



CITIZENS' PANEL RESULTS JANUARY 2014

FINAL REPORT

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March 2014**

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Stratford-on-Avon District Council Citizens' Panel: January 2014 Results

1. Introduction

The Council has a Citizens' Panel, which contains a representative sample of people living in the District of Stratford-on-Avon. By surveying this Panel, it is possible to obtain views and opinions broadly representative of local residents. The following results are from the January/February 2014 Panel survey.

2. Methodology

449 questionnaires were returned (466 out, 180 returned via email and 684 out, 269 returned by post) from a mailing to 1150 residents in January 2014 with a deadline of February 7th. 13 questionnaires were returned not completed for a variety of reasons, i.e. moved away. This represents a response rate of 40%.

When the budget consultation results were presented to Cabinet on February 10th, the results were based on 416 questionnaires received. Since these were run, a further 33 questionnaires were received and are included as an updated section. Results have either stayed the same or changed by only + or - 1%.

LOCALITY	Number Distributed	Number Returned	% Response
Alcester-Bidford	191	69	36.1
Henley-Studley	187	64	34.2
Shipston	162	69	42.3
Southam	146	50	34.3
Stratford	316	129	40.8
Wellesbourne-Kineton	132	56	44.7
Unknown	17	12	-
BASE:	(1150)	(449)	

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".

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

3. Summary of Results

Budget Consultation

- 86% have used SDC car parks in the last three surveys. Two thirds use the parks, playing fields and open spaces. The largest decrease on 2013 was the use of public conveniences down from 63% to 54%.
- Regarding the statement: "It is important for the District Council to improve current levels of priority services, even if this means removal of some other services", 50% agreed as opposed to 19% who disagreed, an increase in agreement of 4 points on last year.
- The agreement figure to the statement: "It is important for the District Council not to increase council tax by more than inflation, even if this means a reduction in the levels of some lower priority services", has remained constant across the last three surveys at 77%.
- Development Control & Planning Policy had the largest difference between those wanting an increase over a decrease (+12%), with Local Economy & Tourism Promotion having the largest difference between decrease and increase (-16%).
- Development Control & Planning Policy had the highest rise in people wanting an increase in the service from a mean score of 1.97 to 2.12, possibly reflecting the importance of the Core Strategy. Compared with 2013, CCTV/Crime Reduction has also risen in importance.
- In respect of proposals presented to residents in the questionnaire, they were asked to choose up to three options to support; savings from shared services had the strongest support at 77%, followed by support to business at 68% and support to the City Deal at 63%.
- The value for money figure stands at the highest figure for the last seven surveys undertaken, at 85%, a 2 point increase on 2013 and 19 point higher than 2007.
- 34% agreed that SDC services were delivered when people wanted them, compared to 7% who disagreed. The agreement figure has fallen by 9 percentage points from 2009.
- 27% felt that SDC services were delivered the way people wanted them, versus 10% who did not. Results are similar to those of 2013.
- Asked if SDC services were delivered where people wanted them, 30% agreed and 13% disagreed. The agreement figure has risen 2 percentage points on 2013.
- 63% felt the quality of Council services was good overall. This figure has remained constant since 2007, except in 2009. Disagreement with the statement has been similar over the last three surveys at 6 or 7%, 12 points less than the 19% disagreement level in 2007.
- Since 2007 residents are less likely to agree that SDC has enough money to meet all the demands on its services. 24% agreed with the statement, representing a fall of 29 percentage points from 2007. Disagreement level after being constant at around 17% has risen to 23% in 2014.

Reducing Fuel Costs

- 28% confirmed they struggled throughout the year to pay their electricity and heating fuel bills, versus 72% who said they did not. This represents a fall of 3 percentage points from the 31% who struggled in 2012.
- The percentage of those surveyed stating the proportion of their monthly income and benefits used to pay for electricity and heating fuel bills was 31% or over is now 7%, 3

percentage points higher than the lowest figure of 4% in 2010. Those stating it stood at 5% or lower fell to its lowest percentage across all surveys (19%), and were 10 points less than in 2010 when it was at its highest at 29%.

- Almost a quarter (23%) of those surveyed stated they had switched energy suppliers in the last 12 months.
- 85% stated they were not aware of the service offered by Act on Energy Together (an energy switching group).
- 70% of those surveyed confirmed their property was on a mains gas supply, as opposed to 30% who were not. Those not on a mains gas supply was asked if they purchased their oil / liquefied petroleum gas (LPG) through a syndicate or group: 24% did.
- 74% of residents, not on a mains gas supply, were not aware of the new oil syndicate (Warwickshire Community Oil Syndicate) set up by the Warwickshire Rural Community Council. Asked about the likelihood of using such a scheme, 54% said they were likely to do so, as opposed to 46% who were not.

Affordability

- 23% expressed concern about the impact that household debt may have on their housing situation in the future, a single percentage point down on the previous survey (24% in 2012), 3 percentage points more than in 2010 (20%), however, 3 percentage points less than the 26% recorded in 2009: the highest level it has been across all four surveys.
- For types of debt that gave them cause for concern, 21% of those concerned listed heating/fuel with 18% concerned about their mortgage. 13% listed council tax and 11% credit cards.
- 50% said they were not they worried that they could not pay their mortgage or rent this month, versus 4% who were (for the remaining 46% it was not applicable).
- When asked if they knew who to approach for advice to ensure that their home is not at risk and for help in prioritisation and management of debts, 55% confirmed they did.
- 88% of those surveyed quoted the Citizens' Advice Bureau as the organisation they would approach for advice. 14% stated they would approach a bank/building society, which represented a decrease of eight percentage points from the 7% recorded in 2010.

Empty Homes

- Asked if the Council's work to reducing the number of empty homes should continue to be a priority, 95% agreed as opposed to 5% who did not.
- Where SDC has exhausted other methods (including the offer of a grant funding) and owners of empty properties are unlikely to return properties back into use, residents were asked if they thought the Council should consider using legal powers to return empty homes into use: 87% stated yes, a single percentage point difference in the findings of both 2012 and 2010 (88% versus 12%).
- 85% believed that where owners insist on keeping their property empty, increased financial penalties would encourage owners to bring them back into use, in contrast to 15% who did not think this would be the case, representing a fall of 2 percentage points from the 87% who felt likewise in 2012.

Senior Citizens Action Network (SCAN)

- 83% were not aware of groups for older people in the District known as SCAN.
- Respondents aged 50 plus were asked a series of questions to do with SCAN: the first being whether they had attended one of the SCAN meetings: 1% of respondents had.
- Asked if they would consider joining one of these committees and sharing their skills and knowledge, subject to their availability, 15% confirmed they would, as opposed to 85% who would not.
- 43% indicated that they would like to receive further information on SCAN groups across the District.
- Residents were asked if they thought that SCANS are a useful vehicle for the District Council to liaise with local older residents and gain their views, with 88% thinking they were.

Social Inclusion

- When questioned how much they agreed or disagreed that SDC with its partners should work with communities in connection with the seven themes of isolation; cohesion; health and wellbeing; education; employment and training; income and debt; housing need and housing condition, to help them improve their own circumstances, exactly three quarters agreed, compared to 7% who disagreed.

4. Results in Detail

4.1 Budget Consultation

4.1.1 Usage of SDC services

Respondents were given a list of services with descriptions.

86% of respondents have used SDC car parks in the last three surveys. Two thirds of residents use the parks, playing fields and open spaces. The largest decrease on 2013 was the use of public conveniences down from 63% to 54%.

Table 1:

	2009	2011	2013	2014
Car Parks	82	86	86	86
Parks, Playing Fields and Open Spaces	62	70	69	67
Public Conveniences	60	61	63	54
Community Leisure/Leisure Centres/Sports Facilities	35	40	37	36
Development Control and Planning	13	17	22	22
Council Tax Enquiries	9	11	10	8
Environmental Health	12	10	10	8
Benefits Enquiries	5	6	6	4
Housing	6	5	5	5
BASE	(489)	(493)	(524)	(439)

Analysing feedback by localities in which residents live, shows that:-

- 96% of those living in the Alcester/Bidford locality, versus 78% of Stratford residents, have used car parks in the last 12 months.
- Over three quarters (77%) of those living in Stratford, compared to 52% of Shipston residents, have made use of parks, playing fields and open spaces in the last year.
- 66% of Alcester/Bidford residents, as opposed to less than half of Shipston residents (48%), have used public conveniences.
- 40% of those living in both the Stratford and Wellesbourne/Kineton localities, have made use of community leisure / leisure centres / sports facilities.
- 28% of Shipston residents, compared to 17% of Henley/Studley residents, have used development control and planning services in the last 12 months.

Table 2: Which SDC services respondents have used in the last 12 months

BY LOCALITY	Alcester/ Bidford	Henley/ Studley	Shipston	Southam	Stratford	Welles- bourne/ Kineton
	%	%	%	%	%	%
Car Parks	96	85	84	88	78	93
Parks, Playing Fields and Open Spaces	66	60	52	71	77	71
Public Conveniences	66	58	48	55	54	49
Community Leisure / Leisure Centres / Sports Facilities	32	25	36	37	40	40
Development Control and Planning	24	17	28	18	20	25
Environmental Health	9	15	4	6	6	7
Council Tax Enquiries	4	5	6	8	9	11
Housing	6	5	4	8	5	5
Benefits Enquiries	0	7	6	4	3	4
Base: (All Respondents)	(68)	(60)	(69)	(49)	(127)	(55)

4.1.2 Level of agreement with statements about Council Tax

Residents were asked to indicate how strongly they agreed or disagreed with the statement: "It is important for the District Council to improve current levels of priority services, even if this means removal of some other services". 50% were in agreement with the statement as opposed to 19% who disagreed, an increase in agreement of 4 percentage points on last year. Disagreement fell by 8 points from 27% in 2013 to 19% in 2014.

Table 3: "It is important for the District Council to improve current levels of priority services, even if this means removal of some other services"

	2011	2013	2014
Strongly Agree / Agree	48	46	50
Neither Agree nor Disagree	24	27	31
Disagree / Strongly Disagree	28	27	19
BASE	(480)	(527)	(425)

Over half (53%) of those living in the Shipston locality, versus 48% of Stratford residents, were in agreement with the statement: "It is important for the District Council to improve current levels of priority services, even if this means removal of some other services".

Table 4: Level of agreement with statement: "It is important for the District Council to improve current levels of priority services, even if this means removal of some other services"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Strongly Agree	5	15	9	12	7	15
Agree	45	37	44	37	41	36
Neither Agree nor Disagree	26	30	25	37	34	31
Disagree	25	18	17	12	11	19
Strongly Disagree	0	0	5	2	6	2
Base: (All Respondents)	(65)	(60)	(64)	(49)	(122)	(53)

The statement question "it is important for the District Council not to increase council tax by more than inflation, even if this means a reduction in the levels of some lower priority services" has been asked since 2003. Interestingly, the agreement figure to this statement has remained constant across the last three surveys at 77%. The disagreement level is at 13%, the same as in both 2013 and 2011.

Table 5: "It is important for the District Council not to increase council tax by more than inflation, even if this means a reduction in the levels of some lower priority services"

	2005	2006	2007	2009	2011	2013	2014
Strongly Agree / Agree	64	62	56	61	77	77	77
Neither Agree nor Disagree	11	12	15	13	10	10	9
Disagree / Strongly Disagree	24	26	29	25	13	13	13
BASE	(350)	(337)	(322)	(474)	(498)	(537)	(431)

17% of those living in Stratford, versus 10% of both Southam and Henley/Studley residents, disagreed or strongly disagreed with the statement: "It is important for the District Council not to increase Council Tax by more than inflation, even if this means a reduction in the levels of some lower priority services".

Table 6: Level of agreement with statement: "It is important for the District Council not to increase Council Tax by more than inflation, even if this means a reduction in the levels of some lower priority services"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kington
	%	%	%	%	%	%
Strongly Agree	30	43	31	39	26	46
Agree	44	43	48	37	50	33
Neither Agree nor Disagree	12	5	9	14	8	7
Disagree	12	10	8	6	13	13
Strongly Disagree	2	0	3	4	4	0
Base: (All Respondents)	(66)	(61)	(64)	(49)	(125)	(54)

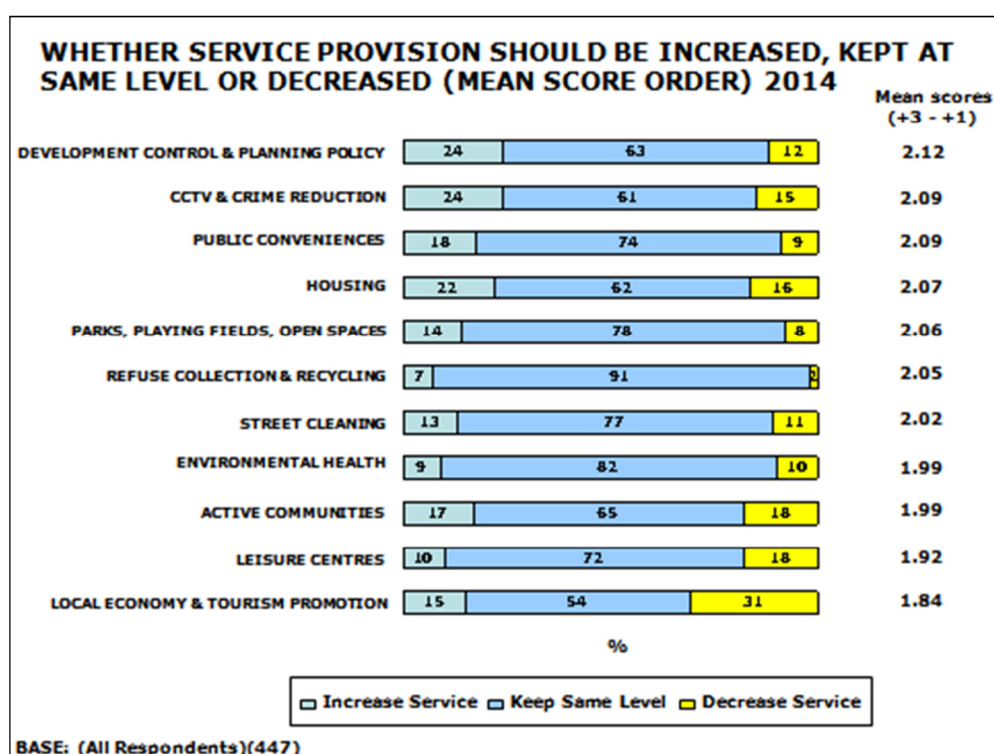
4.1.3 Spending on services

Statement questions on SDC services

Residents were given a description of the service alongside the cost as a share of the Band D council tax rate. They were given the current figure alongside that of 2013 and 2011 to show how it has increased or decreased in that time. They were asked if the provision of that service should be increased, kept at the same level, or decreased.

Development Control & Planning Policy had the largest difference between those wanting an increase over a decrease (+12%), with Local Economy & Tourism Promotion having the largest difference between decrease and increase (-16%).

Chart 1:



Development Control & Planning Policy had the highest rise in people wanting an increase in the service from a mean score of 1.97 to 2.12, possibly reflecting the importance of the Core Strategy. Compared with 2013, CCTV/Crime Reduction has risen in importance.

