

Round 2 Household Survey Key Findings Transform Pathfinder, North Devon

This report presents some of the key findings from the recent NOP/MORI Household Survey conducted in your Pathfinder area. It is not a full analysis of the available data, but presents some of the most significant 'headline' findings, to stimulate thought. We encourage you to undertake your own further analysis of the available data and feed this in to the development of your Delivery Plan.

The fieldwork for the survey was conducted in January – April 2004 by NOP and MORI on behalf of the National Evaluation Team. 500 face to face interviews were undertaken in each Pathfinder area using the same questionnaire. All of the data is now available to Pathfinders. Please note that references to 'all Pathfinders' only means the 15 Round 2 Pathfinders.

SUMMARY OF KEY POINTS

Neighbourhood Characteristics

- There is a high proportion of older residents (aged 55 years and over) within the Pathfinder area and hence a relatively high proportion of the population are retired.
- Over half (51%) of the households within the area contain no people in work.
- Over three quarters (80%) of households are owner-occupiers and consequently, there is a very small proportion of people living in either social housing or privately rented accommodation.

Resident Views of the Neighbourhood

- The top priorities identified as needing improvement in the area are: development of the local shops and supermarkets; improvement of sports and leisure facilities; development of facilities for teenagers; and enhancement of the general appearance of the area.
- Residents are generally happy with the level of neighbourliness in the Pathfinder area. Those who did express dissatisfaction with the neighbourhood of their local area are more likely to be female.

Satisfaction with Local Services and Facilities

- Residents express concerns with respect to teenagers hanging around on the streets, which strengthens the view that there is a lack of facilities for people of this age group.
- There are also high levels of dissatisfaction with the lack of facilities for young children and for social and leisure purposes.
- Litter, rubbish, vandalism and graffiti are highlighted as problems within the area, which again supports the concerns that residents have in relation to the general appearance of the area.

Accessibility of Local Services

- Over two fifths of the residents find that local services are "hard to get to".
- Residents also found supermarkets, sport/leisure facilities, dentists and banks/building societies "hard to get to".

Ability to Influence

- The majority of residents do not feel that they can influence the decisions of local organisations.

Other Issues

- Further analysis should be carried out so as to discover where the pockets of poverty lie within the Pathfinder area.

(1) Neighbourhood Characteristics

The Survey provides information on the social and economic characteristics of the people living in your neighbourhood.

- The key characteristics of the population in the Pathfinder area are:
 - There is a high proportion of older residents (aged 55 years and over) within the Pathfinder, which also implies that there are less families with children in the area.
 - Very few residents (<1%) are from a Black and Minority Ethnic Background.
 - 29% of residents have a long standing illness, disability or infirmity compared to 33% across all Pathfinders. Those residents that fall in this category within the Pathfinder area are more likely to be aged 55 years and over.
 - Over half (51%) of all households in the Pathfinder area contain no people in work (both full time and part time employment), which is lower than the average for all Pathfinders of 57% but still represents a high proportion of workless households.
 - 47% of residents are economically inactive (at home/not seeking work, long-term sick or disabled or retired) compared to the average for all Pathfinders of 49%. It should be noted that over three fifths (68%) of residents who make up this group are retired, however, the area still exhibits a high economic inactivity rate (21%) when taking this into account.
 - There is a relatively high proportion of retired residents (32%) within the population of the Pathfinder area compared to the average for all Pathfinders of 26%.
 - 22% of households have a gross household income of less than £200 per week, which is much lower than the average for all Pathfinders of 35%, which entails that the residents of the Pathfinder area are relatively better off than the other Pathfinders. Those that have a low weekly income are more likely to be aged 55 years and over.
 - A very high proportion of households (80%) have access to or own a car.

- Characteristics of occupancy within the Pathfinder area:
 - Over three quarters (80%) of households are owner-occupiers (own the property outright or are buying it with the help of a mortgage or loan), which is considerably higher than the average for all Pathfinders of 50%. Consequently, only 8% of residents live in social housing (renting from the local authority/council or a housing association), which is considerably lower than the average for all Pathfinders of 40%.
 - 80% of residents have lived at their current address for 2 years or more, which is similar to the average for all Pathfinders of 78%.

