

PLACE SURVEY 2008

FINAL REPORT

Produced by Stratford DC Consultation Unit
July 2009

CONTENTS

		Page
1.0	BACKGROUND	1
2.0	METHODOLOGY	1
3.0	SUMMARY OF RESULTS	3
4.0	RESULTS COMPARED WITH EVERY OTHER DC	8
5.0	RESULTS IN DETAIL	
5.1	About the Respondents' Local Area	11
	<i>Satisfaction with area as a place to live</i>	18
	<i>Satisfaction with home</i>	20
	<i>Strength of belonging</i>	21
5.2	Local Public Services	22
	<i>Public services</i>	22
	<i>Satisfaction with public services</i>	27
	<i>Satisfaction with services provided by SDC & WCC</i>	30
	<i>Frequency of using services provided by SDC & WCC</i>	42
	<i>Value for money</i>	51
	<i>Overall satisfaction with District & County Council</i>	55
5.3	Information	59
5.4	Local Decision Making	61
	<i>Influencing Decisions</i>	61
	<i>Involvement in Decisions</i>	63
5.5	Helping Out	65
5.6	Getting Involved	66
5.7	Respect & Consideration	69
	<i>Parents taking responsibility for their children</i>	69
	<i>People from different backgrounds get on well together</i>	70
	<i>People treating each other with respect and consideration</i>	72
	<i>Treatment & respect given by local public services</i>	73
	<i>Older people in local area</i>	75
5.8	Community Safety	76
	<i>Feeling safe after dark</i>	76
	<i>Feeling safe during day</i>	78
	<i>Anti-social behaviour</i>	79
	<i>Partnership between Police and other local public services</i>	82
5.9	Questions in Respect of Stratford District Council	84
	<i>Information sources</i>	84
	<i>How informed residents feel</i>	86
	<i>Influencing decisions affecting neighbourhood</i>	88
	<i>Complaints to SDC</i>	90
	<i>How SDC performs overall</i>	93
5.10	Profile Information	98
APPENDIX	Questionnaire	

1.0 Introduction

The Place Survey has superseded the BVPI Satisfaction Surveys and has more of a focus on place rather than Council Services. Council's have a statutory requirement to undertake the survey every two years.

The Place Survey is used to measure how residents experience life in the Stratford District area, what they think about Stratford area as a place, and their satisfaction with a range of local public services.

The first Place Survey took place in Autumn 2008, and will happen every two years.

The survey sought to collect data to inform 18 of the new National Indicators introduced by the Government in 2008/09. In addition, the survey asked for residents' perceptions of the place they lived, and their satisfaction with various public services.

This document contains the findings from the 2008 Place Survey. The Government has prescribed in detail the way the survey is undertaken. This is to ensure comparability of data across areas.

The survey findings will also be used by the Council and the Local Strategic Partnership to help establish its priorities for the future and in improving its services to residents.

2.0 Methodology

Guidelines laid down by the Audit Commission are prescriptive in terms of the content of the questionnaire, the process and the timescales.

Core questions were required to be asked in a strict order within the questionnaire. Additional questions from the "Question Bank" were used. A copy of the questionnaire is included in the appendix of the report.

The survey was conducted via postal self-completion questionnaires. The survey was drawn randomly from a list of 6000 addresses drawn from the Postcode Address File (PAF) that was provided by the Audit Commission. The methodology included two reminder mailings implemented within the prescribed timescale between October 1st 2008 and December 15th 2008. 4000 questionnaires were despatched at the end of September with two reminder mailings sent out subsequently.

1,846 questionnaires returned in the timescale allowed (October to December 2008), from a mailing of 3,914. 86 of the original 4,000 mailing were returned, address inaccessible, gone away, refused to complete, too old etc.

A response rate of 47.2% was achieved.

LOCALITY	NOS OF RETURNS
Henley / Studley	315
Alcester / Bidford	300
Stratford	387
Shipston	307
Wellesbourne / Kineton	226
Southam	265
Unknown	46

AREA	NOS OF RETURNS
West - Henley / Studley Alcester / Bidford	615
South - Stratford / Shipston	694
East - Wellesbourne / Kineton / Southam	491
Not known	46

The report contains a summary of the findings of the survey. As prescribed by the Audit Commission where a respondent did not answer a particular question or "don't know" was an option, these have been taken out of the result.

The report follows the order of the questionnaire. Charts and tables are used throughout the report to assist the interpretation of the results. In some cases, anomalies appear due to "rounding".

All results in this report are weighted as per the Audit Commission guidelines by gender, age group, ethnicity and household composition. The findings in this report are based on provisional data and weightings provided by the Audit Commission in February 2009. Revised weights were provided in July 2009, but this only had a minor effect on some of the results.

The comparison results by age, gender, and locality are only included if they are statistically significant. When data is weighted small variations in the figures may occur. If a comment on a particular result has not been made, it can be assumed that there is no strong relationship between the two questions, i.e. satisfaction with the authority by age. The significance is calculated by comparing the mean of a category with the overall mean using a "z-test". This establishes the level of significance between the two results. For this report, only results showing a significant relationship between the two have been included (*there is evidence of a relationship, significant at the 1% level or lower*). For specific questions results by Area have also been included.

Where relevant, comparisons with similar questions in the 2006 BVPI Satisfaction Survey have been included to find trends.

Data reports containing all results by every profile question are included in separate tabular reports, available from Simon Purfield, Consultation Officer at Stratford-on-Avon District Council.

The term "base" in the tables and charts refer to the number of responses to a particular question.

3.0 Summary of Results

3.1 About Your Local Area

- Residents were asked to say what were the five most important things making somewhere a good place to live. The top five in the District were the level of crime; health services; clean street; affordable decent housing; and access to nature. Compared with 2006, access to nature (+11%) has become a lot more important to residents, with a decline in importance for level of crime (-6%), and all 5% less for health services, education provision and the level of traffic congestion.
- Residents were asked to think about their local area and indicate up to five things that most need improving. The top five improvements were more activities for teenagers; road and pavement repairs; the level of traffic congestion; affordable decent housing; and public transport. Compared with 2006, the importance of job prospects and wage levels/cost of living increased by 7%, with sport/leisure facilities rising by 5%. A decline in the need for improvement was seen for level of crime (-11%), and all 5% less for the level of traffic congestion, health services and cultural services.
- 89% of those surveyed are satisfied with the local area as a place to live.
- Over nine out of ten (92%) respondents were either very satisfied or fairly satisfied with their home as a place to live.
- Two thirds (66%) of respondents either felt very strongly or fairly strongly that they feel they belong to their immediate neighbourhood. Almost one quarter (24%) felt not very strongly and 10% of respondents felt not at all strongly.

3.2 Your local Public Services

- Almost two thirds (65%) of respondents believe a great deal or to some extent that the local public services are working to make the area safer. Over one third (35%) stated not very much or not at all.
- Almost three quarters (74%) of respondents believe a great deal or to some extent that the local public services are working to make the area cleaner and greener. Slightly over one quarter (26%) stated not very much or not at all.
- Less than half (45%) of respondents believe a great deal or to some extent that the local public services promote the interests of local residents. Over half (55%) stated not very much or not at all.
- Less than half (45%) of respondents believe a great deal or to some extent that the local public services act on the concerns of local residents. Over half (55%) stated not very much or not at all.
- Almost three quarters (71%) of respondents believe a great deal or to some extent that the local public services treats all types of people fairly. Slightly less than one third, (29%) of respondents stated not very much or not at all.
- Residents feel most satisfied about their GP (86%) and the Warwickshire Fire and Rescue Service (84%). Three quarters (75%) of respondents feel satisfied about their local dentist and over seven out of ten (72%) respondents feel satisfied about their local hospital. Less than three fifths (56%) of residents feel satisfied about the Warwickshire Police.

- Two thirds (66%) of residents feel satisfied that SDC keeps the District clear of litter and refuse. This result is 13% lower than in 2006.
- Over four fifths (81%) of residents feel satisfied with the refuse collection provided by SDC.
- Almost four fifths (78%) of residents feel satisfied with the doorstep recycling provided by SDC.
- Over three quarters (77%) of residents feel satisfied with the local tips / household waste recycling centres provided by WCC.
- Two fifths (40%) of residents feel satisfied with the local transport information provided by WCC. However, over one quarter (26%) are dissatisfied.
- Two fifths (40%) of residents feel satisfied with the local bus services provided by WCC. However, almost one third (32%) are dissatisfied.
- Over two fifths (43%) of residents feel satisfied with the sports/leisure facilities provided by SDC. This result is 20% lower than in 2006.
- Over two thirds (68%) of residents feel satisfied with the libraries provided by WCC. This result is 8% lower than in 2006.
- Two fifths (40%) of residents feel satisfied with the museums/galleries provided by SDC. This result is 7% lower than in 2006.
- Over half (53%) of residents feel satisfied with theatres/concert halls. This result is 12% lower than in 2006.
- Seven out of ten (70%) residents feel satisfied with the parks and open spaces provided by SDC. This result is 11% lower than in 2006.
- Over two fifths (43%) of residents use local tips/household waste recycling centres about once a month and 7% of residents have never used them.
- Less than one fifth (19%) of residents use local transport information at least once a month. Almost three out of ten (29%) residents have never used them.
- One quarter (25%) of residents use the local bus services provided by WCC at least once a month. Over one third (35%) of residents have never used them.
- 21% of residents use SDC's sports and leisure facilities at least once a week, the same as in 2006. The number of people never using them has risen slightly from 27% in 2006 to 29% in 2008.
- 33% of residents use WCC's libraries at least once a month, a 3% decline from 2006. The number of people never using them has risen slightly from 19% in 2006 to 22% in 2008.
- 8% of residents use SDC's museums and galleries at least once a month, a 1% rise from 2006. The number of people never using them has risen slightly from 36% in 2006 to 39% in 2008.

- 12% of residents use theatres/concert halls at least once a month, the same as in 2006. The number of people never using them has risen from 22% in 2006 to 27% in 2008.
- Two fifths (40%) of residents use SDC's parks and open spaces at least once a week, a 1% rise from 2006. The number of people never using them has risen slightly from 6% in 2006 to 7% in 2008.
- Almost one third (30%) of residents agree that Stratford DC provides value for money compared to one third (33%) of residents that disagree with the statement.
- Less than three out of ten (29%) residents agree that Warwickshire County Council provides value for money compared to 30% of residents that disagree with the statement.
- Almost half (45%) of residents are satisfied with the way SDC runs things, a 10% decline from 2006. Almost one quarter (23%) of residents are dissatisfied compared to only 15% in 2006, an 8% rise.
- Over two fifths (44%) of residents are satisfied with the way Warwickshire County Council runs things compared to one fifth (20%) that are dissatisfied.

3.3 Information

- The majority (92%) of respondents felt informed about how and where to register their vote compared to only 22% of respondents that felt informed about what they should do in the event of a large-scale emergency. Almost three quarters (73%) of respondents felt informed about how their council tax is spent. However, almost three fifths (57%) of respondents felt they were not informed about how they can get involved in local decision making.

3.4 Local Decision Making

- Almost one third (32%) of residents agree that they can influence decisions affecting their local area, a 1% decline from 2006. Over two thirds (69%) disagree with the statement, a 2% rise from 2006.
- Almost one quarter (23%) of residents stated "yes" they would like to be more involved in the decisions that affect their local area, a 4% decline from 2006. However, only 9% of residents stated "no" compared to 14% of residents in 2006.

3.5 Helping Out

- Almost one fifth (17%) of residents stated that they give unpaid help to any group(s), club(s) or organisation(s) at least once a week. Over two fifths (42%) of residents have not given any unpaid help at all over the last 12 months.

3.6 Getting Involved

- Residents were asked to state whether they had been involved in different ways to get involved. 8% had been a member of another group making decisions on services in the local community.

3.7 Respect and Consideration

- Almost two fifths (37%) of residents agree that in their local area, parents take enough responsibility for the behaviour of their children. However, over two fifths (42%) disagree with this statement.
- Almost three quarters (73%) of residents agree that their local area is a place where people from different backgrounds get on well together, the same as 2006. 13% disagree with the statement, a 4% rise from 2006.
- Less than one fifth (17%) of residents feel that there is a problem with people not treating each other with respect and consideration. Over four fifths (83%) of residents feel there isn't a problem.
- Over one fifth (22%) of residents feel that in the last year they have been treated with respect and consideration "all the time". Over half (55%) feel that "most of the time" they are treated with respect and consideration by their local public services. Only 1% stated never.
- Over two thirds (68%) of residents feel that older people in their local area are able to get the services and support they need to continue to live at home for as long as they want to. Almost one third (32%) of residents disagree with this statement.

3.8 Community Safety

- Asked how safe or unsafe they felt after dark in their local area, 67% of residents felt safe, a 6% rise from 2006. However, 19% of residents felt unsafe after dark compared to 15% in 2006.
- Asked how safe or unsafe they felt during the day in their local area, 94% of residents felt safe, a 4% rise from 2006.
- Residents feel the biggest problems are "teenagers hanging around the streets" (32%), "rubbish or litter lying around" (22%) and "vandalism, graffiti and other deliberate damage to property or vehicles" (22%). However, residents felt all these problems have declined since 2006. The highest decline from 2006 to 2008 relates to "people using or dealing drugs" where 21% of residents in 2008 felt it was a problem compared to 47% in 2006.
- Over one quarter (27%) of residents agree that the police and other local public services seek people's views about the issues in their local area. However, almost two fifths (39%) disagree with this statement.
- Almost one third (32%) of residents agree that the police and other local public services are successful dealing with the issues in their local area. Slightly over one quarter (27%) disagree with this statement.

3.9 How Stratford DC Performs Overall

- 46% of respondents indicated their main source of finding out about SDC is via the information provided by the Council, a 4% decline from 2006. A further 21% use the local media, a decline of 5%. The Council website was used by 16% of respondents, an 8% rise from 2006.

- Those respondents that stated other sources cited the internet (17%), notice boards (17%), newsletters (10%) and an employee of SDC (8%) as the main other sources.
- Overall, more than two thirds (68%) of residents feel informed about the services and benefits provided by SDC. This has risen 10% from the 2006 survey.
- 46% of residents agree that "by working together, people in my neighbourhood can influence decisions that affect the neighbourhood". 21% of residents disagree with the statement.
- The number of residents who have made complaints to SDC in the last twelve months has risen 5% from 18% in 2006 to 23% in 2008.
- Almost one third (31%) of residents in 2008 were satisfied with the way in which their complaint was handled compared to over two fifths (41%) of residents in 2006. 56% of residents were dissatisfied, a rise of 8% from 2006.
- Asked to find out to what extent they think various statements apply to SDC, the most positive responses were against the following statements: SDC is working to make the area cleaner and greener (75% a great deal or to some extent); SDC treats all types of people fairly (75%); SDC works well with other agencies to provide services (68%); SDC is making the local area a better place to live (67%); and SDC is working to make the area safer (65%).
- Residents were less positive about the following statements; SDC involves residents when making decisions (36%); SDC spends its money wisely (40%); SDC acts on the concerns of local residents (42%); SDC promotes the interests of local residents (43%); and SDC has improved town centres in the local area (44%).

4.0 Results Compared with Every Other District Council

The following table summarises the National Indicator Scores and certain other results collated from the Place Survey for the Stratford Area.

Below are the results for the Stratford District area compared with the West Midlands Government Office Region and all English authorities (both include unitaries, metropolitan boroughs, and counties). Also included is the national position compared with the other 200 districts (post April 2009 Local Government reorganisation), and the quartile position compared with the other districts for 2008.

18 National Indicator Scores (Area Based)

NI	Description	SDC	Warks	West Midlands	England	National Position out of 201 Districts	2008 Quartile Position
NI 1	% of people who believe people from different backgrounds get on well together in their local area <i>(Good performance = High %'s)</i>	85%	81%	75%	76%	23 rd	1
NI 2	% of people who feel that they belong to their neighbourhood <i>(Good performance = High %'s)</i>	66%	60%	59%	59%	48 th	1
NI 3	% who have been involved in decisions that affect the local area in the past 12 months <i>(Good performance = High %'s)</i>	19%	14%	13%	14%	13 th	1
NI 4	% of people who feel they can influence decisions in their locality <i>(Good performance = High %'s)</i>	31%	28%	28%	29%	37 th	1
NI 5	Overall / general satisfaction with local area <i>(Good performance = High %'s)</i>	88%	83%	78%	80%	49 th	1
NI 6	Participation in regular volunteering <i>(Good performance = High %'s)</i>	32%	26%	22%	23%	20 th	1
NI 17	Perceptions of anti-social behaviour <i>(Good performance = Low %'s)</i>	10%	16%	21%	20%	36 th	1
NI 21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police <i>(Good performance = High %'s)</i>	26%	23%	25%	26%	110 th	3
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area <i>(Good performance = High %'s)</i>	37%	31%	28%	30%	43 rd	1
NI 23	Perceptions that people in the area treat one another with respect and consideration <i>(Good performance = Low %'s)</i>	18%	27%	32%	31%	23 rd	1
NI 27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police <i>(Good performance = High %'s)</i>	23%	22%	24%	25%	146 th	3

NI	Description	SDC	Warks	West Midlands	England	National Position out of 201 Districts	2008 Quartile Position
NI 27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police <i>(Good performance = High %'s)</i>	23%	22%	24%	25%	146 th	3
NI 37	Awareness of civil protection arrangements in the local area <i>(Good performance = High %'s)</i>	21%	16%	16%	15%	35 th	1
NI 41	Perceptions of drunk or rowdy behaviour as a problem <i>(Good performance = Low %'s)</i>	19%	25%	28%	29%	33 rd	1
NI 42	Perceptions of drug use or drug dealing as a problem <i>(Good performance = Low %'s)</i>	21%	26%	33%	31%	65 th	2
NI 119	Self-reported measure of people's overall health and wellbeing <i>(Good performance = High %'s)</i>	78%	78%	73%	76%	85 th	2
NI 138	Satisfaction of people over 65 with both home and neighbourhood <i>(Good performance = High %'s)</i>	88%	86%	83%	84%	81 st	2
NI 139	The extent to which older people receive the support they need to live independently <i>(Good performance = High %'s)</i>	31%	31%	31%	30%	99 th	2
NI 140	Fair treatment by local services <i>(Good performance = High %'s)</i>	77%	75%	70%	72%	93 rd	2

Non National Indicator Results

Description	SDC	West Midlands	England	National Position (out of 201 Districts)	2008 Quartile Position
Satisfaction with keeping public land clear of litter and refuse <i>(Good performance = High %'s)</i>	66%	54%	57%	33 rd	1
Satisfaction with refuse collection <i>(Good performance = High %'s)</i>	81%	79%	78%	87 th	2
Satisfaction with doorstep recycling <i>(Good performance = High %'s)</i>	78%	72%	70%	34 th	1
Satisfaction with local tips and household waste recycling centres <i>(Good performance = High %'s)</i>	77%	71%	71%	73 rd	2
Satisfaction with local transport information <i>(Good performance = High %'s)</i>	41%	47%	48%	128 th	3
Satisfaction with local bus services <i>(Good performance = High %'s)</i>	40%	55%	55%	157 th	4
Satisfaction with sport and leisure facilities <i>(Good performance = High %'s)</i>	43%	43%	46%	142 nd	3
Satisfaction with libraries <i>(Good performance = High %'s)</i>	69%	68%	69%	126 th	3
Satisfaction with museums and galleries <i>(Good performance = High %'s)</i>	41%	43%	42%	85 th	2
Satisfaction with theatres and concert halls <i>(Good performance = High %'s)</i>	53%	45%	43%	39 th	1
Satisfaction with parks and open spaces <i>(Good performance = High %'s)</i>	69%	65%	69%	106 th	3
Whether SDC provides value for money <i>(Good performance = High %'s)</i>	29%	32%	33%	167 th	4
Taking everything into account, satisfaction with the way SDC runs things <i>(Good performance = High %'s)</i>	45%	44%	45%	114 th	3
Whether would like to be more involved in the decisions that affect the local area <i>(Good performance = Low %'s)</i>	23%	25%	27%	29 th	1

5.0 Results in Detail

5.1 About the Respondent's Local Area

Residents were asked to say what were the five most important things making somewhere a good place to live. The top five in the District were the level of crime (57%); health services (53%); clean streets (36%); affordable decent housing (35%); and access to nature (35%). The "other" results with 28 responses included 4 responses for "post office" and 3 responses for "safe roads/speed restrictions".

Compared with 2006, access to nature (+11%) has become a lot more important to residents, with a decline in importance for level of crime (-6%), and all 5% less for health services, education provision and the level of traffic congestion.

The level of crime is the top most important factor in four of the six localities. The exceptions are in the Alcester / Bidford and Southam localities where health services are top.

Table 1: Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?

	2008 %	% Difference on 2006
The level of crime	57.0	-6.0
Health services	53.2	-4.7
Clean streets	36.4	+0.3
Affordable decent housing	34.9	-1.9
Access to nature	34.6	+10.6
Education provision	33.1	-4.7
Public transport	28.4	+3.7
Shopping facilities	28.1	-0.5
The level of traffic congestion	24.3	-4.8
Parks and open spaces	23.3	+0.8
Activities for teenagers	18.9	-2.0
Road and pavement repairs	18.0	+1.1
Job prospects	17.3	+0.5
Community activities	13.3	+1.3
Facilities for young children	12.6	+2.0
Wage levels and cost of living	11.7	+1.5
The level of pollution	10.9	-0.5
Cultural facilities (e.g. libraries, museums)	10.8	+0.8
Sports and leisure facilities	8.8	-4.1
Race relations	1.4	+0.1
Other	2.1	+0.3
Don't know	0.2	+0.1
None of these	0.1	Same
BASE: (All Respondents)	(1611)	(1655)

Table 2: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

HENLEY / STUDLEY LOCALITY	2008 %
Level of crime	61
Health services	55
Level of traffic congestion	38
Clean streets	37
Public transport	35
BASE: (All Respondents)	(277)

Table 3: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

ALCESTER / BIDFORD LOCALITY	2008 %
Health services	57
Level of crime	53
Access to nature	43
Clean streets	36
Affordable decent housing	30
BASE: (All Respondents)	(262)

Table 4: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

STRATFORD LOCALITY	2008 %
Level of crime	58
Health services	49
Affordable decent housing	38
Clean streets	36
Education provision	35
BASE: (All Respondents)	(344)

Table 5: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

SHIPSTON LOCALITY	2008 %
Level of crime	57
Health services	48
Affordable decent housing	39
Access to nature	37
Public transport	34
BASE: (All Respondents)	(265)

Table 6: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

WELLESBOURNE / KINETON LOCALITY	2008 %
Level of crime	60
Health of services	57
Clean streets	39
Access to nature	37
Affordable decent housing	34
BASE: (All Respondents)	(193)

Table 7: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

SOUTHAM LOCALITY	2008 %
Health services	57
Level of crime	51
Affordable decent housing	42
Clean streets	40
Education provision	40
BASE: (All Respondents)	(230)

Residents were asked to think about their local area and indicate up to five things that most need improving. The top five improvements were more activities for teenagers (46%); road and pavement repairs (41%); the level of traffic congestion (36%); affordable decent housing (34%); and public transport (33%). The "other" results with 112 responses included 11% of residents quoting traffic calming, 6% both for street lighting and roads/drains maintenance and 4% each for clean recreational areas, cars and vans parking on pavements, and cutting back hedges and trees.

Compared with 2006, the importance of job prospects and wage levels/cost of living increased by 7%, with sport/leisure facilities rising by 5%. A decline in the need for improvement was seen for level of crime (-11%), and the following were all 5% less for the level of traffic congestion, health services and cultural services.

Activities for teenagers are the top improvement required in four of the six localities. The exceptions are in the Stratford and Henley / Studley localities where the level of traffic congestion is top.

Table 8: Thinking about this local area, which of the things below, if any, do you think most needs improving?

	2008 %	% Difference on 2006
Activities for teenagers	46.1	-0.3
Road and pavement repairs	40.6	+3.4
The level of traffic congestion	35.5	-4.5
Affordable decent housing	34.0	-0.6
Public transport	33.1	-0.7
The level of crime	19.4	-10.9
Job prospects	18.5	+7.0
Sports and leisure facilities	18.5	+5.4
Shopping facilities	17.9	+0.5
Wage levels and cost of living	17.9	+6.9
Clean streets	16.2	-0.9
Facilities for young children	15.9	+1.8
Health services	14.3	-4.5
Community activities	11.4	+1.8
Parks and open spaces	9.3	+2.4
The level of pollution	5.6	-2.4
Cultural facilities (e.g. libraries, museums)	5.5	-4.9
Education provision	4.5	-1.8
Access to nature	3.9	-0.9
Race relations	0.8	-0.2
Other	6.2	+1.0
Don't know	0.6	-1.0
None of these	0.5	-0.2
BASE: (All Respondents)	(1646)	(1645)

Table 9: Thinking about this local area, which of the things below, if any, do you think most needs improving?

HENLEY / STUDLEY LOCALITY	2008 %
Level of traffic congestion	46.5
Road & pavement repairs	43.5
Public transport	43.0
Activities for teenagers	39.9
Level of crime	27.7
BASE: (All Respondents)	(278)

Table 10: Thinking about this local area, which of the things below, if any, do you think most needs improving?

ALCESTER / BIDFORD LOCALITY	2008 %
Activities for teenagers	55.0
Road & pavement repairs	40.5
Affordable decent housing	30.0
Public transport	27.6
Level of traffic congestion	26.3
BASE: (All Respondents)	(268)

Table 11: Thinking about this local area, which of the things below, if any, do you think most needs improving?

STRATFORD LOCALITY	2008 %
Level of traffic congestion	60.3
Affordable decent housing	36.9
Activities for teenagers	35.6
Road & pavement repairs	35.4
Wage levels & cost of living	24.3
BASE: (All Respondents)	(357)

Table 12: Thinking about this local area, which of the things below, if any, do you think most needs improving?

SHIPSTON LOCALITY	2008 %
Activities for teenagers	48.1
Road & pavement repairs	40.4
Affordable decent housing	40.3
Public transport	39.3
Job prospects	24.7
BASE: (All Respondents)	(269)

Table 13: Thinking about this local area, which of the things below, if any, do you think most needs improving?

