



Listening Learning Leading

South Oxfordshire Residents' Survey 2015

SUMMARY REPORT

Findings of a survey which tracked residents' attitudes and satisfaction with the council

March 2016



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SUMMARY

This report provides a summary of a residents' survey undertaken by M-E-L Research on behalf of South Oxfordshire District Council between November and December 2015.

The survey sought to track residents' attitudes and satisfaction with the council. The council uses the findings to monitor performance, identify areas for improvement and support decisions on spending in future years.

Fieldwork was carried out using a randomly selected face-to-face, doorstep quota survey of residents. Questions were repeated from previous residents' surveys to allow for the longitudinal tracking of results over time.

A total of 1,107 people were surveyed, comprising residents from both urban and rural areas, from all age groups and covering the full range of employment types. In this way we heard the views of different types of residents.

We found that:

- Residents' attitudes towards the council has improved in a number of respects and current ratings are now similar to or higher than those seen in 2009. Over three-quarters of residents were satisfied with the how the council runs things and over two-thirds were satisfied that the council provides value for money;**
- While the reputation of the council is generally positive and has improved since 2014, more could be done to improve the way the authority engages residents and responds to their needs;**
- Service user satisfaction with the majority of the key services provided by the council has increased or stayed the same as in 2014. Waste and recycling continues to be the top performing service area for resident satisfaction. We also found that the services residents' rate as the most important are also the services with the highest levels of user satisfaction.**
- Finally we found that residents' satisfaction with the local area, including how well people get on together and perceptions of safety, remains high and the number of people involved in voluntary work has increased since 2014.**

BACKGROUND TO THE CONSULTATION

In October 2015 South Oxfordshire District Council commissioned M·E·L Research to undertake the Residents' Survey.

The residents' survey tells us about public attitudes towards the council and the local area, and how these have changed since the last survey was carried out. This was the sixth time the residents' survey has been undertaken and data is now available for 2005, 2007, 2009, 2011, 2014 and 2015. This means we are able to track any changes in attitudes over the last ten years.

The residents' surveys provide useful top-line data which can be used as evidence to identify priorities and support spending decisions in future years. Further research may be needed to explain or add detail to some results.

CONSULTATION METHODOLOGY

A total of 1,107 residents were surveyed on the doorstep over a five week period in November and December 2015. **Appendix A** shows the questions we used.

To ensure that the survey was representative of residents in South Oxfordshire's we carried out interviews in rural and urban areas across all parts of the district. Trained interviewers were given a number of randomly selected starting postcodes to start interviewing. From each starting point they would walk door to door until they had completed 10 interviews. In addition, interviewers were given set quotas by age, gender and working status to ensure we heard the views of all types of residents in the district.

The number of participants involved provides us with robust statistical evidence to a confidence interval of +/- 2.9 per cent at the 95 per cent confidence level.

To provide further insight into the results, we looked for differences in views between demographic groups. Where statistically significant differences occur, these have been highlighted in the report.

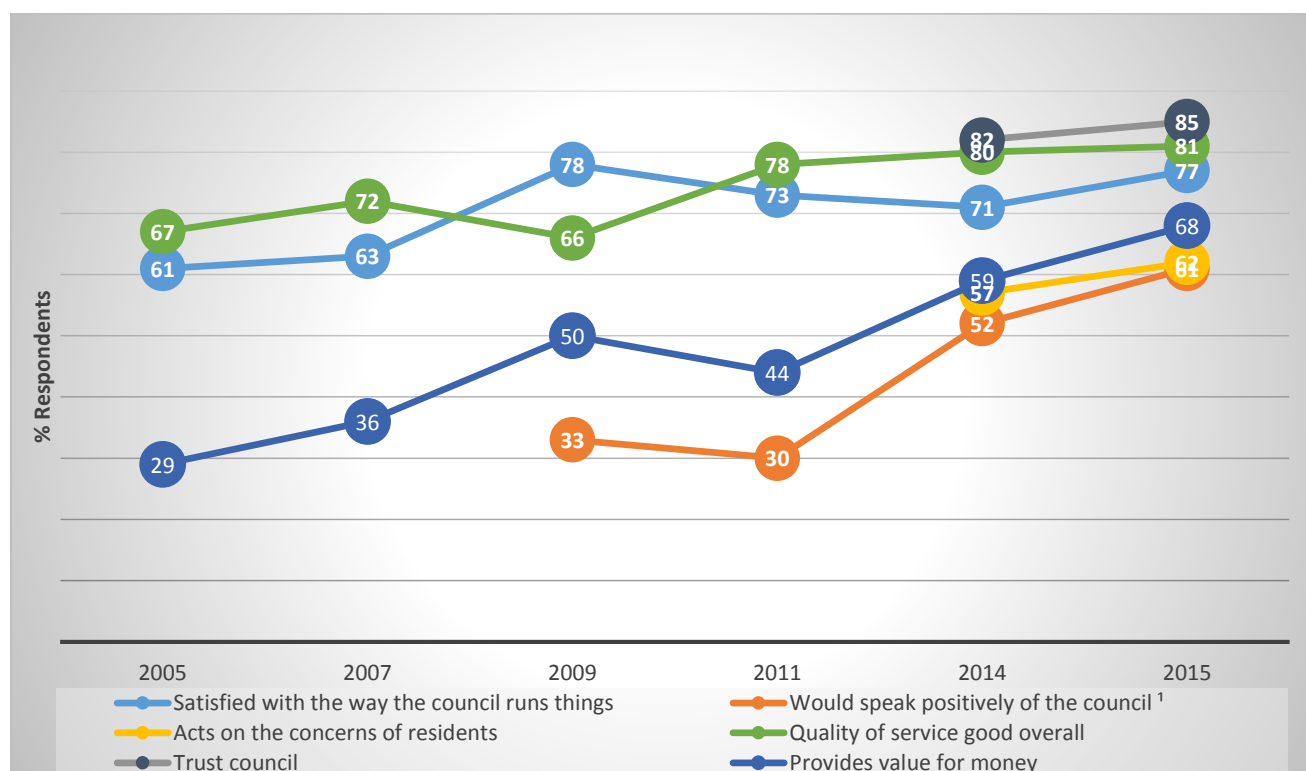
Where possible, we also compared the results to residents' surveys carried out in 2005, 2007, 2009, 2011 and 2014. Data from some of the years was reanalysed to ensure that the results were directly comparable. While the question themes have remained the same and are therefore comparable between years, the wording of some of the questions has changed over the years. These have been highlighted in the report.

FINDINGS

Attitudes towards the council

The residents' survey considered attitudes towards the work of the council. We found that positive attitudes towards the council have increased since the last survey was carried out in 2014. As **Figure 1** shows, there has been a general upwards trend in positive attitudes since 2011 and current ratings are now similar to or higher than those seen in 2009.

Figure 1: Attitudes towards the council (Overall satisfaction and reputation).



Resident's overall **satisfaction with the how the council runs things** has increased since the last survey was undertaken in 2014. Over three-quarters of residents were satisfied (77 per cent) and just 15 per cent were dissatisfied. As was also found in 2014, poor roads and pavements were the most frequently cited reason for dissatisfaction, but this is not the responsibility of the district council. Other complaints included not enough car parking and poor street cleaning.

Eight in ten residents thought the **quality of services was good overall**, a little more than in the 2014 survey and the highest level of agreement seen for this statement since the residents' surveys began in 2005.

Satisfaction that the **council provides value for money** has improved greatly since the last survey. Over two-thirds of residents were satisfied (68 per cent); a 9 per cent increase on the 2014 results. Additionally, dissatisfaction has halved; 21 per cent of residents were dissatisfied in 2014 compared to 10 per cent in 2015. This is a very positive result and shows that the services we provide offer good value for money for residents.

¹ Prior to 2014 this was worded as 'speak highly of the council'

Council reputation

The survey asked residents **how they would speak about the council if asked**. 61 per cent of residents in South Oxfordshire would speak positively (if asked or without being asked). This is almost a 10 per cent increase on the 2014 results and double the proportion of people speaking positively about the council in 2011² (**Figure 1**). In contrast, just 7 per cent of people would speak negatively of the council (if asked or without being asked). This is a 4 per cent decrease on the 2014 results (where 11 per cent would speak negatively). The proportion of respondents who would speak negatively continues to fall year on year and is currently at the lowest since 2009.

Another key question relating to reputation was whether residents agree that the council **acts on the concerns of residents**. The proportion of residents who agreed with this statement has increased by 5 per cent since 2014 to 62 per cent of respondents.

A strong reputation builds trust and this is reflected in the extremely high proportion of residents (85 per cent) that said that they **trust the council**. There has been a slight improvement in trust levels since this question was introduced in 2014.

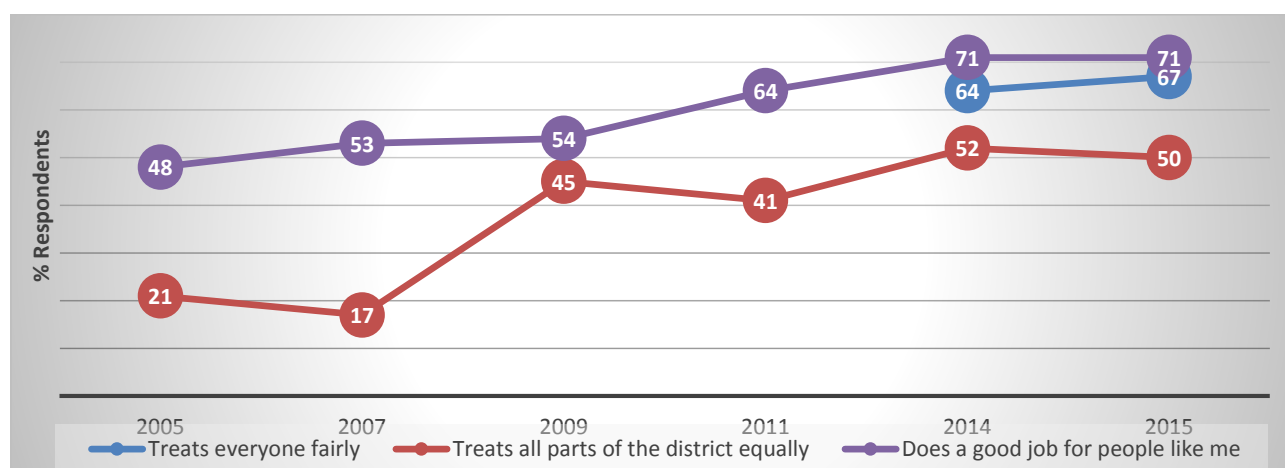
Of course, there are a large number of residents who are largely ambivalent towards the council. When asked if they would speak positively or negatively about the council 30 per cent of residents stated that they had no views one way or another. Similarly, when asked, 54 per cent of residents said that they **don't mind what the council does, so long as it does its job**.

Based on these findings, improvement in reputation in the future will come from measures that cause previously ambivalent residents to form positive opinions towards the council.

Fairness

The survey tells us whether residents think the **council treats everyone fairly**; two-thirds of residents thought the council does (67 per cent) which is a slight improvement on the 2014 results. The level of disagreement with this statement was 9 per cent, suggesting that a small minority of residents do not feel well served by the council.

Figure 2: Attitudes towards the council (Fairness).

