



# **CITIZENS' PANEL RESULTS**

## **FINAL REPORT**

### **JANUARY/FEBRUARY 2013**

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## APPENDICES

- Appendix 1: Residents comments that relate to how they have answered the statement questions regarding SDC services (215 comments).
- Appendix 2: Residents reasons for disagreeing to any of the statements on streetscene (207 comments).
- Appendix 3: Comments given by residents regarding issues they have in their area, including what they are, where and when they take place (136 comments).

# Stratford-on-Avon District Council Citizens' Panel: January/February 2013 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 2013 Panel survey.

## 2. Methodology

561 questionnaires were returned (162 via email and 399 by post) from a mailing to 1209 residents (354 emailed and 855 received a paper copy) in January 2013, with a closing date of 11<sup>th</sup> February. 26 questionnaires were returned not completed for a variety of reasons, i.e. moved away. This represents a response rate of 47.4% (45.8% email, 48.1% post).

LOCALITY	Number Distributed	Number Returned	% Response
Alcester-Bidford	199	90	45.2
Henley-Studley	196	88	44.9
Shipston	173	71	41.0
Southam	155	60	41.4
Stratford	326	150	46.0
Wellesbourne-Kineton	139	68	48.9
Unknown	20	34	-
BASE:	(1209)	(561)	

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**

#### **Usage of SDC Services**

- 86% of respondents have used SDC car parks in both 2013 and 2011, a rise of 4 percentage points on 2009.
- The largest increase (up 5 points) comes in the development control and planning category where 22% of residents have used the service in the last 12 months.
- Over six out of ten residents (63%) have used our public conveniences.

#### **Budget Consultation**

- 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". 46% were in agreement with the statement as opposed to 27% who disagreed.
- The agreement figure to 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" is at its highest at 77% both in 2013 and 2011. The disagreement level is at its lowest at 13% again both 2013 and 2011.
- 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 2011 and 2009 to show whether 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. Public conveniences had the largest difference between those wanting an increase over a decrease, with local economy and tourism promotion having the largest difference between decrease and increase.
- Parks, playing fields and open spaces, environmental health, and development control saw mean scores rising compared with 2011. Compared with 2011, the largest decreases came for housing and local economy and tourism.
- The community transport scheme had the strongest support amongst a number of new proposals to support the Council's overall objectives.
- The percentage of residents indicating that SDC gave value for money stands at the highest figure for the last six surveys undertaken at 83%, a 2 percentage point increase on 2011.
- Asked whether they felt SDC services were delivered when people wanted them, 33% agreed and 12% disagreed. The agreement figure has fallen by 10 percentage points from the 2009 figure.
- 27% agreed that SDC services were delivered the way people wanted them, versus 12% who disagreed.
- 27% agreed that SDC services were delivered where people wanted them, compared to 16% who disagreed.
- 63% felt the quality of Council services was good overall.
- Since 2007 residents are less likely to agree that SDC has enough money to meet all the demands on its services. 29% of those surveyed agreed with the statement, representing a fall of 24 percentage points from the level in 2007. The disagreement level has remained reasonably static at 17%.

## **Streetscene**

- Fewer people agreed this year than in 2011 that fly tips are removed quickly: 51% agreed versus 18% who disagreed.
- Agreement that litter collection is done regularly fell to 75%.
- 73% were in agreement with the statement that litter bin emptying is done regularly, representing a fall of 11 percentage points from 2011. Disagreement was up by 3 percentage points to 8%.
- 60% agreed that the pavements are kept clean, down by 13 percentage points since the previous survey. Disagreement rose by 7 percentage points to 21% in 2013.
- 59% of respondents agreed with that the location of litter bins is appropriate.
- 52% agreed that the number of litter bins provided is appropriate.
- 33% agreed that the removal of fly posting is carried out in a timely manner, versus 18% who disagreed.

## **Anti-Social Behaviour / Crime**

- 74% of those surveyed did not feel that anti-social behaviour or crime was a concern to them in their area.
- 51% of those surveyed were aware of a Safer Neighbourhood Team in their area.

## **Residents' Profile**

- 52% of respondents were male.
- A third of those surveyed were aged 50 to 64.
- Almost two thirds (63%) had two adults in their household.
- A fifth of households had children living there.
- Six in ten respondents owned their home outright.
- A fifth stated they had a long-standing illness, disability, or infirmity, of which two-thirds said it limited their activities.
- More than a third said they were wholly retired from work.
- Over a quarter cited they were full-time employees.

## 4. Results in Detail

### 4.1 Budget Consultation

#### 4.1.1 Usage of SDC services

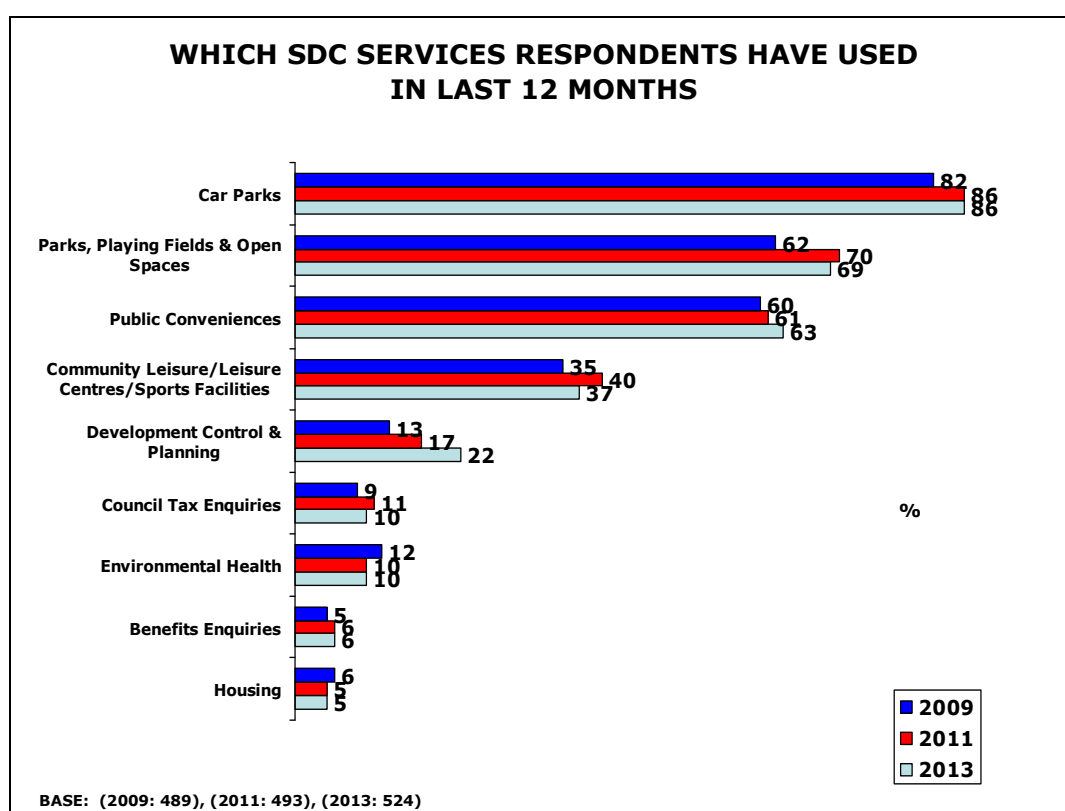
Respondents were given a list of services with descriptions.

86% of respondents have used SDC car parks in both 2013 and 2011, a rise of 4 percentage points on 2009.

The largest increase (up 5 points) comes in the development control and planning category where 22% of residents have used the service in the last 12 months.

Six out of ten residents (63%) have used our public conveniences.

Chart 1:



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

- 93% of those living in the Alcester/Bidford locality, versus 73% of Stratford residents, have used car parks in the last 12 months.
- Over four fifths (82%) of those living in Stratford, compared to 61% of Shipston residents, have made use of parks, playing fields and open spaces in the last year.
- Almost three quarters (73%) of Stratford residents, as opposed to exactly half of Henley / Studley, have used public conveniences.
- 45% of Southam residents, versus 24% of Wellesbourne / Kineton residents, have made use of community leisure / leisure centres.
- 26% of those living in the Wellesbourne / Kineton locality, compared to 14% of Southam residents, have used development control and planning services in the last 12 months.

Table 1: Which SDC services respondents have used in the last 12 months

<b>BY LOCALITY</b>	<b>Alcester/ Bidford</b>	<b>Henley/ Studley</b>	<b>Shipston</b>	<b>Southam</b>	<b>Stratford</b>	<b>Welles- bourne/ Kineton</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Car Parks	93	88	90	91	73	92
Parks, Playing Fields & Open Spaces	67	63	61	69	82	63
Public Conveniences	67	50	58	69	73	60
Community Leisure / Leisure Centres	37	36	36	45	40	24
Development Control & Planning	21	23	24	14	23	26
Council Tax Enquiries	6	18	10	2	10	13
Environmental Health	13	14	13	9	7	10
Benefits Enquiries	2	9	9	7	4	3
Housing	7	4	6	5	6	2
Base: (All Respondents)	(86)	(78)	(67)	(58)	(139)	(62)

#### 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". 46% were in agreement with the statement as opposed to 27% who disagreed. In 2011, 48% agreed versus 28% who disagreed.

Table 2: "It is important for the District Council to improve current levels of priority services, even if this means removal of some other services"

	<b>2013</b>	<b>2011</b>
<b>Strongly Agree / Agree</b>	46	48
<b>Neither Agree nor Disagree</b>	27	24
<b>Disagree / Strongly Disagree</b>	27	28
<b>BASE</b>	(527)	(480)

Almost a third (32%) of those living in the Alcester / Bidford locality, compared to 24% of those living in both Southam and the Henley / Studley locality, were in disagreement 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 3: 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	6	12	10	5	9	13
Agree	41	36	33	40	40	34
Neither Agree nor Disagree	21	28	27	31	24	27
Disagree	32	18	29	24	24	25
Strongly Disagree	0	6	2	0	3	2
Base: (All Respondents)	(85)	(83)	(63)	(58)	(140)	(64)

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 is at its highest since 2005. The disagreement level is at its lowest at 13% in 2013.

Table 4: "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"

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

Almost one fifth (19%) of those living in the Wellesbourne / Kineton locality, versus 9% of Shipston 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 5: 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 / Kineton
	%	%	%	%	%	%
Strongly Agree	26	40	35	36	27	26
Agree	51	43	52	32	47	42
Neither Agree nor Disagree	9	6	5	18	8	14
Disagree	13	10	9	13	14	17
Strongly Disagree	1	1	0	2	3	2
Base: (All Respondents)	(88)	(86)	(66)	(56)	(142)	(66)

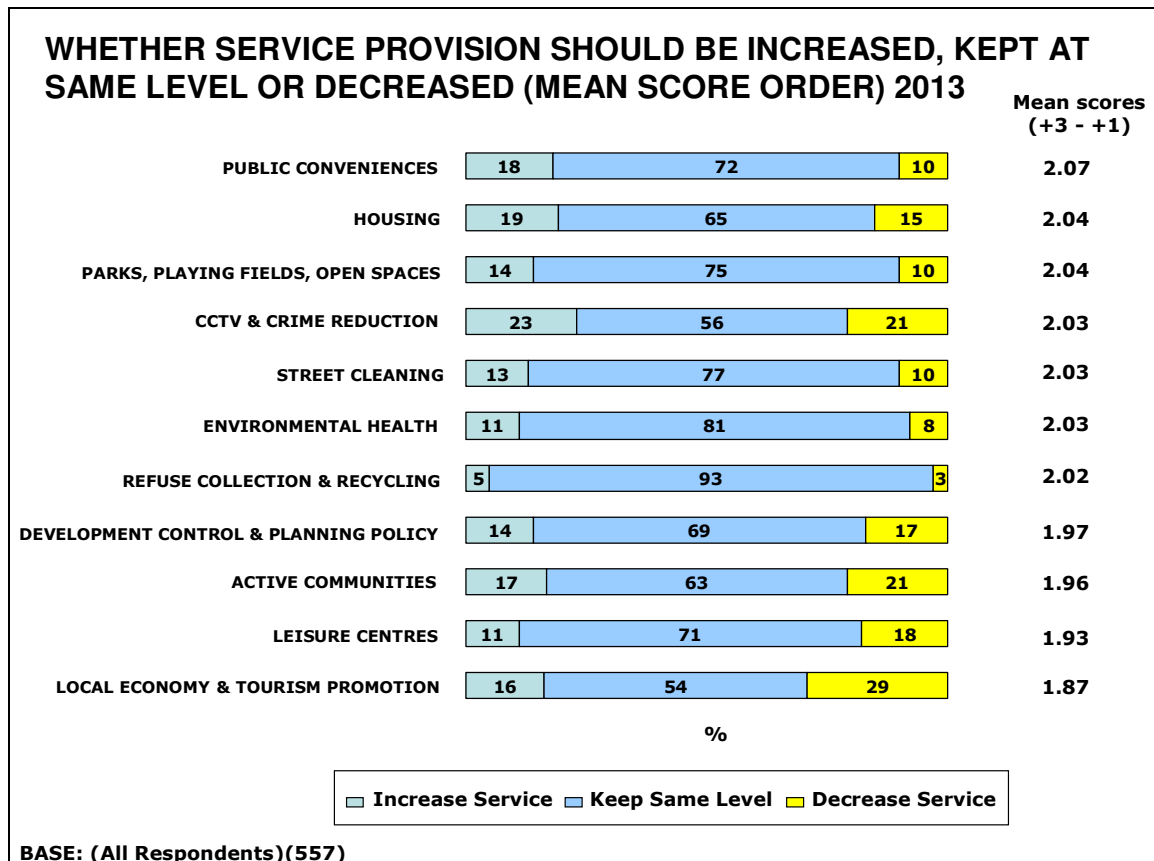


### 4.1.3 Spending on Services

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 2011 and 2010 to show whether 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.

Public conveniences had the largest difference between those wanting an increase over a decrease, with local economy and tourism promotion having the largest difference between decrease and increase.

Chart 2:



Parks, playing fields and open spaces, environmental health, and development control saw mean scores rising compared with 2011. Compared with 2011, the largest decreases came for housing and local economy and tourism.

Table 6: Whether service provision should be increased, kept the same or decreased

	Mean Scores Over Time					
	2013	2011	2009	2007	2006	2005
<b>Public Conveniences (2010-£3.06, 2011-£3.07, 2012-£2.14)</b> This service concerns the provision of public conveniences throughout the District.	2.07	2.15	2.18	2.12	2.12	2.05
<b>Housing (2010-£9.38, 2012-£10.56, 2013-£12.31)</b> This service fulfils the Council's strategic housing responsibility by working with housing associations to enable affordable accommodation within the District. This service also provides the homelessness function.	2.04	2.22	2.09	2.02	1.99	1.94
<b>Parks, Playing Fields &amp; Open Spaces (2010-£8.57, 2011- £7.34, 2012-£5.36)</b> This involves the management of parks, playing fields, & open spaces owned by the District Council, verge trimming & tree surgery.	2.04	1.97	1.99	1.93	2.08	2.08
<b>CCTV &amp; Crime Reduction (2010-£4.00, 2011-£3.89, 2012-£3.14)</b> This relates to the provision of CCTV in the towns & larger villages within the District. This service is provided in order to reduce crime within the District.	2.03	2.10	1.88	1.91	2.17	2.22
<b>Street Cleaning (2010-£8.77, 2011-£9.70, 2012-£10.79)</b> This service relates to the cleaning of the streets throughout the whole of the District Area.	2.03	2.07	2.12	2.12	2.14	2.11
<b>Environmental Health (2010-£10.39, 2011-£9.24, 2012-£7.16)</b> 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.	2.03	1.98	2.01	2.02	2.08	2.09
<b>Refuse Collection and Recycling (2010-£21.07, 2011-£25.99, 2012-£25.94)</b> This service involves the weekly collection of food waste & fortnightly collection of recycling & domestic waste.	2.02	2.04	2.07	2.17	2.13	2.06
<b>Development Control &amp; Planning Policy (2010-£22.06, 2011-£22.11, 2012-£25.13)</b> This service is responsible for the development of planning strategies & determining planning applications. It is also responsible for planning enforcement, conservation, & policy implementation.	1.97	1.93	1.87	1.78	1.83	1.77
<b>Active Communities (2010-£1.61, 2011-£1.71, 2012-£1.71)</b> Play schemes, school sports tournaments, physical activity opportunities for older people.	1.96	2.04	-	-	-	-
<b>Leisure Centres (2010-£5.61, 2011-£5.28, 2012-£6.16)</b> The provision & running of four Council leisure centres across the District, play areas & the Skate Park.	1.93	1.95	2.03	1.86	1.87	1.82
<b>Local Economy &amp; Tourism Promotion (2010- £1.78, 2011-£1.48, 2012-£1.39)</b> This service relates to the promotion of tourism & the economy throughout Stratford District.	1.87	2.04	1.85	1.73	1.72	1.67
<b>BASE</b>	561	506	500	329	351	378

#### 4.1.4 Level of Support for Various New Proposals

The following proposals were presented to residents in the questionnaire.

