

Introduction

During July and August 2023, Camborne Town Council delivered its first ever Annual Residents Survey. The Survey contained key information about the work of the Town Council began to address some misconceptions regarding the differences between Camborne Town Council and Cornwall Council. Respondents were able to provide feedback on areas such as the Town Council’s services, strategic plan, priorities and satisfaction over 14 focused questions.

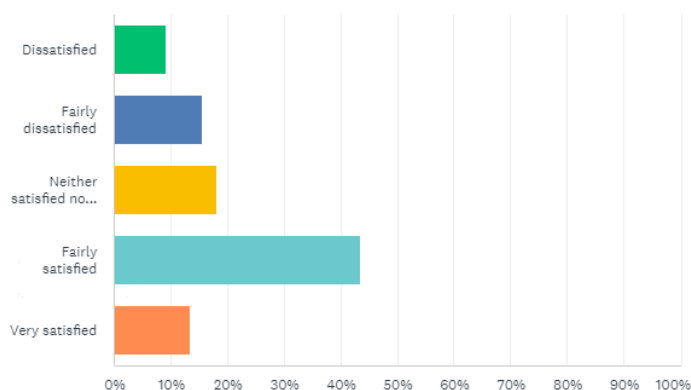
The findings of this survey can be found in the second half of this report.

In total, over 4,500 paper surveys were distributed to households and businesses across the parish with thanks to staff and councillors, and a digital survey was promoted over our website and social media platforms during the consultation period. In total, we had 578 complete returns on the survey, resulting in our biggest participation in town council hosted public consultation to date. To provide a comparison, Cornwall Council have a turnout of about 1000 respondents a year for their annual survey and the national Local Government Association Survey has around 1001 respondents a year.

Results & Findings Annual Residents Survey 2023

Question One: Overall, how satisfied, or dissatisfied are you with living in Camborne Parish and the local area, as a place to live?

All respondents answered this question.



ANSWER CHOICES	RESPONSES	
▼ Dissatisfied	9.17%	53
▼ Fairly dissatisfied	15.57%	90
▼ Neither satisfied nor dissatisfied	18.17%	105
▼ Fairly satisfied	43.60%	252
▼ Very satisfied	13.49%	78
TOTAL		578

The majority of respondents answered 'fairly satisfied'. 57.09% of respondents indicated they were 'very satisfied' or 'fairly satisfied' with living in the Camborne area.

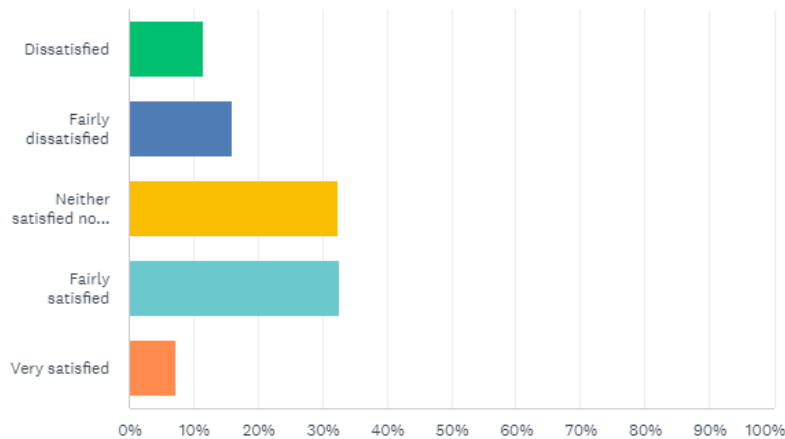
It should be noted nearly 25% of respondents indicated they are 'dissatisfied' or 'fairly dissatisfied' with where they live.

To offer a comparative figure for Cornwall, during the Cornwall Residents Survey in August 2022, 84% of respondents indicated they were satisfied with the area in which they lived (West Cornwall). Only 7% of respondents to the Cornwall Survey indicated they are dissatisfied with the area in which they live. The Local Government Association indicate 79% of respondents to their national Annual Survey 2022 indicate they are satisfied with where they live.

For Camborne therefore, this survey response has indicated residents are less satisfied with the area in which they live than those from other parts of West Cornwall, Cornwall and those from other parts of the United Kingdom.

Question Two: Overall, how satisfied, or dissatisfied are you with the way Camborne Town Council runs things?

All respondents answered the question.



