



# Resident Survey Report January 2019

Andrew Cameron, Enventure Research

 [www.cornwall.gov.uk](http://www.cornwall.gov.uk)

 **enventure**  
research



# 1: Methodology



# Methodology: listening and acting in the best interests of residents

Cornwall Council is committed to listening to residents and acting in their best interests. Regular resident surveys provide feedback on what is important to people and what they think of their Council, the services it provides and its value for money. This supports continuous improvement.

Cornwall Council's published measures of success within its 2018-22 Business Plan target year-on-year increases in residents agreeing that:

- ✓ Cornwall Council provides value for money
- ✓ Cornwall Council gets it right first time for customers
- ✓ Cornwall Council is standing up and campaigning for Cornwall; and
- ✓ They are satisfied with the way Cornwall Council runs things



# Methodology: using a representative sample of Cornwall's residents

500 Cornwall residents aged 16+ were interviewed between 29 October 2018 and 12 November 2018 by telephone. This achieves a **confidence level of +/- 4.3%** at the 95% confidence interval, meaning that there is a 95% chance that if we asked the entire adult population of Cornwall, a result would not differ by +/- 4.3%.

A **representative sample** was used which means that it reflects the population of Cornwall in terms of gender, age and Community Network Area (see 'respondent profile' at the end). Quotas were set for each using the latest population statistics.

The results have been segmented and **analysed by sub-groups**, to identify any differences in responses from people of different age groups, gender, relative deprivation, and different areas of Cornwall.



# Methodology: in detail

To ensure a representative sample was surveyed:

- Potential respondents were called a minimum of 10 times before being disregarded
- Calls were made at various times of the day - including mornings, afternoons and evenings, and on weekdays and weekends - to ensure that individuals from a variety of demographics, life-stages and communities could be successfully reached
- If an interviewee was unable to participate in the survey immediately, they were given the opportunity to schedule the interview at a more convenient time for them.



## Methodology: comparing Cornwall's performance with other councils

Cornwall Council will benchmark its results against other councils, to provide a robust picture of performance. Enventure Research was appointed via competitive tender to carry out surveys twice a year which:

- ✓ Follow the LGA's rigorous methodology guidance, 'Are you being served?', asking set questions of a representative sample of Cornwall residents to achieve a robust level of confidence in the results
- ✓ Adopts a telephone (rather than postal) survey method to enable like-for-like comparison of our local results with the LGA's national results and with other councils through LG Inform benchmarking.

The LGA carries out national telephone polls three times a year. Comparisons in this report are with the LGA poll conducted in October 2018 by Populus with a sample of 1,001 adults.



# Methodology: comparing Cornwall's 2018 results with previous results

Cornwall Council will track changes in resident satisfaction over time as part of its commitment to year-on-year increases. This is the first time Cornwall Council's performance can be compared 'like-for-like' with that of other councils, using the methodology described above.

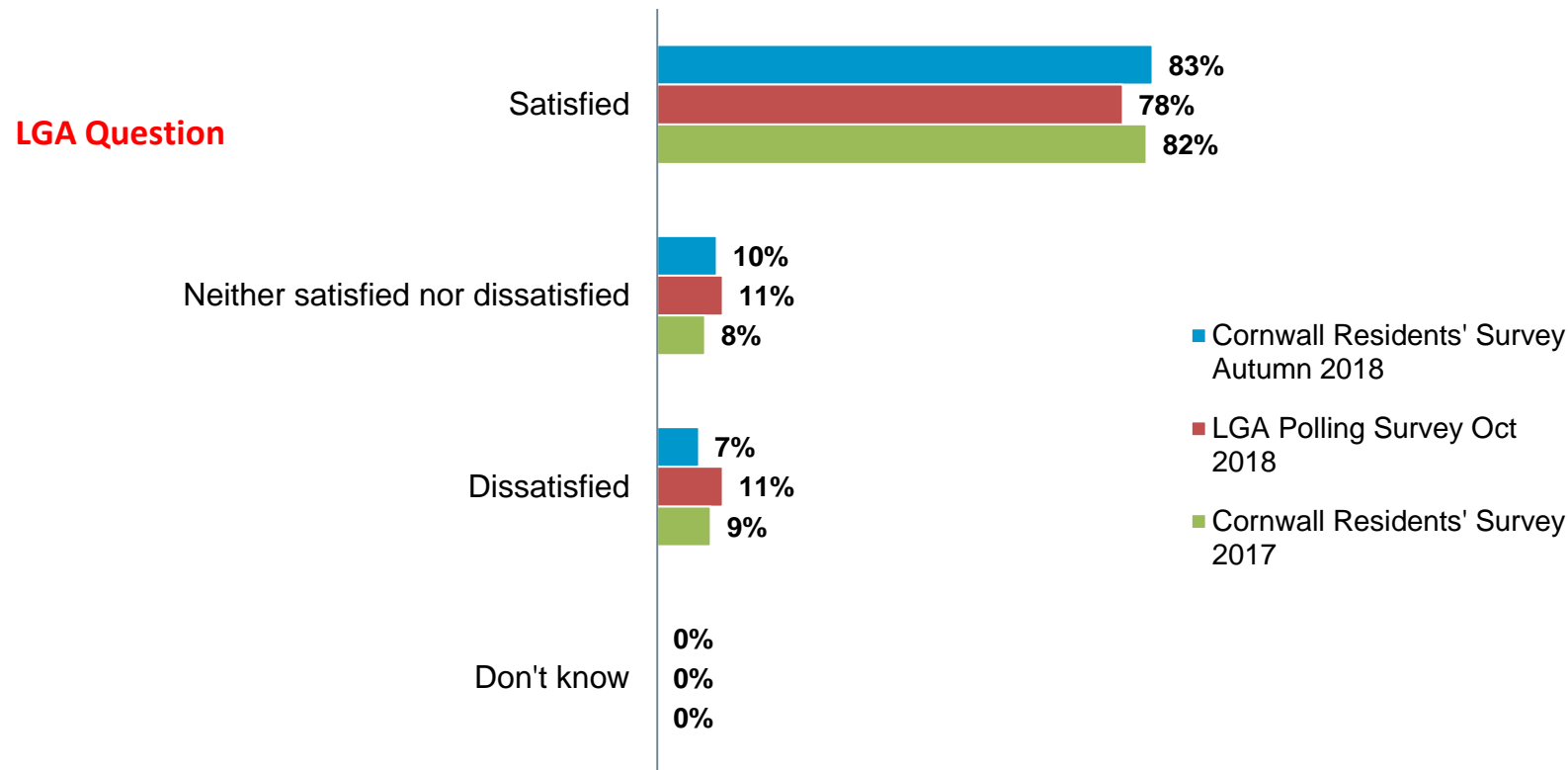
The results are also compared against the Cornwall Council Residents' Survey 2017, a postal survey conducted by Marketing Means with a sample of 11,247 adults, which asked identical questions. However, moving to a telephone survey methodology means that the 2017 results are not entirely 'like-for-like', and the comparison is only indicative of changes over time.



# 2: Headline findings



# Resident satisfaction with their local area as a place to live is above the national figure

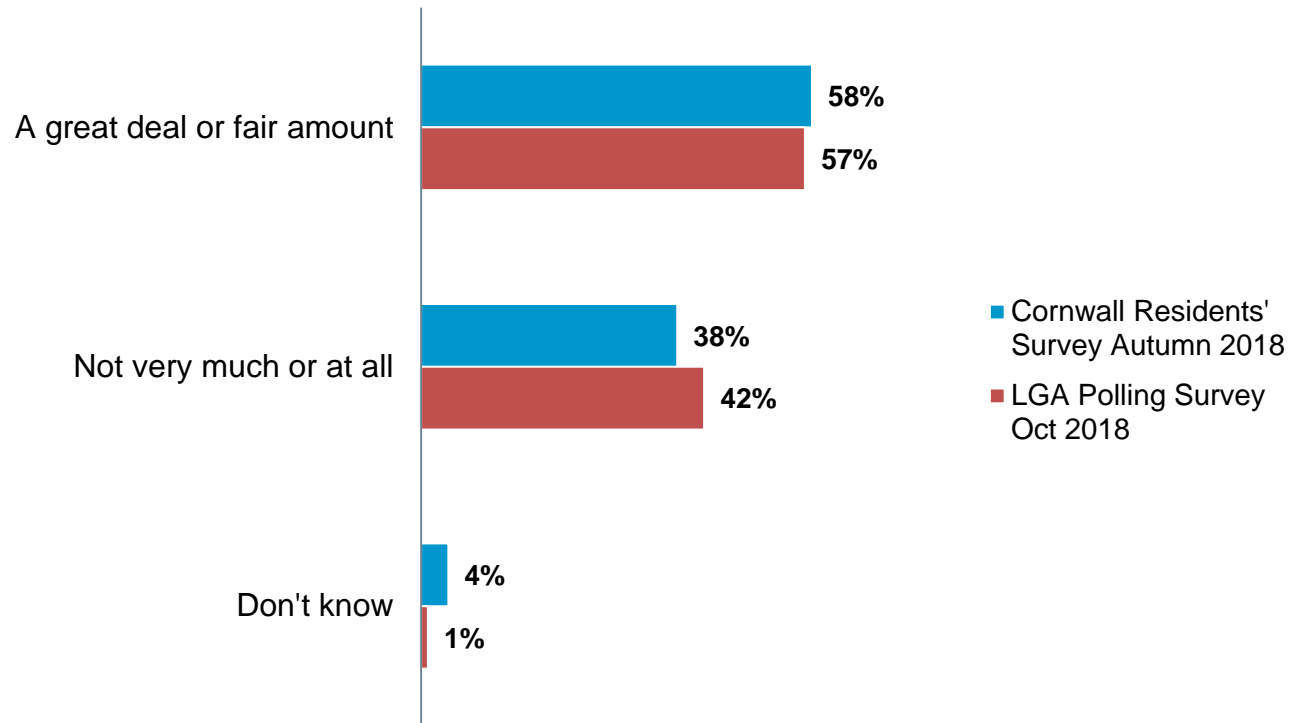


Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey October 2018: 1,001; Cornwall Residents' Survey 2017: 11,134)

# Residents' trust in Cornwall Council is above the national figure for the first time

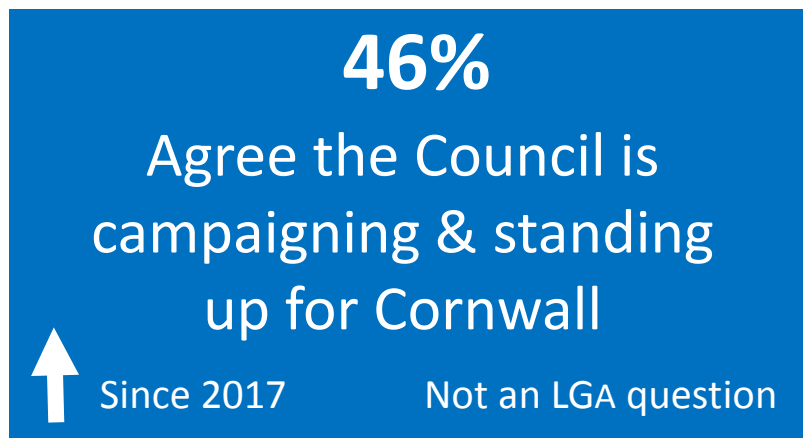
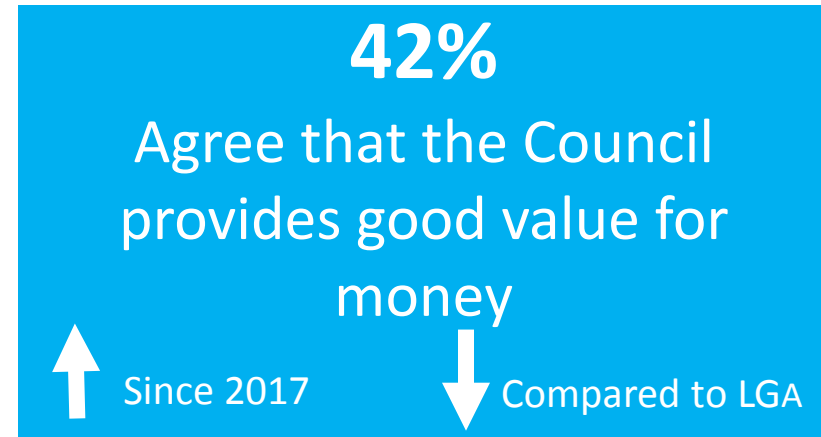
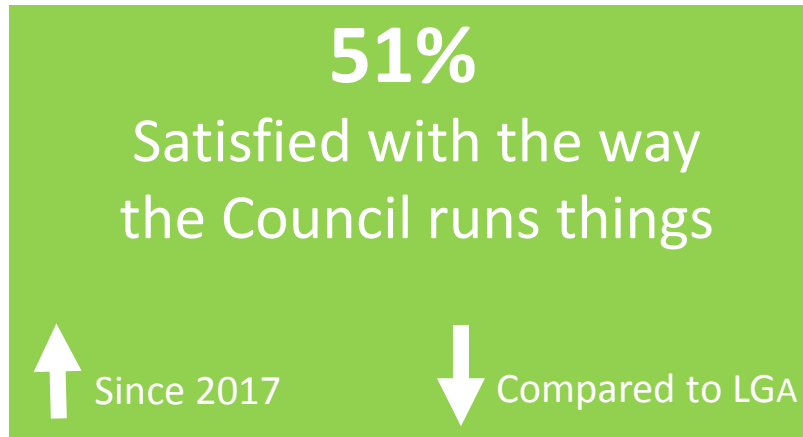
## LGA Question



Question: How much do you trust (Cornwall Council)?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey October 2018: 1,001)

# Resident perceptions improved on three of four business plan success measures

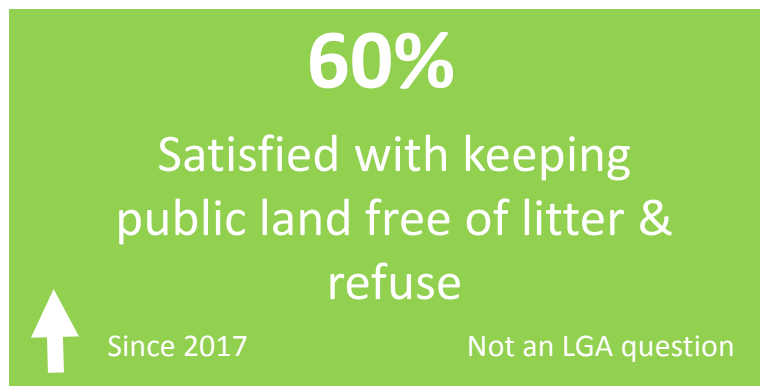


Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2018: various; Cornwall Residents' Survey 2017: various; LGA Polling Survey October 2018: various)

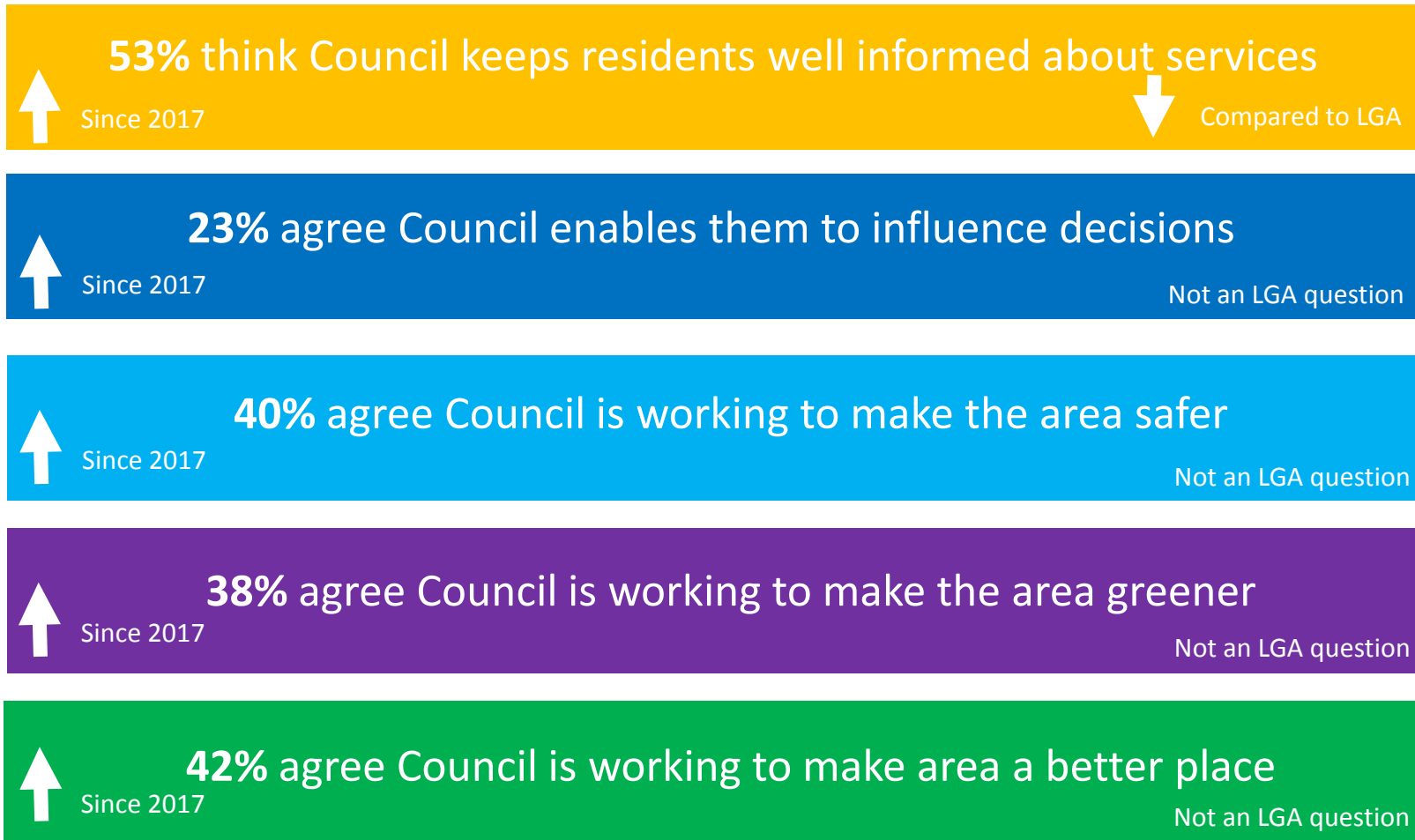
\* Don't know responses have been removed from the base

# Resident satisfaction with services is above national figure for refuse collection, and improved for:



Questions: Various. Base: All respondents (Cornwall Residents' Survey Autumn 2018: various; Cornwall Residents' Survey 2017: various; LGA Polling Survey October 2018: 1,001)

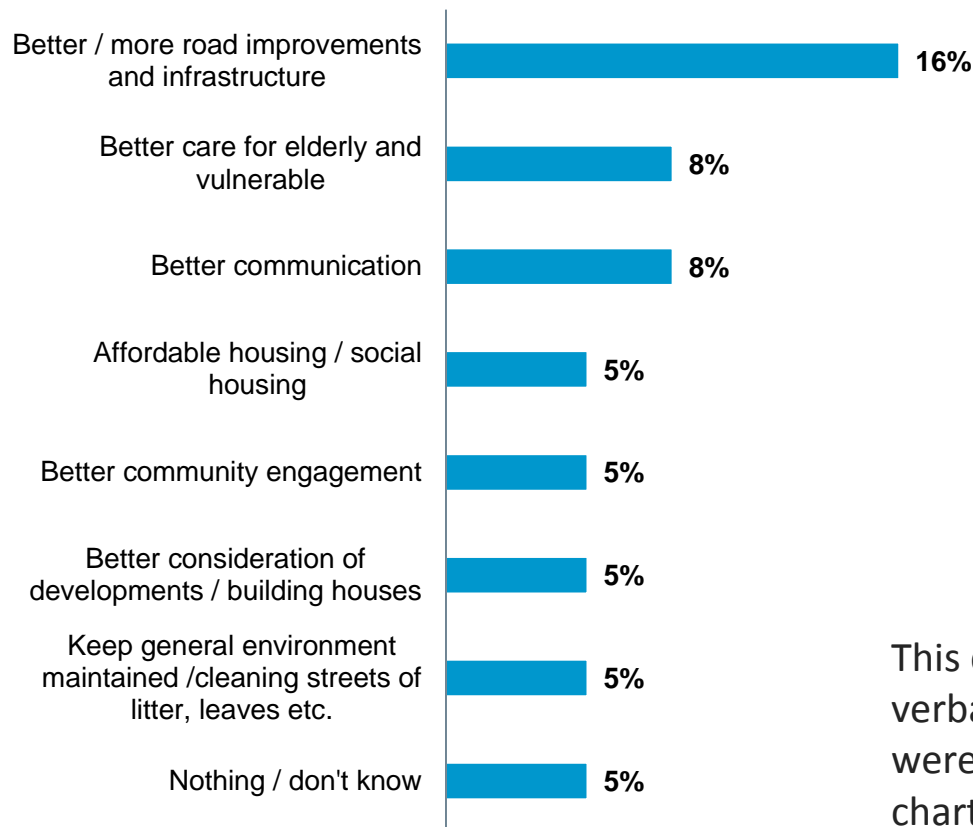
# Larger proportions agree with the following statements than in 2017



Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: various; LGA Polling Survey October 2018: 1,001)

# When asked what one thing Cornwall Council should improve, road improvements was mentioned most, by 16% of respondents



*Improving the roads, especially the potholes.*  
**Female, 25-44**

*I think the Council should improve the traffic management.*  
**Male, 25-44**

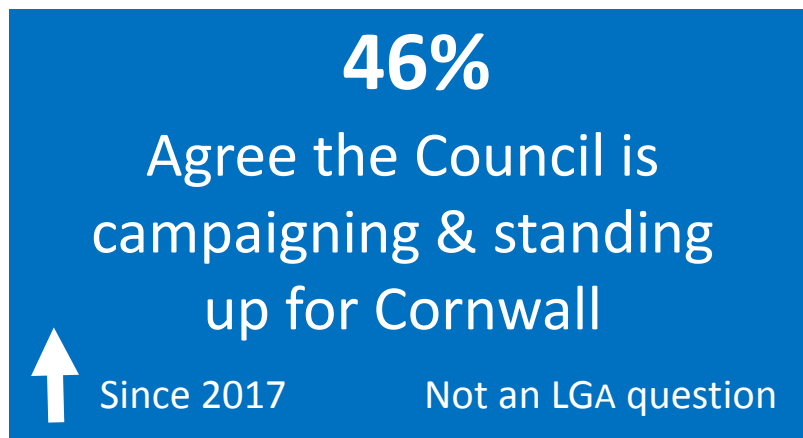
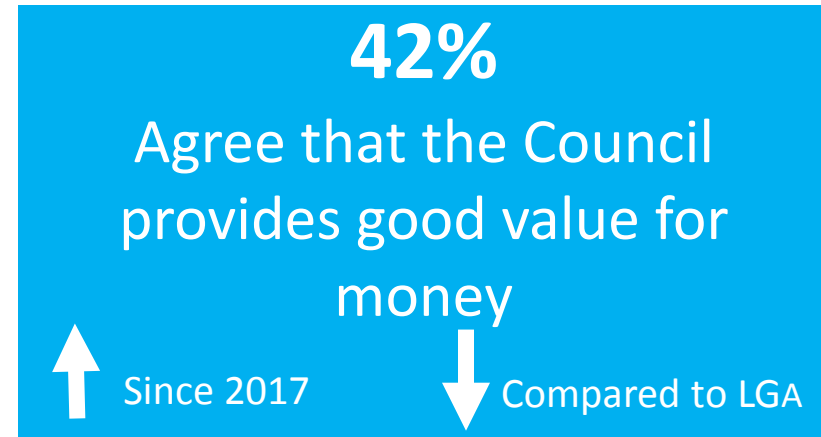
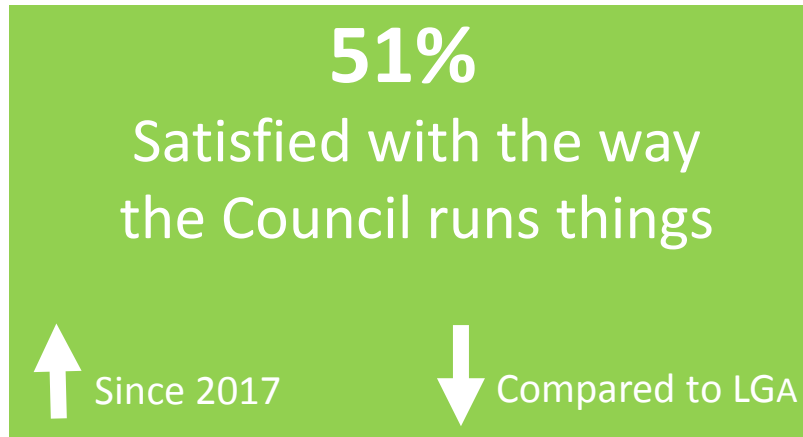
This question was asked as a verbatim response. Comments were grouped and themed and the chart shows the top eight most mentioned themes.

