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Date: Monday, 18 September 2023

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Dear Member

CABINET - TUESDAY, 19 SEPTEMBER 2023

I am now able to enclose, for consideration at the Tuesday, 19 September 2023 meeting of the Cabinet, the following reports that were unavailable when the agenda was printed.

Agenda No	Item	Page
9.	Draft Community and Corporate Plan 2023-2043	(Pages 2 - 12)

Yours sincerely

Lisa Antrobus
Clerk

Torbay Residents Survey 2023 Report

Appendix - Results from survey of 12-15 year olds

Introduction

As part of the Residents Satisfaction Survey, we wanted to hear the voice of young people. The Residents Satisfaction Survey was open to those aged 12 and over with one question omitted.

Whilst the main Residents Satisfaction Survey closed on Friday 21 July, a decision was made to extend the survey for 12-15 year olds over the summer until the first week of school term to enable more people to respond, so it closed on Wednesday 13 September.

This appendix to the report provides the results from those 12-15 year olds who completed the survey.

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?".

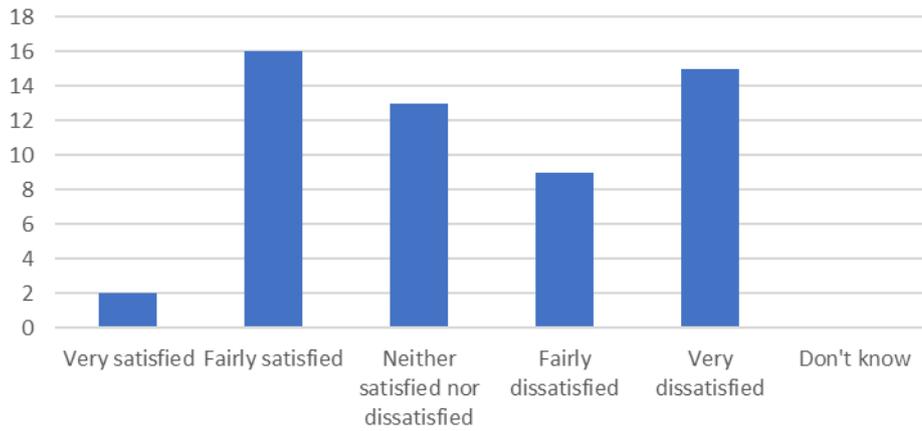
The survey for 12-15 year-olds was predominantly the same as the general Residents Survey, with a slight difference as there was an additional question on the survey for 12-15 year olds to ask for their views on anti-social behaviour and one question omitted (value for money).

The survey for 12-15 year-olds was purely an online survey on MS Forms. It was linked from the main Residents Survey on the Torbay Council website, mentioned in all press releases about the Residents Survey also promoted via social media and signposted via direct emails to key stakeholders such as schools and organisations working with young people.

