

New Build Resident Satisfaction 2023

Engagement Report

May 2023

CONTENTS

3	Key Findings
5	Engagement methodology and response
7	Engagement survey findings
7	Overall satisfaction with housing developments
8	Comments on housing developments
10	Comments about satisfaction with the housing development specific to each development
11	What would people choose to redesign about their housing development?
13	Comments about what people would choose to redesign about their development specific to each development
14	Satisfaction with the new home
16	Garage ownership
17	Comments about the new homes
18	Changes to improve satisfaction with new homes
20	Comments about changes to improve satisfaction with new homes specific to each development
21	Satisfaction with the community and local neighbourhood
25	Comments about the community and local neighbourhood
27	Comments about the community and local neighbourhood specific to each development
28	Survey Respondent Profile
35	Appendix 1 – Charts 2 and 3 repeated in larger size
37	Appendix 2 – Copy of the engagement survey

This report was produced by South Gloucestershire Council's Insight and Engagement Team.

Further information about this report is available from the Insight and Engagement Manager

📞 01454 868550

✉ consultation@southglos.gov.uk

💻 www.southglos.gov.uk

✉ South Gloucestershire Council, Insight and Engagement Team, PO Box 1953, Bristol, BS37 0DE

KEY FINDINGS

This summary is based on 207 responses from residents in new developments.

Most residents are either satisfied or very satisfied with their housing development. Houses in many places are praised for being modern in design with good features, and some local areas are praised for their rural aspect and community feel.

There are some variations in results based on area which are explored further within this report.

Satisfaction with housing developments

- The majority of respondents were either **satisfied** (47%, 96 respondents) or **very satisfied** (16%, 32 respondents). 38% of respondents (77 people) fell into the dissatisfied category.
- There were no significant differences in satisfaction between respondents of varying demographics such as age, gender, sexual orientation, disability and ethnicity.
- **Residents of Brabazon were more dissatisfied**, recording a 65% dissatisfaction score compared to the 38% average. Reasons for the identified differences in satisfaction levels are set out at Table 3 (page 10).

The main reason for the satisfaction score

- Satisfied residents praised the **community feel** of their local area and the **construction and configuration** of their properties
- Where residents were less satisfied a **lack of amenities and services in the local area** was mentioned, especially in Ladden Garden Village.
- The state of the roads and pavements was also an issue including in Ladden Garden Village.

Redesign of housing developments

- The most common aspect mentioned for redesign were **roads and pathways**, with the lack of pavements being highlighted as a safety issue (58 mentions).
- **Amenities and services** were mentioned frequently, with 44 comments touching on the need for things like shops, GP surgeries, pubs and cafes.

Satisfaction with the home

- The aspect with the highest level of satisfaction was the **internal space and layout** of the home, with 85% of respondents (n=172) being quite or very satisfied.
- Dissatisfaction was highest for **privacy and not feeling overlooked** when in the garden (42% dissatisfied, n=83), however the majority of residents were still satisfied with this aspect.

Comments about the home

- Some residents took the opportunity to praise **individual features** such as the large size of windows, the standard of finish, and eco features such as insulation.
- Where residents had suggestions for improvements, the most frequent aspect mentioned was **building design** (25 mentions), for example an increase in room size, changes to layout, and comments about individual elements such as ill-fitting windows and plumbing problems.
- **Parking issues** were also mentioned (24 mentions).

Changes to improve satisfaction with homes

- The most common response was that **solar panels or energy efficiency technology** to be fitted to the house (24 mentions)
- General comments about **improvements to the house structure** were made several times (22 mentions).

Satisfaction with the community and local neighbourhood

- The aspect with the highest level of satisfaction was having **open space close by**, with 72% of respondents (n=144) being quite or very satisfied.
- Dissatisfaction was highest for having a **local shop within one mile** (48% dissatisfied, n=96), and **traffic speeds feeling safe** (47% dissatisfied, n=95).
- Residents from **Brabazon** were generally less satisfied about many aspects of their community and local neighbourhood compared to other areas.

Comments about the community and local neighbourhood

- The most common response was a **complaint about the lack of services and amenities** (55 mentions), especially centring on the fact that promised amenities have not been delivered.
- The **poor condition of roads and pavements** was the next most frequently mentioned aspect (39 mentions).
- Respondents from **Ladden Garden Village** in particular mentioned the need for amenities and services to be provided in the local area (26 mentions), alongside the need for improvements to the road and pavements (16 mentions).

Consultation Methodology and Response

Survey Methodology & Response Numbers

Postcards advertising the survey were hand delivered to 2,800 new build properties completed in the last two years. The postcard featured a QR code and web address, both of which sent respondents to the online survey.

An alternate method of contact was also advertised for anyone unable to complete the survey online.

A copy of the questions asked in the survey is available at appendix 2.

The following developments were included in the fieldwork, alongside the number of responses received from each development:

Development	Number of responses received
Blackberry Park – Coalpit Heath	20
Brabazon – Former Filton Airfield	23
Brooklands Park – Harry Stoke	23
Charfield Gardens – Charfield	7
Court Walk – Yate	0
Falfield Grange – Falfield	6
Frenchay Gardens and Frenchay Park – Former Frenchay Hospital	24
Ladden Garden Village – Yate	51
Laurel Hill – Cribbs Causeway	5
Lyde Green	11
Post Farm – Thornbury	1
Saxon Gate – Wickwar	9
Trinity Meadows – Chipping Sodbury	19
Tyndale Reach – Wickwar	5
Walnut Field - Tytherington	3

A total of 207 responses were received.

General Caveats

The results of this consultation are not statistically representative of the views of South Gloucestershire residents due to the nature of the methodology used. The level of response, information gathered, and views obtained provide a useful indicator of wider opinion and any important issues that will need to be considered.

Due to the software used and the different response options open to respondents, it was possible for people to submit more than one response. This has been monitored during the engagement period and analysis and it does not appear to have been abused or be a significant issue affecting the response.

Any obvious duplicate comments, personal information and comments that can identify individuals, have been removed from the comments analysis. Percentages used in this report have been rounded and may not add up to exactly 100%. For some survey questions, respondents could select more than one response which also means that percentages can total more than 100%.

Comments

Due to the large number of comments made as part of this engagement process, comments have been grouped by theme for inclusion in this output report.

A full copy of all comments made is available on request.

Geographic Analysis

The results of this survey have been analysed geographically wherever possible, to highlight differences in experience and levels of satisfaction between the different housing developments.

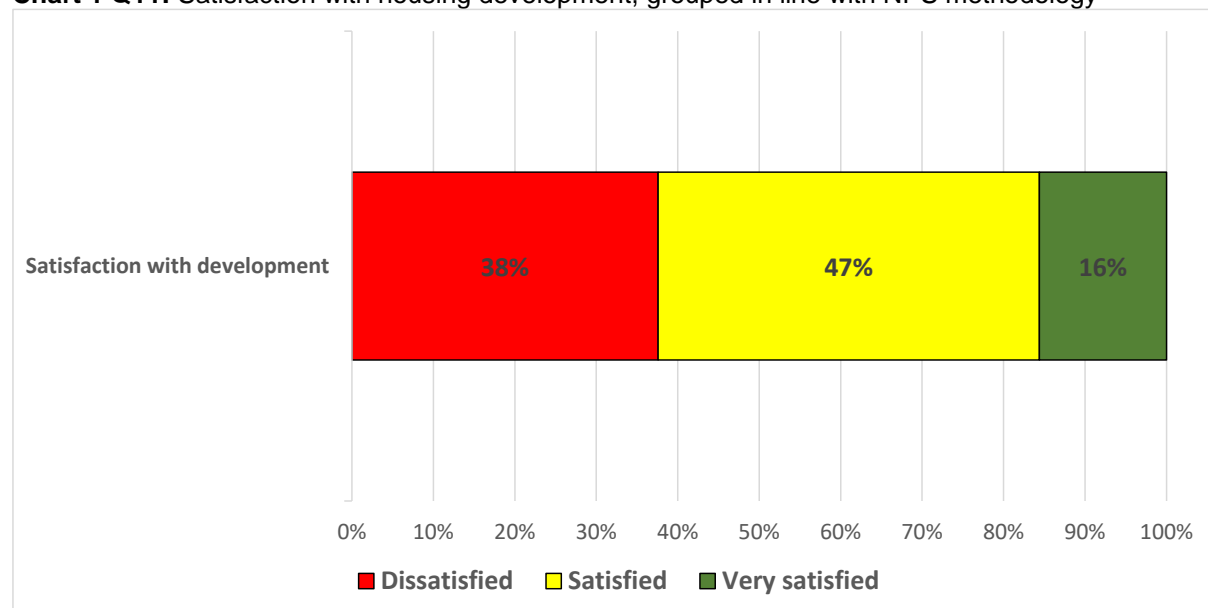
Engagement Survey Findings

Overall satisfaction with housing developments

Respondents were asked to rate their satisfaction with their housing development on a scale from 1-10, where 1 was the lowest and 10 was the highest.

