



CITIZENS' PANEL RESULTS

SUMMER 2008

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Stratford-on-Avon District Council Citizens' Panel: Summer 2008 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 2008 Panel survey.

2. Methodology

1,297 people belonging to the Stratford DC Citizens' Panel in June and July 2008 were mailed a questionnaire, with 739 returned in the timeframe allowed. 37 questionnaires were returned not completed for various reasons (not known at this address, no longer interested, etc). This represents a response rate of 58.7%.

By area, the breakdown was: -

	NOS
West	236
South	310
East	190
Not Known	3
TOTAL:	(739)

West area is around Alcester, Bidford, Henley-in-Arden, and Studley.

South area is around Stratford and Shipston.

East area is around Southam, Wellesbourne, and Kineton.

By locality, the breakdown of responses was: -

	NOS
Alcester/Bidford	131
Henley/Studley	105
Shipston	111
Southam	101
Stratford	199
Wellesbourne/Kineton	89
Not Known	3
TOTAL:	(739)

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

3. Summary of Results

District Council Elections

- Of those surveyed, six out of ten confirmed they had voted in the elections on 1st May 2008, compared with just over a quarter (27%) who said they had not.
- Almost one fifth of voters, voted by post.
- Nine out of ten voters were either very or fairly satisfied in which they were treated by polling station staff. Seven out of ten people stated they voted because they thought it was their duty to vote.
- In exploring different ways of increasing voter turnout, SDC asked residents which, from a range of changes, would make it more likely that they would vote in future elections. Over half said that being able to vote using the traditional paper and pencil method would make it more likely that they would vote in future elections and 45% stated being able to vote via the internet.

July 2007 Floods

- Six out of ten residents felt that the public services worked either quite well or very well together at the time of the floods.
- Residents were questioned as to the extent they were worried about their property being flooded in the future: eight out of ten were not worried at all, 18% were fairly worried and 4% stated that they were very worried.
- Respondents were asked to indicate which communication mechanisms they felt were the best ones to use in the event of the flooding, both at the time of the flood and in preparation for possible future flooding: television and radio proved the most popular in both cases, yet whereas only 15% of those surveyed believed a leaflet from Stratford-on-Avon District Council would be one of the best communication methods to use at the time of the flood, six out of ten people felt that such a leaflet would be appropriate in preparation for future flooding.
- Since the flooding, 16% of those surveyed stated that there has been a problem at their property with essential services, such as water, drains, electricity, gas, telephone, and internet.
- Residents were asked to indicate the services which had been disrupted in their local area since the floods: six out of ten quoted drains; three in ten said electricity; and one in ten mentioned Stratford-on-Avon District Council services.
- Residents were questioned as to whether they felt that what happened with the July 2007 floods had brought people together in their neighbourhood: a fifth said yes, compared with over a third (36%) who responded no.
- Residents were asked whether there had been a subsequent impact in the local environment in their area as a result to the floods and the work carried out since: over half said no; a third did not know; and one in ten said yes, slightly better.

Stratford District Council Website

- Residents were questioned as to whether or not they had access to the internet at home or at work: 78% confirmed they did, compared with a fifth of respondents who had not. 42% confirmed they had accessed the Stratford District Council website in the past 12 months.

- Those who had not accessed the Stratford-on-Avon District Council website were asked why they had not done so: over half (51%) said they had no need or inclination; a third had no computer or internet; and a third preferred talking or using the telephone.
- Of the four in ten surveyed who said they did access the Stratford-on-Avon District Council website, over three-quarters (77%) stated that it was less than once a month. Two out of ten claimed to access the site once a month on average; 5% once a week; and only 1% cited more than once a week.
- The reasons as to why they had accessed the Stratford-on-Avon District website: over half stated to gain information on refuse collection and recycling; just under half (49%) were checking planning application details; and four in ten went on to the website for tourism, visitor and leisure information.
- It was questioned whether or not those surveyed found the website to be a good source of information about the Council: three-quarters confirmed that it was as opposed to a quarter who felt that it was not.

