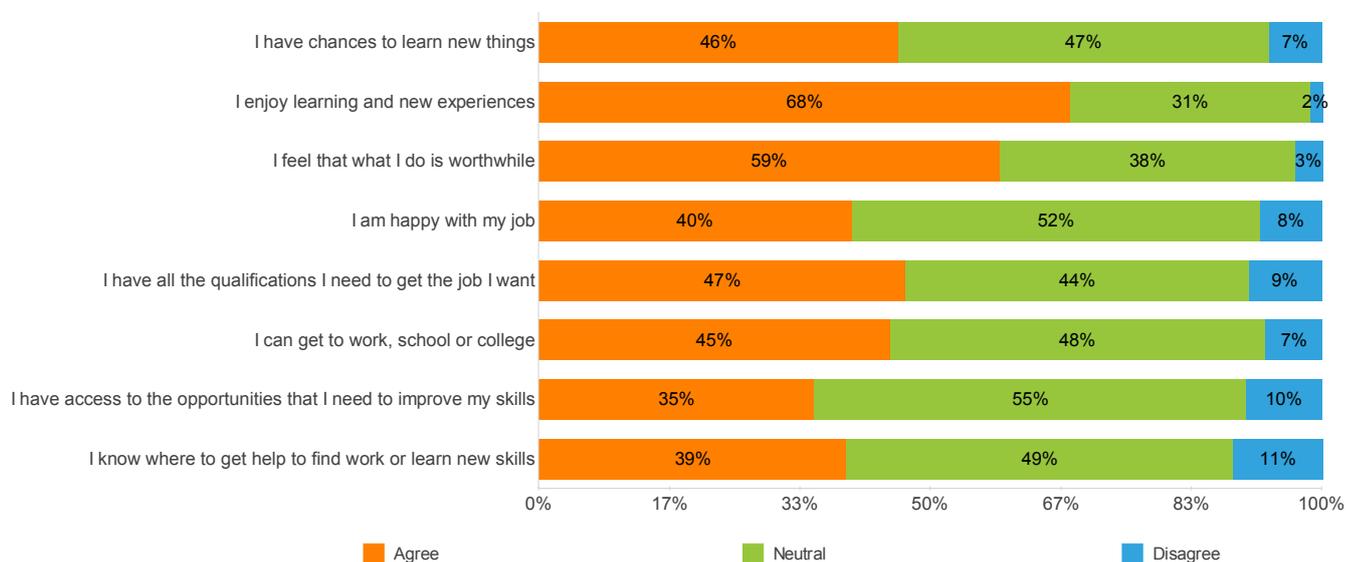
Respondents from the rest of district were significantly more likely to agree that what they do is worthwhile (61% compared to 50%) when compared to people from priority neighbourhoods who were significantly more likely to respond neutrally (46% compared to 36%). People from priority neighbourhoods were more likely to disagree with having all the qualifications they need to get the job they want when compared respondents from the rest of the district (14% compared to 9%).

Female respondents were significantly more likely to agree to five of the eight statements whereas males were more likely to respond neutrally. When compared to male respondents, female respondents were more likely to agree with the statements referring to having the chance to learn new things (51% compared to 41%), enjoying learning and new experiences (71% compared to 65%) feeling what they do is worthwhile (64% compared to 55%), having access to opportunities that improve their skills (41% compared to 30%) and knowing where to get help to find work or learn new skills (44% compared to 36%). Male respondents were more likely to respond neutrally to these statements.

Respondents of working age were significantly more likely to agree or disagree, whereas non-working age respondents were more likely to respond neutrally to all statements.

5.4 Health and wellbeing

Survey participants were asked for their opinions on health and wellbeing. The statements with the highest level of agreement referred to being able to make the decisions I need to (90%) and knowing what I want for myself and my family (89%). The statement with the highest level of disagreement was about feeling healthy and happy with my health (12%). The statements which received the greatest neutral response referred to feeling optimistic about my future (35%) and feeling healthy and happy with my health (28%).

Figure 18: Health and wellbeing

Do you agree or disagree with the following statements?
Base: 916
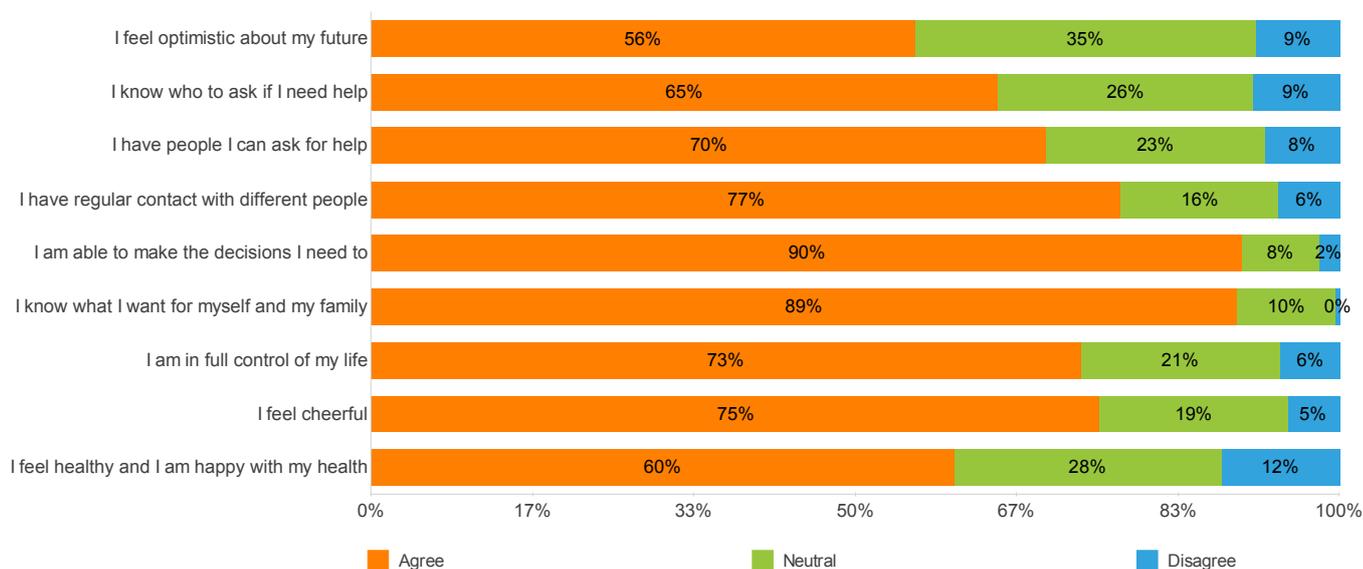
Respondents from priority neighbourhoods were significantly more likely to disagree with feeling optimistic about their future when compared to respondents from the rest of the district (14% compared to 8%). There was not a significant difference in views between different genders with the exception of feeling healthy and happy about their health. Female participants were significantly more likely to agree when compared to male respondents (64% compared to 47%) who were more likely to respond neutrally (40% compared to 21%). There was not a significant difference in views between different age groups with the exception of feeling in full control of my life. Respondents of working age were significantly more likely to disagree with this statement when compared to respondents of non-working age (11% compared to 2%).

5.6 Any other comments

Respondents were then asked if they have any other comments about community resilience. The most frequently mentioned themes were that the employment question was not relevant to them (58), referred to health services or GP/doctors waiting times (29), made comments referring to public transport being poor (28) or referred to having health issues (25).

6 Care and Support

The next section explored resident's views about care and support. Care and support includes the help given by family and friends, as well as any provided by the council or other organisations.

When asked where they would go for advice about future care needs for themselves or someone close to them the most frequently chosen responses were a GP (77%), South Gloucestershire Council (43%) and a relative (36%). As respondents were able to tick multiple options the percentages do not equal 100 percent.