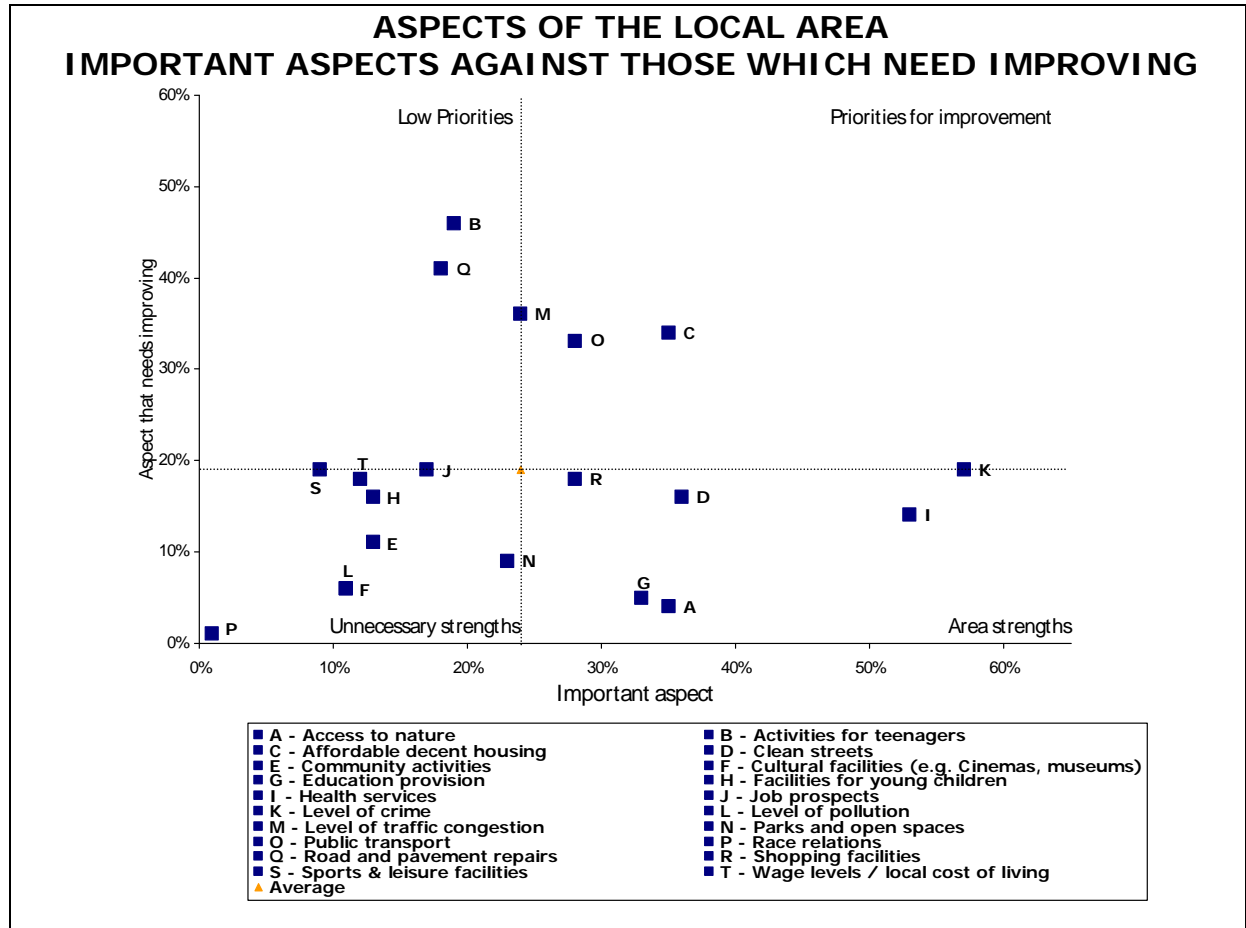
WELESBOURNE / KINETON LOCALITY	2008 %
Activities for teenagers	54.8
Road & pavement repairs	38.0
Sports & leisure facilities	37.0
Public transport	36.6
Affordable decent housing	32.4
BASE: (All Respondents)	(196)

Table 14: Thinking about this local area, which of the things below, if any, do you think most needs improving?

SOUTHAM LOCALITY	2008 %
Activities for teenagers	50.2
Road & pavement repairs	46.3
Affordable decent housing	36.8
Public transport	31.0
Clean streets	20.4
BASE: (All Respondents)	(238)

By plotting the results on the chart below and comparing what is important against aspects that needs improving, it becomes clear as to what are the priorities for improvement that the Stratford area needs to concentrate on. The two priorities that stand out are affordable decent housing and public transport.

Chart 1:



5.1.1 Satisfaction with the area as a place to live

89% of those surveyed are satisfied with the local area as a place to live.

Looking at significant 2008 results:-

- 91% of those aged 65 and over and aged 30-49, compared to 81% of those aged 18-29, are satisfied with the local area as a place to live.
- 92% of those living in the Southam area, as opposed to 86% of those living in the Shipston area, are satisfied with the local area as a place to live.

Chart 2:

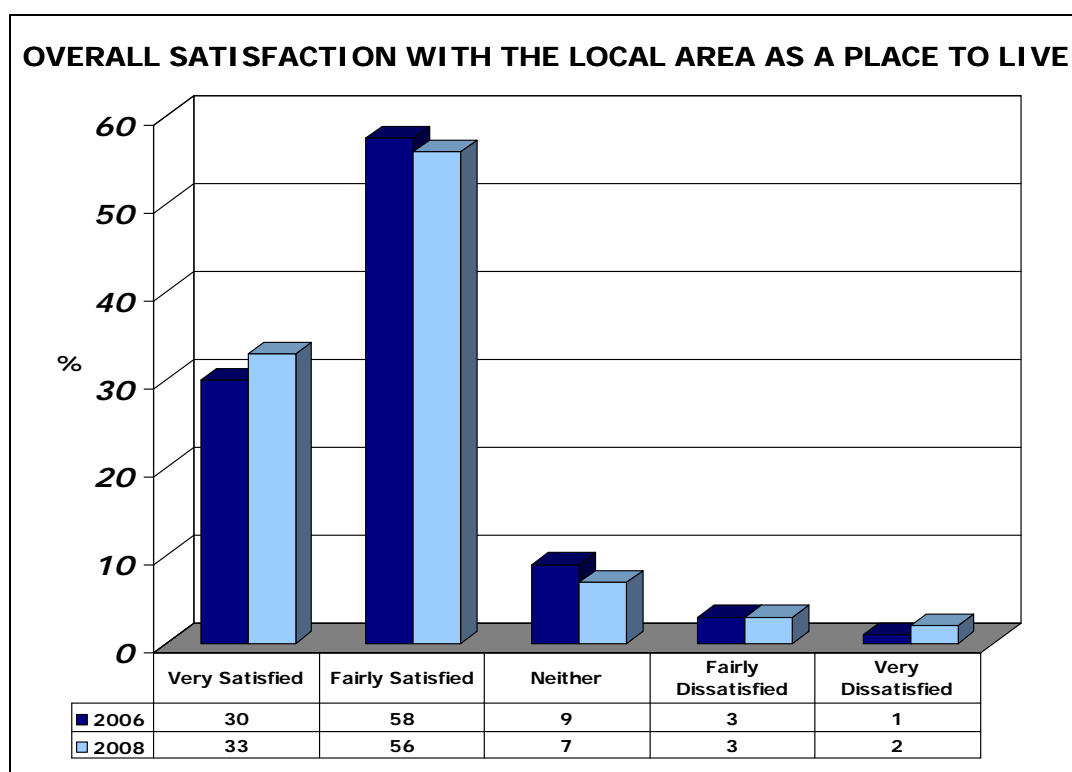


Table 15: Overall satisfaction with the local area as a place to live

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	35	34	19	47	29	34
Fairly Satisfied	55	57	68	39	57	58
Neither	7	7	5	9	10	5
Fairly Dissatisfied	2	1	6	3	3	2
Very Dissatisfied	2	1	2	2	1	1
Base: (All Respondents)	(310)	(294)	(383)	(299)	(225)	(263)

Table 16: Residents' satisfaction with their local area as a place to live by groupings

	RESULT %	BASE NOS
Total	89	1820
GENDER		
Male	89	764
Female	88	1009
AGE GROUP		
18-29	74	40
30-49	89	479
50-64	89	560
65+	91	657
ACCOMMODATION TENURE		
Owned outright	91	872
Buying on mortgage	90	537
Rent from housing association/trust	81	196
Rent from private landlord	81	111
DISABILITY		
Disability – Yes	87	537
Disability - No	89	1192
CHILDREN		
Children in household age 17 and under	86	416
No children in household	90	1341

5.1.2 Satisfaction with their home

Over nine out of ten (92%) respondents are satisfied with their home as a place to live.

Looking at significant 2008 results:-

- 94% of those aged 65 and over, compared to 84% of those aged 18-29, are satisfied with their home as a place to live. 9% of those aged 18-29 are dissatisfied.
- 96% of those living in the Southam area, as opposed to 86% of those living in the Stratford area, are satisfied with their home as a place to live.

Chart 3:

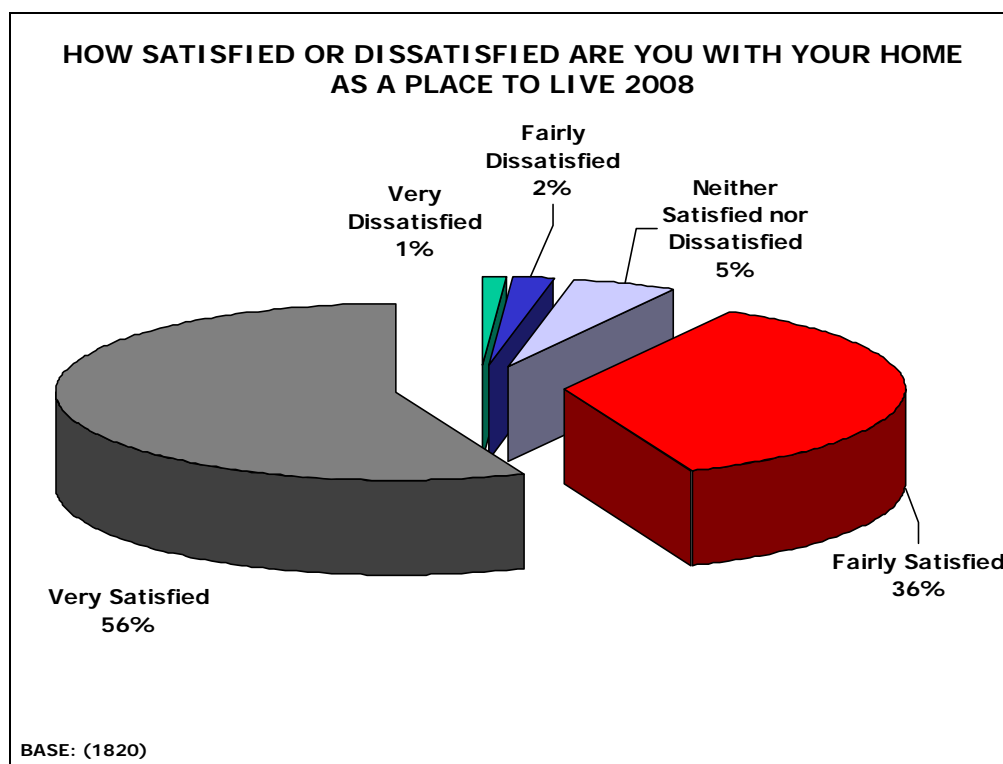


Table 17: How satisfied or dissatisfied are you with your home as a place to live

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
Very Satisfied	58	62	49	59	52	56
Fairly Satisfied	35	31	37	33	38	40
Neither	5	4	7	5	6	2
Fairly Dissatisfied	3	1	4	2	4	1
Very Dissatisfied	0	1	3	1	0	1
Base: (All Respondents)	(307)	(296)	(383)	(301)	(224)	(263)

5.1.3 Strength of belonging

Two thirds (66%) of respondents felt strongly that they feel they belong to their immediate neighbourhood. Over one third (34%) felt not strongly about the statement.

Looking at significant 2008 results:-

- 76% of those aged 65 and over, compared to 56% of those aged 18-29, feel strongly that they belong to their immediate neighbourhood. 44% of those aged 18-29 feel either not very strongly or not at all that they belong to their immediate neighbourhood, compared to 24% of those aged 65 and over.
- 69% of females, versus 62% of males, feel strongly that they belong to their immediate neighbourhood.
- 74% of those living in the Shipston and Southam areas, as opposed to 51% of those living in the Stratford area, feel strongly that they belong to their immediate neighbourhood. 49% of those living in the Stratford area feel not very strongly or not at all strongly with the statement compared to 26% of those living in the Shipston and Southam areas.

Chart 4:

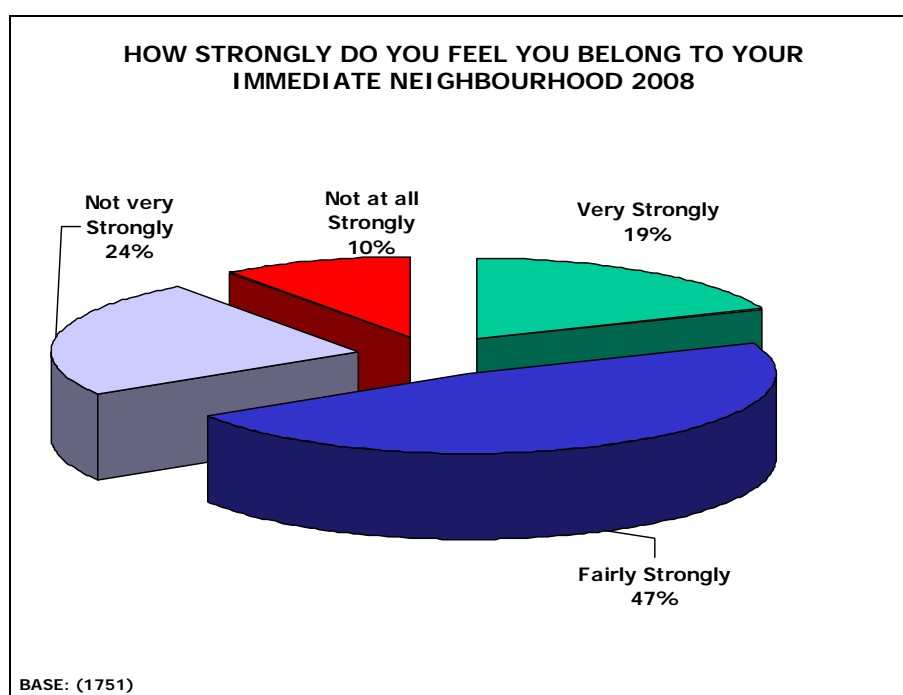


Table 18: How strongly you feel you belong to your immediate neighbourhood

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Strongly	21	21	12	25	17	21
Fairly Strongly	46	50	38	49	49	53
Not Very Strongly	26	24	31	18	27	18
Not at all Strongly	8	5	18	8	7	8
Base: (All Respondents)	(300)	(284)	(363)	(288)	(218)	(253)

5.2 Local Public Services

5.2.1 Public Services

Local public servicesare working to make the area safer

Almost two thirds (65%) of respondents believe a great deal or to some extent that the local public services are working to make the area safer. Over one third (35%) stated not very much or not at all.

Looking at significant 2008 results: -

- 70% of females, versus 59% of males, believe a great deal or to some extent with the statement.
- 69% of those aged 65 and over, compared to 62% of those aged 30-49, believe a great deal or to some extent that the local public services are working to make the area safer.

Table 19: Local public servicesare working to make the area safer

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kington	Southam
	%	%	%	%	%	%
A great deal	8	9	9	12	7	4
To some extent	53	58	58	59	55	55
Not very much	33	27	28	20	33	35
Not at all	7	6	6	9	6	5
Base: (All Respondents)	(267)	(252)	(322)	(244)	(192)	(229)

Local public servicesare working to make the area cleaner and greener

Almost three quarters (74%) of respondents believe a great deal or to some extent that the local public services are working to make the area cleaner and greener. Slightly over one quarter (26%) stated not very much or not at all.

Looking at significant 2008 results: -

- 78% of females, versus 69% of males, believe a great deal or to some extent with the statement. 22% of females believe not very much or not at all with the statement compared to 31% of males.
- 84% of those aged 18-29, compared to 71% of those aged 50-64, believe a great deal or to some extent that the local public services are working to make the area cleaner and greener. 29% of those aged 50-64 believe not very much or not at all with the statement compared to 17% of those aged 18-29.

Table 20: Local public servicesare working to make the area cleaner and greener

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	11	11	11	16	13	11
To some extent	61	64	57	63	65	66
Not very much	26	23	25	18	18	21
Not at all	3	2	7	3	4	3
Base: (All Respondents)	(279)	(260)	(350)	(259)	(198)	(243)

Local public servicespromote the interests of local residents

Less than half (45%) of respondents believe a great deal or to some extent that the local public services promote the interests of local residents. Over half (55%) stated not very much or not at all.

Looking at significant 2008 results:-

- 48% of females, versus 40% of males, believe a great deal or to some extent with the statement.
- 50% of those aged 65 and over, compared to 42% of those aged 18-29, believe a great deal or to some extent that the local public services promote the interests of local residents.
- 73% of those living in Stratford believe not very much or not at all with the statement compared to 48% of those living in the Southam area.

Table 21: Local public servicespromote the interests of local residents

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kington	Southam
	%	%	%	%	%	%
A great deal	5	6	4	8	7	4
To some extent	43	43	24	43	44	48
Not very much	41	39	49	39	41	36
Not at all	11	12	24	11	9	12
Base: (All Respondents)	(259)	(241)	(321)	(242)	(187)	(233)

Local public servicesact on the concerns of local residents

Less than half (45%) of respondents believe a great deal or to some extent that the local public services act on the concerns of local residents. Over half (55%) stated not very much or not at all.

Looking at significant 2008 results: -

- 49% of females, versus 41% of males, believe a great deal or to some extent with the statement.
- 68% of those living in Stratford believe not very much or not at all with the statement compared to 47% of those living in the Southam area.

Table 22: Local public servicesact on the concerns of local residents

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kington	Southam
	%	%	%	%	%	%
A great deal	6	4	5	6	9	4
To some extent	39	46	27	48	39	49
Not very much	41	41	46	35	39	38
Not at all	15	9	22	12	12	9
Base: (All Respondents)	(255)	(247)	(330)	(236)	(185)	(222)

Local public servicestreat all types of people fairly

Almost three quarters (71%) of respondents believe a great deal or to some extent that the local public services treats all types of people fairly. Slightly less than one third, (29%) of respondents stated not very much or not at all.

Looking at significant 2008 results:-

- 31% of males believe not very much or not at all with the statement compared to 26% of females.
- 77% of those aged 65 and over, compared to 67% of those aged 18-29, believe a great deal or to some extent that the local public services treat all types of people fairly.
- 43% of those living in Stratford believe not very much or not at all with the statement, compared to 20% of those living in the Wellesbourne area.

Table 23: Local public servicestreat all types of people fairly

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kington	Southam
	%	%	%	%	%	%
A great deal	16	14	11	17	19	12
To some extent	57	61	47	60	62	62
Not very much	19	18	28	19	12	18
Not at all	8	7	15	4	8	9
Base: (All Respondents)	(215)	(205)	(265)	(201)	(156)	(192)

5.2.2 Satisfaction with Public Services

Residents feel most satisfied about their GP (86%) and the Warwickshire Fire and Rescue Service (84%). Three quarters (75%) of respondents feel satisfied about their local dentist and over seven out of ten (72%) respondents feel satisfied about their local hospital. Less than three fifths (56%) of residents feel satisfied about Warwickshire Police.

Looking at significant 2008 results of Warwickshire Police: -

- 60% of females, versus 51% of males, are satisfied with Warwickshire Police. However, 23% of males are dissatisfied with Warwickshire Police compared to 14% of females.
- 21% of those living in the Stratford and Southam areas, as opposed to 8% of those living in the Wellesbourne area, are dissatisfied with Warwickshire Police.

Looking at significant 2008 results of Warwickshire Fire and Rescue Service: -

- 88% of those aged 65 and over, compared to 81% of those aged 18-29, are satisfied with the Warwickshire Fire and Rescue Service.

Looking at significant 2008 results of your GP (family doctor): -

- 95% of those aged 65 and over, compared to 79% of those aged 30-49, are satisfied with their GP. 10% of those aged 18-29 are dissatisfied with their GP compared to 2% of those aged 65 and over.
- 92% of those living in the Shipston area, as opposed to 81% of those living in the Alcester area, are satisfied with their GP. 10% of those living in the Alcester area are dissatisfied with their GP compared to only 2% of those living in the Shipston area.

Looking at significant 2008 results of your local hospital: -

- 17% of males, versus 11% of females, are dissatisfied with their local hospital.
- 84% of those aged 65 and over, compared to 63% of those aged 18-29, are satisfied with their local hospital. 25% of those aged 18-29 are dissatisfied with their local hospital compared to 7% of those aged 65 and over.
- 83% of those living in the Shipston area, as opposed to 64% of those living in the Alcester area, are satisfied with their local hospital. 23% of those living in the Stratford area are dissatisfied with their local hospital compared to only 4% of those living in the Shipston area.

Looking at significant 2008 results of your local dentist: -

- 81% of those aged 65 and over, compared to 62% of those aged 18-29, are satisfied with their local dentist. 23% of those aged 18-29 are dissatisfied with their local dentist compared to 10% of those aged 50-64.
- 82% of those living in the Shipston area, as opposed to 67% of those living in the Alcester area, are satisfied with their local dentist.

Chart 5:

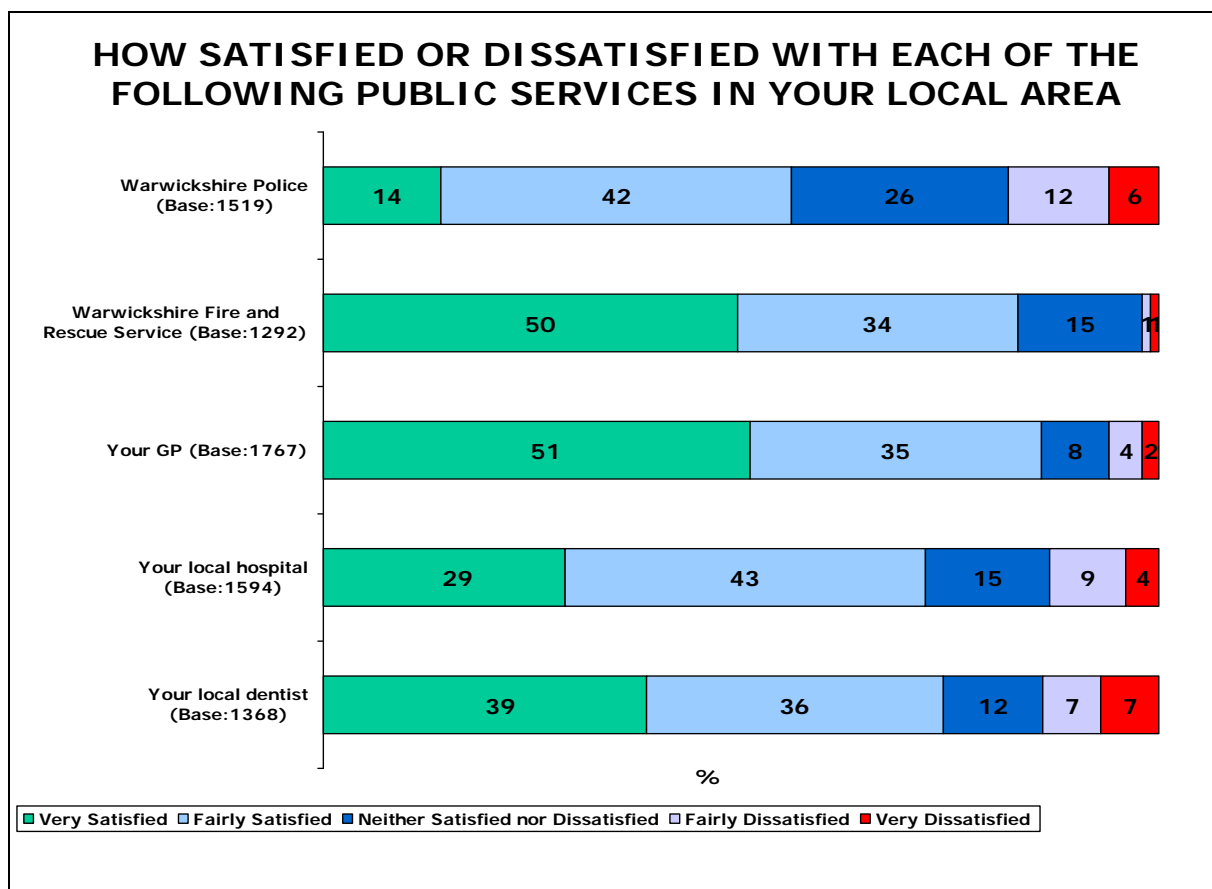


Table 24: Warwickshire Police

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	15	11	18	14	15	10
Fairly Satisfied	48	40	40	38	50	40
Neither	22	30	21	30	27	29
Fairly Dissatisfied	10	15	12	14	3	12
Very Dissatisfied	5	4	9	4	5	9
Base: (All Respondents)	(263)	(238)	(321)	(242)	(192)	(228)

Table 25: Warwickshire Fire and Rescue Service

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	45	58	52	52	46	41
Fairly Satisfied	37	31	34	30	35	42
Neither	14	11	13	18	18	16
Fairly Dissatisfied	2	0	1	0	0	1
Very Dissatisfied	1	0	1	1	0	0
Base: (All Respondents)	(212)	(215)	(282)	(200)	(158)	(195)

Table 26: Your GP (local doctor)

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	55	45	45	61	56	50
Fairly Satisfied	36	36	37	31	31	39
Neither	5	9	10	7	7	7
Fairly Dissatisfied	3	6	6	2	5	2
Very Dissatisfied	2	4	2	0	1	2
Base: (All Respondents)	(296)	(289)	(371)	(290)	(219)	(257)

Table 27: Your local hospital

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	27	24	28	41	28	27
Fairly Satisfied	52	40	37	42	46	46
Neither	14	21	12	13	13	16
Fairly Dissatisfied	5	9	19	2	9	8
Very Dissatisfied	3	7	4	2	5	3
Base: (All Respondents)	(277)	(246)	(338)	(256)	(200)	(237)

Table 28: Your local dentist

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	34	35	40	48	44	32
Fairly Satisfied	34	32	35	34	35	44
Neither	14	16	12	10	6	11
Fairly Dissatisfied	10	9	8	4	9	4
Very Dissatisfied	8	7	5	5	6	10
Base: (All Respondents)	(215)	(211)	(314)	(229)	(167)	(201)

5.2.3 Satisfaction with services provided by Stratford District Council and Warwickshire County Council

Satisfaction with keeping public land clear of litter and refuse

Two thirds (66%) of residents feel satisfied that Stratford DC keeps the District clear of litter and refuse. This result is 13% lower than in 2006.

Looking at significant 2008 results:-

- 75% of those aged 18-29, compared to 62% of those aged 50-64, are satisfied that Stratford DC keeps the District clear of litter and refuse.
- 71% of females, versus 60% of males, feel satisfied that Stratford DC keeps the District clear of litter and refuse.
- 71% of those living in the Shipston area, as opposed to 59% of those living in the Henley area, are satisfied.

Chart 6:

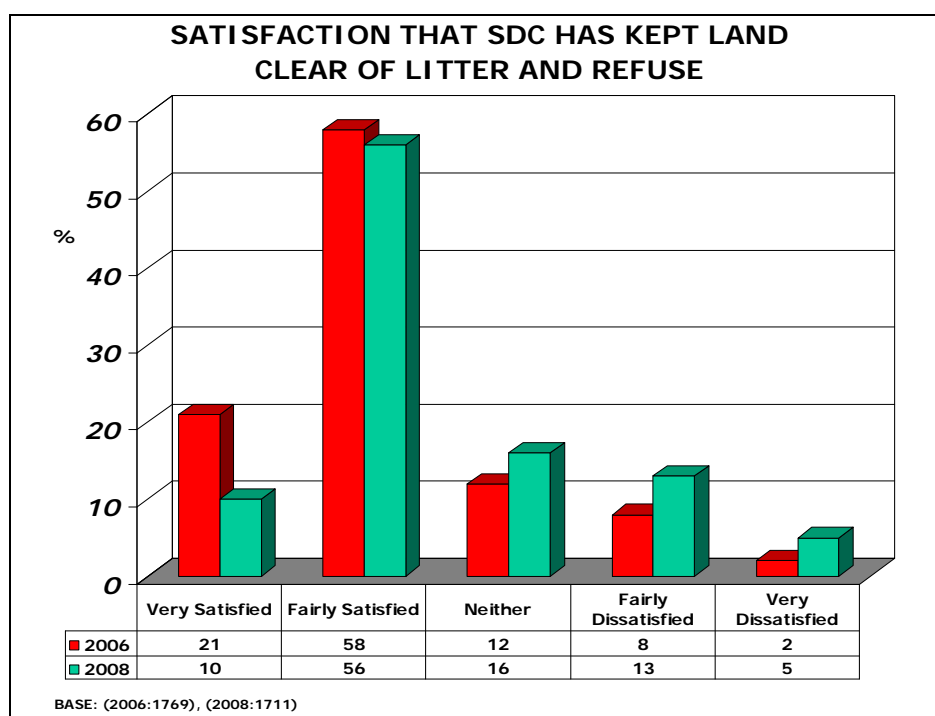


Table 29: Satisfaction that SDC has kept land clear of litter and refuse

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	14	10	10	10	10	8
Fairly Satisfied	45	60	53	61	56	60
Neither	23	17	17	15	16	12
Fairly Dissatisfied	16	9	15	11	15	15
Very Dissatisfied	4	4	6	4	3	6
Base: (All Respondents)	(292)	(275)	(362)	(274)	(216)	(248)

Satisfaction with Refuse Collection

Over four fifths (81%) of residents feel satisfied with the refuse collection provided by SDC.