<p><b>Community Transport Scheme:</b> The Council currently provides support towards the community links scheme, which is a door to door service aimed at elderly residents who have a genuine need for local transport and cannot access public transport because of mobility problems or other issues or live in an isolated location with no other form of transport available to them. The current funding stream ends in 2013/14. This proposal would safeguard this service. <b>£1.34 per household per annum</b></p>
<p><b>Grants to the Voluntary Sector:</b> The Council provides a number of grants to local voluntary groups. These grants support the council's policies of providing support to vulnerable residents experiencing hardship and debt. This also supports the Council's public health agenda. <b>£0.88 per household per annum</b></p>
<p><b>Planning Service:</b> This proposal will fund additional staff for the planning service to further improve service levels for our residents. This will speed up the process of determining planning applications. This proposal's costs are being met by new planning fees which were introduced by Government in November last year. <b>£2.25 per household per annum</b></p>
<p><b>Local Development Framework:</b> It is important that the Council has an up to date set of Planning Policy documents to help shape the future of our District. This proposal provides one-off funding to help collect the necessary evidence base, and to fund the consultation of this document with the public. There is also an element of on-going support to help localities develop neighbourhood plans (a way for local people to get together and set out a vision for their area, supported by their local authority). <b>£3.84 one-off per household, £1.16 per annum</b></p>
<p><b>Stratford Leisure and Visitor Centre:</b> This facility has served the District well over the last 35 years. Centres at Shipston and Southam have had significant investment recently. The centre in Stratford is in need of refurbishment to ensure its ongoing life. The option that is currently proposed will not only provide a 25 year life for the facility, but it is also proposed to improve the leisure activities on offer. The estimated cost of the improvements is in the region of £5 million. Subject to other capital spending, this may need to be funded from borrowing. <b>£7.68 per household per annum</b></p>

Table 7: Question - The Council is due to consider a number of new proposals to support the Council's overall objectives. These will not increase council tax as they are funded from other savings. Possible schemes could include those listed below. On a scale of 1 to 5 where 1 = no support to 5 = very strong support, what level of support do you give to each of them?

The Community Transport Scheme had the strongest support with the Planning Service the least.

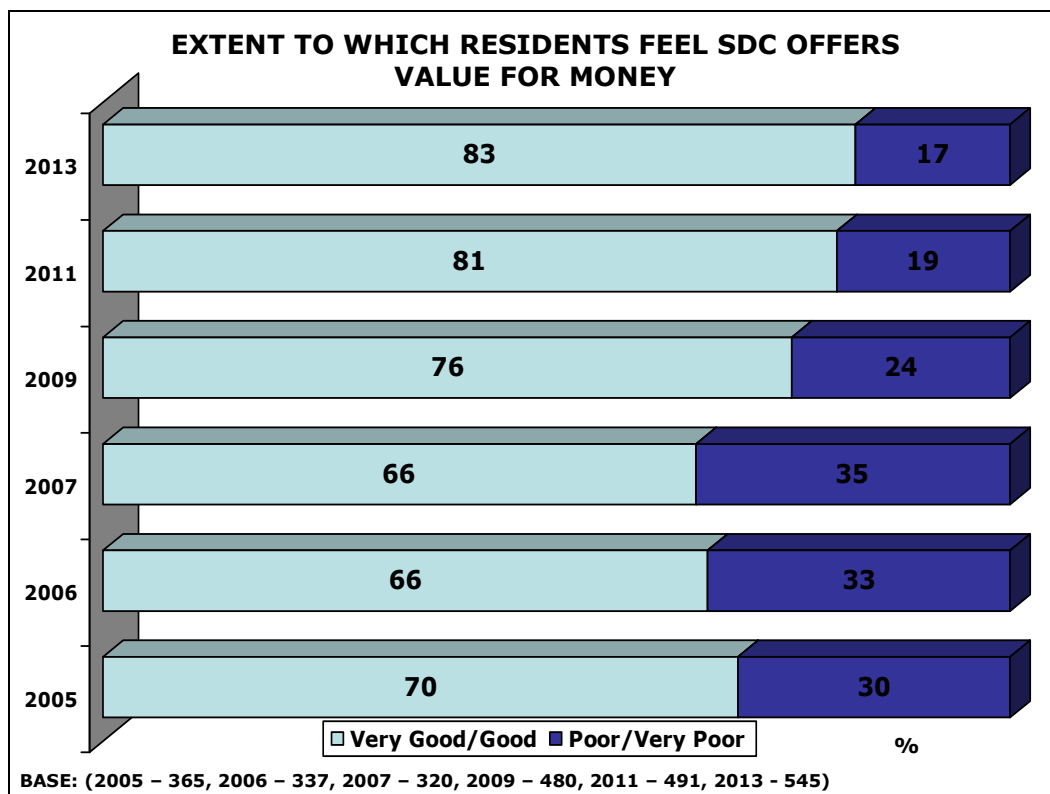
	1	2	3	4	5	Mean Score
<b>Community Transport Scheme</b>	3%	8%	22%	28%	38%	<b>3.89</b>
<b>Grants to Voluntary Sector</b>	6%	16%	34%	25%	19%	<b>3.33</b>
<b>Stratford Leisure and Visitor Centre</b>	14%	18%	29%	22%	17%	<b>3.12</b>
<b>Local Development Framework</b>	12%	20%	37%	18%	13%	<b>3.02</b>
<b>Planning Service</b>	18%	25%	33%	16%	7%	<b>2.69</b>

#### 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 six surveys undertaken at 83%, a 2 percentage point increase on 2011 and 17 percentage points higher than 2007.

Chart 3:



Exactly one quarter (25%) of Southam residents, versus 14% of Stratford residents, feel that SDC offers poor, or very poor value for money.

Table 8: Extent to which residents feel SDC offers value for money

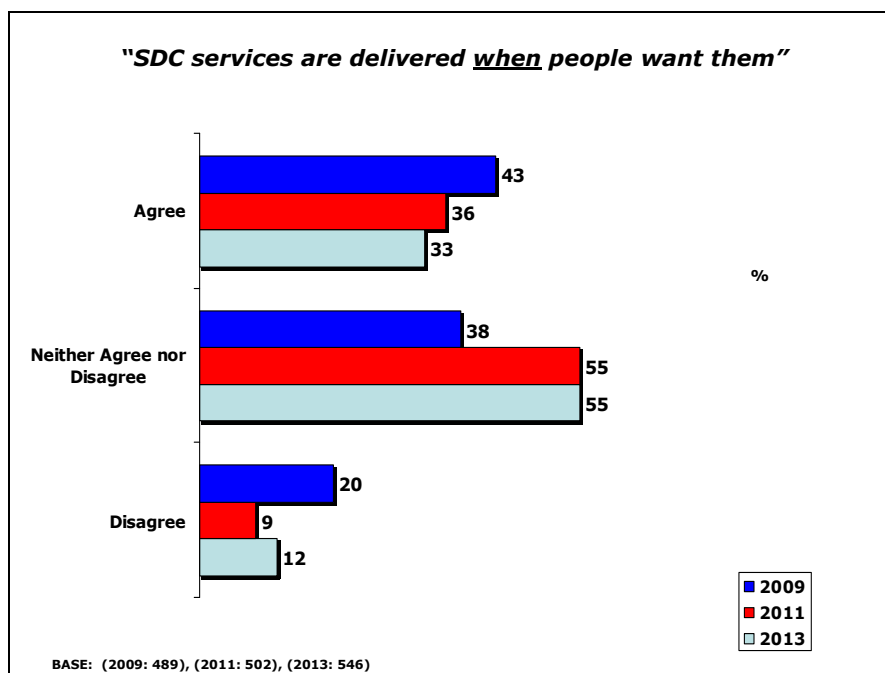
BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kington
	%	%	%	%	%	%
Very good value	6	10	6	3	12	3
Good value	74	72	77	71	75	82
Poor value	17	16	17	20	12	15
Very poor value	3	1	0	5	2	0
Base: (All Respondents)	(89)	(86)	(70)	(59)	(146)	(62)

#### 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, 33% agreed and 12% disagreed. The agreement figure has fallen by 10 percentage points from the 2009 figure.

Chart 4:



16% of both Shipston and Henley / Studley residents, compared to 9% of those living in Wellesbourne / Kineton, disagree with the statement: "SDC services are delivered when people want them".

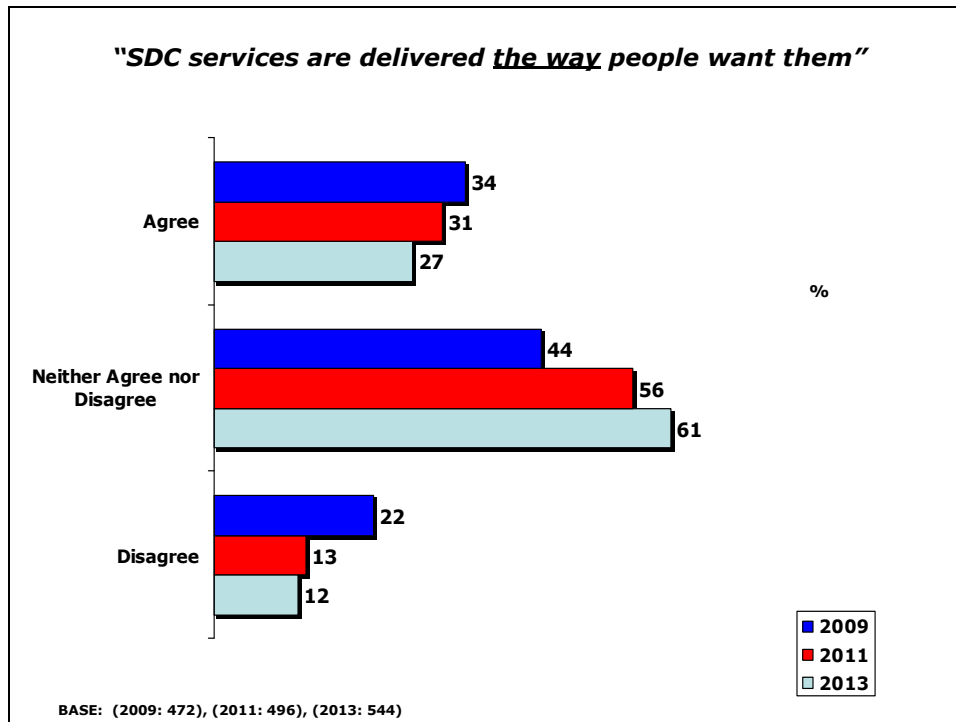
Table 9: Level of agreement with statement: "SDC services are delivered when people want them"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Agree	42	39	33	32	29	24
Neither Agree nor Disagree	45	45	51	58	59	67
Disagree	13	16	16	10	12	9
Base: (All Respondents)	(88)	(85)	(70)	(60)	(143)	(67)

**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 12% disagreed. Although the agree figure fell by 4 percentage points, the disagree level fell from 22% in 2009 to 12% in 2013. Both reductions were caused by more residents ticking the neither box up from 44% in 2009 to 61% in 2013.

Chart 5:



15% of both Shipston and Stratford residents versus 7% of Southam residents, disagree with the statement: "SDC services are delivered the way people want them".

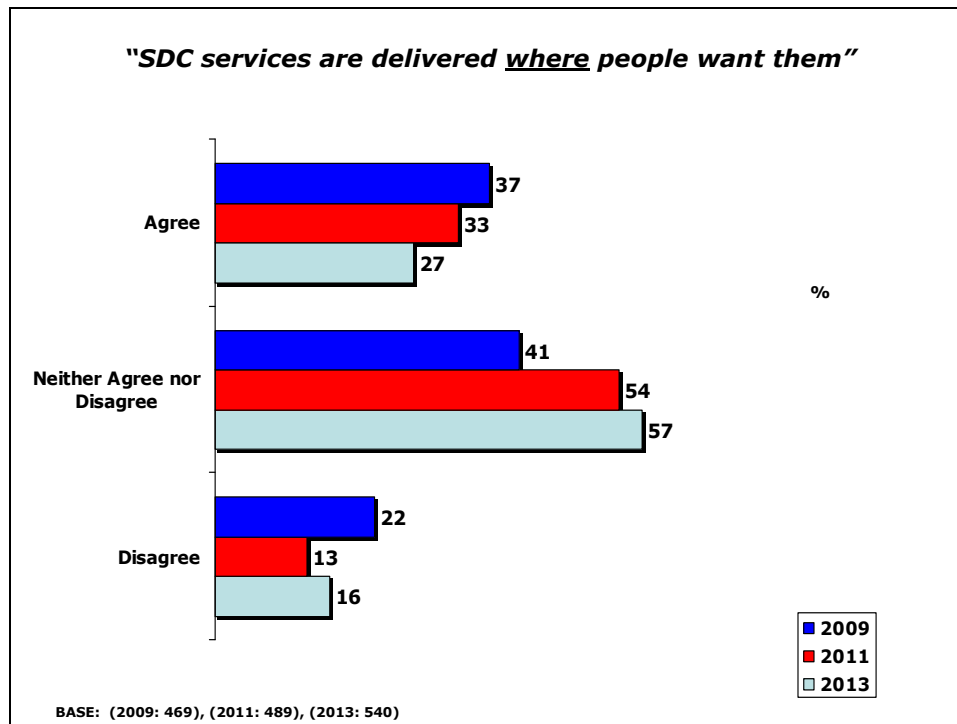
Table 10: Level of agreement with statement: "SDC services are delivered the way people want them"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Agree	33	30	29	27	26	18
Neither Agree nor Disagree	56	58	56	67	59	70
Disagree	11	12	15	7	15	12
Base: (All Respondents)	(88)	(84)	(68)	(60)	(144)	(67)

**SDC services are delivered where people want them**

Asked whether they felt SDC services were delivered where people wanted them, 27% agreed and 16% disagreed. Although the agree figure fell by 10 percentage points from the 37% recorded in 2009, the disagree level fell from 22% in 2009 to 16%. Both reductions were caused by more residents ticking the neither box up from 41% in 2009 to 57% in 2013.

Chart 6:



Over one fifth (22%) of those living in Henley / Studley, compared to 8% of Stratford residents, disagree with the statement: "SDC services are delivered where people want them".

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

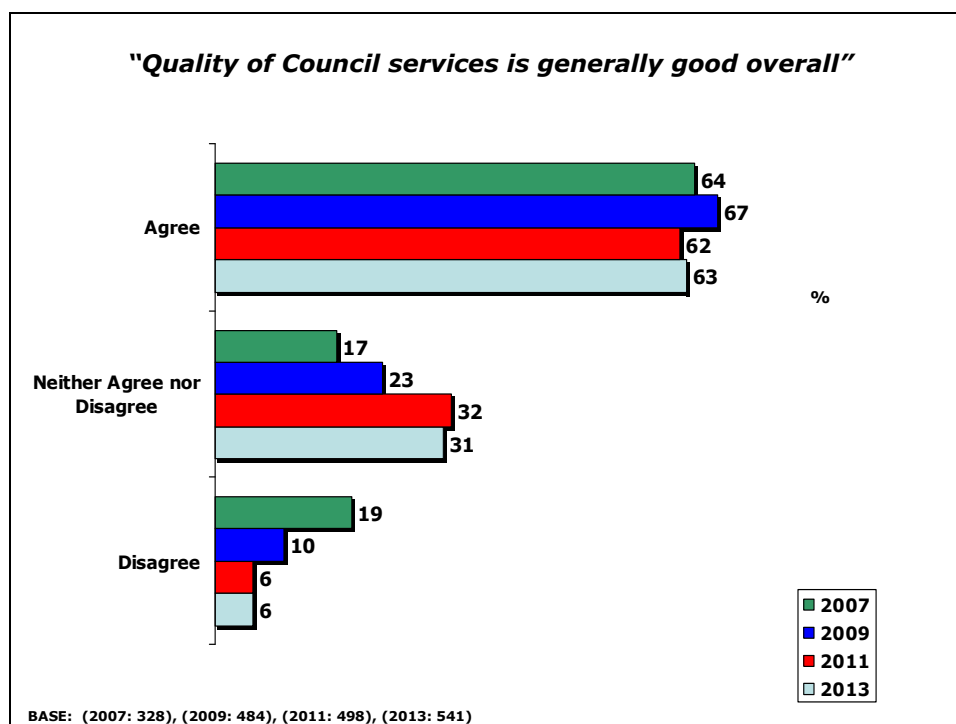
BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Agree	35	25	31	25	23	25
Neither Agree nor Disagree	47	53	53	55	69	55
Disagree	18	22	16	20	8	20
Base: (All Respondents)	(88)	(83)	(70)	(60)	(142)	(65)

### 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 was 4 percentage points down on 2009, but a single percentage point up from 2011 (62%).

Disagreement with the statement has remained constant over the last 2 surveys at 6%, 13 percentage points less than the 19% disagreement level in 2007. The neither column fell by one percentage point from 32% in 2011 to 31% in 2013, and is 14 percentage points higher than the 17% neither figure of 2007.

Chart 7:



9% of Stratford residents, compared to 1% of Shipston residents, disagree with the statement: "The quality of services is generally good overall".

Table 12: 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	59	66	64	67	61	66
Neither Agree nor Disagree	34	28	35	28	30	29
Disagree	7	6	1	5	9	5
Base: (All Respondents)	(87)	(83)	(69)	(60)	(144)	(65)

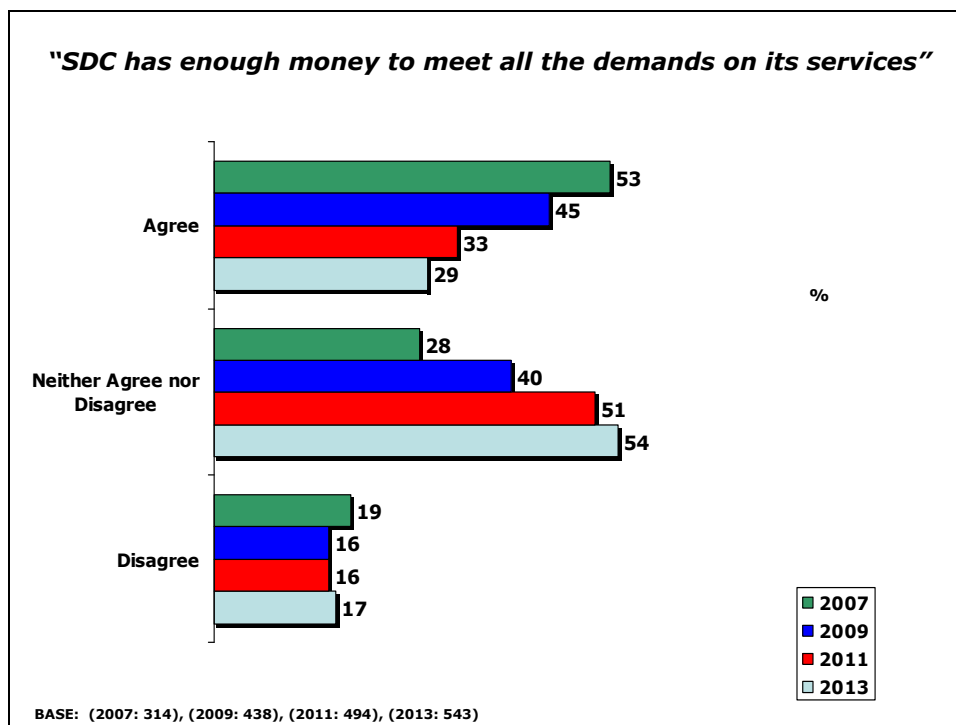


**SDC has enough money to meet all the demands on its services**

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. 29% of those surveyed agreed with the statement, representing a fall of 24 percentage points from the level in 2007. The disagreement level has remained reasonably static at 17%. The neither column has increased from 28% in 2007 to 54% in 2013.

