



Exeter
City Council

Resident Survey 2024

Research report

September 2024



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Key findings

01.

Satisfaction with and perceptions of Exeter City Council



Many are satisfied with and trust the Council, and think they are kept well informed

- Residents are more commonly satisfied (50%), but there remains a quarter (25%) who are dissatisfied with the way the Council runs things and a further 22% are on the fence.
- A similar proportion to that which is satisfied thought the Council keeps residents well informed (51%).
- The level of satisfaction with the Council (50%) is lower than in the LGA national polling survey but keeping residents well informed is on a par (52%)¹.
- Trust in Exeter City Council (58%) is higher than the national figure in the LGA polling survey (53%)¹.
- However, a third (33%) said they did not trust the Council.
- Older residents (45+) were more likely to not be satisfied with the Council, think it doesn't keep them well informed and be less likely to trust the Council.



Mixed attitudes towards value for money and perceptions of whether the Council acts on concerns of local people

- A larger proportion agreed that the Council provides value for money than disagreed (38% v 31%), but three in ten (31%) still disagreed and 27% neither agreed nor disagreed.
- Almost half felt the Council acts on the concerns of local people (48%), but a sizeable proportion (43%) thought that it did not.
- These findings are on a par with the national LGA polling survey¹, which found that 38% agreed their local council provides value for money and 47% thought their local council acts on concerns of local people.
- In the Exeter resident survey, residents most commonly held no views one way or another (45%) when it came to speaking positively or negatively about the Council.
- A further 32% would speak positively about it and 22% negatively.



Perceptions of Council services



While satisfaction is high with waste and recycling services, dissatisfaction runs high with homelessness prevention and support, and car parks, and some services are performing better than the national averages

- Some services recorded high levels of 'don't know' responses, such as *welfare benefit payments and cost of living support, taxi licensing and social housing (landlord services)*, indicating there may be lower levels of awareness as to how these are performing.
- Satisfaction was highest for *waste collection* (83%) and *recycling services* (79%), whilst the former is higher than the national figure in the LGA survey (77%)*.
- Satisfaction was also high with *museums and visitor attractions* (71%) and *parks and green spaces* (69%), although the latter is performing under the LGA polling survey figure (74%)¹.
- Dissatisfaction was higher than satisfaction for *car parks* (44% dissatisfied and 36% satisfied) and *homelessness prevention and support* (53% dissatisfied and 23% satisfied).
- There is room for improvement for *street cleaning* as well, which saw a higher level of satisfaction in the LGA polling survey (57%)¹ than in the Exeter resident survey (51%).
- *Sports and leisure services* saw a similar level of satisfaction (55%) as the LGA polling survey (56%)¹.

¹LGA polling on resident satisfaction with councils round 38 (June 2024). It should be noted that 'don't know' responses have been included for LGA comparisons.

Local area and community



High level of satisfaction with the local area and community cohesion

- The vast majority are satisfied with their local area as a place to live (82%) and this is above the national figure in the LGA polling survey (75%)¹.
- Satisfaction varies by location, with those in the South of the area most likely to be satisfied.
- Eight in ten (80%) felt they strongly belonged to their area, whilst only 18% did not feel strongly.
- There was a high level of agreement that people from different ethnic backgrounds get on well together in the local area (72%).
- Just over a half (55%) agreed that people pull together to improve the local area, but 24% neither agreed nor disagreed, whilst 17% disagreed.



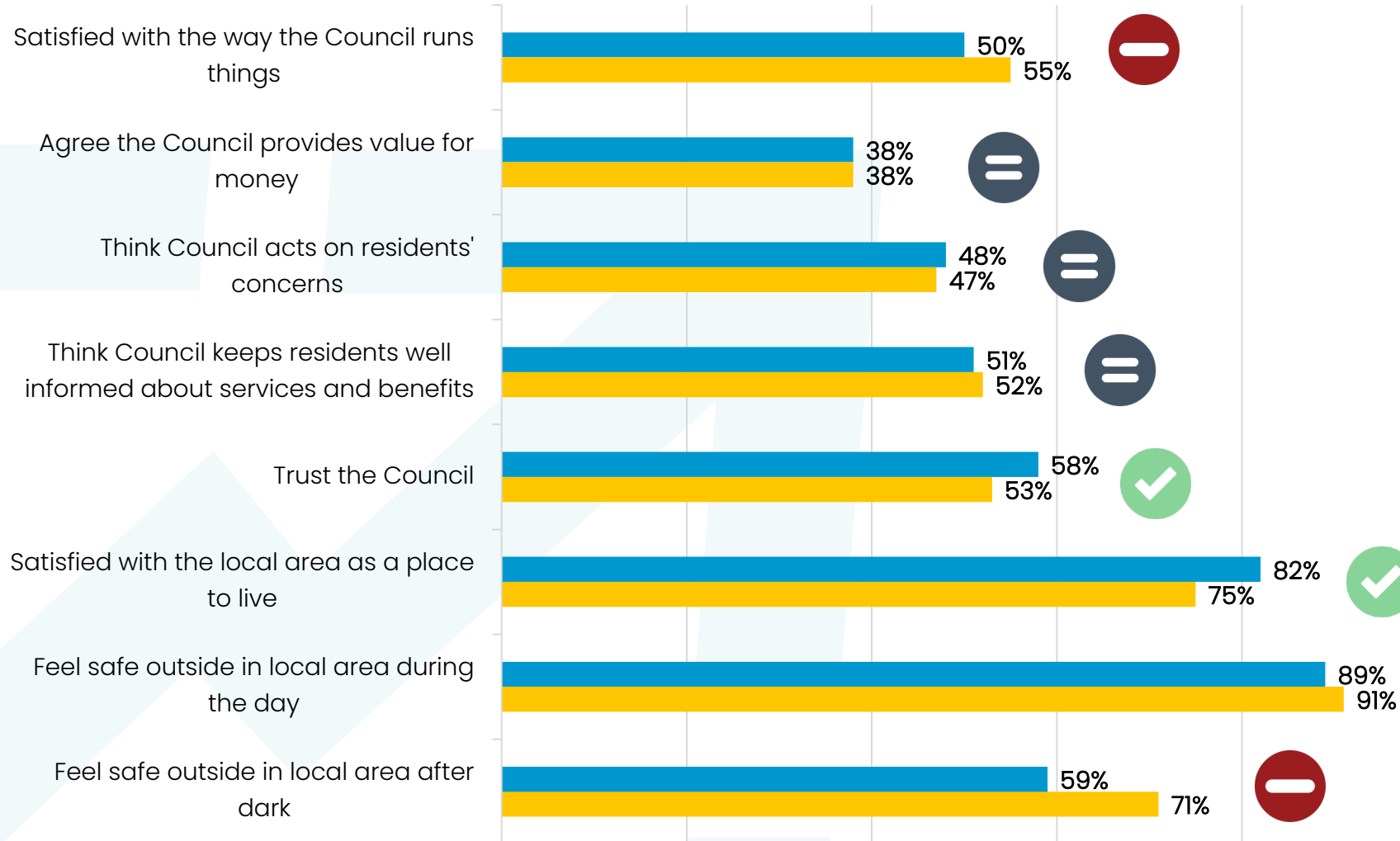
However, there are some concerns about safety, litter and anti-social behaviour

- The vast majority feel safe in their local area during the day (89%), and this is on a par with the national LGA polling survey figure (91%)¹.
- However, a smaller proportion feel safe during after dark (59%), which is below the LGA polling survey figure (71%)¹ and feeling unsafe is common among those in more deprived areas and females than those in areas of lower deprivation and males.
- Although minorities, sizeable proportions indicated there were big problems with anti-social behaviour, *people using or dealing drugs* (42%) and *people being drunk or rowdy in public places* (37%).
- A third thought rubbish or litter lying around (35%) was a big problem.
- Residents in more deprived areas were more likely to experience anti-social behaviour than those in areas of lower deprivation.
- When asked to identify one thing to improve the local area for them and their family, many comments related to *safety, cleanliness, anti-social behaviour*, and *drug and alcohol use*. Many comments also related to *car parking, roads* and *public transport*.

¹LGA polling on resident satisfaction with councils round 38 (June 2024)



LGA polling survey comparisons



The Council is performing better than across the country in the LGA survey in regard to trust and satisfaction with the local area.

It is performing slightly under for satisfaction with the way it runs things and for feelings of safety outside in the local area after dark.

Results are very similar for other measures that are comparable.



Question: Various
Base: All respondents (Resident survey 2024: 1,106; LGA Polling Survey June 2024 Round 38: 1,000).

Research overview

02.

Introduction

Exeter City Council is committed to listening to and engaging with residents, to continuously improve service provision and inform decision making. To achieve this, the Council commissioned a resident survey in line with the Local Government Association's (LGA) benchmarking resident survey question set and guidance to:

- Benchmark against other local authorities
- Understand what Exeter's residents think of the Council, the services it provides and its value for money
- Investigate residents' concerns and priorities to validate Exeter City Council's Corporate Plan priorities

The Council appointed Enventure Research, an independent research agency, to deliver the survey in summer 2024. This report details the findings from the survey.



Survey methodology

- A questionnaire was co-designed by the Council and Enventure Research using questions from the LGA question set, which covered topics such as perceptions of and satisfaction with the Council and the services it provides, and perceptions of the local area and community.
- The survey was undertaken with residents of the Exeter City Council area aged 16+ using a CATI methodology (Computer Aided Telephone Interviewing).
- Quotas were set to achieve a sample that was representative of the local population in terms of age group, gender, and area.
- Additional face-to-face on-street interviews were carried out to balance quotas with hard-to-reach residents.
- Interviews took on average 12 minutes.
- The survey was piloted to check ease of understanding, and that the length was appropriate.
- **1,106 interviews** were completed between 22 July and 30 August 2024.



Interpreting the results

As the survey was completed by a sample and not the entire population of Exeter, results are subject to sampling tolerances. Based on an approximate total Exeter population of 129,000 (2021 census), a sample of 1,106 responses gives results that are accurate to approximately $\pm 3.0\%$ at the 95% confidence interval.

This report contains various tables 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 (multiple choice)
- 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 0.4% will be shown as 0%

For the analysis of certain questions, response options have been grouped together to provide an overall level. For example, in some instances 'strongly agree' and 'tend to agree' have been grouped and shown as 'agree'.

Statistical analysis has been used to explore differences in the results provided by key subgroup segments of residents. Where base sizes for groups are not large enough, subgroups have been combined to create larger groups. Subgroup analysis is shown only where statistically significant differences between subgroups at the 95% confidence level have been found using the z-test.

Verbatim comments from open-end (free text) questions were read in detail and code frames developed to show thematic analysis and categorisation of themes.

The survey data was weighted by age, gender and area to more closely match the population profile – see the 'Supporting information' section for more information. All results shown in the report are based on weighted data, unless otherwise stated.



Benchmarking against other local authorities

- Exeter City Council wished to benchmark resident survey results against other local authorities where possible, to provide a robust picture of performance. To allow for benchmarking:
 - The Local Government Association's rigorous methodology guidance, 'Are you being served?', was followed, which asked set questions that could be compared
 - A representative sample of residents of the borough was achieved to provide a robust level of confidence in the results
 - The methodology employed enables like-for-like comparison of local results with the LGA's national results.
- The LGA carries out national telephone resident satisfaction polls three times a year. Comparisons in this report are with the LGA poll conducted in June 2024 (round 38) by Yonder Data Solutions with a random sample of 1,000 British adults aged 18+.
- Comparisons have not been made for every question as not all questions in the resident survey were asked in the LGA polling survey.



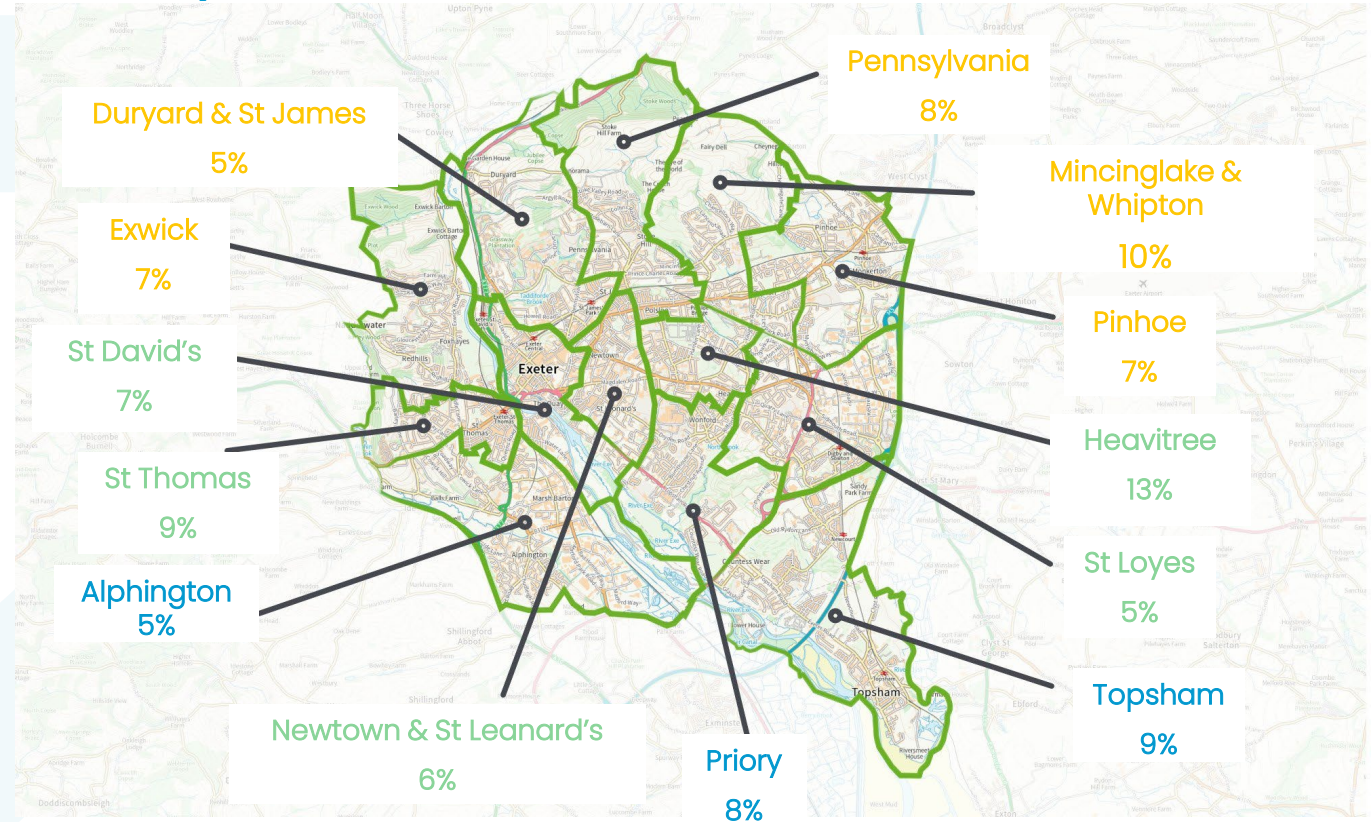
Respondent profile

03.

Location

Postcodes were collected in the survey to map responses to ward and area within the local authority area.

