

# **CITIZENS' PANEL RESULTS**

## **SUMMER 2009**

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**September 2009**

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# Stratford-on-Avon District Council Citizens' Panel: Summer 2009 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 2009 Panel survey.

## 2. Methodology

1232 questionnaires were sent out in late June 2009 with a three week timescale for Panel members to return it. With 642 returned and 15 "not known at this address, no longer interested" etc this represents a response rate of 52.8%.

By locality, the breakdown of responses was:-

	NOS
Alcester/Bidford	109
Henley/Studley	93
Shipston	88
Southam	96
Stratford	169
Wellesbourne/Kineton	83
Not Known	4
TOTAL:	(642)

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".

Results were analysed and within the report, where appropriate, results where they were statistically significant by locality, disability, age, and gender have been included.

The comparison results by age, gender, disability and locality are only included if they are statistically significant. If a comment on a particular result has not been made, it can be assumed that there is no strong relationship between the two questions, i.e. satisfaction with recycling by age. The significance is calculated by comparing the mean of a category with the overall mean using a "z-test". This establishes the level of significance between the two results.

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

### 3. Summary of Results

#### Waste Collection in Stratford District

- Since the new waste contract in August 2008, over two thirds (68%) of respondents felt they recycled more.
- Respondents who had stated that they recycle less since the new arrangements were introduced, as well as those who did not recycle at all, were asked to give reasons why and over a third (35%) claimed they had no space to store a recycling bin.
- All respondents were asked to state what methods of recycling they use: nearly everybody (96%) uses the recycling bins provided, over half (54%) use Council tips and almost a fifth (19%) of those surveyed use recycling banks around the District.
- Questioned whether they composted their garden and/or food waste, a third replied yes and that they used their own composter and the green bin; however, in complete contrast, almost a third (31%) stated they did not compost their garden and/or food.
- Residents who responded no when questioned whether they composted their garden and/or food waste, were further requested to explain their reasons for not doing so. Four in ten claimed there was no space for a compost bin, three in ten were worried that the compost bin would attract pests and one in ten said they did not know what to compost. Significantly, 6% of those who did not compost said that they did not think it was important.
- Three quarters of residents confirmed they had reduced the amount of waste they put in their grey bin.
- Satisfaction levels were gathered on a range of aspects of the new refuse and recycling service:
  - one third were fairly or very dissatisfied with the frequency of collection of non-recyclable waste;
  - three quarters were very or fairly satisfied with the frequency of collection of recyclable material;
  - almost a fifth (19%) were fairly or very dissatisfied with the range of materials collected for recycling;
  - seven in ten were fairly or very satisfied with the information provided about when their waste and recyclable is collected;
  - eight out of ten were very or fairly satisfied with the container provided for recyclables (Blue Lid Bin);
  - over three quarters (77%) were very or fairly satisfied with the container provided for garden and food waste (Green Bin, Green Sack or Caddy).
  - 76%, were very or fairly satisfied with the container provided for general waste (Grey Bin):
  - nine in ten claimed to be very or fairly satisfied with the reliability of the waste contractor in collecting their waste;
  - eight out of ten respondents were very or fairly satisfied with how clean and tidy the street is following the waste collection.
- Over half (51%) of all respondents were not aware of the "assisted" collection scheme (to help people who are elderly, infirm or with a disability and who cannot manage to place the containers at their boundary).
- Of those who confirmed that they were aware of the scheme, 96% stated that they were not part of it.
- 31% had a problem initially with an aspect of the new waste collection service, such as missed bins, wrong collection day, non delivery of bins.

- Over three quarters (76%) were fairly or very satisfied overall since the new refuse, green waste and recycling services were fully implemented in April 2009.

### **Informing you about Stratford District Council**

- Using the Council website or email was the first choice for gaining information about services provided by Stratford District Council.
- Telephoning the Council was the first choice for checking progress on any applications they may have made.
- Local newspapers or radio were first choice for getting the latest news on local issues involving the Council.
- Telephoning the Council was first choice for finding out who to contact for help or information.
- Council leaflets or publications were first choice for both getting information about levels of Council Tax and how the money is spent, as well as finding out about what the Council is planning to do next, and obtaining information about how good the Council's services are.
- Using the Council website or email was first choice for finding out how to contact local councillors, getting information about Council committees and agendas, and obtaining up-to-date information on decisions made by the Council.
- Over a fifth (22%) of residents stated they did not have an email address.
- Respondents with an email address were asked if they would be interested in receiving information about Council news and services by email: 49% said they were not.
- 84% of residents confirmed they have a mobile phone.

### **Play Areas**

- Residents were asked if they, or a member of their household, visited the play areas within Stratford Town: almost three quarters (73%) stated they did not.
- All respondents were questioned as to whether they, or a member of their household, visited the play areas within Stratford District but not in Stratford Town: seven in ten confirmed they did not.
- Eight out of ten rated the quality of the play areas in the District fairly or very good.
- Regarding new play equipment: residents were asked what they wanted to see: 49% favoured climbing equipment, 38% cited garden equipment, 37% indicated new planting and just over a third (35%) stated dens.

### **District Housing Strategy**

- Residents were asked if they thought there was enough affordable housing (rented from a housing association or shared ownership) in the District: 43% stated no.
- Almost three quarters (73%) of those surveyed stated that they did not know the housing and support needs of vulnerable people (or people who have special needs) was being met, with 15% stating no and 12% saying yes.

- 84% of residents said they had not sought advice from the Council or other organisations on housing matters or issues.
- All residents were asked how much they agreed or disagreed that it was easy to get good advice and help on housing issues. Seven out of ten stated that they did not know. A fifth agreed or strongly agreed and one in ten disagreed or strongly disagreed.
- Six in ten respondents felt that it was quite or very important that the condition of housing built more than 10 years ago in Stratford District was improved.
- 44% said it was very or fairly difficult for young people to find suitable accommodation in the Stratford District.

## 4. Results in Detail

### 4.1 Waste Collection in Stratford District

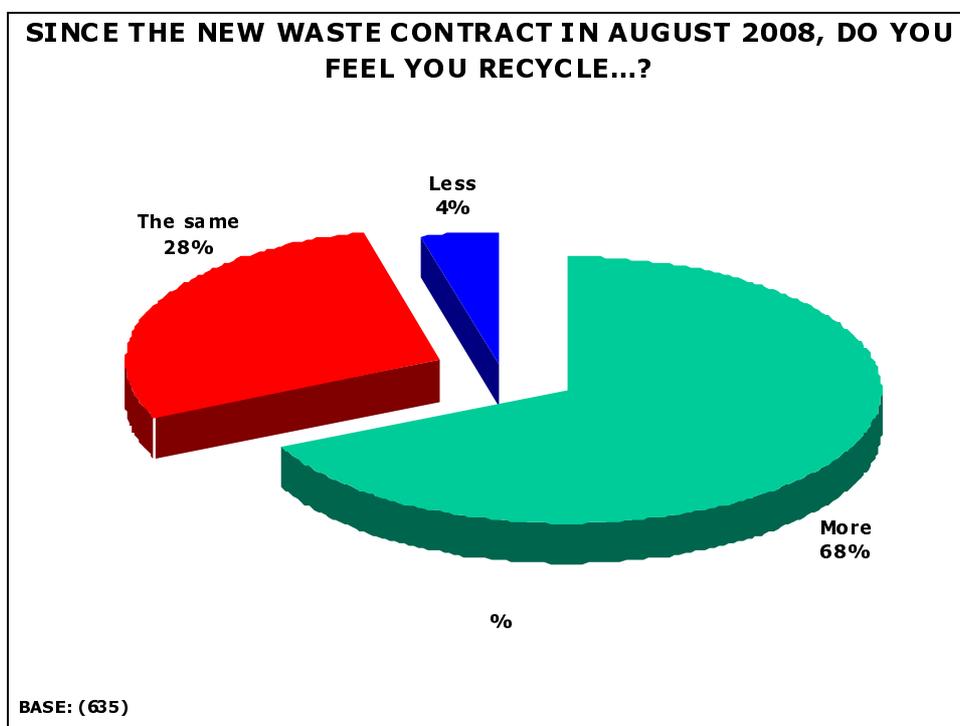
#### General questions about the new refuse and recycling service

In April 2009, Stratford District Council made the final changes to the way they collect refuse and recycling. The Council hoped the changes would bring a number of benefits to residents and therefore wanted to use this survey as a means of getting feedback.

Since the new waste contract in August 2008, over two thirds (68%) of respondents felt they recycled more, three in ten stated they recycled the same amount and 4% said they recycled less.

When analysing results according by age group, it can be seen that seven in ten of those aged between 30 and 74, in contrast to 53% of those aged 75 and over, claimed to recycle more since the new waste contract in August 2008.

**Chart 1:**



Analysis according to the locality in which respondents live demonstrated that since the new waste contract in August 2008, three quarters of residents from Southam, compared to 61% from Shipston, feel they recycle more. A third of Shipston residents in contrast to less than a quarter (23%) of Southam residents felt they recycled the same amount. Interestingly, 7% of Alcester and Bidford residents versus 2% of Southam, Henley and Studley residents claimed to recycle less since the new waste contract in August 2008.

**Table 1: Since the new waste contract in August 2008, do you feel you recycle...?**

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
More	66	70	61	75	66	74
The same	27	28	33	23	30	24
Less	7	2	6	2	4	3
Base:	(109)	(91)	(87)	(94)	(169)	(81)

Respondents who had stated that they recycle less since the new arrangements were introduced, as well as those who did not recycle at all, were asked to give reasons and these are illustrated in the table below. Over a third (35% of 26 respondents) claimed they had no space to store a recycling bin, and eight in ten gave other reasons which are listed in Appendix 1.

**Table 2: Reasons for not recycling or recycling less since the new arrangements**

Reasons for not recycling or recycling less	%
<i>No space to store bin</i>	34.6
<i>Don't consider it important</i>	3.8
<i>Don't know what to put in bin</i>	3.8
<i>Don't know when recycling is collected</i>	3.8
<i>Don't know where recycling sites are</i>	0.0
<i>Other reasons</i>	76.9
Base:	(26)

All respondents were then asked to state what methods of recycling they use and the table below illustrates their feedback. Nearly everybody (96%) uses the recycling bins provided and over half (54%) use Council tips. Almost a fifth (19%) of those surveyed use recycling banks around the District.

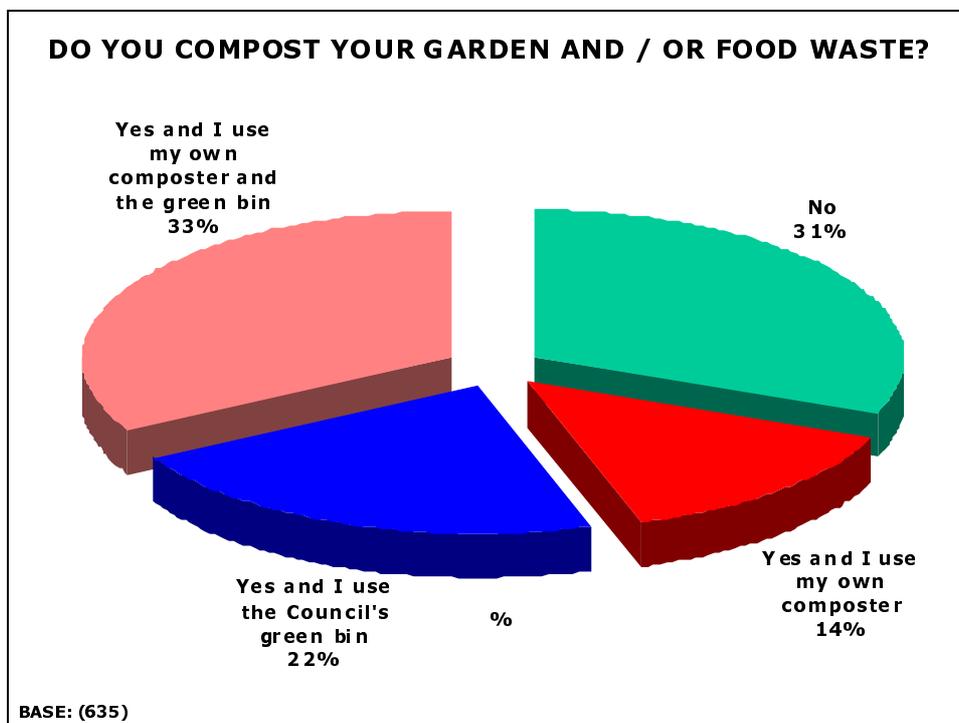
**Table 3: Methods of recycling**

Methods of recycling	%
<i>By using the bins</i>	96.0
<i>Warwickshire County Council household waste recycling centres (tips)</i>	54.1
<i>Recycling banks around the District</i>	19.2
Base:	(630)

## Composting

When questioned whether they composted their garden and/or food waste, a third replied they used their own composter and the green bin; however, in complete contrast, almost a third (31%) stated they did not compost their garden and/or food. Over a fifth (22%) of those surveyed confirmed that they composted their garden and/or food waste and that they used the Council's green bin and 14% said that they used their own composter.

**Chart 2:**



Residents who responded no when questioned whether they composted their garden and/or food waste, were further requested to explain their reasons for not doing so. Their responses are shown in the table below. Four in ten (41%) claimed there was no space for a compost bin, three in ten (29%) were worried that the compost bin would attract pests and one in ten said they did not know what to compost. Significantly, 6% of those who did not compost said that they did not think it was important.

When analysing results according to whether or not the respondent had any long-term illness, health problems or disability, it could be seen that over a quarter (26%) with, compared to 3% without, cited health / disability problems as a reason for not composting.

By age group, it was evident that more than half (56%) of residents aged 75 and over, in contrast to 6% of those aged between 50 and 64, quoted health / disability problems as a reason for not composting.

**Table 4: Reasons for not composting**

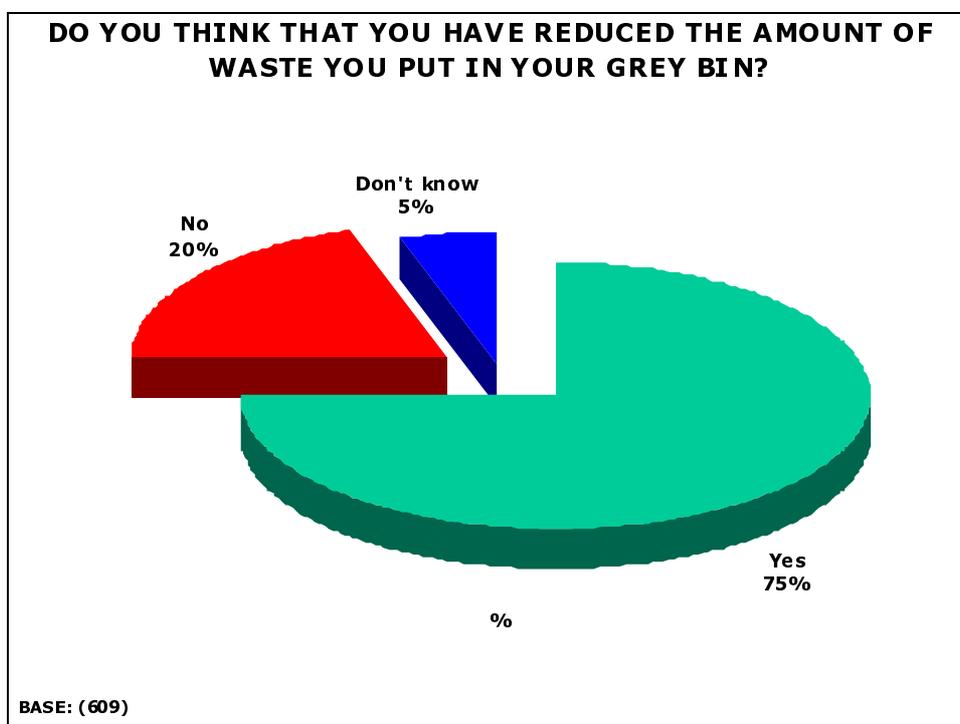
Reasons for not composting	%
<i>There is no space for a compost bin</i>	40.8
<i>Worried compost bin will attract pests</i>	29.1
<i>Don't know what to compost</i>	10.2
<i>Do not consider it important</i>	6.1
<i>Other reasons</i>	42.3
Base:	(196)

The survey then went on to ask residents if they thought they had reduced the amount of waste they put in their grey bin. Significantly, exactly three quarters of those surveyed confirmed this was the case. Exactly one fifth said they had not reduced the amount of waste they put in their grey bin and 5% did not know.

When analysing feedback according to age group of the respondents, it was revealed that whilst eight out of ten of those aged between 30 and 64 thought they had reduced the amount of waste they put in their grey bin, the figure for those aged 75 and over thinking the same was six out of ten.

Analysis by localities in which respondents live demonstrated that 88% of Wellesbourne and Kineton residents and 81% of Southam residents believed that they had reduced the amount of waste they put in the grey bin, in contrast to 62% of those living in Henley and Studley, 72% of Shipston residents and almost three quarters (74%) of those living in Stratford and Alcester and Bidford.

**Chart 3:**



## Satisfaction questions about the refuse and recycling service

Satisfaction levels were gathered on a range of aspects of the new refuse and recycling service, as outlined in the table below.

Significantly, one third of those surveyed were fairly or very dissatisfied with the **frequency of collection of non-recyclable waste**. Analysing results according to the localities in which the residents live, demonstrated that almost two thirds (64%) of Southam residents and 63% of respondents from Henley and Studley claimed to be fairly or very satisfied with the frequency of the collection of non-recyclable waste, which contrasted with less than half (46%) of Alcester and Bidford residents and exactly half of Stratford residents feeling likewise.

Three quarters of respondents were very or fairly satisfied with the **frequency of collection of recyclable material**. Analysis of feedback according to respondents' age groups showed that four fifths of those aged 65 and over, versus 68% of those aged between 30 and 49, were fairly or very satisfied with the frequency of collection of recyclable material.

Almost a fifth (19%) of residents were fairly or very dissatisfied with the **range of materials collected for recycling**.

Seven in ten of those surveyed were fairly or very satisfied with the **information provided** about when their waste and recyclable is collected.

Eight out of ten respondents were very or fairly satisfied with the container provided for **recyclables (Blue Lid Bin)**.

Over three quarters (77%) of residents were very or fairly satisfied with the **container provided for garden and food waste (Green Bin, Green Sack or Caddy)**.

A similar percentage, that of 76%, were very or fairly satisfied with the **container provided for general waste (Grey Bin)**.

Over a third (37%) of those surveyed responded "don't know" when asked how satisfied they were with the **container provided for food waste**. Of the remainder, 15% were very or fairly dissatisfied, 15% were neither satisfied nor dissatisfied, and a third were very or fairly satisfied.

Interestingly, nine in ten residents claimed to be very or fairly satisfied with the **reliability of the waste contractor** in collecting their waste. Nine in ten of those aged 65 and over were fairly or very satisfied with the reliability of the waste contractor in collecting your waste, compared to eight in ten of those aged between 30 and 64.

Eight out of ten respondents were very or fairly satisfied with how **clean and tidy the street is** following the waste collection. 15% of those with a long-term illness, health problem or disability stated that they were fairly or very dissatisfied with how clean and tidy the street is following the waste collection, compared to 7% of those without stating likewise.

**Table 5: Residents' satisfaction levels with aspects of the new refuse and recycling service**

	Base	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
		%	%	%	%	%	%
The frequency of collection of non-recyclable waste	(619)	25.8	28.9	11.8	17.8	15.5	0.2
The frequency of collection of recyclable material	(618)	37.9	36.7	8.4	10.4	6.0	0.6
The range of materials collected for recycling	(612)	23.2	42.2	14.4	14.7	4.2	1.3
Information provided about when your waste and recyclable is collected	(612)	29.9	39.5	16.0	8.7	5.4	0.5
The container provided for recyclables (Blue Lid Bin)	(603)	45.9	34.5	8.5	4.8	4.8	1.5
The container provided for garden and food waste (Green Bin, Green Sack or Caddy)	(600)	42.7	34.0	10.7	4.8	5.5	2.3
The container provided for general waste (Grey Bin)	(602)	43.7	32.6	8.8	7.5	6.3	1.2
The container provided for food waste	(435)	17.7	15.6	14.7	5.3	10.1	36.6
The reliability of the waste contractor in collecting your waste	(574)	47.2	38.7	9.1	2.6	1.9	0.5
How clean and tidy the street is following the waste collection	(610)	39.8	39.7	11.6	6.6	1.8	0.5

Residents who had answered stating that they were fairly or very dissatisfied to any of the above questions were asked to explain why and their reasons are listed in the table below. A third of those surveyed were dissatisfied because they wanted a collection more often, on a weekly basis. A fifth were not happy due to the bins smelling, getting dirty or breeding pests. One in ten (11%) were not content due to not receiving an extra bag or bin. A further one in ten (11%) of those surveyed were dissatisfied due to the lack of plastic being recycled. 7% of residents stated other reasons and these included: the green bin was too big; the food caddy was too big for the house / not useful; and too many bins.

**Table 6: Reasons for answering fairly or very dissatisfied to any of the above questions**

Reasons for answering fairly or very dissatisfied to any of the above questions	%
Collection more often (weekly)	33.6
Bins smell / get dirty / breed pests / unclean	20.0
No extra bag / bins received	11.0
Lack of plastic recycled	10.5
Collection of all recyclable materials / not enough range collected	9.0
Information on change of service is poor / no information generally	9.0
Mess is left / not emptied properly	8.2
Bin / bags left / dumped in wrong place	6.5
Extend green bin collection	6.5
Poor collection times / no collection / unreliable	5.7
Green bins not big enough	5.0
Collection of non-recyclable metal / liquid / paint	5.0
Grey bins too big	5.0
Bins an eyesore	5.0
Bins / bags difficult with stairs / narrow passages / from back to front of house	4.5
Unaware of / where to get / haven't received a kitchen caddy	4.0
Food waste / green should be separated	3.5
Struggle with heavy bags / bins due to age / disability / weight of bag / bin	2.7
Recycling collected weekly	2.5
Bin too large for house	2.2
Information of what needs recycling where	2.2
More service for residents	2.0
Recycling container not big enough	1.5
No communal bins (flats)	1.2
Unable to get in contact with sort it team / they don't get back to you	1.2
Other reasons	7.0
Base:	(196)

Analysis according to age group of those who answered that they were fairly or very dissatisfied to any of the above questions showed that 14% of those aged 75 and over, versus 4% of those aged between 50 and 64, gave the reason as being bin / bags left / dumped in the wrong place.

17% of those between 30 and 49 were dissatisfied because there was no extra bag / no bins received, in contrast to 5% of those aged 65 and over stating likewise.

Almost a fifth (19%) of those residents aged 75 and over cited poor collection times / no collection / unreliable for their dissatisfaction.

The struggle with heavy bags/ bins due to age / disability / weight of bag / bin caused dissatisfaction for 12% of those aged 75 and over, whereas the percentage for those aged between 50 and 64 dissatisfied for this reason was 1%.

Over a quarter (26%) of those aged between 30 and 49 and 23% of those aged between 65 and 74 expressed dissatisfaction with bins smell / get dirty / bred pests / unclean.

## “Assisted Collection” Scheme

All respondents were asked if they were aware of the “assisted” collection scheme (to help people who are elderly, infirm or with a disability and who cannot manage to place the containers at their boundary). Significantly, over half (51%) replied stating that they were not aware of it.

Those who confirmed that they were aware of the scheme were further questioned as to whether or not they were part of the “assisted” collection scheme. 96% responded by stating that they were not part of it.

The 4% of residents, who had said they were part of the “assisted” collection scheme, were then asked to comment on their levels of satisfaction with the scheme and the results are illustrated in the pie graph below. Exactly nine out of ten confirmed that they were very or fairly satisfied with it.

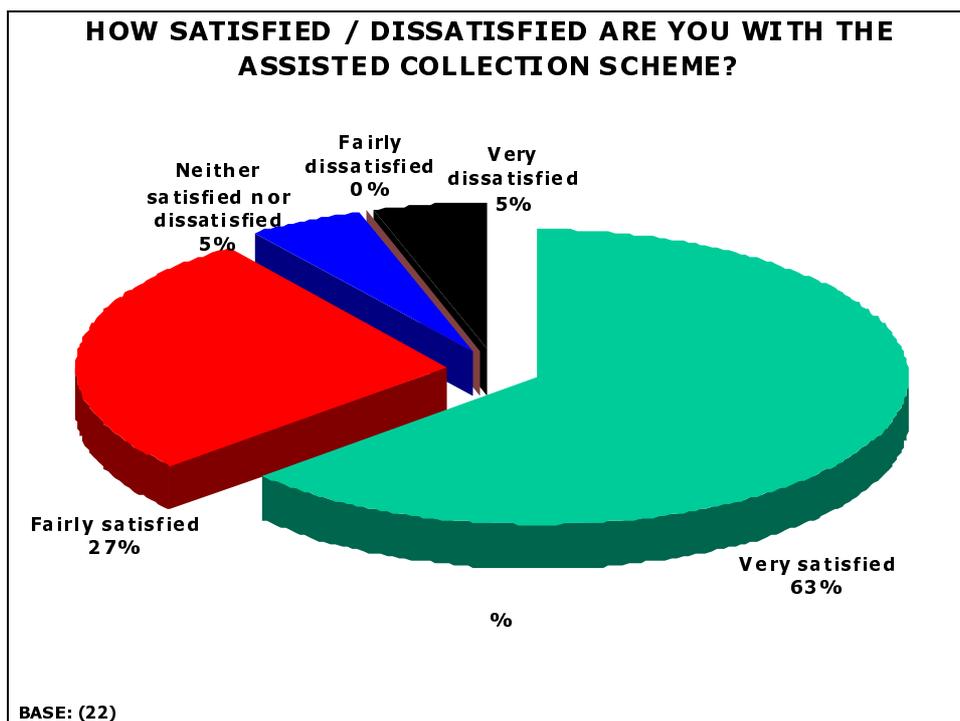
Analysis of results according to the gender of the respondent showed that exactly half of female respondents are fairly satisfied with the “assisted” collection scheme compared to 9% of males being fairly satisfied, however, 82% of males stated they were very satisfied with it in comparison with 40% of females stating they were very satisfied with it.

Interestingly, when analysing results according to whether or not respondents had a long-term illness, health problems or disability, it showed that 39% of those with were not aware of the “assisted” collection scheme, compared to 53% of those without.

11% of those with a long-term illness, health problem or disability confirmed that they were part of the “assisted” collection scheme, as opposed to 2% of those without being part of the scheme.

Analysing feedback according to respondents’ age groups revealed that almost two thirds (65%) of those aged between 30 and 49, and over half (51%) of those aged between 50 and 64, were not aware of the “assisted” collection scheme, compared to 36% of those aged 75 and over and 38% of those aged between 65 and 74 not being aware of it.

**Chart 4:**

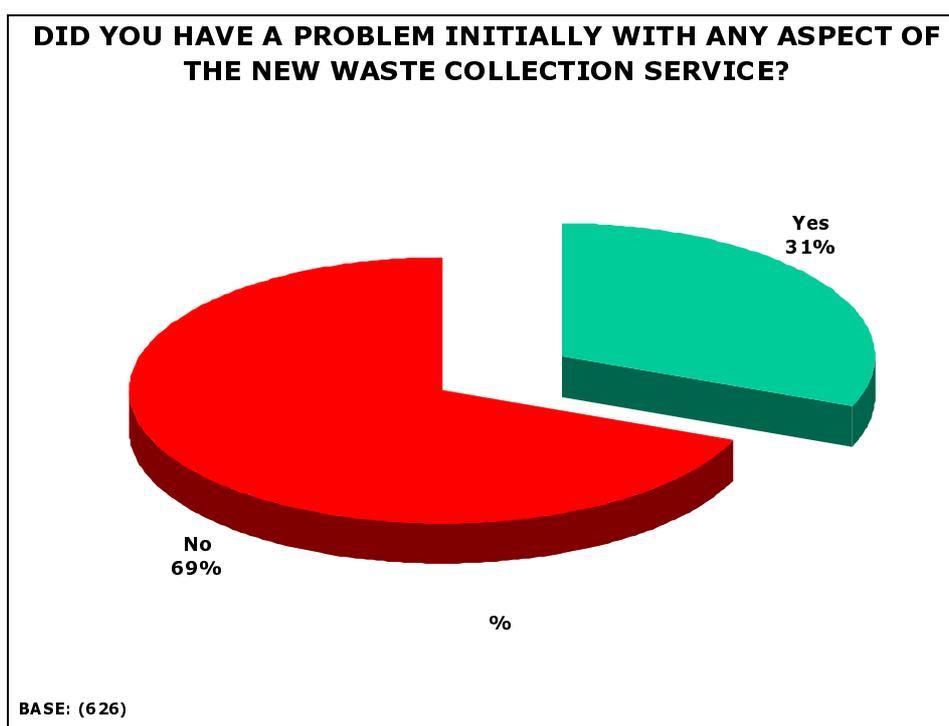


## How well Stratford District Council managed the change in the refuse and recycling service

All respondents were asked to comment on how well the Council managed the process of changing the waste collection service, so that the Council could learn what worked and what did not and identify how things could be done better in the future.