Figure 20: Accessing advice about future care needs

Where would you go for advice about future care needs for yourself or someone close to you? Please choose three you are most likely to use.
Base: 916
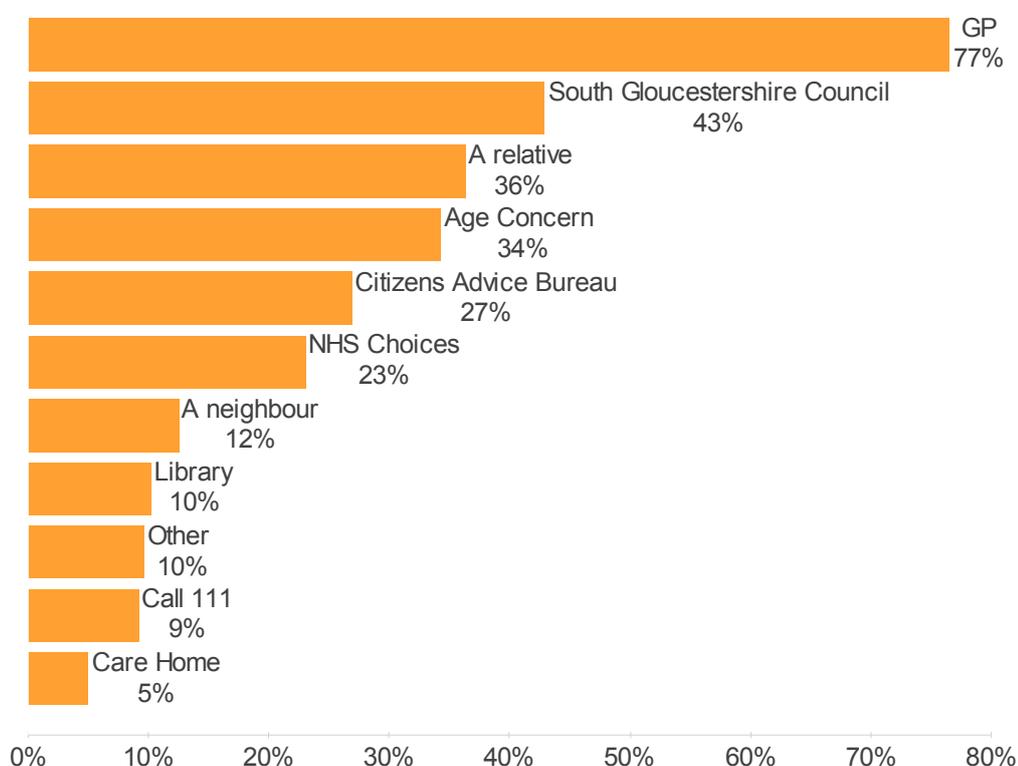
The majority of comments provided in the 'other' option related to using the internet, speaking to friends or work colleagues, contacting a voluntary organisation or visiting their local church.

Respondents from a priority neighbourhood were significantly more likely to call 111 (14% compared to 8%), contact a relative (46% compared to 34%) and contact a neighbour (19% compared to 11%) when compared to residents from the rest of the district. Both residents from the rest of the district and those of working age were more likely to choose 'other'. Respondents of non-working age were more likely to contact a relative (42% compared to 32%) or a neighbour (17% compared to 9%) when compared to respondents of working age.

Female respondents were significantly more likely to contact their GP (80% compared to 73%), a relative (40% compared to 32%) and Age Concern (40% compared to 29%) when compared to male respondents. Male respondents were significantly more likely to visit the NHS choices website (28% compared to 18%), contact South Gloucestershire Council (47% compared to 39%) and the Citizens Advice Bureau (30% compared to 24%).

The next question asked respondents where they would prefer to go for advice about future care needs for themselves or someone they are close to. Respondents were asked to provide their top three choices. The most common first choices were contacting a GP (46%), a friend, relative or colleague (19%) and South Gloucestershire Council (14%). The most common second option was contacting a GP (27%), South Gloucestershire Council (22%) and contacting a friend, relative or colleague (19%). For the third option Age Concern was the most common response (17%), followed by South Gloucestershire Council (15%) and contacting a friend, relative or colleague (15%).

Figure 21: Preferred way to access advice about future care needs

Where would you <u>prefer</u> to go for advice about future care needs for yourself or someone close to you?
Please write your top three choices below, even if they include choices you have selected above (starting with the most preferred):
Base: 916
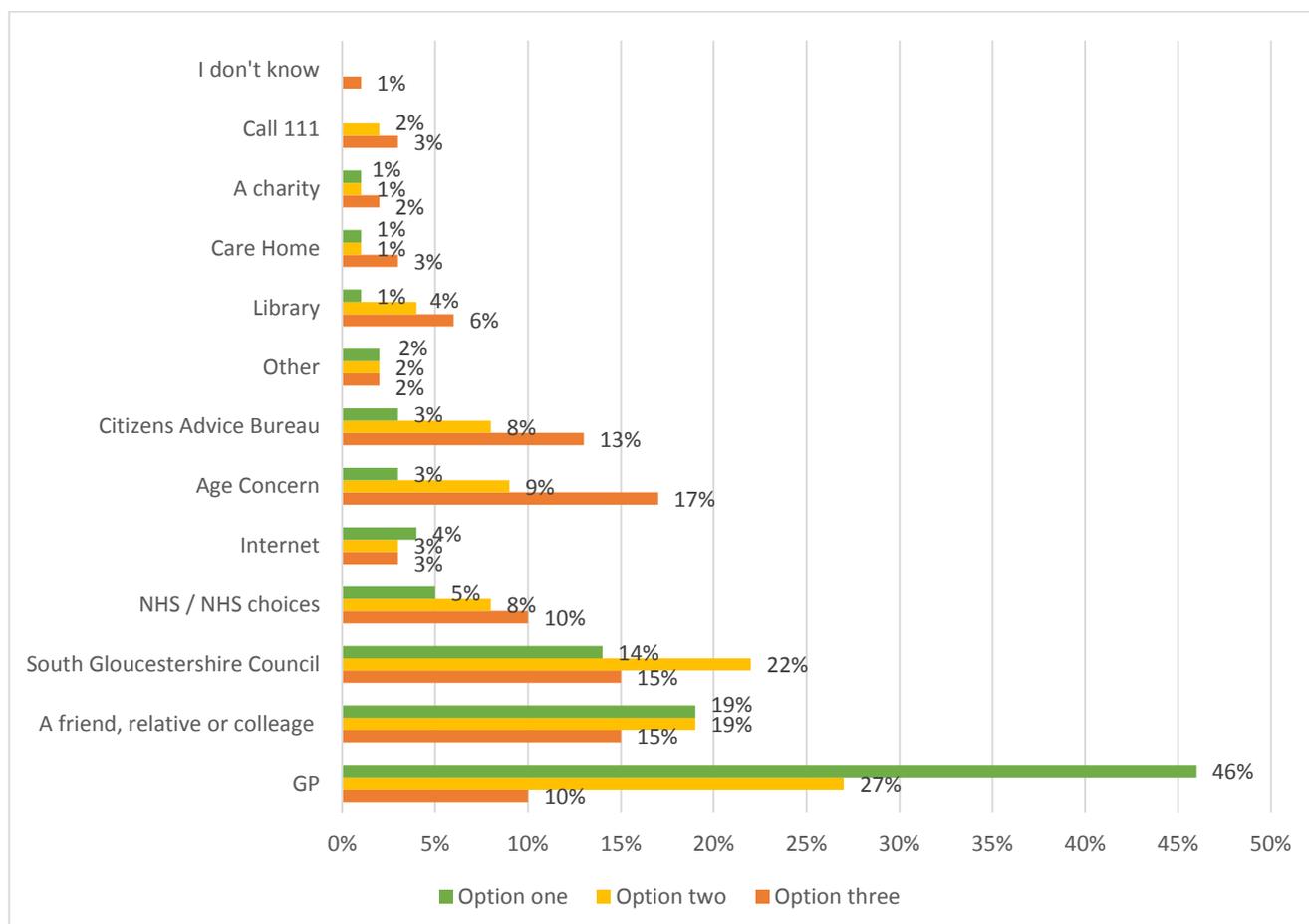
Survey respondents were then asked where they would look for information and advice about their care and support online. As respondents were able to tick multiple options the percentages do not equal 100 percent. The most frequent response was doing a general online search, for example using google, with 85% of respondents ticking this option. Looking for information on the NHS choices website was also chosen by 47% of respondents.