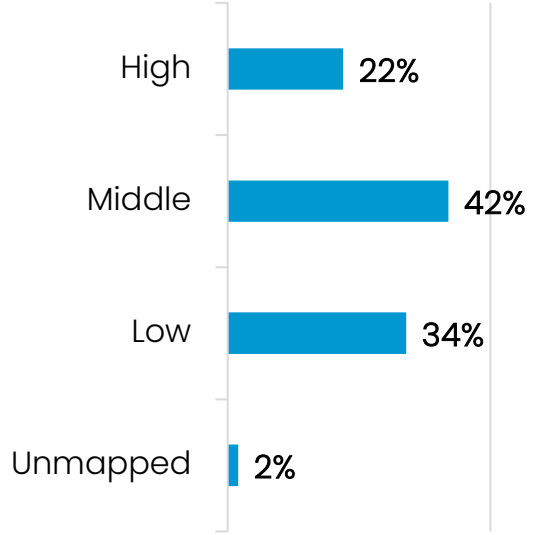
Wards respondents lived in



Areas respondents lived in



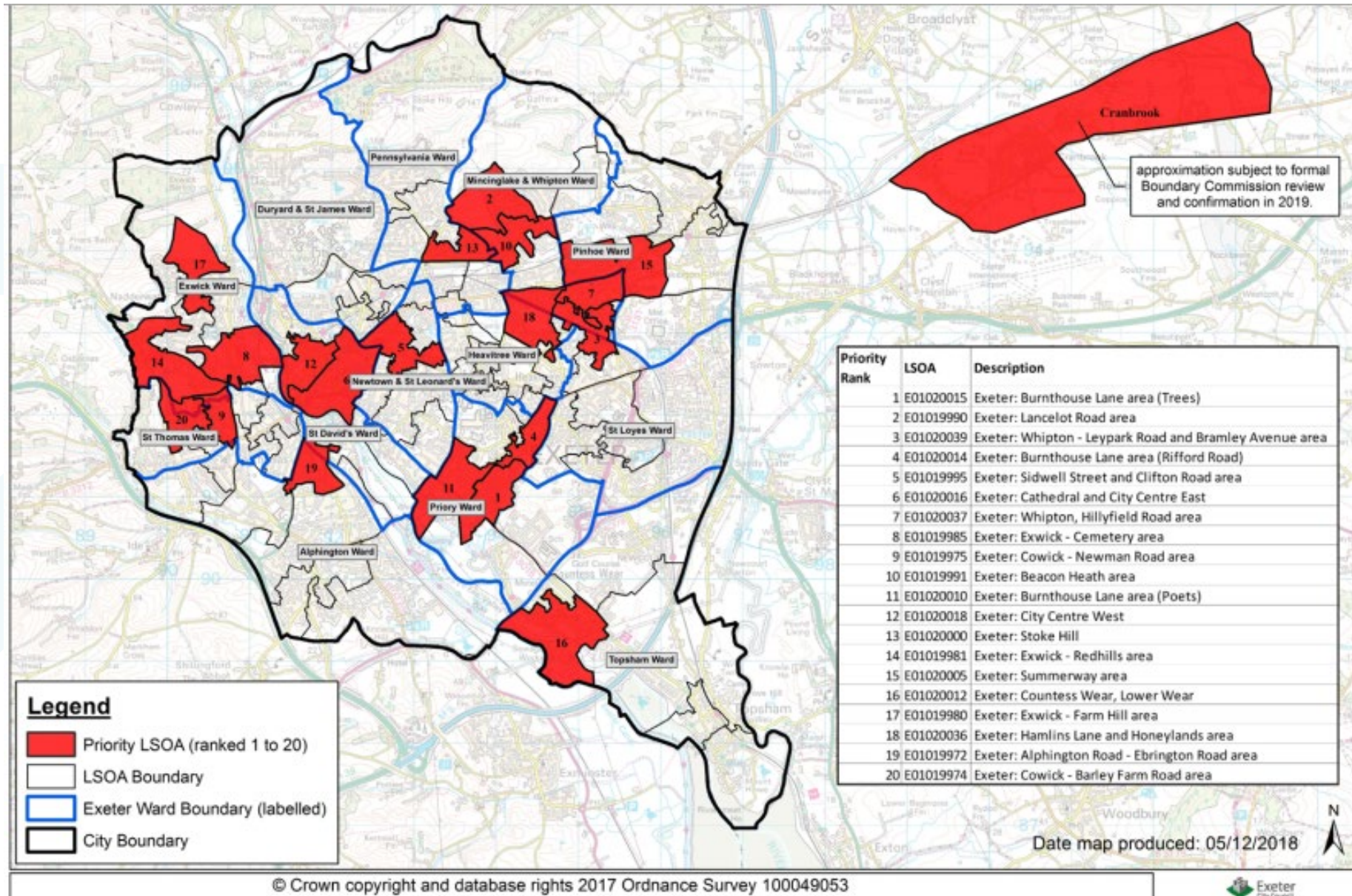
Deprivation levels¹



Base: All respondents (1,106)

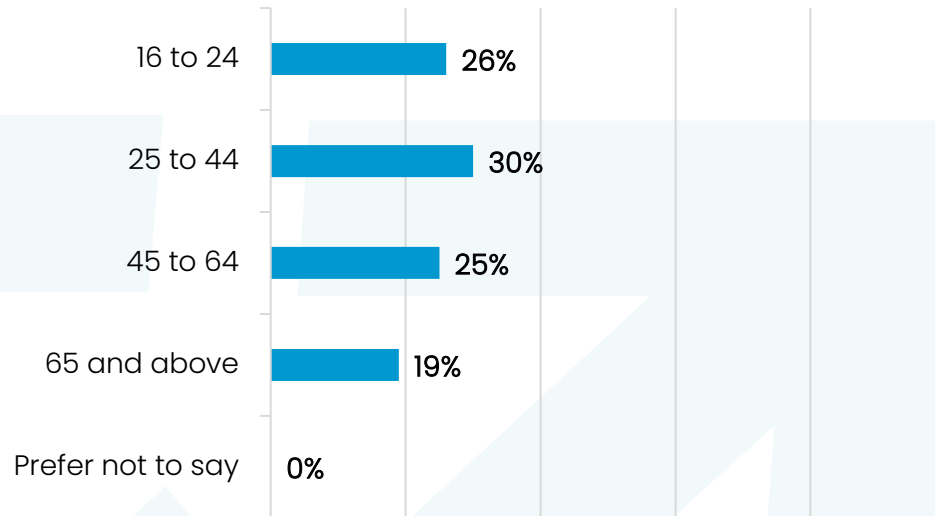
¹Small areas in England are ranked from most deprived to least deprived and divided into 10 equal groups, ranging from most deprived 10 per cent to the least deprived 10 per cent using the latest data from 2019. For analysis IMD deciles were mapped to postcodes and in this report areas of higher deprivation equate to deciles 1-3, middle 4-7 and lower 8-10.

Where are the Priority Neighbourhoods?



Demographics

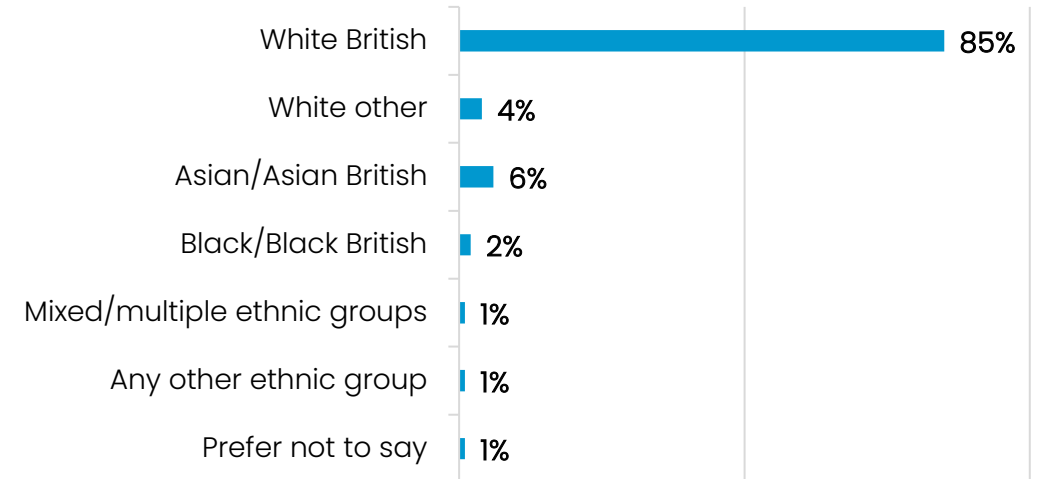
Age group



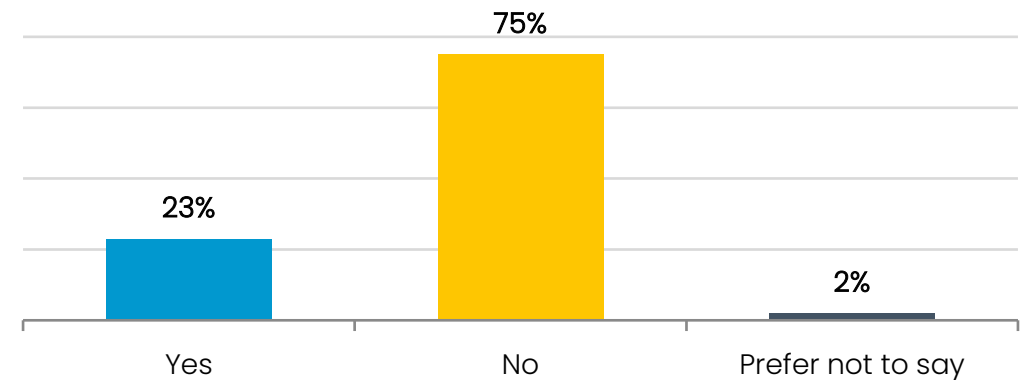
Sex



Ethnic group



Disability and/or long-term health condition(s)



16% were tenants of Exeter City Council housing services

Questions: What is your ethnic group? / Do you consider yourself to have a long-term health condition and/or disability? / Are you a tenant of Exeter City Council housing services? | Base: All respondents (1,106)

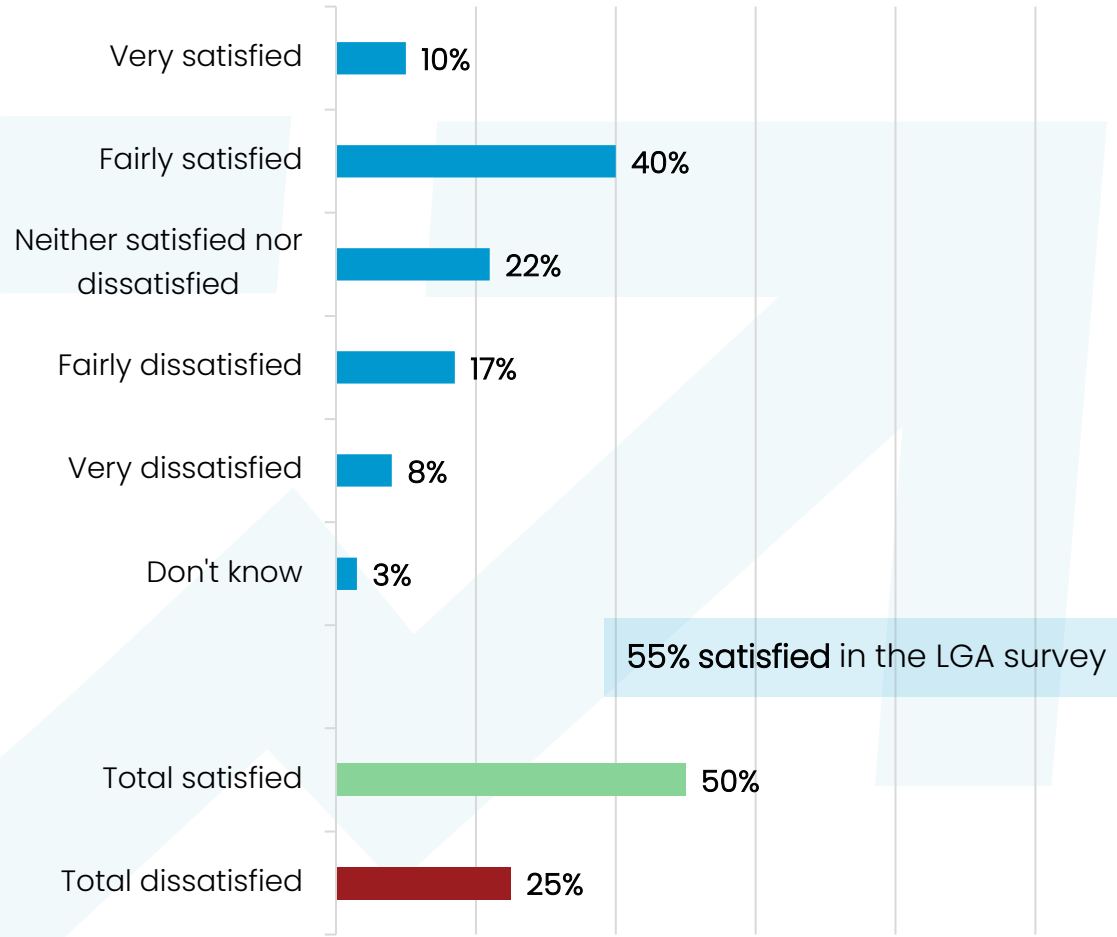


Questions: Please tell me which of the following age bands you fall into / How do you describe your sex? | Base: All respondents (1,106)

Perceptions of Exeter City Council

04.

Half are satisfied with the way the Council runs things, but a sizeable proportion are dissatisfied



In total, 50% of respondents were satisfied with the way Exeter City Council runs things, made up of 40% who were 'quite satisfied' and 10% who were 'very satisfied'.

Dissatisfaction was lower at a quarter (25%) and a further 22% said they were neither satisfied nor dissatisfied, suggesting they may be 'on the fence' regarding their perception of how well the Council is performing.

The level of satisfaction is lower than in the LGA national survey (55%).



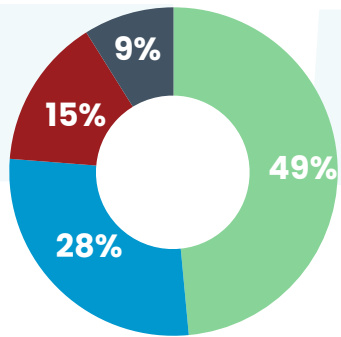
Question: Overall, how satisfied or dissatisfied are you with the way Exeter City Council runs things?
Base: All respondents (1,106)

Variation in satisfaction by age, area and ethnicity

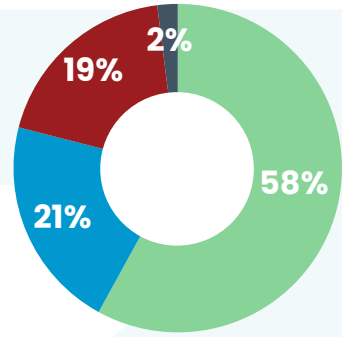
Analysis by demographic subgroups highlights that older respondents were more likely to be dissatisfied when compared with younger respondents.

Satisfaction was higher amongst those living in wards in the South, particularly when compared with those living in the North of the local authority area.

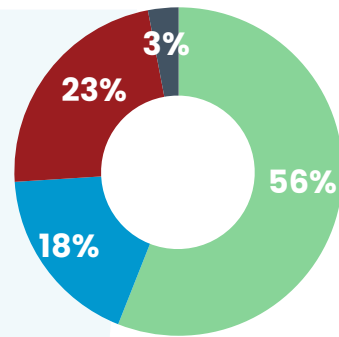
A larger proportion of White respondents were dissatisfied than those from ethnic minority groups.



