

# Residents' Survey Report

## January 2020

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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 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.



# 1: Methodology



# Using a representative sample of Cornwall's residents

500 Cornwall residents aged 18+ were interviewed between 30 October and 4 December 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 October 2019 by Populus with a sample of 1,007 adults.

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

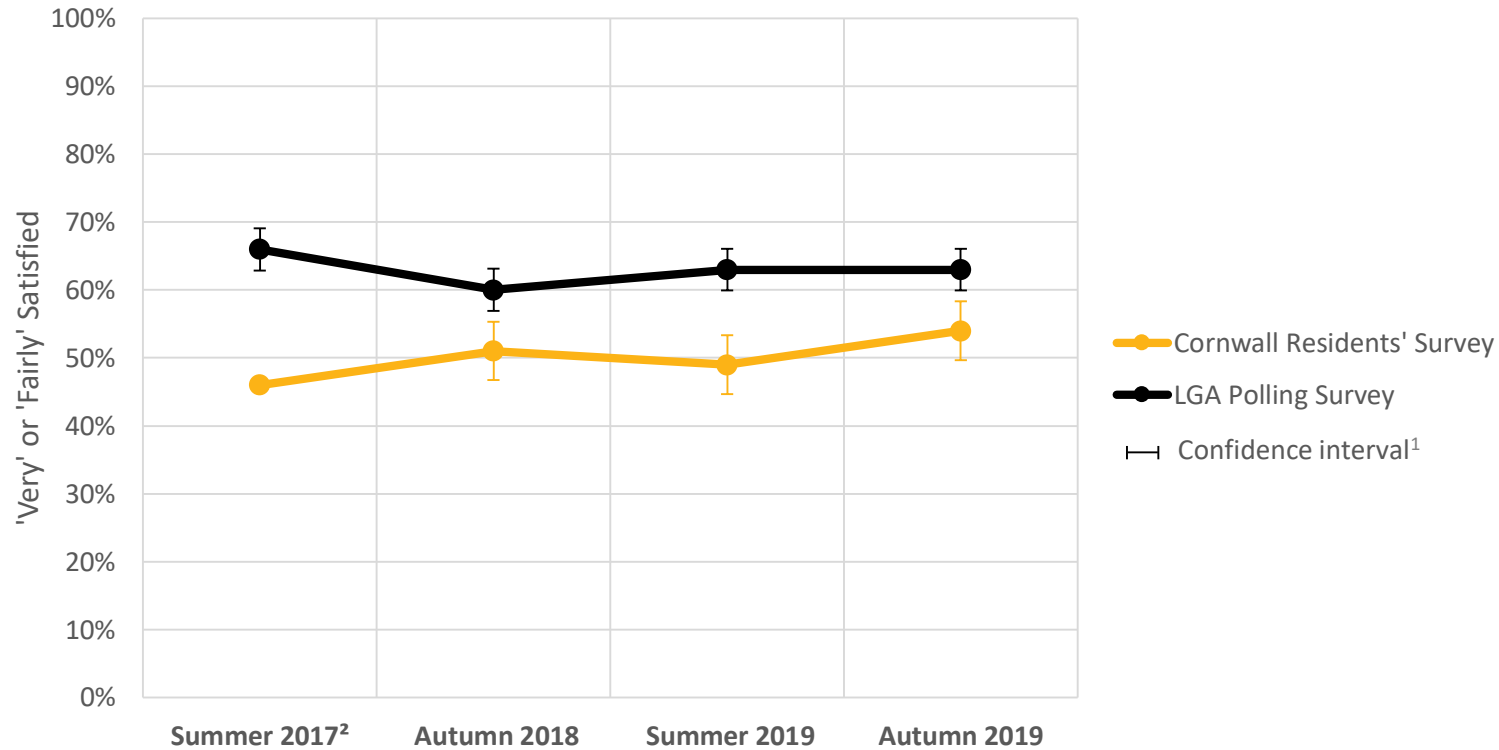
This is the third Residents Survey in this cycle, with the previous wave undertaken in Summer 2019. All of the surveys have a **confidence interval of +/- 4.3%**, which means that, if it were practical to ask every member of Cornwall's population to take part, the true answer would be within 4.3% of 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

# Satisfaction with the way Cornwall Council runs things continues to increase, while still below the national figure (up 5 percentage points since the last survey, 8 points since 2017)



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	46%	51%	49%	54%
Neither	28%	28%	27%	23%
Dissatisfied	24%	20%	22%	20%
Don't know	2%	1%	2%	2%

LGA Polling Survey Base				
Satisfied	66%	60%	63%	63%

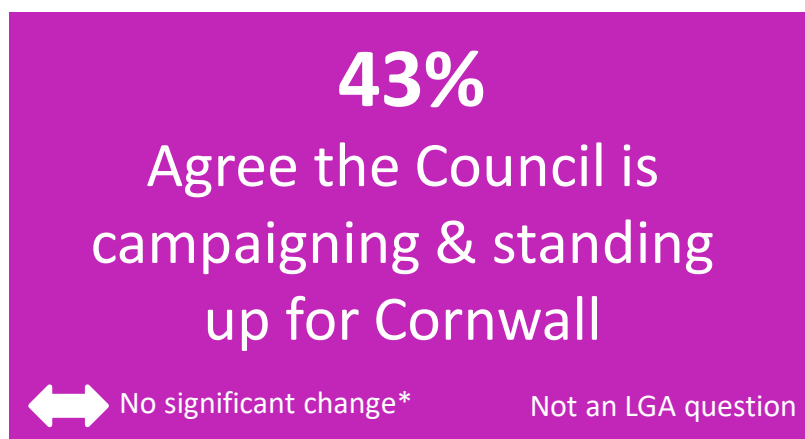
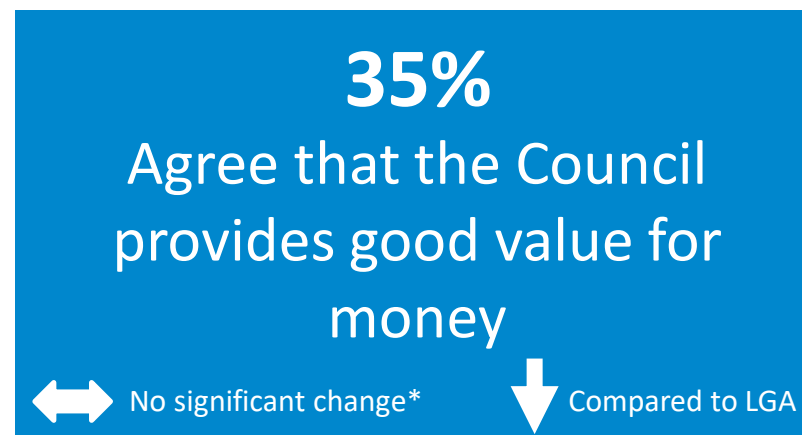
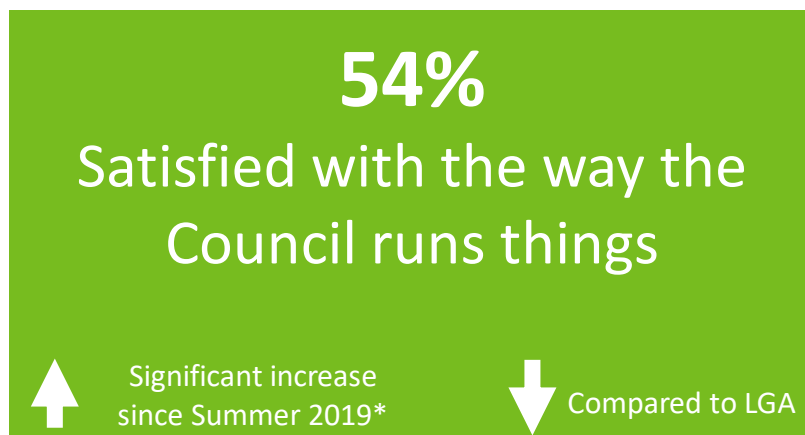
Question: Overall, how satisfied or dissatisfied are you with the way the Council runs things?

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)



# There has been no significant change in the Council's other business plan measures



Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2019: various; Cornwall Residents' Survey Summer 2018: various; LGA Polling Survey October 2019: 1,007).

\*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.

# Other key drivers of overall resident satisfaction improved significantly, with 20+ percentage point increases since 2017 in residents agreeing that Cornwall Council is making the area cleaner; greener; and a better place to live



Questions: **Various**

Base: All respondents (Cornwall Residents' Survey Autumn 2019: 500; Cornwall Residents' Survey Summer 2019: 500; LGA Polling Survey October 2019: 1,007).

<sup>1</sup>When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# Significant increases in the % of residents who answered 'don't know' resulted in reduced satisfaction with the following Cornwall Council services

**17% with Planning services**  
↓ Significant decrease since Summer 2019\* Not an LGA question

**15% with Housing services**  
↓ Significant decrease since Summer 2019\* Not an LGA question

**22% with services & support for older people**  
↓ Significant decrease since Summer 2019\* ↓ Compared to LGA

**16% with services & support for vulnerable adults**  
↓ Significant decrease since Summer 2019\* Not an LGA question

**15% with services & support for children and young people**  
↓ Significant decrease since Summer 2019\* ↓ Compared to LGA

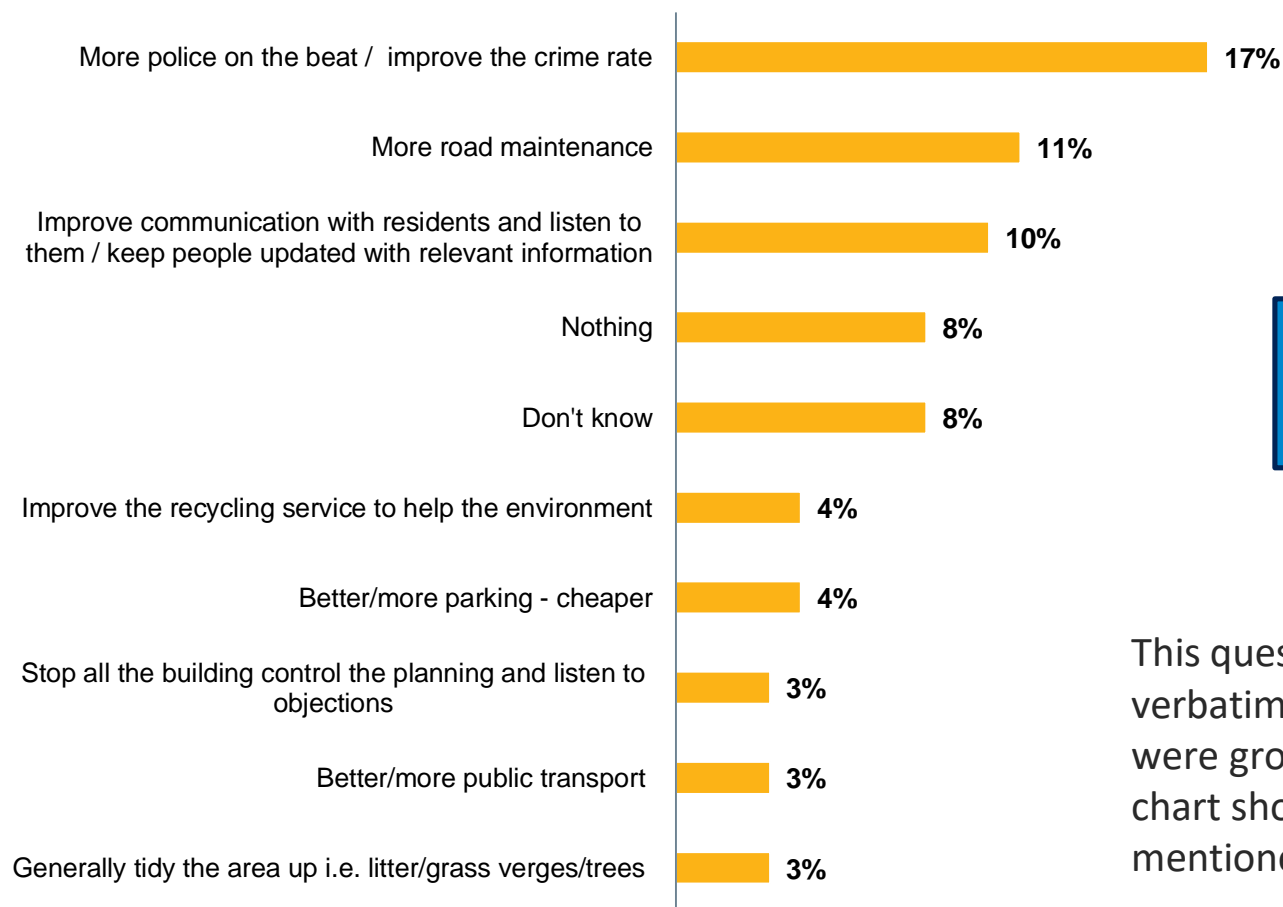
**56% with Fire, rescue and community safety services**  
↓ Significant decrease since Summer 2019\* Not an LGA question

Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2019: 500; Cornwall Residents' Survey Summer 2018: 500; LGA Polling Survey October 2019: 1,007).

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

# When asked what one thing Cornwall Council should improve, more police on the beat to reduce crime was mentioned most, by 17% of respondents



*More police in the area.*  
Female, 18-24

*Policing and keeping anti-social behaviour at a low.* Female, 55-64

This question was asked as a verbatim response. Comments were grouped and themed and the chart shows the top 10 most mentioned themes.

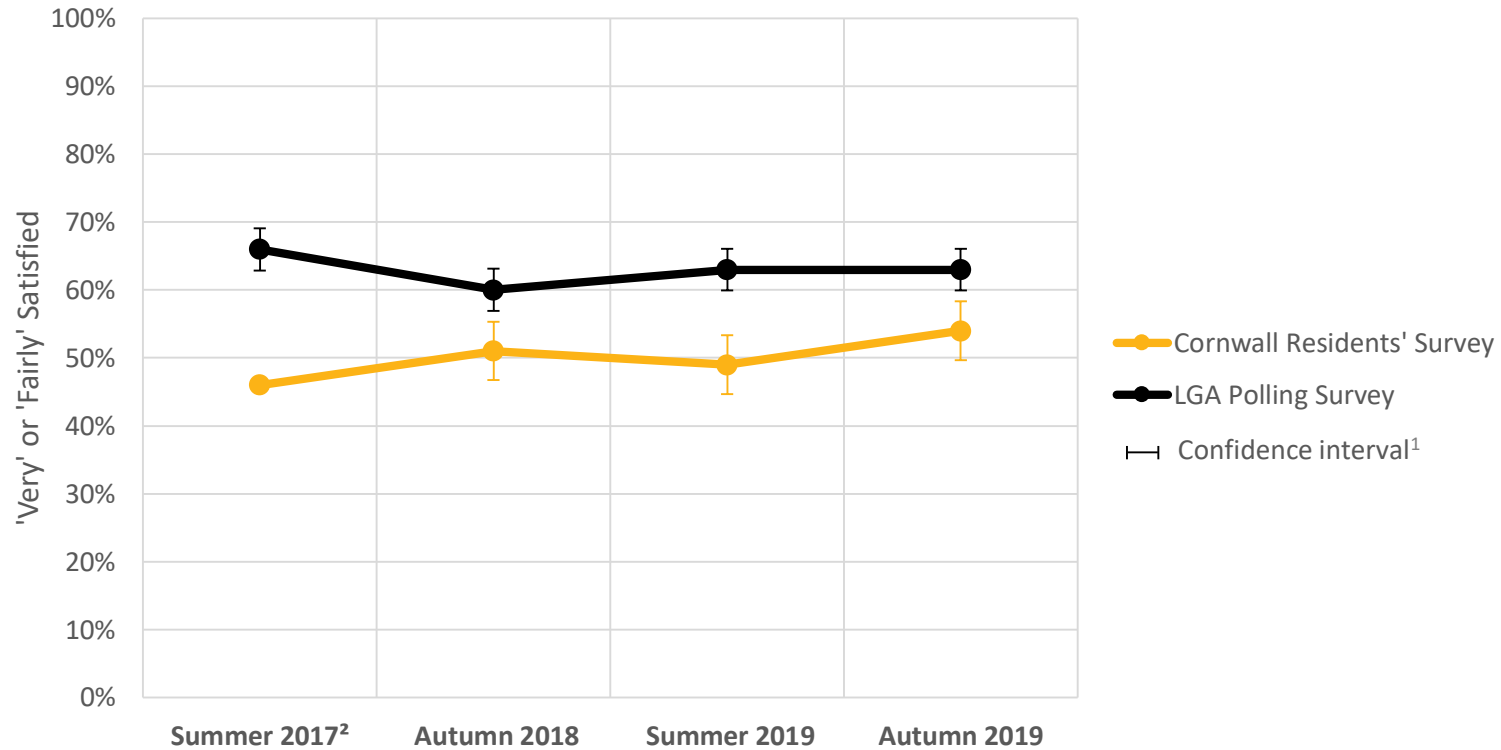
Question: **What one thing do you think the Council should improve?**

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



# 3: Business Plan measures

# Satisfaction with the way Cornwall Council runs things continues to increase, while still below the national figure (up 5 percentage points since the last survey, 8 points since 2017)



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	46%	51%	49%	54%
Neither	28%	28%	27%	23%
Dissatisfied	24%	20%	22%	20%
Don't know	2%	1%	2%	2%

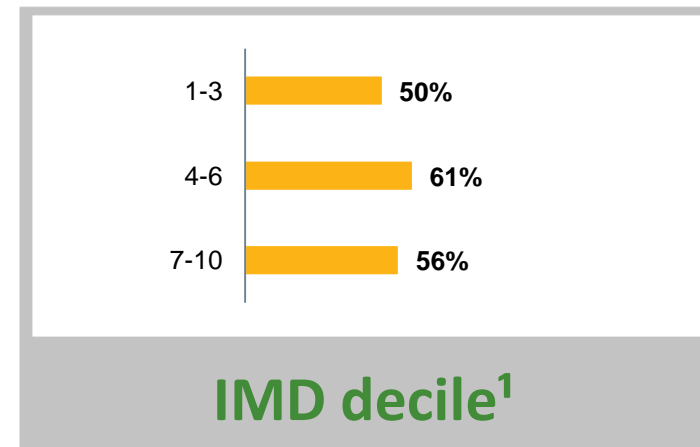
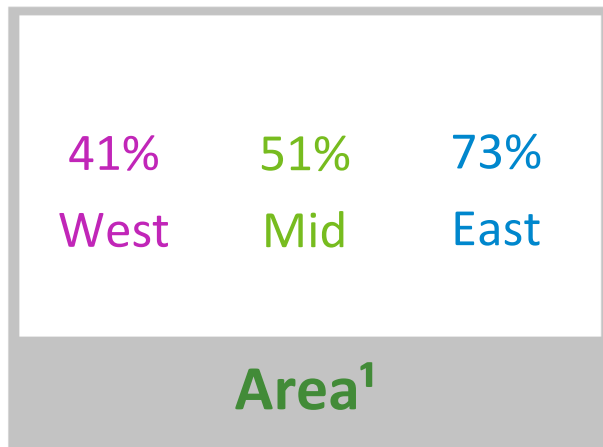
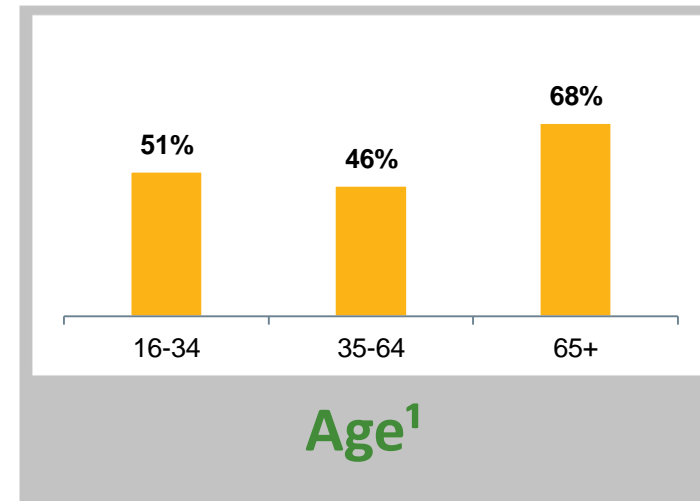
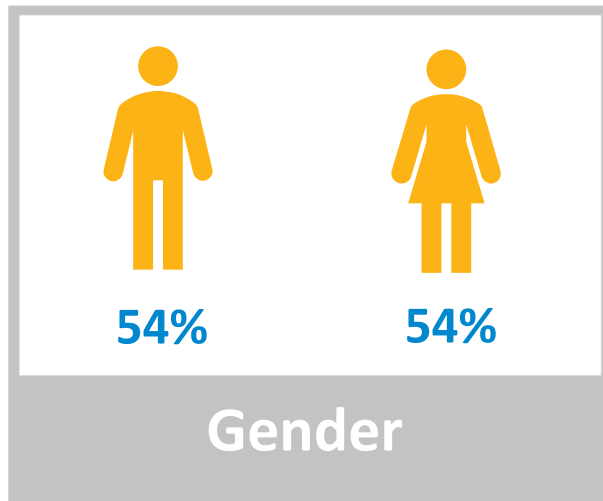
LGA Polling Survey Base				
Satisfied	66%	60%	63%	63%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# Satisfaction with the way Cornwall Council runs things was higher amongst residents living in the east, those aged 65+ and those living in areas with neither high nor low deprivation

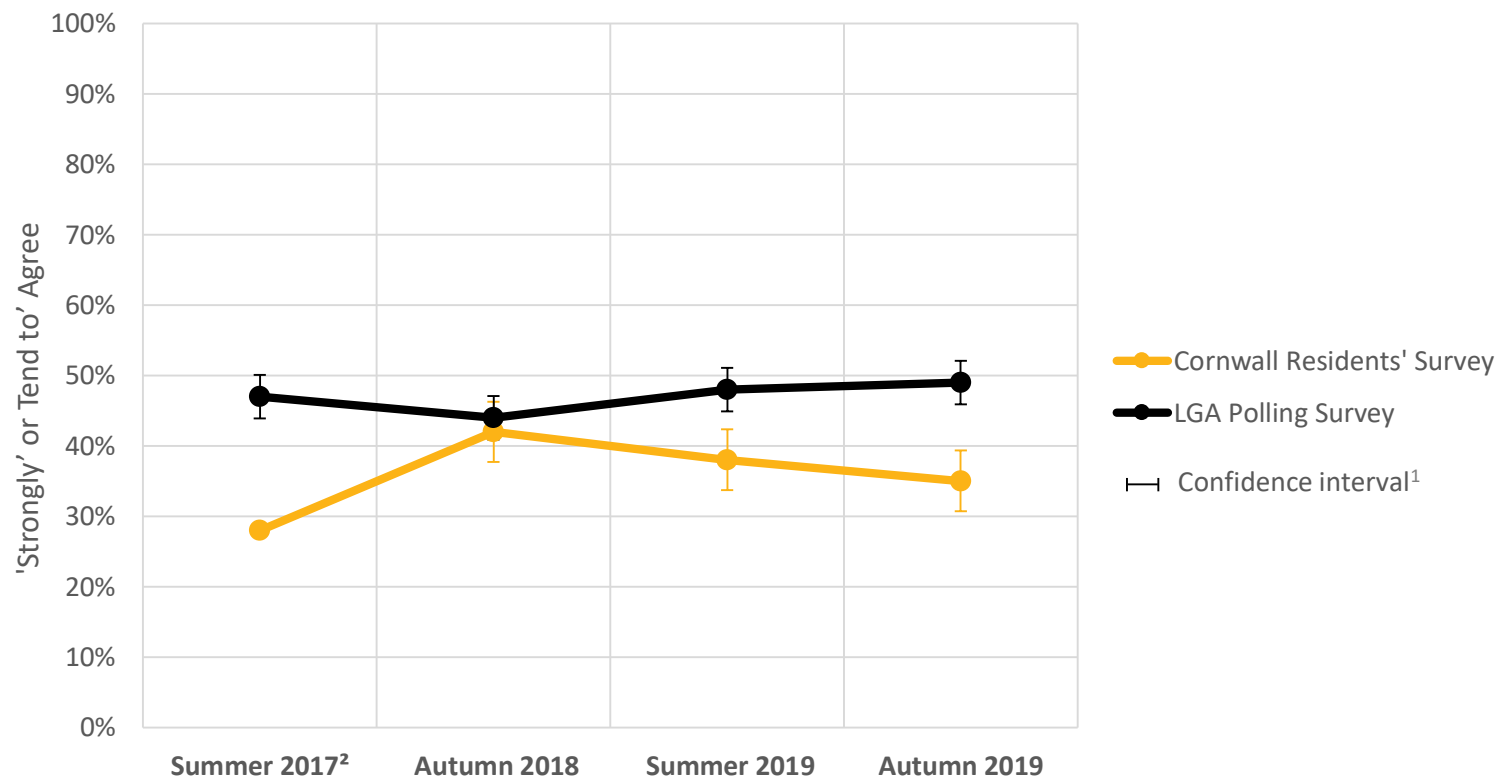


Question: Overall, how satisfied or dissatisfied are you with the way the Council runs things?

