



# **CITIZENS' PANEL RESULTS FULL REPORT**

## **SUMMER 2010**

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# CONTENTS

	Page
<b>1.0 INTRODUCTION</b>	1
<b>2.0 METHODOLOGY</b>	1
<b>3.0 SUMMARY OF RESULTS</b>	2
<b>4.0 RESULTS IN DETAIL</b>	
<b>4.1 Parking Enforcement in Stratford District</b>	
4.1.1 <i>How residents are affected by the new parking arrangements</i>	5
4.1.2 <i>Strength of agreement with parking enforcement statements</i>	7
<b>4.2 Shopping and Parking in Stratford District</b>	
4.2.1 <i>Whether residents ever use a motor vehicle for shopping in the town centres of Stratford District</i>	9
4.2.2 <i>Where residents normally park when driving into the towns of Stratford District for shopping</i>	10
4.2.3 <i>Satisfaction with the new arrangements for non residential parking for shoppers</i>	11
4.2.4 <i>Ease of parking for shoppers since SDC changed parking arrangements</i>	12
4.2.5 <i>Whether residents have changed where they park for shopping</i>	13
<b>4.3 Commuting and Parking in Stratford District</b>	
4.3.1 <i>Whether residents ever use their motor vehicle for commuting to the town centres of Stratford District</i>	14
4.3.2 <i>Where residents normally park when driving to towns of Stratford District for commuting</i>	15
4.3.3 <i>Satisfaction with the new arrangements for non residential parking for commuting</i>	16
4.3.4 <i>Ease of parking for commuters since SDC changed parking arrangements</i>	17
4.3.5 <i>Whether commuters have changed where they park</i>	18
4.3.6 <i>Awareness of free parking for up to one hour at Bridgefoot Car Park</i>	18
<b>4.4 District Council Elections</b>	
4.4.1 <i>Whether Citizens' Panel members voted in May 2010 District Council elections</i>	19
4.4.2 <i>Polling stations used</i>	20
4.4.3 <i>How clear and concise was the signage at the polling station</i>	21
4.4.4 <i>How clear and concise were the instructions as to where they had to vote</i>	22
4.4.5 <i>Satisfaction with treatment by the polling station staff</i>	23
4.4.6 <i>Reasons for some residents' dissatisfactions</i>	23
4.4.7 <i>Strength of agreement of non-voters with attitude to voting statements</i>	24
<b>4.5 Councillors</b>	
4.5.1 <i>Whether Citizens' Panel members have contacted their Councillor for information within the last year</i>	25
4.5.2 <i>Quality of contact with Councillor</i>	25
4.5.3 <i>Reasons why some residents have not contacted their Councillor</i>	26
4.5.4 <i>Residents' satisfaction with effectiveness of their District Councillor</i>	27
4.5.5 <i>Suggestions for improvement of effectiveness of District Councillors</i>	27

<b>4.6</b>	<b>Affordability</b>	
4.6.1	<i>Whether residents struggle to pay fuel bills</i>	28
4.6.2	<i>Proportion of income and benefits used to pay fuel bills</i>	28
4.6.3	<i>Concern over impact of household debt</i>	29
4.6.4	<i>Types of debt causing concern to some residents</i>	30
4.6.5	<i>Whether residents know who to approach for advice</i>	31
4.6.6	<i>Organisations which residents would approach for advice</i>	32
<b>4.7</b>	<b>Access to Services</b>	
4.7.1	<i>General access to services and whether residents have contacted SDC in the last 12 months</i>	33
4.7.2	<i>Respondents' preferred means of contact with SDC</i>	35
<b>4.8</b>	<b>Empty Homes</b>	
4.8.1	<i>Whether SDC should consider using legal powers to return empty homes to use</i>	36
<b>4.9</b>	<b>Open Spaces</b>	
4.9.1	<i>How Citizens' Panel members rate their nearest parks and/or open spaces</i>	37
4.9.2	<i>Names/locations of local parks and open spaces</i>	38
4.9.3	<i>How residents rate their nearest indoor sports facilities</i>	39
4.9.4	<i>Names of indoor sports facilities</i>	40
4.9.5	<i>How residents rate their nearest outdoor sports facilities</i>	40
4.9.6	<i>Names of outdoor sports facilities</i>	41
4.9.7	<i>Suggested improvements or new facilities residents would like in relation to the local provision of open space, sports facilities and children's play areas</i>	41
<b>4.10</b>	<b>Citizens Advice Bureau</b>	
4.10.1	<i>Whether Citizens' Panel members have ever used the Citizens Advice Bureau's free information and advice service</i>	42
4.10.2	<i>Satisfaction with the information and advice given</i>	43
4.10.3	<i>Nature of advice given for help with residents problems</i>	44
4.10.4	<i>Nature of advice given if it was of a personal nature to residents</i>	45
4.10.5	<i>Whether residents have used the telephone service</i>	46
4.10.6	<i>Residents satisfaction with the telephone service</i>	47
4.10.7	<i>Whether residents would consider using the CAB service for information and advice on a variety of issues</i>	48
4.10.8	<i>What would make it easier for residents to access the CAB services</i>	48

## **APPENDICES**

- Appendix 1: Other comments given by residents as to how they are affected by the new parking arrangements. 113 comments.
- Appendix 2: Reasons why some residents feel it is more difficult to park for shopping since SDC changed the arrangements for parking. 95 comments.
- Appendix 3: Reasons given by some residents as to why they have changed where they park for shopping as a result of the change in parking arrangements. 124 comments.
- Appendix 4: Reasons why some residents feel it is more difficult to park for commuting since SDC changed the arrangements for parking. 40 comments.
- Appendix 5: Reasons given by some residents as to why they have changed where they park for commuting. 32 comments.
- Appendix 6: Reasons for some residents' dissatisfactions. 21 comments.
- Appendix 7: Other reasons given by residents who chose not to vote at the last District Council elections. 22 comments.
- Appendix 8: Other reasons as to why residents have not contacted their Councillor for information about the Council or its services. 6 comments.
- Appendix 9: Suggestions for improvement of effectiveness of District Councillors. 164 comments.
- Appendix 10: Names / locations of local parks or open spaces. 360 comments.
- Appendix 11: Name of nearest indoor sports facilities. 376 comments.
- Appendix 12: Name of nearest outdoor sports facilities. 214 comments.
- Appendix 13: Suggestions for improvements or new facilities that residents would like in relation to the local provision of open space, sports facilities and children's play areas. 230 comments.
- Appendix 14: Reasons for dissatisfaction with information and advice given by the Citizens Advice Bureau. 11 comments.
- Appendix 15: Other outcomes of advice being of help with a resident's problem given by the Citizens Advice Bureau. 66 comments.
- Appendix 16: Other outcomes of advice being of a personal nature given by the Citizens Advice Bureau. 14 comments.
- Appendix 17: Suggestions as to what would make it easier for residents to access the Citizens Advice Bureau services. 146 comments.

# Stratford-on-Avon District Council

## Citizens' Panel: Summer 2010 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 Summer 2010 Panel survey.

### 2. Methodology

1005 questionnaires were sent out either by post or email in late May 2010, with a further batch of 224 sent by post in early July 2010 due to a mailing error. In total, 952 people received a postal questionnaire and 277 were emailed a questionnaire to be completed online. 543 questionnaires were returned (423 by post and 120 by email), with a further 25 "not known at this address, no longer interested" etc, representing a response rate of 45.1% (46.6% post, 43.3% by email).

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**

#### **Parking Enforcement in Stratford District**

- Almost half (47%) of residents stated that they lived in a street where residents' parking permits were not needed and 45% of those surveyed claimed to use council managed car parks in Stratford District's town centres.
- Four in ten (38%) of respondents disagreed or strongly disagreed with the phrase: "easier access and availability has benefited customers, businesses and residents".

#### **Shopping and Parking in Stratford District**

- Residents were asked whether they ever use a motor vehicle for shopping in the town centres of Stratford District and exactly four fifths confirmed they did.
- Regarding when they park in Stratford District town centres as a shopper, almost half of respondents (47%) stated that when they drive into the towns of Stratford District for shopping they park in a car park, four in ten (39%) said depends, car park or on the street, and 14% quoted on-street.
- When questioned as to whether they have changed where they park as a result of the change in parking arrangements, three in ten residents (28%) claimed they had.

#### **Commuting and Parking in Stratford District**

- All respondents were asked whether they ever use their motor vehicle for commuting to the town centres of Stratford District, almost two thirds (63%) claimed they did not.
- Firstly, when asked where they normally parked when they drove into the towns of Stratford District for commuting, nearly half (47%) stated in a car park, 41% said depends, car park or on the street, and 13% said on street. Interestingly, these percentages were very similar to those relating to where residents normally park when driving into the towns of Stratford District for shopping (47%, 39% and 14% respectively).
- Those residents who use their motor vehicle for commuting to the town centres of Stratford District were questioned as to whether they had changed where they park as a commuter since SDC changed the arrangements for parking. Eight in ten (83%) confirmed they had not.

#### **District Council Elections**

- The Stratford District Council elections were held on 6<sup>th</sup> May 2010 in some parts of the District and 73% of those surveyed confirmed they had voted. For one in ten (10%) of those surveyed in 2010 there was not District Council election held in their area.
- 18% of those surveyed stated that they voted by post and not at a polling station.
- Across both surveys, nine in ten residents (92% in 2010 and 91% in 2008) thought signage was clear or very clear.
- Those residents who believed the instructions to where they had to vote were either clear or very clear fell by 5 percentage points across the two years from 93% in 2008 to 88% in 2010.

- Nine in ten residents were either very or fairly satisfied with treatment received at the polling stations, however, 9% of those surveyed expressed dissatisfaction.
- Only those residents who chose not to vote at the last District Council elections were asked which, from a range of statements, described their attitude to voting in District Council elections and just over a third (36%) did not believe it would make any difference to local taxes and services.

### **Councillors**

- Residents were asked if they had contacted their Councillor for information about the Council or its services within the last year: in 2010, 82% of them stated they had not.
- For the 18% of those surveyed who claimed to have contacted their Councillor for information about the Council or its services within the last year, when asked how long did it take for their Councillor to respond to their request to discuss information, they stated that 56% of Councillors responded to a request to discuss information within two days, 29% within a week and 15% took more than a week.
- Regarding the contact they had had with their District Councillor, three quarters (75%) stated the accuracy and completeness of any information provided by their Councillor was either very or fairly good and 72% believed the help and support they received from their Councillor was very or fairly good.
- Those residents who had not contacted their Councillor for information about the Council or its services were asked to describe their reasons for this: over three quarters (77%) of respondents gave the reason as having not needed information or help; and for 13% of those surveyed, it was that they had contacted the Council direct.
- All residents were asked to state overall, how satisfied or dissatisfied they were with the effectiveness of their District Councillor. Almost half (46%) said they were very or fairly satisfied, 44% were neither satisfied nor dissatisfied, and one in ten (10%) were either very or fairly dissatisfied.

### **Affordability**

- The survey asked residents if they continually struggled throughout the year to pay their electricity and heating fuel bills. Significantly, when compared with the findings of the Citizens' Panel winter 2009 survey, the 2010 report showed an increase of 11 percentage points in those residents who claimed they were not struggling to pay their fuel bills. It rose from 68% in the winter 2009 report to 79% in the summer 2010 survey.
- Those residents who were worried about the impact that household debt may have on their housing situation in the future were then asked to indicate the types of debt that may give them cause for concern. Significantly, the percentage of those surveyed who felt that heating /fuel debts were a cause for concern fell by 15 percentage points from 42% in 2009 to 27% in 2010. A third of respondents in 2009 cited council tax and this remained fairly constant in 2010 at 31%. Interestingly, the concern of the cost of a mortgage fell by 5 percentage points between the two years, from 26% in 2009 to 21% in 2010. Credit cards proved to be an increasing cause of concern, showing a rise of 4 percentage points, from 11% in 2009 to 15% in 2010.

## **Access to Services**

- When asked if they had contacted Stratford-on-Avon District Council in the last twelve months, 48% of residents confirmed they had done so, in contrast to the remaining 58% who claimed they had not. This was 10% less than 2008.
- Those who had contacted Stratford-on-Avon District Council in the last year, were then asked to state the frequency of their contact and once (30%) or twice (33%) were the most popular.
- Residents in contact with Stratford District Council in the last twelve months were asked to comment on how easy or difficult they found it overall to access the Council's services. Just under two-thirds claimed it to be fairly or very easy (63%), as opposed to one in ten who felt that it was fairly or very difficult (12%). The figure for ease of contact has fallen 16 percentage points compared with the previous survey results.
- All residents were asked to name their preferred means of contact with Stratford District Council: seven in ten residents (69%) quoted by telephone – a fall of 10 percentage points from 2008; almost a third (32%) said in person; three in ten (31%) said by email; and one in ten (11%) by letter – a fall of 14 percentage points on the previous survey. Almost a quarter cited via the SDC website/ internet (23%) and 1% gave other reasons.

## **Empty Homes**

- Nine in ten (88%) of those surveyed replied yes SDC should consider using legal powers to return empty homes into use.

## **Open Spaces**

- Regarding the quantity of their nearest parks and/or open spaces, for example, are there enough, six out of ten (62%) of those surveyed stated either very or fairly good and just over a fifth (21%) stated neither good nor poor.
- Residents rated the accessibility of their nearest parks and/or open spaces: almost three quarters (71%) said it was either very or fairly good and just over a fifth (21%) felt it was neither good nor bad.
- Almost three quarters (71%) of respondents believed accessibility to their nearest indoor sports facilities was either very or fairly good.
- Regarding their nearest outdoor sports facilities, over a third (35%) of those surveyed claimed it was either very or fairly poor and 32% said it was neither good nor poor.

## **Citizens' Advice Bureau**

- Of those surveyed, exactly three quarters (75%) of residents claimed not to have used the Citizens Advice Bureau's free information and advice service.
- Residents who had used the Citizens Advice Bureau's free information and advice service were further questioned regarding their level of satisfaction with the information and advice given: over four fifths of those surveyed (83%) stated that they were very or fairly satisfied with the information and advice given and exactly one in ten (10%) were very or fairly dissatisfied.
- All residents were asked whether they have used the Citizens Advice Bureau's



telephone service. Exactly nine in ten (90%) of residents claimed they had not used it.

- Residents were then asked whether or not they would consider using the Citizens Advice bureau service for information and advice on a variety of issues. Over three quarters (79%) of those surveyed claimed they would use the Citizens Advice Bureau service for information and advice on general enquiries. However, just under three quarters (73%) said they would not use it for relationship issues. Seven in ten (73%) stated they would use it for consumer issues. Over half (54%) of those surveyed indicated that they would not use it for both employment issues and discrimination. Seven in ten (68%) stated they would use the Citizens Advice Bureau service for information and advice on benefits and 64% stated likewise for debt issues.

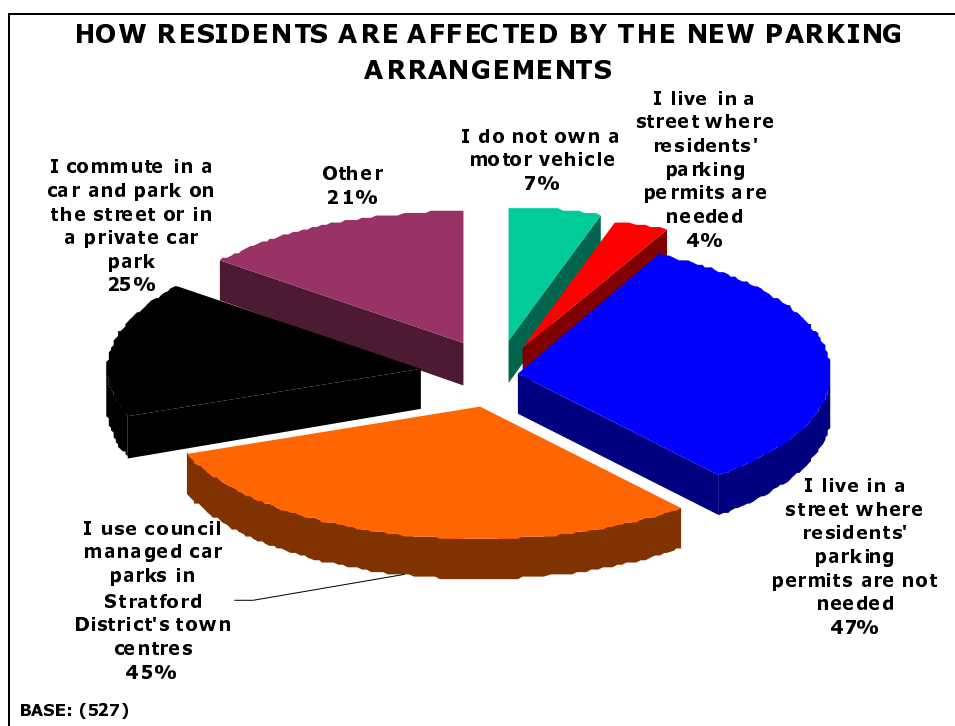
## 4. Results in Detail

### 4.1 Parking Enforcement in Stratford District

#### 4.1.1 How residents are affected by the new parking arrangements

Residents were asked how they were affected by the new parking arrangements and the chart below shows responses received. Almost half (47%) stated that they lived in a street where residents' parking permits were not needed and 45% claimed to use council managed car parks in Stratford District's town centres. A quarter of those surveyed commuted in a car and parked on the street or in a private car park. Just over a fifth (21%) gave other comments (113 in total) as to how they are affected by the new parking arrangements and these are listed in Appendix 1.

Chart 1: How residents are affected by the new parking arrangements



Analysis of results by area reveals that 11% of respondents living in Southam, versus 2% of those living in Shipston confirmed that they do not own a motor vehicle.

10% of Stratford residents in contrast to 1% of Wellesbourne-Kinerton residents live in a street where residents parking permits are needed.

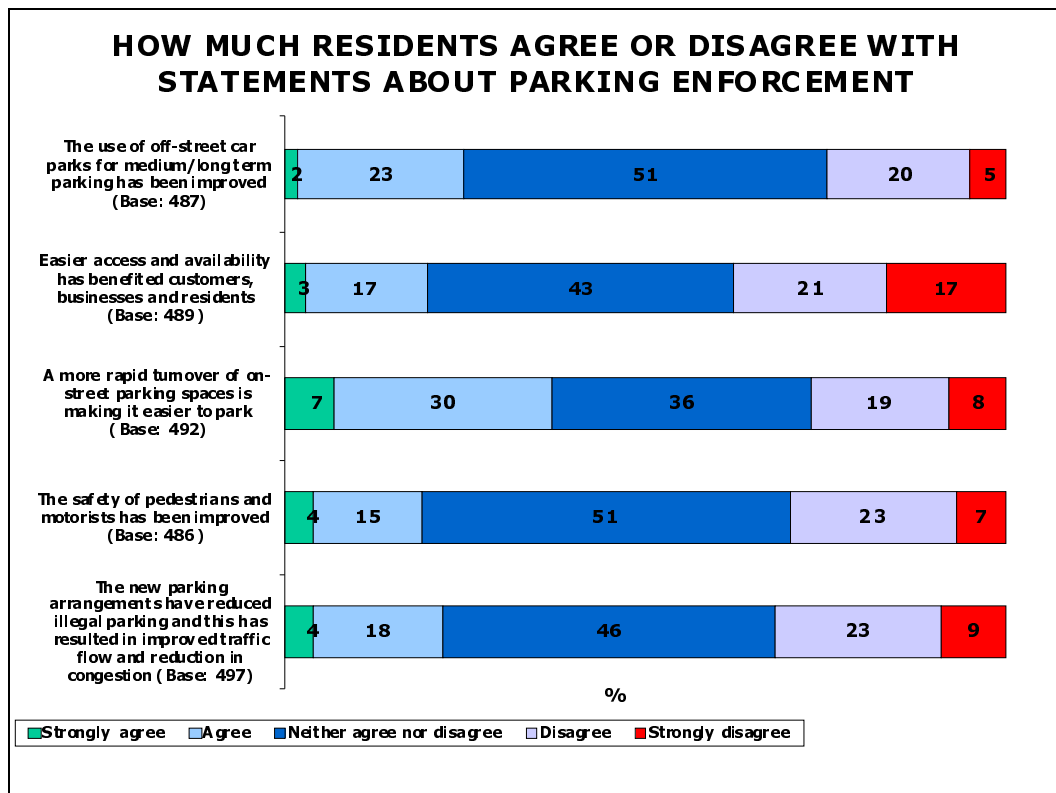
Six in ten (59%) of both Southam and Stratford residents live in a street where residents parking permits are not needed, compared to 34% of those living in the Alcester-Bidford area, 37% of those living in the Wellesbourne-Kinerton area and 41% of those living in the Henley-Studley area.

Over half of those living in Wellesbourne-Kinerton (53%) as well as over half of those living in Shipston (52%) confirmed that they used council managed car parks in Stratford District's town centres, as opposed to 34% of those living in Stratford.

#### 4.1.2 Strength of agreement with parking enforcement statements

The survey questioned how much residents agreed or disagreed with a list of statements about parking enforcement. Feedback is illustrated in the graph below. Exactly a quarter (25%) agreed or strongly agreed with the statement: "the use of off-street car parks for medium/long term parking has been improved", however, the exact same percentage of residents disagreed or strongly disagreed with it. Significantly, four in ten (38%) of those surveyed disagreed or strongly disagreed with the phrase: "easier access and availability has benefited customers, businesses and residents". Interestingly, 37% of residents agreed or strongly agreed with the statement: "a more rapid turnover of on-street parking spaces is making it easier to park". Three in ten (30%) disagreed or strongly disagreed with: "the safety of pedestrians and motorists has been improved". Almost a third (32%) of respondents disagreed or strongly disagreed with the statement: "the new parking arrangements have reduced illegal parking and this has resulted in improved traffic flow and reduction in congestion".

Chart 2: How much residents agree or disagree with statements about parking enforcement



Analysis of feedback by area demonstrated that six out of ten (58%) of Stratford residents versus 15% of Southam residents, disagreed or strongly disagreed with the statement that "the new parking arrangements have reduced illegal parking and this has resulted in improved traffic flow and reduction in congestion".

Similarly, almost half (48%) of Stratford residents as opposed to 15% of Southam residents either disagreed or strongly disagreed with the statement: "the safety of pedestrians and motorists has been improved".

Four in ten (41%) Stratford residents compared to 11% of Southam residents disagreed or strongly disagreed with the phrase: "A more rapid turnover of on-street parking spaces is making it easier to park".

Six in ten (60%) of Stratford residents in contrast to one in ten (10%) of Southam residents disagreed or strongly disagreed with the statement: "easier access and availability has benefited customers, businesses and residents".

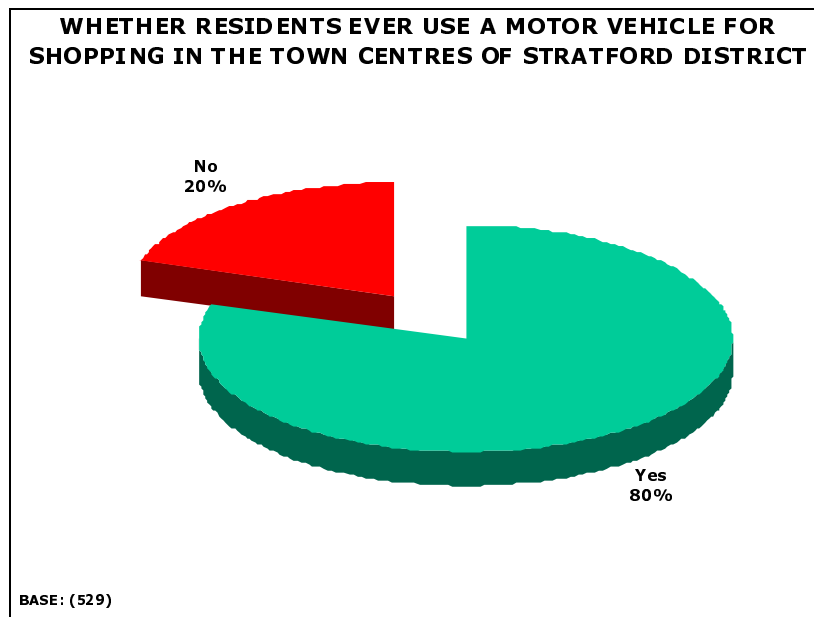
Over a third (36%) of Stratford residents compared to 11% of Southam residents disagreed or strongly disagreed with the statement: "the use of off-street car parks for medium/long term parking has been improved".

## 4.2 Shopping and Parking in Stratford District

### 4.2.1 Whether Citizens' Panel members ever use a motor vehicle for shopping in the town centres of Stratford District

Residents were asked whether they ever use a motor vehicle for shopping in the town centres of Stratford District and as the pie chart below shows, exactly four fifths confirmed they did.

*Chart 3: Whether Citizens' Panel members ever use a motor vehicle for shopping in the town centres of Stratford District*

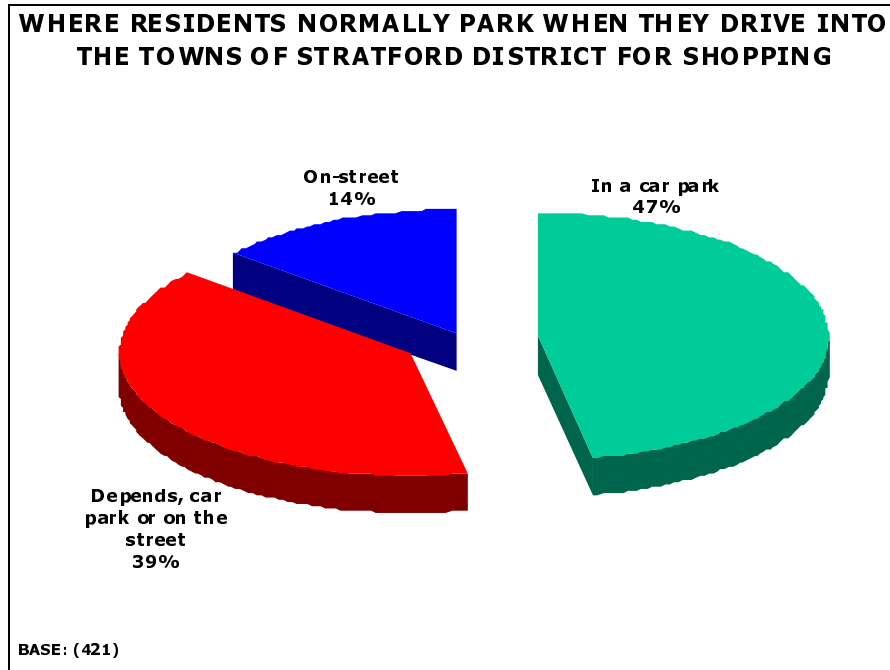


Analysis of results by area shows that 94% of residents living in Shipston, as opposed to 73% of those living in Southam and 74% of those living in Stratford, confirmed that they did use a motor vehicle for shopping in the town centres of Stratford District.'

#### 4.2.2 Where residents normally park when driving into the towns of Stratford District for shopping

Residents were requested to answer a series of questions whilst thinking about when they park in Stratford District town centres as a shopper. As the graph below demonstrates, almost half (47%) stated that when they drive into the towns of Stratford District for shopping they park in a car park, four in ten (39%) said depends, car park or on the street, and 14% quoted on-street.

Chart 4: Where residents normally park when driving to the towns of Stratford District for shopping

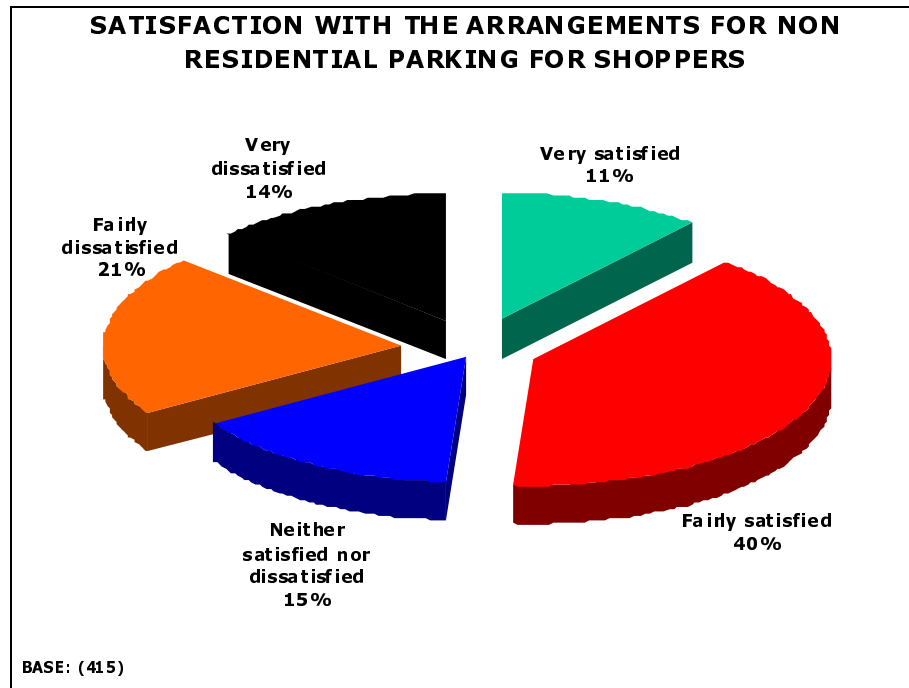


By area, six in ten (60%) of Henley-Studley residents versus just over a quarter (26%) of Stratford residents said they parked in a car park when they drove into the towns of Stratford District for shopping.

### 4.2.3 Satisfaction with the new arrangements for non residential parking for shoppers

The survey questioned overall, how satisfied or dissatisfied respondents were with the arrangements for non residential parking (off-street parking / car parks / on-street Pay and Display) for shoppers. Over half (51%) claimed to be fairly or very satisfied, and 35% said they were fairly or very dissatisfied, as illustrated in the chart below.

Chart 5: Satisfaction with arrangements for non residential parking for shoppers

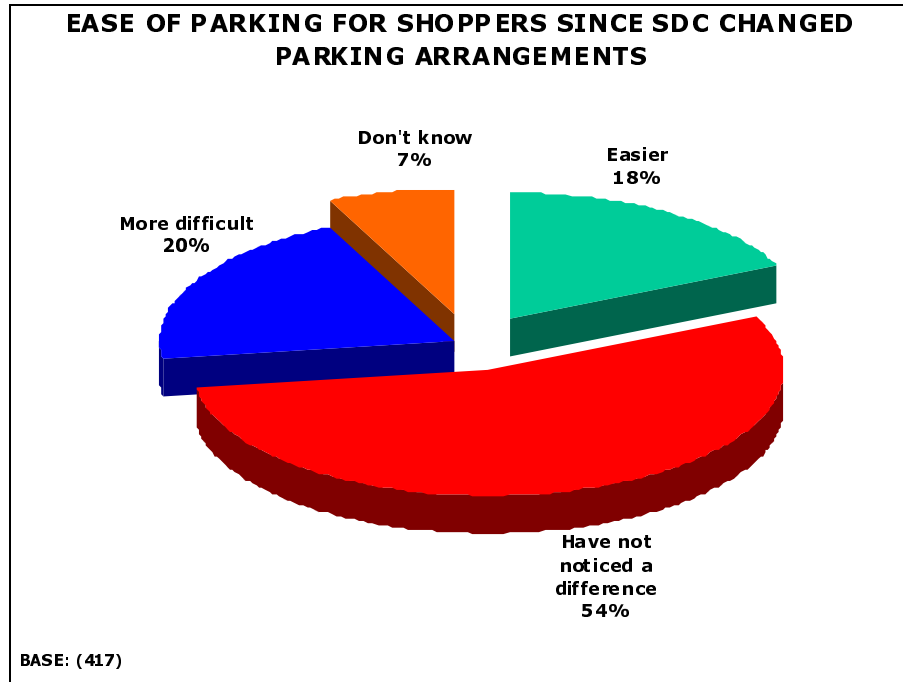


By area, over half (55%) of those living in Stratford compared to 11% of those living in Southam and a quarter (25%) of those living in Wellesbourne-Kineton, were fairly or very dissatisfied overall with the arrangements for non-residential parking for shoppers.

