Report on the

Jersey Annual Social Survey

2006

States of Jersey Statistics Unit
www.gov.je/statistics

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Introduction

This report presents the results of the 2006 Jersey Annual Social Survey (JASS).

JASS was launched in 2005 to provide the means to collect and analyse detailed information on a wide range of social issues on an annual basis. This was an important step forward in the provision of official social statistics about Jersey as it allows everyone in the Island to have a better understanding of social issues and for policy to be made from a more informed standpoint. The success of JASS in 2005 meant that it is now an annual feature of the official statistics that are produced in Jersey and work is underway on the 2007 survey.

The survey has a set of core questions, which will be asked every year, along with a range of different topics determined by Departmental needs. The core questions cover population demographics, economic activity and household structure and are aimed at ensuring that change in key Censuses variables can be monitored annually. The topics covered in 2006 include Sunday trading, neighbourhood issues, Social Security benefits, school and public transport, health, energy and water use, recycling and quality of public services. The findings for each of these topics are reported in the individual chapters in the rest of the report.

JASS is a result of close cross-departmental working. Individual Departments ask for topics to be covered to meet their priorities, whilst the States of Jersey Statistics Unit independently runs the survey, undertakes the analysis and publishes the results. This approach reduces the number of times households are contacted for information and is also a less costly way of collecting data. It also provides a richer dataset which means more interesting and informative analysis can be undertaken.

Questions are included in the survey for one of three distinct purposes:

- to provide benchmark data to measure change (for example: health status in Chapter 6; bus use in Chapter 5; and views on public services in Chapter 8);
- to provide information to assist the development of policy (for example the development of contributory benefits in Chapter 4); and
- to gauge public opinion (for example views on Sunday trading in Chapter 2).

Over 3,500 households were selected at random to complete the survey in July and August 2006. In order to cover the entire population, the household member who next celebrated their birthday and was aged 16 years or over was asked to complete the form. The response from the public was tremendous with 43% completing the forms. This means the results from the survey are representative and accurate. However, as with all sample surveys there is an element of uncertainty in looking at very small changes or differences (see Annex A). That is why in going through the report the focus is on significant findings where the results are robust, for example where differences between groups of the population are at least 10 percentage points.

JASS can only work with the help of all those who completed the forms, due to whom the survey has been a success; and the Statistics Unit wishes to thank to all the respondents.

JASS is part of the ongoing work to develop official statistics in Jersey. More information on official statistics can be found at www.gov.je/statistics.

Notes

Throughout this report the following notation is used:

0 signifies a cell whose value is positive but less than 0.5%.
- signifies a blank cell.

All calculations are independently rounded and so aggregates of cell values may not necessarily sum to corresponding row or column totals or combinations of cells.

The target population for the survey is those aged 16 years or over, so where any of the terms ‘adult’, ‘public’, ‘residents’, ‘population’ or ‘people’ is used it refers to this age group, unless specified otherwise.

For results published by tenure “States/Parish rent” includes “housing trust rent”, and “Private rent” includes “old people’s/retirement home” and “sheltered/disabled accommodation”.

Some key findings

- Some indication of increased female participation in the workplace.

- Eight out of ten people want some relaxation to Sunday trading rules (half favouring restrictions, a third no restrictions, a fifth do not want any trading). The preferred restriction is a short trading day e.g. from 10 am to 4 pm.

- People living in the northern Parishes, especially St Mary, generally have the most positive view on their local neighbourhood. Residents of St Brelade typically rate their local services higher than people in other Parishes.

- Over two-fifths (46%) of people think that anti-social behaviour of young people is a problem in their neighbourhood, whilst only 18% of people think that services for children aged 12 to 17 were good locally.

- Most people agreed that the contributory insurance scheme is a very worthwhile part of Jersey life, particularly the States old age pension.

- Seven out of ten people (69%) are worried to some extent about their standard of living in retirement.

- Nearly nine in ten people (85%) think it is a good idea for the States to provide a voluntary pension scheme to allow workers to save for their retirement. Over half (52%) agree strongly. Six in ten (63%) would make contributions.

- Seven out of ten children are driven to school.

- Over half the population (55%) live within a five minute walk of a bus stop but just over a fifth (21%) of people use the bus regularly.

- Three-fifths (61%) of people are happy with the current payment system for parking.

- On a scale of one to ten, 86% of people rate their health as seven or better.

- Young males (and to a lesser degree young females) drink more alcohol per week than other age groups, but drink less often. A fifth of young males drink more than 21 units per week, but only 5% drink three or more times per week.

- In the past year 22% of people have felt guilty or regret after drinking alcohol.

- Two-fifths (43%) of households contain at least three TV's.

- A third (34%) of people aged 16 to 24 always turn appliances off stand-by compared to 70% of those aged over 75.

- At least three-quarters of people would recycle all their dry household waste if it were collected from their home, with a further 10% saying they would recycle most.

Chapter 1 – Demographics

JASS provides a means of gathering a range of information to meet the needs of a wide variety of users and because it is a random sample the results are representative of the whole population. However, to understand differences in people's views on subjects it is necessary to collect a range of demographic information (age, gender, employment etc) about the people who are sampled. The demographic information is of course useful in its own right as it provides a means of ensuring that the sample is representative of the whole population and it also provides a means of updating key information about the Island that would have previously only been possible through periodic Censuses.

Annex A looks at the profile of the sample in relation to age, gender, Parish and housing qualifications in the context of ensuring that the sample (1,540[1] completed questionnaires, representing a response rate of 45%) is representative of the whole population of adults aged 16 or over. The remainder of this chapter examines some of the demographic issues that JASS now informs. Some of the demographic analysis undertaken on last year's data is repeated below, whilst new analysis is shown on employment by gender and age. Where analysis is not repeated from last year it is because, within sampling variation, there is no significant change in the results.

Place of birth

The breakdown of people's place of birth (table 1.1) is very similar to last year's report, with over half (52%) of all respondents being born in Jersey and four out of ten people (40%) now living here after being born elsewhere in Britain. There are fewer people from Portugal/Madeira represented in the sample reflecting both slightly lower coverage of this population group and the fact that patterns of migration are changing, with more people now coming to Jersey from elsewhere within Europe.

Table 1.1 – Profile of place of birth

	JASS		**2001 Census**	
	Number	**Percentage**	**Number**	**Percentage**
Jersey	793	52	31,952	45
Elsewhere Britain	609	40	30,001	42
Portugal/Madeira	66	4	4,916	7
Other European	24	2	2,181	3
Elsewhere World	45	3	2,472	3
Total	**1,537**	**100**	**71,522**	**100**

Economic activity

Employment status

The profile of respondents' economic activity status (table 1.2) is very similar to last year's survey and to the 2001 Census, reflecting a fairly stable labour market. As in last year's survey the proportion of retired people is higher (it is normal to get higher response rates to this kind of survey from retired people) and homemakers lower than in the 2001 Census. The differences are well within sampling uncertainty and may just be a

[1] A total of 1,540 replies were received but some respondents did not answer some questions; such blanks have been excluded from the analysis and therefore not all table totals sum to 1,540.

combination of sampling and self-classification. Nevertheless, by repeating the analysis on an annual basis it will be possible to see if the decrease in the proportion of homemakers continues, which may indicate more people are returning to work after caring for children.

Table 1.2 – Profile of employment status

	JASS		2001 Census	
	Number	**Percentage**	**Number**	**Percentage**
Working for an employer	914	59	41,476	58
Retired	284	19	11,674	16
Self employed, employing others	77	5	2,797	4
Homemaker	75	5	6,018	8
Self employed, not employing others	58	4	2,809	4
Unable to work due to long term sickness/disability	39	3	2,118	3
In full time education	63	4	3,115	4
Unemployed, looking for work	25	2	1,022	1
Other	2	0	493	1
Total	**1,537**	**100**	**71,522**	**100**

The overall economic activity rate for working aged adults (i.e. the proportion of females aged between 16 and 59 years and males aged between 16 and 64 years who are economically active of all people of that age) is slightly greater than the 2001 Census (table 1.3). The increase is mainly due to a rise in the female activity rate from 76% recorded in 2001, to 78% in 2005 and 80% in 2006. This increase may be due to sampling and may reflect the increase in the number of people from the local population employed during 2005 and 2006; such an increase would be consistent with increased activity rates. Future rounds of JASS will indicate the extent to which any such change is real and sustained. Overall there are more males employed than females with 71% and 65% (respectively) of each gender working, reflecting the differences in economic activity rates.

Table 1.3 – Economic activity rates (percentages)

	JASS 2006	JASS 2005	2001 Census
Male	88	88	87
Female	80	78	76
All	**84**	**83**	**82**

Table 1.4 shows that around one in ten males (9%) are continuing to work after the age of 65 and 17% of females after 60 years of age. The proportion of females working above the age of 59 has increased from 13% last year, which again may point to a general increase in female economic activity as described above.

Table 1.4 – Percentage of people above "retirement age" who are still working

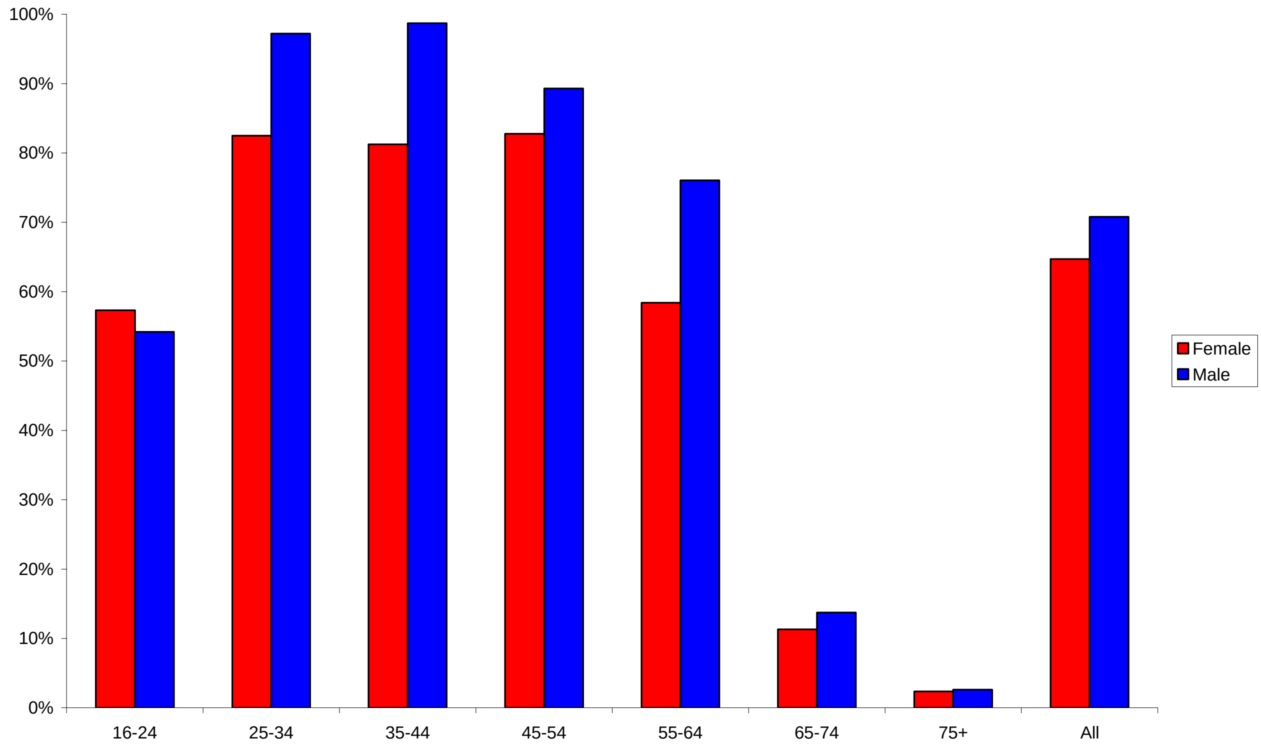
	Percentage
Males aged 65 or over	9
Females aged 60 or over	17
Females aged 65 or over	7

Employment by age, gender and sector: 2005 and 2006 combined

A feature of sample surveys is that whilst they can produce very accurate results for overall population measures, the uncertainty around an estimate increases as smaller sub-groups of the population are studied. However, well-designed independent random samples provide a way around this in that data for two years can be combined in order to decrease the uncertainty around an estimate, at the cost of not having a specific estimate for a single year. This pooling approach has been used to provide a more accurate understanding of the age, gender and sector breakdown of the workforce. All data in this subsection, therefore, covers the two years 2005 and 2006.

As chart 1.1 shows over 97% of males aged 25 to 44 are working, as are nearly nine out of ten (89%) males aged 45 to 54, whilst just over 80% of females in these age groups are in employment. The proportion of males in work starts to fall gradually for those aged 55 to 64 (76%) and then falls sharply as males reach retirement age. Females follow a similar distribution but with 58% of those aged 55 to 64 in employment. For both genders just over half (54% males, 57% females) aged 16 to 24 are working.

Chart 1.1 – Percentage of age group in employment by gender, 2005/06



Employment by industry

A definitive analysis of employment by industrial sector is provided in the six-monthly Labour Market report (www.gov.je/government/jerseyworld/statisticsunit/employmentearnings/pages/labourmarket.aspx), which is compiled from company returns (indeed it is a Census of all companies and the self employed). The classification of industries used here is slightly different from that used in the Labour Market report in that everyone working in education and health (private and public sector) are grouped with the public sector to form a group called Public sector and all health and education. This sector also includes a small number of people who are working in sheltered employment. Also the utilities (electricity, gas and water) are combined with manufacturing due to the relatively low numbers of people working in these sectors and hence have a proportionally lower coverage in this survey.

Analysing sectoral employment by gender (table 1.5) shows that the traditional industries of Agriculture, Energy and manufacturing and Construction are still very much male dominated with 76%, 88% and 94% of employees in these respective sectors being male. In contrast, service sector activities have a higher proportion of female workers with 57% of Finance workers being female as are just over half of people in the Wholesale and retail sector. The Public sector and all Health and Education consists of about two-thirds women (65%) and a third men. However, using only 2006 data it is possible to split this combined group which shows that the Public sector is around 52% female and 48% male, whilst Private education and health has the highest proportion of female workers at 77%.

Table 1.5 – Employment by industry and gender[2]

	Percent of sector by gender		Percent of gender by sector		
	Female	**Male**	**Female**	**Male**	**All**
Agriculture and fishing	24	76	1	3	2
Construction and tradesmen	6	94	1	19	11
Electricity, gas and water	12	88	0	3	2
Finance (including legal)	57	43	35	25	30
Hotels, restaurants and bars	43	57	4	5	4
Public Sector and all Health and Education	65	35	32	17	24
Transport and communications	32	68	4	7	5
Wholesale and retail	52	48	15	14	15
Other Services	50	50	8	7	8
All	**49**	**51**	**100**	**100**	**100**

As can be seen from table 1.6, three-quarters (75%) of all working males and females are within the ages of 25 and 54, a feature essentially repeated across all sectors. The only significant differences for females occurs in the Wholesale and retail sector in which over half (53%) of all females employed are younger than 34, as are more than two-fifths (44%) of female workers in the Hotels, restaurants and bars sector. For males a striking feature is that 71% of males (and therefore most workers) in the utility sector are at least 45 years old. Once again the highest proportions of young males are in the Wholesale and retail and Hotels, restaurants and bars sectors.

[2] The results shown in table 1.5 have been weighted by gender to account for the slightly different response rates by gender in the 2005 and 2006 rounds of the survey with respect to the population percentages recorded by the 2001 Census.

Table 1.6 – Industry of employment by age and gender (percentages)

Female	16-24	25-34	35-44	45-54	55-64	65-74	75+
Agriculture and fishing	~	~	~	~	~	~	~
Construction and tradesmen	~	~	~	~	~	~	~
Electricity, gas and water	~	~	~	~	~	~	~
Finance (including legal)	15	29	29	21	6	~	~
Hotels, restaurants and bars	22	22	22	14	16	~	~
Other Services	12	26	27	17	15	~	~
Public Sector and all Health and Education	5	29	27	27	12	~	~
Transport and communications	18	27	22	22	9	~	~
Wholesale and retail	20	33	15	16	12	~	0
All females	**12**	**28**	**26**	**22**	**10**	**1**	**0**
Male	**16-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65-74**	**75+**
Agriculture and fishing	12	12	29	27	18	~	~
Construction and tradesmen	11	20	30	23	13	~	~
Electricity, gas and water	~	11	16	37	34	~	~
Finance (including legal)	3	29	31	26	10	~	~
Hotels, restaurants and bars	13	33	26	15	14	~	~
Other Services	13	15	26	19	21	~	~
Public Sector and all Health and Education	7	20	32	27	13	~	~
Transport and communications	9	20	28	22	18	~	~
Wholesale and retail	17	20	28	13	19	~	~
All males	**9**	**22**	**29**	**23**	**15**	**2**	**0**
All	**16-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65-74**	**75+**
Agriculture and fishing	9	13	35	27	13	~	~
Construction and tradesmen	10	20	31	23	13	~	~
Electricity, gas and water	~	14	13	41	30	~	~
Finance (including legal)	10	29	30	23	8	~	~
Hotels, restaurants and bars	18	28	24	14	15	~	~
Other Services	12	21	27	18	17	4	~
Public Sector and all Health and Education	5	26	29	26	12	1	~
Transport and communications	12	23	26	22	15	~	~
Wholesale and retail	18	27	21	15	15	3	~
All	**10**	**25**	**28**	**22**	**13**	**2**	**0**

Note: ~ indicates cells that have been suppressed to avoid disclosure.

Unemployment rate, 2006

The International Labour Organisation's (ILO) unemployment rate is a globally comparable figure measuring the proportion of unemployed people to the entire work force. In 2001 this figure for Jersey was 2.1% (from the Census) and last year it was calculated at 2.2%. This year yields a slightly higher percentage, with 2.3% of Jersey's work force being unemployed. Given that unemployment in Jersey is low (compared to other jurisdictions, such as the UK) and allowing for sampling uncertainty (which can be greater for smaller population measures) it is best to take these results as an indication of no real change in unemployment.

Marital status

For the first time, in the 2006 JASS people living as couples (and who had never been married) were separately identified and make up 7% of the adult population. Previously such people had been recorded as single by the 2001 Census. Four in ten people (41%) are married (for the first time), a quarter (25%) are single and 10% are divorced. Less than one in ten are re-married (7%) whilst 6% are widowed and 3% are separated but still legally married. Combining the cohabiting and single groups we can see that the figures for single people and all other marital statuses are similar to the last Census, as shown by table 1.7.

Table 1.7 – Profile of marital status

Marital status	JASS		2001 Census	
	Number	**Percentage**	**Number**	**Percentage**
Married	625	41	31,390	44
Single	492	32	21,542	30
of which single	*381*	*25*		
of which cohabiting	*111*	*7*		
Divorced	156	10	6,021	8
Widowed	97	6	4,978	7
Re-married	114	7	5,664	8
Separated	47	3	1,927	3
Total	**1,531**	**100**	**71,522**	**100**

Households

Tenure

As table 1.8 shows there was a higher proportion of owner occupiers in JASS than in the 2001 Census, 62% compared to 51%, along with fewer in private rental and staff/service accommodation. These differences are similar to those of last year's JASS and do not signify a significant change in proportions but are rather a result of different response rates between tenure categories.

Table 1.8 – Profile of households by tenure

	JASS		2001 Census	
	Number	**Percentage**	**Number**	**Percentage**
Owner occupied	946	62	18,031	51
States/Parish rent	189	12	5,017	14
Private rent	279	18	7,857	22
Registered lodging house	48	3	1,269	4
Lodger paying rent	30	2	1,539	4
Staff/service	30	2	1,700	5
Other		0	149	0
Total	**1,523**	**100**	**35,562**	**100**

Property type

Looking at the types of property people live in shows a roughly equally split between flat/maisonette, semi-detached/terraced house and detached house/bungalow, each with about a third of the total number of homes (table 1.9). Eight in ten households (79%) have three or fewer bedrooms, whereas one in twenty (5%) have more than four. The most common type of household is a three-bedroom semi-detached/terraced house, with 18% of residential properties being made up of this property type.

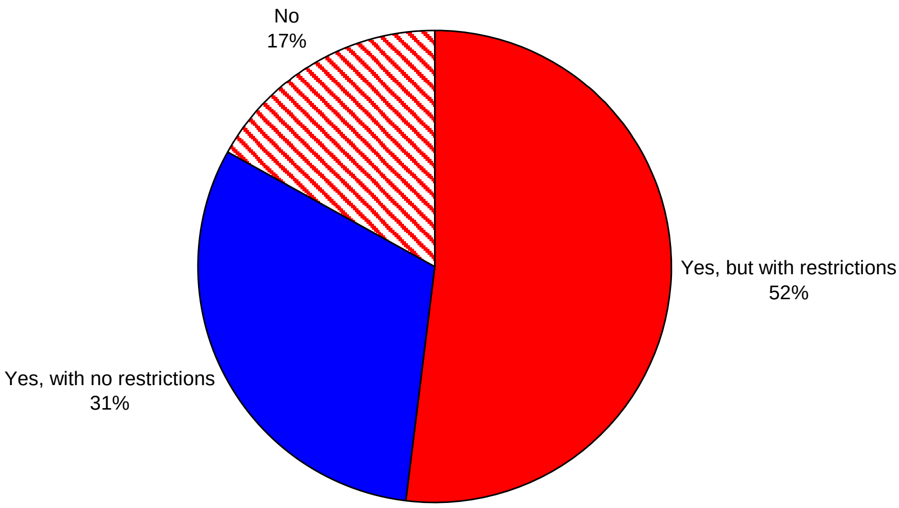
Table 1.9 – Property type by number of bedrooms

	Number of bedrooms					
	One	**Two**	**Three**	**Four**	**Five or more**	**Total**
Bed-sit	3	-	-	-	-	**3**
Flat/maisonette	14	16	2	0	-	**32**
Semi-detached/terraced house	1	6	18	5	1	**31**
Detached house/bungalow	1	5	13	12	4	**34**
Total	**19**	**27**	**33**	**16**	**5**	**100**

Chapter 2 – Sunday Trading

Just over half (52%) of the population are in favour of Sunday trading but with restrictions (chart 2.1). A third (31%) favour Sunday trading with no restrictions whilst 17% are not in favour of Sunday trading.

Chart 2.1 – Percentage of those in favour of Sunday trading



The age group most in favour of unrestricted Sunday trading are the 45 to 54 year olds (37%). Perhaps surprisingly the 16 to 24 year olds are least in favour of unrestricted trading (21%) but have the strongest support for trading with restrictions (60%). Some form of Sunday trading is supported by at least three-quarters of all age groups, with the strongest support from the 25 to 34 year olds (where only 13% totally oppose the idea).

Table 2.1 – Percentage of those in favour of Sunday trading by age

	No	**Yes, but with restrictions**	**Yes, with no restrictions**	**Total**
16-24	19	60	21	**100**
25-34	13	52	34	**100**
35-44	15	53	31	**100**
45-54	15	47	37	**100**
55-64	17	51	32	**100**
65-74	23	49	28	**100**
75+	25	52	23	**100**
All	**17**	**52**	**31**	**100**

Across the Island the greatest support for Sunday trading is found in people living in Trinity where 91% are in favour (68% restricted, 23% unrestricted). In contrast 25% of people living in St Ouen oppose any Sunday trading although 36% favour it without restrictions – joint second only to people in Grouville (38%). Of those Parishes most likely to be affected by Sunday trading (St Helier, St Peter, St Brelade and St Saviour) the levels of support are generally in line with the overall Island view.

Sunday trading enjoyed slightly higher support from people in work with 85% in favour of some form of change compared to 80% of people not in work. On an economic sector level, 94% of those who work in Hotels, restaurants and bars are in favour of Sunday trading with 51% not wanting any restrictions. Transport and communications workers and those in the Agriculture and fishing industry are also strongly in favour with 92% supporting trading with or without restrictions. Within the Wholesale and retail sector a quarter (25%) of workers oppose Sunday trading whilst a further quarter (24%) support it without restrictions, leaving around half (51%) who favour restrictions. The strongest opposition comes from those who work in Electricity, gas and water and manufacturing where a third (32%) oppose any relaxation.

More males favour unrestricted Sunday trading than females (36% to 27%), whilst a third (33%) of Europeans born outside Jersey or the UK do not favour Sunday trading compared to 19% of Jersey born and 14% of UK born people.

Trading restrictions

The preferred restriction was a limitation on trading time, supported by 80% of those who favoured trading with restrictions. Of the other main generic restrictions, seasonal restrictions were supported by 44% and size restrictions by 36% of those who favoured trading with restrictions.

Time restrictions

With 80% of those who favoured trading with restrictions preferring some form of time constraint, it actually means that this option is supported by around 41% of the overall population. This support is greater than complete de-restriction or no Sunday trading, making this option the preferred overall option for trading on a Sunday.

Of those favouring restricted trading the majority (52% of the population who want restricted Sunday trading or 65% of those who favour a time restriction) believe it should be a short day e.g. 10 a.m. to 4 p.m. (chart 2.2). Around one in five (19%) want Sunday trading to be mornings only, whilst 9% wanted afternoons only.

A short day was the preferred option across all age groups (chart 2.3). However, there are differences in the second preference with the youngest (16 to 24 year olds) preferring to shop in the afternoon and older age groups looking to shop in the morning. A quarter (25%) of those between 16 and 24 years old want Sunday opening to be afternoons only whereas around the same proportion of those over 45 want trading to take place in the morning. Perhaps surprisingly support for no time restrictions to opening hours grew with age, peaking at 30% (of those wanting a restriction) for those over 65 years of age.

Chart 2.2 – Views on different Sunday trading time restriction options (percentages of those wanting restricted Sunday trading)

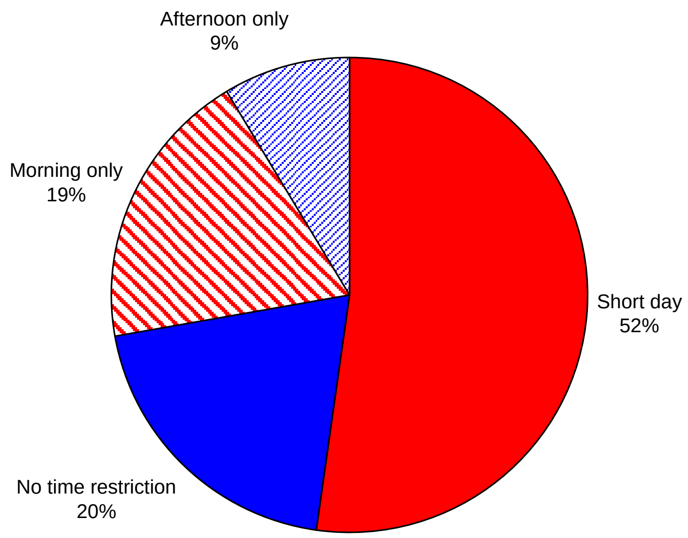
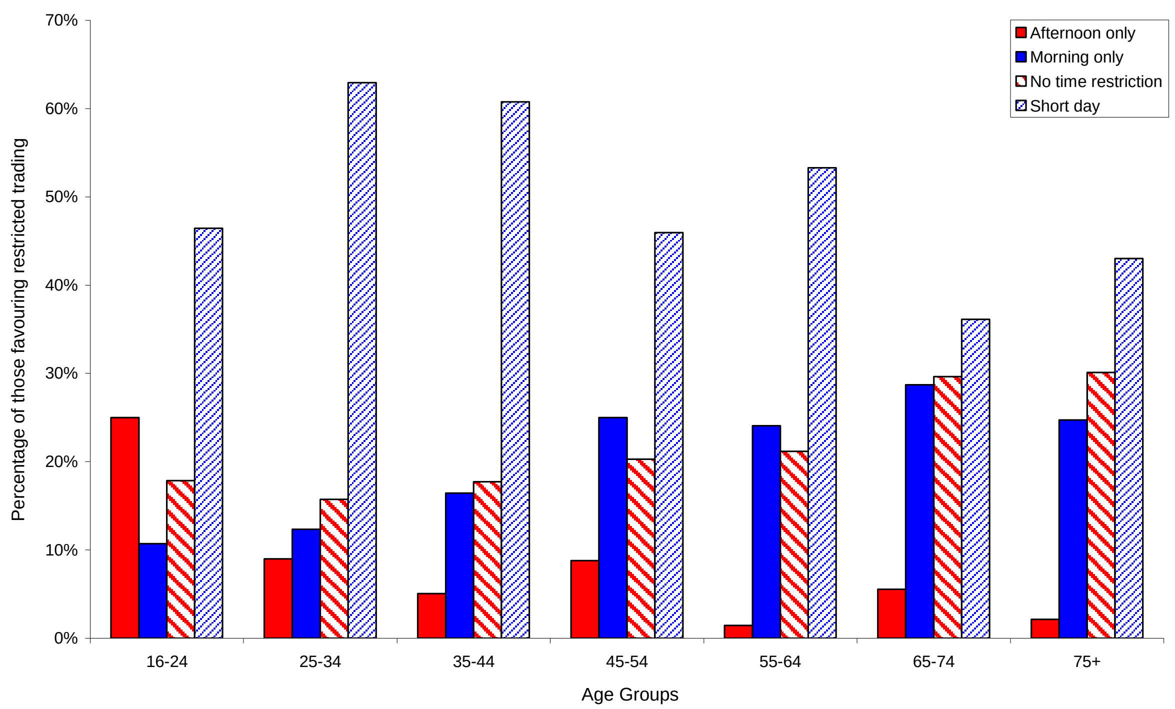


Chart 2.3 – Views on different Sunday trading time restriction options by age (percentages of those wanting restricted Sunday trading)



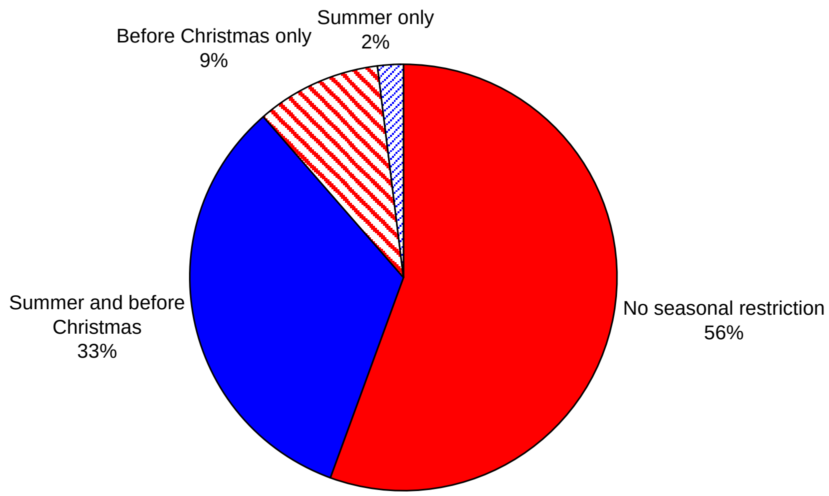
In all but two Parishes more than half of people favouring restricted Sunday trading supported a shorter day. The exceptions were St John, where 40% supported a short day but a third (34%) favoured morning only (the most in any Parish), and St Ouen where 37% favoured a short day whilst 29% favoured morning only and a further 30% wanting no time restrictions – the latter being the highest for any Parish.

More people in work supported a short day (58% of those favouring restricted trading) than in the overall population with corresponding lower support for either morning or afternoon. At economic sector level, the most support in each sector was for a short day above other restrictions, although over a third (35%) of those working in Hotels, restaurants and bars and Transport and communications are in favour of morning only. Three in five workers (60%) in the Wholesale and retail sector favouring restrictions want a short day.

Seasonal restrictions

Over half (56%) of the population who are in favour of Sunday trading, but with restrictions, do not want seasonal restriction (chart 2.4). A third (33%) want Sunday trading in summer and before Christmas only whilst 9% are in favour of Christmas only and 2% in favour of summer only.

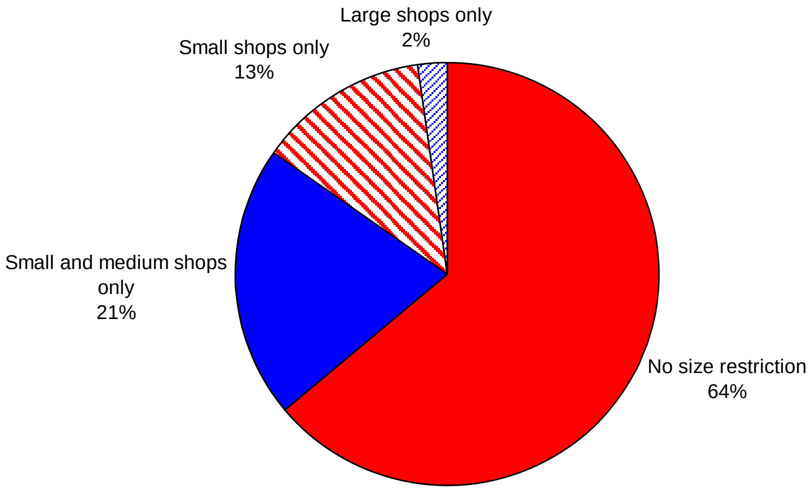
<u>Chart 2.4 – Views on different Sunday trading seasonal restriction options (percentages of those wanting restricted Sunday trading)</u>



More than half of people of all ages who want restricted Sunday trading do not want seasonal restrictions except for those aged 75 or over, of whom 43% favour no seasonal restrictions, but nearly the same proportion (41%) favour summer and pre-Christmas only.

Shop size restrictions

Chart 2.5 – Views on different Sunday trading shop size restriction options (percentages of those wanting restricted Sunday trading)



Almost two-thirds (64%) of the population, who want restriction, do not want any size restriction for Sunday trading. Around one in five (21%) would like small and medium shops only open whilst only small and only large shops are wanted by 13% and 2% respectively.

As with seasonal restrictions, more than half of people of all ages (and up to 81% for those aged 25 to 34) who want restricted Sunday trading do not want size restrictions, except for those aged 75 or over. Of this older group a third (32%) favour no size restrictions whilst nearly half (48%) favour small and medium sized shops only. The overall view is essentially repeated across each Parish, with the exception of St Ouen, where less than half (45%) favour no size restriction, but nearly the same amount (44%) favour small shops only. This latter proportion is twice as large as in the Parish with the next highest support for this option (Trinity 25%) and nearly four times as large as the whole Island view.

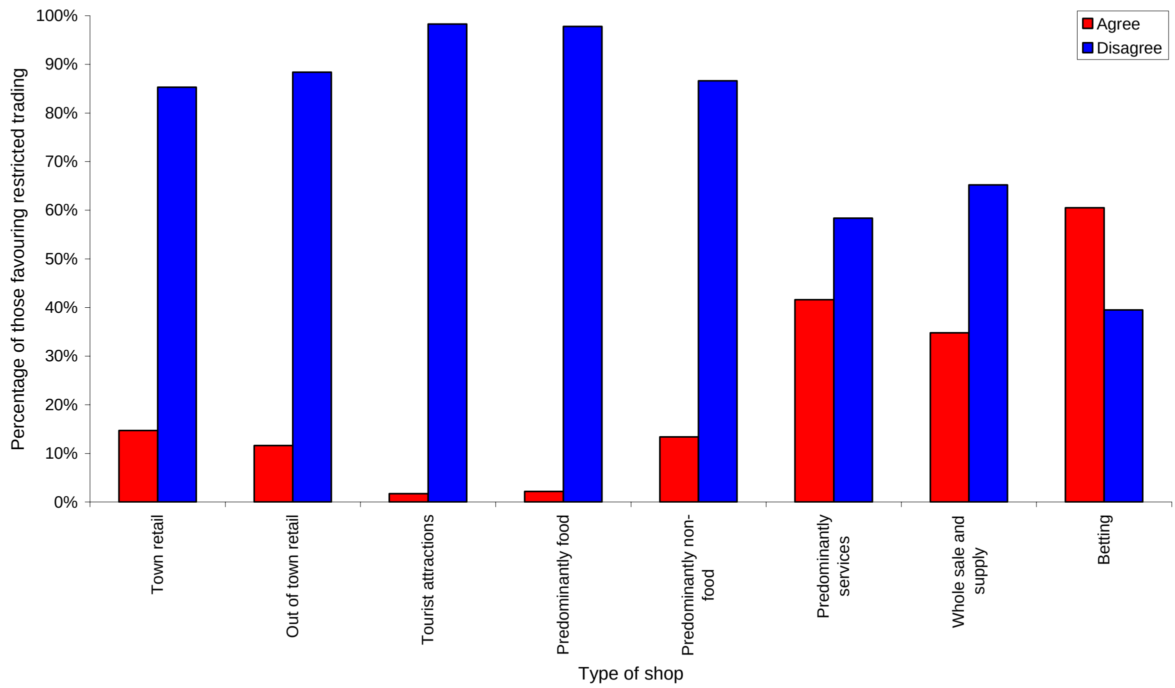
No size restriction is also wanted by the majority of the population when broken down by economic sector. The percentages range from 82% in Electricity, gas and water to 55% for Wholesale and retail. Wholesale and retail workers have the highest support for small shops only opening (25%) and large shops only (14%) but the lowest support for small and medium sized shops only (6%).

