Salisbury Neighbourhood Development Plan

Community Survey

Findings from the public survey:

1st May – 1st June 2020

Report Contents

Introduction

This report has been prepared for Salisbury City Council and the Steering Group for the Salisbury Neighbourhood Development Plan. The report presents the quantitative findings of the Salisbury Neighbourhood Development Plan Community Survey which gathered responses from Salisbury residents between 1st May – 1st June 2020.

Survey Design & Distribution

The purpose of the community survey was to gather evidence to inform the preparation of the Salisbury Neighbourhood Development Plan. The survey questions were created by Salisbury City Council and the Neighbourhood Plan Topic Groups. The final version of the survey can be found in Appendix 1 of this report.

The Salisbury Neighbourhood Development Plan Community Survey was specifically designed to gather the views of Salisbury residents and households. Upon completion of the community survey, participants were invited to respond to the Wiltshire Open Space Study Survey, an additional supplementary survey about Green Infrastructure which was created by Wiltshire Council and Ethos Environmental Planning, to inform the Wiltshire-wide Local Plan Review. Findings from the supplementary survey also support the development of the Salisbury Neighbourhood Plan and are presented in a separate report.

The survey was designed and built using cloud-based online survey software Zoho and branded with the Salisbury Neighbourhood Development Plan logo and colour scheme. Due to the outbreak of Covid-19 and associated lockdown, responses were gathered online via a URL which was shared with local people through social media, the Salisbury City Council website and email channels. A digital PDF or Microsoft Word copy of the survey was also available for respondents who were unable to complete the online survey.

There were 62 questions in the Salisbury Neighbourhood Development Plan Community Survey. The survey was divided into sections, with questions arranged into topic areas:

1. Climate Change and Energy Efficiency (18 questions)
2. Housing Need (9 questions)
3. Community Infrastructure (5 questions)
4. Green Infrastructure (8 questions)
5. Transport (9 questions)
6. Economy (9 questions)
7. Demographics (4 questions)

The Salisbury Neighbourhood Development Plan Community Survey was closed for responses at 11.30am on Monday 1st June.

Response Rate

Survey Visits	Full Responses	Partial Responses	Total Responses
2,092	672 (65%)	354 (35%)	1,026

A total of 2,092 people accessed the online version of the Salisbury Neighbourhood Development Plan Community Survey between 1st May – 1st June 2020. One additional response was gathered through the paper survey and returned via email. A member of Salisbury City Council staff manually entered the responses into the online survey.

- There were 1,026 (full or partial) survey responses in total.
- This represents a response rate of 49% for the community survey.
- 65% of respondents completed all of the questions (full response).
- 35% of survey respondents submitted a partial response.

Actual response figures and (rounded) percentage breakdowns are provided for each survey question in this report. This represents the number of responses received as a proportion of all respondents answering each individual question. Not all of the respondents provided answers to all of the questions available, therefore the figures presented for each question may not necessarily match the totals listed above.

There were a number of open-ended questions in the community survey which are summarised in the report, along with a selection of verbatim quotes. A complete list of open-ended responses for each question is included in Appendix 2 of this report. Open-ended comments have been reproduced verbatim from submitted survey responses and thus, may contain spelling, grammatical and other errors.

Average Response Rate by Topic Area

As mentioned above, the survey questions were divided into topic areas. Average responses and the overall average response rate for each topic area are included in the table below. Topic areas with the highest average response rate are highlighted:

	Average Responses	Average Response Rate
Climate Change and Energy Efficiency	765	75%
Housing Need	343	33%
Community Infrastructure	556	54%
Green Infrastructure	648	63%
Transport	611	60%

Economy	460	45%
Demographics	654	64%

Questions relating to Climate Change and Energy Efficiency had the highest response rate of all the topic groups in the community survey, with an average of 765 responses per question and an average response rate of 75%. This was followed by Demographics (64%) and Green Infrastructure (63%).

Housing Need and Economy topic areas received the lowest responses overall with an average response rate of 33% and 45%, respectively.

Whilst examining the average response rate by survey section can provide a guide to topic areas that are important to residents, this does not necessarily provide a full picture. The Community Infrastructure topic area had a high proportion of open relative to closed questions, which could account for the lower average response rate (54%) compared to other topic areas. This is because respondents may prefer to answer quicker multiple choice or dropdown questions in place of open questions which typically take longer or require more effort to complete.

Similarly, most of the questions in the Housing Need and Economy topic areas were only applicable to respondents who intended to purchase or rent a new home within the next 5 years (Housing Need) or to those who are currently working (Economy). Therefore, the overall response rate was diluted by the number of respondents for whom the question was not applicable. Indeed, almost half (49%) of all responses were from residents aged over 60 years which is likely to account for the lower response rate under the Economy topic area, as many of these respondents are likely to be retired.

Similarly, under Housing Need 72% of survey respondents indicated that they did not intend to move and that nobody in their household was looking for a new home in Salisbury. The low average response rate (33%) for this section is likely to be because the majority of questions in this topic area were only applicable to those that intended to move.

Summary of Findings

Climate Change and Energy Efficiency

- When combined, 94% of Salisbury residents agreed (43%) or strongly agreed (51%) that Salisbury as a city should be doing more to address climate change.
- On average, 96% of survey participants agreed or strongly agreed with the various statements about new developments and sustainability.
- The average level of agreement for making historic buildings more sustainable was lower when compared with sustainability measures for new developments.
- This suggests that Salisbury residents are more in favour of sustainability measures for new buildings or developments compared to historic ones.
- Heating and ventilation were felt to be the most important issues (57%) for making historic buildings more energy efficient. Suggestions included replacing old heating systems, reducing draughts and improving roof insulation to avoid heat loss.

Housing Need

- 81% of survey respondents said they own their own property, which suggests that homeowners may be overrepresented in the sample.
- When combined, 28% of respondents indicated they were currently looking for a new home in Salisbury or were considering moving to a new home in the next five years.
- Almost half (46%) of survey respondents who said they were looking for a new home, said they were looking to start their first home. A further 36% said they would like to purchase a home but were unable to afford it.
- 35% of survey respondents said a detached house would best meet the needs of their household if they were to move. 22% said a semi-detached house would meet their needs, with a further 17% who preferred a flat or apartment.
- 90% of respondents said nobody in their household had a specialist housing need.
- 80% of survey respondents said they would want to be homeowners if they moved.
- When combined, 91% of respondents would need at least two bedrooms.
- 65% of survey respondents looking to rent indicated that their monthly budget for rent was less than £800 per month.
- The majority of survey respondents (90%) said they were not looking for affordable housing through Homes4Wiltshire and were not registered with the service.

Community Infrastructure

- Survey respondents take part in a variety of activities across many venues in Salisbury. Favourite venues/locations for each of the activities are presented.
- When combined, 84% of surveyed residents said they visited an entertainment venue such as a theatre, cinema, museum or live music venue at least once a month.

- 48% of survey respondents said they took part in a sporting activity such as tennis, walking or cycling more than 4 times a month.
- Salisbury Playhouse was the most popular venue or location in Salisbury (17%), followed by Salisbury Arts Centre (14%), Odeon Cinema (7%), Salisbury City Hall (6%) and Salisbury Cathedral (16%).
- Entertainment, arts and culture was the most popular choice for investment overall, (39%). This was followed by investment in a park playground or garden (21%) and activities for young people (20%).
- A wide range of community infrastructure was felt to be needed in Salisbury including community facilities (24%) and activities for young people (24%).

Green Infrastructure

- Overall, survey respondents rated wildlife and biodiversity (1) and managing climate change (2) as most important for green space.
- 62% of survey respondents combined said that the provision of green space in Salisbury was good or excellent for a range of uses. A further 81% (combined) said their access to green space was good or excellent.
- This suggests that Salisbury residents are broadly satisfied with the provision of and access to green space.
- 54% of survey participants strongly agreed that it is important to ensure public access to rivers in Salisbury does not create undue disturbance for wildlife.
- 83% of survey participants rated their access to open countryside as good or excellent.
- 69% of surveyed residents were in favour of reducing the area of regularly mown grass in parks and public spaces to provide support for wildlife.
- 97% of Salisbury residents agree or strongly agree with tree and shrub planting in parks, open spaces and gardens.
- Survey respondents made a variety of suggestions for improvements to Salisbury's Green Infrastructure which included better walking and cycling routes, green corridors for wildlife and biodiversity and an increase in tree planting.

Transport

- 87% of respondents said shopping was the main reason for visiting the City Centre.
- 67% of survey respondents said that there should be more pedestrian only areas in the City Centre.
- A variety of locations were suggested as pedestrianised areas including Blue Boar Row (14%), all or most of the City Centre (11%) and New Canal Street (11%).
- 47% of survey respondents said they most frequently walked to the City Centre, with a further 27% who travel by car.
- 61% of survey participants said they would walk or cycle more frequently to the city centre if there were safer cycle/pedestrian routes.

- 43% of respondents said they would use the bus or Park and Ride more frequently if the bus fares were cheaper.
- 54% of survey respondents said they were aware that Salisbury has a car share club. Although, 66% of participants said they did not wish to use the Salisbury car share club.
- On average the level of support across various clean transport improvements was 70%.

Economy

- 10% of survey participants said they work in human health and social work, a further 10% work in a professional, scientific or technical field and 9% work in education.
- 50% of survey respondents said they used the car most frequently to get to work.
- 56% of survey participants said they travel between 0-4 miles to their place of work.
- 79% of respondents said they would like to be able to work locally.
- Suggestions for making it possible for people to work locally included availability of local opportunities (27%), transport provision (8%) and a suitable workspace (8%).
- 61% of respondents said they had been working from home because of Covid-19.
- 55% of survey participants said they would like to work more from home in future.

Demographics

- Almost half of all survey respondents were over the age of 60. The highest proportion of responses were from the 69-69 age group (25%).
- Responses were broadly evenly split in terms of gender, with slightly more female (57%) than male (42%) responses.
- The majority of responses were from residents who live in SP1 (45%) and SP2 (41%) postcodes. The survey achieved a good response from across the Salisbury community.
- 46% of survey participants said they lived with a partner and 32% live in a family with multiple generations.

Survey Responses

The below analysis is based on all of the submitted responses to the Salisbury Neighbourhood Development Plan Community Survey between the 1st May – 1st June 2020. Open ended questions have been summarised under key themes or headings and all of the verbatim responses for each question are available in Appendix 2 of this report.

Climate Change and Energy Efficiency

Survey respondents were asked about managing the effects of climate change and moving towards a zero carbon Salisbury, including views on generating renewable energy and improvements to new and historic buildings to make them more energy efficient. The findings are presented in the section below:

Q1 Should Salisbury City as a community be doing more to address climate change? 808 Responses

	Count	Percent
Yes, this is the most important issue to address (Strongly Agree)	415	51%
Yes, but there are more important issues to address (Agree)	350	43%
I'm not sure (Neither Agree nor Disagree)	33	4%
No, this is not important (Disagree)	10	1%

Should Salisbury City as a community be doing more to address climate change?

- Strongly Agree
- Agree
- Neither
- Disagree
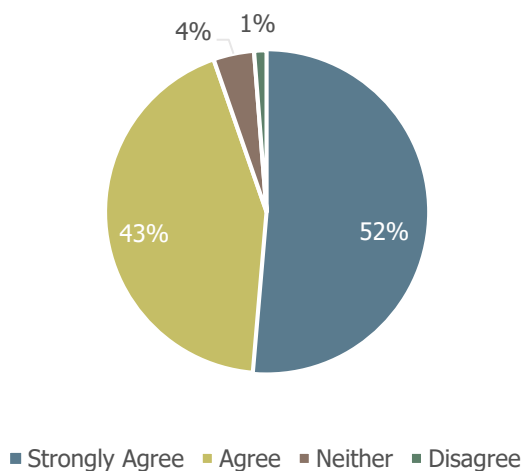
When combined, 94% of Salisbury residents who responded to the survey agreed or strongly agreed that Salisbury as a city should be doing more to address climate change. 51% of residents said that climate change was the most important issue to address, with a further 41% who broadly agreed it was important, but not necessarily the most important issue for Salisbury to address.

4% of respondents were neutral or unsure (neither agree nor disagree), with the remaining 1% who felt change was not an important issue to address.

Questions 2-11 How much do you agree or disagree with the following statements?

Questions 2-11 were originally designed as a matrix, however limitations on the character count for row labels meant each question was added to the survey software separately. The questions are presented below as one table, the highest percentage score for each answer option (strongly agree, agree, disagree and strongly agree) is highlighted. The table also includes an overall average across the questions:

#	Question	Responses	Strongly Agree	Agree	Disagree	Strongly Disagree
2	New buildings should have renewable energy built in, providing as much of the building's energy needs as possible from renewable energy on-site.	811	70% (568)	28% (223)	2% (16)	0% (4)
3	New buildings should be designed to be highly energy efficient/carbon neutral, in order minimise the need for heating and cooling (e.g. thicker walls, south-facing glazing with integral shading etc, designed for natural ventilation and to be resilient to extreme weather)	804	74% (597)	25% (199)	1% (6)	0% (2)
4	New buildings should be highly sustainable in design and construction, using sustainable materials with low embodied energy (little energy is used to produce, transport and use the materials.)	800	66% (529)	32% (253)	2% (16)	0% (2)
5	The design, layout and orientation of new buildings should be resilient to overheating during heat waves and incorporate green roofs and walls where possible. Planting around buildings and communal space should include trees, hedges, green screens and other types of planting for shade, urban cooling and benefits for wildlife.	806	73% (587)	25% (201)	2% (15)	0% (3)

6	New buildings should have facilities for drying laundry outside.	803	51% (413)	43% (346)	5% (41)	0% (3)
7	New buildings should have secure, weatherproof bike storage, usable by all.	806	47% (382)	44% (356)	8% (65)	0% (3)
8	New developments should have charging infrastructure for electric cars.	807	50% (403)	43% (350)	5% (42)	1% (12)
9	New commercial and community buildings should incorporate green roofs and walls to help reduce flooding by slowing down rainwater runoff, reduce heat extremes, improve air quality and provide wildlife habitat.	803	59% (472)	36% (289)	5% (38)	0% (4)
10	New development should utilise natural drainage systems such as soakaways, ponds and ditches to help reduce flooding by slowing down rainwater runoff and provide wildlife habitat.	804	68% (546)	30% (244)	2% (13)	0% (1)
11	The neighbourhood plan should support appropriate measures to increase energy efficiency of traditional and historic buildings (including listed buildings) where their historic interest can be conserved.	803	53% (426)	42% (335)	5% (39)	0% (3)
	Average	805	61%	35%	4%	0%

How much do you agree or disagree with the following statements? (Overall average for statements in Q2-11)
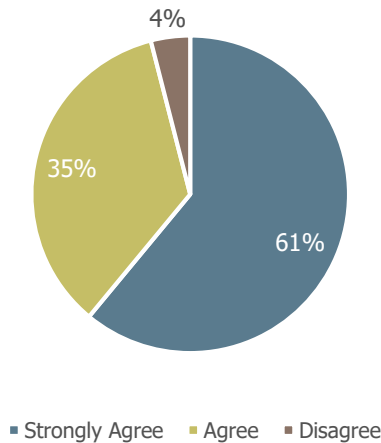
- Strongly Agree - Agree - Disagree

On average, 96% of survey participants agreed or strongly agreed with the various statements about buildings and sustainability.

4% of respondents disagreed on average across the questions, but the number of survey respondents who strongly disagreed with the statements was less than 1% on average.

The top five statements are listed below in terms of overall levels of agreement which is the total percentage of survey respondents who agreed or strongly agreed with each statement:

99% Agreement

1. New buildings should be designed to be highly energy efficient/carbon neutral, in order minimise the need for heating and cooling (e.g. thicker walls, south-facing glazing with integral shading etc, designed for natural ventilation and to be resilient to extreme weather)

98% Agreement

2. New buildings should have renewable energy built in, providing as much of the building's energy needs as possible from renewable energy on-site.

3. New buildings should be highly sustainable in design and construction, using sustainable materials with low embodied energy (little energy is used to produce, transport and use the materials.)

4. The design, layout and orientation of new buildings should be resilient to overheating during heat waves and incorporate green roofs and walls where possible. Planting around buildings and communal space should include trees, hedges, green screens and other types of planting for shade, urban cooling and benefits for wildlife.

5. New development should utilise natural drainage systems such as soakaways, ponds and ditches to help reduce flooding by slowing down rainwater runoff and provide wildlife habitat.

The following statements had the highest level of disagreement overall, which was the total percentage of respondents who disagreed or strongly disagreed with each statement:

8% Disagreement

1. New buildings should have secure, weatherproof bike storage, usable by all.

6% Disagreement

2. New developments should have charging infrastructure for electric cars.

5% Disagreement

3. New commercial and community buildings should incorporate green roofs and walls to help reduce flooding by slowing down rainwater runoff, reduce heat extremes, improve air quality and provide wildlife habitat.

4. The neighbourhood plan should support appropriate measures to increase energy efficiency of traditional and historic buildings (including listed buildings) where their historic interest can be conserved.

5. New buildings should have facilities for drying laundry outside.

Q12-17 What measures should be used to make historic buildings more energy efficient?