In line with national methodology for identifying a net promoters score (NPS), the scores have been grouped into people who are very satisfied ('promoters', score 9 or 10), satisfied ('passive', score 7 or 8), or dissatisfied ('detractors', score 1 to 6).

Chart 1 Q11: Satisfaction with housing development, grouped in line with NPS methodology



Base: 205

The majority of respondents were either satisfied (47%, 96 respondents) or very satisfied (16%, 32 respondents).

There were no significant differences in satisfaction between respondents of varying demographics such as age, gender, sexual orientation, disability and ethnicity.

Areas with a particularly high rate of satisfaction included Saxon Gate in Wickwar, Charfield Gardens in Charfield, and Tyndale Reach in Wickwar.

There were some differences seen in satisfaction between different housing developments, although extreme care should be taken due to the small sample sizes in many areas. Table 1 shows where satisfaction was highest across the area.

Table 1: Satisfaction by housing development

Development	Dissatisfied		Satisfied		Very satisfied	
	%	Number	%	Number	%	Number
Blackberry Park - Coalpit Heath	25%	5	60%	12	15%	3
Brabazon - Former Filton Airfield	65%	15	22%	5	13%	3
Brooklands Park - Harry Stoke	30%	7	57%	13	13%	3
Charfield Gardens - Charfield	14%	1	57%	4	29%	2
Court Walk - Yate	-	-	-	-	-	-
Falfield Grange - Falfield	50%	3	50%	3	-	-
Frenchay Gardens and Frenchay Park	26%	6	35%	8	39%	9
Ladden Garden Village - Yate	50%	25	44%	22	6%	3
Laurel Hill - Cribbs Causeway	0%	0	80%	4	20%	1
Lyde Green	36%	4	64%	7	-	-
Post Farm - Thornbury	-	-	100%	1	-	-
Saxon Gate - Wickwar	11%	1	56%	5	33%	3
Trinity Meadows - Chipping Sodbury	42%	8	37%	7	21%	4
Tyndale Reach - Wickwar	20%	1	80%	4	-	-
Walnut Field - Tytherington	33%	1	33%	1	33%	1

Base: 205

38% of respondents (77 people) fell into the dissatisfied category.

Residents of Brabazon were more dissatisfied than other areas, recording a 65% dissatisfaction score compared to the 38% average.

Comments on housing developments

179 respondents chose to give a reason for their satisfaction score.

Satisfied residents praised both their property (34 mentions) and the local area in general (49 mentions). Some chose to comment on the **community feel** of their local area and the **construction and configuration** of their properties.

Where residents were less satisfied a **lack of amenities and services in the local area** was mentioned (51 comments), especially in Ladden Garden Village. Respondents often noted that these amenities and services may have been promised at the time of purchase but have not subsequently materialised.

Another frequently mentioned issue was **the state of the roads and pavements** (32 mentions), which were often deemed to be damaging to vehicles and/or being damaged by continued construction traffic. Again, Ladden Garden Village generated a larger number of comments on this theme.

Respondents felt that **developers still had work to do in the local area** (30 mentions) especially with landscaping (22 mentions), but many felt that **promises from developers hadn't been fulfilled** (20 mentions). Some residents noted that the mix of **social housing** in their area was causing problems (10 mentions).

Table 2: Please tell us the main reason for your satisfaction score:

Theme of comment	Number of mentions	Proportion of comments
Lack of amenities and services	51	28%
Praise for area	49	27%
Praise for house	34	19%
Bad roads and pavements	32	18%
Developer work needed	30	17%
General area issues/need landscaping	22	12%
General lack of promised	20	11%
Development still ongoing	20	11%
Problems with parking	14	8%
Poor house quality	12	7%
Social housing issues	10	6%
Speeding traffic	9	5%
Noise issues	9	5%
Area too crowded	9	5%
Bad bus service	8	4%
Litter/poor area cleanliness	8	4%
ASB/safety issues	7	4%
Poor garden	6	3%
N/A or misc	5	3%
Bad lighting	4	2%
Lack of solar panels	4	2%
Poor house design	2	1%
No cycle provision locally	2	1%
Lack of privacy	2	1%
Complaint about estate charge	1	1%
Total	179	100%

Base: 179 comments

"No community centre, shop or primary school and some people have been here nearly 4 years. Roads and pavements still unfinished, even where construction traffic finished years ago. Public bins not emptied until multiple complaints raised, every time. Majority of trees planted are dead and landscaping generally poorly laid and poorly maintained. All small side streets are narrow and without pavements..."

"No shop, no cafe, no community space/hall/room for events etc, no pub, no takeaway food retail, nothing apart from houses. This doesn't create a community. We need places to meet and socialise."

"I think it is a lovely up and coming estate. Once there is a local shop and community centre etc I think it will be better and with a bus route. I'm looking forward to seeing it finished."

Comments about satisfaction with the housing development specific to each development

To give local context, comments have been split by housing development. Results are given in the table below. Numbers of comments for some developments are small or zero.

Table 3: Please tell us the main reason for your satisfaction score, split by housing development:

Development																								
	Lack of amenities and services	Praise for area	Praise for house	Bad roads and pavements	Developer work still needed	General area issues/needs better landscaping	Broken promises	Development still ongoing	Problems with parking	Poor house quality	Social housing issues	Speeding traffic	Noise issues	Area too crowded	Bad bus service	Litter/poor area cleanliness	ASB/safety issues	Poor garden	N/A or misc	Bad lighting	Lack of solar panels	No cycle provision locally	Lack of privacy	Complaint about estate charge
Blackberry Park - Coalpit Heath	5	9	5	2	1	2		1	1	2	1			1	1			1						
Brabazon - Former Filton Airfield	3	3	4		6		3	1	5	4		2	5	1			1	2	1		1			1
Brooklands Park - Harry Stoke	5	4	4	3	3	2		3	1	1	1		2	1	1	2	1		2				1	
Charfield Gardens - Charfield	1	3		1			1									1				1				
Court Walk - Yate																								
Falfield Grange - Falfield		2	1		1						1						1	1						
Frenchay Gardens and Frenchay Park	4	7	6	1	1	2		1	3		3		1	2	1	1	1			2	1			
Ladden Garden Village - Yate	23	7	4	18	9	7	8	8	3	2	1	6		2	3	2	3	1	2			1		
Laurel Hill - Cribbs Causeway		2	1	1					1															
Lyde Green	5	1		3	1	1	1			1		1		1		1			3					1
Post Farm - Thornbury								1																
Sazon Gate - Wickwar	1	3		1	1			1			1			1	1	1								
Trinity Meadows - Chipping Sodbury	1	6	7	1	6	8	6	3		2			1				1		1					
Tyndale Reach - Wickwar	3	1	2	1				1			1				1							2		
Walnut Field - Tytherington		1			1		1				1													

In general developments which were still at a relatively early stage of construction fared worse in satisfaction levels, compared to more established developments. Issues such as construction noise, parking, unfinished roads, and a lack of amenities were identified.

Respondents from **Ladden Garden Village** have raised particular issues with a lack of amenities and services, with several people mentioning that they feel like services that were promised have not been delivered. Roads were also deemed to be particularly bad in this area, with 18 respondents mentioning the state of the roads and pavements.

Respondents from **Brabazon** have raised particular issues with developer work still needed, parking and noise issues, with an equally divided number of responses on the quality of the homes provided.

What would people choose to redesign about their development?

Respondents were asked what they would choose to redesign about their housing development if they were given the chance to make a change.

Many of the respondents who chose to make comments here were satisfied overall with their housing development, but took the opportunity to mention something locally which could be improved.

The most common response was **improvements to the roads and pathways**, which was mentioned 58 times. The lack of pavements in some areas was highlighted as a particular problem in some areas, with residents feeling that it was a safety issue.

Once again **amenities and services** were mentioned frequently, with 44 comments touching on the need for things like shops, GP surgeries, pubs and cafes.

Other common themes included **better parking arrangements** for residents and visitors (37 mentions), improving landscape and design (29 mentions) and improved quality and size of gardens (23 mentions).

Social housing was mentioned by 18 respondents as something which they would choose to design differently locally.

Table 4: If you had the opportunity to redesign your housing development, what would you change?

Theme of comment	Number of mentions	Proportion of comments
Improvements to roads and pathways	58	34%
More amenities like pub, shop, GP, school	44	26%
Better parking	37	22%
Improved landscaping and design	29	17%
Better gardens	23	14%
House improvements	21	12%
Fewer houses/more space between houses	21	12%
More green space	20	12%
Remove/less social housing	18	11%
Developer criticism	9	5%
More renewable energy	8	5%
No response	8	5%
Better transport connections	7	4%
Better lighting	7	4%
More or improved playgrounds	6	4%
Speed restriction measures	4	2%
Finish building works on-site	4	2%
Misc	4	2%
Improved houses	2	1%
Deal with BIRU parking issues	1	1%
Praise for the development	1	1%
Total	169	100%

Base: 169 comments

"Wider roads and all roads to have pavements."

