

# **County Views – November 2020 Survey**

## **Engagement Report 3**

**Communications and engagement team**

**January 2021**

**Appendix A: County Views results November 2020**

# 1. Executive Summary

The third County Views survey was available between 2 and 30 November 2020 to capture the views of residents across Greater Lincolnshire. To increase panel representation, the public was encouraged to sign-up to the County Views panel before receiving the survey link and an intense early period of promotion seemed to boost responses and panel membership, compared to the same point in the summer. There were 217 respondents to the survey; 57 more than in August and 345 fewer than in March. This report includes some comparison with the previous survey conducted in August 2020 and the first conducted in March 2020.

On 30 November the panel had 352 members.

## Key findings:

- Over four fifths of residents who responded in Greater Lincolnshire still think their area is a great place to live. This drops to three quarters among people with a disability, but 100% of respondents from ethnic minorities strongly agree.
- Over one third of residents in Greater Lincolnshire who responded to this survey believe they have a strong voice and opportunities to make a difference to their local area, an increase since the last survey.
- The top three areas respondents said were the most important in making an area a good place to live remain access to nature, coast, parks and open spaces; education provision; and safety, as has been the case throughout 2020.
- The top three areas that respondents said need improvement also remain road networks and highway maintenance; public transport; and job prospects as on all three 2020 surveys.
- When asked about highways, 90% of respondents from the general population said doing a quality repair on potholes was most important.
- More than four out of five (82%) respondents from East Lindsey said road surfaces were poor (compared to a Greater Lincolnshire average of around 60%). Respondents with a disability were also more likely to rate road surfaces (68%) and pavements (67%) as poor or very poor.

## 2. Background

The County Views panel is made up of residents across Greater Lincolnshire. Residents are encouraged to sign-up to the panel and, as well as other engagement opportunities, are sent three surveys a year. The questions provide local authorities with benchmarking data in relation to perceptions of council services. The survey also enables residents to have their say about their local area. The feedback helps the 10 councils to understand what needs to improve and highlights where those councils are getting it right.

## 3. Summary of responses

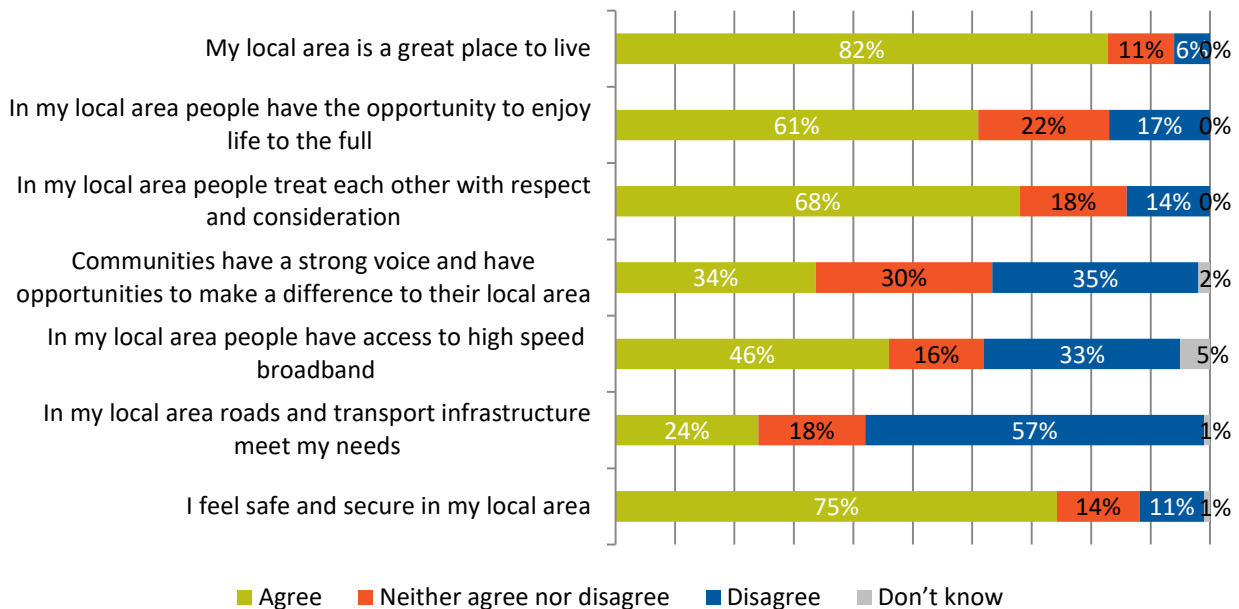
A total of 217 responses were received from the 352 panel members, giving a return rate of 61%. As a percentage of the Greater Lincolnshire population it equates to less than 0.01%. These rates are lower than the previous two surveys, but to be expected as a number of people establish themselves as regular participants on the panel.

