



**BEST VALUE SATISFACTION SURVEY  
RESULTS  
2006**

**FINAL REPORT**

May 2007

# CONTENTS

	Page
1.0 BACKGROUND	1
2.0 METHODOLOGY	1
3.0 RESULTS SUBMITTED TO AUDIT COMMISSION	2
4.0 SUMMARY OF RESULTS	3
5.0 RESULTS IN DETAIL	
5.1 About the Respondents' Local Area	7
5.2 Anti-Social Behaviour	10
5.3 Community Safety & Community Cohesion	14
5.4 Waste and Recycling	20
5.5 Cultural / Recreational Activities / Venues / Other Services	32
5.6 Overall Satisfaction	41
5.7 Information about the Council & its Services	43
5.8 Contacting the Council	47
5.9 Local Decision Making	52
5.10 How Stratford DC Performs Overall	54
5.11 Respondent Profile	59

## APPENDICES

- Appendix A – Open-ended responses
- Appendix B - Questionnaire

## **1.0 Introduction**

The Government has specified that local authorities collect and report on a number of Best Value performance indicators that explicitly reflect users' perceptions of a range of services provided. As in 2000 and 2003 all local authorities were required to undertake a statutory survey of residents about the quality of services they provide and to find attitudes to the area they live in.

This document contains the findings from the 2006 Best Value General Satisfaction Survey. The Government has prescribed in detail the way the survey is undertaken. This is to ensure comparability of data across authorities.

The objectives of the survey are:

- To meet the requirements specified by the Audit Commission in terms of the form and timescale in which local authorities need to consult residents about service quality
- To track changes in perception over time
- To identify any gaps between current service levels and customer expectations.

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

## **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 to be implemented within the prescribed timescale between September 1<sup>st</sup> 2006 and November 30<sup>th</sup> 2006. 4000 questionnaires were despatched on 18<sup>th</sup> September 2006 with the closing date on the second reminder 30<sup>th</sup> November 2006.

In total 1809 usable questionnaires were returned. A total of 61 unusable questionnaires were returned, (e.g. dwellings unoccupied, unwilling to participate). A response rate of 46% was achieved.

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 unweighted.

Comparison has also been done by gender, age group and length of residence in the area. The comparison results are only included if they are statistically significant. 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 relationship between the two have been included (*there is evidence of a relationship, significant at the 5% level or lower*).

Data reports containing all results by gender, age, length of residence, occupancy status, economic status, disability, ethnicity and overall satisfaction are included in separate tabular reports, available from Simon Purfield, Consultation Officer.

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

### 3.0 Results Submitted to Audit Commission

The results below are the official ones to be used for the performance indicators surrounding satisfaction in 2006/07.

These scores are weighted by the Audit Commission to reflect the population characteristics of the District.

Weighting is used to correct the sampling frame which do not correspond with the population the survey attempted to represent. The Postal Address File would have introduced a selection bias towards those living in smaller households, so the Audit Commission included the size of the household a respondent belongs to. To correct the response bias to balance out sub-groups, where they were over or under represented, weighting was also applied. In this case, the results are weighted by age, gender, and ethnicity.

The confidence interval is an indication of the statistical reliability of the '% Positive' result. For example a 95% confidence interval of + or - 2% means we are 95% certain that the true figure lies within 2 percentage points of the survey results.

	2003 %	2006 %	Confid- ence Interval
BV 3 Overall satisfaction with Council	54	55	+or- 2%
BV 4 Satisfaction with complaint handling	32	39	+or- 6%
BV 89 Satisfaction with cleanliness	73	79	+or- 2%
BV 90A Satisfaction with waste collection	90	90	+or- 1%
BV 90B Satisfaction with waste recycling (local facilities)	68	69	+or- 2%
BV 119A Satisfaction with sports / leisure facilities	53	62	+or- 2%
BV 119B Satisfaction with libraries	-	76	+or- 2%
BV 119C Satisfaction with museums / galleries	39	45	+or- 2%
BV 119D Satisfaction with theatres / concert halls	-	65	+or- 2%
BV 119E Satisfaction with parks and open spaces	76	82	+or- 2%

## **4.0 Summary of Results**

### **4.1 Quality of Life**

- 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; affordable decent housing; education provision; and clean streets.
- 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; a low level of traffic congestion; road and pavement repairs; affordable decent housing; and public transport.
- 88% of those surveyed are satisfied with the local area as a place to live.

### **4.2 Council as a Whole**

- Satisfaction with the Council and the way it runs things has remained the same in 2006 at 56%.
- 15% of respondents think SDC is doing a better job than a year ago, with exactly the same amount thinking it is worse. 70% said it had remained the same.
- Just over six out of ten residents (62%) feel informed about the services and benefits provided by SDC.
- The number of residents who have made complaint to SDC in the last twelve months has risen 3% from 15% in 2003 to 18% in 2006.
- Satisfaction levels of those residents making a complaint about the handling of the complaint has risen 7% from 34% in 2003 to 41% in 2006.
- Residents feel most informed about "how to pay bills to the Council" (94%) and "how and where to register to vote" (93%). Seven out of ten respondents feel informed about what the Council is spending its money on and two-thirds know how to complain to the Council. Just over a quarter (28%) feel informed about what the Council is doing to tackle anti-social behaviour in your local area.
- Overall, just over six out of ten residents (62%) feel informed about the services and benefits provided by SDC.
- 43% of respondents indicated their main source of finding out about SDC is via the information provided by the Council. A further 22% use the local media.
- A third of residents feel satisfied they are given the opportunity for participation in local decision making provided by SDC.
- Two-thirds of residents disagree that they feel they can influence decisions that affect their local area.
- Whereas a quarter of residents would like to be more involved in the decision SDC makes that affects their local area, 16% do not, with a further six out of ten saying it depends on the issue.

- Asked to find out to what extent they think various statements apply to SDC, the most positive responses were against the following statements: SDC treats all types of people fairly (77% a great deal or to some extent); SDC is working to make the area cleaner and greener (75%); and SDC works well with other agencies to provide services (71%).
- Residents were less positive about the following statements; SDC involves residents when making decisions (43%); SDC acts on the concerns of local residents (44%); and SDC promotes the interests of local residents (45%).
- 15% of respondents think SDC is doing a better job than a year ago, with exactly the same amount thinking it is doing a worse job. 70% said it had remained the same.

#### **4.3 Services**

- Eight out of ten residents feel satisfied that SDC keeps the District clear of litter and refuse.
- 92% of residents are satisfied with the waste collection overall provided by SDC.
- Satisfaction with residents in respect of the black bags provided for their general household waste has risen significantly from 71% in 2003 to 85% in 2006.
- Residents' satisfaction with the place they have to leave their waste for collection has risen 1% from 87% in 2003 to 88% in 2006.
- The results from respondents in respect of the reliability of the waste collection have remained unchanged at 97%.
- Satisfaction with how clean and tidy the street is following the waste collection has risen from 86% in 2003 to 88% in 2006.
- The collection of bulky household waste satisfaction score has risen 10% from 65% in 2003 to 75% in 2006.
- Satisfaction levels of residents in respect of the container provided for items of recycling has increased from 83% in 2003 to 84% in 2006.
- 88% of those surveyed are satisfied with the place they have to leave items for recycling awaiting collection, a rise of 4% on 2003.
- Satisfaction with the reliability of the collection of items for recycling has risen from 91% in 2003 to 92% in 2006.
- Satisfaction with how clean and tidy the street is following the collection of items for recycling has risen from 86% in 2003 to 88% in 2006.
- For the service of collecting items overall for recycling, 83% of respondents are satisfied, a figure similar to that in 2003. One in ten are dissatisfied.
- Just under eight out of ten respondents (79%) are satisfied with the location of local recycling facilities. This represents a slight fall in satisfaction from the 2003 figure of 81%.
- Satisfaction levels with the items residents can deposit for recycling has fallen from 81% in 2003 to 78% in 2006.

- Satisfaction levels with how clean and tidy the site is have risen from 73% in 2003 to 76% in 2006.
- 72% of residents are satisfied with the provision of local recycling facilities overall, a rise of 1% on the previous surveys' figure.
- For the service of collecting items overall for recycling, 83% of respondents are satisfied.
- 72% of residents are satisfied with the provision of local recycling facilities overall.
- Satisfaction with sports and leisure facilities has risen from 52% in 2003 to 64% in 2006.
- 19% of residents use SDC's sports and leisure facilities at least once a week, a slight rise on 2003. The number of people never using them has fallen from 44% in 2000 to 29% in 2006.
- Satisfaction with museums and galleries has risen 6% from 42% in 2003 to 48% in 2006.
- The number of residents who have never used the museums and galleries supported by SDC has fallen from 68% in 2000 to 37% in 2006.
- The satisfaction rate for libraries was 79%, with 5% dissatisfied.
- Satisfaction with parks and open spaces has risen 7% from 75% in 2003 to 82% in 2006.
- 37% of those surveyed use parks and open spaces in the District at least once a week.
- Satisfaction with planning services has risen from 36% in 2003 to 56% in 2006 – a rise of 20%. One in five residents surveyed had used this service in the last 12 months.
- In the last three years, the top three services included in the survey that have got better the most are; local recycling facilities (better 43% against 6% worse); doorstep collection of items for recycling (better 41% against 4% worse); and the collection of household waste (better 32% against 4% worse).

#### **4.4 Community Cohesion**

- Three-quarters of residents agree that the local area is a place where people from different backgrounds get on well together. The same level as 2003.
- 86% of residents agree that the local area is a place where residents respect ethnic differences between people and those of different nationalities.
- Asked how strongly they felt belonging to different areas, eight out of ten respondents felt strongly they were part of their neighbourhood; just under eight out of ten felt part of their village or town; and just under half felt strongly they belong to the District Council area and South Warwickshire.

#### **4.5 Access**

- Respondents were asked how they made contact with the Council other than making a complaint. 36% asked for advice or to get information and 25% applied to use a service.
- Two-thirds of respondents made contact via telephone, with three out of ten respondents visiting council offices.
- Asked for their satisfaction rating by the different aspects of the service received, ratings ranged from 79% to 73%. For the final outcome, seven out of ten residents were satisfied with the service received and one in five were dissatisfied in some way.

#### **4.6 Anti-Social Behaviour / Community Safety**

- Exactly half of those surveyed feel that parents not taking responsibility for their children is a very or fairly big problem.
- 11% of residents feel that noisy neighbours or loud parties are a problem, a reduction of 3% on 2003.
- 48% of residents feel that teenagers hanging around on the streets are a problem, a reduction of 4% on 2003.
- Four out of ten residents feel that vandalism, graffiti and other deliberate damage to property or vehicles is a very or fairly big problem.
- Less people feel that people being attacked because of their skin colour, ethnic origin or religion is a problem than in 2003 – 5% down from 12%.
- Less people feel that people using or dealing drugs is a problem than in 2003 – 50% down from 64%.
- A third of respondents feel people being drunk or rowdy in public spaces is a problem, a figure significantly less than in 2003.
- There has been a reduction in those residents who feel that people sleeping rough on the streets or in other public places is a problem compared with 2003.
- The problem of rubbish and litter lying around in the view of residents remains the same compared with 2003.
- Compared with 2003, the view of residents is that the problem of abandoned or burnt out cars has reduced significantly. Those rating it a very or fairly big problem in 2003 was 27%, in 2006 it is 5%.
- Asked how safe or unsafe they felt after dark in Stratford district, 58% of residents felt safe, with 17% feeling unsafe in 2006. This is an 8% improvement on 2003.
- Nine out of ten Stratford DC residents feel safe to some degree when outside during the day.

## 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; health services; affordable decent housing; education provision; and clean streets. The "other" results are included in the appendix.

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

	2006 Nos.	2006 %	2003 Nos.	2003 %
Low level of crime	1000	60.4	1167	62.1
Health services	996	60.2	1093	58.2
Affordable decent housing	651	39.3	700	37.3
Education facilities	582	35.2	538	28.6
Clean streets	579	35.0	574	30.5
Shopping facilities	491	29.7	651	34.6
Low level of traffic congestion	480	29.0	627	33.4
Public transport	439	26.5	427	22.7
Access to nature	387	23.4	460	24.5
Parks and open spaces	345	20.8	423	22.5
Activities for teenagers	339	20.5	304	16.2
Road and pavement repairs	301	18.2	392	20.9
Job prospects	272	16.4	289	15.4
Community activities	193	11.7	193	10.3
The level of pollution	184	11.1	316	16.8
Sports and leisure facilities	184	11.1	205	10.9
Wage levels & local cost of living	163	9.8	-	-
Cultural facilities	163	9.8	220	11.7
Facilities for young children	154	9.3	192	10.2
Race relations	18	1.1	29	1.5
Other	28	1.7	33	1.8
None of these	3	0.2	0	0.0
Don't know	1	0.1	4	0.2
BASE:	(1773)	100.0	(1879)	100.0

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; a low level of traffic congestion; road and pavement repairs; affordable decent housing; and public transport. The "other" results are included in the appendix.

*Table 2: Thinking about this local area, which of the things below, if any, do you think most needs improving?*

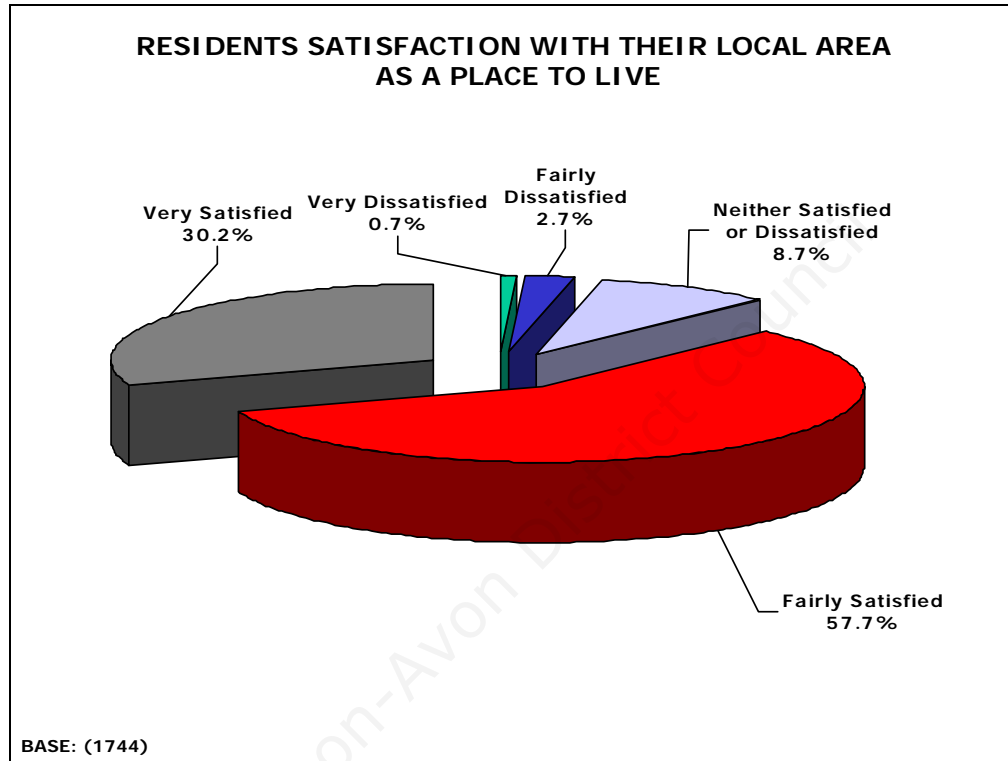
	<b>2006 Nos.</b>	<b>2006 %</b>	<b>2003 Nos.</b>	<b>2003 %</b>
Activities for teenagers	734	44.6	677	33.2
Low level of traffic congestion	694	42.2	816	40.0
Road and pavement repairs	634	38.5	793	38.9
Affordable decent housing	591	35.9	775	38.0
Public transport	556	33.8	704	34.5
Level of crime	493	30.0	638	31.3
Health services	338	20.5	383	18.8
Shopping facilities	287	17.4	428	21.0
Clean streets	286	17.4	437	21.4
Wage levels & local cost of living	205	12.5	-	-
Facilities for young children	202	12.3	263	12.9
Job prospects	202	12.3	187	9.2
Sports and leisure facilities	195	11.9	275	13.5
Cultural facilities	173	10.5	177	8.7
Community activities	169	10.3	159	7.8
Level of pollution	144	8.8	168	8.2
Parks and open spaces	106	6.4	141	6.9
Education provision	102	6.2	110	5.4
Access to nature	64	3.9	82	4.0
Race relations	14	0.9	30	1.5
Other	88	5.3	97	4.8
None of these	13	0.8	16	0.8
Don't know	28	1.6	28	1.4
BASE:	(1703)	100.0	(2040)	100.0

88% of those surveyed are satisfied with the local area as a place to live.

Looking at significant results:-

- 90% of those living in the Arden area, versus 86% of those living in the Avon area, are very or fairly satisfied with the local area as a place to live.

Chart 1:



## 5.2 Anti Social Behaviour

Exactly half of those surveyed feel that parents not taking responsibility for their children are a very or fairly big problem.

Looking at significant results:-

- 58% of those aged 18-29, compared to 44% of those aged 30-49, think that parents not taking responsibility for the behaviour of their children are a very or fairly big problem.
- 55% of males, as opposed to 48% of females, believe parents not taking responsibility for the behaviour of their children is a very or fairly big problem.
- 57% of those living in the Dassett area, against 43% of those living in the Arden area, think parents not taking responsibility for the behaviour of their children is not a very big problem or not a problem at all.

*Table 3: Parents not taking responsibility for the behaviour of their children.*

2006	
	%
A very big problem	20.9
A fairly big problem	30.8
Not a very big problem	33.9
Not a problem at all	14.4
BASE:	(1579)

11% of residents feel that noisy neighbours or loud parties are a problem, a reduction of 3% on 2003.

Looking at significant 2006 results:-

- 92% of those living in the Dassett area, as opposed to 88% of those living in the Avon area, think noisy neighbours or loud parties are not a very big problem or not a problem at all.

*Table 4: Noisy neighbours or loud parties*

	2003	2006
	%	%
A very big problem	4.5	3.2
A fairly big problem	9.2	7.3
Not a very big problem	40.8	37.7
Not a problem at all	45.5	51.8
BASE:	(1940)	(1541)

48% of residents feel that teenagers hanging around on the streets are a problem, a reduction of 4% on 2003.

Looking at significant 2006 results:-

- 52% of those aged 30-49, compared to 42% of those aged 18-29, think that teenagers hanging around on the streets are not a very big problem or not a problem at all.
- 59% of those living in the Dasset area, as opposed to 44% of those living in the Arden area, believe teenagers hanging around on the streets are not a very big problem or not a problem at all.

*Table 5: Teenagers hanging around on the streets*

	2003	2006
	%	%
A very big problem	17.4	16.4
A fairly big problem	35.0	32.0
Not a very big problem	30.5	33.1
Not a problem at all	17.1	18.5
BASE:	(1986)	(1592)

Four out of ten residents feel that vandalism, graffiti and other deliberate damage to property or vehicles is a very or fairly big problem.

