



Resident Survey

2017

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Methodology

Maidstone Borough Council undertook a consultation between 21 June and 20th August 2017.

The survey was carried out online and by post, with a direct email to approximately 9,000 customer who had consented to being contacted by email and was promoted on the Council's website, social media and in the local press and a mailed paper copy was sent to a random sample of 6,100 households on the Council Tax Register, this was a one off mailing with no reminders. In addition paper copies were also handed out at engagement days held at various locations around the borough. An incentive prize of £100 shopping vouchers was offered to boost returns.

The survey was open to all Maidstone Borough residents aged 18 years and over. Data has been weighted according to the known population profile to counteract non-response bias (weighting was applied to 2008 responses where both questions on gender and age were answered). The weighting profile is based on the 2016 mid-year ONS population estimates. However, the under-representation of 18 to 24 year olds means that high weights have been applied to responses in this group, therefore results for this group should be treated with caution. It should also be noted that respondents from BME backgrounds are slightly under-represented at 4.1% compared 5.9%¹ in the local area.

The economically active group includes respondents in employment (full, part-time or self-employed) or who are looking for work.

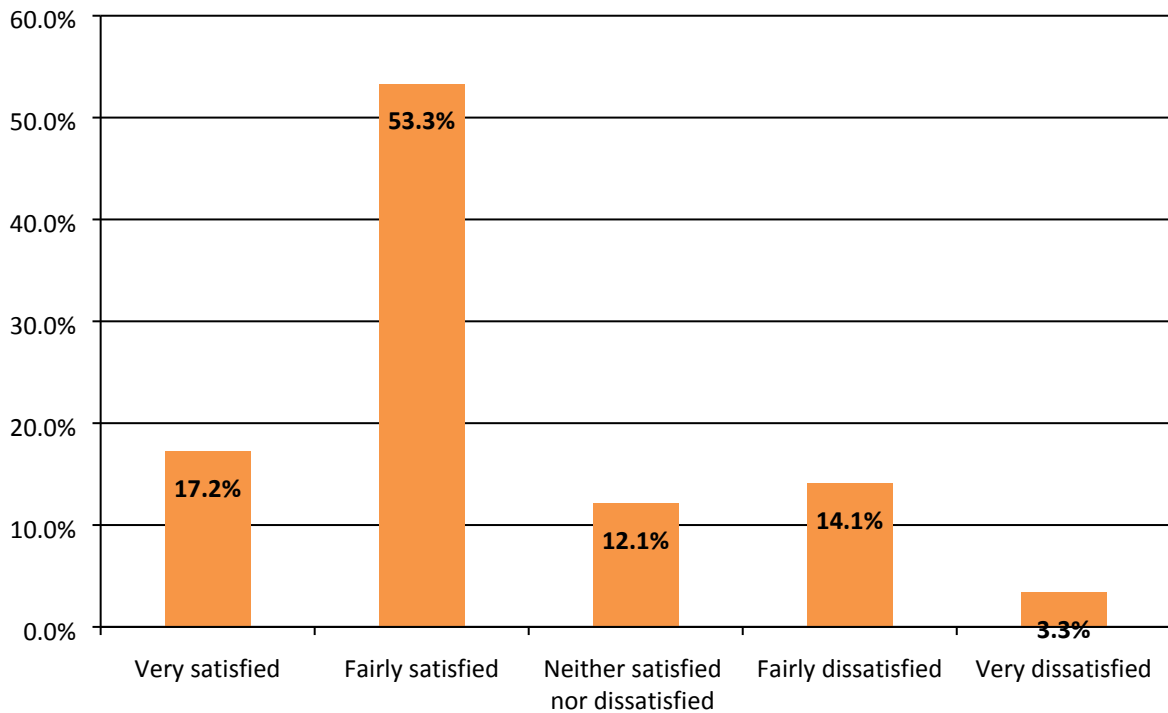
A total of 2350 people responded to the questionnaire, this report discusses the weighted results. Please note not every respondent answered every question therefore the total number of respondents refers to the number of respondents for the question being discussed not to the survey overall.

With a total of 2,350 responses to the survey, the overall results in this report are accurate to $\pm 2.0\%$ at the 95% confidence level. This means that we can be 95% certain that the results are between $\pm 2.0\%$ of the calculated response, so the 'true' response could be 2.0% above or below the figures reported (i.e. a 50% agreement rate could in reality lie within the range of 48% to 52%).

¹ 2011 Census

Council Satisfaction

How satisfied or dissatisfied are you with your local area as a place to live?

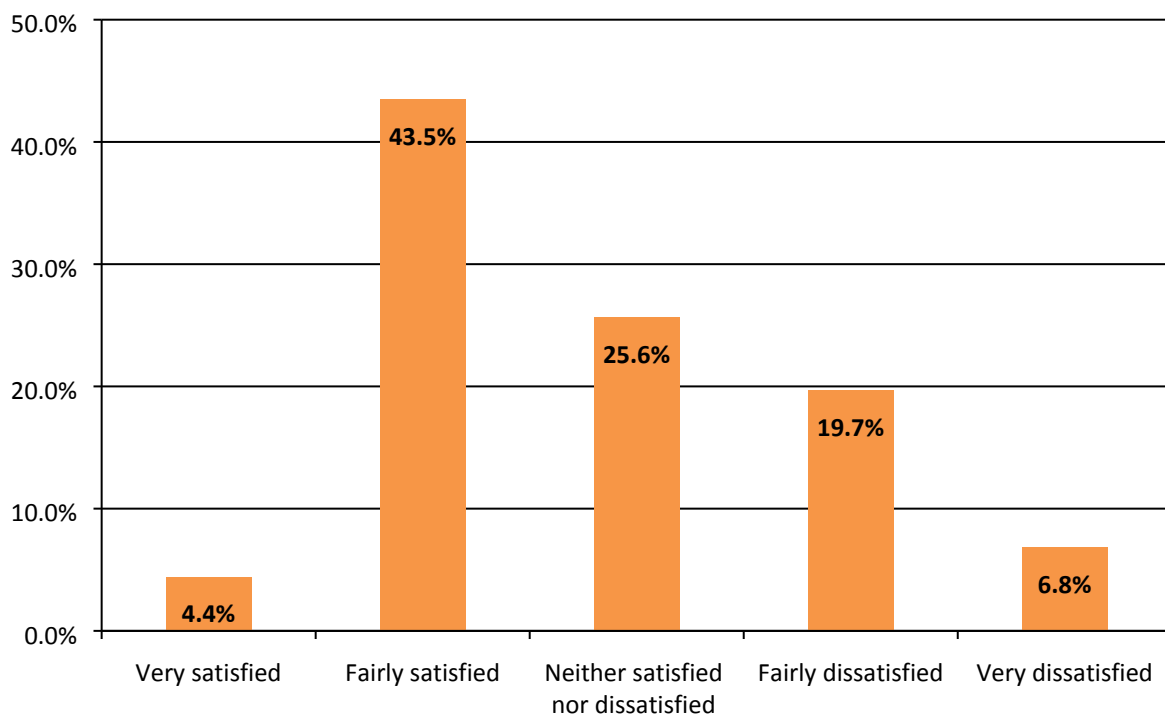


Overall, 70.5% of respondents were very or fairly satisfied with their local area as a place to live. The fairly satisfied was the most common response, with the majority of responses in this answer choice.

There is a gap of 13.2% between the age group with the greatest level of satisfaction (35 to 44 year olds) and that with the lowest (18 to 24 year olds). Almost one in four respondents in the 18 to 24 years group were very or fairly dissatisfied. Respondents in the group 25 to 34 years had the greatest proportion of respondent that were neither satisfied nor dissatisfied at 15.8%.

Percentage Satisfied	
Age	
- 18 to 24 years	62.2
- 25 to 34 years	67.5
- 35 to 44 years	75.4
- 45 to 54 years	70.2
- 55 to 64 years	72.7
- 65 to 74 years	70.0
- 75 years and over	73.4
Gender	
- Male	68.7
- Female	72.2
Ethnicity	
- White groups	71.1
- BME groups	70.9
Disability	
- Yes	64.5
- No	72.0
Economic Situation	
- Economically active	72.1
- Economically inactive	66.2

How satisfied or dissatisfied are you with the way Maidstone Borough Council runs things?



Overall, 47.9% of respondents were very or fairly satisfied with the way the Council runs things. The most common response was fairly satisfied with 43.5% of respondents selecting this answer. However, just over one in four respondents said they were very or fairly dissatisfied with the way the Council runs things.

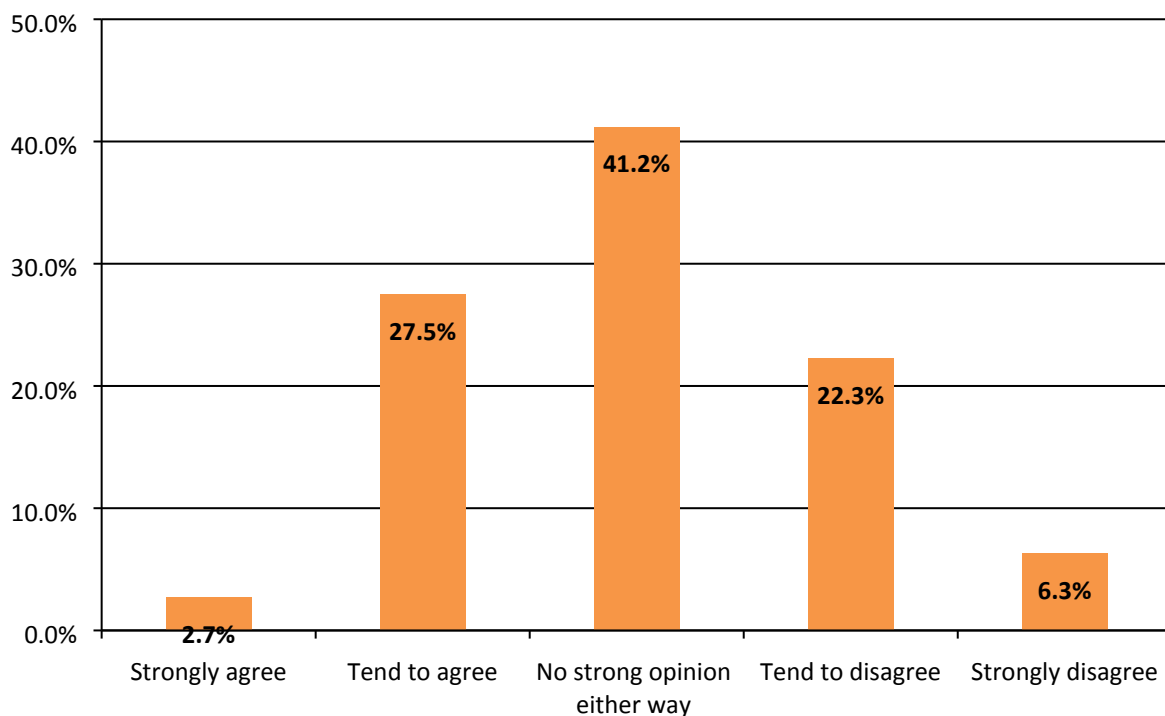
There is an 18.7% gap between the age group with the highest level of satisfaction (18 to 24 year olds) and that that with the lowest level (65 to 74 year olds).