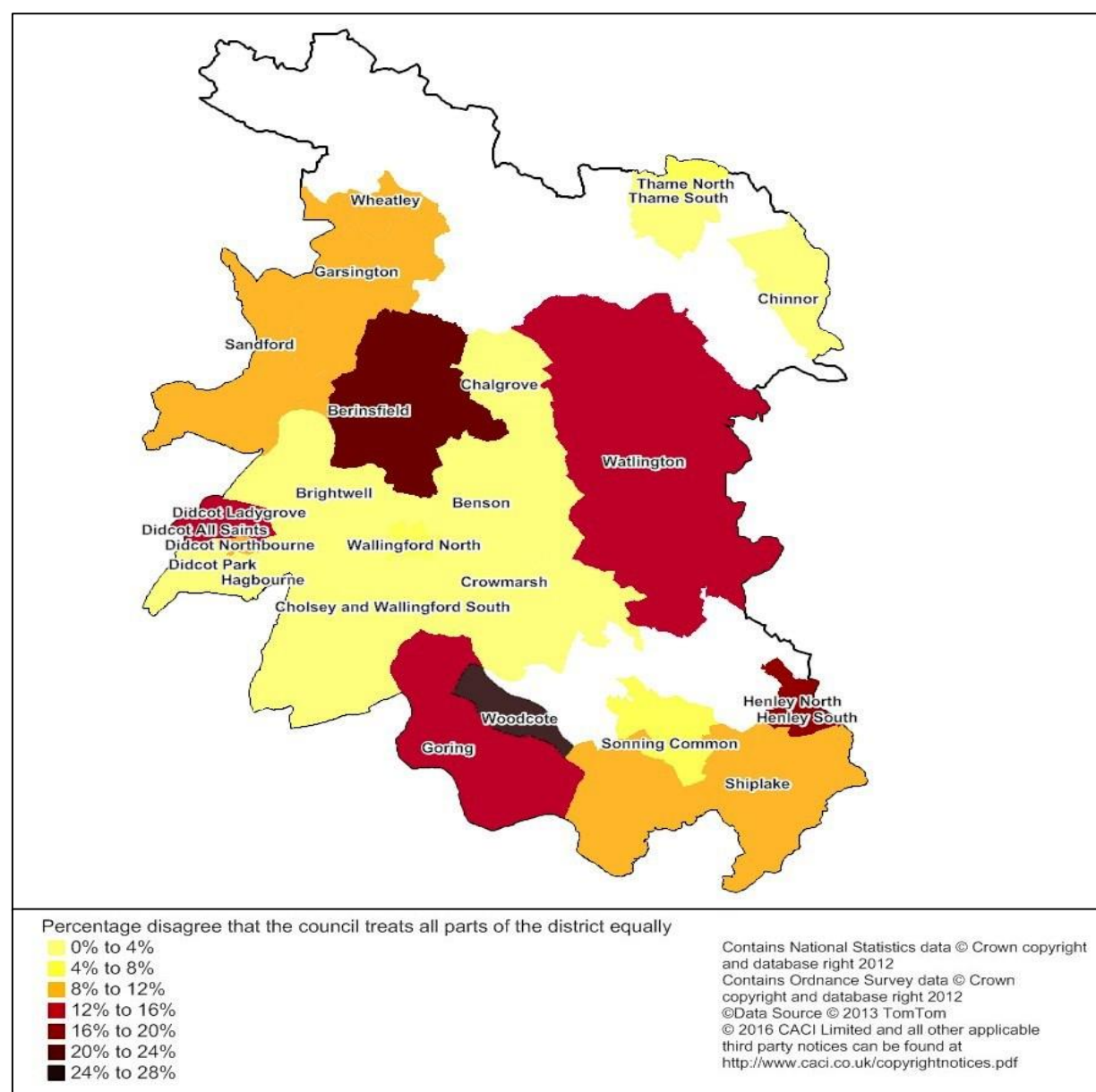


² In 2014 the wording for this question changed from 'would speak highly' to 'would speak positively.'

Residents were also asked whether they thought the council **treats all parts of the district equally**. After a significant improvement between 2011 and 2014, the percentage of residents that agreed with this statement dropped slightly to 50 per cent (a 2 per cent decrease). The level of disagreement with this statement was 12 per cent, a slight increase since 2014. Disagreement with this statement varied across the District, as shown in **Figure 3**, ranging from 0 per cent in Benson, Brightwell, Crowmarsh, Hagbourne and Thame South, to 25 per cent in Woodcote. It is important to note that the sample size for some of the Wards is very small and so further investigation is needed to validate these differences and understand why residents in these areas disagree that the council treats all parts of the district equally.

71 per cent of residents agreed that the council **does a good job for people like them** – the same result as in 2014. The level of disagreement with this statement was 10 per cent suggesting that a small minority of residents do not feel well served by the council.

Figure 3: Disagreement that the council treats all parts of the district equally.³

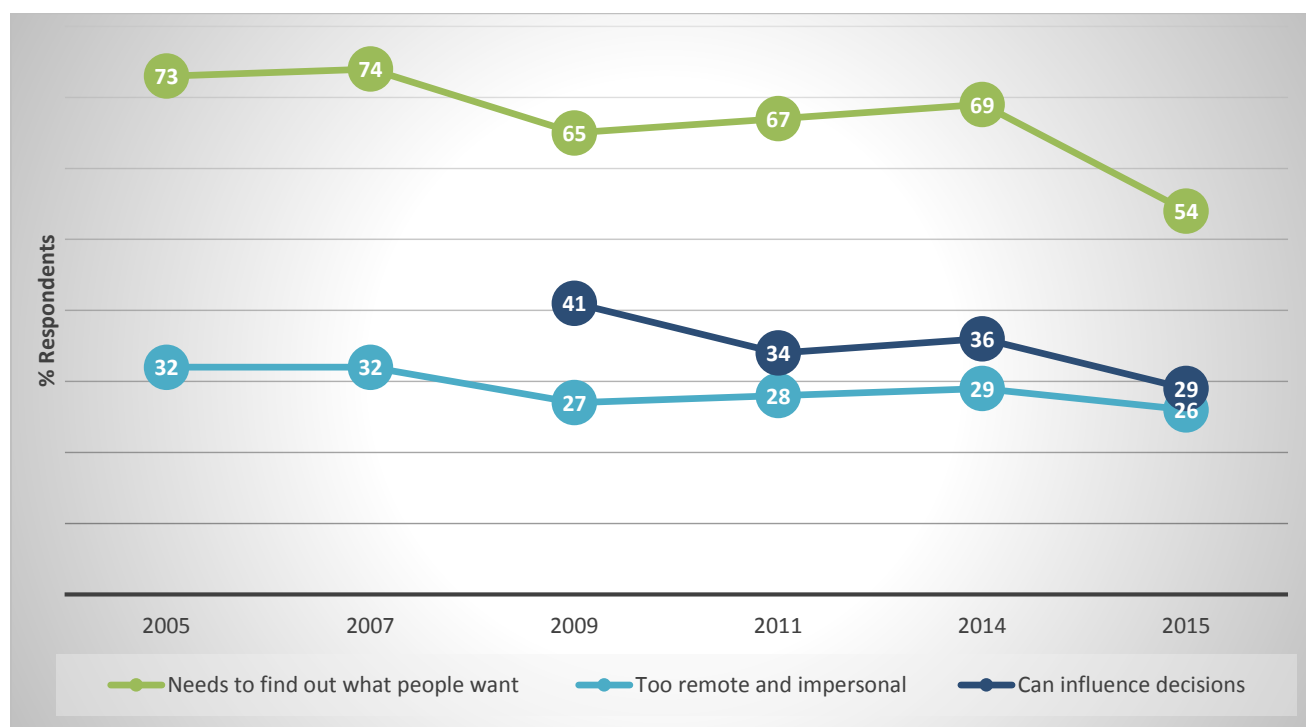


³ Percentage of disagreement is only shown for Wards where surveys were carried out.

Responsiveness to residents

The survey asked about whether residents feel they can **influence decisions affecting their local area**. 29 per cent of residents agreed that they can influence decisions affecting their local area. The reasons given by residents who agreed they can influence decisions included that they had personal experience of being able to influence decisions, that if they had an issue they know where in the council they should go or what they should do to deal with it and that it was their personal opinion.

Figure 4: Attitudes towards the council (Responsiveness).



However, the majority of residents (44 per cent) disagreed that they can influence decisions. When asked to elaborate on why they think that, the most frequent comment from residents who disagreed was that it was simply their personal opinion (without further clarification as to why they thought this), followed by comments that they had personal experience of not being able to influence decisions and that the council doesn't listen to residents.

A further indicator of whether the council is responsive to residents is agreement with the statement that **the council is too impersonal and remote**. 26 per cent of respondents thought this was the case, a decrease since 2014 and the best result since the residents' surveys began.

Lastly, just over half of the residents (54 per cent) thought **the council needs to make more of an effort to find out what people want**. This is 15 per cent lower than in 2014 and therefore shows an improvement in the council's engagement with residents.

While the proportion of residents identifying with negative statements about the council's responsiveness is currently lower than in previous residents' surveys, the proportion of residents who agreed that they can influence decisions affecting their local area has been decreasing since the question was introduced in 2009. Therefore the council may want to

consider improving engagement with residents so its plans, policies and services become more responsive and amenable to residents’ needs and desires.

Communication with residents

Effective communication can help the council improve its reputation and responsiveness to the needs of residents. The survey shows **how informed residents feel** about the services offered by the council. 73 per cent of residents agreed they felt informed by the Council, the same proportion as in 2011 and 2014. Residents aged 55 and over were more likely to feel informed than residents under the age of 55. Interestingly, the proportion of residents using services was largely similar across all age-groups and the current methods for getting information differed little between those under and over the age of 55. Therefore further investigation is needed to understand why those aged 55 and over feel more informed than those under 55.

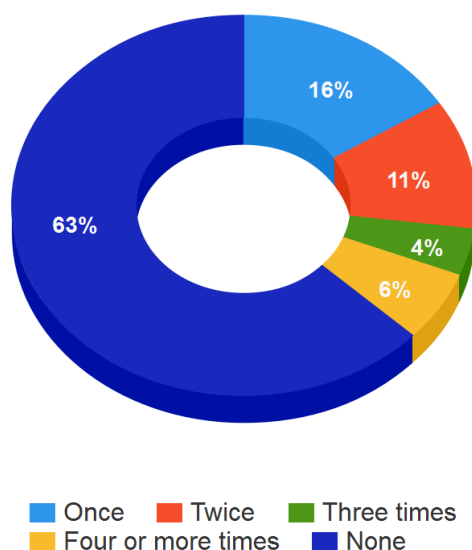
Consideration of how the council can inform residents better in the future should take note of people’s preferences for contacting the council. Most respondents said that they get information about the council from the council’s website, the council's Outlook newsletter and local / free newspapers (**Figure 5**). The website and Outlook newsletter were also residents’ preferred methods of communication.

Figure 5: Current and preferred methods for residents to get information about the council.



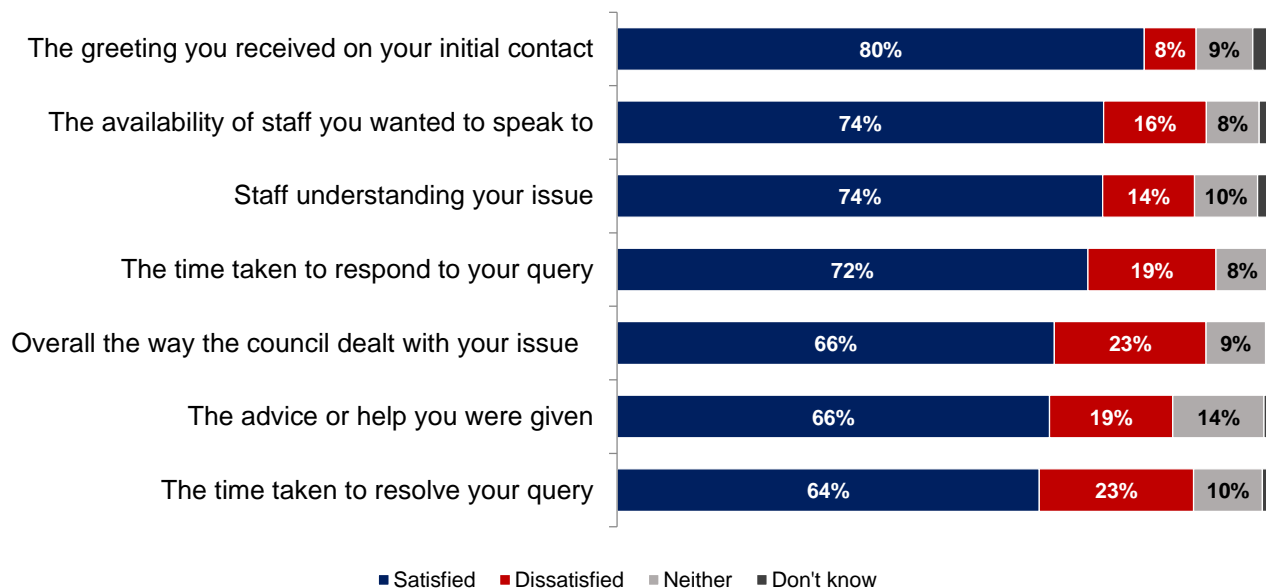
Respondents were asked **how many times they have contacted the council** over the past year. As **Figure 6** shows, just under two-thirds of people had not contacted the council at all.

