



# Residents Survey 2025

Mid Suffolk District Council

# Contents



---

3. Background and Methodology

---

7. Views of Mid Suffolk District Council

---

14. Local Area Perceptions and Satisfaction

---

21. Community Cohesion and Engagement

---

25. Individual Welfare and Wellbeing

---

29. Council and Personal Communications

---

---

# Background and Methodology

---

# Background and Methodology



## Scope

Questions were asked on the following topics: sample variables; your local council; council communications; your local area; physical activity; home heating and energy efficiency; the internet; wellbeing; demographics.

## Response

Out of 7,079 invitations to complete the survey, 1,555 surveys were returned either by post or online.

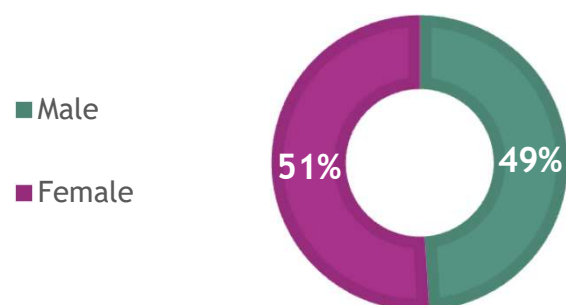
## Weighting

Returned surveys were weighted against comparative data for gender, age, tenure, working status, ethnicity and ward group, then subsequently weighted.