Looking at significant 2008 results:-

- 13% of males, versus 10% of females, are dissatisfied with the refuse collection provided by SDC.
- 88% of those aged 65 and over, compared to 76% of those aged 18-29, are satisfied with the refuse collection provided by SDC. 14% of those aged 18-29 are dissatisfied compared to 6% of those aged 65 and over.
- 91% of those living in the Southam area, as opposed to 75% of those living in the Shipston area, are satisfied with the refuse collection provided by SDC.

Chart 7:

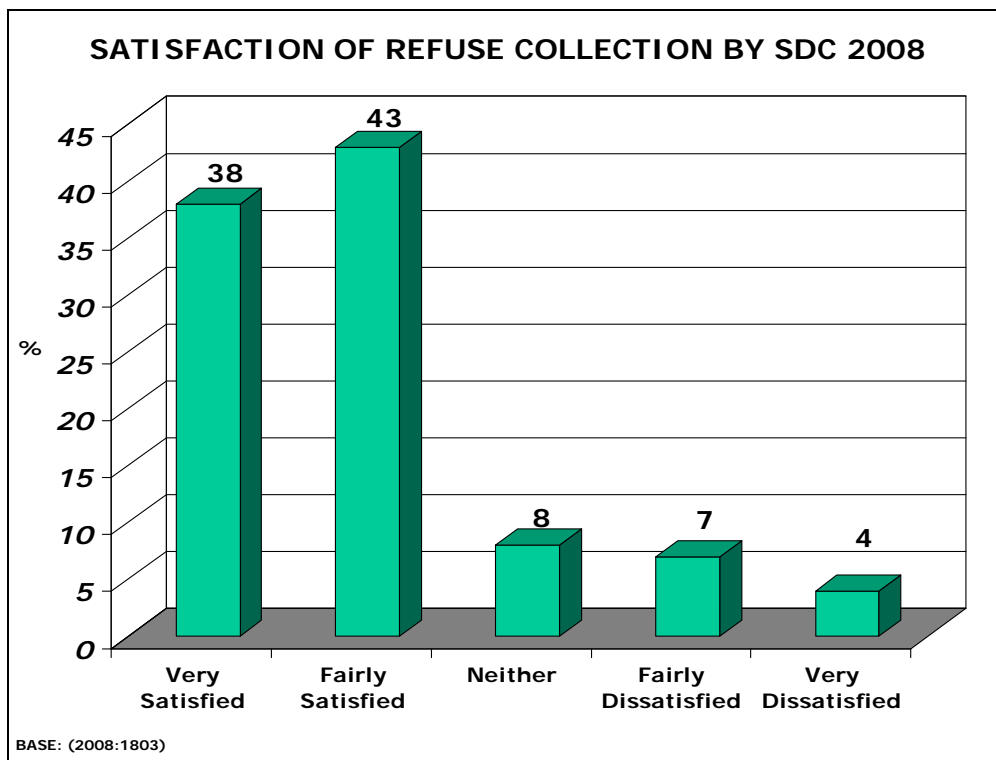


Table 30: Satisfaction of Refuse Collection by SDC 2008

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	42	35	34	35	38	46
Fairly Satisfied	42	48	44	40	40	45
Neither	6	8	10	11	7	7
Fairly Dissatisfied	7	7	8	7	10	2
Very Dissatisfied	4	3	4	8	4	1
Base: (All Respondents)	(307)	(293)	(376)	(298)	(223)	(261)

Satisfaction with Doorstep Recycling

Almost four fifths (78%) of residents feel satisfied with the doorstep recycling provided by SDC.

Looking at significant 2008 results:-

- 81% of females, versus 75% of males, are satisfied with the doorstep recycling provided by SDC.
- 83% of those aged 65 and over, compared to 73% of those aged 18-29, are satisfied with the doorstep recycling provided by SDC.
- 91% of those living in the Southam area, as opposed to 71% of those living in the Stratford area, are satisfied with the doorstep recycling provided by SDC. 15% of those living in the Shipston area are dissatisfied compared to only 4% in the Southam area.

Chart 8:

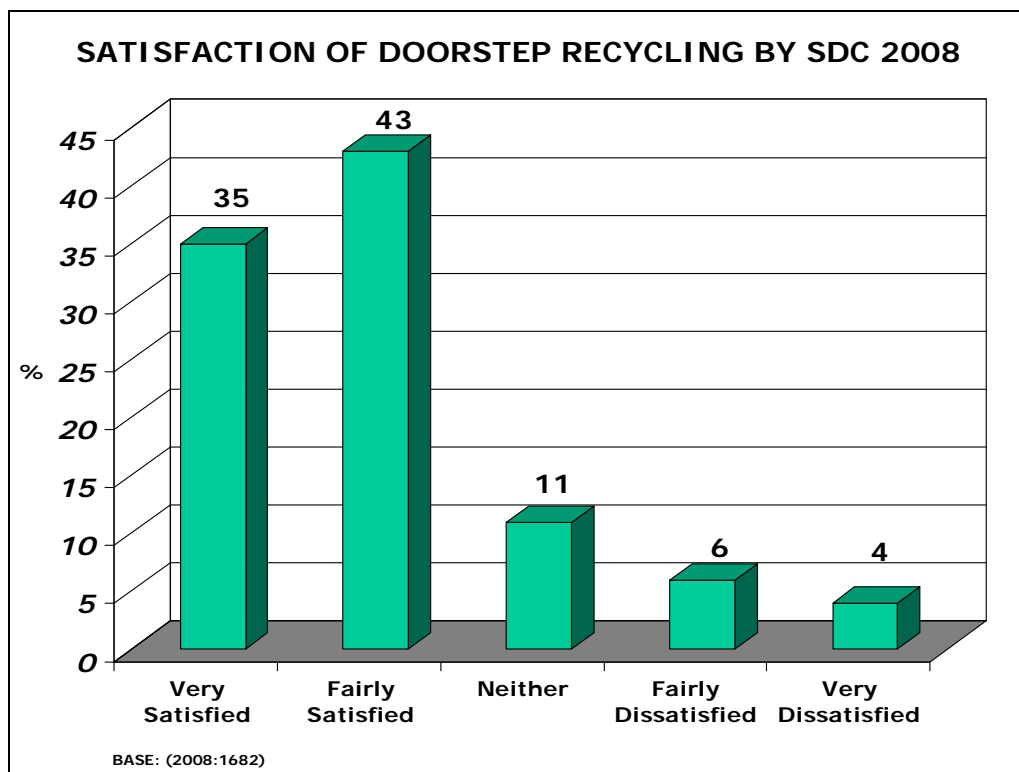


Table 31: Satisfaction of Doorstep Recycling by SDC 2008

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	40	31	31	33	42	37
Fairly Satisfied	38	48	40	41	41	54
Neither	15	10	15	12	6	4
Fairly Dissatisfied	4	8	7	8	8	4
Very Dissatisfied	3	3	7	7	4	0
Base: (All Respondents)	(286)	(275)	(349)	(284)	(202)	(243)

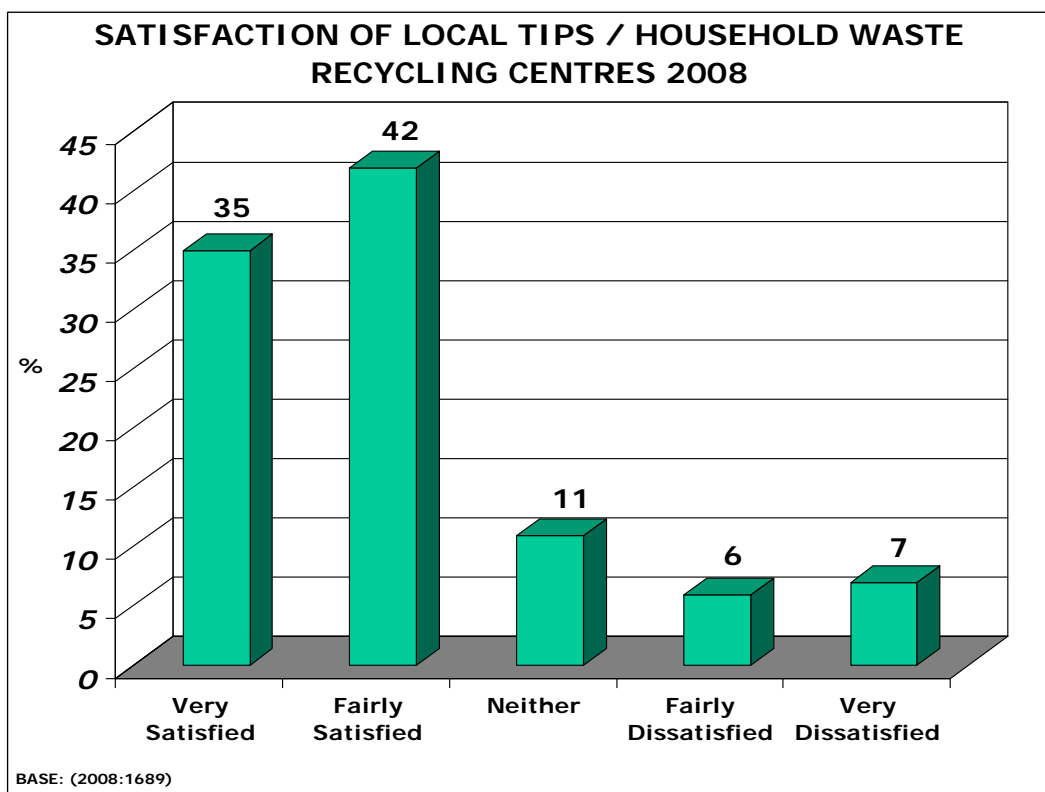
Satisfaction with Local Tips / Household Waste Recycling Centres

Over three quarters (77%) of residents feel satisfied with the local tips / household waste recycling centres provided by WCC.

Looking at significant 2008 results:-

- 84% of those aged 65 and over compared to 69% of those aged 18-29, are satisfied with local tips / household waste recycling centres.
- 84% of those living in the Stratford area, as opposed to 56% of those living in the Henley area, are satisfied with local tips / household waste recycling centres provided. 33% of those living in the Henley area are dissatisfied compared to 5% in the Wellesbourne area.

Chart 9:



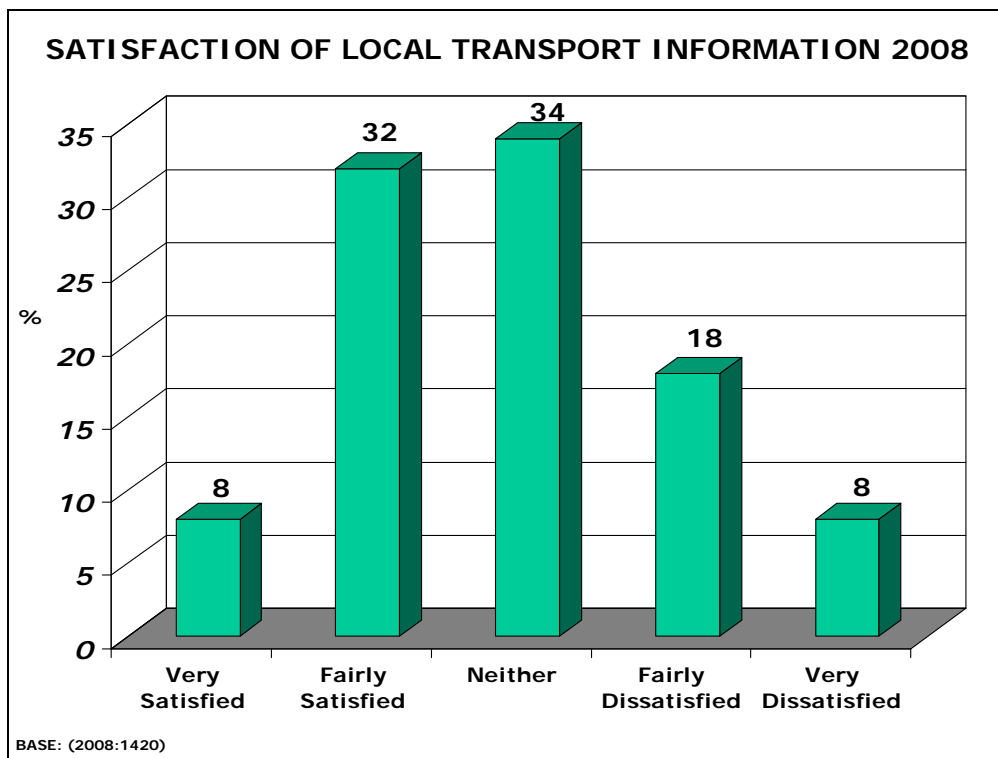
Satisfaction with Local Transport Information

Two fifths (40%) of residents feel satisfied with the local transport information provided by WCC. However, over one quarter (26%) are dissatisfied.

Looking at significant 2008 results:-

- 45% of females, versus 34% of males, are satisfied with the local transport information provided by WCC.
- 53% of those aged 65 and over, compared to 32% of those aged 30-49, are satisfied with the local transport information provided by WCC. 29% of those aged 18-29 are dissatisfied compared to 20% of those aged 65 and over.
- 55% of those living in the Southam area, as opposed to 33% of those living in the Henley area, are satisfied with the local transport information provided by WCC. 31% of those living in the Henley area are dissatisfied compared to 12% in the Southam area.

Chart 10:



Satisfaction with Local Bus Services

Two fifths (40%) of residents feel satisfied with the local bus services provided by WCC. However, almost one third (32%) are dissatisfied.

Looking at significant 2008 results:-

- 57% of those aged 65 and over, compared to 31% of those aged 30-49, are satisfied with local bus services provided. 37% of those aged 18-29 and 30-49 are dissatisfied compared to 21% of those aged 65 and over.
- 53% of those living in the Southam area, as opposed to 33% of those living in the Shipston area, are satisfied with local bus services. 41% of those living in the Henley area are dissatisfied compared to 21% in the Southam area.

Chart 11:



Satisfaction with Sports / Leisure Facilities

Over two fifths (43%) of residents feel satisfied with the sports/leisure facilities provided by SDC. This result is 20% lower than in 2006.

Looking at significant 2008 results:-

- 46% of those aged 65 and over are satisfied with the sports/leisure facilities provided by SDC compared to 39% of those aged 50-64.
- 54% of those living in the Shipston area, as opposed to 22% of those living in the Wellesbourne area, are satisfied with the sports/leisure facilities provided by SDC. 46% of those living in the Wellesbourne area are dissatisfied, compared to 13% in the Shipston area.

Chart 12:

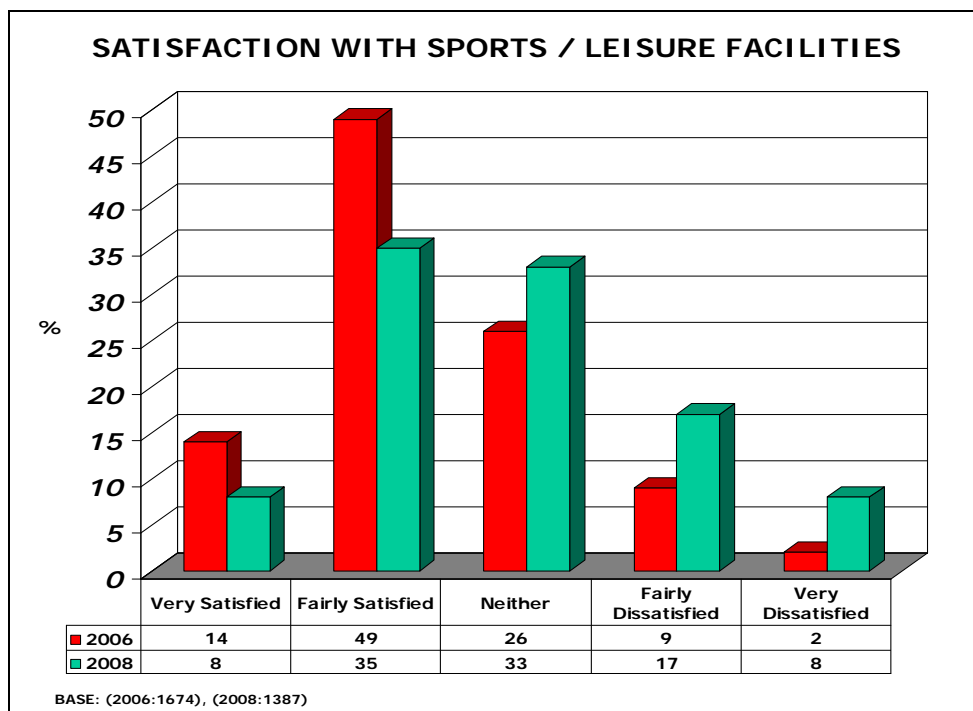


Table 32: Satisfaction with Sports / Leisure Facilities

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	9	8	8	12	0	10
Fairly Satisfied	30	32	36	42	22	43
Neither	39	33	39	34	32	33
Fairly Dissatisfied	14	21	19	8	30	12
Very Dissatisfied	9	6	8	5	16	3
Base: (All Respondents)	(224)	(225)	(296)	(224)	(174)	(210)

Satisfaction with Libraries

Over two thirds (68%) of residents feel satisfied with the libraries provided by WCC. This result is 8% lower than in 2006.

Looking at significant 2008 results:-

- 79% of those aged 65 and over compared to 61% of those aged 30-49, are satisfied with libraries provided. 14% of those aged 18-29 are dissatisfied compared to 7% of those aged 65 and over.
- 76% of those living in the Alcester area, as opposed to 57% of those living in the Henley area, are satisfied with the libraries provided by SDC. 15% of those living in the Henley area are dissatisfied compared to 4% in the Alcester area.

Chart 13:

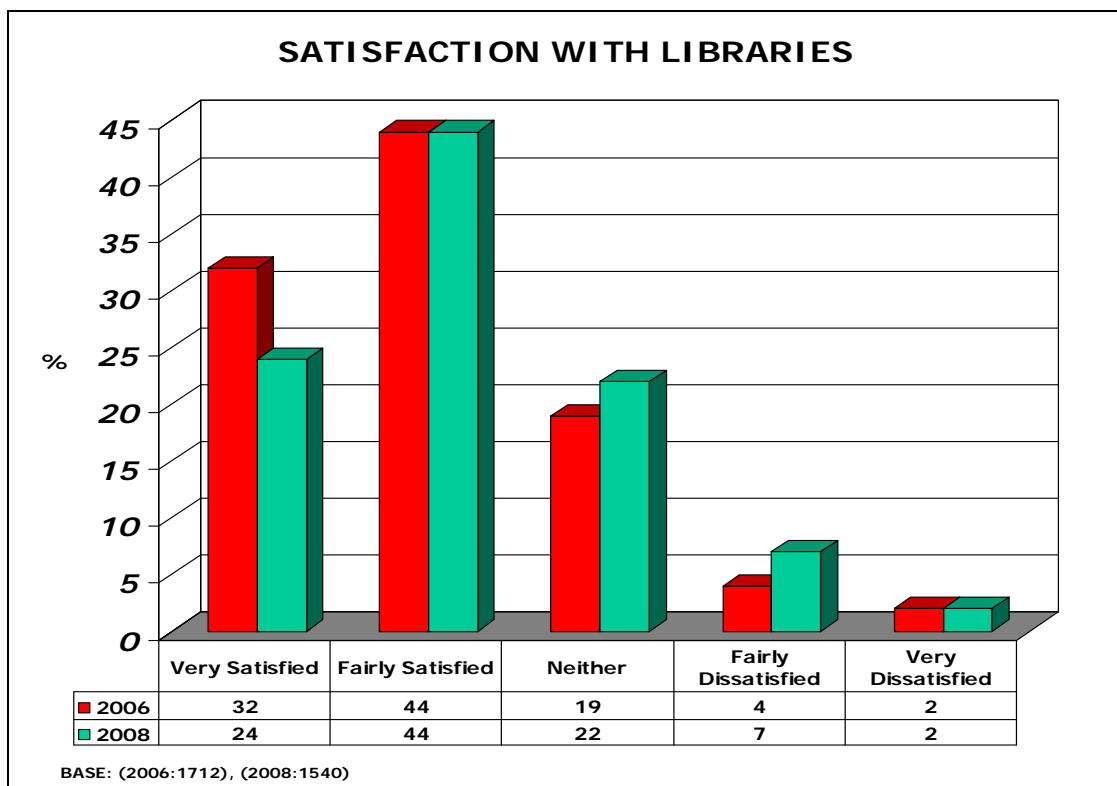


Table 33: Satisfaction with Libraries

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	19	30	30	21	20	24
Fairly Satisfied	38	46	44	46	46	47
Neither	27	20	18	26	20	23
Fairly Dissatisfied	12	3	7	5	13	4
Very Dissatisfied	3	1	2	3	1	2
Base: (All Respondents)	(262)	(256)	(337)	(237)	(189)	(221)

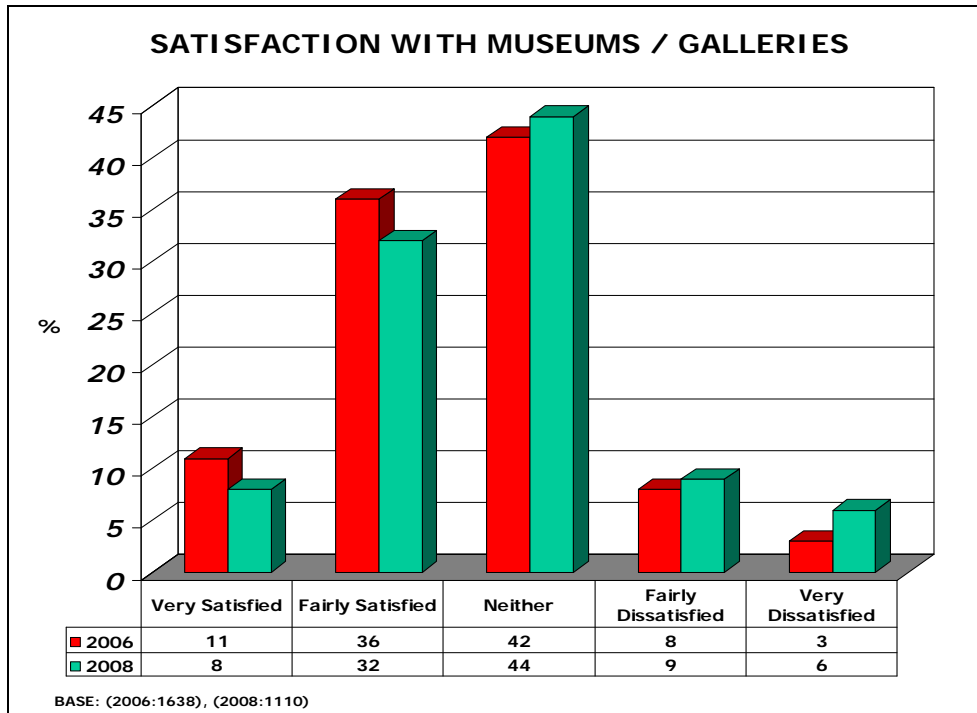
Satisfaction with Museums and Galleries

Two fifths (40%) of residents feel satisfied with the museums/galleries provided by SDC. This result is 7% lower than in 2006.

Looking at significant 2008 results:-

- 52% of those living in the Alcester area, as opposed to 29% of those living in the Shipston area, are satisfied with the museums / galleries provided by SDC.

Chart 14:



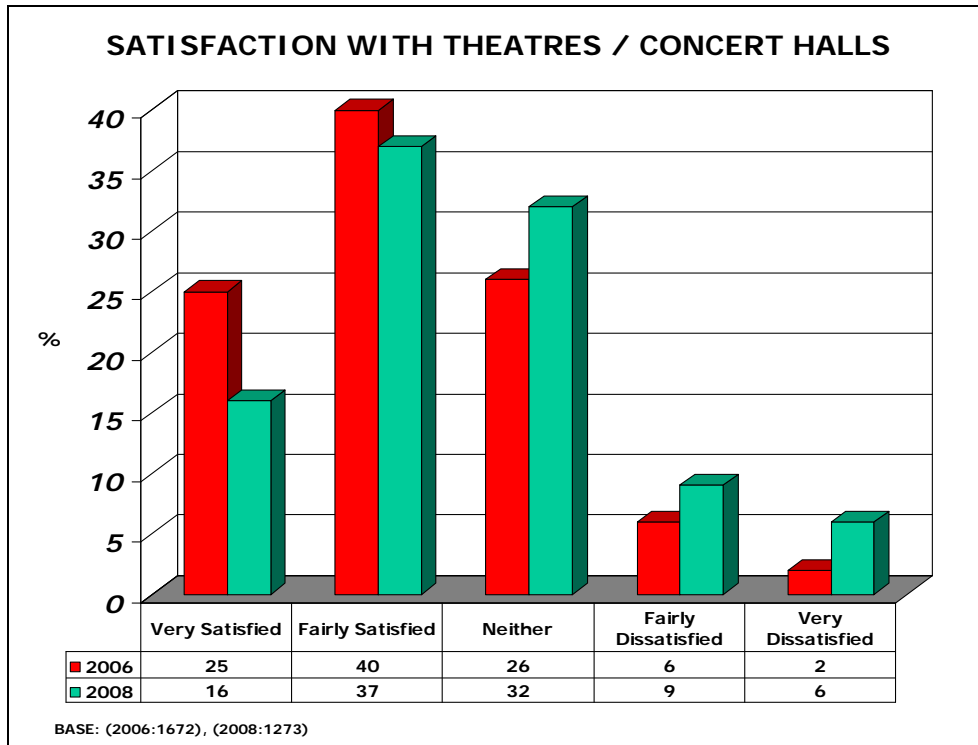
Satisfaction with Theatres / Concert Halls

Over half (53%) of residents feel satisfied with theatres/concert halls. This result is 12% lower than in 2006.

Looking at significant 2008 results: -

- 67% of those living in the Stratford area, as opposed to 43% of those living in the Southam area, are satisfied with theatres / concert halls.

Chart 15:



Satisfaction with Parks and Open Spaces

Seven out of ten (70%) residents feel satisfied with the parks and open spaces provided by SDC. This result is 11% lower than in 2006.

Looking at significant 2008 results:-

- 79% of those aged 18-29, compared to 64% of those aged 65 and over, are satisfied with the parks and open spaces provided by SDC. 15% of those aged 30-49 are dissatisfied compared to 7% of those aged 18-29.
- 75% of those living in the Alcester area, as opposed to 60% of those living in the Wellesbourne area, are satisfied with the parks and open spaces provided by SDC. 18% of those living in the Wellesbourne area are dissatisfied compared to 7% in the Alcester area.