There is an 8% difference in satisfaction between respondents that are economically active and those that are economically inactive. Inactive respondent were 5% more likely to respond that they are very or fair dissatisfied.

There is a 6.6% difference in the satisfaction levels between respondents from white groups and those from BME groups. Although both groups have a comparable proportion of people that are dissatisfied when compared to the overall result respondents from BME groups were more likely to say they have no strong opinion either way than those from white groups.

Percentage Yes	
Age	
- 18 to 24 years	61.5
- 25 to 34 years	48.2
- 35 to 44 years	51.3
- 45 to 54 years	43.5
- 55 to 64 years	44.4
- 65 to 74 years	42.8
- 75 years and over	48.8
Gender	
- Male	47.3
- Female	48.4
Ethnicity	
- White groups	48.1
- BME groups	41.5
Disability	
- Yes	42.9
- No	49.2
Economic Situation	
- Economically active	49.7
- Economically inactive	41.7

To what extent do you agree or disagree that Maidstone Borough Council provides good value for money



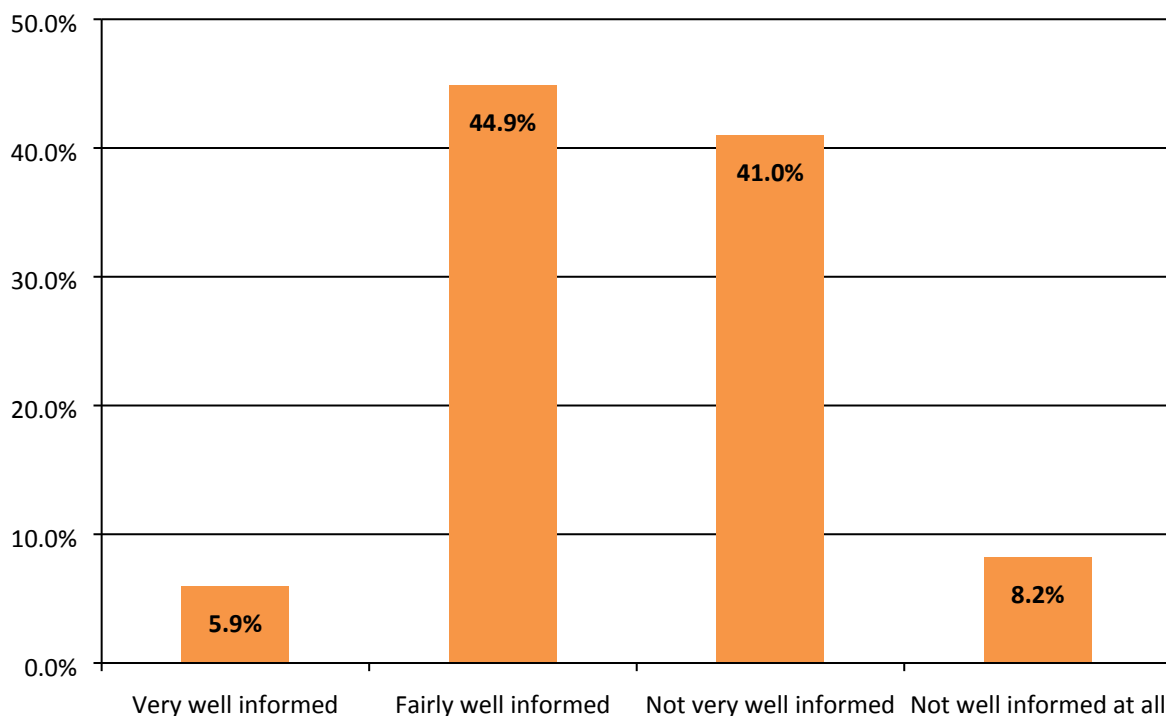
Overall, 30.2% of all respondents either strongly or tended to agree that the council provides good value for money. The most common response was no strong opinion either way with 41.2% selecting this response and more than one in four respondents said they disagreed with the statement that the Council provides good value for money.

Across the age groups, the 25 to 34 year olds have the greatest level of agreement at 35.5% and the 55 to 64 year olds have the lowest level of agreement at 25.03%. The 55 to 64 year olds have the greatest proportion of respondents that have no strong opinion either way at 47.0%, while the 18 to 24 year olds have the greatest proportion of respondents that disagree that the Council provides good value for money. Overall that is a 10.2% between the age group with the highest and that with the lowest levels of agreement.

There is a 6.2% difference in the proportion of respondents agreeing between those that are economically active and those who are not. While both have comparable proportions disagreeing at 28.4% and 28.5% respectively, there is a greater proportion of respondents in the economically inactive group that have no strong opinion either way.

Percentage Agreeing	
Age	
- 18 to 24 years	31.6
- 25 to 34 years	35.5
- 35 to 44 years	30.9
- 45 to 54 years	27.6
- 55 to 64 years	25.3
- 65 to 74 years	29.8
- 75 years and over	31.7
Gender	
- Male	30.5
- Female	29.9
Ethnicity	
- White groups	30.3
- BME groups	31.3
Disability	
- Yes	28.4
- No	30.9
Economic Situation	
- Economically active	32.0
- Economically inactive	25.8

Overall, how well informed do you think Maidstone Borough Council keeps residents about the services and benefits it provides?



Overall, 50.8% of respondents said they thought MBC keeps its residents very or fairly well informed about the services and benefits it provides. The most common response was fairly well informed.

The 75 years and over group have the greatest proportion of respondents that think they are very well or fairly well informed at 54.6%. Respondents from BME groups have the lowest proportion saying they are informed at 40.9%.

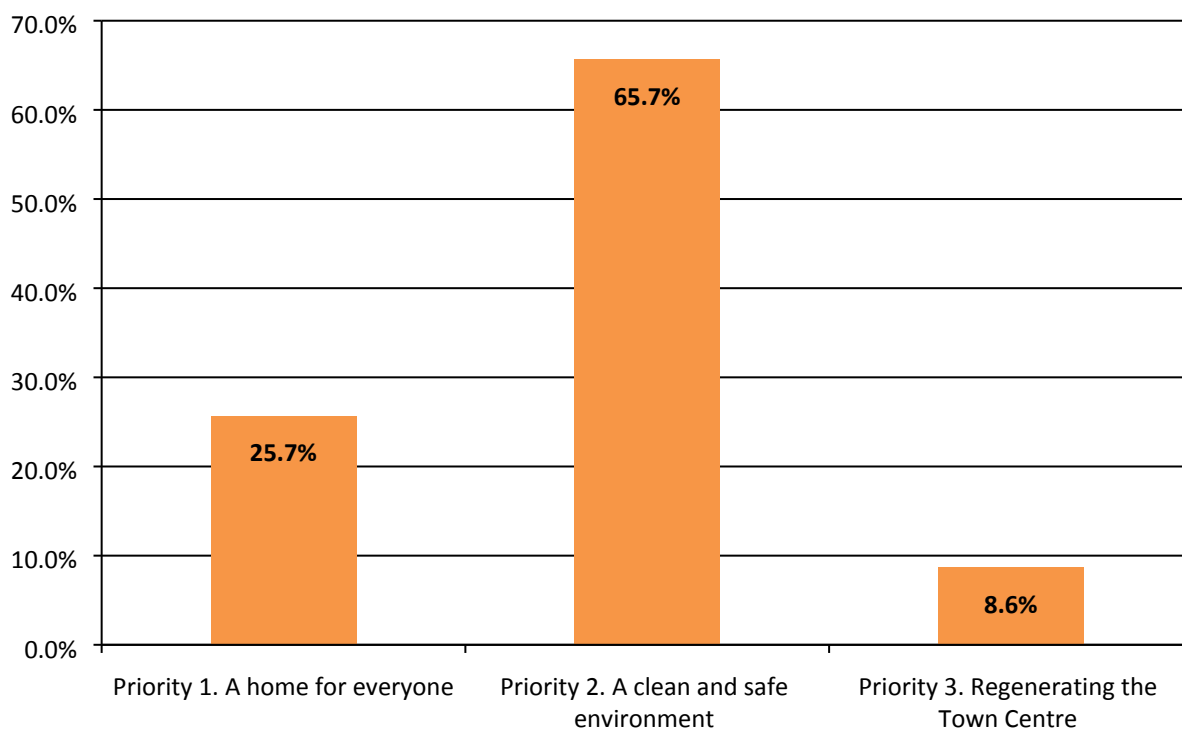
There is a 6.3% difference between the age group with the greatest level of confidence (75 years and over) and that with the lowest level (18 to 24 years). The data shows that levels of feeling informed increase with age.

The greatest variation in responses is when results from BME groups and white groups are compared. There is a 10.7% difference in the proportion that feel informed, and while there is no significant difference in the proportions responding very well informed for both groups, respondents from BME groups are more likely to not very well informed compared to white group respondents.