Question: What one thing do you think the Council should improve?  
Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)



# 3: Business Plan measures

# Resident perceptions improved on three of four business plan success measures



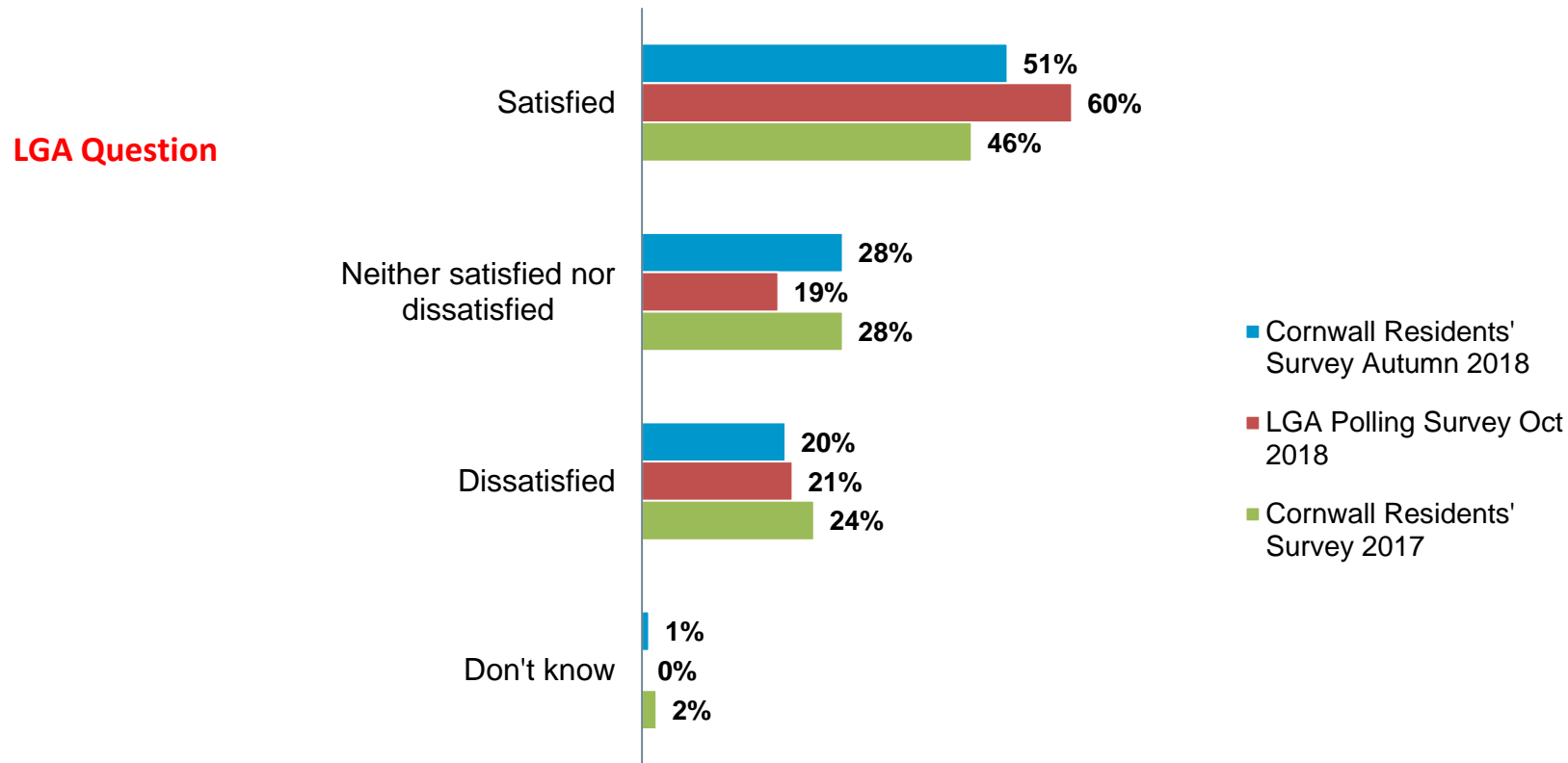
Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2018: various; Cornwall Residents' Survey 2017: various; LGA Polling Survey October 2018: various)

\* Don't know responses have been removed from the base



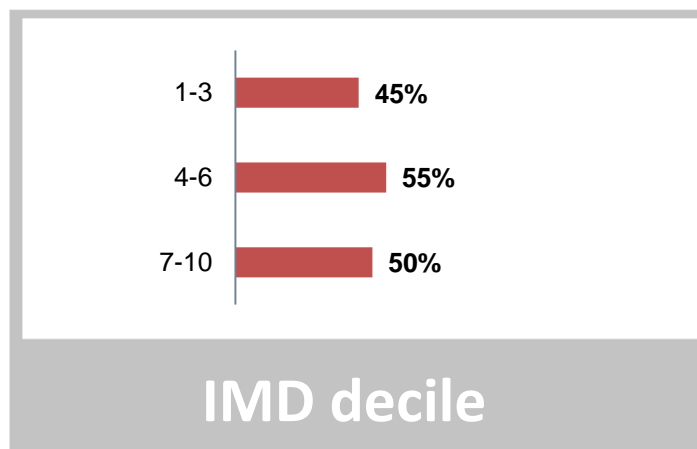
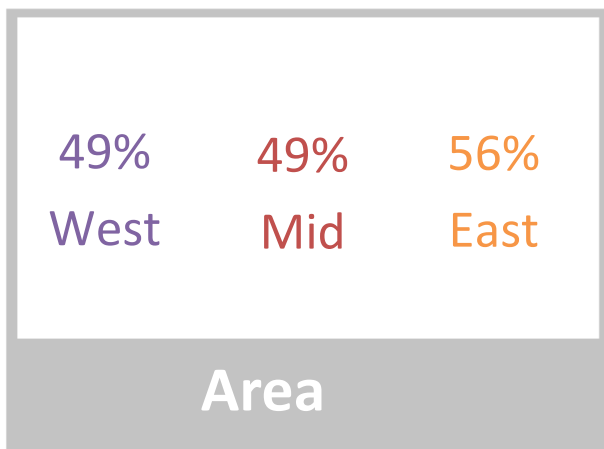
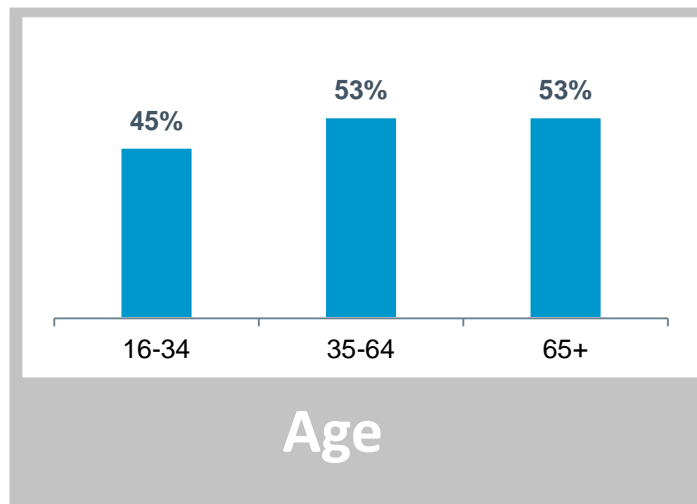
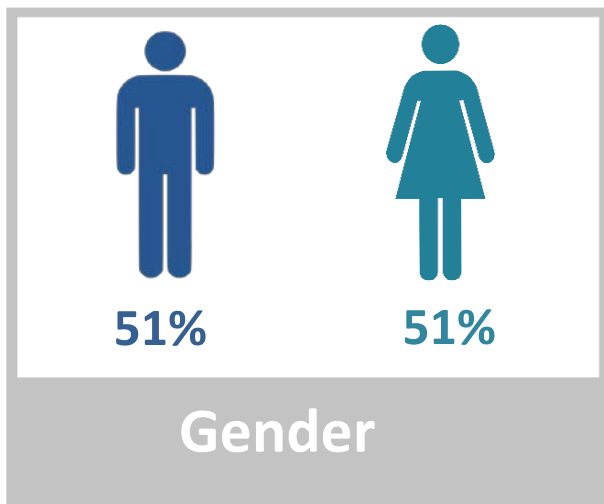
# Overall, more than half are satisfied with Cornwall Council, higher than reported in 2017 though lower than national figure



Question: Overall, how satisfied or dissatisfied are you with the way (Cornwall Council) runs things?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey October 2018: 1,001; Cornwall Residents' Survey 2017: 11,076)

# While not significantly different, satisfaction with Cornwall Council was higher amongst:



People aged 35+

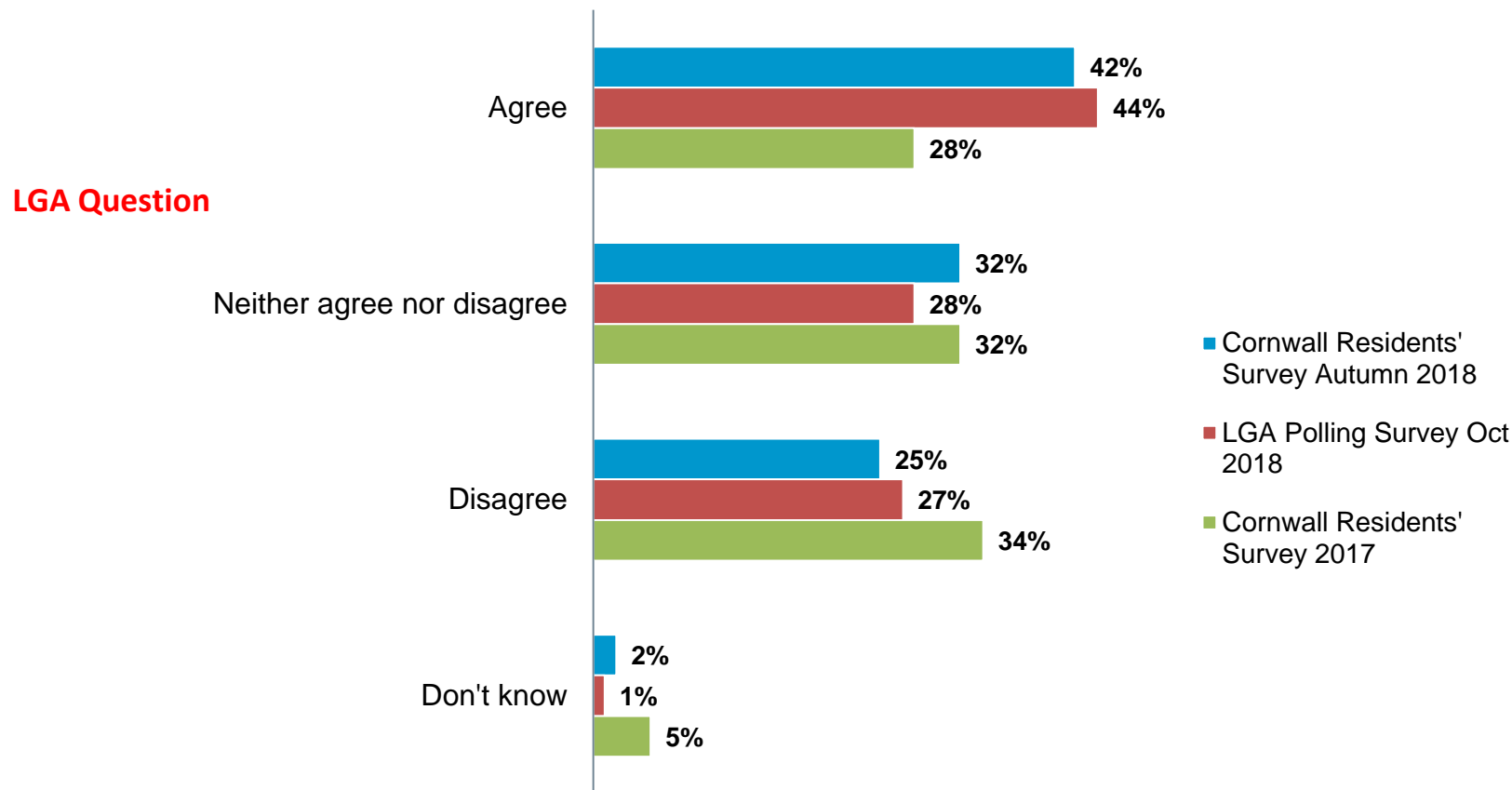
People in East Cornwall

Those not living in areas of the highest levels of deprivation

Question: Overall, how satisfied or dissatisfied are you with the way (Cornwall Council) runs things?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

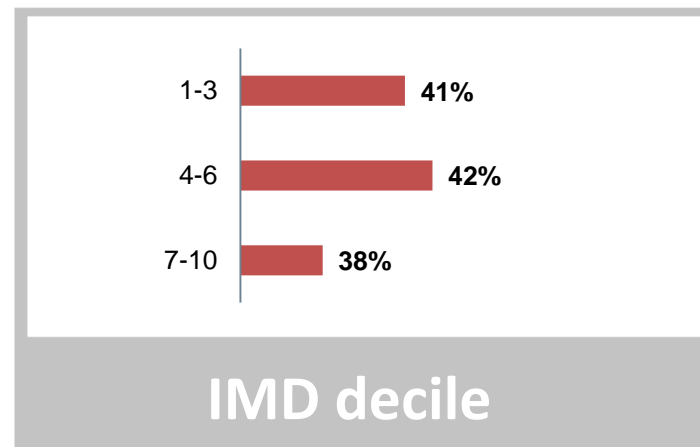
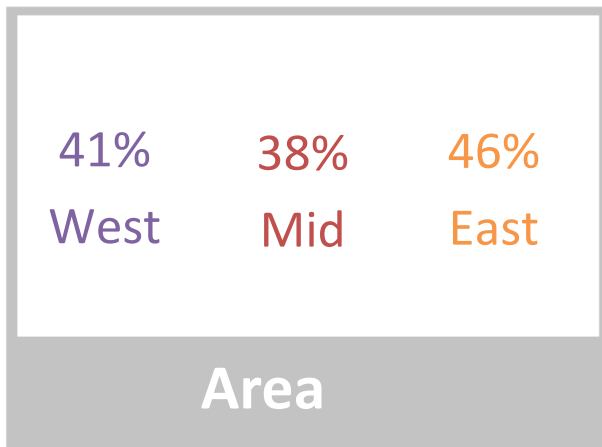
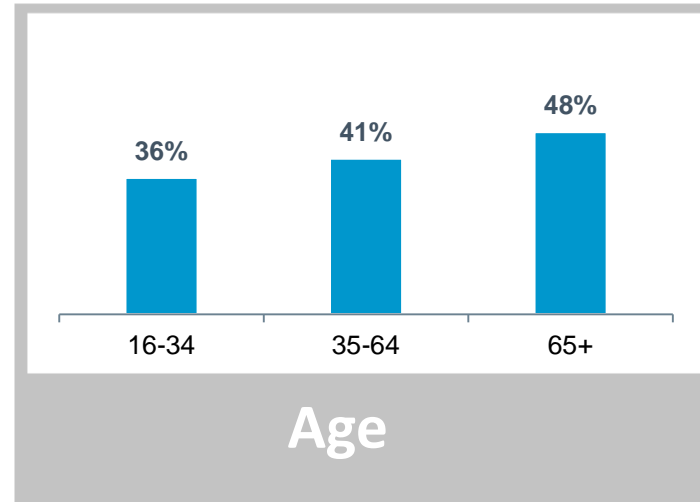
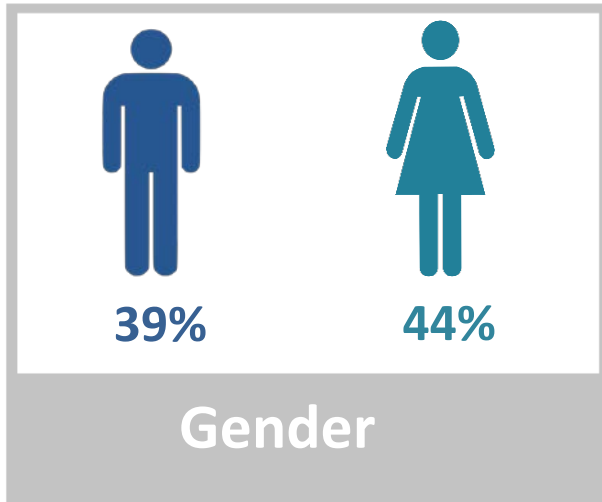
# Resident perceptions of Cornwall Council's value for money are in line with the national figure



Question: To what extent do you agree or disagree that (Cornwall Council) provides value for money?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey October 2018: 1,001; Cornwall Residents' Survey 2017: 11,015)

# While not significantly different, agreement the Council offers value for money is higher amongst:



Women

People aged 65+

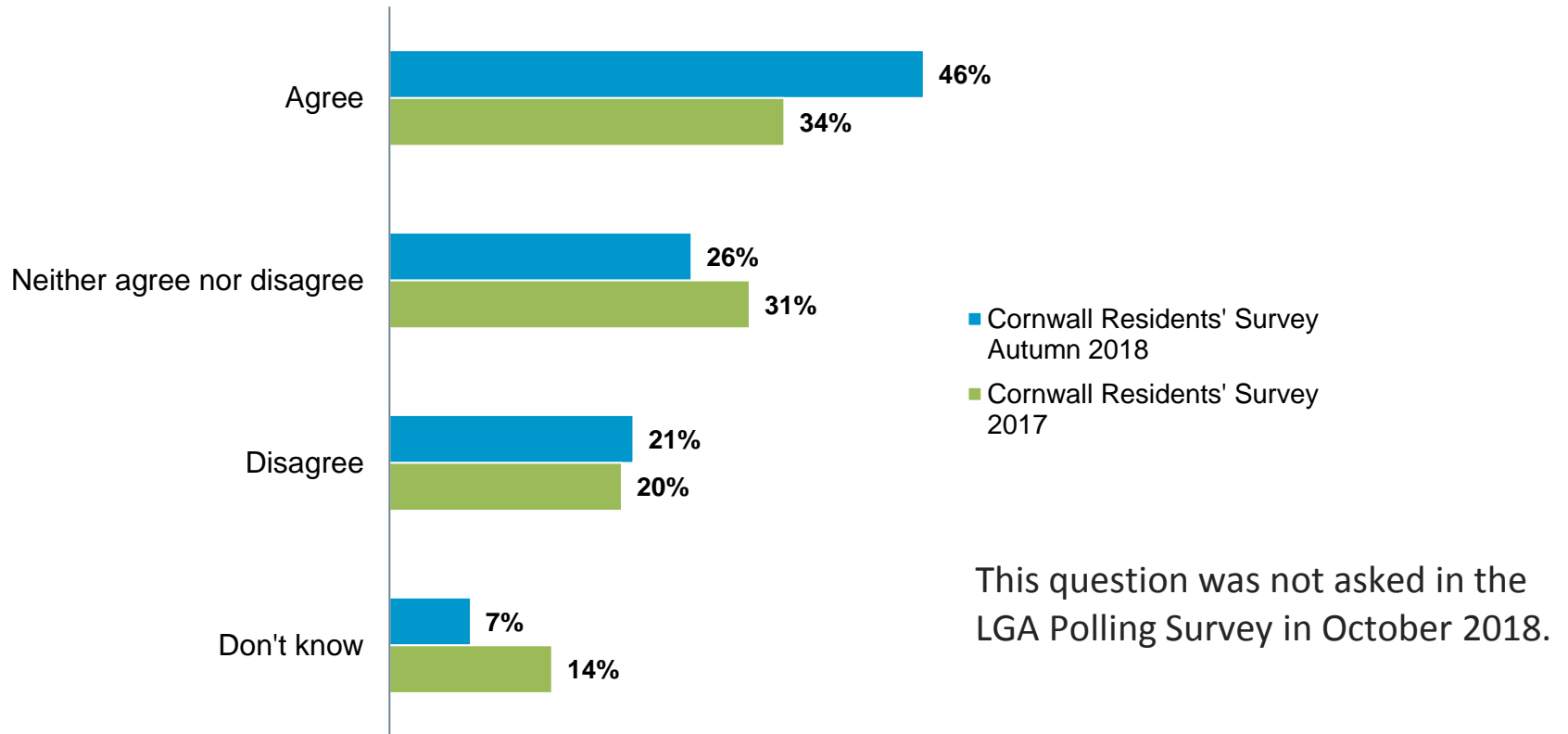
People in East Cornwall

Those living in areas that are relatively more deprived

Question: To what extent do you agree or disagree that (Cornwall Council) provides value for money?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

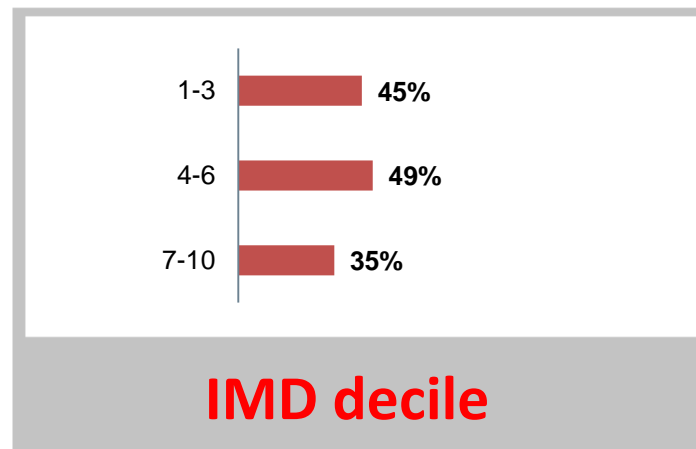
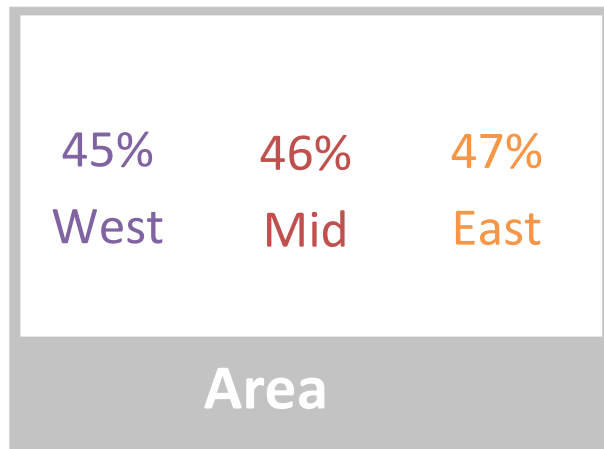
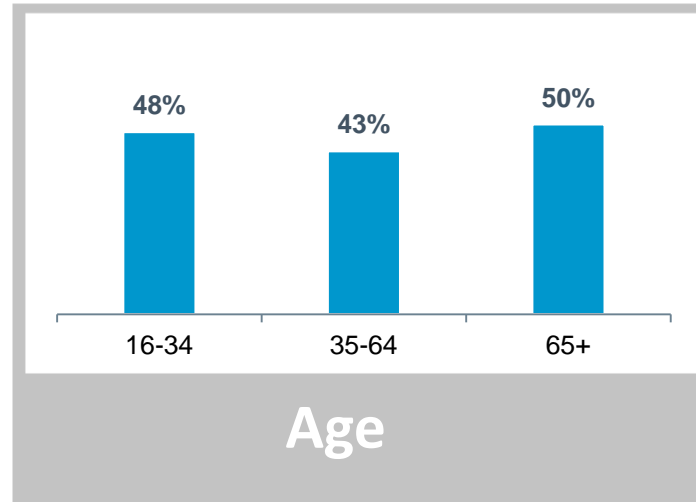
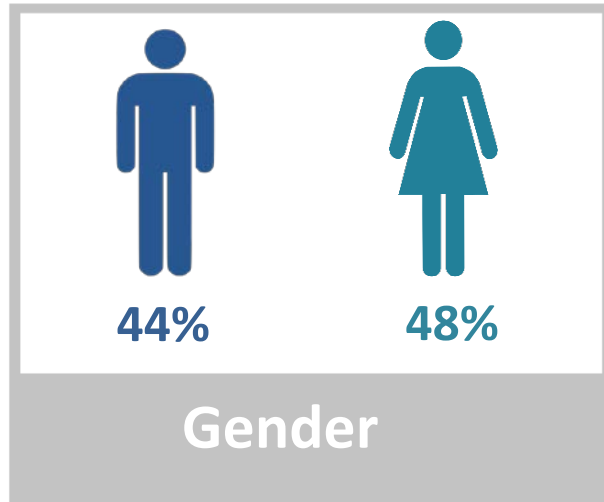
# Almost half agree the Council is standing up and campaigning for Cornwall, higher than last year



Question: To what extent do you agree or disagree that Cornwall Council is campaigning and standing up for Cornwall?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,944)

# Residents in least deprived areas are least likely to agree that the Council is standing up for Cornwall

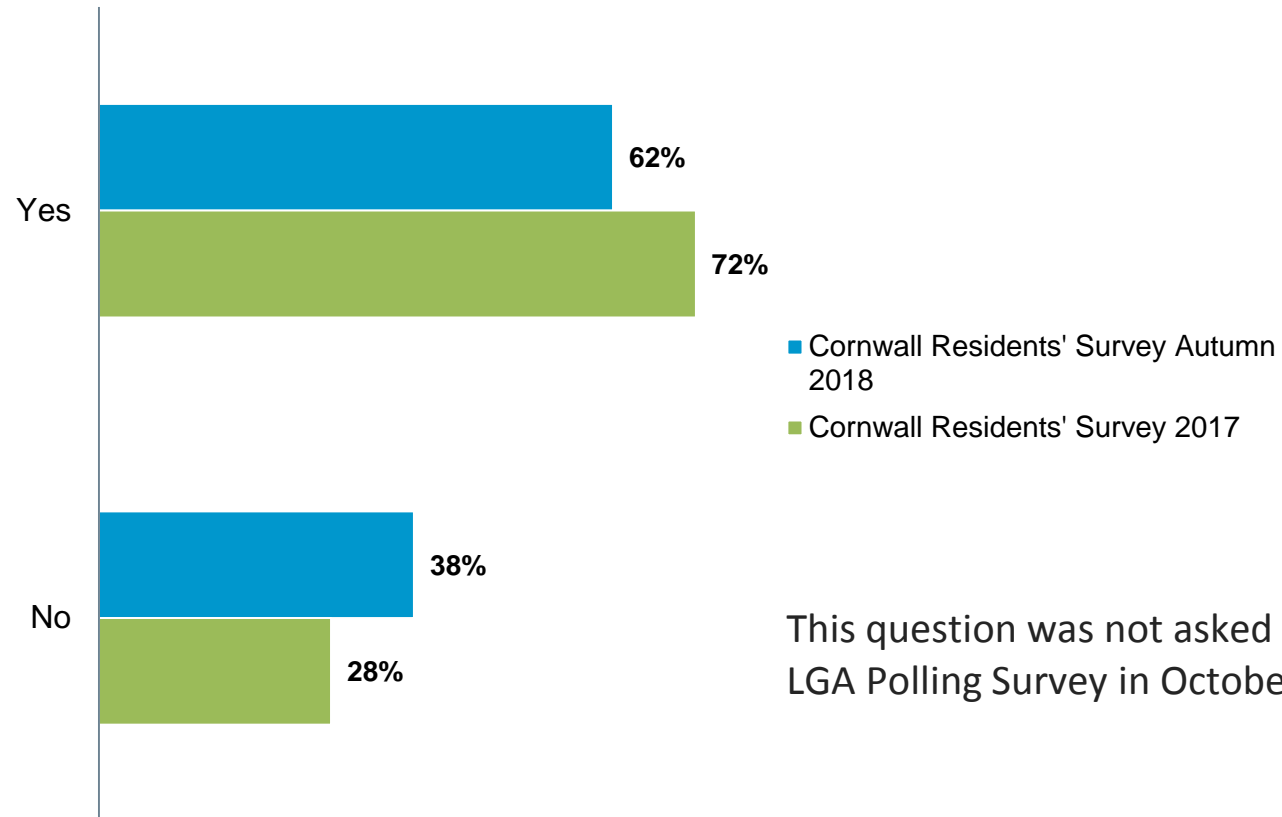


Question: To what extent do you agree or disagree that Cornwall Council is campaigning and standing up for Cornwall?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

# 3 in every 5 residents who had recently contacted the Council say it got everything right first time

This figure shows responses from residents who had made recent contact with the Council, in line with the 2017 survey.

