

Using evidence to shape better services



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Local Authority research & evaluation

Active citizens & customer research



Oxford City Talkback Panel

Winter 2012/13

DRAFT FINDINGS REPORT

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Summary of main findings

This section presents key findings from the winter 2012/13 Talkback survey. The survey focuses on 'Living in Oxford'. Where possible, results to for this survey are compared to previous Talkback survey results from December 2010 and November 2011. More detailed analysis of the results is provided in the subsequent sections of this report.

Making Oxford a good place to live

As was the case in autumn 2011, the top 5 factors important in making somewhere a good place to live are 'the level of crime' (51%); 'affordable decent housing' (45%); 'clean streets' (44%); 'health services' (42%); and, 'parks and open spaces' (63%). Analysis by area shows that 'affordable decent housing' and 'the level of crime' feature as top 5 priorities in all areas of Oxford.

Neighbourhood factors seen as being most in need of improvement are 'the level of traffic congestion' (48%) and 'road and pavement repairs' (43%). But neither of these factors are seen as particularly high priorities in terms of making somewhere a good place to live. Cross-referencing the factors in most need of improvement against those regarded as being most important suggests that 'affordable decent housing', 'clean streets', and 'the level of crime' should be particular priorities for the council. The autumn 2011 survey analysis showed the same 3 factors as being most critical.

Satisfaction with the local area

Results to this survey suggest that there has been a significant decline in satisfaction with the local area as a place to live. 83% of respondents are now satisfied with their local area as a place to live compared to 90% in 2011. Satisfaction is lowest in South Eastern parts of the City and Cowley (both 74% satisfaction). Satisfaction also tends to be lower among non-working respondents, non-White respondents, disabled respondents, and those aged 35-44 or under 25.

Neighbourhood issues

Overall, the top 3 neighbourhood issues selected by panellists are 'litter levels' (69%), 'chewing gum' (31%) and 'detritus' (25%). 'Litter levels' is the top priority in all 6 areas of the city. In terms of the cleanliness of the local area, panellists are most satisfied with the cleanliness of 'formal parks' (71% satisfaction) while they are least satisfied with the cleanliness of 'green neighbourhood spaces' (64%). Panellists from Central South Eastern areas of the city tend to be least satisfied with the cleanliness of green neighbourhood spaces.

Local public service provision

Asked how satisfied they are with a range of services provided by the City and the County, overall panellists are most satisfied with the refuse collection service (82%), parks and open spaces (81%), doorstep recycling (81%), and local bus services (78%). Satisfaction is lowest for sports and leisure facilities (51%). Panellists are more likely to agree that Oxford City Council provides value for money (52%) than Oxfordshire County Council (44%).

Overall 66% of panellists feel very / fairly well informed about local public services, an increase of 5%pts compared to the same results in autumn 2011. The services that panellists feel least well informed about are 'what to do in the event of a large-scale emergency' (40% fairly / very well informed) and 'how to get involved in local decision making' (52%).

Community cohesion and respect

88% of panellists agree that their local area is a place where people from different backgrounds get on well together, a significant increase on the comparable result from 2011. Respondents from Cowley (81%) and North East Oxford (83%) are least likely to agree that people from different backgrounds get on well together. 'Non-White' panellists (92%) are significantly more likely than White panellists (88%) to agree with the statement.

25% of respondents state that people in their local area not treating each other with respect and consideration is a problem, a significant increase compared to the results from autumn 2011. Respondents from South East Oxford (37%) and Cowley (31%) are most likely to state that this is a problem. Notably, approaching 1 in 10 respondents from Cowley (9%) think that this is a very big problem.

Overall, 85% of respondents state that in the last year they have been treated with respect and consideration by local public services all or most of the time. Just 3% state that they have rarely or never been treated with respect and consideration by local public services. Disabled panellists (69%) are significantly less likely than their able-bodied counterparts (82%) to agree that they have been treated with respect and consideration.

Project details and acknowledgements

Title	Oxford City Talkback Survey Report
Client	Oxford City Council
Project number	11065 Winter 2012/13
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1) Introduction

Background

This is the eighth Oxford City Council Talkback Survey carried out with the assistance of M·E·L Research. The survey focuses on 'Living in Oxford'. The responses will influence all of the different services provided by the Council.

Oxford City designed and provided the winter 2012/13 survey questionnaire. M·E·L Research were responsible for mailing out, receiving responses via freepost, processing completed questionnaires and data analysis. An online version of the survey was also programmed, hosted on M·E·L Research's website. Fieldwork was conducted between during March and April 2013.

A refresh of the panel, consisting of face-to-face recruitment of 200 new panel members was carried out during late March 2013. As well as completing a recruitment questionnaire, our interviewers completed the winter 2012/13 questionnaire with newly joining panel members. The responses from these face-to-face interviews have been combined with the results from the main postal survey in this report.

Response

The questionnaire was sent by post and email to a total of 800 panel members. The survey received a response rate of 43% (344 completed questionnaires). A total of 200 face-to-face questionnaires were completed with newly joining panel members, bringing the total number of responses to 544. A breakdown of the achieved sample is provided at Appendix A. In some cases the base size reported on will be smaller than the total sample. This is due to lower response rates for some questions than others.

Statistical reliability and reporting conventions

With a total number of households in Oxford of over 50,000, the top line results contained in this report are accurate to $\pm 4\%$ at the 95% confidence level¹; Results for sub-groups will be less accurate.

Where possible, results to for this survey are compared to previous Talkback survey results from December 2010 and November 2011.

¹ This means we can be 95% certain that the results are $\pm 5\%$ of the calculated response, so the 'true' response could be 5% above or below the figures reported i.e. a 50% agreement rate could in reality lie within the range of 45% to 55%.

2) Findings

This section presents findings from the Winter 2012/13 Talkback survey.

Thinking generally, all respondents were asked to identify factors important in making somewhere a good place to live. Each respondent was asked to select up to 5 different factors. As Figure 1 overleaf illustrates, the top 5 factors overall were: 'the level of crime' (51%); 'affordable decent housing' (45%); 'clean streets' (44%); 'health services' (42%); and, 'parks and open spaces' (63%). The percentage of respondents regarding crime as important is very similar to the results from autumn 2011. However, compared to results from the 2010 survey it is notable that a significantly higher percentage of respondents now regard the level of crime as important (significant change compared to 2010). Conversely, significantly fewer respondents regard the health service (sig. cf. 2011) as important.

Figure 1.1 on page 5 presents the same results (for just the top 5 factors) cross tabulated by area. As this shows, 'affordable decent housing' features as a top 5 priority in all 6 areas, and is *the* top priority in the North of Oxford. 'The level of crime' also features as a top 5 priority across all areas, and is *the* top priority in Cowley. 'Clean streets' is *the* top priority in South East Oxford, featuring in the top 5 priorities for 4 of the 6 areas. 'Health services' is a top priority in all but 1 area (South East) and is seen as *the* top priority in North East Oxford. Other notable findings are that:

- ◆ Education provision is a top 5 priority in 3 areas, and is the top priority in Central Oxford
- ◆ 'Parks and open spaces' is a top 5 priority in 3 areas (Central, East and South East)
- ◆ 'Cultural facilities' features as a top 5 priority in North Oxford and Cowley.

Talkback panellists were then asked to select which factors, if any, need improving in their local area. Figure 2 on page 6 cross-references the factors in most need of improvement against those regarded as being most important in making somewhere a good place to live. The top right hand quadrant shows the factors which are most crucial in that they are viewed as being important and as needing improvement. The results suggest that 'affordable decent housing', in particular, followed by 'clean streets' and 'the level of crime' should be particular priorities for the council. It is notable that the autumn 2011 survey analysis showed the same 3 factors as being most crucial.

The neighbourhood factors seen as being most in need of improvement are 'the level of traffic congestion' (48%) and 'road and pavement repairs' (43%). However, neither of these factors are seen as particularly high priorities in terms of making somewhere a good place to live.

Figure 1 Ranking of factors important in making somewhere a good place to live (Q1) (%)

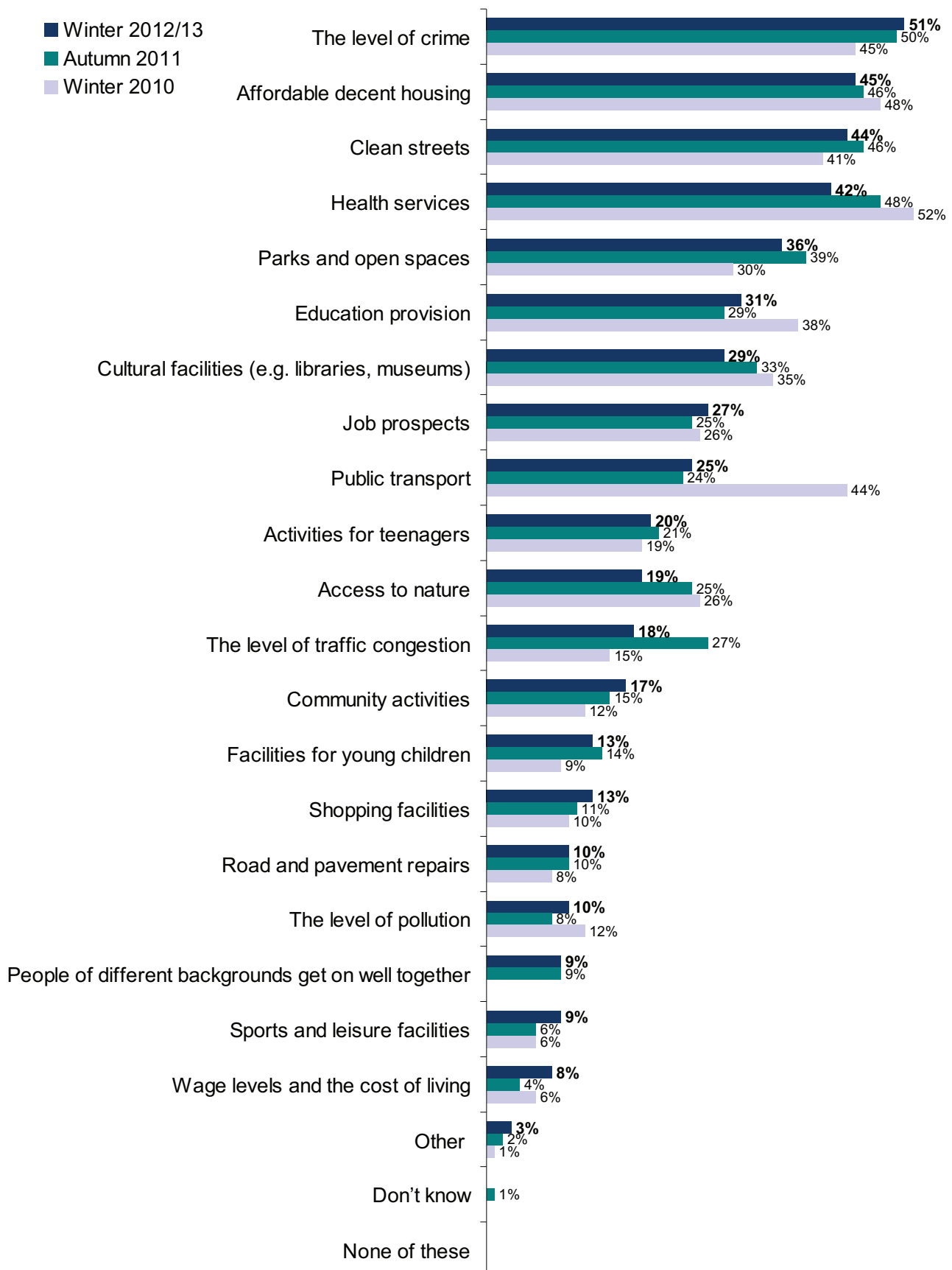


Figure 1.1 Top 5 factors important in making somewhere a good place to live / area (Q1) (%)

