

STRATFORD DISTRICT COUNCIL CITIZENS' PANEL TOPLINE RESULTS

SUMMER 2009

1232 questionnaires were sent out in late June 2009, with 642 returned and 15 "not known at this address, no longer interested" etc representing a response rate of 52.8%.

Waste Collection in Stratford District

In April 2009 we made the final changes to the way we collect your recycling and refuse. We hoped the changes would bring a number of benefits to you and we wish to get some feedback from you.

General questions about the new refuse and recycling service

- Q1 Since the new waste contract in August 2008 do you feel you recycle...?**
More 68.0% Go to Q3 Less..... 4.3% Go to Q2
The same 27.7% Go to Q3
- Q2 If you do not recycle or recycle less since the new arrangements what are your reasons? (tick all that apply)**
No space to store bin34.6%
Don't consider it important 3.8%
Don't know what to put in bin 3.8%
Don't know when recycling is collected..... 3.8%
Don't know where recycling sites are 0.0%
Other reasons.....76.9%
If other reasons, please state To Follow
- Q3 What methods of recycling do you use? (tick all that apply)**
By using the bins.....96.0% Warwickshire County Council 54.1%
household waste recycling centres
(tips)
Recycling banks around the district ..19.2 %
- Q4 Do you compost your garden and/or food waste?**
No.....31.2% Go to Q5
Yes and I use my own composter.....13.9% Go to Q6
Yes and I use the Council's green bin.....22.4% Go to Q6
Yes and I use my own composter and 32.6% Go to Q6
the green bin.....
- Q5 Please explain why you do not compost... (tick all that apply)**
Do not consider it important 6.1%
There is no space for a compost bin40.8%
Do not know what to compost.....10.2%
Worried compost bin will attract pests.....29.1%
Other reason42.3%
If other reason, please specify To Follow
- Q6 Do you think you have reduced the amount of waste you put in your grey bin?**
Yes.....74.9% Don't know 4.8%
No.....20.4%

Q7 How satisfied / dissatisfied are you with the following aspects of the new refuse and recycling service?

	<i>Very Satisfied</i>	<i>Fairly Satisfied</i>	<i>Neither Satisfied nor Dissatisfied</i>	<i>Fairly Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
The frequency of collection of non-recyclable waste	25.8%	28.9%	11.8%	17.8%	15.5%	0.2%
The frequency of collection of recyclable material	37.9%	36.7%	8.4%	10.4%	6.0%	0.6%
The range of materials collected for recycling	23.2%	42.2%	14.4%	14.7%	4.2%	1.3%
Information provided about when your waste and recyclable is collected	29.9%	39.5%	16.0%	8.7%	5.4%	0.5%
The container provided for recyclables (Blue Lid Bin)	45.9%	34.5%	8.5%	4.8%	4.8%	1.5%
The container provided for garden and food waste (Green Bin, Green Sack or Caddy)	42.7%	34.0%	10.7%	4.8%	5.5%	2.3%
The container provided for general waste (Grey Bin)	43.7%	32.6%	8.8%	7.5%	6.3%	1.2%
The container provided for food waste	17.7%	15.6%	14.7%	5.3%	10.1%	36.6%
The reliability of the waste contractor in collecting your waste	47.2%	38.7%	9.1%	2.6%	1.9%	0.5%
How clean and tidy the street is following the waste collection	39.8%	39.7%	11.6%	6.6%	1.8%	0.5%

Q8 If you answered fairly or very dissatisfied to any of the questions in question 7, please explain why below.
To Follow

Q9 Are you aware of the "assisted" collection scheme? (This is to help people who are elderly, infirm or with a disability and who cannot manage to place the containers at their boundary).

Yes..... 49.5% No50.5%

Q10 Are you part of the "assisted" collection scheme?

Yes..... 3.8% Go to Q11 No96.2% Go to Q12

Q11 How satisfied / dissatisfied are you with the "assisted" collection scheme?