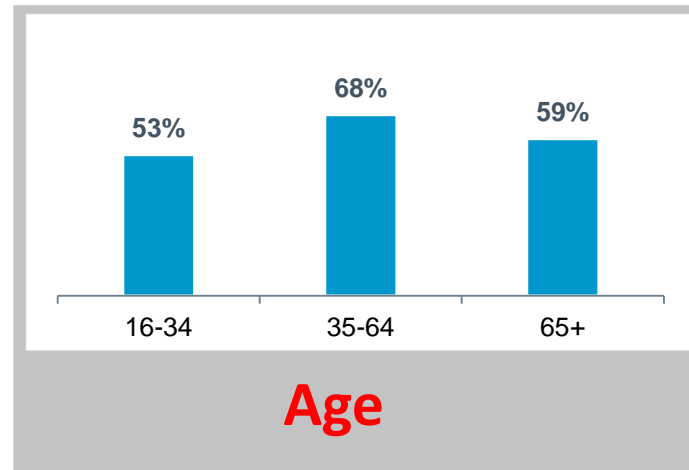
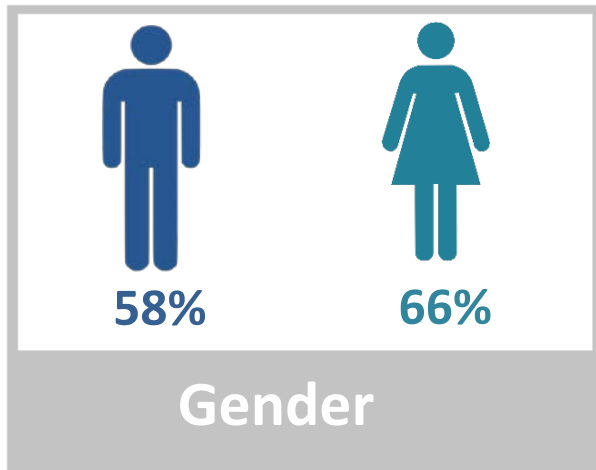


This question was not asked in the LGA Polling Survey in October 2018.

Question: Thinking about your most recent contact with the Council, was everything right first time?

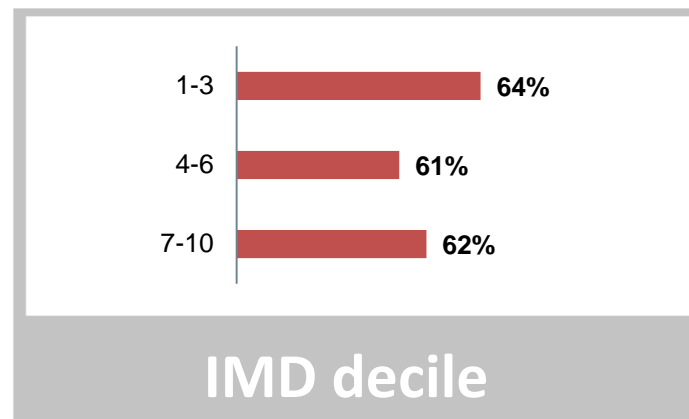
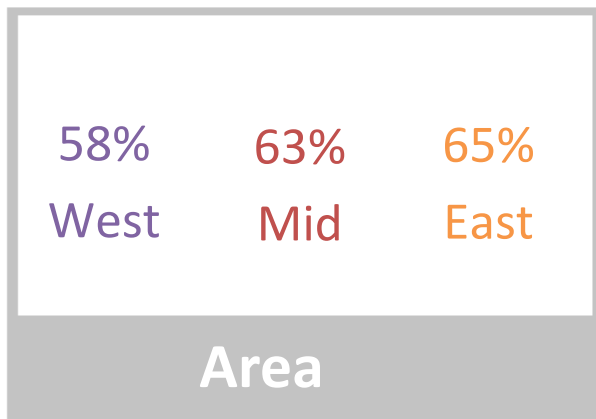
Base: Those who had made contact (Cornwall Residents' Survey Autumn 2018: 311; Cornwall Residents' Survey 2017: 7,621)

# A higher % of those aged 35-64 say the Council got everything right first time. While not significantly different, levels are also higher amongst:



Women

People in East Cornwall



Question: Thinking about your most recent contact with the Council, was everything right first time?

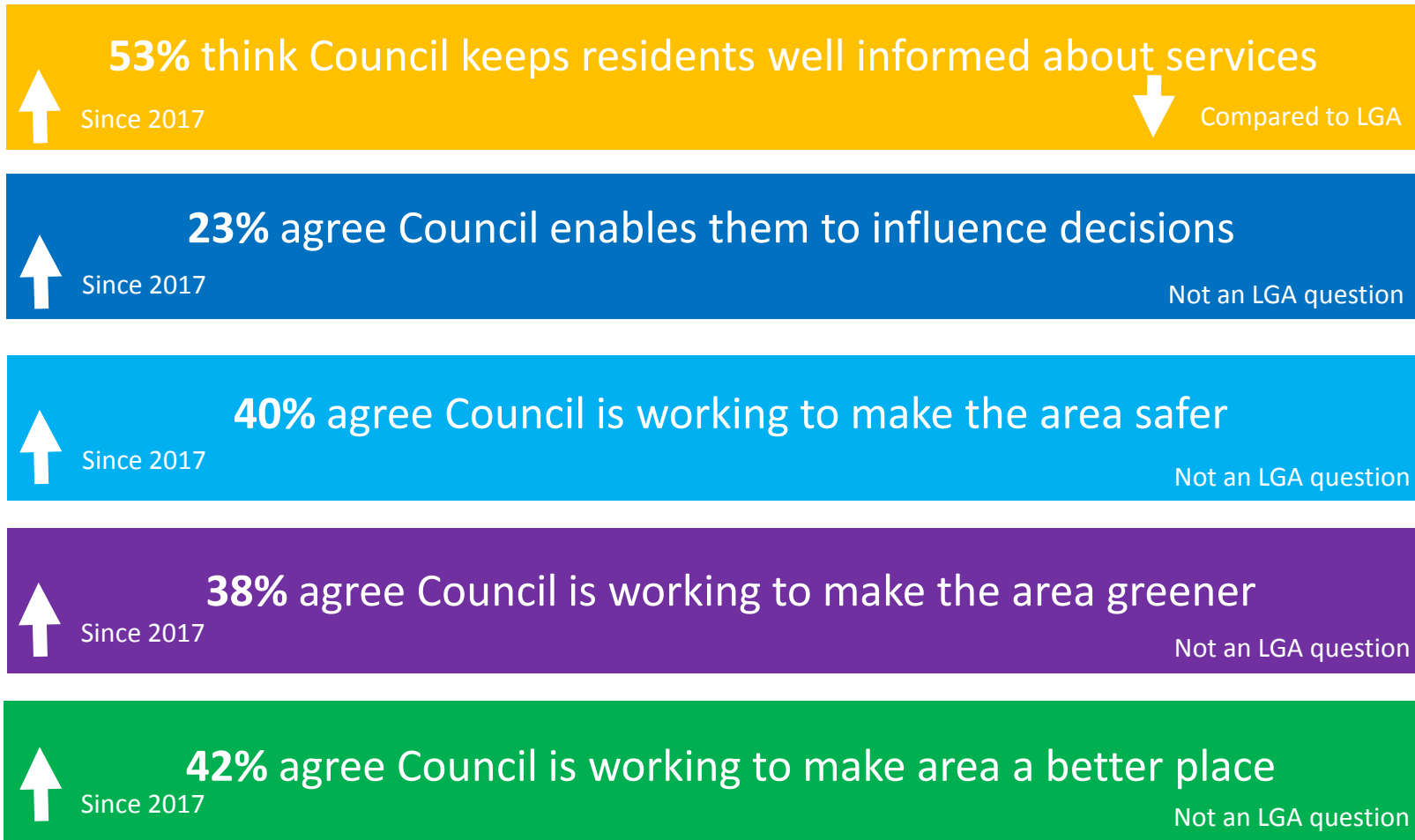
Base: Those who had made contact (Cornwall Residents' Survey Autumn 2018: 311)





## 4: Other key drivers of overall resident satisfaction

# Larger proportions agree with the following statements than in 2017

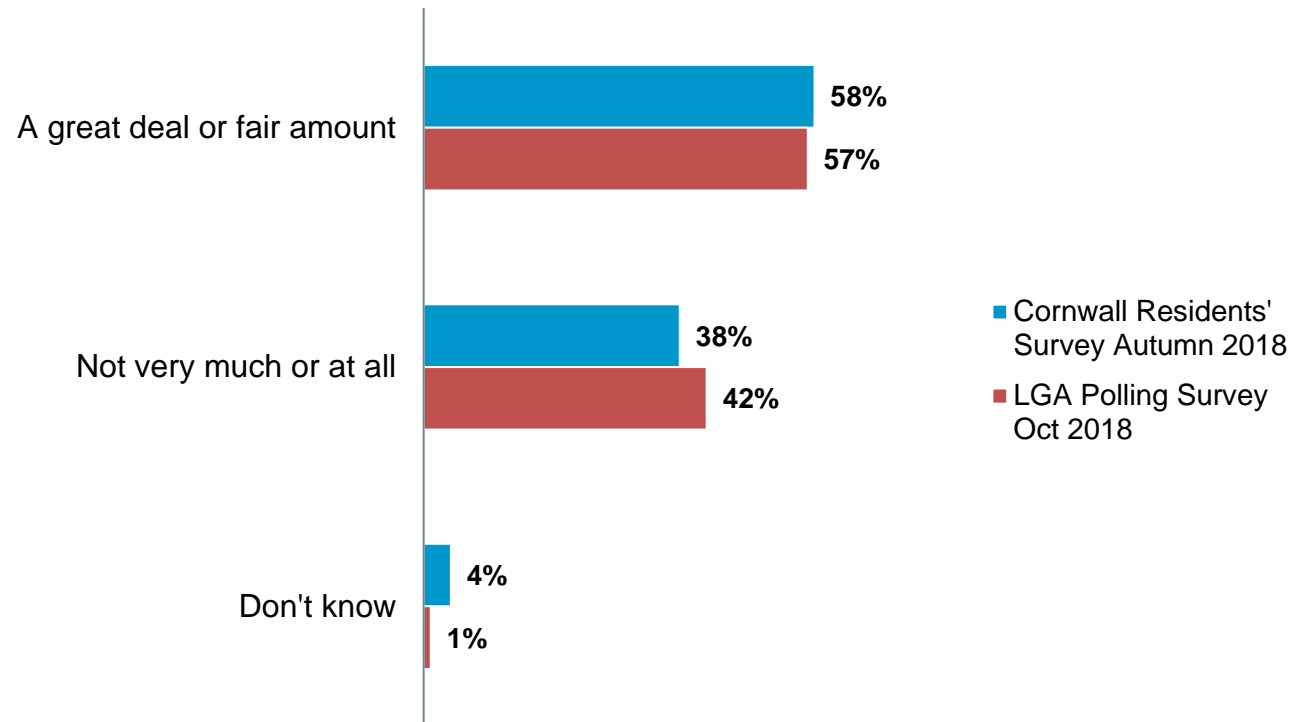


Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: various; LGA Polling Survey October 2018: 1,001)

# Residents trust in Cornwall Council is above national figure for the first time

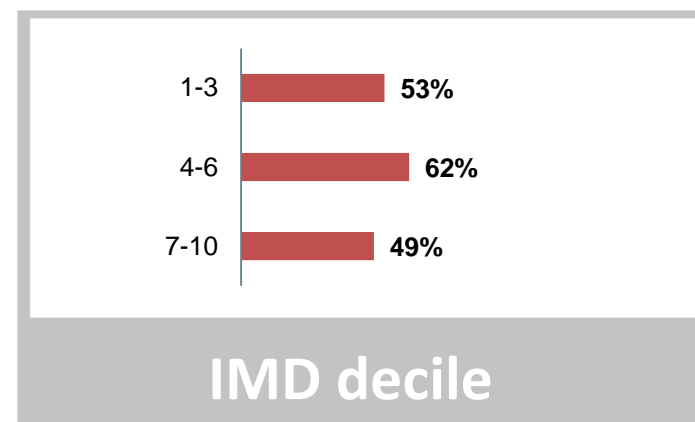
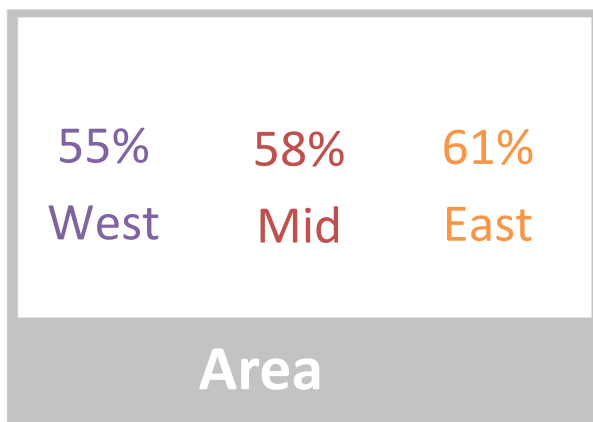
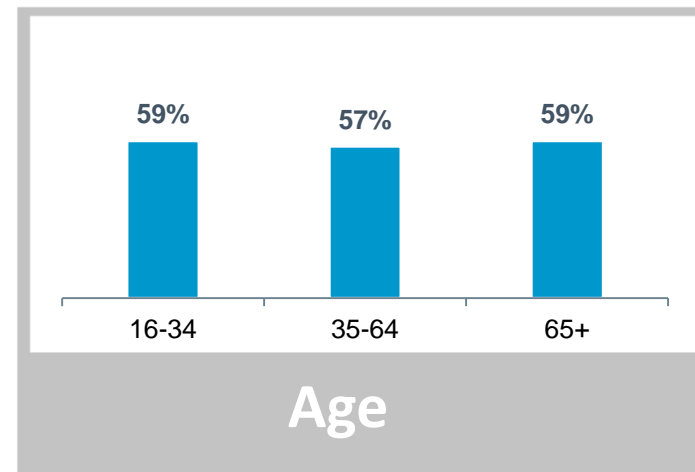
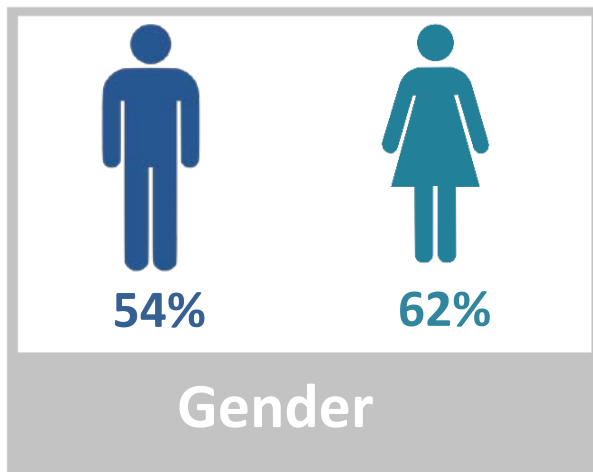
## LGA Question



Question: How much do you trust (Cornwall Council)?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey October 2018: 1,001)

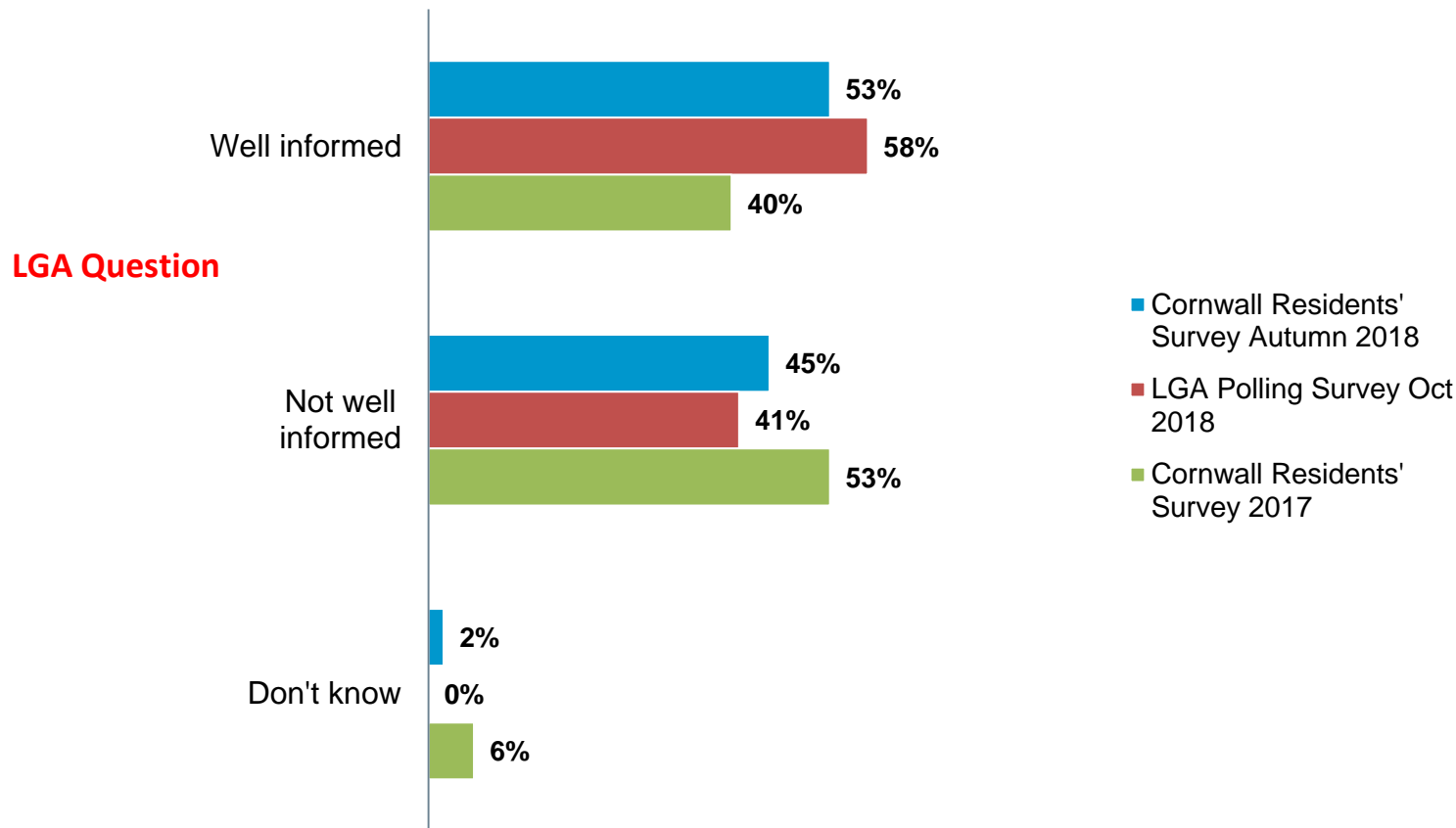
# While not significantly different, trust in the Council is higher amongst women and lower amongst those from least deprived areas



Question: How much do you trust (Cornwall Council)?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

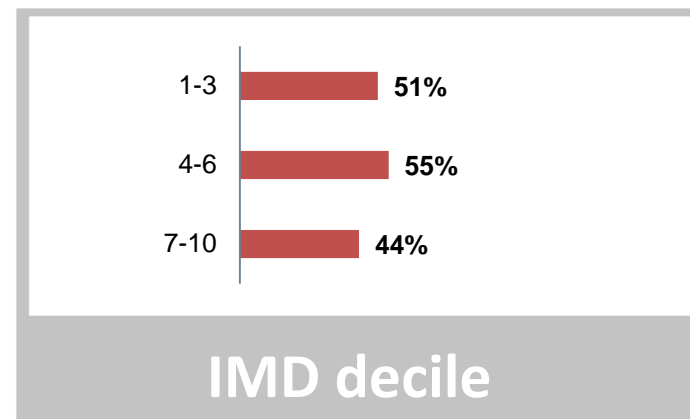
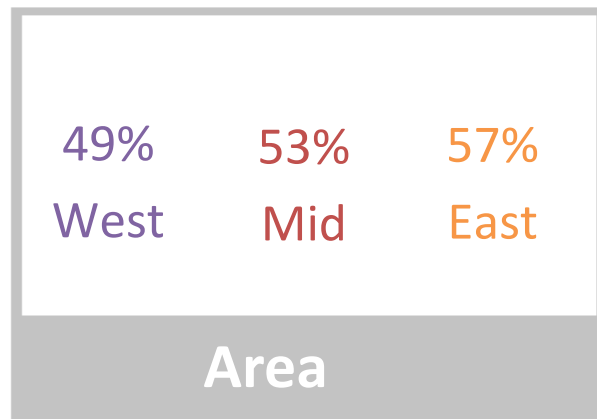
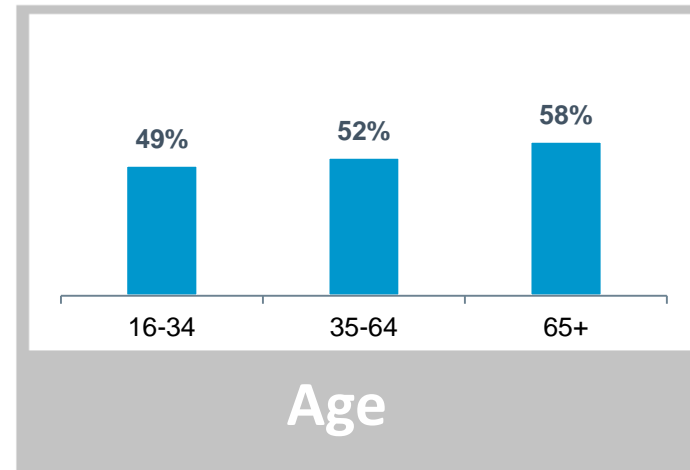
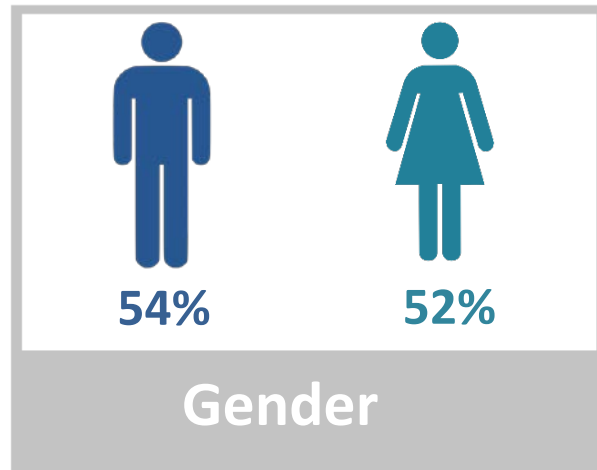
# More than half agree the Council keeps them well informed, up 13% on last year



Question: Overall, how well informed do you think (Cornwall Council) keeps residents about the services and benefits it provides?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey October 2018: 1,001; Cornwall Residents' Survey 2017: 11,083)

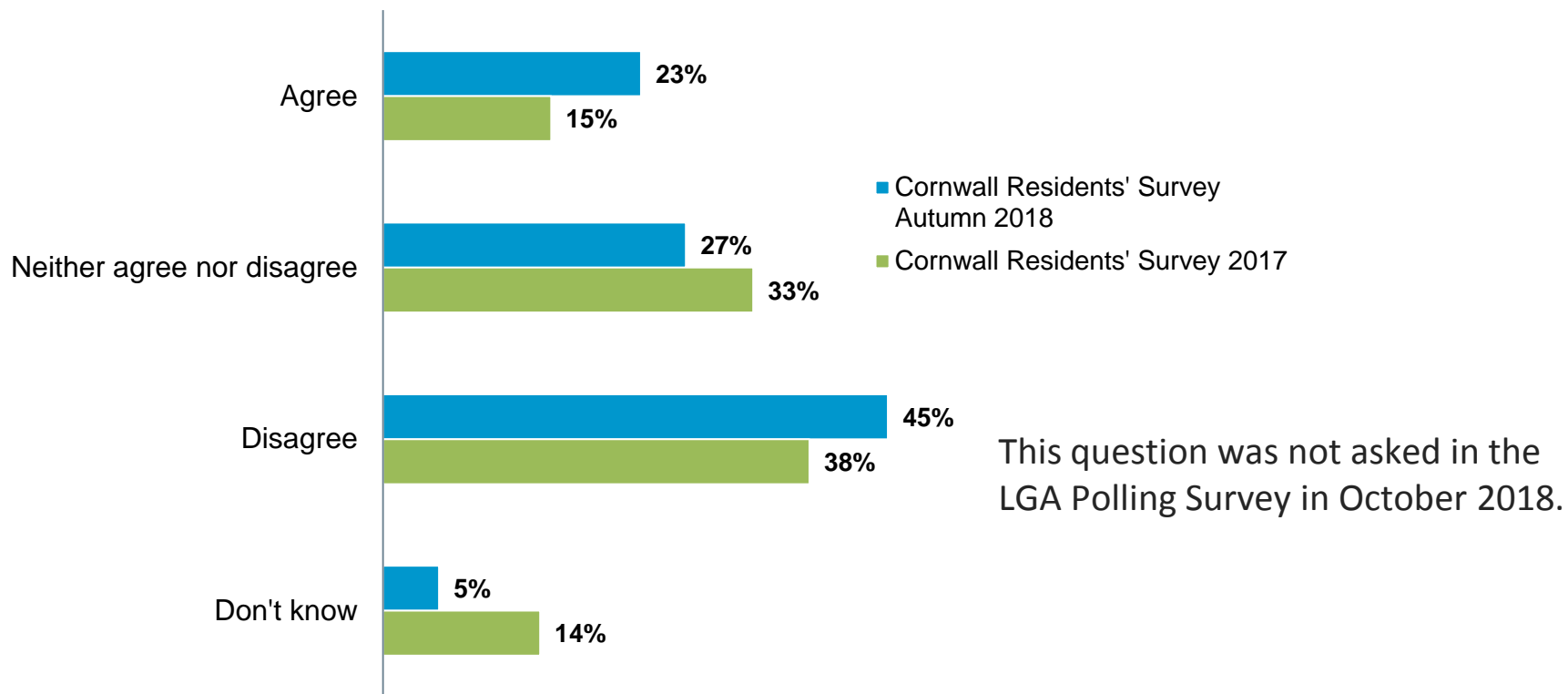
# While not significantly different, a higher % of those aged 65+ and those living in East Cornwall agree the Council keeps residents well informed



Question: Overall, how well informed do you think (Cornwall Council) keeps residents about the services and benefits it provides?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