Figure 6: Number of times residents have contacted the council in the last 12 months.



As **Figure 7** shows, of the residents that had contacted the council, around two-thirds (66 per cent) were **satisfied with the overall way their enquiry was dealt with**. This is a decrease in satisfaction compared to 2014 (when 70 per cent were satisfied). The biggest reason for dissatisfaction amongst customers who had contacted the council was the time it took to resolve their query; 23 per cent of residents thought this.

Figure 7: Satisfaction with aspects of contact with the council.



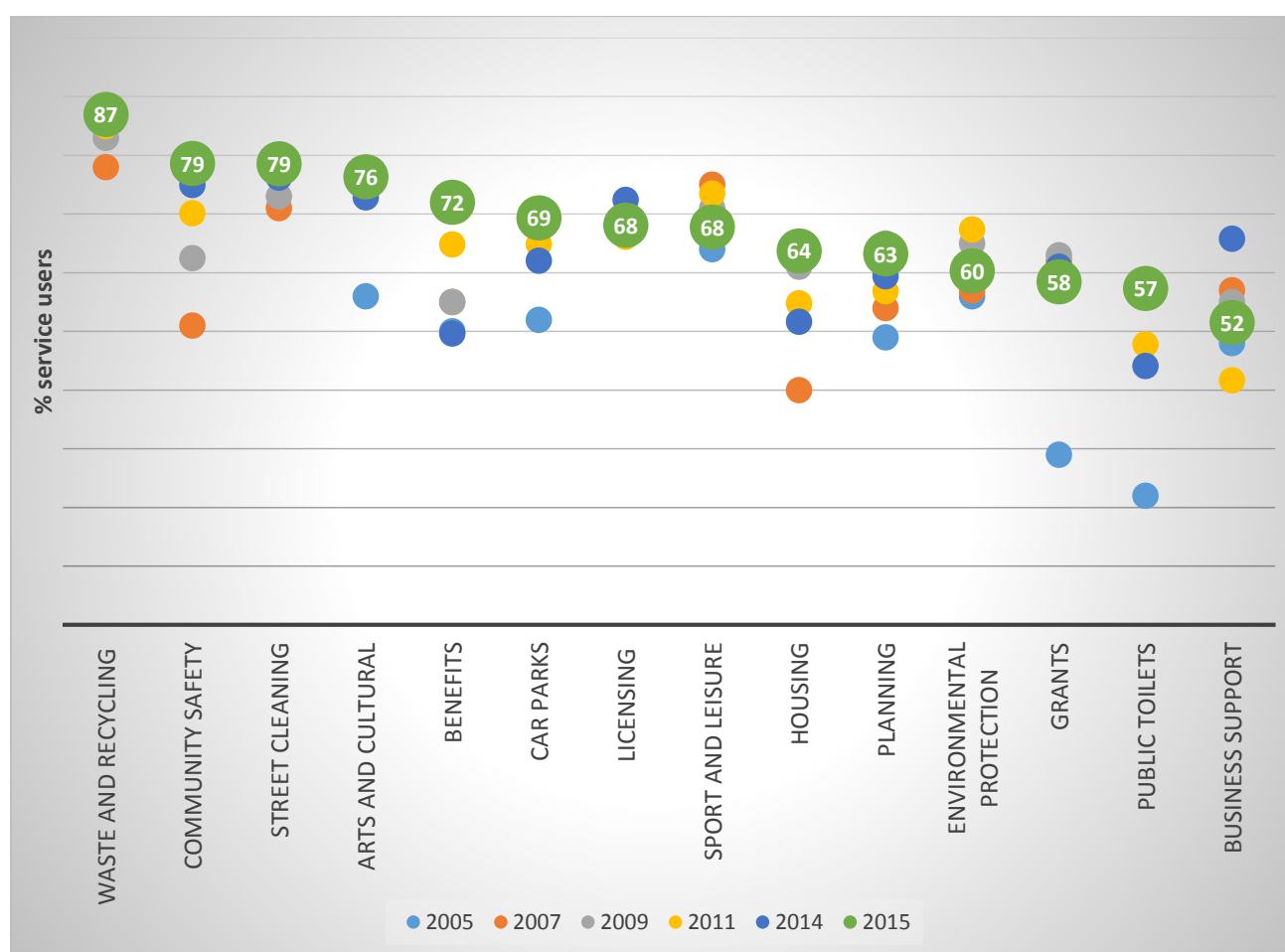
In general, residents were more satisfied with aspects related to how responsive the council is to receiving contact from residents (greeting, availability of staff, understanding of staff). Residents were less satisfied with the outcomes of their contact (advice or help received, time taken to resolve a query).

Satisfaction with key services⁴

Figure 8 shows levels of satisfaction over the last ten years with key services provided by the council. The levels of satisfaction reported are for respondents that said they have used the service concerned (service users) rather than for all respondents. For more specialist services that have a limited number of users, this data can be a more reliable indicator of performance as satisfaction is usually attributed to first-hand experience, as opposed to opinions formed through exposure to the media and wider public discourse.

Satisfaction with all but four services increased or stayed the same as in 2014. A number of service areas have seen significant improvement since the last survey was carried out including housing services, benefits and public toilets. Dips in satisfaction were seen for business support, grants, licensing and waste and recycling.

Figure 8: Satisfaction of service users with key services provided by the council.



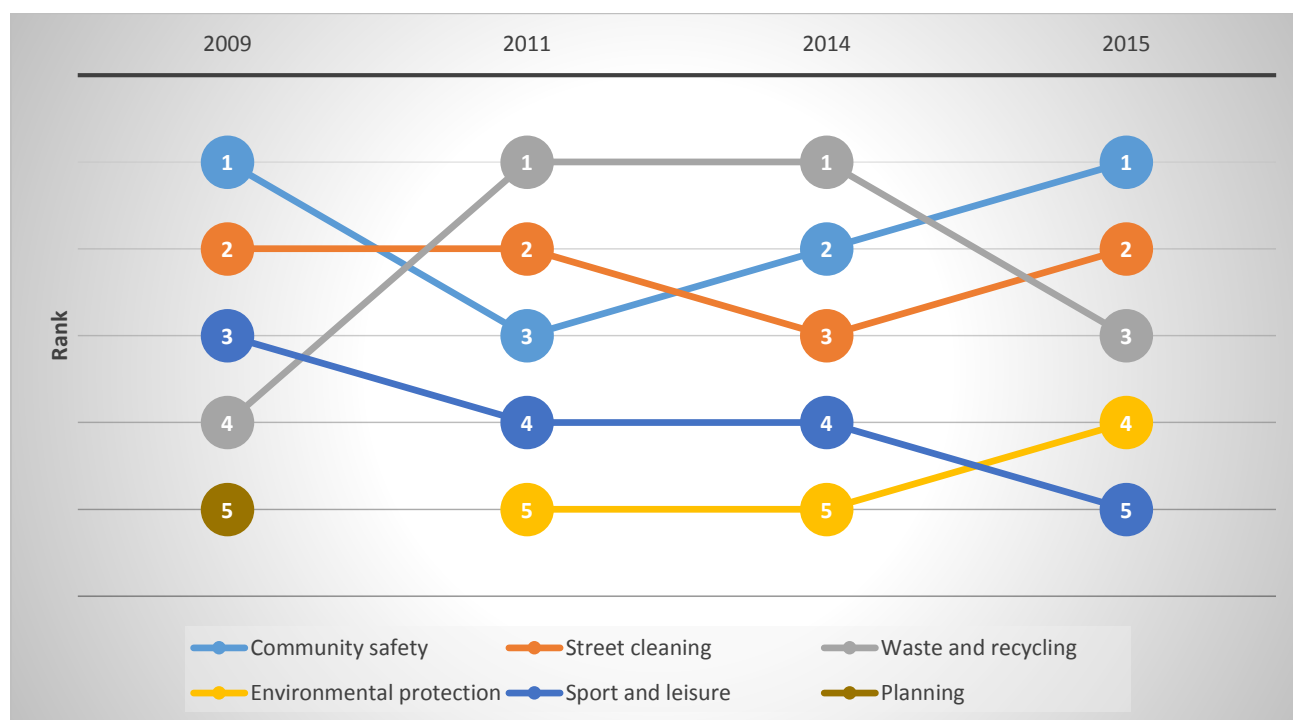
Although satisfaction with waste and recycling dropped by 1 per cent this continues to be the top performing service area for resident satisfaction, with 87 per cent of residents satisfied. This is good news considering that the performance of this service area is a corporate priority for the council.

⁴ The description of some of the services has varied over the years. In 2005 and 2009 Waste and Recycling referred to the kerbside refuse collection only. In 2007 and 2005 Environmental protection was referred to as Environmental Health.

Importance of key services

The top two most important services in 2015 were community safety (reducing crime, fear or crime and antisocial behaviour) and street cleaning (keeping the area clean and litter free). Waste and recycling, which ranked as the most important service in 2011 and 2014, dropped to third position in 2015. Environmental protection and sports and leisure facilities rank in fourth and fifth position respectively. As **Figure 9** shows, the same five services have remained the top five most important since 2011 (although individual rank positions have changed).

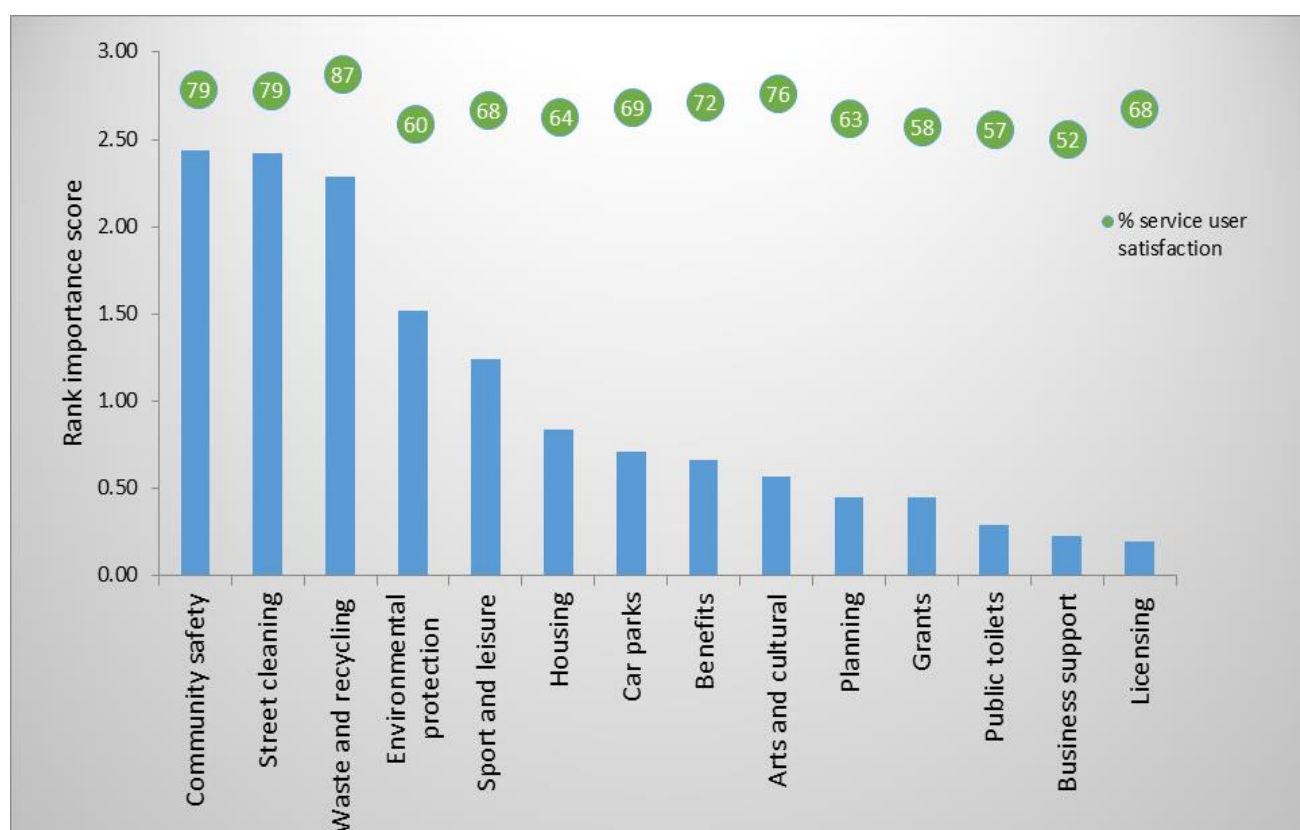
Figure 9: Residents' top five most important services.⁵



Positively, **Figure 10** shows that the services residents rate as the most important are also the services with the highest levels of user satisfaction. Service areas that are seen as important but have lower levels of satisfaction are areas where improvements in performance will produce the greatest gain in resident satisfaction. On this basis the council could focus efforts on environmental protection, which ranks as the 4th most important service area but service user satisfaction is currently 60 per cent.