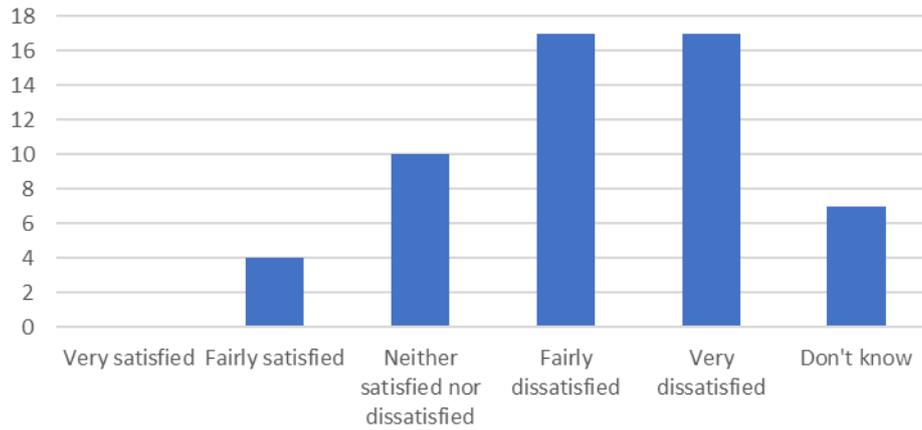
Findings

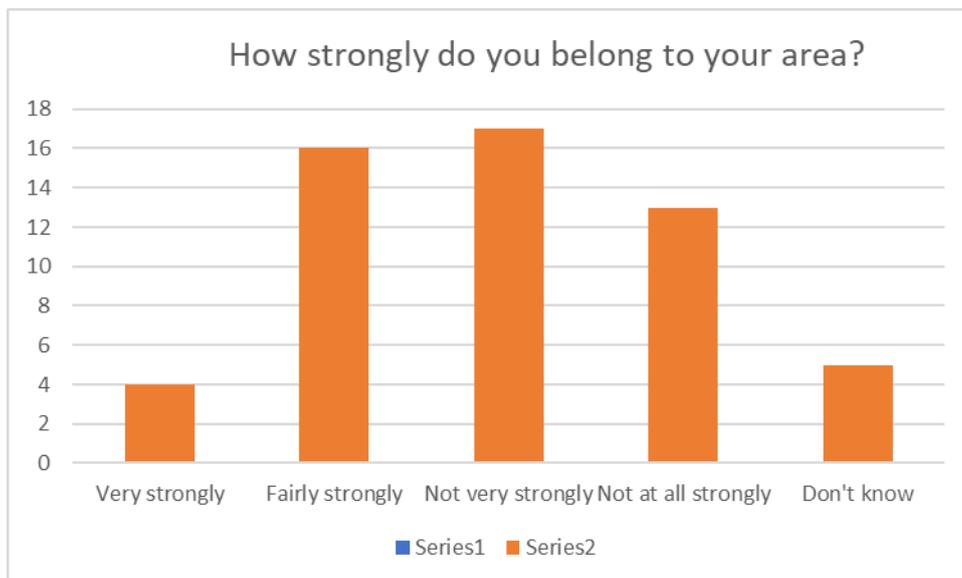
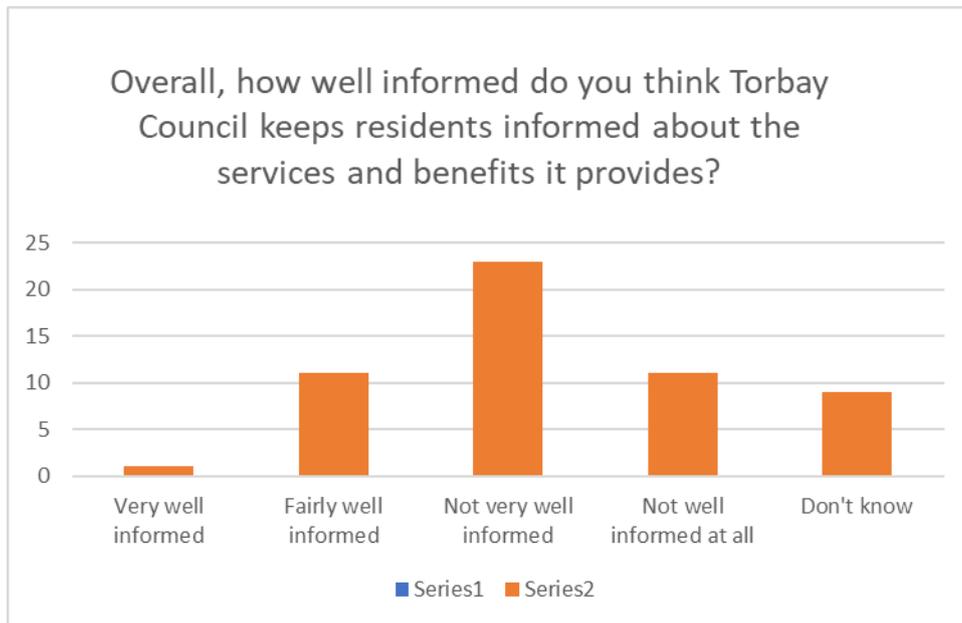
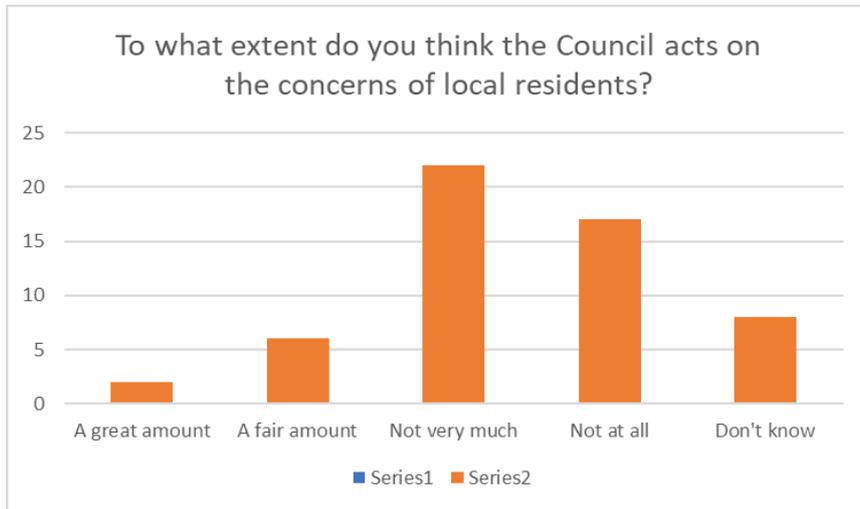
55 responses were received which is comparable as 31 respondents to the main survey fell in the 16-24 age bracket. When the initial Residents Survey closed on 21 July there were only 28 responses to the 12-15 year olds survey. The increase in responses through to September demonstrates that it was worth extending the closing date over the summer as the number of responses almost doubled.