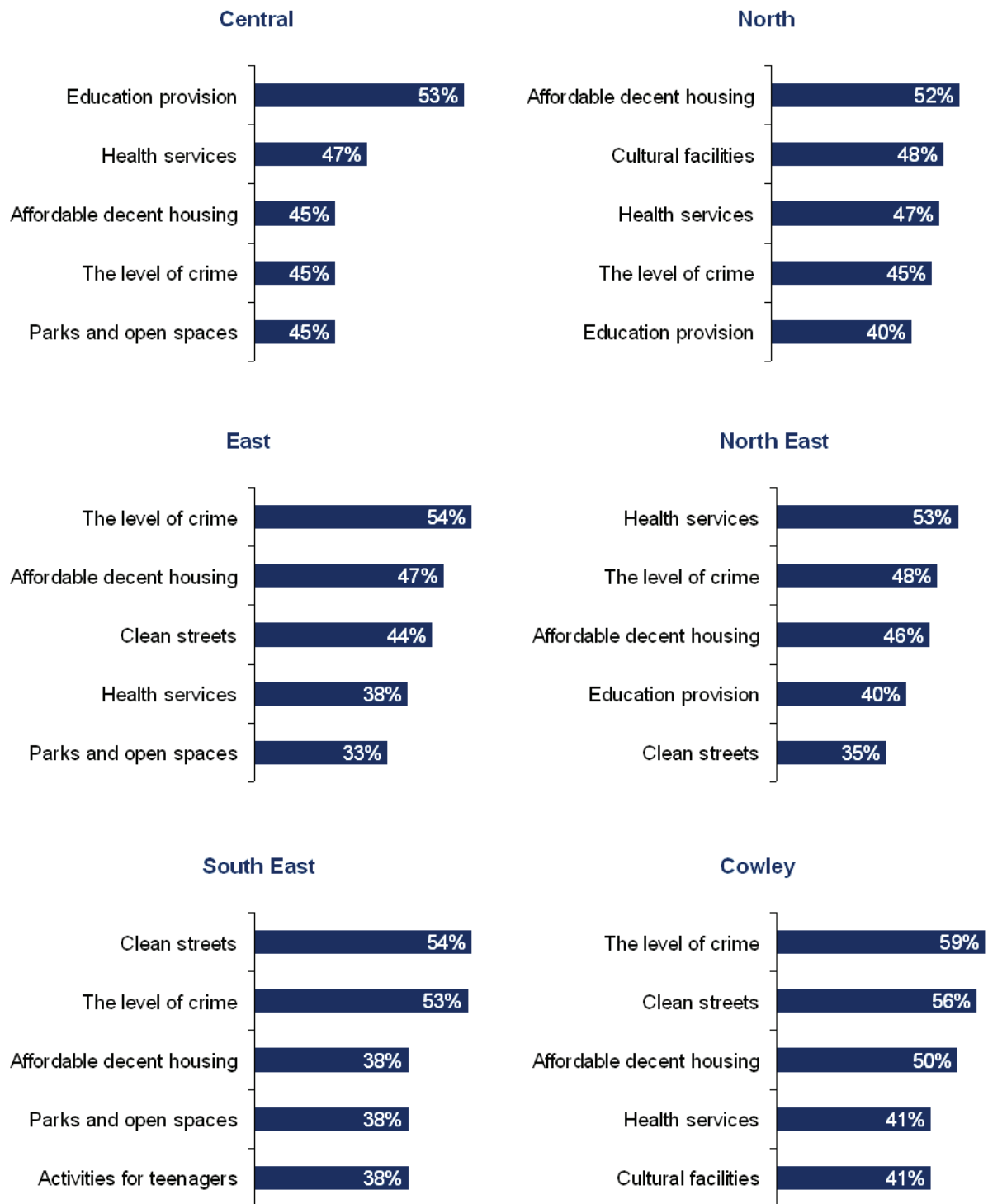


Figure 2 What makes a good place to live: importance vs. improvement (Q1&Q2) (%)

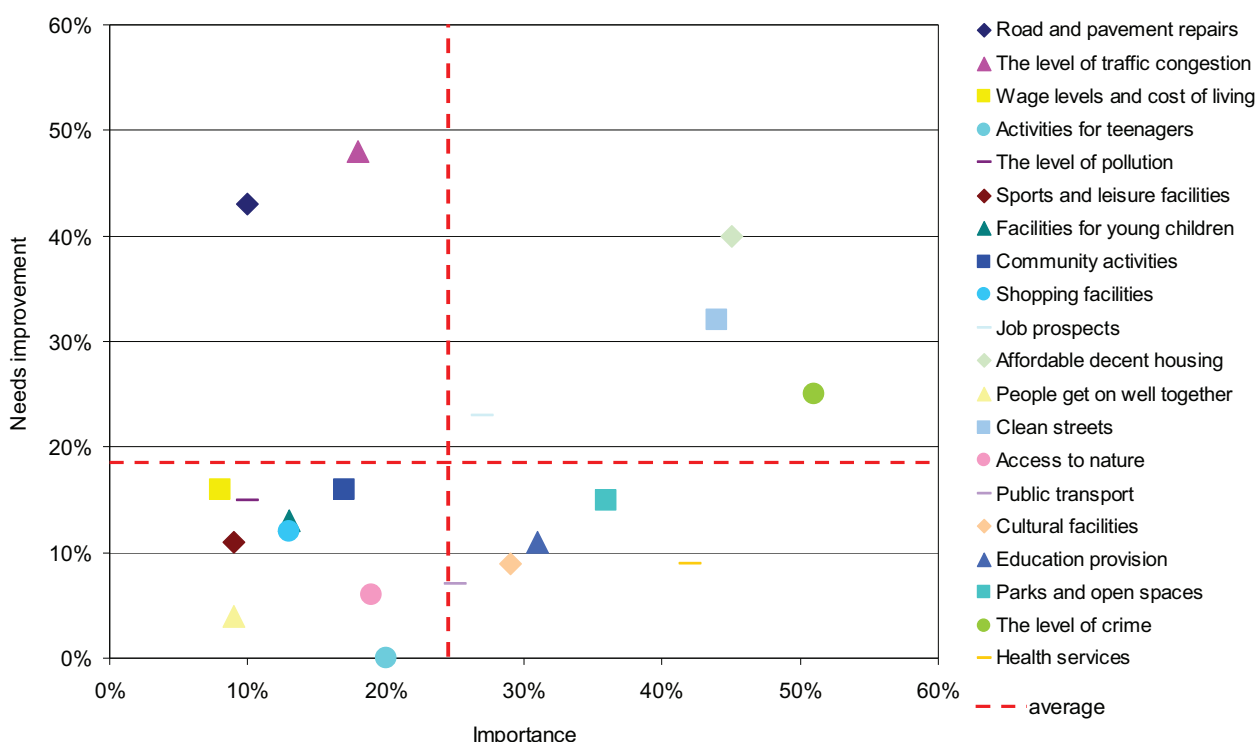
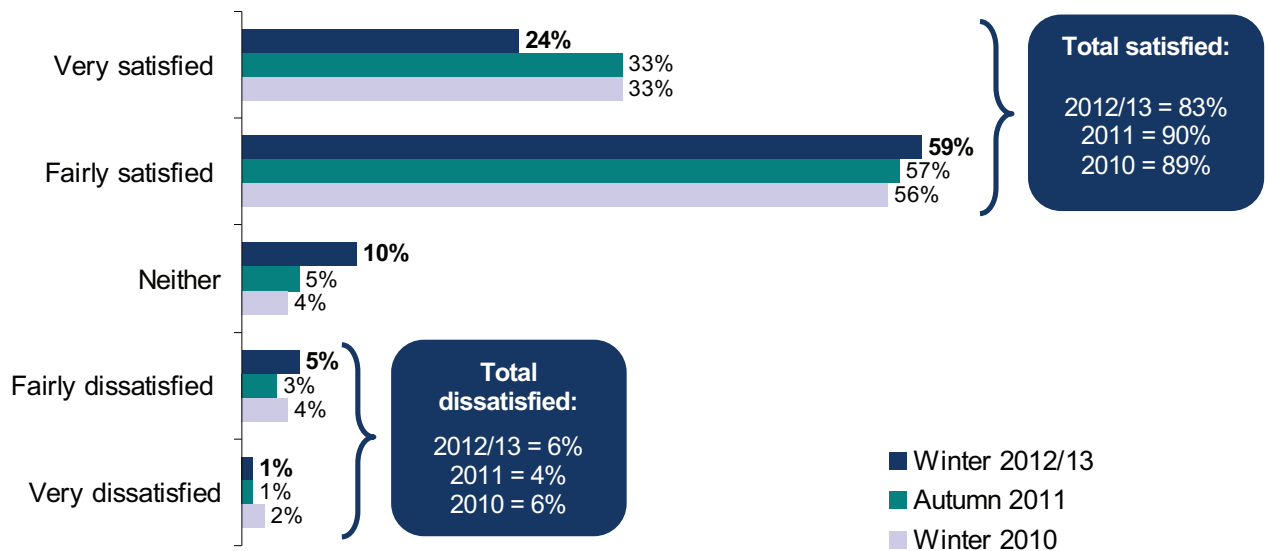


Table 2 What makes a good place to live: importance vs. improvement (Q1&Q2) (%)