⁵ Importance is calculated as an average score based on all respondents, where the service with the largest average ranking is the most important.

Figure 10: Importance versus service user satisfaction for key services provided by the council.⁶



Local area

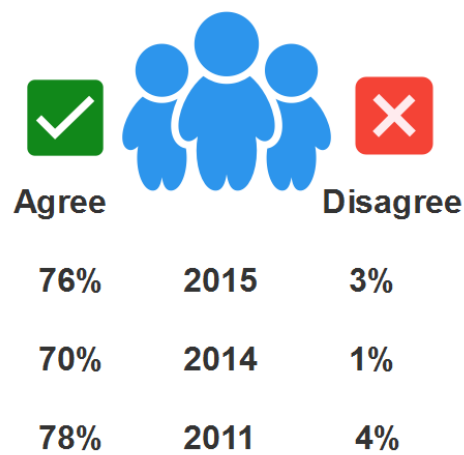
The survey asked residents about their local area, including how well people get on together and if they have been involved in voluntary work.

The majority of residents (98 per cent) **continue to feel safe during the day** in South Oxfordshire. Unsurprisingly, fewer people feel safe during the night, with 82 per cent of residents feeling safe. Just 9 per cent of residents feel fairly or very unsafe at night. Further analysis shows that female respondents and residents with a disability are much less likely to feel safe at night.

Positively, after a notable drop in 2014, there has been an increase in the **number of people who agree that the local area is a place where people from different backgrounds get on well together**. However, the number of people who disagree that people get on well together has increased slightly from 1 per cent to 3 per cent. Although a significantly higher proportion of urban residents than rural residents agreed with this statement (81 per cent compared to 75 per cent) this difference was due to a higher proportion of rural residents answering that people in their local area all come from the same ethnic background rather than disagreeing that people from different background get on well together. It was not possible to investigate any difference in agreement between different ethnic groups because the number of respondents from these groups was too small.

⁶ Importance is shown as rank importance scores, where a higher score indicates a higher level of importance.

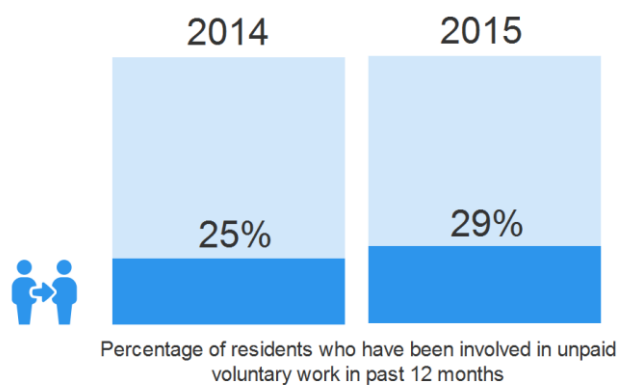
Figure 11: Local area as a place where people from different backgrounds get on well together.



Volunteering

Figure 12 shows 29 per cent of residents have undertaken unpaid voluntary work; this is an increase since the last survey was carried out in 2014. People between the ages of 25-34 volunteered less than all other age groups (18 per cent).

Figure 12: Residents involved in unpaid voluntary work in the last 12 months.



Residents gave a number of different reasons why they have not been involved in unpaid voluntary work, as can be seen in **Table 1**. The main reason given by residents for not volunteering was work commitments, followed by having to look after children or the home. Other reasons included that they have other things to do in their spare time or felt they were too old to volunteer. However, some residents had not volunteered because they hadn't thought about doing it (8 per cent of comments), suggesting that the council could do more to promote volunteer opportunities within South Oxfordshire.

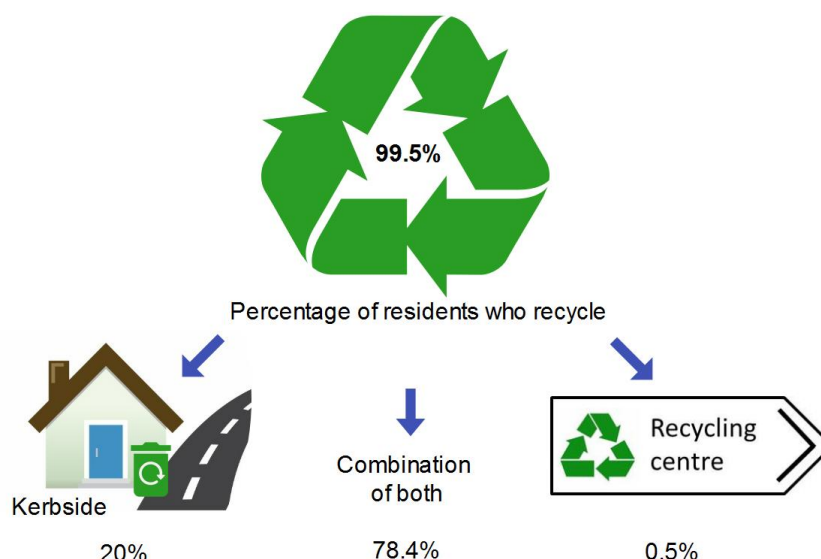
Table 1: Reasons why residents have not been involved in unpaid voluntary work in the last 12 months

Reason ⁷	Frequency	%
I have work commitments	378	39%
I have to look after children/the home	177	18%
I have other things to do in my spare time	124	13%
I'm too old	93	10%
I've never thought about it	73	8%
Poor health	25	3%
I have to study	22	2%
I have to look after someone who is elderly/ill	18	2%
Other	16	2%
I haven't heard about opportunities to give help	14	1%
I'm new to the area	14	1%
I don't know any groups that need help	12	1%
I donate money instead	3	0%

Recycling

Nearly all residents recycle, with the majority using a combination of the council's kerbside recycling collection and by taking items to Oxfordshire County Council waste recycling centres (**Figure 13**). Less than 1 per cent said that they do not recycle; the reasons given for this were not having a green recycling bin and not being interested in recycling.

Figure 13: Recycling by residents.



Most residents said they already **recycle as much as they can** (71 per cent) so nothing would make them recycle more. When residents have too much recycling to fit in their recycling (green) bin, most take it to an Oxfordshire County Council household recycling centre (47 per

⁷ Where respondents gave more than one reason, each reason has been counted separately.

cent of comments), although some put it in a bag or box next to their green bin (27 per cent of comments). Almost one-fifth (19 per cent) of residents would like a larger recycling bin.

Most residents said they put their food waste out for collection weekly (80 per cent). However, 15 per cent said they don't use the food waste collection at all. The main reason given for this was that they don't make enough food waste to need to (60 per cent of comments).

South Oxfordshire District Council offers a garden waste collection subscription service. Just over half the residents said they use this service (58 per cent). Those that don't use the service said it was because they take it to an Oxfordshire County Council household recycling centre, they don't have a garden / don't produce garden waste or that the service is too expensive.

FURTHER INFORMATION

For information about the residents' survey or the results presented in this report, please contact:

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APPENDIX A – SURVEY QUESTIONS

PR15107 South Oxfordshire Residents Survey

Good morning, afternoon, evening. My name is from M.E.L Research, an independent market research organisation. We're conducting an important survey about your views of the local area on behalf of South Oxfordshire District Council.

Can you spare some time to take part? It will take about 15 minutes.
I would like to assure you that all the information we collect will be kept in the strictest confidence, and used for research purposes only. It will not be possible to identify any particular individual or address in the results.

Section A: Satisfaction with the local area and your district council

Throughout this survey we ask you to think about your local area. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home. Your local area receives services from two councils, South Oxfordshire District Council and Oxfordshire County Council. This survey asks about South Oxfordshire District Council which is responsible for services such as waste and recycling collection, street cleaning and planning.

Q1) Overall, how satisfied or dissatisfied are you with the way South Oxfordshire District Council runs things?

Showcard A and Tick ONE only

Very satisfied	<input type="checkbox"/> 1	Go to Q2	Fairly dissatisfied	<input type="checkbox"/> 4	Go to Q1b
Fairly satisfied	<input type="checkbox"/> 2	Go to Q2	Very dissatisfied	<input type="checkbox"/> 5	Go to Q1b
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3	Go to Q2	Don't know (DO NOT PROMPT)	<input type="checkbox"/> 6	Go to Q2

Q1b) Can I ask why that is? PROBE FULLY. DO NOT PROMPT CODE ALL THAT APPLY

Poor customer service	<input type="checkbox"/> 01	Doesn't remove abandoned vehicles quickly enough	<input type="checkbox"/> 13
Council never gets things done quickly enough	<input type="checkbox"/> 02	Lack of investment in area.....	<input type="checkbox"/> 14
Council wastes money/inefficient	<input type="checkbox"/> 03	Poor planning service	<input type="checkbox"/> 15
Council doesn't tell us what's happening..	<input type="checkbox"/> 04	Does not control development in the area	<input type="checkbox"/> 16
Council doesn't consult us	<input type="checkbox"/> 05	Poor sports and leisure facilities	<input type="checkbox"/> 17
Council doesn't listen to what we tell them	<input type="checkbox"/> 06	Not enough car parking	<input type="checkbox"/> 18
Council tax too high	<input type="checkbox"/> 07	High crime rates/level of crime	<input type="checkbox"/> 19
Poor street cleaning.....	<input type="checkbox"/> 08	High levels of antisocial behaviour	<input type="checkbox"/> 20
Poor roads/pavements	<input type="checkbox"/> 09	Nothing for young people to do	<input type="checkbox"/> 21
Poor waste collection.....	<input type="checkbox"/> 10	Not enough housing in the area	<input type="checkbox"/> 22
Poor recycling collection	<input type="checkbox"/> 11	Not enough affordable housing	<input type="checkbox"/> 23
Doesn't remove dumped rubbish quickly enough	<input type="checkbox"/> 12	Don't know.....	<input type="checkbox"/> 24
		Other	<input type="checkbox"/> 25

Other

In considering the next question, please think about the range of services South Oxfordshire District Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services South Oxfordshire District Council provides to the community. We would like your general opinion.

Q2) To what extent do you agree or disagree that South Oxfordshire District Council provides value for money?

SHOWCARD B and Tick ONE only

Strongly agree	<input type="checkbox"/> 1	Neither agree nor disagree	<input type="checkbox"/> 3	Strongly disagree	<input type="checkbox"/> 5
Tend to agree	<input type="checkbox"/> 2	Tend to disagree	<input type="checkbox"/> 4	Don't know (DO NOT PROMPT)	<input type="checkbox"/> 6

Q3) On balance, which of the following statements comes closest to how you feel about South Oxfordshire District Council.