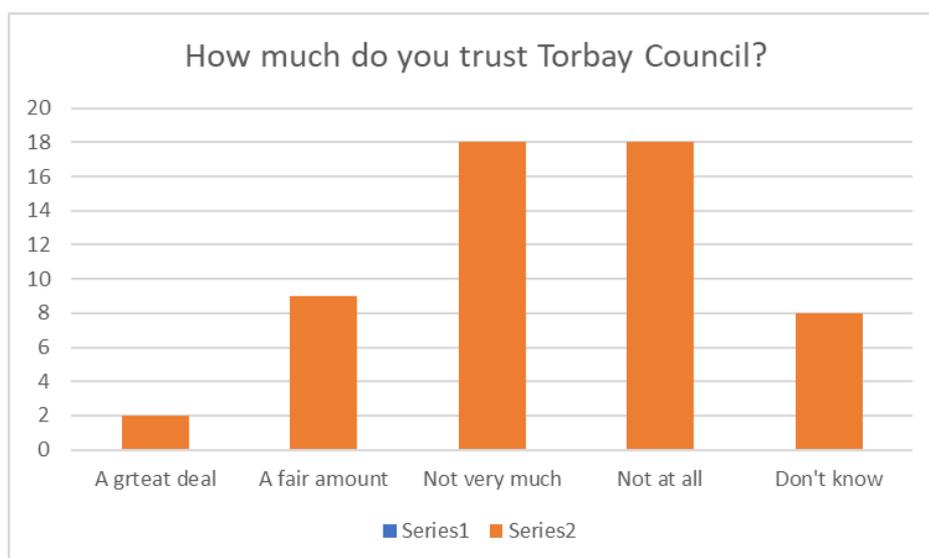
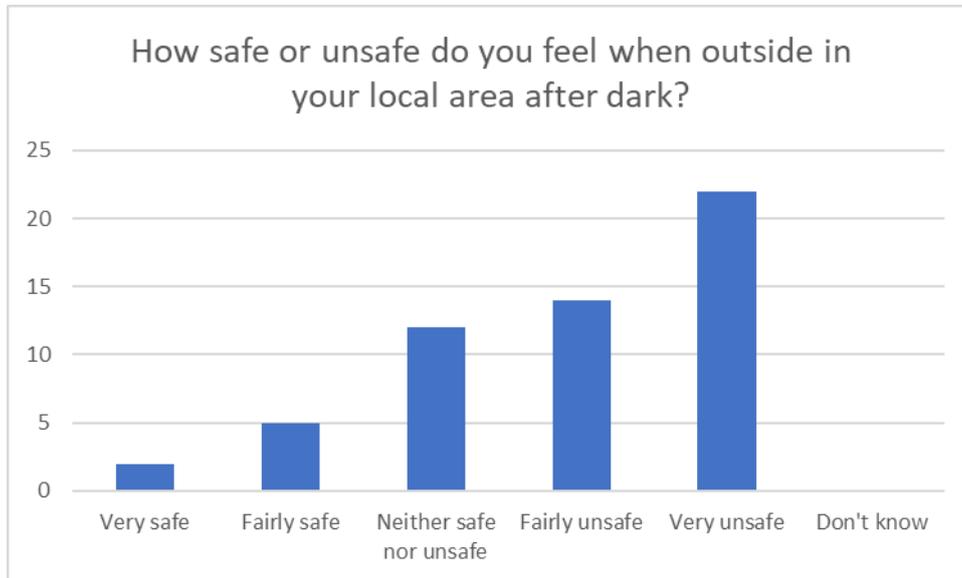
Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Overall, how satisfied or dissatisfied are you with how Torbay Council runs things?