	Importance %	Needs improvement %	Difference % pnts
Road and pavement repairs	10%	43%	33%
The level of traffic congestion	18%	48%	30%
Wage levels and the cost of living	8%	16%	8%
Activities for teenagers	20%	25%	5%
The level of pollution	10%	15%	5%
Sports and leisure facilities	9%	11%	2%
Facilities for young children	13%	13%	0%
Community activities	17%	16%	-1%
Shopping facilities	13%	12%	-1%
Job prospects	27%	23%	-4%
Affordable decent housing	45%	40%	-5%
People of different backgrounds get on well together	9%	4%	-5%
Clean streets	44%	32%	-12%
Access to nature	19%	6%	-13%
Public transport	25%	7%	-18%
Cultural facilities (e.g. libraries, museums)	29%	9%	-20%
Education provision	31%	11%	-20%
Parks and open spaces	36%	15%	-21%
The level of crime	51%	25%	-26%
Health services	42%	9%	-33%

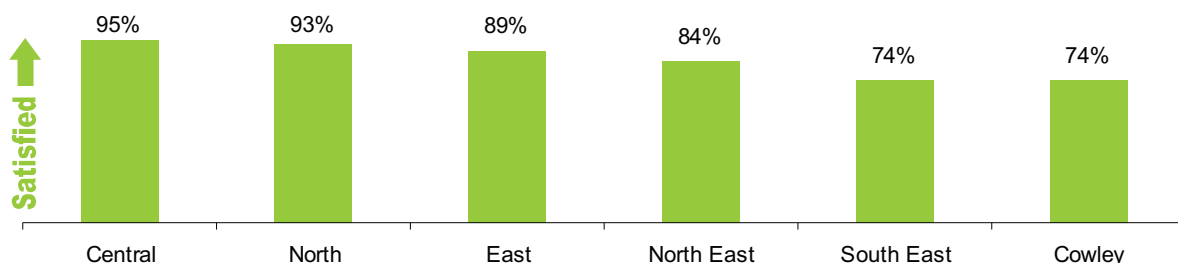
As Figure 3 below shows, a total of 83% of respondents are fairly / very satisfied with their local area as a place to live. This figure has declined significantly compared to previous years. This decline can largely be accounted for by the fact that a lower percentage state they are very satisfied (25% compared to 33% in 2011 and 2010). A higher percentage also state that they are neither satisfied nor satisfied compared to previous years.

Figure 3 Satisfaction with local area as a place to live (Q3) (%)



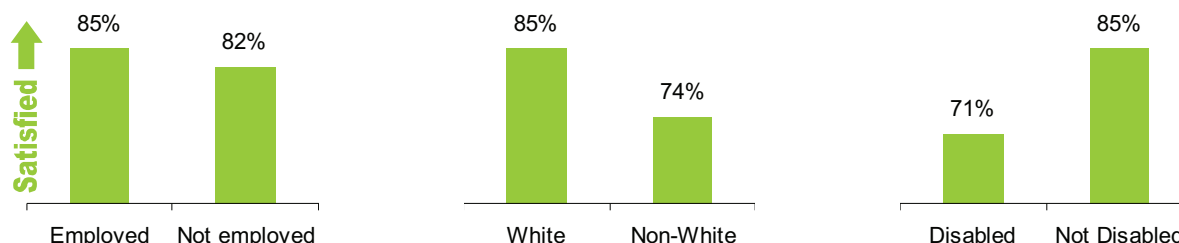
Satisfaction with the local area as a place to live is highest in Central (95%) and Northern (93%) areas of Oxford. Satisfaction is lowest in South Eastern parts of the City and Cowley (both 74% satisfaction). North Eastern and Eastern areas are closer to the average for the city.

Figure 3.3 Satisfaction with local area as a place to live / area (Q3) (% fairly / very satisfied)



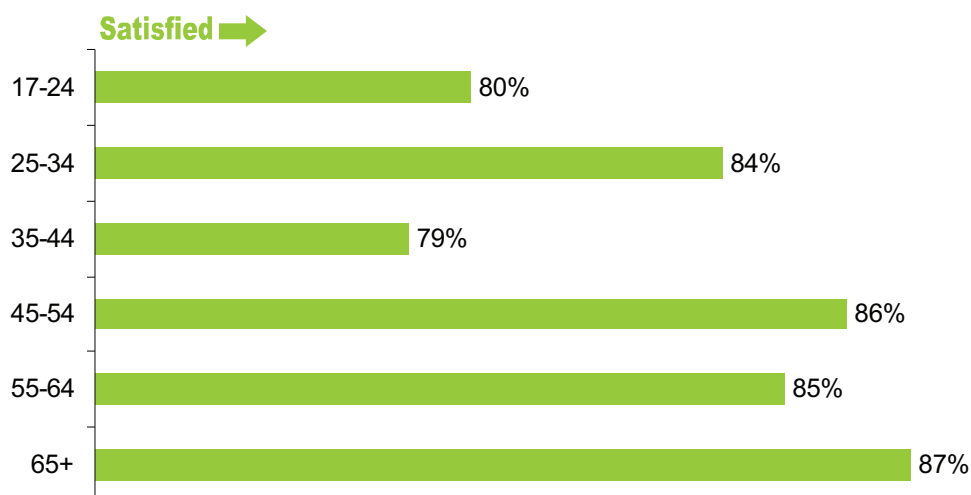
As Figure 3.4 illustrates, employed panellists (85%) are more likely to be satisfied with their area as a place to live than those who are not in work (82%). 'White' panellists (85%) are significantly more satisfied with their area as a place to live than their 'non-White' (74%) counterparts. Similarly, those with a disability (71%) are significantly less satisfied than their able-bodied counterparts (85%).

Figure 3.4 Satisfaction with local area as a place to live / work status, ethnicity & disability (Q3)
(% fairly / very satisfied)



Analysis of the same results by age-group shows that respondents aged 65+ are most likely to be satisfied (87%) while those aged 17-24 (80%) and 35-44 (79%) are least likely to be satisfied with their local area as a place to live.

Figure 3.4 Satisfaction with local area as a place to live / age-group(Q3)
(% fairly / very satisfied)

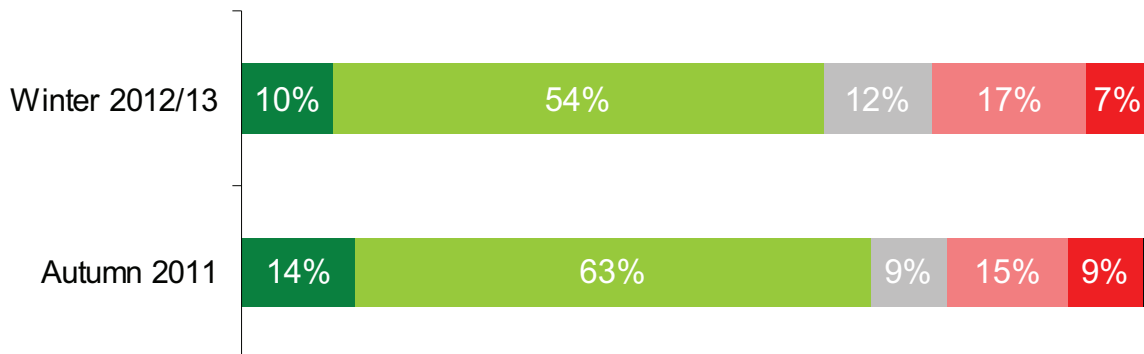


All respondents were asked how satisfied they were with the cleanliness of their local area. As Figure 4 overleaf shows, panellists are most satisfied with the cleanliness of 'formal parks' (71% satisfaction). They are least satisfied with the cleanliness of 'green neighbourhood spaces' (64%). Notably, satisfaction with 'keeping the city centre clear of litter' has increased significantly since 2011 from 56% to 68%. Conversely, satisfaction with 'keeping residential streets clear of litter' has declined significantly from 77% to 64%.

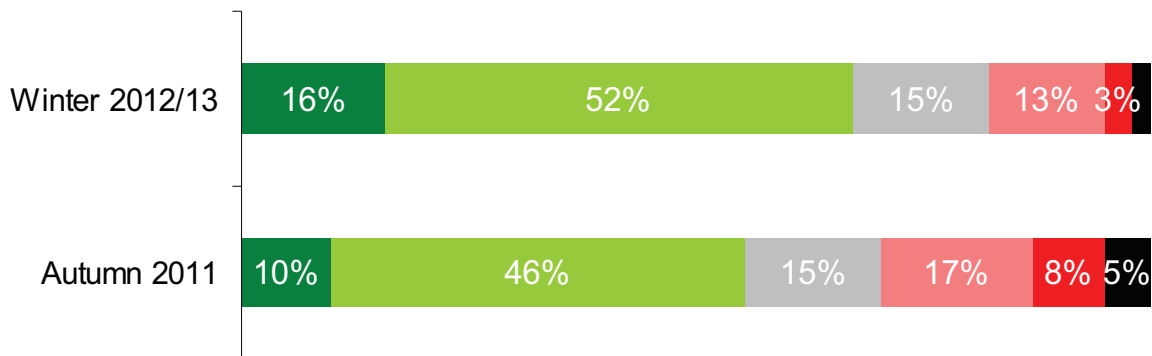
Figure 4 Satisfaction with cleanliness of local area (Q4) (%)

■ Very satisfied ■ Fairly satisfied ■ Neither ■ Fairly dissatisfied ■ Very dissatisfied ■ Don't know

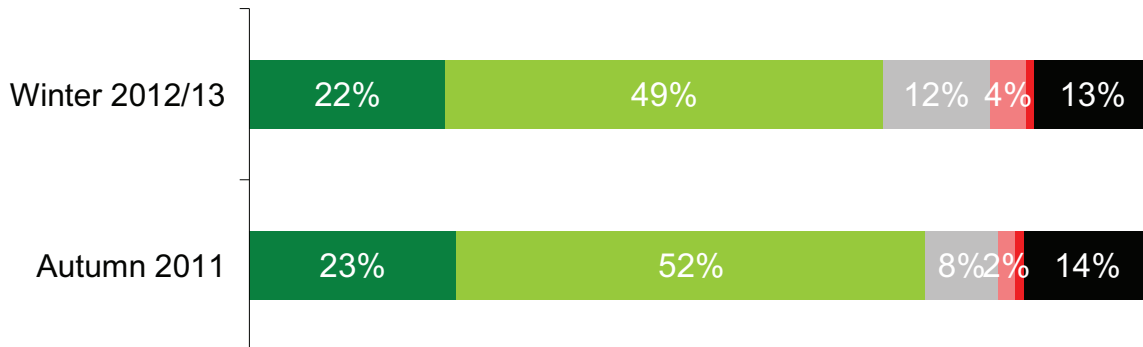
Keeping residential streets clear of litter...