Looking at 2006 significant results:-

- 46% of those aged 65 and over, compared to 32% of those aged 30-49, think that vandalism, graffiti and other deliberate damage to property or vehicles is a very or fairly big problem.
- 75% of those living in the Dasset area, versus 53% of those living in the Arden area, believe vandalism, graffiti and other deliberate damage to property or vehicles is not a very big problem or not a problem at all.

*Table 6: Vandalism, graffiti and other deliberate damage to property or vehicles*

	2003	2006
	%	%
A very big problem	16.4	12.6
A fairly big problem	32.3	26.6
Not a very big problem	35.1	41.2
Not a problem at all	16.2	19.6
BASE:	(1967)	(1578)

Less people feel that people being attacked because of their skin colour, ethnic origin or religion is a problem than in 2003 – 5% down from 12%.

Looking at 2006 significant results:-

- 97% of those aged 30-49, compared to 91% of those aged 18-29, feel that people being attacked because of their skin colour, ethnic origin or religion is not a very big problem or not a problem at all.

- 97% of those living in the Dasset area and in the Stour area, versus 92% of those living in the Avon area, think people being attacked because of their skin colour, ethnic origin or religion is not a very big problem or not a problem at all.

*Table 7: People being attacked because of their skin colour, ethnic origin or religion*

	2003	2006
	%	%
A very big problem	4.5	2.3
A fairly big problem	7.5	2.8
Not a very big problem	37.4	30.8
Not a problem at all	50.6	64.1
BASE:	(1358)	(1533)

Less people feel that people using or dealing drugs is a problem than in 2003 – 50% down from 64%.

Looking at significant 2006 results:-

- 66% of those living in the Dasset area, versus 41% of those living in the Avon area, think people using or dealing drugs is not a very big problem or not a problem at all.

*Table 8: People using or dealing drugs*

	2003	2006
	%	%
A very big problem	27.9	16.3
A fairly big problem	36.0	33.7
Not a very big problem	19.7	27.7
Not a problem at all	16.5	22.4
BASE:	(1576)	(1248)

A third of respondents feel people being drunk or rowdy in public spaces is a problem, a figure significantly less than in 2003.

Looking at significant 2006 results:-

- 84% of those living in the Dasset area, versus 52% of those living in the Avon area, think people being drunk or rowdy is not a very big problem or not a problem at all.

*Table 9: People being drunk or rowdy in public spaces*

	2003	2006
	%	%
A very big problem	18.5	11.5
A fairly big problem	30.1	23.3
Not a very big problem	32.4	37.9
Not a problem at all	18.9	27.3
BASE:	(1505)	(1443)

There has been a reduction in those residents who feel that people sleeping rough on the streets or in other public places is a problem compared with 2003 (down 12% on 2003).

Looking at significant 2006 results:-

- 98% of those living in the Dassett area, versus 81% of those living in the Avon area think people sleeping rough in the streets or in other public spaces is not a very big problem or not a problem at all.

*Table 10: People sleeping rough on the streets or in other public places*

	2003	2006
	%	%
A very big problem	8.2	3.5
A fairly big problem	13.6	6.3
Not a very big problem	36.6	30.1
Not a problem at all	41.6	60.0
BASE:	(1552)	(1340)

The problem of rubbish and litter lying around in the view of residents remains the same compared with 2003.

Looking at significant 2006 results:-

- 36% of those aged 65 and over, compared to 20% of those aged 18-29, feel that rubbish and litter lying around is a very or fairly big problem.
- 34% of those living in the Arden area, versus 24% of those living in the Stour area think that rubbish and litter lying around is a very or fairly big problem.

*Table 11: Rubbish and litter lying around*

	2003	2006
	%	%
A very big problem	8.6	8.7
A fairly big problem	22.3	21.1
Not a very big problem	50.0	50.7
Not a problem at all	19.1	19.4
BASE:	(2024)	(1605)

Compared with 2003, the view of residents is that the problem of abandoned or burnt out cars has reduced significantly since 2003. Those rating it a very or fairly big problem in 2003 was 27%, in 2006 it is 5%.

Looking at significant 2006 results:-

- 97% of those living in the Dassett area, versus 93% of those living in the Arden and Avon areas, think abandoned or burnt out cars is not a very big problem or not a problem at all.

*Table 12: Abandoned or burnt out cars*

	2003	2006
	%	%
A very big problem	7.9	1.5
A fairly big problem	18.7	3.9
Not a very big problem	42.7	32.0
Not a problem at all	30.8	62.6
BASE:	(1756)	(1421)

### 5.3 Community Safety and Community Cohesion

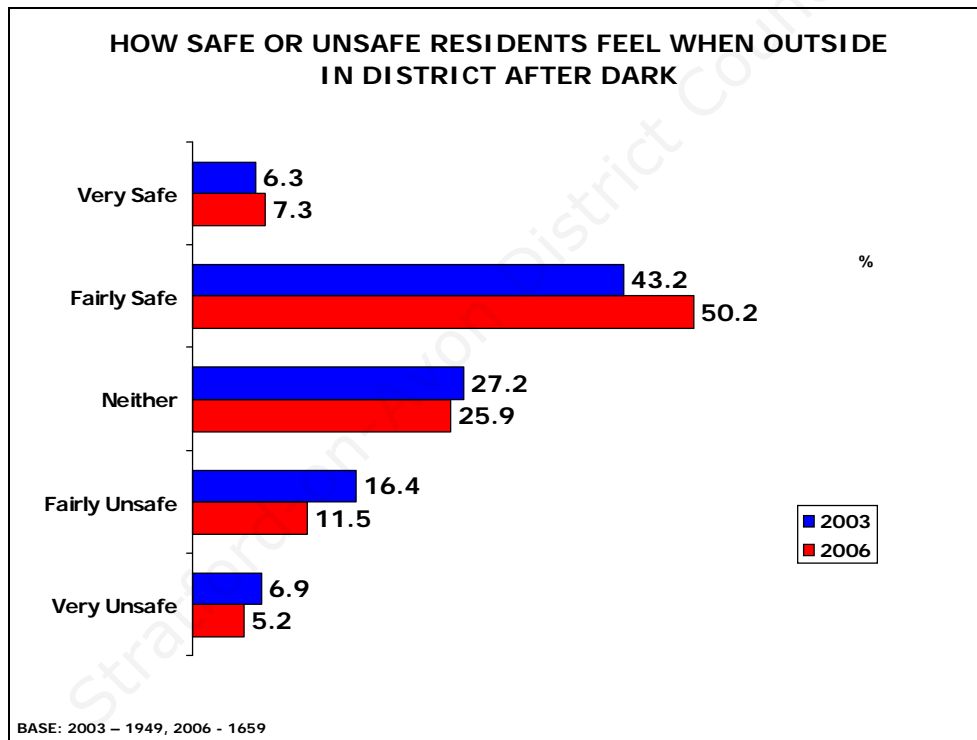
#### Community Safety

Asked how safe or unsafe they felt after dark in Stratford district, 58% of residents felt safe with 17% feeling unsafe in 2006. This is an 8% improvement on 2003.

Looking at significant 2006 results:-

- 20% of females, versus 12% of males feel fairly or very unsafe when outside in Stratford district after dark.
- 21% of those living in the Avon area, compared to 12% of those living in the Dassett area feel fairly or very unsafe when outside in Stratford district after dark.

Chart 2:



There were two main reasons quoted by residents as to why they felt unsafe after dark. These referred to gangs hanging around and feeling threatened / don't trust people.

Table 13: Reasons answered "fairly unsafe" or "very unsafe" (Mentions 5% or more).

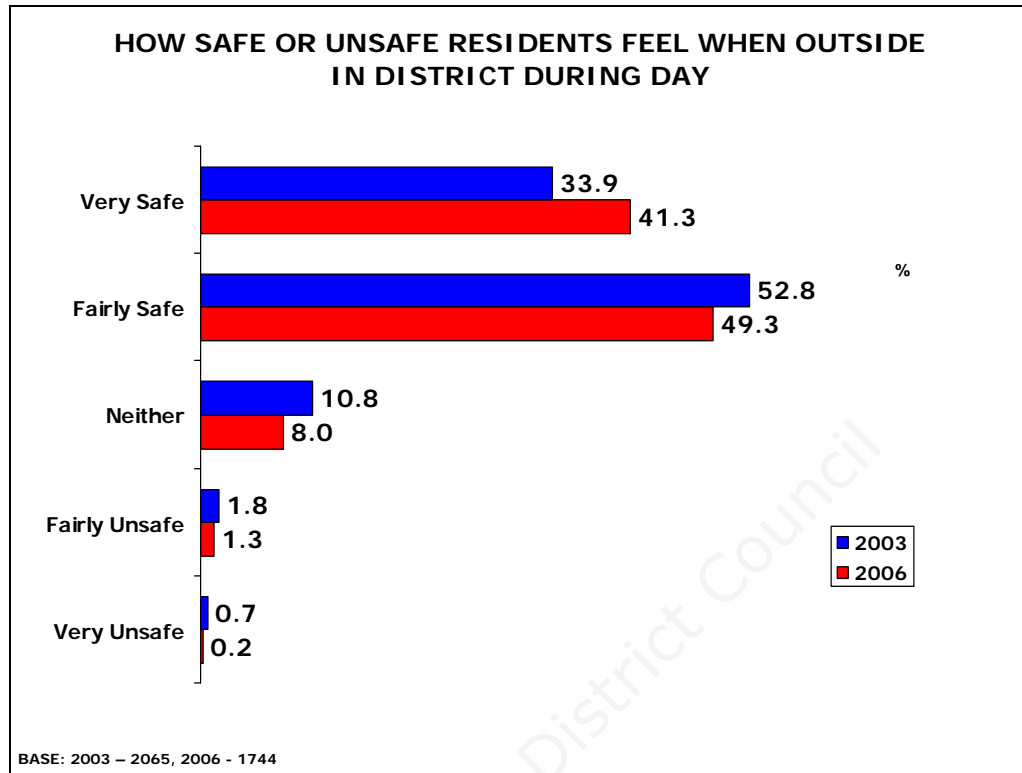
	2006
	%
Gangs hanging around	26.9
Feel threatened / don't trust people	26.9
Drunks	18.8
No visible police presence / action	17.9
Rowdy youths	15.0
Anti-social behaviour	10.7
No / poor street lighting	10.7
Drugs	9.0
Attacks	9.0
Unable to go out after dark by myself	8.5
Due to age	8.1
When alone	6.4
Muggings	6.0
Media stories	5.6
Nightclubs / pubs	5.6
Due to women / female	5.1
BASE:	(234)

Nine out of ten Stratford DC residents feel safe to some degree when outside during the day.

Looking at significant 2006 results:-

- 92% of those aged 18-29 and 50-64, compared to 89% of those aged 30-49, feel very or fairly safe when outside in Stratford during the day.

Chart 3:



*How safe or unsafe residents feel when outside in Stratford district during the day?  
Reasons answered "fairly unsafe" or "very unsafe."*

The list of reasons are included in the appendix.

## Community Cohesion

Three-quarters of residents agree that the local area is a place where people from different backgrounds get on well together. The same level as 2003.

Looking at significant 2006 results:-

- 86% of those aged 65 and over, compared to 75% of those aged 30-49, definitely agree or tend to agree that the local area is a place where people from different backgrounds get on well together.
- 8% of females, as opposed to 4% of males, think people from all the same background get on well together.

*Table 14: Extent to which residents agree or disagree that the local area is a place where people from different backgrounds get on well together.*

	2003	2006
	%	%
Definitely agree	11.8	9.0
Tend to agree	60.7	65.0
Tend to disagree	7.4	7.2
Definitely disagree	2.4	1.5
Too few people in the local area	10.2	11.0
All same backgrounds	7.5	6.3
BASE:	(1403)	(1367)

86% of residents agree that the local area is a place where residents respect ethnic differences between people and those of different nationalities.

Looking at significant results:-

- 93% of those aged 18-29, compared to 81% of those aged 30-49, definitely agree or tend to agree that the local area is a place where residents respect ethnic differences between people and those of different nationalities.

*Table 15: Extent to which residents agree or disagree that the local area is a place where residents respect ethnic differences between people and those of different nationalities.*

	2006
	%
Definitely agree	8.2
Tend to agree	77.8
Tend to disagree	11.5
Definitely disagree	2.5
BASE:	(1262)

Asked how strongly they felt belonging to different areas, eight out of ten respondents felt strongly they were part of their neighbourhood.

Looking at significant 2006 results:-

- 46% of those aged 18-29, compared to 12% of those aged 65 and over, feel not very strongly, or not at all strongly, that they belong to their neighbourhood.
- 85% of those living in the Arden area, versus 76% of those living in the Avon area, feel very or fairly strongly that they belong to their neighbourhood.

*Table 16: The respondent's neighbourhood*

	2003	2006
	%	%
Very strongly	30.6	32.5
Fairly strongly	47.2	47.7
Not very strongly	17.2	15.1
Not at all strongly	5.1	4.7
BASE:	(2057)	(1695)

Asked if they felt they belong to their village or town, 78% of residents felt they did in 2006, a rise of 1% on the previous year.

Looking at significant 2006 results:-

- 45% of those aged 18-29, compared to 14% of those aged 65 and over, feel not very strongly or not strongly at all, that they belong to their village or town.
- 81% of those living in the Dasset area, versus 75% of those living in the Avon area, feel very or fairly strongly, that they belong to their village or town.

*Table 17: The respondent's village or town*

	2003	2006
	%	%
Very strongly	30.5	29.8
Fairly strongly	46.6	48.3
Not very strongly	17.1	16.3
Not at all strongly	5.8	5.5
BASE:	(2031)	(1676)

Asked if they felt they belong the District Council area, 47% of residents felt they did in 2006, a rise of 5% on the previous survey.

Looking at significant 2006 results:-

- 61% of those aged 18-29, as opposed to 44% of those aged 65 and over, feel not very strongly or not strongly at all, that they belong to Stratford District Council area.

- 51% of those living in the Avon area, versus 39% of those living in the Dassett area, feel very or fairly strongly that they belong to Stratford District Council area.

Table 18: Stratford District Council area

	2003	2006
	%	%
Very strongly	9.7	9.3
Fairly strongly	32.6	37.9
Not very strongly	39.1	34.8
Not at all strongly	18.6	17.9
BASE:	(1947)	(1613)

Asked if they felt they belong to South Warwickshire, 47% of residents felt they did in 2006, similar to 2003.

Looking at significant 2006 results:-

- 54% of those aged 65 and over, versus 38% of those aged 30-49, think very strongly or fairly strongly that they belong to South Warwickshire.
- 58% of those living in the Arden area, versus 48% of those living in the Stour area, feel not very strongly or not at all strongly that they belong to South Warwickshire.

Table 19: South Warwickshire

	2003	2006
	%	%
Very strongly	12.9	10.9
Fairly strongly	34.9	35.6
Not very strongly	32.9	31.4
Not at all strongly	19.4	22.1
BASE:	(1896)	(1579)

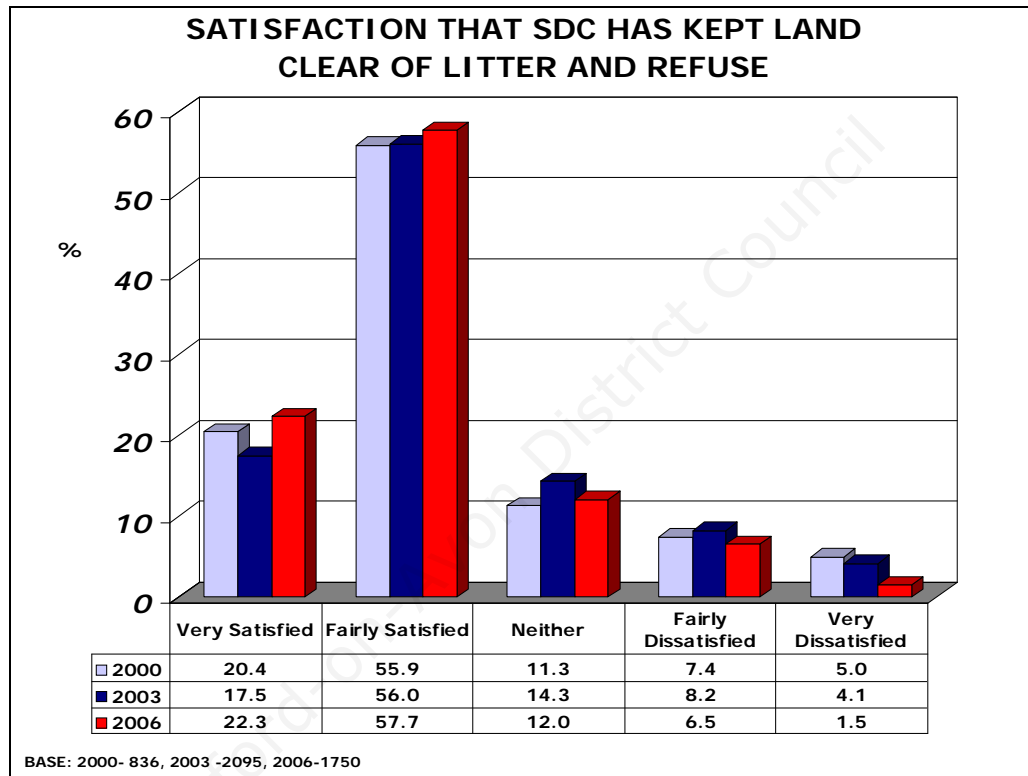
## 5.4 Waste and Recycling

Eight out of ten residents feel satisfied that SDC keeps the District clear of litter and refuse. This result is 6% higher than 2003.

Looking at significant 2006 results:-

- 91% of those aged 18-29, versus 76% of those aged 50-64, are very or fairly satisfied that the Council keeps the District clear of litter and refuse.

Chart 4:



## **Household Waste Collection**

*Satisfaction levels with the various aspects of household waste collection.*

Satisfaction with residents in respect of the black bags provided for their general household waste has risen significantly from 71% in 2003 to 85% in 2006.

Looking at significant 2006 results:-

- 96% of those aged 65 and over, compared to 61% of those aged 18-29, are very or fairly satisfied with the black bags provided for their general household waste.

*Table 20: The black bags provided for your general household waste*

	<b>2000</b>	<b>2003</b>	<b>2006</b>
	%	%	%
Very satisfied	38.3	32.0	53.5
Fairly satisfied	33.4	38.5	31.5
Neither	10.5	5.4	3.0
Fairly dissatisfied	9.8	13.1	7.5
Very dissatisfied	8.0	11.0	4.5
<b>BASE:</b>	<b>(836)</b>	<b>(2095)</b>	<b>(1750)</b>

Residents' satisfaction with the place they have to leave their waste for collection has risen 1% from 87% in 2003 to 88% in 2006.

