

Appendix 1 - Residents Satisfaction Survey 2026 for 12-15 year olds Results

Introduction

A survey for 12-15 year-olds in Torbay was launched on 19 September 2025 at the same time as the wider Residents Satisfaction Survey (which was for all residents aged 16 and over), to capture the views of some of Torbay's younger population.

It is the second time that Torbay Council has participated in the Local Government Association's survey. Understanding resident or customer views is a key element of assessing the effectiveness of a local authority, alongside cost and performance information. It can also strengthen local accountability and be a key part of our approach to managing our own performance.

Executive summary of the results

There were 77 responses to this year's survey. This is an increase from the 55 completed surveys we received when we ran this in 2023. That is a 40% increase.

The survey was part of the main Residents Survey on our website. It was mentioned in all press releases about the Residents Satisfaction Survey and promoted via social media. Direct emails were sent to key stakeholders such as schools and organisations working with young people. There is more information on where the survey was sent in the communications and engagement section of this report.

Compared to 2023, the results went up in most of the questions:

- Asked if we listen to people - those that answered yes went up 11% from 15% to 26%.
- For how strongly do you belong to your area - those that answered yes went up 17% from 36% to 53%
- When asked about trusting the Council - those that answered yes went up by 11% from 20% to 31%.
- Asked if they feel the council tells people what it's doing - those that answered yes went down very slightly from 22% to 19% but that said not really or no also went down from 62% to 46%
- When answering do you like where you live - those that answered yes went up by 34% from 34% to 68%
- For if the feel the council is doing a good job - those that answered yes went up by 26% from 6% to 32%
- Asked if they feel safe outside after dark- those that answered very or quite safe went up by 2% from 13% to 15%. Those that answered not very safe or not safe at all also went up by 6% from 65% to 71%
- When asked about feeling safe outside during the day - those that answered very or quite safe went up by 11% from 58% to 69%. And those that answered not very safe or not safe at all also went up by 2% from 22% to 24%

- Asked if people from different backgrounds get on in their area - those that answered yes definitely or mostly went up from 7% from 35% to 42%.

When it came to how services are delivered, they answered:

- With rubbish collections, 43% were very or quite happy compared to 33% last time. That is a 10% increase
- With street cleaning, 31% were very or quite happy compared to 22% last time. That is a 9% increase
- For road repairs, 19% were very or quite happy compared to 16% last time. That is a 3% increase
- With pavement repairs, 30% were very or quite happy compared to 31% last time. That is a decrease of 1%.
- With parks and green spaces, 42% were very or fairly satisfied with 32% compared to last time. That is an increase of 10%
- For Library Services, 49% were very or quite happy compared to 64% last time. That is a decrease of 15%
- With sport and leisure services, 47% were very or quite happy compared to 45% last time. That is an increase of 2%
- For help for older people, 28% were very or quite happy compared to 37% last time. That is a decrease of 9%
- And help for children and younger people, 31% were very or quite happy compared to 22% last time. That is a 9% increase.

Several Anti-Social Behaviour questions were asked about how they feel in their local area. The highest answer for each one is:

- 40% felt noisy neighbours or loud parties were not a problem
- 45% felt litter and rubbish was a fairly big problem
- 40% felt vandalism or graffiti was a fairly big problem
- 34% felt drugs was a fairly big problem
- 34% felt drunk or loud people in public was a fairly big problem
- 35% felt groups hanging around was a fairly big problem

This year, after asking the question about Trust we also asked our residents why they answered the way they did. Microsoft Copilot, which is an AI-powered tool, was used to assist in the analysis and summarisation of the feedback received.

The themes of the comments were around lack of trust and communication, safety concerns and negative perception of the area. A few comments acknowledge professionalism or occasional good decisions made by the council. There was also feedback about lack of facilities and activities for young people and frustration, housing and accessibility issues with council priorities.

Methodology

The content and questions of both the main Residents Satisfaction Survey (16+) and the additional survey for 12-15 year-olds was based on LGA guidance "Are you being served?".

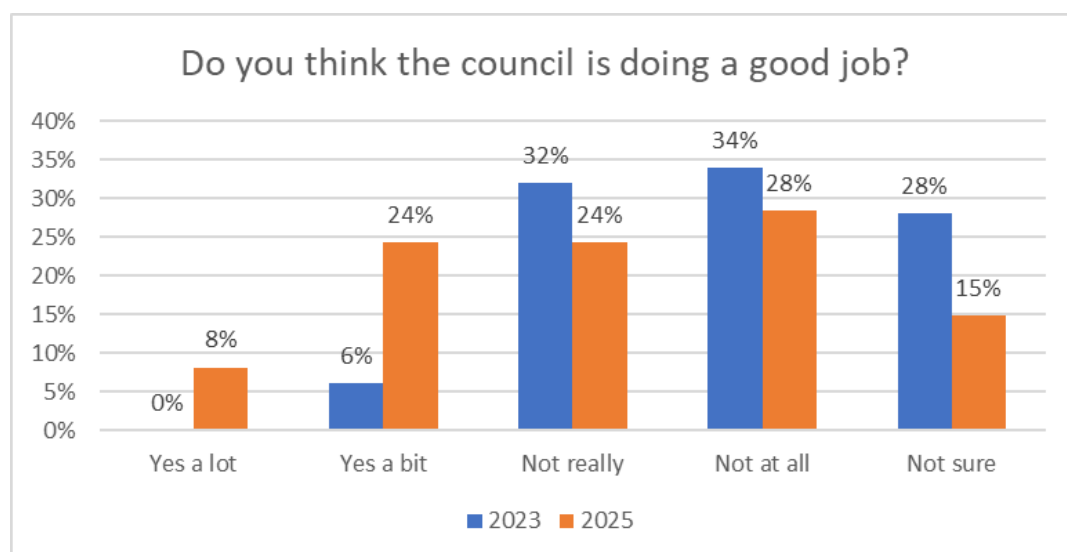
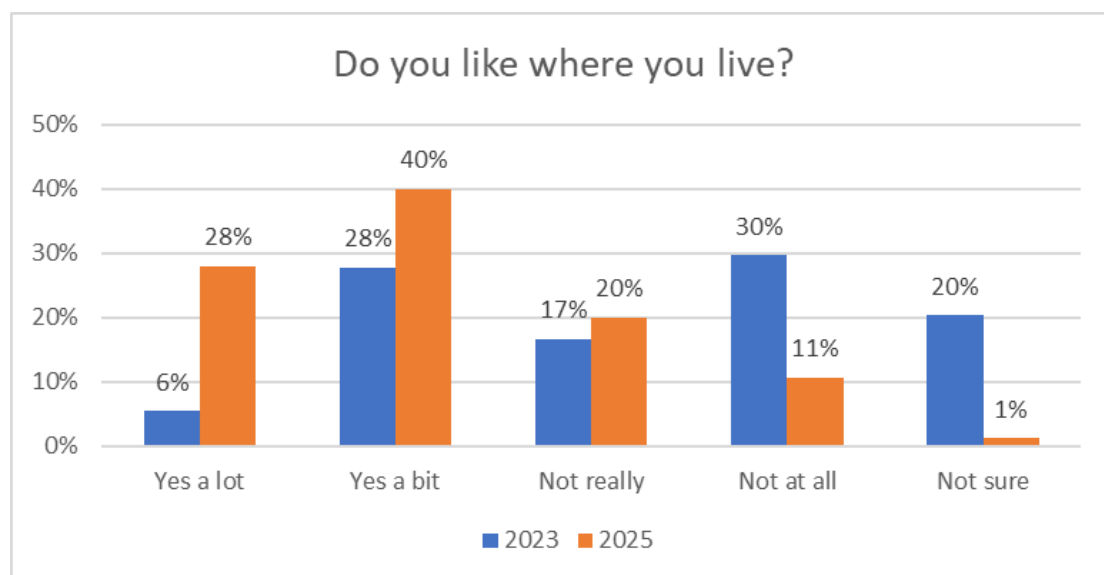
Six key indicators are used to measure residents' views of their local council. Respondents are also asked to indicate their level of satisfaction with nine council services. Other questions focus on perceptions of safety, trust in politicians and government, and media coverage of councils.

