enventure research

Exeter City Council

Local Government Reorganisation survey 2025

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Enventure Research

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Contents

1. Engagement overview

Introduction

Exeter City Council is committed to listening to and engaging with its residents to help shape the future of local government in Devon. To support this, the Council commissioned Enventure Research, an independent research agency, to undertake a programme of engagement with local residents to:

- Understand what matters most to residents in relation to their local area and local services

- Gather views to help inform discussions about potential changes to local government structures

- Ensure that a wide range of residents from affected areas are given the opportunity to have their say

Engagement included both an open online survey and a representative survey with residents across the affected areas, carried out via telephone and face-to-face interviews – see the next slide for more information.

This report details the findings from this engagement programme and will help inform the final proposal on devolution and local government reorganisation that will be submitted to Government by 28 November 2025.

Research methodology

- The survey employed a questionnaire similar to that used by other neighbouring local authorities for local government reorganisation engagement work, which was adapted for the methodology.

- The survey was undertaken with residents in Exeter and the local area who were aged 16+ and would be affected by local government reorganisation using primarily a CATI methodology (Computer Aided Telephone Interviewing).

- Quotas were set to achieve a sample that was broadly representative of the local population in terms of age group, gender, and local authority area. Additional face-to-face on-street interviews were carried out to balance quotas.

- Interviews took on average no longer than 12 minutes. The survey was piloted before launch to check ease of understanding and that the length was appropriate.

- **1,100 interviews** were completed between 12 August and 25 September 2025.

- An online survey could also be completed, which provided residents the opportunity to have their say in the engagement.

- The online survey was widely promoted by the Council and could be completed between 15 August and 29 September 2025. During this time **956 responses** were received.

1,100 interviews

12 minutes on average

Interpreting the survey results

- As the survey was completed with a random sample and not the entire population of Exeter and surrounding areas, results are subject to **sampling tolerances**.

- This report contains various tables and charts. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:
  - The question may have allowed each respondent to give more than one answer (multiple choice)
  - Only the most common responses may be shown in the table or chart
  - Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
  - A response of between 0% and 0.4% will be shown as 0%

- For some questions in the representative survey, respondents were able to rate value or importance using a scale of 1 to 5. For analysis, some scores have been grouped to provide **an overall level**. For example, scores of 4 and 5 have been combined as 'valuable' or 'important' and scores of 1 or 2 as 'not valuable' or 'not important'. Where combined percentages do not equal the overall level reported (being 1% higher or lower), this is due to percentages being rounded to the nearest whole number. **Mean scores** have also been calculated from the ratings by averaging the scores across all respondents. These are clearly marked in the figures and are shown to two decimal places.

- For some questions in the online survey, respondents were given a list of options and asked to **rank** their priority choices in order. For analysis, these were then scored with first choice assigned a score of 1, second choice 2, and so on. Mean scores for each option were then calculated by averaging the scores across all respondents. In contrast to the representative survey, it should be noted that lower mean scores indicate higher priority in the online survey; for instance, a mean score closer to 1 reflects a stronger preference. Priority mean scores are clearly marked in the figures and are shown to two decimal places.

- **Statistical analysis**[2] has been used to explore differences in the results provided by key subgroups, such as age group, gender, ethnic group, disability, local authority area, and deprivation levels[3]. Where base sizes for groups are not large enough, subgroups have been combined to create larger groups. Subgroup analysis is shown only where statistically significant differences between subgroups at the 95% confidence level have been found using the z-test.

- Verbatim **comments** from open-end (free text) questions were read in detail and code frames developed to show thematic analysis and categorisation of themes.

- Results from the online survey are shown in the report to **complement** the interviewer-led (representative) survey results. As the sample profile of online respondents differs from that of the interviewer-led survey, findings from that survey should be seen as indicative only.

[1]Based on 2021 census
[2]Statistical significance is tested at the 95% per cent level using the z-test

[3]Small areas in England are ranked from most deprived to least deprived and divided into 10 equal groups, ranging from most deprived 10 per cent to the least deprived 10 per cent using the latest data from 2019. For analysis IMD deciles were mapped to postcodes, and in this report areas of higher deprivation equate to deciles 1-3, middle 4-7 and lower 8-10.
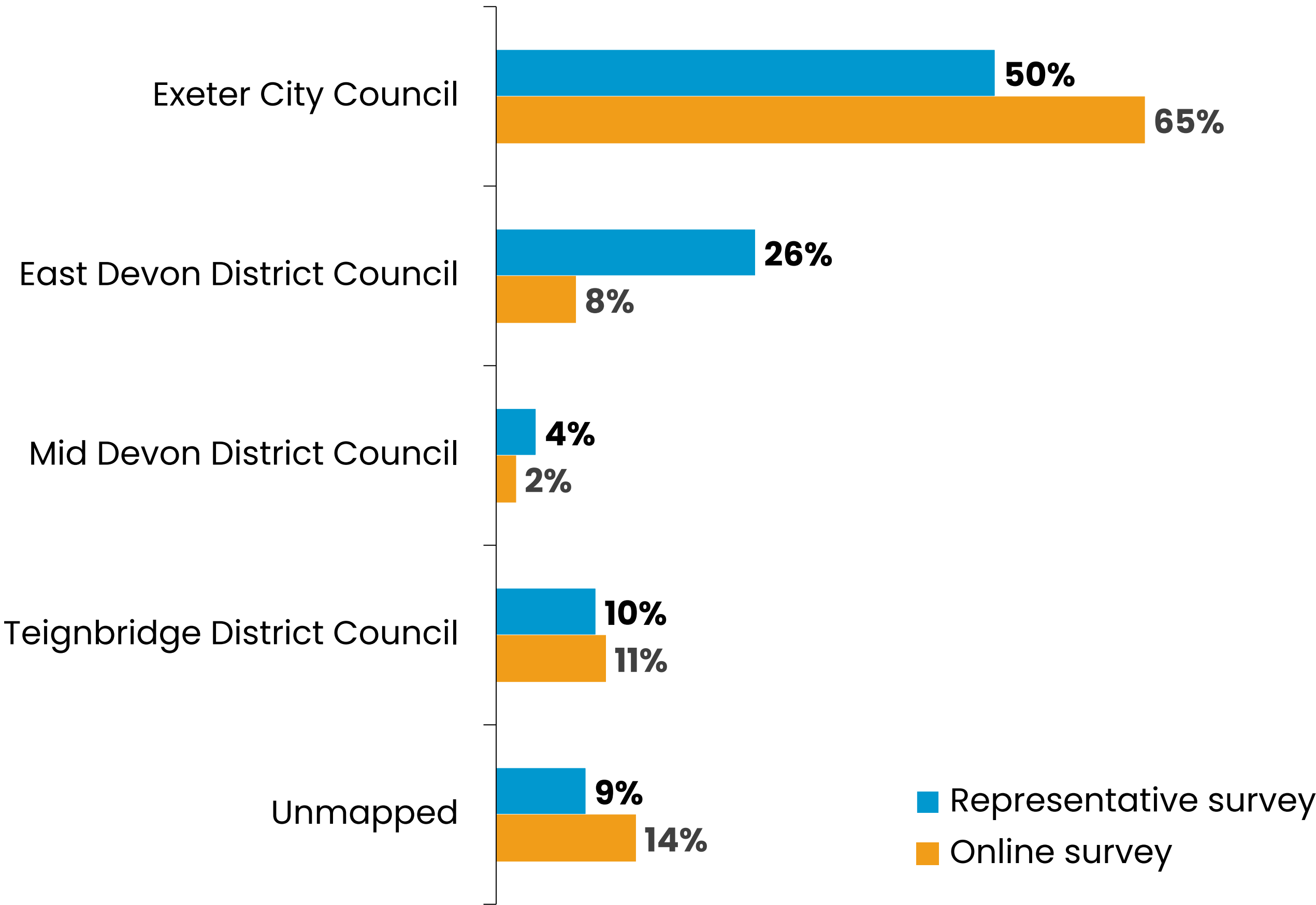
Location profile

Local authority area

Exeter City Council
- Representative survey: 50%
- Online survey: 65%

East Devon District Council
- Representative survey: 26%
- Online survey: 8%

Mid Devon District Council
- Representative survey: 4%
- Online survey: 2%

Teignbridge District Council
- Representative survey: 10%
- Online survey: 11%

Unmapped
- Representative survey: 9%
- Online survey: 14%

■ Representative survey
■ Online survey

Postcodes were collected to map responses to local authority area.

Deprivation levels[1]

Low
- Representative survey: 29%
- Online survey: 38%

Middle
- Representative survey: 49%
- Online survey: 45%

High
- Representative survey: 13%
- Online survey: 12%

Unmatched
- Representative survey: 9%
- Online survey: 5%

■ Representative survey
■ Online survey

Question: What is your postcode?
Base: All respondents (Representative survey 2025: 1,100; Online survey 2025: 956)
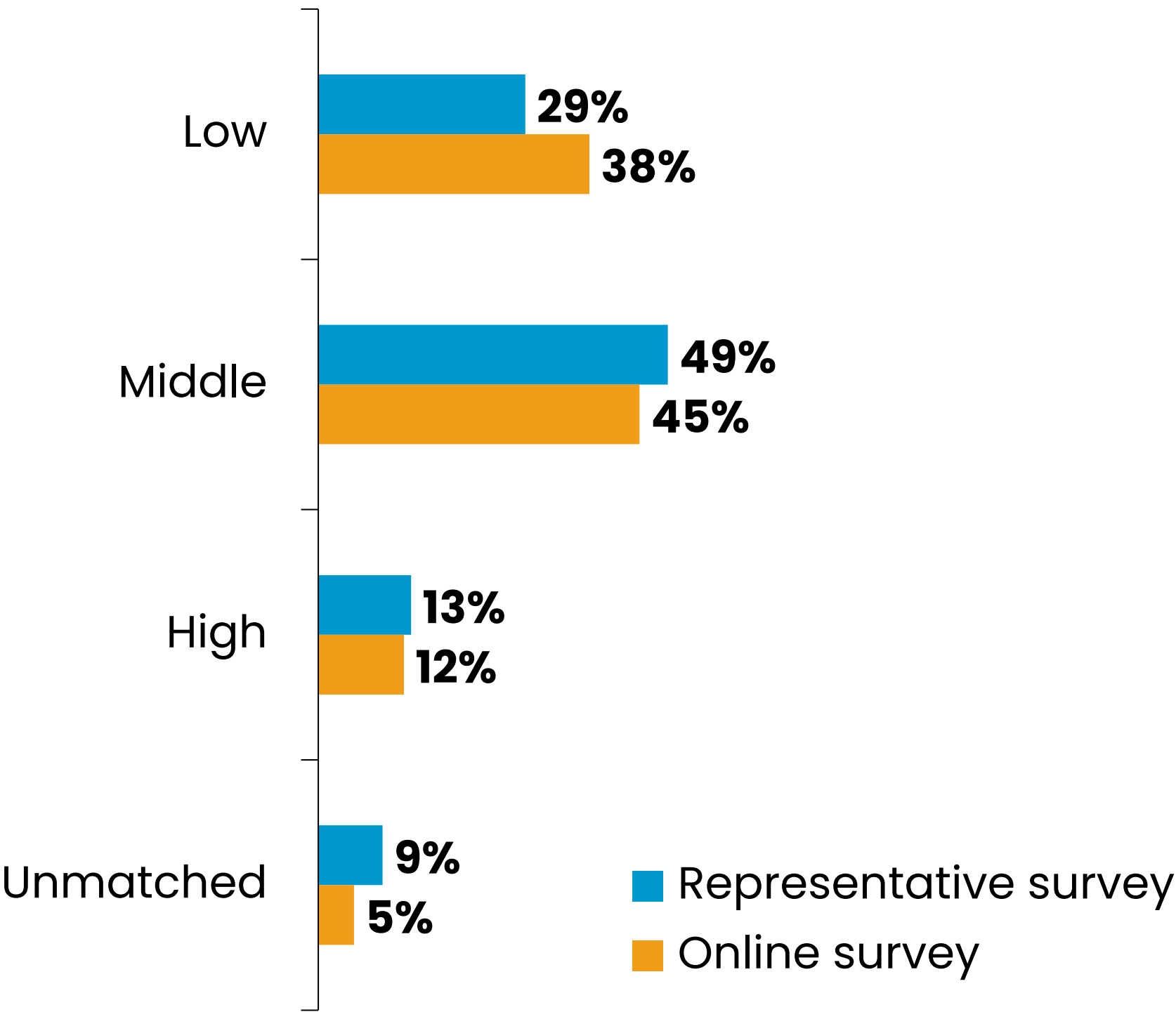
[1]Small areas in England are ranked from most deprived to least deprived and divided into 10 equal groups, ranging from most deprived 10 per cent to the least deprived 10 per cent using the latest data from 2019. For analysis IMD deciles were mapped to postcodes, and in this report areas of lower deprivation equate to deciles 8-10, middle 4-7 and higher 1-3.
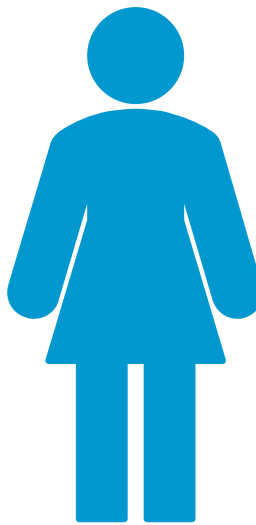
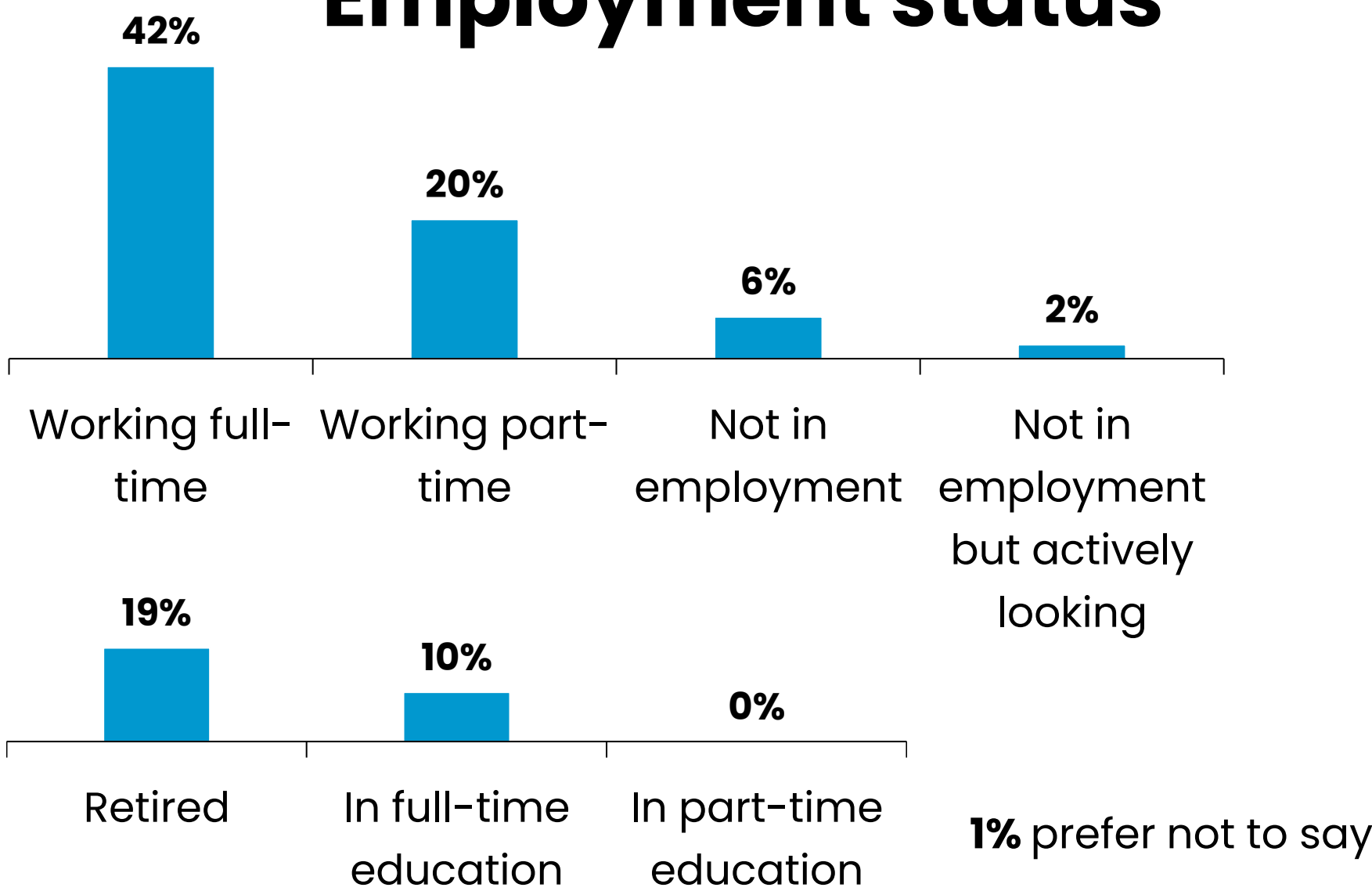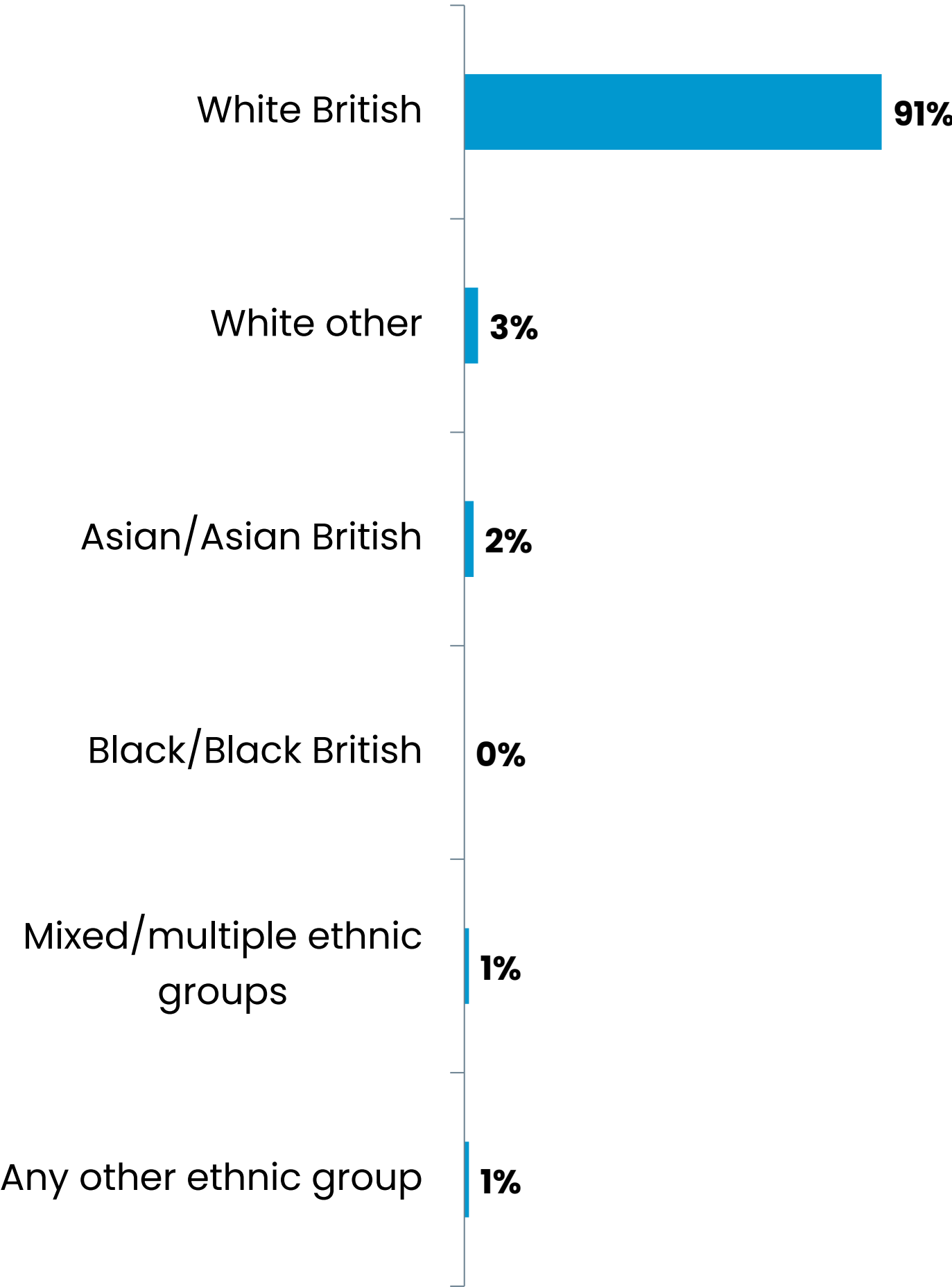# Respondent profile – representative survey

Sex
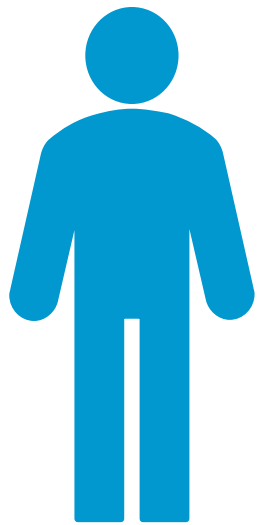
48% male

50% female

2% prefer not to say

99% same as sex registered at birth

Employment status

- Working full-time: **42%**
- Working part-time: **20%**
- Not in employment: **6%**
- Not in employment but actively looking: **2%**
- Retired: **19%**
- In full-time education: **10%**
- In part-time education: **0%**

1% prefer not to say

Ethnic group

- White British: **91%**
- White other: **3%**
- Asian/Asian British: **2%**
- Black/Black British: **0%**
- Mixed/multiple ethnic groups: **1%**
- Any other ethnic group: **1%**

1% prefer not to say

Age

- 16 to 24: **23%**
- 25 to 44: **31%**
- 45 to 64: **26%**
- 65+: **19%**

1% prefer not to say

Disability

28% consider themselves to have a physical or mental health condition or illnesses lasting or expected to last 12+ months

2% prefer not to say

Base: All respondents (Representative survey 2025: 1,100)

Respondent profile – online survey

Sex

43% male

50% female

7% prefer not to say

93% same as sex registered at birth
7% prefer not to say

Employment status

- Working full-time: 38%
- Working part-time: 16%
- Not in employment: 3%
- Not in employment but actively looking: 1%
- Retired: 38%
- In full-time education: 1%
- In part-time education: 1%

5% prefer not to say

Age

- 16 to 24: 1%
- 25 to 44: 18%
- 45 to 64: 38%
- 65+: 36%

6% prefer not to say

Disability

27% consider themselves to have a physical or mental health condition or illnesses lasting or expected to last 12+ months

8% prefer not to say

Ethnic group

- White British: 88%
- White other: 4%
- Asian/Asian British: 2%
- Black/Black British: 0%
- Mixed/multiple ethnic groups: 0%
- Any other ethnic group: 1%

6% prefer not to say

Base: All respondents (Online survey 2025: 956)

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2. Key findings

Local area

36% of **representative** respondents

28% of **online** respondents

describe their local area as '**Exeter**'

96% of **representative** respondents
95% of **online** respondents
Live in Exeter/ surrounding area

30% of **representative** respondents
35% of **online** respondents
Work in Exeter/ surrounding area

Top 5 positive things about local area

Representative survey

1 Quiet/calm/peaceful **21%**

2 Friendly people/good community/neighbours **21%**
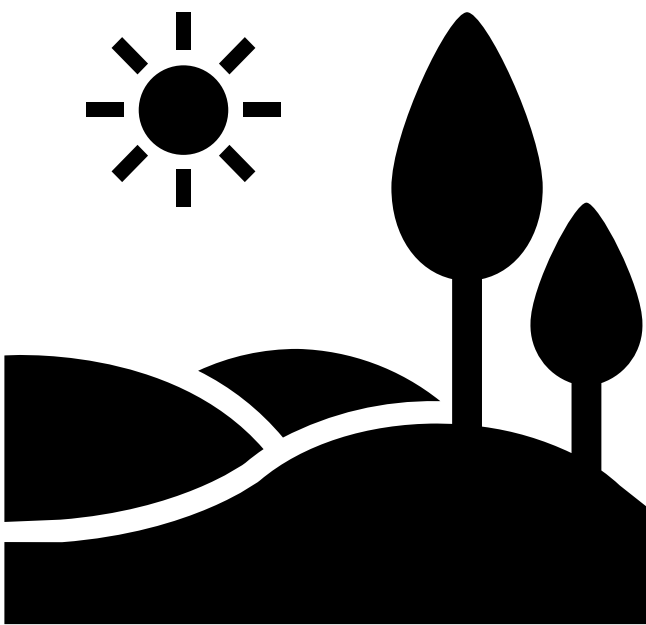
3 Close to sea/beach/coastline **16%**

4 Location/well connected/accessible **12%**

5 Close to shops/good range of shops **10%**

Online survey

1 Friendly people/good community/neighbours **27%**

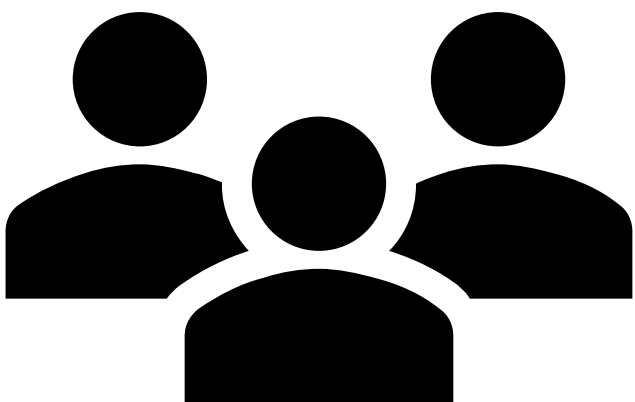2 Rural/in or close to countryside **23%**

3 Location/well connected/accessible **20%**

4 Quiet/calm/peaceful **18%**

5 Green spaces/parks **15%**

Base: All respondents (Representative survey 2025: 1,100); Varies (Online survey 2025: 956)

Top 5 suggested **improvements** to the local area

Representative survey

1. Improved roads and pavements/fix potholes — **15%**
2. More/improved/cheaper public transport — **11%**
3. Cleaner streets/tidier/less litter/more bins — **10%**
4. Improved safety/more policing/less crime/ASB — **8%**
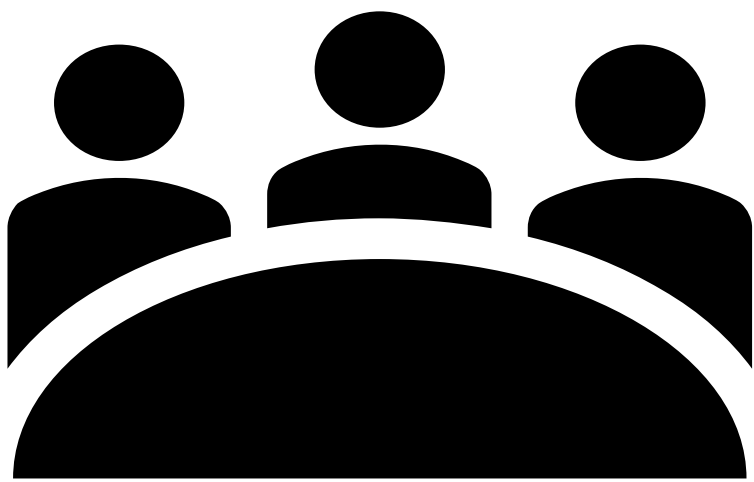5. More shops/wider range/fill empty shops — **7%**
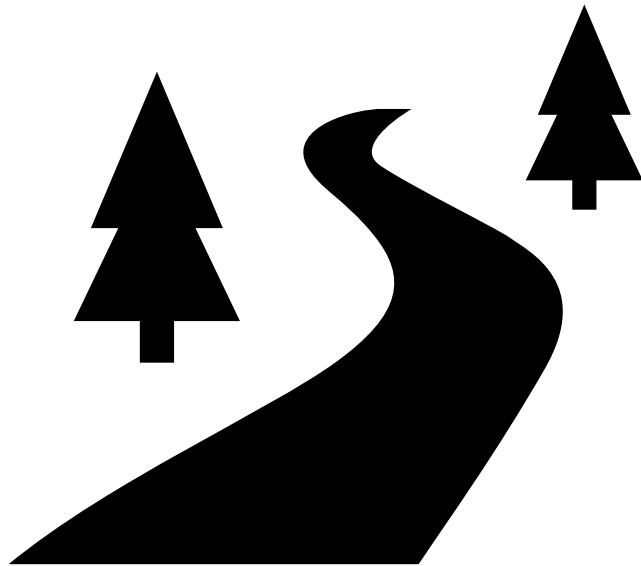
Online survey

1. More/improved/cheaper public transport — **26%**
2. Improved roads and pavements/fix potholes — **18%**
3. Cleaner streets/tidier/less litter/more bins — **14%**
4. Reduced congestion/better traffic management — **12%**
5. Improved safety/more policing/less crime/ASB — **11%**
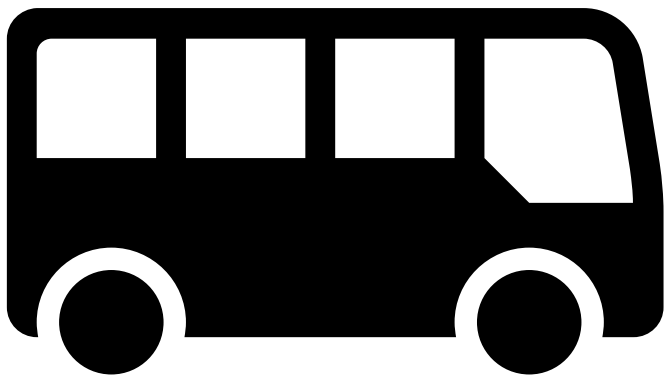
Preferred ways of being involved in local decision making

Representative survey

- **52%** informed but not involved
- **17%** focus groups and consultations
- **17%** through Town or Parish Council
- **15%** community forums/organisations
- **10%** not involved or informed

Online survey

- **36%** focus groups and consultations
- **32%** community forums/organisations
- **28%** informed but not involved
- **24%** through Town or Parish Council
- **3%** not involved or informed

Base: All respondents (Representative survey 2025: 1,100); Varies (Online survey 2025: 956)

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Valued aspects of how local councils serve the community

Most valued in representative survey by mean score (out of 5)[1]

3.84 delivering services efficiently and reliably

3.84 being inclusive and accessible to all residents

3.78 communicating clearly and keeping residents informed

3.74 collaborating effectively with other public services

3.68 being responsive to local needs

3.64 protecting the environment and promoting climate action

3.63 providing opportunities for residents to have a say in decisions

Representative respondents ranked each aspect from 1-5

Impact of local government reorganisation

Most important impacts of LGR in representative survey by mean score (out of 5)

4.30 efficient services which offer value for money

4.27 easy access to the council services you need

4.21 decisions that impact you will be made locally

4.21 improved services

4.14 improved understanding of the issues facing your local area

3.85 supportive and accessible ward councillor

[1] See slide 6 'Interpreting the survey results' for an explanation about how mean scores are calculated

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Valued aspects of how local councils serve the community

Impact of local government reorganisation

Most valued in online survey (top 5)
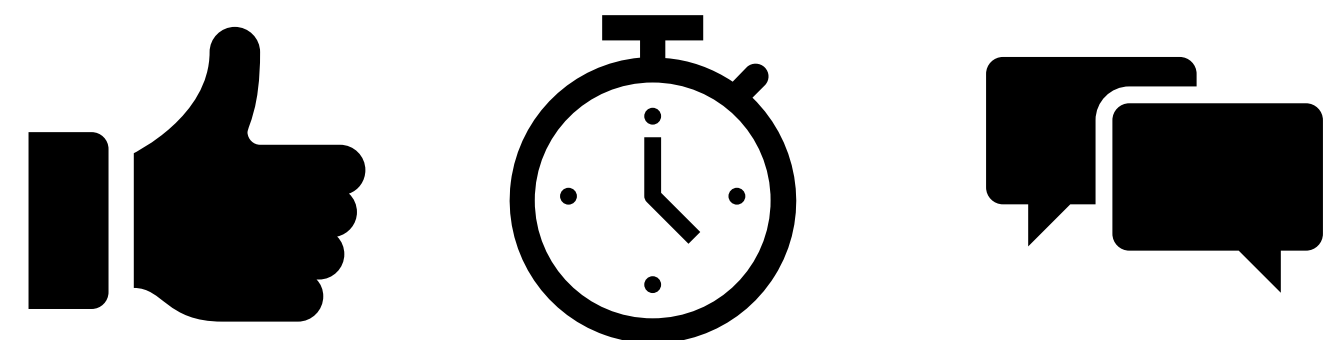
39% delivering services efficiently and reliably

32% being responsive to local needs

23% protecting the environment and promoting climate action

21% representing the community fairly and transparently

19% Providing opportunities for residents to have a say in decisions

Online respondents could select up to three answers

Most hoped for impacts of LGR in online survey by mean score ranking[1]

2.08 a good understanding of the issues facing the local area

2.51 clear, open and honest decision-making

2.70 decisions that impact you are made locally

3.32 a supportive and accessible local ward councillor

4.39 council decisions made within easy travelling distance

Most hoped for improvements to council services in online survey by mean score ranking

2.13 improved quality of services

2.34 efficient services that offer good value for money

2.95 clear understanding of who is responsible for delivering services

3.09 easy access to the council services you need

4.49 council offices are located nearby

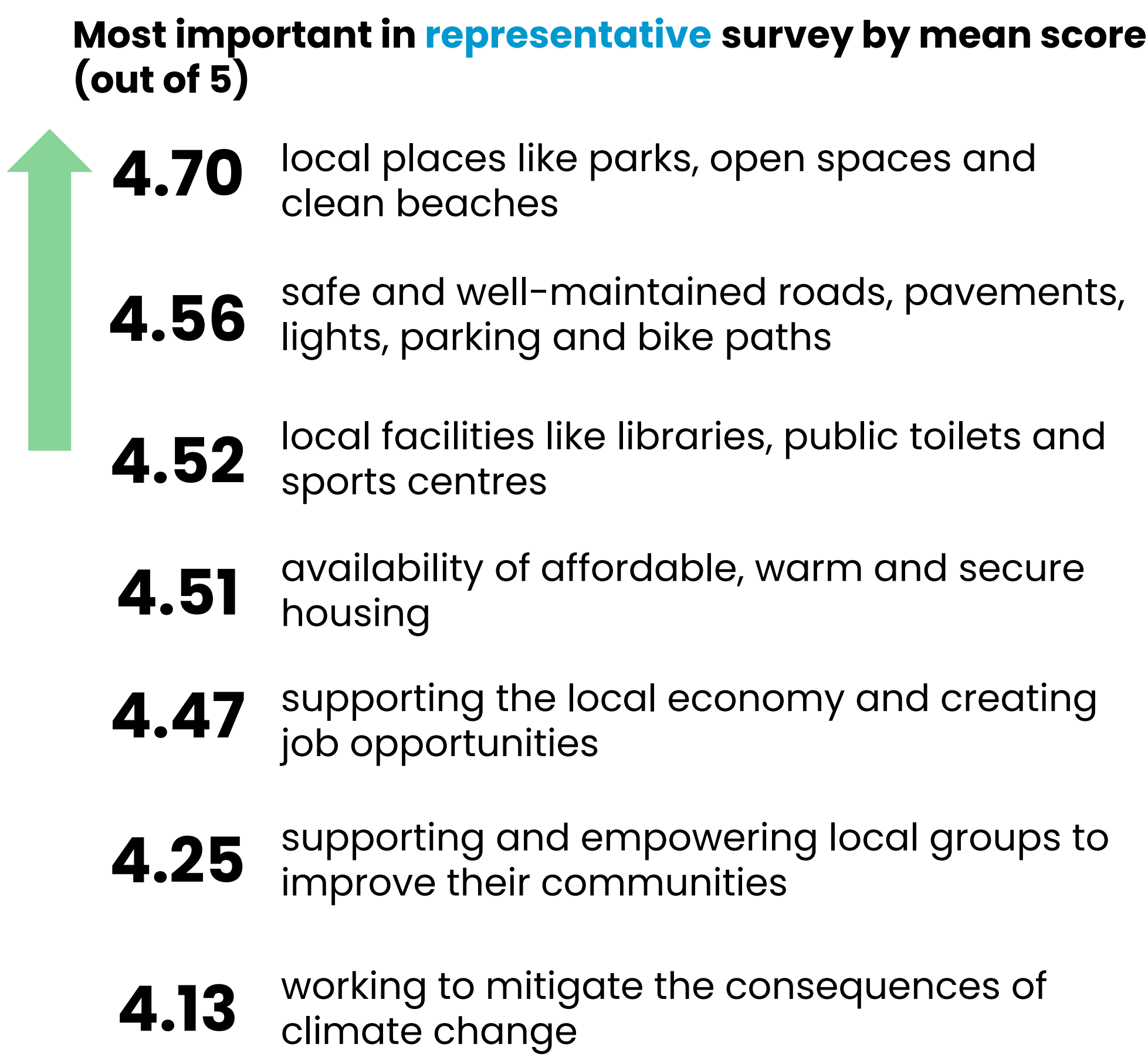Question wordings differed to representative survey
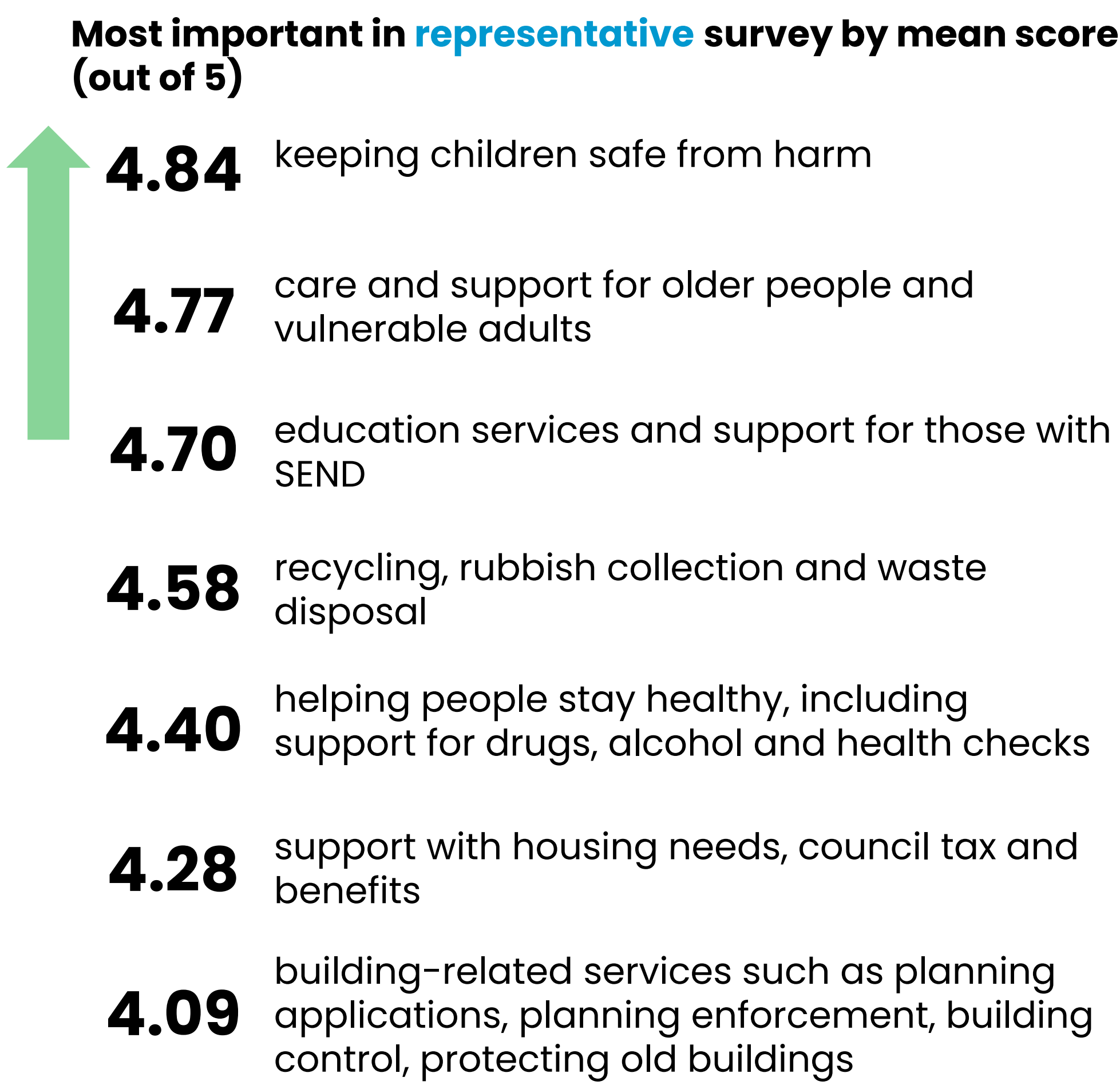
Base: All respondents (Online survey 2025: 956)

[1] See slide 6 'Interpreting the survey results' for an explanation about how mean scores are calculated

Priorities for shaping the future of local government services

How important do you think each of the following should be when shaping the future of local government in Devon?

Most important in representative survey by mean score (out of 5)

4.70 local places like parks, open spaces and clean beaches

4.56 safe and well-maintained roads, pavements, lights, parking and bike paths

4.52 local facilities like libraries, public toilets and sports centres

4.51 availability of affordable, warm and secure housing

4.47 supporting the local economy and creating job opportunities

4.25 supporting and empowering local groups to improve their communities

4.13 working to mitigate the consequences of climate change

How important do you think each of the following should be when shaping the future of local government services?

Most important in representative survey by mean score (out of 5)

4.84 keeping children safe from harm

4.77 care and support for older people and vulnerable adults

4.70 education services and support for those with SEND

4.58 recycling, rubbish collection and waste disposal

4.40 helping people stay healthy, including support for drugs, alcohol and health checks

4.28 support with housing needs, council tax and benefits

4.09 building-related services such as planning applications, planning enforcement, building control, protecting old buildings

Base: All respondents (Representative survey 2025: 1,100)

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Priorities for shaping the future of local government services

People and community services

Most important in online survey by mean score ranking

2.69 keeping children safe from harm

2.89 care and support for older people and vulnerable adults

3.31 education services, including school admissions and transport, and support for those with SEND

3.33 availability of truly affordable, warm and secure housing

4.17 helping people stay healthy, including support for drugs, alcohol and health checks

4.61 support with housing needs, council tax and benefits

Place-based services

Most important in online survey by mean score ranking

2.57 safe and well-maintained roads, pavements, lights, parking and bike paths

2.64 local places like parks, open spaces and clean beaches

2.71 local facilities like libraries, public toilets and sports centres

4.21 community safety and standards, such as trading standards, food safety, licensing, noise and air quality

4.42 building-related services such as planning applications, building control, protecting old buildings

4.45 supporting and empowering local groups to improve their communities

Environment and economy

Most important in online survey by mean score ranking

2.09 protecting the environment and keeping it clean

2.37 recycling, rubbish collection and waste disposal

2.38 supporting the local economy and creating job opportunities

3.16 working to mitigate the consequences of climate change

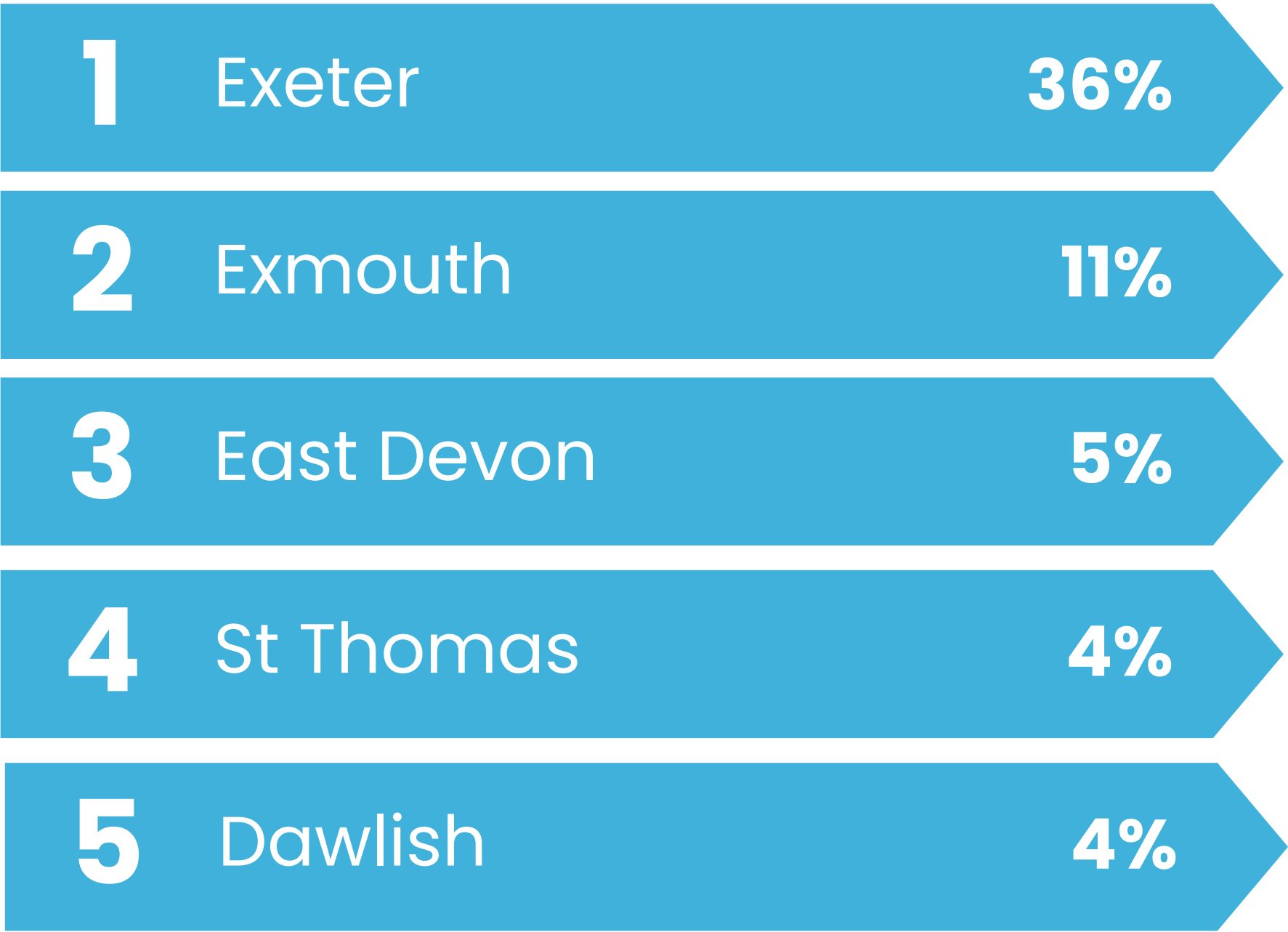Base: All respondents (Online survey 2025: 956)

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3. Local area

Respondents in both the representative and online surveys most frequently identify 'Exeter' as their local area
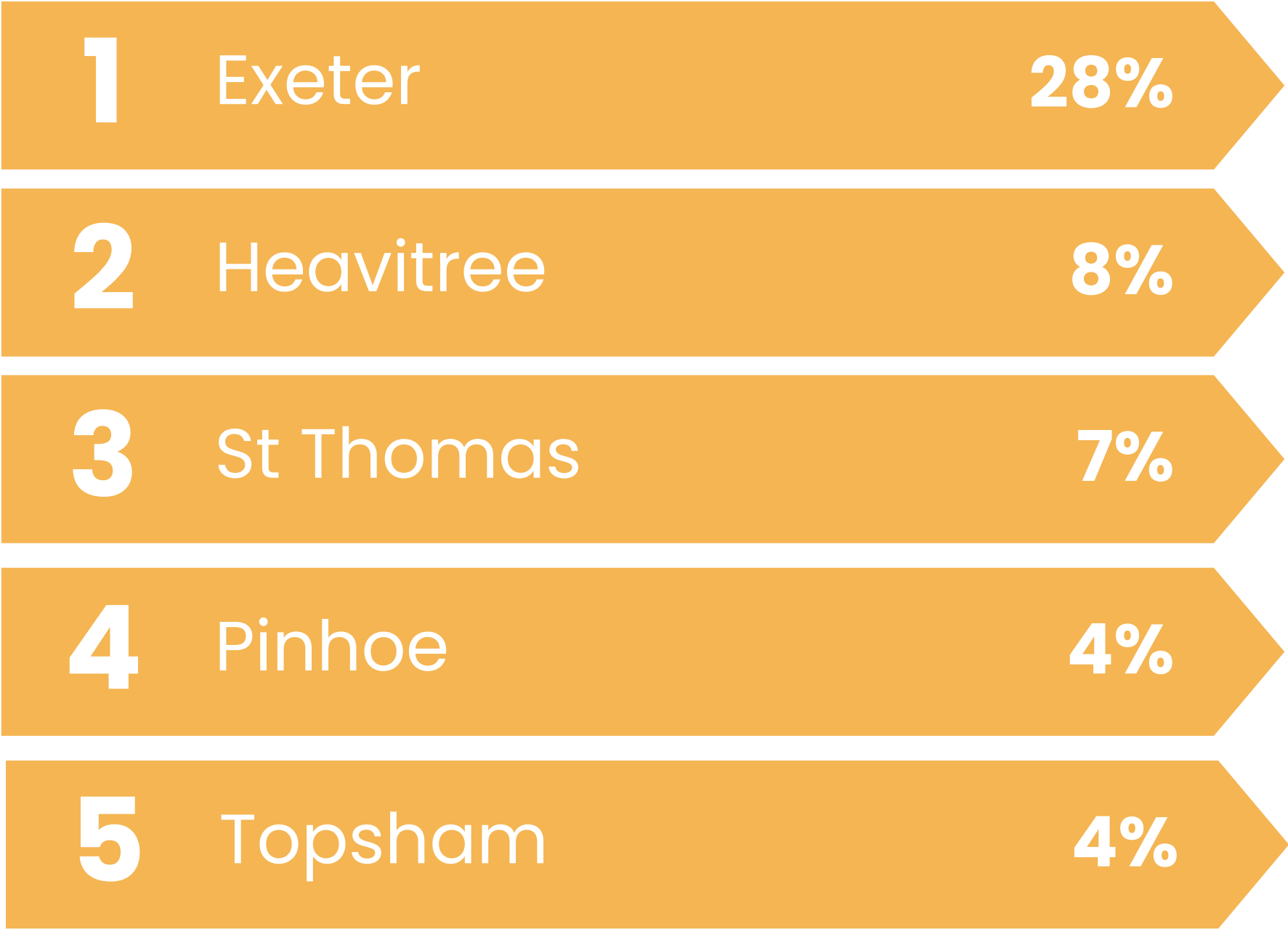
Respondents were asked where they consider their local area to be. A wide range of responses was provided, comprising a mixture of towns, parts of the county, wards, parishes, and a few other places outside of Devon. The top five responses for the representative and online survey are shown below.

The most frequent response given was 'Exeter' in both the representative and online surveys.