215 comments were given by residents that related to how they have answered the statement questions above, and these are listed in Appendix 1.

Chart 8:



22% of Wellesbourne / Kineton and Stratford residents, as opposed to 7% of Southam residents, disagree with the statement: "SDC has enough money to meet all the demands on its services".

Table 13: 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	27	32	32	31	31	22
Neither Agree nor Disagree	55	56	50	63	48	55
Disagree	18	12	18	7	22	22
Base: (All Respondents)	(88)	(84)	(68)	(59)	(144)	(67)

## 4.2 Streetscene

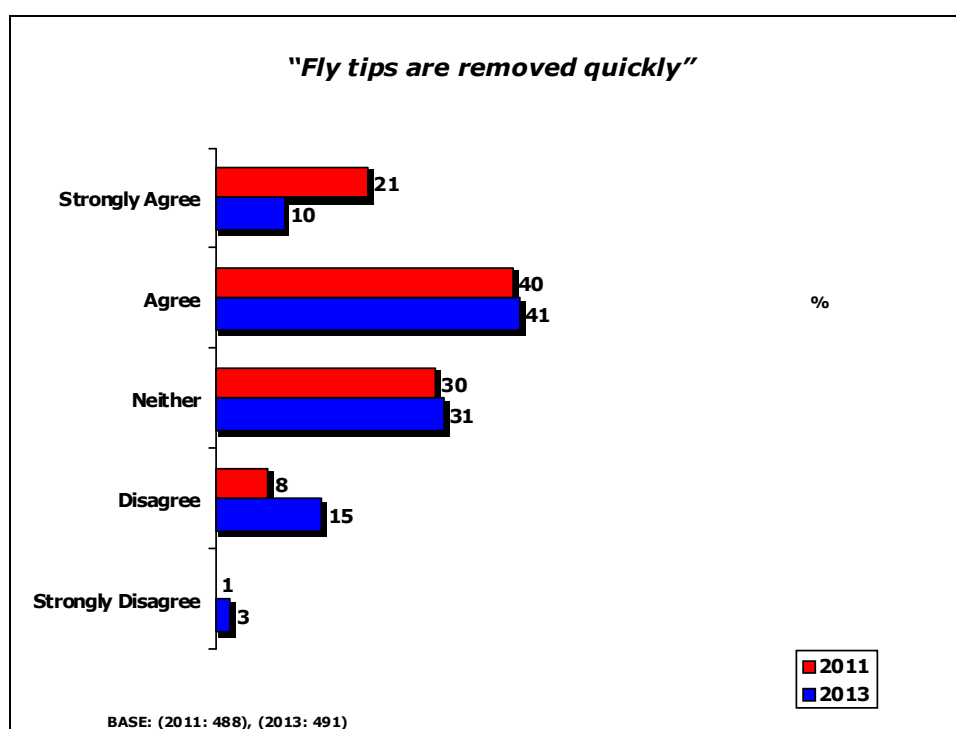
### 4.2.1 Statement Questions on Streetscene

The survey questioned how much residents agreed or disagreed with various statements about the streetscene in their area.

#### ***Fly tips are removed quickly***

Fewer people agreed this year than in 2011 that fly tips are removed quickly: just over half (51%) agreed, which was 11 percentage points less than in 2011 (61%). Disagreement rose by 9 percentage points to 18%.

Chart 9:



Three in ten (29%) of those living in the Alcester / Bidford locality, versus 10% of those living in the Wellesbourne / Kineton locality, are in disagreement with the statement: "Fly tips are removed quickly".

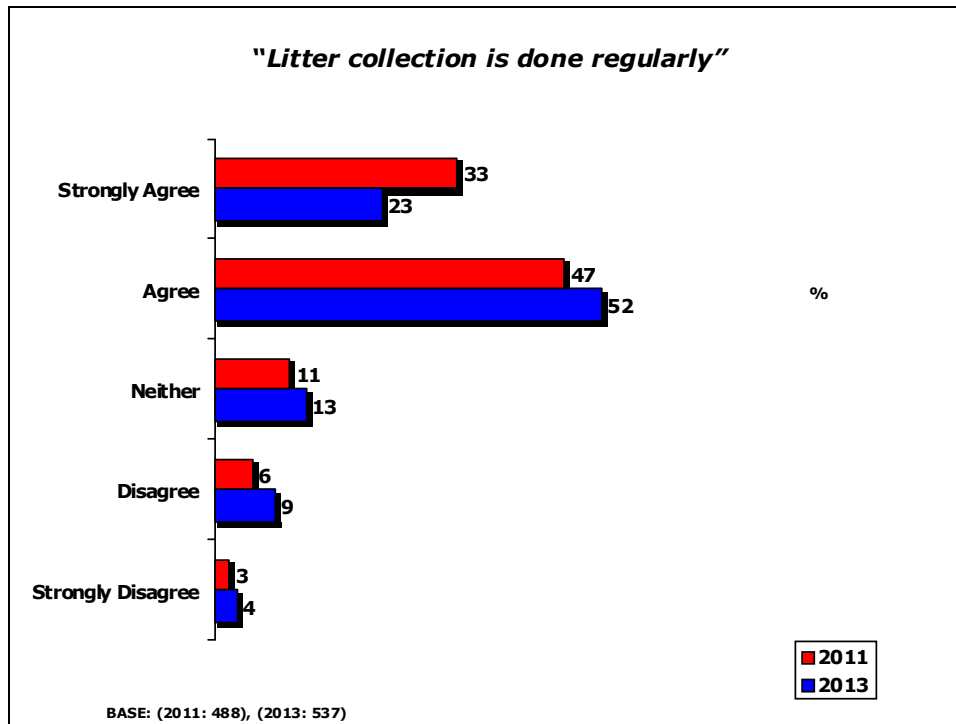
Table 14: Level of agreement with the statement: "Fly tips are removed quickly"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Strongly Agree	8	14	10	9	12	2
Agree	38	43	33	48	40	45
Neither Agree nor Disagree	26	23	30	29	36	43
Disagree	26	18	23	7	11	10
Strongly Disagree	3	3	3	7	1	0
Base: (All Respondents)	(78)	(79)	(60)	(56)	(131)	(58)

**Litter collection is done regularly**

Agreement that litter collection is done regularly fell by 5 percentage points to 75% from 80% in 2011. Disagreement with the statement rose by 4 percentage points from 9% in the earlier survey to 13% this year.

Chart 10:



16% of Southam residents, compared to 8% of Stratford residents, disagree or strongly disagree with the statement: "Litter collection is done regularly".

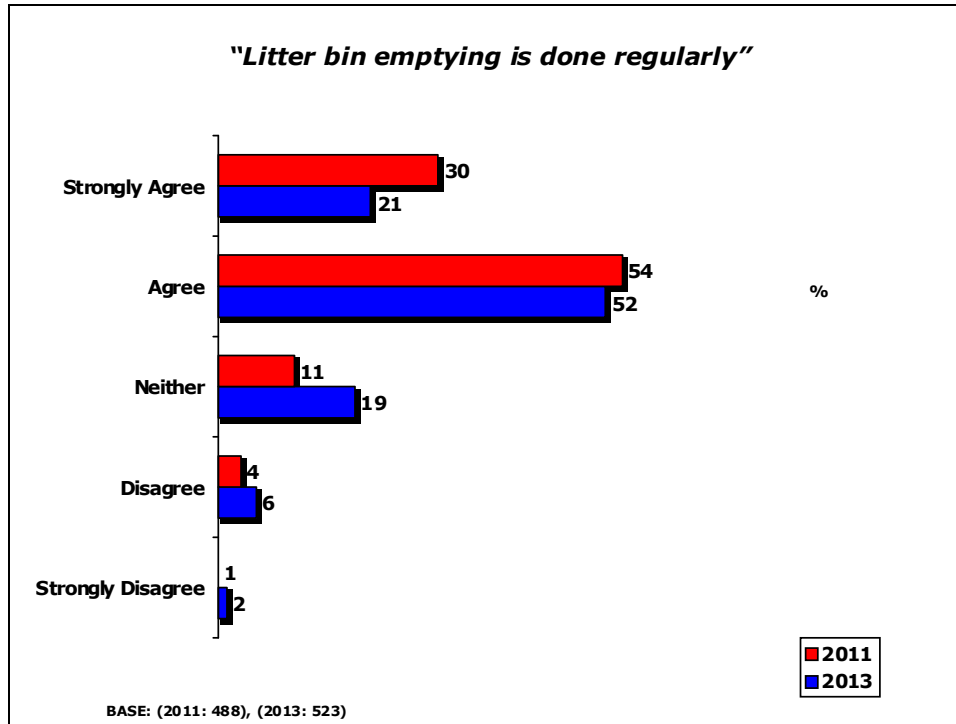
Table 15: Level of agreement with the statement: "Litter collection is done regularly"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Strongly Agree	17	23	22	27	27	17
Agree	56	47	48	50	53	60
Neither Agree nor Disagree	13	14	16	7	11	11
Disagree	13	8	9	8	7	6
Strongly Disagree	1	7	4	8	1	5
Base: (All Respondents)	(84)	(83)	(67)	(60)	(148)	(63)

**Litter bin emptying is done regularly**

Less than three quarters of those surveyed (73%) were in agreement with the statement that litter bin emptying is done regularly, representing a fall of 11 percentage points from the 84% in 2011. Disagreement was up by 3 percentage points to 8%.

Chart 11:



15% of those living in the Southam versus 5% of those living in the Henley / Studley area are in disagreement with the statement: "Litter bin emptying is done regularly".

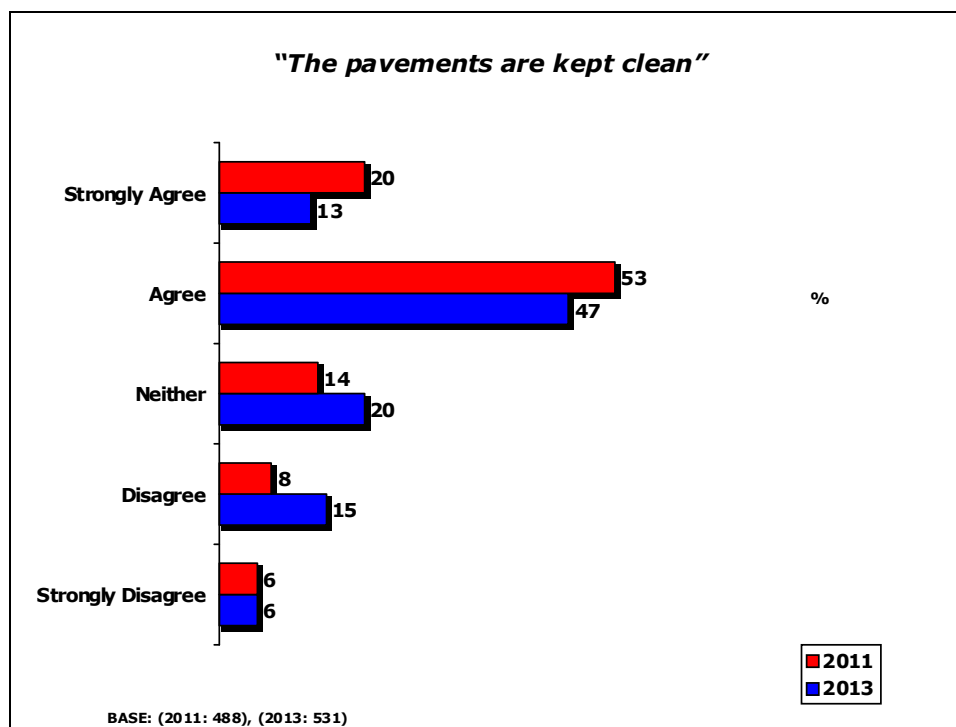
Table 16: Level of agreement with the statement: "Litter bin emptying is done regularly"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Strongly Agree	14	24	23	19	27	16
Agree	54	56	48	53	49	58
Neither Agree nor Disagree	25	15	23	14	15	19
Disagree	6	5	5	8	8	5
Strongly Disagree	0	0	2	7	1	2
Base: (All Respondents)	(83)	(80)	(62)	(59)	(146)	(62)

### ***The pavements are kept clean***

Exactly one in six of those surveyed (60%) agreed with the statement that the pavements are kept clean, down by 13 percentage points since the previous survey. Disagreement rose by 7 percentage points to 21% in 2013.

Chart 12:



Over a quarter (27%) of those living in the Southam locality, versus 15% of those living in the Shipston area, disagree or strongly disagree with the statement: "The pavements are kept clean".

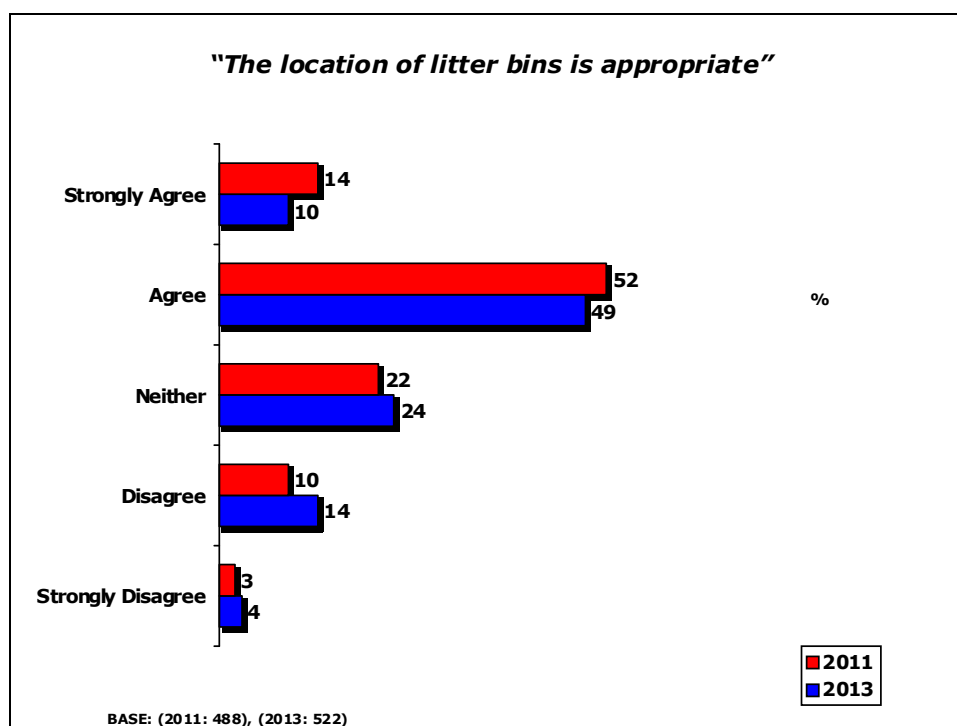
Table 17: Level of agreement with the statement: "The pavements are kept clean"

<b>BY LOCALITY</b>	<b>Alcester / Bidford</b>	<b>Henley / Studley</b>	<b>Shipston</b>	<b>Southam</b>	<b>Stratford</b>	<b>Wellesbourne / Kineton</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Strongly Agree	12	15	14	9	17	6
Agree	51	49	41	45	46	50
Neither Agree nor Disagree	19	13	30	19	19	20
Disagree	15	17	10	17	13	17
Strongly Disagree	4	6	5	10	5	6
Base: (All Respondents)	(85)	(78)	(63)	(58)	(149)	(64)

### ***The location of litter bins is appropriate***

59% of respondents agreed with the statement that the location of litter bins is appropriate, down 7 percentage points since 2011. Disagreement went up to 18% from 13% in 2011.

Chart 13:



Exactly one fifth (20%) of both Stratford and Southam residents, compared to 13% of those living in the Alcester / Bidford locality, are in disagreement with the statement: "The location of litter bins is appropriate".