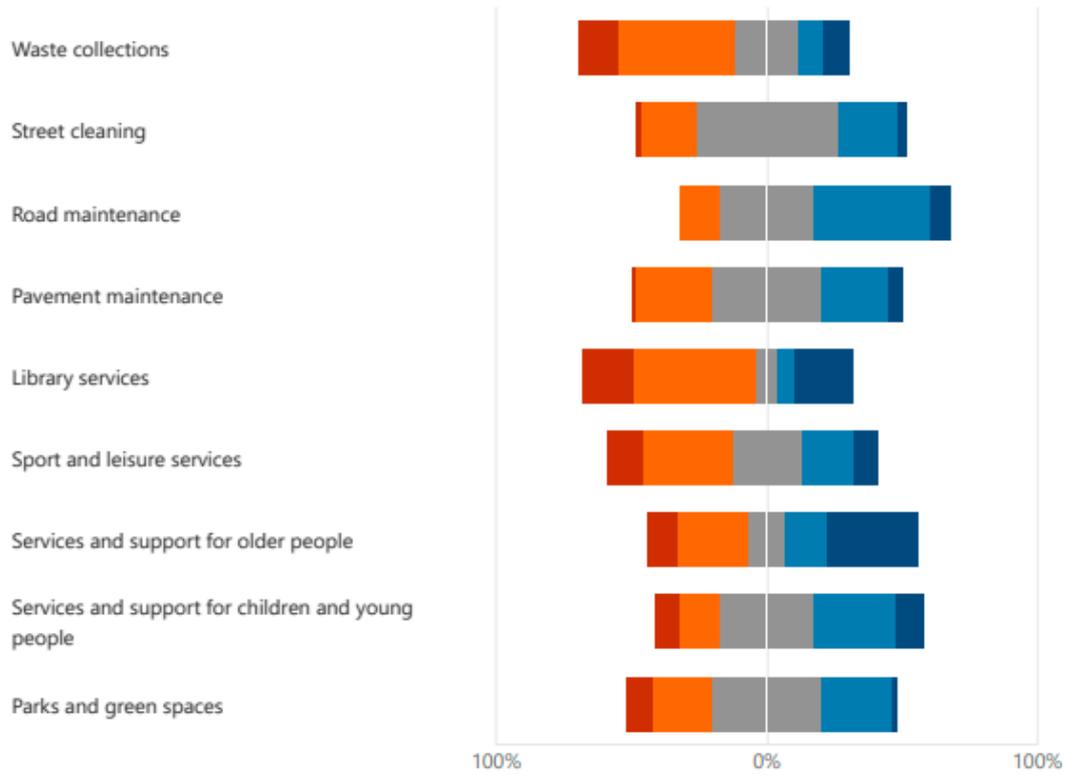




10. Satisfaction with services

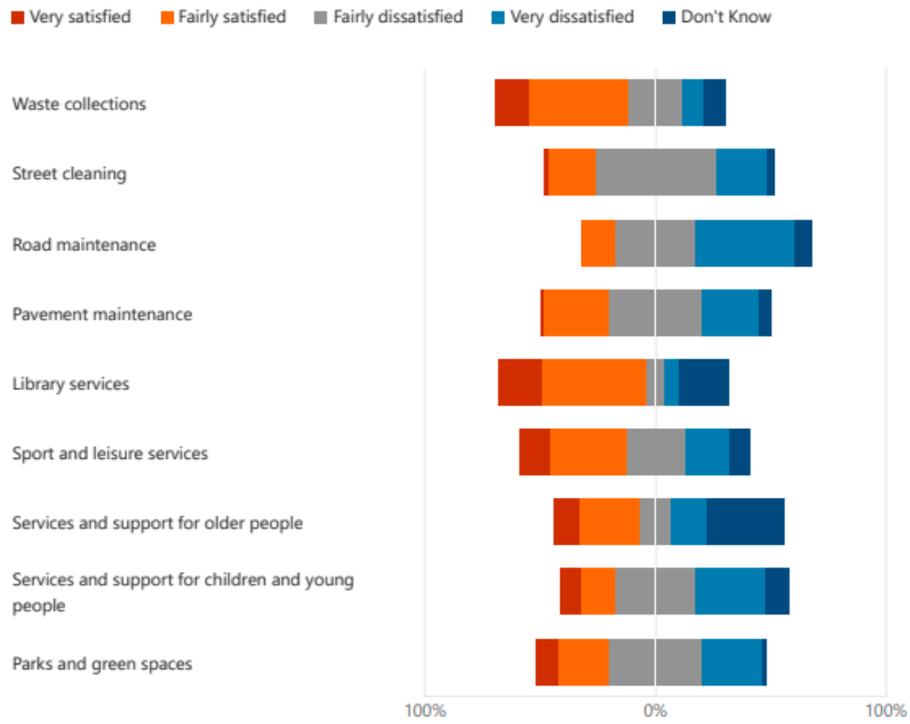
Below are a number of different types of services that are provided by Torbay Council. Please say how satisfied or dissatisfied you are overall with the council's...

■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied
 ■ Don't Know