Representative survey	Online survey

Representative survey

1	Exeter	36%
2	Exmouth	11%
3	East Devon	5%
4	St Thomas	4%
5	Dawlish	4%

Online survey

1	Exeter	28%
2	Heavitree	8%
3	St Thomas	7%
4	Pinhoe	4%
5	Topsham	4%

Question: *Where do you consider your local area to be? / Where do you consider your local area?*
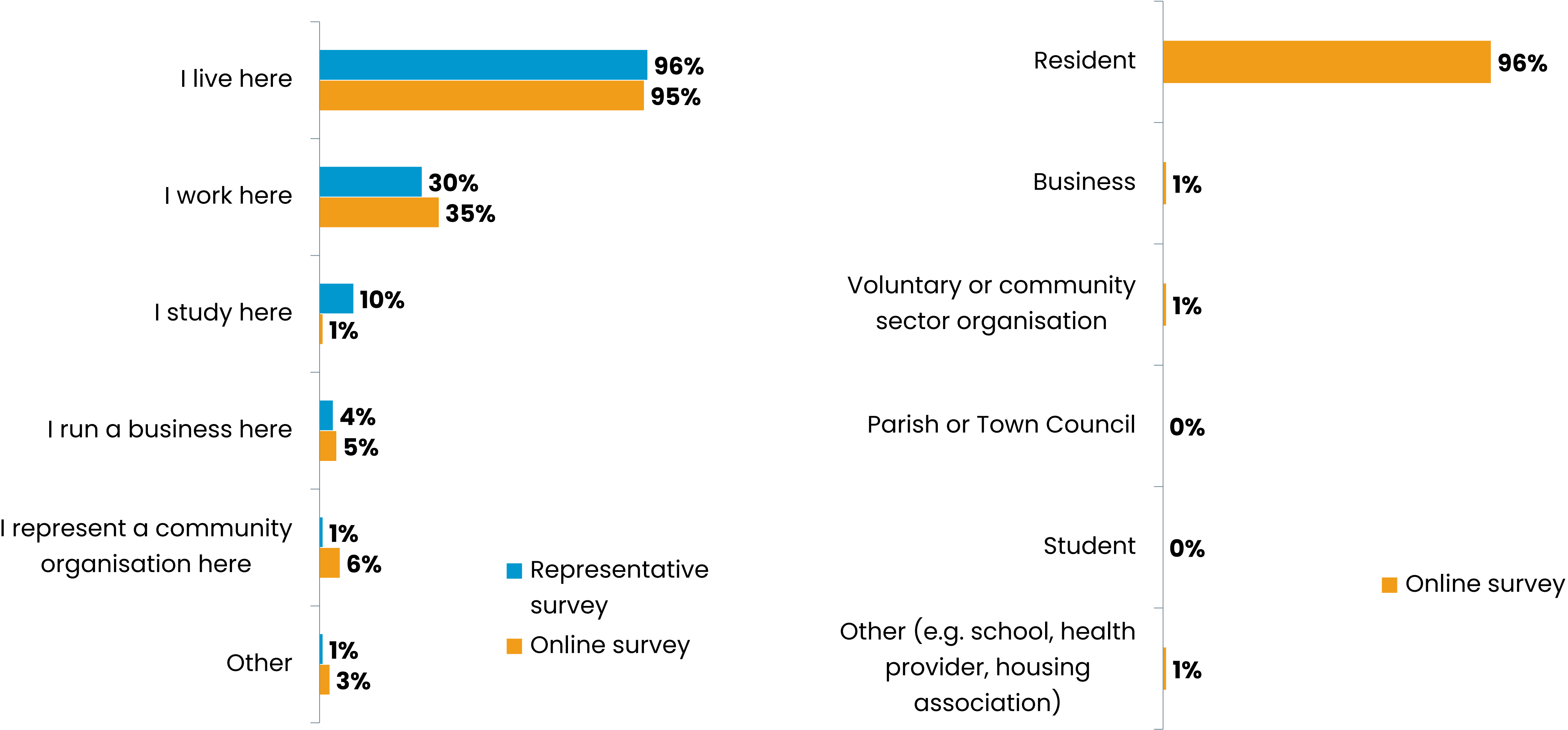Base: All respondents (Representative survey 2025: 1,100; Those who provided a response (Online survey 2025: 777)

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Similar proportions in both surveys live and work in Exeter and the surrounding area, and nearly all online respondents were responding in the capacity of a resident

Left chart (Representative survey / Online survey):

Category	Representative survey	Online survey
I live here	96%	95%
I work here	30%	35%
I study here	10%	1%
I run a business here	4%	5%
I represent a community organisation here	1%	6%
Other	1%	3%

Right chart (Online survey):

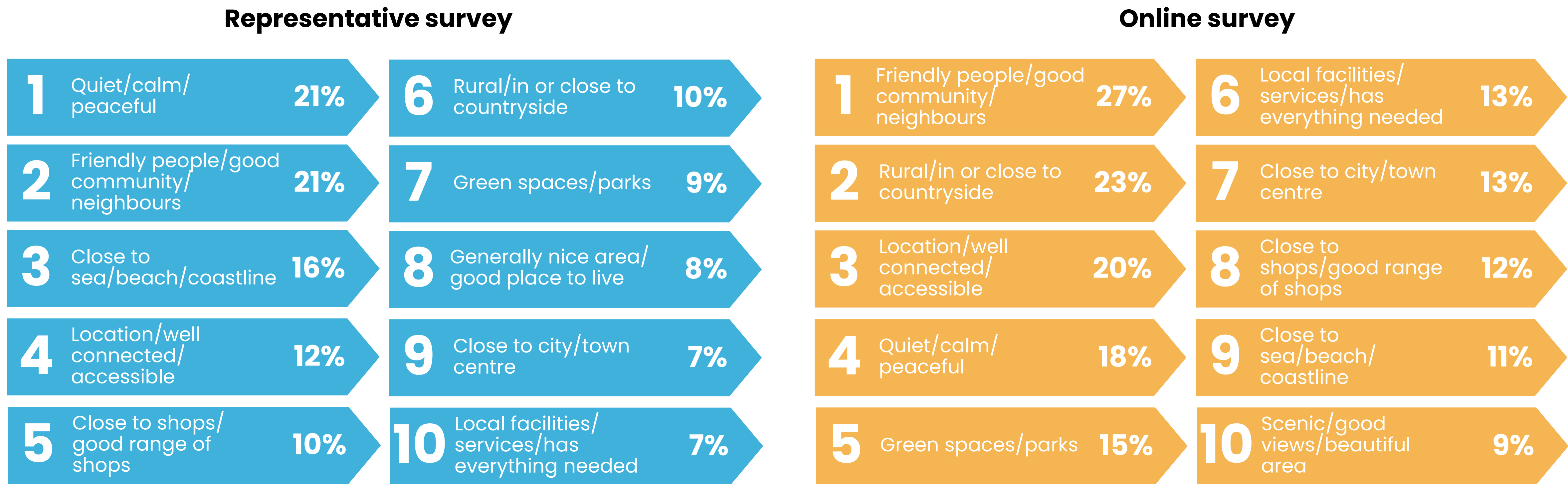| Category	Online survey
Resident	96%
Business	1%
Voluntary or community sector organisation	1%
Parish or Town Council	0%
Student	0%
Other (e.g. school, health provider, housing association)	1%

Question: *What is your connection to your local area/Exeter and the surrounding area? / In what capacity are you responding?*
Base: All respondents (Representative survey 2025: 1,100; Online survey 2025: 956)

Similar themes emerge in relation to what representative and online survey respondents like about their local area

Respondents were asked what they like about their local area or the area in which they live, work, study or represent. Comments were thematically analysed and the top ten themes for the representative and online surveys are shown below.

Similar themes emerged from both surveys, with frequent references to the area being quiet and peaceful, friendly people and a good local community, the countryside and coastline, and the general location and accessibility to other areas.

Representative survey

1	Quiet/calm/peaceful	21%
2	Friendly people/good community/neighbours	21%
3	Close to sea/beach/coastline	16%
4	Location/well connected/accessible	12%
5	Close to shops/good range of shops	10%
6	Rural/in or close to countryside	10%
7	Green spaces/parks	9%
8	Generally nice area/good place to live	8%
9	Close to city/town centre	7%
10	Local facilities/services/has everything needed	7%

Online survey

1	Friendly people/good community/neighbours	27%
2	Rural/in or close to countryside	23%
3	Location/well connected/accessible	20%
4	Quiet/calm/peaceful	18%
5	Green spaces/parks	15%
6	Local facilities/services/has everything needed	13%
7	Close to city/town centre	13%
8	Close to shops/good range of shops	12%
9	Close to sea/beach/coastline	11%
10	Scenic/good views/beautiful area	9%

Question: *What do you like about your local area? / What do you like about the area where you live, work, study or represent?*
Base: All respondents (Representative survey 2025: 1,100); Those who provided a response (Online survey 2025: 898)
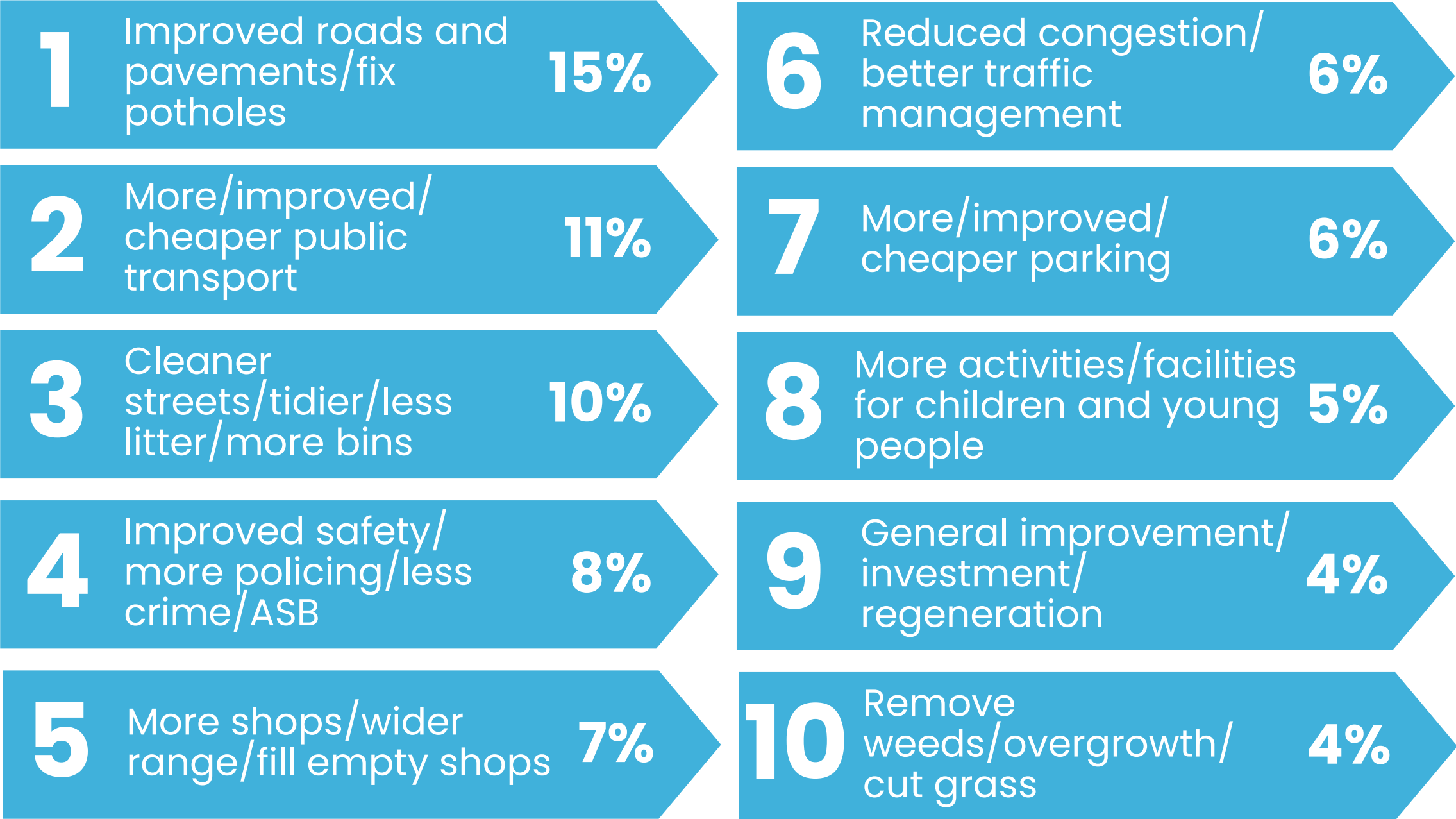
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Respondents most frequently highlighted roads and pavements, public transport, and street cleanliness as needing improvement
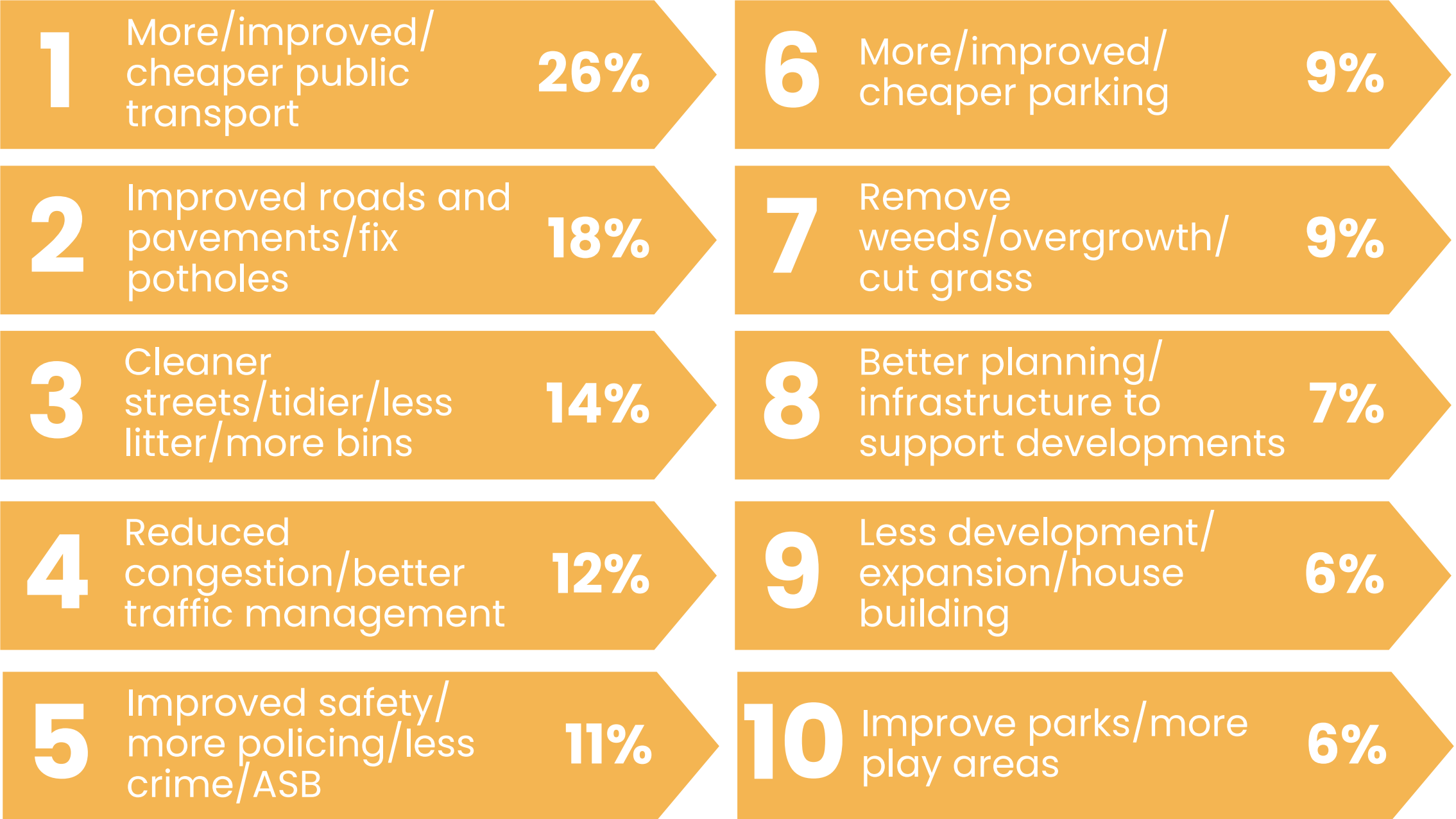
Respondents were asked what they would like to be improved in their local area. Comments were thematically analysed and the top ten themes for the representative and online survey are shown below.

Roads and pavements, public transport and street cleanliness were the top three most frequently mentioned themes in both surveys.
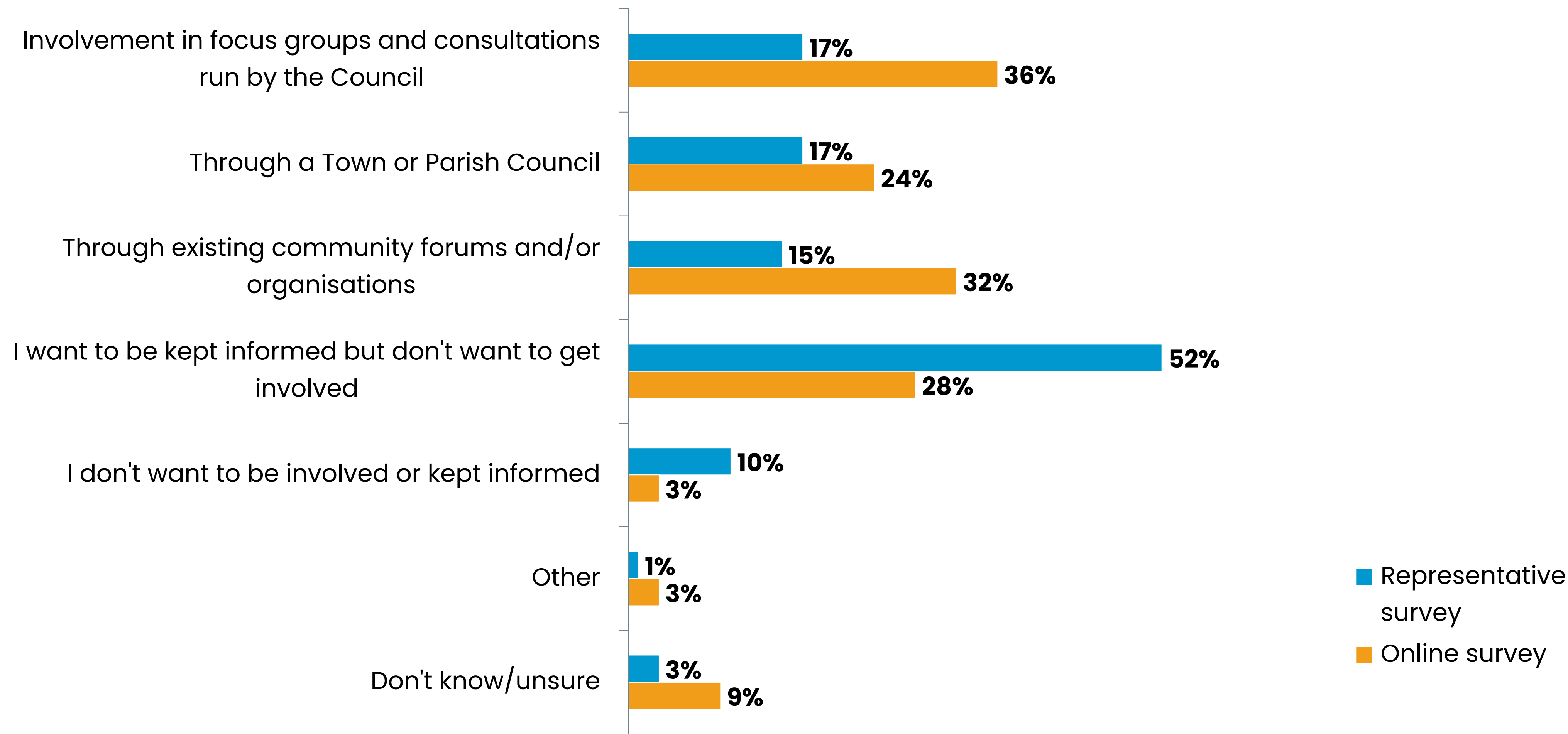
Representative survey

1	Improved roads and pavements/fix potholes	15%
2	More/improved/cheaper public transport	11%
3	Cleaner streets/tidier/less litter/more bins	10%
4	Improved safety/more policing/less crime/ASB	8%
5	More shops/wider range/fill empty shops	7%

6	Reduced congestion/better traffic management	6%
7	More/improved/cheaper parking	6%
8	More activities/facilities for children and young people	5%
9	General improvement/investment/regeneration	4%
10	Remove weeds/overgrowth/cut grass	4%

Online survey

1	More/improved/cheaper public transport	26%
2	Improved roads and pavements/fix potholes	18%
3	Cleaner streets/tidier/less litter/more bins	14%
4	Reduced congestion/better traffic management	12%
5	Improved safety/more policing/less crime/ASB	11%

6	More/improved/cheaper parking	9%
7	Remove weeds/overgrowth/cut grass	9%
8	Better planning/infrastructure to support developments	7%
9	Less development/expansion/house building	6%
10	Improve parks/more play areas	6%

Question: *What would you like to be improved in your local area? / What would you like you be improved in this area?*
Base: All respondents (Representative survey 2025: 1,100); Those who provided a response (Online survey 2025: 907)
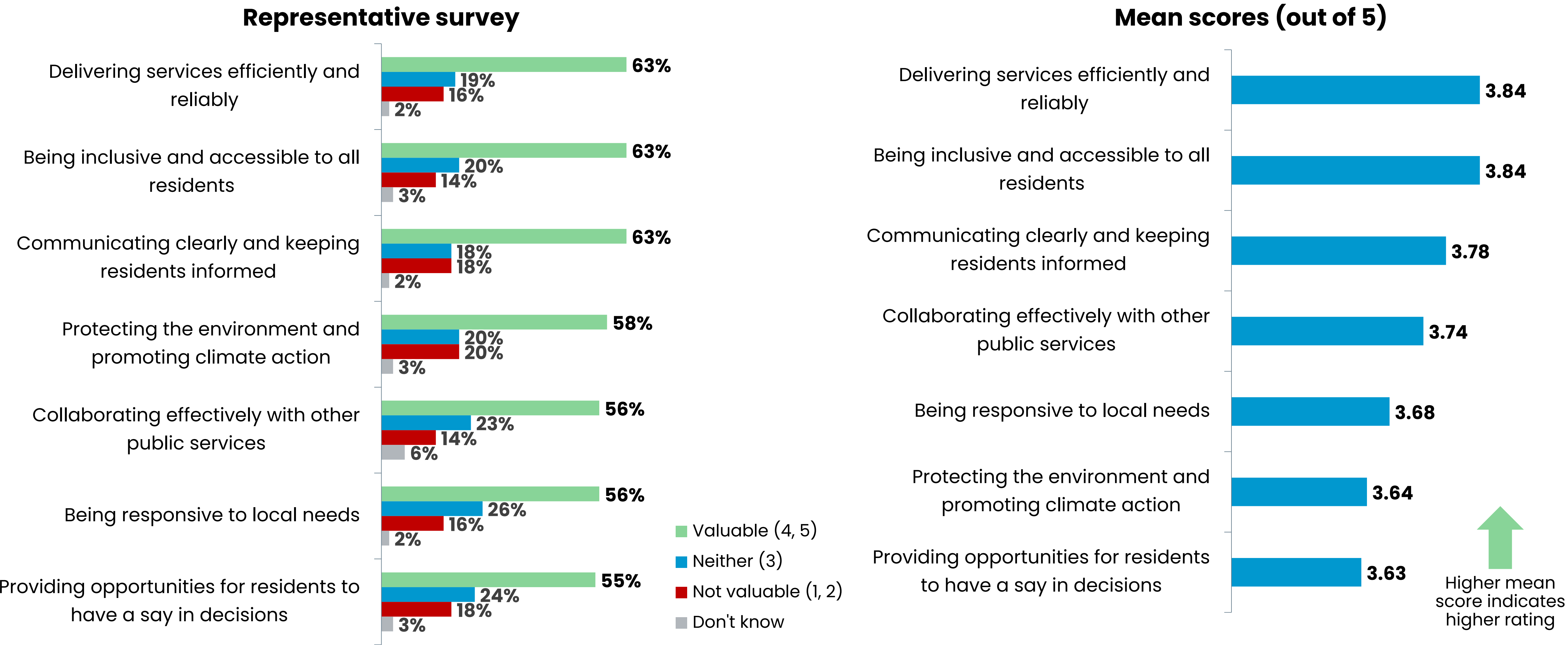
4. Involvement in local decision making

Online respondents show a greater appetite for participation in local decision making than representative survey respondents

Involvement in focus groups and consultations run by the Council
- Representative survey: 17%
- Online survey: 36%

Through a Town or Parish Council
- Representative survey: 17%
- Online survey: 24%

Through existing community forums and/or organisations
- Representative survey: 15%
- Online survey: 32%

I want to be kept informed but don't want to get involved
- Representative survey: 52%
- Online survey: 28%

I don't want to be involved or kept informed
- Representative survey: 10%
- Online survey: 3%

Other
- Representative survey: 1%
- Online survey: 3%

Don't know/unsure
- Representative survey: 3%
- Online survey: 9%

■ Representative survey
■ Online survey

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5. Valued aspects of how local councils serve the community

Whilst high value is placed on all aspects of how the council serves the local community, delivering services efficiently and reliably and being inclusive and accessible are rated most highly

Representative survey

Delivering services efficiently and reliably
- Valuable (4, 5): 63%
- Neither (3): 19%
- Not valuable (1, 2): 16%
- Don't know: 2%

Being inclusive and accessible to all residents
- Valuable (4, 5): 63%
- Neither (3): 20%
- Not valuable (1, 2): 14%
- Don't know: 3%

Communicating clearly and keeping residents informed
- Valuable (4, 5): 63%
- Neither (3): 18%
- Not valuable (1, 2): 18%
- Don't know: 2%

Protecting the environment and promoting climate action
- Valuable (4, 5): 58%
- Neither (3): 20%
- Not valuable (1, 2): 20%
- Don't know: 3%

Collaborating effectively with other public services
- Valuable (4, 5): 56%
- Neither (3): 23%
- Not valuable (1, 2): 14%
- Don't know: 6%

Being responsive to local needs
- Valuable (4, 5): 56%
- Neither (3): 26%
- Not valuable (1, 2): 16%
- Don't know: 2%

Providing opportunities for residents to have a say in decisions
- Valuable (4, 5): 55%
- Neither (3): 24%
- Not valuable (1, 2): 18%
- Don't know: 3%

Legend:
- Valuable (4, 5)
- Neither (3)
- Not valuable (1, 2)
- Don't know

Mean scores (out of 5)

Aspect	Mean score
Delivering services efficiently and reliably	3.84
Being inclusive and accessible to all residents	3.84
Communicating clearly and keeping residents informed	3.78
Collaborating effectively with other public services	3.74
Being responsive to local needs	3.68
Protecting the environment and promoting climate action	3.64
Providing opportunities for residents to have a say in decisions	3.63

Higher mean score indicates higher rating

Question: *How much do you value each of the following aspects of how your local council serves your community? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

Those aged 65+ and those who study in the local area value delivering services efficiently and reliably more highly than other groups
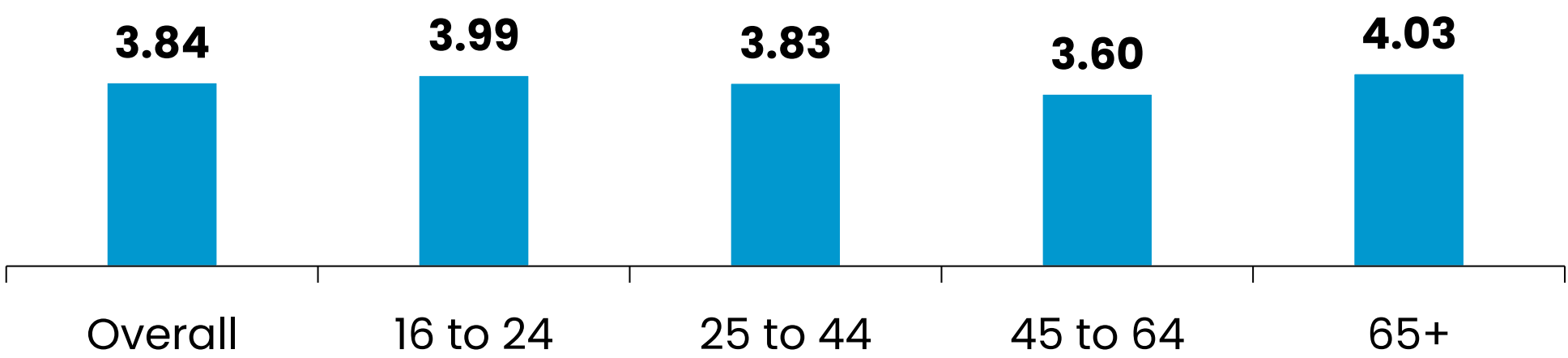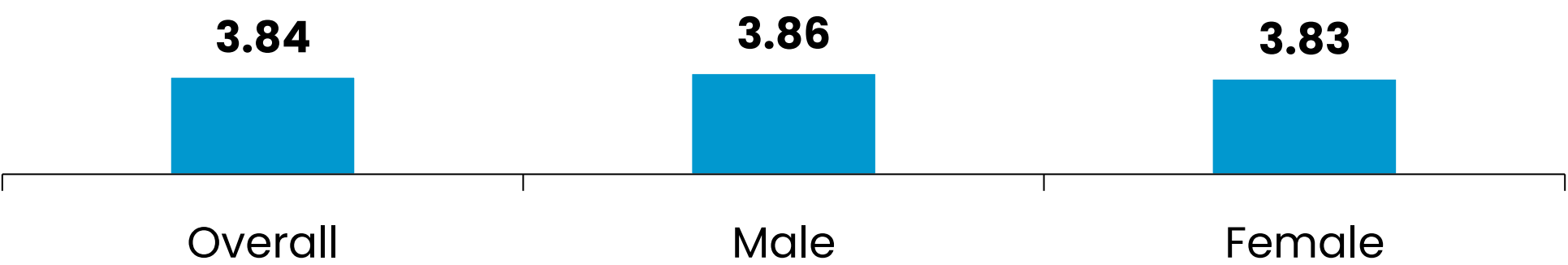
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
3.84	3.99	3.83	3.60	4.03

Analysis by sex

Overall	Male	Female
3.84	3.86	3.83

Analysis by disability

Overall	Disabled	Not disabled
3.84	3.78	3.87

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
3.84	3.94	3.71	3.96	3.65

Analysis by deprivation levels

Overall	Low	Middle	High
3.84	3.90	3.82	3.79

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
3.84	3.84	3.84	3.98	4.17

Question: *How much do you value each of the following aspects of how your local council serves your community... Delivering services efficiently and reliably? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)
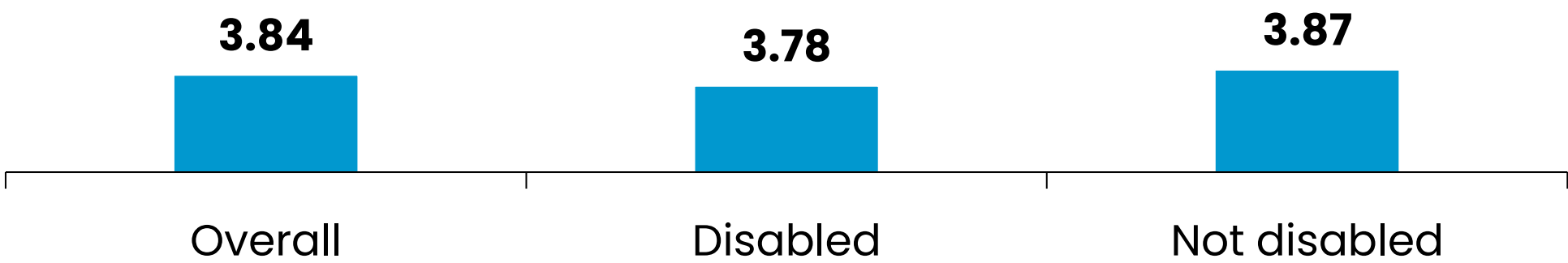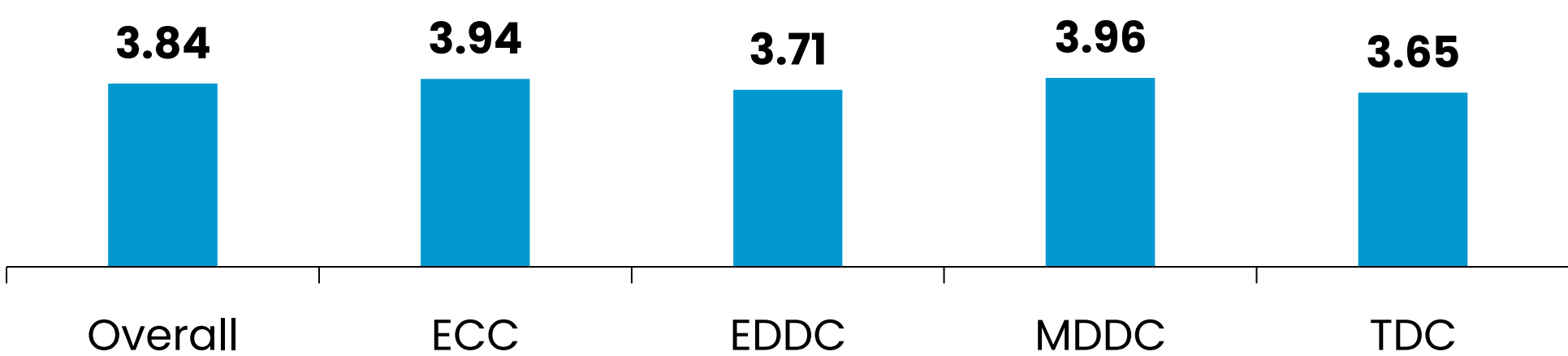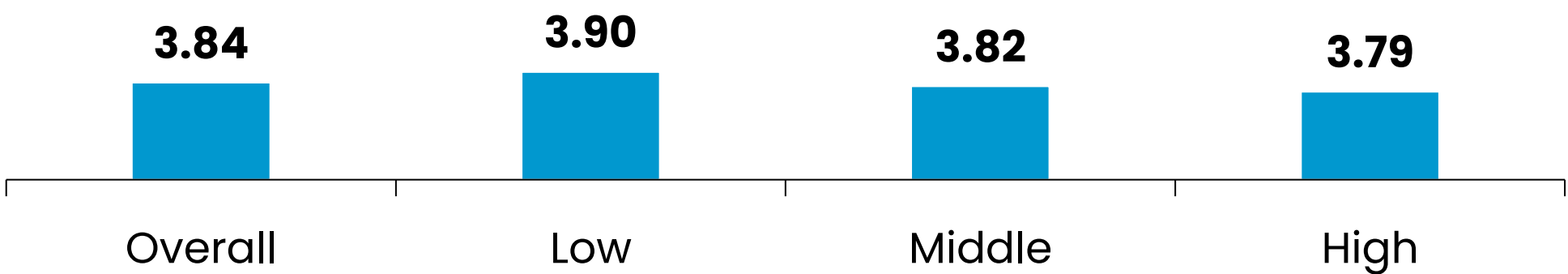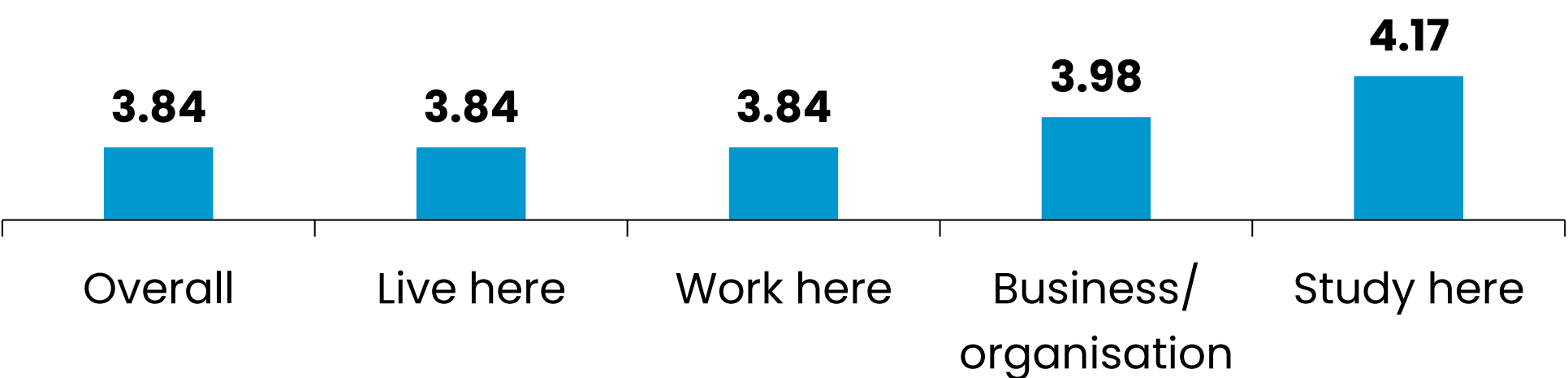
Being inclusive and accessible is more highly valued by those aged 16-24, ECC residents and those who study in the local area
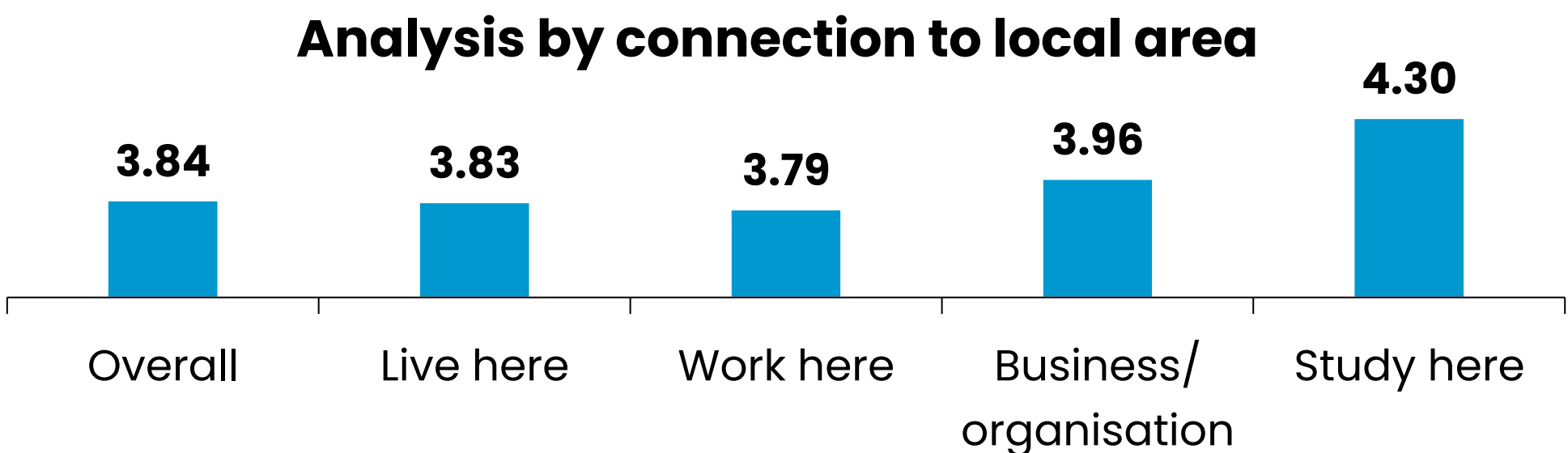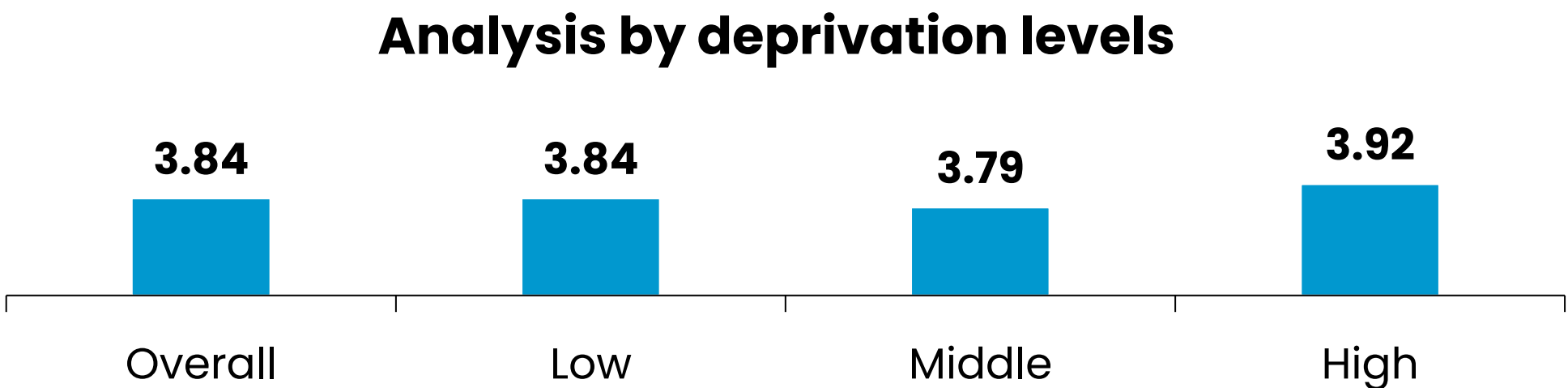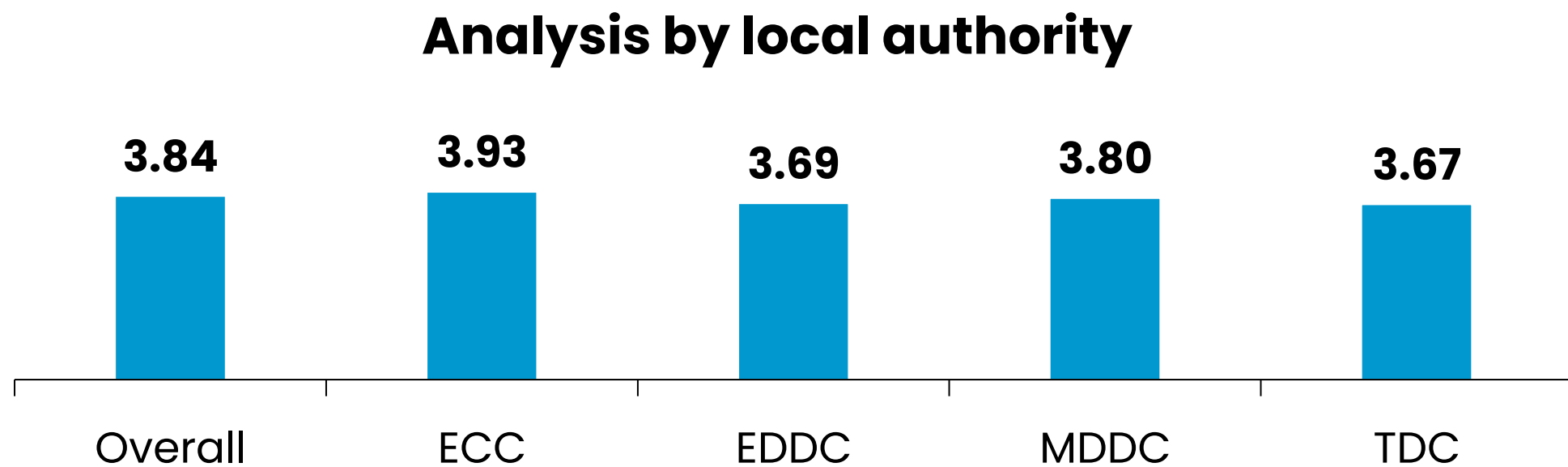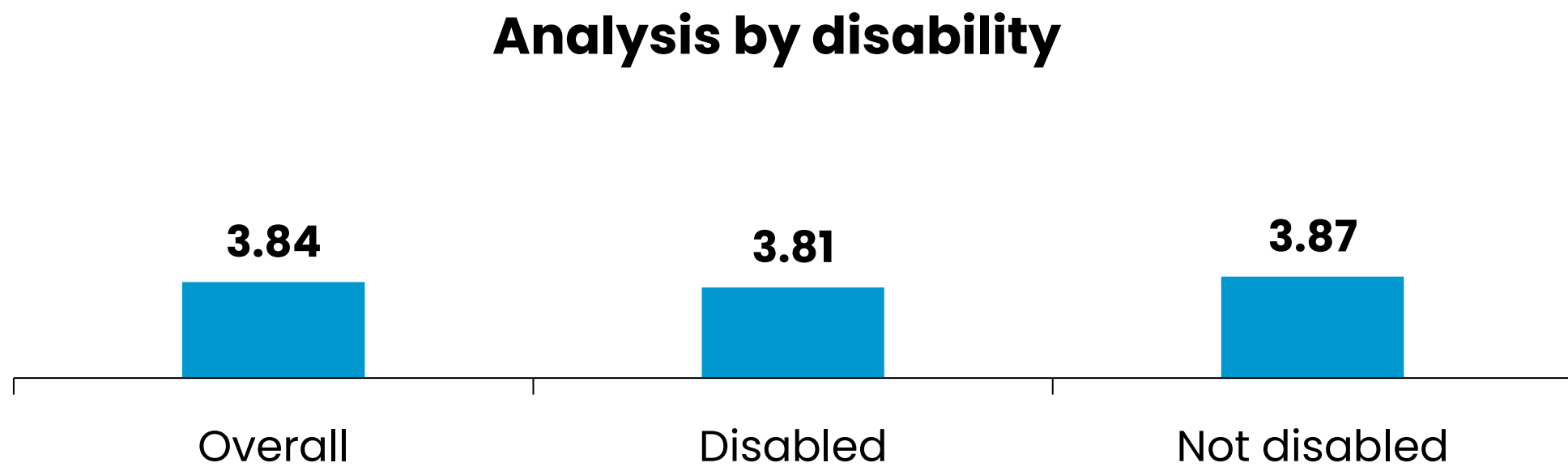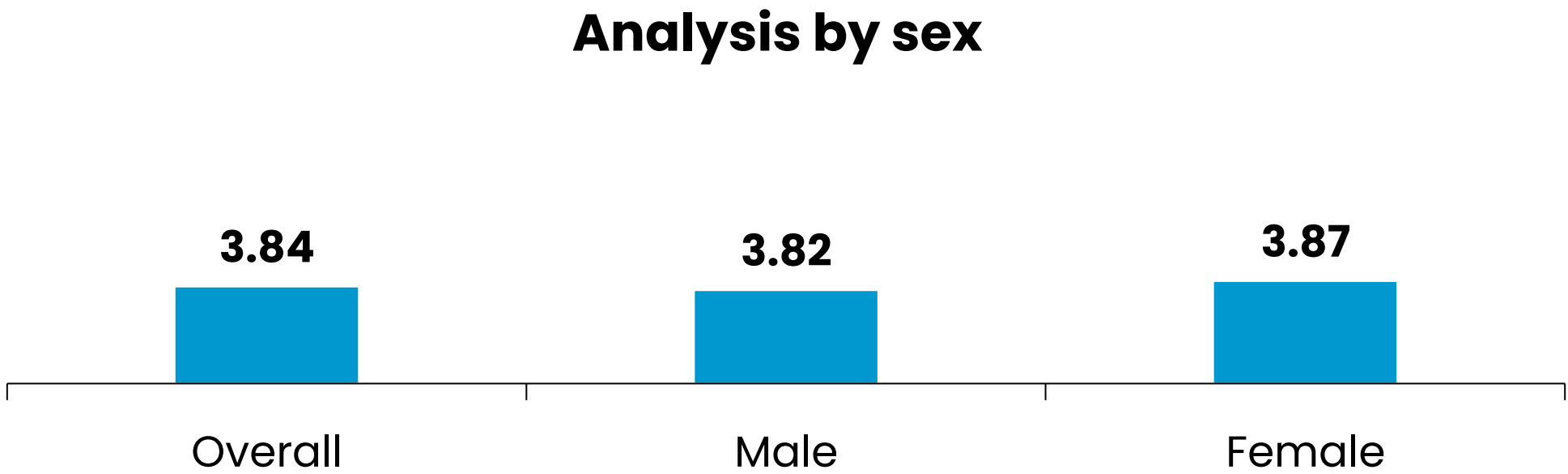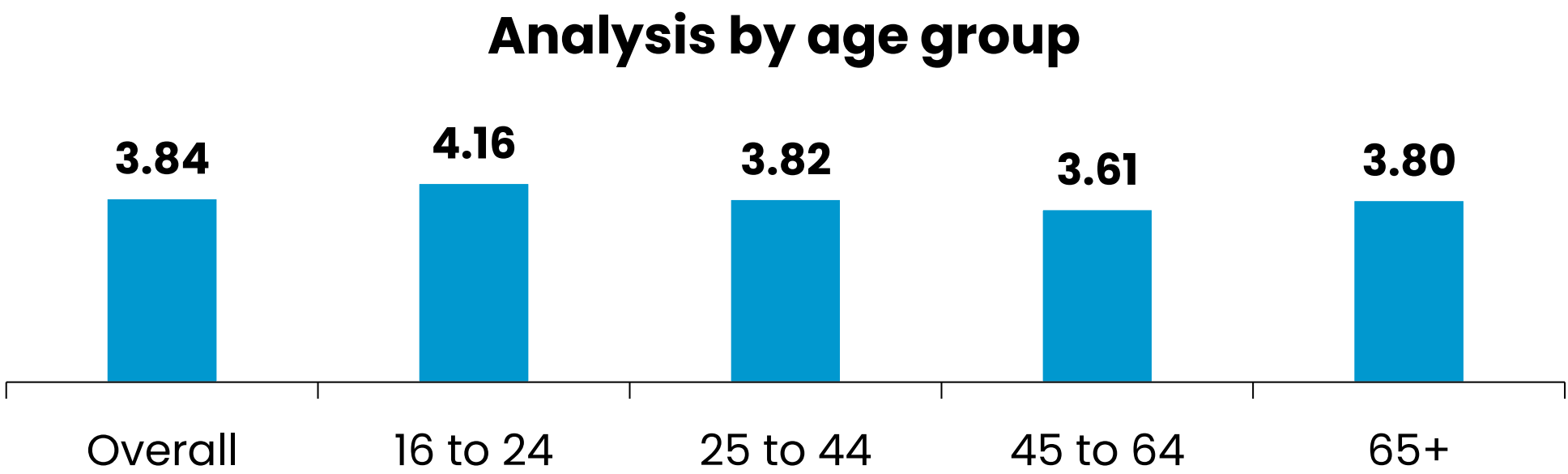
Analysis by age group
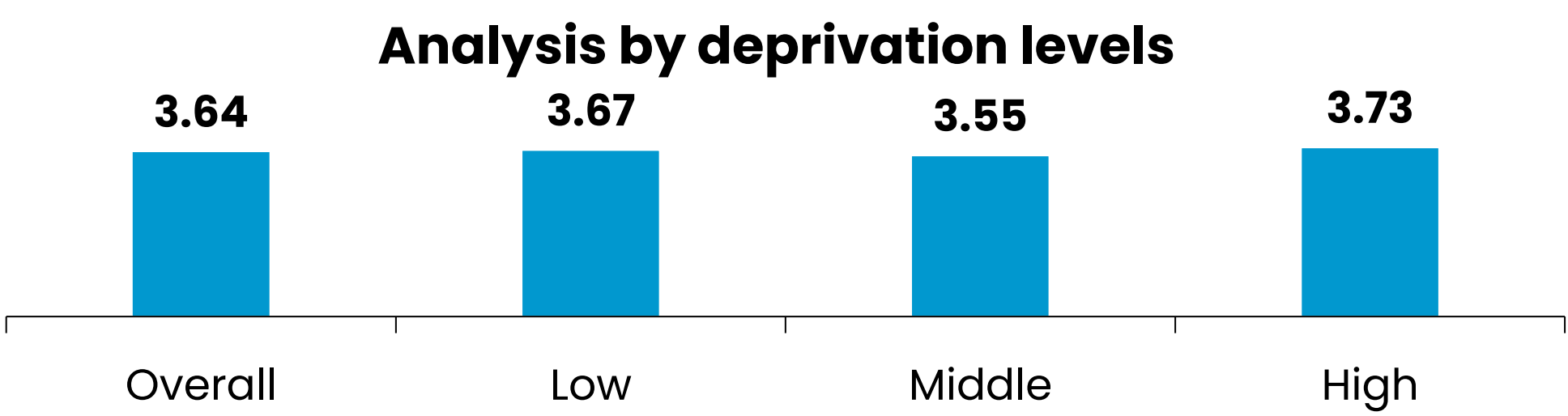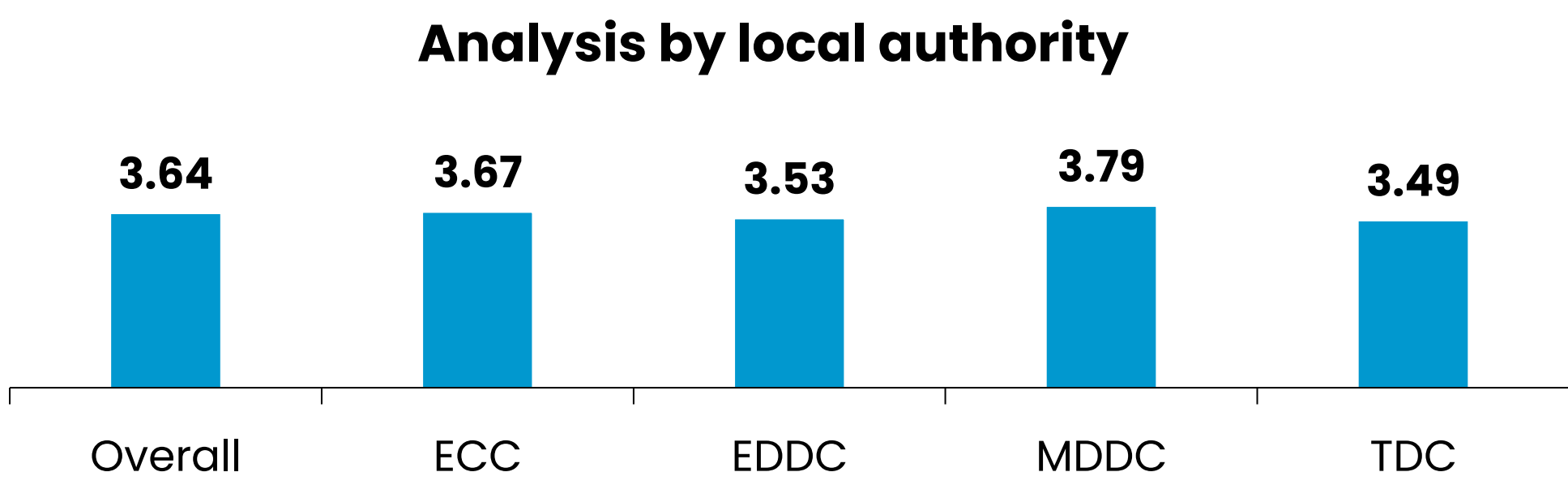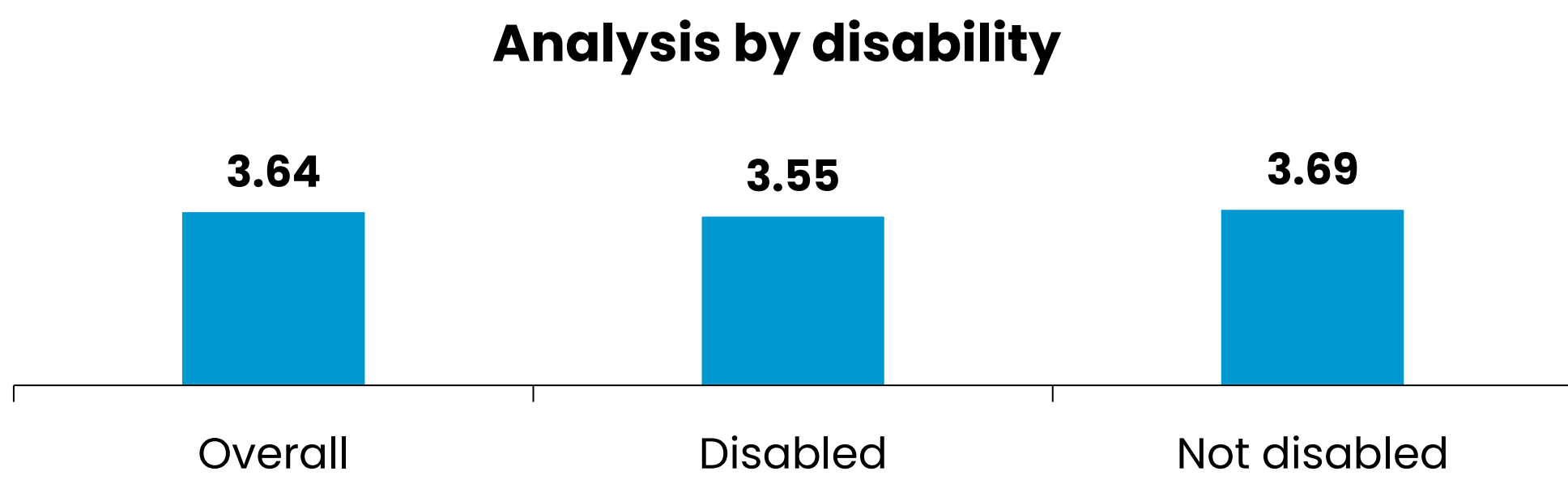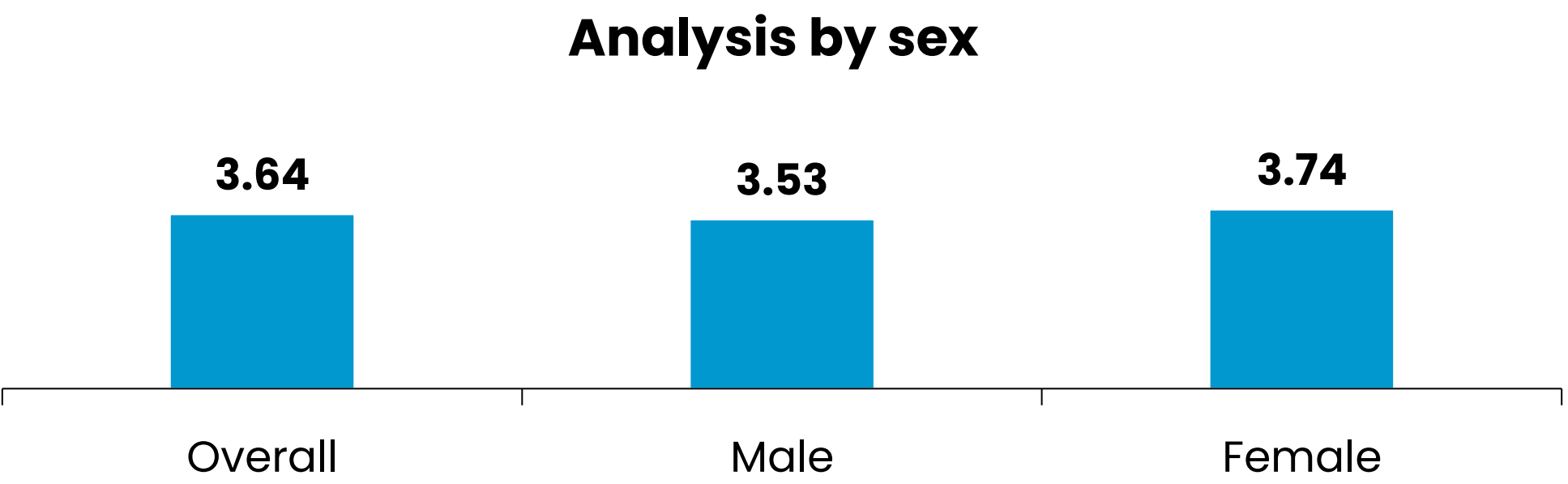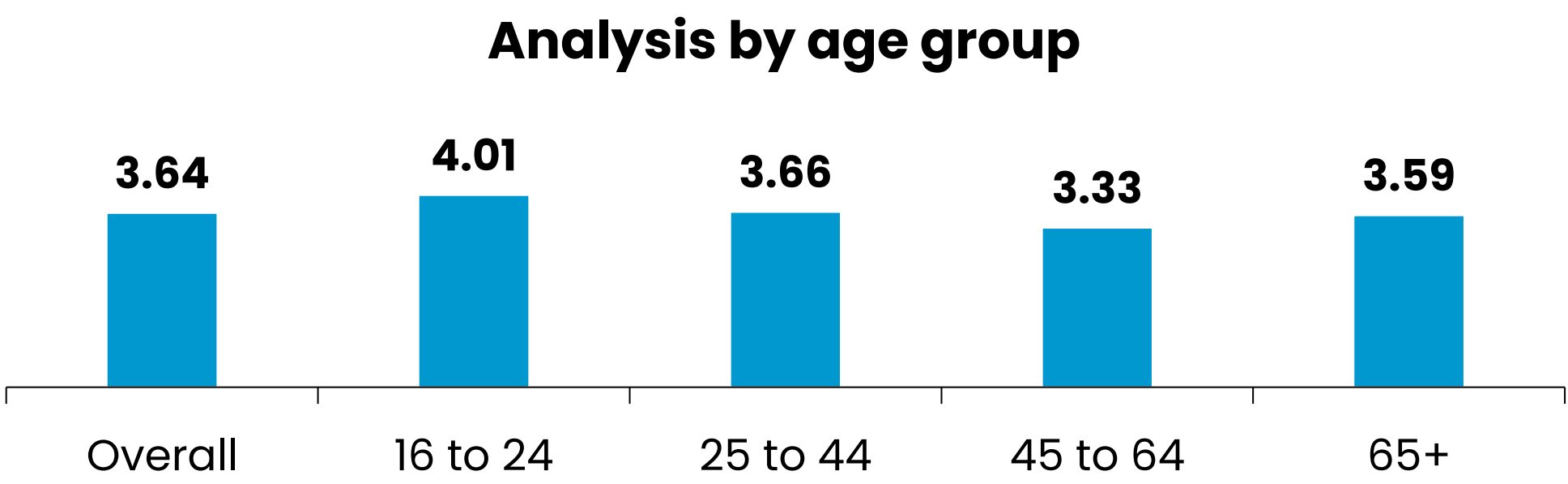
Overall	16 to 24	25 to 44	45 to 64	65+
3.84	4.16	3.82	3.61	3.80