"Slightly bigger gardens for homes, ensure trees are protected. Would ensure more crossing points but we NEED HEALTH CARE AND A CHEMIST to serve the still growing development. Emerson's Green Dr can not cope with Lyde Green residents too. Please ensure this is looked at when development new developments. We bought our house having been told Health care was coming to Lyde and a secondary school was to be developed."

Comments about what people would choose to redesign about their development specific to each development

To give local context, comments have been split by housing development. Results are given in the table below. Numbers of comments for some developments are small or zero.

Table 5: If you had the opportunity to redesign your housing development, what would you change? Split by housing development

Development	Improvements to roads and pathways	More amenities like pub, shop, GP, school	Better parking	Improved landscaping and design	Better gardens	House improvements	Fewer houses/ more space between houses	More green space	Remove/less social housing	Developer criticism	More renewable energy	No response	Better transport connections	Better lighting	More or improved playgrounds	Finish restriction measures	Misc	Improved houses	Deal with BRU parking issues	Praise for the development
Blackberry Park - Coalpit Heath	4	3	3	1	4	2	3		2	1	1	1	2				1			
Brabazon - Former Filton Airfield	4	2	6	4	2	2	2		3	1			2	1	1		1	1		
Brooklands Park - Harry Stoke	6	3	5	3		4	1	6	1	3		2		2		1	1			
Charfield Gardens - Charfield	2	1	3		1	2	1						1	2						
Court Walk - Yate																				
Falfield Grange - Falfield	1			1		2			1		1									
Frenchay Gardens and Frenchay Park		6	3	3	1	2	1	1		3	1	1							1	
Ladden Garden Village - Yate	26	21	8	4	5	2	4	5	2	1		1	2	1	2	3	2	1		1
Laurel Hill - Cribbs Causeway	2		1	1	3		3	1	1					1	1					
Lyde Green	6	7	2	4	1	1	2	3	1				1			1				
Post Farm - Thornbury																		1		
Saxon Gate - Wickwar	2				1	1		1	3			1								
Trinity Meadows - Chipping Sodbury	4	1	4	8	3	3		3	1	3	3	1		1						
Tyndale Reach - Wickwar	1		2		1		4		1											
Walnut Field - Tytherington					1				2			1								

Once again respondents from **Ladden Garden Village** mentioned the need for improvements to the road and pavements (26 mentions), and a desire for more amenities and services (21 mentions).

Satisfaction with the new home

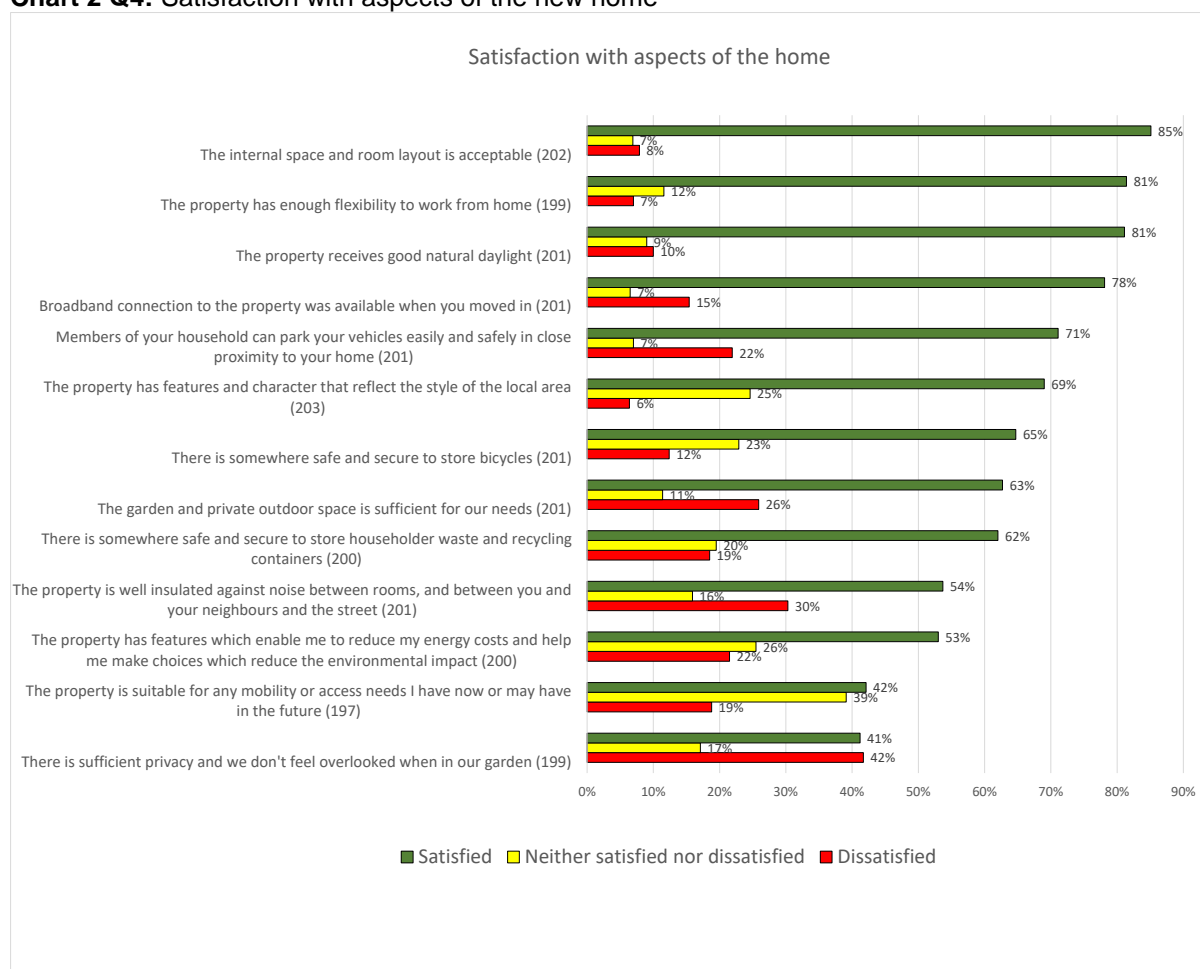
Respondents were asked about their satisfaction with 13 different aspects of their new home.

The aspect with the highest level of satisfaction was the **internal space and layout** of the home, with 85% of respondents (n=172) being quite or very satisfied.

This was followed by **flexibility to work from home** (81% satisfaction, n=162) and the **property receiving good natural daylight** (81%, n=163).

Dissatisfaction was highest for **privacy and not feeling overlooked** when in the garden (42% dissatisfied, n=83), the property being **well-insulated for noise** (30% dissatisfied, n=61) and the **garden and outdoor space being suitable** (26% dissatisfied, n=52).

Chart 2 Q4: Satisfaction with aspects of the new home



Base: Varying; see individual aspects

NB: This chart is repeated at a larger size in appendix 1

Each aspect has been analysed taking into account respondent characteristics, to help understand whether resident experience has been affected by their demographics or the location of their property.

Significant differences are listed below:

The internal space and room layout is acceptable

- No significant differences

The property has enough flexibility to work from home

- Respondents aged 65+ were significantly less likely to be satisfied (67% satisfied compared to 81% average), presumably reflecting the fact that they may not need to work from home as much as younger respondents

The property receives good natural daylight

- Lyde Green respondents were significantly less likely to be satisfied (46% satisfaction compared to 81% average)

Broadband connection to the property was available when you moved in

- Ladden Garden Village respondents were significantly less likely to be satisfied (63% compared to 78% average), as were Saxon Gate respondents (56% compared to 78% average, but small sample size)

Members of your household can park your vehicles easily and safely in close proximity to your home

- Respondents aged up to 44 were significantly more satisfied than older respondents (82% satisfied compared to 71% average)
- Respondents in Brabazon were significantly less satisfied than those in other developments (32% satisfied compared to 71% average)

The property has features and character that reflect the style of the local area

- No significant differences

There is somewhere safe and secure to store bicycles

- Respondents aged over 65 were significantly less satisfied than younger respondents (54% satisfied compared to 65% average)

The garden and private outdoor space is sufficient for our needs

- Male respondents were significantly less satisfied than female (54% compared to 73% female)
- Disabled respondents were significantly more satisfied than non-disabled, although the sample size is small (100% satisfied (sample of 7 people) compared to 61% non-disabled)
- Respondents from Laurel Hill were significantly less likely to be satisfied, although the sample size is small (20% satisfied (sample of 5 people) compared to 63% average)
- Respondents from Saxon Gate were significantly more likely to be satisfied, although the sample size is small (100% satisfied (sample of 9 people) compared to 63% average)

There is somewhere safe and secure to store householder waste and recycling containers

- Respondents aged up to 44 were significantly less satisfied than older respondents (51% satisfied compared to 70% aged 45 to 65)
- LGBTQ+ respondents were significantly more satisfied than non-LGBTQ+ (91% compared to 60% non=LGBTQ+)

The property is well insulated against noise between rooms, and between you and your neighbours and the street

- No significant differences

The property has features which enable me to reduce my energy costs and help me make choices which reduce the environmental impact

- Respondents from Laurel Hill were significantly more likely to be satisfied, although the sample size is small (100% satisfied (sample of 5 people) compared to 53% average)

The property is suitable for any mobility or access needs I have now or may have in the future

- No significant differences

There is sufficient privacy and we don't feel overlooked when in our garden

- Respondents from Brabazon were significantly less likely to be satisfied (11% satisfied compared to 41% average)
- Respondents from Charfield Gardens were significantly more likely to be satisfied, although the sample size is small (86% satisfied (sample size of 7) compared to 41% average)

Garage ownership

72% of respondents (146 people) have a garage, and 28% (58 people) do not. Younger respondents were significantly less likely to have a garage than older respondents (55% aged up to 44 compared to 96% aged 65+).