Table 7: Whether service provision should be increased, kept the same or decreased

	Mean Scores Over Time					
	2014	2013	2011	2009	2007	2006
Development Control & Planning Policy - This service is responsible for the development of planning strategies & determining planning applications. It is also responsible for planning enforcement, conservation, & policy implementation. 2011-£22.11, 2012-£25.13, 2013-£17.88	2.12	1.97	1.93	1.87	1.78	1.83
Public Conveniences - This service concerns the provision of public conveniences throughout the District. 2011-£3.07, 2012-£2.14, 2013-£1.51	2.09	2.07	2.15	2.18	2.12	2.12
CCTV & Crime Reduction - This relates to the provision of CCTV in the towns & larger villages within the District. Also working with partners to reduce crime & anti-social behaviour within the District. 2011-£3.89, 2012-£3.14, 2013-£3.68	2.09	2.03	2.10	1.88	1.91	2.17
Housing - This service fulfils the Council's strategic housing responsibility by working with housing associations to enable affordable accommodation within the District. This service also deals with the homelessness function. 2011-£10.56, 2012-£12.31, 2013-£13.38	2.07	2.04	2.22	2.09	2.02	1.99
Parks, Playing Fields & Open Spaces - This involves the management of parks, playing fields, & open spaces owned by the District Council, verge trimming & tree surgery. 2011- £7.34, 2012-£5.36, 2013-£4.83	2.06	2.04	1.97	1.99	1.93	2.08
Refuse Collection and Recycling - This service involves the weekly collection of food waste & fortnightly collection of recycling & domestic waste. 2011-£25.99, 2012-£25.94, 2013-£25.44	2.05	2.02	2.04	2.07	2.17	2.13
Street Cleaning - This service relates to the cleaning of the streets throughout the whole of the District Area. 2011- £9.70, 2012-£10.79, 2013-£11.99	2.02	2.03	2.07	2.12	2.12	2.14
Environmental Health - A statutory function with responsibilities for the enforcement of a range of provisions concerned with the protection of public health & well-being, including food safety, pest control & health and safety. 2011-£9.24, 2012-£7.16, 2013-£8.70	1.99	2.03	1.98	2.01	2.02	2.08
Active Communities - Play schemes, school sports tournaments, and physical activity opportunities for older people. 2011-£1.71, 2012-£1.71, 2013-£1.31	1.99	1.96	2.04	-	-	-
Leisure Centres - The provision & running of four Council leisure centres across the District, play areas & the Skate Park. 2011-£5.28, 2012-£6.16, 2013-£9.21	1.92	1.93	1.95	2.03	1.86	1.87
Local Economy & Tourism Promotion - This service relates to supporting business & the promotion of tourism throughout Stratford District. 2011-£1.48, 2012-£1.39, 2013-£1.61	1.84	1.87	2.04	1.85	1.73	1.72
Base	447	561	506	500	329	351

4.1.4 Level of support for various new proposals

The following proposals were presented to residents in the questionnaire. They were asked to choose up to three options to support.

<p>Support to the City Deal Along with the other councils in Coventry & Warwickshire we have negotiated with government a proposal to help improve the local economy. The proposal seeks to support the manufacturing and engineering sectors to remove barriers and provide the necessary skills employers require. £45,000 per annum</p>
<p>Savings from Shared Services The Council is working closely with Cherwell District Council and South Northamptonshire Council to explore ways in which we can join up to deliver services together and make savings. In the last year funding has been secured by Government to help with this process. The proposal is to set a target of at least 10% of the cost of support services delivered jointly across the three councils. £200,000 per annum (savings)</p>
<p>Webcasting This proposal is to increase the accessibility of Council meetings to our residents. This funding would enable all meetings of the Cabinet, and Council to be broadcast via the internet. The proposal also provides for planning meetings to be shown in the same way. £11,000 per annum</p>
<p>Support to Business The Council is looking at a range of proposals in which to support the local economy. One possibility is to provide short term loans to help with issues such as cash flow. This proposal would be looking to support Small and Medium Sized Enterprises within our District. £50,000 one-off</p>
<p>Individual Electoral Registration The Government is introducing this initiative in 2014. The system will aim to increase public trust in the voting system, encourage people to take responsibility for their own votes, plus reduce the risk and perception of electoral fraud. The proposal provides for the cost of implementing the new arrangements and the on-going additional expenses. £76,000 for 2014/15 reducing to £14,000 per annum</p>

Savings from shared services had the strongest support.

Table 8: Support for Proposals

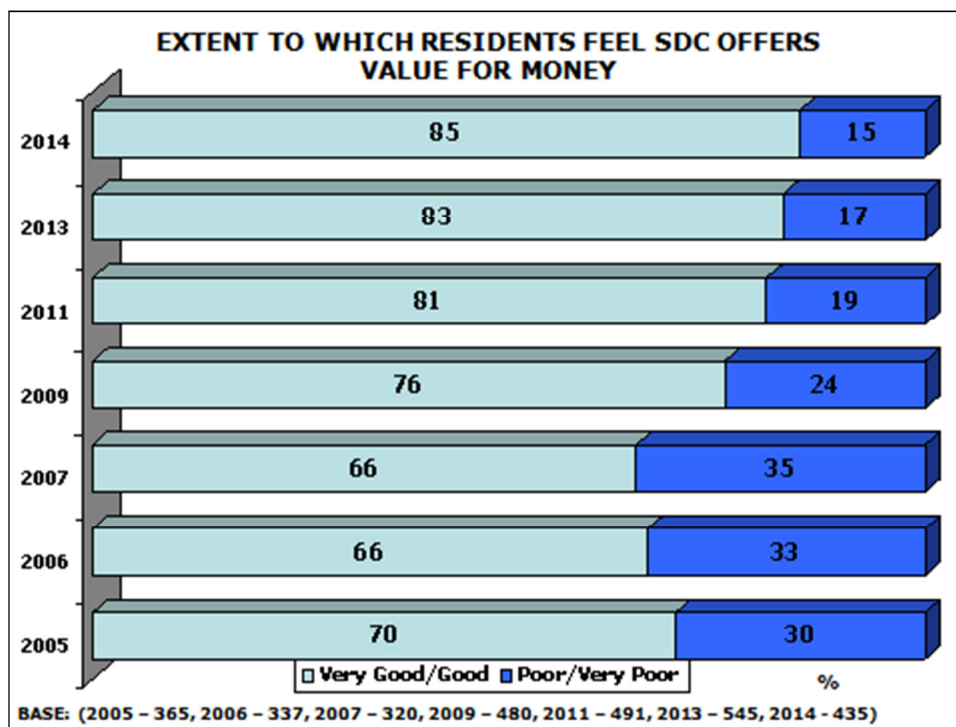
	%
Savings from shared services	77
Support to business	68
Support to the City Deal	63
Individual Electoral Registration	30
Webcasting	16
Base:	(429)

4.1.5 Value for money

Panel members were told that the current council tax element for a Band D property was £128.05. They were asked if this represented good value for money or not.

It is interesting to note that the value for money figure stands at the highest figure for the last seven surveys undertaken at 85%, a 2 percentage point increase on 2013 and 19 percentage points higher than 2007.

Chart 2:



24% of Wellesbourne residents, versus 10% of both Shipston and Stratford residents felt that SDC offers poor or very poor value for money.

Table 9: Extent to which residents feel SDC offers value for money

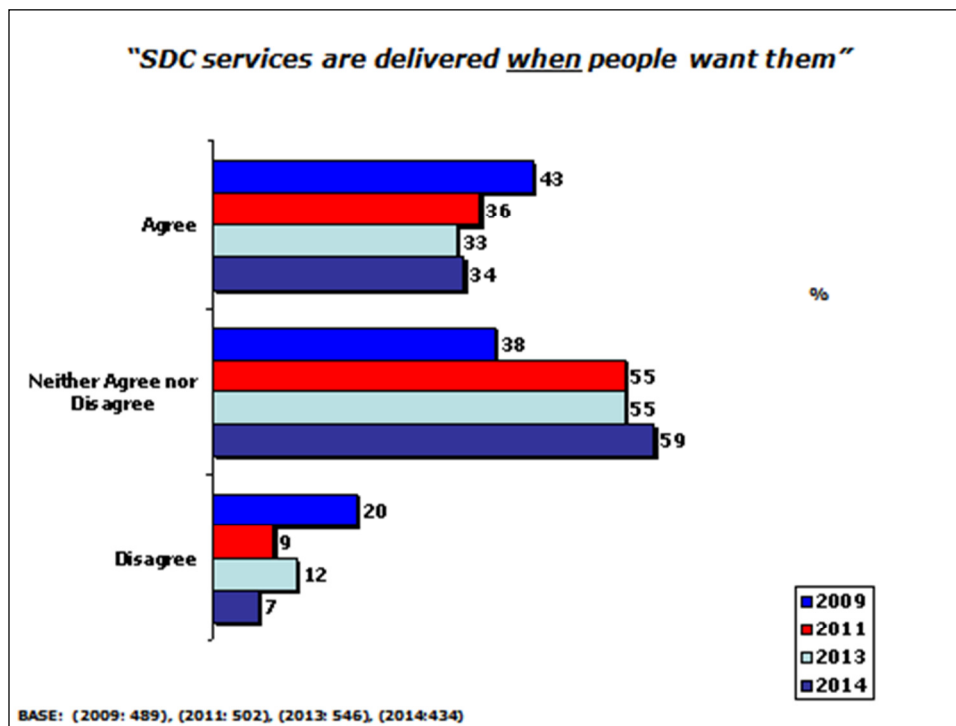
BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Very good value	15	10	6	13	10	9
Good value	74	69	84	66	81	67
Poor value	12	19	7	17	9	24
Very poor value	0	2	3	4	1	0
Base: (All Respondents)	(68)	(62)	(67)	(47)	(126)	(54)

4.1.6 Statement questions on SDC services

SDC services are delivered when people want them

Asked whether they felt SDC services were delivered when people wanted them, 34% agreed and 7% disagreed. The agreement figure has fallen by 9 percentage points from the 2009 figure.

Chart 3:



12% of Shipston residents, compared to 3% of those living in the Alcester/Bidford locality, disagreed with the statement: "SDC services are delivered when people want them".

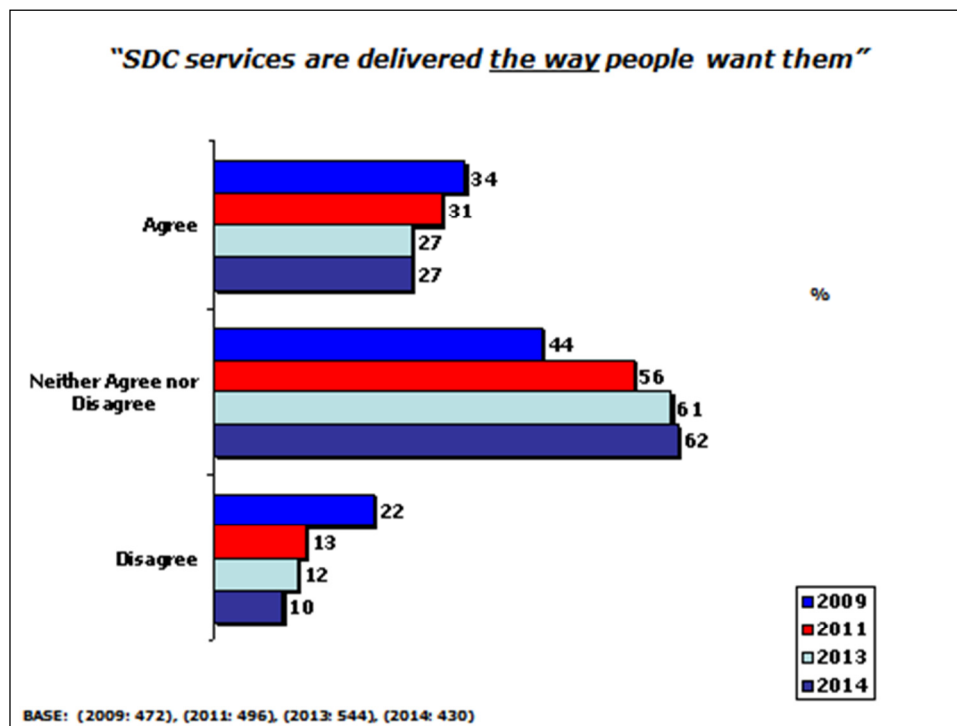
Table 10: Level of agreement with statement: "SDC services are delivered when people want them"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kington
	%	%	%	%	%	%
Agree	29	44	32	29	36	30
Neither Agree nor Disagree	68	51	56	65	57	61
Disagree	3	5	12	6	7	9
Base: (All Respondents)	(68)	(61)	(68)	(49)	(123)	(54)

SDC services are delivered the way people want them

Asked whether they felt SDC services were delivered the way people wanted them, 27% agreed and 10% disagreed. This question has a high percentage of neither agreeing nor disagreeing at 63%. The results are similar to those of 2013.

Chart 4:



17% of Wellesbourne/Kineton residents, compared to 5% of those living in the Henley/Studley locality, disagreed with the statement: "SDC services are delivered the way people want them".

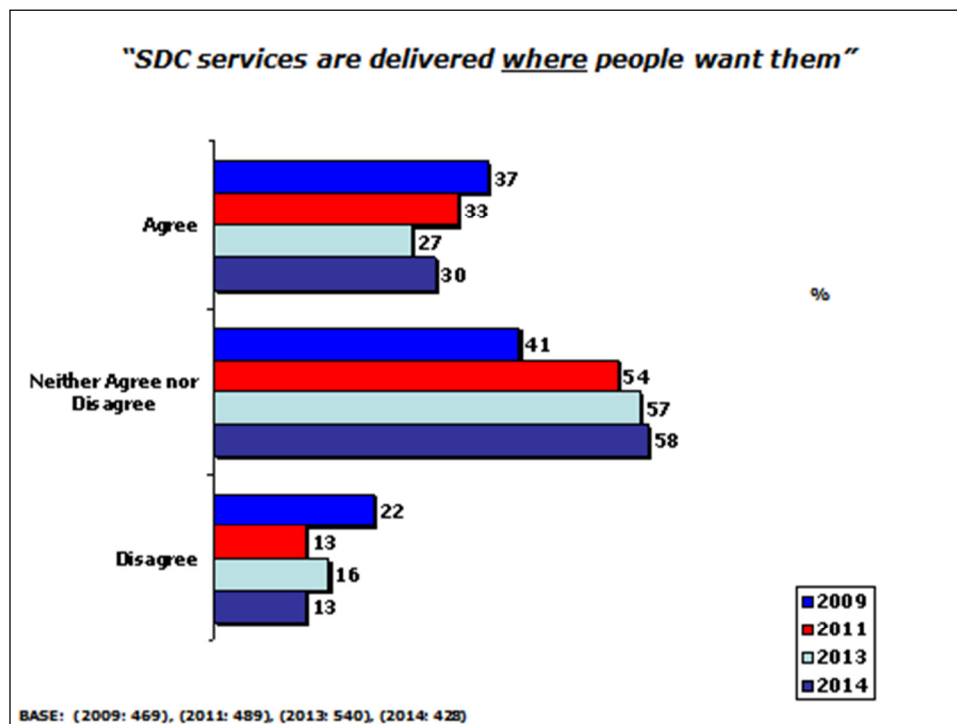
Table 11: Level of agreement with statement: "SDC services are delivered the way people want them"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Agree	29	31	29	33	27	15
Neither Agree nor Disagree	60	64	62	59	61	69
Disagree	10	5	9	8	12	17
Base: (All Respondents)	(68)	(61)	(66)	(49)	(121)	(54)

SDC services are delivered where people want them

Asked whether they felt SDC services were delivered where people wanted them, 30% agreed and 13% disagreed. The agreement figure has risen 2 percentage points on 2013, with the disagreement figure dropping 3 points.

Chart 5:



28% of Wellesbourne/Kineton residents, compared to 6% of those living in Shipston, disagreed with the statement: "SDC services are delivered where people want them".

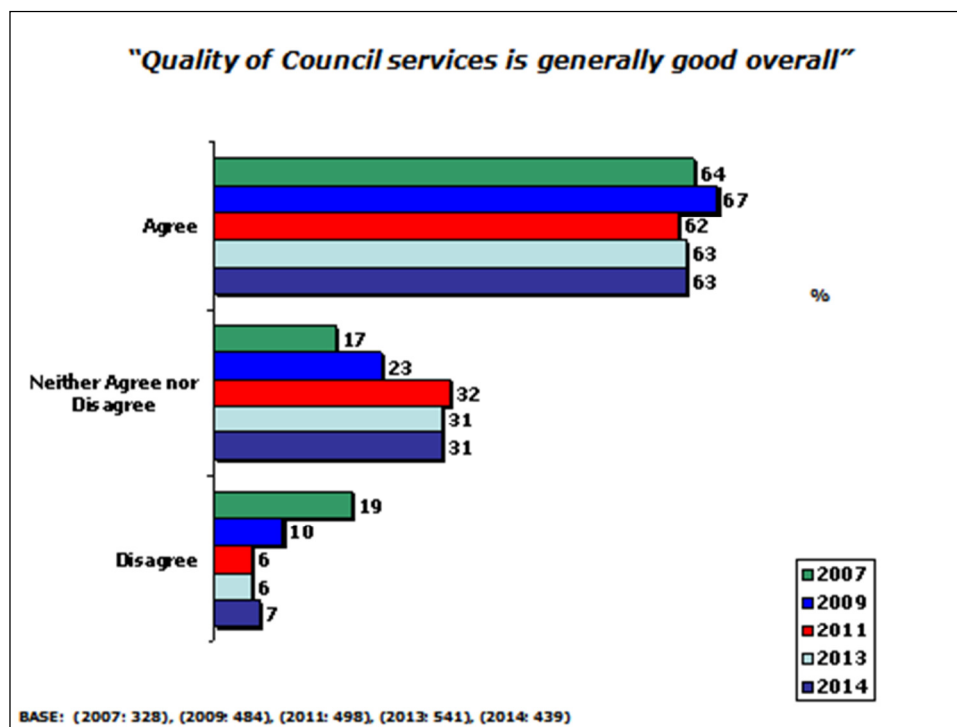
Table 12: Level of agreement with statement: "SDC services are delivered where people want them"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Agree	24	37	32	33	33	17
Neither Agree nor Disagree	57	53	62	53	60	56
Disagree	19	10	6	14	7	28
Base: (All Respondents)	(68)	(60)	(66)	(49)	(121)	(54)

Quality of council services is generally good overall

Just over six out of ten respondents (63%) felt the quality of Council services was good overall. This figure has remained constant since 2007, except in 2009. Disagreement with the statement has been similar over the last three surveys at 6 or 7%, 12 percentage points less than the 19% disagreement level in 2007.