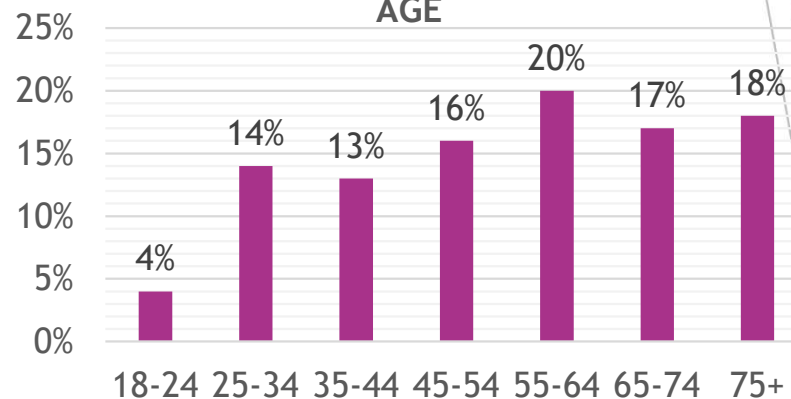
# Resident Profile



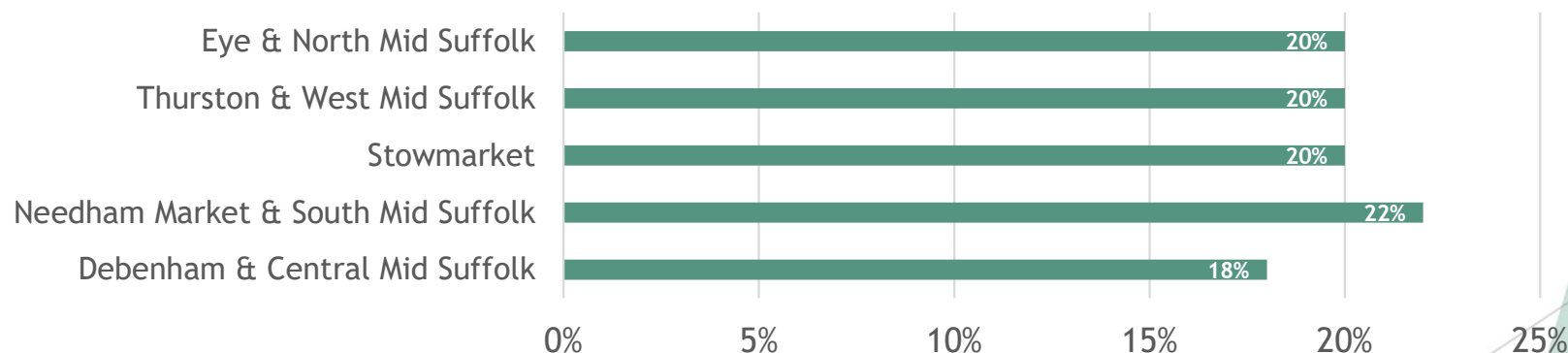
GENDER



AGE



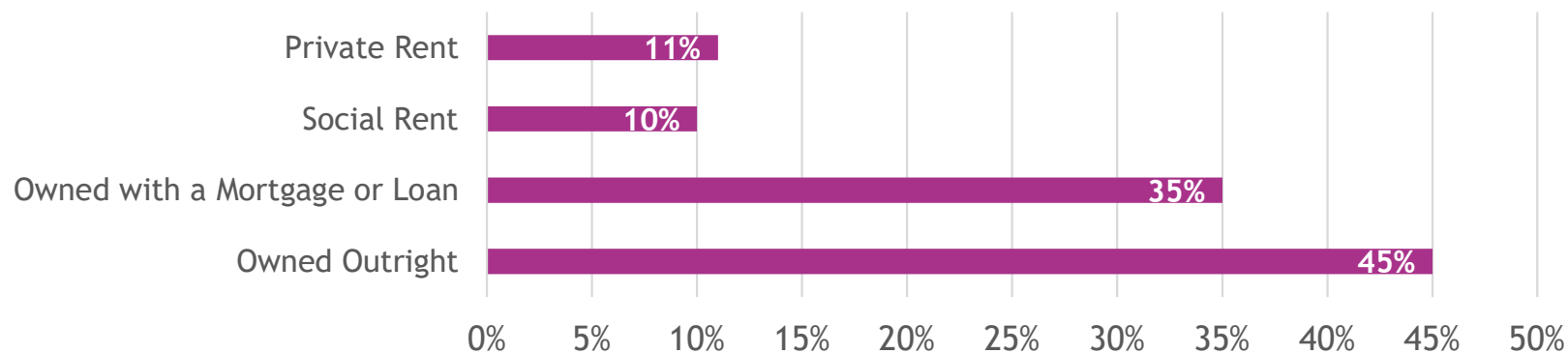
WARD GROUP



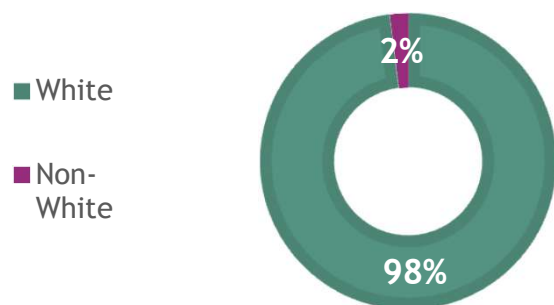
# Resident Profile



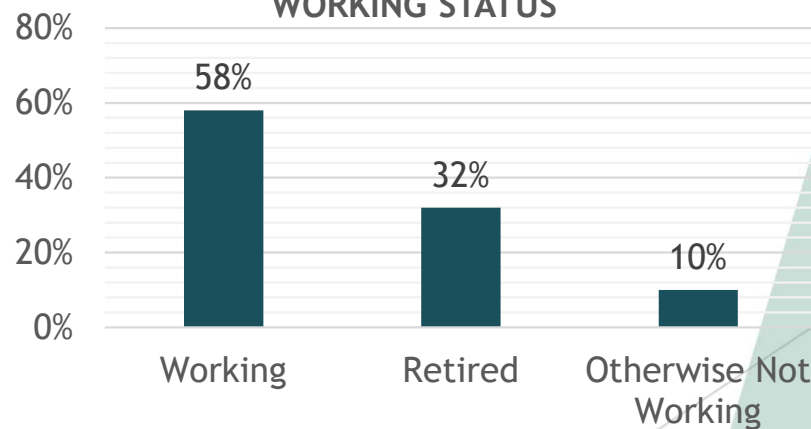
## TENURE



## ETHNICITY



## WORKING STATUS

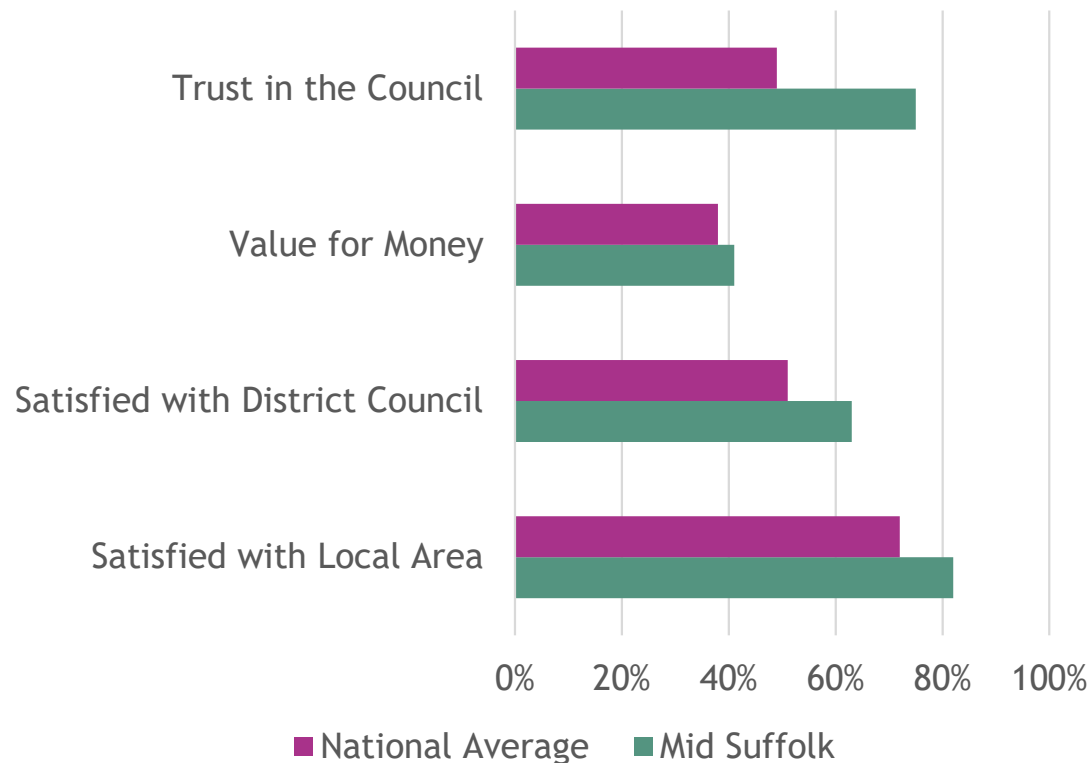


---

# Views of Mid Suffolk District Council

---

# Mid Suffolk Comparisons to National Averages



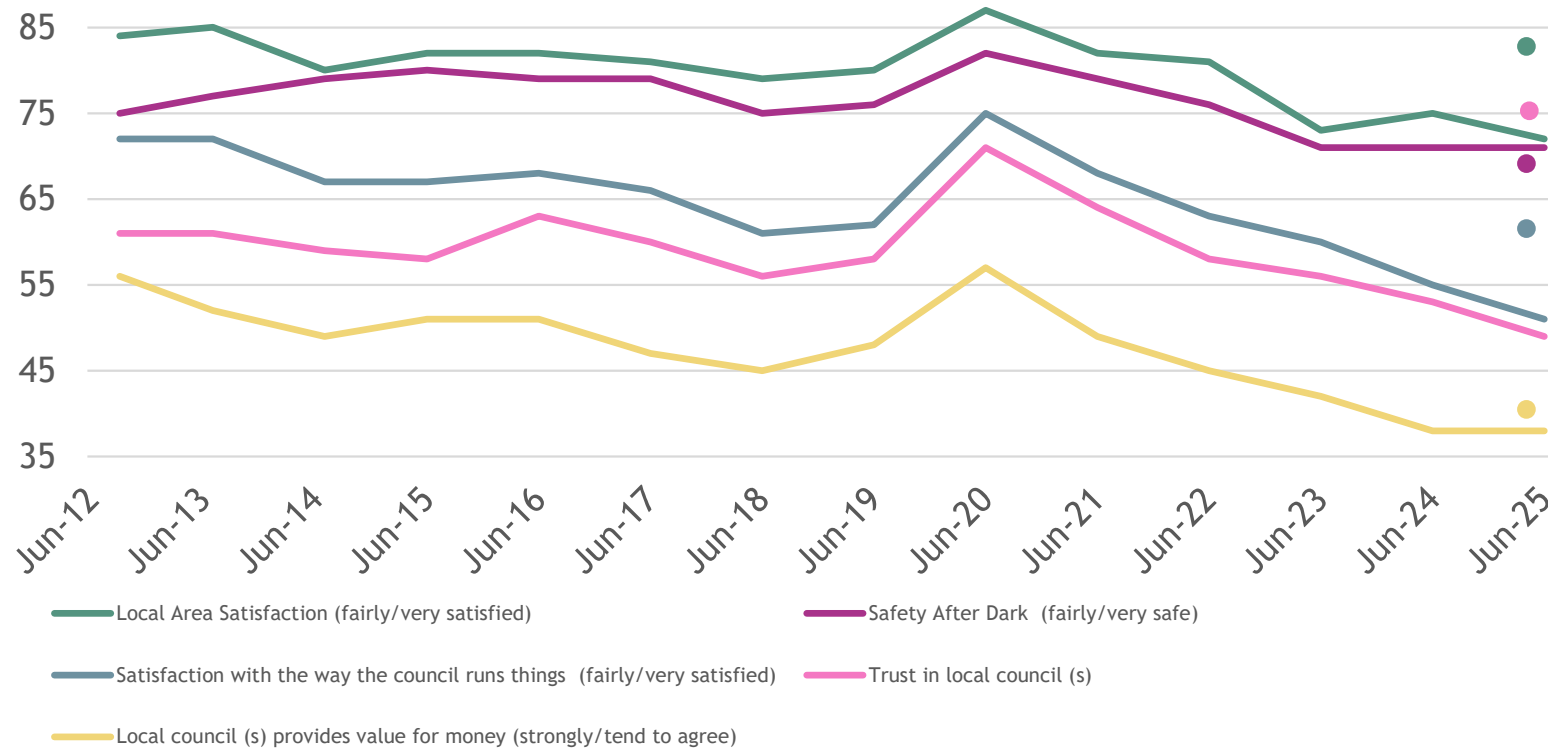
Overall, Mid Suffolk District Council is outperforming national council averages