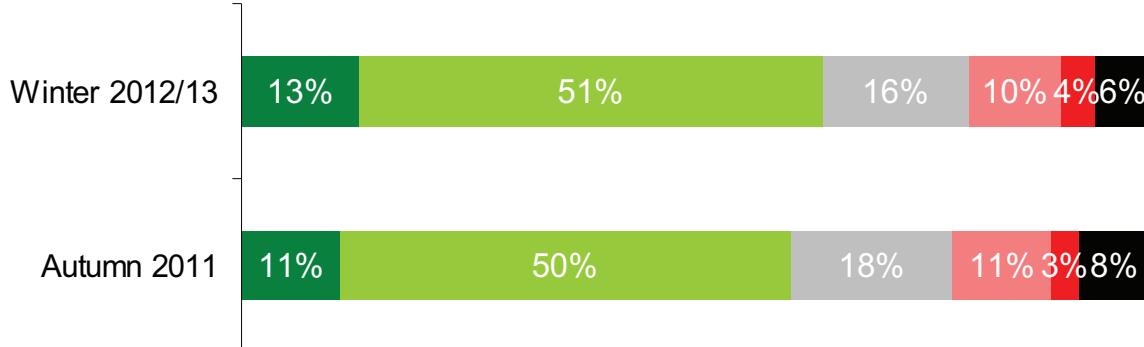
Keeping the city centre clear of litter...



Formal parks (e.g. Bury Knowles, Florence Park etc)...



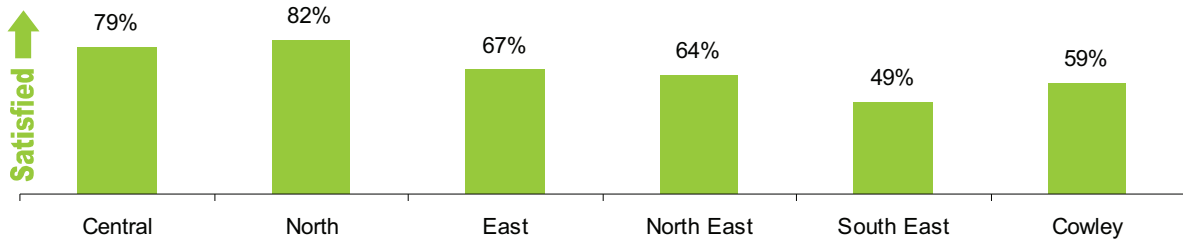
Green neighbourhood spaces...



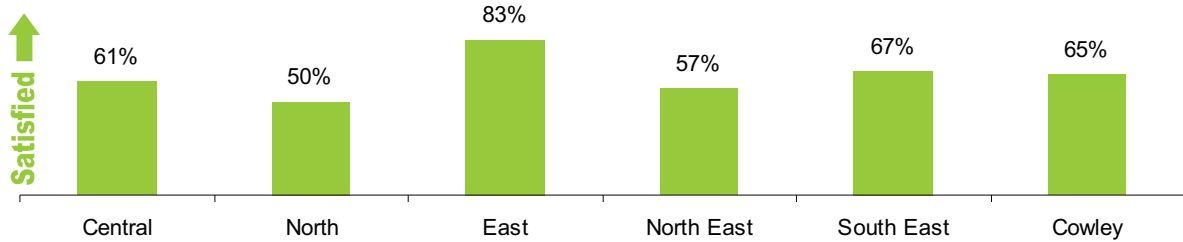
Analysis of the same results by area shows that ‘keeping residential streets clear of litter’ is a particular issue for panellists living in South Eastern areas of the city (49% satisfaction) and Cowley (59%). ‘Keeping the city centre clear of litter’ is most contentious for panellists in Northern (50% satisfaction) and Central (61%) areas of Oxford. Respondents from Central (58%) and Northern (60%) areas are least satisfied with cleanliness of formal parks. Panellists from Central (58%) and South Eastern (60%) areas of the city are least satisfied with the cleanliness of green neighbourhood spaces.

Figure 4.1 Satisfaction with cleanliness of local area / area (Q4)
 (% fairly / very satisfied)

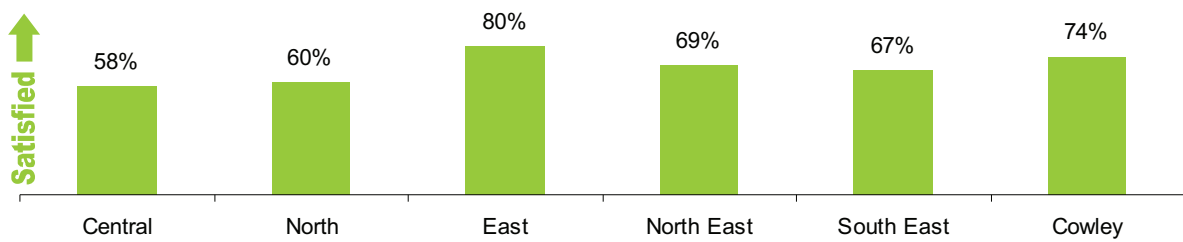
Keeping residential streets clear of litter...



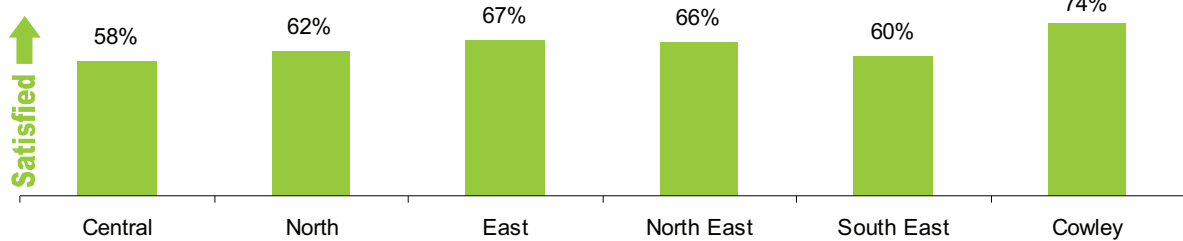
Keeping the city centre clear of litter...



Formal parks (e.g. Bury Knowles, Florence Park etc)...



Green neighbourhood spaces...



All survey respondents were asked to select, from a list of 10 options, which things were most of an issue for them in their local area. Overall, the top 3 issues selected by panellists are 'litter levels' (69%), 'chewing gum' (31%) and 'detritus' (25%). These results confirm that litter is a particular problem with panellists living in South East and Cowley; the results also suggest that fly tipping is more of a problem in these areas than other parts of the city. Figure 5.1 overleaf presents the same results (for just the top 3 factors) cross tabulated by area. As this shows, 'litter levels' is the top priority in all 6 areas.

Figure 5 Top 3 issues in local area (Q5) (%)