Chart 6:



71% of Henley / Studley residents, as opposed to 51% of those living in Wellesbourne / Kineton, were in agreement with the statement: "The quality of SDC services is generally good overall".

Table 13: Level of agreement with statement: "The quality of SDC services is generally good overall"

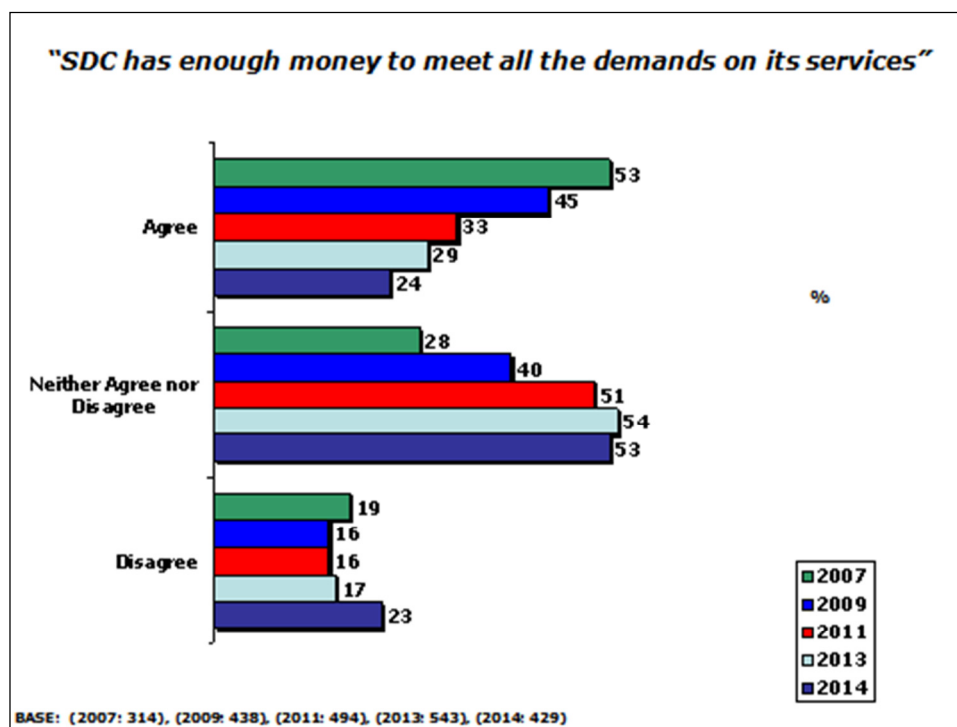
BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Agree	57	71	65	56	70	51
Neither Agree nor Disagree	36	23	26	36	25	44
Disagree	7	6	9	8	6	5
Base: (All Respondents)	(69)	(62)	(66)	(50)	(126)	(55)

SDC has enough money to meet all the demands on its services

Since 2007 residents are less likely to agree that SDC has enough money to meet all the demands on its services. This shows high awareness that they have about the cuts in public services. 24% of those surveyed agreed with the statement, representing a fall of 29 percentage points from the level in 2007. The disagreement level after being constant at around 17% has risen to 23% in 2014. The neither agree nor disagree column has increased from 28% in 2007 to 53% in 2014.

155 comments were received relating to how respondents have answered the statements and these are listed in Appendix 1.

Chart 7:



Three in ten (31%) Wellesbourne/Kineton residents, compared to 18% of those living in the Alcester/Bidford locality, disagreed with the statement: "SDC has enough money to meet all the demands on its services".

Table 14: Level of agreement with statement: "SDC has enough money to meet all the demands on its services"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Agree	22	16	29	24	29	17
Neither Agree nor Disagree	60	56	47	54	51	52
Disagree	18	28	24	22	20	31
Base: (All Respondents)	(68)	(61)	(66)	(50)	(119)	(54)

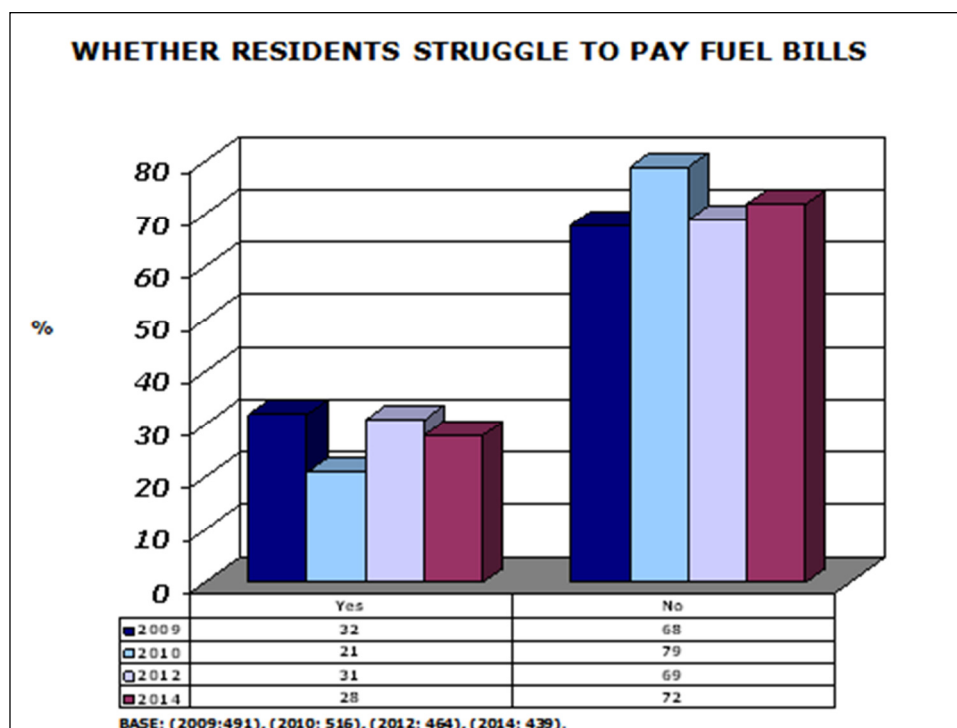
4.2 Reducing Fuel Costs

4.2.1 Electricity and heating fuel bills

Stratford-on-Avon District Council is aware of difficulties of vulnerable people paying increased fuel bills when their income, specifically their pension, is a fixed amount. The questionnaire asked residents if they continually struggled throughout the year to pay their electricity and heating fuel bills.

28% of respondents confirmed they struggled throughout the year to pay their electricity and heating fuel bills, versus 72% who said they did not. This represents a fall of 3 percentage points from the 31% who struggled in 2012, although it is 7 percentage points higher than the 21% who struggled in 2010.

Chart 8:



One third of Southam residents (33%), versus a quarter of those living in the Wellesbourne/Kineton locality (25%), stated they did struggle throughout the year to pay their electricity and heating fuel bills.

Table 15: Whether residents struggle throughout the year to pay their electricity and heating fuel bills

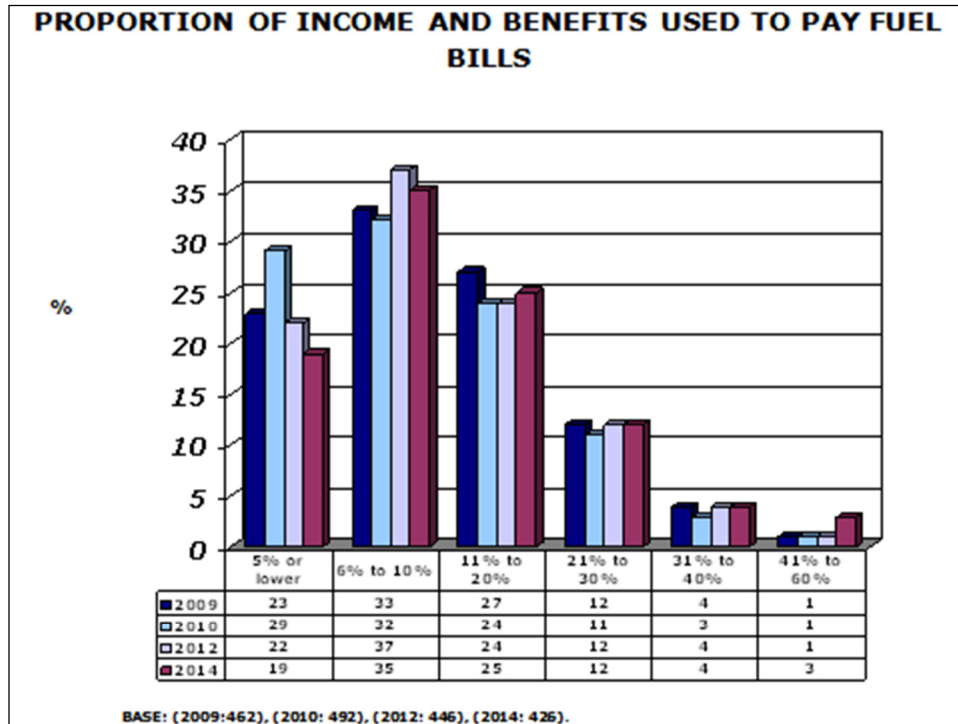
BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
Yes	29	30	26	33	28	25
No	71	70	74	67	72	75
Base: (All Respondents)	(68)	(61)	(68)	(49)	(127)	(55)

4.2.2 Energy suppliers and purchasing

Respondents were asked to indicate approximately what proportion of their monthly income and benefits are used to pay for electricity and heating fuel bills.

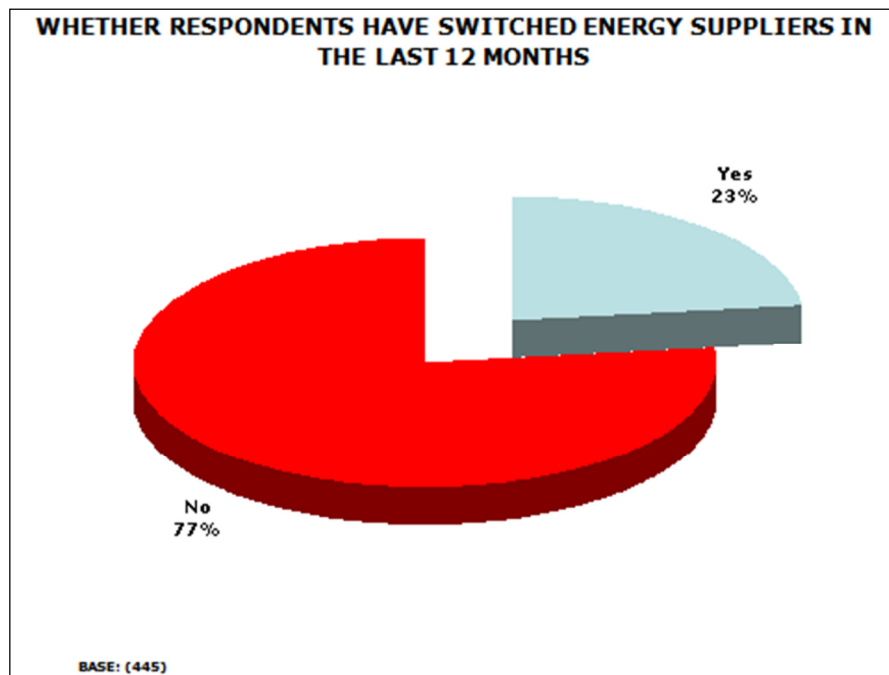
Those stating it stood at 5% or lower fell to its lowest percentage across all surveys at 19%, and were 10 percentage points less than in 2010 when it was at its highest at 29%. The percentage of those surveyed stating the proportion of their monthly income and benefits used to pay for electricity and heating fuel bills was 31% or over is now 7%, 3 percentage points higher than the lowest figure of 4% in 2010.

Chart 9:



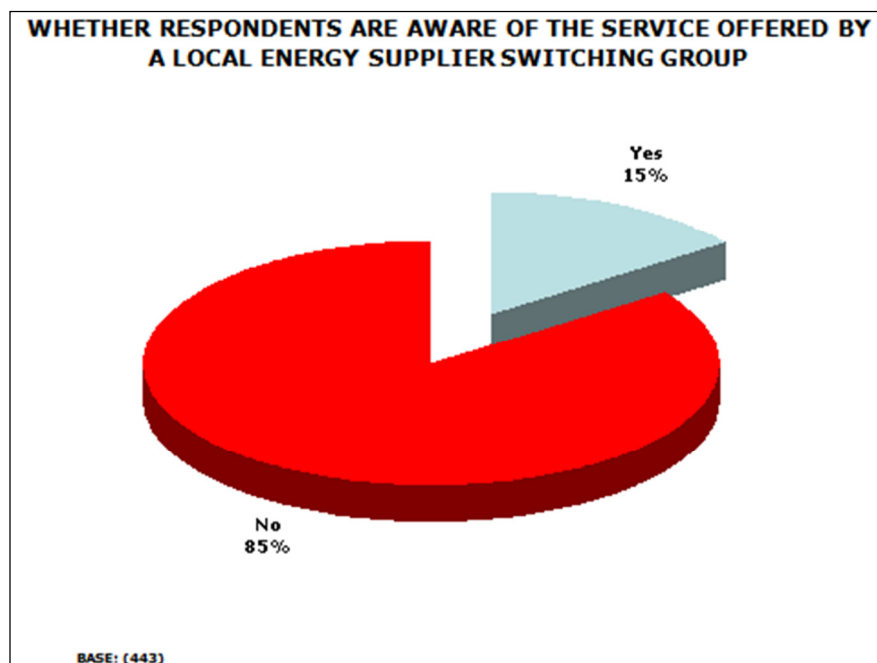
Almost a quarter (23%) of those surveyed stated they had switched energy suppliers in the last 12 months compared to 77% who had not.

Chart 10:



SDC informed residents that it was working with Act on Energy Together (energy switching group) and other local authorities in Warwickshire, Worcestershire and Solihull to form a local energy supplier switching group to help households get the cheapest energy tariffs and to negotiate bulk discounts to reduce energy bills. When asked if they were aware of this service, more than four fifths (85%) stated they were not.

Chart 11:



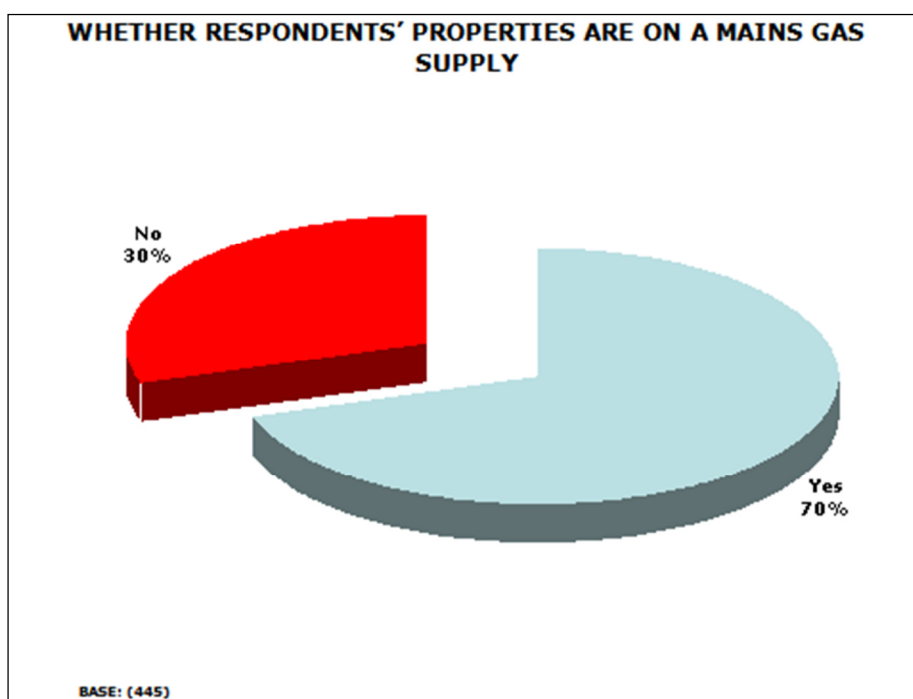
Nine in ten Wellesbourne/Kineton residents (91%), versus 79% of those living in the Alcester/Bidford locality, confirmed they were not aware of the service offered by a local energy supplier switching group.