Very satisfied.....63.6% *Fairly dissatisfied*0.0%
Fairly satisfied27.3% *Very dissatisfied*.....4.5%
Neither satisfied nor dissatisfied..... 4.5%

How well did we manage the change in your refuse and recycling service?

The following questions are about how well we managed the process of changing your waste collection service. The responses from these questions will help us to learn what worked and what did not and will help us to identify how we can do things better in the future.

Q12 Did you have a problem initially with any aspect of the new waste collection service, i.e. missed bins, wrong collection day, non delivery of bins?

Yes..... 31.2% Go to Q13 No68.8% Go to Q15

Q13 If you had a problem with some aspect of your waste collection since the new arrangements were implemented, how satisfied or dissatisfied were you with the way this was resolved?

Very satisfied.....17.7% *Fairly dissatisfied*17.7%
Fairly satisfied27.1% *Very dissatisfied*.....14.9%
Neither satisfied nor dissatisfied.....22.7%

Q14 What was the nature of your problem(s)?

To Follow

Q15 Overall, how satisfied / dissatisfied are you with the following since the new refuse, green waste and recycling services were fully implemented in April 2009?
Very Satisfied.....35.7% *Fairly Dissatisfied*..... 9.2%
Fairly Satisfied.....40.4% *Very Dissatisfied* 5.2%
Neither Satisfied nor Dissatisfied..... 9.5%

Q16 Please make any other comments here about the waste collection scheme.
 To Follow

Informing You About Stratford DC

Q17 Below are listed different types of information residents may require about Stratford-on-Avon District Council. What are the three most suitable ways for you to find out each type of information? (Please indicate your answers by writing in the appropriate numbers in the boxes alongside each type of information)

Ways to obtain information about the Council							
1. Telephone the Council	2. Write to the Council	3. Visit the Council	4. From local newspapers or radio	5. From family or friends	6. Using the Council website or email	7. Local Councillors	8. Council leaflets or publications

	1st Choice	2nd Choice	3rd Choice
Information about services provided by Stratford District Council	6	1	8
Checking progress on any applications you may have made (e.g. benefits, planning)	1	6	3
Getting the latest news on local issues involving the Council	4	6	8
Finding out who to contact for help or information	1	6	8
Getting information about levels of Council Tax and how the money is spent	8	6	4
Finding out about what the Council is planning to do next	8	4	6
Obtaining information about how good the Council's services are	8	6	4
Finding out how to contact local councillors	6	1	8
Getting information about Council committees and agendas	6	1	8
Obtaining up to date information on decisions made by the Council	6	4	8

Q18 Do you have an email address?
Yes..... 78.0% Go to Q19 *No*22.0% Go to Q20

Q19 Would you be interested in receiving information about Council news and services by email?
Yes.....50.9% *No*49.1%

Q20 Do you have a mobile phone?
Yes..... 83.8% Go to Q21 *No*16.2% Go to Q22

Q21 Would you be interested in receiving information about Council news and services by text message?
Yes..... 6.7% *No*93.3%

Play Areas

Play is vital for our children, it involves them freely exercising their own choice of activity, and it is the way in which they learn new skills. The District Council owns and maintains a number of play areas/spaces and we welcome your views.

Q22 Do you or a member of your household, visit the play areas within Stratford Town? e.g. includes taking grandchildren to play areas. All 18 play areas within Stratford Town are managed by Stratford DC.
 Yes..... 27.3% Go to Q23 No72.7% Go to Q24

Q23 What is the name of the play area you visit most frequently within Stratford Town?
 To Follow

Q24 Do you or a member of your household, visit the play areas within Stratford District but not in Stratford Town? E.g. includes taking grandchildren to play areas.
 Yes.....30.6% Go to Q25 No69.4% Go to Q26

Q25 What is the name of the play area you visit most frequently within Stratford District but not in Stratford Town?
 To Follow

