This version of the questionnaire is for people who have NOT received a direct invitation by letter to take part in the survey.

If you press 'Save', it makes sure you don't lose your progress. Also, you can quit the questionnaire and resume later from where you left off. To resume in this way, follow the same link you used to get into this questionnaire.

At some points it may appear as if you miss a question. This is because your response to one question may mean you automatically skip the following question.

There are word limits on the free text questions so please try to be as concise as possible.

At the end, press 'Submit' to send off your answers.
Section A: About your neighbourhood

In this section, please answer about 'your local area', meaning your neighbourhood. If this is unclear, think in terms of the area within 20 minutes walk of your home.

Q1
Which of the things below are most important in making somewhere a good place to live?

You can only choose a maximum of 5 things

<table>
<thead>
<tr>
<th>Access to nature</th>
<th>The level of pollution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities for teenagers</td>
<td>The level of traffic congestion</td>
</tr>
<tr>
<td>Affordable decent housing</td>
<td>Parks and open spaces</td>
</tr>
<tr>
<td>Clean streets</td>
<td>Public transport</td>
</tr>
<tr>
<td>Community activities</td>
<td>Race relations</td>
</tr>
<tr>
<td>Cultural facilities (e.g. libraries, museums)</td>
<td>Road and pavement repairs</td>
</tr>
<tr>
<td>Education provision</td>
<td>Shopping facilities</td>
</tr>
<tr>
<td>Facilities for young children</td>
<td>Sports and leisure facilities</td>
</tr>
<tr>
<td>Health services</td>
<td>Wage levels and local cost of living</td>
</tr>
<tr>
<td>Job prospects</td>
<td>Other</td>
</tr>
<tr>
<td>The level of crime</td>
<td>None of these</td>
</tr>
</tbody>
</table>

Other Q1 - most important (20 words max)
Q2

Which of the things below, if any, do you think **most need improving** in your neighbourhood?

**YOU CAN ONLY CHOOSE A MAXIMUM OF 5 THINGS**

- 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
- Public transport
- Race relations
- Road and pavement repairs
- Shopping facilities
- Sports and leisure facilities
- Wage levels and local cost of living
- Other
- None of these
- Don't know

Other Q2 - most need improving (20 words max)
Q3
Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q4
How strongly do you feel you belong to your neighbourhood?
- Very strongly
- Fairly strongly
- Not very strongly
- Not at all strongly
- Don't know

Q5
How good or bad is your neighbourhood for...?

<table>
<thead>
<tr>
<th></th>
<th>Very good</th>
<th>Fairly good</th>
<th>Fairly bad</th>
<th>Very bad</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walking around</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cycling around</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children playing outside</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting to a park or open space</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What is it that makes you say your neighbourhood is bad for walking around? 20 words max

What is it that makes you say your neighbourhood is bad for cycling around? 20 words max

What is it that makes you say your neighbourhood is bad for children playing outside? 20 words max

What is it that makes you say your neighbourhood is bad for getting to a park or open space? 20 words max
Q6
Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?
- At least once a week
- Less than once a week but at least once a month
- Less often
- I give unpaid help as an individual only and not through groups, clubs or organisations
- I have not given any unpaid help at all over the last 12 months
- Don't know

Q6a
How many hours, if any, do you normally spend doing voluntary work in an average week? NUMBERS ONLY, DECIMAL PLACES OK

Q7
To what extent do you agree or disagree that you can influence decisions affecting your local area?
- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Don't know

Q8
Generally speaking, would you like to be more involved in decisions that affect your local area?
- Yes
- No
- Depends on the issue
- Don't know

Section B: The economic climate

Q9
How do you feel about your finances and standard of living?
- Very comfortable
- Comfortable
- Some months comfortable, some months struggling to get by
- Struggling to get by
- Not getting by

Q10
How confident or worried do you feel about where your finances and standard of living will be in two years time?
- Very confident
- Fairly confident
- Fairly worried
- Very worried
### Q11
This question asks about some of the most important services councils provide. While most people do not use them, they account for a lot of council spending.

**How satisfied or dissatisfied are you with ...?**

<table>
<thead>
<tr>
<th>Council services and support for vulnerable adults</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Does not apply /don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council services and support for children and young people</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Q12
The following services are provided by or supported by North Somerset Council. They are the sort of things which everyone might have a view on as they are services used by nearly everyone.

