

Quality of Life 2005 Survey Results

In the Spring of 2005 the Council surveyed a random selection of households across South Holland. We asked questions on quality of life issues and perceptions of South Holland District Council, you have filled in a questionnaire. The questionnaire was sent to 2,500 households in South Holland – a response rate of 17% was achieved.

Thank-you for telling us your views. Here are the main findings from the survey.

Quality of Life

Those who completed the survey (respondents) are generally satisfied with their neighbourhood as a place to live:

- 78% satisfied
- 8% dissatisfied.

You were most satisfied with:

- quality and amount of natural environment - 65%
- accessibility of the natural environment – 64%
- availability of housing – 54%
- level of social and health services available – 52%.

You were most dissatisfied with:

- level of social and health services available – 33%
- level of public transport services available – 31%
- level of cultural, recreational and leisure services available - 31%
- opportunities to participate in local planning / decisions – 28%
- employment opportunities – 26%
- affordability of housing – 24%.

Over half of you think your neighbourhood has not changed much over the past two years – 53%.

- Only 3% of you think your area has got better over the past two years.
- However, 35% think your area has got worse.



| | Agree | Disagree |
|--|-------|----------|
| I feel I can influence decisions which affect my local area. | 12% | 50% |
| By working together, people in my neighbourhood can influence decisions that affect the neighbourhood. | 34% | 34% |
| My local area is a place where people from different backgrounds and communities can live together in harmony. | 40% | 20% |

The **easiest** facilities or places you can get to are:

- **local shop** – 87%
- **bus stop** – 80%
- **Post Office** – 84%
- **doctor's surgery / GP** – 78%
- **chemist / pharmacy** – 77%
- **shop selling fresh fruit and vegetables** – 75%
- **shopping centre / supermarket** - 75%.

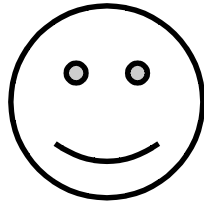
The facilities or places **most difficult** to get to are:

- **local hospital** – 37%
- **train station** – 28%
- **South Holland Centre** – 25%
- **District Council office** – 22%
- **leisure / sports centre** – 20%.

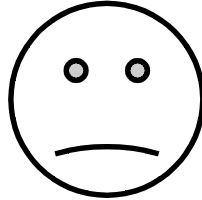
Quality of Life 2005 Survey Results

Crime and Community Safety

The majority of you feel safe **during the day** whilst outside in your local area (83%).



After dark 50% of you feel safe whilst outside in your local area.



Playing fields / parks / playgrounds and shops / pubs are the places most often seen as problem areas

South Holland District Council

- 56% of respondents have contacted South Holland District Council (SHDC) in the last 12 months.
- Amongst those respondents who have contacted the Council in the last 12 months, telephone was the most common method of contact – 69%.
- The majority of respondents found staff at the Council were friendly – 95%.

Staff at South Holland District Council



- Over two thirds of respondents think South Holland District Council maintains good quality services - 71%.
- 71% of respondents also think South Holland District Council provides enough information to residents.
- However, more than half of respondents (52%) think that SHDC does not listen to the views of local people.

Quality of Life 2005 Survey Results

Taking your views into account

Around a third of respondents are dissatisfied with the: level of social and health services available; level of public transport services available; level of cultural, recreational and leisure services available. By working with our partners (Health, County Council and the Police) much has been done to improve these services. We have introduced the dial a ride bus scheme and are building a new community sports centre in Long Sutton. For health services a new Choose and Book system is being introduced throughout the NHS, meaning that patients will be able to book their hospital appointments direct on line at GP practices in South Holland. Progress continues with work on the new South Holland Community Hospital following its outline planning permission. The hospital is being built under the Government's private finance initiative. The new hospital will have: minor injuries unit, outpatients, community nursing, physiotherapy, occupational therapy, X-ray, community beds, short term and palliative care, ambulance station plus facilities for adults and the elderly with mental illness. Construction of the building itself should begin in October 2006 with completion expected early 2008. Additionally East Lincolnshire Primary Care Trust (PCT) is making every effort to improve the shortage of NHS dentists. Last year an international recruitment initiative resulted in five Spanish dentists being recruited to work in East Lincolnshire with one of them working in Spalding. A similar initiative is being planned for later this year. For more information on health services in South Holland please read the autumn 2005 edition of South Holland Now magazine.


Although the actual level of crime in South Holland is low compared to elsewhere (Lincolnshire and East Midlands), crime and community safety is a concern for some respondents. The South Holland Crime and Disorder Partnership is continually monitoring crime rates and community safety and planning our response through the Police. The Partnership also have specific community safety projects planned for the coming year, these include: improving activities and facilities for youths; additional help in the treatment of drug users; improving crime prevention awareness; reducing the 'fear of crime'.

Very few respondents feel they can influence decisions which affect their local area. There are many ways for you to influence decisions which affect your local area. For example we do a lot of consultation – some say too much, but we do take notice when you give us your opinions at Council consultation events such as the Community Plan or Local plan events and when you complete questionnaires we send out. You can also speak to the Council directly, or to your local district ward councillor or parish councillor and we are actively looking at ways for you to further influence decisions.

Over half of respondents think that SHDC does not listen to the views of local people. Whenever we consult residents on various issues we listen to all the views we receive and these feed into the decisions we make. For example we have increased the amount of kerbside recycling in response to your requests from previous consultation exercises.

We also aim to feedback the results of large scale consultation exercises, this year we will also tell you what we have done or intend to do following feedback from residents. By doing this we will be listening and acting on what residents tell us and residents will know that their views are being taken into account. This leaflet is one example of feedback, we have also printed consultation feedback in South Holland Now Magazine.

Thank you to everyone who took the time to complete the questionnaire. If you have any comments or questions please contact the Improvement and Development Team at South Holland District Council...

 01775 761161

 improvement.team@sholland.gov.uk

 South Holland District Council
Council Offices
Priory Road
Spalding PE11 2XE