Analysis by sex

Overall	Male	Female
3.84	3.82	3.87

Analysis by disability

Overall	Disabled	Not disabled
3.84	3.81	3.87

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
3.84	3.93	3.69	3.80	3.67

Analysis by deprivation levels

Overall	Low	Middle	High
3.84	3.84	3.79	3.92

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
3.84	3.83	3.79	3.96	4.30

Question: *How much do you value each of the following aspects of how your local council serves your community… Being inclusive and accessible to all residents? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

27

Clear communication and keeping residents informed is rated more highly by those aged 16-24 and those who study in the local area
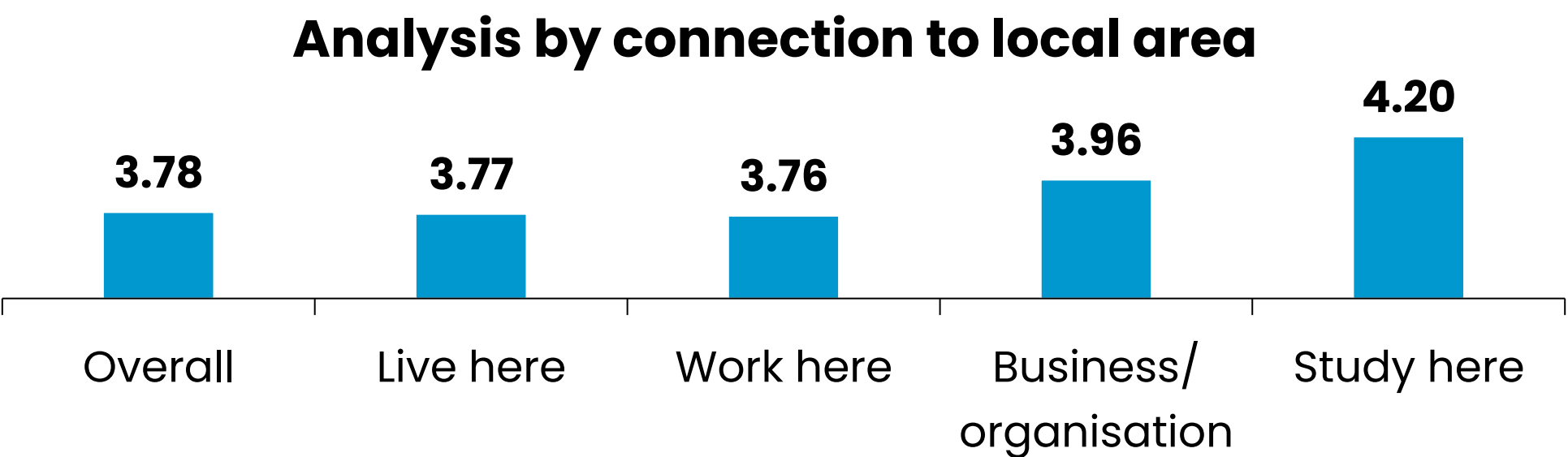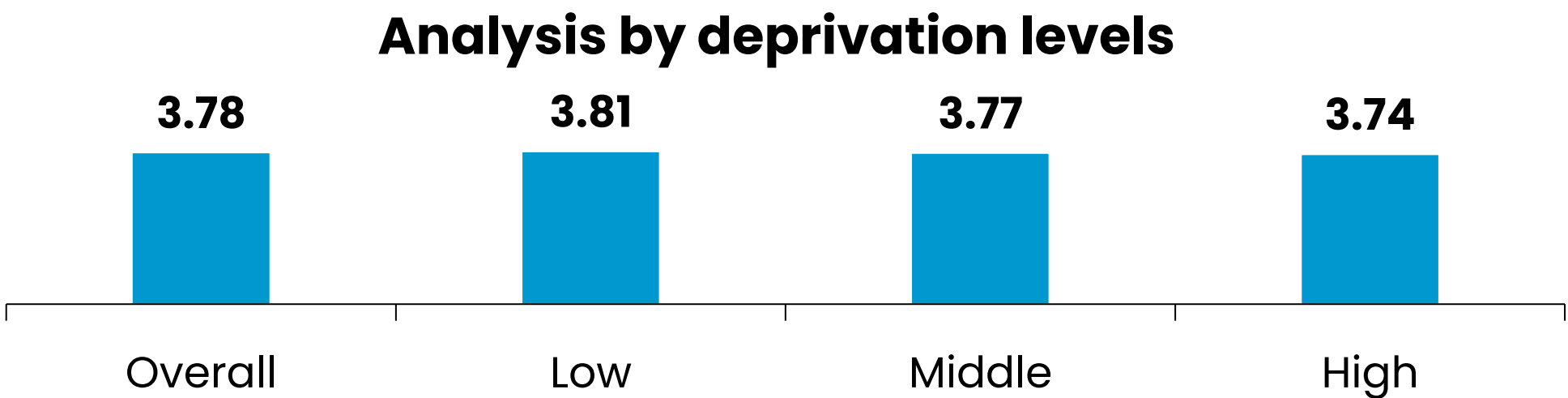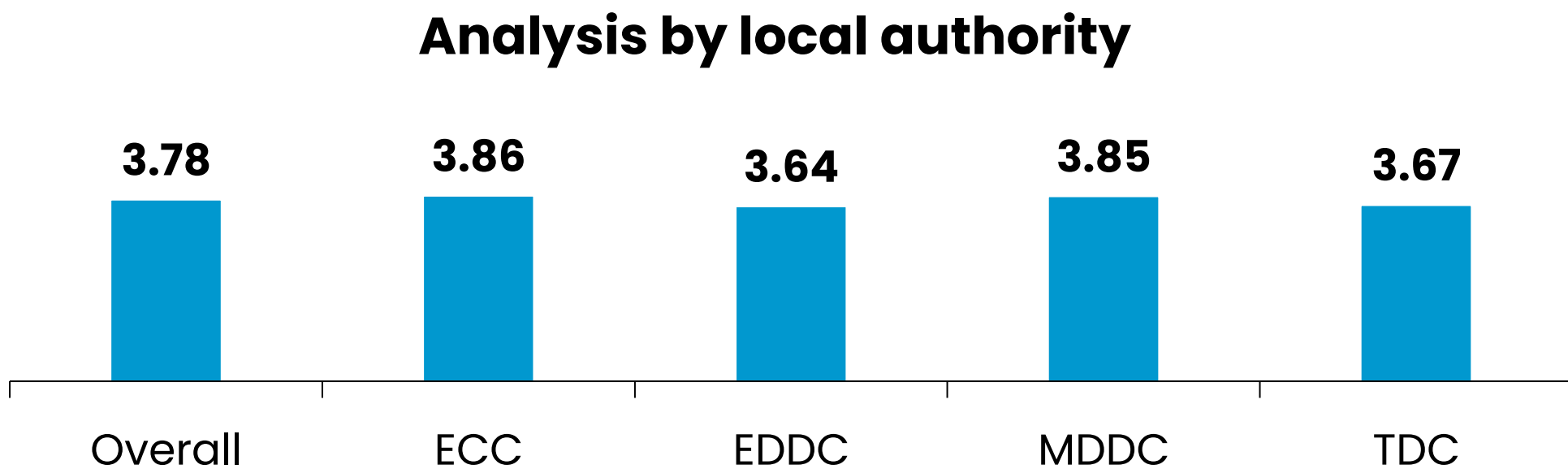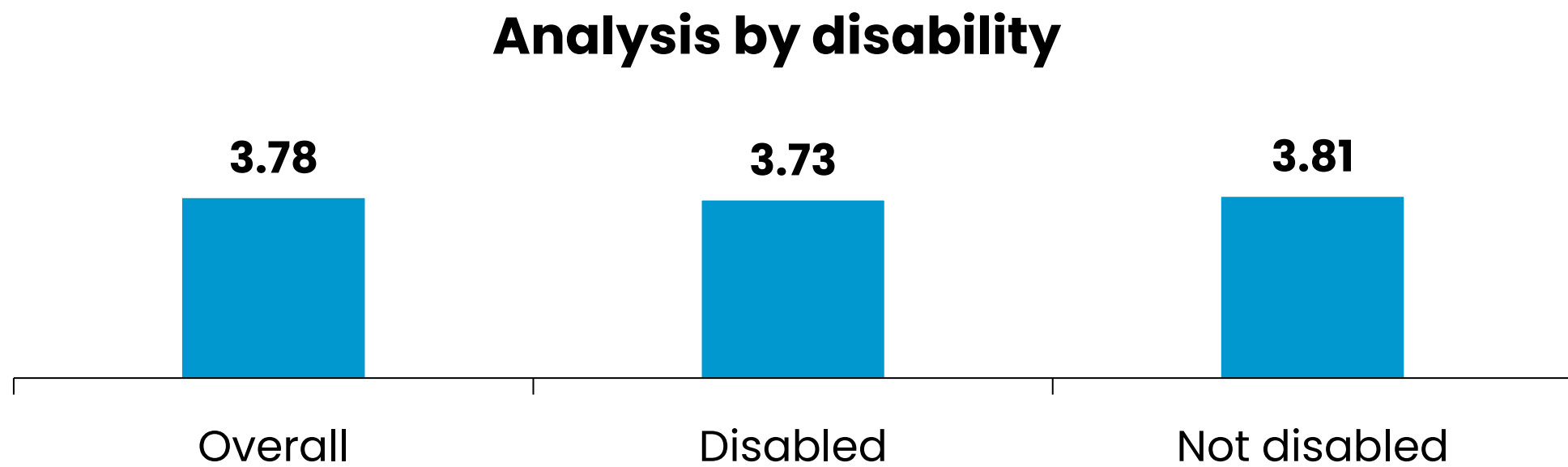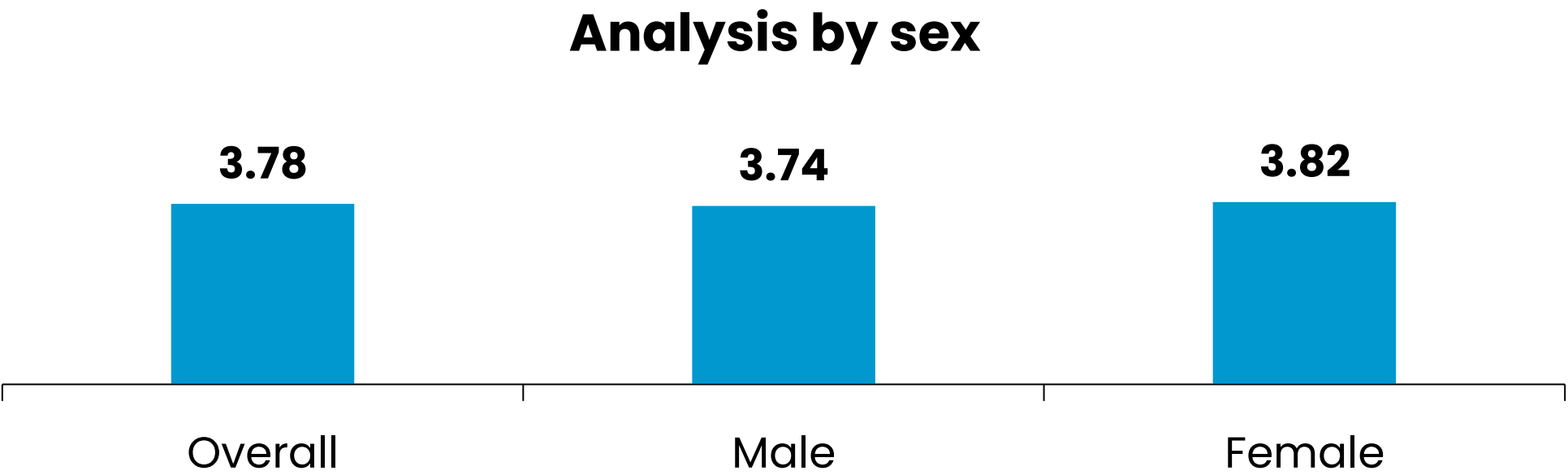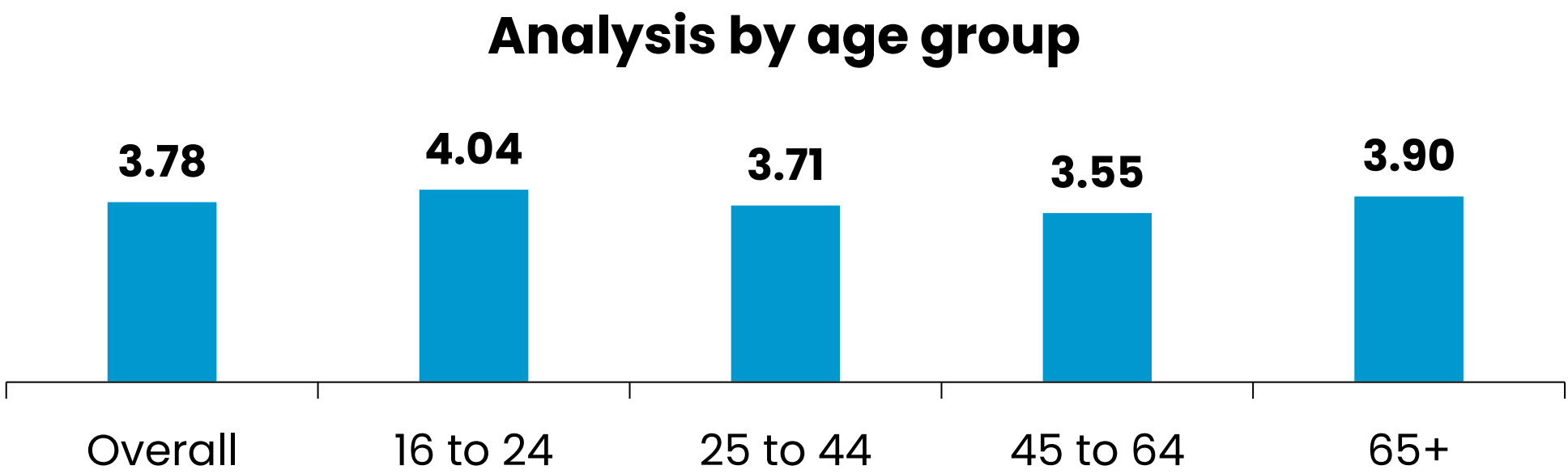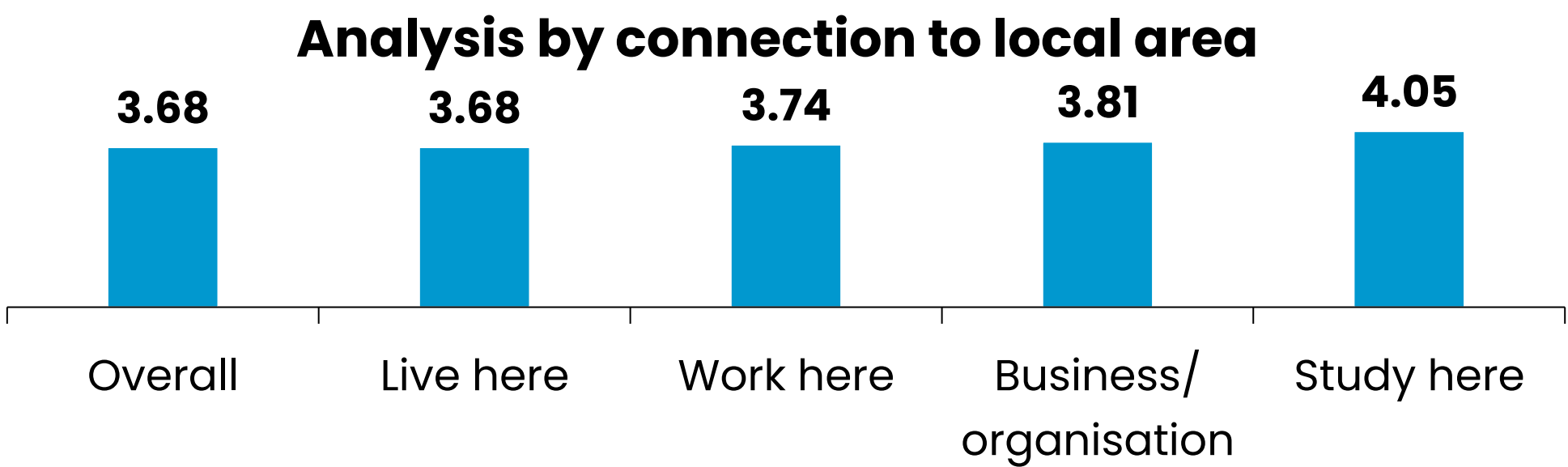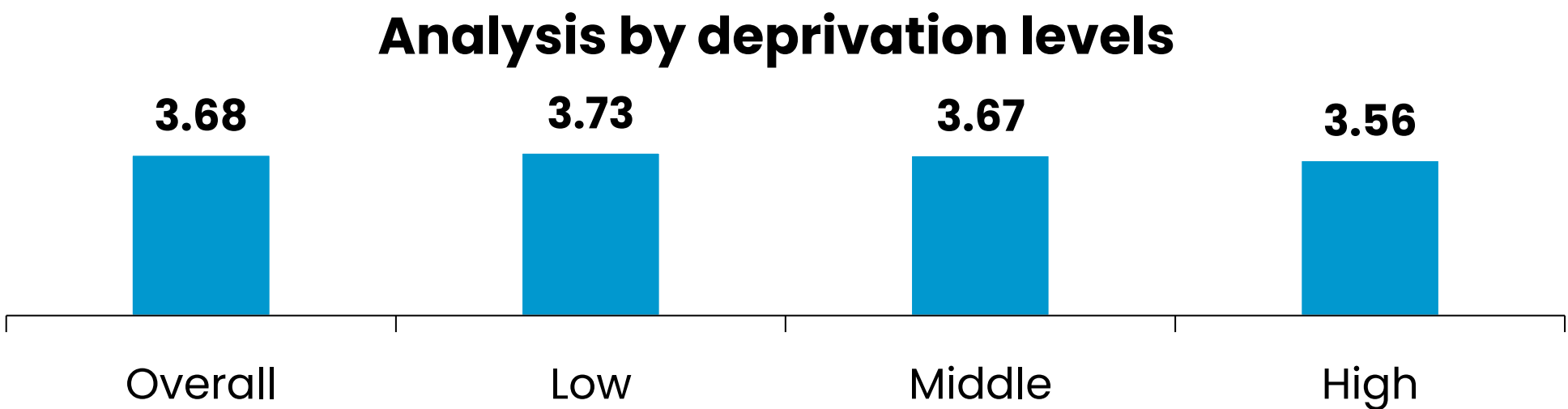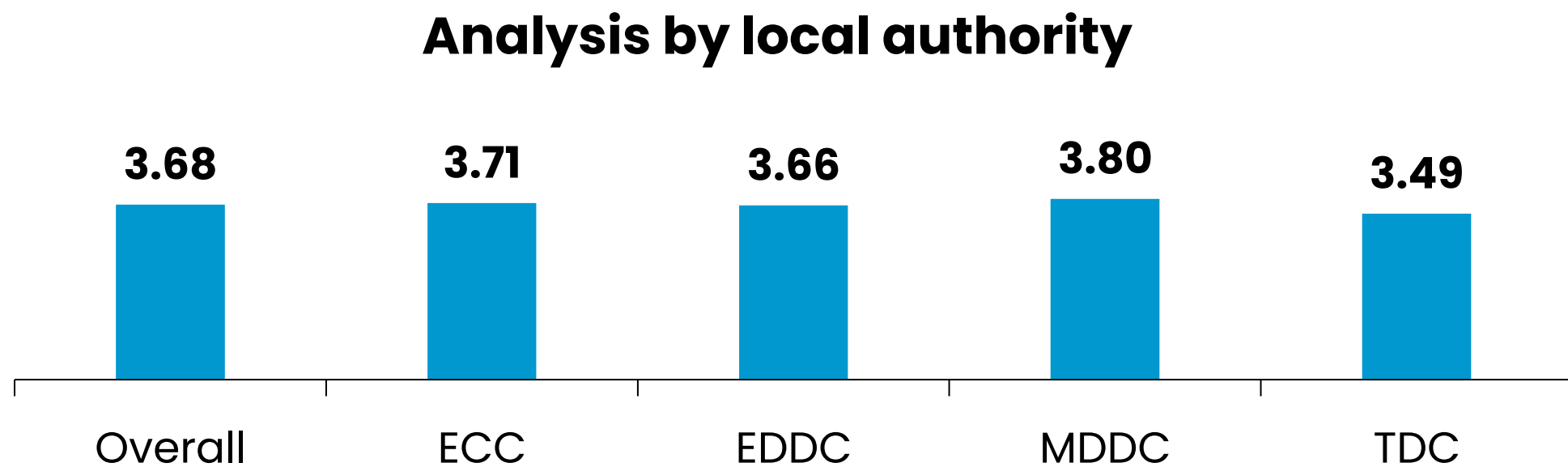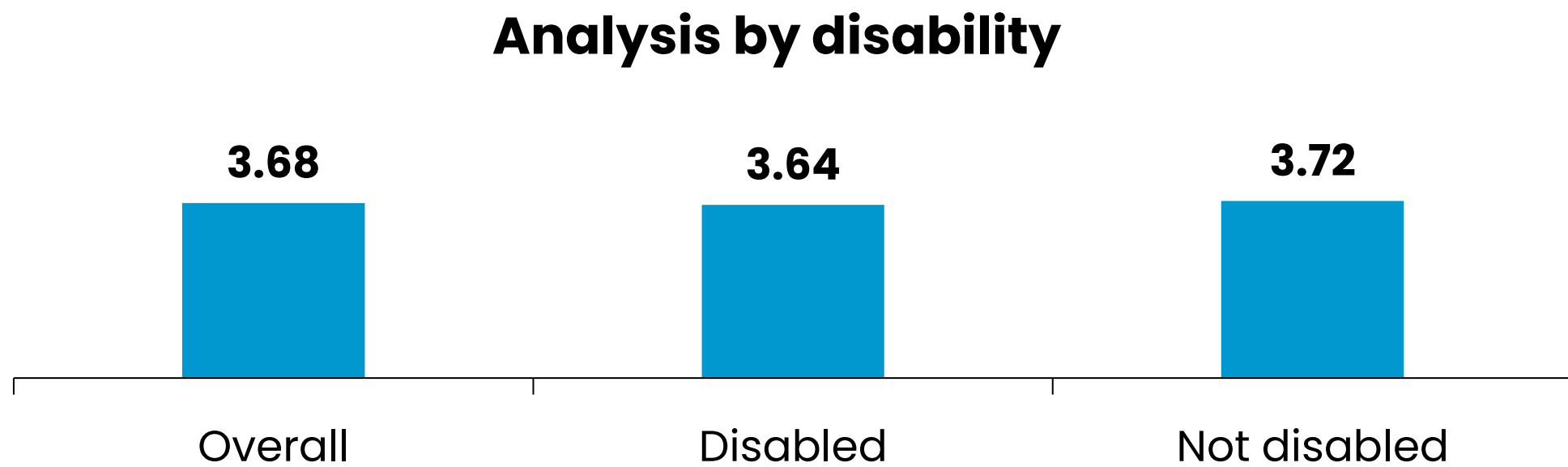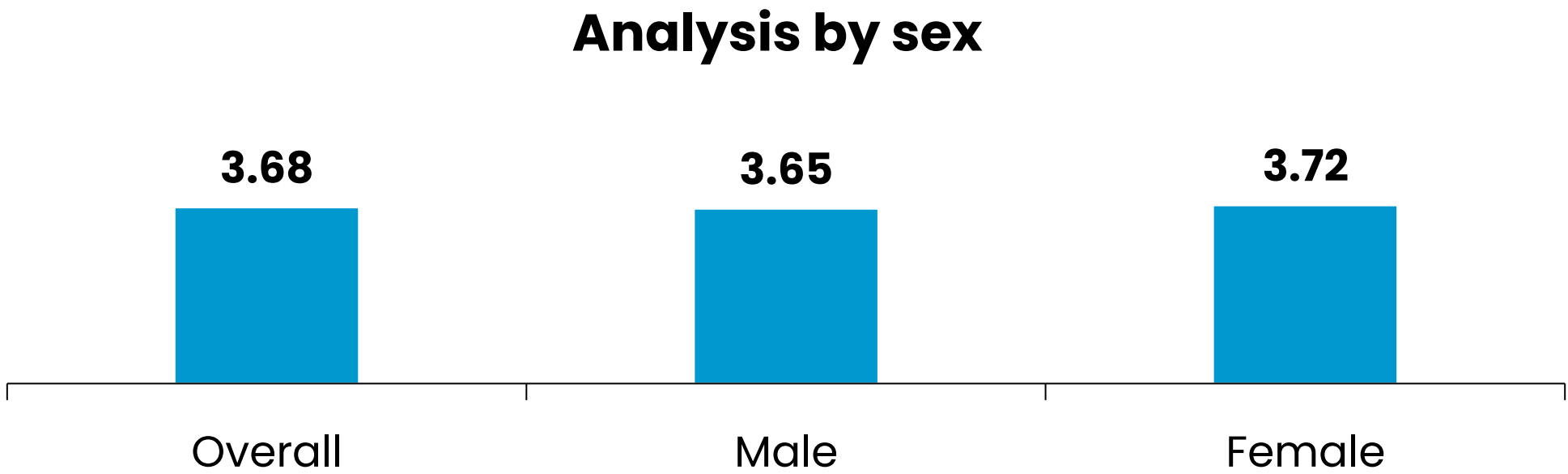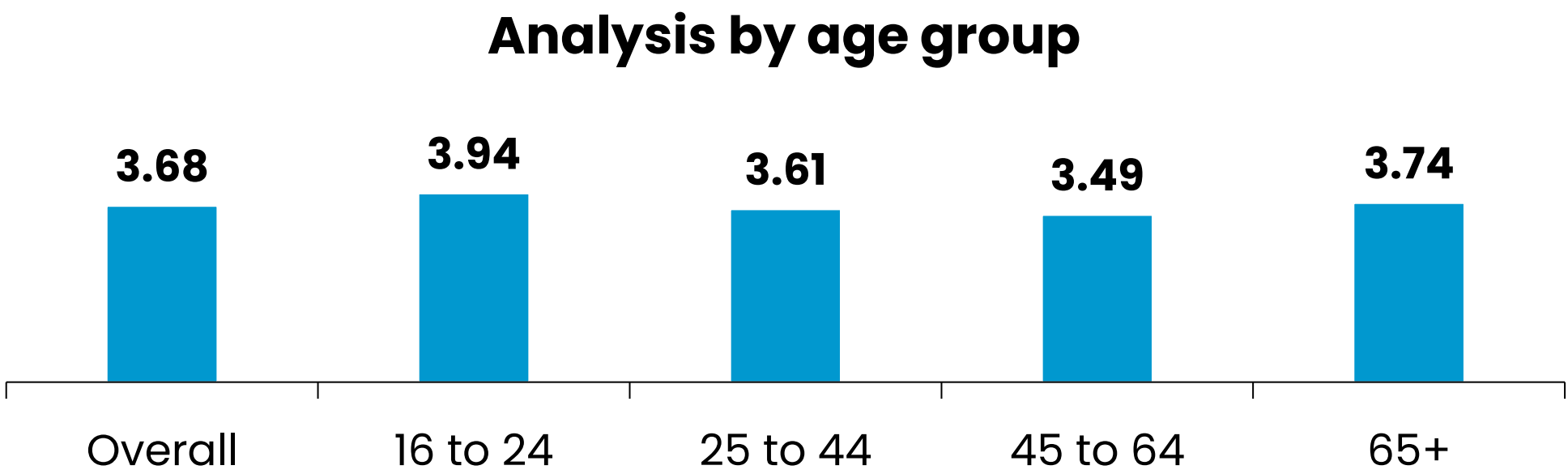
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
3.78	4.04	3.71	3.55	3.90

Analysis by sex

Overall	Male	Female
3.78	3.74	3.82

Analysis by disability

Overall	Disabled	Not disabled
3.78	3.73	3.81

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
3.78	3.86	3.64	3.85	3.67

Analysis by deprivation levels

Overall	Low	Middle	High
3.78	3.81	3.77	3.74

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
3.78	3.77	3.76	3.96	4.20

Question: *How much do you value each of the following aspects of how your local council serves your community... Communicating clearly and keeping residents informed? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

28

Protecting the environment and promoting climate action is more valued by those aged 16-24, female respondents and those who study in the local area
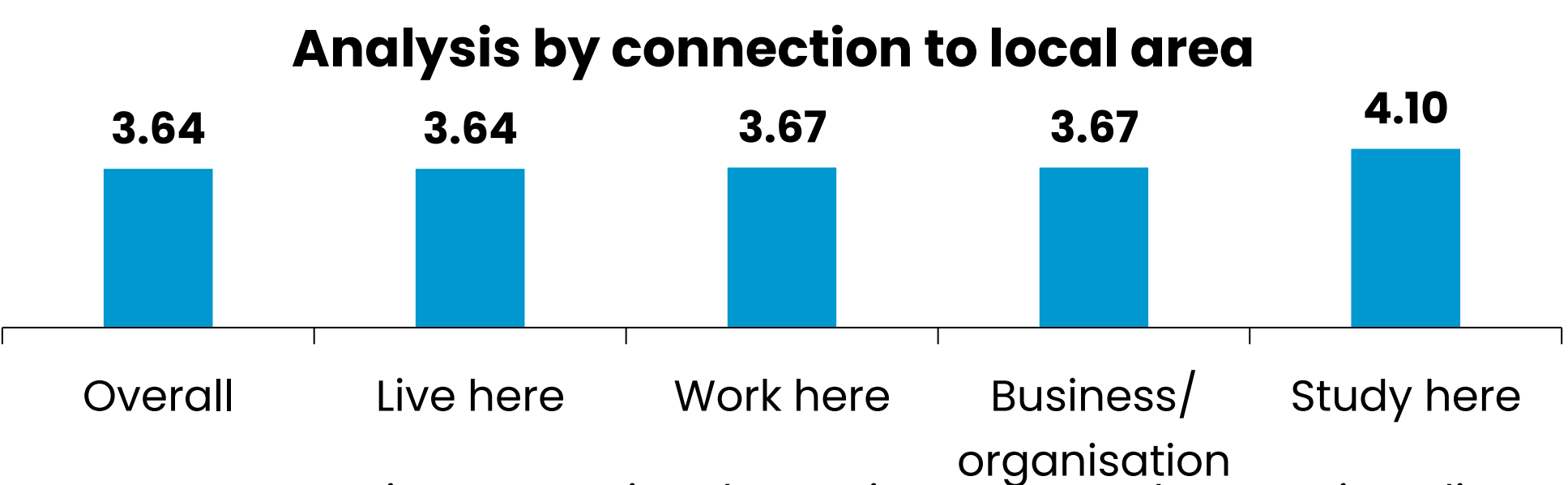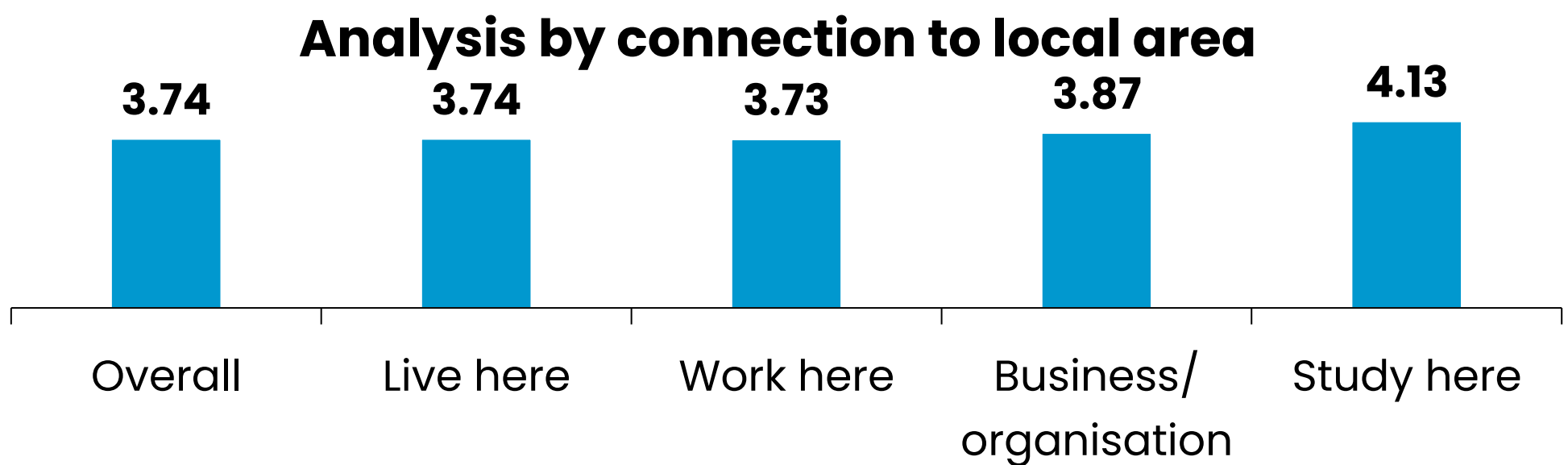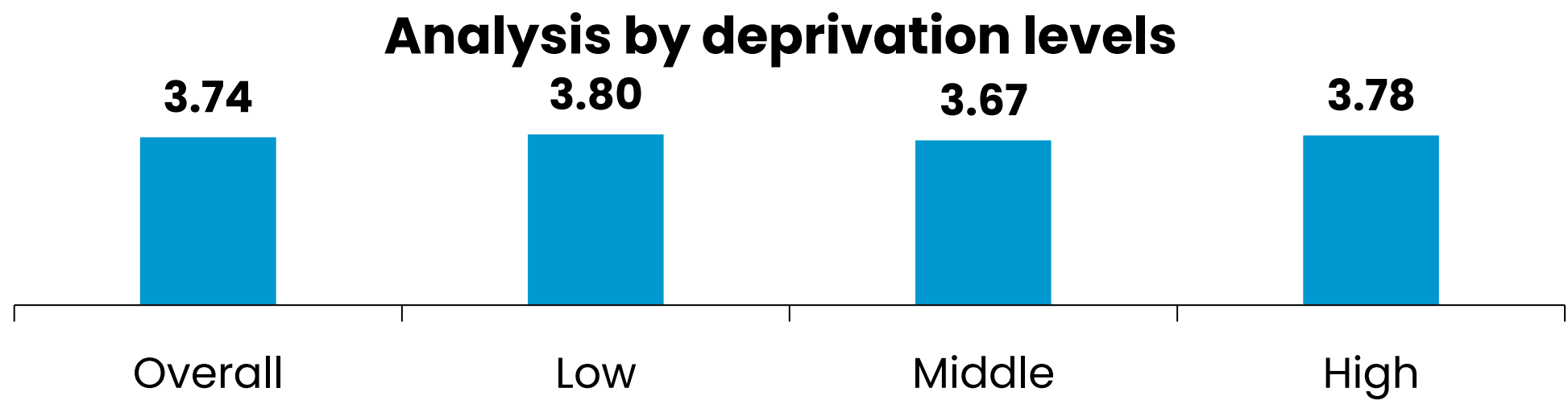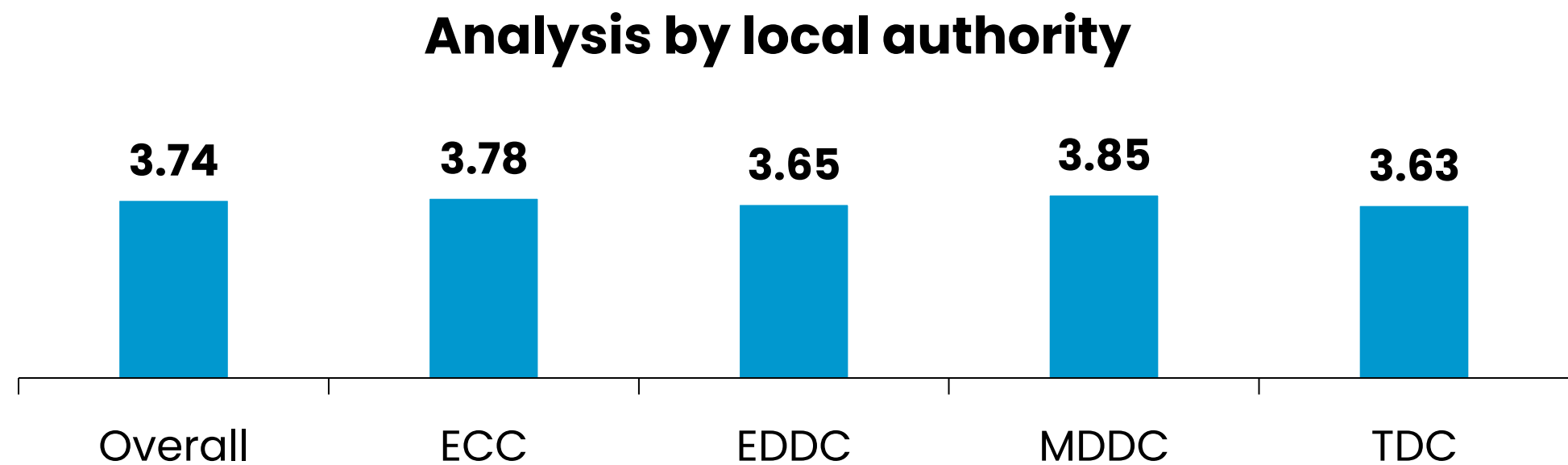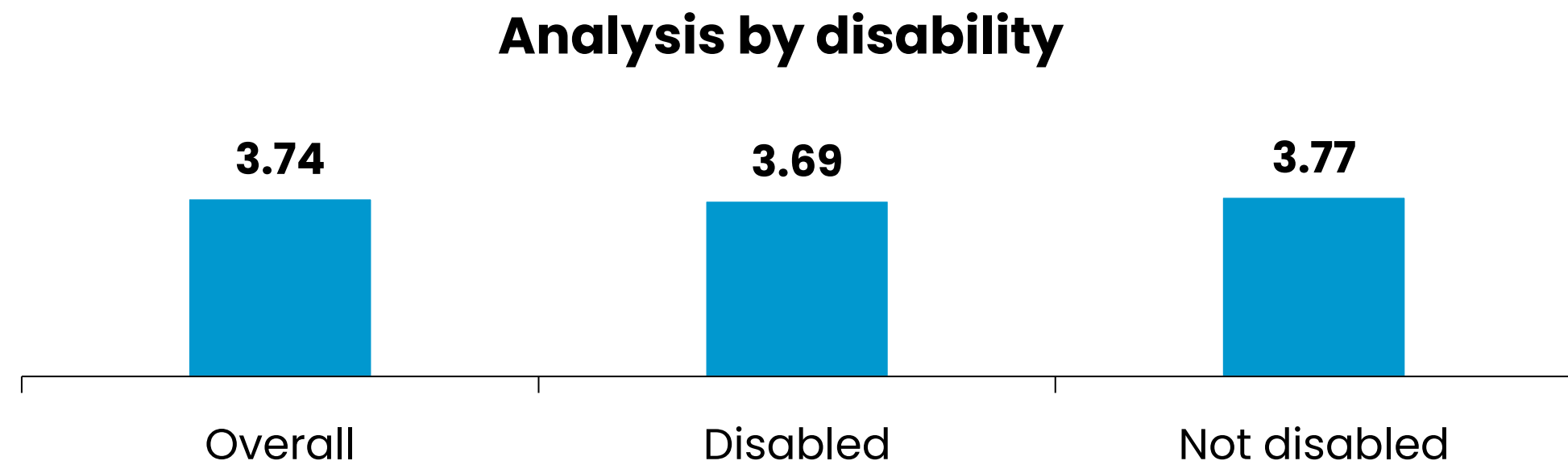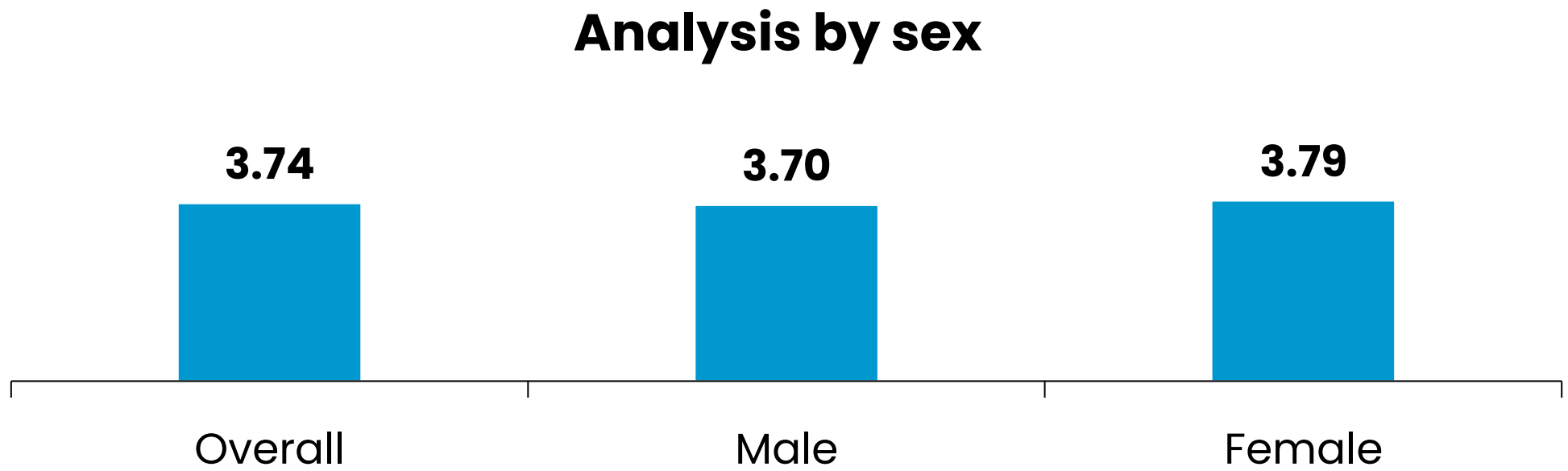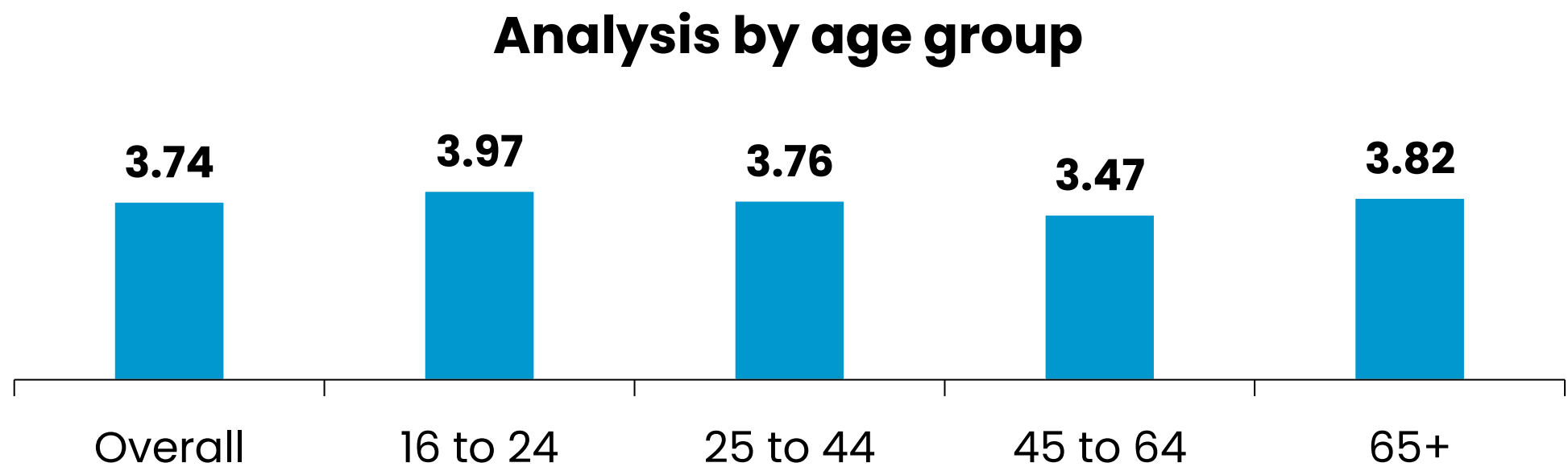
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
3.64	4.01	3.66	3.33	3.59