#### 4.2.4 Ease of parking for shoppers since SDC changed parking arrangements

When asked if it was now easier or more difficult to park since SDC changed the arrangements for parking, over half (54%) of residents claimed not to have noticed a difference. A fifth (20%) said it was more difficult and 18% stated it was easier. Results are illustrated in the graph below. Those residents who said it was more difficult to park were asked to explain why and their comments, 95 in total, are listed in Appendix 2.

Chart 6: Ease of parking for shoppers since SDC changed parking arrangements

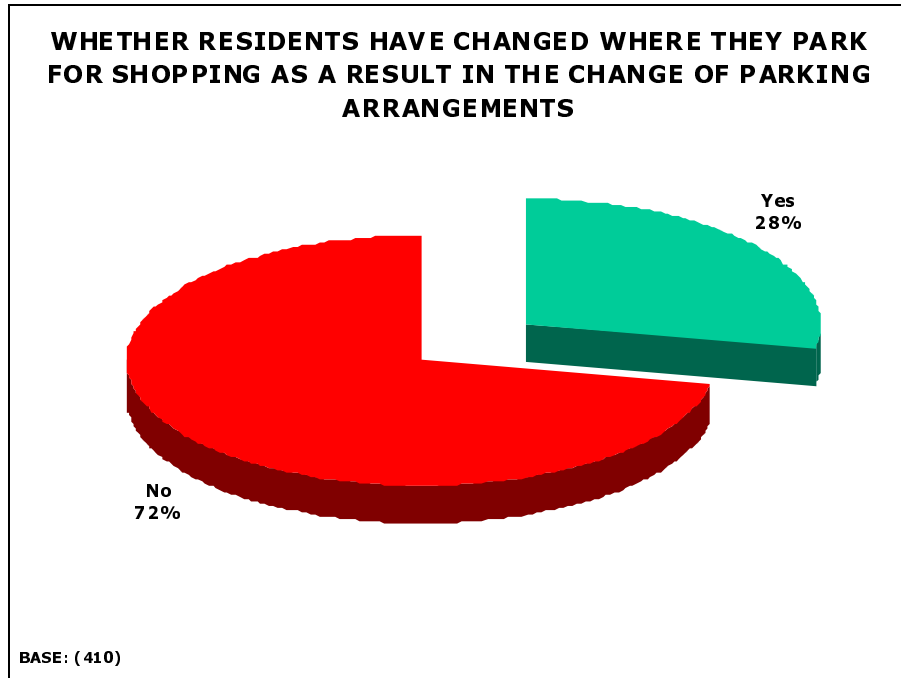




#### 4.2.5 Whether residents have changed where they park for shopping

When questioned as to whether they have changed where they park as a result of the change in parking arrangements, three in ten residents (28%) claimed they had, as shown in the chart below. Asked to explain the reasons for this, 124 comments in total were given, and these are listed in Appendix 3.

Chart 7: Whether residents have changed where they park for shopping

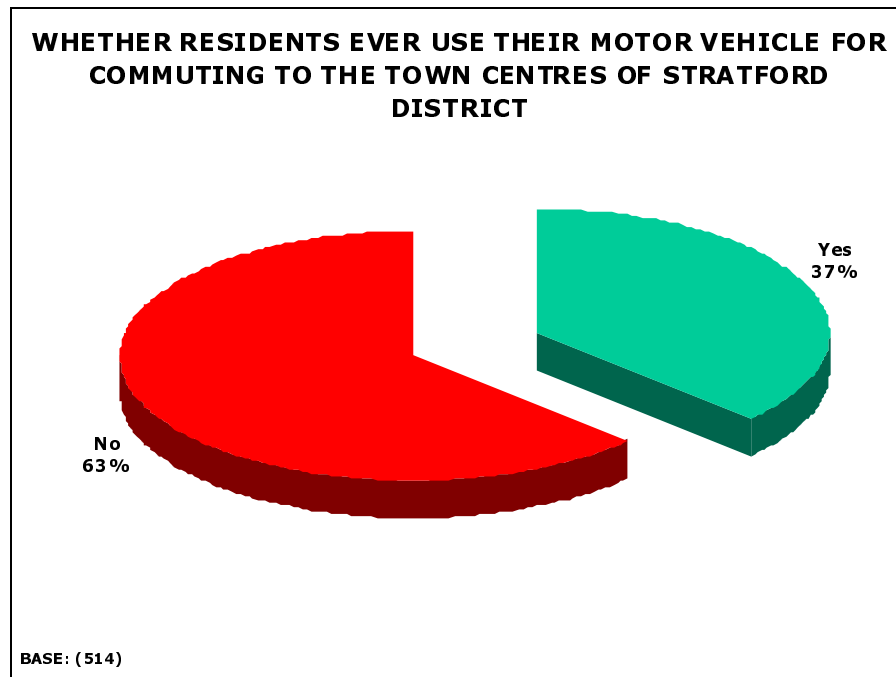


### 4.3 Commuting and Parking in Stratford District

#### 4.3.1 Whether residents ever use their motor vehicle for commuting to the town centres of Stratford District

All respondents were asked whether they ever use their motor vehicle for commuting to the town centres of Stratford District, and as the pie chart below shows, almost two thirds (63%) claimed they did not.

Chart 8: Whether residents ever use their motor vehicle for commuting to the town centres of Stratford District

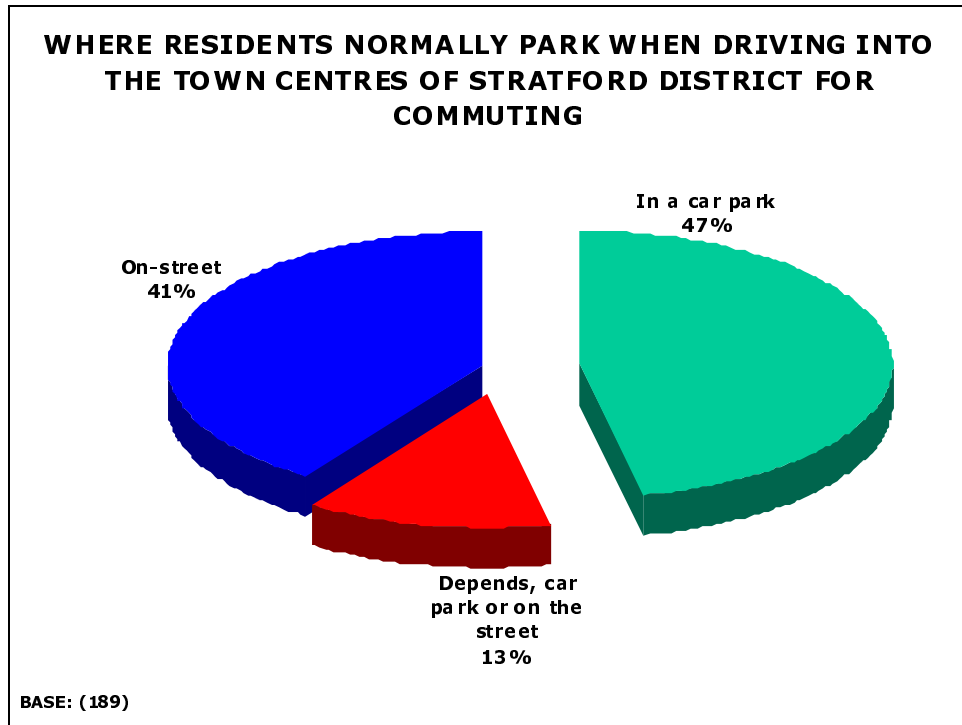


Those residents who claimed to use their motor vehicle for commuting to the town centres of Stratford District were asked 6 further questions concerning when they park in town centres in Stratford District as a commuter.

#### 4.3.2 Where residents normally park when driving into the towns of Stratford District for commuting

Firstly, this group of residents were asked where they normally parked when they drove into the towns of Stratford District for commuting. Nearly half (47%) stated in a car park, 41% said depends, car park or on the street, and 13% said on street, as illustrated in the following graph. Interestingly, these percentages were very similar to those relating to where residents normally park when driving into the towns of Stratford District for shopping (47%, 39% and 14% respectively).

Chart 9: Where residents normally park when driving into towns of Stratford District for commuting

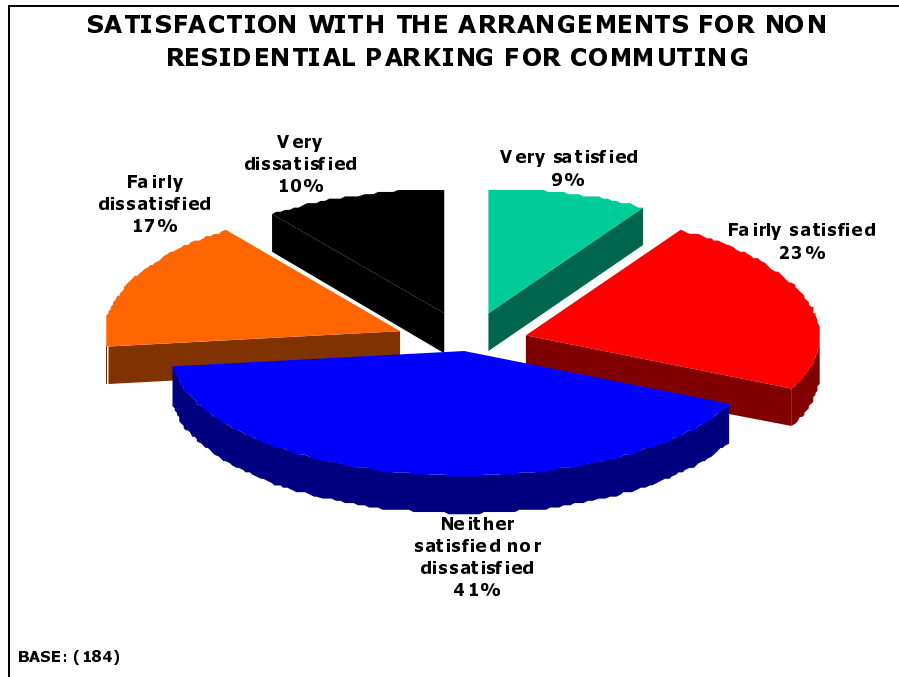


Area analysis reveals that six in ten (61%) of Alcester-Bidford residents and 56% of Southam residents in contrast to 29% of Stratford residents park in a car park when they drive into the towns of Stratford District for commuting.

### 4.3.3 Satisfaction with the new arrangements for non residential parking for commuting

Those residents using their motor vehicles for commuting to the town centres of Stratford District were asked overall how satisfied / dissatisfied they were with the new arrangements for non residential parking (off-street parking / car parks / on-street Pay and Display) for commuting. Almost a third (32%) claimed to be fairly or very satisfied and 27% said they were fairly or very dissatisfied. Results are displayed in the chart below.

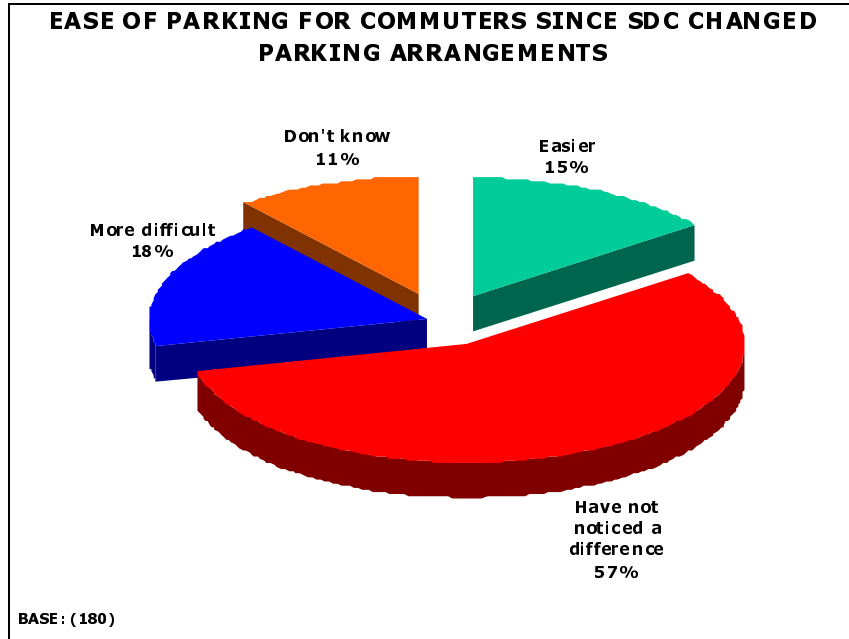
Chart 10: Satisfaction with the new arrangements for non residential parking for commuting



**4.3.4 Ease of parking for commuters since SDC changed parking arrangements**

Thirdly, those residents using their motor vehicles for commuting to the town centres of Stratford District were asked if it was now easier or more difficult for them to park since SDC changed parking arrangements. The chart below illustrates responses received. Over half (57%) claimed not to have noticed a difference. Those residents who said it was more difficult to park were asked to explain why and their comments, 40 in total, are listed in Appendix 4.

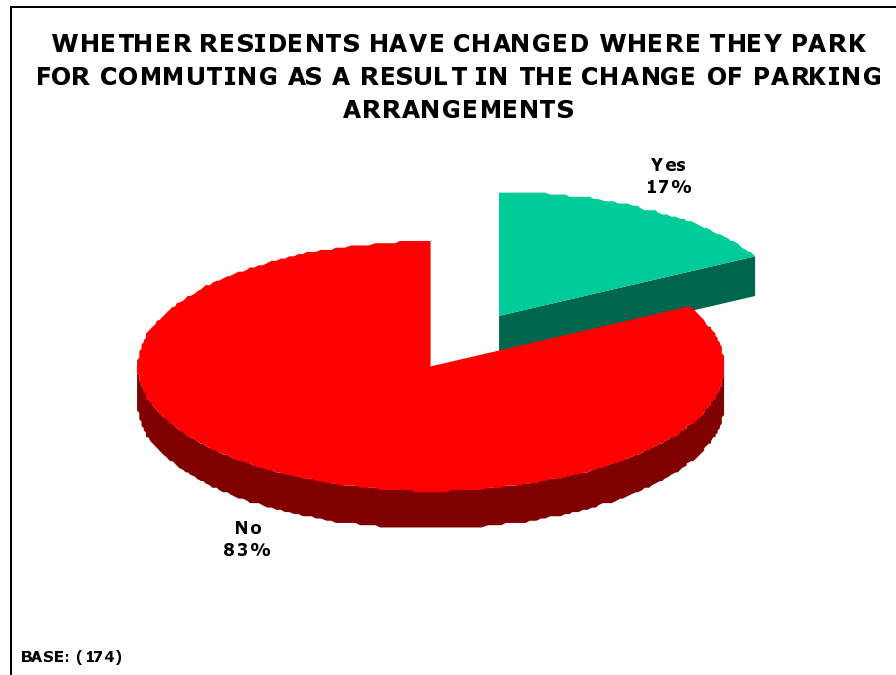
*Chart 11: Ease of parking for commuters since SDC changed parking arrangements*



#### 4.3.5 Whether commuters have changed where they park for commuting

Next, those residents who use their motor vehicle for commuting to the town centres of Stratford District were questioned as to whether they had changed where they park as a commuter since SDC changed the arrangements for parking. Eight in ten (83%) confirmed they had not, as the chart below illustrates. 32 explanations were given by those who had changed where they park and these are listed in Appendix 5.

Chart 12: Whether residents have changed where they park for commuting



#### 4.3.6 Awareness of free parking for up to one hour at Bridgefoot Car Park

All respondents were asked if they were aware that at Bridgefoot Car Park in Stratford-upon-Avon there is free parking for up to one hour. Significantly, three quarters (75%) of those surveyed replied they were not aware of this fact.

By area, nine in ten (88%) of Southam residents, 82% of Henley-Studley residents, 78% of Wellesbourne-Kington residents and three quarters (75%) of Alcester-Bidford residents, as opposed to 62% of Stratford residents were not aware of free parking of up to one hour at Bridgefoot car park.

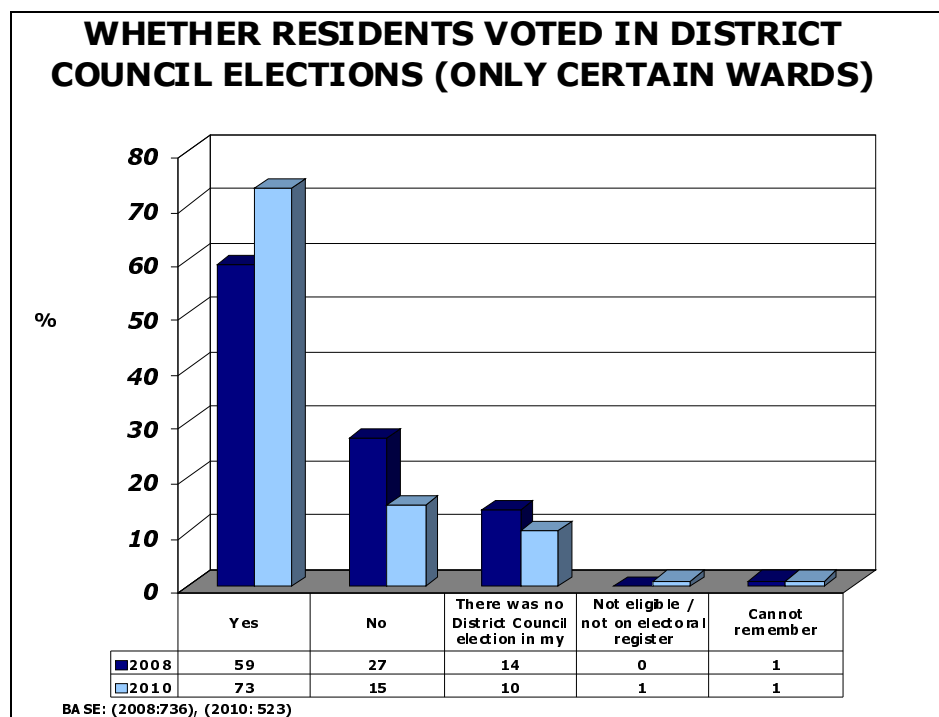
## 4.4 District Council Elections

### 4.4.1 Whether Citizens' Panel members voted in May 2010 District Council elections

The Stratford District Council elections were held on 6<sup>th</sup> May 2010 in some parts of the District. SDC wanted to get residents' views on their voting experience and how things could be improved in the future. The survey asked residents to state whether or not they had voted in the recent District Council elections (only in certain wards) held in May 2010 and 73% confirmed they had done so. For one in ten (10%) of those surveyed in 2010 there was not District Council election held in their area.

Significantly, when comparing 2010 results with those from the SDC Citizens' Panel report in Summer 2008, it can be seen that an increase of 14 percentage points was noted in 2010 of the percentage of residents who had voted. Comparisons between this year's results and those of 2008 are illustrated in the following graph. Similarly, those who stated they had not voted, fell by 12 percentage points between the two years, and the percentage of those who could not remember remained static.

Chart 14: Whether residents voted in May 2010 District Council elections compared to 2008



#### 4.4.2 Polling stations used

Residents who had voted in the May 2010 District Council elections were further questioned as to which polling station they voted at. 381 responses were given and these are summarised in the table below. 18% of those surveyed stated that they voted by post and not at a polling station. The remainder voted at a wide variety of polling stations across the District: the most popular being Wellesbourne, Southam and Alcester. Other stations included: Arrow; Wilmcote; Bearley; Earlswood; Moreton Morrell; Kineton; Tanworth; Ullenhall; Halford; Lighthorne; Salford Priors; Bishops Itchington; Tiddington; Broom; Welford; etc.

Table 1: At which polling station residents voted

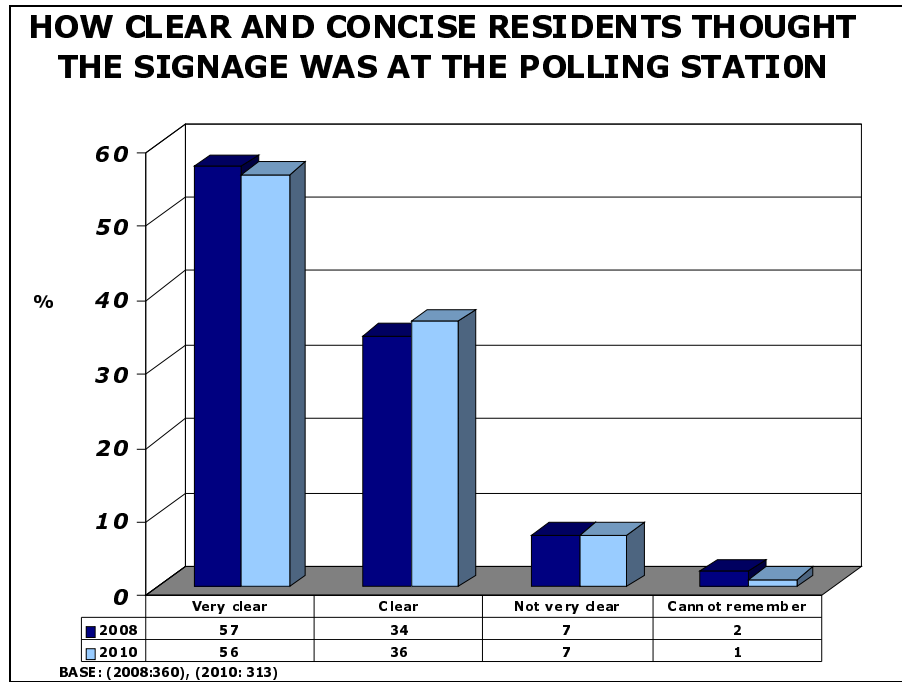
At which polling station residents voted	2010 %
Voted by post	18
Wellesbourne	6
Southam	6
Alcester	5
Shottery	3
Thomas Jolyffe school	3
Elizabeth House	3
Bidford	3
Bridgetown School	3
Studley	3
Harbury	2
Ken Kennett centre	2
Manor Road	2
Shipston	2
Bishopton	2
Henley-in-Arden	2
Lower Quinton	2
St Peter's Mission	2
Wootton Wawen	2
Other	32
Base:	(381)



**4.4.3 How clear and concise was the signage at the polling station**

Those respondents who had voted at the May 2010 elections were then asked to indicate how clear and concise was the signage at the polling station. Feedback is illustrated in the chart below and compared with that of the SDC Citizens' Panel report in Summer 2008. Across both surveys, nine in ten residents (92% in 2010 and 91% in 2008) thought signage was clear or very clear. Those that felt it was very clear fell by one percentage point from 57% in 2008 to 56% in 2010, however, those that believed it was clear increased by 2 percentage points from 34% to 36% over the same time period.

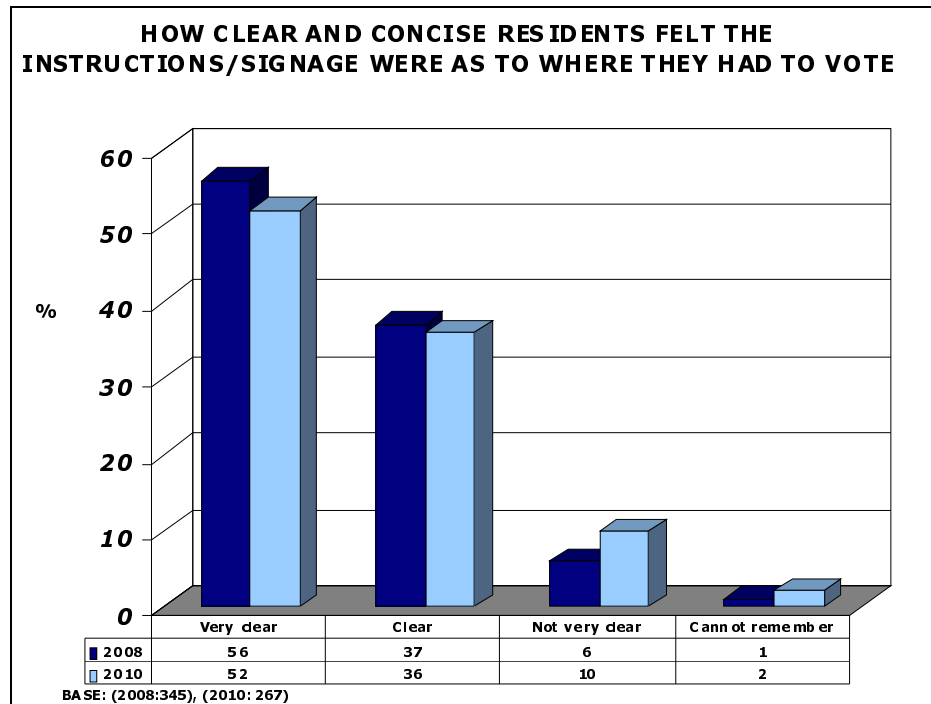
*Chart 15: How clear and concise residents in 2010 felt the signage was to the polling station compared to those in 2008*



#### 4.4.4 How clear and concise were the instructions as to where they had to vote

Similarly, those respondents who had voted were asked how clear and concise were the instructions as to where they had to vote. Results from both surveys are shown in the chart below. Those residents who believed the instructions to where they had to vote were either clear or very clear fell by 5 percentage points across the two years from 93% in 2008 to 88% in 2010. There was a 4 percentage points' increase in residents thinking the instructions were not very clear, from 6% in 2008 to 10% in 2010.

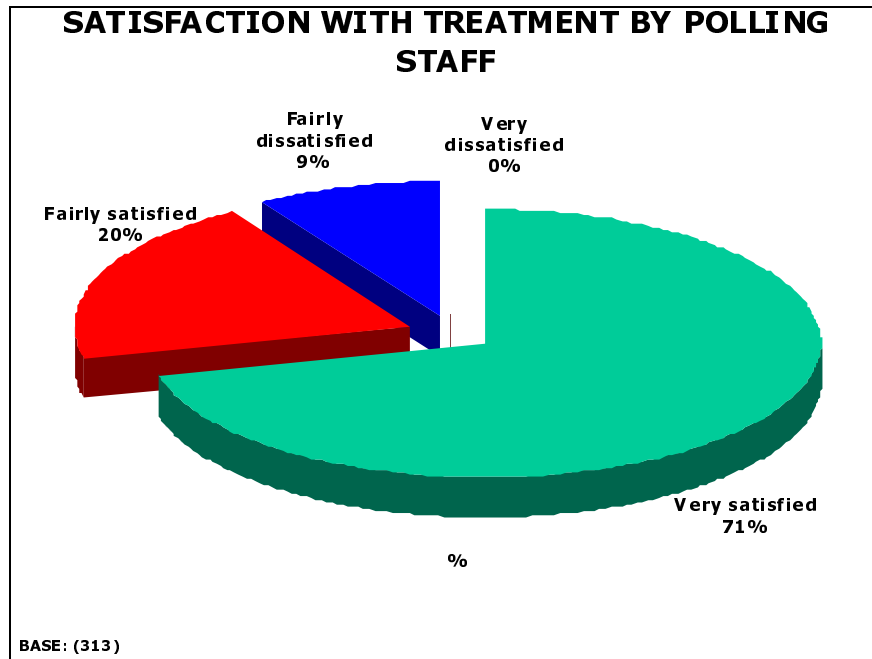
Chart 16: How clear and concise residents in 2010 felt the instructions were as to where they had to vote, compared to those in 2008



#### 4.4.5 Satisfaction with treatment by the polling station staff

Those who had voted at a polling station were then questioned regarding overall satisfaction with the way in which they were treated by the polling station staff. Nine in ten residents were either very or fairly satisfied with treatment received, however, 9% of those surveyed expressed dissatisfaction.

Chart 17: Satisfaction with treatment by the polling staff



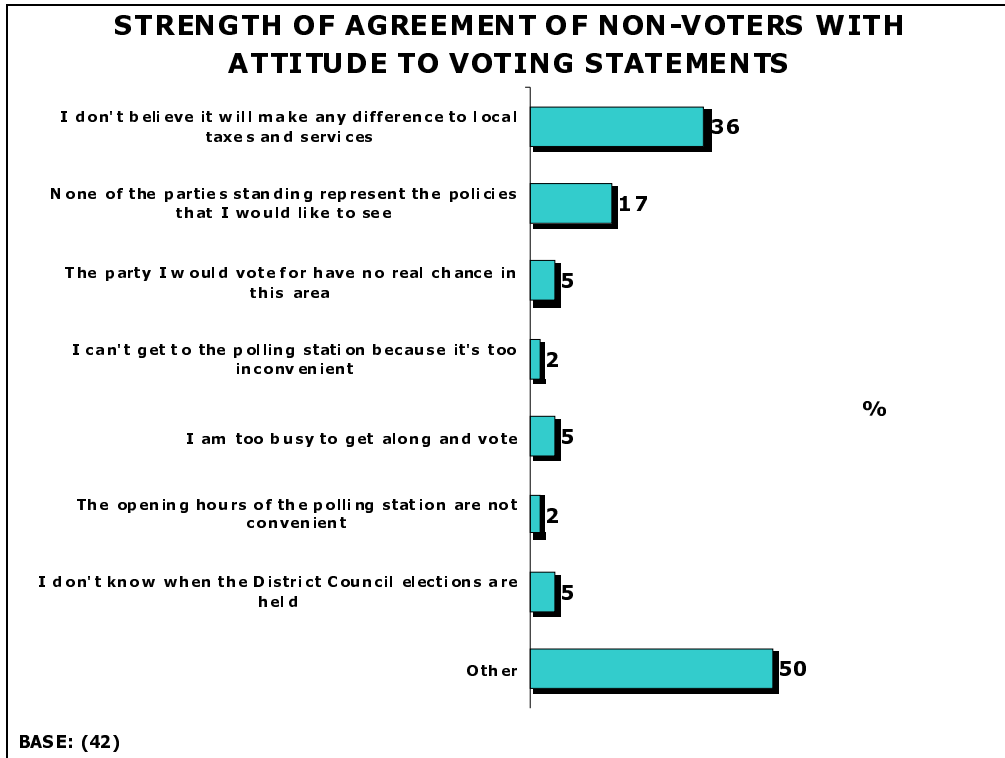
#### 4.4.6 Reasons for some residents' dissatisfactions

Residents who said they were dissatisfied in some way with the treatment by polling station staff, were asked to give their reasons why. A total of 21 comments were made and these are listed in Appendix 6.

#### 4.4.7 Strength of agreement of non-voters with attitude to voting statements

Only those residents (42) who chose not to vote at the last District Council elections were asked which, from a range of statements, described their attitude to voting in District Council elections. The chart below illustrates responses received. Just over a third (36%) did not believe it would make any difference to local taxes and services. Exactly half of those surveyed gave other reasons, 22 in total, and these are listed in Appendix 7.