The most frequent type of use for the garage, where present, is for **storage** (85%, 125 people) followed by parking a car (25%, 37 people).

Eight people used their garage for another reason:

- The garage is not large enough to comfortably park in and open both doors in, it is too small
- Play area for grandchildren.
- Gym, motorbike
- Gym
- Eventually it will be a home gym
- Home office
- Home gym
- Storage and social/hobby space

Comments about the new homes

Respondents were asked for comments about their new home.

Some residents took the opportunity to praise **individual features** such as the large size of windows, the standard of finish, and eco features such as insulation.

Where residents had suggestions for improvements, the most frequent aspect mentioned was **building design** (25 mentions), for example an increase in room size, changes to layout, and comments about individual elements such as ill-fitting windows and plumbing problems.

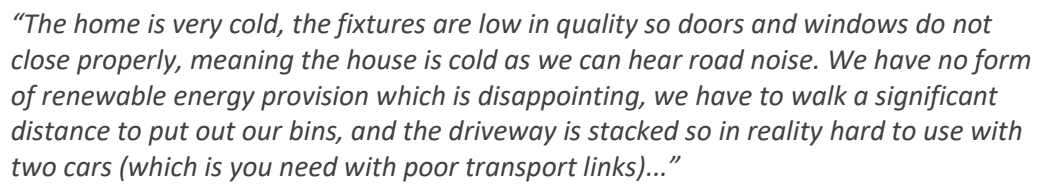
Parking issues were also frequently mentioned (24 mentions), with respondents noting that there were not enough visitor parking spaces, and both residents and visitors park inappropriately including on verges and across driveways.

Other common themes included noise issues (18 mentions), bad quality fixtures and finish (18 mentions), and bad quality gardens (17 mentions).

Table 6: If you had the opportunity to redesign your housing development, what would you change?

Theme of comment	Number of mentions	Proportion of comments
Complaint about building design	25	23%
Parking issues	24	22%
Noise issues	18	17%
Bad quality fixtures and finish	18	17%
Poor gardens	17	16%
No solar panels	9	8%
Bad roads	8	7%
Lack of storage in the house	6	6%
Lack of promised community infrastructure	6	6%
Litter problems	6	6%
Praise for building and design	6	6%
Slow response to solve issues	5	5%
Bad pavements	4	4%
Comment on mix of social housing	4	4%
Delay in broadband	3	3%
Speeding traffic	3	3%
ASB/drug use issues	3	3%
Lack of public transport	3	3%
Praise for the area	2	2%
BIRU parking problems	1	1%
Expensive utilities prices	1	1%
Complaint about estate management fee	1	1%
No garage	1	1%
No playground	1	1%
Complaint about council tax	1	1%
Bad lighting in area	1	1%
Total	107	100%

Base: 107 comments



“The home is very cold, the fixtures are low in quality so doors and windows do not close properly, meaning the house is cold as we can hear road noise. We have no form of renewable energy provision which is disappointing, we have to walk a significant distance to put out our bins, and the driveway is stacked so in reality hard to use with two cars (which is you need with poor transport links)...”

Changes to improve satisfaction with new homes

Respondents were asked whether there were any specific changes that could be made which would increase their level of satisfaction with their new home.

The most common response was that **solar panels or energy efficiency technology** could be fitted to the house (24 mentions). This was followed by general comments about **improvements to the house** (22 mentions), for example changes to layout, extra or moved doors and windows, or bigger plot sizes.

The need for **better insulation for noise and temperature** was mentioned 20 times, with people noting that noise travelled within and between houses very easily.

Improvements to the garden were also frequently mentioned (19 mentions), with respondents mentioning issues with drainage, being overlooked and privacy, and size.

Other common themes included the need for better parking (16 mentions), improvements to roads and pavements (15 mentions), and poor quality appliances and fixtures (10 mentions).

Table 7: Are there any specific changes that would increase your level of satisfaction with your new home?

Theme of comment	Number of mentions	Proportion of comments
More solar panels/energy efficiency	24	19%
House improvements	22	17%
Better temperature/sound insulation	20	16%
Better gardens	19	15%
Improve parking	16	13%
Improve roads/pavements	15	12%
Poor quality appliances/fixtures	10	8%
Developers should sort problems	7	6%
General landscaping improvements	5	4%
Miscellaneous	5	4%
Electricity/insulation in garage	4	3%
More green spaces/playground	4	3%
Garage/ garage location	3	2%
Improve public transport	3	2%
Improve lighting (more windows, etc)	3	2%
Broken promises	3	2%
Better recycling	3	2%
Complaint about management fees	2	2%
Longer warranties	2	2%
Improve speeding	2	2%
Council tax too high	1	1%
Noise issues	1	1%
ASB	1	1%
Total	126	100%

Base: 126 comments

“Electric charging point (for electric vehicles), solar panels as default and a heat pump instead of a combi boiler. Realistically housing regulations should be updated to include these features in all new homes where feasible. Totally selfishly and specific to my own home the build quality was good but the lawn quality and fence quality in the garden are very poor”

“Better insulation between neighbouring houses. we frequently and loudly hear the children next door running up and down the corridor and stairs! - better garden design. Our garden is very dark and very damp, and I feel like we are in one of the better plots on the estate. It becomes extremely boggy in the winter, partly because the slope of the site means that water from other higher houses literally drains straight into our garden and partly due to the extremely clay heavy soil. There is also a huge amount of rubble in the soil from the building process which should have been cleared...”

“More quality materials on the build. Bigger rooms would be a plus.

Comments about changes to improve satisfaction with new homes specific to each development

To give local context, comments have been split by housing development. Results are given in the table below. Numbers of comments for some developments are small or zero.

Table 8: Are there any specific changes that would increase your level of satisfaction with your new home? Split by housing development

Development	More solar panels/energy efficiency	House improvements	Garden improvements	Better temperature/sound insulation	Improve parking	Improve roads/pavements	Poor quality appliances/fixtures	Developers should sort problems	General landscaping improvements	Miscellaneous	Electricity/insulation in garage	More green spaces/playground	Garage/ garage location	Improve public transport	Broken promises	Better recycling	Complaint about management fees	Longer warranties	Improve speeding	Council tax too high	Noise issues	ASB
Blackberry Park - Coalpit Heath	2	2	1	2		1	2	2	1		1	1		1	1							
Brabazon - Former Filton Airfield	1		3		7	2	2	2			1		1				1			1		
Brooklands Park - Harry Stoke	2	2	3	3	1	1	1		1		1		1									
Charfield Gardens - Charfield	1		1						1		1			1	1		1					
Court Walk - Yate																						
Falfield Grange - Falfield	2	1		1		1	1				1				1						1	
Frenchay Gardens and Frenchay Park -	1	5	1	4	2	1	1		1													
Ladden Garden Village - Yate	6	5	6	1	3	6	2	1			2	1	1	2			2					
Laurel Hill - Cribbs Causeway						1					1											
Lyde Green	4	1		3	1														1			
Post Farm - Thornbury																						
Sazon Gate - Wickwar	1	3	1		1	2																
Trinity Meadows - Chipping Sodbury	3	2	3	3	1			2	2	2		1		1	1	1		1				
Tyndale Reach - Wickwar				1			1															
Walnut Field - Tytherington	1	1		1						1												

Comments about the various improvements were reasonably evenly distributed across the different housing developments.