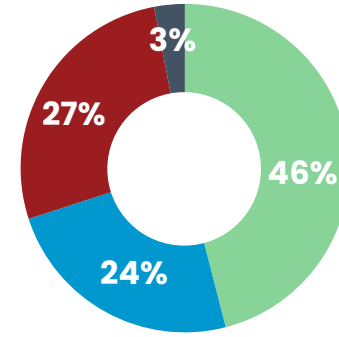
16-24



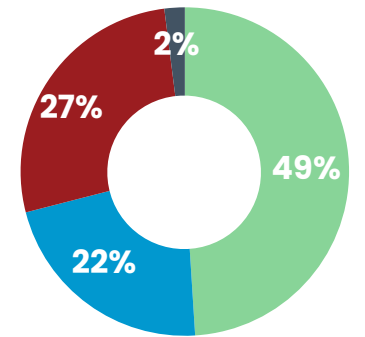
25-44



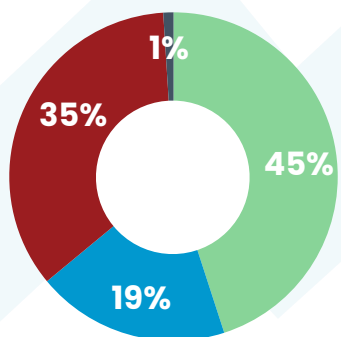
South



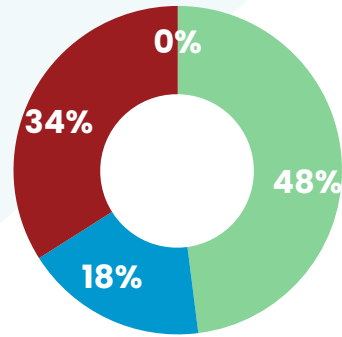
North



White



45-64



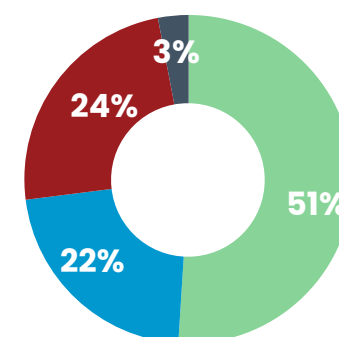
65+

Satisfied

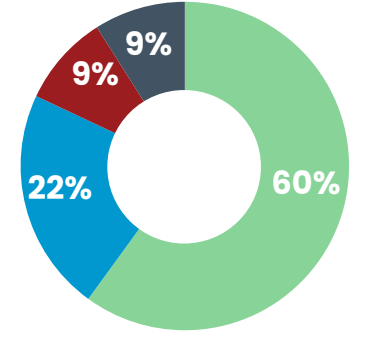
Neither

Dissatisfied

Don't know



Central



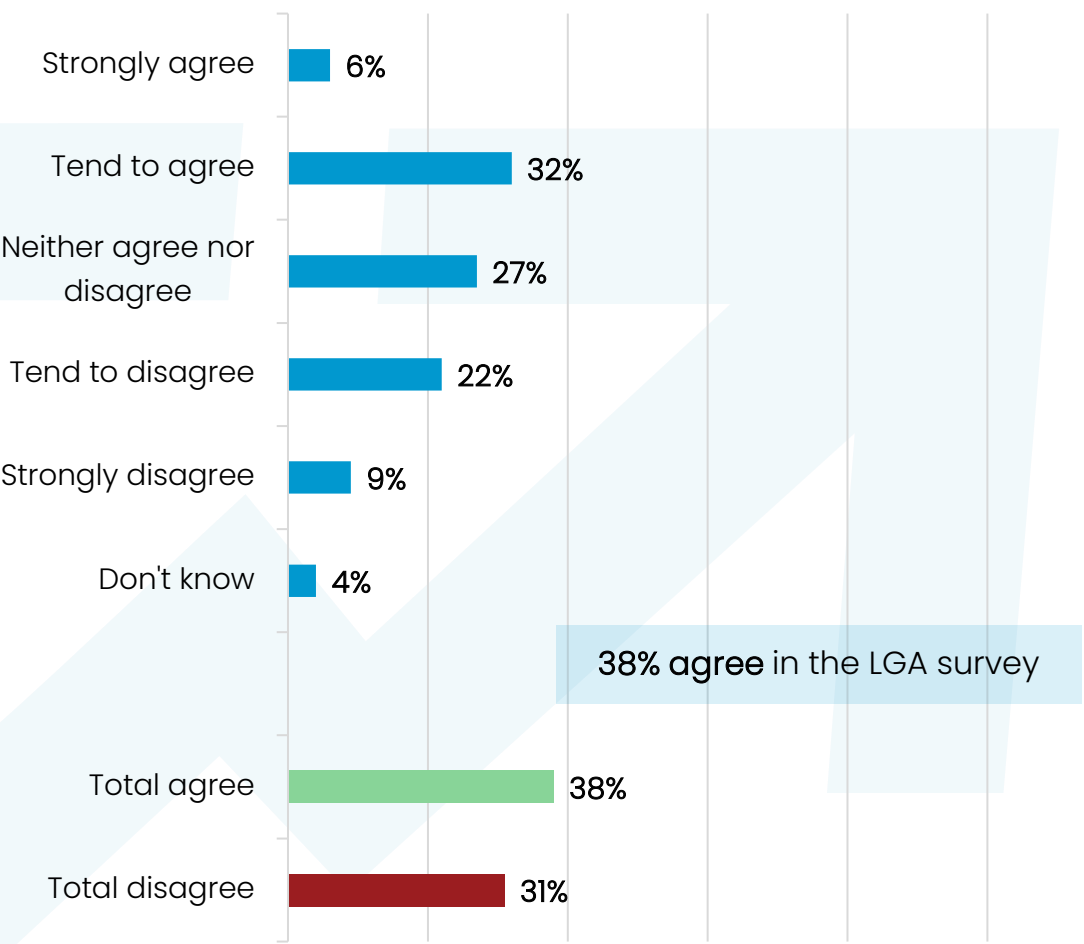
Ethnic minority groups



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

Base: 16-24 (283); 25-44 (334); 45-64 (277); 65+ (212); White (983); Ethnic minority groups (114); South (240); North (414); Central (452)

Mixed attitudes towards value for money, although agreement is in line with national figure

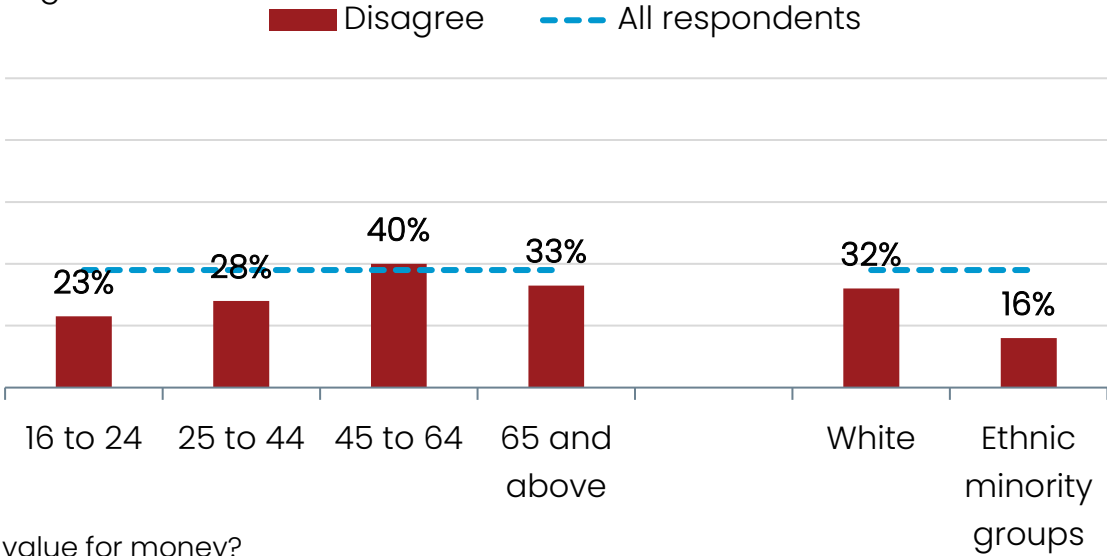


Although around four in ten (38%) agreed that the Council provides value for money, three in ten (31%) disagreed. The difference is relatively small, suggesting that opinions are quite divided on this issue.

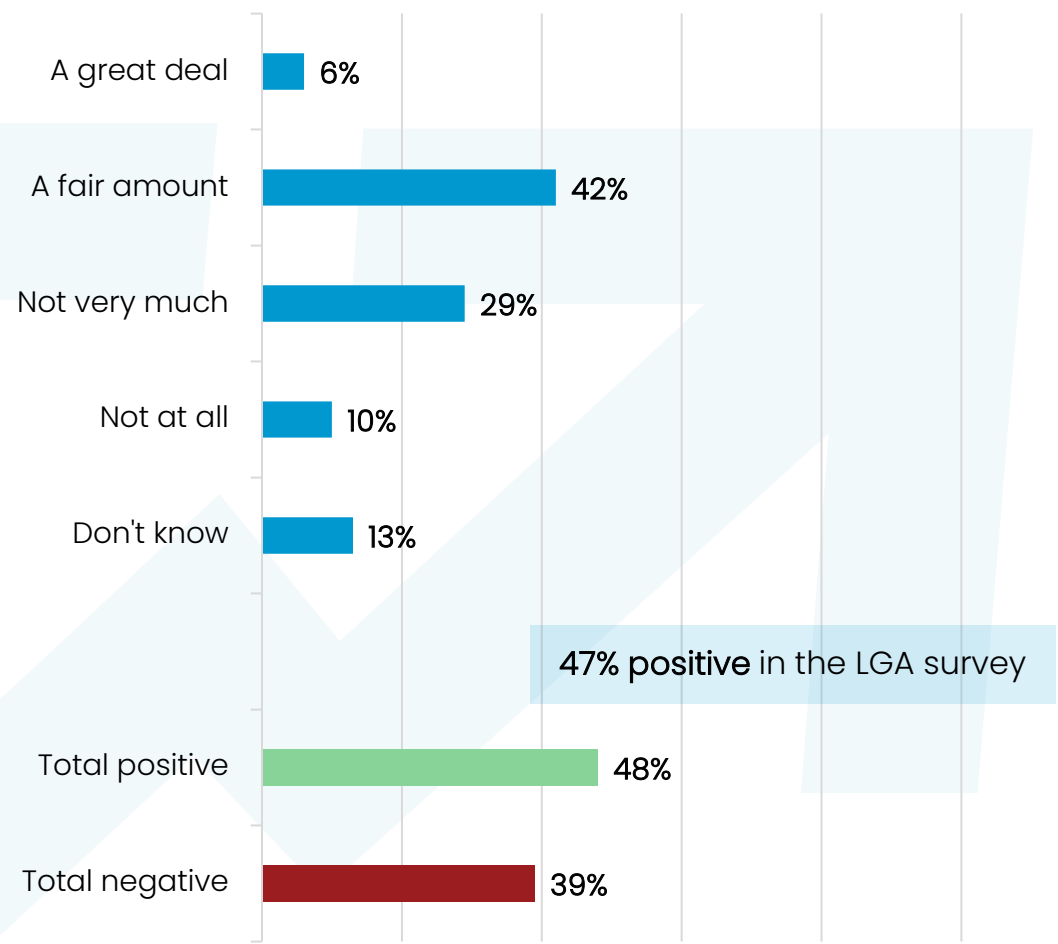
A quarter (27%) neither agreed nor disagreed, indicating a significant group that may be unsure or indifferent about the council's value for money.

The agreement level is in line with the national figure in the LGA survey.

Further analysis shows that a larger proportion of White respondents were more likely to disagree when compared with those from ethnic minority groups, whilst by age, those aged 45 to 64 were most likely to disagree.



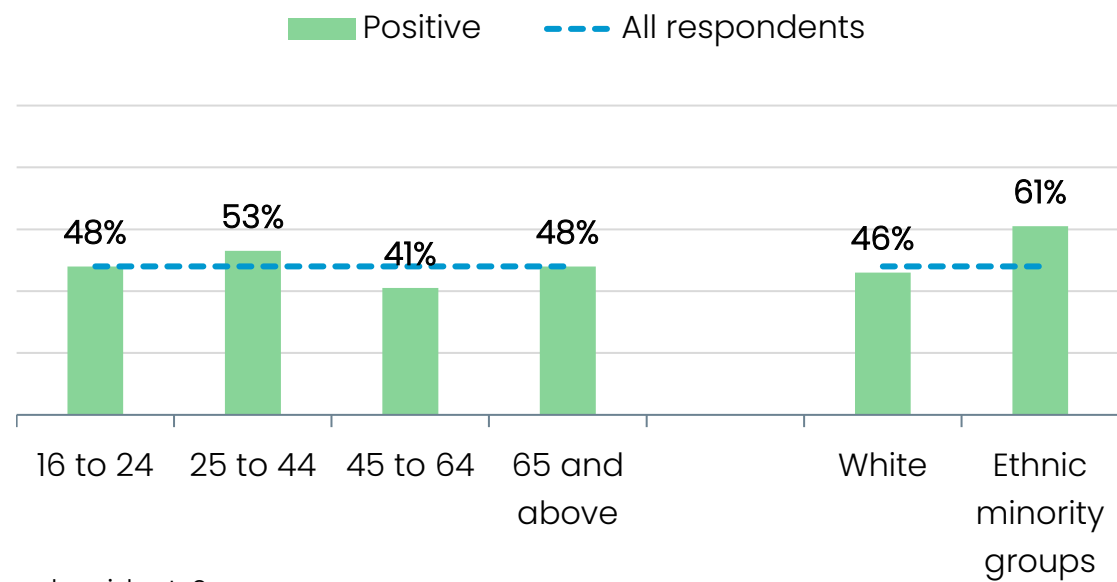
Acting on concerns of local residents is in line with the national figure



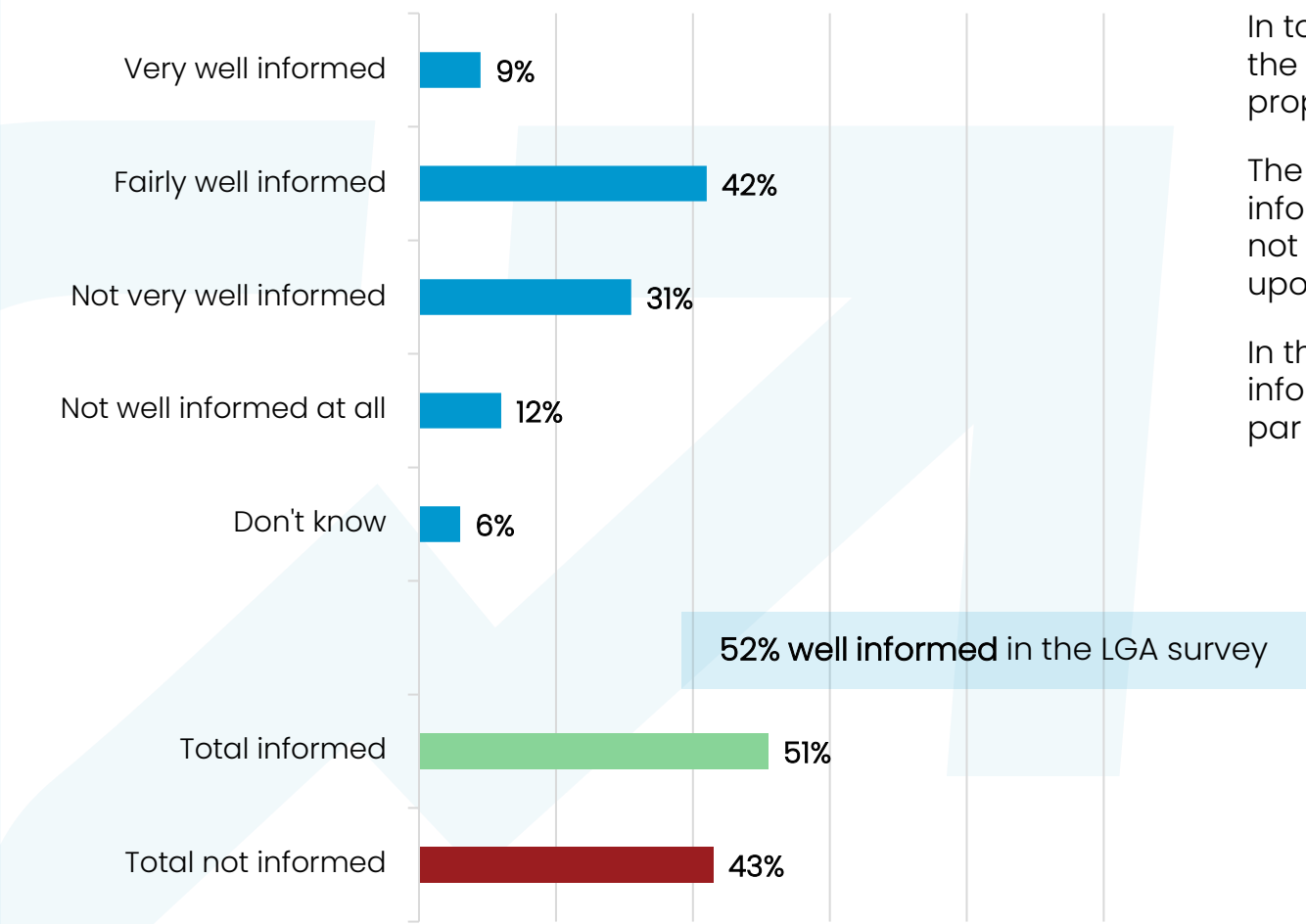
Just under half (48%) thought that the Council acts on the concerns of local residents, leaving four in ten (39%) who thought it did not. The most common response was 'a fair amount' (42%).