(2) Resident Views of the Neighbourhood

The Survey asked residents for their views on the neighbourhood as a whole, their views on the strength of the local community and what their priorities are for improvement of the neighbourhood.

(2.1) Satisfaction with the Neighbourhood

- Only 6% of residents report that they are dissatisfied with their local area as a place to live. This is considerably lower than both the average for all Pathfinders of 16% and the National average of 9%, hence it is evident that the residents of the area are generally satisfied with their local area.

- Those residents that expressed dissatisfaction with their local area are more likely to be female.

(2.2) Neighbourliness

- Only a fifth of residents claim that their area is a place where neighbours do not look out for each other. This is lower than both the average for all Pathfinders (33%) and the National average (27%), which implies that the residents are generally happy with the level of neighbourliness in the Pathfinder area.

(2.3) Priorities for Improvement

- Residents identified the following as their top priorities for improvement in the area:
 - Improvement of the local shops and supermarkets (25% of residents)
 - Development of sports and leisure facilities (23% of residents)
 - Improvement of facilities for teenagers (19% of residents)
 - Enhancement of the general appearance of the area (13% of residents).

(3) Satisfaction with Local Services and Facilities

The Survey asked residents which local services/facilities they have used recently and how satisfied they were with them. For some services, where residents stated that they were dissatisfied, they were also asked why.

(3.1) Overview

- The most significant issues surrounding local services and facilities reinforce the priorities for improvement reported by the residents, as well as highlighting some other concerns:
 - Residents draw attention to the problem of teenagers hanging around on the streets, which supports the notion that there is a lack of facilities for people of this age group in the Pathfinder area
 - Recognition that the area generally lacks facilities for young children and for social and leisure purposes
 - Both drug dealing and use and car crime are seen as problems in the area
 - There is a problem with litter and rubbish and vandalism and graffiti which again strengthens the view that residents would like the general appearance of the area to be improved
 - The local bus service is seen as unsatisfactory.

(3.2) Area Services

- Residents reported that litter and rubbish in the streets and vandalism and graffiti are a problem in their area. They are also generally dissatisfied with the way these problems are dealt with at present.
- Residents express relatively high levels of satisfaction with respect to the majority of environmental services (rubbish collection, street lighting and street cleaning services) with the exception of the maintenance of footpaths/pavements, where 30% of residents are dissatisfied with this service which is similar to the average for all Pathfinders.
- However, residents report lower levels of satisfaction for the majority of the area services. The following table shows the area services that residents are most dissatisfied with:

Area Service	% of dissatisfied respondents	Average for all Pathfinders	Main reason for dissatisfaction
Facilities for teenagers	57%	55%	Aren't any facilities/nothing for them to do
Facilities for young children	39%	44%	Aren't any facilities/nothing for them to do
Social and Leisure facilities	28%	35%	Aren't any facilities/not suitable for my needs
Local bus service	18%	13%	Not frequent enough services/buses

- One particular area service that high proportions (75%) of residents are satisfied with is the parks and other open spaces service, where the corresponding average satisfaction rate for all Pathfinders is 52%. This is a reflection of the rural nature of the area.

(3.3) Health and Social Care Services

- Satisfaction rates for most healthcare services are higher than the overall Pathfinder average, with the exception of dental services where 75% of residents reported that they were satisfied with the service in comparison to the overall Pathfinder average of 78%.

(3.4) Childcare and Education Services

- Due to the fact that there is a higher proportion of older people and hence less families with children in the Pathfinder area, only 43% of households (with more than two people) have used childcare and education services in the last 12 months in comparison to 51% across all Pathfinders.
- Satisfaction rates for all childcare and education services in the area are higher than the overall Pathfinder average.
- All those who use childcare facilities are satisfied with the service. Similarly, over three quarters of residents are satisfied with the primary schools (85% satisfied) and secondary schools (78% satisfied) in the area. The latter statistic, although higher than the Pathfinder average, still suggests significant room for improvement.