# Council Running Satisfaction



## LGA Resident Survey Satisfaction - National Averages



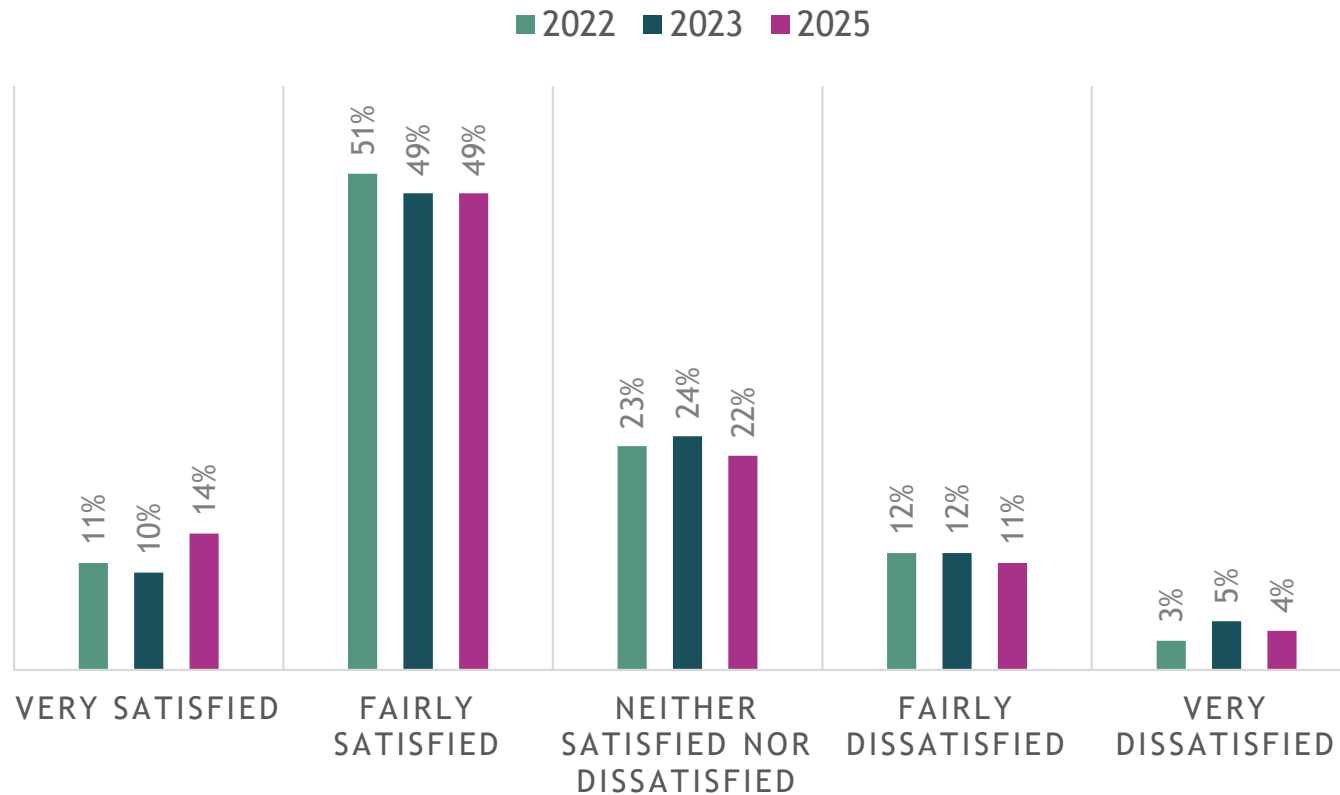
Compared against the national averages in 2025, Mid Suffolk scored significantly higher in all key satisfaction indicators. The greatest difference can be seen in trust in the council, where Mid Suffolk scored 26% higher than the national average.

# Council Running Satisfaction

## Overall Results



OVERALL, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE WAY YOUR LOCAL DISTRICT COUNCIL RUNS THINGS?

