

By Roger Gough, Cabinet Member for Corporate Support Services & Performance Management  
Robert Hardy, Head of Performance, Improvement & Engagement

To: Corporate Policy Overview and Scrutiny Committee

Date: 8 April 2010

Subject: The Kent & Medway Citizens' Panel.

Classification: Unrestricted

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Summary: The purpose of this report is to inform CPOSC members about the establishment of the Kent & Medway Citizens' Panel, set out the current position regarding membership and partners and outline the proposed activities for 2010/11.

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## 1. HISTORY

1.1 The Kent & Medway Citizens' Panel was established in partnership between KCC and Kent Messenger Group with a county-wide survey carried out by Ipsos MORI between February and April 2008.

1.2 The objective in setting up the KMCP was to create a consultation mechanism that

- Covered the area of Kent plus Medway to ensure that Police and other strategic authorities could opt in
- Carried out surveys in a cost effective way, with partners sharing fixed costs
- Delivered results that were representative of the population at large.
- Acted as the appointed panel for the duty to involve under the Sustainable Communities Act 2007.

1.3 The proposal to create the Kent & Medway Citizens' Panel was developed by the Chief Executive as a partnership initiative of the Public Service Board, with funding through the Comprehensive Performance Assessment budget endorsed by the then Portfolio Holder for Corporate Services.

## 2. MEMBERSHIP

2.1 Membership of the new Panel was started with the Spring 2008 survey and recruitment has continued, including a £1,000 prize draw for new members which was run by Ipsos MORI. Currently membership stands at some 700.

2.2 In order to achieve around 1200 responses to surveys, the membership is boosted by up to 6,000 members of Ipsos MORI's Access Panel in Kent.

### 2.3 Recruitment to the KMCP continues

- Through the KMCP website operated by Ipsos MORI at [http://surveys.globalepanel.com/communities/default.aspx?p=p110689507&n=\(0%3a0-205450163%230%2c+238\)](http://surveys.globalepanel.com/communities/default.aspx?p=p110689507&n=(0%3a0-205450163%230%2c+238))
- by phone to Ipsos MORI on 020 7347 3176
- At events such as the County Show
- By leaflets available in libraries and other service outlets and at Local Board meetings.
- By invitation to Kent residents who are in touch with KCC, for instance through a service user group or with a complaint.

and an open invitation for Kent residents to join is contained on the **Your Council** page of KCC's website at [http://www.kent.gov.uk/your\\_council/have\\_your\\_say/kent\\_and\\_medway\\_citizens\\_panel.aspx](http://www.kent.gov.uk/your_council/have_your_say/kent_and_medway_citizens_panel.aspx)

2.4 There is no upper limit to the number of members the KMCP can accommodate and any ideas from CPOSC members about boosting the membership would be welcomed.

## 3. PARTNERSHIP

3.1 The partners to the original KMCP concept were KCC, KMG and Medway Council, with Ipsos MORI as the agency designated to carry out the research. From the outset, however, Medway Council were unable to commit to any expenditure and the initiative has proceeded without their participation.

3.2 Currently Kent Police and EKPCT are showing interest in collaborating and may become partners in future research. Further, invitations are being extended to some District Councils to explore opportunities for working together, to reduce consultation fatigue and create better value for money.

## 4. KMCP SURVEYS TO DATE

### 4.1 Baseline and recruitment survey February – April 2008

- Years lived in Kent and in current accommodation
- Likelihood of moving within and outside Kent
- Satisfaction with Kent as a place to live and with local neighbourhood
- Future change in Kent and in local neighbourhood
- Priorities for improvement in area
- Economic optimism
- Future of the British and Kent economy
- Future of personal financial circumstances and personal spending plans
- *Use of and preferences with local and national media*
- Use of technology and the internet
- *Awareness of Kent organisations*
- Social and "political" activity
- Community involvement and volunteering
- Contact with KCC
- Satisfaction with KCC, value for money and keeping residents informed.

The data collected established the baseline for the Kent & Medway Citizens' Panel and was shared with KMG. The results have been reported to Cabinet and officers and have provided context and background for consideration of target setting, performance management, policy development and resource prioritisation. Some of the questions anticipated topics covered in the Place Survey in autumn 2008 and provided valuable data in connection with LAA targets for national performance indicators (NIs).

#### 4.2 Snapshot survey November 2008

- Current economic situation
- Christmas shopping plans
- Cooking preferences

Part of the purpose of this survey was to keep in touch with Panel members. The results were shared with KMG and used to track residents' attitudes to the recession and likely behaviour in response.

#### 4.3 Follow up survey July 2009

- Satisfaction with Kent as a place to live
- Optimism for British economy
- Priorities for local area
- Satisfaction with KCC
- Use and rating of KCC services
- Operation Stack lorry park proposal
- Further education, career guidance, apprenticeships and post-16 education funding proposal

The results have been reported to Cabinet and officers and have provided context and background for consideration of target setting, performance management, policy development and resource prioritisation. In particular the results concerning Operation Stack together with those on further education, career guidance, apprenticeships and post-16 education informed and supported KCC's bid in August 2009 under the Sustainable Communities Act 2007.

### 5. PLANS FOR KMCP SURVEYS FOR 2010/11

5.1 Four surveys are planned for 2010.11, one each quarter covering use of and satisfaction with a selection of KCC's services together with overall satisfaction and contact with KCC and residents' perception of value for money.

5.2 The selection proposed for the services is

In April/May/June 2010 - Social care and health services

In July/August/September 2010 - Highways, recycling, regeneration, planning and waste services

In October/November/December 2010 - Children's, family and education services

In January/February/March 2011 - Information, cultural, recreational, democratic, financial, environmental, regulatory and community safety services

5.2 Also considered, although not currently scheduled, are any snapshot surveys on topical subjects or opinion polling in connection with the successor statements to Towards 2010 and Vision for Kent, and these are yet to be programmed.

5.3 Before these and future KMCP surveys are undertaken the purpose and timing of the research will be discussed with the Cabinet Member for Corporate Support and Performance Management and reported to Cabinet. After the research is completed the results will be discussed with the Cabinet Member and reported to Cabinet, with recommendations for action if appropriate.

## 6. RECOMMENDATIONS

Members are asked to:

- a) note the information contained in this report,
- b) provide any ideas they might have, for instance, for the recruitment of new Panel members or topics for future KMCP surveys.

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*Background Documents: Appendices 1,2 and 3 providing selected headline results from the three KMCP surveys*

*Other Useful Information: None*

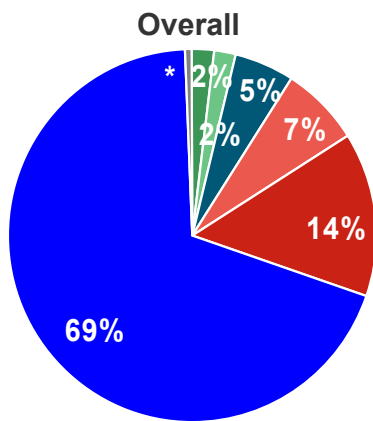
APPENDIX1 – KMCP survey results February – April 2008

Face to face survey, in home with 1,838 residents of Kent and Medway with results weighted to the true populations proportions across Kent.

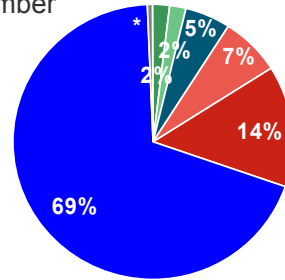
## Length of time lived in Kent

Q1. How long have you/your household lived in the County of Kent?

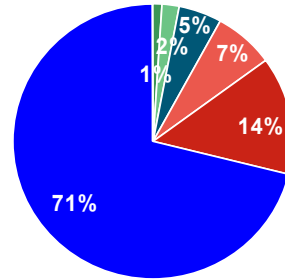
- % Under 1 year
- % 1-2 years
- % 3-5 years
- % 6-10 years
- % 11-20 years
- % 21 + years
- % Don't know/can't remember



KCC Area



Medway Area



Base: All (1,838), KCC Area (1,549), Medway Area (289)

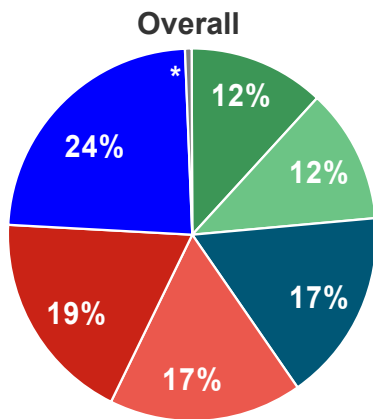
Ipsos MORI



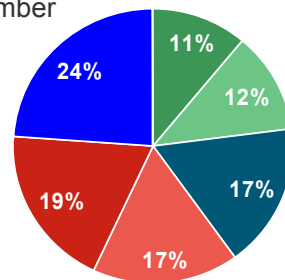
## Length of time lived in current accommodation

Q2. How long have you lived in your current house/flat?