ANSWER CHOICES	RESPONSES
▼ Dissatisfied	11.59% 67
▼ Fairly dissatisfied	16.09% 93
▼ Neither satisfied nor dissatisfied	32.35% 187
▼ Fairly satisfied	32.70% 189
▼ Very satisfied	7.27% 42
TOTAL	578

The majority of respondents (32.7%) indicated that they are 'fairly satisfied' with the way in which Camborne Town Council runs things. 32.35% of respondents indicated they are 'neither satisfied nor dissatisfied'.

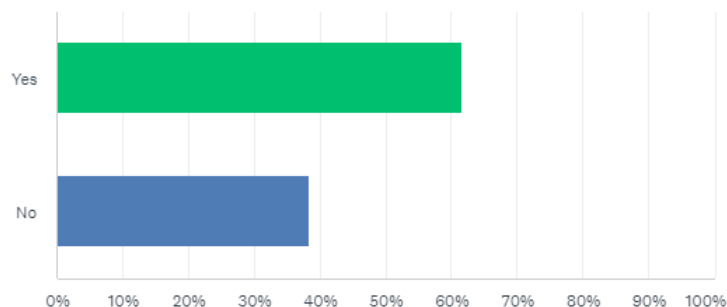
To offer a Cornwall comparison, 59% of respondents to the Autumn 2022 residents survey for Cornwall indicated they were 'satisfied' with the way in which Cornwall Council runs things. Nationally, this figure is 62%.

Dissatisfaction levels are fairly similar between the Camborne and Cornwall Council results. Cornwall Council has a 23% dissatisfaction level, which Camborne Town Council has a 27.68% dissatisfaction level.

Despite efforts to continue to demonstrate the differences between Camborne Town Council and Cornwall Council, some of the respondents will have marked Camborne down on this question because of their association or experiences with Cornwall Council.

Question Three: Thinking about your most recent contact with Camborne Town Council, was everything right the first time?

480 respondents answered this question. We had indications on written responses that some had opted not to answer the question as they hadn't previously had contact with Camborne Town Council. We could do more on the next survey to define 'contact' to encourage more responses.



ANSWER CHOICES	RESPONSES
Yes	61.67% 296
No	38.33% 184
TOTAL	480

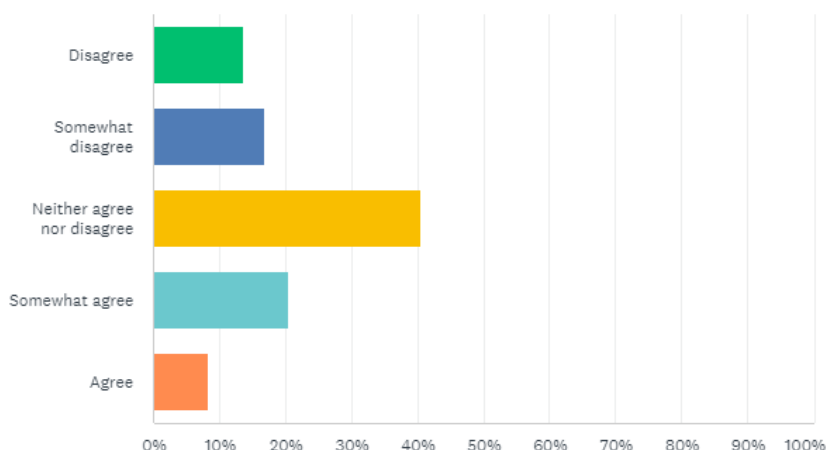
The majority of respondents indicated that everything was right the first time they made contact with Camborne Town Council. When comparing this result with that of Cornwall Council, 72% of their 496 respondents to their Autumn 2022 survey indicated 'Yes' whilst 28% indicated 'No'. Camborne Town Council is therefore achieving a similar performance.

This question is not asked in the LGA survey.

Question Four: To what extent do you agree or disagree that Camborne Town Council provides value for money?

All respondents answered this question.

For this question, the majority of respondents indicated that they 'neither agree nor disagree' (40.48%). 30.63% of respondents then indicated they 'disagree' or 'somewhat disagree' whilst a similar figure 28.89% of respondents indicated they 'somewhat agree' or 'agree'. There is quite a split in response on this question which could indicate that respondents are not sure/not informed enough in regards to the way in which Camborne Town Council invests its funds.