Looking at significant 2006 results:-

- 93% of those aged 65 and over, versus 83% of those aged 18-49, are very or fairly satisfied with the place they have to leave their waste for collection.

*Table 21: The place you have to leave your waste for collection*

	<b>2000</b>	<b>2003</b>	<b>2006</b>
	%	%	%
Very satisfied	53.5	47.4	49.5
Fairly satisfied	33.3	39.5	38.9
Neither	9.0	7.0	4.7
Fairly dissatisfied	3.1	3.9	4.9
Very dissatisfied	1.2	2.1	2.0
<b>BASE:</b>	<b>(1037)</b>	<b>(2095)</b>	<b>(1752)</b>

The results from respondents in respect of the reliability of the waste collection have remained unchanged at 97%.

Looking at significant 2006 results:-

- 98% of those aged 18-29 and 65 and over, versus 96% of those aged 30-49, are very or fairly satisfied with the reliability of the waste collection.
- 98% of females, compared to 96% of males, say they are very or fairly satisfied with the reliability of the waste collection.

*Table 22: The reliability of the waste collection*

	<b>2000</b>	<b>2003</b>	<b>2006</b>
	%	%	%
Very satisfied	73.6	69.1	68.0
Fairly satisfied	22.8	28.0	29.1
Neither	2.4	1.6	1.2
Fairly dissatisfied	0.8	0.8	1.3
Very dissatisfied	0.4	0.6	0.5
<b>BASE:</b>	<b>(1078)</b>	<b>(2109)</b>	<b>(1743)</b>

Satisfaction with how clean and tidy the street is following the waste collection has risen from 86% in 2003 to 88% in 2006.

Looking at significant 2006 results:-

- 92% of those aged 65 and over, as opposed to 84% of those aged 30-49, are very or fairly satisfied with how clean and tidy the street is following the waste collection.

*Table 23: How "clean and tidy" the street is following the waste collection*

	<b>2000</b>	<b>2003</b>	<b>2006</b>
	%	%	%
Very satisfied	42.3	37.8	37.0
Fairly satisfied	42.7	47.9	50.5
Neither	8.2	5.6	5.5
Fairly dissatisfied	5.7	7.0	5.1
Very dissatisfied	1.1	1.8	1.8
<b>BASE:</b>	<b>(1061)</b>	<b>(2102)</b>	<b>(1743)</b>

The collection of bulky household waste satisfaction score has risen 10% from 65% in 2003 to 75% in 2006.

Looking at significant 2006 results:-

- 82% of those aged 65 and over, versus 68% of those aged 30-49, are very or fairly satisfied with the collection of bulky household waste.
- 79% of females, compared to 69% of males, say they are very or fairly satisfied with the collection of bulky household waste.

*Table 24: The collection of bulky household waste*

	<b>2000</b>	<b>2003</b>	<b>2006</b>
	%	%	%
Very satisfied	34.6	29.5	35.5
Fairly satisfied	27.9	35.1	39.3
Neither	22.2	18.5	13.0
Fairly dissatisfied	8.3	9.7	7.2
Very dissatisfied	7.1	7.2	5.1
<b>BASE:</b>	<b>(775)</b>	<b>(1533)</b>	<b>(1201)</b>

92% of residents are satisfied with the waste collection overall provided by SDC, a rise of 1% on the previous survey figure.

Looking at significant 2006 results:-

- 97% of those aged 65 and over, compared to 87% of those aged 30-49, are very or fairly satisfied with the waste collection service overall.
- 94% of females, versus 91% of males, say they are very or fairly satisfied with the waste collection service overall.

Chart 5:

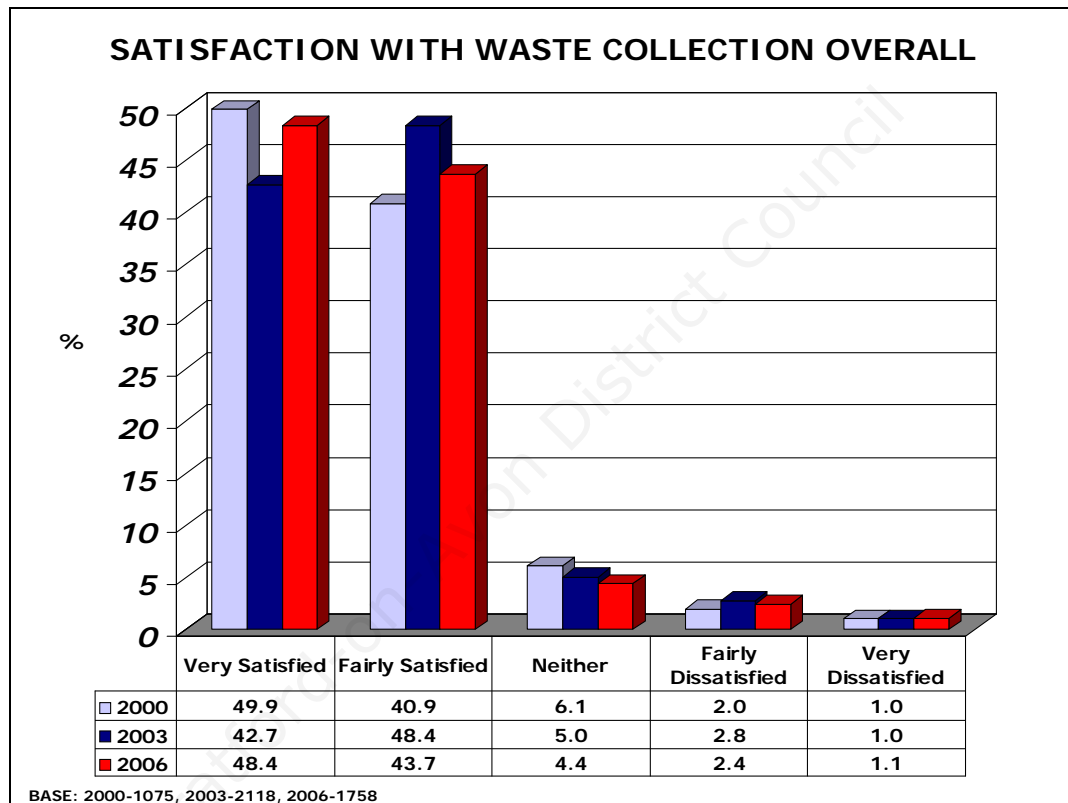


Table 25: Household Waste Collection Net Satisfaction Scores

<b>NET SATISFACTION %</b>	<b>2000</b>	<b>2003</b>	<b>2006</b>
The black bags provided for your general household waste	<b>54.3</b>	<b>46.4</b>	<b>73.0</b>
The place you have to leave your waste for collection	<b>82.5</b>	<b>80.9</b>	<b>81.5</b>
The reliability of the waste collection	<b>95.2</b>	<b>95.7</b>	<b>95.3</b>
How "clean and tidy" the street is following the waste collection	<b>78.2</b>	<b>76.9</b>	<b>80.6</b>
The collection of bulky household waste	<b>47.1</b>	<b>47.7</b>	<b>57.7</b>
The waste collection service overall	<b>87.8</b>	<b>87.3</b>	<b>88.6</b>

### **Doorstep Recycling Collection**

*Satisfaction levels with the various aspects of doorstep recycling collection.*

Satisfaction levels of residents in respect of the container provided for items of recycling has increased from 83% in 2003 to 84% in 2006.

Looking at significant 2006 results:-

- 94% of those aged 65 and over, versus 70% of those aged 30-49, are very or fairly satisfied with the container provided for items of recycling.

Table 26: The container provided for items of recycling

	<b>2003</b>	<b>2006</b>
	<b>%</b>	<b>%</b>
Very satisfied	40.7	45.8
Fairly satisfied	42.0	37.9
Neither	5.0	5.3
Fairly dissatisfied	8.1	6.8
Very dissatisfied	4.2	4.4
<b>BASE:</b>	<b>(1982)</b>	<b>(1672)</b>

88% of those surveyed are satisfied with the place they have to leave items for recycling awaiting collection, a rise of 4% on 2003.

Looking at significant 2006 results:-

- 93% of those aged 65 and over, compared to 83% of those aged 18-29, are very or fairly satisfied with the place they have to leave their items for recycling awaiting collection.
- 90% of males, versus 85% of females, are very or fairly satisfied with the place they have to leave their items for recycling awaiting collection.
- 15% of those living in the Avon area, as opposed to 4% of those living in the Dassett area, are fairly or very dissatisfied with the place they have to leave their items for recycling.

*Table 27: The place you have to leave your items for recycling awaiting collection*

	<b>2003</b>	<b>2006</b>
	%	%
Very satisfied	41.8	47.5
Fairly satisfied	43.0	40.5
Neither	6.5	5.2
Fairly dissatisfied	4.8	4.0
Very dissatisfied	3.9	2.8
<b>BASE:</b>	<b>(1962)</b>	<b>(1660)</b>

Satisfaction with the reliability of the collection of items for recycling has risen from 91% in 2003 to 92% in 2006.

Looking at significant 2006 results:-

- 96% of those aged 65 and over, versus 87% of those aged 18-29, are very or fairly satisfied with the reliability of the collection of items for recycling.
- 94% of females, compared to 90% of males, are very or fairly satisfied with the reliability of the collection of items for recycling.

*Table 28: The reliability of the collection of items for recycling*

	<b>2003</b>	<b>2006</b>
	%	%
Very satisfied	55.0	58.9
Fairly satisfied	35.5	33.5
Neither	5.8	3.6
Fairly dissatisfied	2.0	2.1
Very dissatisfied	1.7	2.0
<b>BASE:</b>	<b>(1957)</b>	<b>(1646)</b>

Satisfaction with how clean and tidy the street is following the collection of items for recycling has risen from 86% in 2003 to 88% in 2006.

Looking at significant 2006 results:-

- 93% of those aged 65 and over, as opposed to 84% of those aged 30-49, are very or fairly satisfied with how clean and tidy the street is following the collection of items for recycling.
- 90% of females, versus 86% of males, are very or fairly satisfied with how clean and tidy the street is following the collection of items for recycling.

*Table 29: How "clean and tidy" the street is following the collection of items for recycling*

	2003	2006
	%	%
Very satisfied	44.6	42.7
Fairly satisfied	41.4	45.7
Neither	7.5	5.2
Fairly dissatisfied	4.6	4.8
Very dissatisfied	1.9	1.5
BASE:	(1954)	(1650)

For the service of collecting items overall for recycling, 83% of respondents are satisfied, a figure similar to that in 2003. One in ten are dissatisfied.

Looking at significant 2006 results:-

- 92% of those aged 65 and over, versus 72% of those aged 30-49, are very or fairly satisfied with the service for the collection of items for recycling overall.
- 85% of females, as opposed to 81% of males, are very or fairly satisfied with the service for the collection of items for recycling overall.

Chart 6:

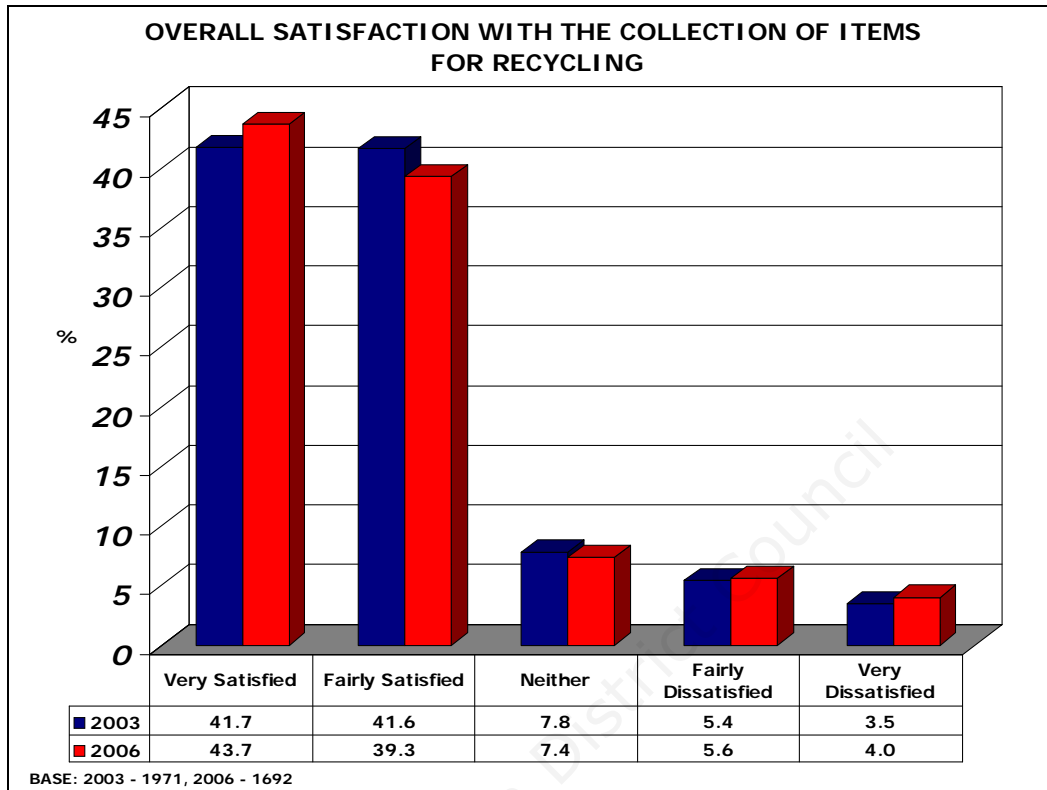


Table 30: Doorstep Recycling Collection Net Satisfaction Scores

<b>NET SATISFACTION %</b>	<b>2003</b>	<b>2006</b>
The container provided for items of recycling	70.4	72.5
The place you have to leave your items for recycling awaiting collection	76.1	81.2
The reliability of the collection of items for recycling	86.8	88.3
How "clean and tidy" the street is following the collection of items for recycling	79.5	82.1
The service for the collection of items for recycling overall	74.4	73.4

## **Local Recycling Facilities**

### *Satisfaction levels with the various aspects of recycling*

Just under eight out of ten respondents (79%) are satisfied with the location of local recycling facilities. This represents a slight increase in satisfaction from the 2003 figure of 78%.

Looking at significant 2006 results:-

- 86% of those aged 65 and over, versus 67% of those aged 18-29, are very or fairly satisfied with the location of the recycling facilities.
- 82% of females, compared to 75% of males, are very or fairly satisfied with the location of the recycling facilities.
- 84% of those living in the Stour area, versus 66% of those living in the Arden area, are very or fairly satisfied with the location of the recycling facilities.

*Table 31: The location of the recycling facilities*

	<b>2000</b>	<b>2003</b>	<b>2006</b>
	%	%	%
Very satisfied	31.6	31.6	32.4
Fairly satisfied	45.9	46.2	46.1
Neither	9.6	9.3	10.6
Fairly dissatisfied	8.6	7.9	7.2
Very dissatisfied	4.2	5.1	3.7
BASE:	(997)	(1805)	(1392)

Satisfaction levels with the items residents can deposit for recycling has fallen from 81% in 2003 to 78% in 2006.

Looking at significant 2006 results:-

- 84% of those aged 65 and over, compared to 74% of those aged 18-49, are very or fairly satisfied with the items they can deposit for recycling.
- 81% of females, versus 75% of males, are very or fairly satisfied with the items they can deposit for recycling.
- 82% of those living in the Stour area, versus 72% of those living in the Arden area, are very or fairly satisfied with the items they can deposit for recycling.

*Table 32: The items you can deposit for recycling*

	<b>2000</b>	<b>2003</b>	<b>2006</b>
	%	%	%
Very satisfied	29.3	30.0	31.0
Fairly satisfied	45.6	50.7	47.1
Neither	13.5	9.3	9.6
Fairly dissatisfied	8.0	6.9	8.1
Very dissatisfied	3.5	3.1	4.1
BASE:	(997)	(1760)	(1360)

Satisfaction levels with how clean and tidy the site is have risen from 73% in 2003 to 76% in 2006.

Looking at significant 2006 results:-

- 82% of those aged 65 and over, versus 70% of those aged 18-29, are very or fairly satisfied with how clean and tidy the site is.
- 78% of females, as opposed to 74% of males, are very or fairly satisfied with how clean and tidy the site is.
- 83% of those living in the Stour area, compared to 68% of those living in the Dasset area, are very or fairly satisfied with how clean and tidy the site is.

Table 33: How "clean and tidy" the site is

	2000	2003	2006
	%	%	%
Very satisfied	24.9	27.2	30.8
Fairly satisfied	44.0	46.0	45.6
Neither	18.4	15.2	13.2
Fairly dissatisfied	8.8	8.6	6.8
Very dissatisfied	3.8	3.0	3.7
BASE:	(966)	(1689)	(1332)

72% of residents are satisfied with the provision of local recycling facilities overall, a rise of 1% on the previous surveys' figure.

Looking at significant 2006 results:-

- 79% of those aged 65 and over, compared to 65% of those aged 30-49, are very or fairly satisfied with the provision of local recycling facilities overall.
- 75% of females, versus 68% of males, are very or fairly satisfied with the provision of local recycling facilities overall.
- 78% of those living in the Stour area, as opposed to 63% of those living in the Arden area, are very or fairly satisfied with the provision of local recycling facilities overall.