Chart 18: Strength of agreement of non-voters with attitude to voting statements



## 4.5 Councillors

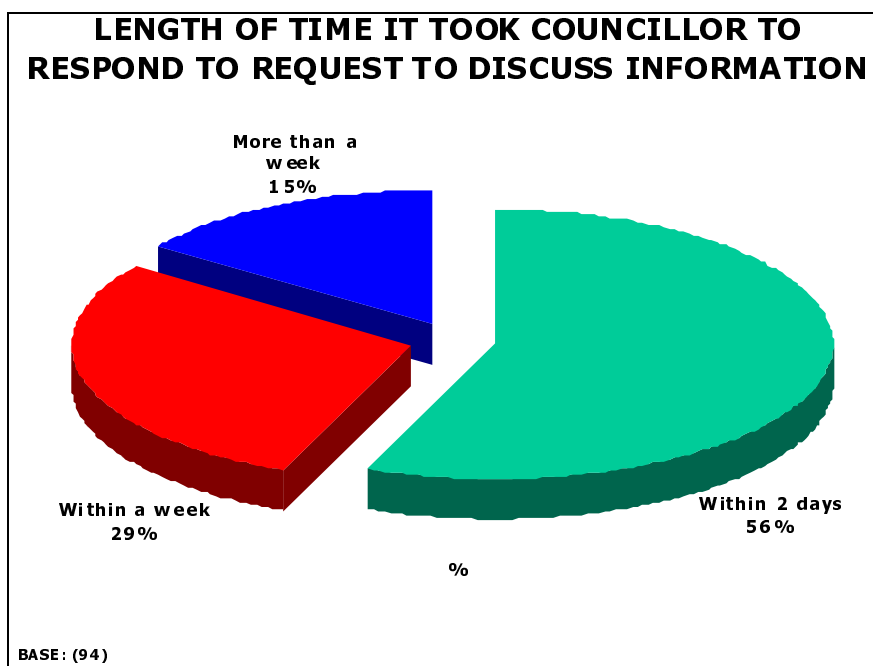
### 4.5.1 Whether Citizens' Panel Members have contacted their Councillor for information within the last year

Stratford District Council wants to know residents' experience of using their local District Councillor for information or advice on the Council's work. Therefore the survey asked them if they had contacted their Councillor for information about the Council or its services within the last year. In 2010, 82% of respondents stated no.

### 4.5.2 Quality of contact with Councillor

For the 18% of those surveyed who claimed to have contacted their Councillor for information about the Council or its services within the last year, when asked how long did it take for their Councillor to respond to their request to discuss information, they stated that 56% of Councillors responded to a request to discuss information within two days, 29% within a week and 15% took more than a week.

Chart 19: Length of time it took Councillor to respond to residents' requests to discuss information



Again, those residents who had contacted their District Councillor for information about the Council or its services within the last year, were further questioned regarding the contact they had had with their District Councillor. Three quarters (75%) stated the accuracy and completeness of any information provided by their Councillor was either very or fairly good.

72% believed the help and support they received from their Councillor was very or fairly good, as the table below shows. One in five (20%) residents said it was fairly or very poor.

Table 2: Responses to questions concerning the contact residents had had with their District Councillor

	BASE	Very Good	Fairly Good	Neither Good nor Poor	Fairly Poor	Very Poor
<b>The accuracy and completeness of any information provided by your Councillor</b>	(96)	37%	38%	8%	13%	5%
<b>The help and support you received from your Councillor</b>	(94)	43%	29%	10%	11%	9%

#### 4.5.3 Reasons why some residents have not contacted their District Councillor

Those residents who had not contacted their Councillor for information about the Council or its services were asked to describe their reasons for this. In 2010, over three quarters (77%) of respondents gave the reason as having not needed information or help. Significantly, this figure had risen by 11 percentage points from the 66% recorded in 2007.

The second most quoted reason in 2010 given by 13% of those surveyed, was that they had contacted the Council direct. This was 12 percentage points less than that recorded in 2007, when exactly a quarter (25%) claimed to have contacted the Council direct.

In 2010, 5% remarked that they did not believe their Councillor would be effective in providing help needed and in 2007, it was 3%.

Across both surveys, 4% claimed that they did not know how to contact their Councillor.

Other reasons given in 2010, 6 in total, are listed in Appendix 8.

Table 3: Reasons for not contacting their Councillor for information about the Council or its services

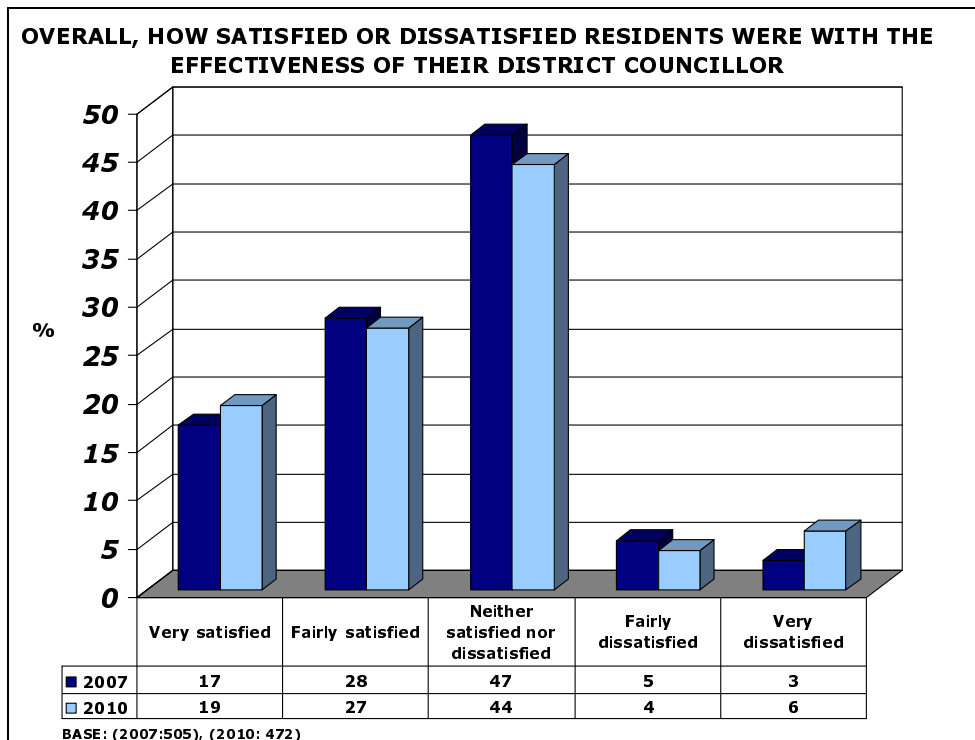
	2008 %	2010 %
Have not needed information or help	66	77
Contacted Council direct	25	13
Did not believe Councillor would be effective in providing help needed	3	5
Did not know how to contact Councillor	4	4
Other reason	2	1
Base:	(434)	(433)

#### 4.5.4 Residents' satisfaction with effectiveness of their District Councillor

All residents were asked to state overall, how satisfied or dissatisfied they were with the effectiveness of their District Councillor. In 2010, almost half (46%) said they were very or fairly satisfied and this represented an increase of 1 percentage point from the 45% recorded in 2007.

In 2010, one in ten (10%) were either very or fairly dissatisfied, showing an increase of 2 percentage points from the 8% recorded in 2007.

Chart 20: Overall, how satisfied or dissatisfied residents were with the effectiveness of their District Councillor



Analysis of results by area shows that 18% of those living in Stratford and 11% of those living in Shipston are very or fairly dissatisfied with the effectiveness of their District Councillor as opposed to 3% of those living in Southam, 4% of those living in Henley-Studley and 5% of those living in Alcester-Bidford.

#### 4.5.5 Suggestions for improvement of effectiveness of District Councillors

Everybody was asked how the effectiveness of District Councillors could be improved. 164 comments were made and these are listed in Appendix 9.

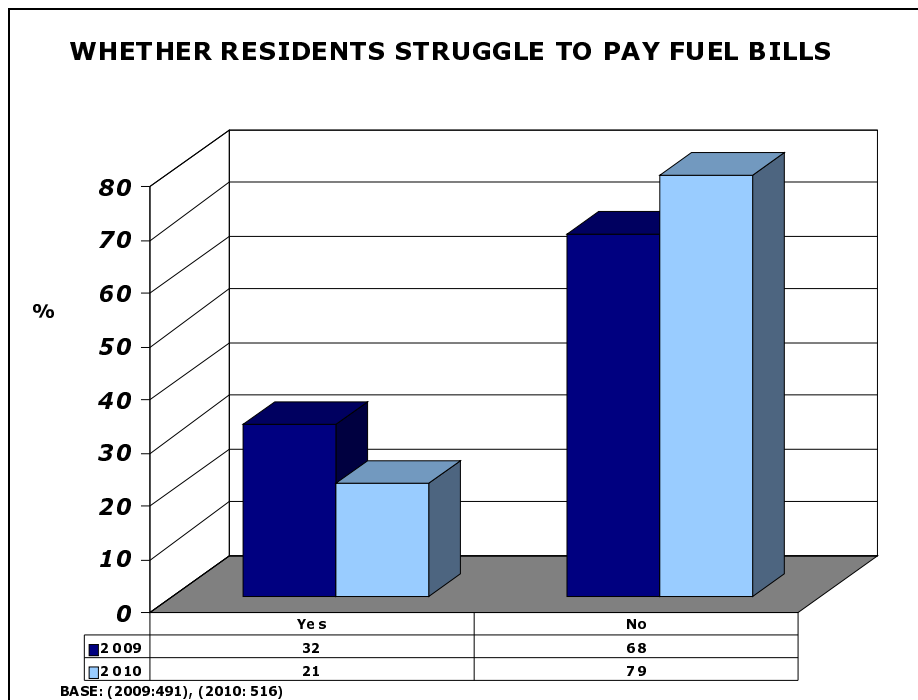
## 4.6 Affordability

### 4.6.1 Whether residents struggle to pay fuel bills

Stratford DC is aware of difficulties of vulnerable people paying increased fuel bills when their income, specifically their pension, is a fixed amount.

The survey asked residents if they continually struggled throughout the year to pay their electricity and heating fuel bills. Significantly, when compared with the findings of the Citizens' Panel Winter 2009 survey, the 2010 report showed an increase of 11 percentage points in those residents who claimed they were not struggling to pay their fuel bills. It rose from 68% in the Winter 2009 report to 79% in the 2010 survey.

Chart 21: Whether residents struggle to pay fuel bills

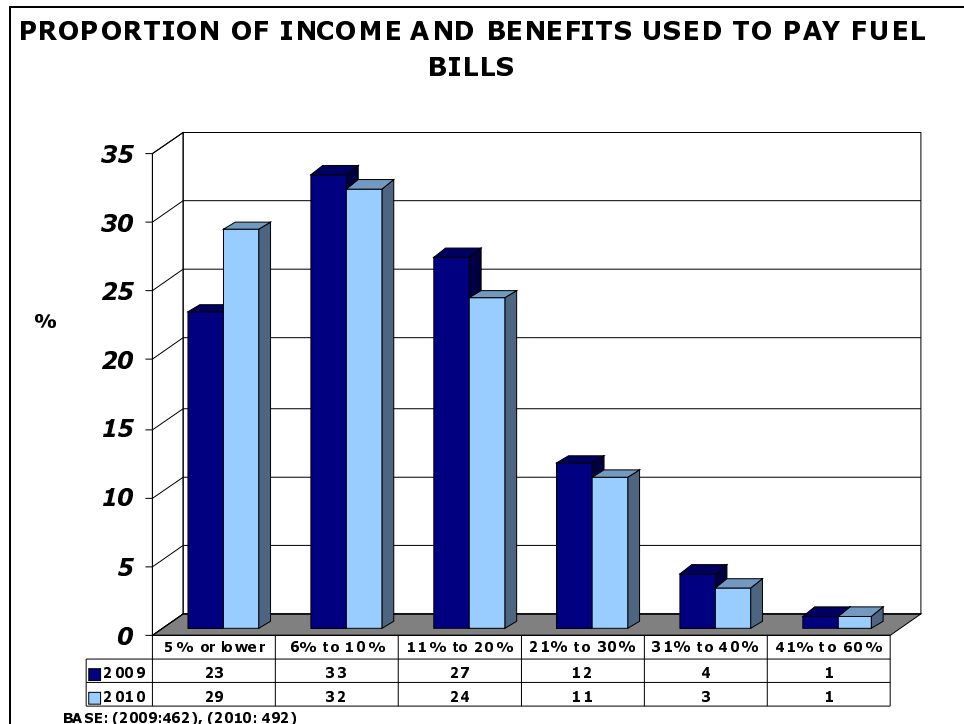


### 4.6.2 Proportion of income and benefits used to pay fuel bills

Respondents were asked to indicate approximately what proportion of their monthly income and benefits are used to pay for electricity and heating fuel bills. Again, comparisons were made to findings from the Winter 2009 Citizens' Panel. Interestingly, there was an increase of 6 percentage points, from 23% in 2009 to 29% in 2010, in those residents who stated that the proportion was 5% or lower. The percentage of residents stating 6% to 10% remained fairly constant at a third in 2009 and 32% in 2010.



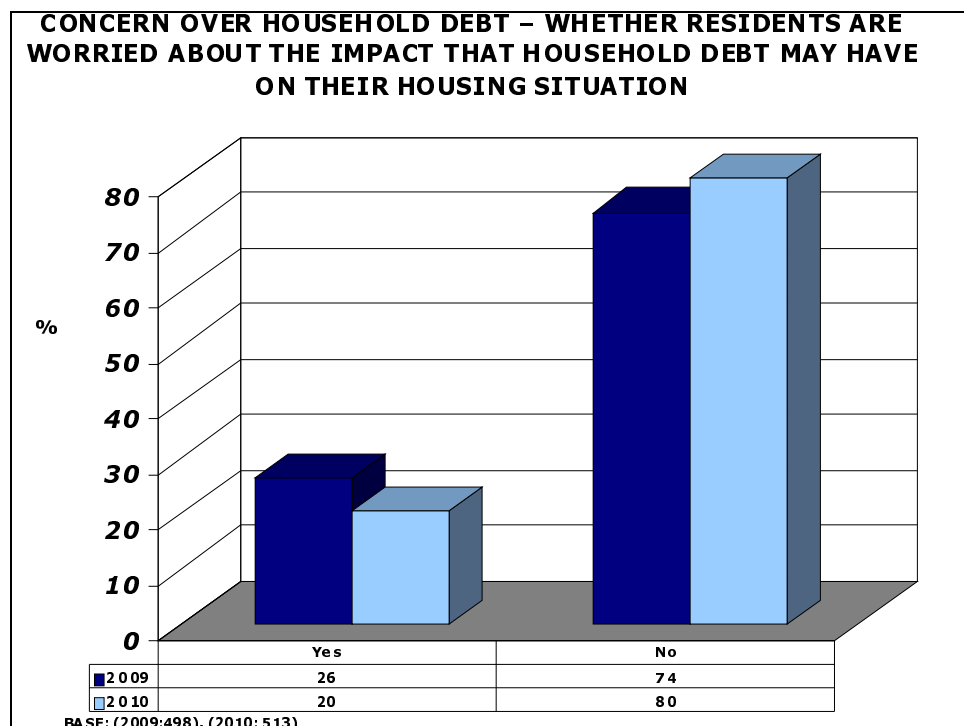
Chart 22: Proportion of income and benefits used to pay fuel bills



#### 4.6.3 Concern over impact of household debt

Both surveys informed residents that research carried out by the Council indicated that many people are concerned about the impact that household debt may have on their housing situation in the future, and then it asked if this was something that was worrying them. Significantly, fewer residents in the 2010 survey than in the 2009 survey actually said it was, representing a decrease of 6 percentage points from 26% in 2009 to 20% in 2010.

Chart 23: Concern over impact of household debt



#### 4.6.4 Type of debt causing concern to some residents

Those residents who were worried about the impact that household debt may have on their housing situation in the future were then asked to indicate the types of debt that may give them cause for concern. Results from this survey are shown in the table below alongside those of the winter 2009 Citizens' Panel. Significantly, the percentage of those surveyed who felt that heating /fuel debts were a cause for concern fell by 15 percentage points from 42% in 2009 to 27% in 2010. A third of respondents in 2009 cited council tax and this remained fairly constant in 2010 at 31%. Interestingly, the concern of the cost of a mortgage fell by 5 percentage points between the two years, from 26% in 2009 to 21% in 2010. Credit cards proved to be an increasing cause of concern, showing a rise of 4 percentage points, from 11% in 2009 to 15% in 2010. Notably, one in ten (10%) of those surveyed in 2010 quoted bank loan / overdraft as a cause for concern as opposed to just 4% of those surveyed in 2009, representing an increase of 6 percentage points. Other causes for concern rose by 20 percentage points across the same timescale, from 11% in 2009 to 31% in 2010. Reasons given included: financial help given to children at university; the cost of bringing up children; the expense of running vehicles; insurance costs; VAT going up and the national debt; etc.

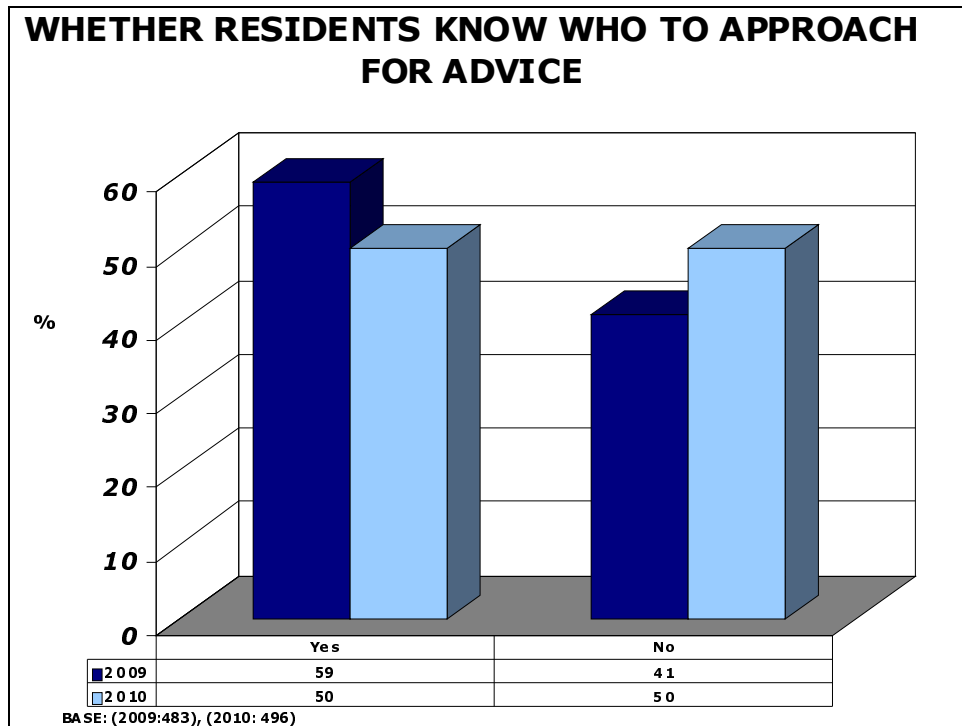
Table 4: Types of debt causing concern to some residents

	2009 %	2010 %
Heating / fuel	42	27
Council tax charges	33	31
Cost of mortgage	26	21
Cost of living	14	13
Credit cards	11	15
Food / groceries	5	3
Rent	5	6
Poor interest rates / savings fall	4	3
Bank loan / overdraft	4	10
High prices / inflation / generally	3	6
Loss of pension / if spouse died / pensions generally	3	7
House repairs	2	4
Interest rates on bills	1	1
Negative equity / falling house prices	1	1
Everything	4	3
Other	11	31
BASE:	(114)	(104)

#### 4.6.5 Whether residents know who to approach for advice

All residents were asked if they knew who to approach for advice to ensure that their home is not at risk and for help in prioritisation and management of debts. In 2009, 41% of respondents said that they did not know as opposed to 59% who did. By 2010, those that did not know increased by 9 percentage points to 50% and those that did know fell by a corresponding 9 percentage points to 50%, as the chart below illustrates.

Chart 24: Whether residents know who to approach for advice



Area analysis illustrated that 65% of Southam residents and 62% of Henley-Studley residents compared to 36% of Shipston residents did not know who to approach for advice.

#### 4.6.6 Organisations which residents would approach for advice

Those respondents who had stated they knew who to approach for advice were then asked to list the organisations they would approach. Results are shown in the table below, and compared with findings from the winter 2009 Citizens' Panel. Nine out of ten (88%) of those surveyed in 2010 quoted the Citizens' Advice Bureau as the organisation they would approach for advice. Significantly, this represented an increase of 9 percentage points when compared with the 79% recorded in the winter 2009 citizens' panel. The bank or building society fell by 4 percentage points across the same timescale, from just over a quarter (26%) in 2009 to 22% in 2010. Similarly, the council fell by 4 percentage points from 15% in 2009 to 11% in 2010. Other organisations were cited by 9% of those surveyed in 2010, a fall of 4 percentage points from the 13% recorded in 2009. (Other organisations included: Age UK; Rural Stress Network; Parkinson's disease Society; ORBIT and insurance companies).

Table 5: Organisations which residents would approach for advice

	2009 %	2010 %
Citizen's Advice Bureau	79	88
Bank / Building Society	26	22
Council Offices / SDC / WCC	15	11
Mortgage Provider	10	8
Financial Adviser	8	7
Age Concern	8	6
Help the Aged	5	2
Debt Advice – general	4	3
Internet generally / Google	3	3
Accountant	3	3
Solicitor / Legal help	2	2
Social Services	2	1
Creditor	2	3
National Debt Line	1	3
Government backed bodies	1	2
Utility Companies	1	1
Trade Union	1	0
Housing Association	1	1
Debt Advisory Centre	1	2
Friends and Family	1	0
Other	13	9
BASE:	(251)	(209)

## 4.7 Access to Services

### 4.7.1 General Access to Services

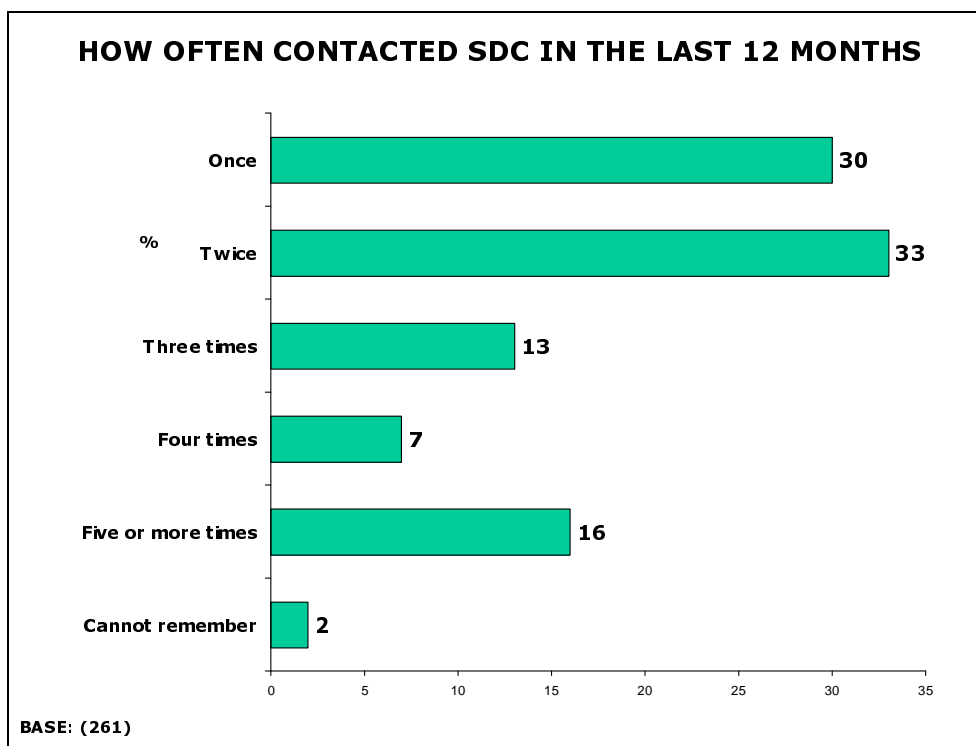
All recipients of the questionnaire were asked if they had contacted Stratford-on-Avon District Council in the last twelve months. 48% of residents confirmed they had done so, in contrast to the remaining 52% who claimed they had not. This is 10% less than 2008.

Table 6: Whether residents have contacted Stratford-on-Avon District Council in the last twelve months

	2008	2010
	%	%
Yes	58	48
No	42	52
Base:	(726)	(533)

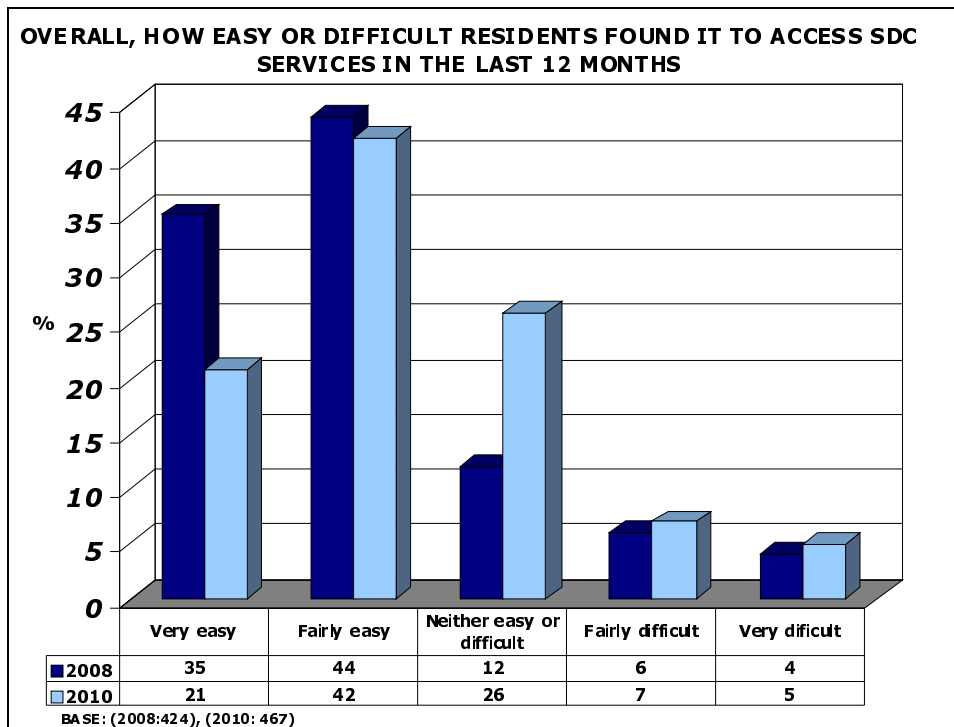
Those who responded by saying they had contacted Stratford-on-Avon District Council in the last year, were then asked to state the frequency of their contact. Results are shown in the chart below, with once (30%) or twice (33%) being the most frequent.

Chart 25: How often residents have contacted SDC in the last 12 months



Residents in contact with Stratford District Council in the last twelve months were asked to comment on how easy or difficult they found it overall to access the Council's services. Just under two-thirds claimed it to be fairly or very easy (63%), as opposed to one in ten who felt that it was fairly or very difficult (12%). The figure for ease of contact has fallen 16 percentage points compared with the previous survey results.

Chart 26: Overall, how easy or difficult residents found it to access SDC services in the last 12 months



Analysis of results by area shows that overall 13% of those living in the three areas of Henley-Studley, Southam and Wellesbourne-Kineton, and 12% of Stratford residents, found it either fairly or very difficult to access SDC services in the last 12 months, compared to 10% of those living in both Shipston and the Alcester-Bidford area. The table below illustrates feedback received.

Table 7: Overall, how easy or difficult residents found it to contact Stratford-on-Avon District Council in the last twelve months, by area

		Alcester-Bidford	Henley-Studley	Shipston	Southam	Stratford	Wellesbourne & Kineton
	Base	%	%	%	%	%	%
Very easy	(93)	26	29	16	21	16	22
Fairly easy	(187)	43	38	46	39	44	39
Neither easy nor difficult	(116)	21	21	28	27	29	26
Fairly difficult	(31)	10	3	10	8	5	9
Very difficult	(21)	0	10	0	5	7	5
Base:	(448)	(61)	(63)	(61)	(66)	(132)	(65)

All residents were asked to name their preferred means of contact with Stratford District Council. Results are illustrated in the table below: seven in ten residents (69%) quoted by telephone – a fall of 10 percentage points from 2008; almost a third (32%) said in person; three in ten (31%) said by email; and one in ten (11%) by letter – a fall of 14 percentage points on the previous survey. Almost a quarter cited via the SDC website/ internet (23%).

#### 4.7.2 Respondents' preferred means of contact with SDC

Table 8: Respondents' preferred means of contact with Stratford-on-Avon District Council

	2008	2010
	%	%
By telephone	79	69
In person	45	32
By email	27	31
By letter	25	11
Via the SDC website / internet	21	23
Other	2	1
Base:	(730)	(523)

By area, almost half (45%) of those living in Stratford, versus 12% of those living in Southam stated their preferred means of contact with Stratford-on-Avon District Council was in person.

83% of Southam residents as opposed to 54% of Stratford residents and 61% of Shipston residents cited by telephone as their preferred means of contact with the council.

By email was the preferred means of contact of 39% of Shipston residents and 37% of Wellesbourne-Kineton residents, in contrast to 21% of Alcester-Bidford residents and 22% of Henley-Studley residents.

Interestingly, almost a fifth (18%) of Southam residents compared to 4% of Henley-Studley residents stated by letter as their preferred means of contact.

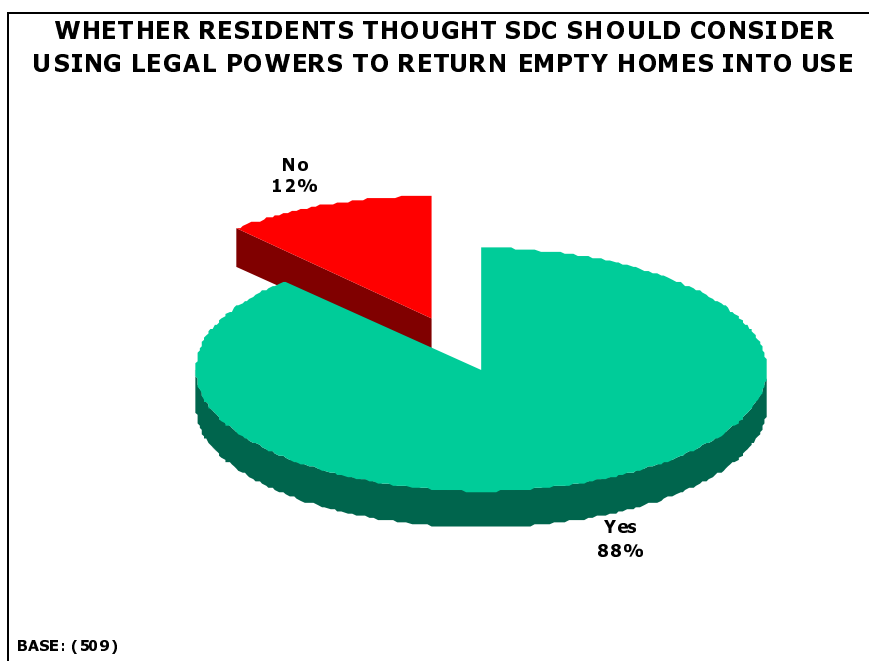
## 4.8 Empty Homes

### 4.8.1 Whether SDC should consider using legal powers to return empty homes to use

Stratford-on-Avon District Council regards the most significant empty homes as those which have not been occupied for over 6 months. There are approximately 800 of these across the District. There are many problems associated with empty homes, they attract criminal activity and anti-social behaviour and can have a detrimental effect on the community. Empty homes also represent a wasted resource and SDC appreciates the contribution, bringing these homes back into use, can make to meet the housing needs of the community. SDC is committed to dealing with these properties and currently uses advice and assistance, including grants to achieve this. Where owners are reluctant to bring their properties back into use, SDC is considering developing policies which would allow it to use legal powers to achieve this.

All residents were asked if they thought SDC should consider using these legal powers to return empty homes into use, when it has exhausted other methods (including the offer of grant funding) and owners of empty properties are unlikely to return properties back into use. Significantly, nine in ten (88%) of those surveyed felt SDC should consider using legal powers to return empty homes into use.