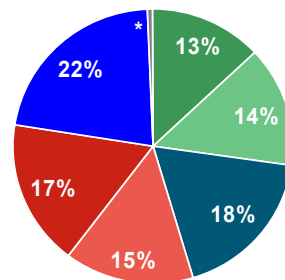
- % Under 1 year
- % 1-2 years
- % 3-5 years
- % 6-10 years
- % 11-20 years
- % 21 + years
- % Don't know/can't remember



KCC Area



Medway Area



Base: All (1,838), KCC Area (1,549), Medway Area (289)

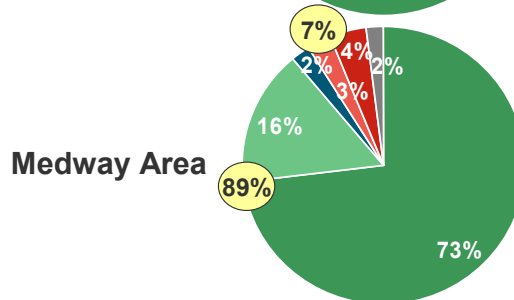
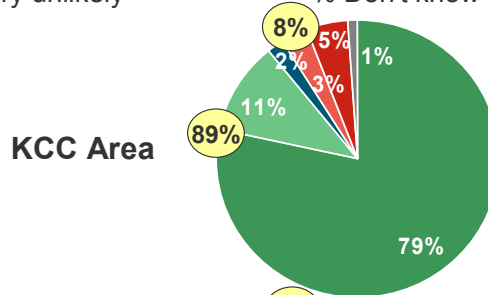
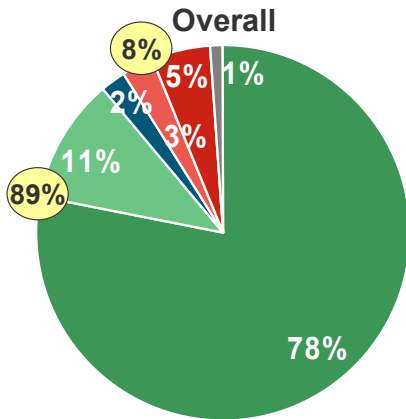
Ipsos MORI



## Likelihood of continuing to live in Kent

Q3a. And what do you think is the likelihood that you will continue living in the County of Kent for the next 5 years?

- % Very likely
- % Fairly likely
- % Neither / nor
- % Fairly unlikely
- % Very unlikely
- % Don't know



Base: All (1,838), KCC Area (1,549), Medway Area (289)

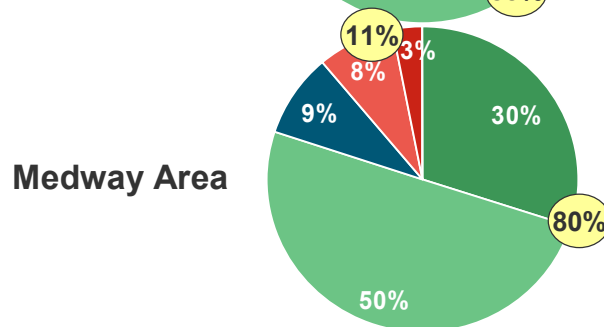
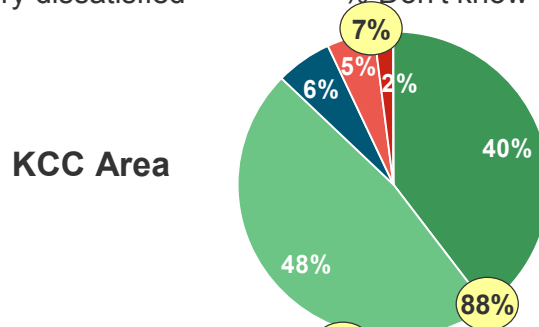
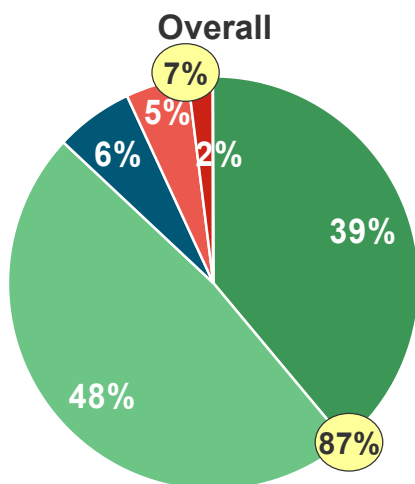
Ipsos MORI



## Satisfaction with Kent as a place to live

Q4. Overall, how satisfied or dissatisfied are you with Kent as a place to live?

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



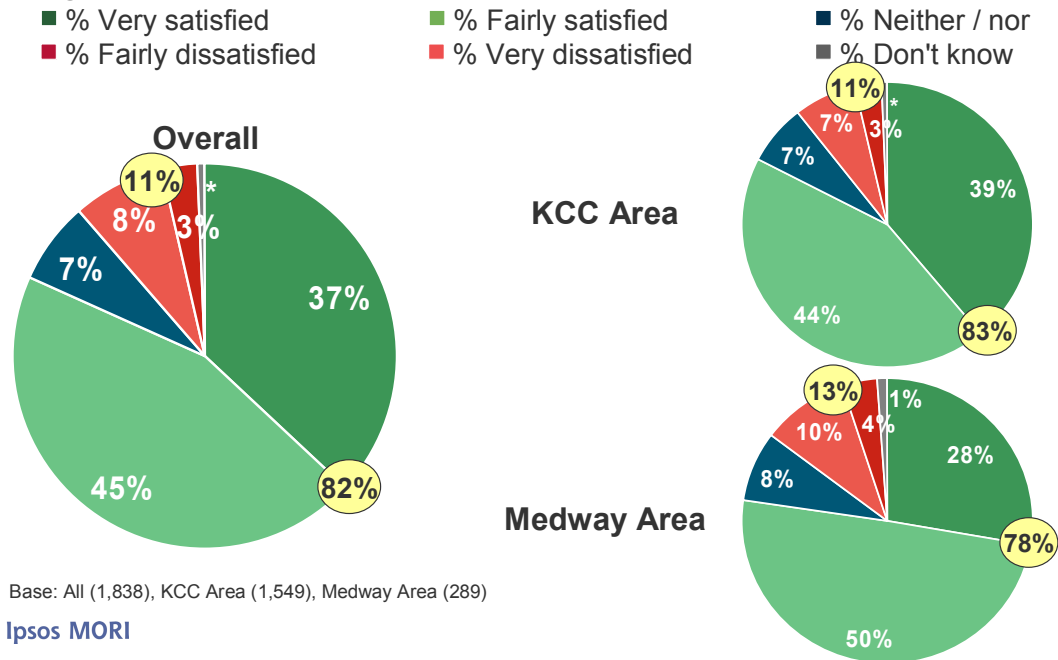
Base: All (1,838), KCC Area (1,549), Medway Area (289)

Ipsos MORI



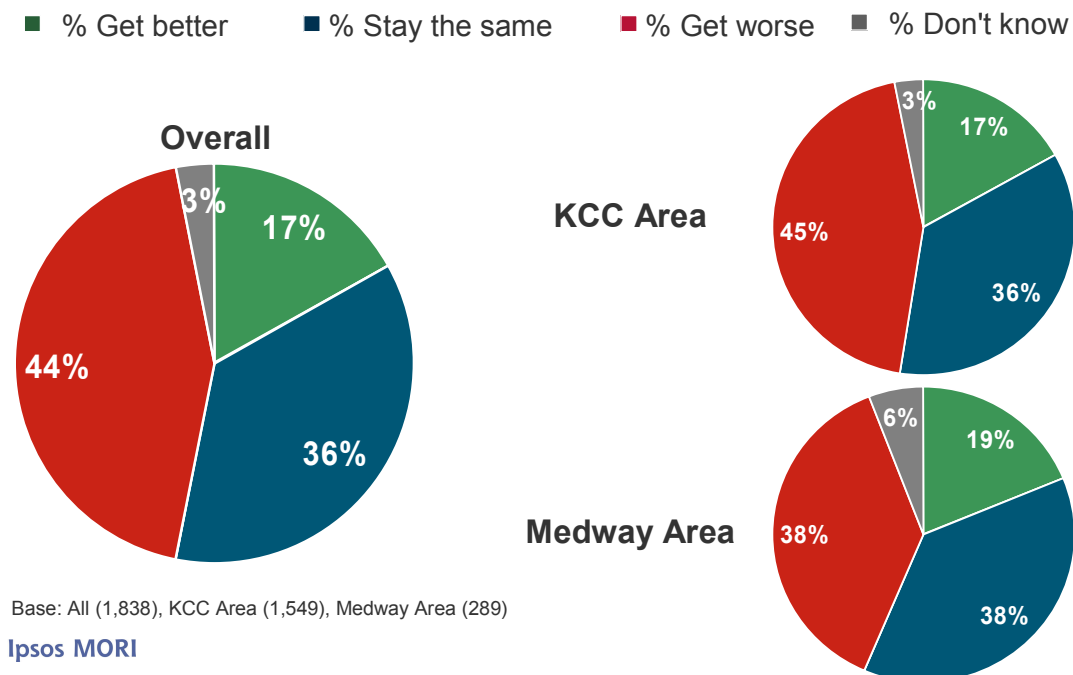
## Satisfaction with local neighbourhood as a place to live

Q6. Overall, how satisfied or dissatisfied are you with your local neighbourhood as a place to live?