Chart 16:

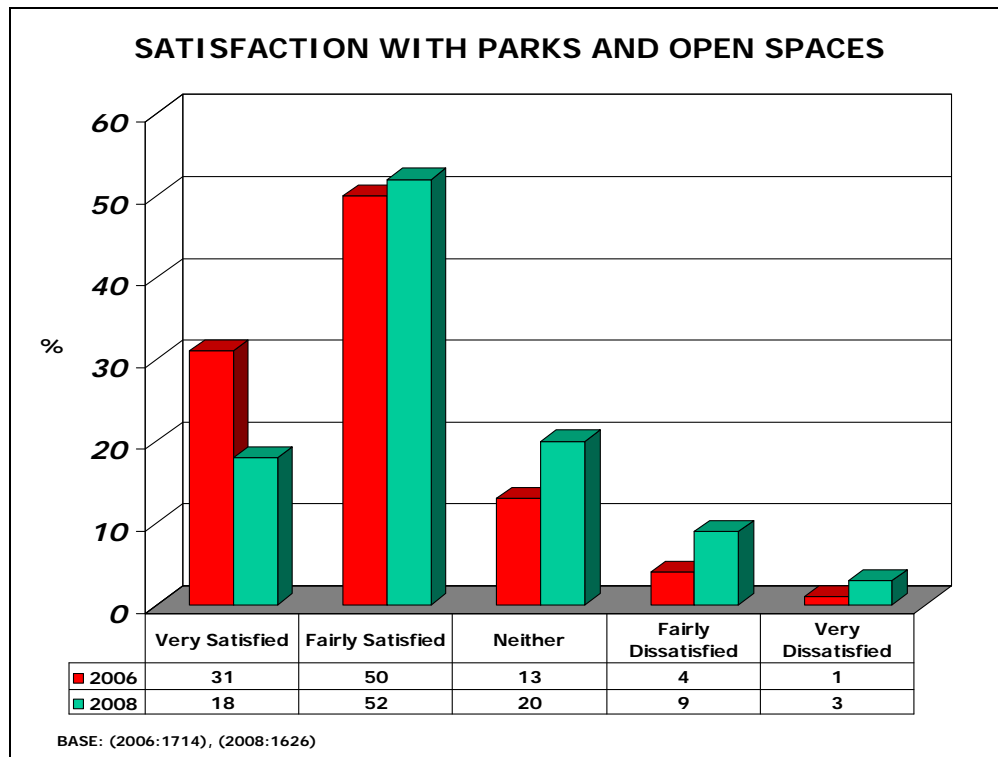


Table 34: Satisfaction with Parks and Open Spaces

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kington	Southam
Very Satisfied	18	15	23	17	14	14
Fairly Satisfied	54	60	48	50	46	55
Neither	18	18	16	21	22	23
Fairly Dissatisfied	8	6	9	10	15	5
Very Dissatisfied	2	1	4	3	3	3
Base: (All Respondents)	(265)	(270)	(366)	(249)	(195)	(240)

Table 35: Various Services Net Satisfaction Scores

NET SATISFACTION %	2006	2008
Keeping public land clear of litter and refuse	+69	+48
Refuse collection	-	+70
Doorstep recycling	-	+68
Local tips / Household waste recycling centres	-	+64
Local transport information	-	+15
Local bus services	-	+8
Sports / Leisure facilities	+52	+18
Libraries	+71	+59
Museums / Galleries	+36	+25
Theatres / Concert halls	+56	+38
Parks and open spaces	+76	+58

5.2.4 Frequency of using services provided or supported by Stratford District Council and Warwickshire County Council

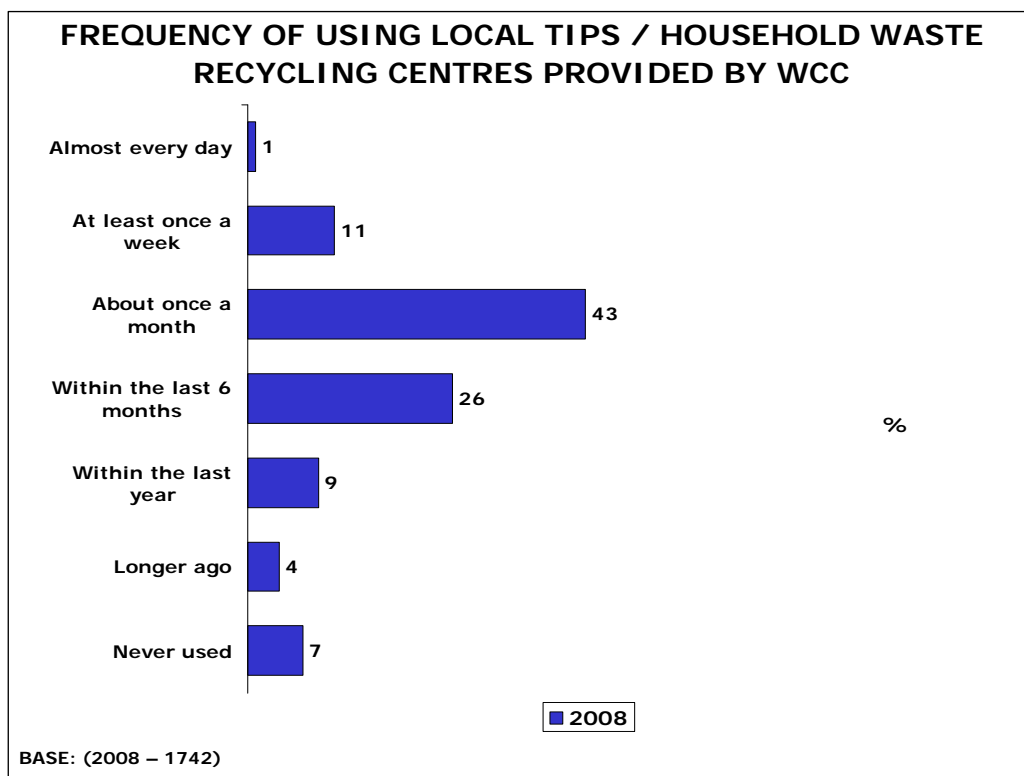
Local Tips

Over two fifths (43%) of residents use local tips/household waste recycling centres about once a month and 7% of residents have never used them.

Looking at significant 2008 results:-

- 14% of those aged 50-64 use local tips / household waste recycling centres at least once a week compared to 7% of those aged 18-29. 49% of those aged 30-49 use them at least once a month compared to 35% of those aged 18-29.
- 49% of males, versus 38% of females, use local tips / household waste recycling centres about once a month.
- 16% of those living in the Shipston area use local tips / household waste recycling centres at least once a week compared to 8% of those living in the Henley and Alcester areas. 14% of those living in the Henley area have never used them compared to 3% of those in Wellesbourne.

Chart 17:



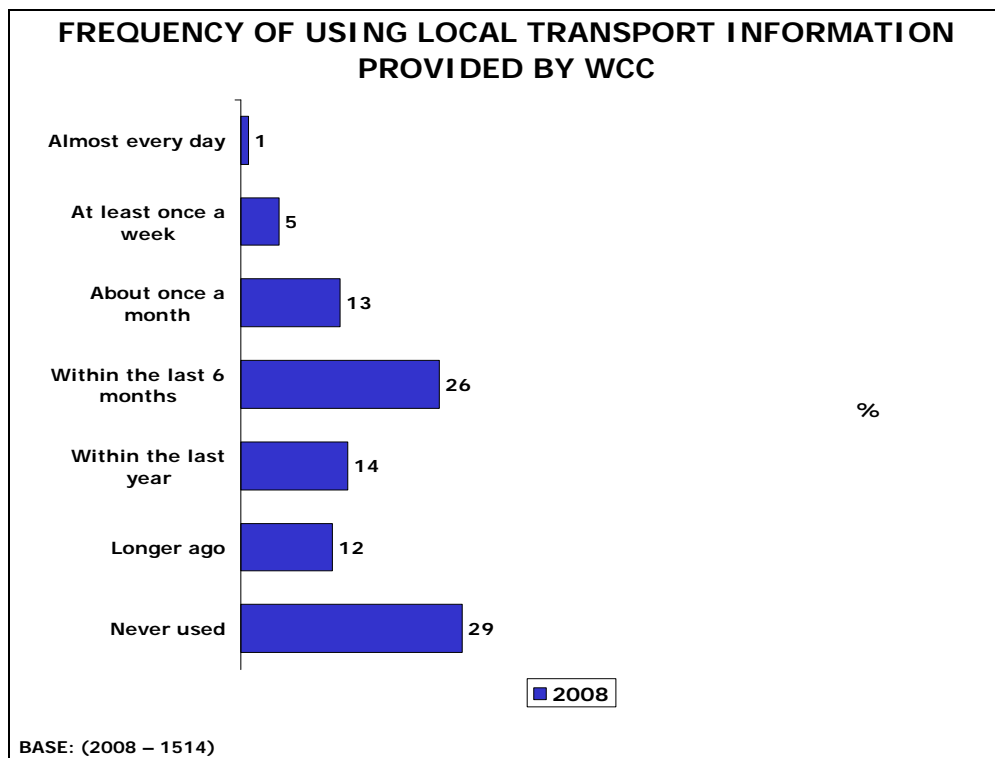
Local Transport Information

Less than one fifth (19%) of residents use local transport information at least once a month. Almost three out of ten (29%) residents have never used them.

Looking at significant 2008 results:-

- 17% of those aged 30-49 use local transport information at least once a month compared to 10% of those aged 18-29. 16% of those aged 30-49 have used them within the last year compared to 8% aged 18-29.
- 16% of males, versus 11% of females, use local transport information about once a month.
- 33% of those living in the Stratford area have used local transport information within in the last 6 months compared to 20% of those living in the Henley area. 36% of those in Shipston have never used them compared to 21% of those from Stratford.

Chart 18:



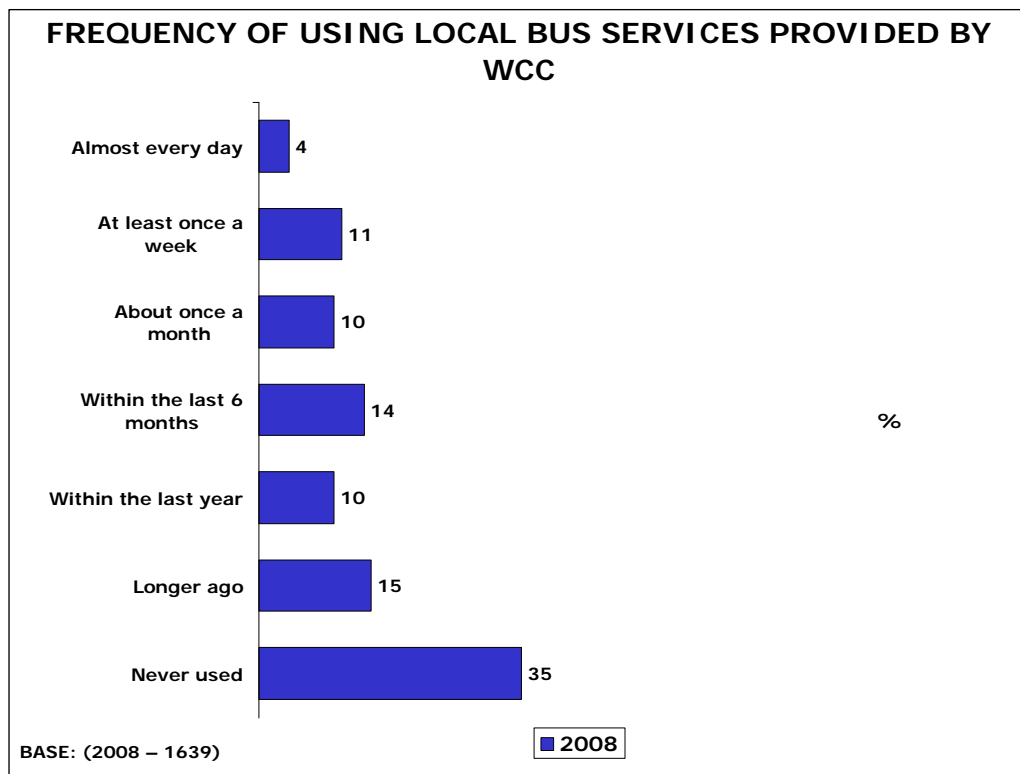
Local Bus Services

One quarter (25%) of residents use the local bus services provided by WCC at least once a month. Over one third (35%) of residents have never used them.

Looking at significant 2008 results:-

- 17% of those aged 65 and over use local bus services at least once a week compared to 8% of those aged 18-29.
- 39% of males have never used the local bus service compared to 32% of females.

Chart 19:



Sport and Leisure Facilities

21% of residents use SDC's sports and leisure facilities at least once a week, the same as in 2006. The number of people never using them has risen slightly from 27% in 2006 to 29% in 2008.

Looking at significant 2008 results:-

- 24% of those aged 18-29 and 30-49 use sports / leisure facilities at least once a week compared to 10% of those aged 65 and over. 55% of those aged 65 and over have never used them compared to 16% of those aged 18-29.
- 5% of males use the facilities every day compared to 2% of females.
- 40% of those living in the Henley area have never used sports / leisure facilities compared to 18% of those living in Stratford.

Chart 20:

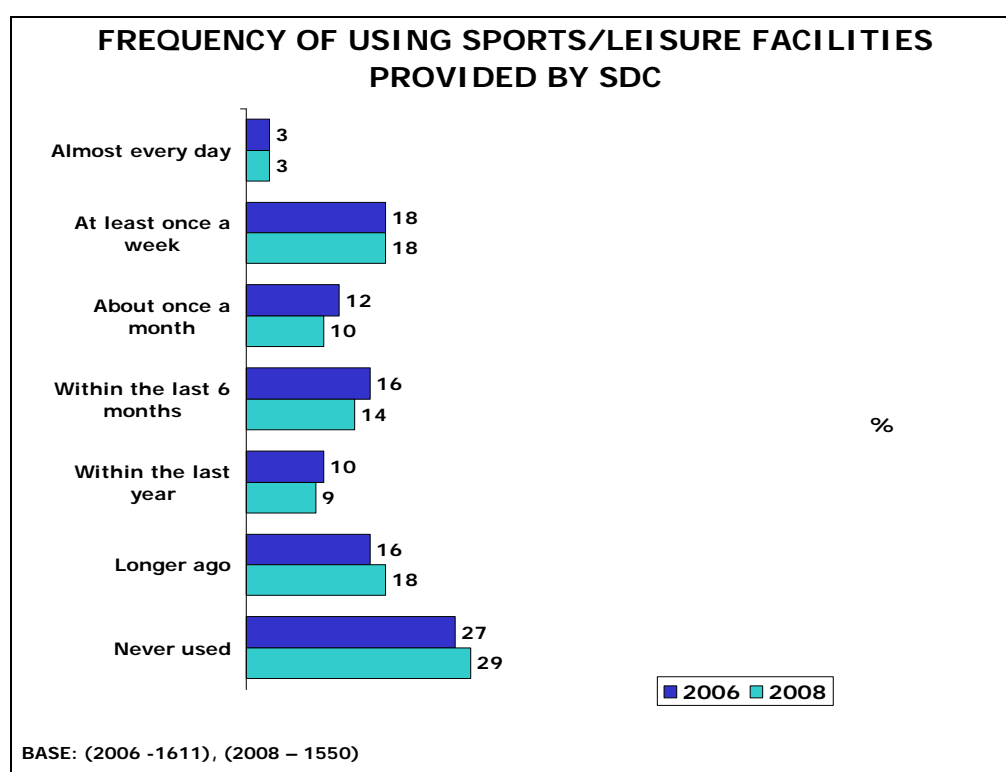


Table 36: Frequency of using Sports / Leisure Facilities provided by SDC

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
Almost every day	2	3	5	4	1	4
At least once a week	15	14	19	22	17	18
About once a month	6	9	11	10	10	13
Within the last 6 months	12	15	15	11	14	17
Within the last year	9	13	11	5	10	7
Longer ago	16	16	22	17	17	17
Never used	40	32	18	31	32	24
Base: (All Respondents)	(255)	(250)	(342)	(254)	(174)	(235)

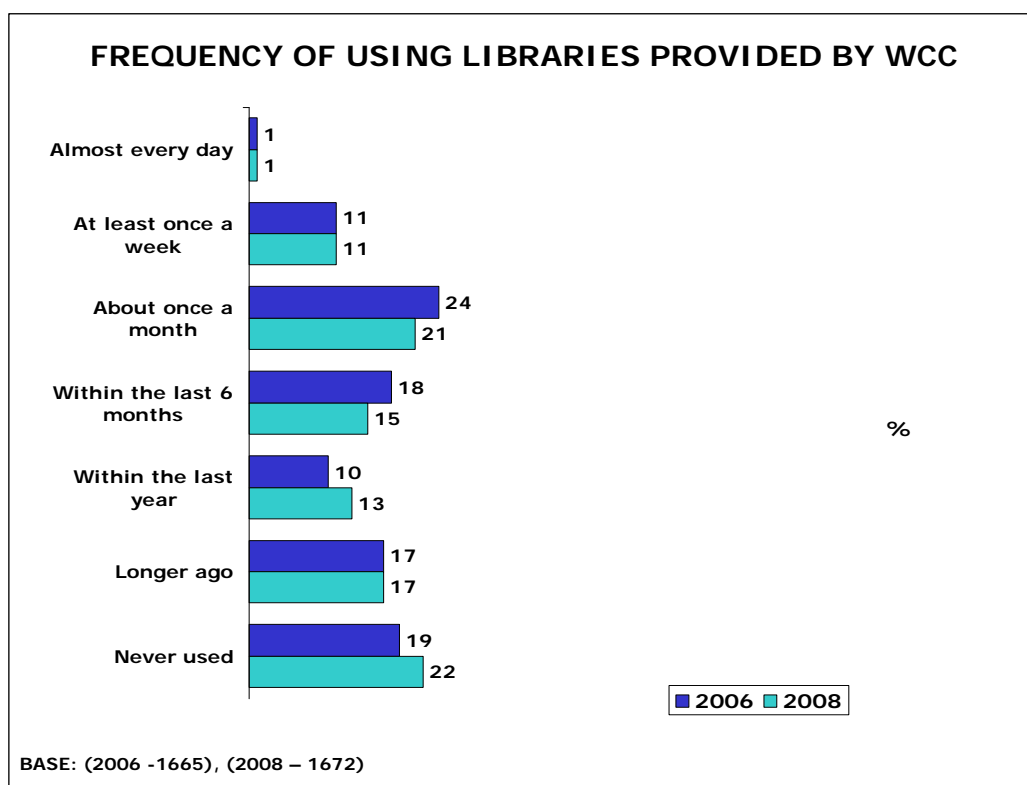
Libraries

33% of residents use libraries at least once a month, a 3% decline from 2006. The number of people never using them has risen slightly from 19% in 2006 to 22% in 2008.

Looking at significant 2008 results:-

- 26% of those aged 65 and over use libraries at least once a month compared to 15% of those aged 18-29. 27% of those aged 65 and over have never used them compared to 19% of those aged 30-49.
- 27% of males, versus 18% of females, have never used libraries.
- 18% of those living in the Stratford area use libraries at least once a week compared to 8% of those living in the Henley, Southam and Alcester areas. 32% of those living in the Henley area have never used them compared to 15% of those in Stratford.

Chart 21:



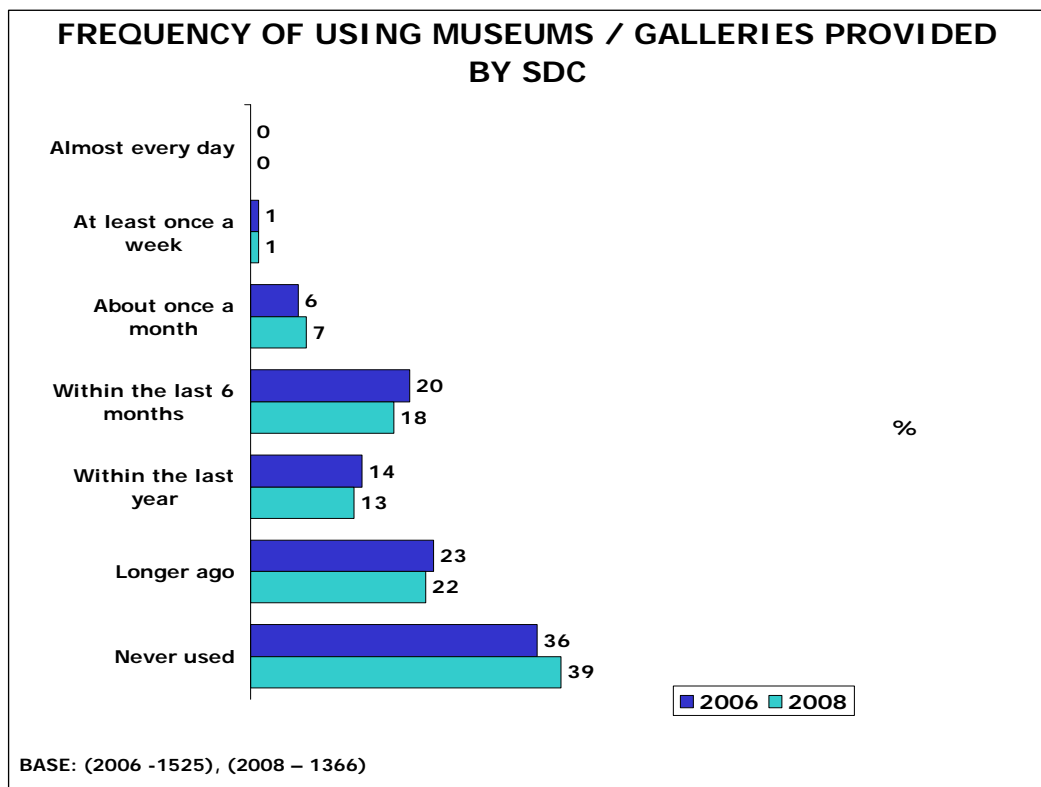
Museums and Galleries

8% of residents use SDC's museums and galleries at least once a month, a 1% rise from 2006. The number of people never using them has risen slightly from 36% in 2006 to 39% in 2008.

Looking at significant 2008 results:-

- 18% of those aged 30-49 have used museums / galleries within the last year compared to 7% of those aged 18-29. 47% of those aged 65 and over have never used them compared to 35% of those aged 30-49 and 50-64.
- 27% of those living in the Wellesbourne area have used museums / galleries within the last 6 months compared to 14% of those living in the Henley and Shipston areas. 47% of those living in the Henley and Shipston areas have never used them compared to 29% of those in Stratford.

Chart 22:



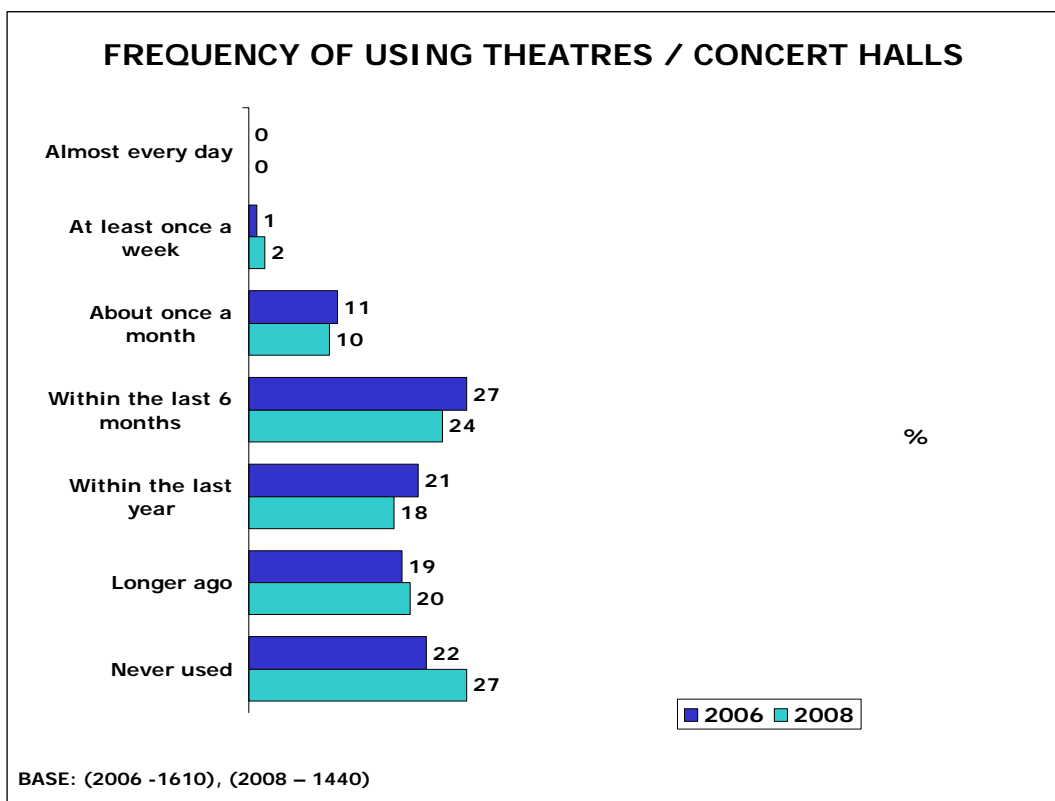
Theatres and Concert Halls

12% of residents use theatres/concert halls at least once a month, the same as in 2006. The number of people never using them has risen from 22% in 2006 to 27% in 2008.

Looking at significant 2008 results:-

- 12% of those aged 50-64 and aged 65 and over use theatres / concert halls at least once a month compared to 4% of those aged 18-29. 30% of those aged 50-64 have used them in the last 6 months compared to 17% of those aged 18-29.
- 36% of those living in the Southam area have never used theatres / concert halls compared to 16% of those living in the Stratford area.

Chart 23:



Parks and Open Spaces

Two fifths (40%) of residents use SDC's parks and open spaces at least once a week, a 1% rise from 2006. The number of people never using them has risen slightly from 6% in 2006 to 7% in 2008.

Looking at significant 2008 results:-

- 18% of females use parks and open spaces every day compared to 9% of males. 8% of males have never used parks and open spaces compared to 4% of females.
- 18% of those aged 18-29 use parks and open spaces almost every day compared to 10% of those aged 50-64. 11% of those aged 65 and over have never used them compared to only 4% of those aged 30-49.
- 35% of those living in the Stratford area use parks and open spaces at least once a week compared to 21% of those living in the Henley and Wellesbourne areas. 9% of those living in the Henley, Shipston, and Wellesbourne and Southam areas have never used them compared to 2% of those in Stratford.

Chart 24:

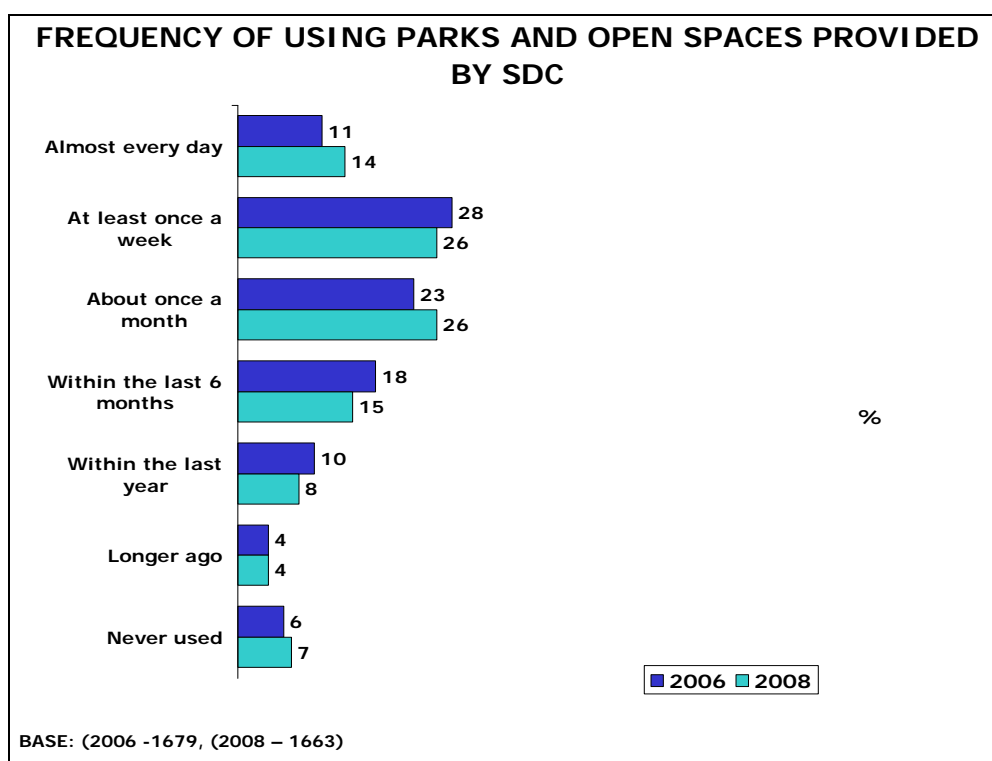


Table 37: Frequency of using Parks and Open Spaces provided by SDC

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Almost every day	13	14	15	16	13	14
At least once a week	21	25	35	24	21	27
About once a month	23	26	32	22	25	27
Within the last 6 months	20	19	10	16	19	11
Within the last year	9	7	5	8	8	9
Longer ago	5	5	2	5	5	2
Never used	9	4	2	9	9	9
Base: (All Respondents)	(274)	(276)	(374)	(257)	(198)	(242)

5.2.5 Value for Money

Almost one third (30%) of residents agree that SDC provides value for money compared to one third (33%) of residents that disagree with the statement.