The pie graph below illustrates whether or not residents had a problem initially with any aspect of the new waste collection service, such as missed bins, wrong collection day, and non delivery of bins. Interestingly, almost a third (31%) of respondents confirmed that they had experienced a problem initially.

**Chart 5:**



Analysis of feedback according to the locality in which the respondents live shows that three quarters of those from Stratford, versus 62% of those from Alcester and Bidford, did not have a problem initially with any aspect of the new waste collection service.

**Table 7: Did you have a problem initially with any aspect of the new waste collection service?**

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kington
	%	%	%	%	%	%
Yes	38	34	26	27	26	37
No	62	66	74	73	75	63
Base:	(107)	(90)	(88)	(90)	(165)	(82)

Residents who had experienced problems initially were further questioned as to how satisfied they were with the way this was resolved. A third were fairly or very dissatisfied with the way their problem was resolved. Almost a quarter (23%) said that they were neither satisfied nor dissatisfied and 45% were either fairly or very satisfied.

**Chart 6:**



Analysis according to the location in which the respondent lives, demonstrated that over half (52%) of Southam residents if they had had a problem initially with their waste collection, compared to less than a quarter (24%) of Shipston residents, were fairly or very dissatisfied with the way this was resolved.

**Table 8: If you had a problem initially with your waste collection, how satisfied / dissatisfied were you with the way this was resolved?**

	Alcester-Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kington
	%	%	%	%	%	%
Very satisfied	16	20	5	29	13	29
Fairly satisfied	24	27	48	19	28	25
Neither	26	23	24	0	35	14
Fairly dissatisfied	24	20	14	29	13	11
Very dissatisfied	11	10	10	24	13	21
Base:	(38)	(30)	(21)	(21)	(40)	(28)

Those who had experienced problems were invited to state the nature of their problems and this feedback is listed in the table below. Four in ten respondents (38%) stated more information of the situation / collection was required. Almost a quarter (24%) said don't collect bins / missed collection and 16% cited sort it team take too long to respond / don't respond. 12% of those surveyed gave other reasons including: too messy / unhygienic / unhealthy; the smell; and lack of room to put bin(s).

**Table 9: Reasons given for what was the nature of the respondents' problems**

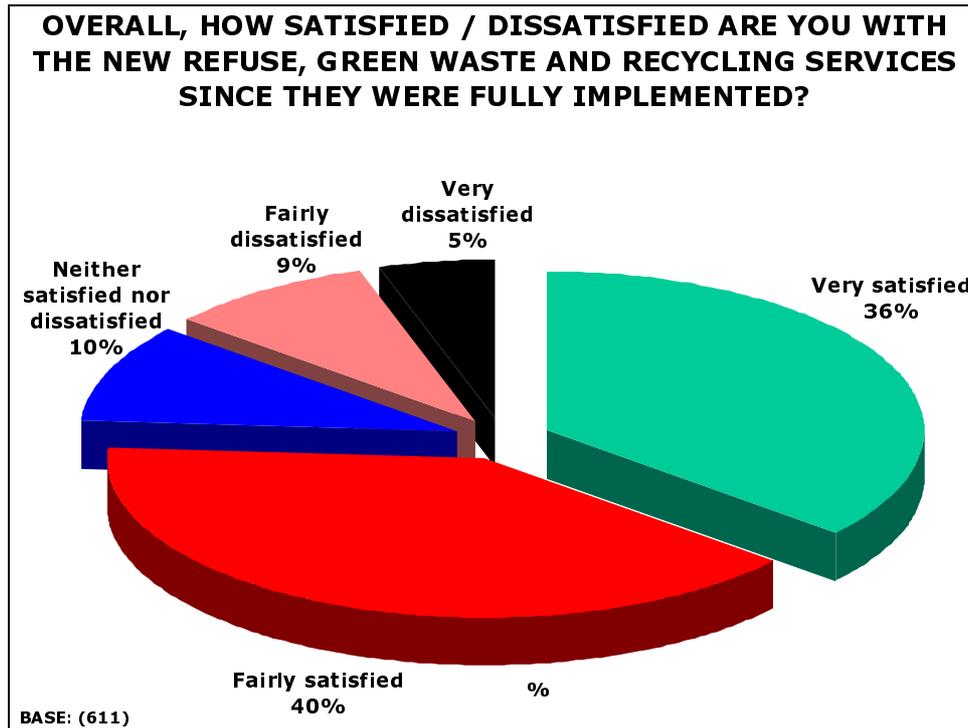
<b>Reasons given for what was the nature of the respondents' problems</b>	<b>%</b>
More information on the situation / collection	37.9
Don't collect bins / missed collection	23.6
Sort it team take too long to respond / don't respond	15.5
No green bin provided / no bins generally provided	8.0
All collections at the same time / poor collection times	6.9
Not frequent enough (weekly)	6.3
Extend green bin service	4.6
SCAM / no consultation	4.0
Service unavailable / not offered / not used	2.9
Bin too big	2.9
Difficult to understand what goes where	2.3
Bins not put back properly / eyesore on street	2.3
Other reasons	12.2
Base:	(174)

All respondents were asked to comment overall how satisfied or dissatisfied they were since the new refuse, green waste and recycling services were fully implemented in April 2009. 14% of those surveyed were fairly or very dissatisfied, one in ten were neither satisfied nor dissatisfied and over three quarters (76%) were fairly or very satisfied.

Satisfaction levels with the arrangements for non recyclable household waste appeared to rise with age as nine in ten of those aged 75 and over and eight in ten of those aged between 65 and 74 stated they were fairly or very satisfied with them compared to seven in ten of those aged 64 and under stating the same.

The survey invited all residents to make any other comments about the waste collection scheme. 297 comments were made as listed in Appendix 2.

**Chart 7:**



By analysing feedback according to the location in which the residents live, it could be seen that overall, almost a fifth (19%) of those from Henley and Studley, versus 9% of those from Southam, were fairly or very dissatisfied since the new refuse, green waste and recycling services were fully implemented.

**Table 10: Overall, how satisfied / dissatisfied are you since the new refuse, green waste and recycling services were fully implemented?**

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kington
	%	%	%	%	%	%
Very satisfied	32	34	31	43	34	44
Fairly satisfied	40	37	51	35	43	37
Neither	10	10	6	14	9	9
Fairly dissatisfied	14	12	8	7	8	4
Very dissatisfied	4	7	5	2	6	6
Base:	(104)	(90)	(85)	(89)	(160)	(79)

## 4.2 Informing you about Stratford District Council

### Ways to obtain information

Respondents were asked to comment on what, from a given list of different types of information residents may require about Stratford District Council, are the three most suitable ways for you to find out each type of information.

The following results show the overall preference for all those surveyed combined and then the differences by different groupings, i.e. age, gender.

#### ***Information about services provided by Stratford District Council***

Using the Council website or email was the first choice given by residents for gaining information about services provided by Stratford District Council.

11% of those with a long-term illness, health problems or disability (subsequently referred to as people with disabilities) stated visit the Council as first choice regarding information about services provided by Stratford District Council, compared to 4% stating the same who had no long-term illness, health problems or disability (subsequently referred to as people without disabilities).

Four in ten of those aged 65 and over versus one in ten of those aged between 30 and 49 cited telephone the Council as their first choice for information about services provided by Stratford District Council. The figure for those aged between 50 and 64 was three in ten.

13% of those aged 65 to 74 cited visit the Council as their first choice for information about services provided by Stratford District Council, as opposed to 1% of those aged 30 to 49.

Over a quarter (26%) of those aged 75 and over, compared to 4% of those aged 30 to 49 and 5% of those aged 50 to 74, stated that their first choice for information about services provided by Stratford District Council was from local newspapers or radio.

Six in ten 30 to 49 year olds said using the Council website or email was their first choice, in contrast to 5% of those aged 75 and over.

Four in ten Alcester and Bidford residents, versus two in ten Stratford and Shipston residents cited telephone the Council as their first choice for finding out information about services provided by Stratford District Council.

Significantly, over half (51%) of Wellesbourne and Kineton residents and 47% of Shipston residents, compared to less than a third (30%) of Alcester and Bidford residents, stated using the Council website or email as their first choice for information about Council provided services.

29% of those living in Henley and Studley, as opposed to 15% of those living in Shipston and 16% of those living in Stratford, Alcester and Bidford, quoted Council leaflets or publications as their first choice for information about services provided by Stratford District Council.

#### ***Checking progress on any applications you may have made (e.g. benefits, planning)***

Telephoning the Council was the first choice indicated by respondents for checking progress on any applications they may have made.

Over a fifth (21%) of residents with disabilities cited visit the Council as their first choice for checking progress on any applications they may have made, compared to 7% of respondents without disabilities citing the same as their first choice.

As first choice, two thirds of those aged 65 to 74 cited their first choice as telephone the Council, as opposed to 46% of both those aged 30 to 49 and those aged 75 and over.

Using the Council website or email was cited first choice for almost a half (46%) of those aged 30 to 49 and almost a third (32%) of those aged from 50 to 64 for checking progress on any applications they may have made. However, the percentage of those aged 65 and over citing likewise was significantly different at 7% for those aged 75 and over and 8% for those aged 65 to 74.

Two thirds of Henley and Studley residents and 61% of Alcester and Bidford respondents, versus 44% of Shipston residents and 47% of Stratford residents, stated telephone the Council as their first choice.

Almost half (45%) of Shipston residents versus one fifth of Southam residents and 23% of Henley and Studley residents, a quarter of those from Alcester and Bidford and 29% of those from Stratford, stated using the Council website or email as their first choice for checking on any applications they may have made.

### ***Getting the latest news on local issues involving the Council***

Local newspapers or radio were cited as first choice by those surveyed regarding getting the latest news on local issues involving the Council.

More than twice as many residents who are without disabilities, than with disabilities (34% versus 15%) cited using the Council website or email as their first choice for getting the latest news on local issues involving the Council.

First choice for 11% of those aged 65 to 74 was telephone the Council, as opposed to 3% of those aged 30 to 49.

Six in ten of those aged 75 and over, versus three in ten of those aged 30 to 49, nominated from local newspapers or radio as their first choice for getting the latest news on local issues involving the Council.

43% of those aged 30 to 49 and 35% of those aged 50 to 64 said using the Council website or email as their first choice compared to 7% of those 75 and over and 17% of those aged 65 to 74.

5% of those aged 75 and over and 4% of those aged 64 to 75 cited local councillors as their first choice for getting the latest news on local issues involving the Council, as opposed to nobody in the 30 to 49 age group.

### ***Finding out who to contact for help or information***

Telephoning the Council was nominated first choice again for finding out who to contact for help or information.

7% of males nominated local councillors first choice, in contrast to 2% of females doing so.

Interestingly, 15% of males, compared to 8% of females, quoted visit the Council.

Over half (52%) of people with disabilities, compared to 40% without, said telephone the Council as their first choice for finding out who to contact for help or information.

Six in ten of those aged over 65, versus three in ten of those aged 30 to 49, said telephone the Council as their first choice.

Significantly, six in ten 30 to 49 year olds versus one in ten of those aged 65 and over gave using the Council website or email as their first choice for finding out who to contact for help or information.

10% of those aged 65 to 74, as opposed to 1% of those aged 30 to 49, cited local councillors as their first choice for finding out who to contact for help or information.

First choice for over half (52%) of Henley and Studley residents, 51% of Alcester and Bidford residents and 45% of Wellesbourne and Kineton respondents was to telephone the Council as opposed to 28% of Shipston residents choosing this.

### ***Getting information about levels of Council Tax and how the money is spent***

Council leaflets or publications were named first choice for both getting information about levels of Council Tax and how the money is spent, as well as finding out about what the Council is planning to do next, and obtaining information about how good the Council's services are.

6% of those residents with disabilities, as opposed to 2% without, stated visit the Council as their first choice.

Over a fifth (22%) of those aged 75 and over versus 4% of those aged 30 to 49, 5% of those aged 50 to 64 and 6% of those aged 65 to 74, stated from local newspapers or radio as their first choice.

Using the Council website or email cited as first choice by 36% of those aged 30 to 49 and 31% of those aged 50 to 64, as opposed to 2% of those aged 75 and over.

Interestingly, 10% of Stratford residents, compared to 2% of Henley and Studley residents, said their first choice for getting information about levels of Council Tax and how the money is spent was from local newspapers or radio.

### ***Finding out about what the Council is planning to do next***

Council leaflets or publications were named first choice for finding out about what the Council is planning to do next.

Four in ten residents with disabilities, compared to three in ten without, stated from local newspapers or radio as their first choice.

Almost half (49%) of those surveyed aged 75 and over said from local newspapers or radio as their first choice, as opposed to less than a quarter (24%) of those aged 30 to 49.

Almost a third (32%) of those aged 30 to 49 named using the Council website or email as their first choice, in comparison with 2% of those aged 75 and over and 15% of those aged 65 to 74 doing likewise.

42% of Stratford residents versus 21% of Southam residents, 23% of Henley and Studley residents and a quarter of those from Shipston, cited from local newspapers or radio as their first choice for finding out about what the Council is planning to do next.

Over a third (35%) of those from Shipston, as opposed to 18% of those from Alcester and Bidford and a fifth of Stratford, Henley and Studley residents quoted using the Council website or email as their first choice for finding out about what the Council is planning to do next.

45% of Henley and Studley respondents, compared to 26% of Stratford residents and 27% of those from Shipston, stated Council leaflets or publications as their first choice for finding out about what the Council is planning to do next.

### ***Obtaining information about how good the Council's services are***

Council leaflets or publications were named first choice for obtaining information about how good the Council's services are.

Twice as many respondents who are without disabilities than with (30% as opposed to 15%) named using the Council website or email as their first choice.

9% of those aged 75 and over, compared to 1% of those aged 30 to 49 and 2% of those aged 50 to 64, said visit the Council as their first choice.

Over a third (36%) of those aged 30 to 49 and 31% of those aged 50 to 64 named their first choice as using the Council website or email, as opposed to 4% of those aged 75 and over and 18% of those aged 65 to 74.

13% of those residents aged 75 and over stated local councillors as their first choice for obtaining information about how good the Council's services are. This was in comparison with 1% of those aged 30 to 49 and 3% of those aged 50 to 64.

### ***Finding out how to contact local councillors***

Using the Council website or email was voted first choice by those surveyed for finding out how to contact local councillors.

Four in ten residents with disabilities compared to three in ten without, stated telephone the Council as their first choice.

Three times as many residents with disabilities than without (9% versus 3%) said from local newspapers or radio as their first choice for finding out how to contact local councillors.

First choice for over half (55%) of those aged 75 and over and 46% of those aged 65 to 74 was telephone the Council, compared to 11% of those aged 30 to 49.

6% of those aged 65 to 74, versus 1% of those aged 30 to 49 stated visit the Council as their first choice.

Using the Council website or email was cited as first choice by seven in ten of those aged 30 to 49 and 47% of those aged 50 to 64, however, the percentage for those aged 75 and over was 9% and for those aged 65 to 74 it was 24%.

### ***Getting information about Council committees and agendas***

Using the Council website or email was voted first choice by those surveyed wanting to get information about Council committees and agendas.

32% of residents with disabilities, versus 52% of those without, quoted using the Council website or email as their first choice for getting information about Council committees and agendas.

A quarter of those aged 65 to 74 and just over a fifth (21%) of those aged 75 and over, stated telephone the Council, as opposed to 12% of those aged 30 to 49.

12% of those aged 65 to 74 and 11% of those aged 75 and over versus 3% of those aged 30 to 49 cited from local newspapers or radio as their first choice.

Almost two thirds (64%) of those aged 30 to 49 and over half (52%) of those aged 50 to 64 quoted using the Council website or email as their first choice, as opposed to 18% of those aged 75 and over and 30% of those aged 65 to 74.

Local councillors were named as first choice for getting information about Council committees and agendas by 14% of those surveyed aged 75 and over and 10% of those aged 65 to 74, in comparison with 2% of those aged 30 to 49 and 4% of those aged 50 to 64.

First choice for almost a quarter (24%) of Wellesbourne and Kineton respondents, in contrast to one tenth of Shipston residents, was to telephone the Council.

Six in ten Shipston residents versus four in ten Southam residents stated using the Council website or email, as their first choice for getting information about Council committees and agendas.

27% of Henley and Studley residents and a quarter of Southam residents in contrast to 9% of Wellesbourne and Kineton residents and 10% of Shipston residents, cited Council leaflets or publications as their first choice for getting information about Council committees and agendas.

### ***Obtaining up-to-date information on decisions made by the Council***

Using the Council website or email was voted first choice by those obtaining up-to-date information on decisions made by the Council.

Three in ten residents with disabilities, compared to almost half (48%) of those people without disabilities, cited using the Council website or email as their first choice for obtaining up-to-date information on decisions made by the Council.

First choice for 7% of those aged 75 and over was visit the Council. This contrasted with none of those aged 30 to 49 and 4% of those aged from 50 to 74.

Three in ten of those surveyed aged 75 and over, compared to 15% of those aged 50 to 64, stated from local newspapers or radio as their first choice.

Six in ten 30 to 49 year olds and almost half (48%) of those aged 50 to 64 versus 14% of those aged 75 and over and 31% of those aged 65 to 74, quoted using the Council website or email as their first choice.

First choice for over half (52%) of Wellesbourne and Kineton residents and almost half (49%) of those from Shipston and Stratford said using the Council website or email as opposed to less than a third (32%) of Henley and Studley respondents.

14% of Southam residents, 11% of Shipston residents and 10% of Henley and Studley residents, versus 3% of those from Stratford, Wellesbourne and Kineton, quoted local councillors as their first choice for obtaining up to date information on decisions made by the Council.

Over a fifth (22%) of those from Henley and Studley, and 21% of those from Southam, gave Council leaflets or publications as their first choice for obtaining up to date information on decisions made by the Council, as opposed to 7% of those from Wellesbourne and Kineton doing so.

The table below illustrates the feedback received, based on:-

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

**Table 11: Ways residents obtain information about the Council**

	Base for 1 <sup>st</sup> Choice	1 <sup>st</sup> Choice	Base for 2 <sup>nd</sup> Choice	2 <sup>nd</sup> Choice	Base for 3 <sup>rd</sup> Choice	3 <sup>rd</sup> Choice
Information about services provided by Stratford District Council	(586)	6	(544)	1	(500)	8
Checking progress on any applications you may have made (e.g. benefits, planning)	(525)	1	(467)	6	(416)	3
Getting the latest news on local issues involving the Council	(567)	4	(496)	6	(454)	8
Finding out who to contact for help or information	(574)	1	(497)	6	(442)	8
Getting information about levels of Council Tax and how the money is spent	(564)	8	(476)	6	(414)	4
Finding out about what the Council is planning to do next	(560)	8	(484)	4	(426)	6
Obtaining information about how good the Council's services are	(537)	8	(450)	6	(403)	4
Finding out how to contact local councillors	(555)	6	(470)	1	(422)	8
Getting information about Council committees and agendas	(540)	6	(442)	1	(406)	8
Obtaining up-to-date information on decisions made by the Council	(560)	6	(463)	4	(427)	8

## Email

The survey asked all residents if they had an email address: over a fifth (22%) did not.

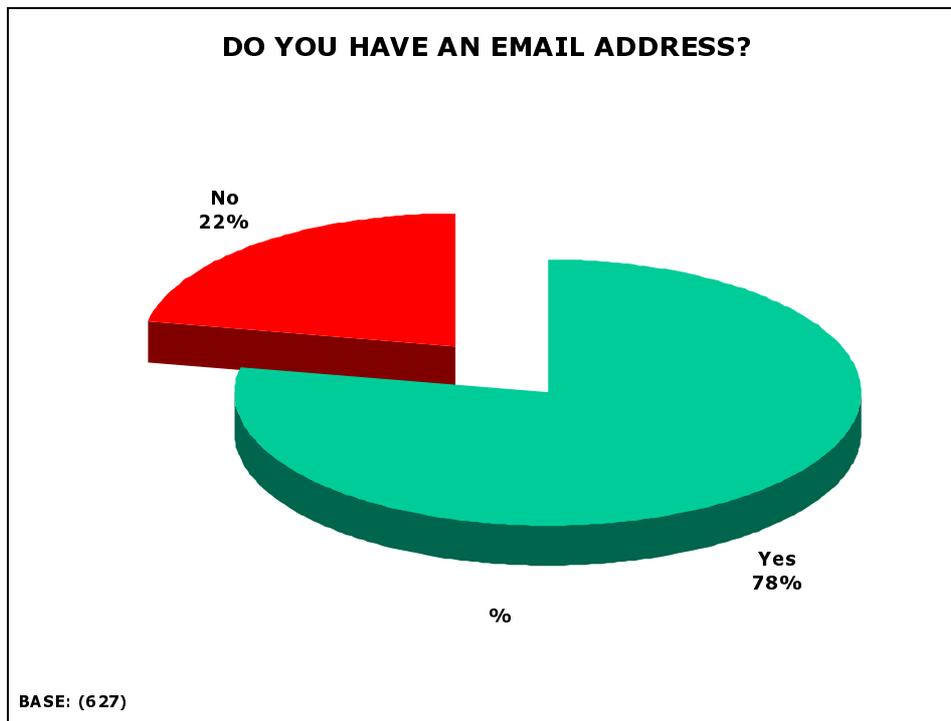
Significantly, 44% of residents with disabilities confirmed they did not have an email address, as opposed to 17% of those without.

Analysis of feedback according to age of respondents showed that the younger the respondent, the more likely they were to have an email address. Six in ten of those aged 75 and over and four in ten of those aged 65 to 74 confirmed that they did not have an email address. This was in sharp contrast to 4% of those aged 30 to 49 and 14% of those aged 50 to 64 who also stated that they did not have an email address.

Analysing results by locality in which residents live demonstrated that 30% of Southam residents, a quarter of Alcester and Bidford residents, 24% of Henley and Studley residents

and 23% of Stratford residents, compared to 10% of Shipston residents said no they did not have an email address.

**Chart 8:**



Those residents who stated they had an email address were further questioned as to whether they would be interested in receiving information about Council news and services by email and almost half (49%) said they were not.

Two thirds of those aged 75 and over and just over half (51%) of those aged 65 to 74 versus 42% of those aged 50 to 64 claimed they were not interested in receiving information about Council news and services by email.

### **Mobile phones**

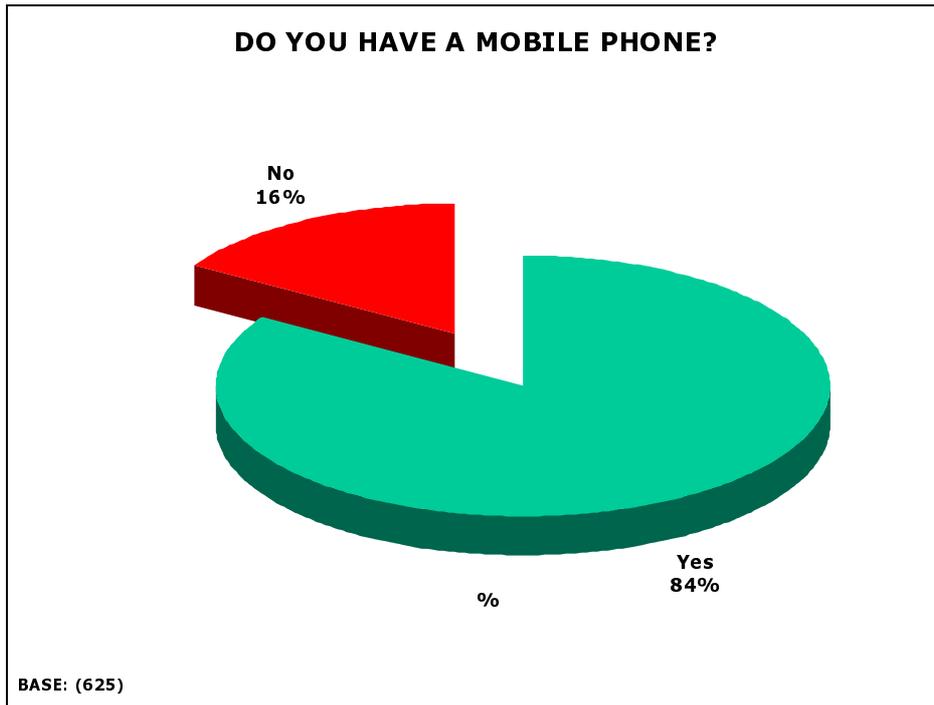
All respondents were requested to state whether or not they had a mobile phone: significantly, 84% confirmed they did.

Analysis of feedback according to gender revealed that a fifth of males compared to 12% of females stated that they did not have a mobile phone.

Interestingly, almost a third (32%) of residents with disabilities stated they did not have a mobile phone, in contrast to 12% of those without stating that they did not have a mobile phone.

Notably, four in ten of those aged 75 and over and almost a quarter (24%) of those aged 65 to 74 indicated that they did not have a mobile phone. The percentage of younger respondents without a mobile phone was substantially less as 2% for those aged 30 to 49 and 12% for those aged 50 to 64.

**Chart 9:**



Residents in possession of a mobile phone were asked if they would be interested in receiving information about Council news and services by text message. 93% stated they were not.

Interestingly, 9% of males versus 5% of females were interested in receiving information about Council news and services by text message.

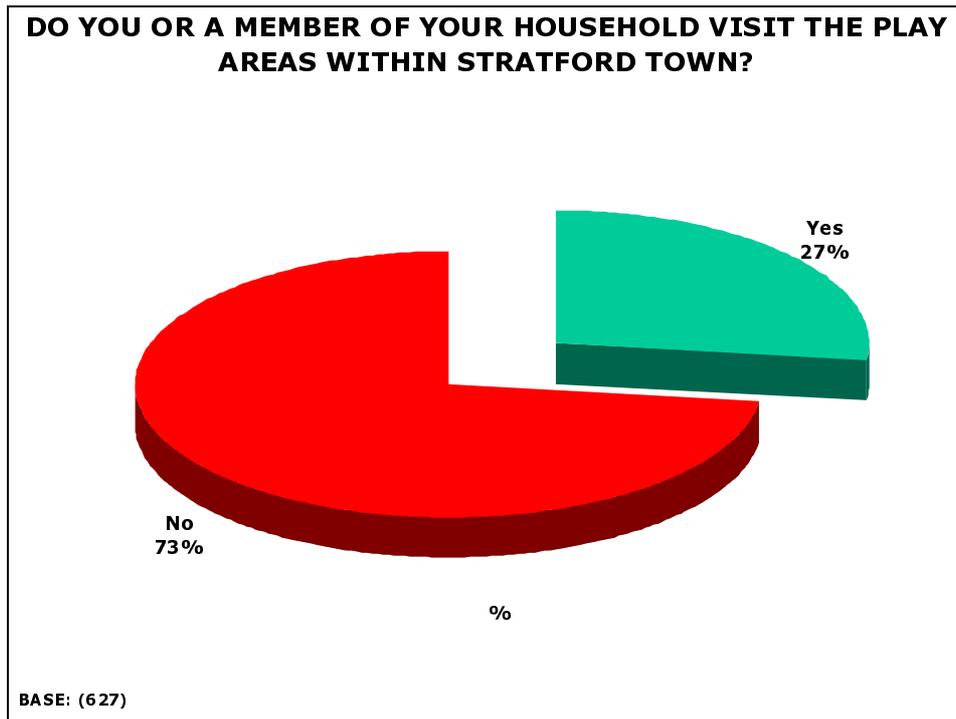
### 4.3 Play Areas

#### Visits to play areas

Stratford District Council recognises that play is vital for children as it involves them freely exercising their own choice of activity and helps them learn new skills. The Council owns and maintains a number of play areas / spaces and welcomes the views of its residents.