Shop type restrictions

Almost everyone who is in favour of Sunday trading with restrictions believes that tourist attractions and predominantly food stores should be allowed to open, with only 2% disagreeing in each case (chart 2.6). Between 10% and 15% of people favouring some form of restriction believe that trading should not be allowed respectively in town, out of town or in predominately non-food stores, therefore leaving the majority of the population wanting to be able to shop in these kinds of outlets.

The only form of trading specifically asked about that saw a majority opposition was the opening of betting shops, where 61% of those favouring restricted Sunday trading did not want them open (combining this with the 17% who oppose any form of Sunday trading shows that nearly half the overall population, 48%, do not want betting shops open on a Sunday).

Chart 2.6 – Should certain types of trade NOT be permitted on a Sunday (percentages of those wanting restricted Sunday trading)?

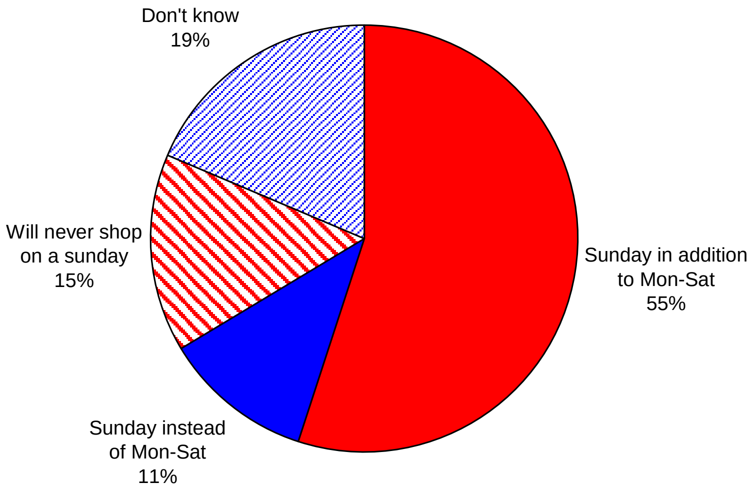


Just over two in five (42%) do not want services such as dry cleaners and hair dressers to be open, whilst 35% do not want wholesale and supply outlets to trade on a Sunday.

Shopping on a Sunday

If Sunday trading were to happen, just over half (55%) of the whole population say they will shop on Sunday in addition to Monday to Saturday, with one in ten (11%) saying Sunday shopping would be in place of shopping on Monday to Saturday (chart 2.7). Of the whole population 15% say they will not shop on Sunday whilst nearly one in five (19%) don't know what if any shopping they will do on a Sunday.

Chart 2.7 – What use would be made of Sunday trading if permitted (percentages of whole population)?



Three out of five (60%) of the population who are not in favour of Sunday trading said they would not make use of Sunday shopping if it was permitted, 29% don't know when they would shop, whilst 11% would shop on a Sunday in addition to Monday to Saturday.

People who favour unrestricted Sunday trading will make most use of it, with 71% saying they would shop on a Sunday in addition to other days, 18% said they would shop on a Sunday instead of Monday to Saturday whilst 11% said they didn't know. Only 1% of this group said they would not shop on a Sunday.

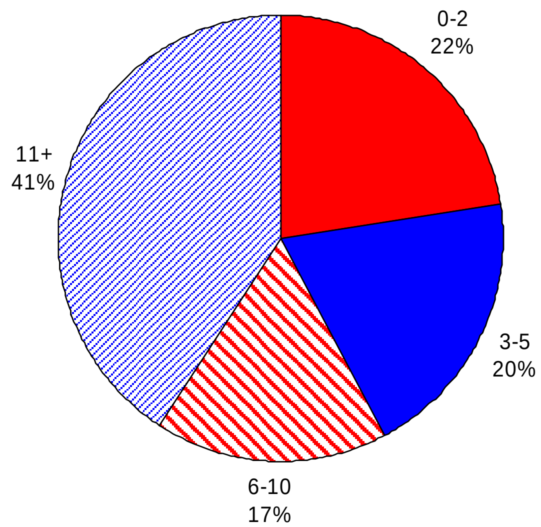
For the population who favoured shopping on a Sunday but with restrictions, three in five (61%) said they would shop on a Sunday in addition to Monday to Saturday. A fifth (20%) didn't know when they would shop, whilst 11% would shop on a Sunday instead of Monday to Saturday and 9% would never shop on a Sunday.

Chapter 3 – Your Neighbourhood

This section of the survey focused on people's neighbourhood and looked into a range of issues including: length of time in neighbourhood; the community as a whole; and the facilities available. The section also considers caring, voluntary work and communication with friends and relatives. Throughout this section neighbourhood is defined as an area within a ten minute walk of home.

Length of time in neighbourhood

Chart 3.1 – Length of time in neighbourhood in years (percentages)



About two-fifths (41%) of the adult population have lived in their neighbourhood for at least 11 years, of which just over a third (or 13% of the overall adult population) have lived there for 30 years or more. Around a sixth (17%) of people have lived in their neighbourhood for 6-10 years, whilst a fifth (20%) have lived there for 3-5 years, and 22% for 2 years or less.

On a Parish basis (table 3.1), over half of the adult population living in St Peter (56%), St Brelade (51%) and St Ouen (51%) had lived in their neighbourhood for 11 years or more. Half of those living in St Mary (51%) and St Helier (50%) have lived in their neighbourhood for less than five years. A third (33%) of residents of St Lawrence have lived in their neighbourhood for less than two years.

Not surprisingly, when analysed in terms of tenure, the highest percentage of the population who have lived in their neighbourhood for at least 11 years were owner occupiers (51%). Just under two-thirds (63%) of people in States rental properties had lived there for six years or longer (36% for at least 11 years) whilst the vast majority of lodgers (86%), residents of lodging houses (75%) and people in private rented accommodation (60%) had lived in their neighbourhood for less than six years.

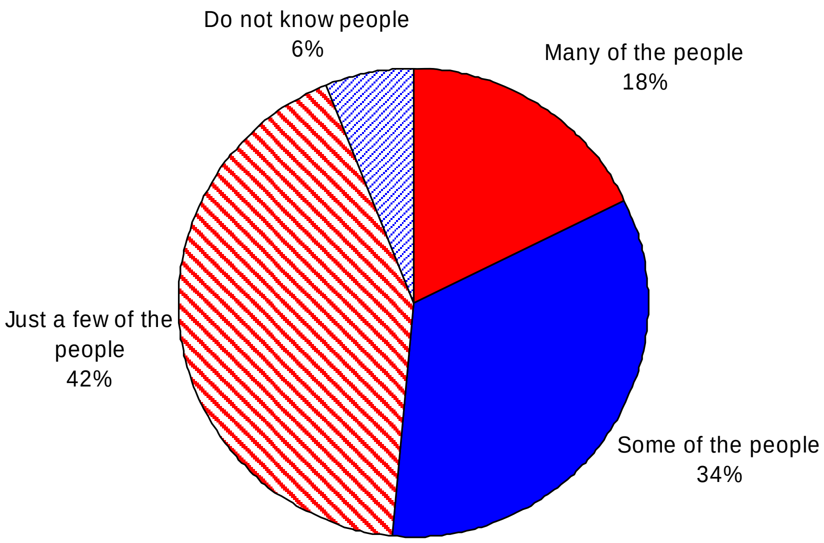
Table 3.1 – Length of time lived in neighbourhood in years by Parish (percentages)

	Years lived in neighbourhood				
	0-2	**3-5**	**6-10**	**11+**	**Total**
Grouville	16	23	19	41	**100**
St Brelade	17	9	23	51	**100**
St Clement	15	26	15	44	**100**
St Helier	27	23	16	34	**100**
St John	26	18	17	40	**100**
St Lawrence	33	13	9	45	**100**
St Martin	18	25	17	40	**100**
St Mary	18	33	12	37	**100**
St Ouen	20	17	12	51	**100**
St Peter	16	16	11	56	**100**
St Saviour	20	18	23	40	**100**
Trinity	20	12	22	46	**100**
All	**22**	**20**	**17**	**41**	**100**

When looking at years lived in the neighbourhood by age, three-quarters (72%) of those aged between 25-34 have spent less than five years in their neighbourhood, whereas 70% of people aged over 55 have spent 11 years or more in their neighbourhood. Over two-fifths (44%) of people aged 25 to 34 have lived in their neighbourhood for less than two years.

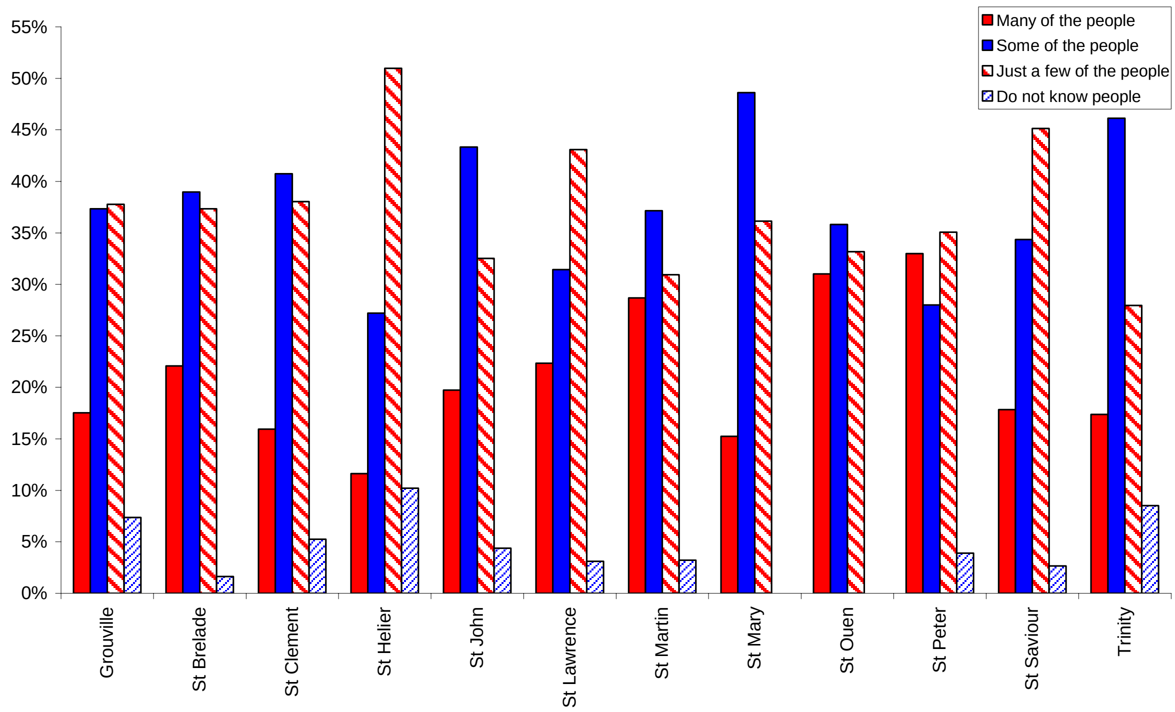
Knowing people in the neighbourhood

Chart 3.2 – Familiarity of people in your neighbourhood (percentages)



Despite the fact that nearly three in five people (58%) have lived in their neighbourhood for six years or longer only a sixth of people (18%) know many of the people and a third (34%) know some of the people (chart 3.2). The population generally know just a few people in their neighbourhood (42%) whilst 6% of the population do not know people in their neighbourhood.

Chart 3.3 – Familiarity of people in your neighbourhood by Parish (percentages)



The majority of people in all the Parishes except St Helier know at least some of the people in their neighbourhood with nearly a third in St Peter and St Ouen (33% and 31% respectively) knowing many. In St Helier half (51%) know just a few people and a tenth (10%) do not know people at all in their neighbourhood.

From the age of 35 onwards the proportion of neighbours that people know increases, reflecting the increased length of time that people have lived where they are currently, with over three-fifths of people aged over 55 knowing at least some of their neighbours. In contrast just a third (32%) of people aged 25 to 34 know some or more people, reflecting the shorter time they have in general lived in their current area. Half (50%) of 16 to 24 year olds know at least some people which in part will reflect the fact that many will still be living in the family home.

What the neighbourhood is like

In general most people have a positive view on their neighbourhood. Over eight out of ten people (84%) believe that their neighbourhood is a friendly place to live, whilst three-quarters agree that they would be happy to ask certain people to keep an eye on their house and that they were satisfied with it as a place to live (both 74%). Slightly less positive, but still positive nonetheless, is the belief that most people trust one another (60%), that they could tell children/young people off if necessary (52%) and that their neighbourhood is a place where people look after each other (51%).

On a more negative front, two-fifths (40%) of the population felt their neighbourhood was a close, tight knit community with 44% disagreeing. Comparing even less favourably was whether the neighbourhood had improved over the past two years, with just over a quarter (28%) of the population believing so against 40% who disagreed.

Table 3.2 Views on specific statements about your neighbourhood (percentages)

	Agree strongly	Agree slightly	Disagree slightly	Disagree strongly	Don't know	Total
It is a close, tight knit community	8	32	25	19	16	**100**
It is a friendly place to live	36	48	9	4	4	**100**
It is a place where people look after each other	15	36	20	12	17	**100**
Most people trust one another	20	40	11	10	19	**100**
My neighbourhood has improved over the past two years	5	23	25	15	32	**100**
I'm not satisfied with it as a place to live	9	12	17	57	5	**100**
I would be happy asking certain people to keep an eye on my house and property	44	30	7	11	6	**100**
If children/young people cause trouble here, people will tell them off	19	33	13	13	22	**100**

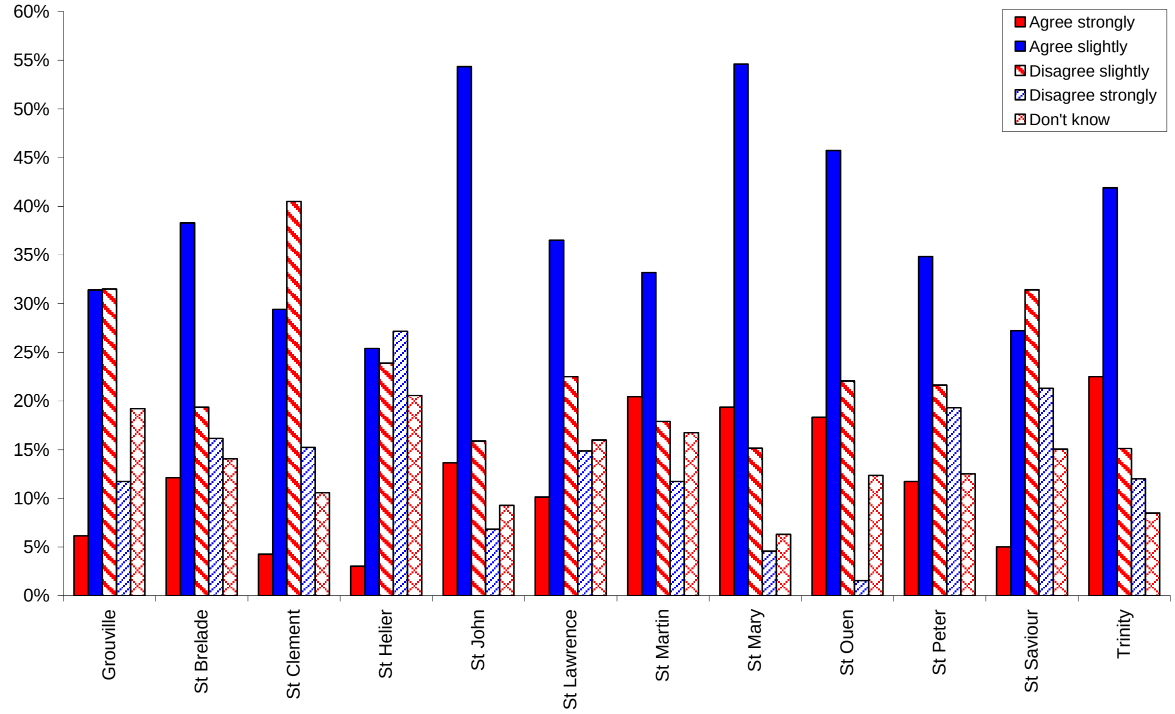
Neighbourhood by Parish

In general residents of the rural Parish have a more positive view about their neighbourhood than those in the more urban Parishes. St Ouen and St Mary residents have the most positive responses whereas residents of St Helier and St Clement have a more negative view about their neighbourhood. For example whilst around three-quarters of people in St Helier and St Clement think that their neighbourhood is a friendly place, the proportion who do not (around 20%) is around double the average for the other Parishes.

Of the eight issues assessed, St Ouen and St Mary appeared in the top three Parishes in seven whilst St Helier and St Clement appear in the bottom three in seven of the eight categories. Analysis by Parish of each statement about the neighbourhood is covered in the charts and text below.

Close community

Chart 3.4 – Close tight knit community (percentages)



Three-quarters (74%) of the population living in St Mary believe the neighbourhood they live in is a close tight knit community, whilst over two-thirds in St John (68%), St Ouen (64%) and Trinity (64%) also agreed. Over half of the population of St Clement (56%), St Saviour (53%) and St Helier (51%) did not think that their neighbourhood was a close, tight knit community (chart 3.4).

Friendly neighbourhood

A high percentage of the population living in rural parishes believe their neighbourhood is friendly, ranging from 88% in Grouville to 100% in St Ouen, (with St Martin, St Mary, St Peter and St John all over 94%).

Urban Parishes also scored highly, with three-quarters (74%) of the population living in St Helier, four-fifths (79%) in St Clement and St Saviour (85%) believing their neighbourhood to be friendly. However, a fifth (22%) of those living in St Helier do not think that their neighbourhood is a friendly place to live.

Looking after each other

Three-quarters of the populations of St Martin, St Mary and St Ouen believed that people looked after each other in their neighbourhood. St Helier saw the lowest proportion of people who thought that people looked after each other (37%) whilst 42% of the population in St Helier thought that in their neighbourhood people did not look after each other.

Trusting one another

The Parishes of St John (84%) and St Ouen (83%) have the highest proportions believing that people trust each other in their neighbourhood. In St Helier and St Clement a quarter (26%) and a third (32%) respectively do not agree that people trust each other in their neighbourhood.

Improved neighbourhood

A majority view in nine out of the twelve Parishes was that that their neighbourhood had not improved over the last two years, with half of the population living in St Clement (49%) having this view, the most for any Parish, as did two-fifths of those living in St Brelade (42%) and St Helier (41%). The only three Parishes where more of the population agreed than disagreed were Grouville (37%), St Mary (35%) and Trinity (23%). The reason behind the low percentages in general for this question is the relatively high number of respondents who didn’t know whether their neighbourhood had improved or not, reflecting the fact that a fifth of the population have lived in their neighbourhood for less than two years.

Not satisfied

The question as to whether the population were not satisfied with their neighbourhood as a place to live was asked negatively[3]. Therefore, those who agreed with this were not satisfied, and those who disagreed were satisfied.

Residents of St Helier (28%) and St Clement (25%) were the least satisfied that their neighbourhood was a good place to live. Once again St Mary residents, with 94% of the Parish population, were the most satisfied with the neighbourhood they lived in. In five other parishes over 80% were satisfied with their neighbourhood as a place to live: Trinity (89%), St Ouen (87%), Grouville (86%), St Brelade (83%) and St Martin (83%).

Keeping an eye on house and property

Residents of St Ouen (95%), St Martin (94%) and St Mary (89%) are most likely to be happy to ask certain people to keep an eye on their house and property. Less than two-thirds (64%) of the population of St Helier would be happy doing so, whilst almost a quarter (23%) strongly disagree that they could ask someone to keep an eye on their house or property. A fifth of those living in St Saviour (21%) and St Clement (19%) also disagreed.

Telling off children/young people

There is quite a conflicting response to this question with a large number of people in the Parishes not knowing if they would be able to tell off children/young people causing trouble. For example in St Mary, two-fifths (43%) of the population didn’t know, against over half (53%) who agreed people would be able to tell children off.

[3] This technique is used to prevent survey fatigue, whereby respondents can get into a run of ticking boxes in the same column.

Only 4% of St Mary's population disagreed with the statement. In St Ouen seven in ten people (70%) people felt they could tell troublemakers off, the most in any Parish. Almost two-thirds (62%) of the population of St Martin and three-fifths (60%) of those living in St Clement believe people would tell children/young people off if necessary.

Neighbourhood by age

There is a general split between younger and older people and their feelings towards their neighbourhood, with older people generally more positive. This may be a result of younger people living in their neighbourhood for less time than older people and therefore not being so familiar with their community. To illustrate some of the differences:

- a third (34%) of those under 34 years of age believe they live in a close, tight knit community, compared with half the residents over the age of 65; and
- over two-thirds (69%) over the age of 75 think their neighbourhood is a place where people look after each other whereas two-fifths (42%) of those under 35 believe this to be the case.

However, nine-tenths (90%) of people aged 55 or over think that their neighbourhood is a friendly place to live, a proportion which only falls to 70% to 80% for all other age groups.

Communicating with friends and relatives

Table 3.3 Frequency of contact with friends and relatives (percentages)

	Everyday	Two or more times a week	Once a week	Once a fortnight	Once a month	Less often	Never
Speak to relatives on the phone	23	38	22	6	4	5	2
Speak to friends on the phone	26	40	19	5	4	4	1
See relatives	11	27	22	6	5	25	4
See friends	19	40	21	8	5	5	1
Speak to neighbours	18	32	21	8	6	10	4

In general people are in contact with friends slightly more frequently than family (table 3.3), with 61% speaking to relatives at least two times a week, compared to 66% for friends. In terms of meeting people, 38% see relatives two or more times a week compared to 59% for friends, whilst nearly a third of people (29%) see their relatives less frequently than once a month. Half of the population (50%) will speak with neighbours at least two or more times a week with 4% never speaking to neighbours.

As might be expected, because of cost and distance from home, people who were not born in Jersey tend to be in contact less frequently with family than those born in Jersey. For example, nearly two-thirds of Jersey born people phone their relatives daily or at least twice a week. Around the same proportion of Europeans (including people born in the UK) phone more than once a week, but not daily. However, when it comes to seeing relatives the difference is more marked, with half of Jersey born people seeing relatives at least twice a week, compared to the same proportion of British or other Europeans seeing relatives less than once a month, although, perhaps indicating a wider and more established family network, two-fifths of people born in Portugal/Madeira see their relatives two or more times a week. Differences in terms of speaking to friends are less marked, with over half of all people, regardless of where they were born, phoning friends more than twice a week. Equally there is very little significant difference in terms of frequency of seeing friends or talking to neighbours.

Overall people tend to speak to relatives on the phone slightly more frequently as they get older, with the single exception of those aged 25 to 34 who talk on a daily basis the most (chart 3.5a). However, when it comes to talking to friends on the phone two-fifths (43%) of those aged 16 to 24 do so daily, nearly double that of all other groups except those aged 25 to 34 (chart 3.5b). One interesting finding is that over a third of people aged over 65 speak to neighbours daily compared to 11% of those aged under 34.

Chart 3.5a Frequency that people speak to relatives by phone by age (percentages)

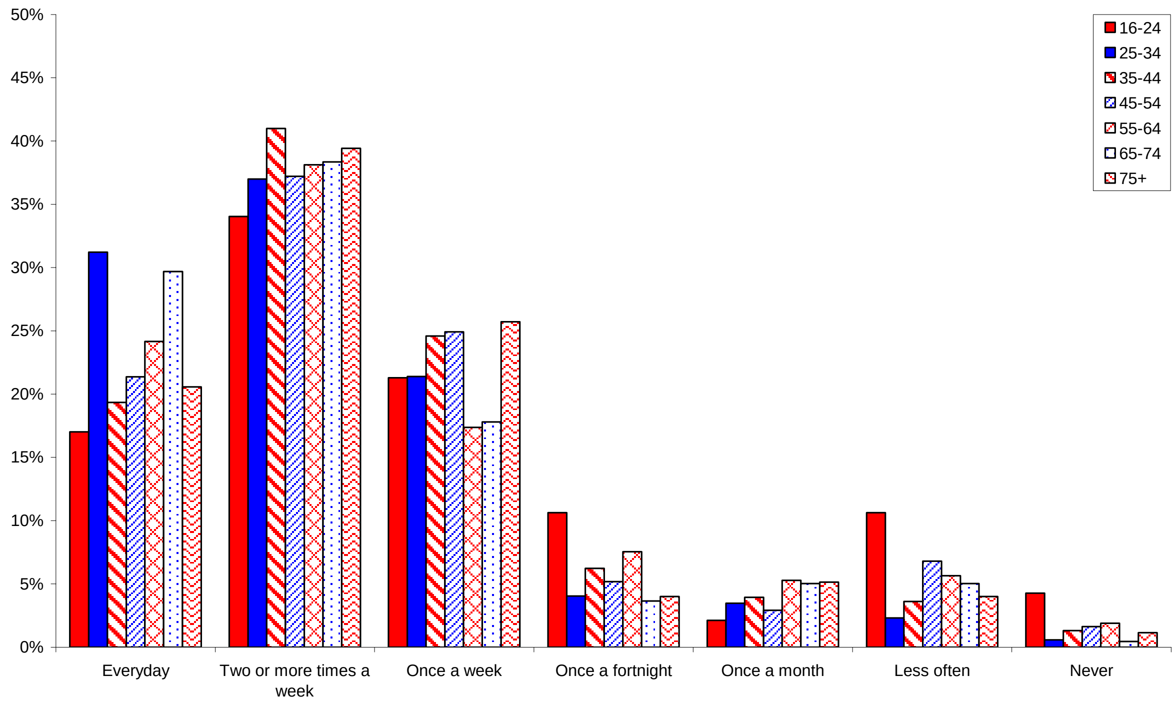
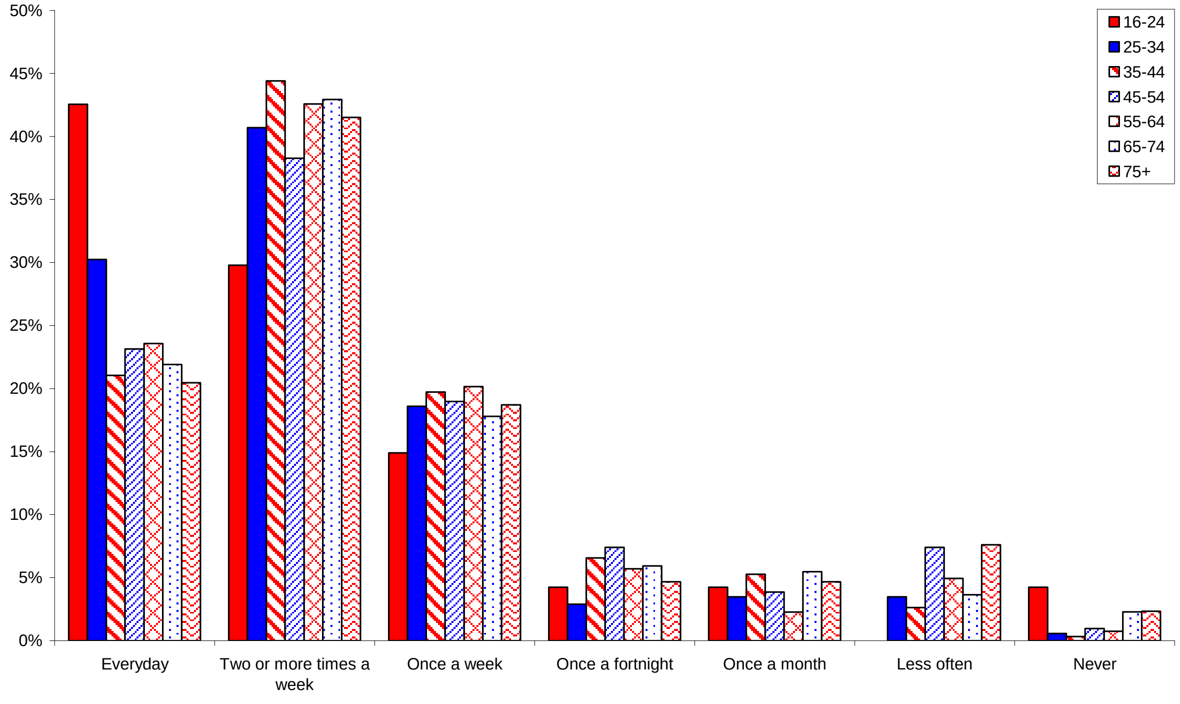
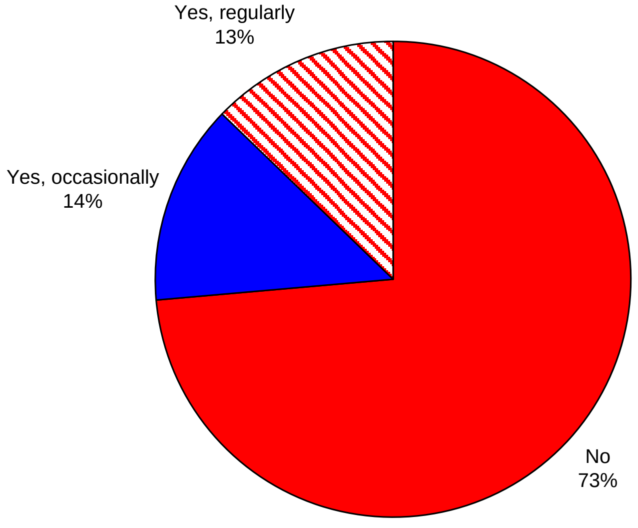


Chart 3.5b Frequency that people speak to friends by phone by age (percentages)



Assisting with health or disability

Chart 3.6 – Frequency that people help a family member with health/disability issues (percentages)



A quarter (27%) of adults help someone in their immediate family with either long-term physical health, mental health, a disability or problems related to their old age (chart 3.6), with 13% helping regularly and 14% helping occasionally. In general as people got older they helped more, with 34% of those aged 55 or over helping a family member and whilst the proportion of those aged 16 to 24 who helped was below average at 21% far more helped regularly, 15% compared to 6% infrequently.

A similar proportion (25%) assisted a non immediate family member (chart 3.7) as those assisting with a family member. However, compared to helping a family member, slightly fewer helped non family members on a regular basis (7%), but more helping occasionally (18%).

Chart 3.7 – Frequency that people help a non-family member with health/disability issues (percentages)

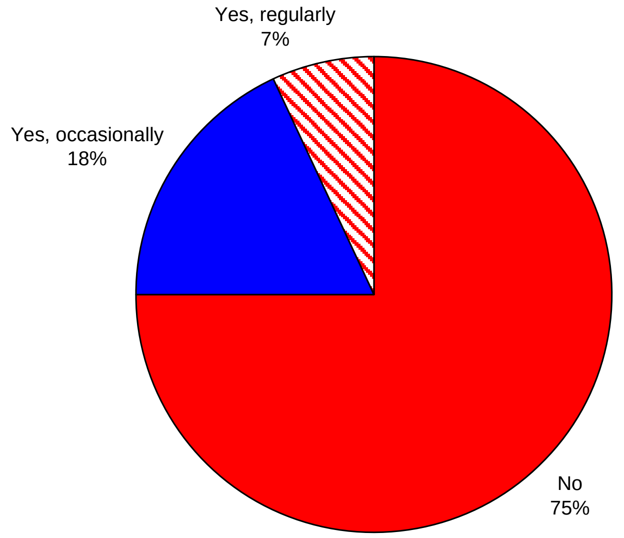
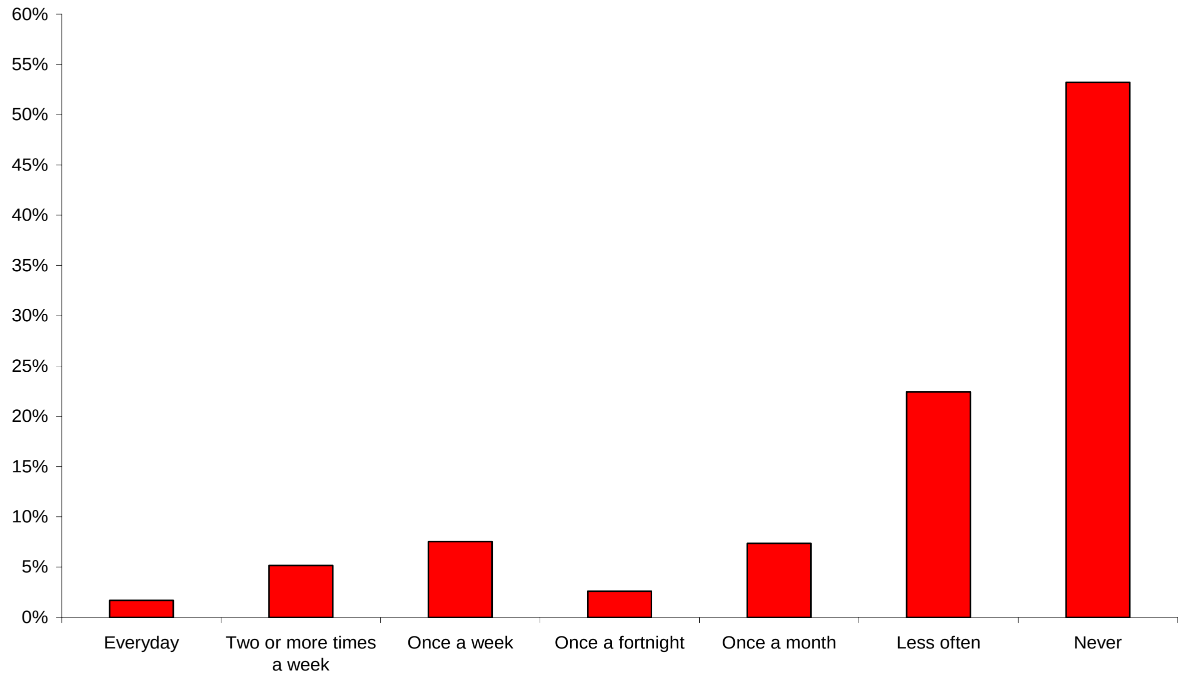


Chart 3.8 – Frequency that people help out at a voluntary organisation (percentages)



On average a quarter of people (24%) help out with organisations such as a school, a hospital, honorary police, a charity, a voluntary organisation or a community group (e.g. being a volunteer for one of these organisations) on a regular basis, i.e. at least once a month (chart 3.8). A further quarter (22%) volunteer every now and then whilst half of people (53%) never provide voluntary help. Perhaps because as people get older they find more time, people aged 65 or over volunteer slightly more than the whole population (33% do so at least monthly) whilst only 13% of people aged 16 to 24 and 9% of those aged 25 to 34 volunteer regularly.

Neighbourhood problems

Table 3.4 shows the extent to which people perceive various issues to be a problem in their neighbourhood. For 12 of the 14 issues assessed the majority view was that there wasn't a local problem, for example over three-quarters (78%) of the population did not think that their neighbourhood was run down or that it was unsafe at night (76%), whilst five-sixths (84%) felt there was no problem with safety or crime during the day within their neighbourhood.