Looking at significant 2008 results:-

- 38% of males, versus 30% of females, disagree with the statement that SDC provides value for money.
- 39% of those aged 65 and over, compared to 24% of those aged 30-49, agree that SDC provides value for money. 40% of those aged 30-49 disagree with the statement compared to 27% of those aged 65 and over.
- 37% of those living in the Henley area agree that SDC provides value for money compared to 25% of those in Stratford. 45% of those living in Stratford disagree with the statement compared to 24% of those in Southam.
- 38% of those living in the South of the area disagree that SDC provides value for money compared to 27% in the East.

Chart 25:

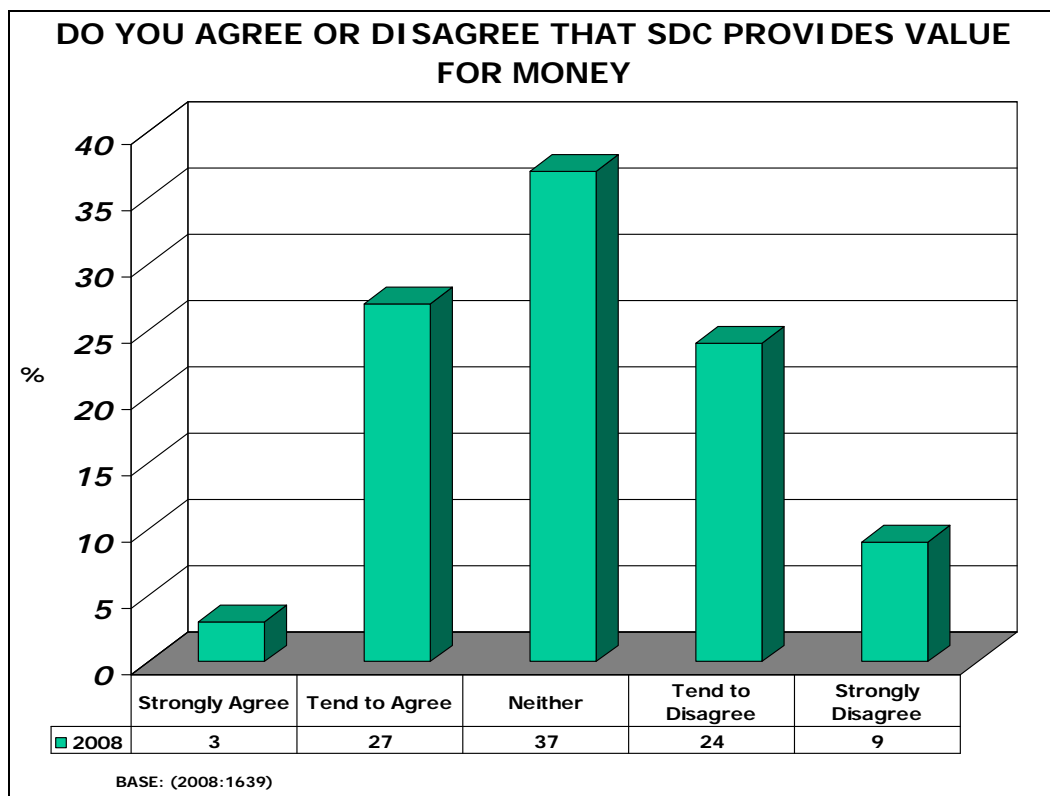


Table 38: Value for money by locality

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Strongly Agree	3	2	3	4	3	4
Tend to Agree	34	24	22	26	28	31
Neither	33	37	31	42	40	41
Tend to Disagree	21	30	31	19	21	19
Strongly Disagree	9	7	14	10	9	5
Base: (All Respondents)	(287)	(270)	(344)	(270)	(200)	(227)

Table 39: Value for money by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Strongly Agree	3	3	3	3
Tend to Agree	27	29	23	30
Neither	37	35	36	40
Tend to Disagree	24	26	26	20
Strongly Disagree	9	8	12	7
Base: (All Respondents)	(1598)	(557)	(614)	(427)

Table 40: Residents' agreement to SDC being value for money

	RESULT %	BASE NOS
Total	30	1639
GENDER		
Male	30	702
Female	29	895
AGE GROUP		
18-29	40	35
30-49	22	432
50-64	28	521
65+	39	578
ACCOMMODATION TENURE		
Owned outright	32	787
Buying on mortgage	24	490
Rent from housing association/trust	40	174
Rent from private landlord	24	99
Other	24	13
DISABILITY		
Disability – Yes	35	483
Disability - No	27	1080
CHILDREN		
Children in household age 17 and under	24	372
No children in household	32	1214

Less than three out of ten (29%) residents agree that WCC provides value for money compared to 30% of residents that disagree with the statement.

Looking at significant 2008 results:-

- 36% of males disagree that WCC provides value for money compared to 25% of females.
- 36% of those aged 18-29, compared to 24% of those aged 30-49, agree that WCC provides value for money. 36% of those aged 30-49 disagree with the statement compared to 25% of those aged 65 and over.
- 35% of those living in the Shipston area agree that WCC provides value for money compared to 25% of those in Stratford. 40% of those living in Stratford disagree with the statement compared to 23% of those in the Wellesbourne and Southam areas.
- 33% of those living in the South of the area disagree that WCC provides value for money compared to 23% in the East.

Chart 26:

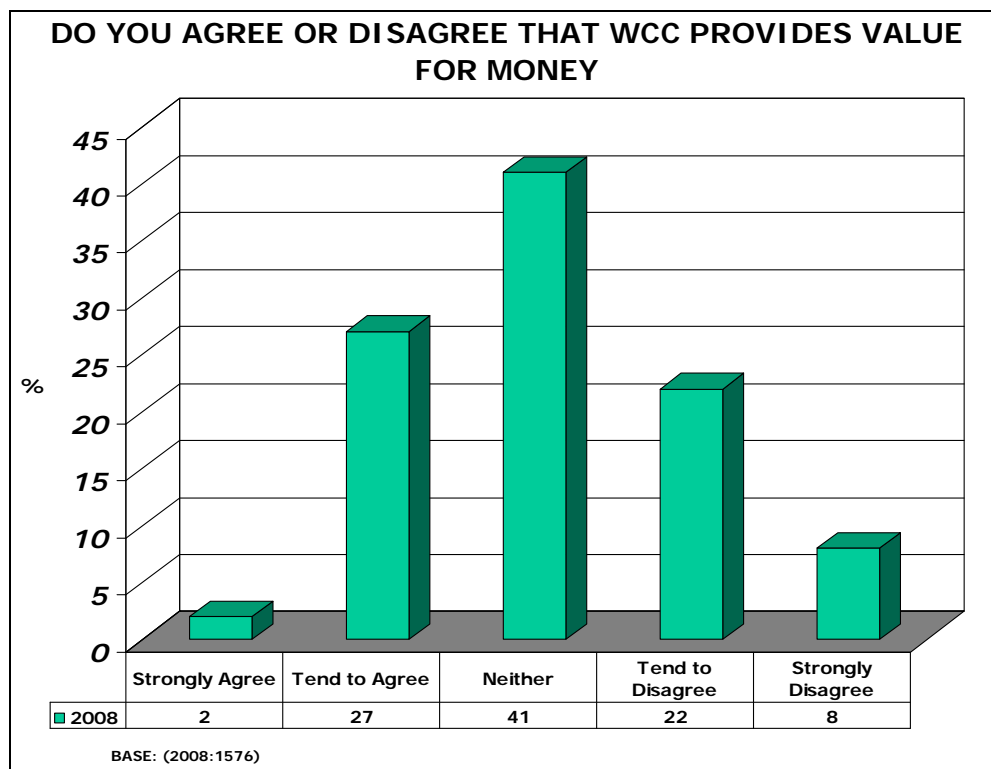


Table 41: Residents' agreement to WCC provides value for money by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Strongly Agree	2	2	4	2	1	2
Tend to Agree	29	24	21	33	29	30
Neither	39	42	35	42	48	46
Tend to Disagree	23	28	25	16	18	18
Strongly Disagree	7	5	15	8	5	5
Base: (All Respondents)	(277)	(264)	(333)	(264)	(191)	(207)

Table 42: Residents' agreement to WCC provides value for money by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Strongly Agree	2	2	3	1
Tend to Agree	27	26	26	29
Neither	41	40	38	47
Tend to Disagree	22	25	21	18
Strongly Disagree	8	6	12	5
Base: (All Respondents)	(1536)	(541)	(597)	(398)

5.2.6 Overall Satisfaction with the Council

Satisfaction with Stratford District Council

Almost half (45%) of residents are satisfied with the way SDC runs things, a 10% decline from 2006. Almost one quarter (23%) of residents are dissatisfied compared to only 15% in 2006, an 8% rise.

Looking at significant 2008 results:-

- 55% of those aged 65 and over, compared to 39% of those aged 30-49, are satisfied with the way SDC runs things. 27% of those aged 30-49 are dissatisfied with the way SDC runs things compared to 18% of those aged 65 and over.
- 53% of those living in the Southam area are satisfied with the way SDC runs things compared to 36% of those living in Stratford. 38% of those living in Stratford are dissatisfied compared to 14% of those in Southam.
- 51% of those living in the East of the area are satisfied with the way that SDC runs things compared to 40% in the South.

Chart 27:

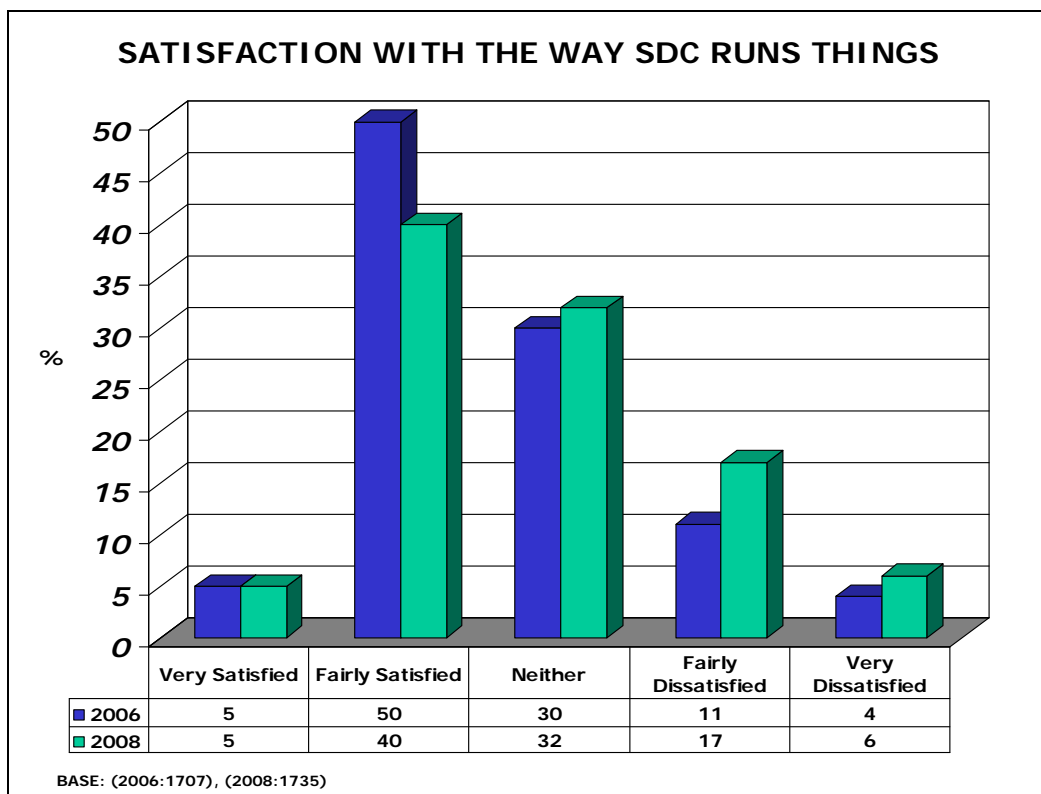


Table 43: Satisfaction with way Stratford DC runs things by locality

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	6	3	5	5	4	8
Fairly Satisfied	44	42	31	39	44	45
Neither	30	33	27	37	35	33
Fairly Dissatisfied	16	17	28	15	12	10
Very Dissatisfied	4	4	10	3	6	4
Base: (All Respondents)	(300)	(280)	(368)	(282)	(212)	(250)

Table 44: Satisfaction with way Stratford DC runs things by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Very Satisfied	5	5	5	6
Fairly Satisfied	40	43	35	45
Neither	32	32	31	34
Fairly Dissatisfied	17	16	22	11
Very Dissatisfied	6	4	7	5
Base: (All Respondents)	(1692)	(580)	(650)	(462)

Table 45: Residents' satisfaction with way authority runs things by groupings

	RESULT %	BASE NOS
Total	45	1735
GENDER		
Male	45	733
Female	45	959
AGE GROUP		
18-29	56	39
30-49	38	454
50-64	43	539
65+	55	627
ACCOMMODATION TENURE		
Owned outright	50	836
Buying on mortgage	39	512
Rent from housing association/trust	53	184
Rent from private landlord	35	106
Other	52	14
DISABILITY		
Disability - Yes	48	515
Disability - No	44	1138
CHILDREN		
Children in household age 17 and under	37	393
No children in household	49	1288

Satisfaction with Warwickshire County Council

Over two fifths (44%) of residents are satisfied with the way WCC runs things compared to one fifth (20%) that are dissatisfied.

Looking at significant 2008 results:-

- 24% of males are dissatisfied with the way WCC runs things, compared to 17% of females.
- 53% of those living in the Southam area are satisfied with the way WCC runs things compared to 36% of those living in Stratford. 33% of those living in Stratford are dissatisfied compared to 11% of those in Wellesbourne.
- 49% of those living in the East of the area are satisfied with the way that WCC runs things compared to 39% in the South.

Chart 28:

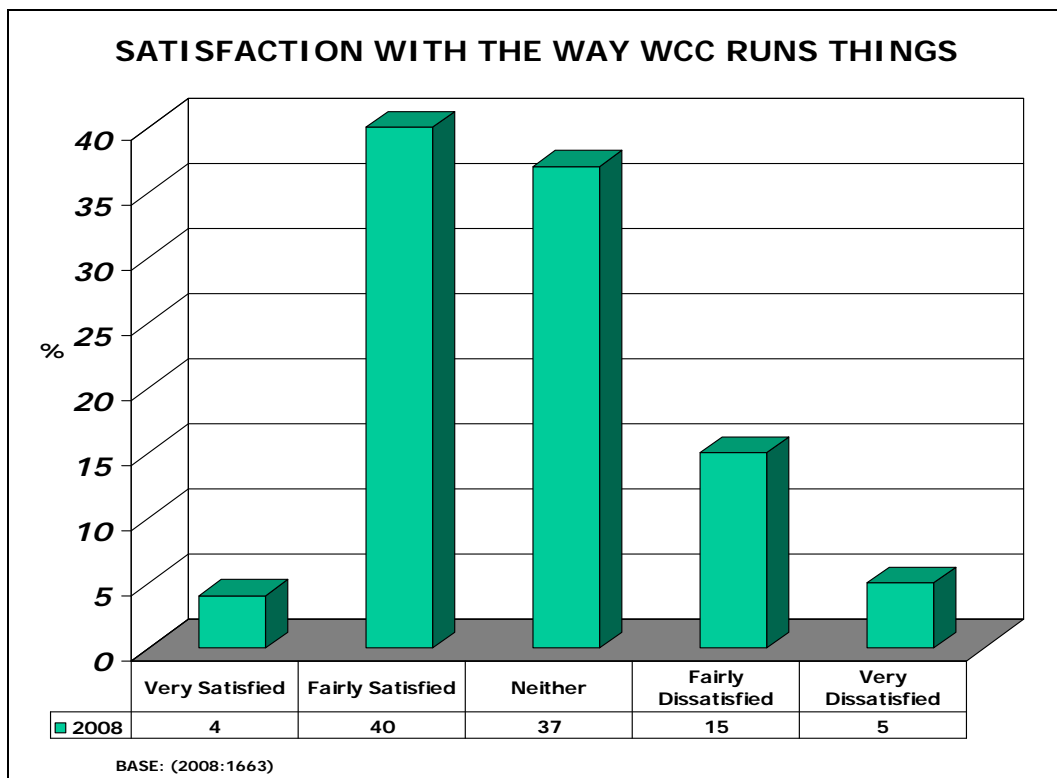


Table 46: Satisfaction with way Warwickshire CC runs things by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	3	2	5	4	3	4
Fairly Satisfied	43	42	31	41	40	49
Neither	35	38	31	39	46	34
Fairly Dissatisfied	14	14	23	14	9	10
Very Dissatisfied	5	4	10	3	2	3
Base: (All Respondents)	(288)	(270)	(361)	(272)	(198)	(232)

Table 47: Satisfaction with way Warwickshire CC runs things by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Very Satisfied	4	3	4	4
Fairly Satisfied	40	42	35	45
Neither	36	36	34	39
Fairly Dissatisfied	15	14	19	9
Very Dissatisfied	5	4	7	3
Base: (All Respondents)	(1621)	(558)	(633)	(430)

5.3 Information

The majority (92%) of respondents felt informed about how and where to register their vote compared to 22% of respondents that felt informed about what they should do in the event of a large-scale emergency. Almost three quarters (73%) of respondents felt informed about how their council tax is spent. However, almost three fifths (57%) of respondents felt they were not informed about how they can get involved in local decision making.

Looking at significant 2008 results:-

- 97% of those aged 65 and over, compared to 77% of those aged 18-29, felt well informed about how and where to register their vote.
- 81% of those aged 50-64 and aged 65 and over felt well informed about how their council tax is spent, compared to 51% of those aged 18-29. 78% of those living in the Southam area felt well informed about the statement compared to 63% of those in Stratford.
- 72% of those aged 18-29, felt not well informed about how they can get involved in local decision-making, compared to 50% of those aged 65 and over. 65% of those living in the Stratford area felt not well informed about the statement compared to 54% of those in Henley and Wellesbourne.
- 58% of those aged 65 and over felt well informed about what standard of service they should expect from local public services compared to 34% of those aged 18-29. 59% of those living in Stratford felt not well informed about the statement compared to 50% of those in Southam.
- 62% of those aged 65 and over felt well informed about how well local public services are performing compared to 33% of those aged 18-29. 53% of those living in the Alcester and Southam areas felt well informed about the statement compared to 44% of those in Stratford.
- 49% of those aged 65 and over felt well informed about how to complain about local public services compared to 24% of those aged 18-29.
- 88% of those aged 18-29 felt not well informed about what to do in the event of an emergency compared to 72% of those aged 65 and over. 84% of those living in Stratford felt not well informed about the statement compared to 71% of those in Southam.
- 49% of those aged 50-64 felt well informed overall, about the local public service compared to 26% of those aged 18-29. 64% of those living in Stratford felt not well informed overall compared to 51% of those in Southam.

Table 48: Statements in respect of various aspects of information provision

Statements	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Base
	%	%	%	%	0
How and where to register to vote	51	41	6	2	(1764)
How your council tax is spent	19	54	21	6	(1752)
How you can get involved in local decision-making	6	36	41	16	(1546)
What standard of service you should expect from local public services	7	39	41	14	(1596)
How well local public services are performing	6	42	40	12	(1576)
How to complain about local public services	7	34	41	17	(1559)
What to do in an event of a large-scale emergency e.g. flooding	3	19	41	36	(1309)
Overall, how well informed do you feel about local public services	5	39	38	18	(1651)

Table 49: What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very well informed	3	5	2	4	2	4
Fairly well informed	18	21	14	20	20	25
Not very well informed	42	49	38	40	44	39
Not well informed at all	36	26	46	36	33	32
Base: (All Respondents)	(209)	(217)	(276)	(206)	(169)	(201)

Table 50: Overall, how well informed do you feel about local public services?

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very well informed	5	5	3	5	3	8
Fairly well informed	38	41	33	41	41	42
Not very well informed	41	37	38	37	42	38
Not well informed at all	16	16	26	17	15	13
Base: (All Respondents)	(283)	(269)	(348)	(267)	(202)	(237)

5.4 Local Decision Making

5.4.1 Influence Decisions

Almost one third (32%) of residents agree that they can influence decisions affecting their local area, a 1% decline from 2006. Over two thirds (69%) disagree with the statement, a 2% rise from 2006.

Looking at significant 2008 results:-

- 78% of those living in Stratford disagree that they can influence decisions affecting the local area compared to 64% of those living in Henley and Southam.

Chart 29:

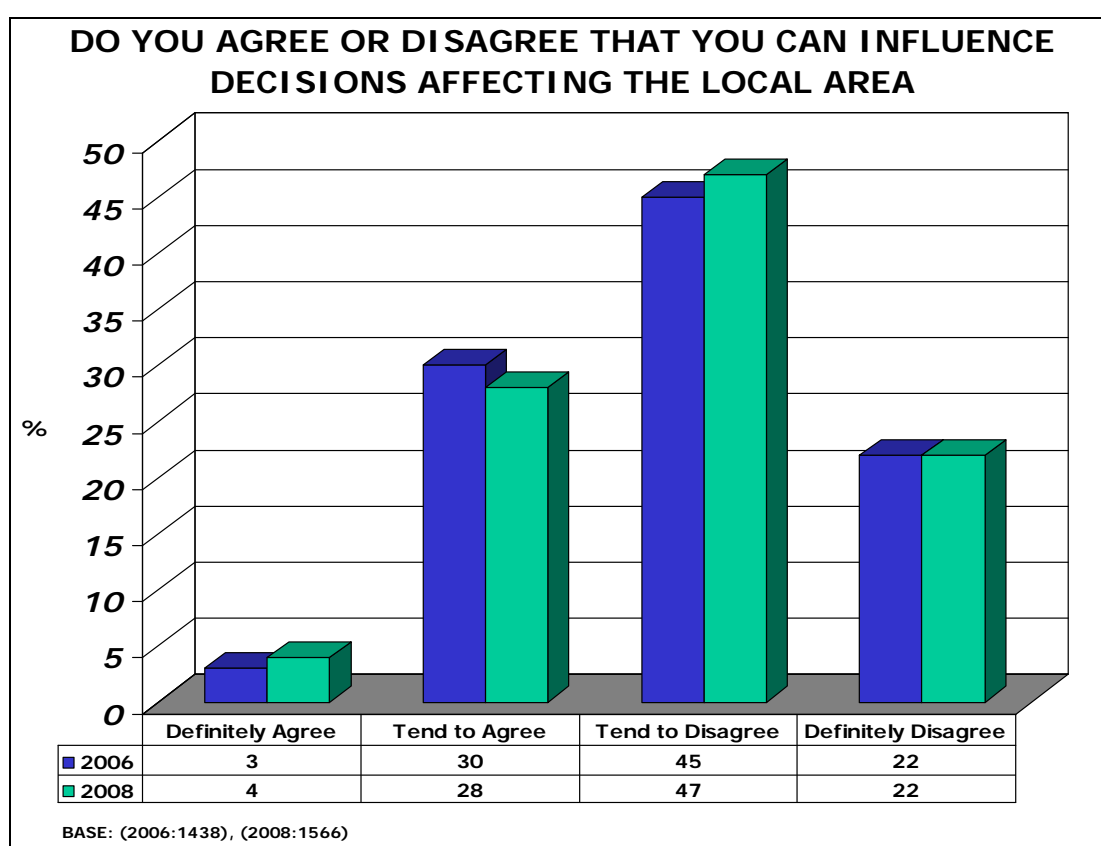


Table 51: Influence decisions that affect local area by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kington	Southam
	%	%	%	%	%	%
Definitely Agree	3	6	3	4	2	4
Tend to Agree	33	29	20	29	26	32
Tend to Disagree	45	48	48	51	48	44
Definitely Disagree	19	17	30	16	23	19
Base: (All Respondents)	(264)	(252)	(336)	(260)	(188)	(223)

Table 52: Influence decisions that affect local area by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Definitely Agree	4	5	3	3
Tend to Agree	28	31	24	30
Tend to Disagree	47	46	49	46
Definitely Disagree	21	18	24	21
Base: (All Respondents)	(1523)	(516)	(596)	(411)

Table 53: Residents' agreement that they can influence decisions affecting their local area

	RESULT %	BASE NOS
Total	31	1566
GENDER		
Male	29	674
Female	33	858
AGE GROUP		
18-29	30	34
30-49	30	434
50-64	33	501
65+	33	529
ACCOMMODATION TENURE		
Owned outright	33	768
Buying on mortgage	29	487
Rent from housing association/trust	33	152
Rent from private landlord	25	92
Other	59	11
DISABILITY		
Disability – Yes	29	455
Disability - No	32	1051
CHILDREN		
Children in household age 17 and under	30	382
No children in household	32	1138

5.4.2 Involvement in Decisions

Almost one quarter (23%) of residents stated “yes” they would like to be more involved in the decisions that affect their local area, a 4% decline from 2006. However, 9% of residents stated “no” compared to 14% of residents in 2006.

Looking at significant 2008 results:-

- 27% of those aged 50-64 would like to be more involved in the decisions that affect the local area compared to 15% of those aged 65 and over. 21% of those aged 65 and over stated no compared to 1% of those aged 18-29.

Chart 30:

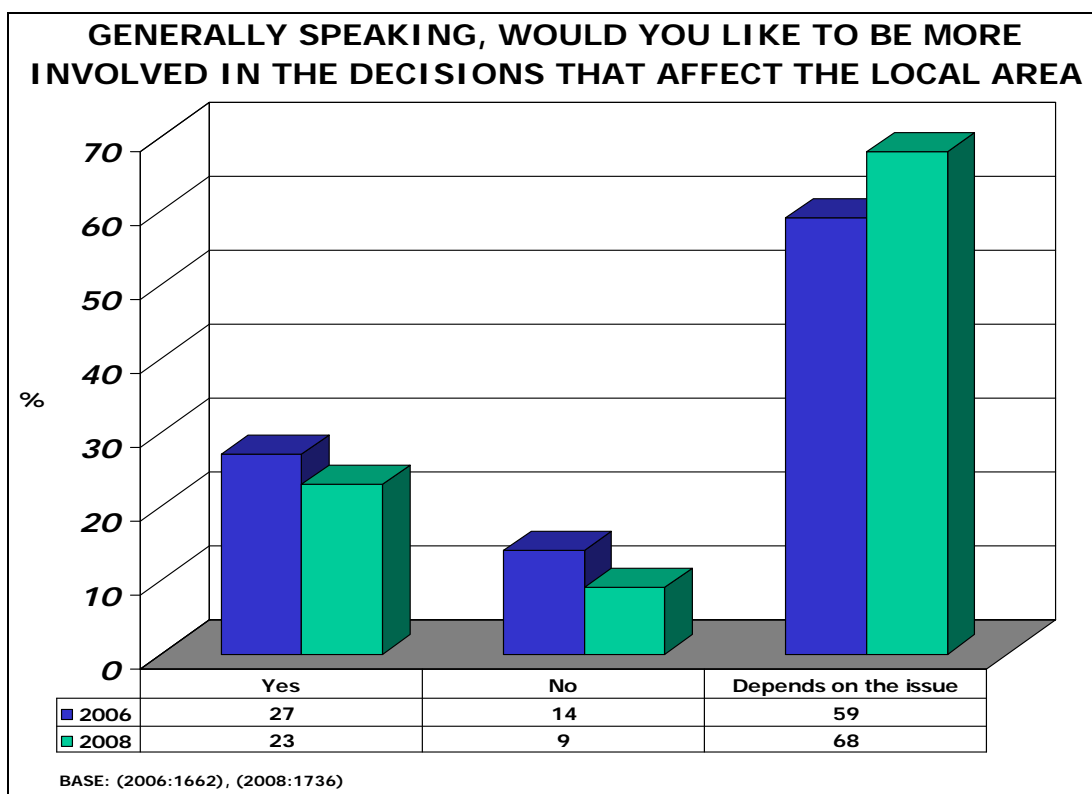


Table 54: Getting more involved in decisions by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
Yes	19	25	28	24	21	17
No	11	10	6	10	11	9
Depends on the issue	70	65	67	66	68	75
Base: (All Respondents)	(289)	(281)	(364)	(289)	(215)	(253)

Table 55: Getting more involved in decisions by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Yes	23	22	26	19
No	9	11	8	10
Depends on the issue	68	67	66	72
Base: (All Respondents)	(1691)	(570)	(653)	(468)

5.5 Helping Out

Almost one fifth (17%) of residents stated that they give unpaid help to any group(s), club(s) or organisation(s) at least once a week. Over two fifths (42%) of residents have not given any unpaid help at all over the last 12 months.