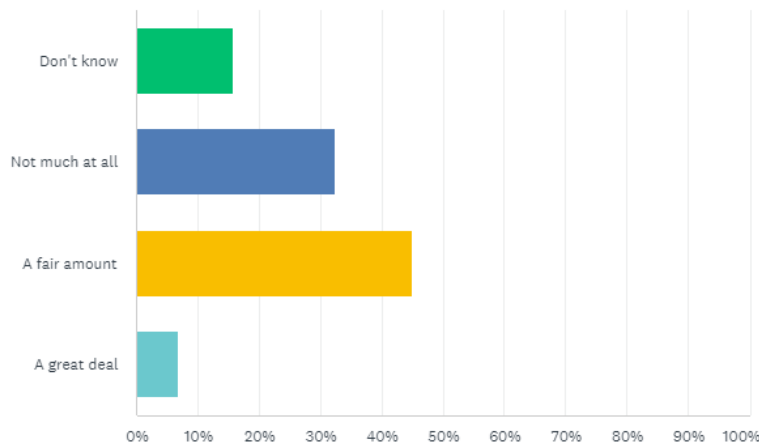
ANSWER CHOICES	RESPONSES
Disagree	13.64% 79
Somewhat disagree	16.93% 98
Neither agree nor disagree	40.59% 235
Somewhat agree	20.55% 119
Agree	8.29% 48
TOTAL	579

A comparison of the results from the Annual Survey and the same question in the Cornwall Council survey.

	Camborne Town Council	Cornwall Council
Agree	28.89%	44%
Neither	40.59%	28%
Disagree	30.63%	28%

In the LGA survey, 46% of respondents agreed that their Local Council provided value for money. Camborne Town Council could be considered to be under performing when compared to the Cornwall and the national survey.

Question Five: How much do you trust Camborne Town Council?



ANSWER CHOICES	RESPONSES
Don't know	15.72% 91
Not much at all	32.47% 188
A fair amount	44.91% 260
A great deal	6.91% 40
TOTAL	579

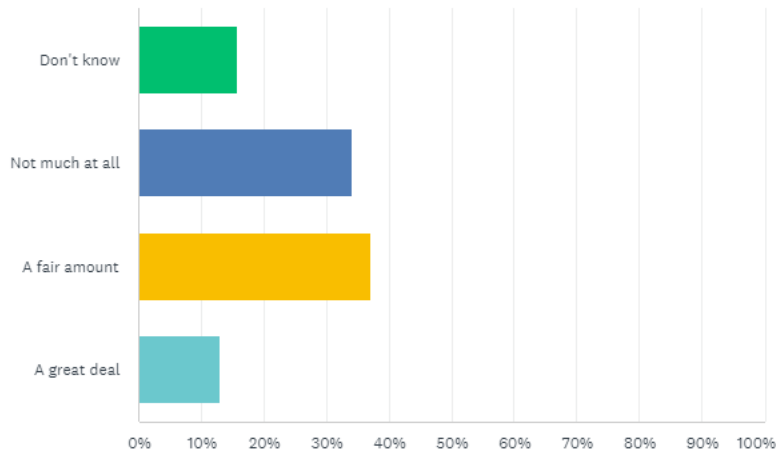
All respondents answered this question.

The majority of respondents answered 'a fair amount' (44.91%) when considering how much they trust Camborne Town Council. However, it should be noted that 48.19% of respondents indicated a negative response to this question, declaring they either don't trust the Town Council much at all or they don't know if they trust the Town Council.

A fair amount or great deal of trust in Camborne Town Council sits below Cornwall Council's results (64%) but sits above the national figure which is 41%.

Question Six: To what extend do you agree or disagree that Camborne Town Council is campaigning and standing up for Camborne and the local area?

All respondents answered this question.



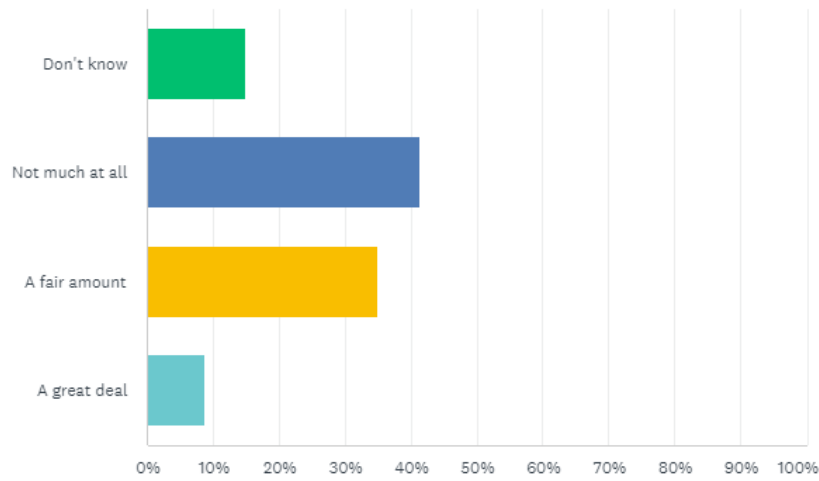
ANSWER CHOICES	RESPONSES
▼ Don't know	15.72% 91
▼ Not much at all	34.20% 198
▼ A fair amount	37.13% 215
▼ A great deal	12.95% 75
TOTAL	579

The majority of respondents answered 'a fair amount' to this question, but additionally, a similar amount of respondents indicated 'not much at all' which shows there is a split in sentiment amongst respondents.