To this effect, residents were asked if they, or a member of their household, visited the play areas (a total of 18) within Stratford Town. Almost three quarters (73%) stated they did not.

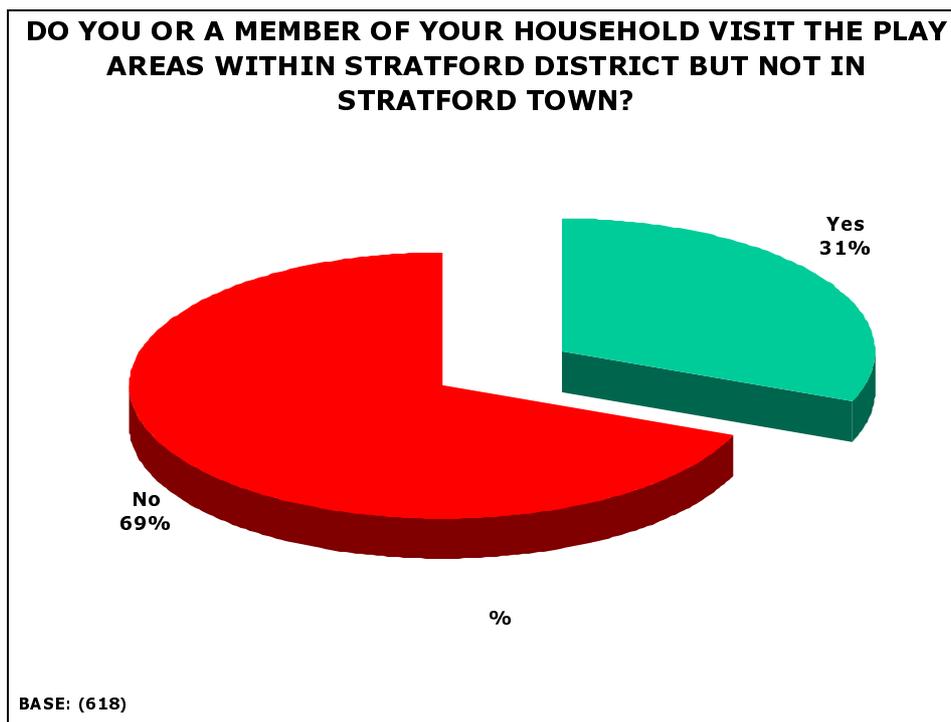
**Chart 10:**



Those residents who confirmed they visited play areas within Stratford Town were asked to state the name of the play area they visited most frequently. 163 mentions were given and these are listed in Appendix 3. Unsurprisingly the Recreation Ground play area was most mentioned by 70% of respondents.

All respondents were questioned as to whether they, or a member of their household, visited the play areas within Stratford District but not in Stratford Town. This included, for example, taking grandchildren to play areas. Seven in ten (69%) confirmed they did not.

**Chart 11:**



Residents who stated they visited play areas within Stratford District but not in Stratford Town were asked to quote the name of the play area they visited most frequently. 179 mentions were given and these are listed in Appendix 4. The most mentions were for play areas in Southam, Wellesbourne, Alcester and Studley.

All respondents who had answered yes they or a member of their household visited the play areas within Stratford Town or within Stratford District, were then questioned about how often they visited the play areas and how they rated the quality of them.

A fifth of residents who visited play areas confirmed they visited monthly, 19% stated weekly, and 16% stated that they visited more than every three months.

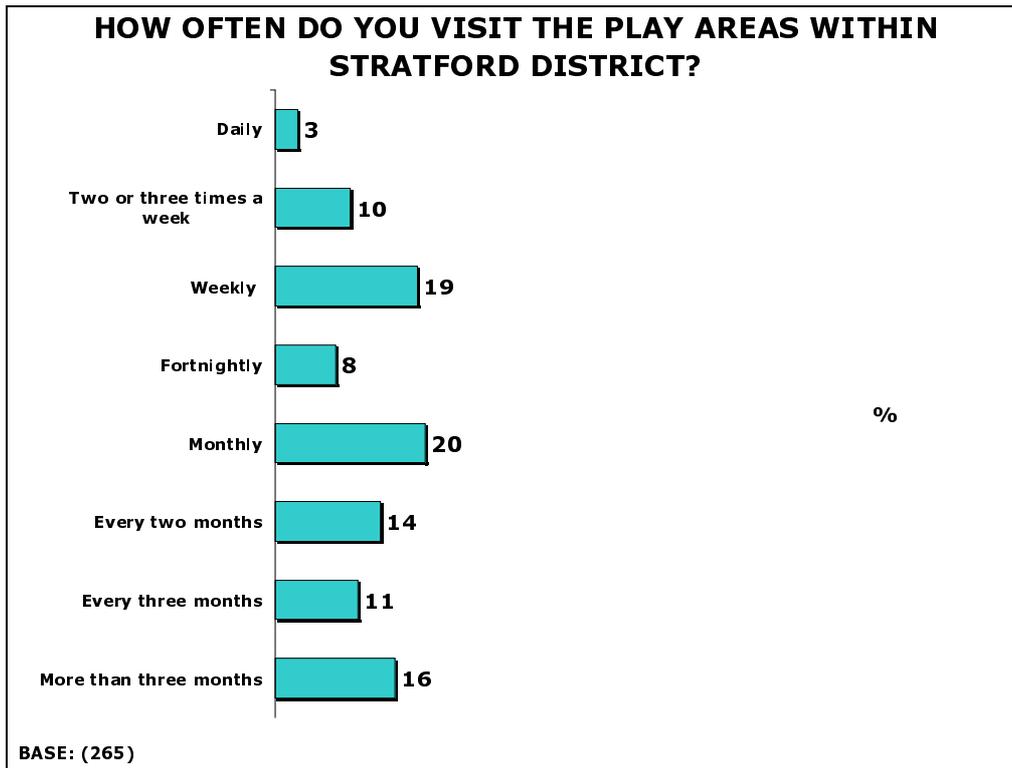
Analysis of results according to age of respondents showed that almost a third (31%) of those aged 30 to 49 compared to 9% of those aged 65 to 74 and 12% of those aged 50 to 64 confirmed that they visited the play areas within Stratford District on a weekly basis.

Almost a quarter (23%) of those aged 50 to 64 and a fifth of those aged 65 to 74 versus 3% of those aged 30 to 49 said that they visited the play areas within Stratford District every two months.

Every three months was the basis for visits by 18% of those aged 65 to 74 as opposed to 5% of those in the age bracket 50 to 64.

Almost half (44%) of those aged 75 and over stated that they visited the play areas within Stratford District at more than three month intervals, four times that of the 11% of those aged 30 to 49.

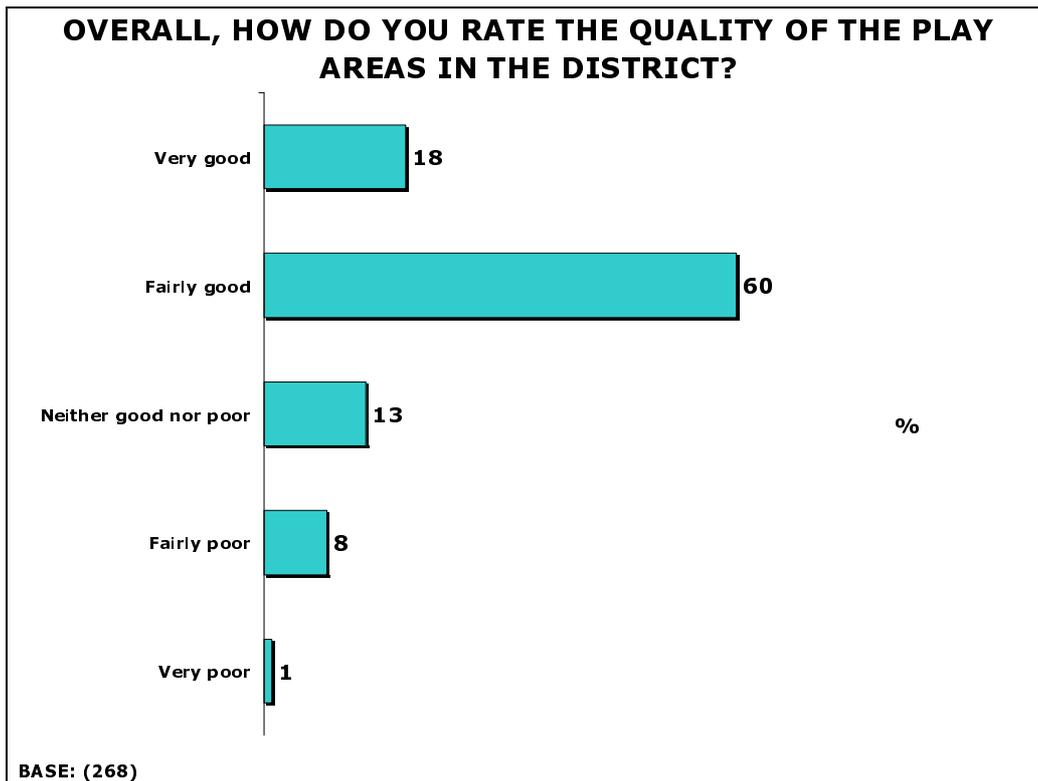
**Chart 12:**



**Quality of play areas**

The bar graph below shows responses regarding the quality of the play areas in the District. Eight out of ten (78%) rated them fairly or very good, and 8% fairly or very poor.

**Chart 13:**



Interestingly, when comparing results according to the locality in which residents live, 14% of those from Wellesbourne and Kineton and 11% of Stratford, Henley and Studley residents, rated the quality of the play areas in the District as fairly or very poor, as opposed to 2% of those from Alcester and Bidford.

**Table 12: Overall, how do you rate the quality of play areas in the District?**

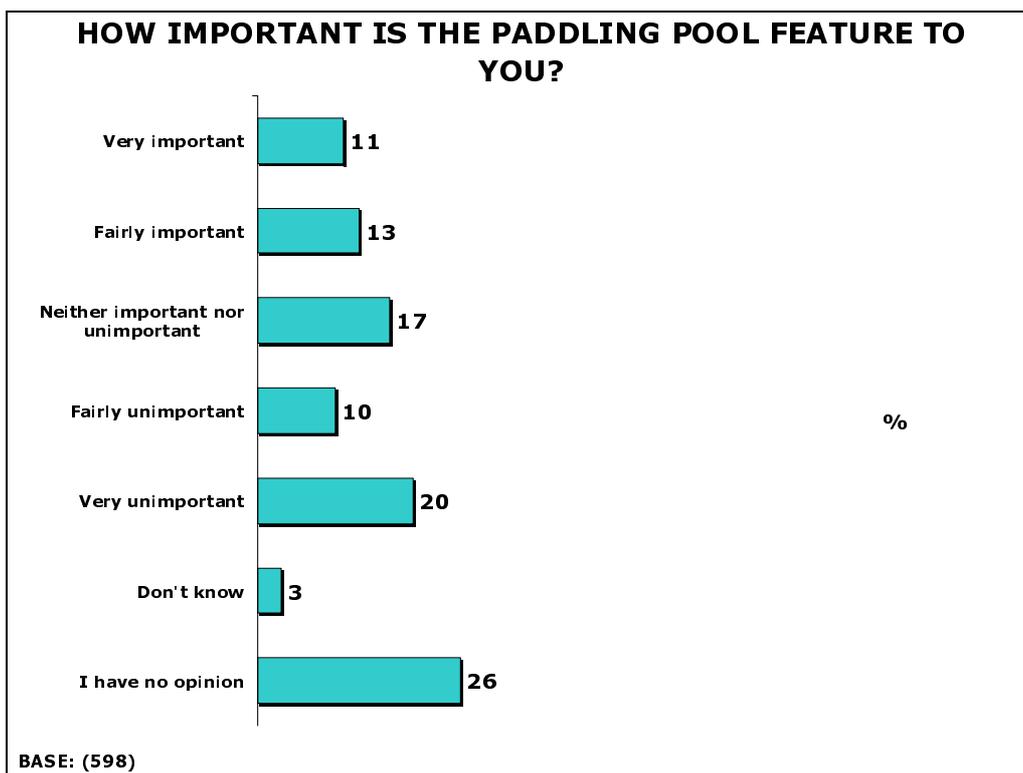
	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
Very good	17	17	18	18	21	17
Fairly good	65	51	71	62	55	59
Neither good nor poor	17	20	6	14	13	10
Fairly poor	2	11	6	4	10	14
Very poor	0	0	0	2	1	0
Base:	(48)	(35)	(34)	(50)	(71)	(29)

**Padding pool**

All residents were invited to comment on how important the paddling pool at the Recreation Ground by the River Avon in Stratford-upon-Avon is to them. They were informed that the Council is required to clean the pool thoroughly on a daily basis to ensure its safety and cleanliness. Almost a quarter (24%) of those surveyed stated that it was either fairly or very important, 17% said that it was neither important nor unimportant, three in ten felt that it was either very or fairly unimportant, 3% did not know, and over a quarter (26%) stated that they had no opinion.

Over a third (35%) of Shipston residents, versus 16% of Southam residents and 17% of Wellesbourne and Kineton residents, confirmed that they thought the paddling pool at the Recreation Ground by the River Avon was fairly or very important to them.

**Chart 14:**



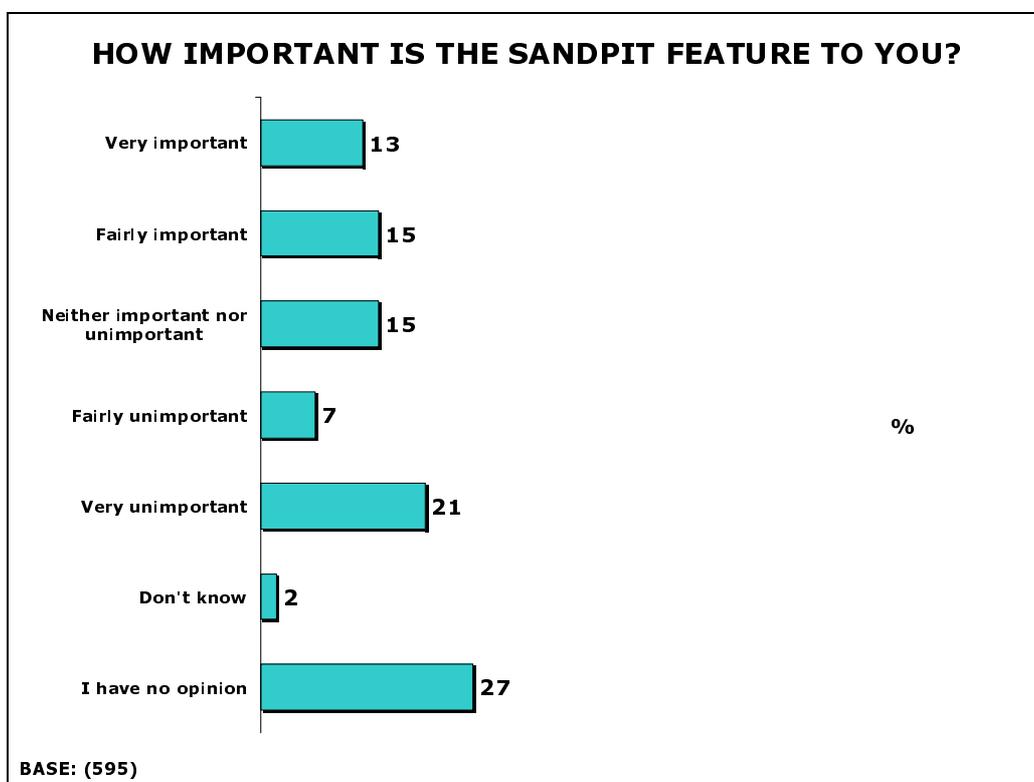
## Sandpit

Three out of ten respondents felt the sandpit feature at the Recreation Ground was fairly or very important, 15% believed it was neither important nor unimportant, three out of ten stated it was very or fairly unimportant, 2% did not know, and interestingly, 27% had no opinion on the matter.

Analysis of feedback according to respondents' age illustrated that four in ten of those aged 30 to 49 compared to one in ten of those aged 75 and over believed that the sandpit feature was fairly or very important.

Analysing results according to the localities in which respondents live showed that one in four Stratford residents and over a third (34%) of Shipston residents thought that the sandpit feature was fairly or very important compared to one fifth of those from Henley and Studley, Wellesbourne and Kineton and 21% of Southam residents thinking likewise.

**Chart 15:**



## Preferred new play equipment

Stratford District Council has money to invest in new play equipment. In order to supply what residents want, the Council requested feedback on a list of 20 options supplied: residents were asked to indicate up to 5 types of play equipment that they wanted to see. The table below illustrates responses received. Almost half (49%) of those surveyed favoured climbing equipment, 38% cited garden equipment, 37% indicated new planting and just over a third (35%) stated dens.

Analysing feedback according to age of respondents demonstrated that a third of those aged 30 to 49 versus just over a fifth (22%) of those aged 50 to 64 wanted tunnels as new play equipment.

Over a third (35%) of those aged 50 to 64, as opposed to 19% of those aged 75 and over and 23% of those aged 30 to 49, nominated landforms as new play equipment.

The older residents got the more they favoured garden play equipment: almost half (49%) of those aged 75 and over, 44% of those aged 65 to 74 and 42% of those aged 50 to 64 were in favour of it, contrasting sharply with a quarter of those aged 30 to 49 who were for it.

The reverse appeared to be true for dens: the younger the respondent they more likely they were to favour dens: almost half (46%) of those aged 30 to 49 and just over a third (34%) of those aged 50 to 64 versus 27% of those aged 65 and over opted for dens.

Similarly, over half (57%) of those aged 30 to 49 compared to 37% of those aged 75 and over, were in favour of climbing equipment.

Almost half (48%) of those aged 65 to 74, 44% of those aged 75 and over and 42% of those aged 50 to 64, in contrast to just over a fifth (21%) of those aged 30 to 49, were in favour of new planting.

**Table 13: Preferred options for new play equipment**

<b>Preferred options for new play equipment</b>	<b>%</b>
<i>Climbing</i>	49.1
<i>Garden</i>	37.8
<i>New planting</i>	36.7
<i>Dens</i>	34.9
<i>Musical play</i>	30.8
<i>Open space</i>	29.4
<i>Landforms</i>	27.7
<i>Tunnels</i>	25.4
<i>Balancing and wobbling</i>	24.1
<i>Ball play</i>	23.9
<i>Artwork and carvings</i>	23.7
<i>Water play</i>	21.9
<i>Sliding</i>	20.4
<i>Boulders</i>	20.4
<i>Wheeled play</i>	20.1
<i>Sand</i>	16.2
<i>Maze</i>	14.2
<i>Games and floor markings</i>	12.8
<i>Group seating</i>	11.5
<i>Gliding</i>	10.0
Base:	(548)

## 4.4 District Housing Strategy

### Affordable Housing

Stratford District Council is writing a new housing strategy, which will be a plan for the future in respect of housing of all kinds. It will look at how the Council can improve existing housing and the ways to help people in housing difficulty, or those who have special needs and therefore Stratford District Council wanted to hear residents' views on these matters.

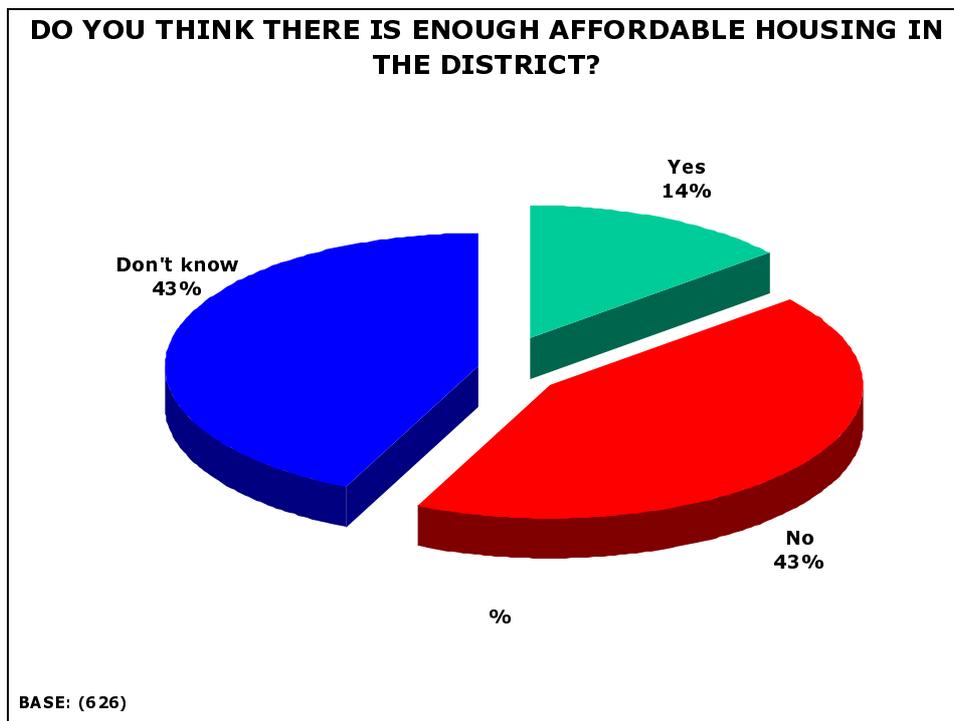
All residents were asked if they thought there was enough affordable housing (rented from a housing association or shared ownership) in the District. Significantly, 43% stated that they did not know. The same percentage said no and 14% said yes.

Six in ten residents with disabilities, as opposed to four in ten without answered they did not think there was enough affordable housing (rented from a housing association or shared ownership) in the District.

Interestingly, a fifth of those aged 30 to 49 versus 7% of those aged 75 and over and 9% of those aged 65 to 74, stated they did think there was enough affordable housing.

Whilst comparing results by the localities in which residents live, it is noticeable that over half 54% of Southam residents, 48% of Alcester and Bidford residents, 46% of Wellesbourne and Kington residents and 45% of Stratford residents, in contrast to 29% of those living in Henley and Studley and 37% of those from Shipston, do not think that there is enough affordable housing in the District.

**Chart 16:**



Over half (54%) of those from Southam stated that they did not think there was enough affordable housing in the District, compared to 29% of those from Henley and Studley and 37% from Shipston thinking the same way.

**Table 14: Do you think there is enough affordable housing in the District?**

	Alcester-Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
Yes	15	19	8	11	14	14
No	48	29	37	54	45	46
Don't know	37	52	55	36	41	40
Base:	(107)	(90)	(85)	(93)	(168)	(80)

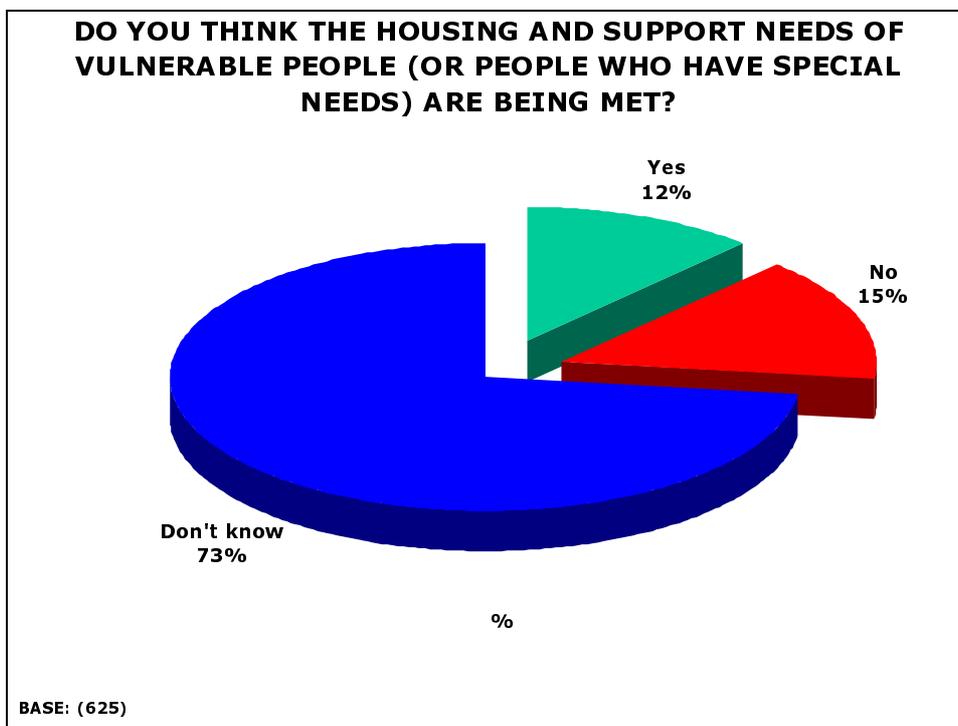
Respondents were asked to comment on their response to the question of enough affordable housing in the District and their views are listed in Appendix 5.

### Vulnerable people or those with special needs

The survey then went on to ask residents if they thought that the housing and support needs of vulnerable people (or people who have special needs) was being met. Almost three quarters (73%) of those surveyed stated that they did not know, 15% stated no and 12% said yes.

Significantly, more than twice as many people with disabilities than not (27% versus 13%) said they did not think the housing and support needs of vulnerable people (or people who have special needs) was being met.

**Chart 17:**



By locality, almost a quarter (23%) of Southam residents, versus one tenth of those from Henley and Studley, stated no they did not think that the housing and support needs of vulnerable people were being met.

**Table 15: Do you think the housing and support needs of vulnerable people (or people who have special needs) are being met?**

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
Yes	19	10	11	11	12	10
No	13	10	17	23	16	12
Don't know	68	80	73	67	72	78
Base:	(106)	(91)	(84)	(93)	(167)	(81)

Those who had responded no they did not think that the housing and support needs of vulnerable people (or people who have special needs) was being met, were asked to give reasons why and these are listed in Appendix 6.

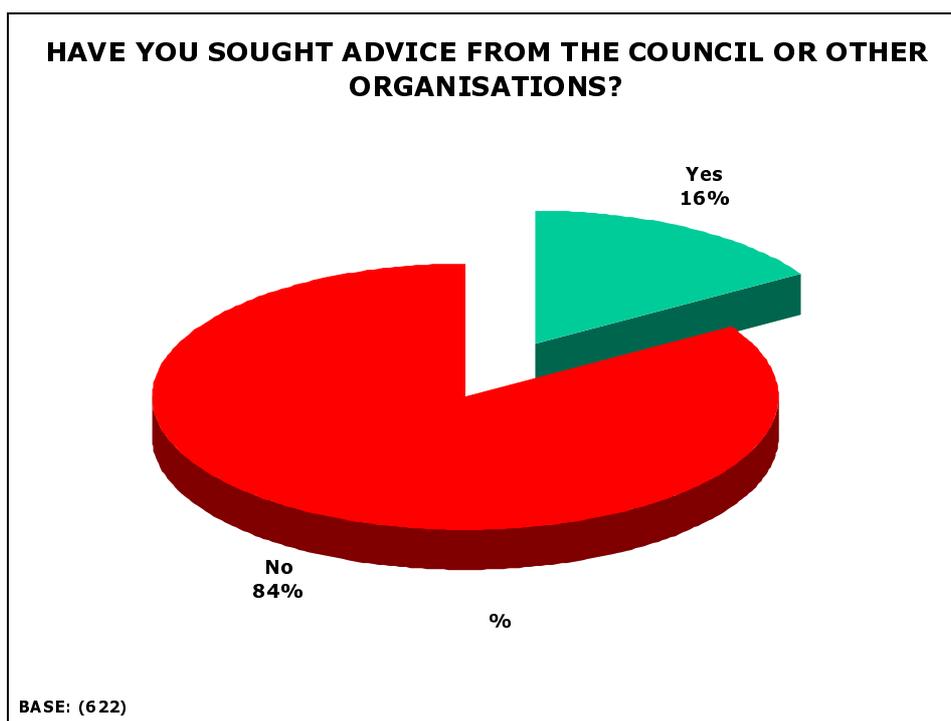
### Advice from the Council or other organisations

The survey then went on to question whether respondents had sought advice from the Council or other organisations on housing matters or issues. 16% said they had.

By gender, over a fifth (21%) of females, as opposed to 12% of males, confirmed that they had sought advice on housing matters or issues.

