



Exeter City Council



Wavelength 20 – Final report

- **Refuse and recycling**
- **Environmental health**
- **Online services**

**Wavelength 20
Final report**

**Survey – July 2009
Report – November 2009**

**Produced by:
Corporate Communication Unit
Rob Simmonds, Community Consultation officer**

Index

Contents	Page
About the Wavelength Panel	7
• Panel composition	7
Wavelength 20 – returns and methodology	8
Wavelength 20 - objectives	8
Executive summary	9
Main findings	11
Refuse and recycling	12
Environmental health	29
Online services	31
Appendices	50
Understanding the figures	51
Results	
• Basic tables	54
• Cross tabs Q8 vs Q6	70
Comments	73
Wavelength 20 questionnaire	

About the Wavelength Panel

Wavelength is the council's citizen's panel. Several surveys a year are sent to the panellists, covering a wide range of council services. The panel is also used to recruit people for focus groups and bespoke consultation work.

Citizens' panels are refreshed every three years. The current panel has been in place since early 2007, their first survey was Wavelength 15.

Panel composition

At the time that Wavelength 20 was carried out the panel had 901 members. When the panel was recruited, in early 2007, it was balanced, as far as possible, by age, gender and ward. This was to ensure that the panel represented the actual population of Exeter as accurately as possible. However, as the return rate for surveys is never 100% and some people have left the panel there will inevitably be shortfalls in certain groups, most noticeably in the number of people under 35 returning the survey. To overcome this the data is weighted. Put simply a multiplying factor is applied which evens out the discrepancies between each age-group.

	Actual (as at mid 2007)	W20 return	Weight
18-24	18.01%	0.8%	22.5
25-34	20.73%	10.0%	2.1
35-44	16.66%	17.5%	1
45-54	13.71%	23.0%	0.6
55-64	12.49%	25.3%	0.5
65-74	8.84%	14.2%	0.6
75+	9.56%	9.3%	1
	100.0%	100.0%	

As the table shows, 25-34 year olds make up 20.73% of the population but only 10% of the respondents in Wavelength 20. Consequently data for this group is multiplied by a factor of 2.1. Conversely, 55-64 year olds make up 12.49% of the population but make up 25.3% of respondents. The multiplying factor for this group is 0.50. An exact match between the population percentage and the returned percentage for any given age group would give a weighting factor of 1.

The return rate for the 18-24 year old age group is poor. Despite recruitment work carried out in late 2008, with the aim of boosting the number of <35s on the panel, only five people aged <24 returned a survey form for W20. Data from these five returns is included in the final results (with an appropriate weighting applied) but it should be noted that, as the return is very small and the multiplying factor is large, scores for this age group should be treated with a significant degree of caution.

Wavelength 20 – Returns and methodology

Wavelength 20 was sent out during July 2009. It was sent to 901 panel members and was returned by 623 people. This is a response rate of 69%, the highest level of return since W16.

	Return rate
W15	84%
W16	77.2%
W17	68%
W18	65.27%
W19	65.7%
W20	69%

In order to maintain response rate there was a free prize draw with Wavelength 20 (the prize being a box of assorted local produce from a local deli) and respondents were also sent a reminder letter.

The survey forms were entered into a dataset and processed using SPSS data analysis software.

Wavelength 20 - Objectives

Refuse and recycling

This was part of the consultation and involvement plan for the proposed changes to the refuse collection service. The plan also included an online survey, focus groups, a Community Forum and community meetings.

Environmental health

The aim was to gauge public support for the proposed introduction of a rating scheme for food safety and hygiene standards in catering and restaurants.

Online services

These questions were largely, but not exclusively, a re-run of questions asked in Wavelength 17 (2008). The aim was to gauge public attitudes to the council website and online services as well as gathering useful data on current levels and patterns of internet use.

Wavelength 20 – Executive Summary

In total **623** forms were returned from **901** forms sent out. This is a return rate of **69%**

The Wavelength 20 survey covered three topics:

- Refuse and recycling
- Environmental health
- Online services

Refuse and recycling

Key facts

- Large majorities in favour of the Council improving it's recycling rates and reducing it's carbon emissions
- Significant quantities of some recyclable materials are being disposed of by the incorrect method
- The vast majority of respondents have external storage at their property
- Respondents in flats are less likely to have external storage
- The percentage of respondents on a weekly collection is in line with the percentage across the city
- Respondents on a weekly collection are more sceptical about the proposed switch to a fortnightly collection
- Respondents on a back alley collection are quite sceptical about the switch to a front of property collection
- Respondents in the affected groups (weekly collections and back alley collections) are more likely to feel that the proposed changes will affect the way that they deal with their refuse and recycling

Environmental health

Key facts

- The vast majority of respondents were in favour of the scheme

Online services

Key facts

- The vast majority of respondents use the internet
- There is a slight upward trend in internet use
- The most popular uses were for e-mail and search engines
- Use of mapping services has greatly increased
- There are some significant differences in patterns of use between male and female respondents for both general internet use and Council specific use
- The most popular way to get Council information is via the Citizen, leaflets/publications and the website. This has not changed since the last time this was asked (Wavelength 17, 2008)
- Very few older people (65+) use the Council website compared to the percentage of older people who use the internet generally
- Some areas of the website are rated poorly for the quality of information
- Respondents are not overwhelmingly positive towards the website although relatively few are negative
- The site search is a weakness of the website
- The Living In Exeter feature is not well known at the moment but respondents suggested that they would make more use of it in the future

Wavelength 20 - Main Findings

Wavelength 20 was carried out in July 2009.

In total **901** forms were sent out and **623** returned. This is a return rate of **69%**

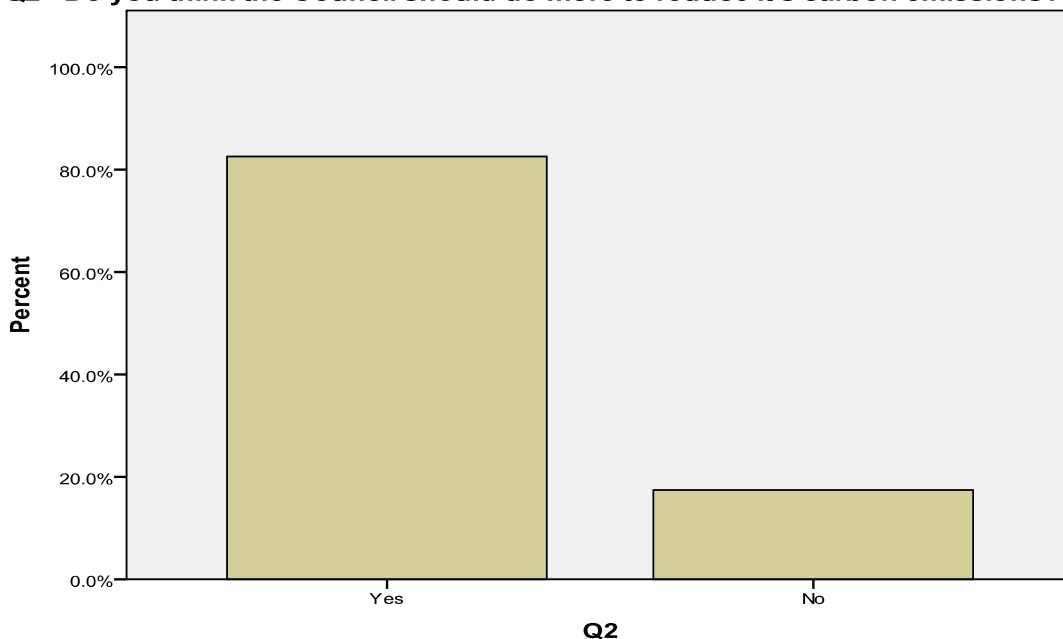
Full tables of results and comments quoted in this report can be found in the Appendices along with a guide to understanding the statistics. For reasons of space, full cross tabulations by age and gender have not been included but will be made available online at www.exeter.gov.uk/wavelength

In the tables, different Wavelength surveys are referred to as W18, W13, W6 etc. Unless columns are labelled otherwise it should be assumed that the figures in the table refer to Wavelength 20.

Where changes in percentage are reported as being 'significant' this means that they are outside of the margin of error. Changes which are reported as 'not significant' are within the margin of error. See 'Understanding the Figures' for more details.

Q2 – Do you think the Council should do more to reduce its carbon emissions?

Q2 - Do you think the Council should do more to reduce it's carbon emissions?



As with Q1, the vast majority (83%) agreed that the Council should do more. There was a slightly smaller gender divide (female 84% vs 80% male) and the difference between age groups was less pronounced, although the 75+ age group scored considerably lower than any other age group (71% vs a range of values between 80% to 92%) and the 45-54 age group scored 92% which was higher than any other group.

Q2 - Do you think that the Council should do more to reduce its carbon emissions?

	Age group						
	<24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75+
	%	%	%	%	%	%	%
Q2 Yes	80.0%	80.0%	85.4%	91.9%	80.8%	87.2%	71.4%
Q2 No	20.0%	20.0%	14.6%	8.1%	19.2%	12.8%	28.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q3 – How do you normally dispose of the following?

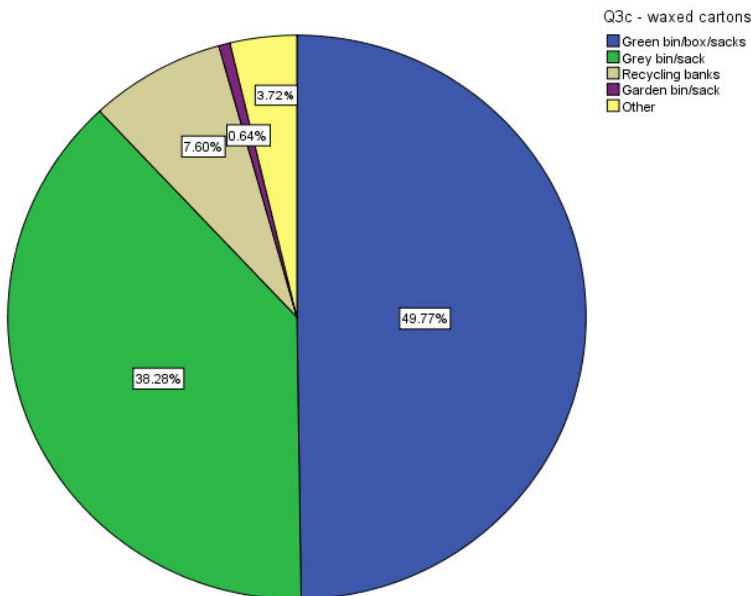
It is clear from this table, showing how people dispose of various types of waste, that some types of waste are being incorrectly disposed of. Figures in **bold** show incorrect forms of disposal.

Q3 - How do you normally dispose of the following?

	Green bin/box/sacks		Grey bin/sack		Recycling banks		Garden bin/sack		Other	
	N	%	N	%	N	%	N	%	N	%
Q3a - glass bottles and jars	13	2.2%	33	5.4%	534	87.8%	4	.6%	24	3.9%
Q3b - aluminium foil	443	74.1%	127	21.2%	13	2.3%	3	.5%	12	2.0%
Q3c - waxed cartons	297	49.8%	228	38.3%	45	7.6%	4	.6%	22	3.7%
Q3d - newspapers, junk mail and magazines	506	84.0%	25	4.2%	53	8.8%	2	.3%	17	2.8%
Q3e - textiles and clothing	33	5.6%	29	4.9%	282	48.1%	29	4.9%	215	36.7%
Q3f - garden waste	2	.4%	16	2.8%	21	3.7%	278	48.9%	250	44.1%
Q3g - plastic bottles, food containers, wraps and bags	559	91.6%	31	5.1%	13	2.1%	2	.4%	5	.9%
Q3h - food and drink cans	511	84.0%	67	11.0%	22	3.6%	3	.5%	5	.9%
Q3i - batteries	15	2.6%	239	40.6%	79	13.5%	25	4.3%	229	39.0%

The items most commonly disposed of by the wrong method are waxed cartons (**Q3c**) at 89%.

Q3 - How do you usually dispose of the following...?



Other items were also commonly disposed of incorrectly, such as aluminium foil (22%) and textiles/clothing (15%).

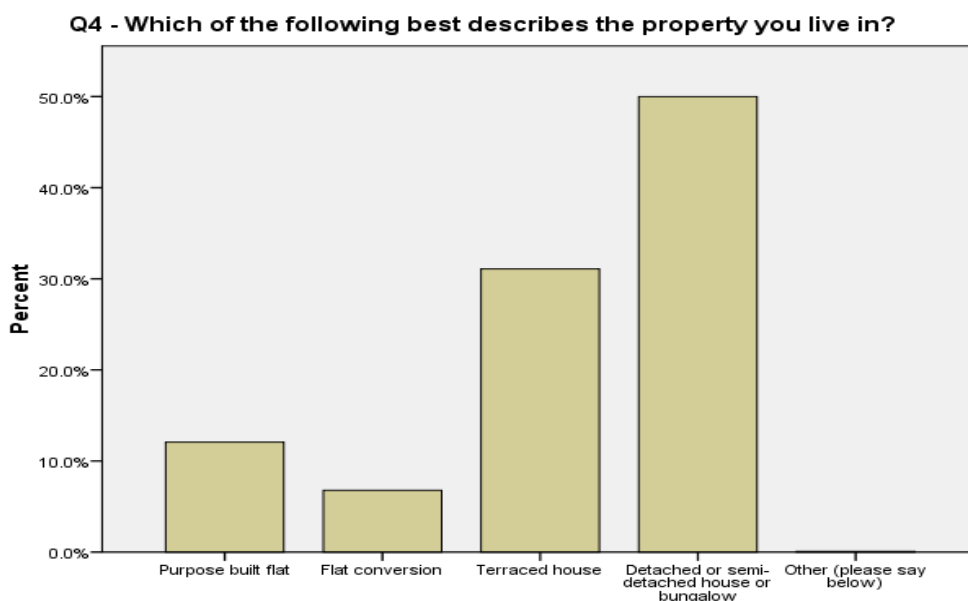
	% incorrectly disposed of
Q3a - glass bottles and jars	8.2%
Q3b - aluminium foil	21.7%
Q3c - waxed cartons	88.7%
Q3d - newspapers, junk mail and magazines	4.5%
Q3e - textiles and clothing	15.4%
Q3f - garden waste	6.9%
Q3g - plastic bottles, food containers, wraps and bags	5.5%
Q3h - food and drink cans	11.5%
Q3i - batteries	20.4%

Batteries also scored highly for incorrect disposal but it should be noted that 14% of respondents said that they took their batteries to a recycling bank, and 39% of respondents said that they disposed of them in another way. As the Council does not provide a kerbside collection for batteries or any collection points in the community we can only presume that residents are referring to the battery collection point in the Civic Amenity site on Exton Road (run by Devon County Council) or community collection points which have been set up independently.

Although in general male and female respondents were equally likely to dispose of items correctly, women were more likely than men to resort to the grey waste bin for most items.

Large proportions of both garden waste and textiles/clothing were disposed of by other means. Although these are not recorded it would not be unreasonable to assume that these would be appropriate methods, such as home composting or donation to a charity shop.

Q4 – Which of the following best describes the property you live in?



Q4

Exactly half of respondents live in a detached or semi-detached property. Just under a third live in a terrace and the remainder live in either a purpose built flat (12%) or a flat conversion (7%).

Breaking this question down by gender reveals some differences between groups.

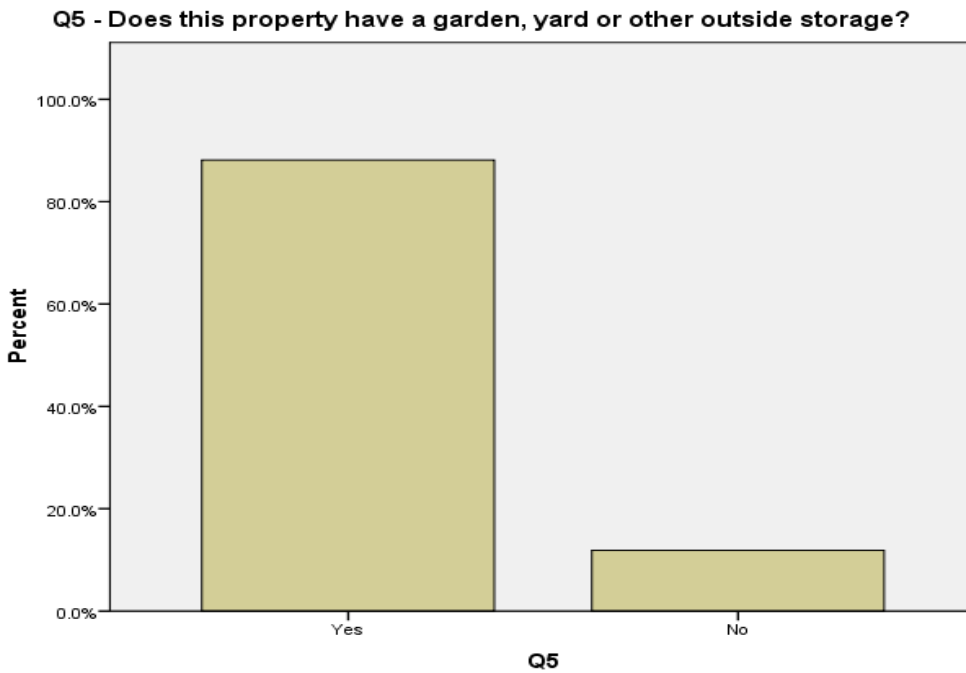
Which of the following best describes the property you live in?