The response rate saw an increase from the August survey (37%, 57 more responses), which might be in part due to the panel and survey being promoted more broadly, but might also reflect the timing of the summer survey. There was a more even spread of responses from across all council areas, although North East Lincolnshire and Boston had single figure response rates. Like the first survey in March, no one under the age of 16 answered the questions.

Please note that where the word 'residents' is used in this report, this means resident who responded, not residents as a whole. It is also noteworthy that the number of respondents from BAME groups is very small and therefore not necessarily representative of their peers' views.

## Question one – Thinking about your local area, to what extent would you agree or disagree with the following statements

**How residents feel about their local area** (within 15 - 20 minutes walking distance from home)



### (a) – My local area is a great place to live

82% of residents agreed that their local area is a great place to live. This is the same percentage as the previous two surveys.

### (b) - In my local area people have the opportunity to enjoy life to the full

Just over six out of ten respondents (61%) agreed that they have the opportunity to enjoy life; this is an increase from 53% in the previous survey. Less than a quarter of residents (17%) disagreed, improving on the 25% who disagreed in the previous survey.

### (c) - In my local area people treat each other with respect and consideration

The majority of residents (68%) agreed that people in their local area are treated with respect and consideration, while 14% disagreed. Under 65s are slightly less likely to agree (65%) compared to the average and those in the 65+ category were likely to agree.

### (d) - Communities have a strong voice and have opportunities to make a difference to their local area

Although 35% disagreed and only 34% agreed, this is an improvement on the previous survey where 44% disagreed and only 30% agreed.

**(e) - In my local area people have access to high speed broadband**

More residents agreed (46%) than disagreed (33%) with this statement. A much improved response to the previous survey where only 35% agreed and 43% disagreed with the statement.

**(f) - In my local area roads and transport infrastructure meet my needs**

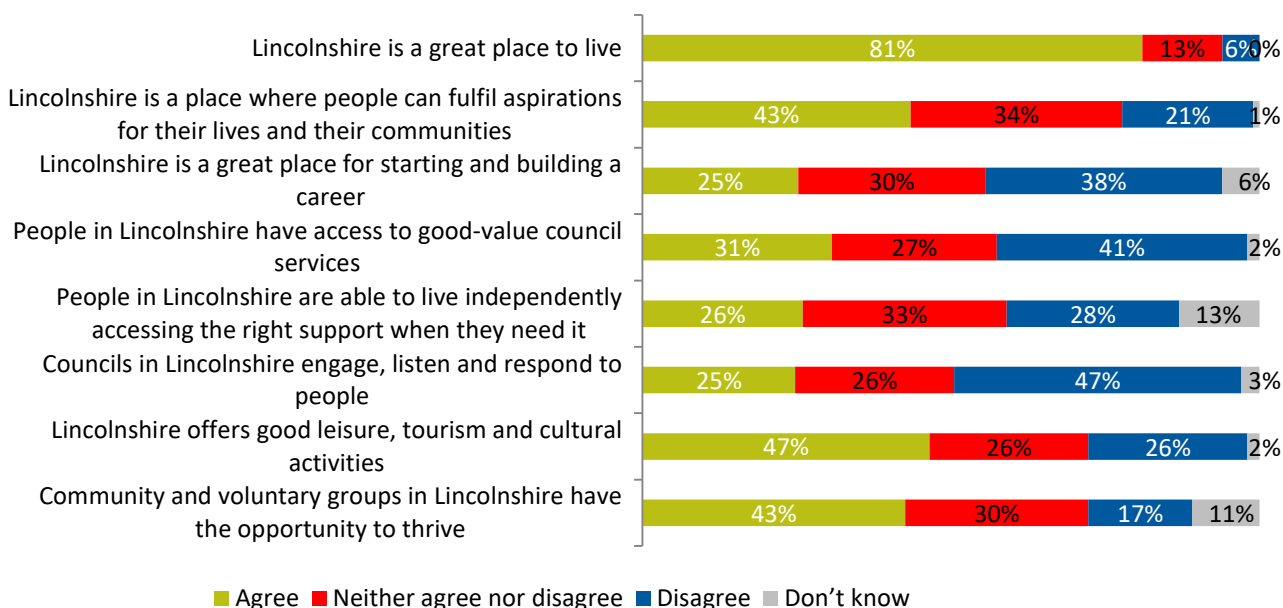
Almost one quarter (24%) of residents agreed with this statement with 57% disagreeing. Previously, only 16% of residents agreed and 65% disagreeing, showing improved satisfaction.