Figure 22: Accessing advice about care and support online

If you were looking for information and advice about your care and support (for you or for someone you care for) <u>online</u>, where would you go? (tick as many as you like):
Base: 916
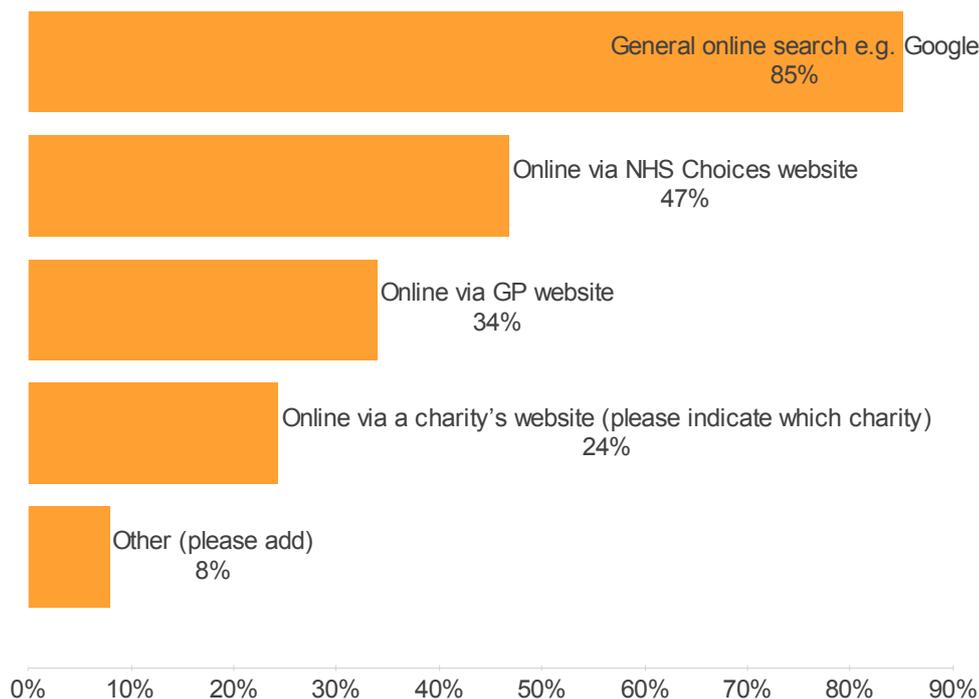
The 'other' option was used by 8% of respondents. Over one third of comments referred to not having computer access or being able to use the internet. Over one third referred to a specific organisation, the most frequent being South Gloucestershire, Age Concern and Citizens Advice Bureau. The majority of remaining comments referred to visiting a GP, friend, family member or neighbour.

Respondents who would look for information and advice on a charity website were asked which website they would visit. Of the 118 people who answered this question, over two thirds specified Age Concern (80).

There was not a significant difference in views between respondents from priority neighbourhoods and the rest of the district. Male respondents were significantly more likely to look on GP websites for information and advice (35%) when compared to female respondents (33%). Respondents of non-working age were significantly more likely to look for information online via GP websites (40% compared to 29%) whereas respondents of working age were more likely to do a general online search, for example on Google, (91% compared to 77%) when compared to respondents of non-working age.

Respondents were then asked about their confidence looking for information about care and support online. Almost two thirds of respondents were confident looking for information about care and support online (65%) and the remaining either did not feel confident (21%) or did not know (13%).

Figure 23: Confidence looking for information about care and support online

Do you feel able and confident about looking for information about care and support online?
Base: 916
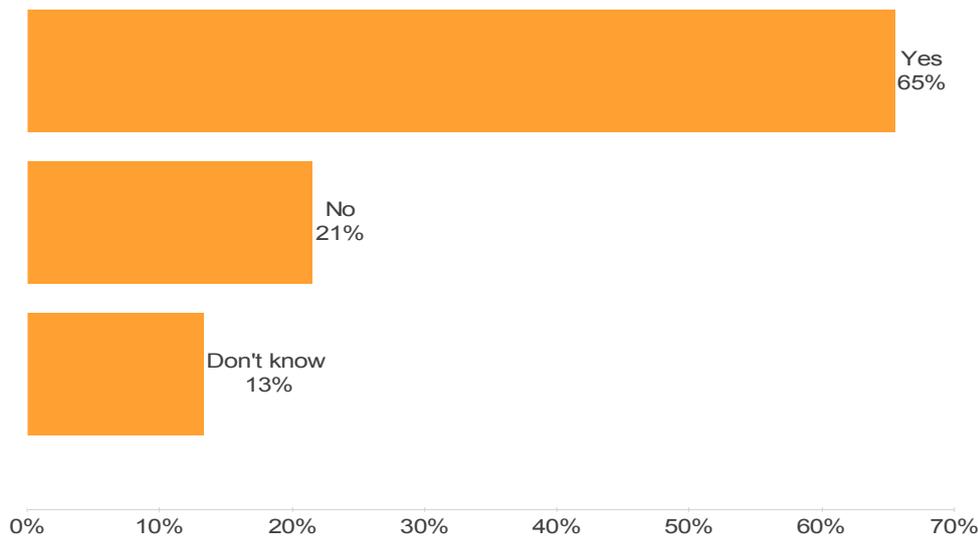
Respondents from priority neighbourhoods were significantly less likely to feel able and confident looking for information online (58%) when compared to respondents from the rest of the district (67%), and more likely to not know whether they were confident or not (19% compared to 13%). Respondents of non-working age were significantly more likely to feel unconfident (29%) when compared to respondents of working age (14%), while respondents of working age were more likely to feel confident (73% compared to 57%).

The majority of respondents aged between 25 and 64 years felt able and confident about looking for information about care and support online (84%). Over half of respondents aged between 65 and 84 years felt able and confident about looking for information about care and support online (59%) whereas half of respondents aged 85+ did not feel able or confident (50%).

Figure 24: Confidence looking for information about care and support online by age

Do you feel able and confident about looking for information about care and support online?
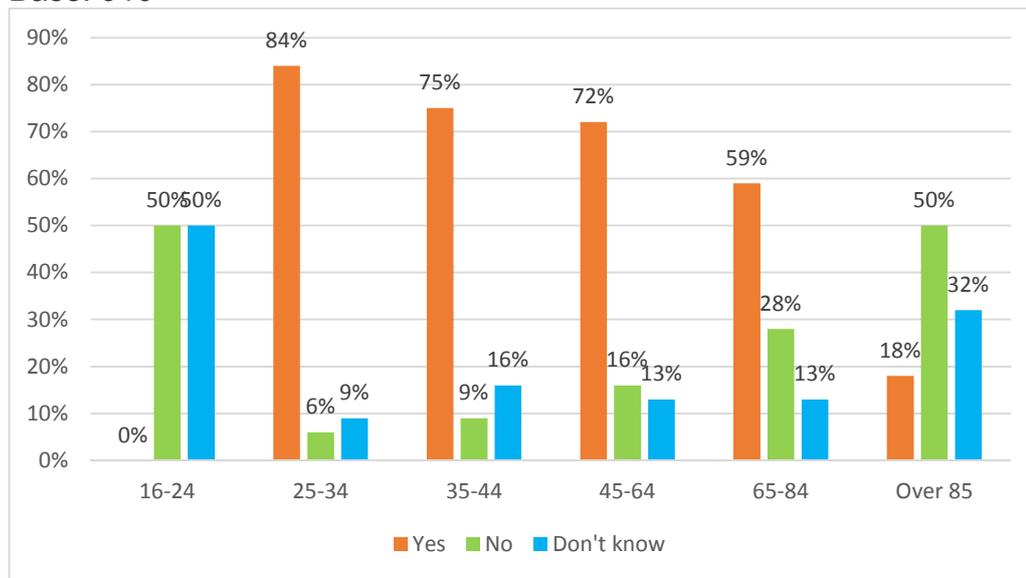Base: 916

Of the respondents who said they did not feel confident, the majority said they would prefer to talk to someone face to face (87%), over a third would prefer to talk to someone on the phone (37%) and almost a quarter would want reassurance that it is safe/secure to give personal information online (23%). As respondents were able to tick multiple options the percentages do not equal 100 percent.

Figure 25: Enabling you to search online

If you answered <u>no</u> to the previous question, what would enable or help you to go online and search for such information?
Base: 916
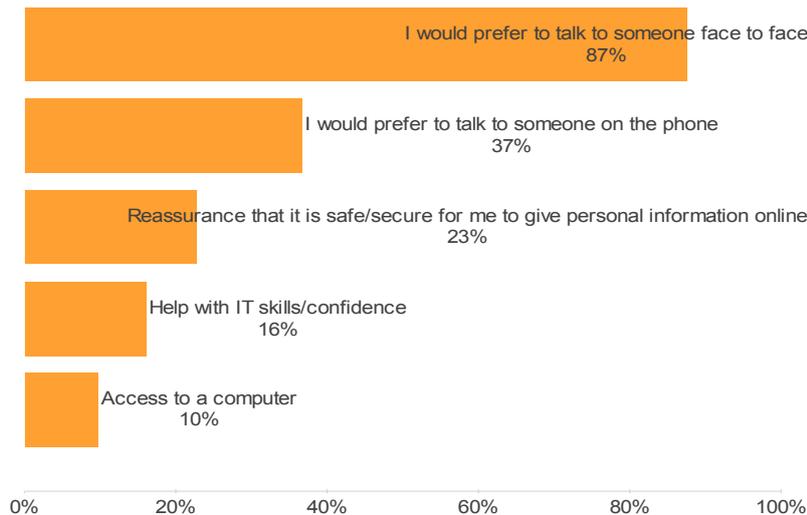
Please note this is a percentage of the 21 percent who answered no.