	Gender			
	Male		Female	
	Count	%	Count	%
Q4 Purpose built flat	18	7.4%	57	15.2%
Flat conversion	7	3.0%	35	9.3%
Terraced house	60	24.7%	130	34.8%
Detached or semi-detached house or bungalow	157	64.7%	152	40.7%
Other (please say below)	0	.2%	0	.0%
Total	242	100.0%	372	100.0%

Women were much more likely to occupy a flat and much less likely to occupy a house or bungalow.

Q5 – Does this property have a garden, yard or other outside storage area?

The majority of properties (88%) have some form of outside storage.



Broken down by property type (Q4) some differences become clear.

Q5 – outside storage space?	Yes		No	
	N	%	N	%
Q4 Purpose built flat	32	43.6%	42	56.4%
Flat conversion	13	31.3%	29	68.7%
Terraced house	189	99.4%	1	.6%
Detached or semi-detached house or bungalow	308	100.0%	0	.0%
Other (please say below)	0	.0%	0	100.0%

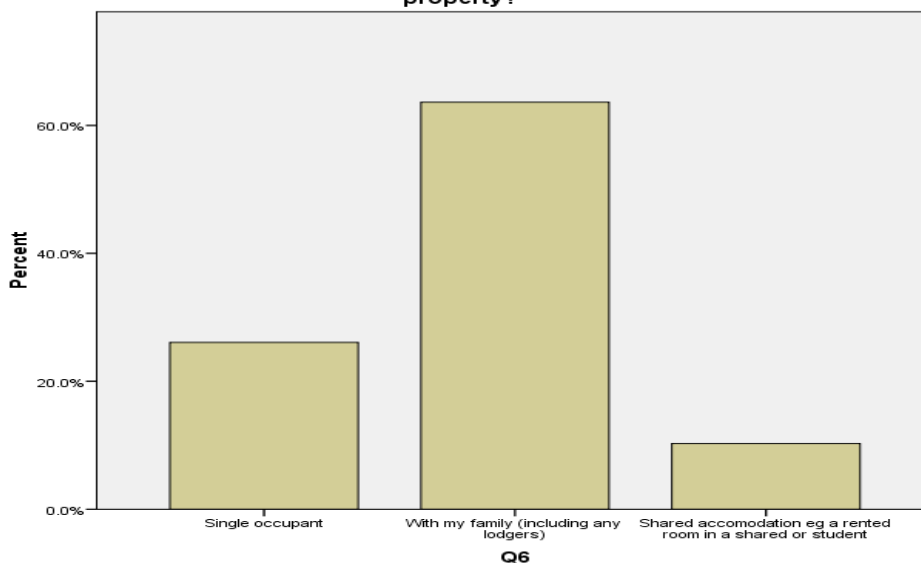
With one exception, respondents living in a terraced, detached or semi-detached property all reported that their property had outside storage space. However, the majority of purpose built flats (56%) have no external storage area and this rises to 69% for flat conversions.

Women were less likely to report that they had outside storage, which could be explained by the greater number of women occupying flats (Q4).

Does this property have a yard, garden or other outside storage area?		Gender			
		Male		Female	
		Count	%	Count	%
Q5	Yes	232	95.9%	309	83.0%
	No	10	4.1%	63	17.0%
	Total	242	100.0%	373	100.0%

Q6 – Which of the following best describes the way in which you occupy your property?

Q6 - Which of the following best describes the way in which you occupy your property?



There were some marked differences between different groups.

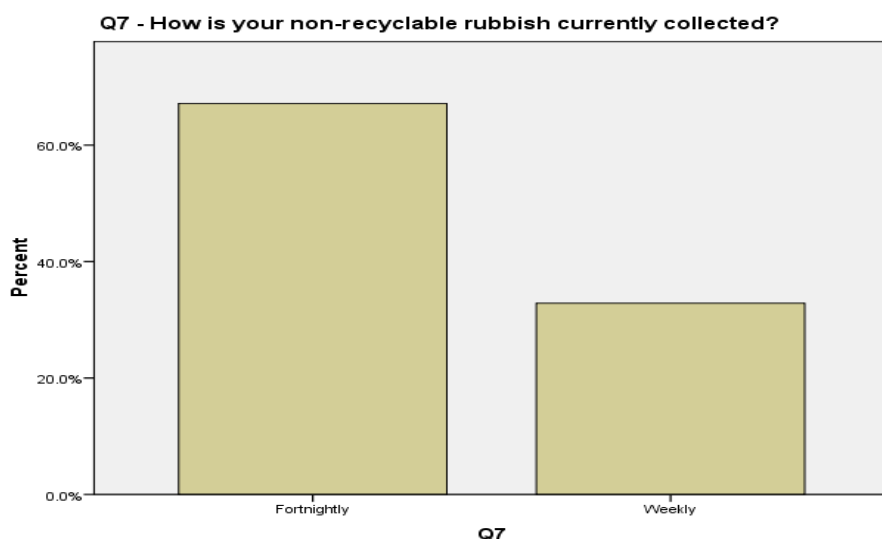
Older people (65+) were much more likely to be single occupants. Younger people (under 34) were more likely to be in shared accommodation although this figures should be treated with a degree of caution owing to the low return rate for the under 24s and the relatively high weighting applied.

Which of the following best describes the way in which you occupy your property?	Age group						
	<24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75+
	%	%	%	%	%	%	%
Q6 Single occupant	20.0%	19.7%	16.8%	22.7%	32.5%	44.8%	49.1%
With my family (including any lodgers)	40.0%	67.2%	83.2%	75.9%	66.9%	55.2%	50.9%
Shared accommodation eg a rented room in a shared or student	40.0%	13.1%	.0%	1.4%	.6%	.0%	.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Women (30%) were more likely than men (20%) to be single occupants and were also much more likely to be in shared accommodation.

Which of the following best describes the way in which you occupy your property?	Gender			
	Male		Female	
	Count	%	Count	%
Q6 Single occupant	49	20.1%	112	30.1%
With my family (including any lodgers)	188	77.4%	203	54.4%
Shared accommodation eg a rented room in a shared or student	6	2.4%	58	15.4%
Total	243	100.0%	373	100.0%

Q7 – How is your non-recyclable rubbish currently collected?



The split between weekly and fortnightly (33% vs 67%) broadly reflects the current situation in the city (36% vs 64%). Men were much more likely than women to be on a fortnightly schedule, reflecting the difference in property types highlighted by **Q6** and **Q4**.

How is your rubbish currently collected?		Gender			
		Male		Female	
		Count	%	Count	%
Q7	Fortnightly	186	77.7%	224	60.7%
	Weekly	53	22.3%	145	39.3%
	Total	240	100.0%	370	100.0%

Properties on a weekly schedule were slightly less likely to have outside storage than those on a fortnightly schedule (84% vs 90%).

	Q5 – outside storage space?			
	Yes		No	
	N	%	N	%
Q7 Fortnightly	369	90.2%	40	9.8%
Weekly	168	83.6%	33	16.4%

Breaking the question down by property type shows that while two thirds of purpose built flats have a fortnightly collection, only 18% of converted flats are collected fortnightly. These proportions do not fully reflect the availability of outside storage at these properties (**Q5**) and would suggest that there are anomalies with some purpose built flats without external storage being on a fortnightly collection and some converted flats with external storage being collected weekly.

	Q7			
	Fortnightly		Weekly	
	N	%	N	%
Q4 Purpose built flat	48	66.1%	25	33.9%
Flat conversion	8	18.7%	34	81.3%
Terraced house	83	43.5%	107	56.5%
Detached or semi-detached house or bungalow	269	88.6%	35	11.4%
Other (please say below)	0	100.0%	0	.0%

	% without outside storage	% on weekly
Purpose built flat	56.4%	33.9%
Converted flat	68.7%	81.3%

Q8 – How strongly do you agree/disagree with the following statements?

This question should only have been answered by people who identified themselves in Q7 as currently being on a weekly collection. However, many other respondents also answered. The results are summarised below for all respondents and for those respondents on a weekly schedule.

	Agree All responses		Disagree All responses	
	Weekly		Weekly	
Q8a - being on a fortnightly collection would encourage me to reduce the amount of waste and recycle more	14.9%	28.7%	69.7%	53.0%
Q8b - my household produces too much waste for a fortnightly collection	46.5%	37.4%	45.2%	53.7%
Q8c - I would have trouble storing a wheelie bin or dustbin on my property	38.0%	32.5%	53.4%	59.9%
Q8d - I am concerned about smells coming from my wheelie bin or dustbin	67.3%	59.6%	25.4%	33.7%
Q8e - I could find space to store my waste if the bin was the right size	53.1%	48.0%	18.7%	24.6%
Q8f - I could recycle more if I had more information about what could be recycled	44.0%	45.8%	39.0%	36.4%
Q8g - it would be impossible for my household to reduce the amount of waste we produce	53.5%	49.8%	35.8%	35.0%

The following analysis and commentary refers to the responses from people currently on a weekly schedule only.

Q8a – Being on a fortnightly collection would encourage me to reduce the amount of waste and recycle more

Only 15% of respondents agreed with this statement. Women (75%) were much more likely to disagree than men (53%) although it should be noted that female respondents greatly outnumber men (144 vs 52).

Q8a - being on a fortnightly collection would encourage me to reduce the amount of waste and recycle more	Gender			
	Male		Female	
	Count	%	Count	%
Strongly Agree	3	5.2%	11	7.7%
Agree	6	11.0%	10	6.8%
Neutral	16	30.4%	15	10.3%
Disagree	12	23.9%	48	33.5%
Disagree Strongly	15	29.5%	60	41.6%

Q8b – My household produces too much waste for a fortnightly collection

There was a fairly even split on this question, with 47% agreeing and 45% disagreeing. Women were much more likely to agree with this statement (57%) compared with men (19%).

Q8b - my household produces too much waste for a fortnightly collection	Gender			
	Male		Female	
	Count	%	Count	%
Strongly Agree	6	10.6%	62	43.2%
Agree	4	8.5%	20	13.9%
Neutral	9	16.6%	8	5.5%
Disagree	22	42.4%	33	23.0%
Disagree Strongly	11	22.0%	21	14.4%

Q8c – I would have trouble storing a wheelie bin or dustbin on my property

A majority of respondents disagreed. Men (50%) were more likely than women (37%) to agree.

Q8c - I would have trouble storing a wheelie bin or dustbin on my property	Gender			
	Male		Female	
	Count	%	Count	%
Strongly Agree	13	24.7%	48	33.3%
Agree	9	16.4%	6	4.0%
Neutral	7	12.6%	11	7.4%
Disagree	14	27.3%	65	45.3%
Disagree Strongly	10	18.9%	14	10.0%

Q8d – I am concerned about smells coming from my wheelie bin or dustbin.

The majority of respondents (67%) agreed with this statement with women (72%) being more likely to agree than men (57%).

Q8d - I am concerned about smells coming from my wheelie bin or dustbin	Gender			
	Male		Female	
	Count	%	Count	%
Strongly Agree	18	34.8%	57	40.0%
Agree	11	22.2%	45	31.8%
Neutral	5	10.6%	9	6.3%
Disagree	9	18.1%	19	13.1%
Disagree Strongly	7	14.2%	13	8.8%

Q8e – I could find space to store my waste if the bin was the right size.

Just over half (53%) agreed with this statement with only 19% disagreeing. Men (61%) were more positive than women (50%).

Q8e - I could find space to store my waste if the bin was the right size	Gender			
	Male		Female	
	Count	%	Count	%
Strongly Agree	9	18.2%	11	7.9%
Agree	22	42.6%	59	41.8%
Neutral	8	15.4%	47	33.2%
Disagree	4	8.6%	8	5.9%
Disagree Strongly	8	15.2%	16	11.2%

Q8f – I could recycle more if I had more information about what could be recycled.

There was a fairly even split on this, with 44% agreeing and 39% disagreeing.

Q8f - I could recycle more if I had more information about what could be recycled	Gender			
	Male		Female	
	Count	%	Count	%
Strongly Agree	10	18.3%	11	7.5%
Agree	19	37.2%	47	32.9%
Neutral	12	23.3%	21	14.9%
Disagree	7	12.9%	29	20.2%
Disagree Strongly	4	8.3%	35	24.5%

Men were more positive than women, with 56% compared with 40% for women. Women were much more likely to disagree (41% vs 21%).

Q8g – It would be impossible for my household to reduce the amount of waste we produce.

A small majority (54%) agreed with this statement. More women (57%) than men (47%) agreed.

Q8g - it would be impossible for my household to reduce the amount of waste we produce	Gender			
	Male		Female	
	Count	%	Count	%
Strongly Agree	8	16.0%	22	15.4%
Agree	16	30.8%	59	41.3%
Neutral	8	15.4%	13	9.1%
Disagree	14	27.6%	39	27.1%
Disagree Strongly	5	10.2%	10	7.1%

There were some striking differences when these questions were cross-analysed with **Q5 – does this property have a yard, garden or outside storage area?** As with previous questions the responses recorded in these tables are for people currently on a weekly collection schedule. Although there are relatively few respondents without outside storage (16% of those on a weekly collection) their views seem to be very consistent.

Q8a - being on a fortnightly collection would encourage me to reduce the amount of waste and recycle more.

The vast majority of people without external storage disagreed with this statement. It should be noted that of the 80% who disagreed, the vast majority disagreed strongly.

Q8a - being on a fortnightly collection would encourage me to reduce the amount of waste and recycle more. Weekly collections only										
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q5 Yes	12	7.0%	15	9.4%	27	16.0%	61	36.8%	51	30.8%
No	2	6.7%	0	.0%	4	13.1%	2	4.8%	24	75.5%

Q8b – my household produces too much waste for a fortnightly collection.

The majority of respondents (73%) agreed with this statement and the vast majority of these (69%) strongly agreed. This contrasts with respondents who do have external storage space who were much more broadly spread.

Q8b - my household produces too much waste for a fortnightly collection. Weekly collections only										
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q5 Yes	45	27.2%	23	14.1%	15	9.0%	54	32.7%	28	17.0%
No	23	69.4%	1	3.1%	2	4.9%	3	9.9%	4	12.7%

Q8c – I would have trouble storing a wheelie bin or dustbin on my property.

Perhaps unsurprisingly, the vast majority of respondents (94%) strongly agreed with this statement. Respondents with external storage space were more positive, with 63% disagreeing.

Q8c - I would have trouble storing a wheelie bin or dustbin on my property. Weekly collections only										
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q5 Yes	31	18.4%	14	8.7%	17	10.4%	80	47.9%	24	14.6%
No	30	93.5%	0	.0%	0	.0%	2	6.5%	0	.0%

Q8d – I am concerned about smells coming from my wheelie bin or dustbin.

There was concern from both groups about smells but respondents without external storage recorded a much stronger response (82% vs 64%).

	Q8d - I am concerned about smells coming from my wheelie bin or dustbin. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q5 Yes	49	30.2%	56	34.1%	14	8.4%	26	15.8%	19	11.5%
No	26	79.0%	1	3.1%	1	1.9%	4	13.0%	1	3.1%

Q8e – I could find space to store my waste if the bin was the right size.

Respondents with external storage were broadly positive toward this statement, with 63% agreeing. Respondents without storage were broadly more reserved, with 76% giving a neutral response and most of the rest disagreeing.

	Q8e - I could find space to store my waste if the bin was the right size. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q5 Yes	23	13.9%	79	48.9%	30	18.7%	11	6.6%	19	11.9%
No	0	.0%	2	4.6%	25	75.9%	2	6.2%	4	13.3%

Q8f - I could recycle more if I had more information about what could be recycled. Respondents without external storage strongly disagreed with this statement (86% disagreeing overall) with responses again skewed to the far end of the range. Respondents with external storage were more positive, with 51% agreeing.

