

# Residents' Survey Report

## July 2019

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

 **enventure**  
research

# 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 2019-22 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



# 1: Methodology

# Using a representative sample of Cornwall's residents

500 Cornwall residents aged 18+ were interviewed between 4 July and 25 July 2019 by telephone. 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.

- 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.

# Making comparisons with other councils

Cornwall Council benchmarks 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 Local Government Association'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
- ✓ Adopt a telephone 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 resident satisfaction polls three times a year. Comparisons in this report are with the LGA poll conducted in June 2019 by Populus with a sample of 1,004 adults.

## When comparing with previous surveys, only differences equal to or greater than 4.3% are statistically valid

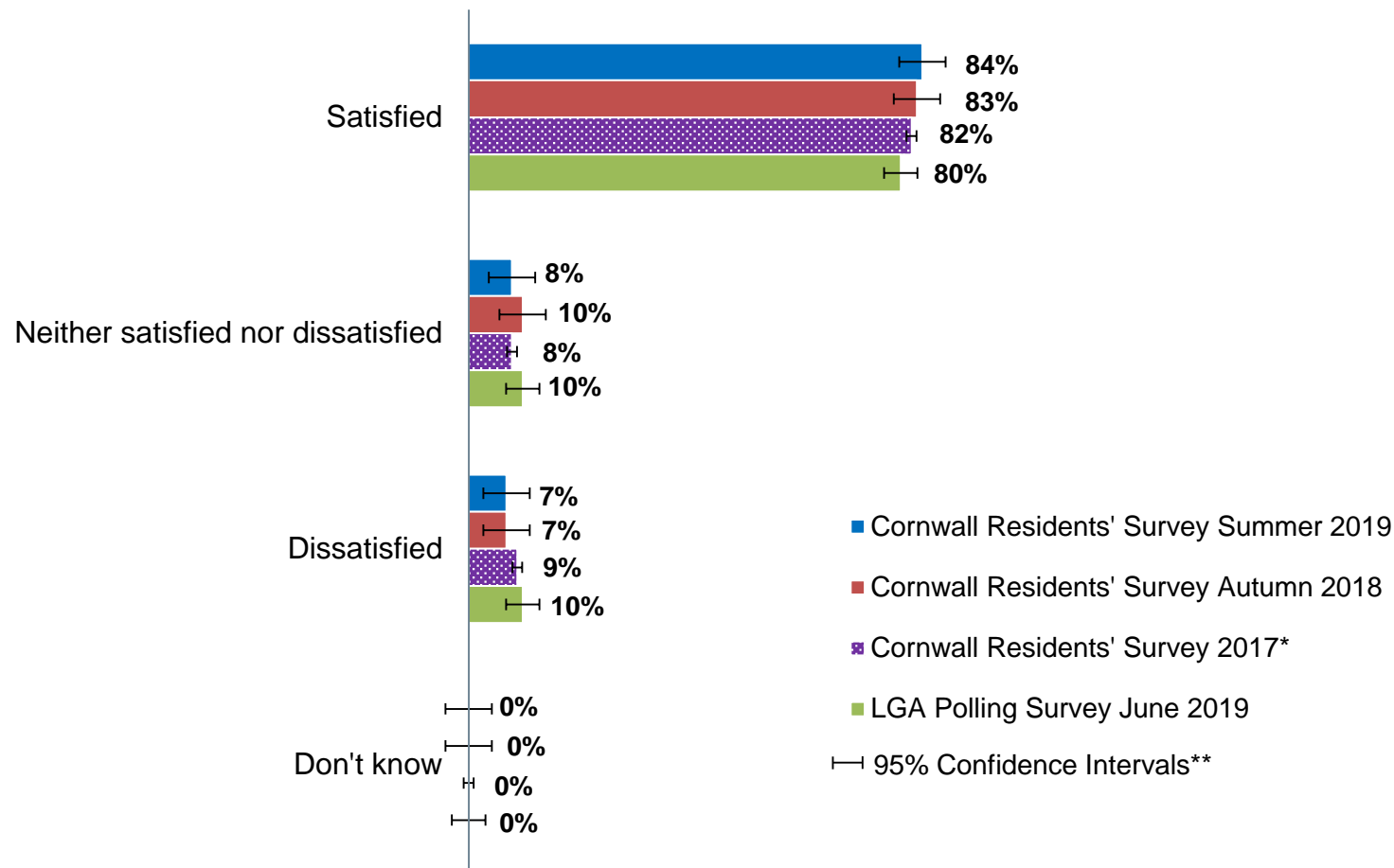
This is the second Residents Survey in this cycle, with the previous wave undertaken in Autumn 2018. Both surveys have a **confidence interval of +/- 4.3%**, which means that, if it were practical to ask every member of Cornwall's population to take part, the true answer would be within 4.3% of the result obtained in this survey. **When comparing whether a result has significantly increased or decreased compared with previous surveys, this means that the difference must be equal to or greater than 4.3% to be valid.**

Results from this wave of the survey are also compared against the Cornwall Council Residents' Survey 2017, a postal survey of 11,247 adults, where some identical questions were asked. 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 was above the national figure



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

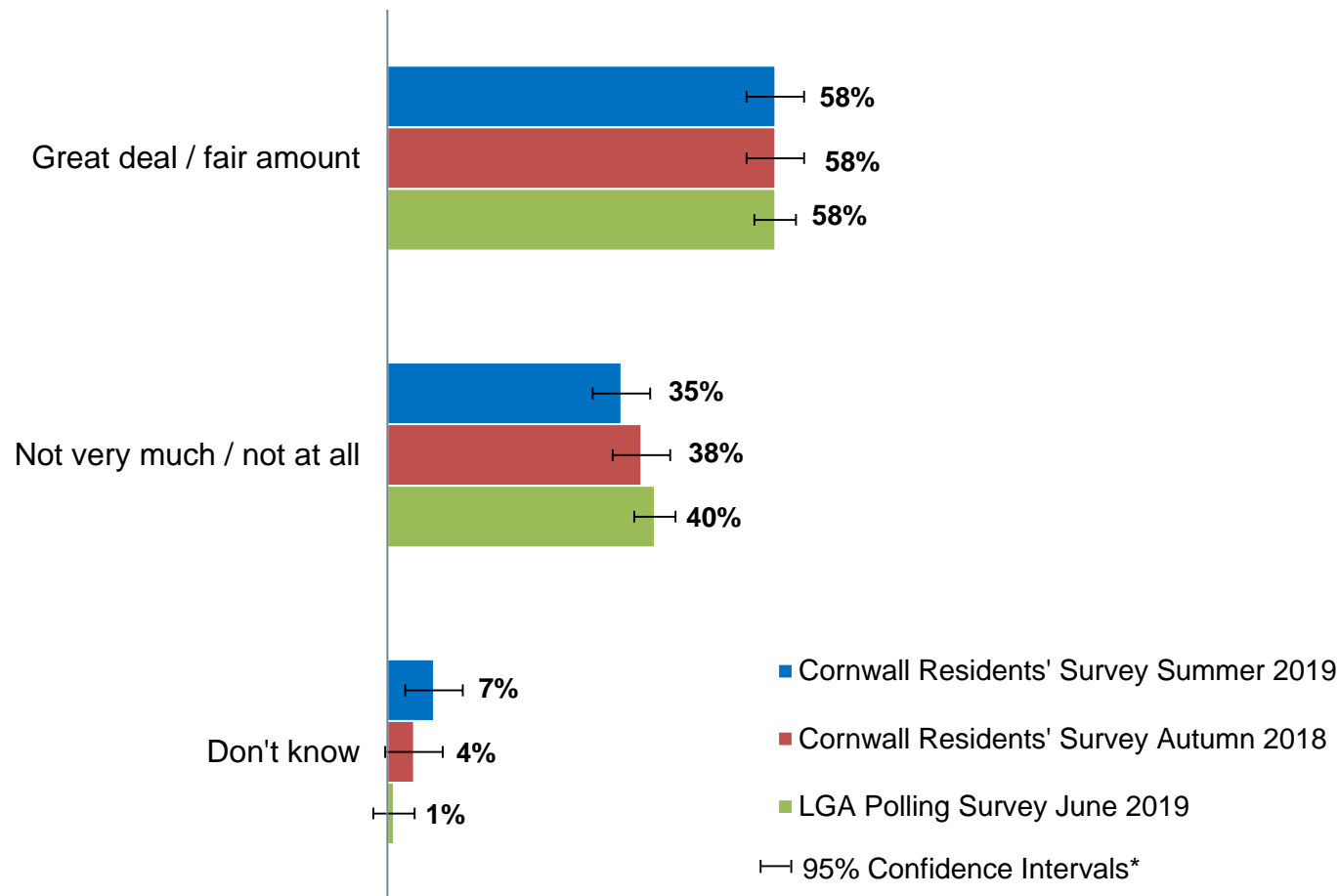
Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 11,134, LGA Polling Survey June 2019: 1,004).

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.



# Resident trust in the Council has been sustained and is in line with the national figure

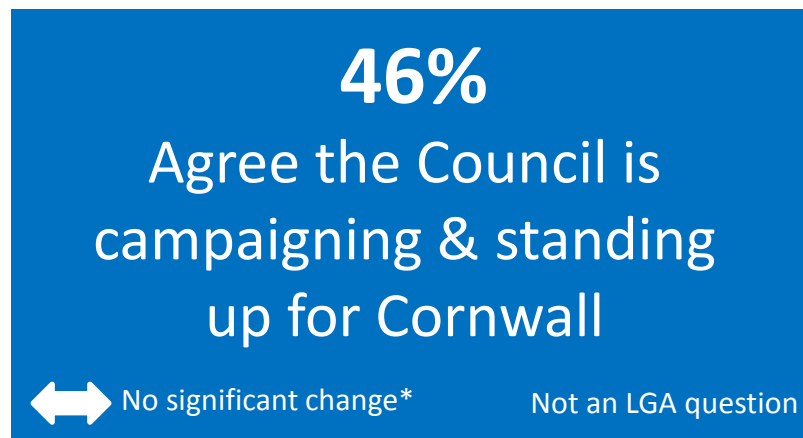
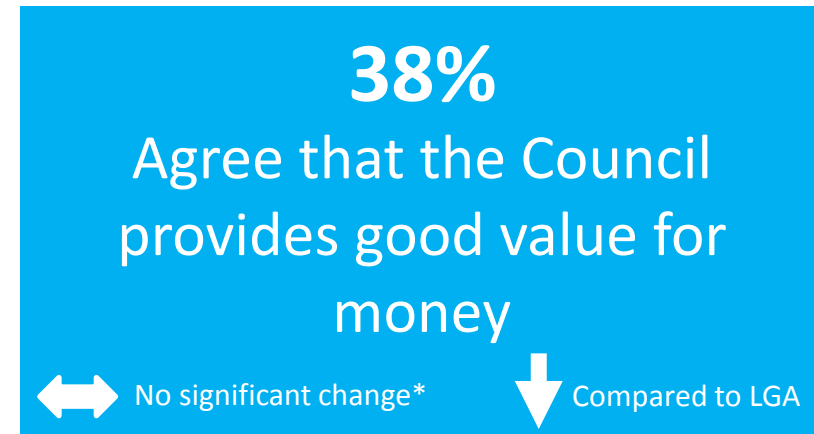


Question: How much do you trust the Council?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey June 2019: 1,004). The question was not asked in the 2017 Residents Survey.

\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident perceptions of the Council have not significantly changed, except for those agreeing the Council gets everything right first time



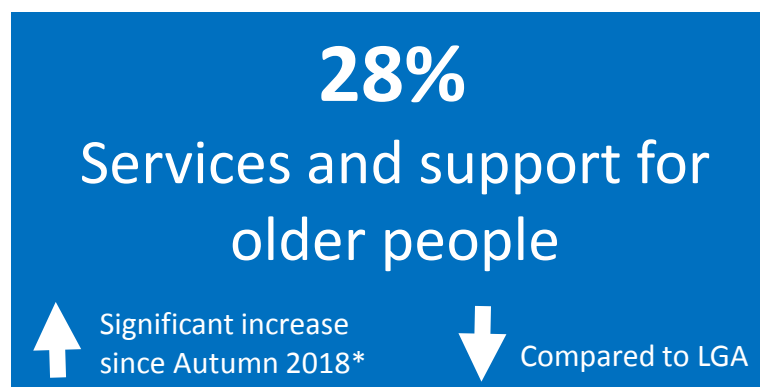
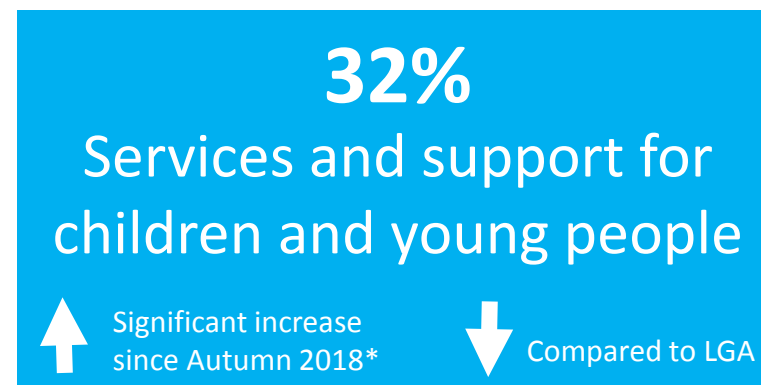
Questions: Various

Base: All respondents (Cornwall Residents' Survey Summer 2019: various; Cornwall Residents' Survey Autumn 2018: various; LGA Polling Survey June 2019: 1,004).

\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

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

# Some Council's services recorded significant increases in resident satisfaction

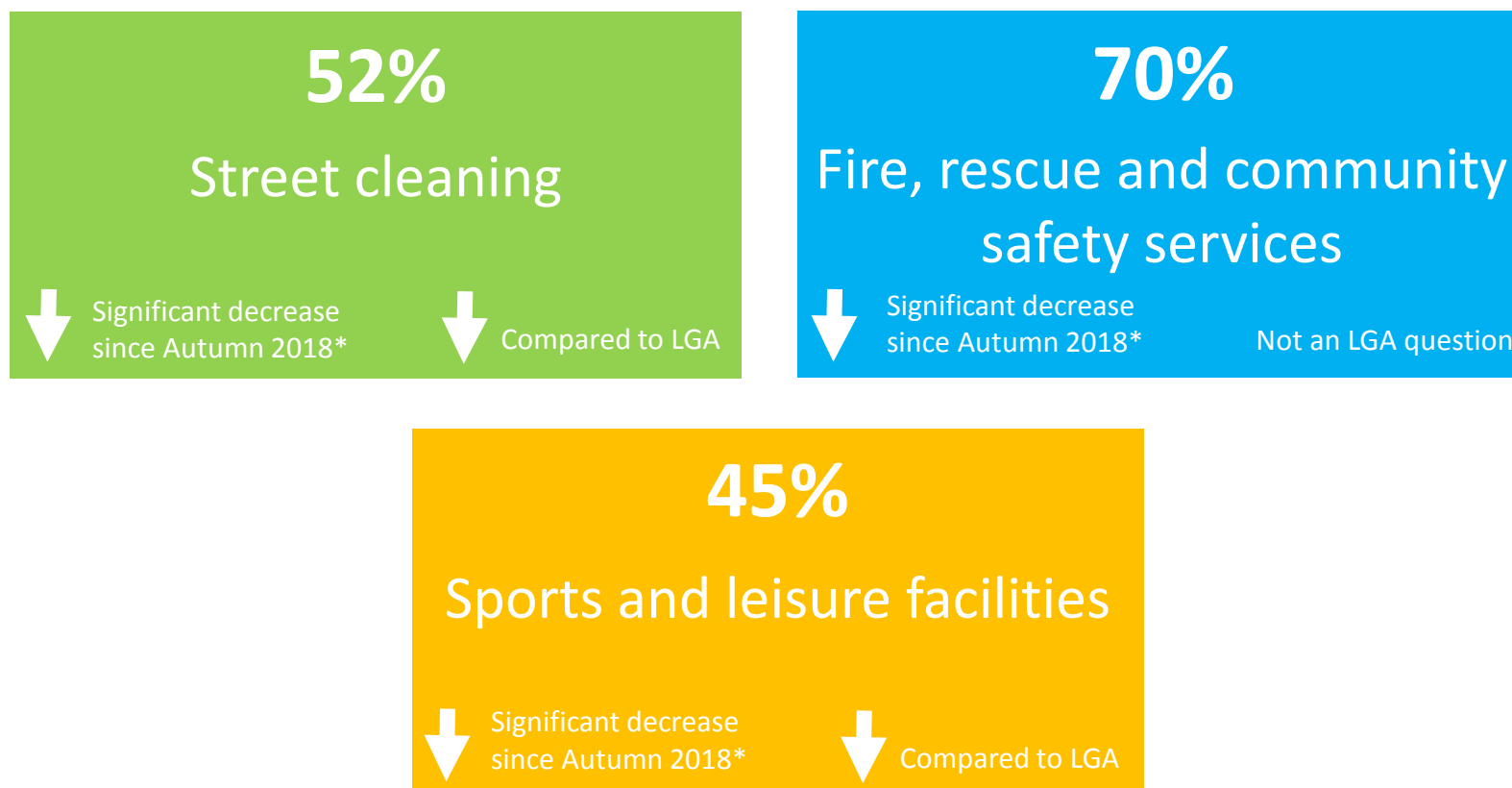


Questions: Various.

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey June 2019: 1,004).

\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Other Council services recorded decreases in resident satisfaction

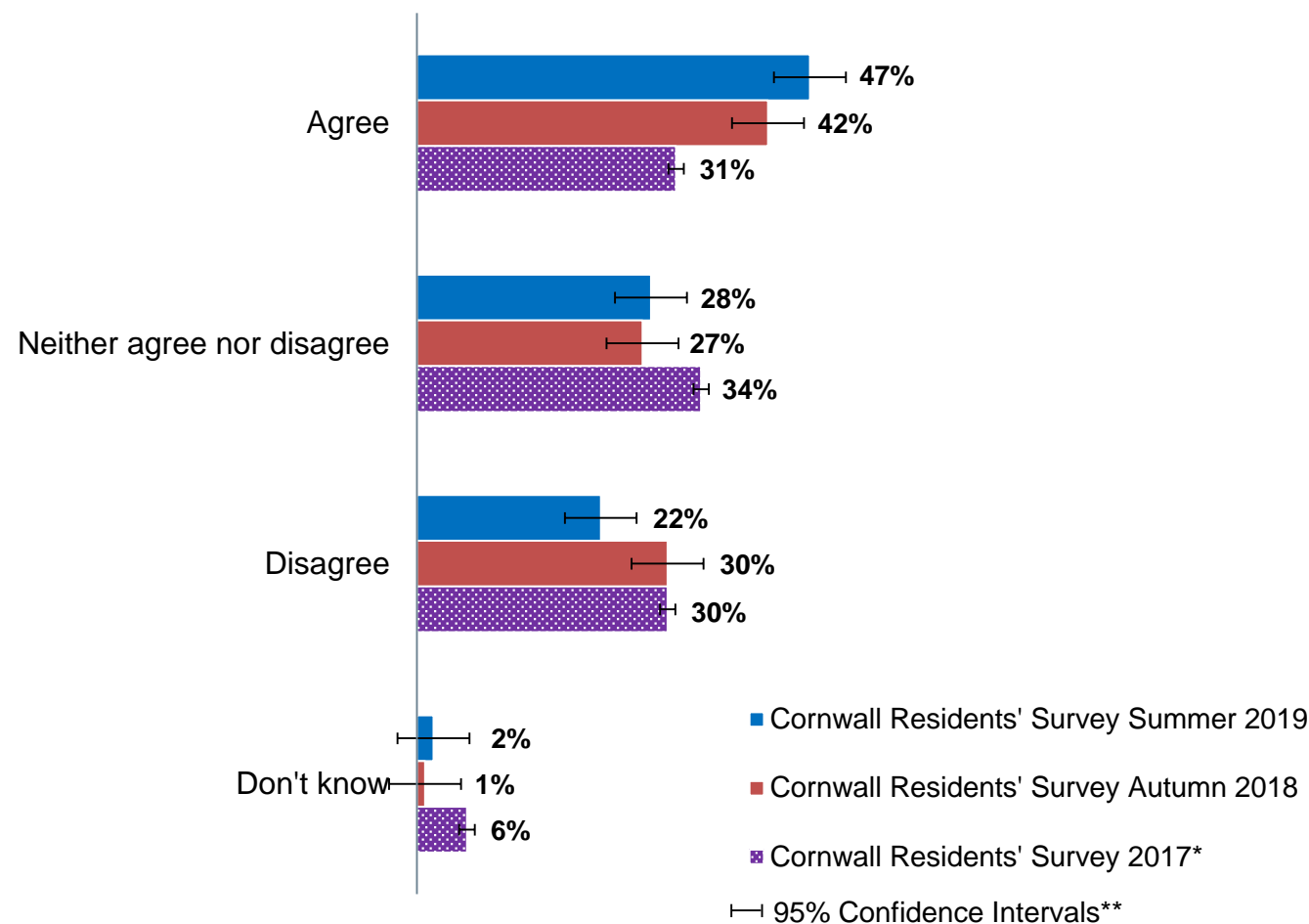


Questions: Various.

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey June 2019: 1,004).

\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Significantly more residents agree the Council is making the area a better place to live



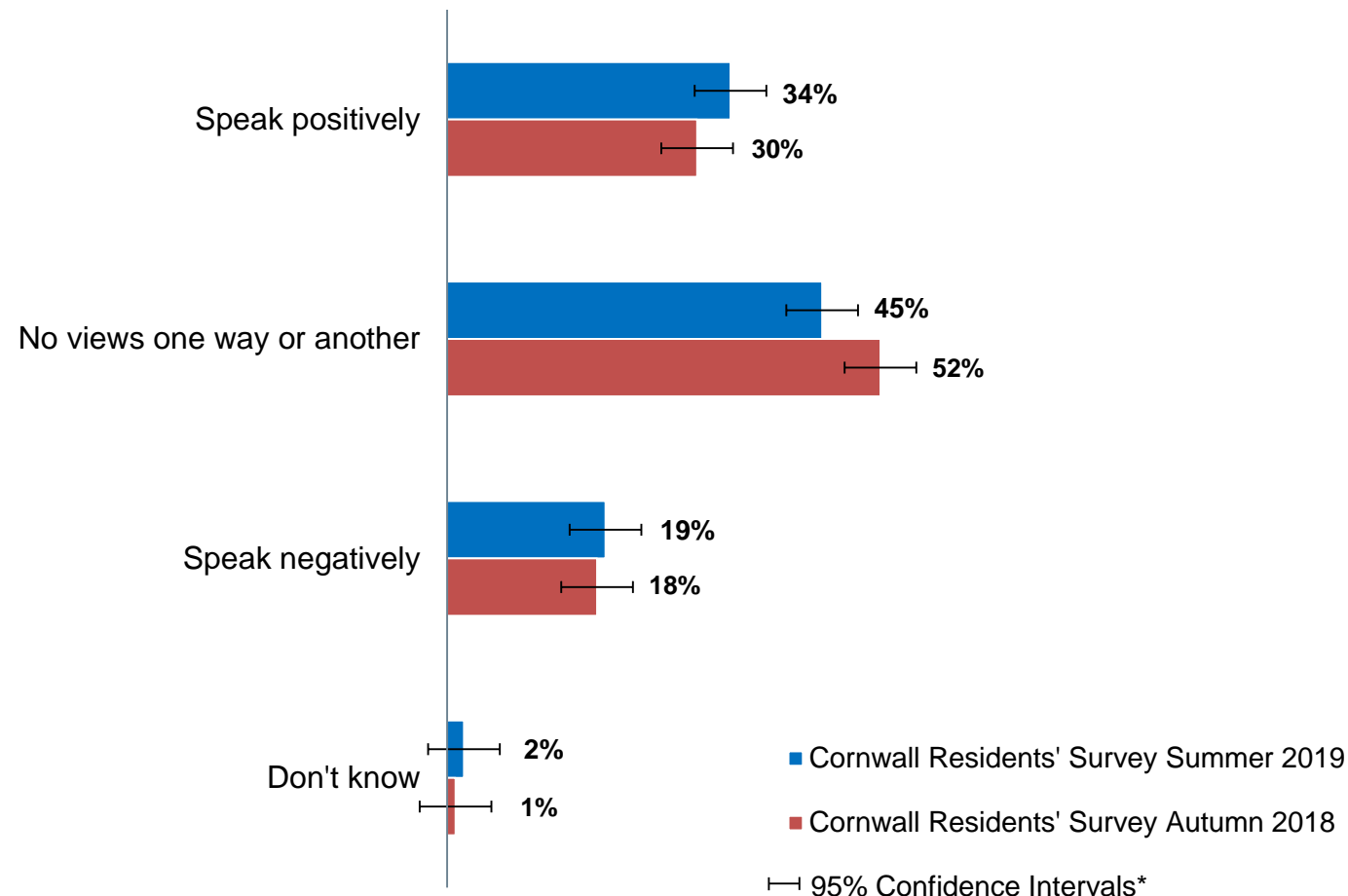
Question: To what extent do you agree or disagree that the Council is making the area a better place to live?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,834). The question was not asked in the June 2019 LGA Polling survey.

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# Significantly more residents say they are speaking positively about the Council

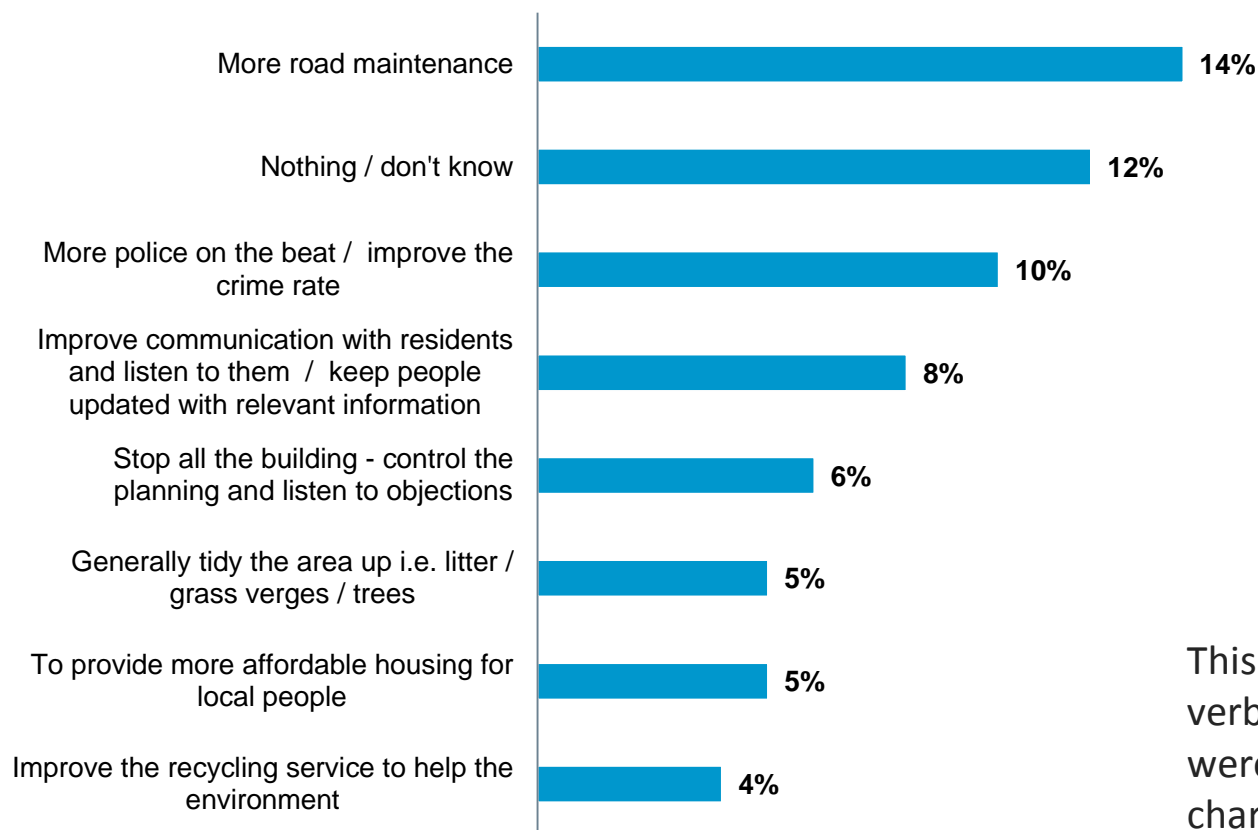


Question: On balance, which of the following statements comes closest to how you feel about the Council?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500). The question was not asked in the 2017 Residents Survey or June 2019 LGA Polling Survey.

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# When asked what the Council should improve, road maintenance was mentioned most, by 14% of respondents



*The roads could be better. There are pot holes and the hedges are overgrown.*  
**Female, 25-44**

*They need to improve the condition of the roads.* **Male, 65+**

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?