Of the respondents who said they did not feel confident, female respondents were significantly more likely than male respondents to feel reassurance that it is safe and secure to give personal information online would help them to go online to search for information (25% compared to 12%). There was not a significant difference in views between respondents from priority neighbourhoods or from different age groups.

Respondents were then asked about what information they would like to be available to them. As respondents were able to tick multiple options the percentages do not equal 100 percent. Almost three quarters of respondents would like information available to them about care services available locally (74%). Over half of respondents chose the following options: care at home (65%), information about planning for your future care and support needs (64%), information about funding care and support (59%) and information about assessing their care and support needs (58%).

Figure 26: Information availability

What information would you like to be available to you? (tick as many as you like)
Base: 916
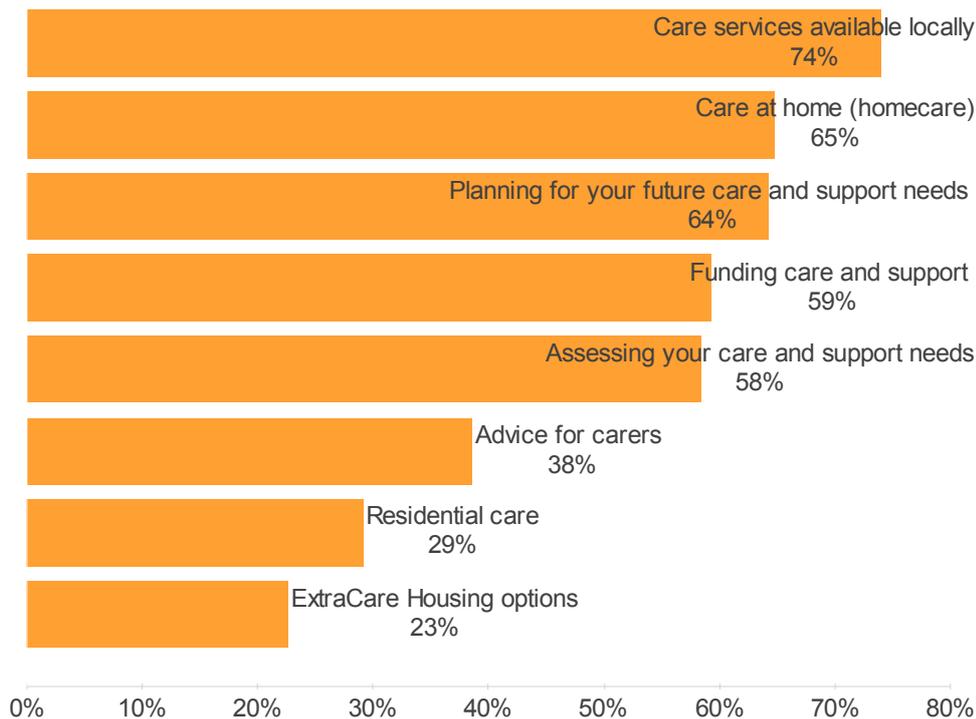
Respondents from the rest of the district were significantly more likely to want information about residential care (32%) when compared to residents from priority neighbourhoods (16%). Working age residents were significantly more likely to want information about each option with the exception of care at home. Female respondents were significantly more likely to want information about funding care and support (64% compared to 54%) and advice for carers (48% compared to 30%) when compared to male respondents.

The majority of respondents (85%) do not currently receive care and support or have not planned for their potential care needs. As respondents were able to tick multiple options the percentages do not equal 100 percent.

Figure 27: Your current situation

Please tick one of the following statements that best fits your current situation:
Base: 916
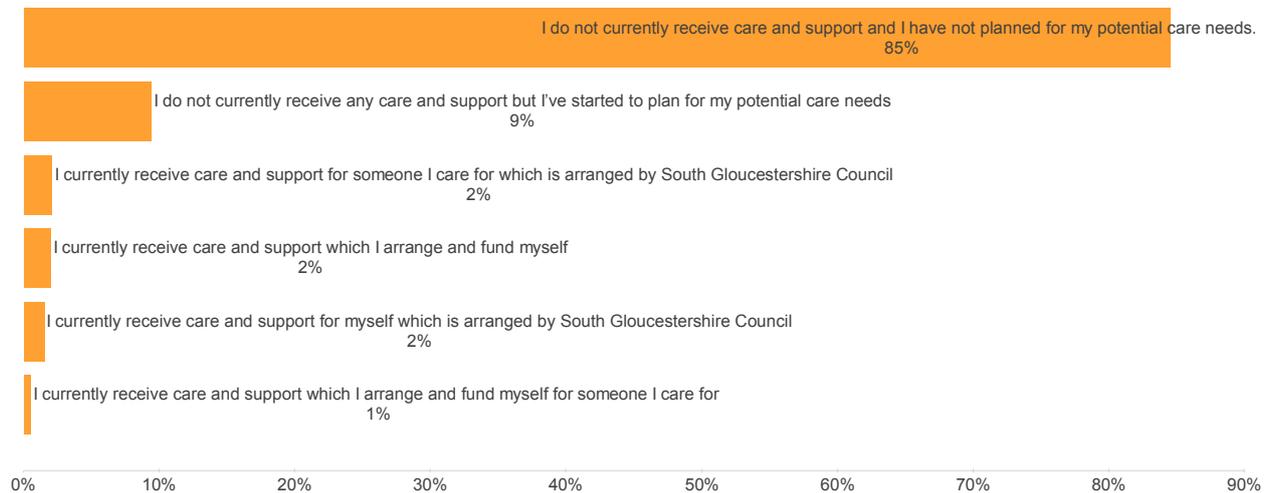
Respondents of working age were significantly more likely to not currently receive care and support and not planned for their potential care needs when compared to respondents of non-working age (88% compared to 83%), whereas respondents of non-working age were more likely to have started planning for their potential care needs (11% compared to 7%).

7 Internet usage and the council's website

7.1 Internet usage

Survey participants were asked about their internet usage and the council's website. Almost three quarters of participants had used the internet before (72%) and over one quarter had never used the internet before (28%).

Figure 28: Internet usage

Have you ever used the internet before?
Base: 916
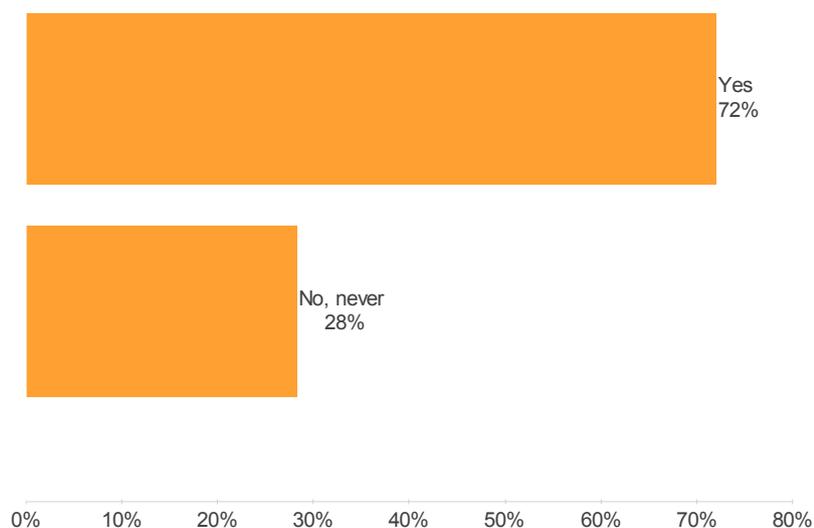
Respondents from the rest of the district were significantly more likely to have used the internet before (75% compared to 59%), whereas respondents from priority neighbourhoods were more likely to have never used the internet (41% compared to 25%).

Respondents of working age were significantly more likely to have used the internet (94% compared to 57%), whereas respondents of non-working age were more likely to have never used the internet (43% compared to 6%).