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# While there is no significant change in satisfaction levels, the % of residents saying they 'don't know' if Cornwall Council provides value for money increased



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Agree	28%	42%	38%	35%
Neither	32%	32%	30%	28%
Disagree	34%	25%	27%	28%
Don't know	5%	2%	5%	9%

LGA Polling Survey				
Agree	47%	44%	48%	49%

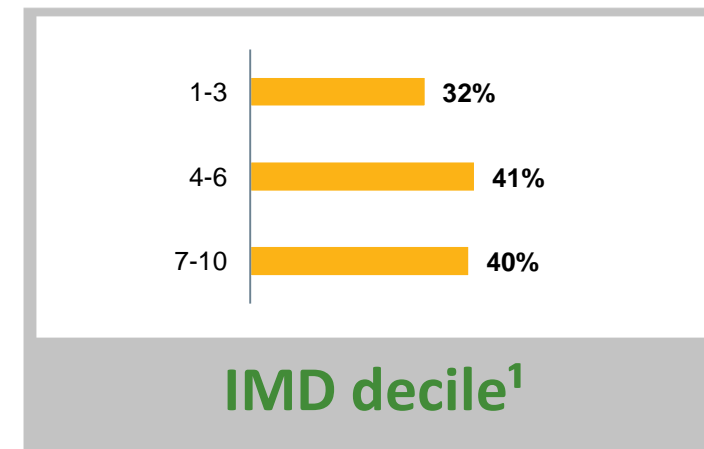
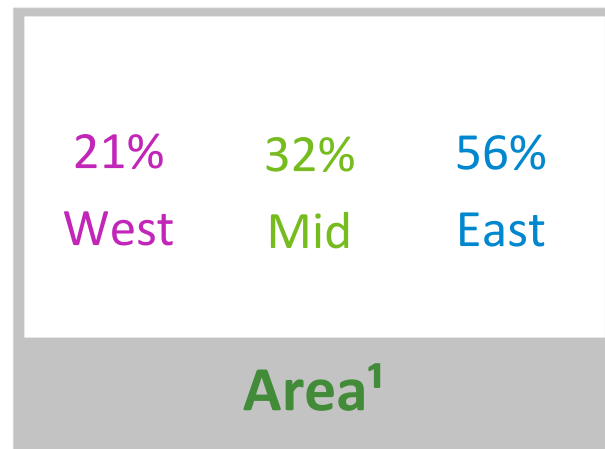
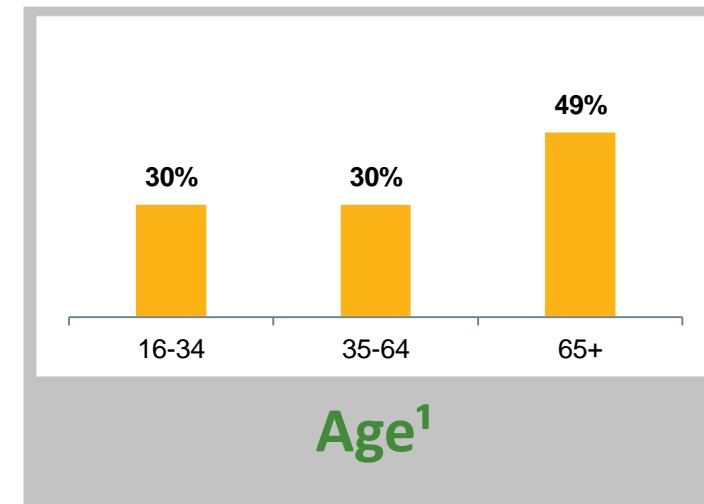
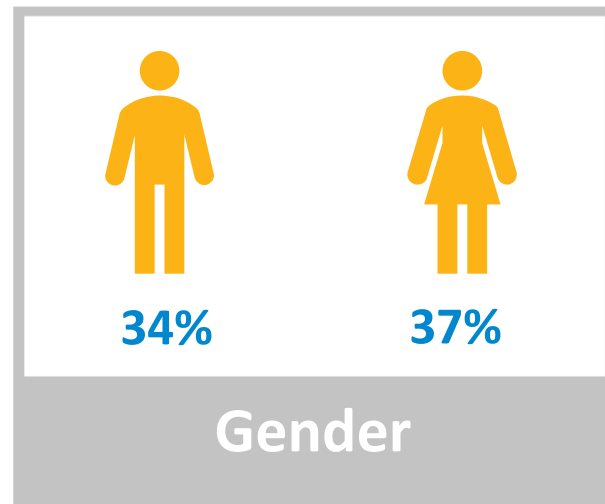
Question: **To what extent do you agree or disagree that the Council provides value for money?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)



# Residents more likely to agree the Council provides value for money were older, living in east Cornwall and living in areas of lower deprivation

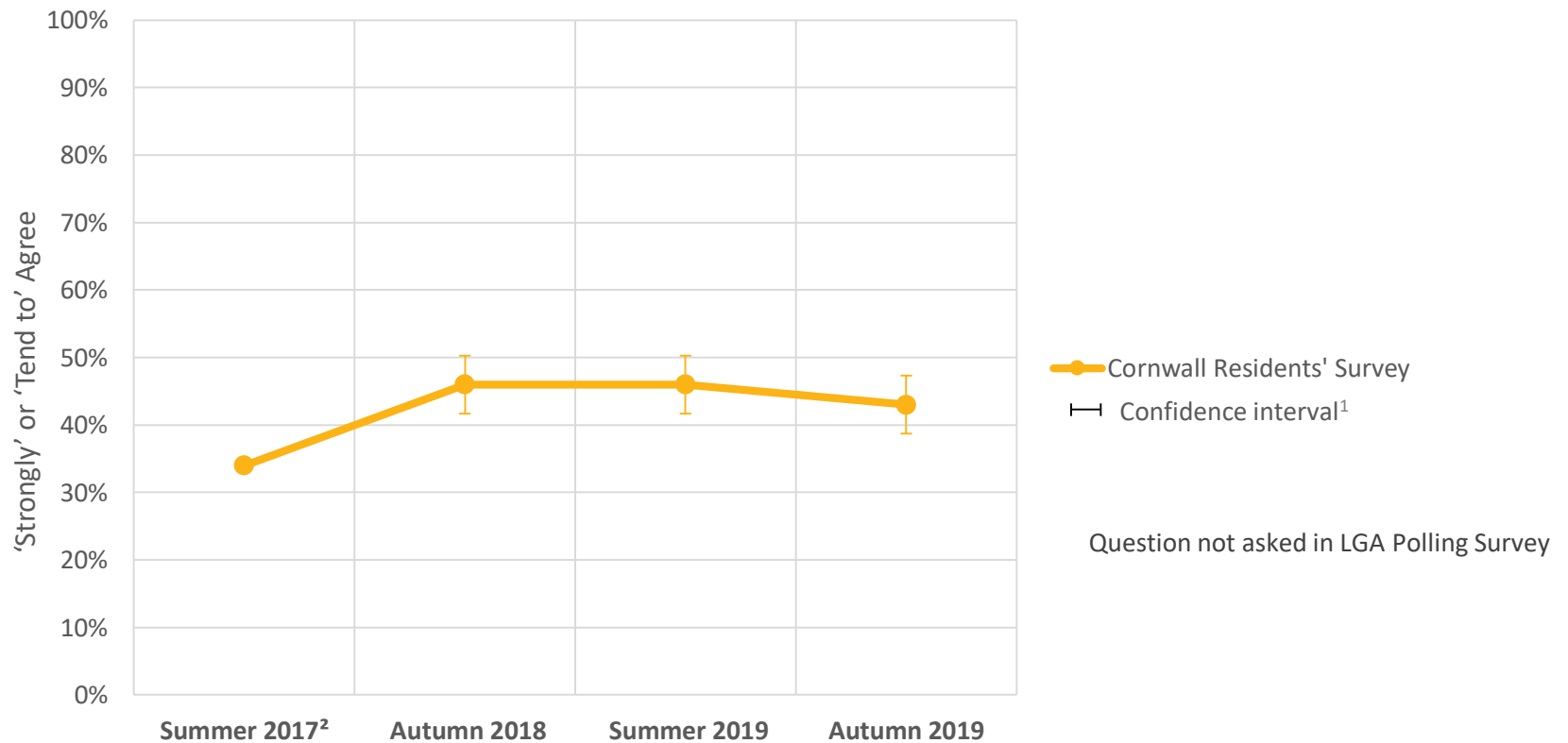


Question: To what extent do you agree or disagree that the Council provides value for money?

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# Increases in people agreeing the Council is standing up for Cornwall were sustained with no significant changes, despite the increase in those answering 'don't know'



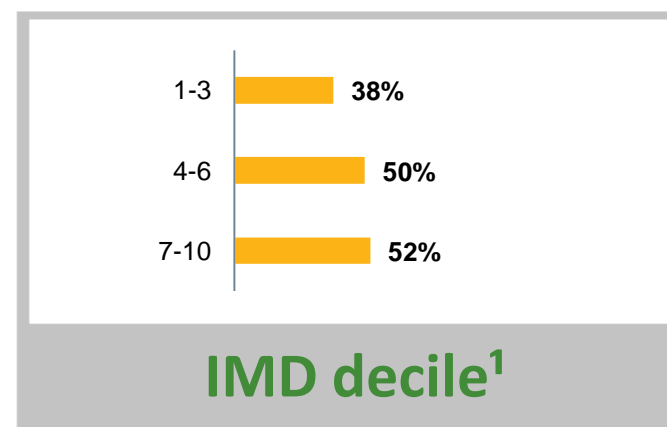
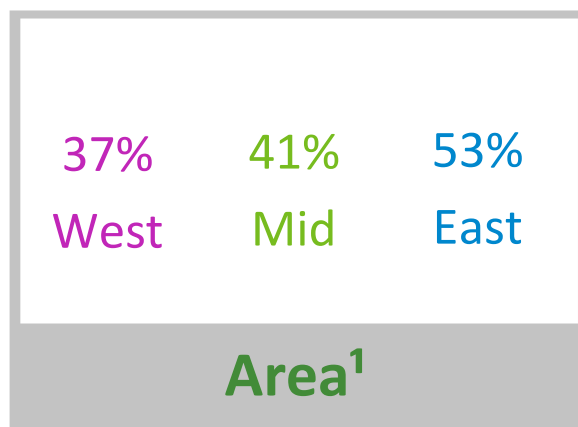
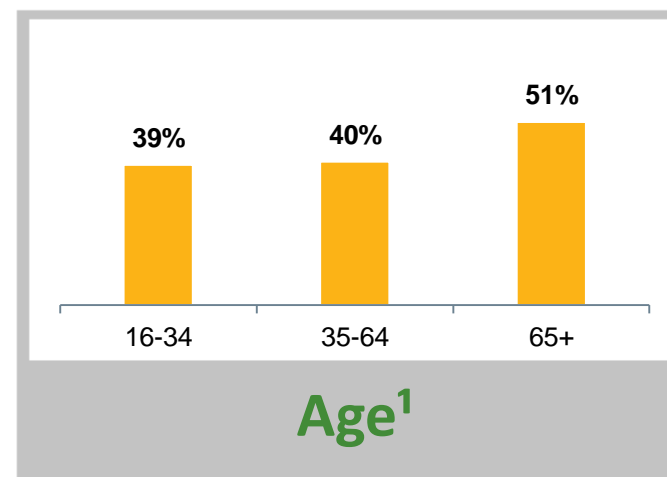
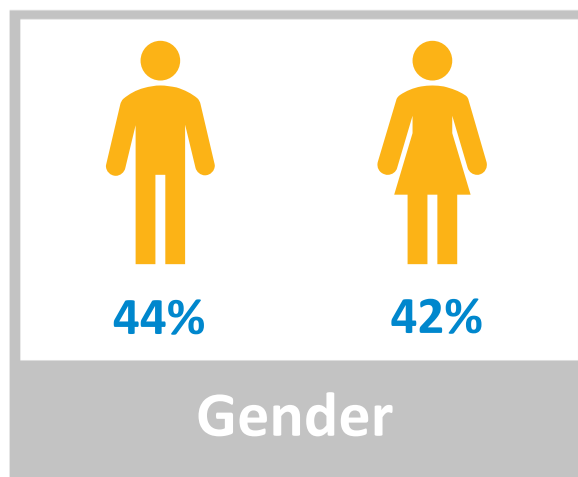
Agree	34%	46%	46%	43%
Neither	31%	26%	24%	21%
Disagree	20%	21%	19%	20%
Don't know	14%	7%	11%	16%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# Residents in less deprived areas, those in east Cornwall and older residents were more likely to agree the Council is campaigning and standing up for Cornwall

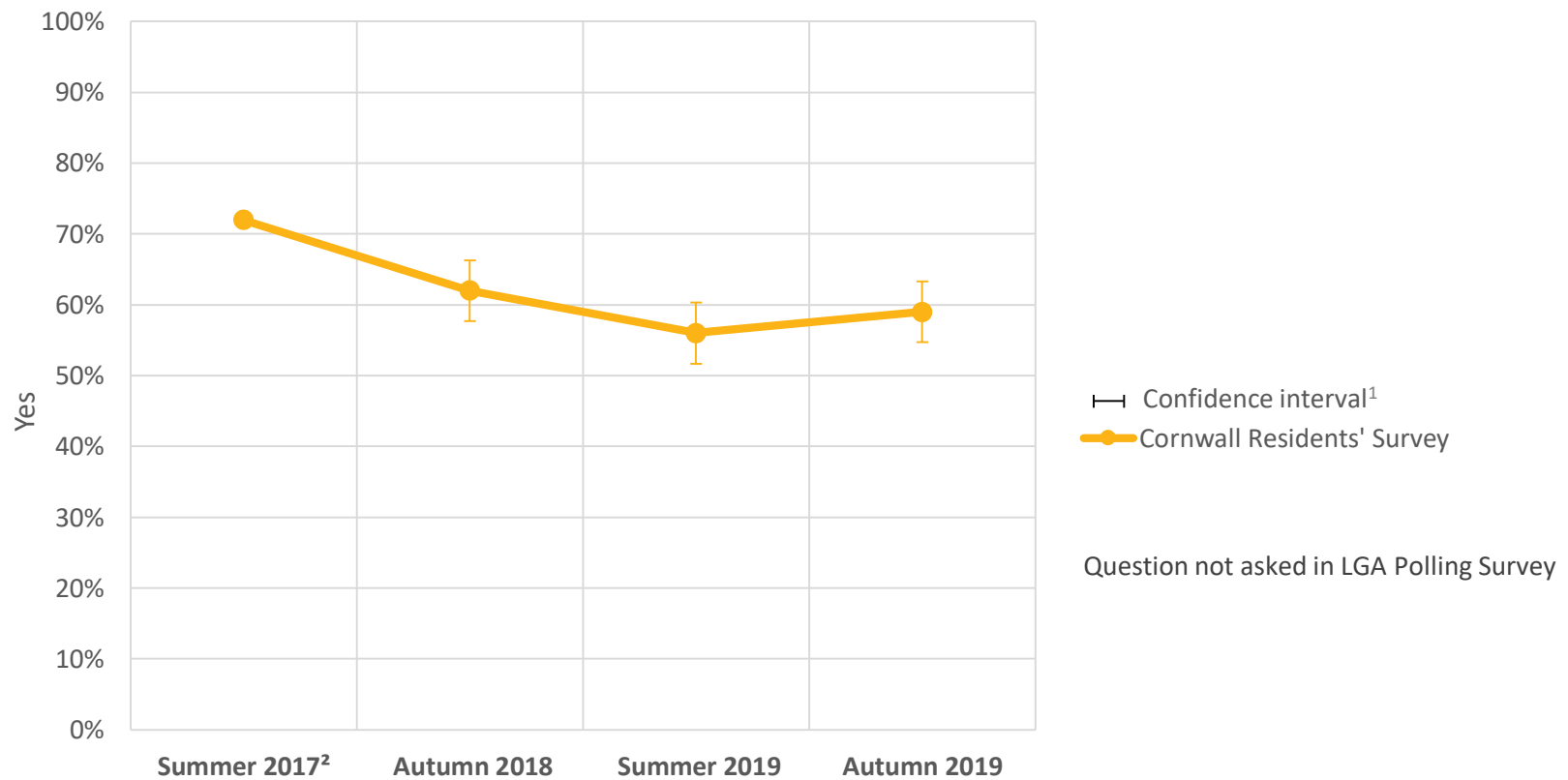


Question: To what extent do you agree or disagree that the Council is campaigning and standing up for Cornwall?

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The trend of decreases in people agreeing that in their most recent contact, Cornwall Council got everything right first time, has been halted in this round of polling



Yes	72%	62%	56%	58%
No	28%	38%	44%	42%

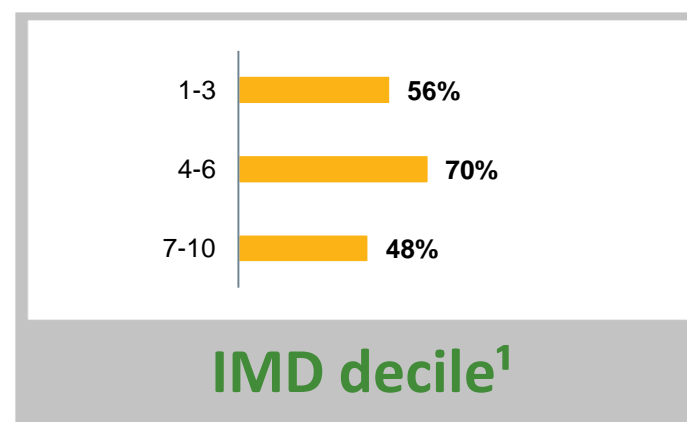
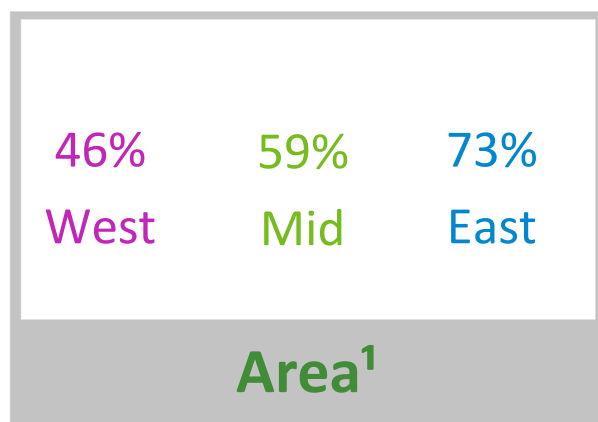
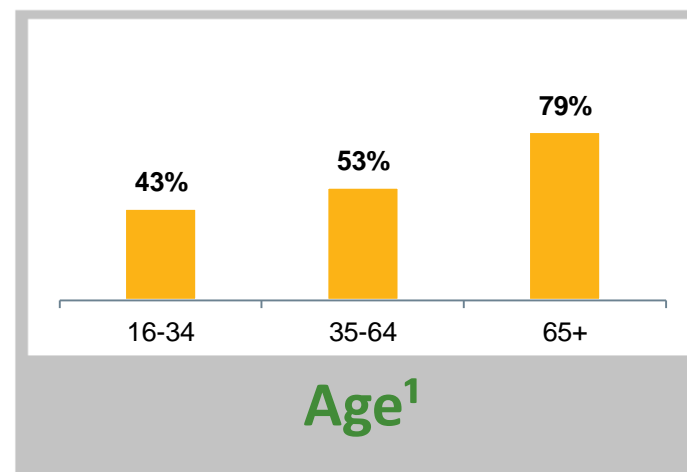
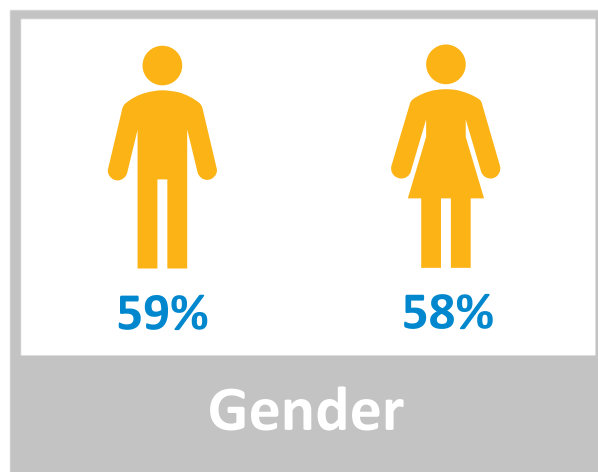
Question: **Thinking about your most recent contact with the Council, was everything right first time?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

<sup>3</sup>Base only includes those who had had recent contact with the Council

# Older residents, those from east Cornwall and those living in the more 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 Autumn 2019: 260).

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.



# 4: Other key drivers of overall resident satisfaction

**Other key drivers of overall resident satisfaction have improved significantly. Residents agreeing Cornwall Council is making the area cleaner; greener; and a better place to live are all up 20+ percentage points since 2017.**

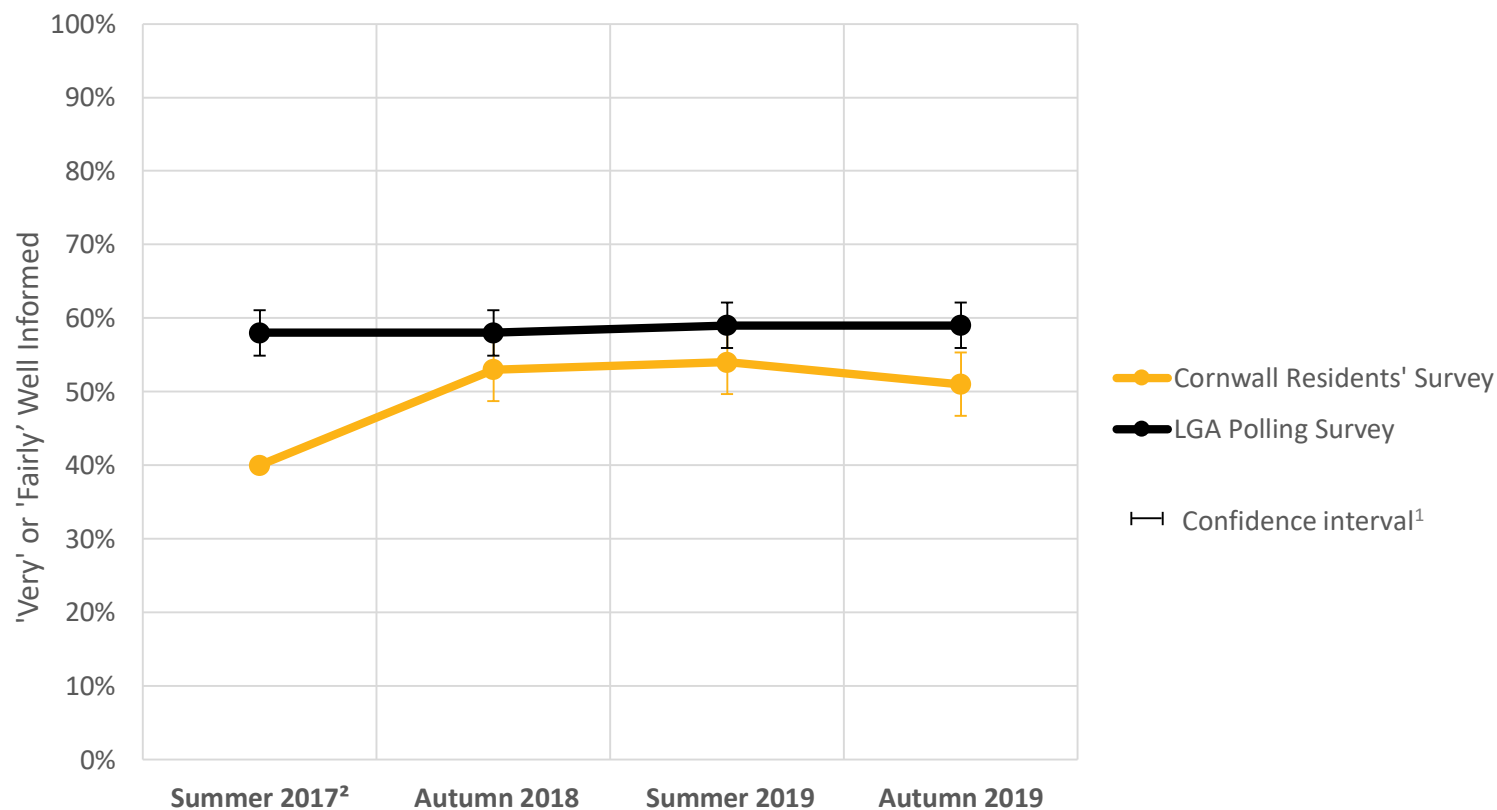


Questions: **Various**

Base: All respondents (Cornwall Residents' Survey Autumn 2019: 500; Cornwall Residents' Survey Summer 2019: 500; LGA Polling Survey October 2019: 1,007).

<sup>1</sup>When comparing with previous surveys, only changes equal to or greater than 4.3% are statistically valid - see slide 6 for details.

# The significant increases in the % of residents who agree Cornwall Council keeps them well-informed has been sustained with no significant change



Well informed	40%	53%	54%	51%
Not well informed	53%	45%	43%	44%
Don't know	6%	2%	3%	5%

LGA Polling Survey				
Satisfied	58%	58%	59%	59%

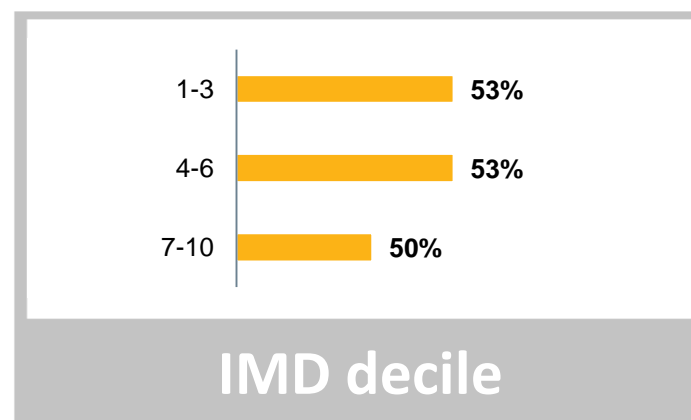
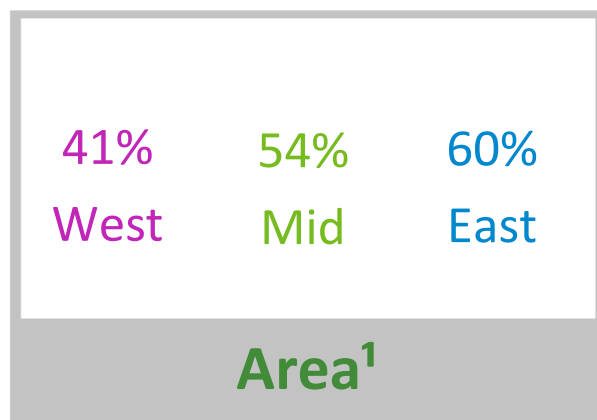
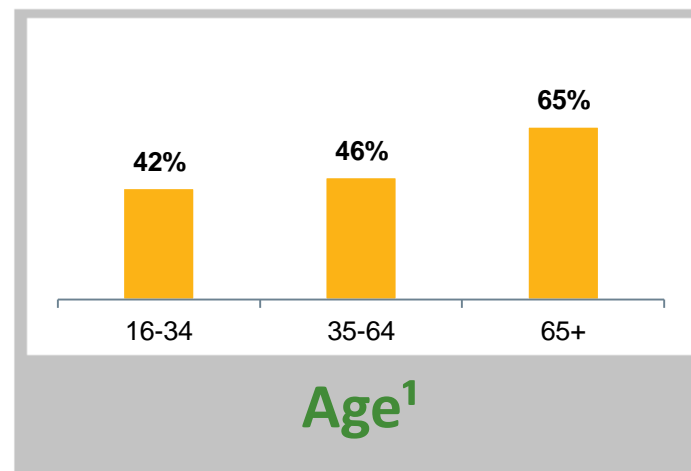
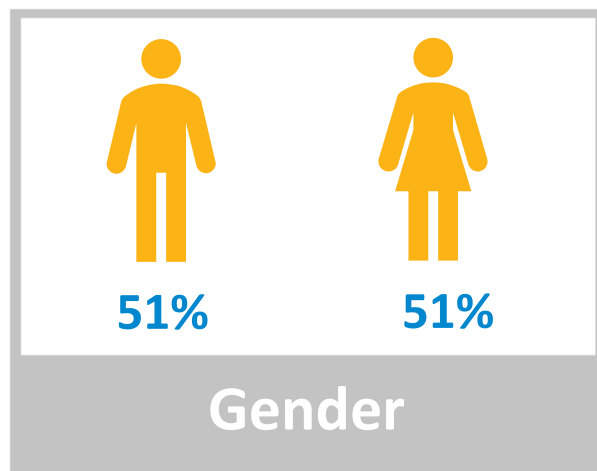
Question: Overall, how well informed do you think the Council keeps residents about the services and benefits it provides?