Like with value for money, this is on a par with the national figure, with 47% saying they thought their council acted on concerns in the LGA survey.

By subgroup, those aged 25 to 44 were most likely to think the Council acts on concerns, particularly compared with those aged 45 to 64, and those from ethnic minority groups were more likely than those from a White background to also think this.



A similar proportion are happy with how residents are kept informed as are satisfied with the Council



In total, 51% thought that the Council keeps residents well informed about the services and the benefits it provides. This is very similar to the proportion who said they were satisfied with the Council (50%).

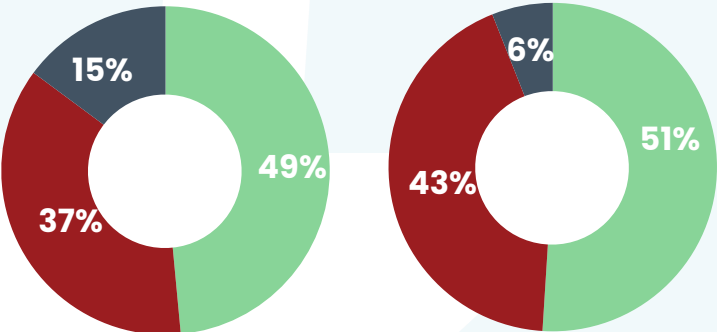
The most common response was that residents are kept 'fairly well informed' (42%). However, four in ten (43%) thought that the Council did not keep residents well informed, suggesting this could be improved upon.

In the LGA survey it was found that 52% thought residents were well informed by their local council, suggesting that Exeter City Council is on a par with the national figure.

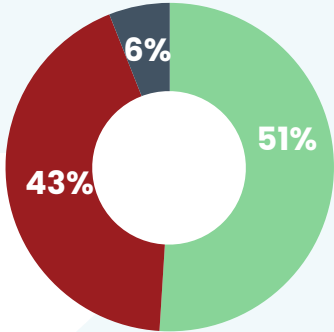


Variation in satisfaction with council information by age, ethnicity and deprivation levels

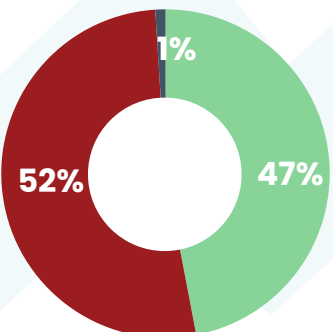
Analysis by demographic subgroups highlights that those aged 45 to 64 were more likely to think that the Council does not keep residents well informed when compared with other age groups.



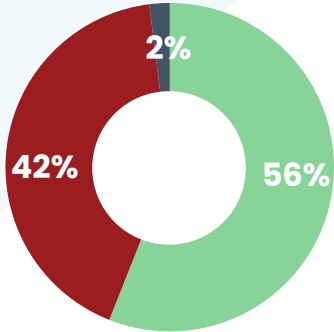
16-24



25-44

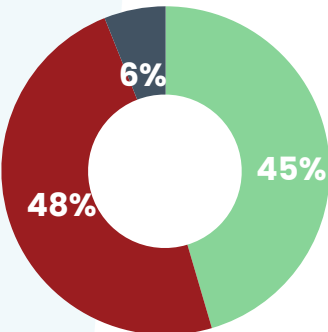


45-64

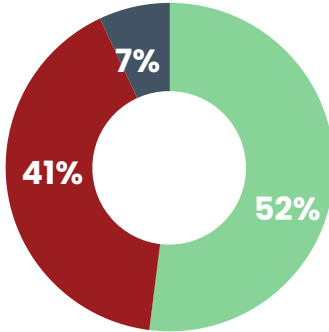


65+

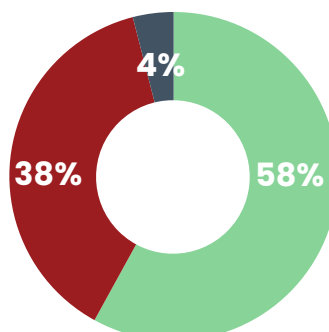
Those in areas of higher deprivation were more likely to think the Council keeps residents well informed than those in areas of lower deprivation.



Low deprivation

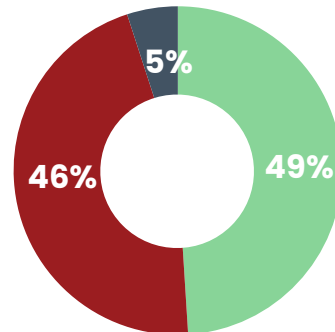


Middle

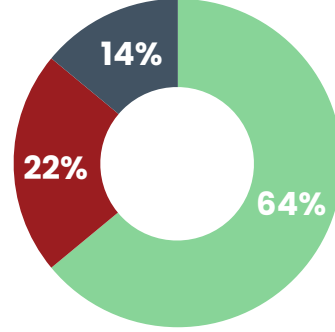


High deprivation

Those from ethnic minority groups were more likely to think the Council keeps residents well informed.



White



Ethnic minority groups

Well informed

Not well informed

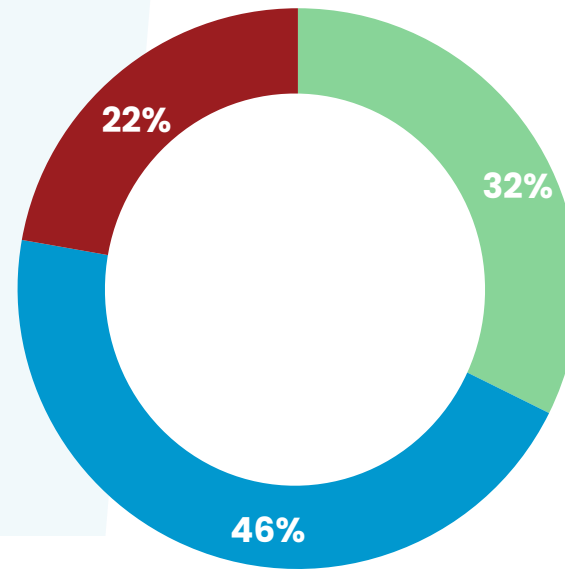
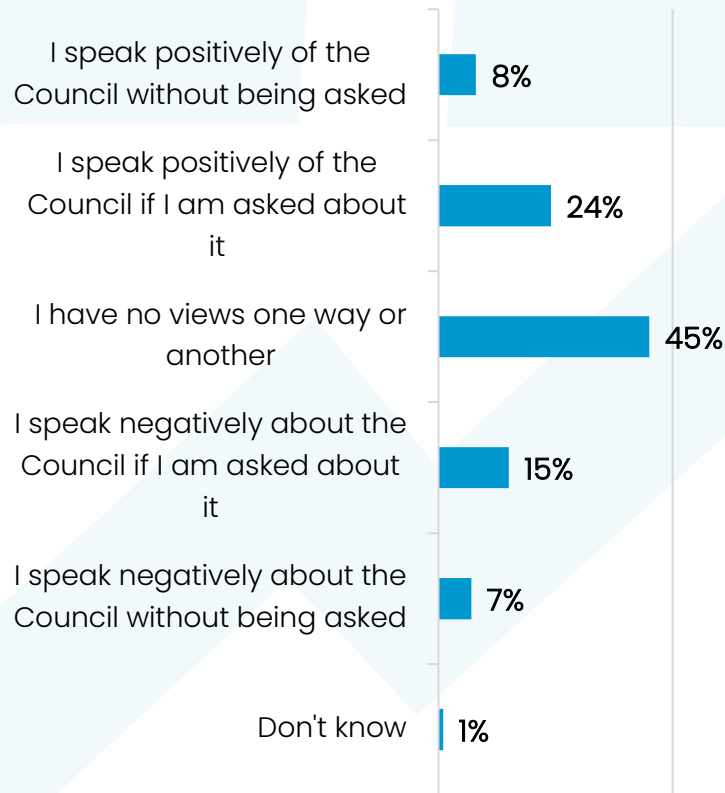
Don't know



Question: Overall, how well informed do you think Exeter City Council keeps residents about the services and benefits it provides?
Base: 16-24 (283); 25-44 (334); 45-64 (277); 65+ (212); White (983); Ethnic minority groups (114); Low deprivation (371); Middle deprivation (467); High deprivation (242)

Residents are most likely to be on the fence when it comes to advocacy for the Council

When it comes to advocacy, a larger proportion of respondents (32%) said they would speak positively about the Council than negatively (22%). However, the most common response was not having any views one way or another (45%), indicating many are passive about how they feel about the Council.



Promoters

Those who speak positively about the Council, and are happy about the service it provides



Passives

Those who are on the fence and have no strong feelings one way or the other



Detractors

Those who are unhappy about the Council and would speak negatively about it

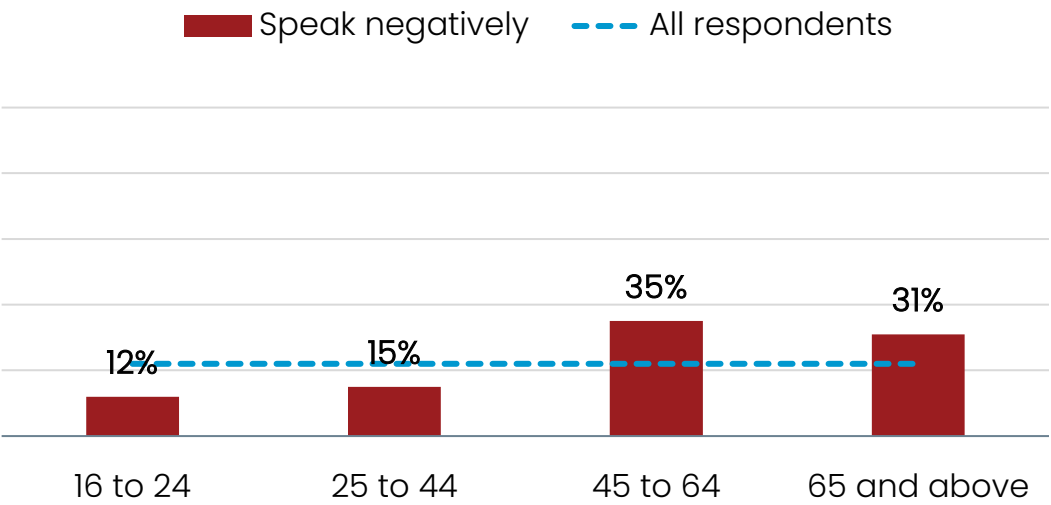
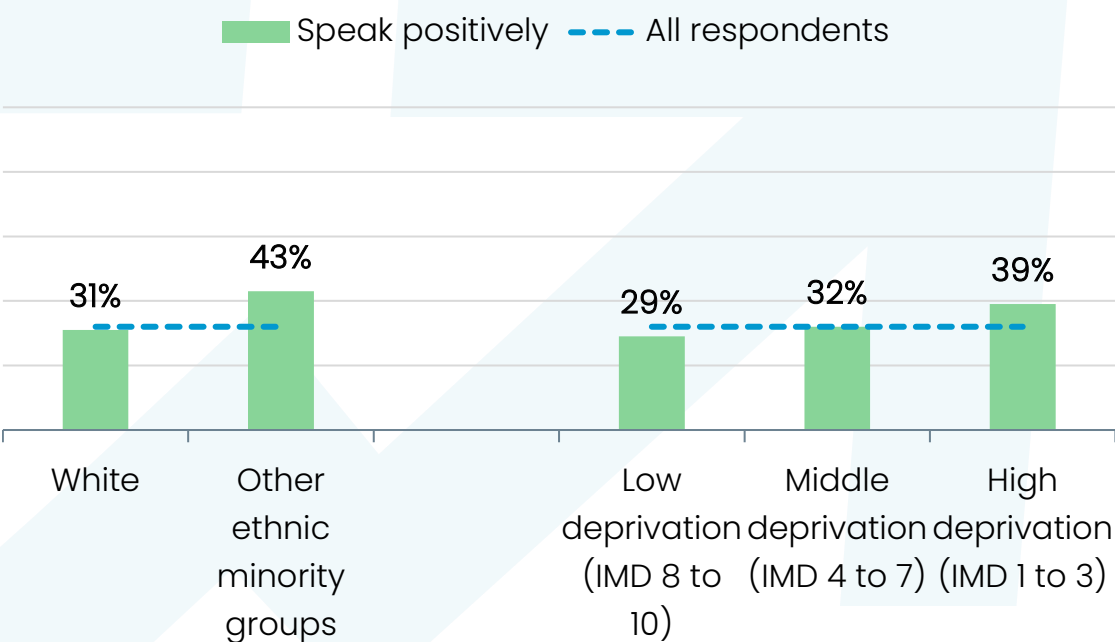


Question: On balance, which of the following statements comes closest to how you feel about Exeter City Council?
Base: All respondents (1,106)

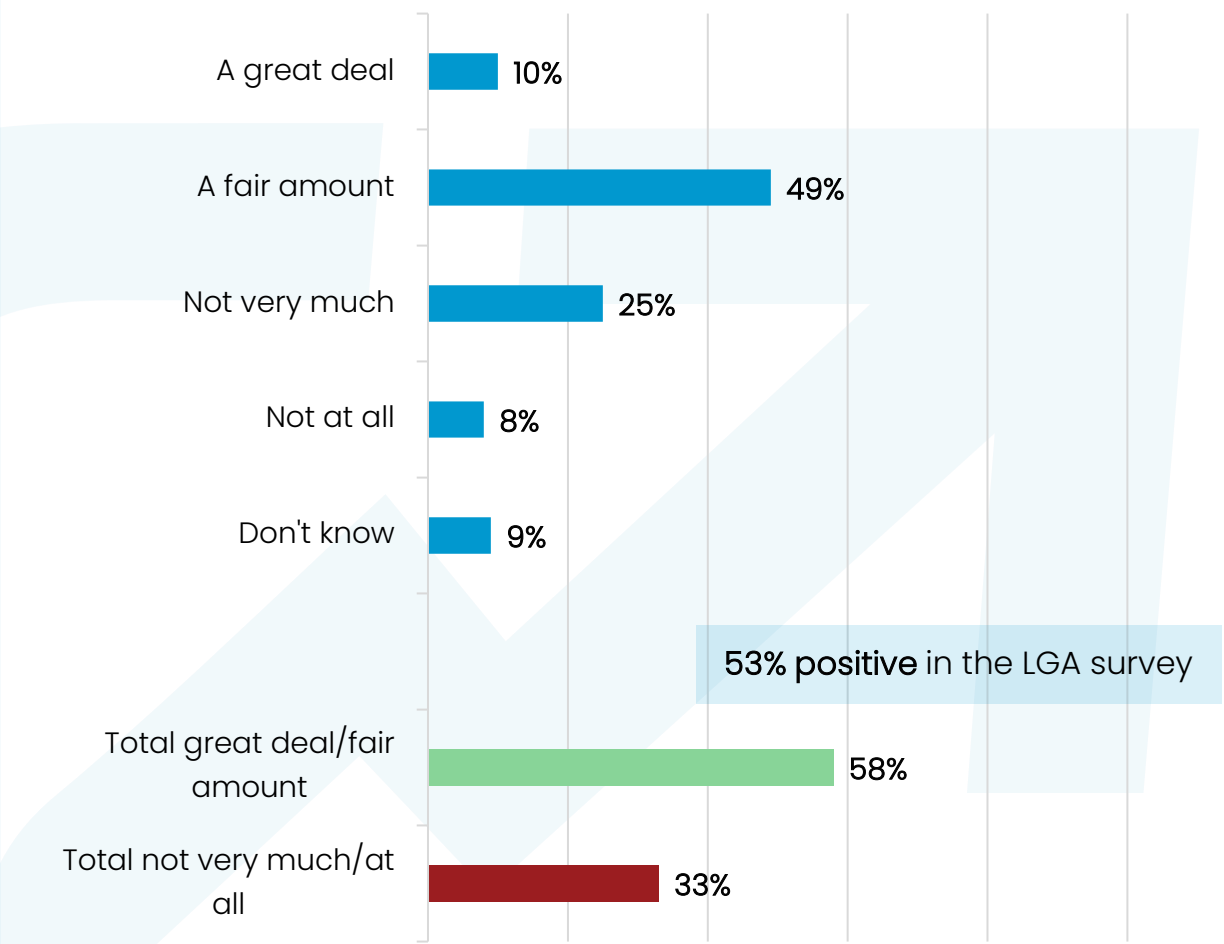
Differences in advocacy by age, ethnicity and deprivation levels

Residents from ethnic minority groups and those in living in areas of higher deprivation were more likely to say they would speak positively about the Council than others.