More than a quarter (27%) of people with disabilities confirmed they had sought advice on housing matters or issues. This was almost double the percentage of those without disabilities: 14% of them confirmed they had sought advice on housing matters or issues.

**Chart 18:**

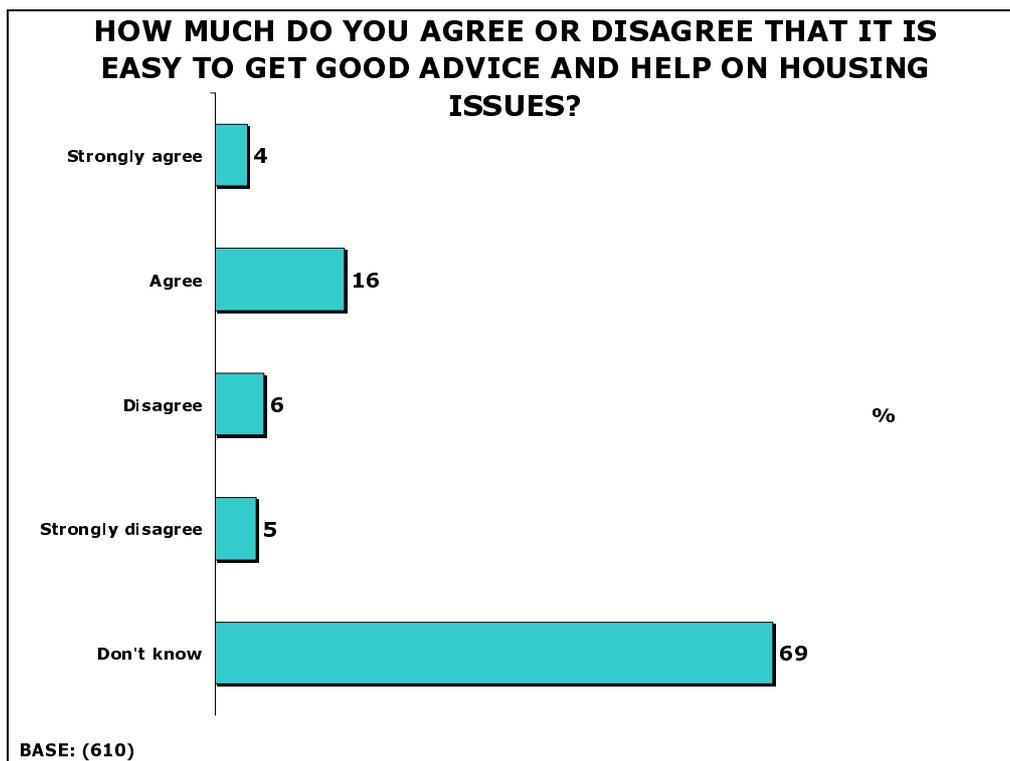


All residents were asked how much they agreed or disagreed that it was easy to get good advice and help on housing issues. Seven out of ten stated that they did not know. A fifth agreed or strongly agreed and one in ten disagreed or strongly disagreed.

Three in ten people with disabilities, as opposed to two in ten without, agreed or strongly agreed that it was easy to get good advice and help on housing issues.

Analysis of results by age of respondents showed that 29% of those aged 65 to 74 and a quarter of those aged 50 to 64 compared to 14% of those aged 30 to 49 and 16% of those aged 75 and over, agreed or strongly agreed that it was easy to get good advice and help on housing issues.

**Chart 19:**



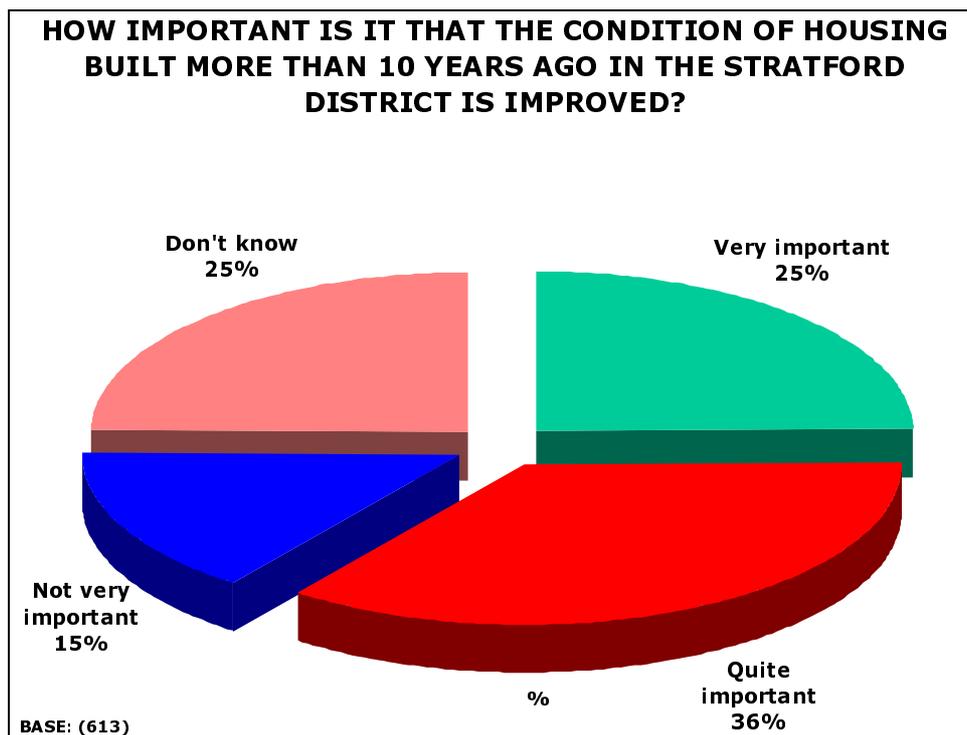
Those residents who disagreed or strongly disagreed with the statement that it was easy to get good advice and help on housing issues were asked to provide explanations and these are listed in Appendix 7.

### Condition of housing

Respondents were asked to comment on how important it was to them that the condition of housing built more than 10 years ago in Stratford District was improved. Significantly, a quarter of those surveyed did not know, six in ten felt that it was quite or very important and 15% said it was not very important.

Analysis of feedback according to respondent's gender showed that 18% of males, versus 11% of females, thought that it was not very important to them that the condition of housing built more than 10 years ago in Stratford District was improved.

**Chart 20:**



Analysis of feedback according to the locality in which the residents live, showed that two thirds of respondents from Henley and Studley, as opposed to 19% of those from Southam, a fifth of those from Alcester and Bidford, and 22% of Stratford residents, stated that they did not know how important they felt that the condition of housing built more than 10 months ago in the Stratford District is improved.

**Table 16: How important is it that the condition of housing built more than 10 years ago in the Stratford District is improved?**

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kington
	%	%	%	%	%	%
Very important	22	23	24	25	28	25
Quite important	44	30	33	37	35	37
Not very important	14	10	13	20	16	12
Don't know	20	37	31	19	22	26
Base:	(105)	(87)	(85)	(92)	(160)	(81)

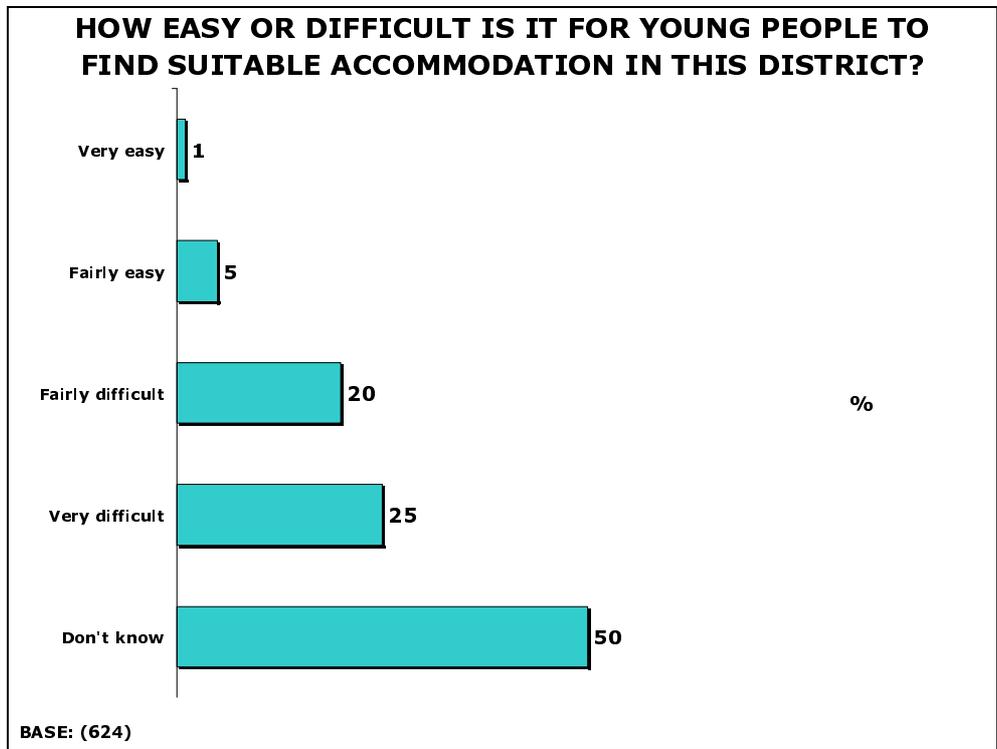
All residents were invited to comment on their response to how important it was to them that the condition of housing built more than 10 years ago in Stratford District was improved and their feedback is noted in Appendix 8.

### Young people

The survey then questioned how easy or difficult it was for young people to find suitable accommodation in the Stratford District. Significantly, exactly half of those surveyed stated that they did not know. 44% said it was very or fairly difficult and interestingly, 6% thought it was fairly or very easy.

More than half (55%) of respondents with disabilities compared to 42% of those without, stated that they thought it was very or fairly difficult for young people to find suitable accommodation in the Stratford District.

**Chart 21:**



By locality, 8% of those from Alcester and Bidford, as opposed to 4% of those from Shipston, Wellesbourne and Kineton thought it was fairly or very easy for young people to find suitable accommodation. 59% of Henley and Studley residents, versus 46% of Southam residents, stated they did not know how easy or difficult it was for young people to find suitable accommodation in this District.

**Table 17: How easy or difficult is it for young people to find suitable accommodation in this District?**

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
Very easy	2	1	0	2	1	0
Fairly easy	5	4	4	4	6	4
Fairly difficult	15	17	23	23	22	19
Very difficult	28	19	27	25	23	26
Don't know	51	59	47	46	49	52
Base:	(108)	(91)	(86)	(93)	(162)	(81)

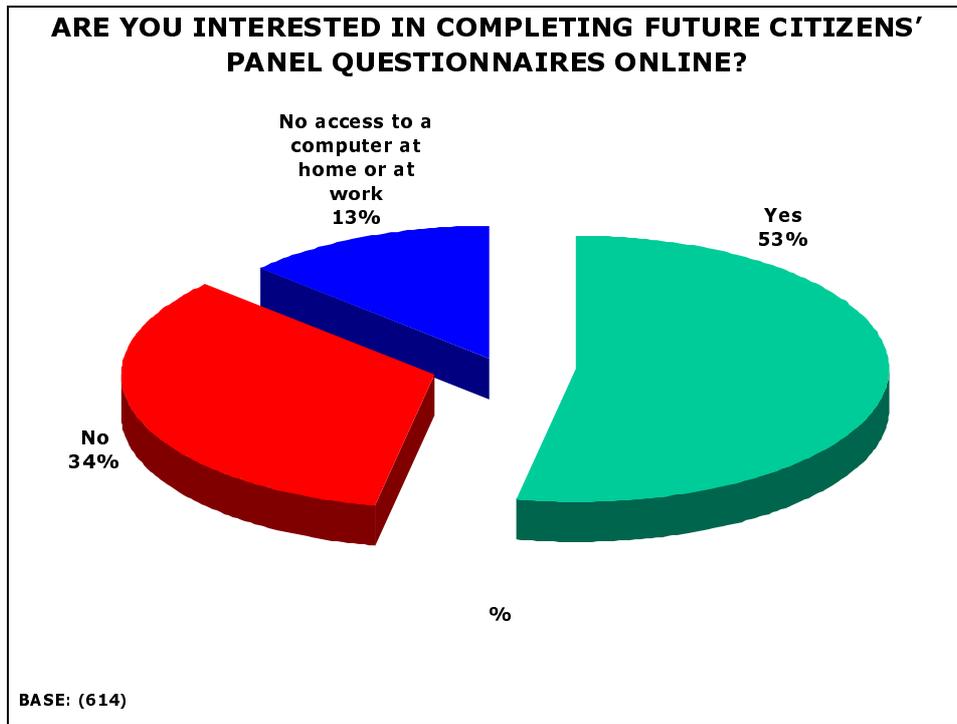
Those residents, who stated that they thought it was fairly or very difficult for young people to find suitable accommodation in the District, were asked what should be done to improve the situation and their feedback is illustrated in Appendix 9.

## 4.5 Future Panels

### Completion of questionnaires online

The survey asked all residents if they would be interested in completing future Citizens' Panel questionnaires online. Significantly, over half (53%) confirmed their interest, just over a third (34%) were not interested, and 13% stated that they had no access to a computer at home or at work.

**Chart 22:**



## 4.6 Respondents' Profile

<i>Table 18: Gender</i>	<b>%</b>
Male	51.0
Female	49.0
Base: (All Respondents)	(620)

<i>Table 19: Age Group</i>	<b>%</b>
Up to 29	1.4
30 - 49	28.6
50 - 64	34.7
65 - 74	22.0
75 plus	13.4
Base: (All Respondents)	(591)

<i>Table 20: Adults in Household</i>	<b>%</b>
1	26.1
2	62.1
3	7.1
4	3.6
More than 4	1.0
Base: (All Respondents)	(605)

<i>Table 21: Children in Household</i>	<b>%</b>
None	77.4
1	10.2
2	9.2
3	3.0
4	0.2
Base: (All Respondents)	(607)

<i>Table 22: Way in which respondent's household occupies accommodation</i>	<b>%</b>
Owned outright	55.6
Buying on mortgage	32.5
Rent from Housing Association / Trust	7.8
Rent from private landlord	3.4
Other	0.8
BASE: (All Respondents)	(619)

<i>Table 23: Whether respondents have any long-standing illness, disability, or infirmity</i>	<b>%</b>
Yes	19.4
No	80.6
Base: (All Respondents)	(609)

<i>Table 24: Whether this long-standing illness, disability, or infirmity limits respondents' daily activities or the work they can do</i>	<b>%</b>
Yes	89.7
No	10.3
Base: (All respondents who have illness, disability or infirmity)	(116)

<i>Table 25: Activity which best describes what respondent is doing at present</i>	<b>%</b>
Employee in full-time job	31.2
Employee in part-time job	12.8
Self employed, full or part-time	9.5
Full-time education at school, college or university	0.3
Unemployed and available for work	2.2
Permanently sick or disabled	2.3
Wholly retired from work	36.7
Looking after the home	3.5
Doing something else	1.7
BASE: (All Respondents)	(603)

<i>Table 26: Respondents' religion or belief</i>	<b>%</b>
Buddhist	0.5
Christian	74.9
Hindu	0.7
Jewish	0.2
Muslim	0.0
Sikh	0.0
No Religion	14.7
Other	3.4
Would rather not state	5.7
BASE: (All Respondents)	(613)

<i>Table 27: What respondents consider themselves to be</i>	<b>%</b>
Heterosexual or straight	94.0
Gay or lesbian	1.3
Bisexual	0.3
Other	0.0
Prefer not to say	4.3
BASE: (All Respondents)	(601)

<i>Table 28: Group to which respondents consider they belong</i>	<b>%</b>
White British	98.2
White Irish	1.0
Any other White background	0.7
Black or Black British Caribbean	0.0
Black or Black British African	0.0
Any other Black background	0.0
Mixed White & Black Caribbean	0.0
Mixed White & Black African	0.0
Mixed White & Asian	0.0
Any other Mixed background	0.0
Asian Indian	0.0
Asian Pakistani	0.0
Asian Bangladeshi	0.0
Any other Asian background	0.2
Chinese	0.0
Other ethnic group	0.0
BASE: (All Respondents)	(611)

## **APPENDICES**

Appendix 1: Other reasons given as to why respondents do not recycle or recycle less since the new arrangements: 20 comments

Appendix 2: Any other comments residents wished to make regarding the waste collection scheme: 297 comments

Appendix 3: Names of play areas within Stratford Town most frequently visited by residents: 163 comments

Appendix 4: Names of play areas within Stratford District but not in Stratford Town most frequently visited by residents: 179 comments

Appendix 5: Comments on residents' responses to the question of enough affordable housing in the District: 244 comments

Appendix 6: Reasons why residents thought that the housing and support needs of vulnerable people (or people who have special needs) are not being met: 73 comments

Appendix 7: Reasons why residents disagreed or strongly disagreed with the statement that it was easy to get good advice and help on housing issues: 54 comments

Appendix 8: Comments on residents' responses on how important it is to them that the condition of housing built more than 10 years ago in the Stratford District is improved: 222 comments

Appendix 9: Comments on what should be done to improve the situation by residents who stated that it was fairly or very difficult for young people to find suitable accommodation in Stratford District: 194 comments

## **Appendix 1: Other reasons given as to why respondents do not recycle or recycle less since the new arrangements: 20 comments**

- "You have cut down the plastics able to recycle. Can't recycle foil"
- "Uncertainty with electrical good, batteries?"
- "Chicken eat scrap food. plastic and glass I have always taken junk mail to tip and paper waste is burnt"
- "Bin gets full so put recycling in household rubbish"
- "Recycle of plastic unclear. used to be able to recycle no 1 and 2 plastics at recycling site but not worth making that journey when everything else goes in the bin"
- "Only general waste bins supplied, if I had more of the old boxes I would use them"
- "There is no longer a textiles collection on the doorstep which there was under the previous system"
- "The bins do not take all the recycling still take my own"
- "Insufficient space now that the collections are less frequent"
- "You do not recycle a lot of plastic I used to take to the tip, yoghurt pots etc."
- "After collection it is all dumped in landfill and not recycled! What a waste of time, effort and money"
- "No bin provided as I live in a terraced. The previous small bins removed. Still use bags"
- "Not enough materials options"
- "Only allowed to put a limited amount of recyclable plastic in bin instead of being able to put it all in"
- "Used to recycle supermarket plastic bags at supermarket, but now we don't use them"
- "Take rubbish to local tip"
- "Also do not agree with 2 week collections"
- "I work in London Mon-Fri and the day has changed to Friday from Mondays so Can't use bins at all"
- "Some materials marked recyclable are not recycled in SDC"
- "The bins are too big-I have room for only one bin outside my cottage so I use the general waste bin only"

## **Appendix 2: Any other comments residents wished to make regarding the waste collection scheme: 297 comments**

- "Problem of disposal of rubbish, not possible to get a bin and therefore refused by bin emptier.e.g.: Extra large heaps of paper, boxes etc."
- "Black bags for food waste, collected each week worked much better, as space for 3 bins can be a problem"
- "Would like green bin collection to extend further. Stopping at the end of October last year was unsatisfactory. There are still plenty of jobs and clearing to be done in the garden right up until the end of the year. I think it would be more reasonable to suspend this collection for only Jan. Feb and March. This would cut the extra individual trips to the council tip with garden material"
- "General waste must be collected weekly. It is ? mess/infestation/vermin. I feel like we are now living in a Nazi state. I ? ? the additional ? of disposal of additional rubbish over and above a single grey bin. It is a disgrace"
- "Would have been better to leave it as it was, quicker and cleaner"
- "Green bins don't seem to be collected during winter so some residents have to burn or dump garden rubbish"
- "Would be good if plastics were able to be recycled (used plastic)"
- "Waste in grey bins can be smelly. It was less of a problem when they were emptied weekly. Now we find there is a constant smell. Even after cleaning they grey bin"
- "Bins left all over the place. Food waste collection should be every week not every two weeks"
- "Its ridiculous to litter the streets of Stratford with these unsightly bins. You have never thought the problems out for flat owners. Unless big brother tactics have been used again"
- "I think the collection of garden waste should carry on at least until December. Cutting back of kerb borders doesn't really start until November"
- "All in all it works well but it is a shame the grey bins have to be left two weeks because they can be quite smelly by 2 weeks! Especially now the days are warming up"
- "Not sure how to obtain green sacks to take grass cuttings! I assume this is what I need to enable green waste lorry to take it away in addition to green wheelie bin as they leave grass cuttings in black sacks behind"
- "I cannot see how collecting once a fortnight for grey bins is acceptable. Considering how high council tax rates are"
- "Green waste-will only collect 2 no. Whilst we have by necessity have 4 no and frequently full!!"
- "A second green bin is essential"
- "It would be very satisfying to know for certain what is re-cycled is recycled in a correct way and goes to the correct depots"
- "Biffa are quite noisy when collecting bins but that's ok. We asked our management manager if we could have a bit of a curb lowered to help the men bring the bins to the lorry but don't think he will do anything. It would be very helpful for all at the flats as ??"
- "Why aren't we provided with a composter?/food waste bin? What do people do who have no rear access? Or who live in flats? It's like bin city!"
- "Green bins/Black-grey bins should be designed with drain holes for surplus liquid produced by wilting vegetation-leaves and or condensation, can drain away. I drilled 30mm holes in my green bin bases-so can state that the system works!"
- "Some bins in certain locations make the street scene untidy"
- "Satisfied"
- "When the ? refused to collect for 4 weeks due to road works the district council were very unhelpful and on occasion rude! The situation was only rescued by local residents in the end-not the council!"
- "I hope next autumn that green waste will continue and not be stopped like it did last winter"
- "We fill the black bin fortnightly and blue bin fortnightly, but for a family of four or more I don't know how they'd manage their waste or recycling material with the

allocated bins collected fortnightly-We only have two adults in our household. The other problem is if you are away one week on the collection day and nobody else can out the bin out, you have to wait four weeks for collection, resulting in extra trips to the tip and additional traffic congestion and pollution, not to mention food rotting in bins, becoming smelly and creating a health hazard attracting vermin and that assuming you have transport to get to the tip"

- "More than two green bins should be permitted without extra charge"
- "I think in a perfect world the idea is good, a bit like waste disposal units but at the end of the day all waste has to go somewhere somehow! All the new system has done is create work for people-good and cluttered up our streets, with even more plastic. The idea of fining people for putting out bins on wrong days and putting the wrong waste in bins and wanting folks to store their food waste makes me think the organisers are just creating problems so they can fine us"
- "Green bins need to be collected for more weeks in the year. Blue bins should be collected weekly. This would encourage recycling"
- "It makes domestic life more complicated and the bins are a complete eyesore"
- "When will the smaller bins come?"
- "I want to know how and where the recyclable material is recycled-I am not convinced that they are properly and locally recycling"
- "Domestic, non recyclable waste should be collected weekly"
- "Single person household. Handling of partially filled large bins very difficult-aged 81. Someone should have had the common sense to survey households before over ordering the large bins"
- "Would like more information on the recycling after collection"
- "But I'm still rather unhappy about mixing glass, tins, plastic, cardboard and paper in one bin and having to leave food waste, wrappings etc. for a fortnight. I should also like to recycle a greater range of hard and soft plastics"
- "Just occasionally-with family/guests staying I have more sacks than will fit into the grey bin. I think that everyone should be allowed on normal sized grey bin and also have a further small sized grey bin = 1 1/2 Grey bins"
- "Men always on time, always courteous"
- "Ask me to grade these statements I have gone down the middle as far as for example, how can I say that I am either very satisfied to very dissatisfied with a 240 wheelie bin? One is tempted to score the blue highly whilst answering don't know to the green! Silly really. Now what does concern us is the fate of the recyclables. Where is it sorted? who sorts it? what does it cost? how do they sort it? the economic balance?"
- "We need to be able to put juice cartons and yoghurt pots somewhere other than having to visit the recycling centre"
- "I live on old town and certainly at the beginning of the new scheme some people would leave their rubbish bags on the streets. This situation has greatly improved but does still occur. I suspect that weekend visitors are to blame, they should in fact take their rubbish home with them"
- "The lack of green waste collection prior to April caused serious storage problems and we have only just finished recycling green waste from last year"
- "Working better than anticipated"
- "Weekly collections for green waste and blue recycling. The green waste gets filled very quickly after emptying during the summer months"
- "I believe as in the near future the dump is going to introduce the scheme where by you can only drop so much waste per year. I believe this will contribute to fly-tipping. Green waste would also be a problem with fly-tipping as non countryside plant will escape into the countryside. So before you introduce a scheme where using the dump will cost money to the local residents see if it might not be better to go back to weekly refuse collections"
- "I do not agree with not being able to use Redditch tip as it's too far to the Stratford tip and I have a Richter postal address but pay Warwickshire for community charge"
- "Recycling collection is fine. Rubbish collection too infrequent. I compost plant cuttings, grass, vegetable peelings when do we get a waste food bin for? e.g.: meat, not suitable for composting"

- "The frequency of grey bin collection is insufficient. There are only two adults in my household and I often have to rely on my elderly widow neighbour to put excess rubbish in. This rubbish is also that which contains food scraps etc. so can lead to unpleasant smells. I recycle but on occasions the blue bin has not been collected or collected late leaving bins cluttering the streets. Notice re collection is scant or non-existent. Summer collection of garden waste is insufficient. The gardens here are not large but people are keen on gardening and keep trees and shrubs clipped as well as garden and hedge cuttings. Again bin sharing is an option but it is not really ideal"
- "Fortnightly refuse isn't good but it is fine for green/recycling waste"
- "There are just too many bins for each house to have three bins is unsightly and uses up too much space. Communal bins is the answer for plastics/bottles etc."
- "Wheelie bins don't suit us as we have to bring them through the house-gross"
- "The bins are too large I have returned the green and blue bins because I had no room for them"
- "The green bin could do with more frequent collection-garden materials in the summer months, due to more mowing etc. or I could do with 2 green garden waste bins"
- "These bins are ok if you have a large house or garden to store them-which I have fortunately as a result of years of hard work but are a complete visual and practical disaster if you live in a terraced house or small property"
- "We do not like food and disposable nappies in particular being left for two weeks in a dustbin"
- "Even though the grey bin gets collected once every 2 weeks-this is not enough collection for larger families/households and should be collected weekly as before the recycling scheme was implemented"
- "Just very occasionally I need to get rid of extra green waste but not often enough to require a second green bin. Consequently it would be very useful to be able to put out occasionally a black bag full of grass cuttings along with the fortnightly green bin collection"
- "I feel that the items put in the black bin could be sorted and checked to see if there are any recyclable materials in them. I have wondered why the council does not have one bin for rubbish and leave the sorting to be done at the recycling plant. This would avoid the problems and confusion to the public who sort it at present. I still believe there should be separate bins for green waste"
- "For those unable to hide 3 bins and need to leave them in front garden, they do become an eyesore in the street"
- "Overall it does seem to represent a huge improvement on the previous practice. I am encouraged by the collection of plastic and cardboard and pleased that collections are not now disrupted by public holidays"
- "I think more products and materials should be being recycled. Information and promotion of re-use, composting and recycling should be improved. There is low emphasis on re-use and composting"
- "Would like a detailed list of what can be put in the blue bin. Would like clothes shoes etc to be included plus all types of plastic containers"
- "Bins left on pavement and not put on adjacent driveways, blocking pavements to disabled and pushchairs etc."
- "More facility for dealing with plastic. Better communication with residents"
- "My neighbour at no 18 The Close, Halford is still awaiting delivery of his green bin. Meanwhile he uses mine-no 26"
- "Sometimes the green waste collection has lagged behind by a day why?"
- "I did request smaller bins but they haven't yet materialised. Other people say this too"
- "It would be good to be able to recycle a larger range of plastics-e.g.: yoghurt pots"
- "I feel it works well but bins are left outside all day if residents are at work. I feel this is an invitation to non-gooders to note empty properties"
- "Weekly collection of bins would be better"
- "They grey bin is too large for our needs"
- "Please collect green bins all year"
- "Recycle more materials!"
- "Plastic recycling should be taking place"

- "Bins are not always replaced to where they were placed for collection. Sometimes left on pavement or in the road"
- "No contacted frequently enough. ??"
- "I would prefer something similar to the Canadian system of neighbourhood street bins used by all the community"
- "I like the new system, I now recycle a lot more. The waste contractors are prompt, clean and quieter than the previous people"
- "The new system works well for me but so did the old one-only difference is that you now collect plastic and cardboard which is a plus"
- "Dustbin men were very good, They must walk miles in a day. Perhaps some of the pen pushers would like to give it a go for a day!"
- "During the spring summer months green bin collections should be every week due to the amount of garden waste. Rearrange need to be able to recycle unusable fabric/clothes, also wider range of plastics more green bins should be provided free of charge if required"
- "I am not entirely happy about putting meat and fish in the green bin. There is a danger, especially in hot weather that this will attract flies and lead to maggot infestation"
- "Bins sometimes collected a day later-but we are at the end of the road-when the lorry is full it has to be tipped!"
- "Far too complicated-it's designed by people who do not live in the real world. If you have a very small front garden, or no access to a rear garden it is totally impractical-ugly bins, massive rows of them at every house-if it fundamentally wrong designed by idiots. We should have local tip to which a householder could take rubbish as they do in France-the system is basically unhygienic particularly in the summer months"
- "Food smells and rotting fish in the green waste for a week is really unsatisfactory especially when you can smell your neighbours both sides also"
- "Found the stopping of green waste very difficult over the winter months. Would like to be able to recycle other plastics other than bottles i.e.: Trays used for fruit/sausage rolls etc."
- "I would like to recycle even more, as in Lincolnshire. Appreciate having 2 green bins"
- "As a keen gardener could do with the collections of green bins in winter if only once a month"
- "As previously stated the fortnightly collection is in my opinion a great mistake. Millions are spent on the disgrace that in Bancroft Gardens yet cuts are made in what is effectively public health matters-waste collection"
- "Repeat weekly collection of grey bin"
- "Keep up the good work"
- "The recycling trucks-especially the crew where there's a women in charge cope well with getting down out narrow road and avoiding damaging the 4 wheel drive vehicles parked on both sides of it"
- "The range of recyclable materials needs to be extended. Clearer description of what can be placed in the recycle bin needs to be developed and circulated to households."
- "Too many bins for 1 person households. The former giant bins in a bin store were much better."
- "The proposed process is inoperable in a busy home with waste bags and boxes at the far end of the garden."
- "Information could have been better."
- "Already have a small green bin and a large grey bin. No blue top as no room. Take all recycling to Burton Farm waste tip. Please let there be slim bins soon."
- "No green bin collection in Winter. I have shrubs and border plants to cut down and trees to prune in winter and have to take them all to the tip myself."
- "In my road there are a couple of properties where the owners leave the bins permanently on the pavement. Myself and my neighbours find the sight of them an eyesore. Have the Council any policy about keeping the bins out of sight where possible so that we don't have to keep looking at them out of our living room windows. On the plus side the waste collection scheme is efficient. People who had problems initially and did not read the information sent out by the council and bins were put out wrongly all over the place."