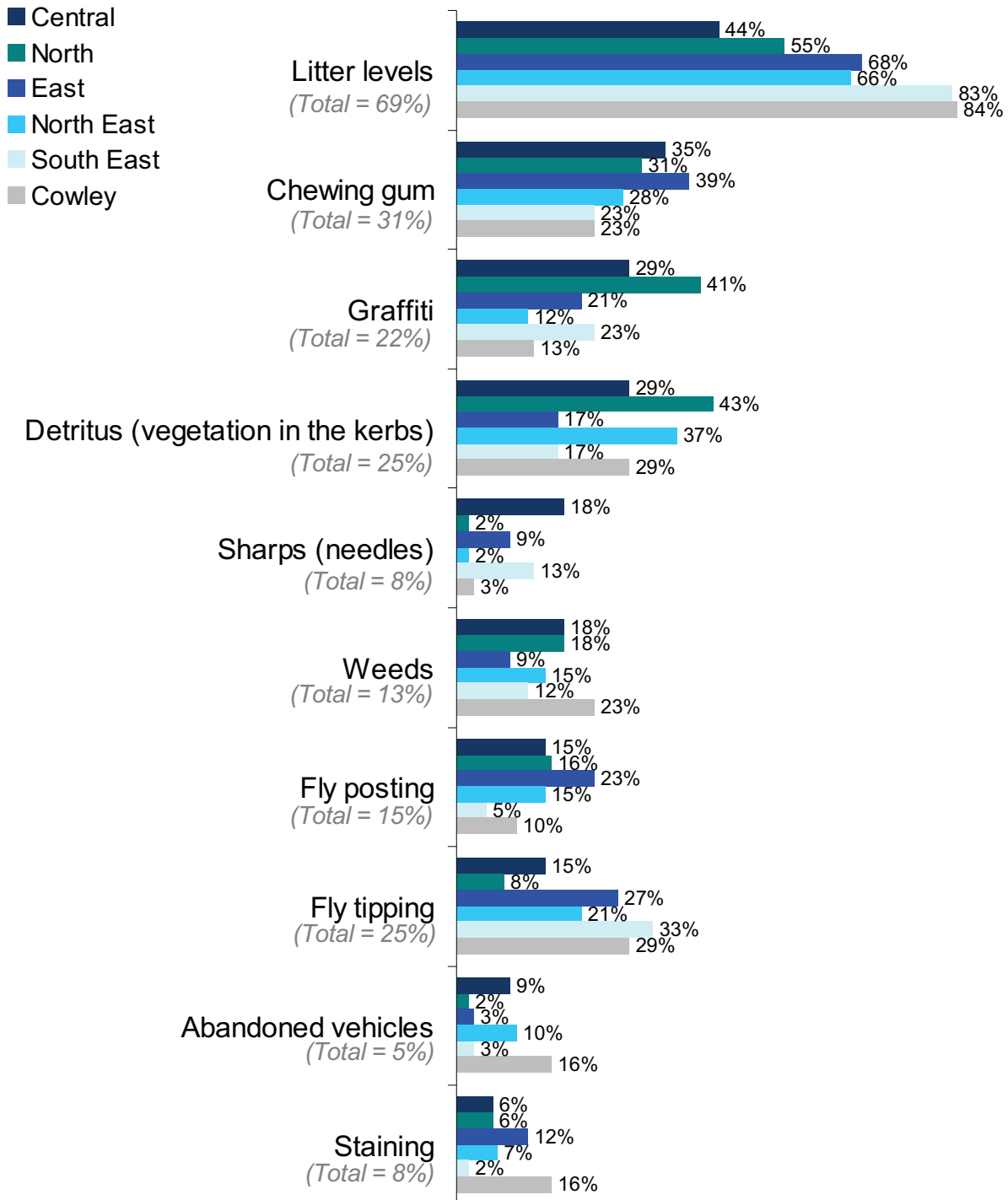
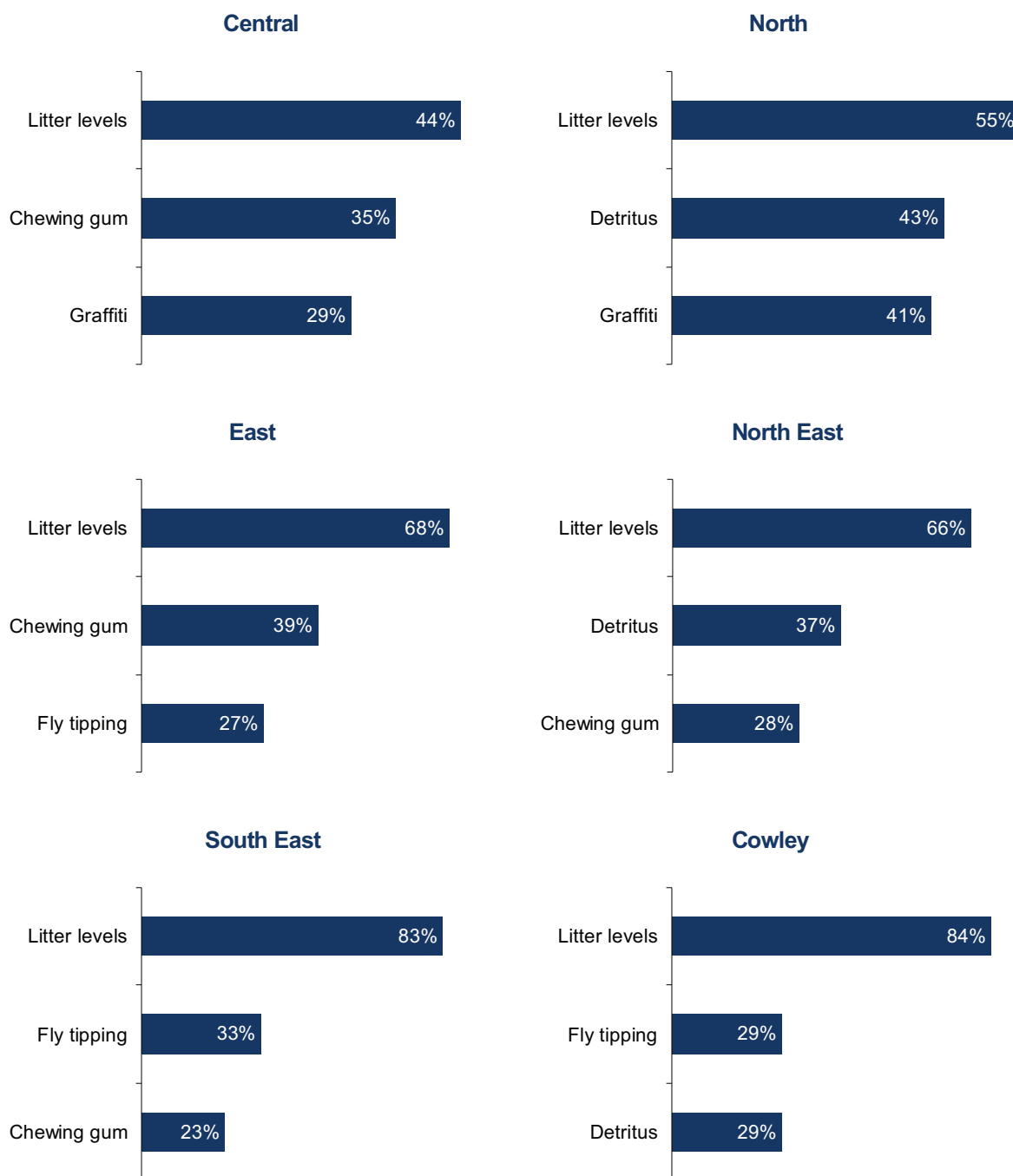
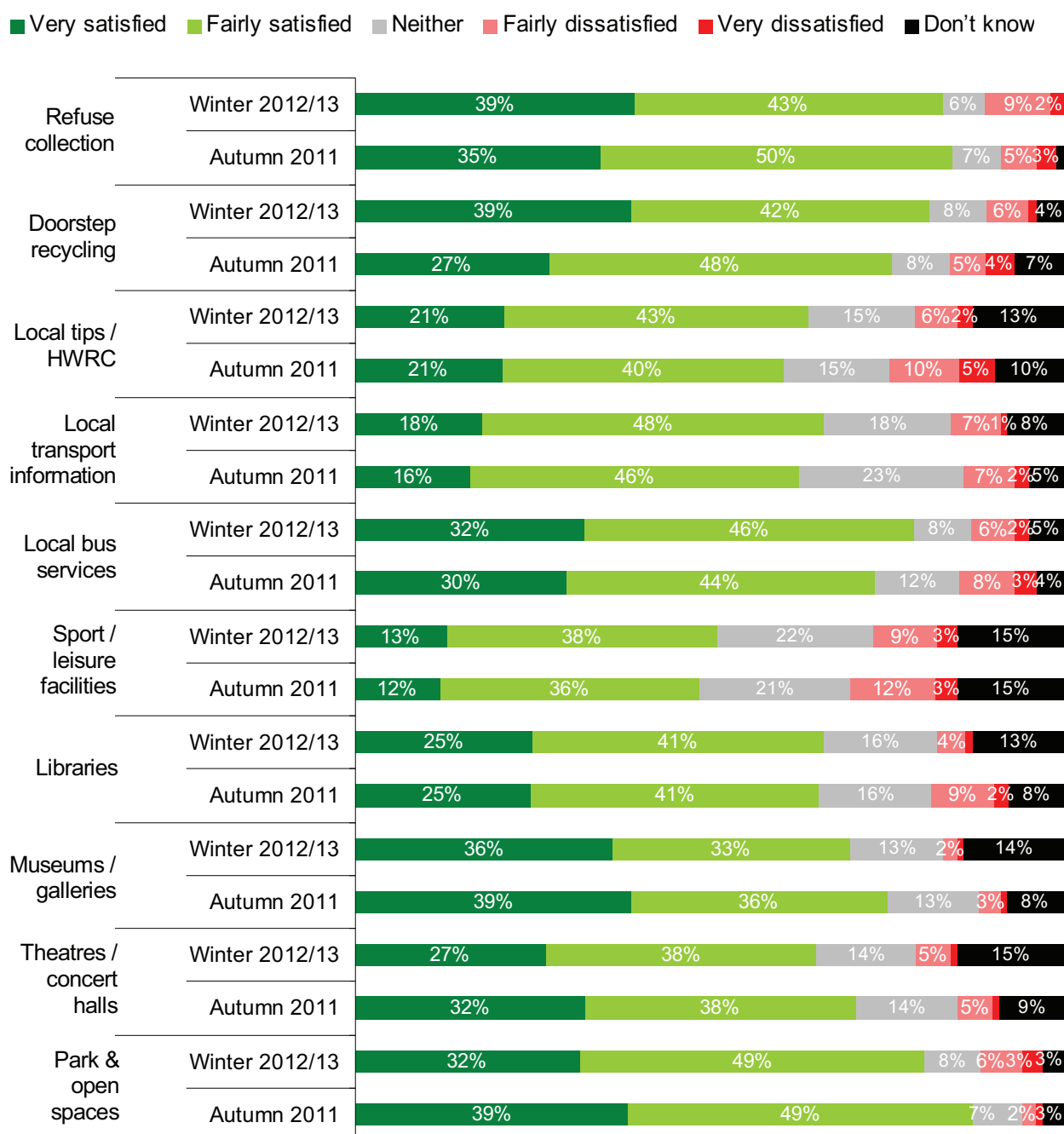


Figure 5.1 Top 3 issues in local area / area (Q5) (%)



All respondents to the Talkback panel survey were asked how satisfied or dissatisfied they were with various services provided by Oxford City Council and Oxford County Council. Figure 6 on the following page presents the results for this question. As this shows, overall panellists are most satisfied with the refuse collection service (82% total satisfaction) although this has declined marginally since autumn 2011. Level of satisfaction are also particularly high with parks and open spaces (81%), doorstep recycling (81%), and local bus services (78%). Overall, satisfaction is lowest for sports and leisure facilities (51% satisfaction) despite the fact that this has increased marginally since 2011.

Figure 6 Satisfaction with services provided by the City / County Council (Q6) (%)



Analysis of the same results by area, work status, ethnicity and disability shows that panellists living in South East Oxford are least likely to be satisfied with parks and open spaces (66% satisfaction), theatres / concert halls (52%), museums / galleries (54%), and local bus services (69%). Residents in Central areas of the city are least likely to be satisfied with libraries (58%), local transport information (60%), and doorstep recycling (77%). Disabled respondent express low levels of satisfaction with 6 out of the 10 service areas listed, perhaps indicative of barriers faced accessing services. However, this cohort does express high levels of satisfaction with local bus services (84%). Levels of satisfaction expressed by 'non-White' respondents are generally low with the exception of satisfaction with sports / leisure facilities (59% total satisfaction compared to the city average of 51%).

Table 6 Satisfaction with services / area, work status, ethnicity & disability (Q6)
 (% fairly / very satisfied)

(Total)	% Satisfied								
	Central	North	East	North East	South East	Cowley	Not employed	Non-White	Disabled
Parks & open spaces (82%)	87%	83%	87%	82%	66%	89%	80%	66%	83%
Theatres / concert halls (81%)	65%	74%	70%	67%	52%	71%	62%	57%	48%
Museums / galleries (64%)	76%	78%	72%	75%	54%	70%	67%	60%	58%
Libraries (66%)	58%	67%	65%	67%	66%	79%	68%	71%	65%
Sport / leisure facilities (78%)	41%	50%	58%	44%	56%	36%	54%	59%	51%
Local bus services (51%)	79%	80%	83%	78%	69%	79%	81%	78%	84%
Local transport information (66%)	60%	65%	70%	63%	61%	77%	64%	72%	69%
Local tips / HWRC (69%)	71%	66%	57%	65%	66%	76%	56%	56%	53%
Doorstep recycling (65%)	77%	84%	78%	87%	79%	88%	76%	72%	72%
Refuse collection (82%)	79%	92%	72%	90%	85%	91%	79%	75%	82%

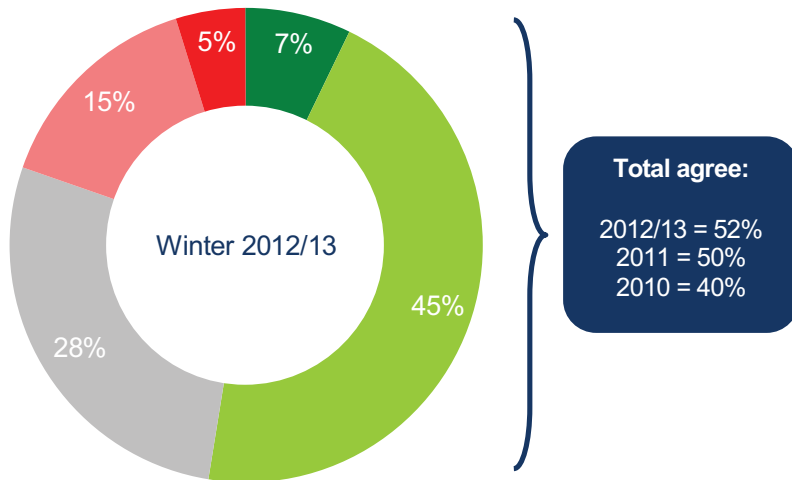
All panellists were asked the extent to which they agree that Oxford City Council and Oxfordshire County Council provide value for money (VfM). Figure 7 on the following page shows responses to this question. As this illustrates, total agreement that Oxford City Council provides VfM (52%) is significantly higher than for Oxfordshire County Council (44%). This has increased for both the City and the County since 2011; the increase for the County is statistically significant.