Those in the older age groups were more likely to speak negatively about the Council than those in younger age groups.



Trust in Exeter City Council is above the national figure, but some groups are less likely to trust the Council

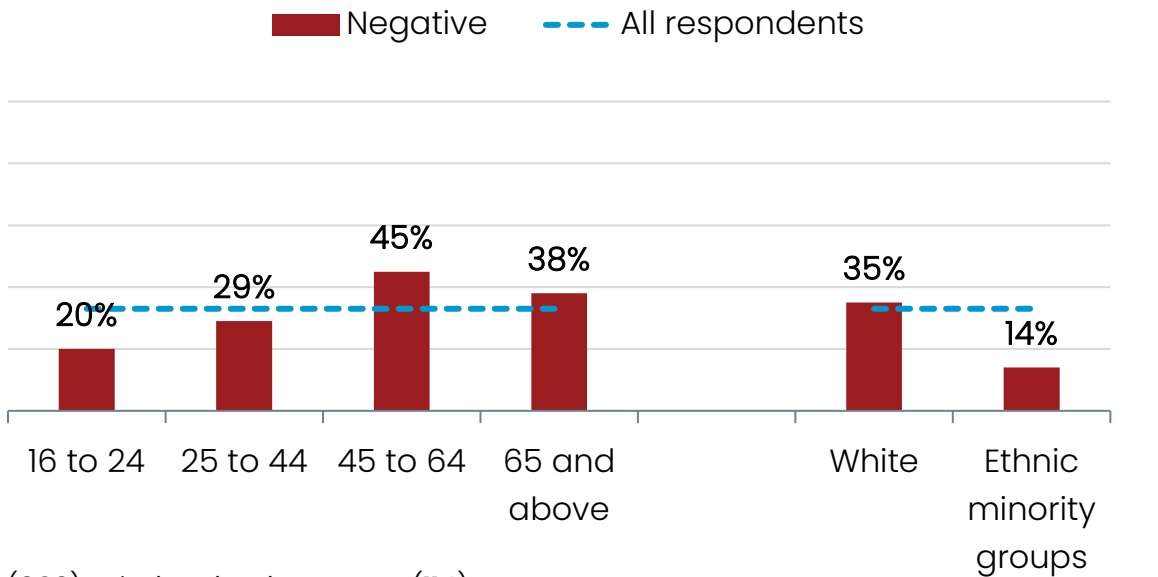


Just under six in ten (58%) said they trust Exeter City Council 'a great deal' (10%) or 'a fair amount' (49%).

The LGA survey found that nationally 53% trust their local council a great deal or a fair amount, meaning Exeter City Council is performing better than the national average.

A third (33%), however, said they did not trust Exeter City Council, indicating potential room for improvement.

By subgroup, as seen previously, older age groups and White respondents were most likely to be negative and say they did not trust the Council.

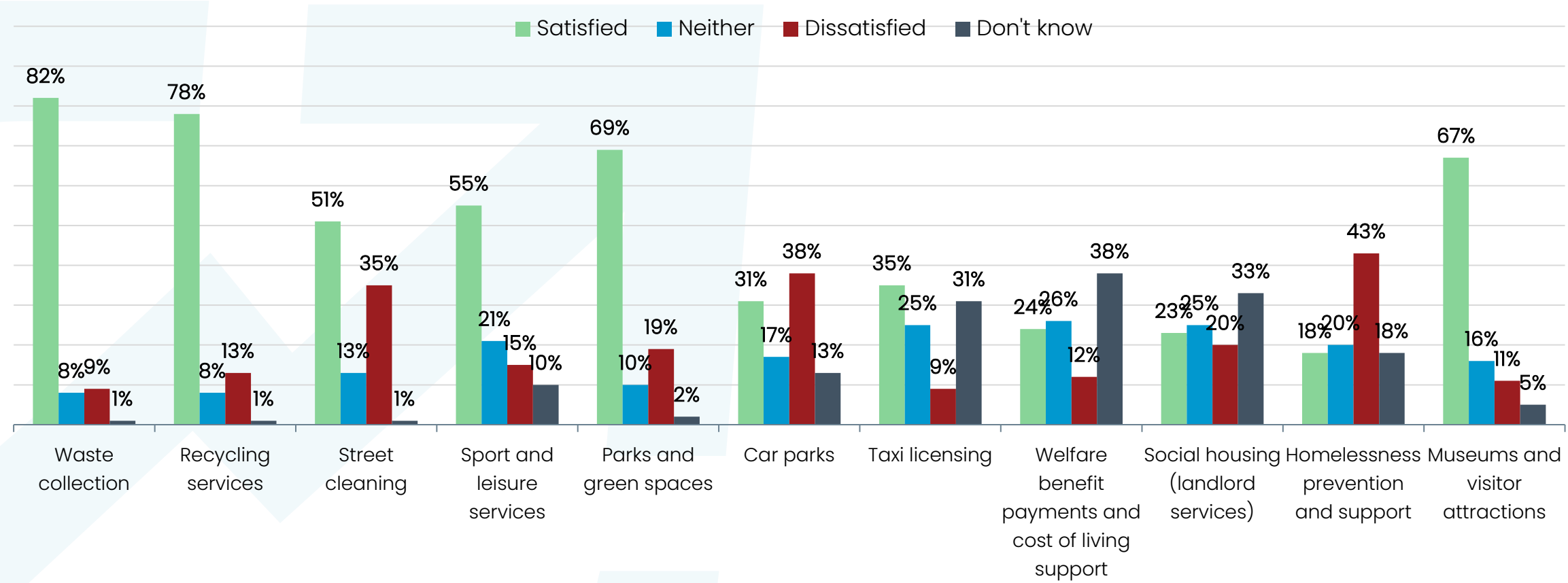


Council services

05.

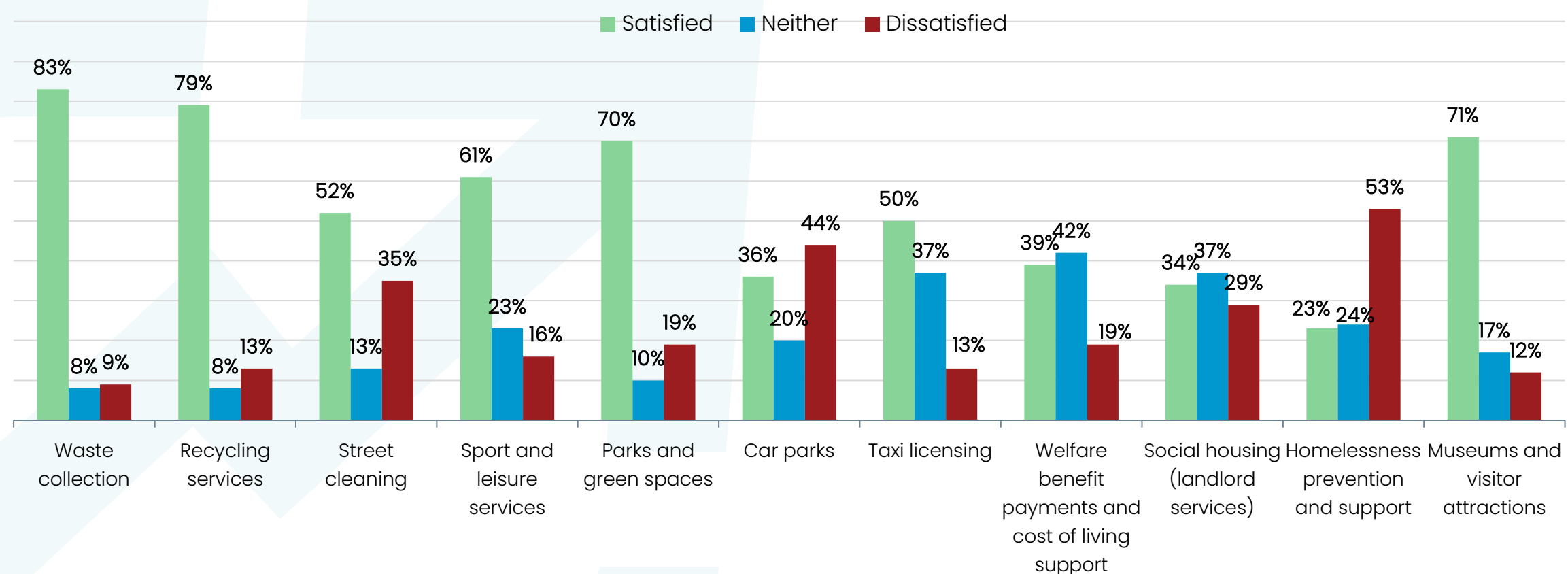
Satisfaction levels vary by service, but some have particularly high levels of 'Don't know' responses

As can be seen, satisfaction levels vary by service, but there are some where the level of 'Don't know' responses is particularly high, such as *welfare benefit payments and cost of living support, taxi licensing and social housing (landlord services)*, suggesting many do not have much interaction with these.



High satisfaction with waste and recycling services, and high dissatisfaction with homelessness prevention & support and car parks

Removing the 'don't know' responses, shows more clearly which services have high levels of satisfaction and which have low satisfaction. *Waste collection and recycling services* scored highly (83% and 79% respectively), whilst dissatisfaction levels were higher than satisfaction levels for *car parks*, and *homelessness prevention and support*.



Question: I would like you to tell me how satisfied or dissatisfied you are overall with the council's...
Base: Excluding don't know; Waste collection (1,098); Recycling services (1,095); Street cleaning (1,098); Sport and leisure services (998); Parks and green spaces (1,087); Car parks (960); Taxi licensing (758); Welfare benefit payments and cost of living support (683); Social housing (739); Homelessness prevention and support (902); Museums and visitor attractions (1,052)

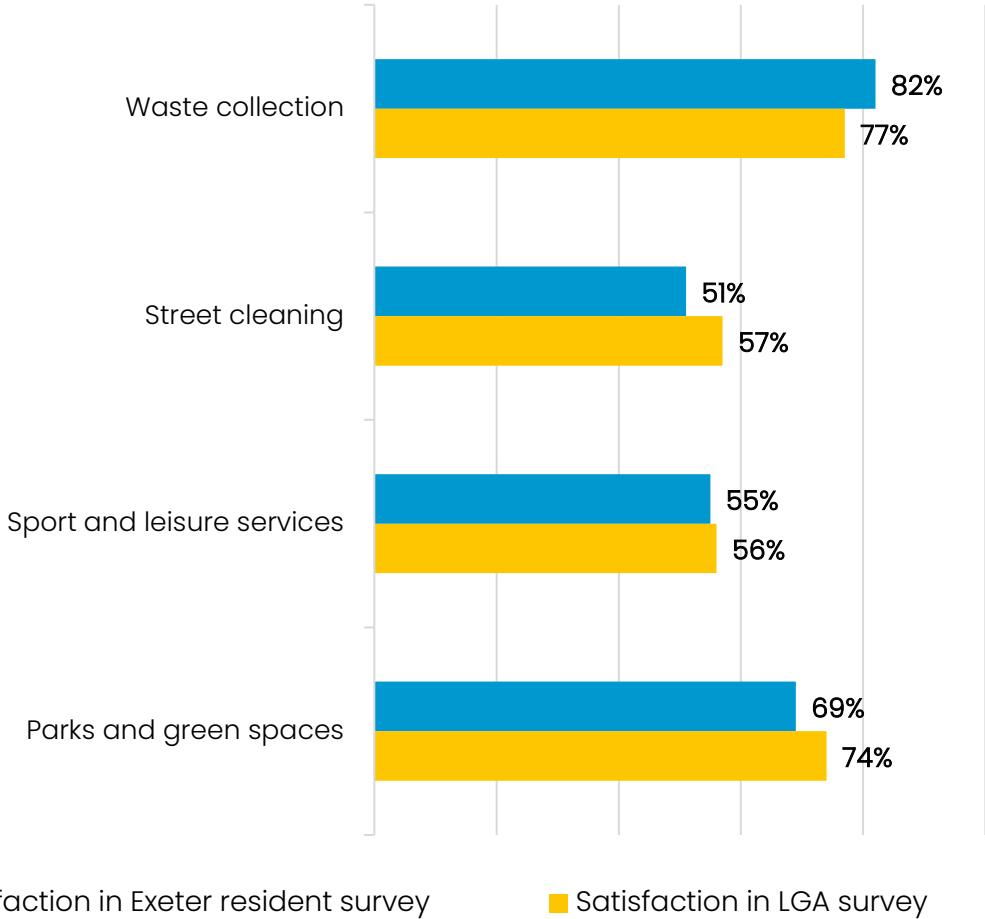


Comparisons with national survey highlights the Council is performing better on some services and worse on others

Some of the services feature in the LGA survey, so comparisons can be made. It should be noted, however, that for comparisons to be made, 'don't know' responses have to be included in the bases.

Satisfaction is higher for Exeter City Council's *waste collection services* than the national level. However, satisfaction is lower for *parks and green spaces*, and *street cleaning*.