Cornwall Council has shown a decline in the number of positive responses to this question since 2020. In Autumn 2022, 39% of respondents agreed that Cornwall Council campaigned and stood up for Cornwall. 24% disagreed. Camborne Town Council is therefore achieving better results that Cornwall Council in this regard, with a total of 50.08% positive results. This question is not asked in the LGA survey.

Question Seven: To what extent do you think Camborne Town Council acts on the concerns of local residents?

All respondents answered this question.



ANSWER CHOICES	RESPONSES
Don't know	15.03% 87
Not much at all	41.45% 240
A fair amount	34.89% 202
A great deal	8.64% 50
TOTAL	579

The majority of respondents indicated they felt 'not much at all' when answering this question.

When comparing these results to those of Cornwall Council, Camborne Town Council is scoring less than Cornwall Council, but not far less.

	Camborne Town Council	Cornwall Council
Great Deal/Fair Amount	43.53%	51%
Not very much/not at all	41.45%	38%
Don't Know	15.03%	11%

In the LGA survey, 52% of respondents replied positively.

Question 8: These are the headline objectives for the Town Council’s Strategic Plan 2022-2027.

Do you feel these objectives are appropriate for Camborne Town Council?

Objective One: Continually listen and respond to the needs of the community

- *Produce more opportunities for the community to access our services, activities and events.*
- *Enhancing our transparency and openness*
- *Commit to collaborative working and establish fruitful relationships with community partners*

Objective Two: Be the best we can be

- *Recognise and celebrate achievement and aim for the exceptional in all we do*
- *Continually review and evaluate services and functions*
- *Effective and efficient use of resources in all that we do*

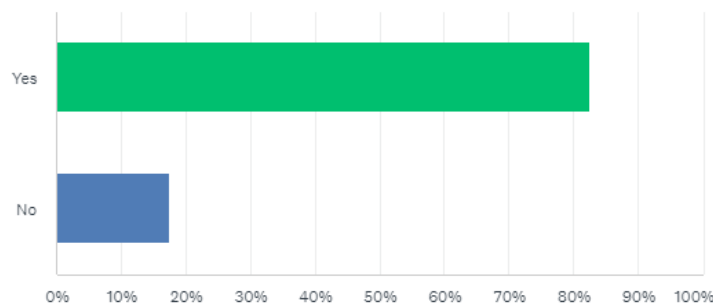
Objective Three: Encouraging pride

- *Commit to improve and enhance council assets across the parish*
- *Honour Camborne’s heritage and cultural identity*
- *Deliver services that are valued by service users*

Objective Four: Creating a better future for Camborne

- *Become more sustainable*
- *Be present and the voice of Camborne Communities in all place shaping forms*

All respondents answered this question.



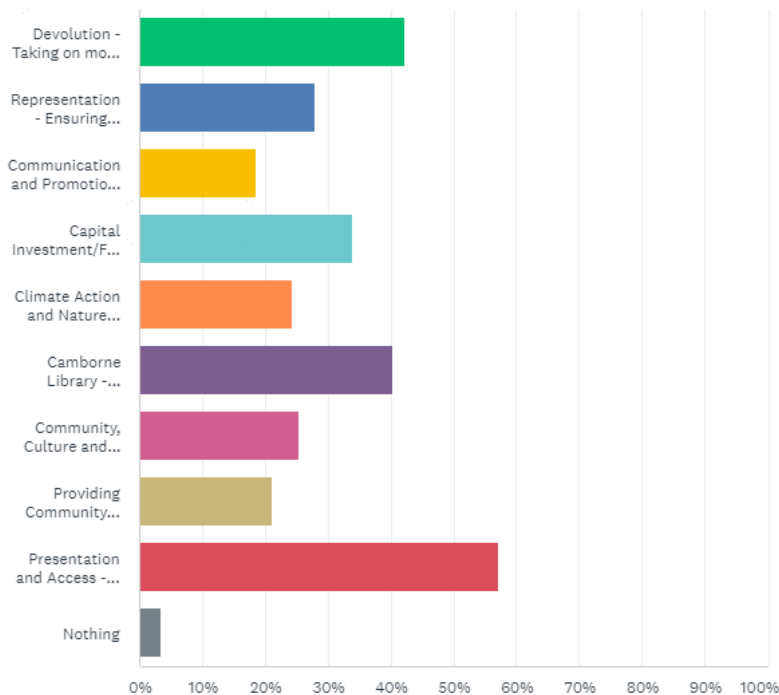
ANSWER CHOICES	RESPONSES
Yes	82.56% 478
No	17.44% 101
TOTAL	579