IF YOU ANSWERED YES TO EITHER Q22 OR Q24 PLEASE GO TO Q26, IF NOT PLEASE GO TO Q28

Q26 How often do you visit the play areas within Stratford District?
 Daily 3.0% Monthly.....19.6%
 Two or three times a week..... 9.8% Every two months.....14.0%
 Weekly.....18.9% Every three months.....10.9%
 Fortnightly..... 7.9% More than three months.....15.8%

Q27 Overall, how do you rate the quality of the play areas in the District?
 Very good.....18.3% Fairly poor 7.5%
 Fairly good60.1% Very poor..... 0.7%
 Neither good nor poor.....13.4%

Q28 At the Recreation Ground by the River Avon in Stratford-upon-Avon, there are a number of facilities available to all ages. Amongst these facilities is a Paddling Pool and Sandpit. The Council is required to clean the pool thoroughly on a daily basis to ensure its safety and cleanliness.

a) How important is the Paddling Pool feature to you?
 Very important10.9% Very unimportant20.4%
 Fairly important.....13.2% Don't know 2.7%
 Neither important nor unimportant16.7% I have no opinion.....26.4%
 Fairly unimportant..... 9.7%

b) How important is the Sandpit feature to you?
 Very important12.9% Very unimportant21.0%
 Fairly important.....14.6% Don't know 2.0%
 Neither important nor unimportant ...14.8% I have no opinion.....27.2%
 Fairly unimportant..... 7.4%

Q29 Stratford District Council has money to invest in new play equipment. In order to supply what residents want, we would like your feedback on the following options. Below there are 20 possible ideas and we would like you to tick up to 5 of the boxes for the types of equipment you would wish to see.

<i>Climbing</i>	49.1%	<i>Artwork and Carvings</i>	23.7%
<i>Garden</i>	37.8%	<i>Water Play</i>	21.9%
<i>New planting</i>	36.7%	<i>Sliding</i>	20.4%
<i>Dens</i>	34.9%	<i>Boulders</i>	20.4%
<i>Musical play</i>	30.8%	<i>Wheeled play</i>	20.1%
<i>Open space</i>	29.4%	<i>Sand</i>	16.2%
<i>Landforms</i>	27.7%	<i>Maze</i>	14.2%
<i>Tunnels</i>	25.4%	<i>Games and floor markings</i>	12.8%
<i>Balancing and wobbling</i>	24.1%	<i>Group seating</i>	11.5%
<i>Ball play</i>	23.9%	<i>Gliding</i>	10.0%

District Housing Strategy

The District Council is writing a new Housing Strategy. This will be a plan for the future in respect of housing of all kinds. It will look at how we can improve existing housing and the ways to help people in housing difficulty, or those who have special needs. We would like to hear your views on these matters. A full draft of the new Strategy will be available for public consultation in Autumn 2009.

Q30 Do you think there is enough affordable housing (rented from a housing association or shared ownership) in the District?

<i>Yes</i>	13.6%	<i>Don't know</i>	43.1%
<i>No</i>	43.3%		

Please comment here on your response.
To Follow

Q31 Do you think the housing and support needs of vulnerable people (or people who have special needs) are being met?

<i>Yes</i>	12.2%	<i>Don't know</i>	72.6%
<i>No</i>	15.2%		

If no, why?
To Follow

Q32 Have you sought advice from the Council or other organisations on housing matters or issues?

<i>Yes</i>	16.2%	<i>No</i>	83.8%
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Q33 How much do you agree or disagree that it is easy to get good advice and help on housing issues?

<i>Strongly agree</i>	4.3%	<i>Strongly disagree</i>	4.8%
<i>Agree</i>	15.6%	<i>Don't know</i>	69.3%
<i>Disagree</i>	6.1%		

If you disagree or strongly disagree, please explain why here
To Follow

Q34 How important is it that the condition of housing built more than 10 years ago in Stratford District is improved?