This survey was predominantly the same as the general Residents Survey, with a slight difference as there was an additional question on the survey for 12-15 year olds to ask for their views on anti-social behaviour.

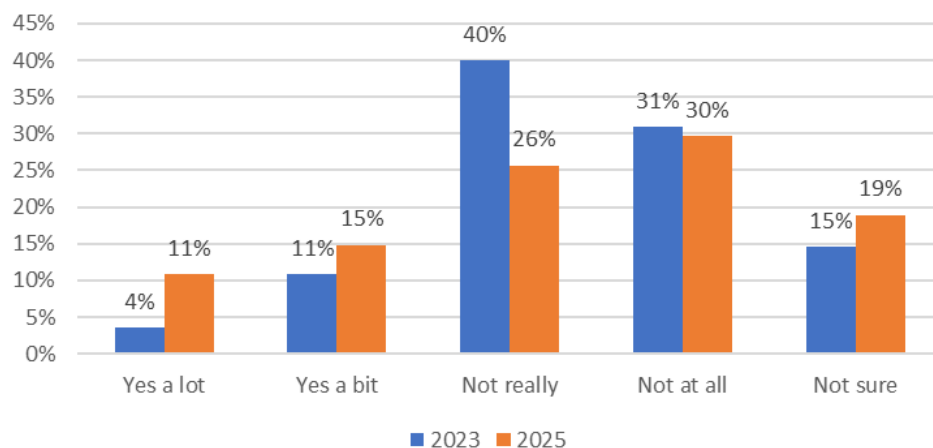
The survey was linked from the main Residents Survey on MS Forms, from the Torbay Council website. It was mentioned in all press releases about the Residents Survey and promoted via social media. Direct emails were sent to key stakeholders such as schools and organisations working with young people. There is more information on where the survey was sent in the communications and engagement section of this report.

Findings

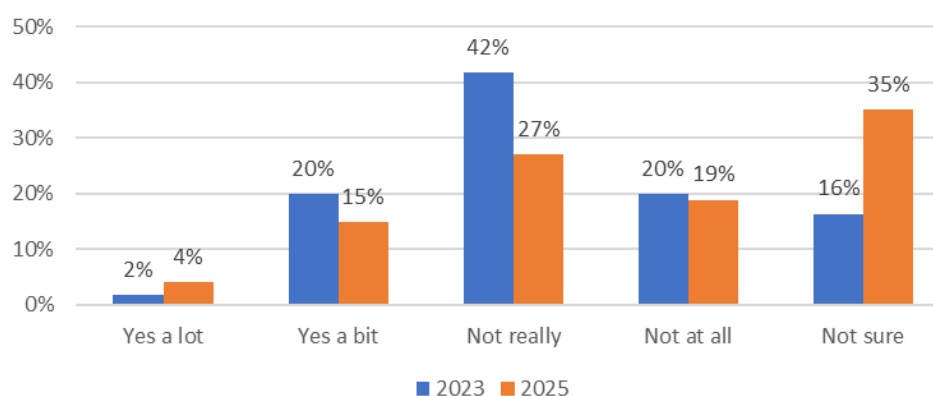
There were 77 responses to this survey, which is higher than the number of responses (55) to the previous survey in 2023. Below are the results to each question compared to the results of the previous survey. Please note, the questions from the LGA survey were taken and simplified, to make them more age appropriate and to encourage participation.



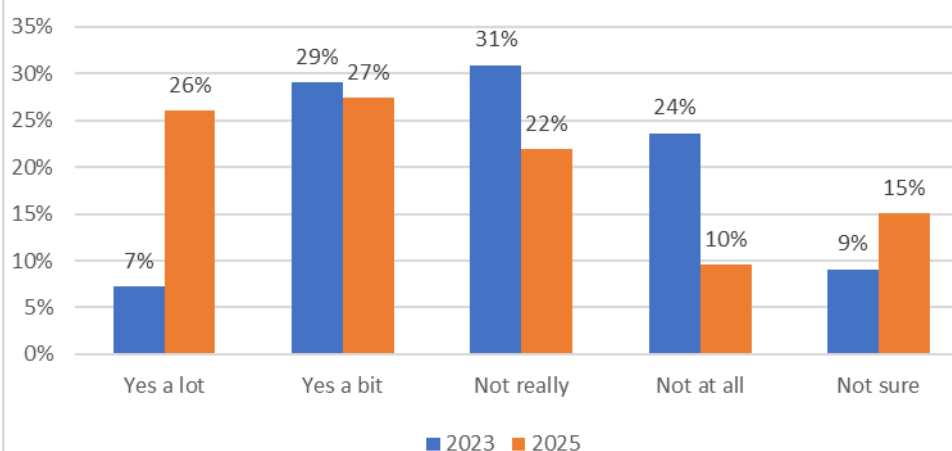
Do you think the council listens to people?