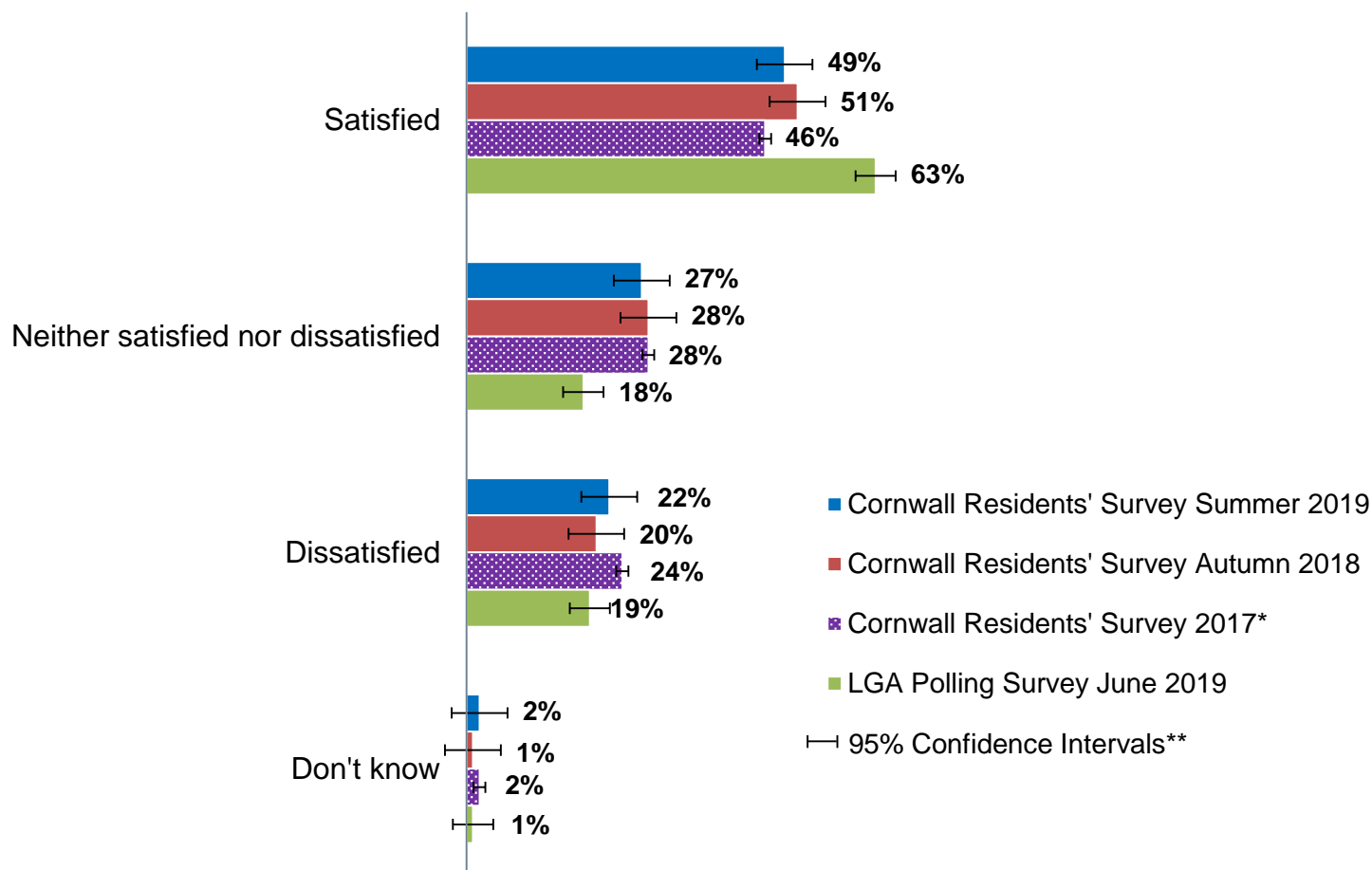
Base: All respondents (Cornwall Residents' Survey Summer 2019: 500)



# 3: Business Plan measures



# There was no significant change in resident satisfaction with how the Council runs things compared with previous surveys



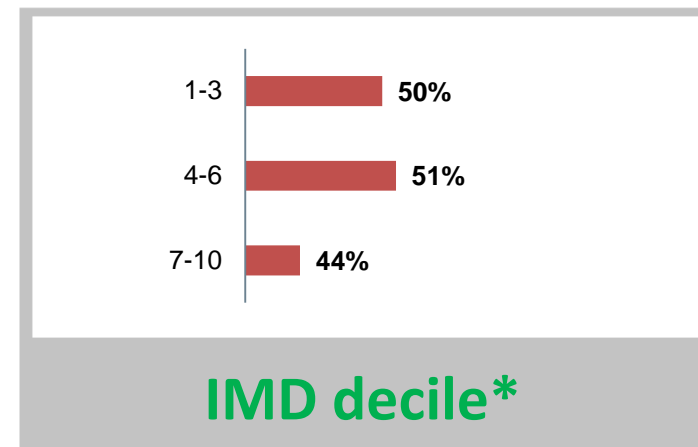
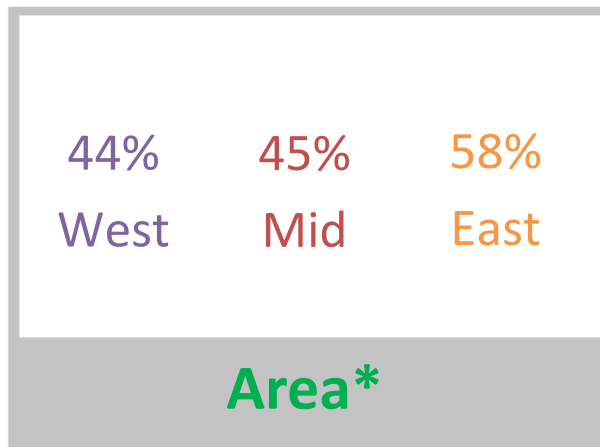
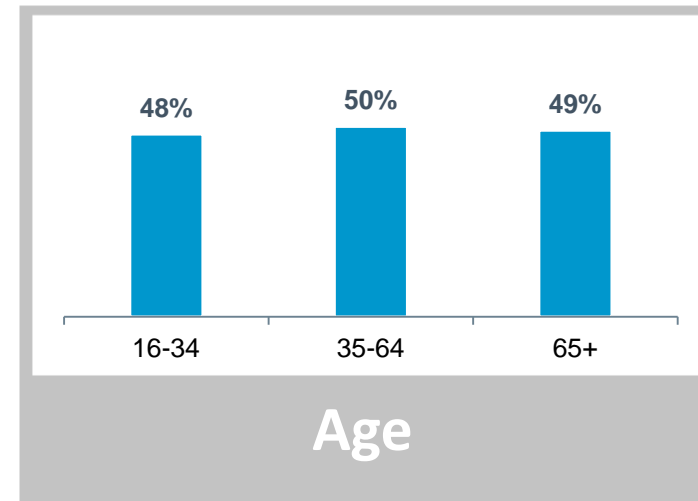
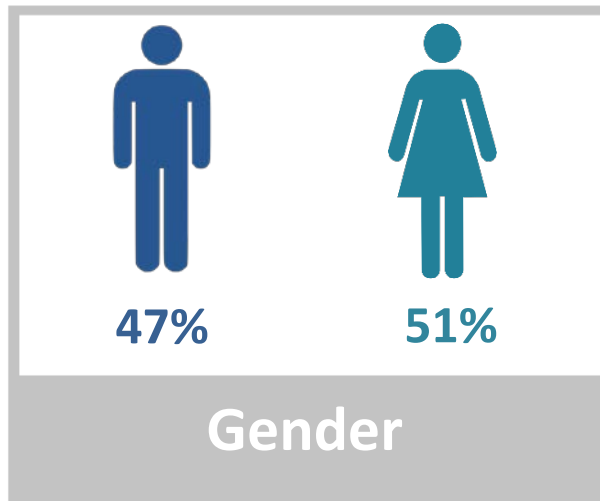
Question: Overall, how satisfied or dissatisfied are you with the way the Council runs things?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 11,076; LGA Polling Survey June 2019: 1,004).

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

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# Satisfaction with how the Council runs things was higher amongst residents living in the east and in areas with relatively higher deprivation

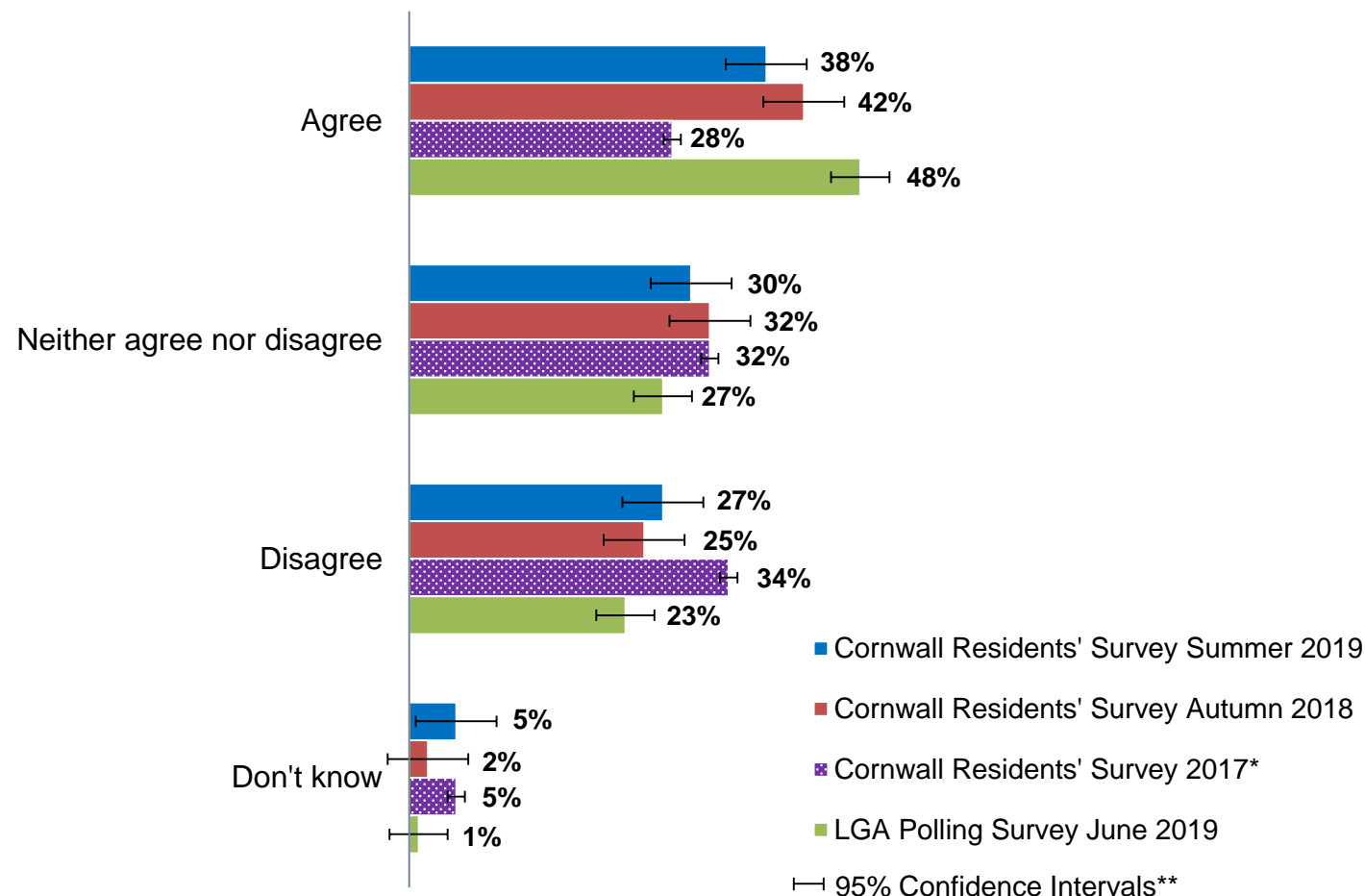


Question: Overall, how satisfied or dissatisfied are you with the way the Council runs things?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# There was no significant change in resident perceptions of the Council's value for money compared to the last survey



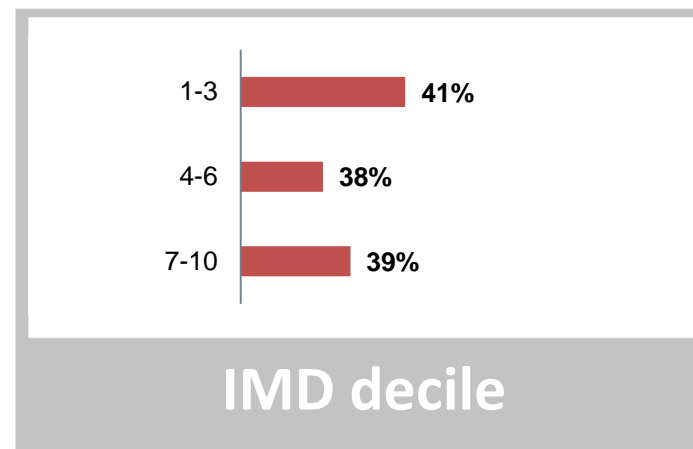
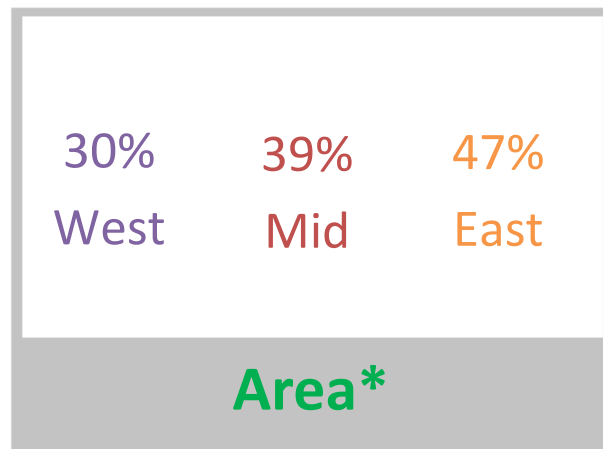
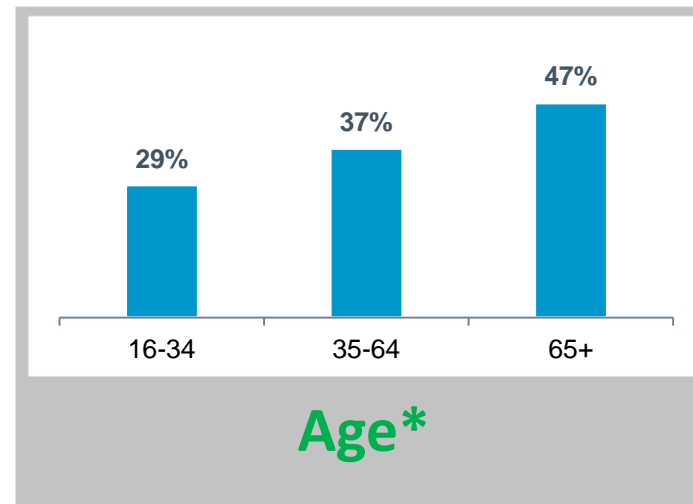
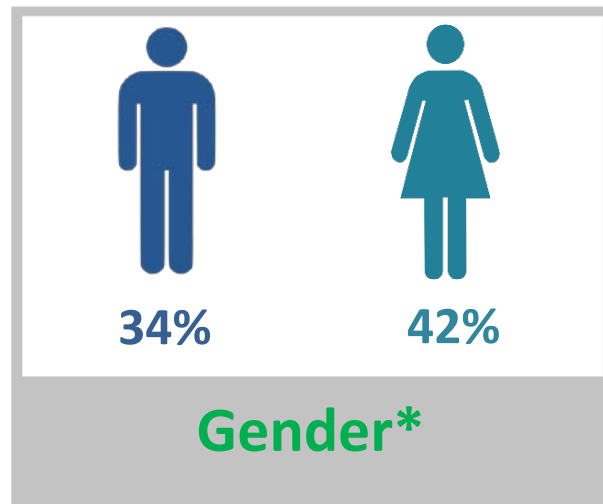
Question: To what extent do you agree or disagree that the Council provides value for money?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 11,015; LGA Polling Survey June 2019: 1,004).

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

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# Residents who were more likely to agree the Council provides value for money were female, older and living in east Cornwall

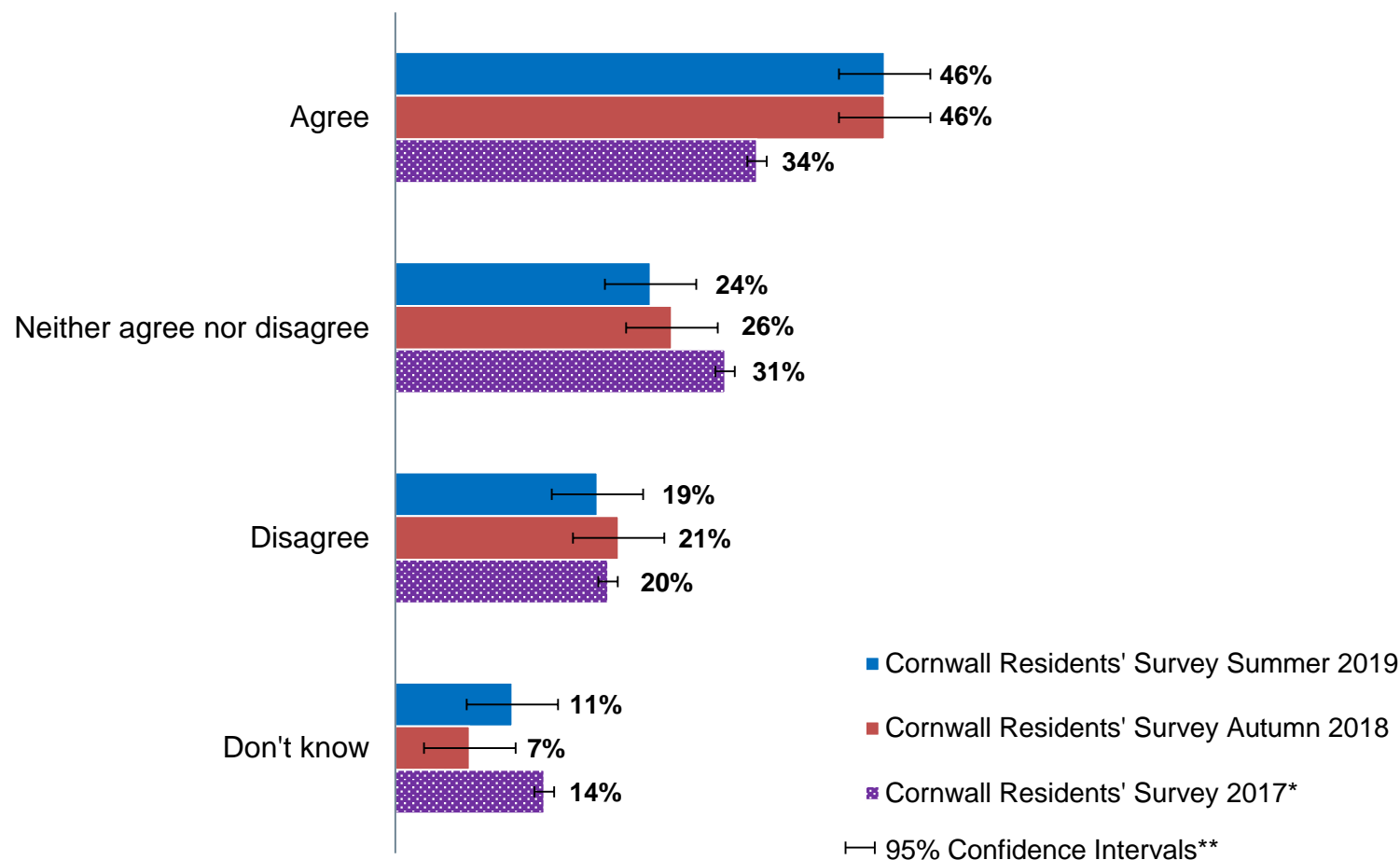


Question: To what extent do you agree or disagree that the Council provides value for money?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The increase in residents agreeing that the Council is campaigning and standing up for Cornwall has been sustained



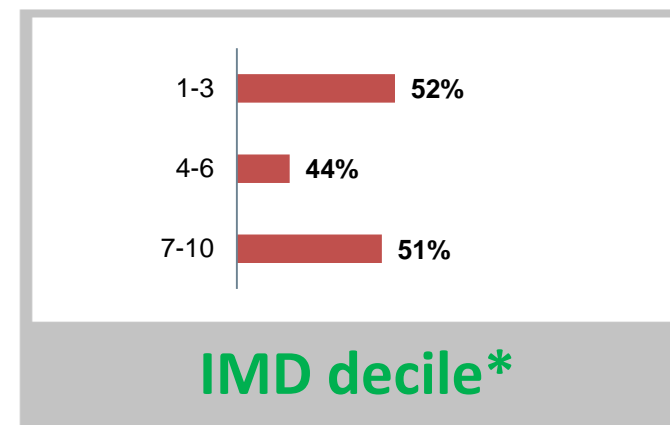
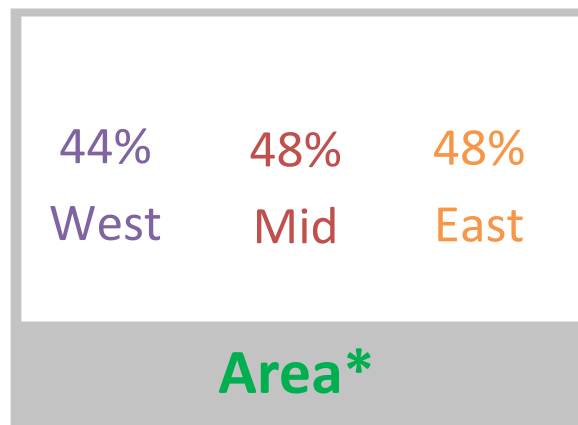
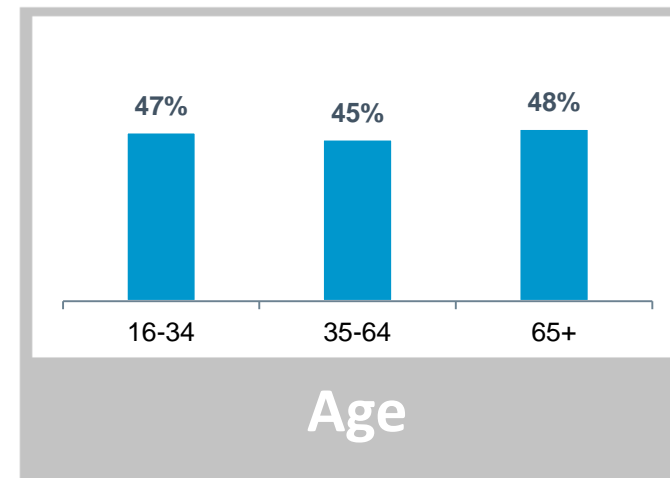
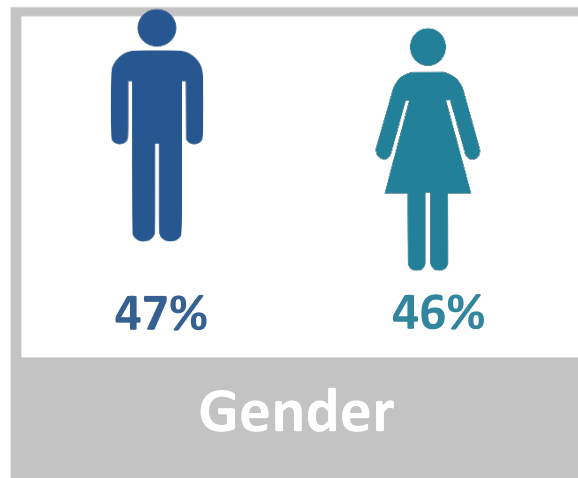
Question: To what extent do you agree or disagree that the Council is campaigning and standing up for Cornwall?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,944). The question was not asked in the June 2019 LGA Polling Survey.

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# Residents in least and most deprived areas, and in mid and east Cornwall were more likely to agree the Council is campaigning and standing up for Cornwall

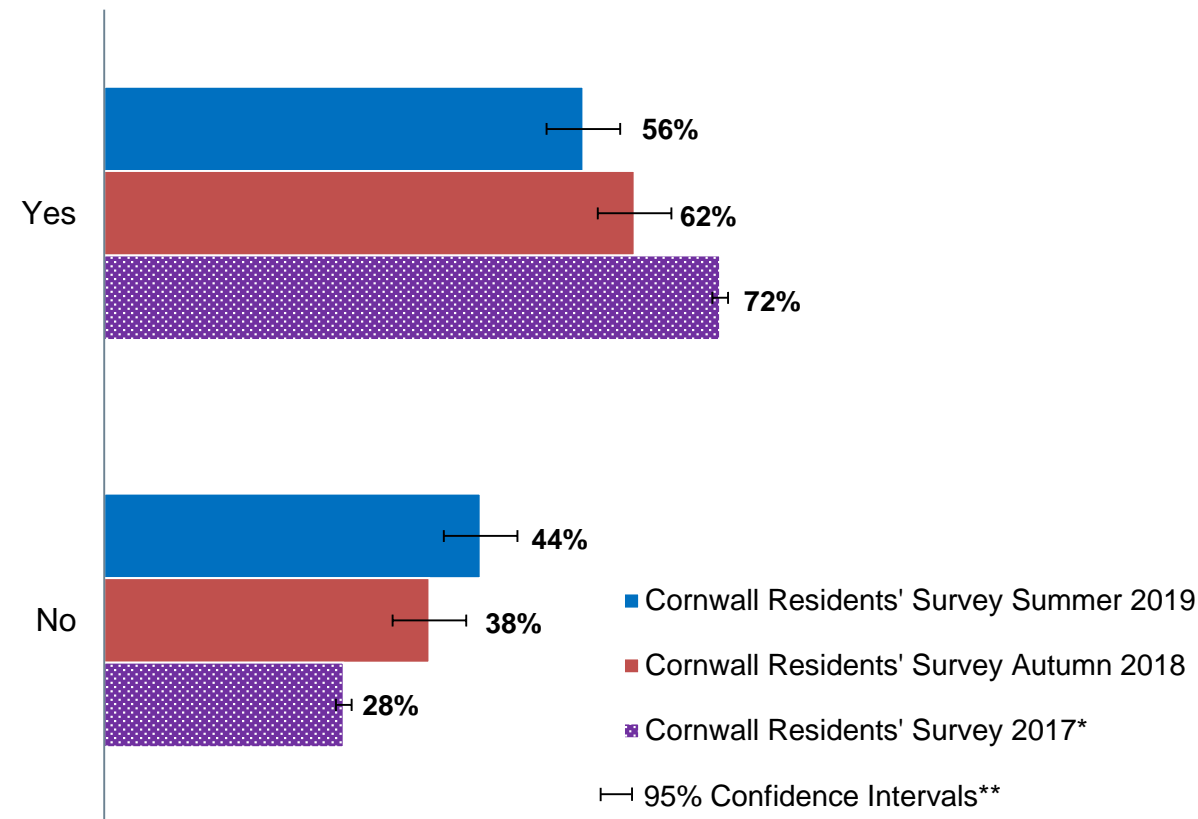


Question: To what extent do you agree or disagree that the Council is campaigning and standing up for Cornwall?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

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# There was a significant decrease in residents agreeing that the Council had got everything right first time, compared with previous surveys



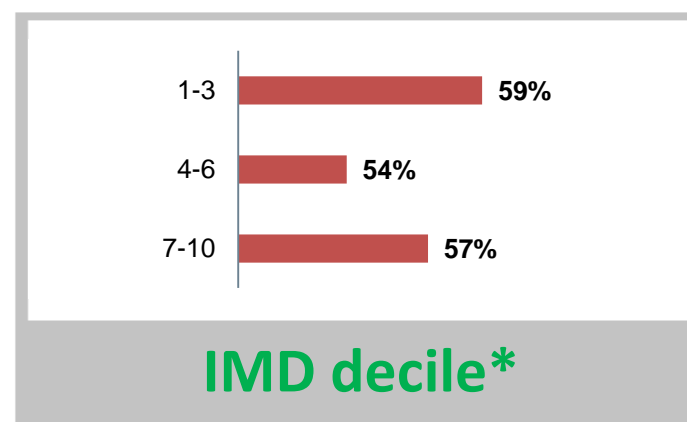
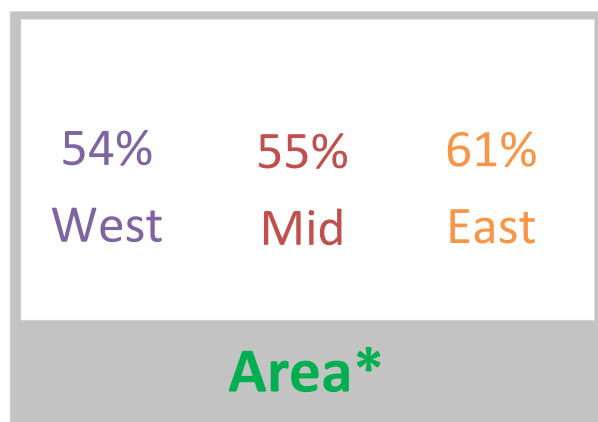
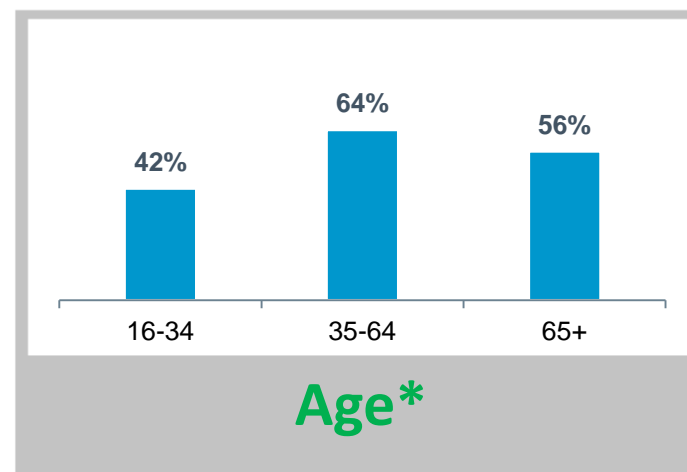
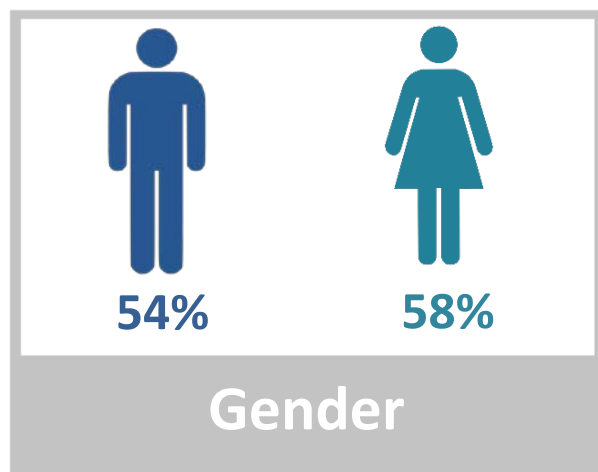
Question: Thinking about your most recent contact with the Council, was everything right first time?