	Q8f - I could recycle more if I had more information about what could be recycled. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q5 Yes	20	12.0%	63	38.5%	32	19.7%	35	21.3%	14	8.5%
No	0	1.5%	3	9.3%	1	3.1%	3	8.3%	25	77.8%

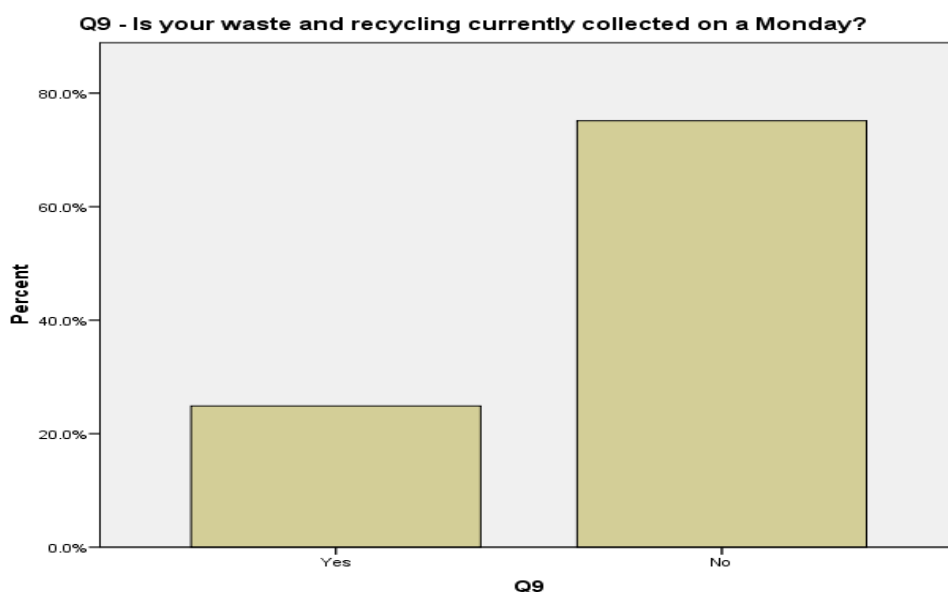
Q8g - it would be impossible for my household to reduce the amount of waste we produce.
 Respondents without external storage were overwhelmingly in agreement with this statement (81%). Respondents with storage also tended to agree (48%) but were more evenly split, with 39% disagreeing.

		Q8g - it would be impossible for my household to reduce the amount of waste we produce.									
		Weekly collections only									
		Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
		N	%	N	%	N	%	N	%	N	%
Q5	Yes	29	17.7%	50	30.4%	21	12.7%	49	29.7%	15	9.4%
	No	1	3.7%	25	77.2%	0	.0%	6	19.1%	0	.0%

The various elements of **Q8a-g** were also analysed against **Q6 – Which of the following best describes the way in which you occupy your property?** Full tables can be found in the Appendices.

Q9 – Is your waste and recycling collected on a Monday?

A quarter of respondents (25%) said that their waste and recycling was currently collected on a Monday.



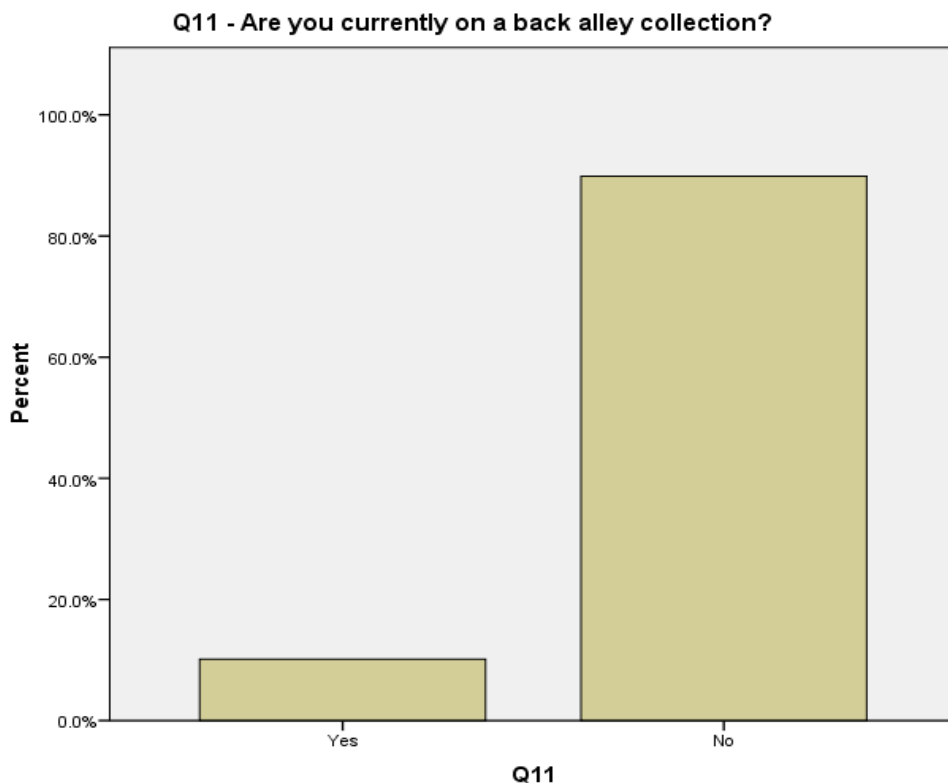
Q10 – A four day working week would eliminate the need for catch-up days after Bank Holiday Mondays. Would you find this helpful?

Cross-analysing the results of this question against **Q9** shows that half of the people who currently have their refuse collected on a Monday would find the elimination of catch-up days helpful.

		Q9			
		Yes		No	
		N	%	N	%
Q10	Yes	75	50.3%	58	32.8%
	No	31	21.0%	48	27.3%
	Maybe	43	28.7%	70	39.9%

Q11 – Are you currently on a back alley collection?

Only 10% of respondents said that they were currently on a back alley collection.



Q12 – How strongly do you agree/disagree with the following statements?

This question should have been answered only by people who identified themselves as being on a back alley collection. However more people gave a response. The table below gives the results for people on a back alley collection only.

Filtered by respondents on back alley collection only

	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q12a - It would be difficult for me to put my waste and recycling out at the front of the property	19	32.5%	9	16.0%	8	13.8%	13	22.8%	9	15.0%
Q12b - My back alley would be cleaner if it was not used for rubbish collections	8	14.0%	13	21.9%	11	18.7%	20	34.1%	7	11.4%

Q12a – It would be difficult for me to put my waste and recycling out at the front of the property.

Nearly half of respondents (49%) agreed with this statement.

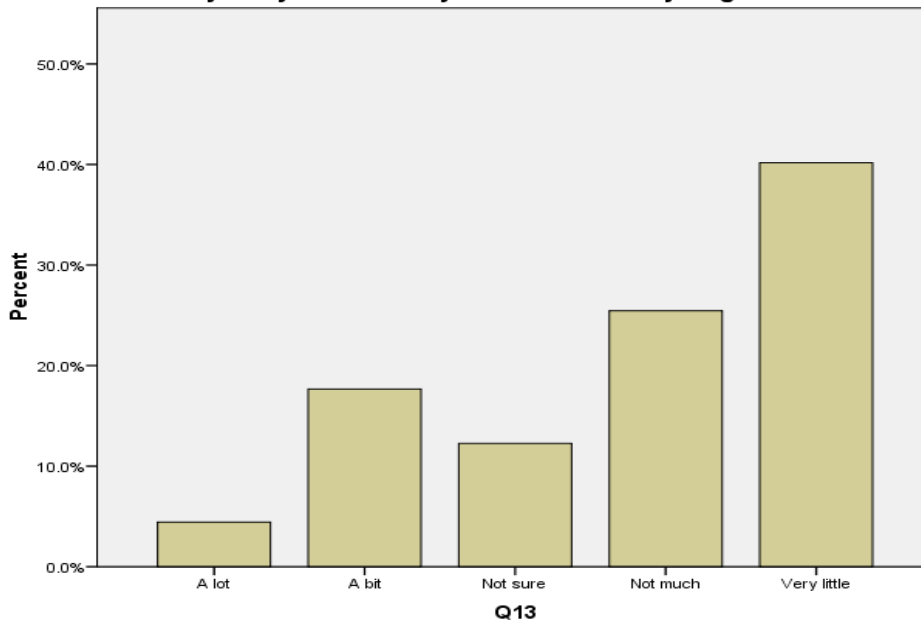
Q12b – My back alley would be cleaner if it was not used for rubbish collections.

There was a wide spread of views but the general trend was toward disagreeing (46%).

Q13 – Overall, how much of an impact will the proposed changes have on the way that you deal with your waste and recycling?

Overall, the majority (66%) of respondents said that the proposed changes would have little impact. However, this includes all respondents and not just those who are likely to be affected by the proposals.

Q13 - Overall, how much of an impact will the proposed changes have on the way that you deal with your waste and recycling?



To give a more accurate picture, this question was cross-analysed by **Q7 – How is your refuse and recycling currently collected?** and **Q11 – Are you currently on a back alley collection?**

Q13 by Q7

People who are currently on a weekly collection schedule were considerably more likely to feel that they would be affected by the proposals than those on a fortnightly schedule (45% vs 11%). However, there was a wide spread of views with 42% saying that it would not have an impact.

	Q7 – current collection schedule			
	Fortnightly		Weekly	
	N	%	N	%
Q13 A lot	11	2.8%	14	7.0%
A bit	32	7.8%	75	38.3%
Not sure	47	11.7%	25	12.9%
Not much	110	27.4%	43	22.1%
Very little	202	50.2%	39	19.6%

Q13 vs Q11

There was a fairly even split in the people currently on a back alley collection with 43% saying that the proposals would have an impact and 48% saying that they would have little impact.

	Q11 – currently on back alley collection			
	Yes		No	
	N	%	N	%
Q13 A lot	9	14.9%	18	3.3%
A bit	17	27.8%	90	16.7%
Not sure	6	9.4%	67	12.5%
Not much	19	31.3%	133	24.8%
Very little	10	16.6%	230	42.8%

Key facts

- **Large majorities in favour of the Council improving it's recycling rates and reducing it's carbon emissions**
- **Significant quantities of some recyclable materials are being disposed of by the incorrect method**
- **The vast majority of respondents have external storage at their property**
- **Respondents in flats are less likely to have external storage**
- **The percentage of respondents on a weekly collection is in line with the percentage across the city**
- **Respondents on a weekly collection are more sceptical about the proposed switch to a fortnightly collection**
- **Respondents on a back alley collection are quite sceptical about the switch to a front of property collection**
- **Respondents in the affected groups (weekly collections and back alley collections) are more likely to feel that the proposed changes will affect the way that they deal with their refuse and recycling**

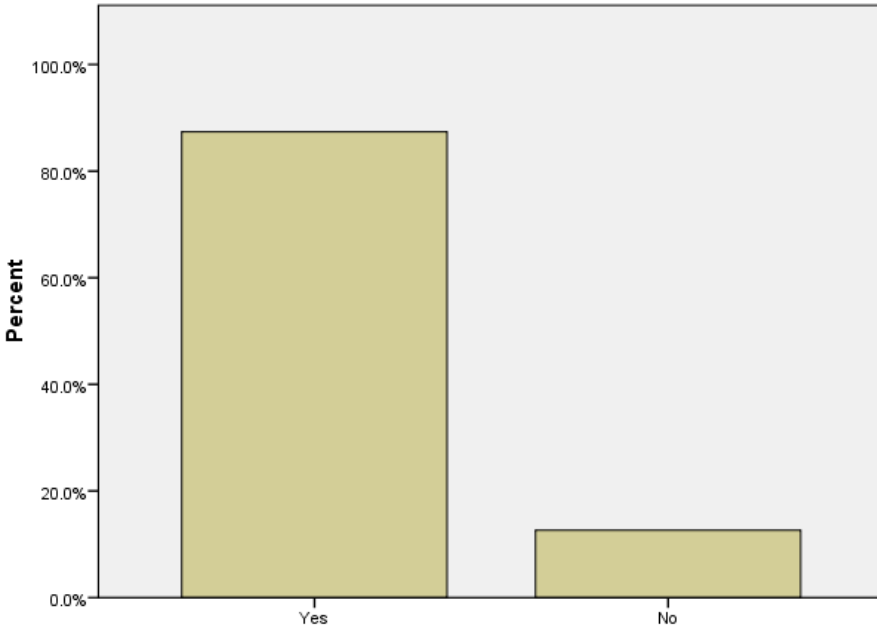
Section 2 - Environmental Health

All percentages quoted have been rounded up to the nearest whole number.

Q15 – Would you welcome being able to know more about hygiene standards being achieved in food premises in Exeter?

The vast majority of respondents (87%) said that they would welcome knowing this.

Q15 - Would you welcome being able to know more about hygiene standards being achieved in food premises in Exeter?

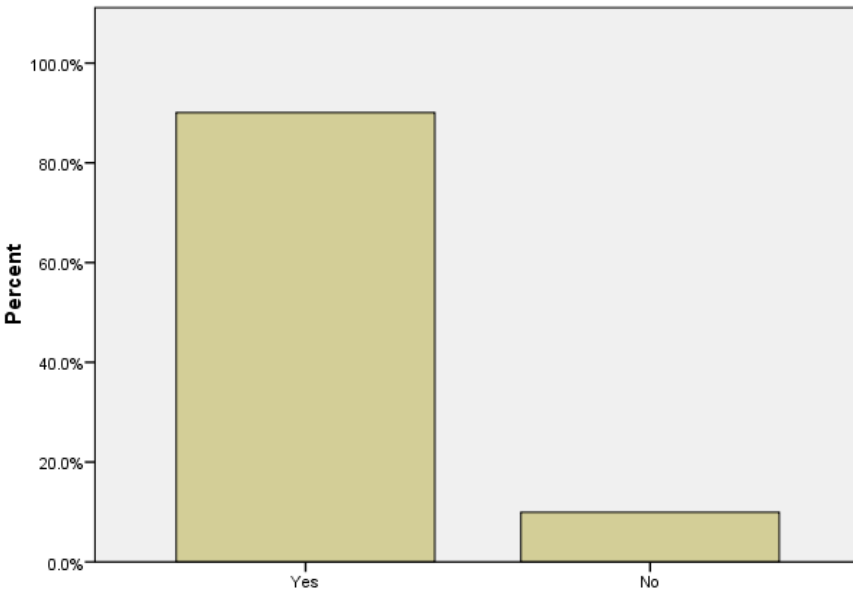


Q15

Q16 – Would you like to see hygiene standards made public?

Again, the vast majority (90%) agreed that they would like to see this.

Q16 - Would you like to see hygiene standards made public, for example by being posted on the Exeter City Council website, displayed on the premises or via the Exeter Citizen?

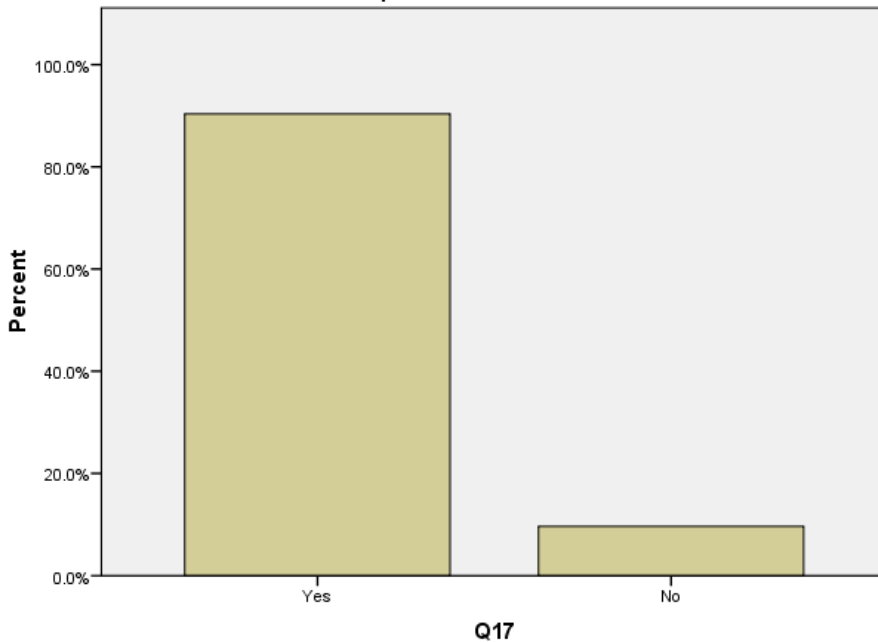


Q16

Q17 – The scheme could initially apply only to caterers and restaurants. Should it be applied to all food premises across Exeter, such as butchers, bakers and supermarkets?

A large majority (90%) said that they would like to see the scheme extended.

Q17 - The scheme could initially apply only to caterers and restaurants. Should it be applied to all food premises across Exeter such as butchers, bakers and supermarkets?