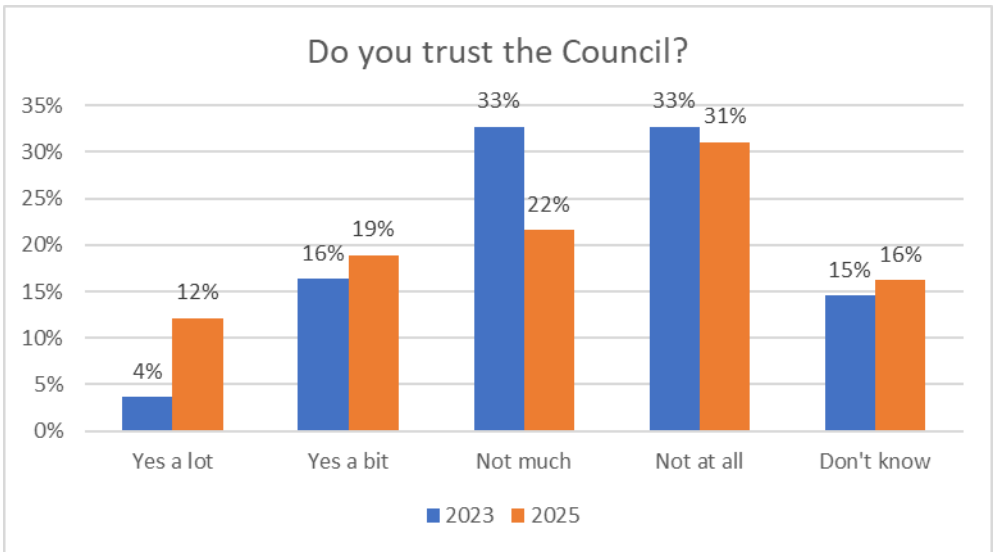
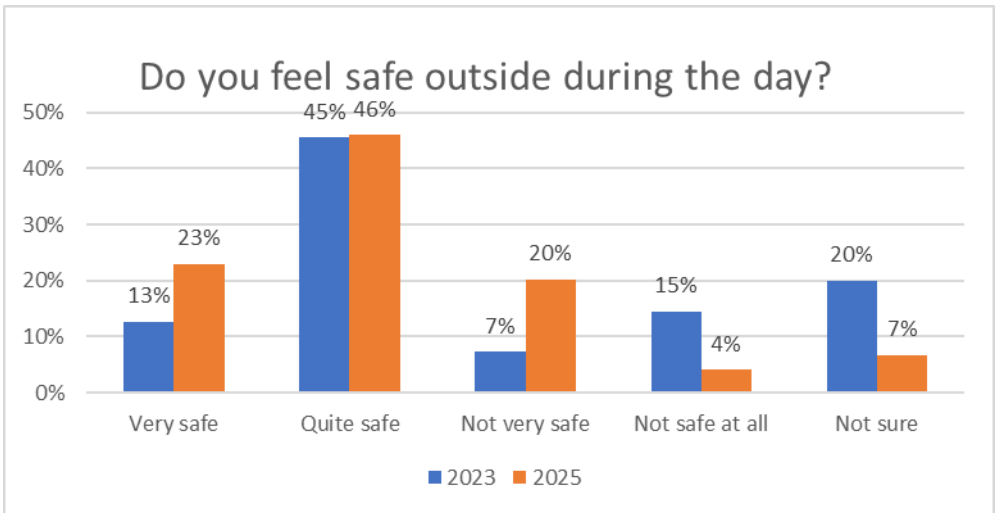
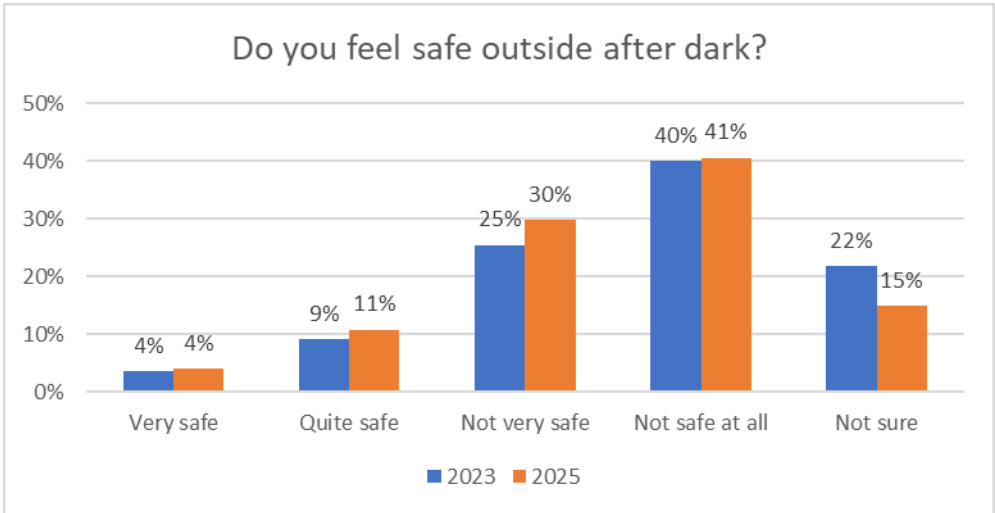


Do you feel the council tells people what it's doing?



How strongly do you belong to your area?