Base: Those who had made contact (Cornwall Residents' Survey Summer 2019: 273; Cornwall Residents' Survey Autumn 2018: 311; Cornwall Residents' Survey 2017: 7,621). The question was not asked in the Jun 2019 LGA Polling Survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

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# Those aged 35-64, from east Cornwall or living in the least deprived areas were more likely to say the Council had got everything right first time



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

Base: Those who had made contact (Cornwall Residents' Survey Summer 2019: 311).

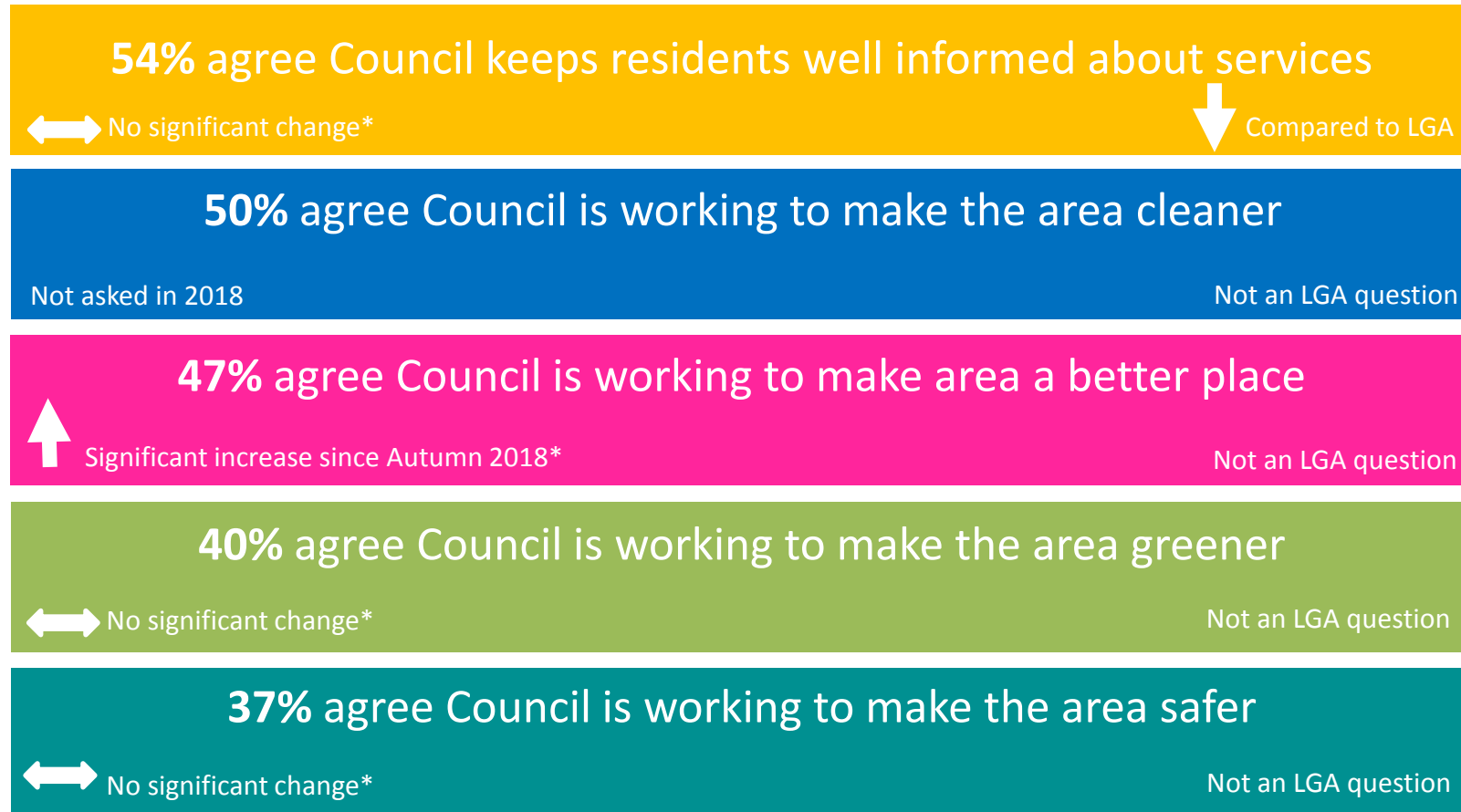
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# 4: Other key drivers of overall resident satisfaction

# Key drivers of overall resident satisfaction are broadly in line with the previous survey

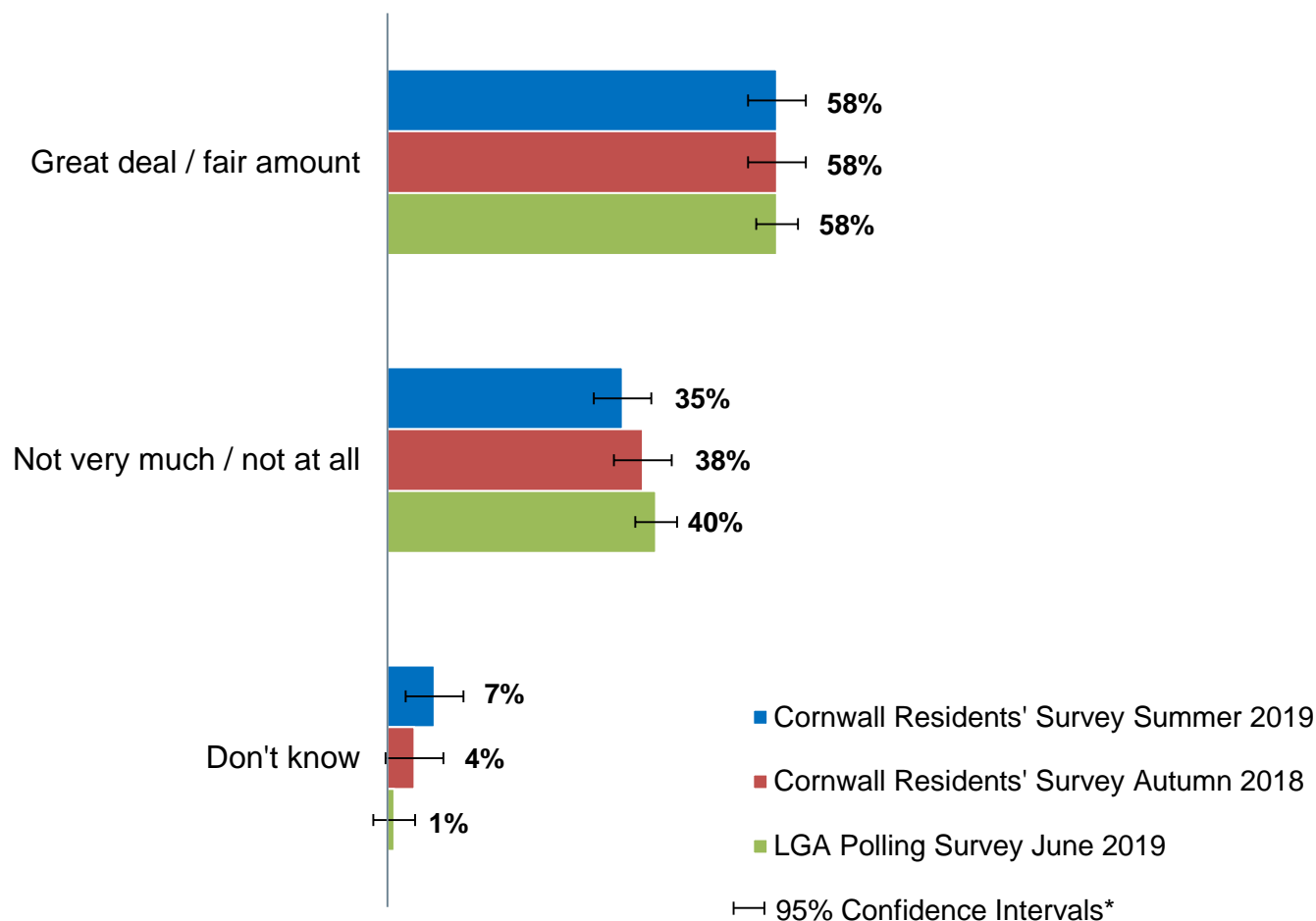


Questions: Various

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey June 2019: 1,004).

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# Resident trust in the Council has been sustained and is in line with the national figure

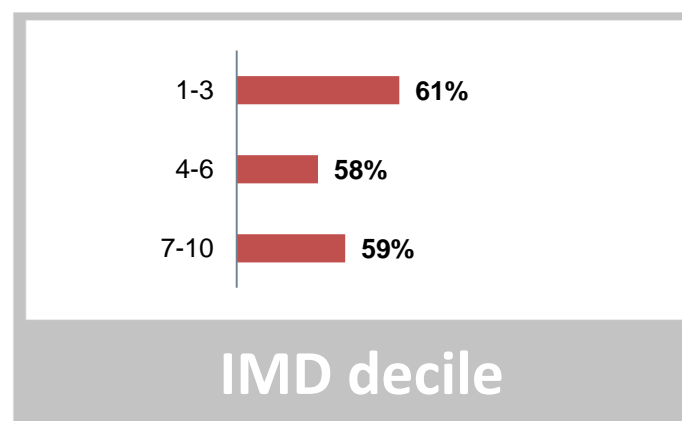
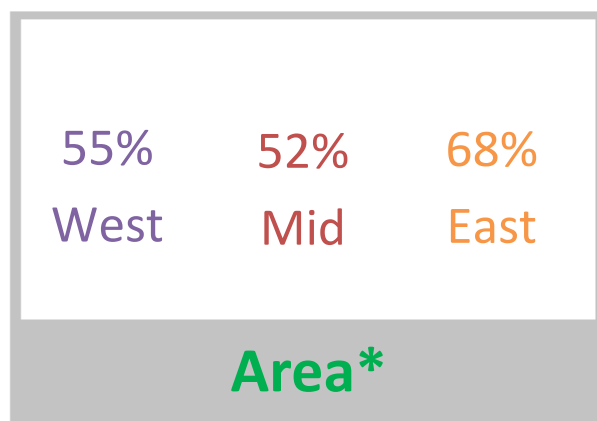
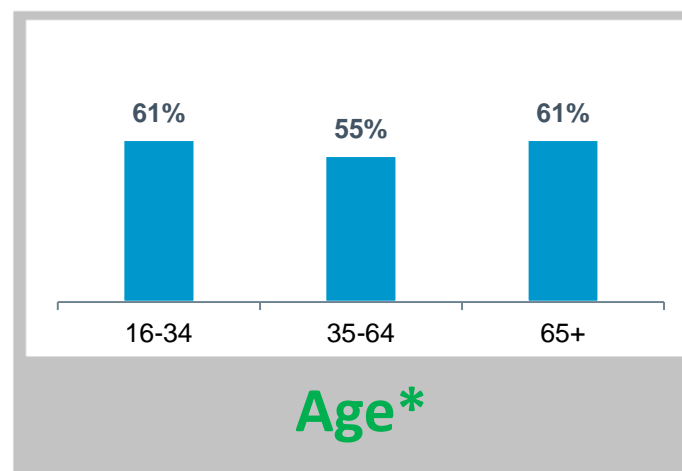
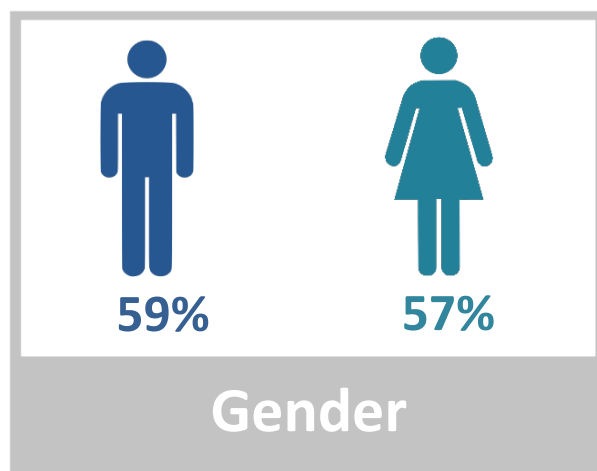


Question: How much do you trust the Council?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey June 2019: 1,004). The question was not asked in the 2017 Residents Survey.

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# Those more likely to trust the Council were those living in east Cornwall, and those aged 16-34 and 65+

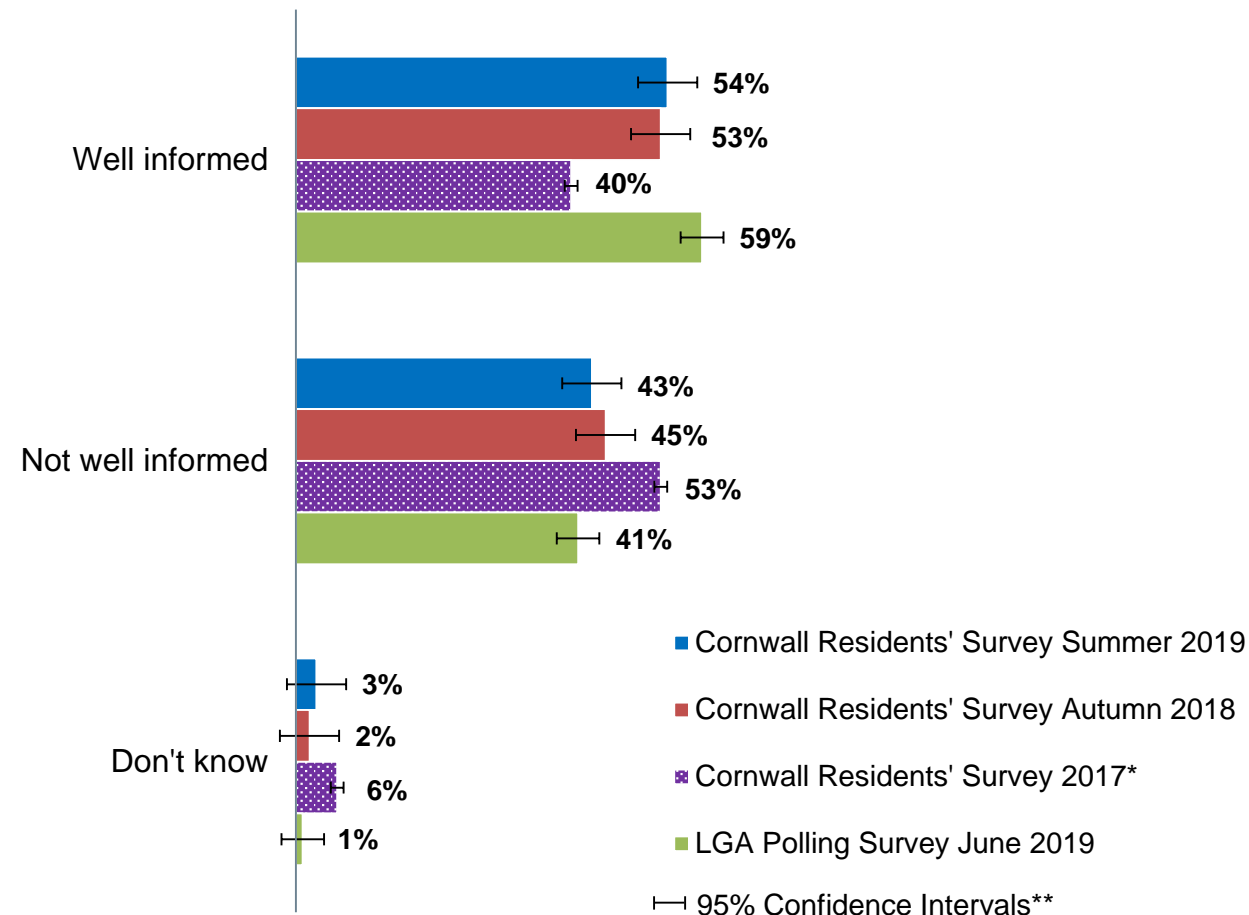


Question: How much do you trust the Council?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The significant increase in residents agreeing that the Council keeps them informed has been sustained



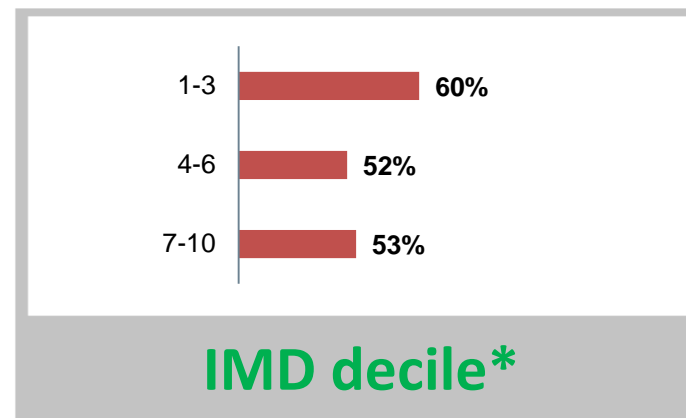
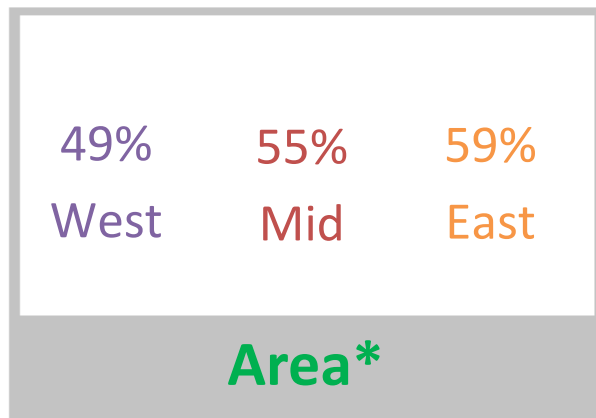
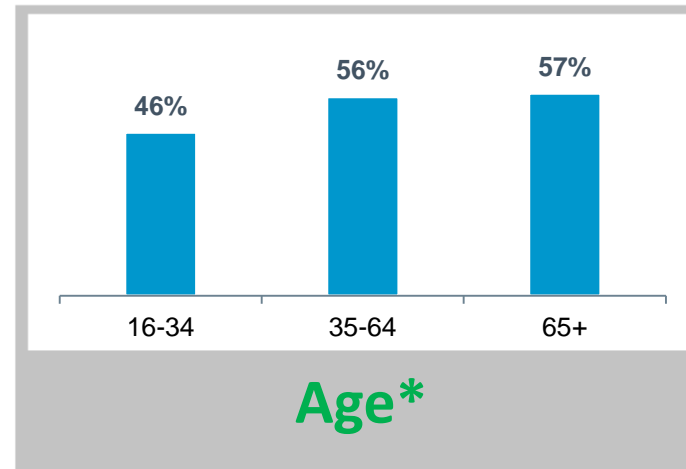
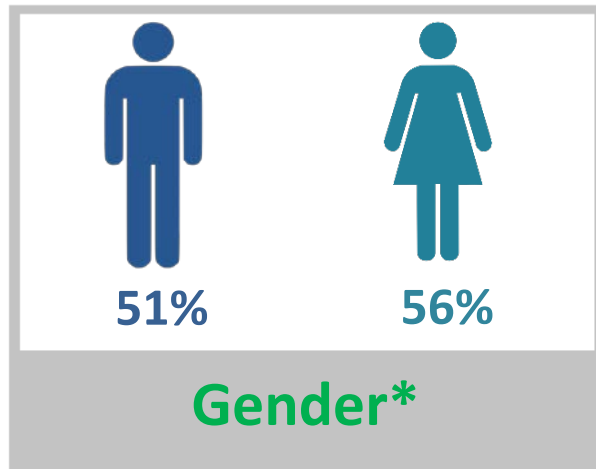
Question: Overall, how well informed do you think the Council keeps residents about the services and benefits it provides?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 11,083; LGA Polling Survey June 2019: 1,004).

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

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# The following groups were more likely to feel they were kept well informed:



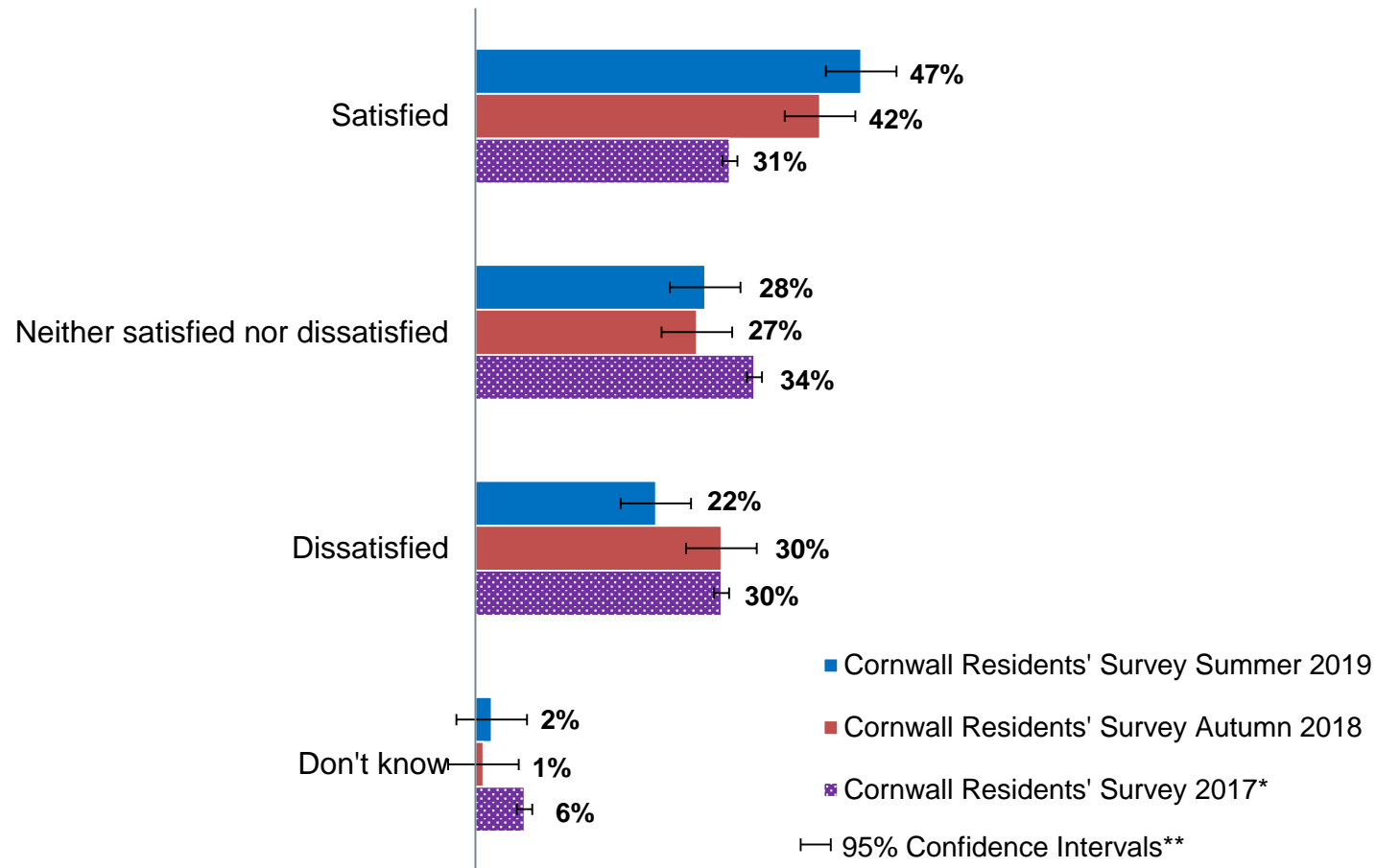
- Women
- Those aged 35+
- Those living in east & mid Cornwall
- Those living in more deprived areas

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

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# Significantly more residents agreed that the Council is making the area a better place to live, compared with previous surveys



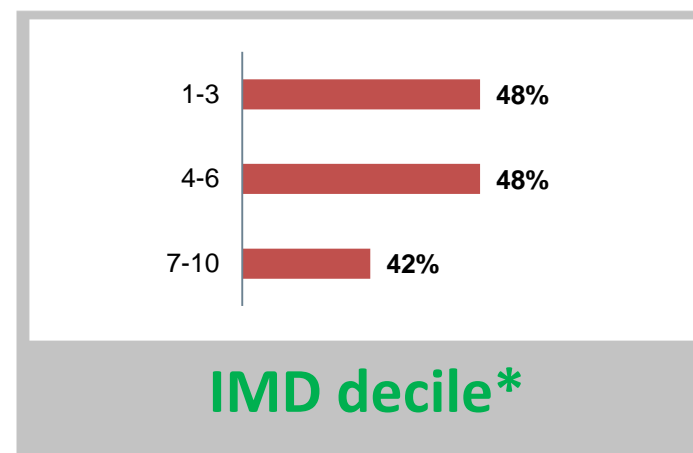
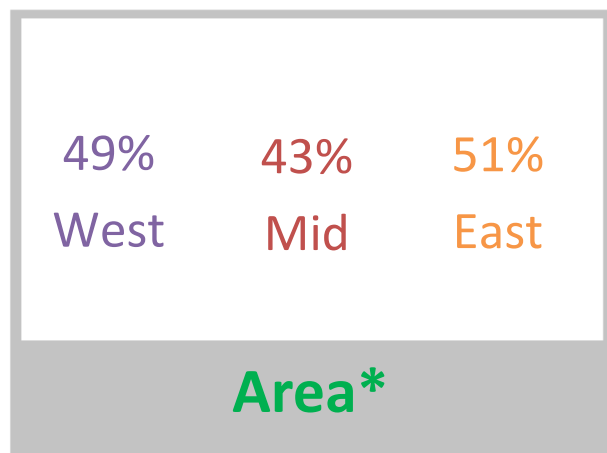
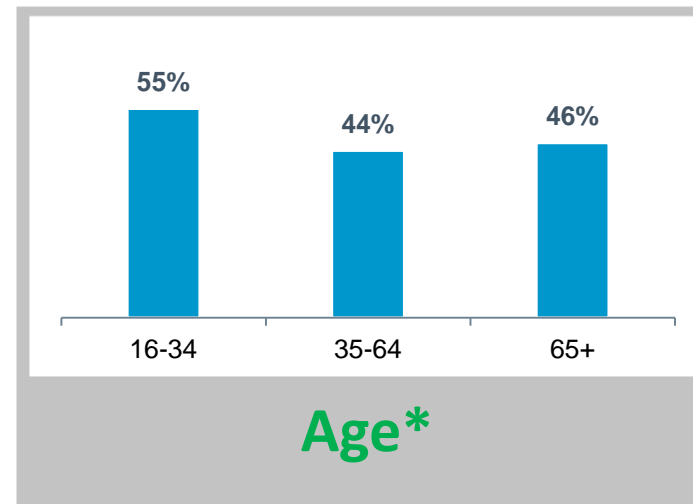
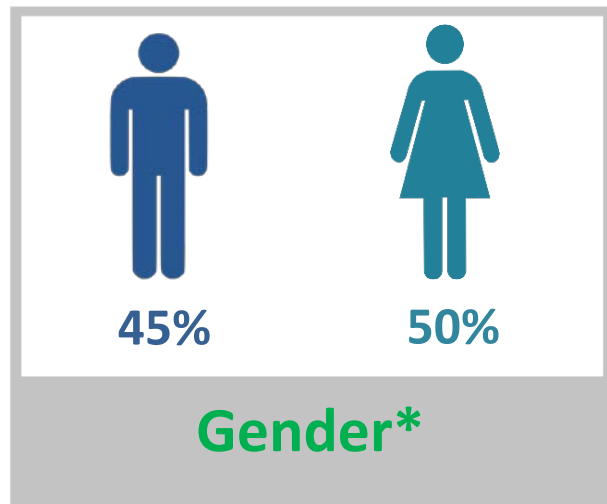
Question: To what extent do you agree or disagree that the Council is making the area a better place to live?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,834). The question was not asked in the June 2019 LGA Polling Survey.