## Future change in Kent

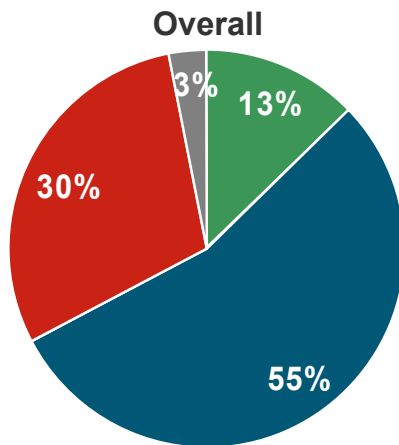
Q5. Thinking about the next two to three years, do you think Kent will get better or worse as a place to live, or will it not change much?



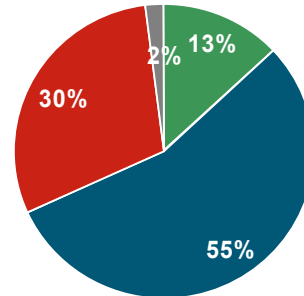
## Future change in the local neighbourhood

Q7. Thinking about the next two or three years, do you think your local neighbourhood will get better or worse as a place to live, or will it stay the same?

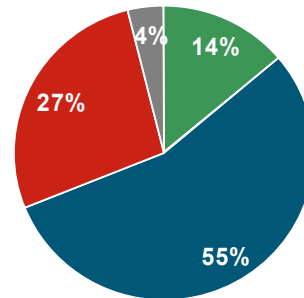
■ % Get better   ■ % Stay the same   ■ % Get worse   ■ % Don't know



KCC Area



Medway Area



Base: All (1,838), KCC Area (1,549), Medway Area (289)

Ipsos MORI



## Priorities in the area (spontaneous and prompted) – Summary

Q11/Q12a. Thinking about your local neighbourhood what, if anything, would you say most need improving?

Priority	Spontaneous		Spontaneous and prompted		% KCC Area		% Medway Area	
	%	%	%	%	%	%	%	%
Transport/roads	51%	79%	53	80	37	70		
Crime	31%	58%	31	57	29	62		
Public facilities	25%	53%	27	54	17	48		
Young people	22%	48%	23	48	16	46		
Environment	20%	49%	22	50	9	38		
Employment	14%	48%	15	47	10	53		
Housing	13%	38%	14	39	6	33		
Immigration/race relations	9%	27%	10	28	6	27		
Other	8%	9%	7	8	13	14		

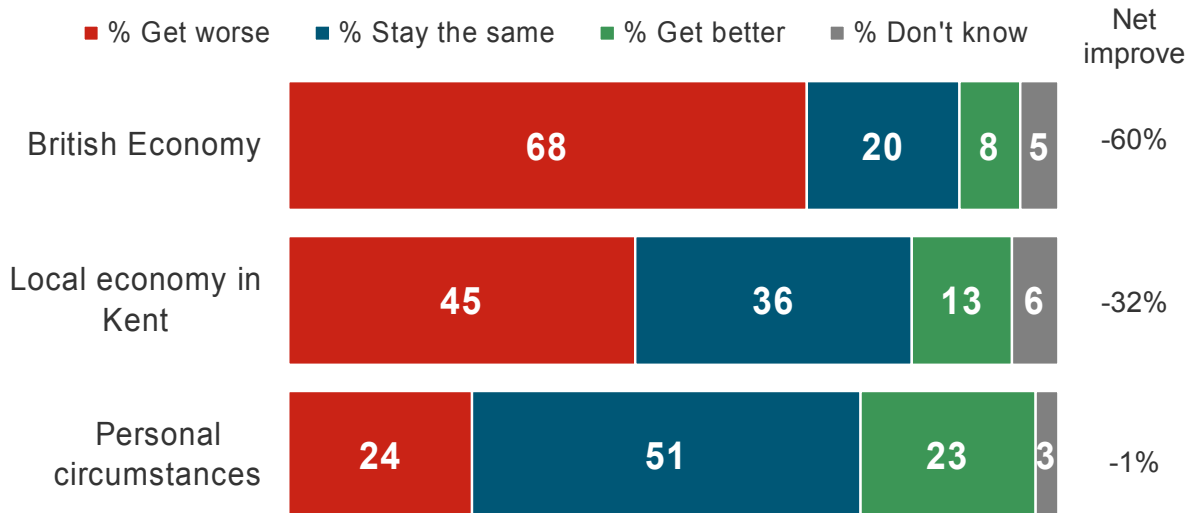
Base: All (1,838), KCC Area (1,549), Medway Area (289)

Ipsos MORI



## Economic Optimism – Summary

Q8/9/10. As a whole, do you think that the British economy/local economy in Kent/your own personal financial circumstances will improve, stay the same or get worse?



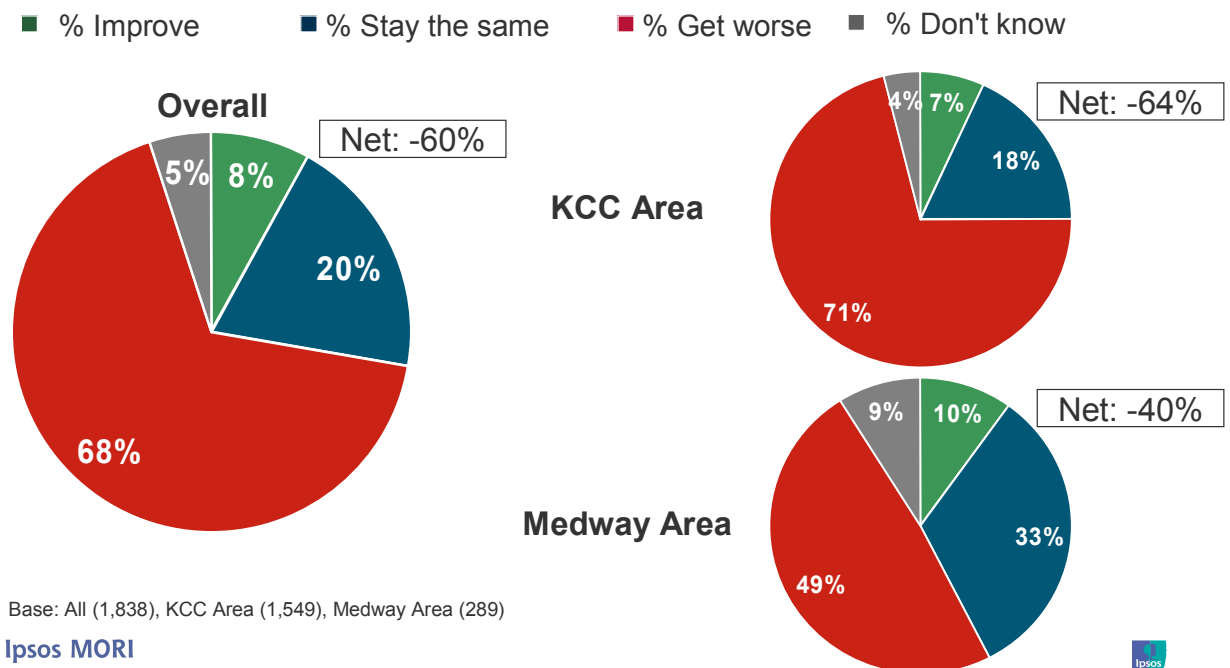
Base: All (1,838)

Ipsos MORI



## Future of the British economy

Q8. As a whole, do you think that the British economy will improve, stay the same or get worse over the next couple of years?



Base: All (1,838), KCC Area (1,549), Medway Area (289)

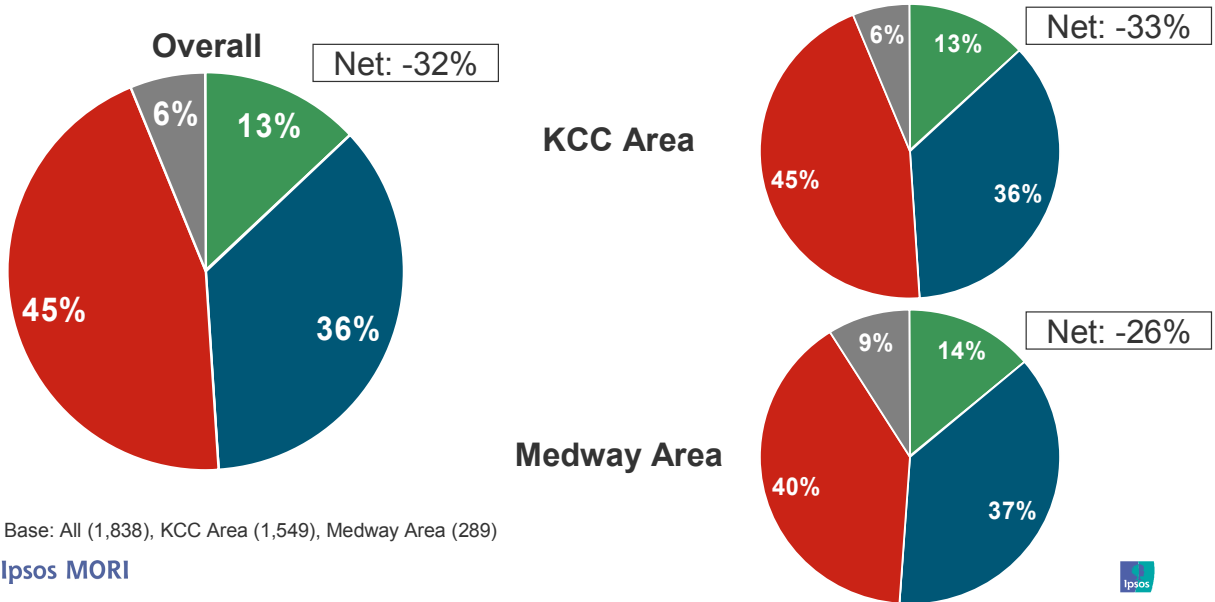
Ipsos MORI



## Future of the local economy in Kent

Q9. Do you think that the local economy in Kent will improve, stay the same or get worse over the next couple of years?