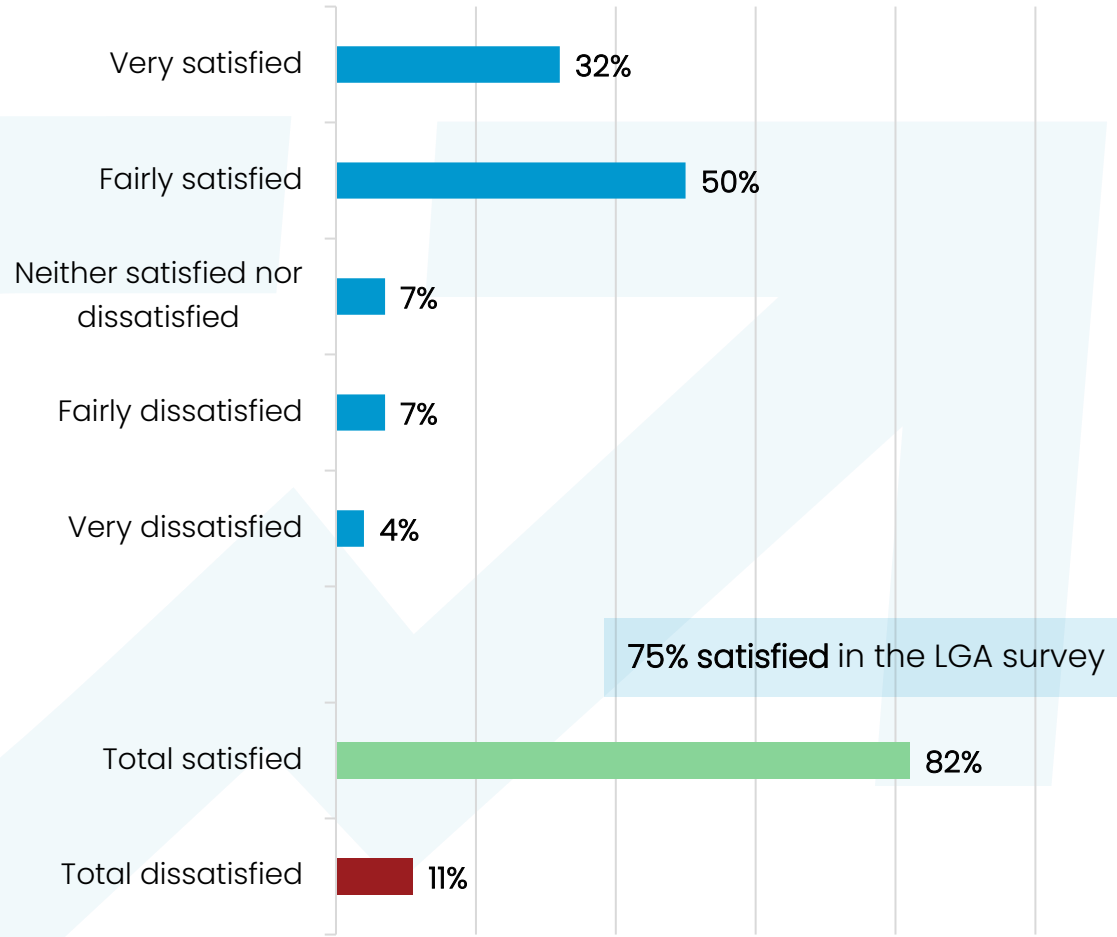
Satisfaction with *sports and leisure services* is on a par with the national average.



Local area and community

06.

The vast majority are satisfied with their local area as a place to live, above the national average



When asked about the local area as a place to live, 'fairly satisfied' was the most common response (50%), followed by 'very satisfied' (32%), resulting in 82% reporting satisfaction with the local area.

The satisfaction level is higher than that found in the national LGA survey.

By contrast, only 11% reported dissatisfaction.



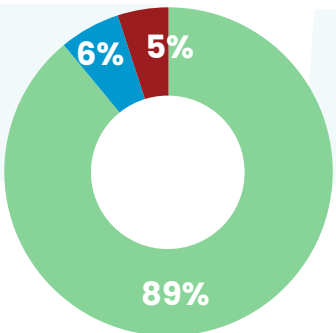
Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live?
Base: All respondents (1,106)

Variation in satisfaction by age, ethnicity and deprivation levels

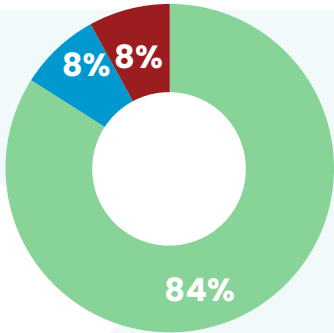
Those in the two youngest age categories were more likely to be satisfied with their local area as a place to live than those in the older age groups.

Satisfaction was higher amongst those living in areas of low deprivation compared with those living in other areas.

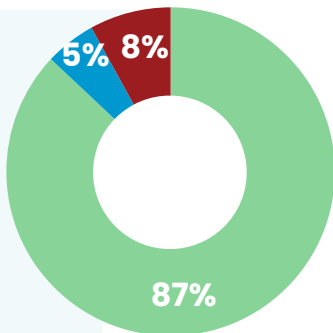
Satisfaction was higher amongst those in ethnic minority groups in comparison to those from White backgrounds.



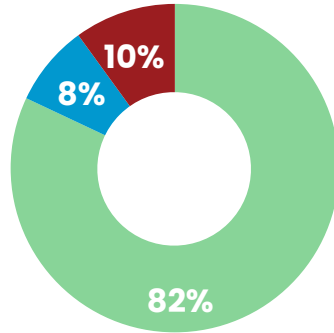
16-24



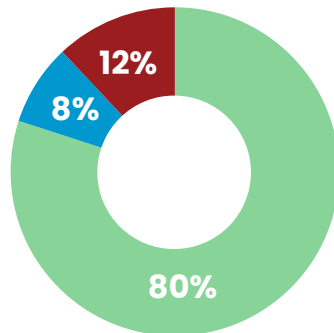
25-44



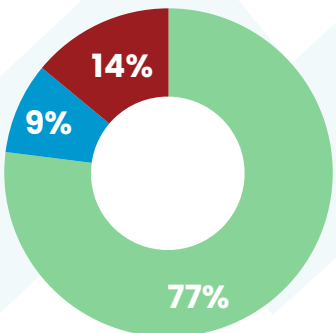
Low deprivation



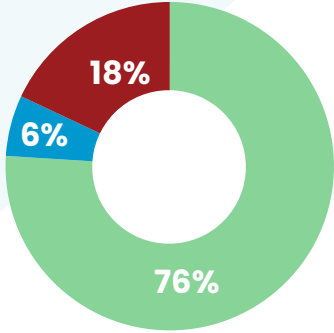
Middle



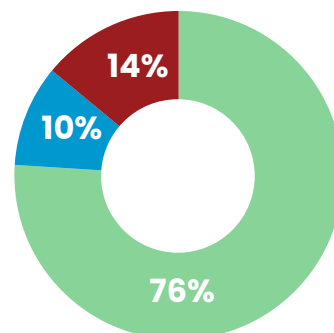
White



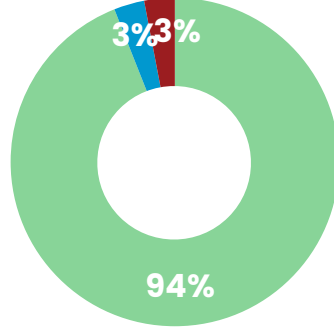
45-64



65+



High deprivation



Ethnic minority groups

Satisfied

Neither

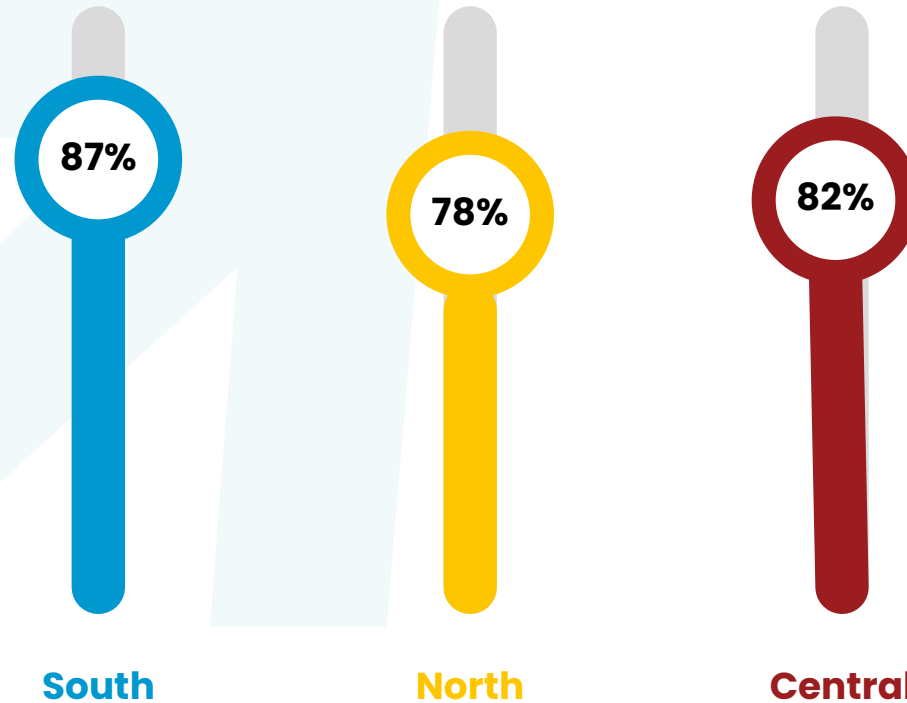
Dissatisfied



Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live?
Base: 16-24 (283); 25-44 (334); 45-64 (277); 65+ (212); White (983); Ethnic minority groups (114); Low deprivation (371); Middle deprivation (467); High deprivation (242)

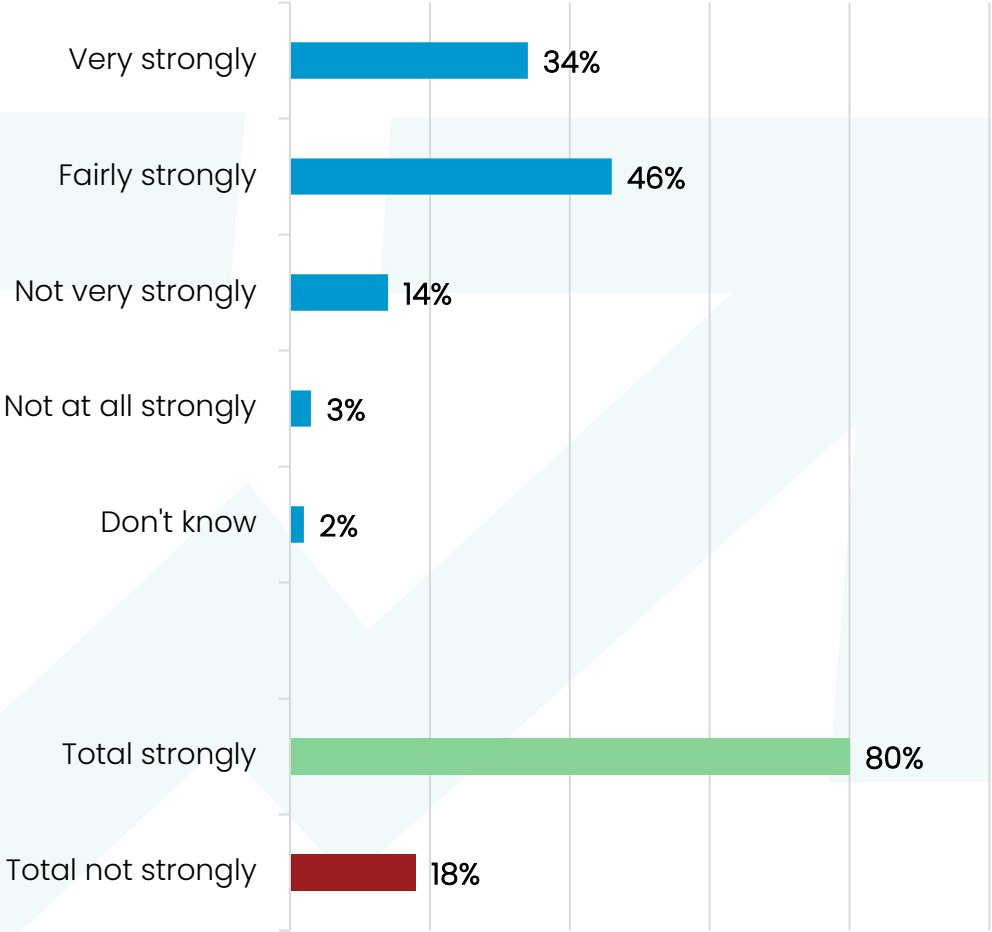
Satisfaction also varies by area

Satisfaction with the local area also varied by area, with those in the South most likely to be satisfied, particularly when compared with those in the North.



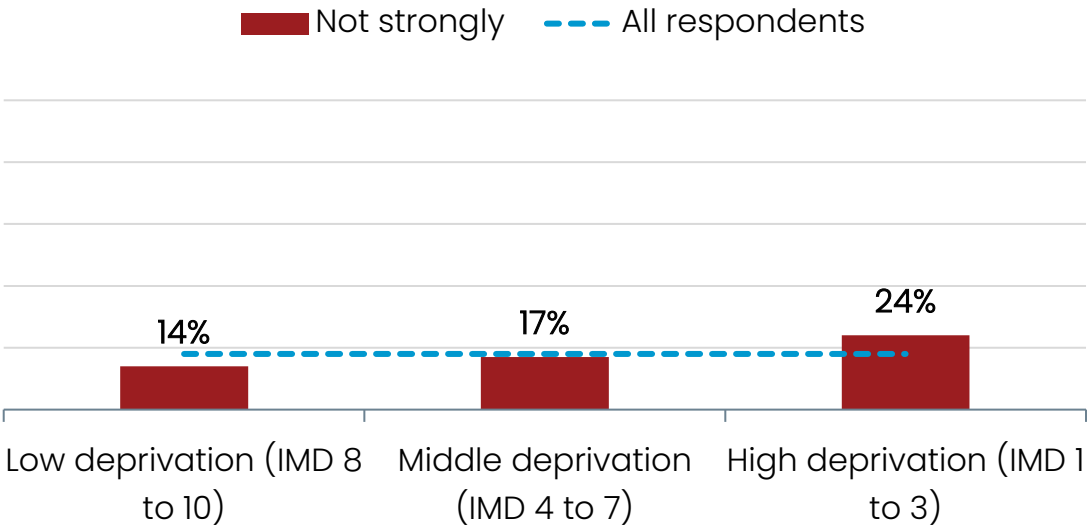
Question: Overall, how satisfied or dissatisfied are you with your local area as a place to live?
Base: South (240); North (414); Central (452)

There is a strong feeling of belonging to the local area amongst residents



Eight in ten (80%) felt a strong sense of belonging to their local area, comprising 34% who felt 'very strongly' and 46% 'fairly strongly'.

In contrast, 18% did not feel a sense of belonging to their local area. This was highest, however, amongst those living in areas of high deprivation.

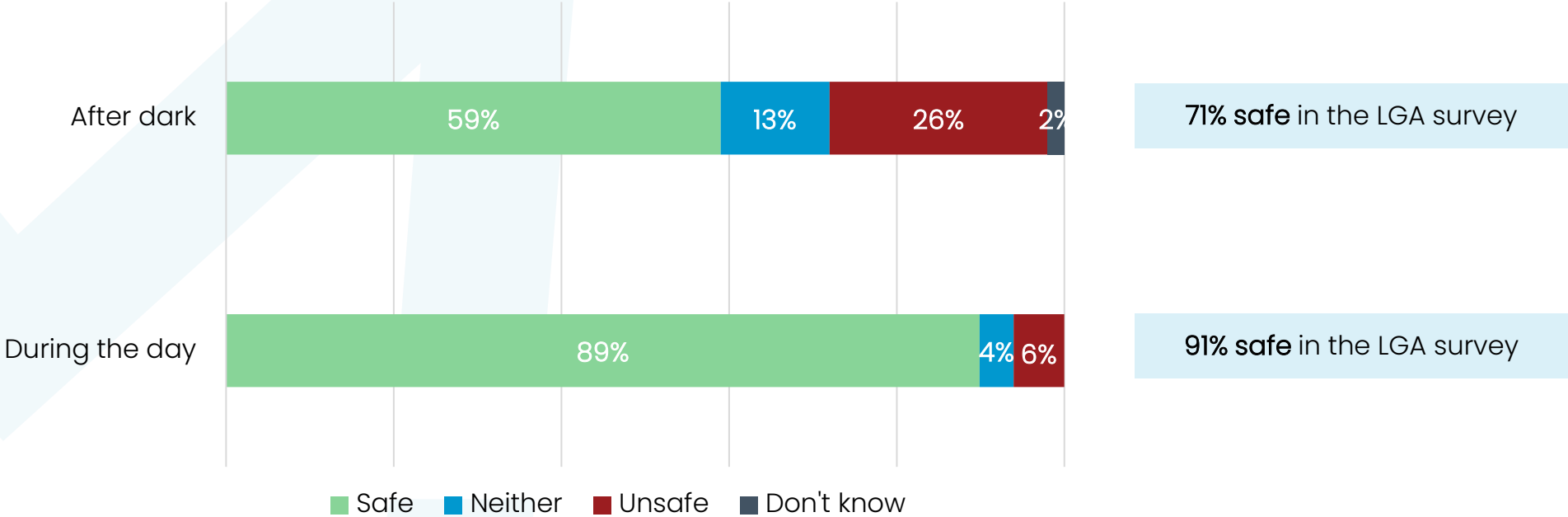


Question: How strongly do you feel you belong to your local area?
Base: All respondents (1,106); Low deprivation (371); Middle deprivation (467); High deprivation (242)

High feelings of safety in the local area during the day but a significant proportion do not feel safe after dark, worse than the national figure

Nine in ten respondents felt safe outside in their local area during the day and this was on a par with the national picture, with 91% reporting they felt safe during the day in the LGA survey.