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# Those more likely to agree that the Council is making the area a better place to live included:



- Women
- Those aged 16-34
- Those living in east Cornwall
- Those living in more deprived areas

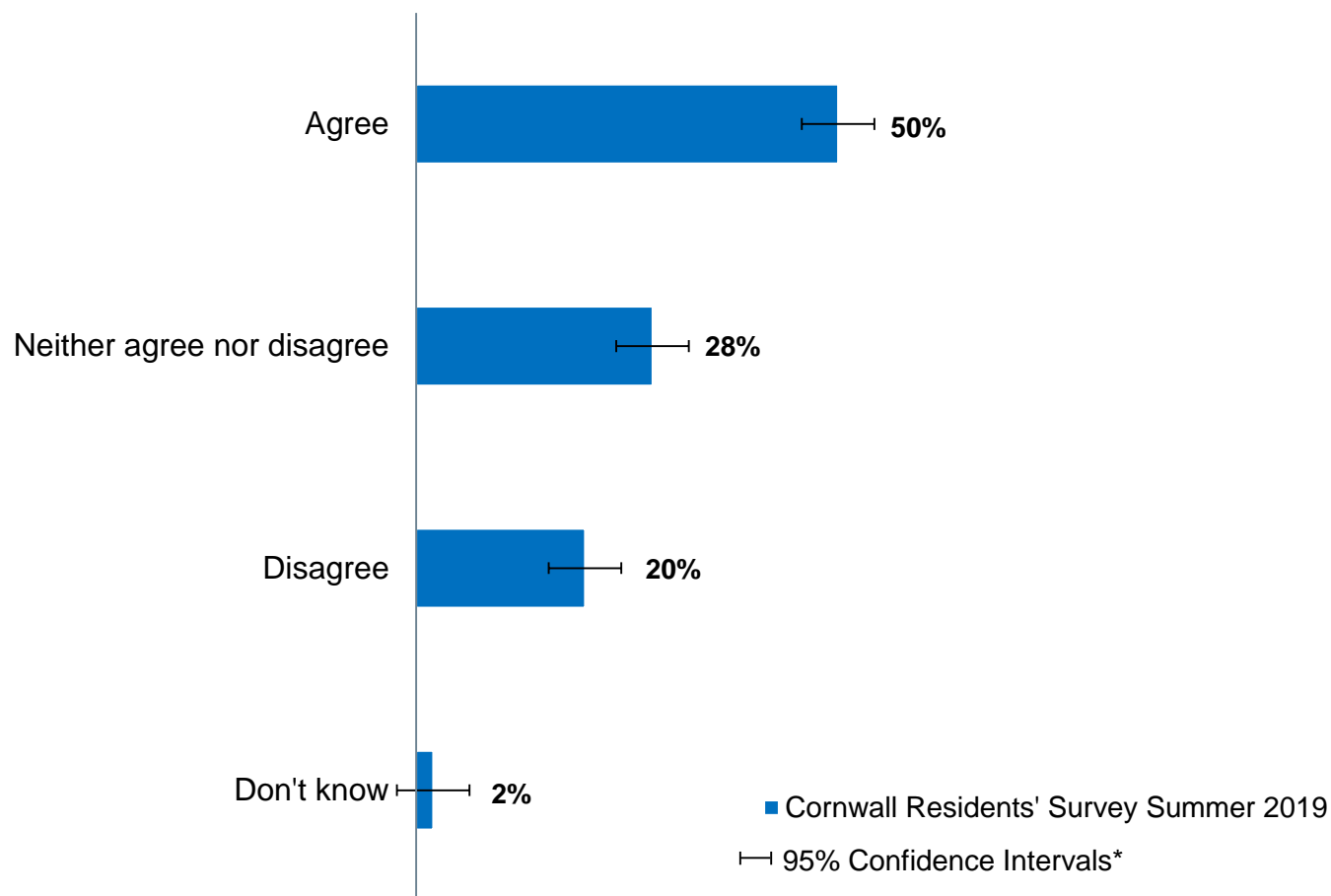
Question: To what extent do you agree or disagree that the Council is making the area a better place to live?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.



# We asked residents whether they agreed the Council is making the area cleaner for the first time

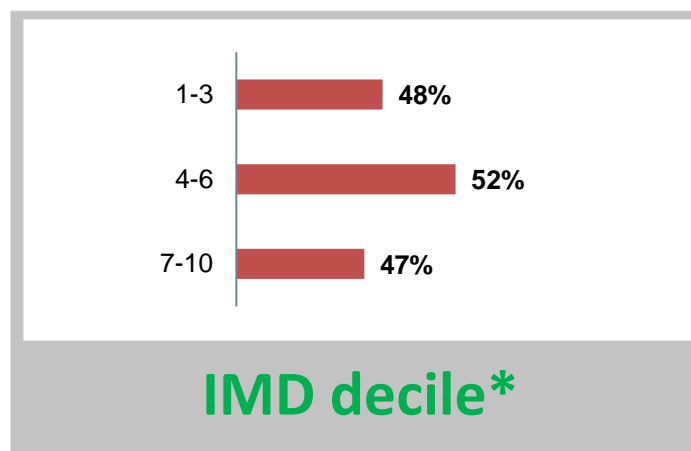
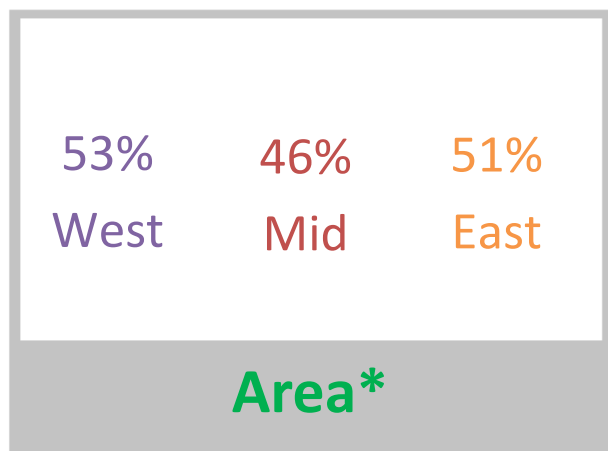
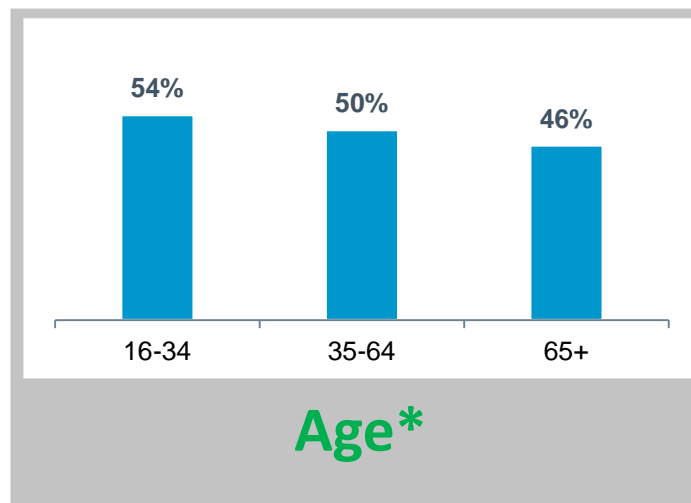
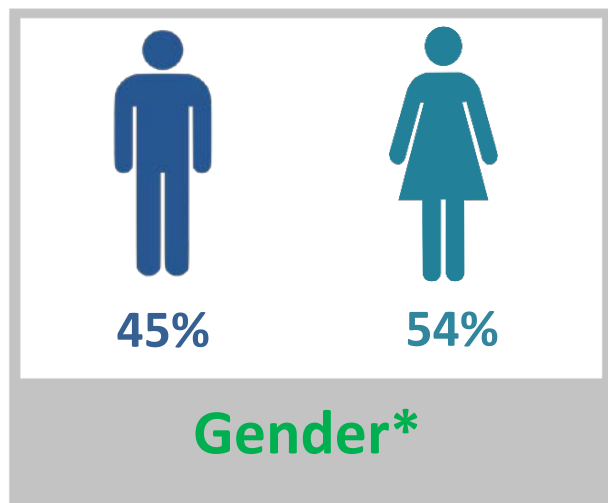


Question: To what extent do you agree or disagree that the Council is making the area cleaner?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500). The question not asked in the 2017 or 2018 Residents Surveys, or the June 2019 LGA Polling Survey.

\*See slide 6 for further information about confidence intervals.

# Agreement that the Council is making the area cleaner was higher amongst the following:



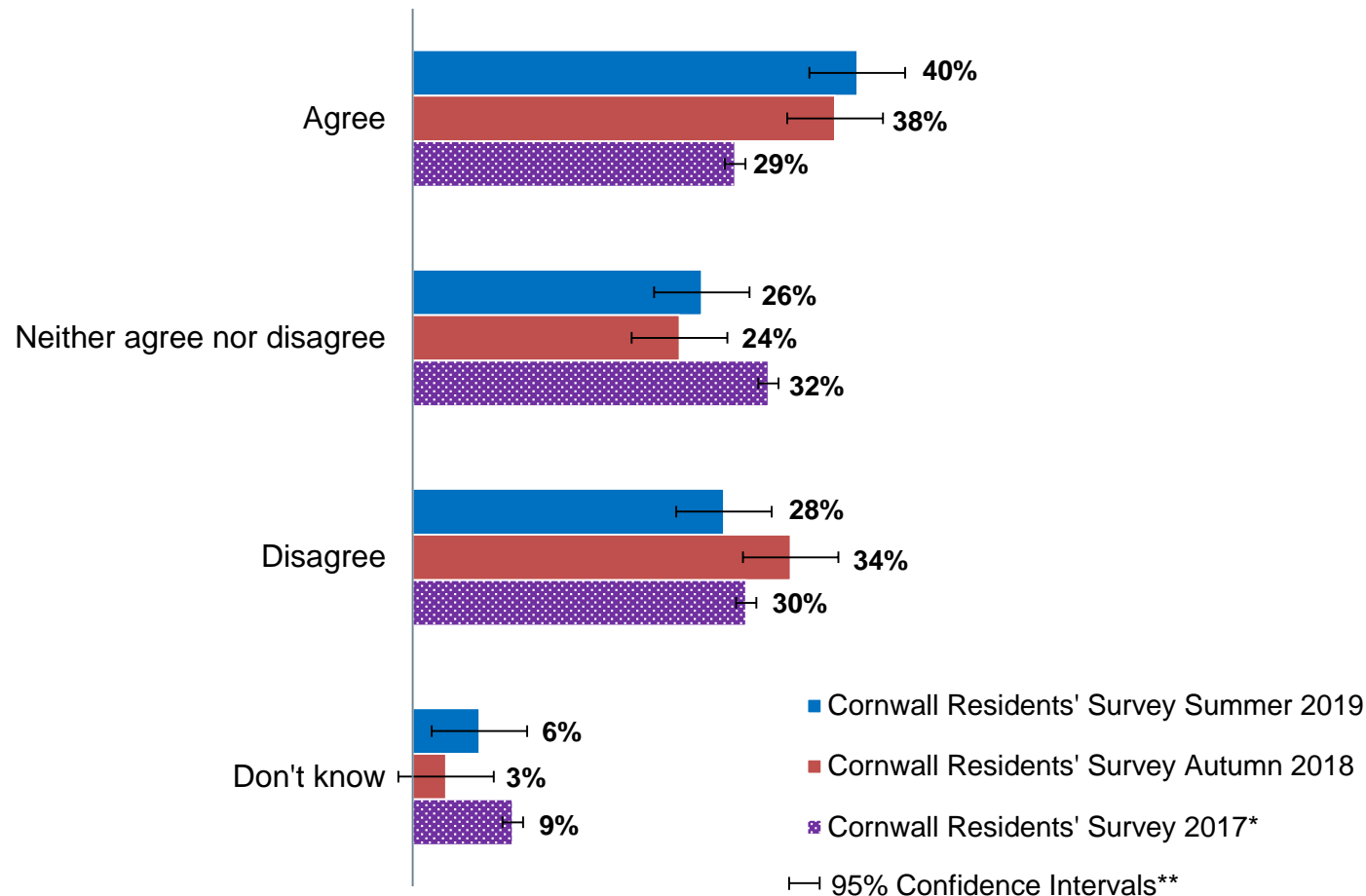
- Women
- Those aged 16-34
- Those living in west & east Cornwall
- Those living in the middle indices of multiple deprivation

Question: To what extent do you agree or disagree that the Council is making the area cleaner?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The significant increase in residents agreeing that the Council is making the area greener has been sustained



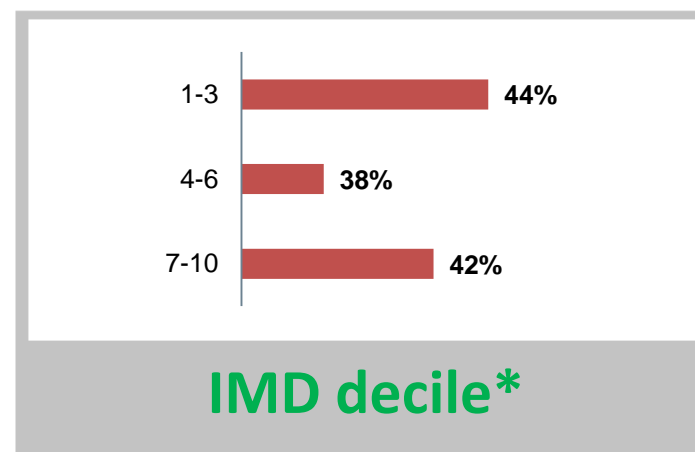
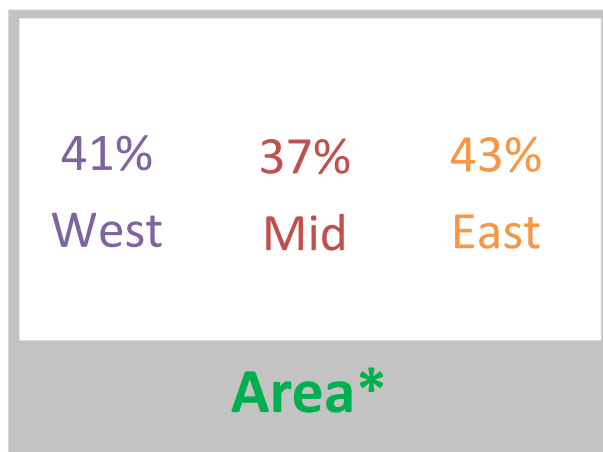
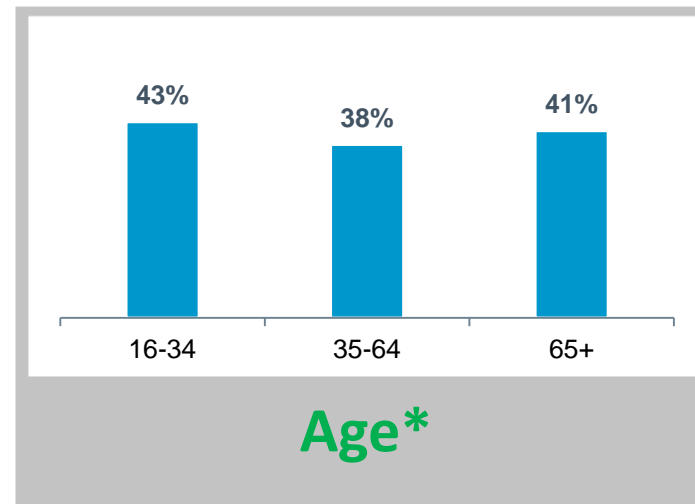
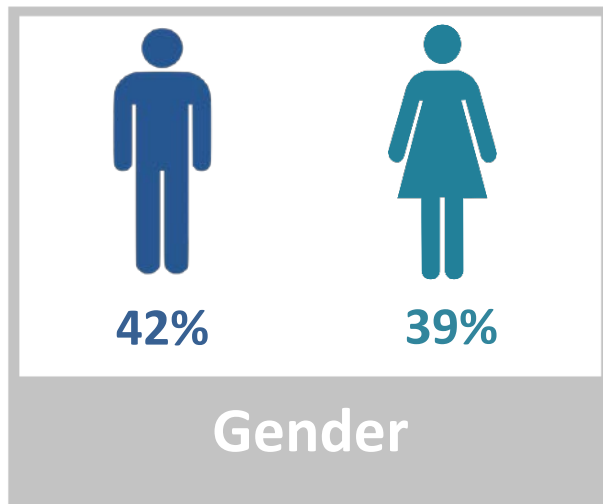
Question: To what extent do you agree or disagree that the Council is making the area greener?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,916). The question was not asked in the June 2019 LGA Polling survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Agreement that the Council is making the area greener was higher amongst:



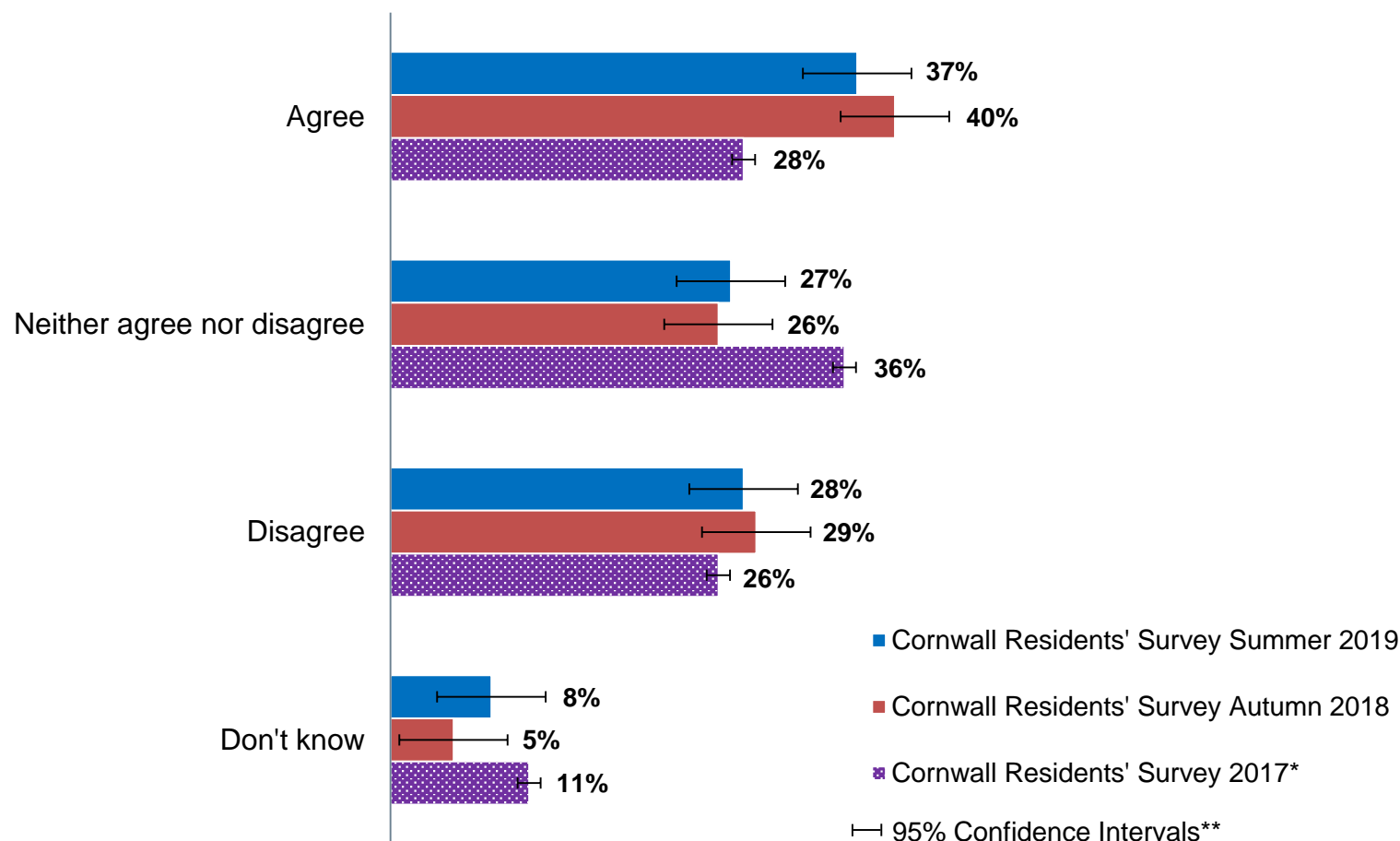
- Those aged 16-34
- Those living in east Cornwall
- Those living in areas of higher or lower deprivation

Question: To what extent do you agree or disagree that the Council is making the area greener?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The significant increase in residents agreeing that the Council is making the area safer has been sustained



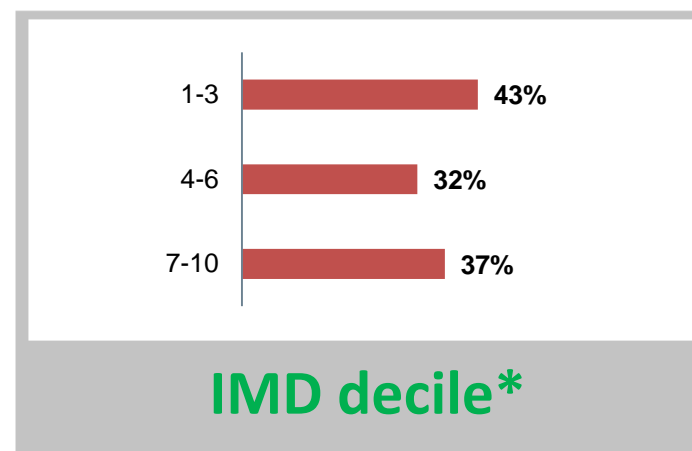
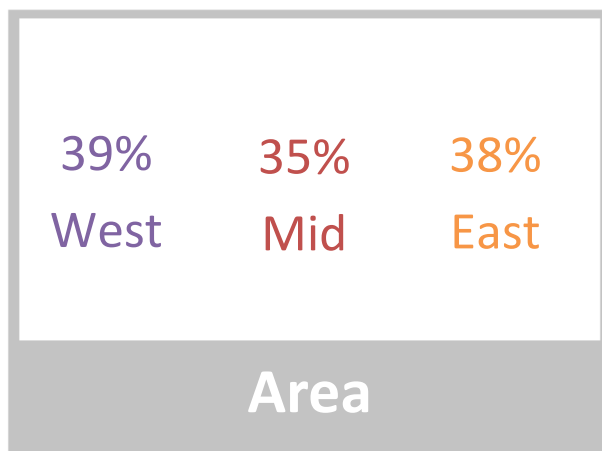
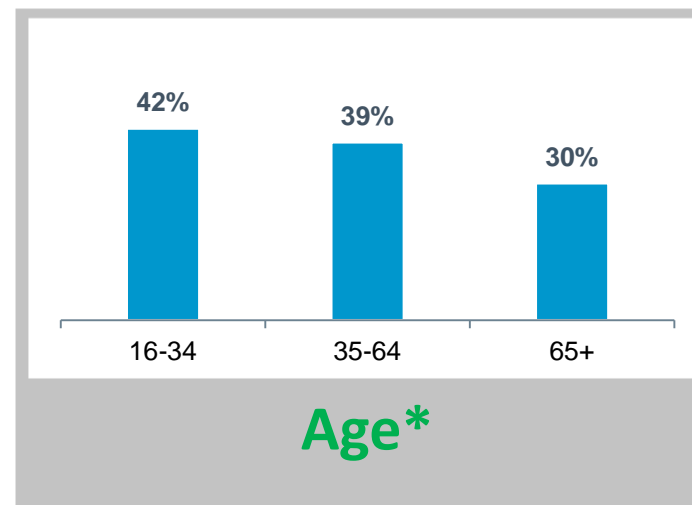
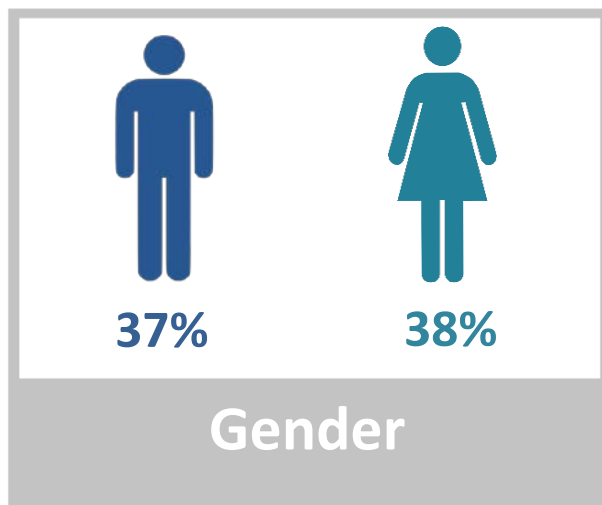
Question: To what extent do you agree or disagree that the Council is making the area safer?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,909). The question was not asked in the June 2019 LGA Polling survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Those aged 16-64 and those living in more deprived areas were more likely to agree that Council is making the area safer



Question: To what extent do you agree or disagree that the Council is making the area safer?

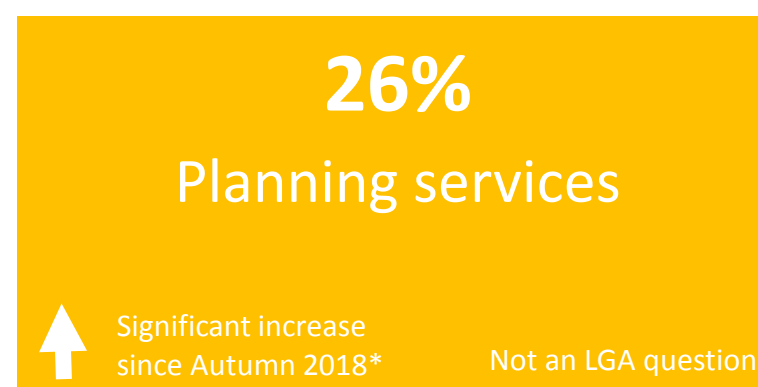
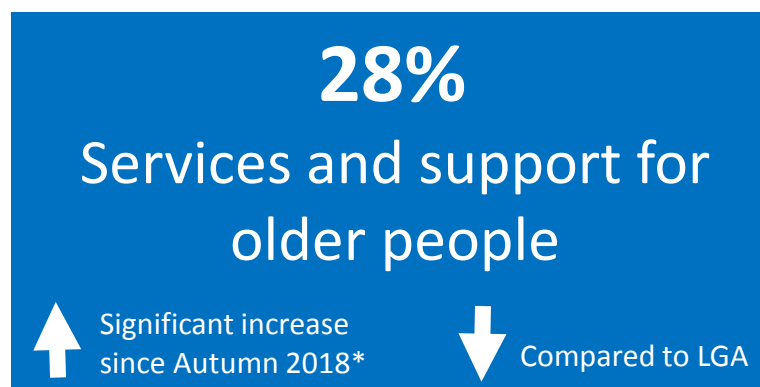
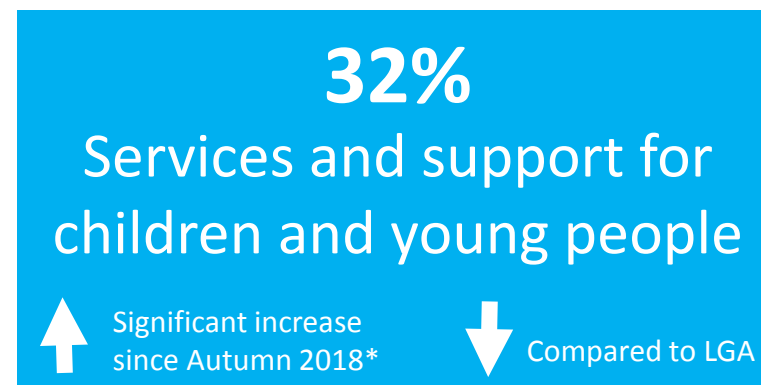
Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.