Table 16: Whether residents are aware of the service offered by a local energy supplier switching group

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Yes	21	14	14	20	13	9
No	79	86	86	80	88	91
Base: (All Respondents)	(68)	(63)	(69)	(50)	(128)	(54)

70% of those surveyed confirmed their property was on a mains gas supply.

Chart 12:



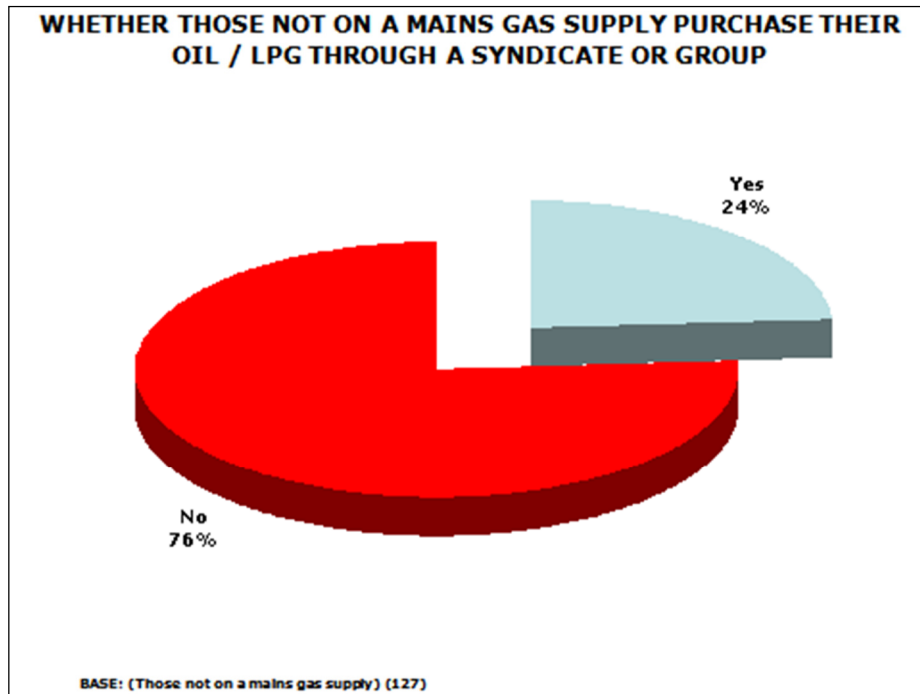
Almost two thirds of Shipston residents (66%), versus 6% of those living in the Stratford locality, stated they were not on a mains gas supply.

Table 17: Whether respondents' properties are on a mains gas supply?

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Yes	70	66	34	80	94	51
No	30	34	66	20	6	49
Base: (All Respondents)	(69)	(64)	(68)	(50)	(128)	(55)

Residents who said they were not on a mains gas supply were further questioned as to whether or not they purchased their oil / liquefied petroleum gas (LPG) through a syndicate or group. 24% of this group did so.

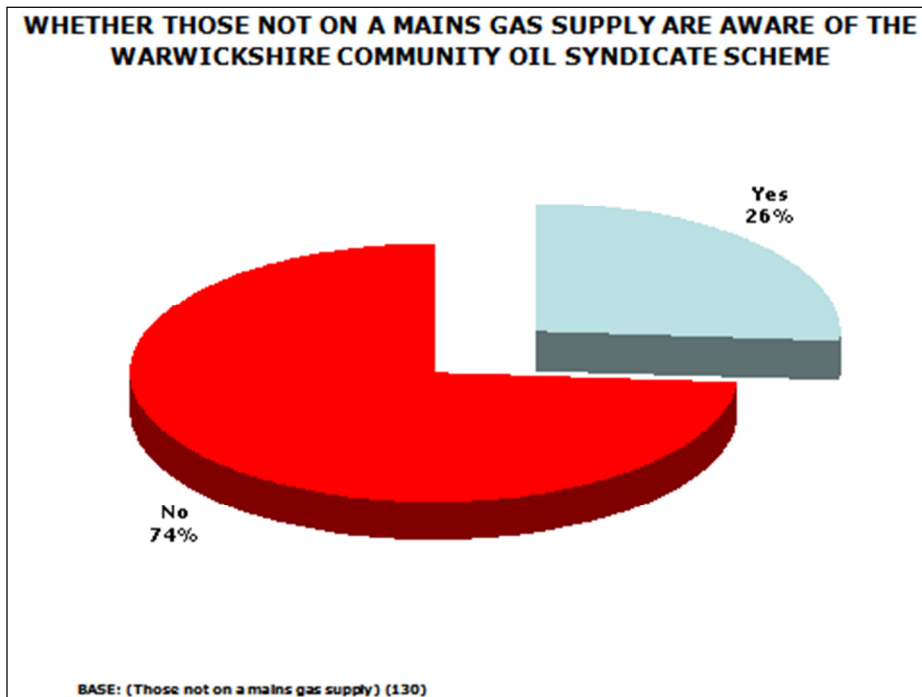
Chart 13:



The Council informed residents that the Warwickshire Rural Community Council (WRCC) has set up a new oil syndicate (Warwickshire Community Oil Syndicate) that will reduce the cost of domestic heating oil each time they place an order. By bringing communities throughout Warwickshire together and making the most of joint buying power this creates savings and they can be passed directly to residents to save money.

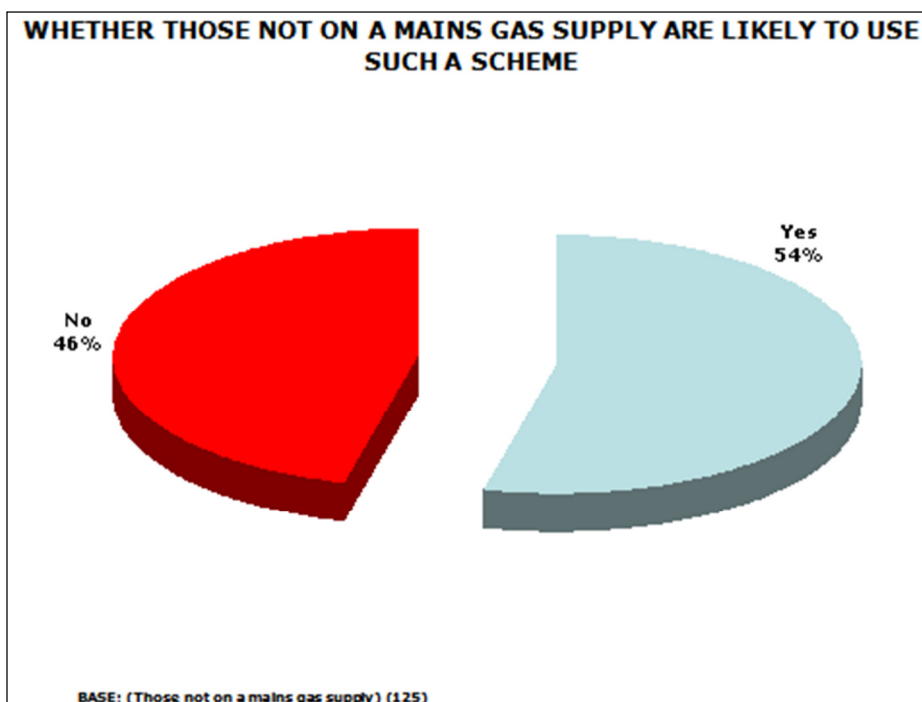
When asked if they were aware of such a scheme, almost three quarters (74%) of those residents not on a mains gas supply were not, in contrast to 26% who were.

Chart 14:



Asked about the likelihood of using such a scheme, over half (54%) confirmed they were likely to do so, as opposed to 46% who were not.

Chart 15:

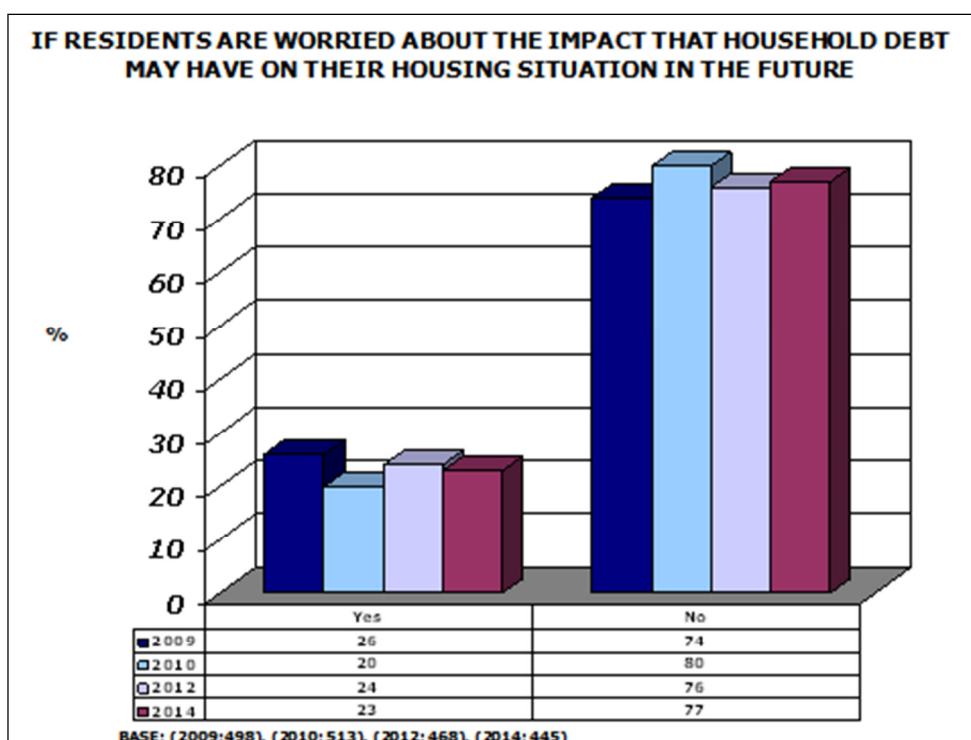


4.3 Affordability

4.3.1 Debt

The survey informed residents that research carried out by the Council indicated that many people are concerned about the impact that household debt may have on their housing situation in the future, and then it asked if this was something that was worrying them. 23% said it was worrying them, a single percentage point down on the previous survey (24% in 2012), 3 percentage points more than in 2010 (20%), however, 3 points less than the 26% recorded in 2009 which was the highest level it has been across all four surveys.

Chart 16:



Just over one third of Southam residents (34%), compared to 18% of those living in the Wellesbourne/Kineton locality, said they were worried about the impact that household debt may have on their housing situation in the future.

Table 18: Whether residents are worried about the impact that household debt may have on their housing situation in the future

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Yes	20	20	19	34	25	18
No	80	80	81	66	75	82
Base: (All Respondents)	(69)	(64)	(67)	(50)	(129)	(55)

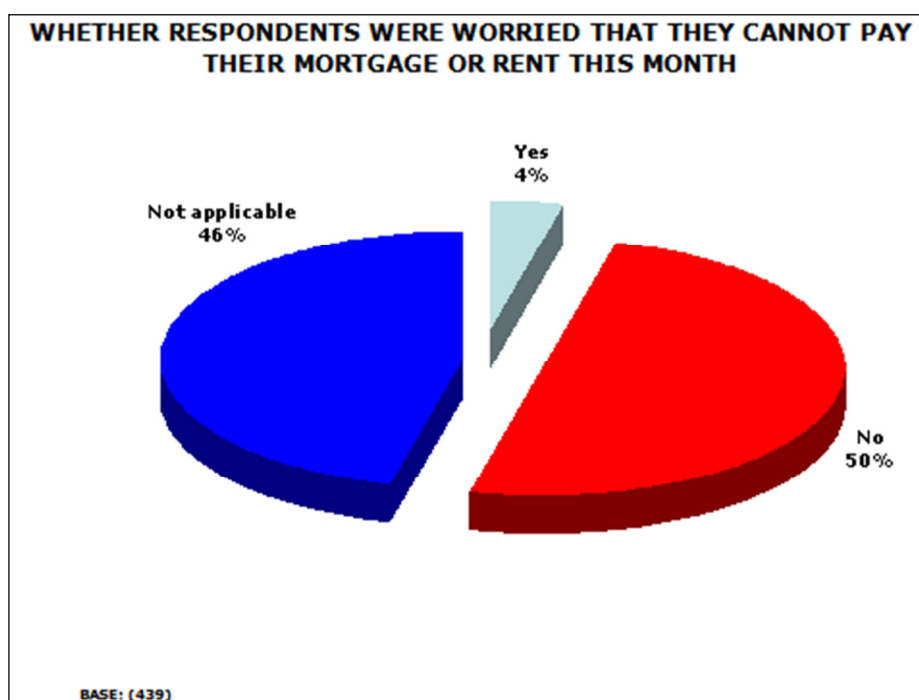
When asked to indicate any types of debt that gave them cause for concern, 120 comments were received, and these are listed in full in Appendix 2. 21% of those concerned listed heating/fuel with 18% concerned about their mortgage. 13% listed council tax and 11% credit cards.

Table 19: Types of debt which may give residents cause for concern

	2009 %	2010 %	2014 %
Heating / fuel	42	27	21
Cost of mortgage	26	21	18
Council tax	33	31	13
Credit cards	11	15	11
Cost of living	14	13	7
Bank loan / overdraft	4	10	8
Household bills	-	-	5
Rent	5	6	4
Food / groceries	5	3	3
Transport	-	-	3
Poor interest rates / savings fall	4	3	1
High prices / inflation / generally	3	6	1
Loss of pension / if spouse died / pensions generally	3	7	1
Negative equity / falling house prices	1	1	1
Everything	4	3	1
Water rates	-	-	1
Lack of income	-	-	1
University fees	-	-	1
Income tax	-	-	1
Other	11	31	2
BASE:	(114)	(104)	(120)

The survey questioned respondents as to whether they were worried that they cannot pay their mortgage or rent this month: exactly half (50%) said they were not, versus 4% who were (for the remaining 46% it was not applicable).

Chart 17:

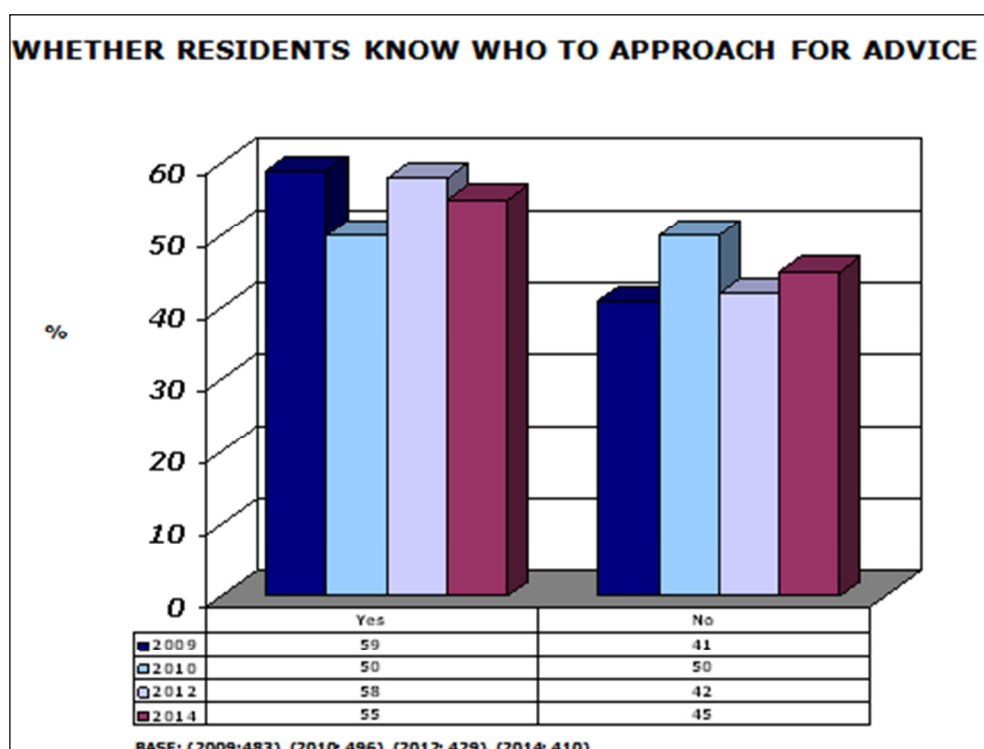


4.3.2 Advice

All residents were asked if they knew who to approach for advice to ensure that their home is not at risk and for help in prioritisation and management of debts.