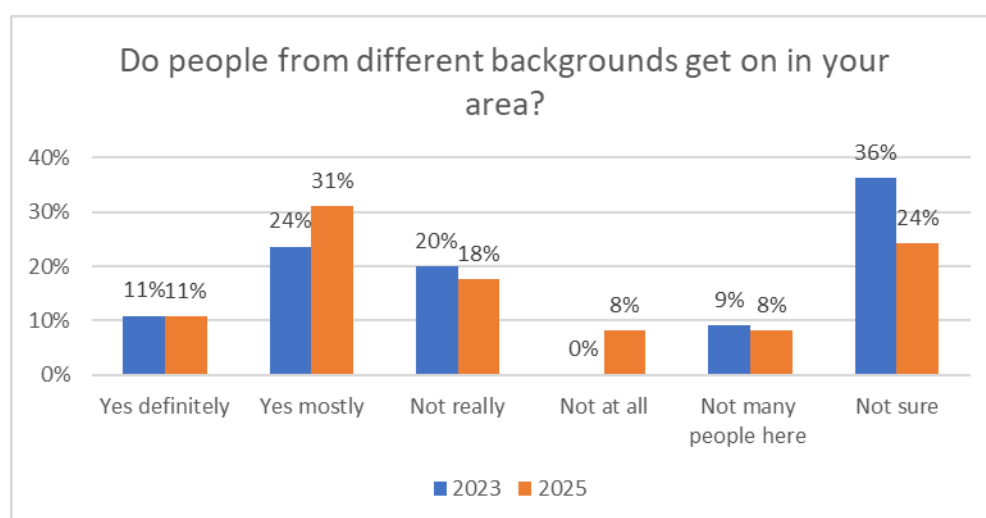




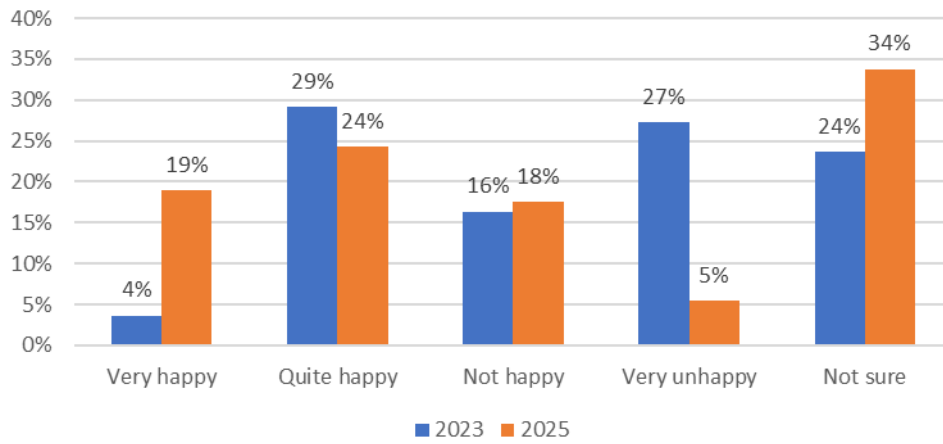
In this year's survey, following this question we included a free text question which asked the respondent to elaborate on why they answered the way they did. Microsoft Copilot was used to assist in the analysis and summarisation of the feedback received for this. Copilot, an AI-powered tool, reviewed the free text comments from the provided dataset, identifying key themes.

Below is a summary of the main issues that were mentioned:

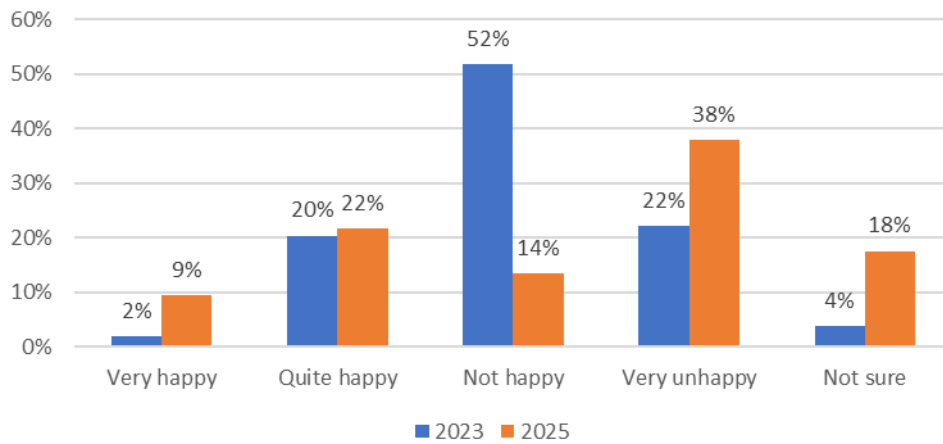
Lack of trust and communication	Many of those who responded feel the council does not listen to their opinions or communicate decisions clearly. Comments like “Because they don’t listen”, “I want to trust but I don’t think they listen”, and “we don’t know what decisions they make” highlight this.
Safety concerns	Strong concerns about feeling unsafe in town and parks due to drugs, alcohol, homelessness, and antisocial behaviour. Examples: “I don’t feel safe in town”, “Torquay is scary lots of homeless around and drug people”, “Unsafe after dark”.
Negative perception of area	Descriptions of Torquay and Paignton as rundown, dirty, and unsafe. Comments include “Everything down here is rubbish”, and complaints about rubbish, potholes, and congestion.
Lack of facilities and activities for young people	Requests for more skate parks, youth clubs, safe spaces, and free sports activities. “Council need more skate parks... now!”, “We need safe spaces outside to meet”.
Frustration with council priorities	Perception that money is spent on unnecessary projects while essential services and facilities decline. “Spending money on things that are not necessarily needed!”, “Parks are falling apart”.
Housing and accessibility issues	Complaints about housing allocation, lack of fencing in parks, and poor accessibility for children with additional needs. “People from outside the UK get priority for housing”, “Parks not accessible for children with additional needs”.
Mixed or neutral views	A few comments acknowledge professionalism or occasional good decisions. “They’re professional”, “Sometimes they make good decisions”.



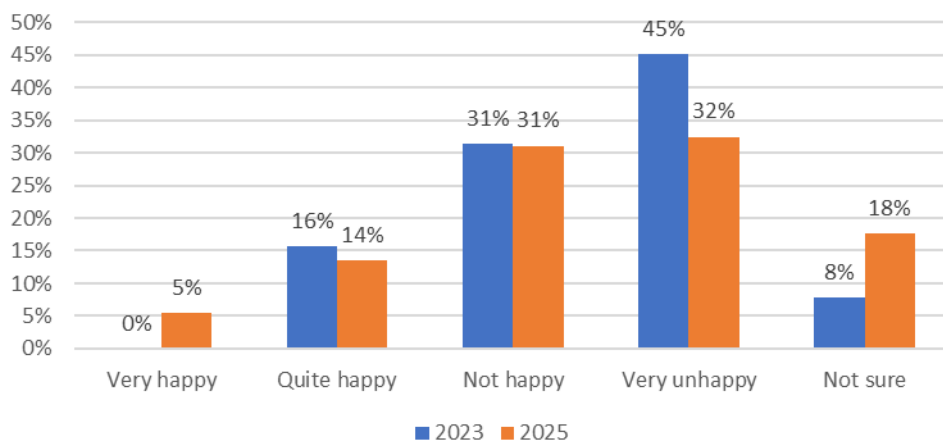
How happy are you with your rubbish collections?