# 5: Perceptions of Council services

# Some Council's services recorded significant increases in resident satisfaction since Autumn 2018



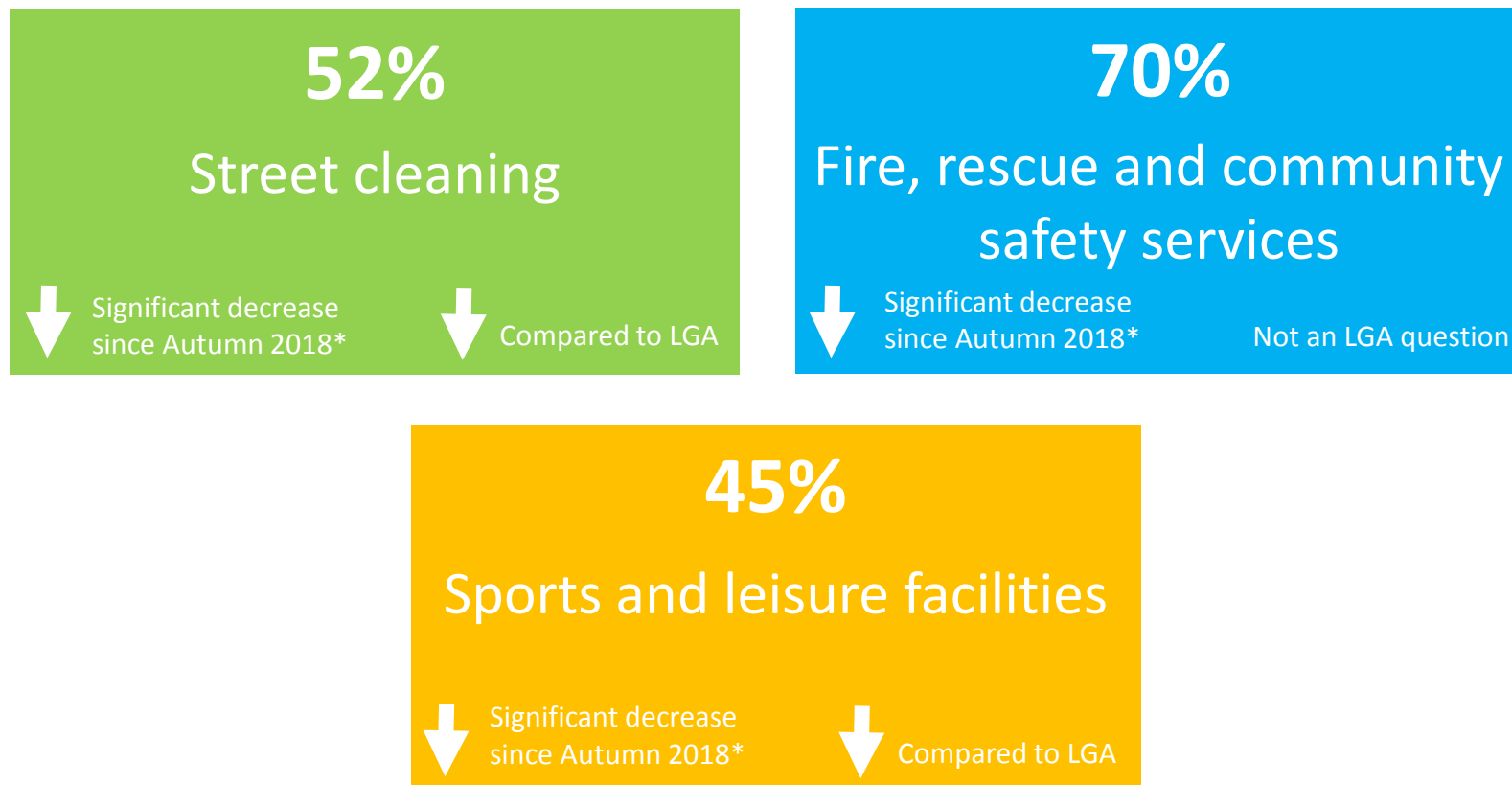
Questions: Various.

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey June 2019: 1,004).

\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.



# Other Council services recorded decreases in resident satisfaction since Autumn 2018

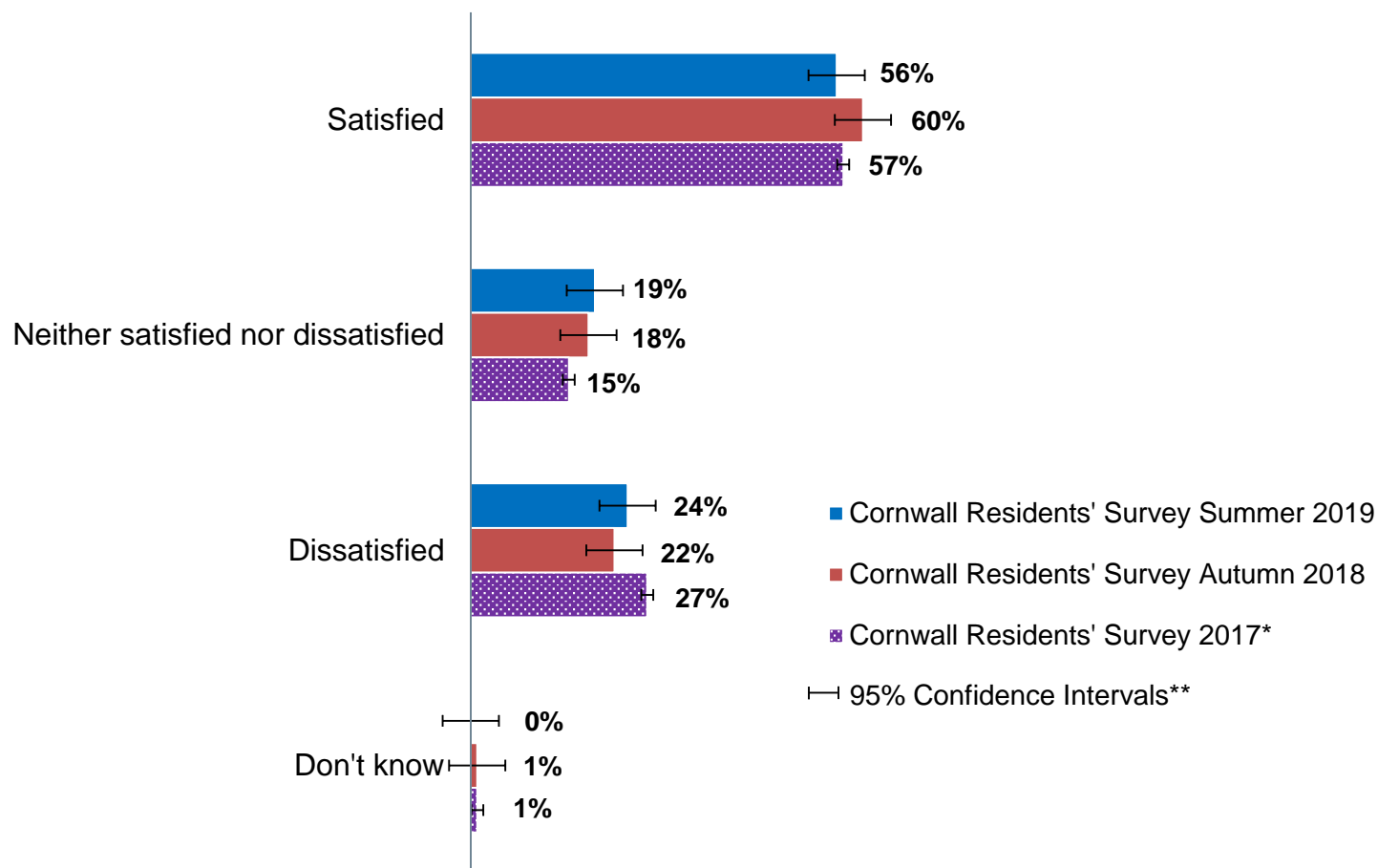


Questions: Various.

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey June 2019: 1,004).

\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with the way the Council keeps public land clear of litter and refuse has remained similar to previous surveys



## User experience

*Satisfaction with the cleanliness of pavements*

**54%** (NHT Avg. 52%)

*Satisfaction with the cleanliness of roads*

**56%** (NHT Avg. 54%)

National Highways Transport (NHT) Public Satisfaction Survey. 2018.

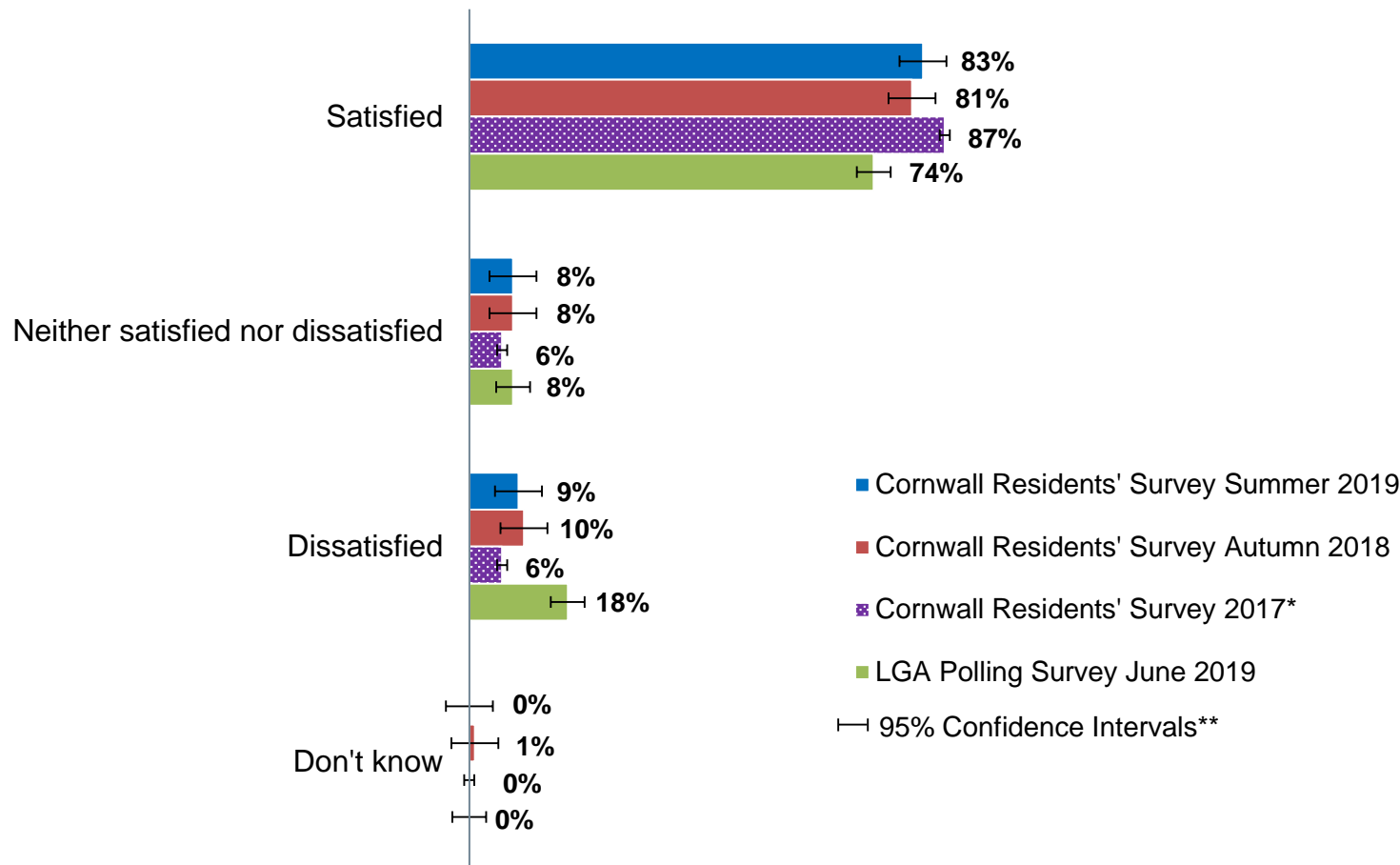
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,783). The question was not asked in the June 2019 LGA Polling Survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with waste collection remains above the national figure



## User experience

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

**89%**

Biffa Customer Satisfaction Survey. 2017.

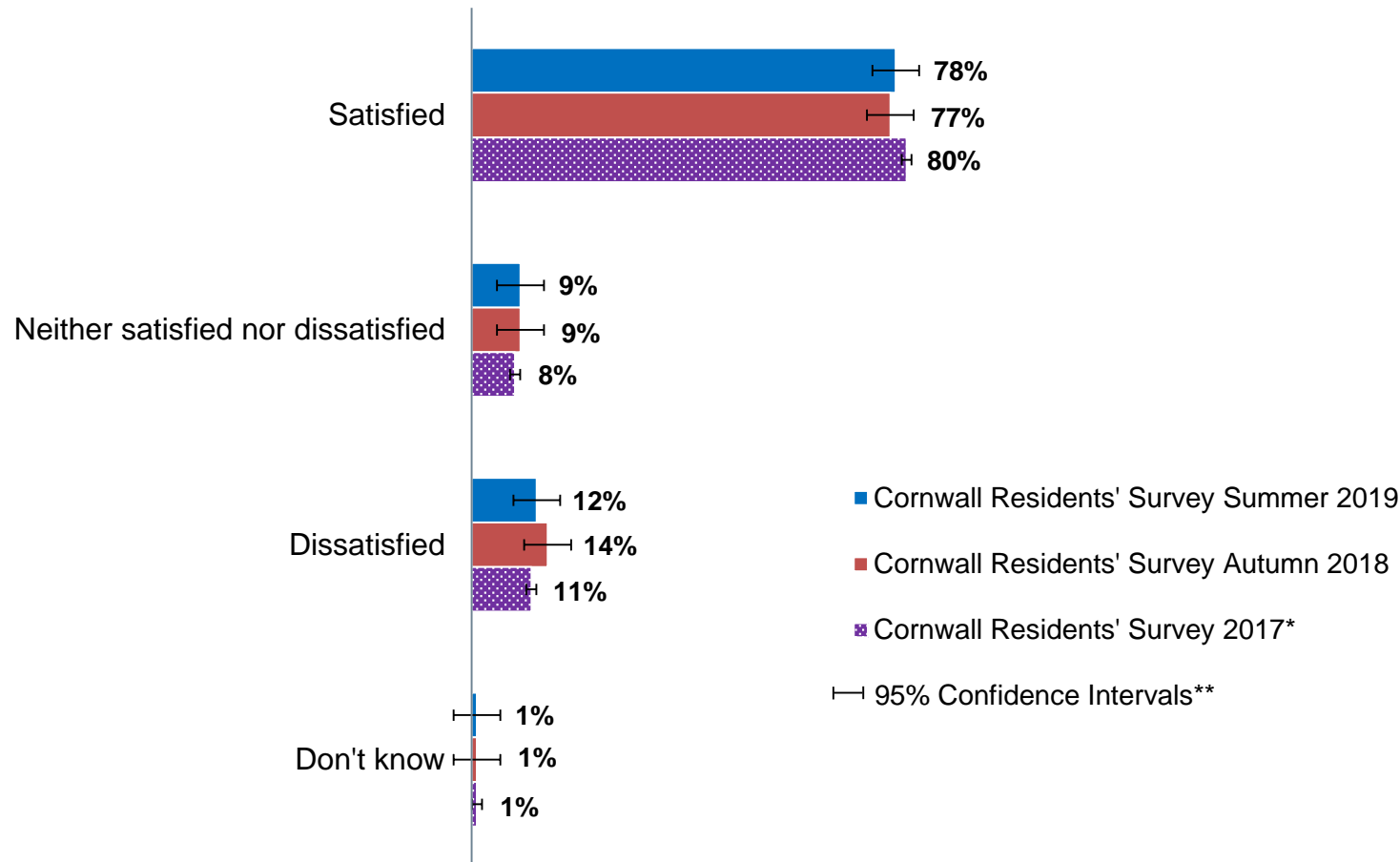
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided? This question referred to “refuse” rather than waste in the Autumn 2018 survey and the 2017 survey

Base: All respondents (Cornwall Residents’ Survey Summer 2019: 500; Cornwall Residents’ Survey Autumn 2018: 500; Cornwall Residents’ Survey 2017: 11,026; LGA Polling Survey June 2019: 1,004)

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with recycling services has remained similar to previous surveys



## User experience

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

**86%**

Biffa Customer Satisfaction Survey. 2017.

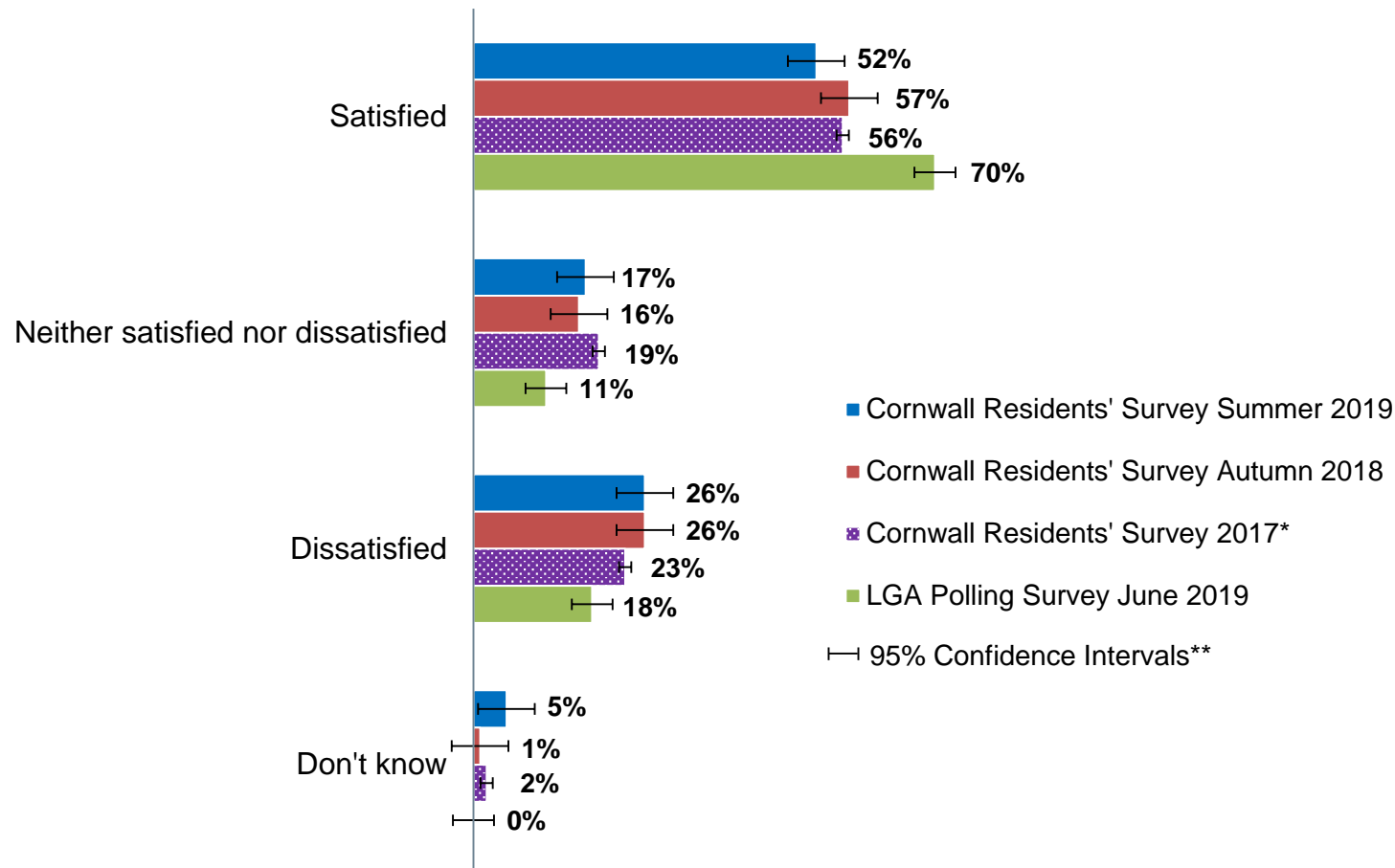
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,939). The question was not asked in the June 2019 LGA Polling Survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with street cleaning has significantly decreased and remains below the national figure



## User experience

*Satisfaction with the cleanliness of pavements*

**54%** (NHT Avg. 52%)

*Satisfaction with the cleanliness of roads*

**56%** (NHT Avg. 54%)

National Highways Transport (NHT) Public Satisfaction Survey. 2018.

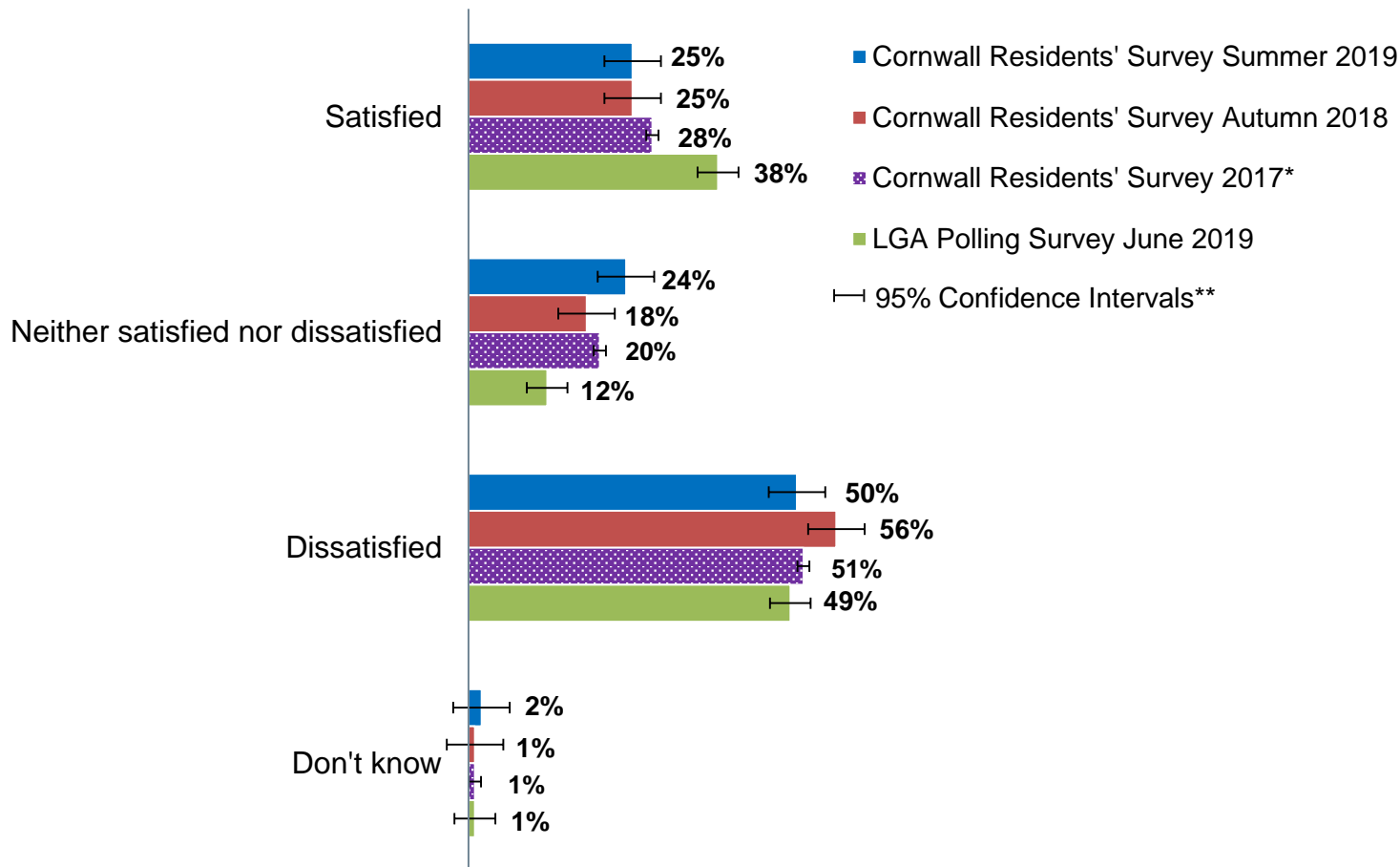
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,823; LGA Polling Survey June 2019: 1,004)

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with road maintenance remained similar to previous surveys but with a significant reduction in dissatisfaction



## User experience

*Highway Maintenance satisfaction score*

**51%** (NHT Avg. 51%)

National Highways Transport (NHT) Public Satisfaction Survey. 2018.

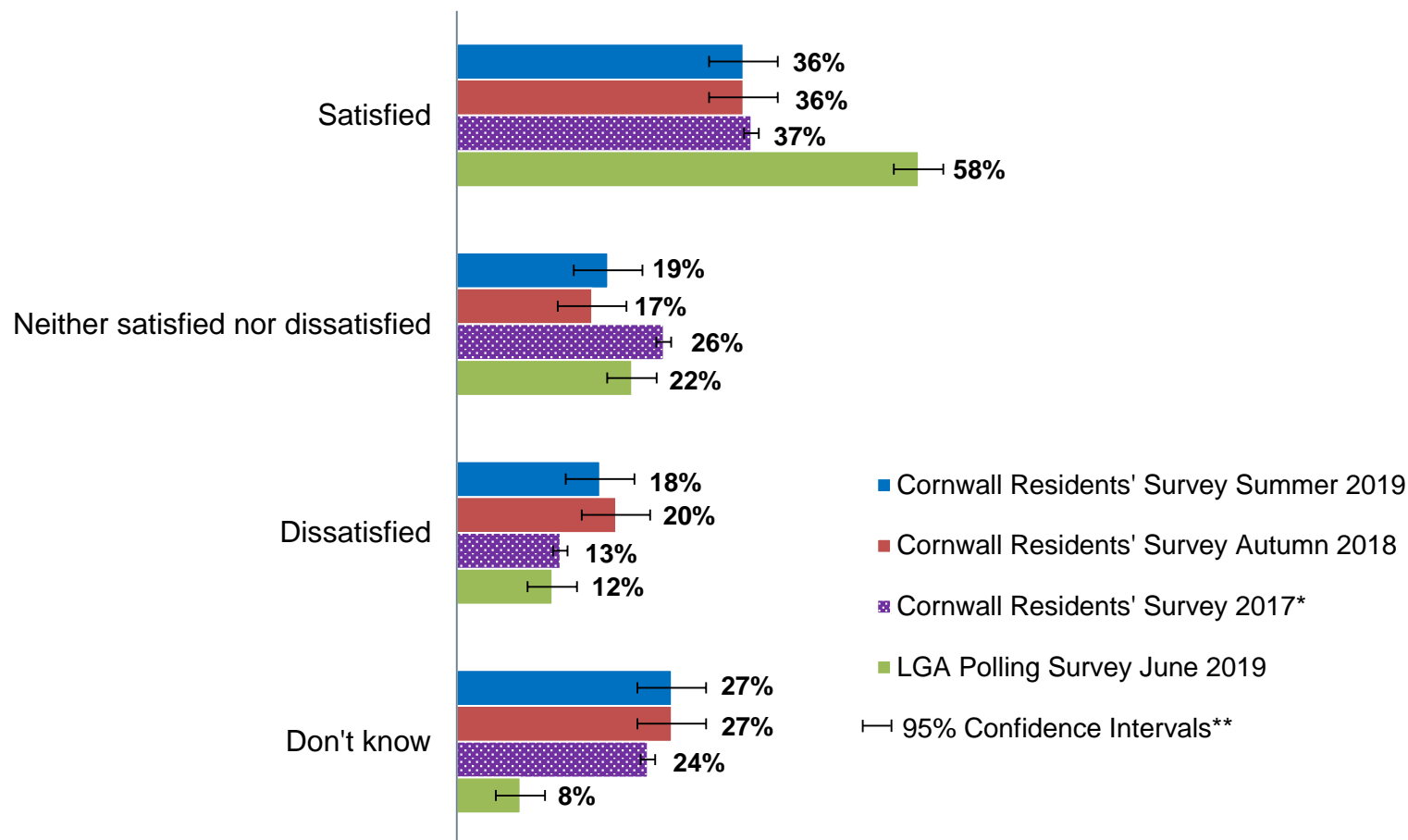
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,923; LGA Polling Survey June 2019: 1,004)

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with library services remained similar to previous surveys, with a high proportion of 'don't knows'



## User experience

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

**98%** → **85%**  
 Oct 2018      Mar 2019

LIS Customer Satisfaction Survey.