Percentage Very or Fairly Well Informed	
Age	
- 18 to 24 years	48.3
- 25 to 34 years	49.1
- 35 to 44 years	49.6
- 45 to 54 years	51.6
- 55 to 64 years	52.2
- 65 to 74 years	50.8
- 75 years and over	54.6
Gender	
- Male	54.1
- Female	47.7
Ethnicity	
- White groups	51.6
- BME groups	40.9
Disability	
- Yes	48.4
- No	51.0
Economic Situation	
- Economically active	50.8
- Economically inactive	50.2

Corporate Priorities

Priority Importance



The majority of respondents said that priority 2. A clean and safe environment was the one most important to them. One in four respondents said that priority one was most important and less than one in ten said that regenerating the town centre was most important.

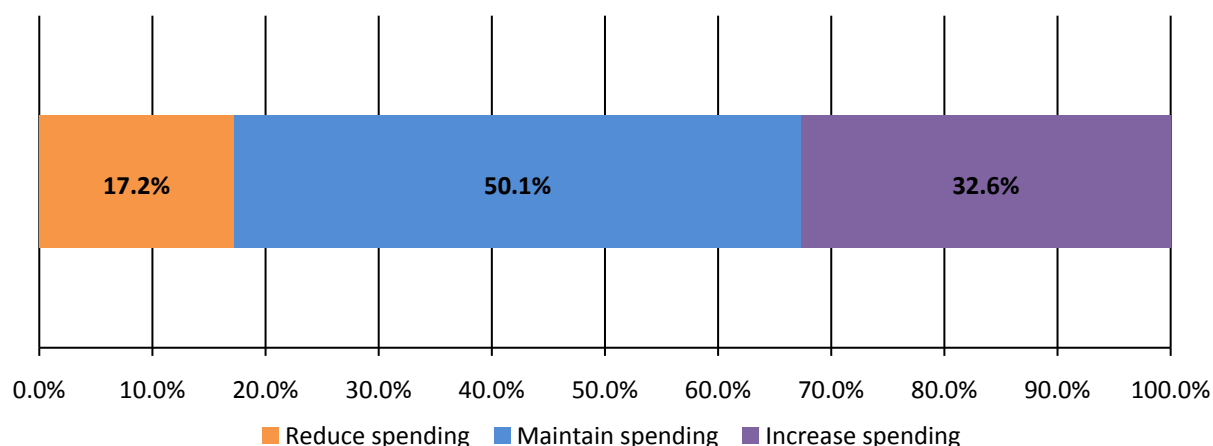
Priority two was top priority in each group; the lowest selecting this response proportion was 57.0% from the 18 to 24 years group and the highest was 72.1% from the 75 years and over group.

Priority one, A home for everyone had the second greatest proportion across all groups with proportions ranging from 41.3% (18 to 24 years) to 21.1% (35 to 44 years).

Priority three, Regenerating the Town Centre achieved the lowest proportion across all groupings, ranging from 1.7% (18 to 24 years) to 12.5% (35 to 34 years).

There are no significant differences between the responses given by those with and those without a disability, those from white groups and those from BME groups or between men and women.

Priority 1. A home for everyone



Just over half of all respondents said that funding for the priority, a home for everyone should be maintained and almost one in three said spending should be increased.

The 18 to 24 years group had the greatest proportion saying that funding for this priority should be increased at 47.2% and the lowest proportion saying funding should be reduced. The 35 to 44 years group have the greatest proportion responding that funding should be reduced with just over one in five people in the group selecting this answer. The 75 years and over group have the greatest proportion saying that funding should be maintained at 64.5%.

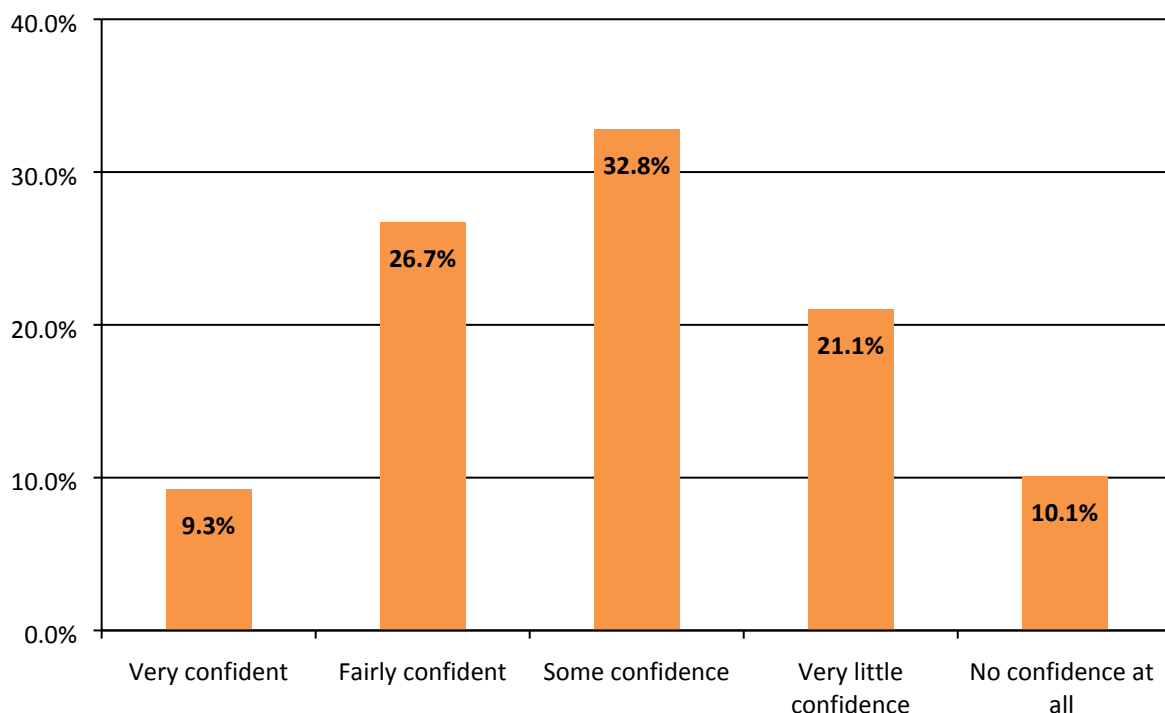
There are significant variances in responses when assessed by age with a difference of 14% between the age group with the greatest proportion saying funding should be increased and that with the lowest.

Response Levels Reduce & Increase		
Age		
	Reduce	Increase
- 18 to 24 years	7.9	47.2
- 25 to 34 years	20.8	32.3
- 35 to 44 years	21.9	29.1
- 45 to 54 years	19.6	30.0
- 55 to 64 years	15.3	36.4
- 65 to 74 years	16.5	32.0
- 75 years and over	11.4	24.0
Gender		
- Male	19.3	28.4
- Female	15.2	36.7
Ethnicity		
- White groups	17.5	32.8
- BME groups	9.4	37.4
Disability		
- Yes	17.9	34.5
- No	18.1	32.0
Economic Situation		
- Economically active	19.1	32.3
- Economically inactive	13.8	34.7

The data also shows that women are more likely than men and BME groups are more likely than white groups to say that funding for a home for everyone should be increased.

There are no significant differences in the responses from people with and without a disability.

How confident are you that you know where to get information, advice and guidance about: Housing Advice²



Overall, 36.0% of respondents said they felt very or fairly confident about where to get information and advice on housing. The most common response was some confidence with 32.8%.

The 18 to 24 years group have the greatest proportion that said they were very or fairly confident in regards to knowing how to get housing advice. However, they also have the greatest proportion who said they have very little or no confidence in relation to housing advice (and the lowest proportion that had some confidence).

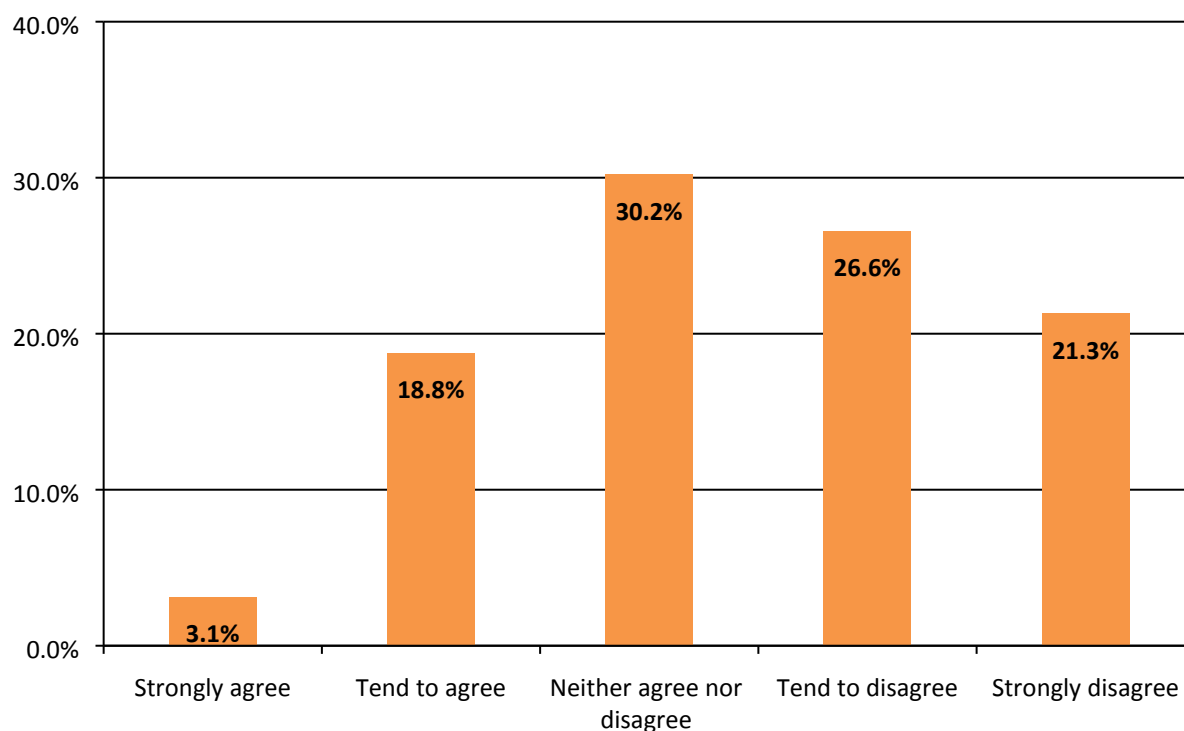
There is a gap of 12.7% between the age group with the greatest proportion saying they have confidence in this area (18 to 24 years) and that with the lowest proportion (35 to 44 years).