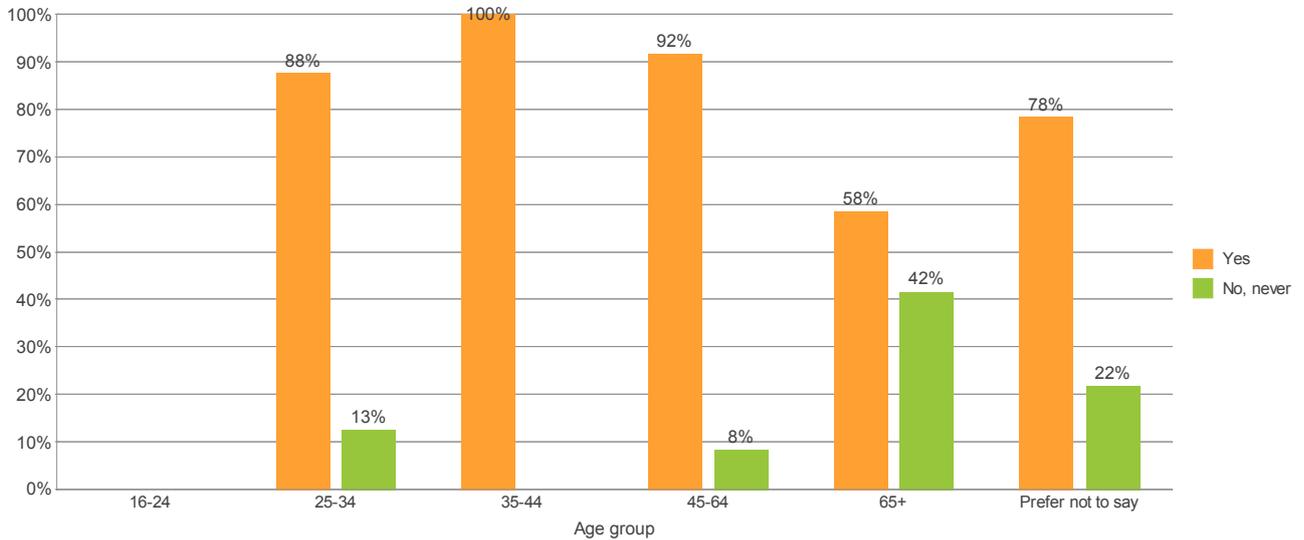When comparing the internet usage of different age groups, the majority of respondents of each age group, with the exception of those over 65 years, had used the internet before.

Figure 29: Internet usage by age

Have you ever used the internet before?
Base: 916

The respondents who answered 'no never' were then asked what their reasons were for not using the internet. The most common reasons were not having internet access (39%), not knowing how to use it (38%), not wanting to use it (36%) and not having the IT equipment (29%). As respondents were able to tick multiple options the percentages do not equal 100 percent.

Figure 30: Reasons for not using the internet

If you have never used the internet before, please tell us your reasons.
Base: 916
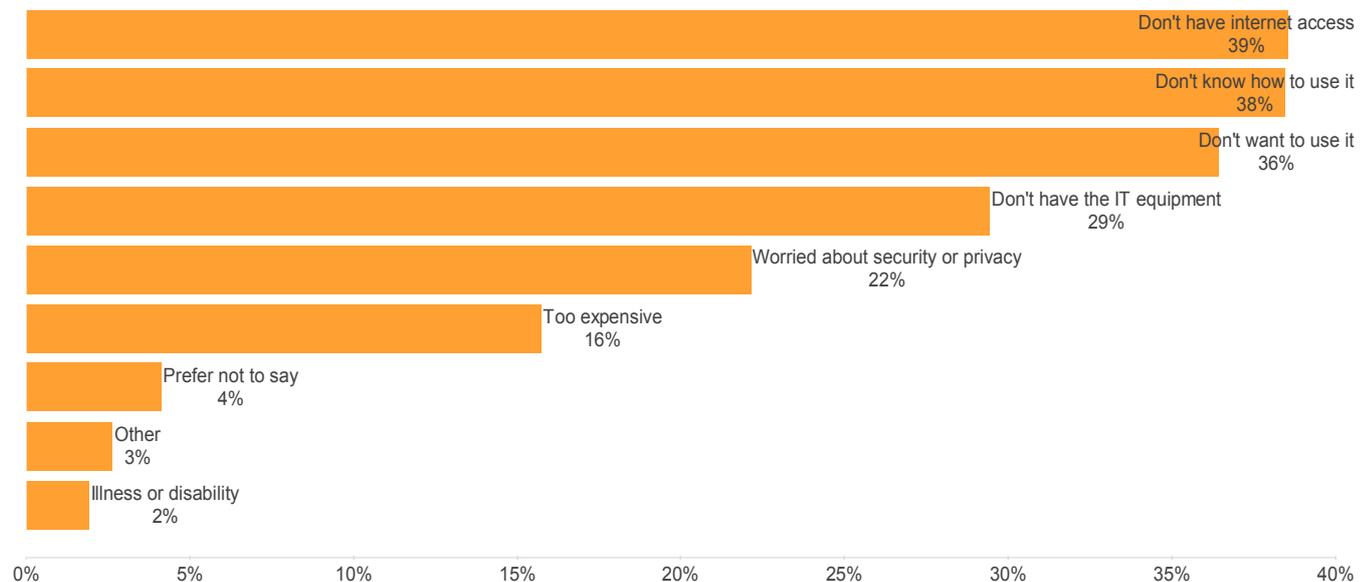
Please note these are percentages of the 28% who answered no to ever having used the internet.

When compared to residents of non-working age, respondents of working age were more likely to have never used the internet due to it being too expensive (57% compared to 13%) or that they were worried about security or privacy (57% compared to 19%).

Thirteen comments were left in response to the 'other' option. These comments referred to not having an interest in computers, not owning a computer and someone else using the internet for them.

Survey participants were then asked where they access the internet. Accessing the internet at home (81%), at work (40%) and via a mobile phone network (49%) were the most frequent ways to access the internet on a daily basis. On a weekly basis the most common places were at a family or friends (14%) or via WIFI in a public place (20%). The library (78%) and at school, college or university (94%) received the highest number of 'Never' responses.

Figure 31: Where you access the internet

How often do you currently access the internet from the following? (Please tick all that apply)
Base: 916
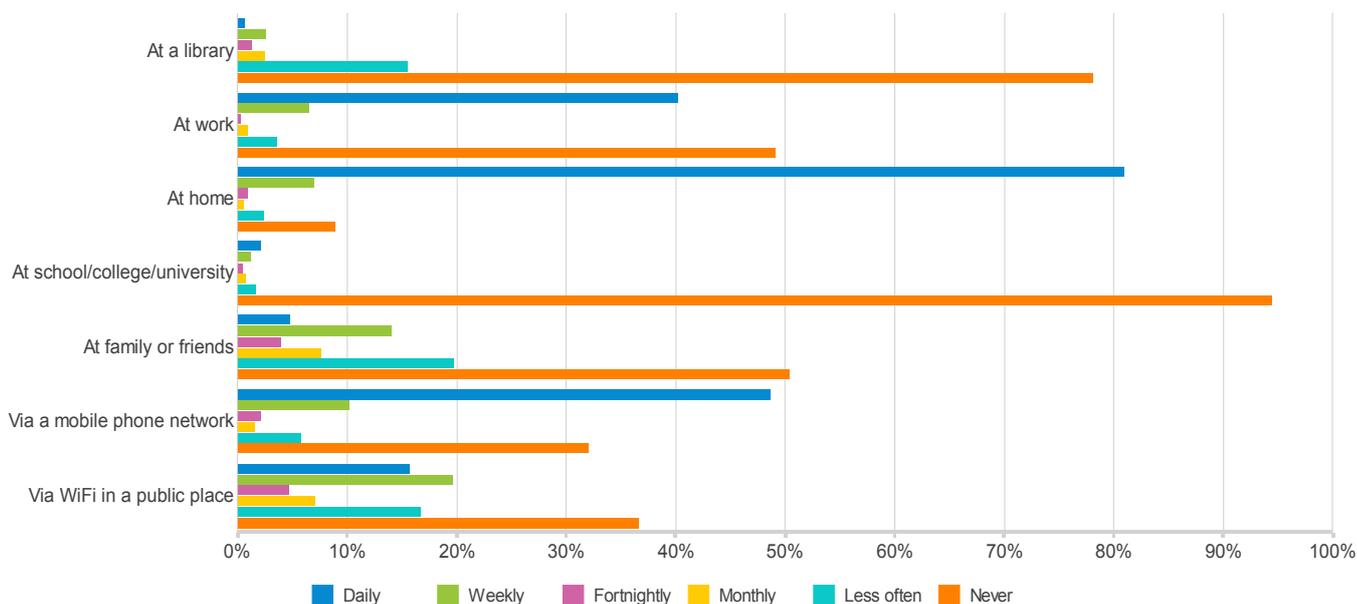
In response to the 'other' option 25 comments were made. The majority of these comments referred to not having internet access.