Although six in ten (59%) said they felt safe outside in the local area after dark, a quarter did not, with 17% saying they felt 'fairly unsafe' and 9% 'very unsafe'. This is higher than in the LGA survey, which found 16% felt unsafe in their local area after dark.

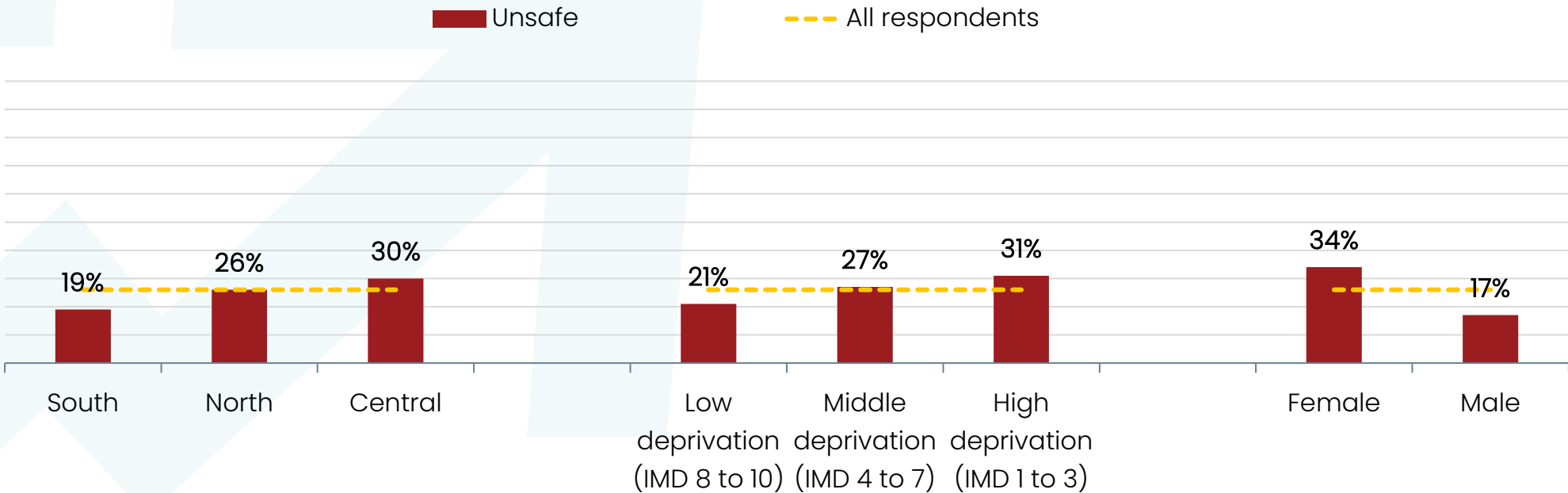


Question: How safe or unsafe do you feel when outside in your local area...
Base: All respondents (1,106)

Some groups were more likely to feel unsafe outside after dark than others

Subgroup analysis shows that those living in Central wards were more likely to feel unsafe outside after dark, particularly when compared with those in the South area. Deprivation levels seem to be a factor in feelings of safety too, with those in areas of higher deprivation more likely to feel unsafe than those in areas of lower deprivation.

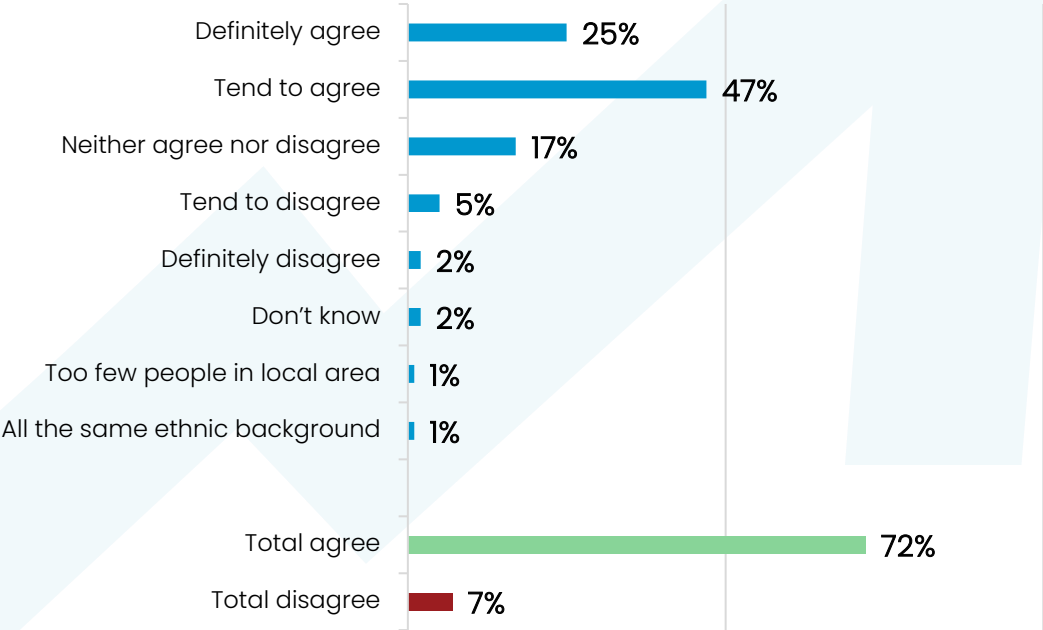
Females were also more likely to feel unsafe outside after dark than males.



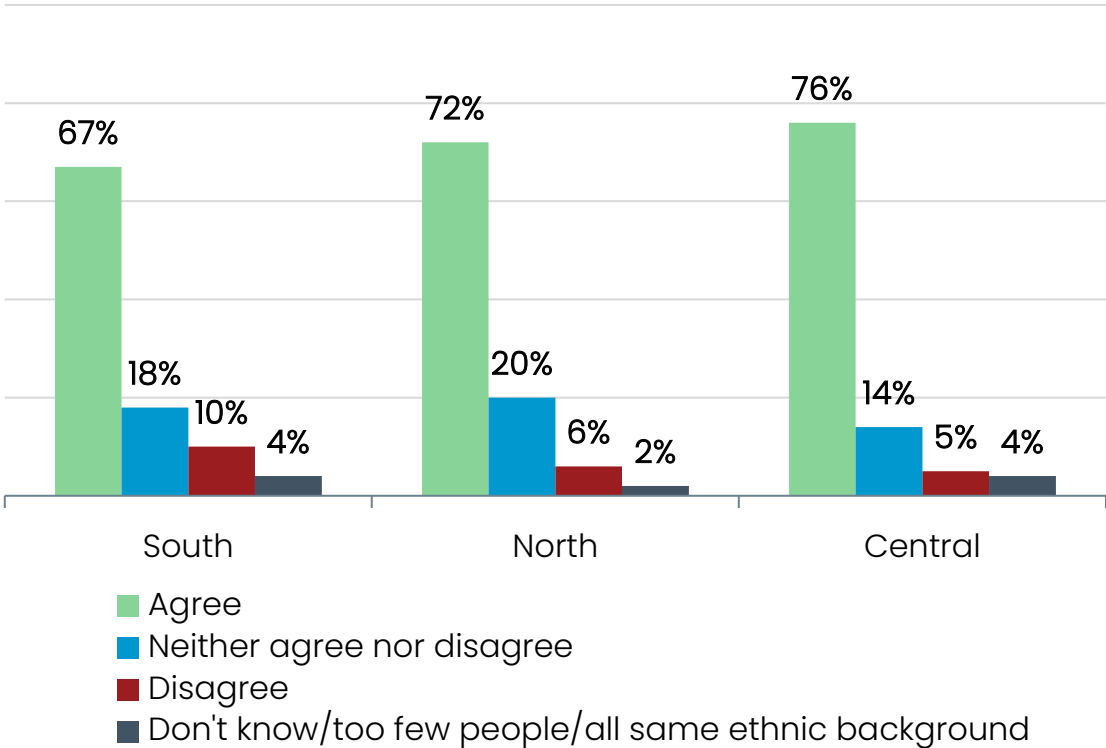
High level of agreement that people from different ethnic backgrounds get on well together in local area

Seven in ten (72%) agreed that their local area is a place where people from different ethnic backgrounds get on well together, comprising 25% 'definitely agree' and 47% 'tend to agree'.

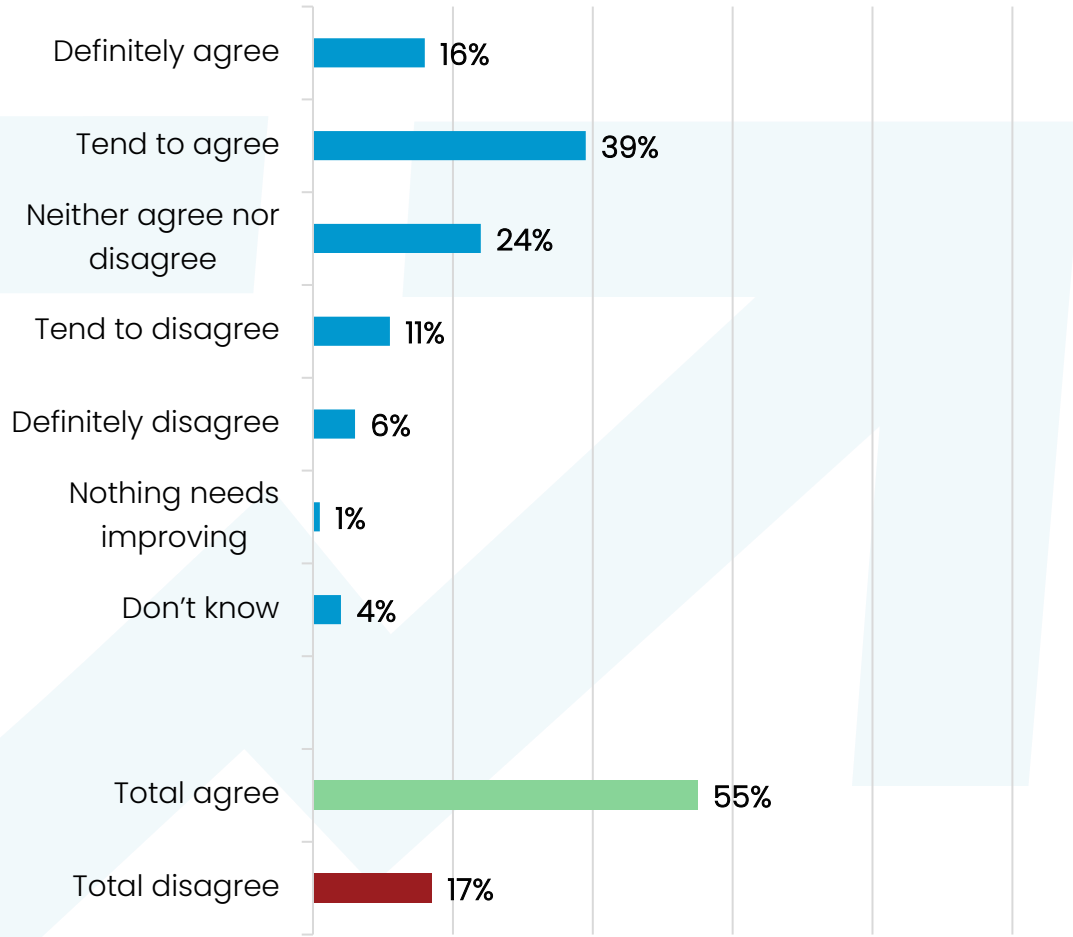
Whilst only 7% disagreed, a further 17% neither agreed nor disagreed, suggesting a sizeable proportion do not have strong feelings either way.



There was some variation by location, with those in Central wards more likely to agree, particularly when compared with the South. Disagreement was highest in the South, although it should be noted that a majority proportion in that area still agreed.



Over half agree that people pull together to improve the local area, but a quarter are 'on the fence'



When asked whether people pull together to improve the local area, over half (55%) agreed, with 'tend to agree' the most common response (39%), and a further 16% 'definitely' agreeing.

However, a quarter (24%) neither agreed nor disagreed, highlighting a substantial proportion that does not feel strongly either way.

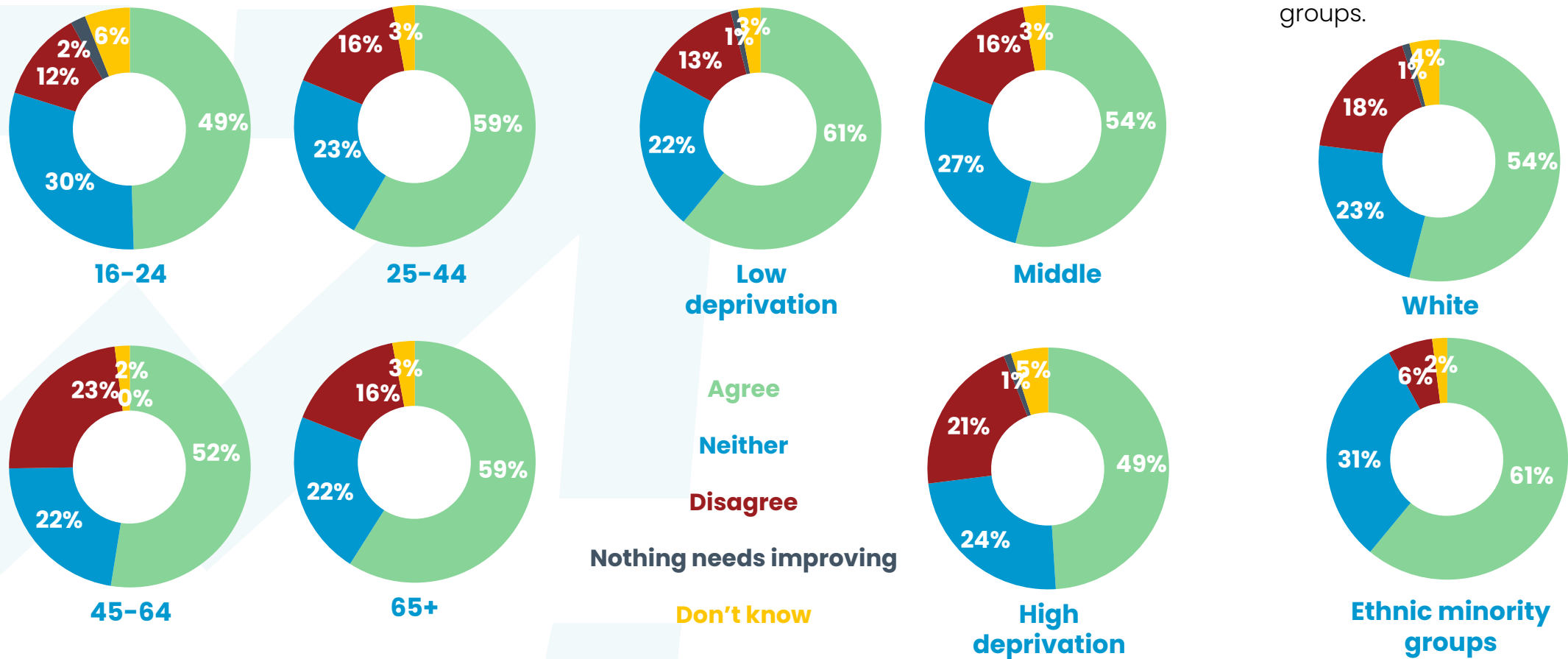


Variation in perceptions of community cohesion by age, ethnicity and deprivation levels

Those in the youngest age category were less likely to agree than older age categories but more likely to say they neither agree nor disagree.