As with questions 2-11, questions 12-17 were originally designed as a matrix. The questions are presented below as one table, the highest percentage score for each column option (strongly agree, agree, disagree and strongly agree) is highlighted. The table also includes an overall average across the questions:

#	Question	Responses	Strongly Agree	Agree	Disagree	Strongly Disagree
12	Secondary glazing for listed buildings.	789	30% (238)	54% (425)	15% (116)	1% (10)
13	High quality new double-glazed windows where it doesn't detract from the historic character of the building.	792	39% (306)	43% (343)	15% (118)	3% (25)

14	Slimline double glazing for listed buildings.	775	30% (229)	50% (386)	18% (140)	3% (20)
15	The installation of solar panels on unobtrusive roof slopes.	796	45% (354)	42% (331)	11% (85)	3% (26)
16	Solid wall insulation measures on buildings without historic or decorative stonework or brickwork, where it doesn't detract from the historic character of the building.	789	36% (287)	50% (391)	12% (95)	2% (16)
17	Internal wall insulation fitted within historic and listed buildings to improve energy efficiency, where it doesn't detract from the historic character of the building.	792	38% (297)	51% (404)	10% (79)	2% (12)
	Average	805	36%	48%	14%	2%

What measures should be used to make historic buildings more energy efficient? (Overall Average)
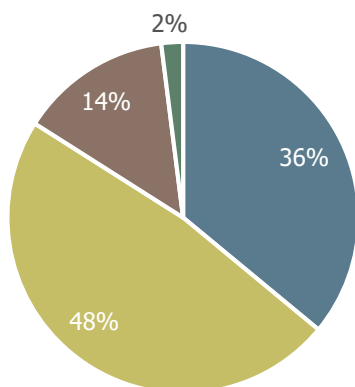
- Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

The average level of agreement for making historic buildings more sustainable was lower when compared with sustainability measures for new developments (questions 2-11).

84% of residents agreed (48%) or strongly agreed (36%) with measures to make historic buildings more energy efficient. The remaining 16% of surveyed residents disagreed (14%) or strongly disagreed (2%) on average across the questions.

This suggests that Salisbury residents are more in favour of sustainability measures for new buildings or developments compared to historic ones.

The top five measures are listed below in terms of overall levels of agreement which is the total percentage of survey respondents who agreed or strongly agreed with each measure:

89% Agreement

1. Internal wall insulation fitted within historic and listed buildings to improve energy efficiency, where it doesn't detract from the historic character of the building.

87% Agreement

2. The installation of solar panels on unobtrusive roof slopes.

86% Agreement

3. Solid wall insulation measures on buildings without historic or decorative stonework or brickwork, where it doesn't detract from the historic character of the building.

84% Agreement

4. Secondary glazing for listed buildings.

82% Agreement

5. High quality new double-glazed windows where it doesn't detract from the historic character of the building.

The following measures for historic buildings had the highest level of disagreement overall, which was the total percentage of respondents who disagreed or strongly disagreed with each measure:

21% Disagreement

1. Slimline double glazing for listed buildings.

18% Disagreement

2. High quality new double-glazed windows where it doesn't detract from the historic character of the building.

16% Disagreement

3. Secondary glazing for listed buildings.

14% Disagreement

4. The installation of solar panels on unobtrusive roof slopes.

5. Solid wall insulation measures on buildings without historic or decorative stonework or brickwork, where it doesn't detract from the historic character of the building.

Q18 What measures should be used to make historic buildings more energy efficient? 175 responses

175 survey respondents offered suggestions or comments on measures to make historic buildings in Salisbury more energy efficient. This question was open-ended, with the individual responses reviewed and summarised into key themes, all of the verbatim responses are included in the appendices for this report. A summary of each theme along with a selection of verbatim quotes are included below:

	Count	Percent
Heating & Ventilation	99	57%
Preserve Historical Buildings	35	20%
Other	26	15%
Policy & Support	25	14%
Solar Energy	16	9%
Water	12	7%
Lighting	10	6%

Heating & Ventilation (57%)

Heating and ventilation (draughts in particular) was identified as a key issue in older or historic buildings and 57% of survey participants suggested measures to improve heating and ventilation. Some survey respondents suggested replacing old heating systems (e.g. old boilers) with better, more efficient systems including heat exchange pumps, biomass boilers, under floor heating and ground/air source heat pumps, as well as making better use of heating by using smart solutions to avoid heating empty rooms.

Other measures to reduce draughts and heat loss included thick lined curtains, keeping doors closed, sealing doors and windows to minimise draughts, draught excluders and entry doors. Some survey respondents also felt that improved roof insulation was an important factor in reducing heat loss in older buildings. Comments included:

> "Basic draught proofing practices such as keeping doors closed, drawing curtains when it's dark. Maybe door curtains as well for when it's very cold."

"Perhaps an inner door to prevent heat loss when old doors are opened and closed."

"Many older buildings were designed to have a good through flow of air. This was to keep out the damp. If this is blocked by insulation it can cause damp in the form of mould on interior walls but also rot in the timbers. Thick insulation in the roof space above the ceiling below but keeping the tiles/slates unlined to retain air flow in the loft but to stop that cold air sinking into the rest of the building."

"Alternative heating systems should be explored as options (air and ground source heat pumps etc.) to replace oil boilers..."

"Suitable insulation in accessible roof spaces. Draught proofing entrance/exit doors/floors. Energy efficient heating boilers."

"Thicker curtains!"

Preserve Historical Buildings (20%)

20% of survey participants emphasised the need to preserve the character of historical buildings in their response to this question. Broadly, views were mixed with some respondents who felt that unobtrusive measures including improved insultation, reducing plate glass windows, reducing drafts and better heating solutions were acceptable provided they did not detract from the character of the building. Others were against any modifications to historical buildings for any reason, including sustainability.

A handful of respondents also felt that measures to make older buildings more sustainable should be made on a case by case basis. Comments included:

"This is always going to be difficult as the conflict is to preserve the nature and character of historic buildings whilst trying to be energy efficient - hence my answer to double glazing above which I don't like on old buildings unless wood or wood effect windows are used."

"Not replacing aspects of the buildings that don't need to be replaced. Historic buildings are environmentally friendly in that they last for hundreds of years - no need for mass manufacturing and transport of new materials from around the country."

"What planners think doesn't detract from historic buildings usually does. Leave the historic buildings alone."

"Needs to be considered on a case by case basis dependant on what is correct for the building so not as to detract from them, for example ground or air heat-source pumps."

"No making listed buildings more efficient without damaging their historic fabric is not possible it is a contradiction in terms."

Policy & Support (16%)

16% of respondents felt that new policies and additional support were needed to improve the sustainability of historical buildings. Suggestions included providing grants and practical support for building owners to make historical buildings more energy efficient, encouraging building owners to create a sustainable energy consumption plan, building audits to assess heat loss and education around saving energy.

Other suggestions included ensuring empty buildings were occupied, applying a levy on visitors to support sustainability measures and grant schemes to replace old systems with modern ones. A handful of respondents also suggested that the current planning rules around historical buildings should be reviewed or relaxed for sustainability reasons. Comments included:

"Central financing! Otherwise measures like this will cripple those already striving to maintain lovely and listed buildings."

"Review whether buildings are historic at all. The city is blighted by the dead hand of heritage because buildings of little interest or merit are listed only because nobody can remember when they were not there."

"Loosening planning permission for listed buildings in line with greener efficiencies."

"Provide a list of energy efficient suggestions to occupiers of historic buildings to encourage them to take little steps towards being more energy efficient. They may not practically be able to do them all but even if they do some that is better than nothing. Encourage organisations to sign up to an Energy Efficient Award so that it becomes a recognised standard across Salisbury."

"Apply a levy to visitors to pay for efficiency measures."

Solar Energy (9%)

There were several comments about solar energy and solar panels, including fitting solar panels to suitable roofs, garages and outbuildings as well as on unused land. There were also a handful of comments about making use of solar energy. Comments included:

"Listed properties should be allowed to utilise new energy technologies like solar panels."

"In places with enough land have solar panel generators that can provide energy to sell back & help pay for their upkeep."

"Unobtrusive solar panels as at Salisbury Methodist Church."

"All large roof areas of historic and commercial properties with a suitable unshaded aspect to be fitted with maximum feasible area of Solar PV by owners…"

"Solar panels on garages or outbuildings."

Water (7%)

7% of survey respondents mentioned water including rain water recovery systems and more efficient use of water, although some measures were proposed for new developments rather than historical buildings. This included capturing and recirculating rain water for use in toilets and making better use of rain water run-off. Comments included:

"Efficient heating of hot water and regular checks and repair of dripping taps. Capture and recirculate dirty water for other use."

"More thinking about new estates/developments to be sustainable reuse of run-off water etc…"

"Installing water meters (that do not detract from the character of the building) so people consider use of water more carefully."

"Rainwater storage to be used as brown water for toilets etc."

"Each building to have rain water conservation."

Lighting (6%)

6% of respondents suggested more sustainable measures for lighting including LED or low energy lighting and automatic lighting systems. Comments included:

"Re-wire using LED lighting systems."

"Zoned control of lighting to detect if the lighting is required."

"automatic on/off switches for lights, low energy/led lights…"

Other Comments

Additional responses were from people who were unsure what measures to suggest or who were unhappy with the style/wording of the questions. A handful of comments were from people who spoke generally about climate change and sustainability outside of the subject of historical buildings.

Housing Need

Survey respondents were asked to complete the questions in this section on behalf of their households (rather than as individuals). These questions aim to understand what is felt to be needed in terms of new housing for different sectors of the community including:

- First-time buyers
- Older people thinking about downsizing
- People struggling to afford rent or mortgage costs
- People who cannot afford to buy a home at open-market prices
- People who need housing at an affordable rent
- People with social housing needs

Q19 Who owns the house you live in now? 797 Responses

	Count	Percent
Self (with or without mortgage)	81%	647
Parents or relatives	4%	29
Private rented	8%	64
Social rented (Housing Association)	3%	23
Provided by or tied to a job	1%	9
Other (Please specify)	3%	25

81% of survey respondents who answered this question said they own their own property (including with a mortgage) this suggests homeowners may be overrepresented in the sample. 8% said they rent privately, 4% live with parents or relatives, 3% are housing association tenants and 1% have accommodation provided by an employer.

Of those respondents who selected 'Other' (3%) said they were living in a shared ownership property, renting from the Council or living in a house which was owned by their partner.

Q20 Is anybody in your family who has ever lived in your current home looking for a new home in Salisbury? 797 Responses

	Count	Percent
Yes	71	9%
Maybe, now or in the next 5 years	152	19%
No	574	72%

Is anybody in your family who have ever lived in your current home looking for a new home in Salisbury?

■ Yes ■ Maybe, now or in the next 5 years ■ No

72% of respondents indicated they were not looking for a new home in Salisbury, either now or in the next five years.
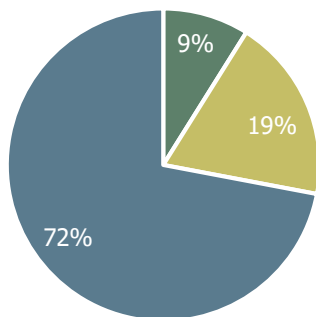
When combined, 28% of survey respondents indicated they were currently looking for a new home (Yes – 9%) or were considering moving to a new home (maybe, now or in the next 5 years – 19%). The average response rate for the remaining questions in this section was lower due to the smaller sample of respondents who said they were looking for a new home or considering moving within the next 5 years.

Q21 Why do you or someone in your household need a new home? Tick as many as apply to you. 221 Responses

	Count	Percent
Want to start a first home	101	46%
Want to buy a new home but can't afford it	79	36%
Want to rent a new home but can't afford it	30	14%
Can't afford current rent	15	7%
Can't afford current mortgage	5	2%
Need a bigger home	45	20%
Need a smaller home	20	9%
Special needs	11	5%
Tenure insecure	8	4%
Job insecure	8	4%
To be near family	18	8%
To give or receive family support	8	4%

	Count	Percent
To be near work	13	6%
Retiring	14	6%
Want to build own home	15	7%
Other (Please specify)	25	11%

Almost half (46%) of survey respondents who said they were looking for a new home or considering moving in the next 5 years, said they were looking to start their first home. A further 36% said they would like to purchase a home but were unable to afford it. 20% of surveyed respondents said they were looking for a larger home. Of the respondents who answered 'Other' to this question a variety of reasons for wanting to move were given. Some said they were coming to the end of their lease; others were looking for a property with garden or outdoor space or parking.

Additional responses included relocating to a better or more suitable location, considering downsizing and/or moving to a property which is easier to maintain. Comments included:

"Want a better layout (e.g. more storage) and want a bigger garden for children."

"Need outside space and parking."

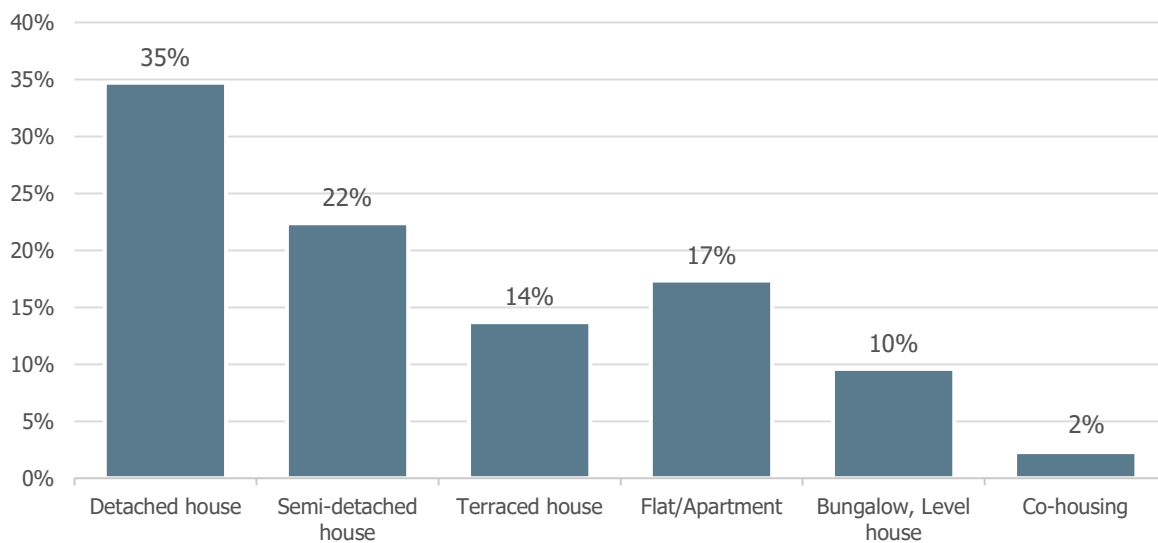"Possible downsizing in next 5-10 years."

"Would like to live nearer to town."

Q22 What type of house would best suit your needs? 219 Responses

	Count	Percent
Detached house	76	35%
Semi-detached house	49	22%
Terraced house	30	14%
Flat/Apartment	38	17%
Bungalow, Level house	21	10%
Co-housing	5	2%

What type of house would best suit your needs?

35% of survey respondents said a detached house would best meet the needs of their household if they were to move. 22% said a semi-detached house would meet their needs, with a further 17% who preferred a flat or apartment.

Only 2% of survey participants said that co-housing was a suitable option.

Q23 Does anyone in your household have a specialist housing need? 218 Responses

	Count	Percent
No	90%	197
Yes, ground floor accommodation	4%	9
Yes, supported living for an adult with learning disabilities, who wants to live independently in a home of their own	3%	6
Other (Please specify)	2%	5

90% of survey respondents said nobody in their household had a specialist housing need. Of those who answered yes, 4% needed ground floor accommodation and 3% said they needed supported living for an adult with learning disabilities who wants to live independently in a home of their own. Of those who answered 'Other' (3%) all of the comments are included below:

"LD daughter living in home with family."

"Autism but does not need intensive or personal care."

"Accessible."

"Yes, will have lack of mobility later on."

"Family to provide support for elderly and disabled whilst starting own family."

Q24 What tenure does your household seek if you were to move? 220 Responses

	Count	Percent
Owner	176	80%
Shared ownership (part owned by a Housing Association/charity)	8	4%
Private rent	13	6%
Social rented (Housing Association)	19	9%
Other (Please specify)	4	2%

What tenure does your household seek if you were to move?

■ Owner ■ Shared ownership ■ Private rent ■ Social rented ■ Other
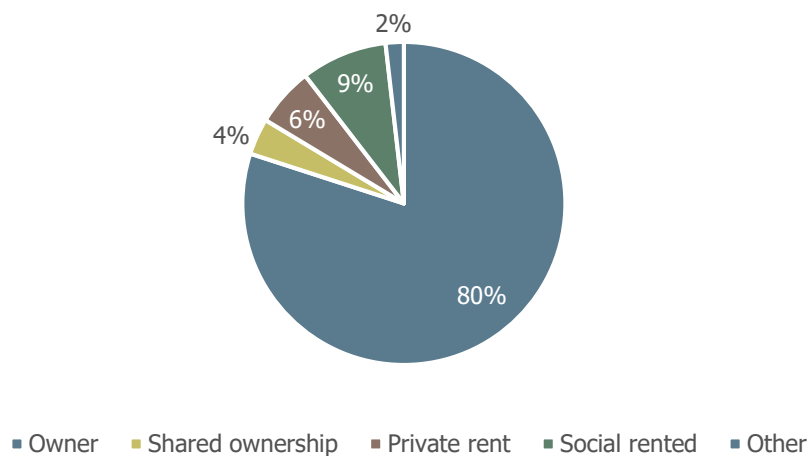
80% of survey respondents said they would want to be homeowners if they moved. 9% preferred to be social housing (Housing Association) tenants, 6% preferred to rent privately and 4% wanted to move to a shared ownership property which is part owned by a Housing Association or charity.