SHOWCARD C and Tick ONE only

I speak positively of the council without being asked.....	<input type="checkbox"/> 1
I speak positively of the council if I am asked about it.....	<input type="checkbox"/> 2
I have no views one way or another	<input type="checkbox"/> 3
I speak negatively about the council if I am asked about it.....	<input type="checkbox"/> 4
I speak negatively about the council without being asked	<input type="checkbox"/> 5
Don't know.....	<input type="checkbox"/> 6

Q4) To what extent do you think South Oxfordshire District Council acts on the concerns of local residents?

Showcard D and Tick ONE only

A great deal.....	<input type="checkbox"/> 1	Not at all	<input type="checkbox"/> 4
A fair amount.....	<input type="checkbox"/> 2	Don't know.....	<input type="checkbox"/> 5
Not very much	<input type="checkbox"/> 3		

Q5) Overall, how well informed do you think South Oxfordshire District Council keeps residents about the services and benefits it provides?

Showcard E and Tick ONE only

Very well informed.....	<input type="checkbox"/> 1	Not well informed at all.....	<input type="checkbox"/> 4
Fairly well informed	<input type="checkbox"/> 2	Don't know	<input type="checkbox"/> 5
Not very well informed.....	<input type="checkbox"/> 3		

Section B: The community in your local area

Q6) How safe or unsafe do you feel when outside in your local area a) during the day and b) after dark?

SHOWCARD F and Tick ONE only for a) and b)

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
How safe or unsafe do you feel when outside in your local area during the day?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
How safe or unsafe do you feel when outside in your local area after dark?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q7) To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? Different backgrounds means people of different age, gender, ethnic and religious groups, people with disabilities, and people of a particular sexual orientation. By getting on well together, we mean treating each other with respect.

SHOWCARD G and Tick ONE only

- | | | | |
|----------------------------------|----------------------------|-------------------------------------|----------------------------|
| Definitely agree..... | <input type="checkbox"/> 1 | Definitely disagree | <input type="checkbox"/> 5 |
| Tend to agree | <input type="checkbox"/> 2 | Don't know | <input type="checkbox"/> 6 |
| Neither agree nor disagree | <input type="checkbox"/> 3 | Too few people in local area | <input type="checkbox"/> 7 |
| Tend to disagree..... | <input type="checkbox"/> 4 | All the same ethnic background..... | <input type="checkbox"/> 8 |

Q8) Thinking about this local area, how much of a problem do you think each of the following are....

SHOWCARD H and Tick ONE only for a) to f)

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/no opinion
a) Noisy neighbours or loud parties	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Rubbish or litter lying around	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) People using or dealing drugs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) People being drunk or rowdy in public places	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f) Groups hanging around the streets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q9) Have you been involved in any unpaid voluntary work (apart from expenses) during the past 12 months, either for a charity or other type of voluntary or community organisation? (e.g sports clubs/activities, arts activities, school governor, faith group). Tick ONE only

Yes ☐ 1 Go to Q11 No..... ☐ 2 Go to Q10

Q10) And which of these, if any, are the reasons why you don't give unpaid help to groups or organisations?

SHOWCARD I and TICK ALL THAT APPLY

- | | | | |
|--|-----------------------------|---|-----------------------------|
| I have work commitments..... | <input type="checkbox"/> 01 | I'm too young..... | <input type="checkbox"/> 07 |
| I have to look after children/the home | <input type="checkbox"/> 02 | I don't know any groups that need help.... | <input type="checkbox"/> 08 |
| I have to look after someone who is elderly/ill..... | <input type="checkbox"/> 03 | I haven't heard about opportunities to give help..... | <input type="checkbox"/> 09 |
| I have to study | <input type="checkbox"/> 04 | I'm new to the area | <input type="checkbox"/> 10 |
| I have other things to do in my spare time | <input type="checkbox"/> 05 | I've never thought about it | <input type="checkbox"/> 11 |
| I'm too old | <input type="checkbox"/> 06 | Other, please specify | <input type="checkbox"/> 12 |

If other, please specify

Section C: Council Image

Q11) How much do you trust South Oxfordshire District Council?

SHOWCARD J and TICK ONE ONLY

- | | | | | | |
|--------------------|----------------------------|---------------------|----------------------------|------------------|----------------------------|
| A great deal..... | <input type="checkbox"/> 1 | Not very much | <input type="checkbox"/> 3 | Don't know | <input type="checkbox"/> 5 |
| A fair amount..... | <input type="checkbox"/> 2 | Not at all | <input type="checkbox"/> 4 | | |

Q12) Here is a list of statements about South Oxfordshire District Council, how strongly do you agree or disagree with each statement?

SHOWCARD K and Tick ONE only for a) to i). Rotate order you read out the statements

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion / Don't know
a) South Oxfordshire District Council needs to make more effort to find out what local people want	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) The quality of South Oxfordshire District Council services is good overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) South Oxfordshire District Council treats all parts of South Oxfordshire District equally	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d) I don't mind what South Oxfordshire District Council does so long as it does its job	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e) South Oxfordshire District Council does a good job for people like me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f) South Oxfordshire District Council is too remote and impersonal	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
g) South Oxfordshire District Council is too bureaucratic	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
h) South Oxfordshire District Council needs to be more open and honest	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
i) South Oxfordshire District Council treats everyone fairly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Section D: Information

Q13) From which, if any, of these places do you obtain most of your information about South Oxfordshire District Council?

Showcard L and TICK ALL THAT APPLY

Contact with Council staff	<input type="checkbox"/> 01	The Council's Outlook newsletter (SOUTH ONLY)	<input type="checkbox"/> 05	Facebook.....	<input type="checkbox"/> 09
Contact with elected District Councillors	<input type="checkbox"/> 02	Local radio	<input type="checkbox"/> 06	Twitter.....	<input type="checkbox"/> 10
Village / Parish newsletter	<input type="checkbox"/> 03	Friends and neighbours..	<input type="checkbox"/> 07	None.....	<input type="checkbox"/> 11
Local / Free newspapers	<input type="checkbox"/> 04	South Oxfordshire District Council website ..	<input type="checkbox"/> 08	Don't know	<input type="checkbox"/> 12
Other				Other, please specify	<input type="checkbox"/> 13

Q14) And looking at the list again, which source of information would you MOST like to receive information about South Oxfordshire District Council from?

Showcard L again and Tick ONE only

Contact with Council staff	<input type="checkbox"/> 01	The Council's Outlook newsletter.....	<input type="checkbox"/> 05	Facebook.....	<input type="checkbox"/> 09
Contact with elected District Councillors	<input type="checkbox"/> 02	Local radio.....	<input type="checkbox"/> 06	Twitter.....	<input type="checkbox"/> 10
Village / Parish newsletter	<input type="checkbox"/> 03	Friends and neighbours ..	<input type="checkbox"/> 07	None.....	<input type="checkbox"/> 11
Local / Free newspapers	<input type="checkbox"/> 04	South Oxfordshire District Council website ..	<input type="checkbox"/> 08	Don't know	<input type="checkbox"/> 12
Other				Other, please specify.....	<input type="checkbox"/> 13

Q15) Do you agree or disagree that you can influence decisions affecting your local area?
Showcard M and Tick ONE only

Definitely agree	<input type="checkbox"/> 1	Tend to disagree	<input type="checkbox"/> 4
Tend to agree	<input type="checkbox"/> 2	Definitely disagree	<input type="checkbox"/> 5
Neither agree nor disagree	<input type="checkbox"/> 3	Don't know	<input type="checkbox"/> 6

Q16) Why do you think you can / can't influence decisions affecting your area? Write in Verbatim

Section E: Services

Q17) How satisfied or dissatisfied you are with the quality of each of the following services in your local area?

Showcard N and Tick ONE only for a) to n). Rotate order you read out the statements

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Don't know	
a) Advice / support to businesses	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
b) Arts and cultural activities	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
c) Council car parks	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
d) Environmental protection (dealing with noise, bonfires, fly-tipping)	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
e) Housing services (including housing advice, homelessness & housing applications)	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
f) Keeping the area clean & litter free (i.e. street cleaning)	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
g) Licensing (private hire vehicles, public entertainment licenses, alcohol licences)	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
h) Sports & leisure facilities	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
i) Planning applications and enforcement	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
j) Providing benefits for people on low incomes (e.g. housing benefit or council tax benefit	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
k) Providing grants to local communities/ groups	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
l) Public toilets	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
m) Reducing crime, fear of crime & antisocial behaviour (i.e. community safety services)	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6
n) Waste and recycling collection service	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6

Q18) And which of these services provided in your local area are most important in your view? Please rank up to FIVE, where 1 is the most important.

Showcard O

	1	2	3	4	5
a) Advice / support to businesses	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Arts and cultural activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) Council car parks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) Environmental protection (dealing with noise, bonfires, fly-tipping)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) Housing services, including housing advice, homelessness & housing applications	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f) Keeping the area clean & litter free (i.e. street cleaning)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g) Licensing (private hire vehicles, public entertainment licenses, alcohol licences)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h) Planning applications and enforcement	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i) Providing benefits for people on low incomes, for instance housing or council tax benefits	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
j) Providing grants to local communities/ groups	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
k) Public toilets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
l) Reducing crime, fear of crime & antisocial behaviour (i.e. community safety services)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
m) Sports & leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
n) Waste and recycling collection service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Don't know	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
None of these	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Other (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
If other, please specify					

Q19) Here are a number of different types of services that are provided in South Oxfordshire. Which service(s) have you or a member of your household used or benefited from?

Tick ONE for each. Rotate order you read out the statements

	Have used	Have not used
Advice/support for businesses	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Arts and cultural activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Council car parks	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Environmental protection (dealing with noise, bonfires, fly-tipping)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Housing services (including housing advice, homelessness & housing applications)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Keeping the area clean & litter free (i.e. street cleaning)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Licensing (private hire vehicles, public entertainment licenses, alcohol licences)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Planning applications and enforcement	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Providing benefits for people on low incomes, for instance housing or council tax benefits	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Providing grants to local communities/ groups	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Public toilets	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Reducing crime, fear of crime & antisocial behaviour (i.e. community safety services)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Sports & leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2

Q20) Here is a list of things South Oxfordshire District Council currently do or provide in the district.

In the future, do you think South Oxfordshire should do more, do the same or less of these things or do you think they shouldn't provide these things at all?

Showcard P and Tick ONE for each a) to q)

	Do more	Do the same	Do less	Don't do at all	Don't know
a) Activities for young people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Arts and cultural facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) Consult with residents	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) Enforcement against litter, fly tipping, graffiti	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) Get housing built	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f) Grants to the voluntary and community sector	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g) Keep streets and public spaces clean and attractive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h) Keep residents informed about services, activities and spending	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i) Make the district attractive to visitors	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
j) Make sure facilities exist on new housing developments	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
k) Minimise the council's impact on climate change	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
l) Protect the character of the area	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
m) Provide public toilets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
n) Reduce the council's energy usage	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
o) Support local business and the creation of vibrant market towns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
p) Sport and recreation facilities for all	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
q) Tackle crime and fear of crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Section F: Waste and Recycling Services

Q21) Do you recycle?

Using the councils kerbside recycling collection service	<input type="checkbox"/> 1	A combination of both.....	<input type="checkbox"/> 3
At Oxfordshire County Council waste recycling centres.....	<input type="checkbox"/> 2	I don't recycle	<input type="checkbox"/> 4
Other		Other (please specify)	<input type="checkbox"/> 5

Q22) If you don't recycle why is this?