*Chart 27: Whether residents thought SDC should consider using legal powers to return empty homes into use*





## 4.9 Open Spaces

### 4.9.1 How Citizens' Panel members rate their nearest parks and/or open spaces

To assist the District Council in an audit of open space, sport and recreation facilities across the District, questions were asked to determine whether or not the current level of provision meets the needs of existing and future residents, Citizens' Panel members were asked to rate their nearest local parks and/or open spaces on a scale of 1 to 5, with 1 being very poor and 5 being very good.

Regarding the **quantity of their nearest parks and/or open spaces**, for example, are there enough, six out of ten (62%) of those surveyed stated either very or fairly good and just over a fifth (21%) stated neither good nor poor.

So far as the **cleanliness** of Citizens' Panel members' nearest parks and/or open spaces, just over a half (52%) stated either very or fairly good and three in ten (30%) stated neither good nor poor.

On the subject of **facilities**, (e.g. bins, seats, toilets), over half of those surveyed (56%) claimed those of their nearest parks and/or open spaces were either very or fairly good and almost a third (31%) said they were neither good nor poor.

With respect to **safety**, six out of ten residents (57%) rated their nearest parks and/or open spaces as either very or fairly good, and exactly three in ten (30%) cited neither good nor poor.

Concerning **lighting**, 29% of those surveyed believed it was either very or fairly poor in their nearest parks and/or open spaces and the exact same percentage of 29% of residents claimed it was neither good nor poor.

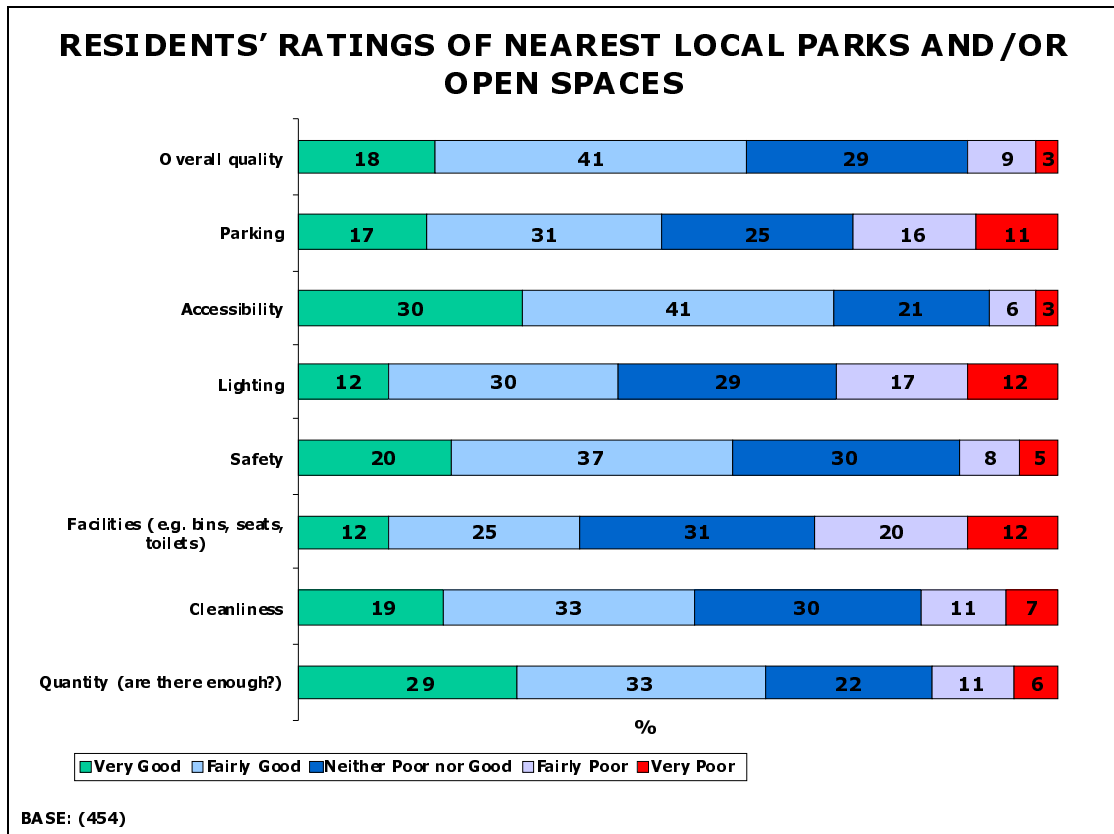
Residents rated the **accessibility** of their nearest parks and/or open spaces: almost three quarters (71%) said it was either very or fairly good and just over a fifth (21%) felt it was neither good nor bad.

**Parking** at their nearest local parks and/or open spaces was rated as either very or fairly good by almost half (48%) of those questioned and exactly a quarter (25%) believed it was neither good nor bad.

As for the **overall quality** of residents' nearest local parks and/or open spaces, six out of ten (59%) thought it was very or fairly good and 29% neither good nor poor.

The graph below illustrates results received.

Chart 28: Residents ratings of their nearest parks and/or open spaces



Significantly, when analysing results by area, it can be seen that almost three quarters (74%) of those surveyed who live in the Alcester-Bidford area, as opposed to less than a half (49%) of those living in the Wellesbourne-Kineton area rated the quantity of their nearest local parks and/or open spaces as either fairly good or very good.

So far as cleanliness of their nearest local parks and/or open spaces was concerned, over a quarter (26%) of those living in Stratford and 18% of those living in both the Wellesbourne-Kineton area and Shipston, felt it was either fairly poor or very poor, in contrast to 8% of those living in the Henley-Studley area.

Regarding facilities, 38% of those living in Wellesbourne-Kineton and 37% of those living in both Southam and Stratford, claimed they were either fairly poor or very poor, versus 18% of those living in Alcester-Bidford.

On the subject of lighting in the residents' nearest local parks and/or open spaces, over a third (35%) of those living in Alcester-Bidford compared to less than a quarter (23%) of those living in Shipston, believed it was either fairly poor or very poor.

**4.9.2 Names and locations of their local parks and/or open spaces**

Residents were asked if they knew the names / locations of their local parks or open spaces. Their feedback, a total of 360 comments, is shown in Appendix 10.

### 4.9.3 How residents rate their nearest indoor sports facilities

Citizens' Panel members were asked to rate their nearest indoor sports facilities on a scale of 1 to 5, with 1 being very poor and 5 being very good. Regarding the **quality** of facilities, six in ten (58%) stated they were either very or fairly good and three out of ten (30%) said neither good nor bad.

So far as the **range of facilities** was concerned, over half (57%) of those surveyed believed it to be either very or fairly good and 29% said it was neither good nor bad.

On the subject of **cleanliness**, again over half (53%) of residents claimed it was wither very or fairly good, although exactly a quarter stated it was neither good nor bad.

With reference to the **amount of information** available, over half (55%) believed it was either very or fairly good, however, three in ten (30%) felt it was neither good nor bad.

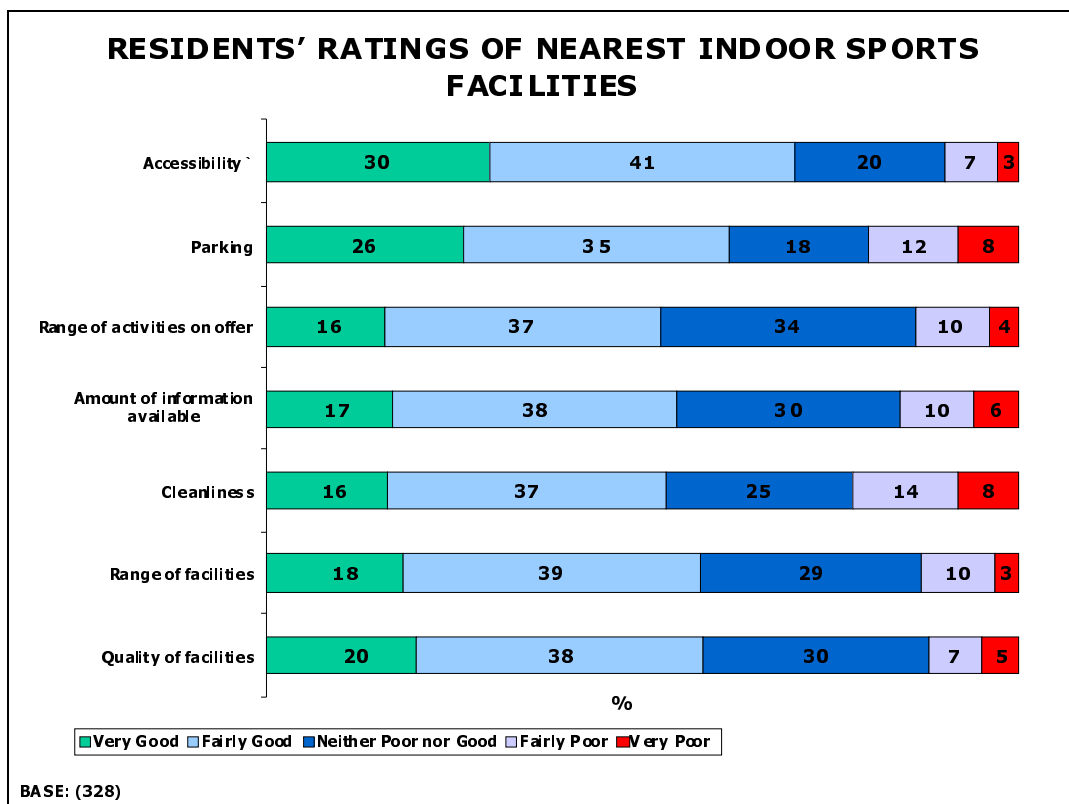
53% of those surveyed claimed the **range of activities** on offer was either very or fairly good, yet just over a third (34%) said it was neither good nor bad.

Six out of ten (61%) of residents felt **parking** at their nearest indoor sports facilities was either very or fairly good.

Furthermore, almost three quarters (71%) of respondents believed **accessibility** to their nearest indoor sports facilities was either very or fairly good.

The graph below illustrates results received.

Chart 29: Residents ratings of their nearest indoor sport facilities



Analysis by area shows that less than half (49%) of those living in Stratford and exactly one half (50%) of those living in Wellesbourne and Kineton, as opposed to over three quarters (77%) of those living in Shipston and the Henley-Studley area, cited the quality of the facilities in their nearest indoor sports facilities as either good or very good.

Seven in ten (71%) of Henley-Studley residents versus just over a half (51%) of Alcester-Bidford residents, said that the range of facilities in their nearest indoor sports facilities was either good or very good.

Four in ten (38%) of those living in Stratford, in contrast with 9% of those living in the Alcester-Bidford area and 12% of those living in the Henley-Studley area, stated that the cleanliness of their nearest indoor sports facilities was either poor or very poor.

Almost a fifth (19%) of those living in Wellesbourne-Kineton, compared to 3% of those living in Henley-Studley, claimed that the range of activities on offer in their nearest indoor sports facilities was either poor or very poor.

Over a quarter (27%) of Stratford residents as well as exactly a quarter (25%) of Southam residents said that parking at their nearest indoor sports facilities was either poor or very poor, as opposed to 5% of Shipston residents and 10% of Alcester-Bidford residents saying likewise.

Nine in ten (87%) of Shipston residents, versus just over a half (56%) of Wellesbourne-Kineton residents, cited accessibility to their nearest indoor sports facilities was either good or very good.

#### **4.9.4 Names of nearest indoor sports facilities**

All residents were asked if they knew the names of their nearest indoor sports facilities. Their feedback, a total of 376 comments, is illustrated in Appendix 11.

#### **4.9.5 How residents rate their nearest outdoor sports facilities**

Residents were then asked to rate their nearest outdoor sports facilities on a scale of 1 to 5, with 1 being very poor and 5 being very good. So far as the **quality** of facilities was concerned, almost a quarter (24%) of those surveyed thought it was either very or fairly poor and just over a third (34%) felt it was neither good nor poor.

Regarding the **range of facilities**, over a third (35%) of those surveyed claimed it was either very or fairly poor and 32% said it was neither good nor poor.

43% of residents stated the **cleanliness** of their nearest outdoor sports facilities was either very or fairly good, however, just over a third (34%) felt indifferent stating it was neither good nor poor.

Significantly, 42% of respondents claimed the **amount** of information available was either very or fairly poor and just over a quarter (27%) cited it was either very or fairly good.

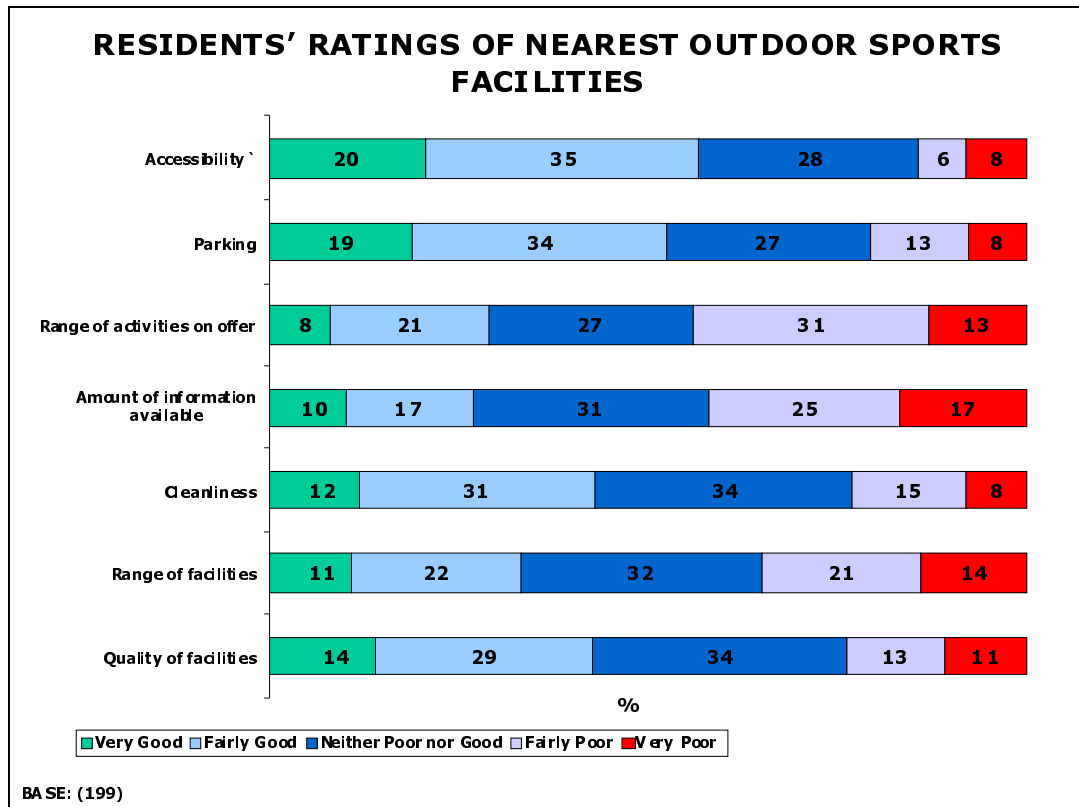
Notably, 44% of those surveyed believed the **range of activities** on offer was either very or fairly poor in comparison with 29% who felt it was very or fairly good.

Just over half (53%) of residents confirmed **parking** at their nearest outdoor sports facilities was either very or fairly good as opposed to just over a fifth (21%) who thought it was very or fairly poor.

Over half (55%) of respondents stated **accessibility** was very or fairly good, in contrast to 14% who said it was very or fairly poor.

The graph below illustrates results received.

Chart 30: Residents ratings of their nearest outdoor sport facilities



#### 4.9.6 Names of nearest outdoor sports facilities

Residents were asked if they knew the names of their nearest outdoor sports facilities. Their feedback, a total of 214 names, is listed in Appendix 12.

#### 4.9.7 Suggestions made by residents re: improvements or new facilities that they would like in relation to the local provision of open space, sports facilities and children’s play areas

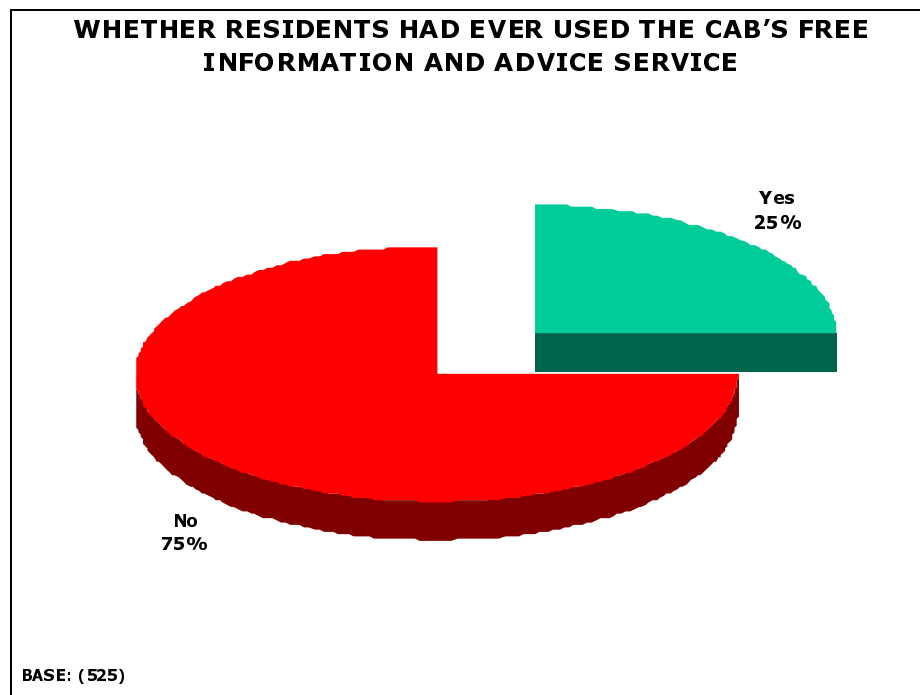
The survey asked residents to make suggestions re: any improvements or new facilities that they would like in relation to the local provision of open space, sports facilities and children’s play areas. A total of 230 suggestions were made and these are listed in Appendix 13.

## 4.10 Citizens Advice Bureau

### 4.10.1 Whether residents' have ever used the Citizens Advice Bureau's free information and advice service for all Stratford and District residents

Of those surveyed, exactly three quarters (75%) of residents claimed not to have used the Citizens Advice Bureau's free information and advice service.

*Chart 31: Whether residents had ever used the Citizens Advice Bureau's free information and advice service for all Stratford and District residents*

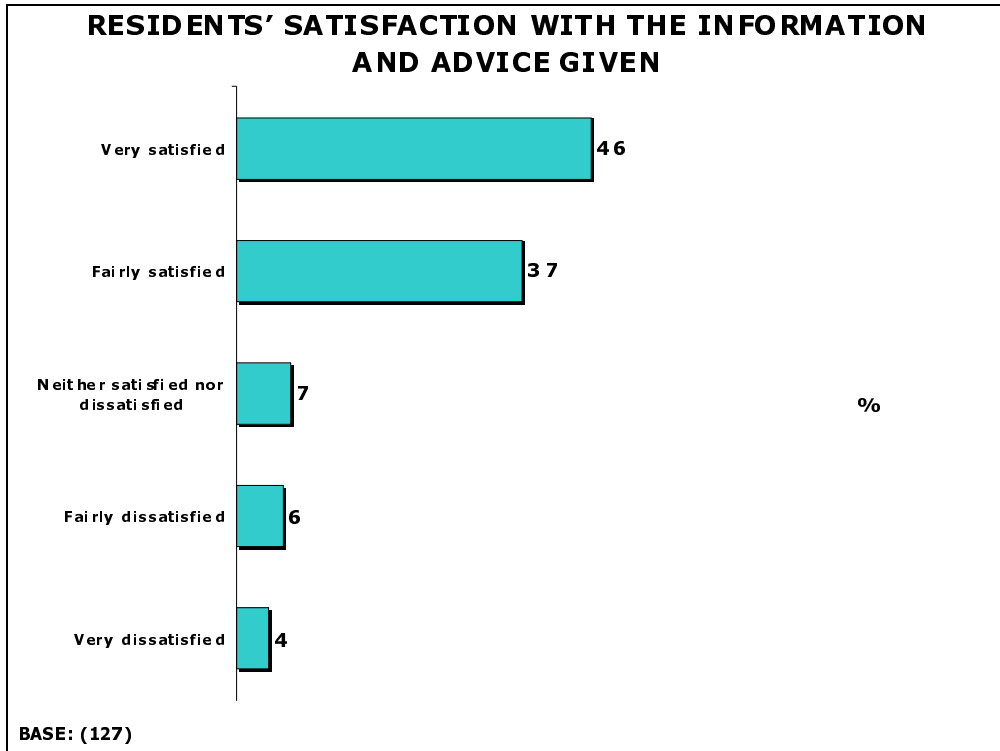


When analysing the results by area, it can be seen that exactly one third (33%) of Stratford residents, as opposed to 16% of those living in Southam and the Henley-Studley area, confirmed they had used the Citizens Advice Bureau's free information and advice service for all Stratford and District residents.

#### 4.10.2 Residents' satisfaction with the information and advice given

Residents who had used the Citizens Advice Bureau's free information and advice service were questioned regarding their level of satisfaction with the information and advice given. Over four fifths of those surveyed (83%) stated that they were very or fairly satisfied with the information and advice given. Exactly one in ten (10%) were very or fairly dissatisfied.

Chart 32: Residents' satisfaction with the information and advice given

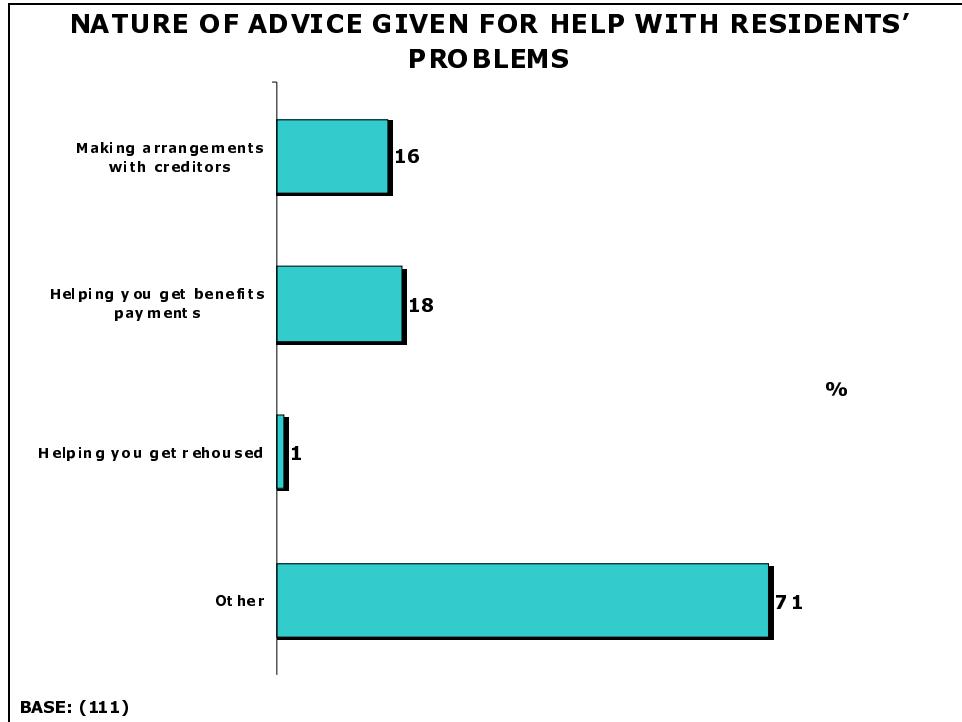


Residents who were dissatisfied in any way were asked to make their comments on the questionnaire. A total of 13 comments were received and these can be found in Appendix 14.

### 4.10.3 Nature of advice given for help with residents' problems

Residents were asked to indicate all that applied if the outcome of this advice was help with their problems. The following chart shows responses given. Just less than one fifth (18%) said it was for helping them get benefits payments, 16% stated it was for making arrangements with creditors and seven in ten (71%) cited other outcomes.

Chart 33: Nature of advice given for help with residents' problems



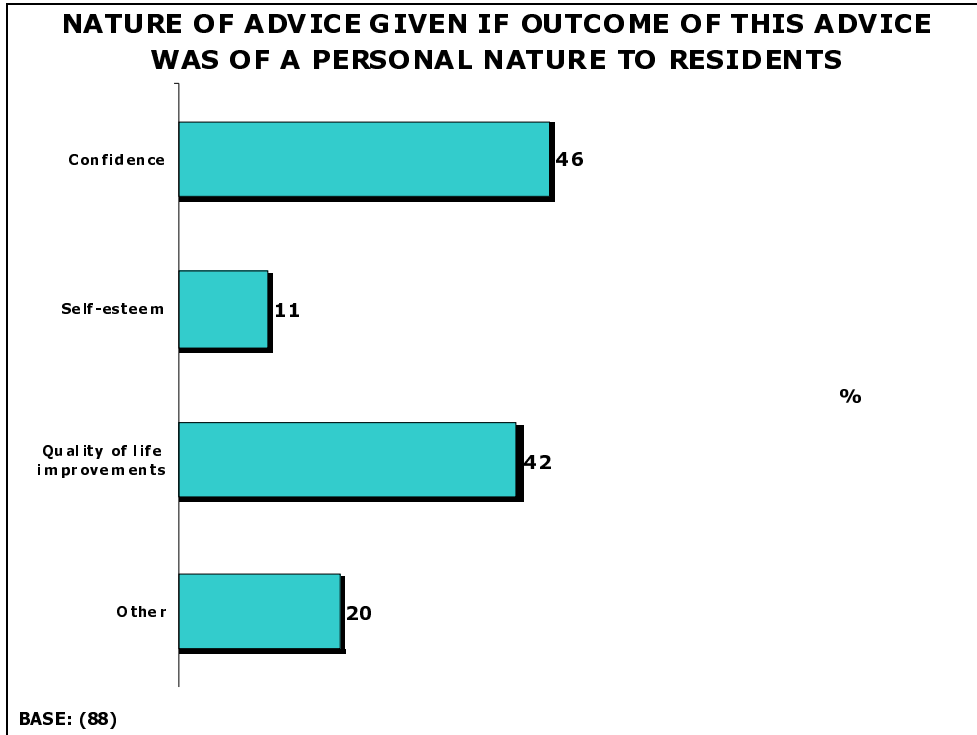
Residents who cited other outcomes of advice for help with their problem were asked to specify what it was. A total of 66 comments were made and these are listed in Appendix 15.



#### 4.10.4 Nature of advice given if it was of a personal nature to residents

Residents were asked to indicate all that applied if the outcome of this advice was of a personal nature. The graph below illustrates feedback received. Almost half (46%) of those surveyed cited confidence and four in ten (42%) quoted quality of life improvements. Exactly one fifth (20%) gave other outcomes.

Chart 34: Nature of advice given if the outcome of it was of a personal nature to residents

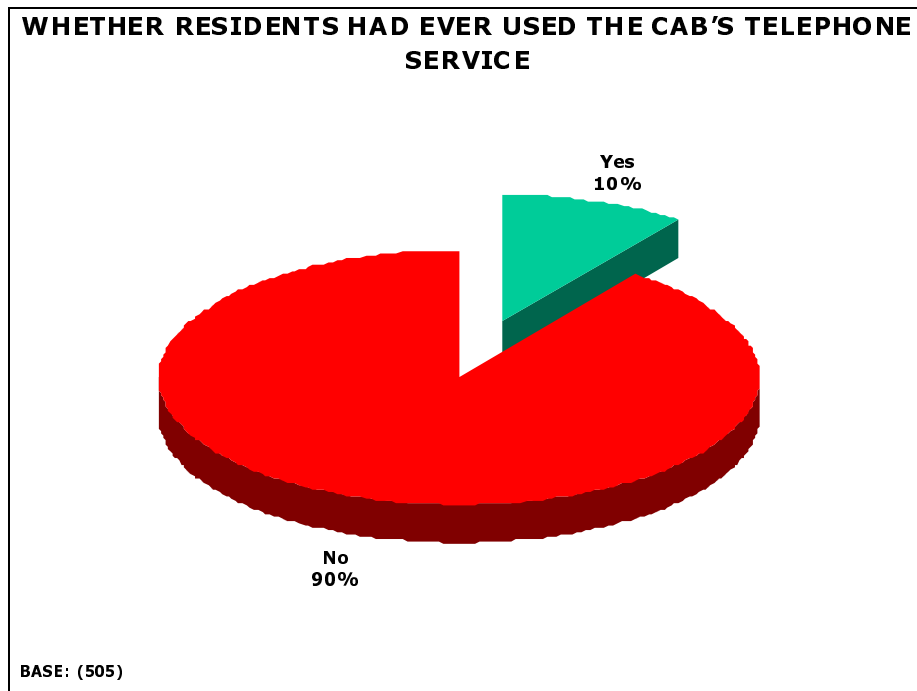


Residents who cited other types of advice if the outcome of this advice was of a personal nature were asked to specify what it was. A total of 14 comments were made and these are listed in Appendix 16.

**4.10.5 Whether residents have used the telephone service**

All residents were asked whether they have used the Citizens Advice Bureau's telephone service. Exactly nine in ten (90%) of residents claimed they had not used it.

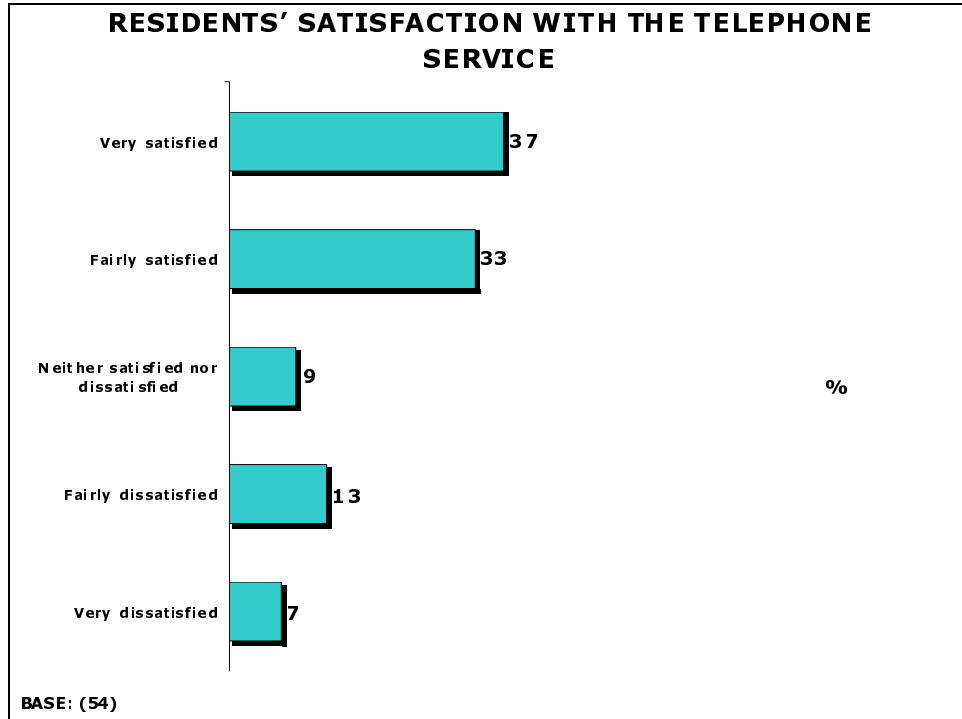
*Chart 35: Whether residents have used the Citizens Advice Bureau's telephone service*



#### 4.10.6 Residents' satisfaction with the telephone service

Residents who had used the Citizens Advice Bureau's telephone service were further questioned regarding their level of satisfaction with it. The chart below illustrates their responses. Seven in ten (70%) were either very or fairly satisfied with it, as opposed to one fifth (20%) who were fairly or very dissatisfied.