- "General waste/recyclable should be collected weekly. No coloured bags supplied so can only put out recyclable waste in old box, please supply coloured boxes as well as bins. We need to use the tip more often but we both work and tip is only open during weekday mornings so we can't make it at these times and it all goes into the general waste."
- "Method of collection very expensive to householder who pays rates. Black bags seemed better, quicker and generally easier. Bins are an eyesore with storage problems for the householder and require expensive collection vehicles. Also people at work leave bins out early am and do not put them away until late pm leaving them on the kerb all day. I feel more thought should have been given to the scheme in the planning stages."
- "Although the service has been conducted efficiently the need to have three large bins per household has had an ugly visual impact on the environment. The bins are too large as you cannot pass one bin by another within a one metre passageway. This makes for the bins tending to be left in front gardens with a dreadful impact on the street scene."
- "The staff and collection appear very efficient."
- "Should there not be somewhere to put dry batteries?"
- "I think the collection is wonderful for grey and green bins but once again my only complaint is vegetable peelings as previously mentioned."
- "I support recycling and have been doing it for many years. My problem is the large unsightly bins which have been forced on us. How good are they for the environment. The street looks like a rubbish tip."
- "Extremely pleased with the service provided."
- "I am still not really sure/convinced that all the mixed recyclables are sorted out somehow and sent on for recycling. Although I am not clear exactly which kinds of plastic are truly recyclable."
- "The non collection of garden waste from November to April is silly as this is one of the main times that pruning and cutting back of garden plants."
- "General rubbish needs to be collected weekly. First spell of hot weather made them very smelly and flies so more expense to use sprays etc."
- "Waste is jumbled up so I question how practical it is to separate different grades of recycle waste. The types of plastic containers which are acceptable is unclear. I am unaware of a container provided for food waste."
- "I still hate the bins as they are so ugly in the garden and I am absolutely unable to keep them clean and no, I am not willing to pay for this to be done. I realise they are easier for the bin men to handle but I shall be glad when the smaller blue and grey bins come."
- "Should be every week."
- "Bins once emptied need to be pushed well off the road. On windy days our bins have blown into the road which is very busy. Fortunately no accidents and the operators to whom I spoke have endeavoured to push the bins back through the garden gate but this is not always done."
- "I did attend certain meetings prior to the changes and the man delivering the talk thought it funny to mock me and suggest I was not recycling myself and lacked intelligence. This was despite the fact that my family has always recycled, reused on a grand level."
- "While I can understand the need for these bins it is not pleasant to have to look at them in rows outside blocks of flats for instance. They are a real blot on the landscape but I cannot make any suggestions for improvements here that do not involve any major work such as enclosures which in time be unsightly."
- "Overall I think the system works well. However I do not believe it has made any contribution to reducing pollution or co2 etc. I believe it has probably contributed to it as when waste rots it produces bad gasses. However it is processed and the only way to reduce it is to consume less. The stopping to the green collection last winter was a serious blunder by SDC and WCC and amply demonstrates the failings of public servants."
- "Not frequent enough at this time of year our food waste bin is in the garage and after 10 days it smells"

- "Why can't we put in all recyclable plastics with the recycle signs on? i.e soft plastic. Would be better to have separate cooked food waste. I find I cannot put meat bones in with green waste as not sure facilities are in place for correct processing. Bins for waste general and recycling are far too big for me but with extra green waste vegetables uncooked outer leaves etc. is now too small. I chose a small one initially due to weight"
- "There seems to be no reliability of times of collection. Sometimes bins remain in place most of the day-on one occasion they were collected before 7am! Some people had not had time to put their bins out before the vehicle arrived. Some degree of regularity would help"
- "More information about which plastics can be recycled, Is it just plastic bottles or can margarine tubs etc be recycled too? Are the numbers on the plastics relevant?"
- "As a professional innovator-inventor I tried to warn Stratford Council in 2002. Re-shortage of tipping facilities space etc, my article was published midweek 2002 offering Stratford my experience of 20 years tipping management and a new method of waste disposal. Saving them £8 million per year. They did not bother to contact me or view my materials and carried on paying Biffa for the contract. Amongst my achievement was previous motor consultant, leading magazine, West Mids Police contractor. Tipping and landfill professional-20 years. Originator of the price comparison sites and AA/RAC. Motorists services etc.!I am still willing to speak to Stratford council regarding how to recycle and save millions in doing so J H Carter 26/06/09"
- "No collection of garden waste for six months. No compensation why? Costing us money to dispose of our own waste"
- "The dry recycling and the green waste recycling bins could be collected weekly for larger households. Very dissatisfied with new fortnightly scheme of collecting general waste bins contents and the fact that I'm not allowed to put excess waste out in black sacks for collections still no extra green bin delivery!"
- "If food waste is to be put in the green bin with garden waste, a weekly collection would encourage customers to do this"
- "All plastics and metals should be recycled"
- "Since weekly collected ceased the frequency of dumping black bags has increased in my areas-old town and this often happens following a weekend-weekenders perhaps? This is an eyesore and a health and safety issue. Compounding this problem is the change from Tuesday to Friday collection therefore smelly bags can sit on the street corners for up to 10 days"
- "Not using green bin means food sits for up to 2 weeks in grey bin"
- "I cannot understand why we cannot have foil or batteries recycled"
- "Gone from being very poor service to one of the best for recycling-although green bin collection needs to be earlier in year. A lot of pruning is done before April-noticed a lot of full bins and car full's of green waste going to the recycling centres before the green bin service began"
- "I notice that if my grey bin is full and I leave a bag or box by the bin it is not collected should this happen?"
- "Now working very smoothly. Could scrap metal/providing it goes in bin to be collected. Can we have extra green bin-at no extra cost"
- "Is there a container for food waste? If so I would like on"
- "Am concerned about leaving bags outside in alleyway whilst waiting for a collection. Found mice droppings. Would prefer 3 big bins-only green bin has been given and small recycling box. We therefore have no way of reducing our grey waste because no extra bins have been provided. Still have some provision as when we had weekly pick ups"
- "Fortnightly is not enough. The bins are unsightly"
- "I have noticed in Shakespeare Street-where I live various people put out the wrong sacks. This looks untidy"
- "We preferred all bins collected weekly"
- "Ideally in hot weather two collections per week to keep disease and smell of rubbish down."
- "We do not have a food waste container."

- "Excellent containers. Green bins/ Blue tops encourage recycling and cut down on waste. More materials should be able to be collected for recycling. Does all recycled collections get recycled or does some end up in land fills? Where is it recycled? Carbon footprint? Why doesn't recyclable material need to be separated now?"
- "Would like to be able to recycle textiles more easily as I don't have a car to get to the recycle drops. Would appreciate if once or twice a year we could put out larger items for collection as this would reduce the dumping in hedges and lay-by's."
- "Would like weekly collections."
- "At the age of 88 I can manage now but winter weather could be a problem."
- "Waste is sometimes collected late in the day. Not a serious offence. Bins are not always returned to the place they were sited."
- "What is it?"
- "I seem to throw away a lot of plastic and polythene wrapping from groceries, magazines and mail. I tie these wrappers in a knot and in that way get a lot more into the bag. It would be good if we had a bag to put it all in and when it was full to put it out for collection."
- "I am at the moment able to move my bins but in several years time I may need assistance, also if you are ill and have not got a friendly neighbour would you assist."
- "The only problem is the unsightly ???????? of bins in the village. Some people don't put them out of sight after the collection day which makes the ""best kept village"" a pipe dream."
- "Last year I requested a smaller grey bin and it has not arrived. I have concerns regarding all the bins where there is difficulty storing them."
- "Could the council confirm that the recycled waste is actually recycled and not just put into land fill anyway?"
- "In the winter could the green bins be emptied once a month?"
- "Many of my neighbours do not understand the use of the green bin in that it can be used for waste on the week the grey bin is not collected."
- "I do not buy a newspaper - what can one use as an alternative for wrapping household waste for green waste bin?"
- "Think that green bin collection should continue throughout the year."
- "In America most shops use thick brown bags which are bio degradable and bins are collected twice a week. I don't want to have to keep track of which week I put food in one bin and then wrapped in newspaper another week. What happens in winter when there is no green bin collection? Life is busy enough as it is without this extra complication. For a civilised country we are not being clean in this respect by doing fortnightly collections. We are not getting value for money we pay in rates. A clean district is more important than BUPA for staff members."
- "We have no grey bin and leave bags on the street but have to store the bags at home for longer or go to the tip to dispose of non recyclable rubbish and this trip is not ""green"" as we drive there. We have asked for a grey bin but there are none left and we are on a waiting list."
- "I completely agree with recycling and wish there were more smaller units throughout the town. As I have no car I am forced to carry bottles etc to larger waste bins. Living in the centre of the town I have problems with getting the bags out at the right time and currently need to re arrange recycling for the property as we don't have the coloured bins."
- "The collections are good and the guys are helpful and tidy. The collection of non recyclable waste is too infrequent and should be weekly at least."
- "Green waste bin collections was delayed and should have commenced earlier."
- "Weekly collection please. Bins smell. Collection trucks smell."
- "Those of us who did not have a green bin were not offered a caddy, we had to buy one. Q1 - This question will obviously give a positive answer as under the new scheme more rubbish was recycled such as cardboard so you will automatically get the answer you want."
- "The only slight issue I have with the green bin is that it attracts flies due to rotting food etc because it only gets emptied once a fortnight."
- "More variety of plastic should be collected. the huge grey bins encourage people to throw more things away."

- "The bins are dreadfully unsightly and have wrecked the appearance of the pretty row of cottages. the colours jar they offer cannot be accommodated in gardens and so are left outside. My green and blue bins are full every week and need emptying every week. Aesthetics are given - if we must have such huge visible items they should be in natural country colours, sheets should be provided to hide them. In my case I would like all bins emptied weekly as I pay more council tax for a poorer service than when I first moved here."
- "We had trouble one winter when the green bin collection was stopped."
- "I think I have expressed my concerns in the above questions. I am hoping I can purchase green sacks from supermarkets otherwise you did not mention in your email where they can be purchased."
- "Bins need to be emptied weekly especially in the summer. Green bins should still be collected during the winter if only once a month."
- "Green waste stopped too early before pruning etc was completed. Should have continued longer into the winter."
- "Apart from the collection process which is still inconsistent why are we still not recycling materials?"
- "Everything is taken care of by carers as Westholme Court so I cannot fully answer"
- "I think it is great but a family of 6 like us produces more recyclable material than one bin can take meaning trip to additional recycling areas=petrol=not environmentally friendly"
- "Bins require too much storage space"
- "I do think our waste is collected rather early-6.10am every week! this does wake up everyone in the house including two young children!"
- "Provided that no missed bins occurred, fortnightly emptying would be adequate. Missed bins are an annoyance rather than a problem"
- "I did ask for an extra grey bin but to date this has not materialised"
- "There is still a need to garden in the winter months when you cut back plants. Some sort of green collection would be helpful in this respect"
- "Bins too large"
- "Overflowing bins in Bancroft. No recycling bins in public areas-other areas have them-e.g. Bournemouth"
- "Where space is available for residents than the wheeled bin scheme makes absolute sense, health and safety and control of vermin/disease"
- "Still relatively early days"
- "Planning department give poor advice, make no decisions and seem to be out of the office or on holiday an inordinate amount"
- "The collection team are great, the larger bins for recycling mean I have less trips to the tip to recycle which I really appreciate but once a fortnight for non recyclable collections is not enough"
- "I do feel that people should have been given the choice of bins or bags, as the vast majority of properties are not suitable for bins also mainly single people or residents in sheltered complexes do not generate much rubbish and the bins are therefore an eyesore"
- "No bin!"
- "The service we require in Ufton I feel is excellent. All the staff are very friendly"
- "Next winter I would like to see the green bin collection extended. It was a long time between the stop and restart. Maybe another month before the stop date"
- "Living in Studley we have no refuse tip. We used to go to Richter and that was fine. To drive to Stratford is too far and uses fuel. Why can't Studley householders use the Richter tip?"
- "It's not just the environmentally wheeled bins all of the streets or personally confusion over collection dates any good. Admit you got it wrong and cancel the scheme"
- "Bins too big to be left on the very narrow path outside 1 and 2 Ingleside-walking by means going onto the road or being sucked onto road by passing large lorries"
- "Once a fortnight is too long an interval between collections-all three bins overflow within that time and we are a household of two who compost at home and are conscientious about leaving excess packaging at the shops! Also the bin men tend to leave the bins in a haphazard manner, blocking the pavement for those less mobile"

e.g. wheelchair users have to use the road itself on bin day, which is quite dangerous especially on winter mornings"

- "Wouldn't be happy if we didn't use the garage to store the bins. Would prefer grey bin to be collected weekly. Unsightly bins left out all the time"
- "The above question does not make sense. The problem we had with the beginning of the new scheme was conflicting information and instructions. We also need cleaner information about recycling plastics, trays, containers etc"
- "Best thing-you seem to collect more stuff as recyclable than my friends and family elsewhere experience. I rarely now have to go to the recycling banks. Worst thing- 3 large wheelie bins take a lot of space up"
- "Unrecyclable material should be collected weekly. Recyclable material can at a pinch be left for 2 weeks but green bins should be utilised and collected throughout the winter if left out by residents"
- "After a shaky start last year-supplies etc. we feel the system work very well and is quieter! overall WELL DONE!"
- "Green bins need to be collected after October or start before March. Not enough time to clear the garden with 1 green bin per fortnight for 6 months! What happens to food waste once green bins are not collected..this turns into a fortnight collection which is not how it was sold originally. You then have the issue of rotten food smelling badly and attracting rodents"
- "On the whole I am pleased that more can be recycled using this new scheme. However I think it has not been well handled and I also do not think that small households should be effectively forced into having 3 huge bins"
- "I recently asked for a second green bin but was told they had run out. To tide me over I was sent two bags in the post"
- "I recently asked for a second green bin but was told they had run out. To tide me over I was sent two bags in the post"
- "I hope that the green bin collection will continue throughout the whole year from now on"
- "The firm recently changed the route they used meaning they collected ? in a different order and earlier than previously in some areas-I missed a collection. Routes should remain the same once established. reminder about bank holiday collection would have been helpful in the first year"
- "It's excellent-first class"
- "Would like to see green bins extended through winter at least every 4 weeks"
- "Generally, having wheelie bins instead of bags is much easier and having the blue bin has made a huge difference to the amount we recycle. Initial teething problems with the new service seem to have resolved themselves. I do, however feel we are being short changed by having a fortnightly bin collection"
- "Contents of our grey bin so meagre that it has never been wheeled to recycling vehicle! Men simply lift our plastic bag out and put it in a convenient spot-with several others of our neighbours for vehicle. Result-same system as before but now huge grey bin. Blue bin-Often as above. Bins difficult for people to keep hygienic. Overall result-give those of use with no need for 3 huge bins a choice of something smaller or more manageable and easily stored. Good collection service as always but totally unacceptable receptacles"
- "Green waste collection is excellent. Recycling is not as efficient. How much is actually any good for recycling now it is all cross-contaminated. We do not need a large bin for general waste. Despite all rubbish being put into bags first and probably only half fill it and in 2 weeks we have still had maggots in bin. Not everyone has a large garden with access to put these bins out of sight"
- "It is brilliant"
- "Keep it up you are doing well!"
- "Bins are left on pavements obstructing pedestrians walking space"
- "I am very pleased with the new recycling services the only issue I have is I am still waiting for another green bin"
- "A more common sense approach is required in collecting household waste. Less importance placed on sticking to regulatory guidelines and more importance placed on good public service. This approach applies across the board, A helpdesk that simply

quotes regulations to citizens without addressing individual problems pragmatically is no help at all"

- "I would like to know why the green garden waste is not collected between October and April. Autumn is one of the busiest times for gardeners-i.e. pruning, digging out existing plants etc We can't always get it to the waste site"
- "Collection of green bins need to be extended to later stage in year e.g.-November. Too much green waste carried over winter"
- "The refuse collectors are particularly good at returning the bins to the houses they collected them from in our area-excellent, very tidy. Are there other types of materials that could be recycled? could the council do more to encourage us to recycle? if so please do it. I think that we have an excellent service in Wellesbourne-as we have a tip close by too!"
- "Bin was not collected as it was only half way down the drive-an oversight on my part but they could have collected on that one occasion"
- "Overall, you have dealt with a massive change very efficiently"
- "The major problem we find is the actual storage of these wheelie bins. Being in a terraced row of four bungalows and our bungalow having a shared rear garden, there is really no space to store six wheelie bins. This causes problems for ourselves and the neighbour who shares the rear garden"
- "Green bin collection should go on for an extra month to cope with late autumn trimmings"
- "During the summer months ( April - September) green bin is regularly overfilled, therefore a round trip of 23 miles is a regular occurrence to the tip near Bishopton. Not very green for carbon emissions."
- "I have no access to the rear of my property and have to drag the bins through the house unless they live at the front which does not look very pleasant. I was hoping that when the collections went to every other week they would all be on the same day. If having bags like your old scheme was viewed as unsafe or unhygienic I am surprised to see them being taken out manually and placed in the dust cart. The non collection of the green garden waste bin in the winter is too long a period. The beginning of December to the middle of march would be better."
- "I would prefer a weekly collection of grey bins especially when it is very hot so the rubbish does not have to remain in the bin for up to two weeks."
- "I find the fortnightly collection of non recyclable waste insufficient. the waste smells extremely unpleasant and I have flies hatching on the bin."
- "Very repetitive questions"
- "Would like the green waste to start a little earlier in the year. We had filled 2 green bins and 2 compost bins by the time the service was operational again after the winter break"
- "We only have standard waste and blue recycle bin but no green waste bin as this was taken back as was told lorry could not pick up?"
- "The bins are too large for the waste generated by 2 people and they take up too much room in the garden"
- "The green bin is too small, I fill it up with grass cuttings alone!"
- "Think non recycling waste should be collected every week, especially in hot weather"
- "It seems crafty that the council have the massive job and cost of separating recyclable materials-glass, paper, cardboard etc when this is most easily managed at household level. Even at the local tip/recycling centre items sorted are put together in 1 skip"
- "Food waste collection-hot weather-once a fortnight causes rotting food to smell attracting flies"
- "Mis information and dis information from elected representatives and council staff was a feature throughout the change over period. At a road show I was given an evasive answer which in practice was untrue. The fresh meat tray test-would this type of food waste be collected weekly. We were told many times that waste collection on a weekly basis would be maintained. When implemented only applied to food waste-by declaring food waste should be put in green bin. Council publicity and councillors have tried to tell us the change over was a great success. It was a massive failure. Delay in opening of reception centre, withdrawal of green bin service. Not to mention additional

costs transporting recycled waste! Be open and honest publicise what additional costs have been incurred! This was the largest contract managed by council and it was completely mis managed. The chief executive should be held to account for this disgraceful episode!"

- "For general kitchen waste weekly collection would be best"
- "The only criticism I would make is the collection for general waste. I think the collection should be once a week. This recent spell of hot weather has highlighted this problem"
- "Would still like weekly for non recyclable"
- "Operatives look in grey bin and if 1 bag take it out and throw it in collection vehicle. Makes use of a bin a bit silly"
- "I am happy with the collections-would like to use all my green bins-3"
- "Bins/boxes are not left tidy by collectors, once emptied-i.e. they are left in the middle of the pavement, not up against the walls of houses. This is unsightly and inconvenient. There is also litter left in the street where it has been spilt out of bags/boxes. The fact that boxes/bags are left behind means the street looks very untidy until residents are home and can tidy them away. Some residents put ? out early or during the previous day-again very unsightly"
- "12 months ago you provided black boxes for separate collection of newspapers, magazines, phone books etc. and another one for bottles etc. which was a sensible idea for speedy recycling. Now you require us to lump them all together in the blue lid bin with plastic bottles, food and drink cans etc. Creating an enormous unnecessary job if they are to be recycled, apart from wasting tax payer's money. We all know ? not recycle them at all-just dispose of them as a landfill site or send them to China!"
- "Just seems to be no provision for council waste to be collected"
- "My answers may seem to show that the new waste collection scheme has made little difference to the amount of recycling I do. This is because I did it all the different types before the new scheme. I just took it directly to the tip for recycling. I would like to see more plastic recycling-other areas do it and the technology exists to turn all grades of plastic into recycled outdoor furniture, boardwalks etc. I am concerned about how efficient our type of mixed collection is compared to kerbside sorting-what % of contamination is there? With world markets prices down, are the council still able to get the material recycled? The school I'm involved with had big problems with the recycling bin-we had to wait over 5 months for a new wheel, during which time the bin was not emptied"
- "The plague of wheelie bins-at least 3 per household does nothing to enhance the appearance of many streets where storage space is unavailable"
- "If there were smaller bins to use it would be much better"
- "What is the container provided for food waste? Are we missing out?"
- "Bins can be noisy, people bang bins unnecessarily and the wheeling of bins along pavements makes my dog bark!"
- "Really great system"
- "I am still unsure what food containers can and cannot be recycled-some further guidance with examples would be appreciated. Can I get a green bin if my property has never had one-previous owner rejected offer I am told?"
- "As said previously we feel the grey bin should be collected weekly! This prevents unpleasant smells in the garden, especially during the hot weather. You also have to take into account missed collections due to holidays, this resulting in the bin being collected once in 4 weeks which is unacceptable, especially taking into account the high council tax we pay! Please resume weekly collections!"
- "Not convinced that you are actually recycling everything. I notice when they lorry arrives in Warwickshire College all the cardboard etc. gets thrown in with the general rubbish. Need to recycle more similar to Holland this in turn would make us excessive changes in our council rates!"
- "Non recyclable and garden waste collection OK but food waste should be collected every week-In small hilltop villages in France, refuse is collected 3 times a week!"
- "Not a personal problem but we dog walkers who notice most things feel that strenuous efforts need to be made to educate flat dwellers. Many are not English and are not recycling. Problem with languages"

- "The advice on the website about where to store these large bins was patronising, it suggested that we should have a similar sized space already for our recycling. When will the council realise that it is there to serve and represent us and not to govern us? Overall the streets of Stratford have been spoiled by the mass of bins permanently in view. This has been very badly handled"
- "Should be weekly"
- "Can I still use black box, but put all vegetable stuff in? Concern-the tip automatically self sorts by nature of it. Do the recycle lorries keep it separate or mix it and sort later?"
- "Two weeks for household waste in the summer is too long for obvious reasons and the summer the temperatures are much higher. The size of bins and the problems of storage is detrimental to the overall appearance of the environment and the expense of the camouflaging them is somewhat prohibitive"
- "Only issue I have now is that I am still unsure of any changes to plastics in the black bins. Is it still all plastics or just thick or thin? unsure but want to do my bit for the environment"
- "We were not aware of the assisted collection scheme and as we have no right of way behind our house my husband has to drag them around the block. As he has a very debilitating condition-claudication to the legs, he is in constant pain. He finds it very difficult as do some of my elderly neighbours. Perhaps this scheme could be more widely advertised"
- "Trust we will be able to use the green bins throughout the winter when a lot of garden work is undertaken"
- "In effect although I pay council tax, I do not have access to the waste collections scheme since the collection day was changed to Fridays. My impression of the arrangements is that they are only workable for a minority of households due to size, number of bins and infrequency of collections. In the small cul-de-sac where I live, a single row of large wheelie bins would address this and also make it possible for those ? during the week to benefit from waste collection services. Instead each household has to contend with these bins. Highly impractical"
- "I do not have a recycling bin but do my own recycling. I do not have a household waste bin I have made other arrangements to dispose of my household waste. I only have a carrier bag of waste every 2 weeks. I don't want to be cluttered up with bins that are far too big to store when it's not necessary. I can't see why when very small amounts of waste to be collected can't be taken away in small bags"
- "Some weeks struggle to get all the recycling into the blue bin. Would like to see a larger range of material collected for recycling. Would be prepared to split up the recycling in order for this to happen"
- "Request for smaller bins made twice/no action"
- "I would like to see less of these unsightly wheelie bins on our streets. It makes our once street look quite ugly, they are such a blight. I understand the need for one to collect recycling but I am in favour of going back to the sacks rather than the grey bin"
- "If the blue bin were being recycled I'd be fairly satisfied"
- "Collection of waste is efficient-timetable is kept and waste is not spilled in to the street"
- "The bins are collected on the days scheduled and with no mess, so I'm satisfied-what I'm not happy with as previously stated this is a major cost saving and the advisory notices should have explained why the council are keeping this windfall and will maintain their policy of taxing well above the inflation year upon year. On another subject-We've seen a lot of road repairs just prior to the end of the financial year-some people believe this is to absorb all funds before the new financial year starts. With all these works being undertaken are you planning to obtain our views on those-this also is one of my favourite subjects and would love to comment on this area"
- "Whilst I support your scheme-it does involve a lot of physical movement. Generally the large bins can not be kept outside the kitchen door area and so the old black bins etc. are used. The subsequent transfer to the larger bins which need to be kept in a area which allow ease of access to the pavement will be a considerable problem for

the senior citizens. I do not have a solution to this but your assisted collection system will be under financial strain in the future and will need more funds!"