Key facts

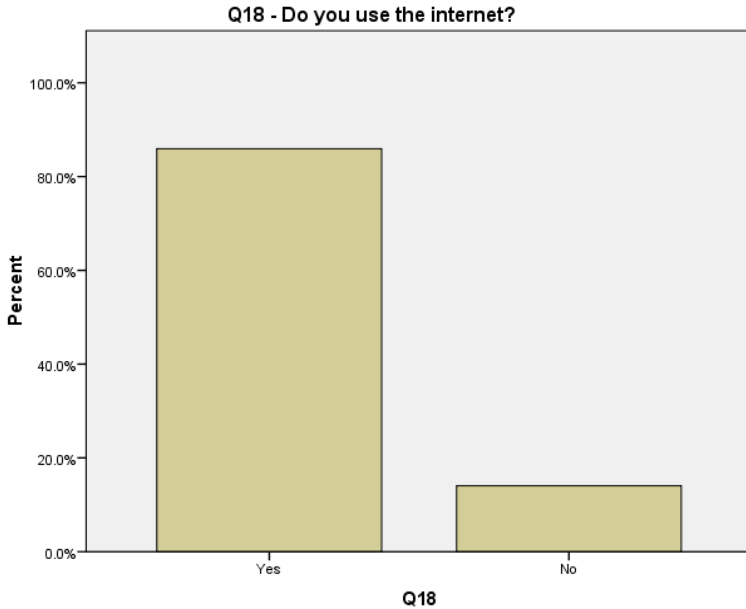
- The vast majority of respondents were in favour of the scheme

Section 3 - Online services

All percentages quoted have been rounded up or down to the nearest whole number.

Q18 – Do you use the internet?

A total of 86% of respondents said that they used the internet.



There appears to be an upward trend in internet use across most age groups since 2006, with total usage rising from 70% in 2006 to 86% in 2009. The trend seems to be levelling off with smaller increases recorded between 2008 and 2009. Usage for the oldest age group (75+) seems to have settled at around 24%.

However these changes are all well within the margin of error (+/- 3%) and should be treated with a degree of caution.

Use internet?	<24	25-34	35-44	45-54	55-64	65-74	>75	Total usage
2006	100.0%	98.0%	93.3%	83.2%	65.6%	44.0%	15.8%	69.7%
2008	100.0%	93.5%	99.0%	85.5%	80.8%	57.4%	24.6%	83.6%
2009	100.0%	100.0%	100.0%	88.5%	83.6%	57.5%	23.6%	85.9%

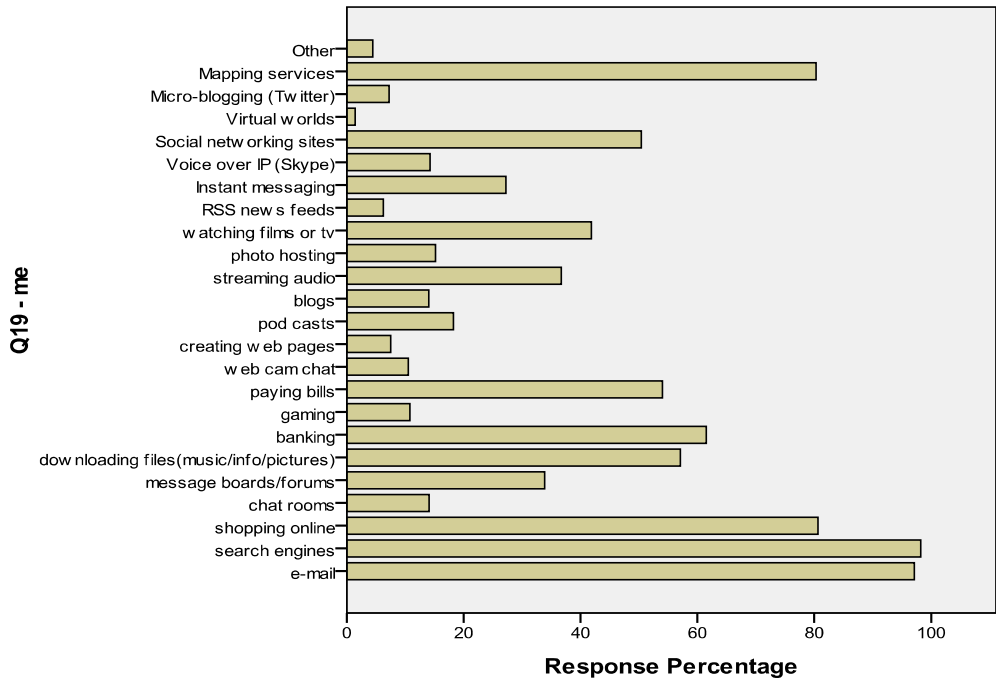
There was a small difference between male and female respondents with slightly more women than men using the internet (88% vs 82%).

Q18 – Do you use the internet?	Gender			
	Male		Female	
	Count	%	Count	%
Yes	199	82.4%	327	88.2%
No	43	17.6%	44	11.8%

Q19 – What do you and your children use the internet for?

Q19a – me

The most popular uses were e-mail (97%) and search engines (98%).



There have been some changes since Wavelength 17 in 2008 with the use of some things increasing significantly and others decreasing.

	2008	2009	Change
Gaming	21.1%	10.8%	-10.3%
Streaming audio	44.7%	36.7%	-8.0%
RSS news feeds	11.6%	6.2%	-5.4%
Instant messaging	34.7%	27.3%	-7.4%
Social networking sites	43.3%	50.4%	7.1%
Mapping services	60.4%	80.3%	19.9%
Micro-blogging (Twitter)	n/a	7.3%	-

There are some significant differences in usage between male and female respondents

	Men	Women	Difference	Most likely to use
Chat rooms	8.7%	17.5%	8.8%	Women
Message boards/forums	27.5%	38.0%	10.5%	Women
Banking	71.3%	55.3%	16.0%	Men
Gaming	18.5%	6.1%	12.4%	Men
Paying bills	64.3%	47.4%	16.9%	Men
Web-cam chat	14.3%	8.3%	6.0%	Men
Pod-casts	11.6%	22.5%	10.9%	Women
Streaming audio	47.2%	29.8%	17.4%	Men
Watching films or tv	51.3%	36.3%	15.0%	Men
Instant messaging	14.6%	35.2%	20.6%	Women
Social networking sites	41.8%	55.4%	13.6%	Women

There were some differences in use between people of different age groups. As might be expected, the general trend was for older people (65+) to be less likely to use online services. However, for the most

popular services (e-mail, search engines and mapping services) use was consistent across all age groups.

Other popular services used by the over 65s were:

	65 – 74	75+
Shopping online	56.0%	50.0%
Downloading files	38.0%	50.0%
Banking	46.0%	35.7%
Paying bills	36.0%	28.6%
Watching films or tv	22.0%	42.9%
Voice over IP (Skype)	16.0%	28.6%

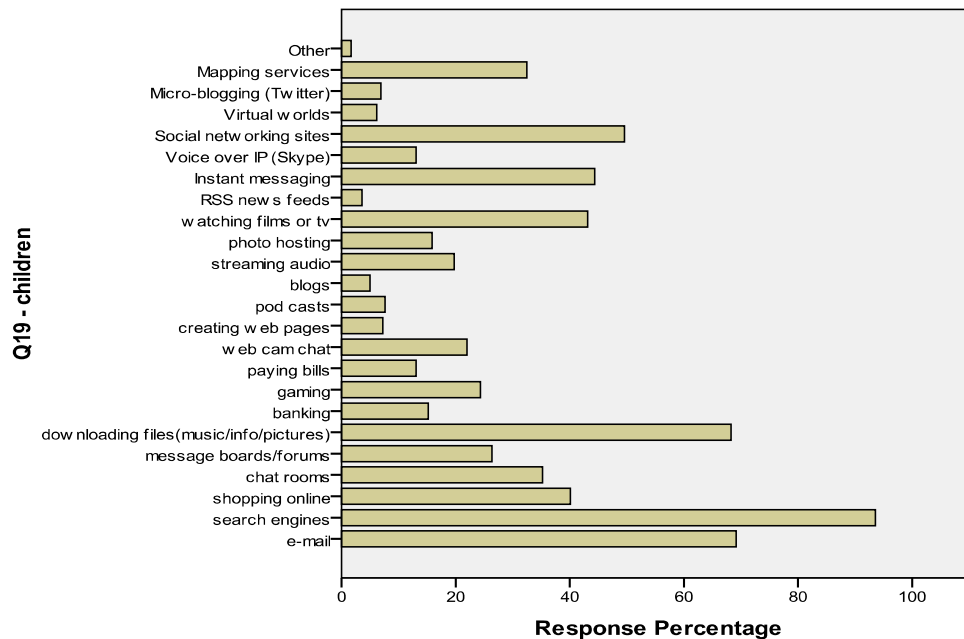
Some services were only popular with younger respondents (under 34).

	<24	25 – 34	35 – 44	45 – 54	55 – 64	65 – 74	75+
Chat rooms	40.0%	14.8%	2.8%	6.6%	4.5%	0.0%	0.0%
Message board/Forums	60.0%	45.9%	20.6%	24.8%	15.9%	6.0%	7.1%
Gaming	20.0%	13.1%	8.4%	6.6%	5.3%	2.0%	0.0%
Pod casts	40.0%	19.7%	14.0%	8.3%	6.8%	4.0%	0.0%
Blogs	20.0%	19.7%	9.3%	13.2%	8.3%	2.0%	7.1%
Micro-blogging (Twitter)	20.0%	6.6%	3.7%	5.0%	0.0%	0.0%	0.0%

Q19b – My children

In common with Wavelength 17 (2008) respondents were not asked the age or status of their children. Although the majority of responses came from respondents aged under 55, there were still a significant number of responses from older respondents.

The most popular uses were Search Engines (94%) e-mail (69%) and downloading files (68%).



There have been some changes since Wavelength 17 in 2008 with the use of most things increasing. Use of some services has increased significantly:

	2008	2009	+/- change
Shopping online	32.4%	40.1%	7.7%
Chat rooms	27.4%	35.2%	7.8%
Streaming audio	9.2%	19.7%	10.5%
Photo hosting	4.4%	15.8%	11.4%
Watching films/tv	22.6%	43.1%	20.5%
Social networking sites	36.1%	49.6%	13.5%
Mapping services	25.5%	32.5%	7.0%
Micro-blogging (Twitter)	n/a	6.9%	-

Although it might be assumed that male and female responses would be equal, as the subject of the question is the respondent's children, not the respondent themselves, there were some significant differences.

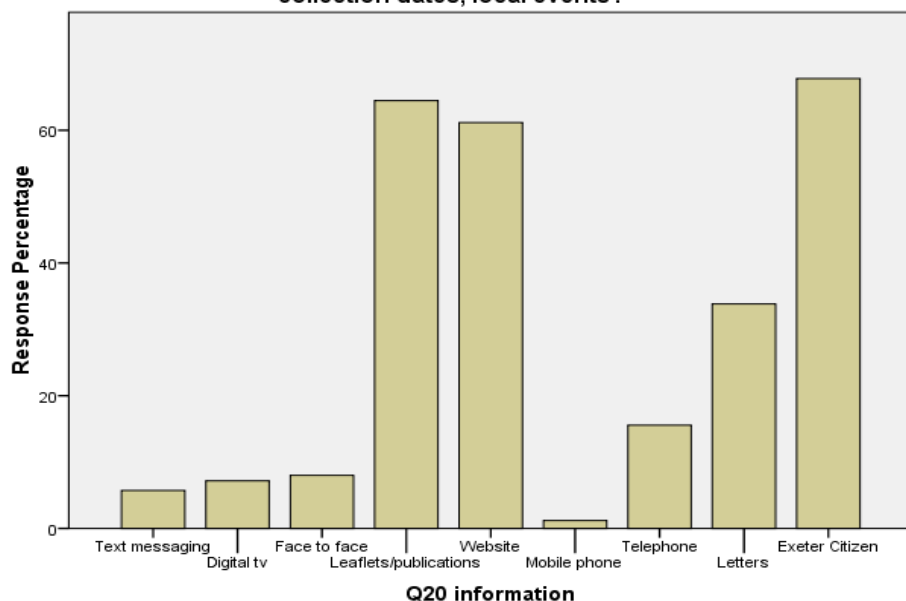
	Male	Female	Difference	Most likely to report use by children
E-mail	74.0%	65.2%	8.8%	Male
Message boards/forums	35.4%	19.0%	16.4%	Male
Gaming	30.4%	19.4%	11.0%	Male
Web cam chat	16.4%	26.5%	10.1%	Female
Streaming audio	23.4%	16.8%	6.6%	Male
Instant messaging	35.0%	51.9%	16.9%	Female
Social networking sites	41.8%	55.8%	14.0%	Female
Mapping services	28.8%	35.4%	6.6%	Female

While these differences are interesting, great care should be taken interpreting the figures as there are a large number of unknown factors which this survey does not capture, such as the nature of the relationship between parent and child, the age of the children and the number of children in the household.

Q20 – How would you prefer to get Council information, such as opening hours, bin collection dates, local events?

The most popular source of information was the Exeter Citizen (68%) followed by leaflets and publications (65%) and the website (61%).

Q20 - How would you prefer to get Council information such as opening hours, bin collection dates, local events?



Overall, the results haven't changed significantly since Wavelength 17 back in 2008.

Q20 Frequencies	Wavelength 20 - 2009 Percent of Cases	2008 Percent of Cases	+/- change
Text messaging	5.7%	5.7%	0%
Digital tv	7.2%	7.50%	-0.3%
Face to face	8.0%	6.10%	1.9%
Leaflets/publications	64.5%	66.00%	-1.5%
Website	61.2%	59.80%	1.4%
Mobile phone	1.2%	n/a	n/a
Telephone	15.6%	14.30%	1.3%
Letters	33.8%	29.60%	4.2%
Exeter Citizen	67.8%	68.50%	-0.7%
Total	264.9%	257.5%	

There were some significant gender differences.

	Male	Female	Difference	Favoured by
Face to face	49.2%	34.8%	14.4%	Male
Leaflets/publications	17.9%	32.5%	14.6%	Female
Website	56.8%	65.8%	9.0%	Female
Telephone	64.3%	53.2%	11.1%	Male
Letters	26.7%	36.7%	10.0%	Female

Filtering the data by each of the four most popular methods reveals more detail about respondent's preferences.

	Overall	Filtered by			
		Citizen	Website	Letters	Leaflets
Text messaging	5.7%	4.8%	5.1%	2.8%	4.4%
Digital tv	7.2%	6.1%	6.0%	3.4%	6.2%
Face to face	8.0%	3.1%	9.1%	2.1%	4.6%
Leaflets/publications	64.5%	64.1%	57.4%	81.3%	100%
Website	61.2%	60.6%	100%	38.8%	54.5%
Mobile phone	1.2%	1.5%	0.9%	0.3%	1.0%
Telephone	15.6%	12.4%	20.5%	4.3%	5.3%
Letters	33.8%	29.0%	21.5%	100%	42.7%
Exeter Citizen	67.8%	100%	67.1%	58.1%	67.4%

Respondents who selected Website as one of their options were the least likely to select Leaflets/publications (57% compared to Overall score of 65%). They were also the least likely to select Letters (22% compared to Overall of 34%) and most likely to choose Telephone (21% compared to Overall of 16%).

Respondents who selected Letters as one of their options were the most likely to also choose Leaflets/publications (81% compared to Overall of 65%). They were the least likely to chose Website (39% compared to Overall of 61%) and Telephone (4% compared to 16% Overall). They were also the least likely to chose the Citizen (58% compared to Overall of 68%).

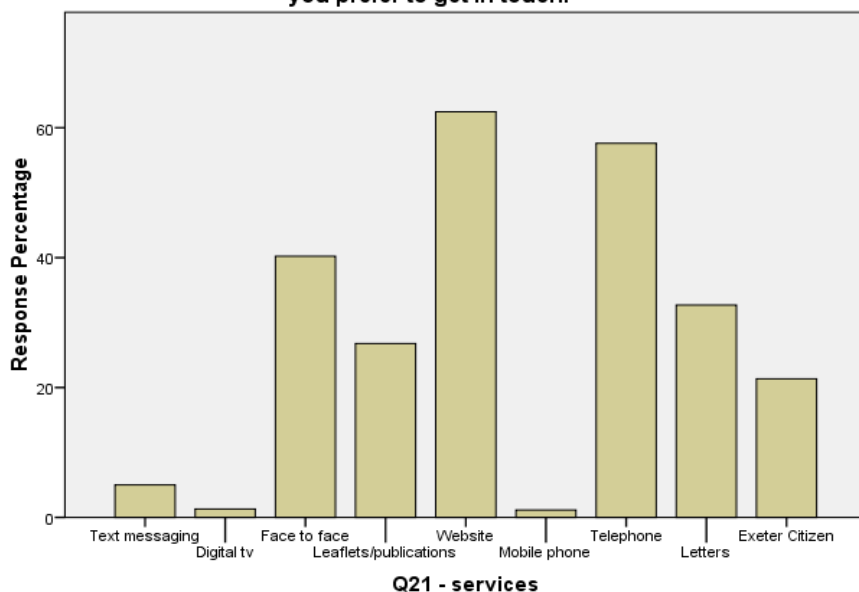
Respondents who chose Leaflets/publications were less likely to choose Website (55% compared to 61% Overall) and Telephone (5% compared to Overall of 16%).