There are no significant variations in the responses from the economically active and the economically inactive, men and women and those with and without a disability.

Percentage Responding Very or Fairly Confident	
Age	
- 18 to 24 years	44.1
- 25 to 34 years	37.4
- 35 to 44 years	31.4
- 45 to 54 years	35.4
- 55 to 64 years	39.4
- 65 to 74 years	31.9
- 75 years and over	35.0
Gender	
- Male	36.2
- Female	35.8
Ethnicity	
- White groups	36.0
- BME groups	41.1
Disability	
- Yes	37.3
- No	35.3
Economic Situation	
- Economically active	36.2
- Economically inactive	35.0

² For this question confidence refers to the proportion responding very or fair confident..

My neighbourhood is a place where....where homes are affordable³



Overall, 21.9% of respondents agree that their neighbourhood is an area where homes are affordable and 47.9% disagreed. The most common response was neither agree nor disagree with 30.2%.

The 75 years and over group has the greatest proportion in agreement at 30.9% and the 18 to 24 years group have the greatest proportion disagreeing with the statement. The data suggests that disagreement with this statement declines with age. The economically inactive group have the greatest proportion that have no strong view either way at 38.8%.

The data suggests that respondents from white groups are more likely to disagree than respondents from BME groups, that the economically active are more likely to disagree than the economically inactive and that those with would a disability are more likely to disagree than those with a disability.

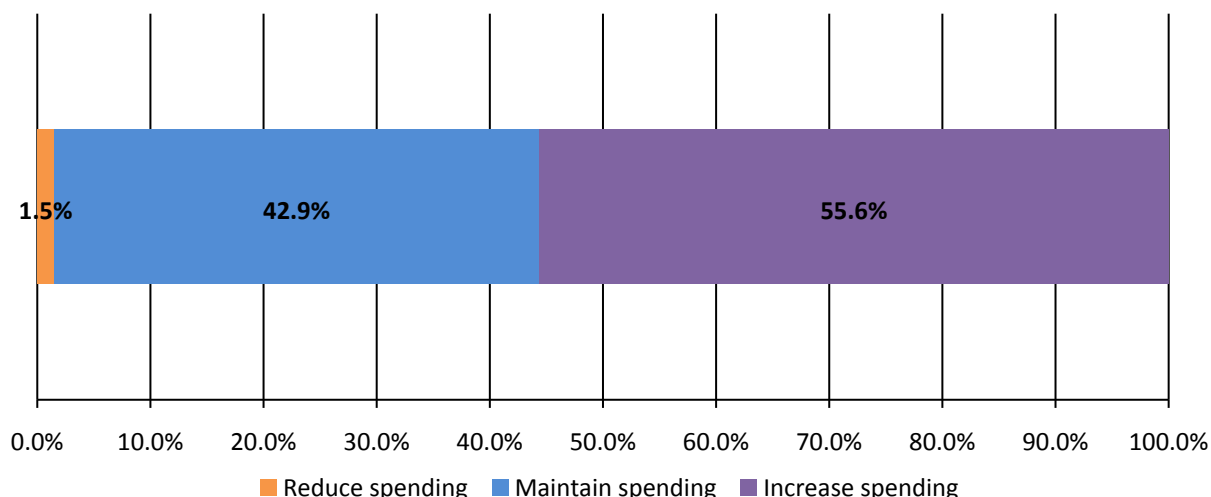
Response Levels Reduce & Increase	
Age	
- 18 to 24 years	17.3
- 25 to 34 years	23.5
- 35 to 44 years	27.6
- 45 to 54 years	19.3
- 55 to 64 years	18.0
- 65 to 74 years	17.8
- 75 years and over	30.9
Gender	
- Male	21.6
- Female	22.2
Ethnicity	
- White groups	21.6
- BME groups	30.3
Disability	
- Yes	24.6
- No	20.9
Economic Situation	
- Economically active	22.5
- Economically inactive	20.0

The table to the left shows the percentage of respondents that said they had been affected by housing issues in the last 12 months.

Area	Percentage
Not being able to buy a new home or move	11.7%
Difficulties paying rent or mortgage	5.4%

³ The use of the terms agreement level or agreeing refers to the combined proportion responding strongly agree or tend to agree, disagreement level or disagreeing refers the combined proportion responding strongly disagree or tend to disagree.

Priority 2. A clean and safe environment



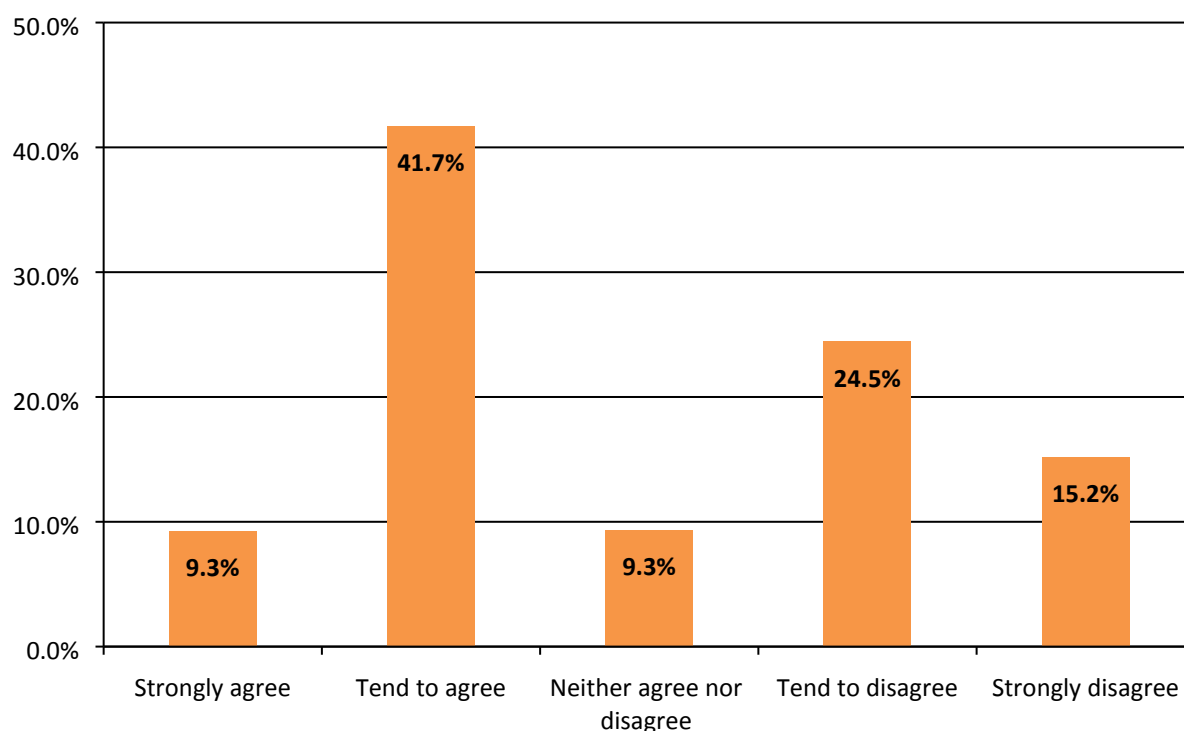
Over half of all respondents said that funding for a clean and safe environment should be increased and 1.5% said funding should be reduced.

The 35 to 44 years group have the greatest proportion of respondents that said that funding for this priority should be increased. No respondents in either the 18 to 24 years or the BME group responded that funding should be reduced. The 75 years and over group have the greatest proportion of respondents that said funding should be maintained.

While the proportion of men and women that said that funding for this priority should be reduced are in line with the overall results, the data suggests that men are slightly more in favour of increasing funding for this priority compared to women, with a 8% difference in the proportion selecting this answer. The same can be inferred for the economic activity groups with the economically active slight more in favour of increasing spending than the economically inactive.

Response Levels Reduce & Increase		
Age	Reduce	Increase
- 18 to 24 years	0.0	55.3
- 25 to 34 years	1.6	58.9
- 35 to 44 years	0.7	61.9
- 45 to 54 years	1.8	61.3
- 55 to 64 years	1.7	52.5
- 65 to 74 years	1.5	50.0
- 75 years and over	3.1	41.7
Gender		
- Male	1.5	59.7
- Female	1.5	51.7
Ethnicity		
- White groups	1.4	55.7
- BME groups	0.0	58.1
Disability		
- Yes	2.1	50.8
- No	1.4	57.2
Economic Situation		
- Economically active	1.3	58.0
- Economically inactive	1.9	50.4

My neighbourhood is a place that is ... clear of litter ⁴



Just over half (51%) of all respondents agree that their local area is a place that is clear of litter, 39.7% disagreed and less than one in ten had no strong opinion either way. Tend to agree was the most common response.

The greatest level of agreement was from the 18 to 24 years group at 66.5%, the 65 to 74 years group had the greatest level of disagreement at 47.0%. The 75 years and over group have the greatest proportion with no strong opinion either way at 13.6%.