Looking at significant 2008 results:-

- 22% of those living in Shipston have given unpaid help to any group less than once a week but at least once a month compared to only 9% of those living in Stratford. 46% of those living in Henley and Stratford have not given any unpaid help at all over the last 12 months compared to 34% of those living in Shipston.

Table 56: Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

	%
At least once a week	17%
Less than once a week but at least once a month	15%
Less often	13%
I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	14%
I have not given any unpaid help at all over the last 12 months	42%
BASE:	(1614)

5.6 Getting Involved

Residents were asked to state whether they had been involved in different ways to get involved. 8% had been a member of another group making decisions on services in the local community.

Looking at significant 2008 results:-

- 5% of those aged 50-64 have been a local councillor in the last 12 months compared to 1% of those aged 18-29 and 30-49.
- 8% of those living in Henley have been a member of a decision-making group set up to tackle local crime problems compared to 1% of those living in Southam.
- 7% of those aged 30-49 have been a member of a group making decisions on local services for young people compared to 2% of those aged 65 and over.

Table 57: Respondents were asked to state yes or no to the following statements in the table below

In the past 12 months have you.....	Yes	No	BASE
	%	%	()
Been a local councillor (for the local authority, town or parish)	3	98	(1641)
Been a member of a group making decisions on local health or education services	4	96	(1635)
Been a member of a decision-making group set up to regenerate the local area	3	97	(1638)
Been a member of a decision-making group set up to tackle local crime problems	3	97	(1635)
Been a member of a tenant's group decision-making committee	4	96	(1628)
Been a member of a group making decisions on local services for young people	4	96	(1624)
Been a member of another group making decisions on services in the local community	8	92	(1656)

Table 58: Been a local councillor (for the local authority, town or parish)

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Yes	3	3	1	4	2	2
No	97	98	99	96	98	98
Base: (All Respondents)	(275)	(267)	(347)	(271)	(198)	(239)

Table 59: Been a member of a group making decisions on local health or education services

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Yes	3	4	5	3	4	4
No	97	96	95	97	96	96
Base: (All Respondents)	(278)	(264)	(346)	(268)	(196)	(238)

Table 60: Been a member of a decision-making group set up to regenerate the local area

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Yes	5	2	3	4	1	2
No	95	98	97	96	99	98
Base: (All Respondents)	(276)	(267)	(345)	(270)	(196)	(238)

Table 61: Been a member of a decision-making group set up to tackle local crime problems

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Yes	8	3	3	3	4	1
No	92	97	98	97	96	99
Base: (All Respondents)	(275)	(266)	(346)	(269)	(196)	(238)

Table 62: Been a member of a tenant's group decision-making committee

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Yes	5	5	3	3	6	2
No	95	95	97	97	94	98
Base: (All Respondents)	(274)	(265)	(345)	(266)	(195)	(238)

Table 63: Been a member of a group making decisions on local services for young people

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Yes	4	7	6	4	1	3
No	96	93	95	96	99	97
Base: (All Respondents)	(272)	(265)	(341)	(267)	(195)	(239)

Table 64: Been a member of another group making decisions on services in the local community

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Yes	8	9	6	11	10	6
No	92	91	94	89	90	94
Base: (All Respondents)	(278)	(273)	(346)	(272)	(199)	(243)

5.7 Respect and Consideration

Parents taking responsibility for their children

Almost two fifths (37%) of residents agree that in their local area, parents take enough responsibility for the behaviour of their children. However, over two fifths (42%) disagree with this statement.

Chart 31:

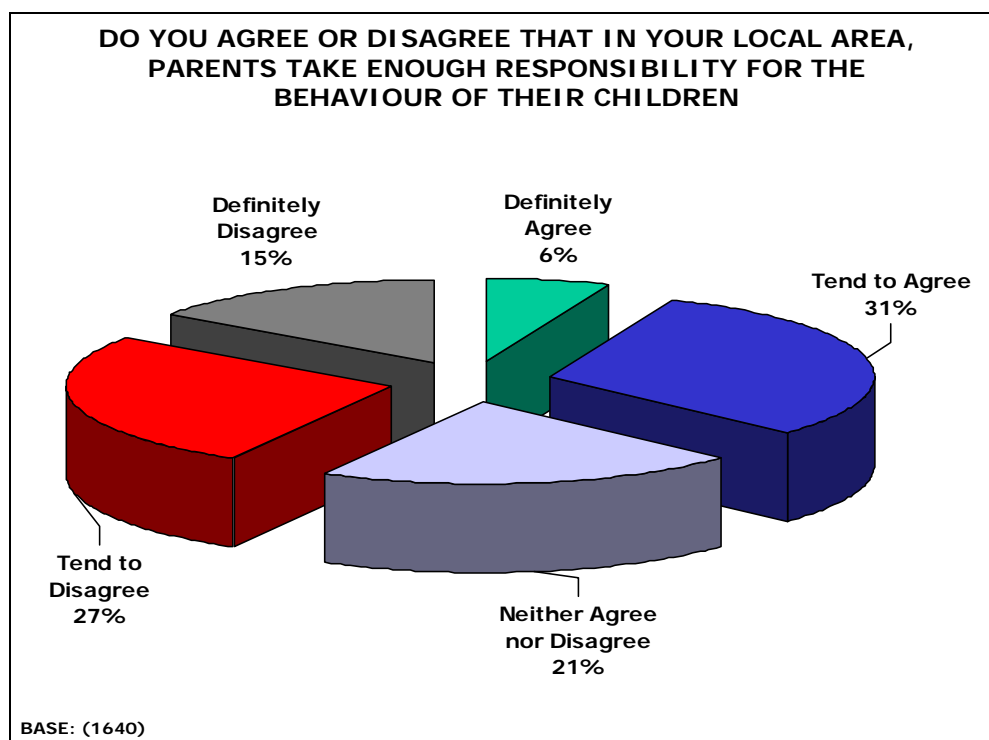


Table 65: Parents take enough responsibility for their children by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Definitely Agree	11	8	3	7	5	6
Tend to Agree	26	29	32	37	30	29
Neither	18	19	23	20	24	25
Tend to Disagree	29	29	25	25	29	24
Definitely Disagree	16	15	17	12	12	16
Base: (All Respondents)	(283)	(260)	(340)	(275)	(206)	(234)

Table 66: Parents take enough responsibility for their children by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Definitely Agree	6	9	5	5
Tend to Agree	31	27	34	30
Neither	21	18	22	24
Tend to Disagree	27	29	25	26
Definitely Disagree	15	16	15	14
Base: (All Respondents)	(1598)	(543)	(615)	(440)

Extent to how much the local area is a place where people from different backgrounds get on well together

Almost three quarters (73%) of residents agree that their local area is a place where people from different backgrounds get on well together; the same as 2006. 13% disagree with the statement, a 4% rise from 2006.

Looking at significant 2008 results:-

- 76% of those aged 65 and over agree that their local area is a place where people from different backgrounds get on well together compared to 64% of those aged 30-49.
- 78% of those living in Wellesbourne agree with the statement compared to 66% of those living in Shipston.

Chart 32:

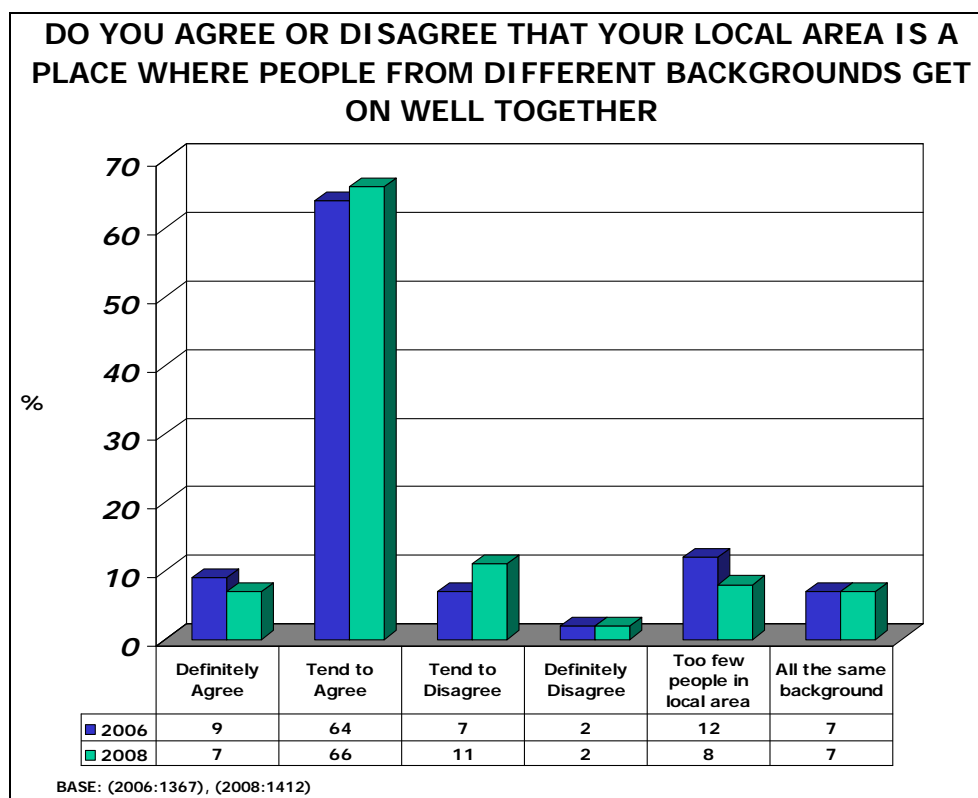


Table 67: Local area is a place where people from different backgrounds get on well together by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Definitely Agree	8	7	4	11	4	6
Tend to Agree	66	70	67	55	74	63
Tend to Disagree	9	10	15	8	11	11
Definitely Disagree	2	3	4	1	1	1
Too few people in local area	6	6	4	15	7	11
All the same background	8	5	6	10	5	9
Base: (All Respondents)	(228)	(231)	(287)	(248)	(174)	(206)

Table 68: Local area is a place where people from different backgrounds get on well together by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Definitely Agree	7	7	7	5
Tend to Agree	66	68	62	68
Tend to Disagree	11	10	12	11
Definitely Disagree	2	2	3	1
Too few people in local area	8	6	9	9
All the same background	7	7	8	7
Base: (All Respondents)	(1374)	(459)	(535)	(380)

People treating each other with respect and consideration

Less than one fifth (17%) of residents feel that there is a problem with people not treating each other with respect and consideration. Over four fifths (83%) of residents feel there isn't a problem.

Looking at significant 2008 results:-

- 86% of those aged 50-64 felt there was no problem with people not treating each other with respect and consideration compared to 78% of those aged 30-49.
- 24% of those living in the Henley area felt there was a problem with people not treating each other with respect and consideration compared to 11% of those living in Shipston.

Chart 33:

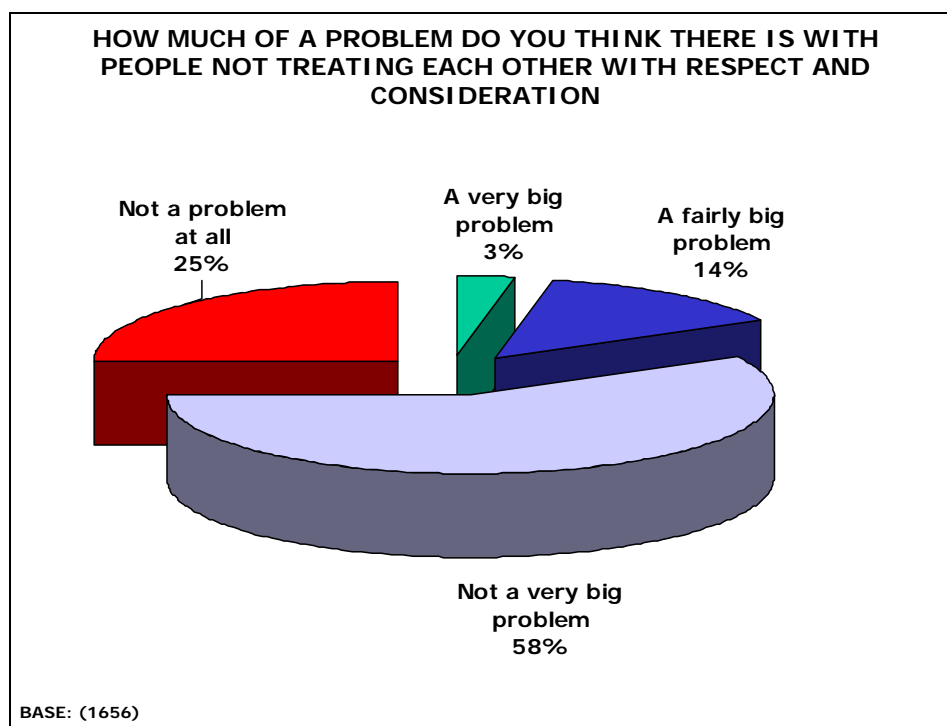


Table 69: People not treating each other with respect and consideration by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	3	4	4	4	1	3
A fairly big problem	21	16	16	7	12	14
Not a very big problem	53	58	60	56	60	60
Not a problem at all	23	23	20	33	27	24
Base: (All Respondents)	(278)	(266)	(349)	(277)	(199)	(244)

Table 70: People not treating each other with respect and consideration by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
A very big problem	3	4	4	2
A fairly big problem	15	19	12	13
Not a very big problem	58	55	58	60
Not a problem at all	25	23	26	25
Base: (All Respondents)	(1613)	(544)	(626)	(443)

Treatment and respect given by local public services

Over one fifth (22%) of residents feel that in the last year they have been treated with respect and consideration "all the time". Over half (55%) feel that "most of the time" they are treated with respect and consideration by their local public services. Only 1% stated never.

Looking at significant 2008 results:-

- 32% of those aged 65 and over feel that in the last year they have been treated with respect and consideration "all the time" compared to 13% of those aged 18-29.

Chart 34:

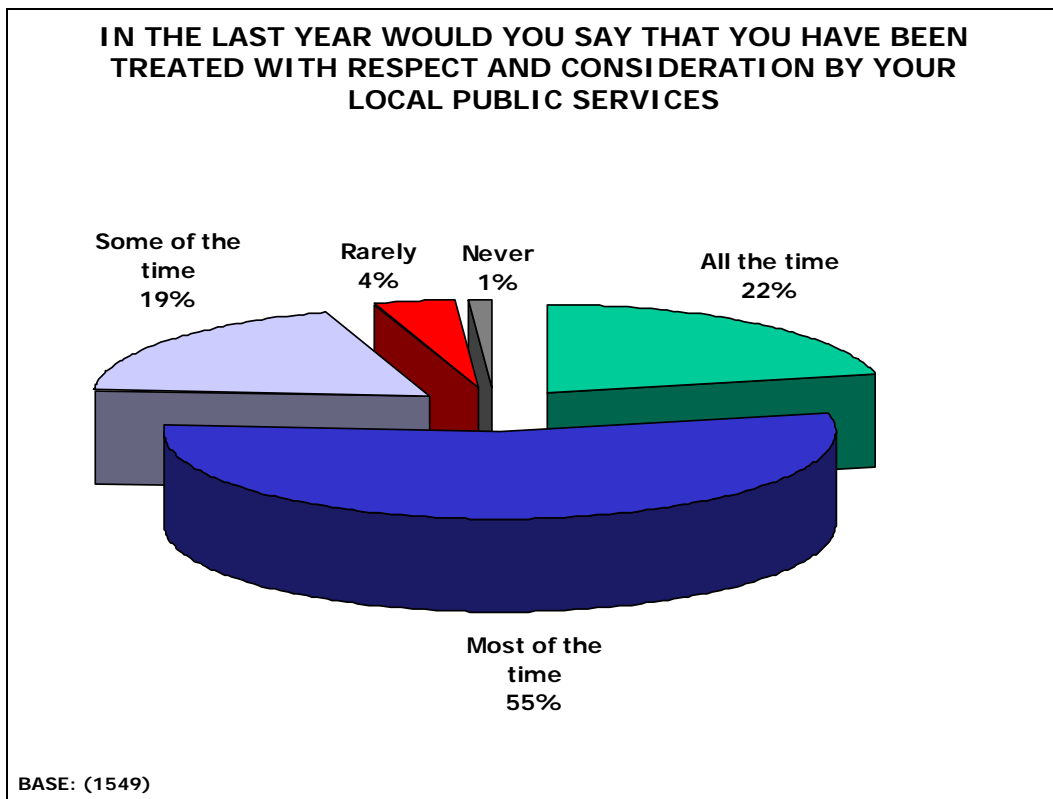


Table 71: People being treating with respect and consideration by local public services by locality

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
All the time	26	21	18	25	17	22
Most of the time	50	55	53	57	57	57
Some of the time	19	20	23	14	22	17
Rarely	4	4	4	2	3	4
Never	2	-	1	2	1	1
Base: (All Respondents)	(260)	(242)	(338)	(253)	(190)	(228)

Table 72: People being treating with respect and consideration by local public services by locality

BY AREA	OVERALL	West	South	East
	%	%	%	%
All the time	22	24	21	20
Most of the time	54	52	54	57
Some of the time	19	19	20	19
Rarely	4	4	4	4
Never	1	1	2	1
Base: (All Respondents)	(1511)	(502)	(591)	(418)

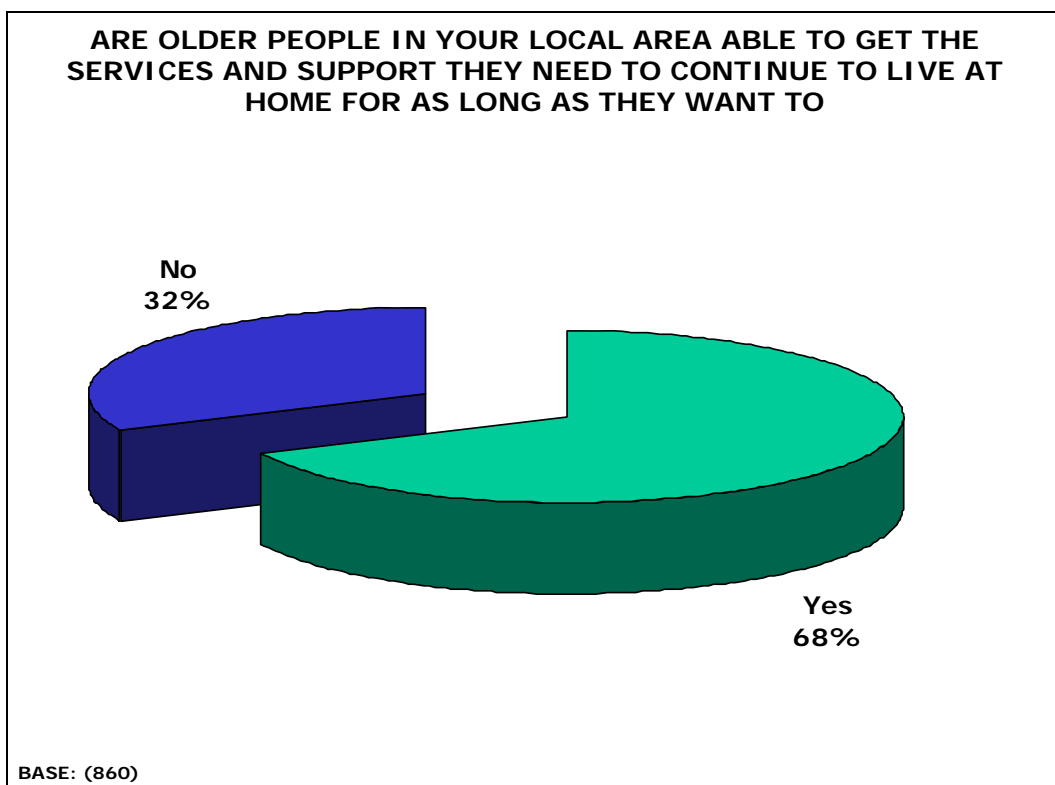
Whether older people in local area are able to get the services and support they need to continue to live at home for as long as they want to

Over two thirds (68%) of residents feel that older people in their local area are able to get the services and support they need to continue to live at home for as long as they want to. Almost one third (32%) of residents disagree with this statement.

Looking at significant 2008 results:-

- 80% of those aged 65 and over stated “yes” older people in their local area are able to get the services the support they need to continue to live at home for as long as they want to. In comparison, 61% of those aged 30-49 stated “yes”.

Chart 35:



5.8 Community Safety

Feeling safe after dark

Asked how safe or unsafe they felt after dark in their local area, 67% of residents felt safe, a 6% rise from 2006. However, 19% of residents felt unsafe after dark compared to 15% in 2006.

Looking at significant 2008 results:-

- 72% of males, versus 63% of females, feel safe after dark in their local area.
- 73% of those aged 50-64 felt safe after dark in their local area compared to 61% of those aged 65 and over.
- 82% of those living in the Shipston area felt safe after dark in their local area compared to 60% of those living in Henley. 27% of those living in Stratford felt unsafe after dark compared to 8% of those in Shipston.
- 71% of those living in the South area felt safe after dark compared to 63% of those living in the West.

Chart 36:

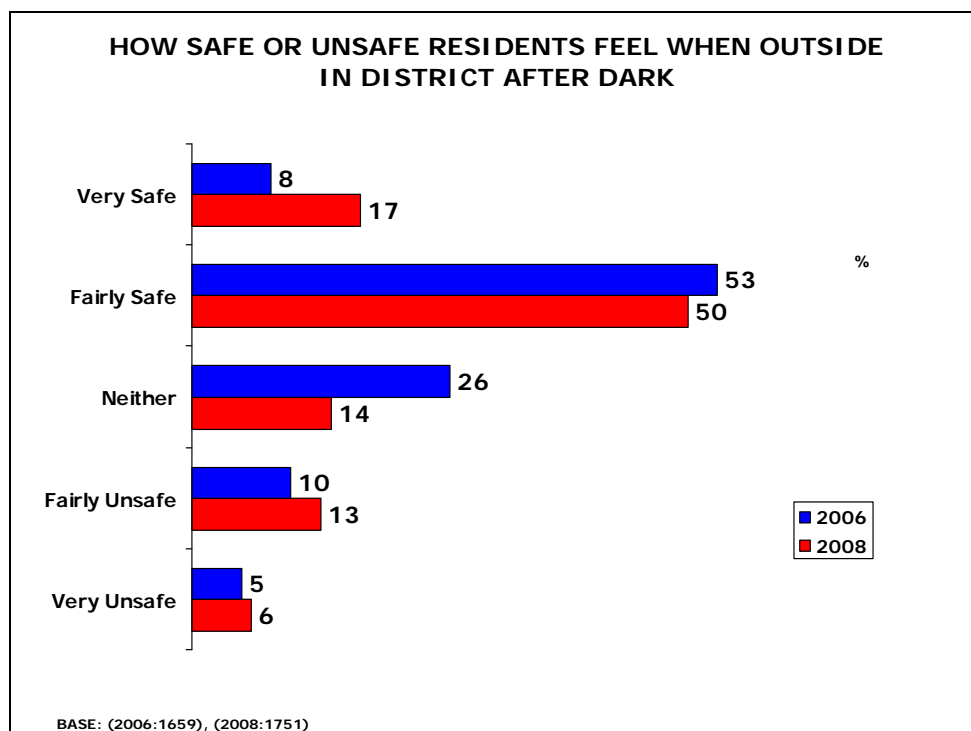


Table 73: Feeling safe after dark by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Safe	16	14	14	24	18	21
Fairly Safe	44	52	49	58	48	46
Neither	15	15	10	10	18	19
Fairly Unsafe	18	14	21	5	9	9
Very Unsafe	7	6	6	3	8	4
Base: (All Respondents)	(299)	(281)	(363)	(293)	(218)	(252)

Table 74: Feeling safe after dark by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Very Safe	18	15	18	20
Fairly Safe	50	48	53	47
Neither	14	15	10	18
Fairly Unsafe	13	16	14	9
Very Unsafe	6	7	5	6
Base: (All Respondents)	(1706)	(580)	(656)	(470)

Feeling safe during the day

Asked how safe or unsafe they felt during the day in their local area, 94% of residents felt safe, a 4% rise from 2006.

Looking at significant 2008 results:-

- 95% of those aged 50-64 felt safe during the day in their local area compared to 92% of those aged 65 and over.
- 95% of those living in the Alcester area and 94% of those living in the Shipston area felt safe during the day in their local area, compared to 89% of those living in Wellesbourne.

Chart 37:

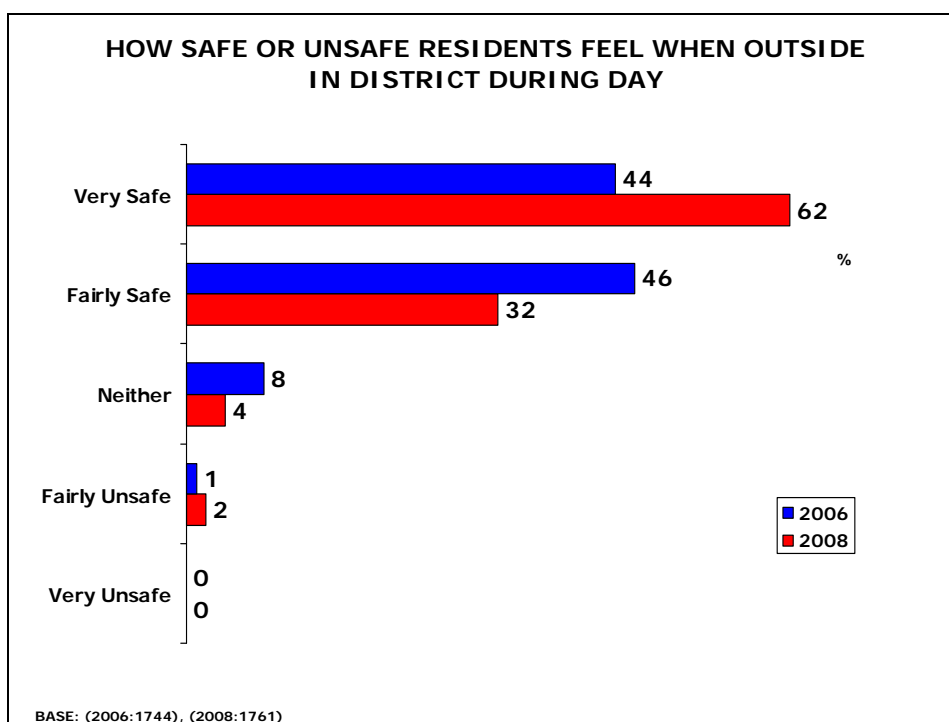


Table 75: Feeling safe during the day by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
Very Safe	58	59	59	74	61	61
Fairly Safe	36	36	35	20	28	33
Neither	5	3	4	3	7	5
Fairly Unsafe	2	2	2	2	3	2
Very Unsafe	-	0	1	0	-	-
Base: (All Respondents)	(302)	(287)	(367)	(290)	(223)	(246)

Table 76: Feeling safe during the day by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Very Safe	62	58	66	61
Fairly Safe	32	36	28	31
Neither	4	4	4	6
Fairly Unsafe	2	2	2	2
Very Unsafe	0	0	0	-
Base: (All Respondents)	(1715)	(589)	(657)	(469)

Residents' feelings towards various examples of anti-social behaviour

Residents feel the biggest problems are "teenagers hanging around the streets" (32%), "rubbish or litter lying around" (22%), and "vandalism, graffiti and other deliberate damage to property or vehicles" (22%). However, residents felt all these problems have declined since 2006. The highest decline from 2006 to 2008 relates to "people using or dealing drugs" where 21% of residents in 2008 felt it was a problem compared to 47% in 2006.