Satisfaction with the community and local neighbourhood

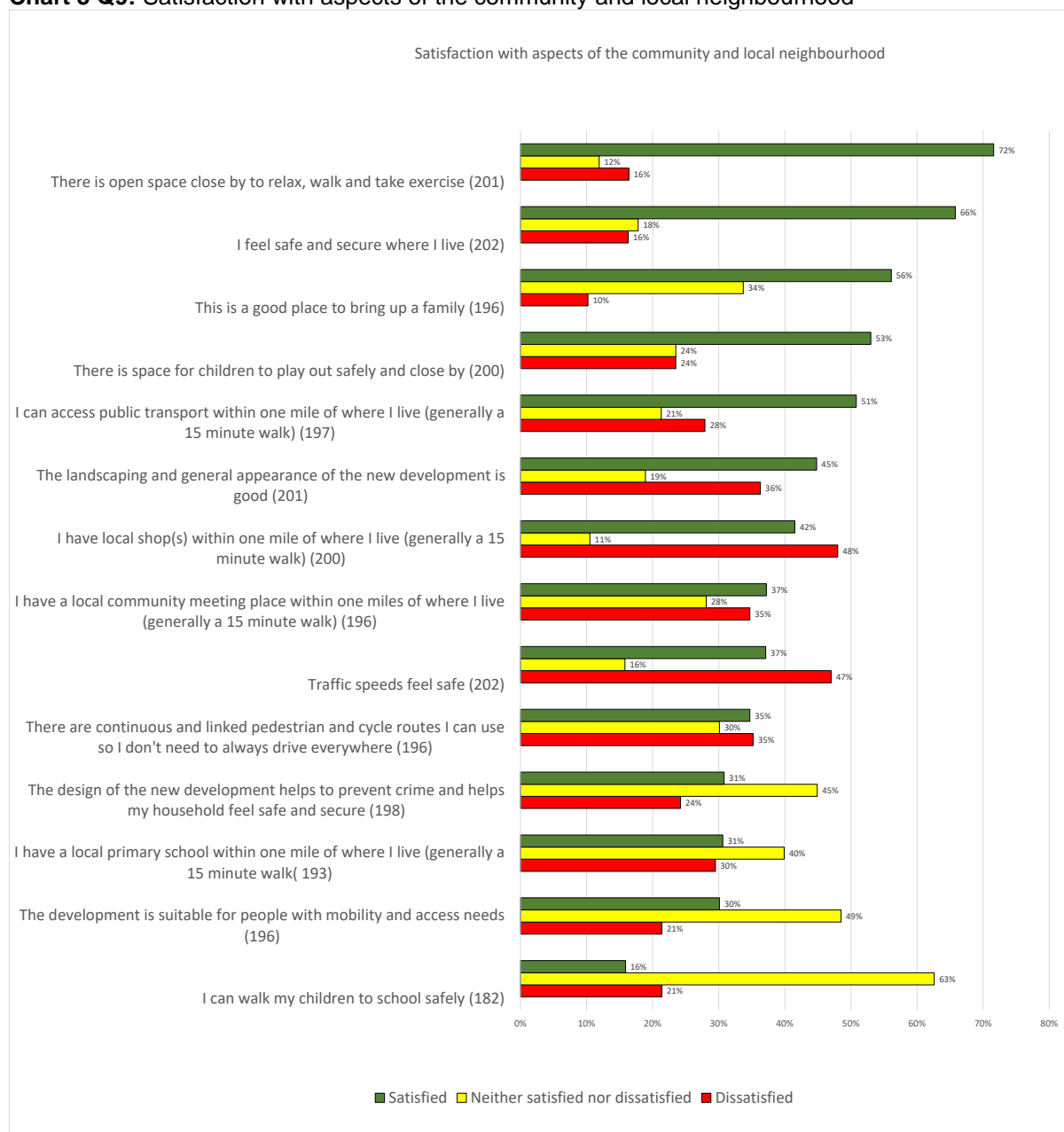
Respondents were asked about their satisfaction with 14 different aspects of their community and local neighbourhood.

The aspect with the highest level of satisfaction was having **open space close by**, with 72% of respondents (n=144) being quite or very satisfied.

This was followed by **feeling safe and secure** (66% satisfaction, n=133) and it being a **good place to bring up a family** (56%, n=110).

Dissatisfaction was highest for having a **local shop within one mile** (48% dissatisfied, n=96), **traffic speeds feeling safe** (47% dissatisfied, n=95), having a **local community meeting place** within one mile (35% dissatisfied, n=68) and having continuous and linked **pedestrian and cycle routes** (35% dissatisfied, n=69).

Chart 3 Q9: Satisfaction with aspects of the community and local neighbourhood



Base: Varying; see individual aspects

NB: This chart is repeated at a larger size in appendix 1

Each aspect has been analysed taking into account respondent characteristics, to help understand whether resident experience has been affected by their demographics or the location of their property.

Significant differences are listed below:

There is open space close by to relax, walk and take exercise

- Respondents from Brabazon were significantly less likely to be satisfied (10% satisfied compared to 53% average)

I feel safe and secure where I live

- Respondents from Brabazon were significantly less likely to be satisfied (30% satisfied compared to 66% average)

This is a good place to bring up a family

- Respondents from Brabazon were significantly less likely to be satisfied (29% satisfied compared to 56% average)

There is space for children to play out safely and close by

- Respondents from Brabazon were significantly less likely to be satisfied (10% satisfied compared to 53% average)

I can access public transport within one mile of where I live (generally a 15 minute walk)

- Respondents from Brabazon were significantly less likely to be satisfied (33% satisfied compared to 51% average)
- Respondents from Charfield Gardens were significantly less likely to be satisfied, although the sample size is small (0% satisfied (sample of 7) compared to 51% average)
- Respondents from Tyndale Reach were significantly less likely to be satisfied, although the sample size is small (0% satisfied (sample of 5) compared to 51% average)

The landscaping and general appearance of the new development is good

- Disabled respondents were significantly more likely to be satisfied (86% satisfied compared to 44% non-disabled)
- Respondents from Trinity Meadows were significantly less likely to be satisfied (11% satisfied compared to 45% average)

I have local shop(s) within one mile of where I live (generally a 15 minute walk)

- Respondents aged up to 44 were significantly less likely to be satisfied than older respondents (38% satisfied aged up to 44 compared to 63% aged 65+)
- Respondents from Frenchay Gardens were significantly less likely to be satisfied (18% satisfied compared to 42% average)
- Respondents from Ladden Garden Village were significantly less likely to be satisfied (14% satisfied compared to 42% average)
- Respondents from Saxon Gate were significantly less likely to be satisfied, although the sample size is small (11% satisfied (sample size of 9) compared to 42% average)

I have a local community meeting place within one miles of where I live (generally a 15 minute walk)

- Respondents aged up to 44 were significantly less likely to be satisfied than older respondents (30% satisfied aged up to 44 compared to 48% aged 45 to 64)
- Respondents from a BAME background were significantly less likely to be satisfied (14% satisfied compared to 42% non-BAME)
- Respondents from Brabazon were significantly less likely to be satisfied (7% satisfied compared to 37% average)

- Respondents from Brooklands Park were significantly less likely to be satisfied (9% satisfied compared to 37% average)
- Respondents from Ladden Garden Village were significantly less likely to be satisfied (6% satisfied compared to 37% average)

Traffic speeds feel safe

- Respondents aged 45 to 64 were significantly less likely to be satisfied than those aged 65+ (31% satisfied aged 45 to 64 compared to 54% aged 65+)

There are continuous and linked pedestrian and cycle routes I can use so I don't need to always drive everywhere

- Disabled respondents were significantly more likely to be satisfied (71% satisfied compared to 32% non-disabled)

The design of the new development helps to prevent crime and helps my household feel safe and secure

- Respondents from Falfield Grange were significantly less likely to be satisfied, although the sample size is small (9% satisfied (sample of 6) compared to 31% average)
- Respondents from Ladden Garden Village were significantly less likely to be satisfied (14% satisfied compared to 31% average)

I have a local primary school within one mile of where I live (generally a 15 minute walk)

- Respondents from Brabazon were significantly less likely to be satisfied (13% satisfied compared to 31% average)
- Respondents from Brookland Park were significantly less likely to be satisfied (4% satisfied compared to 31% average)
- Respondents from Falfield Grange were significantly less likely to be satisfied, although the sample size is small (0% satisfied (sample of 6) compared to 31% average)
- Respondents from Ladden Garden Village were significantly less likely to be satisfied (4% satisfied compared to 31% average)

The development is suitable for people with mobility and access needs

- Respondents from Ladden Garden Village were significantly less likely to be satisfied (10% satisfied compared to 30% average)

I can walk my children to school safely

- Female respondents were significantly more likely to be dissatisfied (28% dissatisfied compared to 12% dissatisfied male respondents)
- Disabled respondents were significantly more likely to be satisfied (50% satisfied compared to 14% non-disabled)

Comments about the community and local neighbourhood

Respondents were asked for comments about their community and local neighbourhood.

The most common response was a **complaint about the lack of services and amenities** (55 mentions), especially centring on the fact that promised amenities have not been delivered. Multiple respondents mentioned the fact that they felt promises had been broken, indicating that they may not have moved in if they'd known that the amenities would not be delivered; these comments were mainly made by respondents from Ladden Garden Village.

The **poor condition of roads and pavements** was the next most frequently mentioned aspect (39 mentions), followed by **issues with transport** (e.g. buses) and access to the development sites.

Another theme mentioned by 23 respondents was that of **safety, crime and ASB** (23 mentions) including **problems with social housing** being mixed with other housing (12 mentions).