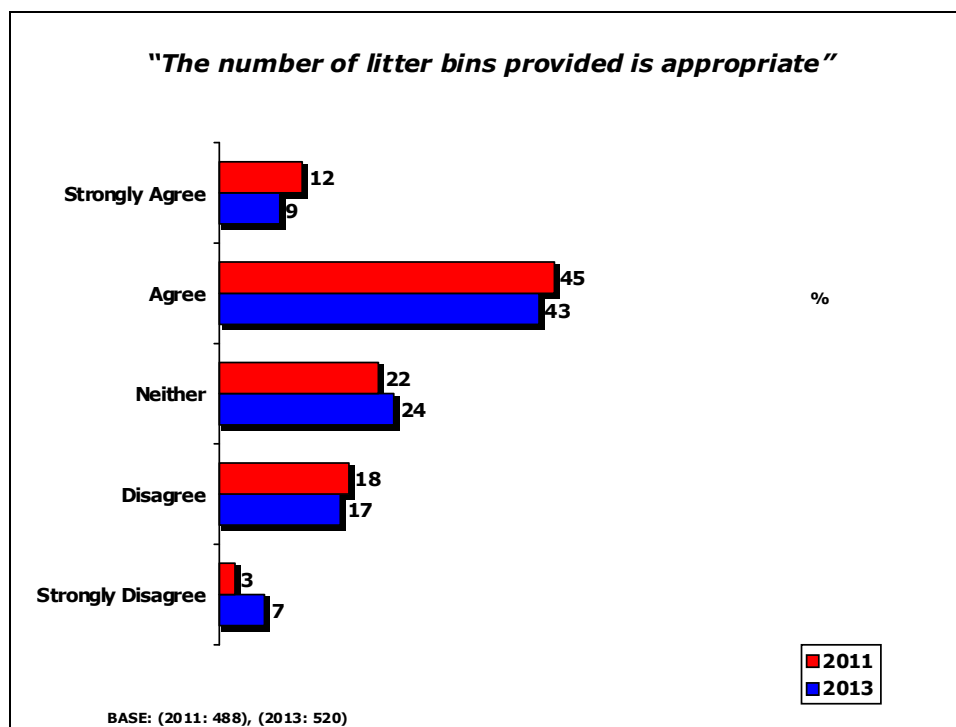
Table 18: Level of agreement with the statement: "The location of litter bins is appropriate"

<b>BY LOCALITY</b>	<b>Alcester / Bidford</b>	<b>Henley / Studley</b>	<b>Shipston</b>	<b>Southam</b>	<b>Stratford</b>	<b>Wellesbourne / Kineton</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Strongly Agree	8	13	11	5	14	5
Agree	51	47	46	53	46	54
Neither Agree nor Disagree	28	22	23	22	21	25
Disagree	13	13	16	10	14	16
Strongly Disagree	0	5	3	10	6	0
Base: (All Respondents)	(85)	(78)	(63)	(58)	(149)	(64)

### ***The number of litter bins provided is appropriate***

Just over half of those surveyed (52%) agreed that the number of litter bins provided is appropriate, down by 5 percentage points from 57% in 2011. Disagreement rose by 3 percentage points from 21% in the previous survey to 24% in 2013.

Chart 14:



27% of Stratford residents, as opposed to 21% of those living in the Wellesbourne / Kineton locality, disagree or strongly disagree with the statement: "The number of litter bins is appropriate".

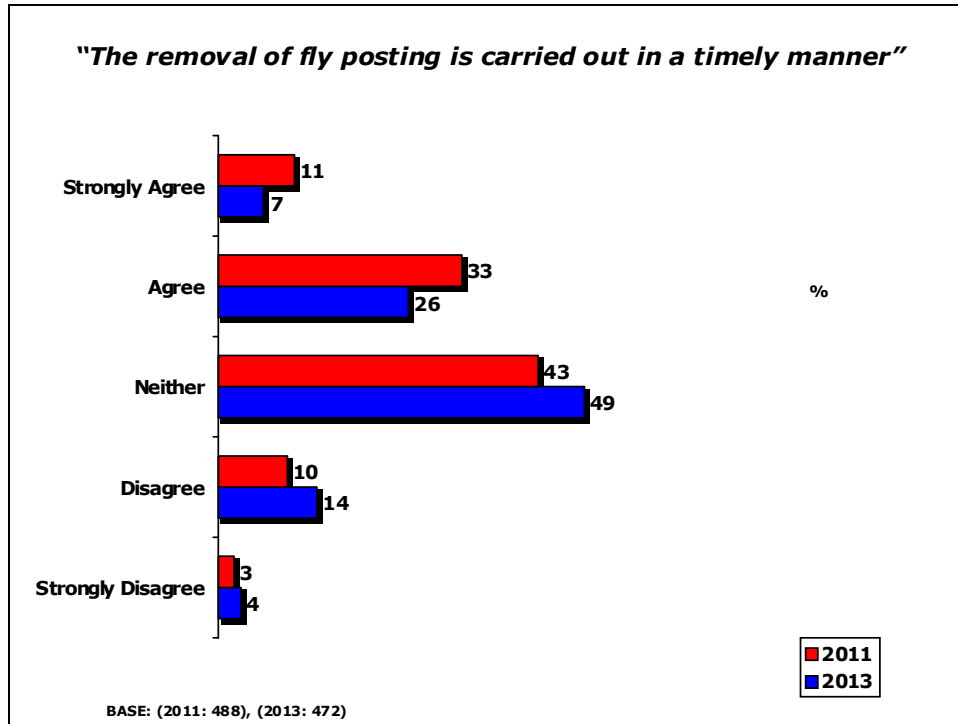
Table 19: Level of agreement with the statement: "The number of litter bins is appropriate"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Strongly Agree	8	11	12	5	12	5
Agree	42	43	43	39	42	54
Neither Agree nor Disagree	27	24	20	33	19	20
Disagree	20	13	18	14	19	18
Strongly Disagree	3	9	7	9	8	3
Base: (All Respondents)	(86)	(79)	(60)	(57)	(146)	(61)

**The removal of fly posting is carried out in a timely manner**

Exactly one third (33%) agreed that the removal of fly posting is carried out in a timely manner, versus 18% who disagreed. Since the 2011 survey, agreement fell by 11 percentage points and disagreement rose by 5 percentage points.

Chart 15:



Southam residents are more likely than Henley / Studley residents, to disagree with the statement: "The removal of fly posting is carried out in a timely manner": 23% versus 11% disagreement respectively.

Table 20: Level of agreement with the statement: "The removal of fly posting is carried out in a timely manner"

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Strongly Agree	5	10	10	5	8	2
Agree	23	24	24	24	28	33
Neither Agree nor Disagree	51	56	43	47	44	52
Disagree	12	8	20	18	17	11
Strongly Disagree	9	3	2	5	2	2
Base: (All Respondents)	(82)	(72)	(49)	(55)	(131)	(54)



**Net differences in agreement statements**

Looking at the net difference in the level of agreement compared to disagreement, the following table illustrates responses received. In 2013, the statement: "litter bin emptying is done regularly" had the highest percentage net difference in the level of agreement compared to disagreement at 65%. In the previous survey, the same statement also had the highest percentage net difference at 79%. So far as the change in percentage from 2011 to 2013 was concerned, the biggest change, that of minus 20 percentage points, occurred in the net difference in the level of agreement compared to disagreement with the statement: "the pavements are kept clean".

Table 21: Net difference in level of agreement compared to disagreement

	<b>Change from 2011 to 2013 +/- %</b>	<b>2011 +/- %</b>	<b>2013 +/- %</b>
Fly tips are removed quickly	-19	+52	+33
Litter collection is done regularly	-9	+71	+62
Litter bin emptying is done regularly	-14	+79	+65
The pavements are kept clean	-20	+59	+39
The location of litter bins is appropriate	-12	+53	+41
The number of litter bins provided is appropriate	-8	+36	+28
The removal of fly posting is carried out in a timely manner	-16	+31	+15
<b>BASE:</b>		<b>(488)</b>	<b>(537)</b>

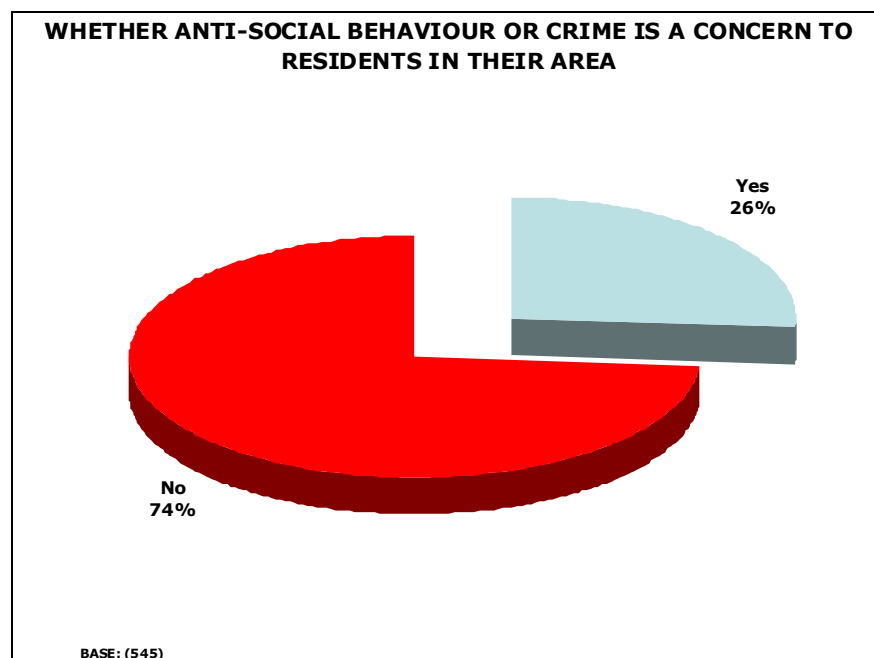
207 residents gave reasons for disagreeing with any of the above statements and these are listed in Appendix 2.

### 4.3 Anti-Social Behaviour / Crime

#### 4.3.1 Whether anti-social behaviour or crime is a concern to respondents

Almost three quarters (74%) of those surveyed did not feel that anti-social behaviour or crime was a concern to them in their area, versus 26% who did.

Chart 16:



Those living in the Alcester / Bidford locality are more likely to feel that anti-social behaviour or crime is a concern to them than those living in the Wellesbourne / Kineton area: 31% versus 19% respectively.

Table 22: Whether anti-social behaviour or crime is a concern to residents in their area

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Yes	31	28	22	25	28	19
No	69	72	78	75	72	81
Base: (All Respondents)	(89)	(86)	(68)	(56)	(148)	(64)

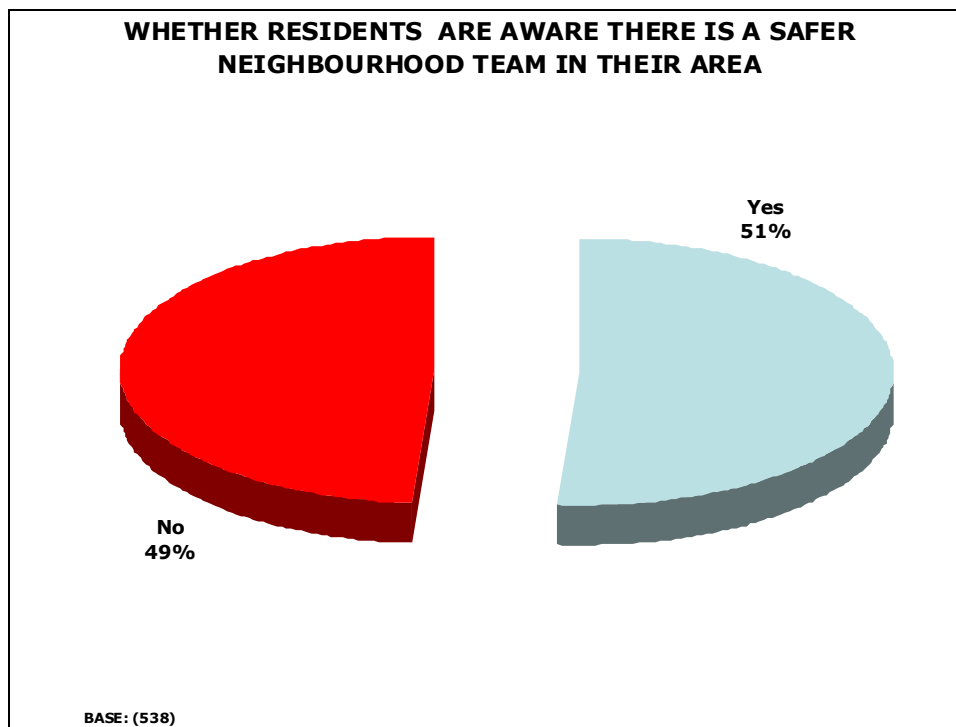
#### 4.3.2 Issues in respondents' local area

Residents were asked to indicate what issues they have in their area (within 15 minutes walk of their home) including what they are, where and when they take place. Findings are listed in Appendix 3 (136 comments).

### 4.3.3 Awareness of Safer Neighbourhood Teams

Almost half (49%) of those surveyed claimed they were not aware there is a Safer Neighbourhood Team (local policing team dealing with community concerns) in their area, as opposed to 51% who said they were aware.

Chart 17:



Over half of Shipston residents (55%), compared to 38% of those living in the Wellesbourne / Kineton area, are not aware that there is a safer neighbourhood team in their area.

Table 23: Whether residents are aware there is a safer neighbourhood team in their area

BY LOCALITY	Alcester / Bidford	Henley / Studley	Shipston	Southam	Stratford	Wellesbourne / Kineton
	%	%	%	%	%	%
Yes	48	53	45	51	46	62
No	52	47	55	49	54	38
Base: (All Respondents)	(87)	(85)	(67)	(55)	(144)	(66)

#### 4.4 Respondents' Profile

Table 24: Gender

	%
Male	52
Female	48
BASE:	(551)

Table 25: Age

	%
Up to 39	8
40-49	15
50-64	33
65-74	29
75 & over	14
BASE:	(515)

Table 26: Number of adults aged 18 or over in household

	%
One	28
Two	63
Three	8
Four	2
More than four	0
BASE:	(537)

Table 27: Number of children aged 17 or under in household

	%
None	80
One	8
Two	10
Three	2
Four	0
More than four	0
BASE:	(539)

Table 28: Accommodation Type

	%
Owned outright	59
Buying on mortgage	29
Rent from Housing Assoc./Trust	6
Rent from a private landlord	5
Other	1
BASE:	(553)

Table 29: Whether respondents have any long-standing illness, disability, or infirmity

	%
Yes	20
No	80
BASE:	(549)

Table 30: Whether this illness or disability limits respondents' activities in any way

	%
Yes	66
No	34
BASE: (Those with disability)	(125)

Table 31: Activity which best describes what respondent is doing at present

	%
Employee in full-time job	27
Employee in part-time job	11
Self employed, full or part-time	14
Full-time education at school, college or university	0
Unemployed and available for work	1
Permanently sick or disabled	2
Wholly retired from work	37
Looking after the home	5
Doing something else	2
BASE:	(510)

Table 32: Origin

	%
White - British	96
White - Irish, White - Other Background, Non White	4
BASE:	(544)

# APPENDICES

## **Appendix 1: Residents comments that relate to how they have answered the statement questions regarding SDC services. 215 comments.**

- (5) An example - The original forecast for assess the traffic situation along the Birmingham Rd was £25,000. It is now being quoted as £30,000 an increase of 20%. This is ridiculous, particularly when suggestions have been made for its improvement by the public. This is wasted money which could be used where it's needed.
- How on earth can we make a judgement on this question (Q6E) Only SDC knows the answer to this!
- Leisure services need improving, need to be more varied + timetables need to be more flexible. \* Houses on B'ham Rd, opp No 1 Shakespeare need to be re-developed, I have walked past these houses for the last 4 years - awful/gives Stratford the wrong entrance + drains smell really bad in this area.
- Planning dept decisions are too slow. 2. Planning decision meet changes without notice to interested parties. 3. Planning dept seems to keen to grant large developments of housing against the wishes of the councillors and public.
- The council tax in Stratford is higher than in most other places, certainly far higher than in other places I have lived in recent years. 2. You must cut your cost according to your cloth. 3. The weeds on the streets and pavements in Old Town are still a disgrace
- A gypsy settlement given temp permission on a beautiful site on the edge of our village against everyone's wishes but passed by someone from Bristol!
- Although I am not familiar with each and every service the council provides I can only vouch for the ones that I do... I believe the system is a very good overall.
- Although I have ticked agree to first question, the road where I live is cleaned periodically, although during the period of snowfall, the road was not gritted or cleared. This resulted in having to stay indoors for almost 4 days. I do realise that the main road are a priority, it would be helpful to have the side roads cleared a little as well.
- Although I have ticked as above, I really have no idea whether services are delivered as the majority wish. As to "where" why was Shipston SDC closed? Can not know pay rates there nor ask questions. Very awkward to go into S/A (Parking). Cannot even pay by cheque (rates) in S/A. No idea if S/A has enough money.
- Am new to the area so not too sure.
- Am subject to priorities & budget available.
- Any advice or services that I have required from SDC over the last few years have always been responded to appropriately. As far as the last question is concerned, SDC can never have enough money for all the demands of its services because a need to improve and enlarge services is always present.
- Any service I have used has been satisfactory. Planning seems to fail the public; the amount of planning for SOA mentioned in the press will put large demands upon public services which are presently being eroded.
- Apart from the fortnightly collection of recyclables and household waste, and the occasional sweeping of the village streets I do not benefit from the services provided by the District Council. As far as that service is concerned I am quite satisfied with it. It could be argued then that I am in no position to comment on the 'when', 'the way' and 'where' services are delivered. On the contrary I believe that for an individual, now retired, living in the rural part of the District away from Stratford town, the Council's services do meet the 'when', 'the way' and 'where' criteria.
- Arrangement should be made with Worcs for Studley to use their 'rubbish dump'
- As a business man, my margins have been reduced by my customers. As a result, I have had to become more efficient in the way we run our business, which is a good thing. I have had to negotiate very hard with my suppliers to reduce their margins, with considerable success. My staff have had to agree to no increases in salary for the last three years. I really hope that the same measures are being applied by the Council.
- As a resident of an area approx 15 miles from Stratford on Avon we don't feel we get good access to services. Our nearest park maintained by SDC is 6 miles away.
- As an 85 yr old inhabitant of an outlying village - I'm happy with my lot, a grateful for

anything that is done to help!