Looking at significant 2008 results:-

- 95% of those living in Henley felt no problems with noisy neighbours or loud parties compared to 90% of those living in Stratford and 89% of those living in Alcester.
- 42% of those aged 18-29 felt there was a problem with teenagers hanging around the streets compared to 26% of those aged 65 and over. 42% of those living in Wellesbourne felt there was a problem compared to 22% of those living in Shipston.
- 86% of those aged 18-29 felt there was no problem with rubbish or litter lying around compared to 75% of those aged 30-49 and aged 65 and over. 89% of those living in Shipston felt there was no problem compared to 73% of those living in Wellesbourne.
- 81% of those aged 50-64 felt there was no problem with vandalism, graffiti and other deliberate damage to property or vehicles compared to 76% of those aged 65 and over. 86% of those living in Shipston felt there was no problem compared to 73% of those in Henley.
- 85% of those living in Shipston felt there was no problem with people using or dealing drugs compared to 73% of those in Stratford.
- 28% of those living in Stratford felt there was a problem with people being drunk or rowdy in public places compared to 12% of those living in Shipston.
- 100% of those living in Shipston felt there was no problem with abandoned or burnt out cars compared to 94% of those living in Henley.

Chart 38:

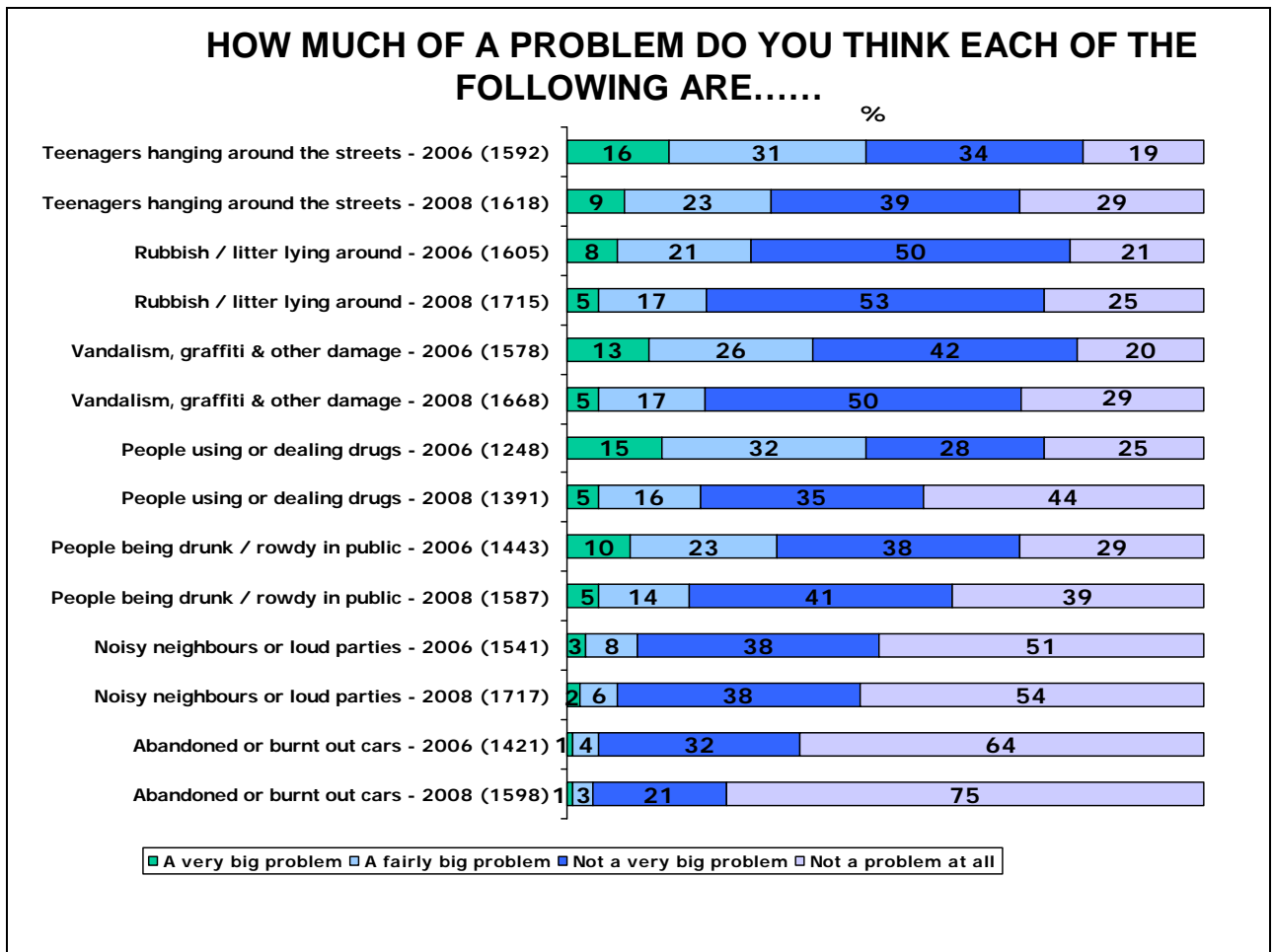


Table 77: Noisy neighbours or loud parties

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	1	2	3	2	2	2
A fairly big problem	4	9	8	5	5	7
Not a very big problem	32	37	45	34	38	37
Not a problem at all	63	52	45	59	56	54
Base: (All Respondents)	(292)	(280)	(368)	(285)	(203)	(244)

Table 78: Teenagers hanging around the streets

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	11	13	8	5	8	11
A fairly big problem	24	24	17	17	34	26
Not a very big problem	34	32	48	36	35	44
Not a problem at all	30	31	28	42	24	19
Base: (All Respondents)	(264)	(267)	(340)	(272)	(200)	(234)

Table 79: Rubbish or litter lying around

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	7	4	7	2	3	6
A fairly big problem	20	17	18	9	25	17
Not a very big problem	45	54	55	54	53	57
Not a problem at all	29	25	21	35	20	20
Base: (All Respondents)	(281)	(276)	(369)	(287)	(213)	(246)

Table 80: Vandalism, graffiti and other deliberate damage to property or vehicles

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	5	4	8	1	4	8
A fairly big problem	22	20	13	12	21	15
Not a very big problem	45	53	53	40	50	55
Not a problem at all	28	24	26	46	24	23
Base: (All Respondents)	(281)	(267)	(351)	(282)	(204)	(240)

Table 81: People using or dealing drugs

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	6	4	7	3	3	4
A fairly big problem	18	17	19	12	14	17
Not a very big problem	31	42	33	30	35	41
Not a problem at all	45	37	40	55	48	38
Base: (All Respondents)	(230)	(228)	(297)	(245)	(168)	(186)

Table 82: People being drunk or rowdy in public places

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	6	5	11	3	1	2
A fairly big problem	17	16	17	9	12	12
Not a very big problem	35	42	44	35	41	53
Not a problem at all	43	37	28	53	46	34
Base: (All Respondents)	(260)	(258)	(343)	(277)	(186)	(218)

Table 83: Abandoned or burnt out cars

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	1	0	2	1	-	1
A fairly big problem	5	2	2	1	5	3
Not a very big problem	26	26	18	20	18	21
Not a problem at all	68	71	72	80	77	76
Base: (All Respondents)	(267)	(264)	(334)	(277)	(193)	(220)

Residents views on the partnership between the police and other local public services dealing with anti-social behaviour and crime in the local area

Over one quarter (27%) of residents agree that the police and other local public services seek people's views about the issues in their local area. However, almost two fifths (39%) disagree with this statement.

Almost one third (32%) of residents agree that the police and other local public services are successful dealing with the issues in their local area. Slightly over one quarter (27%) disagree with this statement.

Looking at significant 2008 results: -

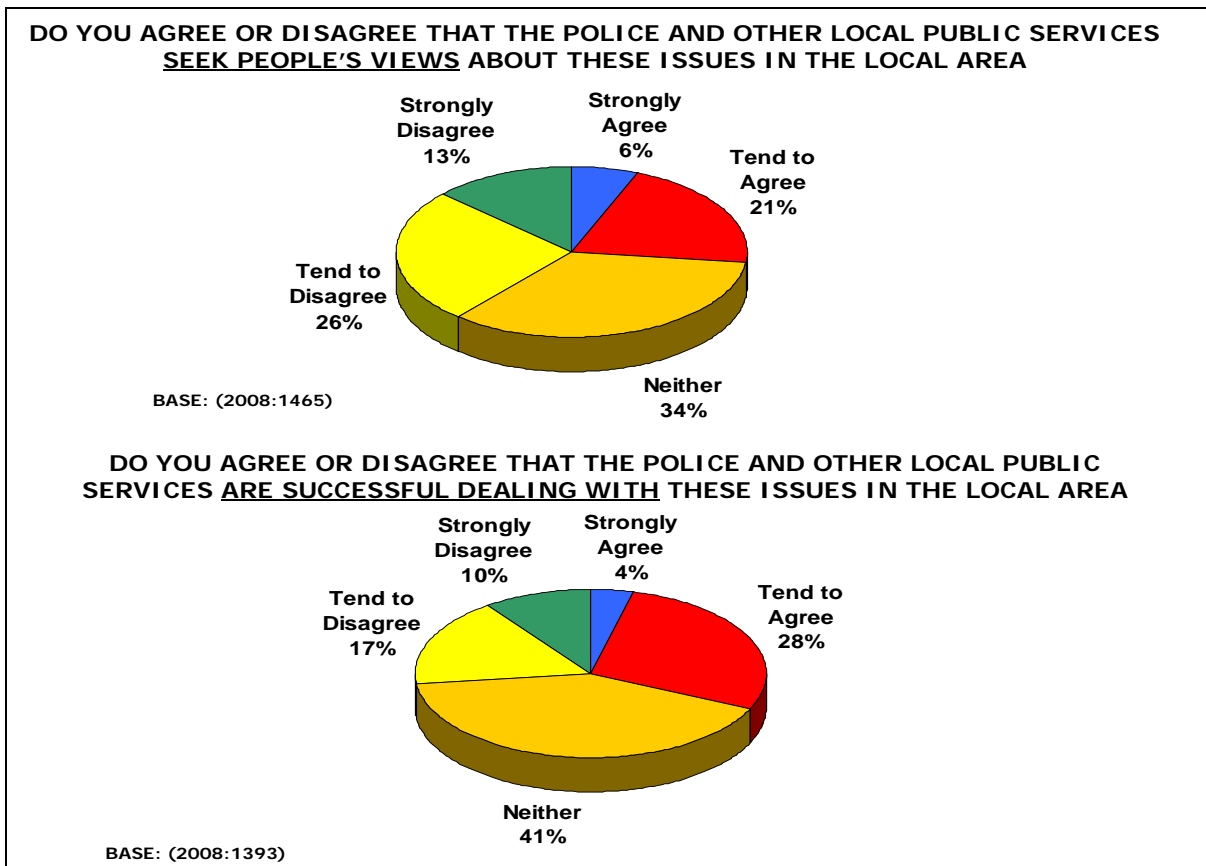
Seek people's views

- 35% of those aged 65 and over, compared to 23% of those aged 30-49, agree that the police and other local public services seek people's views about the issues in the local area.
- 43% of males, versus 37% of females, disagree with the statement.
- 51% of those living in the Stratford area disagree with the statement compared to 32% of those living in the Southam area.

Are successful dealing with

- 38% of those aged 65 and over compared to 30% of those aged 30-49 and 50-64, agree that the police and other local public services are successful dealing with the issues in the local area.
- 30% of males, versus 25% of females, disagree with the statement.

Chart 39:



5.9 Questions in Respect of Stratford District Council

5.9.1 Information Sources

46% of respondents indicated their main source of finding out about SDC is via the information provided by the Council, a 4% decline from 2006. A further 21% use the local media, a decline of 5%. The Council website was used by 16% of respondents, an 8% rise from 2006.

Looking at significant 2008 results:-

- 57% of those aged 65 and over, compared to 33% of those aged 18-29, indicated their main source of finding out about SDC is via the information provided by the Council. 27% of those aged 18-29 indicated the Council website / internet compared to 3% of those aged 65 and over.
- 27% of males indicated local media compared to 16% of females. 47% of females indicated the information provided by the Council compared to 41% of males.
- 34% of those living in the Stratford area indicated the local media compared to 11% of those living in Southam. 55% of those living in Wellesbourne indicated the information provided by the Council compared to 36% of those living in Stratford.

Chart 40:

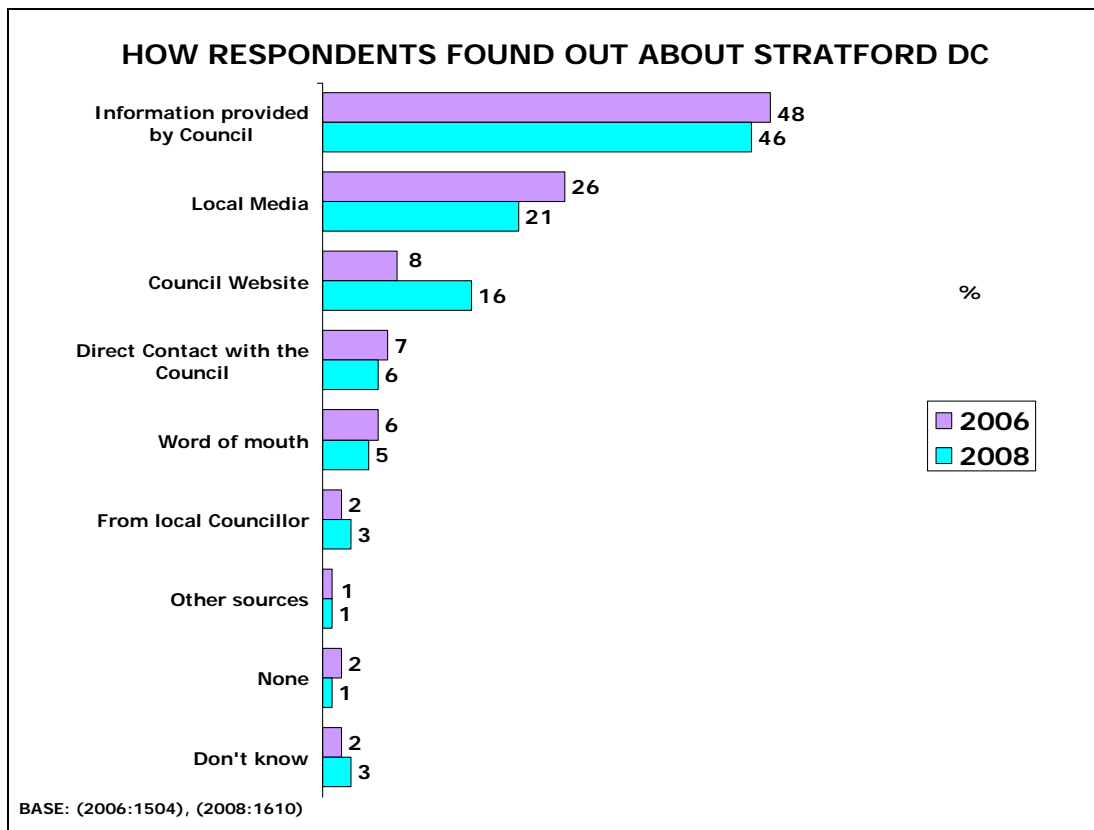


Table 84: How respondents found out about Stratford DC

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Local media	19	20	34	20	14	11
Information provided by Council	49	42	36	42	55	48
Council website / Internet	17	18	13	17	12	20
From local councillor	1	3	2	4	2	3
Direct contact with the Council	6	7	9	4	6	5
Word of mouth	6	3	4	9	4	7
Other source	-	2	0	1	1	3
None of the above	1	1	1	2	0	1
Don't know	2	5	1	1	6	2
Base: (All Respondents)	(280)	(271)	(336)	(281)	(208)	(238)

Those respondents that stated other sources cited the internet (17%), notice boards (17%), newsletters (10%) and an employee of SDC (8%) as the main other sources.

5.9.2 How informed residents feel

Overall, more than two thirds (68%) of residents feel informed about the services and benefits provided by SDC. This has risen 10% from the 2006 survey.

Looking at significant 2008 results: -

- 77% of those aged 65 and over, compared to 57% of those aged 18-29, feel well informed about the services and benefits provided by SDC
- 78% of those living in the Southam area feel informed compared to 61% of those living in the Stratford area.
- 74% of those living in the East area feel informed compared to 61% of those living in the South area.

Chart 41:

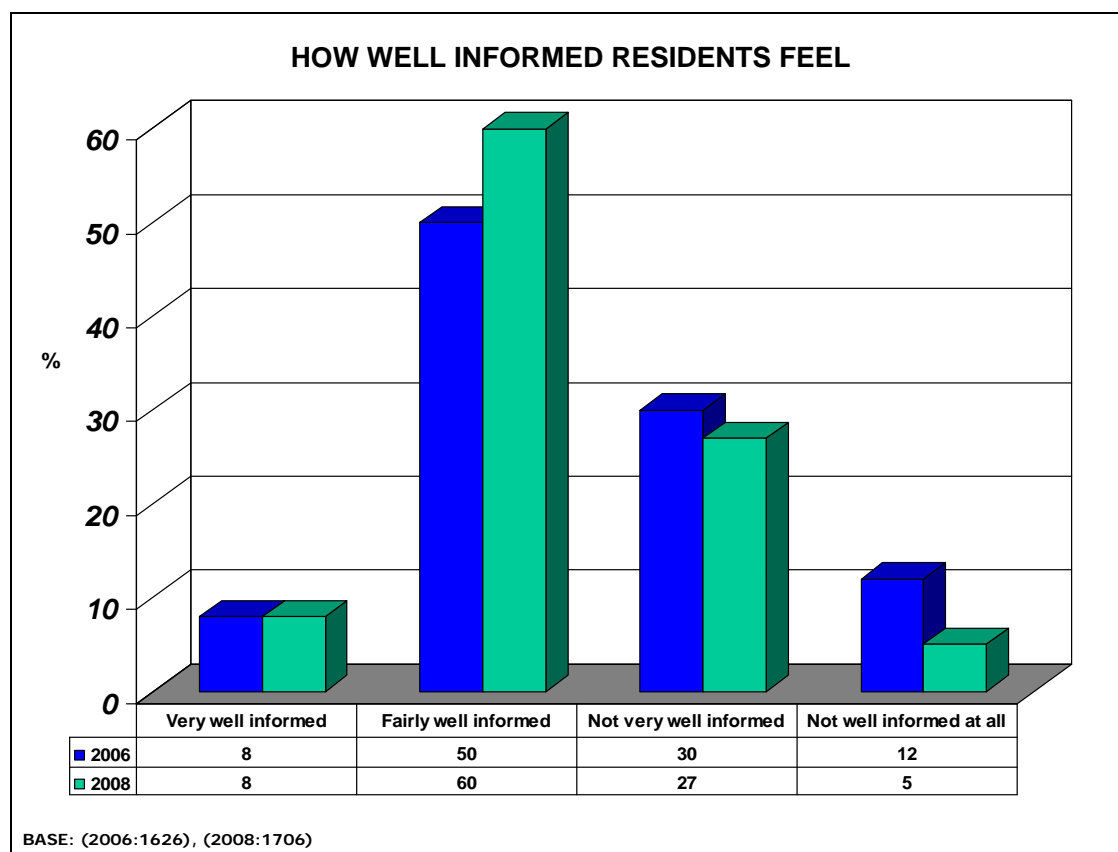


Table 85: How well informed residents feel by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very well informed	8	7	6	9	8	9
Fairly well informed	60	67	55	54	61	69
Not very well informed	25	23	33	33	25	19
Not well informed at all	7	3	6	4	7	3
Base: (All Respondents)	(284)	(272)	(363)	(287)	(214)	(243)

Table 86: How well informed residents feel by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Very well informed	8	8	7	9
Fairly well informed	60	63	54	65
Not very well informed	27	24	33	22
Not well informed at all	5	5	5	5
Base: (All Respondents)	(1663)	(556)	(650)	(457)

Table 87: How well informed residents feel about the services and benefits provided by groupings

	RESULT %	BASE NOS
Total	68	1706
GENDER		
Male	67	733
Female	69	943
AGE GROUP		
18-29	44	38
30-49	66	456
50-64	68	543
65+	77	607
ACCOMMODATION TENURE		
Owned outright	71	821
Buying on mortgage	68	521
Rent from housing association/trust	69	179
Rent from private landlord	46	106
Other	91	13
DISABILITY		
Disability – Yes	67	502
Disability - No	68	1136
CHILDREN		
Children in household age 17 and under	62	395
No children in household	70	1267

5.9.3 Influencing decisions affecting neighbourhood

46% of residents agree that "by working together, people in my neighbourhood can influence decisions that affect the neighbourhood". 21% of residents disagree with the statement.

Looking at significant 2008 results:-

- 52% of those aged 18-29 compared to 41% of those aged 30-49 agree with the statement "by working together, people in my neighbourhood can influence decisions that affect the neighbourhood".
- 50% of females, versus 41% of males agree with the statement.
- 55% of those living in the Shipston area, as opposed to 36% of those living in the Stratford area, agree with the statement.
- 25% of those living in the South area disagree with the statement compared to 16% of those in the East area.

Chart 42:

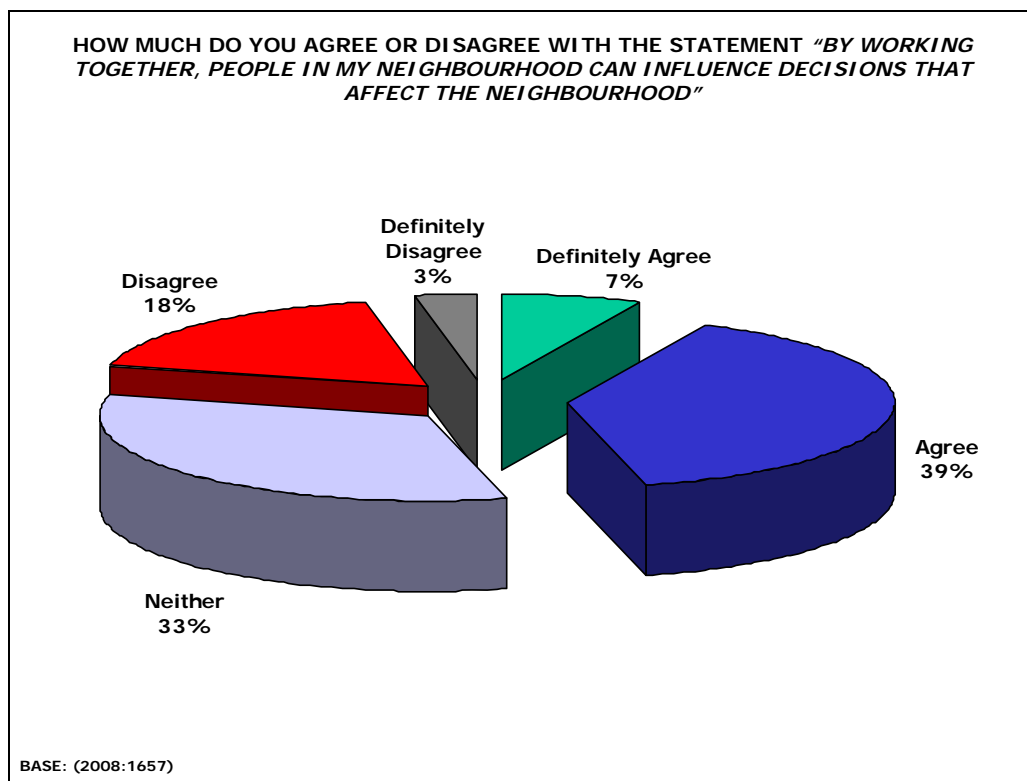


Table 88: Influencing decisions affecting neighbourhood by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Definitely Agree	8	9	3	11	6	6
Agree	37	36	33	44	39	46
Neither	35	35	31	30	38	34
Disagree	16	18	27	13	16	11
Definitely Disagree	5	2	6	3	1	2
Base: (All Respondents)	(281)	(269)	(346)	(275)	(208)	(237)

Table 89: Influencing decisions affecting neighbourhood by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Definitely Agree	7	8	7	6
Agree	39	37	38	43
Neither	33	35	30	36
Disagree	17	17	20	14
Definitely Disagree	3	3	5	2
Base: (All Respondents)	(1616)	(550)	(621)	(445)

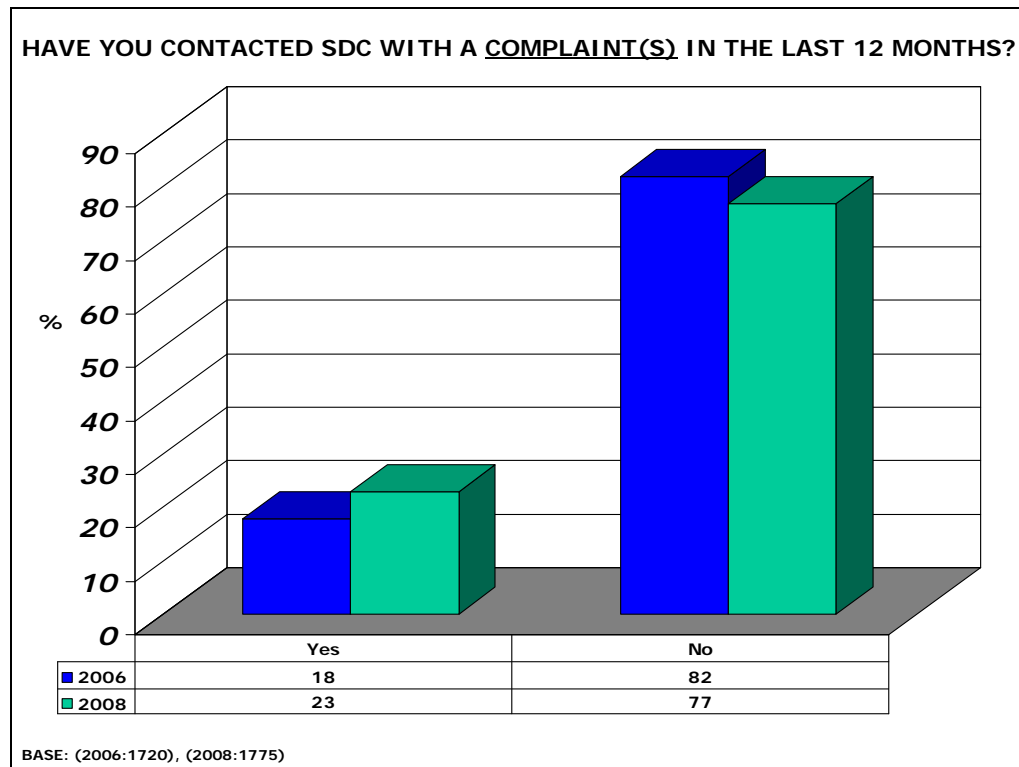
5.9.4 Complaints to Stratford District Council

The number of residents who have made complaint to Stratford DC in the last twelve months has risen 5% from 18% in 2006 to 23% in 2008.

Looking at significant 2008 results:-

- 34% of those living in the Wellesbourne area have contacted SDC with a complaint in the last 12 months, compared to 15% of those in Southam.

Chart 43:



Complaints made to the Council in the last 12 months

Respondents were asked if they had made any complaints to the council in the last 12 months. The table below shows that 28% of respondents had complained about refuse collection issues. 13% of respondents stated planning issues as a complaint and 12% cited no/not enough bins/problems with bins.