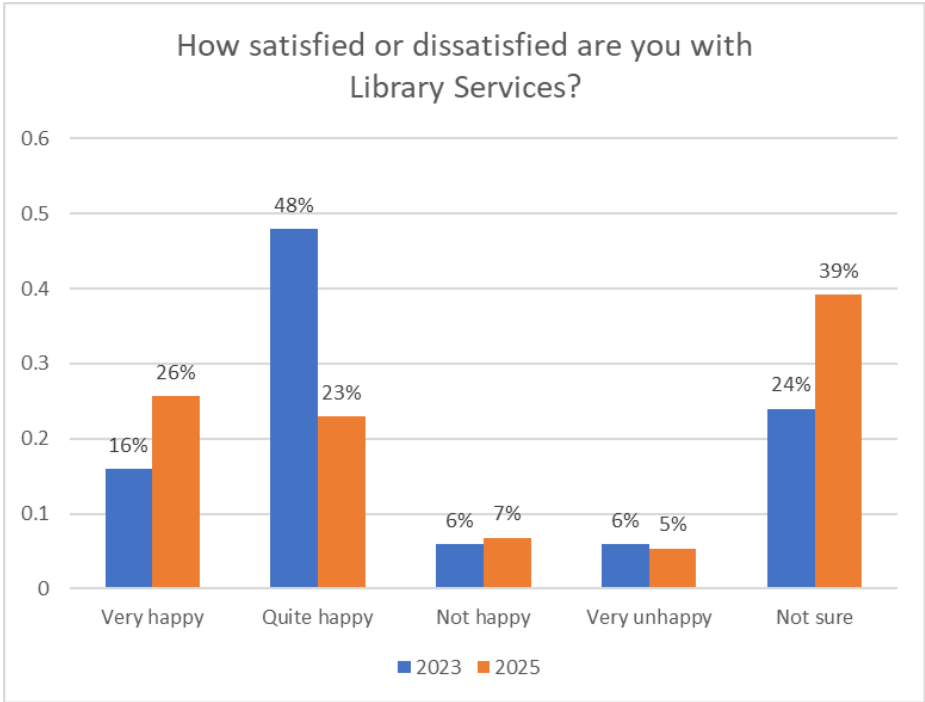
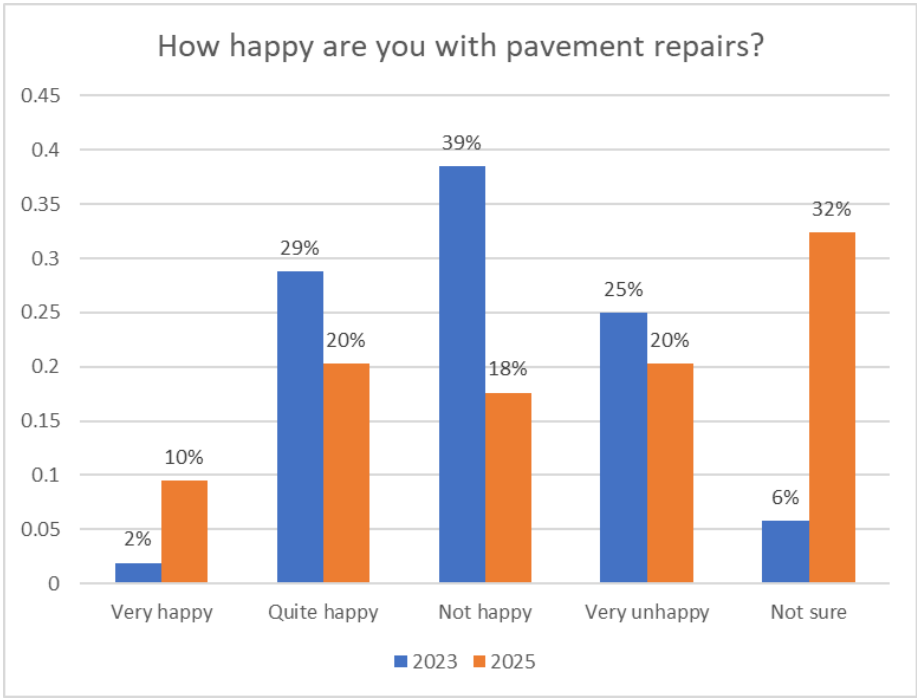


How happy are you with street cleaning?

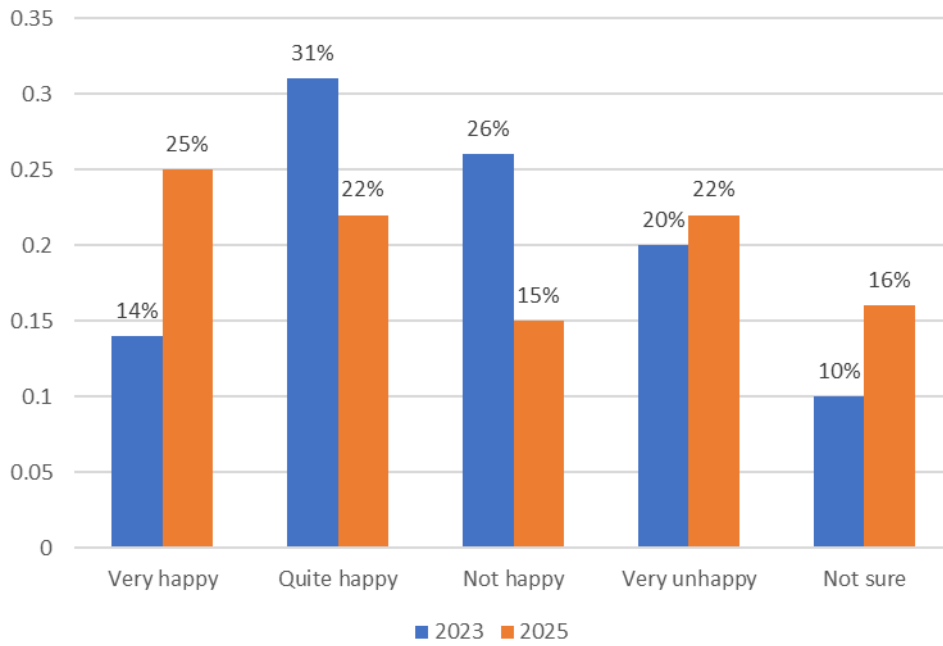


How happy are you with road repairs?

