



2024

Residents' Survey



Overview

Blaby District Council runs a Residents' Survey every two years alongside the annual budget/Council Tax questionnaire.

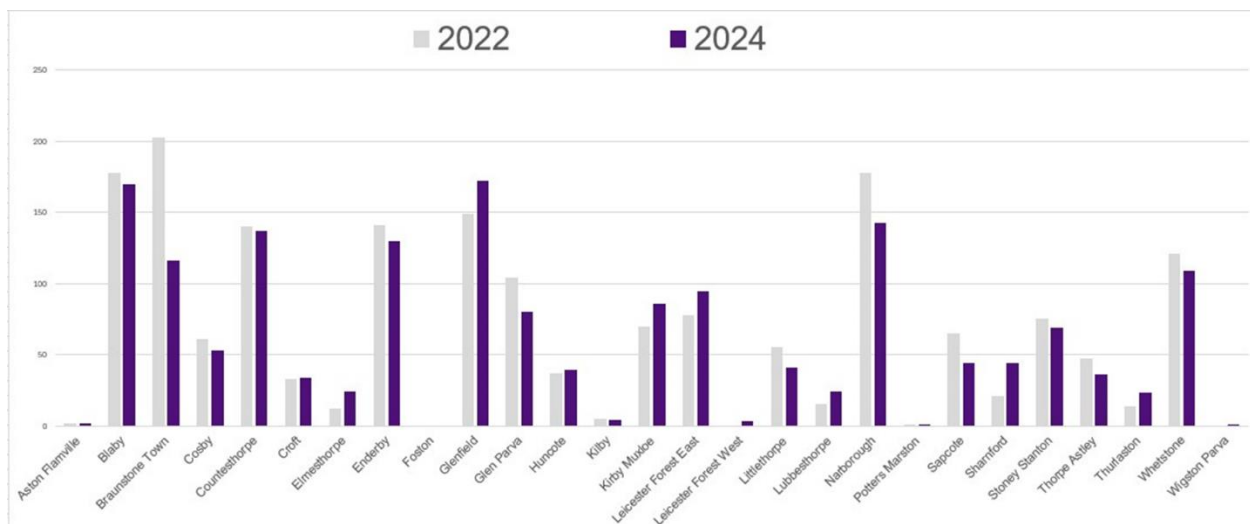
The 2024 Residents' Survey was done between 24 January and 25 February and contained 16 survey questions and seven optional equalities questions.

The survey was promoted through social media, via emails to parish clerks, through our emailed general newsletter and on our website. Some 210 hard copies were posted out and 50 were distributed to local centres, such as Braunstone Civic Centre and Sapcote Memorial Hall thanks to our Community, Business, Work and Skills Team.

According to consultation methodology, given the size of our population in the District, we needed 1,000 survey completions to be 99% confident, within a 4% margin of error either way, that the responses received represented the opinions of the population of the District.