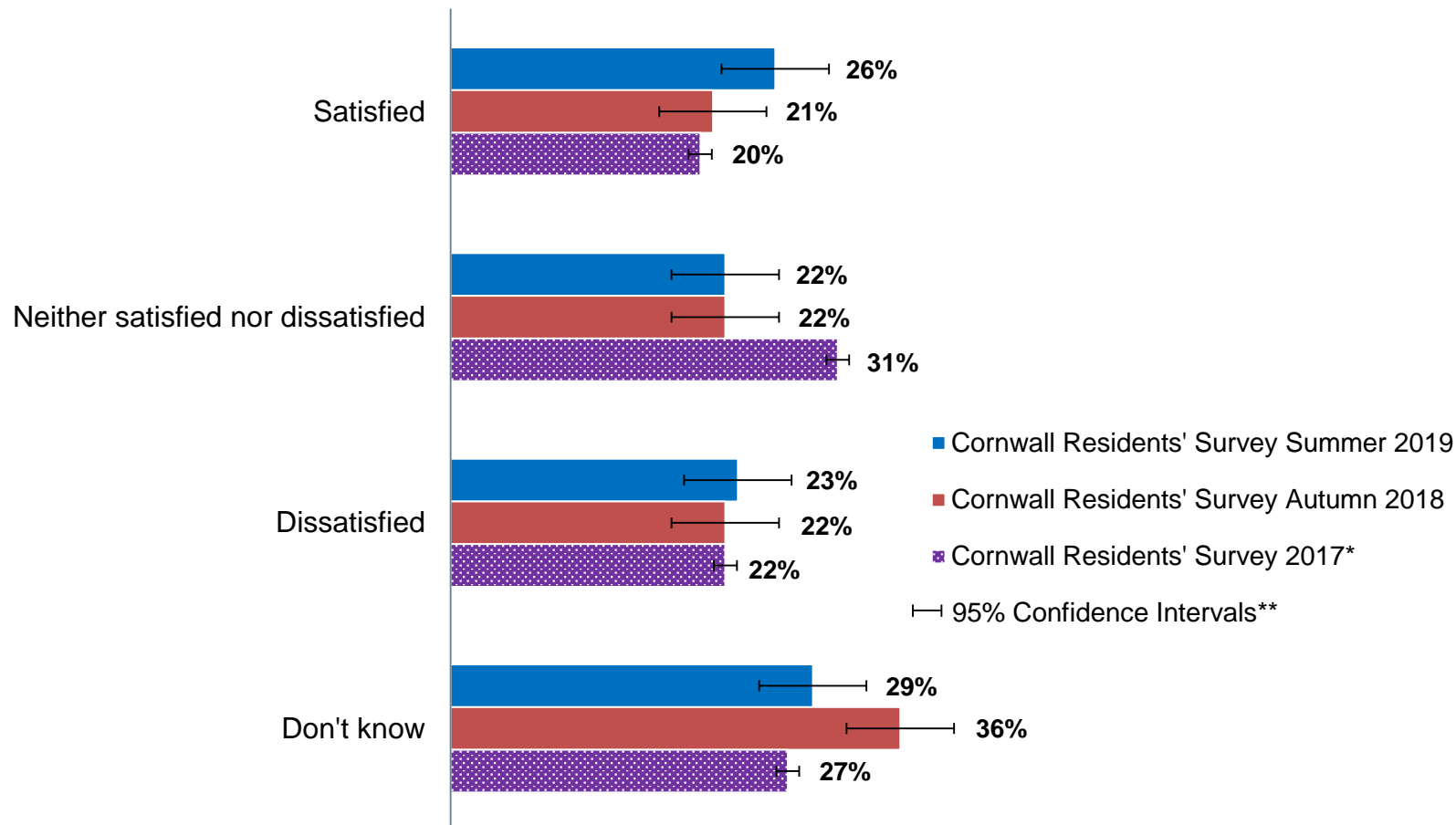
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,843; LGA Polling Survey June 2019: 1,004)

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with the Council's planning service has significantly increased since the last survey, with a similar reduction in 'don't knows'



## User experience

*User satisfaction data not currently available*

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

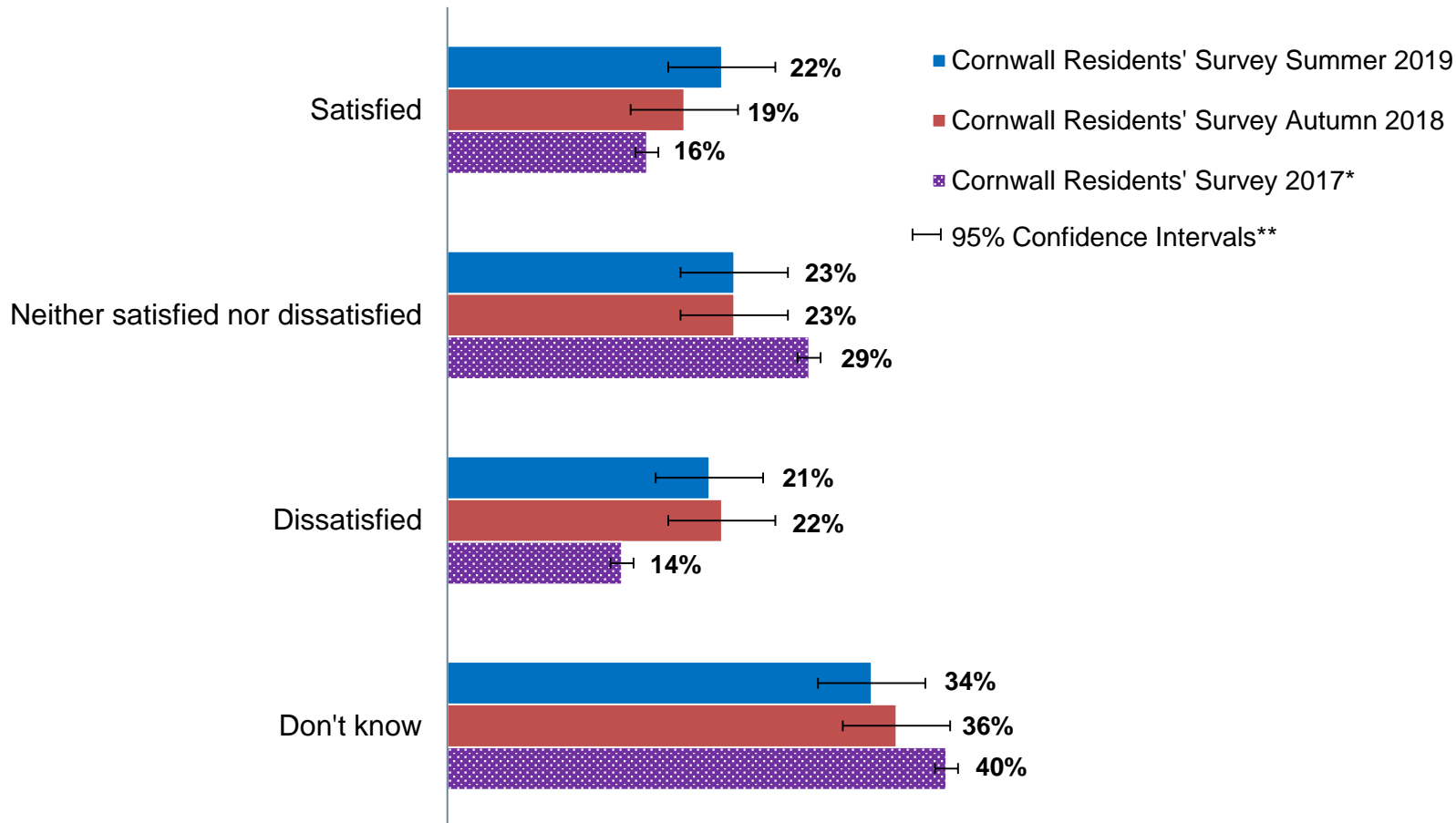
Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,787). The question was not asked in the June 2019 LGA Polling Survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.



# Resident satisfaction with the Council's housing service remains similar to the last survey, with a high proportion of 'don't knows'



## User experience

Considering everything, how satisfied overall are you with Cornwall Housing? % satisfied

**86%**

STAR Survey. Aug 2017.

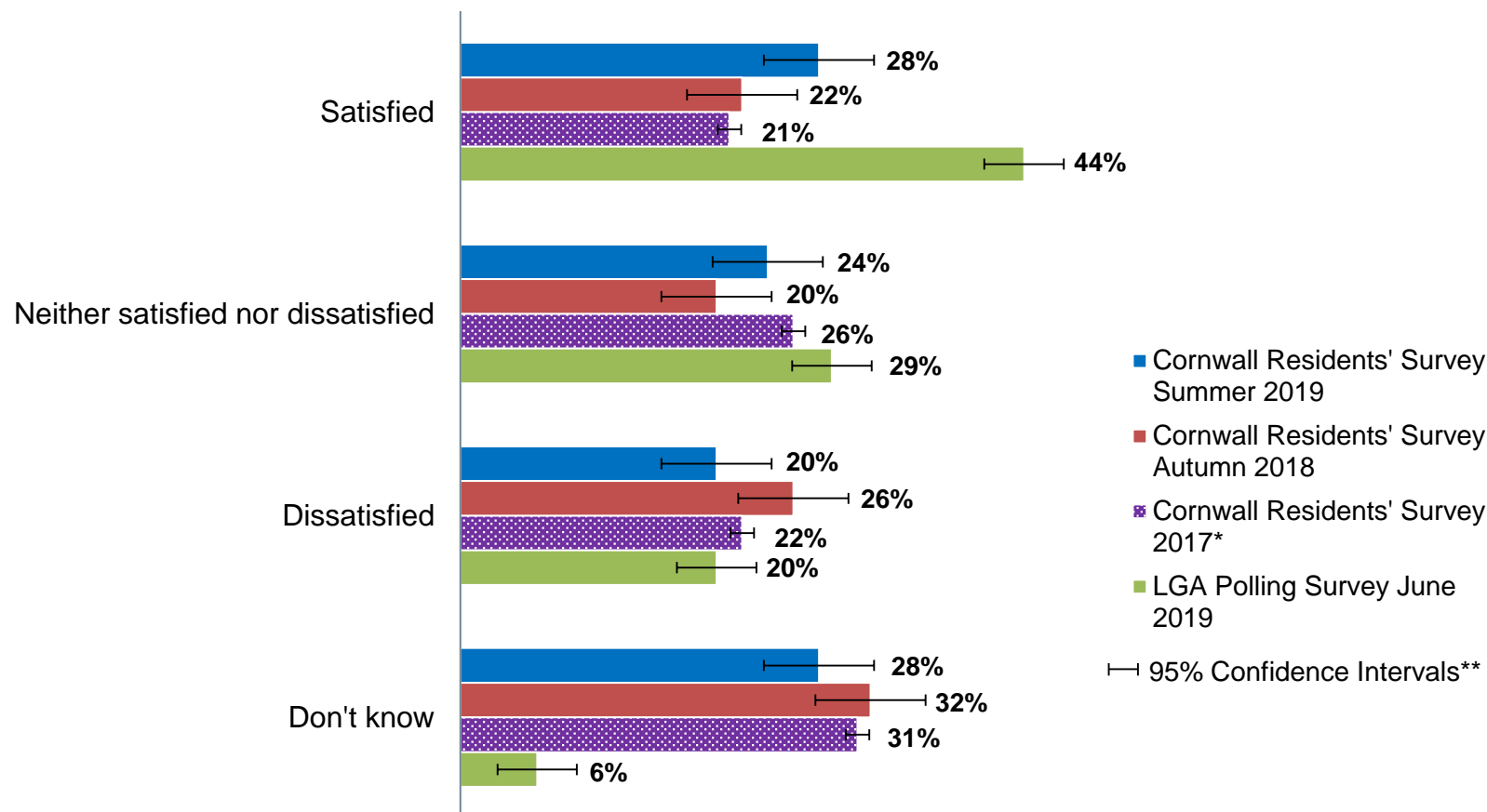
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,687). The question was not asked in the June 2019 LGA Polling Survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with the way the Council provides services and support for older people has significantly increased, with similar reductions in dissatisfaction



## User experience

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

**90%**

PFA Customer Survey. Jan-Mar 2018.

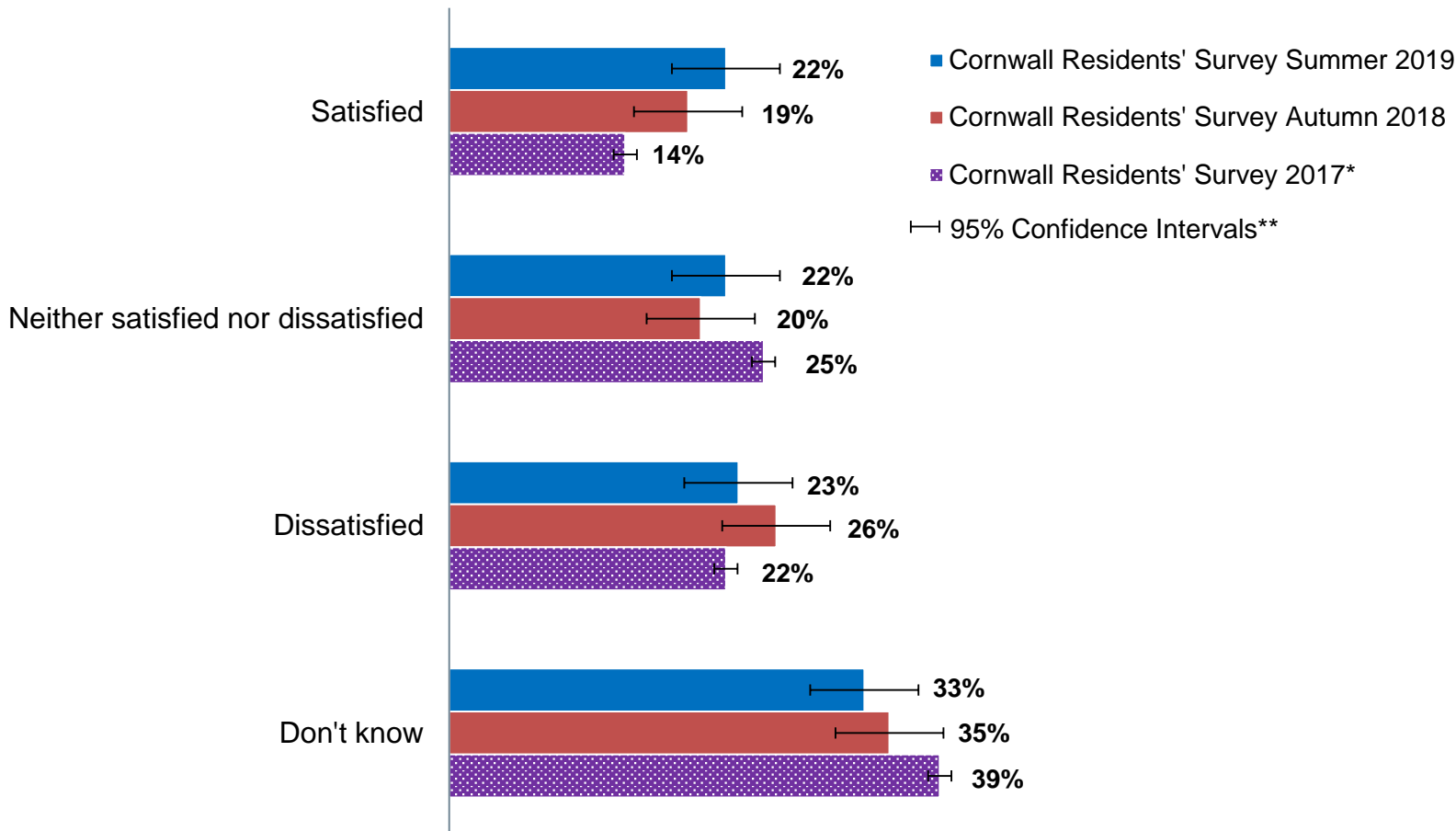
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,968; LGA Polling Survey June 2019: 1,004)

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# The significant increase in resident satisfaction with how the Council provides services and support for vulnerable adults has been sustained



## User experience

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

**90%**

PFA Customer Survey. Jan-Mar 2018.

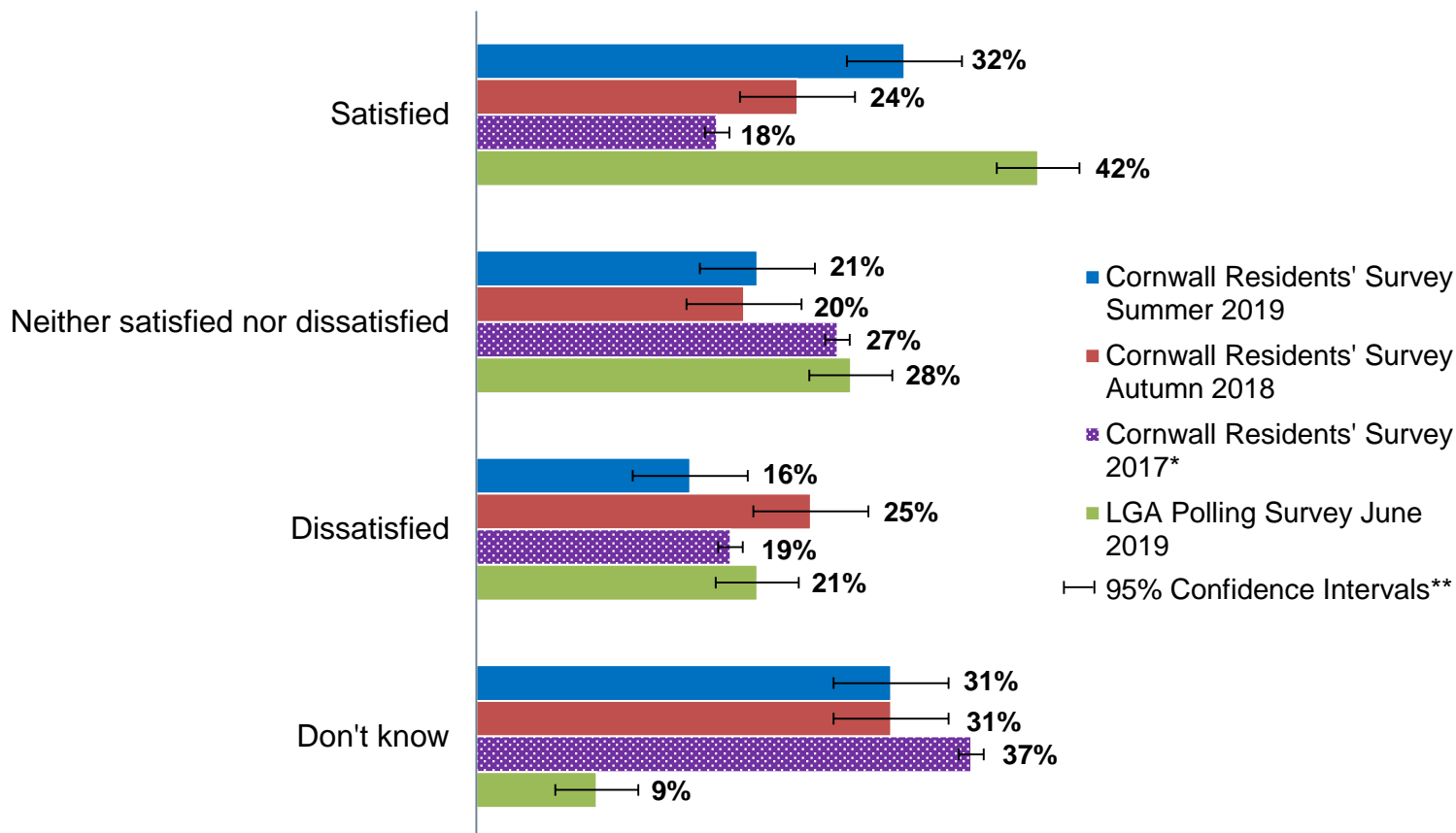
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,963). The question was not asked in the June 2019 LGA Polling Survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with how the Council provides services and support for children and young people has significantly increased, with equal reductions in dissatisfaction



## User experience

*Percentage of service users who are satisfied with the help they received from Children & Family Services*

**76%** → **78%**  
 Oct-Dec 2018      Apr-Jun 2019

Quality Assurance Performance Management Survey.

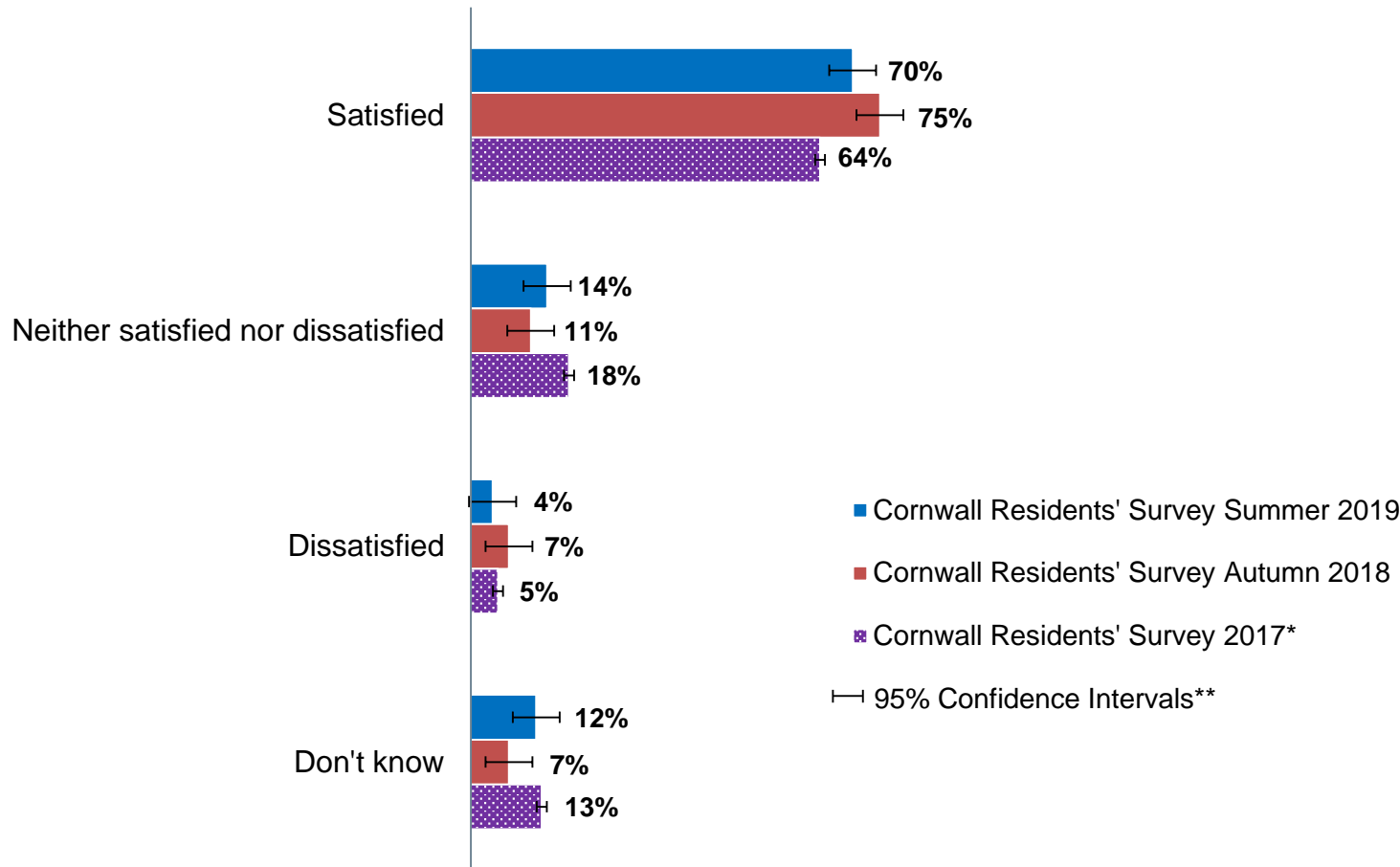
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,899; LGA Polling Survey June 2019: 1,004)

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with the way the Council provides fire, rescue and community safety services has significantly decreased since the last survey



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

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,997). The question was not asked in the June 2019 LGA Polling Survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

## User experience

*Cornwall Fire & Rescue satisfaction score. % fairly or very satisfied with service*

Sep-Dec 2018      Apr-Jun 2019

**82% → 96%**

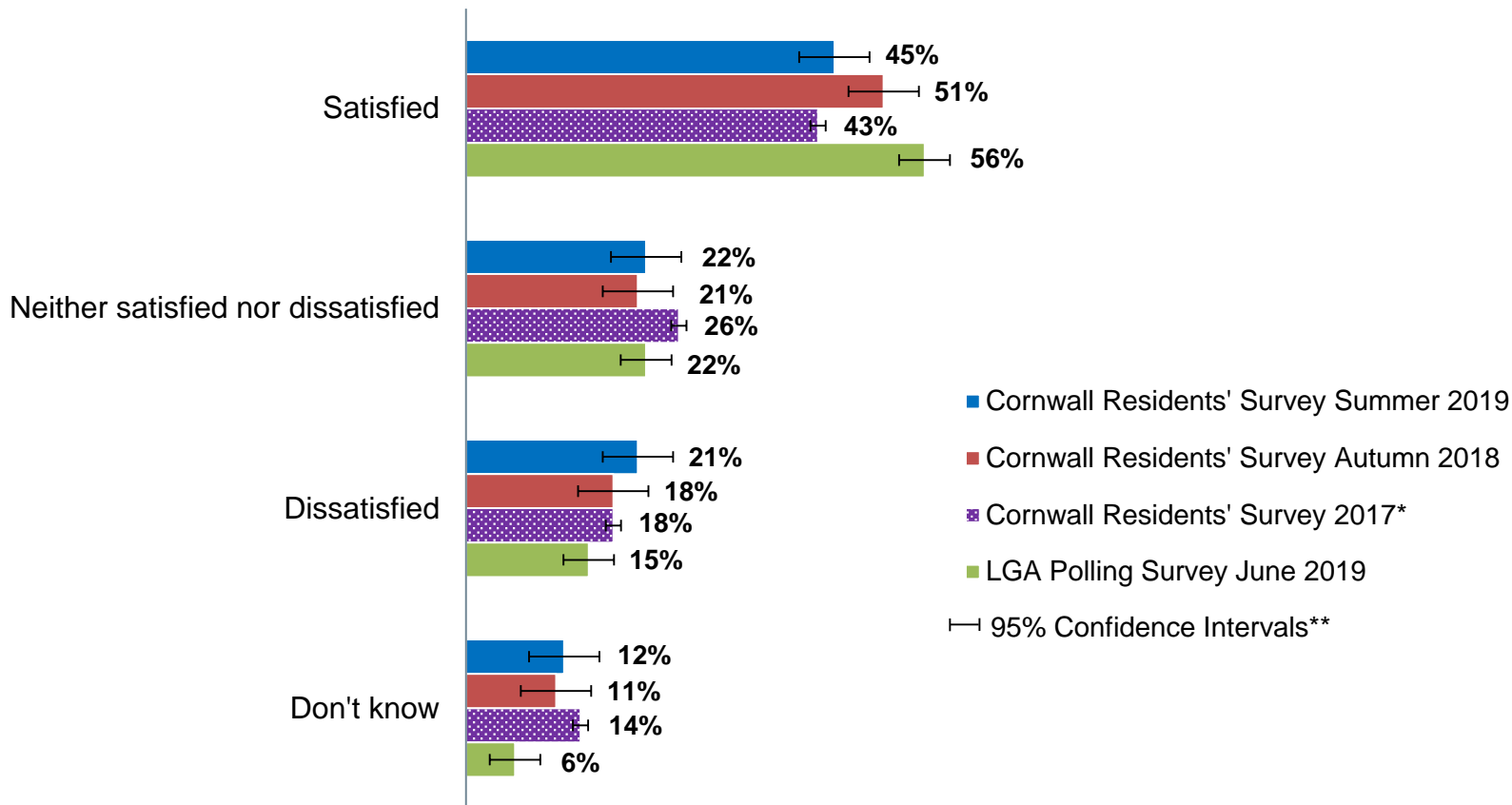
Cornwall Fire & Rescue Satisfaction Survey.