Of those who selected 'Other' (2%) the responses are included below:

"Possibly any of the above."

"The person needing housing needs to leave home."

"Any rented or a very low deposit mortgage. (we can afford big monthly payments but have minimal deposit to get a mortgage hence stuck with renting)."

Q25 How many bedrooms would your new home need? 221 Responses

	Count	Percent
One	19	9%
Two	89	40%
Three	72	33%
Four or more	41	19%

How many bedrooms would your new home need?
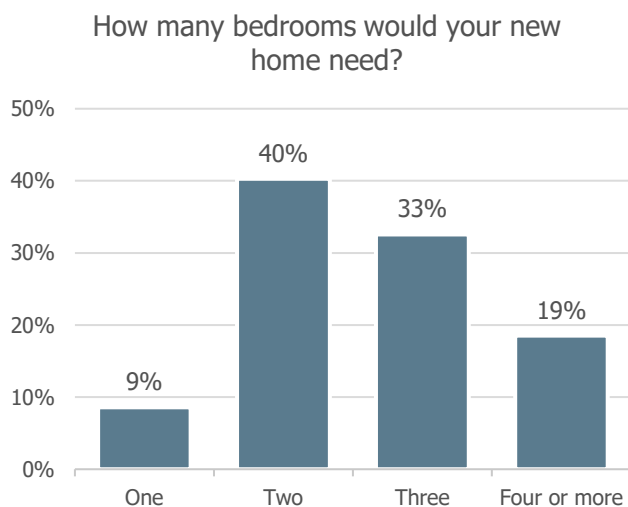
When combined, 91% of respondents would need at least two bedrooms if they were to move

40% of respondents said they would need a two bedroomed house, a further 33% said they would need three bedrooms and 19% said they would need four or more bedrooms. Only 9% of survey participants who are looking to move said they would like a one-bedroom property.

Q26 If interested in renting or buying a property, can you give us some idea of how much rent/mortgage you could afford to pay per month (please do not include housing benefit contributions)? 185 Responses

	Count	Percent
Less than £300	12	6%
£300-£600	49	26%
£600-£700	27	15%

|		
£700-£800	33	18%
£800-£900	19	10%
£900-£100	11	6%
£1000-£1500	26	14%
Over £1500	8	4%
Less than £300	12	6%

How much rent could you afford to pay per month?
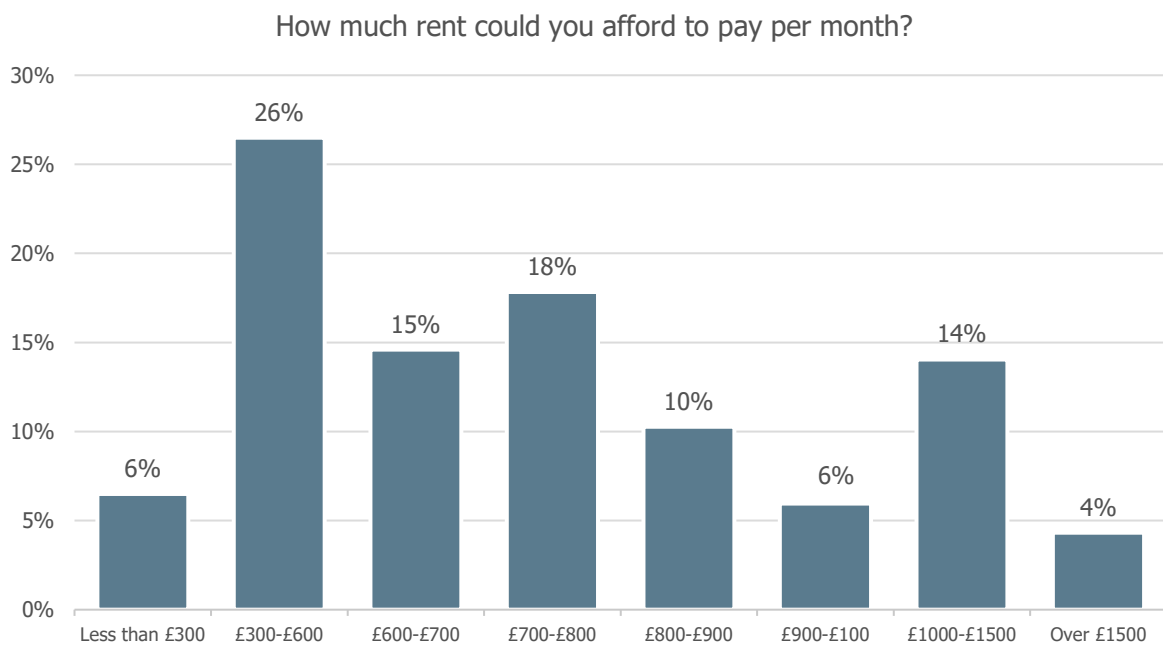
Survey respondents who are looking to rent a property in Salisbury have a wide variety of different monthly budgets from less than £300 (6%) to over £1500 (4%). 26% of survey respondents said they could afford to spend £300-£600 per calendar month. A further 15% can afford £600-£700 per month and 18% could pay £700-£800.

When combined, 65% of survey respondents looking to rent indicated that their monthly budget for rent was less than £800 per month.

Q27 Are you seeking affordable housing through Homes4Wiltshire and are you registered with them? 217 Responses

	Count	Percent
Yes	21	10%
No	196	90%

Are you seeking affordable housing through Homes4Wiltshire?
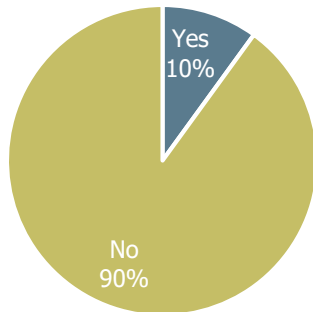
The majority of survey respondents (90%) said they were not looking for affordable housing through Homes4Wiltshire and were not registered with the service.

The remaining 10% said they were registered with the affordable housing service.

Community Infrastructure

Survey respondents were asked about their use of local community infrastructure including buildings, public spaces and other locations such as theatres, museums, libraries, scout huts, public meeting rooms, village halls and places of worship. These questions aimed to understand how people use the existing community infrastructure in Salisbury, as well as what might be needed in future.

Q28 How many times a month would you estimate that you participated in one of the following types of activities in Salisbury? 724 Responses

	Never	Once a month	2-4 times a month	More than 4 times a month
Entertainment, arts and culture (theatre, cinema, museums, live music, etc)	8% (61)	53% (381)	31% (220)	8% (58)
Children's activities (play groups, art clubs, play, etc)	78% (552)	10% (68)	5% (37)	7% (47)
Activities in semi-public locations such as village halls or hired rooms (U3A, environmental groups, choirs, art groups, etc.)	35% (253)	38% (274)	17% (124)	9% (65)
Healthy lifestyles (dieting clubs, gym, organised sporting events)	45% (318)	14% (99)	17% (120)	24% (168)
Religious or secular celebration	59% (416)	16% (115)	9% (64)	16% (115)

	Never	Once a month	2-4 times a month	More than 4 times a month
After school clubs and school-based activities	82% (580)	4% (29)	5% (37)	8% (59)
Youth Club	95% (670)	1% (9)	1% (10)	2% (15)
Sporting activity (tennis, running, walking, cycling, meeting friends for a game)	25% (177)	13% (89)	15% (107)	48% (339)
Community run café	63% (436)	26% (179)	9% (61)	3% (21)
Community or civic group meeting (Civic Society, Scouts, Rotary Club, etc)	64% (452)	22% (156)	9% (61)	5% (35)
Volunteering	48% (340)	17% (120)	14% (97)	21% (147)
Average	55%	19%	12%	14%

How many times a month would you estimate that you participated in one of the following types of activities in Salisbury?
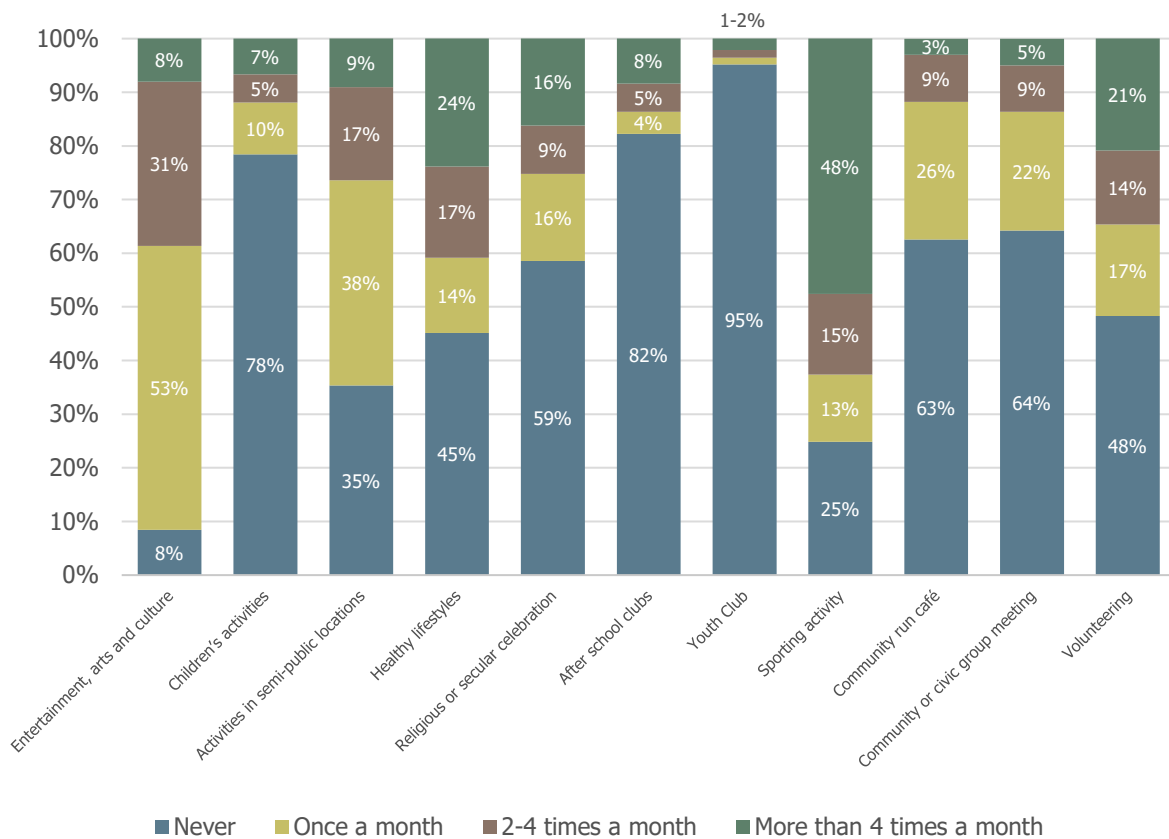
On average 55% of survey respondents said they never participated in the various activities (in the table and chart above). 19% participated less than once a month, 12% participated 2-4 times a month and 14% participated more than 4 times a month, on average. The highest percentage score for each column title (never, once a month, 2-4 times a month and more than 4 times a month) is also highlighted in the table above.

Overall youth clubs were least utilised, with 95% of surveyed participants who said they never used or visited a youth club. A further 82% said they did not use after school clubs or activities. This is likely to be because the sample for survey respondents leaned towards an older cohort (see demographics). This might also suggest that families with younger children or teenagers are underrepresented in the dataset, or that the provision of activities for children and young people is felt to be insufficient in Salisbury (see Q32).

53% of survey participants said they visited or took part in an activity at an entertainment, arts or culture venue once a month, with a further 31% who said they took part or visited an entertainment venue 2-4 times a month. When combined, 84% of surveyed residents said they visited an entertainment venue such as a theatre, cinema, museum or live music venue in Salisbury at least once a month.

48% of survey respondents said they took part in a sporting activity such as tennis, walking or cycling more than 4 times a month. A further 24% attended healthy lifestyle venues or locations such as a gym, dieting club or organised sporting event more than 4 times a month. When combined, 72% of survey participants took part in a sport or healthy lifestyle activity at least 2-4 times a month.

Favourite Venues & Locations

Survey respondents were asked to identify their favourite venues and locations in Salisbury across a variety of different categories (as outlined in the table above). These questions were open-ended, with the individual responses reviewed and summarised for each answer option. A summary is included below, and a full list of verbatim responses can be found in the appendices for this report:

Q29 Please name your favourite venues or locations for the following activities: Entertainment, arts and culture (theatre, cinema, museums, live music, etc) 587 Responses

	Count	Percent
Salisbury Playhouse	245	42%
Salisbury Arts Centre	142	24%
Odeon Cinema	140	24%
Salisbury Museum	69	12%

	Count	Percent
City Hall	65	11%
Salisbury Cathedral	37	6%
Local Pubs (including Winchester Gate)	28	5%
Other	30	5%
Salisbury Library	17	3%
Studio Theatre	16	3%
Market Square	8	1%

Surveyed residents listed a variety of entertainment venues as their preferred venue or location. The most popular venue or location for entertainment, arts and culture in Salisbury was Salisbury Playhouse (42%). A further 24% said Salisbury Arts Centre and the Odeon Cinema, followed by Salisbury Museum (12%).

Q29 Please name your favourite venues or locations for the following activities: Children's activities (play groups, art clubs, play, etc) 241 Responses

	Count	Percent
N/A	126	52%
Local Parks & Playgrounds	21	9%
Beavers, Scouts, Brownies etc	17	7%
Clubs & Play Groups	15	6%
Salisbury Arts Centre	14	6%
Drama, Music & Arts Clubs	10	4%
Other	10	4%
Library	8	3%
Salisbury Museum	8	3%
Soft Play (including Clown About and Solstice Play)	4	2%
Community Farm (including Riverbourne Community Farm)	4	2%
Jump In	4	2%

As highlighted under Q28, over three quarters of survey participants (78%) said they never attended children's activities in Salisbury, which accounts for the lower response rate and high proportion of N/A (not applicable) responses (52%) to this answer option.

Of those that did attend children's activities or venues in Salisbury, a wide variety of activities were cited including local parks and playgrounds (8%), beavers, scouts and

brownies etc. (7%), other clubs and playgroups (6%) and activities at the Salisbury Arts Centre (6%), amongst many others.

Q29 Please name your favourite venues or locations for the following activities: Activities in semi-public locations such as village halls or hired rooms (U3A, environmental groups, choirs, art groups, etc.) 359 Responses

	Count	Percent
Village Halls & Community Buildings	130	36%
N/A	57	16%
Church	44	12%
Other	35	10%
School	21	6%
Salisbury Arts Centre	20	6%
Quaker Meeting House	18	5%
Club or Club Venue	15	4%
Pub	9	3%
U3A	8	2%
Library	6	2%
Leisure Centre	5	1%

Village halls and community buildings were the most popular location or venue for activities in semi-public locations, with 36% of survey respondents citing their local hall or building as their preferred venue for activities including U3A, environmental groups, choirs and art groups. A variety of village halls and community buildings in and around Salisbury were mentioned including Harnham Parish Hall, St John's Place in Bemerton and Stratford-sub-Castle Reading Room.

Other popular venues included local churches (12%) which included Salisbury Methodist Church, St Thomas's Church and St Francis Church.

Q29 Please name your favourite venues or locations for the following activities: Healthy lifestyles (dieting clubs, gym, organised sporting events) 362 Responses

	Count	Percent
Five Rivers Leisure Centre	79	22%
N/A	66	18%
Sport or Fitness Club	43	12%

	Count	Percent
Other/Unspecified Activity	38	10%
Other Gym	37	10%
Yoga & Pilates	25	7%
Parkwood Health & Fitness	24	7%
Outdoor Exercise	18	5%
Sports Direct Gym	17	5%
Salisbury Hospital Gym	10	3%
Pure Gym	6	2%

Salisbury residents named a variety of different healthy lifestyles venues. Five Rivers Leisure Centre was the most popular venue or location cited by 22% of survey respondents. A further 12% said a sport or fitness club which included South Wiltshire Sports Club, local walking, cycling and running groups (e.g. Sarum Sisters), alongside exercise classes like Zumba, Cross-fit and cardiac health club.

Q29 Please name your favourite venues or locations for the following activities: Religious or secular celebration. 334 Responses

	Count	Percent
Salisbury Cathedral	114	34%
N/A	71	21%
Other Church	46	14%
St Thomas's	37	11%
St Frances Church	18	5%
Salisbury Methodist Church	9	3%
St Osmunds RC Church	9	3%
St Georges & All Saints (Harnham)	8	2%
St Andrews Church	7	2%
St Pauls (including SP2)	7	2%
Quaker Meeting House	5	1%
St Marks	3	1%

The post popular venue or location for religious or secular celebration was Salisbury Cathedral (34%), St Thomas's Church (11%) and St Francis Church (5%). A wide variety of churches were mentioned and are included in the table above. This included instances

where a specific church was only mentioned once by a particular participant, these have been grouped into 'Other Church' (14%).