- "Weekly food waste-important to be collected before smells start"
- "Our only concern is if we miss the collection one week, which has happened if the contractor has been earlier, or if we were away and a neighbour was unable to do it for us. Then there would be 4 weeks between collections of certain bins"
- "I am concerned to learn that 2+ green bins per collection day are to be charged for? By their nature rural properties processing more ground than your average urban property generate more green waste and therefore require a more sympathetic handling!!"
- "Recycling materials should not be mixed in one bin! Green bin should be collected for longer not just 7 months. Grey bins should be collected weekly. The new service is a backwards step, I am sure there are now more problems at the recycling plants"
- "If wish to be informed of how the recycled waste is processed. What income is received consequently? Who benefits from this financial gain? Why residents are not rewarded with a discount on their council tax accordingly?"
- "We do not have food waste bins in our area"
- "The number of large bins for those who have limited outside space concerns me- unsightly rows of bins in front gardens where previously there was one plastic bag for household rubbish and a black box for plastic/glass, black plastic wicker basic-paper remained indoors. Perhaps more use could be made of communal positions for householders who find 3 bins difficult to accommodate?"
- "Except for green waste collection as already commented on in a previous question"
- "Special bins should be provided in adequate numbers to take the waste of people living in flats who simply use plastic bags and have them on the ground where they are ripped open by cats, rats and foxes and scatter food and unsightly waste around causing a health hazard and encouraging vermin"
- "Wheelie bins are unnecessary-many people do not have sufficient space for 3 full size bins"
- "Only problem is if you are away one week, cannot put out your bin and therefore have to wait much longer for collection. Bins then too full and potentially smelly"
- "Once in the swing of things I cannot see a problem. We may need more recycling bins though!"
- "Though I see the need for recycling I am sad to see the pleasant village streets littered with cumbersome bins frequently on streets obscuring traffic etc. There are now disposable plastics which could minimise large receptacles for collections-i.e bags in particular for households where there is no room to take these large bins and can only be kept at the front of properties"
- "Weekly collection of grey bin would be preferable as some items can smell and encourage insects"
- "Would like to see recycling of other plastic, e.g. bags and food cartons-yoghurt, margarine etc."
- "I feel the waste bins should be collected weekly"
- "Green bin could be weekly and throughout winter"
- "I would like a wider range of plastics to be collected"
- "The scheme has it's disadvantages because in my case bins have to be kept in the front garden. It is physically impossible for me to move heavy bins for back and forth to garden at the rear of the property"
- "Green waste collection should have continued until December"
- "We hope that you do not abandon the garden waste collection this coming autumn, whoever thought that up? this is the time when we ? most waste!"
- "I understand only plastic bottles can be recycled. Why not other containers that are clearly marked with the recycle logo, such as soft fruit containers, ice cream 2l containers, most plastic bubble wraps fixing tools etc. to cardboard backs. In fact a huge amount of plastic does have a recycle logo-can I put it in the blue bin? We have required smaller bins-when might these be available-we would be willing to pay a charge to exchange them"
- "Why do you not collect garden waste through the autumn and winter? Gardens still growing during these seasons"

- "Very early-so wake people up also block in cars so we have to wait to go to work"
- "I would like to see all types of food containers recycled-i.e. plastics, cling film etc."
- "Need to run the green bin collection for longer, near the end of the year"
- "What puzzles me is how you separate the various recyclables when you want people to separate it themselves at the tip. Do you really recycle?"
- "Twice weekly is ideal as bins would be near empty if weekly collections still took place"
- "I would like the assisted system please"
- "The breadth of materials is excellent-great that glass is collected as well as plastic. reliability and friendliness of collectors is very good-they have a real can do approach and I feel there is a commitment to working in partnership with residents"
- "No problem except at Q8"
- "I would like the grey bin/food debris once a week-green bin and recycling very good"

**Appendix 3: Names of play areas within Stratford Town most frequently visited by residents: 163 comments**

- "RIVERSIDE"
- "GAS HOUSE LANE PLAY AREA"
- "THE REC"
- "RECREATION GROUND"
- "SWINGS BY THE CRICKET CLUB"
- "DRAYTON AVENUE"
- "THE WRECK"
- "RECREATION GROUND"
- "RIVERSIDE"
- "THE BIG ONE BY THE CRICKET CLUB-RECREATION GROUND"
- "RECREATION GROUND BY THE RIVER AVON"
- "THE BANCROFT RECREATION GROUND"
- "SHOTTERY"
- "REC"
- "REC"
- "RECREATION GROUND"
- "THE ONE THE OTHER SIDE OF THE RIVER"
- "RECREATION GROUND"
- "THE ONE OFF ALCESTER ROAD NEAR LECH COLLEGE AND PRIMARY SCHOOL"
- "RECREATION GROUND"
- "THE ONE NEAR THE BUTTERFLY FAR,/STRATFORD SPORTS AND SOCIAL"
- "STRATFORD RECREATION GROUND-SOUTHSIDE OF THE RIVER"
- "RECREATION GROUND BY THE RIVER AVON"
- "RECREATION GROUND"
- "SHOTTERY FIELDS"
- "WILMCOTE"
- "THE REC"
- "THE REC PARK"
- "NO IDEA OF NAME. LANGFORD ROAD BY CRICKET FIELD"
- "REC"
- "RECREATION GROUND"
- "RECREATION GROUND"
- "THIS ONE OR THE REC!"
- "RECREATION GROUND"
- "THE REC"
- "THE RECREATION GROUND BY THE RIVER"
- "BIDFORD FIELD AND PLAY AREA"
- "RECREATION GROUND"
- "THE ONE AT THE END OF THE RIVERSIDE CAR PARKING PAST THE BUTTERFLY PARK"
- "RECREATION GROUND"
- "DON'T KNOW"
- "BRIDGEFOOT"
- "RECREATION GROUND"
- "RECREATION GROUNDS"
- "BANCROFT RECREATION"
- "THE REC"
- "RECREATION GROUND BY THE CRICKET CLUB"
- "RECREATION GROUND"
- "WATERSIDE-OPPOSITE THEATRE-FREE PENSIONER PARKING"
- "THE REC"
- "REC-BANCROFT"

- "THE RECREATION GROUND"
- "RECREATION GROUND"
- "THE RECREATION GROUND BY THE RIVER"
- "THE ONE ON THE RECREATION GROUND AND THE ONE ON SHOTTERY FIELDS"
- "RIVERSIDE RECREATION GROUND"
- "RECREATION GROUND"
- "RECREATION GROUND"
- "ON THE RIVER"
- "WREC BY TENNIS CLUB"
- "RECREATION GROUND"
- "THE ONE NEXT TO THE TRAMWAY/CRICKET CLUB"
- "NEAR TO STRATFORD CRICKET CLUB"
- "TIDDINGTON AND RECREATION GROUND"
- "SHOTTERY FIELDS"
- "THE REC"
- "RIVER AVON AND BANCROFT"
- "RECREATION GROUND"
- "RECREATION GROUND"
- "PARK LANE SOUTHAM"
- "THE REC"
- "RECREATION GROUND BY THE AVON"
- "REC PLAYGROUND BY RIVER"
- "RECREATION GROUND"
- "CLIFFORD CHAMBER VILLAGE"
- "BANCROFT AREA REC GROUND"
- "RECREATION GROUND"
- "RECREATION GROUND"
- "RECREATION GROUND"
- "STRATFORD PARK"
- "REC AND TRINITY MEAD"
- "THE REC"
- "THE ONE OPPOSITE THE RSC ACROSS THE RIVER"
- "BY THE RECREATION GROUND"
- "LEISURE COMPLEX ON RECREATION GROUND"
- "ADJACENT TRAMWAY PARK AREA"
- "THE RECREATION GROUND AND SHOTTERY FIELDS"
- "SKATE PARK BRIDGEFOOT BY LEISURE CENTRE"
- "BEHIND BUTTERFLY FARM, NEAR CAR PARK"
- "THE REC"
- "MEMORIAL GARDENS NEAR THE ? AND FERRY"
- "TIDDINGTON"
- "MAIN PARK OFF SWANS NEST"
- "ONLY PASS RECREATION GROUND AREA WEEKLY"
- "RECREATION GROUND"
- "THE REC"
- "RECREATION GROUND"
- "BY THE RIVER"
- "RIVERSIDE/RECREATION GROUND"
- "STRATFORD REC AND BURBAGE AVENUE"
- "ADVENTURE PLAYGROUND IN PARK"
- "ONE BY TENNIS COURTS"
- "RECREATION GROUND"
- "RIVERSIDE RECREATION GROUND"
- "RECREATION GROUND"
- "STRATFORD LEISURE CENTRE"
- "SHOTTERY PLAYING FIELDS AND RECREATION GROUND"
- "RECREATION GROUND"
- "THE RECREATION GROUND SOUTHAM"
- "SHOTTERY PLAYING FIELD"

- "RECREATION GROUND"
- "BANCROFT"
- "RECREATION PARK"
- "RECREATION GROUND"
- "THE REC"
- "RECREATION GROUND SOUTH OF THE RIVER"
- "PARK BY TENNIS CLUB"
- "RECREATION GROUND"
- "RECREATION GROUND"
- "RECREATION GROUND-SWANS NEST LANE"
- "RECREATION GROUND"
- "THE RECREATION GROUND"
- "STRATFORD RIVER AREA"
- "RECREATION GROUND"
- "SHOTTERY FIELDS"
- "RECREATION GROUND"
- "STRATFORD RIVER REC"
- "REC BY THE BUTTERFLY CENTRE"
- "SHOTTERY"
- "THE PARK PLAY AREA NEAR THE AVON"
- "PASS THE PLAYGROUND ON THE RECREATION GROUND BY THE TENNIS COURTS FREQUENTLY"
- "BANCROFT"
- "NEAR BUTTERFLY PARK"
- "RECREATION GROUND"
- "THE ONE NEXT TO THE BUTTERFLY CENTRE"
- "THE BIG ONE BY BUTTERFLY FARM"
- "RECREATION GROUND"
- "DON'T KNOW IT'S NAME-BUT IT'S BEHIND THE CRICKET GROUND"
- "RGC"
- "LOCATED BY CRICKET GROUND"
- "RECREATION GROUND"
- "BANCROFT NEAR RIVER AVON"
- "ON THE RIVERSIDE CAR PARK RECREATION GROUNDS"
- "BY CRICKET CLUB"
- "RECREATION GROUND"
- "RECREATION GROUND BY THE RIVER AT STRATFORD"
- "RECREATION GROUND"
- "SHOTTERY"
- "SHOTTERY FIELDS"
- "SHOTTERY RECREATION NEAR TENNIS GROUND"
- "NEXT TO THE RIVER CAR PARK"
- "TREVELYAN CRESCENT"
- "ROAD BY THE RIVER AVON"
- "RECREATION GROUND PLAY AREA"
- "RECREATION GROUND"
- "ALONGSIDE RIVER AVON NEAR THEATRE OPPOSITE SIDE"
- "RECREATION GROUND"
- "PLAY FACILITIES NEAR BRIDGEFOOT/BUTTERFLY CAR PARK"
- "BANCROFT PLAYING FIELDS RECREATION AREA"

**Appendix 4: Names of play areas within Stratford District but not in Stratford Town most frequently visited by residents: 179 comments**

- "GAS HOUSE LANE PLAY AREA"
- "NOT SURE! BIDFORD"
- "LIGHTORNE HEATH"
- "SOUTHAM RECREATION GROUND"
- "SALFORD PRIORS PLAYING FIELD"
- "BLEACHFIELD STREET"
- "WELLESBOURNE PLAYGROUND"
- "HENLEY IN ARDEN"
- "SALFORD PRIORS PARK"
- "RECREATION GROUND SOUTHAM/ST JAMES SCHOOL SOUTHAM"
- "STUDLEY APRK"
- "? ON AVON"
- "ALCESTER"
- "ULLENHALL-NOT SURE IF IT IS COUNCIL OR NOT"
- "ASTON CANTLOW AND WILMCOTE"
- "SNITTERFIELD-THE GREEN PLAY AREA"
- "ETTINGTON, IMLINGTON"
- "ETTINGTON PARK IN THE COMMUNITY CENTRE GROUNDS"
- "SNITTERFIELD"
- "LEIGH CRESCENT LONG ITCHINGTON"
- "THE ARMOURIES"
- "WELFORD ON AVON NEXT TO THE SCHOOL"
- "BISHOPS ITCHINGTON VILLAGE-RECREATION AREA"
- "BIG MEADOW/MARLEY ROAD BIDFORD-BROOM ALSO ? FIELD"
- "SHOTTERY PLAY AREA AND BIDFORD"
- "SOUTHAM RECREATION GROUND"
- "KINETON"
- "HENLEY IN ARDEN"
- "WILCONCOTE"
- "RECREATION GROUND IN PARK LANE SOUTHAM"
- "ALCESTER BY THE RIVER"
- "MEADOWS IN BODFORD ON AVON"
- "STUDLEY CROOKS LANE"
- "ALCESTER PARK"
- "SHIPSTON ON STOUR"
- "WELLESBOURNE"
- "HARBURY"
- "SHIPSTON NEAR RUGBY CLUB"
- "TYSOE"
- "MAYO ROAD SHIPSTON"
- "SHOTTERY FIELDS"
- "BIDFORD FIELD AND PLAY AREA"
- "WILMCOTE PLAY AREA"
- "TOP OF CLEAHFIELD STREET ALCESTER"
- "SHOTTERFY FIELDS"
- "NAPTON, LEAMINGTON-NEWBOLD COMMON, WARWICK-NEAR RIVER-NAME?"
- "BRIDGEFOOT"
- "SOUTHAM RECREATION GROUND"
- "STUDLEY RECREATION GROUND"
- "KINETON"
- "WELLESBOURNE SPORTS GROUND"
- "RECREATION GROUND-BANCROFT-CLOPTON HILLS"
- "SOUTHAM"
- "HARBURY, BY VILLAGE HALL"
- "GREEN PARK. LONG ITCHINGTON"
- "SNITTERFIELD"

- "WELLESBOURNE"
- "H? PRECINCT & ST MARYS ROAD ALCESTER"
- "ALCESTER PARK"
- "BIDFORD MEADOW"
- "ETTINGTON"
- "ETTINGTON COMMUNITY CENTRE PLAY AREA"
- "WELLESBOURNE"
- "SHOTTERY PARK AND RACECOURSE"
- "SHIPSTON ON STOUR-RAILWAY CRESCENT PLAY AREA"
- "SOUTHAM PLAY AREA-ST JAMES ROAD"
- "RUGBY CLUB, SHIPSTON"
- "ALCESTER-WILLOW CLOSE"
- "CONWAY PLAYING FIELDS ALCESTER"
- "STUDLEY RECREATION GROUND"
- "WELLESBOURNE PLAYING AREA MAIN BY CRICKET CLUB"
- "HENLEY IN ARDEN"
- "HARBURY"
- "MEADOW BIDFORD ON AVON"
- "WELLESBOURNE"
- "TIDDINGTON"
- "COXLEY"
- "GREAT ALNE PARK/ASTON CANNON PARK"
- "BISHOPS ITCHINGTON"
- "STUDLEY MILLENIUM GREEN"
- "WELLESBOURNE"
- "BIDFORD MEADOW"
- "PRIORS MARSTON PLAYGROUND/NAPTON PLAYGROUND"
- "OFF BURBAGE ROAD"
- "HENLEY IN ARDEN"
- "WILMCOTE"
- "SOUTHAM"
- "TYSOE"
- "WILMCOTE PLAY AREA "
- "NAPTON-ON-THE-HILL"
- "WELLESBOURNE"
- "WELLESBOURNE"
- "COLLINS WAY PARK, ALCESTER"
- "RECREATION GROUND MIDDLE TYSOE"
- "RADWAY COUNCIL"
- "TREDINGTON"
- "BISHOPS ITCHINGTON"
- "SOUTHAM REC"
- "KNIGHTCOTE"
- "NAPTON AND SOUTHAM PLAYING FIELDS WARWICK ST NICHOLAS' PARK"
- "LITTLE COMPTON RECREATION GROUND"
- "SHOTTERY FIELD/ST PETER'S WAY"
- "ORRION CLOSE"
- "SOUTHAM BEHIND CHURCH"
- "STOCKTON PLAYING FIELDS"
- "TIDDINGTON AND STRATFORD"
- "GAYDON VILLAGE"
- "GREENWAY"
- "ALCESTER"
- "ILMINGTON PLAYING FIELDS"
- "STUDLEY. MILLENIUM GREEN"
- "ETTINGTON"
- "WELLESBOURNE REC"
- "THE FURROWS, SOUTHAM"
- "ETTINGTON"

- "ALCESTER"
- "GAYDON VILLAGE"
- "STUDLEY ADJACENT TO POOL ROAD AND CROOKS LANE"
- "HARBURY/BISHOPS ITCHINGTON"
- "HARBURY RECREATION FIELD"
- "ON ESTATE IN SHIPSTON ON STOUR"
- "ALL IN WELLESBOURNE"
- "RADWAY"
- "ILMINGTON PLAYING FIELD"
- "STRETTON ON FOSSE"
- "SOUTHAM RECREATION PARK"
- "WELLESBOURNE-DOVEHOUSE ESTATE"
- "JUBILEE PLAY AREA HENEY-IN ARDEN"
- "ETTINGTON"
- "STUDLEY RECREATION AREA"
- "WELLESBOURNE SPORTS FIELD PARK"
- "TEMPLE HERDWYKE"
- "PEBWORTH"
- "NAPTON"
- "ALCESTER"
- "ABBEY FIELDS SOUTHAM"
- "SOUTHAM PARK"
- "STUDLEY"
- "SOUTHAM REC"
- "STUDLEY REC"
- "SHIPSTON NEAR RUGBY CLUB"
- "HENLEY PLAY AREA"
- "STUDLEY"
- "PARKS ON ALCESTER, BIDFORD"
- "ST JAMES PARK, SOUTHAM PARK"
- "STRETTON ON FOSSE"
- "ALCESTER"
- "ALCESTER PARK"
- "SOUTHAM RECREATION GROUND, PARK LANE, SOUTHAM"
- "ETTINGTON"
- "LONG ITCHINGTON AND SOUTHAM PLAY AREAS"
- "SOUTHAM RECREATION GROUND"
- "ST NICHOLAS PARK WARWICK"
- "GREAT ALNE"
- "BISHOPS ITCHINGTON"
- "SNITTERFIELD"
- "ETTINGTON"
- "LONG ITCHINGTON"
- "ASTON CANTLOW, WELFORD ON AVON"
- "FENNY COMPTON SPORTS FIELD"
- "BOTH SOUTH GREEN AND OFF BURBAGE AVENUE ??"
- "GREAT ALNE"
- "JEFFERSON PARK, LEAMINGTON"
- "TYSOE"
- "HARBURY RECREATION GROUND"
- "EARLSWOOD PARK-MALT HOUSE LANE, EARLSWOOD"
- "STUDLEY PLAY AREA"
- "FARNBOROUGH-ACTUALLY MIGHT BE IN OXON"
- "SHEPHERDS HILL AND PRIORS MEADOW AREAS, SOUTHAM"
- "SOUTHAM PARKS-VARIOUS"
- "SOUTHAM RECREATION GROUND"
- "MORETON MORRELL"
- "HARBURY PLAYGROUND"
- "CLAVERDON PARK"

- "ANY IN ALCESTER"
- "SOUTHAM AND NAPTON RECREATION AREAS"
- "WELLESBOURNE MOUNTFORD"
- "STUDLEY RECREATION AREA"
- "TYSOE"

## **Appendix 5: Comments on residents' responses to the question of enough affordable housing in the District: 244 comments**

- "More effort should be made to improve and enforce percentages of obligatory affordable in every package"
- "As long as there is a housing waiting list. there isn't enough affordable housing"
- "Am aware of long waiting lists and the shortage of 2 bed accommodation e.g. for myself"
- "Housing expensive in this area. Lack of information on what's available"
- "People can't afford the prices in this town"
- "In these bad economic times there needs to be more rented council type property"
- "I say don't know because i have no need to get involved"
- "housing at a affordable price would be nice. rents keep going up year on year and it's the poorest people that are most affected. The council need to re-evaluate their rental structure"
- "Could name endless brown field sites on which given the will and planning approval could be targeted for the above long term need!"
- "Houses ridiculously expensive"
- "There should be a policy of local housing for local people at the village level"
- "Too many people were allowed to buy council houses creating a massive shortage of homes to rent"
- "Do not know what percentage of the housing stock is allocated as affordable housing. Consequently cannot make an informed answer"
- "My two daughters found it very difficult finding a place and when they did the walls were so thin they had to move, Build a row of terraces not multi storey flats. The flats attract undesirables-sorry"
- "If there is, you give it to people outside our village"
- "I live in Henley On Arden and don't know about housing in Stratford"
- "Never been involved"
- "Young local people need more access to this type of housing. Small developments in each village would allow growing people to stay local and be family support as well as keeping friend etc."
- "I think there is a wide range of prices/value for money-It all comes down to location and how desirable that location is"
- "No help for nurses or teachers to get their own home, no scheme in this area"
- "As I have no member of my family needing such housing I do not really have the facts"
- "There is already too much affordable housing"
- "Don't know but would? the answer is no, I cannot imagine how young people could afford to buy. Provision of affordable housing is essential"
- "I believe so but do not have a lot of information. New build over the past 5 years or so seemed to focus on affordable housing and seems purpose built for people with special requirements"
- "Within the town there is plenty of affordable housing-out of season. The rural areas villages etc. that are being ignored!"
- "I think you should get the estate agents on board. They will not rent to you if your rent is paid for by the council. They say things like never get paid on time and such like which is so untrue"
- "Not enough housing my cousin has been on the list for about 5 years"
- "All housing is going to those who should not have i.e.: young single mothers etc. what about the young who have done everything right, university etc. and still can't afford houses"
- "There is plenty of private renting"
- "Houses too expensive for local residents on lower incomes"
- "Does not apply to me"
- "There are too many people waiting for affordable housing"
- "Need more housing association properties for first-time buyers"

- "There are more than enough houses in the district. The issue is to make them available at an affordable price. More houses bring more people in but doesn't make issue go away"
- "Objection by Nimbys"
- "Local people have to move away"
- "Questionable if some South Warwickshire housing association housing is affordable given rent levels. Not enough shared ownership!"
- "I want Henley to stay as it is now"
- "There needs to be more affordable housing especially in the villages. Too many higher priced houses have been built in the last decade"
- "There is always need for affordable housing, especially in villages where local people are often unable to afford the properties available"
- "After waiting over 11 years for a rented property we went private and brought our own"
- "I have no information on this"
- "No personal experience but understand from friends and ? that there is insufficient"
- "Many recently built suitable accommodation blocks of flats are too expensive for local residents, though otherwise they are very suitable for those without children"
- "Many young people still do not have access to affordable housing"
- "Not enough affordable housing now I have a neighbour who's daughter and son in law are living in cramped conditions while they wait for a house of their own"
- "Review who houses are allocated to, it alienates the council when houses are primarily allocated to drug users, pregnant teenagers etc."
- "There has been a shortage of affordable housing since I moved to the area in 2000. Affordable housing should be 80% of all new build housing planned. If you think of the ratio of workers to managers-a pyramid shape, then affordable housing should be in the same proportion. Current policy-40% affordable makes the problem worse over time"
- "People have to leave the area because they cannot afford to buy a house here"
- "I believe that subsequent to the council house sell-off started by Thatcher that local authority is in general have lost their way as far as affordable housing is concerned and obligated their responsibilities in this regard"
- "There is not enough affordable housing for local young people who would like to stay in the district"
- "Whether there is H/A or shared ownership, tenants need good value. The volatility in house prices/rent inflation put people off in committing themselves"
- "There should be more houses/bungalows available to rent"
- "I am sorry I can't give a view and really don't know the situation"
- "My son was easily able to leave home last year and buy using the shared ownership scheme"
- "Young people in our village are unable to purchase houses/flats in the area they are brought up in so have to move away thereby making the village a majority of older people or outsiders"
- "My son and daughter in law had to buy away from the area due to the cost"
- "Particularly not in the villages. I don't know about in Stratford and other towns"
- "Stratford is becoming inundated with expensive accommodation for the elderly. We will soon become a town of geriatrics. It's young people we need to revitalise the area, lack of affordable housing is driving them away"
- "I would suspect there will always be a requirement for affordable housing due to the high housing prices in the area"
- "Far too long Stratford On Avon has been ruined as a world centre for tourism by failing to establish an infra structure of roads, schools and facilities before buildings far too many houses. Why is it that North Warwickshire, Nuneaton, Rugby etc. etc. is not building more affordable housing?"
- "Unsure of the number-percentage of affordable houses in Stratford"
- "No personal experience of this so can't say"
- "Would suggest that this subject should be the subject of a detailed study by concerned parties but not politicians."

- "I live in supposedly affordable housing and it is immensely expensive, Bromford keep increasing the rent."
- "The number of houses and flats available is so small and the list of people waiting is very long. Many will never have help with housing."
- "Shipston has need of additional affordable housing."
- "I think there needs to be more small apartments or 1 room homes for starter houses for young people to purchase."
- "More single person housing required."
- "My daughter needs a larger property as she has 2 children in a 2 bed small house. She has virtually no chance of moving because both children are girls and where she needs to move to has no larger houses available at present. It is a fact that single mothers with 2-3 children by different fathers always get a property over decent married couples, They get pregnant to get a house."
- "More is planned in Shipston on Stour"
- "Although affordable housing is needed there is a problem with the provisions of large estates of social housing which creates ghettos and no-go areas. The answer is radical. People who need assistance should be funded rather than buildings so that private dwellings can house people from all sections without the circumstances being on show."
- "The greed of estate agents and solicitors has pushed up the price of private housing slowly over past years. We live in an area that is largely rural. The council needs to be aware that affordable housing is very real in these areas."
- "The village we live in Bishops Itchington requires more affordable housing for youngsters in the village who are trying to leave home."
- "I have no idea how much affordable housing there is in the district."
- "My 3 children have all had to move away from the village because of the prices. Foreigners and single young mothers seem to get top priority."
- "I have no information on this."
- "I have had no requirement of know of anyone seeking affordable housing in the area."
- "It must be hard for people on low incomes to find housing in the district."
- "I do not know the numbers involved or the criteria applied."
- "Areas of affordable housing is limited and placed in areas away from anywhere nice and friendly. The area is full of expensive properties."
- "Nowadays it is very difficult for less well off people to buy their own houses so social housing is vital. Many of the best council homes were sold to tenants years ago but the housing stock was not replaced. This should not have happened."
- "Young families are having to move out of areas they were brought up in to find housing and outsiders are brought in instead of giving them priority."
- "You will never solve the problem by building demand. Many of the shortages are caused by social changes which should be opposed by government at all levels. There is no such thing as a single parent family. By accepting this social failure housing needs will never be satisfied. Then of course there is the 2nd home issue."
- "I am not looking for a property and have no family in the process. When I tried to find a property for my mother in 1998 so as to be nearer to me I was told that there was no help for her here. That would have helped me as we found property in Richter 7 miles away. She is now nearly 96-Alcester would be better!"
- "Not enough for single people more houses of 2-3-4 bedrooms"
- "The difficulty local young people have in finding somewhere to live. The economic profile is driving a whole generation out. S Warwickshire is in danger of becoming a big game reserve for the elderly and wealthy"
- "Since the illegal selling of our council houses there has never been enough available housing in the area for young people with families. The house prices have been further initiated by housing being purchased for the retail market"
- "I have seen signs of a shortage of affordable housing in the Stratford Herald"
- "I think a number of people properly needing this service are unable to receive this benefit due to others actually using this benefit when they have little need"
- "Council needs to shake up developers and make all new developments 50% social housing!"