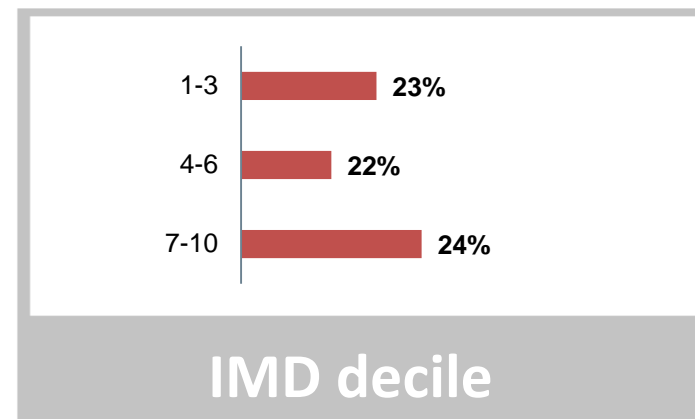
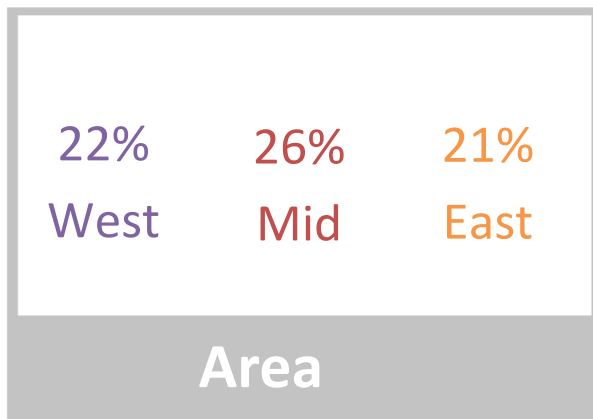
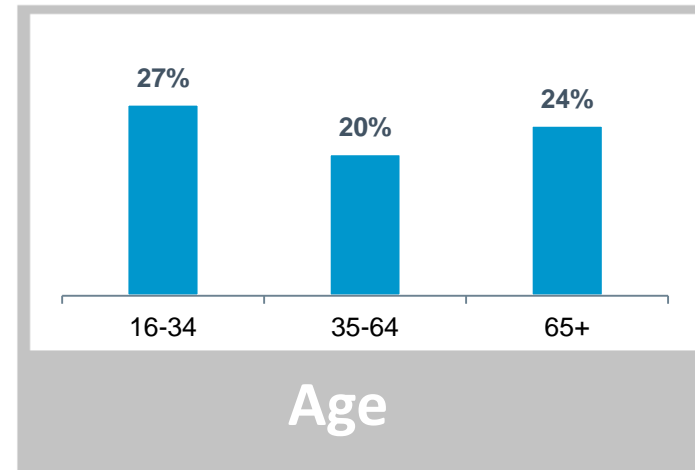
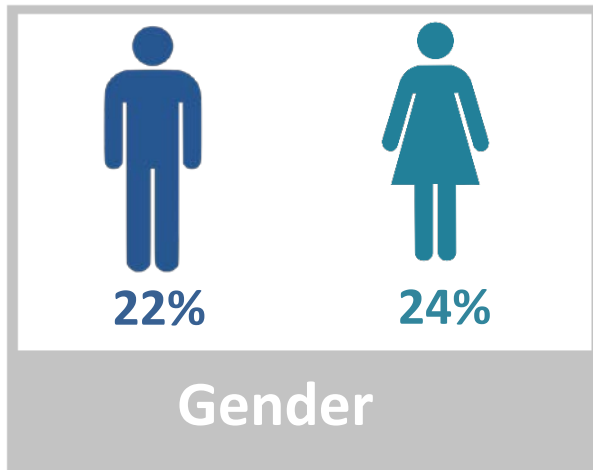
# A larger proportion of residents agree that the Council enables them to influence decisions than in 2017; however a majority disagree



Question: To what extent do you agree or disagree that Cornwall Council enables you to influence Council decisions in your local area?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,752)

# While not significantly different, a higher % of people aged 16-34 & those in mid Cornwall agree Council enables them to influence decisions

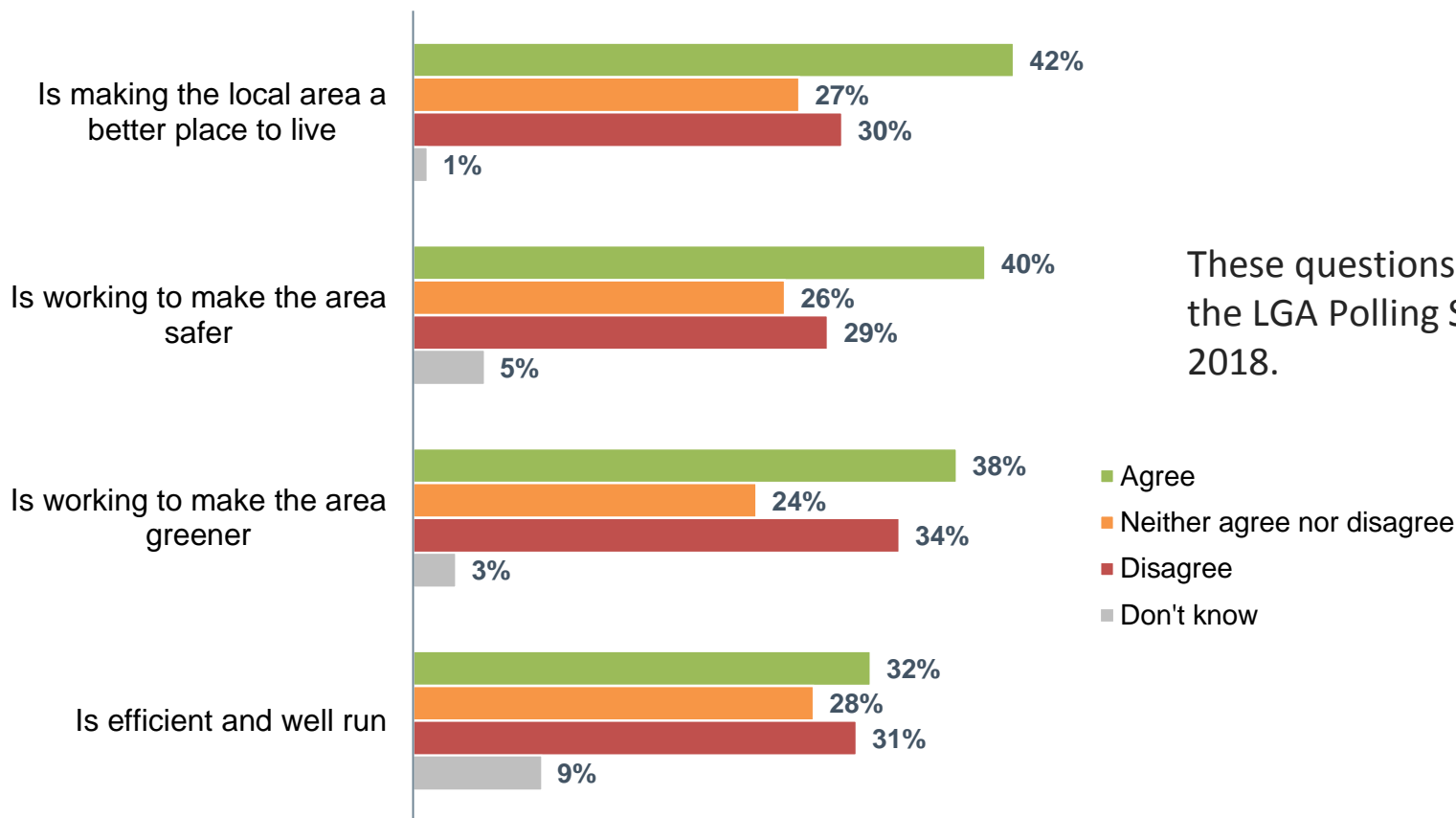


Question: To what extent do you agree or disagree that Cornwall Council enables you to influence Council decisions in your local area?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)



# Larger proportions agree than disagree that the Council is making the local area greener, safer and a better place to live



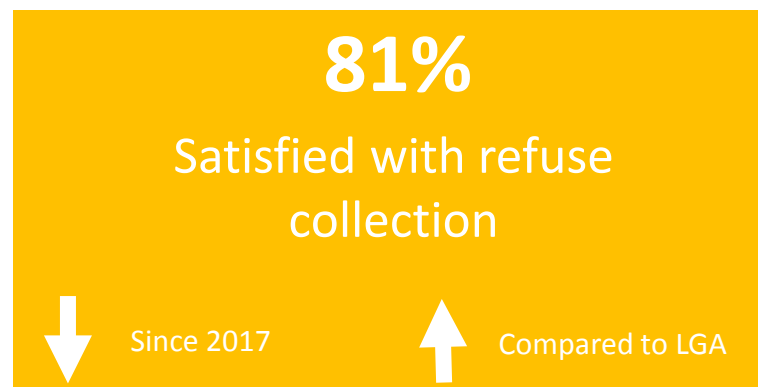
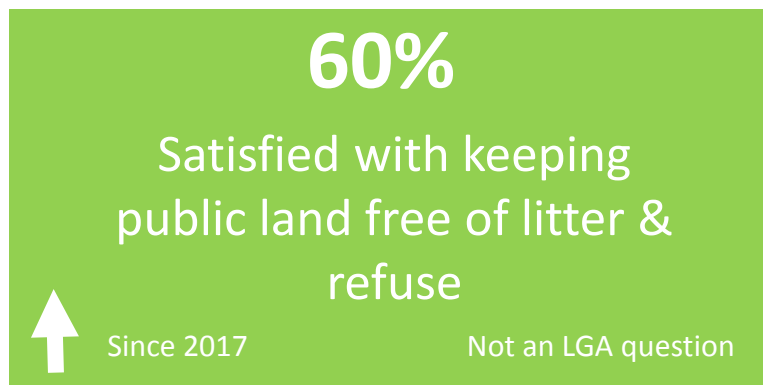
These questions were not asked in the LGA Polling Survey in October 2018.

Question: To what extent do you agree or disagree that Cornwall Council....?  
Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)



# 5: Perceptions of Council services

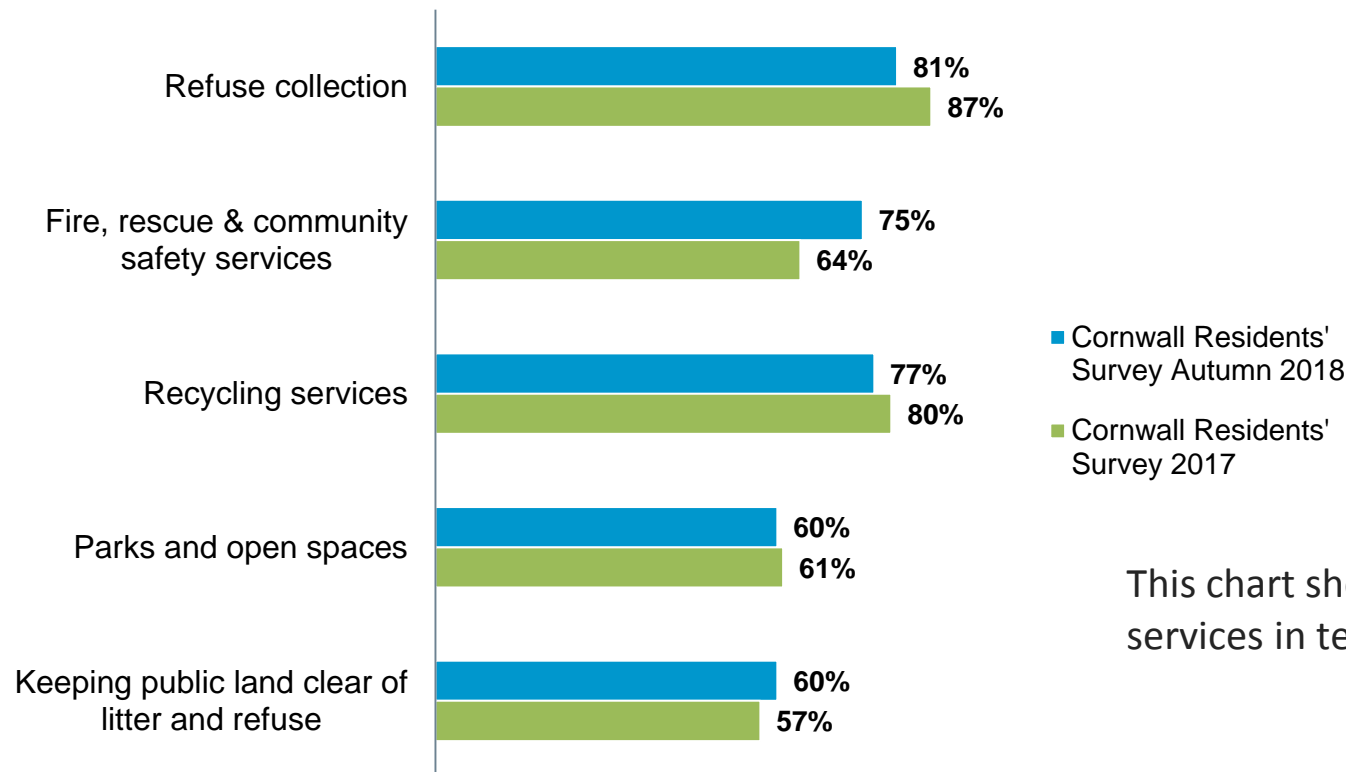
# Resident satisfaction with services is above national figure for refuse collection, and improved for:



Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2018: various; Cornwall Residents' Survey 2017: various; LGA Polling Survey October 2018: 1,001)

# Refuse collection sees highest level of satisfaction, followed by Fire, rescue & community safety services, higher than last year

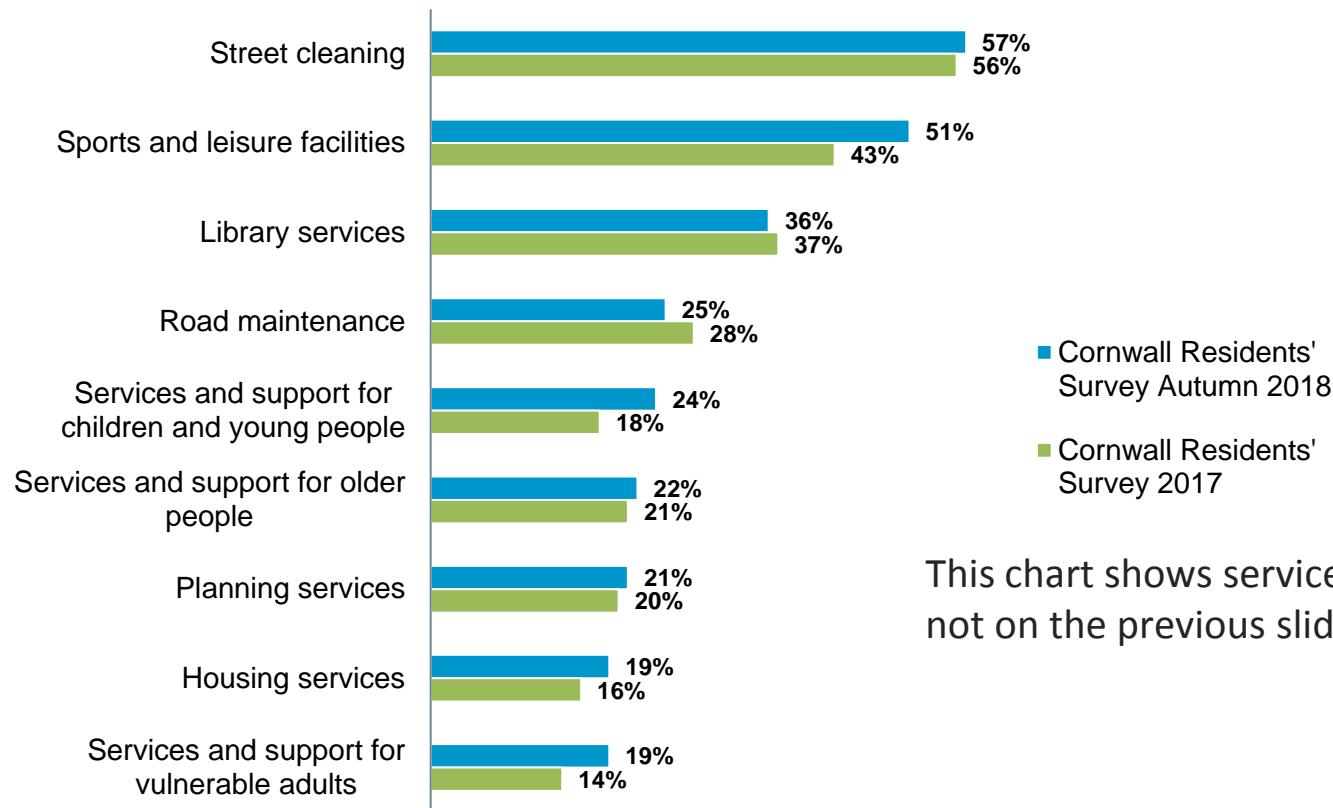


This chart shows only the top five services in terms of satisfaction.

Question: Overall, how satisfied or dissatisfied are you with the way the following Cornwall Council services are provided?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: various)

# For other services larger proportions are satisfied than last year, except for road maintenance & library services, which are lower



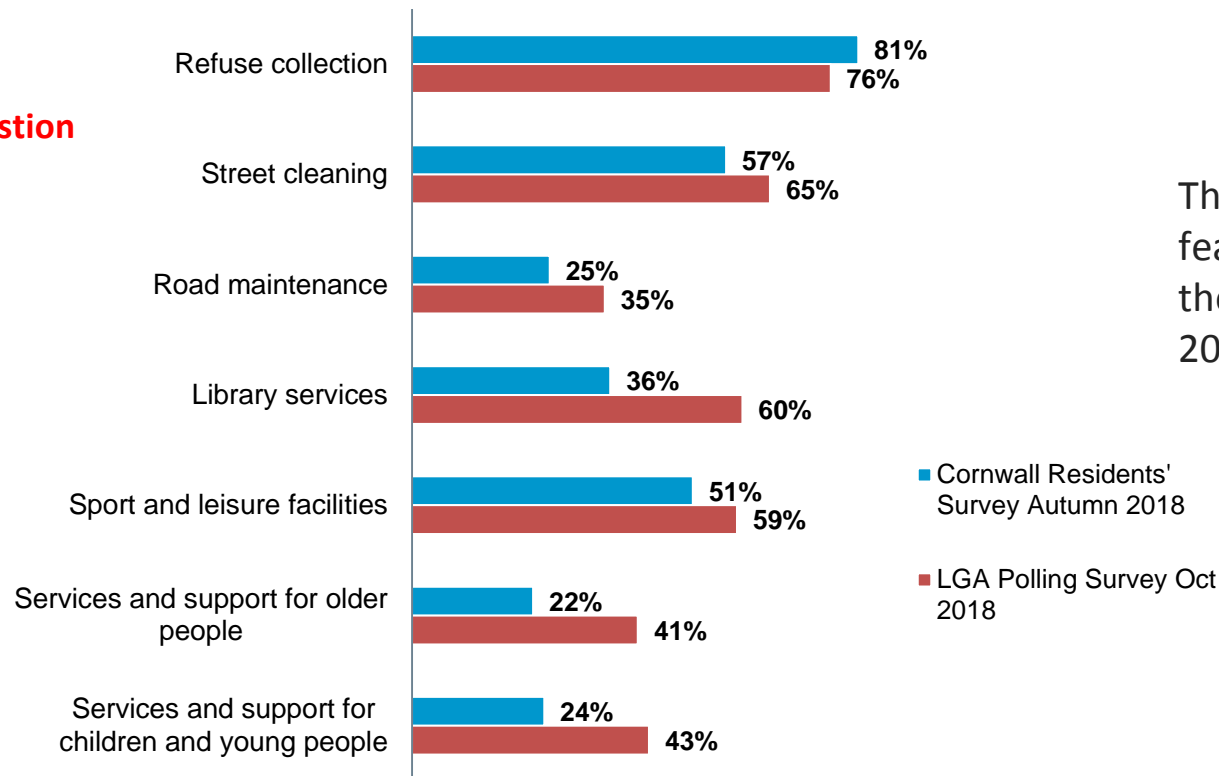
This chart shows services that were not on the previous slide.

Question: Overall, how satisfied or dissatisfied are you with the way the following Cornwall Council services are provided?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: various)

# The level of satisfaction for refuse collection is higher than the national figure; however satisfaction is lower for all of the others

## LGA Question

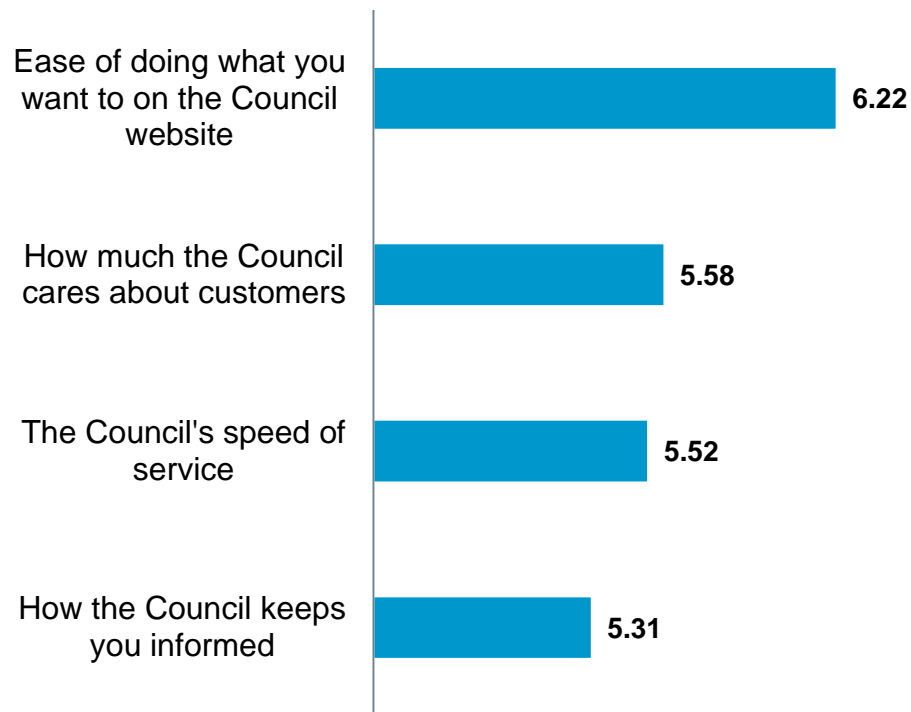


This chart shows only services that featured in the Residents' Survey and the LGA Polling Survey in October 2018.

Question: Overall, how satisfied or dissatisfied are you with the way the following Cornwall Council services are provided?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey October 2018: 1,001)

# The ease of doing what residents want to on the Council website received the highest mean score

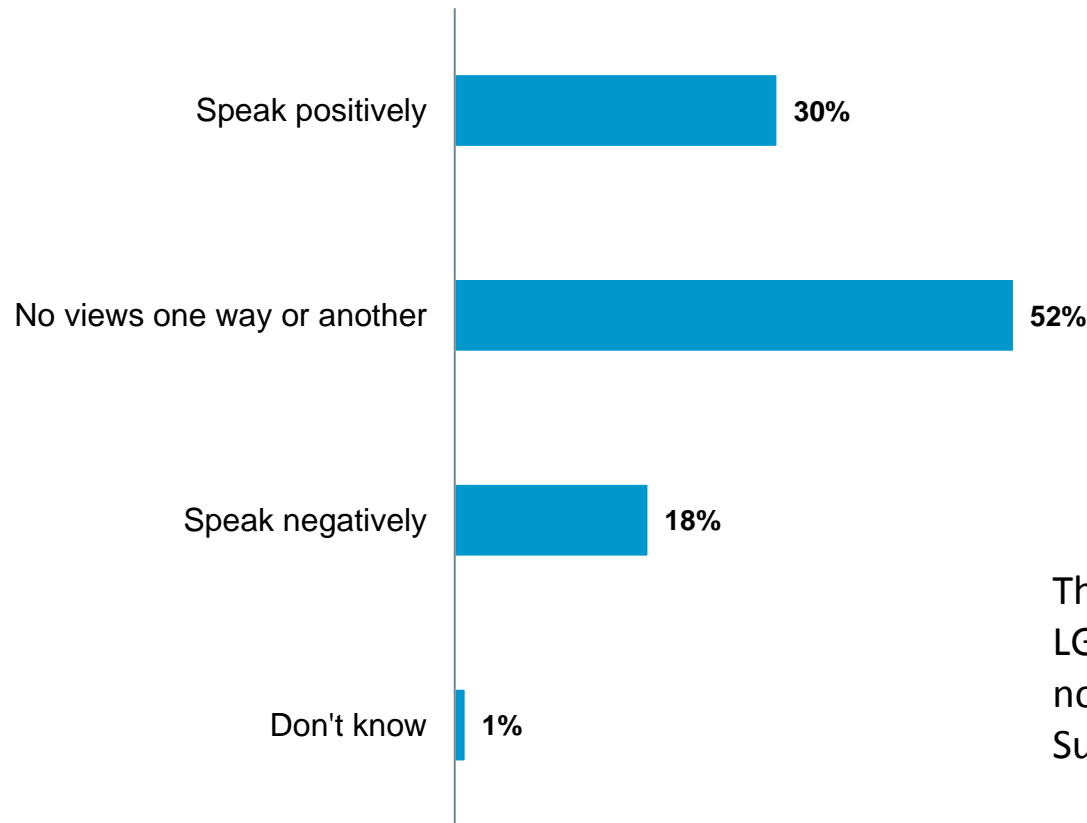


This question asked respondents to rate services from 1 for extremely dissatisfied to 10 for extremely satisfied. This chart shows the mean scores for each.

Question: On a scale of 1-10, where 1 is extremely dissatisfied and 10 is extremely satisfied, please score the following...

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: various)

# Three in ten residents are 'advocates' who speak positively about the Council



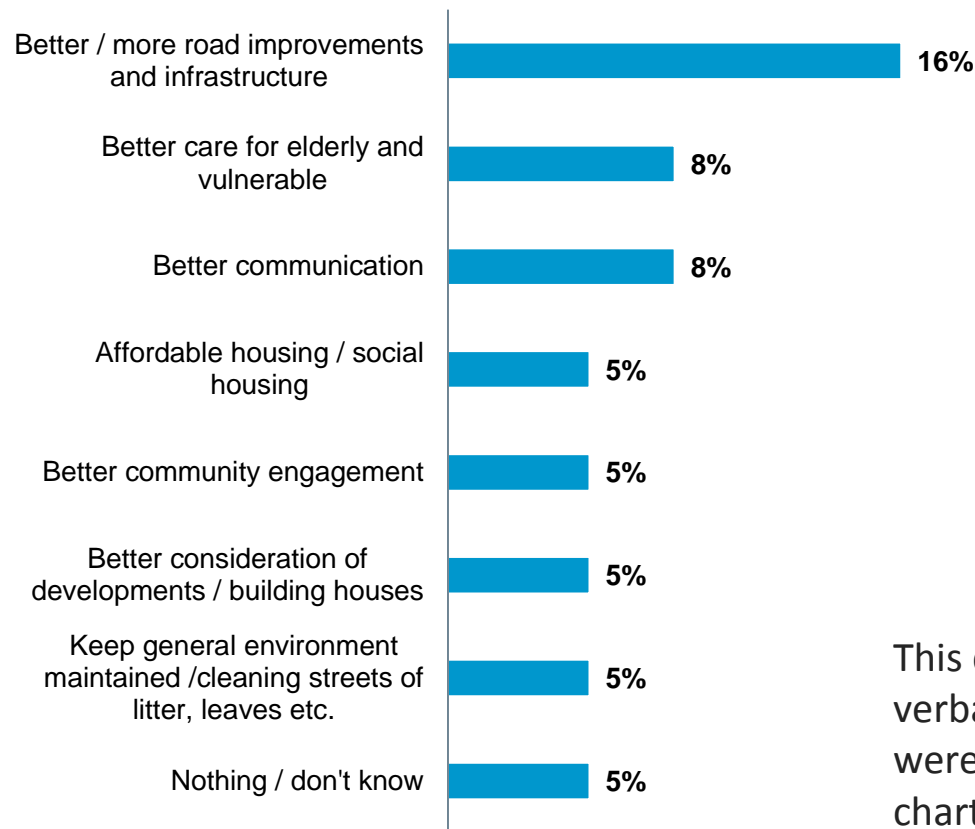
This question was not asked in the LGA Polling Survey in October 2018 nor in the Cornwall Residents' Survey 2017.