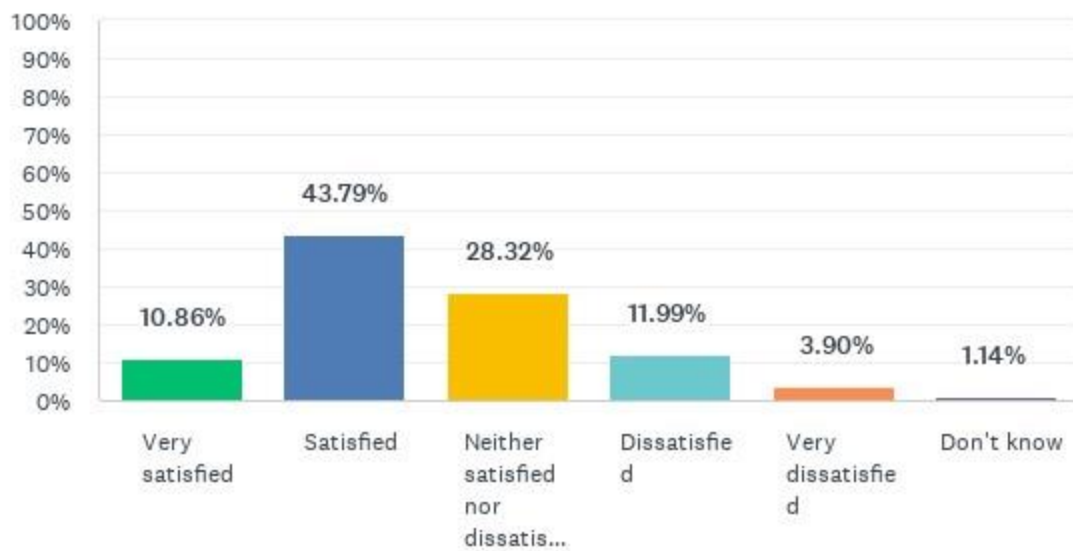
We had 1,680 surveys returned, 1,628 online through our link to SurveyMonkey and 52 paper copies. Of these 1,276 (76%) were fully completed – that is all of the survey questions answered.

Here are the responses by village for 2024 as compared to 2022:

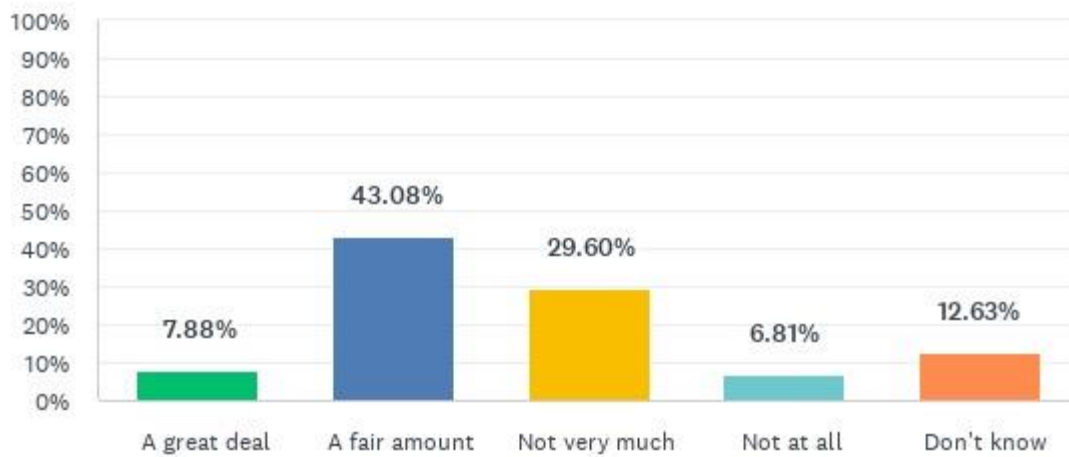


Results

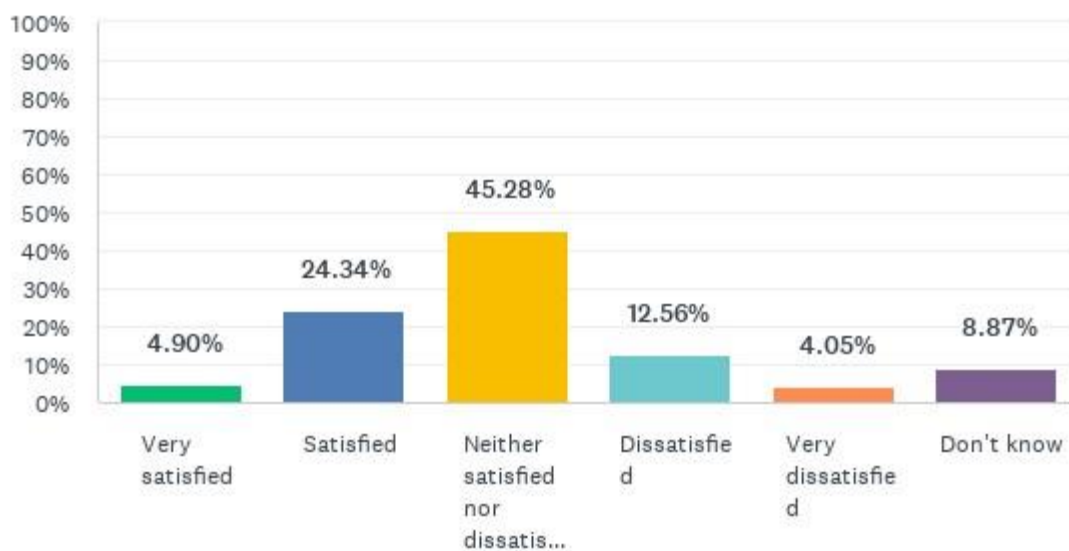
Overall, how satisfied are you with the way Blaby District Council runs its services?