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)



# Residents living in east Cornwall and those who were older were more likely to feel they were kept well informed

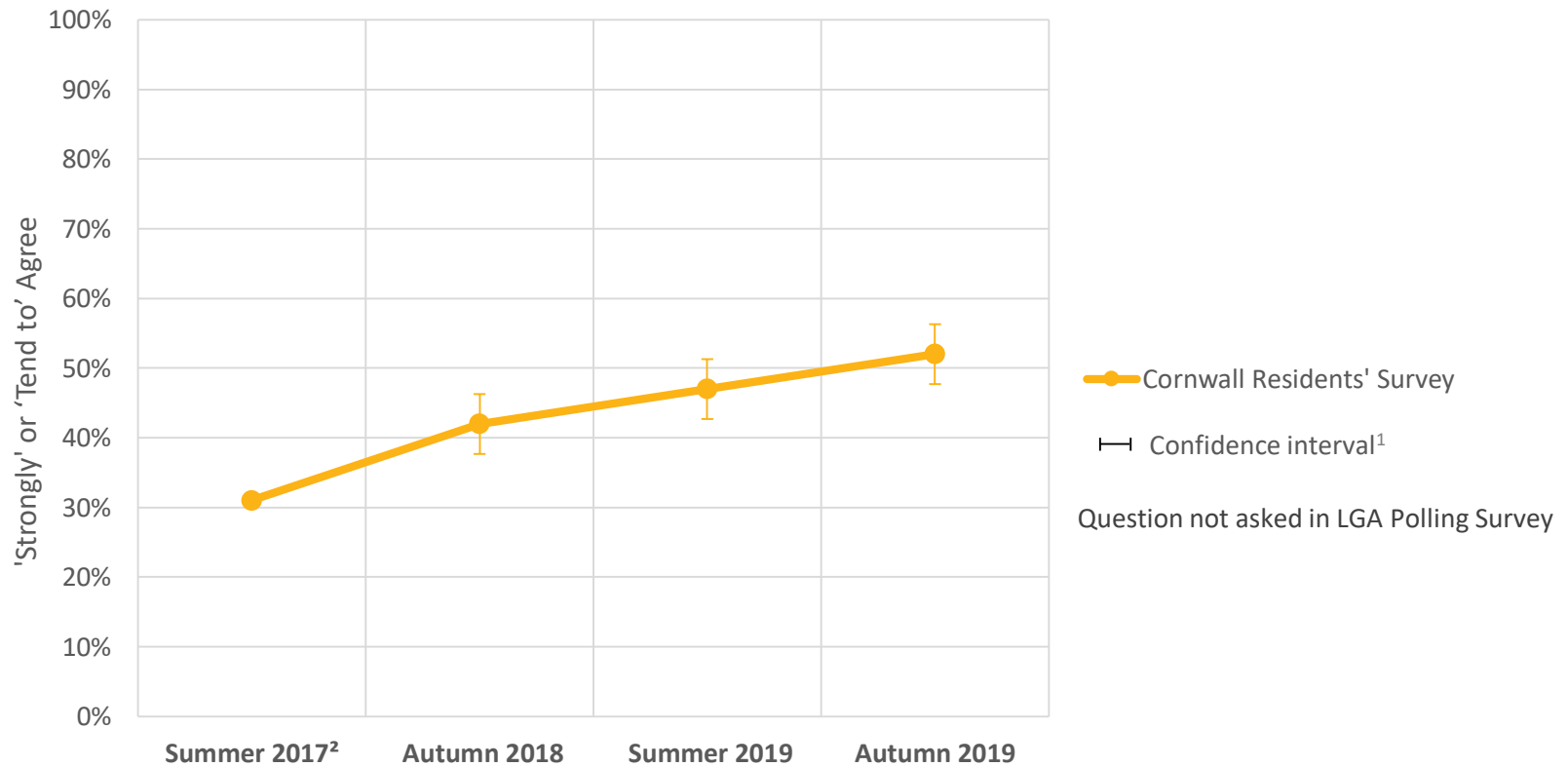


Question: Overall, how well informed do you think the Council keeps residents about the services and benefits it provides?

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The percentage of people agreeing that Cornwall Council is making the area a better place to live continues to increase (up 5 points since the last survey, and 21 points since 2017)



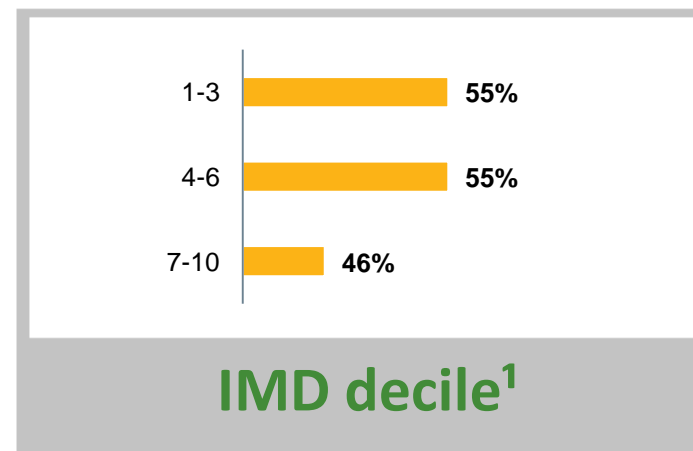
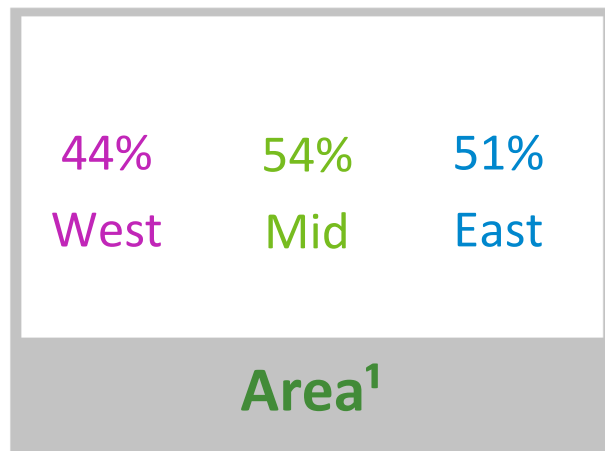
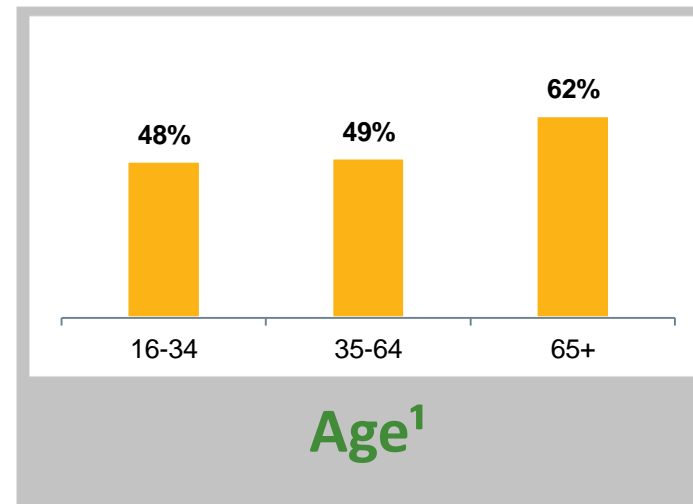
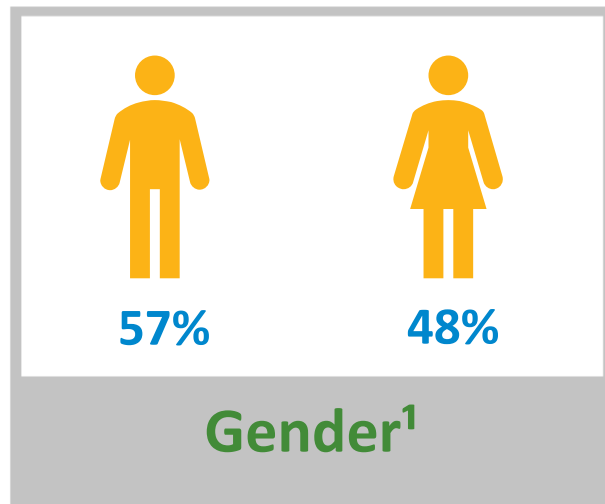
	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Agree	31%	42%	47%	52%
Neither	34%	27%	28%	18%
Disagree	30%	30%	22%	26%
Don't know	6%	1%	2%	4%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

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



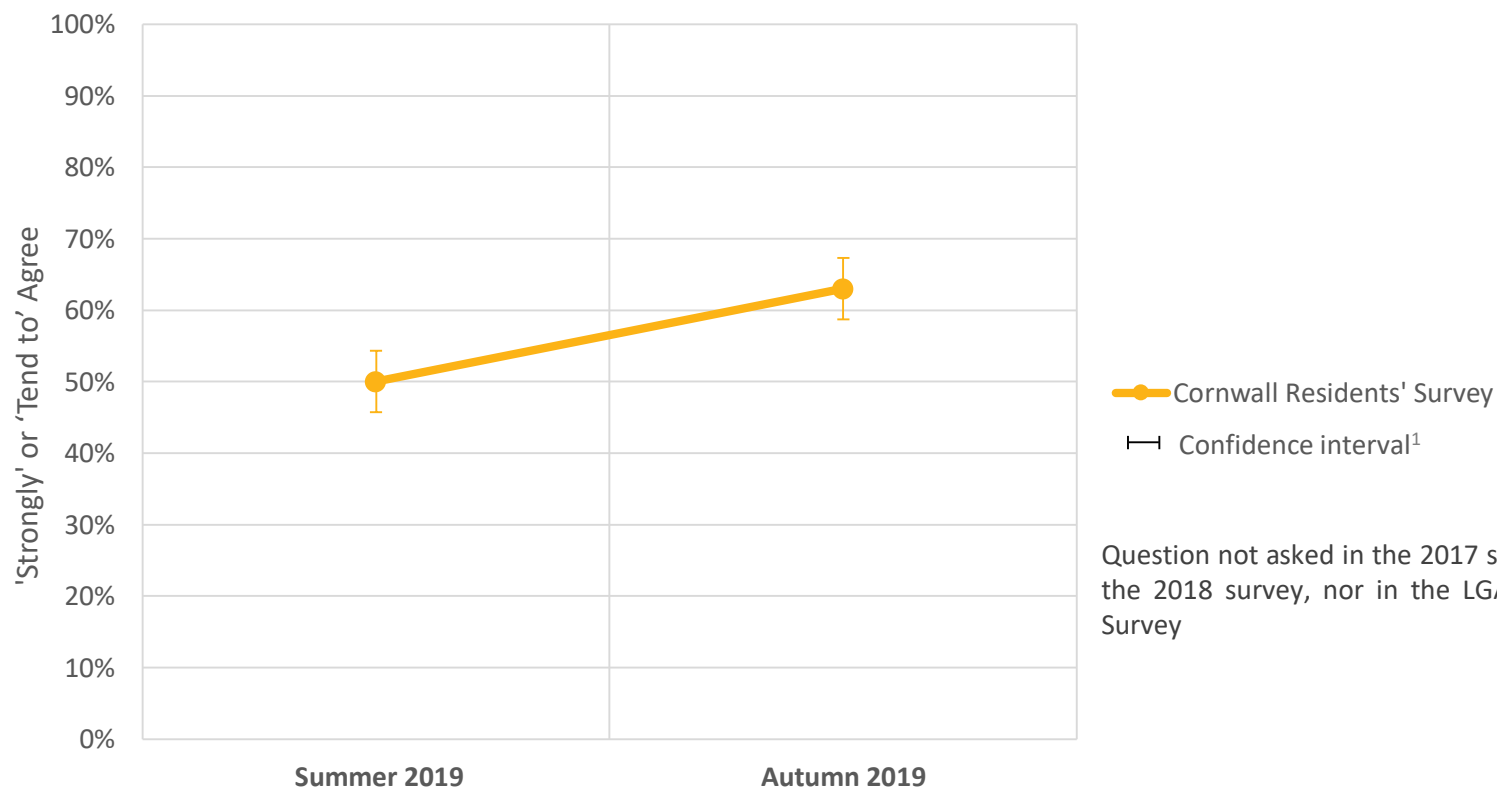
- Men
- Those aged 65+
- Those living in mid and east Cornwall
- Those living in more deprived areas

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 Autumn 2019: 500).

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The % of people agreeing that Cornwall Council is making the area cleaner increased significantly (up 13 percentage points since the last survey)



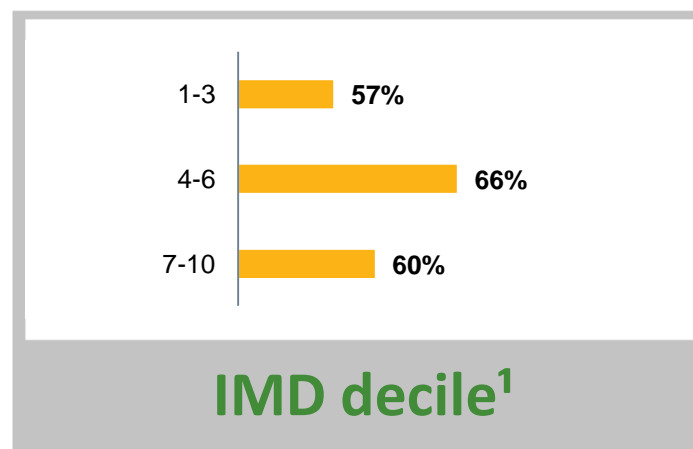
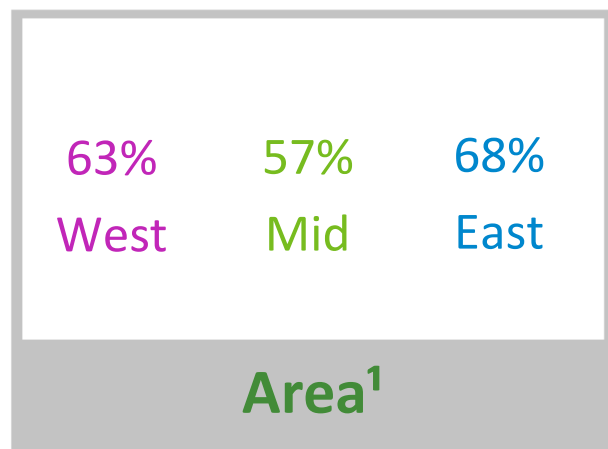
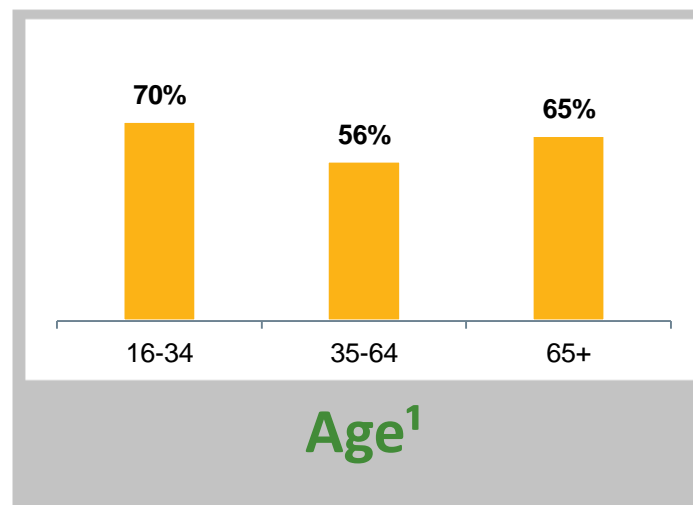
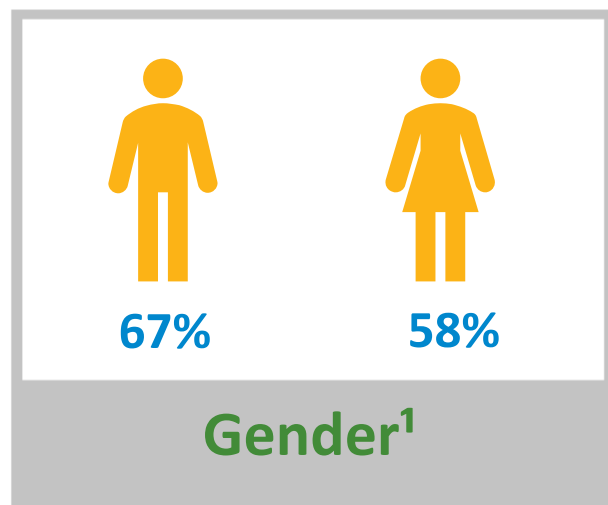
Question not asked in the 2017 survey, in the 2018 survey, nor in the LGA Polling Survey

	Summer 2019	Autumn 2019
Agree	50%	63%
Neither	28%	14%
Disagree	20%	19%
Don't know	2%	4%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

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



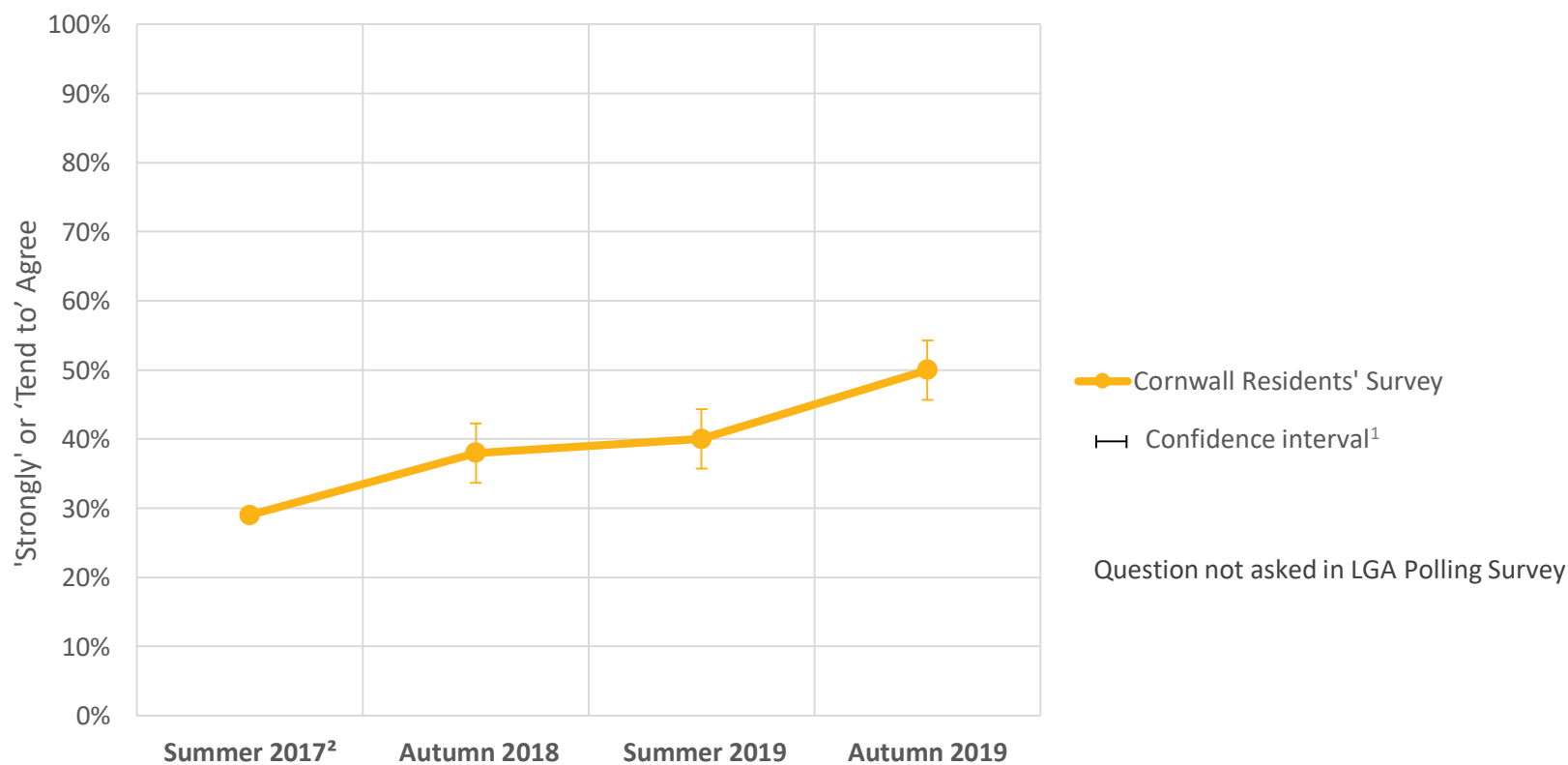
- Men
- Those aged 16-34 and 65+
- Those living in west & east Cornwall
- Those living in areas in the middle indices of multiple deprivation

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

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The percentage of people agreeing that Cornwall Council is making the area greener continues to increase (up 10 points since the last survey, and 21 points since 2017)



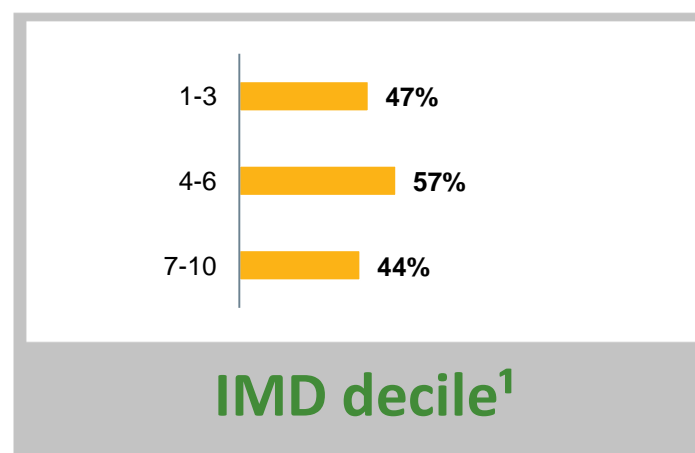
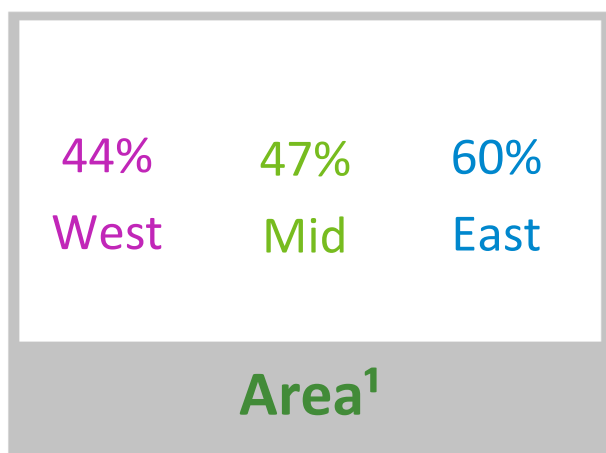
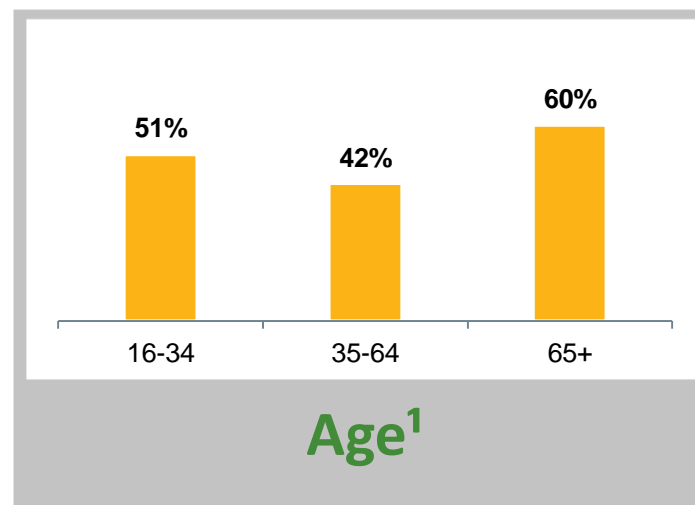
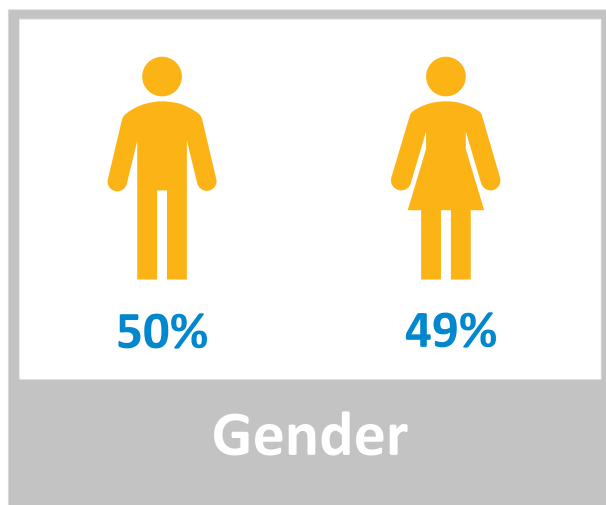
	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Agree	29%	38%	40%	50%
Neither	32%	24%	26%	13%
Disagree	30%	34%	28%	30%
Don't know	9%	3%	6%	7%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

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



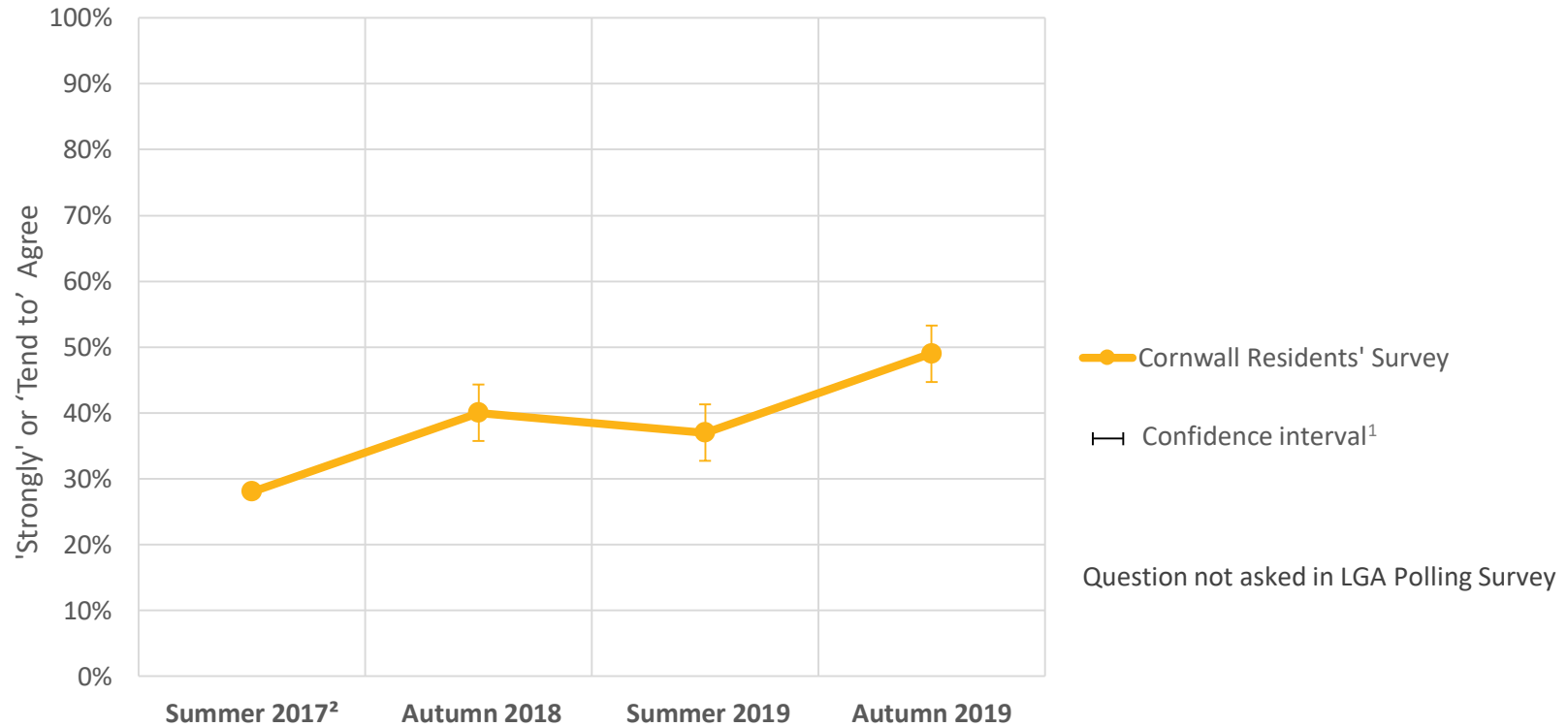
- Those aged 16-34 and 65+
- Those living in east Cornwall
- Those living in areas in the middle indices of multiple deprivation

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

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The percentage of people agreeing that Cornwall Council is making the area safer continues to increase (up 12 points since the last survey, 21 points since 2017)



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Agree	28%	40%	37%	49%
Neither	36%	26%	27%	15%
Disagree	26%	29%	28%	29%
Don't know	11%	5%	8%	8%

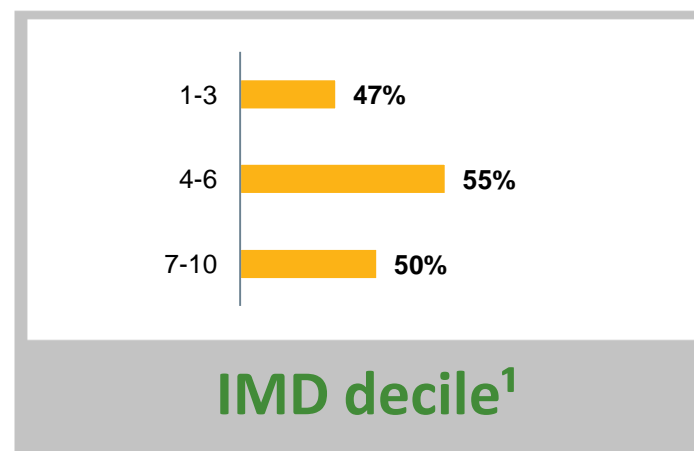
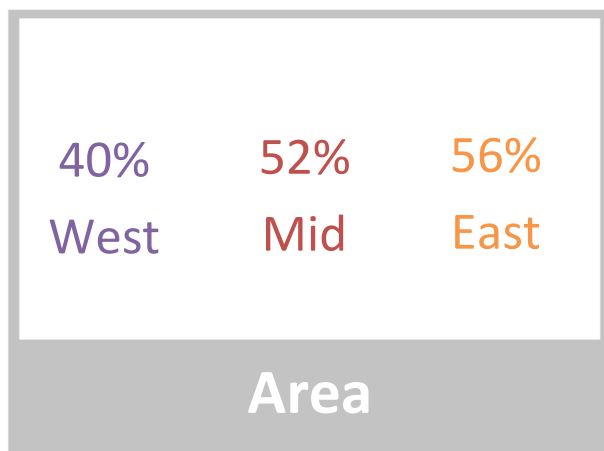
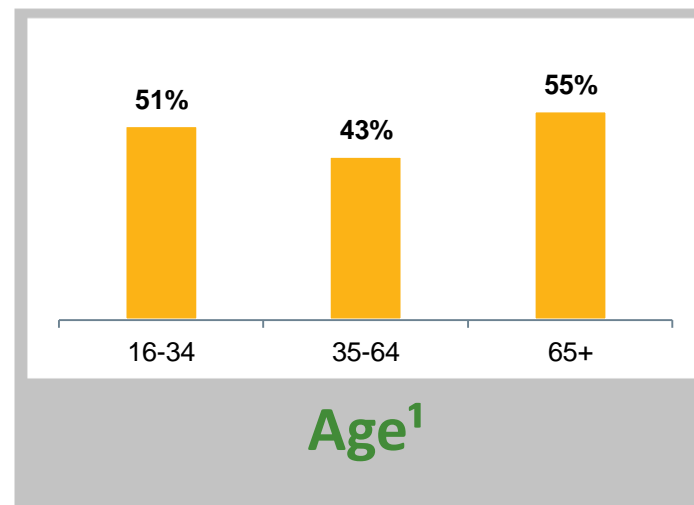
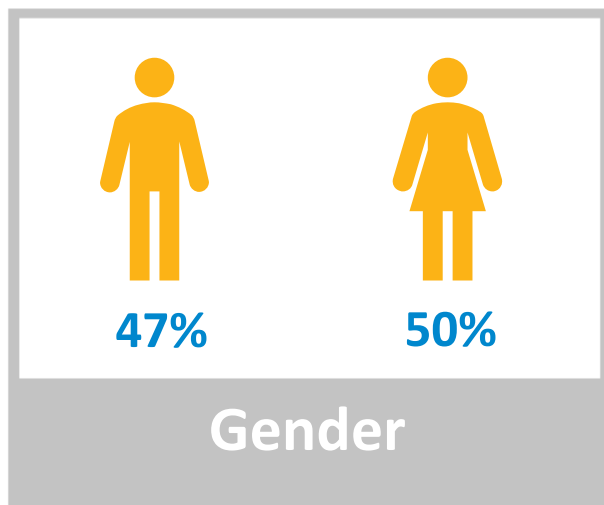
Question: **To what extent do you agree or disagree that the Council is making the area safer?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)



# Those aged 16-34 and 65+; from mid and east Cornwall; and from areas in the middle IMD deciles were more likely to agree the 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 Autumn 2019: 500).