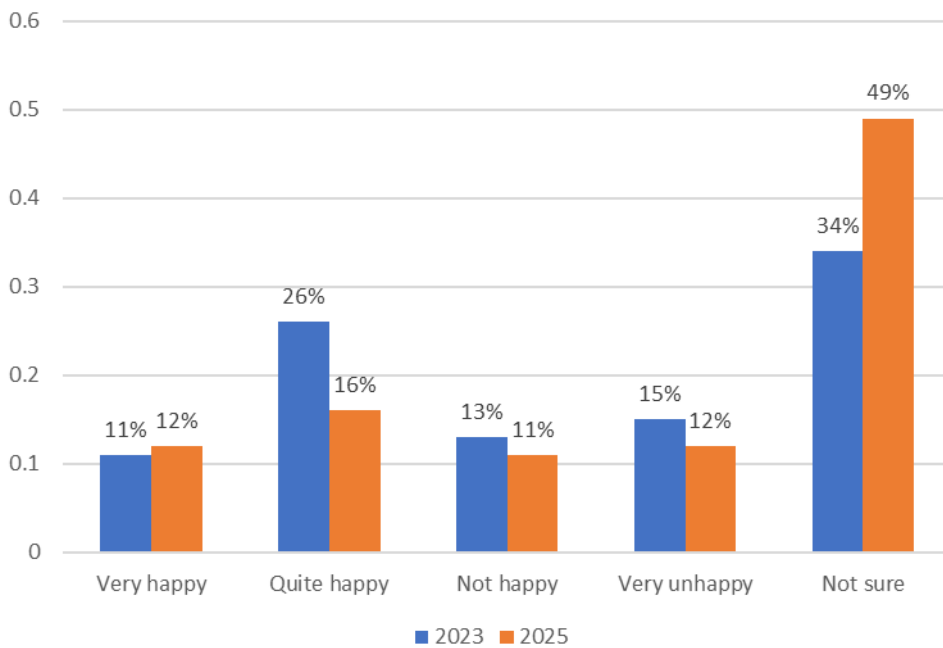




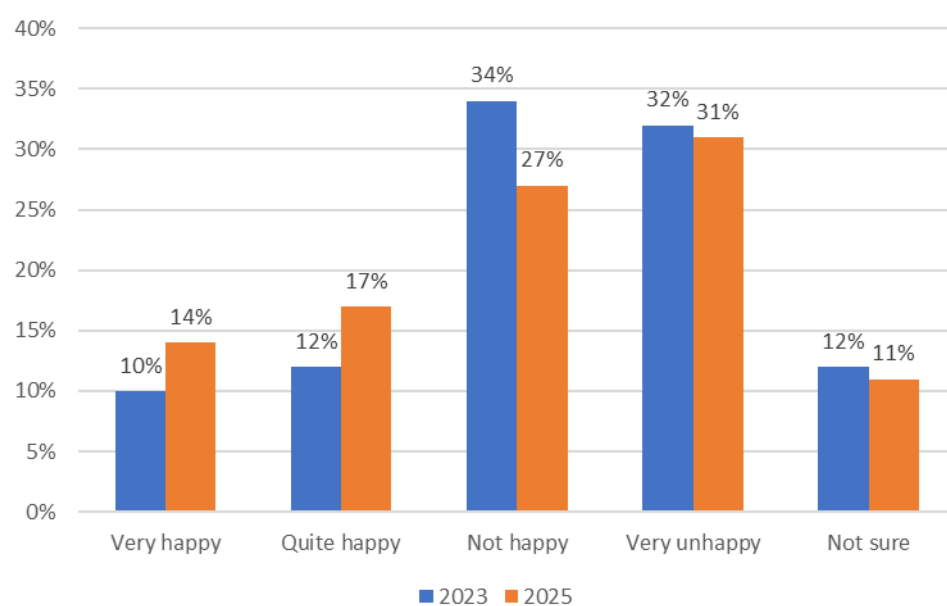
How happy are you with sport and leisure services



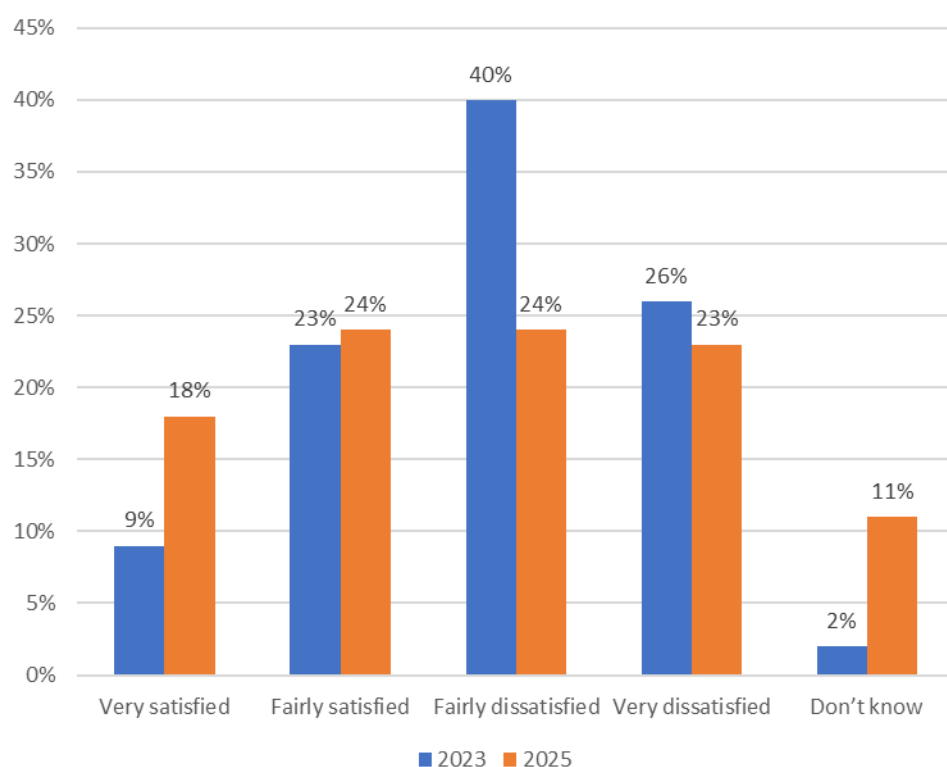
How happy are you with help for older people