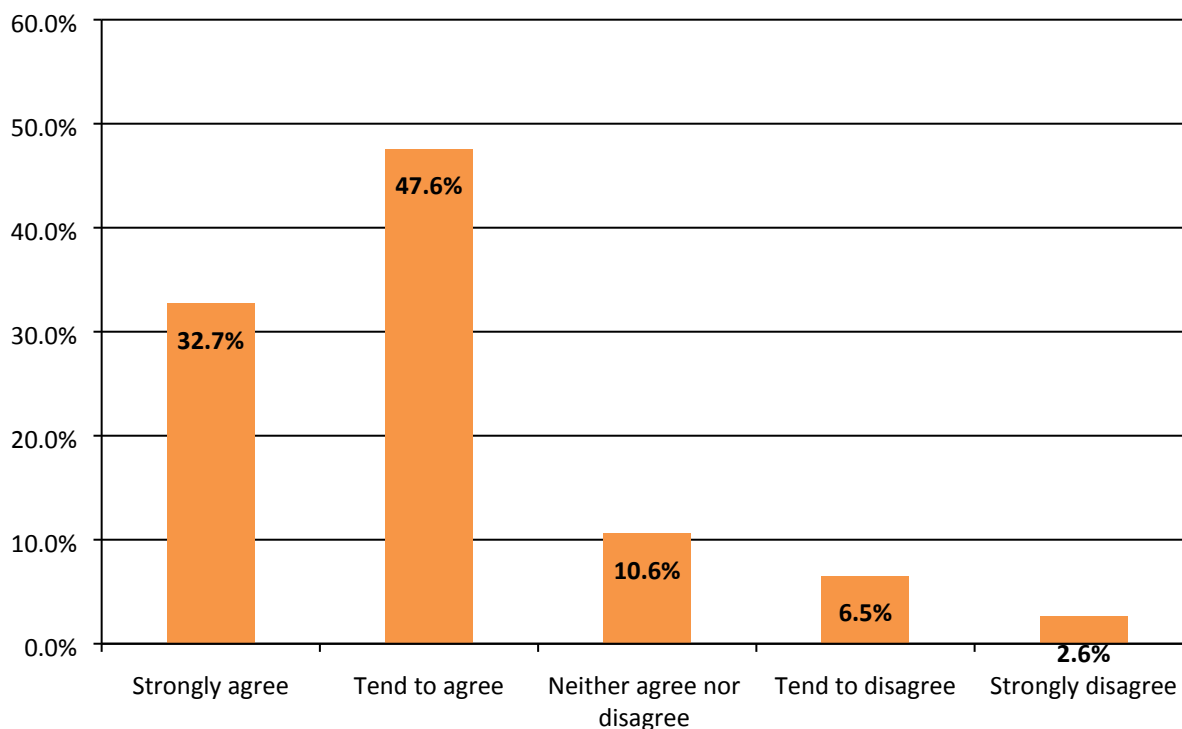
There are no significant differences between the responses of those who are economically active and those who are not, between those with and without a disability or between men and women.

Respondents from BME groups are slightly more likely to agree that their local area is free from litter compared to white groups.

Percentage agreeing	
Age	
- 18 to 24 years	66.5
- 25 to 34 years	54.2
- 35 to 44 years	48.5
- 45 to 54 years	50.4
- 55 to 64 years	47.6
- 65 to 74 years	44.0
- 75 years and over	50.6
Gender	
- Male	51.9
- Female	50.1
Ethnicity	
- White groups	50.7
- BME groups	57.4
Disability	
- Yes	47.9
- No	51.5
Economic Situation	
- Economically active	53.1
- Economically inactive	46.9

⁴ The use of the terms agreement level or agreeing refers to the combined proportion responding strongly agree or tend to agree, disagreement level or disagreeing refers the combined proportion responding strongly disagree or tend to disagree.

My neighbourhood is a place that is ... clear of graffiti



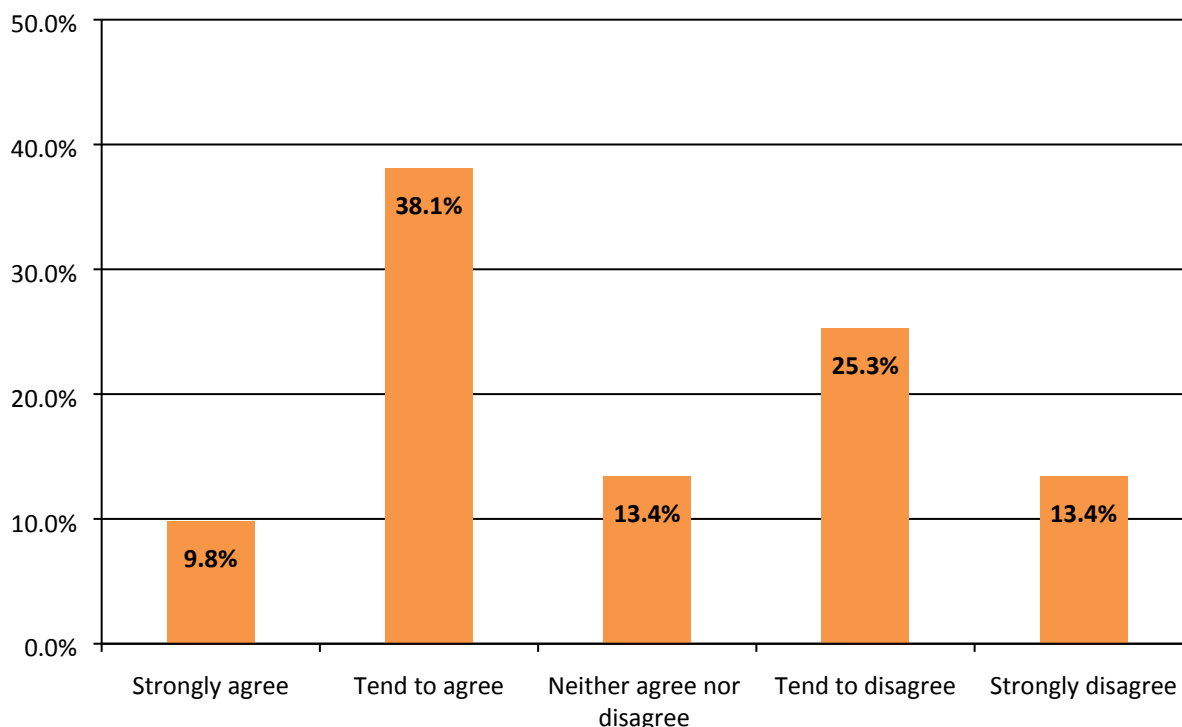
Overall, 80.3% of respondents agree that their local area is clear of graffiti and less than one in ten (9.1%) disagree. The most common response was tend to agree with 47.6%.

Respondents from BME groups had the greatest level of agreement at 86.6%, the 18 to 24 years group have the greatest levels of disagreement at 12.1% and those with a disability have the greatest proportion with no strong opinion either way at 15.4%.

There are no significant variance in the responses between those who are economically active and those who are economically inactive.

Response Levels Reduce & Increase	
Age	
- 18 to 24 years	79.3
- 25 to 34 years	84.1
- 35 to 44 years	81.0
- 45 to 54 years	79.9
- 55 to 64 years	77.1
- 65 to 74 years	77.3
- 75 years and over	83.1
Gender	
- Male	79.8
- Female	80.7
Ethnicity	
- White groups	79.9
- BME groups	86.6
Disability	
- Yes	77.5
- No	80.4
Economic Situation	
- Economically active	81.4
- Economically inactive	78.1

My neighbourhood is a place that is ... clear of dog fouling



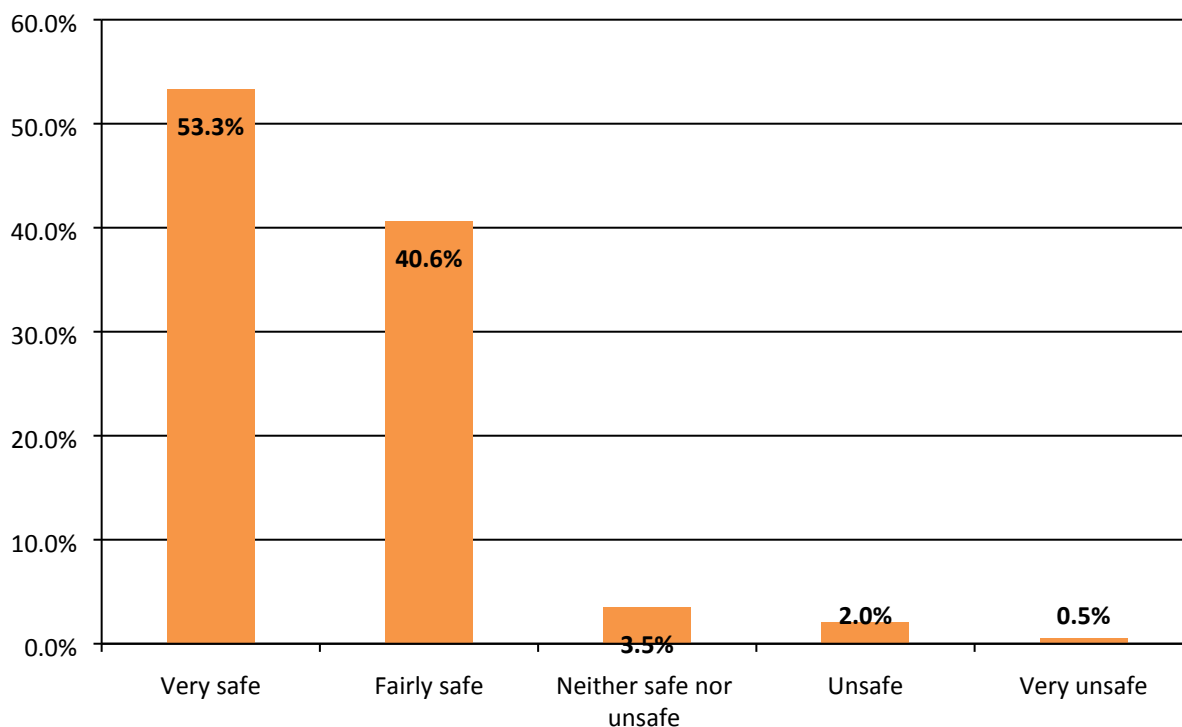
Overall, 47.9% of respondents either strongly agreed or tended to agree that their local area was clear of dog fouling and 38.7% disagreed. The most common response was tend to agree.

The 18 to 24 years had the greatest proportion that agreed at 67.4%, followed by the 75 years and over group with 58.7%. The 35 to 44 years group have the greatest proportion that disagreed at 46.2%. The 55 to 64 years groups had the greatest proportion that responded no strong opinion either way with almost one in five respondents (19.6) selecting this answer.

The data shows that men are marginally more likely to agree that their local area is clear of dog fouling when compared to women. There were no significant variations in responses between groups.