DON'T READ OUT. PROBE AND SELECT ALL THAT APPLY

I don't have a green bin.....	<input type="checkbox"/> 1	I don't know what I can recycle.....	<input type="checkbox"/> 4
I don't like wheelie bins.....	<input type="checkbox"/> 2	I'm not interested	<input type="checkbox"/> 5
I don't have the time	<input type="checkbox"/> 3		

Q23) What would make you recycle more:**DON'T READ OUT. PROBE AND SELECT ALL THAT APPLY**More information about what I can recycle ☐ 1More information about where my recycling goes..... ☐ 2Additional recycling bin..... ☐ 3Incentives such as funding for facilities or groups in my community..... ☐ 4If the council refused to collect my bin because it had things in it that can't be recycled..... ☐ 5Nothing, I already recycle as much as I can..... ☐ 6Nothing would encourage me to recycle... ☐ 7Other (please specify) ☐ 8

Other

Q24) If you have too much recycling to fit in your recycling (green) bin, what do you do with the extra recycling?**DON'T READ OUT. PROBE AND SELECT ALL THAT APPLY**Put it in my general (black) bin..... ☐ 1Put it in a bag or box next to my green bin ☐ 2Take it to an Oxfordshire County Council household recycling centre..... ☐ 3Other, please specify ☐ 4

Other

Q25) Would you like to have additional recycling provision?Yes, I would like an additional recycling bin ☐ 1Yes, I would like a larger recycling bin ☐ 2No ☐ 3**Q26) How often on average do you put the following out for the kerbside collection:**

	Weekly	Fortnightly	Monthly	Less than monthly	I don't use it
Recycling (green bin or bags)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Garden waste (brown bin)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
General household waste (black bin)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Food waste	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q27) ONLY ASK IF FOOD WASTE IS NOT PUT OUT WEEKLY**If you don't put out your food waste every week why is this?**I don't make enough food waste to need to ☐ 1I put my food waste in my green bin ☐ 3I put my food waste in my black bin ☐ 2I don't have a food waste bin..... ☐ 4**Q28) Do you use the council's garden waste service?**Yes ☐ 1No..... ☐ 2**Q28a) If no, why not?****DON'T READ OUT. PROBE AND SELECT ALL THAT APPLY**Too expensive ☐ 1I don't have a garden / don't produce garden waste..... ☐ 3I compost my garden waste myself ☐ 2I take it to an Oxfordshire County Council household recycling centre..... ☐ 4

Section G: Sport

Q29) How many days a week are you active for 30 minutes of moderate intensity physical activity (This may include sport, exercise and brisk walking or cycling for recreation or travel, but should not include housework or physical activity that may be part of your job)

Less than once a week..... ☐ 1 More than 3 times a week..... ☐ 3
 2 - 3 times a week ☐ 2 Never..... ☐ 4

Q30) Have you heard of or taken part in any of the following sports and activities organised by the District Council?

	Heard of		Taken part in	
GO Active	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Get Healthy	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Active Women	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Sportivate	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Any other community activities e.g. jogging etc.	<input type="checkbox"/>	1	<input type="checkbox"/>	2

Q31) What would make you more active, or help you to become more active?

Availability of local sports/leisure facilities close to home	<input type="checkbox"/> 01	Advice from a health care professional ...	<input type="checkbox"/> 09
Better personal safety	<input type="checkbox"/> 02	Better information about exercising	<input type="checkbox"/> 10
Someone to exercise/do activities with....	<input type="checkbox"/> 03	If I could exercise at home	<input type="checkbox"/> 11
Having more time	<input type="checkbox"/> 04	If I had help with my caring responsibilities (e.g. a crèche for children).....	<input type="checkbox"/> 12
Better access to transport to travel to activities.....	<input type="checkbox"/> 05	Organised walks.....	<input type="checkbox"/> 13
Improved personal motivation.....	<input type="checkbox"/> 06	Availability of specialised exercise / activities for people with medical conditions	<input type="checkbox"/> 14
Lower prices for gym / leisure centre membership / for using leisure centres	<input type="checkbox"/> 07	Exercise on Referral.....	<input type="checkbox"/> 15
Personalised exercise advice and sessions	<input type="checkbox"/> 08	Other (please specify)	<input type="checkbox"/> 16

Other

Section H: Contacting the Council

Q32) How many times have you contacted South Oxfordshire District Council with an enquiry or about a problem over the last year or so?

Tick ONE only

Once	<input type="checkbox"/> 1	Go to q33
Twice	<input type="checkbox"/> 2	Go to Q33
Three times	<input type="checkbox"/> 3	Go to Q33
Four or more times	<input type="checkbox"/> 4	Go to Q33
None	<input type="checkbox"/> 5	Go to Q34
Don't know	<input type="checkbox"/> 6	Go to Q34

Q33) Now thinking about the LAST time you contacted the district council. ASK if Q32=1,2,3,4)

How satisfied or dissatisfied were you with each of the following?

Showcard Q and Tick ONE only for a) to g)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
a) The time taken to respond to your query	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) The time taken to resolve your query	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) The advice or help you were given	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d) The availability of staff you wanted to speak to	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e) Staff understanding your issue	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f) The greeting you received on your initial contact	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
g) Overall the way the council dealt with your issue	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Section I: About You

Q34) How long have you lived in a) this local area and b) South Oxfordshire District?

Tick ONE only for a) and b)

	Up to 1 year	1-2 years	3-5 years	6-10 years	11-15 years	16-20 years	More than 20 years
a) How long have you lived in this local area?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How long have you lived in South Oxfordshire District?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q35) Record Gender

Male ☐ 1

Female ... ☐ 2

Q36) And how old are you? Showcard R and Tick ONE only

16-24 ☐ 1

35-44 ☐ 3

55-59 ☐ 5

65+ ☐ 7

25-34 ☐ 2

45-54 ☐ 4

60-64 ☐ 6

Q37) Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Include problems related to old age)

Yes, limited a lot ☐ 1

No ☐ 3

Yes, limited a little ☐ 2

Refused ☐ 4

Q38) Looking at this list, how would you describe your present work status? Showcard S and Tick ONE only

- | | | | |
|----------------------------|----------------------------|------------------------------------|----------------------------|
| Employed - part time | <input type="checkbox"/> 1 | Retired..... | <input type="checkbox"/> 6 |
| Employed - full time | <input type="checkbox"/> 2 | Looking after home or family | <input type="checkbox"/> 7 |
| Self employed..... | <input type="checkbox"/> 3 | Long term sick or disabled..... | <input type="checkbox"/> 8 |
| Unemployed | <input type="checkbox"/> 4 | Other | <input type="checkbox"/> 9 |
| Full time student | <input type="checkbox"/> 5 | | |

Q39) Which of these ethnic groups best describes you? Showcard T and Tick ONE only

- | | | | |
|--|-----------------------------|---|-----------------------------|
| White: English/Welsh/Scottish/Northern Irish/British | <input type="checkbox"/> 01 | Asian or Asian British: Pakistani..... | <input type="checkbox"/> 10 |
| White: Irish..... | <input type="checkbox"/> 02 | Asian or Asian British: Bangladeshi | <input type="checkbox"/> 11 |
| White: Gypsy or Irish Traveller | <input type="checkbox"/> 03 | Asian or Asian British: Chinese | <input type="checkbox"/> 12 |
| White Other..... | <input type="checkbox"/> 04 | Asian or Asian British: Other | <input type="checkbox"/> 13 |
| Mixed: White and Black Caribbean | <input type="checkbox"/> 05 | Black or Black British: Caribbean | <input type="checkbox"/> 14 |
| Mixed: White and Black African | <input type="checkbox"/> 06 | Black or Black British: African | <input type="checkbox"/> 15 |
| Mixed: White and Asian | <input type="checkbox"/> 07 | Black or Black British: Other..... | <input type="checkbox"/> 16 |
| Mixed: Other..... | <input type="checkbox"/> 08 | Other: Arab | <input type="checkbox"/> 17 |
| Asian or Asian British: Indian | <input type="checkbox"/> 09 | Other: Other ethnic group | <input type="checkbox"/> 18 |
| Other, please specify | <input type="text"/> | | |

Q40) And is your home..? Showcard U and Tick ONE only

- | | | | |
|---------------------------------------|----------------------------|------------------------------------|----------------------------|
| Owned outright | <input type="checkbox"/> 1 | Rented from private landlord | <input type="checkbox"/> 4 |
| Owned with mortgage | <input type="checkbox"/> 2 | Other..... | <input type="checkbox"/> 5 |
| Rented from housing association | <input type="checkbox"/> 3 | Don't know | <input type="checkbox"/> 6 |

Q41) Including yourself, how many people live in your household?

Q41a) How many are adults aged 18 or over?

Q41b) How many are children (17 and under)?

Section J: Further Consultation

SOUTH OXFORDSHIRE DISTRICT COUNCIL is looking for residents who are interested in giving their views and suggestions on other council services. They are occasionally asked to complete short online or telephone surveys, for example. Would you be willing to be added to the mailing list and provide your views to influence the work of the council?

IF NO: THANK AND CLOSE.

IF YES: Can I please take your email address and we will send you a short online form/survey asking you how you'd prefer to get involved and the types of council topics you are interested in providing your views on? (IF THEY DO NOT HAVE EMAIL TAKE THEIR POSTAL ADDRESS).

THANK YOU.

Email address:

Postal address: (ONLY IF NO EMAIL)

Thank you, that's all the questions!

For quality control purposes the office is required to verify a small proportion of my work.
Can I please take your full name, address and telephone number. These details are held in confidence and are not linked to your answers, neither are they passed on to any third party.

Full name of person completing this survey

ADDRESS

STARTING POSTCODE

TELEPHONE

INTERVIEWER NAME

Thank and close.

APPENDIX B – DATA TABLES

Gender	Census 2011	%	Survey 2015	%
Male	52,860	48.8%	520	46.9%
Female	55,372	51.2%	587	53.1%
Total	108,232	100.0%	1,107	100.0%

Age	Census 2011	%	Survey 2015	%
16 – 24	12,196	11.3%	105	9.5%
25 – 34	14,716	13.6%	165	14.9%
35 – 44	20,019	18.5%	210	19.0%
45 – 54	20,116	18.6%	208	18.8%
55 – 64	16,805	15.5%	169	15.3%
65+	24,380	22.5%	249	22.5%
Total	108,232	100.0%	1,106	100.0%

Ethnic group	Census 2011	%	Survey 2015	%
White: English/Welsh/Scottish /Northern Irish/British	98,694	91.2%	994	90.0%
White: Irish	1,001	0.9%	8	0.7%
White: Gypsy or Irish Traveller	96	0.1%	1	0.1%
White: Other White	4,796	4.4%	64	5.8%
Mixed/multiple ethnic group: White and Black Caribbean	252	0.2%	3	0.3%
Mixed/multiple ethnic group: White and Black African	70	0.1%	0	0.0%
Mixed/multiple ethnic group: White and Asian	312	0.3%	3	0.3%
Mixed/multiple ethnic group: Other Mixed	241	0.2%	2	0.2%
Asian/Asian British: Indian	642	0.6%	4	0.4%
Asian/Asian British: Pakistani	138	0.1%	2	0.2%
Asian/Asian British: Bangladeshi	130	0.1%	2	0.2%
Asian/Asian British: Chinese	356	0.3%	2	0.2%
Asian/Asian British: Other Asian	664	0.6%	4	0.4%
Black/African/Caribbean/Black British: African	313	0.3%	3	0.3%
Black/African/Caribbean/Black British: Caribbean	225	0.2%	0	0.0%
Black/African/Caribbean/Black British: Other Black	69	0.1%	0	0.0%
Other ethnic group: Arab	68	0.1%	1	0.1%
Other ethnic group: Any other ethnic group	165	0.2%	11	1.0%
Total	108,232	100.0%	1,104	100.0%

Employment Status	Census 2011	%	Survey 2015	%
Employed – part time	13,591	14.8%	211	19.1%
Employed – full time	41,976	45.7%	419	37.9%
Self employed	12,638	13.7%	96	8.7%
Unemployed	2,446	2.7%	8	0.7%
Full time student	2,169	2.4%	25	2.3%
Retired	13,471	14.7%	243	22.0%
Looking after home or family	3,848	4.2%	70	6.3%
Long term sick or disabled	1,809	2.0%	26	2.3%
Other	0	0.0%	9	0.8%
Total	91,948	100.0%	1,107	100.0%

Home ownership	Census 2011	%	Survey 2015	%
Owned outright	20,113	37.2%	351	32.0%
Owned with mortgage	19,348	35.8%	419	38.2%
Rented from housing association	6,163	11.4%	145	13.2%
Rented from private landlord	7,211	13.3%	133	12.1%
Other	810	1.5%	48	4.4%
Total	54,104	100.0%	1,096	100.0%