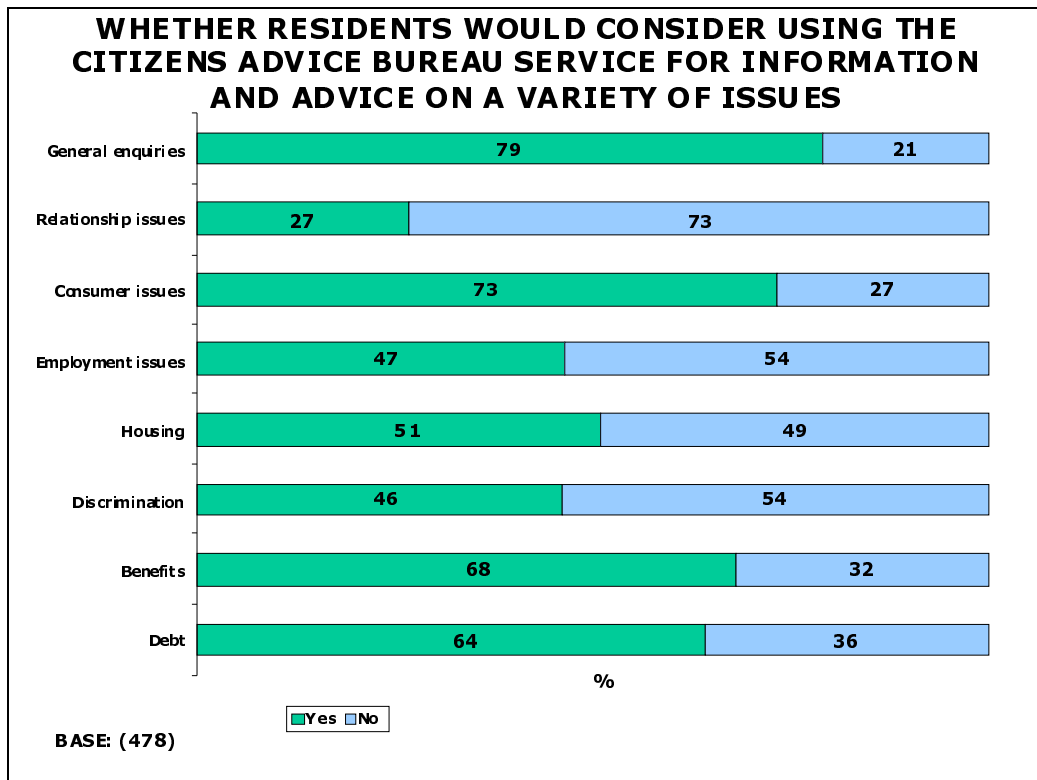
Chart 36: Residents' satisfaction with the telephone service



**4.10.7 Whether residents would consider using the Citizens Advice Bureau service for information and advice on a variety of issues**

Residents were then asked to indicate whether or not they would consider using the Citizens Advice bureau service for information and advice on a variety of issues. Over three quarters (79%) of those surveyed claimed they would use the Citizens Advice Bureau service for information and advice on general enquiries. However, just under three quarters (73%) said they would not use it for relationship issues. Seven in ten (73%) stated they would use it for consumer issues. Over half (54%) of those surveyed indicated that they would not use it for both employment issues and discrimination. Seven in ten (68%) stated they would use the Citizens Advice Bureau service for information and advice on benefits and 64% stated likewise for debt issues.

*Chart 37: Whether residents would consider using the Citizens Advice Bureau service for information and advice on a variety of issues*



**4.10.8 What would make it easier for residents to access the Citizens Advice Bureau services**

Finally, residents were asked to state what would make it easier for them to access the Citizens Advice Bureau services. Their suggestions, 146 in total, are listed in Appendix 17.

## APPENDICES

### Appendix 1: Other comments given by residents as to how they are affected by the new parking arrangements

#### 113 comments

- I am only in Little Compton three days a week - Fridays, Saturdays and Sundays, but am finding parking more and more difficult in Moreton which I use as my main shopping centre and hate the ugly boulders which have been put all along the High Street, ruining its appearance.
- Parking is restricted to 2hrs where I live and it's rubbish as very few people would park this far out to shop. take away the restrictions in these outer arrears
- I use the bus (over 60) or my bicycle to travel into Stratford Town Centre
- The disabled parking arrangements on Sheep Street in front of historic and unique buildings are senseless, and have spoiled my enjoyment of the town and my visitor friends. Equally there should be restricted times for delivery vehicles.
- We use a mixture of the council run and private car parks and on-street parking as visitors for retail, banking and social purposes
- I walk into town, or on occasion catch the park & ride bus
- I live and work in Kineton so only drive to Stratford occasionally for shopping or business, in which case I park in a council pay and display car park
- I live in the countryside with parking in my own drive and am retired
- I use street parking in Henley in Arden as there are very little car parking facilities. I feel that the lack of available parking is a restriction on trade for Henley which is bad for the town.
- I have a disabled pass
- I use some private car parks. One next to the cinema and the TC Rother st one
- I normally use Park & Ride so only occasionally drive into Stratford Town
- I live in Southam. I routinely bring my teenage son from Bishops Itchington every Tuesday evening to train with his football team for 90 minutes on the Stratford riverside recreation field but find myself penalised by the heavy £3 night parking charge which takes effect from 6pm.
- Husband bad health so has blue badge
- I live in a street with timed parking restrictions
- N/A as I live in the town centre with my own parking
- I travel by bus to Stratford and return by the same method
- I have my own parking
- I now drive to shops with free local parking and doesn't have a ridiculous parking time limit
- I use park & ride
- I use park & ride
- I travel to stratford occasionally and park in a variety of places according to the need
- I use my motorbike whenever possible to use free parking
- Park in private garage. Live on street with no parking (double yellow lines)
- I'm not affected
- I try to avoid Stratford if possible
- Bridgefoot value for parking card at a cost of £10 being reduced from £30 worth of parking to £12.50 is ridiculous. It's almost not worth bothering. Yet again residents of SDC being discriminated against
- I do not drive to Stratford, I use the bus
- Live out of town
- I use the short stay 30 min parking in the main shopping streets
- Go kerbside to Parilon paved area at the front of house
- I am over 65 & park in rec. car park
- I avoid payment of parking at all cost and will walk from free parking areas into town or shops in Leamington
- Yes, I am a cyclist - Bridge Street is very dangerous with on-street parking, reversing motorists have obscured views of the road and cyclists
- On street disabled parking appreciated, but would benefit elderly users if they had a distinctive colour. Would avoid confusion with loading bays for visiting commuters

- I use Park & Ride
- I use Park & Ride
- Free concessionary pass
- Use Park & Ride, also use private care parks - doctor, supermarket etc.
- Use Park & Ride
- Not a Stratford resident
- Blue Badge holder
- I live in a no parking road, I walk into town
- I am unaffected by the new parking arrangements, whereas until about three years ago, I visited Stratford once a month to shop, the experience became so dispiriting (not only due to the Bancroft development) that I now go to Warwick - Leamington. I think it unlikely that I will use Stratford in the future.
- Park & Ride
- I have senior residents' car park for rec.
- I don't know what changes have been made. On March 26th 2010 I had an out patient appointment at NHS Arden Street and parked in Arden Street Council P&D, difficult to know how much time to pay for, I got back to the car in time but it was a worry.
- Having to pay 70p for short term parking has made me shop elsewhere. I do believe the first half hour should be free
- I do not live in Stratford, I live in a rural village with no parking permits
- I do not live or work in Stratford on Avon
- I have Blue Badges
- I use Leamington Spa car parks/street parking mainly. (Which I assume are not in SDC area)
- I have off street parking
- I live in Harbury village with few parking problems. Any problems occur when I go into town centres
- I have a car but living in centre of Stratford, I walk everywhere knowing my car is in my lock up garage, except for late night return after church club when I use a nearby parking street, as walking after 10pm is not too safe in the town centre of Stratford for a woman alone.
- Live outside Stratford
- I live in a street where cars are parked on the pavement, pedestrians have to walk where cars have to drive on the roads. Dangerous to children and adults
- Private/shared drive for 4 cottages
- Blue badge holder
- There is not parking provision just a country lane with no parking spaces. The lane gets blocked
- I live in a village, charges stop me stopping in the town which I would rather do as the smaller shops offer better service but the Maybird is free parking I would not use a park & ride.
- I do not live in Stratford and am only an occasional visitor
- I use a bus a lot
- As I am severely disabled, I can go only where I can park so, unfortunately in town parking is essential
- I cycle/walk to most local authorities
- I live outside Stratford city centre so do not need to park regularly, however the cost of parking near to shops means I do not buy heavy items from them
- Always use the P&R
- My wife has a disabled parking badge
- Live in Bidford. Could we have subsidised parking for residents who pay council tax to SDC?
- I sometimes use on street parking
- Went for a meal in town on Sunday and was only allowed to park for one hour, not enough time to have a meal!!!
- Or 9 times out of 10 I walk!
- I use P&R
- P&R
- Park in a courtyard shared with neighbours
- I think arrangements should be made for concessions for Stratford residents. I live on the outskirts of town and often have to go in by car. Finding parking for a short time is always difficult

- We park on our drive and use a pass in Rother Street car park
- Only visit Stratford for short periods e.g. shopping
- My husband and I share a car but never use it in Stratford town. We live only 10 minutes walk away and if it is in Stratford we always walk
- I no longer park in town as I object to the parking charges. As a consequence I rarely shop in town. This has been a significant disadvantage to me
- I seldom visit Stratford for shopping because the car parking is so expensive when you can find it
- Regularly visit the town centre and park in streets with limited 'free parking' times
- I prefer to use Banbury as its cleaner and tidier
- I live out of town and have a senior's concession car park permit for my visits into Stratford
- Wife is disabled and use the disabled parking spaces if available (need more spaces)
- I visit Stratford town centre very rarely now that free on-street parking has ended
- Park on the street
- I use OAPs £10 parking permit on recreation ground
- I visit friends and family on streets where permits are needed so now need to pay. I have a baby and cannot walk very far
- I visit the town for shopping or dining usually parking in the street
- I have a disabled badge so most restrictions don't apply
- I live in central Stratford and park at my own home
- I used to park in Stratford town centre to shop regularly. Now I either go to Maybird Centre or to other towns. I rarely visit Stratford town centre, especially for short visits. Bit of a disaster really
- I no longer work in Stratford but from home I have a drive and garage
- I have my own car parking
- I live on a busy main road with a drive and walking distance into town centre
- I visit occasionally for shopping or entertainment and usually park on street
- I live in Stourton and rarely visit Stratford
- I have purchased a concessionary pass
- I haven't been to Stratford town centre for ages. If I can compare it to Leamington greatly improved there except that people are congesting roads just outside the town centre
- I have a Blue Badge
- I visit town centres occasionally and use on street parking
- I have a car but either work or park on recreation ground as I am over 60
- Live on a farm
- 1. Private town centre car park also used. 2. Double yellow line in front of house
- Not affected at all - use bus pass
- The present mix of resident and non-resident facilities is very unsatisfactory. Resident only is the clear solution
- I live out of Stratford (Wellesbourne) - no trouble parking, I have disabled parking tickets
- Try and avoid parking and shopping in town centre, and when I do I use park and ride
- I try to cycle as much as possible but this is not easy down Timothy's Bridge Road in winter due to large lorries
- P&R
- I live in Claverdon, I think that parking restriction shave stopped people shopping in Stratford and moved out to Maybird
- Residents parking at HRI Warwick

## **Appendix 2: Reasons why some residents feel it is more difficult to park for shopping since SDC changed the arrangements for parking**

### **95 comments**

- Time restrictions have created difficulty and the cost is excessive
- Too greater cost, limited income
- Drivers frequently 'wait' in the roads causing obstruction to traffic as they are aware that parked cars are on a restricted parking time limit, and will therefore move their parked vehicles soon. This is particularly apparent on Bridge Street, towards the Bancroft paved square (formerly gardens).
- Nowadays I have to allow at least 10 extra minutes to find a car park. Sometimes it can take up to half an hour. So I no longer go to Stratford for quick, short purchases, only for half days or whole days.
- Very dear to park in stratford on Avon compared with other towns
- Traffic flow in Stratford is diabolical mainly due to the excessive number of buses clogging the streets and causing traffic jams. The on-street parking is most convenient for rapid trips to the bank but if there is a queue in the bank you are 'buggered' on the time allowed and using the main car parks for short periods is simply a pain. Therefore we have started to go elsewhere! Move the buses out to a dedicated bus terminal.
- Have to have correct change and am worried about getting back to my car in time so I don't get a fine.
- Its much more expensive, I now go to other towns to shop more often
- You always need change for the meters. I object as a resident to paying, and I do not use the town so much due to parking restrictions. I think the town has suffered as a result.
- I only shop for specific items so parking and walking a long way means I go to Warwick instead
- Time limits are a real pain. Examples include a dental visit. I only have 1 hour max parking near his dental premises. I arrive early and book in, he has a complication and the previous patient over-runs. I am sweating in the chair wondering if my time is running out and I'm going to get a ticket.
- Sometimes have group of drinkers outside the car park.
- The parking arrangements in Stratford make the town less attractive for people to shop and visit. If comparison is made between Stratford and Leamington it is clear to see that retail is stronger in the latter owing to easier on street parking.
- Please make sure your questionnaire is written in English
- I don't shop in Stratford Town Centre any more. It is dead. I shop either at the Maybird or in Oxford, Leamington or Birmingham
- It is not more difficult but it is expensive
- It is more difficult to find free parking, so I use the out of town shopping centre (Maybird) or I go to Leamington instead, where there is free on street parking
- I quite often just want to park for 30 mins or so to pop to the bank and it is very difficult to find a quick and easy place to park since these spaces are very limited.
- As a SDC resident that lives in Brailes and commutes to Clifford Mill - on occasion I go into Stratford at lunch time. As there is no where to park FOC, I no longer go into town. I find it prohibitive that to pop in, even for 10 mins there is a charge.
- Free on street parking used to be easy and convenient. No longer an easy option particularly for short visits.
- Not more difficult, but more expensive
- I used to be able to park the car on the street just to pop into a shop but now I have to make sure I have the right change
- Do not use on street parking in Town any more since its cost compared to say Bridgefoot (free 1st Hour) is prohibitive. Down side being if you want to collect goods from stores in Town its a long walk back to Bridgefoot Car Park
- There seem to be few spaces available for up to 1hr, especially at around 4.30pm.
- Very short time at pay & display, leaving stress rising when going to the bank/post office/building society
- Town centre parking is too expensive with little regard to the motorist other than to make money on a year profit basis



- Price
- Because of payment scheme
- There seems less on street availability, car parks expensive for short stay
- Stratford-Upon-Avon does not have the infrastructure to cope with the increase in population. To allow buses and coaches through the town centre is ludicrous. The location of the park and ride is in the wrong place and should have been located next to the railway station
- Usually need to undertake brief tasks such as banking. Post Office etc, 30 minutes at 70p is expensive and can be inconvenient for some tasks i.e. if get held up in a queue in bank, the one hour spaces are often taken up and too far away. i.e. spend longer commuting
- There are rarely any on-street spaces available and the 30 minute time slot is too short
- Your parking arrangements generally are killing at the town; get a sensible person out with a clipboard for a week to ask the motorists themselves what they think. You charge too much for too short a time to get round. A bit of customer research on-street, might be more fruitful than this!
- Car parks are generally full. Pay & display machines cause confusion. No "resident" half price tickets available
- Less availability as street parking reduced
- Due to limited timing restrictions half an hour to one hour is not enough time to shop leisurely
- Too expensive, I work in Welford and come to Stratford for banking etc, always difficult and too short of time. Parking wardens need leeway
- Few spaces available, cost too prohibitive other towns have reasonable charges
- Designated disabled parking spaces have been lost along Waterside. No dropped kerb for disabled areas on Sheep St. makes them much harder to use. Restriction of parking to just 30 minutes does not allow one to visit more than one shop.
- We rarely go into Stratford for shopping; we do go for a visit to the riverside park area and always park there.
- Have no knowledge
- There is never a free space, disabled spaces are taking over as they can park anyway. It is no easier than when parking was free.
- The time limit is too short, the main car parks are too far away to buy any significant purchases.
- Why so one-sided, why not ask those who ticked 'easier' I fear you are showing a prejudice in your survey!
- More convenient / cheaper to go to Mayfield
- Inadequate on street parking with reduction in spaces made available. Too much emphasis for taxis. Off street parking - poor facilities - parking bays too small and expensive
- Difficult to find a space, time limited to 30 or 60 minutes, not allowed to wait even for a few minutes, fewer spaces
- There are too many disabled spaces in the larger car parks, they are empty most of the time
- Not enough 2 hour parking available on street, plus now far too much disabled parking
- There are plenty of spaces available in council car parks but they are now too expensive
- This is answering as a shopper. I have a season ticket that used to allow me to park in any of the town's district car parks but one. For easy access I used to park in the councils car park on the recreation ground when shopping on a Saturday. Now I can only park in Windsor St, thank God for the Maybird Centre
- Time restrictions
- Used to park anywhere and walk. Cost is also far too much. Warwick is not even close in cost and Evesham is free
- Less parking spaces
- Appears to be less parking spaces
- Too expensive so discourages coming into Stratford
- 70p is an annoying price to have to pay. Invariably you have 50p or a £1.00, the machines do not give change. I will wager most of the time you get £1.00 for 1/2 hour.....too much!
- Parking spaces are frequently unavailable, people are blocking roads while waiting for spaces
- For bank (e.g.) it is easier as transactions are short but for main shopping it is more difficult to find car parking 'in town'
- It is more expensive for 2 hours only. I am a disabled blue badge holder but I have a bad back and knees so I walk slowly and the nearer to the shops the more expensive and for limited time. I cannot park and ride due to my bad back

- Too expensive and too short a time available for on-street parking
- Because it is too expensive
- Too expensive in car parks in town centre, and street parking too limited in time
- Sometimes forget change for on street parking, appears to be more congestion in main town area
- I rarely have the right change in my purse so I rarely think to park on the street. Before, when it was free for 2 hours or 1 hour in place it was so easy to pop in shop and go
- Finding a space is easier but it is difficult to find somewhere to park close to shops for a longer time i.e. over 30 minutes, to allow for shopping, paying for goods and returning with food to the car
- Less parking spaces, many more spaces for disabled driver, many disabled blue permits taking spaces but not having to keep to the time restrictions
- I am a resident. Users of local bars and restaurants use my street and there has been a significant increase in parking on double yellow lines
- Too expensive - why no questions on cost of parking?
- The cost of parking - pay&display is expensive and often the meter does not work properly - meaning you have to walk away to find one that is
- It is now easier to find a space but because of limited time and cost of parking I go less often and get dropped off by my husband who parks on the recreation ground
- Car parks are often full and are too expensive. I have need for a wide space to open doors wide to get a baby and toddler out of the car and the spaces now seem narrower. Town is full of people 'cruising' to look for on-street spaces
- If you don't want to pay then you have to park from the town centre & walk. This discourages me from visiting the town centre shops, especially for short visits, unless absolutely necessary. I mostly shop elsewhere now.
- Prefer to park on street for short time but there are now less places to park without paying
- Disabled drivers use short term parking on the street but stay there all day. Yet there are loads of empty disabled bays in Bridgefoot car park. They abuse the short term parking.
- Not more difficult but the cost to use a pay and display car park near the centre is extremely expensive, why no discounts for residents to stop everybody disappearing to the Maybird
- Slightly less likely to find a space now, but could be due to volumes of traffic. Have to have money for machines, Have to move car if not done all shopping.
- Hard to find parking spaces near to where I need to get to. Have minimum time, being employed full time too much time wasted looking for a space and having to correct change available.
- Uncertain about an available spaces so when possible use the Park & Ride
- Weren't aware of any changes
- Hate having to pay so much never get the change either
- It is not necessary more difficult to park however it is too expensive
- Still never any available. When you do happen upon a space it's so expensive even for half an hour usually nowhere near you actually need to be.
- Kineton needs a car park, too many illegally parked cars on pavements or blocking access. Time to charge for street parking
- I understand the need for disabled parking and loading only areas but these are so often being abused. Never a traffic warden when you need one.
- Rother Street car park easier to find spaces because of extension
- It's more difficult depending on how long you want. If you want longer you have to park further away. If you want shorter time spaces are very often full on the street. There are more and more on street disabled bays and motorcycles seem to be able to occupy a space free of charge!
- No space, too expensive
- If you do not have cash on you you have to find a free parking space further out of town or find the only pay on exit car park in Leamington, more needed
- Very small print in car parks to advise you of parking in evenings. Hard to work out how much to pay - e.g. after 6pm as no longer free and not easy in dim light to work out
- Have to find spaces and car park charge is always £1 as I rarely have the correct change, why not free for 20 minutes?
- Parking charges have increased, particularly in the evening and are becoming prohibitive
- I think it is overpriced and aimed at the tourist market rather than local residents

- Shorter parking times!
- Still nearly impossible to find parking provision but much more expensive

### **Appendix 3: Reasons given by some residents as to why they have changed where they park for shopping as a result of the change in parking arrangements**

#### **124 comments**

- Because of the high cost of initial parking, I will share the driving with my wife and drive4 around the block if we are to make just one shop visit. I refuse to be driven to shop at Maybird Centre because it detracts from town centre traders. I know of many people who have deserted town centre shopping because of high charges.
- More spaces are now available on the street for short stay nip to the shops
- I only park if I'm short of time. It always seems I have to park in a car park further away than I would wish and expensive for a very short shopping trip.
- We walk into town frequently and get the bus back. Car parks too expensive for our length of stays and street parking is too far for from where we want to go.
- I live near Southam where no charge
- I usually park in Bridgefoot.
- Increase in short term parking charges added to the fact that the parking machines do not give change makes it very difficult if one wishes to pop into town for a quick purchase or other transaction. To pay 70p to park to buy a £3 greetings card, or deposit a cheque at the bank for example seems unreasonable.
- The car parks are usually full nowadays during weekends, so normally I try to go only during the week. This means I miss most social events, which makes Stratford less inviting.
- see 7
- I do not fully agree with paying for parking. I now try not to go into town centre for shopping, only when unavoidable; I use retail parks and other town centres where there is cheaper/no restrictions. I also would use Park and Ride if a long visit is likely.
- Cost and lack of time to shop
- Have twice been stung a) by a fine and b) by new full charging in evening (Windsor multi-storey) because had not noticed there was a change in the charging. Will now park on the street after 6pm.
- The town it too congested, so I shop in the Maybird centre. No traffic enforcement officers in sight!
- Use Senior citizens parking with £10 badge
- I go elsewhere rather than Stratford
- Continue to look first for a marked disabled space
- It is easier to park for short periods in Bridge Street.
- Warwick is more attractive
- Quicker turnover means I am more likely to drive into town for shorter (up to 30 min) trips. For longer trips I part in residential areas around Loxley rd and walk in.
- No explanation needed
- The sheer cost has caused me to take my retail business elsewhere generally.
- I haven't noticed any difference and always tend to park in the same place
- I have arthritis but would rather walk an extra 1/2 mile than pick up a punitive ticket because my dental appointment over-ran I have now started using a pub car park on Shipston Road when dropping my son at football. Its not fair on the licensee but I'm £156 a year better off than I would be if I parked on the recreation field car park
- I walk into the town on most occasions
- On street parking charges are far too high
- I do not want to pay parking charges every time I am in Stratford. I can find free parking in Leamington Spa.
- I now end up parking further out of town. Alternatively I go into Warwick to do my banking and shopping, where it is easier to park
- Only occasional use of car parks....mostly park & ride
- I no longer use Stratford town centre or its shops as every time you go in there is a charge.
- Moved to cheaper car park. Rother Street fees are ridiculously high

- No need to do so
- I now tend to park in a car park unless if very short trip or I tend to use my motorbike which I would not have used for shopping before.
- As a motorist who is taxed so heavily that I pay for everything, I deeply resent being charged again every time I stop my car. I favour Leamington where I can park for free.
- I go to park free in the retail park and walk in if I have to
- I only go into Stratford for major shopping trips and then I use the Leisure centre car park
- See above
- For short-term use Bridgefoot - F.O.C. for first hour For long visits use Park & Ride - F.o.C. if 60+
- If one wants to "pop" into a shop to pick up something quickly it is now usually possible to find a parking space in say Bridge street or High street whereas before cars were parked for many hours in the town centre.
- I use Park & Ride so I have unlimited time in Stratford town centre
- Never park on the street
- Cost
- Often go to Bidford or Alcester or Shipston as it is easier to park and shop. Use Maybird rather than town centre
- I use Park & Ride as it is convenient & removes the need to 'clock watch' parking time.
- See answer at Q7
- It's not rocket science!! SDC car parks are too expensive, why use them when I can park all day on the old market area for a quarter or more than I could pay in SDC car parks? You would achieve your dream of cleaner streets if you made car parks cheaper & more attractive, after all when cars are stood there all day, they don't ruin the surface and would need a lot less visits by staff swanning around in cars, you really have got to look long and hard at this one. People vote with their feet & the old market car park is full most days with room for more. What does that suggest?
- Traffic & parking difficulties mean I rarely bother to come into town now.
- I find on street parking expensive, so although easier may not always park there
- Yes, I park at the Maybird centre & shop there more often, especially for M&S food
- The cheque of £10 for pensioners car parking sticker seems excessive. This charge was recently introduced
- Due to congestion have to park on the Riverside car park, but still stuck in traffic. Need a park & ride on the other side
- I have changed where I shop or I park at Maybird Centre & walk into town
- Have to park in alternate street as other requires permit
- I find it too expensive to park in the town centre, car parks in Stratford especially.
- I avoid parking charges when possible. Yet another tax on the motorist. Which will no doubt be wasted by local councillors.
- Because the new charges are extortionate, I avoid paying whenever possible and park in old town
- Lower cost of parking
- Charges are too high compared to other towns and tourist spots. Half hour parking isn't long enough to do anything. What you pay the traffic wardens would go a long way towards decreasing charges.
- On street is only for bank cash machines or rapid/urgent work. Good behaviour change!
- Because of the above I now shop elsewhere
- I do not like to pay
- I go to Leamington - cheaper and better parking
- Where I can park in the street and walk but because there are more cars doing just that because of the high cost of multi storey parking
- Faster turnaround of spaces
- I only park in the multi storey car park now and therefore do not buy heavy or large items because of the distance
- More convenient / cheaper to go to Mayfield
- Tired of funding private companies issuing penalty notices & driving around in their cars trying to catch people
- Don't want to risk ticket, either walk or go to Maybird
- Use the P&R - no problem then with parking restrictions

- I use the cheaper car park next to the Coreman
- I usually only want to park for a short time - so often used waterside (by RSC) and surround for free parking. Now I use car parks BUT it does make me think of going to Maybird / out of town shopping instead of town centre
- On street parking too expensive
- I have to park further out than I used to
- I have to find cheaper parking
- When are the idiots running the car parks going to encourage people from the district, not just making money all the time. The Birthplace Trust seems to do what they want, what about the rest of us out of town!
- Don't bother driving round looking for parking spot but just go to off street parking (usually Maybird centre) and walk
- Used to park anywhere and walk. Cost is also far too much. Warwick is not even close in cost and Evesham is free
- Family member has moved into town, I park there
- Disabled parking is pathetic
- Park on residential streets to try and avoid high charges
- Much easier to park near the shop you want and make a quick visit, than to park in the off street car park and walk to that shop
- Go to out of town shopping
- If I am delayed for a quick stop (queue in bank) I am worried about getting a ticket
- I use on street pay & display more frequently now as spaces easier to find
- OAP parking on the recreation ground
- Too expensive, charging on Sundays, do not bring friends visiting in as much. Now park on old market by the railway station for £3/day but a fair walk from central shopping. Traffic on Birmingham Road appalling
- We have been badly affected by the changes in parking at the leisure centre. Our children have swimming lessons there and we used to have a discount but this has now gone. It doesn't seem health promoting to discourage people (especially children) from using the centre
- Rarely use town due to congestion, go to Mayfield
- Costs
- Use P&R
- I rarely have the right change in my purse so I rarely think to park on the street. Before, when it was free for 2 hours or 1 hour in place it was so easy to pop in shop and go
- Not easy to park on roads in centre - car park spaces too small - not wide enough - car gets chipped or 4x4s park in next space making it difficult to get into my car!
- Senior concession permit held
- I can't regularly find a space close to my home even though I have a resident's parking ticket. Users of bars/restaurants are using my street as a car park
- Disabled
- Too expensive - why no questions on cost of parking?
- Sometimes full
- It is now easier to find a space but because of limited time and cost of parking I go less often and get dropped off by my husband who parks on the recreation ground
- Lack of wide spaces in car parks means I try to park on the road. I tend to use the Maybird to try and do most of my shopping as it is easier.
- If I have to go to Stratford then I now park further away. But mostly I now go to spaces which are free parking (e.g. Evesham) or if I know I have to pay in places with more/better shops (e.g. Redditch/Leamington/Cheltenham)
- If unable to find a place to park for free, don't bother stopping & go somewhere else
- I park for 30 minutes outside of M&S for quick shop & find parking reasonably easy but far too expensive
- I usually cycle into Stratford Centre, but can't if I have to pick up stuff or it's raining. Now the only change for short term pick up parking is outside police station
- No option due to location
- Dictated by cost
- Go to Leamington instead or use Maybird rather than come into town
- Need to get in and out of town quickly without having to queue and having to look around for

- a space
- Uncertain about spaces, so use Park & Ride
- Over the bridge, walk does you good
- Because it is congested in town, expensive to park & under time pressure
- Given up sailing round the one way system looking for a space. Might as well go straight to Bridgefoot car park than waste time looking
- Go to another village to shop because impossible in Kineton
- As Q7
- Always use Rother Street car park when parking in town because of the inconvenience. Also use the Park & Ride
- We have our own commercial property with car park and we pay SDC a huge amount of money to access our own property.
- Visit the town less and often park at Maybird Morrisons or where possible, my place of work
- The area by the park used to be 1 hour from the bottom and 3 hours from the top, it used to flow. Now the one hour is always empty and the 3 hour is now full with workers as this has no time limit at all.
- Avoid shopping in town where possible, and not choose restaurants and pubs out of town with free car parking
- I make more effort to find a free street parking space rather than a car park
- Use P&R more, less on street - cost
- Cycle if possible
- I now park on Grove Rd - cheaper and you can choose how long you need to park. The short term parking on Bridge St is just a complete waste of time
- P&R or Maybird
- Parking time reduced in Windsor St car park and on streets
- Can't always get access to parking card

#### **Appendix 4: Reasons why some residents feel it is more difficult to park for commuting since SDC changed the arrangements for parking**

##### **40 comments**

- Same answer as question 7
- See previous comment re drivers who wait for spaces to become vacant, whilst blocking the roads.
- Car parks are now more full and on-street parking more difficult to find.
- Have to have exact change
- Always needing change for the machines. cost.
- Cannot comment - my workplace has a private car park
- Not many spaces if you don't like going in car parks
- The traffic congestion makes it more difficult to get into town and find a parking space
- Less on street parking for any length of time, street parking is no good for shopping.
- The time I am in Stratford is when town is busy & spaces are difficult to park
- As per residential parking is too expensive, reduce the cost of town centre parking
- Cost
- Less access more expensive
- Traffic can build up taking a while to clear
- Field county be open more, summer time
- I am not aware when or what changes have been done
- I am not a commuter
- 2
- To pay any charges takes a large slice out of my income
- Where I can park in the street and walk but because there are more cars doing just that because of the high cost of multi storey parking
- Inadequate on street parking with reduction in spaces made available. Too much emphasis for taxis. Off street parking - poor facilities - parking bays too small and expensive
- The cost is prohibitive
- Disabled spaces not always big enough to allow access from rear of car for wheelchair.