To what extent do you think Blaby District Council acts on the concerns of residents?



How satisfied are you about how you can get involved in your local area and decision making?



Satisfaction with core services

Most satisfied	Least satisfied
Refuse 76%	Car parking 46%
Doorstep recycling 63%	Dealing with crime and ASB 33%
Parks and open spaces 63%	Keeping public areas clean 32%

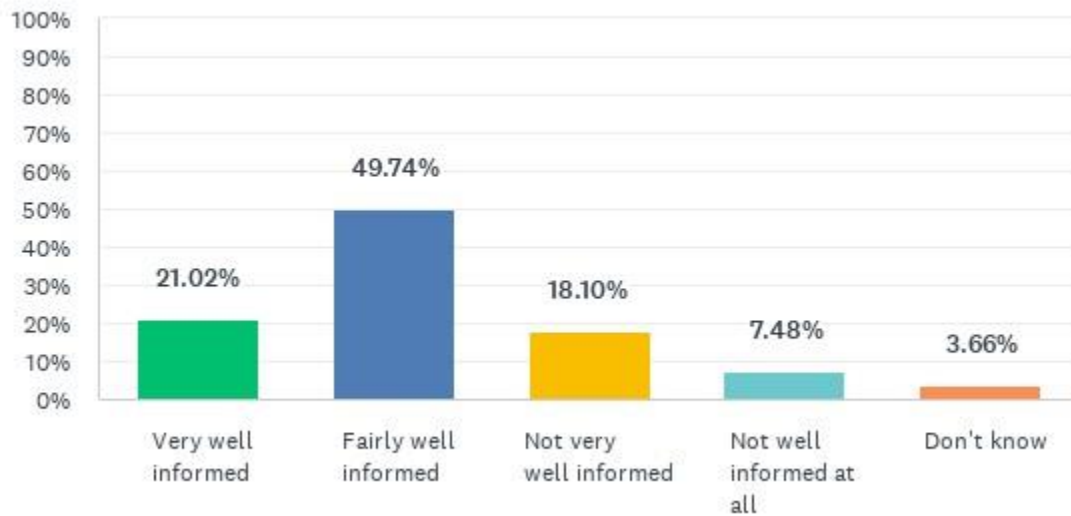
Satisfaction with additional services

Most satisfied	Least satisfied
Facilities for children 25%	Facilities and opportunities for young people 31%
Support to community and voluntary sector 24.5%	Availability of affordable housing 23%
Health improvement services 21%	Services for older people 22%