When compared to respondents from the rest of the district, respondents from priority neighbourhoods were significantly more likely to access the internet at a library on a daily basis (3% compared to 0%). They were also more likely to access the internet at home on a weekly basis (12% compared to 6%), while respondents from the rest of the district were significantly more likely to access the internet at home on a daily basis (84% compared to 69%). Respondents from priority neighbourhoods were also significantly more likely to have never accessed internet at home when compared to respondents from the rest of the

district (14% compared to 7%). Respondents from the rest of the district were more likely to access the internet at family or friends less often when compared to residents from priority neighbourhoods (22% compared to 13%).
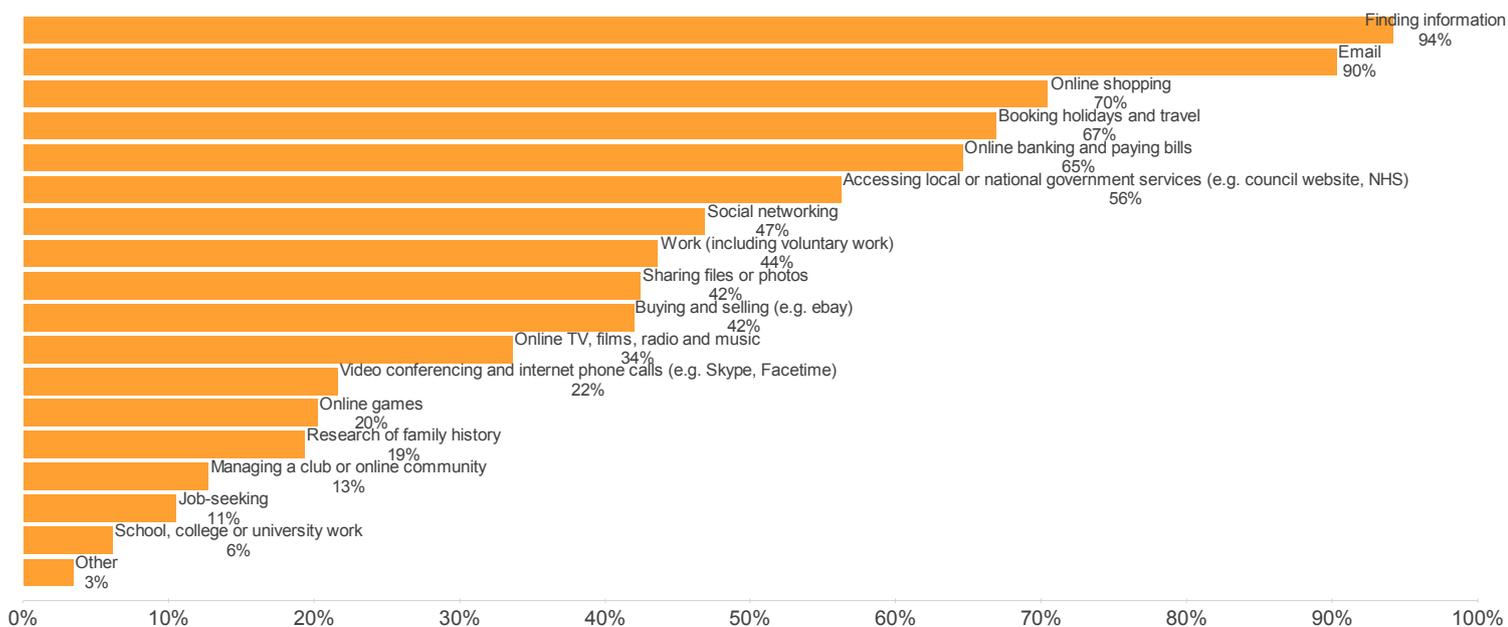
When compared to female respondents, male respondents were significantly more likely to have never accessed internet at work (53% compared to 44%), at school, college or university (98% compared to 92%) or at a family or friends (54% compared to 45%). When compared to male respondents, female respondents were significantly more likely to access the internet on a mobile phone network on a daily basis (51% compared to 44%).

When compared to non-working age respondents, respondents of working age were significantly more likely to access the internet on a daily basis at work (59% compared to 5%), at home (89% compared to 70%) or on a mobile phone network (61% compared to 26%). They were also more likely to access the internet at a family or friends or via WIFI in a public place. Non-working age respondents were significantly more likely to have never accessed the internet for all options when compared to working age respondents with the exception of libraries.

When asking respondents what they use the internet for the most common responses were to find information (94%), email (90%), online shopping (70%), booking holidays and travel (67%) and online banking and paying bills (65%). As respondents were able to tick multiple options the percentage do not equal 100 percent.

Figure 32: What you use the internet for

What do you use the internet for?
Base: 916

When compared to respondents from priority neighbourhoods, respondents from the rest of the district were significantly more likely to use the internet to email (92% compared to 84%).

When compared to male respondents, female respondents were significantly more likely to use the internet for school, college or university (8% compared to 2%), social networking (51% compared to 43%) and online games (27% compared to 16%). Whereas male respondents were more likely to use the internet for online banking and paying bills (68% compared to 60%) and buying and selling (45% compared to 37%).

Respondents of working age were significantly more likely to use the internet for all options, with the exception of researching family history and managing a club or online community, when compared to respondents of non-working age. Respondents of non-working age were significantly more likely to respond 'other'.

There were 22 comments left in response to the 'other' option. These comments referred to not having access to the internet or mentioned specific internet searches.

When asked how they access the internet the most common response was using a laptop/PC/desktop (89%), mobile phone (61%) or tablet (57%). As participants were able to tick multiple options the percentages do not equal 100 percent.

Figure 33: How you access the internet

Which of the following devices do you use to access the internet?
Base: 916
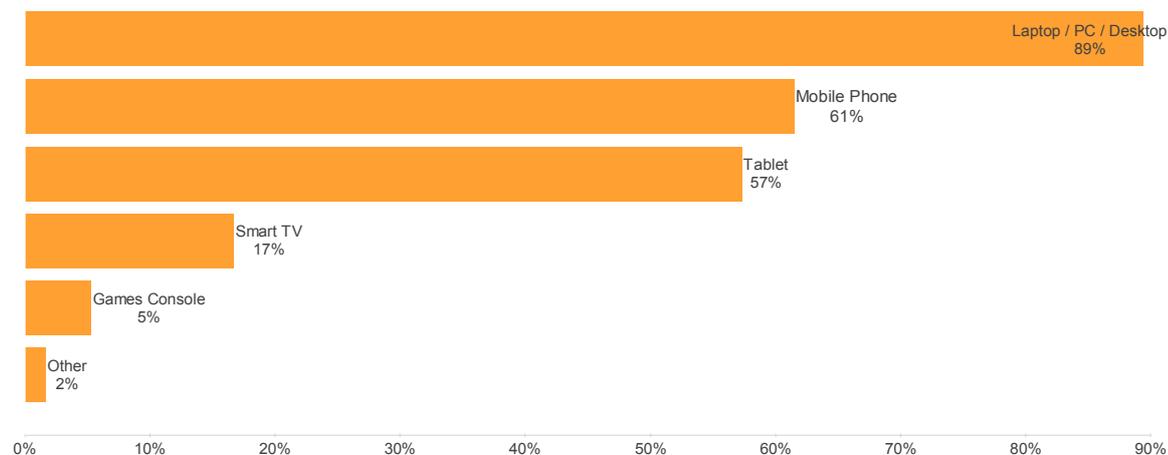
There were no significant differences between respondents from priority neighbourhoods and the rest of the district. When compared to female respondents, male respondents were significantly more likely to access the internet using a laptop/PC/desktop (93% compared to 84%) or a Smart TV (22% compared to 11%). Respondents of working age were significantly more likely to access the internet using all devices when compared to respondents of non-working age.

There were twelve comments made in response to the 'other' option. The majority of these comments referred to the options already specified or WIFI in public places.

Respondents were then asked about what would help them to use the internet (more often). The most frequently chosen response was that they would not use the internet more (43%). Faster internet connection (32%) and low cost internet access (32%) were the most popular ways to increase internet usage. As respondents were able to tick multiple options the percentages do not equal 100 percent.