Question: On balance, which of the following statements comes closest to how you feel about Cornwall Council?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)



# When asked what one thing Cornwall Council should improve, road improvements was mentioned most, by 16% of respondents



*Improving the roads, especially the potholes.*  
**Female, 25-44**

*I think the Council should improve the traffic management.* **Male, 25-44**

This question was asked as a verbatim response. Comments were grouped and themed and the chart shows the top eight most mentioned themes.

Question: What one thing do you think the Council should improve?  
Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)



# Service satisfaction focus

The following slides look at the previously covered responses to service satisfaction collected by the independent market researcher Enventure. As well as the independent research the slides also include other survey satisfaction figures relating to that service, run by other national networks and Council administered surveys.

The benefit of the additional surveys is to allow a comprehensive overview of both users of the service and the residents perception of its performance in one place.

# Keeping public land clear of litter and refuse

## User experience: latest customer satisfaction survey feedback

Satisfaction with the cleanliness of pavements

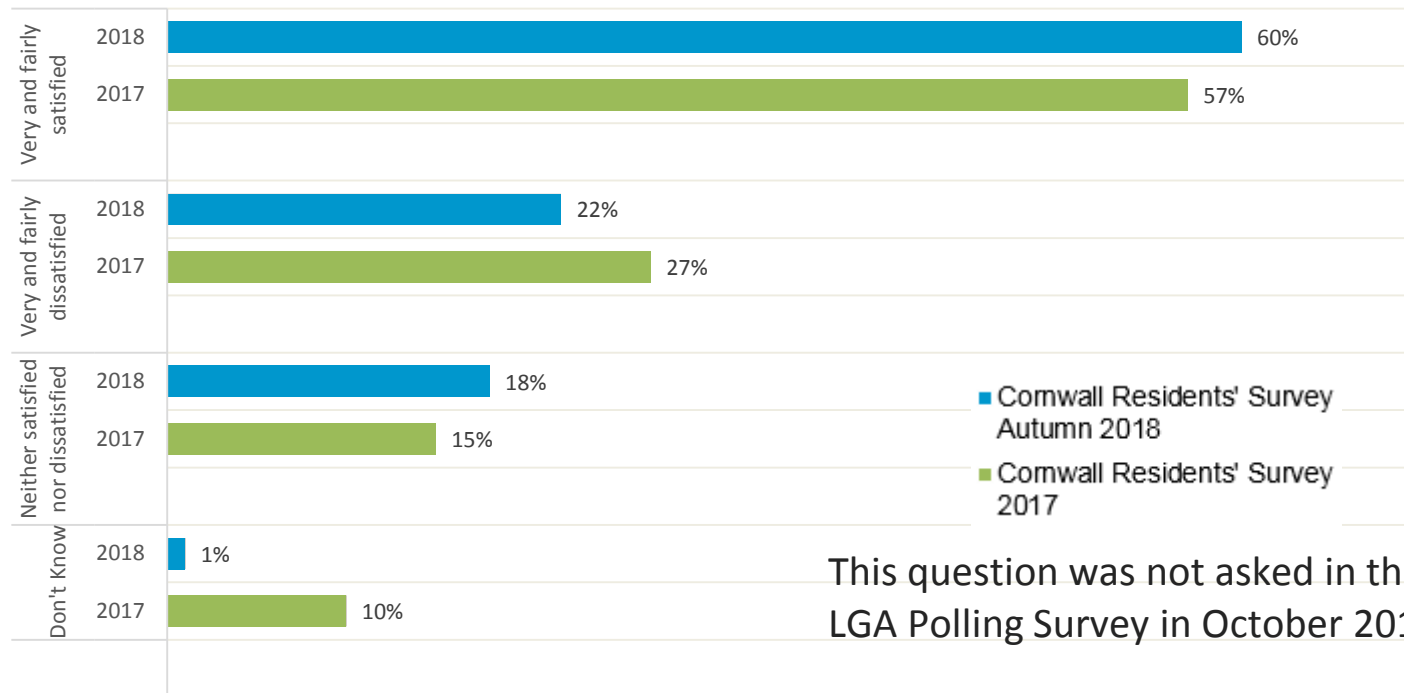
**54%**  
NHT Avg. 52%

Satisfaction with the cleanliness of roads

**56%**  
NHT Avg. 54%

Source: National Highways Transport (NHT) Public Satisfaction Survey Date: 2018

## Resident perceptions: latest resident survey feedback



# Refuse collection

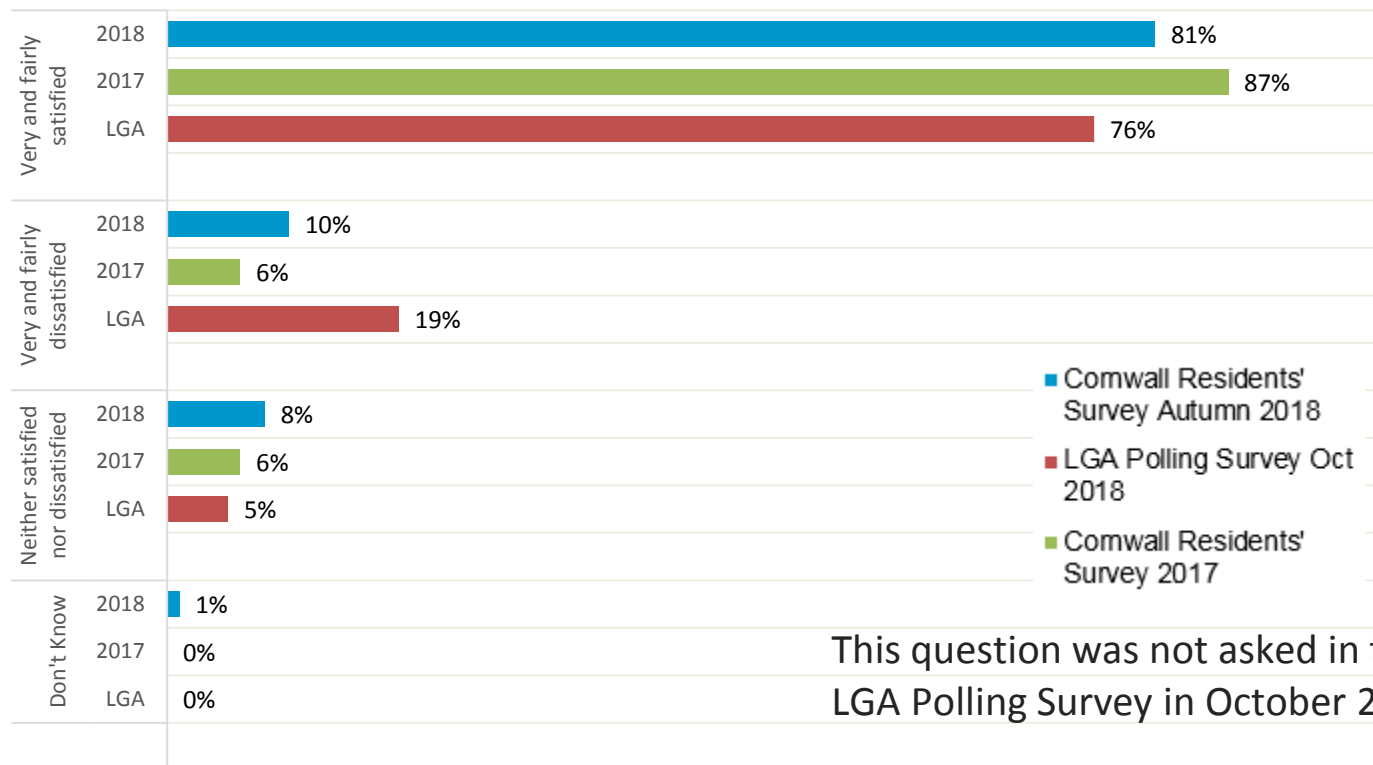
## User experience: latest customer satisfaction survey feedback

How satisfied are you with the quality of service you receive for collecting your non-recyclable rubbish? % Very or fairly satisfied

89%

Source: Biffa Customer Satisfaction Survey Date: 2017

## Resident perceptions: latest resident survey feedback



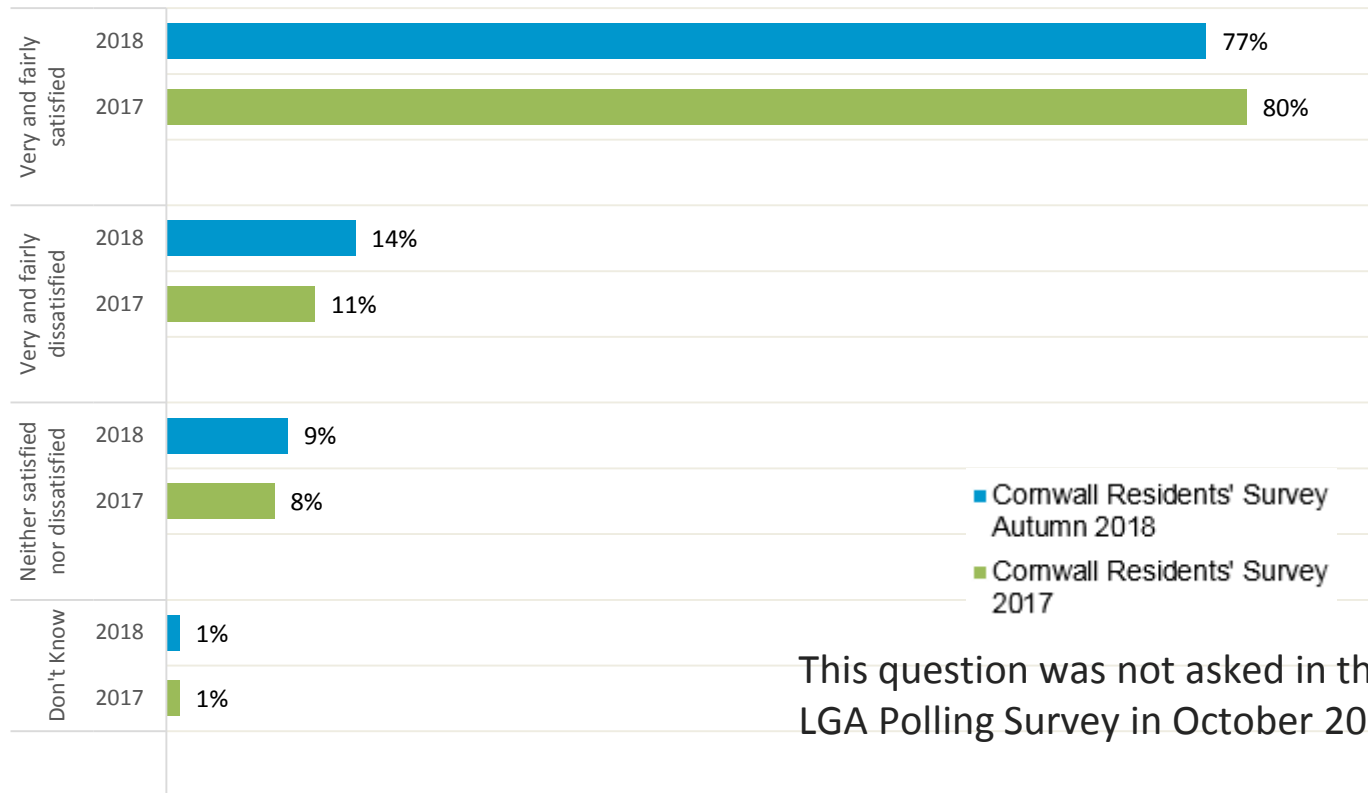
# Recycling services

## User experience: latest customer satisfaction survey feedback

How would you rate the quality of service you receive for collecting your recycling? % Very or fairly satisfied **86%**

Source: Biffa Customer Satisfaction Survey Date: 2017

## Resident perceptions: latest resident survey feedback



This question was not asked in the LGA Polling Survey in October 2018.

# Street cleaning

## User experience: latest customer satisfaction survey feedback

Satisfaction with the cleanliness of pavements

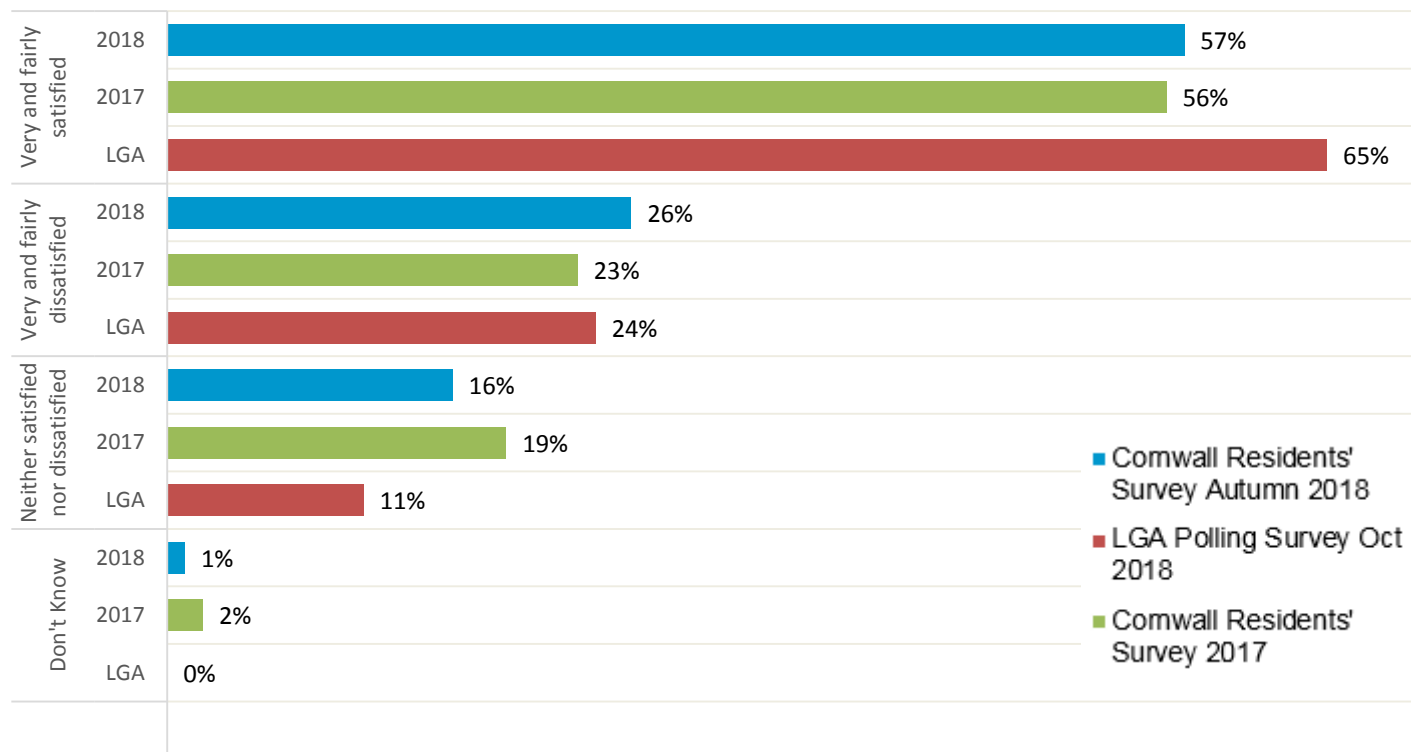
Satisfaction with the cleanliness of roads

**54%**  
NHT Avg. 52%

**56%**  
NHT Avg. 54%

Source: National Highways Transport (NHT) Public Satisfaction Survey Date: 2018

## Resident perceptions: latest resident survey feedback



# Library services

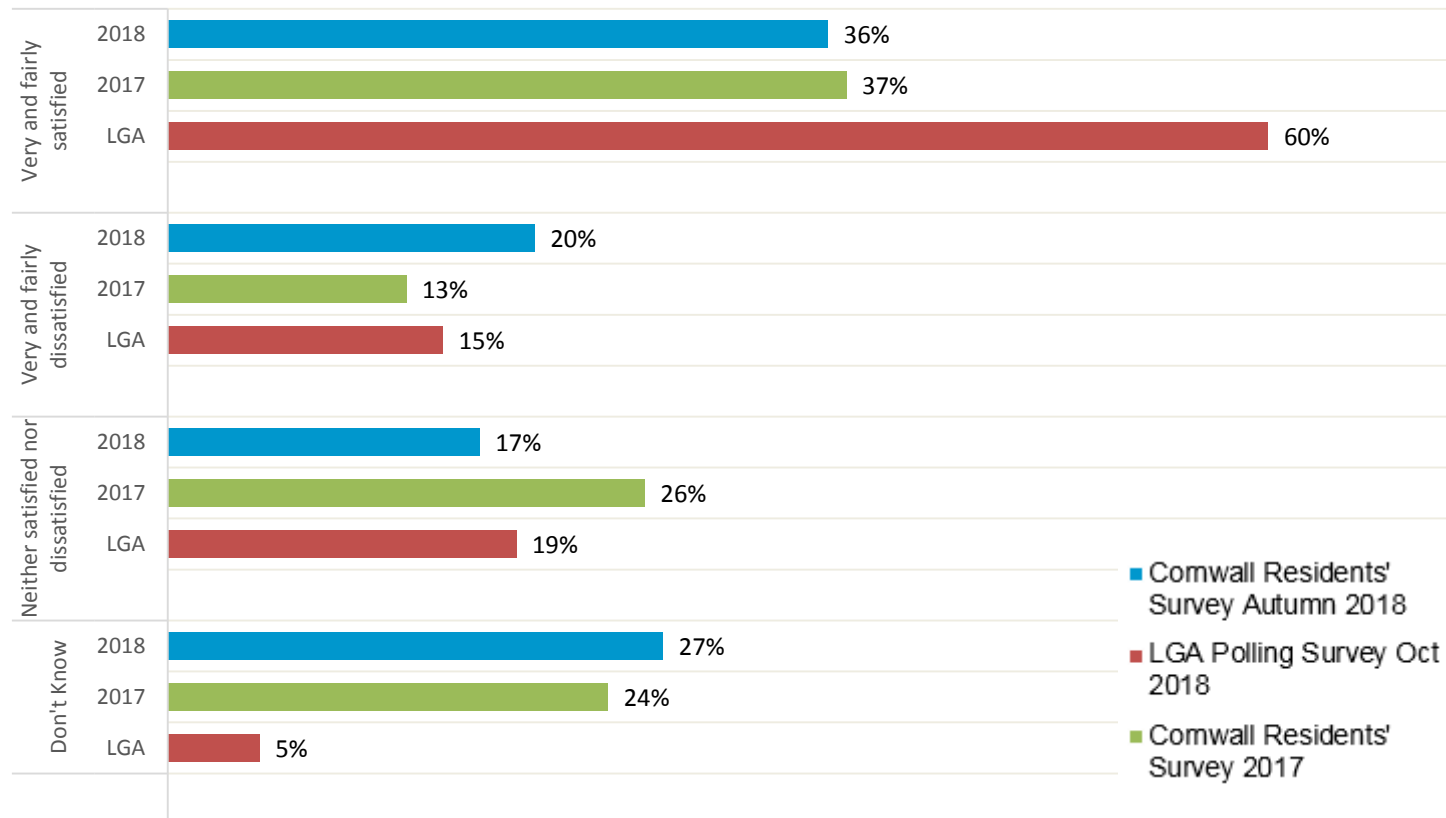
## User experience: latest customer satisfaction survey feedback

How happy are you with the services that are available to you in the Library and Information Service? % satisfied or very satisfied

98%

Source: LIS Customer Satisfaction Survey Date: Oct 2018

## Resident perceptions: latest resident survey feedback



# Fire, rescue and community safety services

## User experience: latest customer satisfaction survey feedback

Satisfaction score - % fairly or very satisfied with service

**99%**

Source: Cornwall Fire & Rescue Satisfaction Survey Respondents: service users Date: Apr-Dec 2018

Satisfaction score - % fairly or very satisfied with service

**82%**

Source: Cornwall Fire & Rescue Satisfaction Survey Respondents: service users Date: Sep-Dec 2018

Safer Cornwall is tackling the crime and anti-social behaviour issues that matter in my local area- % agree

**54%**

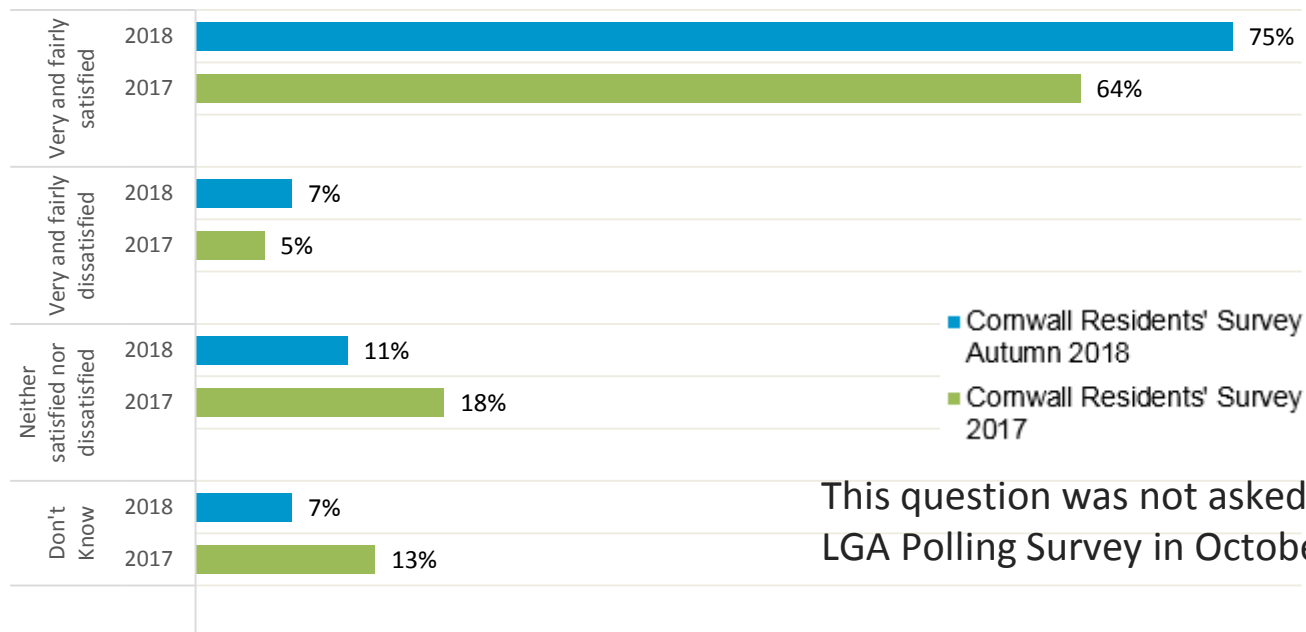
Source: Cornwall Partnership Plan Consultation Date: 2018

Safer Cornwall is tackling the crime and anti-social behaviour issues that matter in my local area- % agree

**52%**

Source: Home Fire Safety Check Evaluation Date: 2018

## Resident perceptions: latest resident survey feedback



This question was not asked in the LGA Polling Survey in October 2018.