The biggest difference between age groups was for the use of the website, where there was a steady decrease in the percentage of people using it, from 89% of people in the 25-34 age group down to 7.4% of the over 75s.

Q21 – When it comes to applying to the Council for a service such as requesting a compost bin, making a benefits claim, applying for a leisure card, please tell us how you would prefer to get in touch.

The most popular options were to use the website (63%) by telephone (58%) face to face (40%) and by letter (33%).

Q21 - When it comes to applying to the Council for a service such as requesting a compost bin, making a benefits application, applying for a leisure card, how would you prefer to get in touch.



There were some significant gender differences

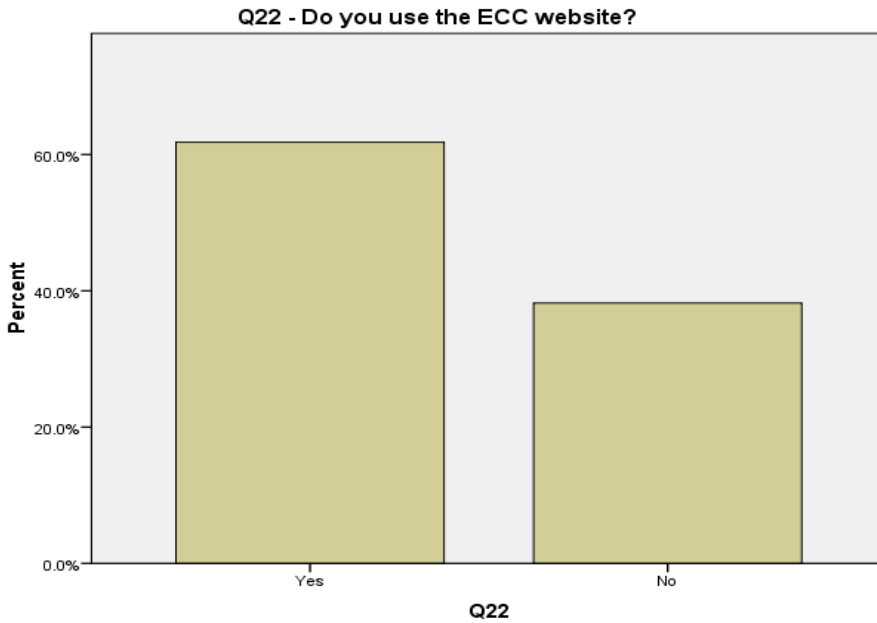
	Male	Female	Difference	Favoured by
Face to face	49.2%	34.8%	14.4%	Male
Leaflets/publications	17.9%	32.5%	14.6%	Female
Website	56.8%	65.8%	9.0%	Female
Telephone	64.3%	53.2%	11.1%	Male
Letters	26.7%	36.7%	10.0%	Female

These match the gender differences in **Q20**.

As with **Q20**, there was a steady decrease in website use, with all of the <24s choosing to use the website to apply for services falling to 5.6% of the over 75s. It should be born in mind that there were relatively few responses from the <24s and that a large weighting is applied to responses from this group.

Q22 – Do you use the Council website?

A majority of respondents (62%) said that they did use the website, although this is much lower than the percentage of people who use the internet (86%).

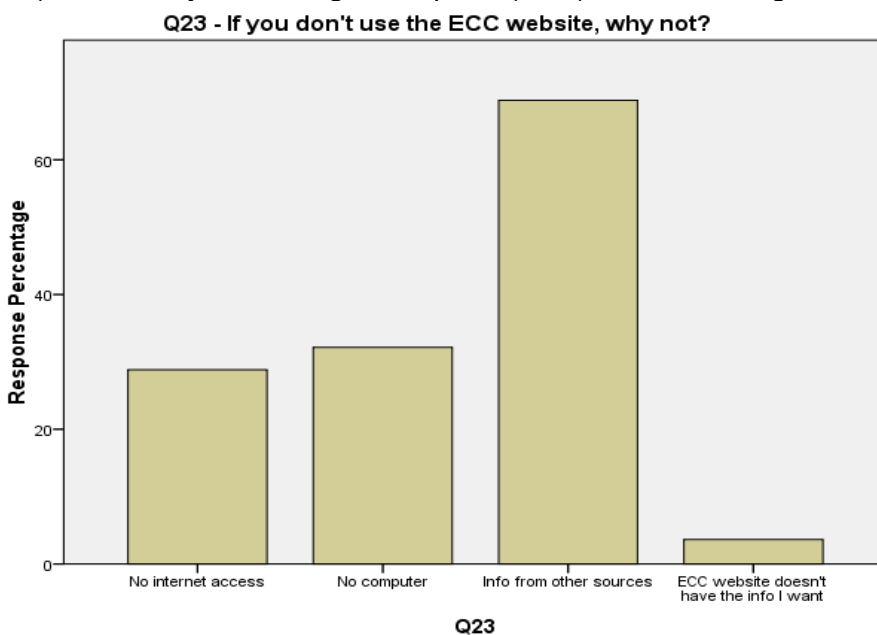


In common with **Q20** and **Q21**, there was a decrease in use across age groups, from 88% of the 25-34s down to 9.3% of the over 75s. Again, these scores are significantly lower than the corresponding scores for people who use the internet.

	Age group						
	<24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75+
	%	%	%	%	%	%	%
Do you use the Council website?	80.0%	88.1%	66.7%	56.9%	50.0%	29.1%	9.3%
Do you use the internet?	100.0%	100.0%	100.0%	88.5%	83.6%	57.5%	23.6%

Q23 – If you don’t use the Council website, why not?

The main reason for people not using the website is that they get their information from other sources (69%) followed by not having a computer (32%) and not having internet access (29%).



Only a very small percentage (3.6%) said that the Council website did not have the information that they wanted.

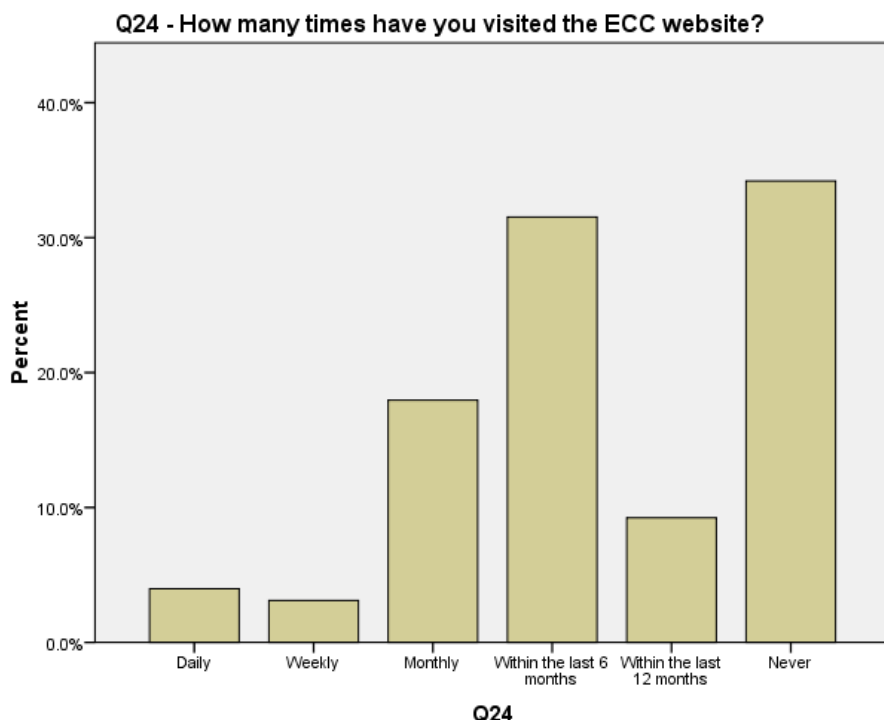
There were some distinct differences by age group.

	Age group						
	<24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75+
	%	%	%	%	%	%	%
Q23 No internet access	.0%	.0%	4.0%	25.5%	21.5%	45.3%	58.1%
No computer	.0%	.0%	.0%	21.3%	23.1%	45.3%	76.7%
Information from other sources	100.0%	100.0%	88.0%	61.7%	75.4%	58.5%	44.2%
Council website doesn't have the info I want	.0%	.0%	8.0%	8.5%	7.7%	.0%	.0%

The younger a respondent is, the more likely they are to get their information from other sources, while older respondents were more likely to either not have a computer or not have internet access.

Q24 – How many times have you visited the Council website?

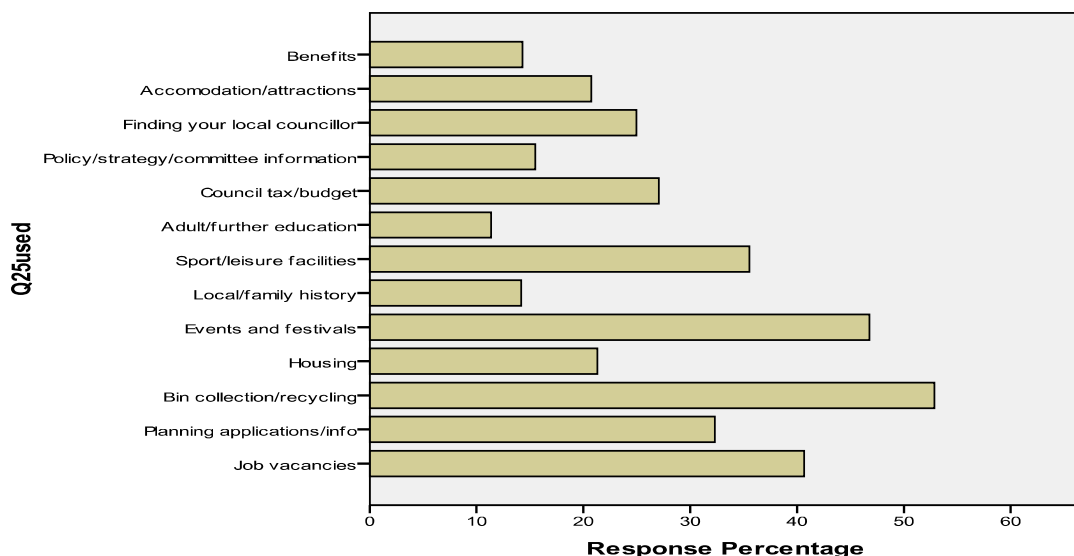
The largest single group (34%) said that they had never visited the website. The next largest group (32%) had visited within the last six months. Relatively few people (25%) had visited monthly or more frequently.



Women were more frequent visitors than men, with 29% of female respondents visiting monthly or more frequently, compared with 18% of male respondents.

Q25 – Which of the following have you visited the website for?

The most popular uses were to get information on bin collections/recycling (53%) events and festivals (47%) and job vacancies (41%).



There were some very large differences in use between male and female respondents.

	Male	Female	Difference	Favoured by
Job vacancies	31.4%	46.5%	15.1%	Women
Housing	4.8%	31.3%	26.5%	Women
Events and festivals	41.3%	50.4%	9.1%	Women
Local/family history	18.8%	11.6%	7.2%	Men
Sport/leisure facilities	29.5%	39.4%	9.9%	Women
Policy/strategy/committee info	6.5%	20.1%	13.6%	Women
Accommodation/attractions	13.4%	25.2%	11.8%	Women
Benefits	3.2%	21.0%	17.8%	Women

Women are far more likely to visit the site to check for information on jobs, housing, and benefits. It would not be unreasonable to assume that people would make regular visits the site to check these things. This may offer an explanation for the result of (Q24) that women are more frequent visitors to the site than men.

Women are also more likely to be visiting for information on events & festivals, sports & leisure facilities, accommodation & attractions and policy/strategy/committee information.

Q25 – How good was the information?

For simplicity scores for this question have been aggregated (eg scores for Poor or Very Poor have been combined into a single score for Poor).

There is some cause for concern, with several services scoring 25% or more responses as Poor and only five services scored 50% or more as Good

Q25 - how good was the information?	Good (aggregated)	Neither	Poor (aggregated)
Job vacancies	71.7%	9.9%	18.5%
Planning applications/info	47.9%	29.8%	22.3%
Bin collection/recycling	65.2%	15.9%	18.8%
Housing	39.5%	33.6%	26.9%
Events and festivals	61.8%	21.6%	16.5%
Local/family history	81.8%	14.6%	3.6%
Sport/leisure facilities	44.2%	31.0%	24.9%
Adult/further education	24.1%	72.8%	3.2%
Council tax/budget	56.4%	35.6%	8.0%
Policy/strategy/committee information	15.5%	42.8%	41.6%
Finding your local councillor	40.6%	57.6%	1.8%
Accommodation/attractions	36.8%	36.4%	26.9%
Benefits	47.9%	52.1%	0.0%

There were also some gender differences, perhaps unsurprisingly given the difference in use highlighted elsewhere in this report.

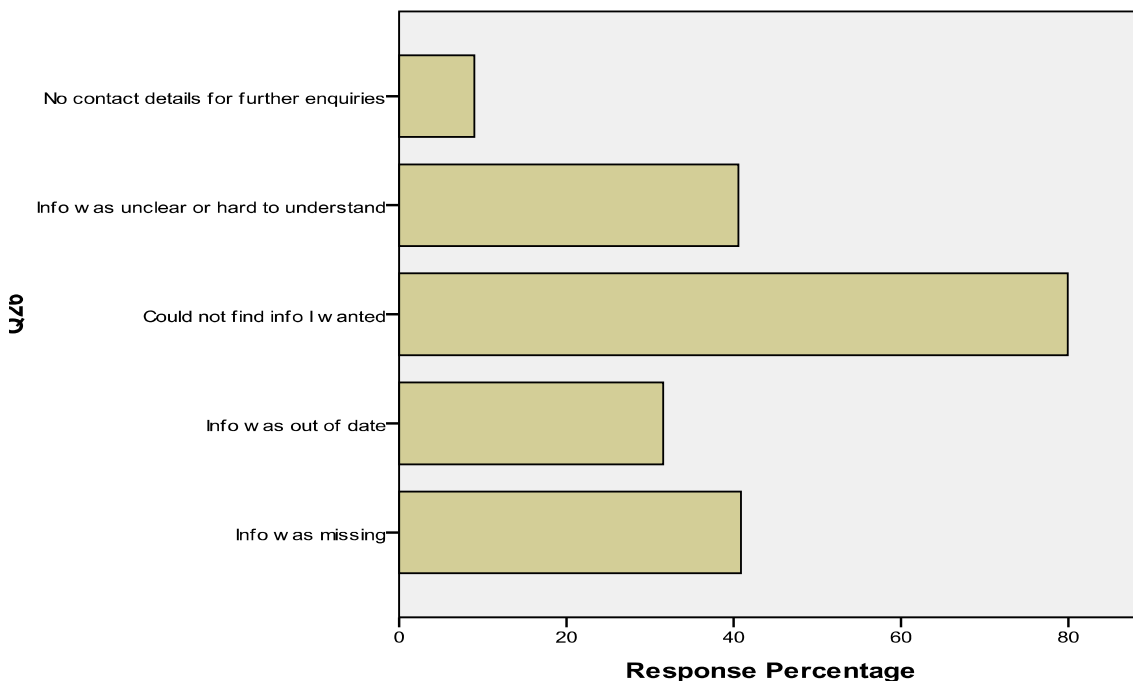
Q25 - how good was the information?	Good (aggregated)		Poor (aggregated)	
	Male	Female	Male	Female
Job vacancies	35.6%	90.2%	49.9%	2.3%
Planning applications/info	51.9%	43.2%	5.1%	52.6%
Bin collection/recycling	62.7%	67.7%	9.0%	28.3%
Housing	19.8%	51.6%	1.7%	42.6%
Events and festivals	62.2%	61.5%	1.3%	29.9%
Local/family history	83.2%	76.9%	0.0%	15.5%
Sport/leisure facilities	35.4%	51.7%	5.5%	41.3%
Adult/further education	19.4%	29.0%	1.5%	4.9%
Council tax/budget	89.5%	24.9%	4.0%	7.5%
Policy/strategy/committee information	20.4%	10.4%	5.9%	83.1%
Finding your local councillor	46.3%	28.6%	2.0%	1.6%
Accommodation/attractions	35.1%	38.6%	2.1%	55.0%
Benefits	8.1%	89.0%	0.0%	0.0%

Women were much more definite with their ratings, tending to score a service as either Good or Poor, with only a very small number scoring any given service as Neither. Men were less clear with a much higher proportion scoring services as Neither. Scores in **bold** indicate that the score is significantly higher than the corresponding score for the other gender.