Q29 Please name your favourite venues or locations for the following activities: After school clubs and school-based activities. 197 Responses

	Count	Percent
N/A	133	68%
Other Club/Activity	20	10%
Other School	16	8%
Harnham Junior School	6	3%
Manor Fields Primary School	4	2%
Wyndham Park Primary School	3	2%
Wyvern St Edmunds School	3	2%
Five Rivers Leisure Centre	2	1%
Sarum Academy	2	1%
St Edmunds School	2	1%
St Martins School	2	1%
Starcast Performing Arts	2	1%
Stratford Sub Castle School	2	1%

After school clubs and activities had one of the lowest response rates across the answer options and a high proportion of N/A responses (68%). Amongst those who did cite a specific club/activity, there were relatively few clubs/activities that were mentioned by more than one survey participant. The most popular was Harnham Junior School (3%) followed by Manor Fields Primary School (2%), Wyndham Park Primary School (2%) and Wyvern St Edmunds School (2%).

Q29 Please name your favourite venues or locations for the following activities: Youth Club. 165 Responses

	Count	Percent
N/A	145	88%
Other Youth Club	8	5%
Cadets, Guides & Scouts	5	3%
St Francis Church	5	3%
Bemerton Health Centre	2	1%

Youth clubs had the lowest response rate across the answer options and the highest proportion of N/A responses (88%) overall. As with after-school clubs, there were few clubs/activities that were mentioned by more than one survey participant. Those that were mentioned included cadets, guides and scouts (3%), St Francis Church (3%) and Bemerton Health Centre (1%).

Q29 Please name your favourite venues or locations for the following activities: Sporting activity (tennis, running, walking, cycling, meeting friends for a game). 417 Responses.

	Count	Percent
Walking & Organised Sporting Activity	154	37%
Outdoors & Countryside	148	35%
Parks & Gardens	50	12%
Sports & Leisure Centres	38	9%
N/A	35	8%

Due to the high number of different sporting activities listed by survey respondents, these have been grouped into headings in the table above.

The most popular venue or location was a walking and organised sporting activity (37%), which included walking groups, cycling, rugby, running, tennis and golf. This was followed by activities in the outdoors and countryside (35%) including spending time outdoors, walking around the city centre, spending time at Old Sarum, walking by the riverside and spending time in a nature reserve (e.g. Avon Valley Nature Reserve).

12% of survey participants said that a park or garden was their favourite venue for sporting activity including Victoria Park, Churchill Gardens and Queen Elizabeth Gardens. Finally, 9% cited leisure centres including Five Rivers, South Wiltshire Sports Club and local gyms.

Q29 Please name your favourite venues or locations for the following activities: Community run café. 247 Responses.

	Count	Percent
N/A	87	35%
General Community Café	72	29%
Church Based Community Café	56	23%
Community Farm Café	22	9%
Village Hall/Community Building Café	10	4%

As with sporting activities, a large number of community cafes were mentioned. These have been grouped into headings in the table above.

29% of survey participants cited a general community café as their preferred venue. This included Salisbury Arts Centre, The Pantry Partnership, 36 Salisbury, Broad Chalke Hub and Fishterton Café. A further 23% said their favourite community café was based at a church, this included St Thomas's Church, SP2 Coffee Shop, St John's Place, St Francis Friday Café and St Michael's Community Café.

9% of survey respondents said their preferred community café was in a community farm. These included Riverbourne Community Farm and Laverstock Community Farm.

Finally, 4% of participants said their preferred venue or location was based at a village hall or community building, many halls were mentioned but the most popular village hall café was at Stratford-sub-Castle Reading Room.

Q29 Please name your favourite venues or locations for the following activities: Community or civic group meeting (Civic Society, Scouts, Rotary Club, etc) 232 Responses

	Count	Percent
N/A	86	37%
VCSE Organisation Building	57	25%
Other	38	16%
Church	31	13%
Village Halls and Community Buildings	9	4%
Private Building	7	3%
Statutory Buildings	4	2%

As with sporting activities and community cafes, survey participants mentioned a wide range of favourite community or civic group meeting venues. These have been grouped into headings in the table above. Some of the respondents mentioned a specific group or club they take part in rather than a particular venue.

25% of survey respondents preferred a Voluntary, Community or Social Enterprise (VCSE) organisation venue which included beavers, scouts and guides, Salisbury Arts Centre, Salisbury Civic Society, Wiltshire Wildlife Trust, Alabare and Soroptimists. A further 13% said their preferred venue was a church, which included Salisbury Methodist Church, St Edmunds Church, St Francis Church (U3A), St Johns Place and United Reformed Church.

4% said a village hall or community building, 3% mentioned private venues such as The Red Lion, Milford Hall Hotel and the Rugby Club. Finally, 2% of survey respondents said they preferred the Guildhall and/or the library (statutory venues).

Q29 Please name your favourite venues or locations for the following activities: Volunteering 315 Responses

	Count	Percent
Community Volunteering	78	25%
N/A	68	22%
Local or National Charity	51	16%
Arts, Culture & Heritage	50	16%
Outdoors & Sports	32	10%
Various Locations or Charities	20	6%
NHS and Caring	16	5%

Survey participants who responded to this question take part in a wide range of volunteering activities which are summarised as key headings in the table above. The most popular volunteering venue or location was community volunteering (25%) which included volunteering at a local church, out and about in the community, at a school, scouts, cadets and brownies, village halls and the local library.

16% volunteer with a local or national charity which included a local charity shop, the Trussell Trust, Wiltshire Wildlife Group, Age UK, Mencap, the Pantry Partnership and the local Women's Refuge. A further 16% of participants volunteer in arts, culture and heritage venues which included the National Trust, Salisbury Museum, Salisbury Cathedral and local arts venues.

10% volunteer to support local sporting activities or outdoor groups, 6% said they took part in multiple volunteering activities and 5% volunteer with the NHS or in a social care role.

Q30 What could be done to improve your favourite venue or location (pick one only)? 388 Responses

A wide range of favourite venues were selected as an overall favourite by participants who answered this question. All of the responses have been categorised in the table below and the table features only those venues or locations which were cited by more than one survey respondent. Due to a high number of individual venues cited, it is impractical to list all of the suggested reasons and improvements in this report. Therefore, the top 5 venues have been

selected for a summary analysis. The results are summarised in the section below and all of the verbatim responses can be located in the appendices.

Q30 Name of Venue (Favourite Venue Name)

	Count	Percent
Salisbury Playhouse	67	17%
Other	60	15%
Salisbury Arts Centre	53	14%
Not Specified	38	10%
Odeon Cinema	27	7%
Salisbury City Hall	23	6%
Salisbury Cathedral	16	4%
Salisbury Museum	16	4%
Five Rivers Leisure Centre	14	4%
Salisbury Library	14	4%
Harnham Parish Hall	6	2%
St Thomas's Church	6	2%
Churchill Gardens	5	1%
Guildhall	5	1%
St John's Place Bemerton	5	1%
Victoria Park	5	1%
Riverside Walk	4	1%
South Wilts Sports Club	4	1%
Market Square	3	1%
Old Sarum	3	1%
Avon Nature Reserve	2	1%
Bishopdown Park Pavillion	2	1%
Boscombe Down Aviation Club	2	1%
Castle Hill Country Park	2	1%
Salisbury Rugby Club	2	1%
Studio Theatre	2	1%
The Close	2	1%

Salisbury Playhouse was the most popular venue or location in Salisbury (17%), followed by Salisbury Arts Centre (14%), Odeon Cinema (7%), Salisbury City Hall (6%) and Salisbury Cathedral (16%).

Reasons why these venues were chosen as a favourite by survey respondents and ways they could be improved are summarised under each heading below, along with a selection of verbatim quotes.

Salisbury Playhouse (17%)

Survey respondents who choose Salisbury Playhouse as a favourite venue or location said that the venue had a good programme of entertainment with high quality shows, plays and live performances. Respondents also said the theatre was well designed, comfortable and welcoming, as well as being ideally located in Salisbury. Positive comments included:

"The building is ideally located for us, and we like the work that they do."

"It's a top-quality theatre, well maintained."

"It's welcoming with a great production line-up."

"Entertainment there is as good as London."

Survey respondents made suggestions for how Salisbury Playhouse could be improved. These included cheaper/more affordable ticket prices, updating the building to modernise it, better/larger facilities, better access for people with disabilities and upgrades to the facilities to include air conditioning, better lighting in the car park, improvements to the entrance and more toilet facilities. Suggestions included:

"More toilet facilities for women. There's always a huge queue so you spend the whole interval waiting to go to the loo."

"Better facilities for wheelchair/disabled."

"It's pretty good but too expensive for many."

"Better lighting both in central car park and roads to play house."

Salisbury Arts Centre (14%)

Survey respondents who choose Salisbury Arts Centre as a favourite venue or location said that the venue was a friendly, welcoming and relaxed space with a good atmosphere. Respondents praised the variety of activities on offer at the centre including a varied programme of events, as well as the location and heritage/character of the building. Some survey participants also said the venue was a accessible, child-friendly, diverse and a vital community space. Positive comments included:

"Friendly people, interesting space, variety of cultural offerings."

"Central location, diverse programme, good atmosphere, wide appeal."

"It's in a beautiful building & in lovely location."

"Family friendly, beautiful building."

"It's different, has character, lots of art exhibitions etc."

Survey respondents made suggestions for how Salisbury Arts Centre could be improved. These included more live music at the venue and extended opening times as well as improved seating, better signage and an improvement to heating/ventilation to reduce draughts. Some survey respondents also said they would like to see the venue return to its independent status as a community venue with arts funding following the merge with Wiltshire Creative. Others suggested making the building more environmentally friendly, a cloakroom for coats and a better system for ordering drinks and booking tickets.

"Improved tiered seating (more comfortable)."

"Given back arts / civic funding not under Wiltshire creative but as an independent able to stage its own events again."

"Pre ordering drinks for interval."

"More live events especially music."

"Building made more environmentally friendly and grounds improved for better bio-diversity."

Odeon Cinema (7%)

Survey respondents who choose Odeon Cinema as a favourite venue or location liked the unique charm and character of the historic venue, its central location and the variety of films. Other said that they liked going to the cinema and it was the only cinema in the City Centre. Positive comments included:

"It has a great history & shows a great variety of films to suit all ages."

"I like how there are many screens and that it is located in a nice old Tudor building."

"Beautiful historic building, unique."

"I love going to the cinema and it's the closest one."

Survey respondents made suggestions for how the Odeon Cinema could be improved. These included cheaper tickets in line with other cinemas, modernisation (without losing the character of the building), improved access, more indie films and upgraded facilities including better seating and sound insultation. Comments included:

"As it is the only cinema locally in Salisbury, it would be nice if the prices were decreased a little, the prices of the tickets sometimes stop me from going to the cinema."

"Desperately in need of refurbishment and upgrade inc loos."

"Interior modernised without losing the character of the building."

"Less blockbuster films, more indie films."

Salisbury City Hall (6%)

Survey respondents who choose Salisbury City Hall as a favourite venue or location said they liked the atmosphere and the variety of entertainment including live music, performances and shows, as well as the size of the venue which is felt to be big enough to attract good quality bands. Positive comments included:

"Magical place for live music."

"Only Large Entertainment Venue in Salisbury."

"Able to attract the groups/bands I enjoy."

"The atmosphere."

Survey respondents made suggestions for how Salisbury City Hall could be improved. Some survey respondents said they would like to see better access to the venue from Fisherton Street. Other respondents felt that the venue could benefit from improvements to facilities including seating, toilets and hospitality. Comments included:

"Better access to/from Fisherton Street."

"Comfortable seats!"

"Front of house and cafe & arrival rethink."

"Stark auditorium to be more comfortable and welcoming."

Salisbury Cathedral (4%)

Survey respondents who choose Salisbury Cathedral as a favourite venue or location said it is a beautiful space which is relaxing, peaceful and inspiring. Survey respondents also appreciate the cathedral for its architecture and history. Positive comments included:

"A stunning example of outstanding mediaeval architecture, with strong people involvement."

"It's historical and stunningly beautiful."

"Space, Peace and Architecture as well as Spiritual element."

"Calm, peaceful space."

Some survey respondents said that Salisbury Cathedral could benefit from better access and facilities, this included improved signage, more seating, better paths/pavements and heating inside the cathedral. Other suggestions included a new belfry in the grounds, cheaper activities for lower income families and measures to protect the venue from tourists. Some survey respondents also felt the venue could benefit from bee friendly initiatives like beehives and wildflower planting. Comments included:

"Improved wheelchair access."

'Having a new belfry built in the grounds."

"Better (but economical) heating!"

"Protect it from too much tourism, cars."

"More bee friendly wildflowers and community events in grounds."

Q31 If you were in charge of community infrastructure in Salisbury, and you had £1,000,000 to invest, what would you put the money towards? Pick your favourite from this list. 675 Responses

	Count	Percent
Entertainment, arts and culture	260	39%
A Park, playground or open space	140	21%

Youth activities	135	20%
Sports	61	9%
Village hall or community space	56	8%
Children's activities	23	3%

If you were in charge of community infrastructure in Salisbury, and you had £1,000,000 to invest, what would you put the money towards?

- Entertainment, arts and culture
- Youth activities
- Village hall or community space
- A Park, playground or open space
- Sports
- Children's activities
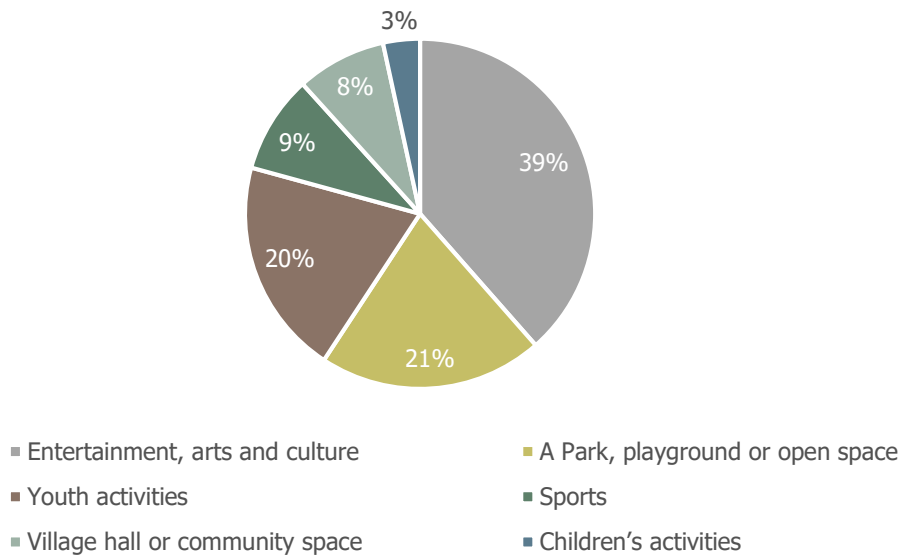
Entertainment, arts and culture was the most popular choice for investment overall, with 39% of survey respondents selecting this option. This was followed by a park playground or garden (21%) and youth activities (20%). Just 3% of survey respondents selected children's activities which suggests that services for older children (e.g. teenagers) are felt to be more in need of investment overall.

Q32 Is there any community infrastructure that you think is missing in Salisbury? 407 Responses

There were a wide range of different types of community infrastructure that were felt to be needed in Salisbury. All of the responses have been categorised in the table below as key headings. More detail for each heading is summarised in the section below and all of the verbatim responses can be located in Appendix 2 of this report.

	Count	Percent
Community Facilities	97	24%
Young People	96	24%

Transport & Getting Around	69	17%
Leisure & Activities	50	12%
No (or N/A)	28	7%
Outdoors	22	5%
Other	22	5%
Sports	18	4%

Community Facilities (24%)

24% of surveyed residents said that they would like to see more spaces for community use in Salisbury. Whilst many groups and activities were suggested, a suitable venue was the common factor.

A wide variety of different types of community facilities were suggested, this included a central community hub, local community centres or other meeting spaces which are affordable and accessible for local groups and organisations, potentially with café or licensed bar facilities. Some respondents also said they would like to see a larger venue such as an auditorium or concert hall for people to attend large gatherings such as concerts and public speaking events. Other residents would like to see improved facilities for outdoor gathering, seating and socialising for example at Market Square.

> "Community facilities in town with parking hardly exist. Perhaps an edge of town community hub. Hall, cafe licensed bar with parking would suit."

> "An auditorium suitable for say c. 300 people to attend lectures, concerts and other platform events."

> "Supply of reasonably priced rooms for hire. These seem to be diminishing in Salisbury."

> "The market square is poor use of space and bland. Could add something to make it more interesting and a place where people can go and sit - more outside eating space. Maybe some greenery as it just looks like a concrete square."

Other respondents highlighted changes to existing community spaces such as the library and said they were concerned about the proposed move from the city centre or wanted to see more investment in the library and galleries. Some residents feel that free to access public toilet facilities are either lacking or poor quality in the city centre for example in local parks such as Elizabeth Gardens.

"The library if it is moved will be a massive community infrastructure loss, being right in the heart of the city."

"Basic facilities that are nowhere to be found in the city are modern accessible and hygienic public conveniences. The present situation is an absolute embarrassing disgrace.