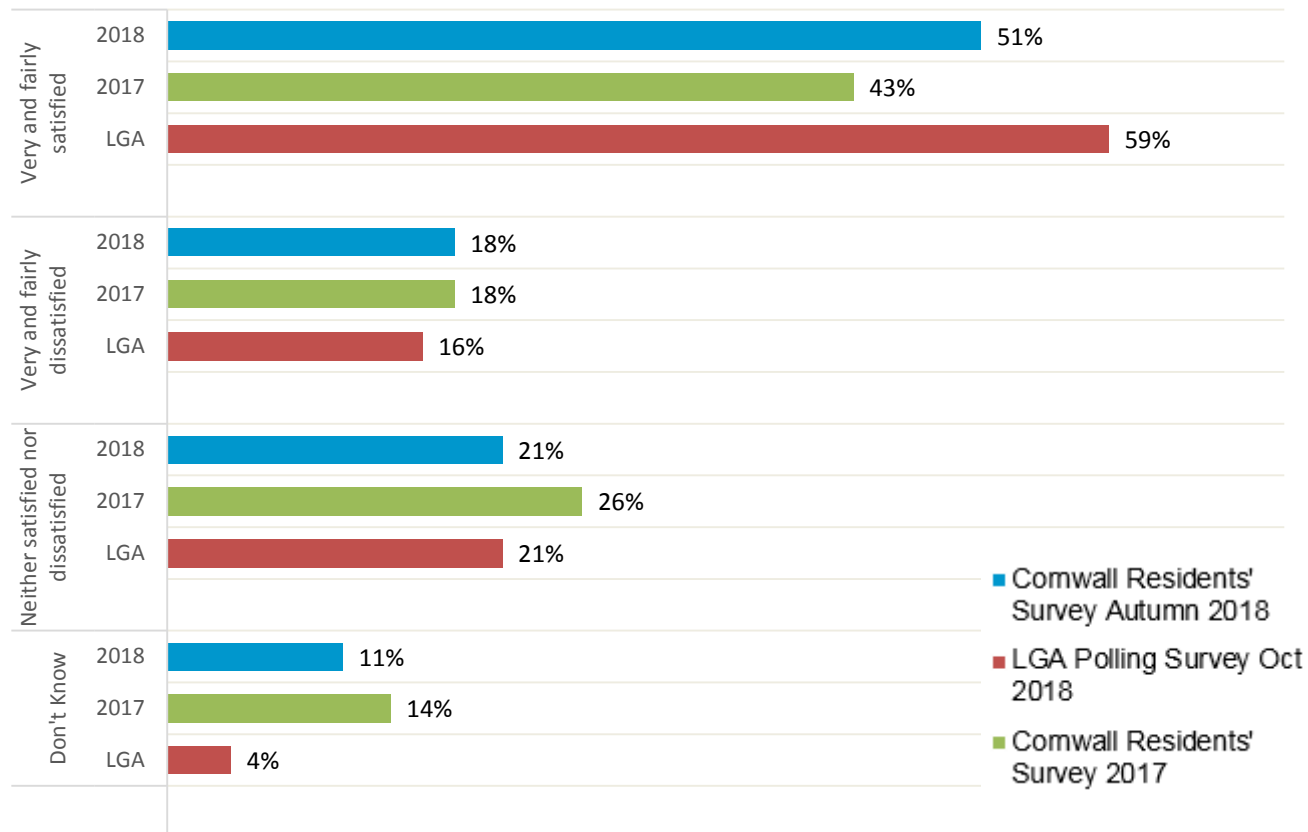
# Sports and leisure facilities

## User experience: latest customer satisfaction survey feedback

Overall satisfaction score (average of leisure centres in Cornwall\*) **84%**

Source: Greenwich Leisure Limited (GLL) Annual User Survey Date: 2018

## Resident perceptions: latest resident survey feedback



# Road maintenance

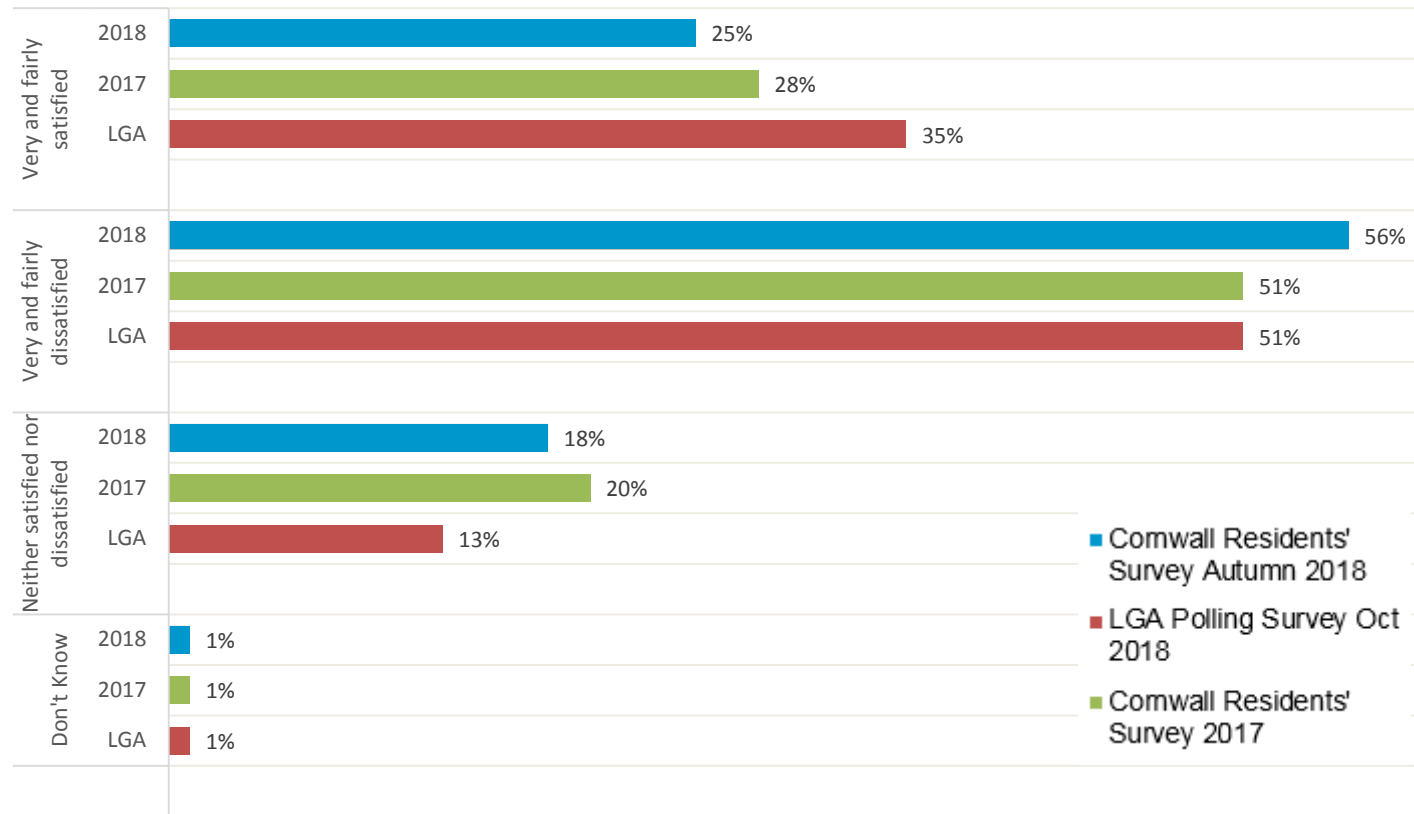
**User experience:** latest customer satisfaction survey feedback

Highway Maintenance satisfaction score

**51%**  
NHT Avg. 51%

Source: National Highways Transport (NHT) Public Satisfaction Survey Date: 2018

**Resident perceptions:** latest resident survey feedback

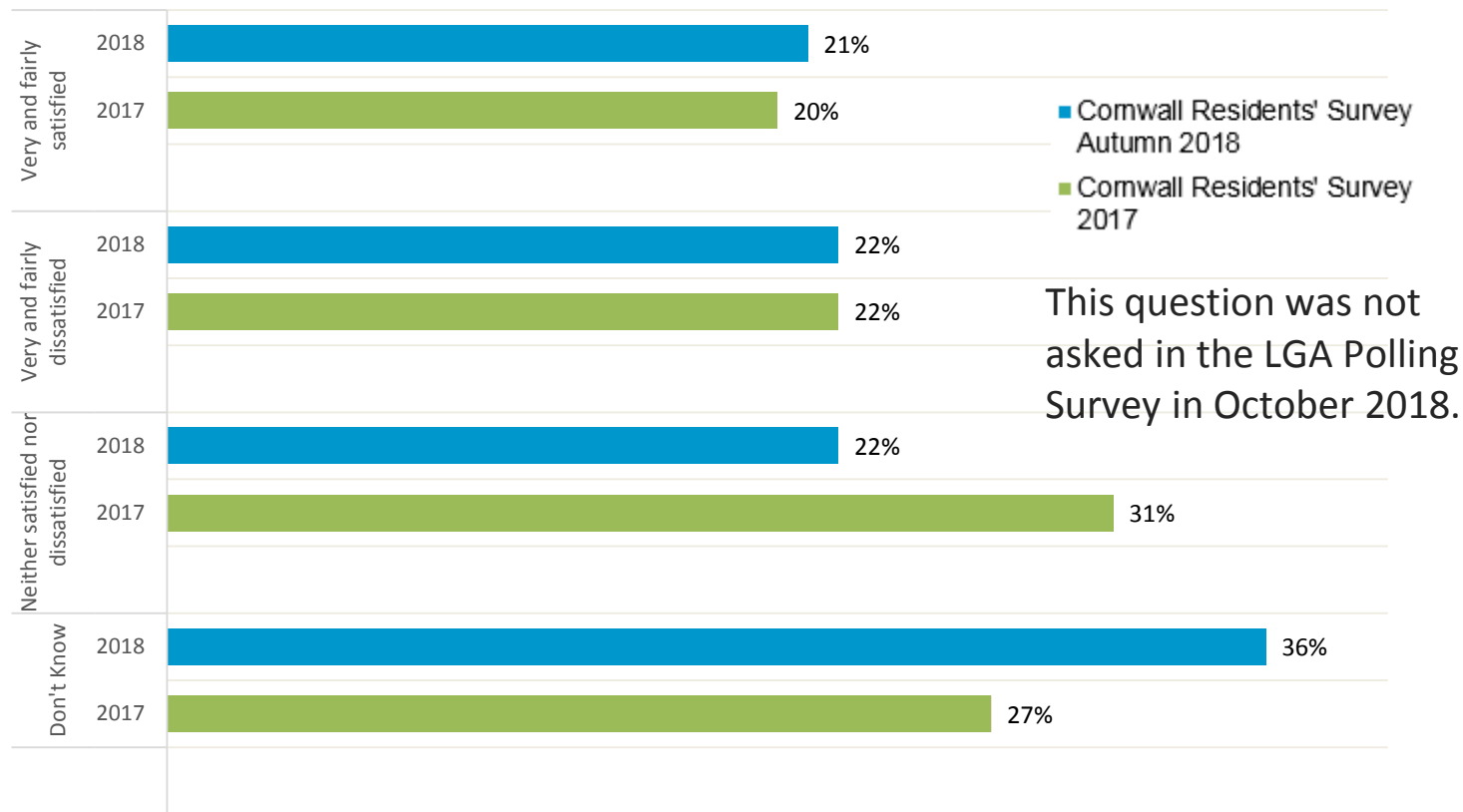


# Planning services

**User experience:** latest customer satisfaction survey feedback

Survey not currently available, planned in for 2019

**Resident perceptions:** latest resident survey feedback



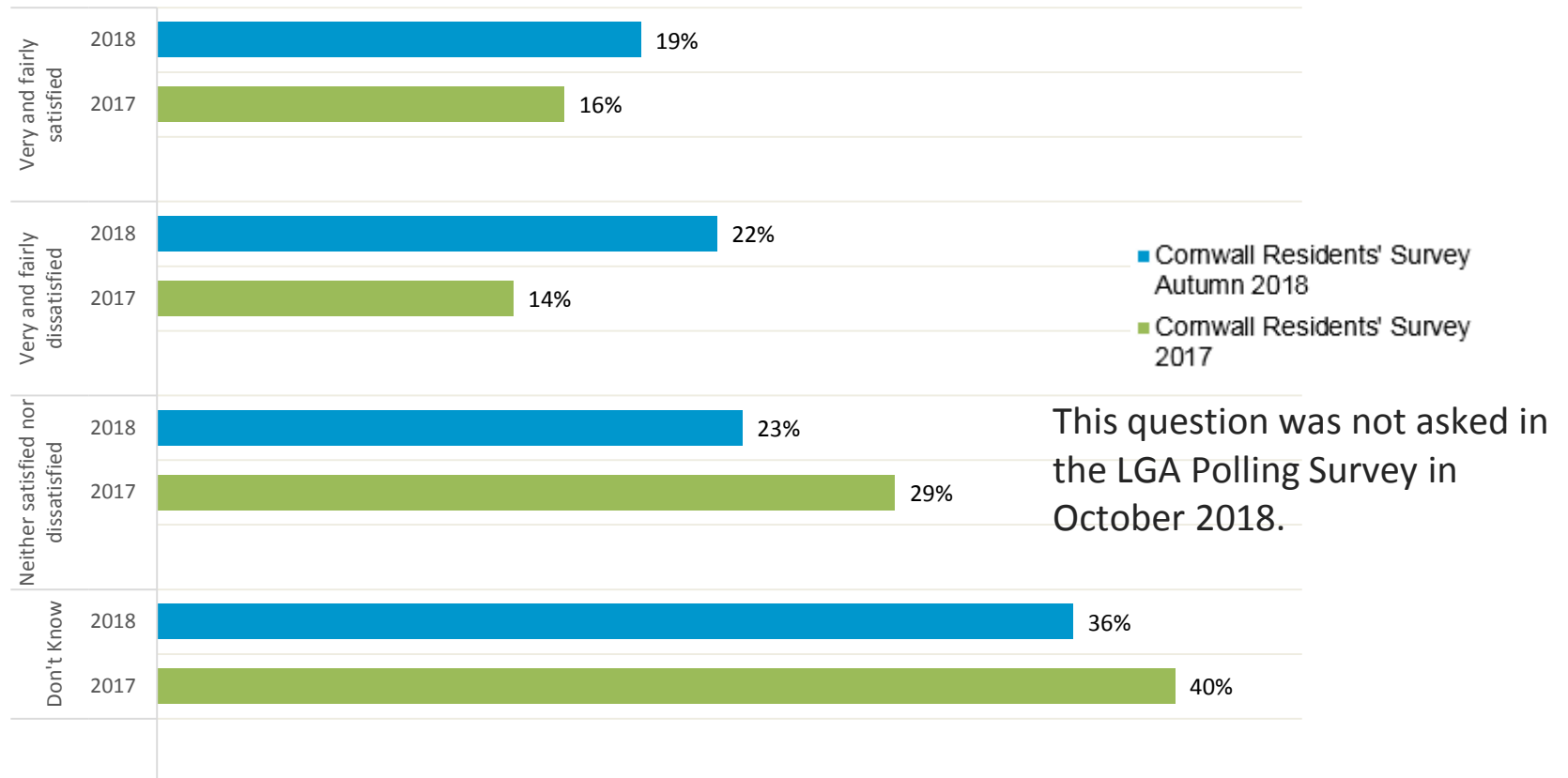
# Housing services

**User experience:** latest customer satisfaction survey feedback  
 Considering everything, how satisfied overall are you with Cornwall Housing? % satisfied

**86%**

Source: STAR Survey Date: Aug 2017

## Resident perceptions: latest resident survey feedback

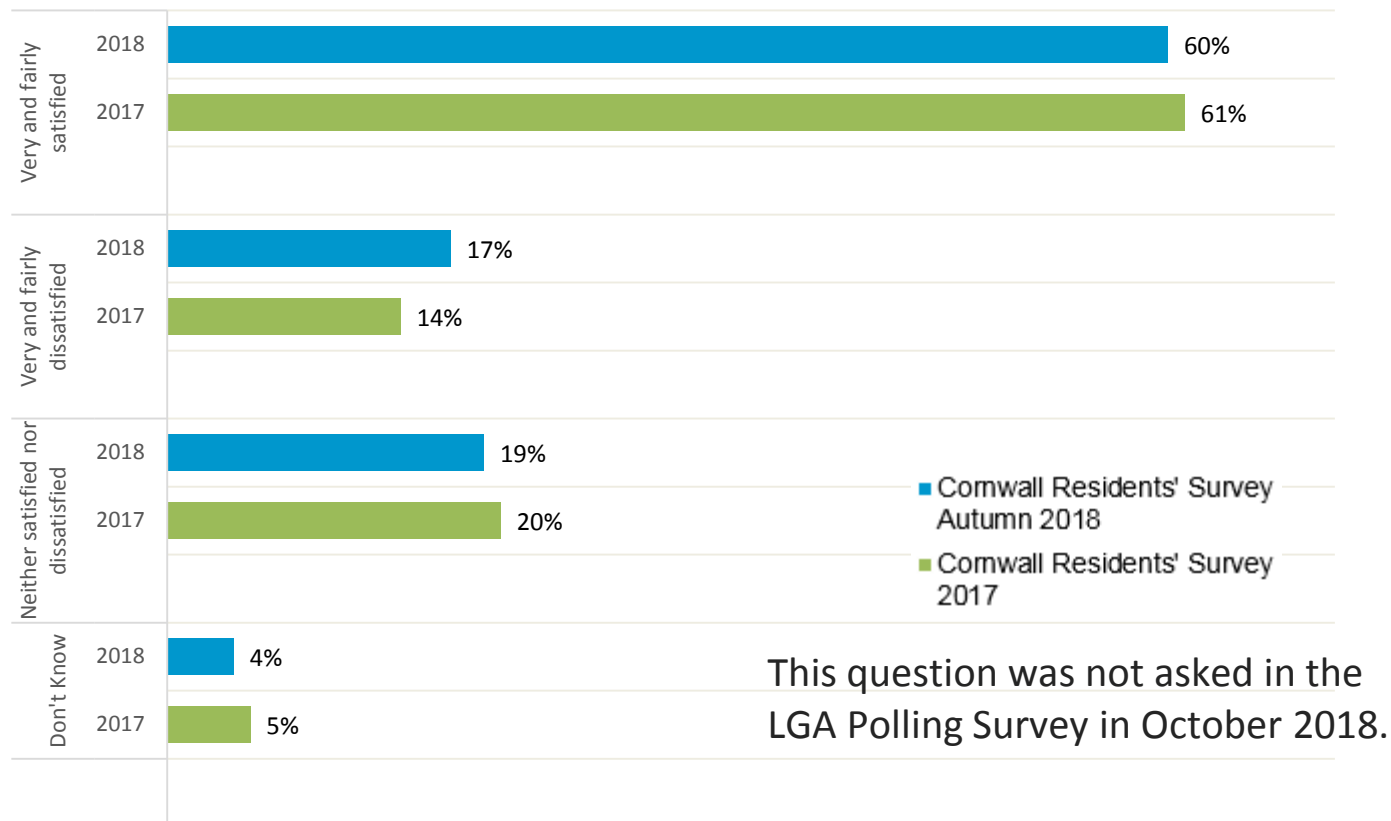


# Parks and open spaces

**User experience:** latest customer satisfaction survey feedback

Survey not currently available, planned in for 2019

**Resident perceptions:** latest resident survey feedback



# Services and support for older people

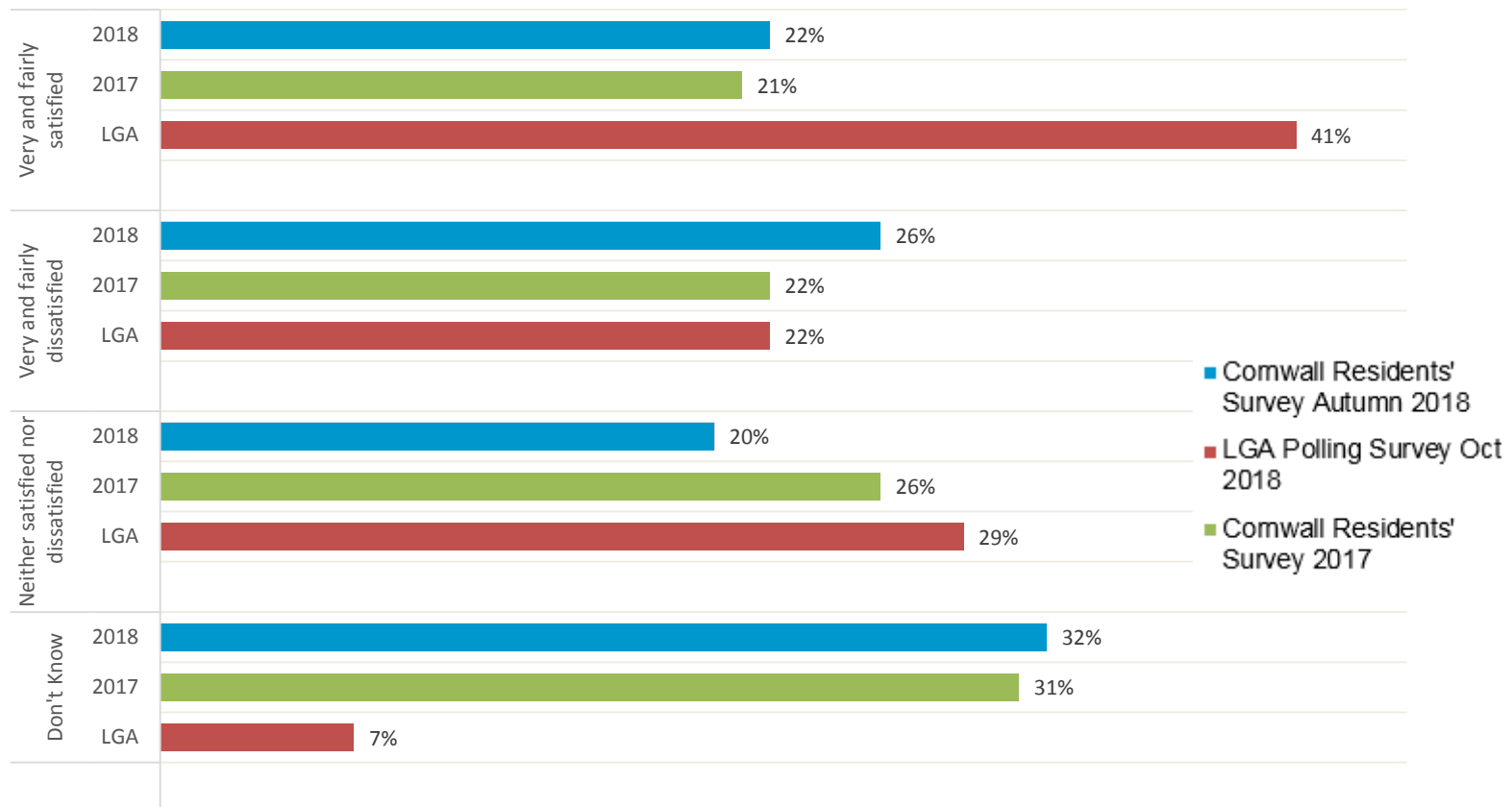
## User experience: latest customer satisfaction survey feedback

Overall, how satisfied or dissatisfied are you with the care and support services you receive? % quite, very or extremely satisfied

90%

Source: PFA Customer Survey Date: Jan-Mar 2018

## Resident perceptions: latest resident survey feedback



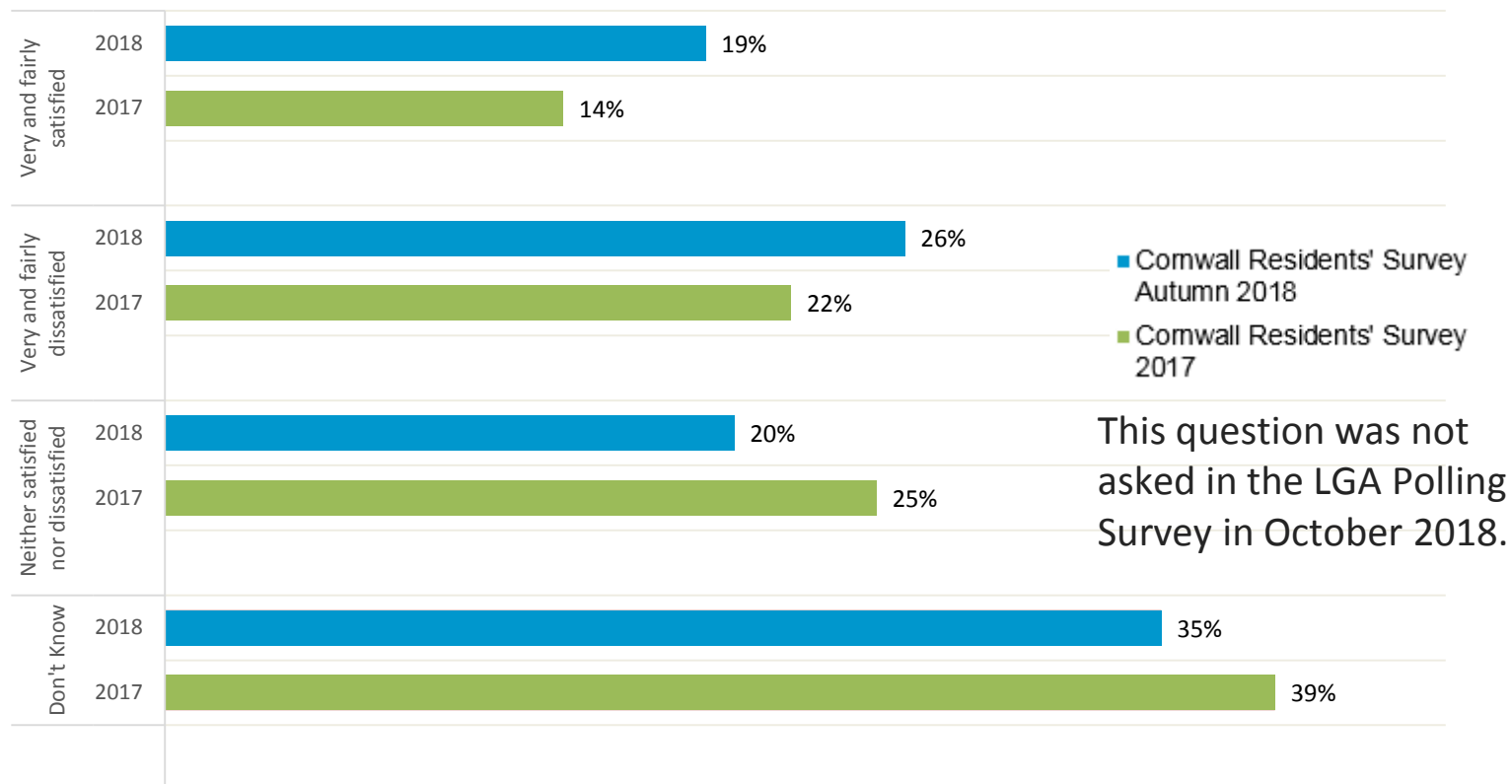
# Services and support for vulnerable adults

**User experience:** latest customer satisfaction survey feedback  
 Overall, how satisfied or dissatisfied are you with the care and support services you receive? % quite, very or extremely satisfied

**90%**

Source: PFA Customer Survey Date: Jan-Mar 2018

## Resident perceptions: latest resident survey feedback



# Services and support for children and young people

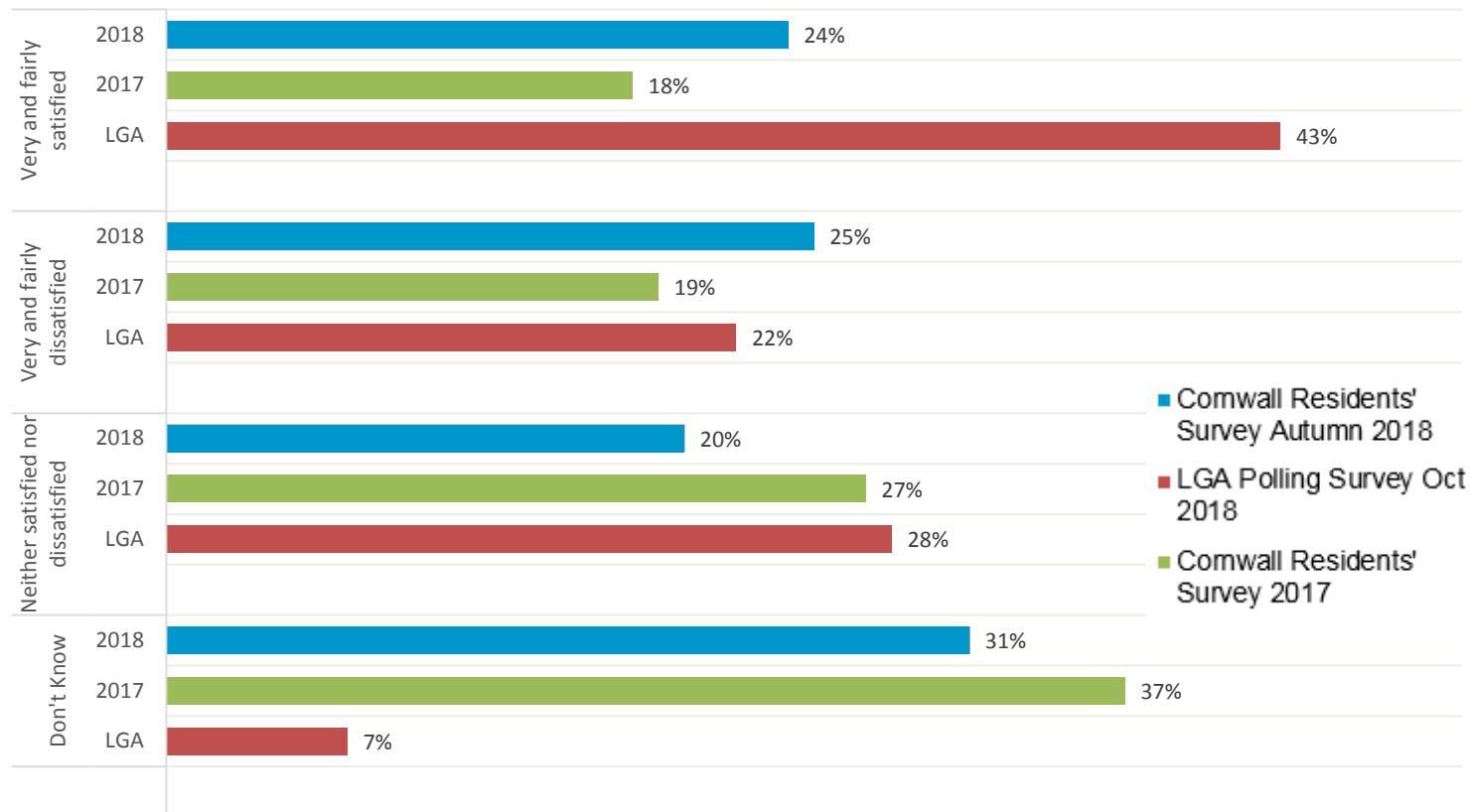
## User experience: latest customer satisfaction survey feedback