(3.5) Police Services

- The following crime related issues are reported by the residents as being a problem in the Pathfinder area:
 - Teenagers hanging around on the streets (55% of residents)
 - Drug dealing and use (45% of residents)
 - Car crime (37% of residents).
- There are also high levels of dissatisfaction with the way that certain crime related problems are being dealt with. The table below highlights the particular areas with which the residents are most dissatisfied with:

Type of crime	% of residents dissatisfied	% average of all Pathfinders dissatisfied	Main reason for dissatisfaction
Teenagers hanging around on the streets	54%	59%	Police didn't turn up/ did not react at all
Drug dealing and use	39%	52%	-
Violent crime	36%	37%	Slow to react
Car crime	32%	45%	Slow to react

- 28% of residents have personally reported a crime or a problem in the last 12 months, which is similar to the average across all Pathfinders of 30%.
- 28% of residents are also dissatisfied with the police service in the area which is high in comparison to the National average of 11%.

(3.6) Housing Services

- Only 18% of households in the area live in rented accommodation, which is considerably lower than both the average across all Pathfinders of 48% and the national average of 29%.

- The main areas of dissatisfaction with housing services are the ways in which housing providers deal with repairs (26% of residents dissatisfied) and improvements (20% of residents dissatisfied) to homes.

(4) Accessibility of Services

The Survey asked residents whether there were any services that they found hard to get to.

- 41% of residents find that services are "hard to get to", which is above the average across all Pathfinders of 30%. Specific issues highlighted are:

Type of Service	% of residents reported service as "hard to get to"	% average of all Pathfinders reported service as "hard to get to"	Main reason for access difficulties
Supermarkets	19%	7%	None around here/too far away/distance involved
Sport/fitness facilities	16%	6%	
Leisure and entertainment facilities	14%	9%	
Dentist	12%	10%	
Bank or building society	11%	9%	

- In terms of transport services, 13% of people are dissatisfied with the local bus service which is the same as the average across all Pathfinders. The main reason cited for this dissatisfaction is the fact that the service is not frequent enough.
- 80% of residents have the use of or own a car which is significantly higher than the average for all the Pathfinders.

(5) Ability to Influence

The Survey asked residents whether they felt they could influence decisions by local organisations.

- A high proportion (30%) of residents feel that they can influence decisions of local organisations and 62% feel that they cannot (compared to 23% and 64% for all Pathfinders).
- Only 5% of residents have heard of the Pathfinder which is significantly lower than the average across all Pathfinders of 25%, and signifies a challenge to address.

(6) Other Issues

By undertaking a fuller analysis of the survey data you may well identify other important findings. Here, we have picked out a number of further issues that you may wish to explore in more depth.

- The household survey highlighted a number of other issues where further analysis of the data may produce further insights into the problems identified in the Pathfinder area and the people who are most affected by these issues:
 - Accessibility of many local amenities such as supermarkets are a concern of a high proportion of residents within the Pathfinder area
 - In general, the Pathfinder area exhibits relatively high levels of satisfaction with regards to all aspects of the area in comparison to the other Round 2 Pathfinders. Consequently, it is important that further analysis should be carried out to ascertain which particular residents suffer from worklessness or earn a low income and hence where the pockets of poverty lie within the area. This will help the Pathfinder programme to target its interventions more tightly.

Summary of Key Statistics

The following table presents some of the key statistics from the Survey for your Pathfinder, together with the average for all 15 Pathfinders (NM Total) and national comparisons where available. Where a Pathfinder result is shown in bold, this indicates that the result is statistically significantly different from the Pathfinder average.