Young People (24%)

24% of surveyed residents indicated that activities for young people in Salisbury are currently insufficient. Suggestions included a youth club or youth centre, a climbing wall, outdoor equipment, a skate park and other leisure facilities (included subsidised services). Many survey respondents did not specify which activities or services they thought were needed e.g. "Activities for the youth of the city." Comments included:

"There is little for disaffected young people to do in the evenings and at weekends. Some sort of supervised activity or encouragement in the form of grants for sports club fees, sports equipment or subsidised entry to the leisure centre with an exclusive space for them to have coffee and meet friends, listen to music or just hang out."

"Something like climbing walls for young persons. Things to attract youth productively into the town centre."

"There doesn't seem to be much for teenagers in the city."

"Anything for teenagers to do that is engaging, interesting and at low cost. Grosvenor House on Churchfields Road was once an amazing youth club with lots of various activities across many rooms at a very low cost. There is nothing like it now in Salisbury."

"A more modern, clean and safe disco/dance club for the young people. Existing facilities are poor quality and badly maintained."

Transport & Getting Around (17%)

17% of survey participants referenced transport and getting around in relation to community infrastructure they felt was missing in Salisbury. Some respondents said they would like to see an increase in cheaper or free parking in the city centre as well as an improved bypass. Others focussed on more sustainable methods of transport such as cycle infrastructure, walking (with pedestrianised areas) and environmentally friendly buses. There were also several comments from survey participants who felt that Salisbury needed a central bus station and/or a bus service for Salisbury train station.

"Whatever might be thought about the desirability of motor cars, plentiful and cheap parking is THE key to keeping visitors and shoppers coming. This is a tourist spot and an overgrown market town after all."

"Bus service to train station - a amazing omission!"

"Proper bypass. Pedestrian only areas in city. Cheaper parking - it's exorbitant!!! Which is why I'm going into Salisbury less and less."

"Cycling infrastructure is insufficient."

"Priority for pedestrians and cyclists over cars."

Leisure & Activities (12%)

12% of survey respondents made suggestions for leisure facilities and other activities they would like to see in Salisbury. Many leisure facilities were suggested but some of these included a leisure park with multiplex cinema and shops/restaurants, as well as an indoor climbing wall, a bowling alley, an outdoor pool (or lido), ice skating and improved swimming facilities. Some surveyed residents also felt there should be increased hotel provision locally. Comments included:

"We need a proper Lido good for all ages."

"A modern cinema, a leisure centre with a leisure pool with flumes (think Centre Parcs), more pedestrianised streets in the city centre, more infrastructure for teenagers and young adults, better communication about Salisbury's parks and open spaces (including surrounding villages)."

"A city centre hotel with 100-plus bedrooms - which is urgently needed in order to accommodate a coachload of tourists overnight…"

"It feels like most of the entertainment is aimed towards the middle class and appears to forget about families with young children and the teenagers. Salisbury needs 'things to do', especially in the winter months - an up to date cinema, bowling and areas suitable for families relax with younger children."

"A better cinema would be nice."

Outdoors (5%)

5% of survey participants said they would like to see improvements in outdoor spaces such as parks, playgrounds or gardens. Suggestions included better maintenance and planting as

well as an increased provision of green space e.g. nature reserve, wildlife corridor, country park or community garden. Some survey respondents also said they would like to see an upgrade to equipment including play areas, benches and exercise equipment in outdoor spaces as well as improved access to riverside walks. Comments included:

"I think all of the local parks could do with a bit of a refurbishment in terms of equipment, design etc. The outdoor gym at Churchill Gardens is great; it would be good to replicate this at other parks such as Victoria Park and Elizabeth Gardens."

"Community gardens, to enable children and adults to grow plants if they do not have a garden."

"I think we could make more of our parks and their upkeep…"

"Large green open spaces, woodland etc, etc."

"Yes, better garden planting and maintenance in the existing parks such as Churchill Gardens, Queen Elizabeth Gardens and Victoria Park all of which look really run down and shabby with poor planting and negligible maintenance. They could be a real feature for Salisbury but aren't…"

Sports (4%)

4% of survey respondents said they would like to see increased provision for sports in Salisbury. This included football pitches, tennis courts, cricket pitches and an athletics facility with a running track. Some respondents also said they would like to see better provision for playing sports indoors. Comments included:

"Cricket needs an indoor venue. There is nothing in the South of Wiltshire and an indoor centre built for other sports would benefit sports and the wider community. We are totally reliant on school sports halls which are crowded, expensive and largely inadequate."

"More access to sports facilities."

"The netball league I play in is out doors. I would love to play indoors in the winter. No venue exists. I am sure you would have. A lot more people playing if there was indoor courts."

"A high-quality athletics facility and running track. It should be provided in association with one or more of the local schools."

"A 3G football pitch for the community."

Other Comments

7% of comments were from survey respondents who said they were unsure or did not make any suggestions for community infrastructure. Additional comments fell outside of the scope of community infrastructure and included healthcare facilities, general comments about tourism and recycling/green infrastructure.

Green Infrastructure

Survey respondents were asked about 'Green Infrastructure' which refers to to the green and blue spaces and corridors that form an important network for people and wildlife throughout the city and connect people with the surrounding countryside. Survey participants were also informed about a separate open space survey which was available to complete upon conclusion of the community survey.

Q33 Rank the following purposes for green space which you think are most important where "1" is most important to you. 673 Responses

	1	2	3	4	5	6	7	8	Rank
Wildlife and biodiversity	28% (186)	26% (178)	14% (94)	10% (67)	8% (55)	8% (57)	4% (25)	2% (11)	1
Managing climate change	16% (107)	16% (111)	16% (110)	13% (89)	11% (71)	11% (74)	11% (72)	6% (39)	2
Recreation and play	18% (121)	11% (73)	15% (102)	14% (92)	12% (78)	12% (84)	10% (68)	8% (55)	3
Mental health and wellbeing	11% (72)	11% (75)	13% (86)	16% (105)	21% (141)	15% (101)	9% (59)	5% (34)	4
Physical health and wellbeing	7% (49)	14% (96)	12% (82)	12% (83)	16% (108)	22% (145)	13% (85)	4% (25)	5
Flood alleviation	7% (49)	8% (52)	13% (88)	17% (115)	15% (100)	14% (96)	16% (107)	10% (66)	6
Active travel - cycling, walking	8% (55)	9% (58)	10% (70)	12% (80)	11% (76)	11% (72)	28% (190)	11% (72)	7
Landscape setting	5% (34)	4% (30)	6% (41)	6% (42)	7% (44)	7% (44)	10% (67)	55% (371)	8

Overall, survey respondents rated wildlife and biodiversity (1) and managing climate change (2) as most important for green space. Active travel including cycling and walking (7) and landscape setting (8) were rated as least important overall.

Q34 How do you rate the provision of green space in Salisbury for a range of uses (e.g. recreation, wildlife and biodiversity, other services including flood alleviation etc.)? 677 Responses

	Count	Percent
Excellent	69	10%
Good	351	52%
Average	219	32%
Poor	35	5%
Very Poor	3	0%

How do you rate the provision of green space in Salisbury?

■ Excellent ■ Good ■ Average ■ Poor ■ Very Poor
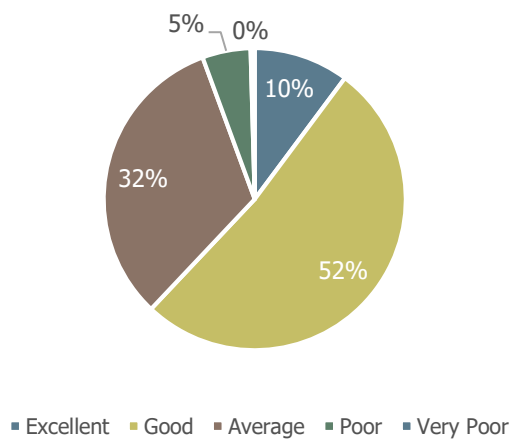
52% of survey respondents said that the provision of green space in Salisbury was 'Good' for a range of different uses, with 10% who said it was 'Excellent'. A further 32% felt that the provision of green space in Salisbury was 'Average'. Just 5% of participants said provision of green space was 'Poor' and the percentage who said it is 'Very Poor' was less than 1%.

This suggests that survey respondents broadly feel the current provision of green space (for a range of uses), is satisfactory.

Q35 How do you rate your access to green space? 679 Responses

	Count	Percent
Excellent	225	33%
Good	329	48%
Average	102	15%
Poor	23	3%
Very Poor	0	0%

How do you rate your access to green space?


- Excellent
- Good
- Average
- Poor
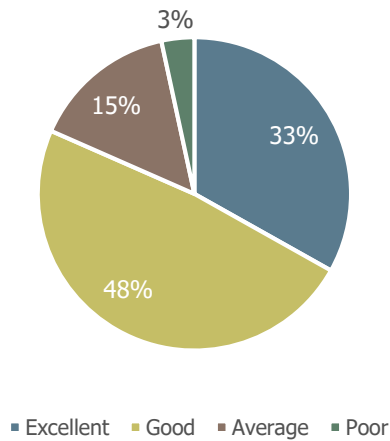
When combined, 81% of survey respondents said their access to green space in Salisbury was 'Excellent' (33%) or 'Good' (48%). A further 15% said their access to green space was 'Average.'

Just 3% of respondents said that their access to green space was 'Poor' and none of the respondents selected 'Very Poor'. As with the provision of green space (Q34), this suggests that respondents are broadly satisfied that they have reasonably good access to green space in Salisbury.

Q36 The rivers in Salisbury are highly protected because of the variety and rarity of the species they support. How do you rate the importance of ensuring public access does not create undue disturbance for wildlife? 678 Responses

	Count	Percent
Strongly Agree	364	54%
Agree	288	42%
Disagree	21	3%
Strongly Disagree	5	1%

The rivers in Salisbury are highly protected because of the variety and rarity of the species they support. How do you rate the importance of ensuring public access does not create undue disturbance for wildlife

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
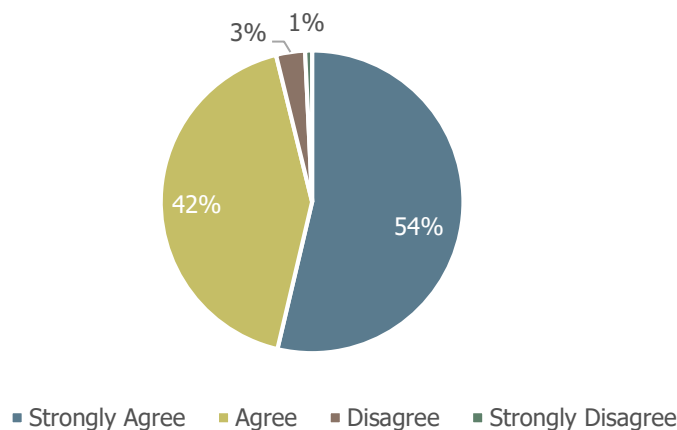
54% of survey participants strongly agreed that it is important to ensure public access to rivers in Salisbury does not create undue disturbance for wildlife, a further 42% also said they agree with the statement. When combined, 4% of survey respondents disagreed (3%) or strongly disagreed (1%).

Q37 How do you rate your ability to access open countryside? 677 Responses

	Count	Percent
Excellent	253	37%
Good	313	46%
Average	81	12%
Poor	25	4%
Very Poor	5	1%

How do you rate your ability to access open countryside?

Excellent ■ Good ■ Average ■ Poor ■ Very Poor
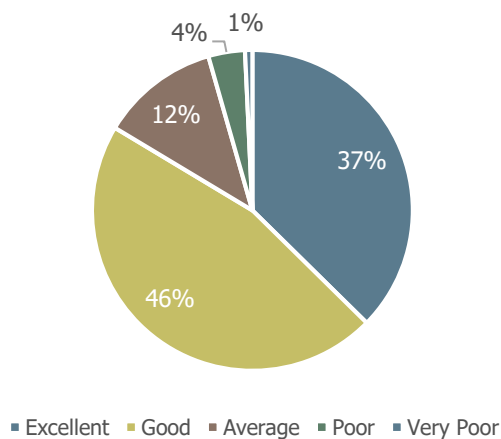
When combined, 83% of survey participants rated their access to open countryside as 'Excellent' (37%) or 'Good' (46%). A further 12% said their access to open countryside was 'Average.'

Just 5% of survey respondents combined said their access to open countryside was 'Poor' (4%) or 'Very Poor' (1%), which suggests that Salisbury residents are broadly satisfied with their access to open countryside.

Q38 Regularly mown grass reduces the habitat available for insects, reptiles, birds and small animals. How do you rate the importance of a reduction in the area of regularly mown grass in our parks and green spaces to provide more support for wildlife? 677 Responses

	Count	Percent
Very High	244	36%
High	226	33%
Neutral	177	26%
Not Important	30	4%

How do you rate the importance of a reduction in the area of regularly mown grass in our parks and green spaces to provide more support for wildlife?


- Very High
- High
- Neutral
- Not Important
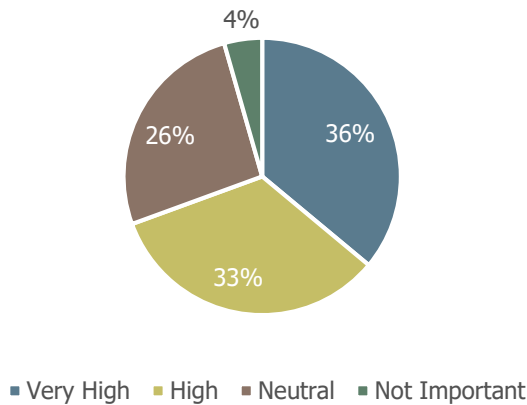
36% of survey participants rated a reduction in grass mowing as 'Very High', with a further 33% who rated this as 'High'. When combined, 69% of surveyed residents were in favour of reducing the area of regularly mown grass in parks and public spaces to provide support for wildlife.

26% of participants were 'Neutral' and 4% felt that a reduction in grass moving to support wildlife habitat was 'Not Important'.

Q39 Trees, hedgerow and shrub planting provides our city with many environmental benefits. How do you rate the planting of more trees and shrubs in our parks and open spaces as well as in our own gardens? 675 Responses

	Count	Percent
Strongly Agree	414	61%
Agree	246	36%
Disagree	15	2%
Strongly Disagree	0	0%

How do you rate the planting of more trees and shrubs in open spaces?

- Strongly Agree
- Agree
- Disagree
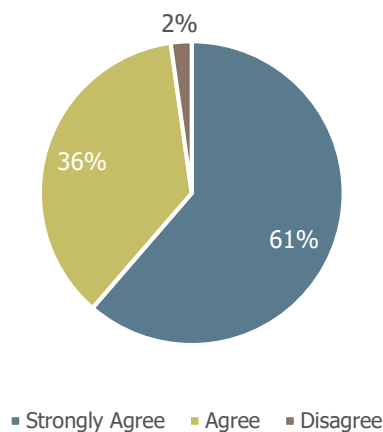
When combined, 97% of survey participants agreed (36%) or strongly agreed (61%) with planting more trees and shrubs in parks, open spaces and private gardens. 2% of survey respondents disagreed and none of the respondents strongly disagreed.

The suggests that Salisbury residents are broadly in favour of tree and shrub planting in parks, open spaces and gardens.

Q40 Name one improvement to Salisbury's Green Infrastructure that you would like to see. 444 Responses

A variety of improvements to Salisbury's Green Infrastructure were suggested by survey respondents. The responses have been categorised in the table below as key headings. More detail for each heading is summarised in the section below and all of the verbatim responses can be found in the appendices.

	Count	Percent
Walking & Cycling	119	27%
Wildlife & Biodiversity	107	24%
Parks & Outdoor Spaces	104	23%
Tree Planting	59	13%
Litter	23	5%
Other	23	5%
Flood Prevention	4	1%
N/A	4	1%

Walking & Cycling (27%)

27% of survey participants said they would like to see improvements to walking and cycling infrastructure in Salisbury to encourage more people to walk or cycle. Suggestions included upgraded or new cycle paths and routes in and around the city, as well as better infrastructure for storing bikes. There were a handful of comments from people who were concerned about bicycle theft in the city centre and felt that more secure storage for cycles was needed. People who prefer to walk in Salisbury would like to see better pedestrian routes including better/more pavements, footpaths, riverside paths and pedestrianisation of parts of the city centre (including linked pedestrianised routes). Some respondents also felt that more of the river should be accessible with paths and cycle tracks. Comments included:

"Better access for cycle/walking (the town path is so narrow)."

"More cycle ways designed sensibly, no hopping on and off pavements etc. Reduce traffic and give more priority to cyclists and pedestrians."

"Better active travel i.e. cycle routes, walking routes. Not just in the city but from the surrounding villages into the city. It's great having cycle paths within the city but if the people in the villages can only get there by car, they won't use them."

"More pedestrianisation of the city to allow for safer cycling and walking."

“More cycle routes along the rivers. The river sides need good clean up, they are not well used.”

Wildlife & Biodiversity (24%)

24% of survey respondents suggested improvements to support wildlife and biodiversity. These included increased provision of green space including areas with shrubs, wildflowers and uncut borders or verges. Others suggested beehives, bee-friendly plants and appropriately positioned nesting boxes for birds. Several survey residents felt planning for green corridors was important for wildlife and biodiversity. Comments included:

“'Greening' of the corridor alongside the river through the city to lessen the impact of the concrete between Butts Road and Crane Street.”