**(g) - I feel safe and secure in my local area**

A higher number of residents (75%) agreed with this statement compared with the previous survey (69%). Fewer residents disagreed with this statement (11%) compared to the previous survey when almost one fifth (19%) disagreed.

## Question two – Thinking about Lincolnshire, to what extent would you agree or disagree with the following statements

**How residents feel about Lincolnshire** (including North and North East Lincolnshire)

**(a) – Greater Lincolnshire is a great place to live**

The majority (81%) of residents agreed with this statement, slightly down from the previous survey of 82%. A slightly higher number of residents disagreed (6%) compared to the last survey (5%).

**(b) - Greater Lincolnshire is a place where people can fulfil aspirations for their lives and their communities**

43% of residents agreed with this statement, showing a slight increase from August. 21% disagreed compared to 26% on the previous survey. This represents a positive shift.

**(c) - Greater Lincolnshire is a great place for starting and building a career**

More residents disagreed (38%) than agreed (25%) with this statement. However this is an improved response to the previous survey where 40% disagreed and 19% who agreed.

**(d) - People in Greater Lincolnshire have access to good-value council services**

41% of residents disagreed with this statement and 31% agreed, representing a slight improvement compared to the previous survey (29%).

**(e) - People in Greater Lincolnshire are able to live independently accessing the right support when they need it**

28% of residents disagreed and 26% agreed with a slight positive shift in opinion since August where 29% disagreed and only 23% agreed.

**(f) - Councils in Greater Lincolnshire engage, listen and respond to people**

There is a slight increase in positive responses (25%) since the previous survey (22%). However, there was also a slight increase in negative responses (47%) compared to August (46%).

**(g) - Greater Lincolnshire offers good leisure, tourism and cultural activities**

Almost half (47%) agreed with this statement, an increase of eight responses compared to the last survey (39%). 26% disagreed, a decrease of six percentage points from the previous survey (32%). This could be due to the easing of restrictions due to Covid-19.

**(h) - Community and voluntary groups here have the opportunity to thrive**

The answers for this statement show a slight decline in positive responses than the previous survey, with 66% of residents who agreed, compared to 68% previously agreed and 17% disagreed compared with 3% who disagreed previously. The cause could be due to reduced funding opportunities that are available to these groups, with anecdotal evidence from voluntary sector partners that many have closed.

### **Question three – Thinking about your local area, which of the things below are most important in making your area a good place to live, and which do you think most need improving?**

The top three areas residents said need improvement are:

- road networks and highway maintenance
- public transport
- job prospects

The top three most important things residents said make an area a good place to live are:

- access to nature, coast, parks and open spaces
- education provision
- safety

The same areas were highlighted in the previous two surveys with only small changes in response over the year. The variation in some could be seasonal (people travel further and are more likely to want to access the outdoors in summer, hence the response was higher on roads and nature in August, but it also could be linked to Covid-19 restrictions). The importance of safety and education dropped very slightly over the year, but remain consistent.

Dissatisfaction with road networks and highway repairs has been highlighted; this information will be shared with Highways colleagues to demonstrate the need for improvement. This will be achieved by feeding the results of County Views surveys in to the Local Transport Plan.