- As can be seen by Q1 don't use a lot of the services because they are not conveniently located in relation to my work or family. Would like to see the development of leisure facilities in Wellesbourne or Kineton in future.
- As someone who lives in an outlying village (& pays a high band of community tax) many of these questions relate primarily to Stratford residents, hence the many breaks on my answers. We're numerically smaller, and sometimes lose out on support for local issues. The when and where statements relate to this & are important considerations
- As with all surveys the questions are structured to obtain the answers required to support the council. It is often difficult to answer a question in a way that really reflects my opinion. I cannot see why so much money is required to be spent on the Stratford visitor centre other than to reduce the impact of the recent debacle overseen by the Council. Having recently visited the centre it looks to be in perfectly good order. Charging for toilets is the most recent disgraceful decision taken by the Council. How much has been spent on equipment to facilitate charging? I guess we are going into the same loop with the toilets that we have been round with car parks where the budget is not met, so we decide to increase the price and less people use the facility, so the budget is not met etc etc until some dim wit wakes up and realises why the inflated budget is never achieved. The current discussion about closing the toilet on Waterside at the centre of the tourist focus is completely ridiculous and should not be contemplated. What a way to welcome visitors.
- Bancroft Gardens and the new RSC Theatre are a disgrace. Friends, visitors, residents all agree Stratford upon Avon as a Medieval Tourist Tour has declined over the last 10/15 years. The Chief Executive and many councillors responsible for our unacceptable Stratford should resign and make way for new officers and new ideas.
- Believe this service alters an opinion as to whether you have a family or single.
- Bidford on Avon desperately requires leisure facilities - A swimming pool & sports centre would be ideal. More and more housing - No more facilities!!! Public toilets must be maintained!
- Council services should prioritise the old, the disabled and the economically disadvantaged. There should not be this obsession with holding the council tax below what is needed to provide proper services.
- Council tax collection has been made very difficult for those people who would like to pay by cheque. On several occasions paying by credit card has been impossible resulting in unnecessary excess paperwork. I do not want to use the system as set up now. It has caused by distress and financial cost and time and is infuriating.
- Councils have a difficult time coping with spending cuts, but it has to be done. I would be happy with a slight rise in council tax, if the money is invested wisely and efficiently.
- Crime down bull poo. Drink driving down bull poo. With less police services. All figures will be down, a big con on the people of Stratford & districts.
- Currently we do not have enough information to accurately assess the council's performance.
- Depending on which customer service operator you speak to over the phone depends on the level of knowledge they've been given, very inconsistent. Some operators are very helpful & competent, others seem to lack all knowledge of the councils services.
- Difficult because of way questions are worded in the whole of this first section and the use of five, four and three level scales
- Difficult to answer as statements are non-specific (ditto some of the previous statements). My answers reflect my general feeling but this might differ from service to service.
- Difficult to comment as I don't use all the services
- Do not receive many services other than rubbish collection. Street parking very expensive, concessions for SD residents should be given.
- Do not sufficient data/facts to form a more details analysis.
- Does the SDC set Cost Improvement programmes (CIP) for each Directorate / Department on an annual basis?
- Find these questions difficult to answer. The running down of staff clearly indicates shortage of funds. As to delivery of services, my experience is largely limited to waste collection - which is fine - and planning applications which by law, have to be acted

upon and in that sense must be 'delivered' when and where people want them.

- For example, poor service from "planning" in particular, with officers unavailable to discuss matters with.
- Found these questions poorly constructed + in at least one case inaccurate. Feel unable to answer any of them. Our bin collections are: General waste - fortnightly. Green waste (including food waste) recyclable - fortnightly.
- From my experience SDC provides a reasonable service however there is always room for improvement and in general improvements incidentally involve funding, processes can only provide certain improvements. Increasing council tax is the only means of providing the funding for improved services rather than savings. Finding an acceptable increase is the main problem. Increase in funding must provide an increase in service.
- From my small amount of dealings with the SDC it appears to deliver the services I require. Without detailed fiscal information I cannot comment as to the finance needed to fund local services.
- Generally Stratford is a lovely place to live in, and the SDC is responsible for this.
- green bin collections can/should be reduced in winter Planning Dept is in need of a major shake up to reduce delays re planning applications
- Haven't got enough proof to tick all agree boxes
- Having both a district & a county council is a sheer waste of money & completely confuses your customer base.
- High elderly population & high business area. We should be allowed more resources from the government.
- How much goes to pay for public sector pensions and are these more generous than necessary when compared with comparable works in the private sector.
- I am guessing from the earlier questions that there will not be enough without an increase so the last question above was difficult to answer. I do think that savings could be made on tourism but I am not sure because I am not sure what sort of things are covered by this. For example does SDC put money towards the food festivals etc? It would be useful to know.
- I am new to the locality but have been pleased with services & environment so far.
- I am not convinced that SDC can afford such low charges, particularly as households need more support in these times and tourist revenue seems to have declined - evidenced by more shops closing
- I am not involved enough to comment on this area
- I am not knowledgeable enough to answer these questions
- I am not sufficiently informed of services procurement permission and efficiency to give anything but a limited opinion!
- I am sure SDC do their best to accommodate all services but cannot comment on the general public. From my personal perspective I have no problem with the services I receive from SDC.
- I am unable to comment in an informed way as I have not used these services.
- I am unsure about money level required but suspect more is needed.
- I believe a lot of SDC services lack joined up thinking and suffer from "it's not my job" syndrome. My recent experience with planning & building control where I wanted answers to very basic questions - I had no idea whose responsibility each area fell in - staff were happy to just send out forms - but getting guidance on what sort of rules I may fall foul of was a frustrating just of me asking questions. I wasn't even sure it was the right questions to ensure I wasn't going to be in breach of any rules - instead I was passed around & didn't get much help. All I wanted to know what was permission I needed & what I had to do to fit a wood burner.
- I believe residents would like to support the town's retailers and small business but are put off by parking restrictions. With regards to SDC having enough money to meet demands on its services - I do not feel qualified to answer this question.
- I believe there should be enough money for everything providing jolly's by staff (councillors) are cut down.
- I can only answer the above statements within my knowledge. Obviously within Q4 it states that borrowing to fund the leisure centre refurb suggests that monies are not currently available to fulfil the £5m, to do so. As for services delivered when, where and the way the public wants them - that depends on whether you use or even know



about them. For instance - I didn't know there was a weekly food collection as in Q3!

- I can relate to two recent requests / enquiries with SDC which met with unsatisfactory response. Licensing / refuse collection, inappropriate development (regulated by SDC planning) is making SOA unattractive to visitors and affecting town centre business. Those departments in SDC delivering poor service levels should not be awarded more funding. They should be audited and replaced with more effective people and methodology.
- I do not think local ordinary people are involved sufficiently but this may well be because many Stratford people have the I am alright attitude and do not worry about the larger picture.
- I do not think the when, how and where services are delivered, what everybody is expecting and want. But I do think overall the SDC provide a good value service.
- I do not use too many services so cannot be precise across the board with comments.
- I don't feel that I know sufficient to be able to comment on SDC
- I don't have an overall opinion as I don't have sufficient experience of many services. I am sure that your refuse collection service there is excellent.
- I don't know enough about all the services provided by SDC. I personally don't have a problem with any contact I have had with the SDC.
- I don't know enough to comment. I believe you have enough money or will have to make do with what you have because no-one can afford any more.
- I don't know or have enough information on the people who receive many of the services. Personally I am finding the services good.
- I don't receive enough SDC services to comment.
- I don't understand why you are asking me if you have enough money. I think most people wouldn't be able to comment with any real knowledge - unless one had been refused a service on grounds of cost, which I haven't. For instance - you need to ask yourselves honestly, are you meeting the social care needs properly, or are you moving the goal posts to de-entitle people who really actually need the help because there isn't enough money in that budget? Also, from the experience of my extended family, it would appear that the child protection team don't have enough to do, to the extent that they are making unnecessary work for themselves - at best they appear to be misguided.
- I don't use enough of the services or know enough about their inner workings to comment.
- I feel that 'on the ground' services in villages are performed less effectively than in Stratford town.
- I feel that when you live in a rural area you don't benefit as much as in a town for facilities, our park needs investment for the children the one in the local town has been updated twice since ours has.
- I have always found SDC services to be 'good'. Services such as 'refuse' collections, parks & green spaces, car parking etc are in my opinion 'excellent'. I am not sure as to the economic viability of these services to current levels but I would imagine funding is very difficult.
- I have no concerns with the manner by which SDC operate, the services provided seem to fit the bill as far as I am concerned although issues like leisure facilities could perhaps be funded by sponsorship as seen with some facilities provided for staff in large corporate organisations. I am sure that this has been investigated before though.
- I have no evidence to support the statements when, the way, & where, I don't know how any individual answering this survey can determine those statements other than from their own individual parishes unless they either serve on the council or are reporting hearsay.
- I have no way of knowing the answers to these questions. No doubt SDC like everyone else would appreciate more money to spend. I believe it is very important to use all monies as efficiently as possible.
- I have not sufficient information to be able to answer the above accurately
- I have not studied SDC accounts therefore have no idea whether it has enough money to meet demands. Planning services are notoriously slow. SDC delivers services in SOA which is where people are. Where else would they deliver services? Quality of planning services poor. Quality of leisure centre (SOA) very poor.

- I have to challenge the reason why Council Tax should rise at all. Over the last 4 years I have had one pay rise of 0.5%. People in Government have to realise that the tax payer cannot go on funding rises in expenditure. National and Local Government expenditure must be reduced in real terms.
- I live in Studley and I don't think that we get all SDC services. Our road in Kiln Close doesn't get 'street cleaned' to my knowledge. The hedgerows and grass verges and the maintenance of the trees in Brick Yard lane don't get trimmed very much. We no longer have a fire station and our library service has been reduced. Overall we don't feel that we get very good value for money.
- I live on a static home site and the lane to my home is not maintained at all last year 8 months asking for bushes to be cut back, its never cleared and snow is not gritted, we buy our own grit for site, and its a road for ambulances & fire engines, all the service we get is dustbins emptied and we all pay poll tax, its something that needs attention.
- I make very little demand on SDC services.
- I pay a lot of council tax and when I see it broken down, it all seems to be spent on others, normally low income families
- I personally am satisfied with the services SDC provide in my area
- I possibly do not have sufficient knowledge to answer the questions with full integrity.
- I strongly object to the principle of rises in Council Tax proportion to inflation. Over the last 4 years my salary has only risen by 0.50% how do you think the tax payer can fund rises? We are in a period austerity. My final salary pension scheme has been severely restricted - why should I continue to fund a similar scheme for Council employees when mine is being withdrawn.
- I think SDC have adequate money from each household but living in a village we don't benefit from all of the services. I feel more could be provided for children in this area - Skate Park, children's clubs etc. SDC could perhaps be more efficient - we have waited weeks in the summer for churchyard / graveyard to be tendered & the verges to be cut.
- I think SDC services are very good and are delivered in the right way. Quality of services good. It is a hard job to get enough money to provide for all services wanted but SDC does a good job.
- I think that the services offered and administration, are definitely good - other local authorities of which I have had experience are not as good.
- I think the council is inefficient and bureaucratic - I think considerable efficiencies could be made
- I think the council is more centred on tourism than on the residents themselves!
- I would like to take this opportunity to praise the wonderful park & ride service which is opposite our house. It is a very convenient and reliable form of transport into Stratford. Thank you
- I feel that the outlying villages (including where I live, which is 12 miles from Stratford), get a much poorer service and much less value for money - even though we pay the same council tax! I don't feel there is much consultation either - or that it would be listened to even if it happened.
- I'm not sure what it means by "when" people want them, or the next 2 questions. My bins are collected when they should be collected. I have experience of that. And for most other things I do not have enough personal experience of all the services in question to know whether services are delivered when, where and the way people want. From my own point of view the services that matter seem to work ok. Taking this point of view only, I'd say there is enough money.
- Impossible to know what other people want, where they want it etc
- In choosing to object to the Shottery development through the courts, I do not believe that the SDC are delivering services the way residents throughout the district want. This objection, following the inspector's approval, will cost a considerable amount of council taxpayer's money, and may gain nothing. At a time of financial stringency, I believe that the members have let us down to satisfy the local desires of a few residents & members.
- In general SDC operates excellently. No one likes to advocate increases in taxation particularly local taxation. However where my answers above imply improvements or increases I would advocate an increase in the level by inflation plus 5%. In the case of

Q3 on housing, there should be an examination made and hopefully implementation of a return to Council owners housing and accommodation sufficient to provide an emergency buffer.

- In my experience the bigger the planning office the more difficult it is to achieve speedy planning decisions. In the current economic climate it is important to create a system that encourages the granting of planning consents, and not one that leads to all increase of refusals.
- In the main services are good but some like road cleaning could be a lot better. Sometimes difficult who is responsible for a particular service. (Cleaning of drains on the road is an example). Like most councils, money is wasted but Stratford appears to be better than most.
- In the recent snow it was noted Blue Cap Rd was left very icy, and pavements in Clopton Rd were left dangerously icy bearing in mind the many people who walk from the surrounding housing estates.
- Insufficient information to make objective choices. It would be useful to know how many people benefit from the services on a regular basis, or % of service users in total.
- It 'appears' that SDC manage its finance better than Warwickshire CC. There should be more commercial involvement.
- It remains essential to REDUCE council tax and focus all spend on key issues only. Minimise no of staff increase effectiveness of staff close down depts. not really required. i.e. by 75% of population in district.
- It would help if one was provided with information on what help is available to people in need or struggling to keep up financially. It would appear that people coming in to the country can get and know more about benefits than elderly people that have been born in the country. e.g. rates relief.
- It's a shame that the public toilets are now fee-paying. Planning Dept takes FAR too long to make decisions and seems out of step with other council planning dept's. (reg no opportunity prior to submission to speak to planning officer - very foolish)
- Lack of current personal experience of various services is the reason for somewhat non-committal answers to some questions! When involved with running our Combined Churches holiday club between 1997-2007, we had very encouraging practical and financial support for the District Council, for which we were most grateful.
- Leisure Centres should on the whole be paid for in full by their users some concessions maybe should be funded but only where there is a health or disability need without the means to pay for it
- Living in a village "Napton" No many community are available to us over 65
- Living in a village environment inevitably leads to some areas being more of a priority and some less e.g... it would be easy to think less should be spent on cctv and crime prevention since there is little police presence and no cctv in this village, however looking in the round, this is important in Stratford centre.
- Living in Studley it is not always evident what services SDC provide for the benefit of Studley as opposed to services provided for Stratford itself
- Local councils should mute major decisions affecting this area, i.e. planning, affordably housing, traffic congestion. At present most of these decisions are made by people NOT living locally. Planning issues currently a right move for those living in Stratford (i.e. Birmingham road), Shottery etc.
- Looking specifically at Stratford centre I feel that we should be focusing more on encouraging visitors rather than putting obstacles in their way - expensive car parking, too many parking attendants and yet High Street remains a difficult road to negotiate. We are encouraging the public to use the Maybird retail outlets rather than come into the town. They then have to face a 20pence charge to use the toilets on waterside. The street outside McDonalds looks a mess. Buss stops in the main road cause congestion particularly around school closure times. The Birmingham road now creates major hold ups not only on that road but down onto the Evesham road, and the Alcester road so who is responsible for forward planning particularly with yet more development off that road!
- Maintenance of small hamlets & villages needs improving. Salt boxes full - not done this winter. Proper road cleaning this autumn - was not done. Surface road repairs - Not done.

- Money is always going to be a challenge-however if cuts are how deep the SDC will not have the financial resource to meet any challenges i.e. Property developments under the latest government directions.
- More help needed for villages
- More support / liaison with Parish & County Council e.g. Road conditions, pathways & pavements, police levels, library hours reduction. Some of which it is too convenient to say "not our responsibility". Everything with Stratford District should involve SDC more.
- Most of the council tax we pay in Studley seems to be spent in Stratford. The refuse collections are very good and very reliable also the street cleaning is good
- Most people that get these services are either in town or are over 65. You don't give provisions for widows or widowers.
- My answers may not be entirely positive. The reason is that I feel greater effort per person employed on the various duties could be improved and therefore produce greater efficiency in the department employed.
- My experience of dealing with the council is only on bin collection
- My own experience of SDC is that it is unresponsive, arrogant and insufficient. Our money used to do it their way!
- My personal needs are quite well met so no complaints from me. However people must surely understand that if good provision is to be made (on going) for future generations it may an increase in taxes. I'm prepared to pay a little more to ensure this. Especially if the tax - take is invested in services that can create & keep jobs.
- No comment. Only to say I agree to all but one as marked.
- No contact with SDC.
- Not the easiest question-not clear. Last statement, do not know how much money SDC has to meet all demands therefore can't properly answer.
- On the whole I receive the services I need / want. There should be some self help and people need to help themselves. I do think in terms of planning issues the district has let itself down. No traveller policy, no strategic policy. I think this has done more harm than anything to reputation of council. Why do we have parish + town council. Too many levels. WCC + SDC Why?
- On the whole SDC delivers a good service but it is unlikely to be able to improve services very much in the present economic climate. (Especially considering the reduction of funding from Central Government.
- On the whole, I have no complaints, I would comment, as an OAP (78 years old), living on my own in a semi isolated area, I appreciate the quality of refuse collection. I also appreciate that if, on the rare occasion, I go out in the evening, and frost is forecast, the lanes around my area (Tanworth in Arden) have been gritted. I do wonder some times how people have so much rubbish to dispose of each week. I have a large lawn and in the spring can sometimes fill one green w.bin per week, but very little goes into my remaining 2 wheelie bins.
- Outlying areas do not receive the level of support they require - too much emphasis on Stratford centre.
- Overall SDC performs well.
- Overall, services are good, but some - e.g. waste collection & the provision of leisure services for young people & families, are not always frequent or easy enough to access.
- People don't often get the service they presume they will, this could simply be bad communication or it could be that they feel they have no voice.
- People must understand that SDC services can only be delivered as much as financial means allows.
- Personally I feel the value I get from my council taxis poor, but I accept that I am not in a social-economic group that requires the help and support from the Council. I have a responsibility to fund these however, and the services delivered by the Council are generally acceptable.
- Planning decisions are not democratic. Local people should make decisions not a panel of half wits.
- Planning delays are appalling and delays in structure plan have created a lethal situation via Shipston planning applications by very big companies for mammoth development which would destroy the town
- Planning service need more efficiency and common sense-not more staff.