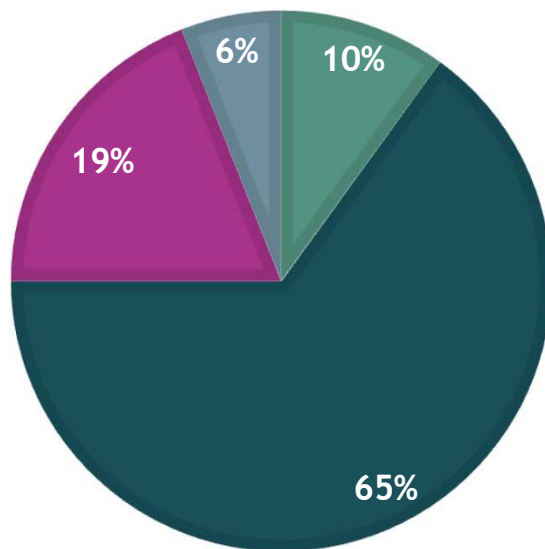


# Trust in the council and Council Staff Perceptions



How much do you trust your local council?

■ A Great Deal ■ A Fair Amount  
■ Not Very Much ■ Not At All

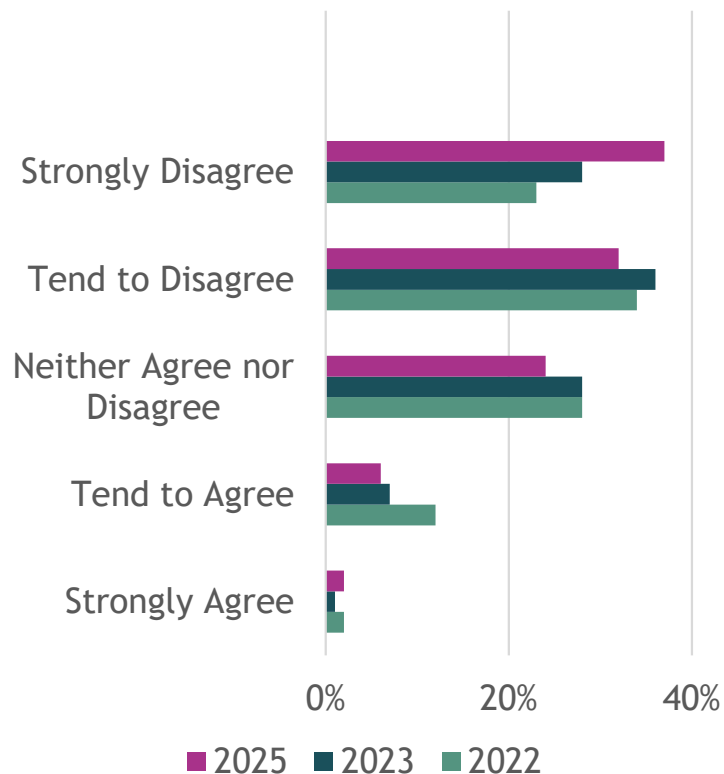


- ▶ Overall, **75%** of residents **trust** the council
- ▶ **92%** of residents agree that the council has staff who **are friendly and polite**
- ▶ **80%** of residents believe the council is doing a **good job**

# Influencing Council Decisions



I can influence decisions that Babergh and Mid Suffolk District Council makes



We recognise that people feel unable to influence decisions made in Babergh and Mid Suffolk District Council.

In Our Delivery Plan, our first core mission of a **Connected and Fairer Society** is aiming to make services more accessible. Through our Voter Accessibility Information and Guidelines we are helping more residents to have a say in the council and decision making.

# Resident Demographics Impacting Council Perspectives



## Those most likely to think positively about the council:

- ▶ Retired and older residents (65+)
- ▶ Homeowners
- ▶ Those in good physical health

## Those most likely to think negatively about the council

- ▶ Younger adults (18-34)
- ▶ Private and social renters
- ▶ Otherwise not working residents
- ▶ Residents with poor health and/or disabilities

Unlike other local and national data, Mid Suffolk Council finds little to no difference in council perceptions between rural and more urban communities within our districts.