Limiting disability / health	Census 2011	%	Survey 2015	%
Yes, limited a lot	7,292	6.7%	79	7.2%
Yes, limited a little	10,498	9.7%	76	6.9%
No	90,442	83.6%	947	85.9%
Total	108,232	100.0%	1,102	100.0%

Area Classification	Census 2011	%	Survey 2015	%
Urban	28,496	52.0%	546	53.7%
Rural	26,348	48.0%	560	46.3.6%
Total	54,844	100.0%	936	100.0%

Q1) Overall, how satisfied or dissatisfied are you with the way South Oxfordshire District Council runs things? Base size: 1,107

Satisfaction	%
Very satisfied	23.0%
Fairly satisfied	54.3%
Neither satisfied nor dissatisfied	7.2%
Fairly dissatisfied	12.6%
Very dissatisfied	2.4%
Don't know	0.5%

Q1b) Can I ask why [you are dissatisfied]? Base size: 169

Reason ⁸	Frequency	%
Poor roads/pavements	89	27.1%
Not enough car parking	35	10.7%
Poor street cleaning	29	8.8%
Traffic / congestion issues / too much speeding	21	6.4%
Poor waste collection	16	4.9%
Nothing for young people to do	15	4.6%
Poor street lights	14	4.3%
Roadside vegetation problems	12	3.7%
Other	9	2.7%
Doesn't remove dumped rubbish quickly enough	8	2.4%
Poor planning service	8	2.4%
Does not control development in the area	7	2.1%
Council wastes money/inefficient	6	1.8%
Poor recycling collection	6	1.8%
Poor customer service	5	1.5%
Poor sports and leisure facilities	5	1.5%
High levels of antisocial behaviour	5	1.5%
Flooding / poor drainage	5	1.5%
Council never gets things done quickly enough	4	1.2%
Council doesn't listen to what we tell them	4	1.2%
Council tax too high	4	1.2%
Council doesn't tell us what's happening	3	0.9%
Lack of investment in area	3	0.9%
Not enough affordable housing	3	0.9%
Poor council garages	3	0.9%
Too much dog fouling	3	0.9%
High crime rates/level of crime	2	0.6%
Lack of facilities	2	0.6%
Poor public transport service	2	0.6%

Q2) To what extent do you agree or disagree that South Oxfordshire District Council provides value for money? Base size: 1,107

Agreement	%
Strongly agree	13.1%
Tend to agree	55.0%
Neither agree nor disagree	19.7%
Tend to disagree	8.6%
Strongly disagree	1.4%
Don't know	2.3%

⁸ Where respondents gave more than one reason, each reason has been counted separately.

Q3) On balance, which of the following statements comes closest to how you feel about South Oxfordshire District Council. Base size: 1,107

Statement	%
I speak positively of the council without being asked	8.9%
I speak positively of the council if I am asked about it	51.9%
I have no views one way or another	29.5%
I speak negatively about the council if I am asked about it	5.8%
I speak negatively about the council without being asked	1.4%
Don't know	2.4%

Q4) To what extent do you think South Oxfordshire District Council acts on the concerns of local residents? Base size: 1,106

Extent	%
A great deal	6.1%
A fair amount	56.1%
Not very much	15.4%
Not at all	3.2%
Don't know	19.2%

Q5) Overall, how well informed do you think South Oxfordshire District Council keeps residents about the services and benefits it provides? Base size: 1,107

Extent	%
Very well informed	16.3%
Fairly well informed	56.6%
Not very well informed	20.1%
Not well informed at all	4.7%
Don't know	2.3%

Q6) How safe or unsafe do you feel when outside in your local area a) during the day and b) after dark? Base size: 1,107

Feelings of safety	During the day	After dark
Very safe	73.4%	46.1%
Fairly safe	24.6%	36.4%
Neither safe nor unsafe	1.5%	7.7%
Fairly unsafe	0.5%	7.1%
Very unsafe	0.0%	1.8%
Don't know	0.1%	0.9%

Q7) To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? Base size: 1,107

Agreement	%
Definitely agree	26.6%
Tend to agree	49.7%
Neither agree nor disagree	7.5%
Tend to disagree	2.0%
Definitely disagree	0.7%
Don't know	0.5%
Too few people in local area	6.2%
All the same ethnic background	6.7%

Q8) Thinking about this local area, how much of a problem do you think each of the following are.... Base size: 1,102 – 1,107

Problem	Very big	Fairly big	Not very big	Not a problem at all	Don't know /no opinion
Noisy neighbours or loud parties	1.8%	2.5%	12.3%	83.0%	0.4%
Rubbish or litter lying around	3.9%	11.2%	24.0%	60.8%	0.1%
Vandalism, graffiti and other deliberate damage to property or vehicles	1.4%	5.3%	17.1%	75.9%	0.2%
People using or dealing drugs	1.9%	4.9%	13.7%	76.1%	3.4%
People being drunk or rowdy in public places	1.6%	5.3%	17.1%	75.2%	0.8%
Groups hanging around the streets	1.9%	6.4%	17.3%	74.0%	0.5%

Q9) Have you been involved in any unpaid voluntary work (apart from expenses) during the past 12 months, either for a charity or other type of voluntary or community organisation? Base size: 1,107

Involved in voluntary work	%
Yes	28.9%
No	71.1%

Q10) And which of these, if any, are the reasons why you don't give unpaid help to groups or organisations? Base size: 784

Reason ⁹	Frequency	%
I have work commitments	378	39.0%
I have to look after children/the home	177	18.3%
I have other things to do in my spare time	124	12.8%
I'm too old	93	9.6%
I've never thought about it	73	7.5%
Poor health	25	2.6%
I have to study	22	2.3%
I have to look after someone who is elderly/ill	18	1.9%
Other	16	1.6%
I haven't heard about opportunities to give help	14	1.4%
I'm new to the area	14	1.4%
I don't know any groups that need help	12	1.2%
I donate money instead	3	0.3%

Q11) How much do you trust South Oxfordshire District Council? Base size: 1,105

	%
A great deal	15.6%
A fair amount	68.9%
Not very much	9.8%
Not at all	1.8%
Don't know	4.0%

Q12) Here is a list of statements about South Oxfordshire District Council, how strongly do you agree or disagree with each statement? Base size: 1,103 – 1,107

Statements	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion /Don't know
SODC needs to make more effort to find out what local people want	13.1%	40.9%	23.5%	17.8%	2.6%	2.0%
The quality of SODC services is good overall	12.0%	69.0%	12.1%	6.3%	0.5%	0.1%
SODC treats all parts of South	4.5%	45.2%	28.6%	9.3%	2.4%	10.0%

⁹ Where respondents gave more than one reason, each reason has been counted separately.

Oxfordshire District equally						
I don't mind what SODC does so long as it does its job	7.4%	46.2%	16.0%	25.9%	3.5%	0.9%
SODC does a good job for people like me	7.3%	63.5%	18.5%	7.9%	1.8%	0.9%
SODC is too remote and impersonal	4.0%	22.2%	29.0%	30.5%	6.8%	7.5%
SODC is too bureaucratic	6.5%	24.5%	31.2%	22.9%	4.9%	10.1%
SODC needs to be more open and honest	9.3%	37.3%	24.1%	22.8%	2.9%	3.6%
SODC treats everyone fairly	4.1%	62.5%	21.9%	7.0%	1.4%	3.1%

Q13) From which, if any, of these places do you obtain most of your information about South Oxfordshire District Council? Base size: 1,106

Q14) Looking at the list again, which source of information would you MOST like to receive information about South Oxfordshire District Council from? Base size: 1,106

Source	Obtain info from	would MOST like to receive info from
South Oxfordshire District Council website	46.7%	33.8%
The Council's Outlook newsletter	41.8%	26.9%
Local / Free newspapers	39.4%	10.4%
Village / Parish newsletter	34.1%	9.8%
Contact with Council staff	25.3%	7.5%
Friends and neighbours	20.8%	3.1%
Local radio	7.1%	2.2%
None	4.7%	0.8%
Contact with elected District Councillors	4.5%	0.7%
Other	3.5%	2.3%
Facebook	1.8%	1.4%
Don't know	1.2%	0.8%
Twitter	0.9%	0.4%

Q15) Do you agree or disagree that you can influence decisions affecting your local area?

Base size: 1,106

Agreement	%
Definitely agree	2.1%
Tend to agree	26.6%
Neither agree nor disagree	17.0%
Tend to disagree	29.7%
Definitely disagree	14.1%
Don't know	10.5%

Q16) Why do you think you can / can't influence decisions affecting your area? Base size:

Base size: Agree – 317; Disagree - 486

Themes of comments from residents who agree they can influence decisions affecting their local area	Frequency	%
No comment / Don't know	71	22.4%
I have past experience of influencing decisions	48	15.1%
If I have an issue I know where I should go	45	14.2%
Personal opinion	32	10.1%
I think if we try then it is possible to influence decisions	31	9.8%
The council should / does listen to us	23	7.3%
I can approach through parish council	13	4.1%
Good communication	12	3.8%
Through meetings	11	3.5%
I know people in the council	11	3.5%
Active neighbourhood / have a residents association / housing association / member of local club / active or vocal person	7	2.2%
Power through voting	7	2.2%
Other	6	1.9%

Themes of comments from residents who disagree they can influence decisions affecting their local area	Frequency	%
Personal opinion	57	11.7%
I have past experience of not being able to influence decisions	55	11.3%
The council doesn't listen to us	51	10.5%
Too busy / not enough time	41	8.4%
I can't influence because of poor health / disabled / too old / too young	40	8.2%
A single person has little influence	33	6.8%
I don't think I can / it doesn't make a difference	32	6.6%
Council makes the decisions	27	5.6%
I keep myself to myself / not active or vocal person	26	5.3%
No comment / Don't know	21	4.3%
Other	19	3.9%

I am new to the area	15	3.1%
Lack of communication	14	2.9%
I don't know how to / don't know the right people	12	2.5%
I am never asked for my opinion	9	1.9%
I have never tried	9	1.9%
I don't feel involved / not the right person / don't think enough people care / not a 'big person' in the community	7	1.4%
I don't go to meetings	7	1.4%
Not interested / never thought about it	6	1.2%
I don't know what's going on / don't know enough about it	5	1.0%

Q17) How satisfied or dissatisfied you are with the quality of each of the following services in your local area? Base size: 1,101 – 1,107

Service	Satisfied		Neither satisfied nor dissatisfied	Dissatisfied		Don't know
	Very	Fairly		Fairly	Very	
Advice / support to businesses	3.6%	24.3%	28.1%	2.1%	0.6%	41.2%
Arts and cultural activities	6.9%	55.9%	20.0%	4.0%	0.5%	12.7%
Council car parks	6.6%	58.8%	15.5%	11.4%	3.0%	4.7%
Environmental protection	8.0%	53.2%	23.1%	7.0%	2.2%	6.5%
Housing services	4.2%	25.0%	31.7%	5.1%	2.8%	31.2%
Keeping the area clean & litter free	17.5%	61.7%	7.7%	10.9%	2.0%	0.3%
Licensing	4.9%	43.9%	29.2%	1.6%	0.4%	20.0%
Sports & leisure facilities	9.1%	51.1%	19.4%	11.8%	2.7%	5.9%
Planning applications and enforcement	4.4%	37.4%	30.3%	5.7%	2.6%	19.5%
Providing benefits for people on low incomes	2.3%	26.5%	32.7%	3.5%	1.8%	33.2%
Providing grants to local communities/ groups	2.6%	34.5%	32.9%	3.3%	1.2%	25.5%
Public toilets	3.3%	43.3%	22.3%	18.0%	5.1%	8.1%

Reducing crime, fear of crime & antisocial behaviour	13.4%	63.3%	13.8%	5.1%	1.4%	3.0%
Waste and recycling collection service	30.0%	57.2%	3.7%	6.6%	2.4%	0.2%