Table 3.4 – Problems experienced in neighbourhood (percentages)

	Major problem	Minor problem	Not a problem	Don't know	Total
Rubbish and litter	9	36	54	1	**100**
Risk from traffic	23	40	36	1	**100**
Nothing for young people to do	25	30	26	19	**100**
Drug or alcohol abuse	11	21	52	16	**100**
Anti-social adult behaviour	6	20	66	8	**100**
Anti-social youth behaviour	13	33	47	7	**100**
Problems with dogs or dog mess	8	32	57	3	**100**
Area poorly maintained	4	15	78	2	**100**
Noise	11	29	59	1	**100**
Unsafe by day (crime)	2	7	84	7	**100**
Unsafe by night (crime)	3	13	76	8	**100**
Parking	20	23	54	2	**100**
Lack of open public spaces	10	18	69	4	**100**
Poor street lighting	11	19	69	2	**100**

Almost two-thirds (63%) of the population felt there was a problem with traffic, whilst just over half (55%) of the population felt there was nothing for young people to do in their neighbourhood. About 10% of respondents listed other problems which included other traffic issues such as traffic noise and problems with seagulls and other birds.

Neighbourhood problems by Parish

Looking at neighbourhood problems by Parish shows that in general people in the rural Parishes have a more positive view on the scale and nature of problems than people in the more urban Parishes. The population of St Helier give the most negative responses in nine of the fourteen categories, whilst residents of St Clement and St Saviour also gave above average negative responses. Overall residents of

St Mary were the most positive in eight of the fourteen categories, with people in Trinity also notably positive.

Rubbish and litter

In St Helier, two-thirds (66%) of the population felt there was a problem with rubbish and litter, with almost half (47%) feeling it is a minor problem. People in St Clement have similar view with 64% of residents feeling there is a problem (19% think it's a major problem). For St Mary, 84% of the population feel there is no problem and over three-quarters of those living in St John (79%) and Trinity (78%) agreed.

Risk from traffic for pedestrians and cyclists

People in all but one of the Parishes agreed that there is a risk from traffic for pedestrians and cyclists in their neighbourhood. The only Parish where the majority thought that there was not a problem (51% to 47%) was St John. Parishes with the biggest concerns were St Clement and St Martin, both with 70% of people who believe there is a problem.

Nothing for young people to do

This category had the least favourable responses, with all Parishes agreeing that this was a problem. Again the urban parishes scored the most negatively with around two- thirds of their populations believing there is a problem with nothing for young people to do: St Clement (66%), St Helier (61%) and St Saviour (60%). Residents of St Brelade thought there was less of a problem, with two-fifths (40%) saying there was no problem followed by St Mary at 39%. There was also a high percentage of the population that answered they didn't know (40% in St John) if there is nothing for young people to do or not. Excluding the don't knows would give an even stronger view that this is an Island-wide problem

Drug or alcohol abuse in public places

The majority of residents of St Helier believe that in their neighbourhood there is a problem with drug or alcohol abuse in public places, with almost half (47%) agreeing (18% strongly) and 38% disagreeing. Over a third of those living in St Brelade (37%) and St Clement (36%) also feel there is a problem, although the majority view was that there was no problem. Most of the population of St Mary (90%) and Trinity (85%) think there is no problem with this in their neighbourhood.

Anti-social behaviour by adults

The majority of people in all Parishes do not perceive anti-social behaviour by adults to be a problem in their neighbourhood, although two-fifths (43%) of residents of St Helier did, compared to half (50%) who did not. St Clement, with 28%, was the only other Parish with over a quarter of their population believing there is a problem. Almost the whole population of St Mary (92%) feel there is no problem whilst other notable positives were Trinity (87%), Grouville (85%), St Martin (85%), St John (83%) and St Ouen (82%).

Anti-social behaviour by youths

Views on whether anti-social behaviour by youths was a neighbourhood problem produced a split between the more urban and rural Parishes. Majorities of the populations of St Helier (58%), St Clement (58%) and St Brelade (52%) thought it was a problem (with roughly a ratio of 2 to 1 thinking it a minor problem) whilst nine out of ten of the population of St Mary (92%) and Trinity (91%) feel there is no problem with anti-social behaviour by youths.

Problems with dogs or dog mess

Although the majority view in every Parish is that there is no problem with dog mess a sizeable minority in St Ouen (47%), St Clement (45%) and St Brelade (42%) feel there is at least a minor problem. Almost three-quarters (73%) of the population of St Peter believe there is no problem.

Area poorly maintained/run down

At least two-thirds of people in all Parishes do not think their neighbourhood was run down, rising to around 90% in nine Parishes. The exceptions, where residents thought there was some problem, were St Helier (33%), St Clement (32%) and St Saviour (18%).

Noise

Only one Parish population, St Helier (58%), think there is a problem with noise in their neighbourhood. Around one in nine of the population of Trinity (91%) and St Mary (87%) feel there is no problem in their neighbourhood.

Unsafe area/crime by day

At least three-quarters of residents in every Parish do not think that their neighbourhood is unsafe during the day, rising to almost everyone in St Mary. Around one in ten people in St Helier and St Clement think that safety is a minor problem whilst 3% of people in St Helier, St Clement and St Ouen think daytime safety is a major problem in their neighbourhood during the day.

Unsafe area/crime by night

Whilst in general people think there is slightly more of a safety problem at night, across all Parishes nearly two-thirds of people do not think there is a problem. Only St Helier stands out, with just over a quarter (27%) of the population feeling there is a problem. Less than a fifth of the population of St Clement (19%) and St Brelade (19%) think there is a problem, whilst over three-quarters of all the other Parish populations believe there was no problem. Once again virtually everyone in St Mary deems there is no problem with their neighbourhood being unsafe or suffering crime by night.

Parking

Parking proved to be quite a major concern for the residents of St Helier where over a third (35%) cite that it is a major problem and over a quarter (27%) feel it is a minor problem. Over half (52%) of the population of St Saviour also felt it was a problem with over a quarter (27%) thinking it is a major problem. The populations of Grouville and St John have the least concerns over parking with 85% and 83% respectively who feel there is no problem. Two-thirds of people in St Brelade do not think that parking is a problem.

Lack of open public spaces

Other than the urban Parishes where around a third of people believe there is some form of problem (St Saviour (40%), St Helier (39%) and St Clement (34%)), over three-quarters of the population in other Parishes believe there is not a problem with a lack of open public spaces. Grouville produces the most positive figure with 92% of people thinking is not a problem with this in their neighbourhood.

Poor street lighting

One area where the urban Parishes fared better was with the situation surrounding street lighting. Almost half of the population of Trinity (49%), Grouville (45%), St John (45%) and St Martin (45%) feel it is a problem. For the urban Parishes around three-quarters of the population of St Clement (78%), St Lawrence (73%), St Helier (72%) and St Saviour (71%) do not believe this is a problem.

For a number of neighbourhood issues it is possible to compare how people's current view compares with responses given to the 2003 Police Public Perception Survey and to questions in the Police and community safety section of last year's JASS report[4]. In doing this it is important to note that the wording of the questions has not been the same (a direct comparison will be possible in the 2007 JASS when the police section of the 2005 survey is repeated). For example in the 2005 JASS people were asked to pick the top three problems in their neighbourhood, whilst this year they were asked for a view on each one. Equally the wording has been slightly different:: in 2005 "speeding" was given as a potential problem whereas in 2006 it was "risk from traffic for pedestrians and cyclists".

Finally, for consistency with 2003, the results shown in table 3.5 exclude people who did not have a view on the problem. Allowing for these differences and statistical uncertainty in surveys, it appears that the overall view of each problem remains about the same.

[4] Chapter 6 of the Report on the Jersey Annual Social Survey 2005.

Table 3.5 - Percentage of people considering issues to be a problem in their neighbourhood 2003, 2005 and 2006 (percentages)

	2003	2005	2006
Excessive speed	60	52	na
Risk from traffic for pedestrians and cyclists	na	na	66
Young people hanging around in street	31	na	na
Anti-social behaviour by young people	na	59	49
People using or dealing in drugs	17	na	na
People dealing in drugs	na	24	na
Drug or alcohol abuse in public places	na	na	32

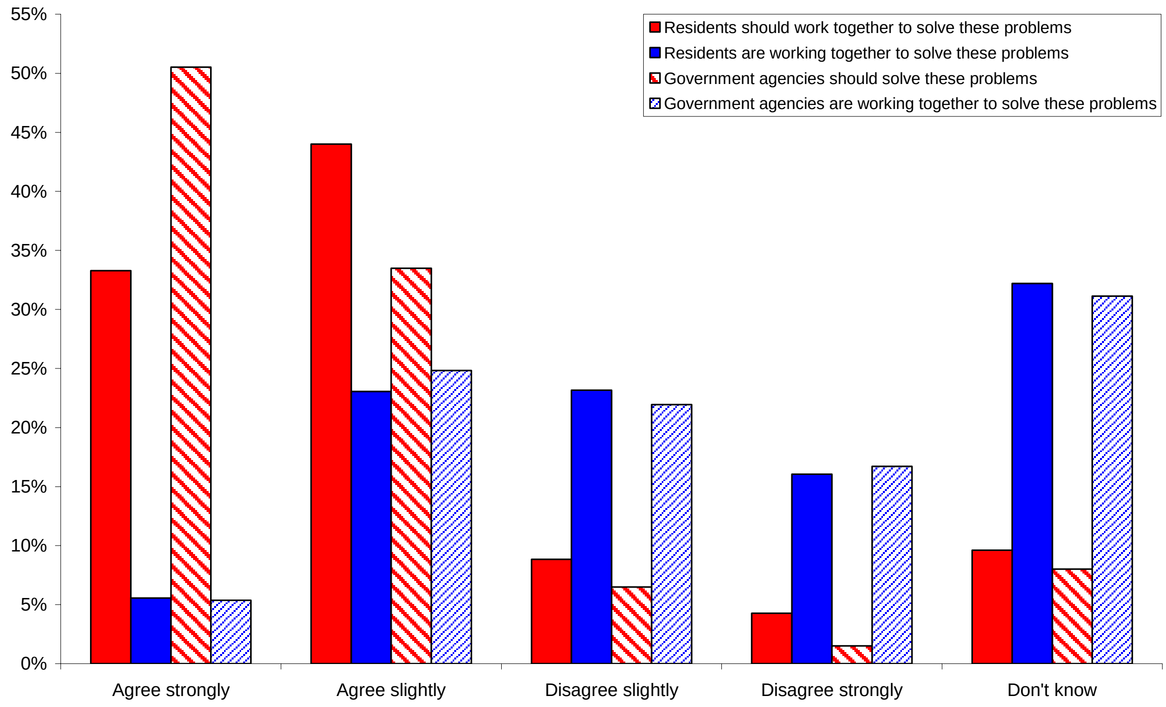
na means not asked.

Addressing neighbourhood problems

Chart 3.9 examines people's views on whether the population believes residents should work together to solve issues and problems and whether residents actually are solving problems. The question also looked at whether the Government should and are solving neighbourhood problems.

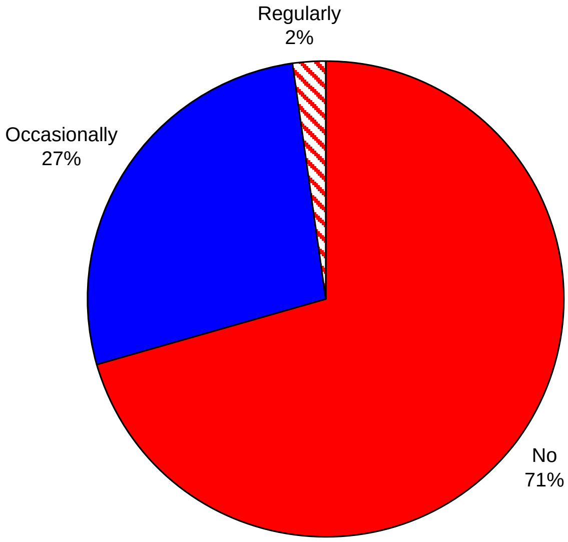
Over three-quarters (77%, of which 33% strongly, 44% slightly) of the population agree that residents should work together to solve neighbourhood problems, but less than a third (29%) believe residents actually are working together. Almost two-fifths (39%) of the population disagree that residents are working together to solve the problem. Five-sixths (84%) of people believe the Government, e.g. Police, Parish, and Government Departments, should solve these problems compared to less than a third (30%) who feel they are actually doing so. However, a third did not know if residents or Government were working to solve the issue.

Chart 3.9 – How should and are problems being addressed (percentages)



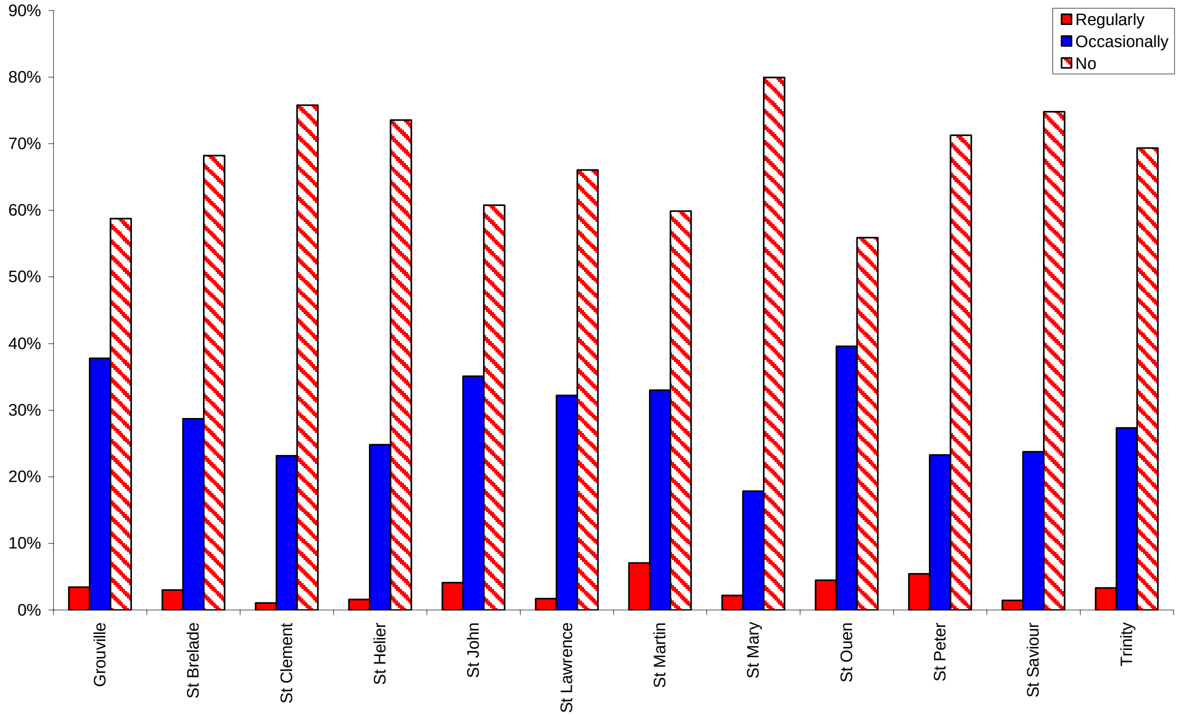
Possibly reflecting the view that overall people do not think that there are many problems with their neighbourhoods, less than a third (29%) of the population are involved with other people in their area to discuss local issues or solve local problems (chart 3.10).

Chart 3.10 – Frequency of discussing local issues/solving local problems with others in own area (percentages)



Almost half (44%) of the population of St Ouen discuss or solve local issues with others in their area on an occasional basis (chart 3.11) compared to only a fifth (20%) of the population of St Mary. St Martin has the highest percentage of people who will meet on a regular basis with 7%, whilst just 1% of the population in St Saviour and St Clement do so.

Chart 3.11 – Frequency of discussing local issues/solving local problems with others in own area by Parish (percentages)



Quality of services in neighbourhood

Overall people had a mixed view when asked to assess a range of services provided compared with what they expect in their neighbourhood (table 3.6). The majority of people thought that six out of the ten services assessed were good (leisure facilities for self, local shops, public transport links to St Helier, nurseries/playgroups, school transport and community facilities) although at least a third did not know about the latter three services.

The availability of local shops received the most positive response from the public with more than four-fifths (83%) of the population rating this as either very good or good. Public transport links to St Helier also received a positive response with almost two-thirds (64%) believing this service to be very good or good. On the other hand, transport links to the rest of the Island from the neighbourhood had a negative response, with half of the population (49%) believing this service to be poor or very poor. Over half of the population (55%) deemed that facilities for older children (aged between 13 and 17) were also poor or very poor.

People in St Brelade have the most positive view on their local services, with the most positive view on seven of the ten neighbourhood services and second in a further two services. The services that did not score well in St Brelade were links to other parts of the Island and arts and cultural entertainment. However, for social and leisure facilities, 85% of the population of St Brelade view the services as either very good or good, more than 10 percentage points higher than any other Parish. In contrast, over half (52%) of the population of St Saviour believe these facilities to be poor or very poor.

Table 3.6 – Services available/accessed within the neighbourhood (percentages)

	Very good	Good	Poor	Very poor	Don’t know	Total
Leisure facilities for self	11	36	28	11	14	**100**
Facilities for children under 12	6	23	30	14	26	**100**
Facilities for children aged 13-17	3	15	34	21	27	**100**
Local shops	30	53	12	4	1	**100**
Nurseries/playgroups etc	10	25	13	6	47	**100**
Public transport links to St Helier	29	36	16	10	10	**100**
Public transport links to rest of Island	10	25	27	23	15	**100**
School transport	7	25	10	5	53	**100**
Community facilities	9	29	19	8	35	**100**
Arts and cultural entertainment	4	21	28	16	31	**100**

The most positive response overall to services used was with the availability of local shops, with 95% of the population of St Brelade thinking they were good or very good, the highest positive response seen of any Parish to any service. In contrast, just over half (52%) of the population of St Mary believe the availability of local shops is poor or very poor.

Overall only 29% of people (39% excluding people who didn’t know) thought that services for young children were good or better compared to what they expected, and only 18% (25% excluding don’t knows) thinking services for older children were good locally. In both cases it is only residents of St Brelade and St Peter who on balance have a positive view on these services (charts 3.12a and b). Of the people in the other Parishes, around 70% of people with an opinion in St Clement, St Helier, St Ouen and St Saviour think services for younger children are poor. For older children’s services at least 70% of people in all Parishes except St Brelade, St Peter and Trinity think that such services are poor compared with what they expect.

Just over half (54%) of St Brelade’s population felt the nurseries, playgroups and mother and toddler group services are either very good or good, whereas over a quarter (28%) of those living in St Martin felt they were poor or very poor.

Chart 3.12a – Assessment of services in the neighbourhood for younger children (aged up to 12) by Parish (percentages)

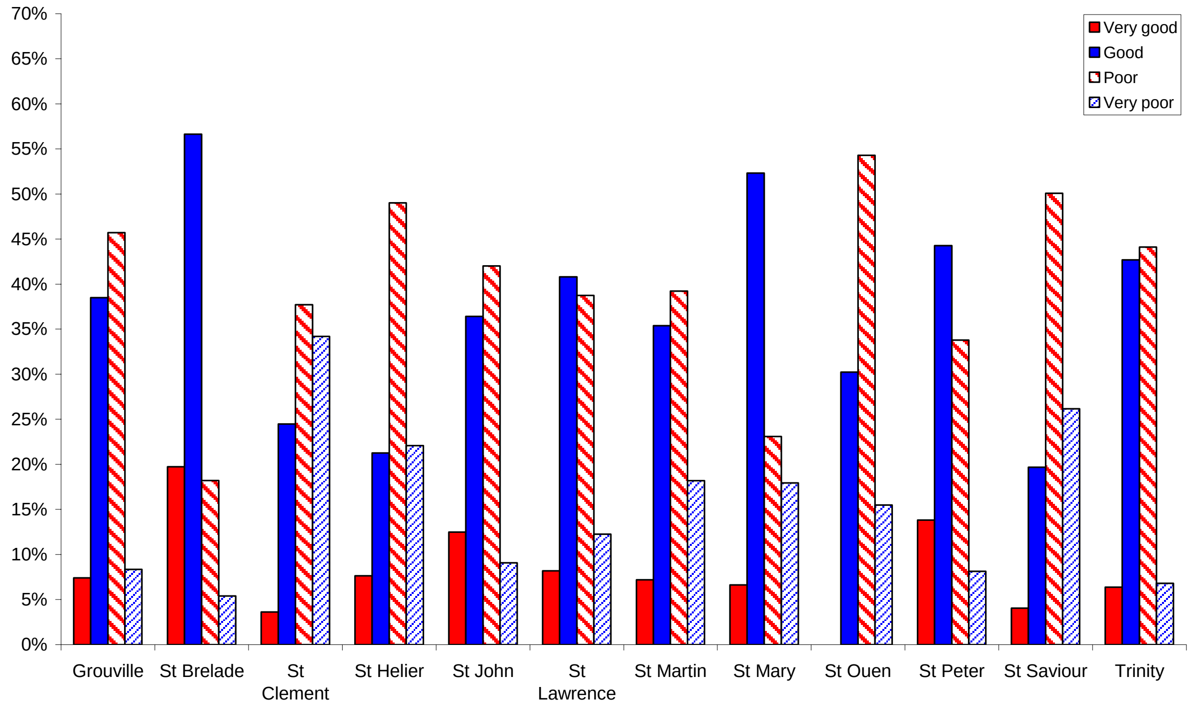
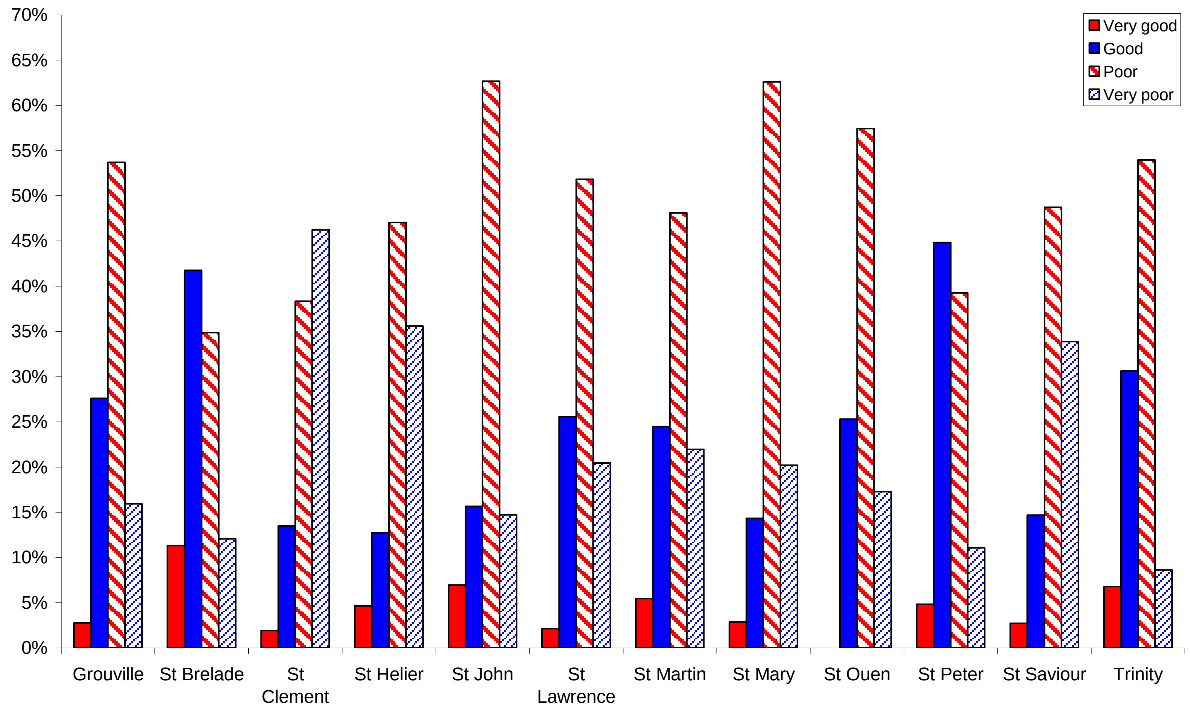


Chart 3.12b – Assessment of services in the neighbourhood for older children (aged 13 to 17) by Parish (percentages)



Nearly nine in ten (86%) of the population of St Clement felt public transport links to St Helier are either good or very good. Almost three-quarters (72%) of those living in St Ouen felt they are poor or very poor. Transport links to the rest of the Island are considered very good or good by almost half of the population of St Helier (47%), with 82% of those living in St Ouen felt they were poor or very poor.

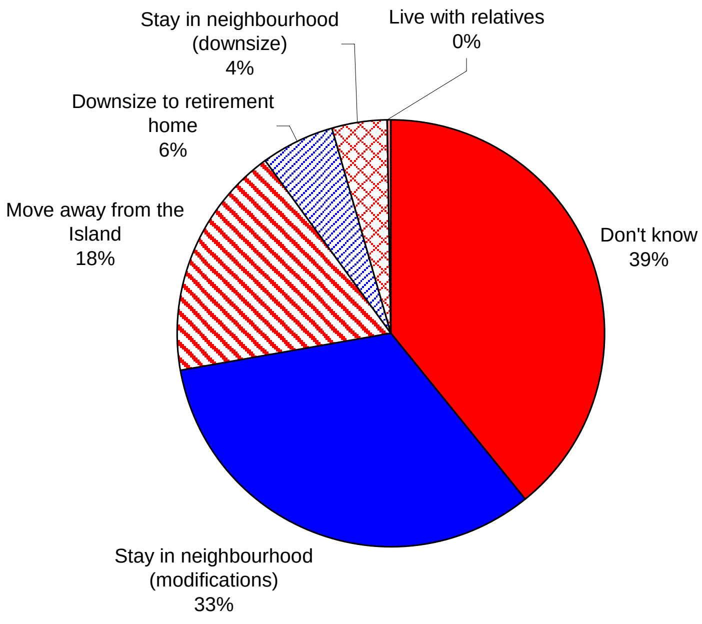
School transport produced the highest percentages of “Don’t know”, probably due to some of the population not having children within their household. St John had the highest percentage of the population answering very good or good, at just under half (47%), whilst over a quarter (28%) of the population of Trinity believed it to be very poor or poor.

Over four-fifths (83%) of the population of St Brelade believe the community facilities are either very good or good, with over a third (36%) of those in St Saviour considering them to be poor or very poor. Arts and cultural entertainment also received a large percentage of “Don’t know”, possibly because it is a specialist interest. Less than two-fifths (37%) of the population of St Helier felt their neighbourhood access to arts and culture was very good or good, whilst almost three-fifths of St John (58%) felt it to be poor or very poor.

Retirement accommodation plans

Almost two-fifths (39%) of the population don’t know where they would like to live upon commencing retirement (chart 3.13). A third (33%) believes they will stay in their current neighbourhood, with suitable modifications to their existing home if required.

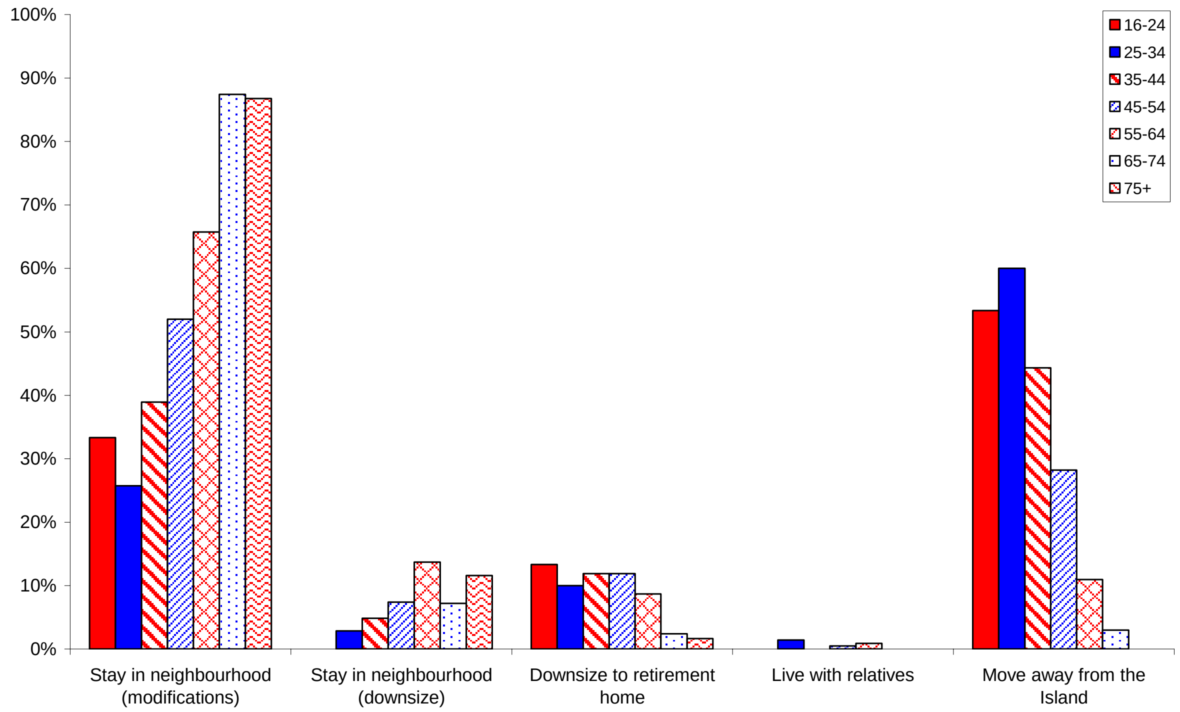
Chart 3.13 – Population accommodation plans upon retirement (percentages)



A sixth (18%) of the population think they will leave the Island when they retire, with 6% downsizing to a retirement home elsewhere in the Island and 4% downsizing within their neighbourhood to a purpose built retirement home. Less than 1% think they will live with relatives.

Looking at the results by age (chart 3.14) shows that more than half (51%) of those currently aged under 45 believe they will leave the Island when they retire. Over a quarter (28%) of those in the 45-54 age category thought they would leave when they retire, but this drops dramatically to around one in twenty (6%) of those aged 55 or older.

Chart 3.14 – Population accommodation plans upon retirement by age (percentage)



Facilities within the home

Table 3.7 – Perception of facilities within the home (percentages)

	Very good	Good	Poor	Very poor	Don't know	Total
Room Sizes	38	52	8	2	0	**100**
Heating	33	47	13	7	0	**100**
Enough living space	40	47	9	4	0	**100**
Suitability for children	28	40	15	11	7	**100**
Condition of property	36	52	8	4	1	**100**
Parking	36	43	11	9	1	**100**
Storage space	29	41	20	9	1	**100**
External space	36	40	12	11	1	**100**

The general opinion of the population's facilities within their own home is positive (table 3.7). Nine out of every ten people (90%) thought their room sizes were either very good or good. The majority of people also think they have enough living space (87%) and that the condition of their accommodation is good or very good (88%). The most negative response was to the amount of storage space, with almost a third (29%) believing it to be poor or very poor.

When looking at facilities by tenure, as might be expected, people living in owner occupied accommodation gave the most positive responses in all categories. People living in registered lodging houses gave the most negative response in four of the eight categories, with the most negative response showing that over two-thirds (68%) of the population living in registered lodging houses believe that internal storage was either poor or very poor.

Whilst on balance the facilities were generally assessed as positive across tenures, there were sizable minorities who thought certain aspects were poor. For example almost a third of lodgers and people living in private and States/Parish and Housing trust rental accommodation thought their heating was poor. In addition, around a third of people living in States and Housing trust properties thought they were not suitable for children (39%), the condition was poor (26%) and that external space was poor (38%). A third of people in private rental accommodation (36%) also thought external space was poor, whilst nearly half (45%) of people in registered lodging houses thought that their living space was poor.

Chapter 4 – Social Security benefits and pensions

This section of the survey investigated attitudes towards contributory benefits and examined issues relating to pensions and the age of retirement.

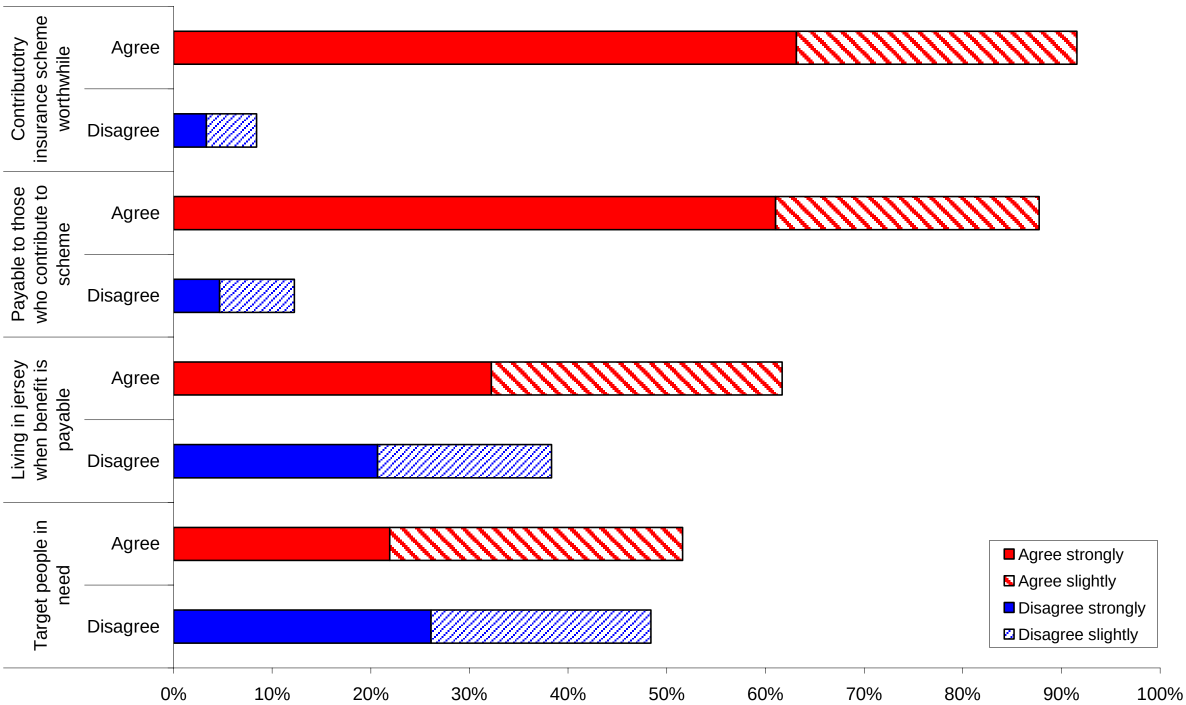
Contributory benefits

The Social Security Department collects contributions from employers and employees to help fund a contributory insurance scheme for the benefit of people who work or have worked in Jersey. The benefits and pensions are paid to anyone who has made enough contributions, whatever their income. Benefits and pensions are also payable to many people now living overseas. The main contributory benefits are: old age pension, incapacity benefits (short and long term sickness) and maternity benefit. The contributory health scheme provides subsidies for GP visits and prescription costs for Jersey residents.

Nearly nine out of ten people agreed that the contributory insurance scheme is a very worthwhile part of Jersey life and, separately, that contributory benefits should be payable to everyone, regardless of income, if they have contributed to the scheme. In both cases six out of ten people (58%) agreed strongly with the statements (chart 4.1).

A majority of people supported the statements that contributory benefits should be mainly targeted to people still living in Jersey at the time the benefit is payable, with 57% of people agreeing and 35% disagreeing (30% strongly agreeing and 19% strongly disagreeing). However, views were mixed on whether contributory benefits should be mainly targeted to those in financial need; 49% agreed 46% disagreed. In all these questions between five and eight per cent of people didn't know.

Chart 4.1 Views on specific statements about contributory benefits (percentages)



Examining these issues by age does show some differences. The youngest people, whilst still agreeing that benefits are worthwhile, agreed less strongly with more (45%) agreeing slightly than strongly (34%) compared to over 80% of those aged 55 and over agreeing strongly. Just under half (49%) of people aged 16 to 24 and 55 to 64 agreed that benefits should be targeted to people living in Jersey, compared to over 55% for the other age groups. Age groups were also divided on whether benefits should be targeted to those in financial need, with a small majority of those aged 35 to 44, 55 to 64 and 65 to 74 disagreeing and a majority of other ages agreeing.