There were particularly striking differences for job vacancies (90% female satisfied compared to 37% male) council tax/budget (25% female satisfied, 90% male) benefits (89% female satisfied, 8% male) and policy/strategy/committee information (83% female dissatisfied, 6% male)

Q26 – If you scored any of the above as Poor or Very Poor, please tell us why.

Overall, the main reason cited was that the respondent could not find the information that they wanted.



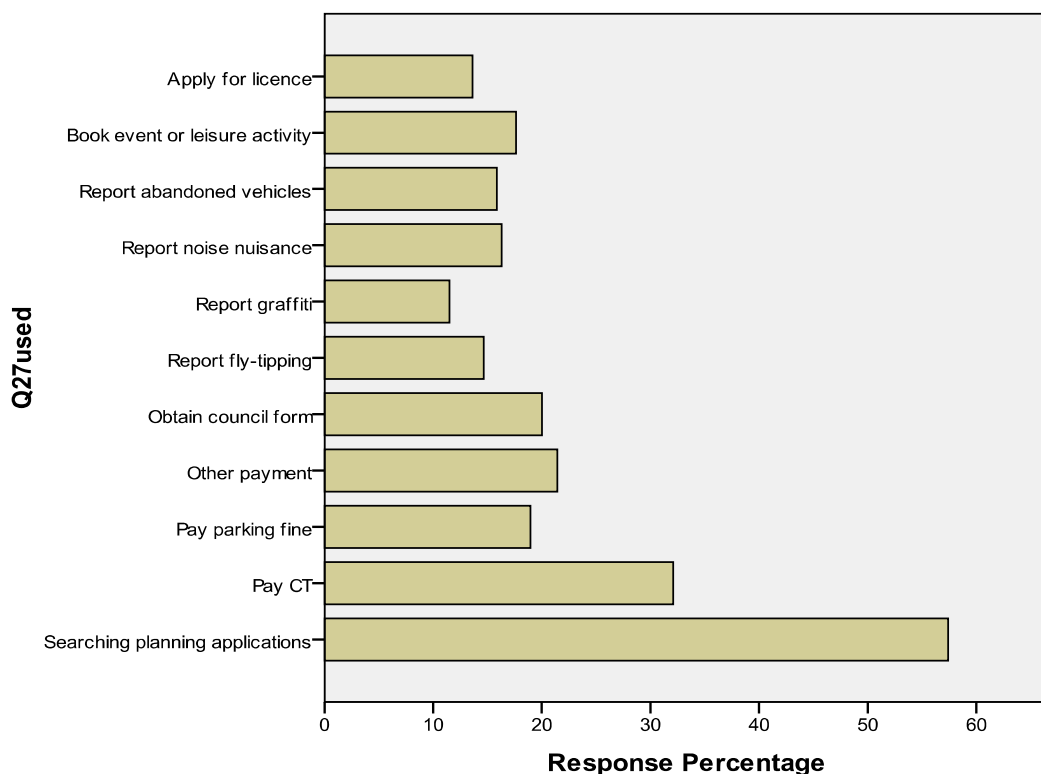
Analysis of the four areas which scored worst in Q25 shows that respondents tended to select most or all of the five reasons with the exception of the final reason (no contact details for further enquiries).

	Q25 Planning applications info	Q25 Housing	Q25 Sport/leisure facilities	Q25 Policy, strategy & committee info	Q25 Accommodation & attractions
Info was missing	78.9%	98.0%	73.6%	92.3%	93.4%
Info was out of date	75.3%	91.5%	75.1%	92.3%	97.5%
Could not find info I wanted	92.6%	100.0%	86.2%	100.0%	100.0%
Info was unclear or hard to understand	82.9%	100.0%	75.7%	82.4%	100.0%
No contact details for further enquiries	3.3%	4.1%	1.8%	9.9%	.0%

Although the number of people rating online information as ‘Poor’ is relatively small, it is a matter of concern that some information appears to be out of date, incomplete or difficult to understand and the services responsible should review this urgently.

Q27 – Have you used any of the following online services?

By far the most popular service was searching planning applications (57%).



As with previous questions, women were the most frequent users of online services, the only exception being paying council tax, where men were very slightly more likely to use the online service (33% men compared with 32% women).

Online services are the council’s most cost-effective method of contact and there is significant potential for growth in this area. This may require promotional activity.

Q27- Which of the following online services have you used?	Gender			
	Male		Female	
	Count	%	Count	%
Searching planning applications	40	42.1%	75	71.5%
Pay CT	31	32.6%	33	31.6%
Pay parking fine	9	9.4%	29	27.7%
Other payment	14	14.5%	29	27.7%
Obtain council form	13	13.1%	28	26.4%
Report fly-tipping	5	4.9%	25	23.6%
Report graffiti	0	.5%	23	21.6%
Report noise nuisance	8	8.4%	25	23.6%
Report abandoned vehicles	4	4.0%	28	26.8%
Book event or leisure activity	6	6.6%	29	27.7%
Apply for licence	4	4.4%	23	22.1%

Q27 – How good was the service?

For simplicity, scores for this question have been aggregated (eg scores for Poor or Very Poor have been combined into a single score for Poor).

Although the percentage of people scoring the various online services as Poor was very low, the majority of respondents were ambivalent about the quality of the services, scoring them as Neither. The exceptions were Pay CT (81% scored this as Good) and Searching Planning Applications (68% scored as Good).

Q27 - how good was the service?	Good (aggregated)	Neither	Poor (aggregated)
Searching planning applications	68.3%	27.2%	4.5%
Pay CT	80.7%	12.6%	6.7%
Pay parking fine	26.2%	71.4%	2.3%
Other payment	36.2%	60.4%	3.3%
Obtain council form	37.9%	62.1%	0.0%
Report fly-tipping	18.1%	80.4%	1.4%
Report graffiti	0.0%	100.0%	0.0%
Report noise nuisance	12.7%	85.8%	1.6%
Report abandoned vehicles	26.8%	73.1%	0.0%
Book event or leisure activity	28.0%	72.0%	0.0%
Apply for licence	13.0%	86.9%	0.0%

There were a relatively small number of responses to this question (between 30-40) per service and the overwhelming majority of these were male. For this reason no gender analysis is possible as it would be misleading to base figures on such a small number of female responses. The exception to this was Searching Planning Applications, which attracted a larger number of responses (116) split 55% male 45% female.

Q28- If you scored any of the above (Q27) as Poor or Very Poor, please tell us why.

As very few people scored the services in **Q27** as Poor or Very Poor there were only 17 responses to this question. The percentages in the table below should be treated as indicative only.

	Responses		Percent of Cases
	N	Percent	
Q28 ^a Online reporting system didn't work	2	12.7%	14.2%
Payment system failed	3	15.8%	17.6%
Service was hard to understand	7	41.8%	46.6%
No acknowledgement e-mail	2	9.1%	10.1%
No contact details	3	20.6%	23.0%
Total	17	100.0%	111.5%

Q29 – How strongly do you agree/disagree with the following statements?

For simplicity, scores for this question have been aggregated (eg scores for Poor or Very Poor have been combined into a single score for Poor).

The statements in **Q29** were a mix of positive and negative. In the table below they have been separated into two groups to improve clarity.

Q29 - how strongly do you agree/disagree with the following statements?			
Positive	Agree	Neither	Disagree
...looks attractive and appealing	52.8%	29.9%	17.1%
...has clear links and menus	66.5%	20.2%	13.3%
...makes it easy for me to leave feedback or participate	34.7%	59.2%	6.1%
...gives me the facts and is transparent	42.6%	48.5%	8.8%
...has up to date information	49.0%	31.0%	20.0%
...has ratings, reviews and recommendations	9.5%	85.8%	4.7%
...uses plain language	66.4%	26.0%	7.6%
Negative	Agree	Neither	Disagree
...gives poor search results	21.4%	35.9%	42.6%
...has inaccurate information	22.5%	33.9%	43.6%
...makes it hard for me to contact a person directly	14.2%	51.6%	34.2%
...has incomplete information	18.9%	35.5%	45.5%
...has a cluttered layout and is hard to read	8.3%	30.0%	61.6%
...is slow to do things	15.5%	46.9%	37.6%

Although relatively few people disagreed with the positive statements, the percentage of people agreeing with them was far from overwhelming. Only three scored more than 50% and substantial numbers of respondents were ambivalent, neither agreeing nor disagreeing with the statement.

The picture for the negative statements was similar but reversed. A good response would be for the respondent to disagree with the statements and although the general trend was to disagree, again, the percentages were not overwhelming and there were large number of people neither agreeing nor disagreeing. Compared with the percentage of people who gave a bad response to the positive statements (ie, they disagreed with them) there were a greater number of bad responses to the negative statements.

As with previous questions, male and female respondents showed different responses. Scores in **bold** indicate that the score is significantly higher than the corresponding score for the other gender.

Q29 – How strongly do you agree/disagree with the following?	Agree (aggregated)		Disagree (aggregated)	
	Male	Female	Male	Female
Positive				
...looks attractive and appealing	61.8%	47.1%	3.4%	27.1%
...has clear links and menus	65.6%	67.8%	7.5%	17.4%
...makes it easy for me to leave feedback or participate	36.3%	34.0%	5.2%	5.6%
...gives me the facts and is transparent	48.1%	39.2%	3.3%	12.9%
...has up to date information	52.4%	47.0%	5.8%	29.1%
...has ratings, reviews and recommendations	11.3%	8.4%	4.7%	3.6%
...uses plain language	70.5%	64.3%	1.5%	11.9%

Q29 – How strongly do you agree/disagree with the following?	Agree (aggregated)		Disagree (aggregated)	
	Male	Female		Male
Negative				
...gives poor search results	14%	25.7%	30.1%	51.8%
...has inaccurate information	23.9%	21.7%	42.0%	44.1%
...makes it hard for me to contact a person directly	19.9%	10.4%	35.2%	33.9%
...has incomplete information	16.2%	20.0%	46.9%	45.2%
...has a cluttered layout and is hard to read	11.3%	6.5%	60.3%	62.1%

Female respondents were more likely to disagree with the positive statements than male respondents. This was particularly true of the statement “the website has up to date information” where 29% of female respondents disagreed, compared to 6% of men. This may reflect the different patterns of use shown by men and women in **Q25**.

Q30 – How satisfied are you with the following features of the website?

For simplicity, scores for this question have been aggregated (eg scores for Poor or Very Poor have been combined into a single score for Poor).

Overall satisfaction levels were reasonably high although the site search (55%) and ease of finding specific information (61%) are relatively weak.

Q30 - how would you rate your satisfaction with the following features?			
	Satisfied	Neither	Dissatisfied
general presentation	78.4%	17.2%	4.4%
ease of navigation	72.1%	14.5%	13.4%
ease of finding specific info	61.2%	20.2%	18.6%
usefulness of site search	55.4%	31.4%	13.3%
value of information	78.8%	16.2%	5.0%

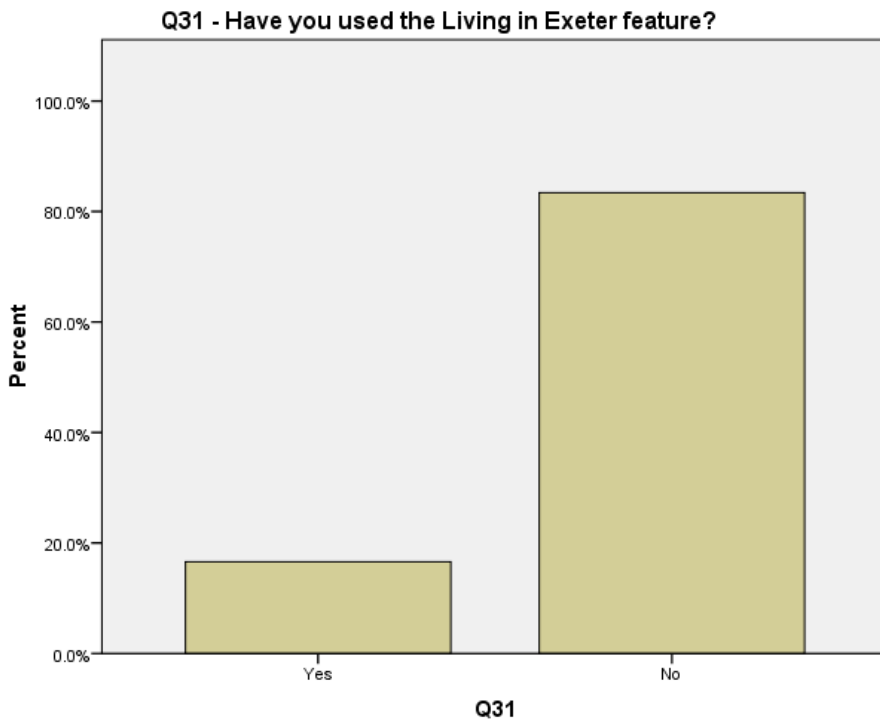
Gender differences were most noticeable on the two features relating to the site search and the ease of finding specific information.

Q30 – How satisfied are you with the following features of the website?	Satisfied (aggregated)		Dissatisfied (aggregated)	
	Male	Female	Male	Female
Ease of finding specific info	51.0%	68.9%	9.8%	23.9%
Usefulness of site search	41.4%	65.4%	7.2%	16.5%

As with **Q25**, women were more definite in their responses. They were more likely than men to be satisfied, but also more likely to be dissatisfied. Men were more likely to be ambivalent in their response and to choose ‘neither satisfied nor dissatisfied’.

Q31 – Have you used the Living In Exeter feature?

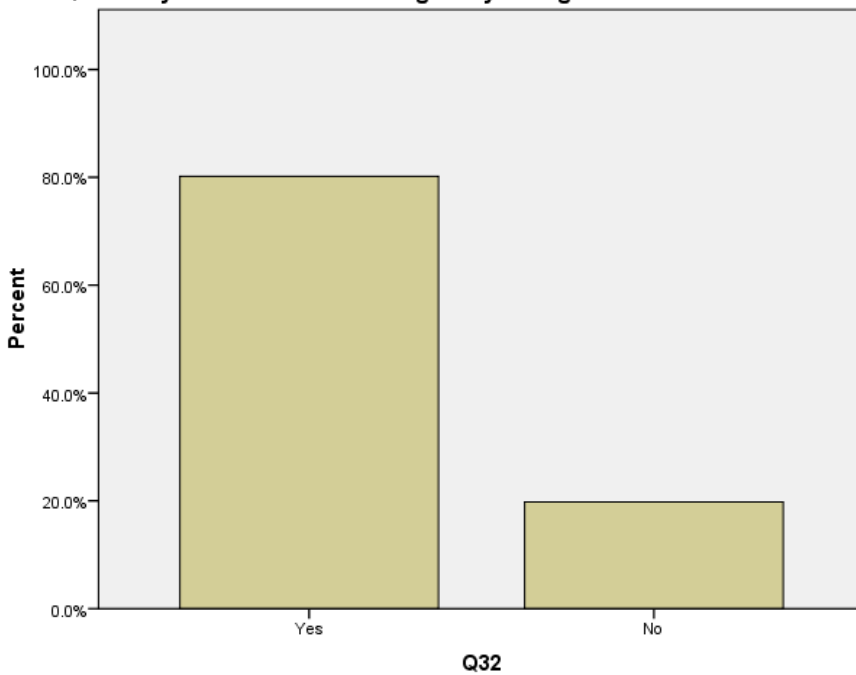
The overwhelming majority of respondents (83%) had not heard of this feature.



Q32 – Do you think it is something that you might use in the future?

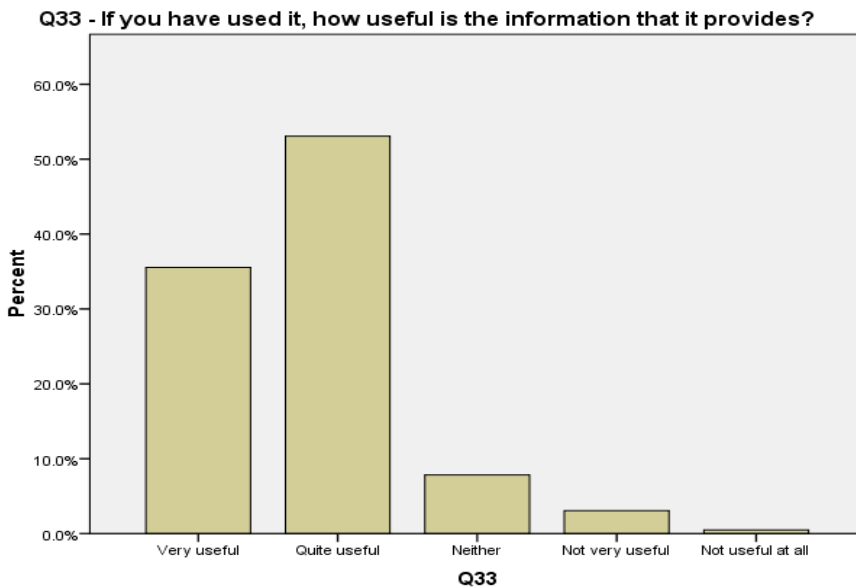
A large majority of respondents (80%) said that they might use it in the future.