There is an overwhelming majority of respondents who agree that the Town Council’s strategic objectives are appropriate. This question is not asked by LGA or Cornwall Council as it is specific to Camborne.

Question 9: Indicate THREE current Camborne Town Council services/projects you feel the organisation needs to prioritise:

Indicate THREE current Camborne Town Council services/projects you feel the organisation needs to prioritise:

Answered: 579 Skipped: 0



ANSWER CHOICES	RESPONSES
Devolution - Taking on more green spaces and assets from Cornwall Council and protecting them for the community.	42.31% 245
Representation - Ensuring voice of Camborne is heard in various local and regional forums and that the Town Council is present in all local groups and spaces.	27.98% 162
Communication and Promotion - Ensuring decisions, plans and activity are clearly communicated and Camborne Town Council and the Parish is promoted in an informative and attractive way.	18.48% 107
Capital Investment/Future Proofing - Acquiring buildings and spaces for the community and services with capital grants such as the Basset Centre or Kerrier Way Green Space.	33.85% 196
Climate Action and Nature Recovery - Developing environment and sustainability initiatives for Camborne Parish.	24.35% 141
Camborne Library - Continuing work with Cornwall Council to deliver a thriving library for Camborne and surrounding areas.	40.24% 233
Community, Culture and Events - Continuing to provide free to access events and opportunities to celebrate arts, heritage and culture and engage the community.	25.39% 147
Providing Community Grants and Support - Improve how much support we offer local charities and non-profit organisations including grants and staff support.	21.07% 122
Presentation and Access - Deliver Parish boundary signage, street weeding, street furniture, footpath cutting, bins, grass cutting, floral displays and other initiatives to improve the presentation and access to the local area	57.17% 331
Nothing	3.45% 20
Total Respondents: 579	

Pursue/ encourage owners of iconic local buildings (and empty shops) to improve upkeep eg old council offices / fire station on Trevenson st.'

'Monitor planning applications very closely.'

*'More attention to detail. Promotion of pride in the town.
Litter and dog dirt. If you have a clean and tidy town and everyone does their bit and gets involved in events it helps people to feel happier and enjoy life.'*

'To be honest Camborne Town Council does well in those three areas - I just want that to continue as they are important to me personally.'

'Street cleanliness throughout Camborne & housing estates. More 'in the field' action!'

'More grass and hedge cutting prams can't always get past with bushes and stuff over hanging.'

'More toilets.'

'Support local people and grass roots organisations to achieve their goals - through representation, thinking 'local' less bureaucratic means of financial support.'

'Less new house building. Reduce overgrown hedgerows'

'More well looked after open green spaces like parks'

'Engage with community and communicate better'

'All of the above!

*Promote library as space for groups and educational and council events.
Promote local initiatives around sustainability and ecologically driven lifestyle changes.'*

'Help with housing for poorer/local families. More allotments.'

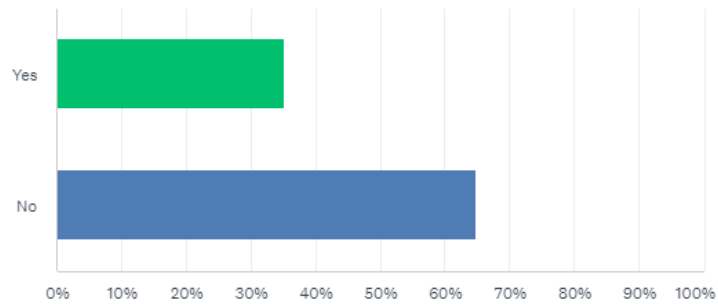
'Sweep the roads into housing estates and streets. Cut the speeding in and around Camborne.'

'Street and road cleaning. Clear weeds in street and housing estate. It is a disgrace at the moment.'

'Listen to concerns expressed.'