The last two issues also brought out differing views by economic activity status. The self employed had the strongest disagreement with the view that benefits should mainly be payable to those living in Jersey, around half disagreed with around a third disagreeing strongly and about the same proportion also disagreeing strongly with targeting benefits. In contrast, the strongest support for these two statements came from the unemployed and those unable to work through ill health.

Whilst there is support for the contributory benefit scheme, there is no strong support for raising contributions regardless of the aim of the increase as table 4.1 shows. A small majority (46% agree, 43% disagree) did support the view that contributions could be raised to raise the value of benefits. However, paying additional contributions to protect the value saw 37% agreeing to 52% disagreeing with a similar outcome 38% to 48% for providing a wider range of benefits.

Table 4.1 Views on the statement “I am prepared to pay higher contributions to…” (percentages)

	Agree strongly	**Agree slightly**	**Disagree slightly**	**Disagree strongly**	**Don’t know**	**Total**
Protect the existing value of benefits	10	27	29	24	11	**100**
Raise the value of benefits	13	32	22	20	11	**100**
Provide a wider range of benefits	11	27	25	23	14	**100**

Looking at this issue by age does show some significantly different results as charts 4.2a to c show. In general, younger people are less willing to pay higher contributions whatever the reason than older people. Specifically a majority of those aged under 55, who expressed a definitive opinion, are not willing to pay higher contributions to protect existing benefits (rising to at least 60% for those aged under 45) or to extend the range of benefits. The strongest support for paying additional contributions came from those aged 55 to 64 of whom more than 60% were willing to pay more to maintain existing benefits and raise the value of benefits and about half (52%) willing to pay more for a wider range of benefits.

Chart 4.2a Views on whether people are prepared to pay higher contributions to protect existing benefits by age (percentages)

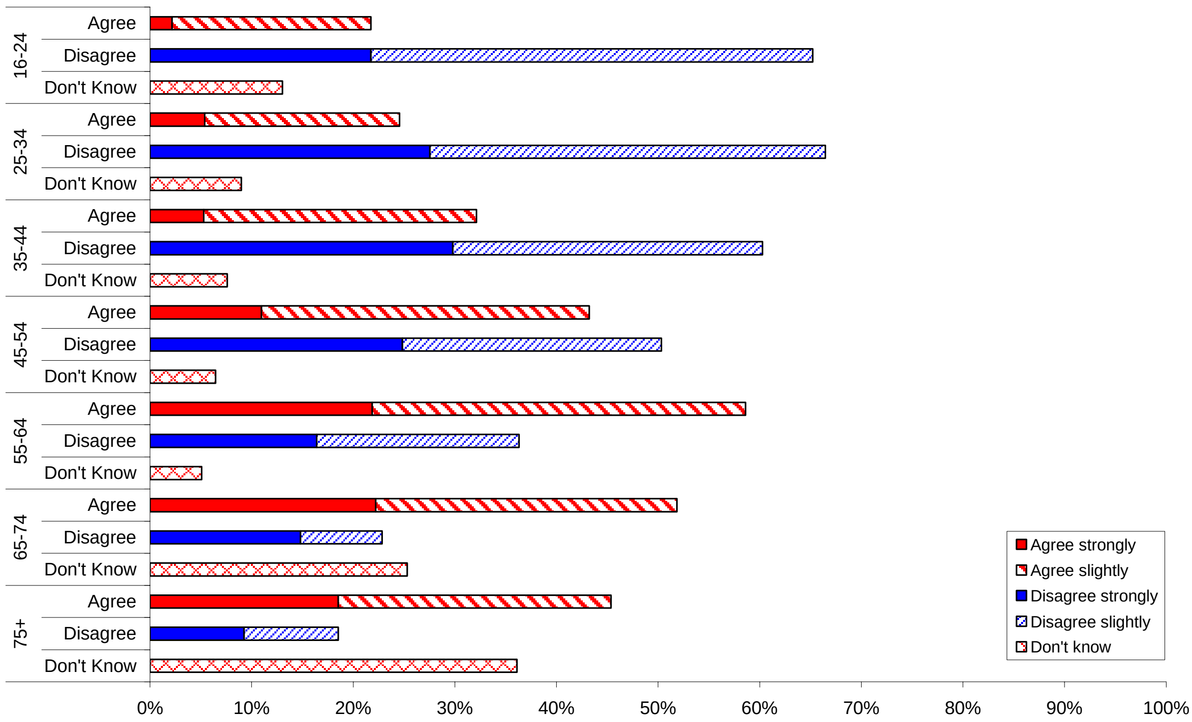


Chart 4.2b Views on whether people are prepared to pay higher contributions to raise value of benefits by age (percentages)

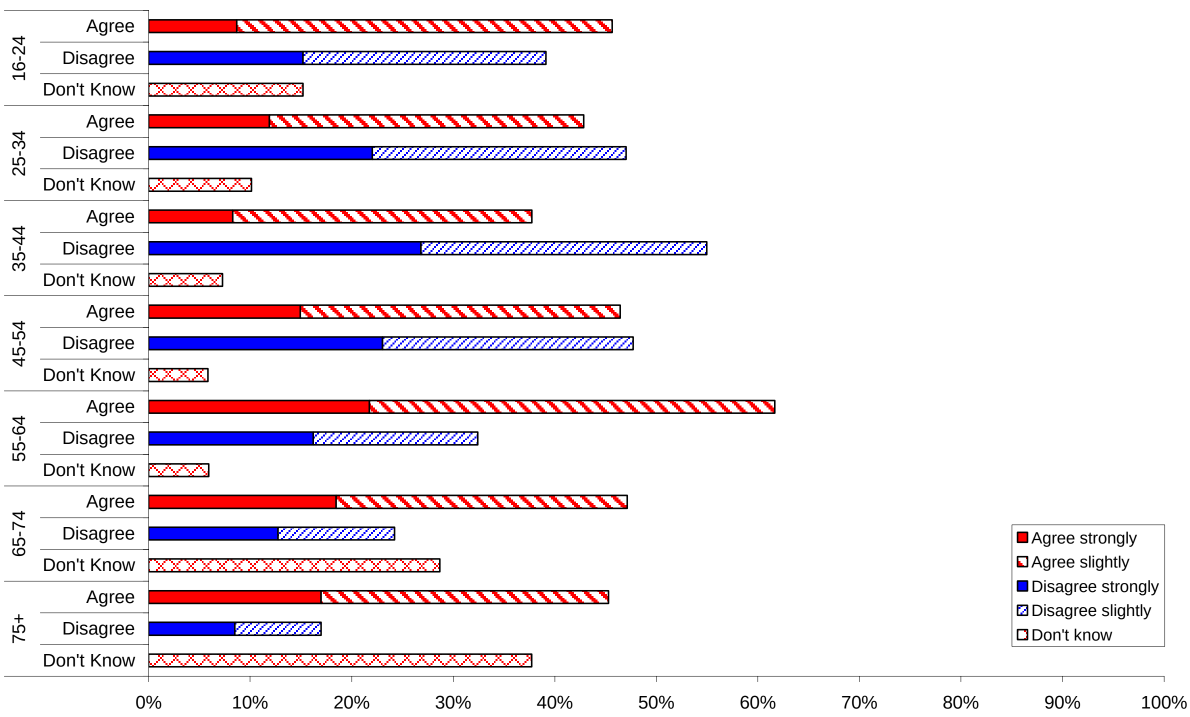
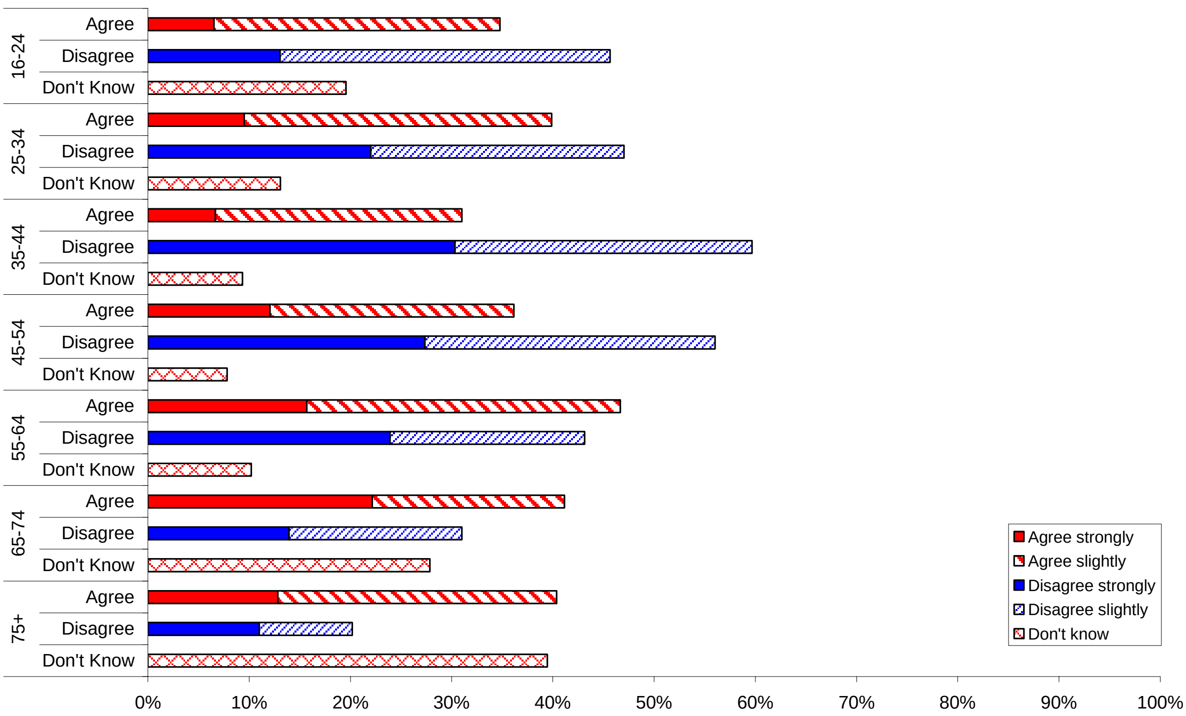


Chart 4.2c Views on whether people are prepared to pay higher contributions to provide a wider range of benefits by age (percentages)



Only about 10% of people who responded to the survey provided any information about what additional contributory benefits should be added to the Social Security system, itself representative of the general views expressed above. Of those people who did suggest anything, 50 of the 135 related to dental costs, with just over ten people each mentioning doctors' costs, opticians and unemployment benefit.

Looking to the future, the Social Security Department faces a number of issues relating to the contributory system. To gain an understanding of the importance attached to each issue, people were asked to rank the issues in order of one to seven, where one was the most important. Table 4.2 shows the median score that each issue scored across the population. This shows that overall maintaining the value of the Social Security pension is the most important (with a median score of 2), followed by providing additional support for people with chronic illnesses.

Another way of looking at this information is to look at the proportion of people who ranked the issues in a strict 1 to 7 order (this analysis ignores people who put tied scores or didn't answer the question completely but is still based on nearly 1,100 responses). Doing this shows that 55% of people gave a score of one (the most important) to maintaining the value of the Social Security pension, whilst 48% of people gave a score of seven (the least important) to introducing a contributory unemployment benefit.

Analysing these data by age shows a very similar pattern, but the view that maintaining the value of pensions is the key issue is very evident for those aged 35 and over, with over 60% of each age group above that level placing it first (rising to 82% for those aged over 75). In contrast less than half of those aged 16 to 24 and

25 to 34 (34% and 41% respectively) ranked this issue first – although for these age groups it was still the issue with the most first choices.

Table 4.2 Median order of importance of issues faced by the Jersey Social Security system (scale of 1 to seven 1 is highest)

Issues	Median order (out of seven)
Maintain the value of the Social Security pension	2
Provide additional help with health costs for people with chronic illnesses	3
Introduce a contributory scheme to provide financial assistance to families caring for relatives at home	4
Keep contribution rates as low as possible	4
Provide additional help with health costs for families with young children	4
Introduce a contributory residential care benefit	5
Introduce a contributory unemployment benefit	6

At the time of completing the questionnaires the value of a full Jersey social security pension for a single person was £153 per week. When asked what they thought the value was, adults said the mean value was £131 whilst the median value was £120. By age, as table 4.3 shows, the older people are the more likely they are to know the correct value, and the more likely they are to say the pension is worth more. However, of people who thought they knew the value, nearly two-thirds (62%) underestimated it (i.e. gave a value less than £148) whilst 18% over estimated (i.e. gave a value greater than £158). The values of £148 and £158 were taken to allow for rounding in the stated values of the pension.

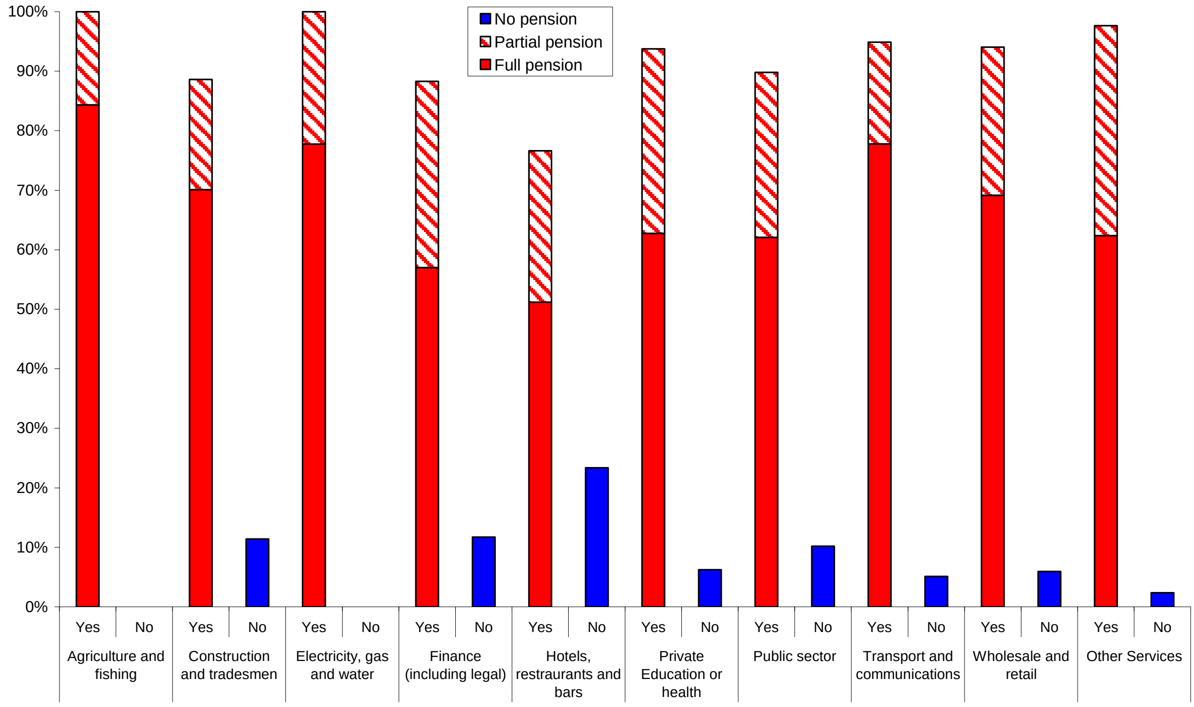
Table 4.3 Median estimate of current value of Jersey Social Security pension for a single person by age

	Median value
16-24	£110
25-34	£120
35-44	£120
45-54	£120
55-64	£140
65-74	£145
75+	£150
All	**£120**

Overall six out of ten people (60%) expect to receive a full pension on reaching retirement age, with a further three in ten (29%) expecting to receive a partial pension and one in ten (11%) no pension. By age, the overall pattern is much the same, but with higher proportions of people expecting a partial pension on retirement as they get older. Specifically of those aged 55 to 64, 45% expect a partial pension compared to 48% expecting a full one.

Expectations of States pension differs by sector of employment as chart 4.3 shows. Only half (51%) of workers in the Hotels, restaurants and bars sector expect a full pension with nearly a quarter 23% expecting no States pension.

Chart 4.3 Expectation of extent of Jersey states pension people will receive by sector (percentages)



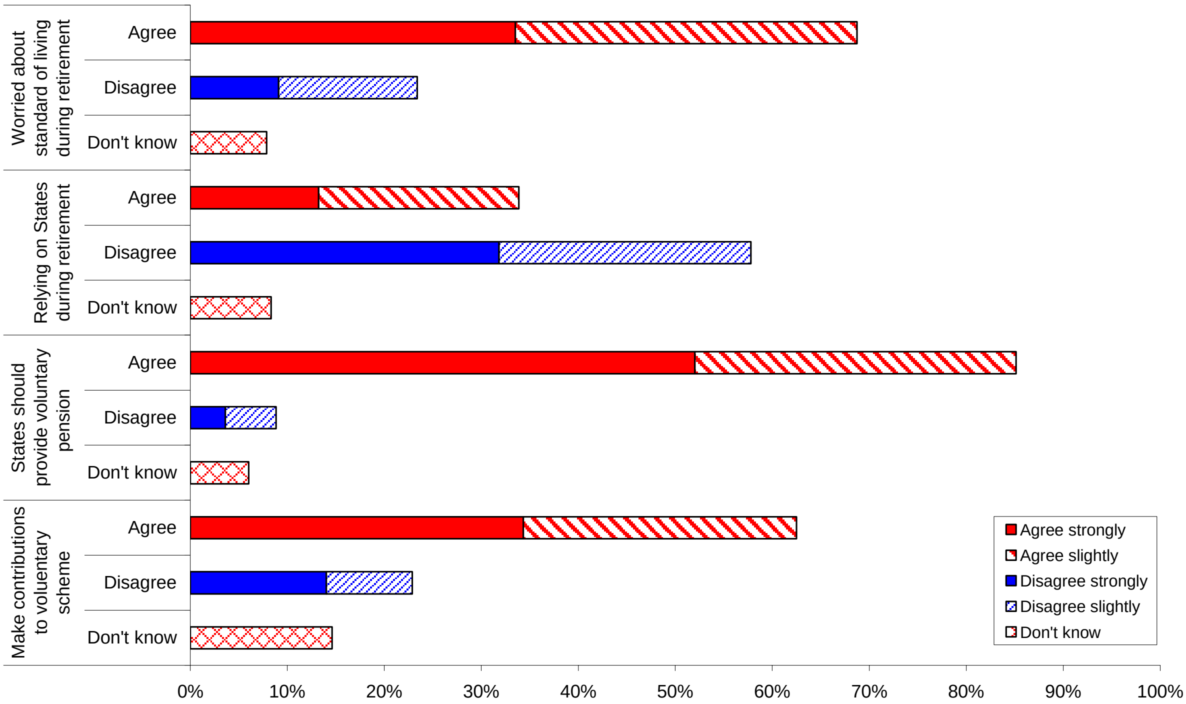
Nearly seven out of ten people (69%) are worried to some extent about their standard of living in retirement (chart 4.4). The level of concern is greatest for those aged between 35 and 64 with around three-quarters concerned, whereas it is slightly lower amongst the youngest and those already of retirement age with around 60% concerned.

Around a third (34%) of people agree that they are, or believe they will be, relying on the States in retirement, with 13% agreeing strongly. Three-fifths (58%) disagree with this view with a third (32%) disagreeing strongly with the view that they will be relying on the States in retirement.

The youngest and oldest people have a slightly different view with small majorities of both those aged 16 to 24 and 75 or over agreeing that they will be or are relying on the States in retirement (38% to 36% for the youngest and 48% to 42% for the oldest). It is also revealing that over a quarter (27%) of the youngest didn't know.

Chart 4.4 also illustrates the very strong support which exists for the idea that the States should provide a voluntary pension scheme to allow workers to save for their retirement. Overall nearly nine in ten (85%) people agree that it is a good idea with over half (52%) agreeing strongly. Support for this idea is strong whichever way the population is classified. By age, support is close to or above 80% for every age group. By economic activity, the lowest levels of support is from the unemployed (59%) and the self employed who don't employ others (64%), whilst around 90% of self employed people employing others and people who work for an employer regardless of sector support the idea.

Chart 4.4 Views on specific statements about retirement and pensions (percentages)



Further evidence of strong support for a voluntary pension scheme is evident by the fact that overall six in ten people (63%) said they would make contributions to such a scheme with a third (34%) agreeing strongly that they would. There was slightly less certainty about whether people would actually make contributions to such a scheme, with 15% of people not knowing. However, as the percentages reported above include the "don't knows" this still represents strong support for the scheme and a willingness to make contributions.

Once again this result is essentially repeated by age and economic activity. Given the relatively low levels of occupational or private pension provision in the Agriculture, Hotels, restaurants and bars and Wholesale and retail sectors[5] it is also worth noting that the majority of workers in these sectors agreed to some extent that they would make contributions to such a scheme.

Pension age

Pensions are normally payable at the age of 65 (those women with retained rights under the old scheme receive pensions at 60). To qualify for a full Jersey pension, an individual must have made contributions for approximately 45 years.

One key issue relating to pensions is the age at which people plan to retire or have already retired or stopped paid work for other reasons. As table 4.4 shows there is little difference between the median age people in work are currently planning to retire (60) and the actual age at which people have retired (63), with three years

[5] Page 46 of the Report on the Jersey Annual Social Survey 2005.

perhaps being the difference between desire and what is achievable[6]. Of those in work, the youngest (16 to 24 year olds) currently believe they will have to work the longest (until 63), with everyone else planning to retire at 60, apart until those aged 55 to 64 for whom the median planned retirement age is 65.

On average homemakers stop work at 30, though some plan to return to work. Whilst those stopping paid work for health reasons have, on average, done so aged 40.

Table 4.4 Median age at which people plan to stop paid work or did stop

Current employment status	Age plan to/did stop work
Currently in work or looking for work (the age at which you plan to stop working)	60
Already retired (the age at which you retired)	63
Homemaker (the age when you stopped paid employment)	30
Unable to work for health reasons (the age when you had to stop paid employment)	40

A quarter (25%) of people had to retire or plan to because they had / will have no choice. Having sufficient occupational pension is the key reason for nearly three in ten (29%) retiring, with a further quarter (27%) having sufficient other income – a figure that rises to over 50% of homemakers and the self employed. Just over one in ten (12%) have sufficient other pension, whilst just under one in ten (7%) plan to or have reduced expenditure.

A quarter of people aged under 65 would like to carry on working past 65 (table 4.5), with nearly seven in ten disagreeing and half (51%) disagreeing strongly. However, when asked about maintaining current living standard over a third (35%) agree that they will have to work beyond 65 with just under half (45%) disagreeing. Regardless of whether people have to or wish to keep on working, the majority (69%) of people would like a less demanding job as they approach retirement.

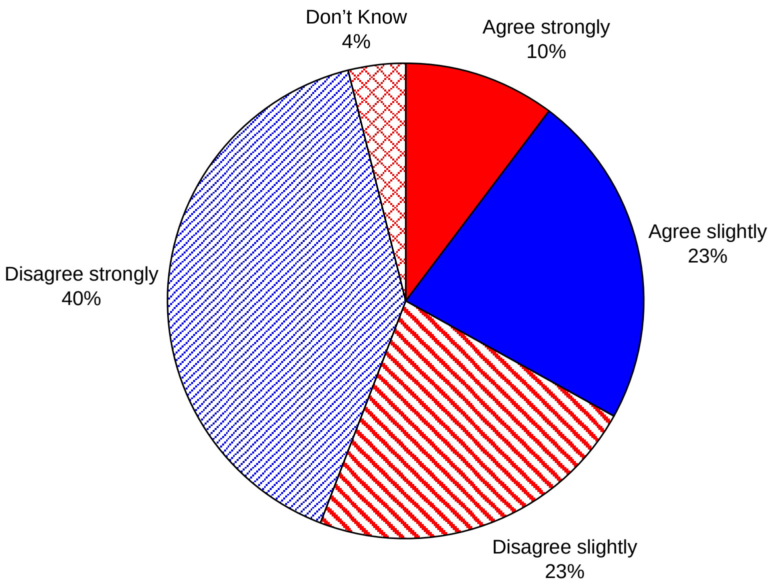
Table 4.5 Views on specific statements about retirement, people aged under 65 only (percentages)

	Agree strongly	Agree slightly	Disagree slightly	Disagree strongly	Don't know	Total
I would like to continue to work beyond the age of 65	9	16	17	51	7	**100**
I will need to work beyond the age of 65 to maintain my standard of living	13	22	21	24	20	**100**
I would like to find a less demanding job as I get close to retirement age	32	37	11	10	10	**100**

[6] The mean (arithmetic average) retirement age for these two groups were the same at 62.

As chart 4.5 shows a third (33%) of all people agree with the view that as people live longer these days they should work longer to get a pension compared to nearly two-thirds (63%) who disagree.

Chart 4.5 Views on "as people live longer these days, they should be expected to work longer to get a pension" (percentages)



However, there is far stronger support (87% with 46% agreeing strongly) for the view that people who have not made 45 years worth of contributions should be able to work past 65 to make up their contributions (chart 4.6). Nearly the same proportion of people (82%) agree that people should be able to work and contribute beyond the age of 65 to receive additional benefits (chart 4.7).

Chart 4.6 Views on "people who do not have contributions for 45 years should be allowed to continue to work and contribute over the age of 65 to achieve a full pension" (percentages)

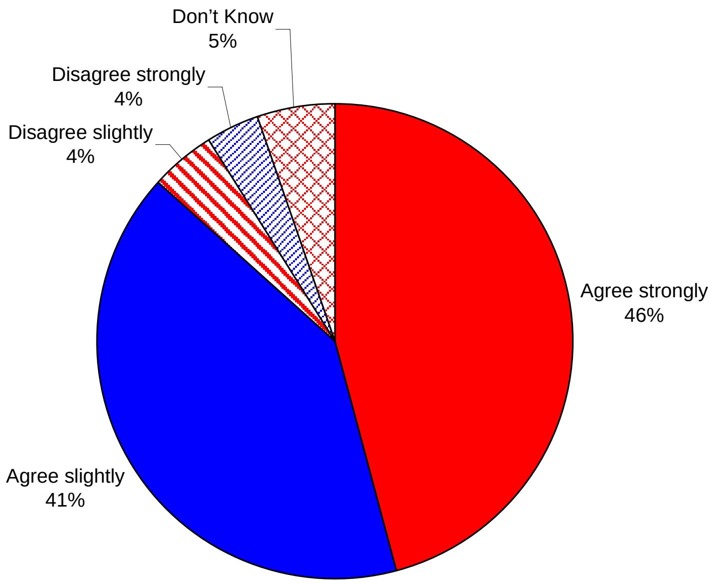
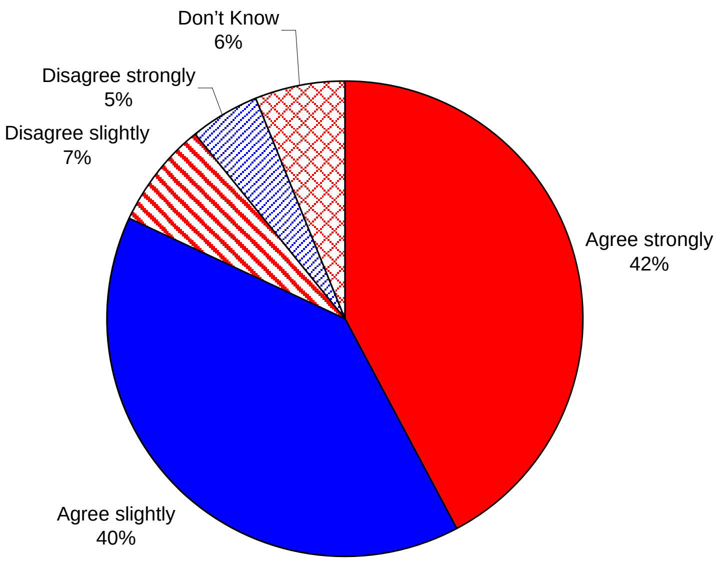


Chart 4.7 Views on "people should be allowed to continue to work and contribute over the age of 65 in order to receive additional pension benefits" (percentages)



Chapter 5 – Transport

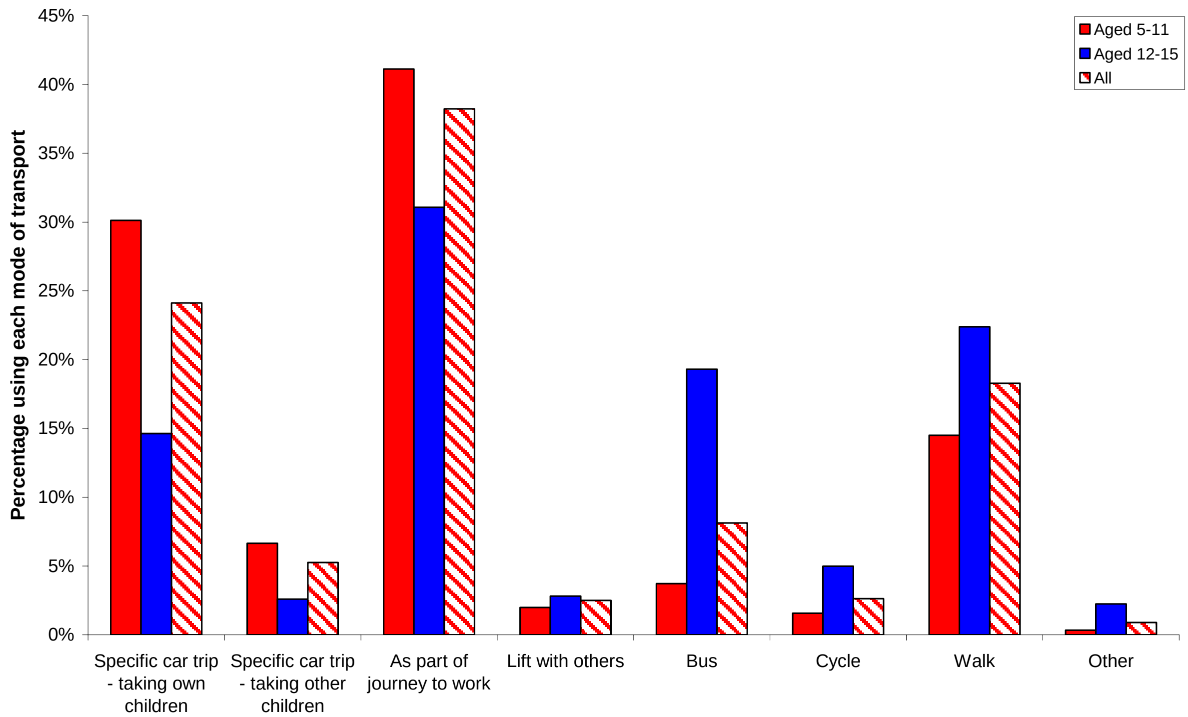
Transport is an important topic for everyone in Jersey and the 2006 JASS once again covered a wide range of transport issues. This chapter reports some of the key findings relating to school transport, buses, taxis, traffic management and parking.

School transport

Just under a quarter of households (23%) contain school age children, with the vast majority having either one (11%) or two (8%) children. In terms of school ages around two-thirds are primary aged (5-11) and a third in secondary school (12-15).

Across Jersey seven out of ten children (70%) are driven to school (chart 5.1) with a quarter (24%) of children driven to school alone as a specific journey. Two-fifths (38%) are dropped off at school on the way to work with less than 7% sharing a car with others. Walking is the most frequently used other means of transport with 18% of children walking followed by taking the bus (8%) and cycling (3%). As would be expected there are differences with age, with 80% of primary aged children going to school by car compared to a half (51%) of secondary school aged children. Older children use the bus far more (19% compared to 4% of younger children) and slightly more walk and cycle.

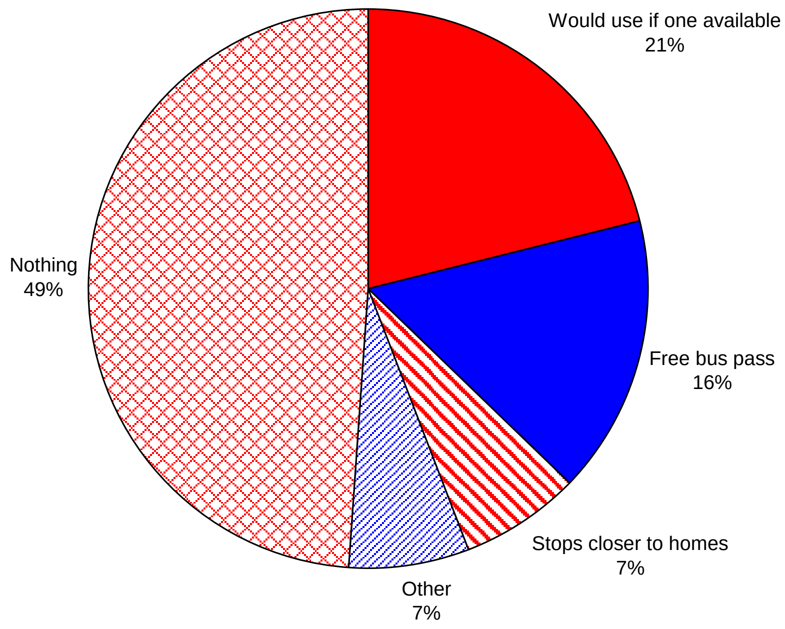
Chart 5.1– How children travel to school by mode of transport (percentages)



When asked why their children did not use the school bus a third (30%) of parents said their children were too young and one in five (21%) said they walked or cycled, reflecting the difference in bus use by age and the proportions cycling or walking reported above. However, only 15% said a car was more convenient. Other issues such as concern for safety, buses being overcrowded and distance to bus stop all had very low responses of around 2%.

A further one in five (21%) of parents said there was no school bus service and when asked what would encourage their children to use a school bus (chart 5.2) the same proportion (21%) said they would use it if one was available. Other measures that would help encourage school bus use were free passes (16%) and stops closer to home (7%). More seats and seat belts on board were each cited by around 3% of parents. However, nearly half of parents (49%) said that nothing would encourage them to use school buses for their children.

Chart 5.2– Measures that would encourage greater use of school buses (percentages)



The large proportion of school children who are taken to school by car in specific journeys is reflected in the average journey times to work in term times and school holidays (table 5.1). In term times the average[7] commute is 18 minutes compared to 13 minutes in school holidays. The most significant differences occur for people who live in St Brelade whose school holiday journey takes half as long as the term-time journey (15 minutes compared to 30).

[7] Median.

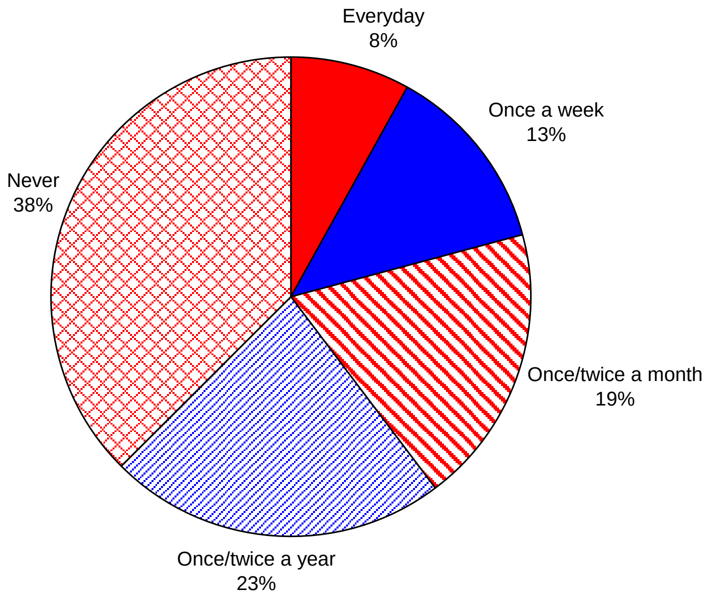
Table 5.1 – Average journey times to work by Parish (minutes)

	Median time taken to get to work in school term	Median time taken to get to work in school holiday
Grouville	25	15
St Brelade	30	15
St Clement	20	12
St Helier	15	10
St John	20	15
St Lawrence	20	10
St Martin	22	13
St Mary	30	20
St Ouen	25	20
St Peter	20	15
St Saviour	15	10
Trinity	20	12
All	**18**	**13**

Buses

As chart 5.3 shows, around one in five of the population are regular users of the bus, that is they use it everyday (8%) or at least once a week (13%). A further two in five (41%) use the bus infrequently and nearly the same again (38%) never use the bus. Looking at bus use by gender, twice the proportion of women use the bus everyday compared to men (10% and 5% respectively), whilst 42% of men never use the bus compared to 36% of women.