Chart 7:

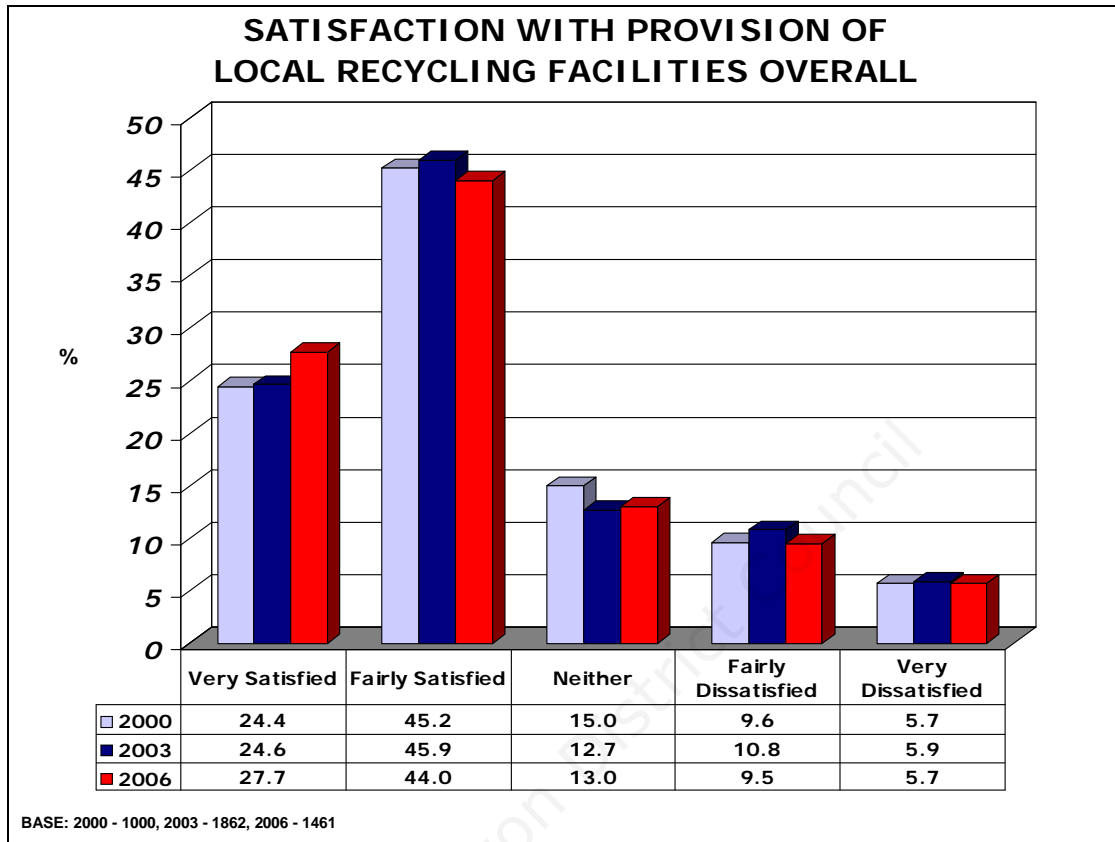


Table 34: Local Recycling Facilities Net Satisfaction Scores

<b>NET SATISFACTION %</b>	<b>2000</b>	<b>2003</b>	<b>2006</b>
The location of the recycling facilities	64.7	64.8	67.6
The items you can deposit for recycling	63.4	70.7	65.9
How "clean and tidy" the site is	56.3	61.6	65.9
The provision of local recycling facilities overall	54.3	53.8	56.5

## 5.5 Cultural and Recreational Activities and Venues and Other Services

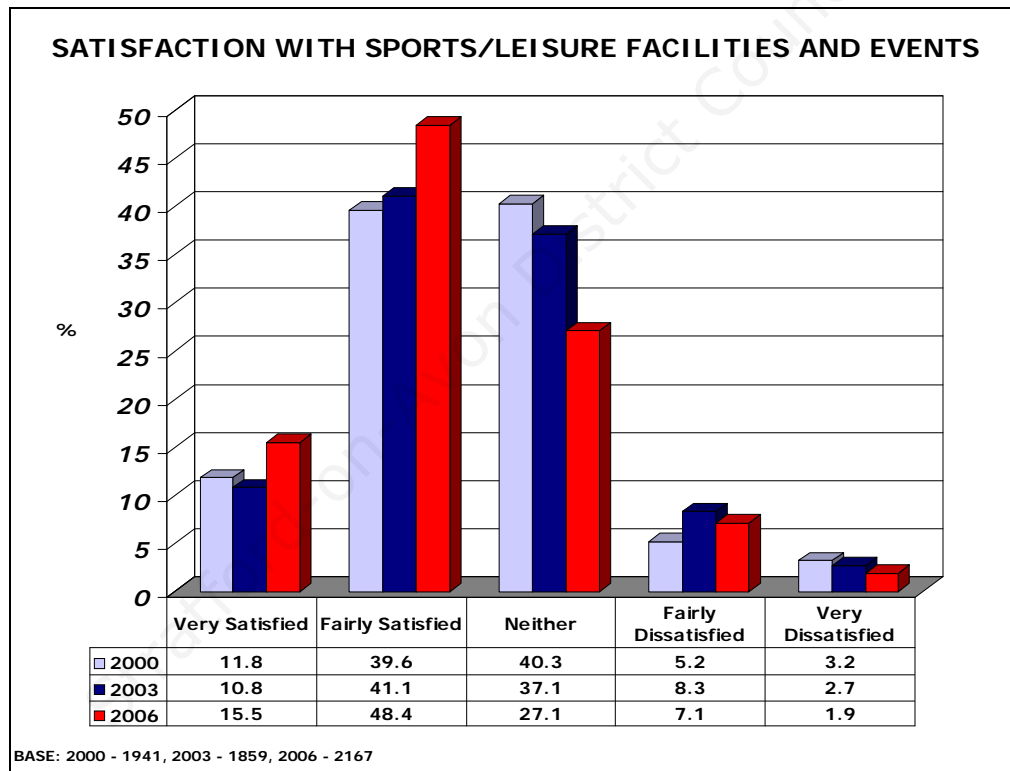
### Satisfaction levels with the cultural and recreational facilities provided by the Council.

Satisfaction with sports and leisure facilities has risen from 52% in 2003 to 64% in 2006.

Looking at significant 2006 results:-

- 65% of those aged 65 and over, versus 63% of those aged 50-64 and 18-29, are very or fairly satisfied with sports / leisure facilities and events.
- 67% of females, as opposed to 60% of males, are very or fairly satisfied with sports / leisure facilities and events.

Chart 8:



The satisfaction rate for libraries was 79%, with 5% dissatisfied.

Looking at significant results:-

- 82% of those aged 65 and over, versus 62% of those aged 18-29, are very or fairly satisfied with libraries.
- 81% of females, compared to 75% of males, are very or fairly satisfied with libraries.

*Table 35: Satisfaction with Libraries*

	<b>2006</b>
	%
Very satisfied	34.8
Fairly satisfied	43.8
Neither	16.6
Fairly dissatisfied	3.9
Very dissatisfied	0.9
<b>BASE:</b>	<b>(1712)</b>

Satisfaction with museums and galleries has risen 6% from 42% in 2003 to 48% in 2006.

Looking at significant 2006 results:-

- 51% of those aged 50-64, versus 39% of those aged 18-29, are very or fairly satisfied with museums and galleries.
- 51% of females, as opposed to 43% of males, are very or fairly satisfied with museums and galleries.

*Table 36: Satisfaction with Museums and Galleries*

	<b>2000</b>	<b>2003</b>	<b>2006</b>
	%	%	%
Very satisfied	6.1	8.5	11.5
Fairly satisfied	26.5	33.0	36.0
Neither	60.2	51.2	41.6
Fairly dissatisfied	4.6	4.6	7.8
Very dissatisfied	2.5	2.7	3.1
<b>BASE:</b>	<b>(961)</b>	<b>(2011)</b>	<b>(1638)</b>

The satisfaction rate for theatres and concert halls was 66%, with 8% dissatisfied.

Looking at significant results:-

- 71% of females, versus 60% of males, are very or fairly satisfied with theatres / concert halls.
- 75% of those living in the Avon area, compared to 54% of those living in the Dasset area, are very or fairly satisfied with theatres / concert halls.

*Table 37: Satisfaction with Theatres / Concert Halls*

	<b>2006</b>
	%
Very satisfied	25.8
Fairly satisfied	40.1
Neither	26.0
Fairly dissatisfied	6.1
Very dissatisfied	2.0
BASE:	(1672)

Satisfaction with parks and open spaces has risen 7% from 75% in 2003 to 82% in 2006.

Looking at significant 2006 results:-

- 83% of those aged 50-64, as opposed to 78% of those aged 18-29, are very or fairly satisfied with parks and open spaces.
- 84% of females, versus 79% of males, are very or fairly satisfied with parks and open spaces.
- 84% of those living in the Avon area, compared to 79% of those living in the Stour and Arden areas, are very or fairly satisfied with parks and open spaces.

Chart 9:

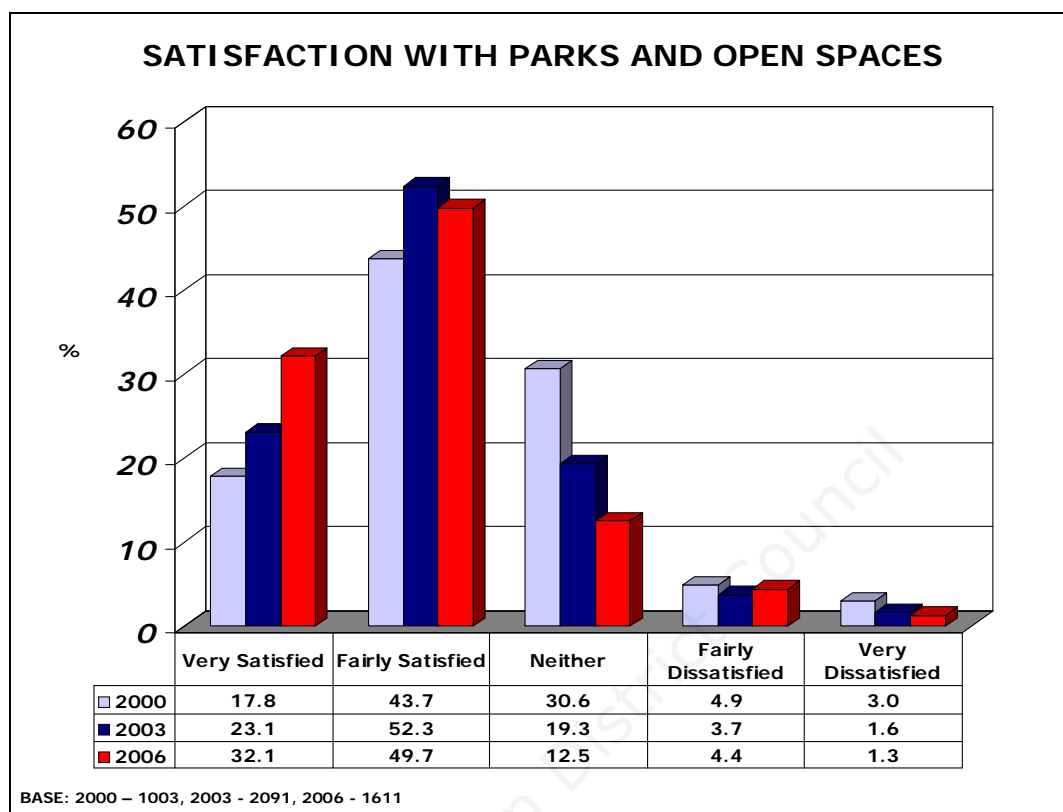


Table 38: Various Services Net Satisfaction Scores

<b>NET SATISFACTION %</b>	<b>2000</b>	<b>2003</b>	<b>2006</b>
Sports and leisure facilities and events	43.0	40.9	54.9
Libraries	-	-	75.8
Museums and galleries	25.5	34.2	36.6
Theatres and concert halls	-	-	57.8
Parks and open spaces	53.6	70.1	75.1

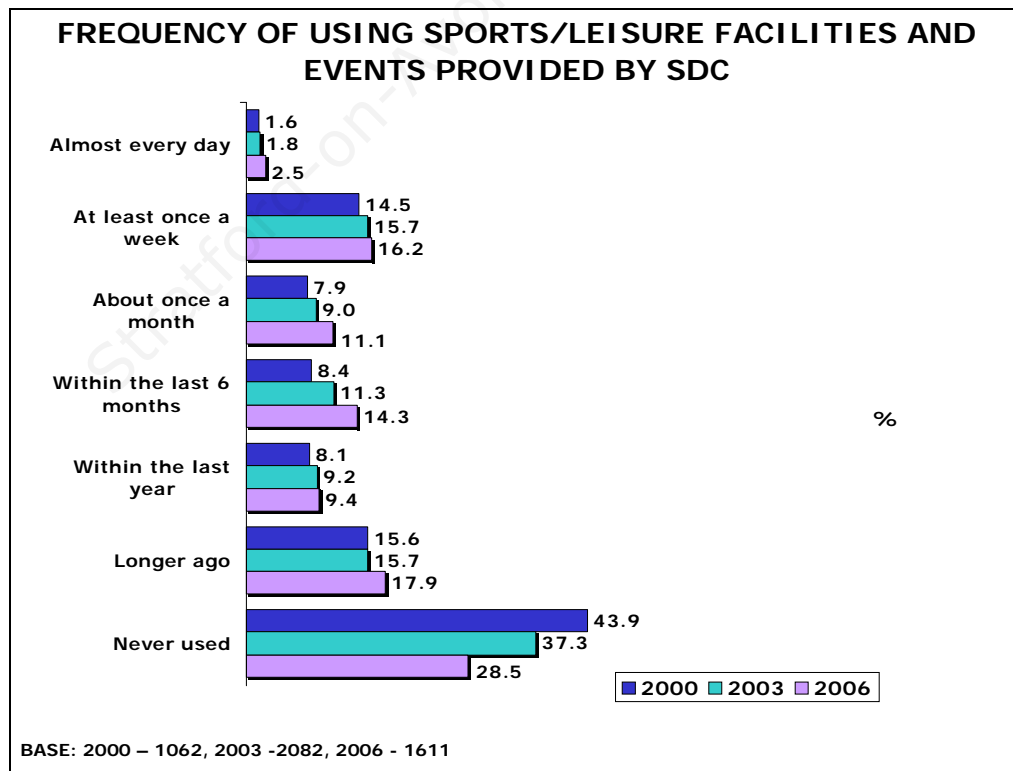
**Usage of the following cultural and recreational services provided or supported by SDC in the last 12 months**

19% of residents use SDC’s sports and leisure facilities at least once a week, a slight rise on 2003. The number of people never using them has fallen from 44% in 2000 to 29% in 2006.

Looking at significant 2006 results:-

- 4% of those living in the Avon area, compared to 1% of those living in the Dasset area, use sports / leisure facilities and events almost every day.
- 35% of those living in the Arden area, compared to 25% of those living in the Avon area, say they never used the facilities.
- 28% of those aged 30-49, versus 10% of those aged 65 and over, use the facilities at least once a week.
- 25% of those aged 50-64, against 8% of those aged 18-29, state that it is longer ago than one year since they made use of the facilities.
- 46% of those aged 65 and over, versus 12% of those aged 30-49, state they never used the facilities.
- 18% of females, as opposed to 13% of males, say they use sports / leisure facilities and events at least once a week.

Chart 10:



13% of residents have used libraries at least once a week in the last twelve months.

Looking at significant results:-

- 16% of those aged 65 and over, compared to 5% of those aged 18-29, use libraries at least once a week.
- 28% of those aged 30-49, as opposed to 10% of those aged 18-29, make use of libraries about once a month.
- 30% of those aged 18-29, versus 12% of those aged 65 and over, have used libraries within the last year.
- 14% of those living in the Stour area, compared to 7% of those living in the Arden area, have used libraries within the last year.
- 24% of those living in the Arden area, versus 17% of those living in the Avon area, say they have never used libraries.

*Table 39: Frequency of Using Libraries*

2006	
	%
Almost every day	1.1
At least once a week	12.3
About once a month	24.1
Within the last 6 months	16.5
Within the last year	10.4
Longer ago	16.4
Never used	19.2
<b>BASE:</b>	<b>(1665)</b>

The number of residents who have never used the museums and galleries supported by SDC has fallen from 68% in 2000 to 37% in 2006.

Looking at significant 2006 results:-

- 22% of those aged 50-64, versus 15% of those aged 65 and over, have made use of museums and galleries within the last 6 months.
- 50% of those aged 18-29, compared to 29% of those aged 30-49, say they have never used museums and galleries.

*Table 40: Frequency of Using Museums and Galleries*

	2000	2003	2006
	%	%	%
Almost every day	0.2	0.3	0.2
At least once a week	0.4	0.9	0.7
About once a month	2.4	5.5	6.2
Within the last 6 months	9.9	14.4	19.5
Within the last year	9.1	14.6	14.6
Longer ago	9.8	19.7	22.3
Never used	68.3	44.7	36.7
<b>BASE:</b>	<b>(1063)</b>	<b>(2011)</b>	<b>(1525)</b>

One in five residents have never visited theatres and concert halls in the area.

Looking at significant results:-

- 31% of those aged 50-64, as opposed to 19% of those aged 18-29, have used theatres / concert halls within the last 6 months.
- 30% of those living in the Avon area, versus 22% of those living in the Stour area have used theatres / concert halls within the last 6 months.
- 36% of those aged 18-29, versus 17% of those aged 30-64, say they have never used theatres / concert halls.
- 15% of those living in the Avon area, against 6% of those living in the Dassett area, use theatres / concert halls about once a month.
- 29% of those living in the Dassett area, compared to 14% of those living in the Avon area, say they have never used theatres / concert halls.

*Table 41: Frequency of Using Theatres / Concerts Halls*

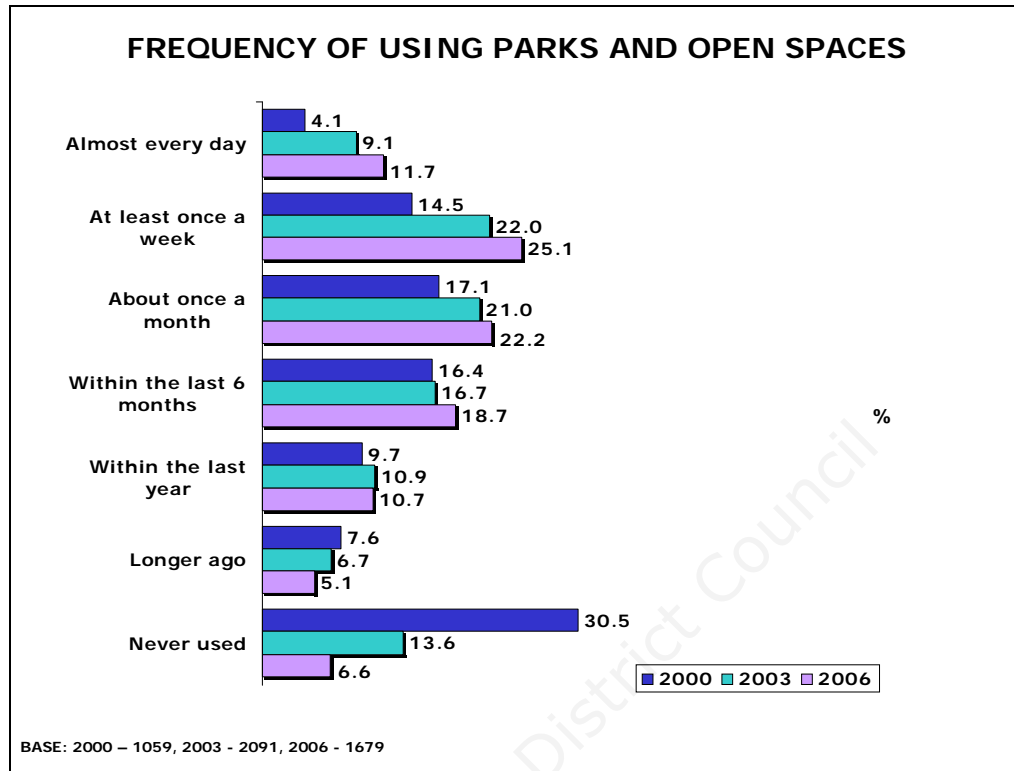
<b>2006</b>	
	%
Almost every day	0.2
At least once a week	1.2
About once a month	11.1
Within the last 6 months	26.6
Within the last year	19.9
Longer ago	19.6
Never used	21.4
<b>BASE:</b>	<b>(1610)</b>

37% of those surveyed use parks and open spaces in the District at least once a week.