Response Levels Reduce & Increase	
Age	
- 18 to 24 years	67.4
- 25 to 34 years	47.4
- 35 to 44 years	38.2
- 45 to 54 years	45.3
- 55 to 64 years	44.2
- 65 to 74 years	46.3
- 75 years and over	58.7
Gender	
- Male	40.5
- Female	45.4
Ethnicity	
- White groups	48.0
- BME groups	47.1
Disability	
- Yes	45.7
- No	48.2
Economic Situation	
- Economically active	48.9
- Economically inactive	46.5

How safe do you feel walking in your local area during daylight



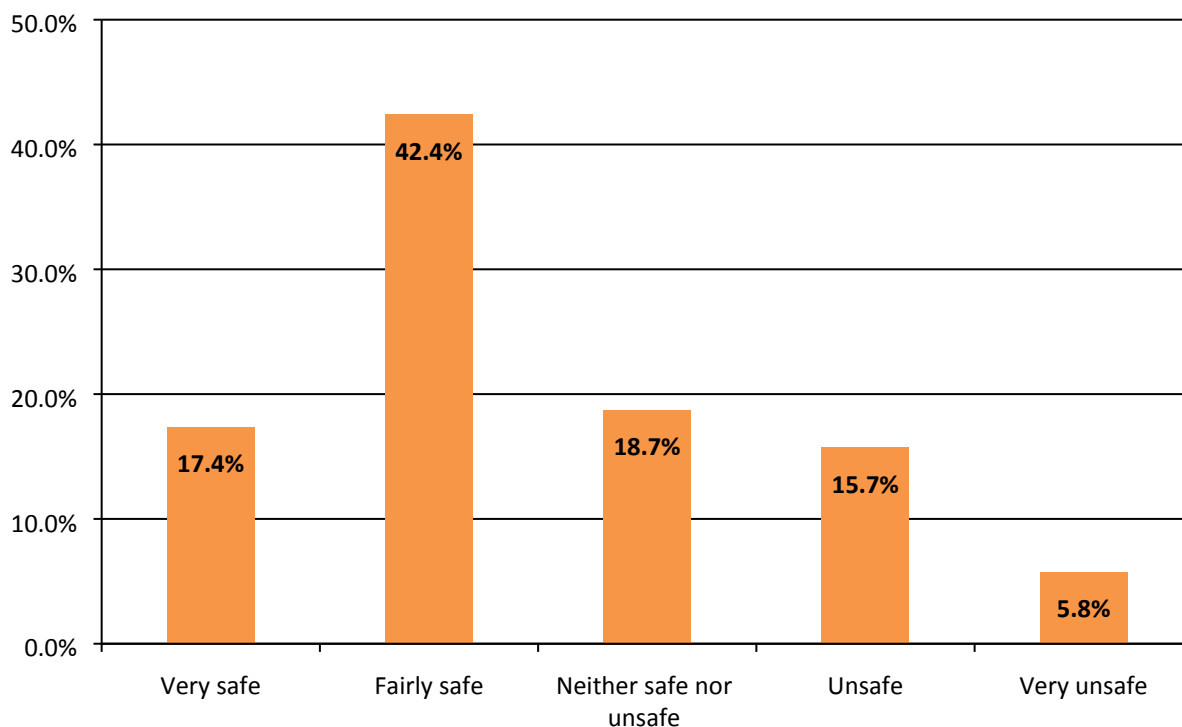
Overall, 93.9% of respondents say they feel very of fairly safe walking, in their own area during daylight and 2.5% felt unsafe or very unsafe. The most popular response was very safe with more than half (53.3%) of all respondents selecting this answer.

The 18 to 24 years group have the greatest proportion responding positively (Very safe and Safe) at 100%, the 35 to 34 years group have the greatest proportion responding negatively (Unsafe and Very unsafe) at 4.4%, interestingly this is only made up of respondents answering unsafe as there were no respondents in this group who said they were very unsafe. Respondents from BME groups have the greatest proportion with no strong feelings either way at 11.7%.

There is a 10.6% difference in the proportion of positive responses between respondents from white groups and those from BME groups. While the proportion answering negatively are not significantly different however respondents from BME groups are at least three time more likely to have no strong opinion either way.

Response Very good and Good	
Age	
- 18 to 24 years	100.0
- 25 to 34 years	91.9
- 35 to 44 years	93.4
- 45 to 54 years	93.4
- 55 to 64 years	93.0
- 65 to 74 years	93.1
- 75 years and over	95.5
Gender	
- Male	95.0
- Female	92.9
Ethnicity	
- White groups	94.6
- BME groups	84.0
Disability	
- Yes	90.5
- No	94.7
Economic Situation	
- Economically active	94.1
- Economically inactive	93.2

How safe do you feel walking in your local area during night-time



Overall, 59.8% of respondents said they feel very or fairly safe walking in their local area in the night – time, just over one in five (21.5%) respondents said they feel unsafe or very unsafe. The most common response was fairly satisfied with 42.4%.

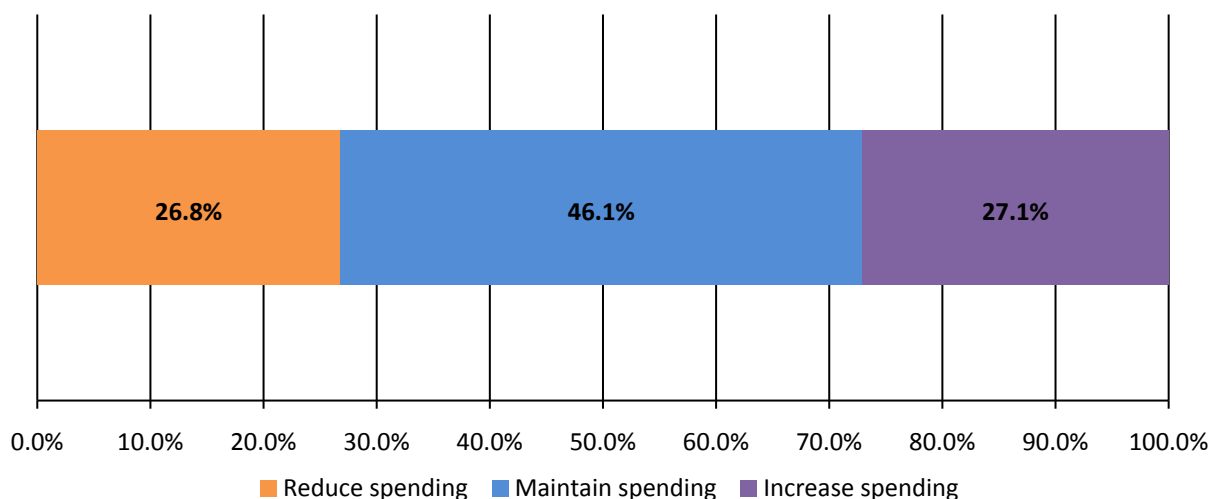
Male respondents have the greatest proportion responding that they feel very or fairly safe at 68.6%. Respondents with a disability have the greatest proportion responding unsafe and very unsafe with one in three (33.3%) in the group selecting these answers. BME respondents have the greatest proportion responding no strong feelings either way at 31.2%.

There is a 15% difference between the age group with the greatest level of respondents feeling safe (very safe and fairly safe) and that with the lowest level. For the previous two questions on feelings of safety the 18 to 24 years group had the greatest feelings of safety across all groups, it seem that these feeling of safety only apply in their own homes or during daylight hours.

There is a 17.5% difference between the feeling of safety between men and women, a 22.1% difference between respondents from BME groups when compared to respondents from white groups and a 19.1% difference between those with a disability and those without.

Response Very good and Good	
Age	
- 18 to 24 years	48.4
- 25 to 34 years	62.9
- 35 to 44 years	63.4
- 45 to 54 years	63.0
- 55 to 64 years	60.3
- 65 to 74 years	56.3
- 75 years and over	56.8
Gender	
- Male	68.6
- Female	51.1
Ethnicity	
- White groups	61.4
- BME groups	39.4
Disability	
- Yes	44.8
- No	63.9
Economic Situation	
- Economically active	64.4
- Economically inactive	50.7

Priority 3. Regenerating the Town Centre



Overall, 46.1% of respondents said that funding on regenerating the town centre should be maintained and 26.8% said that it should be reduced.

The 75 years and over age group have the greatest proportion who said that funding for this priority should be reduced at 35.5% and the BME group have the greatest proportion saying that funding should be increased at 45.5%. The 18 to 24 years group have the greatest proportion saying that funding should be maintained at 59.6%.

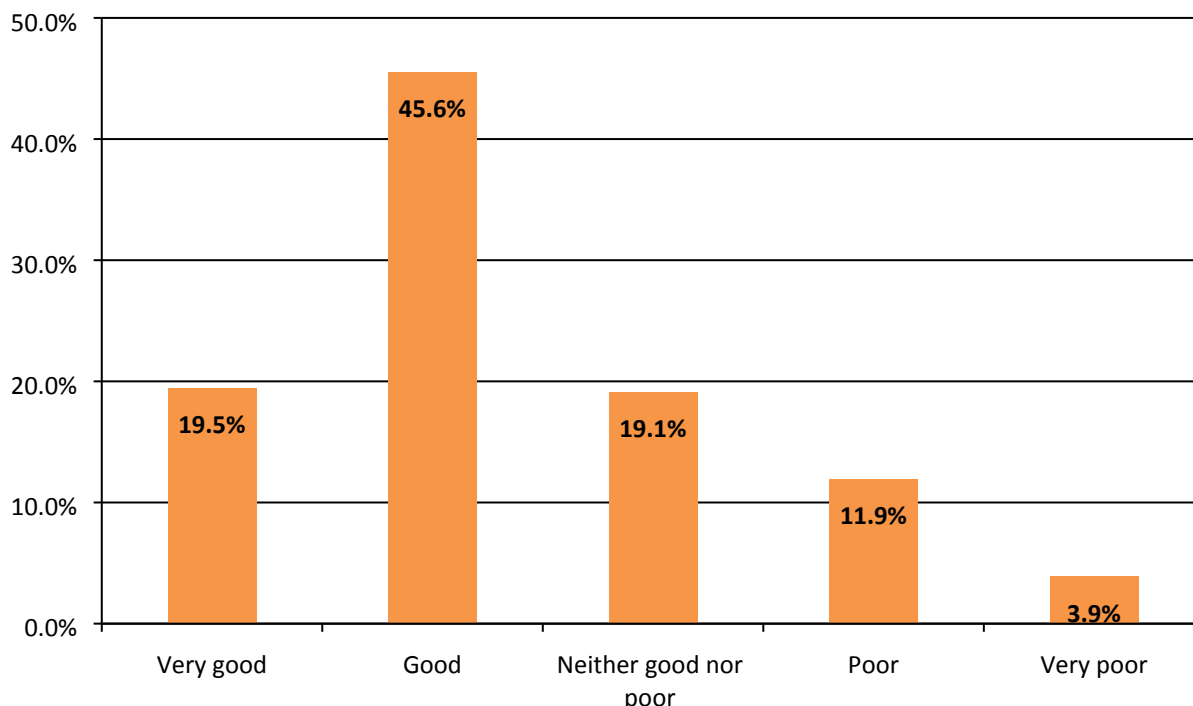
There are no significant variances in the response levels between men and women.