Table 9: If you had any comments about your community and local neighbourhood, please tell us here:

Theme of comment	Number of mentions	Proportion of comments
Needs amenities and services/amenities haven't been built	55	40%
Poor roads/pavements	39	29%
Transport/access issues	32	24%
Crime/ASB/safety	23	17%
Broken promises	23	17%
Speeding issues	22	16%
General area issues/ needs landscaping	15	11%
Problems with social housing	12	9%
Parking issues	11	8%
Litter issues	10	7%
Better lighting	9	7%
Infrastructure insufficient in area	7	5%
Noise issues	6	4%
Needs playground	6	4%
Overcrowded area	6	4%
Misc	6	4%
Praise for building and design	6	4%
Needs more school places	5	4%
Issues with house	5	4%
Needs more open space	5	4%
Issues with garden	3	2%
General praise	3	2%
Development still ongoing	3	2%
Complaint about estate management charge	2	1%
BIRU parking	2	1%
	136	100%

Base: 136 comments

"When we bought our house (in 2020) we bought it with the understanding that multiple shops, 2 schools, a nursery, community centre, health centre and several parks would be built. Since purchase, South Glos council has allowed the developer to reduce the number of shops (to build more flats), has not started work on the primary school (despite funding being provided by the developer) and has reduced the size of the community centre. I do not believe that the health centre will be built and only one park has been built. I feel like I bought my home with false advertising..."

"We are still waiting for the promised local shops, community centre, day nursery and primary school!"

"The public transport links are very poor (only bus to be cancelled in May). Equally it isn't possible to walk or cycle to neighbouring villages/towns as no path or cycle track and far too dangerous on Wickwar road. Also there is no shop in the village. This was promised as part of Tyndale reach and Saxons gate but still nothing"

"There have been a lot of disruption and trouble with a number of the social housing which live in close proximity to our road. Young Children living in these properties are often out on roads or parks unsupervised and there is a lot of litter that gets left in the park on our road. There have been police visiting these properties during the course of me living in this development and reported incidents which is unsettling and not great to see..."

Comments about the community and local neighbourhood specific to each development

To give local context, comments have been split by housing development. Results are given in the table below. Numbers of comments for some developments are small or zero.

Table 10: If you had any comments about your community and local neighbourhood, please tell us here:

Development																									
	Needs amenities and services/amenities haven't been built	Poor roads/pavements	Transport/access issues	Crime/ASB/safety	Broken promises	Speeding issues	General area issues/ needs landscaping	Problems with social housing	Parking issues	Litter issues	Better lighting	Infrastructure insufficient in area	Noise issues	Needs playground	Overcrowded area	Misc	Praise for building and design	Needs more school places	Issues with house	Needs more open space	Issues with garden	General praise	Development still ongoing	Complaint about estate management charge	BRU parking
Blackberry Park - Coalpit Heath	3	2	2		1	2	1		1			1	1			1									
Brabazon - Former Filton Airfield	2	2	3	4		4		1	2			4		1			2		2		2				
Brooklands Park - Harry Stoke	2	2	1	2	2		4		2	1		2	1	1		1	2							1	
Charfield Gardens - Charfield	2	2	3		1		1				1														
Court Walk - Yate																									
Falfield Grange - Falfield				1															2						
Frenchay Gardens and Frenchay Park	10	2	8	4	1	2	1	3	1		3	2				1						1			
Ladden Garden Village - Yate	26	16	7	3	14	5	1	2					2	2		2		1							
Laurel Hill - Cribbs Causeway	1			1				1	1			1			1										
Lyde Green	4	3		3	1	4		1	3	2		4				1		1				1			
Post Farm - Thornbury																									
Sazon Gate - Wickwar		2	1					1			2			1	1										
Trinity Meadows - Chipping Sodbury	2	6	3	3	1	4	5			5		1			2										
Tyndale Reach - Wickwar	1	1	3		1		1	1																	
Walnut Field - Tytherington	1			1				1																	

Respondents from **Ladden Garden Village** in particular mentioned the need for amenities and services to be provided in the local area (26 mentions), alongside the need for improvements to the road and pavements (16 mentions).

Survey Respondent Profile

Information about respondents was collected as part of this engagement survey. This information is used to better understand the views of people participating and to inform the council's equalities duty.

This information has been used to understand how the views of people participating differ depending on where they live and who they are. The tables below provide a breakdown of respondents, where this information was supplied.

Table 11 Q1: "Which housing development do you live in?"

Counts Break % Respondents	
Base	207
Which housing development do you live in?	
Blackberry Park - Coalpit Heath	20 9.7%
Brabazon - Former Filton Airfield	23 11.1%
Brooklands Park - Harry Stoke	23 11.1%
Charfield Gardens - Charfield	7 3.4%
Court Walk - Yate	- -
Falfield Grange - Falfield	6 2.9%
Frenchay Gardens and Frenchay Park - Former Frenchay Hospital	24 11.6%
Ladden Garden Village - Yate	51 24.6%
Laurel Hill - Cribbs Causeway	5 2.4%
Lyde Green	11 5.3%
Post Farm - Thornbury	1 0.5%
Sazon Gate - Wickwar	9 4.3%
Trinity Meadows - Chipping Sodbury	19 9.2%
Tyndale Reach - Wickwar	5 2.4%
Walnut Field - Tytherington	3 1.4%

Base: all respondents

Table 12 Q2: “Do you own or rent your own home?”

Counts Break % Respondents	
Base	200
Do you own or rent your new home?	
Own outright	52 26.0%
Own with a mortgage	122 61.0%
Rent from a private landlord	5 2.5%
Rent from a housing association	6 3.0%
Part own/part rent with a housing association	13 6.5%
Other (please state below:)	2 1.0%

Base: all respondents

Table 13 Q3: Members of the household

Counts Respondents	
Base	206
Adults over the age of 18	
1	33
2	156
3	4
4	2
5	4
two	7
Children aged 0-17	
0	60
1	38
2	22
3	4
4	2
none	5

Base: all respondents

Table 14 Q15: Age

Counts Break % Respondents	
Base	203
What is your age?	
Under 18	1 0.5%
18 to 24	5 2.5%
25 to 34	56 27.6%
35 to 44	52 25.6%
45 to 54	33 16.3%
55 to 64	25 12.3%
65 to 75	22 10.8%
Over 75	2 1.0%
Prefer not to say	7 3.4%

Base: all respondents

Table 15 Q16: Gender

Counts Break % Respondents	
Base	201
Are you?	
Female	108 53.7%
Male	82 40.8%
Other	- -
Prefer not to say	11 5.5%

Base: all respondents

Table 16 Q17: Sexual orientation

Counts Break % Respondents	
Base	202
Please tell us your sexual orientation?	
Bisexual	3 1.5%
Gay Man	7 3.5%
Lesbian/Gay woman	- -
Heterosexual/Straight	162 80.2%
Other	1 0.5%
Prefer not to say	29 14.4%

Base: all respondents (n = see individual columns)

Table 17 Q18: Disability

Counts Break % Respondents	
Base	202
Do you consider yourself to be disabled? (Please tick all...	
No	184 91.1%
Prefer not to say	11 5.4%
Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches	3 1.5%
Yes - Sensory impairment, such as being blind/having a serious visual impairment or being deaf/have a hearing impairment	1 0.5%
Yes - Mental health condition, such as depression, anxiety or schizophrenia	4 2.0%
Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autism spectrum condition)	- -
Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy	2 1.0%
Yes - Other (please state)	- -

Base: all respondents

Table 18 Q20: Ethnicity

Counts Break % Respondents	
	Base 202
Please tell us your ethnic origin	
Arab/Arab British	-
Asian/Asian British - Bangladeshi	-
Asian/Asian British - Chinese	5 2.5%
Asian/Asian British - Indian	1 0.5%
Asian/Asian British - Other	-
Asian/Asian British - Pakistani	-
Black/African/Caribbean/Black British - African	2 1.0%
Black/African/Caribbean/Black British - Caribbean	2 1.0%
Black/African/Caribbean/Black British - Other	-
Gypsy or Irish Traveller	-
Mixed/multiple ethnic group - Other	1 0.5%
Mixed/multiple ethnic group - White & Asian	-
Mixed/multiple ethnic group - White & Black African	-
Mixed/multiple ethnic group - White & Black Caribbean	-
White - English / Welsh / Scottish / Northern Irish / British	163 80.7%
White - Other (please state)	12 5.9%
White Irish	1 0.5%
White - Roma	-
Other ethnic group	-
Prefer not to say	15 7.4%

Base: all respondents

Table 19 Q21: Armed Forces

Counts Break % Respondents	
Base	201
Are you currently, or have you previously, served in the ...	
No	182 90.5%
Yes - currently serving	1 0.5%
Yes - previously served in Regular Armed Forces	5 2.5%
Yes - previously served in Reserve Armed Forces	4 2.0%
Prefer not to say	9 4.5%

Base: all respondents

Table 20 Q22: Carers

Counts Break % Respondents	
Base	201
Excluding anything you do for your paid employment, are y...	
Yes	19 9.5%
No	172 85.6%
Prefer not to say	10 5.0%