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.



# 5: Perceptions of Council services

# The following Cornwall Council services recorded significant increases in resident satisfaction

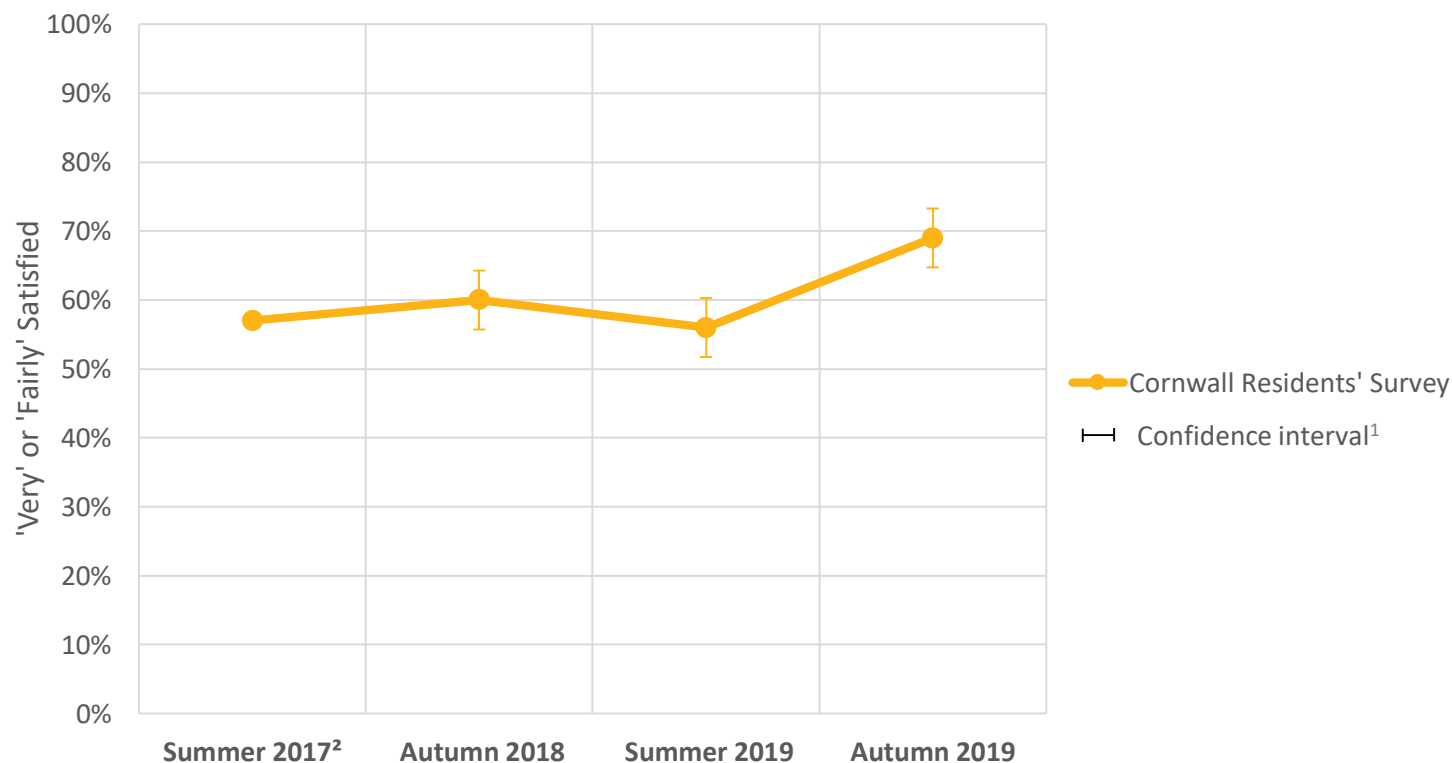


Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2019: 500; Cornwall Residents' Survey Summer 2018: 500; LGA Polling Survey October 2019: 1,007).

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

# Resident satisfaction has significantly increased with how the Council keeps public land clear of litter and refuse, up 13 points since the last survey



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	57%	60%	56%	69%
Neither	15%	18%	19%	12%
Dissatisfied	27%	22%	24%	19%
Don't know	1%	1%	0%	1%

## User experience

*Satisfaction with the cleanliness of pavements*

**58%** (NHT Avg. 53%)

*Satisfaction with the cleanliness of roads*

**61%** (NHT Avg. 56%)

National Highways Transport (NHT) Public Satisfaction Survey. 2019.

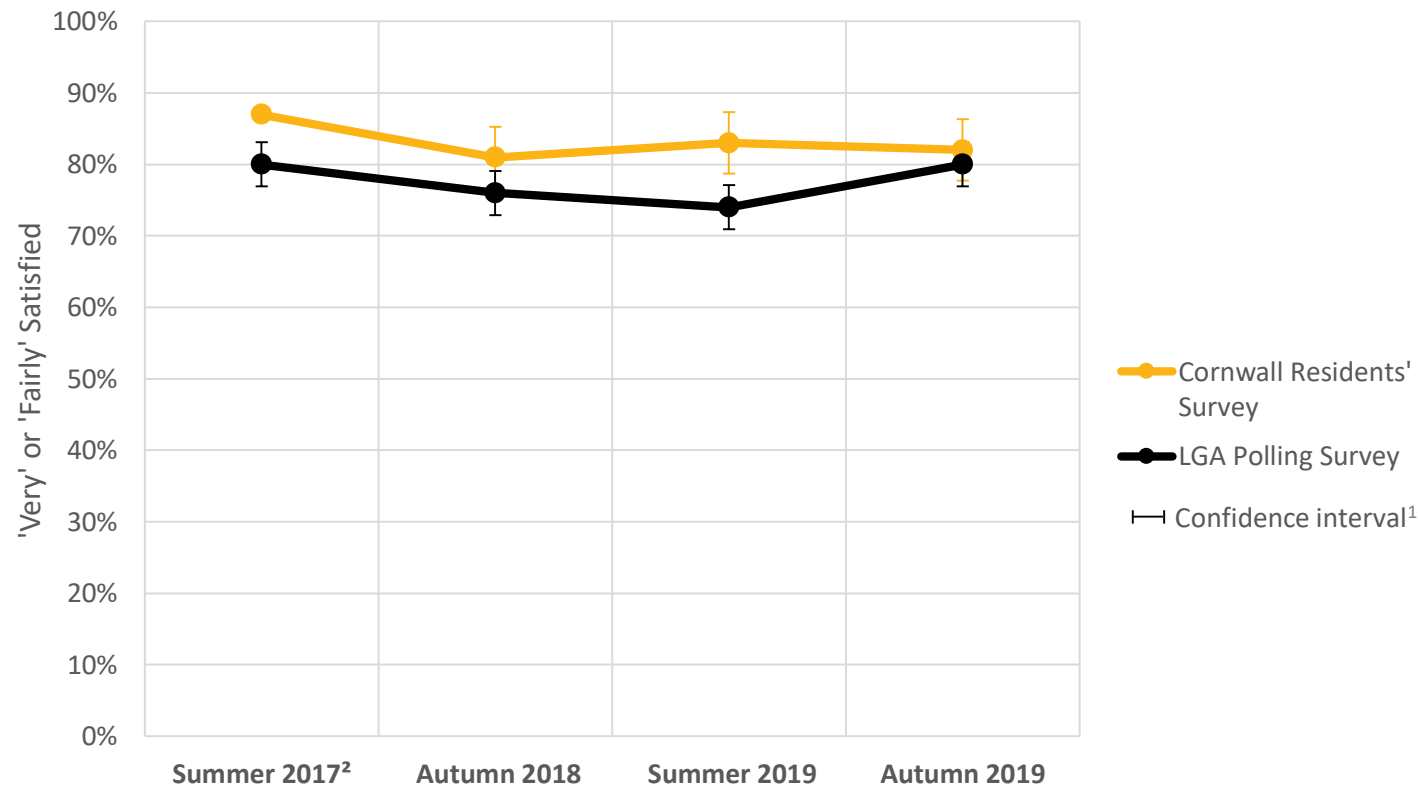
Question not asked in LGA Polling Survey

Question: **Overall, how satisfied or dissatisfied are you with keeping public land clear of litter and refuse?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# Resident satisfaction with Cornwall Council's waste collection services remains above the national average



## 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.

	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	87%	81%	83%	82%
Neither	6%	8%	8%	6%
Dissatisfied	6%	10%	9%	12%
Don't know	0%	1%	0%	0%

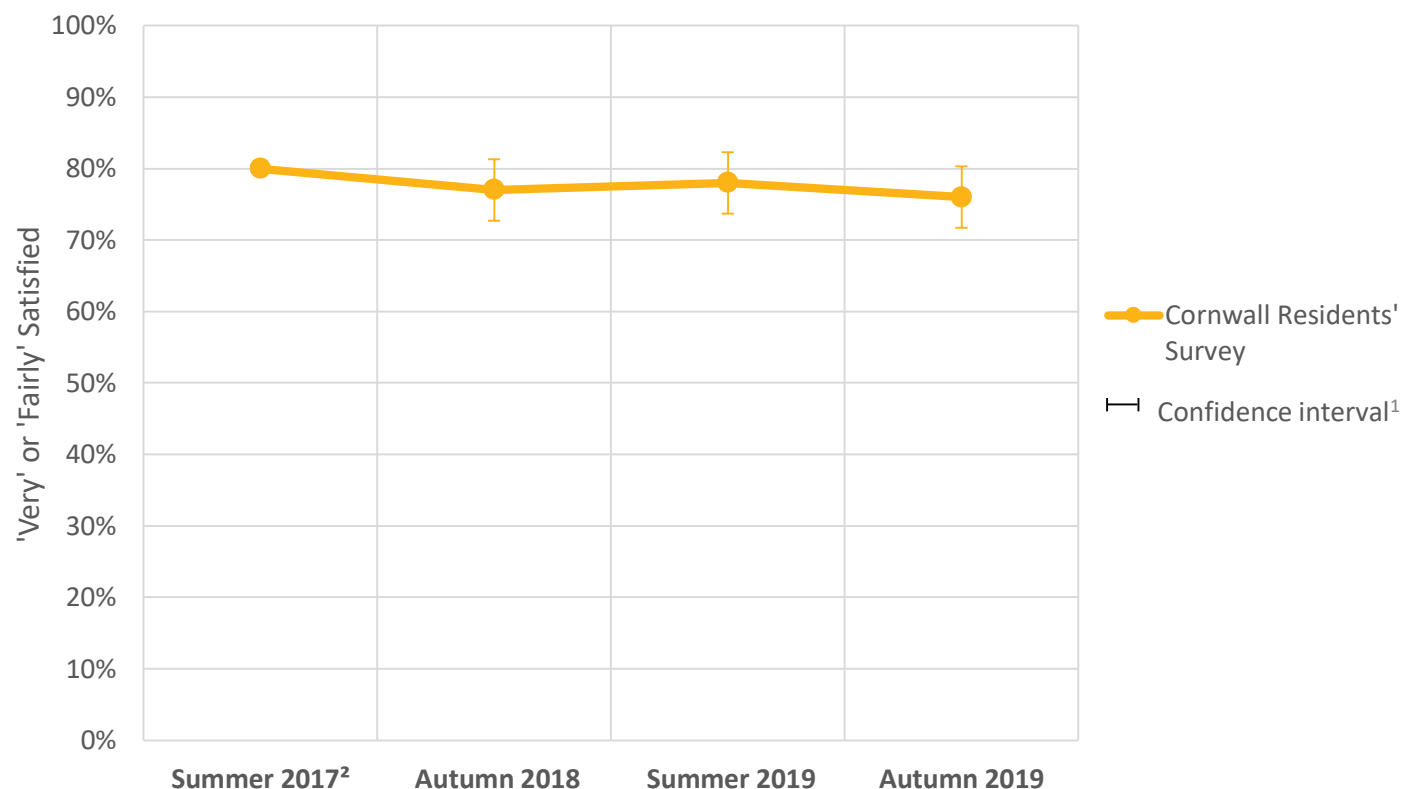
LGA Polling Survey				
Satisfied	80%	76%	74%	80%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# Resident satisfaction with Cornwall Council's recycling services has remained similar to previous surveys



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	80%	77%	78%	76%
Neither	8%	9%	9%	5%
Dissatisfied	11%	14%	12%	18%
Don't know	1%	1%	1%	1%

## 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.

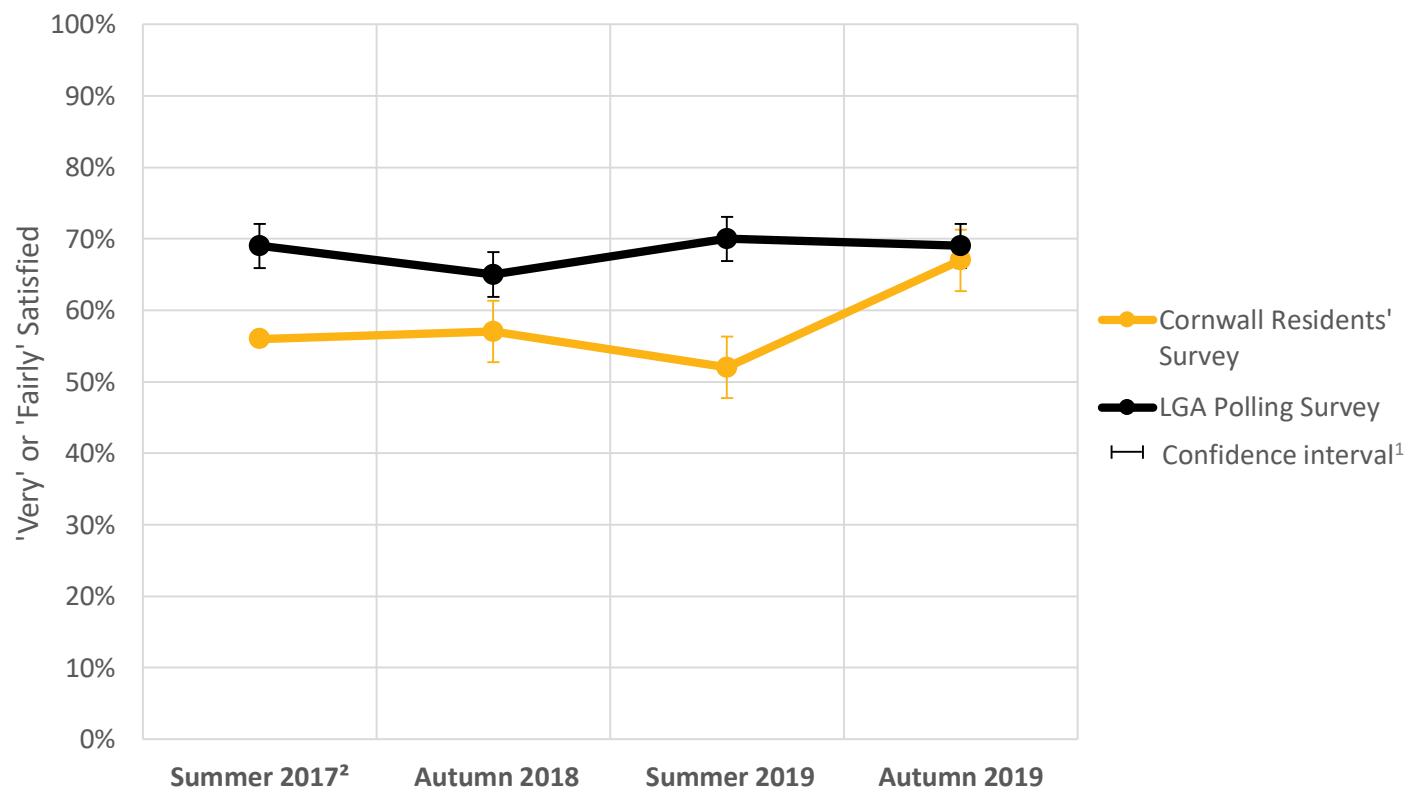
Question not asked in LGA Polling Survey

Question: **Overall, how satisfied or dissatisfied are you with recycling services?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# Resident satisfaction with Cornwall Council's street cleaning has significantly increased, reflecting our above average performance in national surveys



Satisfied	56%	57%	52%	67%
Neither	19%	16%	17%	9%
Dissatisfied	23%	26%	26%	20%
Don't know	2%	1%	5%	4%

LGA Polling Survey				
Satisfied	69%	65%	70%	69%

## User experience

*Satisfaction with the cleanliness of pavements*

**58%** (NHT Avg. 53%)

*Satisfaction with the cleanliness of roads*

**61%** (NHT Avg. 56%)

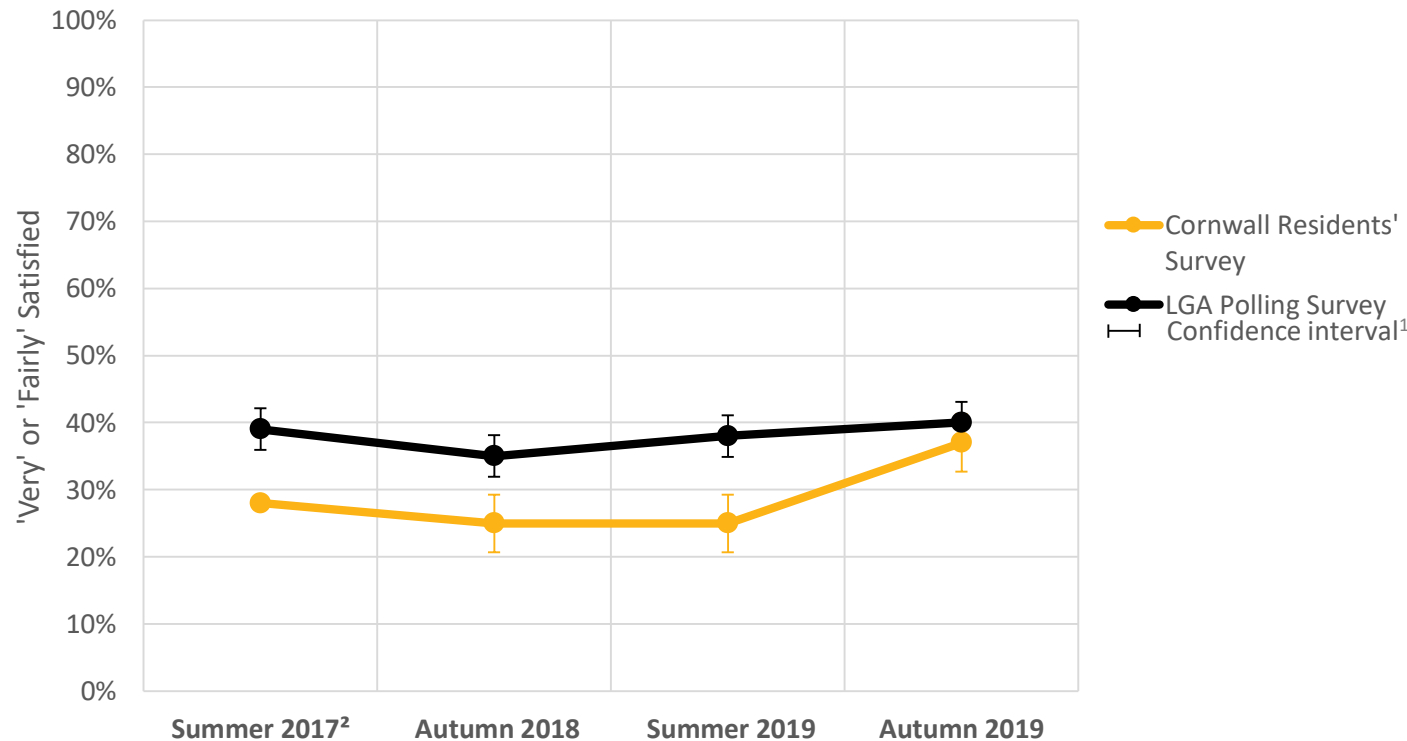
National Highways Transport (NHT) Public Satisfaction Survey. 2019.

Question: Overall, how satisfied or dissatisfied are you with street cleaning?

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# Resident satisfaction with Cornwall Council's road maintenance has significantly increased (up 13 points) in line with above average performance in national surveys



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	28%	25%	25%	37%
Neither	20%	18%	24%	10%
Dissatisfied	51%	56%	50%	49%
Don't know	1%	1%	2%	4%

LGA Polling Survey				
Satisfied	39%	35%	38%	40%

## User experience

Highway Maintenance satisfaction score

**55%** (NHT Avg. 52%)

National Highways Transport (NHT) Public Satisfaction Survey. 2019.

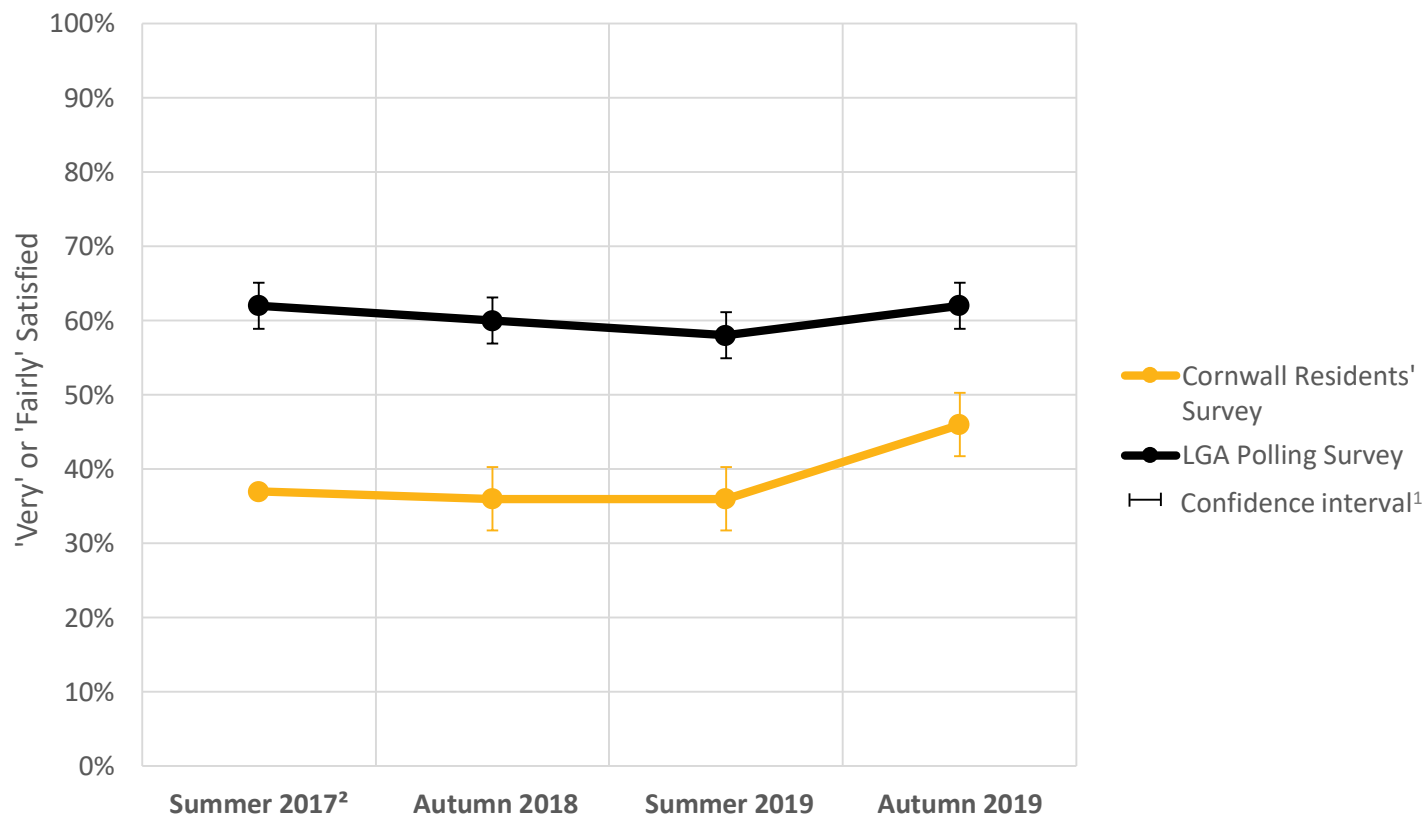
Question: Overall, how satisfied or dissatisfied are you with road maintenance?