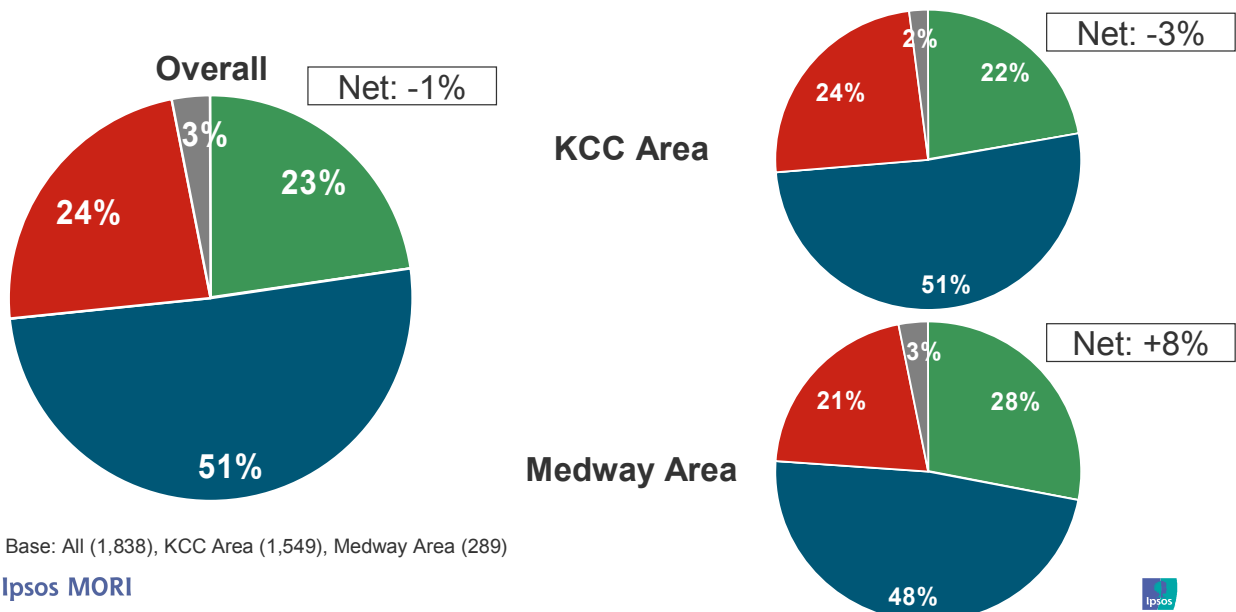
■ % Improve    ■ % Stay the same    ■ % Get worse    ■ % Don't know



## Future of personal financial circumstances

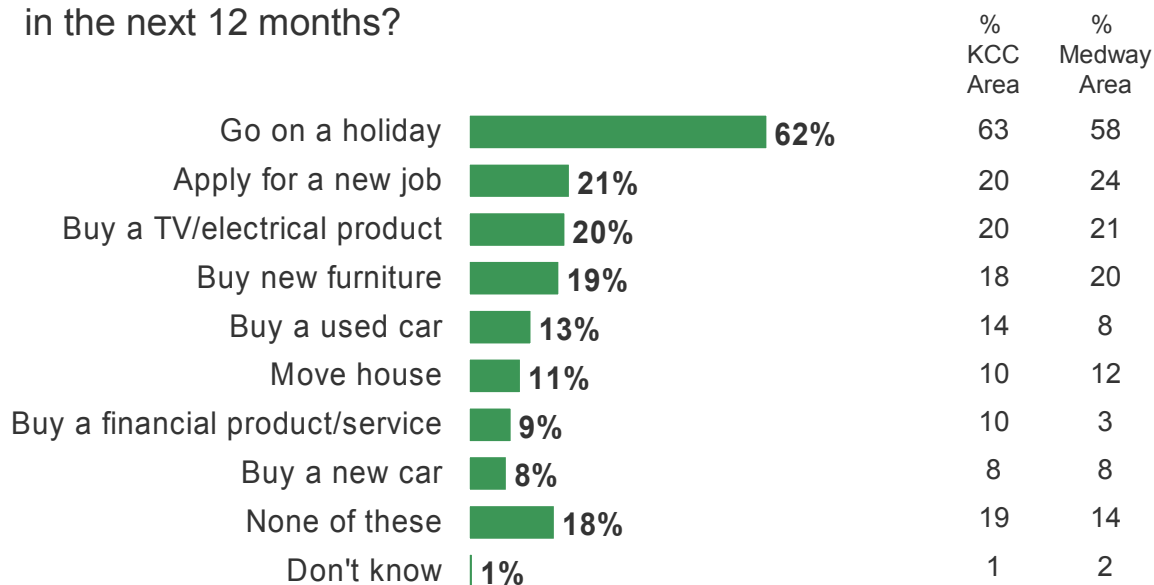
Q10. And do you think your own personal financial circumstances will improve, stay the same, or get worse over the next 12 months?

■ % Improve    ■ % Stay the same    ■ % Get worse    ■ % Don't know



## Future plans

Q26. Which, if any, of these do you think you will consider doing in the next 12 months?



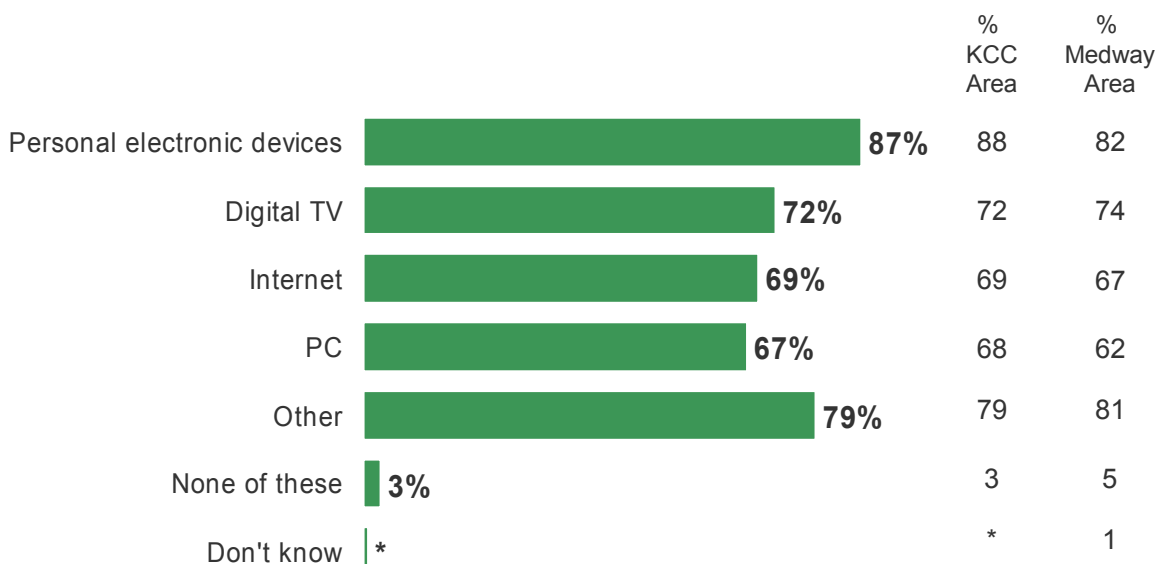
Base: All (1,838), KCC Area (1,549), Medway Area (289)

Ipsos MORI



## Use of technology – Summary

Q21. Which of these, if any, do you personally use ... ?