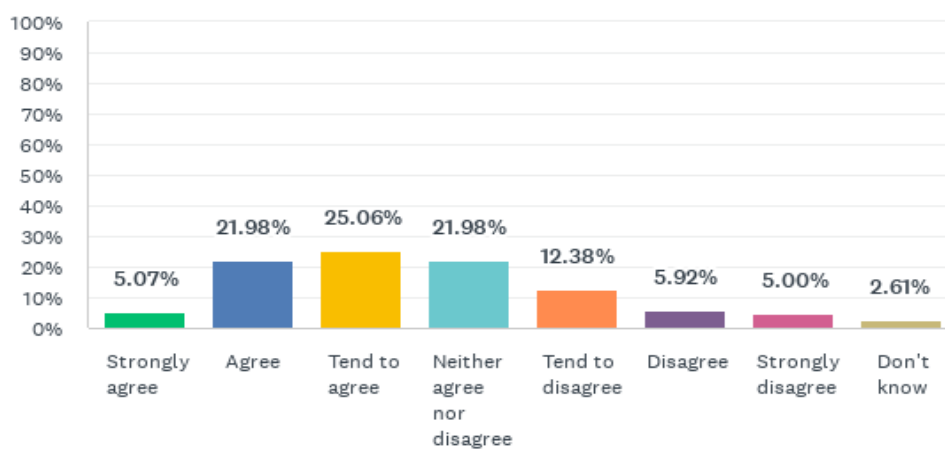
We asked “Would you like to make any comments about services provided by Blaby District Council” – here is a word cloud with the most used words

local around walk often cut problem shops drains much nothing know close free
 change charges new refuse things one places see keep building
 collected recycling issue car cleaning think BDC residents lack
 stop especially village increase garden work waste etc
 area planning people Please services flooding
 collection take bins months need feel
 parking left council back Blaby help pay look
 road tax good lot use offer housing given year cost
 seems put making say dog green street Enderby time long
 pavement open many clearing facilities older support winter enough
 public money car parking children always emptied tipping Also school provided
 litter

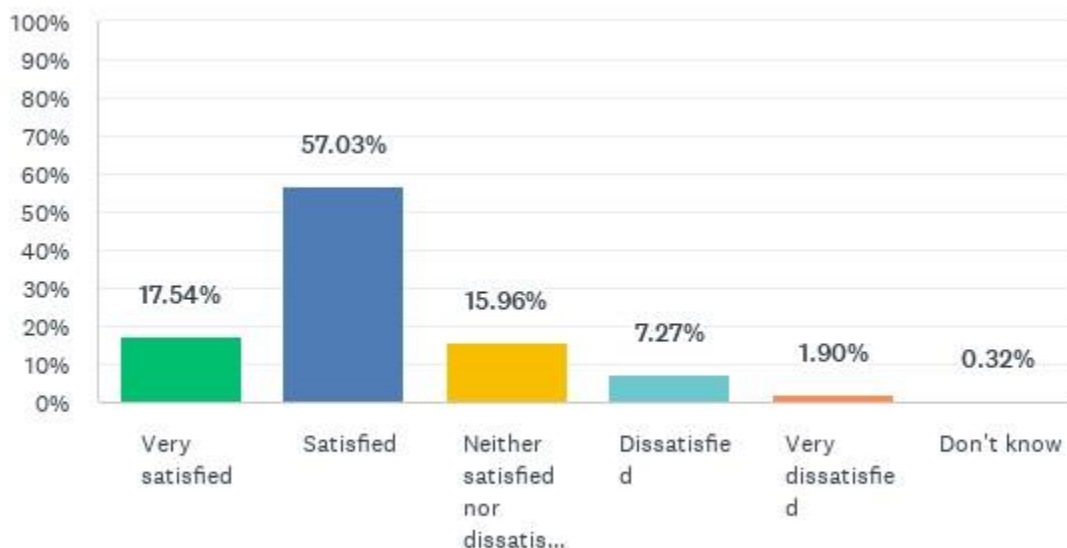
Overall, how well informed do you think Blaby District Council keeps residents about the services and benefits it provides?