*The Council and Police are dealing with the anti-social behaviour and crime issues that matter in the local area. % agree*

**54%**

Safer Towns. Aug 2019

# Resident satisfaction with the way the Council provides sports and leisure facilities has significantly decreased since the last survey



## User experience

Overall satisfaction score:  
 (Average of leisure centres in Cornwall\*)

2018 → 2019  
 84% → 88%

Greenwich Leisure Limited (GLL) Annual User Survey. July 2019

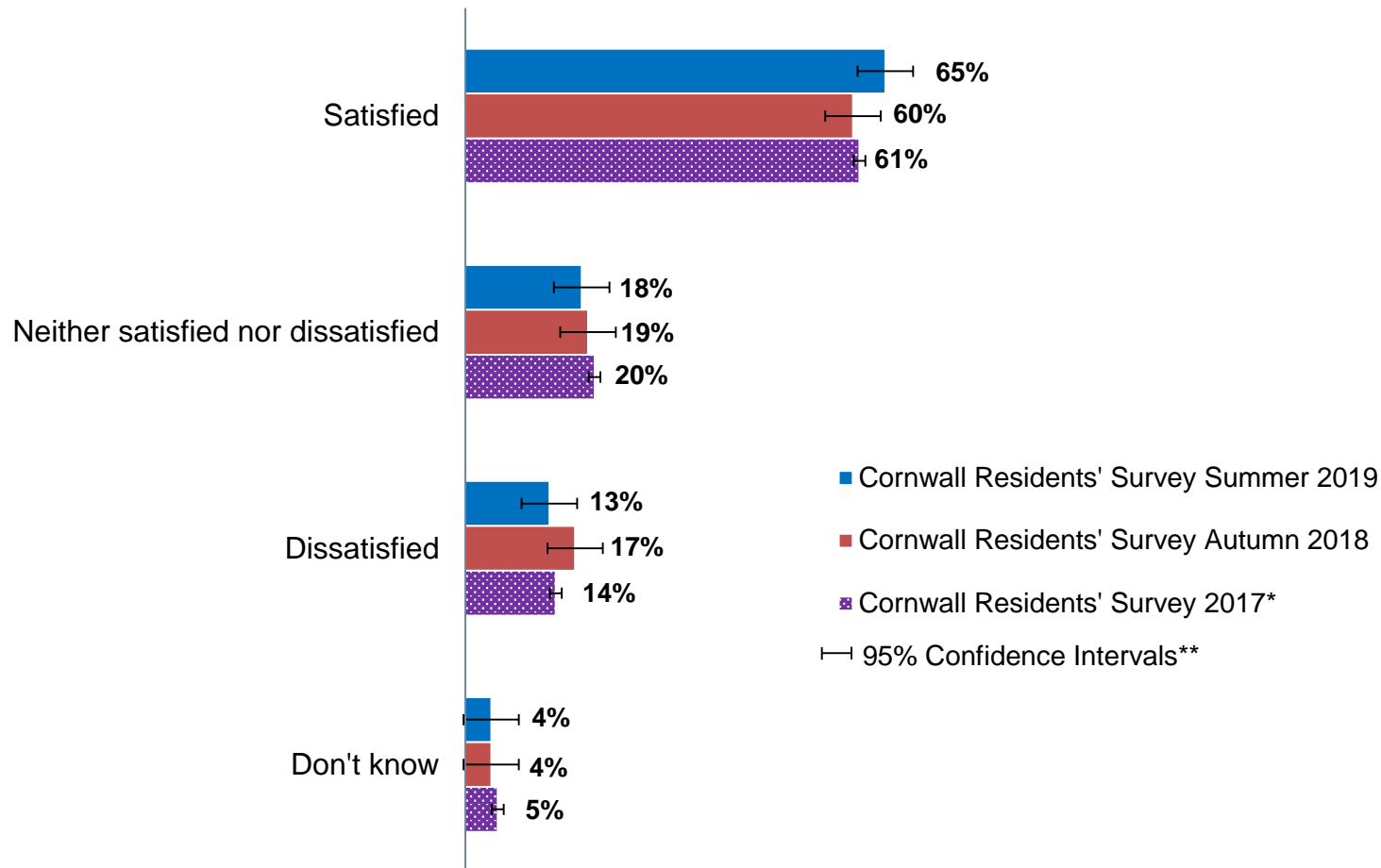
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,961; LGA Polling Survey June 2019: 1,004)

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Resident satisfaction with parks and open spaces has significantly increased since previous surveys, with similar decreases in dissatisfaction



## User experience

*User satisfaction data not currently available*

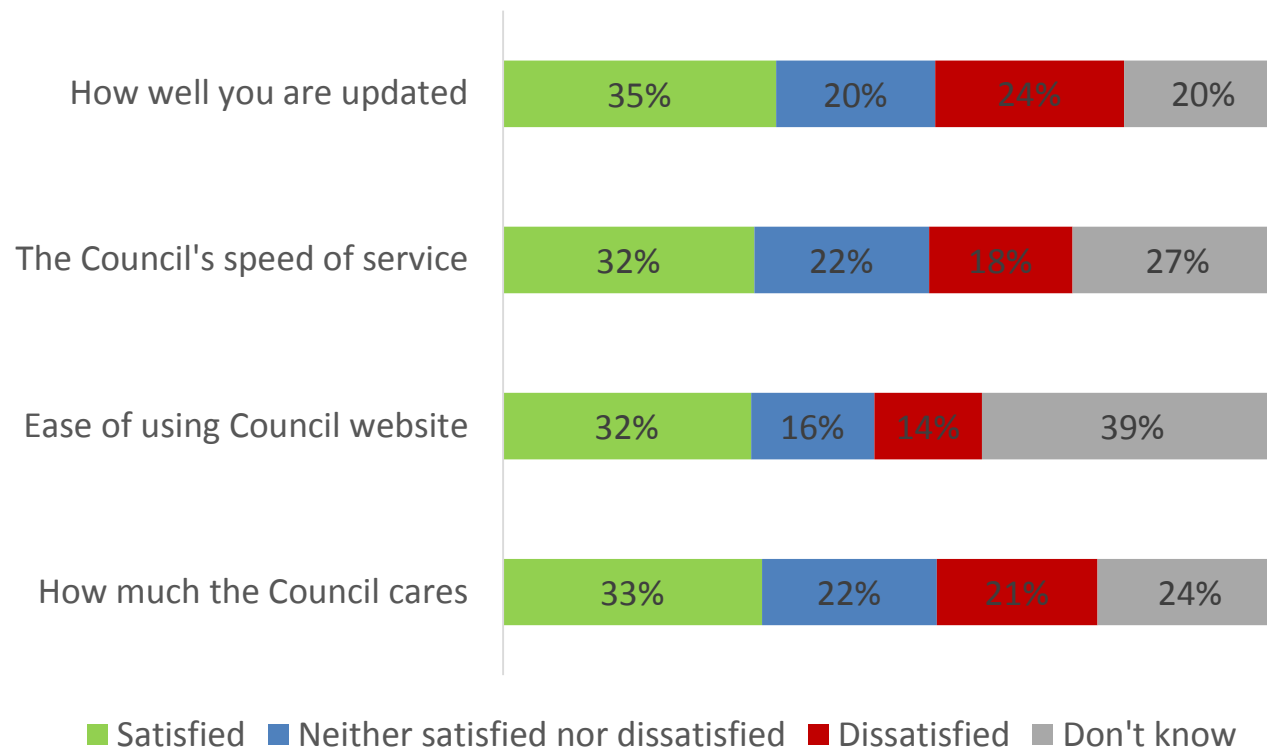
Question: Overall, how satisfied or dissatisfied are you with the way the following Council services are provided?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 11,061). The question was not asked in the June 2019 LGA Polling Survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# The aspect of customer service that residents were most satisfied with was how well they are updated

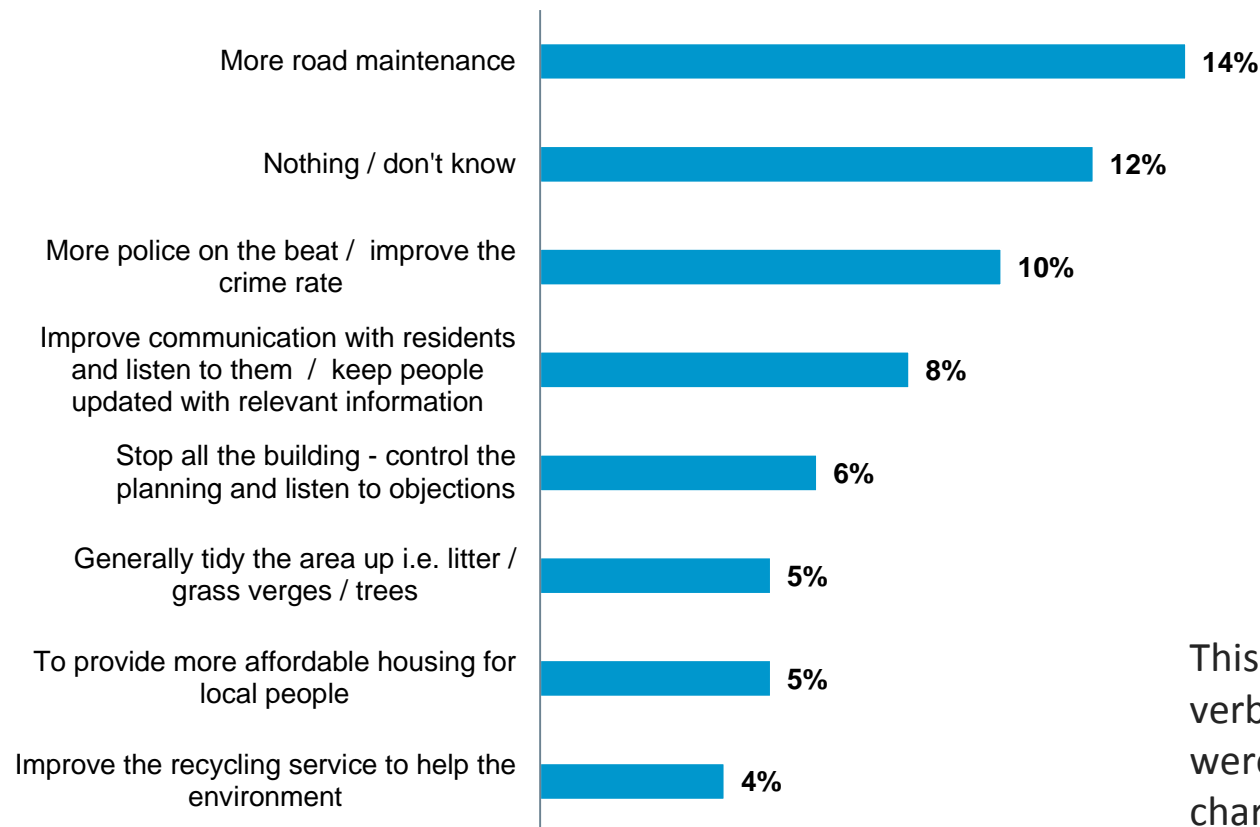


Question: How satisfied or dissatisfied are you with these aspects of the Council's customer service?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500)



# When asked what one thing the Council should improve, road maintenance was mentioned most, by 14% of respondents



*The roads could be better. There are pot holes and the hedges are overgrown.*  
**Female, 25-44**

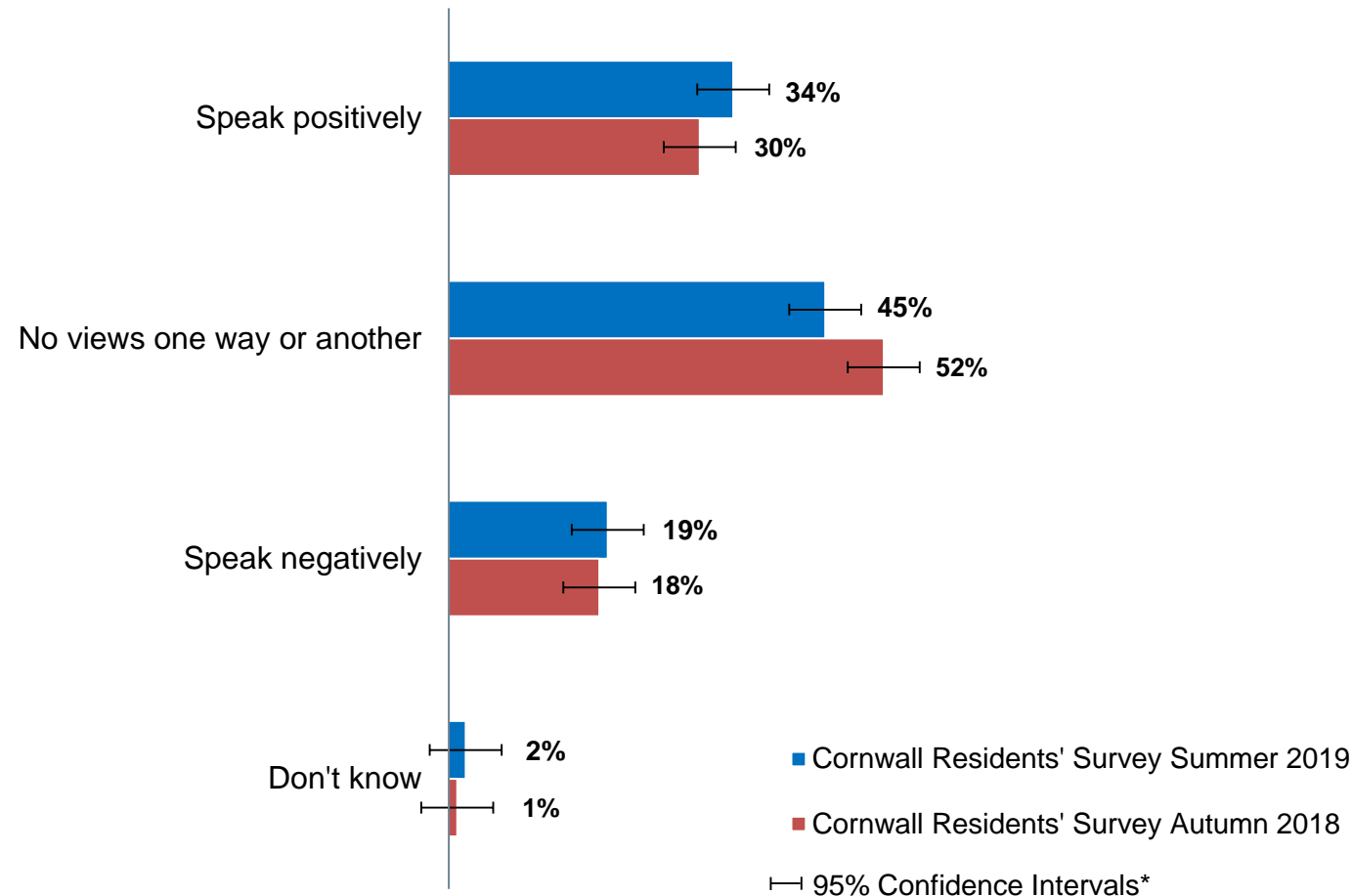
*They need to improve the condition of the roads.* **Male, 65+**

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



# 6: Perceptions of the Council

# Significantly more residents say they are speaking positively about the Council

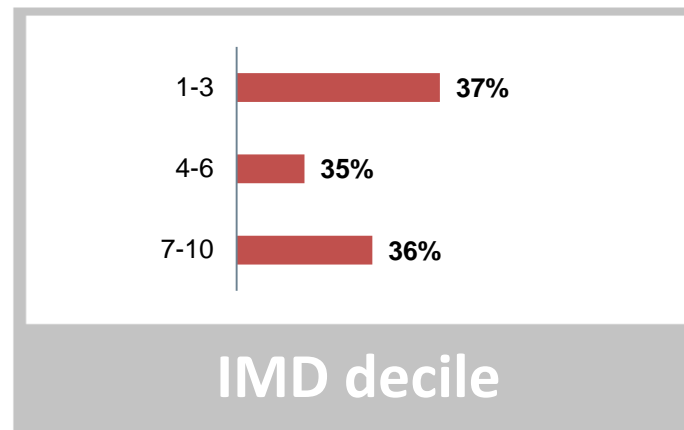
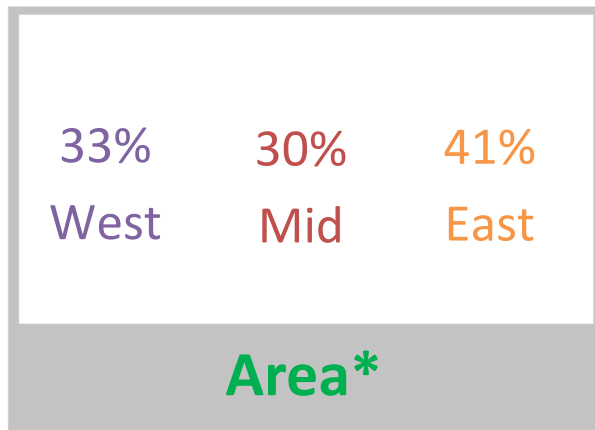
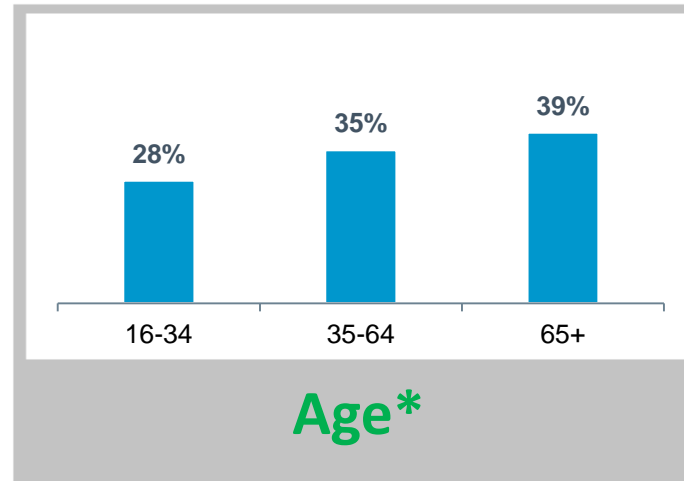
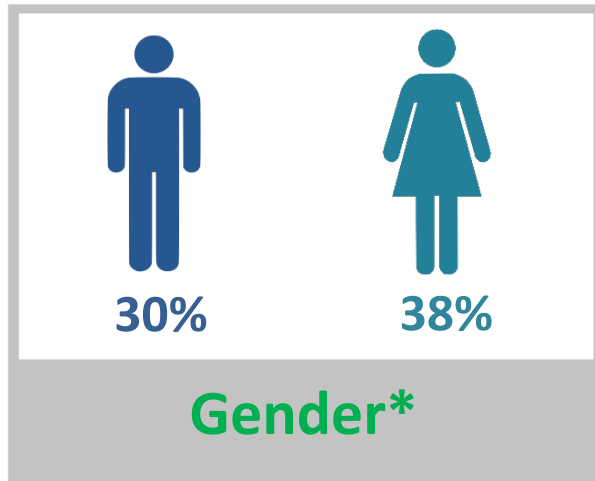


Question: On balance, which of the following statements comes closest to how you feel about the Council?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500). The question was not asked in the 2018 Residents Survey or June 2019 LGA Polling Survey.

\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Groups most likely to speak positively about the Council included:



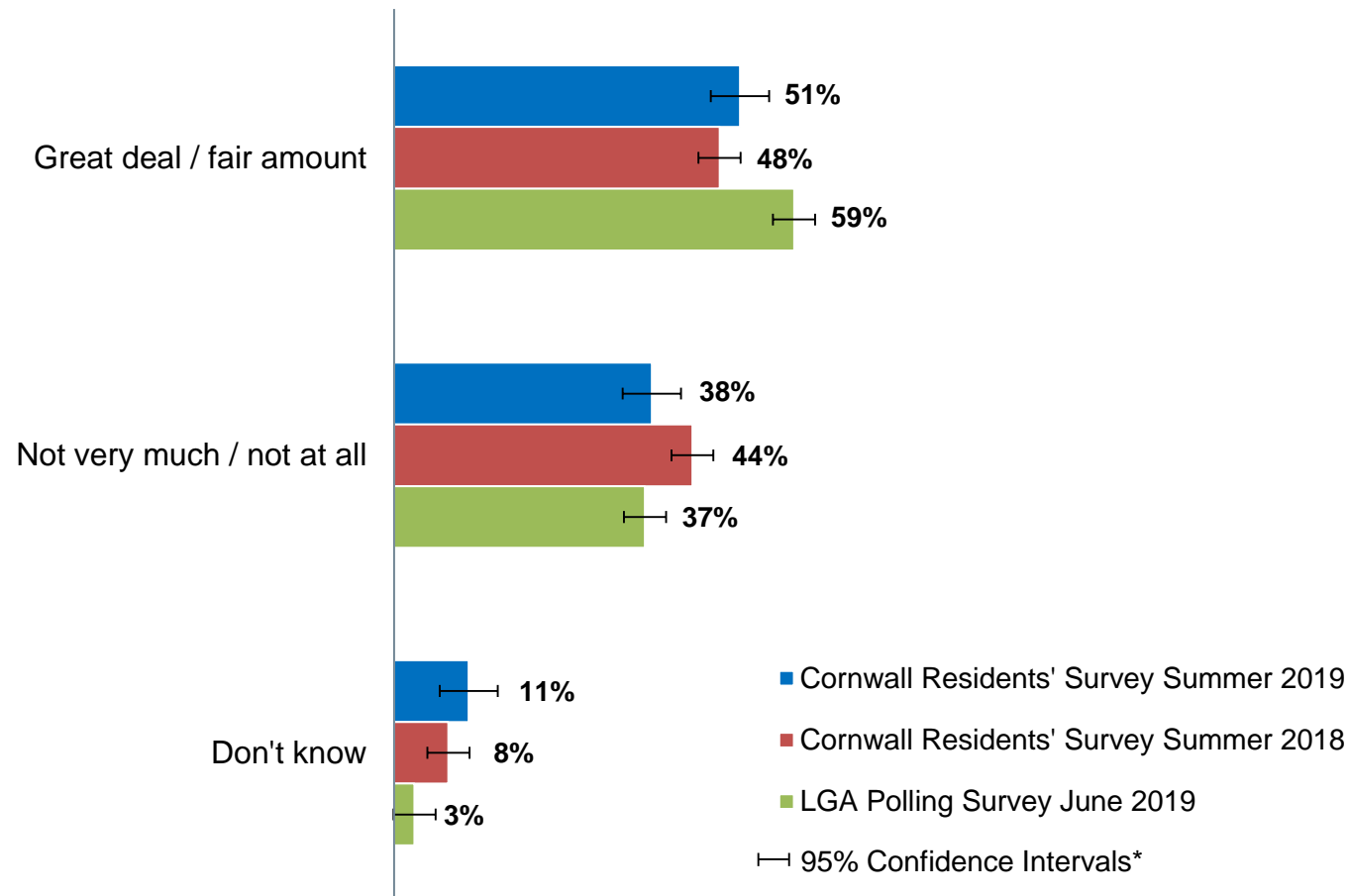
- Women
- Those aged 35+
- Those living in east Cornwall

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

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# Agreement that the Council acts on the concerns of residents remained similar to the previous survey

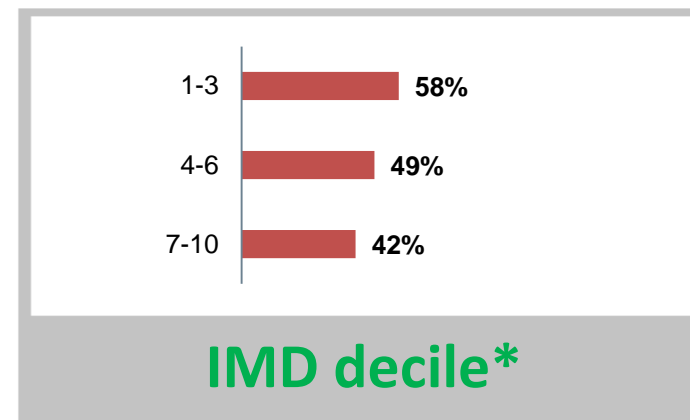
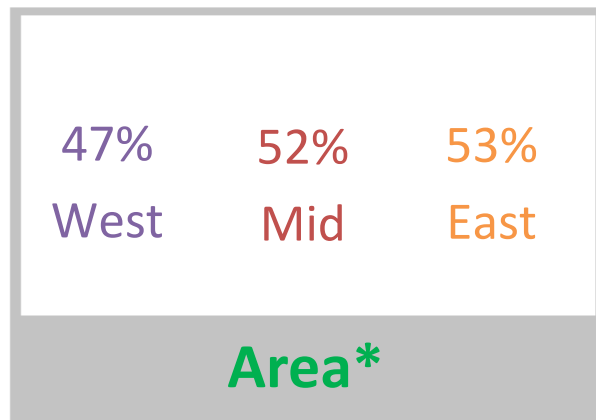
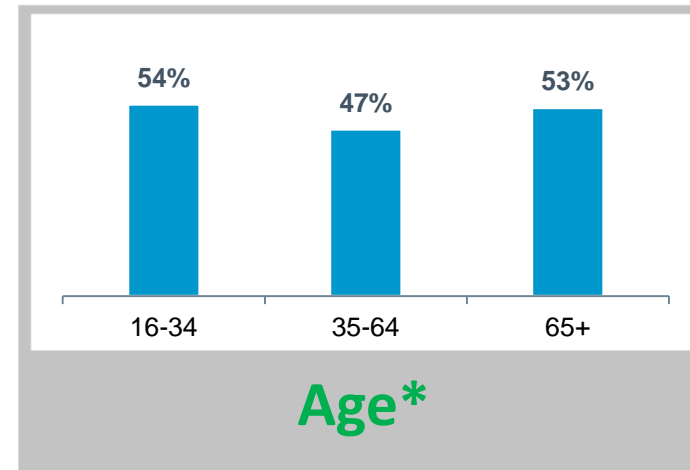
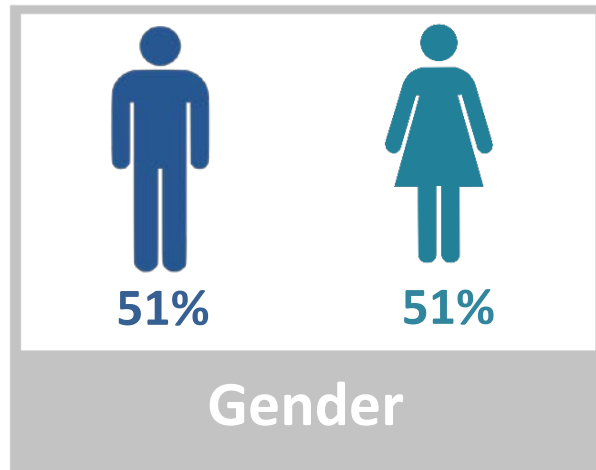


Question: To what extent do you think the Council acts on the concerns of local residents?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; LGA Polling Survey June 2019: 1,004). The question was not asked in the 2017 Residents Survey.

\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Those living in east Cornwall, those aged 16-34 and 65+ and those in more deprived areas were more likely to think the Council acts on the concerns of residents

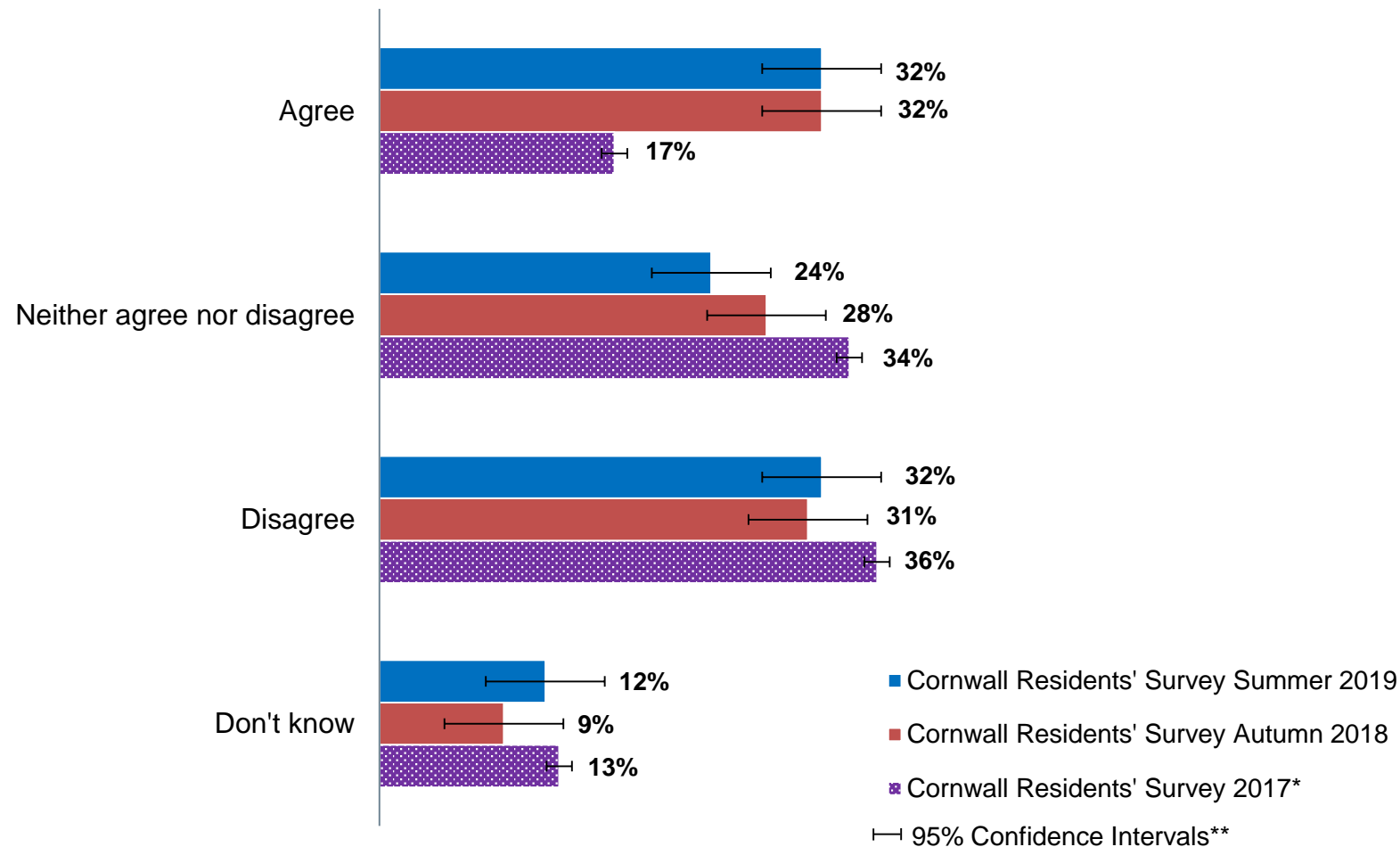


Question: To what extent do you think the Council acts on the concerns of local residents?

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

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The significant increase in residents agreeing that the Council is efficient and well run has been sustained



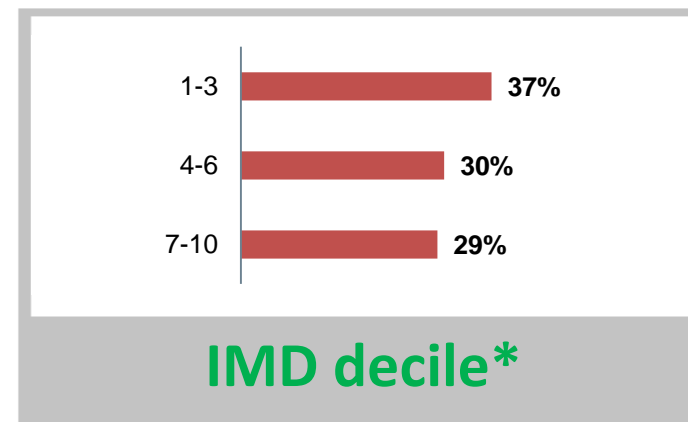
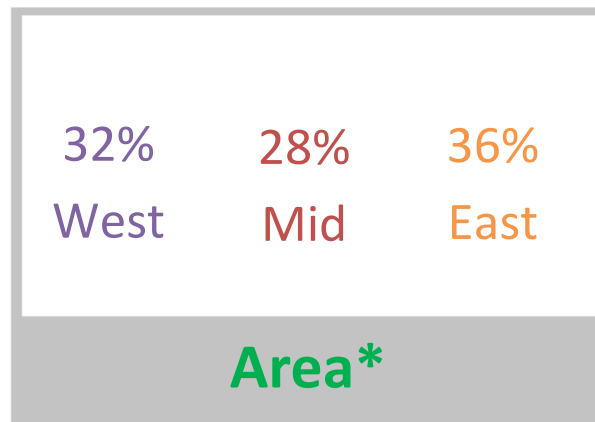
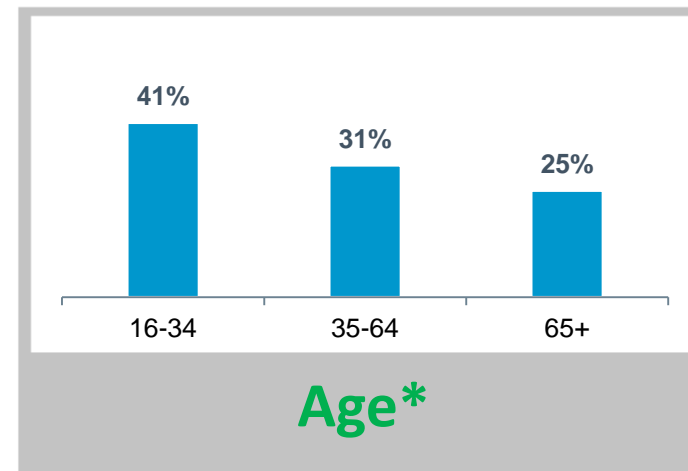
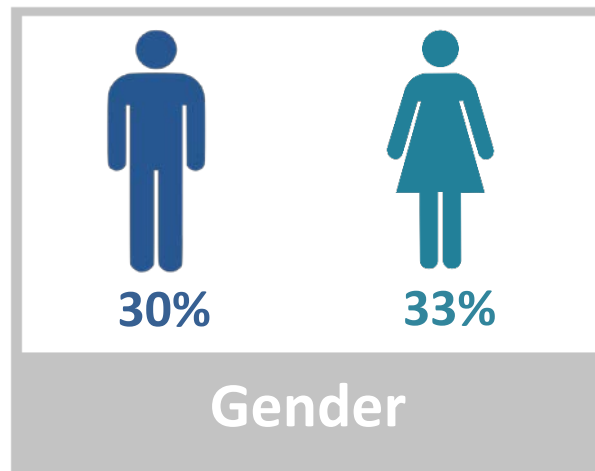
Question: To what extent do you agree or disagree that the Council is efficient and well run?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 10,960). The question was not asked in the June 2019 LGA Polling Survey.