Looking at significant 2006 results:-

- 16% of those aged 30-49, versus 10% of those aged 18-29 and 50 and over, use parks and open spaces almost every day.
- 41% of those aged 18-29, compared to 19% of those aged 65 and over, use parks and open spaces at least once a week.
- 23% of those aged 50-64, as opposed to 15% of those aged 18-49, have used parks and open spaces within the last 6 months.
- 11% of those aged 65 and over, against 2% of those aged 30-49, say that they have never used parks and open spaces.
- 9% of those living in the Arden area, compared to 4% of those living in the Avon area, say they have never used parks and open spaces.

Chart 11:



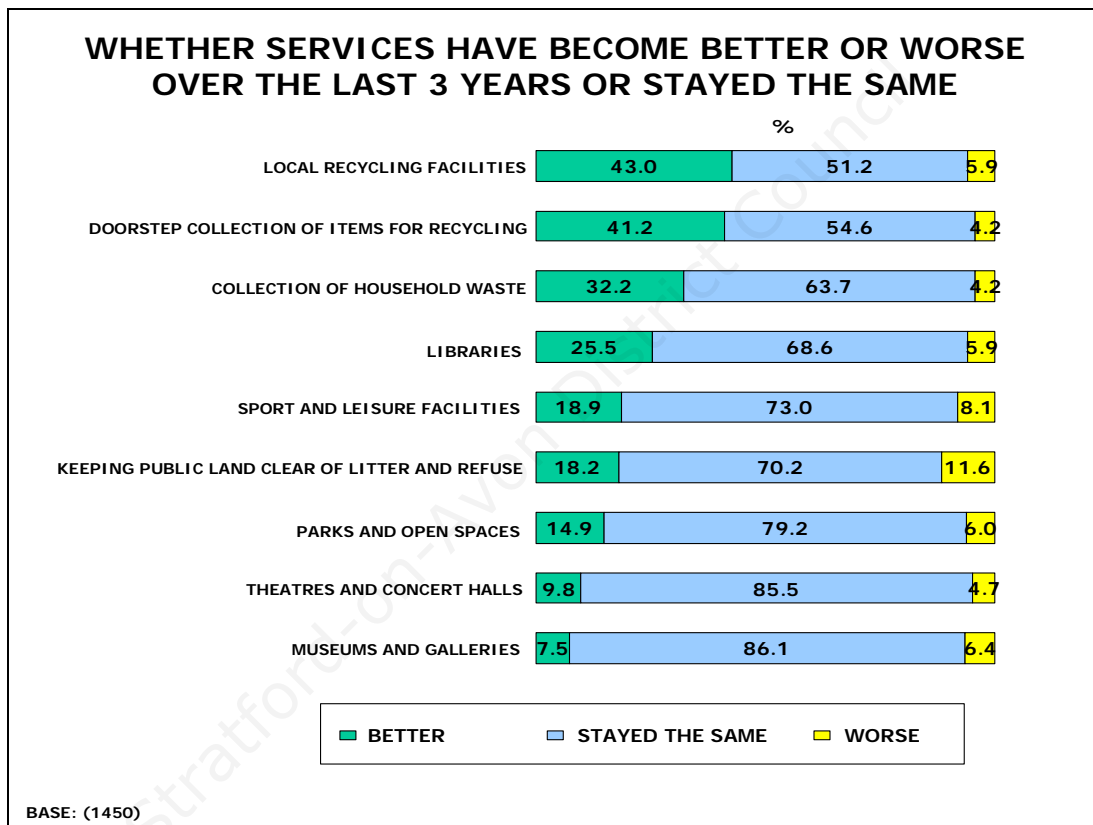
In the last three years, the top three services included in the survey that have got better the most are; local recycling facilities (better 43% against 6% worse); doorstep collection of items for recycling (better 41% against 4% worse); and the collection of household waste (better 32% against 4% worse).

Looking at significant results:-

- 9% of those living in the Dassett and Arden areas, as opposed to 4% of those living in the Avon area, think local recycling facilities have got worse.
- 7% of those aged 30-49 and 9% of those aged 18-29, versus 2% of those aged 65 and over, state doorstep collection of items for recycling has got worse.
- 41% of those aged 65 and over, against 22% of those aged 30-49, think that the collection of household waste has got better.
- 34% of females, versus 29% of males, say collection of household waste has got better.
- 29% of females, as opposed to 21% of males, believe libraries have got better.
- 12% of those living in the Avon area, against 3% of those living in the Dassett area, think sport and leisure facilities have got worse.
- 34% of those aged 18-29, versus 16% of those aged 30-64, believe that the service of keeping public land clear of litter and refuse has got better.

- 30% of those aged 18-29, compared to 12% of those aged 50-64, think parks and open spaces have got better.
- 17% of males, as opposed to 12% of females, believe parks and open spaces have got better.
- 9% of females, versus 5% of males, think museums / galleries have got better.
- 17% of those living in the Arden area, as opposed to 3% of those living in the Avon area, think that museums / galleries have got better.

Chart 12:



### Other Services

Satisfaction with planning services has risen from 36% in 2003 to 56% in 2006 – a rise of 20%. One in five residents surveyed had used this service in the last 12 months.

Table 42: Satisfaction with Planning Services

	2000	2003	2006
	%	%	%
Very satisfied	7.0	7.5	5.9
Fairly satisfied	30.9	28.3	50.3
Neither	36.8	49.3	30.3
Fairly dissatisfied	14.4	7.9	10.0
Very dissatisfied	10.9	7.0	3.6
BASE:	(998)	(1881)	(1718)

## 5.6 Overall Satisfaction

Satisfaction with the Council and the way it runs things has remained the same in 2006, compared with 2003 at 56%.

Looking at significant 2006 results:-

- 60% of those aged 65 and over, as opposed to 51% of those aged 30-49, are very or fairly satisfied when taking everything into account with the way the Council runs things.
- 64% of those living in the Arden area, as opposed to 48% of those living in the Avon area, are very or fairly satisfied when taking everything into account with the way the Council runs things.

Chart 13:

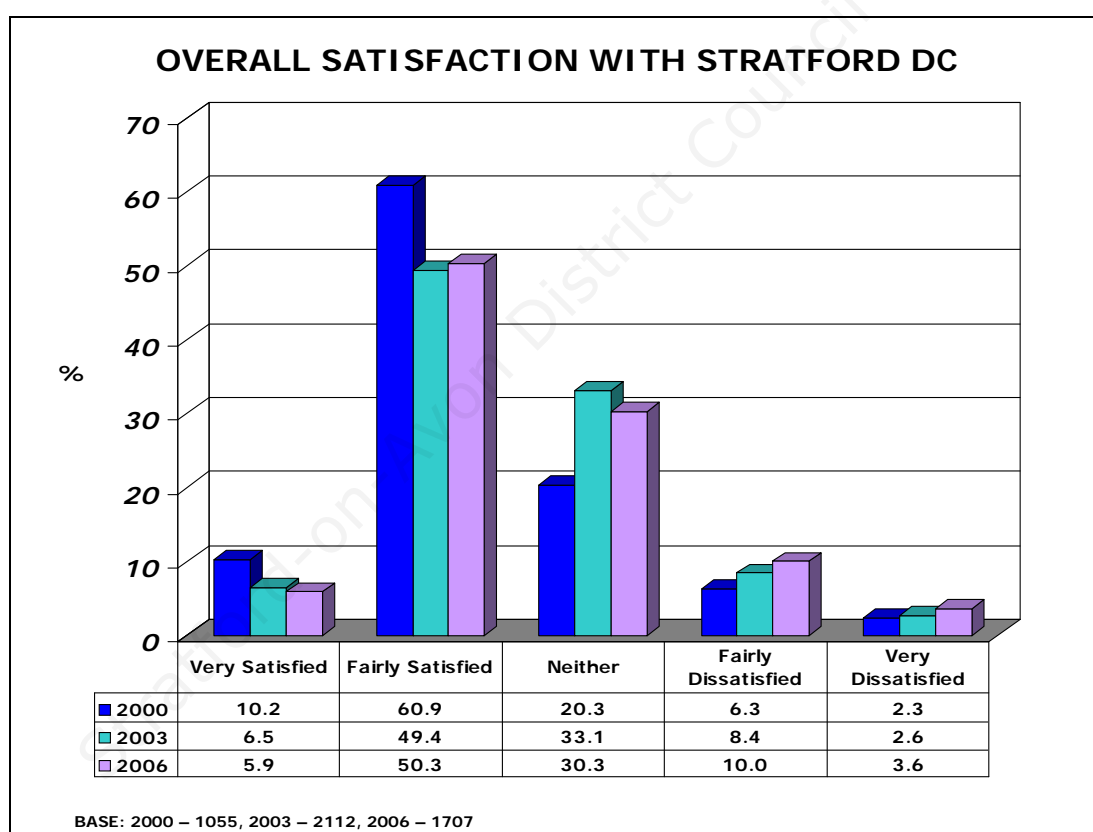


Chart 14:

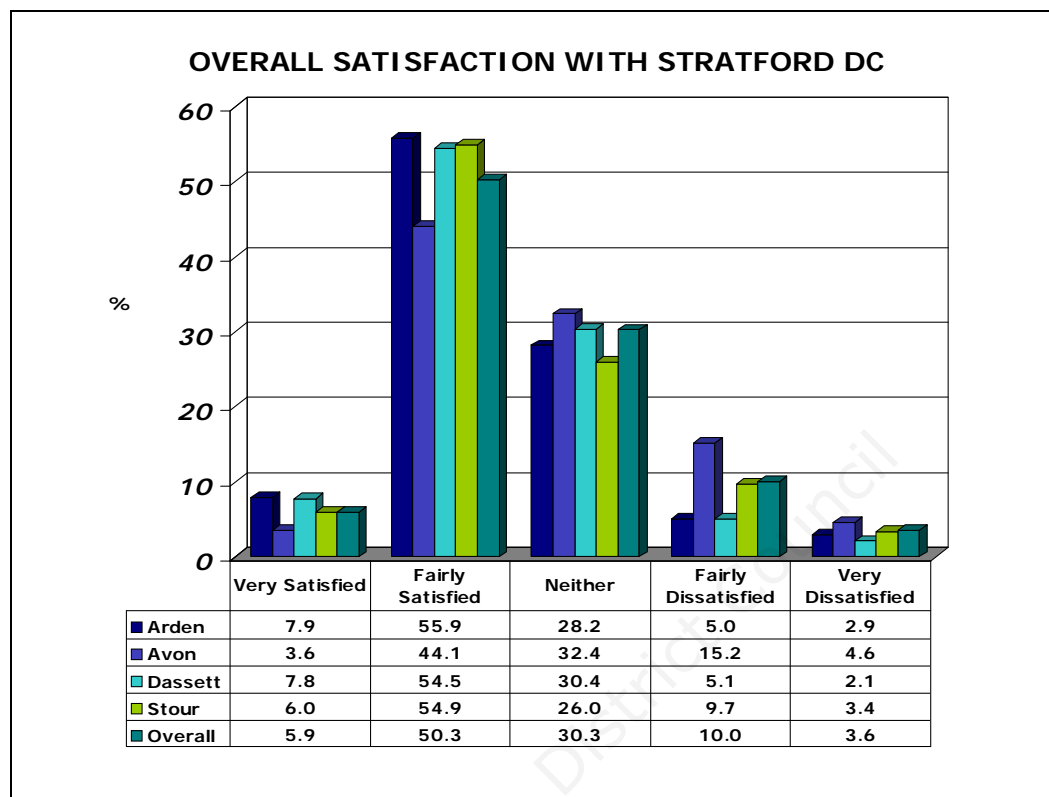


Table 43: Residents' satisfaction with way authority runs things by groupings

	RESULT %	BASE NOS
Total	56	1707
<b>GENDER</b>		
Male	56	717
Female	57	948
<b>AGE GROUP</b>		
18-29	52	63
30-49	51	434
50-64	59	537
65+	60	567
<b>LIVED IN AREA</b>		
Under 1 year	65	71
1-2 years	60	78
3-5 years	53	154
6-10 years	54	198
11-20 years	55	271
21+ years	57	886
<b>ACCOMMODATION TENURE</b>		
Owned outright	56	819
Buying on mortgage	53	523
Rent from housing association/trust	63	161
Rent from private landlord	58	103
<b>DISABILITY</b>		
Disability - Yes	59	420
Disability - No	56	1194

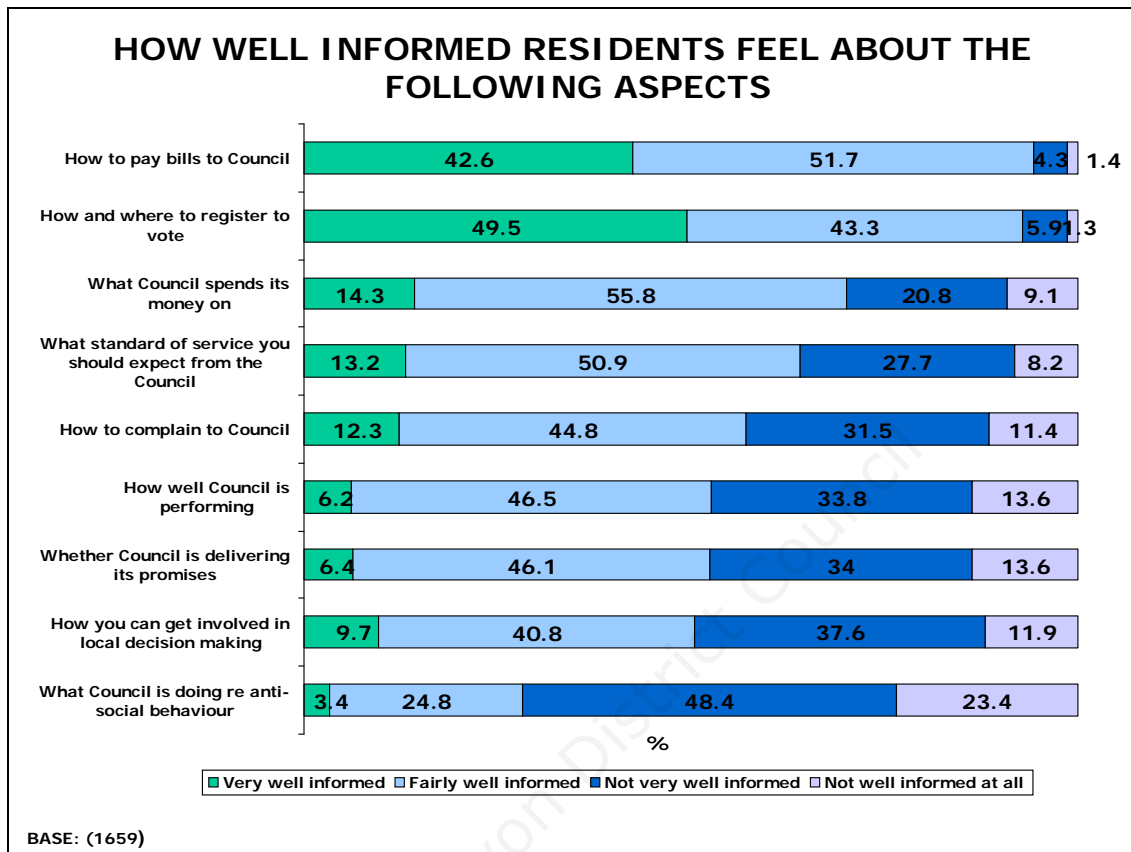
## 5.7 Information about the Council and its Services

Residents feel most informed about “how to pay bills to the Council” (94%) and “how and where to register to vote” (93%). Seven out of ten respondents feel informed about what the Council is spending its money on and two-thirds know how to complain to the Council. Just over a quarter of residents (28%) feel informed about what the Council is doing to tackle anti-social behaviour in your local area.

Looking at significant results:-

- 25% of those aged 18-29, versus 2% of those aged 65 and over, feel not very well informed or not well informed at all on how to pay bills to the Council.
- 97% of those aged 65 and over, as opposed to 71% of those aged 18-29, say they are very well informed or fairly well informed on how and where to register to vote.
- 65% of those aged 18-29, compared to 39% of those aged 65 and over, state they are not very well informed or not well informed at all on how you can get involved in local decision making.
- 55% of those aged 30-49, against 33% of those aged 65 and over, say they are not very well informed or not well informed at all on how to complain to the Council.
- 60% of those aged 18-29, versus 24% of those aged 65 and over, claim that they are not very well informed or not well informed at all regarding what the Council spends its money on.
- 54% of those aged 18-29, as opposed to 26% of those aged 65 and over, state they are not very well informed or not well informed at all on what standard of service they should expect from the Council.
- 63% of those aged 18-29, versus 39% of those aged 65 and over, feel not very well informed or not informed at all on whether the Council is delivering on its promises.
- 77% of those aged 30-49, compared to 64% of those aged 65 and over, say they are not very well informed or not well informed at all on what the Council is doing to tackle anti-social behaviour in their local area.
- 69% of those aged 18-29, against 36% of those aged 65 and over, believe they are not very well informed or not well informed at all on how well the Council is performing.

Chart 15:



Overall, just over six out of ten residents (62%) feel informed about the services and benefits provided by SDC.

Looking at significant 2006 results:-

- 52% of those aged 18-29, versus 29% of those aged 65 and over, say overall the Council keeps residents not very well informed or not well informed at all about the services and benefits it provides.