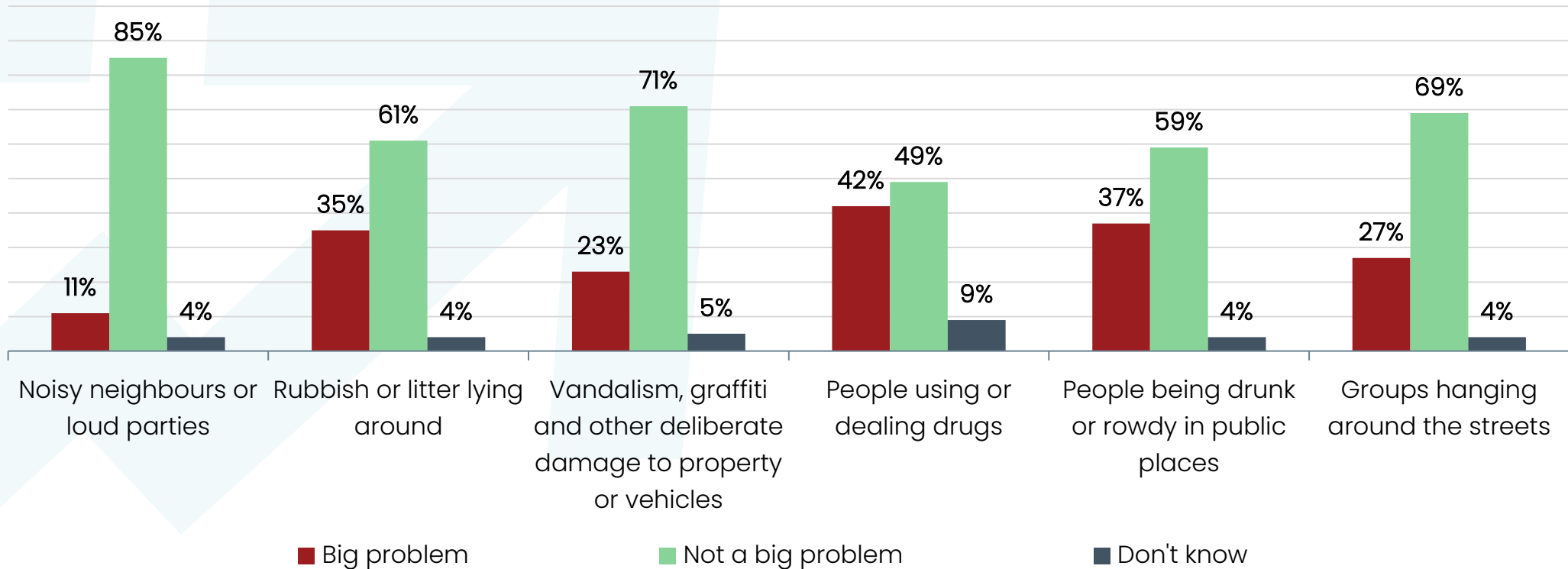
Agreement was higher amongst those living in areas of lower deprivation and disagreement was higher in areas of higher deprivation.

Disagreement was higher amongst those from White backgrounds when compared with those from ethnic minority groups.



There are some concerns about anti-social behaviour related particularly to alcohol, drugs and litter

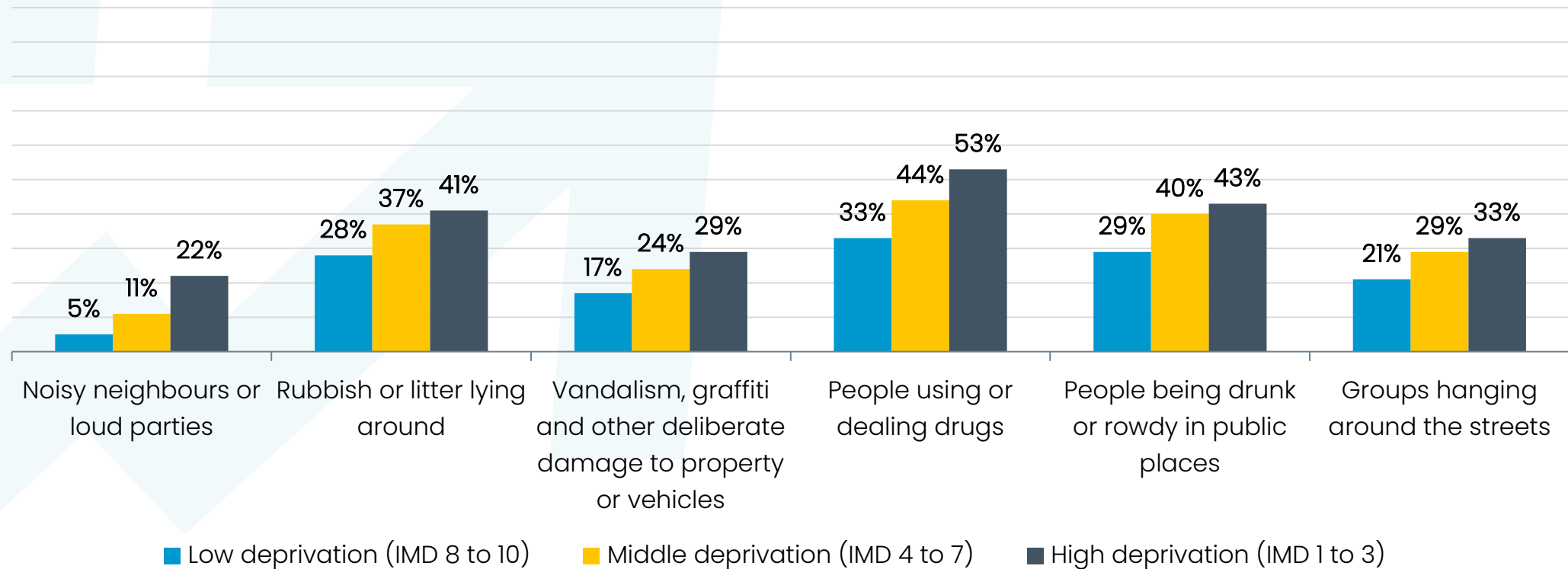
Positively for each instance of anti-social behaviour, larger proportions said they were not a problem than said they were a problem. However, some were more of a problem than others. For example, four in ten (42%) thought there was a problem with *drugs*, 37% with problems related to *alcohol* and 35% with *rubbish or litter lying around*.



Question: Thinking about this local area, how much of a problem do you think each of the following are....?
Base: All respondents (1,106)

Residents are more likely to experience anti-social behaviour in areas of higher deprivation

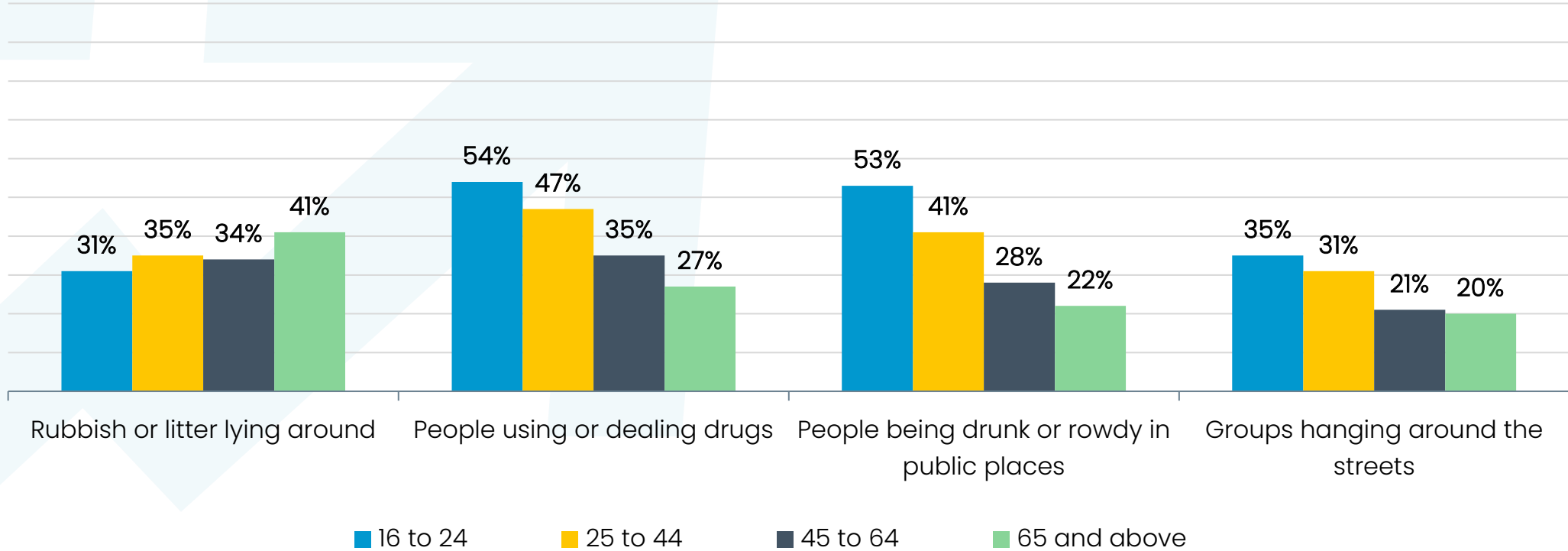
For each type of anti-social behaviour, respondents in areas of higher deprivation were more likely to report they were a big problem than those in areas of lower deprivation.



Question: Thinking about this local area, how much of a problem do you think each of the following are....? (% big problem)
Base: All respondents (1,106); Low deprivation (371); Middle deprivation (467); High deprivation (242)

Younger residents are more likely to be concerned about drugs, drunkenness and groups hanging around, older people are more concerned about litter

Younger people were more likely to say that people being drunk or rowdy in public places, people using or dealing drugs, and groups hanging around the streets were big problems than older residents. Older residents, on the other hand, were more likely to think that rubbish or litter lying around is a big problem than younger people.



Question: Thinking about this local area, how much of a problem do you think each of the following are....? (% big problem)
Base: All respondents (1,106); 16-24 (283); 25-44 (334); 45-64 (277); 65+ (212)

Related to anti-social behaviour, comments about safety and cleanliness were common

Respondents were asked to suggest one thing that would improve life for themselves and their family. Comments were thematically analysed, and shown below are themes with 15 or more mentions.

After the theme that *nothing* needs improving, *safety* was the most common, closely followed by *cleanliness*. Comments related to *public transport* were also common.

Theme	Count	Theme	Count
Nothing needs improving	129	Children and young people - more for them to do / activities / youth clubs / support	43
Safety - more police presence / help us to feel safer	100	Council - improve service all round / better running of council / responsive / serve the public	40
Cleanliness - clean up the streets / more bins	93	Waste collection - improve frequency / recycling provision	40
Public transport - more bus services / increase frequency / punctual / start earlier / run later	82	Green spaces - more green space (stop building on it) / more parks / greenery	35
Parking - more parking / cheaper parking / stop people parking illegally	79	Leisure activities - more to do / more swimming pools / free activities	34
Anti-social behaviour (gen) - tackle antisocial behaviour on the streets / including neighbours	74	Entertainment - more / better / live music events / theatre / free events	32
Drugs use / dealing / alcohol use / drunk people - get off the streets	64	Housing - more social / more affordable housing	30
Roads - better maintenance / potholes	58	Traffic - ease the congestion / less through traffic / bring back LTN	29
Homelessness - help the homeless / house the homeless / help them off the streets	57	Town centre - more / better / independent shops / revamp high street	19
Weeds - tidy up the weeds / overgrown hedges	52	Cycling - more lanes / better provision for cyclists	17



Question: What one thing would improve life for you and your family in Exeter?
Base: All respondents (1,106)

Common themes and quotes

I am quite happy with everything in the area as it is.

I think the council do a very good job and there is not anything they could do to improve my life.

Nothing needs improving

I think everything is perfect. I am happy with everything.

I have always lived in and loved Exeter so I would like things to stay as they are.

One thing would be more police presence in the area to make us feel safer.

I would like the area to feel safer, this could be resolved by having some police patrolling the area.

Safety - more police presence / help us to feel safer

I would like the streets to be more clean as the streets are dirty and the drains are blocked.

Graffiti to be removed. It is getting really bad now and I do not like it.

I have always lived here, and the area has really changed for the worse. We don't feel safe as a family because of drunks and drug users.

Cleanliness - clean up the streets / more bins

I think putting more bins in the area to make the environment a nicer place to be in would help improve life for me in Exeter.



Top five themes by age group

Safety was the number one suggested improvement for the youngest category, whilst *public transport* was much more of a concern for those aged 65+. *Anti-social behaviour, drug and alcohol use* and *homelessness* were also more likely to be suggested by younger people.

16-24



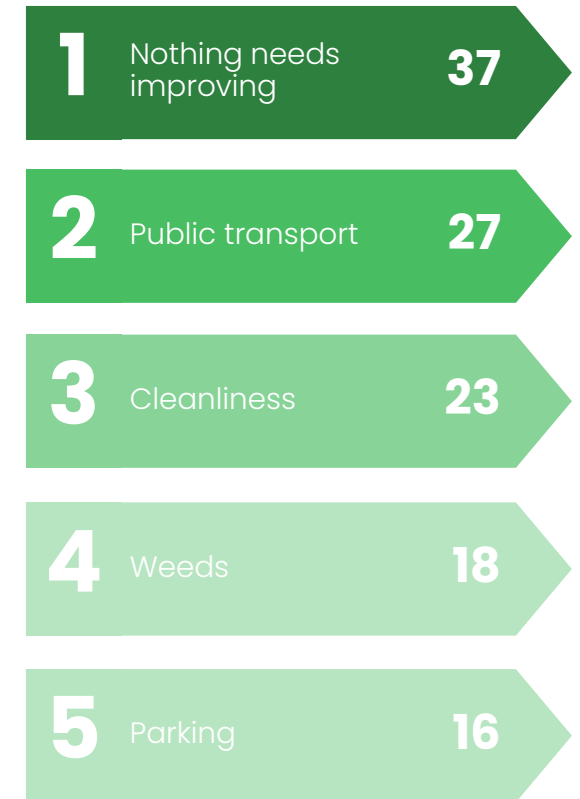
25-44



45-64



65+



Supporting information

07.

Weighting

To better match the profile of the resident population, the survey data was weighted using three criteria: age group, sex and area. The report shows weighted data unless otherwise indicated. The table below shows the weighted and unweighted percentages for these variables.

	Unweighted %	Weighted %
Age group		
16-24	24%	26%
25-44	31%	30%
45-64	26%	25%
65+	19%	19%
Prefer not to say	0%	0%
Sex		
Female	53%	52%
Male	47%	48%
Prefer not to say	0%	0%
Area		
South	17%	22%
North	37%	37%
Central	42%	41%
Unmatched¹	3%	0%

¹Postcodes were mapped to wards and wards were mapped to areas. Some respondents did not provide full valid postcodes that could be mapped.





Report prepared by
Andrew Cameron
andrew@enventure.co.uk

Report reviewed by
Matt Thurman
Kayleigh Pickles

Reg no: 4693096
VAT no: 816927894

Enventure Research

Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse HD6 4AH

T: 01484 404797

W: www.enventure.co.uk

E: info@enventure.co.uk