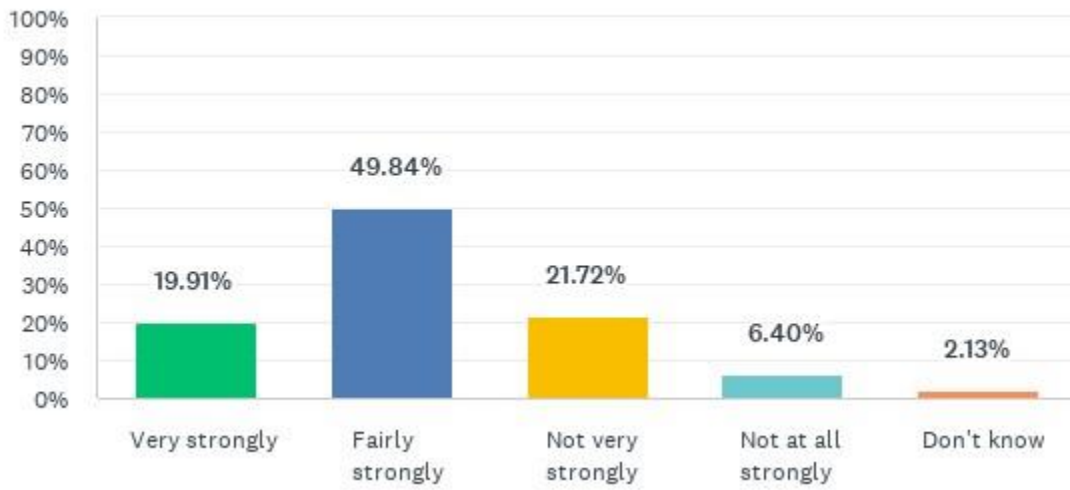
To what extent do you agree that services provided by Blaby District Council are good value for money?



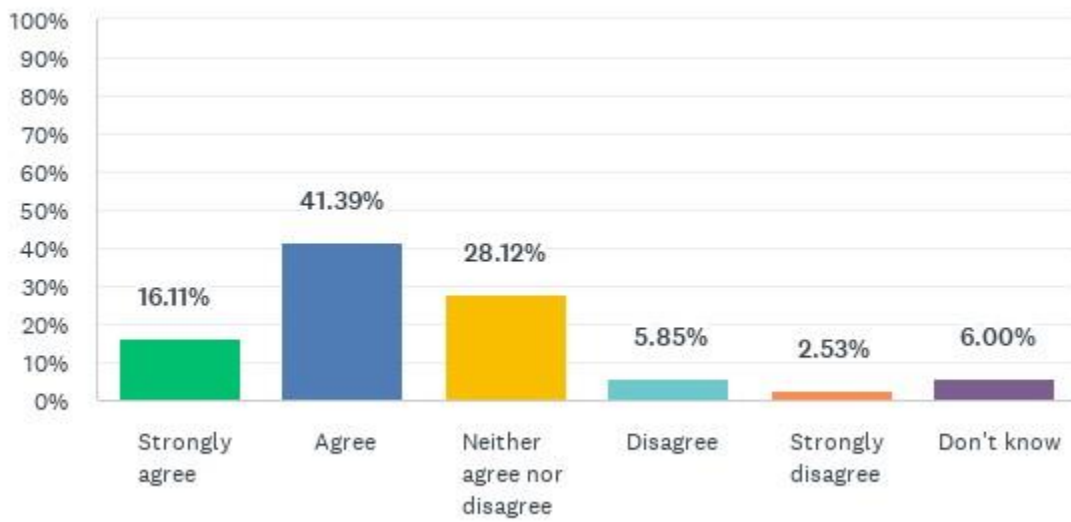
Overall, how satisfied are you with your local area as a place to live?