Chart 16:

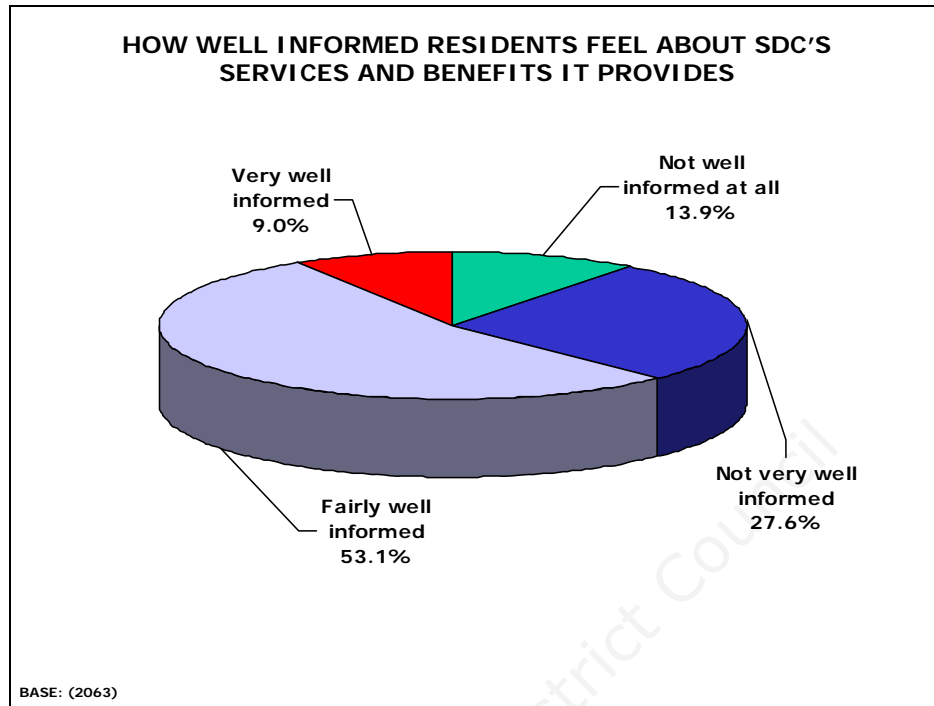
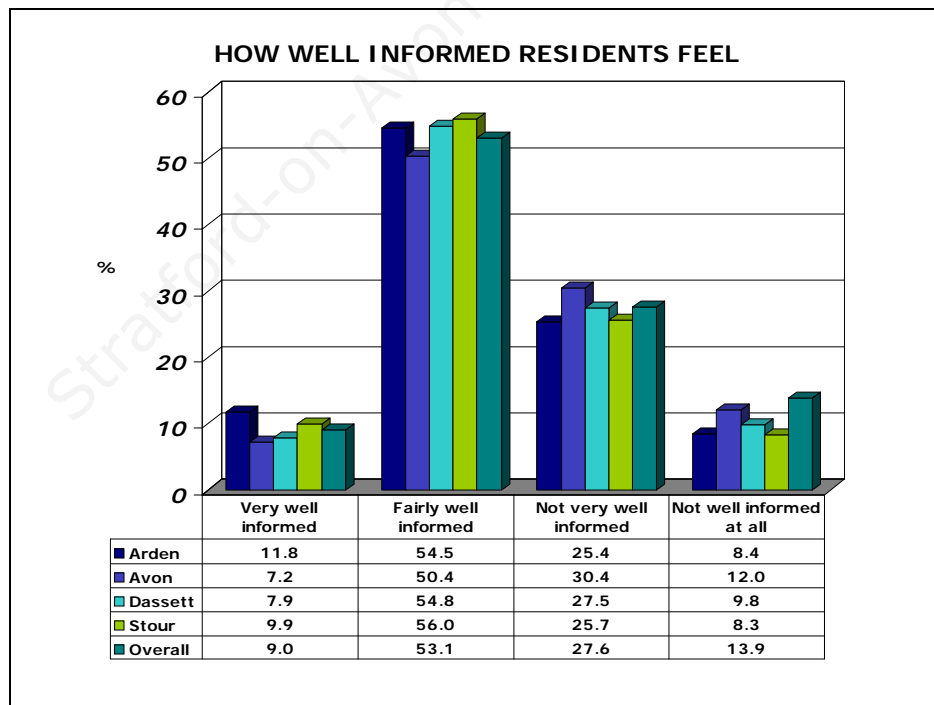


Chart 17:

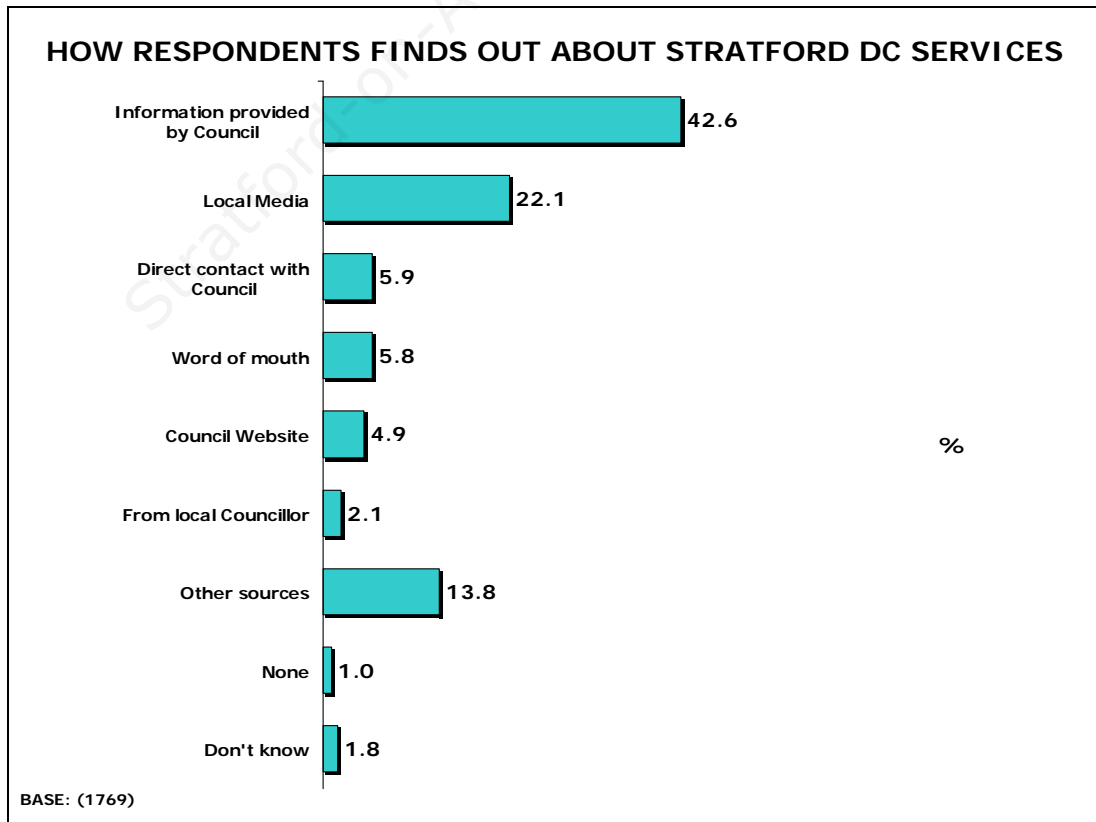


43% of respondents indicated their main source of finding out about SDC is via the information provided by the Council. A further 22% use the local media.

Looking at significant 2006 results:-

- 27% of those aged 65 and over, versus 11% of those aged 18-29, say they find out about the Council through the local media.
- 36% of those living in the Avon area, compared to 16% of those living in the Arden area, find out about the Council through the local media.
- 53% of those aged 50 and over, as opposed to 32% of those aged 18-29, claim to find out about the Council through information provided by the Council.
- 56% of those living in the Arden area, versus 42% of those living in the Avon area, find out about the Council through information provided by the Council.
- 16% of those aged 18-29, compared to 1% of those aged 65 and over, find out about the Council through the Council website / internet.
- 9% of those living in the Dasset area as opposed to 4% of those living in the Arden area find out about the Council through the Council website / internet.
- 23% of those aged 18-29, against 2% of those aged 50-64, find out about the Council through word of mouth.

Chart 18:



## 5.8 Contacting the Council

### Making a Complaint

The number of residents who have made complaint to SDC in the last twelve months has risen 3% from 15% in 2003 to 18% in 2006.

Looking at significant 2006 results:-

- 92% of those aged 18-29, versus 80% of those aged 65 and over, say they have not contacted the Council with a complaint in the last 12 months.
- 20% of males, as opposed to 16% of females, say they have contacted the Council with a complaint in the last 12 months.

*Table 44: Whether resident has made a complaint to SDC in the last 12 months.*

	2000	2003	2006
	%	%	%
Yes	15.2	14.6	17.9
No	84.8	85.4	82.1
BASE:	(1036)	(1741)	(1720)

17% of complaints made to the Council were in relation to rubbish, with 11% about planning and 8% in respect of noise. Other complaints include abandoned cars, fly tipping and street lighting.

*Table 45: Type of Complaint (Mentions 3% or more)*

	2006
	%
Rubbish related inc. bulky waste	16.8
Planning related	11.1
Noise / noisy neighbours	7.7
Recycling	7.1
Parking related	6.4
Roads / transport	5.7
Trees / hedges / bushes / overgrown land	5.0
Housing	4.7
Uncleaned drains / sewerage / flooding	4.4
Footpaths	4.0
Streetscene	3.7
Council tax	3.4
Other	18.8
BASE:	(298)

The main service contacted was planning at 15%. It must be noted that respondents have included services not run by SDC.

Table 46: Service Contacted about Complaint (Mentions 3% or more)

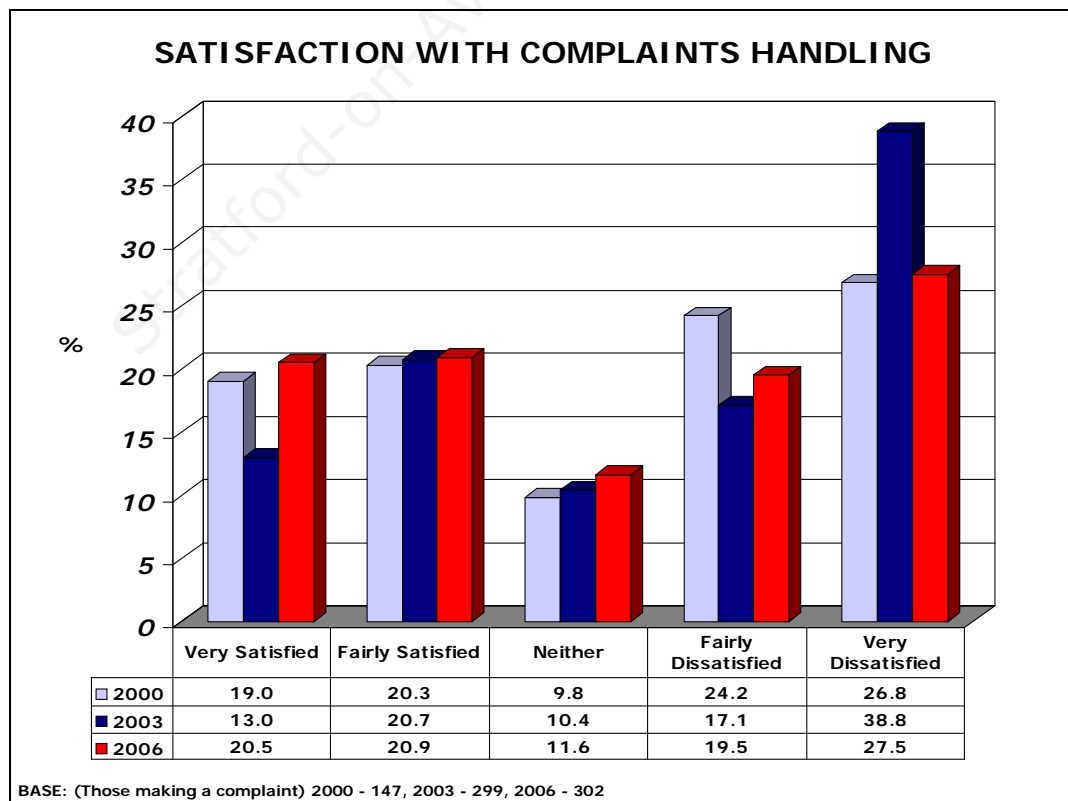
	2006 %
Planning	14.9
Council in general	12.6
Refuse & recycling	12.6
Environmental	11.3
Highways	7.7
Parking	5.9
Streetscene	4.1
Maintenance	4.1
Councillor	3.2
Other	23.6
BASE:	(222)

Satisfaction levels of those residents making a complaint about the handling of the complaint has risen 7% from 34% in 2003 to 41% in 2006.

Looking at significant 2006 results:-

- Of those making complaints, 60% of those aged 18-29, as opposed to 40% of those aged 65 and over, say they are fairly or very dissatisfied with the way in which the Council handled their complaint.

Chart 19:



### Contacting the Council for Other Reasons

Respondents were asked how they made contact with the Council other than making a complaint. 36% asked for advice or to get information and 25% applied to use a service.

Looking at significant results:-

- 21% of those aged 30-64, versus 9% of those aged 18-29, say they made contact to report an issue or a problem.
- 32% of those aged 65 and over, as opposed to 14% of those aged 18-29, made contact to ask for advice / information.

*Table 47: Reasons why the respondent made contact*

	<b>2006</b>
	%
Report an issue or problem	20.1
Ask for advice/help/information	36.3
Apply to use a service	25.0
Any other reason	16.4
BASE:	(1268)

The comments for "any other reason" are included in the appendix.

Two-thirds of respondents made contact via the telephone, with three out of ten respondents visiting the Council offices.

Looking at significant results:-

- 40% of those aged 65 and over, as opposed to 11% of those aged 18-29, were in contact with the Council in person.
- 40% of those living in the Avon area, versus 16% of those living in the Dasset area, were in touch with the Council in person.
- 78% of those aged 18-29 and 71% of those aged 30-49, versus 60% of those aged 65 and over, were in contact with the Council by telephone.
- 76% of those living in the Arden area, as opposed to 60% of those living in the Avon area, were in touch with the Council by telephone.
- 9% of those aged 18-29 and 8% of those aged 30-64, compared to 2% of those aged 65 and over, were in contact with the Council by e-mail.
- 8% of males, versus 4% of females, were in contact with the Council via e-mail.
- 7% of those aged 30-49, against 1% of those aged 65 and over, were in contact with the Council via a website / internet.
- 8% of those living in the Dasset area, as opposed to 2% of those living in the Avon area, are in touch with the Council via a website / internet.

Table 48: How the respondent was in contact with Stratford-on-Avon District Council

	2006
	%
In person	29.6
By telephone	66.8
By e-mail	5.8
Via a website/Internet	3.7
By letter	13.9
Other method	1.6
BASE:	(1205)

Asked for their satisfaction rating by the different aspects of the service received, ratings ranged from 79% to 73%. For the final outcome, seven out of ten residents were satisfied with the service received and one in five were dissatisfied in some way.

Looking at significant results:-

- 85% of those aged 65 and over, versus 72% of those aged 30-49, are very or fairly satisfied with how easy it was to find the right person to deal with.
- 80% of females, compared to 75% of males, are very or fairly satisfied with how easy it was to find the right person to deal with.
- 83% of those aged 65 and over, as opposed to 69% of those aged 30-49, are very or fairly satisfied with the length of time it took to deal with the person they contacted.
- 81% of those aged 65 and over are very or fairly satisfied with any information they were given, compared to 60% of those aged 18-29.
- 76% of females, as opposed to 69% of males, are very or fairly satisfied with any information they were given.
- 86% of those aged 65 and over, against 69% of those aged 18-29 are very or fairly satisfied with how competent the staff were.
- 81% of females, versus 73% of males, were very or fairly satisfied with how competent the staff were.
- 87% of those aged 65 and over, versus 68% of those aged 18-29, are very or fairly satisfied with how helpful the staff were.
- 74% of males, compared to 65% of females, are very or fairly satisfied with the final outcome.
- 78% of those aged 65 and over, as opposed to 58% of those aged 18-29, are very or fairly satisfied with the final outcome.
- 74% of those living in the Stour area, versus 67% of those living in the Avon area are very or fairly satisfied with the final outcome.

Table 49: Level of satisfaction with each aspect of the service received

	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
How easy it was to find the right person to deal with	362 32.4%	510 45.6%	110 9.8%	80 7.1%	57 5.1%
The length of time it took to deal with the reason you contacted	358 32.6%	462 42.1%	127 11.6%	82 7.5%	69 6.3%
Any information you were given	367 33.8%	426 39.2%	119 10.9%	88 8.1%	87 8.0%
How competent staff were	427 39.4%	412 38.0%	121 11.2%	65 6.0%	58 5.4%
How helpful staff were	455 42.0%	393 36.3%	118 10.9%	59 5.4%	58 5.4%
The final outcome	400 37.7%	341 32.1%	108 10.2%	71 6.7%	142 13.4%

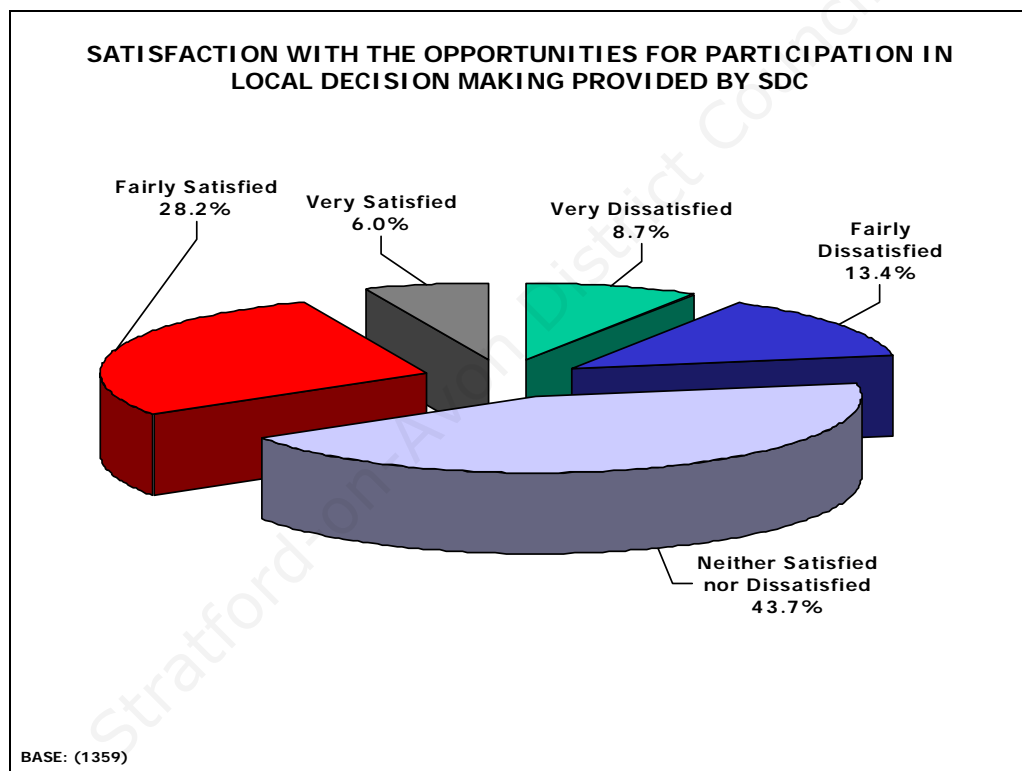
## 5.9 Local Decision Making

A third of residents feel satisfied they are given the opportunity for participation in local decision making provided by SDC.

Looking at significant results:-

- 42% of those aged 65 and over, as opposed to 23% of those aged 30-49, are very or fairly satisfied with the opportunities for participation in local decision making provided by the Council.
- 28% of those living in the Avon area, versus 17% of those living in the Arden area are fairly or very dissatisfied with the opportunities for participation.

Chart 20:



Two-thirds of residents disagree that they feel they can influence decisions that affect their local area.