There are significant variances between respondents from white groups and those from BME groups, with a 19.1% difference between the proportions responding that funding should be increased.

There is a greater proportion of respondents in the disability group that said funding should be reduced for the town centre priority when compared to those without a disability, a difference of 10.9%.

Response Levels Reduce & Increase		
Age	Reduce	Increase
- 18 to 24 years	29.2	11.2
- 25 to 34 years	22.9	32.3
- 35 to 44 years	21.4	27.7
- 45 to 54 years	25.9	32.5
- 55 to 64 years	27.6	26.5
- 65 to 74 years	30.7	26.3
- 75 years and over	35.5	24.5
Gender		
- Male	26.2	28.9
- Female	27.4	25.3
Ethnicity		
- White groups	26.8	26.4
- BME groups	22.3	45.5
Disability		
- Yes	34.0	26.1
- No	24.9	27.2
Economic Situation		
- Economically active	24.4	28.9
- Economically inactive	31.9	23.1

How would you rate the following in Maidstone Town Centre: Range of shops



Overall, 65.0% of respondents rated the range of shops in the town centre as very good or good and 15.8% rated them as very poor or poor. The most common response was good at 45.6%.

The 18 to 24 years group have the greatest proportion that were positive about the range of shops with four out of five respondents (81.8%) in this group answering very good or good. The 65 to 74 years group have the greatest proportion responding negatively (very poor and poor) with just over one in four (25.1%) selecting these answers. The 75 years and over group have the greatest proportion that had not strong views either way at 29.5%.

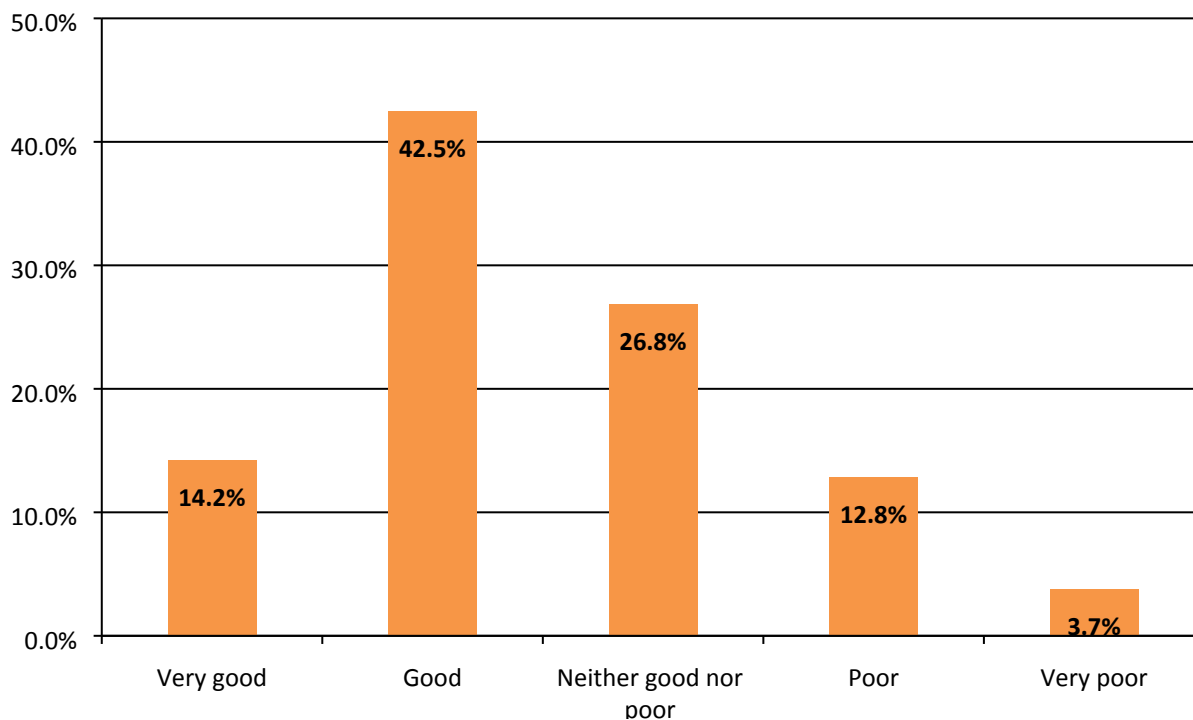
The data indicates that as people get older they are less happy with the range of shops Maidstone has to offer.

There is a 16.9% difference in the proportion of people responding positively between the economically active and the economically inactive. It should be noted that the majority of respondents aged 75 years and over said they were wholly retired from work and therefore classified as economically inactive.

NOTE: The graph and table excludes respondents who answered don't know, if these were included 1.3% of all responders selected this answer.

Response Very good & Good	
Age	
- 18 to 24 years	81.8
- 25 to 34 years	79.7
- 35 to 44 years	69.2
- 45 to 54 years	66.8
- 55 to 64 years	55.5
- 65 to 74 years	48.9
- 75 years and over	49.6
Gender	
- Male	66.3
- Female	63.8
Ethnicity	
- White groups	65.0
- BME groups	72.2
Disability	
- Yes	57.2
- No	66.4
Economic Situation	
- Economically active	70.1
- Economically inactive	53.2

How would you rate the following in Maidstone Town Centre: Entertainment available



Overall, 56.7% of respondents answered positively about the entertainment available in the town centre, 16.5% were negative. The most common response was good.

The 25 to 34 years group have the greatest proportion that responded positively at 72.2% and the 75 years and over group have the greatest proportion that responded negatively at 23.5%.

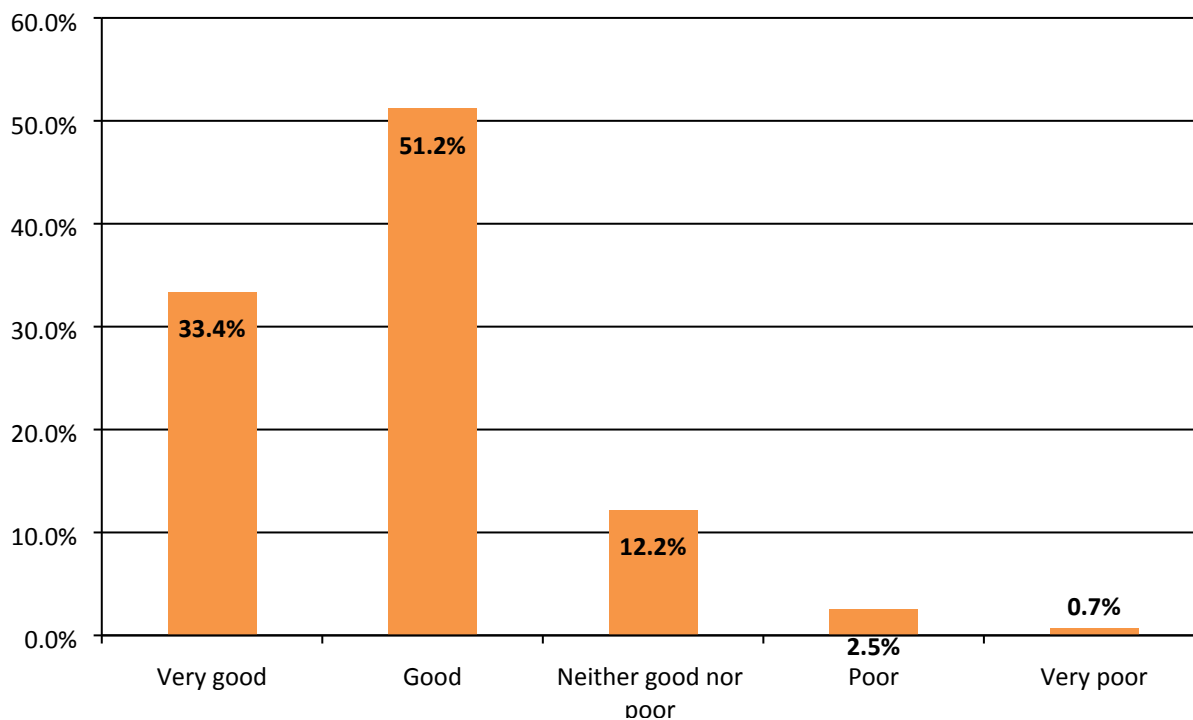
The data suggests that there may be fewer or less attractive entertainment options for this group.

There is a 15.0% difference in the proportion of people responding positively between the economically active and the economically inactive. It should be noted that the majority of respondents aged 75 years and over said they were wholly retired from work and therefore classified as economically inactive.

NOTE: The graph and table excludes respondents who answered don't know, if these were included 4.5% of all responders selected this answer.

Response Very good & Good	
Age	
- 18 to 24 years	58.9
- 25 to 34 years	72.2
- 35 to 44 years	63.9
- 45 to 54 years	59.8
- 55 to 64 years	49.3
- 65 to 74 years	40.8
- 75 years and over	37.8
Gender	
- Male	59.7
- Female	53.8
Ethnicity	
- White groups	56.8
- BME groups	54.8
Disability	
- Yes	49.4
- No	59.1
Economic Situation	
- Economically active	61.1
- Economically inactive	46.1

How would you rate the following in Maidstone Town Centre: Range of eating and drinking establishments



Overall, 84.6% of respondents were positive about the range of eating and drinking establishments in the town centre, and 3.2% responded negatively. The most common response was good with more than half of all respondent selecting this answer.