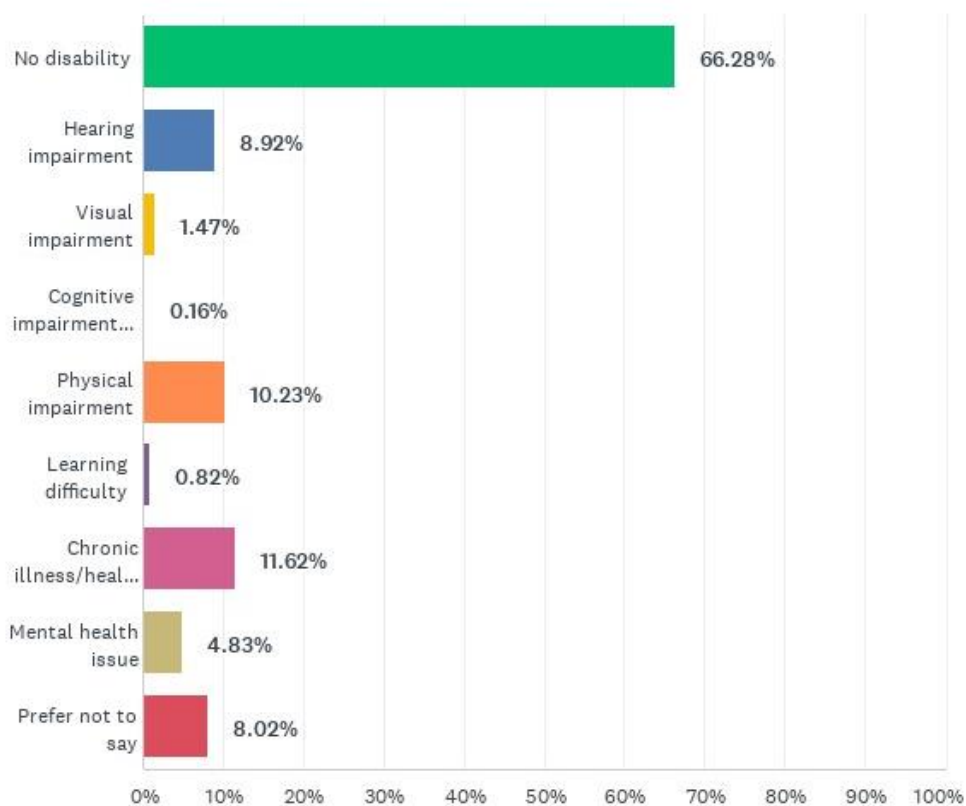
How strongly do you feel you belong to your local area?



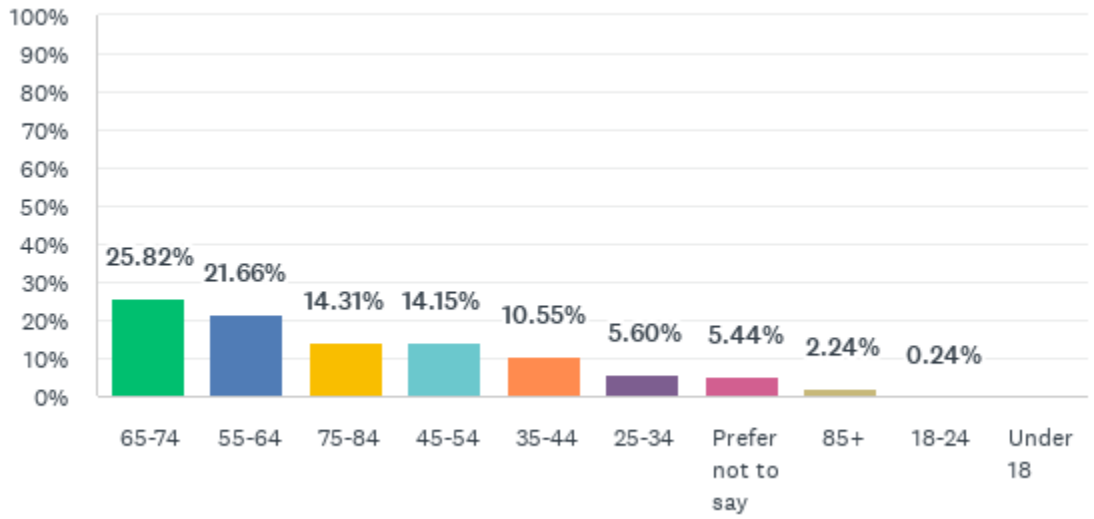
To what extent do you agree that people of different ethnicities get along in your local area?