“Definitely less mowing and managing with wildlife as a top priority rather than afterthought. In city centre but also surrounding parishes.”

“Green corridors linking greenspace across the city and connecting with the wider countryside.”

“Less mowing of grass - pruning trees and hedgerows should only be done in the autumn and never in spring.”

“Targeted verge cutting for safety and keeping footpaths unobstructed but also wild areas where a clear path is not needed. Formal planting but also wild areas and interest such as bee hotels, nest boxes and information boards.”

“More bee friendly wildflowers.”

Parks & Outdoor Spaces (23%)

23% of survey participants spoke generally about protecting or improving outdoor spaces in Salisbury, which included several comments about making better use of the riverside. Indeed, there was a lot of crossover between this theme and 'Walking & Cycling' (see above). Surveyed residents said they would like to see more outdoor spaces in and around Salisbury such as community gardens, allotments, play areas and parks. Some survey residents said they would like to see green areas and open spaces protected from future development. Comments included:

“Too much of the river system in Salisbury is not available to the public. The city needs to embrace these watercourses/corridors and open them up.”

“Stop building on green spaces, use empty buildings first.”

"More allotments offered to flat-dwellers."

"Better use of the river banks for leisure. Many of the city centre river banks are hard-landscaped and provide an ugly and unusable blight on the beauty of the wider city."

"A community fruit and vegetable growing area so that young people can learn about growing food and different generations can work together."

Tree Planting (13%)

13% of survey participants said they would like to see an increase in tree planting in and around Salisbury, this included tree lined streets, more trees in parks/public spaces and plan for the future in terms of tree planting and maintenance:

"Don't just name the number of trees that you plant but each year report on those that you're using/pollarding/protecting with a long-term view on what is needed for 100- and 200-years' time."

"Trees everywhere!! Air pollution is very high in the city and trees need to be planted on pavements if possible.

"I would like to see more trees planted wherever possible."

"More tree planting within the city centre to improve the local environment and help mitigate the effects of high temperatures in the summer."

"More trees in city. And these to be CARED FOR after planting..."

Litter (5%)

5% of survey respondents mentioned improvements to littering/dog fouling. This included more enforcement action, increased provision of litter bins, dog waste bins and more regular emptying of these bins. Some survey participants said they would like to see the river cleared of waste and debris. Comments included:

"Cleaning of debris from city's rivers."

"Stricter enforcement of litter and dog fouling."

"A reduction in dog faeces lying everywhere and hanging in bags from bushes."

"Better collection of litter bins and dog poo bins."

"Better maintenance and management of the green infrastructure that we have and including rivers clogged with fallen trees etc. and waterside neglect."

Flood Prevention (1%)

A small number of survey participants (1%) said they would like to see improvements to flood prevention in Salisbury. This included better flood defences and a ban on building homes on flood plains and water meadows. Comments included:

"A ban for any new housing to be built on flood plains, let the water meadows remain in place for the job they are designed to do, otherwise we will be prone to more flooding. It's such a fundamental and easy solution for the future."

"No further building on flood pains or areas that will have a negative effect on flood plains."

"Better care in the provision of housing projects that do not alter the best use of the water meadows and flood plains."

"Implementation of the plan to remodel the areas round the rivers in the centre of Salisbury to alleviate flooding and give better access."

"Open up the River Avon it's cluttered with fallen trees and other debris which decreases its aesthetic appeal and can hinder water flow in times of flooding."

Other Comments

1% of participants wrote N/A or indicated they were not sure what improvements they would like to see. An additional 5% referenced community infrastructure rather than green infrastructure or spoke generally about improvements to Salisbury such as more funding or more public art.

Transport

Whilst the Neighbourhood Plan can only have a limited impact on highways planning, it can ensure that new development makes provision for the best configuration of roads and encourages their best use by different modes of travel, such as walking, cycling. Survey respondents were asked about their use of transport, with the instruction to think about the time before Covid-19 or when people are free to travel again.

Q41 What is your main reason for coming into Salisbury City Centre? Tick as many as apply to you. 676 Responses.

	Count	Percent
Work	137	20%
Shopping	586	87%
Theatre/cinema/museums	423	63%
Restaurant or pubs	439	65%
Library	260	38%
Access Services (e.g. banking, post office etc.)	388	57%
For a stroll	233	34%
Education	27	4%
Other (Please specify)	128	19%

What is your main reason for coming into Salisbury City Centre?
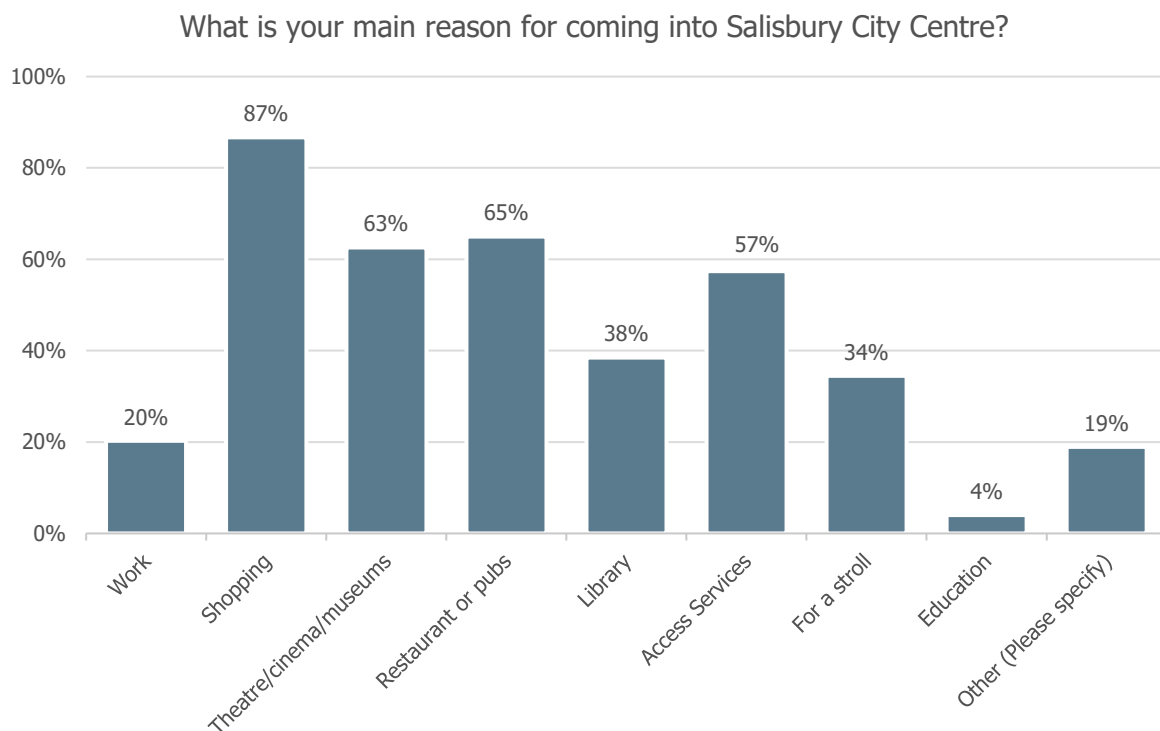
Survey respondents access the City Centre for a variety of different reasons. 87% of survey participants said shopping was the main reason for visiting the City Centre. 65% visit a restaurant or pub, 63% attend the theatre, cinema or museum and 57% visit the City Centre to access local services such as banking, local government, post office, etc.

Of those who selected 'Other' (19%) many of the comments were from people who live in the City Centre and felt that the question did not apply to them, some survey respondents said they visit the City centre for multiple purposes in one trip. Other reasons cited were to

attend church or worship, to visit family and friends, for sightseeing or culture, to volunteer, to access healthcare, to take part in a hobby, to visit the market, for work and to access the train station or other transport.

Q42 Do you think that there should be more pedestrian only areas in the City Centre. 665 Responses.

	Count	Percent
Yes	448	67%
No	217	33%

Do you think that there should be more pedestrian only areas in the City Centre?
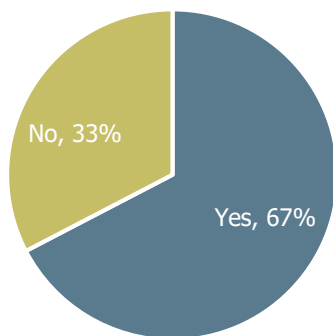
67% of survey respondents said that there should be more pedestrian only areas in the City Centre. The remaining 33% answered 'No' in response to this question.

Q43 Which parts of the City Centre do you think should be pedestrian only? 371 Responses.

Question 43 was an open-ended question with survey respondents invited to name places in and around Salisbury that they felt should be pedestrianised. The responses were analysed and suggestions for pedestrian only areas are summarised in the table below.

	Count	Percent
Blue Boar Row	89	14%
All/Most of City Centre	74	11%
New Canal Street	70	11%
Fisherton Street	57	9%
Market Square	56	9%

Catherine Street	42	6%
Silver Street	41	6%
High Street	33	5%
Minster Street	25	4%
Everything inside the ring road	17	3%
New Street	17	3%
Queen Street	15	2%
Market Place	13	2%
Cathedral Entrance	11	2%
Crane Street	10	2%
Bridge Street	9	1%
Castle Street	9	1%
All of the shopping areas	7	1%
Winchester Street	6	1%
Brown Street	6	1%
Endless Street	4	1%
Exeter Street	4	1%
Mill Road	4	1%

Please note only street names which represent more than 1% of responses are included in the table above. All of the verbatim responses can be found in appendix 2 of this report.

Q44 What form of transport do you use most to access the City Centre? 676 Responses

	Count	Percent
Car	184	27%
Bus	62	9%
Park and Ride	24	4%
Walk	315	47%
Cycle	85	13%
Taxi	1	0%
Motorbike	0	0%
Mobility vehicle	5	1%

What form of transport do you use most to access the City Centre?
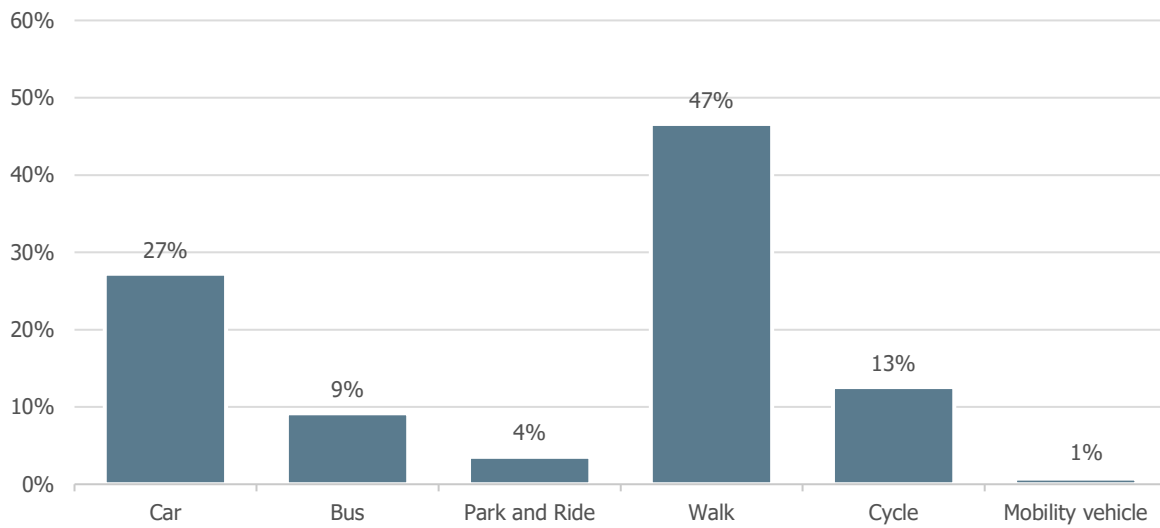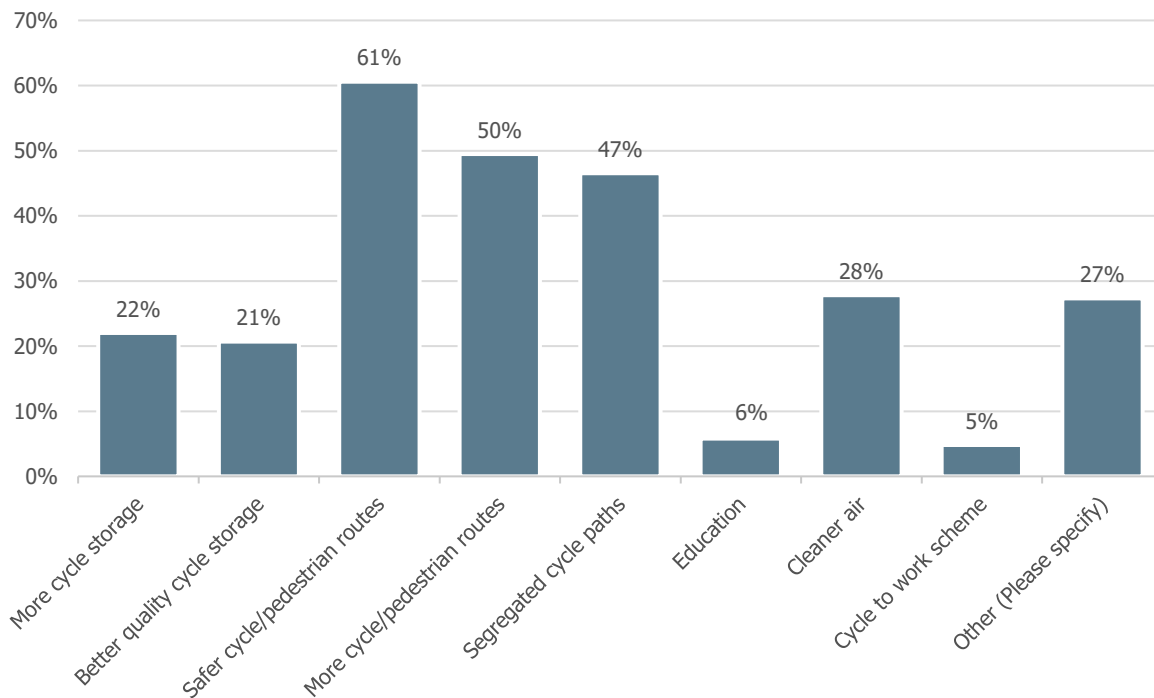

47% of survey respondents said they most frequently walked to the City Centre, 27% travel by car, 13% cycle and 13% (combined) take the bus (9%) or Park and Ride (4%).

Q45 What would encourage you to cycle or walk into the City Centre? Tick as many as apply to you. 604 Responses

	Count	Percent
More cycle storage	133	22%
Better quality cycle storage	125	21%
Safer cycle/pedestrian routes	366	61%
More cycle/pedestrian routes	299	50%
Segregated cycle paths	281	47%
Education	35	6%
Cleaner air	168	28%
Cycle to work scheme	29	5%
Other (Please specify)	165	27%

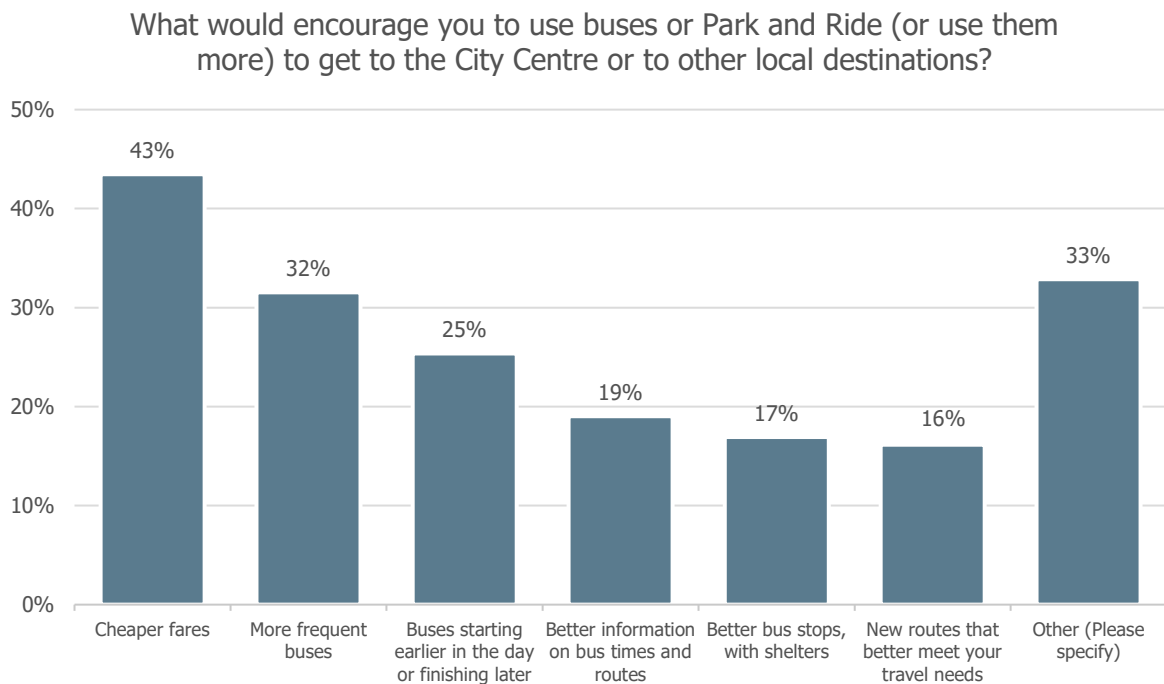## What would encourage you to cycle or walk into the City Centre?