Cannot park nose to kerb as it makes it dangerous to put in wheelchair whilst coping with passing traffic

- Used to be able to use any council car park but one. Now paying far too much for the privilege of only being able to park in one nominated car park
- Time restrictions
- It has become a nightmare
- Too expensive and too short a time for on street parking
- Don't want to park in car park for reasons stated in Q9. Very little parking near centre on street, town centre roads terrible to drive along anyway
- Not enough disabled spaces
- Parking restricted to short periods making it more difficult to find long term on street parking. This has had the effect of parked cars in the outskirts of town, e.g. Manor Road etc
- If you only need an hour or less parking pay and display are the answer - but they come at an extortionate price
- Price of parking and terms of time available
- Less spaces available without getting caught up in town traffic
- Do not commute on a regular basis
- See Q9
- See Q7
- There are no short term free parking spaces, so that you can drop off or pick up things for about 1 hour
- More people, more traffic
- It is usually difficult to park for reasonable period so use park and ride
- Shorter parking times

## **Appendix 5: Reasons given by some residents as to why they have changed where they park for commuting as a result of the change in parking arrangements**

### **32 comments**

- Answer as for question 9
- Have always parked in Bridgefoot.
- I used to always find on-street parking, then I took to using Bridge car park. Nowadays on-street parking has disappeared (double yellow lines everywhere) and the car park is full on special occasions and weekends during season.
- To avoid car parking charges
- As before. Same question twice????
- See question 14 it is easier to park just outside the town centre and walk in
- No need to do so
- Quite expensive to park in daytime & still a lot for evening
- Use Park & Ride
- It's far too expensive to park in Council car parks long term. It's off putting to be charged the high fees; other places are far more attractive even though I have to walk a little further. I consider the Council charges are greedy
- Always a bottle neck at weekends and evenings. Difficult in the day for a quick visit to town
- Since being forced to retire I now only work two days a week, I couldn't afford the charges for a day.
- I do not like to pay
- the
- Tired of funding private companies issuing penalty notices & driving around in their cars trying to catch people
- Use P&R
- Can only park in nominated car park
- Family member has moved into town, I park there
- Too expensive and too short a time for on street parking and car parks have got more expensive
- If I go to town I park in Baptist Church car park - very difficult to park for short time e.g. to go to bank or just to one shop

- Not enough disabled bays
- Price and location of office is opposite end to Bridgefoot car park
- Need to get in and out of town quickly usually in a lunch hour
- I now use the Park & Ride
- Rother Street car park , also use Park & Ride
- See Q9
- See Q7
- Have to use pay and display. Very expensive or only one (not enough) pay on foot car parks. This would elevate paying parking attendants (More please)
- Less free spaces
- Use Maybird shopping centre or P&R
- P&R
- Parking all day to 1/2 day in Windsor St car park

## **Appendix 6: Reasons for some residents' dissatisfactions**

### **21 comments**

- It wasn't the staff there was a woman who arrived with out a polling card and actually lived outside our village. She held up the queue for 10 minutes. I think people should only vote with a polling card as with a ticket for something.
- The room used was too small.
- Not applicable
- Polling Station were very slow to process paperwork resulting in delays
- There were 2 persons at the station, one ticking you off the electoral role and the other issuing voting slips. A couple had received there voting slips and we thought it was OK to approach the desk. We were told in no uncertain terms to go back and wait. The process described above was slow.
- Method of marking was very slow & laborious; I officiated as a poll clerk in the 1950's and was much quicker. There was no clear marking as to which box was for the D.C.
- Made to feel a second class citizen by staff giving out polling tickets. More customer focus should apply in the future
- I think staff should be more welcoming to voters
- The staff issuing the papers for voting seemed tentative and under trained. There was some confusion when I voted about the 2 ballot boxes for the general election & the council election
- I have always found it to be very impersonal and rather clinical, is it any wonder many young people won't vote? It's rather scary!
- Not enough booths
- Only 1 person handing out voting papers & quite slow progress if voting in both General and District elections
- Had to wait for a free polling booth. I felt they could have had more booths
- The polling station staff seemed particularly disorganised compared to previous years
- The voting papers used for general election DC election were very similar forms but the method for sealing voting envelopes was different - one was peel off to expose adhesive, other to be moistened. Very confusing for people with imperfect eyesight
- Did not offer both general and district council election voting slips for my wife - had to be prompted
- There were separate boxes for the 2 areas of Quinton and these were not clearly marked causing confusion. The staff appeared clustered and confused and not very helpful
- At first they appeared confused at the desk, but sorted themselves
- The staff were very curt and unhelpful
- The staff continued to talk amongst themselves while I was waiting for my voting slip. There was a distinct lack of professionalism and respect for the electoral process.
- Poll number on card did not match register, took ages for 'old ladies' to sort out



## **Appendix 7: Other reasons given by residents who chose not to vote at the last District Council elections, describing their attitude to voting in District Council elections**

### **22 comments**

- It would be easier to vote during the weekend. Also the voting station should open for 24 hours.
- First time not voted but have no trust in any parties
- Illness
- The dealings I have had with SDC departments e.g. planning have been inefficient in the extreme; my impression is that the Councillors have absolutely no control over what is going on, and that the civil servants can waste tax payers time and money as they see fit
- No election round here
- I applied in time for a postal vote but did not receive one
- Not my ward
- Those people for whom I voted in the past did not seem to listen to the wishes of the town's people and consequently mucked things up. There is too much interference by Warwick district council in the affairs & decisions in this town.
- I was away on holiday on 27th
- I was in labour
- Will next time, not lived here long enough to form strong opinions
- Unable to decide
- Was abroad
- My postal vote request did not arrive in time
- Religious reasons
- In hospital at the time
- I was abroad
- I could only vote after work. I work in Warwick no short term parking available
- My passport was in the Home Office for my wife's application to get permanent residence in the U.K.
- I was on holiday
- You never see candidates
- Forgot

## **Appendix 8: Other reasons as to why residents have not contacted their Councillor for information about the Council or its services**

### **6 comments**

- Found info on the web
- Feel I can get more direct answers on the internet
- Contact re Primary Care Trust
- Do not know who councillor is
- Not sure what issues councillor would be interested in
- Do not know my councillor

## **Appendix 9: Suggestions for improvement of effectiveness of District Councillors**

### **164 comments**

- I voted for a neighbour and if elected he will know the neighbourhood and my local concerns well and I may use his services more
- Although we probably receive details of the contact information of our local councillor, I cannot recall seeing this by post, or perhaps it was insufficiently highlighted. This information would make me feel that the councillor was more accessible to me, whether it may be by email or telephone
- I prefer to contact the Council direct.
- More communication about WHO they were is a starter!
- More accessible. Everyone issued with contact details, not just on a board far away. Most phone calls to Elizabeth House go unanswered. How annoying is that?????
- Hold occasional meetings with residents in their area so that matters pertinent to the particular area can be discussed e.g. homes in Shottery would not affect people outside that area
- No way he lives 400mm from me
- Answer my e mail!
- Need much more visibility & tackle real Stratford issues such as all the empty shop units in town / town centre regeneration. Please, please, please make a commitment to do something - the town centre is dying
- He is already very good.
- By getting things right first time
- More information on where and how they can be contacted. I do not know if they have a surgery or where I would contact them.
- Raise their skill/competence levels.
- They need to answer the emails that are sent to them!
- They could be more pro-active in identifying residents' needs and helping to deal with them
- Believe local councillors are effective and accessible to the local community
- By being more effective
- More surgeries and cold calling on local residents so that they know the local situations
- Provide quarterly Newsletters about the work they have done on the Council.
- Be more obvious
- Be more obvious
- By setting up on line questionnaires such as this
- Possibly hold a surgery maybe once a month
- Don't guess what people want... ask them especially for big decisions. Don't be driven purely by cost savings and financial targets.
- Visit at home
- Online direct communications
- As I have not needed any help from my District Councillor I cannot give an opinion as to his effectiveness
- Be more proactive by approaching at least a sample of their constituents, many of whom might be interested to know if their District Councillor operates as a Party member or as an individual when considering what is best for local residents. I would feel profoundly less cynical about the District Council if I felt that my local Councillor had a genuine interest in MY views as opposed to the views of his/her Party.
- Get our trust
- Be more pro active - higher profile - what do they do???????
- By being tougher on central govt/ European Union impositions on their electorate. e.g. pointless central planning (Norgren site), travellers breaking of the planning laws etc. We need the people who work hard (or try to), pay taxes and want to keep their town's character to be supported.
- Promote themselves as to what they can do for us in a more effective manner.
- Am not sure but I don't believe that local councillors have a strong enough voice to influence decisions to improve local services
- Listen

- Not sure as yet
- Would be nice to have more information about council policies. Feel largely ignorant of planned changes until presented with the completed acts. Occasional rather high-handed treatment from District Council e.g. recent mail-drops regarding the regeneration of the Rother Street triangle. These were worrying in tone and failed to address pressing concerns of residents.
- See my answer to Q26. I can see no reason why the Highways Dept. of WCC cannot have the road signs in the county properly cleaned. If France can have excellent clean road signs so should we in the UK
- Hold workshops in their ward so people can put their own views across personally
- Showing up at other times than when they are after your work
- Simon Jackson does a very good job already, he is always helpful and acts quickly if asked for help
- Mention that they are there to help you
- The provision of detailed information on how the council's tax receipts and government payments are spent. For example, what is spent on local government pensions?
- Jackson need to represent the village voters not wealthy individuals
- Make themselves known to their local people when they are representing. I had no contact whatsoever. Don't even know what they look like.
- They could be more open with the public but only with their political associations
- Come onto the ward knocking doors, send out visit, concern forms and visit public
- More help to local people
- Visit Kineton who are they
- Take more action
- Take action to do something to the Fox Hunter in Snitterfield, the pub was the subject of an unexpected fire 3 years ago and still lies in a disgraceful state, why no action
- Keep people informed with that they are doing
- Hear the voices of these Councillors who represent outlying villages when they present local issues to S.D.C. Those on the fringes of Stratford often feel xxx when important decisions are made centrally without enough consultation
- As both Councillors up for election have been in the village 15 years less than me only about 10 years if that I didn't feel they know the area well enough
- Visit house to house asking people about their concerns, leave a calling card so people can contact them and not just at election times
- They seem to achieve very little with no noticeable improvements
- Put in a pelican crossing Wood Street that would increase how jay walkers to be prosecuted.
- 2. Make sure access to toilets particularly for the disabled is very easy - some of the madcap ideas mooted at present are useless for disabled
- Make people more aware of what they do/can do so we know to ask for information or help
- Co Perry & Atkinson excellent
- Being more visible, I have no idea whose face belongs to the name. We had so much info before the election, so one flyer after election station who won and how to contact them directly would be great
- To be more readily available to the public
- More local press coverage
- Call in person once a year at least
- Meet the people more than they do at present
- I would like to know who they are!
- If I new who he was and was visible in Southam
- No problem in the past (more than a year ago)
- Surgery at local venues
- Have monthly meeting
- Concentrate upon effecting economics
- Comments from people who have contacted their councillor say they are very approachable & try to help as much as they can and seem to be content so far.
- I am satisfied so n/a
- Be acting for the local people instead of just thinking most times for the visitors to our town, after all the local pay the most taxed to the council each year
- Only hear of them at voting time

- To always be available & I know it will be difficult
- I meet Peter Morse/Charles Bates on regular occasions on non Council matters and receive very good service from Peter particularly
- By opposing the wind farm applied for at Starbold near Knightcote and Bishops Itchington
- Listen more and get out more
- Try to get 'moans' heard and acted upon
- More visibility in the parishes
- Communicated via local newspapers on local issues
- Canvas at elections, we didn't see anyone!!
- If services not used, being there is important
- Contact residents more
- Regular workshops with constituents
- Past Councillors (Lib Dem) have been a nuisance by taking their roles too far. Conservative councillors have been helpful and supportive in a difficult situation
- More input from residents before voting on the big issues. An explanation of the factors that resulted in them voting a particular way on the big issues.
- More public meetings within village
- They say listen, but little or nothing happens
- Get off!
- Be more easily available. Take the trouble to provide the information requested and even do something about it. Their support used to be better!
- I am fairly happy with the district council and it's running, but I'm not aware of individual district councillors, nor which area/councillor covers the area in which I live.
- Our main problem where we live is boy racers using our roads as a race track. Which when there are many families with small children, the noise, speed are very dangerous and upsetting. We need help from the police and council to sort problem, but have no faith in either. Maybe more open meetings where the residents could put their grievances personally to council members.
- Stop travellers on Croft Lane! Pending site
- Where do I contact him?
- By not getting involved in politics & following the party line
- Perhaps an update re question raised
- Info on how to contact them, e.g. fliers, village/town newsletters, listed periodically in local newspapers. District councillors to give updates on what they are doing / campaigning for in their patches
- When I DID contact councillor about 3 years ago with an issue, he simply passed it over to a bureaucrat who explained at length why everything HE did was correct and any problem's were someone else's
- Spend some time each week in local pubs, shopping areas and children play areas to help them keep up to date with local feelings
- Visit people
- Be more open in reports. Meet the public more
- Attend local parish council meetings? Some do - some don't!
- I am not familiar with the effectiveness of decision making of the council or how meetings are run. However, I am dissatisfied with the outcomes the council achieves
- I am very suspicious of lack of openness of district council - too many expensive planning ventures (Recreation Centre, Cheadham's Yard) - someone as making money and it is not well thought out
- Represent their constituents not their political masters
- Effectiveness is hampered by apathy of electorate
- I am unsure as to why I should contact my district councillor. He/she should explain what their duties are to the residents, what they can help with and make themselves available for consultation out of office hours
- Listening to the people who vote for them
- Make themselves more known
- Come out and meet people
- Putting Stratford on Avon first!!!
- Listening to local views, particularly on planning matters and upholding our parish plan
- Bit more information as to how they can be contacted

- Get closer to the population - did not see any candidates before / during election, not seen any candidates in the past
- Recognising the local people, not just in name but by deeds
- Have noticed that claims for getting things done always increase as election approaches
- Don't fully understand what they do
- Continue the approach of open government
- Individual communication
- By their removal and the election of Labour party councillors
- Provide me with information on what they are doing
- Advertise their contact details more effectively
- They need to press council officials to supply the information requested. The officers either prevaricated or were reluctant to provide the information requested
- Come and meet people occasionally - be more visible
- Clean streets more often
- Reply to their email. Send around short updates on local council matters, (in the post or door-to door or by email). We would read them. I have no idea what is going on in Shipston local council, and would like to know
- Consult with the people they represent
- Cut out much of the CC and central government and European interference on matters that are local, i.e. planning, education, housing levels, SOA has been ruined with over building of houses without proper infrastructure
- More communication on current council business
- They should always remember that they should always consider the wishes of the local populace and not their own agenda
- Make them available for comment
- We have never had one visit to discuss policies or problems in the last ten years. They may be just mythical people!
- Don't know who it is or what they stand for, except there seems to be an obsession in reducing speed limits on a wholesale basis. I don't mind ridiculous where a case is proved but wholesale reductions are a personal council campaign & not to the benefit of road users.
- By more communication e.g. regular letters on village notice board
- Not contacted them so don't know
- Clearer idea of what real help they can give rather than feel they pacify me. Clearer guidelines on who is responsible for what. Very frustrating!
- More publicity about sort of things they are involved in with contact details
- Resign
- More communication with residents, not just during elections
- Hold more local clinics that are well advertised
- It may be useful to identify what the district councillors are responsible for and what the County Councillors are responsible for.
- Being more available for communication to get about in the town and be seen
- Communicate better ref: Cllr Boothes (WCC)
- Not sure, no strong opinions on this
- Reply to comments/queries/questions raised and put to them
- By showing an interest in the people, rather than pursuing political agendas
- They should be leading on addressing the traffic congestion the Birmingham Road. Concentrate on some small things that can make a difference, like encouraging people into town rather than Maybird Centre. Cleanliness of the outside of the Sports Centre. Closer monitoring of out sourced services, take a good look at the maintenance & cleanliness of the dance complex in the sports centre. Using free resources (Community Service) to carry out small tasks to aid the community - street cleaning, rubbish clearance, helping tourists etc.
- Hear more, see more
- Mobile surgery sessions on a regular basis
- No idea, somewhat cynical about all politicians
- Listen to the local people
- Experience is all that is needed
- Very good but of course limited by the others of SDC
- Occasional column in monthly free local papers/church magazines, especially to remind regarding contact details, with map to illustrate ward/area

- By listening to voters views by asking their opinion - this has never happened in 25 years!
- More practice in assessing constituents' views
- Saw no councillor prior to election
- An identity card of our councillor (who they are), best time of day to make contact. This could be done in our parish book we have each year of all village information
- Remember that not all residents have access to a PC or online facility by design or default and ensure that relevant (important) DC services and changes are clearly and well presented on community notice boards. Even if boards need to be installed/repared - we are after all a rural county
- Improve parking and management of road systems
- The service were not that of the district 'council' not an individual whereby our tenants (ex) were given advice to 'stay put' and be protected as 'sitting tenants' which resulted in eviction fees and damage to my house which I! then had to pay for!
- It would help if we knew who they were, they are not very good at making themselves known. The only time you hear from them is near an election
- Use trained staff to use common sense in a timely manner
- I don't even know what they do, so I have no idea how they could improve

## **Appendix 10: Names / locations of local parks or open spaces**

### **360 comments**

- don't know name but the nearest to my cottage is a very basic little playground opposite St Denys' church in Little Compton
- Greenway, Bancroft Gardens, Opp. Halls Croft, Shottery, Welcombe Hills.
- The Recreation Ground
- Justins Avenue Playing Field
- Recreational ground, Shottery fields
- Napton PLAYING FIELDS
- Recreation Ground. Bancroft paved square (formerly gardens).
- Bancroft Gardens The Green, Wilmcote
- Shottery Fields, recreation Ground, waterside
- The Model Village cricket ground
- Lighthorne Village
- Bidford on Avon
- Newbold on Stour, Stratford recreation ground
- Harbury Recreation Ground
- Park/play areas in Milestone Meadows are very small but nice, Park/play areas in Trinity Mead are limited and not very nice, Open spaces/fields off Banbury road are very nice indeed.
- Burton Dasset country park
- Stretton-on-Fosse play area and playing field
- Stratford Recreation Ground
- Bidford Recreation Ground
- Recreation Ground
- Southam behind Church
- Shottery fields
- The Playing Field, r/o School Avenue, Salford Priors
- The Playing Field, r/o School Avenue, Salford Priors
- Green End, Long Itchington
- Shottery Fields
- Bancroft gardens, the Rec (whole area opposite Bancroft)Welcombe hills,
- Bishops Itchington Playing field
- Studley Recreation Park
- Bancroft, SuA
- Ullenhall village hall, Charity field
- Shottery Fields Bancroft Gardens
- Merestone Park, Southam
- Bancroft, Recreation Ground

- Bancroft, Recreation Ground
- Poor access to the lakes in Earlswood for wheelchair & pram /pushchair users. The children's play area in the park is very poorly equipped compared with others within & outside the borough.
- Riverside
- Playing Field Goldicote Road Loxley
- Bancroft Gardens and the riverside
- Bancroft. recreation ground
- Don't know names
- Bancroft Gardens/recreation ground; the park at the Chestnut Walk end of Rother Street
- Conway playing fields, Hopkins Precinct Children's playground, Moorfields
- Rear of St Mary's Church, Southam- Priors Marston Rd, Southam  
Mearstone, Southam
- Ettington Community Centre
- Bancroft gardens
- Recreation ground Southam, Tollgate Road Southam
- Shottery Fields
- Stratford recreation ground
- Bancroft Gardens, Recreation Ground, Welcombe Hills
- Recreation ground
- CONWAY FIELDS, GREENWAY, ARROW NATURE RESERVE, WELCOMBE HILLS. OVERSLEY WOOD. WALKS AROUND ALCESTER AND STRATFORD.
- Tredington
- Shipston Sports Club, London Road.
- Burton Dasset hills fenny Compton sports field
- Ilmington Playing Fields
- Welcombe Hills, The Rec, Bancroft
- Stratford Wreck, St Nic Park, Charlecote, Wellesbourne, Barford, Warwick
- Bancroft Gardens, Firs Gardens, Shottery Fields
- Stratford Rec (10 miles away!!)
- Wellesbourne (nr football ground)
- Wilmcote Playing Field and children's play area
- Ettington Community Centre playground
- Brailes Playing Fields
- Seven Meadows Bidford on Avon Broom recreation site Kings Lane Broom
- Conway Fields
- Jephson Gardens and Victoria park both in Leamington Spa
- Farnborough village - volunteers raised funds for it though!!
- Wilmcote recreation area.
- Wellesbourne
- Long Itchington Park, Southam Park, Newbold Common Park, St Nicholas Park,
- Shakespeare sculpture garden Main park with bandstand Memorial garden
- Tysoe recreation ground
- Avon Dasset hills Northend playground
- Mearstone Park, Southam Recreation ground
- Bancroft gardens, Rec, Greenway
- Big Meadow, Beazer Field, Area in Broom
- Shottery Fields, I understand the council are at last supplying more bins for recycling and both the College and High School have involved pupils to use the new bins. Time will tell. We were in the fields with Grandchildren recently and was disgusted to find dog faeces around
- Firs Park, Recreation Ground, Bancroft Gardens
- In Alcester - The fields by Kinwarton Farm Road, play area next to Tesco Express. In Stratford - the Swans Nest area recreation ground
- Dovehouse playground & Wellesbourne Park
- Wilmcote "triangle"
- Burton Dasset
- Conway Fields and other various open spaces in and around Alcester
- Clopton Hills
- Wellesbourne area around cricket ground & Dog Close

- Shipston
- Recreation grounds Stratford on Avon
- Radway Village recreation field
- The recreation ground, Southam
- Park off Rowan Close
- Wellesbourne (Nr Co-op) Dovehouse Drive
- Recreation ground
- The countryside, & Ilmington village sports field
- Wellesbourne cricket pitches, Stratford cricket pitches
- Radway play park
- Earlswood Lakes
- Tredington playing area
- Recreation ground, Park Lane, Southam
- Conway Fields, Alcester
- Recreation, Hodgeson Rd, Shottery Field, Welcombe
- Green & play area Newbold
- Kineton
- Bancroft Gardens, Big Meadow Bidford. Recreation ground in Stratford
- Snitterfield
- Welford school field
- Welcombe Hills, Greenway, Recreation ground
- Bishopton grassy space. It's uninviting grass is not cut often enough so it's difficult to play on. It's just grass can we have some play equipment for older children. Some seating and attractive trees and planting.
- Football facilities, playing area for children, names not known.
- Harbury playing fields, South Parade Harbury
- Open spaces on Trinity Road
- Rec, Trinity meal party, Welcombe
- Studley
- Bancroft and recreation ground. Knights Lane Tiddington
- Rec, Bancroft Gardens
- Mountfield sports field Wellesbourne
- The Conway estate
- Southam recreation ground
- Studley Millennium Park, common land
- Earlswood Lakes, parking car park opp. Marthouse Lane, also Wood Lane car park. sign to car park not very good.
- The meadow at Bidford needs pedestrian bridge access. Marleigh Road Park too many broke glass bottles
- Merestone Park, Holey Wall, Wreck (Park)
- I do not know of any in SDC nearby, or near enough to use
- Do not use our parks
- Studley recreation ground (next to village hall)
- Southam Rec ground. Tollgate Rd open space. Merestone Park. Open space over by pass by new houses. Library grounds.
- I specifically refer to the playground facility in Gaydon. Our Parish Council has been refused a grant to help renovate it. It is very poor
- Bishops Itchington, Harbury, Southam
- Southam Rec
- Southam Park, Napton Park, Napton sports field
- Fishermans car park Warwick Road. Rowley Fields.
- Stratford Bancroft Gardens, Ettington Community Centre
- Shottery Fields, litter from college at lunchtimes & evenings. No policing. At night always vandalism & bonfires
- I do not use public sports facilities and not qualified to answer Q41-Q47, my local facilities are Lighthorne sports field. Lighthorne children's play area
- Jephson Gardens, Victoria Park, Leamington Spa. St Nicholson Park Warwick,
- Newbold Common, Leamington Spa. Newbold Park, Warwick. Stratford Recreation/Leisure centre/skate park



- SOA
- Drayton Avenue
- Stockton playground
- Wellesbourne football club, always full of broken glass. I don't like taking my children or dog there & boarded up football club looks awful
- Southam recreation ground. Draycote Water Park, Burton Bassett Hills
- Dene Valley Walk, Kineton
- Drayton Avenue left. Recreation ground
- Henley Mount - poor parking. Canals - poor parking/ Warwick Park - good parking. L'ton Park. Coombe Abbey, S'Avon Rec/Greenway S.Avon
- Knightcote
- Recreation ground Bancroft Gardens totally ruined by WC Stratford
- Earlswood football grounds & lakes, woodland
- Loxley Road, I think
- Lighthorne Heath children's playground, skate board ramps, playing field, tennis court, Lighthorne children's playground
- Moreton Morrell Parish Council Park
- Sports field Napton, Southam recreation ground
- Harbury, SOA Central Parks
- Dogs are not welcome as responsible dog walkers we choose to use public footpaths
- Welcome hills, The Rec, Bancroft gardens
- Bancroft Gardens, Waterside Theatre Gardens, Clapton Fields & ramblers paths. Great Gardens (South west) Recreation grounds & free children's play area. Riverside Avon walks, Tramway Walk. Alongside Police station , War Memorial Gardens
- Bancroft Gardens
- Welford on Avon Park, Stratford park
- Bancroft Gardens
- Bridgefoot park, Bancroft Gardens
- Jefferson Gardens, play area in Harbury
- Welcome Hills, Bancroft Gardens, Recreation grounds
- Fields opposite Trinity Mead, main recreation in town
- Sports playing field
- Park Lane, Southam Warwicks
- Ilmington private funds had to be raised to refurbish this Stratford rec.
- The rec.
- Shepherd Hill, Mayfield Road. Priors Meadow - Merestone. Southam rec. - Millholme Close & by the river/bypass.
- Wellesbourne cricket/football field
- Shottery fields
- Shottery Fields, Cottage Lane playing fields, public footpath across fields to Dodwell/Burden Hill
- None in this area!!!
- Pillerton Hersey, Stratford-On-Avon, Warwick, Cotswolds
- The wreck Southam, by St James School, play area at new housing estate Southam
- Bradford Meadows
- Long Compton Recreation Park, Shipston Tennis Club
- Recreation grounds, Shottery fields
- Studley Park (skateboarding)
- Claverdon recreation ground
- Shottery fields, it's an embarrassment
- Hodgsons Road, a great space for residents but is being ruined by kids trashing bins and shelters. Boy racers & drugs. Was much better and safer in my day
- SOA Recreation Ground
- Bidford (The Meadows) Recreation Park, Stratford
- SOA
- Trinity Mead park by the river
- Shipston play areas, sports club, Mayo road, London Road, Norgren
- Ettington playing field
- Sambourne recreation area

- Wellesbourne
- Wellesbourne Football Field
- Bullsall Common. St Nicholas Park Warwick
- Wellesbourne sports field and playground
- Above based on Rec-in-Town. Nearest probably park Shottery which has very limited facilities and would score much lower on safety, cleanliness, parking facilities
- Recreation ground, Shakespeare Gardens, Welcombe Hills
- Shottery fields - poor. Recreation ground - great but expensive to park
- London Road Village Estate
- Studley
- Shipston Sports Ground, rugby club, leisure centres, Louby Lous
- Southam recreational ground
- Bidford opposite legion. Big meadow
- We need somewhere for teenagers to meet up, not on our streets but undercover, say old courthouse in Southam would be ideal. Pool tables, table tennis, soft drinks machine and someone to keep an eye on things, it would keep teenagers off streets and they would have somewhere to meet
- The Furrows children Park, Southam
- Great Alne
- Earlswood Lakes. Malthouse Lane park area
- Trinity Mead children's play area. The mains recreation ground
- Green area between co-op/football field - I don't use. Route from Church Walk / White Bridge / Church - too much dog litter - poor owners?
- Shottery field, Green Way
- Bancroft recreation ground
- Stratford Leisure Centre
- Trevelyan Crescent
- Wellesbourne sports and recreation ground
- SOA recreation ground - Ewan's Nest
- In the centre of Old Town Sq - but access to this open space is denied: all 4 gates to it are locked. I have a complete record of my correspondence with the DC over this matter (from 1006-07). SDC Planning and Planning Enforcement were helpful, SDC Executive was not so
- Studley
- Malthouse Lane
- Hopkins Precinct Recreation Area, Collins Way play area, Moorfields Road park, Conway fields
- None
- Arrow Valley Park
- None in Arrow
- Stratford Bancroft etc. Snitterfield play area
- Granton Fields
- Conway Park, one next to Hopkins Precinct
- Harbury playing fields
- Space next to village hall in Harbury
- Bancroft Gardens
- Recreation ground. Bancroft gardens
- Stratford recreation ground, Moreton Morrell playground, Wellesbourne playground, Ettington playground
- Shottery fields recreation grounds, Greenway, Welcombe Hills
- The park in the recreation grounds
- Trevelyan Crescent, Drayton Avenue
- Greenway
- Tiddington, Bridgefoot, Riverside, Hampton Lucy
- Lower Quinton playing fields
- By the theatre
- Bancroft Gardens, the recreational ground Waterside
- Welford on Avon primary school games field / village children's play area
- Stretton on Fosse park
- Henley Rd, Great Alne
- Bancroft gardens, the Rec

- Merestone, St James Park
- Jubilee Park, Henley in Arden, Claverdon Park
- Near fire station in Bidford on Avon. The big meadow sports field on B on A
- Village playground park
- Great Alne
- Gaydon
- The nearest is in Kineton I think, but my children are teenagers now and so are too old for them
- Radway
- Drayton Avenue open areas
- Studley Rec Ground, Millenium Garden
- Welcome Hills. Shottery Fields. Recreation Ground. Cricket Ground. Bowling Green
- Southam Centre
- Swimming baths
- Drayton centre, Bromford Way
- Oak tree close, Moreton Morrell
- Claverdon Park, Stratford Parks
- Green End, Long Itchington
- Rear of SOA high school recreation ground adjacent to the River Avon
- Moreton Merrell
- Near co-op in Wellesbourne
- Drayton Avenue
- Shottery field, Bancroft Gardens, The Firs, Riverside
- Wellesbourne near co-op
- Swans Nest Lane, Loxley Road rugby club, Knights Lane football club
- Cricket field Wellesbourne
- Recreation ground, Bancroft
- Small play area, Milestone Road, others on Trinity Mead
- Stratford recreation grounds, Quinton village sports hall
- Area by the river
- The recreational grounds Tiddington Road, Knights Lane, Wellesbourne Road
- Welcome Hills, the Bancroft etc
- Recreation ground
- Moreton in Marsh Park
- Riverside Walk, Recreation ground, The 'Great Park'
- Brailes Park
- Bancroft, Southern Lane, Justins Avenue, The Firs, Welcombe Hills, recreation ground
- Meon Hills
- Shottery Fields
- Shottery field / park, racecourse and Greenway
- Recreation ground
- Shottery Fields
- Conway Fields
- Stratford Leisure Centre, Shottery Fields
- Bidford by the river
- Greenway, Welford on Avon playground
- The big meadow
- Recreation ground (Waterside area)
- Halford children's playground
- Big Meadow, Bidford--On-Avon
- Play area in Lighthorne. Village greens, Burton Dasset Country Park
- Burton Dasset Hills
- Riverside
- Rowley Fields Rec
- Recreation ground, 2 at Trinity Meads, Shottery Fields
- Greenways Long Marston
- Welcome Hills, Green of Justin Avenue, Stratford Rec/Bancroft
- River Dene, need a good playground/skate park
- The open space in our estate area in Packhorse Road & where we live

- Yew Tree Farm plus all the walks through fields
- There are none in the village and I have no reason to access the ones in the neighbourhood villages
- Merestone Park, Southam recreation ground
- Conway Fields
- Stourton
- Welcome Hills/Greenway
- We have a Millennium green in the village which is looked after on a voluntary basis and is well looked after and used
- Green End, Long Itchington, Leigh Crescent play area, Short Lane play area
- Cricket Pitch, Claverdon
- Bishopton green, poor facilities for children
- Bidford Meadow, Marleigh Road Park
- Bidford Meadow, The Parish Council is making this into a destination tourist venue, however, which I am not happy about
- Shipston, Ilmington, Stratford
- Clifford Chambers, Bideford, Broadway, Rec in Stratford, Trinity Mead
- Recreation ground
- Draycott Avenue
- Bancroft Gardens, Recreation ground, Pearce Croft
- Recreational grounds (Stratford)
- Willows playing fields, Welcome Hills, Stratford recreation centre, The Greenway
- Long Itchington playing field, play area near Leigh Crescent
- Visited Southam recreation ground recently, obvious congratulations of kids there in the evening due to two areas of extreme litter. Not enough litter bins too much dog mess.
- Burton in Hills
- The park in Bidford-On-Avon has recently been renovated to a high standard and I am very pleased with it. However paying £2 to park in a local open space/park is not good.
- Nearest is St Mary's Road Alcester
- Alcester
- Stratford Leisure Centre, Snitterfield playing fields
- Shottery Fields, river, woods
- Shottery Fields, recreation ground, Bancroft Gardens
- St Peter's Way, REC
- Mountfield sports field Wellesbourne, Dovehouse Estate. Wellesbourne
- Southam
- Waterside
- Southam recreational ground Park Lane. St James Park (no probs just been done up)
- Merestone Park x 2. Linley Road open space (no bins) loads of rubbish.
- Long Itchington by Buck & Bell pub. Short Lane by Social Housing
- School Rd, Gt Alne
- Conway Fields, playground by tennis club, space in Bleachfield Street
- Kinwarton Road, St Mary's Road
- Park Street Southam
- Aston Cantlow play area
- The Rec / Waterside
- Burton Dassett country park, Northend playground
- Bidford on Avon, Evesham, SonA
- Bearley Village Hall playing field
- Lower Quinton sports ground
- Bancroft gardens and recreation ground
- Recreation grounds - poor cleanliness at weekends - not enough bins and few dog bins encourage litter being left where bins missing or removed
- By the cricket/football pitches Wellesbourne
- Shottery
- Studley Millennium Green and recreation ground
- Shottery Park
- Shipston sports club and Ilmington park
- The Rec, Bidford playground

- Harbury Village
- Henley in Arden
- Salford Priors park, Bidford on Avon park
- Newbold's Green, Ilmington Green
- Bancroft, Bridgefoot
- Fisherman's car park, the recreation ground, Seven Meadows Walk
- Drayton Ave
- St Nicholas Warwick, Bancroft racecourse, Claverdon sports field
- Bancroft Gardens, Police Station
- Large park south of river in Stratford. I would like to see the paddling pool in use & a cafe!  
Not competing well with St Nicolas Park in Warwick, but we still enjoy a visit.
- All in Southam recreation ground, Merestone Park area beside St James school. Lawns beside library. Southam College playing fields
- I live in Wellesbourne I am surrounded by "open space" but it is all owned by farmers & I do not have access to any of it. There is next to no open public space in Wellesbourne

**Appendix 11: Name of nearest indoor sports facilities**  
**376 comments**

- Chipping Norton sports centre - swim there regularly
- Bridgefoot
- Stratford Leisure Centre
- Stratford Leisure Centre
- Leisure Centre
- Bridgefoot Leisure centre
- SOUTHAM LEISURE CENTRE
- Leisure centre
- Stratford Leisure Centre
- Leisure centre
- Southam Swimming Pool
- pool road swimming baths
- Southam community
- Evesham
- Stratford leisure centre
- Harbury village hall
- Kineton High School
- Stratford Leisure Centre
- Stratford leisure centre
- Shipston Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre (swimming pool is discussing state & too small ! )
- Stratford leisure centre
- The Leisure Centre, Bridgefoot, Stratford on Avon
- The Leisure Centre, Bridgefoot, Stratford on Avon
- Grieg Centre
- Southam Sports Centre
- Stratford Leisure Centre
- Stratford Leisure Centre (in centre of town)
- Southam Leisure Centre
- Henley college
- Bridgefoot, SuA
- Stratford leisure centre
- Stratford leisure centre
- Southam Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Tudor grange Solihull.