Base: all respondents

Table 21 Q24: Transgender

Counts Break % Respondents	
Base	201
Do you identify as a transgender person?	
Yes	2 1.0%
No	181 90.0%
Prefer not to say	18 9.0%

Base: all respondents

Table 22 Q23: Religion

	Base	202
Religion/belief		
Buddhist	-	-
Christian	58	28.7%
Hindu	1	0.5%
Jewish	-	-
Muslim	-	-
Sikh	-	-
Any other religion (please state)	2	1.0%
No religion	108	53.5%
Prefer not to say	33	16.3%

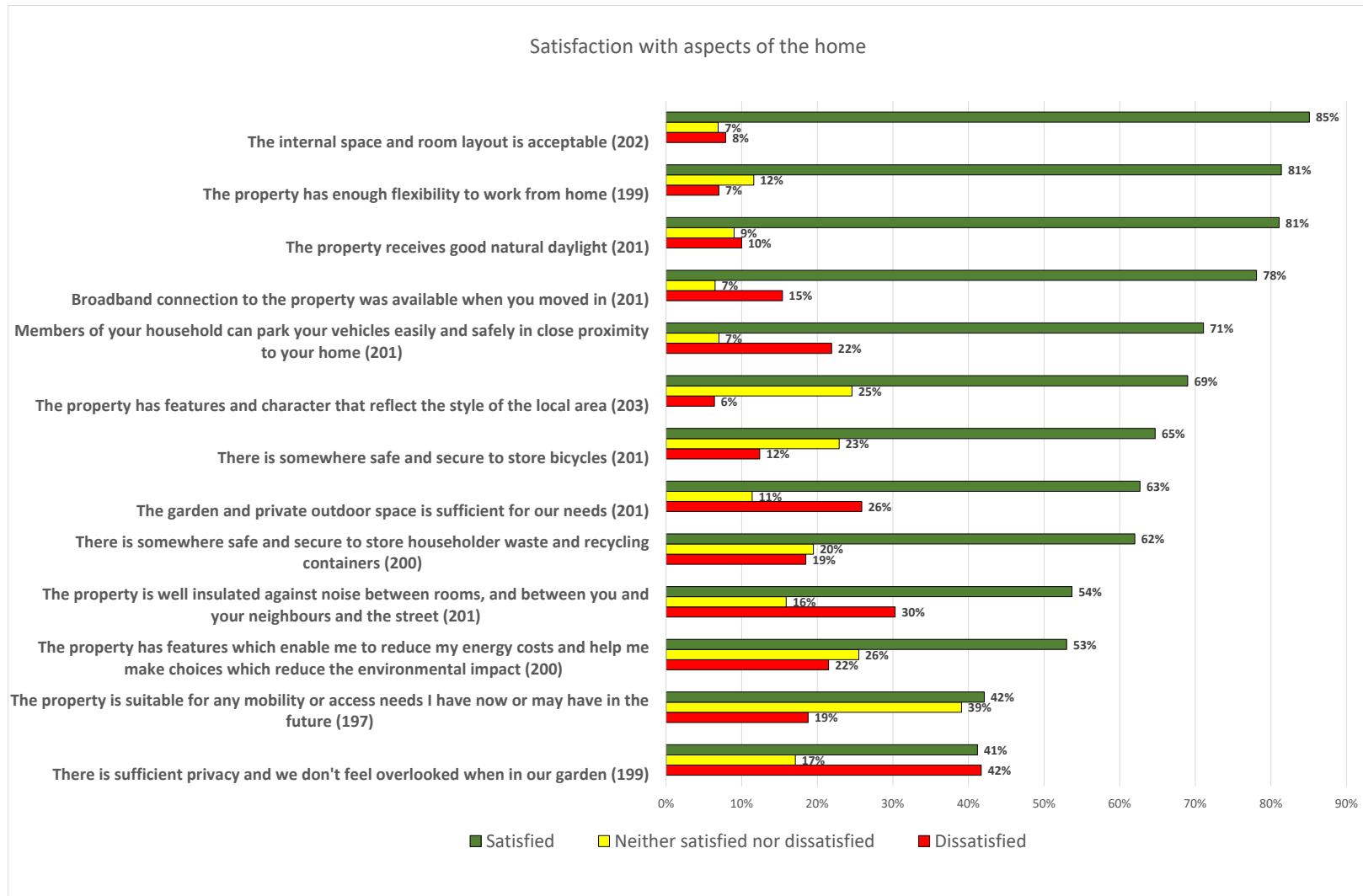
Base: all respondents

Table 23 Q25: Employment

	Base	201
Which of the following best describes your usual employe...		
Employed full-time	127	63.2%
Employed part-time	21	10.4%
Self-employed full-time	1	0.5%
Self-employed part-time	3	1.5%
Unemployed	-	-
Student	2	1.0%
Looking after the family or home	4	2.0%
Temporary sick	-	-
Long-term sick	1	0.5%
Retired	31	15.4%
Prefer not to say	11	5.5%

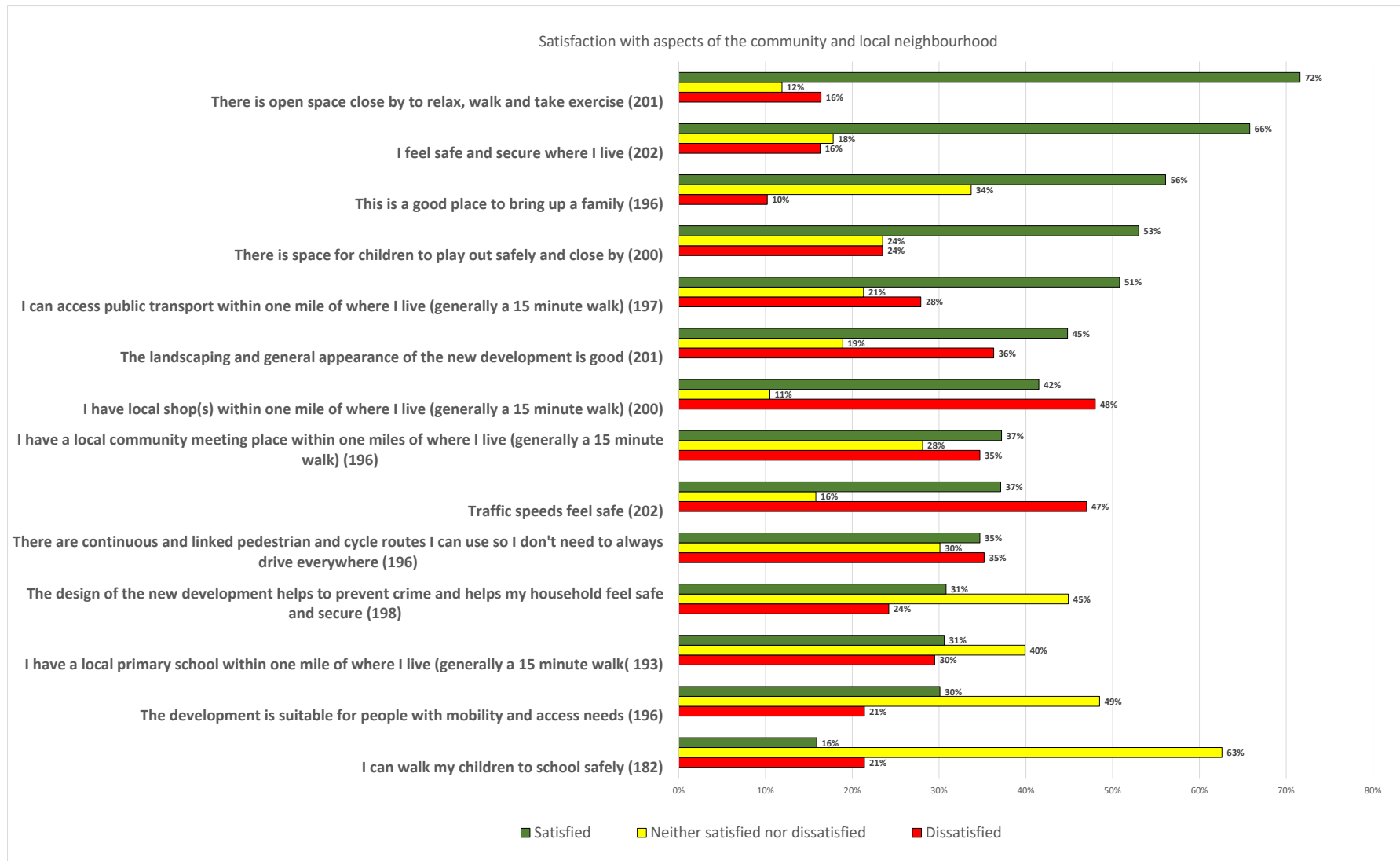
Base: all respondents

Appendix 1: Chart 2 Q4: Satisfaction with aspects of the new home



Base: Varying; see individual aspects

Chart 3 Q9: Satisfaction with aspects of the community and local neighbourhood



Base: Varying; see individual aspects

Appendix 2: Copy of the engagement survey



New Build Homes Residents' Satisfaction Survey

Planning shapes the places where people live and work, and the country we live in. That's why in South Gloucestershire how we plan for and deliver new homes has a key role to play in the creation of 'sustainable communities' i.e. communities that will stand the test of time, where people want to live, and which will enable people to meet their aspirations and potential.