Analysis by sex

Overall	Male	Female
3.64	3.53	3.74

Analysis by disability

Overall	Disabled	Not disabled
3.64	3.55	3.69

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
3.64	3.67	3.53	3.79	3.49

Analysis by deprivation levels

Overall	Low	Middle	High
3.64	3.67	3.55	3.73

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
3.64	3.64	3.67	3.67	4.10

Question: *How much do you value each of the following aspects of how your local council serves your community... Protecting the environment and promoting climate action? (Rate on scale of 1-5)*
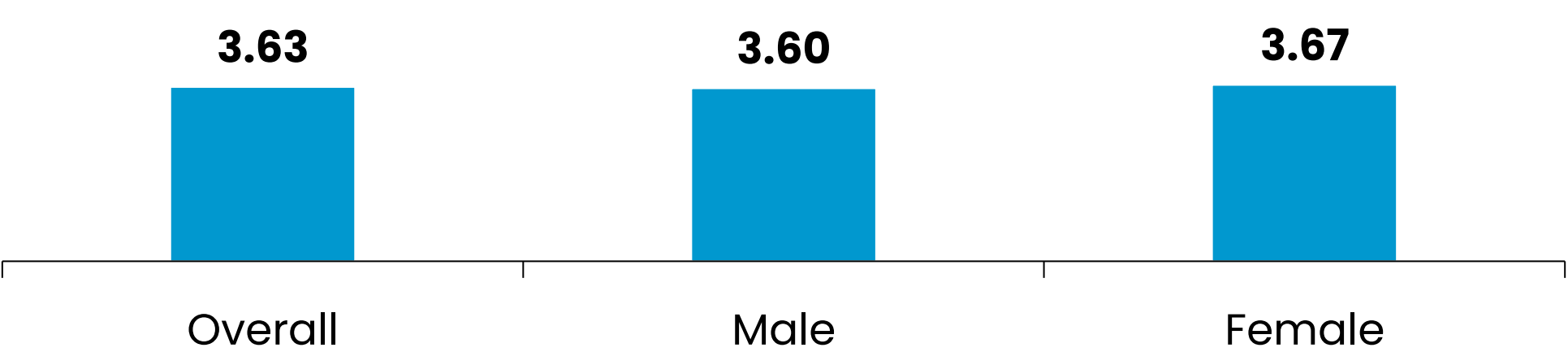Base: All respondents (Representative survey 2025: 1,100)

29

Those aged 16-24 and those who study in the local area are more likely to value the council being responsive to local needs

Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
3.68	3.94	3.61	3.49	3.74

Analysis by sex

Overall	Male	Female
3.68	3.65	3.72

Analysis by disability

Overall	Disabled	Not disabled
3.68	3.64	3.72

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
3.68	3.71	3.66	3.80	3.49

Analysis by deprivation levels

Overall	Low	Middle	High
3.68	3.73	3.67	3.56

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
3.68	3.68	3.74	3.81	4.05

Question: *How much do you value each of the following aspects of how your local council serves your community... Being responsive to local needs? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

30

Collaborating effectively with other public services is rated more highly by those in both the youngest and oldest age groups, as well as those who study in the local area

Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
3.74	3.97	3.76	3.47	3.82

Analysis by sex

Overall	Male	Female
3.74	3.70	3.79

Analysis by disability

Overall	Disabled	Not disabled
3.74	3.69	3.77

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
3.74	3.78	3.65	3.85	3.63

Analysis by deprivation levels

Overall	Low	Middle	High
3.74	3.80	3.67	3.78

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
3.74	3.74	3.73	3.87	4.13

Question: *How much do you value each of the following aspects of how your local council serves your community... Collaborating effectively with other public services? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

Those aged 16-24 and those who study in the local area value providing opportunities for residents to have a say in decisions more highly than other groups
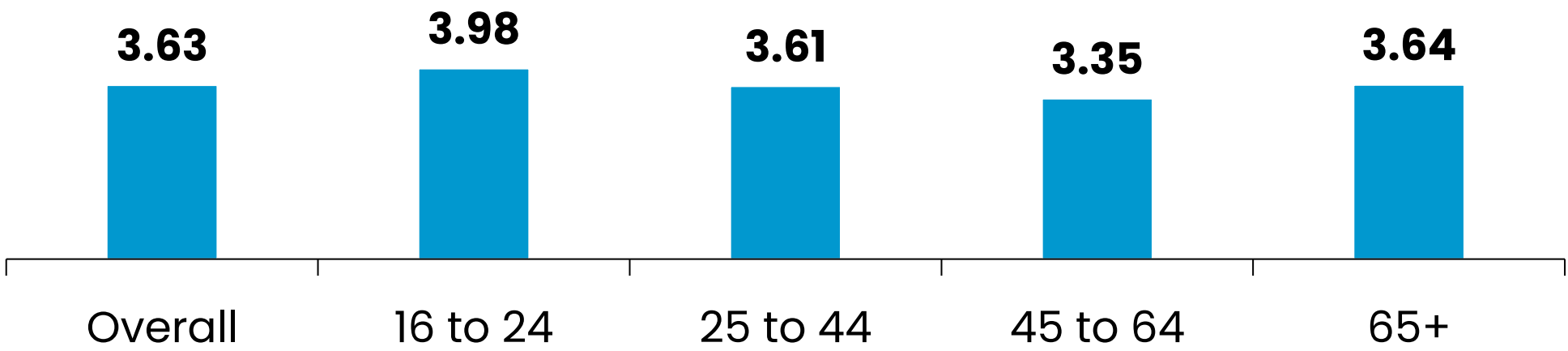
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
3.63	3.98	3.61	3.35	3.64

Analysis by sex

Overall	Male	Female
3.63	3.60	3.67

Analysis by disability

Overall	Disabled	Not disabled
3.63	3.53	3.69

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
3.63	3.65	3.51	3.83	3.50

Analysis by deprivation levels

Overall	Low	Middle	High
3.63	3.66	3.56	3.62

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
3.63	3.62	3.68	3.76	4.05
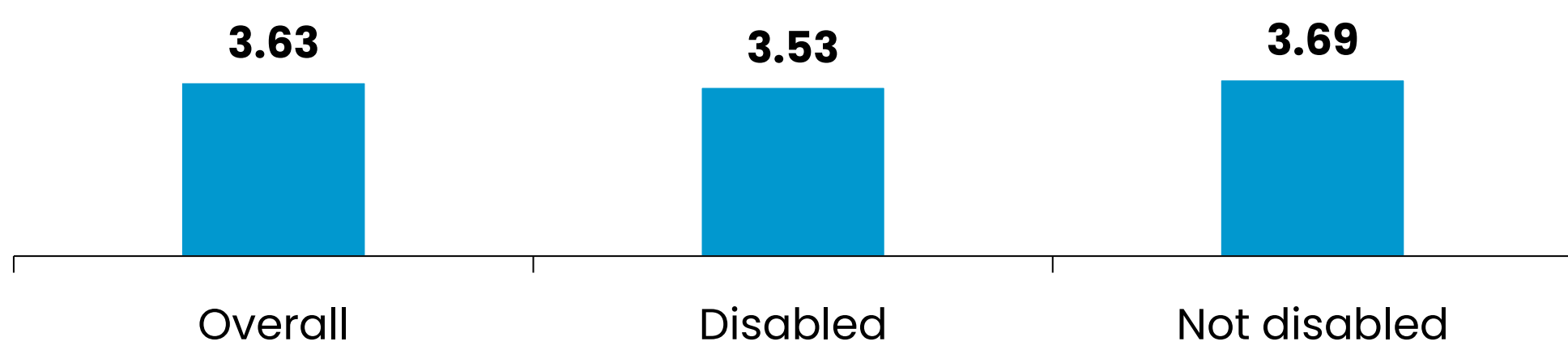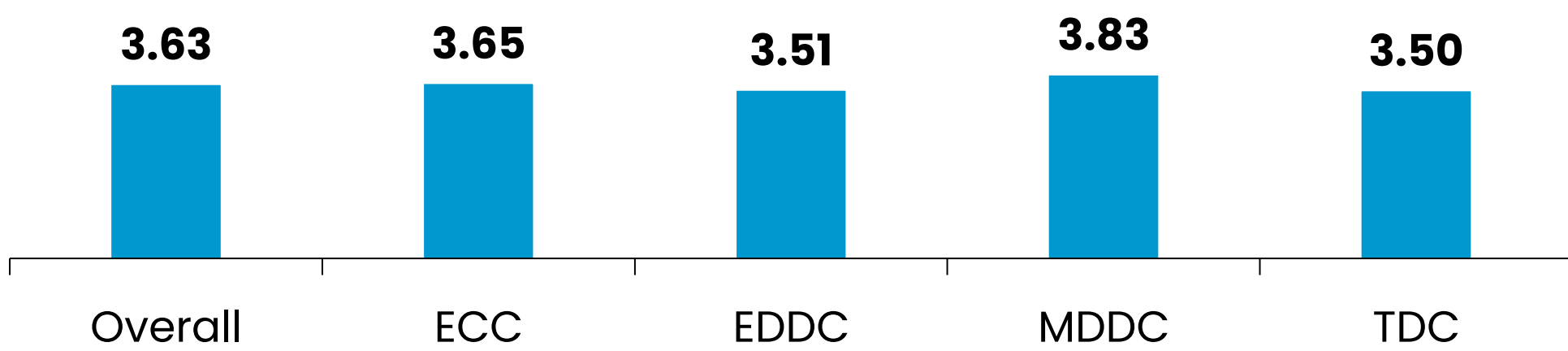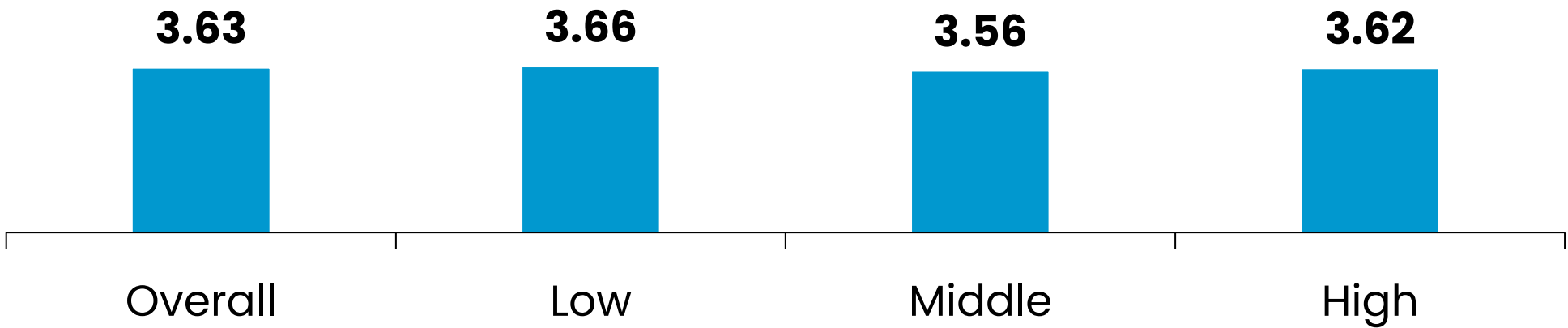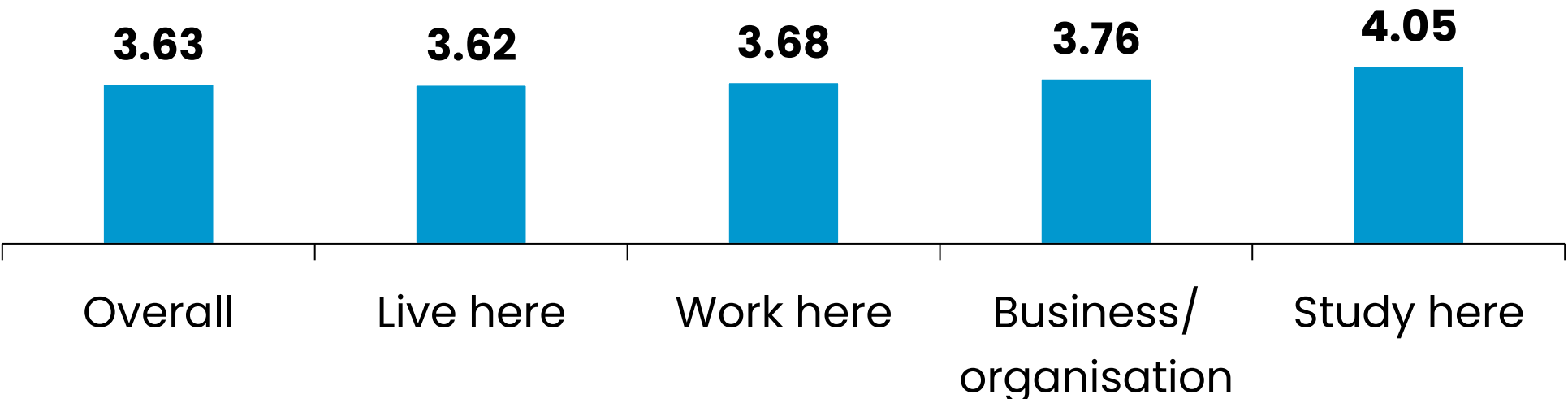
Delivering services efficiently and reliably is also most valued by online respondents, however greater importance is placed on responsiveness to local needs and protecting the environment and promoting climate action in comparison to representative respondents

Online survey

Category	%
Delivering services efficiently and reliably	39%
Being responsive to local needs	32%
Protecting the environment and promoting climate action	23%
Representing the community fairly and transparently	21%
Providing opportunities for residents to have a say in decisions	19%
Offering good value for money	18%
Communicating clearly and keeping residents informed	18%
Supporting long-term growth and sustainability	17%
Being inclusive and accessible to all residents	12%
Collaborating effectively with other public services	8%
Having a clear vision and leadership for the future	8%

Subgroup analysis

Subgroups more likely to select **being responsive to local needs** (32% overall) include:

- MDDC residents (52%) and TDC residents (41%) in comparison with ECC residents (28%)

Subgroups more likely to select **providing opportunities for residents to have a say in decisions** (19% overall) include:

- Those who represent a community organisation (32%) in comparison with those who live (20%) and work (16%) in Exeter

Subgroups more likely to select **offering good value for money** (18% overall) include:

- Males (22%) in comparison with females (15%)

Subgroups more likely to select **communicating clearly and keeping residents informed** (18% overall) include:

- TDC residents (26%) in comparison with ECC residents (16%)

Question: *Thinking about your local council or councils, which of the following do you most value in the way it serves your community? (Select up to three)*
Base: All respondents (Online survey 2025: 956)

33

6. Impact of local government reorganisation

Efficient services which offer value for money and easy access to council services are viewed as most important, and less importance is given to having a supportive and accessible ward councillor

Representative survey

Efficient services which offer value for money
- Important (4, 5): 81%
- Neither (3): 11%
- Not important (1, 2): 7%
- Don't know: 1%

Easy access to the council services you need
- Important (4, 5): 80%
- Neither (3): 12%
- Not important (1, 2): 6%
- Don't know: 1%

Decisions that impact you will be made locally
- Important (4, 5): 77%
- Neither (3): 14%
- Not important (1, 2): 8%
- Don't know: 1%

Improved services
- Important (4, 5): 77%
- Neither (3): 15%
- Not important (1, 2): 7%
- Don't know: 1%

Improved understanding of the issues facing your local area
- Important (4, 5): 74%
- Neither (3): 17%
- Not important (1, 2): 7%
- Don't know: 1%

Supportive and accessible local ward councillor
- Important (4, 5): 64%
- Neither (3): 21%
- Not important (1, 2): 12%
- Don't know: 3%

Legend:
- Important (4, 5)
- Neither (3)
- Not important (1, 2)
- Don't know

Mean scores (out of 5)

- Efficient services which offer value for money: **4.30**
- Easy access to the council services you need: **4.27**
- Decisions that impact you will be made locally: **4.21**
- Improved services: **4.21**
- Improved understanding of the issues facing your local area: **4.14**
- Supportive and accessible local ward councillor: **3.85**

Higher mean score indicates higher rating

Those aged 16-24 and those who run a business or represent a community organisation and study in the local area placed greater importance on efficient services which offer value for money
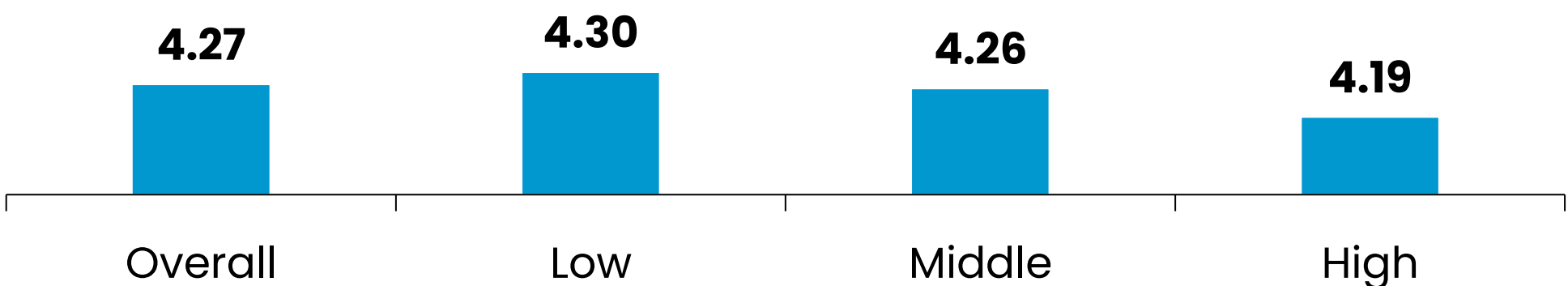
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.30	4.46	4.34	4.14	4.26

Analysis by sex

Overall	Male	Female
4.30	4.26	4.34

Analysis by disability

Overall	Disabled	Not disabled
4.30	4.34	4.29

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.30	4.30	4.21	4.45	4.25

Analysis by deprivation levels

Overall	Low	Middle	High
4.30	4.30	4.30	4.13

Analysis by connection to local area

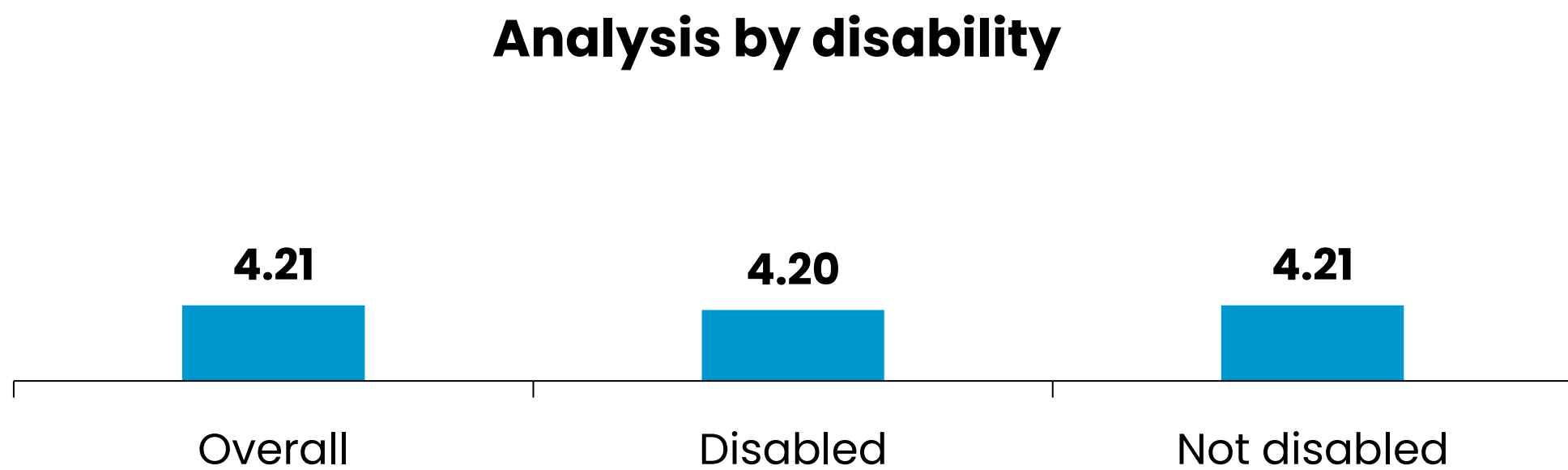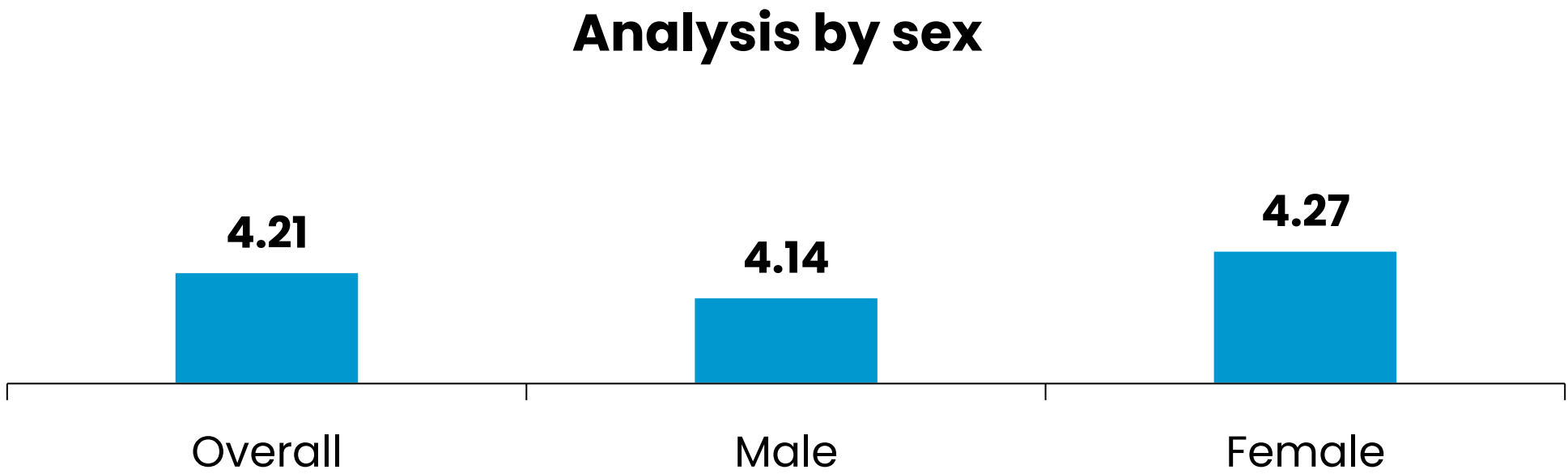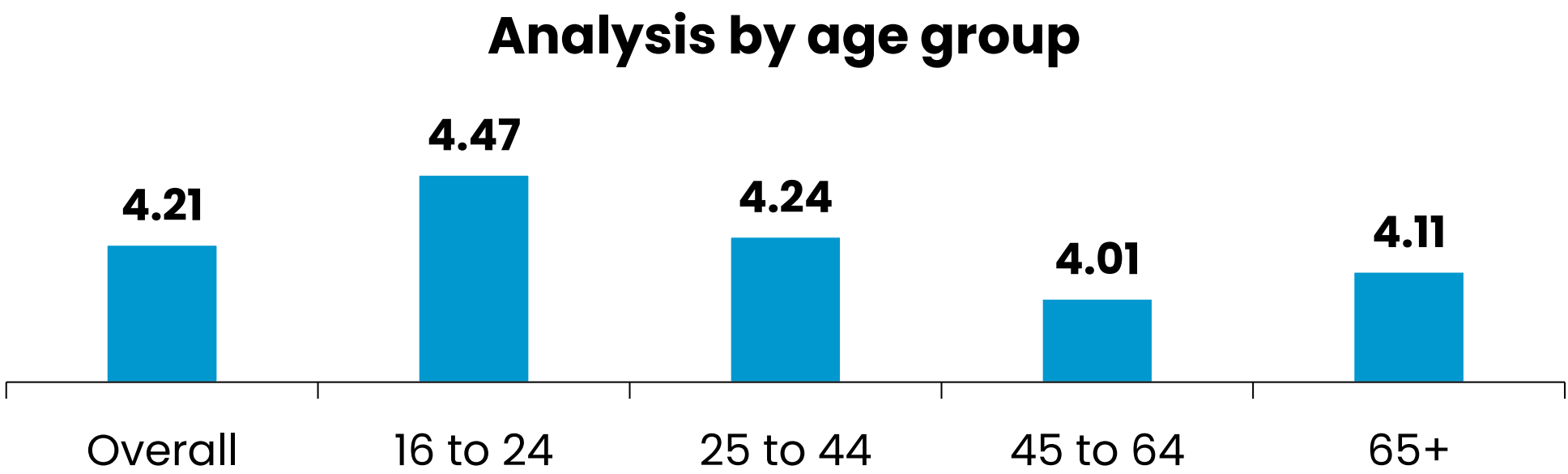| Overall	Live here	Work here	Business/ organisation	Study here
4.30	4.30	4.36	4.59	4.56

Question: *How important are each of the following when thinking about how local government reorganisation could impact you and your community... Efficient services which offer value for money? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

Easy access to the council services you need is rated more highly by those aged 16-24 and those who run a business or represent a community organisation and study in the local area

Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.27	4.42	4.29	4.13	4.27

Analysis by sex

Overall	Male	Female
4.27	4.22	4.31

Analysis by disability

Overall	Disabled	Not disabled
4.27	4.29	4.26

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.27	4.30	4.19	4.43	4.22

Analysis by deprivation levels

Overall	Low	Middle	High
4.27	4.30	4.26	4.19

Analysis by connection to local area

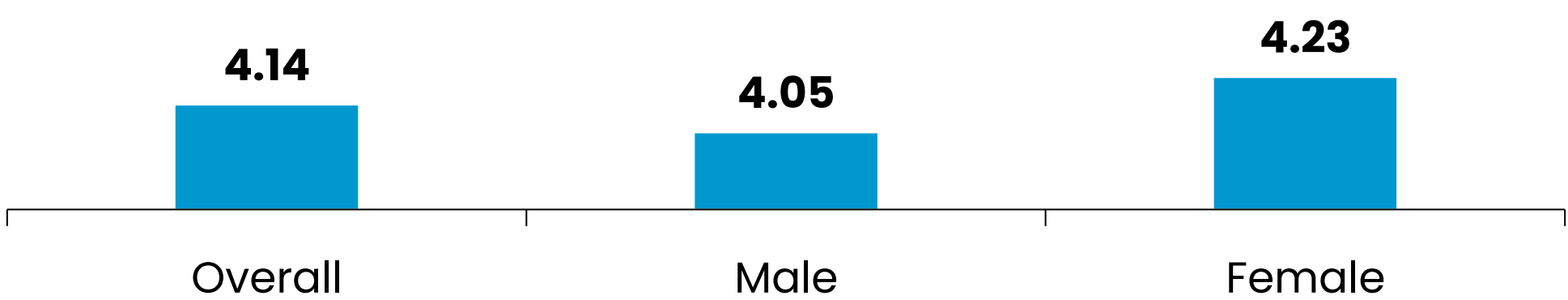| Overall	Live here	Work here	Business/ organisation	Study here
4.27	4.27	4.30	4.52	4.43
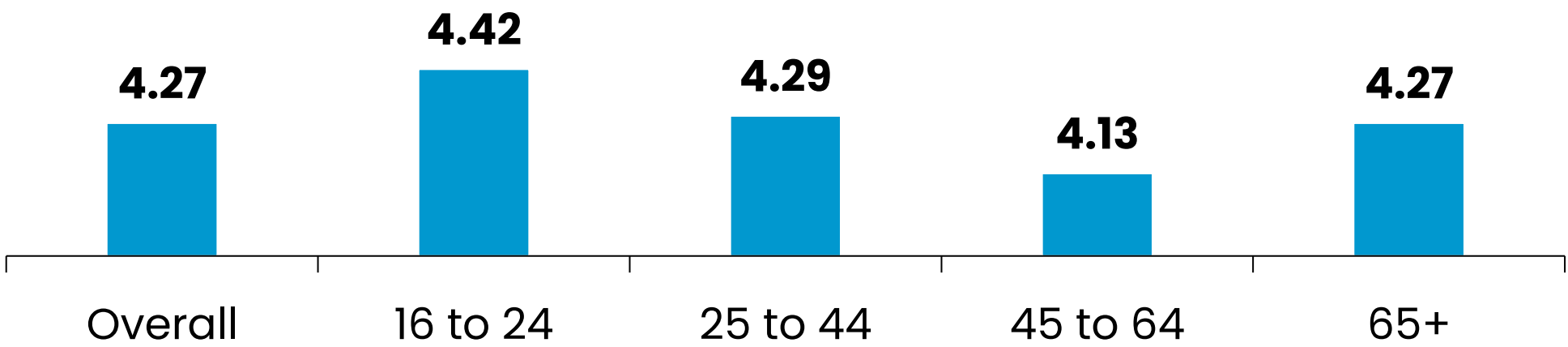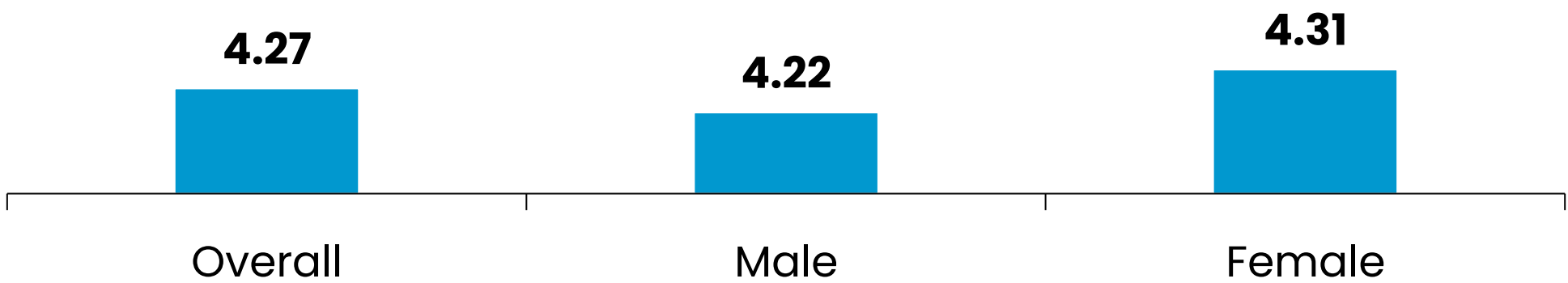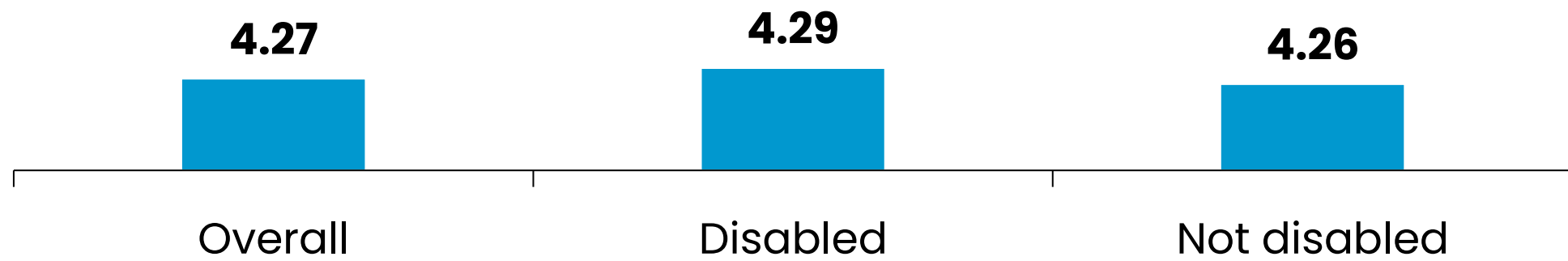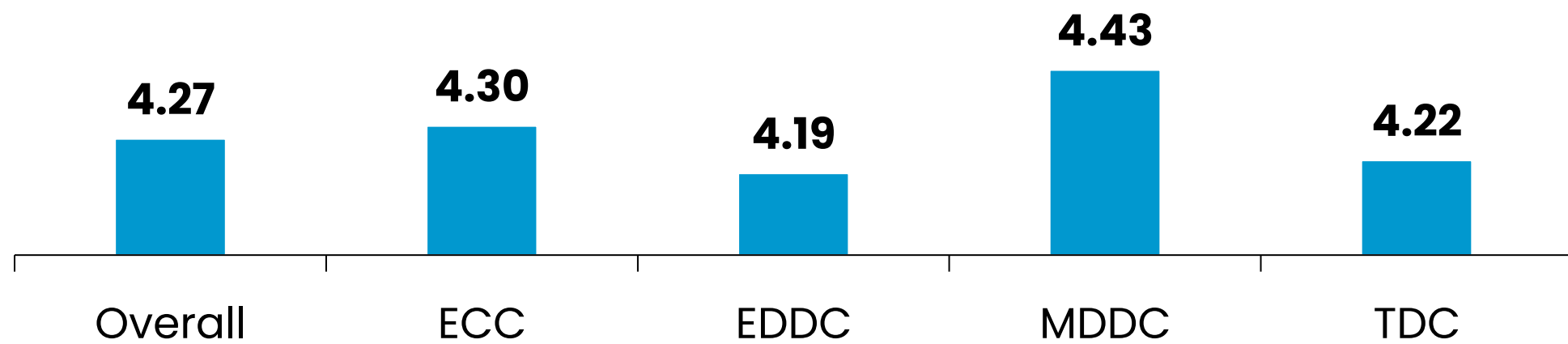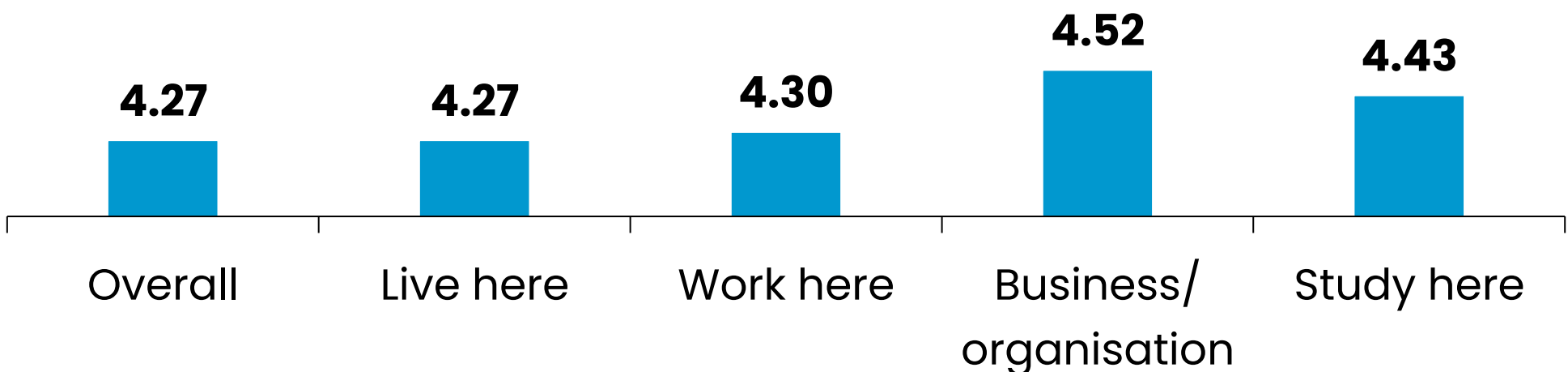
Question: *How important are each of the following when thinking about how local government reorganisation could impact you and your community… Easy access to the council services you need? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

37

Those aged 16-24, females, MDDC residents and those who study in the local area are more likely to feel that local decision making is important

Analysis by age group
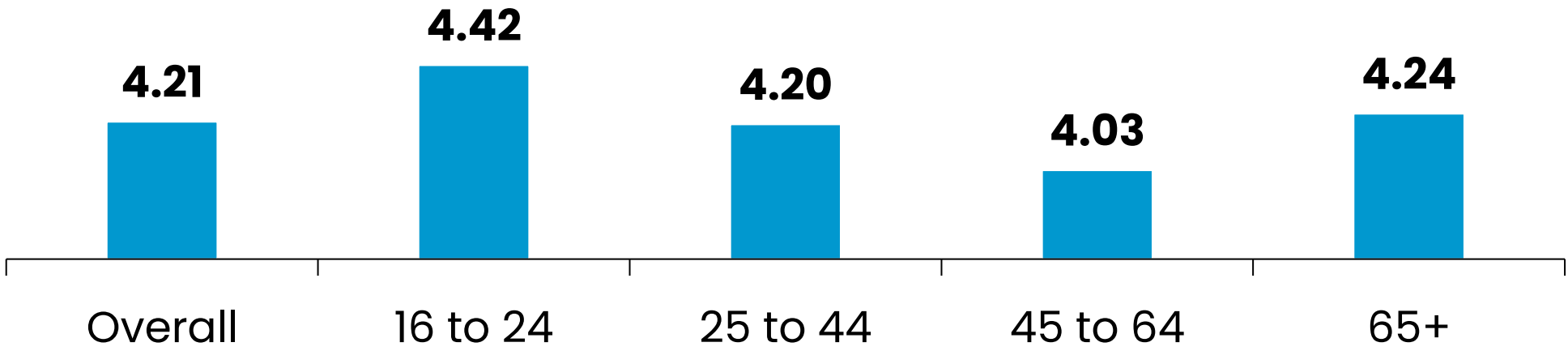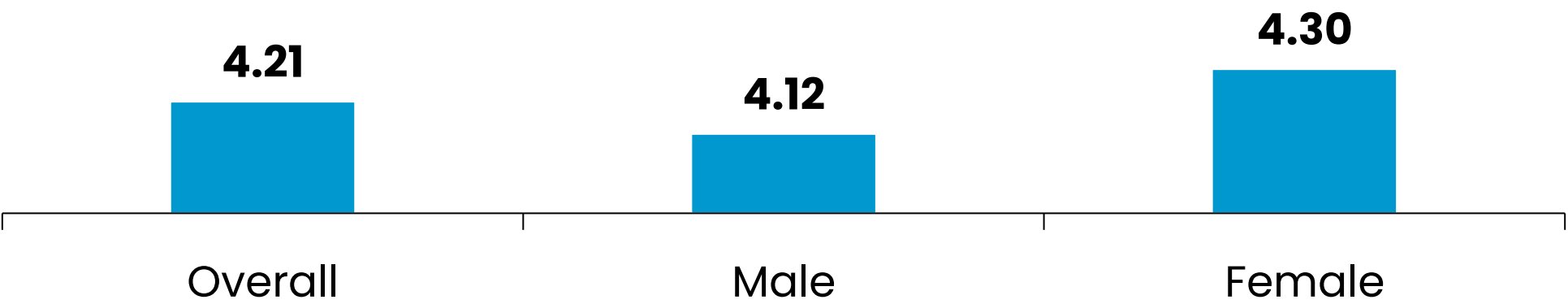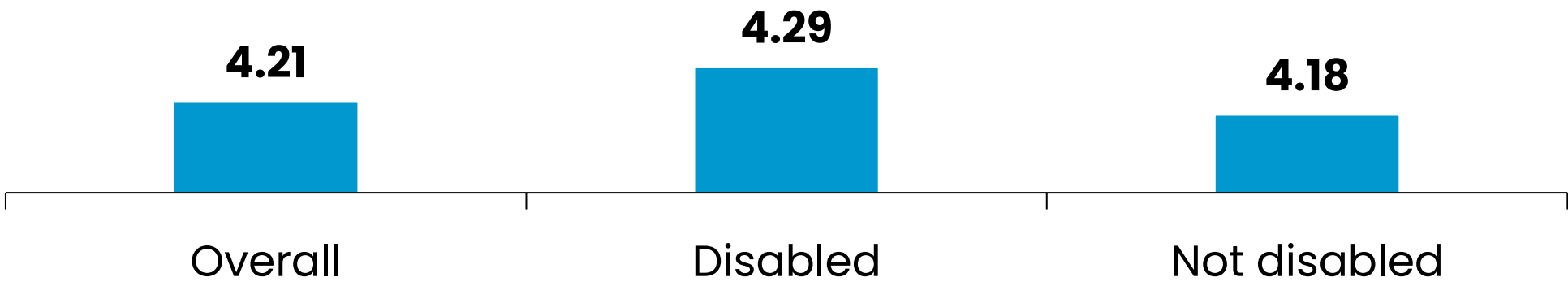
Overall	16 to 24	25 to 44	45 to 64	65+
4.21	4.42	4.20	4.03	4.24

Analysis by sex

Overall	Male	Female
4.21	4.12	4.30

Analysis by disability

Overall	Disabled	Not disabled
4.21	4.29	4.18

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.21	4.20	4.14	4.46	4.18

Analysis by deprivation levels

Overall	Low	Middle	High
4.21	4.20	4.21	4.10

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
4.21	4.20	4.22	4.24	4.43
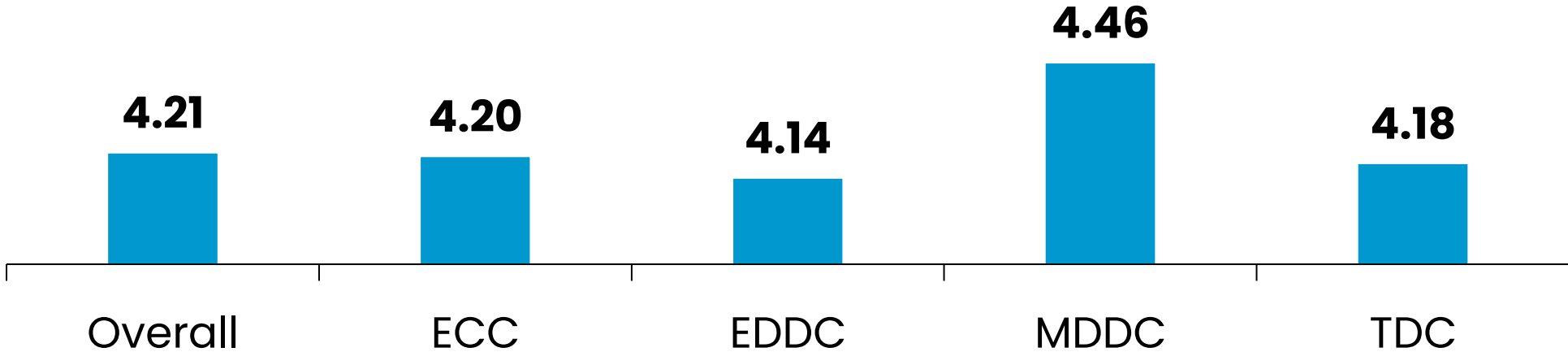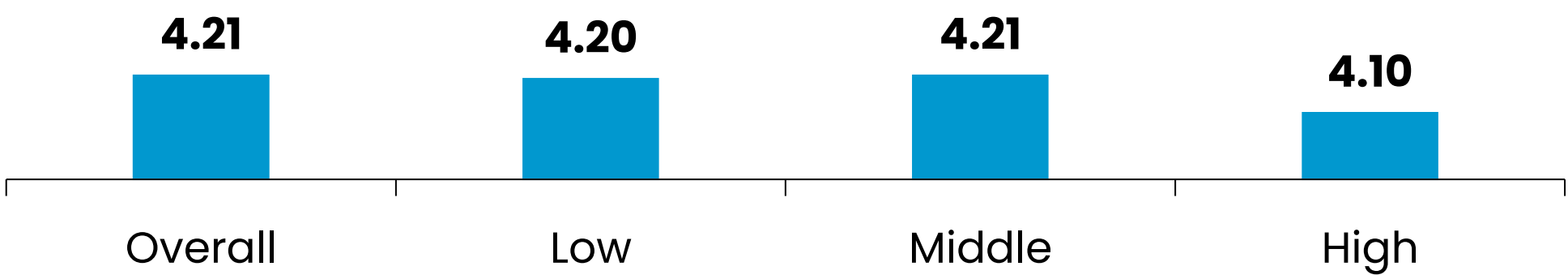
Question: *How important are each of the following when thinking about how local government reorganisation could impact you and your community... Decisions that impact you will be made locally? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

38

Improved services is rated more highly by those aged 16-24, females, MDDC residents and those who study in the local area

Analysis by age group

- Overall: 4.21
- 16 to 24: 4.47
- 25 to 44: 4.24
- 45 to 64: 4.01
- 65+: 4.11

Analysis by sex

- Overall: 4.21
- Male: 4.14
- Female: 4.27

Analysis by disability

- Overall: 4.21
- Disabled: 4.20
- Not disabled: 4.21

Analysis by local authority

- Overall: 4.21
- ECC: 4.23
- EDDC: 4.11
- MDDC: 4.39
- TDC: 4.12

Analysis by deprivation levels

- Overall: 4.21
- Low: 4.21
- Middle: 4.21
- High: 4.08

Analysis by connection to local area

- Overall: 4.21
- Live here: 4.20
- Work here: 4.23
- Business/ organisation: 4.35
- Study here: 4.50
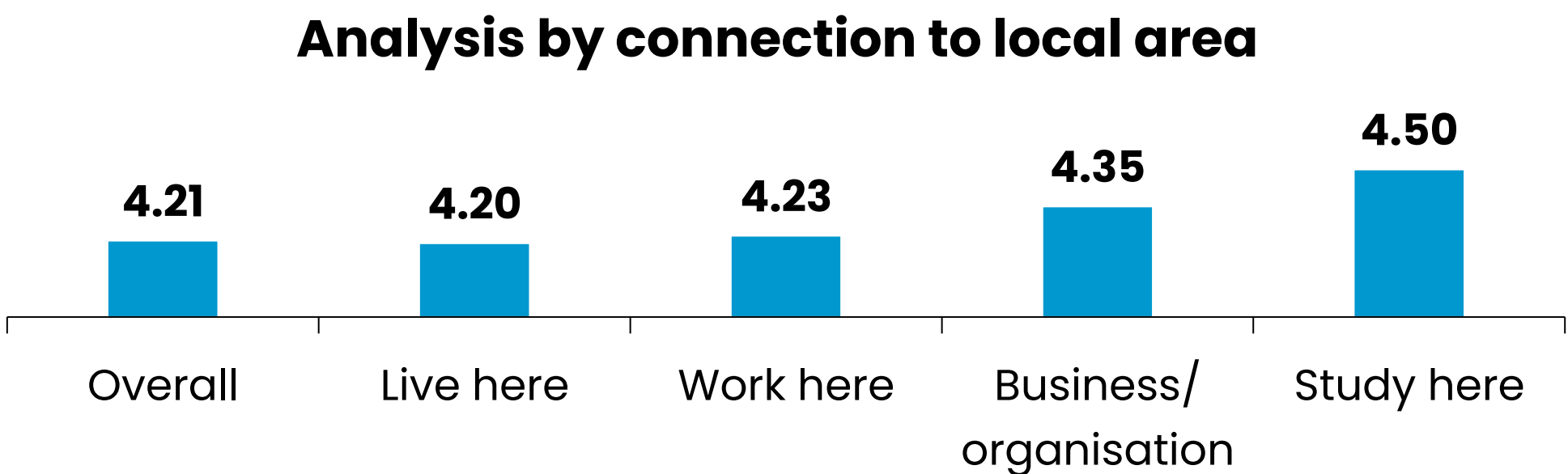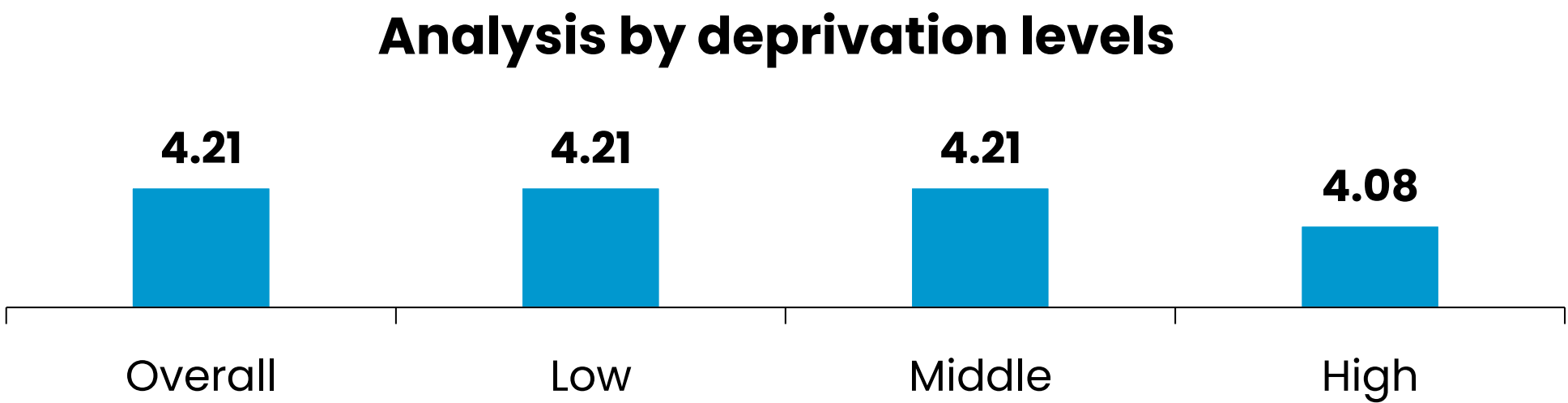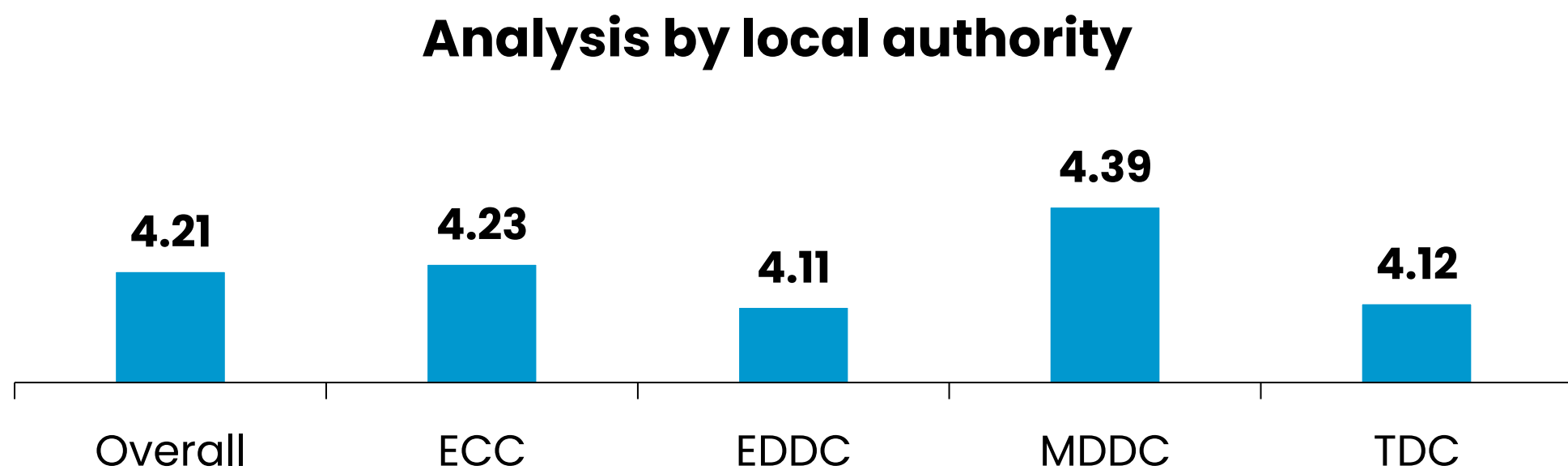
Question: *How important are each of the following when thinking about how local government reorganisation could impact you and your community… Improved services? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

Improved understanding of the issues facing your local area is of greater importance for those aged 16-24, females, MDDC residents, and those who run a business or represent a community organisation
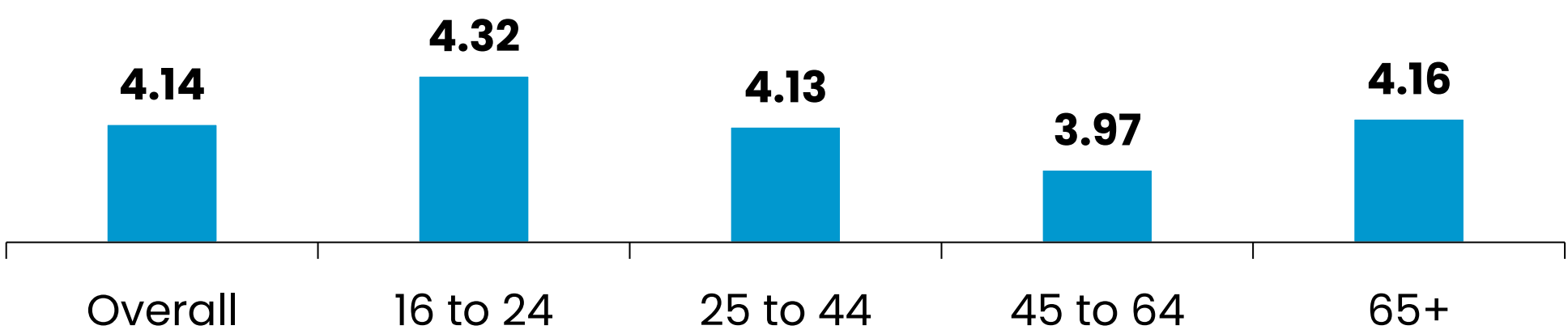
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.14	4.32	4.13	3.97	4.16