- Warwicks. College Henley but I am not able to use it currently
- Stratford Leisure Centre
- Stratford Sports Centre
- main Leisure Centre
- Grieg Sports Centre
- Southam Leisure Centre
- Henley collage
- Southam Leisure Centre
- Stratford leisure centre
- Leisure Centre
- Sports Centre
- GREIG HALL ALCESTER
- Shipston on Stour/Stratford upon Avon
- Shipston Swimming Pool
- spicball park Banbury
- Shipston Leisure Centre
- Leisure Centre
- Stratford Leisure centre
- Stratford Leisure Centre
- Shipston on Stour leisure centre
- Shipston swimming pool
- We do not have sports facilities in Wellesbourne.
- Stratford Leisure Centre
- Shipston Leisure Centre
- Stratford or Shipston leisure centre
- Grieg Hall Alcester (4 miles) Studley Swimming Baths (8 miles)
- Grieg Centre
- Probably in Stratford town for the District - too far away!! would go to Leamington or Banbury
- Stratford leisure centre.
- Southam Leisure Centre
- Shipston leisure centre
- Southam
- Southam Leisure Centre
- Stratford Leisure centre
- Stratford
- Kineton School
- Stratford
- Grieg
- Stratford Leisure and Visitors' Centre
- Shipston Leisure Centre
- Grieg Sports centre in Alcester, Stratford Leisure Centre
- Shipston Leisure Centre
- Stratford Leisure Centre
- Shipston Leisure Centre
- Stratford Leisure Centre
- SLM
- The Grieg Centre, Alcester
- Stratford Leisure Centre
- Stratford Leisure Centre
- Shipston
- Stratford Leisure Centre
- Stratford Leisure Centre
- Shipston Leisure Centre
- WDC
- Stratford Leisure Centre
- Shipston
- I am too old
- Leisure centre, why do I have to pay to park at leisure centre when I am a member

- Stratford Leisure Centre
- Southam collage ground, Welsh Road, Southam
- Grieg Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Kineton H.S.
- Welford indoor bowls club
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- SDC withdrew funding for an indoor sports facility in Wellesbourne after P.C. had xxx funds. It is much needed, and we seem to be less important than world class Stratford, Dubious in my view and inappropriate.
- We don't have one
- At the age of 73 I do not have use for these facilities
- Southam College
- Leisure centre
- Studley swimming pool
- Shipston High School
- Leisure centre
- Council run or private you should specify
- The Grieg centre
- Private Wildmoor
- Bridgefoot
- Southam leisure centre
- Studley sports centre/pool
- None in area (Earlswold), only Cockmore Ling Heath & Solihull
- Studley leisure centre, Stratford Leisure Centre
- Leisure centre
- Stratford Leisure Centre
- Southam Leisure Centre
- Nearest decent sports facility is Rugby which is very good ratings for Southam
- Do not use facilities
- Studley leisure centre
- Southam swimming pool & Leisure centre
- Newbold Comyn (not very clean) Spiceball parking expensive
- Southam Leisure Centre
- Southam Leisure Centre
- Southam Leisure centre
- Leisure centre Bridgefoot, Welcombe, Recreation grounds Riverside
- Stratford Leisure Centre
- No in Stratford
- Leisure centre
- Alcester Grieg Hall/Studley swimming pool
- Studley swimming pool
- Harbury village hall - badminton. Southam swimming pool, Gaydon indoor bowls Avondale
- District council one in SOA
- Stratford Leisure Centre
- Southam leisure centre
- Stratford Leisure Centre, the staff on reception are often very poorly informed miserable and rude
- Southam swimming pool
- Bridgefoot
- Bridgefoot leisure centre, High School, Shottery
- Studley swimming pool
- Alcester Grieg, Henley sports college
- Stratford Leisure Centre
- Southam leisure centre

- Southam
- Stratford Leisure Centre
- Alderbrook swimming centre (nearest)
- Woodland Wellbeing Centre at Jaguar Landrover, obviously not a SDC facility
- Southam Leisure & Swimming pool
- Southam Leisure Centre
- Southam swimming pool. My main complaint is the use of chlorine in the winter, it affects my eyes /nose/throat. So I cannot swim an activity I love. Same applies for S.O.A. Why can't you have a saline bath like they do overseas, they must be cheaper to run
- Southam leisure centre
- I used to use local gym but wasn't impressed with the supervision
- Stratford Leisure Centre
- Leisure centre, private clubs e.g. Methodist & Church of England halls. High School grounds
- Leisure centre in town
- Stratford Leisure Centre
- Sports centre
- Stratford Leisure Centre
- Leisure centre
- Stratford Leisure Centre
- Stratford Leisure Centre - never used it
- Southam sports centre
- Southam Leisure Centre, Welsh Rd,
- Shipston
- Leisure centre
- Southam Leisure centre
- Stratford Leisure Centre
- Leisure centre
- Stratford Leisure Centre, Bridgefoot
- Shipston on Stour
- Stratford Leisure Centre
- Southam Leisure Centre
- Stratford Leisure Centre
- Grieg Sports Hall
- Bridgefoot Leisure centre (9 miles away)
- Only use Chipping Norton
- Stratford Leisure Centre
- Leisure centre
- Studley Park
- Pool Road
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- SOA Leisure Centre
- SOA Leisure Centre
- Grieg Hall, Alcester
- New Bold Park
- The pool on the main road
- Shipston Pool
- Shipston Leisure Centre
- Studley
- SOA
- Stratford Leisure Centre
- St Nicholas Park
- Stratford - the Conservatives voted against Wellesbourne Sports Centre in 3 seconds!!
- Stratford Leisure Centre
- Stratford Recreation / Sports Hall
- Stratford Leisure Centre
- Shipston Sports Centre
- Studley swimming pool



- Southam
- Shipston Leisure Centre
- Shipston Leisure Centre
- Stratford Leisure Centre
- Southam Leisure Centre/swimming pool
- Southam Sports Centre - parking is impossible!
- The Grieg Centre
- Don't know
- Leisure centre
- I use Warwick!
- Stratford Leisure Centre
- Leisure centre
- Stratford leisure centre
- Southam swimming pool and gym
- SOA Leisure Centre
- Leisure Centre
- Studley
- Grieg Hall
- Grieg Hall
- Grieg Centre
- Southam
- Shipston Centre at the school
- Grieg Hall
- Stratford Leisure Centre
- Southam school
- Grieg Memorial
- Southam leisure centre
- Southam swimming pool
- New sports centre in Stratford
- Stratford Leisure Centre
- Shipston leisure centre
- Stratford leisure centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford
- SON Leisure centre
- Bridgefoot Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure centre
- Grieg Centre
- Southam Leisure Centre
- Warwickshire College, Henley in Arden
- SOA leisure centre
- Grieg Centre
- Southam leisure centre
- The only sports facilities are those we can use in Kineton high school. I use the gym there but it is only open 4 evenings a week 5.30-9. There are no other sports facilities within easy reach - Stratford is 12 miles away and unfortunately since the places for a leisure centre in Wellesbourne have been shelved this seems unlikely to change!
- Kineton High School
- Gyrotory
- Studley Sports Centre / swimming pool
- Stratford Leisure Centre
- Southam Pool
- Studley swimming pool
- SLC
- Newbold Common
- Southam High School

- SOA leisure centre
- Southam Leisure Centre
- Southam
- Leisure Centre
- Stratford Leisure Centre
- Southam
- Stratford Leisure Centre
- Stratford leisure centre
- Stratford leisure centre/Walton Hall
- Stratford leisure centre
- SOA leisure centre
- Stratford leisure
- Swimming pool, rowing boats
- Leisure Centre, Bridgefoot
- The 'leisure centre'
- High school
- Shipston on Stour
- Stratford leisure centre
- Shipston Leisure Centre
- Leisure centre
- SOA leisure centre
- Stratford leisure centre
- Stratford Leisure Centre
- Southam sports centre. Parking is a real problem in the afternoon for centre users as parents park there to pick up children from school/college
- Grieg leisure centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Leisure Centre (Gyratory)
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Southam Leisure Centre
- The leisure centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Leisure Centre
- Stratford Leisure Centre
- Stratford swimming pool
- Stratford Leisure Centre, Southam
- Stratford Leisure Centre
- Stratford Leisure Centre
- Henley in Arden
- Stratford Leisure Centre
- Southam Leisure Centre
- Nothing local, nearest Stratford or Studley, don't find them disabled friendly
- Stratford Leisure Centre
- Southam sports centre
- Southam swimming pool & gym
- Stratford Leisure Centre is in the wrong place. It is difficult to get to and then there is the parking problem, the pool is sub standard and the timetable for it is crowded
- Grieg Sports Centre, Alcester
- Stratford Leisure Centre
- Shipston
- Stratford Leisure Centre
- Stratford Leisure Centre

- Town centre Stratford
- Leisure centre
- Stratford Leisure Centre
- Stratford Leisure Centre
- Southam Leisure
- Swimming pool and leisure centre Welsh Road West
- Southam pool
- Not known
- Stratford Leisure Centre
- Grieg Hall sports centre Alcester
- Grieg Hall
- Stratford Leisure Centre
- Stratford High School
- Leisure Centre
- Stratford Leisure Centre
- Leisure centre
- Southam Leisure Centre
- Southam School
- Grieg Hall Sports Hall, Alcester
- Previously Studley which is little used by young people in particular in Alcester
- Stratford Leisure Centre
- Grieg Centre, Alcester
- Kineton High School
- Leisure Centre, Welsh Road, Southam
- Stratford Leisure Centre
- Stratford Leisure Centre
- Southam pool/ leisure centre
- Grieg Hall
- Leisure centre
- Stratford leisure centre
- Stratford leisure centre
- Leisure centre
- It was Wellesbourne sports and social club (now closed)
- Studley leisure centre
- Stratford leisure centre
- Stratford leisure centre
- Shipston on Stour
- Stratford leisure centre
- Stratford leisure centre, St Nicholas Warwick, Newbold Common Leamington
- New Henley in Arden college facilities - not funded by council
- Henley sports centre
- Southam park
- Stratford leisure centre
- Leisure centre
- Stratford leisure centre
- Shipston swimming pool
- Bridgefoot leisure centre
- Stratford leisure centre
- Stratford leisure centre
- Ardencote country club
- Stratford Leisure Centre
- Stratford Leisure Centre
- Southam Sports Centre & Swimming Pool

## **Appendix 12: Name of nearest outdoor sports facilities**

### **214 comments**

- Chipping Norton Lido - I swim there regularly in warmer weather
- Stratford Sports Club
- Stratford Leisure Centre
- The Recreation Ground
- Leisure Centre Bridgefoot
- Napton PLAYING FIELDS
- Don't know
- Stratford Leisure Centre
- Don't use an outside sports facility
- Long Itchington sports field
- Lighthorne Village
- Stratford leisure centre
- Harbury Recreation Ground
- Kineton High School
- Stratford Leisure Centre
- Stratford leisure centre
- don't use any
- Stratford high school
- Southam Sports Centre
- Not sure where that is
- do not know any outdoor council run sports centre
- Ullenhall Village hall & Charity field
- Fissc
- Unfortunately, I am now too old to use any!
- Stratford Leisure Centre, Stratford High School
- Stratford Leisure Centre, Stratford High School
- Claverdon Rec
- Greenway cycle track
- Tennis clubs etc. on south side of river
- Alcester Tennis Club
- Henley collage
- Recreation Ground
- Spots Centre
- GREIG HALL
- Shipston Sports Club, London Road
- fenny Compton sports field
- Stratford Leisure Centre
- Leisure Centre
- Stratford
- Shottery Fields, High School, Recreation Ground
- I think the nearest would be Stratford or Warwick.
- Aston Cantlow Tennis Club
- Don't use or know of one in SDC area.
- Wellesbourne
- Stratford
- Grieg
- Stratford Leisure Centre
- Wellesbourne Sports Ground
- Stratford Leisure Centre
- Wellesbourne football ground
- Long Compton
- Conway Fields, Alcester
- Wellesbourne cricket club
- Shipston
- Tennis club, bowling green, leisure centre
- Ilmington sports field

- WDC
- Shipston
- Leisure centre
- Grieg Centre, Alcester
- Synder Meadow Welford-on-Avon Rec.
- Snitterfield Sports
- Welford Sports Centre
- Don't even know where there is one
- I do not use such facilities because of increasing age.
- Harbury playing fields
- Rugby club
- Alcester
- Bridgefoot
- None in Southam
- The basketball court behind the youth club
- Leisure centre
- None in SDC that I use
- Do not use facilities
- ENTACO
- Bishops Itchington Park/Tennis Courts
- Southam College
- Napton Sports ground
- Recreation grounds Riverside
- Harbury tennis courts & netball courts, Harbury playing fields, football, Harbury Rugby club/cricket club. Skate park at Harbury fields.
- FISSC sports club
- Stockton football & cricket/sports club
- Wellesbourne football club
- Southam bowls, cricket & football clubs
- Bridgefoot
- Recreation ground Shottery
- Studley cricket club, ENTACO sports club
- Henley Sports College
- Wouldn't know where our nearest outdoor sports facility was
- Recreation ground
- Playing fields at Lighthorne Heath.
- Leamington RFC
- Napton sports area
- Harbury playing fields provide football & tennis, not particularly good for the elderly. Badminton is included within the hall.
- High School grounds. Waterside clubs & cricket, tennis, bowls, football now moved
- Tiddington playing field adjacent Home Guard
- Synder Meadow Welford on Avon
- Stratford Cricket Club
- Stratford Sports Club
- Southam football & bowls club, Banbury Road
- Stratford RFD, Home Guard club
- Southam cricket, football, rugby clubs. But public use is frowned upon
- Wellesbourne as parks/open spaces
- None in this area!!
- Southam football club/cricket club
- We have no parks, village green & countryside are available to every resident in the village
- Leisure centre, Tiddington football
- Claverdon recreation ground
- There are two tennis courts available to residents at Shottery Fields
- Stratford Leisure Centre
- Stratford Recreation Grounds
- Bidford on Avon
- New Bold Comyn Park

- The leisure centre needs to be modernised, it's very old and dirty. The staff don't seem to be well informed. Classes etc, it's hard to get info on, should be shown on the website
- Shipston Sports Club, London Road
- Ettington multi sports pitch, tennis, basketball, and 5-a-side football
- Wellesbourne Football Club
- Wellesbourne Football Field
- Local cricket field/park, Claverdon
- Wellesbourne Sports field
- Stratford Leisure Centre
- Parking should be free
- Shipston Sports Club / Rugby club
- Sports and playground - Shipston
- Stratford Leisure Centre
- The mains recreation ground
- Recreation ground Long Compton
- I don't use one! Football Club, Wellesbourne
- Wellesbourne sports and recreation ground
- I use the countryside, walking is my outdoor activity
- Recreation Ground
- Malthouse sports field
- Apart from the Grieg which has limited outdoor facilities, my nearest would be Stratford Leisure Centre which I do not use
- Napton
- Snitterfield. Tennis courts. Riding school
- Napton sports field
- Conway Fields
- Stratford Leisure
- Stratford high school
- Tiddington
- Lower Quinton
- Synder Meadow Welford sports field
- Grieg Centre, Alcester Tennis Centre
- Lower Quinton playing fields
- Village tennis club
- Kineton High School
- Gyrotory
- Newbold Common
- Recreation ground
- Stratford Recreation
- SLC
- SOA high school
- Old football club, Wellesbourne
- Shottery Field
- Swans Nest Lane
- Cricket field, Wellesbourne
- Stratford sports club
- Synder Meadow
- Recreational grounds and leisure centre
- Tiddington and the 'leisure centre'
- A skateboard park in Shipston
- Cricket, Swan's Nest Lane, football Tiddington
- Leisure centre
- Tennis courts Alcester
- Southam Leisure Centre
- Recreation ground
- Big Meadow, Bidford On Avon
- Lighthorne sports ground
- P??craft Rugby ground
- K High school tennis courts, Stratford football pitches

- We go sometimes to the recreation ground
- Stratford Leisure Centre
- Henley in Arden
- Don't know where it is
- None exists in Southam
- Conway Fields, ok if you want to walk or watch football when there
- Beanley playing fields
- Football & Rugby grounds in Southam. Polo ground in Southam a few tennis courts in ??
- Not known
- Bidford Meadow/Dugdale Avenue
- Ilmington
- Rugby club, Loxley Road
- Recreation ground, sports social club, tennis club
- Recreation ground
- Stratford High Community pitch
- Stratford Leisure Centre
- Kineton
- No idea
- Bidford-On-Avon
- Stratford Road Football Field Alcester
- Grieg Hall
- Stratford High School
- Victoria Park
- Long Itchington playing fields
- Conway Fields
- Wellesbourne
- Conway Fields, Alcester
- Kineton Sports and Social Club
- Stratford Athletics Club / squash/tennis/cricket
- Shutterfield Sports Club
- Stratford Oaks Gold Club
- Edgehill shooting grounds
- Tiddington
- Leisure centre (Stratford)
- 1 football pitch - Brickyard Lane, Studley sports and social club - privately owned - not DC
- Stratford high school
- Tysoe park
- Henley sports centre
- Southam
- Shipston rugby/cricket/bowls/football
- By cricket ground
- Claverdon sports field. Ardencote leisure club
- Stratford Leisure Centre
- The playing fields at Southam College

## **Appendix 13: Suggestions for improvements or new facilities that residents would like in relation to the local provision of open space, sports facilities and children's play areas.**

### **230 comments**

- I should like both places to have better cafe facilities and more times when adults can swim free of the noise of children or the strenuous length-swimming of the very expert swimmers!
- Mini golf, public bowls, more organised fun
- Mill Bridge made for disabled and bicycle access - i.e. ramp instead of steps Somebody to patrol children's playground to stop older teenagers from sitting and chatting on swings etc - recreation ground Stratford and not making way for little ones
- Swimming pool at Southam v tatty and messy/dirty on last and visit lockers broken .got standard letter of apology haven't felt like going back to check pool area better
- Clean up the leisure centre. It is a health hazard.
- One of the outdoor fitness facilities for Senior Citizens we have seen on TV. A sort of play park with exercise machines for oldies!
- Leisure centre pool very poor - needs refurbishment urgently - we go to Shipston because Stratford is so poor. Also, need joined up cycle paths in Stratford so that one can cycle around the town & to the leisure centre SAFELY with children.
- It needs some space that is not just for children.
- The children's play area in Lighthorne Village is in very poor condition. The equipment is old and dose not operate properly.
- More locally available to villages
- More children's activities on a Saturday at leisure centre - not just swimming. Very good provision for after school, but that's no good if you've got homework to do as well.
- Changing rooms need improvement
- Kineton High School is in desperate need of an All Weather Pitch. This would improve and expand the range of facilities that could be made available. The Swimming Pool should be made available to the public out of school hours, it could do with being covered so it is available all year both to the school and the public. It is a valuable and expensive resource for the community but is not utilised fully. Kineton lacks any really good sports facilities. If money was made available to increase the facilities at the Sports College in the village that already has space and some facilities it would enhance and provide long needed facilities in a thriving and expanding village and its surrounding area.
- More open spaces in developed areas - New housing always seems to pack in far too many houses with not enough open spaces of land - somewhere big enough for the local children to play a game of football or rounders, etc.
- financial help with keeping the facilities up to standard
- Get rid of SLM and employ another contractor. The standards at Stratford Leisure Centre are appalling. The problem is you grant them the contract but who checks that they are delivering the goods?
- recreation ground in the summer months is over crowded, could it be extended into the field?  
\* the overflow car park should be closed and parking reduced, then day trippers would use the P&R and be inclined to make purchases in the town rather than bringing all their goods in the car and leaving SDC to clear up their rubbish. \* reduced parking would also improve traffic over the bridge and bring a more peaceful experience (less car alarms etc) \* BBQ's should also be discouraged because of the constant smells & rubbish left everywhere. \* the river bank edge & path down to the Lucy bridge needs renovation. \* Lucy bridge access needs improving for push chairs, disabled & bike riders. \* the tributary stream needs cleaning up of rubbish & dead tree \* path & entrance from Shipston road under tramway needs improvement \* planting improvements along tramway needs maintenance or will be a waste of money \* increased planting in the Rec as per the lovely scheme along the canal basin \* increased frequency of grass cutting, trinity way roundabout is 16inches high and a mess
- More cycle ways
- The provision of outdoor space, I think that there needs to be more focus on keeping the areas clean, for example a recent visit to Bancroft there was lots of litter and cigarette butts left in the grass which could prove a significant hazard to my little toddler. In the summer when the parks are very busy there is often a lot more litter with the bins over flowing. Also



the toilets in town are often very dirty and often I do not use them as a result. Also every summer the fact that we have a fairground ride in towns parks taking up and commercialising the open space, has a detrimental effect on the whole area and may exacerbate the issues detailed above. Basically it should not be allowed to be built every year. This is not Blackpool. I have not used any council run Sport facilities for a while as I found them crowded and on the whole unclean when compared to private gyms and Stratford sports club. We do use the play area in town, and this is a very good area for children to play in a safe environment. There are not enough swings for small toddlers though.

- Apart from the leisure swimming pool I am not aware of any other facilities but as I don't have children living at home my knowledge is poor. I have just moved to Stratford Town Centre and know facilities are much better there.(I have completed the form as if still in Studley as only here for a week!)
- Generally, Southam is reasonably well served in this respect, thank you.
- Not really appropriate as we are pensioners. Grandchildren use periodically
- Not really appropriate as we are pensioners. Grandchildren use periodically
- Better access for wheelchair, pram &buggy users. Better equipped play area in the park.
- More seats but they are often vandalised so that is an ongoing problem
- new pavilion
- As a Wellesbourne resident it will take a long time to forgive Stratford council torpedoing the proposed sports centre. We object less to the saying no, than to being told for many years that Stratford council was completely onside and that the final planning approval was a formality. It is the worse case of non-joined up planning I have come across in the last 30 years :(
- Increased cycle routes/mountain bike single track routes
- The Bancroft Gardens are still too bleak, especially in winter - tubs of flowers might improve the stark off-white expanses.
- Indoor swimming pool would be of great benefit to the community
- There needs to be more facilities for children and teenagers. The skate park at the leisure centre is good but maybe free tennis courts or basketball courts. That would hopefully take them out of the younger children's play areas and stop them causing a nuisance of themselves.
- I would personally like to see our Rural Council supporting the applications of enterprising local people to establish appropriate Rural Sport facilities in Rural areas rather than pandering to the moans of the 'white settlers' moving here from the city who don't like to hear the sound of shotguns, off road motorcycles etc in their villages. These migrants are fast turning the countryside into the city and we are losing more than just our heritage in the process.
- None
- Tollgate Road has recently been improved but the new laid grass is allowed to die? There are no toilets near any of the playgrounds and parking is non existent. Many more swings are needed - they are the most popular item
- Arrange for the schools and college adjacent to Shottery Fields to clean up after their students have left their rubbish.
- **SWIMMING POOL IN ALCEASTER WOULD BE WONDERFUL.**
- More tennis courts, squash courts, athletics track
- Room for classes and a sauna at Shipston Leisure Centre
- It is difficult to book badminton courts at the Leisure Centre at weekends. Too often it is hired out for other activities. Also it is quite difficult to play badminton when children's parties are going on alongside, since the children often go onto the courts which is potentially dangerous for them and stops play.
- more litter picking and cleansing, especially at peak times. More floral displays
- Wellesbourne is big enough to have a sports/activity centre/swimming pool and this should be a priority. Many people do not want to have to travel towns/cities for this for financial and time reasons.
- Better play facilities for children. Play areas such as Moreton in Marsh and Ilmington are fantastic compared with the old, broken down facilities in Ettington.
- There is so much to be done in the villages to provide sports and recreation facilities. These could be provided through grants to local village schools or to local village halls and PC's. football pitches, tennis courts and play areas on a small scale dotted around would provide more provision for many. Schools could open more facilities to the wider (and older) public.

- Free car parking for leisure centre users would make it more viable for people from rural communities to use the facilities.
- With two young children, any new park/play facilities are welcome. I suppose some of the play facilities in Long Itchington play area are starting to look a bit tired, but I've had no major complaints from my kids.
- We need far more encouragement for safe cycling. Whatever happened to the millennium cycle ways? See what is possible in Holland. Help people to improve their health safely and reduce emissions by promoting cycling. I know you can't fleece cyclists the way you can motorists. You will have to accept that.
- Public tennis courts
- More cycling facilities - not on public highway, so as to give a safe area for children and beginners
- Sports hall, tennis courts
- More varied fitness sessions rather than just a gym & an elderly keep fit class
- Sports' centre needs major overhaul, especially modernisation of swimming pool. Disappointed that Stratford was one of few Local councils not to extend free swimming to under-16s. Health of population would benefit from addressing this. 2) Sports' centre is not a welcoming/inviting place to visit. 3) Parks are pleasant. Fail to see why children's games are disallowed in Firs Park. Again, health of population would benefit. Would like to see recommissioning of paddling pool in Recreation Ground.
- More seating in children's play areas. Support for Wellesbourne to have indoor sports centre.
- New Football / sports club for Wellesbourne where the closed up club house is now.
- Q45
- Replacement of rubbish bins damaged or missing. Some spaces are well provided for but are not used regularly, particularly by teenagers from local schools who leave considerable litter following lunch breaks etc. This should be tackled at the schools especially as most often offenders are senior students who should be more responsible. The public would make better use of open spaces if they were better maintained. Dog walkers are seen often irresponsible owners.
- As the £2, ear marked for Wellesbourne leisure centre was 'diverted' to Stratford, the Council obviously doubt believe there is a word for such a facility in Wellesbourne, despite the village size and lack of leisure facilities. Shameful decision on their part. Where there are open spaces (around cricket ground for instance) there are not enough bins and /or bins not emptied/rubbish not collected up often enough. Youngsters congregate and it is always a mess, especially with the Coop nearby.
- More indoor tennis courts to encourage people to play all the year round. Provision of a children's play area in each village would save people having to get cards out to go into S-O-A
- I feel children are well provided for, but that elderly could do with a few more facilities with transport provided
- Woodland playground, water activities on the Avon
- Don't make people pay to park when paying £30 per month membership, Bridgefoot is free for 1 hr and leisure centre charges - explain the logic to me.
- Children's play area. 1. Linley Road, Plowmand Malt, Southam
- I am now over 80 and so these provisions do not apply to me
- The council to empty the waste bin on play area in Newbold-on-Stour as is a health & safety issue
- Facilities nearer central to village. Football/cricket/netball/tennis areas. Better changing areas. Accessible safety on foot as well as vehicle and not prone to flood.
- Park Rangers on duty in open spaces like Greenway. Evening activities, green gym on Greenway & recreation ground. Yoga classes as part of leisure centre membership, new changing rooms Stratford swimming pool. Better security in pool changing room & gym changing rooms.
- Please more play equipment for older children. I live on Bishopton Lane. Houses are being planned for this road, but no open spaces, park, play equipment, shops. So on the one hand you ask us what we would like but it's decided already to cram in houses, but no provision for a park, surely if you build lots of houses in a area you look at the bigger area and then you can see that a park, open spaces, footpaths, shops are all needed to enhance peoples environment. If you do that a the planning stage then in the future you know that people can walk to the shops, children can walk to school, the park etc and the people will love to live

there. It's obvious, therefore I believe it will not happen and people will have to get in the car to drive down the Birmingham Road and hell continues, but just a bit worse as more people have moved into the new houses and Tesco etc is too far to walk.