Looking at significant results:-

- 69% of those aged 30-49, versus 56% of those aged 18-29 tend to disagree or definitely disagree that they can influence decisions affecting their local area.
- 74% of those living in the Avon area, compared to 59% of those living in the Dassett area, tend to disagree or definitely disagree that they can influence decisions affecting their local area.

*Table 50: Whether residents feel they can influence decisions affecting their local area.*

2006	
	%
Definitely agree	3.4
Tend to agree	29.5
Tend to disagree	45.9
Definitely disagree	21.2
<b>BASE:</b>	<b>(1438)</b>

Whereas a quarter of residents would like to be more involved in the decision SDC makes that affects their local area, 16% do not, with a further six out of ten saying it depends on the issue.

Looking at significant results:-

- 26% of those aged 65 and over, as opposed to 7% of those aged 30-49, said no they did not want to be more involved in the decisions the Council makes that affects their local area.
- 64% of females, versus 56% of males, said it depends on the issue as to whether they would like to be more involved in the decisions the Council makes that affects their local area.
- 20% of those living in the Arden area, compared to 12% of those living in the Avon area, said no they did not want to be more involved in the decisions the Council makes that affects their local area.

*Table 51: Whether the respondent would like to be more involved in the decisions Stratford-on-Avon District Council makes that affects their local area:*

2006	
	%
Yes	24.5
No	15.6
Depends on the issue	59.8
<b>BASE:</b>	<b>(1662)</b>

## 5.10 How SDC 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 treats all types of people fairly (77% a great deal or to some extent); SDC is working to make the area cleaner and greener (75%); and SDC works well with other agencies to provide services (71%).

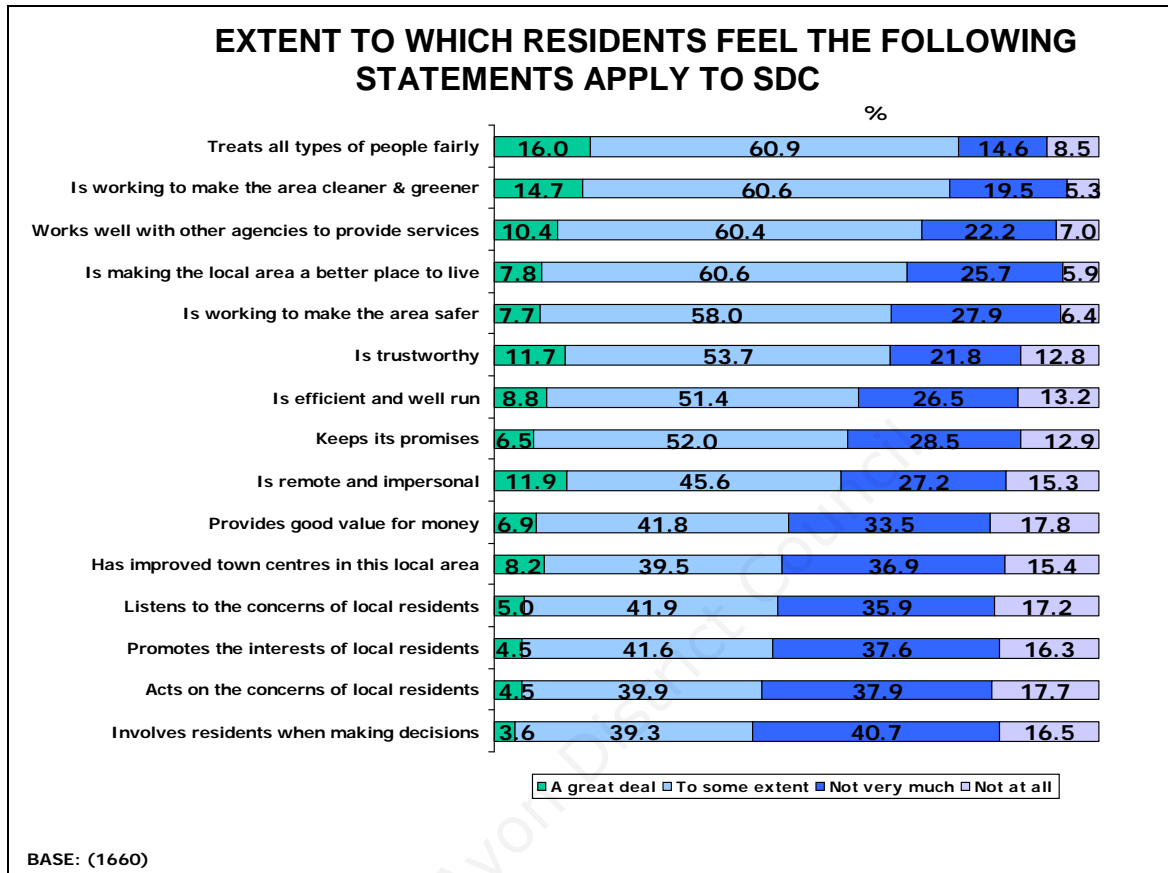
Residents were less positive about the following statements; SDC involves residents when making decisions (43%); SDC acts on the concerns of local residents (44%); and SDC promotes the interests of local residents (45%)

Looking at significant results:-

- 84% of those aged 18-29, versus 65% of those aged 50-64, think a great deal or to some extent that the Council is making the local area a better place to live.
- 36% of males, as opposed to 29% of females, think not very much or not at all that the Council is making the local area a better place to live.
- 38% of those living in the Avon area, against 26% of those living in the Arden and Dasset areas, believe not very much or not at all that the Council is making the local area a better place to live.
- 38% of those aged 50-64, compared to 13% of those aged 18-29, believe not very much or not at all, that the Council is working to make the area safer.
- 68% of females, versus 63% of males, think a great deal or to some extent that the Council is working to make the area safer.
- 37% of those living in the Arden area, compared to 30% of those living in the Stour area, think not very much or not at all that the Council is working to make the area safer.
- 71% of those aged 18-29, against 45% of those aged 65 and over, think the Council has improved town centres in the local area.
- 72% of those living in the Arden area, compared to 35% of those living in the Avon area, think a great deal or to some extent, that the Council has improved town centres in the local area.
- 57% of males, versus 49% of females, believe not very much or not at all that the Council has improved town centres in the local area.
- 48% of those aged 30-49, as opposed to 25% of those aged 18-29, believe not very much or not at all, that the Council is efficient and well run.
- 44% of males, compared to 36% of females, believe not very much or not at all that the Council is efficient and well run.
- 67% of those living in the Dasset area, versus 52% of those living in the Avon area think a great deal or to some extent that the Council is efficient and well run.
- 62% of those aged 18-29, versus 43% of those aged 30-49, think a great deal or to some extent that the Council provides good value for money.

- 55% of those living in the Arden area compared to 43% of those living in the Avon area, think a great deal or to some extent that the Council provides good value for money.
- 43% of those aged 30-49, versus 16% of those aged 18-29, believe not very much or not at all, that the Council is trustworthy.
- 76% of those living in the Arden area, as opposed to 55% of those living in the Avon area, think a great deal or to some extent, that the Council is trustworthy.
- 58% of those aged 30-49, as opposed to 56% of those aged 18-29, think a great deal or to some extent, that the Council is remote and impersonal.
- 46% of females, versus 39% of males, believe a great deal or to some extent that the Council involves its residents when making decisions.
- 62% of those living in the Avon area, as opposed to 48% of those living in the Dasset area, think not very much or not at all, that the Council involves residents when making decisions.
- 53% of those living in the Arden area, as opposed to 38% of those living in the Avon area, think a great deal or to some extent, that the Council promotes the interests of local residents.
- 69% of those aged 18-29 think a great deal or to some extent, that the Council listens to the concerns of local residents, compared to 42% of those aged 65 and over.
- 57% of those living in the Dasset area, versus 40% of those living in the Avon area, think a great deal or to some extent that the Council listens to the concerns of the local residents.
- 56% of females, versus 43% of males, believe a great deal or to some extent that the Council listens to the concerns of its local residents.
- 95% of those aged 18-29, versus 72% of those aged 50-64, believe a great deal or to some extent, that the Council treats all types of people fairly.
- 48% of females, as opposed to 41% of males, think a great deal or to some extent that the Council acts on the concerns of local residents.
- 63% of those living in the Avon area, versus 43% of those living in the Dasset area, believe not very much or not at all, that the Council acts on the concerns of local residents.
- 82% of those living in the Arden area, as opposed to 73% of those living in the Avon area, think a great deal or to some extent, that the Council treats all types of people fairly.
- 52% of those living in the Avon area, versus 32% of those living in the Arden area, believe not very much or not at all, that the Council keeps its promises.

Chart 21:

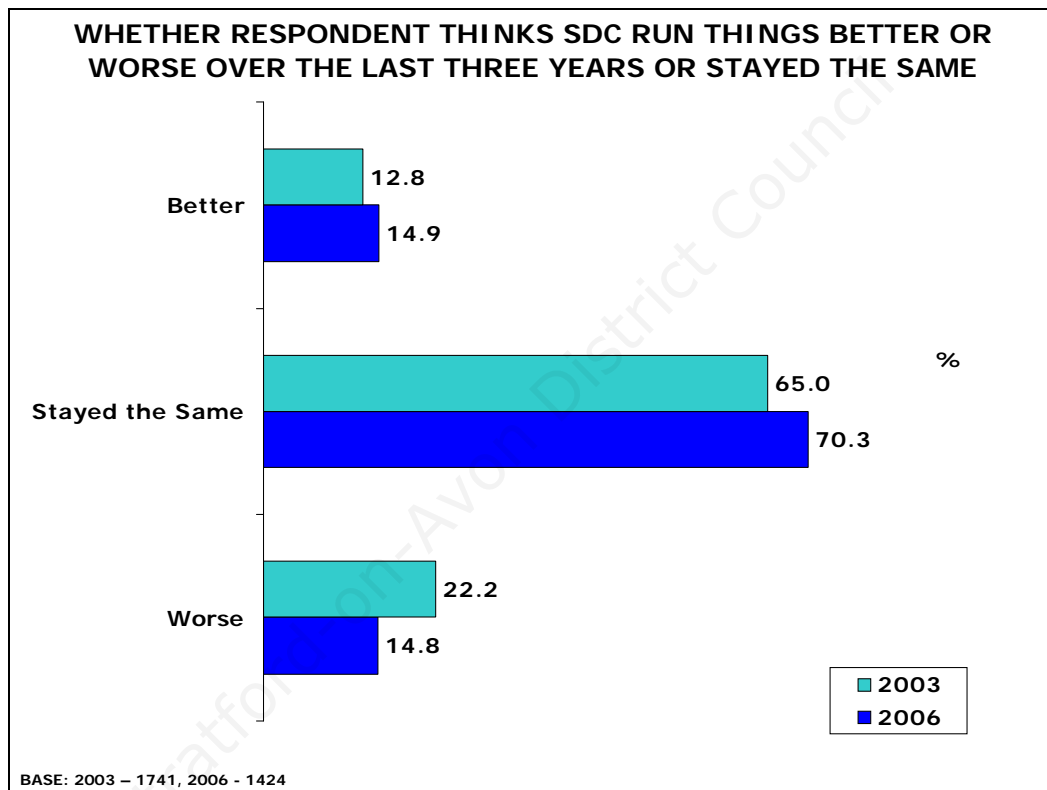


15% of respondents think SDC is doing a better job than a year ago, with exactly the same amount thinking it is doing a worse job. 70% said it had remained the same.

Looking at significant results:-

- 19% of those aged 30-49, versus 8% of those aged 18-29 and 11% of those aged 65 and over, think the Council is doing a worse job than one year ago.
- 21% of those living in the Avon area, compared to 8% of those living in the Dasset area, believe the Council is doing a worse job than one year ago.

Chart 22:



Residents were asked to add anything else they would like. Exactly one in five residents who answered the question mentioned in a negative manner the recycling service. One in ten residents complained of planning decisions.

*Table 52: Respondents' replies when asked if there was anything else they would like to add*

(Mentions 3% or more)	<b>2006</b>
	%
Negative mentions of recycling / needs improving / include plastics / cardboard / garden waste / bulky items	19.9
Negative mentions of Planning Department decisions / consultation / decisions made / lap dancing club consent	10.2
Stop over developing / too many houses / don't change villages / warehouse	8.8
Council & politicians not listening / don't understand / should be more accountable / too rough shod	8.4
Parking problems / residents pay to park / affects businesses / 2 hour charge	8.0
Better refuse collection / more black bags / more black bins/ more wheelie bins / weekly collection	7.3
Negative mentions of questionnaire / never see results	5.9
Increase in traffic levels / congestion / unsafe / weight	5.9
Negative mentions of new footbridge	5.0
Problems with speeding cars / motorbikes / country lanes	5.0
Mentions of needs in rural areas / not enough spent on villages / rural areas	4.8
Poor / lack of public transport / more bus services in rural areas	4.2
Streets dirty / litter problem / recreation grounds / general household rubbish / cycle	4.0
Council disorganised / mention of way Council runs things / poor communications	4.0
Need more police on the beat / greater police presence	3.6
Mentions of Council wasting money	3.6
Unsuitable housing / more affordable housing	3.4
Council services good in general	3.3
Panels / questionnaires waste of time / don't listen	3.3
Better amenities / facilities / shops	3.1
High council tax rates	3.1
<b>BASE:</b>	<b>(522)</b>

## 5.11 Profile Information

Table 53: Gender

	2000	2003	2006
	%	%	%
Male	43.3	43.7	42.4
Female	56.7	56.3	57.6
BASE:	(1069)	(2128)	(1754)

Table 54: Age

	2000	2003	2006
	%	%	%
Up to 29	7.3	4.5	3.8
30-39	14.0	13.9	12.3
40-49	19.1	17.6	15.3
50-59	22.4	19.8	20.2
60-69	17.6	19.9	22.6
70-79	13.8	15.7	17.1
80 & over	5.9	8.5	8.7
BASE:	(1058)	(2116)	(1687)

Table 55: Length of time living in current accommodation

	2003	2006
	%	%
Under 1 year	6.8	8.3
1-2 years	10.8	9.5
3-5 years	15.3	15.0
6-10 years	17.3	16.6
11-20 years	21.3	18.7
21+ years	28.5	32.0
BASE:	(2135)	(1755)

Table 56: Length of time living in this area

	2003	2006
	%	%
Under 1 year	3.6	4.6
1-2 years	5.9	4.7
3-5 years	9.9	9.1
6-10 years	12.4	12.0
11-20 years	19.1	16.4
21+ years	49.0	53.0
Don't know/Can't remember	0.0	0.2
BASE:	(2131)	(1752)

Table 57: Accommodation Type

	2003	2006
	%	%
Owned outright	44.6	49.3
Owned with a mortgage	37.2	31.5
Rent from the Council	1.3	1.9
Rent from a Housing Association / Trust	11.0	9.8
Rent from a private landlord	5.0	6.2
Other	0.9	1.3
BASE:	(2129)	(1747)

Table 58: Number of adults aged 18 or over in household

	2003	2006
	%	%
One	28.7	30.2
Two	59.7	59.3
Three	8.6	8.0
Four	2.3	2.1
Five	0.5	0.2
More than Five	0.1	0.1
BASE:	(2129)	(1729)

Table 59: Activity which best describes what respondent is doing at present

	2000	2003	2006
	%	%	%
Employee in full-time job	34.9	30.0	27.8
Employee in part-time job	13.1	11.5	10.5
Self employed, full or part-time	9.2	10.8	11.5
On a government supported training programme	0.1	0.1	0.0
Full-time education at school, college or university	1.6	0.2	0.5
Unemployed and available for work	0.3	1.1	1.0
Permanently sick or disabled	2.1	3.3	2.6
Wholly retired from work	25.8	33.9	36.9
Looking after the home	11.5	7.6	7.5
Doing something else	1.4	1.5	1.7
BASE:	(1045)	(2136)	(1728)

Table 60: Whether respondents have any long-standing illness, disability, or infirmity

	2000	2003	2006
	%	%	%
Yes	21.0	26.8	26.0
No	79.0	73.2	74.0
BASE:	(1047)	(2111)	(1702)

Table 61: Whether this illness or disability limits respondents' activities in any way.

	2000	2003	2006
	%	%	%
Yes	71.3	72.8	74.5
No	28.7	27.2	25.5
BASE:	(223)	(558)	(440)

Table 62: Origin

	<b>2000</b>	<b>2003</b>	<b>2006</b>
	%	%	%
White	99.2	99.4	97.6
Irish	-	-	0.4
Other White Background	-	-	1.3
Mixed	0.0	0.1	0.4
Asian or Asian British	0.4	0.2	0.3
Black or Black British	0.0	0.2	0.0
Chinese	0.1	0.0	0.1
Other	0.3	0.1	0.1
<b>BASE:</b>	<b>(1039)</b>	<b>(2135)</b>	<b>(1737)</b>

Stratford-on-Avon District Council

# ***APPENDICES***

Stratford-on-Avon District Council

### Question 1a – Other reasons that make somewhere a good place to live (28)

- All the above are important and need improving
- Space and distance from neighbours and traffic
- All very good
- 1/2 presentation of both public and private buildings/residences
- Bridleways/off road riding
- Strong infrastructure with housing levels
- Parking
- Emergency services police, ambulance, fire
- Pubs and restaurants
- Peace and quiet. Facilities for elderly people
- More car parking
- A community-friends and neighbours
- Speed limits through villages
- Parking facilities
- District council overriding parish council concerns
- Speeding traffic (elimination) speeding traffic needs urgent control in Banbury road
- Transport congestion in the bridge foot area
- These are inane questions in a civilised society these items just five in our democracy we elect our councillors to make informed decisions on our behalf.
- Sense of community
- Respect for peoples property
- Traffic levels and reduction of speed limits to 30mph in all rural areas.
- Architecture of high standard
- Sensible planning which takes more account of existing area. Some planning consent allow too big development & houses.
- Access to recycling facilities
- Parking in Stratford on Avon town
- Proper planning control
- Coach station
- Village hall

## Question 2a – Other reasons that the local area most needs improving (86)

- Off road parking
- Recycling services
- Vandalism
- Arden street car park - no free space when visit doctors
- Parking
- Post office to be kept open
- All the above are important and need improving
- Police presence and response to crime
- Sensible planning, parking and traffic management
- Taxi fares are too high
- Local pub needs improving
- All very good
- Parking for locals at cheaper rate
- Getting the intimidating jobs off the street
- More policemen on the beat
- Better car parking and cheaper
- Focal centre for the village - open space. Less commercial development of village centre site
- Speed in rural villages
- Street litter
- Fly tipping
- Provision for cycling
- Access to internet - broadband
- Huge level of council tax
- Bridleways/off road riding
- Strong infrastructure with housing levels
- Dog owner responsibility-use leads in public places, prevent mess on footpaths
- Birmingham road entrance to the town
- Swimming pool
- Poling of streets and eradication of vandalism
- Parking
- Funding from SDC to Alcester in bloom
- Recycling
- Planning control
- Traffic calming through village
- Enforcement of speed limits through villages
- Controlled development
- Q2-level of vandalism
- Speed limits through villages
- Parking
- Recycling
- Dropped kerbs and disabled transport
- I am 80 and this influences my choice
- Emptying recycling in car park
- Some alternative to all through traffic, using Clopton bridge
- Late bus back from Stratford to Tysoe or even buses on Sunday
- Keep horse riders off the road, make all bridle paths usable
- Illegal parking (market hall)
- Traffic calming in Gaydon
- Speed limits through the hamlet
- Policing
- Parking facilities
- Re-cycling-plastics etc collection
- Speeding traffic (elimination) speeding traffic needs urgent control in Banbury road
- Transport congestion in the Bridgefoot area
- Local democracy needs improving
- Keeping local post office
- Road bridge over river upstream of town
- Complete lack of police
- Pedestrianisation

- Respect for peoples property
- Sensible & consistent planning. Second main river crossing for vehicles. Affordable business rates to keep town centre facilities for local residents as well as tourists.
- Parking for shopping, doctors & hospital
- Weight and speed reduction on Birmingham road
- Post office needed
- More user friendly and ecologically sound refuse collection
- More relaxed parking rules as it drives people out of town. Kills retail
- Close down lap dancing & other sleaze clubs
- Parking in Stratford on Avon town
- Access to local authority & low fair accommodation
- Cheaper council tax for senior citizens
- Youth work
- Free parking - present system is ridiculous
- Decent supermarket (Waitrose or Sainsbury's) read
- Coach station
- Parking
- Speeding control/traffic calming
- Village hall
- Better recycling e.g. plastics, batteries etc
- Secular non judgement space for the use of teenagers
- Street lighting.
- Public accessible sports facilities.
- Graffiti on walls and rubbish bins.
- More lighting as it's quite dark here.
- Separation of pedestrian crossings from traffic routes at peak times i.e. underpasses and bridges.
- Better policing.
- Facilities for music concerts.