Base: All (1,838), KCC Area (1,549), Medway Area (289)

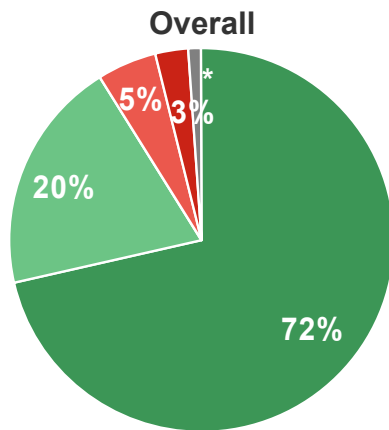
Ipsos MORI



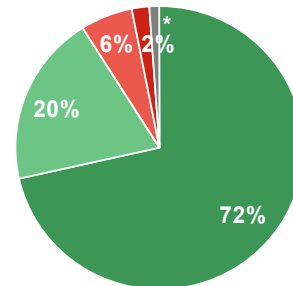
## Use of the Internet

Q22. Which of these best describes your use of the Internet? Please include all use of the internet, including sending and receiving emails.

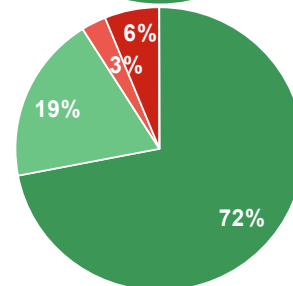
■ % Frequently ■ % Regularly ■ % Infrequently ■ % Occasionally ■ % Don't know



**KCC Area**



**Medway Area**



Base: All who use the Internet (1,223), KCC Area (1,038), Medway Area (185)

Ipsos MORI



## Taking part in activities

Q30. Which, if any, of these activities have you done or places have you been to in the last three months?

		% KCC Area	% Medway Area
<b>Top 10 responses</b>			
Watch TV	86%	86	84
Shop for food	84%	85	79
Read a newspaper	81%	82	74
Shop for clothing	74%	75	64
Read a magazine	71%	74	59
Cooked a meal from scratch	69%	70	63
Read a book	66%	68	54
Café or restaurant	66%	68	55
Pub or bar	55%	57	41
Had friends round	49%	50	43
DIY	41%	40	41

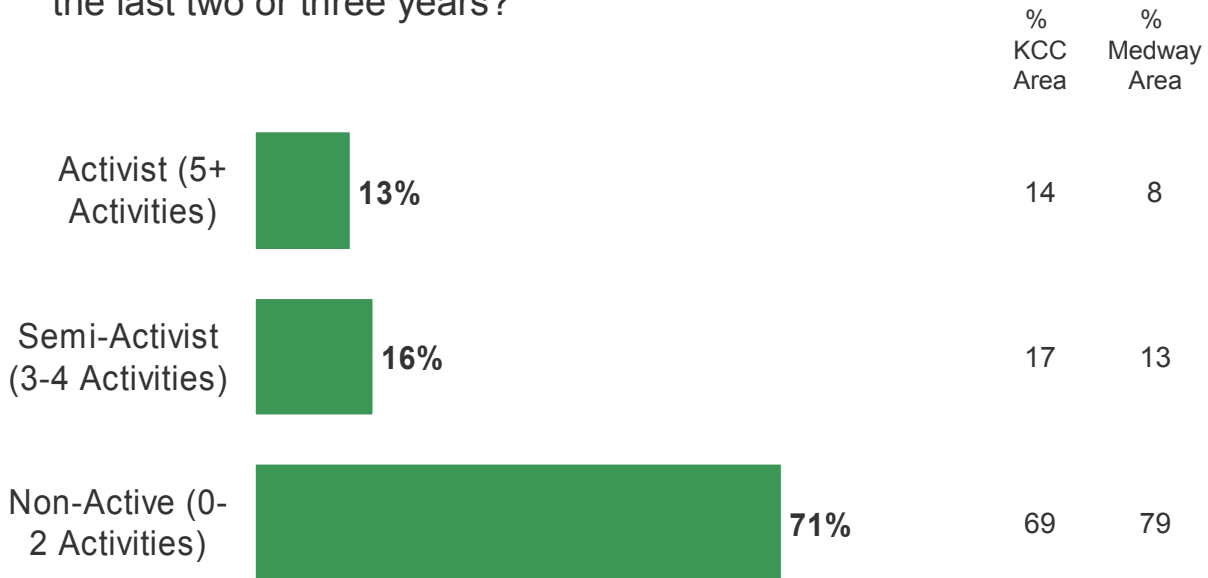
Base: All (1,838), KCC Area (1,549), Medway Area (289)

Ipsos MORI



## Political activity – Summary

Q31. And which, if any, of the things on this list have you done in the last two or three years?

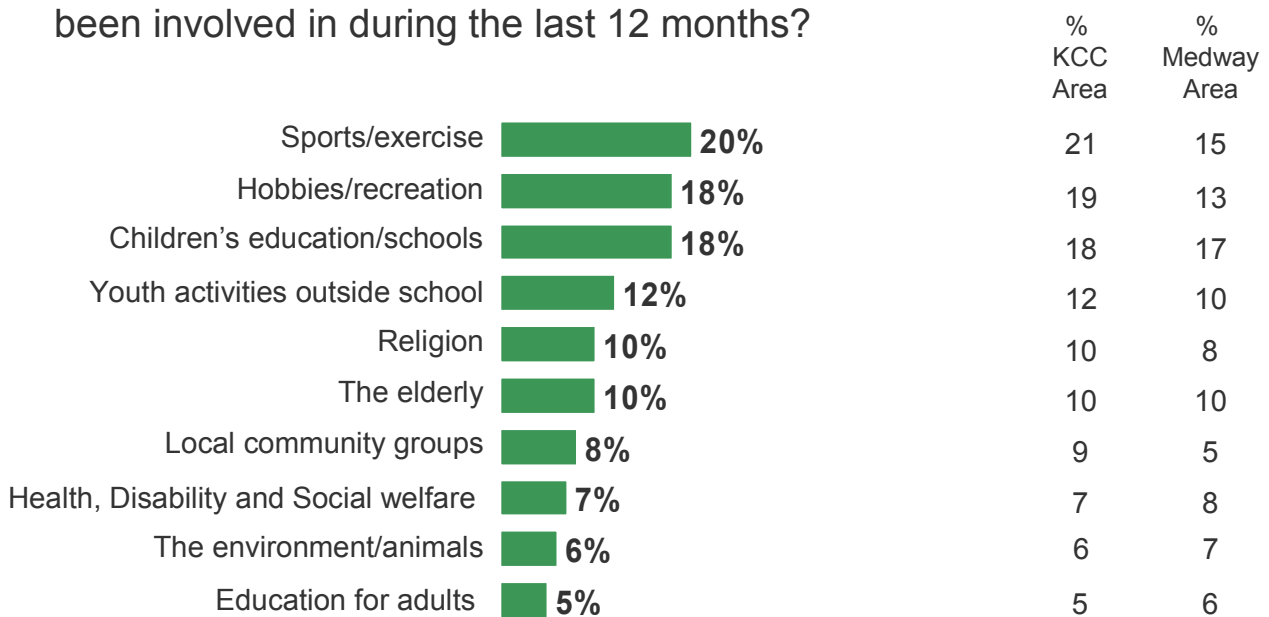


Base: All (1,838), KCC Area (1,549), Medway Area (289)  
Ipsos MORI



## Community involvement 1

Q32. Which of these groups, organisations or activities have you been involved in during the last 12 months?



Base: All (1,838), KCC Area (1,549), Medway Area (289)  
Ipsos MORI



## Community involvement 2

Q32. Which of these groups, organisations or activities have you been involved in during the last 12 months?

		% KCC Area	% Medway Area
Safety, First Aid	5%	5	4
Citizens' Groups	2%	2	2
Justice and Human Rights	2%	2	1
Politics	2%	2	2
Trade union activity	2%	2	1
Territorial Army (TA)	1%	1	1
Other	*	*	*
None of these	49%	48	53
Don't know	1%	*	1

Base: All (1,838), KCC Area (1,549), Medway Area (289)

Ipsos MORI



## Unpaid help to community groups 1

Q33. In the last 12 months have you given unpaid help to any groups, clubs or organisations in any of the following ways?

		% KCC Area	% Medway Area
Organising or helping to run an event	12%	13	8
Visiting people	11%	11	10
Raising or handling money	11%	12	7
Leading the group or organisation	8%	8	5
Providing transport	7%	8	5
Mentoring people	7%	7	6
Giving advice	7%	7	6

Base: All (1,838), KCC Area (1,549), Medway Area (289)

Ipsos MORI



## Unpaid help to community groups 2

Q33. In the last 12 months have you given unpaid help to any groups, clubs or organisations in any of the following ways?

		% KCC Area	% Medway Area
Secretarial work/admin	6%	7	4
Representing the group or organisation	5%	5	5
Campaigning on behalf of the group	4%	4	3
Other practical help	2%	2	1
Any other help	1%	*	2
None of these	65%	64	73
Don't know	1%	1	1

Base: All (1,838), KCC Area (1,549), Medway Area (289)

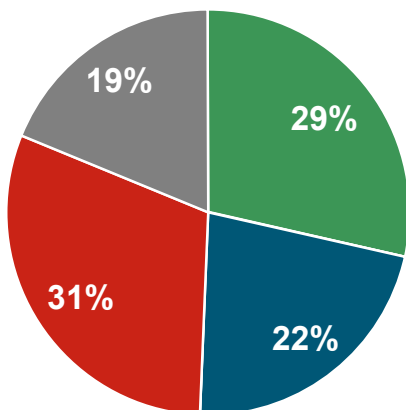
Ipsos MORI



## Time spent helping community groups – All

Q34. About how many times in the last 12 months have you generally done something to help this group(s)?