61% of survey respondents said they would walk or cycle more frequently to the city centre if there were safer cycle/pedestrian routes, a further 50% said that having more cycle or pedestrian routes would encourage them to walk or cycle more often. 47% of respondents also said that segregated cycle paths would encourage them to cycle more. Of the 27% who selected 'Other' the responses are summarised below. A complete list of verbatim responses can be found in the appendices:

- Felt the question was not relevant or applicable because they live in the City Centre.
- Said that they were unable to walk or cycle due to age, mobility or disability
- Said that less traffic and safer roads including lower speed limits and pedestrian only areas would encourage them to walk or cycle more.
- Said it was impractical for them to walk or cycle due to distance
- Said improvements to cycle infrastructure (including more secure cycle storage) would encourage them to cycle more
- Did not give a particular reason but indicated that walking or cycling was not their personal preference
- Said improvements to paths and pavements in and around the city would encourage them to walk or cycle more often.

Q46 What would encourage you to use buses or Park and Ride (or use them more) to get to the City Centre or to other local destinations? Tick as many as apply to you. 520 Responses

	Count	Percent
Cheaper fares	226	43%
More frequent buses	164	32%
Buses starting earlier in the day or finishing later	132	25%
Better information on bus times and routes	99	19%
Better bus stops, with shelters	88	17%
New routes that better meet your travel needs	84	16%
Other (Please specify)	171	33%

What would encourage you to use buses or Park and Ride (or use them more) to get to the City Centre or to other local destinations?

43% of survey respondents said they would use the bus or Park and Ride more frequently if the fares were cheaper. A further 32% said that more frequent buses would encourage them to use the bus more often to get to the City Centre or other local destinations.

Of the 33% who selected 'Other' the responses are summarised below. A complete list of verbatim responses can be found in the appendices:

• Many of the responses indicated no particular reason, other than a general preference for not using buses or the Park and Ride.
• Said they preferred to walk/cycle.
• Said they live in the City Centre and did not need to use the bus or Park and Ride.

- Said they already used buses and felt the question did not apply to them.
- Said better connectivity of buses would encourage them to use the bus more, for example better rural routes, fewer changes and a central bus station and/or connectivity with the train station.
- Said the Park and Ride was located in an inconvenient place.
- Said a better experience would encourage them to use the bus or Park and Ride more often. This included bike storage, provision for buggies, more polite/considerate passengers and cleaner buses.
- Said they would use the bus more often if buses were more environmentally friendly.
- Said more reliable buses would encourage them to take the bus or use the Park and Ride more often.

Several respondents selected more than one multiple choice answer as well as selecting 'Other' which suggests that the 'Other' field was used as a method of commenting on bus services more generally. For example, some people selected 'Cheaper' but also added additional clarity around bus fares which included the difference in price between the Park and Ride and other fares on the same bus, a request for a free or subsidised bus service and general comments on what are felt to be 'expensive' bus services in Salisbury.

Q47 Are you aware that Salisbury has a car share club? A car share club allows individuals and businesses to have access to cars in dedicated parking bays without being tied to ownership. 669 Responses

	Count	Percent
Yes	362	54%
No	307	46%

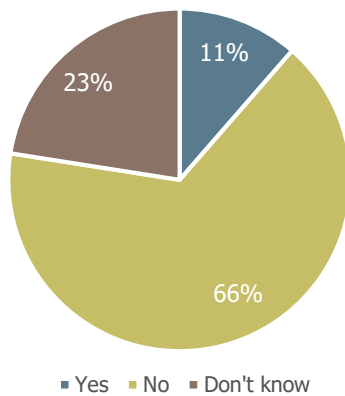Are you aware that Salisbury has a car share club?
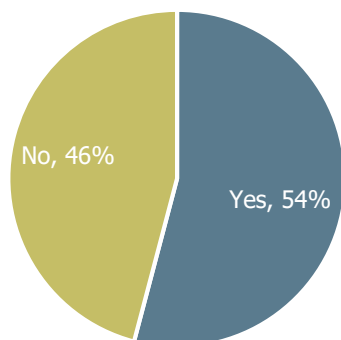
54% of survey respondents said they were aware that Salisbury has a car share club. The remaining 46% said were not aware of the car share club.

Q48 Would you use the Salisbury car share club? 666 Responses

	Count	Percent
Yes	76	11%
No	440	66%
Don't know	150	23%

Would you use the Salisbury car share club?

■ Yes ■ No ■ Don't know

66% of survey participants said they would not use the Salisbury car share club. A further 23% said they weren't sure and 11% said they would use the service.

Whilst survey respondents were asked to answer the questions as they would before Covid-19, it is possible that concerns about the virus (and sharing a closed space with another person) could have impacted upon interest in the Salisbury car share club.

Q49 Salisbury currently suffers from poor air quality in the City Centre and elsewhere. Central Government proposes banning the sale of new petrol and diesel cars from 2035 and there will be more electric vehicles. Which of the following clean transport improvements do you support? Tick as many as apply to you. 656 Responses

	Count	Percent
Car charging installed in city car parks	484	74%
Car charging points in residential area	461	70%
Safer cycling routes	518	79%
More cycle parking	368	56%

Which of the following clean transport improvements do you support?
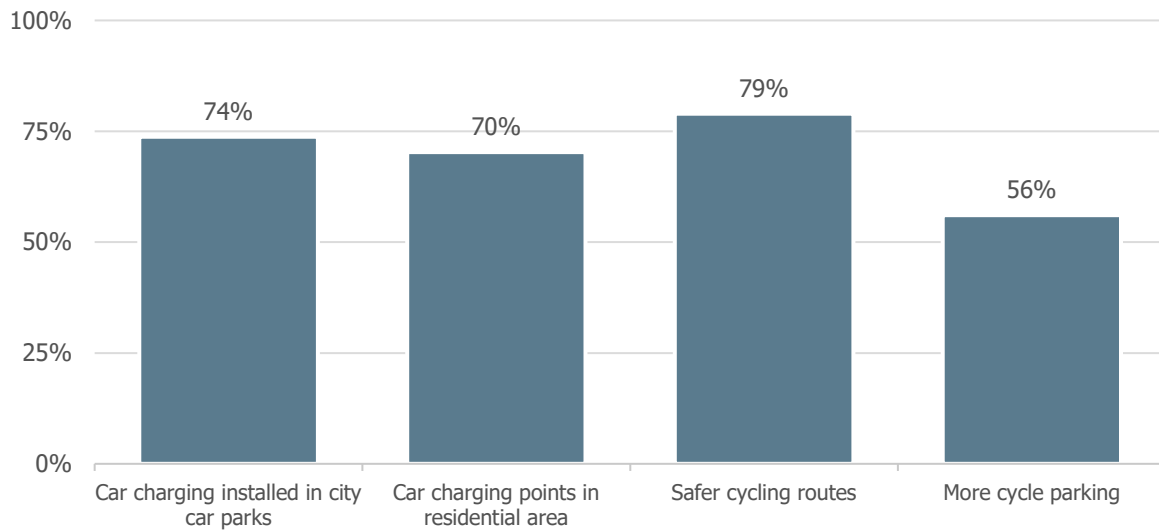
On average the level of support across the clean transport improvements was 70%. The highest level of support (79%) was safer cycling routes, the lowest level of support overall was more cycle parking (56%).

Economy

Salisbury is a place where many people commute out during the day to go to work. These questions aimed to understand how people access their main place of work and their commuting distance. As Covid-19 has had a significant impact upon local businesses and the way that people are currently working, respondents were asked to provide answers to the questions as they would have before the crisis.

Q50 Where do you work? 595 Responses

This was an open question and the responses have been summarised in the table below. The responses include a mixture of places and employers:

	Count	Percent
Retired	185	31%
Salisbury	134	22%
Work from home	63	11%
Unspecified Location	41	7%
N/A or I don't work	27	5%
Local School	19	3%
Partly from home	19	3%

Porton Down	17	3%
NHS	10	2%
Local Council	8	1%
London	6	1%
Boscombe Down (MOD)	6	1%
Southampton	5	1%
Bournemouth	4	1%
Bristol	4	1%
Old Sarum	4	1%
Self Employed	4	1%
Amesbury	3	1%
Army	3	1%
Basingstoke	2	0%
Fordingbridge	2	0%
Hampshire	2	0%
Harnham	2	0%
International	2	0%
Multiple Areas	2	0%
South Newnton	2	0%
Student	2	0%
Devizes	1	0%
Dorset	1	0%
Fareham	1	0%
Farley	1	0%
New Forest	1	0%
Poole	1	0%
Romsey	1	0%
Segensworth	1	0%
Shrivenham	1	0%
Surrey	1	0%
Tidworth	1	0%
West Tytherley	1	0%
Whiteparish	1	0%
Wilton	1	0%
Winchester	1	0%

Q51 Please name the city, town or location where you work? 522 Responses

The responses mirrored those in the table above. All of the verbatim responses are included in appendix 2 of this report.

Q52 What type of work do you do? Tick the one that most strongly applies to you? 536 Responses.

	Count	Percent
Wholesale/Retail	14	3%
Agriculture	1	0%
Manufacturing	9	2%
Construction	8	1%
Transport	10	2%
Accommodation	5	1%
Information and communication	33	6%
Financial and insurance	27	5%
Estate agents	2	0%
Professional scientific and technical	51	10%
Administrative	34	6%
Public administration and defence	31	6%
Education	47	9%
Human health and social work	52	10%
Other (Please specify)	212	40%

There were a high proportion (40%) of 'Other' responses, this is due to the older age of survey respondents many of whom said they were retired (31% - see Q50). 10% of survey participants said they work in human health and social work, a further 10% work in a professional, scientific or technical field and 9% work in education.

Of the 40% who selected 'Other' the responses included retired, charity, creative and arts, leisure and tourism, volunteering, design and architecture, local government, military and defence, environment and outdoors, religious, sport, hair and beauty, IT, public service and student. A complete list of verbatim responses can be found in the appendices.

Q53 What form of transport do you use most to get to work? 447 Responses

|	Count	Percent
Car	225	50%
Train	37	8%
Bus	32	7%
Walk	105	23%
Cycle	45	10%
Taxi	1	0%
Motorbike	0	0%
Mobility vehicle	2	0%

What form of transport do you use most to get to work?
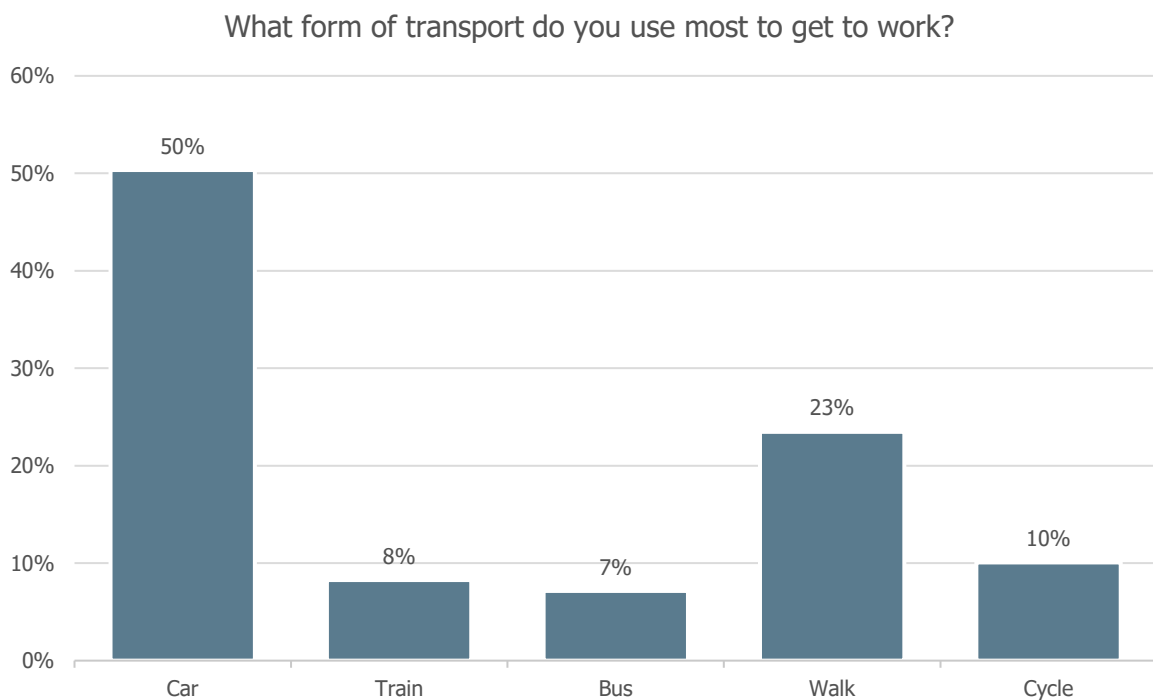
50% of survey respondents said they used the car most frequently to get to work. A further 23% said they walk to work, 10% cycle, 8% take a train to work and 7% use a bus.

The percentage of respondents who use a taxi or mobility vehicle to get to work was less than 1% and none of the survey participants use a motorbike.

Q54 How far do you travel for work? 459 Responses

	Count	Percent
0-4 miles	258	56%
5-9 miles	77	17%
10-14 miles	24	5%
15-19 miles	6	1%
20-24 miles	23	5%
25+ miles	71	15%

How far do you travel for work?
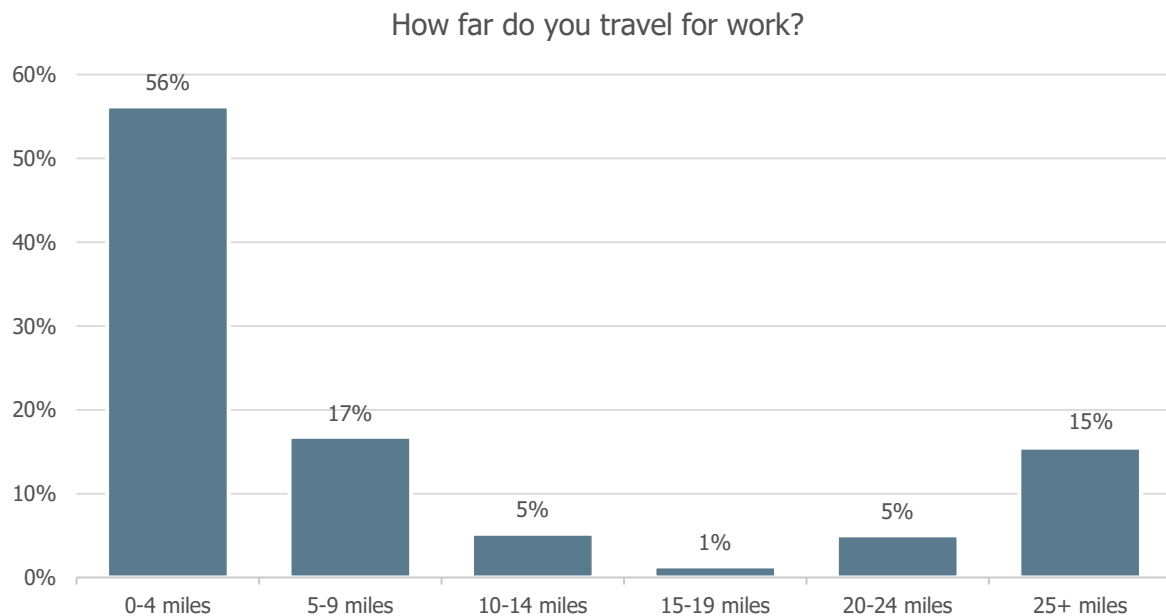
56% of survey participants said they travel between 0-4 miles to their place of work. A further 17% travel 5-9 miles and 15% travel more than 25 miles to work. 5% of survey respondents travel 10-14 miles and 20-24 miles, respectively. Just 1% of respondents said they travelled 15-19 miles to get to their place of work.

Q55 Would you like to be able to work locally? 405 Responses

	Count	Percent
Yes	321	79%
No	84	21%

Would you like to be able to work locally?

No, 21%
Yes, 79%
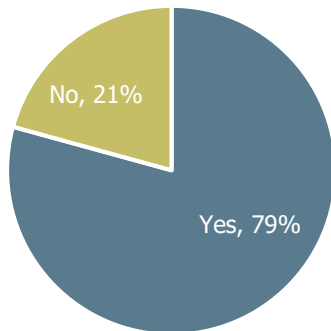
79% of survey respondents said they would like to be able to work locally. The remaining 21% said they did not want to work locally.

Q56 What would be needed to make this possible? 259 Responses

Survey respondents were asked what would be needed to make it possible for them to work locally. This was an open-ended question and the responses were analysed and summarised under a number of key headings which are included in the table below. Further detail around each heading is included in the section below, along with a selection of verbatim quotes. All of the comments for this question can be found in the appendices:

	Count	Percent
Availability of local opportunities	69	27%
I already work locally	55	21%
N/A or nothing (e.g. retired)	42	16%
Transport provision	21	8%
I work from home	20	8%
Suitable workspace	18	7%
Better paid jobs	11	4%
Other	11	4%
Affordable housing	5	2%
Change in work policy	4	2%
Childcare	3	1%

Availability of local opportunities (27%)

27% of survey respondents said that availability of suitable local employment opportunities would be needed in order for them to work locally, including a scenario where their current

employer relocated or opened a new office in Salisbury. Many respondents said they would like to see an increase in employers and businesses in the local area with a variety of professional roles, however a broad range of roles was also felt to be needed locally and several respondents suggested that Salisbury lacked opportunities relative to other towns and cities. Comments included:

"Attract relevant industries to create the jobs. Salisbury is a low wage, low opportunity city."