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)



# Resident satisfaction with library services has significantly increased, up 10 points on the last survey



## User experience

*Overall, how satisfied or dissatisfied are you with the way the Library and Information Service (online and local) is provided?*

**89.7%**

LIS Customer Satisfaction Survey Oct 2019.

	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	37%	36%	36%	46%
Neither	26%	17%	19%	8%
Dissatisfied	13%	20%	18%	15%
Don't know	24%	27%	27%	31%

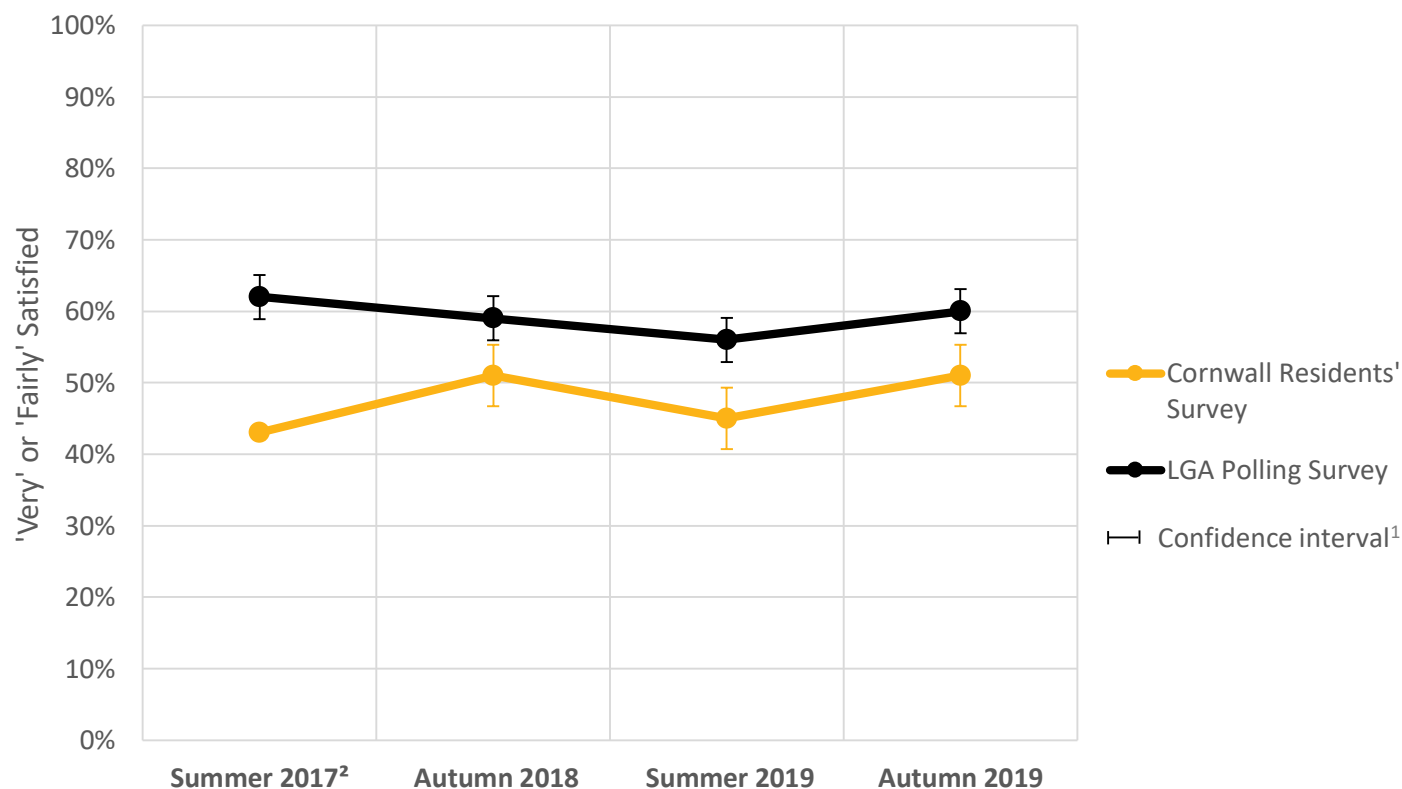
LGA Polling Survey				
Satisfied	62%	60%	58%	62%

Question: **Overall, how satisfied or dissatisfied are you with library services?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# Resident satisfaction with the way the Council provides sports and leisure facilities is back up to Autumn 2018 levels, 8 percentage points higher than in 2017



**User experience**

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

**2018 84% → 2019 88%**

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

	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	43%	51%	45%	51%
Neither	26%	21%	22%	8%
Dissatisfied	18%	18%	21%	18%
Don't know	14%	11%	12%	23%

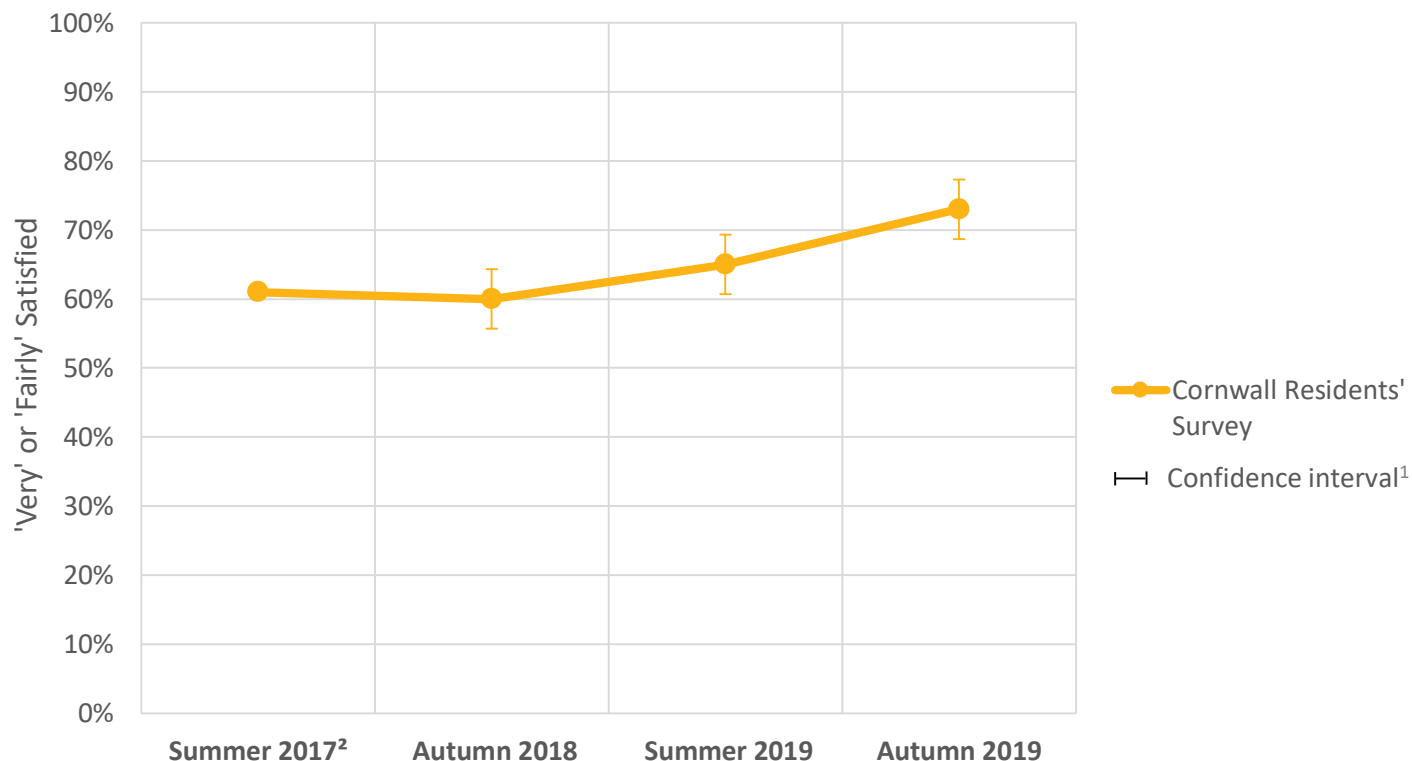
LGA Polling Survey				
Satisfied	62%	59%	56%	60%

Question: **Overall, how satisfied or dissatisfied are you with sports and leisure services?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# Resident satisfaction with parks and open spaces has continued to increase significantly (up 7 percentage points since the last survey and 11 points since 2017)



**User experience**

*User satisfaction data not currently available*

	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	61%	60%	65%	72%
Neither	20%	19%	18%	8%
Dissatisfied	14%	17%	13%	13%
Don't know	5%	4%	4%	6%

Question not asked in LGA Polling Survey

Question: **Overall, how satisfied or dissatisfied are you with parks and open spaces?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# This round of polling saw double digit increases in the % of residents who answered 'don't know' with resulting reductions in satisfaction for the following services

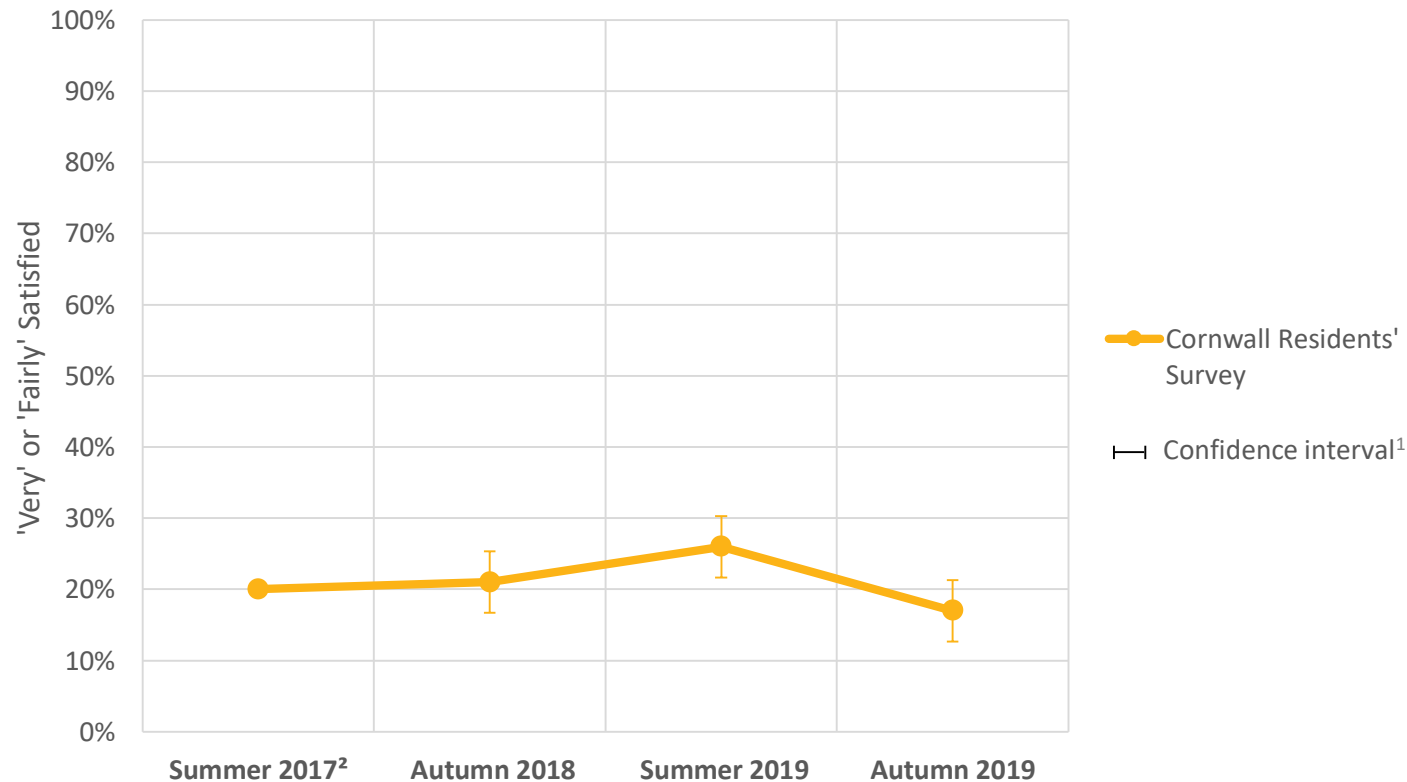


Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2019: 500; Cornwall Residents' Survey Summer 2018: 500; LGA Polling Survey October 2019: 1,007).

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

# The % of residents who 'don't know' whether they are satisfied with the Council's planning service is up 15 points, reducing both satisfaction and dissatisfaction



**User experience**

*User satisfaction data not currently available*

Satisfied	20%	21%	26%	17%
Neither	31%	22%	22%	10%
Dissatisfied	22%	22%	23%	17%
Don't know	27%	36%	29%	56%

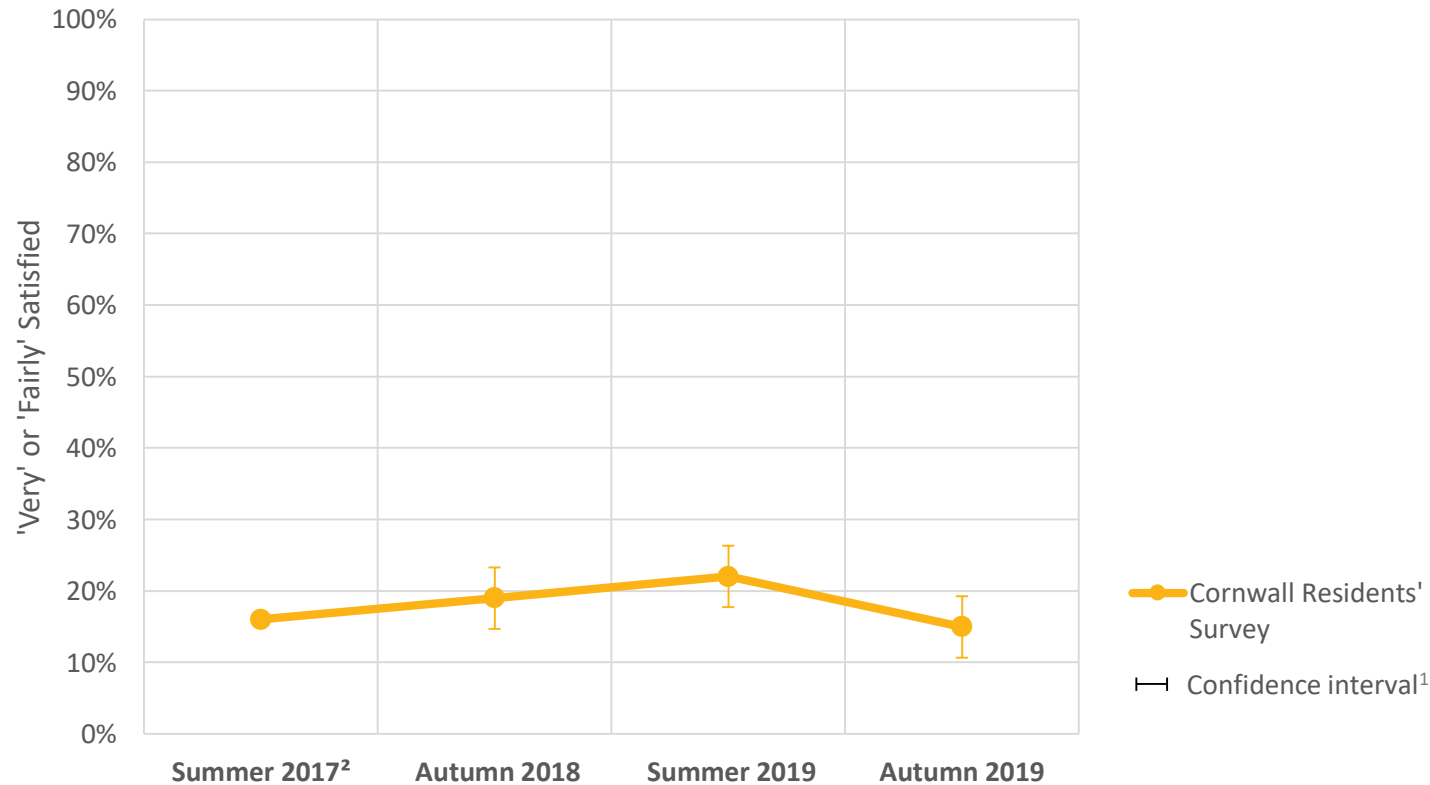
Question not asked in LGA Polling Survey

Question: **Overall, how satisfied or dissatisfied are you with planning services?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# The % of residents who 'don't know' whether they are satisfied with the Council's housing services is up 28 points, reducing both satisfaction and dissatisfaction



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	16%	19%	22%	15%
Neither	29%	23%	23%	8%
Dissatisfied	14%	22%	21%	15%
Don't know	40%	36%	34%	62%

## User experience

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

**86%**

STAR Survey. Aug 2017.

● Cornwall Residents' Survey  
 ┆ Confidence interval<sup>1</sup>

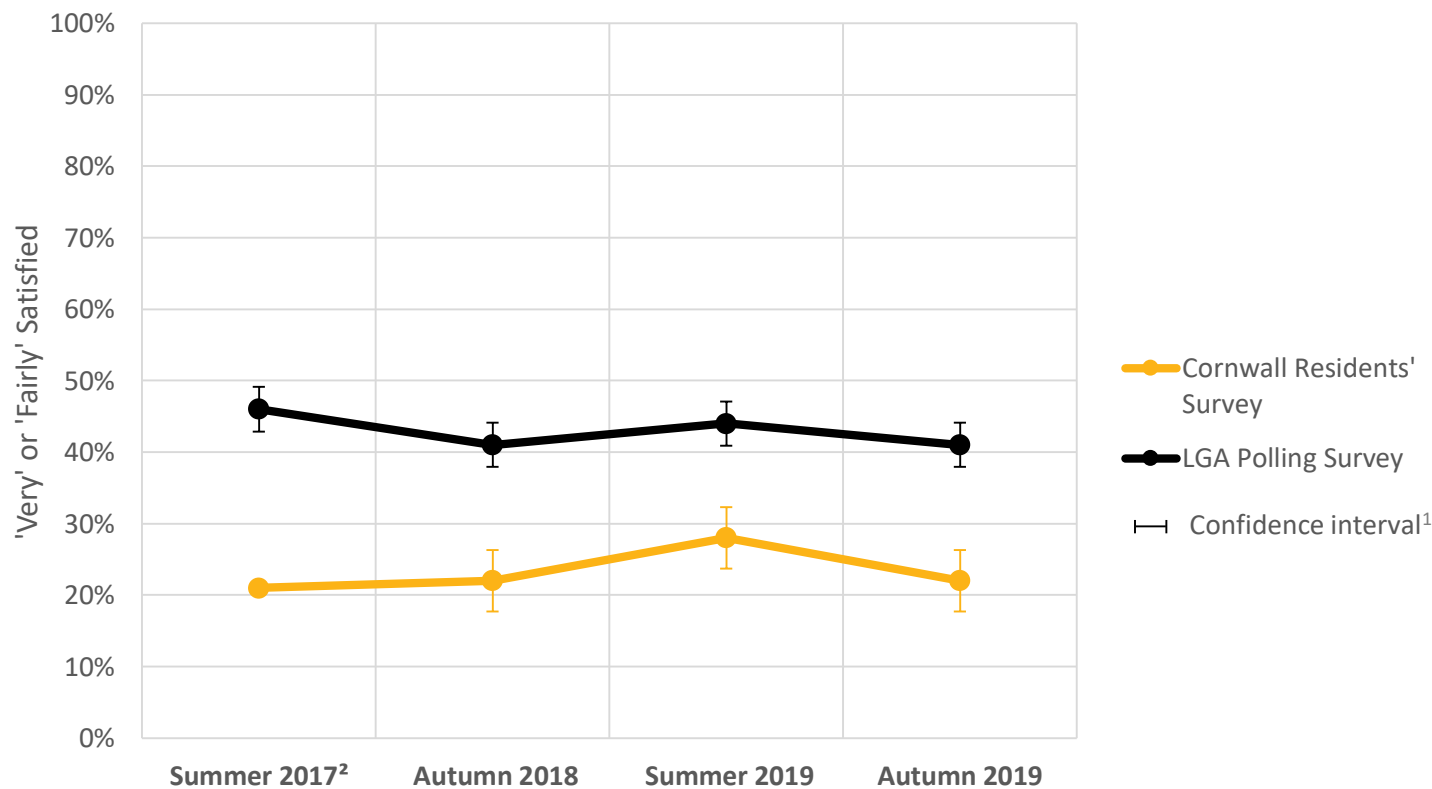
Question not asked in LGA Polling Survey

Question: **Overall, how satisfied or dissatisfied are you with housing services?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# The % of residents who 'don't know' if they are satisfied with the Council's support for older people is up 24 points, contributing to a 6 point reduction in satisfaction



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	21%	22%	28%	22%
Neither	26%	20%	24%	7%
Dissatisfied	22%	26%	20%	19%
Don't know	31%	32%	28%	52%

LGA Polling Survey				
Satisfied	46%	41%	44%	41%

## User experience

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

90%

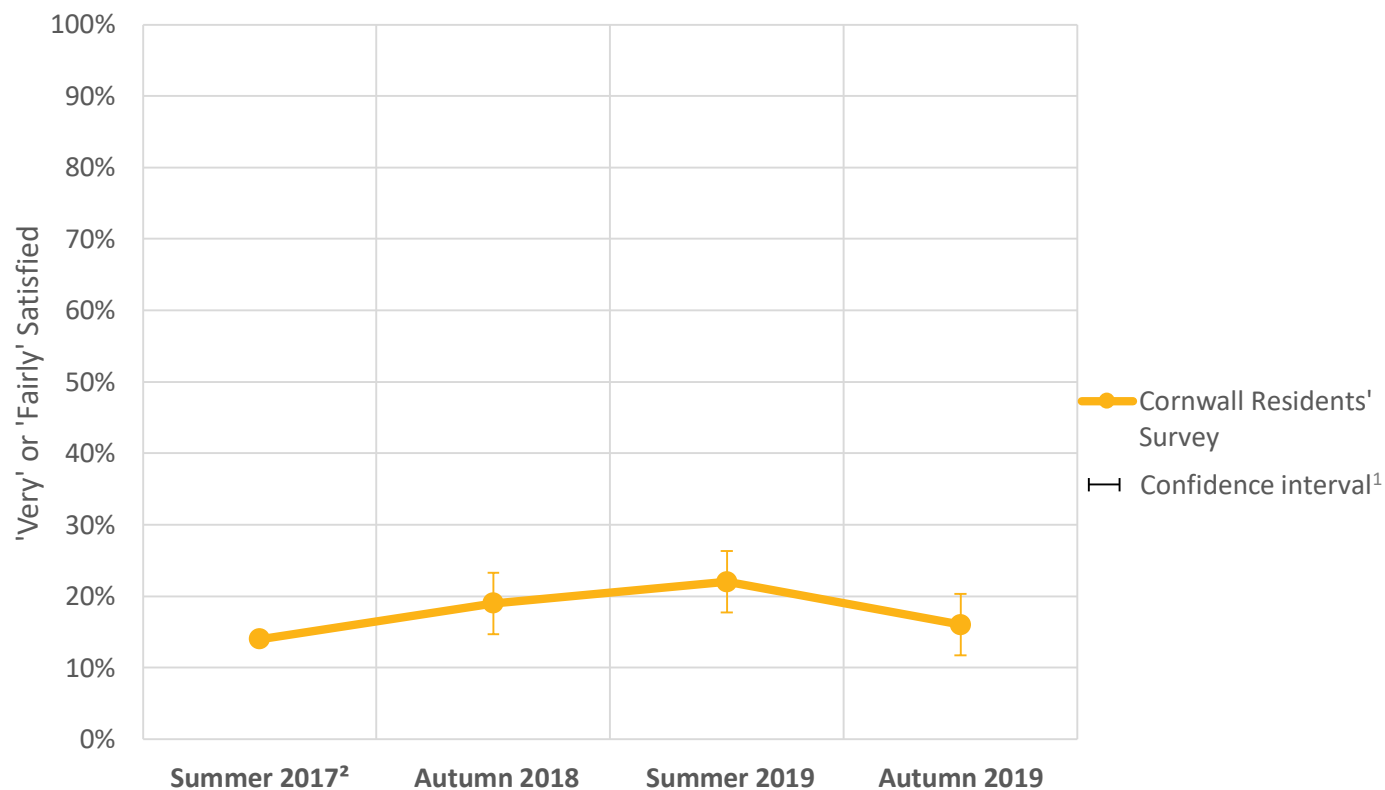
PFA Customer Survey, Jan-Mar 2018.

Question: Overall, how satisfied or dissatisfied are you with services and support for older people?