---

# Local Area Perceptions and Satisfaction

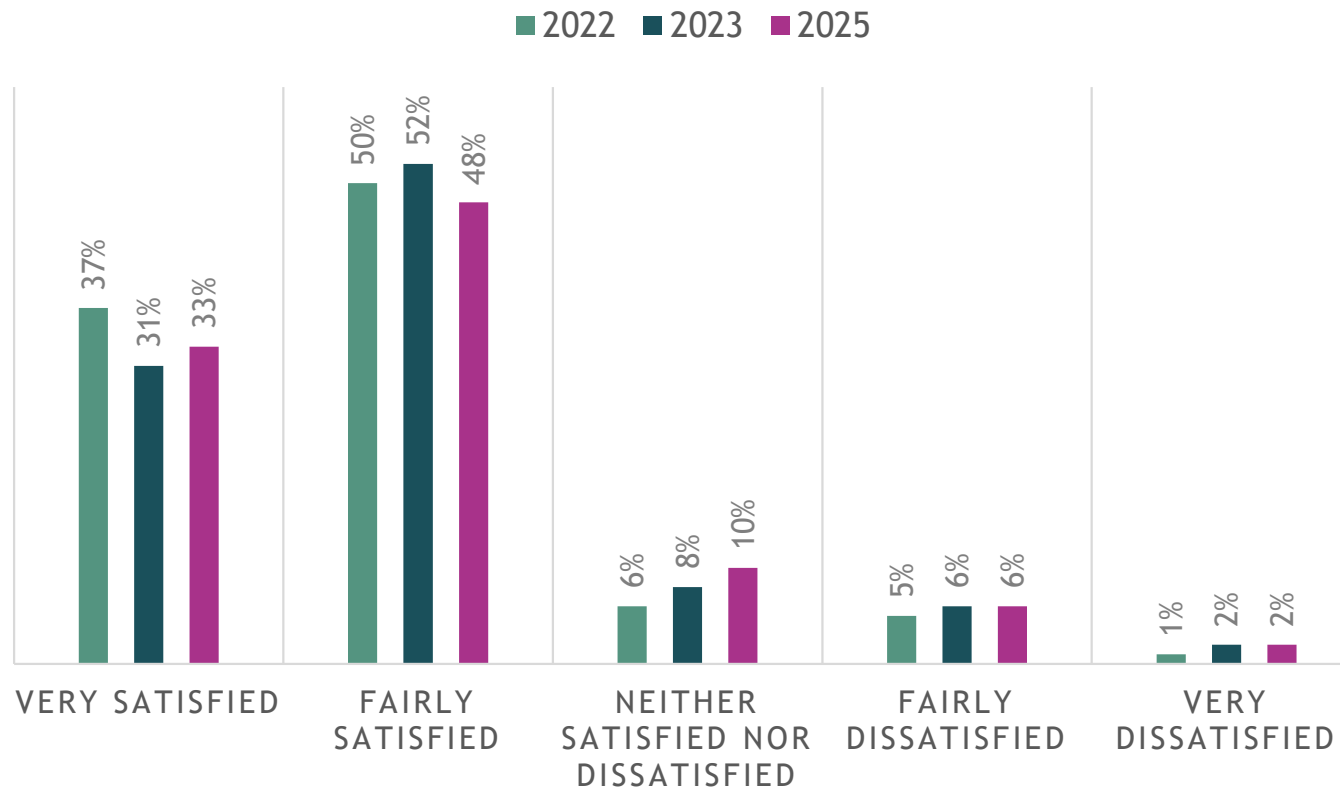
---

# Local Area Satisfaction

## Overall Results



OVERALL, HOW SATISFIED OR DISSATISFIED ARE YOU  
WITH YOUR LOCAL AREA AS A PLACE TO LIVE?



# Local Area Satisfaction

## Subgroup Differences



|            | Net % Satisfied | Net % Very Satisfied |
|------------|-----------------|----------------------|
| Male       | 79              | 33                   |
| Female     | 85              | 33                   |
| Aged 18-34 | 84              | 37                   |
| Aged 35-44 | 83              | 25                   |
| Aged 45-54 | 82              | 33                   |
| Aged 55-64 | 82              | 33                   |
| Aged 65-74 | 80              | 31                   |
| Aged 75+   | 80              | 40                   |
| Rural      | 88              | 35                   |
| Urban      | 82              | 27                   |

- Satisfaction levels between demographic groups remained broadly similar.
- The largest differences remain between rural and urban populations and between age groups.
- There is some difference between ward groups (see next slide).