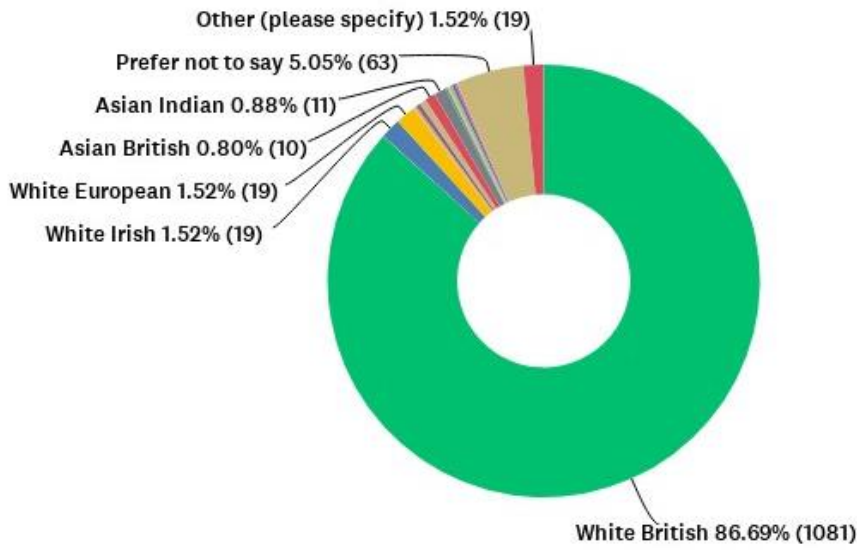
Do you have a disability?



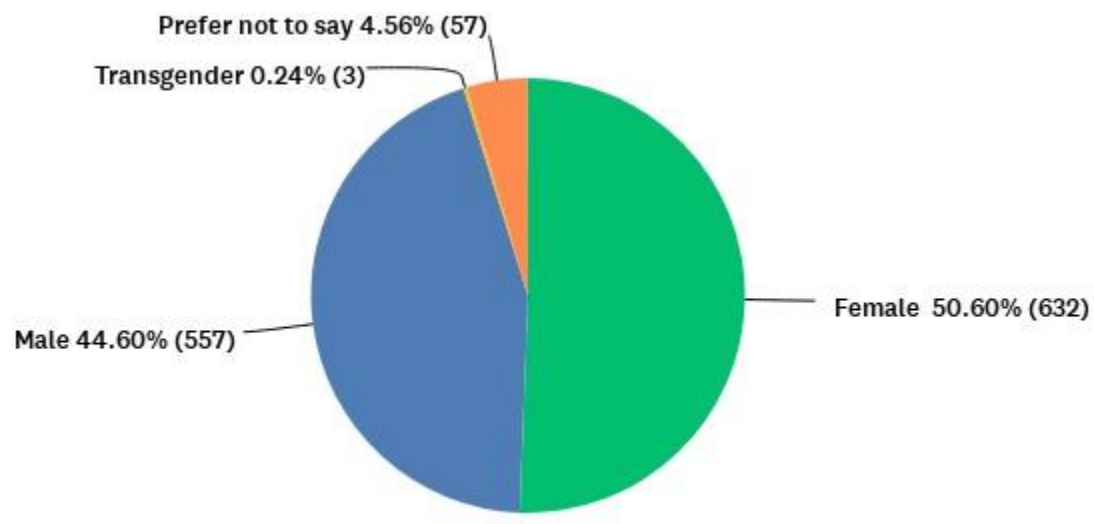
What is your age?



What is your ethnicity?



What is your gender?



What is your religion, if any?