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# The % of residents who 'don't know' whether they are satisfied with support for vulnerable adults is up 25 points, reducing both satisfaction and dissatisfaction



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	14%	19%	22%	16%
Neither	25%	20%	22%	7%
Dissatisfied	22%	26%	23%	19%
Don't know	39%	35%	33%	58%

## 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 not asked in LGA Polling Survey

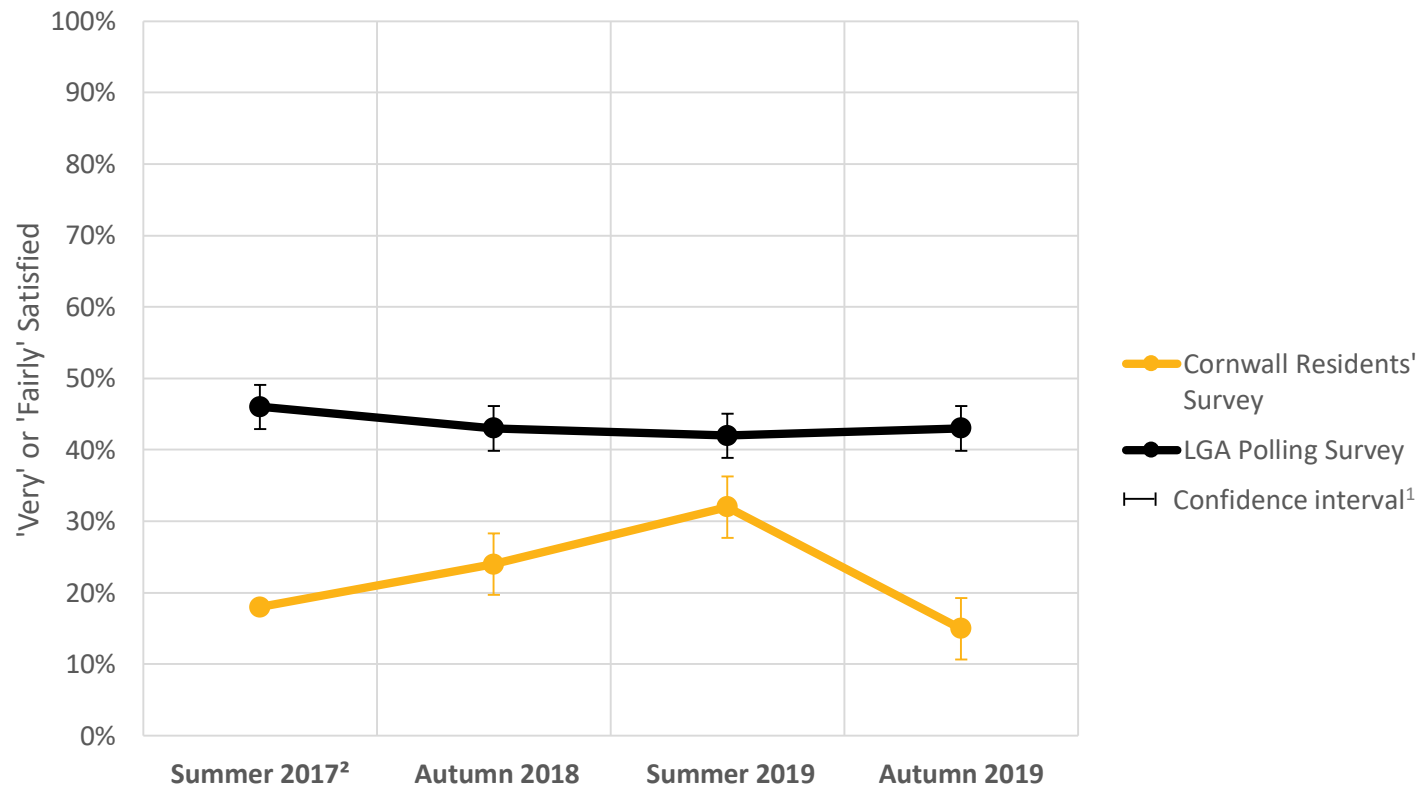
Question: **Overall, how satisfied or dissatisfied are you with services and support for vulnerable adults?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)



# The % of residents who 'don't know' whether they are satisfied with support for children and young people is up 34 points, reducing satisfaction and dissatisfaction



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	18%	24%	32%	15%
Neither	27%	20%	21%	7%
Dissatisfied	19%	25%	16%	13%
Don't know	37%	31%	31%	65%

LGA Polling Survey				
Satisfied	46%	43%	42%	43%

## User experience

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

**78% → 82%**

Jul-Sep 2019

Oct-Dec 2019

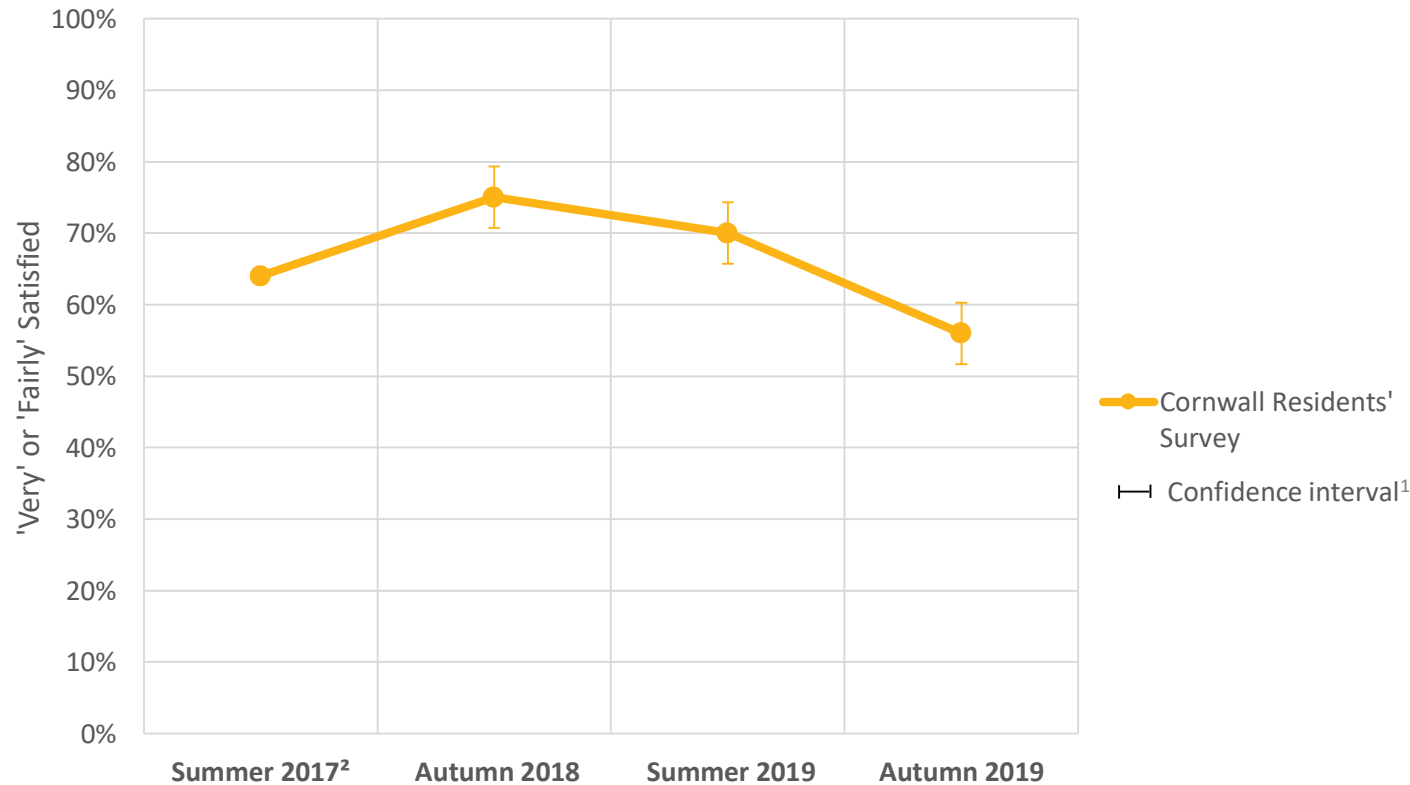
Quality Assurance Performance Management Survey.

Question: Overall, how satisfied or dissatisfied are you with services and support for children and young people?

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# The % of residents who 'don't know' whether they are satisfied with fire, rescue and community safety services is up 21 points, reducing satisfaction



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	64%	75%	70%	56%
Neither	18%	11%	14%	7%
Dissatisfied	5%	7%	4%	5%
Don't know	13%	7%	12%	33%

## User experience

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

Jul-Sep 2019      Oct-Dec 2019  
**97% → 99%**

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

Question not asked in LGA Polling Survey

Question: **Overall, how satisfied or dissatisfied are you with fire, rescue and community safety services?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# While resident satisfaction with their experience as customers of Council services is broadly unchanged, dissatisfaction has increased across a range of measures

**29%** dissatisfied with how well they are updated



Significant increase since Summer 2019\*

Not an LGA question

**28%** dissatisfied with the Council's speed of service



Significant increase since Summer 2019\*

Not an LGA question

**19%** dissatisfied with ease of doing what they want on Council website



Significant increase since Summer 2019\*

Not an LGA question

**25%** dissatisfied with how much the Council cares about customers



Significant increase since Summer 2019\*

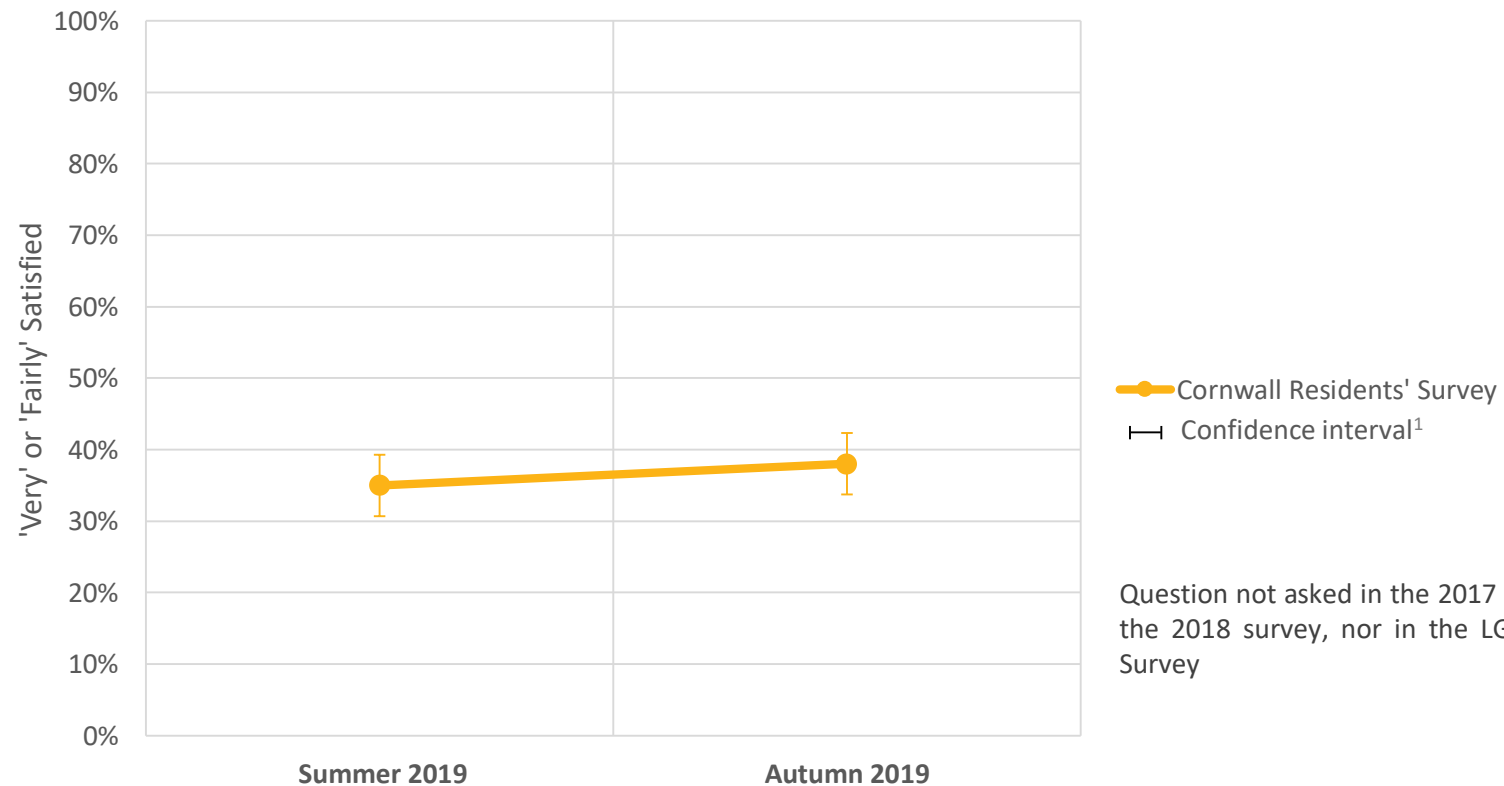
Not an LGA question

Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2019: 500; Cornwall Residents' Survey Summer 2018: 500)

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

# While resident satisfaction with how well you are updated is similar to previous surveys, there is a significant increase in dissatisfaction

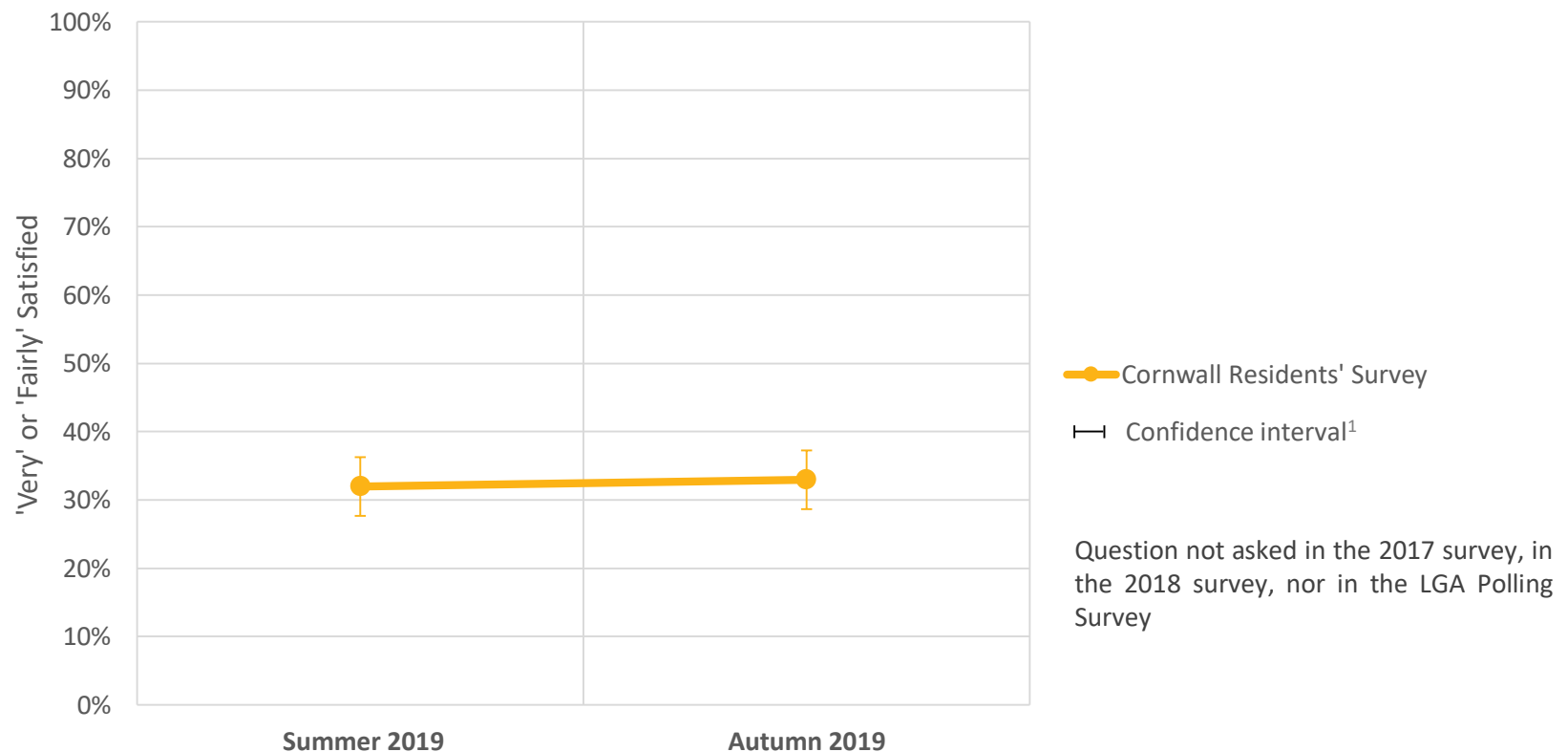


	Summer 2019	Autumn 2019
Satisfied	35%	38%
Neither	20%	6%
Dissatisfied	24%	29%
Don't know	20%	27%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

# While resident satisfaction with the Council's speed of service is similar to previous surveys, dissatisfaction has increased significantly

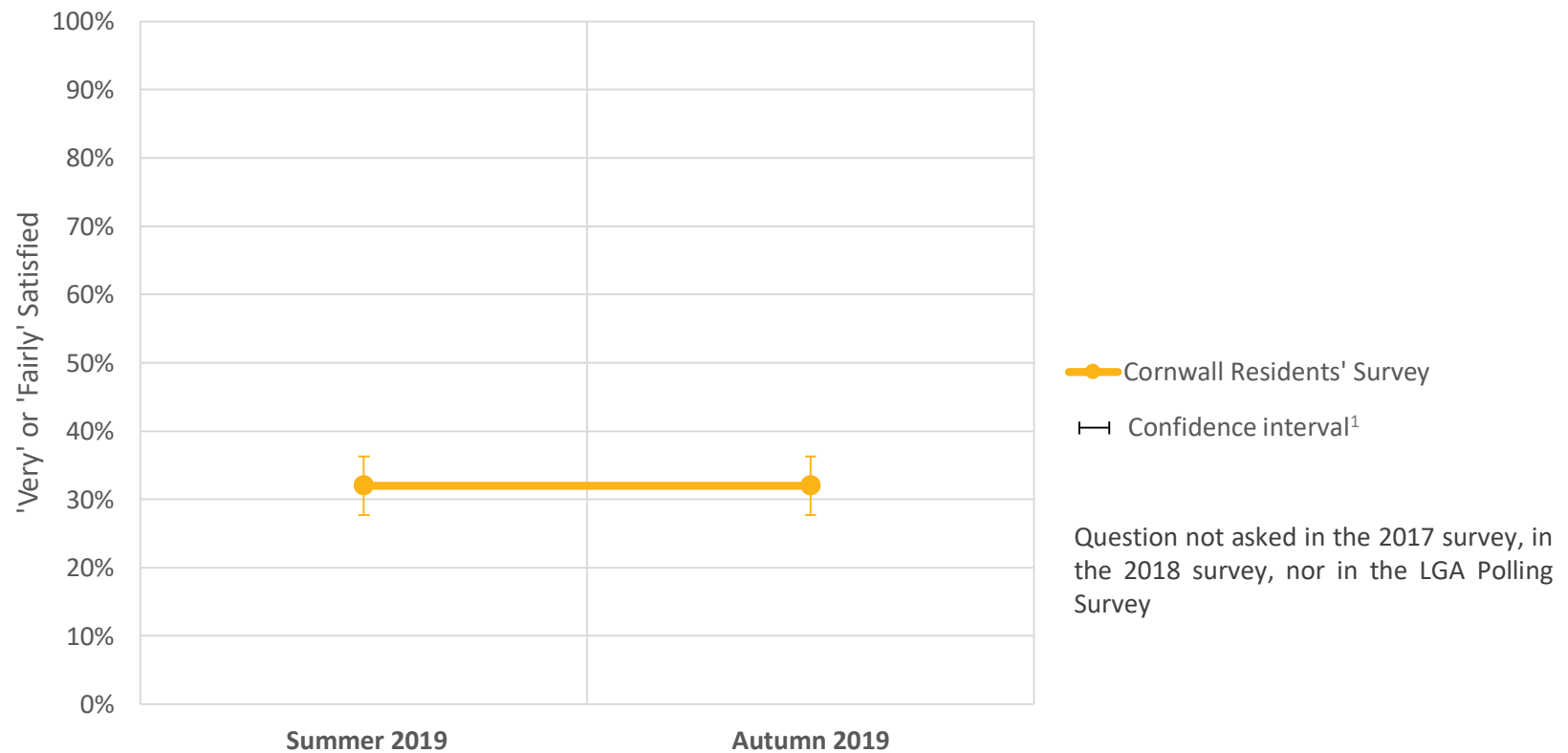


	Summer 2019	Autumn 2019
Satisfied	32%	33%
Neither	22%	7%
Dissatisfied	18%	28%
Don't know	27%	32%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

# While resident satisfaction with the ease of doing what you want to do on the Council website is similar to previous surveys, dissatisfaction has increased

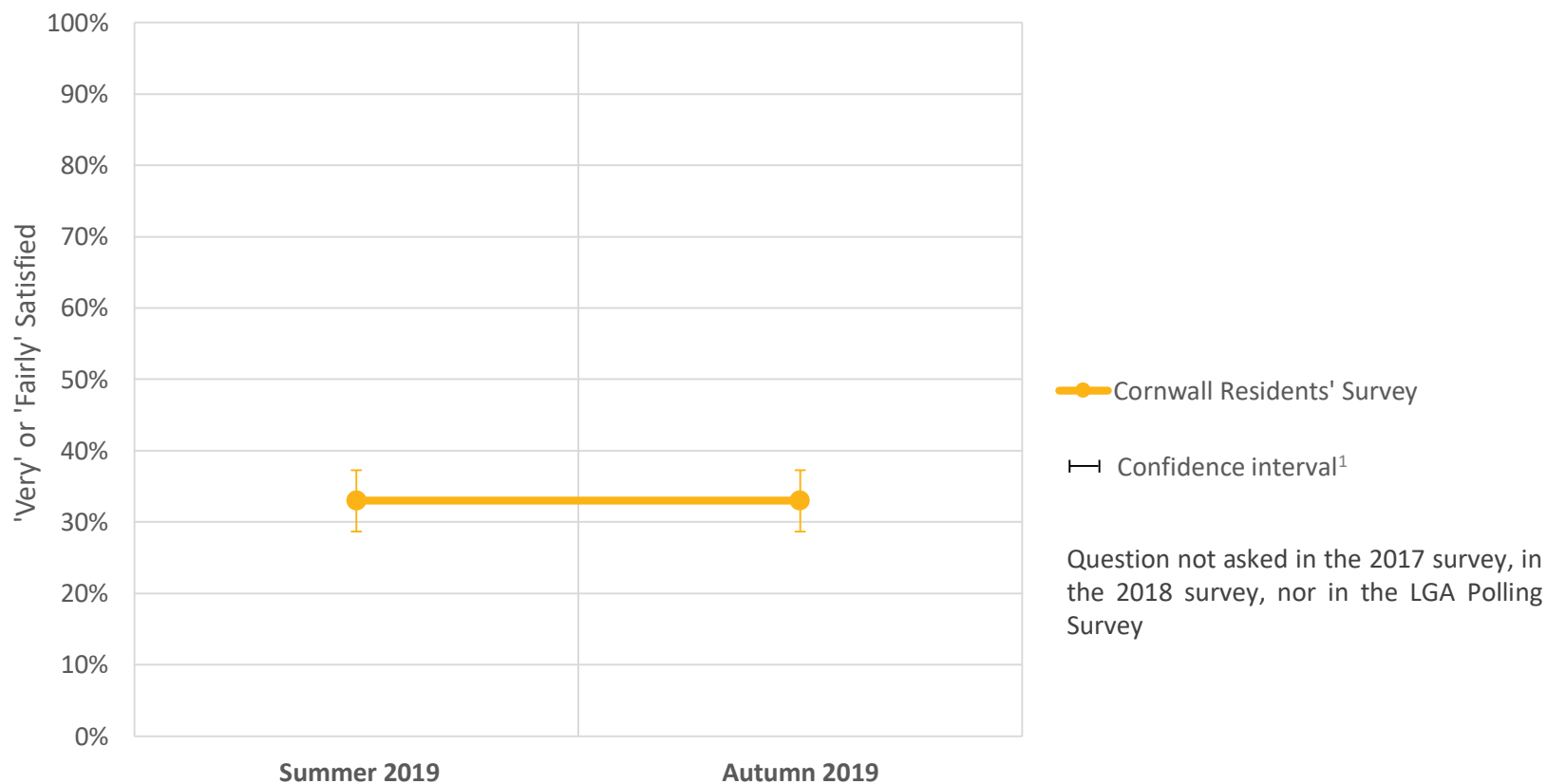


	Summer 2019	Autumn 2019
Satisfied	32%	32%
Neither	16%	7%
Dissatisfied	14%	19%
Don't know	39%	42%

Question: **How satisfied or dissatisfied are you with these aspects of the Council's customer service? - The ease of doing what you want to do on the Council website**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

# Resident satisfaction with how much the Council cares about customers has remained consistent



	Summer 2019	Autumn 2019
Satisfied	33%	33%
Neither	22%	13%
Dissatisfied	21%	25%
Don't know	24%	29%

Question: **How satisfied or dissatisfied are you with these aspects of the Council's customer service? - How much the Council cares about customers**

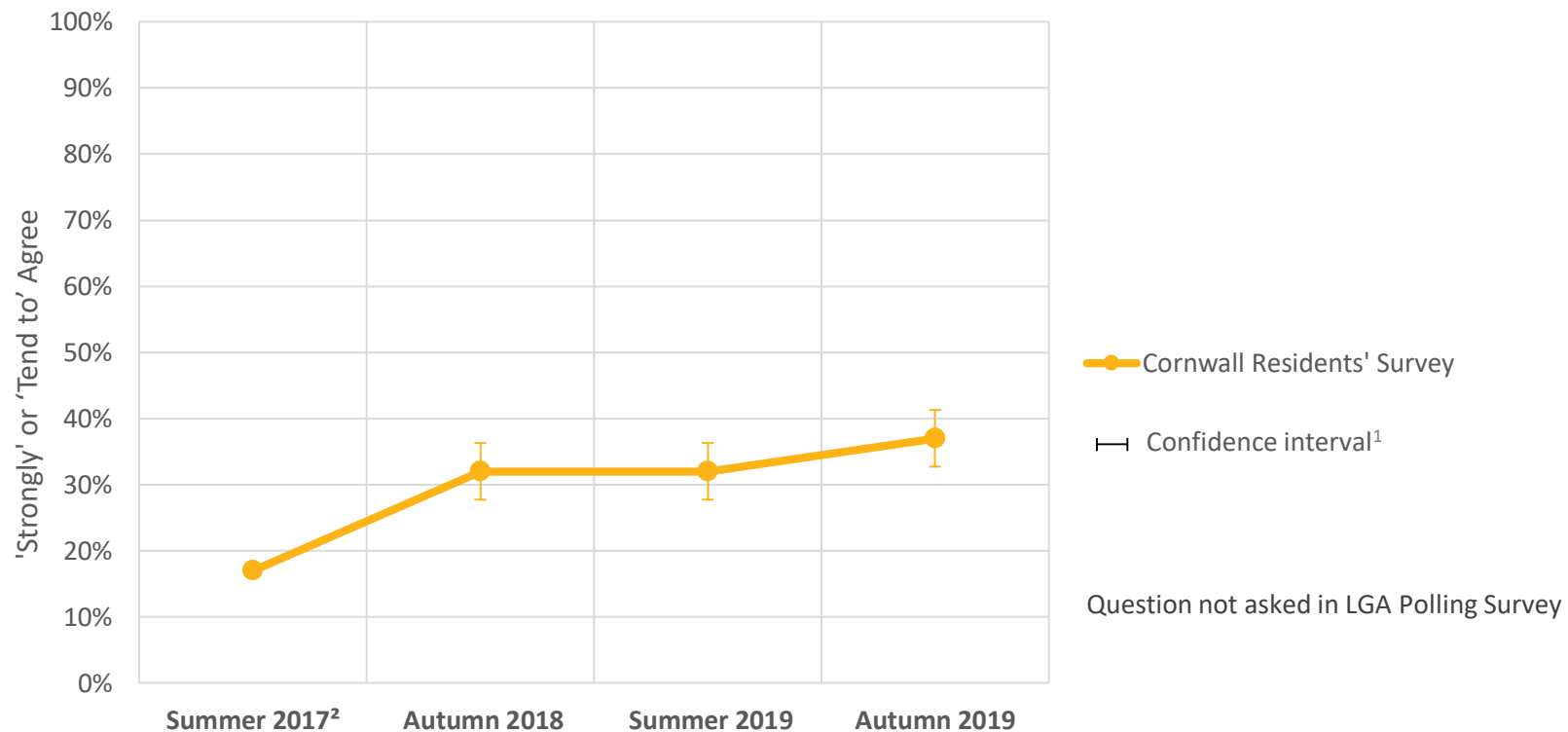
<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)



# 6: Perceptions of the Council



# There was a significant increase in the % of residents who agree that Cornwall Council is efficient and well run (up 5 points since the last survey and 20 points since 2017)