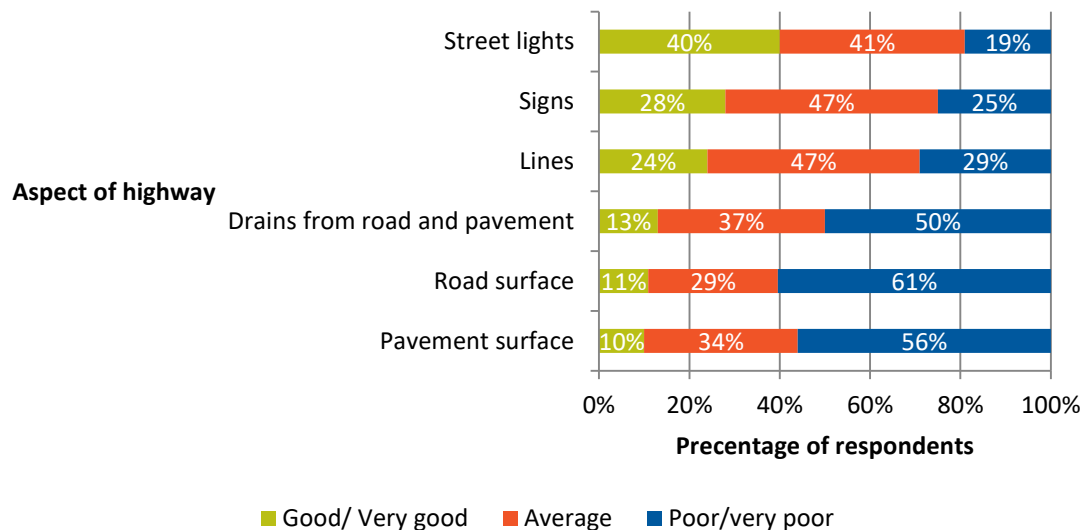
Residents can now report, view, or discuss local problems like potholes, broken paving slabs or street lighting at the [FixMyStreet](#) website

Satisfaction with local transport is once again low. A future survey could delve further to ask what the issues are and what improvements are needed. This can then be shared with transport colleagues to review and address concerns. The results of this County Views survey will inform the Local Transport Plan review.

Agreement with Greater Lincolnshire being a good place to start or build a career once again scored low. This is demonstrated by the fact that job prospects is in the top three responses of what needs improving for the third time running. These results will be shared with the Greater Lincolnshire Local Enterprise Partnership (GLLEP), along with this year's findings on broadband so that they can consider how to best respond to and address the issues raised. They have already announced a series of online funding fairs to help promote job opportunities in the areas on <https://greaterlincsjobsfair.co.uk/>

## Question four – Thinking about the roads you travel on regularly in Lincolnshire, how would you rate the condition of the following aspects of the highway?