- Planning was a total review!! Core strategy must be finalised quickly. I haven't noticed any help for neighbourhood plans. Must one waiting for the core strategy to be done! Q6 is difficult as I don't know enough about what people think of it.
- Please note: £128.05 per annum for a band D property is very good value, but why not ask if Band G (more than £2000?) is good value? Clearly Band D is good value - Band G or above is not. The question is skewed to give the answer you want. Respondents should not have been quoted the low band D figure to make judgements against.
- Poor roads. Too many burglaries. Security for building, police unable to cope
- Processing of bus pass renewals for 2013 is badly planned." members in this household with pass each. 1 was required to provide photograph. When asked if other was required to provide same the response was 'don't know and cannot tell you. If you are not summoned then I assume you will not be summoned'. The process for £10 annual fee is ponderous. I assert that if vehicle and applicant details are same as previously then renewal would be simpler and more cost effective all round. No need to travel to make application and less workload for frontline staff.
- Q4. The Community Transport Scheme is inadequate to meet our needs, so we have to get people to doctors and hospitals by organising transport ourselves. This is a continuing operation involving over a dozen drives. We get NO help from SDC or the local parish council. And yet you actually talk about spending £mns on doing up a leisure centre!! It's time that small village residents got a council tax rebate for not having the services that townies get in abundance!
- Q6 is poorly framed - not clear what you mean by "the way" \* indeed "services" i.e. the services individually requested (i.e. want) or those which are delivered whether wanted or not, so haven't answered that one. (Many services aren't delivered in villages & are wanted whereas villages continue to town services they don't use.)
- Q6 not enough information given Q3 Bands would be nice to know what others bands are!
- Question 6 is very nebulous, which is why I have had to answer as I have for the first three statements.
- RE Q3 street cleaning - normally cleaning standards ok. Why no apparent action to clear busy areas of snow & ice.
- re Q5 I am ambivalent re value for money, but as I am paying higher than the average council tax but use few of the services. I have noted it on poor value for money. That said the services I do use and need are generally provided to a good standard.
- Re Q5, how on earth can we assess this? We would need yardsticks from other areas, for example.
- Re Question Q3: Parks and open spaces. I think SDC should convert all verges, traffic islands and areas of playing fields not in use for ball games and picnic areas, to wildflower meadows. Birmingham City Council has found these cheaper to maintain, popular with residents and ecologically preferable to mown verges and conventional planting.
- Reduce the constant desire to provide more services. Council should do essentials only, & leave me to spend my money as I choose.
- Scrap parking fees for residents on their own roads - this "service" is a bureaucratic anachronism
- SDC does a generally good, responsible job. I will continue to preach this as long as you oppose wind farms & wanton development.
- SDC does a good job in keeping in touch with residents. presume it follows the pattern of priorities of residents.
- SDC forget rural villages - we are the last to get help, yet SDC will allow housing in Oxhill, regardless of villagers concerns and lack of resources.
- SDC has made little or no impact on issues that are important to me. Still waste collection is not sufficient, parking is impossible, there are more blue badge holders than there are able bodied people it seems! SDC has not improved Stratford Upon Avon in the last 12 months.
- SDC have very little commitment to customer service in certain areas, it is poorly delivered e.g. switchboard, quality of staff in some areas and their attitude to the public. The quality of services is poorly explained. It appears that SDC have poor control over their money as the elected councillors appear to have poor knowledge of

accountability and get bogged down in minutes.

- SDC must make service delivery as efficient and cost effective as possible. SDC should consider token charges for non-mainstream services to be paid by the users of the services.
- SDC needs to address its responsibility to locate suitable sites for gypsies / travellers. 4 years have passed and nothing has changed
- SDC planning seems to not consider the local residents e.g. more building and congestion along the Birmingham Road. SDC needs to give business incentives to local shops to stay/open in the town centre. Leamington & Warwick have far more independent shops and fewer empty ones. Traffic in to Stratford from the M40 needs to be directed to the A439 as a route to the car park. Why does the sign only say local traffic/garden centre?
- SDC services by and large are excellent
- SDC Services cover a wide spectrum. What people want is too general a term to give a reasoned answer. Overall the services provided appear to be adequate but clearly in these recessionary times a compromise has to be made and thus some demands have to be scaled down to keep more important ones going.
- SDC's provision of services to the community of Studley is average at best and in many cases terrible. Too much priority is given to Stratford and to non-essential services while leaving the residents of Studley with dirty streets and paths, fortnightly and inadequate bin collections and we feel ignored.
- Services appear to be better in Stratford on Avon than in other towns - particularly re the built environment - but also other services appear to be (on a pro rata basis in relation to population) much better in SOA.
- Services delivered where people want them - this should be passed by council. Services when people want them dependant on how many and weight etc.
- Services provided are generally adequate and appear to have seen reasonably well continues despite financial restriction.
- Services shown to the Stratford town area. Let Stratford Town Council pay for tourism promotion + also fund Stratford leisure centre re-development which should be self-funding.
- Strategic planning including those related to housing and environment is a joke. It's about time people were called to account the solution is not to throw more money and/or consultants at it but for sdc to get its act together, reduce the number/ cost of non jobs and non value added activities and put in place competent people, robust processes and accountability. I would not support any additional funding to any part of the council until it demonstrates it competence and effectiveness in this critical area of its responsibilities.
- Stratford consistently performs poorly in some national tables e.g. planning. The answer is not more resource but service review which may justify resource. But not justified at present.
- Stratford District Council ignore the needs of outlying villages e.g. Wellesbourne - more people than Shipston fewer services no sports or leisure services no adequate funding for Youth Services.
- Studley seems to be lower down the priority list for funding schemes, and we are the "poor relation" to Stratford.
- Studley tends to be forgotten for some services, in terms of help with business services, shops, leisure centres and even recent road gritting. Feel that this is because we are on the border and unlike the town centre we don't bring in any money through tourism etc. It is a large place with lots of residents that do / would use the facilities should they be improved/installed e.g. shops/leisure centre/attractions etc.
- The above would suggest indifference. In the past I've experienced an appalling service, in same areas as others wholly efficient. In general, these questions have little relevance, when each is measured by same alternative body that offers a comparison.
- The area in which I live pays the highest tax and received very little benefits. B95
- The district council needs to urgently provide for the SDC core strategy policy to prevent developers taking advantage of the lack of neighbourhood plans.
- The Greig hall leisure centres need some positive support to change its management structure and provide an up to date leisure facility

- The items under Q6 ask for blanket answers, when the reality is living to be variable. "Agree" in such cases means "mostly"
- The leisure centre facilities for a town such as Stratford are of a very poor quality. The showers are dirty & the facilities in general are dated. There is a real opportunity to bring people into the town, supporting local business, with an updated quality leisure facility.
- The planning department has a very poor record. There is no sign of any advance planning, they just react to events. The record of their care for the character of Stratford is deplorable
- The problems I have are mainly due to business that sets up in Stratton & vat within a few months told because they can't afford rent. The fact that we are building houses where houses shouldn't be built in areas whether there is already congestion. We are emversifying tourism but we are moving away from what Stratford is about in favour of more pubs, bars, restaurants etc
- The questionnaire is misleading in that Band D is good value but F and above are not. As for services refuse is good but for example grass cutting is poor & hedge cutting none existent. Therefore it is impossible to generalise. Why are the children of SDC employees still insured by the council to drive parents company cars!
- The questions are not well focussed, typically every person will have a vested interest, and therefore the response will have little value in the overall survey. There will NEVER be enough funding for all the demands made on the council, even in a relatively buoyant economy
- The rubbish services are appalling, the street cleansing is appalling, council planning is a joke if you always seem to have a hidden agenda. Take for example the supermarket plan for Shipston. Why didn't you inform residents in Long Compton. Do we not count as usual
- The services around me are perfectly adequate. There is never enough money available for everything and everybody. This is a fact of life in a community.
- The services I use (i.e. bins and that's about it!) are good but I can't make any informed statement about the rest for obvious reasons.
- The way people want them -you can never please everybody
- There could be major cost savings at SDC firstly by bringing the council into the real world where employees go the extra mile, without the need to take time of sick afterwards. Levels of sickness both short and long term need to be addressed. Staffing levels need to be assessed, currently there are too many under-employed staff in local government. Use of contractors i.e. environmental health dept, it is cheaper to use contractors rather than in house. A contractor will cover 25 jobs average per week, an employed EHO won't do that a month.
- There is a lot of money wasted on mundane things, like doing the park completely, & art, we don't pay our hard earned money in for that, \* also fancy meals & cars with drivers for the councillors. We have enough of MP's in parliament doing that.
- There is a need to provide more sophisticated performance indicators to enable a meaningful assessment to be made by the public in relation to the first three questions above.
- There is insufficient transparency regarding budget allocation in a way the general public can grasp. Reducing refuse collection timings was a really ill thought & ill - considered / consulted aspect for instance public transport for rural areas is not good & this impacts young and old alike. Planning; planning decisions appear to be bizarre, the monstrosity of the metal sphere at trinity is an example. Why is it still there? a real blight on the landscape.
- There is never enough money, spare is always useful but in the current economic climate this is not practical to provide. Wherever possible "do more for less". Generally SDC does a good job but needs to it the core strategy completed because longing pressures are a major dove.
- There seems inequality across the district with rural areas neglected.
- There seems to be no joined up thinking sometimes, web site information and design is poor; phoning is not always a solution either.
- Think that they should be more structured approach with specific individuals and strategy to reduce overall costs within SDC. Would be interested to see year on year

- cost reduction activity internally without need to increase council tax or reduce costs.
- This has been difficult as the questions seem directed towards URBAN communities and some are not appropriate to RURAL Communities. For example when considering Council Tax in relation to AMENITIES - the village I live in has no Street Lighting, no Car Parks, no maintenance on street lining etc as we have no Yellow Lines. We have no Leisure Centre etc. Verge Cutting has been reduced (precept) we have little "Street Cleaning" and do most of the village on a teamwork basis. We rarely see a member of the Safer Neighbourhood Watch Scheme. We are not technically on a list for Road Gritting which is difficult as we have a long hill (Oakham Road). Compared to Villages with amenities mentioned above, villagers in RURAL communities bear huge amounts of money and subsidise URBAN communities. Our actual MAINTENANCE must be pretty low by comparison. May I suggest that the Citizens' Panel are asked at the outset to tick a box saying whether the Member of the Panel lives in an URBAN location or RURAL - only then will the 'Powers that Be' obtain a fair and clear picture for both sets of the Community.
  - Too much money is spent on parking officers
  - Too much money is spent on Stratford and not the surrounding villages.
  - Took ages to get help regarding noise with environmental health. I don't usually need help from council
  - Total failure in the planning process
  - Umberslade Road has never been cleaned since we moved to Earlswood 20 years +
  - unfortunately I don't feel as if I have sufficient information about this in order to answer this in anything other than a fairly neutral way. That is not a criticism of what information SDC provides . . . just my own lack of knowledge
  - Unreasonable demands when contacting EH dept followed by persistent inaction.
  - Very difficult for a private individual living outside Stratford to judge properly. Certainly costs must be contained and I wonder about whether we can afford to pay large salaries to the upper members of the DC
  - Very disappointed with the lack of improvements to the park in Earlswood for the children and young people
  - We all have to work within our means. More money does not always mean better efficiency. Sometimes less is more, i.e.:- reduction in red tape may make monetary savings, speed up and simplify working. Simplification has been proposed but does not appear to have been implemented to the observation of an ordinary tax payer.
  - We are in recession, and services need to be monitored accordingly financially. I feel therefore, that services are satisfactory, services in all things are good, more than satisfactory, not always immediate and not always as we would subjectively want them, but they are there, available, and competent to need!
  - We are new to the area, so we don't have an in-depth knowledge yet of your areas of service provision.
  - We are reasonably well & so don't know about how SDC delivered the more vulnerable.
  - We are unaware of the finances involved as far as the SDC's budget is concerned.
  - We live in a local rural community and we often feel that, relatively remove from Stratford, we are left out.
  - Where are questions 1 - 5?? - on P4!
  - Whilst good overall the aspects as for Q8 have a bearing
  - With the massive increase in houses in the past 15 years, the relative increase in council tax income must be HUGE. I would expect my council tax to go down each year, not up.
  - Would be nice if rural areas received some facilities other than just empty bins for their contributions.



## **Appendix 2: Residents reasons for disagreeing to any of the statements on streetscene. 207 comments.**

- Fly tipping is disgraceful and people should be reported to the Police and fined for so doing. It should be made easier though to take these things to a tip. 2. I have seen on a number of occasions litter bins overflowing which is totally counter productive to their purpose. 3. The number and location of litter bins is inadequate, particularly in lay-bys resulting in part to the fly tipping problem.
- A few more bins would be appreciated
- A number of occasions where refuse collection has not been done on the expected date, or on one occasion, not at all until the following cycle. This prompted an email blast to your refuse teams.
- Alcester needs a man or woman with a barrow, brush & shovel. Dog poo still a problem.
- All signs unauthorised on highway should be removed & offenders fined accordingly. These are distracting to highway users.
- Another litter bin & dog waste bin on Shottery Fields would be good.
- Answered on the basis of observation & experience.
- As over, please supply more dog waste bins, and empty more often. Too many posters around the town advertising events, i.e. fund making for charity - a good thing, but they remain a long time after the events, and then look tatty.
- As there is very few little bins emptying is very slow. Pavements are not only not cleaned very often but badly need repairing.
- As we live more or less on the border between Gloc, Oxfordshire & Warwickshire I feel that our 'section' is rather forgotten about. There is an old bed that was dumped about 2.5 weeks ago... it's still sitting by the road. The bins in the lay-bys are not emptied nearly as often as they should... It is probably as each county feels the other will assume responsibility for it.
- At this time of snow I believe more could be done with clearing the pavements making them safe. Although this maybe a WCC issue.
- Bins overflow during summer months in Bancroft.
- Cleaning of the Wellesbourne under-pass should be carried out more regularly.
- Concern at unauthorised use of advanced signage for pubs (fish at Wixford) and bus Messes (John Underwood)
- Could do with a dog poo bin outside the school or post office so that people who walk their dogs to collect their children from school can deposit their waste and help keep the area around the school free of dog mess. The nearest bin is currently located by the church which is not on many peoples route.
- Could do with more 'dog mess' bins
- Dead badgers left on main roads for days, before being removed.
- Difficult to answer some of these questions in a meaningful way, as it is not clear as to the guidelines on siting or number of litter bins, or service levels of litter-bin emptying.
- Dog fouling appears to be on the increase.
- Dog fouling is an issue
- Dog fouling is still an on-going problem in old town particularly West Street, Sanctus Street, College Lane. Has the dog warden service been abandoned?
- Dog mess bins should be provided in Studley, instead a dog warden has been employed who I have never seen and has no hope in catching anyone as the main time dogs are allowed to mess is at night when it is dark a people are not seen.
- Dog poo every other step you take in Wellesbourne
- Don't seem to be able to find a bin when I want one - especially on the roads leading in to town
- Few litter bins in our area, at bus stops only.
- Fly posters are not removed regularly. Could do with more litter bins. Although we do have litter clearing (I think it is struggling) it is not enough. Maybe the council ought to look at more anti-litter campaigns, involve the police. I have seen serious litter problems done in front of the police who ignore it!! This is bad in Hopkins prescient & adjoining park.
- Fly posts and litter collection tends to be poor.

- Fly tipping at Snitterfield bushes. Four bins in Snitterfield. Another one near the shop perhaps.
- Fly tipping between Ardens Grafton and Bidford can remain for at least a week and is very unsightly
- Fly tipping by travellers seems to be "tolerated" in the Waterloo Road, Bidford area. Don't see street cleaners in area & litter builds up particularly on the "bank" Bidford. Dog fouling is a disgusting and widespread problem. More litter bins would help
- Fly tipping encourages fly tipping. Immediate removal removes follow up tipping it is essential to have deposits removed as soon as possible Overflowing bins are seen regularly in summer. Every encouragement is needed to lessen litter lout activities Litter bin siting is important. Too many close to each other is wasteful Too many bins are overflowing in peak periods
- Fly tipping is a scar on our area and needs to be addressed. my disagreement is based on a perception rather than fact, but I suspect that the community has a responsibility to report it as much as the council have to remove it, so my scoring may be somewhat harsh.
- Fly tipping is not cleared away quickly. This often takes several weeks running into months.
- Fly tipping remains insitu for long periods. We do not have pavements or litter bins. Never seen a litter collection.
- Fly tips on rural roadsides are not attended to very quickly. Village streets and pavements are swept irregularly - I can only assume that litter bins are emptied regularly. I also assume that there is discussion between the Parish Council and the District Council about the location and number of litter bins around the village. If not - there should be.
- from personal experience I feel fly tipped rubbish around Harbury and litter bins are generally cleared regularly , but as we live on the borders of Warwick DC I SOMETIMES FIND IT HARD TO FIND OUT WHO IS RESPONSIBLE FOR WHAT RE FLY TIPS ETC.
- Graffiti on Lucy's Mill Bridge (despite the regularly laying complaints at Elisabeth House reception) took 18 months to remove. Notices/posters advertising public events (music groups/farmers market/events at Long Marston) are not removed for many weeks after the event has finished.
- Grass cutting on rural routes could be reduced to only keeping junctions clean and carried out during the growing season. I've seen cutting in October which is quite unnecessary.
- Have asked for extra bins over several years without success, not emptied often enough particularly in the summer, fly posting excessive around town.
- Have suggested putting litter bin at end of Ely Street/Rother Street to Council on several occasions but nothing has been done. It's true that there's one quite close but it isn't sufficient especially in the Summer when there are lots of tourists - people often eat their fish and chips sitting on the corner wall and leave their rubbish behind.
- Have to search for a bin
- hedges and footpath cleaned only once in 8 years footpath to near road and too narrow from Dodwell to Fin dons
- Here in Tiddington we have a BIG problem with dog poo. There needs to be more bins and more prosecutions of offenders.
- High St Henley in Arden is littered with dog poo. It might be an idea to use traffic wardens, who idle up and down this street, to enforce dog fouling law.
- I am in the town centre twice a week in the day. Twice or three evenings for meals, theatre / the picture house or to meet up with friends. The lack of bins is very noticeable, so to the cigarette end boxes.
- I appreciate that British Waterways are responsible for the canal but the amount of litter and scum in the canal and on the towpath leading up to the canal basin is disgusting, especially in the summer and must appear shocking to tourists.. Bins placed next to bridges? Complain to BW?
- I believe some of the statements may be true in Stratford, but no so in rural villages
- I believe the parish councils should be consulted as to where the best location of bins should be & for what purpose, some villages have a high populous of dogs & some

villages could benefit from more of those type of bins.