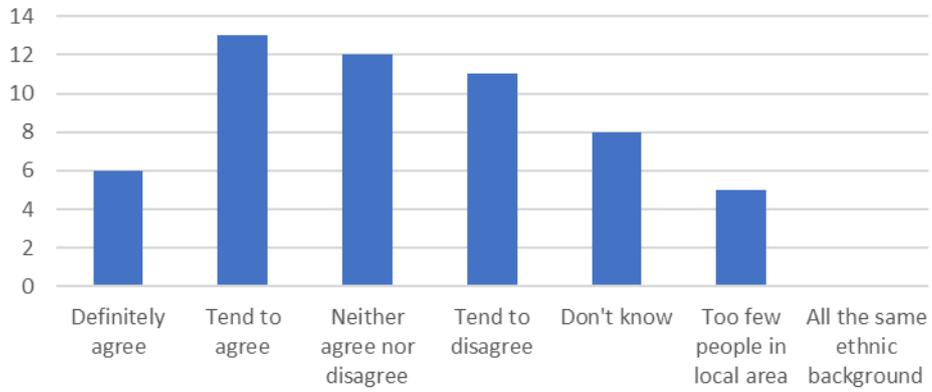


10. Satisfaction with services

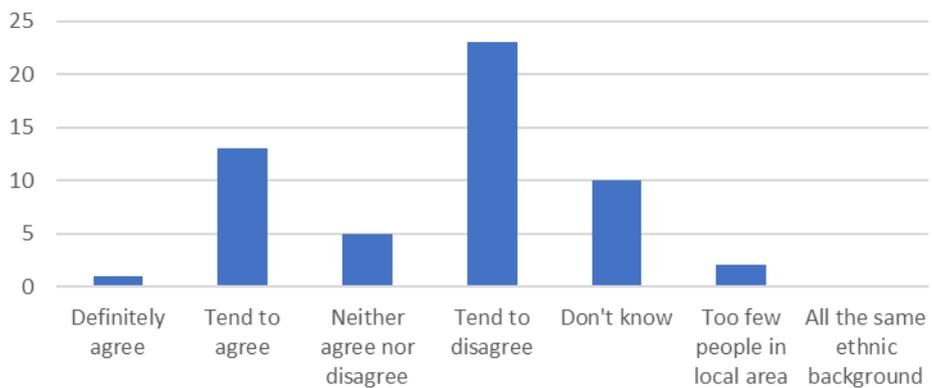
Below are a number of different types of services that are provided by Torbay Council. Please say how satisfied or dissatisfied you are overall with the council's...



To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?