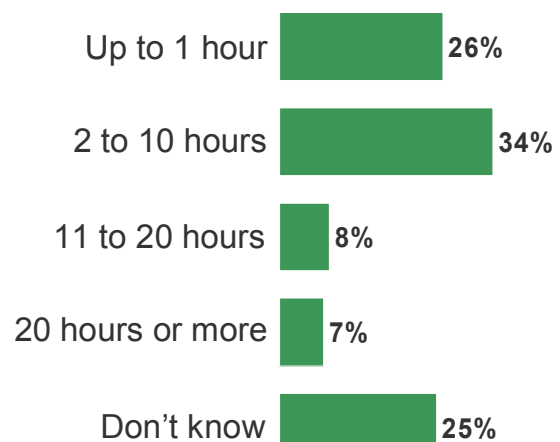
■ % At least once a week    ■ % Less often  
■ % At least once a month    ■ % Don't know



Base: All who have given help to an organisation in the last 12 months (1,014)

Ipsos MORI

Q35. Approximately how many hours have you spent helping this group(s) in the past 4 weeks?



Mean = 7.7 hours



## Recent contact with the Council

Q37. Have you or any other member of your family contacted KCC/Medway Council in the last 12 months?

	% Social Housing	% KCC Area	% Medway Area
<b>Yes</b>	<b>44</b>	<b>36</b>	<b>54</b>
Yes, by telephone	34	25	43
Yes, through the Internet	3	7	6
Yes, by mail	4	7	4
Yes, in person	11	5	11
Yes, via a Councillor	1	2	*
<b>No</b>	<b>55</b>	<b>63</b>	<b>45</b>
<b>Don't know</b>	<b>1</b>	<b>*</b>	<b>1</b>

Base: All (1,838), KCC Area (1,549), Medway Area (289), Social housing (287)

Ipsos MORI



## Main reasons for contacting the Council

Q38. Thinking about the last time you got in touch, what was your main reason for contacting KCC/Medway Council?

	% KCC Area	% Medway Area
Ask for information	33	20
Make a complaint	29	22
Report an issue or problem	20	27
Ask for advice/help	22	16
Apply for a service/register	10	33
Make a suggestion about a service	4	3
Book an appointment	3	5
Apply for a grant	3	1
Other	2	0
Don't know / Can't remember	1	2

Base: All who have contacted their Council (720), KCC Area (562), Medway Area (158)

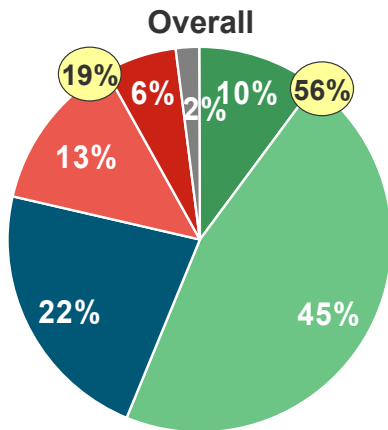
Ipsos MORI



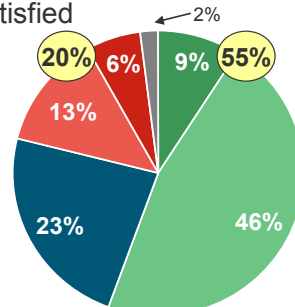
## Satisfaction with the way the Council does its job

Q39. Taking everything into account, how satisfied or dissatisfied are you with the way KCC/Medway Council does its job?

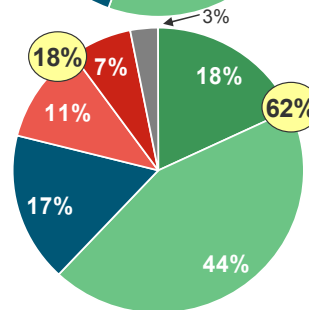
■ % Very satisfied   
 ■ % Fairly satisfied   
 ■ % Neither   
 ■ % Fairly dissatisfied   
 ■ % Very dissatisfied   
 ■ % Don't know



**KCC Area**



**Medway Area**



Base: All (1,838), KCC Area (1,549), Medway Area (289)

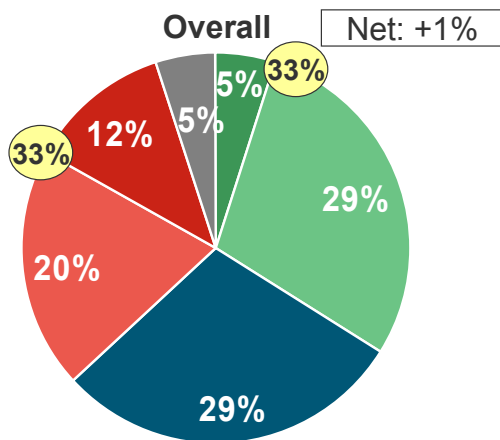
Ipsos MORI



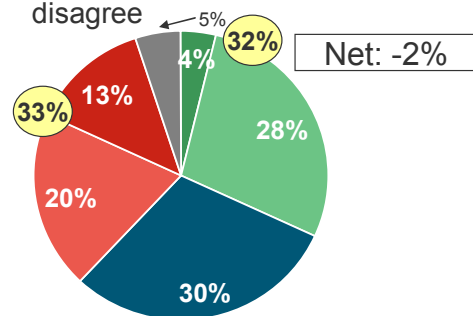
## The Council gives local people value for money

Q40. To what extent do you agree or disagree that "KCC/Medway Council gives local people value for money"?

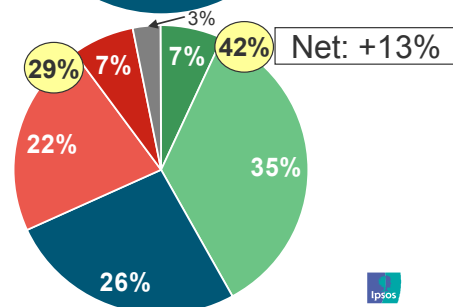
■ % Strongly agree   
 ■ % Tend to agree   
 ■ % Neither   
 ■ % Tend to disagree   
 ■ % Strongly disagree   
 ■ % Don't know



**KCC Area**



**Medway Area**



Base: All (1,838), KCC Area (1,549), Medway Area (289)

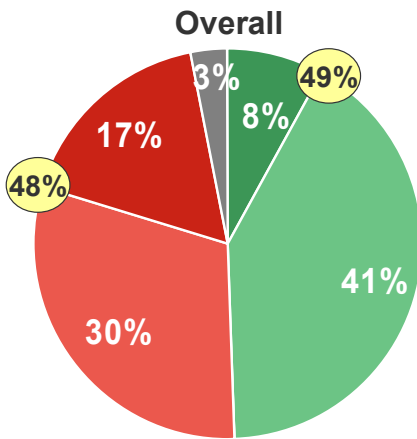
Ipsos MORI



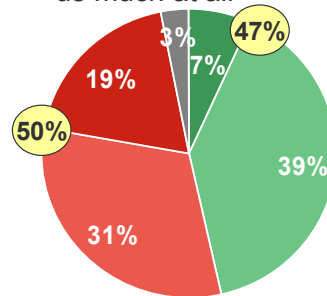
# The Council keeps residents informed

Q41. And how well, if at all, do you think KCC/Medway Council keeps residents informed about the services and benefits it provides?

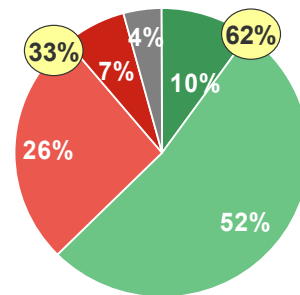
■ % Very well informed   
 ■ % Fairly well informed   
 ■ % Gives us only a limited amount of information   
 ■ % Doesn't tell us much at all   
 ■ % Don't know



KCC Area



Medway Area



Base: All (1,838), KCC Area (1,549), Medway Area (289)

Ipsos MORI



APPENDIX 2 – KMCP survey results November 2008

Results based on 378 respondents from e-mail questionnaires sent to 545 members of the KMCP, weighted to the known population profile.