Just over half (55%) confirmed they did as opposed to 45% who did not. This represents an increase of 3 percentage points in those not knowing since the previous survey (42%), although it is less than its highest level of 50% who did not know in 2010.

Chart 18:



Six in ten Stratford residents (62%), as opposed to 48% of Southam respondents, claimed they knew who to approach for advice to ensure that their home is not at risk and for help in prioritisation and management of debts.

Table 20: Whether residents know who to approach for advice, by locality

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Yes	56	51	50	48	62	58
No	44	49	50	52	38	42
Base: (All Respondents)	(61)	(61)	(60)	(48)	(121)	(48)

Respondents were then asked to list the organisations they would approach for advice. 218 comments were made, as listed in Appendix 3.

88% of those surveyed quoted the Citizens' Advice Bureau as the organisation they would approach for advice. 14% stated they would approach a bank/building society, which represented a decrease of eight percentage points from the 22% recorded in 2010.

Table 21: Organisations which respondents would approach

	2009	2010	2014
	%	%	%
Citizen's Advice Bureau	79	88	84
Bank / Building Society	26	22	14
Mortgage Provider	10	8	6
Council Offices / SDC / WDC	15	11	4
Age Concern	8	6	3
Age UK	-	-	3
Debt Advice - general	4	3	3
Financial Adviser	8	7	2
Internet generally / Google	3	3	2
Government backed bodies	1	2	1
Other	13	9	4
BASE: (Residents who knew who to approach)	(251)	(209)	(218)

4.4 Empty Homes

4.4.1 Addressing the local housing need

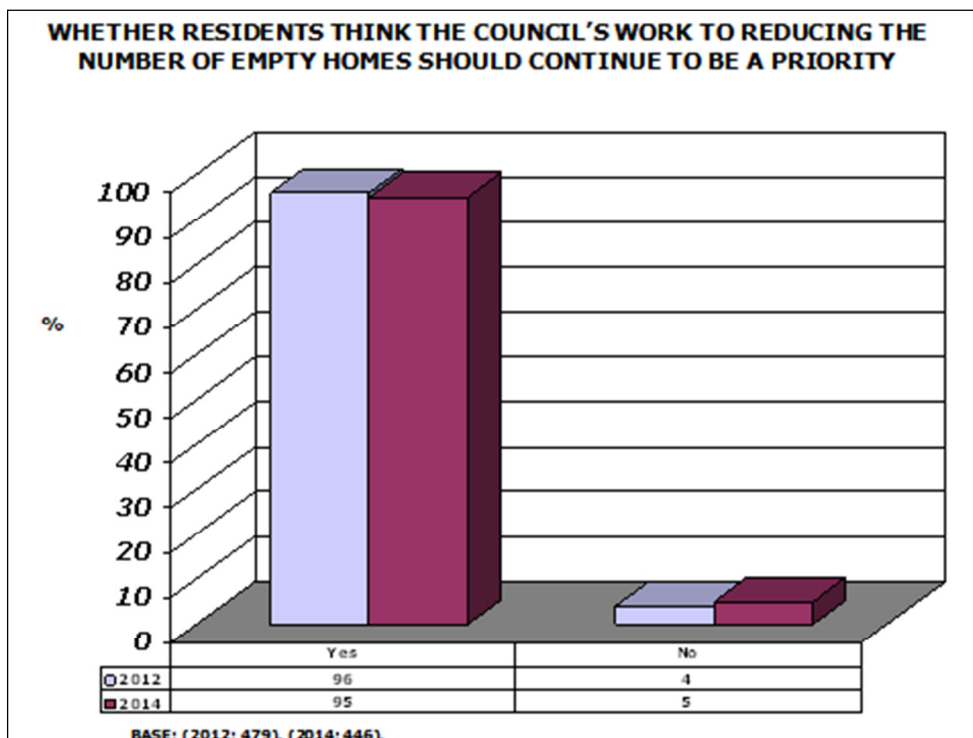
Stratford-on-Avon District Council regards the most significant empty homes as those which have not been occupied for over six months. The Council has reduced the number of empty homes from 700 to just over 500 in the past two years.

There are many problems associated with empty homes: they can attract criminal activity and anti-social behaviour and can have a detrimental effect on the community. Empty homes also represent a wasted resource and SDC appreciates the contribution, bringing these homes back into use, can make to meet the housing needs of the community. SDC is committed to dealing with these properties and currently uses advice and assistance, including grants to achieve this.

“Addressing local housing need” is Aim 1 of the Council’s Corporate Strategy, “we will promote investment in the existing stock of housing that enhances its affordability, seeking in particular to bring empty properties back into use and to reduce the high cost of heating experienced in many existing properties”.

Respondents were asked if they thought the Council’s work to reducing the number of empty homes should continue to be a priority: 95% thought that this should be the case, as opposed to 5% who did not. This represented a single percentage point fall in those thinking it should continue to be a priority from 96% in 2012.

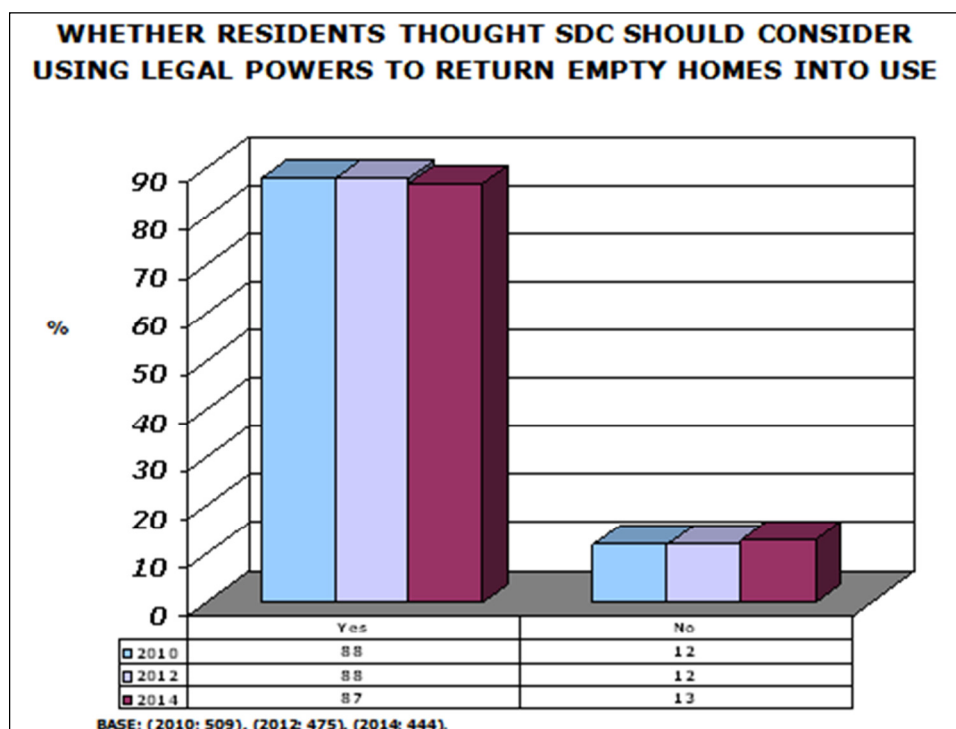
Chart 19:



4.4.2 Use of legal powers to return empty homes into use

Where SDC has exhausted other methods (including the offer of a grant funding) and owners of empty properties are unlikely to return properties back into use, residents were asked if they thought the Council should consider using legal powers to return empty homes into use. This year 87% stated yes, compared to 13% stating no, a single percentage point difference in the findings of both 2012 and 2010 (88% versus 12%).

Chart 20:



Nine in ten residents from both Wellesbourne/Kineton and Shipston (91%), versus 83% of those living in the Henley/Studley locality, did think SDC should consider using legal powers to return empty homes into use.

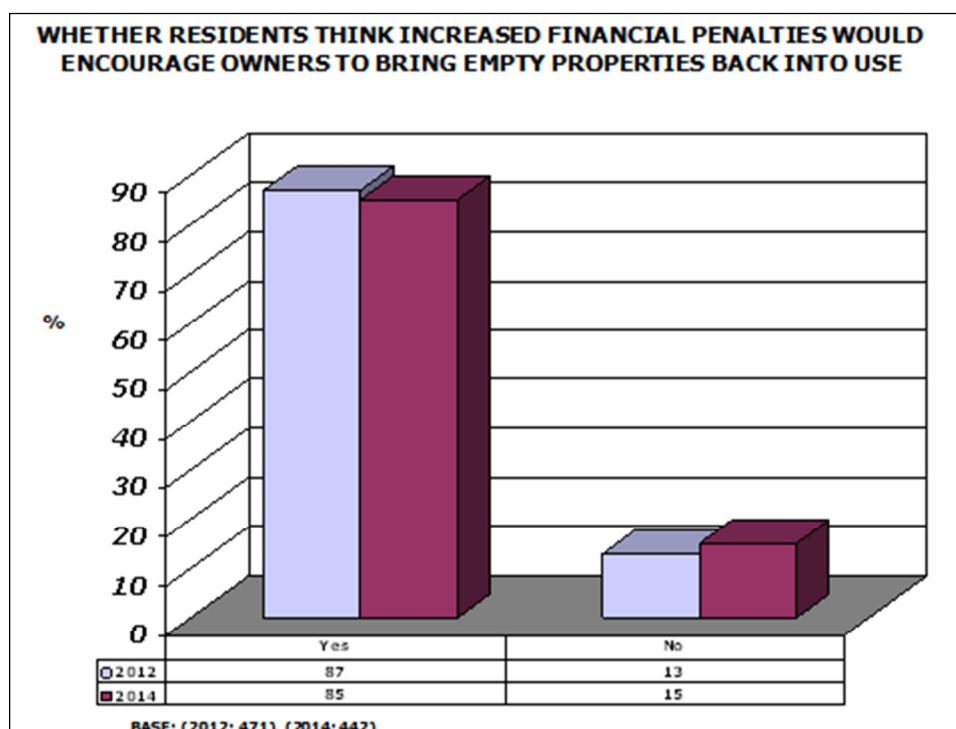
Table 22: Whether residents thought SDC should consider using legal powers to return empty homes into use

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Yes	90	83	91	88	84	91
No	10	17	9	12	16	9
Base: (All Respondents)	(68)	(63)	(69)	(50)	(128)	(55)

4.4.3 Financial penalties to bring back empty homes into use

85% of respondents believed that where owners insist on keeping their property empty, increased financial penalties would encourage owners to bring them back into use, in contrast to 15% who did not think this would be the case. This represents a fall of 2 percentage points from the 87% who felt likewise in 2012.

Chart 21:



93% of Wellesbourne/Kineton residents, in contrast to 82% of those living in Stratford, were of the opinion that increased financial penalties would encourage owners to bring empty properties back into use.

Table 23: Whether residents think increased financial penalties would encourage owners to bring empty properties back into use

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Yes	85	87	83	88	82	93
No	15	13	17	12	18	7
Base: (All Respondents)	(65)	(63)	(69)	(50)	(128)	(56)

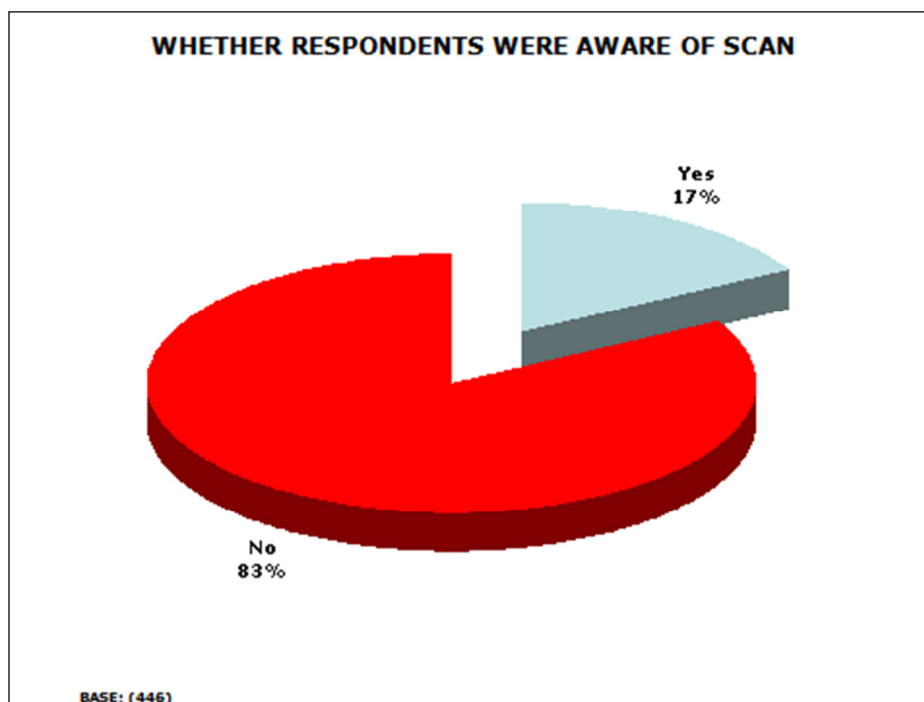
4.5 Senior Citizens Action Network (SCAN)

4.5.1 Awareness of SCAN

There are six SCAN (Senior Citizens Action Network) groups in the Stratford-on-Avon District run by older people which aim to improve policies and services for the over 50s. The members listen to each other's views and work together with voluntary and statutory organisations in the District and more widely. The meetings provide an opportunity to socialise with other members and listen to selected speakers on topical themes.

Asked whether they were aware of groups for older people in the District known as SCAN, over four fifths (83%) of those surveyed were not aware.

Chart 22:



92% of Henley/Studley residents, versus 71% of those living in Shipston, were not aware of SCAN.

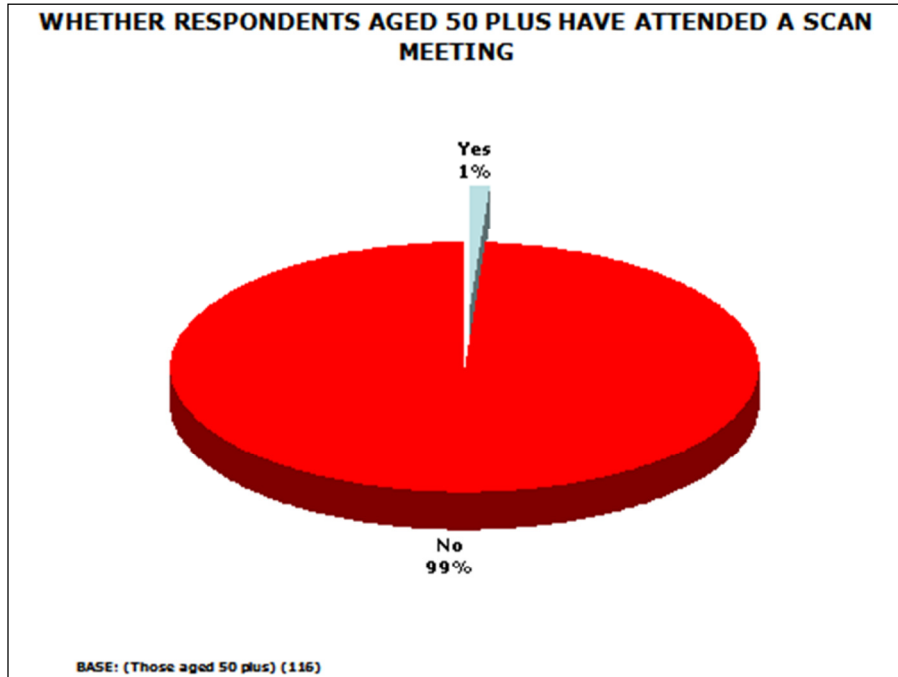
Table 24: Whether respondents were aware of SCAN

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Yes	19	8	29	10	19	11
No	81	92	71	90	81	89
Base: (All Respondents)	(68)	(64)	(69)	(50)	(129)	(55)

4.5.2 SCAN meetings

Those aged 50 plus were requested to answer a series of questions to do with SCAN: the first being whether they had attended one of the SCAN meetings. 99% of respondents had not attended a SCAN meeting.