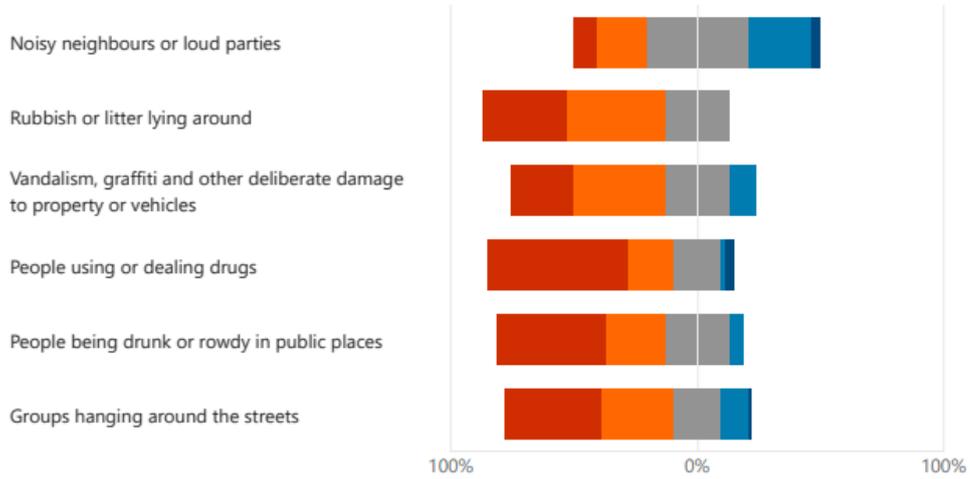
To what extent would you agree or disagree that people in this local area pull together to improve the local area?