Chart 5.3 – Frequency of bus use



The most used routes, in terms of all bus users regardless of frequency are routes 15 (used by 23% of bus users), route 1 (15%) and route 3 (9%). However, a different picture emerges for those people who use the bus everyday with routes 15 and 3 both being used by 19% of bus users, followed by route 18 (15%).

Just over three in ten (31%) of people who use route 18 do so on a daily basis, with the next highest daily use for single routes being route 3 (27%) and route 4 (25%). In contrast the most popular routes, 1 and 15, are only used on a daily basis by 7% and 10% respectively of people who use those routes, but both are used once or twice a month or once/twice a year by two-thirds of people who use them.

Across the Island just over half (55%) of people, who knew, said they live within a 5 minute walk of their nearest bus stop, with a further quarter (28%) living between 5 and 10 minutes away. Only 6% of people live more than a 15 minute walk from their nearest bus stop.

Viewed another way this means that on average[8] people live within 2 minutes walk of a bus stop, with the average distance for each Parish being no more than 5 minutes.

In general people have a positive view on the bus service in Jersey (table 5.2) with more agreeing than disagreeing to 13 of the 14 factors against which views were sought. The strongest positive support was for: buses were clean (nearly 80% agree, 5% disagree); run on time (68% agree, 11% disagree); and do the journey quickly enough (66% agree, 16% disagree).

Views on safety around bus transport were also positive, with only 15% of people thinking it was not safe to use the bus after dark and 19% and 27% of people thinking it unsafe to wait at bus stops and the bus station respectively. More critical views were expressed about frequency of service where 60% of people did not think buses ran frequently enough and cost with 57% of people agreeing that it cost too much against 27% of people who disagreed. Overall, more than half (55%) consider buses are a good way to travel in Jersey, a figure that rises to 65% if people without an opinion are excluded.

Table 5.2 – Views of various aspects of bus travel (percentages)

	Agree strongly	**Agree slightly**	**Disagree slightly**	**Disagree strongly**	**Don't know**	**Total**
Are clean and tidy	35	44	4	1	16	**100**
Stop too far away from your home	9	17	22	39	12	**100**
Are safe to travel in after dark	22	36	11	4	26	**100**
Do not run often enough	33	27	15	11	15	**100**
Cost too much	26	31	19	8	16	**100**
It is safe to wait at bus stops	21	43	16	3	17	**100**
It is safe to wait at the bus station	18	37	20	8	17	**100**
Will take you where you mostly need to go	16	36	19	14	15	**100**
Do the journey quickly enough	21	46	12	4	17	**100**
Drivers and helpful and polite	18	39	15	7	22	**100**
Generally run on time	21	47	9	3	20	**100**
Its easy to find out when buses run	25	36	16	7	15	**100**
Its easy to find out what routes bus take	23	36	19	6	16	**100**
Are a good way to travel on Jersey	20	35	19	11	15	**100**

[8] Median.

In general, frequent bus users have a more positive attitude towards Jersey's bus service than other frequency users as illustrated by chart 5.4. Overall eight out of ten (81%) people who use the bus daily or at least weekly (frequent users) think it is a good way to travel, compared to six out of ten (60%) infrequent users and four out of ten (41%) non-users. The one area where users have a worse view relates to cost where 63% of both regular and infrequent users agree that buses cost too much compared to 51% of non-users.

Chart 5.4 – Views on aspects of bus service by frequency of use (percentages)

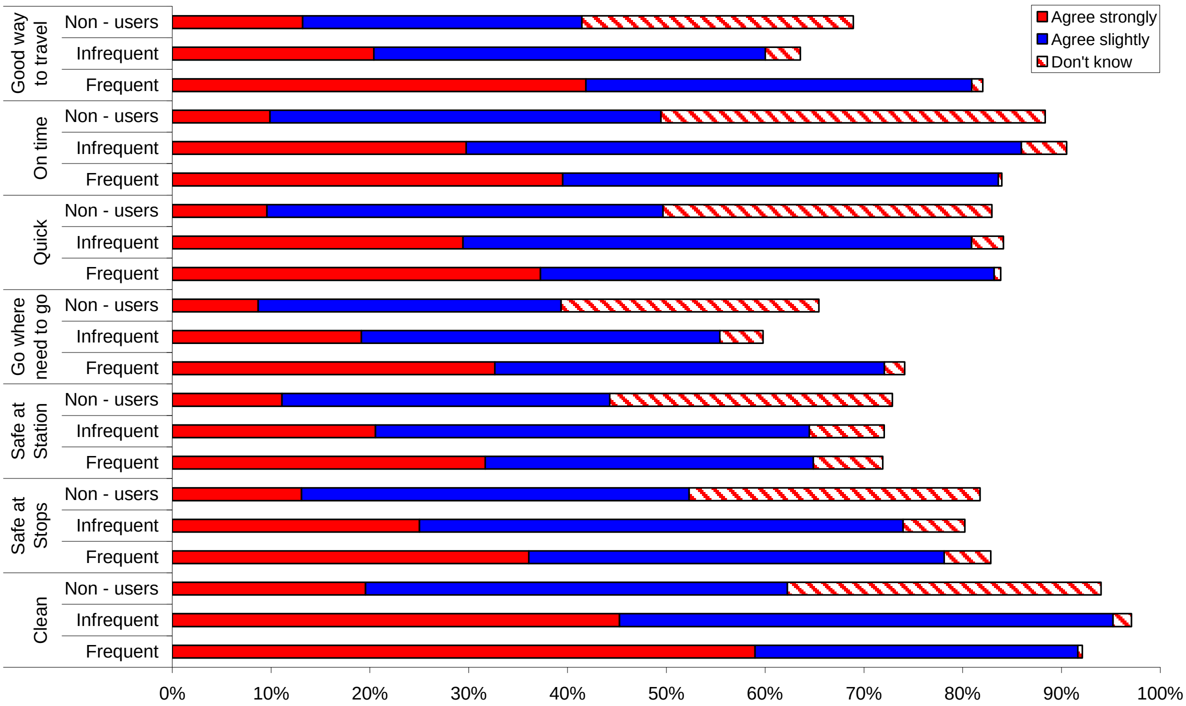


Table 5.3 – Views of various aspects of travel (percentages)

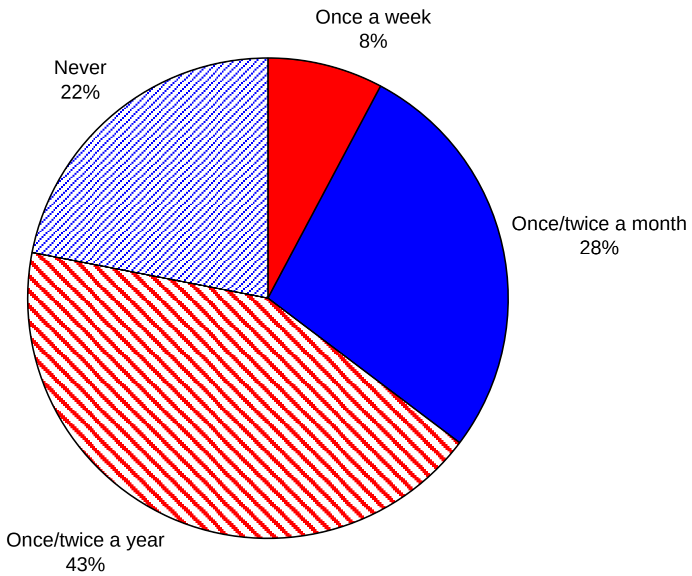
	Agree strongly	Agree slightly	Disagree slightly	Disagree strongly	Don't know	Total
I would only travel somewhere by bus if I had no other way of getting there	44	27	15	12	2	**100**
Travelling by bus is mainly for people who can't afford anything better	6	9	21	60	5	**100**
Many of the short journeys I now make by car I could just as easily go by bus.	12	19	21	41	8	**100**
For the sake of the environment, car users should pay higher taxes.	10	16	16	55	4	**100**
Driving one's car is too convenient to give up for the sake of the environment	18	30	25	22	6	**100**
People should be allowed to use the car as much as they like	42	31	15	9	3	**100**

Given, that only around one in five people use the bus at least weekly it is not that surprising that 71% of people view bus transport as a last resort (table 5.3), not withstanding the general positive views held about bus transport covered above. Nearly a third of people (31%) believe that journeys they currently made by car could be made by bus and 47% of people expressed some sympathy towards giving up some car use for the sake of the environment. However, in direct questions Jersey's attachment to car use was evident with 71% disagreeing (55% strongly) that for environmental reasons car users should pay higher taxes and 73% agreeing that people should be able to use cars as much as they liked .

Taxis

Most people who use taxis in Jersey do so relatively infrequently (chart 5.5) with just over four in ten (43%) people using a taxi once or twice a year and 28% doing so once/twice a month. When taking a taxi most people seem indifferent between public and rank cabs with just 5% of users also only opting for one or other of the cab types.

Chart 5.5 – Frequency of taxi use (percentages)



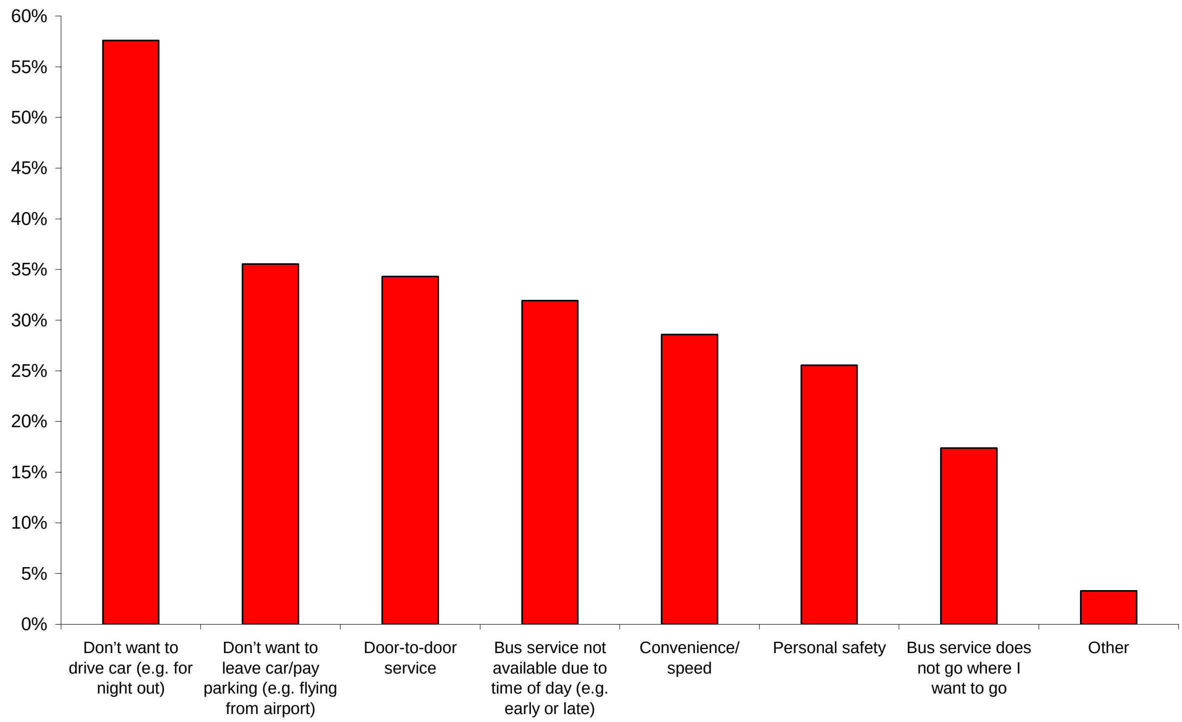
Three reasons dominate why people take taxis[9] with 43% of people making taxi journeys doing so for leisure, 34% for trips to and from the airport and 26% to return home. Around 10% of journeys are made for a variety of other reasons including 3% for journeys to the hospital.

Taxi use is fairly evenly spread throughout a 24 hour period but with slightly more in the evening reflecting taxi use for going out. Overall 28% of journeys occur between midnight and 6am, 30% during the day and 39% between 6pm and midnight. Frequent taxi users did so more in the evening (48% of such journeys and less in the morning with only 23% between midnight and 6am.

[9] More than one option could be selected to this question so percentages are quoted as a percentage of all respondents and thus do not sum to 100.

The main reason people use taxis is for an evening out when they don't want to drive cited as a reason by nearly three in five (58%) of taxis users (chart 5.6). A third of taxi users also said they used a taxi when flying from the airport, when the bus didn't go when they wanted it and for the door to door service[10]. A quarter of users (26%) said they used the taxi for personal safety.

Chart 5.6 – Reasons for taxi use (percentages)



When asked about being charged the correct fare for a taxi journey 21% of people believed that they were never overcharged compared to 14% who believed they were overcharged with some regularity. A large number of people (43%) believed or perceived that overcharging happened occasionally whilst a quarter (22%) didn't know.

Table 5.4 – Views of punctuality of pre-booked taxis (percentages)

	Pre-booked Taxi fails to show up	**Pre-booked Taxi arrives later than promised**	**Depot says there will be a delay**
Every time	0	3	3
Most times	2	15	18
Occasionally	37	60	50
Never	61	21	29
Total	**100**	**100**	**100**

As table 5.4 shows in general pre-booked taxis do turn up when booked and broadly on time in the majority of cases, however nearly one in five (18%) said taxis turned up late on a regular basis.

[10] More than one option could be selected to this question so percentages are quoted as a percentage of all respondents and thus do not sum to 100.

Public perception of the service provided by taxis is mixed (table 5.5). The service provided on the actual journey is well regarded with 91% of people thinking taxis are clean and the same percentage thinking they are safe. Similarly nine out of ten people think taxis are comfortable (93%) and do the journey quickly enough (89%). In addition 82% of people think taxis are driven safely and 77% that drivers are helpful. However, nine out of ten people (88%) also believe that taxis cost too much.

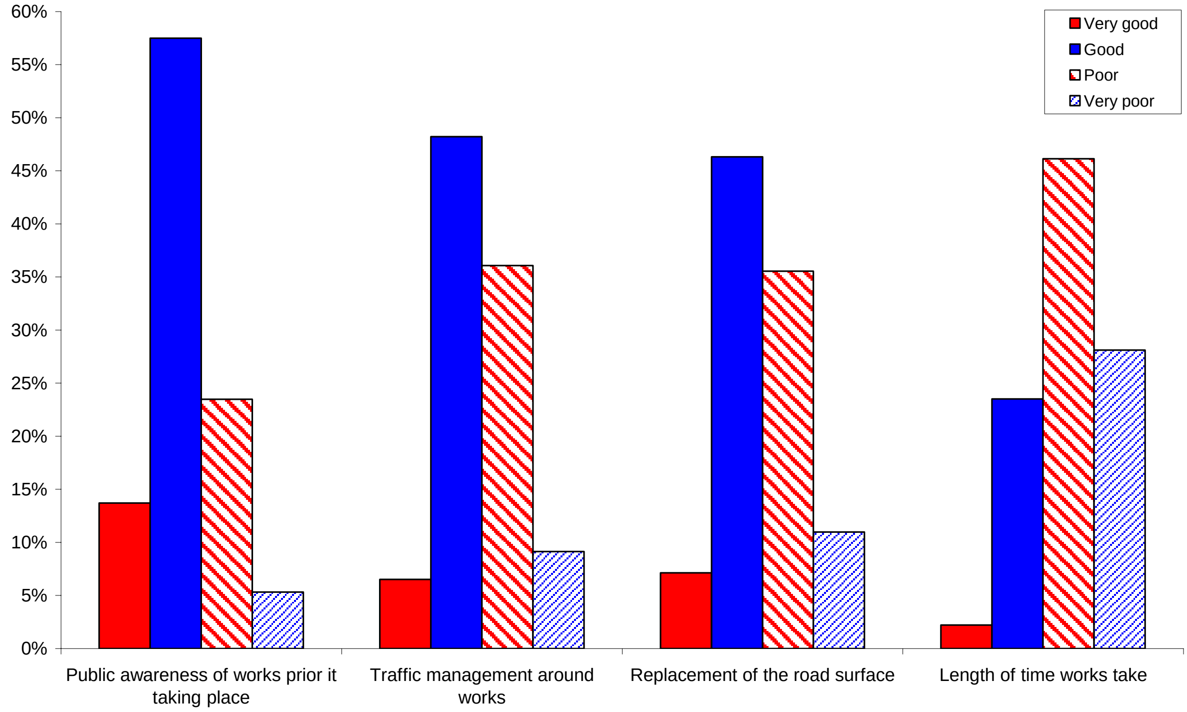
Between 30 and 40% of people did not know about wheelchair and buggy access to taxis or waiting times. So taking those people who have a firm opinion, just over half (54%) believe access for wheelchairs and buggies is good, whilst 62% of people say they have to wait more than 20 minutes at the airport and 84% of those expressing a firm opinion experience a wait of more than 20 minutes at the Weighbridge in the evening.

Table 5.5 – Views of various aspects of taxi travel (percentages)

	Agree strongly	**Agree slightly**	**Disagree slightly**	**Disagree strongly**	**Don't know**	**Total**
Clean and tidy	49	42	4	1	5	**100**
Safe to travel in after dark	58	33	2	0	6	**100**
Cost too much	58	30	7	1	4	**100**
Do the journey quickly enough	42	46	6	1	4	**100**
Comfortable	51	42	3	0	4	**100**
Driven safely	40	42	11	3	4	**100**
Drivers are helpful	27	50	15	4	4	**100**
Easy to find when needed	13	35	34	11	7	**100**
Have good access for wheelchairs/buggies	9	24	20	7	40	**100**
Have to wait more than 20 minutes at the airport	16	27	19	7	30	**100**
Have to wait more than 20 minutes at the Weighbridge in the evening	37	20	8	3	32	**100**

Traffic management

Chart 5.7 – Rating of aspects of road works (percentages)



Seven out of ten people (71%) think that prior notice of road works taking place is at least good (chart 5.7). Views around traffic management and replacement of road surfaces are more mixed (55% and 53% rating these as good or better respectively), whilst nearly three-quarters (74%) of people believe that road works take too long to complete.

A variety of methods are employed to inform people in advance of road works and their effectiveness is assessed in table 5.6. The most effective is signs at the site, which 55% thought very useful and 90% useful to some extent. Information on the radio, mail drops and adverts in the JEP were all considered useful by around three-quarters of people. The least effective communication was the JEP's traffic news which over a third of people thought was of little or no use.

Table 5.6 – Effectiveness of communications about road works (percentages)

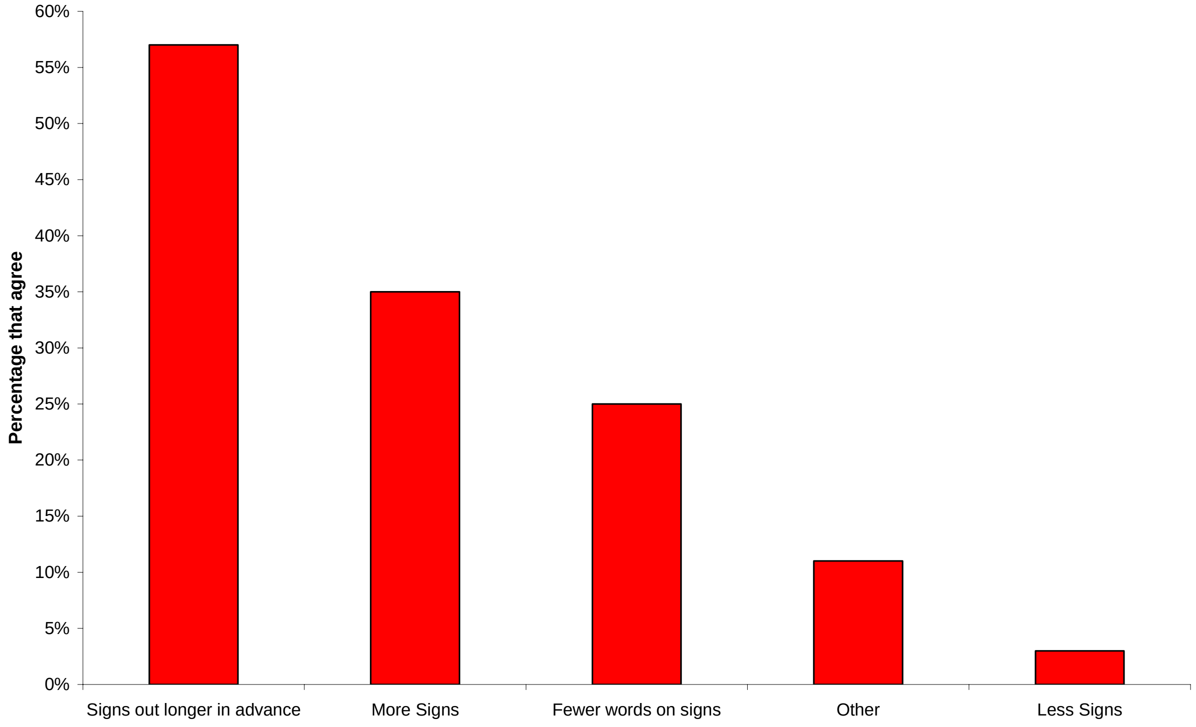
	Very useful	Quite useful	Not very useful	No use at all	Total
JEP adverts	41	38	14	8	**100**
JEP daily traffic news	29	37	22	12	**100**
Radio	50	33	11	6	**100**
Signs at site before work starts	55	35	7	3	**100**
Mail drop to residents	44	30	14	11	**100**

When considering new ways to inform people of road works there are mixed views on the use of website maps with 56% of people thinking it would be useful and 44%

not, perhaps reflecting people's access to the internet: around 60% of homes are connected to the internet[11].

As noted above, advance signage is deemed the most effective way of informing people about road works. However, across the Island, nearly six out of ten people (57%) think that having the signs out longer in advance would be an improvement (chart 5.8) although in St Lawrence, St Ouen, St Peter and Trinity fewer than half of people agreed with this view.

Chart 5.8 – Possible improvements to road works site signage (percentages)



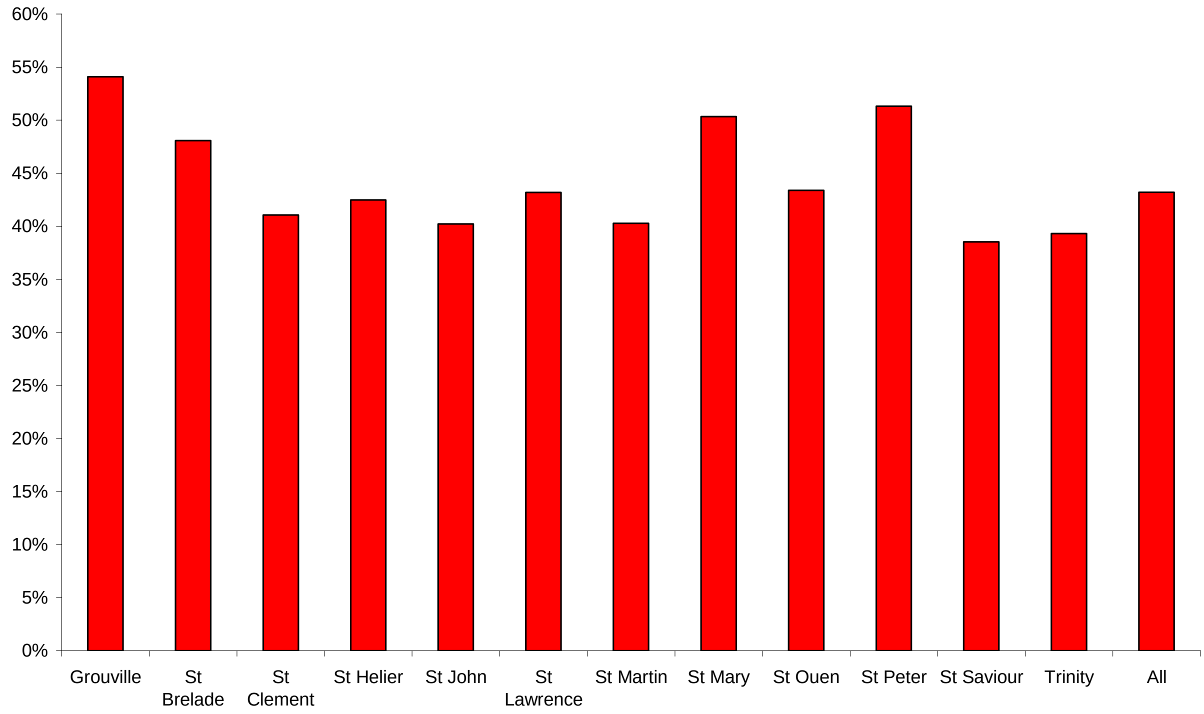
The least popular time to carry out road works is May to September (including the school holidays), during which six out of ten (60%) of people didn't want road works. Opposition drops by half if school holidays are excluded, with 29% of people not wanting road works undertaken in the summer excluding school holidays. Only around 5% of people didn't want road works in January to April or October to December.

The overall Island view was pretty much replicated in each Parish with the possible exception of St Brelade. There opposition to summer road works was less (48% not wanting road works during the whole summer), but 10% of people do not want road works in October to December. In contrast 12% of people in St Lawrence do not want road works at the start of the year.

Across the Island less than half of people (44%) favour more road works at night (chart 5.9), with the same percentage being prepared for road works to be undertaken at night in their neighbourhood. However, in the Parishes of Grouville, St Mary and St Peter just over half do favour night road works, accepting that this would mean less maintenance would be undertaken.

[11] Page 89 of the Report on the Jersey Household Expensive Survey 2004/05.

Chart 5.9 – Would you prefer road works to be undertaken at night - even though that would mean less work being undertaken (percentage agreeing)



Parking

Allowing for sampling variation as described in Annex A, the method people use to travel to work has stayed relatively constant over the past 5 years (table 5.7). Almost two-thirds of people (65%) in this survey go to work in a car whilst around a quarter (22%) walk. One difference from the Census is the lack of people in the survey saying they worked mainly from home or other forms (normally living adjacent to place of work). Each of these groups accounted for around 5% of people travelling to work in the 2001 Census but only 1% in the latest round of JASS. At this stage it is unclear if this is a sampling issue or an actual structural change. The lower number of people living close to work may well reflect the slightly lower response rate in the Hotels sector.

Table 5.7 – Mode of transport used to travel to work (percentages)

	JASS 2006	JASS 2005	2001 Census
Bus	3	3	4
Car or van (alone)	46	51	43
Car or van (with others)	19	12	14
Cycle	4	6	3
Live at place of work	1	-	6
Motorbike/moped	4	3	2
Walk	22	25	23
Work form home	1	-	5
Total	**100**	**100**	**100**

Looking at mode of transport by gender provides some interesting differences, with women using the bus to go to work more (80% of people who use the bus to work are female[12]) and walking more (64% of walkers are female). In contrast men are more likely to cycle (72% of cyclists are male) whilst there is essentially no difference by gender for driving.

Mode of transport by employment sector also demonstrates some differences. Over a third (36%) of workers in the Finance sector walk to work, the highest percentage for any sector, with employees in Wholesale and retail also above average at 27%. Workers in the Agriculture, Construction and Private education and Health sectors drive to work alone the most at 67%, 64% and 65% respectively. Car use is lowest in Finance (49%), Wholesale and retail (62%) and the Public sector (66%), whilst the Public sector has the greatest proportion of cyclists at 7%.

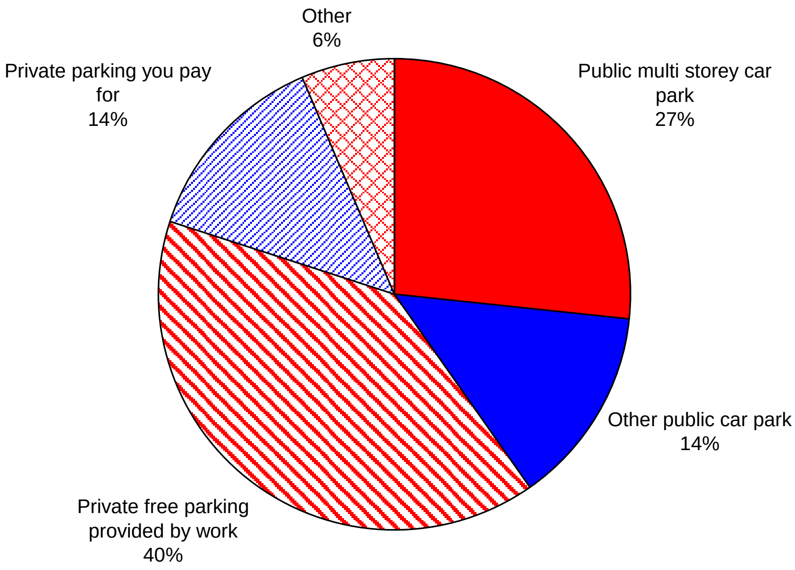
More than three in five (62%) of people work in town and for these people there is a slight difference in mode of transport, with people working in town walking more (32%) and using a car less (56%) than whole Island averages.

Over the past 5 years three in ten (30%) of people have changed the way they go to work. Changes in mode of transport can occur for a variety of reasons including moving house and with a relatively small number of people changing their mode of transport there is greater uncertainty about the results. However, overall there has been a trend away from walking with 38% of those who have changed no longer walking compared to 18% switching to walking; in comparison 17% of those who have changed no longer use the car alone, whilst 33% now travel alone in a car.

Two in five (40%) of people have private parking provided by work and a further 14% pay for private parking (chart 5.10). The remaining two-fifths use public car parks with 27% using the multi-storeys.

[12] Given low bus use, this gender split in based on a relatively small sample.

Chart 5.10 – Where people park who drive to work in town (percentages)

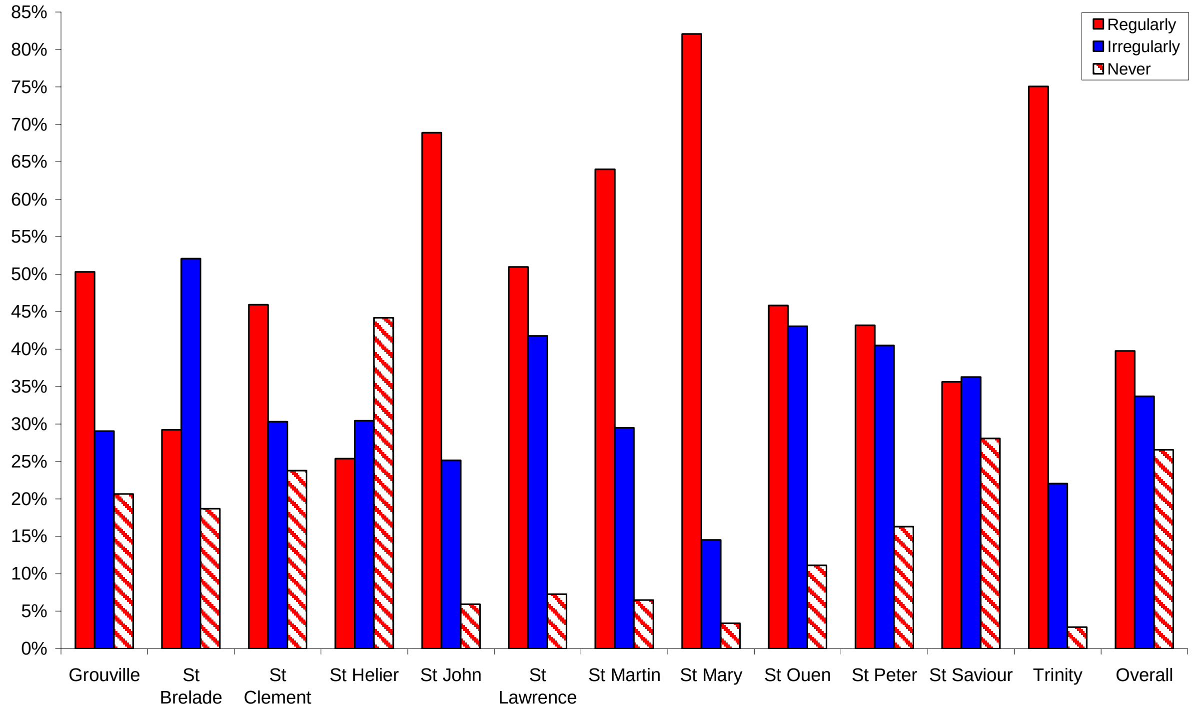


By sector of employment (and allowing that there are different rates of driving for work as described above), the sectors having the largest rates of people who work in town; drive and use free private parking are Wholesale and retail (70%), Public sector (68%) and Transport and communications (63%). Workers in Finance, the Utilities and Other services are most likely to pay for private parking with around 18% of each sector's drivers so doing.

Around a quarter (27%) of people who drive to town for work have changed where they park in the last five years. Overall the changes are equal and off-setting with the exception of an increase in private paid-for car parking; however, the sample of people covered by this set of circumstances is small and as such the uncertainties attached to the answers is greater than for most other questions.

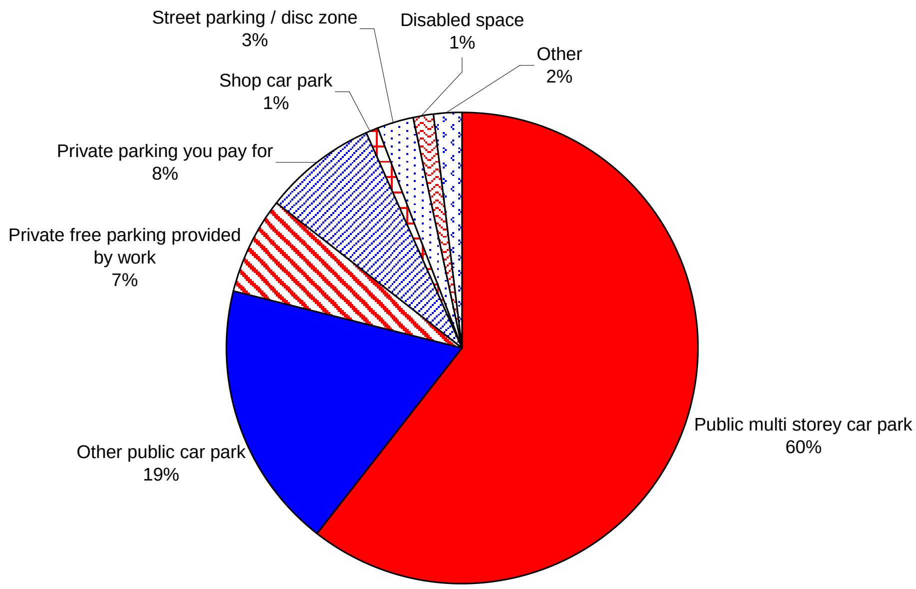
Two-fifths of people (40%) regularly drive to town to go shopping, a further third (34%) does so irregularly whilst a quarter of people (27%) don't drive to town at all for shopping. Comparing results by Parish shows some very different features (chart 5.11). People who live in the northern Parishes are most likely to regularly drive into town to shop with 82% of people in St Mary doing so, along with 75% of people in Trinity and 69% of St John residents. In contrast only 29% of people from St Brelade drive to town to shop regularly, only just above the 25% from within St Helier.

Chart 5.11 – Frequency that people drive to town to go shopping by Parish (percentages)



There is a significantly different distribution of where people park in town for shopping compared to work (described above) reflecting that it is in part different people who are coming to town to shop. Overall 79% of driving-shoppers park in public car parks, 60% in the multi-storeys (chart 5.12).