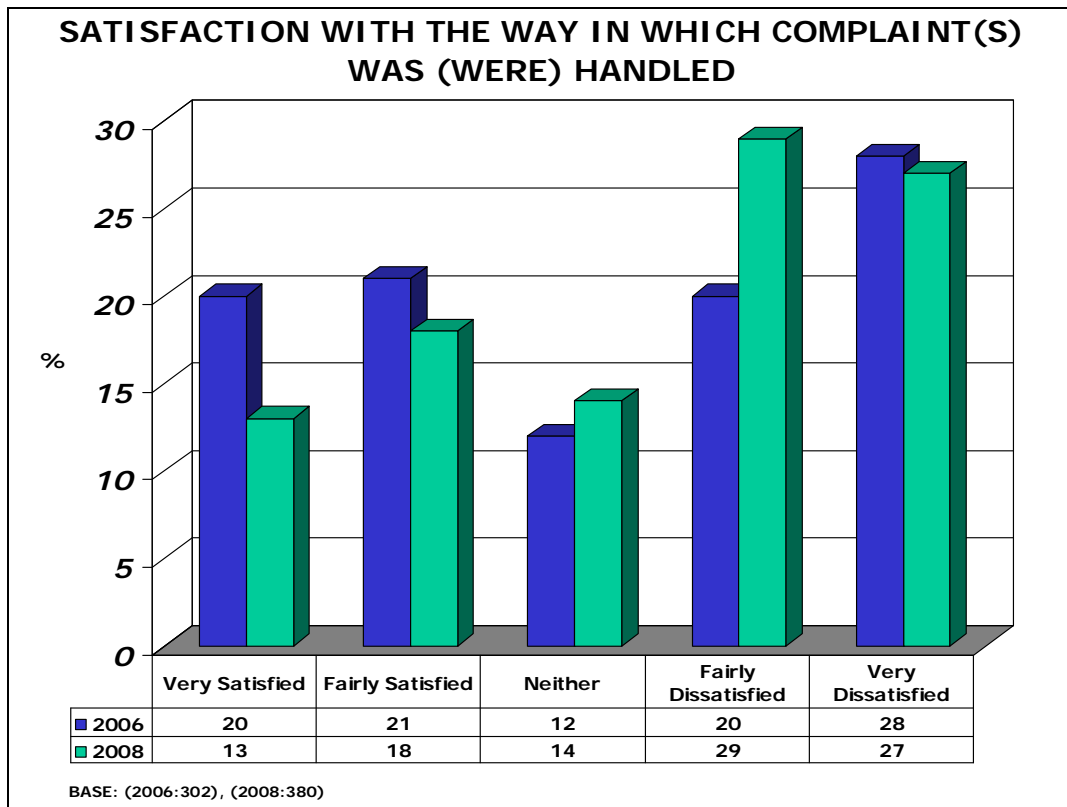
Table 90: Complaints made to the Council in the last 12 months

	2008
	%
Refuse collection issues	28
Planning issues	13
No / not enough bins / problems with bins	12
Parking issues	7
Recycling issues	6
Litter collection / street cleaning issues	6
Overgrown / poorly maintained verges/hedges/alleyways/tree cutting	6
Discontinuation of green bins	5
State of roads / footpaths	5
Noise pollution	4
Council tax / charges	4
Drainage issues	4
Lack of support	4
Unable to contact council / misinformed by council / staff attitudes	4
Problems with neighbours	3
Housing issues / benefits	2
Public transport issues	2
Fly tipping	2
Flood defence issues / support	2
Property repairs	2
Signage issues	2
Speed / volume of traffic	2
Dog fouling / problems	2
Fencing issues	1
Vermin / insect problems	1
BASE:	(381)

Satisfaction with how complaints were handled

Almost one third (31%) of residents in 2008 were satisfied with the way in which their complaint was handled compared to over two fifths (41%) of residents in 2006. 56% of residents were dissatisfied, a rise of 8% from 2006.

Chart 44:



5.9.5 How Stratford DC Performs Overall

Asked to find out to what extent they think various statements apply to SDC, the most positive responses were against the following statements: SDC is working to make the area cleaner and greener (75% a great deal or to some extent); SDC treats all types of people fairly (75%); SDC works well with other agencies to provide services (68%); SDC is making the local area a better place to live (67%); and SDC is working to make the area safer (65%).

Residents were less positive about the following statements; SDC involves residents when making decisions (36%); SDC spends its money wisely (40%); SDC acts on the concerns of local residents (42%); SDC promotes the interests of local residents (43%); and SDC has improved town centres in the local area (44%).

Looking at significant results: -

- 71% of males think a great deal or to some extent that SDC is making the **local area a better place** to live compared to 62% of females.
- 74% of those aged 18-29 compared to 65% of those aged 65 and over, think a great deal or to some extent that SDC is making the **local area a better place to live**.
- 73% of those living in Shipston compared to 60% of those living in Stratford think a great deal or to some extent that SDC is making the **local area a better place to live**.
- 69% of females versus 60% of males think a great deal or to some extent that SDC is working to **make the area safer**.
- 78% of females versus 69% of males think a great deal or to some extent that SDC is working to **make the area cleaner and greener**.
- 83% of those aged 18-29 compared to 68% of those aged 65 and over think a great deal or to some extent that SDC is working to **make the area cleaner and greener**.
- 62% of males versus 51% of females believe not very much or not at all that SDC has **improved town centres in the local area**.
- 61% of those aged 50-64 compared to 48% of those aged 18-29 believe not very much or not at all that SDC has **improved town centres in the local area**.
- 66% of those living in Stratford compared to 46% of those living in Southam believe not very much or not at all that SDC has **improved town centres in the local area**.
- 59% of females versus 46% of males think a great deal or to some extent that SDC is **efficient and well run**.
- 63% of those aged 65 and over compared to 47% of those aged 30-49 think a great deal or to some extent that SDC is **efficient and well run**.
- 70% of those living in Southam compared to 34% of those living in Stratford think a great deal or to some extent that SDC is **efficient and well run**.

- 66% of those aged 18-29 compared to 50% of those aged 65 and over believe not very much or not at all that SDC **spends its money wisely**.
- 78% of those living in Stratford compared to 43% of those living in Henley and Southam believe not very much or not at all that SDC **spends its money wisely**.
- 74% of those aged 65 and over compared to 55% of those aged 30-49 think a great deal or to some extent that SDC is **trustworthy**.
- 76% of those living in Henley and Southam compared to 46% of those living in Stratford think a great deal or to some extent that SDC is **trustworthy**.
- 66% of those aged 18-29 compared to 51% of those aged 65 and over think a great deal or to some extent that SDC is **remote and impersonal**.
- 79% of those living in Stratford compared to 55% of those living in Southam believe not very much or not at all that SDC **involves residents when making decisions**.
- 62% of males versus 54% of females believe not very much or not at all that SDC **promotes the interests of local residents**.
- 72% of those living in Stratford compared to 43% of those living in Southam believe not very much or not at all that SDC **promotes the interests of local residents**.
- 59% of males versus 51% of females believe not very much or not at all that SDC **listens to the concerns of local residents**.
- 64% of those living in Stratford compared to 42% of those living in Southam believe not very much or not at all that SDC listens to the concerns of local residents.
- 63% of males versus 55% of females believe not very much or not at all that SDC **acts on the concerns of local residents**.
- 73% of those living in Stratford compared to 43% of those living in Southam believe not very much or not at all that SDC **acts on the concerns of local residents**.
- 70% of females versus 64% of males think a great deal or to some extent that SDC **works well with other agencies to provide services**.
- 72% of those aged 65 and over compared to 63% of those aged 30-49 think a great deal or to some extent that SDC **works well with other agencies to provide services**.
- 79% of those aged 65 and over compared to 68% of those aged 30-49 think a great deal or to some extent that **SDC treats all types of people fairly**.
- 81% of those living in Alcester compared to 66% of those living in Stratford think a great deal or to some extent that **SDC treats all types of people fairly**.
- 62% of those aged 65 and over compared to 47% of those aged 18-29 think a great deal or to some extent that **SDC keeps its promises**.

- 63% of those living in Southam compared to 33% of those living in Stratford think a great deal or to some extent that **SDC keeps its promises**.
- 60% of females versus 50% of males think a great deal or to some extent that SDC **does enough for people like me**.
- 65% of those aged 65 and over compared to 51% of those aged 30-49 think a great deal or to some extent that SDC **does enough for people like me**.
- 66% of those living in Southam compared to 42% of those living in Stratford think a great deal or to some extent that SDC **does enough for people like me**.

Table 91: Statements about Stratford District Council

Statements	A great deal	To some extent	Not very much	Not at all	Base
	%	%	%	%	()
Is making the local area a better place to live (2008)	7	60	27	6	(1545)
Is making the local area a better place to live (2006)	7	60	26	7	(1567)
Is working to make the area safer (2008)	8	57	29	6	(1423)
Is working to make the area safer (2006)	7	58	28	7	(1471)
Is working to make the area cleaner and greener (2008)	14	61	20	6	(1511)
Is working to make the area cleaner and greener (2006)	16	60	19	6	(1549)
Has improved town centres in the local area (2008)	6	38	36	20	(1433)
Has improved town centres in the local area (2006)	8	39	36	17	(1453)
Is efficient and well run (2008)	7	47	29	17	(1241)
Is efficient and well run (2006)	9	50	27	15	(1277)
Spends its money wisely (2008)	4	36	32	28	(1198)
Provides good value for money (2006)	6	41	34	19	(1348)
Is trustworthy (2008)	11	54	21	15	(1144)
Is trustworthy (2006)	12	54	21	13	(1176)
Is remote and impersonal (2008)	11	47	27	16	(1317)
Is remote and impersonal (2006)	12	47	25	16	(1350)
Involves residents when making decisions (2008)	3	33	45	19	(1329)
Involves residents when making decisions (2006)	4	40	39	17	(1370)
Promotes the interests of local residents (2008)	4	39	40	18	(1336)
Promotes the interests of local residents (2006)	4	44	36	17	(1384)
Listens to the concerns of local residents (2008)	5	41	37	18	(1368)
Listens to the concerns of local residents (2006)	5	45	34	17	(1407)
Acts on the concerns of local residents (2008)	3	39	41	17	(1284)
Acts on the concerns of local residents (2006)	5	42	36	17	(1343)

Table 91: Statements about Stratford District Council (Continued)

Statements	A great deal	To some extent	Not very much	Not at all	Base
	%	%	%	%	0
Works well with other agencies to provide services (2008)	7	61	23	10	(954)
Works well with other agencies to provide services (2006)	11	60	21	9	(1010)
Treats all type of people fairly (2008)	17	58	16	9	(1042)
Treats all type of people fairly (2006)	17	62	12	9	(1069)
Keeps its promises (2008)	6	47	30	17	(970)
Keeps its promises (2006)	8	53	26	14	(1058)
Does enough for people like me (2008)	7	49	27	18	(1361)

5.10 Profile Information

All results are unweighted in this section except where specified

Table 92: Gender

	2006	2008
	%	%
Male	42	43
Female	58	57
BASE:	(1754)	(1793)

Table 93: Age

	2006	2008
	%	%
Up to 29	4	2
30-39	12	10
40-49	15	17
50-59	20	20
60-69	23	24
70-79	17	18
80 & over	9	9
BASE:	(1687)	(1756)

Chart 45: Health in General (WEIGHTED)

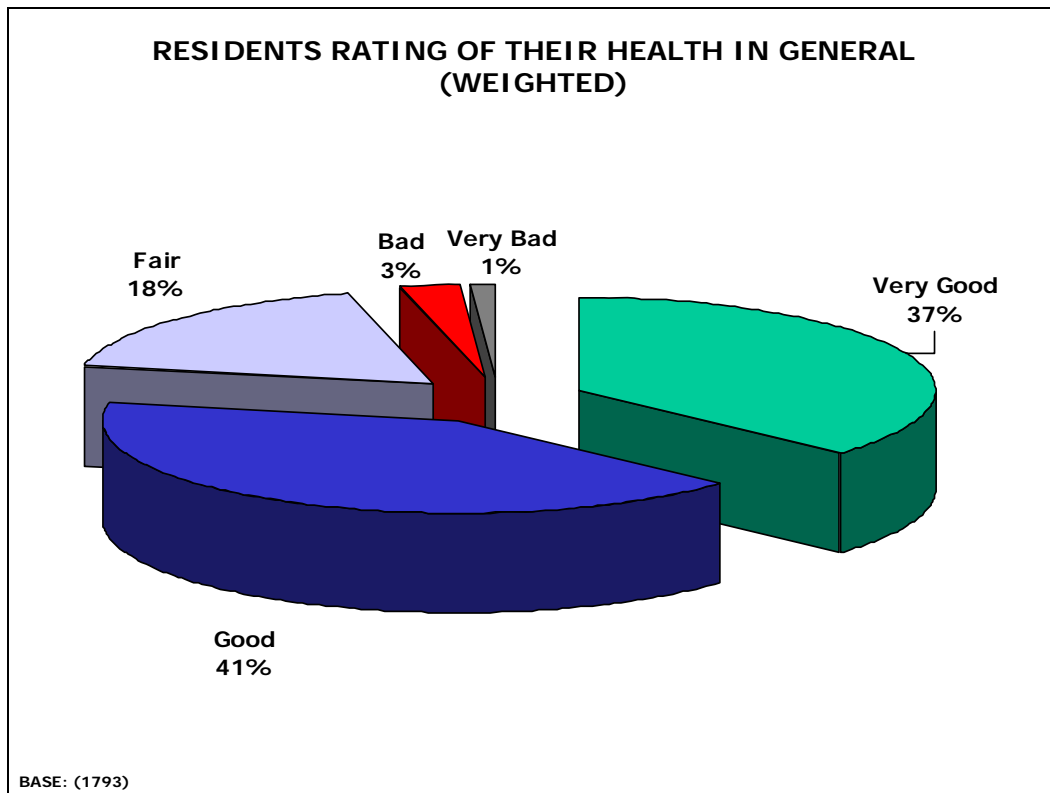


Table 94: Accommodation Type

	2006	2008
	%	%
Owned outright	49	50
Owned with a mortgage	32	30
Rent from the Council	2	2
Rent from a Housing Association / Trust	10	11
Rent from a private landlord	6	6
Other	1	1
BASE:	(1747)	(1785)

Table 95: Number of children aged 17 or under in household

	2008
	%
One	11
Two	10
Three	3
Four	1
Five	0
None	74
BASE:	(1777)

Table 96: Number of adults aged 18 or over in household

	2006	2008
	%	%
One	30	To be confirmed by CLG / Audit Commission
Two	59	
Three	8	
Four	2	
Five	0	
More than Five	0	
BASE:	(1729)	(1773)

Table 97: Activity which best describes what respondent is doing at present

	2006	2008
	%	%
Employee in full-time job	28	27
Employee in part-time job	11	13
Self employed, full or part-time	12	11
On a government supported training programme	0	0
Full-time education at school, college or university	1	0
Unemployed and available for work	1	1
Permanently sick or disabled	3	3
Wholly retired from work	37	37
Looking after the home	8	7
Doing something else	2	1
BASE:	(1728)	(1765)

Table 98: Whether respondents have any long-standing illness, disability, or infirmity

	2006	2008
	%	%
Yes	26	31
No	74	69
BASE:	(1702)	(1746)

Table 99: Whether this illness or disability limits respondents' activities in any way.

	2006	2008
	%	%
Yes	75	72
No	26	28
BASE:	(440)	(536)

Table 100: Origin

	2006	2008
	%	%
White British	97.6	97.6
Other White Background	1.3	1.2
Irish	0.4	0.7
Other Mixed	0.1	0.0
White & Black Caribbean	0.2	0.1
Pakistani	0.1	0.0
White & Asian	0.1	0.0
Other	0.1	0.2
Indian	0.1	0.1
Bangladeshi	0.1	0.1
Chinese	0.1	0.1
Other Asian	0.0	0.1
BASE:	(1737)	(1783)

Table 101: Sexuality

	2008
	%
Heterosexual or straight	93.9
Gay or lesbian	0.4
Bisexual	0.4
Other	0.5
Prefer not to say	4.8
BASE:	(1671)

APPENDIX

QUESTIONNAIRE

Section 1: About Your Local Area

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q1 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?

PLEASE TICK ✓ UP TO FIVE BOXES ONLY IN THE LEFT HAND COLUMN BELOW

Q2 And thinking about this local area, which of the things below, if any, do you think most need improving?

PLEASE TICK ✓ UP TO FIVE BOXES ONLY IN THE RIGHT HAND COLUMN BELOW

	Q1	Q2
	Most important in making somewhere a good place to live	Most needs improving in this local area
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. libraries, museums) ...	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living	<input type="checkbox"/>	<input type="checkbox"/>
Q1 - Other (PLEASE TICK BOX AND WRITE IN BELOW)	<input type="checkbox"/>	
.....		
Q2 - Other (PLEASE TICK BOX AND WRITE IN BELOW)		<input type="checkbox"/>
.....		
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Stratford District Council and Warwickshire County Council are also key providers of public services locally, so we would like your views on some of the services they provide. How satisfied or dissatisfied are you with each of the following services provided or supported by Stratford District Council and Warwickshire County Council?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Keeping public land clear of litter and refuse.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refuse collection.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep recycling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local tips/household waste recycling centres.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/concert halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Please indicate how frequently you have used the following public services provided or supported by Stratford District Council and Warwickshire County Council.

PLEASE TICK ✓ ONE BOX FOR EACH SERVICE

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	It does not apply/ Don't know
Local tips/household waste recycling centres.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/concert halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You live in a two-tier authority with a **County Council** and a **District Council**. Warwickshire County Council is responsible for education, social care, transport planning, highways, fire services, consumer protection, waste disposal, small holdings and libraries. Stratford District Council is responsible for local planning applications, housing, building regulations, environmental health, waste collection, revenue collection, leisure and recreation.

Q10 To what extent do you agree or disagree that Stratford District Council and Warwickshire County Council provide value for money?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH COUNCIL

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Stratford District Council....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Warwickshire County Council.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 And now taking everything into account, how satisfied or dissatisfied are you with the way Stratford District Council and Warwickshire County Council runs things?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH COUNCIL

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Stratford District Council....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Warwickshire County Council.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Information

Q12 How well informed do you feel about each of the following?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How your council tax is spent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you can get involved in local decision-making.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What standard of service you should expect from local public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well local public services are performing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain about local public services ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What to do in the event of a large-scale emergency e.g.flooding, human pandemic flu.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you feel about local public services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4: Local Decision-making

As with previous questions, when answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q13 Do you agree or disagree that you can influence decisions affecting your local area?

PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Generally speaking, would you like to be more involved in the decisions that affect your local area?

PLEASE TICK ✓ ONE BOX ONLY

Yes	No	Depends on the issue	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: Helping Out

We are interested to know about the unpaid help people give.

Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning, or doing administrative work.

Please exclude giving money and anything that was a requirement of your job.

Q15 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club (s) or organisation(s)?

Please only include work that is unpaid and not for your family.

PLEASE TICK ✓ ONE BOX ONLY

At least once a week.....	<input type="checkbox"/>
Less than once a week but at least once a month.....	<input type="checkbox"/>
Less often.....	<input type="checkbox"/>
I give unpaid help as an individual only and not through groups(s), club(s) or organisation(s).....	<input type="checkbox"/>
I have not given any unpaid help at all over the last 12 months..	<input type="checkbox"/>
Don't know.....	<input type="checkbox"/>

Section 6: Getting Involved

Please think about any group(s) to which you belong, which makes decisions that affect your local area. Please exclude anything that was a requirement of your job.

Q16 In the past 12 months have you...

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Yes	No
Been a local councillor (for the local authority, town or parish).....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a group making decisions on local health or education services.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a decision-making group set up to regenerate the local area.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a decision-making group set up to tackle local crime problems.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a tenants' group decision-making committee.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a group making decisions on local services for young people.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of another group making decisions on services in the local community.....	<input type="checkbox"/>	<input type="checkbox"/>

Section 7: Respect and Consideration

Q17 To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?

PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Neither agree or disagree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know	Too few people in local area	All the same background
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?

PLEASE TICK ✓ ONE BOX ONLY

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20 In the last year would you say that you have been treated with respect and consideration by your local public services.....

PLEASE TICK ✓ ONE BOX ONLY

All of the time	Most of the time	Some of the time	Rarely	Never	Don't know/ No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).

PLEASE TICK ✓ ONE BOX ONLY

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 8: Community Safety

Q22 How safe or unsafe do you feel when outside in your local area after dark?

PLEASE TICK ✓ ONE BOX ONLY IN THE LEFT HAND COLUMN BELOW

Q23 How safe or unsafe do you feel when outside in your local area during the day?

PLEASE TICK ✓ ONE BOX ONLY IN THE RIGHT HAND COLUMN BELOW

	Q22 After dark	Q23 During the day
Very safe	<input type="checkbox"/>	<input type="checkbox"/>
Fairly safe.....	<input type="checkbox"/>	<input type="checkbox"/>
Neither safe nor unsafe	<input type="checkbox"/>	<input type="checkbox"/>
Fairly unsafe	<input type="checkbox"/>	<input type="checkbox"/>
Very unsafe	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Thinking about this local area, how much of a problem do you think each of the following are...

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Noisy neighbours or loud parties.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenagers hanging around the streets.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public places.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out cars.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.

Q25 So, how much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?

PLEASE TICK ✓ ONE BOX ONLY IN THE LEFT HAND COLUMN BELOW

Q26 And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

PLEASE TICK ✓ ONE BOX ONLY IN THE RIGHT HAND COLUMN BELOW

	Q25 Seek people's views	Q26 Are successfully dealing with
Strongly agree	<input type="checkbox"/>	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>	<input type="checkbox"/>
Neither agree nor disagree..	<input type="checkbox"/>	<input type="checkbox"/>
Tend to disagree.....	<input type="checkbox"/>	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

From this point in the questionnaire, we wish to take the opportunity to ask the following questions relating to Stratford-on-Avon District Council services only. This will help us set our priorities and improve our service to you.

Q27 How do you find out about Stratford District Council?
Please tick the **MAIN** source you use from the list below.

PLEASE TICK ✓ ONE BOX ONLY

- Local media (newspapers, television, radio).....
- Information provided by the Council (newspaper/magazine, leaflets, posters).
- Council website/internet.....
- From local Councillor.....
- Direct contact with the Council.....
- Word of mouth (e.g. family or friends).....
- Other source (✓ and write in here).....
- None of the above.....
- Don't know.....

Q28 Overall, how well informed do you think Stratford District Council keeps residents about the services and benefits it provides?

PLEASE TICK ✓ ONE BOX ONLY

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very well informed | Fairly well informed | Not very well informed | Not well informed at all | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q29 To what extent do you agree or disagree with the following statement: "By working together, people in my neighbourhood can influence decisions that affect the neighbourhood"?

PLEASE TICK ✓ ONE BOX ONLY

- | | | | | | |
|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Definitely agree | Agree | Neither agree nor disagree | Disagree | Definitely disagree | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q30 Have you contacted Stratford-on-Avon District Council with a complaint(s) in the last 12 months?

PLEASE TICK ✓ ONE BOX ONLY

- | | |
|---|--|
| Yes (PLEASE CONTINUE TO Q31) <input type="checkbox"/> | No (PLEASE GO TO Q33) <input type="checkbox"/> |
|---|--|

Q31 What did the complaint(s) relate to?

PLEASE WRITE IN BELOW. WRITE IN 'DON'T KNOW' IF YOU CANNOT RECALL

Q32 How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?

PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q33 Here are some things that other people have said about their Council. To what extent do you think that these statements apply to Stratford District Council?

PLEASE TICK ✓ ONE BOX PER ROW

	A great deal	To some extent	Not very much	Not at all	Don't know
Is making the local area a better place to live.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is working to make the area safer.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is working to make the area cleaner and greener.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has improved town centres in the local area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is efficient and well run.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spends its money wisely.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is trustworthy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is remote and impersonal.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involves residents when making decisions.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotes the interests of local residents.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listens to the concerns of local residents.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acts on the concerns of local residents.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works well with other agencies to provide services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treats all type of people fairly.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps its promises.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does enough for people like me.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 9: About Yourself

Please complete these questions which will help us to see if there are differences between the views of different residents. All the information you give will be kept completely confidential.

Q34 Are you male or female?
PLEASE TICK ✓ ONE BOX ONLY

Male

Female

Q35 What was your age on your last birthday?
PLEASE WRITE IN BOX BELOW

	Years
--	-------

Q36 How is your health in general? Would you say it is.....
PLEASE TICK ✓ ONE BOX ONLY

Very good

Good

Fair

Bad

Very bad

Q37 In which of these ways does your household occupy your current accommodation?
PLEASE TICK ✓ ONE BOX ONLY

Owned outright.....

Buying on mortgage.....

Rent from Council

Rent from Housing Association/Trust

Rented from private landlord

Other (✓ AND WRITE IN BELOW)..

--

Q38 How many children aged 17 or under are living here?
PLEASE TICK ✓ ONE BOX ONLY

None.....

One

Two

Three

Four

More than four (✓ AND WRITE IN HERE)

Q39 And how many adults aged 18 or over are living here?
PLEASE TICK ✓ ONE BOX ONLY

None.....

One

Two

Three

Four

More than four (✓ AND WRITE IN HERE)

Q40 Which of these activities best describes what you are doing at present?

PLEASE TICK ✓ ONE BOX ONLY

- | | | | |
|---|--------------------------|--|--------------------------|
| Employee in full-time job (30 hours plus per week)..... | <input type="checkbox"/> | Unemployed and available for work..... | <input type="checkbox"/> |
| Employee in part-time job (under 30 hours per week)..... | <input type="checkbox"/> | Permanently sick/disabled..... | <input type="checkbox"/> |
| Self employed full or part-time..... | <input type="checkbox"/> | Wholly retired from work..... | <input type="checkbox"/> |
| On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)..... | <input type="checkbox"/> | Looking after the home..... | <input type="checkbox"/> |
| Full-time education at school, college or university..... | <input type="checkbox"/> | Doing something else (PLEASE WRITE IN HERE)..... | <input type="checkbox"/> |

Q41 Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time) PLEASE TICK ✓ ONE BOX ONLY

- Yes (PLEASE CONTINUE TO Q42) ... | No (PLEASE GO TO Q43)

Q42 Does this illness or disability limit your activities in any way?

PLEASE TICK ✓ ONE BOX ONLY

- Yes | No

Q43 To which of these groups do you consider you belong to?

PLEASE TICK ✓ ONE BOX ONLY

- | | | | |
|---|--------------------------|---|--------------------------|
| <i>White</i> | | Black or Black British | |
| British..... | <input type="checkbox"/> | Caribbean..... | <input type="checkbox"/> |
| Irish..... | <input type="checkbox"/> | African..... | <input type="checkbox"/> |
| Any other White background.....
(✓ AND WRITE IN BELOW) | <input type="checkbox"/> | Any other Black background.....
(✓ AND WRITE IN BELOW) | <input type="checkbox"/> |
| <input type="text"/> | | <input type="text"/> | |
| <i>Mixed</i> | | Asian or Asian British | |
| White & Black Caribbean..... | <input type="checkbox"/> | Indian..... | <input type="checkbox"/> |
| White & Black African..... | <input type="checkbox"/> | Pakistani..... | <input type="checkbox"/> |
| White & Asian..... | <input type="checkbox"/> | Bangladeshi..... | <input type="checkbox"/> |
| Any other Mixed background.....
(✓ AND WRITE IN BELOW) | <input type="checkbox"/> | Any other Asian background.....
(✓ AND WRITE IN BELOW) | <input type="checkbox"/> |
| <input type="text"/> | | <input type="text"/> | |
| Chinese and Other ethnic groups | | | |
| Chinese..... | <input type="checkbox"/> | Other ethnic group.....
(✓ AND WRITE IN BELOW) | <input type="checkbox"/> |
| | | <input type="text"/> | |

Q44 Do you consider yourself to be?

PLEASE TICK ✓ ONE BOX ONLY

- | | | | |
|-------------------------------|--------------------------|------------------------|--------------------------|
| Heterosexual or straight..... | <input type="checkbox"/> | Other..... | <input type="checkbox"/> |
| Gay or lesbian..... | <input type="checkbox"/> | Prefer not to say..... | <input type="checkbox"/> |
| Bisexual..... | <input type="checkbox"/> | | |

Q45 Stratford District Council runs a Citizens' Panel to increase the involvement of local people in decisions about how services are provided. You would receive up to three questionnaires a year. If you would like to be considered to join the Panel, please provide your name and address in the space provided below.

The address you supply to be a part of the Panel will not be related to your previous answers in any way.

Q46 Is there anything else you would like to add?
PLEASE WRITE IN BELOW

Thank you very much for taking part in this survey. Your views are appreciated.

Please return your questionnaire in the pre-paid envelope provided to:

Stratford-on-Avon District Council, FREEPOST CV2468, Consultation Unit, Elizabeth House,
Church Street, STRATFORD-UPON-AVON, CV37 6BR

Please return your questionnaire by **Wednesday 22nd October.**