Q17) How satisfied or dissatisfied you are with the quality of each of the following services in your local area? SERVICE USERS ONLY Base size: 33 – 1,104

Service	Satisfied		Neither satisfied nor dissatisfied	Dissatisfied		Don't know
	Very	Fairly		Fairly	Very	
Advice/support for businesses	15.2%	36.4%	15.2%	21.2%	0.0%	12.1%
Arts and cultural activities	11.1%	65.3%	13.1%	4.9%	0.8%	4.7%
Council car parks	7.2%	62.2%	11.8%	13.4%	3.0%	2.4%
Environmental protection	10.3%	50.0%	21.4%	10.3%	4.5%	3.4%
Housing services	11.8%	52.0%	12.2%	13.5%	7.9%	2.6%
Keeping the area clean & litter free	18.6%	59.9%	7.4%	11.8%	2.0%	0.3%
Licensing	10.3%	57.8%	24.3%	2.7%	0.5%	4.3%
Sports & leisure facilities	11.4%	56.4%	12.5%	14.1%	2.7%	2.8%
Planning applications and enforcement	9.3%	54.0%	14.4%	13.1%	6.5%	2.7%
Providing benefits for people on low incomes	9.8%	62.2%	11.9%	6.3%	4.9%	4.9%
Providing grants to local communities/groups	9.2%	49.3%	26.8%	6.3%	2.8%	5.6%
Public toilets	4.7%	52.6%	14.7%	18.7%	6.4%	2.8%
Reducing crime, fear of crime & antisocial behaviour	12.7%	66.0%	12.3%	5.7%	0.9%	2.5%
Waste and recycling collection service	30.0%	57.2%	3.7%	6.6%	2.4%	0.2%

Q18) And which of these services provided in your local area are most important in your view?
Please rank up to FIVE, where 1 is the most important. Base size: 1,107

Service	Not ranked	Importance rank counts					Overall Rank
		1	2	3	4	5	
Advice / support to businesses	1013	22	12	7	23	30	13
Arts and cultural activities	866	40	38	32	53	78	9
Council car parks	823	55	42	49	60	78	7
Environmental protection	568	149	78	98	116	98	4
Housing services	819	62	66	68	53	39	6
Keeping the area clean & litter free	293	169	216	197	145	87	2
Licensing	1017	6	17	17	20	30	14
Planning applications and enforcement	910	14	28	57	49	49	10
Providing benefits for people on low incomes	840	33	55	60	54	65	8
Providing grants to local communities/ groups	914	17	25	59	46	46	11
Public toilets	983	8	26	28	31	31	12
Reducing crime, fear of crime & antisocial behaviour	320	226	191	152	130	88	1
Sports & leisure facilities	625	47	126	104	119	86	5
Waste and recycling collection service	340	215	172	139	108	133	3

Q19) Here are a number of different types of services that are provided in South Oxfordshire. Which service(s) have you or a member of your household used or benefited from? Base size: 1,102 – 1,106

Service	Have used	Have not used
Advice/support for businesses	3.0%	97.0%
Arts and cultural activities	44.0%	56.0%
Council car parks	75.8%	24.2%
Environmental protection	26.4%	73.6%
Housing services	20.7%	79.3%
Keeping the area clean & litter free	71.4%	28.6%
Licensing	16.8%	83.2%
Planning applications and enforcement	26.4%	73.6%
Providing benefits for people on low incomes	12.9%	87.1%
Providing grants to local communities/ groups	12.8%	87.2%
Public toilets	47.9%	52.1%
Reducing crime, fear of crime & antisocial behaviour	47.8%	52.2%
Sports & leisure facilities	63.6%	36.4%

Q20) Here is a list of things South Oxfordshire District Council currently do or provide in the district. In the future, do you think South Oxfordshire should do more, do the same or less of these things or do you think they shouldn't provide these things at all? Base size: 1,103 – 1,106

Things SODC do or provide:	Do more	Do the same	Do less	Don't do at all	Don't know
Activities for young people	61.5%	34.2%	0.3%	0.0%	4.1%
Arts and cultural facilities	27.7%	67.7%	1.2%	0.3%	3.2%
Consult with residents	42.0%	56.0%	0.9%	0.1%	1.0%
Enforcement against litter, fly tipping, graffiti	43.3%	54.7%	0.9%	0.3%	0.8%
Get housing built	34.2%	45.6%	15.1%	2.3%	2.8%
Grants to the voluntary and community sector	27.1%	63.6%	1.5%	0.2%	7.5%
Keep streets and public spaces clean and attractive	45.2%	54.2%	0.1%	0.4%	0.1%
Keep residents informed about services, activities and spending	50.3%	48.6%	0.5%	0.1%	0.5%
Make the district attractive to visitors	28.7%	68.1%	2.4%	0.5%	0.4%
Make sure facilities exist on new housing developments	44.4%	49.2%	1.3%	0.5%	4.7%
Minimise the council's impact on climate change	30.5%	59.3%	2.2%	1.0%	7.1%
Protect the character of the area	46.3%	52.0%	0.8%	0.5%	0.4%
Provide public toilets	38.1%	57.4%	1.9%	1.2%	1.5%
Reduce the council's energy usage	35.7%	55.0%	0.8%	0.5%	8.0%
Support local business and the creation of vibrant market towns	48.5%	48.6%	0.8%	0.3%	1.9%
Sport and recreation facilities for all	50.5%	48.2%	0.4%	0.3%	0.6%
Tackle crime and fear of crime	46.6%	52.6%	0.3%	0.1%	0.5%

Q21) Do you recycle? Base size: 1,105

Method of recycling	%
Using the councils kerbside recycling collection service	20.0%
At Oxfordshire County Council waste recycling centres	0.5%
A combination of both	78.4%
Other (Use communal bin)	0.7%
I don't recycle	0.5%

Q22) If you don't recycle why is this?

Only three people said they don't recycle: one does not have a green bin and two are not interested in recycling.

Q23) What would make you recycle more? Base size: 1,107

Response ¹⁰	Frequency	%
Nothing, I already recycle as much as I can	882	77.1%
Nothing would encourage me to recycle	62	5.4%
More information about what I can recycle	45	3.9%
Additional recycling bin	36	3.1%
Don't close HWRC	31	2.7%
More frequent collection	24	2.1%
Other	18	1.6%
More information about where my recycling goes	14	1.2%
Increase types of items accepted	8	0.7%
Larger recycling bin	7	0.6%
Free collection of large items / free garden waste collection / free service in general	6	0.5%
More bins	6	0.5%
If the council refused to collect my bin because it had things in it that can't be recycled	5	0.4%
Incentives such as funding for facilities or groups in my community	4	0.3%
Recycling bins in car parks	2	0.2%

Q24) If you have too much recycling to fit in your recycling (green) bin, what do you do with the extra recycling? Base size: 1,060

Response ¹¹	Frequency	%
Take it to an Oxfordshire County Council household recycling centre	547	47.2%
Put it in a bag or box next to my green bin	307	26.5%
Save it until the next collection	110	9.5%
Put it in my general (black) bin	103	8.9%
Never have too much	48	4.1%
Put it in neighbour's / relative's recycling bin	21	1.8%
Compact / Compress recycling	7	0.6%
Take to recycling bring bank / Take to recycling bin at work	9	0.8%
Other	6	0.5%
Don't know	2	0.2%

Q25) Would you like to have additional recycling provision? Base size: 1,086

	%
Yes, I would like an additional recycling bin	7.5%
Yes, I would like a larger recycling bin	18.8%
No	74.0%

¹⁰ Respondents were able to choose more than one option.

¹¹ Respondents were able to choose more than one option.

Q26) How often on average do you put the following out for the kerbside collection... Base size: 1,093 – 1,105

	Weekly	Fortnightly	Monthly	Less than monthly	Don't use it
Recycling (green bin or bags)	2.6%	95.5%	0.6%	0.2%	1.1%
Garden waste (brown bin)	1.4%	51.5%	4.8%	2.3%	40.1%
General household waste (black bin)	2.7%	91.9%	2.1%	0.9%	2.4%
Food waste	80.1%	3.2%	1.2%	1.5%	14.1%

Q27) If you don't put out your food waste every week why is this? Base size: 154

Response	%
I don't make enough food waste to need to	59.7%
I don't have a food waste bin	28.6%
I put my food waste in my black bin	16.2%
I put my food waste in my green bin	0.6%

Q28) Do you use the council's garden waste service? Base size: 1,099

Use garden waste service	%
Yes	57.5%
No	42.5%

Q28a) If no, why not? Base size: 430

Why don't you use the garden waste service?	%
I take it to an Oxfordshire County Council household recycling centre	34.9%
I don't have a garden / don't produce garden waste	33.7%
Too expensive	23.7%
I compost my garden waste myself	17.9%

Q29) How many days a week are you active for 30 minutes of moderate intensity physical activity? Base size: 1,106

Number of times a week	%
Less than once a week	14.4%
2 - 3 times a week	26.3%
More than 3 times a week	34.4%
Never	25.0%

Q30) Have you heard of or taken part in any of the following sports and activities organised by the District Council? Base size: 1,107

Sports and activities organised by SODC	Heard of	Taken part in
GO Active	20.6%	2.3%
Get Healthy	9.9%	1.1%
Active Women	8.6%	1.2%
Sportivate	5.3%	0.8%
Any other community activities e.g. jogging etc.	8.0%	4.6%

Q31) What would make you more active, or help you to become more active? Base size: 1,040

Response ¹²	Frequency	%
Having more time	356	22.8%
Lower prices for gym / leisure centre membership / for using leisure centres	282	18.0%
Availability of local sports/leisure facilities close to home	261	16.7%
Improved personal motivation	122	7.8%
Nothing - unspecified	81	5.2%
Someone to exercise/do activities with	60	3.8%
Organised walks	53	3.4%
Nothing - already active	49	3.1%
If I could exercise at home	43	2.7%
Personalised exercise advice and sessions	34	2.2%
Better information about exercising	33	2.1%
Nothing - poor health / too old	27	1.7%
If I had help with my caring responsibilities (e.g. a crèche for children)	24	1.5%
Better access to transport to travel to activities	21	1.3%
Exercise on Referral	21	1.3%
Advice from a health care professional	18	1.2%
Other	34	2.2%
Availability of specialised exercise / activities for people with medical conditions	16	1.0%
New / local swimming pool	15	1.0%
Better personal safety	14	0.9%

¹² Where respondents gave more than one reason, each reason has been counted separately.

Q32) How many times have you contacted South Oxfordshire District Council with an enquiry or about a problem over the last year or so? Base size: 1,107

Number of times	%
Once	15.7%
Twice	11.2%
Three times	4.2%
Four or more times	6.1%
None	62.6%
Don't know	0.2%

Q33) Now thinking about the LAST time you contacted the district council. How satisfied or dissatisfied were you with each of the following? Base size: 407 - 411

Aspect of contact	Satisfied		Neither satisfied nor dissatisfied	Dissatisfied		Don't know
	Very	Fairly		Fairly	Very	
The time taken to respond to your query	35.0%	36.5%	8.0%	10.0%	9.5%	1.0%
The time taken to resolve your query	33.4%	30.7%	10.5%	11.7%	11.7%	2.0%
The advice or help you were given	32.6%	33.1%	13.9%	10.9%	7.8%	1.7%
The availability of staff you wanted to speak to	36.8%	37.1%	8.0%	8.8%	6.8%	2.4%
Staff understanding your issue	40.7%	33.1%	9.6%	7.4%	6.6%	2.7%
The greeting you received on your initial contact	43.0%	37.1%	8.6%	2.5%	5.4%	3.4%
Overall the way the council dealt with your issue	38.0%	28.4%	9.1%	11.8%	11.3%	1.5%

Q34) How long have you lived in...? Base size: 1,100 - 1,105

	Up to 1 year	1-2 years	3-5 years	6-10 years	11-15 years	16-20 years	More than 20 years
This local area	8.4%	10.8%	10.9%	14.4%	11.9%	9.4%	34.3%
South Oxfordshire District	5.6%	6.9%	8.4%	11.6%	11.5%	10.0%	46.0%