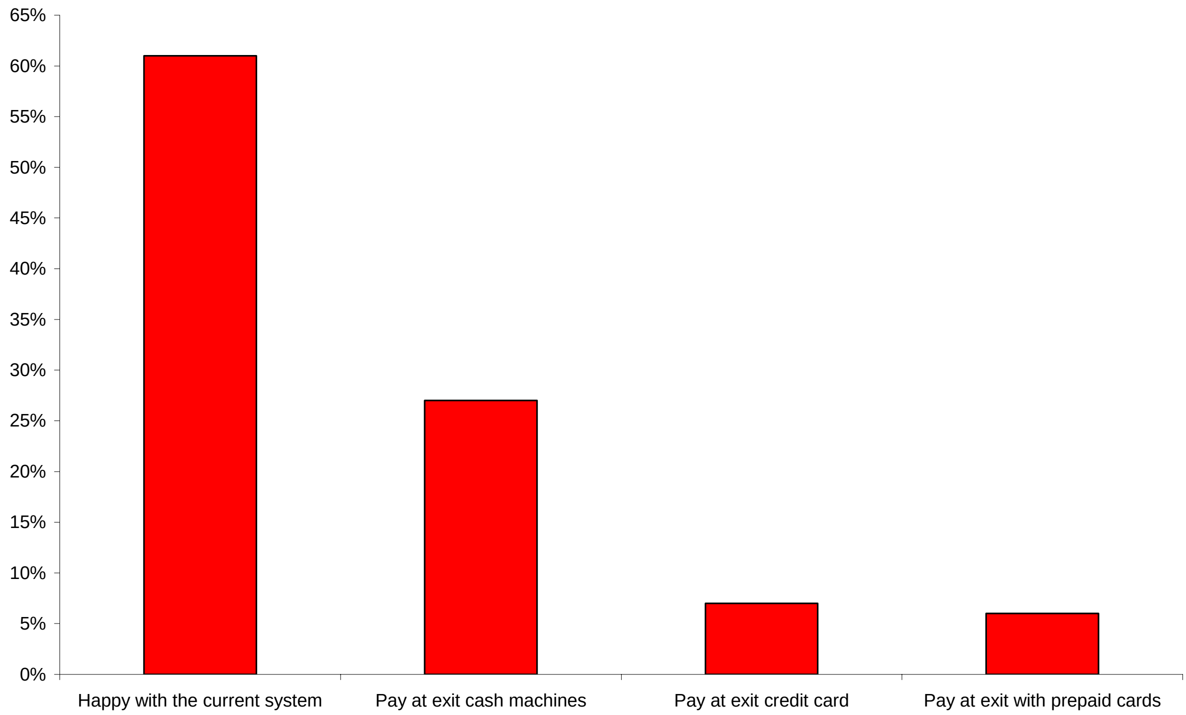
Chart 5.12 – Where people park who regularly drive to town to shop (percentages)



Only 16% of people have changed where they park to shop over the past 5 years. Therefore, as mentioned above, the resulting numbers are quite small to go into detailed analysis. However, it would appear that there is some movement away from public car parks towards fee paying private parking.

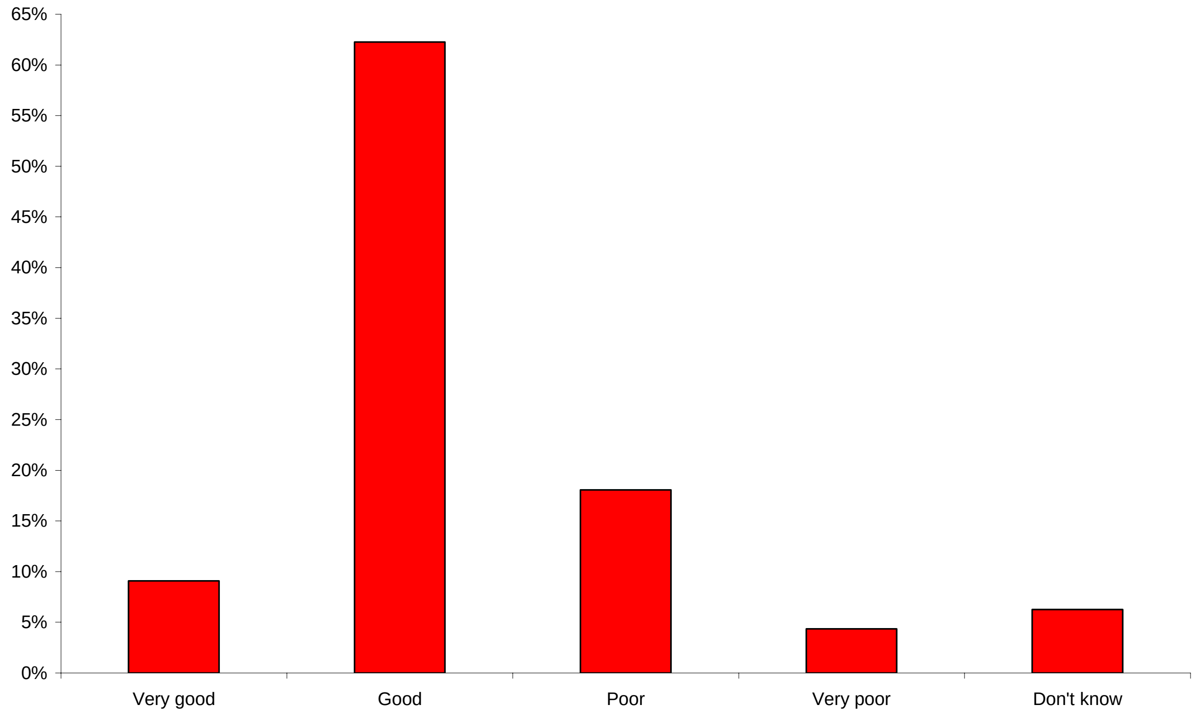
Eight out of ten people pay for their shopping related car parking by paycard. As 34% of people found their current method of paying very convenient and a further 47% of people thought it convenient, it can be concluded that most people find paycards a convenient way of paying for parking. This satisfaction with the current system is reinforced when people expressed views on which payment method they would prefer (chart 5.13): three-fifths (61%) of people were happy with the current system, whilst a quarter (27%) favoured a change to pay at exit cash machines.

Chart 5.13 – Preferred payment method of paying for parking (percentages)



Three-quarters (76%) of town shoppers are also content with the 3 hour maximum stay at shoppers' car parks. Of the quarter of people who do want a change, 38% would like four hours and 31% would prefer five. However, nearly eight out of ten (78%) of people wanting a change would not be prepared to pay the standard rate for three hours and double the rate for extra hours parked.

Chart 5.14 – Rating the standard of public car parks (percentages)



Overall seven out of ten people rate the standard of public car parks as good or better (9% very good, 62% good) with 18% of people rating them poor and 4% very poor (chart 5.14). Despite this, three-fifths (60%) of people would like to see improved safety and more CCTV monitoring (chart 5.15).

Around a third of people[13] would like to see more public car parks (34%); more lighting (33%) and cleaner car parks (27%). Whilst 12% of people wanted no improvements, 3% also wanted larger spaces.

When it comes to paying for improvements the situation changes a bit, with two-fifths of people saying they would be willing to pay more for improved CCTV. The number of people willing to pay for more public car parks, more lighting and cleaner car parks falls by around half from those who want these improvements (to 19%, 15% and 10% respectively), whilst those wanting to pay for larger spaces falls to 1%. Overall 46% of people are not willing to pay for any improvements to public car parks.

[13] More than one option could be selected to this question so percentages are quoted as a percentage of all respondents and thus do not sum to 100.

Chart 5.15 – Improvements people would like to see to public car parks (percentages)

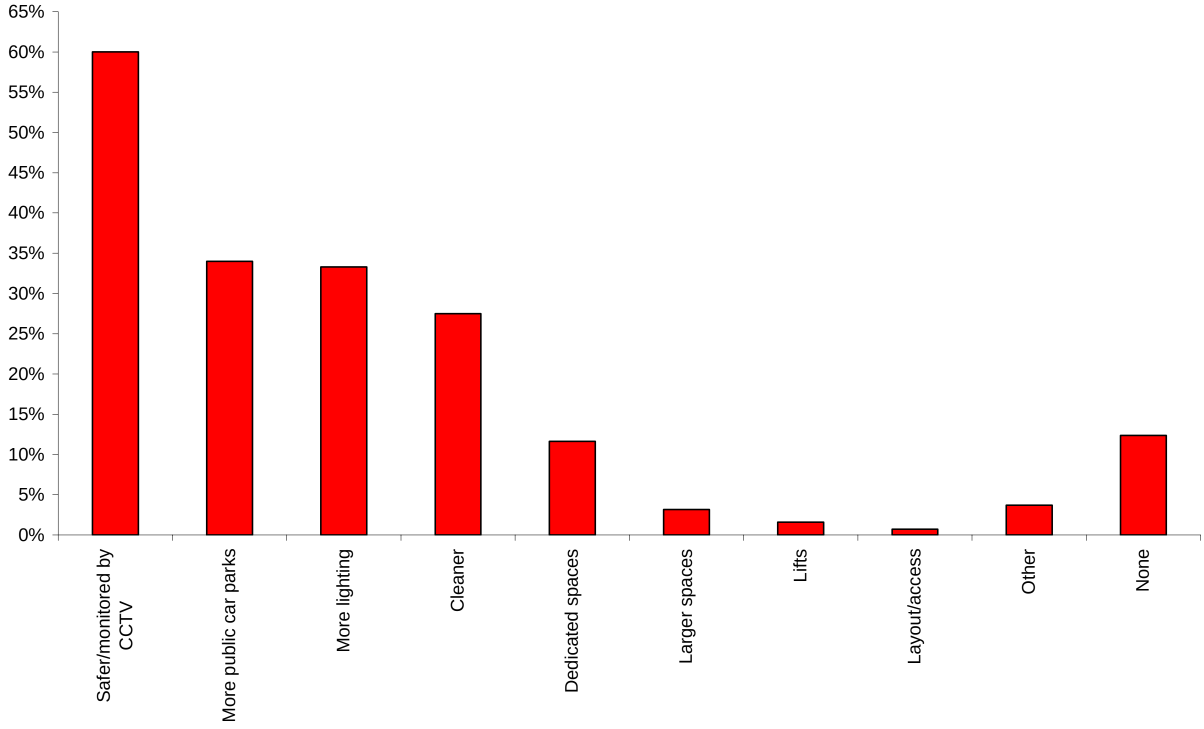
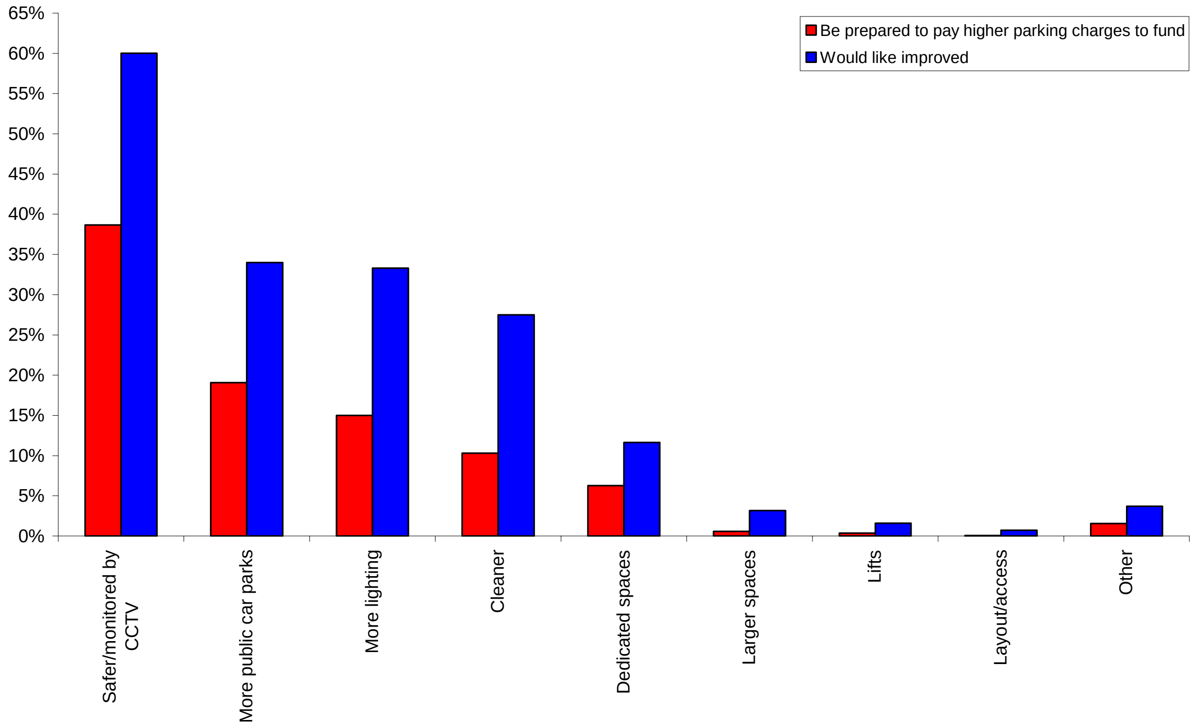


Chart 5.16 – Improvements people would like to see to public car parks and those they would be willing to pay for (percentages)



When asked about the seasonal charging at the car parks in St Brelade's Bay and along Victoria Avenue, over three-fifths (62%) of people think the current system works well, with a quarter (26%) wanting free car parking all year round and 8% wanting charges levied all year round.

Chapter 6 – Health

General health status

To obtain an understanding of people's general health the EuroQol instrument EQ-5D was used. This is a standardised instrument for use as a measure of health outcome, designed for self-completion by respondents. It provides a simple descriptive profile and a single index value for health status that can be used in population health surveys. EQ-5D is a generic measure of health related quality of life in which health status is defined in terms of 5 dimensions: mobility, self-care, usual activities, pain/discomfort and anxiety/depression. Each dimension has three qualifying levels of response roughly corresponding to 'no problems', 'some difficulties/problems', and 'extreme difficulties'.

Overall around nine out of ten people had no problems with self care (98%), mobility (88%) or undertaking their usual activities (89%). However, there is evidence of a greater incidence of people suffering pain or discomfort, with nearly a quarter (24%) of people having moderate pain and 2% extreme pain. Similarly, although the vast majority of the population (83%) do not suffer anxiety or depression, 16% of people suffer in a moderate way and 2% have extreme anxiety or depression.

Another way to analyse the data is to give each response a value of one, two or three depending on the severity. In this way over 200 unique health states can be defined. This ranges from a score of 1.00 (no problems) to 0 to -0.39 (very severe health problems). A score of -0.40 or less would indicate an unconscious state so we would not expect anything below this value from this survey. For simplification the results have been scored as follows: 1= no problems; 2= slight problems; 3= moderate problems; 4= severe problems or worse.

Using the combined analysis there is no difference between gender upon health status (table 6.1) with two-thirds (64%) of the overall population in the best possible health but 3% having a score of 4 or more indicating some severe health problems.

Table 6.1 – Score of people's health by gender (percentages)

Score	Male	Female	All
1 (no problems)	66	63	**64**
2 (slight problems)	24	26	**26**
3 (moderate problems)	7	8	**7**
4+ (severe problems or worse)	2	3	**3**
Total	**100**	**100**	**100**

The majority of people across all ages are in the best possible health (a score of 1) with 80% of 25-34 year olds recording this score (table 6.2). The proportion with the best possible score decreased after age 25-34, resulting in more people in worse health in the 75+ category. The proportion of 16-24 year olds (70%) in the best possible health is slightly lower than 35-44 year olds (72%).

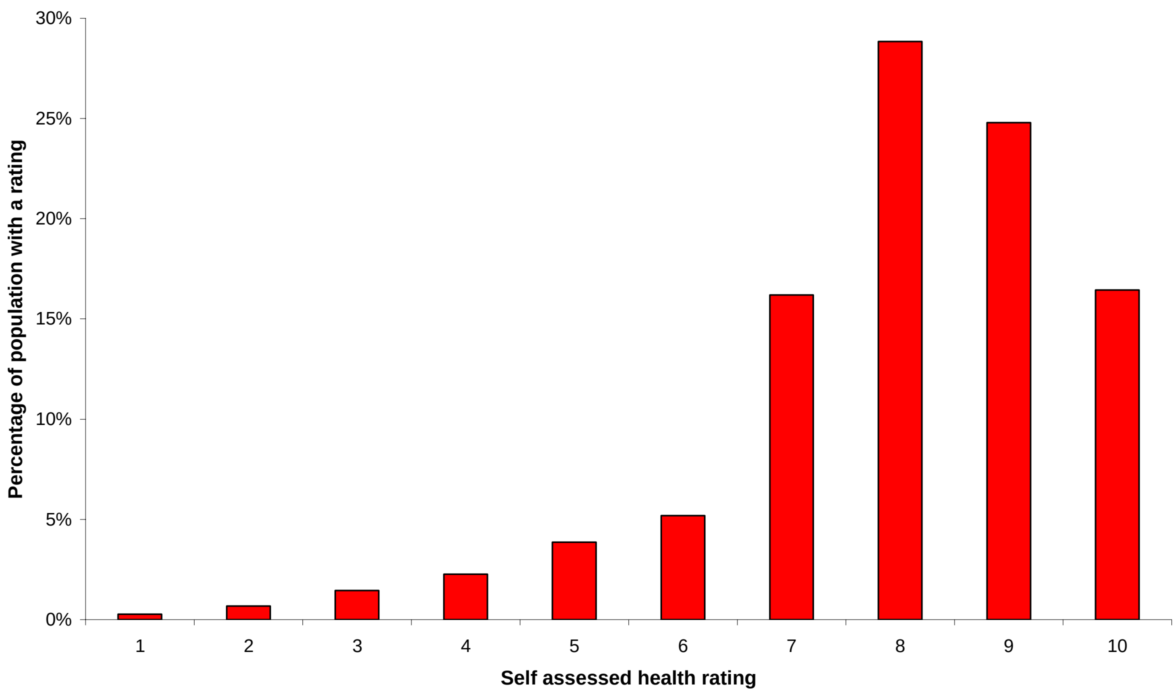
Table 6.2 – Score of people's health by age (percentages)

Score	16-24	25-34	35-44	45-54	55-64	65-74	75+	All
1 (no problems)	70	80	72	62	57	43	33	**64**
2 (slight problems)	28	16	22	27	31	35	33	**26**
3 (moderate problems)	2	2	4	7	10	19	24	**7**
4+ (severe problems or worse)	0	2	2	4	2	3	11	**3**
Total	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**

A separate way to determine the overall health of the population is by asking people to rank their health on a scale of one to ten, where one is the worst. Once again this shows that in general people are in good health with nearly nine out of ten people (86%) giving themselves a score of seven or better (chart 6.1).

In the overall population only 5% of people rate their health as four or lower. However, amongst the 3% of the population who are unable to work due to long term sickness/disability, nearly two-thirds (64%) of them rate their health as four or lower.

Chart 6.1 – Self assessed rating of health on a scale of one to ten, where one is the worst (percentage)



Smoking

There are many things which determine people's health, one of which is smoking. If you smoke, you are less likely to be in better health than someone who has stopped smoking or has never smoked, as shown by table 6.3. Only 8% of smokers feel that their health warrants a ten out of ten, compared to 20% of those who have never smoked.

Table 6.3 – Health perception by smoking status (percentages)

Self assessed health score	Current smoker	Ex-smoker	Never smoked	All
1 (worst possible health)	1	0	0	**0**
2	1	1	1	**1**
3	4	1	1	**1**
4	4	3	1	**2**
5	4	5	3	**4**
6	8	7	3	**5**
7	19	19	13	**16**
8	28	31	28	**29**
9	23	18	30	**25**
10 (best possible health)	8	16	20	**16**
Total	**100**	**100**	**100**	**100**

Both the overall proportion of smokers and the gender breakdown are very much in line with last year's report[14], showing that overall one in five of the adult population smoke and slightly more females smoke than males (table 6.4).

Table 6.4 – Smoking status by gender (percentages)

	Male	Female	All
Current smoker	19	23	**21**
Ex-smoker	33	28	**30**
Never smoked	48	49	**48**
Total	**100**	**100**	**100**

Stress and related issues

The survey used the General Health Questionnaire (GHQ12) to assess general levels of depression, anxiety, sleep disturbance and happiness in the population. A GHQ12 score of four or more – a 'high GHQ12 score' – indicates the likelihood of problems with anxiety or depression.

In the four weeks prior to the survey the vast majority of people (nearly 80% in all cases) were not feeling symptoms of stress or related issues any more than usual. However, 23% of people felt they were under strain more than normal, a fifth (21%) had lost more sleep and 16% felt more depressed. Another 16% had lost confidence

[14] Chapter 2 of the Report on the Jersey Annual Social Survey 2005.

more than usual, 12% felt they were not able to overcome their difficulties and 9% had been thinking of themselves as a worthless person.

Eight out ten people, when taking an overview of their situation, were as happy as usual in the four weeks prior to the survey, with 6% of people feeling happier and 13% less happy. Similar proportions said that on a range of issues the prior four weeks were much the same as normal. However, 14% of the population were not enjoying their normal activities as much as usual and 13% were finding it harder to concentrate. One in ten people (10%) felt they were playing less of a useful part in things and had not been able to face up to their problems, whilst 7% felt they were less capable of making decisions.

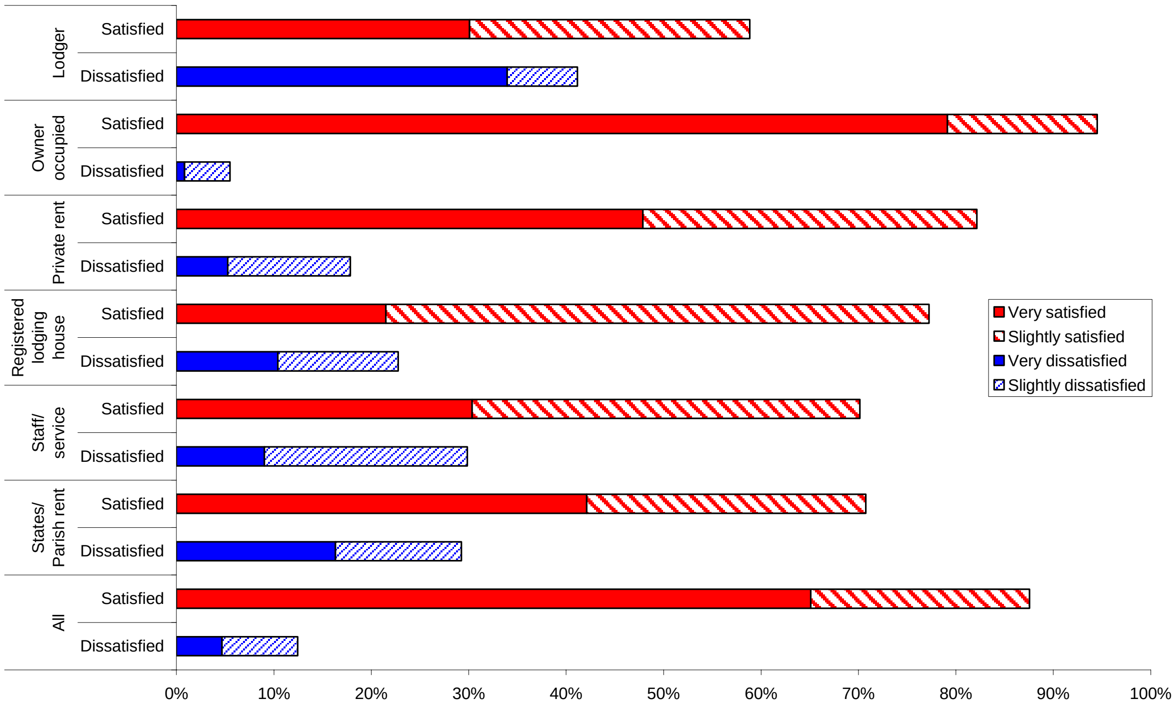
Using the combined GHQ12 score most people (82%) report having few problems in this area, whilst 18% of the population scored 4 or more, indicating some problem with anxiety or depression. This latter figure compares with 12% in 1999 showing that the scale of this problem within Jersey is around the same.

A series of questions were asked about people's knowledge and views on various issues relating to people with depression, schizophrenia and addiction to drugs or alcohol. Overall the public reveal a more tolerant attitude to people with depression compared with those with an addiction or schizophrenia. For all three mental illnesses, over 50% believed that a person would improve if given treatment, but were generally unsure whether the person could do anything to improve how they felt or whether they would fully recover.

Housing and health

Nearly nine out of ten people (88%) are satisfied with their accommodation, with 65% of people being very satisfied. Owner occupiers are the happiest with their accommodation with 94% of them satisfied (79% being very satisfied) as shown by chart 6.2. Private renters are also largely pleased with their accommodation with 82% satisfied as are 77% of those living in a registered lodging house, although they have a smaller proportion who are very satisfied with only 22%. After owner occupiers and private renters people in States/Parish rental accommodation have the highest proportion (42%) who are very satisfied. Seven out of ten (71%) people in States/Parish rental were happy but 16% of this group are very dissatisfied with their accommodation. Lodgers are the most dissatisfied with their accommodation, with 41% of them expressing some dissatisfaction (34% being very dissatisfied).

Chart 6.2 – Satisfaction with accommodation by tenure (percentage)



There is perhaps some indication suggesting that your anxiety/depression level is greater if you are living in accommodation that you dislike, with 67% of those who are very dissatisfied with their accommodation and not anxious/depressed being below the overall population average of 83% who are not anxious/depressed. Viewed the other way 29% are moderately anxious/depressed and living in very unsatisfactory accommodation (compared to 16% suffering moderate anxiety/depression in the overall population) and 4% are extremely anxious (2% in the whole population).

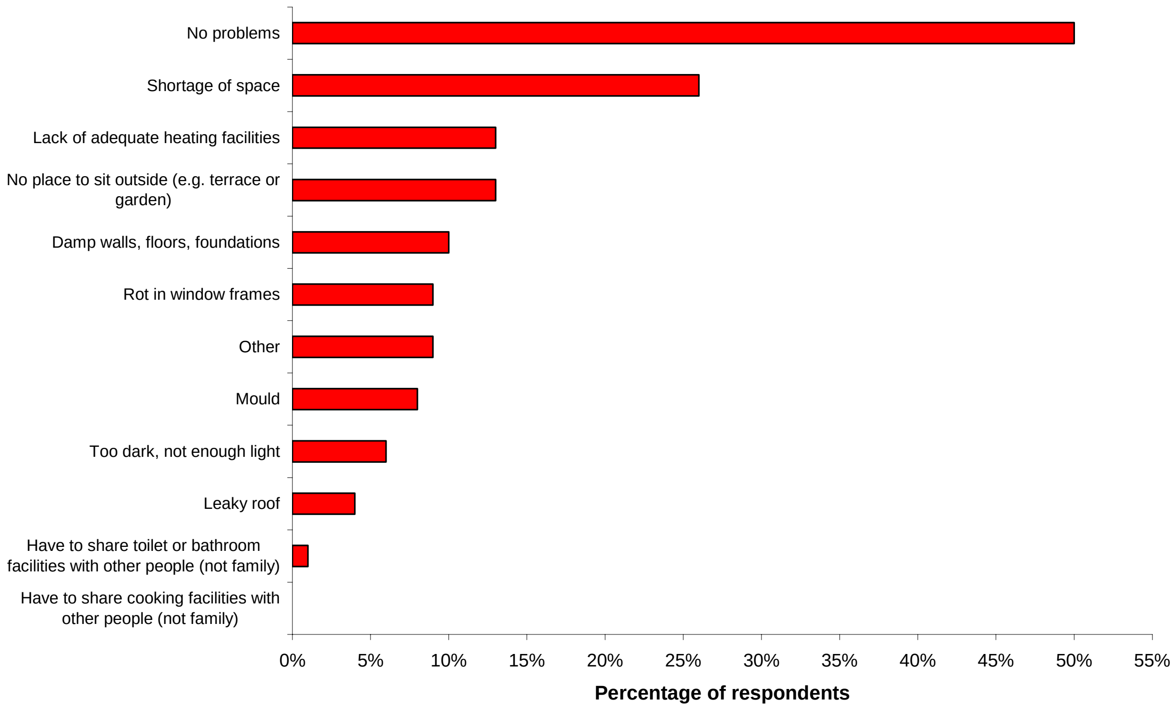
Overall seven out of ten people (70%) rate the state of repair of their home as good, with a further quarter (26%) stating it is adequate. Virtually everyone living in either staff/service or owner occupied accommodation rated the repair of their home as either good or adequate, although amongst lodgers only 48% consider it good and 32% adequate. A fifth (20%) of lodgers and a sixth (16%) of States/Parish renters believe their accommodation is in poor repair, a proportion two to three times higher than those living in a registered lodging house (7%) or renting privately (7%).

Tenure and type of accommodation are generally strongly correlated, so it is not surprising that 79% of people living in a detached house/bungalow describe the state of repair of their home to be good (table 6.5), as do 76% of those living in a semi-detached/terraced house, 59% in a flat/maisonette but only 27% of those living in a bed-sit. A quarter (25%) of people living in a bed-sit thought that the state of repair was poor, more than three times the second highest (flats/maisonettes with 7%). This may help explain why 35% of the residents of bed-sits are dissatisfied with their accommodation. The link between satisfaction with your home and its quality is further supported by the very high proportion of 96% of those living in a detached house/bungalow being satisfied, as are 92% of those living in a semi-detached/terraced house.

Table 6.5 – State of repair of your home by type of accommodation (percentages)

	Good	Adequate	Poor	Total
Bedsit	27	48	25	**100**
Detached house/bungalow	79	19	2	**100**
Flat/maisonette	59	34	7	**100**
Semi-detached/terraced house	76	21	3	**100**
All	**70**	**26**	**5**	**100**

Chart 6.3 – Problems with your accommodation (percentage of respondents)[15]



Half (50%) of all households have no problems with their accommodation. For the other half, shortage of space is the major issue, with 26% of all households identifying this problem (chart 6.3). Lack of adequate heating facilities and having no place to sit outside were both cited as problems by 13% of all households. In the 'other' category (9%), a problem with parking was the main theme, followed by noise.

Analysing the data by individual responses shows that a shortage of storage space was the most cited problem across all tenure types, the highest occurrence coming from people living in registered lodging houses, 32% citing this as a problem.

However, there are differences between tenure categories concerning the next biggest problem. For those in private rent 15% say they have inadequate heating, whilst the same percentage of lodgers have problems with damp. Nearly a quarter (23%) of people in registered lodging houses have a lack of outside space, whilst just over one in ten people in States/Parish rent say they have no place to sit outside (12%), lack of heating (11%) and rot in window frames (11%).

[15] Figures do not sum to 100 as they are a percentage of respondents not responses.

Just over one in twenty people (7%) reported having their health problems worsen because of their housing situation, with the greatest incidences being for lodgers (26% affected) and those living in States/Parish rent (21%).

Drinking

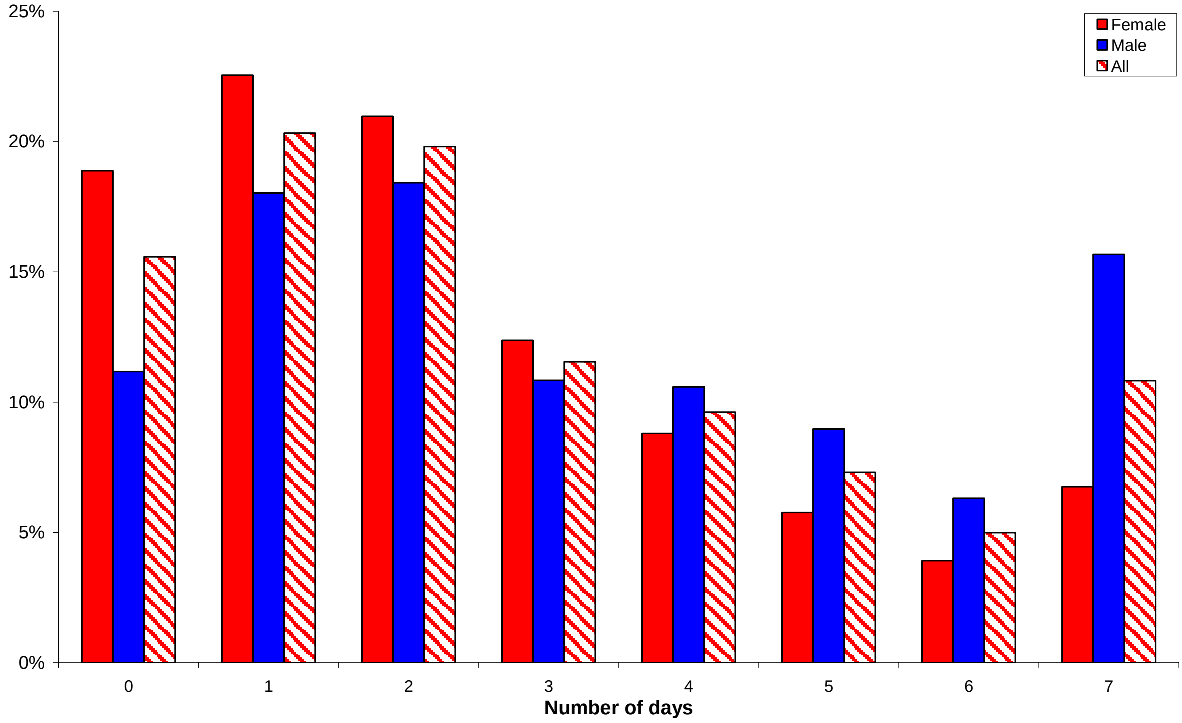
Drinking alcohol was considered in two ways in the survey: by average weekly drinking (as shown in table 6.6); and drinking in the week prior to the survey (chart 6.4 and tables 6.7 to 6.9).

Table 6.6 – Frequency of alcohol consumption on average by age and gender (percentages)

Female	**Never/ rarely**	**Less than once a week**	**1 or 2 times a week**	**3 to 5 times a week**	**6 or more times a week**	**Total**
16-24	35	27	31	8	-	**100**
25-34	24	23	39	10	5	**100**
35-44	15	19	35	23	8	**100**
45-54	15	18	25	27	15	**100**
55-64	21	19	26	21	12	**100**
65-74	33	17	23	14	13	**100**
75+	41	19	18	20	2	**100**
All females	**23**	**21**	**30**	**18**	**8**	**100**
Male						
16-24	16	37	42	5	-	**100**
25-34	12	23	37	20	8	**100**
35-44	6	10	37	31	16	**100**
45-54	7	9	20	33	31	**100**
55-64	9	11	30	30	20	**100**
65-74	14	12	26	20	28	**100**
75+	21	15	26	18	20	**100**
All males	**11**	**16**	**31**	**24**	**18**	**100**
All	**18**	**18**	**31**	**21**	**12**	**100**

Over the long term just under one in five (18%) of adults never or rarely drink, with about half (49%) drinking two or less times a week and a third (33%) drinking more than three times per week on average (table 6.6). Males on average drink more often than females with 42% of males drinking more than three times a week compared to 26% for females, whilst more than twice the proportion of females (23%) never or rarely have a drink compared to 11% of males. In general the frequency of alcohol consumption increases with age until the age of 45 to 54 and then decreases again regardless of gender. Amongst females, 8% of those aged 16 to 24 drink three or more times a week compared to 42% of those aged 45 to 54 and 27% of those aged 65 to 74; the equivalent percentages for males are 5%, 64% and 48%, respectively. A slightly different picture of the frequency of drinking emerges when the number of days on which people had an alcoholic drink in the past week is analysed (chart 6.4). This shows that 38% of females and 52% of males had a drink on three or more days in the past week, both of which are significantly higher than the average consumptions reported above. Given better recall of more recent events, the data for the past week may be more accurate than a long term view.

Chart 6.4 – Number of days in which alcohol was consumed within the last week by gender (percentage)



Alcohol consumption can be measured in terms of 'units', where one unit is equivalent to a half pint of beer, one small glass of wine, or one single measure (25ml) of a spirit or liqueur. The maximum recommended number of units of alcohol to drink within a week is 21 for males and 14 for females[16].