Chart 23:

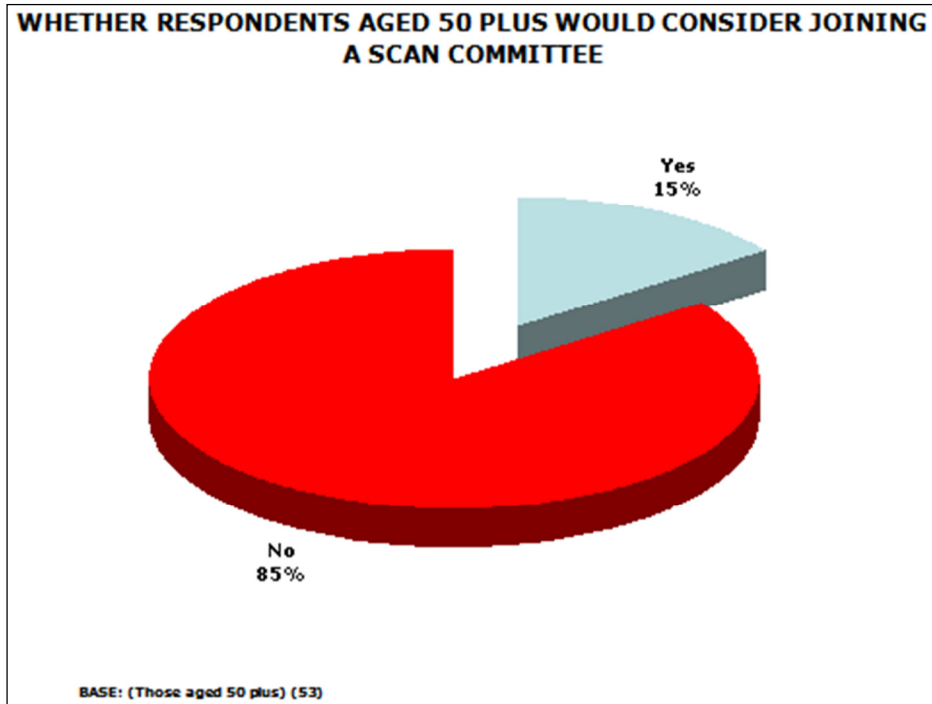


14 comments were made regarding what people thought of the SCAN meetings and ideas for future subjects, as per Appendix 4.

Furthermore, 98 comments were received as to why respondents do not attend SCAN meetings, and these are listed in Appendix 5.

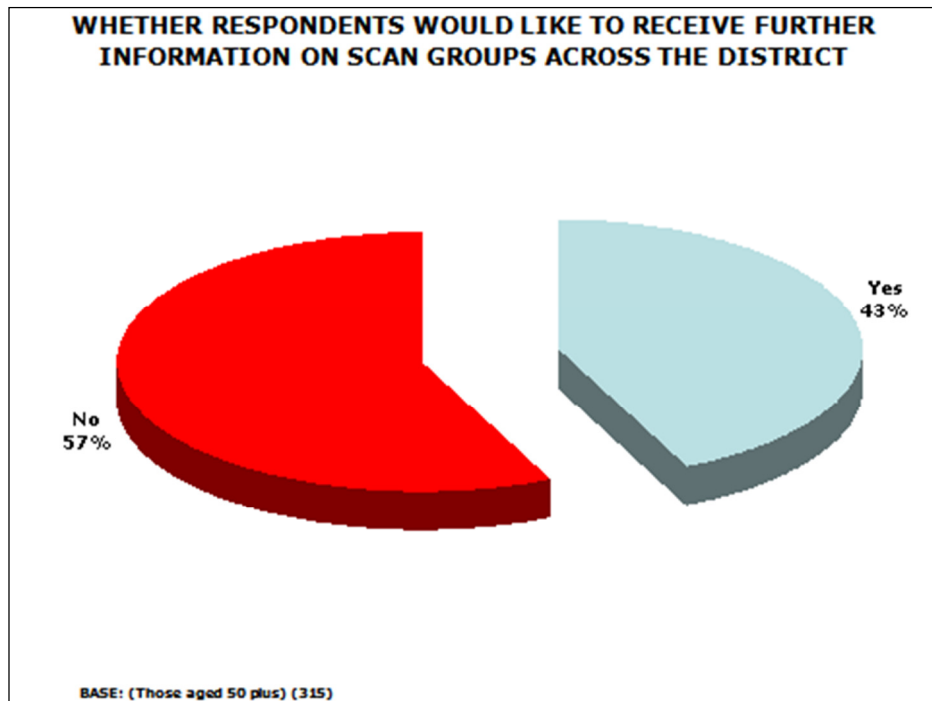
Each of the SCAN groups across the District is supported by a small committee that plans and hosts the meetings, helps to source speakers, raises funds and issues the promotional flyers. Respondents were asked if they would consider joining one of these committees and sharing their skills and knowledge, subject to their availability. 15% confirmed they would consider it, as opposed to 85% who would not. Six comments were received from those who said they would consider joining a SCAN group regarding how they think they may like to assist a SCAN group, as per Appendix 6.

Chart 24:



43% indicated that they would like to receive further information on SCAN groups across the District. 118 email / postal addresses were supplied for more information.

Chart 25:

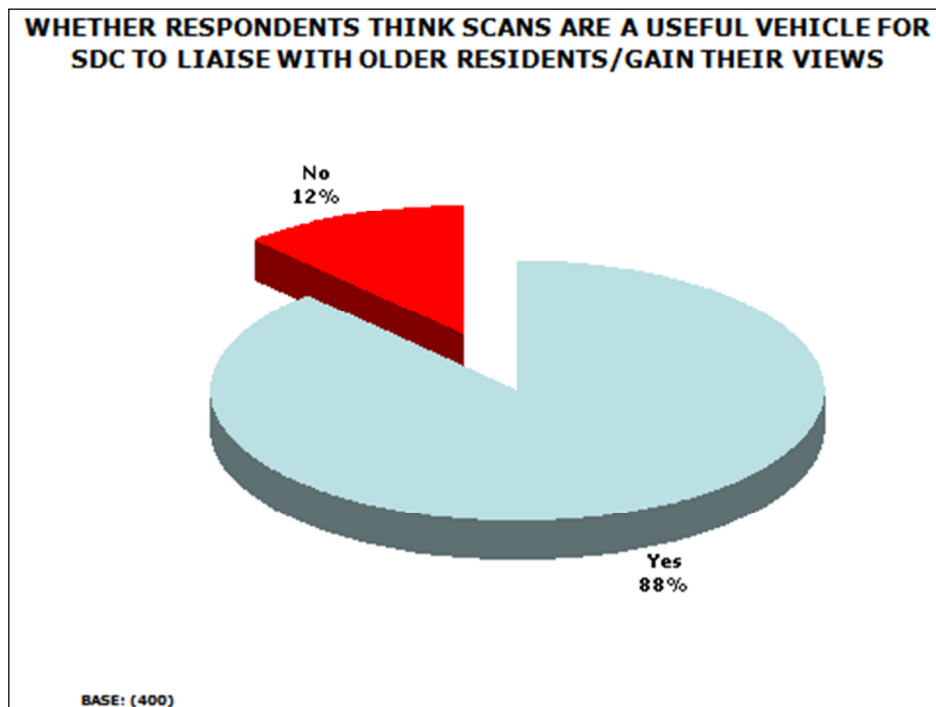


4.5.3 Further information and whether useful as a liaison vehicle

The percentage of older persons living within the District is in excess of 25% of the total population. The survey questioned whether residents thought that SCANs are a useful vehicle for the District Council to liaise with local older residents and gain their views.

Nine in ten (88%) did think they were as opposed to 12% who did not. 26 comments suggesting alternative methods were received from those who said they did not think SCANs were a useful vehicle for the Council to liaise with local older residents and gain their views, as listed in Appendix 7.

Chart 26:



4.6 Social Inclusion

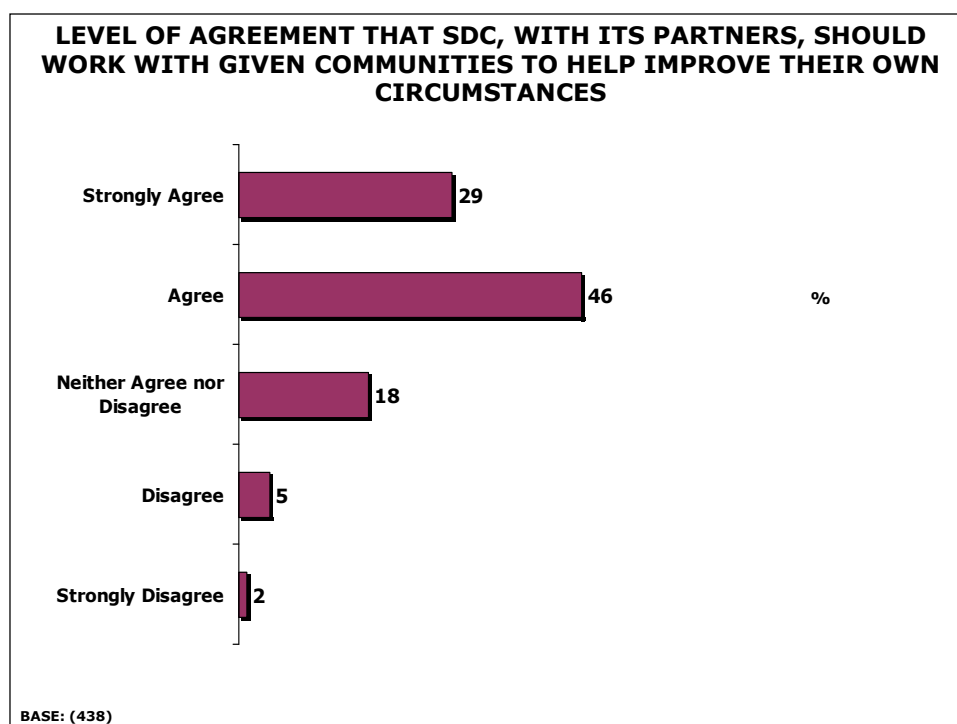
4.6.1 Level of agreement with SDC and its partners working with communities

Stratford-on-Avon District Council wishes to review its approach to improving social inclusion and has recently completed a report which assesses the current scale and distribution of social inclusion across the District. This looked at seven themes: isolation; cohesion; health and wellbeing; education; employment and training; income and debt; housing need and housing condition. SDC intends to work with partners to try and reduce this disadvantage.

Residents were asked how much they agreed or disagreed that SDC with its partners should work with these communities to help them improve their own circumstances.

Exactly three quarters were in agreement, compared to 7% who disagreed.

Chart 27:



By locality, over four fifths of Alcester/Bidford residents (82%), versus 70% of those living in Southam, agreed that SDC, with its partners, should work with given communities to help improve their own circumstances.

Table 25: Level of agreement that SDC, with its partners, should work with given communities to help improve their own circumstances

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Agree	82	75	76	70	73	73
Neither Agree nor Disagree	13	15	20	24	20	20
Disagree	4	10	5	6	7	7
Base: (All Respondents)	(68)	(60)	(66)	(50)	(127)	(55)

4.7 Respondents' Profile

Table 26: Gender

	%
Male	54
Female	46
BASE:	(442)

Table 27: Age

	%
Up to 39	5
40-49	15
50-59	17
60-69	33
70-79	22
75 & over	8
BASE:	(428)

Table 28: Number of adults aged 18 or over in household

	%
One	26
Two	66
Three	6
Four	2
More than four	0
BASE:	(433)

Table 29: Number of children aged 17 or under in household

	%
None	82
One	6
Two	10
Three	2
Four	0
More than four	0
BASE:	(431)

Table 30: Accommodation Type

	%
Owned outright	60
Buying on mortgage	29
Rent from Housing Assoc./Trust	5
Rent from a private landlord	5
Other	1
BASE:	(441)

Table 31: Whether respondents have any long-standing illness, disability, or infirmity

	%
Yes	23
No	78
BASE:	(440)

Table 32: Whether this illness or disability limits respondents' activities in any way

	%
Yes	84
No	16
BASE: (Those with disability)	(94)

Table 33: Activity which best describes what respondent is doing at present

	%
Employee in full-time job	24
Employee in part-time job	11
Self-employed, full or part-time	10
Full-time education at school, college or university	0
Unemployed and available for work	1
Permanently sick or disabled	3
Wholly retired from work	44
Looking after the home	3
Doing something else	4
BASE:	(440)

Table 34: Origin

	%
White - British	97
White - Irish, White - Other Background, Non White	2
BASE:	(438)

APPENDICES

Appendix 1: Residents comments that relate to how they have answered the statement questions regarding SDC services. (155 comments)

- 1) A great deal is spent on Stratford Town but not smaller towns. 2) Planning objections in green belt areas ignored
- 1) The wasting of hundreds of thousands pounds with planning appeals. 2) Building houses and estates anywhere as long as it's not Shottery. 3) Why? Put another estate Tiddington/Banbury Road area where you're putting more traffic on Clopton Bridge are you mad? It's a big enough gridlock now
- 1ST SATURDAY IN THE MONTH The bulk waste removal, situated in Pool Road car park, Studley, is of huge benefit for local people, and stops fly tipping.
- 2nd Transition - waste of money!
- Although the Council should look at the poor quality, in which our pavements have become, especially along the length of Hunts Road.
- Answer the phone would be helpful
- As a rural district there are challenges to deliver services where they are always needed.
- As an individual I cannot make a useful appraisal...but one assumes you must be doing satisfactory or one would be aware of an outcry
- Assuming that street cleaning includes weed killing on pavements, the pavements in several parts of Old Town have not received weed killing treatment for years. Putting this right should be one of your major aims.
- Charging for toilets is unnecessary and disappointing, what message does this send to visitors? How secure is our infrastructure against internal fraud / corruption? Can savings be made here? Planning and future house building needs to get sorted now - stop politics - action!
- Clearly there are several services that have suffered from cutbacks, therefore SDC does not have sufficient funds to meet the demands on its services. I am very fortunate in that, as yet, I have not had need to call upon SDC for any urgent or emergency assistance. I worry about what will happen when I do need that help.
- Collection of waste is poorly organised. Expensive refuse collection vehicles are parked overnight when they could be utilised around the clock in shifts. This type of deployment could save large amounts of monies by reducing the size of the fleet and increasing efficiency. Possible objections 'night time noise'? This is no argument the additional noise would not be significant for most households.
- Compared with other councils of which I have experience, Stratford appears to give a reasonably good service in times of strict budgetary control. However the joining up of services with adjoining councils should be explored, to save particularly administrative labour costs
- Considered the cost factor
- Demands for services will always increase to match the available budget. When budget is limited manage the demand or expectation
- Despite recent cut backs, there is still too much 'council' involvement - SDC should disband giving more to both the town council and the county council - economy of scale and local accountability both improved
- Difficult for me to state as I only 'consume' the middle class services to which I have direct experience. SDC also deliver vital services which I never see to help my most desperate, but invisible neighbours. As a tourist town, we get income from outside that probably subsidises the level of council tax we pay, so I think we should be prepared to pay more for everyone's benefit whilst investing in the things that will ensure more visitors.
- Difficult to have an opinion on the limited services I receive in a village. Rubbish collection is good, parking in town not good
- Due to very little experience of Council services it is difficult to pass judgement.
- E.g. it seems that some problems are not given the correct priority. Such as roads and development, with minor problems getting priority over larger ones. But thanks for all you do

- Environmental Health do not help or care about residential noise especially in flats.
- EXPERIENCE OF COUNCIL SERVICES
- For example the existing refuse collection service is excellent and I don't think it needs tampering with
- For the few services I have used over the past year I am satisfied with the level of service received.
- Generally services are good, SDC appear to be coping with the necessary cuts in budget.
- Generally we get very good value for money. I consider SDC makes great effort to spend wisely against ever increasing costs - pot holes too are a great danger and a source of excessive cost to SDC (Maybe not SDC problem)
- Have had a stab at this but with little info
- I am aware of the financial constraints on the council's services, but have had an unsatisfactory experience with one or two services this year
- I am not well informed enough to make a useful comment
- I am quite happy with what is provided and where...I think the leisure centre is looking tired but appreciate that it fulfils a functions as it is...Bin collections and the Tip are great...I wish you'd let vans go to the tip to stop fly tipping, surely someone has looked at the cost effectiveness of this. Overall - Good Job!
- I believe the council are doing a reasonable job with the limited amount of money available. Tourism is the one area that could be improved upon to bring in more money to help with services to the local community. Better access to the town, car parking etc. Improve the overall experience of visiting some of the site around Stratford - Mary Arden's House, Anne Hathaway's Cottage. These sites could be much improved for the visitors
- I believe the DC is in danger of underfunding itself. Sometimes it is necessary to have a 'war chest' an example of this is the way planning is going - little resource and developers knocking a hole in plans
- I believe they are trying to focus on what they feel to be the priorities, in general
- I cannot answer these questions except for the fourth one as they are generalisations I can only speak for myself
- I consider Stratford would lose more than it would gain in becoming 'city' status. The whole Shakespeare enterprise would lose its impact within a rural community
- I do not have detailed knowledge of the facts relating to these questions. I would need more information before giving my views.
- I do not have enough experience of the services to comment
- I do not take much notice of SDC services however I would ask is it really necessary to have the cleaner machine going round the rec each day provided litter is cleared up
- I don't feel equipped to comment i.e. not enough knowledge of services or budget
- I don't know enough about various schemes provided or not provided by SDC, therefore it is hard to comment. Planning applications locally are a major issue, when will the core strategy be in place? We are being overdeveloped, traffic chaos (Birmingham Road) full schools
- I don't know the portion of my income I use to pay for fuel
- I feel particularly strongly that insufficient investment in local infrastructure is being made in order to support the continued building development taking place in Wellesbourne.
- I feel the SDC should vigorously pursue the concept of shared services (as in Q4.b) in all areas of its business.
- I feel the services offered by SDC are good however with rising costs council tax needs to stay the same along with rent
- I have always found your services very good with problems quickly solved. Should different departments carry their telephone number on their clothing or van or both?
- I have found it difficult to answer Q6 because I have made limited use of the Council's services during the last year
- I have insufficient information or knowledge to be able to judge
- I know we are looking at bigger picture comments here, but the way the Birmingham Road has been decimated through over development and the introduction of new traffic lights causing almost permanent gridlock suggests that SDC does not always consider

the location of adding services. Not 'everything' needs to be concentrated in one place.