% service users who are satisfied with the help they received from Children & Family Services

76%

Source: Quality Assurance Performance Management Survey Date: July 2018

## Resident perceptions: latest resident survey feedback

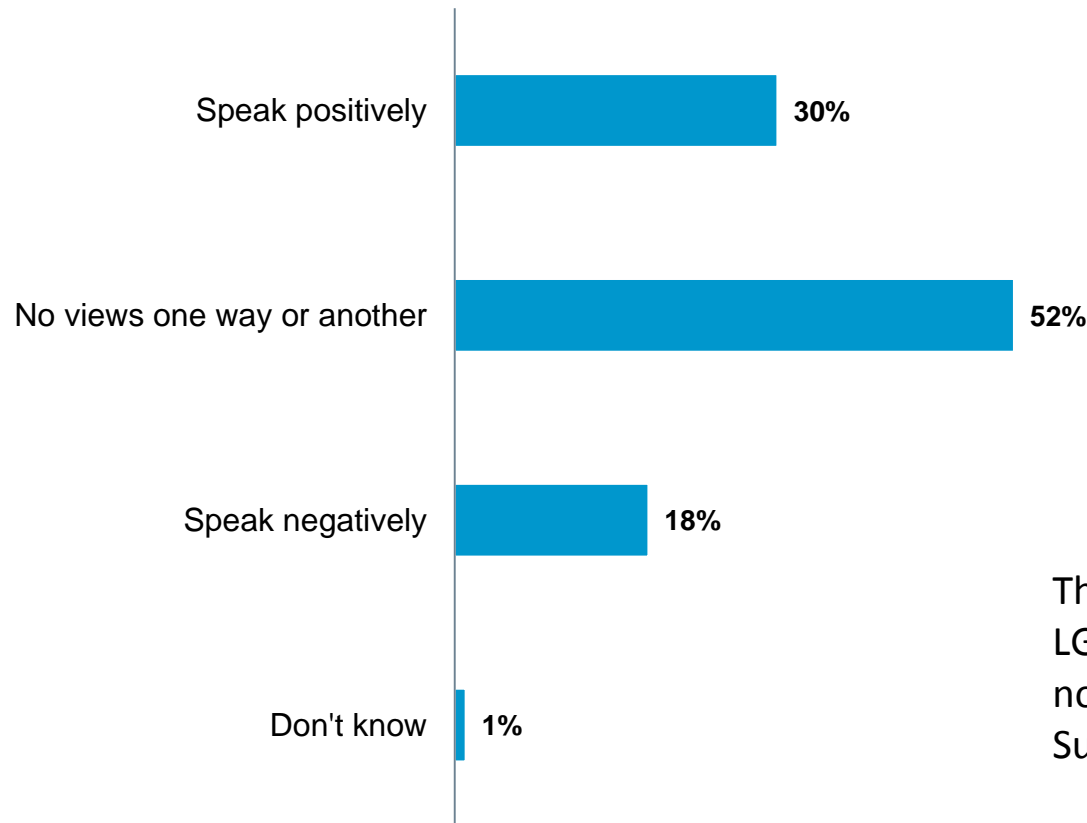






# 6: Perceptions of the Council

# Three in ten residents are 'advocates' who speak positively about the Council

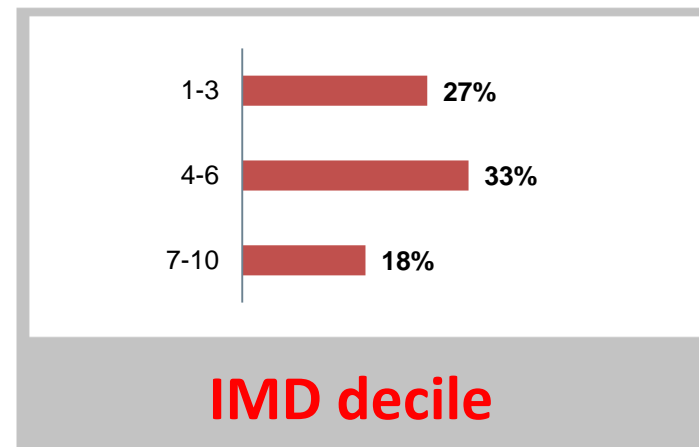
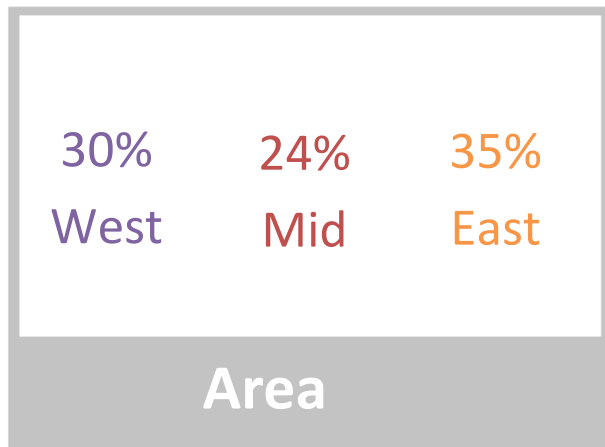
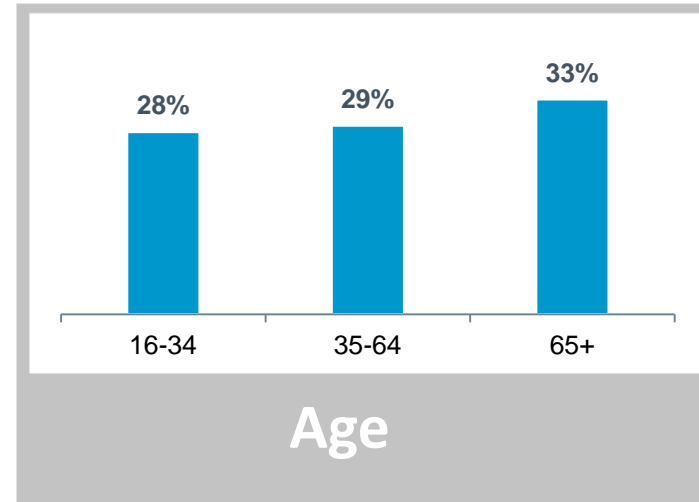
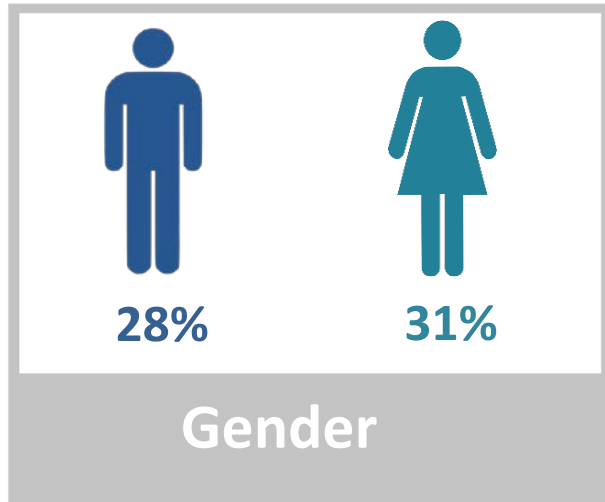


This question was not asked in the LGA Polling Survey in October 2018 nor in the Cornwall Residents' Survey 2017.

Question: On balance, which of the following statements comes closest to how you feel about Cornwall Council?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

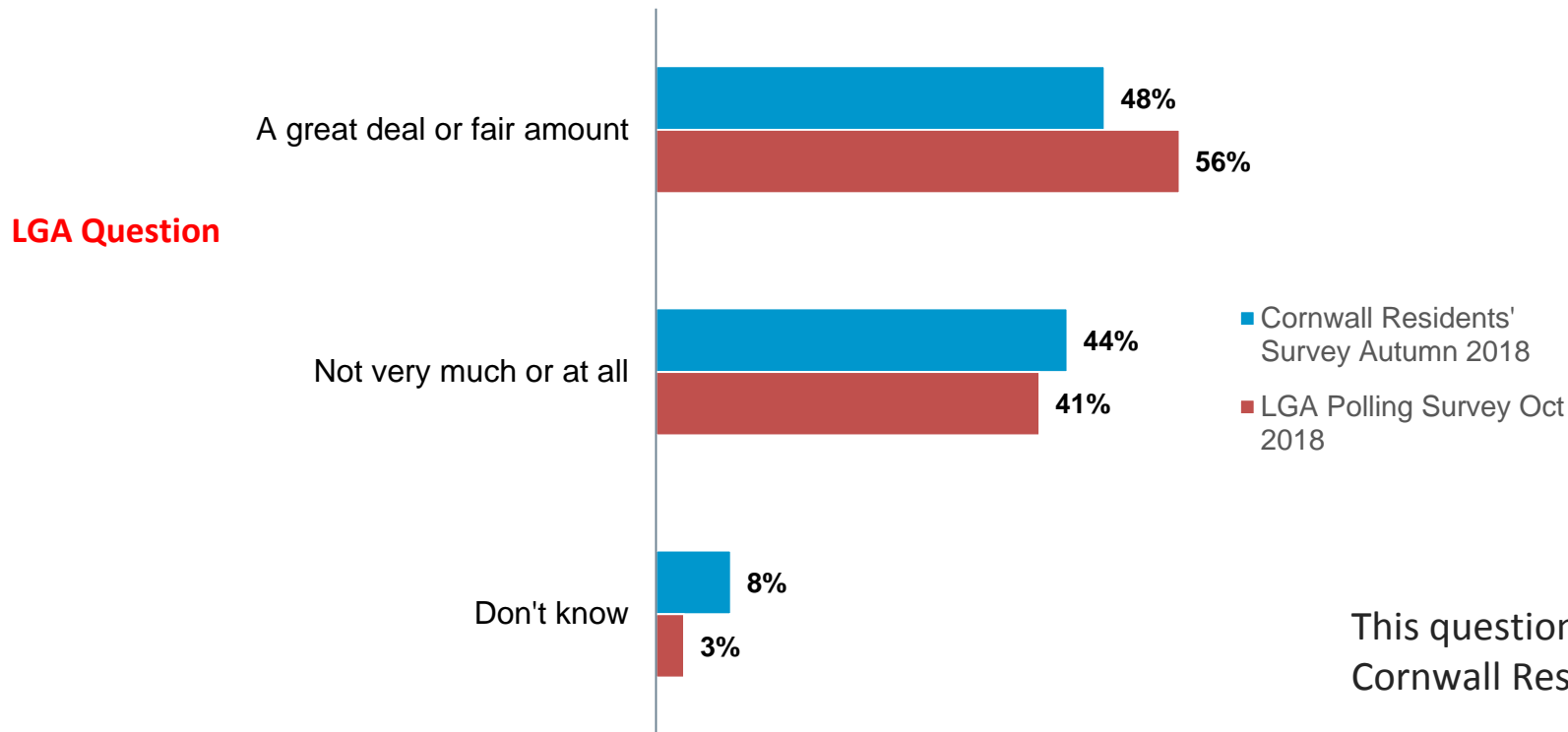
# Those from least deprived areas are less likely to speak positively about the Council



Question: On balance, which of the following statements comes closest to how you feel about Cornwall Council?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

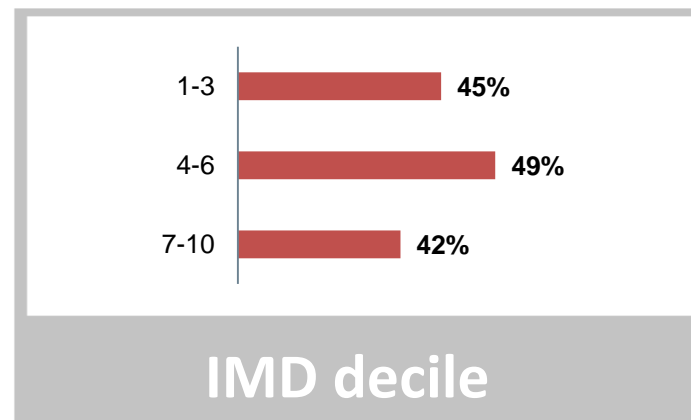
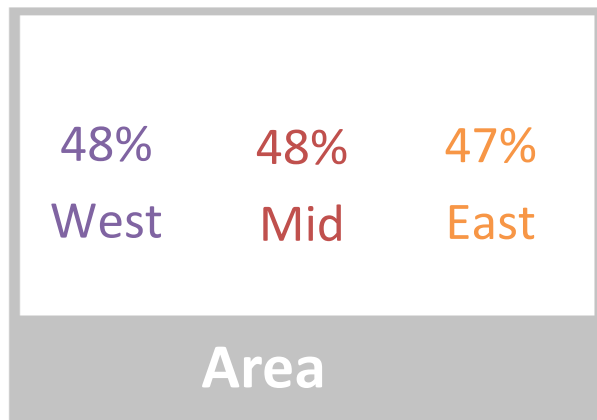
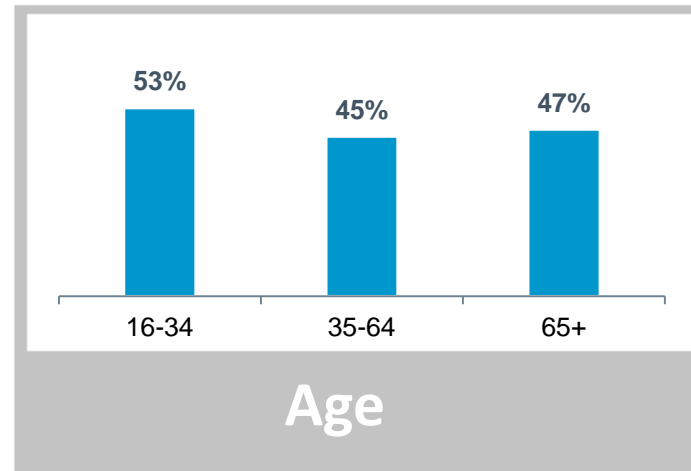
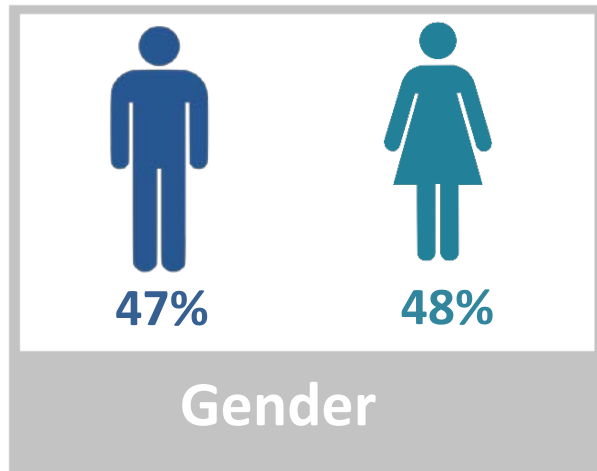
# Half think Cornwall Council acts on their concerns, which is lower than the national figure



Question: To what extent do you think (Cornwall Council) acts on the concerns of local residents?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey October 2018: 1,001)

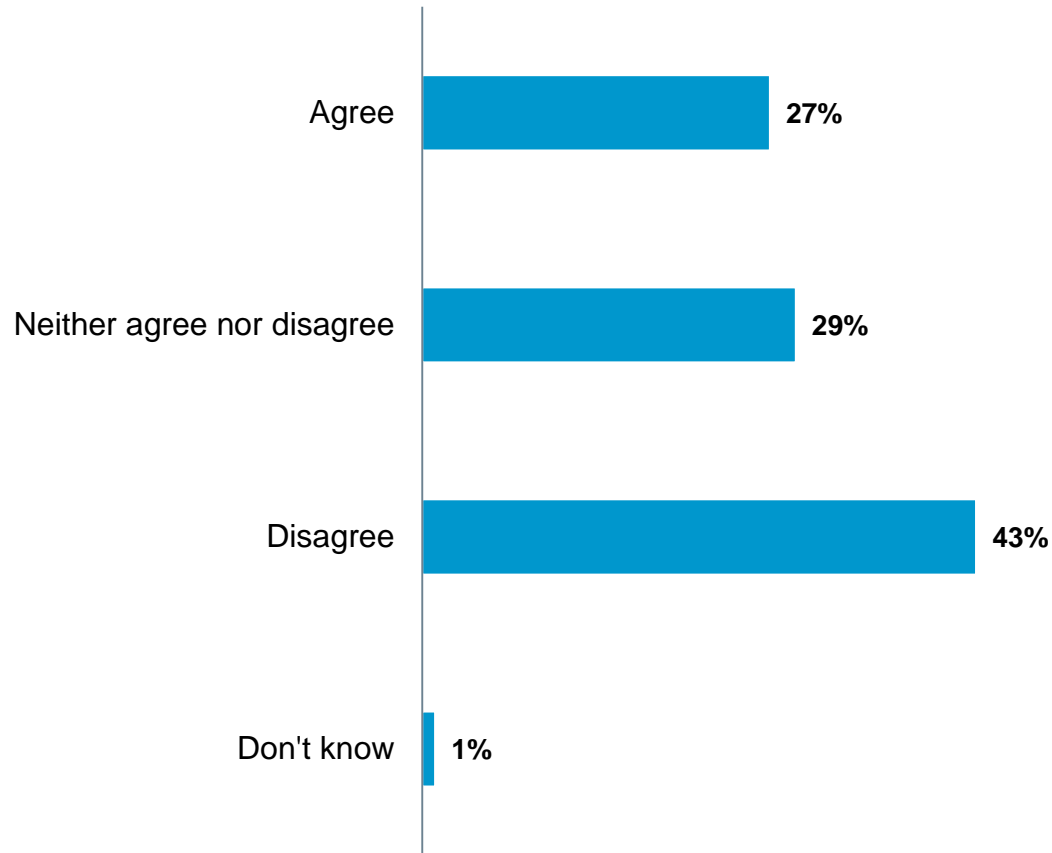
# While not significantly different, a higher % of those aged 16-34 think the Council acts on concerns of residents



Question: To what extent do you think (Cornwall Council) acts on the concerns of local residents?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

# Over a quarter agree the media influences their perception of the Council, while a larger proportion disagree

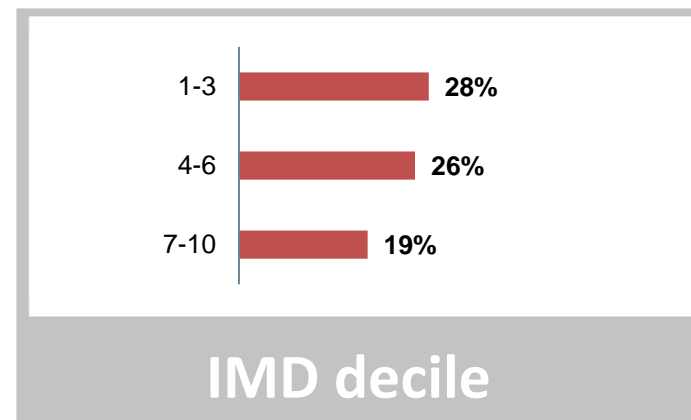
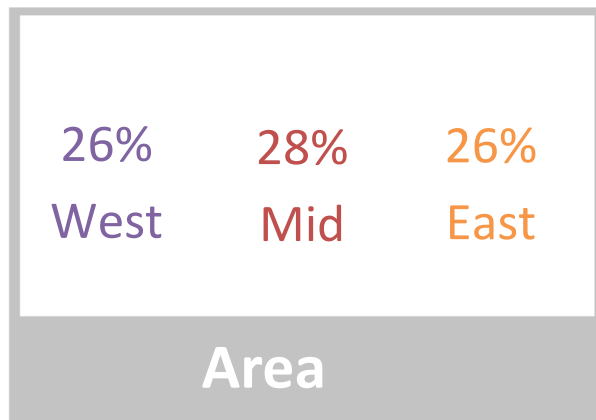
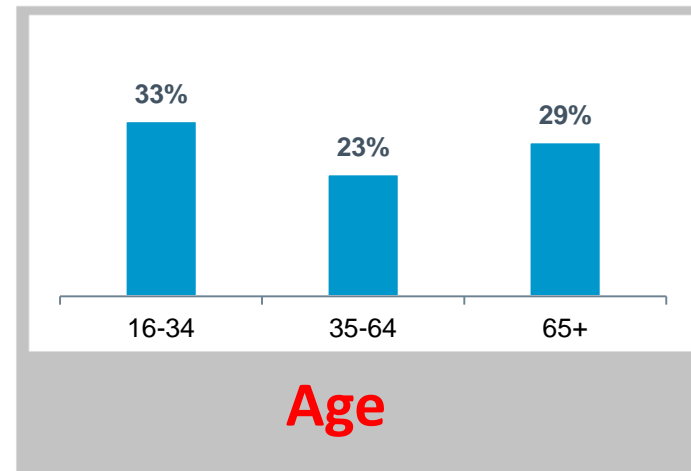
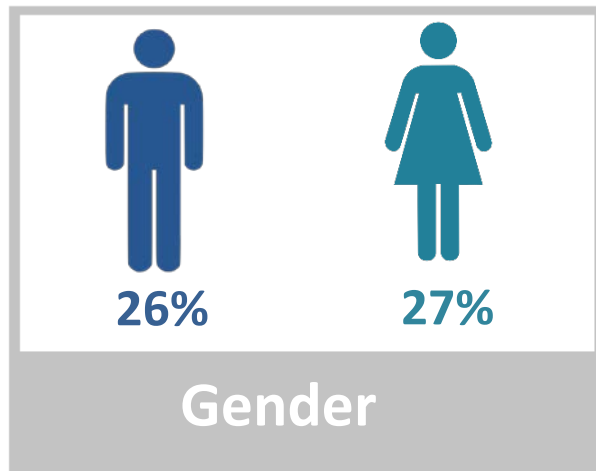


This question was not asked in the LGA Polling Survey in October 2018 nor in the Cornwall Residents' Survey 2017.

Question: To what extent would you agree or disagree that the media influences your perception of Cornwall Council?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

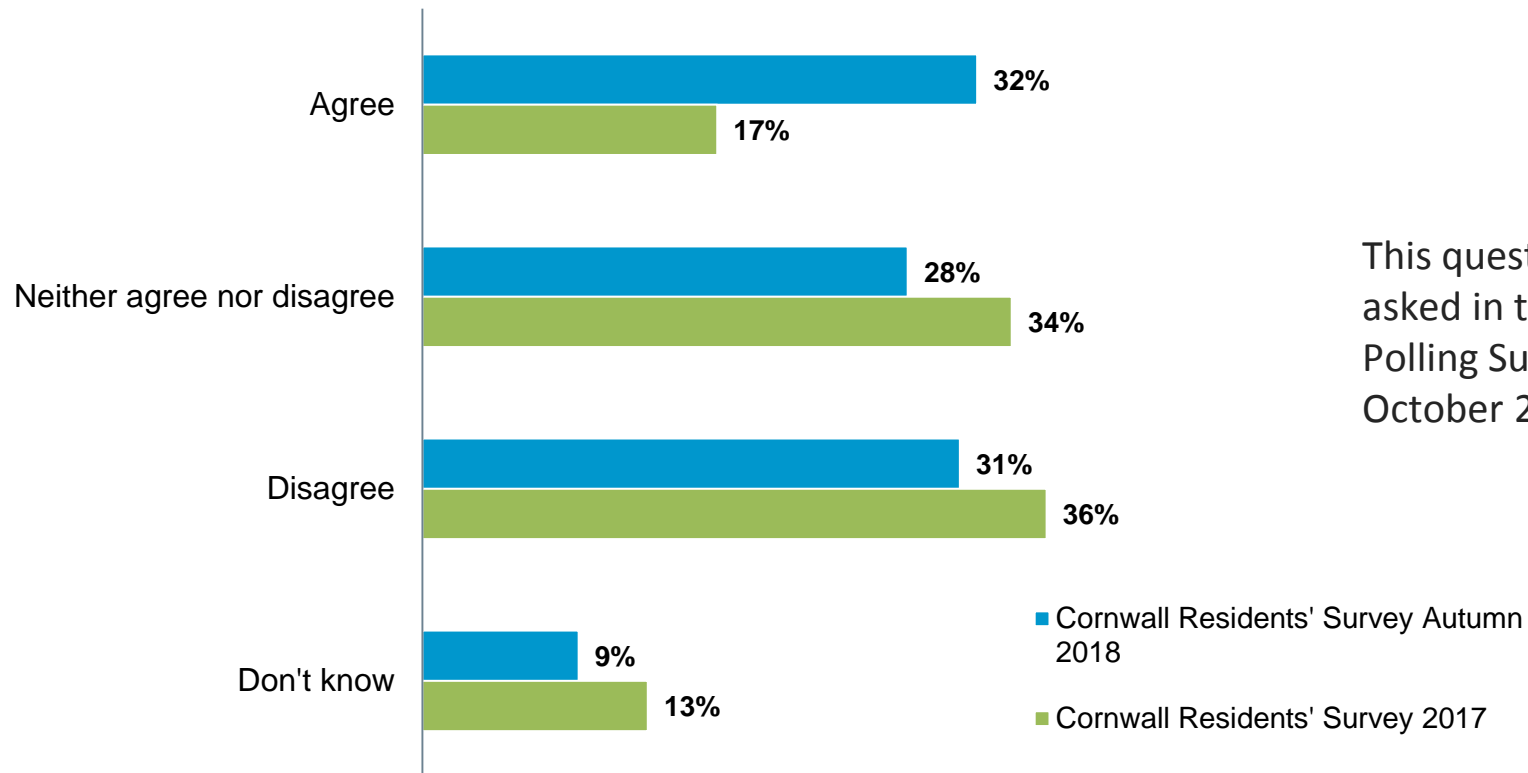
# Younger people aged 16-34 are more likely to agree the media influences their perception of Cornwall Council than those aged 35-64



Question: To what extent would you agree or disagree that the media influences your perception of Cornwall Council?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

# A larger proportion agree Cornwall Council is efficient and well run this year



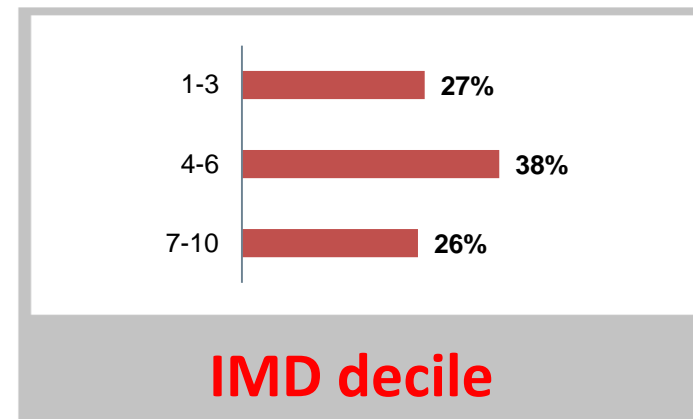
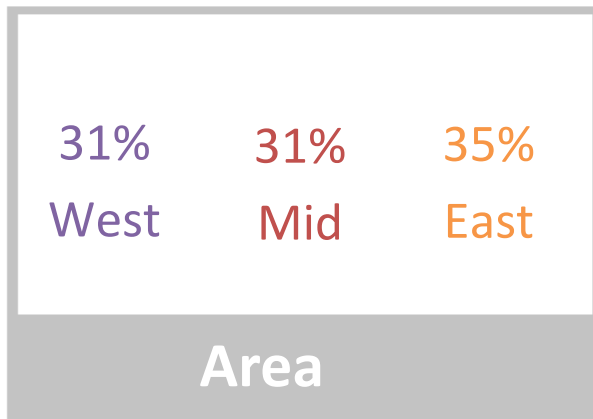
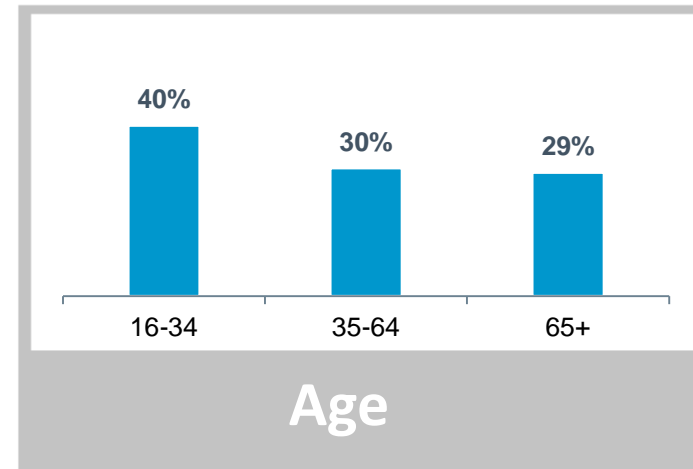
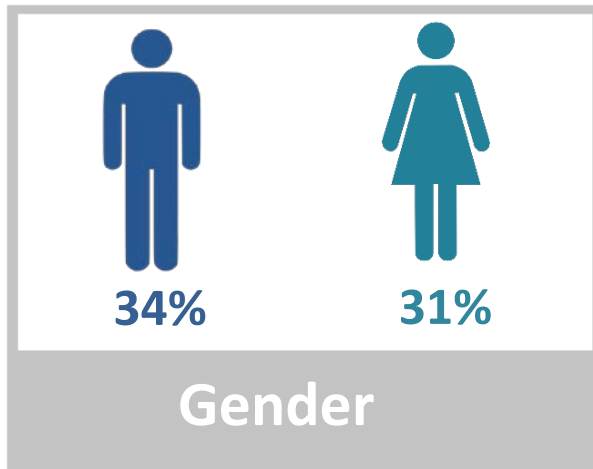
This question was not asked in the LGA Polling Survey in October 2018.