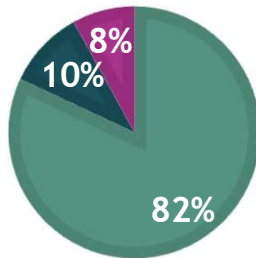
# Local Area Satisfaction

## Ward Group Differences



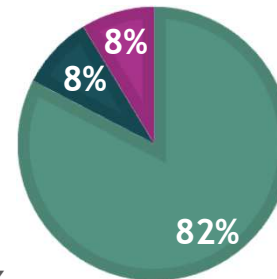
### DEBENHAM & CENTRAL MID SUFFOLK

■ Satisfied ■ Neither Satisfied nor Dissatisfied ■ Dissatisfied



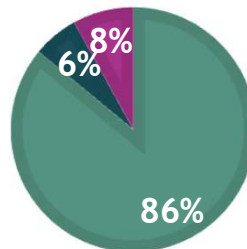
### NEEDHAM MARKET & SOUTH MID SUFFOLK

■ Satisfied ■ Neither Satisfied nor Dissatisfied ■ Dissatisfied



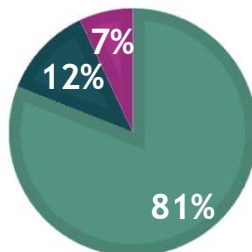
### EYE & NORTH MID SUFFOLK

■ Satisfied ■ Neither Satisfied nor Dissatisfied ■ Dissatisfied



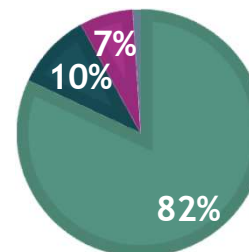
### STOWMARKET

■ Satisfied ■ Neither Satisfied nor Dissatisfied ■ Dissatisfied

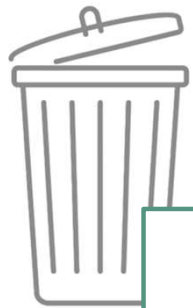


### THURSTON & WEST MID SUFFOLK

■ Satisfied ■ Neither Satisfied nor Dissatisfied ■ Dissatisfied



# Service Satisfaction in Mid Suffolk



**83%**  
Satisfied by  
Waste Services



**70%**  
Satisfied by Parks  
and Green Spaces



**55%**  
Satisfied by  
Street Cleaning



**73%**  
Not Satisfied\* by  
Housing and  
Homelessness Services



**54%**  
Not Satisfied  
with Parking



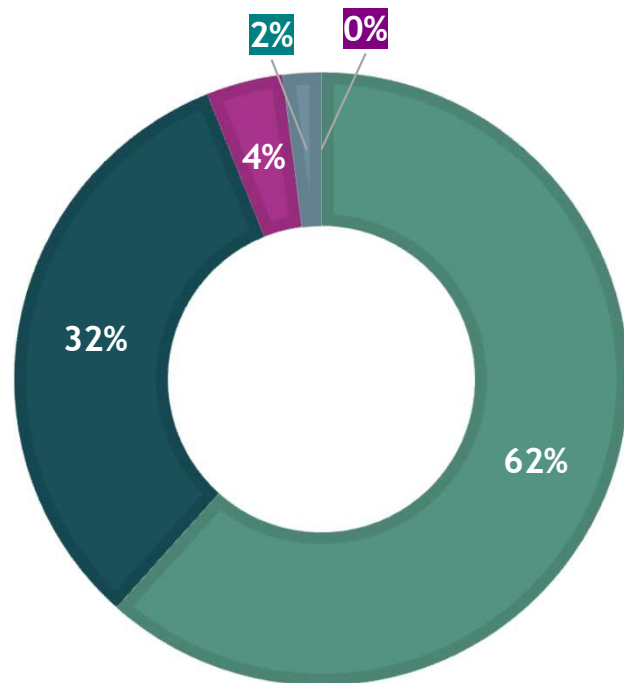
**69%**  
Not Satisfied  
with Planning

# Safety in the Local Area



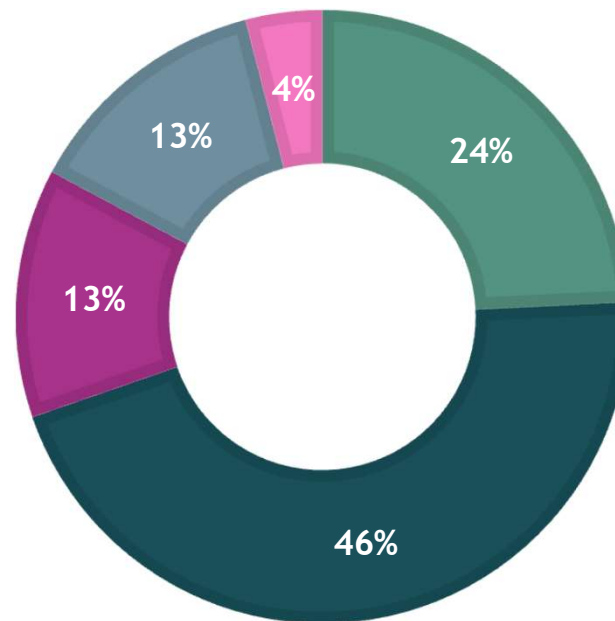
FEELINGS OF SAFETY: DAYTIME

Very Safe      Fairly Safe  
Neither Safe nor Unsafe      Fairly Unsafe  
Very Unsafe



FEELINGS OF SAFETY: AFTER DARK

Very Safe      Fairly Safe  
Neither Safe nor Unsafe      Fairly Unsafe  
Very Unsafe

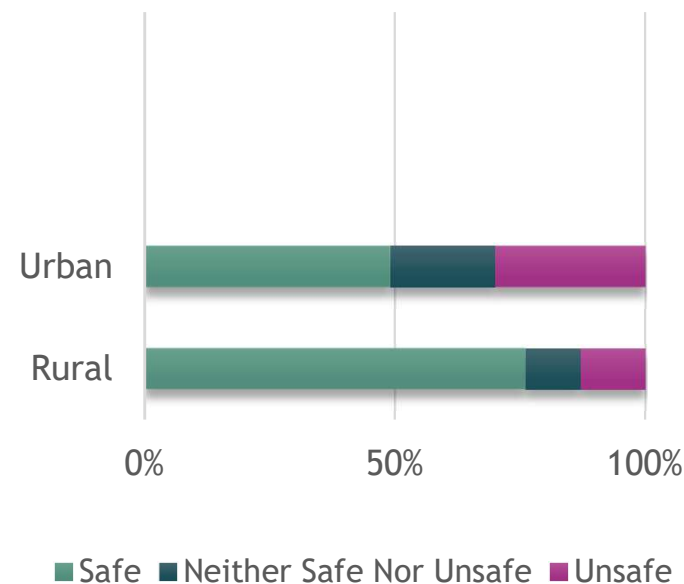


# Safety in the Local Area



- ▶ Feelings of safety in Mid Suffolk, especially after dark, have been gradually increasing since 2022
- ▶ The largest disparity remains between rural and urban residents, where there is a 27%-point difference in those feeling safe after dark
- ▶ This remains higher than the national average, which remains above 50% feeling unsafe after dark.

Perception of Safety After Dark: Urban vs Rural



**Babergh and Mid Suffolk's Communities Strategy aims to use community safe activities to reduce crime, disorder and anti-social behaviour, improving urban and rural safety after dark.**