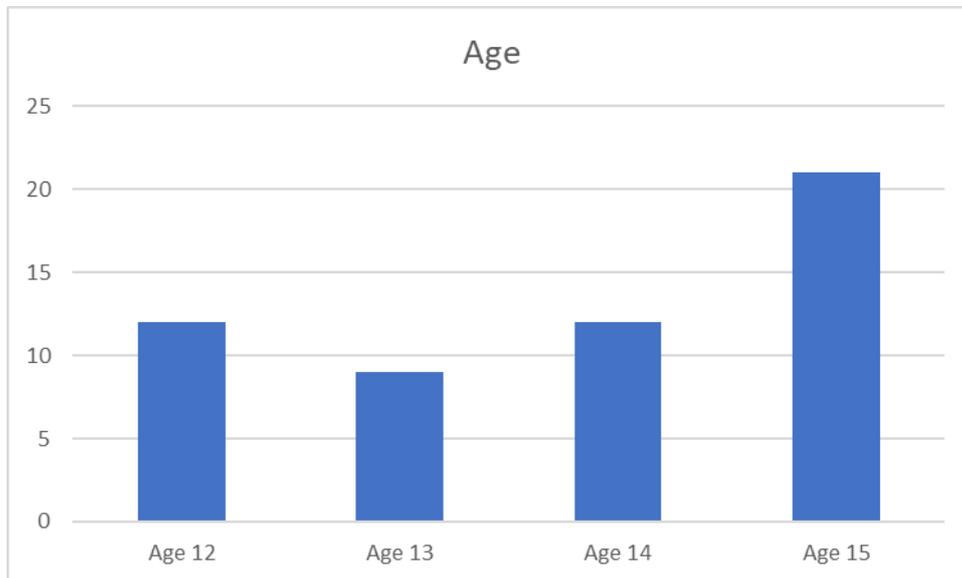
13. Anti-social behaviour

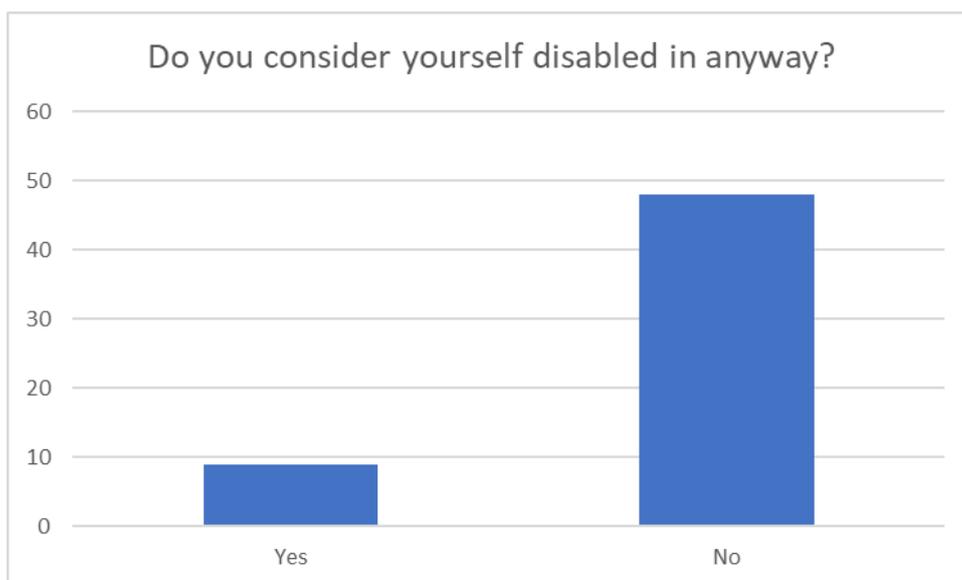
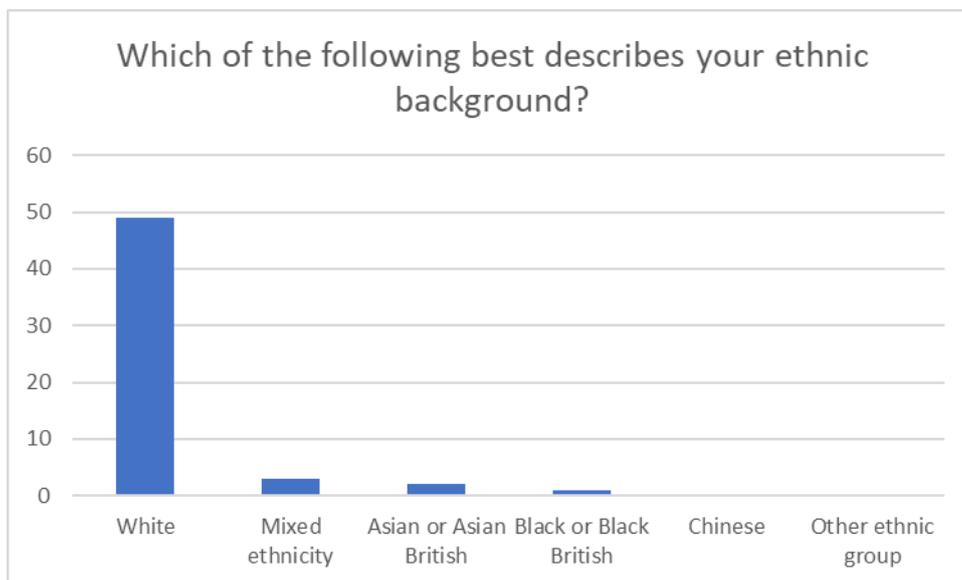
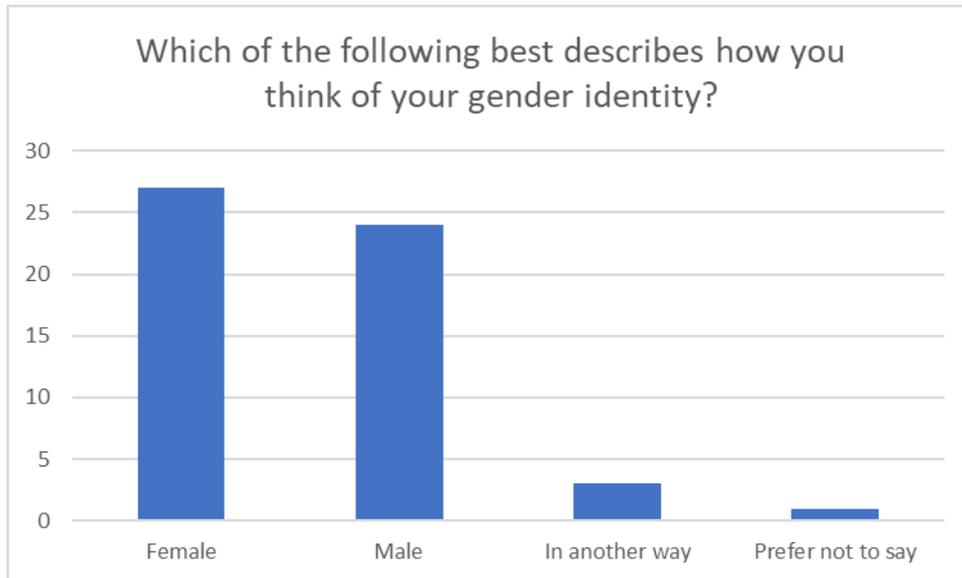
Thinking about this local area, how much of a problem do you think each of the following are....