	North Devon			
	NM Total	Pathfinder	Benchmark	Source of Benchmark
(1) NEIGHBOURHOOD CHARACTERISTICS				
QM1. % in the following categories:				
<i>Working full-time or part-time</i>	43%	49%		
<i>Local or government training scheme (GTS) or Modern Apprenticeship</i>	0%	0%		
<i>Registered unemployed/signing on for JSA/Not registered unemployed but seeking work</i>	4%	2%		
<i>At home/not seeking work, long-term sick or disabled, Retired</i>	49%	47%		
<i>Full-time education</i>	2%	1%		
QL5. % BME	15%	0%	9.1%	Census 2001: England
QL9. % with a long-standing illness, disability or infirmity	33%	29%	32%	GHS
QL10. % with long-standing illness etc for whom it limits activity	26%	21%	59%	GHS
QL11. % who own or have access to a motor vehicle	60%	80%	71%	National Travel Survey 99/01
QM2. % with household income per week less than £200	35%	22%		
QJ2. % who occupy premises in the following way				
<i>Own it outright, Buying it with the help of a mortgage or loan, Pay part rent and part mortgage (shared ownership)</i>	50%	80%	70%	Survey of English Households 01/02
<i>Rent it</i>	48%	18%	29%	Survey of English Households 01/02
<i>Live here rent-free (including rent-free in relative's/friend's property)</i>	1%	1%	1%	Survey of English Households 01/02
<i>Have it in some other way</i>	1%	1%		
QJ1 Lived at address up to 2 years	22%	20%		
QJ1 Lived at address 2 years and over	78%	80%		
QL3 % of households with children 15 or under	49%	37%		
(2) RESIDENT VIEWS OF THE NEIGHBOURHOOD				
QA1. % dissatisfied with their area as a place to live	16%	6%	9%	Survey of English Housing 00/01
QA2. % claiming a bad quality of life	8%	2%	4%	Public Attitudes to Quality of Life and the Environment 2001
QB2. % claiming neighbours don't look out for each other	33%	20%	27%	General Household Survey 2000
QN1. % thinking things most need improving in the local area to improve the quality of life				
<i>Facilities for teenagers</i>	30%	19%		
<i>Play areas and facilities for younger children</i>	23%	11%		
<i>Local police services</i>	16%	12%		
<i>Litter/rubbish</i>	15%	8%		

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	NM Total	Pathfinder	Benchmark	Source of Benchmark
<i>General appearance of the area</i>	14%	13%		
<i>Sports/leisure facilities</i>	12%	23%		
<i>Drug dealing/use</i>	10%	2%		
<i>Upkeep/quality of housing</i>	8%	0%		
<i>Local shops/supermarkets</i>	8%	25%		
<i>Community centres/facilities</i>	8%	10%		
<i>General level of crime</i>	7%	2%		
<i>Pavements/footpaths</i>	7%	4%		
<i>Speed and volume of traffic</i>	6%	3%		
<i>Public transport</i>	6%	12%		
<i>Parking provision</i>	6%	11%		
<i>Parks/open spaces</i>	5%	1%		
<i>Dogs/dog mess</i>	5%	6%		
<i>Graffiti/vandalism</i>	4%	1%		
<i>GPs/health centres/hospitals</i>	3%	1%		
<i>Housing service provided by your landlord</i>	3%	0%		
<i>Employment/local economy/job opportunities</i>	3%	3%		
<i>Fear of crime</i>	3%	0%		
<i>Affordability of housing</i>	2%	3%		
<i>Run down/ boarded up properties</i>	2%	3%		
<i>Car crime</i>	2%	0%		
<i>Feelings of community/known people</i>	2%	0%		
<i>Choice of housing</i>	2%	1%		
<i>Secondary schools</i>	2%	0%		
<i>Childcare provision</i>	2%	1%		
<i>Burglary</i>	1%	0%		
<i>Physical attacks/muggings</i>	1%	0%		
<i>Abandoned cars</i>	1%	0%		
<i>Primary schools</i>	1%	1%		
<i>Adult education/training</i>	1%	1%		
<i>Other</i>	30%	24%		
<i>Nothing needs improving</i>	9%	17%		
(3) SATISFACTION WITH LOCAL SERVICES & FACILITIES				
QC1. % who say the following are a problem				
<i>Abandoned cars</i>	33%	26%		
<i>Litter and rubbish in the streets</i>	64%	54%		
<i>Arson (people setting things on fire)</i>	24%	20%		
<i>Vandalism and graffiti</i>	55%	53%		
<i>Racial harassment</i>	10%	2%		
<i>Problems with neighbours</i>	19%	10%		
<i>Drug dealing and use</i>	43%	45%		
<i>Burglary</i>	45%	29%		
<i>Car crime</i>	48%	37%		
<i>Violent crime</i>	26%	14%		
<i>Other crime</i>	25%	16%		
<i>Teenagers hanging around on the streets</i>	61%	55%		
QD1. % dissatisfied with the following services				
<i>Rubbish collection services</i>	12%	10%		