How residents feel about the condition of aspects of regularly used highways



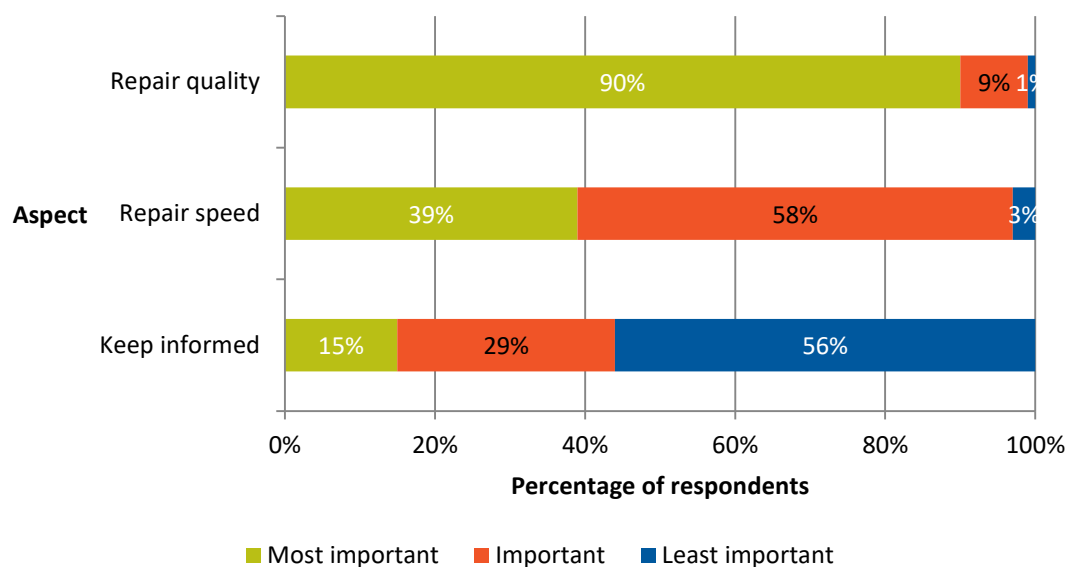
- There was greatest dissatisfaction with road surfaces and greatest satisfaction with street lights. There was variation between council areas; 82% (42) of East Lindsey and 71% (5) of Boston Borough respondents rated roads as poor or very poor, whereas only 14% (1) of North East Lincolnshire and 33% (4) of Lincoln respondents gave the same rating.
- The greatest dissatisfaction was with road surfaces across the county. More than six in 10 (61%) residents who responded to the survey rated them poor or very poor.
- The greatest satisfaction was with streetlights, with four out of ten residents who responded to the survey giving a good or very good rating.
- There was variation between local authority areas. Over eight out of 10 respondents from East Lindsey and Boston Borough rated roads as poor or very poor, compared with an average of two in 10 from Lincoln and North East Lincolnshire giving the same rating.
- There was little variation across demographics in response to these questions. Over 45's were more likely to give a poor rating for road surfaces than younger respondents (60%, compared to 54%) and respondents with a disability were more likely to rate the roads as poor or very poor than those in the general population (68%, compared to 60%).
- The most frequently given rating for four of the six categories was 'average', where it was at least double the next most frequently chosen rating for lines and signs.



- The least frequently given rating was 'very good' in any category, but only two of the 217 respondents scored road and pavement drains as very good, which equates to less than 1% of the 213 people who answered the question.

## Question five – Thinking about repairs to roads and pavements, rank how important the following are to you

### How residents rate the importance of aspects of road repairs

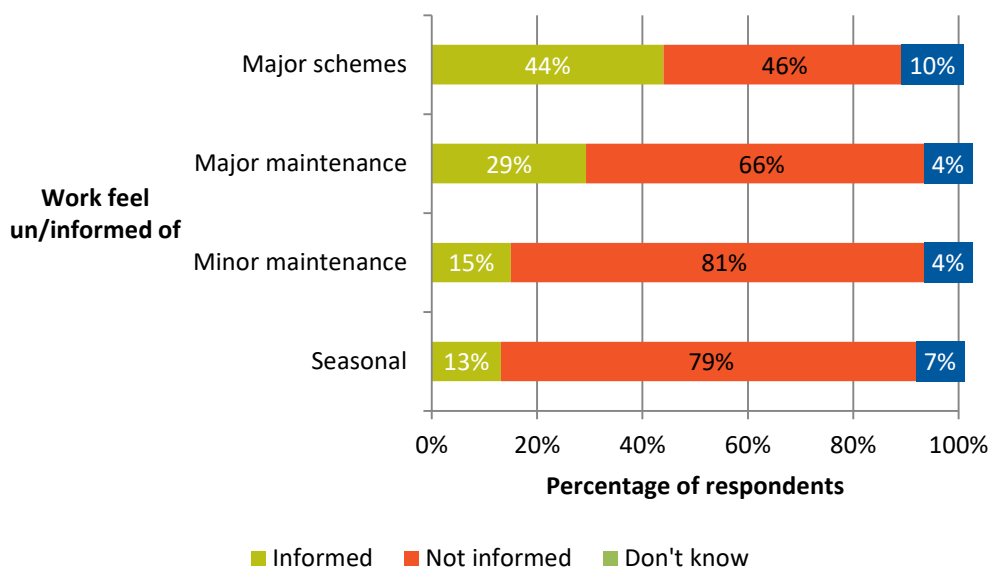


The chart above shows which of the three elements of repair were most important, important or least important. Being kept informed was the least important element for over half of the respondents. The speed of repair was slightly more balanced, and clearly important, as six out of ten (60%) respondents ranked it so. Nine out of ten (90%) respondents rated repair quality as most important, making it the key element on which to focus. Responses will be fed into the Local Transport Plan.