Analysis of the same results by area shows that respondents live in the South East of the city are particularly likely to think that Oxford City Council (54%) and the County Council (50%) provide VfM. Respondents from the North East of the city are least likely to agree that the City Council (39%) and County Council (27%) provide VfM. Agreement levels are particularly low in Cowley and Central areas of the city.

Figure 7 Level of agreement that City / County Council provide VfM (Q7)

■ Strongly Agree ■ Tend to agree ■ Neither ■ Tend to disagree ■ Strongly disagree

Oxford City Council...



Oxford County Council...

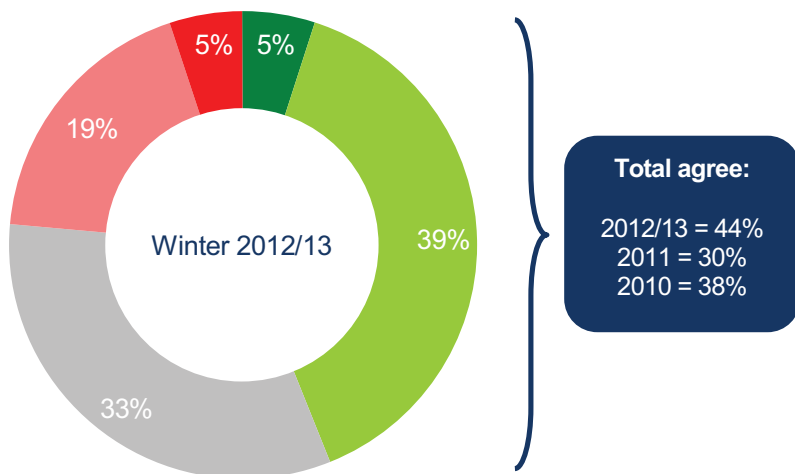
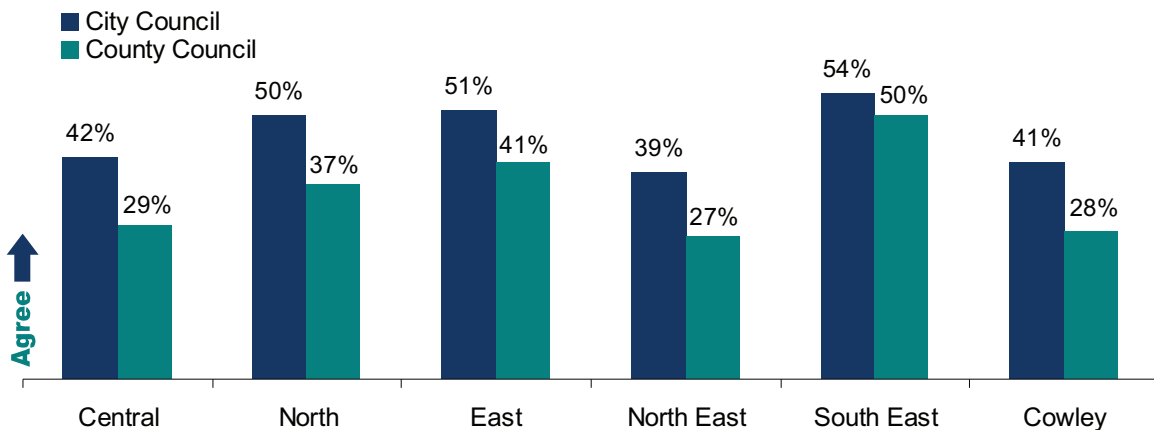


Figure 7.1 Agreement that City / County Council provide VfM / area (Q7)

(% tend to agree / strongly agree)



All respondents were asked how well informed they felt about a list of 8 public services. As Figure 8 below illustrates, overall 66% of panellists feel very / fairly well informed about local public services, an increase of 5%pnts compared to the same results in autumn 2011 (the results for this question in 2011 also represented an increase of 2%pnts compared to 2010). The services that panellists feel least well informed about are ‘what to do in the event of a large-scale emergency’ (40% fairly / very well informed) and ‘how to get involved in local decision making’ (52%).

The percentage of panellists feeling informed about ‘the standard of service they should expect’ has increased significantly from 51% to 62%. Conversely, the percentage of respondents feeling fairly / very well informed about ‘how and where to register to vote’ has decreased significantly from 97% to 87%, perhaps explainable by the fact that no local elections are taking place in Oxford in 2013 although elections are taking place in May 2013 for Oxfordshire County Council.

Figure 8 How well informed residents feel about various public services (Q8) (%)

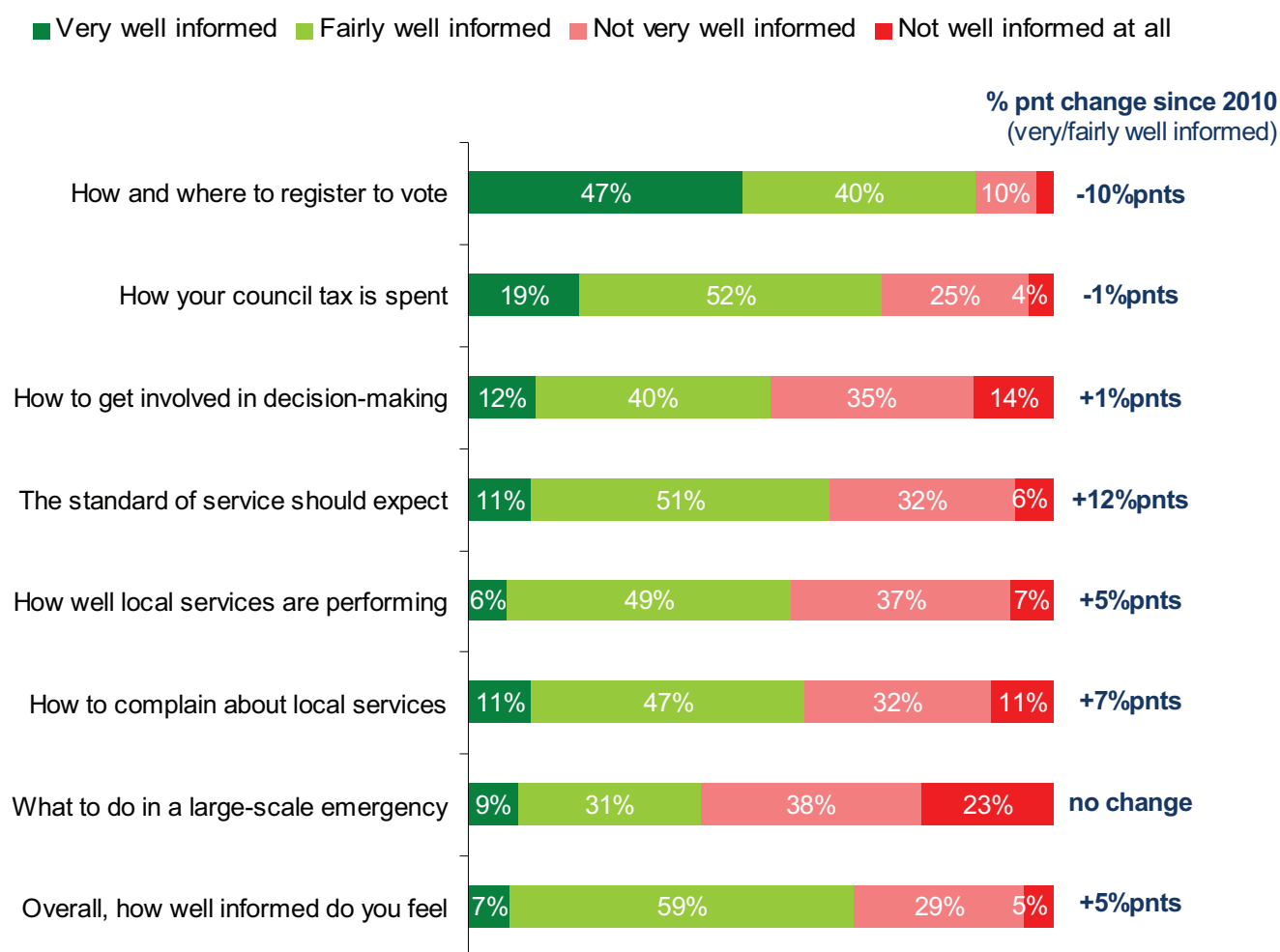


Table 8 below shows analysis of results for the same question by area, work status, ethnicity and disability. As this shows, respondents from East Oxford are least likely to feel informed about ‘where to vote’ (74%), ‘how your council tax is spent’ (46%), ‘how to get involved in local decision making (37%) and ‘how to complain about local public services (49%). Respondents from North East Oxford are least likely to feel informed about ‘the standard of service you should expect’ (47%) and ‘what to do in the event of a large-scale emergency’ (49%); they are also least likely to feel well informed about public services overall (54%).

It is notable that respondents from Central areas of the City feel best informed about ‘what to do in the event of a large-scale emergency’ by some way (71% compared to city average of 40%). It is also notable that disabled respondent feel particularly well informed about ‘the standard of service you should expect’ (71% compared to city average of 62%), perhaps due to a greater level of interaction with public services than many other residents.