**How satisfied or dissatisfied are you with...?**

<table>
<thead>
<tr>
<th>Overall, the condition of roads</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Does not apply /don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, the condition of pavements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keeping public land clear of litter and refuse</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How clean the street is outside your home today</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recycling collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rubbish collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Q13
Below is a list of widely-used services provided or supported by North Somerset Council.

**When was the last time you used each of these?**

<table>
<thead>
<tr>
<th>Local tip/ Household Waste Recycling Centre</th>
<th>Within the past 7 days</th>
<th>Within the past 30 days</th>
<th>Within the past year</th>
<th>Before then/never used</th>
<th>Does not apply /don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local transport information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local bus services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sports/leisure facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Libraries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks and open spaces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Playhouse</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Winter Gardens</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Q14

**How satisfied or dissatisfied are you with...?**

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Does not apply / don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local tip/Household Waste Recycling Centre</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local transport information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local bus services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sports/leisure facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Libraries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks and open spaces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Playhouse</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Winter Gardens</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Section D: Rubbish and recycling

These are among the most widely-used services and so get special attention in this section.

<table>
<thead>
<tr>
<th>Q15</th>
<th>When, if ever, did you last put recyclable waste into these containers?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Today/yesterday</td>
</tr>
<tr>
<td>Green box for recycling</td>
<td>☐</td>
</tr>
<tr>
<td>Brown box for food waste</td>
<td>☐</td>
</tr>
<tr>
<td>Green bag for green garden waste</td>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q16</th>
<th>How satisfied are you with each of the following elements of the kerbside recycling service?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very satisfied</td>
</tr>
<tr>
<td>Overall, the green box recycling service</td>
<td>☐</td>
</tr>
<tr>
<td>Overall, the brown box (food) recycling service</td>
<td>☐</td>
</tr>
<tr>
<td>Overall, the green bag recycling service</td>
<td>☐</td>
</tr>
</tbody>
</table>
### Section E: Children and families

#### Q17

**How satisfied are you with...?**

<table>
<thead>
<tr>
<th>The quality of education for children (aged 5 to 16) in North Somerset</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The amount of leisure activities, outside school, available for children aged 0 to 10</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The amount of leisure activities, outside school, available for young people aged 11-19</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Q18

'Formal childcare' means childcare where you leave your child with a registered childcare provider like a nursery, childminder, out of school club or holiday club.

Have you, within the past 12 months, used any **formal childcare** within North Somerset?

- Yes
- No

#### Q19

Considering all your experience of formal childcare within North Somerset over the past 12 months, overall how satisfied are you with it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

#### Q20

Have you used a Children's Centre in North Somerset in the past year?

- Yes
- No
- Not sure
Thinking about the Children's Centre(s) in North Somerset which you have used in the past year, overall how satisfied are you with the services it/they provide(s)?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know
### Section F: Council services overall

**Q22**

How satisfied or dissatisfied are you overall with the services provided by North Somerset Council?
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

### Section G: Caring

**Q23**

Do you look after, or give help or support to family members, friends, neighbours or others because of either:

- long-term physical or mental ill health/disability?
- problems related to old age?

Do not count anything you do as part of your paid employment
- No
- Yes, 1 to 19 hours a week
- Yes, 20-49 hours a week
- Yes, 50 or more hours a week

**Q24**

In the past 12 months, have you had a carer's assessment?
- Yes
- No

**Q25**

In the past 12 months, have you had any contact with the organisation 'Crossroads Care North Somerset'?
- Yes
- No
- Not sure

**Q26**

In the past 12 months, have you had support from the organisation 'Crossroads Care North Somerset'?
- Yes
- No

**Q27**

Do you think you would like support from the organisation 'Crossroads Care North Somerset'?
- Yes
- No
- Not sure
If you want support or more information for carers, please see the council's website. Or contact the council's Care Connect service by email or by phone (Mon-Fri, 8am to 6pm) on 01934 888 801 or 01275 888 801.
Section H: Contact with the council

The council has a duty to keep people informed on various issues. This section asks about your use of different media in some detail. This may not seem core council business but we need to know what is the most cost-effective way of providing information.

Q28
Firstly some questions to help us know how many and what types of people use the internet for what sorts of things. This is to help us know to what extent we can rely on (far cheaper) online methods of communicating and how many people need things on paper/by phone.

Which of the following do you have easy access to at home?

**TICK ANY THAT APPLY**

- [ ] Computer
- [ ] Dial-up internet connection
- [ ] Broadband
- [ ] Mobile internet device (e.g. smartphone, tablet)

Q29
Which of the following do you have easy access to, when not at home (e.g. at a library, at work)?