"More jobs / opportunities for those aged 16-20 in retail."

"Considering Salisbury has incredibly limited job options and opportunities for any work not retail, what I would like is more options/variety of quality employment locally. At the moment, if you don't work in retail (which isn't well paid) And you aren't in the NHS, your local choice is - administration! And that's it."

"Professional employment opportunities."

"Generally, there is less and less employment in the city."

I already work locally (21%)

21% of people who responded to this question indicated it was not relevant to them because they already work locally in Salisbury. Comments included:

"I already work locally. I chose to live and work in the same town."

"I already work fairly locally. I don't travel far between home and work."

"I have already made sure to try and work as locally as I can and will do so in the future."

N/A or nothing e.g. retired (16%)

16% of respondents wrote 'N/A' or said this question was not relevant to their personal circumstances because they were retired or not currently working. Comments included:

"Not possible as I have retired. Survey seems to have forgotten about retirees!"

"These questions are irrelevant as I'm retired."

"I am 67 and not actively seeking work."

Transport provision (8%)

8% of survey participants said that improved provision for transport (including active transport) would help them to work locally. Suggestions included better cycle routes into the City Centre and train station, bicycle parking at the station, cheaper fares and better/more reliable public transport. Some survey respondents said they would also like to see better transport timetables that start earlier and finish later in the evening. Comments included:

"Better cycle routes into town more lock ups."

"Buses that run earlier and later."

"Better train times and bicycle parking at the station."

"I would like a safe cycle route to Porton Down, so I don't have to drive."

I work from home (8%)

8% of survey participants indicated that the question was not relevant to their situation as they already do most (or all) of their work from home. Comments included:

"I always work from home irrespective of Covid-19 and conduct meetings online where necessary."

"I work mainly from home. Even more would require more online meetings, such as zoom."

"I do work from home several days a week."

Suitable workspace (7%)

7% of survey participants said that suitable workspaces or offices in Salisbury with high speed broadband would support them to work locally. Suggestions included flexible office space with hot-desking at affordable rates and support for new businesses looking to establish office space in Salisbury. Comments included:

"Salisbury needs more offices - not old people's flats."

"Better variety of hot desk facilities at an affordable price."

"High speed broadband and temporary office space for daily rent in Salisbury."

"Affordable office space in Salisbury."

Better paid jobs (4%)

4% of survey respondents suggested that better paid jobs would be needed in order for more people to work locally. Some respondents also suggested this was a contributing factor in out-commuting, with people seeking better paid work outside of Salisbury. Comments included:

> "I did work locally until 2018. With several financial institutions moving out of Salisbury though, there was no competition for staff/salary, so I could only get a better wage by moving away. Wages are low in Salisbury, so it needs competition to drive up wages."

> "Real jobs in Salisbury. There is a dearth of good quality jobs with pay and prospects."

> "Better wages; wages are low in Salisbury so have to go outside to get a better wage even including travel costs…"

> "The pay is too low in Salisbury."

Affordable Housing (2%)

2% of respondents said that the provision of affordable housing and accommodation in and around Salisbury would enable them to work locally. Comments included:

> "Jobs in local area in my field, affordable housing to offer me live close to work."

> "Cheaper housing/accommodation."

> "Affordable housing in Harnham!"

Change in work policy (2%)

2% of survey participants suggested that a change in their employer's policies around home working (including post-Covid-19) would enable to them to work locally in future. Comments included:

> "Changes in working practice."

> "More remote working as during Covid crisis."

Childcare (1%)

A small number of survey respondents (1%) said they would need better childcare in order to work locally. Comments suggested that school hours played a role in whether or not they could work locally but did not elaborate on why this was the case. Comments included:

"More special school related to autism and related conditions."
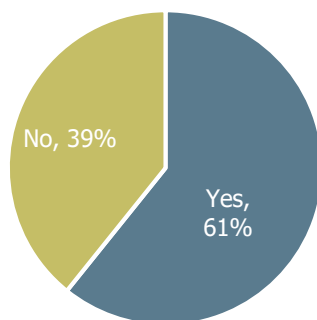
"Not having to drop children at school."

Other comments

Other comments were unrelated to working locally or spoke generally about working or volunteering in Salisbury.

Q57 Have you been working from home because of Covid 19? 469 Responses

	Count	Percent
Yes	285	61%
No	184	39%

**Have you been working from home because of Covid 19?**

61% of survey respondents said they had been working from home because of Covid-19. The remaining 39% answered 'No' to this question.

The percentage of survey respondents working from home due to Covid 19 could be diluted by the proportion of respondents who are retired (or not working) but may have also answered 'No' to this question.

Q58 Would you prefer to work more from home in the future? 452 Responses

	Count	Percent
Yes	248	55%
No	204	45%

Would you prefer to work more from home in the future?

No, 45%

Yes, 55%
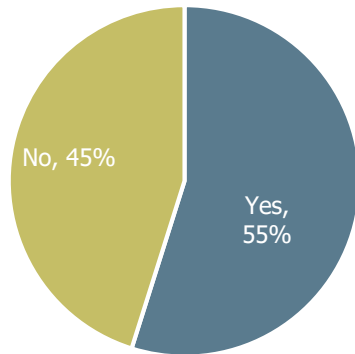
55% of survey participants said they would like to work more from home in future. The remaining 45% said they would not like to work from home more in future.

As with Q57 the percentage of survey respondents working from home due to Covid 19 could be diluted by the proportion of respondents who are retired (or not working) but may have also answered 'No' to this question.
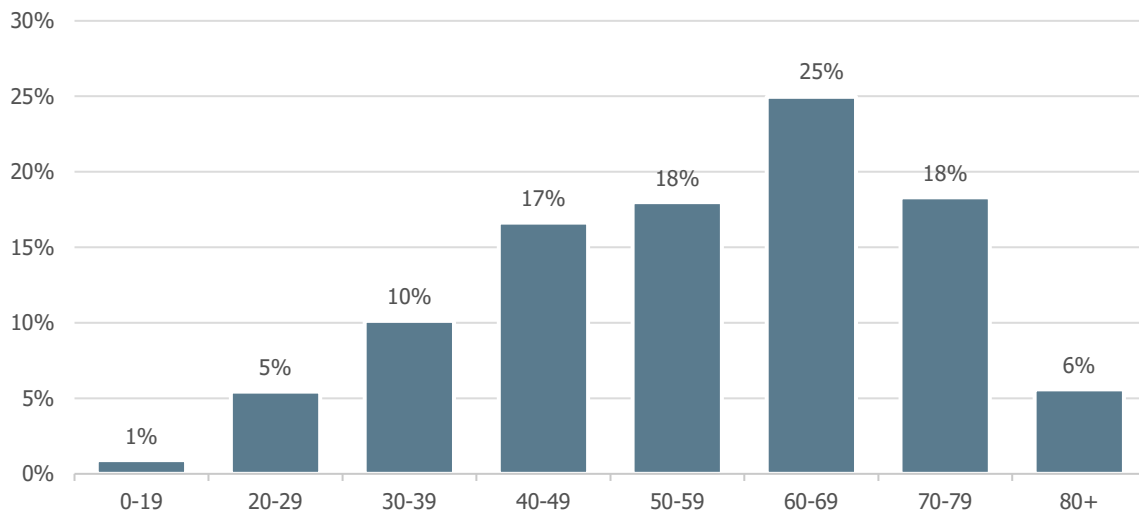
Demographics

Survey respondents were asked for some basic demographic information to establish whether the community survey reached all parts of the Salisbury community.

Q59 What is your age? 661 Responses

|	Count	Percent
0-9	0	0%
0-19	6	1%
20-29	36	5%
30-39	67	10%
40-49	110	17%
50-59	119	18%
60-69	165	25%
70-79	121	18%
80+	37	6%

What is your age?

When combined, almost half of all survey respondents were over the age of 60. The highest proportion of responses were from the 69-69 age group (25%), with 18% of responses from those aged 50-59 and 70-79, respectively. 16% of survey respondents (combined) were aged between 0-39, with 10% of responses from people aged 30-39. The lowest proportion of responses overall was from those in the 0-19% age group.

Q60 Which gender do you identify with? 364 Responses

	Count	Percent
Male	279	42%
Female	376	57%
Other (Please specify if preferred)	7	1%

Which gender do you identify with?
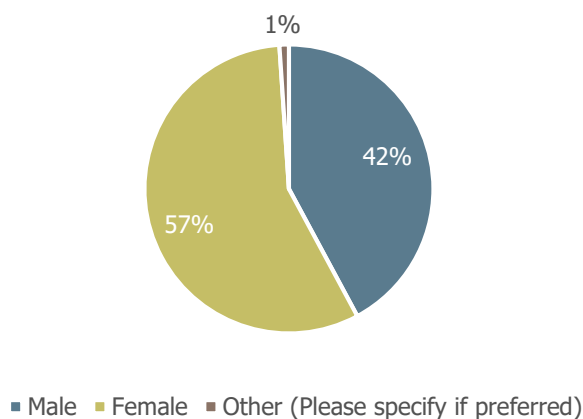
■ Male ■ Female ■ Other (Please specify if preferred)

Responses were broadly evenly split in terms of gender, with slightly more female (57%) than male (42%) responses. 1% of survey respondents selected 'Other'. Of these responses, most were unspecified with two comments from people who were unhappy with the way the question was worded. Please see below for the comments.

"I don't "identify with" male, I AM male, I was born male and I've always been male."

"I don't identify as anything, but my sex is female if that helps."

## Q61 What is your postcode? 632 Responses

Survey respondents were asked to provide their postcode to establish whether the survey had reached all parts of the Salisbury community. Postcode data is not included in this report for reasons of privacy, but a list of postcodes is available in a separate document. Postcode data has been summarised below as a table showing the first part of the postcode, all of the postcodes were plotted onto a map to show the broad distribution of responses from across the community. A copy of the postcode map is also included below:

	Count	Percent
SP1	284	45%
SP2	258	41%
SP3	6	1%
SP4	40	6%
SP5	32	5%
Outside Salisbury	13	2%

Count of Survey Responses by Postcode Area
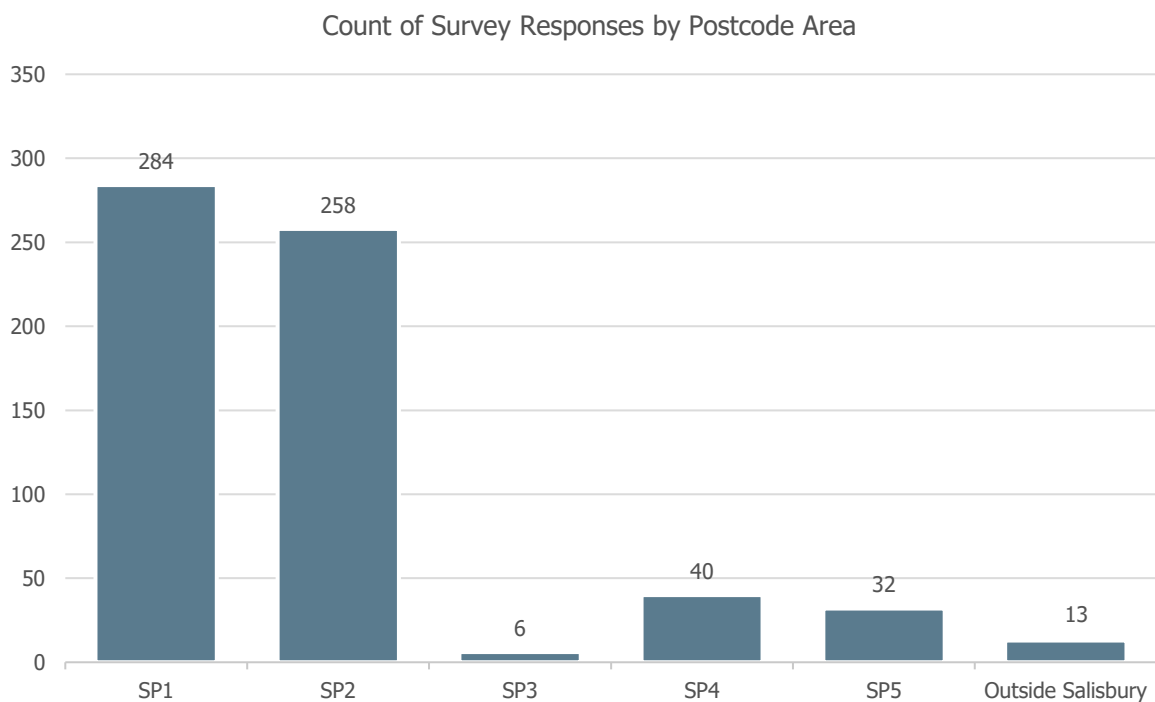
The majority of responses were from residents who live in SP1 (45%) and SP2 (41%) postcodes. A small number of postcodes from SP3, SP4 and SP5 were also received as well as responses from several people who live outside Salisbury.

The map below shows SP1 and SP2 postcode data and demonstrates a good response from across the community:
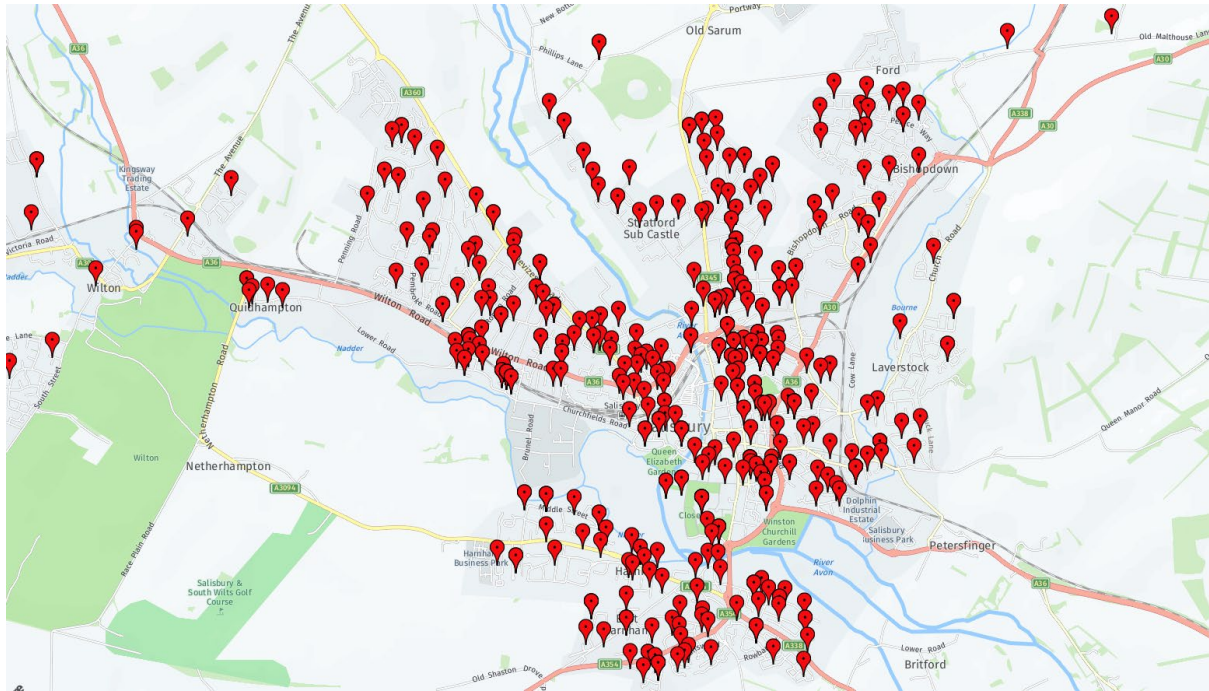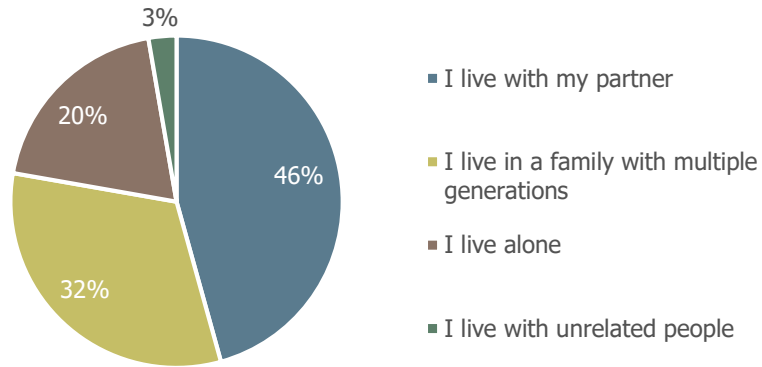

Q62 What best describes your household? 661 Responses

	Count	Percent
I live with my partner	302	46%
I live in a family with multiple generations	212	32%
I live alone	129	20%
I live with unrelated people	18	3%

What best describes your household?

46% of survey participants said they lived with a partner, 32% live in a family with multiple generations, 20% said they live alone and 3% live with unrelated people.