Figure 34: Helping you to use the internet (more often)

What would help you to use the internet (more often)?
Base: 916
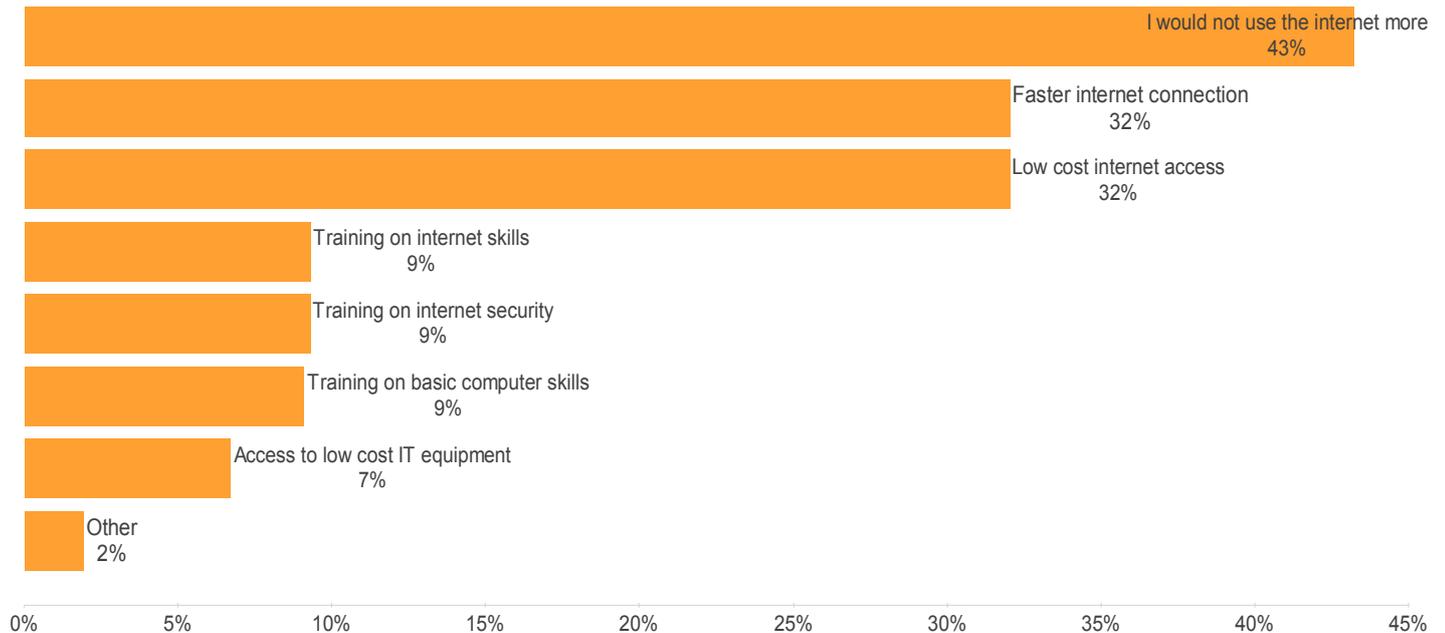
Respondents from priority neighbourhoods were significantly more likely to want training on internet skills (16% compared to 8%) whereas respondents from the rest of the district were more likely to feel faster internet connection would help them to use the internet more often (33% compared to 22%).

Respondents of non-working age were significantly more likely to feel training on basic computer skills (18% compared to 3%), training on internet skills (18% compared to 4%) and training on internet security (12% compared to 6%) would help them to use the internet more when compared to respondents of working age. Whereas respondents of working age were more likely to feel low cost internet access (34% compared to 27%) and faster internet connection (36% compared to 24%) would help them to use the internet more when compared to respondents of non-working age. Respondents of working age were also significantly more likely to respond that they would not use the internet more (48% compared to 40%).
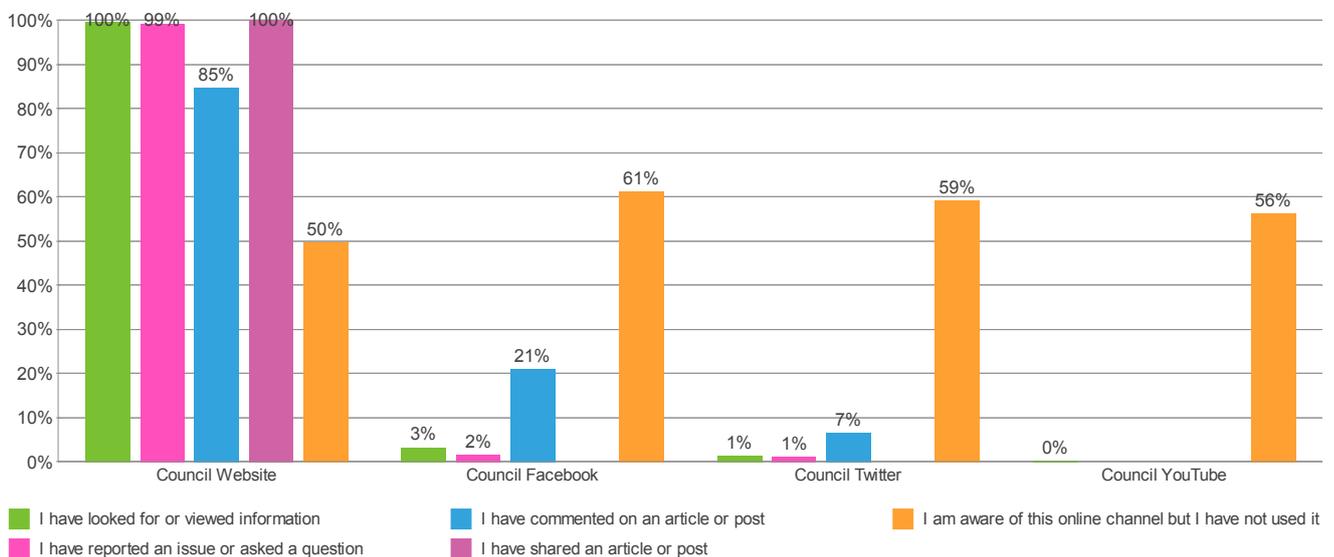
7.2 The Council's website

The following questions asked respondents about their use of council website and other online services. The council website was widely used to view information (100%), report an issue or ask a question (99%), to comment on an article or post (85%) and to share an article or post (100%).

The majority of responses regarding other online services, such as Facebook (61%), Twitter (59%) and YouTube (56%); were that they are aware of this online channel but have not used it. As respondents were able to tick multiple options the percentages do not equal 100 percent.

Figure 35: Using council online channels

The council has a range of online channels that you can use, have you used any of them to do the following?
Base: 916

When compared to respondents from the rest of the district, respondents from priority neighbourhoods were significantly more likely to be aware of the council website but have never used it (67% compared to 48%).
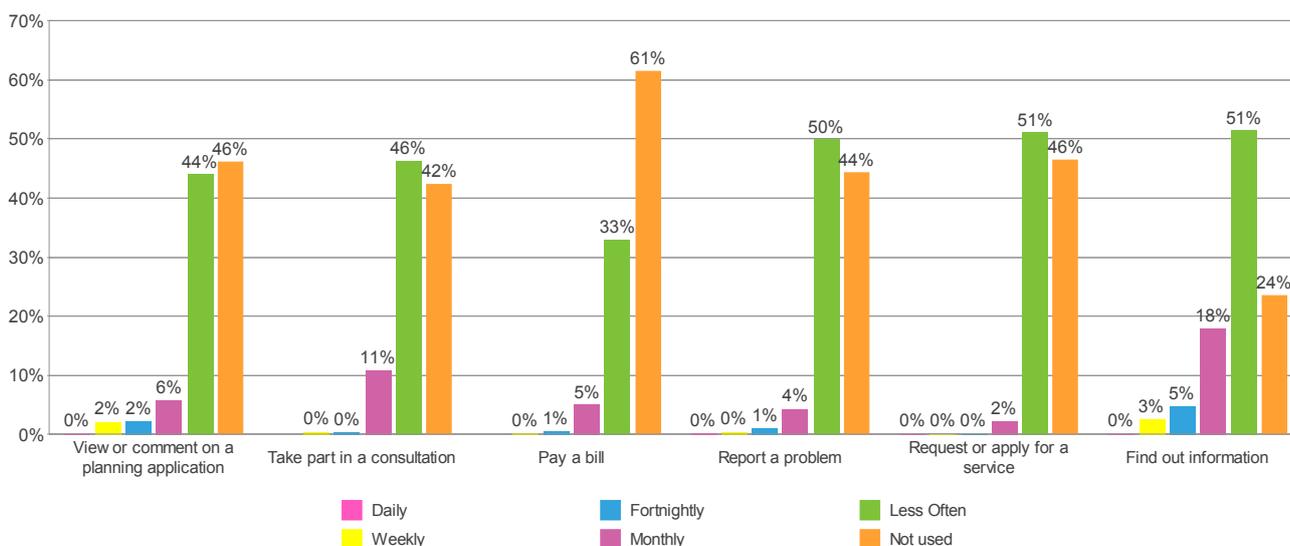
When compared to respondents of non-working age, respondents of working age were significantly more likely to have looked for or viewed information on the council Facebook page (4% compared to 1%). While respondents of working age were more likely to have commented on an article or post on the council Facebook page (28% compared to 6%), respondents of non-working age were more likely to have commented on an article or post on the council website (97% compared to 74%). When compared to respondents of working age, they were also more likely to be aware of the council website but have never used it (63% compared to 40%).

Usage of the council website was explored further in the next question. A similar number of respondents had used the website less often or never used the website to view or comment on a planning application, take part in a consultation, report a problem, or to request or apply for a service. Using the website to pay a bill received the greatest 'never used' response (61%). Half of respondents use the website to find out information less often (51%). As respondents were able to tick multiple responses the percentages do not equal 100 percent.