Analysis by sex

Overall	Male	Female
4.14	4.05	4.23

Analysis by disability

Overall	Disabled	Not disabled
4.14	4.14	4.15

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.14	4.13	4.10	4.51	4.03

Analysis by deprivation levels

Overall	Low	Middle	High
4.14	4.14	4.14	4.03

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
4.14	4.14	4.16	4.44	4.25

Question: *How important are each of the following when thinking about how local government reorganisation could impact you and your community... Improved understanding of the issues facing your local area? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)
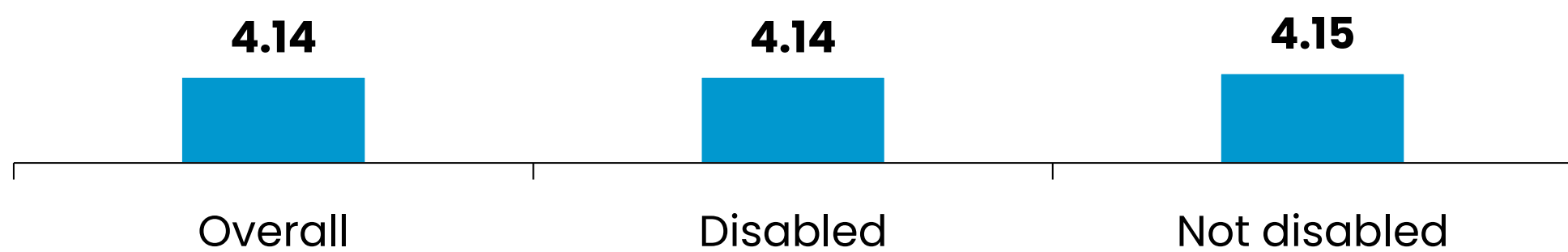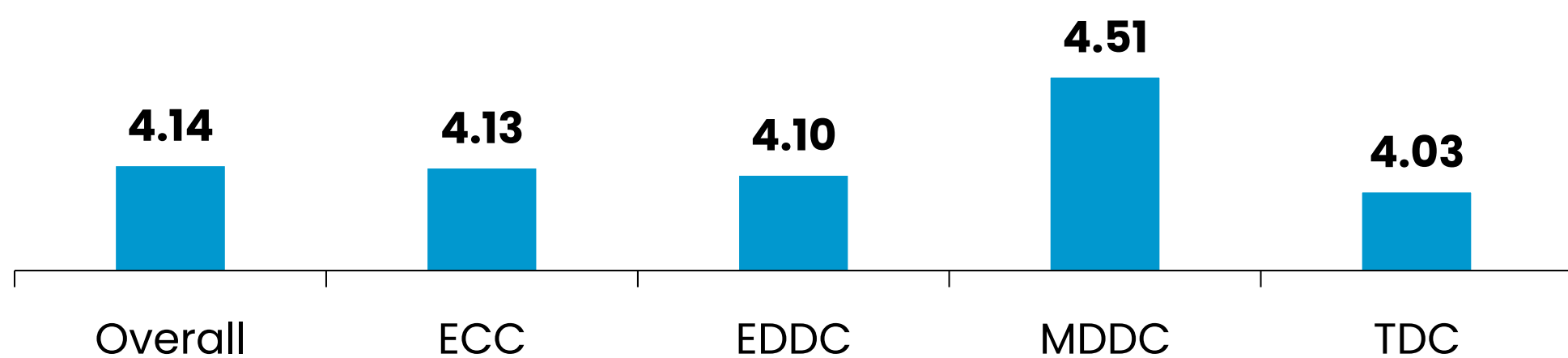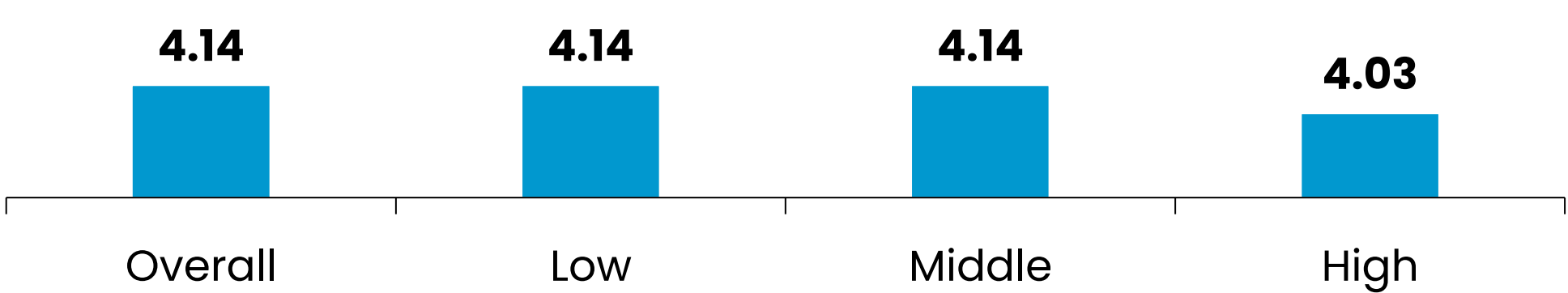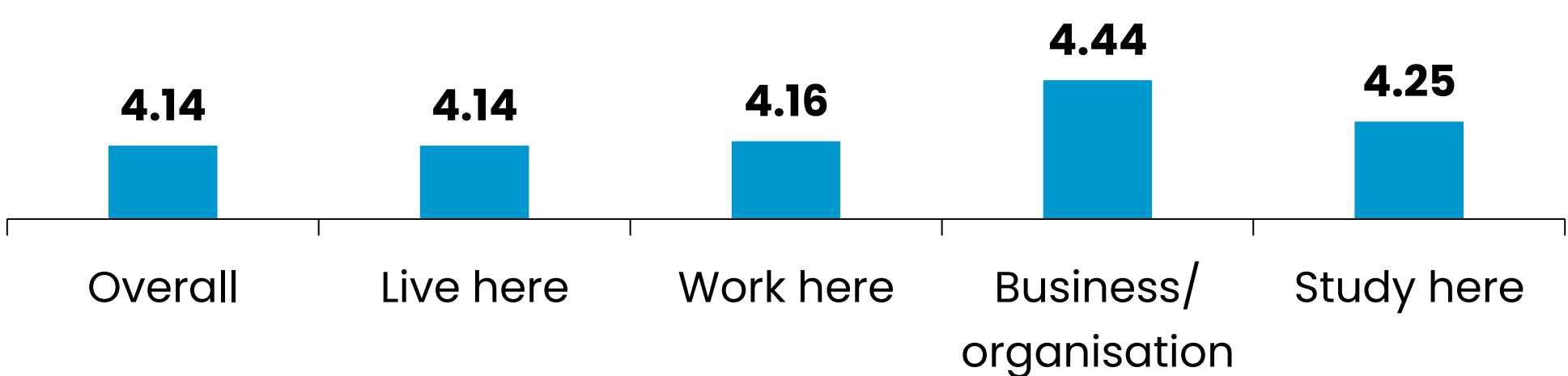
Having a supportive and accessible local ward councillor is more highly rated by those aged 16-24 and 65+, females, and those who have a disability
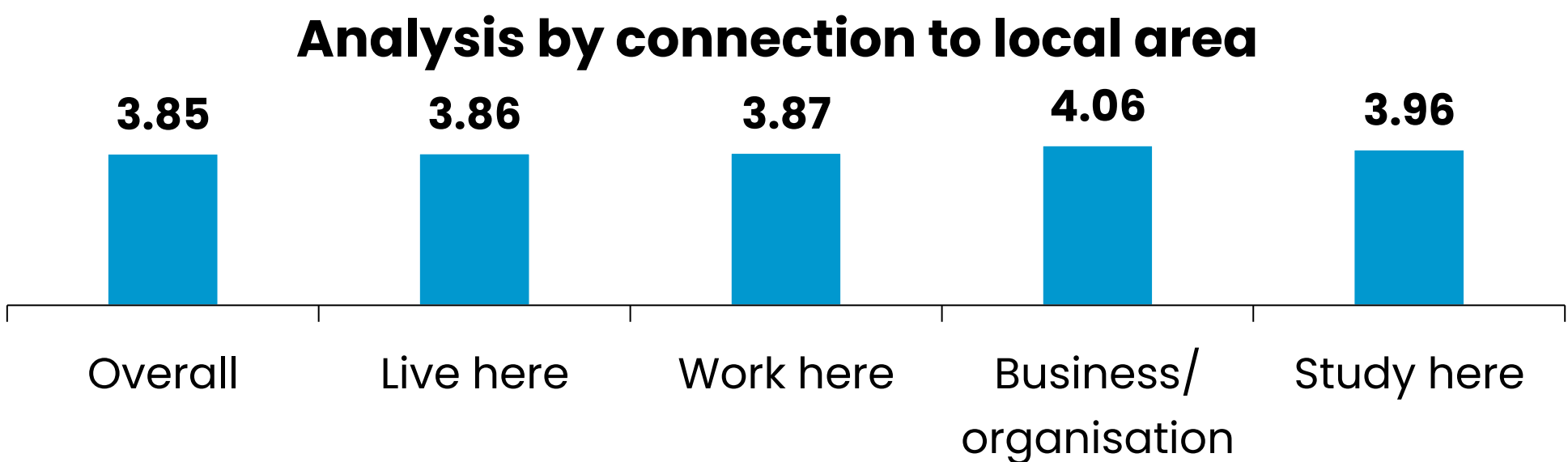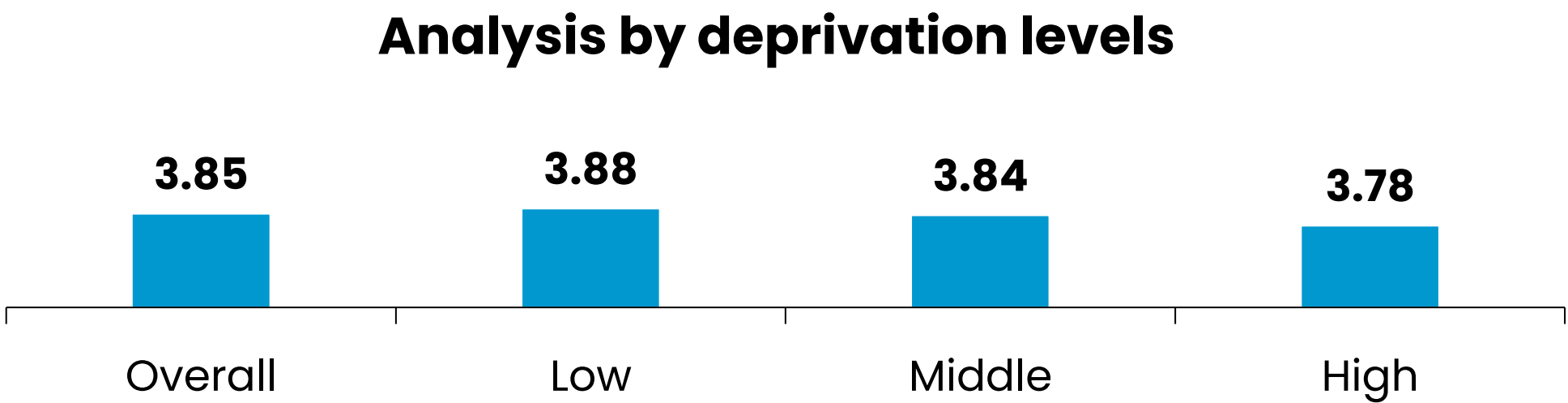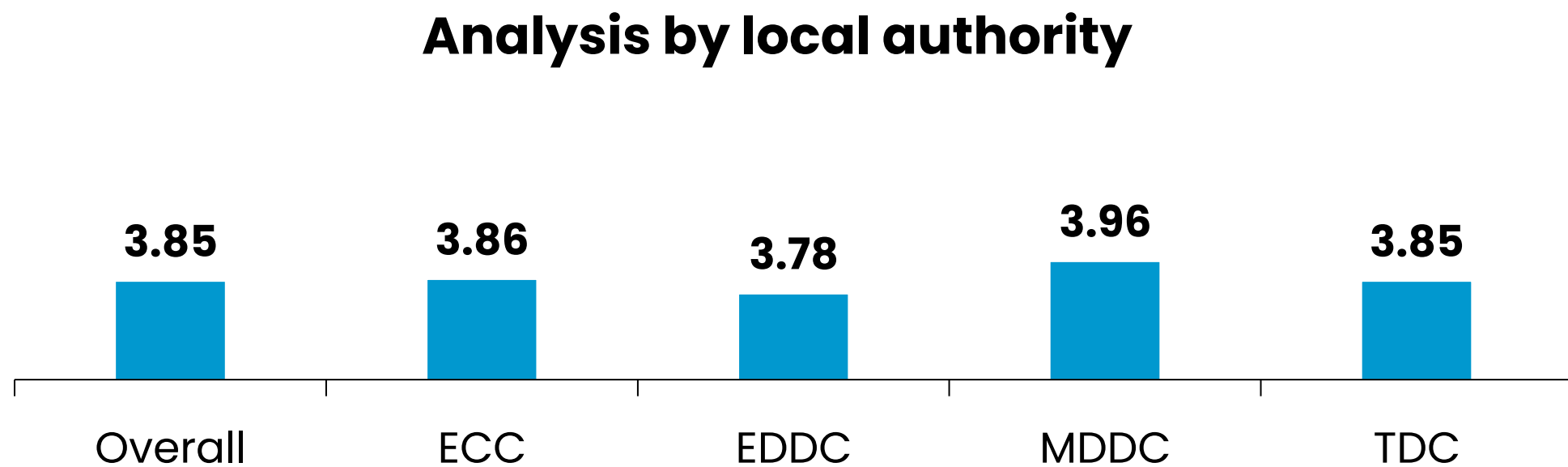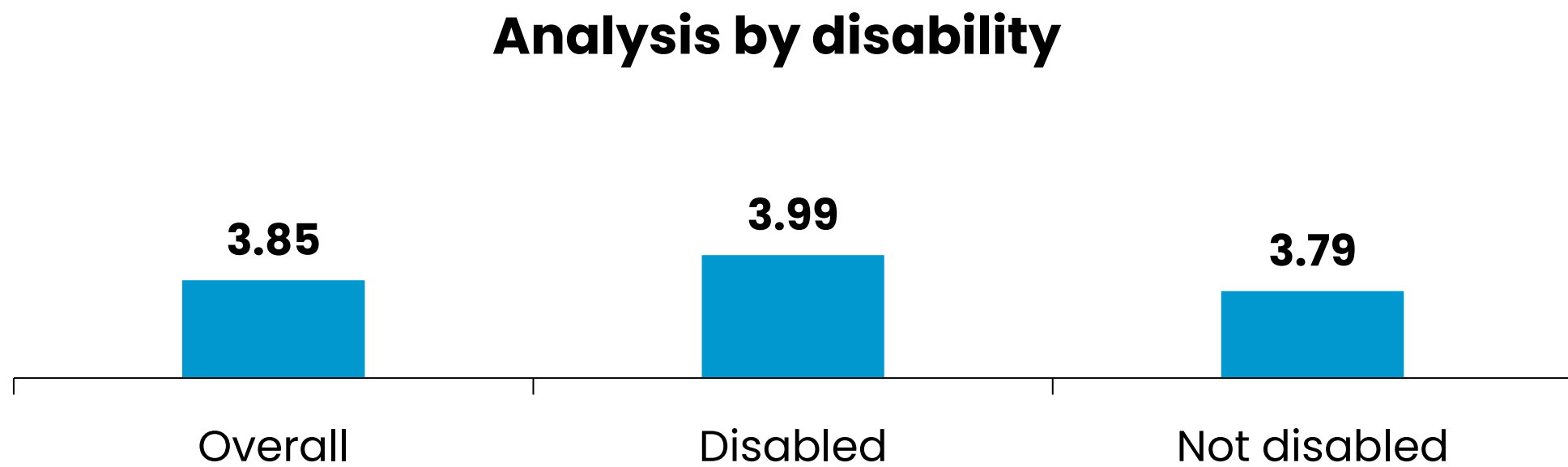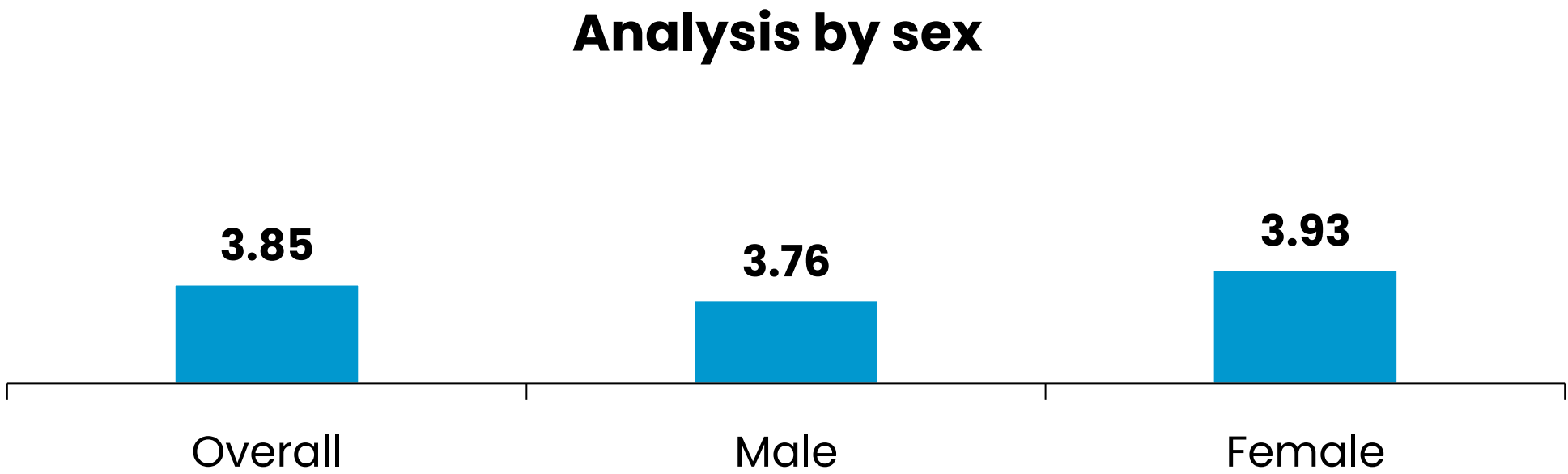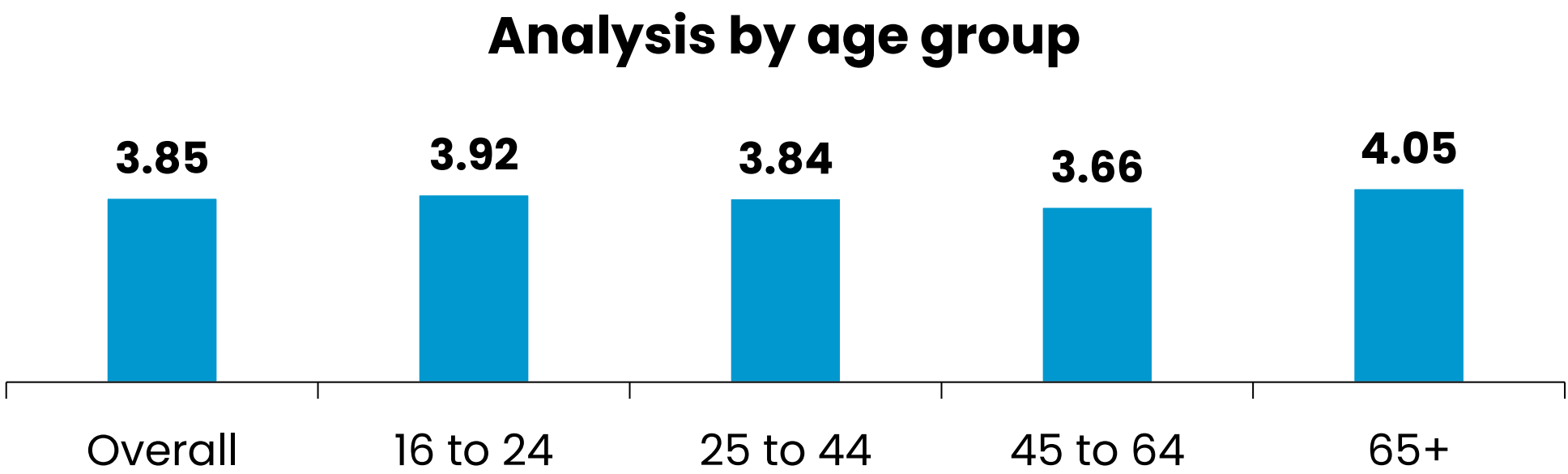
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
3.85	3.92	3.84	3.66	4.05

Analysis by sex

Overall	Male	Female
3.85	3.76	3.93

Analysis by disability

Overall	Disabled	Not disabled
3.85	3.99	3.79

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
3.85	3.86	3.78	3.96	3.85

Analysis by deprivation levels

Overall	Low	Middle	High
3.85	3.88	3.84	3.78

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
3.85	3.86	3.87	4.06	3.96

Question: *How important are each of the following when thinking about how local government reorganisation could impact you and your community... Supportive and accessible local ward councillor? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

41

Online respondents rank a good understanding of the issues facing the local area most highly and council decisions made within easy travelling distance as least important

Online survey

Lower mean score indicates higher ranking

2.08	2.51	2.70	3.32	4.39
A good understanding of the issues facing your local area	Clear, open and honest decision-making	Decisions that impact you are made locally	A supportive and accessible local ward councillor	Council decisions are made within easy travelling distance of your area
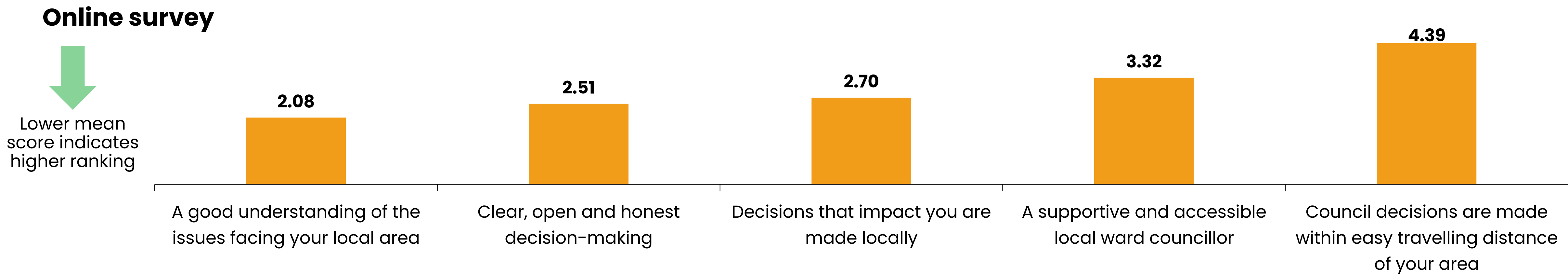
Subgroup analysis

There were no significant subgroup differences seen in relation to **a good understanding of the issues facing your local area**.

Subgroups more likely to select **clear, open and honest decision-making** (2.51 overall) include:

- ECC residents (2.36) in comparison with residents living in other council areas

Subgroups more likely to select **decisions that impact you are made locally** (2.70 overall) include:

- EDDC residents (2.27) and TDC residents (2.28) in comparison with ECC residents (2.85)

Subgroups more likely to select **a supportive and accessible local ward councillor** (3.32 overall) include:

- Those aged 65+ (3.22) in comparison with those aged 25–44 (3.46)

- TDC (3.21) and ECC residents (3.27) in comparison with MDDC (3.81) and EDDC (3.56) residents

Subgroups more likely to select **council decisions are made within easy travelling distance of your area** (4.39 overall) include:

- Males (4.31) in comparison with females(4.46)

Question: *How do you hope that local government reorganisation will impact you and/or your community? (Rank in terms of importance)*
Base: All respondents (Online survey 2025: 956)

Online respondents rank improved quality of services most highly and feel that council offices being located nearby is less important

Online survey

Lower mean score indicates higher ranking

Improved quality of services	Efficient services that offer good value for money	Clear understanding of who is responsible for delivering services	Easy access to the council services you need	Council offices are located nearby
2.13	2.34	2.95	3.09	4.49

Subgroup analysis

Subgroups more likely to select **improved quality of services** (2.13 overall) include:

- Those aged 25-44 (1.89) in comparison to those aged 45-64 (2.09) and 65+ (2.35)

- EDDC residents (2.08) in comparison with MDDC residents (2.67)

- Those who work in Exeter (1.94) in comparison with those who represent a community organisation (2.38)

Subgroups more likely to select **efficient services that offer good value for money** (2.34 overall) include:

- Those who run a business (2.15) or work (2.23) in Exeter in comparison with those who study in Exeter (3.00)

Subgroups more likely to select **clear understanding of who is responsible for delivering services** (2.95 overall) include:

- Those aged 65+ (2.85) in comparison with those aged 25-44 (3.11)

- ECC residents (2.85) in comparison with EDDC residents (3.23)

Subgroups more likely to select **easy access to the council services you need** (3.09 overall) include:

- Those who represent a community organisation (2.89) in comparison with those who work in Exeter (3.21)

Subgroups more likely to select **council offices are located nearby** (4.49 overall) include:

- MDDC residents (3.62) in comparison with residents living in other council areas

Question: *How do you hope that local government reorganisation will improve council services in your area? (Rank in terms of importance)*
Base: All respondents (Online survey 2025: 956)

7. Priorities for shaping the future of local government services

Large majorities rate all options as important, but a slightly smaller proportion feel that working to mitigate the consequences of climate change is important

Representative survey

Local places like parks, open spaces and clean beaches
- 94%
- 4%
- 2%
- 0%

Safe and well-maintained roads, pavements, lights, parking and bike paths
- 90%
- 6%
- 4%
- 0%

Local facilities like libraries, public toilets and sports centres
- 89%
- 7%
- 4%
- 1%

Availability of affordable, warm and secure housing
- 87%
- 8%
- 5%
- 1%

Supporting the local economy and creating job opportunities
- 88%
- 8%
- 4%
- 1%

Supporting and empowering local groups to improve their communities
- 80%
- 15%
- 4%
- 1%

Working to mitigate the consequences of climate change
- 75%
- 16%
- 8%
- 1%

Legend:
- ■ Important (4, 5)
- ■ Neither (3)
- ■ Not important (1, 2)
- ■ Don't know

Mean scores (out of 5)

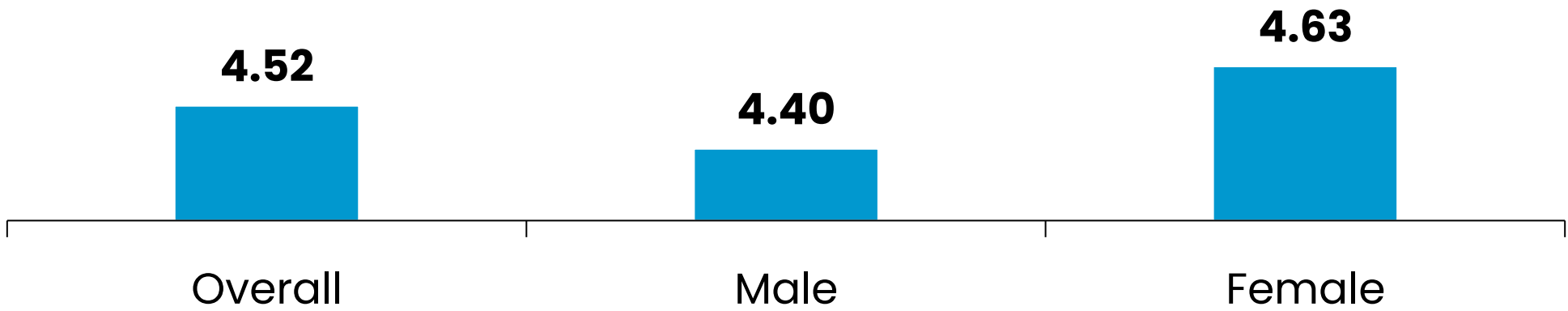| Category	Mean score
Local places like parks, open spaces and clean beaches	4.70
Safe and well-maintained roads, pavements, lights, parking and bike paths	4.56
Local facilities like libraries, public toilets and sports centres	4.52
Availability of affordable, warm and secure housing	4.51
Supporting the local economy and creating job opportunities	4.47
Supporting and empowering local groups to improve their communities	4.25
Working to mitigate the consequences of climate change	4.13

Higher mean score indicates higher rating

Question: *How important do you think each of the following should be when shaping the future of local government in Devon? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

45

Local places like parks, open spaces and clean beaches is rated more highly by those aged 25-44, females, those in areas of low deprivation, and those running a business or representing a community organisation
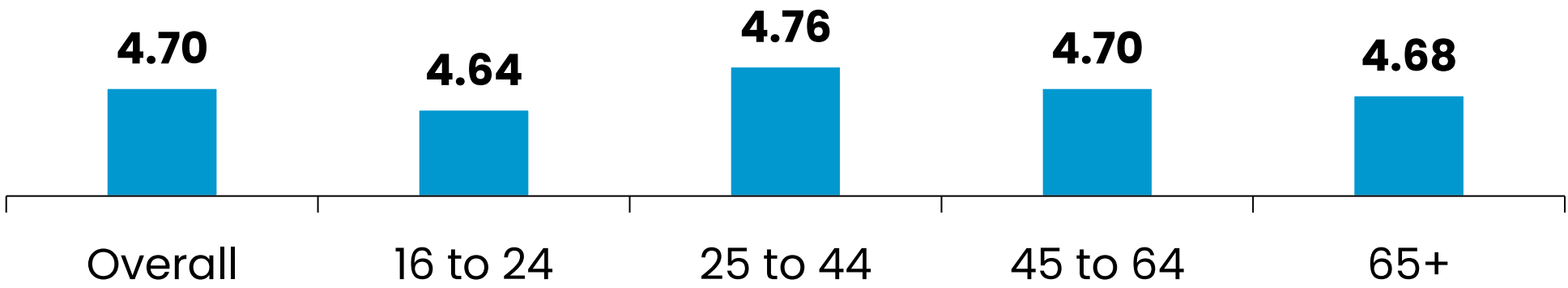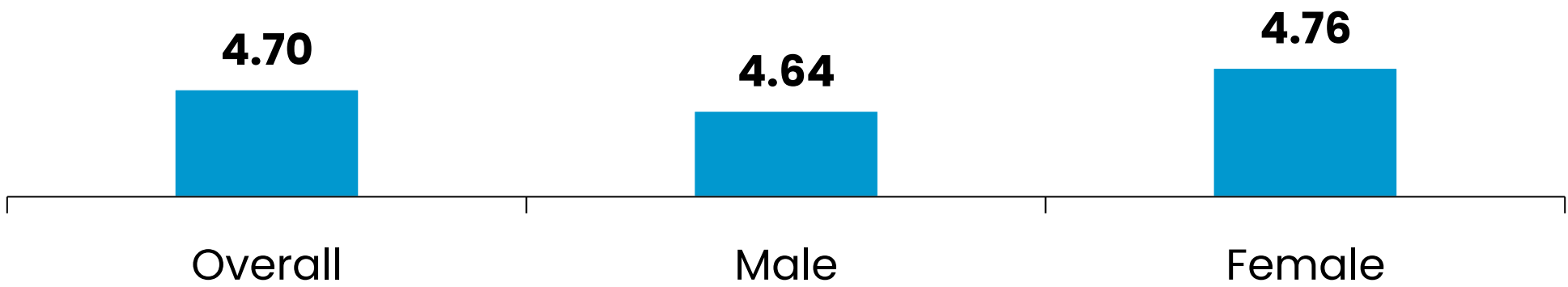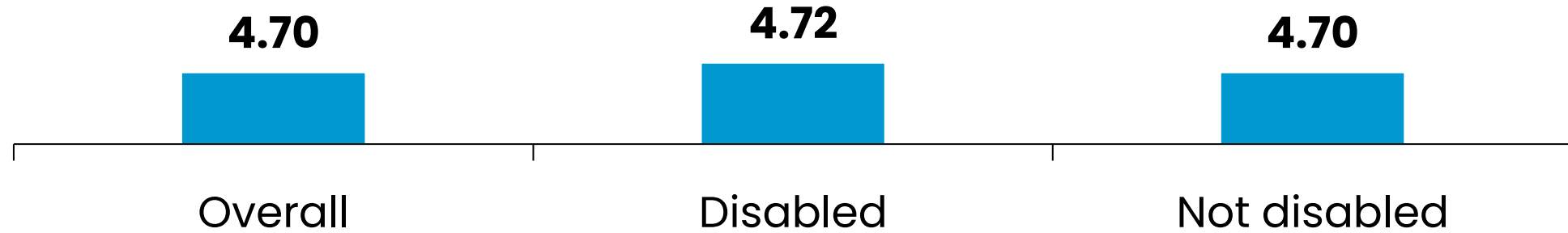
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.70	4.64	4.76	4.70	4.68

Analysis by sex

Overall	Male	Female
4.70	4.64	4.76

Analysis by disability

Overall	Disabled	Not disabled
4.70	4.72	4.70

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.70	4.69	4.75	4.79	4.68

Analysis by deprivation levels

Overall	Low	Middle	High
4.70	4.77	4.70	4.63

Analysis by connection to local area

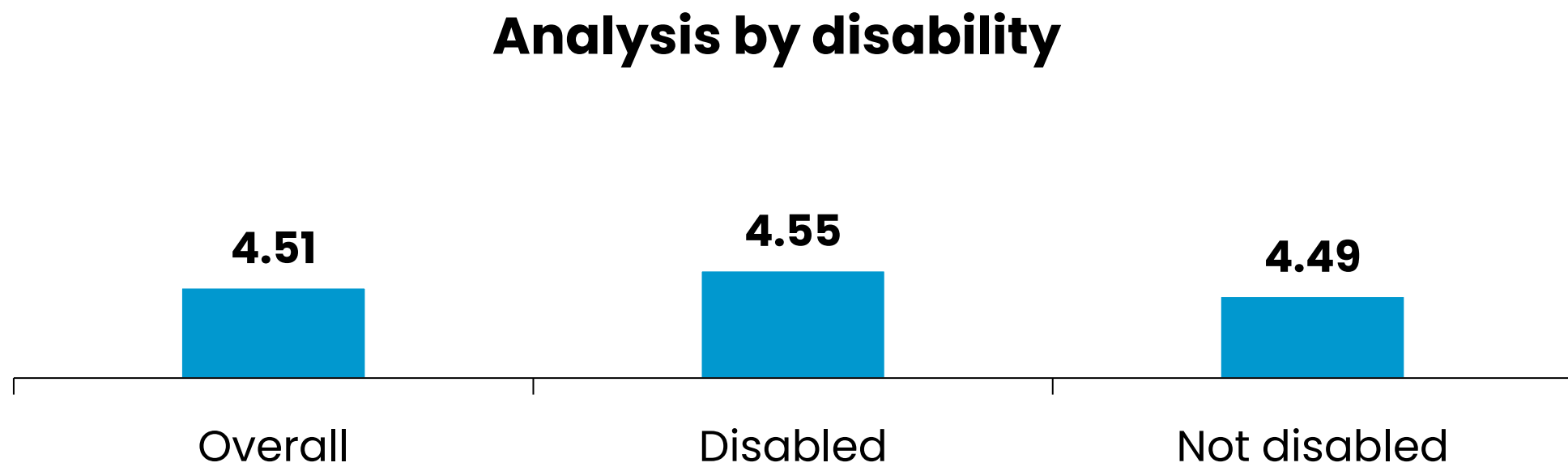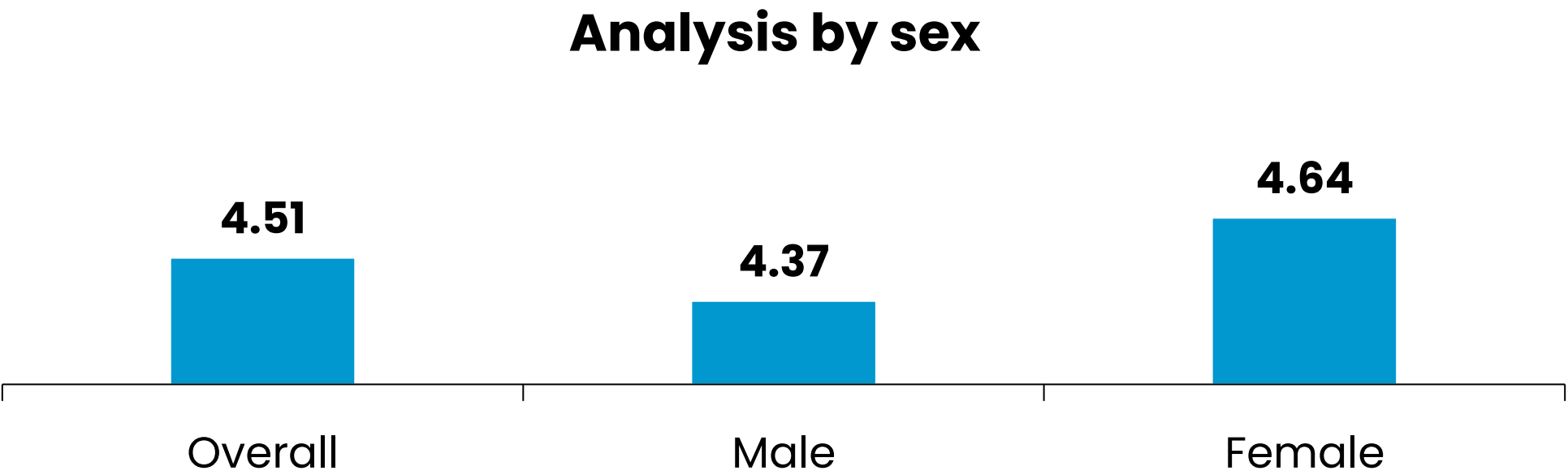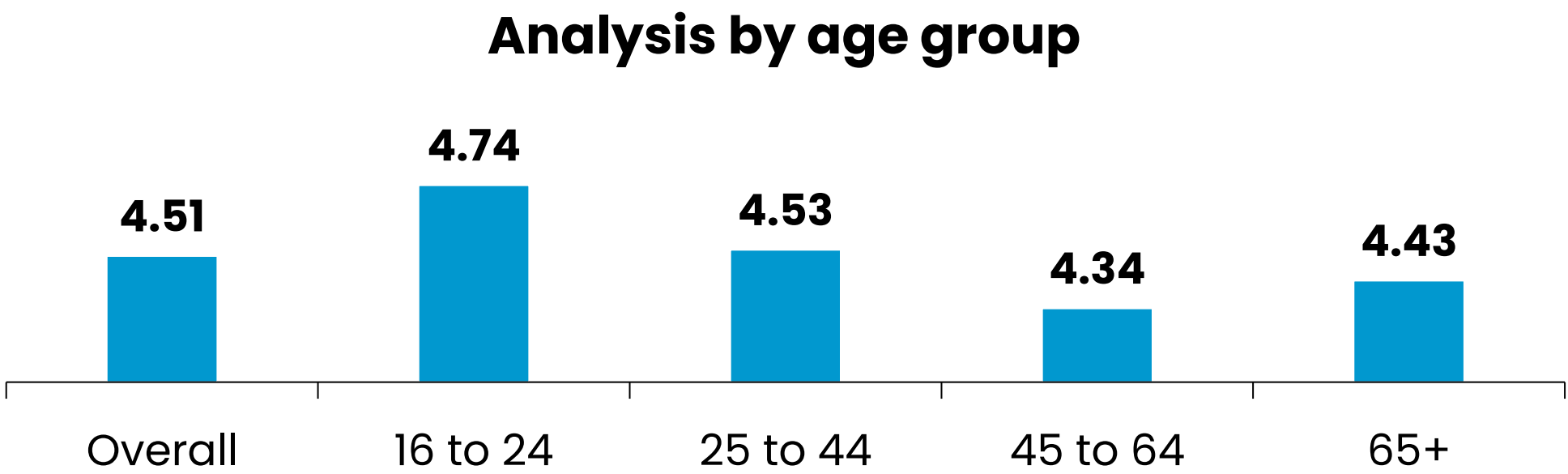| Overall	Live here	Work here	Business/ organisation	Study here
4.70	4.71	4.77	4.88	4.64

Question: *How important do you think each of the following should be when shaping the future of local government in Devon... Local places like parks, open spaces and clean beaches? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)
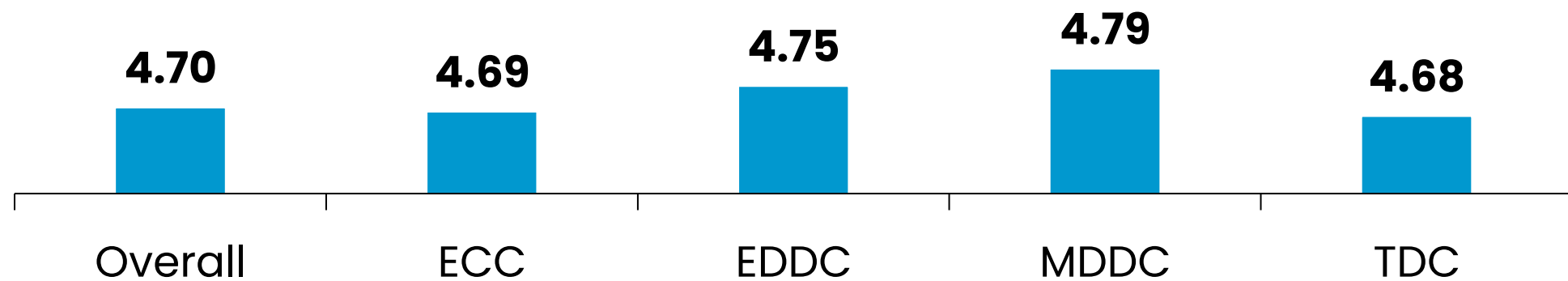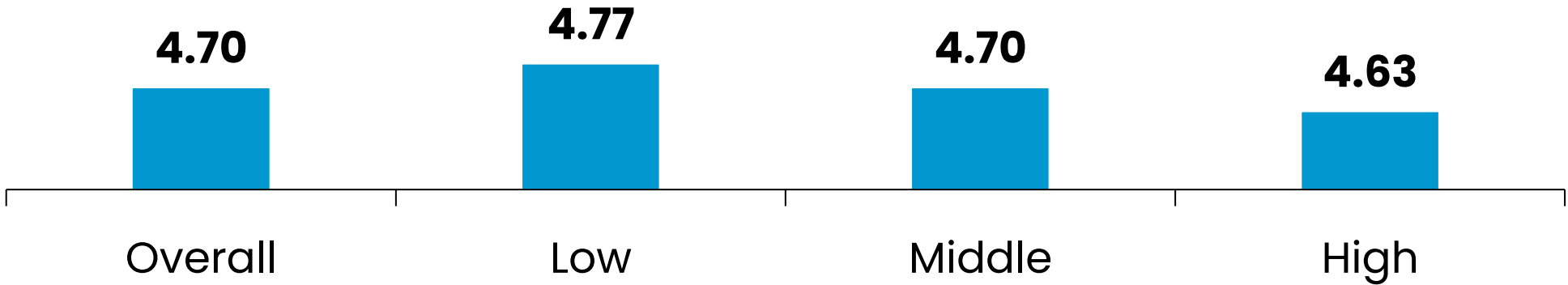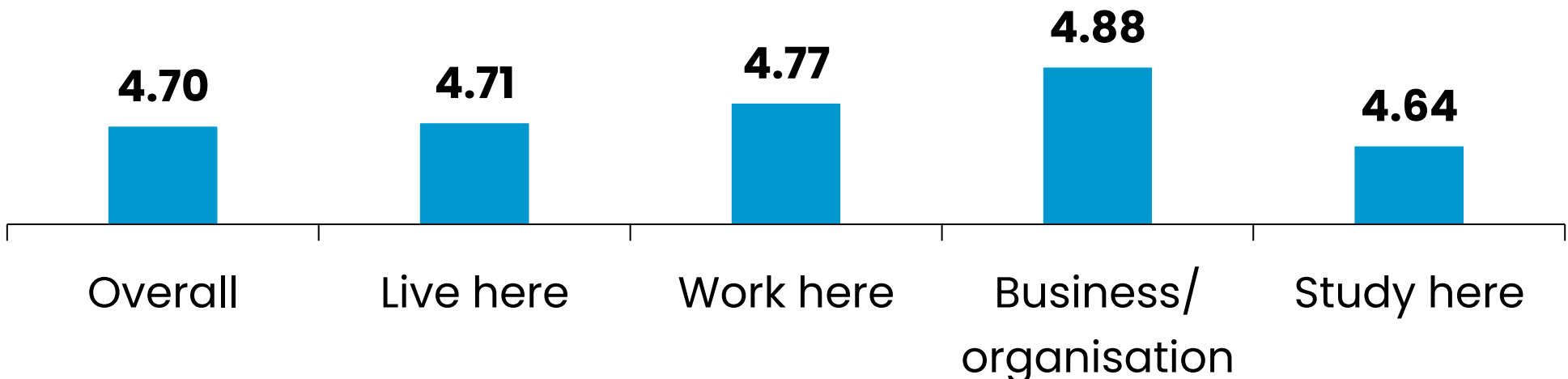
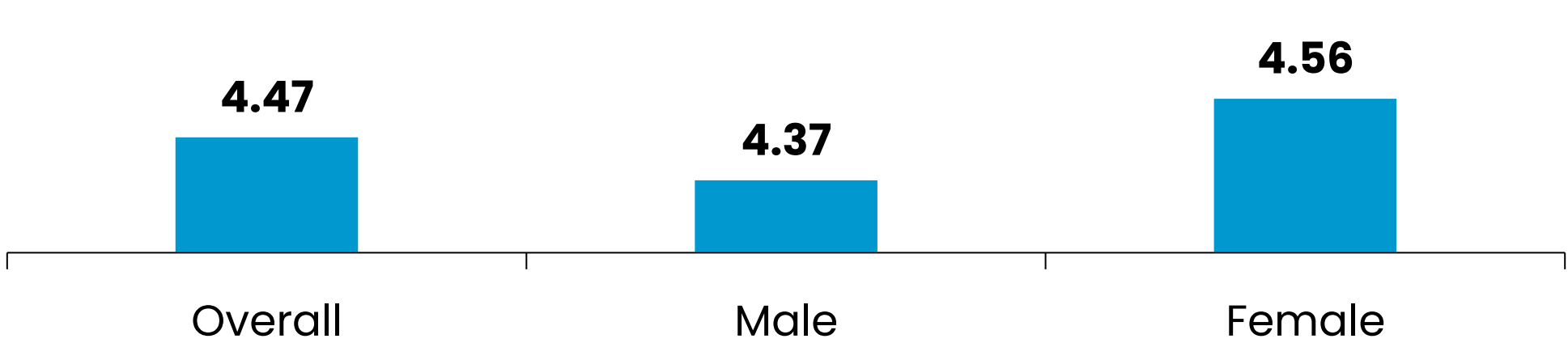# Females and MDDC residents are more likely to rate safe and well-maintained roads, pavements, lights, parking and bike paths highly

Analysis by age group
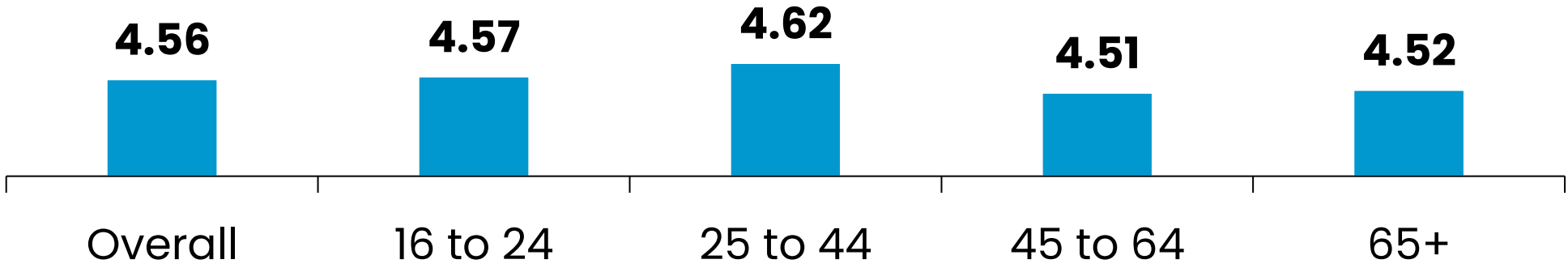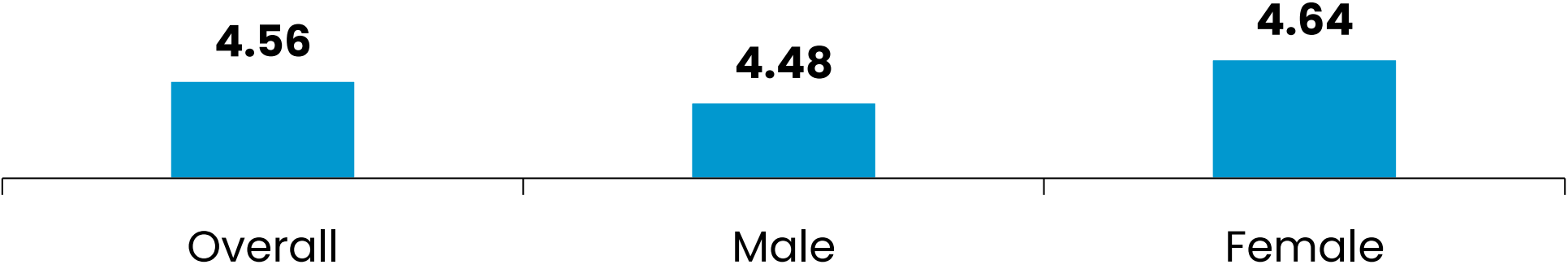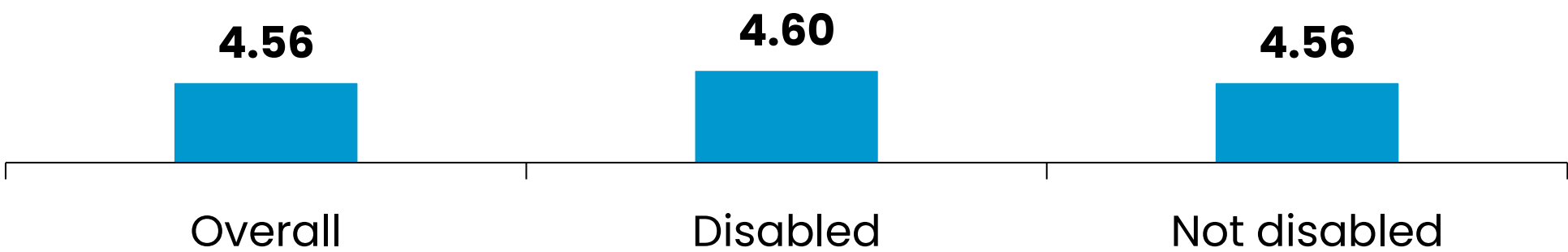
Overall	16 to 24	25 to 44	45 to 64	65+
4.56	4.57	4.62	4.51	4.52