### Question 8 – Reasons for feeling unsafe during the day (23)

- Groups of youths/teenagers hanging around street corners
- I am quite old and not strong enough to defend myself from aggressive or apparently aggressive young
- I don't feel safe anywhere in the country we live in there is crime in every district and being a female I feel more vulnerable
- It's not particularly this area. In general women do not go out after dark on their own for fear of being attacked
- Local police are sexist, racist and homophobic and no different to people who commit violent crimes.
- Crime is increasing all the time crime happened during the day you have to be cautious no matter where
- Had my purse stolen in Stratford a few years ago - never moves from memory
- Crowded pavements with lots of traffic going through town, there are problems which make it unsafe for elderly, children and disabled. I don't think that crime in the daytime is a major threat to the average shopper
- When walking rarely do you see a police officer a general feeling of being unsafe due to general dec
- Because of groups of young noisy aggressive young people, sometimes fights
- No police presence. Too many gangs hanging about on the high street, parks and churches. I have seen pensioners being attacked and the police pay lip service. Gangs should be removed. The community police officer is too scared to deal with situation
- General high crime levels
- In daylight kids don't come out
- Robbery and burglary
- No police
- No police even seen tourist out of control
- There is no police presence, only to catch speeding motorist. yet drunks and drug dealers are allowed to frighten
- Gangs of people who block the pavement and do not move to let you pass
- I have to admit (sadly) that whilst walking my dogs (greenway etc) i am forever looking over my shoulder and have encountered some threatening youngsters (slept there i think) and older men on their own.
- No police patrolling the streets
- Blind, skateboarders and dogs can worry me.
- Too many drug users and dealers on the streets
- Please see above question for explanation

## Question 28a – Other reasons why made most recent contact with the Council (151)

- Just been widowed and my council tax was adjusted. Treated very well indeed
- Fly tipping in Lighthorne parish. Delighted with (usually ) prompt response
- Requesting waste bins/recycling boxes/extra rubbish bags. No action taken. Not possible to get bin b
- Apply for housing waiting list
- Register for council tax
- Complaint about a planning issue
- Planning permission query. Concessionary car parking
- Planning application objection
- Asked for facilities for credit unions as i am chairman
- Paying council tax
- Benefits
- Building services department
- Query on rates bill
- Emailed having just moved into area asking for recycling box - no reply
- Complained about planning application
- Over 65's free parking, planning services
- Requested a copy of our 2006 council tax bill
- Work
- Our neighbour erected a house and put opaque glass in a window facing us!
- To pay council tax-still hasn't received the bill
- Registration for council tax
- Contact with councillors
- Planning permission
- Objected to housing development at Shottery
- Planning
- Lost council tax demand
- Register for council tax - still waiting
- To apply for a green bin
- Objection to planning proposal
- Paying council tax
- Free pass to park in Rec
- Request for second wheelie bin
- Report change of circumstances regarding council tax benefit
- To advise new occupation in the district. Enquire about waste removal etc
- Studley improvement group - working with SDC and WCC
- Planning office
- Response to neighbours planning application
- Register for council tax
- Parish council
- Council contacted me for advice as part of an investigation of a complaint against a 3rd party
- Applied for a stair lift-successfully
- Went to renew our free parking disc for the Rec: this is a great asset
- Asked for new recycling bin-never arrived!
- To start paying council tax!
- Local planning information
- Objecting to proposed mobile phone mast
- Complaint about state of pavements in Alcester
- None delivery of black disposal bags
- To request a recycling container that was six months ago and I'm still waiting for it
- Only get in touch if I've been requested to
- As a tree warden regarding free tree scheme
- Asked for a dog bin to be placed in popular walking area
- Council tax rebate
- Planning services-related to a planning application
- Visitors parking
- Asked about social housing for affordable property to be built in Wilmcote
- Pay the rates
- Employment during election

- Parking, planning grant
- Pay community charge
- Planning objection
- To respond to a complaint from a local resident
- Neighbours planning application-viewed on website
- Moving footpath to alternative site
- Applied for grant for new windows- heard no more
- Planning application
- Application for free parking for pensioner
- Change of address within SDC
- Reduction of council tax
- Received questionnaire relating to alleged planning contravention
- Everything waste collection
- Ordered another green bin
- Just moved and wanted council tax bill
- Made comments in neighbours planning application
- Response to planning request - not own
- A letter about a planning application
- Applied to purchase verge at the side of our house
- Purchase car parking card
- Supplied information and expected action
- To object to a planning application
- Events licence application (also liquor license)
- Responded to planning application
- Copy council tax bill
- Asked for green bin
- To amend their records following change of address
- Planning consent
- Only planning services
- Concessionary car parking
- Applied for free parking discs for riverside
- Pay a bill
- With regard to recycling
- To oppose a planning application
- Black re-cycling box had not been delivered
- To pay council tax by credit card
- Repairs
- Grant search assistance
- Just moved and info was sent
- Register for council tax
- Application for tree surgery
- To pay parking fine
- Never had contact
- Park ride pass
- Reporting street litter
- To review plans regarding possibility of shop on development
- Benefit queue (housing)
- Wanting to register council tax and to get an electrical register
- Re over zealous car park attendants tickets given with kids in car when went to get change
- Paid bill
- DD payments for council tax cancelled by council. had to set up new dd, very annoying, especially as it was a known problem & I could have received an explanation rather than a letter saying that the dd. had been cancelled
- Bulky items collection
- Applied for personal licence
- Notified change of circumstances - community charge
- Parking permits
- Direct debit to pay council tax
- Moved into rented house and registered for rates
- Complaint about proposed new footbridge
- Planning permission

- Building control
- Planning appeal support
- I was homeless and needed a place to stay
- Planning permission
- Objection to a planning application
- Asking about paying my council tax 4 months ago! Not heard anything, which means i will have to pay larger amounts each month to cover the costs when you finally get in touch. Disgrace!
- Had a council tax rebate sent to be via a third party after moving house? Cheque returned - out of date. Asked for another. Told yes - never received it. The original was sent to the wrong address although I had informed council of my new one and was paying tax on my new flat.
- To put name on housing register
- Parking penalty
- Leaflet signed outside library re the new bridge - the bridge was crossed off their agenda 2 years ago - yet they had a meeting in Cannes (unknown to us) on its design and pushed the bridge back into the public eye without a vote (referendum) to the people of Stratford. This is "dictatorial" of the council - very high handed.
- OAPs parking permit
- Open day
- Just moved into area
- Objects to withdrawal of travelling tokens
- To request support for a NHW feedback meeting
- Informed moved into area for council tax purpose, changed name of property
- Registering for council tax on moving to area
- Housing application
- To alert the building inspector of an impending inspection required
- Pay council tax
- For a new recycling bin
- Change of address within the same area
- Moved back to area - notified for council tax bill. Which hasn't been received to date?
- Application for my daughter to start school
- Planning dept.
- Voting.
- Wrote to object to planning permission, after being invited by the council and was astonished to find that planning had been granted before the due date for objections. I was then written to by the council telling me I should not have been given the opportunity to object in the first place!!! Monstrosity now being erected.
- Enquired as to whether i was entitled to rate reduction as now on my own. Had letter back saying 'replacing computer system' nothing since. That was in July '06.
- Housing association deals with any complaint or problem.
- Council tax registration.
- Disabled parking for some one who can't walk very far, sometimes moving is to three different places. Since the new parking it has been impossible. Please think of old disabled people with more thought and make there life a little bit easier.
- Telephone always engaged have to try numerous times to get through.
- To enquire about SC free parking 5/6 years ago
- Register for poll tax (in July) one further call still not action!

# ***QUESTIONNAIRE***

Stratford-on-Avon District Council

## Section 1: About your local area

- 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 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 column below**

	Q1 Most important in making somewhere a good place to live	Q2 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. cinemas, 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 & leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels & local cost of living	<input type="checkbox"/>	<input type="checkbox"/>
Other (✓ and write in below)	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?  
**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"/>

### Anti-Social behaviour

Q4. Thinking about this local area, how much of a problem do you think are...  
**Please tick ✓ one box per row**

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
...parents not taking responsibility for the behaviour of their children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... teenagers hanging around on the streets	<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 being attacked because of their skin colour, ethnic origin or religion	<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 spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... people sleeping rough on the streets or in other public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... rubbish and litter lying around	<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"/>

Q5. How safe or unsafe do you feel when outside in Stratford District after dark?  
**Please tick ✓ one box only**

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6. If you answered 'fairly unsafe' or 'very unsafe' please briefly explain why:

Q7. How safe or unsafe do you feel when outside in Stratford District during the day?  
**Please tick ✓ one box only**

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8. If you answered 'fairly unsafe' or 'very unsafe' please briefly explain why:

### Community cohesion

Q9. To what extent do you agree or disagree that this 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"/>

Q10. To what extent do you agree or disagree that this local area is a place where residents respect ethnic differences between people and those of different nationalities?

**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"/>

Q11. How strongly do you feel you belong to each of the following?

**Please tick ✓ one box per row**

	Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
Your neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Village or town.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stratford District Council area ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South Warwickshire .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## **What does your Council do?**

*This section summarises what some of Stratford-on-Avon District Council's service departments do:*

### **Environmental Services**

These include the monitoring of commercial premises for health and safety and for food safety; investigating and putting right problems in the area around people's homes (e.g. nuisance neighbours, noise, pollution, animals, problems with drains, electricity, gas or water supplies); and environmental protection.

### **Planning Services**

These include deciding what purposes land in the district may be used for; approving or rejecting planning applications, enforcing planning regulations; conserving the local building and landscape heritage; and protecting trees and hedges.

### **Cultural and Recreational Services**

This includes support for local organisations and grants for community activities and facilities.

The Council provides and manages the following leisure facilities: Stratford Leisure and Visitor Centre; Southam Leisure Centre; the swimming pool at Shipston High School; and Studley Leisure Centre. It supports leisure facilities such as Stratford Community Sports Centre and Alcester Greig Hall. The Council provides sports and art development activities within the local community such as arts workshops and activities during school holidays, play schemes, sports coaching courses and activities for older people.

There are parks and open spaces provided throughout the District for recreation.

### **Housing Services**

Although the Council no longer provides Council housing, it continues to look after the homeless, provide housing advice, and to plan for the future housing needs of the District.

### **Parking Services**

Controlling car parking, including charging for parking.

### **Benefits Service**

The administration of both housing and council tax benefit claims.

## Section 2: Your local authority

Stratford-on-Avon District Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services. Further information is given in 'What does your council do?' on the previous page.

### Waste and litter services

Stratford-on-Avon District Council has a duty to keep clear of litter and refuse all open public land, which it controls.

Q12. How satisfied or dissatisfied are you that Stratford-on-Avon District Council has kept this land clear of litter and refuse?

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"/>

### Household waste collection

Stratford-on-Avon District Council undertakes a weekly collection of general household waste.

Q13. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide:

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The black bags provided for your general household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The place you have to leave your waste for collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of the waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the street is following the waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The collection of bulky household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waste collection service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	





Q18. For each of the following services provided by Stratford-on-Avon District Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box per row

	Better	Stayed the same	Worse	Don't know
Keeping public land clear of litter and refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection of household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep collection of items for recycling	<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"/>
Libraries	<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"/>
Theatres/concert Halls	<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"/>

### Other services

Stratford-on-Avon District Council also provides other services.

Q19. Please indicate how satisfied or dissatisfied you are overall with the following service provided by Stratford-on-Avon District Council. PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.

Please tick ✓ one box only

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Planning services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20. Please indicate whether you or any other member of your family have used the following service provided by Stratford-on-Avon District Council in the last 12 months.

Please tick ✓ the box if applies

Planning services

Q21. Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

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"/>

### Section 3: Information about your Council and its services

Q22. How well informed do you feel about each of the following?

Please tick ✓ one box per row

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How to pay bills to the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How and where to register to vote	<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"/>
How to complain to the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the Council spends its money on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What standard of service you should expect from the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether the Council is delivering on its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the Council is doing to tackle anti-social behaviour in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well the Council is performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you think your Council keeps residents about the services and benefits it provides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23. How do you find out about Stratford-on-Avon 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 below)

None of the above

Don't know

## Section 4: Contacting your Council

### Making a complaint

Q24. 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 Q25*)

No (*Please go to Q28*)

Q25. What did the complaint(s) relate to?

Please write in below. Write in 'don't know' if you cannot recall

Q26. Which service(s) did you contact about the complaint(s)?

Please write in below. Write in 'don't know' if you cannot recall

Q27. 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

### Contacting your Council for other reasons

***QUESTIONS 28 TO 30 ARE ABOUT YOUR MOST RECENT CONTACT WITH THE COUNCIL FOR OTHER REASONS THAN TO MAKE A COMPLAINT.***

***IF YOU HAVE CONTACTED THE COUNCIL FOR ANY REASON OTHER THAN TO MAKE A COMPLAINT IN THE PAST 12 MONTHS, PLEASE CONTINUE TO Q28. OTHERWISE PLEASE GO TO Q31.***

Q28. Which of these describes the reasons why you made YOUR MOST RECENT contact with the council?

Please tick ✓ all boxes that apply

Reported an issue or problem

Asked for advice/information

Applied to use a service

Don't know/can't remember

Any other reason (✓ and write in below)



## Section 5: Local decision making

Stratford-on-Avon District Council provides opportunities for residents to participate in decision making in your local area such as consultation exercises, other surveys, Citizens' Panels, youth forums, area community committee meetings etc.

Q31. Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council?

**Please tick ✓ one box only**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32. 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"/>

Q33. Generally speaking, would you like to be more involved in the decisions your Council makes 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 6: How your Council performs overall

Q34. Here are some things that other people have said about their Council. To what extent do you think that these statements apply to Stratford-on-Avon District Council?

Please tick ✓ one box per row

My Council...	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"/>
...provides good value for money	<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 types 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"/>

Q35. Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box only

Better

Stayed the same

Worse

Don't know

## Section 7: About yourself

Q36. Are you male or female?

Please tick ✓ one box only

Male .....

Female.....

Q37. What was your age on your last birthday?

Please write in below

Years

Q38. How long have you/your household been living in your current accommodation?

Please tick ✓ one box only

Under 1 year

1-2 years

3-5 years

6-10 years

11-20 years

21+ years

Don't know/can't remember

Q39. How long have you/your household been living in this area?

Please tick ✓ one box only

Under 1 year

1-2 years

3-5 years

6-10 years

11-20 years

21+ years

Don't know/can't remember

Q40. 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)

Q41. How many adults aged 18 or over are living here?

Please tick ✓ one box only

One

Two

Three

Four

Five

More than five (✓ and write in  
number below)

Q42. 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 ( <b>Please write in below</b> ) ..... <input type="checkbox"/> |

Q43. 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 Q44*)  | No (*Please go to Q45*)

Q44. Does this illness or disability limit your activities in any way?  
**Please tick ✓ one box only**

- Yes  | No

Q45. To which of these groups do you consider you belong to?  
**Please tick ✓ one box only**

- |  |   |
|--|---|
| <p><i>White</i></p> <p>British <input type="checkbox"/></p> <p>Irish <input type="checkbox"/></p> <p>Any other White background (<b>✓ and write in below</b>) <input type="checkbox"/></p> | <p><b>Black or Black British</b></p> <p>Caribbean <input type="checkbox"/></p> <p>African <input type="checkbox"/></p> <p>Any other Black background (<b>✓ and write in below</b>) <input type="checkbox"/></p> |
|--|---|

- |  |   |
|--|---|
| <p><i>Mixed</i></p> <p>White &amp; Black Caribbean <input type="checkbox"/></p> <p>White &amp; Black African <input type="checkbox"/></p> <p>White &amp; Asian <input type="checkbox"/></p> <p>Any other Mixed background (<b>✓ and write in below</b>) <input type="checkbox"/></p> | <p><b>Asian</b></p> <p>Indian <input type="checkbox"/></p> <p>Pakistani <input type="checkbox"/></p> <p>Bangladeshi <input type="checkbox"/></p> <p>Any other Asian background (<b>✓ and write in below</b>) <input type="checkbox"/></p> |
|--|---|

- |   |  |
|---|--|
| <p><b>Chinese and Other ethnic groups</b></p> <p>Chinese <input type="checkbox"/></p> | <p>Other ethnic group (<b>✓ and write in below</b>) <input type="checkbox"/></p> |
|---|--|

Q46. Is there anything else you would like to add?  
Please write in below

**Section 8: Citizens' Panel**

On a twice-yearly basis, we send questionnaires to a group of residents in the Stratford-on-Avon District Council area, in order to obtain an assessment of Council services, views on pertinent issues and what our priorities should be. Would you be willing to take part in this Citizens' Panel and other research organised by us from time to time?

Please tick ✓ one box only

Yes

No

Already a member of the Citizens' Panel

*If yes, please write your name and address in the space below.*

*This information will be recorded on computer, but will be treated in the strictest confidence. It will be used only as part of the analysis of the effectiveness of local services, and no details will be disclosed to other individuals or organisations.*

---

---

---

---

**Thank you very much for taking part in this survey.**

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 Thursday 11<sup>th</sup> October.