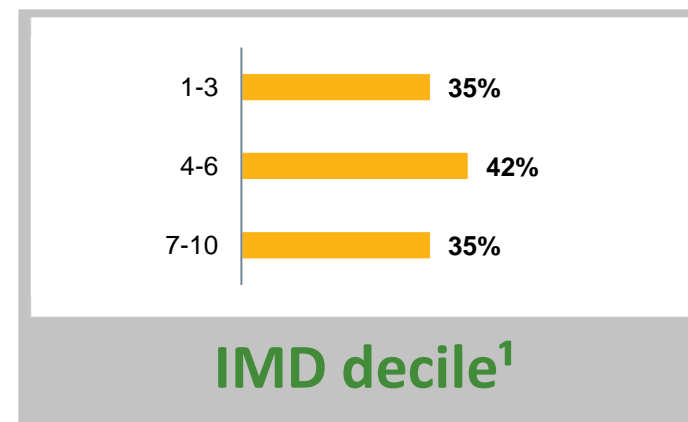
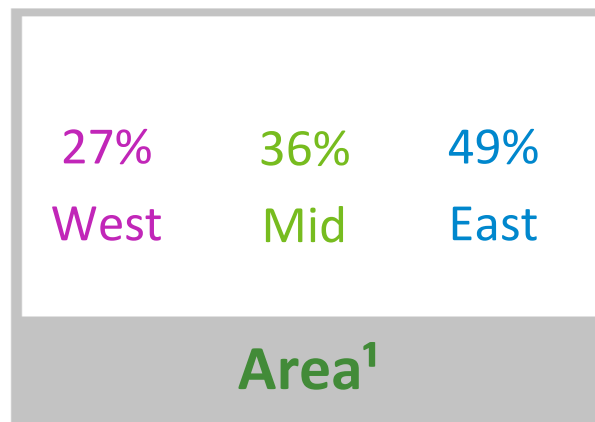
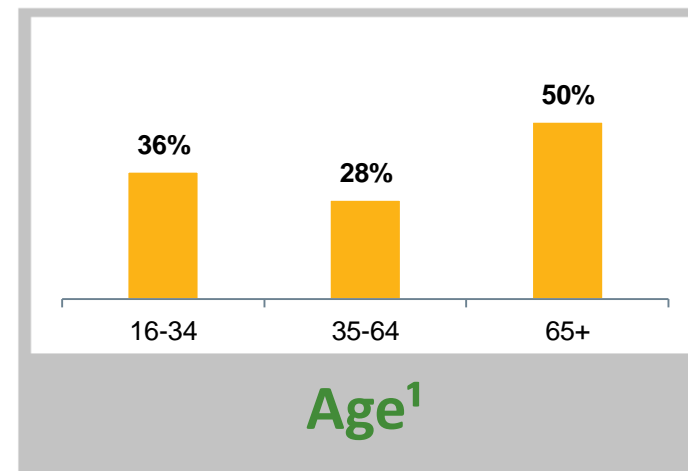
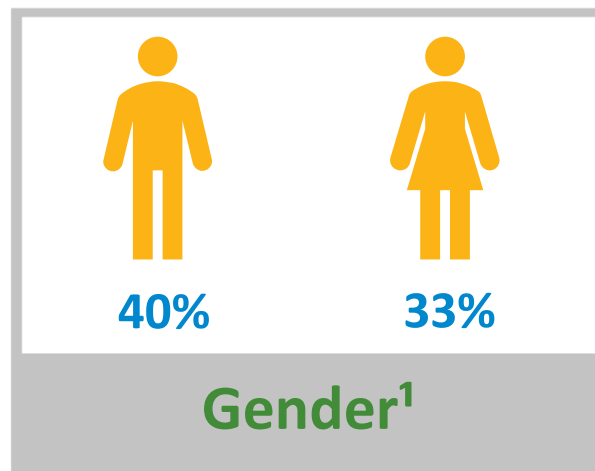
	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Agree	17%	32%	32%	37%
Neither	34%	28%	24%	23%
Disagree	36%	31%	32%	27%
Don't know	13%	9%	12%	14%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

# Residents in mid and east Cornwall, those aged 65+, those living in areas in the middle IMD deciles and males were more likely to agree the Council is efficient and well run

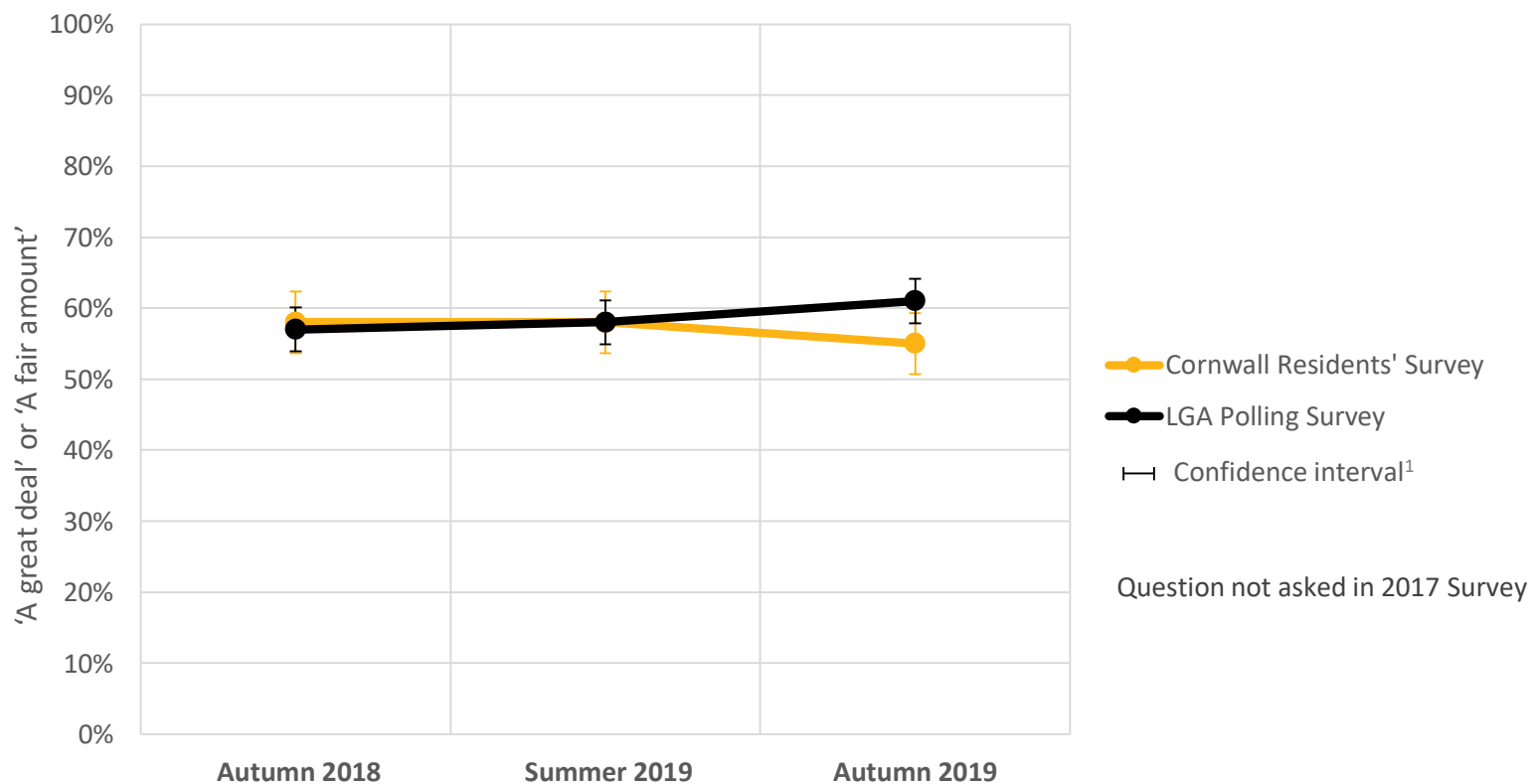


Question: To what extent would you agree or disagree that the Council is efficient and well run?

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The significant increases in the percentage of residents who agree that they trust Cornwall Council has been sustained with no significant change



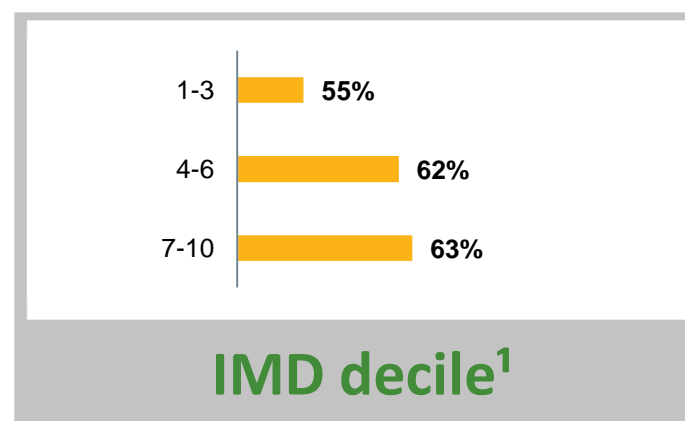
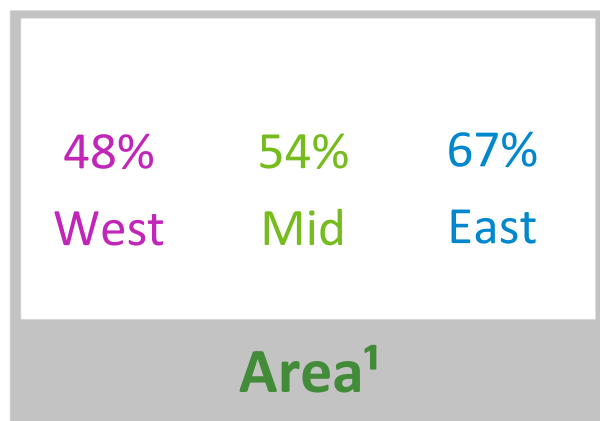
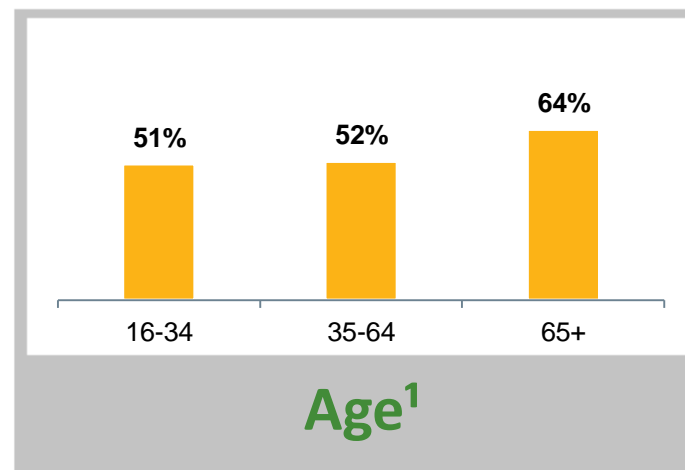
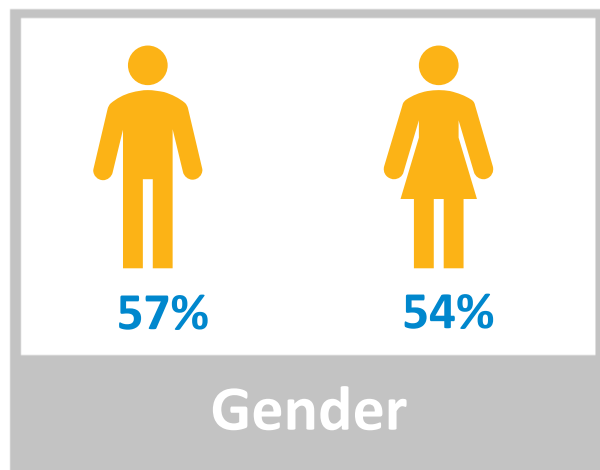
	Autumn 2018	Summer 2019	Autumn 2019
Great deal/fair amount	58%	58%	55%
Not very much/not at all	38%	35%	37%
Don't know	4%	7%	8%

LGA Polling Survey			
Great deal/fair amount	57%	58%	61%

Question: How much do you trust the Council?

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

# Those more likely to trust the Council were living in east Cornwall, aged 65+ and living in less deprived areas

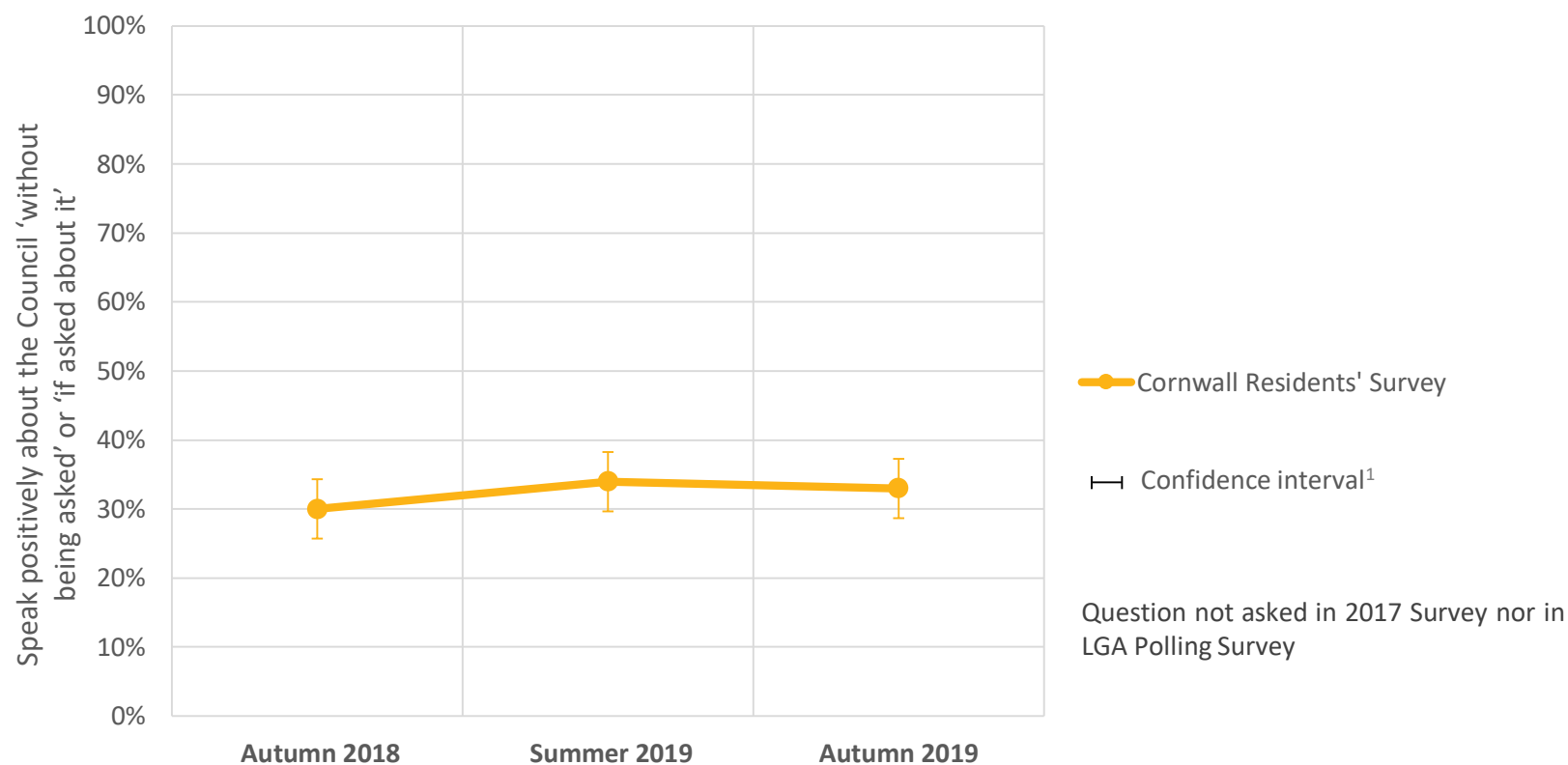


Question: **How much do you trust the Council?**

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

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

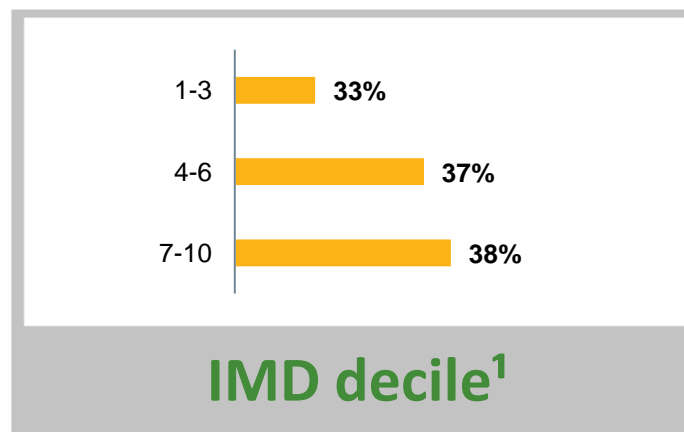
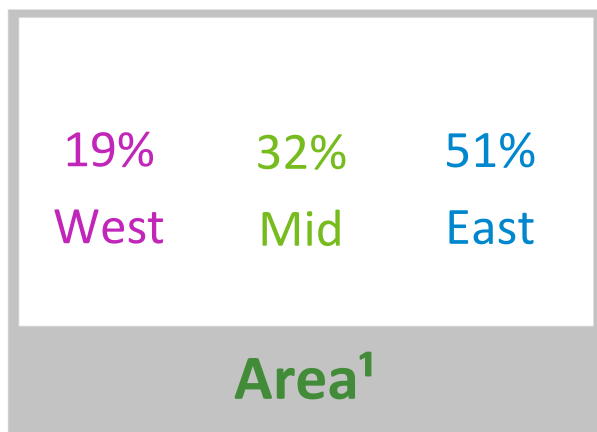
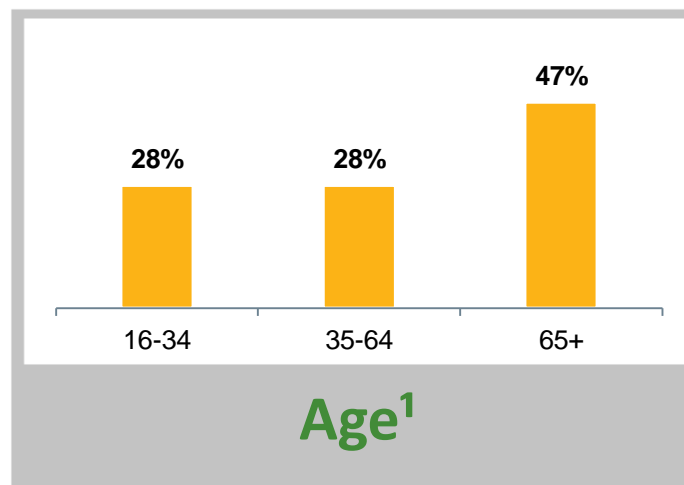
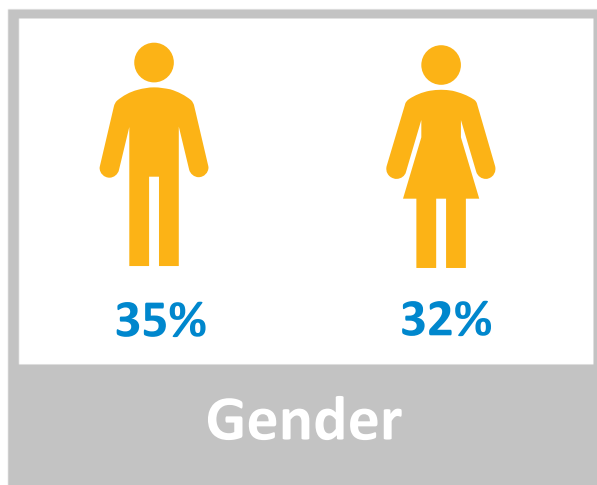


	Autumn 2018	Summer 2019	Autumn 2019
Speak positively	30%	34%	33%
No views either way	52%	45%	45%
Speak negatively	18%	19%	21%
Don't know	1%	2%	1%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

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



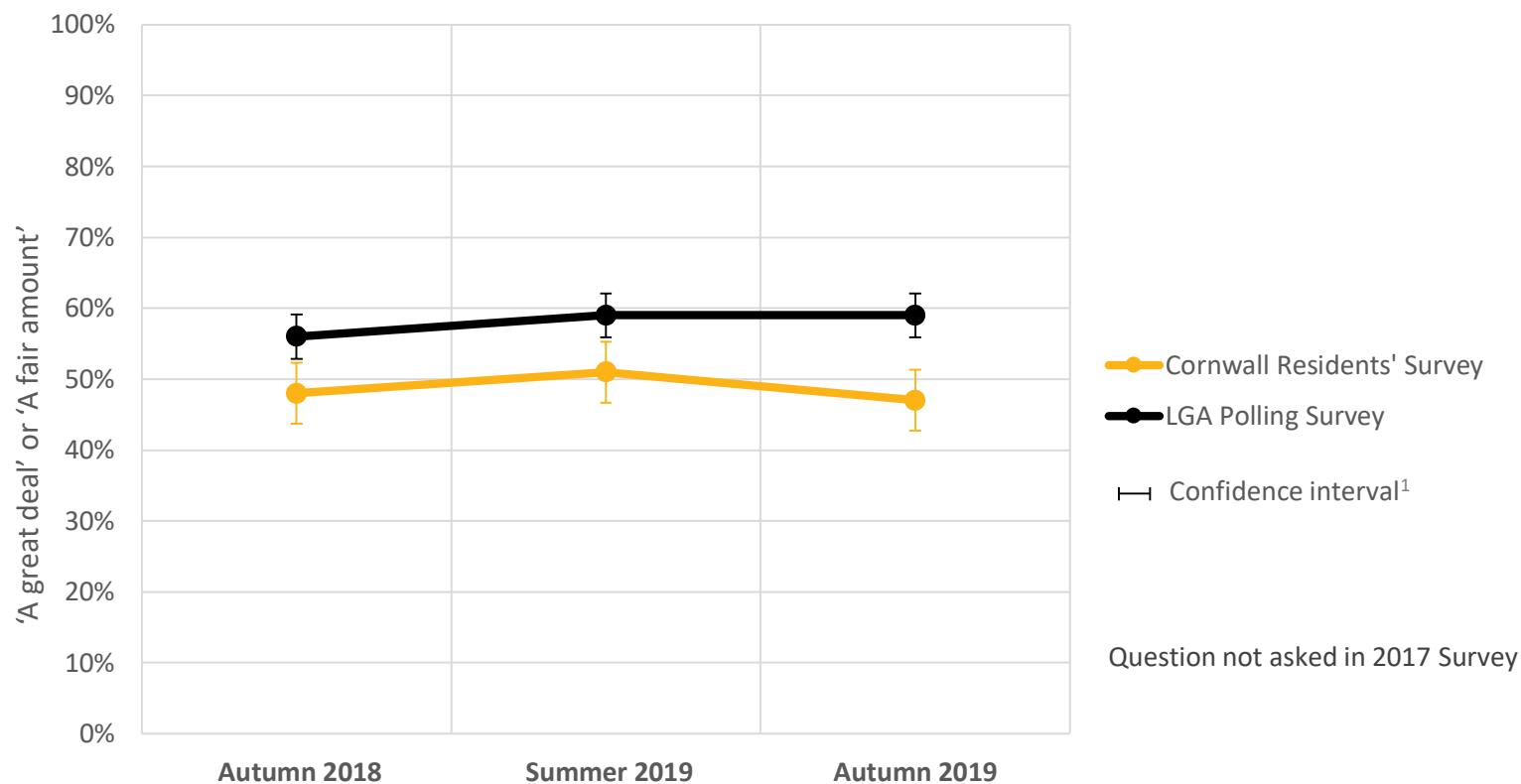
- Those aged 65+
- Those living in mid and east Cornwall
- Those living in areas of lower deprivation

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

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

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



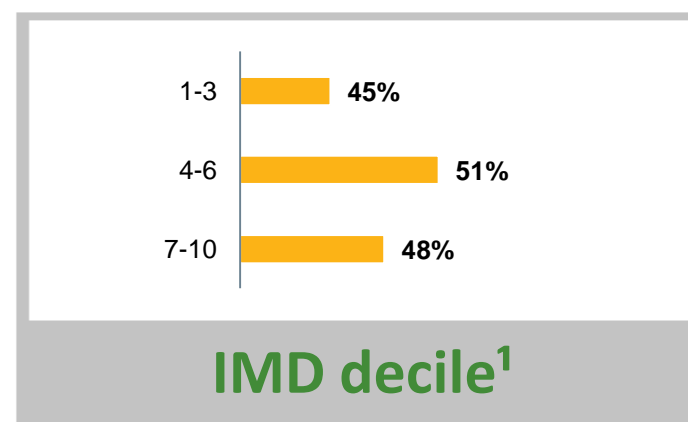
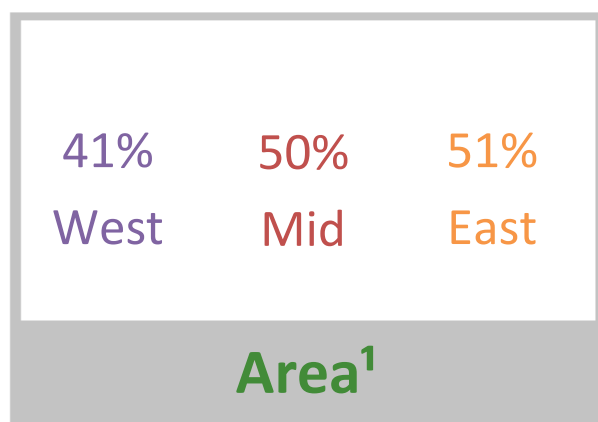
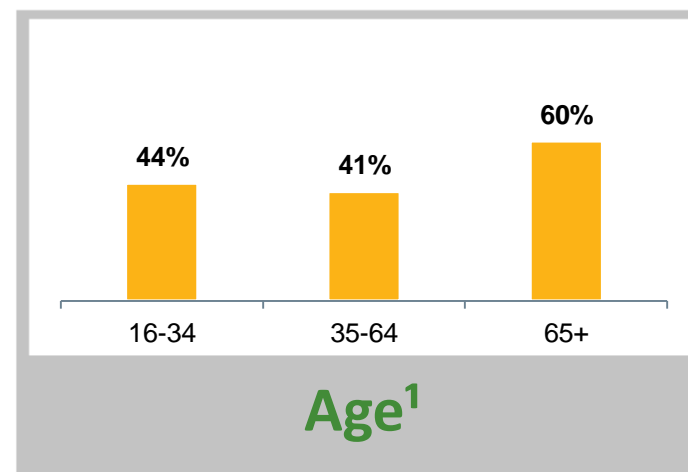
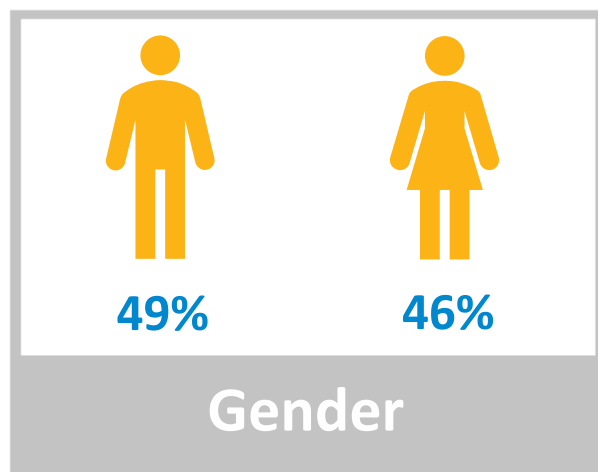
Great deal/fair amount	48%	51%	47%
Not very much/Not at all	44%	38%	37%
Don't know	8%	11%	16%

LGA Polling Survey			
Satisfied	56%	59%	59%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

Those living in mid and east Cornwall, those aged 65+ and those living in areas in the middle IMD deciles 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 2019: 500).