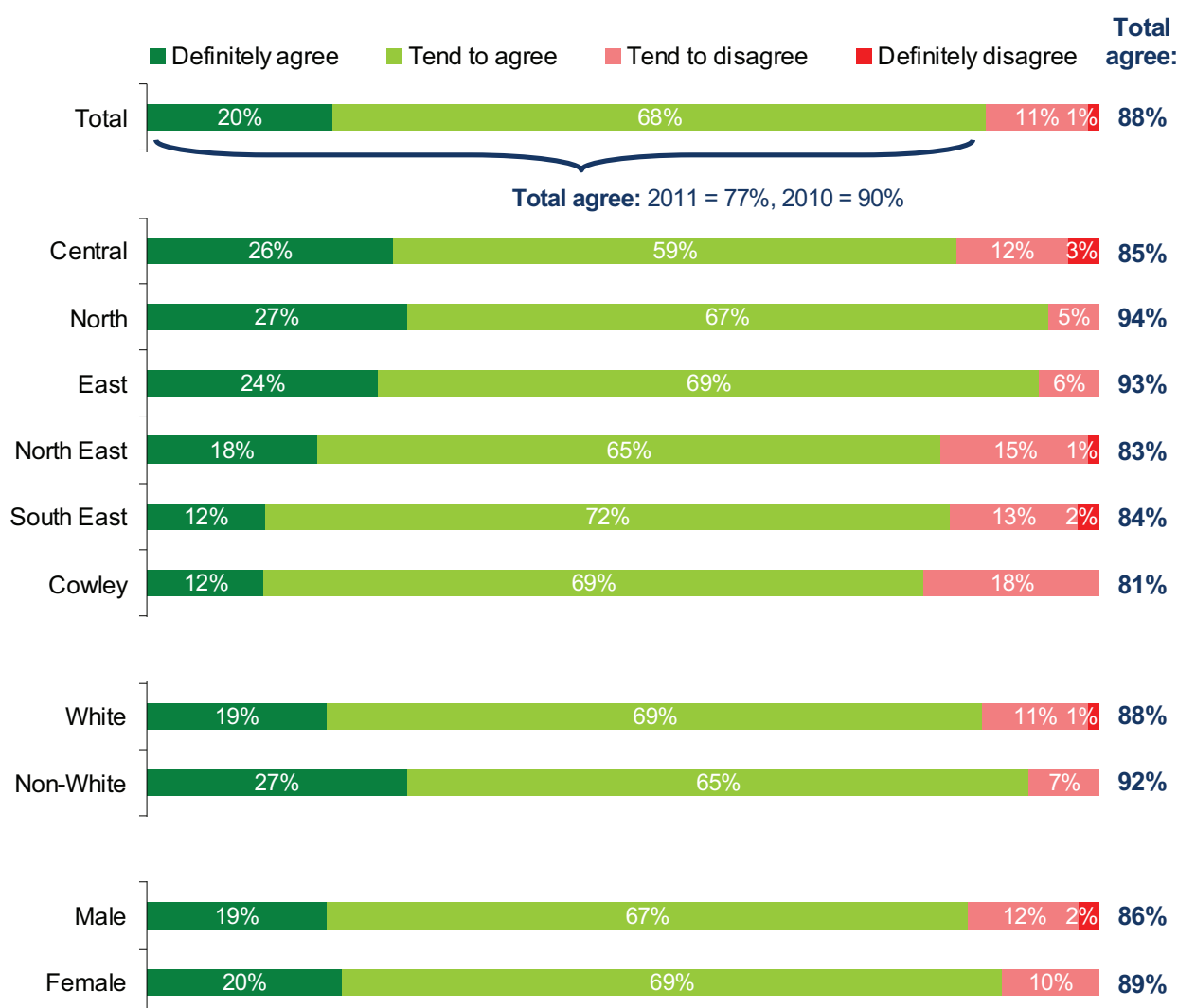
Table 8 Feel informed about various public services / area, work status, ethnicity & disability (Q8)
 (% feel fairly / very well informed)

(Total)	% Informed								
	Central	North	East	North East	South East	Cowley	Not employed	Non-White	Disabled
How and where to register to vote (87%)	94%	90%	74%	93%	84%	97%	80%	82%	90%
How your council tax is spent (71%)	82%	78%	46%	79%	74%	80%	61%	59%	76%
How to get involved in decision making (52%)	40%	63%	37%	49%	59%	57%	51%	44%	54%
The standard of service should expect (62%)	48%	62%	62%	47%	65%	53%	62%	59%	71%
How well local services are performing (55%)	42%	49%	53%	43%	63%	53%	57%	54%	63%
How to complain about local services (58%)	55%	55%	49%	50%	62%	54%	52%	60%	63%
What to do in a large-scale emergency (40%)	71%	38%	25%	23%	52%	35%	36%	44%	39%
Overall, how well informed do you feel (66%)	74%	72%	61%	54%	68%	58%	62%	65%	70%

As Figure 9 below shows, 88% of panellists agree that their local area is a place where people from different backgrounds get on well together; this represents a significant increase on the comparable result from 2011 but is broadly in line with the result from 2010 (a marginally decrease).

Respondents from Cowley (81% agreement) and North East Oxford (83%) are least likely to agree that people from different backgrounds get on well together. ‘Non-White’ panellists (92% agreement) are significantly more likely than White panellists (88%) to agree that their local area is a place where people from different backgrounds get on well together. Women are marginally more likely than men to agree with the statement.

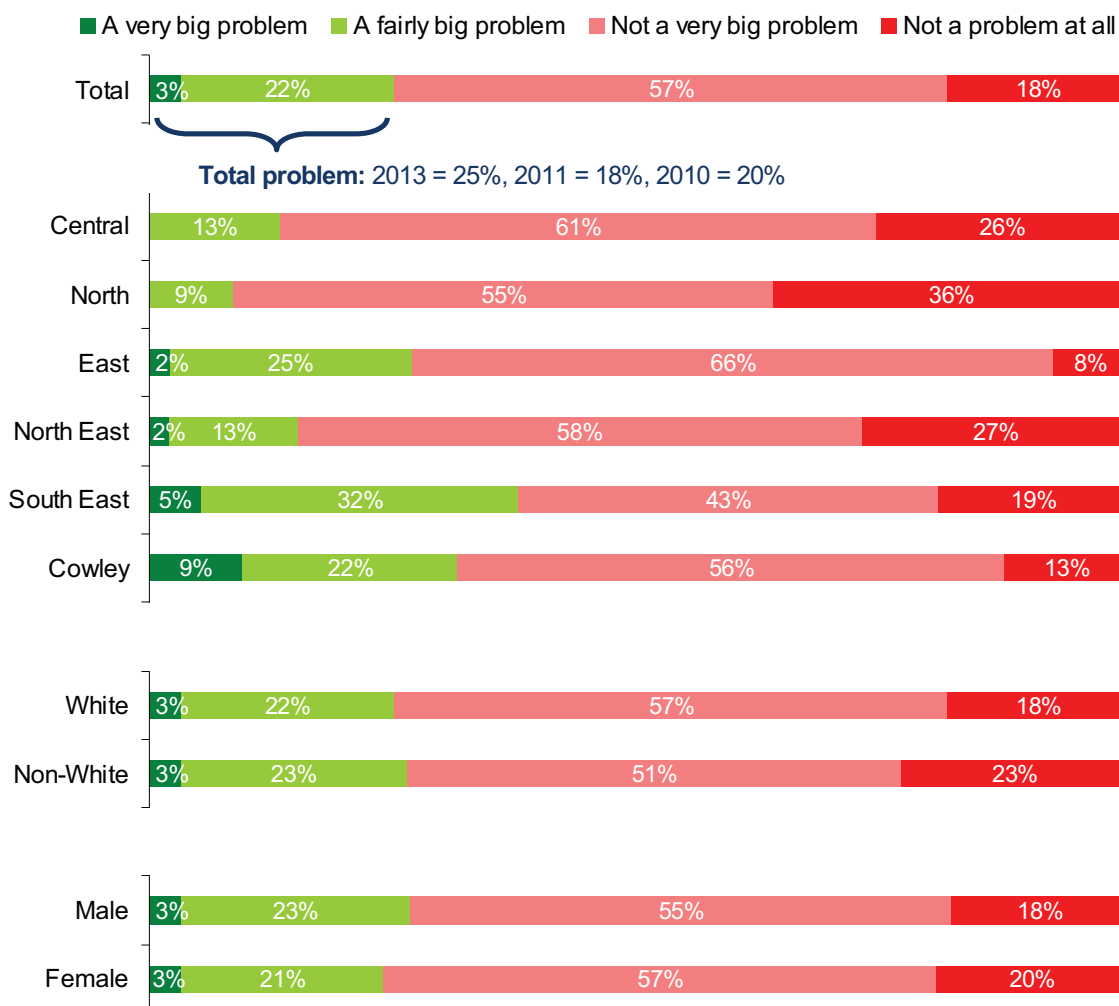
Figure 9 Level of agreement that local area is a place where people from different backgrounds get on well together (Q9) (%)



Overall, 25% of respondents state that people in their local area not treating each other with respect and consideration is a fairly / very big problem, although within this just 3% state that this is a very big problem. This result represents a significant increase compared to the results from autumn 2011 (18% fairly / very big problem).

Respondents from South East Oxford (37% agreement) and Cowley (31%) are most likely to state that people in their local area not treating each other with respect and consideration is a fairly / very big problem. Notably, approaching 1 in 10 respondents from Cowley (9%) think that this is a very big problem.

Figure 10 Extent of problem in local area of people not treating each other with respect and consideration (Q10) (%)



As Figure 11 below shows, a quarter of respondents (25%) state that in the last year they have been treated with respect and consideration by local public services all of the time, a marginal decrease compared to autumn 2011. The majority - 3 out of five (60%) - state that they have been treated with respect and consideration most of the time. Overall, it can be said that 85% of respondents state that in the last year they have been treated with respect and consideration by local public services all or most of the time. Just 3% state that they have rarely / never been treated with respect and consideration by local public services.

Figure 11 Frequency of being treated with respect and consideration by local public services (Q11)
(%)

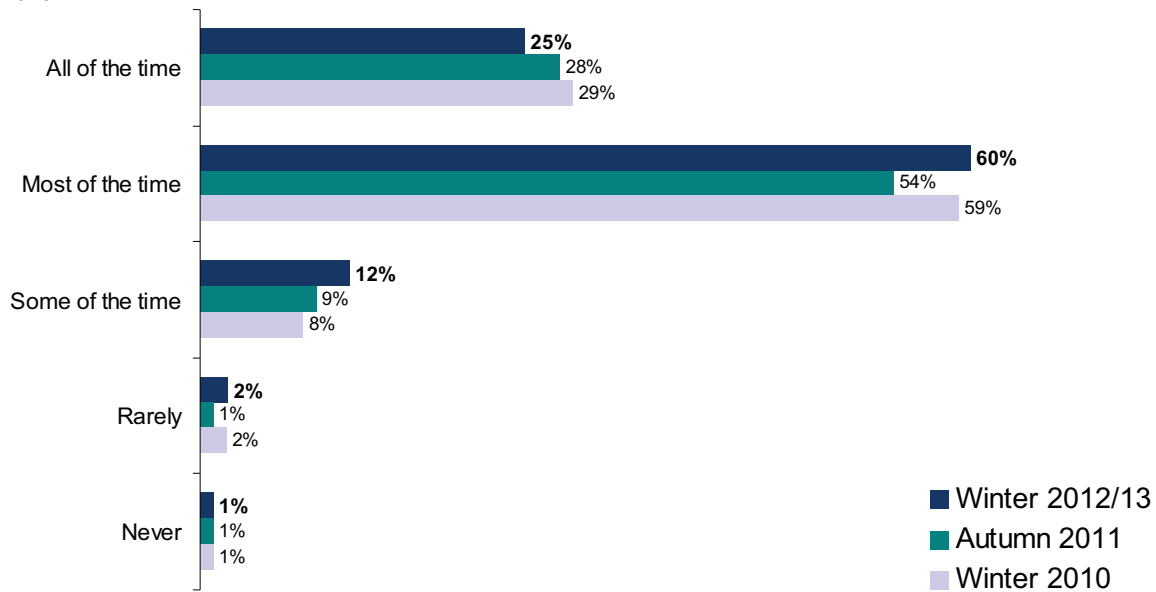


Figure 11.1 shows results for the same question cross tabulated by area, illustrating that respondents from North East and South East Oxford (both 82%) are least likely to agree that they have been treated with respect and consideration by local public services all or most of the time.