- "Should be private landlords/properties within communities rather than all social tenants/housing association tenants being groups in areas of estates"
- "The youngster in my village have had to go elsewhere for homes"
- "I have no idea on this subject"
- "Wellesbourne has a growing population and a business park, so affordable housing needs to match private housing a bit more evenly"
- "Cost of housing in rural areas driven up by commuter and non residents"
- "Far too many retirement homes and holiday homes which could be for younger and less affluent people who are pushed out of town or have high rents"
- "Allow empty buildings/dwellings to be developed for accommodation. Provide local accommodation for local people!"
- "Know of housing association houses with 3 beds housing 1 person yet there are families of 4 in 2 bed houses desperately needing to move somewhere large in the village. Need to review use of current property as being appropriate for tenant? Rather than providing more properties at large expense?"
- "Especially for locals who have been born here and now need housing for their families in order to look after the older generation"
- "Local young people are unable to have their own homes at an affordable price or rental"
- "Need probably can never be met"
- "More housing needs for the elderly"
- "There are many vacant buildings currently"
- "There is very little information on this"
- "How do you pay the rent/ mortgage at present."
- "Our children when about to marry cannot afford accommodation of any kind in Stratford where they have been to school and brought up."
- "No provision is made for local single working people many of whom this town relies upon."
- "More accommodation needed for local people."
- "House prices in the area are high and difficult for families with young children to afford."
- "Plenty of houses, too many people."
- "Very often problem or homeless people are put in among decent law abiding people who are basically honest and quiet. It would be a good idea if all of these dysfunctional people could be housed together away from others."
- "I think that a person who has housing needs and requests an old peoples bungalow where they live should be given priority."
- "Most housing around where we live is too expensive for first time buyers."
- "Prices are forcing the young out of the area."
- "think there is lots of housing but not at an affordable rate to encourage local people to buy in villages and town."
- "Am not in contact with people this may affect as my children do not live in the town."
- "Council houses should not be sold. More bungalows or one person flats should be built."
- "Not an issue I know about."
- "By building quality housing higher up the property ladder ( that people desire) you can create a space at the lower end of the market and improve overall standards."
- "I feel I stand no chance of being offered anything, long time residents or not!. I am single and have no children etc and therefore I appear not to be considered ideal!!!"
- "I have no idea of the situation."
- "We have enough retirement places and more affordable homes are necessary to enable young people to live and work in the district. This should have more priority than housing people from outside the district."
- "Plenty available but not affordable for lower paid services sector e.g. nurses, firemen, police etc or young with and without families."
- "If banks release mortgages more people could buy. Valuations by surveyors can be a problem."
- "I don't look into these things and won't until I plan to move."
- "Do not have access to the stats and surely a guess is not helpful."

- "I believe that most of the housing which is affordable or for rent is set aside for people who live outside of Stratford community and not the locals. Most affordable housing is bought by people wanting a second home in a well known area or by people outside of the UK."
- "It is time to build homes of £200k+ now so that people currently in affordable housing can move up the ladder and thereby release their own houses. There is a shortage of this type of houses now"
- "We are both working now but cannot get on the housing ladder due to high prices in Stratford. Yet we earn too much to be eligible for most share affordable schemes"
- "My daughter-32 years old and single finds it difficult to find a suitable house in the area that falls within her financial means"
- "A lot of private housing rented"
- "More bungalows would enable retired people to downsize from a larger family sized house"
- "There are too many houses being built in or around the town, the area cannot stand it"
- "Some of my younger friends find it very hard to get onto the property ladder even with shared ownership"
- "I live in a small village about as far as possible from Stratford. Affordable local housing is sadly lacking"
- "The expression affordable housing shows our nation is in a housing mess! Is the rest of the housing stock unaffordable? Obviously not or it would not be built! We need an economic management which results in all virtually all citizens being able to afford reasonably secure housing. We probably need more rentable property access to which is reliable"
- "I've never been entitled to apply for these"
- "I feel that the sale of council properties years ago was wrong as it has left councils with inadequate affordable housing. In present times councils have long waiting lists for people who can never afford to buy"
- "More affordable housing needed urgently"
- "Most private estate now have affordable housing as a percentage of the housing stock"
- "Too many places taken up by single mothers who should be helped by their families and not by the taxpayers! Or by foreign, immigrants and refugees working the system to stay in Britain"
- "Generally the same throughout the country, not specific to Stratford."
- "I haven't heard any comments or seen any reports to give me an opinion either way"
- "Our son is in shared ownership housing as he is disabled and after initial problems this is working well"
- "There will never be enough but DC needs to keep pressing HMG to provide for more"
- "Not being to use money from right to buy on new council housing"
- "I have no idea of the availability or the demand"
- "Too many families/people are in private accommodation paid for by the council"
- "No discreet personal knowledge-can only rely on newspapers/councillors"
- "There is a need for 2 bed bungalows for elderly people who need to downsize"
- "Everyone should want to save money and aspire to purchase their own house"
- "Like all rural areas the cost of housing to purchase is beyond the means of those on low wages. The salary multiplier in the district for house purchase is of the order of 10+\_"
- "Affordable housing is not sufficient in villages"
- "Many people, especially younger fall outside the qualifying bands for social housing but can't afford to buy their own. More varied housing for shared ownership is required"
- "Most people in Studley move to Richter to find a home when they'd much rather stay in the village"
- "Very difficult for young people and unemployed to live on their own"
- "Unaware of anybody who is affected by this issue"
- "Due to high price of accommodation due to it being in Stratford"

- "So many council houses have been sold that young people, especially in villages where there is less turnover of people moving, cannot get a house. This means they are pressured into moving away from their roots or pressured into a mortgage"
- "Shipston area now requires more single person or share apartments"
- "Have no information on the demand"
- "I think we need more rented housing in outlying villages so younger people can afford to live where they have grown up"
- "Young people do not have a chance"
- "Desperate need especially in villages for cheap housing"
- "So many young families have to pay over the odds to private rent landlords"
- "In my village the above is overtaken by the building of desirable residences that cannot be afforded by local inhabitants or those wishing to return to their home village"
- "There are many elderly people with limited funds who perhaps don't require sheltered etc. accommodation but do need to be able to afford to live. Also lots of young people who will leave the rural areas because of lack of housing"
- "I have 2 sons who can't afford to buy or to rent private, they would both like to leave home but just can't afford to"
- "Pensioner can't afford to buy"
- "I have a relative who would like to come and live here to be close to other family members but have not been able to find any affordable housing"
- "We have lived in Henley In Arden for twenty one years. During this time many young people have had to leave Henley because of a lack of social housing. Due to the high cost of property in this area purchasing was beyond their finance"
- "More people than ever need affordable housing"
- "We have been on the housing waiting list for 7 years and don't seem to get anywhere. We need a 3 bedroomed house in Wellesbourne and there are never any available."
- "Tried to buy my first house at 27 Starbold Road, Bishops Itchington with no joy. Had lived there all my life and was our only chance of staying in Bishops Itchington."
- "Difficult for some youngsters to find housing near their families, especially if branching out for the first time"
- "I do not have enough information to answer this question"
- "A need for additional affordable housing has already been identified in my village"
- "Yes if it is in proportion to the job opportunities"
- "As we have not needed the information we have not sought it"
- "Our local parish council have been playing around with this proposal for about 3 years and still no further forward despite several offers of land"
- "No longer have children looking for houses and am not local born and bred so have not taken an interest in this"
- "Too many people from outside the district seem to have priority, leaving very few houses for locals. If we need to give homes to those others then we should build more"
- "Kineton is served to saturation point"
- "In the new political environment it would be a great improve to take input early before publication rather than produce a draft which the council would be unwilling to change. Public consultancy has not served the public well in recent years-very much take it or leave it!"
- "Too many homeless people and young people cannot afford to buy"
- "Stratford in a typically expensive area and the local communities need to retain young people-social housing/affordable housing must be a priority"
- "Don't know enough to comment"
- "More help for people starting out and who can pay for it"
- "House prices should not have been allowed to rise so much in the first place! penalising the young and not so well off and helping only the well off and greedy!"
- "My son and his partner are paying an extortionate amount in rent, out of a low income with no prospects of ever being able to afford to buy a house"
- "Presumably there is not enough housing for rent-affordable or otherwise"

- "In my opinion there needs to be more affordable housing in rural areas and the council need to be more pro-active in providing planning permissions for such sites. After all the gypsies appear to be able to get planning permission fairly quickly?"
- "Visit Japan-it's like an anthill. This is not the way for the UK to go-twice the population, similar area. Affordable housing should not be used to attract people from outside the area. It should be available to local people to help them remain in the area"
- "Yes there are too many social housing properties"
- "Not qualified to comment"
- "I personally feel that the use of the monies received from the sales of houses has been mismanaged"
- "Small communities where most council houses have been brought by the residents and old worker houses have been knocked together leave very little accommodation for rent or purchase for anyone earning less than £25,000 on a single wage"
- "There are enough houses and properties. I don't know how affordable they are"
- "Always need for affordable housing"
- "Not enough for the young people who have grown up in the town"
- "Every time affordable houses are supposed to be built they are out numbered by bigger houses. When we build affordable houses just build affordable houses only"
- "Housing supply across the UK is very poor"
- "No direct knowledge of the current situation"
- "I am concerned that there is enough here and whilst I appreciate why it is mixed amongst others it is deemed unfair when those people do not maintain their properties. My brother bought a home next door was made council due to lack of housing properties not maintained and he has had issues with these neighbours"
- "I understand the council list is very long"
- "I live on a new estate that has compulsory affordable housing. Some of these are not particularly taken care of and there seems a resentment towards home owners. Railings around their houses are broken and gardens unkempt"
- "I know of a shortage in Snitterfield"
- "We live in a shared ownership house and found it a very helpful process"
- "There is a big waiting list so evidently not enough. Also not enough flats"
- "Young people in villages need more so they can stay in their own villages and not priced out"
- "There are many young people unable to afford to stay in the local area"
- "There is a need for a radical re-think on the policy of granting houses. Remember we are subsidising these tenants. Why should a family of two be living in a 4 bed house-why is a fully employed family of 3 people bringing home a moderate 47k be paying a reduced rent of £250 per month. This family could easily afford the private sector rent of £800 per month. Think along new lines. If you want lower earning families to be housed enforce new rules. Start to think like a private business. CONT.."
- "Only hearsay"
- "Very little chance for young people born and bred in the villages to be able to afford village housing. Also when association housing becomes available the village youngsters are over looked for people from other areas"
- "Stratford too congested, new housing should be infill to villages around thereby saving rival po's shops etc. from closing Support outlying services, churches school etc. Bring younger age groups to villages"
- "Stratford has now become too busy and too many demands on infra structure for anymore development. Enough is enough"
- "My daughter is in a 1st floor flat with two young children. She needs a house with a garden but has been waiting six years. She is very overcrowded and the children have nowhere to play and grow"
- "Me or family have not had to enquire or seek alternative housing. Personally this may change in the next 3 years, information would be useful"
- "I realise there is a need for affordable housing but I live in a small village-where there doesn't seem to be a need for affordable housing"

- "We live nearer Solihull than Stratford and as such not as familiar with the district of Stratford. Locally to Earlswood, I am only familiar with housing association buildings and Alms houses unsure what is available for special needs"
- "Particularly in rural and village locations"
- "I'd only know if I looked to it fully or I needed to rent or share ownership"
- "Too many young people have to move away due to the lack of affordable houses in villages. They rent unsuitable property in local towns"
- "Not enough for single people"
- "In the Earlswood area there is very little"
- "We need to have more available housing for young couples"
- "Not much low cost housing for young people"
- "Not aware of anyone who does not have a home"
- "Housing density already getting too high for safe traffic conditions, especially in S-O-A"
- "Young people struggle to live in their district and to maintain a balance you need them"
- "It seems that as soon as affordable housing is built and the initial occupants leave and sell-they are most often brought as investments and then let at high prices-defeating the original intent"
- "Have no knowledge of the problem!"
- "Young people from villages always seem unable to stay in villages when they buy houses because of the high costs"
- "Young local people are having to leave the area because of high costs and non availability on cheap housing"
- "More affordable housing should be available for young people seeking to get on the housing ladder"
- "I have had no information on this issue"
- "I have no idea about this subject"
- "Shared ownership seems concentrated in Stratford. There is nothing in Alcester-Impossible for young people to access social housing and are forced into insecure expensive private sector rented"
- "Local people have been out priced from affordable housing in this area"
- "Having previously lived in a village where young people had to move away to find affordable housing I think we could look at these areas. Current village seems to have enough"
- "I haven't lived in the area for very long and have never had the need to enquire about this housing"
- "I suppose I haven't had to think about it"
- "I would like to see more affordable housing"

## **Appendix 6: Reasons why residents thought that the housing and support needs of vulnerable people (or people who have special needs) are not being met: 73 comments**

- "I am vulnerable as I am transgendered and suffer abuse, and get very little support or contact to make me feel safe"
- "No information"
- "These people need to be helped whenever and whatever possible!"
- "A lot of lip service on this question, organisation responsible must be more aggressive in their funding needs!"
- "Several old people in the village struggling with whole house nowhere to go"
- "The pavements are not level and have cigarette ends in gaps. Roads are terrible especially in town, Some shops haven't wheelchair and high shelves in shops"
- "Sheltered schemes poorly run-not round the clock wardens, impersonal, no sense or belonging"
- "I work in this area, I have first hand experience of the lack of support and inadequate housing"
- "As Stratford does have it's share of homeless and needy people-so there is always opportunity for improvement"
- "I think you try-but you need to be one to know that"
- "Our villages are special needs but you out other before them"
- "I live in Henley On Arden and don't know about housing in Stratford"
- "I have never researched this so cannot provide an answer"
- "Again I have no personal knowledge information on which to judge"
- "There is no warden controlled buildings for the elderly-they have been slowly done away with"
- "Far too much focus on this and other minorities what about silent majorities?"
- "I am concerned about the disbanding of the home care services"
- "Lack of available accommodation"
- "Finance? Political importance, just don't know"
- "How many disabled equipped homes have you added to your housing stock in the last decade? How many disabled equipped houses have you insisted are included in developers plans over the past decade? The answer to those 2 questions is the reason why....."
- "My daughter has been on the waiting list for 9 years! Eventually she moved to Leamington Spa and got social housing within 3 months"
- "I believe that subsequent to the council house sell-off started by Thatcher that local authority is in general have lost their way as far as affordable housing is concerned and obligated their responsibilities in this regard"
- "The wardens of sheltered housing do very little hands on and the home care is being sold to private authorities-the help available is getting less"
- "Not those on low incomes or those who wish to continue living in the village of their birth"
- "People have to be vary vulnerable, my father was dying before he going to the top of the list. Now the system is different and is far worse and more difficult for vulnerable people."
- "Because money is tight and the vulnerable are not always a priority."
- "Insufficient funds have been made available by Government for decades. Planning permissions have been held back to create an enormous shortage."
- "Need more bungalows for elderly people and more care houses particularly for dementia care."
- "Wellesbourne seems to be the dumping area for druggies, alcoholics, foreigners, single mothers etc and vulnerable people with special needs."
- "I had the experience of my own son at 25 yrs old with a mental illness and no facility was provided."
- "Suitably adapted accommodation is desperately needed like ground floor and easy access for elderly and disabled."

- "It is very difficult to get through to the council on the phone for benefits advice and can take many phone calls before you can speak to someone. You are kept hanging on for many minutes and then told no one is available and cut off. More staff needed?"
- "In my mind those currently gaining this benefit should undergo a few evaluation of need to assess if it is actually needed or not"
- "Out of touch Housing dept"
- "Wellesbourne has residential places for the elderly, but am not aware of a special needs and vulnerable people's requirements being met by special housing"
- "Too much paperwork and not enough human contact"
- "Need probably can never be met"
- "Needs as I have said, you should house people in the area they live in if this is what they want. Don't bring people in from out of the area."
- "Lack of housing stock."
- "Council staff do not listen to peoples problems and take too long making decisions. Demanding letters are sent for rent instead of looking into why the rent has not been paid."
- "Council houses were provided and then sold off in the past."
- "I live near a lovely elderly lady who can no longer drive and who receives no financial support. She relies on neighbours etc."
- "Not enough affordable retirement homes to enable house being released for families."
- "Very little provision here"
- "Don't listen"
- "No council/housing association properties for young married/couples"
- "Family example of complete failure of support and housing for a vulnerable person who now lives in Gloucestershire and has a totally different service and life"
- "If this is being met why have we people who are vulnerable sleeping rough?"
- "The main problem in Henley in Arden is transport"
- "More sheltered accommodation in rural areas-warden monitored"
- "I'm not sure that the elderly and disabled housing is adequately catered for"
- "They are usually bottom of the pile generally"
- "Because of the difficulty I had of getting my own son with a disability the accommodation he needed"
- "Not enough places for elderly sheltered housing"
- "I consider the elderly to be vulnerable"
- "The support they receive appears minute to their requirements. With the result that they become a nuisance to their neighbours leading to frustration and tensions, often resulting in confrontation and police involvement"
- "Again too many homeless"
- "I personally feel that the use of the monies received from the sales of houses has been mismanaged"
- "Most are left at home with their parents because suitable accommodation is not available"
- "For instance in Harbury there is not one care home for old Harbury people they have to move out of the village. The field next to the church would make an ideal place instead of stinking horses kept there"
- "They should be cared for properly not locked up in placed like Loxley unit!"
- "My elderly parents want to give up their spacious 3 bed semi for a bungalow in Bishops Itchington. No opportunities have arisen"
- "There are some good services-floating support for example. But far too much of the supported housing-particularly for those with mental health problems-is shared housing or HMO's. There is a need for new build supported housing based around self contained homes"
- "Still many on the waiting list"
- "Many streets certain older people, disabled, handicapped etc. who need street access for emergency-ambulances, fire services. PLEASE no more extensions to school. These cause distress and danger due to excess number of cars, including ? employees. Welcome school especially. Park and ride should be a condition of acceptance to schools"
- "It would be too expensive to be provided correctly and well enough"

- "Because in towns there seems to be many homeless"
- "It has taken a very long time-years for a vulnerable older couple to be moved into appropriate accommodation. Severely disabled older man needed ground floor bungalow years ago"
- "It takes too much time to get a response to help young families"
- "Again there does not seem to be sufficient suitable housing available either supervised or not"
- "There appears to be a drastic shortage of affordable properties for local young couples"
- "No supported housing anywhere but Stratford-young people do not want to move away from support networks. Shared housing in dispensed units may be a way forward"
- "Not enough built"

## **Appendix 7: Reasons why residents disagreed or strongly disagreed with the statement that it was easy to get good advice and help on housing issues: 54 comments**

- "difficult to discover most responsible official or councillor"
- "As we are getting older I find it difficult to find out about housing for older people"
- "Don't know where to look for advice"
- "Can't get any information on police or authority unmanned police stations dreaded crime numbers"
- "Feels like people aren't always straight"
- "I was on the council list for 4 long times but they weren't able to help me. Only to offer me a place outside Stratford. It worked out though I own my place"
- "People at Stratford DO NOT LISTEN!"
- "I found a lot of useful information on the website"
- "No point of contact, no-one knows who you need to speak to"
- "Sorry-I have not met anyone with special needs to answer correctly. The ones I know are all catered for already"
- "Only interested in pc rubbish and equal socialistic rubbish, the solution to an individual housing should not be get pregnant this only encourages social problems for years and years and years"
- "Such advice is available only to tightly defined groups e.g.: elderly, disabled, public employees etc. not at all for the general application"
- "The housing association through conversation with others appears selective as to who it sees"
- "I live in a private rented house, the rent is probably the lowest or near it in the village. My rent is not under housing allowance. I had to contact the rent service in Birmingham to get the information. SDC did not tell me and left me in ignorance to struggle financially at a time when my wife was undergoing surgery for cancer. I did not get good advice, the advice was non existent"
- "You can get advice easily but what you can't get unless you are a single mum is housing."
- "The new housing allocation system where people have to bid for properties is ridiculous, what happened to local houses for local people. It is just too hard to get a council house these days."
- "Because you can never get hold of anyone without being on hold on the phone for ages."
- "When we have made complaints we are advised to fill in diaries but nothing becomes of them. The attitude is to pass the buck, give them a form and they will soon get fed up of filling it in."
- "Telephone is always engaged and many times I just hang up. Messages are not returned quickly."
- "There are always excuses but never a helpful result. Personal needs are ignored. One cannot help feeling that help goes to persons much less deserving."
- "My son requires housing and no one seemed to be able to help. Either they could not or would not and he is still in need of housing."
- "Do you mean social housing? They are doing a good job with repairs and improvements and we have just had a new kitchen and bathroom fitted. Regular maintenance is essential to prevent major problems later."
- "Advice is poor and inadequate and non constructive & productive! Yet customers see nice council offices and facilities"
- "I live in a conservation area and have ongoing problems preservation orders on old trees the modern house I live in is not the required distance away from one of the largest trees"
- "The council in general appear to have a let anything go attitude. There are many examples across Stratford of where planning rules have been ignored. I also have personal experience of this. The council are woolly and laid back"
- "Yet again - local single working people, no one has any answers for them regarding affordable housing to buy or to rent."

- "I am a widow living in a sole ownership property and I know I get a reduction in my council tax but shortly I will be retiring and may want a bungalow, how do I go about it or am I out on a limb because I own my property?"
- "Get fobbed off with excuses."
- "The council agree to carry out improvements for disabled people and then say that money is a problem."
- "No one is in a position to give advice. Experts cannot value in this present economical time and that is why we are in such strange times."
- "For the elderly, frail and poorly educated altering information is always a problem. I used to manage a CAB and was always amazed how hard most of the clients found it to access services and benefits to which they were entitled, illiteracy etc."
- "Getting passed from one person to another or various offices and being kept waiting for ages on the phone without an explanation."
- "It is difficult to know where to go for advice"
- "Don't listen"
- "No help for my vulnerable mentally disabled son"
- "The advice is there but it is often difficult to get it followed up"
- "No action over broken garage roof after 6 phone calls including maintenance department"
- "Sought info as parish councillor on rented housing-very difficult to get any information on who is getting available housing and why"
- "The council does not appear to know what the local people need. It does not listen to the Parish Council of the area"
- "I made very brief initial enquiries on SDC and housing association websites to inform the time when my elderly parents might need help with housing. I didn't find anything that pointed me in the right direction for getting information"
- "Went to see council about the right to buy but something about area voting population was not enough due to voting ballot numbers, yet this had never been counted"
- "No experience at district level only parish level"
- "I do not feel the council have a suitable strategy around housing growth and supporting infrastructure in the Stratford district"
- "The council is not the best place for advice unless of course you are dependant or scroungers. The council have no time for those who are not ?"
- "You can get advice but unless you fall into a priority group you are left to fend for yourself"
- "Website is ill explained/accessible. Suitable property is unavailable"
- "I live with my mum. In Jan/Feb she was very ill and I was told I would have to leave if she passed away. However I visited the CAB to find out my rights and was told that if I'd lived there for 12 months I could stay. When I re-approached the council I was told that was correct, why did I have to go through added stress and worry which was unnecessary?"
- "I queried increasing use of pavements by shops, cafes etc. hearing insufficient space for pedestrians to walk, disabled/elderly being forced into road among vehicles in Meer Street and other roads. After a delay I received a letter from survey saying no planning regs have been broken which was not what I asked-still a danger on many streets"
- "My daughter is in a 1st floor flat with two young children. She needs a house with a garden but has been waiting six years. She is very overcrowded and the children have nowhere to play and grow"
- "I know several local people who have had to wait a long time for help. One family with 5 children waited 22 months for a house and it was in a dreadful state and they are still waiting for work to be done"
- "There does not appear to be advice which leads to a satisfactory outcome"
- "Advice is available but is not unless you are owed a homeless duty"
- "The SDC call centre does not return phone calls"
- "Had to go through a lot of people when I needed help 3 years ago passed from pillar to post"

**Appendix 8: Comments on residents' responses on how important it is to them that the condition of housing built more than 10 years ago in the Stratford District is improved: 222 comments**

- "presumably you refer to council houses"
- "Depending on how old the property is"
- "Important to upgrade the insulation etc to make them more energy efficient"
- "To keep on top of all household maintenance"
- "Most housing areas are in good condition"
- "10 years isn't very old. Maybe 50 years! Better ways to spend money than a look of a property"
- "People should be made more responsible for the general upkeep"
- "If they are council properties they should update them both in and outside"
- "To keep standards high"
- "Everyone has a right to live in habitable conditions"
- "Simply, people need clean, safe housing with attention to heating and masonry conditions as well as windows and electricals"
- "Most properties are not up to regulations worth insulation, needless to say this would save on running costs and heating bills"
- "Some housing associations flat in Napton House have poor stairways"
- "How much older than 10 years?? 11,12,20,40?"
- "Need to keep the quality of stock at the right level. Residents should pay for all damage caused by themselves. or pay via their own insurance for this purpose as a condition of tenancy"
- "People deserve decent homes as long as they abide by the rules"
- "Maintaining properties on a regular basis is much better than leaving them to deteriorate"
- "Sorry-not much involvement in social housing. I hope SD Maintain and provide excellent housing for those who need it"
- "Older houses yes 30+"
- "More help should be given for pensioners. Loft insulation. New central heating boiler. Double glazing. Cavity walls"
- "General maintenance of existing housing is important"
- "Improvement should be applied as required by each property. Generalisation programmes can be wasteful in expenditure"
- "If they had been built correctly they should need only little improvements. Plastic pipes etc. start to decompose after 10 years"
- "The council needs to protect it's investments and maintain it's properties"
- "People paying low rent cannot expect to live in the Savoy. Quality of housing/decoration/facilities etc. should reflect the rent paid. Everyone should have the chance of a roof over their heads but tax payers should not have to subsidise people living in better conditions than they are"
- "Share responsibility with tenants!"
- "The houses I have seen (including 1930's terraces that my daughter lives in) seem ok inside"
- "It is important to maintain properties so that we live in a well maintained environment if housing/properties deteriorate there is a risk that this will be seen as not caring and therefore people will lose respect."
- "But new housing more important"
- "Because if you don't recovery will be both difficult and expensive"
- "There does not appear to be some rather run down areas which would benefit from improvement"
- "As I live in a house built less than 10 years ago I know little about the problem"
- "Steps should be taken to ensure modern legislation safety requirements are being met especially in connection with gas and electricity and water services"
- "Housing stock needs to be improved to save energy etc. Also if one looks cared for it helps people to take pride and care about their community"
- "Because of the age of the house everything to do with it should be updated for residents peace of mind"

- "Older housing stock must be maintained well so it lasts longer and fewer new houses need to be built"
- "These houses should have been maintained by the occupiers as everyone else has to"
- "Stratford council should be adopting plans to enhance the local area with similar period looking housing not developing and planning new style houses that do not fit with the local area/landscape"
- "Some derelict houses in Stratford could be renovated and occupied. Improving appearance of town and providing housing"
- "Standards have to be kept up in Stratford as it is a global renowned town"
- "No housing should be sub-standard or lacking insulation and double glazing"
- "Depends on the age of the house. 11 years is not very old for a house but 50 years is old"
- "Regular maintenance costs less than repairs"
- "Simply false economy not to do so"
- "I believe housing much older than 10 years needs improving"
- "Not in a position to gather information"
- "Surely 10 years is not long enough for any serious deterioration to occur"
- "Ten years is too recent"
- "Conservation of attractive buildings to improve the local town. Mine is more than 10 years old!"
- "I live on 10 year housing estate -houses were thrown together-but gas, electric, cladding and insulation are being checked in next 2 months"
- "Care of housing stock makes economic sense"
- "Most of the houses are privately owned therefore the responsibility of the house owner"
- "Building regulations and requirements change quickly and although as an architect I find it annoying to keep up, it is always correct and beneficial that buildings are regularly upgraded and where possible, old age pensioners are supported financially in insulation etc."
- "Important because we need to prevent the inner city feel that can develop in some older areas of rural housing"
- "I believe Stratford District has a rolling programme to update properties but I do not know how often etc."
- "It is no good trying to encourage people to come to or even in the area if the condition of the housing is poor. Run down properties, encourage more run down properties because human nature means ?"
- "All property should be well maintained against weather and be efficient for heating and electrical usage"
- "Who pays?? The owners or occupiers of the property or the community charge payers?"
- "Sustainable and environmentally friendly housing may cost more initially, but it is important for the future"
- "If it's in good condition as the important factor-not the age of the house/flat"
- "Decaying property generally leads to increased crime levels. Property that is well maintained enhances peoples perceptions that the area is a nice place to live."
- "If buildings are left to deteriorate the cost in the future is much higher when they need to be improved."
- "I don't understand why the council spends money doing repairs on properties for certain tenants who then trash it, and the council does it all over again. Remove these awful tenants and save us all some money and put people into the houses who will look after them."
- "It is better to improve what we have than replace it with new."
- "unfortunately rehabs are enormously expensive and government funding is such that it can only scratch the surface."
- "I think all housing should be kept up to date."
- "I would have thought that housing only built ten years ago would not need much improvement"
- "Building maintenance helps quality of life."