**TICK ANY THAT APPLY**

- [ ] Computer
- [ ] Internet connection
- [ ] Broadband

Q30
How confident do you feel using ...?

<table>
<thead>
<tr>
<th>The internet</th>
<th>Very confident</th>
<th>Fairly confident</th>
<th>Not very confident</th>
<th>Not at all confident</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q31
When, if ever, was the last time you did any of the following?

<table>
<thead>
<tr>
<th>Used the internet with broadband</th>
<th>Today /yesterday</th>
<th>Within past 7 days</th>
<th>Within past 30 days</th>
<th>Before then/never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used the internet with dial-up connection</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bought something on the internet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Used the Libraries Southwest online service</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q32. When, if ever did you last read the council's monthly magazine North Somerset Life?

- Within past 30 days
- Within past 12 months
- Before then
- Never

Q33. How **useful** do you find the following as sources of information about the council and its services?

<table>
<thead>
<tr>
<th>Source</th>
<th>Very useful</th>
<th>Fairly useful</th>
<th>Not very useful</th>
<th>Not at all useful</th>
<th>Never used</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Somerset Council website</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Somerset Life magazine</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local newspapers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local radio</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local TV news (BBC/ITV)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facebook</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Twitter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q34. How important is it for the council to keep you informed about what it is doing?

- Very important
- Important
- Not very important
- Not at all important

Q35. How well informed do you feel about each of the following?

<table>
<thead>
<tr>
<th>Information</th>
<th>Very well informed</th>
<th>Fairly well informed</th>
<th>Not very well informed</th>
<th>Not at all well informed</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>How your council tax is spent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The council's plans for dealing with proposed budget reductions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How you can get involved in local decision-making</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall, about the council and the services and benefits it provides</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Section I: Contacting the council.

We need to be there to respond to all sorts of enquiries, take reports of things that need mending, take payments and many other 'contact services'. This section is to help us find out how we are doing and what are the most efficient ways to provide this service.

Q36
Have you made any sort of contact with North Somerset Council in the past 12 months...?
- Yes
- No

Q37
How have you contacted the council within the past 12 months ...?

TICK ANY THAT APPLY

- Phoned the council
- Emailed the council
- Council website
- Letter to the council
- Visiting council admin office (town hall etc)
- Visiting another council site (library etc)
- Social media (council's Twitter feed or Facebook page)
- Other

Q38
Having contacted the council, how satisfied are you that you got what you wanted as a result of making that contact?

IF YOU HAVE CONTACTED THE COUNCIL MORE THAN ONCE IN THE PAST 12 MONTHS, PLEASE ANSWER THE NEXT TWO QUESTIONS THINKING ABOUT THE MOST RECENT CONTACT

- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know/can't remember/does not apply

Q39
Overall, regardless of the final outcome, how satisfied are you with the way you were dealt with while making that contact?

- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know/can't remember/does not apply

Q40
What was it that led you to feel dissatisfied with the way you were dealt with while making that contact?

MAX 50 WORDS
## Section J: North Somerset Council

### Q41

<table>
<thead>
<tr>
<th></th>
<th>A great deal</th>
<th>To some extent</th>
<th>Not very much</th>
<th>Not at all</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strikess a good balance of keeping council tax low and maintaining services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Takes account of residents' views when making decisions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Promotes good relations between diverse part of the community (race, disability, age, religion, sexuality etc)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Promotes lifelong education and training-for-work opportunities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Promotes health and well-being</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Promotes employment and economic prosperity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is working to make the area safer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is working to make the area cleaner and greener</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Q42

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Tend to agree</th>
<th>Neither agree nor disagree</th>
<th>Tend to disagree</th>
<th>Strongly disagree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Somerset Council provides value for money</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Somerset Council and other local public services work well together to improve public services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Q43

And now, taking everything into account, how satisfied or dissatisfied are you with the way North Somerset Council runs things?
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know
Section K: Community safety

The council works with the police to tackle crime and anti-social behaviour.

Q44
How safe or unsafe do you feel when outside in your local area during the day?
- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

Q45
How safe or unsafe do you feel when outside in your local area after dark?
- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

Q46
Which, if any, of these town centres have you been to in the past 12 months?

TICK ANY THAT APPLY
- Clevedon town centre or seafront
- Nailsea town centre
- Portishead town centre or marina
- Weston-super-Mare town centre or seafront
- None of the above

Q47
How safe or unsafe do you feel when in these places after dark?