Table 6.7 shows that 11% of females and 13% of males exceeded their respective recommended weekly consumption in the week prior to the survey. A greater proportion of 16-24 year olds drink more than 21 units/14 units a week than any other age group, with 22% of young males and 11% of young females doing so. Given the frequency of drinking apparent in table 6.6 this also shows that whilst on average young adults are drinking on fewer occasions, many are still drinking more in total than other age groups.

The majority of the population drink between 1 and 7 units per week, with the older generation drinking the least in total despite drinking more frequently than the youngest, 91% of females and 65% of males aged 75 or above drink less than 7 units per week. Interestingly no 16-24 year olds reported any alcoholic consumption between 15 and 21 units in the past week.

[16] UK Department of Health.

Table 6.7 – Number of units of alcohol consumed in the past week by age and gender (percentages)

Female	1 to 7	8 to 14	15 to 21	More than 21	Total
16-24	67	22	-	11	**100**
25-34	59	26	11	4	**100**
35-44	61	27	10	2	**100**
45-54	60	28	7	5	**100**
55-64	70	20	7	3	**100**
65-74	73	25	2	-	**100**
75+	91	4	4	-	**100**
All females	**64**	**24**	**7**	**4**	**100**
Male					
16-24	44	33	-	22	**100**
25-34	46	26	16	12	**100**
35-44	42	29	19	10	**100**
45-54	32	32	17	18	**100**
55-64	59	19	12	11	**100**
65-74	58	19	14	10	**100**
75+	65	21	9	5	**100**
All males	**47**	**26**	**14**	**13**	**100**
All	**56**	**25**	**11**	**8**	**100**

Almost half (46%) of females who drink more than 21 units a week only drink for three days of the week, equivalent to at least 7 units being consumed on each day of drinking (table 6.8). However, it should be noted that this is based on a relatively small number of responses (table 6.8 shows that only 4% of females drinking more than 21 units per week). Almost half (49%) of males drinking more than 21 units per week do so over 7 days, although whether it is relatively small amounts being consumed each day or significant volumes being consumed on a few days is unclear.

Table 6.8 – Number of units of alcohol consumed in one week by number of days consumption occurred by gender (percentages)

Female	1 to 7	8 to 14	15 to 21	More than 21	All
1	41	8	-	-	**28**
2	32	19	7	7	**26**
3	15	14	4	46	**15**
4	5	22	23	-	**11**
5	3	15	18	4	**7**
6	2	7	20	4	**5**
7	1	15	28	38	**8**
Total	**100**	**100**	**100**	**100**	**100**
Male					
1	34	16	-	-	**20**
2	35	8	9	7	**20**
3	13	14	13	8	**13**
4	8	21	10	11	**12**
5	4	10	23	18	**10**
6	2	11	16	6	**7**
7	3	20	28	49	**18**
Total	**100**	**100**	**100**	**100**	**100**

It is recommended by the World Health Organisation and the UK Department of Health that the number of alcoholic units consumed in any one day should not exceed four units for males and three for females. However, during a seven day period 35% of the female population are drinking more than the recommended daily consumption of alcohol, with 56% aged 25-34 and half (50%) aged 16-24 doing so (table 6.9). Fewer than half (49%) of males always consume less than four units of alcohol a day during a seven day period. Of the youngest age group, 22% of females and 56% of males aged 16-24 years are drinking at least 8 units of alcohol on at least one day a week.

Table 6.9 – Maximum number of units of alcohol consumed in any one day during a seven day period by age and gender (percentages)

Female	1 to 3	4 or 5	6 or 7	8 or more	Total
16-24	50	6	22	22	**100**
25-34	44	29	13	14	**100**
35-44	64	22	9	5	**100**
45-54	68	20	11	1	**100**
55-64	84	14	1	1	**100**
65-74	92	8	-	-	**100**
75+	98	2	-	-	**100**
All females	**65**	**18**	**10**	**7**	**100**
Male					
16-24	11	33	-	56	**100**
25-34	44	18	10	28	**100**
35-44	44	27	15	13	**100**
45-54	39	29	9	22	**100**
55-64	57	26	11	5	**100**
65-74	68	21	7	5	**100**
75+	84	12	3	-	**100**
All males	**49**	**25**	**10**	**17**	**100**
All	**57**	**21**	**10**	**12**	**100**

As shown by table 6.10, males drink at least six units of alcohol more frequently than females, with more than double the proportion of males (25%) drinking that amount at least once a week compared to only 12% of females. People aged 75 years or older are the least likely to consume six units of alcohol or more on one occasion per week, with 90% of females and 75% of males of that age never drinking that amount.

Table 6.10 – Frequency of consuming six or more units of alcohol on one occasion by age and gender (percentages)

Female	Daily or almost daily	Weekly	Monthly	Less than monthly	Never	Total
16-24	-	15	19	27	38	**100**
25-34	-	16	24	38	23	**100**
35-44	2	12	18	37	30	**100**
45-54	1	14	5	36	44	**100**
55-64	2	7	5	24	63	**100**
65-74	-	2	3	11	83	**100**
75+	-	-	1	9	90	**100**
All females	**1**	**12**	**14**	**30**	**44**	**100**
Male						
16-24	-	41	18	12	29	**100**
25-34	2	22	25	34	18	**100**
35-44	2	26	26	30	16	**100**
45-54	4	27	21	25	22	**100**
55-64	6	18	15	26	34	**100**
65-74	5	9	9	19	59	**100**
75+	1	8	2	13	75	**100**
All males	**3**	**23**	**19**	**25**	**31**	**100**
All	**2**	**17**	**16**	**28**	**38**	**100**

Alcohol addiction is a problem and can seriously affect people’s lives, and whilst it is hard to gauge the true extent of the problem the results of this survey suggest that at least 5 to 10% of people have some issues with alcohol use. Although everyone (99%) has never needed an alcoholic drink in the morning to get over a heavy drinking session, 10% have failed to do what was expected of them because of their drinking in the past year. During the past year 14% of the adult population have been unable to stop drinking once they had started, 22% had a feeling of guilt or regret after drinking and over a fifth (22%) of people have been unable to remember what happened the night before.

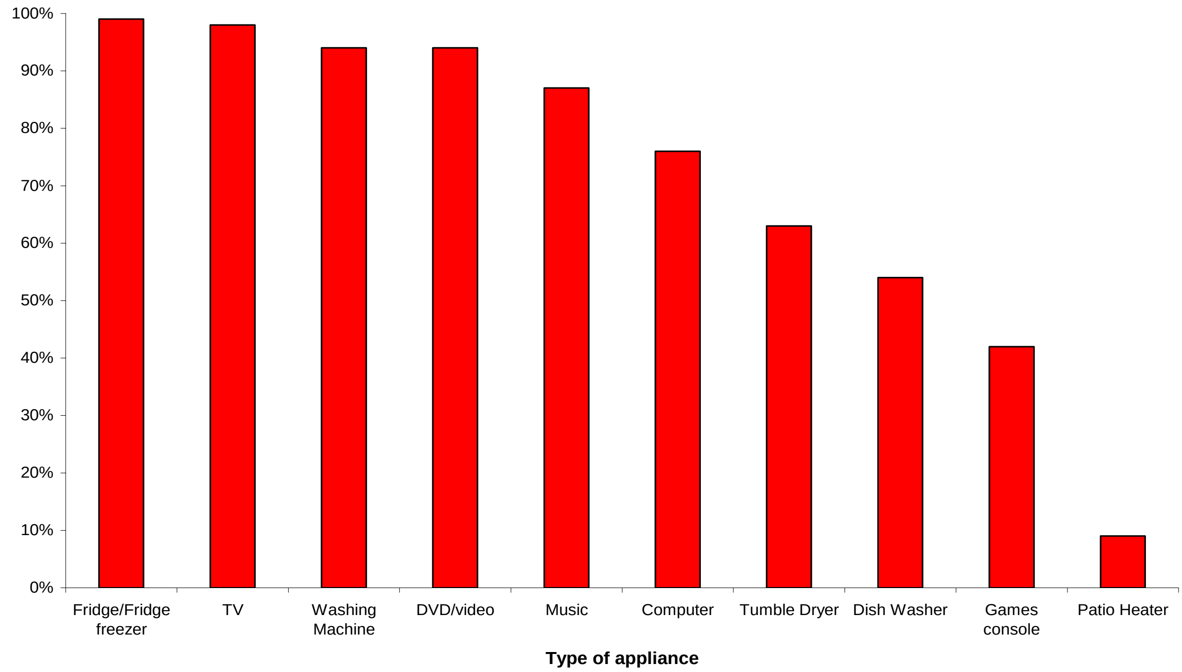
Just over one in ten (12%) of the adult population have been injured or injured someone else as a result of their drinking, with a quarter of such occurrences during the past twelve months. Friends, doctors and health workers have been sufficiently worried about the drinking of 6% of the population to advise them to cut down on their consumption.

Chapter 7 – Energy, water and recycling

Energy use

Virtually every household in Jersey has at least one fridge/freezer (99%), TV (98%), DVD/video (94%) and washing machine (94%). However, as chart 7.1 demonstrates there is also a very high proportion of homes containing at least one music centre (87%) with a computer found in over three-quarters (76%) of homes – up significantly from 48% in 2001[17]. Nearly two-thirds (63%) of homes have a tumble dryer and over half (54%) at least one dish washer, whilst two in five homes (42%) have at least one games console and one in ten homes (9%) have a patio heater.

Chart 7.1 – Households with at least one of each type of appliance (percentages)



Two-fifths (43%) of households contain at least three TV's and almost a fifth (19%) at least three DVD/videos. On average[18] households contain one of all the appliances listed above, apart from TV's (2), DVD/Video (2) and patio heaters (0). However, 14% of households have at least three fridges/freezers and music centres whilst 8% have three or more computers and 4% at least three games consoles.

Energy efficiently

Overall there is very little knowledge of the energy efficiently rating of appliances. The best awareness is for fridges/freezers and washing machines with around 10% of people knowing the rating of these appliances

The most common forms of home energy efficiency measures are an insulated hot water tank (76% of homes know their tank is insulated) and double glazing (69% having double glazing everywhere in their home and 15% partially). Just over half (54%) of homes with a loft have it have it fully insulated, whilst 15% have it insulated

[17] Report on the 2001 Jersey Census.
[18] Median number per household

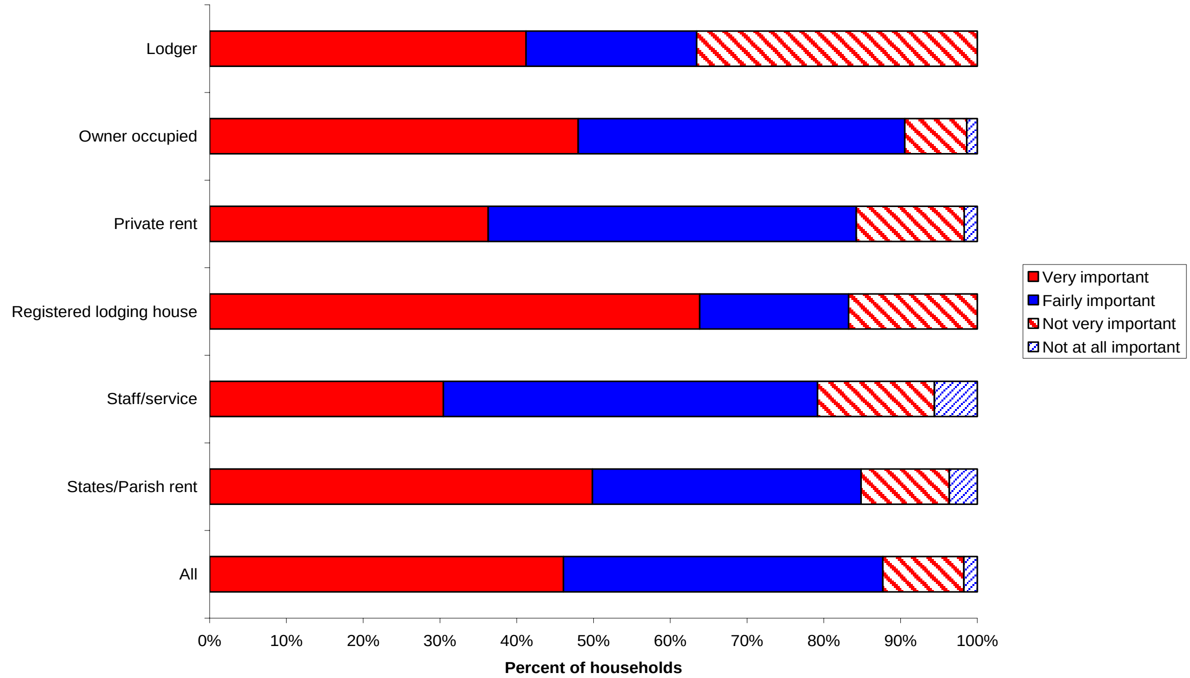
partially. No other form of energy efficiency measure is present in more than a third of homes. Less than one in ten homes (7%) have energy efficient light bulbs throughout the house, with around two-fifths (44%) having some but the same proportion of homes (45%) have no energy efficient light bulbs. Penetration of energy efficiency measures was lower in the rental sectors with only 55% of homes having full double glazing in both of the States rental and private rental sectors and more than 50% of homes in these sectors having no energy efficient light bulbs.

Despite some mixed evidence of what people are actually doing, nine out of ten people (88%) believe it is important to improve the energy efficiency of their home (table 7.1). More people aged 75 years or above think it is very important (56%), followed by the 55-64 and 65-74 age groups with over half (55% and 53%, respectively). Conversely it is also the over 75 year olds who are the least concerned about improving energy efficiency with 8% of them thinking it is not at all important.

Table 7.1 – Importance of improving the energy efficiency of your present home by age (percentages)

	Very important	Fairly important	Not very important	Not at all important	Total
16-24	30	51	19	-	**100**
25-34	40	48	12	1	**100**
35-44	50	40	9	1	**100**
45-54	46	44	9	1	**100**
55-64	55	35	9	1	**100**
65-74	53	37	8	3	**100**
75+	56	27	8	8	**100**
All	**46**	**42**	**11**	**2**	**100**

Chart 7.2 – Importance of improving the energy efficiency of your present home by tenure (percentages)



The majority of people in all housing tenures believe it is important to improve the energy efficiency of their home (chart 7.2). However, only lodgers (who are likely to have the least attachment to their home and may be there for less time) show any significant difference, with 37% thinking that improving the energy efficiency of your present home is not very important.

Limiting your energy consumption not only lessens a household's impact on the environment but it can also cut energy bills. Of the steps that people can take (table 7.2) the most frequently done is turning off lights when not in use, with 76% always doing so and 71% always turning the computer off when it is finished with. However, there is less commitment to some of the other steps that people could take, with only a fifth (22%) of people always buying energy efficient products, a third (34%) always only heating enough water for when they need it and less than half (48%) always turning electrical items off 'stand-by'. Viewing this last point by age shows that the youngest are far less likely to turn appliances off, with only a third (34%) of those aged 16 to 24 always doing so compared to 70% of those aged 75 or over.

Table 7.2 – How often do you limit your energy consumption (percentages)

	Always	**Sometimes**	**Hardly ever**	**Never**	**Total**
Turning lights off when not in use	76	22	2	0	**100**
Turning computers off when not in use	71	19	5	5	**100**
Only heating enough water for a bath when you need it, not having it hot all the time	34	25	19	22	**100**
Turning the heating down in unused rooms	67	21	7	5	**100**
Turning electrical items off 'stand-by' when not in use	48	33	11	8	**100**
Buying 'energy efficient' products	22	51	17	10	**100**
Using less water in the kettle when you boil it	55	32	6	6	**100**

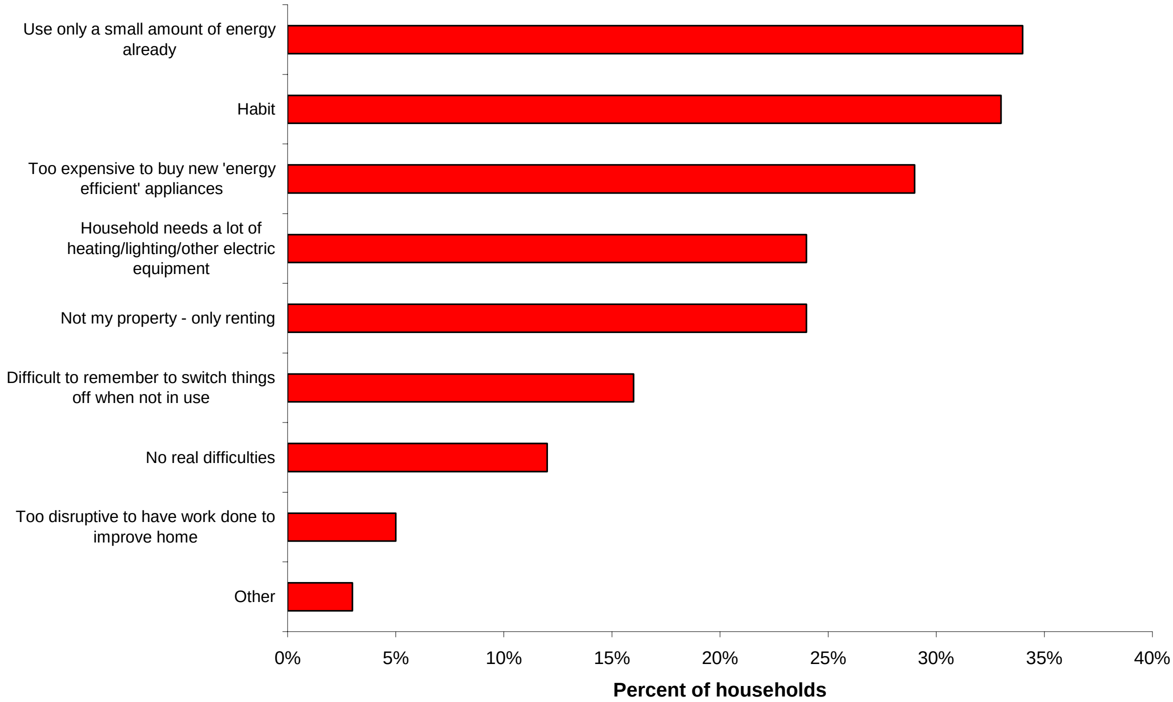
Chart 7.3 shows the difficulties people say they face in reducing energy use[19]. The main difficulties cited are that they only use a small amount of energy already (34%) and the force of habit (33%). More than one in ten (12%) of people think that there were no real difficulties in reducing the amount of energy they use but just are not doing so, whilst a further 16% (whilst maybe also citing other reasons) say it is just a case of remembering to do so, which wasn't always easy. Around a quarter (24%) of all people (or around 60% of people who are renting) say the fact that they are renting poses a difficulty, although of the whole population only 5% say that it is the risk of disruption to their home that is a problem.

Analysing difficulties by age demonstrates a potentially worrying trend in that habit is the largest reason cited by two of the three youngest age groups as to why they can't reduce energy use (50% of those aged 16 to 24 and 40% of those aged 35 to 44 cited this as a reason, compared to around 25% for older people). For the older age

[19] More than one option could be selected to this question so percentages are quoted as a percentage of all respondents and thus do not sum to 100.

groups the largest difficulty is that they only use a small amount of energy, with around half giving this as a reason.

Chart 7.3 – Main difficulties in reducing energy (percentages)



By looking at the answers given on how people limit their energy use (table 7.2) it is possible to group people into those who try and save energy ('savers') and those who do not ('non-savers').'Savers' are the people who stated they 'always' or 'sometimes' try to limit their energy consumption in the majority of ways listed in table 7.2 whilst 'non-savers' answered 'hardly ever' or 'never' in the majority of cases.

Looking at the difficulties people have in reducing energy shows that more 'non-savers' find habit a reason why they can't reduce energy use (28% compared to 18% of 'savers'). Similarly twice the proportion of 'non-savers' find it difficult to always remember to switch things off than 'savers' (18% to 8%).

Analysing how much people are prepared to pay as a one-off payment in order to save £50 each year shows that roughly a quarter (27%) would invest £50 or less, a further quarter (27%) £50 to £100 and a fifth (20%) £100 to £200. Put another way, three-quarters of the population require a full pay back of any investment in less that 4 years in order to invest in energy saving products. Excluding those who don't pay fuel bills directly, this proportion rises to 81% and is a figure that holds regardless of economic activity status, with those in employment, the self employed and retired people all showing very similar results.

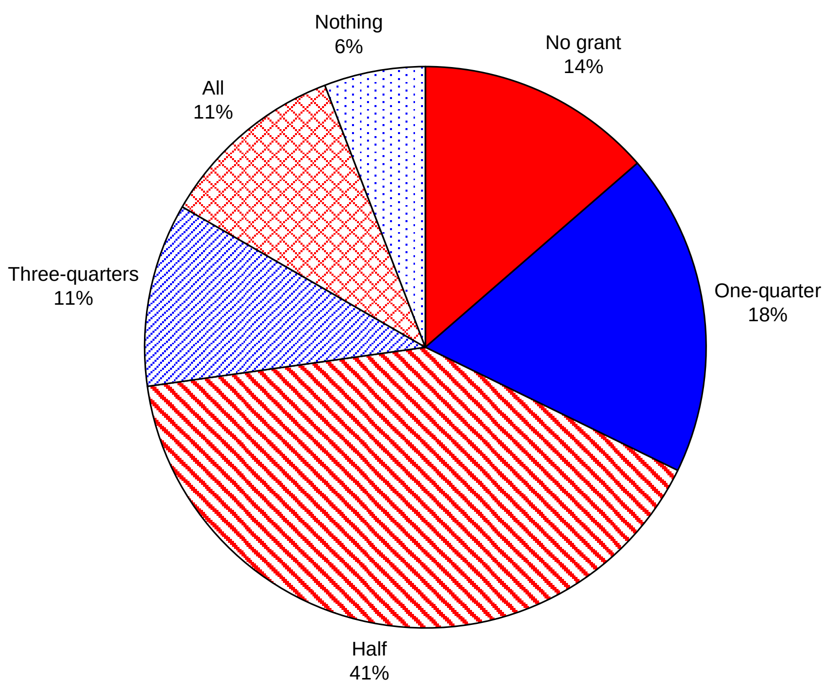
Perhaps not surprisingly, it is people in rented accommodation who require the quickest pay back periods with nearly 70% of people in private rent or States rent only willing to invest less than £100 compared to just under 50% for owner-occupiers (table 7.3). Excluding people who don't pay energy bills, nearly 75% of renters need a maximum two-year pay back on an investment.

Table 7.3 – The amount people are willing to spend on energy saving products as a one-off payment in order to save £50 each year by tenure (percentages)

	£50 or less	£50 to £100	£100 to £200	£200 to £300	More than £300	Don't pay fuel bills	Total
Lodger	30	31	19	3	-	16	**100**
Owner occupied	22	24	24	14	10	6	**100**
Private rent	33	36	11	9	2	10	**100**
Registered lodging house	52	26	4	2	4	12	**100**
Staff/service	19	23	42	-	6	10	**100**
States/Parish rent	41	27	12	2	2	14	**100**
All	**27**	**27**	**20**	**11**	**7**	**8**	**100**

Around two-fifths (41%) of people would be encouraged to undertake energy efficiency improvements to their homes if grants were available to cover half the costs (chart 7.4). For just under a fifth of people (18%) a grant of one-quarter of the cost would be required, whilst a tenth (11%) each require a three-quarters or full cost grant. A further tenth (12%) require no grant, but a twentieth (6%) say no level of grant would encourage them to take action.

Chart 7.4 – Level of grant to encourage energy efficiency improvements (percentages)



A comparison of what people are prepared to invest in energy saving measures to achieve a £50 a year saving and the level of grant they think should be available is given in table 7.4. It tells us that essentially it is perhaps the idea of a grant rather than its value that may be of most important, with between 30% and 50% of people saying they would be encouraged to take steps if a half grant were available regardless of the level of expenditure they would be willing to make.

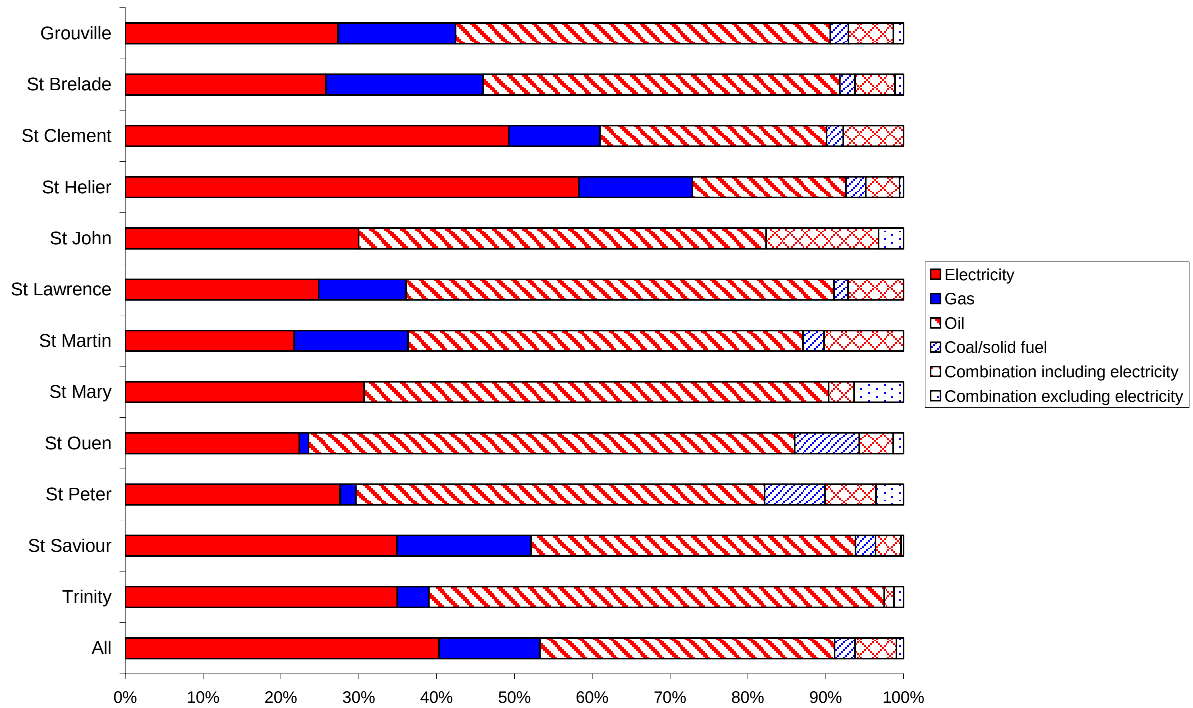
Table 7.4 – Level of grant that would encourage people to undertake energy efficiency improvements by the amount people are willing to spend on energy saving products as a one-off payment in order to save £50 each year (percentages)

	Level of grant						
One-off payment value	**No grant**	**One-quarter**	**Half**	**Three-quarters**	**All**	**Nothing**	**Total**
£50 or less	12	16	32	12	18	11	**100**
£50 to £100	11	19	46	11	9	4	**100**
£100 to £200	13	20	48	11	6	1	**100**
£200 to £300	11	25	50	9	5	0	**100**
More than £300	18	31	36	9	3	2	**100**
Don't pay fuel bills	28	6	24	5	19	17	**100**
All	**14**	**18**	**41**	**11**	**11**	**6**	**100**

Heating

About equal proportions of households have either electricity (40%) or oil (38%) as their single main form of heating, with gas the main heating fuel used in 13% of households (chart 7.5). There are 6% of households with mixed fuel heating, the majority (85%) having a combination including electricity, whilst the rest (15%) use a combination of sources excluding electricity.

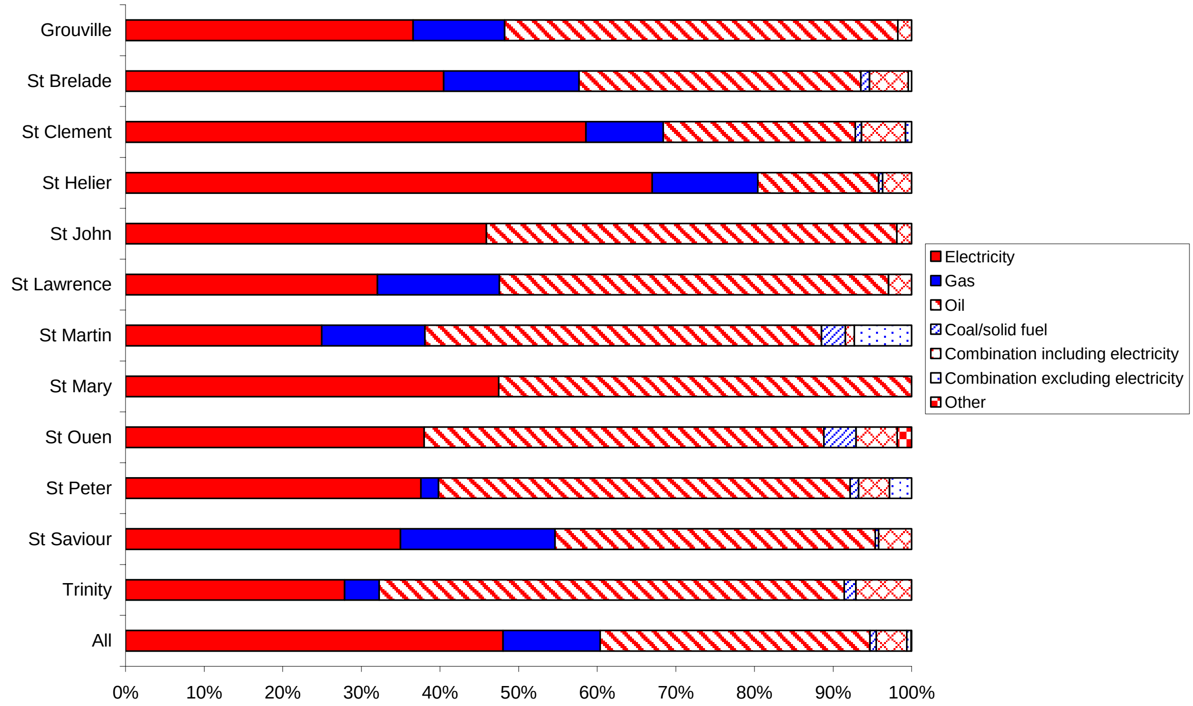
Chart 7.5 – Main form of household heating by Parish (percentages)



Outside St Helier and St Clement at least 40% of homes are heated by oil, with higher proportions still in the northern Parishes (62% in St Ouen and 60% in St Mary). St Helier has the highest proportion of homes heated by electricity (55%) with gas heating most prevalent in St Brelade (20%). Only 3% of households use coal/solid fuel to heat their home with residents of St Ouen and St Peter using it more than any other Parish, 8% of homes in each adopting this form of heating.

In general the main fuel used for heating water (chart 7.6) is the same as household heating, although with slightly more homes overall (48%) having electric water heating and fewer (34%) oil water heating.

Chart 7.6 – Main form of household water heating by Parish (percentages)



One-fifth of households (21%) have boilers which are more than ten years old, 19% were installed between five and ten years ago and 26% are between one and five years old. Newer boilers, installed within the last year, are present in 7% of households, whilst 27% do not know when their boiler was installed.

Water

Not all households in Jersey are on mains water, with 9% getting their water from a borehole/well (table 7.5). A quarter (25%) of households in St Martin get their water from boreholes/wells; roughly the same proportion as is all the northern Parishes.

Across the Island, 84% of people know that their home is on the mains sewerage system with 8% using a septic tank/soak away and 9% not knowing. However, there is significant variation by Parish, with around 20% of those who know in the northern Parishes saying their home uses a septic tank compared to just 1% in St Helier.

Table 7.5 – How water is supplied to households by Parish (percentages)

	Mains	Bore hole/well	Other	Don't know	Total
Grouville	87	13	-	-	**100**
St Brelade	97	3	-	1	**100**
St Clement	94	1	-	6	**100**
St Helier	91	2	0	7	**100**
St John	74	24	3	-	**100**
St Lawrence	73	24	-	2	**100**
St Martin	73	25	1	-	**100**
St Mary	75	24	2	-	**100**
St Ouen	75	22	-	3	**100**
St Peter	73	23	-	5	**100**
St Saviour	90	6	1	4	**100**
Trinity	73	24	3	-	**100**
All	**87**	**9**	**0**	**4**	**100**

There are 68% of households not on a water meter. Of these households a fifth (19%) would like to be on a meter whilst just over half (53%) said they do not wish to be and 28% do not know. At present 19% of households do have a water meter installed, whereas 13% are unaware if they have or not. Comparing these figures with data from Jersey Water (which shows that 73% of homes are unmetered and 21% metered but may be supplying more than one household) also demonstrates the robustness of the survey to within the sampling uncertainties described in annex A.

Another way to lower your household's impact on the environment is by reducing water consumption. Table 7.6 shows the ways in which people can and do try to use less water. More than half (56%) of households are always only using their washing machine or dishwasher when it is full and half (50%) always take showers instead of baths. On average having a shower instead of a bath uses between two and three times less water, although a power shower can use more water in less than five minutes[20].

With around a third of homes not having a garden (see chart 7.10) it is understandable that nearly half (47%) never use rain water to water plants and flowers. However, this figure is significantly lower than the 69% of people who never recycle bath water for use on the garden, perhaps suggesting more people could do so. The main response under the other category is using a borehole for watering plants.

[20] Source: Jersey Water.

Table 7.6 – How often do you try and reduce your water consumption (percentages)

	Always	Most of the time	Sometimes	Very occasionally	Never	Total
Taking showers instead of baths	50	27	11	3	9	**100**
Recycling bath water e.g. for plants	4	5	11	10	69	**100**
Waiting until washing machine/dishwasher is full before running cycle-wash	56	26	7	3	8	**100**
Reducing the amount of water used in flushing toilet	20	18	17	7	38	**100**
Using rain water for watering plants/garden	15	10	18	10	47	**100**
Other	89	10	2	-	-	**100**

Note 'Never' includes people where it is not applicable to them.

Using the set of six questions in table 7.6 households can be split into those who are waters 'savers' (i.e. those who always or most of the time try to save water in the majority of ways listed), 'non-savers' (those who, in the majority, hardly ever or never look to save water) and 'mixed (those people who sometimes save, sometimes don't). This grouping of households can then be compared with the similar grouping based on energy use as discussed above.

In general it would appear that households are more conscientious about saving energy than water as 35% are 'non-savers' with water and only 6% with energy (table 7.7). This may be due to the fact that 68% of households are not on a water meter and therefore do not face the direct financial impact of inefficient usage; and in part may be due to the fact that water use has a 'mixed category'. Overall four in ten households (39%) make an effort to reduce the amount of both water and energy their household uses whilst only 4% do not in both areas.

Table 7.7 – Households energy and water consumption types (percentages)

	Energy consumption		
Water consumption	**Saver**	**Wasteful**	**Total**
Saver	39	1	**40**
Mixed	23	2	**25**
Wasteful	31	4	**35**
All	**94**	**6**	**100**

Waste and recycling

Newspapers and magazines, glass bottles and jars, cans, clothes/textiles and batteries can be recycled at La Collette/Bellozanne[21] and at recycling banks across the Island. In addition other paper and cardboard can be recycled at La Collette/Bellozanne and Rue des Pres. At the time the survey was carried out it was not possible to recycle other paper and cardboard at recycling banks but this is now possible.

The majority of the population know of at least one of the correct ways to recycle all the materials mentioned above (table 7.8). People have most awareness of recycling banks whilst very few people (less than 6%) know two possible ways of recycling. The table also demonstrates that a lot of people still do not know about recycling with half (51%) not knowing (or not knowing correctly) how to recycle batteries and at least a third of people not knowing (or not knowing correctly) about each type of household waste.