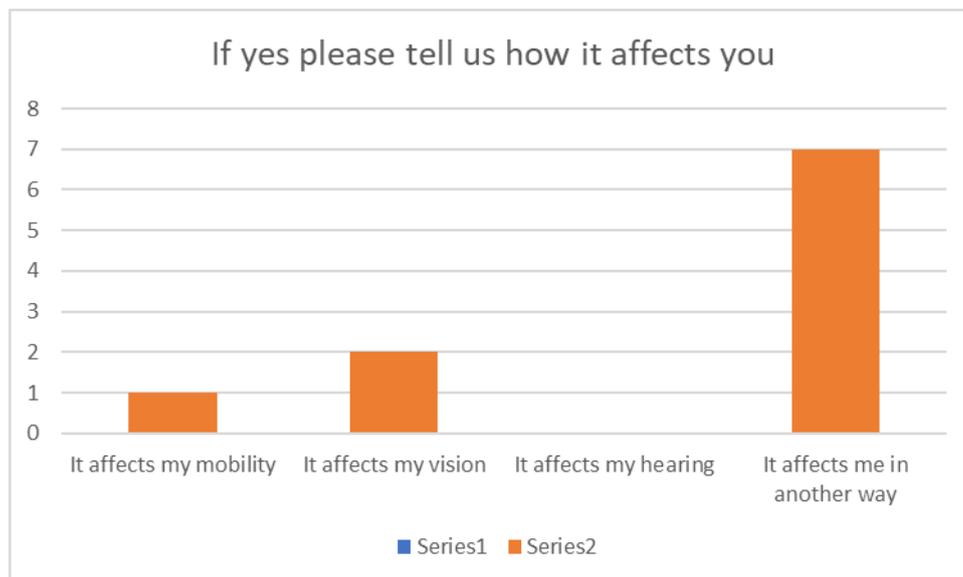
■ A very big problem ■ A fairly big problem ■ Not a very big problem ■ Not a problem at all
■ Don't Know / No opinion



Demographics







Communications and engagement evaluation

As mentioned in the introduction and methodology section, the survey for 12-15 year-olds was mentioned and linked to at every opportunity when we were promoting the main Residents Satisfaction Survey, so it was included in things like the press releases, One Torbay articles, on the Torbay Council website and linked from the main webpage.

In addition to the general publicity (social media, press, Govdelivery newsletters etc), there was specific targeted communications directing people to the survey for 12-15 year olds that were sent directly to key stakeholders. This included a letter/email from the Chief Executive sent to all primary and secondary schools in June 2023 encouraging them to share the survey with pupils. The Council's Participation Officer was also sent the link and asked to share it via her networks.

The survey link was sent to young people's organisations including:

- Imagine This Partnership
- Sound Communities
- Torbay Community Development Trust
- Tissues and Issues
- Play Torbay
- Yes Brixham
- South Devon College
- Young Devon
- The Holidays and Food (HAF) Programme

A follow up/reminder message was sent to these partners on 7 September.

In addition, the survey was sent to more general partners in Torbay including:

All of the Community Partnerships

- Active Devon
- Brixham Town Council
- SWISCo
- UNESCO Global Geopark
- Wild Planet Trust

- Devon Wildlife Trust
- Eat That Frog
- Torquay Chamber of Commerce
- Devon and Cornwall Police
- Devon and Somerset Fire and Rescue
- Local NHS organisations
- Torbay Business Forum
- LiveWest
- Westward Housing
- Sanctuary Housing
- Torbay Deaf
- Visual Eyes
- Local Spark
- Diversity Business Incubator
- Torquay Allotments