'Public toilet maintaining, cctv needs to be monitored and better positioned, work with police to achieve more (any!) visible presence. Get rid of weeds etc. growing on pavements and kerbs as it will cause great expense in the long term. TRIP HAZARDS, PREVENTATIVE MAINTAINING IS CHEAPER THAN FIXING THINGS THAT ARE BROKEN. NEGLECT.'

All respondents answered this question.



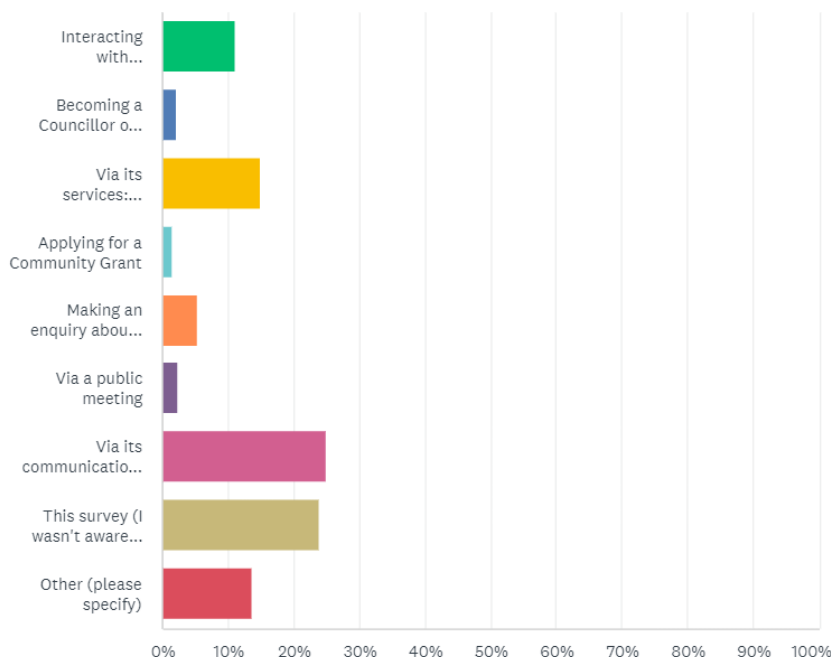
ANSWER CHOICES	RESPONSES	
▼ Yes	35.23%	204
▼ No	64.77%	375
TOTAL		579

The majority of respondents indicated that they would not be comfortable with paying more Council Tax to take on more areas of work, however, there was a considerable amount of respondents who indicated yes to this question.

With a well-managed awareness campaign, more respondents may feel more comfortable with paying council tax for improved services.

Question 13: How did you first learn about Camborne Town Council and its work?

All respondents answered this question.

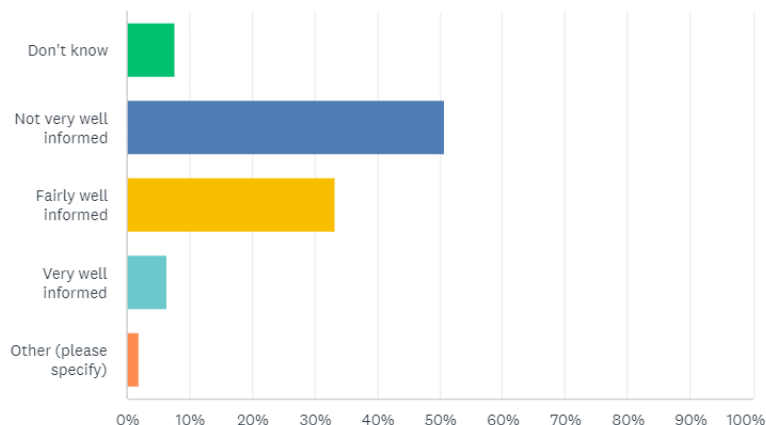


ANSWER CHOICES	RESPONSES
▼ Interacting with Councillors or staff	11.05% 64
▼ Becoming a Councillor or Youth Councillor	2.07% 12
▼ Via its services: Library, events, parks and green spaces	15.03% 87
▼ Applying for a Community Grant	1.55% 9
▼ Making an enquiry about Council services	5.35% 31
▼ Via a public meeting	2.42% 14
▼ Via its communications: website, social media, press releases, reports	25.04% 145
▼ This survey (I wasn't aware before now)	23.83% 138
▼ Other (please specify)	Responses 13.64% 79
TOTAL	579

The majority of respondents indicated they heard about the Town Council via its published communications and digital platforms. However, the second highest response was that the survey was the first-time respondents had heard about the Town Council.