<table>
<thead>
<tr>
<th>Place</th>
<th>Very safe</th>
<th>Fairly safe</th>
<th>Neither safe nor unsafe</th>
<th>Fairly unsafe</th>
<th>Very unsafe</th>
<th>Don't know / haven't been after dark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clevedon town centre or seafront</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nailsea town centre</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Portishead town centre or marina</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weston-super-Mare town centre or seafront</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q48

How concerned are you about any of the following crimes affecting you personally in North Somerset?

**TICK ANY THAT APPLY**

<table>
<thead>
<tr>
<th>Crime</th>
<th>Very concerned</th>
<th>Quite concerned</th>
<th>Not very concerned</th>
<th>Not at all concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burglary from home</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Violent crime (including robbery)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sexual assault</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assault due to race, disability, age, religion, sexuality etc</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Theft of motor vehicle</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Theft from motor vehicle</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q49

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

<table>
<thead>
<tr>
<th>Problem</th>
<th>A very big problem</th>
<th>A fairly big problem</th>
<th>Not a very big problem</th>
<th>Not a problem at all</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noisy neighbours or loud parties</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teenagers hanging around the streets</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rubbish or litter lying around</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vandalism, graffiti and other deliberate damage to property or vehicles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>People being attacked or harassed because of their skin colour, ethnic origin or religion</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>People using or dealing drugs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>People being drunk or rowdy in public places</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abandoned or burnt out cars</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>People being harassed or intimidated</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q50

Drinking is an important safety issue, so it is very useful to get an idea of drinking patterns in North Somerset. This survey is anonymous so please be candid.

One unit of alcohol is about:
- half a standard glass of wine, OR
- half a pint of normal-strength (4%) beer OR
- single pub measure of spirits

In the past 7 days, roughly how many units of alcohol have you drunk?

NUMBERS ONLY

PLEASE (0 if you've had no alcohol in past 7 days)
Q51

In the past 7 days how many individual sessions have you had where you have drunk...

If you are a man: 8 or more units in that session
If you are a woman: 6 or more units in that session

NUMBERS ONLY
PLEASE
Section L: About you
Now for a few questions about you and your circumstances. This survey is anonymous, but we hope you will bear with us because it is a vital part of surveys like this to know what types of people want different things.

Data protection
This data is being collected by North Somerset Council, to see how survey results differ among different parts of the community (e.g. among younger vs. older people). Survey responses will be statistically compared with other council data, at address level, in order to better understand community needs. We have no need to, and guarantee not to, attempt to identify people nor link individuals with any survey answers. You are free not to provide responses to these (or any) survey questions. In answering questions in this section you are giving consent to the use of information purely for the purposes of the statistical analysis, outlined above, backed by our guarantee to store and process it strictly in line with the Data Protection Act 1998.

Q52 Are you male or female?
- Male
- Female

Q53 How old are you?
Years (WHOLE NUMBERS ONLY PLEASE) 

Q54 Are your day-to-day activities limited because of a health problem or disability, which has lasted, or is expected to last, at least 12 months?
Include problems related to old age
- Yes, limited a lot
- Yes, limited a little
- No

Q55 What is your postcode?

<table>
<thead>
<tr>
<th>Q55</th>
<th>Apart from yourself, how many people live in your household?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Aged 18 or over</td>
<td></td>
</tr>
<tr>
<td>Dependant children aged under 18</td>
<td></td>
</tr>
</tbody>
</table>
Q56
Which of these activities best describes what you are doing at present?

- Employee in full-time job (30 hours plus per week)
- Employee in part-time job (under 30 hours per week)
- Self employed full or part-time
- On a government supported training programme (e.g. Apprenticeship/Training for Work)
- Full-time education at school, college or university
- Unemployed and available for work
- Permanently sick / disabled
- Wholly retired from work
- Looking after the home
- Doing something else

Q56a
What else?

Q57
Which single thing below would you most like to change to be more healthy?

- Healthy eating
- Weight loss
- Stopping smoking
- Being physically active (two-and-a-half hours moderate intensity per week)
- Drinking within lower-risk alcohol drinking limits
- Other health initiative
- None, I don't want to change anything to be more healthy

Q58
As part of the Military Covenant, we need to make sure no-one is disadvantaged purely because of military service, so this is something we need to track. Is anyone in your household (i.e. who normally lives with you)?