- I personally haven't had any problem with the way that SDC delivers services to which I come into contact with but appreciate that I am a widowed retired person to whom not all the services would apply.
- I receive no SDC services.
- I think in the district there is a feeling 'it's all about Stratford Town'. Residents outside of the town pay taxes and should be considered. Bidford-on-Avon has 5000 residents and deserves improved sports facilities - i.e. indoor sports hall, swimming pool, all weather pitches
- I think overall SDC delivers a very good service due to its constraints on budget
- I think services have been cut to the bone, and that is quite far enough.
- I think that 128.05 ought to be good value but I'm hazy about exactly what one gets for that amount of money. For Question 6 I really do not have enough knowledge to agree or disagree with the statements. The only thing which seems to affect me is my bins being collected (it happens, there are no problems, I'm grateful it happens) and looking after the environment which is important to me.
- I think the SDC does a decent job, given the serious constraints imposed by funding cuts.
- I think we accept the timing and availability of services and become accustomed to the schedule available
- I would like to see more rubbish and dog bins. This is a question I have frequently asked. Bulk rubbish is the 1st Saturday in every month (except January when there is no collection) We could do with every Saturday or at least two in any one month
- I'm not too familiar with SDC services to comment on WHEN, the WAY or WHERE but I believe the services are not bad but can always be improved on. I also believe SDC should have enough money for its services. We pay enough in Council tax and parking in Stratford. If money isn't being wasted on ludicrous things like unnecessary leaflet production and the time SDC wanted to build new premises there would be enough for the essential services in this area and indeed the country.
- Improve the first impressions when entering Stratford - this will increase Tourism therefore will increase the tourist 'spend' Try to control the impact on Stratford for all the Government requested extra housing. Build on smaller 'brown' sites. This is a Tourist Town, it must not be allowed to become a 'few Tudor buildings' surrounded by indiscriminate, with no overall design feel, building. If anyone has visited Delft in Holland you will see exactly what Stratford doesn't need
- In my view the services are adequate.
- Insufficient information to know if SDC has sufficient funds to meet demands
- Just a gut feeling really - I'm only going on my own experiences
- Lack of a planning policy in place is a disgrace. No money to fight appeals = developers heaven! We will end up overcrowded with commuters and no jobs here for those moving in and heap pressure on services, roads, schools etc.
- Leisure facilities in the community are poor. Additional housing projects continue to be approved despite the fact there is no plan to change the current infrastructure. E.g. the leisure centre is a disgrace for the expanding community. Additionally, there is not enough resource or consistency in the planning department
- Leisure, sports, recreational facilities are too concentrated. Need to improve use of open spaces, improve car parking for parent and child. Improve car parking for local shops
- Most things seem to work
- Much too centred on Stratford and its residents. You are the district council not the town council. An example is the recent offer of free food waste caddies - a good idea but they have to be collected from Elizabeth House: a 40 mile round trip. Why not distribute through local centres e.g. Southam and Alcester.
- My experience of the planning department is not good. We were given incorrect information, staff are not available and do not return calls
- My family have no complaints about SDC services
- My main concern for Stratford is we are building the houses we need but not the schools to go with it, and road system is now impossible whoever over bought the traffic lights needs firing. Get so dangerous on Birmingham Road

- My responses have been mainly determined by hearsay. On the basis that we do not avail ourselves of many services and that what pleases one doesn't please another, a non-committal response seemed to be the best
- Needs more public awareness.
- Needs to be a greater focus on the genuine needy and vulnerable. E.g. elderly living alone, homeless, Needs to be greater co-operation with neighbouring councils not distant ones to share services. Planning arrangements are dysfunctional. SDC and WCC can save money by not duplicating.
- No means of knowing
- None
- Not an easy process from either side as everyone often wants things they can't have. Money / Staff is often the leading factor
- Not enough information to make a valid judgement.
- Not in small towns and villages
- Not much personal experience
- Not possible to make judgements of this type with very limited, and possibly biased information.
- Not sure that I know enough to answer the questions properly
- Not too involved
- On the whole the delivery of services is usually only noticed when you have cause to need, view, or request them, therefore the public can be 'disparate' in their awareness of them. Certainly, planning services are biased by the political stance of the council....not a good thing, and highly contentious, generally standards are maintained and appreciated, and the council will never, ever, have enough money to cope, because demand will always be paramount
- On the whole we seem to be served well in this rural area - but I suppose our demands are not quite as much as in other areas
- Only used the planning dept. of SDC.
- Our village parish council works effectively with a competent chairman. When there was strong local opposition to two applications for housing projects, individual objections were sent to SDC, and after a Parish Council attended by about 60 locals, a formal document was sent to SDC's appropriate dept. Both applications received planning permission. The disagreement responses in Q6 relate to this issue.
- Overall I'm happy with the service SDC gives.
- Overall services are satisfactory. Perhaps there could be a better policing strategy i.e. bobbies on the beat especially in town
- Parish roads and access are poor. Clearing parish drains and removing leaves etc. are appalling.
- People only become aware of when, how and where; when a service is failing to be delivered.
- Personally I am prepared always to pay slightly higher tax as long as it is used to raise standards and access to better services for everyone. Cut backs, cut backs, cut backs only lead to poorer and poorer services and higher unemployment which then means we must support the unemployed with dole payments. What is the point in saving a little community charge and then paying it all again in dole? People who support this policy I usually regard as idiots of the first rank
- Planning control is now a major issue. The Council have failed to deliver a core strategy plan and failed to consult appropriately or early enough giving impression of secret agendas. Too many things seem to have been discovered rather than released. The leadership (both employed and elected) need to stop going round in circles on this subject and get a grip and represent their electors rather than their 'friends' in business. If they are incapable of achieving a suitable outcome they should step aside allowing someone who can to do the job. The character of the district is under attack by developers as a result of poor council performance. Many communities are taking matters into their own hands to protect themselves as best as they are able and consequently the Council and primarily it's leadership is viewed as failing by many.
- Probably never will be enough money to meet all demands and they have to be selective. We hope they will, as always, do their best. Very sad at the demise of mobile library services - this also not been helped by lack of information to wider public (I

have been using the service for 30+ years)

- Public footpaths are not maintained in good order. More people it is said use country footpaths than watch football matches
- Q5 - Web casting is just waste and should be resisted
- Q6 We are (names withheld). We found a piece of land which we wanted to buy (with the permission of the owners). We wanted to ask if we could apply for planning for one house only for our disabled son. 2 years have gone by with no help!!!
- Refuse collection is excellent. I doubt whether SDC will ever have enough money to meet its demands but along with the rest of the country there have to be limits and people do not like to see money wasted on unimportant luxuries.
- Rubbish collection should be increased to weekly
- SDC, in common with all other businesses and institutions, has had to cut back its spending over the last few years. Therefore the services provided cannot have ticked all the boxes for everyone. There will always be complaints. However I do think that efforts have been made to ensure the health and safety of residents. I do strongly believe that trying to stop increases in charges is a step which can lead to extremely damaging cuts to the community. You only get what you pay for. "Poundland" prices mean "Poundland" quality. We deserve better.
- SDC appear quite incapable of enforcing their orders regarding planning infringements. The countryside under SDC control is gradually being eroded I would start at the top and fire the chief executive
- SDC do not listen to the community regarding MORE housing !!!
- SDC has faced a lot of challenges in planning and further challenges in provision for the increased population. Traffic is still an issue but the normal day to day provision of bins, parking, public conveniences, etc. and general tourists requirements are still provided.
- SDC is generally an effective organisation. Please continue to oppose wind farms and HS2
- SDC is managing well in the present economic climate. Stratford-upon-Avon is a much more pleasant town to live in compared to most towns in the UK.
- SDC is overwhelmingly focussed on Stratford itself. In the smaller villages we just have to provide for ourselves and cough up the tax. The only thing you do well is collect rubbish, which accounts for less than 3% of your spending. However, you are not as bad as the county council which spends far more money and where road maintenance and road safety services are truly appalling
- SDC services are delivered the way people want them - DISAGREE because residents throughout the District are completely distressed at the lack of a Local Plan. This is now leading to inappropriate planning applications and developer led schemes which are not out of scale with towns and villages in the District. The Planning Service needs to deliver policies in the ways and timescale people demand them. Communities have been let down.
- SDC services are not delivered as well in the villages, particularly those near the boundaries
- SDC services in general are both time dependent and priority dependent. A good example is refuse collection. If better discipline occurred then the quantity would reduce and the timing could be extended. Again the 'positioning' of services is similarly related. Public convenience need to where they are needed. SDC seems to be failing to ensure this compatibility over the years taking the debacles of toilets in town square and the library as examples. SDC is failing badly ensuring the future of public transport changeover (train to bus) and reinstating a better rail link to Oxford and London. Another debacle at the town rail station is being endured!
- SDC takes a responsible view and carefully considers all aspects of the community needs. The public are kept well informed which helps to build trust and a sense of involvement and pride. This outlook is then reflected in the way services are delivered in the area. However there is a general feeling that car parking charges are very overpriced compared to other similar towns and this causes resentment.
- SDC wastes a lot of money on unnecessary things. It is also very slow at delivering important decisions, i.e. the planning plan. I feel it is very much run by business men for private gain, it does not seem to be run by people who really care for Stratford, but

- by people who live out of town. There are also far too many councillors getting far too much expense accounts. These should be limited to a smaller budget for each person
- Small villages do not benefit from many of the services provided
 - Some services are very good, others are either non-existent in certain areas, or are not regularly provided. Street cleaning is spasmodic and seems. I feel that the council still has some way to go to meet optimum efficiency.
 - Some services, I am thinking of presentation of the Local Plan for planning issues, seem to take longer than expected. Refuse collection is excellent, Leisure facilities could be improved but I believe the Leisure centre is being updated
 - Some workers seem to clock in, do nothing and then go back to clock out. Always seems people standing around and not achieving anything. In the outdoor sector no one seems to follow up to see if jobs are carried out and carried out correctly. No pride and sometimes looks as if a 4 year old has done the job
 - Sorry, do not have enough information to be able to answer Q6 properly
 - Still can't find anyone who agreed/agrees to what happened on the Bancroft. Appalling to chop all those trees down. It all still looks dreadful now - very concrete and cold; no character.
 - Stratford DC is generally well run
 - Stratford District Council does not listen to the individuals within the communities. They make life altering decisions and disregard the people who live, and have lived for many years, within this area. There have been too many examples for this to be ignored.
 - Street lighting is in very poor shape, lamp posts are brown with rust, globes are dirty giving very poor light. Street cleaning is very poor, road signs are very dirty and hard to read. Bus stops are often in the wrong places
 - Support to the elderly in particular in the remote villages is poor with very little by way of activities available for those who lack transport / ability to attend on their own.
 - Surely never enough money to meet all the demands on its service
 - Switching off streetlights is a brilliant idea. Please continue with it
 - The council is delivering a good service at the moment. It would be difficult to maintain the same level of all services with a budget not in keeping with inflation.
 - The council seems to be providing a reasonable level of service given the financial constraints under which they operate
 - The council should focus upon a limited number of priorities it should also focus hard upon improving operational effectiveness in the same way a business would need to with similar budget constraints. i.e. deliver more with less Reducing managers, management, consultants, contractors an overheads rather than services would show real commitment to the community
 - The draft district plan is a sham and does not meet the need of the public for social housing. If SDC want to remain a major tourist centre, then it needs to cater for the lower paid in housing provision
 - The only certain response is for the last statement - obviously there is inadequate money to satisfy all requirements. My personal experience is limited to my wish to speak to someone from the SDC from time to time. Invariably this is far from easy
 - The savings delivered so far demonstrate that SDC had got fat. Keep focusing on the priority services and cut out more fat.
 - The SDC only thrives when it has enough money. There are always things a council could do if there was enough money. There have only been a few years since 1974 when there was enough money
 - The SDC seems to be doing a good job, compared to some other DC
 - The SDC will never have enough money to meet all the demands on its, hence the need to prioritise
 - The statements are too general. Sometimes services are good, sometimes bad. Aspects of parking are terribly managed. I know nothing about the council's financial position. Some planning officials are very good, others are an expensive waste of money.
 - there are services which require extra funds to bring the levels back up to previous years
 - There is a lack of openness about how council money is spent

- There is an overall tendency to focus services on the large towns at the expense of the village
- There is constant pressure on Councils to deliver more services for less money. This cannot carry on. So modest increases to retain the level of service must need to be levied.
- There is progress by SDC with their interaction with people and generally the services are managed well within the costs limitations. There will never be sufficient money to meet all demands and the 'when' & 'where' aspects of the question cannot be universally supported
- There isn't really much evidence of SDC in Kineton apart from the bin collecting. The park is completely rubbish and there is nothing for older / teenagers. We get no traffic control and parking is a huge problem.
- There must be an awareness that 'the customer is right' initially even if it is proved otherwise upon investigation or research. Please stop staff saying verbally or by phone (+ hopefully never in writing) that 'due to the economic climate etc.). It is a fact + you do not need to or should apologise!
- These statements are improbably vague. However, a considerable change in emphasis would be of great benefit when distributing the SDC services. I would like to see much lower emphasis on tourism and much greater on the residents, particularly the children of the town. Attitudes of, e.g. Stratford Chamber of Commerce, in excluding useful retailers from the town in favour of tourist retailers are unhelpful. There seems to be far too much inclination in encouraging big business at the expense of more useful and affordable business.
- Think there should be no charge on public toilets and parking should have a very minimal charge to help offset The effect of out of town development
- This is quite a question it can combine quite a lot of back room boys, and I know how that works sometimes good and sometimes very bad, so it's like the old saying 'suck it and see', bit of a misdemeanour
- Tourism and our High Street - could be better advertised, and there's a lot of lets still empty, it is because we are choosy of who goes in there - or could you reduce rents so that smaller more unique business could thrive??
- Traffic congestion on the roads is becoming unbearable. The movement of commercial traffic and private road borne vehicles from the south is excessive when only 2 road bridges are available to cross the River Avon. Urgent efforts and acceptance to re-open the closed Stratford-Long Marston rail route should be implemented to ease the flow
- Use very little in way of council services, I support a minority of the residents use the majority of the services
- We do not have a waste food collection in Harbury it goes into the green waste bin. The waste collection is in general very good
- We have too many councillors many with the wrong attributes. Employees seem not to have job satisfaction and are often out of their depth
- We live in a village and many of the services provided by SDC aren't provided to us in the village. We feel we are subsidising the town's residents with our council tax and therefore look for savings rather than increases
- When - initial response from SDC always prompt. Where - More local involvement in local planning decisions, discussion of planning decision held in local halls. Quality of services - are value for money. Money v demands - not enough government grants of rural areas
- When I have personally needed to use SDC services they have generally been good and I feel there has been a definite improvement over the years I've lived in Stratford (apart from rubbish collection of course!). As for whether the Council has enough money to meet all demands on its services, is there ever enough even when money available is used to the best possible effect - and is it? Difficult to say. Probably not.
- When the way and where is difficult to judge
- Where is Wellesbourne sports centre, SDC has Our money!,
- Where services are cut particularly financially particularly by % we should know whether the savings have improved the service (efficiency) or worsened it by the same %. There is still the sense that SDC is consulting without listening. This is particularly true about planning decisions which can be seen on a weekly basis. The inability to

provide infrastructure - playing fields, community facilities is quite shameful, and is something SDC should be really ashamed of

- You cannot keep being bullied and conned by developers by passing planning applications, without understanding what's in front of you, and that then do not comply with what they stated, such as "Leisure led" & "Holiday homes" at Long Marston.
- You will always have to increase service budget as others always put their costs up and pass on to you.