Question: To what extent would you agree or disagree that Cornwall Council is efficient and well run?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,960)



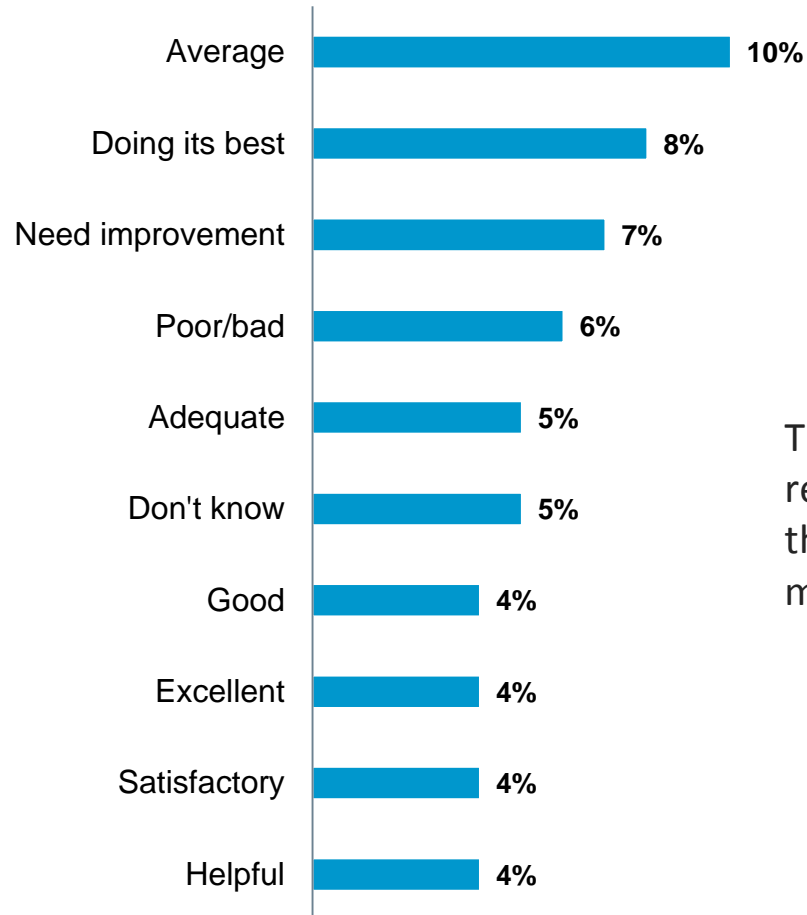
# A higher % of people in areas with neither high nor low relative deprivation (IMD 4-6) think Cornwall Council is efficient and well run



Question: To what extent would you agree or disagree that Cornwall Council is efficient and well run?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

# The word or phrase that best describes the Council



This question was asked as a verbatim response. Comments were grouped and themed and the chart shows the top ten most mentioned themes.

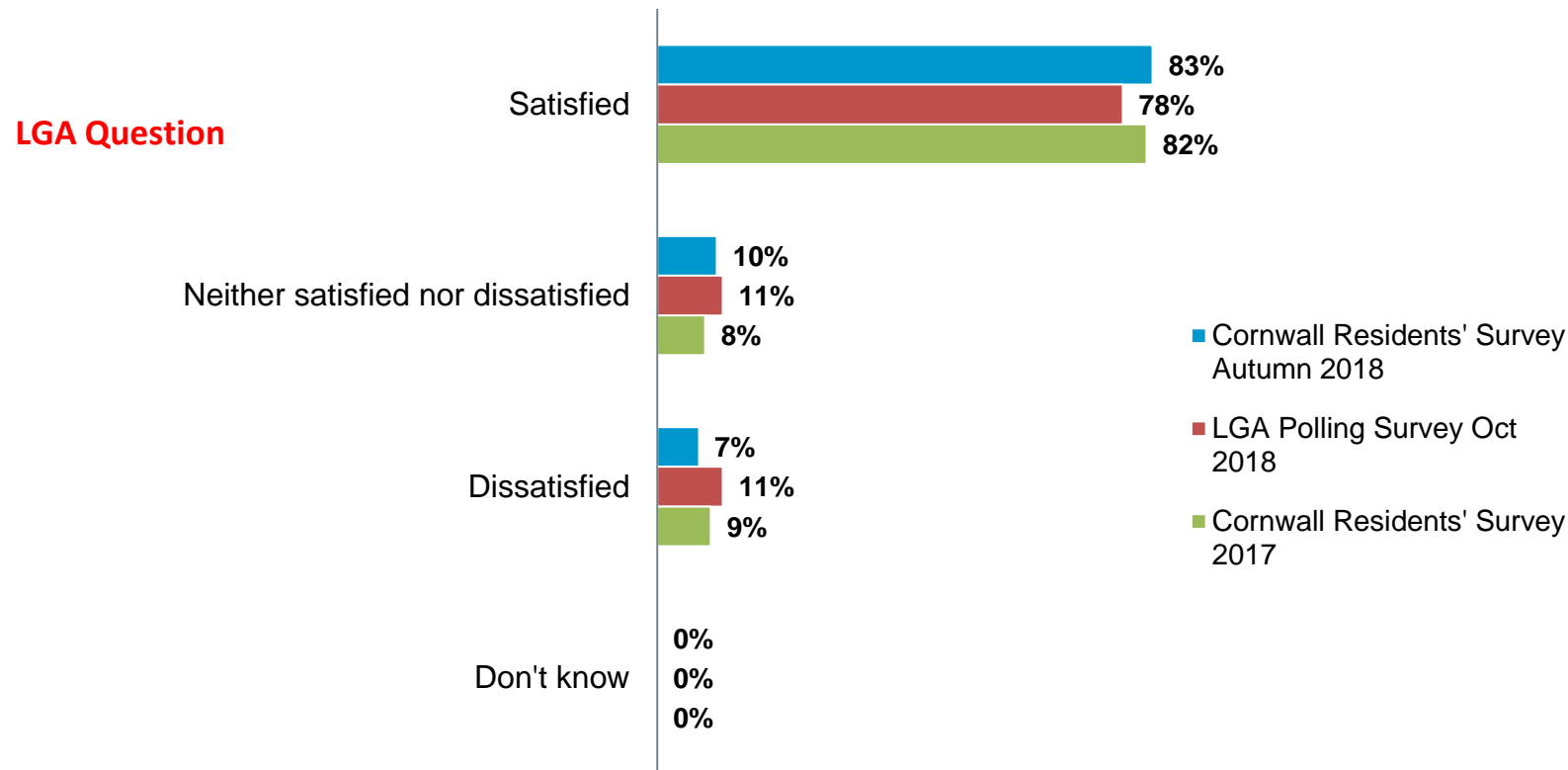
Question: What word or short phrase would you use to best describe Cornwall Council?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)



# 7: Perceptions of the local area

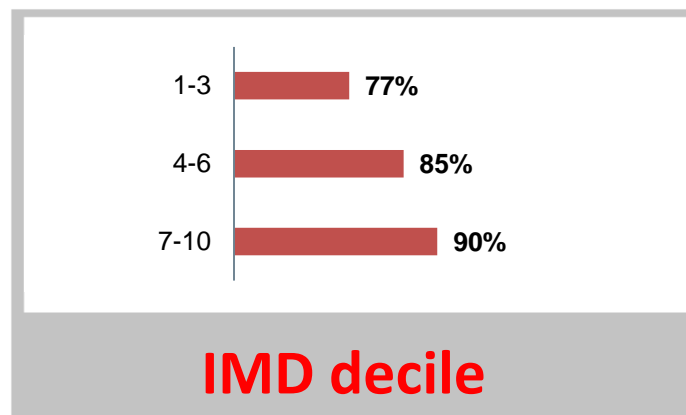
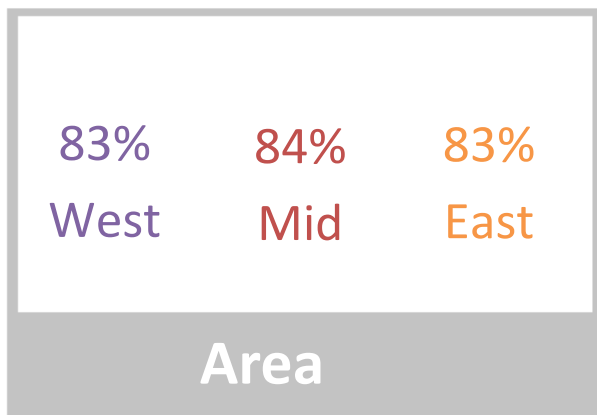
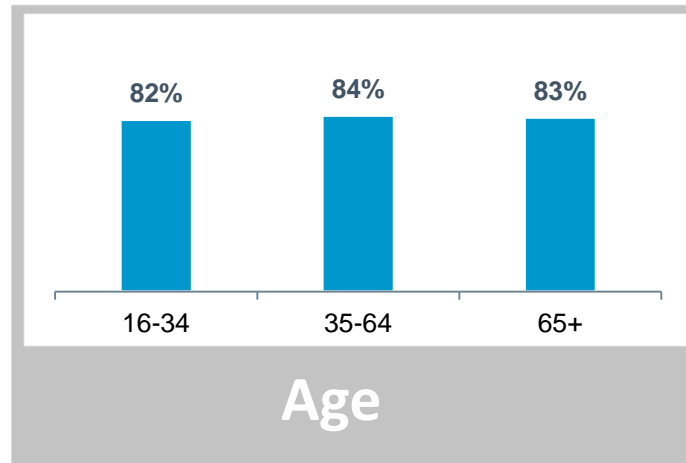
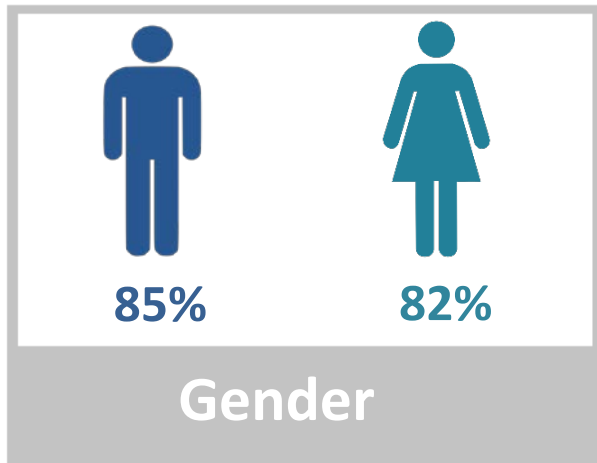
# Resident satisfaction with their local area as a place to live is above the national figure



Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey October 2018: 1,001; Cornwall Residents' Survey 2017: 11,134)

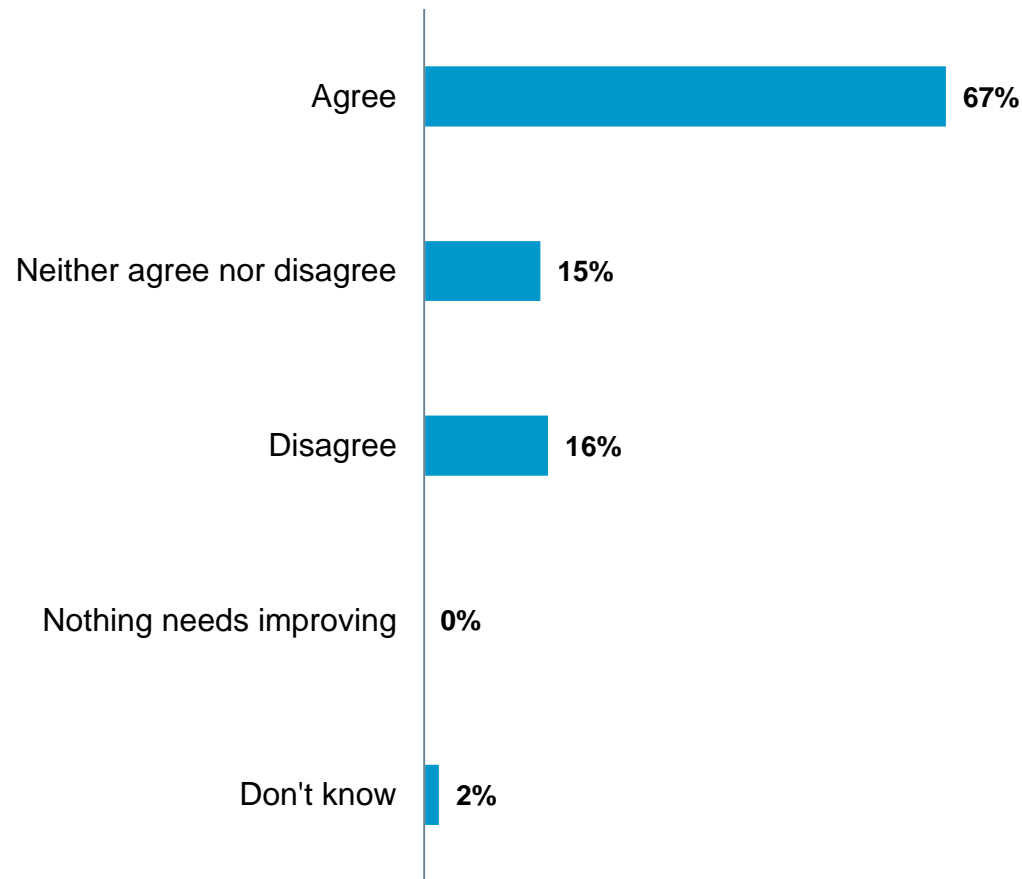
# Those living in the least deprived areas (IMD 7-10) are more likely to be satisfied with their local area as a place to live



Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

# Two thirds agree that people in the local area pull together to improve the local area

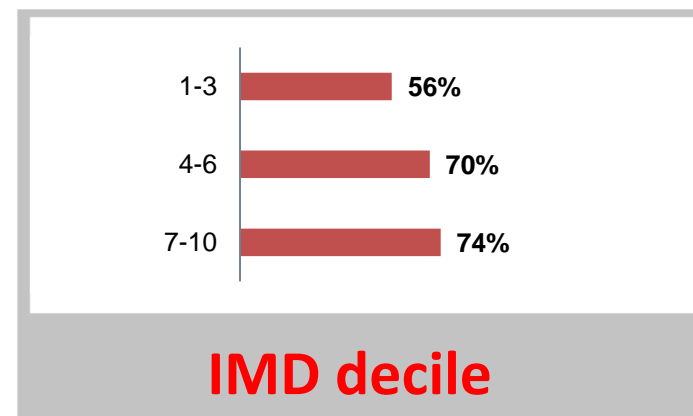
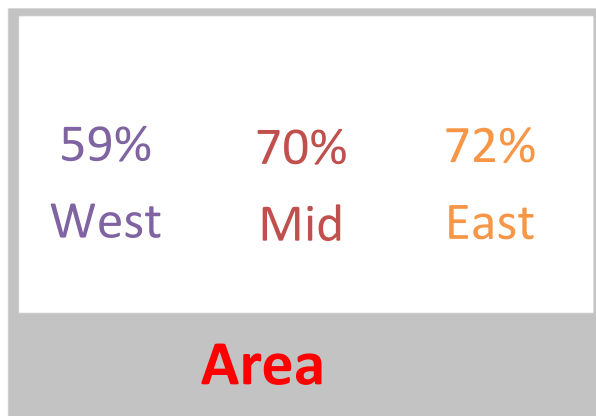
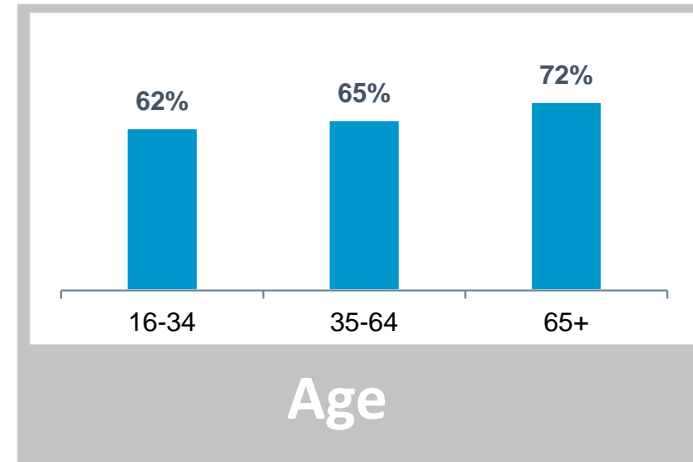
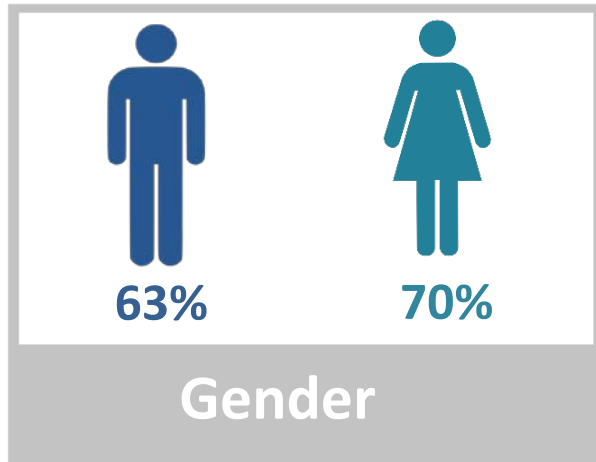


This question was not asked in the LGA Polling Survey in October 2018 nor in the Cornwall Residents' Survey 2017.

Question: To what extent would you agree or disagree that people in this local area pull together to improve the local area?

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

# People living in East and Mid Cornwall, and in the least deprived areas, are more likely to agree people in their local area pull together



Question: To what extent would you agree or disagree that people in this local area pull together to improve the local area?

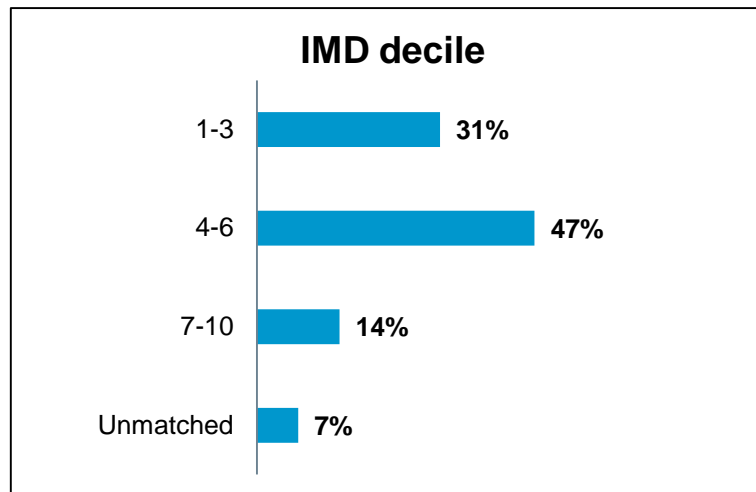
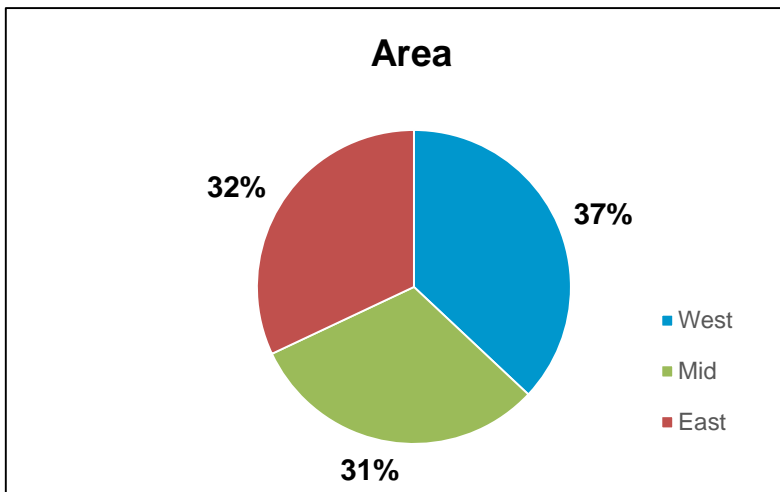
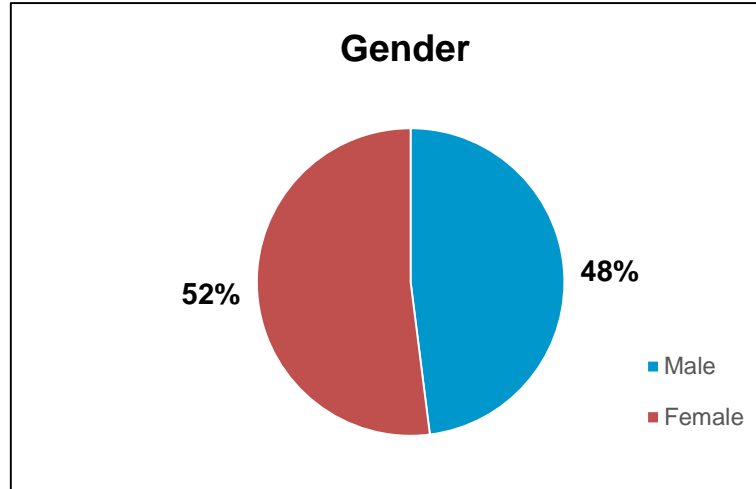
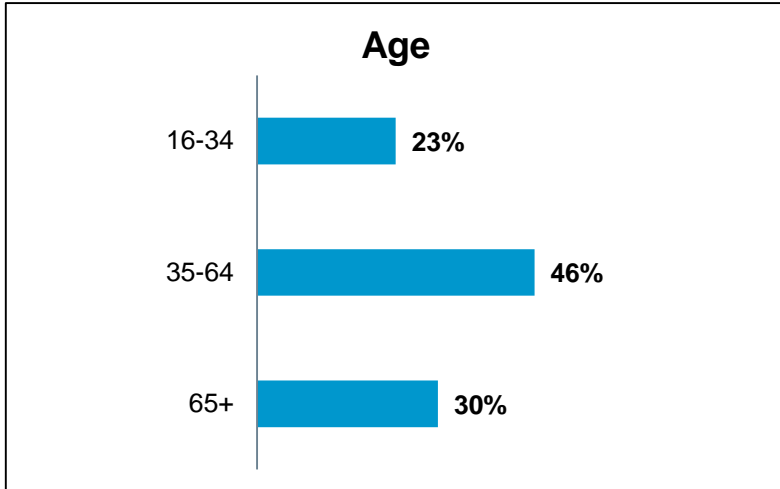
Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)



# 8: Supporting information



# Respondent profile



92% identified as White British, 6% as White Other, 1% declined to answer.

Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2018: 500)

# Interpretation of findings

This report contains tables, infographics and charts. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- A response of between 0% and 0.5% will be shown as 0%.

Subgroup analysis has been undertaken by area, gender, age group, and Index of Multiple Deprivation (IMD) decile\*. This report only describes differences that are 'significant' at the 95% confidence level.

For the analysis of some questions, some response options have been grouped together to provide a level of agreement or satisfaction. For example, 'Strongly agree' and 'Tend to agree' have been grouped and shown as 'Agree', and 'Very satisfied' and 'Fairly satisfied' have been grouped as 'Satisfied'.

The previously published 2017 survey may show slightly different figures versus the figures quoted in this survey, the reason for this is the removal of 'don't know' as an answer in 2017. LGA questions include 'don't know' as an answer, hence why they have been added back in and re-calculated to be used as a comparison in this report.

*\*The Index of Multiple Deprivation is the measure of relative deprivation for neighbourhoods in England. It ranks every neighbourhood from the most deprived 10% to the least deprived 10%. In this report, the most deprived are referred to as 'deciles 1-3', whilst the least deprived are 'deciles 7-10'.*



# Acknowledgments

Enventure Research would like to thank Sarah Findlay, Matt Hallett and Steven Ford from Cornwall Council for their help and cooperation on this project, and to express gratitude to everyone who took part in the survey.



**Cornwall Council  
County Hall  
Truro TR1 3AY**

Tel: 0300 1234 100  
[www.cornwall.gov.uk](http://www.cornwall.gov.uk)