---

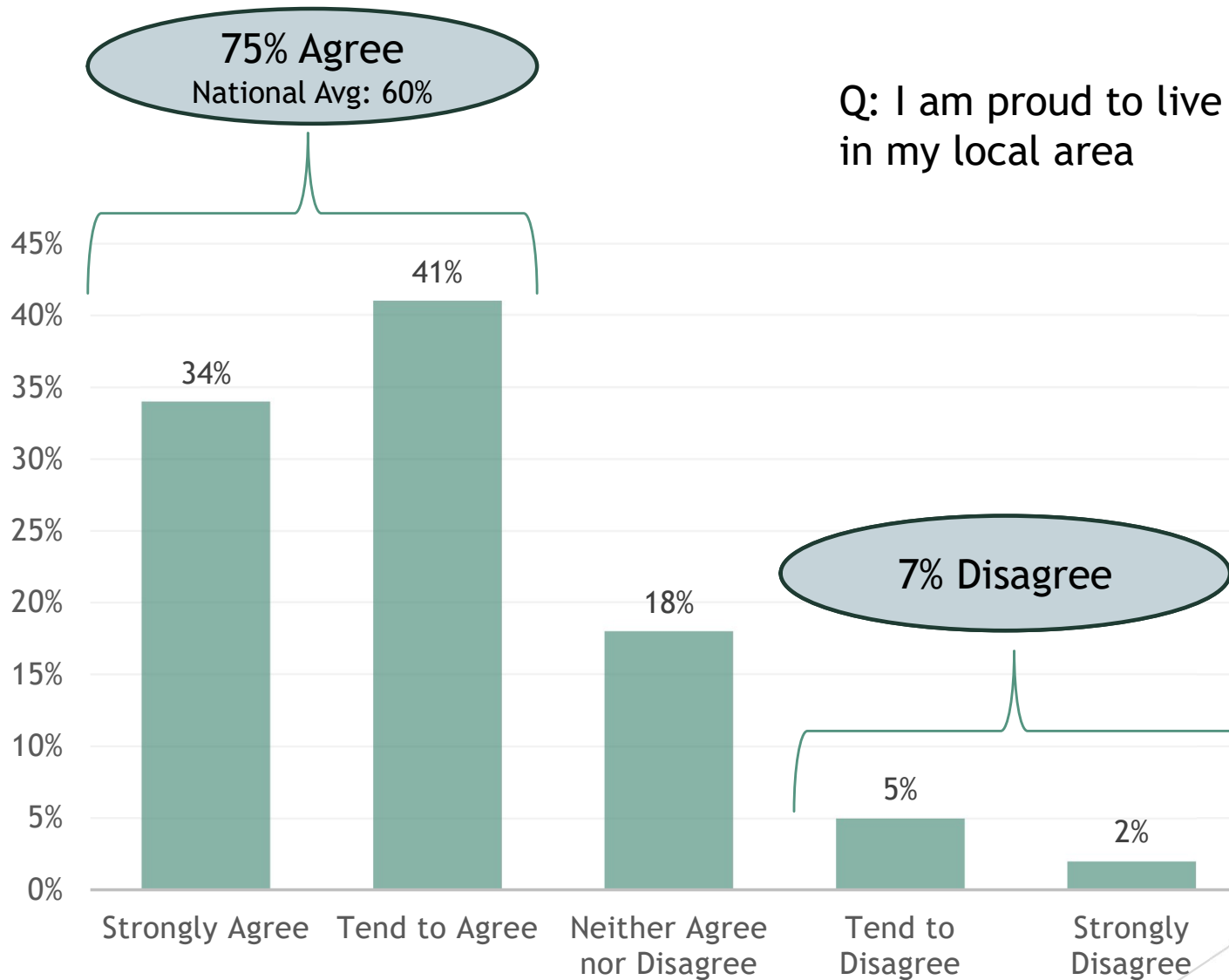
# Community Cohesion and Engagement

---

# Pride in Mid Suffolk



Q: I am proud to live in my local area



# Community Participation



- ▶ 32% of residents agree that they participate in their local communities and work to improve them
  - ▶ One of the largest discrepancies falls between urban and rural residents. 34% of rural residents agreed, compared to only 24% of urban residents.
  - ▶ There was a 17% gap between the highest (Debenham & Central Mid Suffolk) and lowest (Stowmarket) performing wards
  - ▶ Those 55-74 were 17% more likely to agree than those 18-34

Our Delivery Plan aims to empower communities to help shape the place that they live in. Through Community Action and Volunteer Days and grants such as Pride in your Place, we have enabled residents to get involved and feel connected to their communities.



# How councils make decisions



| Category                                                                                                        | Percentage |
|-----------------------------------------------------------------------------------------------------------------|------------|
| I'm not interested in knowing how decisions are taken in my area, as long as the local council does its job     | 17%        |
| I would like to know more about how decisions are taken in my area, but I don't want to be involved beyond that | 44%        |
| I would like to have more of a say in how decisions are taken in my local area                                  | 27%        |
| I would like to become more actively involved in how decisions are taken in my local area                       | 5%         |
| I am already actively involved in how decisions are taken in my local area                                      | 2%         |



---

# Individual Welfare and Wellbeing

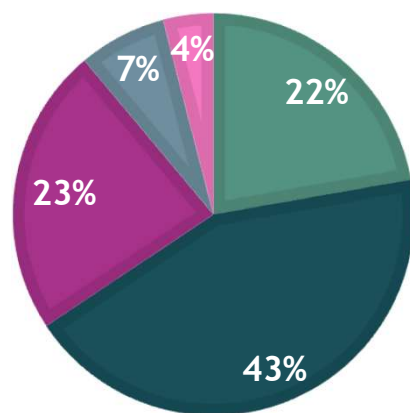
---

# Financial Comfortability



I AM...

- Living comfortably
- Doing alright
- Just about getting by
- Finding it quite difficult
- Finding it very difficult



- 65% of residents are living comfortably /doing alright
- There are differences shown in this table between ward groups, gender and renting type

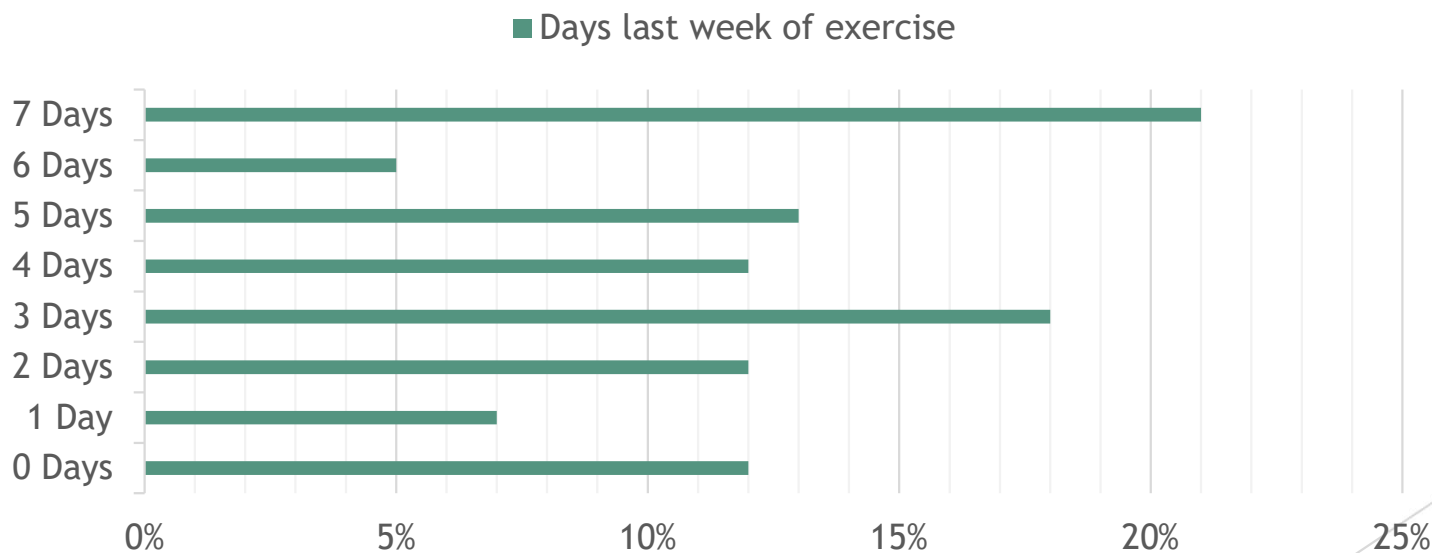
|                                    | Net % not financially comfortable |
|------------------------------------|-----------------------------------|
| Debenham and Central Mid Suffolk   | 32                                |
| Needham Market & South Mid Suffolk | 42                                |
| Stowmarket                         | 35                                |
| Thurston & West Mid Suffolk        | 33                                |
| Eye & North Mid Suffolk            | 28                                |
| Male                               | 31                                |
| Female                             | 37                                |
| House Owned Outright               | 20                                |
| House Owned With Mortgage          | 35                                |
| Social Rent                        | 59                                |
| Private Rent                       | 60                                |