When indicating 'other' for this question, respondents generally mentioned paying council tax, understanding local government, via councillors and seeing staff in uniform about the town.

Question 14: Overall, how well informed do you think Camborne Town Council keeps residents about the services and benefits it provides?



ANSWER CHOICES	RESPONSES
▼ Don't know	7.77% 45
▼ Not very well informed	50.78% 294
▼ Fairly well informed	33.16% 192
▼ Very well informed	6.39% 37
▼ Other (please specify)	Responses 1.90% 11
TOTAL	579

The majority of respondents indicated a negative response to this question (58.55%). There are no Cornwall Council or LGA comparisons for this question as it is Camborne specific.

11 respondents indicated 'other'; their responses included:

'Depends on what information you're willing to let the public know about.'

'Need more literature through the door about it or info at the library.'

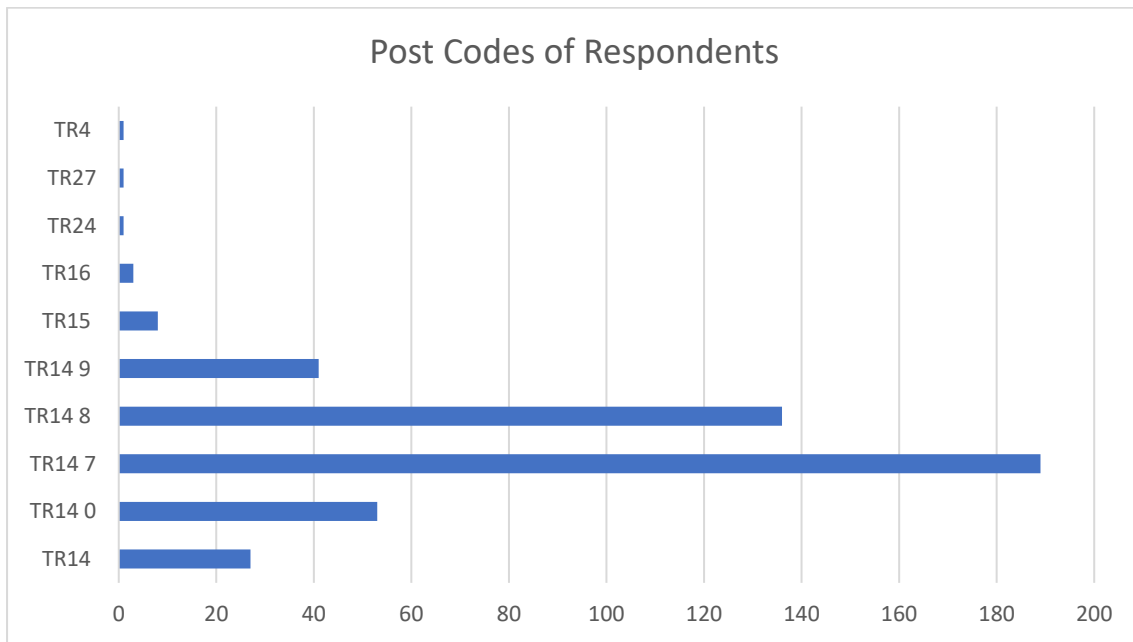
'I am more aware now that I follow you on social media. Before this I had no idea what the council were doing other than bin collection and council tax as this is the only information that comes through my door. I work full time so outreach events in the middle of the day are a wasted opportunity...'

Information about the Respondents:

Mailing List

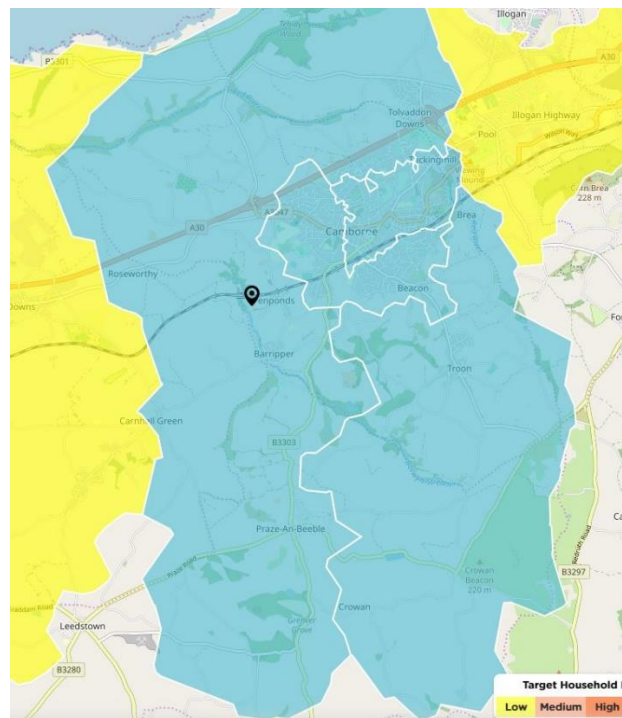
190 respondents asked to join the mailing list for the Camborne Town Council newsletters and reports.