Q32 - Do you think it is something that you might use in the future?



Q33 – If you have used it, how useful is the information that it provides?

A large majority (89% aggregated) said that the information was useful.



More women (97%) than men (74%) said that the information provided was useful.

Q34 – What other Exeter City Council information do you think should be included on the Living In Exeter page?

There were 89 comments in total, not all of them offering a direct response to the question. A full tally of these is included in the Appendices. The biggest single source of comments was the apparent lack of a what's on guide to events across the city (14 comments). It should be noted that this is available, but perhaps needs greater prominence or publicity. There were 24 comments suggesting that Living In Exeter should include information about services (such as bus times, library information or road closures) which the Council does not provide. There were 21 suggestions of Council related information, such as council meeting agendas, street cleaning schedules and population data. It is worth noting that much of this information is already available on the website.

Key facts

- **86% of respondents use the internet**
- **There is a slight upward trend in internet use**
- **The most popular uses were for e-mail and search engines**
- **Use of mapping services has greatly increased**
- **There are some significant differences in patterns of use between male and female respondents for both general internet use and ECC specific use**
- **The most popular way to get ECC information is via the Citizen, leaflets/publications and the website. This has not changed since the last time this was asked (Wavelength 17, 2008)**
- **Very few older people (65+) use the ECC website compared to the percentage of older people who use the internet generally**
- **Some areas of the website are rated poorly for the quality of information**
- **Respondents are not overwhelmingly positive towards the website although relatively few are negative**
- **The site search is a weakness of the website**

- **The Living In Exeter feature is not well know but would be more widely used if it was**

Appendices

Understanding the figures

Wavelength 20 questionnaire

Basic tables

Crosstabs Q8 vs Q6

Comments – Q34

Wavelength 20 – Understanding the figures

It is important to understand what, exactly, the figures in this report represent and how to use them appropriately. Please contact the Community Consultation Officer, Rob Simmonds, if you have any enquiries about Wavelength.

Why don't the figures always add up exactly?

The results are processed in a statistical package called SPSS, they are rounded up to one decimal point and also have a weighting applied. This occasionally produces some variation in the results.

Aggregating figures

To make it easier to report the findings, results are frequently aggregated. This means that where a question has a ranking (very good, good, neither, poor, very poor etc) the figures for similar ranks are added together.

A prosperous city - Exeter is a regional centre for big business, shopping and tourism with a highly skilled workforce.	Count	Column Valid N %
Very important	221	42.8%
Important	255	49.4%
Neither	25	4.8%
Not important	12	2.3%
Very unimportant	4	0.7%
Total	516	100.0%

In the example above, it would be reported that 92.2% (42.8 + 49.4) of respondents thought that the issue was important. It is always the rank closest to the centre which is used to describe the figures. For example it would be reported that 3% (2.3% + 0.7%) thought that the issue was not important.

Question types

There are two main types of question, single response and multiple response.

Do you cycle? Yes No is an example of a single response question. There is only one logical response. These questions are reported as a percentage of the number of people who responded to the question. For example, Q1 – Do you cycle? will be reported like this:

Q1. Do you cycle ?	Count	Column Valid N %
Yes	226	43.7%
No	291	56.3%
Total	517	100.0%

Single response questions are relatively straightforward to understand and interpret. Multiple response questions are more complex. Multiple response questions give a range of options, more than one of which can be selected.

The results will usually be reported like this:

Q2 – reasons for not cycling	Responses		
	N	Percent	Percent of Cases
I can't ride a bike	26	10.1%	11.9%
I don't like cycling	46	18.2%	21.4%
I don't own a bike	161	63.8%	75.2%
I don't know where to hire a bike	4	1.4%	1.7%
I can't afford to buy or hire a bike	7	2.9%	3.4%
I have no-one to go cycling with	9	3.6%	4.2%
Total	253	100.0%	117.8%

There are two different percentage figures for this question. The column headed 'Percent' records the percentage of the total number of responses received. The other column (headed 'Percent of cases') shows the percentage of respondents who gave each answer. So, for this question, although the answer 'I don't own a bike' made up 63.8% of the answers given, it actually represented 75.2% of the people who answered the question. It is this figure which is normally used when quoting from the results.

Cross-tabulations

The other method of reporting figures is by using cross-tabulations (crosstabs). Simply put this allows the figures for a given question to be broken down by a factor such as age group, gender etc. The usual format for reporting these figures is like this:

Q1. Do you cycle ?	Sex					
	Male		Female		Total	Column Valid N %
	Count	Column Valid N %	Count	Column Valid N %	Count	
Yes	104	44.2%	122	43.3%	226	43.7%
No	131	55.8%	159	56.7%	291	56.3%
Total	235	100.0%	281	100.0%	517	100.0%

From this table it is easy to see how the percentages break down by gender.

The usual cross-tabs which are produced and used in a Wavelength report are age group and gender. Ward level breakdowns can be provided on request.

It is also possible to produce multilayered crosstabs, eg breaking down a question by age *and* gender. It is important to bear in mind that doing this may result in very small groups of respondents in each category.

I feel safe when I walk through Exeter city centre during the evening	Age group >75					
	Sex					
	Male >75		Female >75		Total	
	Count	Column Valid N %	Count	Column Valid N %	Count	Column Valid N %
Strongly agree	1	2.5%	0	.0%	1	1.6%
Agree	7	17.2%	2	9.5%	8	14.6%

Disagree	14	36.8%	11	57.1%	25	43.8%
Strongly disagree	13	33.7%	5	23.8%	18	30.3%
I don't have a view	4	9.8%	2	9.5%	6	9.7%
Total	38	100.0%	20	100.0%	58	100.0%

In this example only a small part of the table is shown, giving the gender breakdown for respondents aged over 75. There are not enough respondents in each category for the results from each category to be statistically valid on their own. For example, it would be easy to claim that 9.5% of female respondents agreed that they felt safe in the city centre during the evening but this is based on only 2 respondents who selected that option. However, the results may highlight something which merits further investigation.

Comparing figures – the margin of error

It is very easy to simply compare percentages from one survey with those from another and note whether there has been an increase or decrease. However, some caution should be exercised when doing this because of the margin of error.

The margin of error for Wavelength surveys is approximately 3.5%. This means that any given percentage may vary by +/-3.5 percentage points either way. Any comparisons between figures from Wavelength 18 and other Wavelength surveys should be made with this in mind.

In this example, it appears that cycling has increased from 41.2% in Wavelength 15 to 43.7% by Wavelength 18.

Q1. Do you cycle ?	Count	Column Valid N %	W15
Yes	226	43.7%	41.2%
No	291	56.3%	58.8%
Total	517	100.0%	100.0%

Taking into account the margin of error, there is no statistically significant difference between the two figures. Given a figure of 41.2% for Wavelength 15, the lowest statistically significant figure for Wavelength 18 would be 48.2%.

Basic Tables

Q1 - Do you think that the Council should do more to increase recycling rates?

		N	%
Q1	Yes	530	86.9%
	No	80	13.1%
	Total	610	100.0%

Q3 - How do you normally dispose of the following?

	Green bin/box/sacks		Grey bin/sack		Recycling banks		Garden bin/sack		Other	
	N	%	N	%	N	%	N	%	N	%
Q3a - glass bottles and jars	13	2.2%	33	5.4%	534	87.8%	4	.6%	24	3.9%
Q3b - aluminium foil	443	74.1%	127	21.2%	13	2.3%	3	.5%	12	2.0%
Q3c - waxed cartons	297	49.8%	228	38.3%	45	7.6%	4	.6%	22	3.7%
Q3d - newspapers, junk mail and magazines	506	84.0%	25	4.2%	53	8.8%	2	.3%	17	2.8%
Q3e - textiles and clothing	33	5.6%	29	4.9%	282	48.1%	29	4.9%	215	36.7%
Q3f - garden waste	2	.4%	16	2.8%	21	3.7%	278	48.9%	250	44.1%
Q3g - plastic bottles, food containers, wraps and bags	559	91.6%	31	5.1%	13	2.1%	2	.4%	5	.9%
Q3h - food and drink cans	511	84.0%	67	11.0%	22	3.6%	3	.5%	5	.9%
Q3i - batteries	15	2.6%	239	40.6%	79	13.5%	25	4.3%	229	39.0%

Q4 - Which of the following best describes the property you live in?

		N	%
Q4	Purpose built flat	74	12.1%
	Flat conversion	42	6.8%
	Terraced house	192	31.1%
	Detached or semi-detached house or bungalow	308	50.0%
	Other (please say below)	0	.1%
	Total	617	100.0%

Q5 - Does this property have a garden, yard or other outside storage area?

		N	%
Q5	Yes	544	88.1%
	No	73	11.9%
	Total	617	100.0%

Q6 - which of the following best describes the way in which you occupy your property?

		N	%
Q6	Single occupant	161	26.1%
	With my family (including any lodgers)	394	63.6%
	Shared accomodation eg a rented room in a shared or student	64	10.3%
	Total	618	100.0%

Q7 - how is your non-recyclable rubbish currently collected?

		N	%
Q7	Fortnightly	411	67.2%
	Weekly	201	32.8%
	Total	611	100.0%

Q8 - how strongly do you agree or disagree with the following statements?

	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q8a - being on a fortnightly collection would encourage me to reduce the amount of waste and recycle more	52	14.9%	48	13.8%	63	18.2%	76	22.1%	107	31.0%
Q8b - my household produces too much waste for a fortnightly collection	74	21.5%	55	15.9%	31	8.9%	112	32.5%	73	21.2%
Q8c - I would have trouble storing a wheelie bin or dustbin on my property	89	25.9%	23	6.6%	26	7.5%	134	39.3%	70	20.6%
Q8d - I am concerned about smells coming from my wheelie bin or dustbin	116	34.0%	88	25.6%	23	6.7%	74	21.7%	41	12.0%
Q8e - I could find space to store my waste if the bin was the right size	43	12.8%	117	35.2%	91	27.3%	50	15.0%	32	9.6%
Q8f - I could recycle more if I had more information about what could be recycled	51	14.9%	105	30.9%	61	17.9%	76	22.6%	47	13.8%
Q8g - it would be impossible for my household to reduce the amount of waste we produce	47	13.8%	122	36.0%	52	15.3%	89	26.3%	30	8.7%

Q9 - Is your waste and recycling currently collected on a Monday?

		N	%
Q9	Yes	150	24.9%
	No	454	75.1%

Q10 - a four day collection would eliminate the need for catch-up days after Bank Holiday Mondays, would you find this helpful?

		N	%
Q10	Yes	134	40.3%
	No	82	24.6%
	Maybe	117	35.1%
	Total	333	100.0%

Q11 - are you currently on a back alley collection?

		N	%
Q11	Yes	62	10.1%
	No	549	89.9%
	Total	611	100.0%

Q12 - how strongly do you agree/disagree with the following statements?

	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Q12a - It would be difficult for me to put my waste and recycling out at the front of the property	31	14.5%	36	16.7%	26	12.1%	71	33.0%	51	23.8%	215	100.0%
Q12b - My back alley would be cleaner if it was not used for rubbish collections	12	6.9%	39	21.6%	89	49.8%	24	13.2%	15	8.5%	179	100.0%

Q13 - overall, how much of an impact will the proposed changes have on the way that you deal with your waste and recycling?

		N	%
Q13	A lot	27	4.4%
	A bit	107	17.7%
	Not sure	74	12.3%
	Not much	154	25.5%
	Very little	243	40.2%
	Total	604	100.0%

Q15 - would you welcome being able to know more about hygiene standards being achieved in food premises in Exeter?

		N	%
Q15	Yes	538	87.4%
	No	78	12.6%
	Total	616	100.0%

Q14 - would you be interested in taking part in a focus group to discuss these proposals in more detail?

		N	%
Q14	Yes	164	27.1%
	No	443	72.9%
	Total	607	100.0%

Q16 - Would you like to see hygiene standards made public?

		N	%
Q16	Yes	554	90.1%
	No	61	9.9%
	Total	615	100.0%

**Q17 - the scheme could initially apply only to caterers and restaurants.
Should it be applied to all food premises across Exeter such as
butchers, bakers and supermarkets?**

		N	%
Q17	Yes	554	90.4%
	No	59	9.6%
	Total	614	100.0%

Q18 - do you use the internet?

		N	%
Q18	Yes	528	85.9%
	No	86	14.1%
	Total	614	100.0%

\$Q19me Frequencies	Responses		Percent of Cases
	N	Percent	
Q19me ^a e-mail	515	11.5%	97.1%
search engines	521	11.7%	98.2%
shopping online	428	9.6%	80.6%
chat rooms	75	1.7%	14.1%
message boards/forums	180	4.0%	33.9%
downloading files(music/info/pictures)	303	6.8%	57.1%
banking	326	7.3%	61.5%
gaming	57	1.3%	10.8%
paying bills	286	6.4%	54.0%
web cam chat	56	1.2%	10.5%
creating web pages	40	.9%	7.5%
pod casts	97	2.2%	18.3%
blogs	74	1.7%	14.0%
streaming audio	194	4.4%	36.7%
photo hosting	81	1.8%	15.2%
watching films or tv	222	5.0%	41.8%
RSS news feeds	33	.7%	6.2%
Instant messaging	144	3.2%	27.3%
Voice over IP (Skype)	76	1.7%	14.3%
Social networking sites	267	6.0%	50.4%
Virtual worlds	8	.2%	1.4%
Micro-blogging (Twitter)	39	.9%	7.3%
Mapping services	426	9.5%	80.3%
Other	24	.5%	4.5%
Total	4470	100.0%	843.1%

Q19kids Frequencies		Responses		Percent of Cases
		N	Percent	
Q19kids ^a	e-mail	94	10.4%	69.1%
	search engines	128	14.1%	93.5%
	shopping online	55	6.0%	40.1%
	chat rooms	48	5.3%	35.2%
	message boards/forums	36	4.0%	26.3%
	downloading files(music/info/pictures)	93	10.3%	68.3%
	banking	21	2.3%	15.2%
	gaming	33	3.7%	24.3%
	paying bills	18	2.0%	13.0%
	web cam chat	30	3.3%	22.0%
	creating web pages	10	1.1%	7.2%
	pod casts	10	1.1%	7.6%
	blogs	7	.8%	5.0%
	streaming audio	27	3.0%	19.7%
	photo hosting	22	2.4%	15.8%
	watching films or tv	59	6.5%	43.1%
	RSS news feeds	5	.5%	3.6%
	Instant messaging	61	6.7%	44.4%
	Voice over IP (Skype)	18	2.0%	13.0%
	Social networking sites	68	7.5%	49.6%
	Virtual worlds	8	.9%	6.2%
	Micro-blogging (Twitter)	9	1.0%	6.9%
	Mapping services	44	4.9%	32.5%
	Other	2	.3%	1.7%
Total		905	100.0%	663.3%

\$Q20 Frequencies

	Responses		Percent of Cases
	N	Percent	
Q20info ^a Text messaging	35	2.2%	5.7%
Digital tv	44	2.7%	7.2%
Face to face	49	3.0%	8.0%
Leaflets/publications	396	24.3%	64.5%
Website	376	23.1%	61.2%
Mobile phone	7	.4%	1.2%
Telephone	96	5.9%	15.6%
Letters	208	12.8%	33.8%
Exeter Citizen	417	25.6%	67.8%
Total	1628	100.0%	264.9%

a. Dichotomy group tabulated at value 1.

\$Q21 Frequencies

	Responses		Percent of Cases
	N	Percent	
Q21services ^a Text messaging	30	2.0%	5.0%
Digital tv	8	.5%	1.3%
Face to face	239	16.2%	40.2%
Leaflets/publications	159	10.8%	26.8%
Website	371	25.1%	62.5%
Mobile phone	7	.5%	1.1%
Telephone	342	23.2%	57.6%
Letters	194	13.2%	32.7%
Exeter Citizen	127	8.6%	21.3%
Total	1474	100.0%	248.5%

a. Dichotomy group tabulated at value 1.

Q22 - do you use the ECC website?

	N	%
Q22 Yes	374	61.8%
No	231	38.2%
Total	605	100.0%

\$Q23 Frequencies

		Responses		Percent of Cases
		N	Percent	
Q23 ^a	No internet access	55	21.6%	28.8%
	No computer	61	24.1%	32.2%
	Info from other sources	130	51.6%	68.8%
	ECC website doesn't have the info I want	7	2.7%	3.6%
Total		253	100.0%	133.5%

a. Dichotomy group tabulated at value 1.

Q24 - how many times have you visited the ECC website?