**Current economic situation**

**Q1. Thinking about the economy in Kent, do you think this will improve, stay the same, or get worse in the next 12 months?**

	%
Improve	6
Stay the same	15
Get worse	76
Don't know	4

**Q2. How likely is it, if at all, that each of the following will affect you in the next 12 months?**

	Very likely	Fairly likely	Not very likely	Not at all likely	Not applicable	Don't know
	%	%	%	%	%	%
A worsening of my financial situation	20	40	31	5	*	4
Being made redundant or becoming unemployed	2	7	38	19	28	6
Being forced to leave my home due to falling behind on mortgage or rent payments	2	2	28	43	23	2

**Q3. To what degree would you say you are more or less aware of the money you are spending every month compared to a year ago?**

	%
A lot more aware	45
A little more aware	34
No more or less aware	21
A little less aware	*
A lot less aware	-
Don't know	-

**Q4. And to what extent do you agree or disagree with the following statements?**

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Not applicable %	Don't know %
My money doesn't stretch as far as it did a year ago	48	39	8	4	*	*	*
It has become part of my routine to compare online prices with those in the shops before making purchases	24	31	13	16	13	4	1
I have started buying own label/own brand products on staple food items	20	31	21	18	8	1	1
I buy more premium branded treats but offset this by choosing other lower priced items	1	15	25	37	19	2	1
I have started buying more supermarket own label/own brand products rather than the branded alternatives	21	34	17	21	7	1	*
I changed the supermarket I use as the prices at my old one were getting too high	8	15	17	29	28	3	-
I find myself using price comparison sites much more often before making purchases	15	29	14	22	16	4	*
I am buying more locally as I can't afford the petrol	6	18	27	32	11	6	-
I am buying less generally to reduce costs	15	44	18	18	5	1	-

**Q5.a Which, if any, of the following potential cost increases concern you the most?**

	%
Electricity / gas prices	57
Food prices	15
Petrol / diesel costs	13
Mortgage	10
Other	5
None of these	*
Don't know	-

**Q5.b And have you made any lifestyle changes as a result of these concerns?**

*Base: All who say they are concerned by a cost increase (373)*

	%
Yes – definitely	25
Yes – somewhat	54
No	21

**Q5.c And are you planning to make any lifestyle changes as a result of these concerns?**

*Base: All who say they are concerned by a cost increase (373)*

	%
Yes – definitely	23
Yes – somewhat	59
No	19

**Q6.a On which, if any, of the following items have you or members of your household recently reduced your spending?**

*Base: All who have made lifestyle changes (295)*

	%
Eating out	73
Clothes	63
Holidays (UK or abroad)	48
General entertainment	48
Christmas presents	47
Household food	46
Going to coffee bars and cafes	42
Donating money to charity	37
Going out with friends	37
Going to the pub	37
Cosmetics	23
Gym membership	23
Other	6
None of these	4
Don't know	-

Q6.b **And on which, if any, do you or other members of your household expect to reduce spending in the next 12 months?**

*Base: All who plan to make lifestyle changes (304)*

	%
Eating out	69
Christmas presents	55
Clothes	54
Holidays (UK or abroad)	52
General entertainment	49
Household food	41
Going to coffee bars and cafes	41
Going to the pub	40
Going out with friends	39
Donating money to charity	33
Cosmetics	25
Gym membership	22
Other	5
None of these	7
Don't know	2

## Holiday shopping

Q7. **During the Christmas season of 2008/9, to what extent do you think your household will spend more than last Christmas, less than last Christmas, or about the same amount as last Christmas?**

	%
A lot more	2
A little more	6
About the same amount	33
A little less	37
A lot less	21
Don't know	-
Not applicable	1

Q8. **Where are you planning on buying most of your Christmas presents this year?**

	%
Local shops	30
Online	29
A large shopping centre like Bluewater	13
Supermarket	6
Other	10
Don't know	11
Not applicable	2

Q9. **And how are you planning to pay for most of your Christmas purchases this year?**

	%
Debit card / cheque / cash	57
Credit card	30
Store card	1
Christmas club	1
Other	5
Don't know	3
Not applicable	2
I would prefer not to say	2

## Cooking

Q10. **How would you rate your cooking skills?**

	%
Gourmet	6
Competent	69
I can cook if I need to	23
I can't boil an egg	1
Other	1

Q11. **How often, on average, do you personally cook a meal 'from scratch'?**

	%
Every day	21
5 or 6 times per week	24
3 or 4 times per week	24
1 or 2 times per week	14
Less often than once per week	13
Never	5

Q12. **And do you think the current 'credit crunch' will encourage you to cook meals from scratch more often?**

*Base: All who do not cook from scratch every day (299)*

	%
Yes – definitely	15
Yes – probably	28
No – probably not	46
No – definitely not	6
Don't know	4

### APPENDIX 3 – KMCP survey results July 2009

Results based on 1,076 adults with interviews conducted online and data weighted to the known population profile of those in this audience.

**Q13. Overall, how satisfied or dissatisfied are you with Kent as a place to live?**

Single Response

	%
Very satisfied	24
Fairly satisfied	48
Neither satisfied nor dissatisfied	12
Fairly dissatisfied	11
Very dissatisfied	3
Don't know	2

**Q14. As a whole, do you think that the British economy will improve, stay the same or get worse over the next couple of years?**

Please select one answer only

Single Response

	%
Improve	37
Stay the same	28
Get worse	30
Don't know	4

**Q15. And which of the things listed below, if any, do you think most need improving about your local neighbourhood?**

**Please select all answers that apply**

Multiple Response

	%
<b>Young people</b>	<b>66</b>
Activities for teenagers/young people not having enough to do	66
<b>Crime</b>	<b>77</b>
Anti-social behaviour	60
Communities/lack of community spirit	42
Crime/level of crime	29
Lack of visible policing/policing	*
<b>Public facilities</b>	<b>78</b>
Child care	11
Cultural facilities (e.g. museums)	25
Facilities for young children/child care	24
Health services	31
Schools	20
Shopping facilities	29
Sports/leisure facilities	34
Public toilets	*
Shops/different shops other than Tesco's	*
<b>Housing</b>	<b>54</b>
House building/residential development	13
Housing which is affordable	49
More thought to go into planning/planning new building are ugly	*
<b>Employment</b>	<b>77</b>
Cost of living	47
Job prospects	55
Wage levels	35
<b>Environment</b>	<b>74</b>
Cleanliness of streets	39
Flooding/threat of flooding	11
Pollution/climate change	20
Recycling services	38
Weekly collection of waste	30
Enforcement of dog fouling penalties/dog mess	*
Litter	*
Allotments	*
Parks/keep green spaces	*
Noise pollution/airplane noise	*
<b>Transport/roads</b>	<b>87</b>
Parking – residents or public	42
Public transport	34
State of the roads	58
State of the pavements	38
Traffic/road congestion/volume of traffic	43
Cycle lanes/better facilities for cycling/promotion of cycling/off-road cycling	*

**Q15. And which of the things listed below, if any, do you think most need improving about your local neighbourhood?**  
(Cont)

**Please select all answers that apply**

Multiple Response

	%
<b>Immigration/race relations</b>	<b>45</b>
Asylum/immigration	39
Race relations	14
<b>Other</b>	<b>3</b>
Criticism of council/KCC	*
Other	2
Don't know/can't remember	1

**Q16. Taking everything into account, how satisfied or dissatisfied are you with the way Kent County Council does its job?**

**Please select one answer only**

Single Response

	%
Very satisfied	3
Fairly satisfied	39
Neither satisfied nor dissatisfied	32
Fairly dissatisfied	18
Very dissatisfied	6
Don't know	2

**Q17. Which, if any, of the following Kent County Council Services do you or any other member of your household use or benefit from?**

**Please select all answers that apply**

Multiple Response

	%
Adult education	11
Arts activities	7
Country parks	41
Disabled sport service	2
Free school meals	4
Galleries and museums	22
Libraries	51
Primary education	16
Recycling facilities at local tips	60
Secondary education	18
Social care – services for older people, disabled people, people with mental health problems and children and families, including both residential care and home support, as well as fostering and adoption services	8
Subsidised bus travel	15
Transport assistance to school or college	6
None of these	12
Don't know	3

**Q18. Overall, how would you rate the services you have received from Kent County Council in the last 12 months?**

**Please select one answer only**

Single Response

	%
Very good	7
Fairly good	42
Neither good nor poor	29
Fairly poor	10
Very poor	5
Don't know	2
Have not used any Kent Council County services	5

Turning to a different subject area

**Q20.** On average how often, if at all, do you travel along the M20 between Junctions 8-9 and 11-11a or the A20 between Maidstone and Ashford either:

- a) as a driver in a car or other motor vehicle?
- b) as a passenger in a car or other motor vehicle?

Please select one answer on each row

Single Response

	<b>Q8a Driver</b>	<b>Q8b Passenger</b>
	%	%
Every day	4	1
Every few days	6	4
About once a week	6	5
About once a fortnight	7	6
About once a month	12	12
About once every 6 months	17	18
About once a year	6	7
Less frequently	11	19
Never	26	24
Don't know	4	4

**Q21.** We would now like ask you some questions relating to traffic using the Channel Tunnel and cross Channel ferries from Dover.