Analysis by sex

Overall	Male	Female
4.56	4.48	4.64

Analysis by disability

Overall	Disabled	Not disabled
4.56	4.60	4.56

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.56	4.53	4.56	4.79	4.55

Analysis by deprivation levels

Overall	Low	Middle	High
4.56	4.61	4.55	4.45

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
4.56	4.56	4.59	4.63	4.53
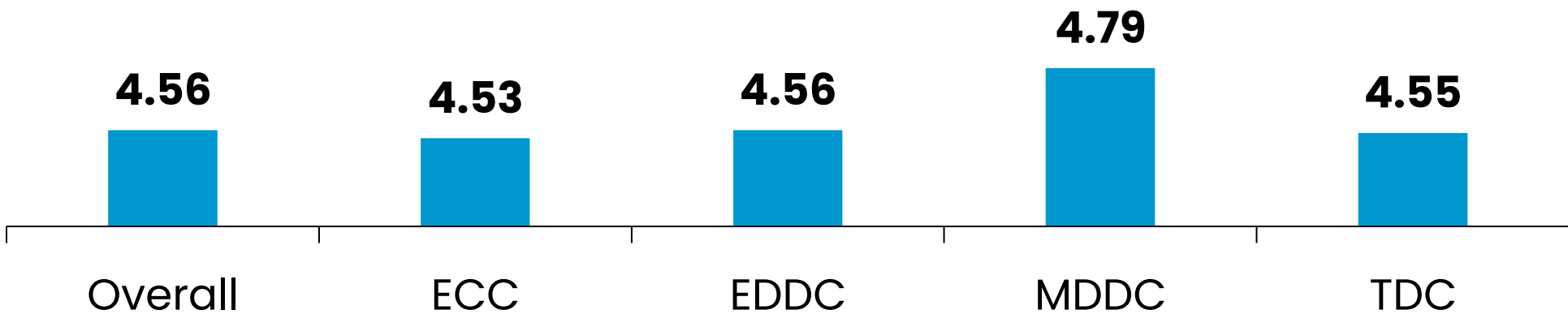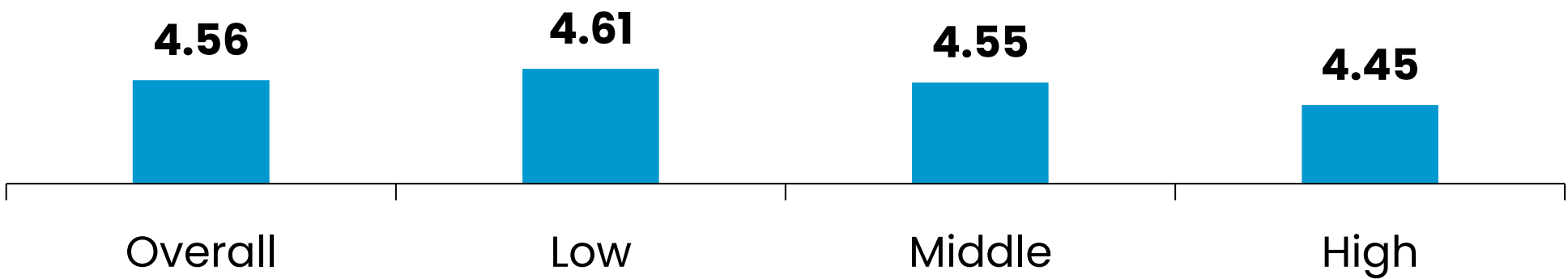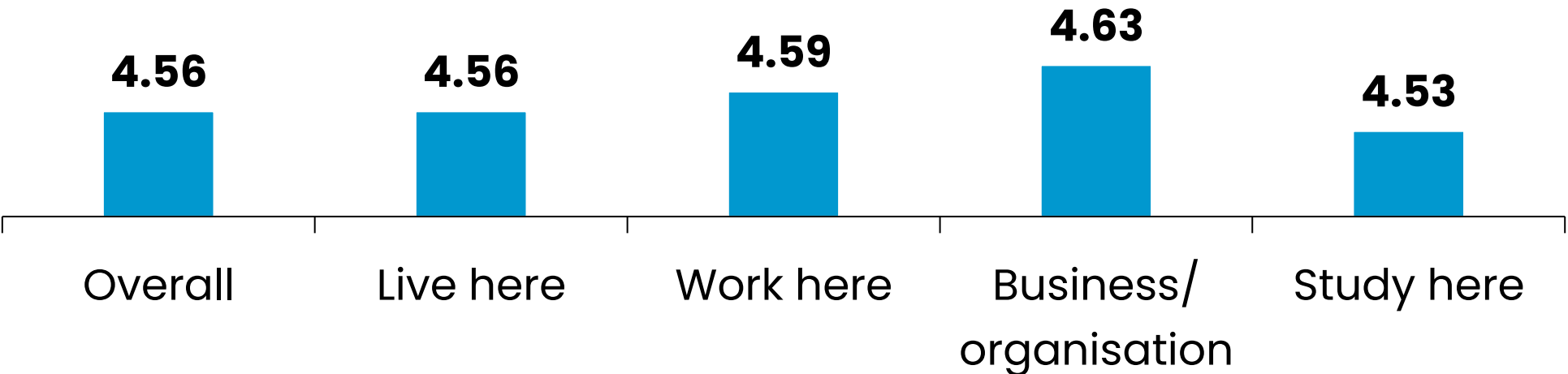
Question: *How important do you think each of the following should be when shaping the future of local government in Devon… Safe and well-maintained roads, pavements, lights, parking and bike paths? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

47

Those aged 25-44 and females allocate greater importance to local facilities like libraries, public toilets and sports centres

Analysis by age group
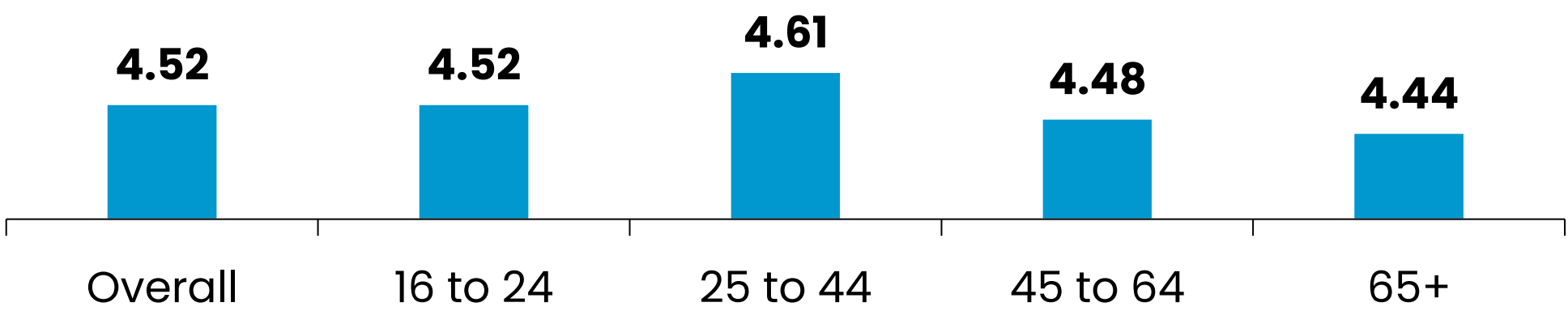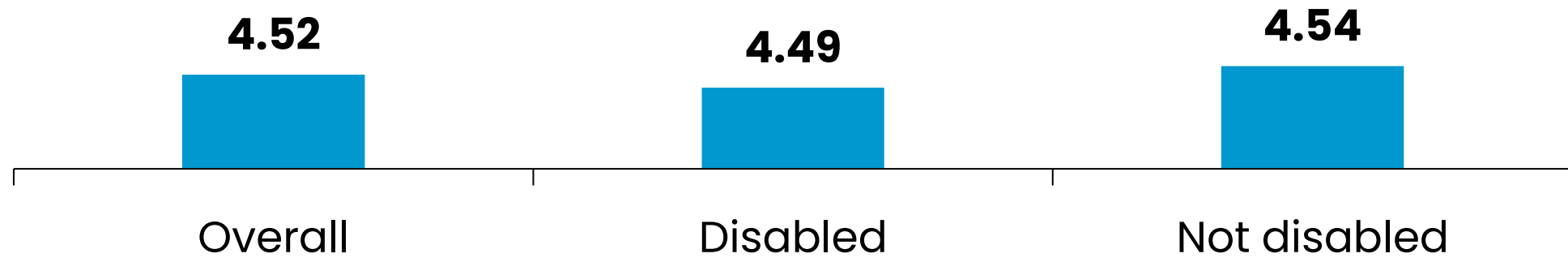
Overall	16 to 24	25 to 44	45 to 64	65+
4.52	4.52	4.61	4.48	4.44

Analysis by sex

Overall	Male	Female
4.52	4.40	4.63

Analysis by disability

Overall	Disabled	Not disabled
4.52	4.49	4.54

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.52	4.48	4.57	4.60	4.48

Analysis by deprivation levels

Overall	Low	Middle	High
4.52	4.49	4.54	4.49

Analysis by connection to local area

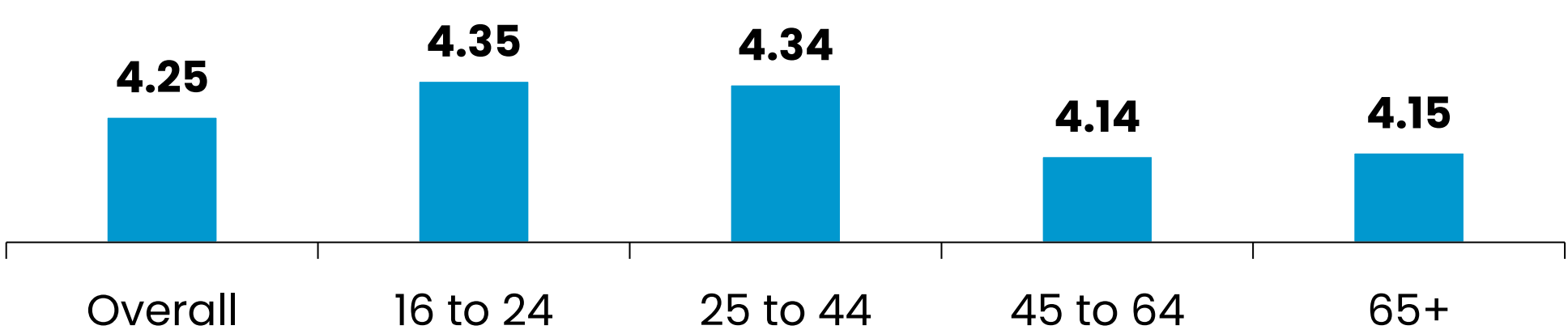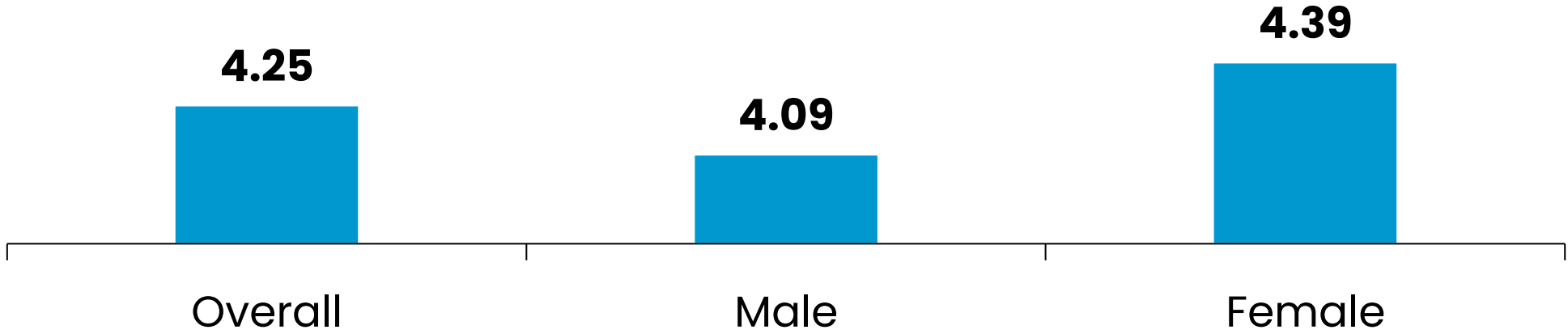| Overall	Live here	Work here	Business/ organisation	Study here
4.52	4.52	4.61	4.67	4.55
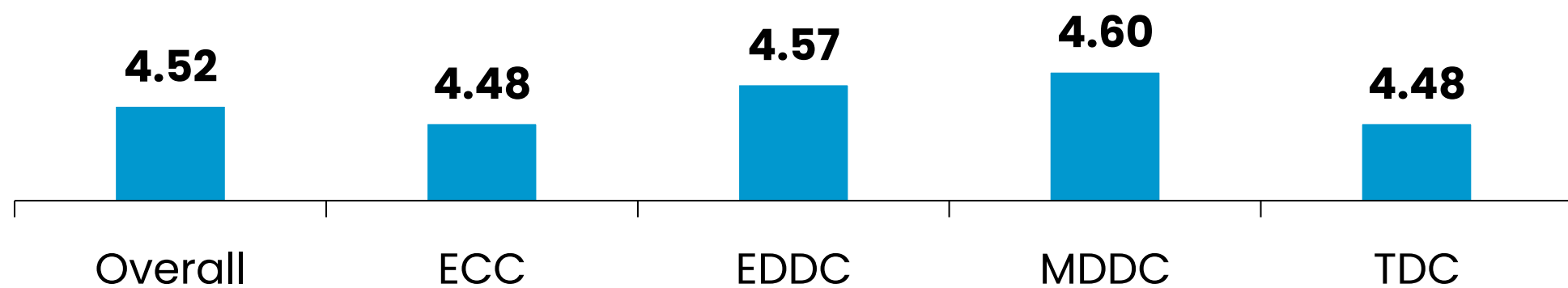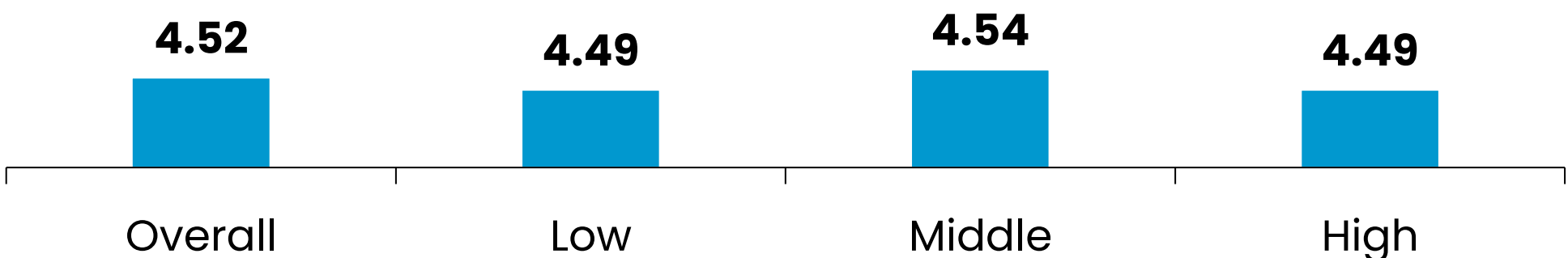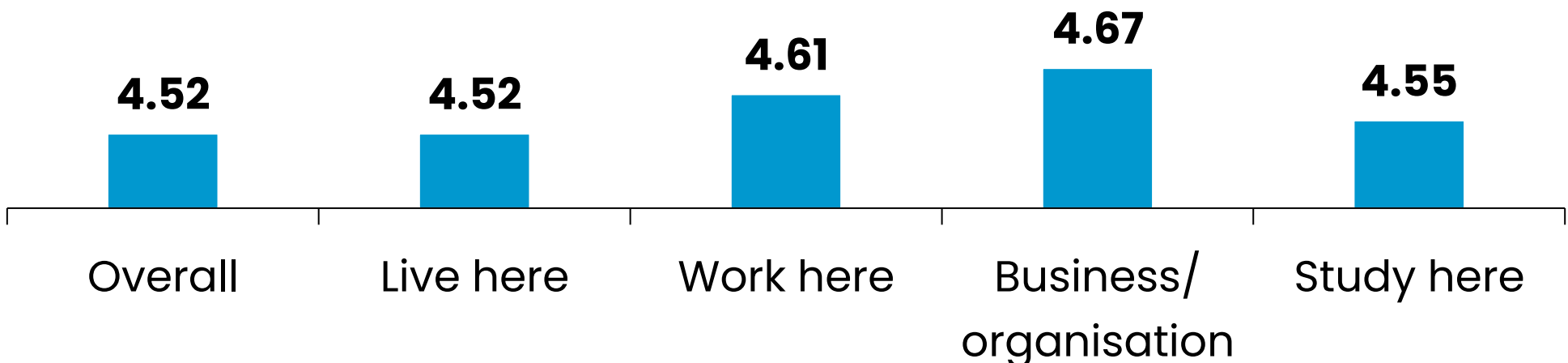
Question: *How important do you think each of the following should be when shaping the future of local government in Devon… Local facilities like libraries, public toilets and sports centres? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

Availability of affordable, warm and secure housing is more highly rated by those aged 16-24, females and those who study in the local area
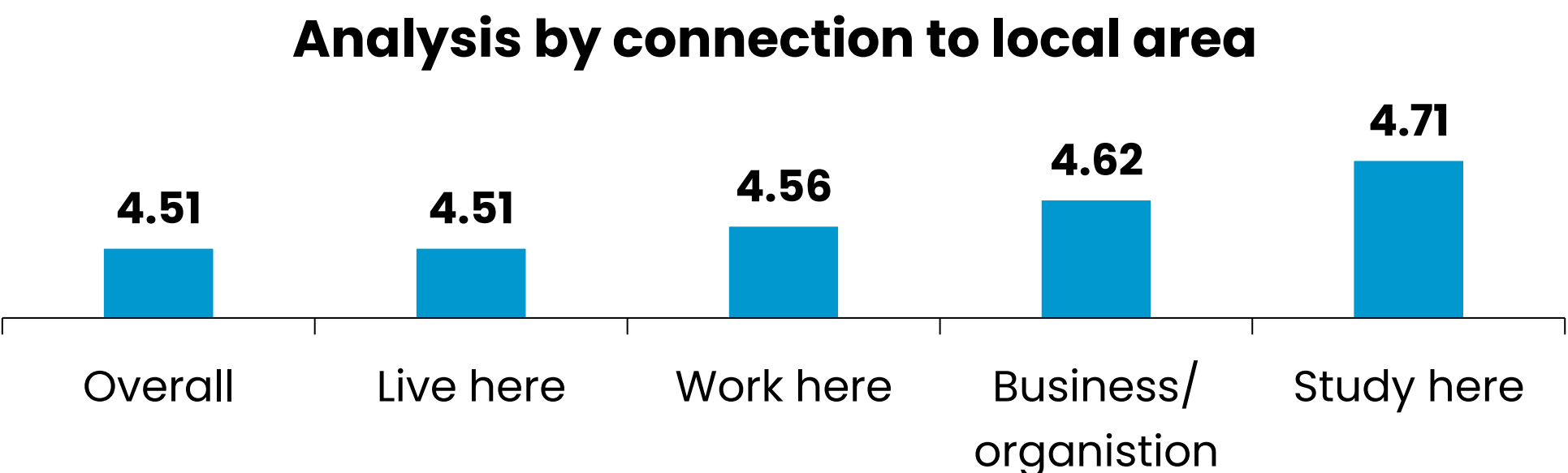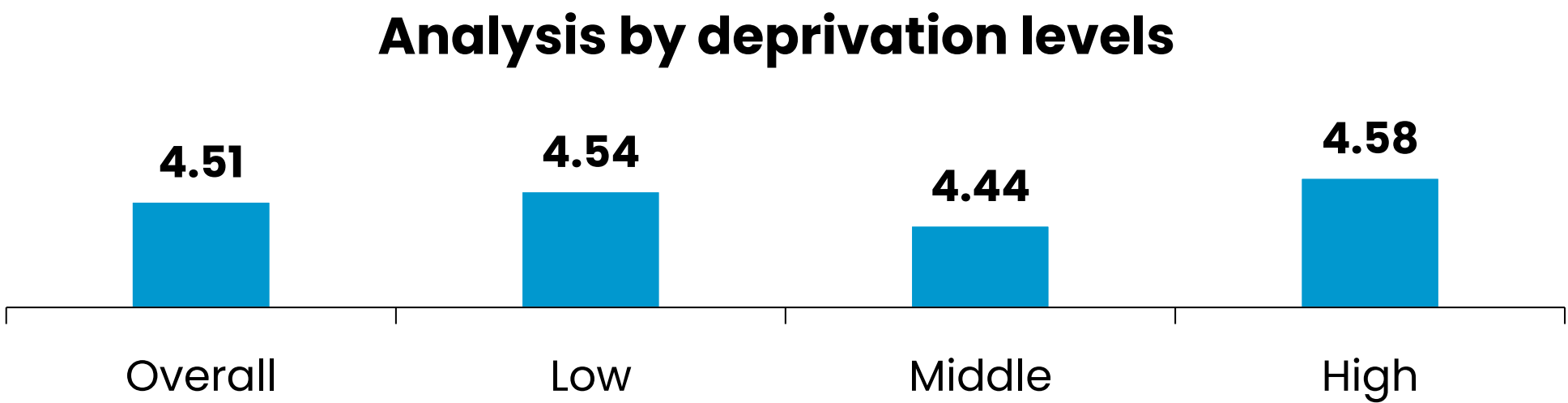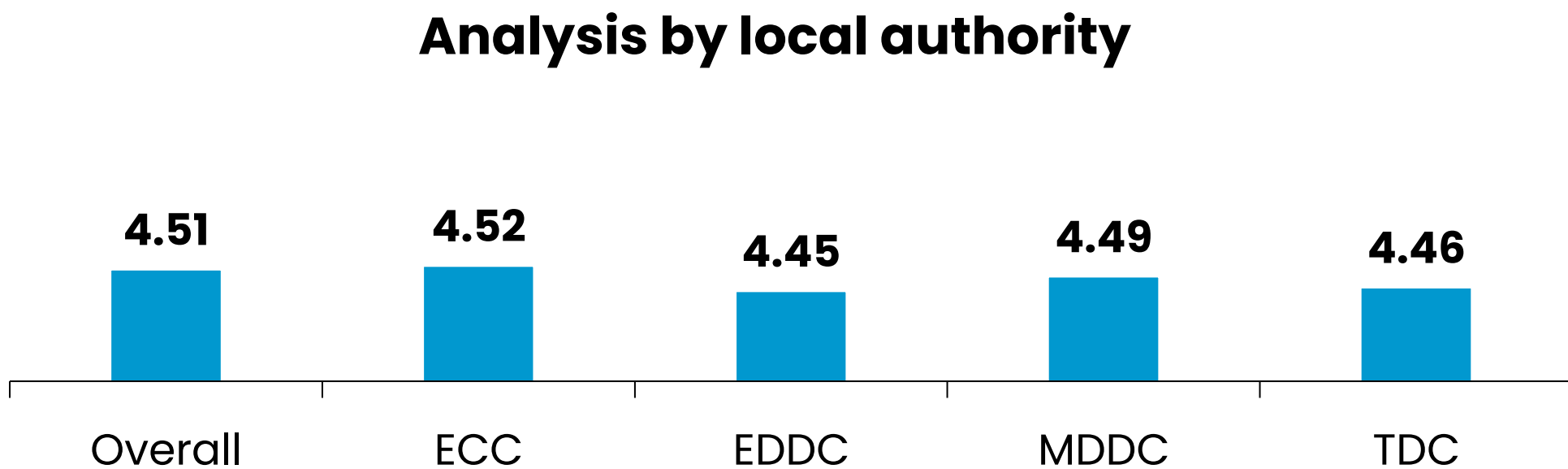
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.51	4.74	4.53	4.34	4.43

Analysis by sex

Overall	Male	Female
4.51	4.37	4.64

Analysis by disability

Overall	Disabled	Not disabled
4.51	4.55	4.49

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.51	4.52	4.45	4.49	4.46

Analysis by deprivation levels

Overall	Low	Middle	High
4.51	4.54	4.44	4.58

Analysis by connection to local area

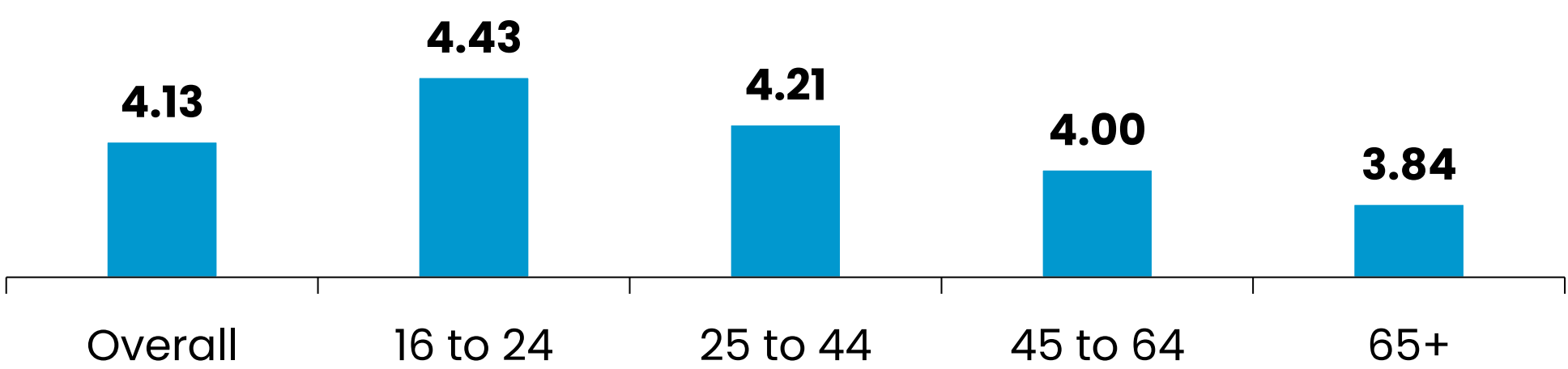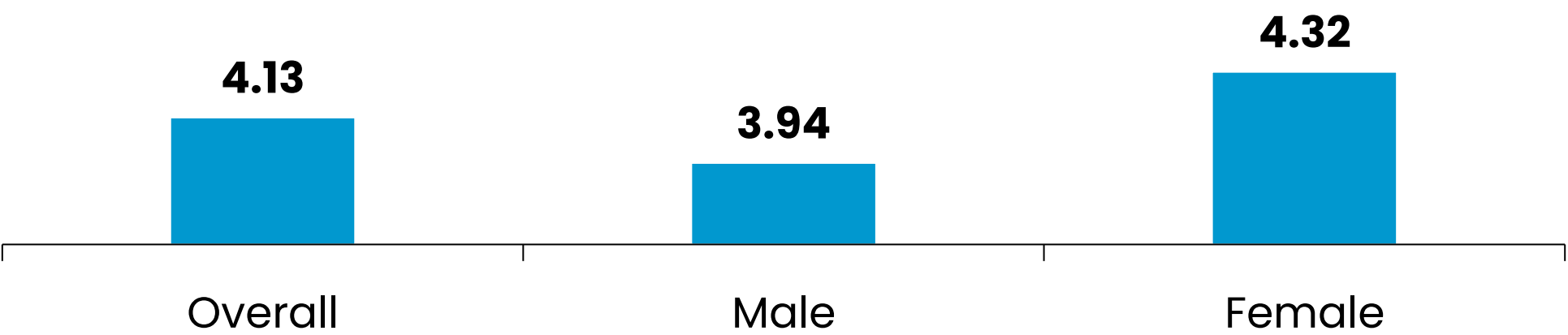| Overall	Live here	Work here	Business/ organistion	Study here
4.51	4.51	4.56	4.62	4.71

Question: *How important do you think each of the following should be when shaping the future of local government in Devon… Availability of affordable, warm and secure housing? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

49

Those aged under 45 and females are more likely to feel supporting the local economy and creating job opportunities is important

Analysis by age group
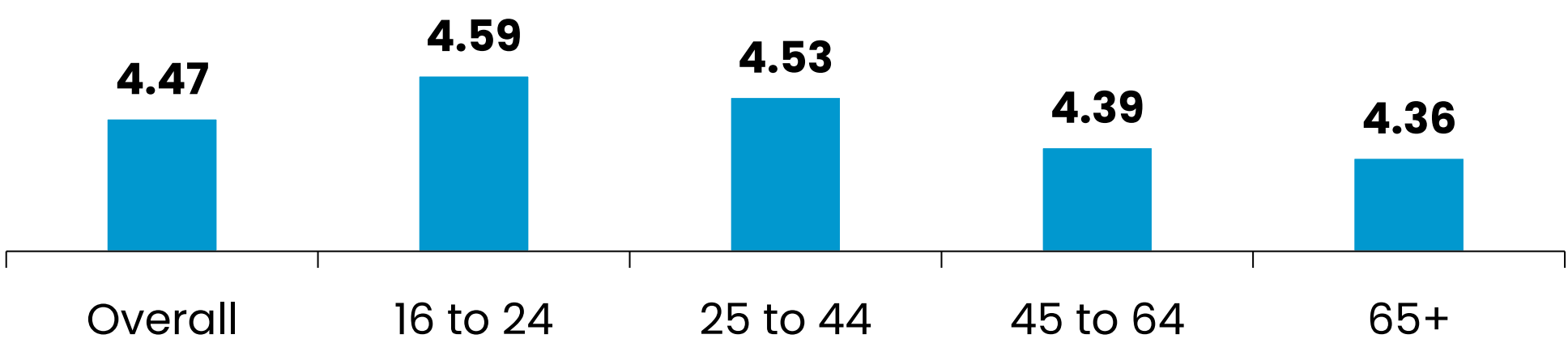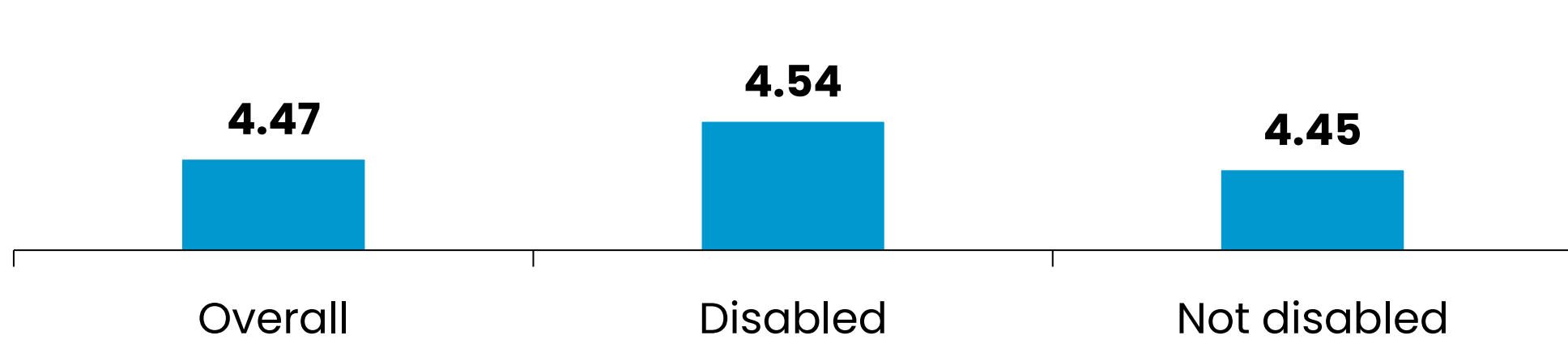
Overall	16 to 24	25 to 44	45 to 64	65+
4.47	4.59	4.53	4.39	4.36

Analysis by sex

Overall	Male	Female
4.47	4.37	4.56

Analysis by disability

Overall	Disabled	Not disabled
4.47	4.54	4.45

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.47	4.41	4.49	4.55	4.20

Analysis by deprivation levels

Overall	Low	Middle	High
4.47	4.48	4.44	4.40

Analysis by connection to local area

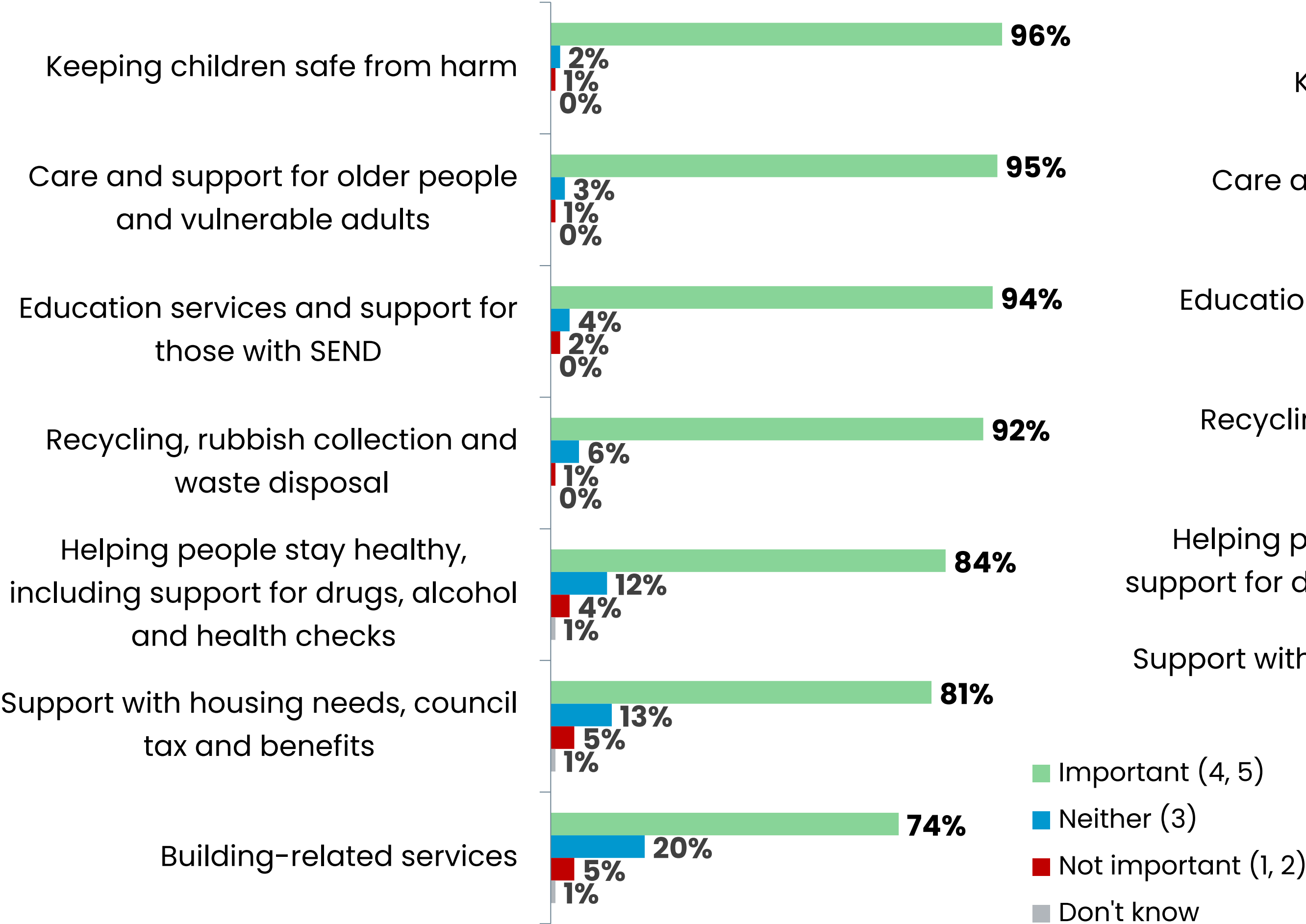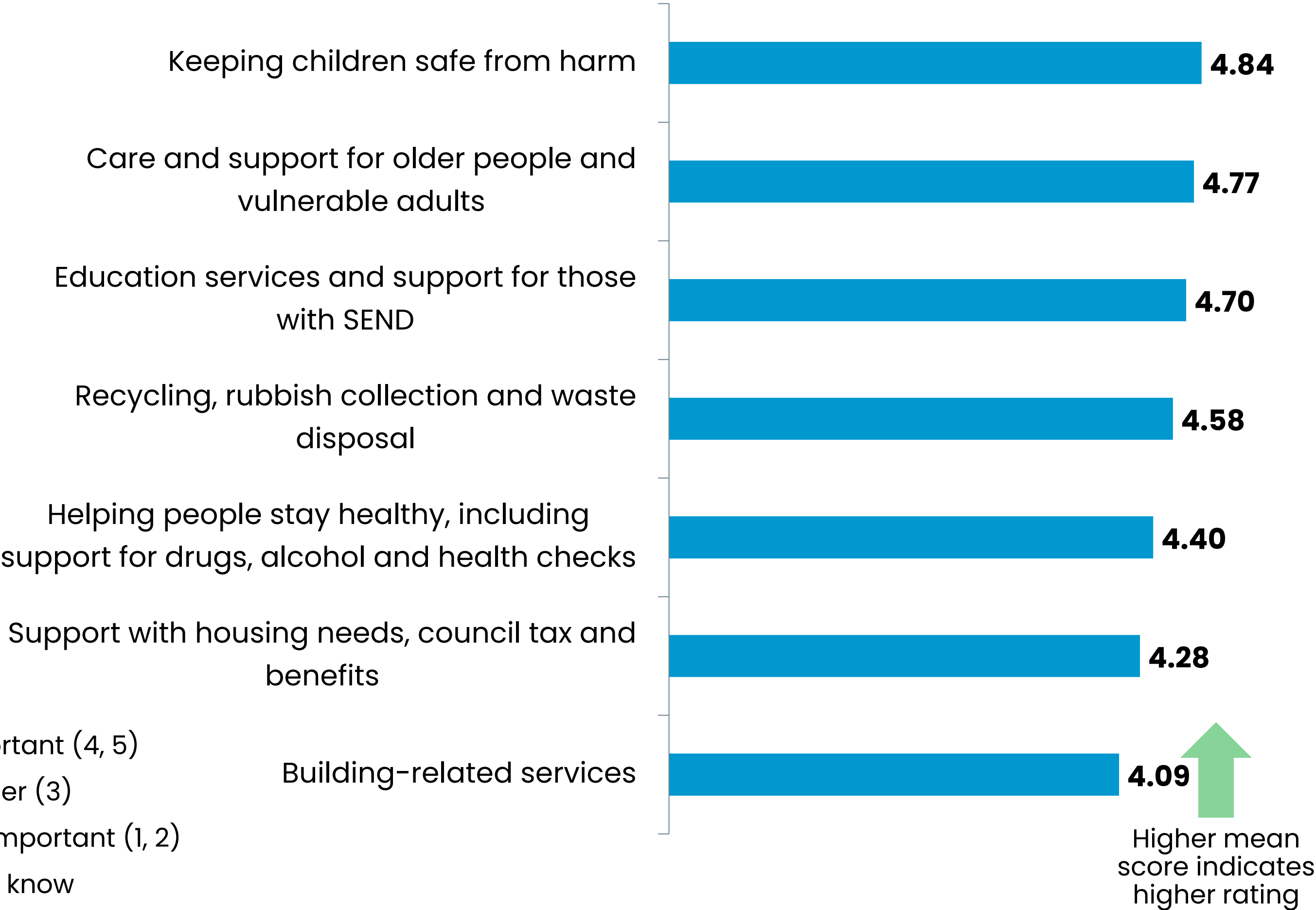| Overall	Live here	Work here	Business/ organisation	Study here
4.47	4.47	4.53	4.65	4.58
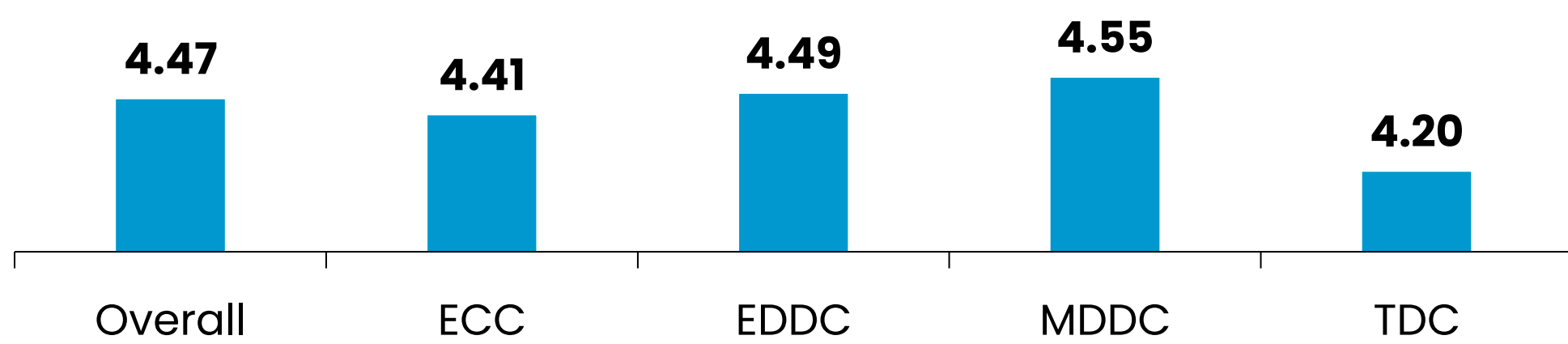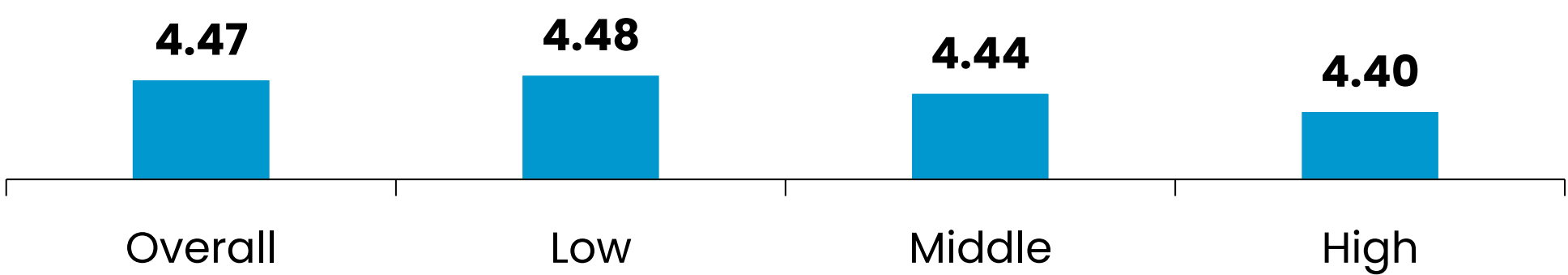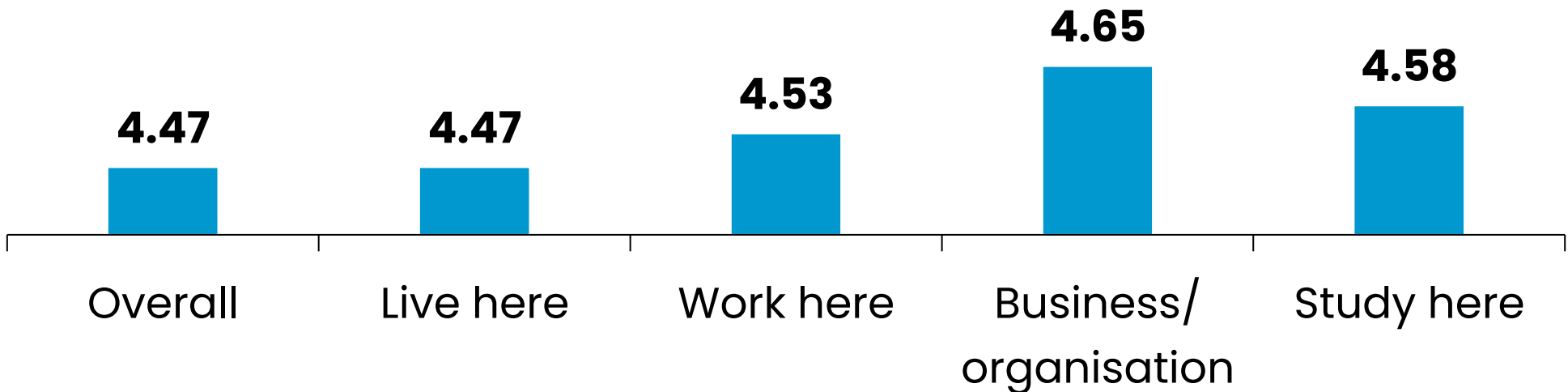
Question: *How important do you think each of the following should be when shaping the future of local government in Devon… Supporting the local economy and creating job opportunities? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

50

Supporting and empowering local groups to improve their communities is more important to those aged under 45, females and MDDC residents

Analysis by age group
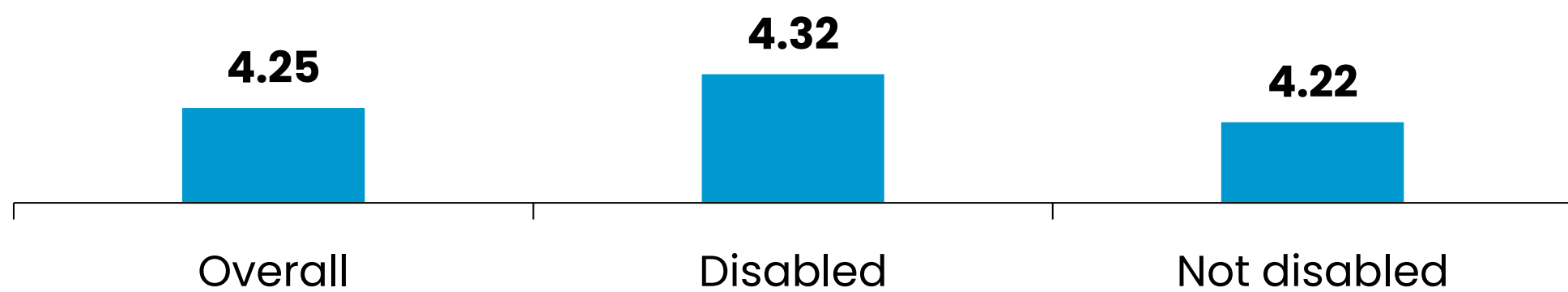
Overall	16 to 24	25 to 44	45 to 64	65+
4.25	4.35	4.34	4.14	4.15

Analysis by sex

Overall	Male	Female
4.25	4.09	4.39

Analysis by disability

Overall	Disabled	Not disabled
4.25	4.32	4.22

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.25	4.18	4.30	4.43	4.20

Analysis by deprivation levels

Overall	Low	Middle	High
4.25	4.23	4.20	4.31

Analysis by connection to local area

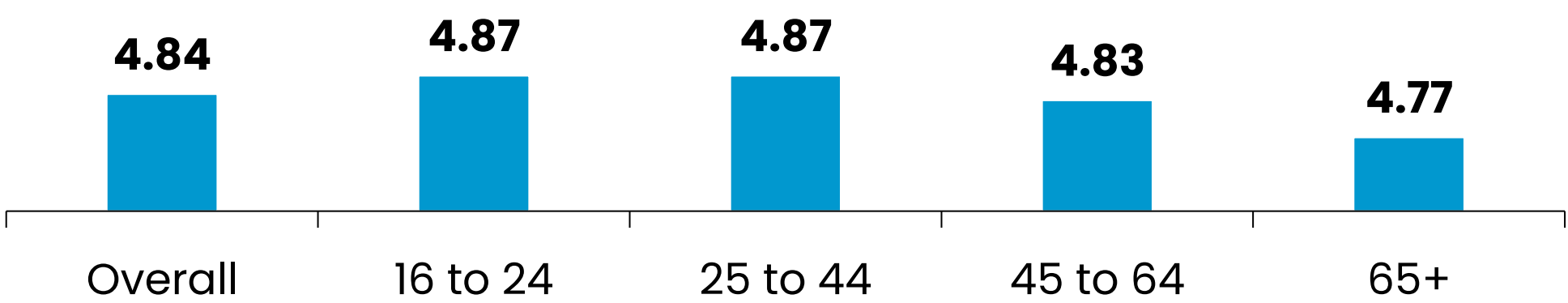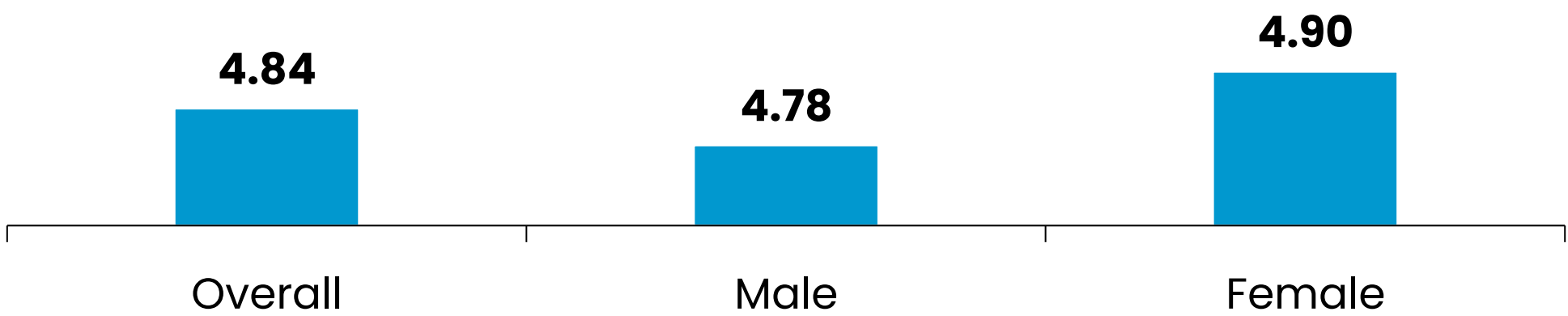| Overall	Live here	Work here	Business/ organisation	Study here
4.25	4.25	4.29	4.31	4.35
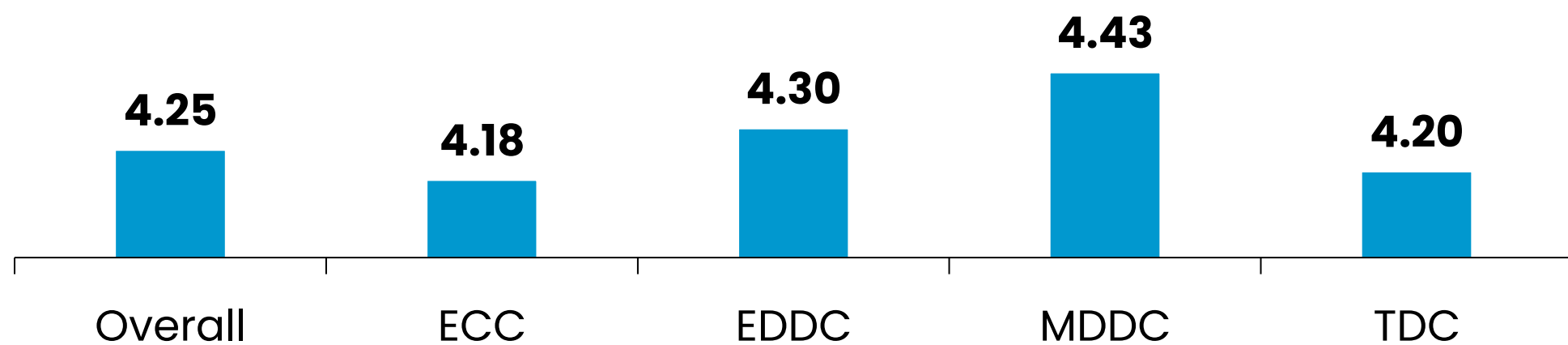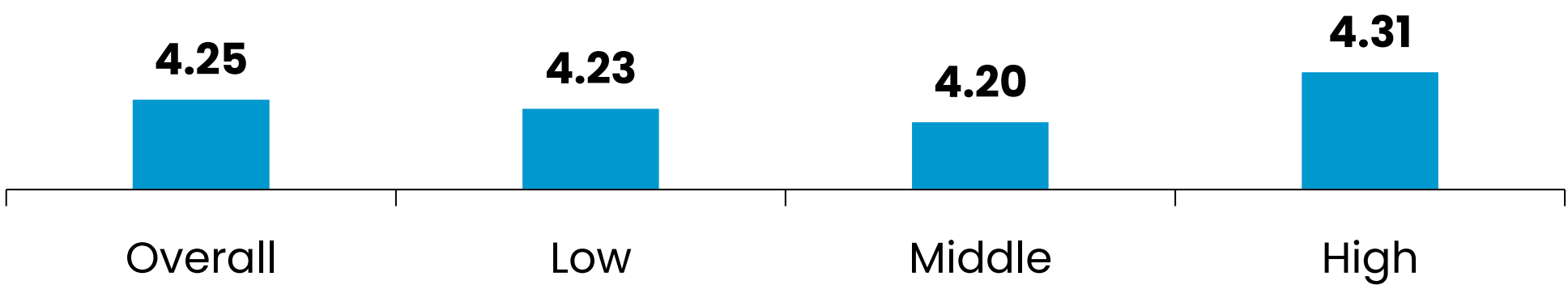
Question: *How important do you think each of the following should be when shaping the future of local government in Devon… Supporting and empowering local groups to improve their communities? (Rate on scale of 1–5)*
Base: All respondents (Representative survey 2025: 1,100)

Those aged 16-24, females and those who study in the local area rate working to mitigate the consequences of climate change more highly than other groups