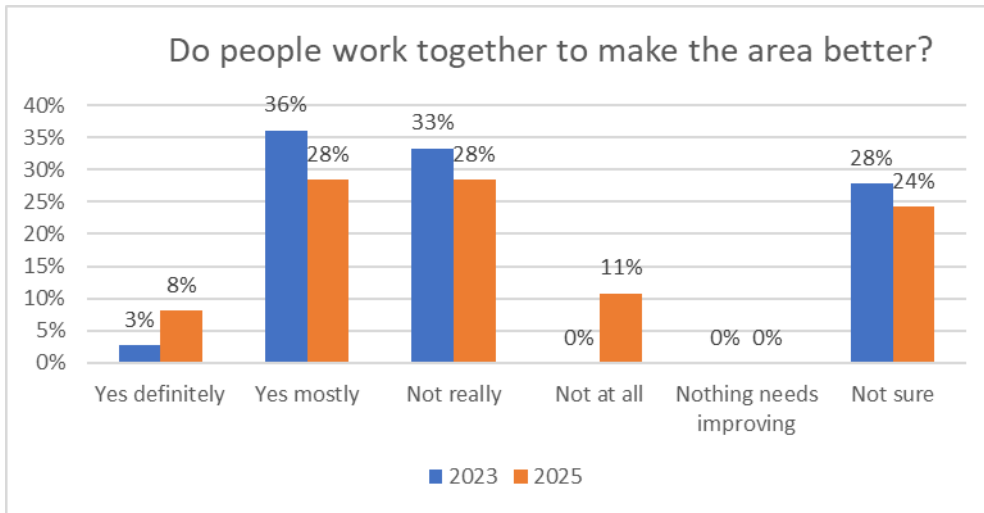


How happy are you with help for children and younger people

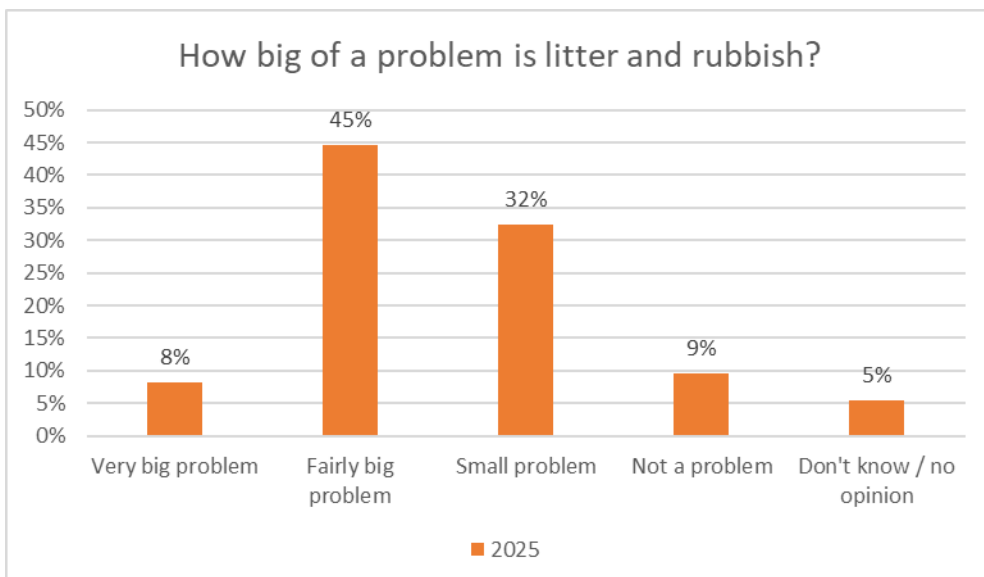
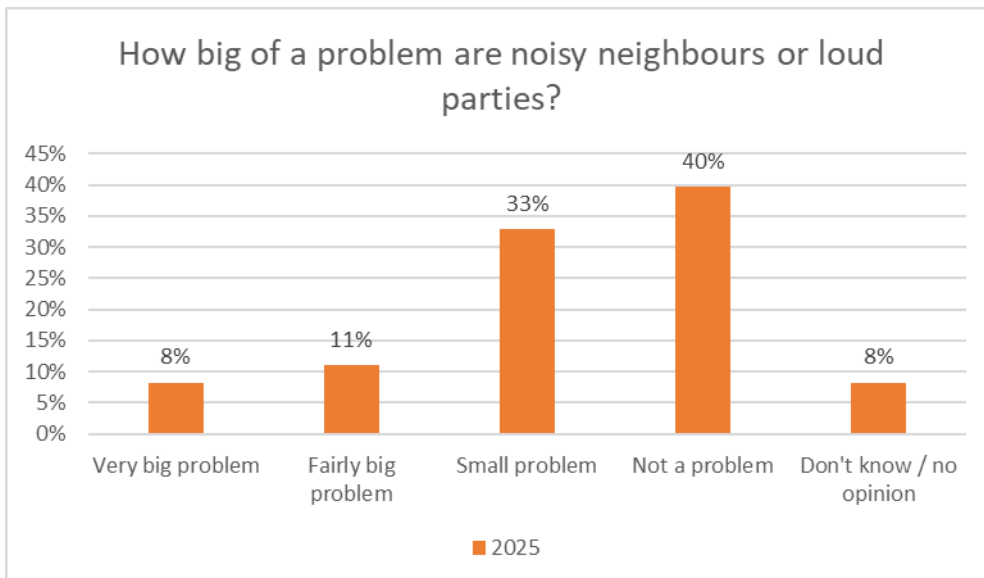


How happy are you with parks and green spaces?

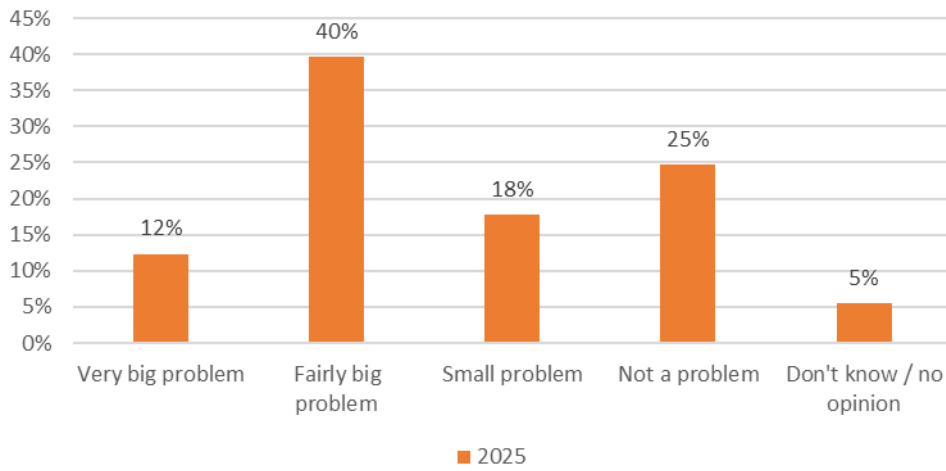




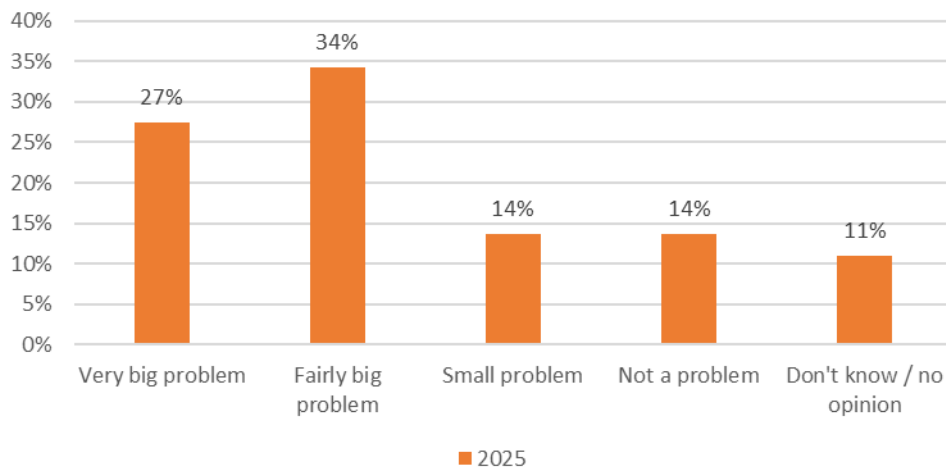
The next questions were new additions to this year's survey and don't have comparable data from 2023:



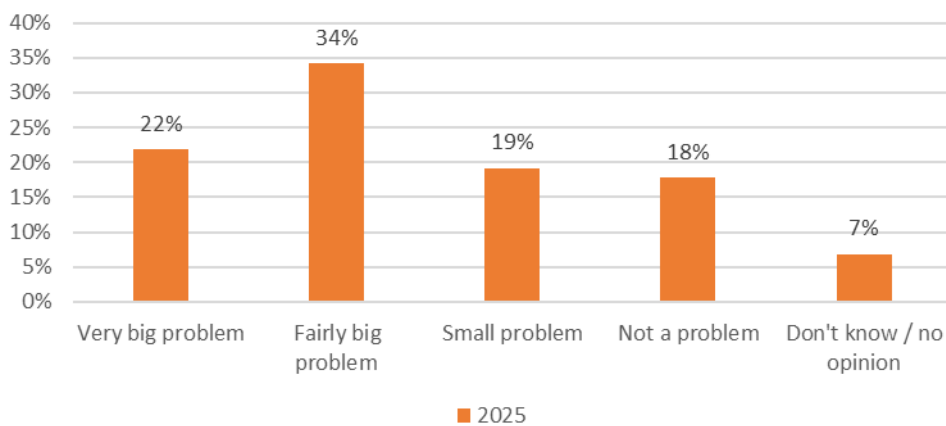
How big of a problem is vandalism or graffiti?

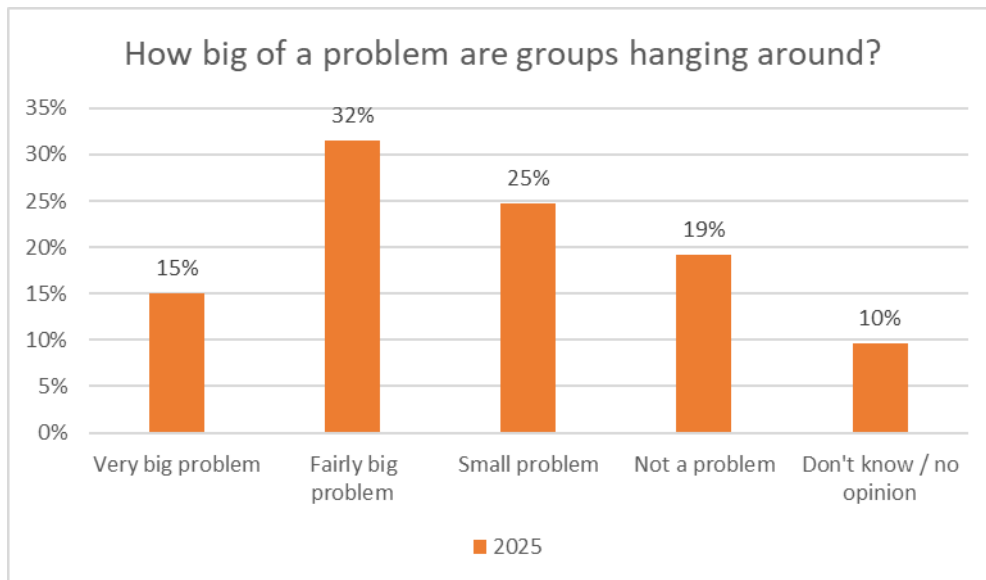


How big of a problem are drugs?



How big of a problem are drunk or loud people in public?





Demographics

Age

This survey was for 12-15 year olds. The main Residents' Satisfaction Survey was for everyone aged 16+. Though there were also two responses to the main Resident's Survey which marked the 0-15 age bracket.

For this survey we did not ask the age so we can assume that all those who filled out the 12-15 survey were in this age group.

Gender

What is your sex?

Female	Male	Prefer not to say
39	27	8

Ethnicity

Which of the following best describes your ethnic background? Select one option only.

White	Mixed ethnic background	Asian or Asian British	Black or Black British	Chinese	Other
68	2	0	1	0	2

Disability

Do you consider yourself to be disabled in any way?

Yes	No	Prefer not to say
26	41	6

If you answered yes to the previous question, please tell us how your disability affects you. Select as many as apply.

It affects my mobility	It affects my vision	It affects my hearing	My disability affects me in another way	Prefer not to say
8	1	1	15	9

Communications and engagement evaluation

This survey was promoted using a range of methods. This included the Torbay Council website, social media channels, newsletters such as One Torbay and our Schools newsletter. It was also mentioned and linked to in all the communications around the main Residents' Satisfaction Survey, and linked from the [Consultation page](#) of the council's website.

The online version of the survey was also emailed to a range of stakeholders, including:

- Our Fostering families
- Torbay Communities
- Imagine This Partnership
- Play Torbay
- HealthWatch
- Local NHS partners
- Brixham Town Council
- Torbay Association of Primary Schools (TAPS)
- Torbay Association of Secondary Schools (TASH)
- Six local scout and cadet groups
- Young people involved with the Children and Young People's Participation Team.

Paper copies of the survey were taken to all the Roadshows held for the main Residents Satisfaction Survey. There were also separate sessions with the Children and Young People's Participation Team. Paper copies were also taken to additional events and venues such as:

- Baton of Hope event
- Cockington Apple Day
- Torre Abbey
- Torquay Museum
- Riviera International Conference Centre
- Torquay, Brixham and Paignton Libraries
- Brixham Town Council
- Sound Communities
- Youth club at the Acorn Centre in Torquay

Lessons learned

In general, engagement with young people in the survey is much lower than older demographics. We know that we need to work much harder to get one young person to respond to our surveys than to get a relatively high volume of responses from older, particularly retired people. This is particularly the case with something like a general Residents' Survey where many of the local

services mentioned such as waste collections possibly don't seem that relevant to some young people.

Running the 12-15 survey alongside the main Residents' Satisfaction Survey is challenging because the main focus is on the main survey and roadshows and this takes up most of the time and capacity of those working on it which does not leave much room for the additional survey. For future surveys it may be better to run this survey at a slightly different time to the main Resident's Satisfaction Survey. For example, just before or just after, or in fact to have a member of the team focused solely on the 12-15 survey to ensure it is able to be prioritised more. This is particularly the case when seeking younger people's views. As mentioned above, we find we have to work much harder to get young people's views, whereas if you do a roadshow in a town centre you will get a lot of older people proactively giving their views for the surveys.

Although there was some targeted work with young people through community and voluntary sector and with help from the Children and Young People's Participation Team, there is definitely scope to do more next time around but we would need to invest a lot more time, for example possibly spending time in school PHSE classes and other relevant lessons.

Recommendations for next year

The main recommendation for next time would be to either do the 12-15 survey at a different time to the main Resident's Satisfaction Survey to ensure it could be given the necessary focus and targeting, or to assign one member of the team to focus on the 12-15 survey.

There would also need to be more of a focus on targeted events for 12-15 year olds so it might be that we need to reduce the number of town centre roadshows for the general Residents' Satisfaction Survey and focus more on getting responses from a younger demographic.