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	NM Total	Pathfinder	Benchmark	Source of Benchmark
<i>Street cleaning</i>	24%	22%		
<i>Street lighting</i>	15%	7%		
<i>Maintenance of footpaths/pavements</i>	31%	30%		
<i>Parks or other open spaces</i>	29%	11%		
<i>Local bus service</i>	13%	18%		
<i>Social and leisure facilities for people like yourself</i>	35%	28%		
<i>Facilities for young children up to the age of 12 (excluding schools)</i>	44%	39%		
<i>Facilities for teenagers - i.e. those aged 13 to 17 (excluding schools)</i>	55%	57%		
QE4. % dissatisfied with the following services (Base = users)				
<i>Family doctor/GP services</i>	9%	7%		
<i>Dental services</i>	17%	21%		
<i>General hospital services</i>	12%	7%		
<i>Accident/emergency services</i>	14%	7%		
QG1. % generally dissatisfied with police services in the area	28%	28%	11%	People's Panel baseline 1998
QG2. % who disagree with phrases used to describe the police				
<i>Capable and knowledgeable</i>	12%	9%		
<i>Helpful and courteous</i>	10%	5%		
<i>Inspire trust and confidence</i>	23%	19%		
<i>Treat me as an individual</i>	12%	8%		
<i>Sort out any problems quickly</i>	31%	24%		
QG3. % personally reported a crime or problem	30%	28%		
QK1. % of those who rent their accommodation that are dissatisfied with the way in which their landlord deals with the following:				
<i>Repairs to your home</i>	29%	26%	26%	Survey of English Housing 2000/2001
<i>Improvements to your home</i>	29%	20%		
<i>Anti-social neighbours</i>	14%	9%		
<i>Collecting the rent</i>	4%	2%		
<i>Housing Benefit</i>	8%	3%		
(4) ACCESSIBILITY OF SERVICES				
QH1. % claiming the following services hard to get to if needed				
<i>GP/Family doctor</i>	8%	5%		
<i>Dentist</i>	10%	12%		
<i>Chemist/Pharmacy</i>	3%	2%		
<i>Primary schools</i>	1%	0%		
<i>Secondary schools</i>	1%	0%		
<i>Childminders or childcare clubs</i>	1%	2%		
<i>Employment opportunities</i>	3%	4%		
<i>Adult education/learning</i>	2%	2%		
<i>Bank or building society</i>	9%	11%		
<i>Post Office</i>	6%	2%		
<i>Supermarket</i>	7%	19%		
<i>Local shops</i>	3%	3%		
<i>Sport/fitness facilities</i>	6%	16%		

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	North Devon			
	NM Total	Pathfinder	Benchmark	Source of Benchmark
<i>Leisure and entertainment facilities</i>	9%	14%		
(5) ABILITY TO INFLUENCE				
QB3. % claiming they can influence decisions of local organisations that affect their area	23%	30%	26%	GHS 2000
Q11. % claiming they have heard of their Pathfinder	25%	5%	37%	Round 1 NM Pathfinder Survey, 2003 (R1 Year 1)