		N	%
Q24	Daily	24	4.0%
	Weekly	18	3.1%
	Monthly	106	18.0%
	Within the last 6 months	187	31.5%
	Within the last 12 months	55	9.2%
	Never	202	34.2%
Total		592	100.0%

\$Q25used Frequencies

		Responses		Percent of Cases
		N	Percent	
Q25used ^a	Job vacancies	159	11.4%	40.7%
	Planning applications/info	126	9.0%	32.3%
	Bin collection/recycling	207	14.8%	52.9%
	Housing	83	6.0%	21.3%
	Events and festivals	183	13.1%	46.8%
	Local/family history	56	4.0%	14.2%
	Sport/leisure facilities	139	9.9%	35.5%
	Adult/further education	45	3.2%	11.4%
	Council tax/budget	106	7.6%	27.1%
	Policy/strategy/committee information	61	4.3%	15.5%
	Finding your local councillor	98	7.0%	25.0%
	Accomodation/attractions	81	5.8%	20.7%
	Benefits	56	4.0%	14.3%
Total		1399	100.0%	357.6%

a. Dichotomy group tabulated at value 1.

Q25 - how good was the information?

	Very good		Good		Neither		Poor		Very poor	
	N	%	N	%	N	%	N	%	N	%
Job vacancies	12	8.7%	86	63.0%	13	9.9%	25	18.5%	0	.0%
Planning applications/info	17	12.4%	48	35.5%	40	29.8%	4	2.8%	26	19.5%
Bin collection/recycling	37	17.3%	102	47.9%	34	15.9%	16	7.3%	25	11.5%
Housing	3	3.4%	33	36.1%	31	33.6%	0	.5%	24	26.4%
Events and festivals	24	12.8%	90	49.0%	40	21.6%	7	3.7%	24	12.8%
Local/family history	3	6.3%	31	75.5%	6	14.6%	1	2.4%	0	1.2%
Sport/leisure facilities	9	6.5%	53	37.7%	44	31.0%	11	8.1%	24	16.8%
Adult/further education	4	4.9%	14	19.2%	55	72.8%	1	1.6%	1	1.6%
Council tax/budget	4	4.6%	45	51.8%	31	35.6%	6	7.3%	1	.7%
Policy/strategy/committee information	2	3.2%	8	12.3%	28	42.8%	3	4.1%	25	37.5%
Finding your local councillor	12	12.8%	27	27.8%	56	57.6%	1	1.2%	1	.6%
Accomodation/attractions	3	3.8%	30	33.0%	33	36.4%	1	.7%	24	26.2%
Benefits	0	.8%	29	47.1%	32	52.1%	0	.0%	0	.0%

Q26 Frequencies		Responses		Percent of Cases
		N	Percent	
Q26 ^a	Info was missing	41	20.2%	40.9%
	Info was out of date	32	15.6%	31.6%
	Could not find info I wanted	80	39.6%	79.9%
	Info was unclear or hard to understand	41	20.1%	40.6%
	No contact details for further enquiries	9	4.5%	9.0%
Total		202	100.0%	201.9%

\$Q27used Frequencies

		Responses		Percent of Cases
		N	Percent	
Q27used ^a	Searching planning applications	115	24.0%	57.4%
	Pay CT	64	13.4%	32.1%
	Pay parking fine	38	7.9%	19.0%
	Other payment	43	8.9%	21.4%
	Obtain council form	40	8.4%	20.0%
	Report fly-tipping	29	6.1%	14.7%
	Report graffiti	23	4.8%	11.5%
	Report noise nuisance	33	6.8%	16.3%
	Report abandoned vehicles	32	6.6%	15.9%
	Book event or leisure activity	35	7.4%	17.6%
	Apply for licence	27	5.7%	13.6%
Total		479	100.0%	239.5%

Q27 rated - how good was the service?	Very good		Good		Neither		Poor		Very poor	
	N	%	N	%	N	%	N	%	N	%
Searching planning applications	19	16.2%	60	52.1%	32	27.2%	4	3.6%	1	.9%
Pay CT	30	66.1%	7	14.6%	6	12.6%	3	6.7%	0	.0%
Pay parking fine	3	6.3%	9	19.9%	31	71.4%	1	2.3%	0	.0%
Other payment	9	19.3%	8	16.9%	29	60.4%	1	1.3%	1	2.1%
Obtain council form	2	3.7%	15	34.2%	27	62.1%	0	.0%	0	.0%
Report fly-tipping	3	8.9%	3	9.2%	28	80.4%	0	1.4%	0	.0%
Report graffiti	0	.0%	0	.0%	28	100.0%	0	.0%	0	.0%
Report noise nuisance	3	8.2%	2	4.5%	33	85.8%	1	1.6%	0	.0%
Report abandoned vehicles	4	10.4%	7	16.4%	29	73.1%	0	.0%	0	.0%
Book event or leisure activity	5	12.1%	6	15.9%	29	72.0%	0	.0%	0	.0%
Apply for licence	2	6.5%	2	6.5%	28	86.9%	0	.0%	0	.0%

\$Q28 Frequencies		Responses		Percent of Cases
		N	Percent	
Q28 ^a	Online reporting system didn't work	2	12.7%	14.2%
	Payment system failed	3	15.8%	17.6%
	Service was hard to understand	7	41.8%	46.6%
	No acknowledgement e-mail	2	9.1%	10.1%
	No contact details	3	20.6%	23.0%
Total		17	100.0%	111.5%

Q29 - how strongly do you agree/disagree with the following statements?

	Strongly agree		Agree		Neither		Disagree		Strongly disagree	
	N	%	N	%	N	%	N	%	N	%
...looks attractive and appealing	11	3.0%	176	49.8%	106	29.9%	37	10.5%	24	6.6%
...gives poor search results	26	7.6%	47	13.8%	122	35.9%	135	39.6%	10	3.0%
...has clear links and menus	10	2.9%	222	63.6%	71	20.2%	23	6.5%	24	6.8%
...has inaccurate information	3	1.0%	72	21.5%	114	33.9%	137	40.8%	10	2.8%
...makes it easy for me to leave feedback or participate	2	.5%	114	34.2%	197	59.2%	16	4.9%	4	1.2%
...makes it hard for me to contact a person directly	6	1.8%	42	12.4%	176	51.6%	112	32.9%	5	1.3%
...gives me the facts and is transparent	5	1.5%	140	41.1%	165	48.5%	6	1.7%	24	7.1%
...has incomplete information	27	8.1%	36	10.8%	119	35.5%	143	42.6%	10	2.9%
...has up to date information	10	3.0%	156	46.0%	106	31.0%	42	12.4%	26	7.6%
...has a cluttered layout and is hard to read	4	1.2%	24	7.1%	102	30.0%	197	58.1%	12	3.5%
...has ratings, reviews and recommendations	1	.2%	30	9.3%	279	85.8%	14	4.4%	1	.3%
...is slow to do things	25	7.5%	26	8.0%	154	46.9%	113	34.3%	11	3.3%
...uses plain language	10	2.8%	218	63.6%	89	26.0%	25	7.3%	1	.3%

Q30 - how would you rate your satisfaction with the following features?

	Very satisfied		Fairly satisfied		Neither		Fairly dissatisfied		Very dissatisfied	
	N	%	N	%	N	%	N	%	N	%
general presentation	58	15.9%	228	62.5%	63	17.2%	15	4.0%	2	.4%
ease of navigation	44	12.1%	220	60.0%	53	14.5%	23	6.4%	26	7.0%
ease of finding specific info	33	9.0%	190	52.2%	74	20.2%	42	11.4%	26	7.2%
usefulness of site search	30	8.3%	169	47.1%	113	31.4%	45	12.6%	2	.7%
value of information	39	10.8%	247	68.0%	59	16.2%	18	5.0%	0	.0%

Q31 - have you used the Living In Exeter feature?

		N	%
Q31	Yes	88	16.6%
	No	444	83.4%
	Total	533	100.0%

Q32 - do you think it is something that you might use in the future?

		N	%
Q32	Yes	423	80.2%
	No	104	19.8%
	Total	527	100.0%

Q33 - if you have used it, how useful is the information that it provides?

		N	%
Q33	Very useful	44	35.5%
	Quite useful	66	53.1%
	Neither	10	7.8%
	Not very useful	4	3.1%
	Not useful at all	1	.5%
	Total	124	100.0%

Crosstabs – Q8 vs Q6

	Q8a - being on a fortnightly collection would encourage me to reduce the amount of waste and recycle more. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q6 Single occupant	2	3.5%	5	9.9%	8	17.2%	15	32.7%	17	36.6%
With my family (including any lodgers)	10	10.9%	9	9.7%	19	20.2%	23	25.1%	32	34.2%
Shared accommodation eg a rented room in a shared or student	2	3.5%	2	3.5%	4	7.0%	25	41.2%	27	44.7%

	Q8b - my household produces too much waste for a fortnightly collection. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q6 Single occupant	3	6.3%	6	12.8%	4	7.8%	19	41.4%	14	31.8%
With my family (including any lodgers)	15	16.5%	19	20.0%	13	13.9%	28	30.3%	18	19.2%
Shared accommodation eg a rented room in a shared or student	49	82.4%	0	.0%	0	.0%	11	17.6%	0	.0%

	Q8c - I would have trouble storing a wheelie bin or dustbin on my property. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q6 Single occupant	15	33.6%	4	8.7%	4	8.3%	14	32.0%	8	17.4%
With my family (including any lodgers)	19	20.4%	8	8.9%	13	14.3%	41	43.3%	12	13.1%
Shared accommodation eg a rented room in a shared or student	27	44.7%	2	3.5%	0	.0%	27	44.7%	4	7.0%

	Q8d - I am concerned about smells coming from my wheelie bin or dustbin. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q6 Single occupant	12	28.5%	15	33.6%	3	6.2%	8	17.2%	6	14.5%
With my family (including any lodgers)	36	38.7%	18	18.9%	12	12.6%	16	17.5%	11	12.3%
Shared accommodation eg a rented room in a shared or student	27	44.7%	25	41.2%	0	.0%	6	10.6%	2	3.5%

	Q8e - I could find space to store my waste if the bin was the right size. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q6 Single occupant	4	10.6%	19	45.3%	8	19.8%	2	3.9%	8	20.5%
With my family (including any lodgers)	16	17.2%	33	35.6%	24	25.9%	9	9.6%	11	11.8%
Shared accommodation eg a rented room in a shared or student	2	3.5%	29	48.2%	23	37.7%	2	3.5%	4	7.0%

	Q8f - I could recycle more if I had more information about what could be recycled. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q6 Single occupant	8	17.4%	13	30.7%	7	16.9%	8	18.5%	7	16.5%
With my family (including any lodgers)	13	13.5%	26	28.0%	24	25.6%	21	22.7%	10	10.2%
Shared accommodation eg a rented room in a shared or student	0	.0%	27	44.7%	2	3.5%	8	14.1%	23	37.7%

	Q8g - it would be impossible for my household to reduce the amount of waste we produce. Weekly collections only									
	Strongly Agree		Agree		Neutral		Disagree		Disagree Strongly	
	N	%	N	%	N	%	N	%	N	%
Q6 Single occupant	8	17.6%	14	32.0%	4	10.1%	15	33.9%	3	6.4%
With my family (including any lodgers)	21	22.0%	14	14.8%	17	17.7%	34	36.4%	8	9.0%
Shared accommodation eg a rented room in a shared or student	2	3.5%	47	78.9%	0	.0%	6	10.6%	4	7.0%

Comments

- you had devon county councillors listed but not the ECC
- with so much info missing it is just a waste of time. Events happen and you only find out on TV or in the Echo afterwards.
- will try the council website.
- will try and use ECC website
- which late night chemists are open and when they are out of hours.
- where dogs can be walked on and off leads
- What's happening in Exeter e.g It is often impossible to find out when things like marches by troops are happening. It is sometimes mentioned but not where and when
- what can/ cant be put into green bin. Tips with what to do with compost
- website is slow dissapointing and frustrating a whats on would be good
- weather forecast
- Transport Details : e.g Bus Routes & Times
- too much of this questionnaire is aimed at people with computers. I feel somewhat left out.
- There is a need not to forget those online.
- the heat loss survey had my flowerbeds as high loss! can they be insulated with a grant?
- The city bus services. The table for this I find very difficult to find and usually don't. I good web display would obviate the need to to use leaflets and paper.
- sports teams/clubs/events
- Services: Water main leak/ tree down etc phone numbers = anything gone wrong
Nearest Shop/ Bus Route (might encourage use)/ playground/ park/ doctor/ dentist
Places of Interest / nearest walks
- Self-print city centre and Marsh Barton and Sowton map showing major ECC features and main popular locations
- seasonal information830
- school dates local roadwork warnings
- Roadworks Bus Timetable
- road closures public transport timetable suggestions board childrens section elderly top tips summary of committee meetings letter to the editor page.675
- Proposed road works, resurfacing details, street cleaning regularity, ability to report matters.
- Proposed road works and other events which might affect traffic flow in and out of city.
- Prefer face to face or written communication
- Population numbers as at last censor, I would love to konw how the city has expanded in the last ten years. The road system doesn't seem to cope very well.
- Population numbers as at last censor, I would love to know how the city has expanded in the last ten years.
- poor that there is no info on RAMM events. New design isnt friendly or welcoming.
- pleased with ecc quality
- Phoenix arts centre parking is bad. Council should make some provision for the musicians and artists.
- only my family use the internet i am too old
- One should accept that a lot of older residents do not and will not have a computer.
- Nothing can beat face to face as the internet costs money
- Not used as yet - consequently cannot comment.
- Not having seen it I am not able to comment. - how many people either know or do anything about it
- None. I would like the start page to provide a clear index that allows one to move simply to relevant page for the service required.
- never used the city council web site
- needs to be more obvious. A good idea but needs improving.

- nearest green spaces
- N/A
- more news on NHS dentists and NHS facilities as well as care home availability and details
- members expenses. explanation of decisions when they are blatantly against public opinion.
- may have missed the promotion of 'free swimming' but such info could be included alongside all details of all pools. Such practice could be extended to all sports facilities so that the website promotes and informs
- map: possibly ages of property history type info - flood risk areas - radon - geology of land
- Lots of lovely pictures of lovely Exeter
- Local Schools / family centres
- local leisure activities
- local history pollution levels
- Local events most are poorly advertised at the moment
- local events bus info info on local groups and services and youth clubs
- Living in Exeter page should be more highlighted
- library times
- Library Info/ Notice Board Where to put unusual items for recycling e.g batteries & elastic bands.
- just a note: I seem to get a bin collection update every week! and the planning documents no longer appear to be available. and there are not enough free script areas in this questionnaire.
- It is very hard being old and unable to use the computer. Can more help be given to the elderly.
- information on what priorities the council has e.g five year plan etc. A "whats on in exeter" would be good . A cross city listing.
- information on what councillors are doing as we dont get any feedback until time to vote.
- info about smokeless zones
- important to remember not everyone has a computer
- im sure its fine - i find it quicker to use the citizen though, so ive never had cause to think about it.
- i will use this feature.
- i will use my computer more
- I think the old GIS mapping service as it was prior to the upgrade should be reinstated - the current version is poor and not very useful.
- I rely on radio and TV
- how you allocate housing
- how to contact local pnn for local issues of complaint
- how to buy a plot in a local cemetery. report people misusing and abusing council houses. all local events.
- health services PACT meeting involvement opportunities public meetings community groups cultural info
- Have news on it
- face to face preferred i think many OAPs feel the same and have no access to computers. In the race for new technology please do not forget the old ways.
- Exeter schools term dates - good link should be available. Clear indication of roadworks/ disruptions, also speed changes on city roads - dates on which all these apply
- events in Exeter at the next weekend. Info on cycling in the city e.g. cycle routes
- event listing
- doctor surgeries/pharmacies especially out of hours
- detailed info with dates on how public money is used and what was achieved with this money. Must be accurate²⁸⁷
- Cycle paths - if not already in there. Also events.

- councilors expenses: who vets them cost of the website who makes decisions update info on sprts dactivities road closures bus times criminal info that will aid police
- Couldn't see anywhere else to say this! But we already put out rubbish only every other week or so, and so would certainly welcome the development of this policy for everyone.
- churches catchment areas for school community centres
- changes to routines and lifestyle patterns to locals with a forum to argue this.
- change website colour
- building regulations applications and decisions, street sweeping and cleaning schedule (princes street currently neglected)
- Better to use the Exeter Citizen than forcing people to use the internet even if they dont want to.
- Agenda of council meetings road closures/ diversions
- Accomodation issues flats houses, travel transport information, climate change issues, looking after our planet, whats on information, for tourists visitors to our city
- ablt to purchase parking permits
- a map of exeter for downloading?
- 2 faults in 'Living in Exeter' negate benefits, though great idea in theory. For local alerts in 'Living in Exeter' -
- Other info useful on page would be :
- Houses with complaints against them for being nuisance neighbours
- -local elections, notification of when resident focus groups, forms, consultations are being held, for example we were told that locals were consulted about reversing pedestrianisation in exeter high street, but if it was advertised it was minimal...