Post Codes of Respondents

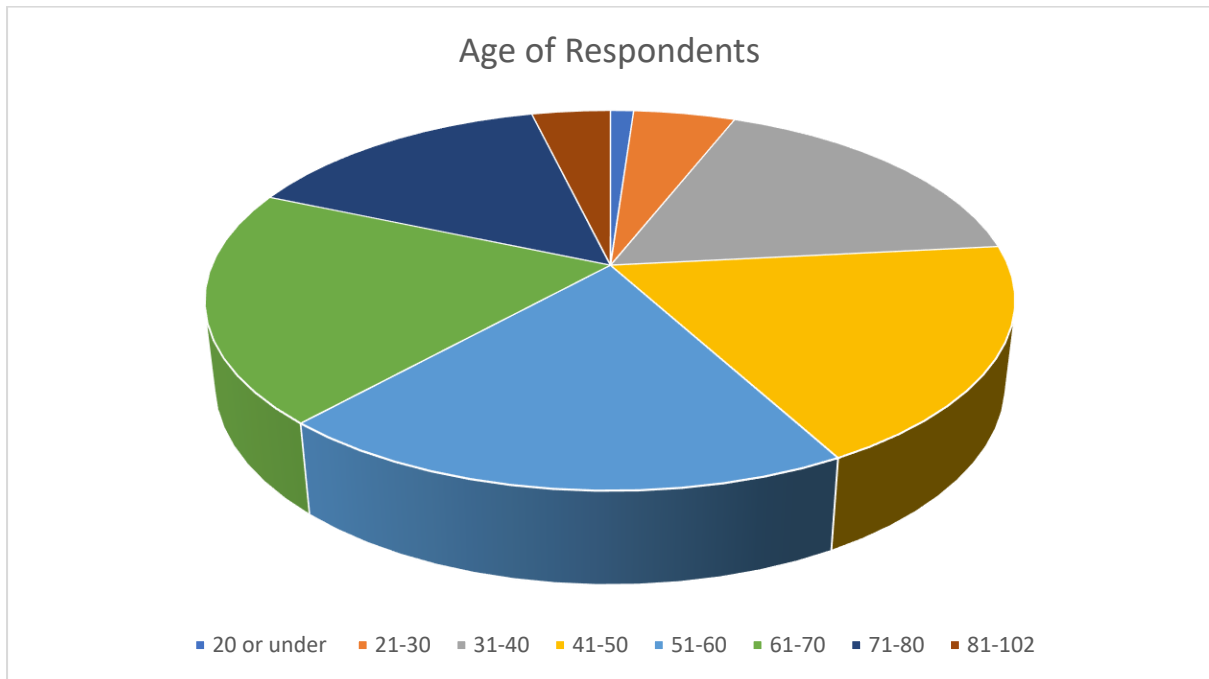


The map indicates these listed postcodes in blue.

- TR14 0**
- TR14 7**
- TR14 8**
- TR14 9**

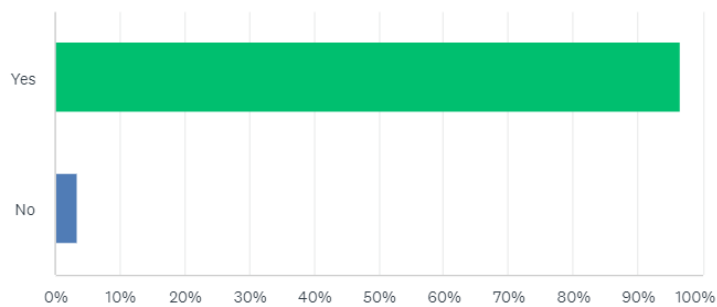


Age of Respondents



The youngest respondent was 14, and the oldest was 102 years old. The majority of respondents were aged 51-60, followed by respondents aged 61-70.

Respondents living in Council Tax paying households:



ANSWER CHOICES	RESPONSES	
▼ Yes	96.61%	513
▼ No	3.39%	18
TOTAL		531