# Physical Activity in the Past 7 Days



- ▶ The vast majority (88%) of residents have participated in more than 30 minutes of physical activity in the past week outside of work
- ▶ The average resident participates in more than 30 minutes of heart raising activity 3.9 days/week

## Days last week of exercise



# Happiness and Anxiety



90%



Reported to be happy yesterday\*

34%



Reported to be anxious yesterday\*

20%



Reported to feel a degree of loneliness in their life

91%



Reported general satisfaction with their life\*

---

# Council and Personal Communications

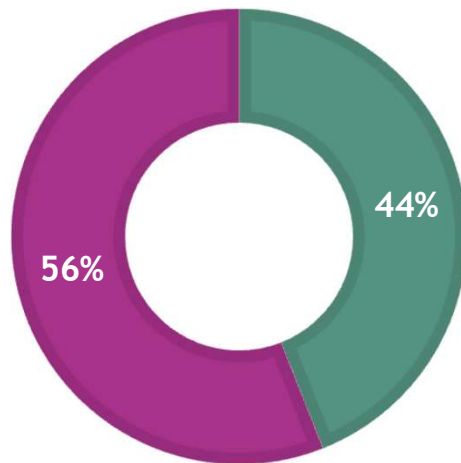
---

# Informing Residents



HOW MUCH DO YOU KNOW ABOUT THE SERVICES YOUR LOCAL DISTRICT COUNCIL PROVIDES?

- A great deal/a fair amount
- Not very much/not at all



| What would you like to know more about?                          |     |
|------------------------------------------------------------------|-----|
| The services your local District Council provides                | 46% |
| What the council spends money on / what the services cost        | 63% |
| How the Council is performing                                    | 41% |
| Who your councillors are and how to contact them                 | 36% |
| How to get involved and influence Council decisions              | 22% |
| Who to contact at the Council about different services or issues | 40% |

# Preferred Council Information Sources



**Current**  
Council Website  
**49%**

**Preferred**  
Council Website  
**45%**



**Current**  
Email or Newsletter  
**11%**

**Preferred**  
Email or Newsletter  
**35%**



**Current**  
Local Magazines  
**48%**

**Preferred**  
Local Magazines  
**31%**



**Current**  
In-person at Council  
Customer Point  
**2%**

**Preferred**  
In-person at Council  
Customer Point  
**8%**



**Current**  
Social Media  
**5%**

**Preferred**  
Social Media  
**7%**



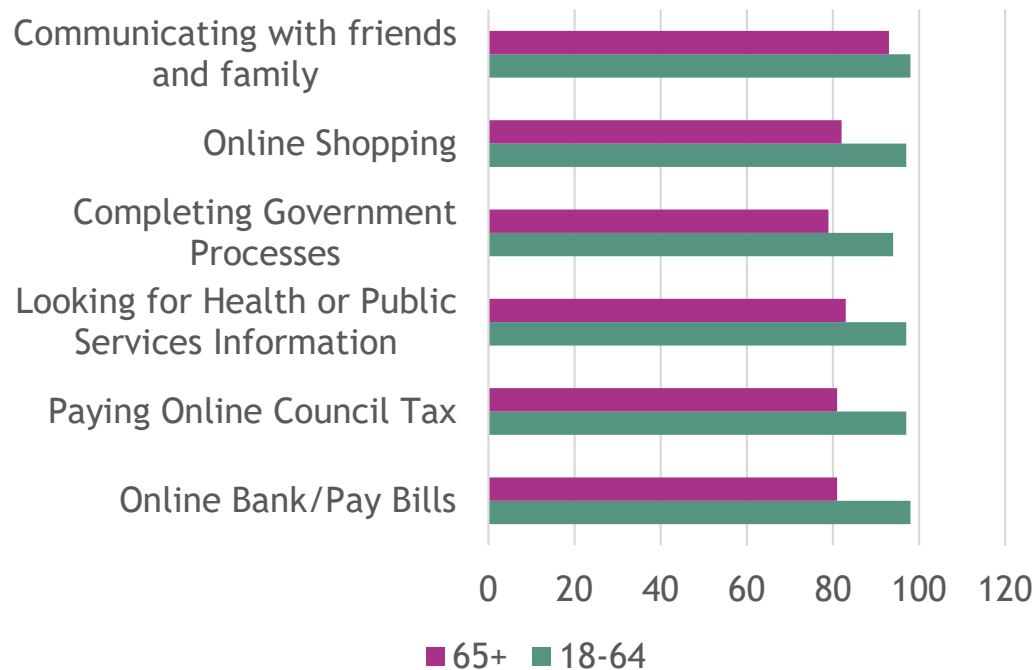
**Current**  
Family, Friends and  
Neighbours  
**27%**

**Preferred**  
Family, Friends and  
Neighbours  
**7%**

# Getting Online



## Confidence Using Online Services (%)



## How we are connecting the elderly

- ▶ We recognise the large gap between our younger and older residents with internet access and confidence
- ▶ Our Delivery Plan commits to reducing inequalities across our communities, such as ensuring our elderly residents become more confident with internet usage



# In summary



Our surveys have shown that Mid Suffolk District Council is outperforming national council averages. Mid Suffolk scored 26% higher than the national average.

- ▶ Overall, **75%** of residents **trust** the council
- ▶ **92%** of residents agree that the council has staff who **are friendly and polite**
- ▶ **80%** of residents believe the council is doing a **good job**

We recognise there are some areas to work on, which we will work on through the missions set out in Our Delivery Plan.

For more information on this survey, please contact the Strategy Policy team at

[engagement@baberghmidsuffolk.gov.uk](mailto:engagement@baberghmidsuffolk.gov.uk)