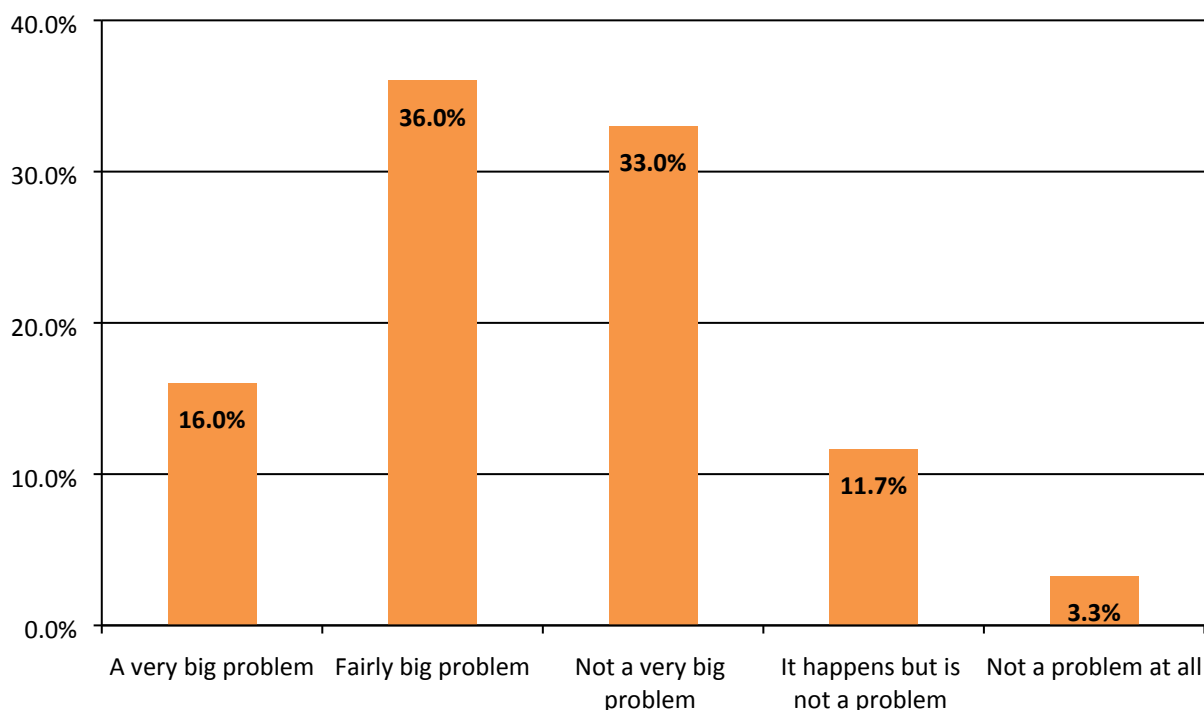
More than nine out of ten (90.5%) respondents in the 18 to 24 years group responded positively, the greatest proportion across all groups. The BME group has the greatest proportion of people who responded negatively at 10.2%, and the greatest proportion of people that have no strong opinion either way are in the 65 to 74 years group where one in five (20.5%) selected this answer.

There are no significant variances between the proportions responding positively between groupings except when it comes to age where there is a difference of 13.9% between the age group with the greatest proportion responding positively and that with the lowest proportion responding positively.

Response Very good & Good	
Age	
- 18 to 24 years	90.5
- 25 to 34 years	90.2
- 35 to 44 years	86.7
- 45 to 54 years	86.0
- 55 to 64 years	78.9
- 65 to 74 years	76.6
- 75 years and over	81.8
Gender	
- Male	84.7
- Female	84.5
Ethnicity	
- White groups	85.2
- BME groups	78.2
Disability	
- Yes	83.2
- No	85.5
Economic Situation	
- Economically active	86.2
- Economically inactive	81.3

NOTE: The graph and table excludes respondents who answered don't know, if these were included 2.2% of all responders selected this answer.

Do you think any of the following issues are a problem in the Town Centre? Empty shops



Overall, just over half of all respondents (52.1%) said that empty shops in the town centre are a very big or very big problem. Fairly big problem was the most common response.

Respondents with a disability had the greatest proportion responding a very big or fairly big problem at 62.2%. The 18 to 24 years group have the greatest proportion that said it happen but is not a problem or is not a problem at all at 29.3%. Respondents from BME groups have the greatest proportion saying this is not a very big problem with over half (53.6%) of this group responding this way.

There is a 12.3% difference in the proportion responding a very big and a fairly big problem between those with a disability and those without. The data shows that those with a disability are more likely to rate empty shops as a very big problem than those without and that those without a disability are more likely to rate empty shops as not a very big problem than those with a disability.

The data suggests that empty shops are grows as a concern with age and that women are more concerned than men.

NOTE: The graph and table excludes respondents who answered don't know, if these were included 2.0% of all responders selected this answer.

Response a Very big & Fairly big problem	
Age	
- 18 to 24 years	43.9
- 25 to 34 years	43.8
- 35 to 44 years	44.1
- 45 to 54 years	55.7
- 55 to 64 years	58.7
- 65 to 74 years	60.2
- 75 years and over	59.7
Gender	
- Male	46.6
- Female	57.2
Ethnicity	
- White groups	52.7
- BME groups	35.4
Disability	
- Yes	62.2
- No	49.9
Economic Situation	
- Economically active	50.2
- Economically inactive	56.7

Demographics

Gender	%	Count
Male	48.8%	979
Female	51.2%	1029
Grand Total	100.0%	2008

Religion	%	Count
Christian	56.5%	1116
Buddhist	0.3%	6
Hindu	0.5%	9
Jewish	0.2%	3
Muslim	0.5%	10
Sikh	0.2%	4
No religion	39.8%	787
Other	1.9%	38
Grand Total	100.0%	1975
<i>No response</i>		33

Carers	%	Count
Yes, 1 to 19 hrs per week	12.1%	238
Yes, 20 to 49 hrs per week	1.7%	34
Yes, more than 50 hrs per week	2.7%	53
No	83.4%	1639
Grand Total	100.0%	1965
<i>No response</i>		43

Living Arrangements	%	Count
Owned by you or partner (with or without a mortgage)	72.9%	1447
Rented from a housing association or trust	7.5%	149
Rented from a private landlord	12.1%	239
Shared ownership	1.8%	35
Living with friends/family (no tenancy)	4.8%	96
Other	0.9%	19
Grand Total	100.0%	1985
<i>No response</i>		23

Disability	%	Count
Yes	15.9%	314
No	71.6%	1411
Prefer not to say	12.5%	247
Grand Total	100.0%	1972
<i>No response</i>		36

Age	%	Count
18 to 24 years	9.5%	191
25 to 34 years	16.3%	328
35 to 44 years	16.6%	332
45 to 54 years	18.8%	378
55 to 64 years	14.7%	296
65 to 74 years	13.3%	266
75 years and over	10.8%	216
Grand Total	100.0%	2008

Ethnicity	%	Count
White (Northern Irish, British, Gypsy or Irish Traveller)	95.2%	1865
Mixed Multiple Ethnic Group	0.9%	17
Asian or Asian British (Indian, Pakistani, Bangladeshi, Chinese)	2.3%	45
Black (African, Caribbean, Black British)	0.4%	7
Other ethnic group	1.3%	25
Grand Total	100.0%	1959
<i>No response</i>		49

Household Income	%	Count
Under £9,999	7.4%	135
£10,000 to £19,999	16.1%	295
£20,000 to £29,999	16.5%	303
£30,000 to £39,000	14.1%	258
£40,000 to £49,000	12.7%	233
£50,000 to £59,000	12.1%	222
£60,000 to £79,000	9.3%	170
£80,000 to £99,999	5.9%	108
£100,000 or more	5.9%	108
Grand Total	100.00%	1832
<i>No response</i>		176

Household Make up	%	Count
Couple, with no dependent child(ren)	38.7%	771
Couple with dependent child(ren)	30.2%	601
Lone parent with dependent child(ren)	5.5%	109
Single person household	17.3%	344
Multiple person household (includes house shares and homes of multiple occupation)	3.4%	68
Other	5.0%	100
Grand Total	100.0%	1994
<i>No response</i>		14

Economic Situation	%	Count
Employed full-time (30 hrs or more a week)	48.3%	933
Employed part-time (under 30 hrs a week)	11.1%	214
Employed (no guaranteed hrs per week)	0.8%	16
Self-employed	7.4%	143
In education or training	2.1%	40
Looking for work	1.0%	19
Looking after the home	3.2%	61
Permanently sick or disabled and unable to work	2.2%	42
Volunteering	2.5%	48
Wholly retired from work	21.5%	415
Grand Total	100.0%	1932
<i>No response</i>		76

Weighting

Age	Population		Survey		Weight
	Males	%	Males	%	
18 to 24	6398	5.0%	12	0.6%	8.31
25 to 34	10406	8.1%	86	4.3%	1.89
35 to 44	10436	8.1%	111	5.5%	1.47
45 to 54	12132	9.4%	162	8.1%	1.17
55 to 64	9361	7.3%	206	10.3%	0.71
64 to 74	8341	6.5%	250	12.5%	0.52
75 years and over	5736	4.5%	122	6.1%	0.73
Male Total	62810		949		
Age	Females	%	Female	%	Weight
18 to 24 years	5864	5%	28	1.4%	3.26
25 to 34 years	10653	8%	158	7.9%	1.05
35 to 44 years	10892	8%	203	10.1%	0.84
45 to 64 years	12118	9%	208	10.4%	0.91
55 to 64 years	9617	7%	229	11.4%	0.65
65 to 74 years	8751	7%	154	7.7%	0.89
75 years and over	8118	6%	79	3.9%	1.60
Female Total	66013		1059		

Total population (18 yrs and over)	128823
Total Responses	2008