Figure 11.1 Being treated with respect and consideration by services / area (Q11)
(% all / most of time)

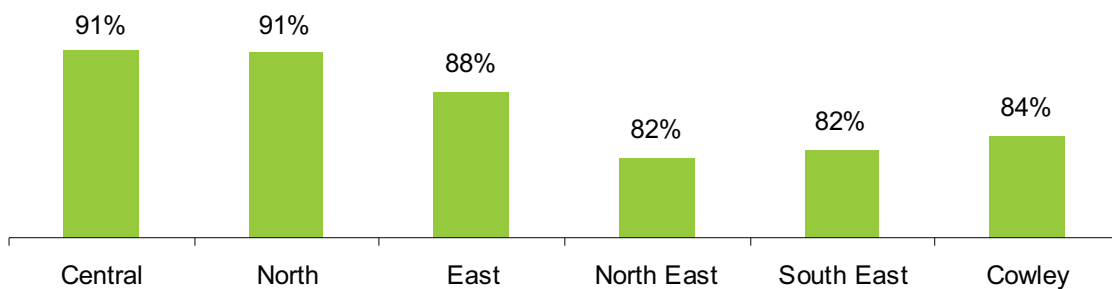
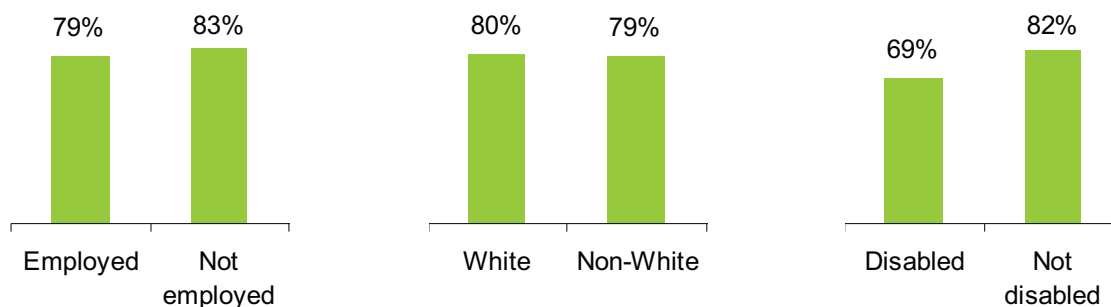


Figure 11.2 shows results for the same question cross tabulated by work status, ethnicity and disability. There is little variation by work status and ethnicity. However, disabled panellists (69%) are significantly less likely than able-bodied panellists (82%) to agree that they have been treated with respect and consideration by local public services all or most of the time.

Figure 11.2 Being treated with respect and consideration / work status, ethnicity & disability (Q11)
 (% all / most of time)



Analysis of the same results by age shows that respondents in the 35-44 age-group are least likely to agree that they have been treated with respect and consideration by local public services all or most of the time (74%).

Figure 11.3 Being treated with respect and consideration / age-group (Q11)
 (% all / most of time)



Appendix A: Sample composition

	Responses (unweighted)
17-24 years	112
25-34 years	117
35-44 years	48
45-54 years	58
55-64 years	91
65+ years	106
Male	256
Female	290
Disabled	49
Not disabled	489
White	468
Non-white	69
Employed full time	174
Part time	57
Self employed	28
Student	106
Retired	126
Permanently sick/disabled	13
Looking after the home	26
Other/Unemployed and available for work	13
Own your house	267
Rent from the council / housing association	86
Rent from private landlord	148
Living rent free	8
Living in communal establishment	1
Prefer not to say/Other	17
Central	38
North	62
East	169
North East	102
South East	133
Cowley	34

Appendix B: Questionnaire

Talkback Survey | Winter 2012/13

OXFORD CITY COUNCIL

Talkback

TEAM

www.oxford.gov.uk



OXFORD
CITY
COUNCIL

Welcome to your Winter 2012/13 Talkback survey

Your views are important to us, so please take the time to complete this survey and return it to us in the freepost envelope provided.

Please can you complete and return this survey by Friday 22 March.

We're pleased to be able to offer you the chance to win £30 worth of high street vouchers.

If you would like to be entered into this prize draw then please enter your details below.

Name: _____ Tel: _____

Address: _____

Post code: _____

Best wishes,
Hamer Plume,
Consultation Officer
01865 252057

If you would like to receive this survey in an alternative format such as Braille, large print, audio cassette or other languages then please let me know by calling **01865 252057**.

Is there a question/issue that you would like to see in a future Talkback survey? If so, please let me know below.

A huge thank you to everyone who responded to our last Talkback survey in Autumn.

We asked you what you thought about Community Safety and Empty Dwellings and we received over 360 responses.



The findings from the survey and our earlier Summer 2012 survey are included in our "You Said, We Did" report, which is enclosed.

Talkback Survey | Winter 2012/13

Building a world class city for everyone.

1

Living in Oxford

Who is asking the questions?

All our departments as the responses will influence all of the different services provided by the City Council.

What do we need to know?

Your views about living in Oxford, the quality of life you experience and your views on the services we provide.

Why are we asking you?

As residents of Oxford you are able to provide an insight into life in the city. You are also likely to have direct experience of using the services we provide.

What will happen to the results?

They will help us to make improvements to the services we provide and help us to prioritise budgets to the areas that are most important to you. We publish some of the data and key indicators in our corporate plan.



When answering the following questions please consider "your local area" to be the area within 15-20 minutes walking distance from your home.

- Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? (Please tick up to five boxes only in the left hand column below)
- And thinking about this local area, which of the things below, if any, do you think most need improving? (Please tick up to five boxes only in the right hand column below)

	1 Most important in making somewhere a good place to live (tick up to 5)	2 Most needs improving in this local area (tick up to 5)
Access to nature		
Activities for teenagers		
Affordable decent housing		
Clean streets		
Community activities		
Cultural facilities (e.g. libraries, museums)		
Education provision		
Facilities for young children		
Health services		
Job prospects		
The level of crime		
The level of pollution		
The level of traffic congestion		
Parks and open spaces		

Question continued from previous page...	1 Most important in making somewhere a good place to live (tick up to 5)	2 Most needs improving in this local area (tick up to 5)
Public transport		
People of different backgrounds get on well together		
Road and pavement repairs		
Shopping facilities		
Sports and leisure facilities		
Wage levels and the cost of living		
Q1 – Other (please tick box and write in below)		
Q2 – Other (please tick box and write in below)		
None of these		
Don't know		

3 Overall, how satisfied or dissatisfied are you with your local area as a place to live? (Please tick 1 box)

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

How satisfied or dissatisfied are you with the cleanliness of your local area?
(Please tick 1 box for each statement)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Keeping residential streets clear of litter						
Keeping the city centre clear of litter						
Formal parks (e.g. Bury Knowles, Florence Park etc)						
Green neighbourhood spaces (council owned communal grass areas and shrubs and hedges)						

4 Oxford City Council and Oxfordshire County Council provide your local public services and we would like your views on some of the services they provide. How satisfied or dissatisfied are you with each of the following services provided or supported by Oxford City Council and Oxfordshire County Council? (Please tick 1 box for each statement)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Refuse collection						
Doorstep recycling						
Local tips/Household waste recycling centres						
Local transport information						
Local bus services						
Sport/leisure facilities						
Libraries						
Museums/galleries						
Theatres/concert halls						
Parks and open spaces						

5 To what extent do you agree or disagree that Oxford City Council and Oxfordshire County Council provide value for money? (Please tick 1 box only for each Council)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Oxford City Council						
Oxfordshire County Council						

6 How well informed do you feel about each of the following? (Please tick 1 box for each statement)

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote					
How your council tax is spent					
How you can get involved in local decision-making					
What standard of service you should expect from local public services					
How well local public services are performing					
How to complain about local public services					
What to do in the event of a large-scale emergency e.g. flooding, flu epidemic (pandemic)					
Overall, how well informed do you feel about local public services					

We are interested to know about the unpaid help that people living in Oxford give.

Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work. (2010 only). Please exclude giving money or anything that was a requirement of your job.

7 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

Please only include work that is unpaid and not for your family. (Please tick 1 box)

<input type="checkbox"/> At least once a week	<input type="checkbox"/> Less than once a week but at least once a month	<input type="checkbox"/> Less often
<input type="checkbox"/> I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	<input type="checkbox"/> I have not given any unpaid help at all over the last 12 months	<input type="checkbox"/> Don't know

8 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? (Please tick 1 box)

<input type="checkbox"/> Definitely agree	<input type="checkbox"/> Tend to agree	<input type="checkbox"/> Tend to disagree
<input type="checkbox"/> Definitely disagree	<input type="checkbox"/> Too few people in local area	<input type="checkbox"/> All the same background
<input type="checkbox"/> Don't know		

9 In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration? (Please tick 1 box)

<input type="checkbox"/> A very big problem	<input type="checkbox"/> A fairly big problem	<input type="checkbox"/> Not a very big problem
<input type="checkbox"/> Not a problem at all	<input type="checkbox"/> Don't know / no opinion	

10 In the last year would you say that you have been treated with respect and consideration by your local public services? (Please tick 1 box)

<input type="checkbox"/> All of the time	<input type="checkbox"/> Most of the time	<input type="checkbox"/> Some of the time
<input type="checkbox"/> Rarely	<input type="checkbox"/> Never	<input type="checkbox"/> Don't know/no opinion

11 Which of the following are most of an issue for you in your local area? (Please give your top 3 issues)

<input type="checkbox"/> Litter levels	<input type="checkbox"/> Graffiti	<input type="checkbox"/> Chewing gum	<input type="checkbox"/> Staining	<input type="checkbox"/> Fly posting
<input type="checkbox"/> Fly tipping	<input type="checkbox"/> Abandoned vehicles	<input type="checkbox"/> Sharps (needles)	<input type="checkbox"/> Weeds	<input type="checkbox"/> Detritus (vegetation in the kerbs)



Talkback reports are available to download at

www.oxford.gov.uk/consultation

Or we can send you copies on request.

Please call:

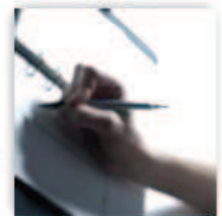
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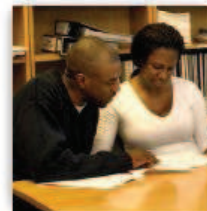
Using evidence to shape better services



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