Appendix 2: Types of debt which give residents cause for concern. (120 comments)

- Ability to pay off the mortgage as I get older.
- All household bills are rising to a point where one may have to rob Peter to pay Paul.
- Any debt other than mortgage should be a cause for concern. I have made it a principle never to take on loans or other form of debt (excepting a mortgage), I therefore have no problems with debt.
- Any debt worries are especially due to unusually no interest coming from our investments made for 'old age'
- Bank loans, funeral costs for deceased daughter
- Being able to pay all bills generally
- Carer costs for elderly spouse at home
- CONCERNED REGARDING THE CONTINUED INCREASE IN UTILITY SUPPLIES
- Concerns for children's debt future
- Constant heating fuel rises. Why can't we go back to a prices and incomes policy that does not let them overcharge
- Cost of living exceeding earnings and therefore a debtor situation arises.
- Cost of living, transport costs, energy costs
- Cost of replacing items such as cookers, fires, washing machines etc.
- Council Tax
- Council tax
- Council tax
- Council tax
- Council tax and gas elec
- Council tax and rent
- Council tax, elec power and oil for heating
- Council tax, utility, rent
- Council tax. (For years, it rose way beyond inflation which for me was my biggest concern). Gas. Electric. Motor costs.
- Credit
- Credit card
- credit card debt
- Credit Card debt Potential increase in interest rates on mortgage payments
- Credit card debts and loans
- Credit card debts, to afford fuel, eating out etc. locally is expensive
- Credit card over spending.
- Credit card.
- Death within household and subsequent reduction in pension
- Debt for young people regarding housing/rents and high purchase price of housing in this area
- Electric. Gas, Heat, etc.
- Energy costs are increasing at rates greater than inflation and premium increases. If residential care is needed then the costs incurred would become a real concern
- Energy costs.
- Energy, heating, water, telephone - all rising!
- Falling business revenues because of falling numbers of customers to Stratford's dwindling numbers of pubs. Restaurants and nightclubs. Stratford's business climate seems hostile to this type of business. While in nearby Leamington Spa these same type of business's seem to be flourishing

- Food. Council tax.
- Fuel bills
- Fuel prices as long commute to work as cannot secure a local job
- General cost of living, since we are on a pension that does not provide a survivable income and thus are eating into our savings.
- General cost of living. It is barely manageable when one is in full time work, there only has to be a period of illness or job loss and anyone can find themselves living on the streets.
- Government debt
- Had to take out equity release. Am very worried that if my husband dies (he is 72 this year) I will not be able to live on my pension as his dies with him
- Heating and car loans
- Heating and electricity charges, being unable to keep my car running
- Heating oil. Electricity. Food.
- High energy charges
- House tax, fuel costs
- I always give preference to my direct debit charges before any other expenditure. Heating being a top priority as I have an elderly parent living with me.
- I am a) fortunate to have always been in employment and so has my wife, and b) we have been cautious and prudent. We therefore have a debt free retirement
- I am not in debt, but it is increasingly difficult to cover all bills on a limited pension
- I am unable to heat my home, it will cause me to get into debt if I do
- I budget, invest, control my debt and don't spend what I can't afford. I spend very little time thinking about money as a result.
- I do not have any debts. I only buy what I KNOW I can afford.
- I don't have any debts but am concerned for lower income families where I cannot see how survival is possible without a considerable debt burden.
- I don't understand the question. 'Impact on housing situation' What does that mean?
- I have been trying to avoid debt all my life and have budgeted very carefully. Any sort of debt would worry me.
- I have no debt concerns at all, but only because I budget most carefully. I don't smoke or drink and pay all bills first and promptly. People should be taught household budgeting at school, as a top priority
- I have no debts
- I have no mortgage but I have a loan and credit card debt
- I think people aren't prepared to save - they want everything now and want too many consumer items
- I use debt financing as a very last resort. I would sooner do without than borrow money
- I worry about losing my job and the impact that would have on my life. I broke my leg very badly 5 years ago and couldn't exist on SSP. I was entitled to NO benefits or help whatsoever. (I am a single female with no children but I have worked full time for the past 30 years!) I had to sell my house and move.
- Increase in interest rates on mortgage.
- Increases in gas, fuel, council tax
- Inflation is eroding the value of my pension
- Insufficient pension to pay for Council rates
- Just managing to pay all my bills
- Loss of job
- Luckily at the moment I do not have any cause for concern but am a pensioner with just the state pension and income from my savings. I am concerned that the interest on my savings will not increase in line with my expenditure. At present I still work part time but am nearly 69 and will not want to do this for much longer.
- Master cards and overdrafts
- Mortgage
- Mortgage
- Mortgage
- Mortgage - long term view
- Mortgage and credit cards

- Mortgage and credit cards cost of living
- Mortgage arrears, Council Tax arrears
- Mortgage at the end of the term.
- Mortgage Fuel home Fuel car Food bill
- Mortgage, gas, electricity
- Mortgage, student loans, overdrafts
- Mortgage.
- Mortgage. Fuel.
- Mortgage. Oil. Electricity.
- Mortgage. credit cards
- My husband's debts impacting unfairly on me
- Never have any
- No debt to worry about
- No experience
- Not at this time but within 10 years, due to disability of 28 years + in early 60's now, I will not be able to afford service charges of my apartment although would be able to pay all other living costs.
- Not for myself, but concern for those whose housing situation would be affected by benefit reduction (e.g. the bedroom tax) and by debts, particularly loans.
- Now I am a pensioner I worry about all my bills
- Once all my bills are paid each month there is nothing left for food or heating so my kids eat but I rarely do.
- PAYDAY LOANS
- Payday loans, but not in my case!
- Paying electric and gas bills
- Paying rent and getting caught up with rent arrears
- Pitch fee for mobile home sites. Longcast site, Barton Road, Welford
- Private loans
- Rent/Housing
- Rise in mortgage rates
- Taxes
- The constant rise of fuel costs
- The general lack of control concerns me as there is considerable waste in some central public services
- The government's debt
- The main potential debt I and my neighbours fear is truthfully....the payment of the council tax. It's the only bill we cannot control, negotiate, reduce, and on a middle class degenerating income, it is now proving a potential threat to a financial life of ability to control
- The rising costs of everything food, taxes, (local and national), petrol, etc. etc.
- Transport. Bus and train service is poor in Tanworth in Arden. Local Council Tax - there is not sufficient help from Natl Government.
- Try not to get in debt. Always bought up if you haven't the money don't spend it
- University fees and ongoing living/transport costs
- Utility Mortgage
- Variety of mortgages
- We are managing our finances through monthly budget planning. Not causing us a concern at present.
- We have no debts - we pay everything when required
- We have no debts but I am concerned that too many people appear to accumulate too many debts. In the long term this could once again cause national difficulties.
- We will presumably have to move to some form of sheltered accommodation since we are both disabled
- Week to week living, bills.

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- CAB - but I am a Bank Manager, and have very good awareness.
- CAB and its affiliates
- CAB CAP
- CAB CCCS
- CAB MAS
- CAB My Banks Family and Friends. Independent financial advisers (Allison at DHM on Timothy Bridge Road is brilliant and talks like a human being)
- CAB or own Mortgage Company
- CAB possibly, Age UK possibly if needed
- CAB, Age UK
- CAB, Age UK
- CAB, bank
- CAB, Bank
- CAB, Council housing department advisors
- CAB, Debt advice
- CAB, debt advice people
- CAB, gov.uk website
- CAB, MA
- CAB, Mortgage company, Bank
- CAB, mortgage provider, credit card company
- CAB, My Bank
- CAB, not-for-profit debt helplines
- CAB, SDC.
- CAB, social services
- CAB, www.gov.uk
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- CAB. Ombudsman. Council. Bank.
- CAB. Debt management advice from government bodies
- CAB. Look at internet
- CAB. Orbit. SDC
- CBA,VASA
- CBS
- Christians against poverty - easily the most effective organisation
- Citizen advice
- Citizen advice bureau
- Citizen advice bureau
- Citizen advice bureau Debt helpline My bank
- Citizen Advice Bureau National Debt Line.
- Citizen Advice Bureau, Housing Advice Team, Bromford Support, StepChange, Mortgage Provider.
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- Citizens Advice Bureau in the first instance
- Citizens Advice Bureau Money Advice Centre
- Citizens Advice Bureau.
- Citizens Advice Bureau. Bank.

- Citizens' advice bureau. Age UK. Senior citizens action network
- Citizens advice Mars
- citizens advice plus the company concerned
- Citizens Advice, Age UK
- Citizens advice, bank
- Citizens advice, banks, family
- Citizens advice, council house
- Citizens advice, moneysupermarket.com, money box - BBC Radio 4, Times newspaper money section, search online
- Citizens' Advice.
- Citizens Advice. M.A. Mortgage company.
- Citizens' advice. The utility companies themselves
- Consumer credit counselling association and other helplines.
- Debt management
- Do not know of any but CAB would help I assume.
- Do not need advice
- Don't have any debts
- I have a financial advisor or would go to CAB
- I live within my means, and have no need of such services
- I manage my own finances.
- I would speak to my bank firstly, then SDC if the problem related to council tax.
- If absolutely necessary - The citizens advice bureau
- It does not apply to me, but if it did I would approach my mortgage/rental company; CAB; those I am in debt to. What I wouldn't do is bury my head in the sand
- Mar Citizens Advice Bureau
- Mortgage company/Bank. CAB
- Mortgage holder
- Mortgage provides
- My mortgage provider & citizens advise centre
- My mortgage provider Money Advise Service Citizens Advice
- Nationwide building society, CAB
- No one will help in my case (owner full of greed)
- None. More red tape
- Not an issue, keep tight control on finances
- one imagines Citizens Advice Bureau?
- One Step CAB
- Orbit housing association
- Our accountant.
- Private consult
- SDC
- SDC CAB
- SDC CAB Bank account free legal help line. I don't need advice but I guess these are where I would go if I did.
- Step change debt charity
- Step change / bank
- Suppliers helplines, citizens advice and my family members
- The company I have my mortgage with straight away
- We rely on our bank.
- Would go online and find debt advisory counselling.

Appendix 4: What residents think of the SCAN meetings and ideas for future subjects, plus details of which SCAN meeting they attended? (14 comments)

- Alright but a bit of a problem if you live in the country to get to them
- Have attended a couple of meetings but quite a while back due to illness. Anything to do with health and gentle exercise
- I have only attended those meeting in which speaker/speaker subjects interest me as a senior citizen
- I was a foundation member of Stratford SCAN and currently it is excellently run by Jan Roberts, with a very competent volunteer chairman. Valuable meetings with relevant speakers for older people.
- Irregular attendance.
- Over 60, over three villages (same thing)
- Shipston , but several years ago
- Shipston. Most of the people were REALLY old, and the emphasis seems to be about poor health.
- Stratford Scan. A councillor could be more available to maybe listen to what really happens around Stratford. It's becoming a toilet town (i.e.) to let more and more
- Stratford senior citizens action network. Attend all meetings unless prevented by sickness. Am involved with its organisation so my views are too biased. We do our best within the finance limitation
- Stratford upon Avon, very good meeting, funding care, keeping involved in local community especially with schools/children/teenagers
- The attendees are usually impotent wingers and boring.
- Very effective in helping those people who attend to socialise but it is difficult to encourage people to attend who could attend and become involved
- well balanced on speakers Stratford

Appendix 5: Reasons given by respondents as to why they did not attend SCAN meetings. (98 comments)

- Although I am in my 50s I don't consider myself to be part of the group it is aimed at - I still have school- age children
- As in Q24 and Q25 have not heard of them
- As previous stated not aware but unsure whether I would attend anyway
- Busy! & no need; & to be honest, >50 is very different from >70 - a v wide age band
- did not know
- did not know
- did not know about them
- did not know about them but maybe wouldn't go anyway time constraints etc.
- Did not know about them.
- Did not know anything about the SCAN meetings
- Did not know it existed
- DID NOT KNOW IT EXISTED
- Did not know they exist
- Did not know they existed.
- Did not want to
- Didn't know about them
- Didn't know about them
- Didn't know about them
- didn't know about them
- Didn't know about them
- Didn't know about them
- Didn't know about them
- Didn't know about them but I don't think I have any need for them - I also don't think over 50 is a Senior Citizen!
- Didn't know about them. But would probably not wish to attend

- Didn't know they existed
- Didn't know they existed
- Didn't know anything about it but, at the moment, no really interested. Fully occupied with volunteer work.
- Do not have any information.
- Do not know about them.
- do to know what they are
- Don't know about them and at the moment I am too busy
- Don't want to
- Have not heard of the group. Might be over 50 y-o, but do not regard myself as a senior citizen just yet!
- I am more interested in fostering the interests of youth within the area. Generally, the older population seems affluent and perhaps dominates provisions within the district in a manner which is unhealthy for its prosperity.
- I am too busy.
- I did not know that they existed
- I didn't know of them.
- I don't know anything about them or where the meetings are held!
- I have many interests and occupations that fill my time
- I have never heard of them before
- I have never heard of it
- I have never heard of the organisation and tend not to get involved in attending meetings.
- I was not aware of them
- I was not aware of them.
- I was not aware that they existed
- I work full time and go to the gym so no need to attend and never heard of scan
- Many friends around the country & children in London, so don't look for local support or activities at this stage.
- Never heard of it
- Never heard of it
- never heard of it
- Never heard of it!
- Never heard of SCAN, and I'm not a joiner anyway
- Never heard of them
- Never heard of them
- Never heard of them
- never heard of them
- Never heard of them
- never heard of them
- Never heard of them.
- No interest
- no need
- no need, too busy
- Not aware
- Not aware
- Not aware
- NOT AWARE OF EXISTENCE OR ACCESS
- Not aware of group
- Not aware of it
- Not aware of its existence
- Not aware of the group
- not aware of the meeting venues and also the times
- Not aware of their existence
- not aware of them
- not aware of them
- Not aware of them
- Not aware of them; do not feel that I need to attend
- Not heard of it.

- Not heard of them.
- Not interested
- Not know about them
- Not known to me
- not really aware
- not required
- q 24
- scan not aware of it
- See 26
- See answer to Q24
- see Q24
- See question 24
- Simply didn't know they existed
- too busy
- Unaware
- unaware
- unaware of them
- unaware of them
- Was not aware of SCAN
- Was not aware of them and as I still work full time I would not expect them to be of particular personal interest to me.
- Was not aware of them. Not sure how effective they would be.
- Will attend next time partner extremely ill no time in past

Appendix 6: Comments given by respondents stating how they think they may like to assist a SCAN group. (6 comments)

- Already involved. Organisations like SCAN have real problems in recruiting unpaid/voluntary help
- bringing new subjects for discussion
- But I would need to know a lot more about how it operates first - I'm not keen on talking shops
- Financial management experience
- I am a Silver Surfers volunteer teaching computer skills to the over 50s. This might be helpful to the group.
- Putting the poorer people's views forward

Appendix 7: Alternative methods suggested by residents as useful vehicles for the District Council to liaise with local older residents and gain their views. (26 comments)

- Adverts in libraries
- Because we don't know of their existence
- community groups already in existence why yet another one also isn't this reverse age discrimination advice should be available to all
- Dedicated website
- Don't know
- Don't know enough about SCAN to give an opinion
- Having no experience of SCAN then I have no opinion.
- I think that there are already several groups in existence (Stratford Herald lists several each week)that the DC could link into without possibly encouraging more
- I don't know
- I don't know anything About scan so cannot have an opinion
- I suspect that Scan is a pressure group like any other and does not speak for all retired/older people
- Internet for those requesting and wishing to partake in a SCAN type of debate.
- Listen, act on

- Local meetings, elderly people generally worry when using computers and paperwork
- no idea how effective they are as never heard of them
- No information
- Not sure there is a need to
- Parish councils might be a better vehicle
- Pop-up coffee shops in warm weather outside Tesco, free for 50+ customers in return for their time in liaising with District Council. Representative on local bus from various village locations to liaise with 50+ customers.
- Q30 is not qualified as SCAN membership size is not advised
- Random surveys to the over 50's determined from the electoral role rather than lobby groups.
- Reverse to procedure and send the SCAN representatives to talk to the pensioners, as many pensioners cannot get to meetings
- Should be available for OAP's only
- Surveys similar to this one dedicated area on SDC webpage, weekly/monthly section in local free press
- Targeted email/postal questionnaire
- They are an easy option + not representative of older persons. More effective using Rotary + others associated to VISA.