- Currently serving in the regular forces
- Currently serving in the reserves or TA
- Veteran of the reserves or TA
- Veteran of the regular forces (left forces after 1986)
- Veteran of the regular forces (left forces before 1987)
Q59  Do you have easy access to a car or a van?
   - Yes
   - No

Q60  Do you own or manage a business in North Somerset?
   - Yes
   - No

Q61  How long have you lived in your current neighbourhood?

   Years (WHOLE NUMBERS ONLY PLEASE) 

Q62  How would you describe yourself?

**TICK ONE**

**A: White**
- Welsh/English/Scottish/ Northern Irish/British
- Irish
- Gypsy or Irish Traveller
- Any other white background

**B: Mixed/multiple ethnic groups**
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic background

**C: Asian or Asian British**
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

**D: Black/African/Caribbean/Black British**
- African
- Caribbean
- Any other Black/African/Caribbean background

**E: Other ethnic group**
- Arab
- Any other ethnic group
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q63</td>
<td><strong>What is your religion?</strong></td>
</tr>
<tr>
<td></td>
<td>- No religion</td>
</tr>
<tr>
<td></td>
<td>- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)</td>
</tr>
<tr>
<td></td>
<td>- Buddhist</td>
</tr>
<tr>
<td></td>
<td>- Hindu</td>
</tr>
<tr>
<td></td>
<td>- Jewish</td>
</tr>
<tr>
<td></td>
<td>- Muslim</td>
</tr>
<tr>
<td></td>
<td>- Sikh</td>
</tr>
<tr>
<td></td>
<td>- Any other religion</td>
</tr>
<tr>
<td>Q64</td>
<td><strong>Do you identify as...?</strong></td>
</tr>
<tr>
<td></td>
<td>- Gay</td>
</tr>
<tr>
<td></td>
<td>- Lesbian/gay woman</td>
</tr>
<tr>
<td></td>
<td>- Bisexual</td>
</tr>
<tr>
<td></td>
<td>- Heterosexual</td>
</tr>
<tr>
<td></td>
<td>- Other</td>
</tr>
<tr>
<td></td>
<td>- Prefer not to say</td>
</tr>
<tr>
<td>Q65</td>
<td><strong>Is your gender identity the same as the gender you were originally assigned at birth?</strong></td>
</tr>
<tr>
<td></td>
<td>- Yes</td>
</tr>
<tr>
<td></td>
<td>- No</td>
</tr>
<tr>
<td></td>
<td>- Prefer not to say</td>
</tr>
</tbody>
</table>
Section M: The Citizen's Panel
Would you like to have a regular say in the way the council prioritises and runs its services? North Somerset Citizens’ Panel is made up of around 1,300 people who regularly take part in surveys and other consultation activity to shape council services. Taking part is voluntary and you will typically receive two or three consultations a year. If you are 16 or over, why not join and give us your views?

Any personal information you provide here will be stored and used only by North Somerset Council for the purposes of contacting you for consultations run via the Citizens' Panel. In some cases, where it makes financial sense, a company manages parts of Citizens' Panel consultations. In these cases your email or postal address is passed to the company purely for the purpose of conducting the consultations. Council staff manage the process and the council remains responsible for the security of your information in compliance with the Data Protection Act.

Q66
Would you like to apply to be part of the Citizen’s Panel?
 Yes
 No

Q67
Please provide a name (first name is fine) so that we can contact you about the Citizen’s Panel
Name

Q68
Would you like the council to contact you with questionnaires etc by post or by email?
 By post
 By email - email saves time and council tax money

Q69
If you want us to contact you about the Citizen’s Panel by post, please provide your postal address.
Address first line
Address second line
Address Third line
Postcode

Q72
If you want us to contact you about the Citizen’s Panel by email, please provide your email address.
Section N: Council information delivered to you by email

Q70  Would you like us to keep your email address to email you updates on council information and/or news?

The council uses an external supplier to provide this service; your email address is passed to them but council staff manage the process and the council remains responsible for the security of your information. If you tick yes, your email address will not be used for any other purpose.

- Yes, you can use my email address to update me on council information or news
- No thanks

Q71  If you want us to email you updates on council information and/or news, please provide your email address

Thank you for taking part in this survey. Occasionally people’s computer settings introduce a hiccups into this final stage of sending off the responses. So, to be on the safe side, you may want to press 'Save' before you press 'Submit'.

Once you press 'Submit' you'll go straight to the council's website homepage. There is no automatic acknowledgment of receipt of your survey response.

Results of the survey will be on the council website by 10 January 2013 at http://www.n-somerset.gov.uk/BigSurvey