- Reverse the SDC decision not to go ahead with sports facilities in Wellesbourne it is badly need.
- New out of town leisure centre/rugby club/Kes playing fields on one site
- particularly on Bancroft regulating use of skateboards etc, something they take over on waterside
- Improved bicycle paths (number and surface condition)
- Need an open space north of Warwick Road/Kineton Road in Wellesbourne. All current facilities are located in the southern area of the village. It is a disgrace that the building which houses the sports club is now boarded up and unused. Forget a sports centre in Wellesbourne, concentrate on doing the simple, less expensive things better first.
- My opinion of Bancroft Gardens is unprintable, it's a paradise for rollerbladers, skateboarders and bicycle riders and litter louts. Why can't you create such a place for these users on that waste place behind the swimming pool? The more you provide for them the less trouble you should get. Now you add to this mix by making Waterside one way. Why in the name of reason (which seems to have deserted you all) is that happening? Why is this Council determined to squander it's money on more pavements for the skateboarders et al instead of finding places for the bored kids to play safely.
- Children's park facilities in Southam are appalling. Given the size of the town now I would expect a lot more climbing and play equipment including tunnels, sand pits etc. Southam also needs outdoor sports facilities that are free to use and readily available. Like tennis courts, football pitches, basketball courts etc.
- I would welcome any new sports facilities in the area
- Flood lighting at Marleigh Road Park to deter people hanging around and smashing glass. Pedestrian access bridge to the Meadow at Bidford as it is dangerous having to dodge traffic with two small children on current road bridge
- Very limited facilities locally, but Rugby facilities very good so use those
- Improve local playground in Gaydon, should have free parking at sports centres. Newbold Comyn needs a facelift (particularly swimming facilities)
- Toilets, more benches, picnic areas, more bins, sandpit
- Remove any facilities that are in the control of the town trust. I.E. Allotments, open areas for the approach of the trust to the needs of the citizen's of Stratford is one of contempt.
- Tennis courts open to public in rural areas
- Reinstate Coughton Ford picnic area
- It looks as though Q43/4 & Q45/6 are identical?/ An action group is attempting to improve the children's play area in Lighthorne. I approve of their objective but believe that the action group should raise necessary funding and not be aided by the public purse. This sentiment applies to all sports facilities "user pays" should be the rule in general
- Don't have small children & grand children that need these facilities
- Harbury Parish Council have obtained a grant to build a BMX track and construction will be commenced in June 2010
- Would love a gym/leisure facility near lower Quinton. To have to sit in Stratford traffic to go through the islands just to park is a nightmare. Would reduce the traffic & improve facilities for children in the county! Would also further a sense of community in these areas
- A local play area for young children were parents feel their children can play in safety
- Playgrounds need a complete overhaul. Have young children yet never use playgrounds as always full of teenagers, using petrol powered remote controls cars and hanging around in intimidating groups. A lot of disgusting graffiti, very unwelcoming feels unsafe. Needs facilities to keep older children occupied & away from younger children. Equipment is old and worn.
- Ring fenced areas where dogs can't enter. Better teenage play facilities there are no Skateboard ramps etc in Wellesbourne. There is no drop curve crossing along Newbold Road by the school for children to cycle up and down the road safely. The footpath along the back of St Peters church along the field is too narrow & too full of rabbit holes that are too big and dangerous (by the weir & 'horse' field)
- New pavilion for bowls club
- Where is there a play area in Kineton?

- Only football posts other than play areas. Should have tarmaced area for basket ballers, skate board areas, more tennis courts available to the public. The play areas are in much better condition these days but generate litter from local youngsters drinking etc.
- We need more spaces like Stratford Greenway. Why are there no toilets there? this space is used by walkers/ bikers/ families. There are no wild like noticeboards. Walks & bike paths along River Avon & River Arrow need to be extended & have facilities for family use. At present they are just muddy paths what a waste!
- Perhaps it would also be a good idea to consider facilities for the elderly
- New swimming pool. Better access to recreation ground entrance onto lower Shipston Road would help. One way in one way out. Bowling or some such for kids, carting. Less emphasis on tourists and more on locals. Get the RSC to put something back into Stratford instead of us having to do everything to accommodate them. I.E. Bancroft vandalism and Waterside mess. If you want to make a better town talk to the locals not just the people like Mr Bird and Mr Topham who just want to make money or a name for themselves out of Stratford and don't have to look at the eyesores they create. It's strange you can always get enough money to ruin something but for something worthwhile there is never any available
- Please give Wellesbourne the leisure facilities it was promised, everyone remains furious about what happened. It's like stealing our money
- It may be easier to take L H young people (teenagers) to better facilities in nearby towns like Kineton (5 miles) Southam (5 miles) or Leamington Spa (8 miles) as the population here is relatively small. I say 'take' because transport is a real difficulty for most young people & their families, but a minibus or two could transform their prospects and options. I.E. It may be easier to use facilities & staff already in place rather than try to replicate them at L.H. when the potential users are relatively few.
- Bowls area (outdoor)
- Some thought should be given to the needs of the fit elderly. I'm 74 and go to the gym 3 times a week. I have an allotment,, and regularly go for walks.
- More toilets, more bins, play areas, copy the new one at Evesham it's cool!
- Lack of children free play areas in town radius
- Too much spent on areas adjacent to the theatre, the 'modernisation' has destroyed the uniqueness of 'old' Stratford where tourists abroad travel to see. The £3m could have been better spent on other facilities
- New site has been identified, that doesn't suffer from flooding
- Any facilities which encourage sociability/social skills & health. As I am moving away from Stratford on Avon I shall not be able to do this in the future! Thank you for letting me join in. Please take great care of Stratford on Avon as it is a delightful place which appears to be a little delicate.
- Children would be far safer if facilities were much further to centre of fields etc. Plus people who live on other side of road noise do not have so much noise etc & would not run out for the ball etc.
- Indoor/covered tennis courts. Better noise containment from Skateboard park, is currently a nuisance for residents of Tiddington Road
- crèche facilities in central locations so mums can leave their children safely to play rather than take them shopping
- A skateboard park to prevent the continued use of the Bancroft as one.
- More dog waste bins and general waste bins
- An area in the Farthingfields/Priors Meadow estate where the children can play ball games without the ball keep going into the road.
- Stop young people (yobs) drinking & drug taking in evening/nights. Constant disturbances slightly better since closure of football club, drinking bar.
- A clean play & park accessed only with those with a child under 10 with them i.e. no groups of youths hanging around. Safe from any dogs being able to enter the play park.
- Any form of play area, football pitch etc, none, none, none. Open fields but not one facility for children
- Nothing really accessible in Bidford/Salford Priors, nearest is in Wychavon
- Sorry I cannot comment re all answers this section but feel the little open spaces in the town should NOT be reduced. We all need nearby by green patches NOT endless buildings, concrete etc
- Unsure if you mean Council run facilities or parish/privately run. Claverdon recreational

ground is fairly basic. But quite well used by the residents. Could do with spending more money on it to improve it. Stratford leisure centre feels more club like than an open facility for the general public or more importantly local community charge payers. Maybe to encourage locals to use the facilities they should be issued or allowed a number of half price visits.

- The local children's play area appeal to be a throw-back to 50's when compared with those elsewhere e.g. Evesham Abbey Fields, Bidford
- More up to date skate parks or even indoors skate park, climbing i.e. artificial rock climbing. Most out door spaces are more children orientated rather than family. To stop taking all the green areas and building houses on them.
- Better access and needs a good clean up!
- Youth Centre for Alcester with sports facilities etc. Swimming pool (indoor and out), public tennis courts etc
- We need astro turf, local hockey club travels to Warwick for their home games!! 22 round trip. Astro turf could help hockey, football and children's games (maybe bowls in early summer), later in year or maybe night matches spring or autumn. The cricket club needs a new scoreboard - since the SDC stopped the 106 grant all the ground work is paid by the section members or on a volunteer basis. Some financial help would be appreciated as the sports field is greatly used and admired. Norgren bowls club is used for international competitions and county yet all the upkeep of the green is paid by member subscriptions and fund raising - please help.
- Play equipment at Ettington only caters for small children, need larger equipment e.g. climbing wall, zip wire. Multi purpose needs to have a sign on it so people can access by key / book it easier
- Bring Wellesbourne football club back into use for the good of the local community as a whole. District could support the parish in this matter
- Indoor sports centre and swimming pool in Wellesbourne
- We need dog owners to pick up after their pets!
- We want our promised centre!
- Outdoor play area at leisure centre would be good for those parents waiting with children for older children taking part in classes etc
- More recycling bins like in Europe, ours are rubbish, poor quality and unsightly. Someone selected a bin type to blend in with Stratford heritage. Time to change and tidy up the canal, river edges are full of rubbish. Remove parking wardens and get them to keep Stratford clean
- More local small playgrounds e.g. on Aintree Road, Wetherby Way. This would mean no need to drive to one. Also, it would encourage a community spirit. Shottery fields is often vandalised, or used for drinking by teenagers, it needs regular monitoring. The Rec ground - parking should be free for up to 90 minutes for residents of Stratford
- Extend leisure centre as currently too small in Shipston, always waiting for gym equipment. Football always being played at parks by teams, not much space for general leisure
- More patrols (park keepers) needed. Youth leaders for youth groups
- Additional cycle routes / cycling activities
- Would like a play area nearer for children under a certain age, as Southam Park is not near us, and cheaper prices at sports facilities. Also would like a park that gangs of older kids don't gather drinking and making a mess
- Squash courts
- Outdoor facilities
- Play area: lighting - not a street light within 200mtrs. Sports centre: parking is huge issue
- The presence of a park keeper / warden with authority!!
- No play area available in Long Marston
- Leisure centre is looking tired and is difficult to keep clean, however a good range of classes etc for non-swimmers and early learners etc. Pool built in the 1970s too small for the number of potential users. The main Rec ground offers no real general public facilities apart from open space, e.g. no public tennis courts, bowling. The new play areas for young children on new developments, e.g. Trinity Mead are very good, however they can be abused by older children and if not maintained they will become a source of dissatisfaction
- Problems connected to Wellesbourne football club - clubhouse now an eyesore, but it has had problems with vandals ever since I have lived here - 2000
- Better parking concessions, I have to pay for 2 hours parking for a 1 hour class, there should

be a concession for under 2 hours parking at SLC

- Wellesbourne needs a sports centre. We don't have enough of these facilities and we don't have any toilets for visitors to the area
- Wellesbourne as a large village with well over 6000 persons deserves a better and wider variety of facilities. The action of political parties deprived us of much need facilities
- SOA leisure centre needs updating. The swimming pool and changing rooms are always dirty. Showers are n=often not working, lockers are often out of use
- All areas should be able to accommodate non private club, soccer, cricket and tennis facilities should be clean and well maintained
- Wider choice of equipment for the younger children. Some patrol system of the play areas to prevent them being abused by the teenagers
- Drinking water available outside
- There should be a sports facility in every village, regularly checked over by a warden
- Squash courts
- More social facilities male OAP. Replacement for union club. Replacement of lunch time meals in Civic Centre, was well supported by OAPs
- Changing facilities at Stratford leisure centre could smell better and be cleaner. Large pool does not always look clean (round side etc)
- Improved parking at Greenway
- More quiet places where children are not playing - much of the areas open spaces etc are family orientated, not all of us have children. Seating availability is poor in most of the open spaces and parks etc
- More provision of football/basketball facilities on existing open areas - Tiddington, Justin's Avenue. Some parking provision at Tiddington required
- Encouragement of non activities through financial assistance in non 'start up' sports
- Most facilities are available to all Stratford district area although most require relatively short transport journeys
- Most significant problem is the accumulation of litter and vandalism and general anti social behaviour in the vicinity of the village hall and surrounding play area in Lower Quinton. The area would benefit from more regular police/patrols and cctv, perpetrators, if caught, should be charged and convicted
- New equipment has just been installed in St James Park, there are no baby swings included, but several people take babies and toddlers there
- Jubilee Park in Henley would benefit from more seating and a cycle path around the edge
- Would be good to have sports facilities nearer than Stratford. A leisure centre at Wellesbourne should be looked at again - I think it is appalling that there are no local facilities. We pay the same council tax but with little local provision - a non-existent return for our money
- More info posted in the villages about what sports college has to offer
- Open areas signed as for their use
- For young xxx organised sports and particularly athletics in all local schools. Provision of more athletic tracks. Less xxxx due to health & safety issues (individual participants to accept responsibility for risks involved)
- Henley in Arden
- Get rid of the shelter in Drayton Avenue/Trevelyan Crescent as teenagers use to drink all night and the noise is awful
- My daughters are regular users of SLC for swimming lessons & Stratford Sharks. The cleanliness of the changing rooms and toilets during these sessions is appalling. It always smells of during/drains and the floor is always dirty. Otherwise the leisure centre is not a bad place to be. Another criticism is the cost of parking. As a SDC rate payer and paying so much for swimming, we all feel that parking to use the leisure centre should be either free or significantly reduced. I object strongly to paying the same ass tourists and day trippers who flood the car park making it difficult to park to use our facilities. It does not promote having a healthy lifestyle if we have to worry about paying for the parking and worrying about getting a ticket from over zealous parking officers!
- I think you should write to younger people, but my son took his young twins to swim at Newbold and the changing rooms were dirty. Now goes to Daventry with them
- Sadly anything we get in our village is usually wrecked by the local idiots with police under strength, how can we have anything nice and be looked after
- Better publicity/advertising. liaise with privately owned clubs to encourage access for the

public. liaise with schools to extend their use by the public in evenings/weekends/school holidays

- To re instate proposals for sport centre in Wellesbourne and keep a youth centre there also
- Urgently needed indoor facilities & soft play area climbing frames. Indoor sport area for under 8 year olds
- Benches & toilets on Shottery Field. 1 Hour free parking at Riverside recreation ground. Regular litter pick at Shottery Field
- A sports and leisure centre as agreed but cancelled!
- Supervision of open spaces there needs to be an almost constant presence to prevent misuse, to stop vandalism, littering, ball games in garden areas and cycling on footpaths
- Football pitch and play area needed
- Investment in world class sports and leisure facilities such as athletics, swimming and cycling
- Much more facilities for young people, outdoors and indoors for Shipston. The skateboard park is very well used by young people. 2. As so many new housing estates have been and continue to be built in Shipston, the Council should require all new estates to set aside open space, sports facilities and children's play areas within the estates
- Subsidise swimming for children as you do for OAP's so it's free. Clarify concessionary entry prices at Shipston.
- Lakes, open parkland
- Too old to enjoy
- The playground on the 'Rec' is fantastic as that is Wilmcote. More playgrounds with facilities for all ages across the district would be an improvement. Open space such as Shottery Fields, the Rec, and Bancroft Gardens etc. is vital across the district. Especially as all new built affordable housing has such small outside space. An affordable cricket provision for children and young people would be a great improvement
- There is no provision in the district for squash & racketball players despite this sport being one of the most active sports regularly played by 500,000 people across England.
- The park playground has been updated, climbing frame, death slide etc. Having seen older youths using them it is doubtful they will stand the test of time
- Fill up the paddling pool on the recreation ground. More seats near the sandpit
- Due to increasing traffic on the roads it would be excellent if pavements for walking/cycling could be introduced into and between villages. I live in Arden Grafton and have to walk on roads if I venture beyond the village boundary. (apart from one path to Temple Grafton)
- Present facilities are all acceptable
- Adequate for village and number of children living locally
- It seems fine to me
- Parking not in one hour blocks at leisure centre. If you play on an outdoor court for 1 hour you have to pay for 2 hours as you always over run walking back to your car. I have been given a penalty charge due to this!
- I have seen other council parks with hard court basket ball, which always seems to be popular like at Bedworth. Public tennis courts are at Leamington. I think the recreation playground hits the nail on the head. It caters for young & older children, also it expands their imagination.
- Too far to commute particularly after a day at work and then feeding family. Should perhaps be open later. Would love to see more community facilities at Kineton High School, particularly swimming. Village needs good central play area for kids e.g. skate park for youth
- Trim Trail to be provided and riverside areas for exercise in beautiful surroundings, could use local materials, recently felled trees. All ages could make use of this
- Would love to see swimming pool in Henley Sports Hall, can't believe all that space and not done. People love the combination of a sports hall, pool & gym. Should see Birmingham Foxhollies very busy all the time
- Some tennis courts, concrete tennis table facilities, floodlit football area or basketball court would be a big improvement as there are no outdoor facilities in Southam. Sadly this isn't the time for planning extra expenditure but that something could have been done during the good years!
- Somewhere in Alcester that has both shelter and parking. Better access for disabled and signposted. Also proper cleaning and supervision
- Everything on hold at the moment because of the HS2 blight, which goes above most open spaces in this area.

- Cleaner, safer child friendly areas. A leisure centre for all in a good position with free parking and a clean pool and facilities. I have lived in deprived areas of London that have better facilities for leisure & parks
- Not to be overwhelmed by fairgrounds/litter/aggressive non residents. It means these facilities are effectively inaccessible on summer weekends. I have had a very tense response from the PC about this and I see why they are exhibiting as a tourist destination at the event at Stratford racecourse
- Have two young children this is something I would think about in say 3 years
- Refurbishment of Leisure Centre swimming pool. provision of additional bins, dog poo bins. More regular frequent emptying of bins on the Rec & Greenway, particularly during busy/hot summer days
- Ask the Sea Scouts. 2. ask Boy and Girl Guides. 3. Ask the leisure centre users
- Clean and well maintained facilities would be an improvement. Also the pitches at both the leisure centre and Stratford High are priced far too high. Parking is also charged which makes it an expensive recreation. I would like to see tennis courts, badminton courts, table tennis, municipal golf course and a cleaner swimming pool!
- More provision for skateboarders/roller skaters etc so that they don't need to skate on the Bancroft Gardens. Open up all school fields & sports centres for public use, outside of school terms. Couldn't we use sports graduates to run sports facilities for all. More original walker/cycle routes etc to engage more people in outdoor sports
- Youth club not been open recently, possibly why the debris down the recreation ground. Will not take my niece/nephew down again due to the debris & dog fouling
- Bidford-On-Avon has plenty of open space but not many sports facilities. The new park is fantastic however I believe some other sports facilities/activities are needed. A tennis court, swimming pool, cycling path are a few ideas.
- Given the economic climate this may be a question based on wishful thinking! Better lit facilities would be of value, especially during the winter months because of the attraction for groups of youths. Outdoor activities in the school holidays with play leaders
- Use of recreation groups play areas would be encouraged if residents were allowed a period of free parking (i.e. 1 hour) when using this. Also perhaps more parking could be provided either near or in Shottery Fields
- The only example is on my estate St Peter's way. It has been vandalised, no longer anywhere for carers to sit. Also the area surrounding it has been grassed over but no drainage was installed so it becomes totally waterlogged in wet weather it also took a very long time for the developer/LA to ensure that the only bin on the entire estate was emptied. Difficult to get any acceptance of responsibility for the site on an estate which after 6 years has still not been adopted.
- Toilet - Mountfield sports field park, dog free, more play things
- Victoria Park - outdoor football arena as well as tennis floodlighting toilets could be cleaner
- Tennis, cricket etc LILAC committee needs a 'kick in the pants' good job we re surfaced tennis courts rather than wait for action on the new playing field. They are pathetic at LILAC
- Old golf course to become home of Alcester Town FC/2. Releasing Conway Fields for other activities such as skatepark & improved BMX tracks. 3. Grieg centre should not be given planning permission for housing. 4. More recreation space is required
- Bring back the football club building for general use (already being done by parish council)
- Recent upgrade has probably taken us to highest level we can expect in current economic climate
- I think that there should be some public toilets in the village of Kineton, there are a lot of tourists/cyclists that must find it quite difficult
- Village stocks! Anyone found vandalising local facilities placed in stocks for a week
- Leisure centre / pool in Wellesbourne with outdoor pool / lido
- More bins and litter patrols
- Gym facilities for over 65s
- Dog free or on leads, no alcohol - cause rubbish, music by noise control
- All grassed play areas should be provided with benches for parents and elderly and litter picked up at least weekly
- There are very few open spaces in Stratford for children to play in or for adults to relax in. All the focus is in the riverbank areas in the centre but there are lots of pieces of undeveloped land in Stratford. I would support moving Stratford leisure centre to the outskirts of the town.



The large pool is a big asset but I would also like a child's play zone. Parking to use the Leisure centre should be free for residents to encourage use

- Whilst the playground at Stratford is very good there is a real lack of swings, baby swings in particular, which parents are often queuing to use. Dance classes at leisure centre would be good too!
- Henley in Arden needs to have a bigger, more creative play area, flood lit and cleaned regularly. The site nearest the doctor's surgery would benefit from investment, improvements and consultation with the residents. It's locality is excellent, it's facilities are poor
- Better swimming pool with more public hours during late afternoon, early evening
- Always scope for more facilities no matter how modest
- A good swimming pool, a running track
- I think more people would use the facility if the parking cost could be reduced
- Outdoor tennis courts (new to area so maybe there are)
- Not sure we need any new provision - but maintaining the existing facilities is important
- Being working adults the main issue is opening times e.g. before 8am and after 7pm

#### **Appendix 14: Reasons for dissatisfaction with information and advice given by the Citizens Advice Bureau.**

##### **11 comments**

- I used to manage a Bureau!
- Part of the information I was given was not up to date.
- I felt that I knew more than they did. My questions were not answered.
- My contact was several years ago. I was left feeling that I had not been listened to, that the person I met was neither interested in or qualified to give me the advice I sought.
- They did not have time to deal with my request and offered no alternative i.e. an appointment etc
- Person I saw on the desk, said she knew the other grand parents of my grandchildren, I walked out.
- Lacked knowledge and skills to help and deal with problem
- They are not really interested in your problems
- Difficult to get appt
- Did not relate to my problem
- So difficult to get hold of anyone and then the information provided was too generic

#### **Appendix 15: Other outcomes of advice being of help with a resident's problem given by the Citizens Advice Bureau.**

##### **66 comments**

- Problem with getting pension from ex employer
- legal action
- Advice on redundancy
- Legal query
- I am a CAB volunteer advisor
- Advice on consumer rights
- general advice
- general advice
- advising on legal matter
- Private matter not for discussion
- Helping others
- employment issues
- I can't remember, it was a long time ago
- Separation
- Take a builder to court for poor workmanship
- Air photo com 30 years' ago!

- Information on grand parent's rights or lack of! suggestions for other help
- Advising me on legal matters
- Advice re benefit fraud
- Just very good advice
- Legal Advice
- Prefer not to say
- Just advice
- Relations to SAO dept.
- Employment
- That is confidential
- Relate
- Problems with late patrons, DWP
- To discuss legal issues re probate
- Advice on lease law
- Citizen's rights regarding property matter
- Advice re bad neighbours
- Enforced retirement
- Divorce procedures
- Advised successfully
- Wrongly charges by BT plus others
- Advise on a legal issue
- Help with advise for getting help after mother had been knocked down by motor car
- Flooding problem
- Legal matters
- Legal advice
- Help for a friend with DLA and carers allowance
- Pension entitlement (work)
- Legal advice
- Tax
- General and financial advice after split from husband
- Personal legal matters
- Legal advice
- Legal advice
- Employment problem
- Personal!!
- Relevant information given
- Helping with information re Disability Living Allowance
- Redundancy
- Good advice
- Appointment with solicitor health advice
- Advice of sourcing legal assistance
- I paid for a service which wasn't delivered
- Many years ago
- Helping my daughter with debt
- Parking/car problems
- About cats - they are classed as wild animals!
- Advice on legal matter in short hold tenancy
- Legal advice
- On appeal of incapacity benefit
- Helping a disabled friend access a hardship grant and access help from social services

## **Appendix 16: Other outcomes of advice being of a personal nature given by the Citizens Advice Bureau.**

### **14 comments**

- It was private !
- didn't know they could offer advice of this nature!
- I can't remember, it was a long time ago
- Horror
- M.Y.O.B
- Made me aware of my rights
- Redundancy
- Divorces advice
- Employment
- Not personal just good advice
- Appointment with solicitor, health advise
- For a problem that I had in my work and my contract.
- I paid for a service which wasn't delivered
- Problem over tax

## **Appendix 17: Suggestions as to what would make it easier for residents to access the Citizens Advice Bureau services.**

### **146 comments**

- I work at a CAB so not needed. If I didn't I would use them.
- less waiting times
- I haven't used citizens Advice Bureau for about 30 years, so I can't comment
- More information circulated
- More extensive website. The opportunity to have live web chat with an advisor.
- More people to answer the phone and give advice over the phone.
- Leamington Spa CAB is closer. What contact has been made showed they were under staffed, telephones can ring for some time before answering. Getting appointments not always easy.
- More information on what they can help with and more suitable opening hours.
- an on-line chat facility to raise questions and get answers interactively
- Web access.
- You have to wait too long to be seen!
- Where is the Citizens Advice Bureau??
- if there was a debt councillor in Stratford it would help;;; previous one has retired and not been replaced;;; easier access as in town parking is a problem
- I don't envisage needing the CAB so I can't really comment on this.
- Would never use this service.
- I didn't know where it was until I just looked it up on the internet, but I'm sure that I could find it and use it if necessary.
- Online
- I know it takes AGES to get answered because they are so over subscribed so I try different routes
- Email
- Making it a mobile application e.g. putting it in a mobile library
- longer opening times and access out of hours for people that work full time!
- More information and publicity on the range of services provided
- Better access in Shipston
- I have never used it, but if I did, my first point of contact would be via the internet for faqs etc. This would be followed by email contact and then by phone if my query was complex.
- I think they provide a valuable service. However, I do not need to use their facilities. As a lawyer I am generally aware of the information they provide
- I've never tried to access it so don't know, but if there isn't the ability to send in initial email

enquiries that's something that would aid my access of it. Also some kind of moderated online forum for common concerns.

- I need to check out their portfolio.
- website
- As with most things they all expect you to be able to do everything on line. I can but lots of others cannot.
- Perhaps if I knew what types of advice are on offer.
- Web site if not already in existence
- Not having used the service to date, have no idea re access issues, either good or bad.
- A walk-in service on one or two days a week so avoiding 2-3 weeks waiting for your appointment+
- More people answering the phone. On line website
- Knowing where the nearest one is and the opening times
- Having staff on duty on the desk to 'mind' their own business & stop compromising confidentiality. (I only used CAB since they moved from Rother Street)
- Please do not send me anymore questionnaires as I don't get about very well and have lost touch. A H Waren
- Stratford CAB is 14 miles away. Shirley CAB is 5 miles away. As I was treasurer of Shirley CAB for 15 years I would obviously use Shirley if I had to
- Better signage
- Evening opening hours or CAB helpdesk at leisure centre or library
- If they had perhaps a local face to face in the library or some other venue
- Where is it
- More open times for phone access
- Email advice and access. When I tried to use the service recently I wouldn't do anything until I had spoken to someone on the phone but despite requesting call-backs twice, no one called me back. Email would make it much easier to use.
- If open for longer
- Very easy to access CAB currently
- Signs in public places as to where the CAB is located
- Longer opening hours
- No problem in making contact
- Clearer website
- Internet/email facilities
- At present can call at their office, telephone or write and not need easier access
- Not to have to make an appointment to be able to walk in
- Being able to get an appointment earlier. They do a very good professional service and they have never failed to resolve my problems in the past. But I feel they are overstretched, generally.
- I think all aspects are covered if you need to contact them
- I believe some of these centres have been closed
- Email advisory service, telephone helpline, difficult to access 'face to face' advisors as live in rural area & have young children
- If I knew where it was
- I don't know if it is easy to find their phone number
- They do a good job but I personally have no need for them
- Citizens Advice should visit villages & use the village halls & other venues to enable people with disabilities/transport issues to access their services. Mobile home sites for example would benefit, got to the elderly & people who need the service not wait for people to arrive.
- I've had no difficulties to date
- Late night opening
- An office local with good parking facilities
- Email, links, with FAQ's
- Not having tried using the service it is difficult to say, if not already in place the access via a web site or/and a link from the Council's website
- Put the number in local free papers
- To be open on a regular basis in an easily accessible place. It used to be at the Grange now I think it's at the library but no one seems sure.
- Don't know who they are!

- Not a service I would normal use!
- Longer hours of opening
- Have a local office
- Accessibility/proximity
- Their assistance was admirable and much appreciated
- A published list sent out in the SDC in the mailings listing. The range of advise on offer and how to access it.
- When I used them I found that the times didn't always fit in with my work.
- Office in Alcester
- Knowing where it is
- More advertising re availability in Shipston, limited to 1 day or 1/2 day per week
- I'm sure they are accessible it's just that I've not yet needed their service
- Whilst I think it is highly unlikely that I would need to access this service it is one I consider to be vital in that it provides advice and support not easily accessed elsewhere. Particularly important for the most vulnerable in our community
- This service is and always has been first class and should get more funding
- Quicker turnaround to questions
- Never needed these facilities
- Information on their website, FAQs
- To have a sub-bureau or a mobile unit which travels to areas like Bidford and outlying areas with SDC. Link in with elderly or warden controlled housing e.g. Westholme Road / The Crescent and deprived areas
- More publicity - in Herald, local parish magazine, church magazines
- Are they available by email? Are they located in Elizabeth House?
- To have an email address
- An upgraded telephone exchange to enable faster more reliable access to internet
- To know where it is?
- Knowing where it is
- I think that CAB is a vital service in any community, the fact that I have not used their service does not mean that I don't value it. I have referred several people to the service
- Immediate access and less hassle when trying to contact them
- Not sure where it is
- No personal experience, but I understand from friends that timescale to get debt counselling advice is too long
- Clearer routes and timescales for access to services. In the past I and family members have found it very difficult to make contact by phone and/or get a reasonably early appointment
- More info about their services
- More publicity
- I am not sure how easy it is to access the service when living some distance away as we do. It is ok if you can afford to run a car, but otherwise the bus service is very limited
- Longer opening hours, more accessibility
- A branch of CAB in Studley, open part-week at least
- More information
- I don't think there is a CAB in Henley in Arden so Stratford Meer Street is our nearest which is a distance to travel for our villages pensioners
- Living next door!
- On-line contact. Greater publicity of services/contact details
- I would consider stopping this scheme as I think this is a waste of tax payers' money. Plus a waste of paper, bad for the environment. There is too much emphasis on Stratford and not the district. According to your results you say a lot of people agree with putting in council tax to pay for those things. I am yet to talk to anyone person who agrees with putting up council tax. Value for money, what do we get in Harbury in return, all we get is an increase in bills.
- Info on opening hours
- Advertise their location more
- Web and email contact
- More offices with longer opening hours, available in Shipston. I do not believe there is a CAB there now.
- Online information
- Not to close at lunchtimes, open early in the day and every day of the week

- Online interactive website etc
- We have found it satisfactory at its present level
- Luckily I don't need to, as a solicitor I can access help from other sources or use my own knowledge
- Think evening opening hours would be a good idea
- They are always very busy, I work as a carer, low paid and difficult hours. It's hard to get access.
- We had no problem just calling in
- May already offer this, but if I were to use it again on evening or weekend appt. would be helpful.
- Don't even know where it is
- it is difficult to get an appointment they are usually very busy or not open
- I preferred it when the CAB was at the Grange in Southam. Leamington not easy to access from Long Itchington & villages around Southam
- Put it nearer Morrison's & the Job Centre with parking. Make it more available and advertise what it does.
- Email
- Have no experience of them so couldn't comment
- If they had larger premises with car park facilities, say next to the leisure centre
- Do they have a 'fast response' email service?
- Nothing specifically as I know where the office is and I can use the phone
- Open more often
- Better and more frequent access in Southam
- I have not been in a situation where I have needed the CAB however looking on the website the advice times for both advice sessions and telephone advice times are not very flexible to peoples needs and could be extended to out of office hours (weekends)
- Don't remove the CAB from Alcester, currently based in Council offices at Globe House Alcester
- Am aware of it's existence and where located
- None at present
- Would look to use a professional service
- A mobile service would be helpful
- Publish centre details
- Where is it?
- Being able to talk to someone rather than an answer phone
- Clear info about it, easy access to free parking to enable people to visit it
- Longer opening hours
- Actually have someone to answer the telephone. I tried constantly using their number and it was always occupied. Having secured another telephone number (not advertised) I finally got through to make an appointment
- More adverts about the advice given
- Better opening times
- To know the location and telephone number