Analysis by age group

Overall 4.13	16 to 24 4.43	25 to 44 4.21	45 to 64 4.00	65+ 3.84

Analysis by sex

Overall 4.13	Male 3.94	Female 4.32

Analysis by disability

Overall 4.13	Disabled 4.20	Not disabled 4.11

Analysis by local authority

Overall 4.13	ECC 4.10	EDDC 4.09	MDDC 4.28	TDC 4.09

Analysis by deprivation levels

Overall 4.13	Low 4.07	Middle 4.10	High 4.17

Analysis by connection to local area

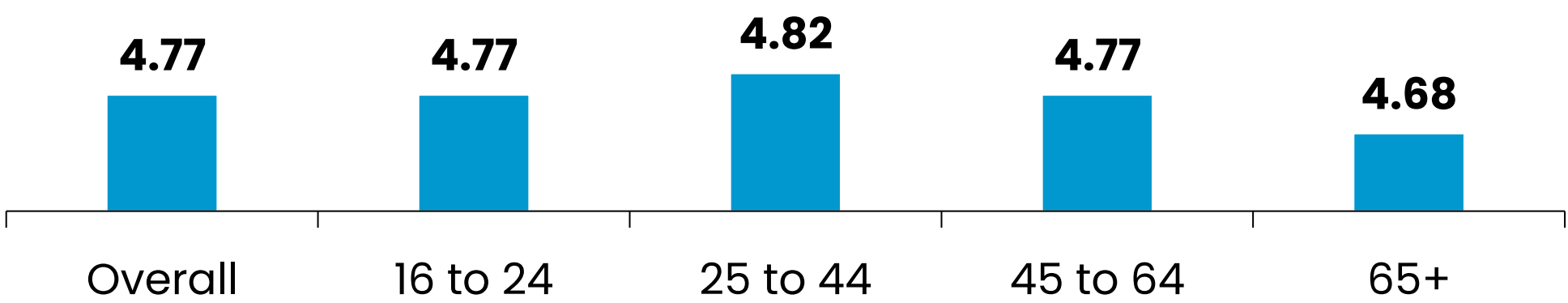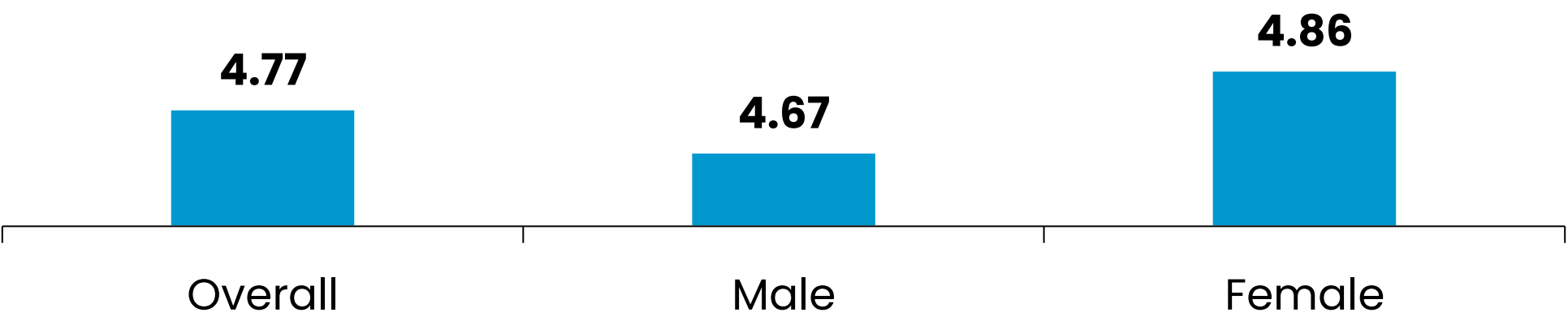|				
Overall 4.13	Live here 4.13	Work here 4.20	Business/ organisation 4.14	Study here 4.45
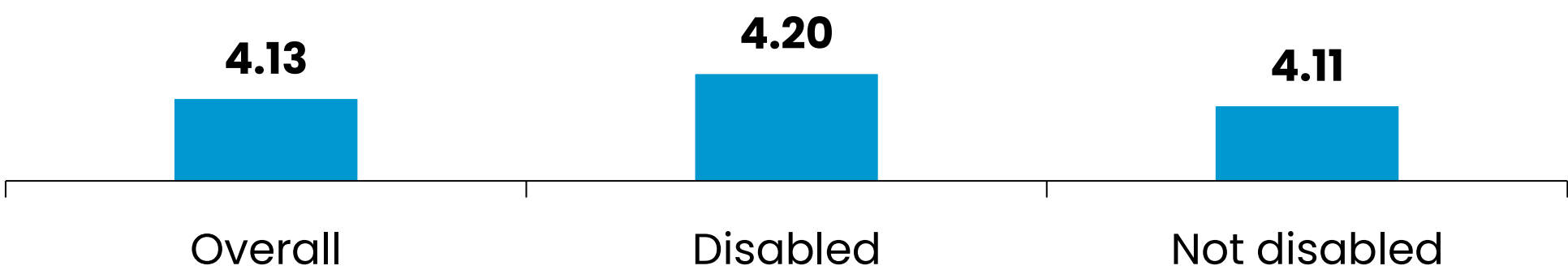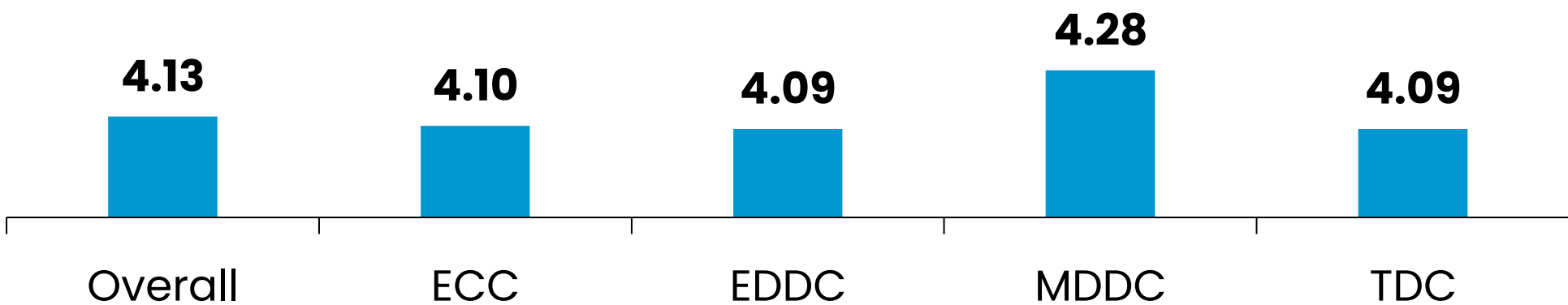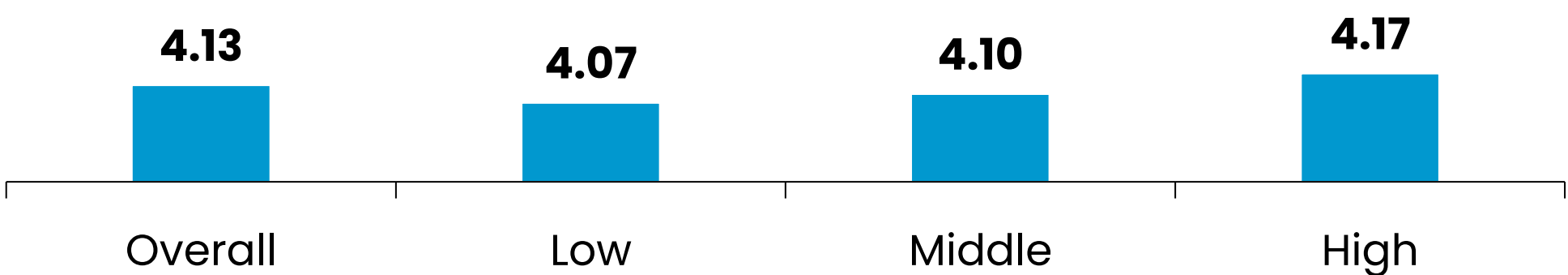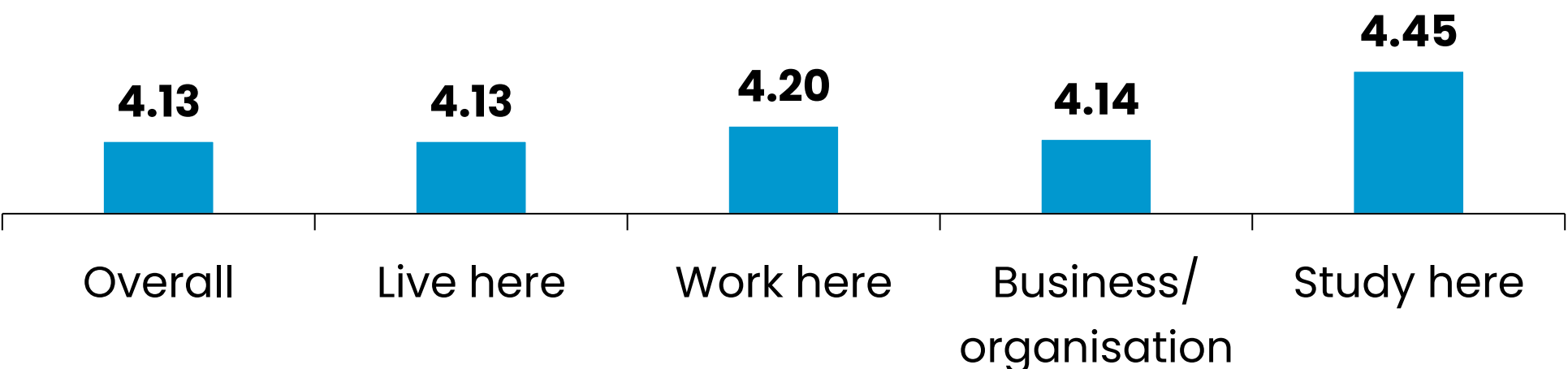
Question: *How important do you think each of the following should be when shaping the future of local government in Devon… Working to mitigate the consequences of climate change? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

Although the majority feel all options are important, building-related services is less highly ranked

Representative survey

Keeping children safe from harm
- 96%
- 2%
- 1%
- 0%

Care and support for older people and vulnerable adults
- 95%
- 3%
- 1%
- 0%

Education services and support for those with SEND
- 94%
- 4%
- 2%
- 0%

Recycling, rubbish collection and waste disposal
- 92%
- 6%
- 1%
- 0%

Helping people stay healthy, including support for drugs, alcohol and health checks
- 84%
- 12%
- 4%
- 1%

Support with housing needs, council tax and benefits
- 81%
- 13%
- 5%
- 1%

Building-related services
- 74%
- 20%
- 5%
- 1%

Legend:
- ■ Important (4, 5)
- ■ Neither (3)
- ■ Not important (1, 2)
- ■ Don't know

Mean scores (out of 5)

Service	Mean score
Keeping children safe from harm	4.84
Care and support for older people and vulnerable adults	4.77
Education services and support for those with SEND	4.70
Recycling, rubbish collection and waste disposal	4.58
Helping people stay healthy, including support for drugs, alcohol and health checks	4.40
Support with housing needs, council tax and benefits	4.28
Building-related services	4.09

Higher mean score indicates higher rating

Question: *How important do you think each of the following should be when shaping the future of local government in Devon? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

53

Females and those who run a business or represent a community organisation are more likely to say keeping children safe from harm is important
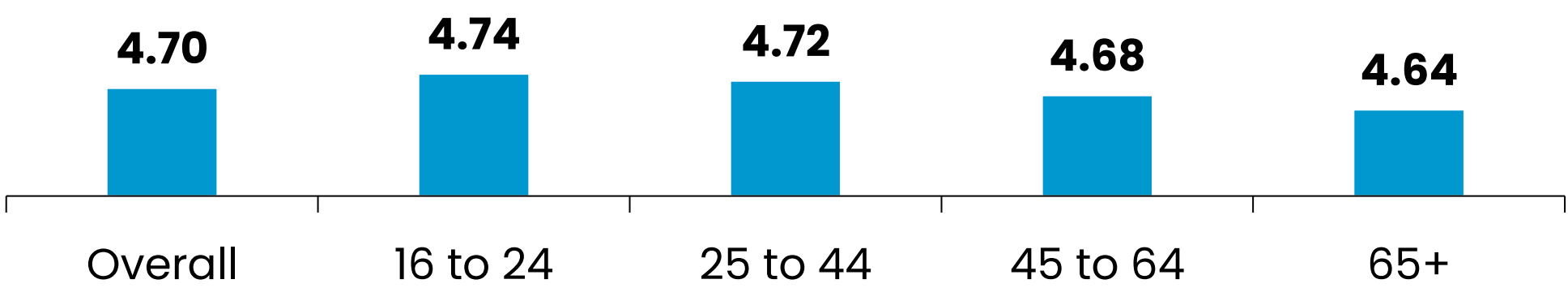
Analysis by age group
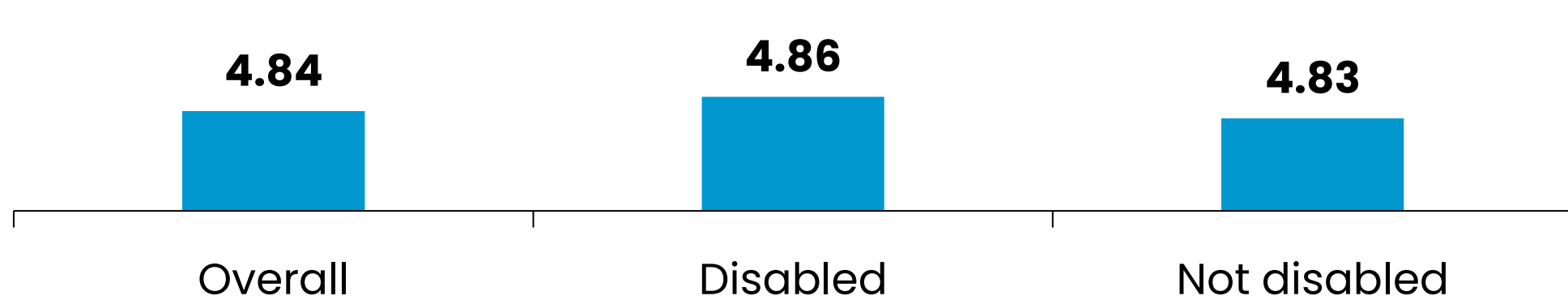
Overall	16 to 24	25 to 44	45 to 64	65+
4.84	4.87	4.87	4.83	4.77

Analysis by sex

Overall	Male	Female
4.84	4.78	4.90

Analysis by disability

Overall	Disabled	Not disabled
4.84	4.86	4.83

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.84	4.86	4.79	4.89	4.77

Analysis by deprivation levels

Overall	Low	Middle	High
4.84	4.88	4.82	4.78

Analysis by connection to local area

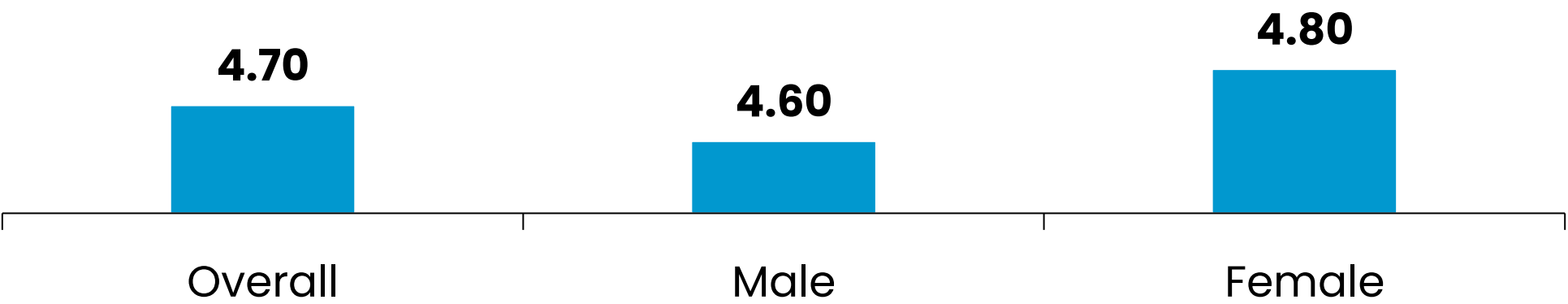| Overall	Live here	Work here	Business/ organisation	Study here
4.84	4.84	4.88	4.96	4.85
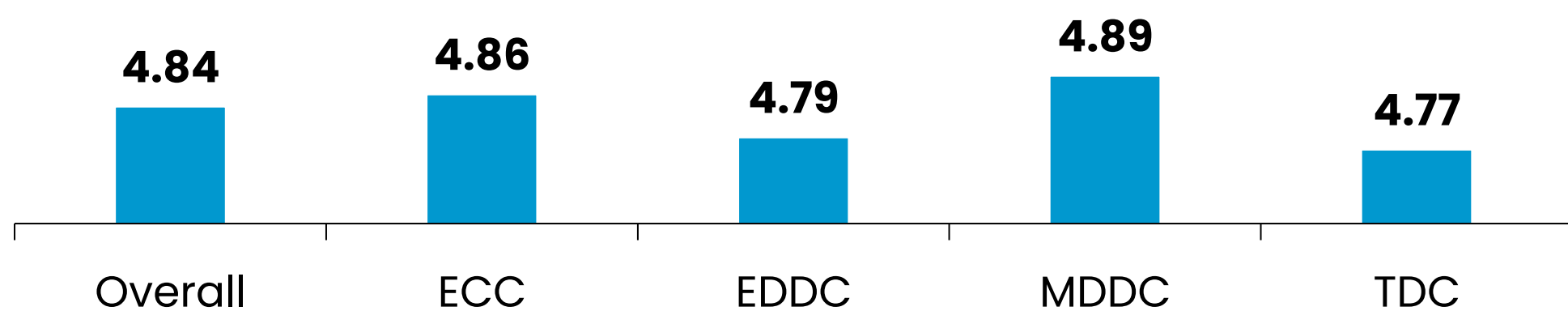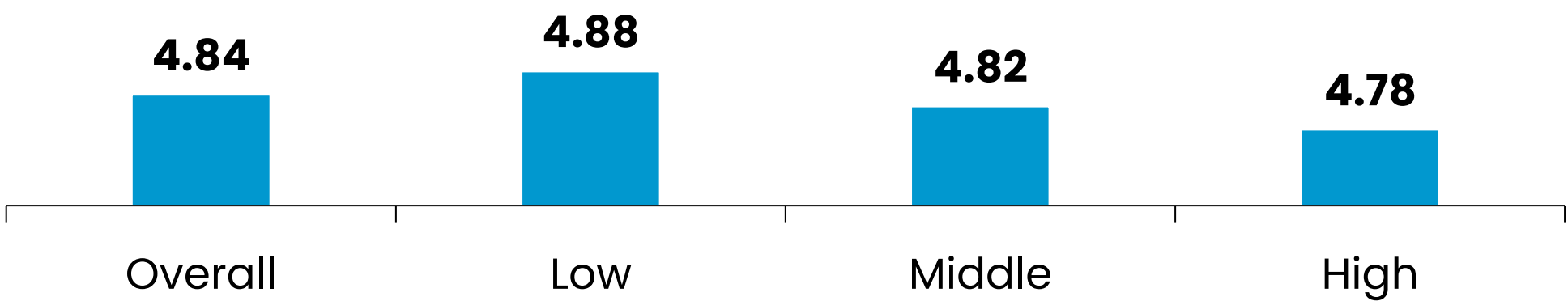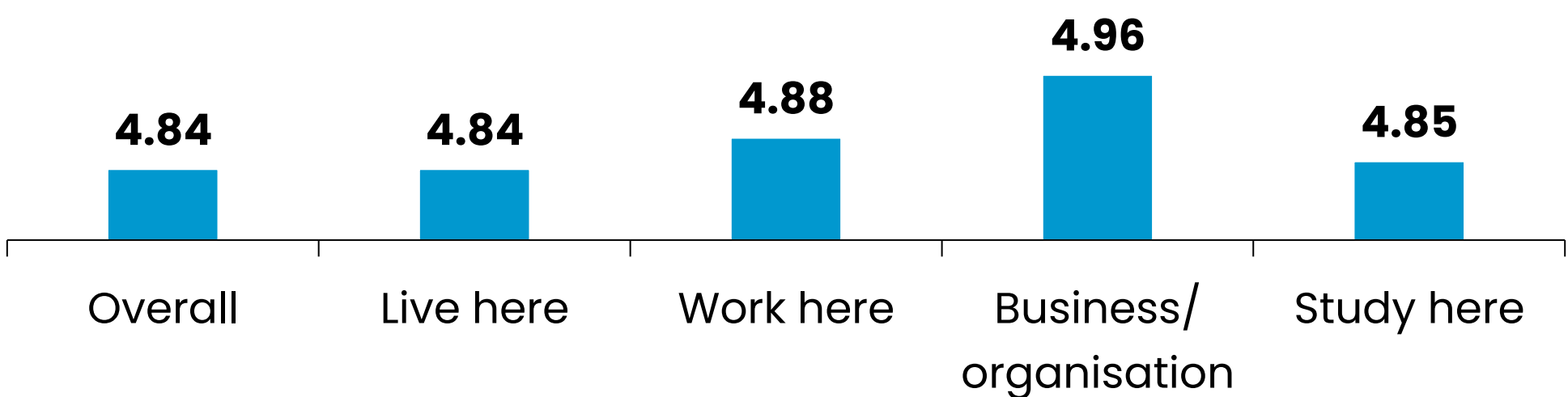
Question: *How important do you think each of the following should be when shaping the future of local government services... Keeping children safe from harm? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

54

Care and support for older people and vulnerable adults is of greater importance to those aged 25-44, females and those who run a business or represent a community organisation

Analysis by age group

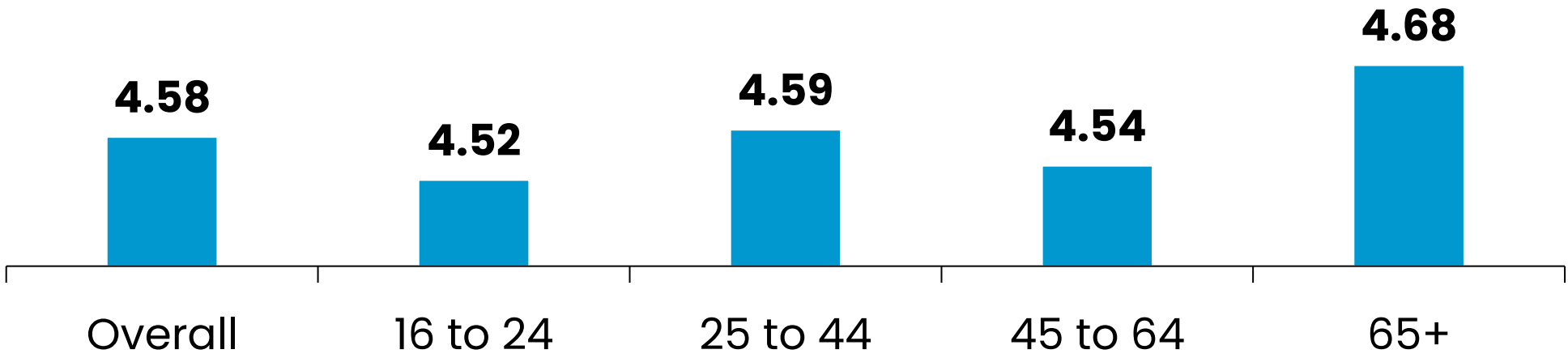| Overall	16 to 24	25 to 44	45 to 64	65+
4.77	4.77	4.82	4.77	4.68

Analysis by sex

Overall	Male	Female
4.77	4.67	4.86

Analysis by disability

Overall	Disabled	Not disabled
4.77	4.81	4.76

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.77	4.76	4.78	4.83	4.71

Analysis by deprivation levels

Overall	Low	Middle	High
4.77	4.77	4.77	4.72

Analysis by connection to local area

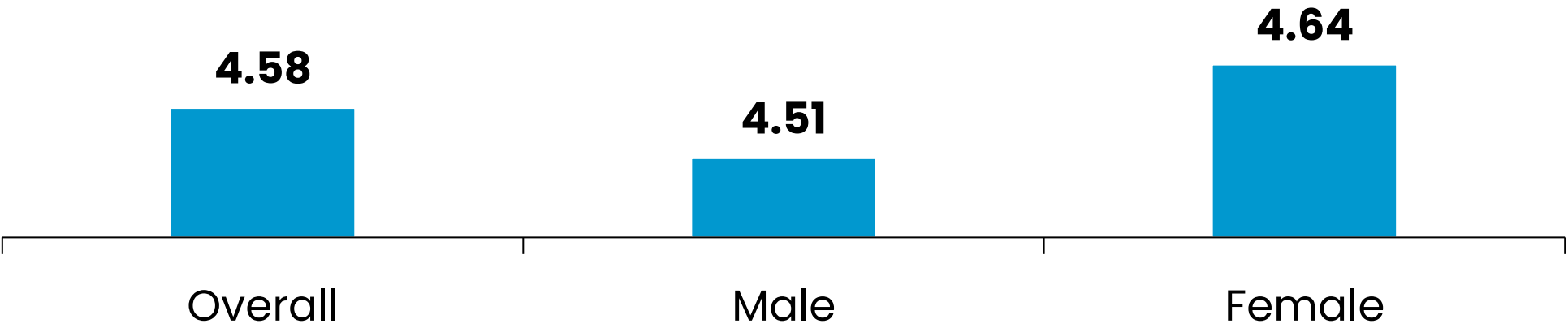| Overall	Live here	Work here	Business/ organisation	Study here
4.77	4.77	4.83	4.88	4.74
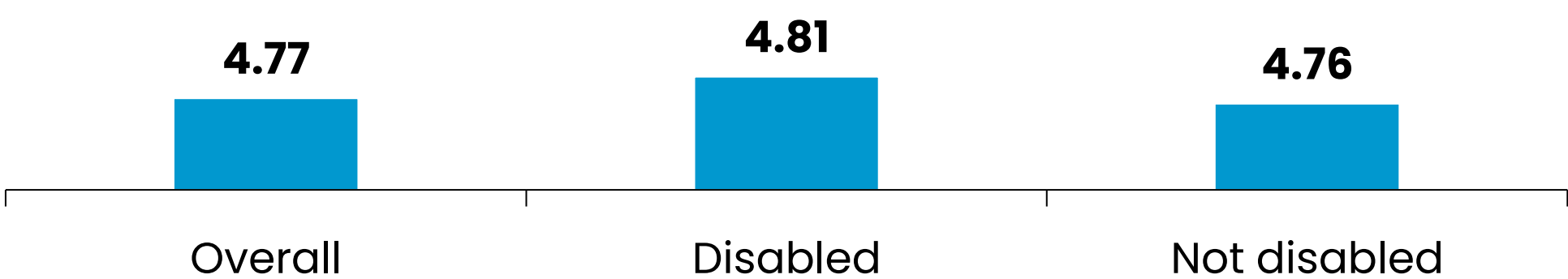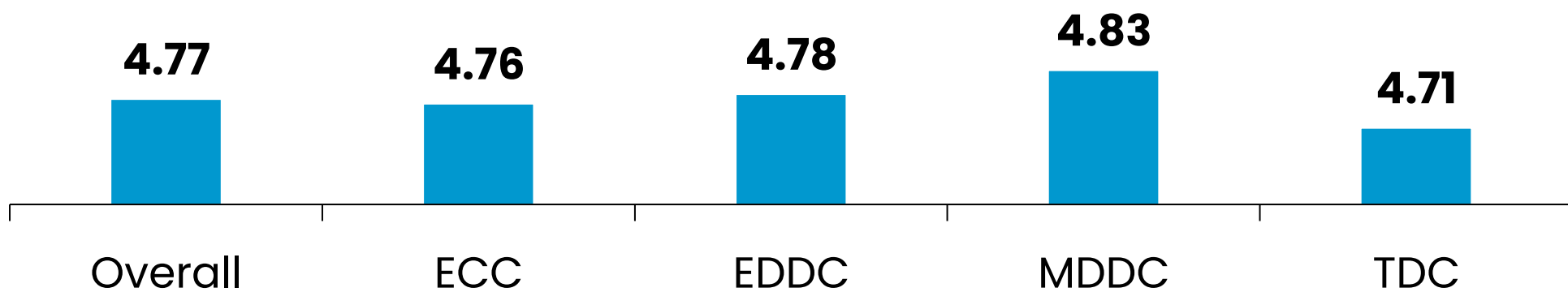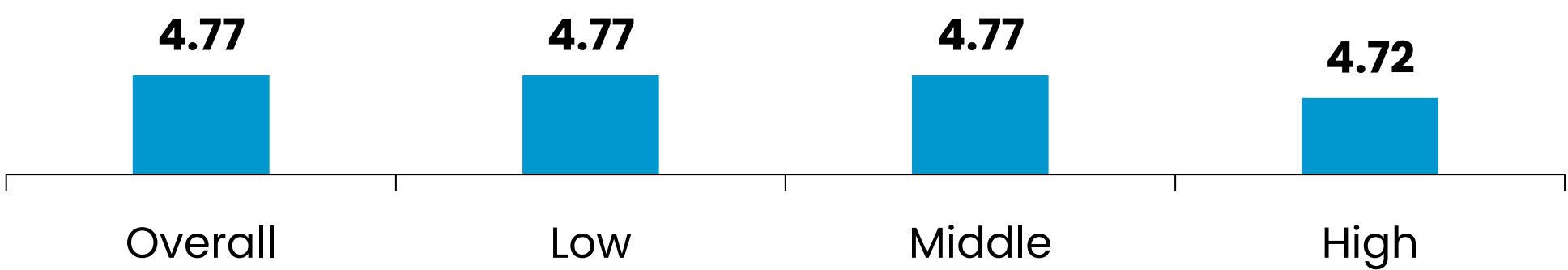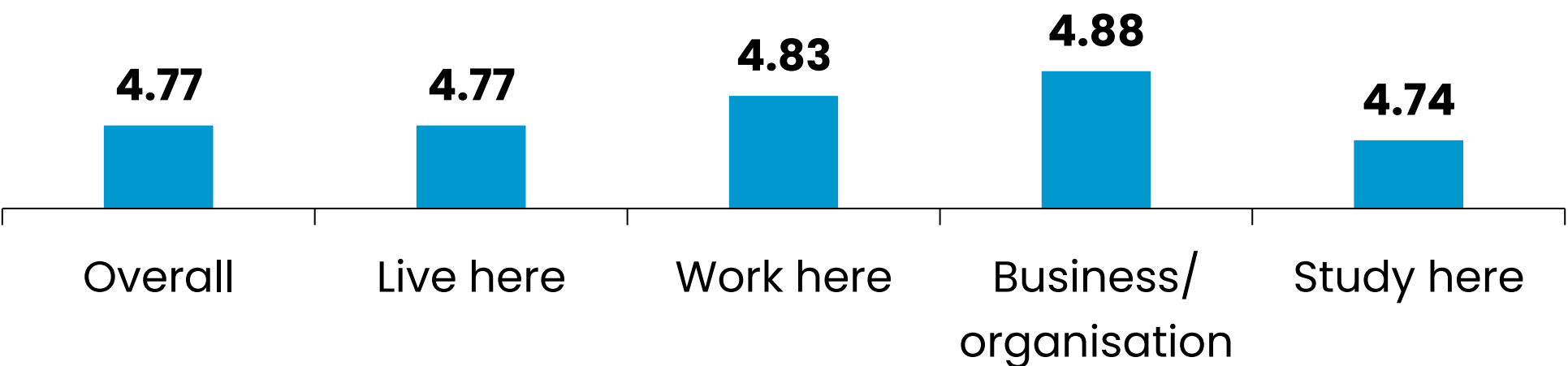
Question: *How important do you think each of the following should be when shaping the future of local government services… Care and support for older people and vulnerable adults? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

Education services and support for those with SEND is rated more highly by females and those who run a business or represent a community organisation

Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.70	4.74	4.72	4.68	4.64

Analysis by sex

Overall	Male	Female
4.70	4.60	4.80

Analysis by disability

Overall	Disabled	Not disabled
4.70	4.75	4.68

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.70	4.67	4.73	4.70	4.68

Analysis by deprivation levels

Overall	Low	Middle	High
4.70	4.73	4.67	4.67

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
4.70	4.70	4.72	4.87	4.70
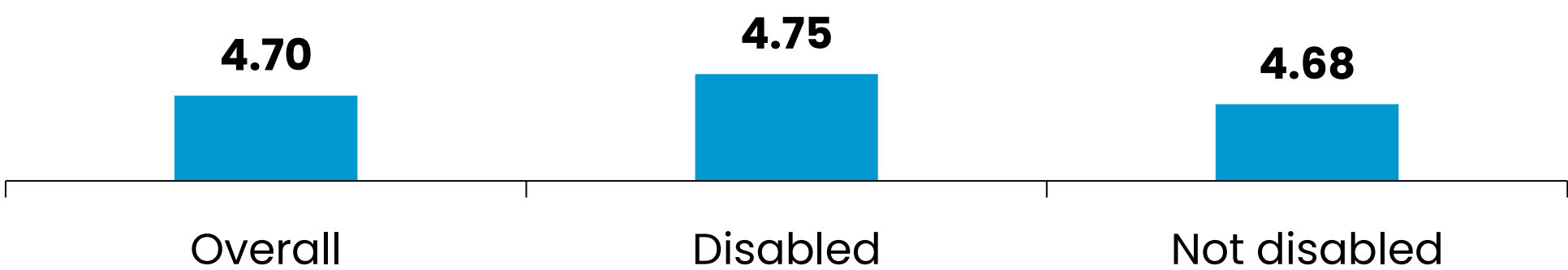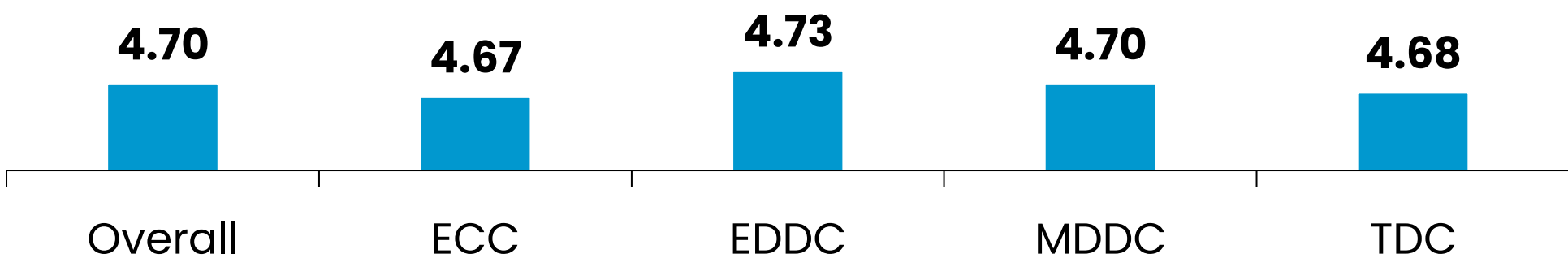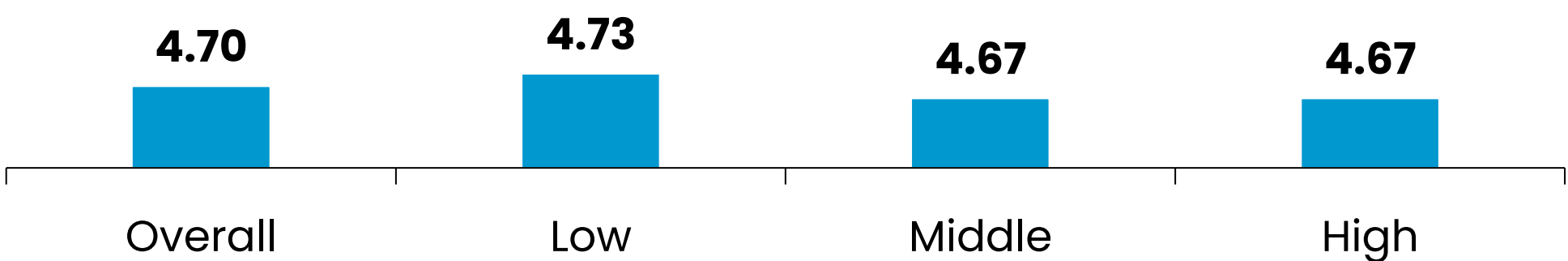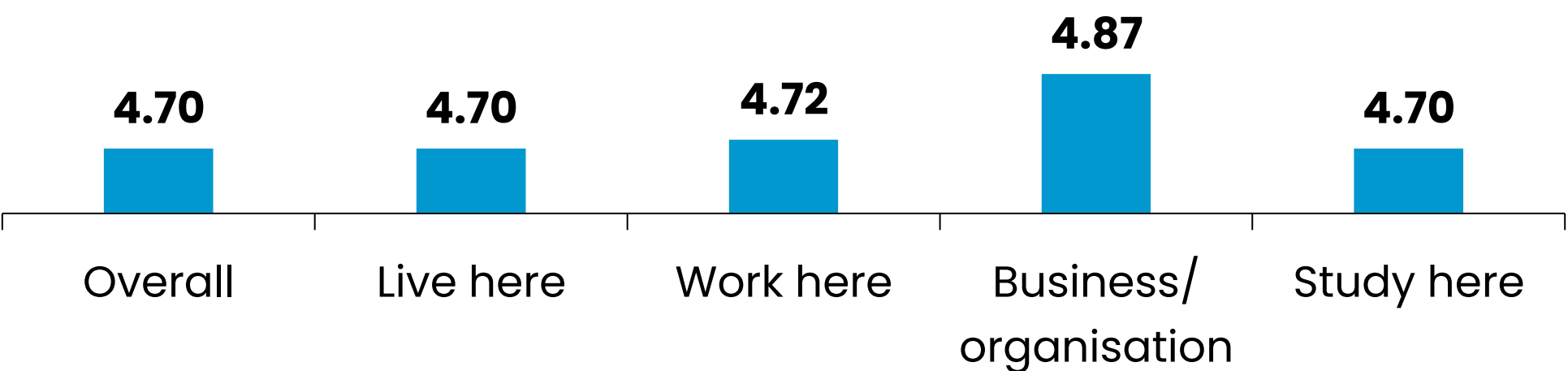
Question: *How important do you think each of the following should be when shaping the future of local government services... Education services and support for those with special educational needs and/or disabilities (SEND)? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

Those aged 65+, females and those with a disability rate recycling, rubbish collection and waste disposal more highly than other groups
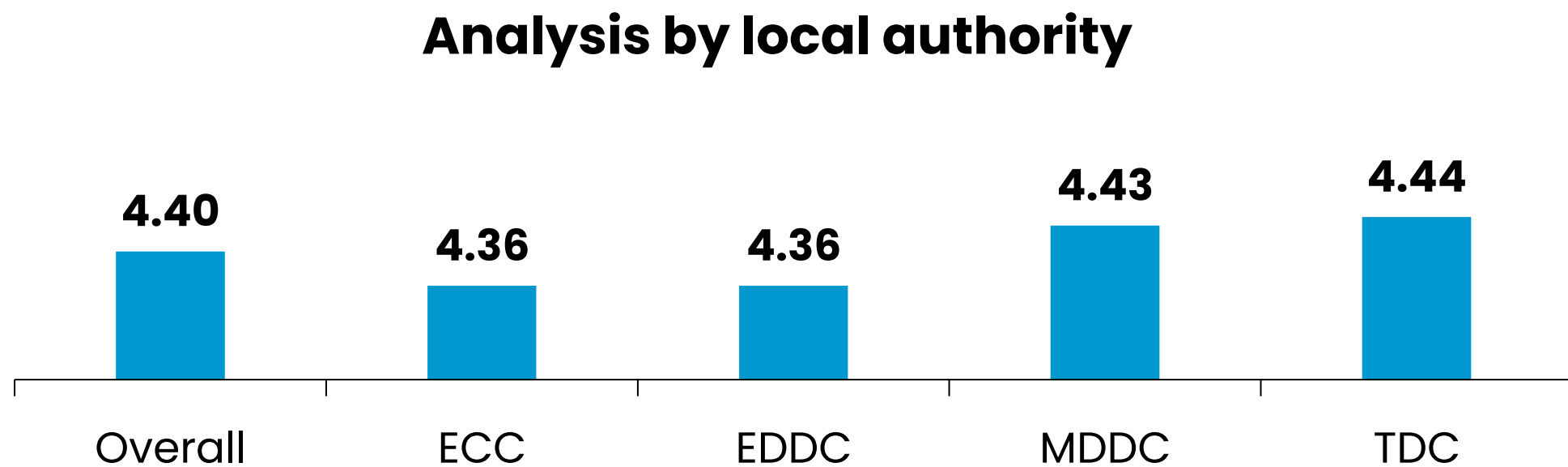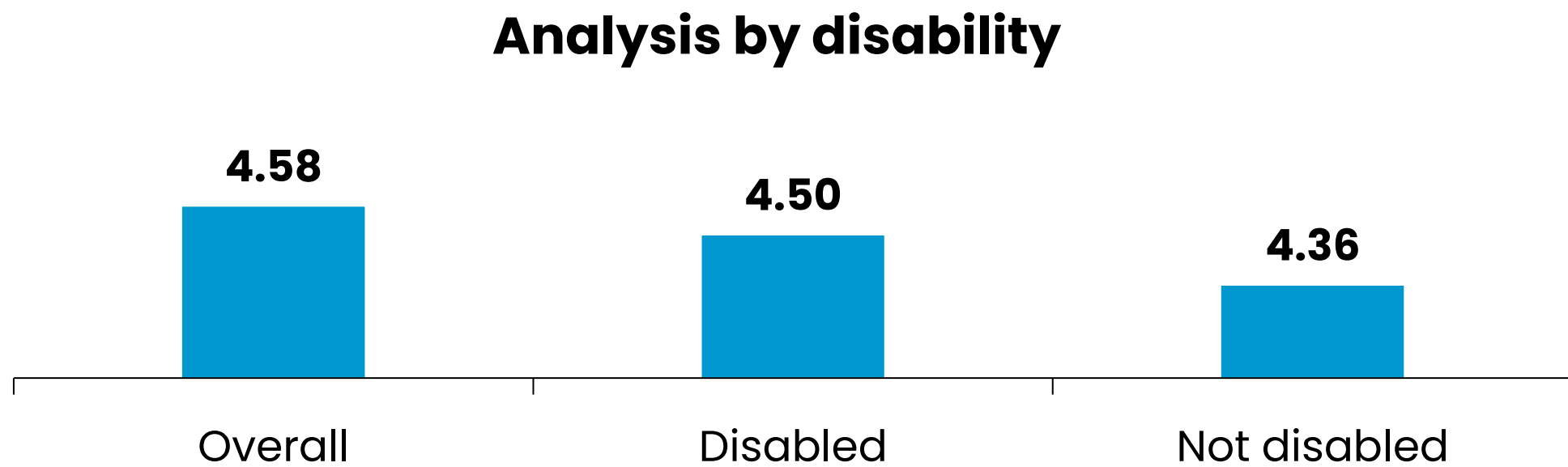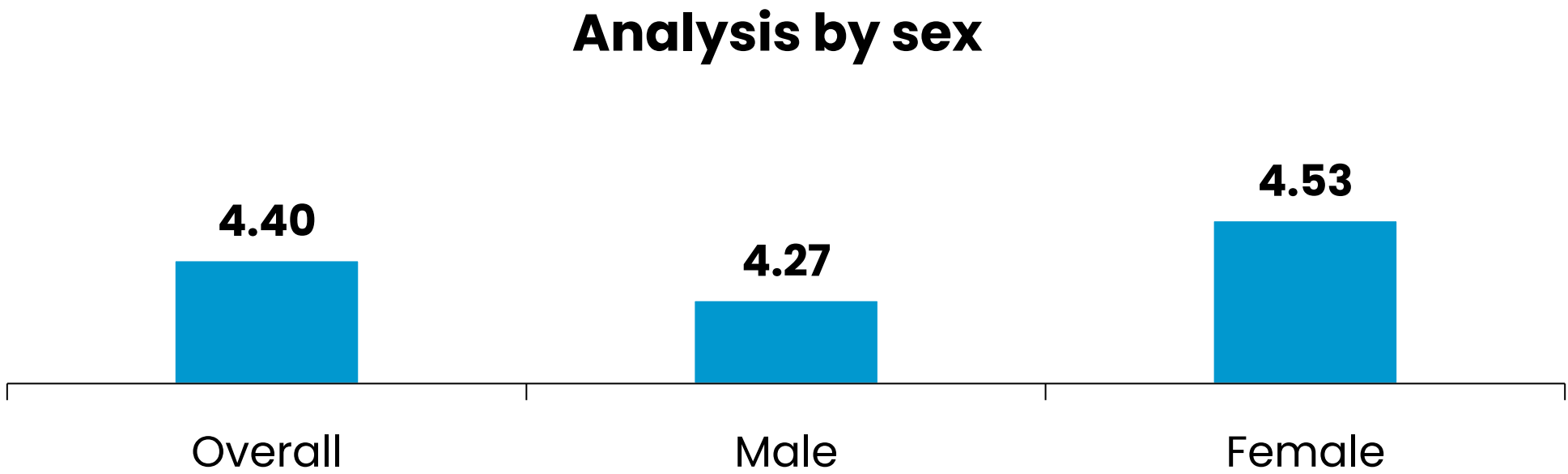
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.58	4.52	4.59	4.54	4.68

Analysis by sex

Overall	Male	Female
4.58	4.51	4.64

Analysis by disability

Overall	Disabled	Not disabled
4.58	4.67	4.54

Analysis by local authority

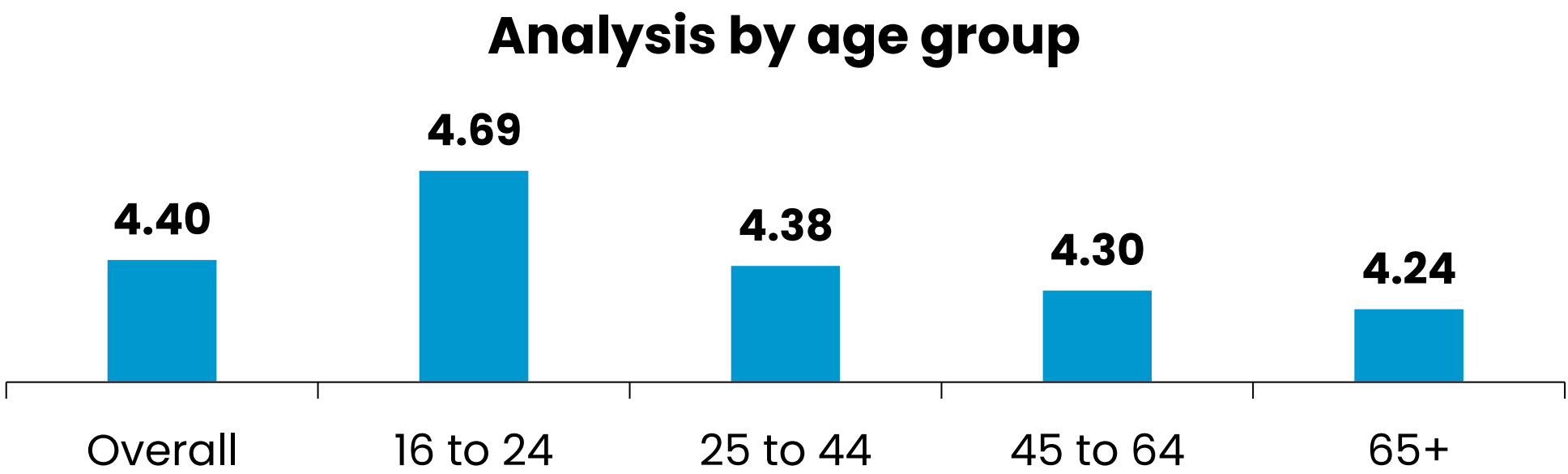| Overall	ECC	EDDC	MDDC	TDC
4.58	4.55	4.62	4.68	4.50