**When services through the Channel Tunnel or using the cross Channel ferries are cancelled due to events such as emergencies, strike action or bad weather conditions, lorries and other large vehicles being held up as a result park on the M20 and local traffic is diverted along the A20. This process is known as 'Operation Stack'. How familiar are you with 'Operation Stack'?**

Single Response

	%
Know a great deal about it	18
Know a fair amount about it	34
Know a little about it	28
Heard of it but know nothing about it	8
Never heard of it	10
Don't know	1

**Q22. Which, if any, of the following people do you think have been inconvenienced by 'Operation Stack'?**

**Please select all answers that apply**

Multiple Response

	%
I have personally	34
Another member of my household has	19
A member of my family has	25
A friend of mine has	34
A work colleague has	28
Somebody else you know personally has	17
Lorry drivers	*
Emergency vehicles/police/ambulance/fire brigade	1
General public/residents/neighbours/commuters	*
Companies/businesses	*
Delivery drivers	*
Everybody	*
Other people	1
Nobody I personally know has been inconvenienced by 'Operation Stack'	31
Don't know	7

Base: All have experience of or who know somebody who has been inconvenienced by Operation Stack (670)

**Q23. In what ways have you or anybody else you know been inconvenienced as a direct result of 'Operation Stack'?**

**Please select all answers that apply**

Multiple Response

	%
Held up in traffic	77
Late for an appointment or meeting	32
Late for work	39
Late for school	5
Late home	57
Late for something else	21
Changed route	*
Late/nearly late for ferry/Eurotunnel	*
Other	3
Don't know	1

**Q24. How serious a problem do you think 'Operation Stack' is for the following people or businesses, or do you not think it is a problem at all?**

- a) For residents in Kent?  
b) For local businesses in Kent?

Please select one answer on each row

Single Response

	<b>Q12a Residents</b>	<b>Q12b Local businesses</b>
	<b>%</b>	<b>%</b>
Very serious problem	24	39
Fairly serious problem	39	36
Not a very serious problem	25	13
Not a problem at all	1	1
Don't know	11	11

**Q25. Who do you think should be responsible for solving the problem of 'Operation Stack' and pay for a solution?**

Please select all answers that apply

Multiple Response

	<b>%</b>
The British Government	54
Kent Police	14
Kent County Council	27
Port Authorities	34
The French Government	51
The private sector	7
Levy on vehicles crossing the channel	*
EU/EEC/European government	*
Tax/toll on foreign lorries	1
Lorry companies	*
People who cause it	1
Funded in another way	2
Don't know	12

**Q26 Which, if anything, have you heard about Kent County Council's proposals to develop a 3,000 lorry parking area adjacent to the M20?**

Please select all answers that apply

Multiple Response

	<b>%</b>
That Kent County Council is proposing a lorry park	46
The proposed site of the lorry park	32
The estimated cost of the lorry park	10
Don't know about the proposal	38
Other	1
Don't know	6

**Q27. Kent County Council proposes to solve the problems caused by ‘Operation Stack’ by creating a lorry park capable of providing up to 3,000 lorry parking places. This lorry park will be located in an area off the M20, and will mean that lorries no longer have to park on the M20 when the ferry ports and channel tunnel are closed. To what extent would you support or oppose Kent County Council’s proposal to create such a lorry park?**

**Please select one answer only**

Single Response

	%
Strongly support	25
Tend to support	48
Tend to oppose	11
Strongly oppose	7
Don’t know	10

**Q28. Currently, central Government’s policy is that a lorry park, such as the one proposed by Kent County Council, is to be funded by the private sector. Do you think that central Government should pay for all, some, a little or none of the cost to create and run such a lorry park?**

**Please select one answer only**

**Central Government should pay...?:**

Single Response

	%
All of the costs	27
Some of the costs	44
A little of the costs	11
None of the costs	10
Don’t know	8

Base: All who think the private sector should be responsible for solving the problem of ‘Operation Stack’ and pay for the solution (76)

**Q29.** You answered that you thought the private sector should be responsible for solving the problem of 'Operation Stack' and pay for the solution. If the private sector will not pay for the creation and running of the lorry park to help solve 'Operation Stack', which, if any of the following do you think should pay, or do you think that the lorry park should not be built?

Please select all answers that apply

Multiple Response

	%
The British Government	52
Kent Police	9
Kent County Council	33
Port Authorities	50
The French Government	40
Do not think the lorry park should be created	12
Don't know	4
Not stated	1

**Q30.** In 2007, central Government introduced the Sustainable Communities Act for local communities. This provides a way for local people in Kent to ask central Government to take action to improve the economic, social or environmental well-being of local communities. If local people decide what they think needs to be done to promote the sustainability of their area the local councils submits a proposal and, if accepted, it is funded by central Government.

Do you think that Kent County Council's proposal to create and run a lorry park for 3,000 lorries to help solve 'Operation Stack' should be submitted through the Sustainable Communities Act, or not?

Please select one answer only

Single Response

	%
Kent County Council's proposal should be submitted through the Sustainable Communities Act	57
Kent County Council's proposal should <u>not</u> be submitted through the Sustainable Communities Act	16
Don't know	27

**We would now like to ask you some questions about the Further Education System**

**Q31.** I would now like to ask you your views on the Further Education System (FE) as a whole. By FE I mean all post-16 provision offered by further education colleges, private training providers, employers, adult education or community providers and school 6<sup>th</sup> forms. It excludes training and education provided by universities.

**Do you know any young people who are currently going through, or have gone through the post-16 education and training system in Kent in the last five years? If so, who are they?**

**Please select all answers that apply**

Multiple Response

	%
I have gone through the system myself	14
My children have gone through the system	14
I know other young people who have gone through the system	26
I do <u>not</u> know anybody who has gone through the system in the last five years	47
Don't know	7

**Q32** **What level of knowledge or understanding would you say you have about the Further Education system? Would you say you have...?**

**Please select one answer only**

Single Response

	%
A very detailed level of understanding	8
A fairly detailed level of understanding	26
A patchy level of understanding	36
Only a little understanding	20
No understanding at all	8
Don't know	4

**Q33. Overall, how satisfied or dissatisfied are you with the Further Education provision in your local area – that is all post -16 education and training apart from those provided by universities?**

**Please select one answer only**

Single Response

	%
Very satisfied	7
Fairly satisfied	30
Neither satisfied nor dissatisfied	29
Fairly dissatisfied	9
Very dissatisfied	2
Don't know	23

**Q34. To what extent do you think the current provision of independent careers advice and guidance for young people aged 16 years and over is good or poor?**

**Please select one answer only**

Single Response

	%
Very good	4
Fairly good	21
Neither good nor poor	23
Fairly poor	17
Very poor	6
Don't know	28

**Q35. Who do you think is currently responsible for provision of independent careers advice and guidance for young people in Kent aged 16 – 18?**

**Please select all answers that apply**

Multiple Response

	%
The National Government	19
SEEDA (South East England Development Agency)	11
A regional organization that covers the south east of England	16
Kent County Council	42
Connexions	2
Schools/colleges/educational establishments	1
Learning & skills council	*
Other	1
Don't know	34

**Q36. Who do you think should be responsible for provision of independent careers advice and guidance for young people in Kent aged 16 – 18?**

**Please select all answers that apply**

Multiple Response

	%
The National Government	32
SEEDA (South East England Development Agency)	17
A regional organization that covers the south east of England	26
Kent County Council	49
Connexions	*
Schools/colleges/educational establishments	1
Learning & skills council	*
Independent careers service/job centre agency	*
Parents	*
Independent organization/separate body	*
Private sector	*
Other	*
Don't know	20

**Q37. Thinking now about apprenticeships. Who do you think is currently responsible for funding and managing apprenticeships in Kent?**

**Please select all answers that apply**

MP

	%
The National Government	21
Learning and Skills Council	41
Kent County Council	21
Companies/employers/private sector	1
None	*
Other	*
Don't know	33
Not stated	*

**Q38. Who do you think should be responsible for funding and managing apprenticeships in Kent?**

**Please select all answers that apply**

Multiple Response

	%
The National Government	39
Learning and Skills Council	45
Kent County Council	37
Business/companies/employer/local business/private companies	2
Other	*
Don't know	18

**Q39. Who do you think is currently responsible for funding and managing post-16 education in Kent?**

**Please select all answers that apply**

Multiple Response

	%
The National Government	21
Learning and Skills Council	23
Kent County Council	44
Connexions	*
Other	*
Don't know	31

**Q40. Who do you think should be responsible for funding and managing post-16 education in Kent?**

**Please select all answers that apply**

Multiple Response

	%
The National Government	44
Learning and Skills Council	35
Kent County Council	46
Individuals and self finance	*
Other	1
Don't know	19
Not stated	*

**Q41.** To recap, in 2007, central Government introduced the Sustainable Communities Act for local communities. This provides a way for local people in Kent to ask central Government to take action to improve the economic, social or environmental well-being of local communities. If local people decide what they think needs to be done to promote the sustainability of their area the local councils submits a proposal and if accepted, is funded by central Government.

**Do you think that Kent County Council should ask the Government to provide funding through the Sustainable Communities Act to enable Kent County Council fund and manage post-16 education for Kent's young people?**

**Please select one answer only**

Single Response

	%
Definitely should	24
Probably should	47
Probably should not	10
Definitely should not	3
Don't know	16

**Q42.** Central Government has set a target of a fourfold increase in the proportion of post-16 years olds entering an apprenticeship. To what extent do you support or oppose this policy, or do you have no views either way?

**Please select one answer only**

Single Response

	%
Strongly support	31
Tend to support	41
Tend to oppose	4
Strongly oppose	2
No views either way	7
Don't know	15