- I didn't know that there was fly tipping in or around Alcester.
- I do not think that there are sufficient litter bins around Studley
- I do see litter on the streets - given that this is a tourist town, it is imperative that it is cleared quickly.
- I don't know where my nearest litter bin is, except at Budgens and I assume they empty that!
- I don't think (in my area) there are enough bins, although they are emptied regularly. I live in the Clopton area and there is 1 at the top of Justin's Ave, 1 at the bottom by the shop and only 1 on Hodgeson 'the green'. Considering the amount of children that congregate on the green one either end seems more realistic plus if you walk along the Birmingham road from Justin's to town I think there is only 1 bin on the one side, ridiculous really.
- I feel that gutter cleaning is not done often enough
- I have not noticed litter collection in my village
- I haven't seen any fly tipping in town although when I lived in a village on the Warwickshire/Worcestershire borders it did seem to be a problem and took a while before it was addressed.
- I live in a rural area and therefore I don't think that services apart from refuse collection are frequent. For example, the state of the footpaths and roads (i.e. potholes) in Bishops Itchington.
- I live in a village where fly tipping regularly occurs along with dumping of McDonalds/Starbucks rubbish and takes sometime to be collected. We also do not have rubbish bins which would be useful given the amount of dog walkers the village has so rubbish simply gets dump & dog mess bags hung up to the bushes!
- I live on Sandpipers - we pay mainstay for ground rent, etc. Lighting / parking and refuge are appalling.
- I live in Southam, the paths covered in litter and dog mess.
- I live opposite to a Tuery in Alcester. This is rarely litter picked, there is no litter bin, it gets very overgrown and is only cut back after complaints. Nearly always some broken glass there. Never see any signs of litter pickers or cleaning of pavements in town itself although it is done along the bypass where no one walks!!
- I often clean deposits from my shoes (chewing-gum, dog-droppings)
- I replied NA where I have no knowledge of this
- I struggle to find a litter bin in my area (Clifton chambers)
- I think litter bins should be situated in lay-bys on the roads & emptied regularly as part of the normal collection service. At present we seem to provide better disposal for dog faeces than we do for the general public.
- I would like more public bins or dog waste bins in Studley as it would encourage more people to pick up the poo!
- I would like to see more bins for dog waste matter. Lots of people walk their dogs in green lane and surrounding areas and there are not enough bins. Also there is a lot of fly tipping in Green lane and it is not collected very quickly
- If one additional area could be added, it would be control over the grouping, visual chaos, over longevity of installation, especially after completed sales, it is "home safe" boards by estate agents. As "visual chaos", they need to be monitored, controlled and removed immediately after a sale by statute. They blight all areas.
- I'm not aware of any litter bins in my locality
- In general the litter collection is satisfactory, sometimes done by residents. Pavements are never touched.
- In general the quality / cleanliness of the streets are good. My gripe would be that the pavements are fully apart somewhat. Albany Rd needs some pavement work completing
- In the summer months litter bins are always overflowing. Hedgerows are always dirty with litter. Evidence of fly posting in town.
- In the summer months, bins get fuller quicker due to more visitors and are always flowing out on to the pavements / grass.
- In Wellesbourne, the only place I see cleaned everyday is Bridge Street. And the one time I saw litter being picked up in the park, was around the basket ball hoop, they

only picked up litter at about 50 feet around the hoop, any litter further away than that was left. I couldn't believe it, even litter that was right by the van wasn't picked up. What a waste of time that was.

- Insufficient litter bins on Station Road and surroundings
- It is a new development and not all paths, areas road have been adopted by SDC. Only time will tell!
- It is not something you notice until it's not done.
- It may be that I am unaware of the position of litter bins in the larger village where I live, but I can only bring one to mind. If this is the only one, I'd say at least one more in the centre of the village is required.
- It seems all too easy for individuals to 'fly post'. Some posts are in good taste, some are disgraceful. Is it possible to have a standard 'format' to which community events can subscribe & be allowed without unnecessary planning applications or cost, whilst making it necessary for individuals / businesses to apply & comply. Reduction of signage in general would improve the environment
- It would be good to have more bins in the area.
- Its often hard to locate a litter bin & when you do they are full or overflowing especially in the play areas
- Keeping the district clean & tidy gives a good impression to the visitors we have generally.
- Leaves in long Itchington not removed causing blocked drains & slippery footpaths near the green. Dog fouling is also an issue.
- Leaving litter around creates significant mess, gets blown all over the place, makes the areas look unsightly and represents a clear health risk especially to young children in nearby areas.
- Litter picking is rarely seen where I live.
- Litter (Beer cans/bottles/paper) is thrown into front garden margins particularly on main access roads such as Hathaway lane and Alcester road. Whether it would work goodness knows but perhaps there is scope for another set of anti-litter campaigns targeted at known problem areas.
- Litter bins often not emptied regularly in summer months, especially during festivals
- Litter bins provided outside schools, fish & chip shops, bus stops. Need much bigger bins to stop litter overflowing.
- Litter by roadsides on country lanes does not seem to be addressed.
- Litter collection - is it done in county areas? No litter bins, or pavements in country area so questions are irrelevant.
- Litter especially at the bottom on Bridge Street is excessive. Litter on the outskirts of town remains uncollected for weeks/months.
- Litter is collected and disposed of by the parish council - not SDC
- Live in a village. Have never seen litter removed
- Live in rural area and are happy with current levels of council care.
- Living in a village - no street lighting. Food waste collected fortnightly, roads rarely swept, pavements never swept. When grass verges are cut, just left on pavements & road. Very poor bus service - no reduction for parking in car parks in SOA - yet all taxes etc paid to SDC - fly tipping becoming a problem as is speeding cars through village.
- Living in a village we see little evidence of litter collection & fly posting remains for quite a time
- Living in Wilmcote, we are fortunate in having minimal fly tipping. There is litter, mainly associated with children and teenagers to and from school. I don't recall ever seeing a council employee picking up litter - that is not to say it doesn't happen.
- Living on the edge of town and close to the entrance to the Greenway (which I regularly use), I think litter collection etc is generally good. But pavement clearance of vegetation has been poor this year, the regularly used pavement from the roundabout opposite the greenway up to the TA on Seven Meadows Road has been and still is half covered by ground vegetation creeping over from the nearby wall. Estate Agents signs also continue to be an eyesore - 3 close together at the entrance to Old Town Mews - usually after property has already sold.
- More bins are needed where people eat takeaways to encourage people to use them

rather than just abandon their packaging.

- more bins in the parks please
- More bins needed in villages centres. I have no knowledge of fly tipping removal.
- More bins required around the town (S-O-A)
- More dog bins require. Why do the contractors who cut the grass not pick up plastic bottles etc instead of just trying to cut over them?
- More dog poo bins especially along the greenway
- more poop bins are needed or litter bins, especially by kiln close and brick yard lane areas as this is a big dog walking area, I have requested a dog poo bin opposite the dog/carboot field by kiln close on several occasions with no response! The nearest bin to these areas is opposite the railway pub!
- My comments relate to rural areas which are not as well serviced as towns
- My understanding is that litter bins would not be provided by SDC on The Temple Herdewyke site. Though I think that the fact that I'm not clear what services are provided is unhelpful
- Never seen street / pavement cleaning in Alcester. Litter bins & some not emptied enough.
- No bins!
- No litter bins in Ilmington, never seen any pavements or road cleaning in Ilmington, verges are a mess.
- Not aware that any of these functions are delivered to rural areas.
- Not enough bins provided for animal refuse, and those that are about are not emptied often enough especially around Trinity Mead
- Not enough bins, the few bins there are often left full. Particularly on the Bancroft gardens, litter left lying overnight, pavements in Stratford town centre uneven and covered in chewing gum. I do not smoke but if the pavements were covered in cigarette ends there would be uproar, but chewing gum seems to be acceptable.
- Not many "Rubbish bins" evident in our area.
- On routes to & from schools & colleges additional rubbish bins would hopefully encourage youngsters to throw in bin & not on floor. I recently challenged a teenager and, apart from swearing at me, he made a valid point that he's walked 3/4 mile & not passed ANY bins.
- Once a year is regular but not acceptable.
- Only some of our pavements are cleared. Some are muddy with dead leaves - a safety hazard
- Open fly tips are left on Fell Mill Lane for quite a while, and in the lay by off the Banbury Rd just beyond the tip in Shipston. (But it is rural so I guess it can't be checked all the time)
- Our site has neighbourhood watch but we don't all get to know what's happening.
- Our village needs more litter bins
- Over flowing bins near where I live
- Oxhill to Ettington Road parking areas are usually littered.
- Parking-dire & very expensive. Multi-storey car park by market, doesn't encourage under 2 hr parking therefore extremely expensive. Tourist town-if one lks at first impressions, this impression could and should be improved. Broken pavements all round town centre. Smelly and congested are by McDonalds Pavements must surely be salted/ gritted in snow! 60's square by Debenhams feels slightly threatening now most of the shops have gone. What about offering to Art Groups, musical groups, etc. Also give tourists something interesting to look at. Amateur artists selling their work. Artists/craftsmen displaying their work. Let's make the space vibrant safe & interesting.
- Pavements are not kept clear and many are overgrown. There are insufficient litter bins. Recycling centres in car parks are often overflowing with rubbish scattered around them.
- Pavements generally ok but shrubbery rarely contained so it overlaps onto pavements in areas outside the main town centre. Same applies r. fly posting
- Pavements in the area could be kept better than is the present case to encourage residents to keep the area clean and tidy.
- Pavements need to be cleaned-not just brushed for litter.
- Posters are not removed quickly, even road signs remain after work is done and police

warning signs remain after an accident or flooding etc.

- Posters for events are often still around weeks or months after the event
- Posters remain on telegraph poles and trees months/years after event. With regards to bins, again it is sometimes difficult to know who is responsible. I also appreciate that bins are vulnerable to vandals. Certain areas of Bidford suffer badly from litter which appears to remain for days. Appreciate it is difficult to keep all areas free of litter due to general attitude of public.
- Problem with dog mess in Old Town on pavements, gutters not swept properly as machine misses areas where cars park - manual sweeping is required more often.
- Problems with fly tipping at Friday Furlong.
- Publicity given to residents clearing weeds etc & trying to help with the litter. Sounds as if the DC is not doing a very good job.
- Requires stricter supervision, street cleaning, not just a drive by inspection!
- Rubbish dumped in local lanes is removed very quickly & the amount & frequency of fly tipping has reduced considerably.
- Rubbish in the Lay-By on the A44 took about one year to be removed
- Rubbish....is scattered and plastic litter remains for long periods until local people clear it also where are the litter bins?
- See comments in Q7.
- See comments under Q7
- Seems to take longer to remove fly tipping than necessary. Phone query was excellent customer service i.e. good staff at SDC.
- Several occasions when walking along the Ridgeway I have seen Fly tipping in the gateways off this road and they have not been cleared quickly.
- Since I got a dog and started walking in Southam I have been concerned by the scruffiness and litter apparent in many places. This is no fault of those who cause litter, though better street cleaning would help
- Some areas are attended accordingly, perhaps overly so, other areas completely neglected. There appears a casual response to bins - in fact a local bin was/is without its for some weeks.
- some areas of my village have that problem and it dose not get done quickly
- Some litter alongside the Tramway can stay there for many days
- Sometimes hard to find a litter bin
- Sorry - See over page. Could use some more litter bins (fire proof) in public areas. By public car park/play area.
- Standard of grass cutting of verges very poor. Road cleaning also poor. Weeds should be sprayed and removed.
- Still too many signs put up on street lights & not removed where appropriate.
- Street cleaning is OK in town centre - but it is non existent in villages of Tanworth-in-Arden
- Street sweepers appear at regular intervals, in the past if there was a parked car they stopped, got out and swept the drains etc. They never get out, will do the distance and sweep nothing (no brushes down). Piles of loose stones in the street are ignored even when knocked onto pavements by passing traffic.
- Strongly disagree with pavements are kept clean Autumn/Winter. Leaves are not cleared off the streets and have slipped, in bad weather.
- Studley appears to be a village of dog mess in the streets.
- Studley is largely ignored in favour of other areas in SDC
- Telegraph poles got advert on islands, some have got advert boards for Moreton show still at least two islands, adverts for carpet sales at one time, just attached to street furniture now starting putting A/boards on path.
- The bins seem to be always overflowing in Bancroft gardens during visitor season
- The collection of recyclable waste is not frequent enough. More people recycle the majority of their waste these days so a fortnightly collection/emptying of blue bins is insufficient.
- The ever growing use of telegraph posts for advertising purposes is untidy and unnecessary - use of appropriate notice boards needs to be enforced and encouraged.
- The footpath on the Birmingham A1 do not get cleaned.
- The footpaths are overgrown with mud, grass, branches. Tarmac is falling to bits. Litter

is not a big problem, but the actual footpaths are a mess.

- The gentleman who empties the litter bin does not have much time to spend in the village because they have to work in Henley in Arden first. They do not seem to have as much time to sweep the pavements as they used to and the appearance of the SDC car park in Pool road is poor, very messy, broken glass. Perhaps it could be 'blitzed' every now and again.
- The improvements to the pavements are very good, domestic refuse collection excellent, I think there could be more dog waste bins in the area
- The litter bin emptying service is generally very good & is the only way to encourage convenience food eaters to use the bins provided.
- The local area is always kept clean and there is very little litter
- The number of litter bins has seen resources over the past 10 years, vandalised mess seldom replaced. - more needed to reduce litter pollution.
- The only part is about green bio use. I put all kitchen waste in green bin as well as garden waste but on collection day's I notice quite a few of my residents only have blue / lid bin out that to me suggest they are using kitchen waste for that bin so more going to top than should be by not using green bin for kitchen food fruit veg etc, wrap up in newspaper put in green bin.
- The pavements are continually covered in dog mess. Everyday when I walk my children to school we come across another mess. It is a health hazard and disgusting. Fed up of wiping it off my pushchair wheels and kids shoes. It has become increasingly worse over the last 12 months.
- The pavements are definitely not cleaned in our immediate area
- The pavements are kept reasonably clean. However, in the Autumn the leaves are a problem and obviously cannot be cleared every week.
- The pavements at the Stratford end of Tiddington Road are rarely free of rotting leaves etc. and never cleared fronting the white cottages belonging to Alcester Manor - nor River Bank Gardens. The Clopton Bridge footpath is never cleared fully both sides. Fly posters remain weeks after events advertised.
- The pavements have dog muck on them very often but I believe is due to ignorant dog owners.
- The pavements in Stratford upon Avon are disgusting,
- The state of the streets and other public places is good, considering the through flow of visitors.
- The streets in central Stratford are dirty and stained from spilt drinks, food, chewing gum and urination. Within a 10 minute walk of central Stratford the pavements are often full of weeds and litter from 'take-away' food, and dangerous, loose and uneven paving slabs/bricks cause trips walking into town(Great William Street) and in the centre, especially High Street and Bridge Street.
- The weeds on the streets and pavements in Old Town are something which the Chief Officers and Councillors of SDC should be ashamed of.
- The Wellesbourne market area impacts on every area adjacent to it. I am sick and tired of seeing litter/plastic stuck in the bushes and grass - why is our countryside treated like a dump! Stricter rules should be imposed on the market and its traders/visitors.
- there are a lot of out of date posters and also illegal tipping of rubbish
- There are always posted etc out of date or in a place that looks untidy
- There are insufficient litter bins throughout the district particularly in the suburbs. Pavements, verges in particular are not very clean in the suburbs which doesn't give a very good opinion to visitors.
- There are no litter bins in my area
- There is no litter collection around my area. Stratford need more bins and a lot more dog bins.
- There are no local litter bins and no pavements which prevents us accessing public transport.
- There are not enough litter bins in areas where they are mostly needed
- There are not enough litter bins in the town centre.
- There are not enough litter bins.
- There are virtually no litter bins in Long Itchington and they are frequently overflowing

- there could be more litter bins
- There has been an outbreak of fly tipping (a bed, kitchen furniture) on the Brumington - Clerington road - no sign of it being removed.
- There has been dance flers and music gigs stuck on the post by us for weeks!!!!
- There is little or no street/pavement cleaning in the villages where I live
- There is often litter, dog mess and mud on the pavement (and verges). There is a bin on the corner of my (residential) road, I am not sure who it is designed to be used by but I have seen household waste placed in it! There is also one outside the school, I think the school should be responsible for waste created by its visitors.
- There is prolific litter scattered around the play ground in my village and the one and only small litter bin is always overflowing.
- There should not be any fly tipping if your preventative process were seriously considered! See me for ideas.
- To keep Stratford on Avon a desirable place for residents and visitors
- Too many posters / adverts cluttering up the street scene.
- Tueries in Alcester are often dumping grounds for fly tipping & litter especially Abbey Tueries which also becomes almost impassable with weeds. Dog mess remains on pavements for weeks sometimes, especially Birch Abbey which is used by a lot of dog walkers.
- Unless telephoned to point out the above it is often not noticed.
- Vandalised bins have not been replaced. Not enough bins in Old Town & down Southern lane - lots of tourists and pedestrians which is great but no where for their litter. Get estate agents etc to pay for them as advertising
- Walking from town, past Morrisons & Alcester road there is always fast food rubbish from the weekend & college. Need more bins near college.
- We could do with more litter bins in our village. Recently a litter bin at the bus stop in station road, Studley was removed. Why?? (Also cutting by High School) also now gone. School children throw litter down. We also need more dog bins urgently and not just a "silly" logo painted on the footpaths telling residents to clean it up or pay a fine!
- We have a bin bag on our lane/ that has been there for about 2 weeks now. The bin is excellent, but they have driven past it! Forshaw heath Lane. Now it is getting opened by vermin.
- We have no litter collection service in our village. Pavements become muddied as they are never cleaned.
- We live in a medium sized village but frankly I don't think the council comes anywhere near us to clear litter or attend to pavements, resulting in weeds returning & cut of one at the side of footways.
- We live on the boundary of the council. I feel we are not well serviced. The paths are overgrown by the grass and from hedges. There is a thin clear path allowing single file walking. there are no little bins
- We rarely see the street cleaning vehicles and when we do it tends not to address the issues we face - unclear pavements due to tree debris and flooded drains
- Where I live, we never see a street cleaning lorry, the pavements are NEVER swept, the drains are all blocked up with leaves, however I work in town and the opposite is true there everything is clean for the visitor's but I feel that some, not so far out of town are neglected.
- You should remove boarding's on pavements as I am fed up with tripping over them.