## Question six – How informed do you feel about aspects of the highways service?

- Major schemes like the Lincoln Eastern Bypass or Grantham Southern Bypass
- Major maintenance works, for example surface dressing
- Minor maintenance works, for example pothole filling
- Seasonal works like grass cutting

### How informed residents feel about aspects of highways services



Respondents were most likely to say they weren't informed of highway services. Almost eight out of ten (80%) respondents said they felt ill informed of seasonal grass cutting programmes, and minor repairs, such as pothole filling. This might be a result of the ad hoc nature of such work, being dependent on weather, reporting and priority of fixing problems quickly.

Respondents felt much better informed of major schemes (44%) and a fairly similar percentage to those who didn't (46%). This could be the result of drip fed information, through numerous channels, including media and yellow signs, over long periods of time, from funding being available, through consultation to the completion of each stage and an opening event.

When comparing results from the general responses with those who are disabled or from minority ethnic groups, the pattern is generally the same as the overall result.

You can find out more about aspects of Highways services

here: <https://www.lincolnshire.gov.uk/faults-maintenance/highway-works-programmes> You can also check your local print media and <https://one.network/custom/lincolnshire/>

The Engagement team will send data from questions four to six to Highways engagement, to enable them to effectively compare baseline data with an annual survey to be included in

November 2021 County Views to demonstrate the impacts of the new contract. Feedback will also inform the Local Transport Plan which will be reviewed in the near future.

Where concerns are raised or praise given about matters featured in the county views survey, eg street lighting or highway repairs, the data can be used to demonstrate agreement or disagreement with the point being made among other local people. The actions taken as a result of responses to this survey can be shared with those making observations about the matters to further spread the word that people are being listened to and their input is having an impact.

## Questions seven to ten – about you

- There was a more even spread of responses across all local authority areas. East Lindsey had the highest number of responses (24% of all responses).
- An increased percentage (62%) of people who responded were aged 25-64, although this age group only represents just under half the county population according to the GLLEP demographic overview; but like the first two surveys, no one under 16 answered the questions.
- A higher proportion (93%, compared to 89% last time and compared to the county's 2019 statistics was 97%) of respondents described themselves as coming from a White background; but again no one that responded described themselves as being from a Black background, which is less diverse than the first and second survey or the make-up of the 2.9% of non-white county population.
- Only 14% of respondents described themselves as disabled, which is one percentage point lower than August's survey and six percentage points lower than the county figures in the last census.

## Conclusion and recommendations

The November County Views survey saw a significantly lower response rate compared to the first survey in March, but more (36%) than the August survey. There could be a number of explanations for this. It is important to establish a regular and representative panel to ensure we are on track and identify areas for improvement.

Care should be taken when looking at the data as numbers are very small in some cases and not statistically reliable. This suggests a need to further target and expand representation on the panel, but the use of percentages, rather than numbers is important when comparing findings to previous and future survey responses. The number of respondents from BAME groups has been consistently small and not necessarily representative of the general view. This lack of representation on the panel, and in responses, will be addressed with a targeted recruitment campaign via known groups which represent and actively involve BAME communities, including

Just Lincolnshire network, People's Partnership and the staff engagement group which can share the information with networks they are in touch with.

There has been little change in attitudes on the baseline data throughout 2020, and almost an identical proportion of respondents remain happy with the area in which they live. But in some cases, there is more disagreement and less agreement than previously. This might reflect the on-going pandemic, but could equally be an indicator of dissatisfaction in some parts of Greater Lincolnshire and provides areas on which to focus our efforts.

There are updates throughout the report regarding action that has been taken to address issues raised or resources that could help to resolve concerns.

The fourth survey, the first of 2021, should be made available before any pre-election period. It is proposed to focus on waste – one of the areas keen to establish a baseline and get feedback on the services all councils provide - from the general population.