Figure 36: How often you visit the council website

How often do you visit the council's website to do any of the following?
Base: 916

When compared to respondents from the rest of the district, respondents from priority neighbourhoods were more likely to have never used the website for all options with the exception of paying a bill. Whereas respondents from the rest of the district were more likely use the website less often to view or comment on a planning application (46% compared to 34%), take part in a consultation (48% compared to 36%), report a problem (52% compared to 40%) and request or apply for a service (54% compared to 41%).

When compared to female respondents, male respondents were more likely to view or comment on a planning application less often (47% compared to 40%), pay a bill application less often (38% compared to 29%) and report a problem less often (54% compared to 47%). They were also more likely to find out information (21% compared to 14%) and take part in a consultation on a monthly basis (14% compared to 7%). When compared to male respondents, female respondents were more likely to have not used the website to view or comment on a planning application (53% compared to 41%), to take part in a consultation (48% compared to 37%), to pay a bill (65% compared to 56%) and to report a problem (50% compared to 40%). Female respondents were also more likely to find out information less often (57% compared to 49%)

When compared to non-working age respondents, respondents of working age were more likely to have used the website for all options with the exception of to pay a bill. Respondents of working age were also more likely to have used the website to find out information when compared to non-working age respondents (21% compared to 13%).

Respondents of non-working age were significantly more likely to have not used the website for all options.

The next question explored respondents' satisfaction with the council website. Approximately a third of respondents were quite satisfied with all aspects of the council's website. There were also a high level of respondents who did not know or felt neither satisfied nor dissatisfied with different aspects of the website.

Figure 37: Your satisfaction with the council's website

How satisfied or dissatisfied are you with the following aspects of the council's website?
Base: 916
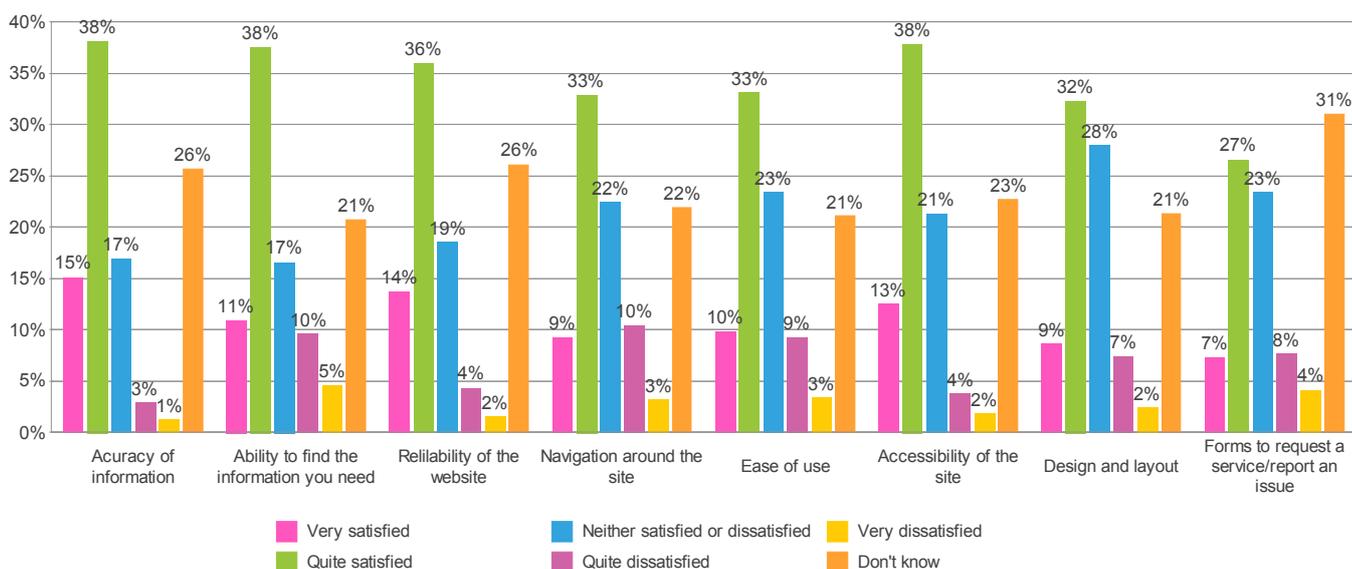
When compared to respondents from priority neighbourhoods, respondents from the rest of the district were significantly more likely to be quite dissatisfied with the design and layout of the council website (8% compared to 2%).

When compared to female respondents, male respondents were more likely to be neither satisfied nor dissatisfied with the ability to find the information you need on the website (19% compared to 13%), navigation around the site (25% compared to 17%), ease of use (26% compared to 19%) and using forms to request a service or report an issue (26% compared to 19%). Whereas female respondents were more likely to not know about all aspects of the website with the exception of forms to request a service or to report an issue.

When compared to respondents of non-working age, respondents of working age were more likely to be satisfied with all elements of the council website. Whereas respondents of non-working age were significantly more likely to not know about the different aspects of the council's website.

8 Further Comments

At the end of the questionnaire, participants were able to state any other comments about the topics covered in the survey. This question received 155 comments. The most frequently mentioned issues were that the council website is hard to use (34 comments), that they do not use the internet (15 comments) or that the council does not respond to or follow up queries (12 comments).

The next question asked whether respondents would be interested in taking part in focus groups for different topics. Over one hundred respondents were interested in taking part in focus groups for each topic.

Figure 38: Focus groups

The council is looking for people who would like to participate in some focus groups about a range of different issues. Would you be willing to participate in any of the following?
Base: 916
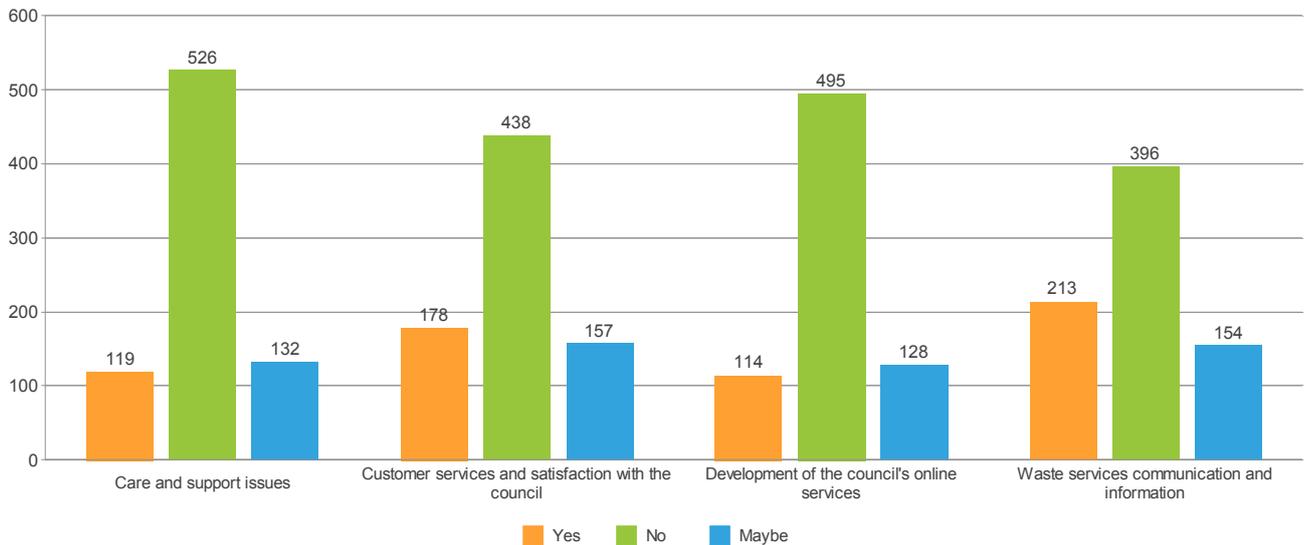
9 Appendix

The table below shows the sample profile prior to weighting.

Table 2: Sample profile

	Unweighted sample base	Unweighted %
Sample base	916	100.0%
Priority neighbourhoods and rest of district		
Kingswood	55	6.0%
Filton	37	4.0%
Yate & Dodington	30	3.3%
Staple Hill	28	3.1%
Cadbury Heath	17	1.9%
Patchway	13	1.4%
Rest of district	736	80.3%
Gender		
Male	440	48.0%
Female	455	48.0%
Age group		
16-24	2	0.2%
25-34	33	3.6%
35-44	108	11.8%
45-64	339	37.0%
65+	429	46.8%
Ethnicity		
White	826	90.2%
BME	15	1.6%