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Those living in east Cornwall, those aged 16-64 and those living in more deprived areas were more likely to agree Council is efficient and well run



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

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

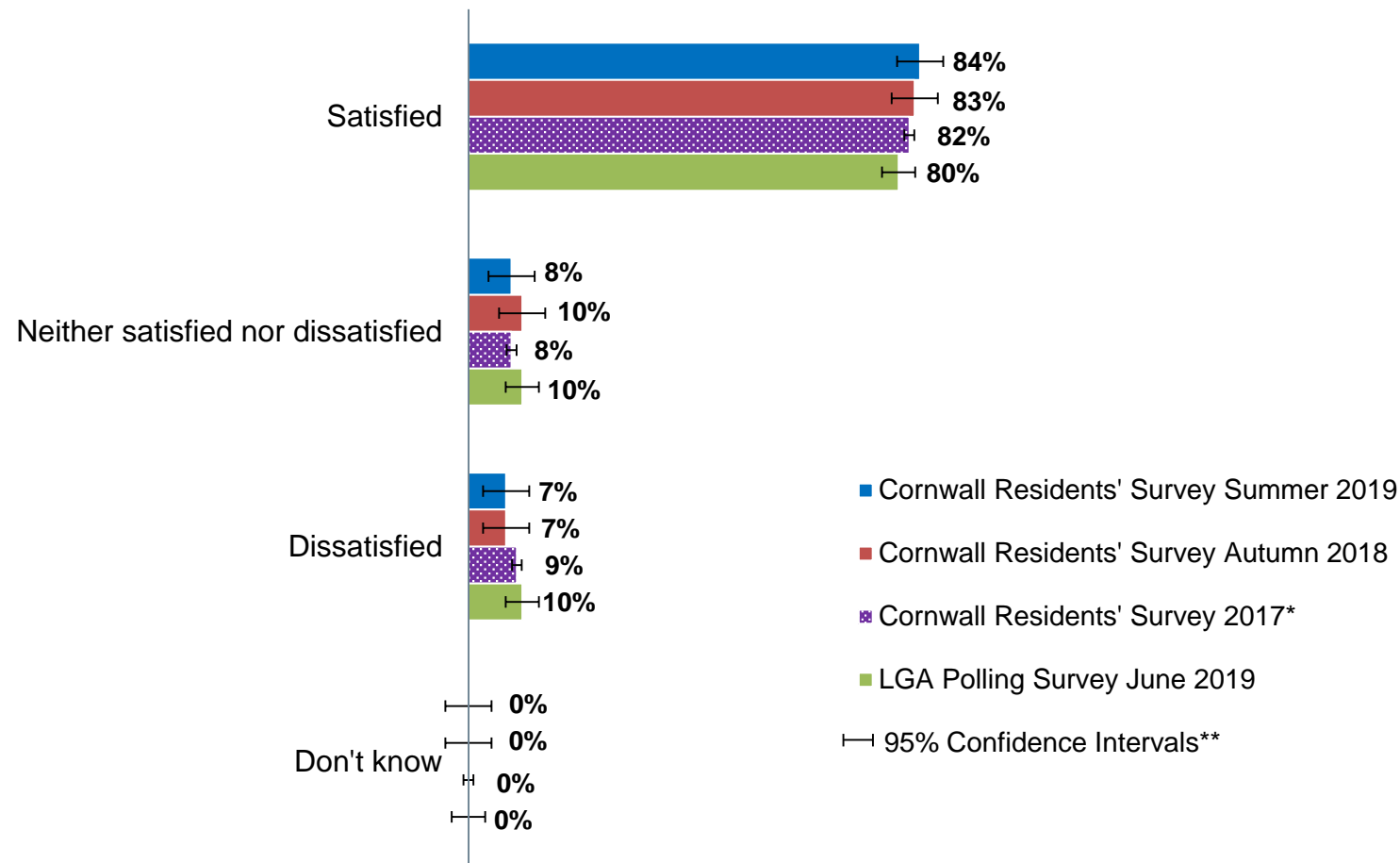
\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.





# 7: Perceptions of the local area

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



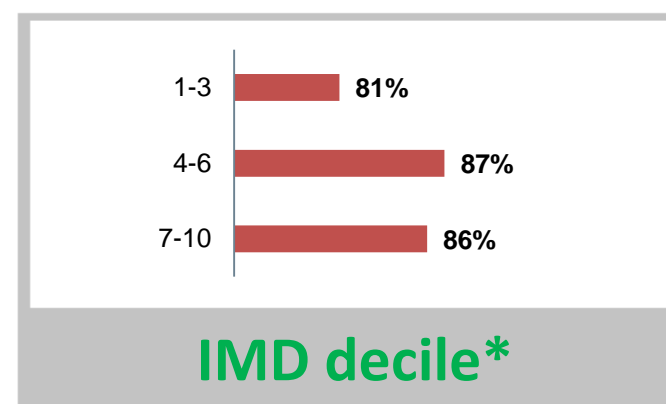
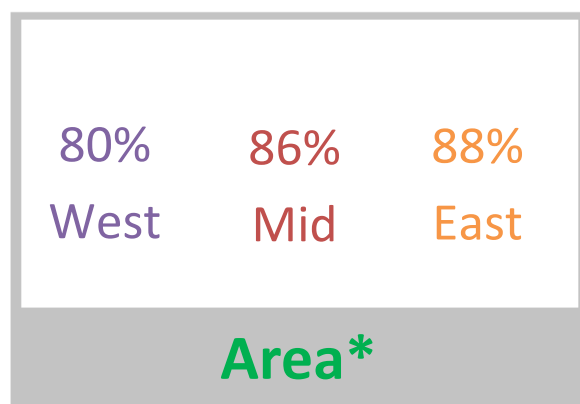
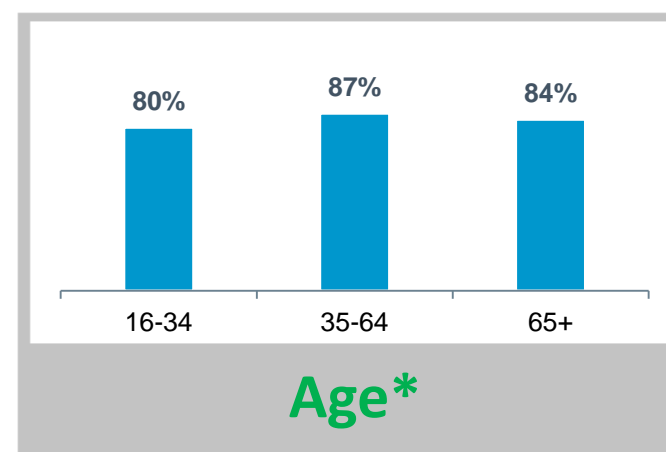
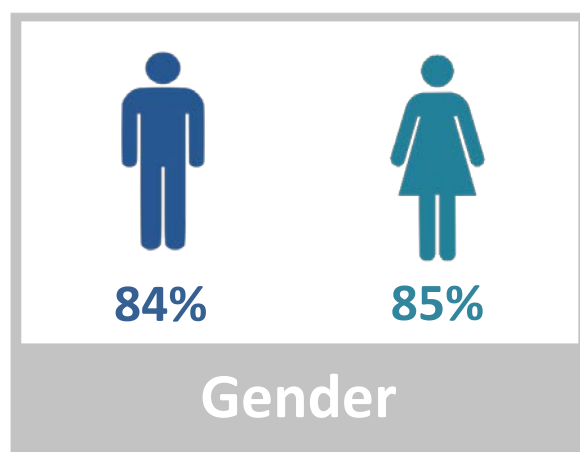
Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500; Cornwall Residents' Survey 2017: 11,134, LGA Polling Survey June 2019: 1,004)

\*Note difference in methodology between the 2017 survey and the 2018/2019 surveys – see slide 6 for details.

\*\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Those aged 35+, living in east or mid Cornwall, and those living in less deprived areas were more likely to be satisfied with their local area as a place to live

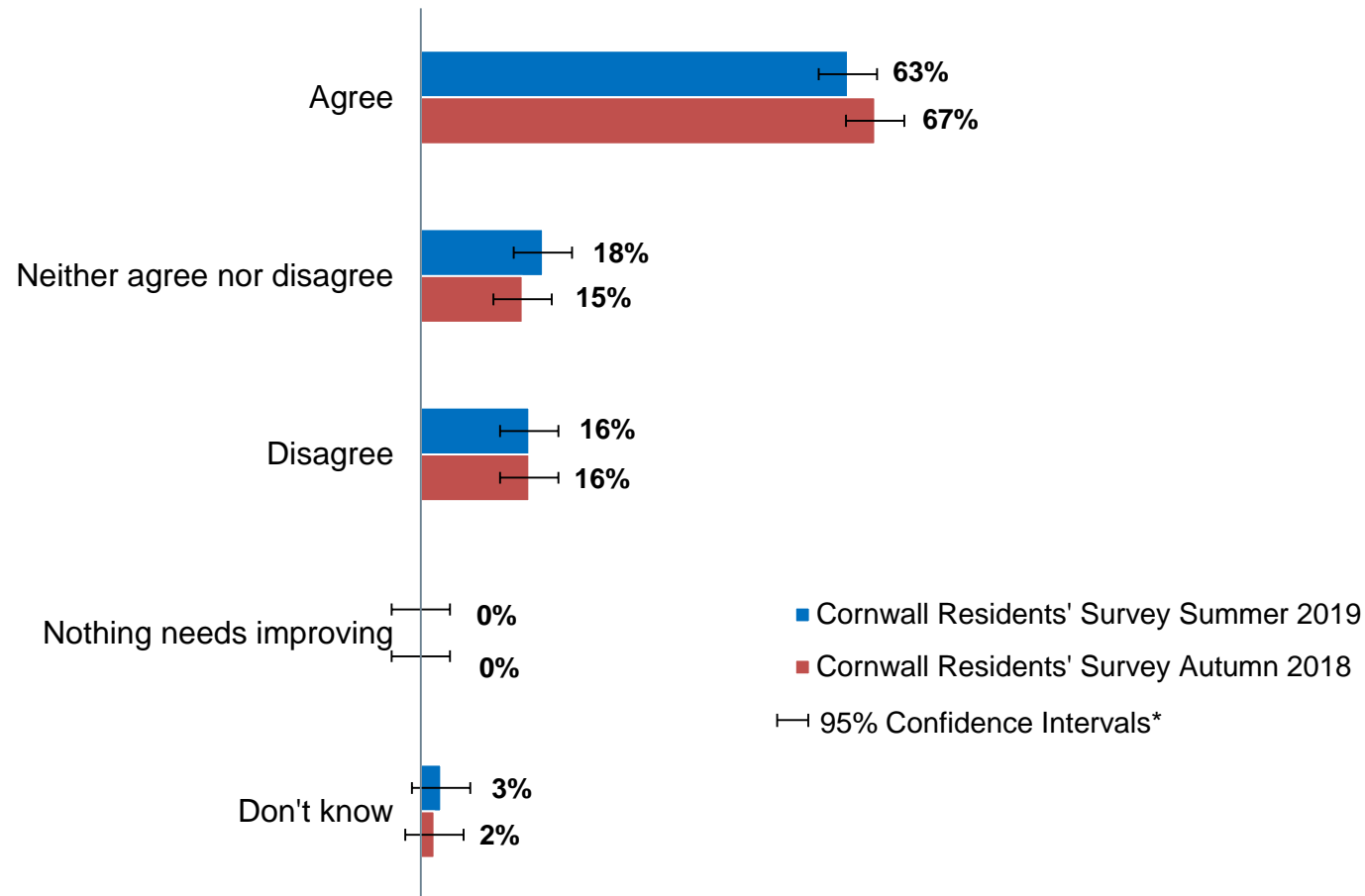


Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# Agreement that people pull together to improve their local area remained similar to the last survey

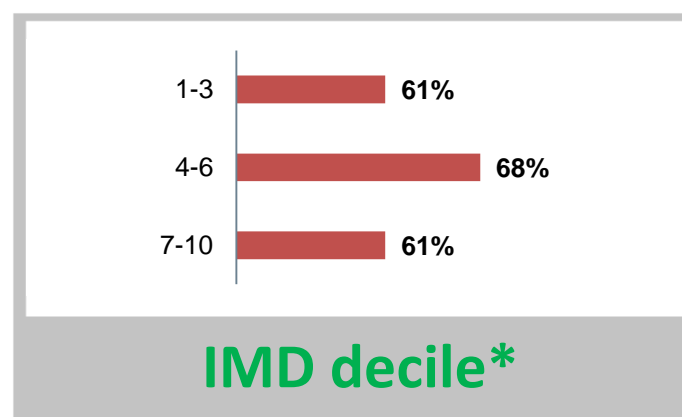
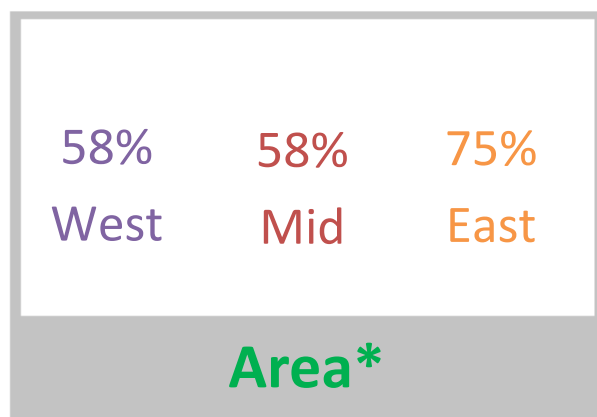
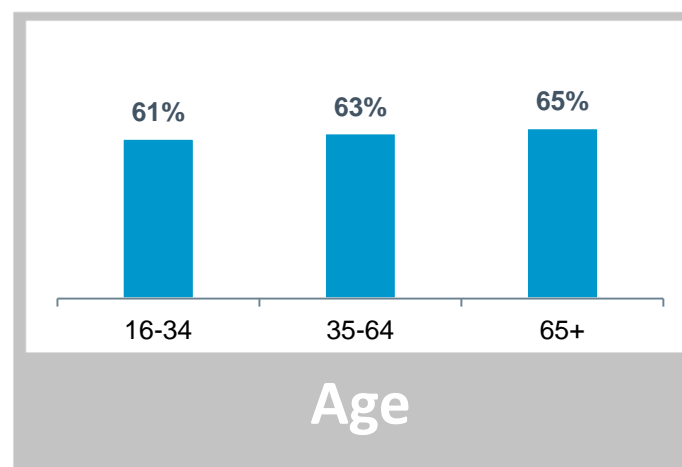
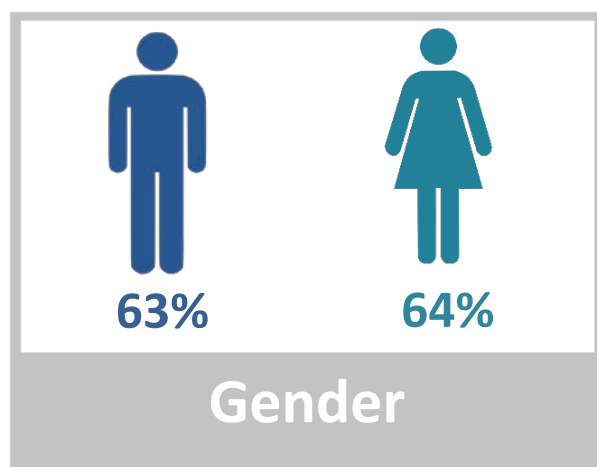


Question: To what extent would you agree or disagree that people in this local area pull together to improve the local area?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500; Cornwall Residents' Survey Autumn 2018: 500). The question not asked in the 2017 Residents Survey or the June 2019 LGA Polling Survey.

\*When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Those living in east Cornwall and in the middle IMD deciles were more likely to agree people in their local area pull together

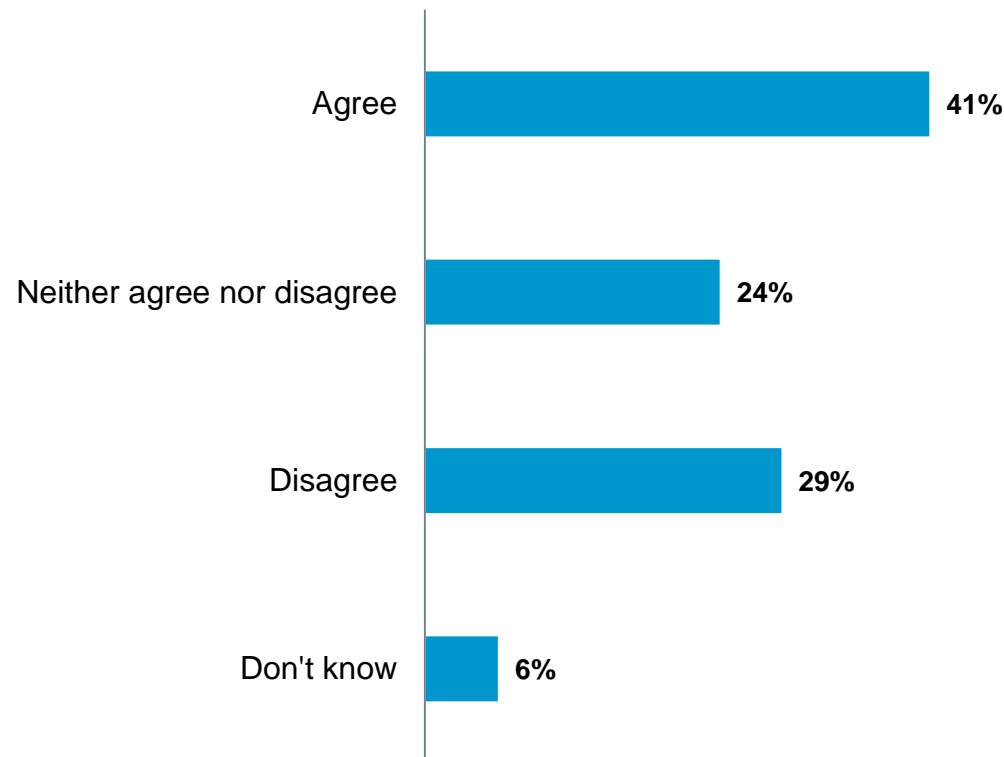


Question: To what extent would you agree or disagree that people in this local area pull together to improve the local area?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

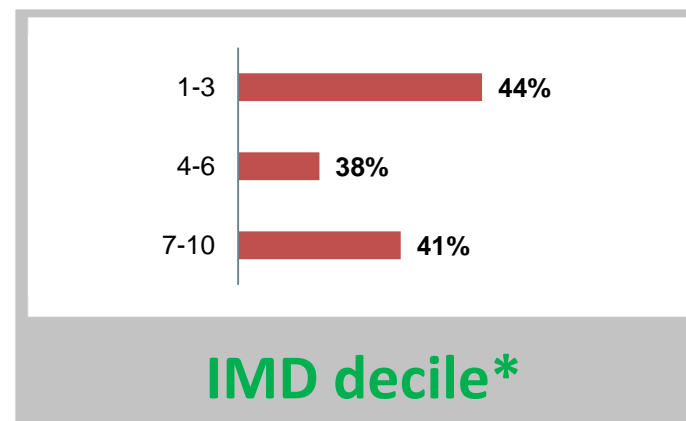
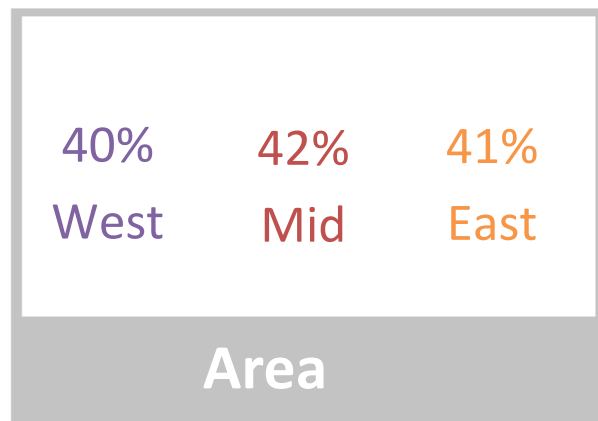
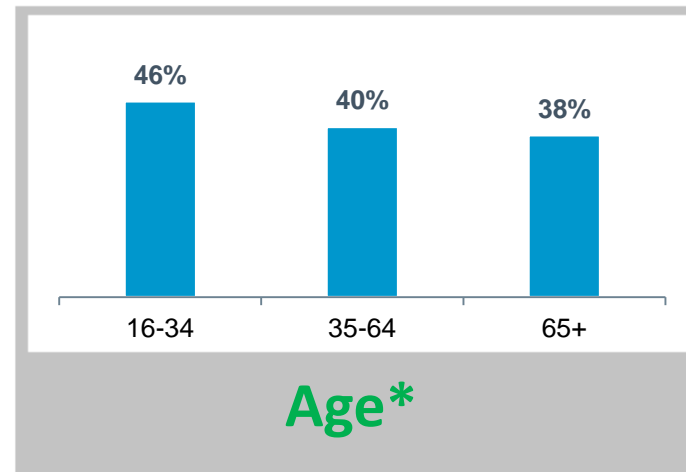
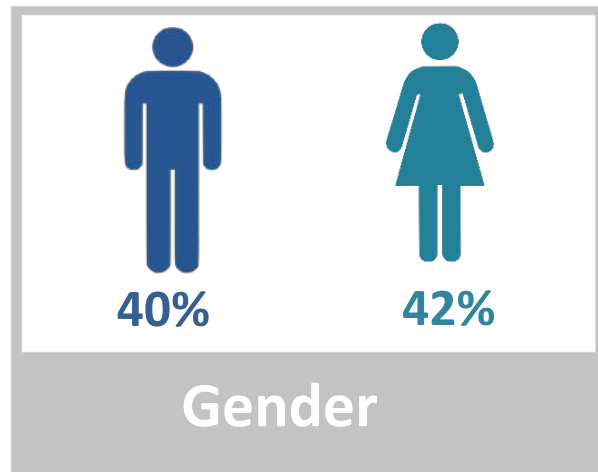
# We asked residents if they agreed the Council and Police are dealing with anti-social behavior and crime issues in their local area for the first time



Question: To what extent do you agree or disagree that the Council and the police are dealing with anti-social behaviour and crime issues that matter in your local area?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500). This question was not asked in the 2017 or 2018 Residents Surveys, or in the June 2019 LGA Polling Survey

# Those aged 16-34 and those living in more deprived areas were more likely to agree the Council and police are dealing with anti-social behaviour and crime issues



Question: To what extent do you agree or disagree that the Council and the police are dealing with anti-social behaviour and crime issues that matter in your local area?

Base: All respondents (Cornwall Residents' Survey Summer 2019: 500).

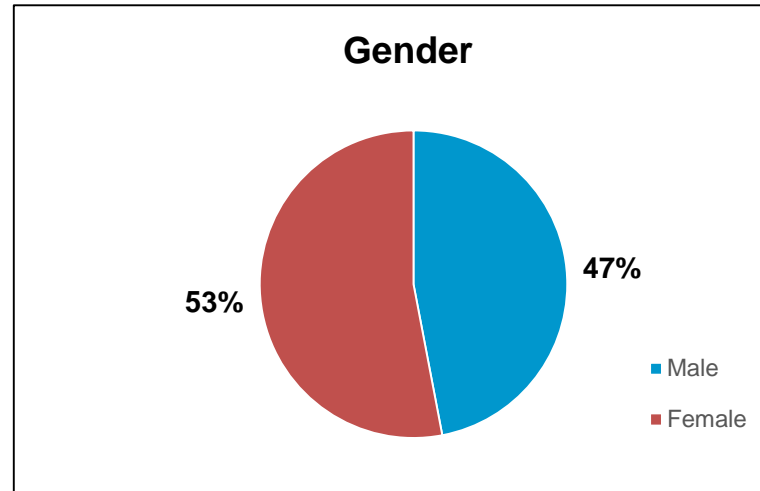
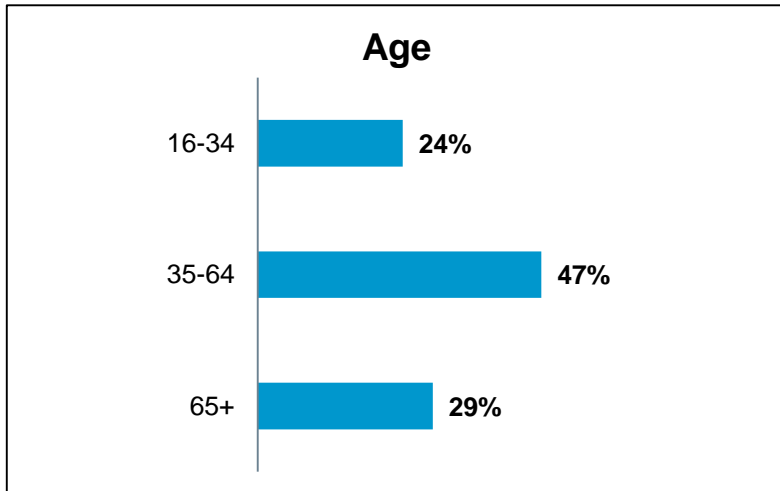
\*Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.



# 8: Supporting information

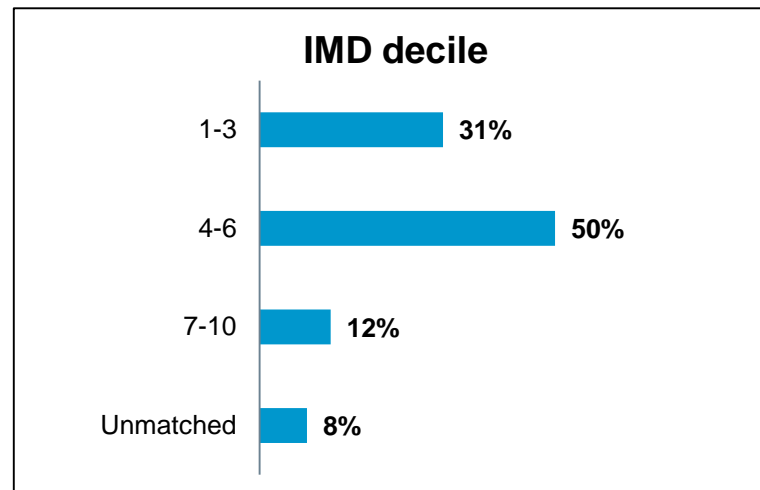
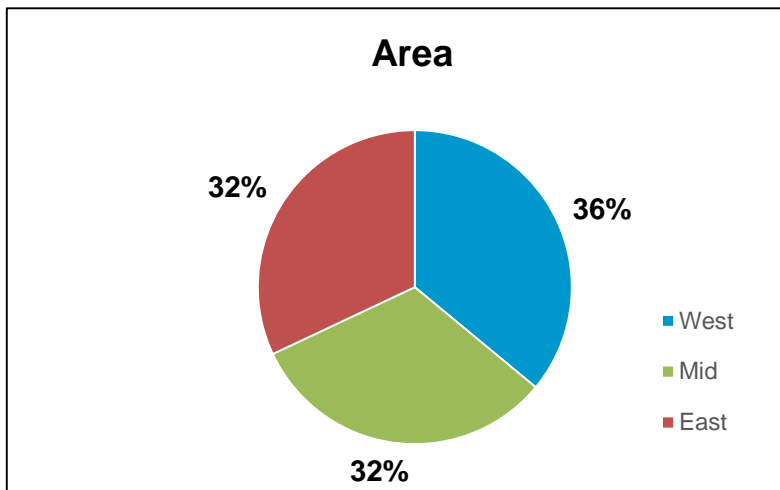


# Respondent profile



### Ethnicity

56% White British  
 41% White Cornish  
 2% White Other  
 0% Black or Black British  
 0% Asian or Asian British  
 1% Declined to answer



# 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 +/- 4.3%.

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 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'.*



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