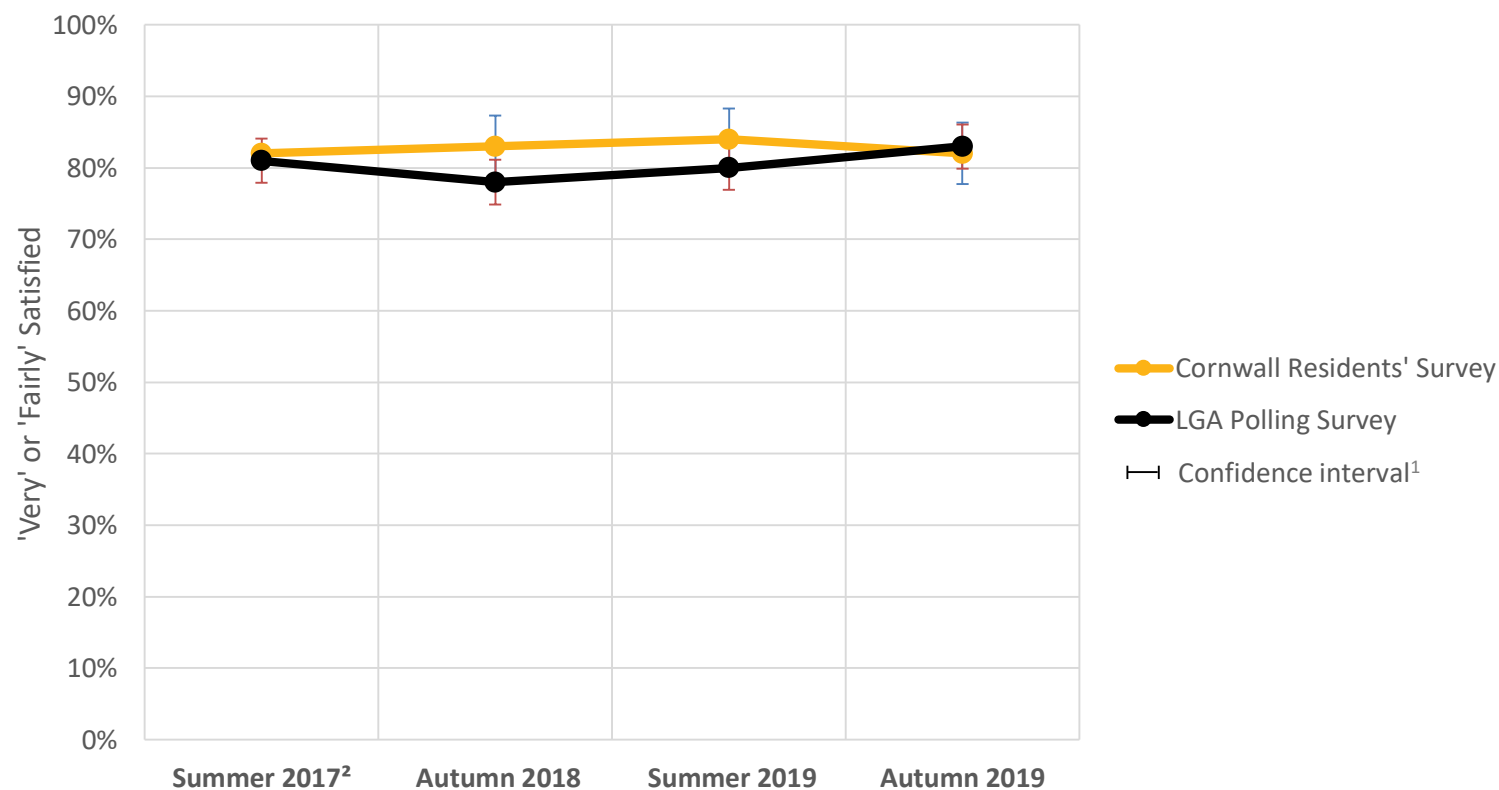
<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.





# 7: Perceptions of the local area

# Cornwall maintains a high proportion of residents that are satisfied with their local area as a place to live, which is in line with the national average



	Summer 2017 <sup>2</sup>	Autumn 2018	Summer 2019	Autumn 2019
Satisfied	82%	83%	84%	82%
Neither	8%	10%	8%	10%
Dissatisfied	9%	7%	7%	8%
Don't know	0%	0%	0%	0%

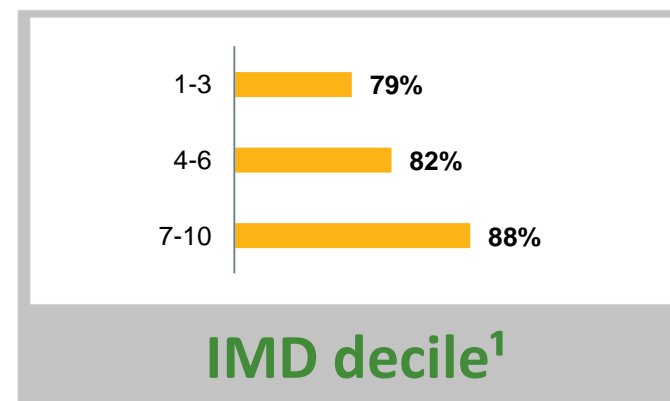
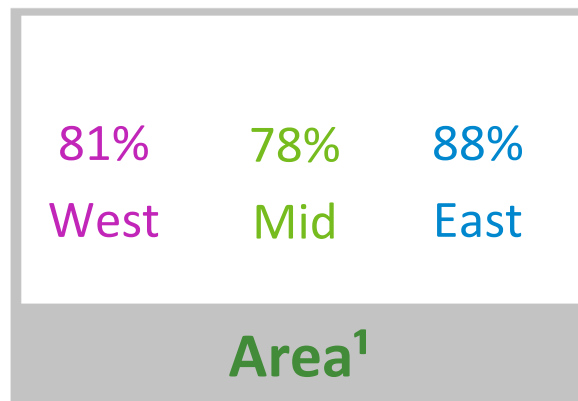
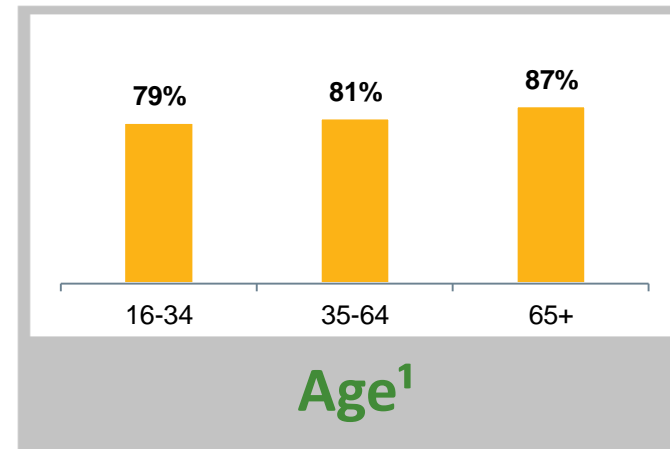
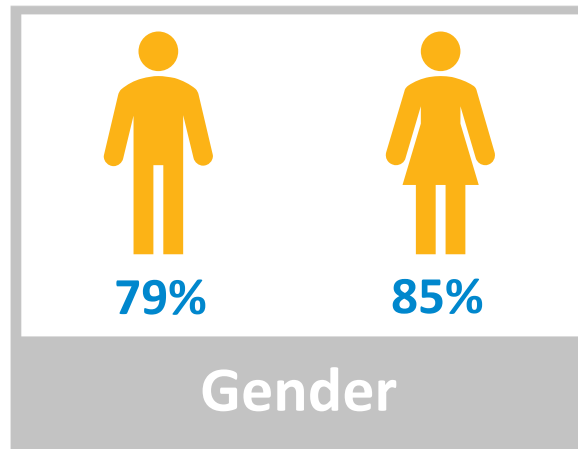
LGA Polling Survey				
Satisfied	81%	78%	80%	83%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

<sup>2</sup>Please note a difference in methodology between the 2017 survey and later surveys (please see slide 6 for more details)

Females, those aged 65+, those living in east Cornwall, and those living in the least deprived areas were more likely to be satisfied with their local area as a place to live

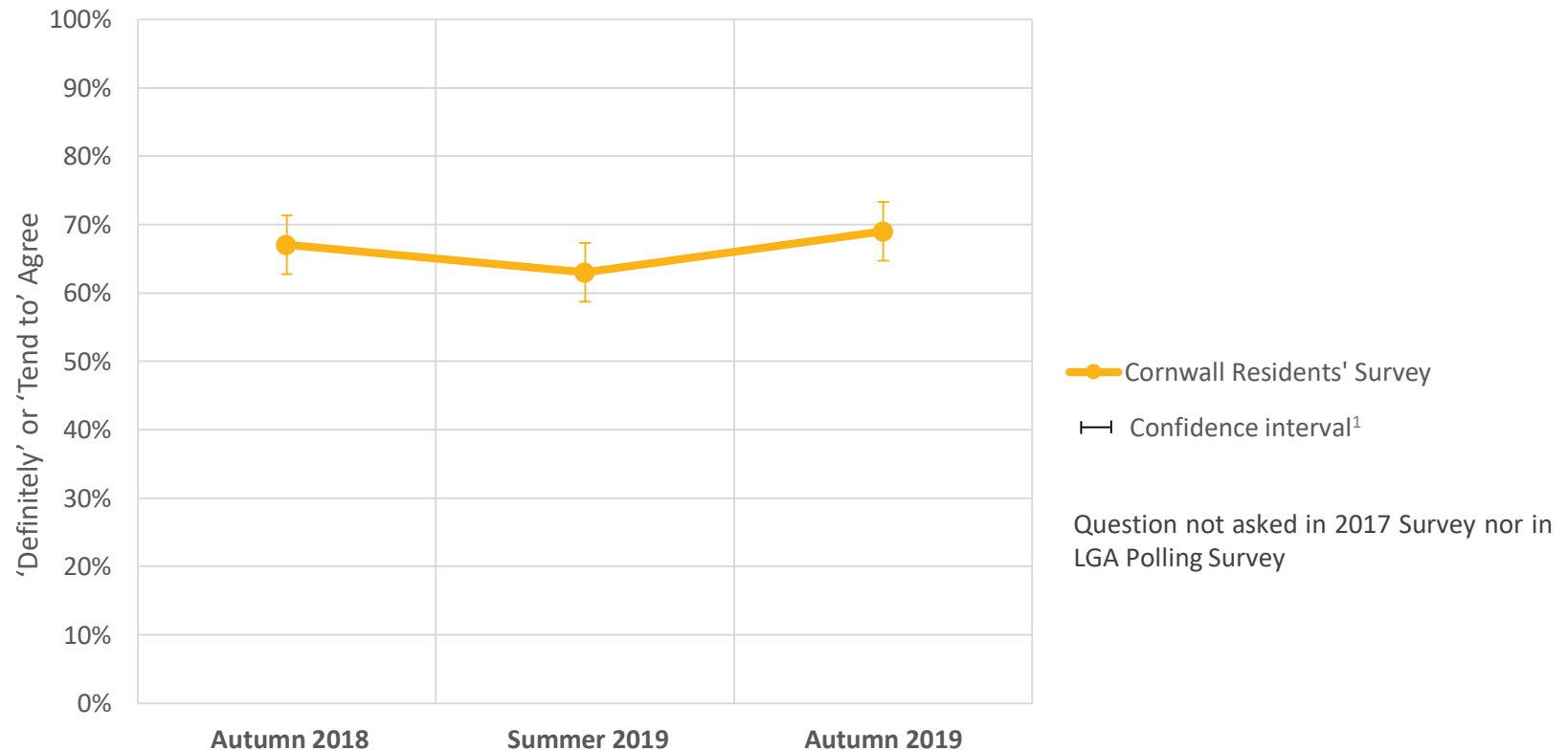


Question: **Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# The percentage of residents who agree that people pull together to improve their local area is back up to Autumn 2018 levels and stands at 69%

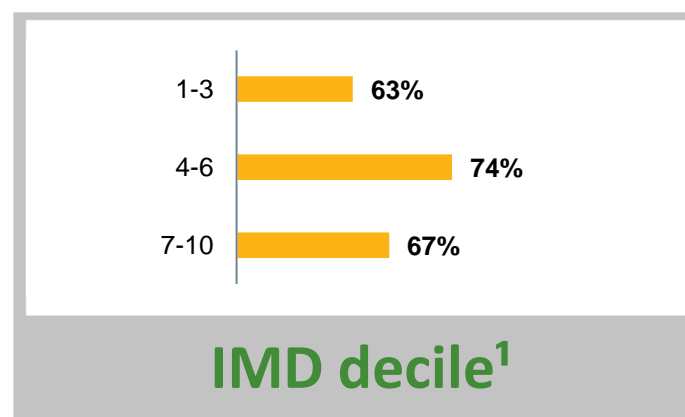
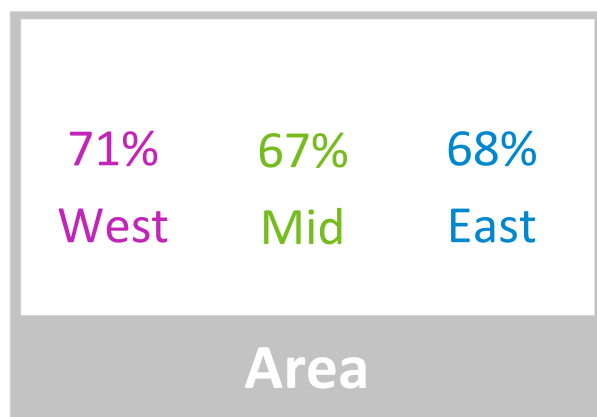
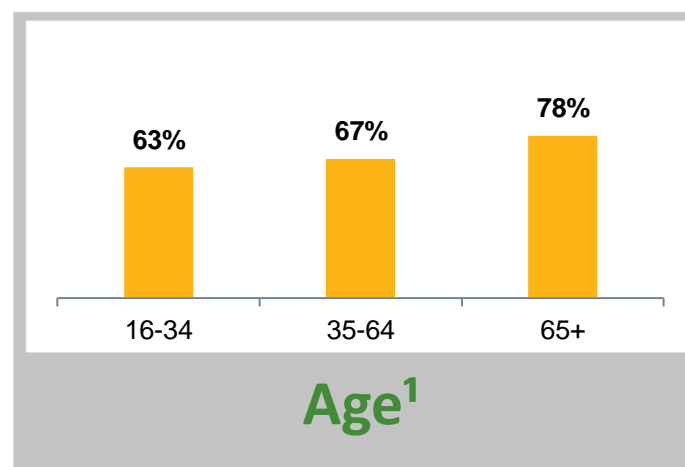
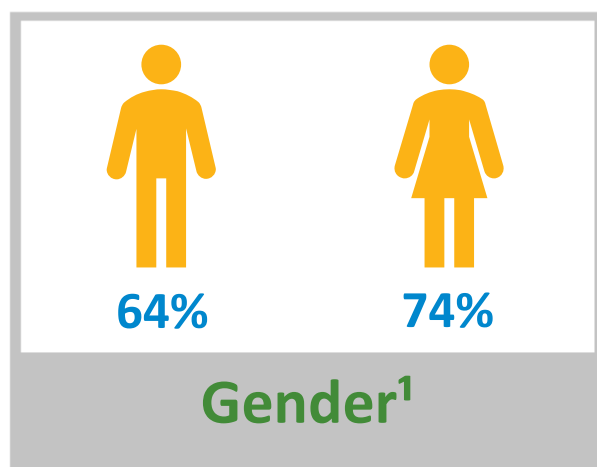


	Autumn 2018	Summer 2019	Autumn 2019
Agree	67%	63%	69%
Neither	15%	18%	13%
Disagree	16%	16%	15%
Nothing needs improving	0%	-	0%
Don't know	2%	3%	3%

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

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

# Females, those aged 65+ and those living in areas in the middle IMD deciles were more likely to agree people in their local area pull together

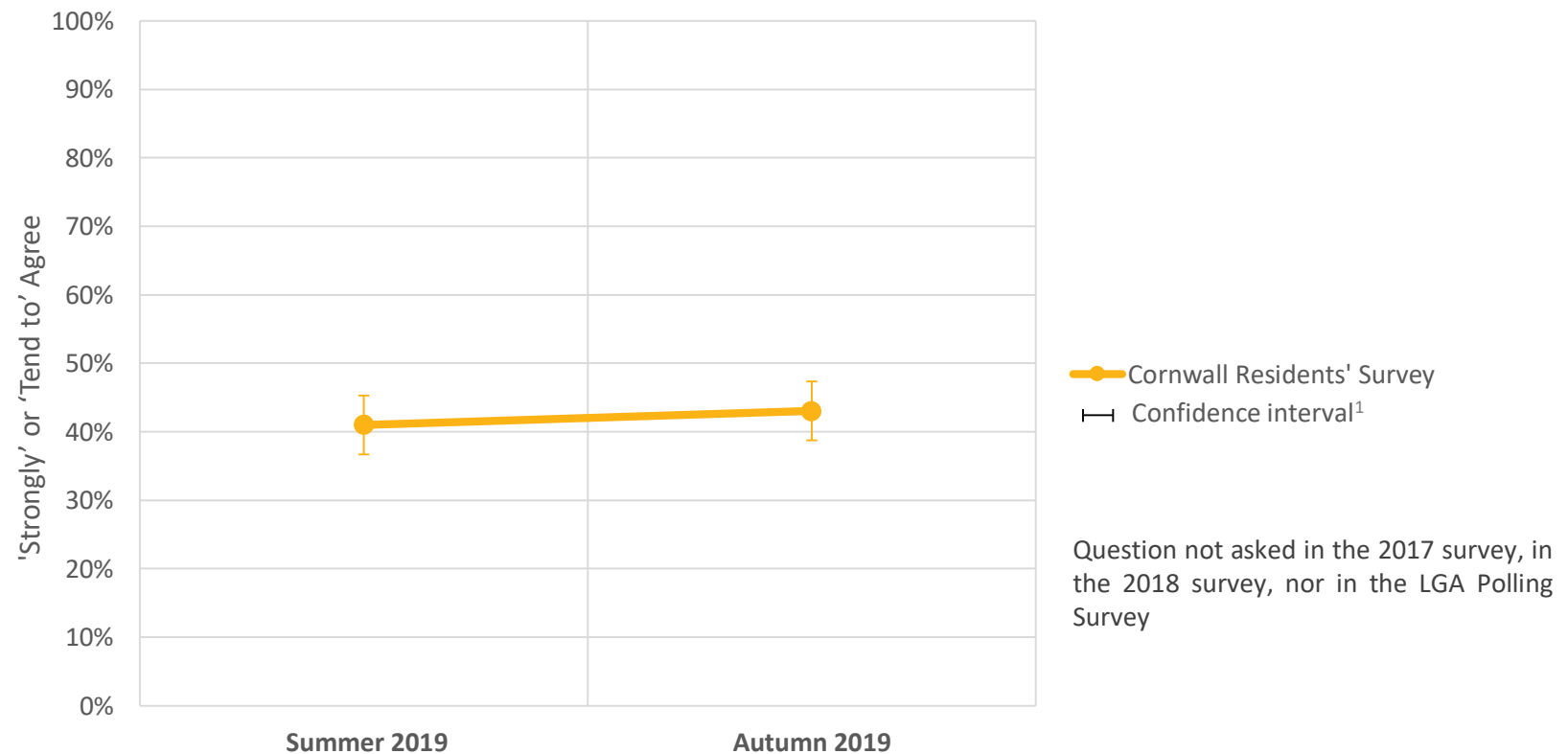


Question: To what extent would you agree or disagree that people in this local area pull together to improve the local area?

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

<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.

# Resident agreement that the Council and the police are dealing with anti-social behaviour and crime issues that matter in your local area has remained the same

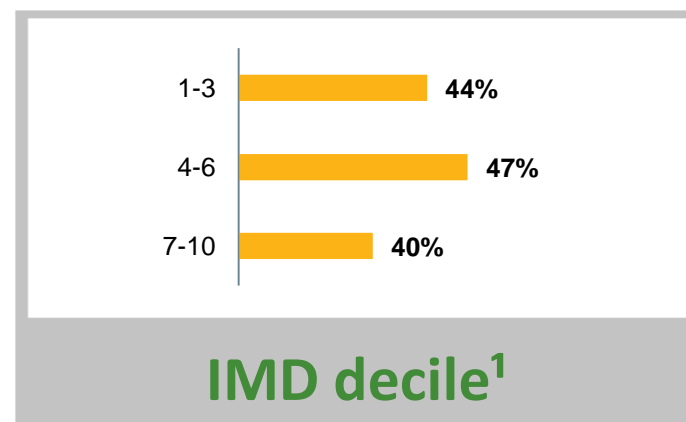
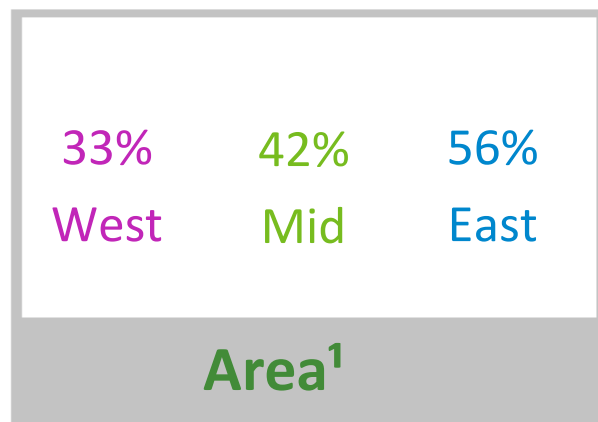
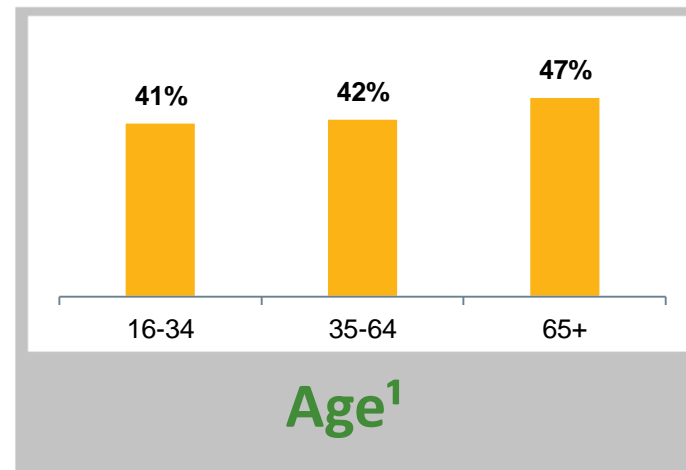
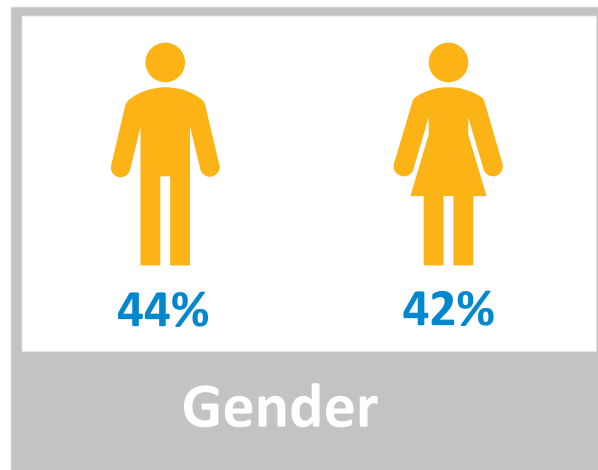


	Summer 2019	Autumn 2019
Agree	41%	43%
Neither	24%	21%
Disagree	29%	30%
Don't know	6%	6%

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?**

<sup>1</sup>Please note that a result must change by 4.3% or more to be statistically valid (please see slide 6 for more details)

Those aged 65+; from mid and East Cornwall; and living in areas in the middle IMD deciles were more likely to agree the Council and police are dealing with ASB 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 Autumn 2019: 500).

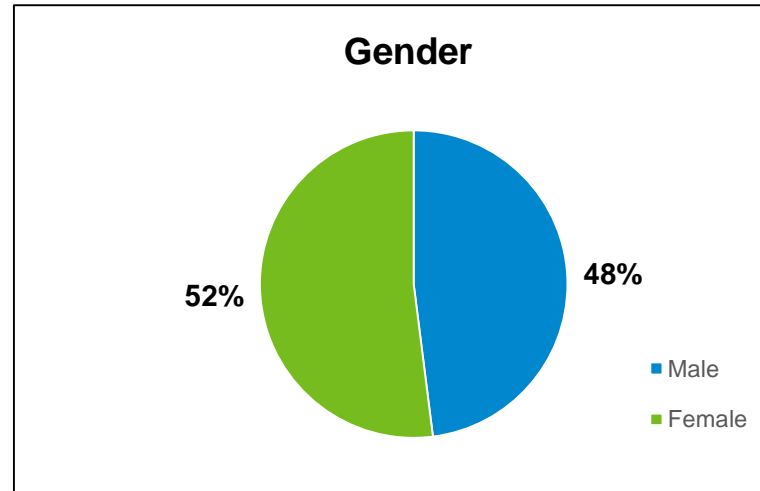
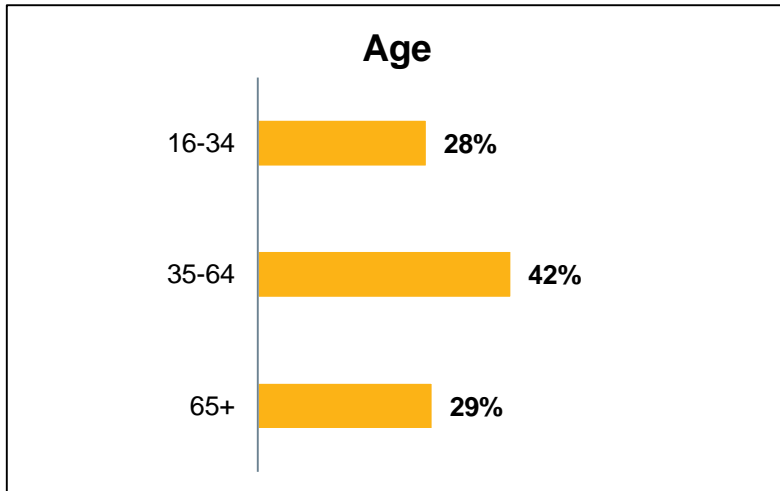
<sup>1</sup>Differences equal to or greater than 4.3% are statistically significant - see slide 6 for details.



# 8: Supporting information

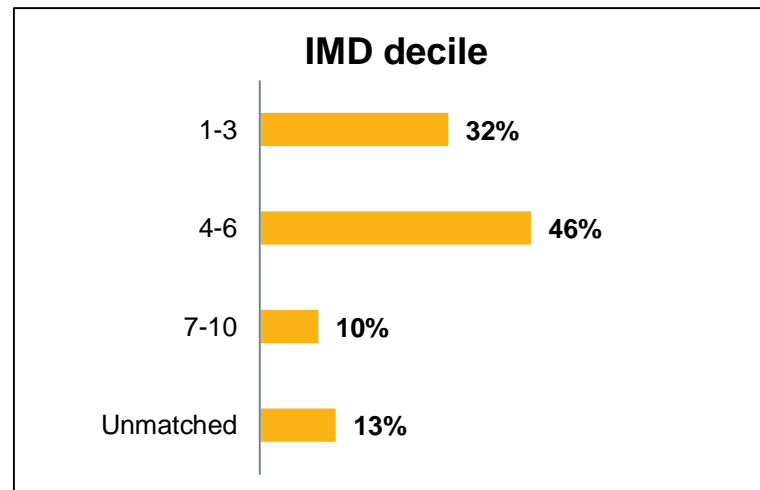
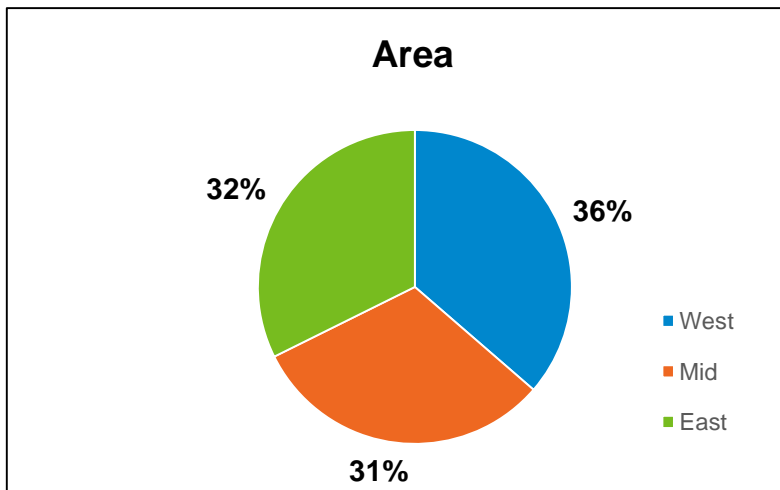


# Respondent profile



### Ethnicity

54% White British  
 40% White Cornish  
 2% White Other  
 0% Black or Black British  
 1% Asian or Asian British  
 3% Declined to answer



Questions: Various

Base: All respondents (Cornwall Residents' Survey Autumn 2019: 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 +/- 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' and the middle deciles are 'deciles 4-6'.*



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