- "Prevention of excess heat loss and other environmental beneficial upgrading to the housing stock is extremely important both to the environment and the occupier."
- "There is a desperate need for ground floor suitably equipped accommodation for elderly and disabled people of which there are many in this area, all wishing to remain independent but relying on suitable housing to do so."
- "If we are going to tackle climate change we need to improve everything."
- "I would expect a rolling programme of maintenance and improvement in social housing. I do not feel that 10 years is necessary as a bench mark for improvement if the building is sound and does not warrant it."
- "Low cost starter homes for those who can afford to buy."
- "Maintenance levels constantly being improved."
- "Is this not the householders responsibility?"
- "Need to ensure property is safe electronically and fuel efficient and well insulated"
- "Safe for living in"
- "Failing to deal with older housing will create a sort of housing time bomb which will explode in years to come in the form of a massive housing crisis"
- "Areas of housing should look tidy and people should take pride in their houses and where they live"
- "Depends on its?"
- "It is important to keep housing in a good condition to help people with their living conditions and health. Pride in the area. Insulation and modernisation help with fuel bills and environment"
- "It depends if there is a need surely?"
- "Need run down, outdated housing estates demolished re built in stages!"
- "To keep the district tidy and infuse some pride that we live in a beautiful area"
- "There is not enough housing"
- "Rented accommodation needs updating and maintained. All housing needs to have improved insulation. Water saving devices-publicity and special offers are important"
- "Condition of housing should be a matter for owner"
- "If you had said 90 years I would agree"
- "Upgrade thermal properties/boilers etc. to dwellings. Efficient energy homes"
- "Attached to housing association property that had re-pointing work done and was re-roofed unnecessarily. Our property was surveyed as not needing such work for a number of years yet saw identical property having a lot of money apparently wasted on work that was unnecessary"
- "The general housing stock is in my opinion in reasonable condition"
- "Just not an issue for me personally"
- "Nobody wants Stratford to look like a depressed housing area"
- "The real issue is recent housing, such as Birmingham Road and Trinity Mead Estates- appalling! Tasteless and poor quality"
- "Once again there appears to be a little information on this"
- "10 years is not a long time for housing built to national standards. I imagine most stock is in excess of this and should still be in comparative good condition."
- "We need to keep housing liveable and keep Stratford a decent town."
- "Because we cannot keep building as there is not enough land."
- "Long standing tenants should be given incentives towards maintaining the upkeep of their homes themselves."
- "The only comment I have is that houses built now should be bigger as they tend to be quite small."
- "Keeping older properties up to standard of new builds is important to people living in them, It is their home and living costs in older houses is much more as they can be cold and damp."
- "Maintenance is cheaper and less disruptive than building from scratch. Also makes better sense for the environment."
- "It is a terrible waste not to use older houses. New houses only tend to increase the population to the detriment of those already living in the area."
- "It should be the responsibility of the occupier to maintain and keep a good orderly state of repair. Improvements should be kept to basics and not luxury like conservatories."

- "I personally live in one of your houses that is over 50 years old. We have the original loo and bath with no heating in the loo. A window over the stairwell is impossible to clean. The amount of rent that has been paid on this house should more than cover the costs of improvements."
- "The properties in my village owned by the council are maintained very well and it would be nice if they offered a service at a reduced rate to sole owners as we pay council tax as well."
- "Basic repairs etc, bathrooms and kitchens every 20 -30 years or allow tenants to have it done ( cost to be met by themselves), Inspections by council or housing associations to maintain standards."
- "Clearly it is important to maintain the quality of the housing stock so that it can last for many years."
- "Should be left to the individual."
- "I am concerned that the largest housing development being built today will in 10 years look old and run down."
- "If these houses had been built to a higher standard in the first place they would not need improvement so learn from this and think long term that money spent up front will save money later."
- "I appreciate some people don't realise how lucky they are and abuse the properties which means more time and cost to local authorities that could be spent on new builds."
- "Houses built 10 years are better built than those built today."
- "Every home needs to be cost effective fuel wise and weatherproof using cost effective materials."
- "For environmental and financial efficiency"
- "Occupants should be responsible for some of the upkeep and improvements and maintenance."
- "Lots of developments around here Faux Cotswold styles but care must be taken to ensure designs complement alongside the beautiful period properties."
- "I have found that the houses that were built over 10 years ago have been built to a higher spec. These days they seem to be thrown up in any and every spot possible as quick as possible."
- "To maintain clean and modern and updated housing where people can take pride in living."
- "But surely the people in these properties should help to pay towards their upkeep."
- "I assume you mean council houses, but I do think that grants to private houses should be made available particularly where the improvements will lead to more efficient use of energy"
- "Everyone has the right to decent standards of living"
- "Apart from the health aspect, a badly kept property is an eyesore and a lowering of the district standards"
- "Brand new homes in S.Warwickshire are not always attractive in certain areas of the Southern community. Heritage is important! p.s who built that monstrosity on the traffic island as you enter S/Avon from Banbury???"
- "Property should be maintained and kept up to modern standards"
- "All housing should be kept in good condition. These houses are an investment in the future"
- "Houses of more than 10 years old-how old do they have to be to be improved anyway? should be ok anyway"
- "Upkeep of existing housing needs to be addressed so houses don't fall into disrepair. Tenants should be obliged to keep up a certain standard and homes should be inspected to make sure tenants are looking after them"
- "Is this a task for the D.C?"
- "It must have been poorly built in the first instance to require updating after only 10 years"
- "This would depend on the information available relating to the condition of housing built more than 10 years ago"
- "Should be of a reasonable standard. I imagine some needs improving and some doesn't"

- "Though I have marked very important I feel that whatever the age of the property-council or private owned-it should need little improvement"
- "Needs to be kept in good condition and looking tidy. Clients should be forced to ensure their gardens are kept tidy"
- "Ongoing maintenance is important to prevent deterioration"
- "This very much depends on the condition of the housing. It is important that all housing is well maintained and easy to maintain"
- "Continuous improvement of things such as housing is fundamental to the well being of people and ultimately the district as a whole"
- "Are we talking about council owned property if it is quite important"
- "It is crucial for the district to maintain a high standard of existing housing in order to reduce the need for new housing and to demonstrate that the council is investing in it's area"
- "Find it difficult to believe 10 years is regarded as a trigger date-surely housing should not become a problem under 30 years plus?"
- "Lack of maintenance"
- "I feel it is more important to address the problem of empty houses/properties. The number of empty houses in this village has increased and a couple have been empty for a few years"
- "Anyone should maintain the property that they live in"
- "Why only 10 years ago? Such a relatively modern house should not require attention unless it was poorly built. More than 40 years would be ok"
- "The quality of the housing stock is important, but it should not be at the expense of increasing the number of houses available"
- "Constant maintenance is necessary on all housing stock"
- "The housing stock should reflect a range of styles in vernacular architecture"
- "It's important for the council to maintain it's existing housing stock, particularly as it is in short supply"
- "To maintain effective cost of fuel usage and structure condition"
- "Everyone likes to move with the times but all improvements should be kept at a reasonable level of expense"
- "Energy saving should be a priority"
- "Properties need improving from time to time and hopefully this encourages families to look after the property which in turn is good for the council"
- "More improvements to raise energy efficiency"
- "Look after the buildings properly and they last longer. Maintaining the same or higher level of social housing"
- "I think that Stratford town has been overbuilt in the last 10 years with no apparent consideration for the requirements of the needy people"
- "Presumably it is more cost effective to maintain older housing than let it fall into disrepair?"
- "Assisted schemes needed for maintenance and improvements for the elderly"
- "Do houses fall down after 10 years?? Mines is 20 years old! I think the age of the property is irrelevant. Surely the important thing is to maintain council run properties to a specific standard"
- "We need cheaper electric, and not to have night storage heaters put in the house. I should know my electric bill for this winter cost us an arm and a leg"
- "Not sure what you mean? Improved by whom? who decided improved?"
- "Improving the property in terms of insulation and heating systems can reduce maintenance costs in the long term and running costs for the residents immediately"
- "Housing stock appears to be well maintained in relation to many areas"
- "Tenants should be responsible for looking after the interior"
- "Can't afford to move!"
- "It depends what you mean by condition. Housing needs to be kept in good condition but I don't see the point of unnecessary changes to a property for example there is no point in updating the upstairs bathroom in the house of an elderly person and removing downstairs toilet with the result that the person has to climb the stair all through the day to visit the toilet"
- "If affordable housing is provided it needs to be maintained to a reasonable standard"

- "What about houses built 11-80-400 years ago?"
- "I live in a house that is approx 15 years old and it is fine. How much older than 10 years?"
- "But the fact that this question is asked is disgraceful as it suggests investment in poor quality solutions in the past. 10 years is disgracefully short time frame in this area. Why would it need to be considered if the job was done properly 10 years ago?"
- "For our heritage and tourism we need to keep up the condition of the houses"
- "All housing needs to be kept or they will lose value"
- "Quality should not be compromised, no one should live in sub standard housing"
- "This suggests that everybody knows enough to comment sensibly which I think is doubtful"
- "If people look after their houses I believe they don't need upgrading for 20 years"
- "Some of the approach roads to the town are very shabby because of the state of the housing. Need to ensure all are properly insulated"
- "If they fall into disrepair the area starts to go downhill"
- "Energy efficient and insulation? Water meters?"
- "Do not really understand question"
- "It makes sense to maintain housing, as long as money is not wasted"
- "It will of course be a question of degree but I see no need for all houses to be constantly updated, However if improvements can be made which improve the efficiency of the homes then that should take precedence over aesthetic improvements. i.e. double glazing, loft insulation etc."
- "This should generally be a matter for the property owner, not Big Brother. Notable exception-some control over landlords to maintain rented property in acceptable condition"
- "Maintaining or improving overall look of the town"
- "The building of houses in Stratford has spoilt the area"
- "Probably more important to concentrate on jobs that need doing than a general upgrading of older houses"
- "I feel that there are too many cooks in the kitchen! Too much discussion not enough action. This paper is a case in point!"
- "10 years doesn't seem very long for housing to become in poor condition"
- "Keep the housing stock in good repair"
- "Every house should be kept in good condition. I think every house either belongs to a council or housing association should be inspected internally and externally at least twice a year"
- "Depends on whether housing is worthwhile to improve-if the state is too poor-options needs to be reviewed. Just because a property is old doesn't mean it is good"
- "To maintain an area which attracts tourists and visitors"
- "Houses must be kept up to a certain standard and maintained so that they are in a reasonable order"
- "Poor housing and unattractive areas depress the whole of an area/the residents and further worsens the attitude of those who live in such accommodation. Tenants should be encouraged to have pride in their surroundings or be penalised for non maintenance"
- "Houses need to be carbon neutral. Insulation, solar water, heating etc"
- "It is important that buildings should be kept up to date with features such as insulation electrics etc."
- "The better the standard the more likely it is that property will be looked after"
- "For energy-carbon reduction insulation etc is important"
- "How old a property is has nothing to do with ""should it be improved"". Housing stock should be maintained and as long as it's safe, dry, insulated, that should be acceptable. We are talking subsidised housing £250 per month versus £800 per month in the private sector. You don't expect a £800k house if you're only prepared to pay £150k and when you say a 10 year house, 10 years is a modern house what need to be improved in such a short space of time? Even a kitchen doesn't warrant changing unless you wish to keep in line with fashions. I don't expect this council to keep improving just to keep up with fashion trends."
- "Housing should be adequate for at least 30 years our own house has to be"

- "Good quality housing encourages people to look after what they have"
- "Always important to keep up buildings"
- "To make them efficient and eco friendly"
- "Depends on condition of property. For houses that are in disrepair or faulty very important. Obviously accommodation in good repair not important"
- "No in depth knowledge of kind of housing being discussed are we talking really old terraced or houses only built in the 90's-too great an age range to comment!"
- "If we are to believe and to actively endorse all that we are brain washed with regards eco-living and global warning, then possibly the older properties do not meet the recommended criteria"
- "All properties should be maintained"
- "The longer it is left the more the maintenance will cost!"
- "Encourage private owners to maintain property in good repair. Consider council tax reduction for those that do"
- "Keeps the image of the town high. Keeps housing up to date with HSE"
- "In the more extreme cases"
- "Houses need constant care and updating. There should be a rolling programme on council/association stock and programme for owner owned houses to be kept up particularly listed sites or in conservation areas where owners have obligations"
- "If property is wisely repaired and looked after as needed it is going to be available for much longer time and satisfactory for occupancy"
- "Buildings of all kinds need ongoing improvements"
- "Do not know why housing fault more than 10 years ago necessarily needs improving. My house is over 50 years old"
- "Important from ecological point of view that homes are as fuel efficient as possible. Older houses tend to waste substantially more heat, so important to improve insulation etc."
- "Housing should not fall into disrepair"
- "It seems sensible to maintain and improve existing housing rather than allow it to deteriorate and eventually lose that housing and to rebuild. It's more effective to sustain what you've got"
- "Any housing improvements has to be beneficial to all"
- "I believe that people in general should provide for themselves. But non use of government help in this issue should reflect in the council tax. Instead if you help yourself you are charged heavily for it"
- "This is unclear as to the question is about social housing which has to meet decent home standard by 2010 or private sector which is not regulated."
- "Stock of housing should be maintained by both householder and owner"
- "Ten years is not a very long time"
- "To keep up with the area and improve ? and keep properties in a good condition"

## **Appendix 9: Comments on what should be done to improve the situation by residents who stated that it was fairly or very difficult for young people to find suitable accommodation in Stratford District: 194 comments**

- "More low cost standard homes, part rent/part buy"
- "Lack of housing and too much in the way of drug use in and around the town"
- "Cost of getting on the property ladder. More affordable/starter homes"
- "Look after the local people who have lived here for years"
- "Due to price. The council should buy a certain number of properties and subsidise the rent or part ownership to younger people"
- "Expensive"
- "Very easy, get rid of all the hanger ons-illegal immigrants"
- "Put local people in the houses who are born in Alcester not ones from outside"
- "In answering this problem lets consider the enormous number of empty properties, something approaching 2000 houses which could if the will was there be used to home desperate needs"
- "More rentable small units"
- "Expensive. Need transport. Poor transport network"
- "Increase the multiple use of housing association proportion"
- "At the village level"
- "Wages are not high for those in work, rental prices are high"
- "Council take control of any housing stock which has been not occupied for say 2 years"
- "Younger people who have very basic jobs will struggle to pay rent. But possibly if parents do still live in area think about advantages/benefits of staying at home for additional year or two"
- "More houses should be built with a shared buy and rent situation with the council or building companies, to give people the option to part buy the property which will provide additional security for those who want to stay in a property long term but can't afford to buy or don't qualify for council housing"
- "As stated before, you can't expect the future generation to live how they are not brought up to. More smart 1-2 bed terraced houses of brick and block Not multi flats"
- "To expensive"
- "Provided more economical housing"
- "Put people from their villages into their village homes!"
- "Build more affordable housing"
- "??"
- "Again affordable housing/apartments to rent or share equity"
- "More affordable housing"
- "More affordable housing or help for those young people who are in permanent employment who desperately want to stay in the area"
- "Obviously more affordable houses or apartments would help"
- "Less private renting"
- "Cheaper houses built first time buyers-not the very expensive end of the market"
- "Cost rather than availability appears to be the problem. More shared schemes could help"
- "Prices seem high"
- "More houses to rent"
- "I am told that it is difficult"
- "Totally impossible unless your pregnant or a minority into the area, all these social decent contributors to our society that have done right are ? ignored-just get pregnant and do nothing for the rest of your life"
- "Suggestion would be to offer council shared properties like the schemes that are offered in major cities such as London/Birmingham unless this is already an option!"
- "The council needs to build more housing association properties in the area"
- "Again lack of suitable accommodation"
- "Ideally return of council housing-but that's not going to happen in this local authority. Give a greater weighting to young families trying to find ways of driving down rents more shared ownership"

- "Empty properties should be brought for rent and not left to deteriorate e.g.: Birmingham Road This row of houses are a disgrace. The cafe was taken over why not the houses and chip shop?"
- "The council should make developers provide more affordable housing. In villages this should be made available to locals first. Houses that have stood empty for over a year should be taken over by the council unless there is a good reason not to or a good explanation by the owner why it is empty. Once the council have taken a property and done it up, tough luck on the owner"
- "More affordable housing"
- "Nothing can be done unless concessions are made for those born locally. Both of my sons have already or are seriously planning to emigrate, like most of their intelligent cohort, New Zealand/Denmark"
- "Make accommodation more affordable"
- "Depends whether young people are happy to remain in the family home to reduce cost of their living!"
- "There has been a shortage of affordable housing since I moved to the area in 2000. Affordable housing should be 80% of all new build housing planned. If you think of the ratio of workers to managers-a pyramid shape, then affordable housing should be in the same proportion. Current policy-40% affordable makes the problem worse over time. How many youngsters could afford £700+ a month in rent?"
- "Provide cheaper accommodation. The mistake was selling off council houses instead of making them available for a set period so residents had time to save money towards buying a house"
- "There is not enough suitable accommodation at a reasonable price in the public or private sector"
- "I am sorry but I cannot give an answer sorry I am a bit of a dumb bell"
- "More consideration given to young people, affordable homes, born and bred in the area etc."
- "Costs in this area are huge for young people cannot meet them"
- "More affordable housing made available"
- "More starter homes. More housing association flats/houses, particularly in villages"
- "Again it comes down to cost as the majority of employment for young people in Stratford is to do with catering or retail, the lowest wages possible. It is simply impossible for them to gain a foot hold, either rented or brought"
- "A commercial and government plan for a small building plan producing new housing on an annual basis. Quality"
- "Cheaper authority controlled housing or housing association housing to buy and fill empty properties if there are any. Private rentals are too expensive for young people."
- "Don't know"
- "If buildings are left to deteriorate then the cost in the future is much higher when they need to be improved."
- "Almost impossible for young people and I mean under 30's to find suitable accommodation in the Stratford area."
- "The council should be more discerning about their tenants and priority should be given to decent people, proper families ( married) and people who are willing to look after the properties. I was brought up in a council house and my parents looked after it as it was our home!"
- "More affordable housing not only in the towns but in the villages too. There are many young people who grow up in villages that do not want to live in a town. House prices are still very high and prohibitive to many."
- "Because there is not enough housing."
- "Provide more affordable housing schemes with preference to young people."
- "Prices can be quite high."
- "Too expensive. A young couple with no children do not get a look in even if they are both working."
- "My son ended up in private accommodation."
- "More affordable house and shared ownership etc."

- "Force more builders to build homes they can afford. More 1 bed flats or houses instead of 4,5,6 bedroom houses just because the higher bedroom ones bring in more money for the builders."
- "My son requires housing and no one seemed to be able to help. Either they could not or would not and he is still in need of housing."
- "Lo cost starter homes for those who can afford to buy"
- "My son had to move to Yorkshire when he got married in order to obtain housing."
- "Need more accommodation for young people"
- "A whole generation is very excluded from this district because of the cost of housing. Either more affordable housing has to be provided or there needs to be a change of culture with more effort by government to control the housing market to prevent communities like South Warwickshire from becoming unbalanced. A serious political situation was developing as a result of certain types of people being excluded as does happen in some parts of the world, interfering with the housing market with more incentives or the imposition of restrictions would become essential"
- "I have heard from several sources if young people not being able to afford accommodation in Stratford and having to move out of the area or accept they will have to live in a rental room with others in a shared house"
- "I think young people that have lived in Stratford all their lives should be given first priority on shared ownership and rented housing"
- "Difficult to buy, easier to rent"
- "Build more affordable housing and rentable property"
- "Due to the housing market and ? inflated market. I cannot understand how anyone can buy a property. Thus the need for council housing grows in both the rental and purchase of"
- "Almost non-existent"
- "Affordability-locations"
- "You should know!"
- "More looking to rent so that young people can live in their home villages, where commuters and second home owners push the price of property up. This is a problem of living in a affluent and popular rural area!"
- "More affordable housing-plus more social housing for low paid workers. Higher taxes for second homes"
- "encourage people to let rooms"
- "Reduce incomer allocation of local properties and control private landlord rental charges"
- "Cost"
- "I understand costs are still an issue build more flats"
- "Overpriced."
- "Part rent and part buy homes. Thousands for our younger families are needed."
- "Cheaper housing and much more advice."
- "Use profits from tourism, festivals etc to pay for the building of flats and bedsits on sites that are being used to build yet more hotels. Concentrate on the needs of local youngsters for a change."
- "For young people starting off on their own."
- "Build or renovate properties to be used specially for younger people. Seems the retirement brigade comes first, things have to be equal which does not seem the case right now. Affordability is also important."
- "This mainly is a financial problem especially for first time buyers."
- "Bring back the council house."
- "Highly skilled and well paid work that enables locals to stay local. Council to encourage the right type of industries as tourism for many is low paid work."
- "More flats and maisonettes are needed. What about the plot next to Pioneer in Studley. Another CCTV could be installed and these young people who may be unruly could be monitored. CCTV would be good at old peoples homes too."
- "More affordable building or part buy/part rent."
- "More affordable housing."
- "Need easier way to get young people accommodation where they live."

- "Now we are in Orbit housing area people are being located from outside the SOA catchment. This is wrong."
- "Provide 1-2 bedroom council flats for short term rental."
- "Build more houses."
- "The price of housing is high and some first time buyers cannot get on the property ladder without parents who can offer financial aid that is not sourced from banks."
- "Some people know how to play the system but I think generally it is a lot more difficult. When you are single and not able to even plan for shared ownership etc I feel it is biased in some ways."
- "Utilise flats above shops in the town which would have a knock on effect of reducing crime."
- "Renting is only option as ownership is out."
- "Encourage them to save more from an early age."
- "More council properties to be built and let out at prices that people can afford."
- "More encouragement to owners of ???? houses to let you ???.. More modern hostel type accommodation like University halls if ????????"
- "From experience young couples find it hard to get accommodation in Stratford area because a lot of the properties have been set aside for people born outside the UK and the locals are forgotten or put at the back of the queue."
- "More affordable housing in respectable areas. Have needs assessed separately from families."
- "Rental properties are expensive and many jobs for the young are poorly paid so it is hard for them as so many council properties go to people new to the area and not for our children."
- "Unless the houses are built under council schemes the young cannot afford to buy from developers due to land prices."
- "Villages houses in the main are too expensive for newly married couples. We should allow more building of flats in villages, often near to friends and family"
- "Landlords won't take ? 18 year olds and Stratford has very little provision"
- "Often more realistic prices/rents to single people i.e. not all applicants will have x2 incomes"
- "Build more affordable housing"
- "More consultation with providers and young people"
- "More affordable housing and better route of access to it"
- "Almost impossible. Our sons lives at home and is 33! Cannot afford to buy so the outlook is very bleak. Needs to be a single mother to have any chance at all!"
- "Provide more suitable and affordable accommodation"
- "The cost of renting in this area is quite high and most need a substantiated deposit which young people do not have, studio apartments could be a solution to this is they were council owned"
- "Too many people given housing that have moved to area, not locals. Need more single accommodation for men"
- "Housing is still too expensive and young people and first time buyers struggle to buy a house"
- "Because of prices and availability"
- "No easy solution! Obviously it's particularly difficult in a recession"
- "Build more houses and do not allow property to stand empty"
- "Fairly easy-totally dependant on income fairly or very difficult very little suitable if on benefits, low wages"
- "Affordable rents, shared equity for first time buyers"
- "I can only quote ? evidence from local conversations. The main reason appears to be affordability. Followed closely by the availability of ? type of accommodation single person dwellings"
- "Proceed quietly with the affordable housing in villages"
- "Increase in range of affordable housing. More flexible assistance with subsidies, especially for all those aged 20-28"
- "More council flats or housing association accommodation-affordable please!"

- "Housing in this area is more expensive than in other parts of the country, it will always be difficult for anyone to find affordable housing here. More shared ownership accommodation and more smaller houses/flats would help"
- "It's not the council's problem if people are buying-they must accept that they need to save to accumulate a large deposit. Too many irresponsible single parents expect to be homed by the council, which results in low paid hard working young couples struggling to be accommodated"
- "To actively have affordable housing for the people of Stratford"
- "I expect it is difficult-private renting is very expensive and social housing is very scarce. I find the phrase social housing offensive. I know people who think tenants of SH are the lowest of the low. I chose not to buy a house and consider myself as good as the next person"
- "Shipston area build more single/shared apartments on existing building sites/old housing revamp etc!"
- "Well built starter homes and smaller accommodation for single people therefore it might be more affordable"
- "Have more available-urgently. Help needed to be able to afford private rented housing"
- "Provide more affordable housing for young people they are the future of our district"
- "I'm not sure that any comment that I make will be considered by the council. I am a retired person so am not qualified to really know the requirements of young people in the area, why don't you ask them"
- "Build more affordable housing and create appropriate schemes"
- "Both of my sons are country born and bred and would love to live in the country and not in the towns, they both work in the country but where are the nice country houses?"
- "Build more social housing"
- "Local housing should be made a priority for local people and not people who move here from another area"
- "Tried to buy my first house at 27 Starbold Road, Bishops Itchington with no joy. Had lived there all my life and was our only chance of staying in Bishops Itchington."
- "More affordable housing"
- "Build more housing that young people can afford"
- "Create more affordable housing"
- "Know of at least one couple who have had to move away from the village because they can not afford to live here"
- "Organise to get the enablers and those with the power to do something all in the same room at the same time"
- "Build more. A lot of young people don't earn big wages so need to be able to rent at a reasonable cost"
- "As far as I can tell from experience of my son still living at home it is impossible. Build more-rent-shared ownership-sales. Invest more in this type of approach. Also build more transition properties-rent-move on"
- "Again low wage or no jobs stops the young"
- "The private sector seems to be over priced. I have had to give my daughter a deposit for a house and stand as a guarantor just so she could get on the property ladder"
- "Council/owner have a 40/60 split to allow people to buy their own house and get on the property ladder-not just flats!"
- "Reserve houses for young people in the area where they are ?"
- "More council housing or properties on 50/50 buy/rent basis. Empty properties should be somehow taken over by councils and used to house local people"
- "I feel that there are too many cooks in the kitchen! Too much discussion not enough action. This paper is a case in point!"
- "More housing association housing with publicity advising young people to actually put their names down before it is built and not after, then been bitter when they don't get one. 1/2 buy 1/2 rent schemes"
- "Should go more on the needs of person then on points system"
- "More flats or 1/2 bedroom homes should be built or bought to meet the demand-current option is to rent from a private landlord-too expensive"

- "Build more rented properties what people can afford"
- "Lack of suitable housing"
- "Provide more affordable housing by shared ownership, reasonable rents"
- "Quality affordable housing. Severely limit profits of estate agents and solicitors"
- "Small affordable homes needed"
- "More housing or financial support"
- "I would say that this is hard due to the associated costs. It's very difficult when you've lived in the area all your lives and you are competing with people moving into the area"
- "Build more social housing"
- "More houses for local people"
- "Affordability!"
- "Unfortunately due to this government policy and other of uncontrolled immigration there is a need for housing. The council needs to be innovative and be radical in it's thinking. Money cannot be found overnight and we cannot keep building on green belt loosing our scarce countryside. Policies need to be re thought and the public need to be re-educated that they cannot be found this or given that! My son bought a house in Leamington without any assistance from the family. He's dyslexic and thus ha"
- "Lack of available properties"
- "Stratford too congested, new housing should be ? to villages around thereby saving rival po's shops etc. from closing Support outlaying services, churches school etc. Bring younger age groups to villages"
- "Cheaper rents/house prices"
- "We should look after our own born and bred children before housing ? and drug addicts or other foreign immigrants!"
- "Economic recovery ? to improved incomes plus some restriction on inflation and rents for those prices"
- "Reduce the pressure on housing demand by controlling immigration! Increasing population will mean the situation is impossible to solve unless the plan is to build over the local green belt"
- "Financial assistance"
- "Too many young people have to move away due to the lack of affordable houses in villages. They rent unsuitable property in local towns"
- "More suitable accommodation available throughout the district"
- "Provide more affordable housing within the village, rather than allowing huge private houses behind security gates"
- "There are not enough starter homes for families"
- "More starter low cost accommodation"
- "Small, affordable, well designed houses should be sited in each village housing 1-2 young families. These should be put on sites in village boundaries and should be concentrated for use for under 40's"
- "From all evidence known it would appear that there is little affordable accommodation in this area"
- "Not enough available and often too expensive for young people"
- "Frankly I don't know but it is very difficult today for young people to get on the property ladder"
- "The houses are too expensive although I don't feel that there is a shortage, it's just the cost of desirable accommodation"
- "Only option is expensive sector-no help available to young working people. Not even the councils own scheme to access private sector. You have to be on benefits. Minimum wage does not allow access to private sector. It's limitation for under 21's are a massive hindrance and should be brought in line with social housing"
- "Almost impossible now"
- "Try and provide more accessible housing and temp shelter"