<i>Very important</i>	24.6%	<i>Not very important</i>	14.5%
<i>Quite important</i>	36.1%	<i>Don't know</i>	24.8%

Please comment here on your answer
To Follow

Q35 How easy or difficult is it for young people to find suitable accommodation in this District?

<i>Very easy</i>	1.0%	<i>Very difficult</i>	24.5%
<i>Fairly easy</i>	4.6%	<i>Don't know</i>	50.2%
<i>Fairly difficult</i>	19.7%		

If you have answered fairly or very difficult, what should be done to improve the situation?
To Follow

Future Panels

If you have an email address you will be able to complete future Citizens' Panel Questionnaires online. This will save the Council money in postage and processing the information you provide. It will also hopefully save you time - the questionnaires are designed to be very straightforward to complete. The questionnaire would be accessed simply by clicking on a link.

Q36 Are you interested in completing future Citizens' Panel questionnaires online?

<i>Yes</i>	53.4%
<i>No</i>	33.9%
<i>No access to a computer at home or at work</i>	12.7%

About You

Periodically we need to keep your profile details up to date (for existing Panel members) and for new Panel members we require some information about you. The information you provide will be treated as confidential and will only be used to ensure we have the correct cross-section of the population and to analyse the results by differing datasets, e.g. by age, gender, etc.

Q37 Are you?

<i>Male</i>	51.0%
<i>Female</i>	49.0%

Q38 What was your age last birthday?

Please write in.

To Follow

Q39 How many adults aged 18 or over are there living in your household?

1.....	26.1%
2.....	62.1%
3.....	7.1%
4.....	3.6%
<i>More than 4</i>	1.0%

Q40 How many children aged 17 or under are there living in your household?

<i>None</i>	77.4%
1.....	10.2%
2.....	9.2%
3.....	3.0%
4.....	0.2%
<i>More than 4</i>	0.0%

Q41 In which of these ways does your household occupy accommodation?

Owned outright55.6%
Buying on mortgage.....32.5%
Rent from Housing Association / Trust 7.8%
Rented from private landlord..... 3.4%
Other 0.8%

Q42 Do you have any long-term illness, health problems, or disability which limits your daily activities or the work you can do?

Yes (Go to Q43)19.4%
No (Go to Q44)80.6%

Q43 Does this illness or disability limit your activities in any way?

Yes.....89.7%
No.....10.3%

Q44 Which of these activities best describes what you are doing at present?

Employee in full-time job (30 hours plus per week) 31.2%
Employee in part-time job (under 30 hours per week) 12.8%
Self employed full or part-time 9.5%
Full-time education at school, college or university 0.3%
Unemployed and available for work .. 2.2%
Permanently sick / disabled 2.3%
Wholly retired from work36.7%
Looking after the home..... 3.5%
Doing something else 1.7%

Q45 What is your religion or belief?

Buddhist..... 0.5%
Christian74.9%
Hindu..... 0.7%
Jewish..... 0.2%
Muslim 0.0%
Sikh 0.0%
No Religion.....14.7%
Other 3.4%
Would rather not state..... 5.7%
If other, please state To Follow

Q46 Do you consider yourself to be?

Heterosexual or straight94.0%
Gay or lesbian..... 1.3%
Bisexual 0.3%
Other 0.0%
Prefer not to say..... 4.3%

Q47 To which of these groups do you consider you belong to?

White		Black or Black British	
British	98.2%	Caribbean	0.0%
Irish	1.0%	African	0.0%
Any other White background	0.7%	Any other Black background	0.0%
Mixed		Asian	
White & Black Caribbean	0.0%	Indian	0.0%
White & Black African	0.0%	Pakistani	0.0%
White & Asian	0.0%	Bangladeshi	0.0%
Any other Mixed background	0.0%	Any other Asian background	0.2%
Chinese and Other ethnic groups			
Chinese	0.0%	Other ethnic group	0.0%