**Appendix 3: Comments given by residents regarding issues they have in their area, including what they are, where and when they take place. 136 comments.**

- 1.Vile language used in public.2.Obstructive park-police action pathetic-notice in village mag seems to have eased it(hope).3.Invasion of privacy.4.Set up what appears to be, either or care/breeding kennels,3doors away(8)dogs. Noise terrible-when they walk them it must be terrible to clean up&often terrible noise&when I have been "to have a word" there is nobody in.5.Other house dogs disturb above&are allowed out early am&late night to foul neighbouring area-or attack folks walking their animals.
- A lamp post over cross over area will surely reduce unwanted parking after dark. More police round at night time
- A small, but high profile group of teenagers (and a few younger than that), regularly damage notices, signs of all sorts, council property. They smoke and drink alcohol on occasions. Parental control appears to be minimal. A co-ordinated initiative by the local policing team, the safety neighbourhood watch team, & with some youth work initiative, could work wonders with vulnerable young people within the SDC areas, but will need additional money inevitably. how?
- Anti social behaviour by local youths. Car thefts
- Antisocial behaviour, Cars and motor bikes racing at night, Litter.
- Around Tesco Express in Alcester. Chavs are anti-social.
- Break in at allotment shed often happening. Some recent cases of vehicle CAT theft reported.
- Break in's garages off Evesham road early Jan 2013. Speeding car creating noise, seven meadows into Evesham road late evenings through to early hours
- Burglaries are rife as is dangerous parking - no traffic wardens / police presence to village. Abusive behaviours & aggressive driving from motorists deter us from leaving home at school drop-off & pick up time
- Burglaries. Problem living in the country!
- Car windows broken. Fences pulled down. Urinating etc in gardens, all report to police then Cemetery vandalised and people take an interest. Prior police said no problem
- Children & young adults hanging around street corners and outside shop areas. When asked to move on are abusive to shop keepers & pedestrians. Often block pavements for pedestrians. 'Boy Racers' race through village late at night. (Bidford on Avon) normally after pub closing time.
- Children (young teens) congregating on 'the green' late at night, drinking, smashing bottles, previously they've set fire to a settee there and I personally rang for the fire brigade. The school holidays are worse as the number of children increases though the ages are a lot younger and the language is vile. I think this has been raised with the SN team though.
- Children out as late as 11 O'clock at night making noise and just being a nuisance. Where are the parents?
- Cockerels in residential areas. Housing association does nothing about it. Being woken at as early as 4am in the summer and having to sleep with windows shut is miserable, ruins my sleep, makes me feel ill & struggle at work.
- Complaint is futile, you are quickly in the wrong if you say anything.
- Congregation of young people in the underpass near to my home. I assume they are drinking/smoking.
- Congregation of youths at traffic lights area in Bidford upon Avon - particularly in the evening
- Cycling on footpaths + Bancroft gardens. Drinking on the streets. Beggars on the streets
- Damage to parked cars either by vandals or badly driven cars. Shottery Village
- Dog fouling in banned areas, footpaths and verges.
- Dog mess, all over Southam, kids hanging out and making a noise in the park until 3 in the morning.
- Dogs out of control and walked not on leads by people who assume their dogs are fully under control even when the evidence of their eyes is that that's not the case.

- Drink cans all over the estate. Car racing up the rd, speed on the Brum rd, loud music from cars at night. Drugs
- Drinking alcohol in the street. See plenty of people doing this without any police stopping it. Can be intimidating.
- Drinking during daytime, loud music, bad language, intimidating to locals & tourists. Outside toilets and on grassland owned by the council at Windsor street car park
- Drug and alcohol users in town centre
- Drug taking/dealing on Studley Skate Park. Dog mess.
- Drunken behaviour, litter everywhere, people parking on pavements, Saw men urinating in bush at end of road in broad daylight the other day, dog mess, especially in school holdings.
- Drunken groups of people in Rother St Market area. Tends to be afternoon and early evenings, but to be fair this does seem to be improving.
- Drunken teenagers cluttering up town at weekends
- Drunks walking up our street late evening throwing bottles and litter into gardens. Take away cartons and half eaten meals dropped on pathways especially at weekend (should surcharge McDonald and the burger and kebab cafes)
- Drunks, Noise, Door knocking -
- Eggs thrown at my front windows, very noisy vehicles being maintained in front gardens.
- Gangs of youths smoking funny fags in local garages lately. Throw snow-ice balls at doors and windows. After school and early evening they got no respect. My friends the local police are doing soon beats in the area when I told them. They are very for the area especially (Gary)
- Graffiti + Smashing the wooden fence under the Trinity Way Bridge over Rush Brook is a real issue as are the louts who hang out there. The same louts have sprayed out road signs in the area. Speeding in Rush Brook Rd is a problem due to the ineffectiveness of the last speed bump
- Groups of children in Hopkins Precinct, Alcester before and after school and night. Very intimidating to lots of vulnerable people.
- Groups of people illegally drinking on the Bancroft & memorial gardens. Youth's creating noise and anti social behaviour by skate boarding by the theatre.
- Groups of teenagers gather as they have nothing constructive to do & there are incidents of bullying residents.
- Hare coursing on farm including opening gates + 4wd vehicles driving over planted wheat crops. The 2 local Gypsy camps road every night looking for things to steal.
- Have been in a few issues in our area, particularly the problems in the cemetery. Quite worrying as our garden backs on to the cemetery.
- House burglaries
- I had to move due to anti social behaviour by a neighbour who terrified me. I am very happy where I am now but still have nightmares because of his abusive behaviour. It is absolutely essential that reports are taken serious and action is taken more swiftly. Even the efforts of safe neighbourhood team were slow and ineffective. No action was taken against me, despite several reports to the police
- I live opposite a public house - The Black Swan, Henley in Arden. The noise from this pub on Wednesday (open mic night) Fridays (karaoke) and Saturdays (live music night) is too much!. I sleep at the back of my property so there is a front bedroom and landing between myself and the pub. Not to mention double glazing, the high street and my front garden and the noise from the pub still keeps me awake. I haven't called the police because I believe they have more important things to do.
- I think maybe there are some drug dealing issues amongst the social housing, often very strange comings & goings
- Isolated vandalism / arson intensify.
- "Issues" depend on definition and interpretation of term "anti-social" behaviour. The area for the end of Church Walk, over the White Bridge to Church Street, Wellesbourne, has always been recognised as an area where anti-social behaviour may occur. It is off-putting and of concern to come across youths gathered in this area, whether near the White Bridge, or the seat in the far corner of the Churchyard, down the steps of the Church boiler house, or elsewhere, for any person visiting the church.

- Just usual group of youths who prefer to congregate in dark corners or have sex in public places. Petty nuisances which nice weather seems to encourage / increase.
- Keep left signs are regularly vandalised overnight.
- Kids damaging fences, hitting cars with footballs (Darlow Drive), cutting through to get to school. People at college using stores as their car park.
- Kids hanging around streets at night.
- Kids in hoodies hanging around Murco garage on bikes, shout things at you, just uncomfortable feeling.
- Lack of police - Lack of things for young people to do, so.....!
- Lawless youths, dog s\*\*t, lorries driving on grass verges because they are too big. This includes bin lorries.
- Litter louts on country lanes
- Loitering youths at playing fields (Wellesbourne Mountford). Feel intimidated mostly at night.
- Lots of broken glass in the park we use in Studley. Dangerous for the little ones, a sign of anti social behaviour in the evenings
- Loud noise and disturbance made by pub and club users late of night and in early hours e.g. shouting, arguing and sometimes fighting and congregating outside on the footpath. Dog owners allowing pets to foul footpaths. Use of bikes and skate boards on footpaths and in public areas. Drinking in public spaces.
- Loud, infantile behaviour late at night - (e.g. removing bins to middle of road, swearing, shouting etc on occasion)
- Main area of comeback is town centre at night. We avoid going there.
- Main issue is theft from garden sheds. Not a huge issue, but growing.
- Mainly gypsies driving around peering into peoples gardens and homes who will then often return later to remove cars or anything worth money to them without the owners consent.
- Minor problems with customers from pub. Anti-social and dangerous parking by prep school parents which parking attendants turn a blind eye to - seemingly.
- My neighbours house was broken into recently and had a lot of things taken
- Night of the mop fair. Numerous vehicles broken into. Please ensure protection from criminals this year in outlying villages.
- No police on the streets after dark. Crime up. Drink driving up
- No policing at night, over the last two weeks I have had a scooter & a bill board thrown in to my garden.
- Noisy drunk people outside pubs late at night. Two incidents of vandalism to our car parked in Ely Street.
- Not enough lighting on lane and the lane should be made safe as homes are not fenced off, anyone can run from lane onto site to commit crime, council and site owners should be involved.
- Not much of a concern but occasionally there is some miner misdemeanours - presumably from or by drunks coming from the rugby club premises.
- Not unduly but because it's a village & youngsters are bored. Sometimes mindless vandalism occurs. Benches broken, fire in porch of local school etc.
- Now & again, but scary for a 77 year old.
- One man crime wave.
- Painting fences etc
- People dropping litter on my land. Drunken passers by, dogs fouling walkways.
- People sat drinking around the American fountain & the car park areas
- Play area/skate park - youths around here and graffiti the side of the skate ramps. They leave an awful lot of litter everywhere on park incl. Glass / alcohol bottles. They shelter in local archway make a loud noise / mess and are rude / disrespectful when asked to move on. Have had to have police out on numerous occasions / repair my fence at my cost & have been scared senseless in the middle of the night.
- Pleased to report that problems have died down after repeated calls to police two/three years ago. Incidents, which we expect to reoccur sometime within the future included - throwing / smashing bottles, loud music, drunken / loutish behaviour, (in Kineton) damage to property, drug dealing, revving engines at 1am, dangerous driving. Police have done a good job

- Poor street lighting, intimidating groups of youths would not go out in the evenings
- Problems with the safety of horses in fields, some fly tipping, some vandalism.
- Quad bikes and other tight motor bikes used illegally, untaxed, unlit, rides under-age without helmets, on Kinwarton Road + fields + footpaths adjacent.
- Recently graffiti on fencing, damage to the sports pavilion & damage to an old telephone box has occurred
- Recreation ground gangs there at night.
- Removal of some street lights, youths congregating in groups around our village smoking.... tobacco?? Lack of visible policing.
- Road maintenance in small hamlet.
- Rowdy transient students from the Reed Business School during the Summer. It is impossible to sit in one's garden without hearing students being rowdy, speaking loudly on mobile phones and dropping litter in the lanes.
- rubbish deposited from moving vehicles into hedges 9sandwich wrappers, cans and plastic bottles
- Rural crime is a concern - heating fuel and burglaries.
- Since mobile phones, properties are no long safe, unwanted visitors turn up with vans & property goes missing
- Some antisocial behaviour involving young people and alcohol
- Some burglaries (not personal) but not to bad for a rural area.
- Some disruption (noise and littering) from individuals walking home after pub closing hours up Birmingham Road to the new housing developments in Bishopton area - presence of safer neighbourhood team at these hours would be a good thing. Abandoned supermarket trolleys always a problem on my estate (Joseph Way) - SDC should penalise supermarkets for this, easily remedied, Waitrose can do it! So should Tesco.
- Some problems around the Hopkins Precinct but the local police and auxiliary police are doing their best to keep it under control.
- Stratford college students after school, take over Bancroft Gardens. Language is often obscene, sexual promiscuity is an embarrassment to visitors and residents. The litter these groups leave (between the awful shrubbery beds) is left as an "eye sore". Action with college head teacher please.
- Teenagers gather together in one gateway leaving litter and make a noise late at night
- The avenue is often used by young people in cars late at night! Extreme litter and vandalism (+Graffiti) has occurred on occasions. The traffic lights & two lane system on the Birmingham road, junction with St Peters way has become very dangerous + required changes to road layout, or police speed control!
- The local drunks & beggars in town are an awful sight for visitors to our town. The beggars are not homeless, as they claim, gaining our social housing, have higher rates of pay to fund their habit and ESA. Get your CCTV operators & police to remove.
- The number of street people sitting in the cold - all weathers looking for money from the passers by, are they really homeless? i.e. on the Tramway bridge, outside Boots.
- The speed of vehicles approaching Wilmcote, especially from the A34 Stratford Road is excessive for road conditions - width of road, bends, railway bridge etc. Theft from cars and homes is occasionally a problem, often occurring at night
- The village is fairly crime-free but anti-social behaviour amongst caravan owners is getting worse. They park their caravans in such a manner that their neighbours cannot access their garages.
- Theft and vandalism
- Theft of catalytic converters & other items from vehicles. Group of confessed ex offenders calling on village houses & trying to sell small value grocery items, but in fact I suspect casing homes as potential future targets to burgle.
- theft of property, e.g. car trailer from the drive of our home
- There has been a repeated problem in Wootton Wawen/Hinckley area at occasional outbreaks of vandalism, particularly breaking into garden sheds. At least 3 houses in our neighbourhood have been burgled in the past year
- There have been several cars/outbuildings broken into within the village recently.
- There is drug dealing happening in the town, also young people in small groups on the high street in the evening.

- There is evidence of vandalism at Shottery park playground, teenagers often tied up the swings and cigarette butts are often found on the ground.
- There is still nowhere of any note for young people to socialise, we lost our leisure centre proposal at massive cost to council tax payers (now dead money!) And now we have lost our police station - and yet I know of two proposals for increased housing - which moves us from a village to a small town. The council seems to do everything the wrong way round!
- There seems to be a greater even of 'drunks' in town who I believe can intimidate and offend locals and visitors at certain times
- Too much petty theft.
- Use of local lock up garage for drug use, encouraging unsavoury characters to come to the area, staying late into the evening, especially in summer and causing a noise nuisance.
- Usually in the summer months and very late at night 12 o'clock onwards, when the pubs shut. Usually it is loud offensive language and mindless vandalism.
- Vandalism to Christmas tree on village green a few weeks ago. Unable to leave bike outside store unlocked due to kids hanging around.
- Vandalism, litter, youngsters in cars racing about. Teenagers racing along pavements on bikes (this is also happening in Stratford). Drug dealing & abuse - these are done in the open for everyone to see - police ignore this. We have a phone box in street that is constantly being vandalised - yet nothing is done to find culprits.
- Vehicles parked on pavements - unsafe for pedestrians, (outside The Lazy Cow) never happened when it was Cox's Yard. SNT struggling to solve the matter!
- Very few places for children to play where their parents are able to keep their eye on them. Ball games are played on shopping areas, hence we regularly have children retrieving their balls from our front gardens where they ruin our flowers etc, plus damage our cars
- We are experiencing criminal damage to our property and also stay in every night, this has been happening since 06. We are currently paying for protection as advised by our local police.
- We can get very noisy groups after 11 or 12.00pm
- We don't experience any but if we did we would be very concerned to have it dealt with effectively.
- We had someone putting fire to a rubbish bin of a neighbour
- We have a lot of drug abuse/users in the area and deals can be seen frequently. We have a lot of car crime and vandalism.
- We have had robberies in the village including next door to me I the last 12 months. Also speeding through the village continues.
- We have just moved from an area which we considered very anti social, we drunks and traffic till sometimes 4.00am. On every occasion the police were notified, but over a period of 5 years only answered about 5 calls. We moved because we wanted an area which our son felt safe.
- We have problems from time to time of youths congregating by the bus shelter, and we have thefts from our buildings
- We in Farnborough have had a certain amount of trouble from the residents who live in the 'camp' at the top of the Farnborough to Banbury Rd where it joins the main road. Foul language, when asked not to park & live in a van & chuck litter, in the church car park. Threatening sometimes. In the summer we have sometimes had twenty young children from the same area, threatening
- We live near the canal on Clapton Road - there are regular drugs taken in that area, litter from drinks cans etc!
- We were burgled last Thursday (31st January).
- When I recently called 999 in response to an armed robbery in a nearby house, the response time was over 20 minutes due to our location at the edge of the district.
- When the pubs turn out it can be very loud on the street. Occasional bottle throwing etc.
- Wordsworth Avenue - inconsiderate residents, noisy, foul language, inconsiderate parking etc, especially at night. Children / teenagers skateboarding, scooters etc outside apartments, Wordsworth Ave/Betjeman Rd

- Yes - some people on my street - with anti social behaviour, and drugs / drug dealing - don't think it's right. When I live here with 2 children and doing my forensics degree.
- Young people gathering in the centre of the village
- youths being noisy, destructive, drinking in children's park areas and leaving broken bottles
- Youths constantly banging on the front door and windows as they go past. Despite reporting numerous incidents by us and our neighbours nothing is done.
- Youth's gathering, pushing over fences and walls, general shouting and swearing. This occurs in alleyways to side and rear of Blenheim close, Bidford. Late evenings often up to midnight. Dog fouling occurs all over the village.
- Youths in the theatre parks on southern lane using the old brass rubbing centre - undercover area - for 'smoking and drinking'. Drunks in the shelter to the garden remembrance.