The council is currently preparing its new Local Plan. This will set how many new homes are required over the next 20 years, the locations where they will be built and the planning 'rules' (planning policies and supporting guidance) that will ensure these homes are high quality and have good access to local services and facilities when we are asked to decide planning applications.

As a household within one of the new housing developments in South Gloucestershire, we would like to get your views on how successful your new home is from your perspective. The findings will help us improve the decisions we make as we need to identify land for new homes and the policies we use to determine planning applications.

The survey should take about 10 minutes to complete. **Please respond by 31st March 2023.**

About your household

Q1 Which housing development do you live in?

- ☐ Blackberry Park - Coalpit Heath
- ☐ Brabazon - Former Filton Airfield
- ☐ Brooklands Park - Harry Stoke
- ☐ Charfield Gardens - Charfield
- ☐ Court Walk - Yate
- ☐ Falfield Grange - Falfield
- ☐ Frenchay Gardens and Frenchay Park - Former Frenchay Hospital

- ☐ Ladden Garden Village - Yate
- ☐ Laurel Hill - Cribbs Causeway
- ☐ Lyde Green
- ☐ Post Farm - Thornbury
- ☐ Sazon Gate - Wickwar
- ☐ Trinity Meadows - Chipping Sodbury
- ☐ Tyndale Reach - Wickwar
- ☐ Walnut Field - Tytherington

- Q2 Do you own or rent your new home?
- ☐ Own outright
- ☐ Own with a mortgage
- ☐ Rent from a private landlord
- ☐ Rent from a housing association
- ☐ Part own/part rent with a housing association
- ☐ Other (please state below:)

- Q3 How many people live in your home? Please write a number in each box:

Adults over the age of 18

Children aged 0-17

About your new home

- Q4 How satisfied are you with the following aspects of your new home?

	Very dissatisfied	Quite dissatisfied	Neither satisfied nor dissatisfied	Quite satisfied	Very satisfied
The property has features and character that reflect the style of the local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The internal space and room layout is acceptable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The property receives good natural daylight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The garden and private outdoor space is sufficient for our needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Members of your household can park your vehicles easily and safely in close proximity to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is somewhere safe and secure to store bicycles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is somewhere safe and secure to store householder waste and recycling containers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The property has features which enable me to reduce my energy costs and help me make choices which reduce the environmental impact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is sufficient privacy and we don't feel overlooked when in our garden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The property is well insulated against noise between rooms, and between you and your neighbours and the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broadband connection to the property was available when you moved in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The property has enough flexibility to work from home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The property is suitable for any mobility or access needs I have now or may have in the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Q5 If you have any comments about your new home, please tell us here:

Q6 Do you have a garage?

- ☐ Yes
☐ No

Q7 If yes, is your garage used:

- ☐ To park a car
☐ As a workshop
☐ For storage
☐ For another reason (please state below:)

Q8 Are there any specific changes that would increase your level of satisfaction with your new home?

About your community and local neighbourhood

Q9 How satisfied are you with the following aspects of your community and local neighbourhood?

	Very dissatisfied	Quite dissatisfied	Neither satisfied nor dissatisfied	Quite satisfied	Very satisfied
There is space for children to play out safely and close by	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is open space close by to relax, walk and take exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic speeds feel safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe and secure where I live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can walk my children to school safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This is a good place to bring up a family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The landscaping and general appearance of the new development is good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are continuous and linked pedestrian and cycle routes I can use so I don't need to always drive everywhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a local community meeting place within one miles of where I live (generally a 15 minute walk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have local shop(s) within one mile of where I live (generally a 15 minute walk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can access public transport within one mile of where I live (generally a 15 minute walk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a local primary school within one mile of where I live (generally a 15 minute walk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The design of the new development helps to prevent crime and helps my household feel safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The development is suitable for people with mobility and access needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 If you have any comments about your community and local neighbourhood, please tell us here:

About your housing development

Q11 What overall score out of 10 would you give your housing development as a place to live, with 1 being the worst and 10 the best?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Please tell us the main reason for your score:

Q13 If you had the opportunity to redesign your housing development, what would you change?

About You

This section is really important. It's vital that we understand the experiences of a wide range of respondents in order to ensure that everyone is treated equally. By understanding more about what people from diverse backgrounds tell us, we can ensure we act appropriately to meet needs. All questions are optional and any responses to these questions will remain confidential. Individuals will not be identified and personal details will not be published.

Q14 **Please tell us your postcode.**
This is used for analysis purposes only.

Q15 What is your age?

<input type="checkbox"/> Under 18	<input type="checkbox"/> 35 to 44	<input type="checkbox"/> 65 to 75
<input type="checkbox"/> 18 to 24	<input type="checkbox"/> 45 to 54	<input type="checkbox"/> Over 75
<input type="checkbox"/> 25 to 34	<input type="checkbox"/> 55 to 64	<input type="checkbox"/> Prefer not to say

Q16 Are you?

<input type="checkbox"/> Female
<input type="checkbox"/> Male
<input type="checkbox"/> Other
<input type="checkbox"/> Prefer not to say

Q17 Please tell us your sexual orientation?

- ☐ Bisexual
 ☐ Lesbian/Gay woman
 ☐ Other
☐ Gay Man
 ☐ Heterosexual/Straight
 ☐ Prefer not to say

Q18 Do you consider yourself to be disabled? **(Please tick all that apply)**

- ☐ No
☐ Prefer not to say
☐ Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
☐ Yes - Sensory impairment, such as being blind/having a serious visual impairment or being deaf/have a hearing impairment
☐ Yes - Mental health condition, such as depression, anxiety or schizophrenia
☐ Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autism spectrum condition)
☐ Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
☐ Yes - Other (please state)

Q19 If yes, please, please tell us how this affects the way that you access or use council services.

Q20 Please tell us your ethnic origin

- | | | | |
|--|----|--|----|
| <input type="checkbox"/> Arab/Arab British | 01 | <input type="checkbox"/> Mixed/multiple ethnic group - Other | 11 |
| <input type="checkbox"/> Asian/Asian British - Bangladeshi | 02 | <input type="checkbox"/> Mixed/multiple ethnic group - White & Asian | 12 |
| <input type="checkbox"/> Asian/Asian British - Chinese | 03 | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black African | 13 |
| <input type="checkbox"/> Asian/Asian British - Indian | 04 | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black Caribbean | 14 |
| <input type="checkbox"/> Asian/Asian British - Other | 05 | <input type="checkbox"/> White - English / Welsh / Scottish / Northern Irish / British | 15 |
| <input type="checkbox"/> Asian/Asian British - Pakistani | 06 | <input type="checkbox"/> White - Other (please state) | 16 |
| <input type="checkbox"/> Black/African/Caribbean/Black British - African | 07 | <input type="checkbox"/> White Irish | 17 |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Caribbean | 08 | <input type="checkbox"/> White - Roma | 18 |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Other | 09 | <input type="checkbox"/> Other ethnic group | 19 |
| <input type="checkbox"/> Gypsy or Irish Traveller | 10 | <input type="checkbox"/> Prefer not to say | 20 |

If other, please state:

Q21 Are you currently, or have you previously, served in the UK Armed Forces?

- ☐ No
☐ Yes - currently serving
☐ Yes - previously served in Regular Armed Forces
☐ Yes - previously served in Reserve Armed Forces
☐ Prefer not to say

Q22 Excluding anything you do for your paid employment, are you a carer? (i.e. do you look after or give help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age)

- ☐ Yes
☐ No
☐ Prefer not to say

Q23 Religion/belief

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Any other religion (please state) |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Muslim | |

If other, please state:

Q24 Do you identify as a transgender person?

- ☐ Yes
☐ No
☐ Prefer not to say

Q25 Which of the following best describes your usual employment status?

- | | |
|--|---|
| <input type="checkbox"/> Employed full-time | <input type="checkbox"/> Looking after the family or home |
| <input type="checkbox"/> Employed part-time | <input type="checkbox"/> Temporary sick |
| <input type="checkbox"/> Self-employed full-time | <input type="checkbox"/> Long-term sick |
| <input type="checkbox"/> Self-employed part-time | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Unemployed | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Student | |

Please return your completed questionnaire to Freepost Plus RTXL-YHGY-GSYS, South Gloucestershire Council, Insights and Engagement Team, Council Offices, Badminton Road, Yate, Bristol, BS37 5AF

Any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act 2018 and UK General Data Protection Regulations (UKGDPR) 2021. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation. Your personal information collected as part of this survey will be kept for two years to help us improve services before being securely destroyed. Our privacy notice, which explains how we will process your personal information, how long we will retain it and your rights as a data subject, is available at www.southglos.gov.uk/privacy