Table 7.8 – Responses on ways to recycle certain materials (percentages)

	2 correct	**1 correct**[22]	**None correct**	**Don't know**	**Total**
Newspapers and magazines	5	65	15	15	**100**
Other paper and cardboard	1	36	38	25	**100**
Glass bottles and jars	6	64	22	9	**100**
Cans	4	56	21	20	**100**
Clothes/textiles	2	61	23	14	**100**
Batteries	3	45	20	31	**100**

Chart 7.7 shows that whilst around a third of people recycle all their newspapers and old clothes, in general recycling is not an activity that the majority of people undertake, with nearly two-thirds of people never recycling cans, other paper or batteries, along with a third (33%) and two-fifths (42%) who do not recycle clothes or newspapers at all. Recycling rates appear to increase with age, regardless of the product. For example, less than a quarter (21%) of those under 35 years of age recycle all of their newspapers, whilst more than half (52%) of those aged 65 or over do so. Overall around three-fifths of people recycle all their glass waste.

[21] It is also possible to recycle green waste here but this was not asked in the survey.
[22] Includes those who ticked all possible locations.

Chart 7.7 – Amount of each waste product recycled (percentage)

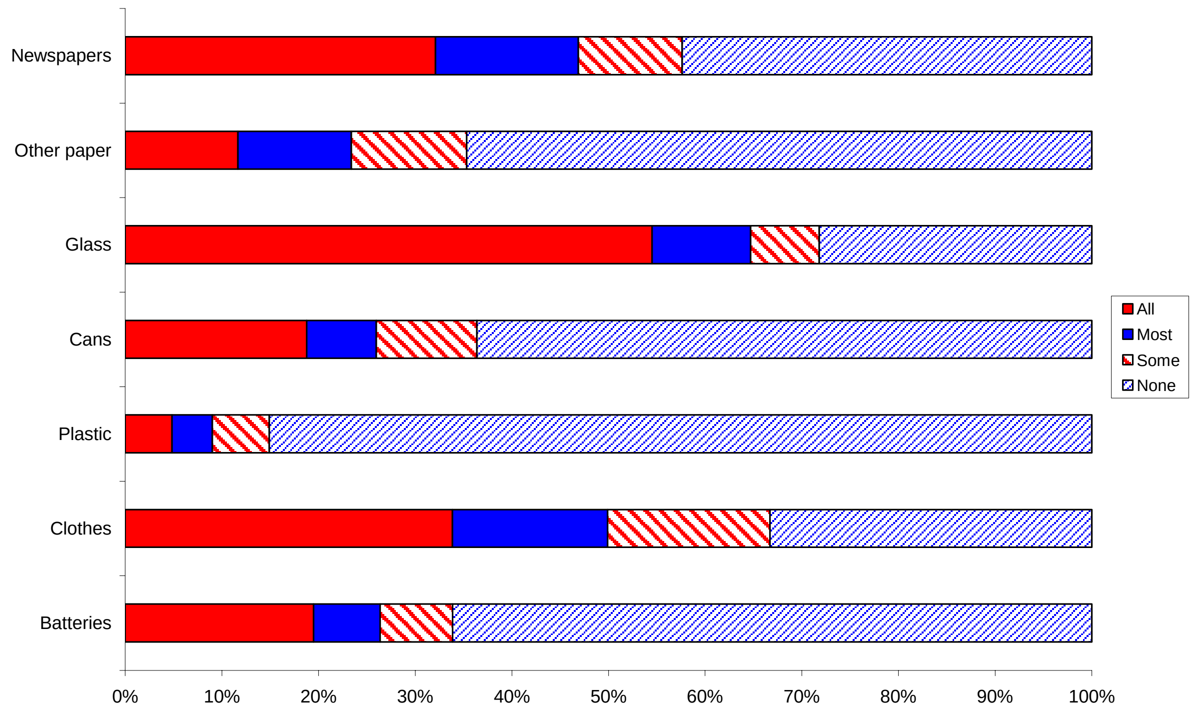


Table 7.9 shows how much recycling the people who know of at least one way to recycle actually do. Two-fifths (37%) of people who know how to recycle a material actually are recycling all of it, whilst the lowest proportion is for 'other paper and cardboard' with only 8% of the people who know how to recycle it recycling all of it.

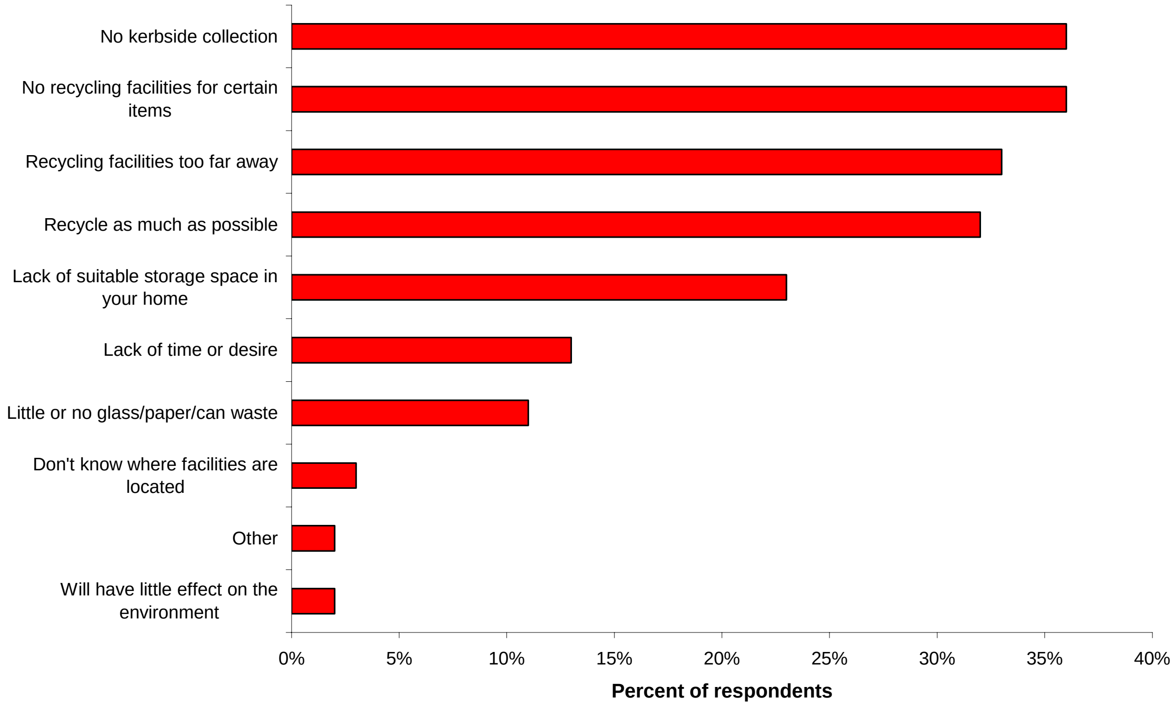
Table 7.9 – Those knowing of at least one way to recycle materials by how much they actually are recycling (percentages)

Know of at least one way to recycle	All	Most	Some	None	Don't know	Total
Newspapers and magazines	43	19	12	25	1	**100**
Other paper and cardboard	8	17	20	53	2	**100**
Glass bottles and jars	61	11	7	20	1	**100**
Cans	27	10	13	48	2	**100**
Clothes/textiles	45	19	16	18	1	**100**
Batteries	32	10	11	43	4	**100**
All	**37**	**14**	**12**	**36**	**2**	**100**

The main reasons[23] why people have not recycled regularly within the last twelve months are that there is no kerbside collection and there are no recycling facilities for certain items, with 36% of respondents each identifying both of these reasons (chart 7.8). A third (33%) of respondents stated recycling facilities are too far away (with 46% of the households in St Mary agreeing with this) and another third (32%) said they currently recycle as much as possible.

[23] More than one option could be selected to this question so percentages are quoted as a percentage of all respondents and thus do not sum to 100.

Chart 7.8 – Percent of respondents identifying why they have not recycled regularly within the last 12 months



The ‘other’ option was mainly made up of comments about people not knowing where to take their refuse to be recycled and households saying that their refuse for recycling is already being collected.

Just before the survey was run, a Parish wide recycling scheme was introduced in St John where all households could separate paper and metals from their refuse for recycling via a doorstep collection service. This has been widely accepted with 60% of all households in St John recycling as much as possible, along with half (49%) of St Ouen (which has a central recycling depot) and 38% of St Martin currently doing the same (even though such a scheme is not in effect there).

At least three-quarters of people would recycle all the waste they could[24] if it were collected from their home, with a further 10% saying they would recycle most of their dry household waste in this way. These results are replicated by age, Parish and economic activity of respondent, suggesting that doorstep collection may be an effective means of improving recycling rates across the Island.

Half of all households (50%) say nothing will prevent them from recycling if it’s collected from their doorstep, although two-fifths (38%) don't have space to store different types of waste (chart 7.9).

[24] Respondents were asked about dry products only that is: newspapers and magazines, other paper and cardboard, glass bottle and jars, cans, plastic, clothes and batteries.

Chart 7.9 – What would prevent people from using a doorstep recycling scheme (percentage of respondents).

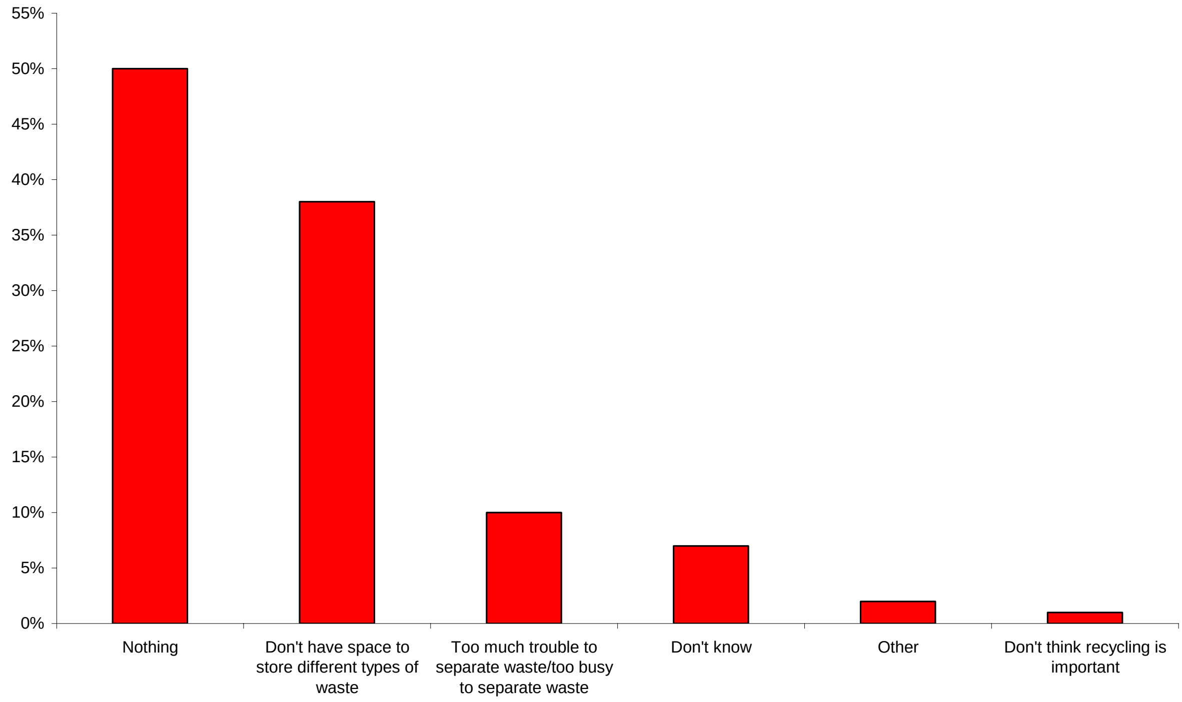


Table 7.10 – Frequency that people buy recycled products (percentages)

	Always	Often	Occasionally	Never	Don't personally buy item	Total
Toilet rolls/kitchen towels	20	28	28	20	4	**100**
Writing paper	11	22	32	24	11	**100**
Printer cartridges	9	14	19	37	20	**100**

As well as encouraging people to recycle more it is also important that a market exists for products made of recycled materials. Table 7.10 shows that in Jersey between four-fifths and two-thirds of people do buy recycled products to some frequency, with a fifth of people always buying recycled kitchen rolls or toilet paper.

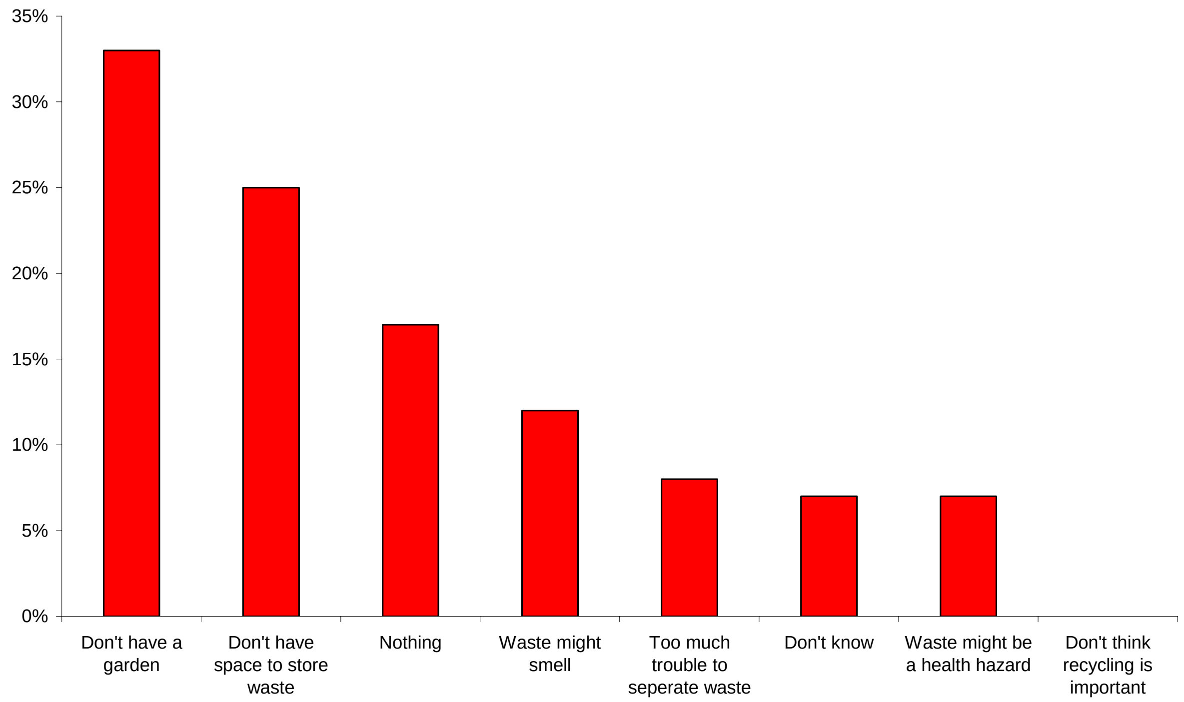
Whilst recycling is an important way of reducing the amount of waste which is incinerated in Jersey, reducing the amount of waste through re-use complements reduction by recycling. Table 7.11 shows that overall two-thirds (65%) of people always re-use carrier bags in some way and just over two-fifths (43%) always re-use paper as scrap. However, about a third (36%) of people never use rechargeable batteries and more than half (55%) never refill printer cartridges.

Table 7.11 – Frequency that people take measures to reduce the amount of waste produced in their household (percentages)

	Always	Often	Occasionally	Never	Total
Reuse carrier bags	65	24	7	4	**100**
Use paper as scrap paper	43	32	14	10	**100**
Use rechargeable batteries	16	26	22	36	**100**
Refill printer cartridges	17	11	17	55	**100**

Three out of ten households (15% always, 14% sometimes) compost their kitchen or garden waste. Of the majority who do not compost their kitchen or garden waste, the main reason being that they do not have a garden (33%), followed by they do not have space to store the waste (25%) (chart 7.10).

Chart 7.10 – What prevents people from composting kitchen or garden waste (percentage of respondents).



Whilst there are concerns about storing waste (as also shown in Chapter 6, a lack of space is a general housing concern), almost two-thirds (62%) of households would regularly use a doorstep collection scheme for kitchen or garden waste if a scheme was introduced. A further quarter (24%) would use such a scheme infrequently.

Chapter 8 – Public Services

Table 8.1 shows how various Government services are rated by the public. Overall the public has a positive view on these services with 15 of the 16 receiving more responses of good or very good than poor or very poor. Combining this result with the services which were assessed in the 2005 JASS[25] shows that of the 33 services there is a positive view on 27 (or 81%). One of the benefits of this annual survey is that by looking at different services on a regular frequency (new ones like the Customer Services Centre may be annual, with others every 2 years or so) it is possible to determine the way in which services are improving or otherwise, as well as current levels of satisfaction.

A revealing feature of table 8.1 is those services which have high values for "don't know". Such values are most likely to indicate that people are not using a particular service. Whilst it is important to understand the extent to which facilities are used, it is also important to compare views on services in a comparable way, i.e. by those who use them; this is done in table 8.2.

Table 8.1 – Ratings of various services by percentage of population

	Very good	Good	Poor	Very poor	Don't know	Total
Provision of outside seating	12	57	15	2	14	**100**
Provision of inside seating	3	31	33	5	27	**100**
Standard/quality of Christmas decorations	21	58	14	3	3	**100**
Provision of litter bins	14	63	18	3	2	**100**
Provision of disabled toilets	5	30	18	4	43	**100**
Provision for dropped curbs for wheelchairs	11	45	11	2	31	**100**
Standard/quality of Howard Davis Park	43	36	1	1	20	**100**
Standard/quality of Coronation Park	34	36	1	1	28	**100**
Standard/quality of Sir Winston Churchill Park	23	32	2	1	42	**100**
Standard/quality of Gorey Gardens	23	38	4	1	34	**100**
Standard/quality of other public gardens	19	54	4	1	22	**100**
Standard/quality of Railway Walk	17	48	6	1	29	**100**
Standard/quality of Springfield	14	42	6	1	37	**100**
Standard/quality of other playing fields	13	44	3	1	39	**100**
Service provided by Customer Services Centre in Cyril Le Marquand House	7	28	7	3	55	**100**
Overall information from the States of Jersey	6	48	18	6	21	**100**

[25] Page 67 of the Report on the Jersey Annual Social Survey 2005.

Amongst users and non-users (i.e. including 'don't knows') the most positive responses were for the standard/quality of Howard Davis Park (79% of the population rating this as good or very good), Christmas decorations (79%) and the provision of litter bins (77%). In contrast, the provision of inside/covered public seating (34%), disabled toilets (35%) and the service provided by the Customer Services Centre in Cyril Le Marquand House (35%) received the lowest percentage of positive views.

The most negative assessment of services (i.e. those with the highest percentage score of either poor or very poor) were: the provision of inside/covered public seating (38%); disabled toilets (22%); and the overall information from the States of Jersey (24%). In contrast only 2% of the population felt that the standard/quality of Howard Davis Park and Coronation Park was poor or very poor, whilst 3% thought similar of Sir Winston Churchill Park.

Table 8.2 – Rating of selected public services excluding "don't know" (percentages)

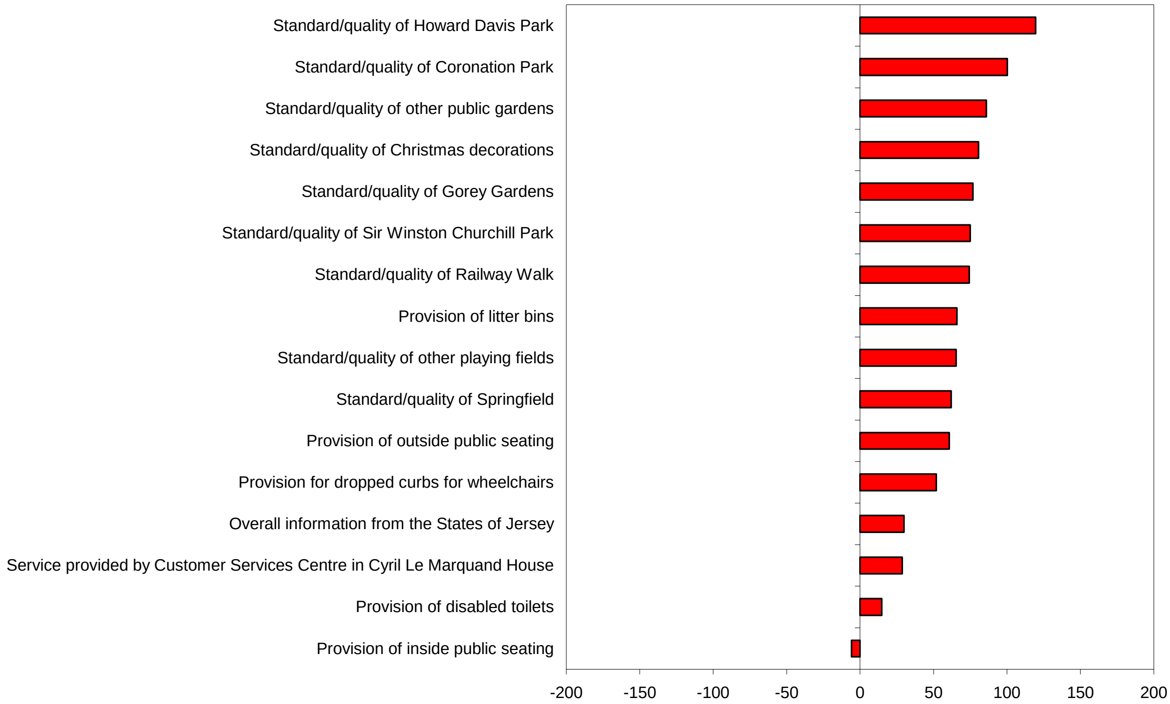
	Very good	Good	Poor	Very poor	Total
Provision of outside seating	13	66	18	3	**100**
Provision of inside seating	5	43	45	7	**100**
Standard/quality of Christmas decorations	22	61	15	3	**100**
Provision of litter bins	14	64	18	3	**100**
Provision of disabled toilets	9	53	32	6	**100**
Provision for dropped curbs for wheelchairs	16	65	16	3	**100**
Standard/quality of Howard Davis Park	53	45	1	1	**100**
Standard/quality of Coronation Park	46	50	2	1	**100**
Standard/quality of Sir Winston Churchill Park	40	55	4	1	**100**
Standard/quality of Gorey Gardens	35	57	7	2	**100**
Standard/quality of other public gardens	24	70	5	1	**100**
Standard/quality of Railway Walk	24	67	8	1	**100**
Standard/quality of Springfield	22	67	10	1	**100**
Standard/quality of other playing fields	21	72	5	1	**100**
Service provided by Customer Services Centre in Cyril Le Marquand House	15	63	15	8	**100**
Overall information from the States of Jersey	8	61	23	8	**100**

Excluding 'don't knows' does not change the overall impression of which services people think are good or bad, but is does provide an assessment of the service by people who use or at least have some knowledge of the service. For example the standard and quality of the parks across the Island is viewed as good or very good by at least 90% of those people that use them. Similarly whilst over half (55%) did not know about the service provided by the Customer Services Centre, when these are excluded nearly eight out of ten (78%) of people using the Centre rate it as good or very good.

Another way to look at the overall rating of public services is to assign values to each of the categories. This is done in chart 8.1, where very good is given a value of +2, good +1, poor -1, very poor -2 and don't know 0. These values are then multiplied by the percentages giving a specific response to produce an overall rating for each service on a scale of +200 (if everyone thought the service very good) to -200 (if everyone thought it very poor).

Looking at chart 8.1, the standard and quality of Howard Davis Park scores 120. Another way of looking at this score is that on average everyone thinks it is slightly better than good (if in fact everyone has said "good" the score would be 100). Inside public seating scored the worse with negative 6, i.e. a "little bit poor".

<u>Chart 8.1 – Overall rating for each service</u>



Customer Services Centre

The Customer Services Centre was established in Cyril Le Marquand House in April 2006, following a pilot in the public library. The service currently represents the Housing Department and will shortly take on the front office function for other States of Jersey Departments.

The Centre has a walk in area where advisers can give information on a range of public services. This is supported with a call centre which currently handles in excess of 8,000 calls per month. Within the customer area there is the opportunity to access the States of Jersey website and search for work opportunities on a touch screen kiosk, which is updated daily by the Work Zone of the Social Security Department.

Possibly due to the overall lack of knowledge about the Customer Services Centre (as shown in table 8.1) only around 5% of survey respondents commented on what additional services the Customer Services Centre could provide. Whilst it is hard to generalise on such small numbers, of people who did comment around 15% made some form of reference to the need for additional staff and about a third felt that extra services or information should be provided.

Sources of information

To gain an idea as to what sources of information most informed people about the States of Jersey, respondents were asked to rank various sources in the order in which they were the most informative. Table 8.3 shows that based on median scores, the media is the most informative source followed by direct communication.

Table 8.3 – Ranking of information sources on how they inform you about the States of Jersey; Median score is a scale of one to five where one is the most informative

	Median (on scale of 1 to 5, where 1 is the most informative)
The Media	1
Direct Communication from the States of Jersey	2
States Website	3
Public Meetings	4
The Customer Services Centre	4

Table 8.4 shows the percentage of the public ranking each source as high, either 1 or 2, or as low, either 4 or 5. This shows that three-quarters (74%) believe the media is either the best or second best means by which they are informed about the States of Jersey. A small number of people added something under a heading of ‘other’, of these “word of mouth” is viewed as an effective means of keeping informed.

Table 8.4 – Ranking of information sources on a scale of one to five where one is the most informative, and five the least informative (percentages)

	Ranking of either 1 or 2	**Ranking of either 4 or 5**
States Website	34	37
The Media	74	10
Direct Communication from the States of Jersey	48	19
The Customer Services Centre	12	61
Public Meetings	15	55

Ease of use for States of Jersey website

Just over half (56%) of people say they use the States website www.gov.je and of those who do 83% find it easy to find information (with 21% finding it very easy). It is not surprising that nine out of ten people (92%) who use the website and think it is the best source of information about the States find it easy to use. However, what is perhaps more surprising is that 70% of the people who use the website and think it least informs them about the States still find it easy to use.

States departments and the public

Around two-thirds of people (64%) do not agree that the States departments involve the public in their decision making (table 8.5) whilst only 27% think they do and only 6% agree strongly with this. Looking at every age group shows that no more than a third (32%) believe that they are involved with States departments in making decisions.

Table 8.5 – States departments involve the public in decision making by age (percentages)

	Agree strongly	Agree slightly	Disagree slightly	Disagree strongly	Don't know	Total
16-24	5	27	30	30	9	**100**
25-34	6	21	26	33	13	**100**
35-44	5	22	32	35	6	**100**
45-54	4	20	27	43	5	**100**
55-64	8	20	23	44	5	**100**
65-74	8	14	22	45	11	**100**
75+	9	24	25	30	13	**100**
All	**6**	**21**	**27**	**37**	**9**	**100**

Overall 70% of the population do not agree that the States departments are in touch with the public (41% disagreeing strongly) and only 22% agree. The largest agreement comes from those aged 75 years or older, with just under one in three (29%) agreeing.

Table 8.6 – States departments are in touch with the public by age (percentages)

	Agree strongly	Agree slightly	Disagree slightly	Disagree strongly	Don't know	Total
16-24	-	18	34	36	11	**100**
25-34	4	19	34	32	11	**100**
35-44	3	22	31	39	6	**100**
45-54	3	18	27	46	6	**100**
55-64	3	17	23	52	5	**100**
65-74	4	15	20	50	12	**100**
75+	6	23	23	36	12	**100**
All	**3**	**19**	**29**	**41**	**8**	**100**

Annex – Response and sampling issues

Response rates

The principle behind running a large random sample survey is that results and inferences drawn from the sample are representative of the overall population. To verify that this is indeed the case, it is essential to check the profile of those who completed the survey against other available data.

As for the previous round of the survey, the overall response to JASS 2006 was excellent. A response rate of 45% for a voluntary postal survey is genuinely first rate. However, it is always difficult to get young adults to respond to surveys of this kind and so, whatever the overall response rate, it was always likely that the proportion of responses from the youngest adults would be lower than their representation in the overall population.

Table A1.1 shows the age profile of survey respondents against that of the 2001 Census[26]. As expected, this shows that fewer younger people and a greater number of older people responded to JASS than their proportions in the total population would imply. However, the table also shows that, overall, the differences are not large, with the largest weighting factor (the ratio of occurrence in the sample to that in the total population) being a little over 4. The small weighting factors of table A1 are good for a survey of this nature.

Table A1 – Age profile of unweighted JASS survey response

	JASS		2001 Census		Implied weighting factor
	Number of respondents	Percentage	Number aged 16 or over	Percentage	
Unspecified	19	1			1.0000
16-24	47	3	8,974	13	4.0605
25-34	173	11	13,842	19	1.7015
35-44	305	20	14,909	21	1.0395
45-54	315	20	12,478	17	0.8424
55-64	270	18	8,989	13	0.7080
65-74	224	15	6,638	9	0.6302
75+	187	12	5,692	8	0.6473
Total	**1,540**	**100**	**71,522**	**100**	

Given the differences between the age profiles it was necessary to correct the JASS sample for age by applying the weighting factors of Table A1 to the sample returns. This effectively meant that each response from a person aged 65-74 had a weight of 0.63 whilst that from a person aged 25-34 had a weight of 1.7. The resulting weighted age profile is shown in table A1.2. All the results used in this report are based on the age weighted response.

[26] Given that overall age profiles tend to change quite slowly, comparison of the age profile of JASS with the previous Census is an appropriate check.

Table A2 – Age profile of weighted JASS survey response

	Number	Percentage
Unspecified	19	1
16-24	191	12
25-34	294	19
35-44	317	21
45-54	265	17
55-64	191	12
65-74	141	9
75+	121	8
Total	**1,540**	**100**

In running sample surveys it is preferable to have small weighting factors, but at the same time it is essential that the survey is representative of the whole population. Therefore, after weighting for age, other demographic variables were looked at to see how the profile of sample respondents compared with known information on the full Island population (tables A1.3 to A1.5).

Table A3 – Parish profile of weighted JASS survey response

	JASS		2001 Census	
	Number	Percentage	Number	Percentage
Unspecified	49	3		
St Helier	489	32	23,877	33
St Saviour	219	14	9,907	14
St Brelade	164	11	8,352	12
St Clement	146	10	6,426	9
Grouville	81	5	3,876	5
St Lawrence	76	5	3,932	5
St Peter	67	4	3,527	5
St Ouen	56	4	3,062	4
St Martin	62	4	2,945	4
St John	41	3	2,069	3
Trinity	52	3	2,232	3
St Mary	38	2	1,317	2
Total	**1,540**	**100**	**71,522**	**100**

After weighting for age (and indeed the same is true for the raw sample), the Parish profile of the survey respondents was very similar to the Census distribution.

Comparing the gender distribution of those who responded with that of the Census population shows a small difference of between 2 and 3 percentage points. However, at the level of accuracy used throughout this report (percentages quoted to zero decimal places), accounting for this difference produced no change in the results.

Table A4 – Gender profile of weighted JASS survey response

	JASS		2001 Census	
	Number	**Percentage**	**Number**	**Percentage**
Unspecified	14	1		
Female	829	54	37,119	52
Male	697	45	34,403	48
Total	**1,540**	**100**	**71,522**	**100**

On first sight, comparing the profile of residential (housing) qualifications of respondents to the Census suggests a considerable, statistically significant, difference. However, since the last Census there have been a series of changes in the housing regulations such that by the time of JASS 2006 the period of residency required to attain qualified status had been reduced from 19 years to 13 years. As a result of this, and also to changes in migration, with fewer non-qualified people (on an employment basis) employed, it has been possible to update the overall profile of residential qualifications to 2006. Against the updated profile, the residential qualification profile of the response is sufficiently representative. However, in view of a residual slight shortfall in non-qualified persons, only statistically very significant differences can be reported from this perspective.

Table A5 – Residential qualification profile of weighted JASS survey response

	JASS		2001 Census		Updated profile
	Number	**Percentage**	**Number**	**Percentage**	
Unspecified	7	0			
a-h	1,341	87	55,002	77	85 ± 1%
j and k	75	5	1,209	2	2%
Not residentially qualified	116	8	15,311	21	13 ± 1%
Total	**1,540**	**100**	**71,522**	**100**	

Sampling uncertainty

The principle behind a sample survey is that by asking questions of a representative subset of the overall population, conclusions can be drawn about the overall population without having to approach every individual. Provided the sample is representative then the results will be unbiased and accurate. However, the sample results will always have an element of statistical uncertainty because they are based on a sample and not the entire population.

Sampling theory means that the statistical uncertainty on any result for the full population, derived from a sample survey, can be quantified, this is done below for JASS.

Under the sampling design implemented (simple random sampling without replacement[27]) the standard error on the estimate of a population proportion p is:

$$s.e.(p) = \sqrt{\frac{p(1-p)(1-f)}{(n-1)}}$$

Where:

n is the total number of respondents.

f is the sampling fraction, equal to $\frac{n}{N}$, where N is the number of households in the Island.

The 95 percent confidence interval on any proportion p is then given by:
$p \pm 1.96 s.e(p)$ and attains a maximum for $p = 0.5$, i.e. 50%.

Using these formulae, the statistical uncertainty on results in this report which refer to the full population is ± 2.4 percentage points.

This means that for a question which gives a result of 50%, the 95 percent confidence interval is 47.6% to 52.4%. Rounding to zero decimal places, the result can be more simply considered as 50 ± 2 %. Put another way, it is 95% likely that a result published for the overall population is within ± 2% of the true population figure.

For sub-samples of the population, e.g. by age band or residential qualification, the sampling fractions within each sub-category will vary. Nevertheless, the above formalism applies, and gives the following maximum confidence intervals for proportions (expressed as a range of percentage points) to be assigned to published results:

- age band: between ± 5% (age 35-44 years) and ± 9% (age 75 and over).
- gender: ± 3.5%.
- tenure: owner-occupiers ± 3%; rental: States ± 6%, private ± 7%;
  registered lodging houses ± 14%;
  lodgers and staff/service ± 18%.
- Parishes: urban (St Helier) ± 4%;
  semi-urban (St Saviour ± 6%; St Brelade and St Clement ± 8%);
  others between ± 11% (St Lawrence) and ± 16% (St Mary).
- residential qualification: a-k ± 3%; non-qualified ± 9%.

As a result of the confidence intervals described above, results for the full population which show small changes or differences, e.g. of 1 or 2 percentage points, should be

[27] Strictly speaking the sampling design incorporated stratification by Parish, with proportional allocation to the strata. The full estimated variance calculation under this design produces confidence intervals which are the same as those reported in this annex (derived using the simpler formalism) within the accuracy of percentage point ranges quoted to zero decimal places.

treated with some caution, as the differences will not be significant with respect to the confidence intervals to be attached to each single value.

However, for larger differences, of 5 percentage points or more, the chance that such a difference is due to sampling (rather than being a true measure of a difference or change in the overall population) is very small. Since this report focuses on larger differences, there can be confidence that the results presented and inferences drawn do indeed reflect the views or behaviour of the overall population.

It is particularly worth pointing out the considerable gain in accuracy obtained by combining responses from consecutive years of JASS. Such analysis is possible due to the sampling design implemented (simple random sampling without replacement). For example, the gender proportions of employees in each industrial sector (shown in table 1.5 in Chapter 1) were measured separately in both the 2005 and 2006 rounds of JASS. For an individual year the confidence intervals on these gender proportions ranged from about ± 5% for Finance to about ± 30% for Agriculture. However, by combining the two years' data substantially reduces statistical uncertainty, such that confidence intervals ranged from between ± 4% and ± 16%.

Another illustration of the benefits of combining data from more than one round of JASS is to look at the uncertainty attached to the gender proportions of employees in Chapter 1. In the Wholesale and retail sector the individual year gender splits were 57% female and 43% male (± 7%) as measured by the 2005 round but were reversed in 2006 at 43% female, 57% male (± 9%). This apparent flip in proportions is most likely due to the samples of respondents from the sector in each year rather than being a real effect. Combining the two years' data produces a result of 52% female and 48% male, which is not only statistically consistent with the results of each year but is also more accurate (± 5%).