Analysis by deprivation levels

Overall	Low	Middle	High
4.58	4.54	4.59	4.59

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
4.58	4.58	4.55	4.65	4.50

Question: *How important do you think each of the following should be when shaping the future of local government services... Recycling, rubbish collection and waste disposal? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)
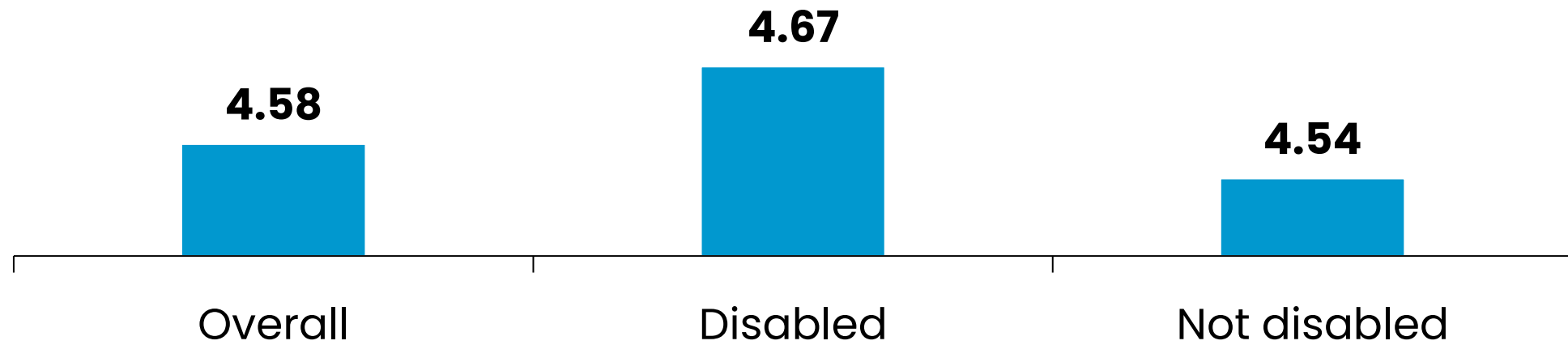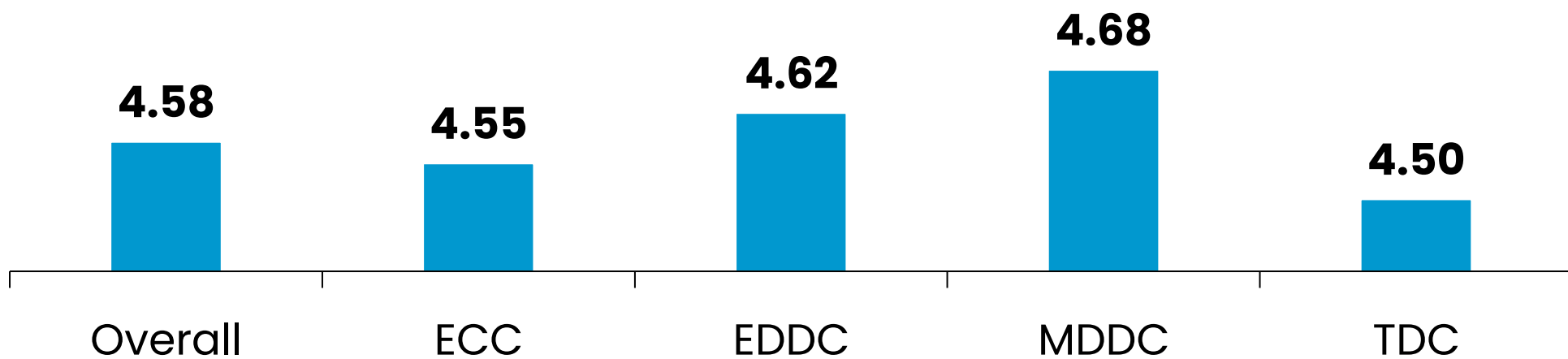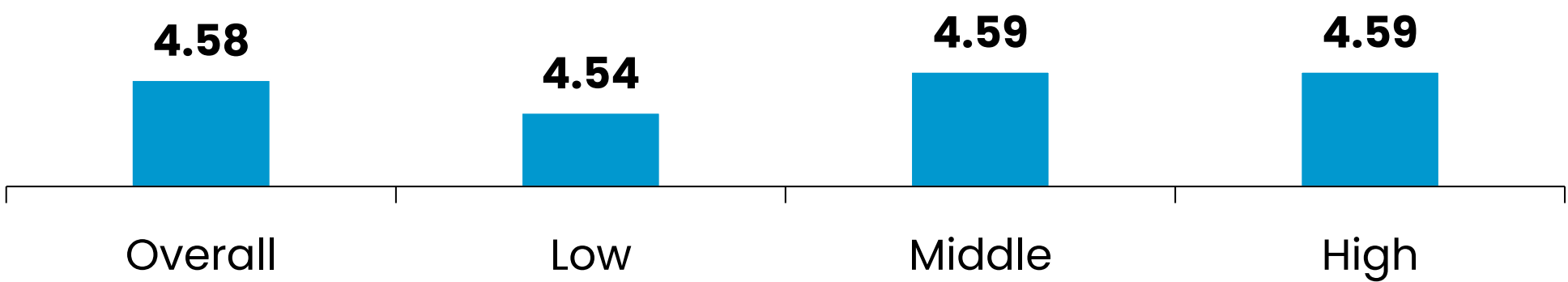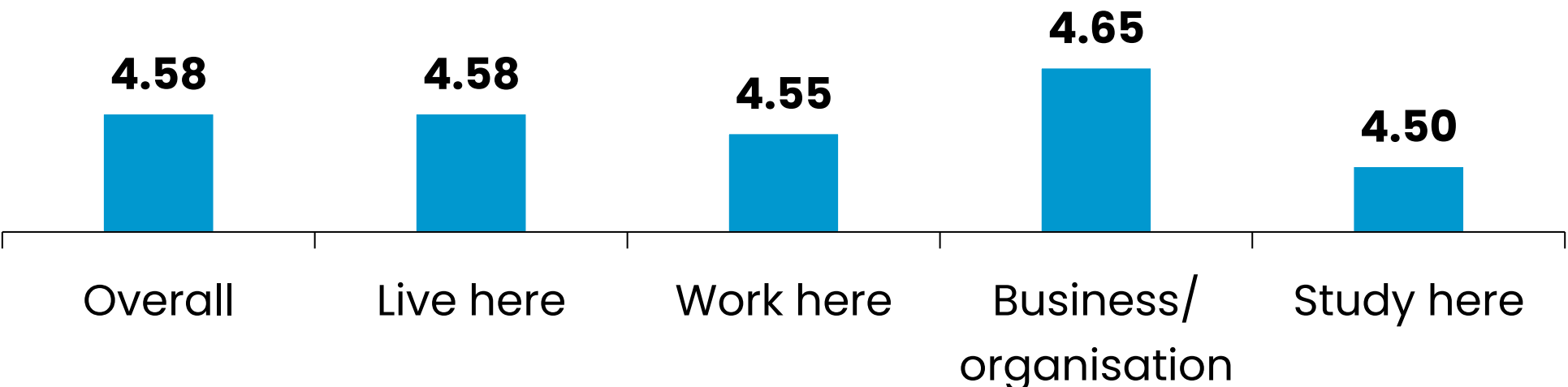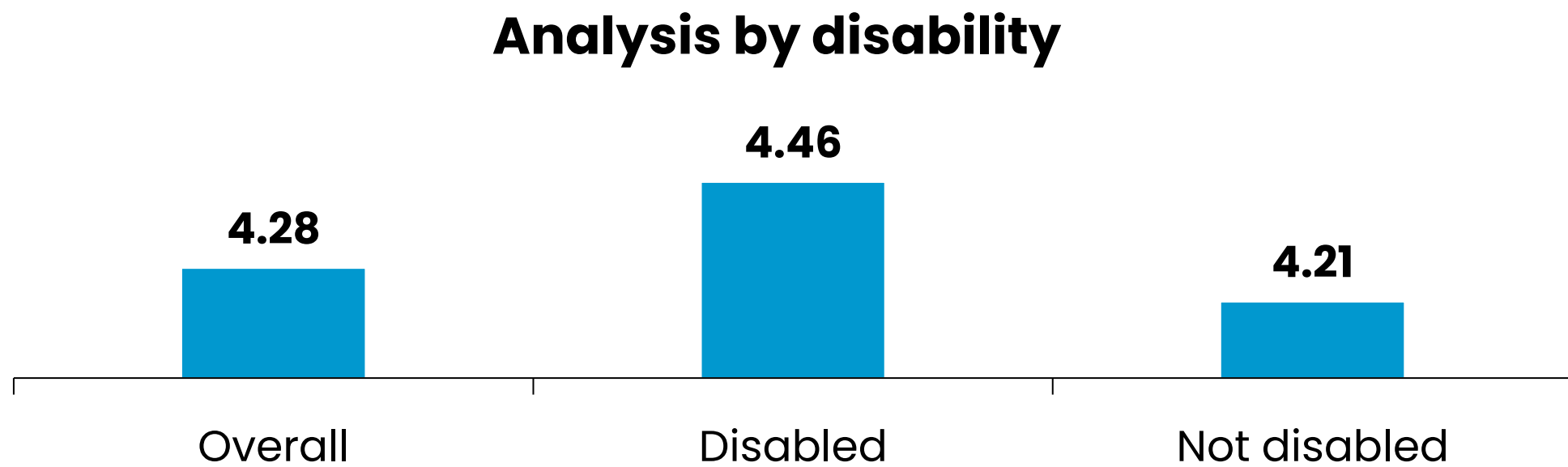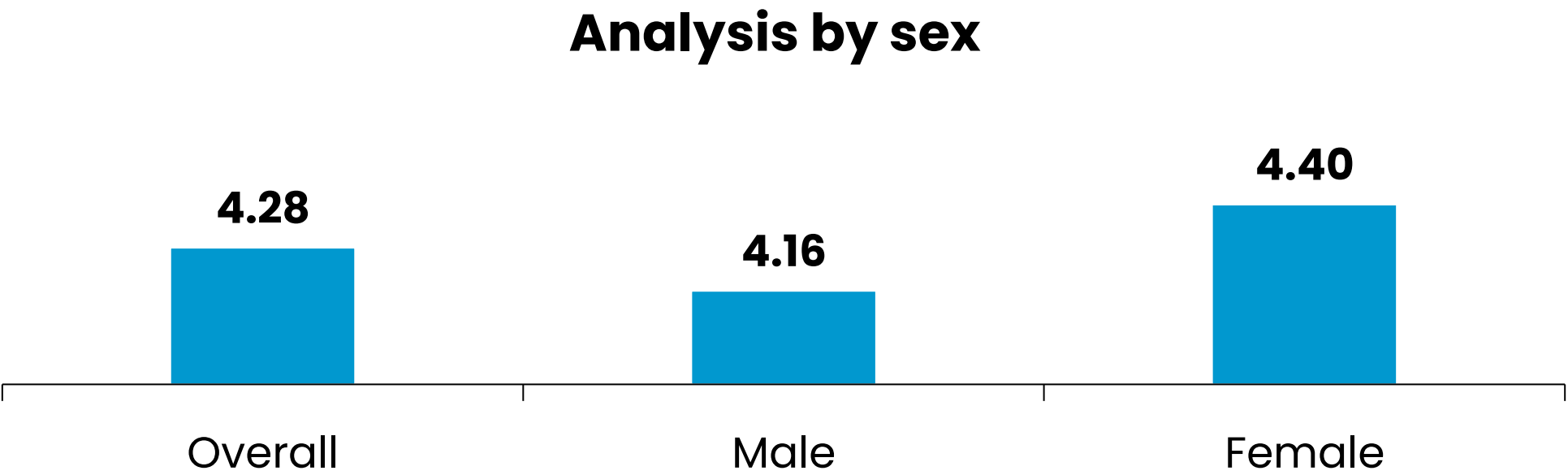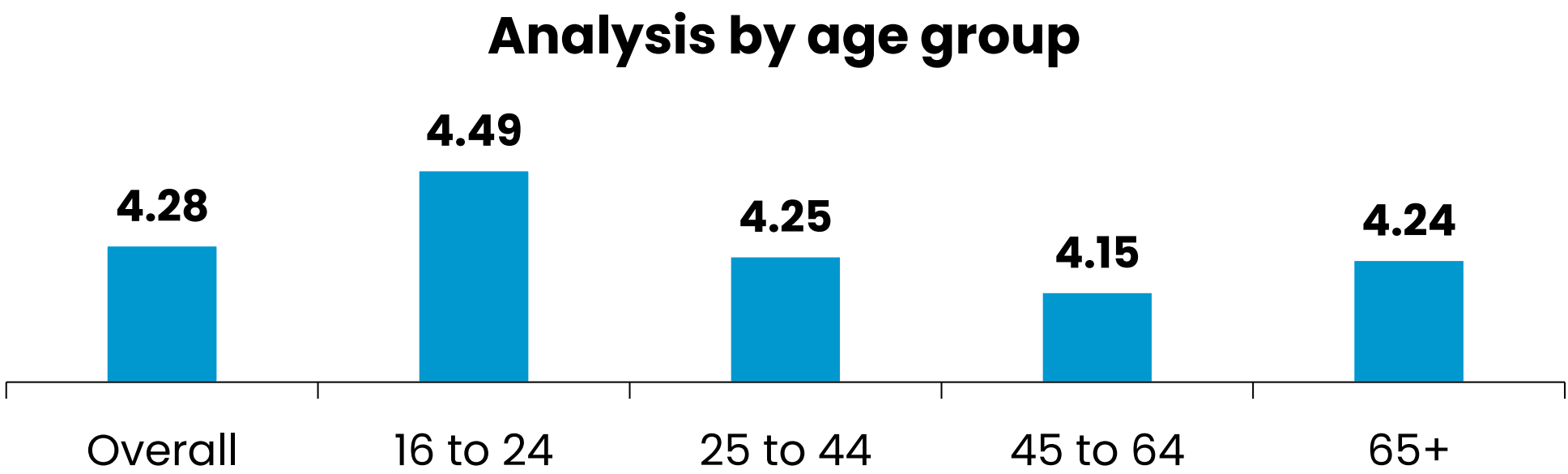
Helping people stay healthy is more important to those aged 16–24, females, those with a disability, and those who study in the local area

Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.40	4.69	4.38	4.30	4.24

Analysis by sex

Overall	Male	Female
4.40	4.27	4.53

Analysis by disability

Overall	Disabled	Not disabled
4.58	4.50	4.36

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.40	4.36	4.36	4.43	4.44

Analysis by deprivation levels

Overall	Low	Middle	High
4.40	4.34	4.37	4.45

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
4.40	4.40	4.45	4.46	4.70

Question: *How important do you think each of the following should be when shaping the future of local government services… Helping people stay healthy, including support for drugs, alcohol and health checks? (Rate on scale of 1–5)*
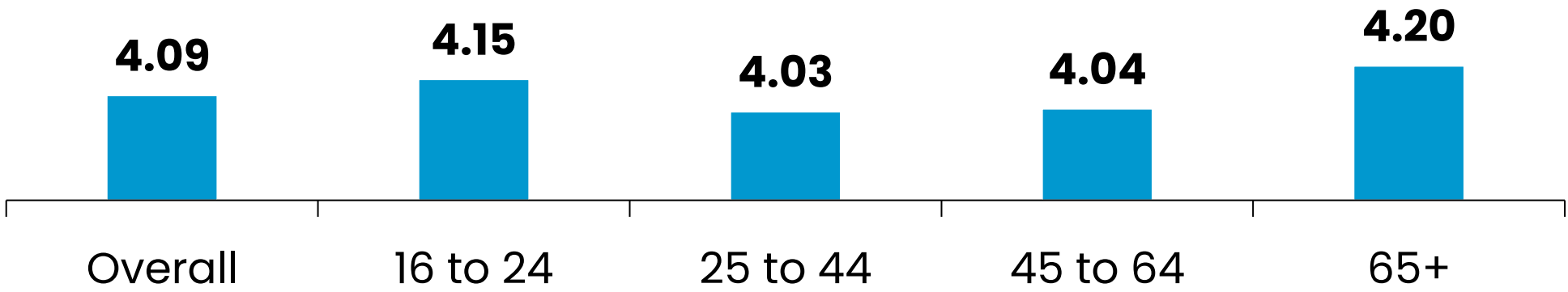Base: All respondents (Representative survey 2025: 1,100)

Those aged 16-24, females, those with a disability, and those who study in the local area are more likely to rate support with housing needs, council tax and benefits highly
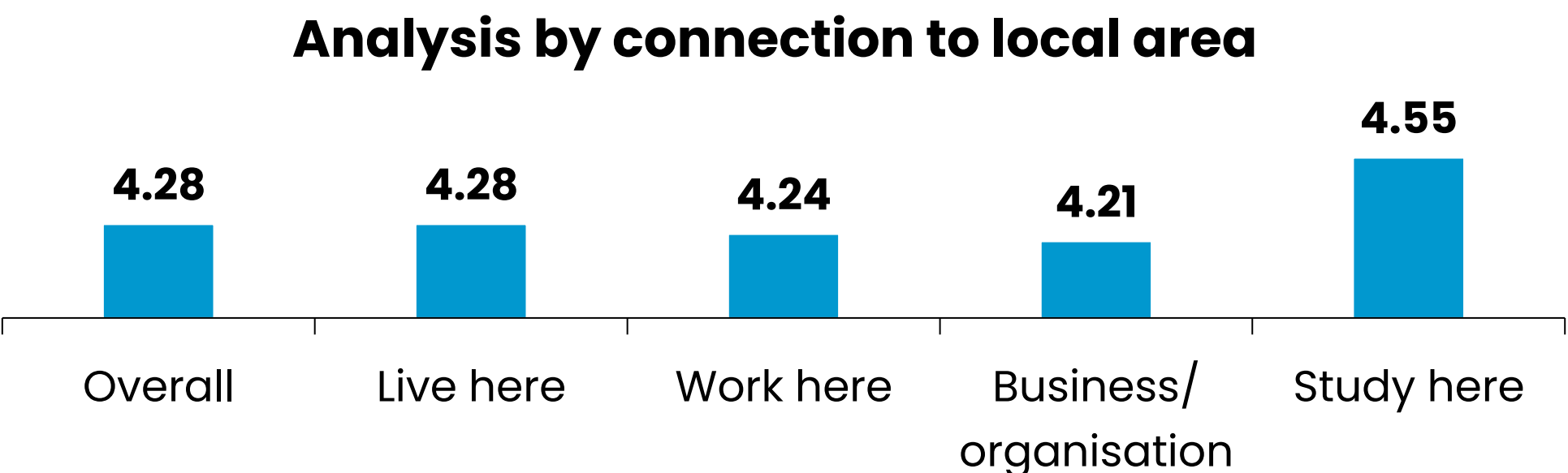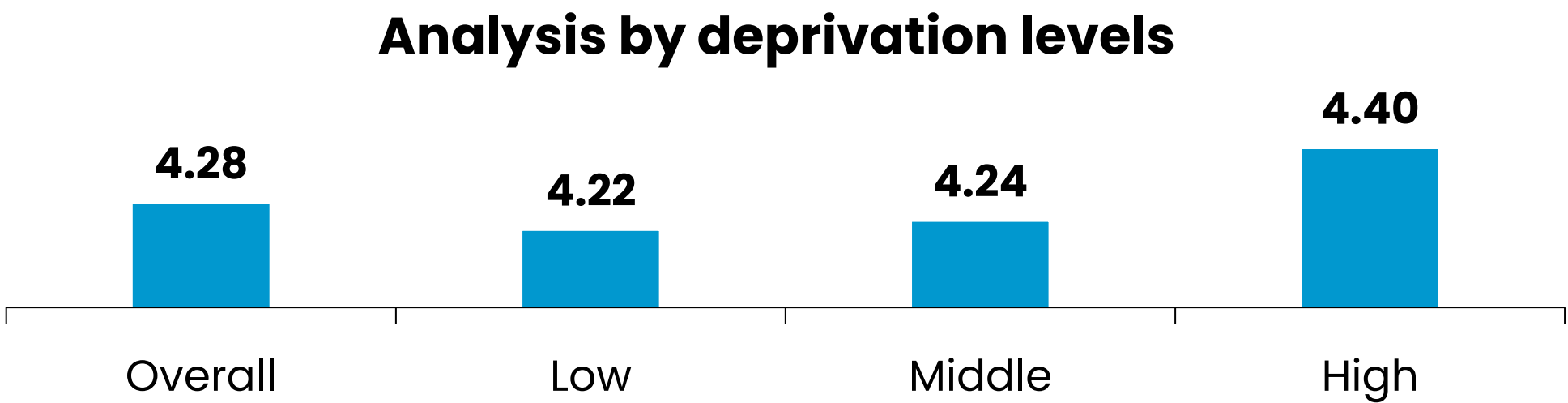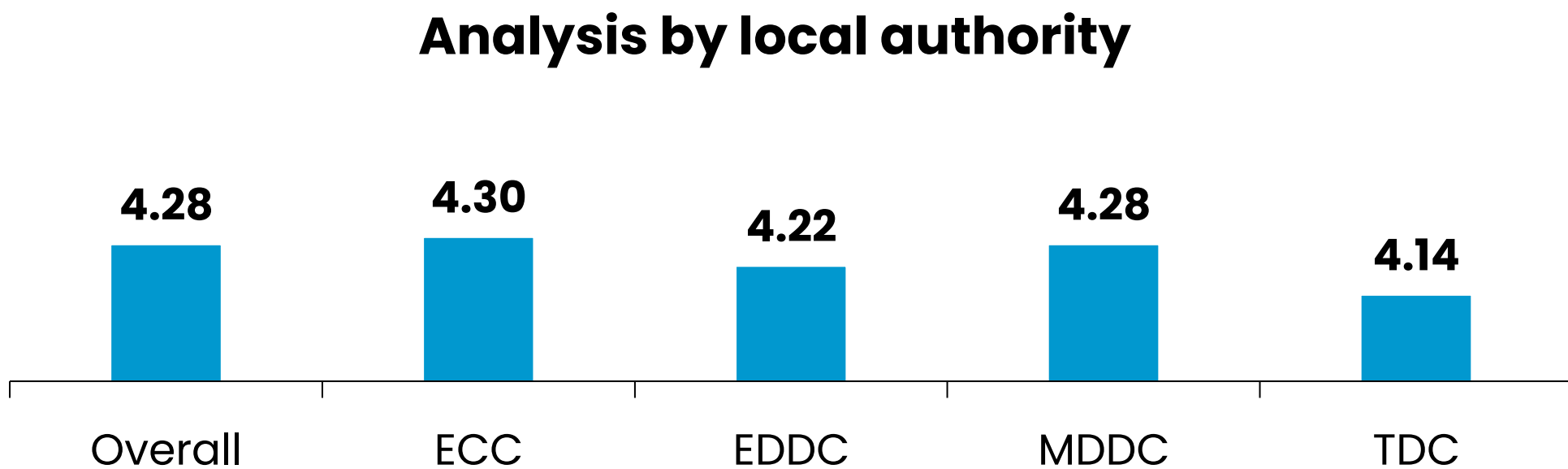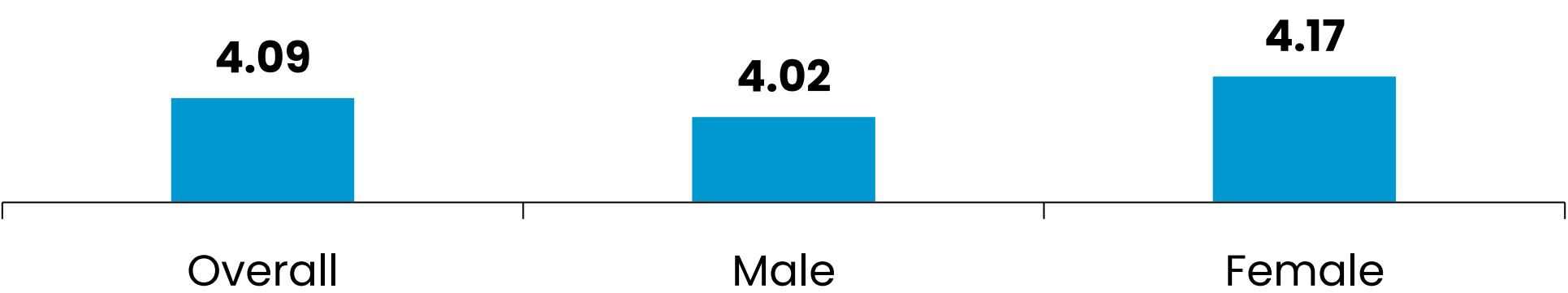
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.28	4.49	4.25	4.15	4.24

Analysis by sex

Overall	Male	Female
4.28	4.16	4.40

Analysis by disability

Overall	Disabled	Not disabled
4.28	4.46	4.21

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.28	4.30	4.22	4.28	4.14

Analysis by deprivation levels

Overall	Low	Middle	High
4.28	4.22	4.24	4.40

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
4.28	4.28	4.24	4.21	4.55

Those aged 65+ and females allocate greater importance to building-related services than other groups
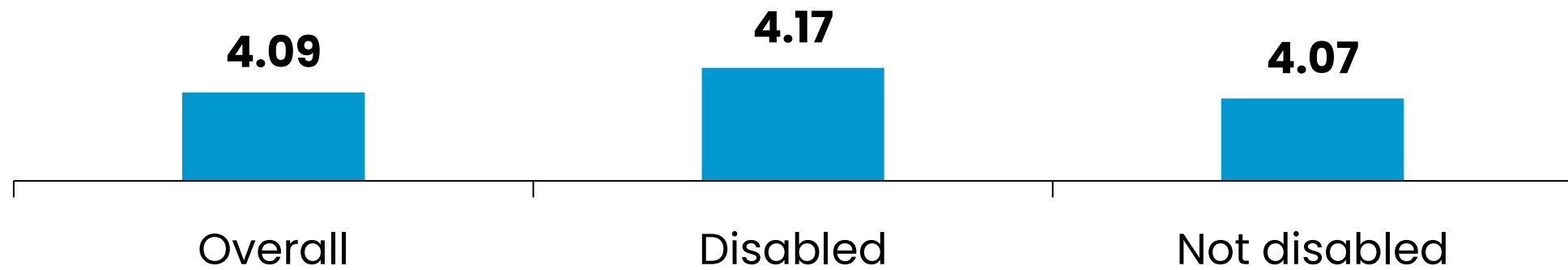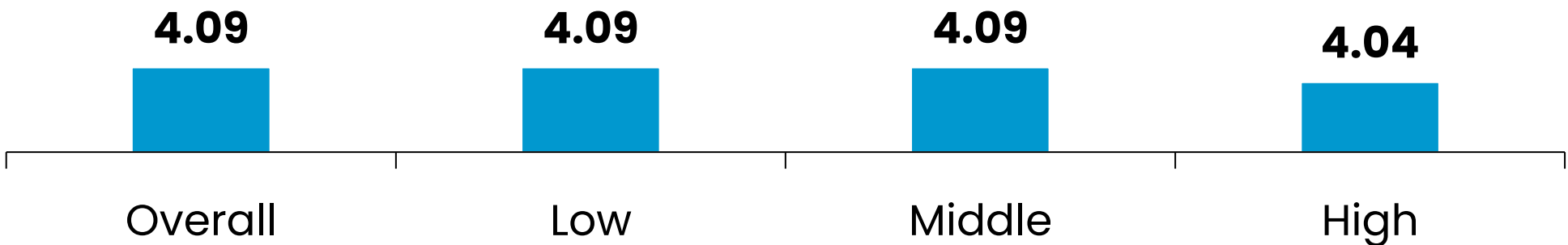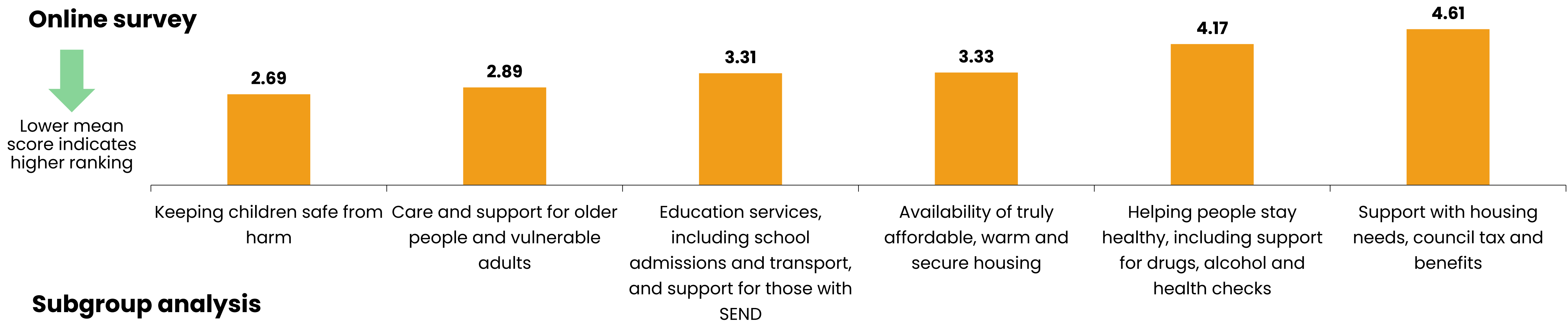
Analysis by age group

Overall	16 to 24	25 to 44	45 to 64	65+
4.09	4.15	4.03	4.04	4.20

Analysis by sex

Overall	Male	Female
4.09	4.02	4.17

Analysis by disability

Overall	Disabled	Not disabled
4.09	4.17	4.07

Analysis by local authority

Overall	ECC	EDDC	MDDC	TDC
4.09	4.09	4.08	4.17	4.04

Analysis by deprivation levels

Overall	Low	Middle	High
4.09	4.09	4.09	4.04

Analysis by connection to local area

Overall	Live here	Work here	Business/ organisation	Study here
4.09	4.09	4.05	4.00	4.21
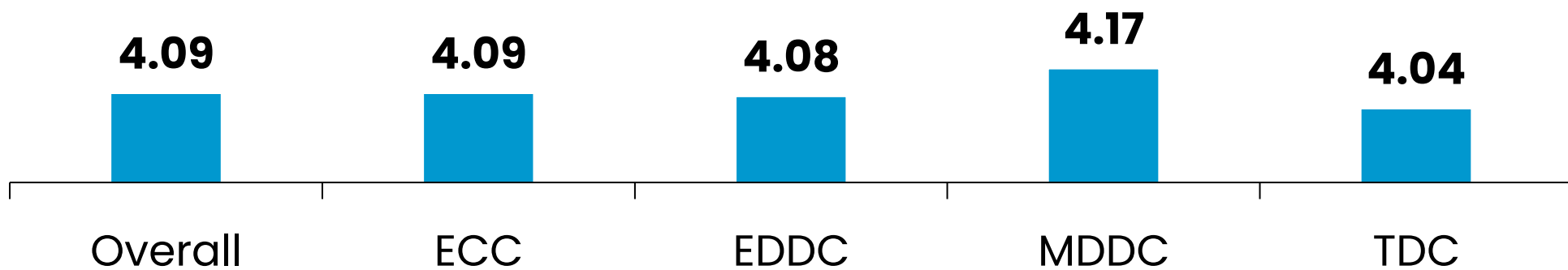
Question: *How important do you think each of the following should be when shaping the future of local government services... Building-related services such as planning applications, planning enforcement, building control, protecting old buildings? (Rate on scale of 1-5)*
Base: All respondents (Representative survey 2025: 1,100)

Keeping children safe from harm and support for older and vulnerable people are ranked most highly by online respondents

Online survey

↓ Lower mean score indicates higher ranking

2.69	2.89	3.31	3.33	4.17	4.61
Keeping children safe from harm	Care and support for older people and vulnerable adults	Education services, including school admissions and transport, and support for those with SEND	Availability of truly affordable, warm and secure housing	Helping people stay healthy, including support for drugs, alcohol and health checks	Support with housing needs, council tax and benefits

Subgroup analysis

Subgroups more likely to select **keeping children safe from harm** (2.69 overall) include:

- Females (2.59) in comparison with males (2.83)
- Those aged 25-44 (2.45) and 45-64 (2.50) in comparison with those aged 65+ (3.03)

Subgroups more likely to select **care and support for older people** (2.89 overall) include:

- Females (2.77) in comparison with males (3.07)
- Those aged 45-64 (2.77) and 65+ (2.69) in comparison with those aged 16-24 (3.79) and 25-44 (3.53)
- TDC residents (2.57) in comparison with EDDC (3.09) and ECC residents (2.94)

Subgroups more likely to select **availability of truly affordable, warm and secure housing** (3.33 overall) include:

- Those aged 16-24 (2.50) in comparison with all other age groups
- ECC residents (3.18) in comparison with TDC residents (3.72)

Subgroups more likely to select **support with housing needs, council tax and benefits** (4.61 overall) include:

- Those who study in Exeter (3.62) in comparison to those with other connections to Exeter and the surrounding area

Question: *What should be the top priorities when shaping future people and community services for Devon? (Rank in terms of importance)*
Base: All respondents (Online survey 2025: 956)

Safe and well-maintained roads and pavements, and parks, open spaces and beaches are of highest importance for online respondents

Online survey

Lower mean score indicates higher ranking

2.57	2.64	2.71	4.21	4.42	4.45
Safe and well-maintained roads, pavements, lights, parking and bike paths	Local places like parks, open spaces and clean beaches	Local facilities like libraries, public toilets and sport centres	Community safety and standards, such as trading standards, food safety, licensing, noise and air quality	Building-related services	Supporting and empowering local groups to improve their communities

Subgroup analysis

Subgroups more likely to select **safe and well-maintained roads, pavements, lights, parking and bike paths** (2.57 overall) include:

- Those aged 65+ (2.49) in comparison with those aged 25-44 (2.76)

Subgroups more likely to select **local places like parks, open spaces and clean beaches** (2.64 overall) include:

- Those aged 25-44 (2.25) in comparison with all other age groups

Subgroups more likely to select **local facilities like libraries, public toilets and sports centres** (2.71 overall) include:

- Females (2.56) in comparison with males (2.87)

- MDDC residents (2.29) in comparison with TDC residents (3.05)

Subgroups more likely to select **community safety and standards** (4.21 overall) include:

- ECC residents (4.11) in comparison with MDDC (4.86) and TDC (4.51) residents

Subgroups more likely to select **supporting and empowering local groups** (4.45 overall) include:

- TDC residents (3.91) in comparison with EDDC (4.54) and ECC (4.53) residents

Subgroups more likely to select **building-related services** (4.42 overall) include:

- Males (4.30) in comparison with females (4.59)

- Those aged 65+ (4.24) in comparison to those aged 25-44 (4.63) and 45-64 (4.57)

- EDDC residents (4.03) in comparison to ECC residents (4.49)

Question: *What should be the top priorities when shaping future place-based services for Devon? (Rank in terms of importance)*
Base: All respondents (Online survey 2025: 956)

Most environment and economy priorities are ranked similarly by online respondents, however working to mitigate the consequences of climate change is ranked the lowest

Online survey

Lower mean score indicates higher ranking

2.09	2.37	2.38	3.16
Protecting the environment and keeping it clean	Recycling, rubbish collection and waste disposal	Supporting the local economy and creating job opportunities	Working to mitigate the consequences of climate change
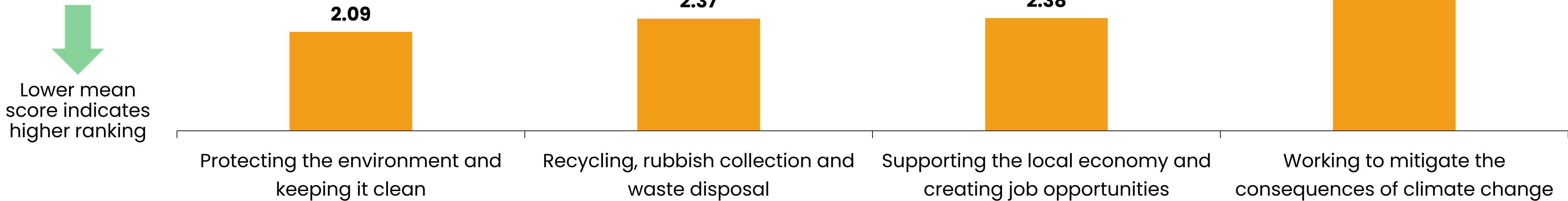
Subgroup analysis

Subgroups more likely to select **protecting the environment and keeping it clean** (2.09 overall) include:

- EDDC (1.92) and TDC (1.92) residents in comparison with ECC residents (2.15)

- Those who live in Exeter (2.09) in comparison with those who represent a community organisation (2.36)

Subgroups more likely to select **recycling, rubbish collection and waste disposal** (2.37 overall) include:

- Those aged 65+ (2.33) in comparison with those aged 25–44 (2.52)

Subgroups more likely to select **supporting the local economy and creating job opportunities** (2.38 overall) include:

- MDDC residents (1.95) in comparison with TDC residents (2.65)

Question: *What should be the top priorities when shaping the future of the environment and economy for Devon? (Rank in terms of importance)*
Base: All respondents (Online survey 2025: 956)

8. Representative survey subgroup analysis summary

Subgroup analysis: Age

- Highly value being inclusive and accessible to all residents
- Highly value communicating clearly and keeping residents informed
- Highly value protecting the environment and promoting climate action
- Highly value being responsive to local needs
- Highly value collaborating effectively with other public services
- Highly value providing opportunities for residents to have a say in decisions
- Rate efficient services which offer value for money as more important
- Rate easy access to the council services you need as more important
- Rate decisions that impact you will be made locally as more important
- Rate improved services as more important
- Rate improved understanding of the issues facing your local area as more important
- Rate supportive and accessible local ward councillor as more important
- Rate availability of affordable, warm and secure housing as more important
- Rate supporting the local economy and creating job opportunities as more important
- Rate supporting and empowering local groups to improve their communities as more important
- Rate working to mitigate the consequences of climate change as more important
- Rate helping people stay healthy as more important
- Rate support with housing needs, council tax and benefits as more important

Base: All respondents (Representative survey 2025: 1,100)

Subgroup analysis: Age

25-44 year olds were more likely to:

- Rate local places like parks, open spaces and clean beaches as more important
- Rate local facilities like libraries, public toilets and sports centres as more important
- Rate supporting the local economy and creating job opportunities as more important
- Rate supporting and empowering local groups to improve their communities as more important
- Rate care and support for older people and vulnerable adults as more important

65+ year olds were more likely to:

- Highly value delivering services efficiently and reliably
- Highly value collaborating effectively with other public services
- Rate recycling, rubbish collection and waste disposal as more important
- Rate building-related services as more important

Base: All respondents (Representative survey 2025: 1,100)

Subgroup analysis: Sex

Female respondents were more likely to:

- Highly value protecting the environment and promoting climate action
- Rate decisions that impact you will be made locally as more important
- Rate improved services as more important
- Rate improved understanding of the issues facing your local area as more important
- Rate supportive and accessible local ward councillor as more important
- Rate local places like parks, open spaces and clean beaches as more important
- Rate safe and well-maintained roads, pavements, lights, parking and bike paths as more important
- Rate local facilities like libraries, public toilets and sports centres as more important
- Rate availability of affordable, warm and secure housing as more important
- Rate supporting the local economy and creating job opportunities as more important
- Rate supporting and empowering local groups to improve their communities as more important
- Rate working to mitigate the consequences of climate change as more important
- Rate keeping children safe from harm as more important
- Rate care and support for older people and vulnerable adults as more important
- Rate education services and support for those with special educational needs and/or disabilities as more important
- Rate recycling, rubbish collection and waste disposal as more important
- Rate helping people stay healthy as more important
- Rate support with housing needs, council tax and benefits as more important
- Rate building-related services as more important

Base: All respondents (Representative survey 2025: 1,100)

Subgroup analysis: Disability and deprivation levels

Those with a disability were more likely to:

- Rate supportive and accessible local ward councillor as more important
- Rate recycling, rubbish collection and waste disposal as more important
- Rate helping people stay healthy as more important
- Rate support with housing needs, council tax and benefits as more important

Those living in areas of low deprivation were more likely to:

- Rate local places like parks, open spaces and clean beaches as more important

Base: All respondents (Representative survey 2025: 1,100)

Subgroup analysis: Local authority

Exeter City Council residents were more likely to:

- Highly value delivering services efficiently and reliably
- Highly value being inclusive and accessible to all residents
- Highly value communicating clearly and keeping residents informed

Mid Devon District Council residents were more likely to:

- Rate decisions that impact you will be made locally as more important
- Rate improved services as more important
- Rate improved understanding of the issues facing your local area as more important
- Rate safe and well-maintained roads, pavements, lights, parking and bike paths as more important
- Rate supporting and empowering local groups to improve their communities as more important

Base: All respondents (Representative survey 2025: 1,100)

Subgroup analysis: Connection to local area

- Rate efficient services which offer value for money as more important
- Rate easy access to the council services you need as more important
- Rate improved understanding of the issues facing your local area as more important
- Rate local places like parks, open spaces and clean beaches as more important
- Rate keeping children safe from harm as more important
- Rate care and support for older people and vulnerable adults as more important
- Rate education services and support for those with special educational needs and/or disabilities as more important

Base: All respondents (Representative survey 2025: 1,100)

Subgroup analysis: Connection to local area

Those who study in the local area were more likely to:

- Highly value delivering services efficiently and reliably
- Highly value being inclusive and accessible to all residents
- Highly value communicating clearly and keeping residents informed
- Highly value protecting the environment and promoting climate action
- Highly value being responsive to local needs
- Highly value collaborating effectively with other public services
- Highly value providing opportunities for residents to have a say in decisions
- Rate efficient services which offer value for money as more important
- Rate easy access to the council services you need as more important
- Rate decisions that impact you will be made locally as more important
- Rate improved services as more important
- Rate local facilities like libraries, public toilets and sports centres as more important
- Rate availability of affordable, warm and secure housing as more important
- Rate working to mitigate the consequences of climate change as more important
- Rate helping people stay healthy as more important
- Rate support with housing needs, council tax and benefits as more important

Base: All respondents (Representative survey 2025: 1,100)

9. Conclusions

Conclusions
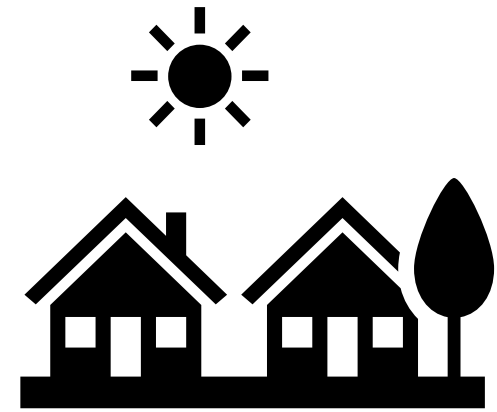
'Exeter' is most frequently identified by both representative and online survey respondents as their local area, suggesting a strong sense of local identity. A wide range of other responses were provided, including towns, parts of the county, wards and parishes.
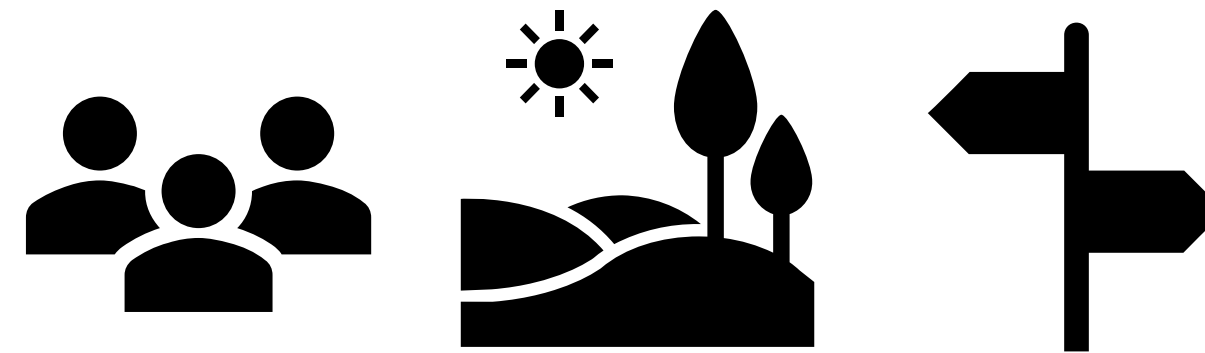
Both surveys highlight that residents value the character and community feel of their local area, particularly its peaceful environment, friendly people, proximity to green and coastal spaces, and accessibility to other locations.
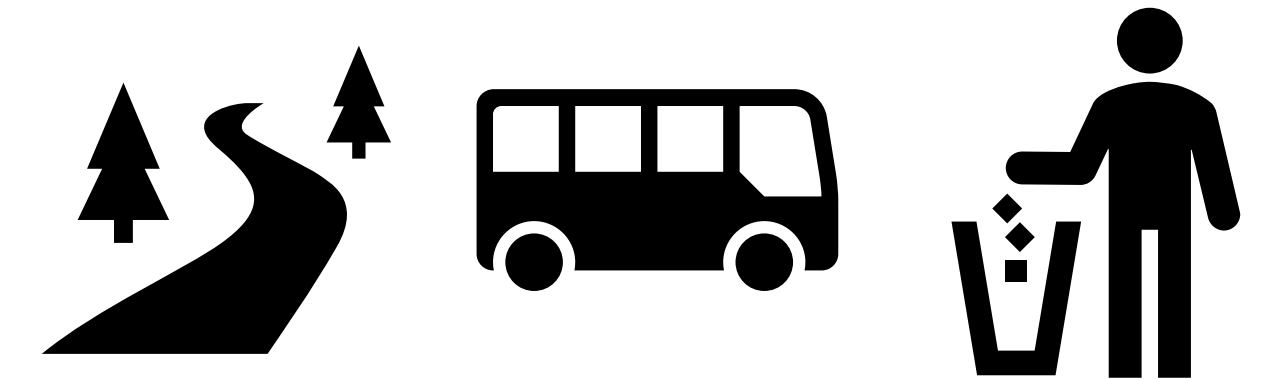
Roads and pavements, public transport and street cleanliness are the most frequently suggested improvements by respondents in both surveys. Safety, traffic/congestion, shops and parking were also commonly cited.
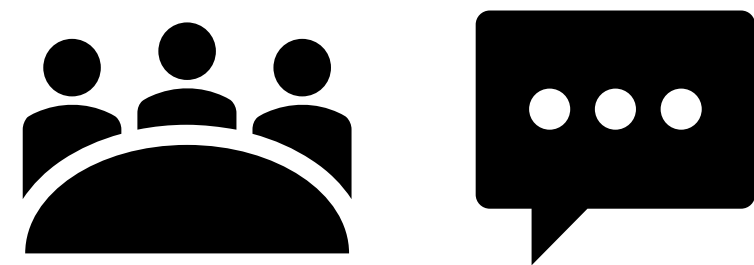
While many residents are content to be kept informed, **there is evidence of interest in greater participation in decision making amongst online respondents**, who expressed stronger appetite for involvement through consultations, focus groups, forums, town and parish councils, and community organisations.
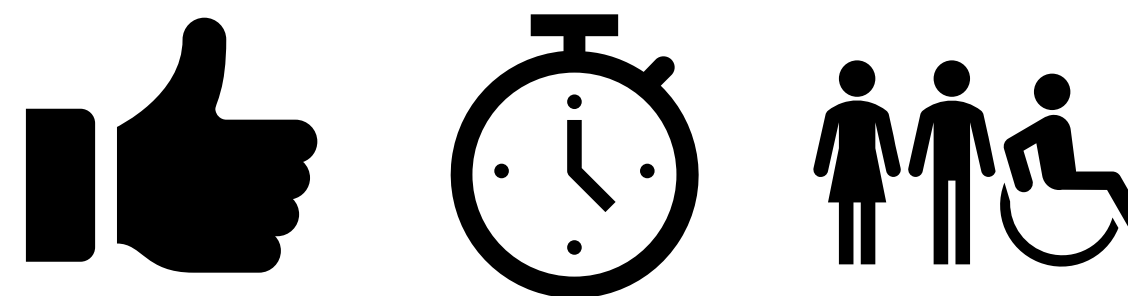
All aspects of how local councils serve the community were viewed as valuable by representative survey respondents. **Delivering services efficiently and reliably** and **being inclusive and accessible to all residents were rated most highly**, however there was little variation between mean scores.
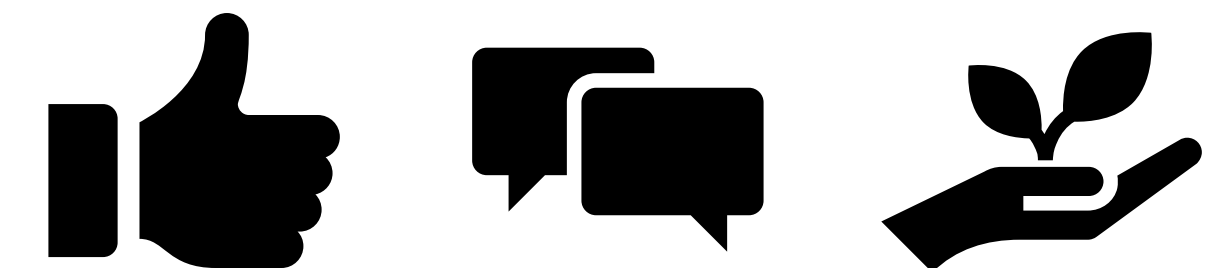
Online respondents also most frequently selected delivering services efficiently and reliably, but being responsive to local needs and protecting the environment and promoting climate action were of higher importance than for representative respondents.

Conclusions
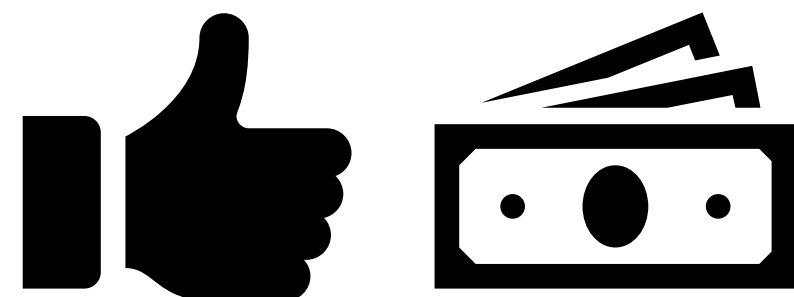
When considering how local government reorganisation could impact themselves and their community, **representative respondents rated efficient services which offer value for money the most important factor, followed by easy access to council services.** Again, there was little variation between mean scores, but supportive and accessible local ward councillor was rated slightly lower.
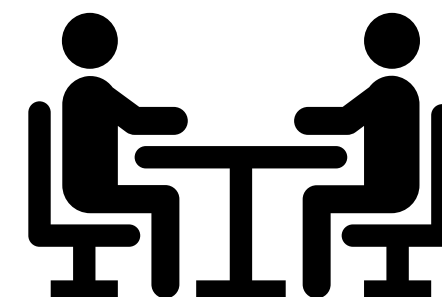
When asked how they hope LGR will impact themselves and their community, **online respondents ranked a good understanding of the issues facing your local community most highly**, followed by clear, open and honest decision making, and decisions being made locally. Less importance was allocated to council decisions being made within easy travelling distance of their area.
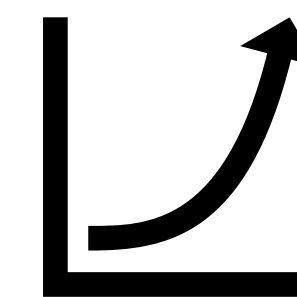
Thinking about how they hope LGR will improve council services in their area, **improved quality of services was ranked most highly by online respondents, whilst council offices being located nearby was perceived as being of less importance.**

All listed aspects for shaping the future of local government in Devon were ranked highly by representative survey respondents, with little variation in mean scores. However, local places like parks, open spaces and clean beaches was rated most highly and working to mitigate the consequences of climate change was rated lowest.

For people and community services, **the safety and protection of children, older people and vulnerable adults are seen as the most essential priorities in the representative survey, followed by education and SEND support.** Again, all aspects were rated highly with little variation between mean scores. Building-related services was ranked lowest.
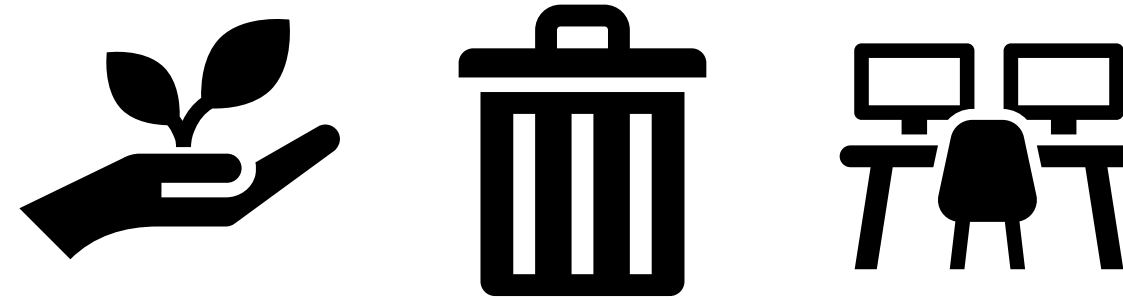
Online respondents had similar priorities, citing the same top three priorities relating to supporting children, older and vulnerable people, and education and SEND, when asked what the top priorities should be for shaping future people and community services for Devon. Helping people stay healthy and support with housing needs were ranked slightly lower than the other priorities.

Conclusions
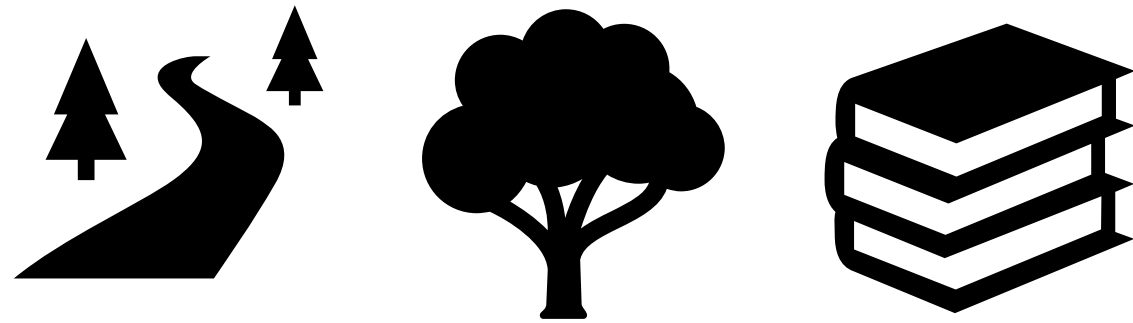
Online respondents' highest ranked priorities relating to place-based services for Devon were safe and well-maintained roads, local places like parks, open spaces and beaches, and local facilities like libraries, public toilets and sports centres. Community safety and standards, building-related services, and supporting and empowering local groups were viewed as of lesser importance.

The most highly ranked environment and economy priorities for online respondents were protecting the environment and keeping it clean, and similar rankings were provided for waste collection and disposal and supporting the local economy and creating job opportunities. Working to mitigate the consequences of climate change was the lowest ranked priority.
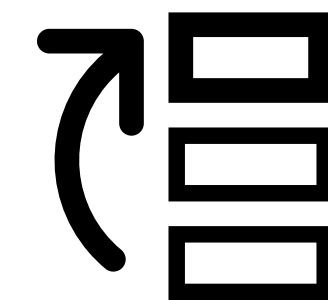
Across both surveys, few subgroup differences in relation to local authority were seen. However, in the representative survey, ECC residents ranked delivering services effectively and reliably, being inclusive and accessible, and communicating clearly and keeping residents informed more highly. For MDCC residents, higher importance was allocated to decisions being made locally, improved services, understanding of local issues, roads and pavements, and empowering local groups.
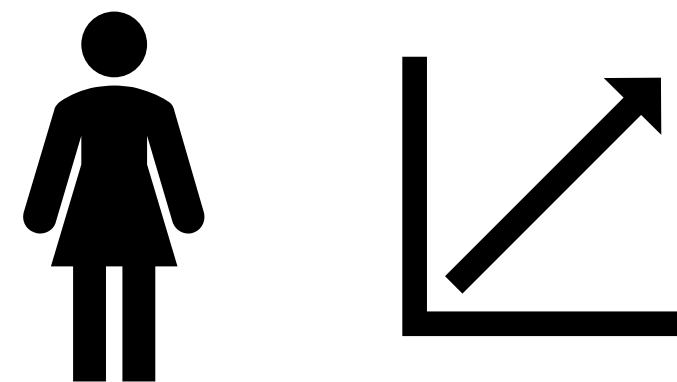
Female representative survey respondents ranked several areas as of higher importance than male respondents, for example, protecting the environment and promoting climate action, local decision making, supportive and accessible local ward councillor, and warm and secure housing.

Those aged 16-24 and those who study in the local area similarly allocated higher importance to several priorities, including inclusivity and accessibility, communication, efficient services, and supporting the local economy and creating job opportunities.
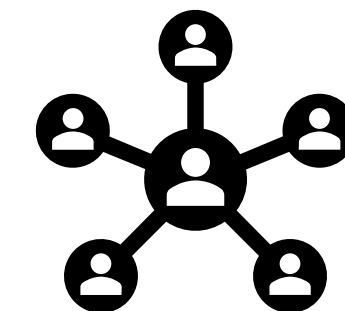
Overall, the findings reveal a consistent picture of residents who value strong, efficient and transparent local government, expect high standards of service delivery, and want councils to balance economic care, community wellbeing and economic opportunities in shaping Devon's future.

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