Access to Services

- In the last twelve months: over half (58%) of those surveyed confirmed they had contacted SDC, in contrast to the remaining 42% who claimed they had not.
- Residents who had contacted the Council in the last twelve months were asked to comment on how easy or difficult they found it overall to access its services: three-quarters claimed it to be fairly or very easy, as opposed to one in ten who felt that it was fairly or very difficult; and one in ten who found it neither easy nor difficult.
- All residents were asked to name their preferred means of contact with Stratford District Council: eight in ten residents quoted by telephone; almost a half (45%) said in person; over a quarter (27%) said by email; and a quarter said by letter. A fifth cited via the SDC website/ internet and 2% gave other reasons.
- In addition to the normal office opening hours, residents were asked when they wanted to have access to Council services: six in ten felt that current opening times were sufficient; a third would like to have a Saturday morning opening; and one in ten expressed an interest in extended opening on both a Tuesday and a Thursday.
- The survey asked residents if they had heard of the Warwickshire Direct Partnership, 15% said yes and 85% stating no.
- With reference to the services provided by Stratford-on-Avon District Council with Warwickshire Direct, respondents were asked to indicate which they were aware of and which they had used in the last 12 months: an eighth of them were aware of surgery visits at a One Stop Shop or Council Area Office; 9% were aware of Community One Stop Shops; 8% were aware of Home Visits; and 6% were aware of the Mobile One Stop Shop. Regarding usage: 3% had visited a surgery at a One Stop Shop or Council Area Office; 1% had used Community One Stop Shops; 1% had used Home Visits; and 1% had used the Mobile One Stop Shop.
- Residents were requested to indicate which of the services available in One Stop Shops; they were most likely to use: over half of residents stated they were most likely to use environmental services; four in ten said Council tax; almost a third named trading standards; and over a fifth quoted tourist information.

- Residents were given a list of different services provided by local authorities and were asked to indicate which services they thought were provided by SDC, including those that they felt were joint District and County Council functions. 93% believed the household waste collection service was provided by SDC. Similarly, nine in ten respondents felt that car parking services were provided by their local Council and the around the same number felt the same way about planning services, as well as bus passes / bus tokens. 84% of those surveyed thought that recycling facilities were provided by SDC. 83% indicated that housing and council tax benefit were services supplied by SDC and that same percentage thought public toilets were dealt with by the local Council. Seven in ten people questioned thought that Stratford-on-Avon District Council provided library services. Just over half (54%) believed roads maintenance to be dealt with by SDC and 51% thought that schools were provided by their local Council.

4. Results in Detail

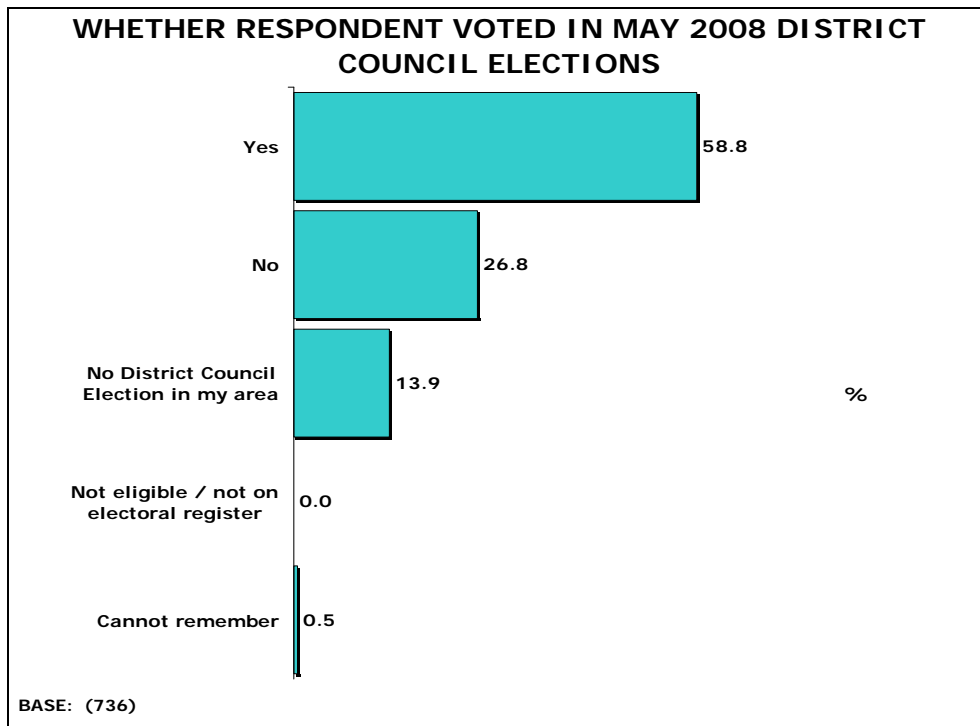
4.1 District Council Elections

Voters

The Stratford District Council Elections were held on 1st May 2008 in certain parts of the District. Stratford-on-Avon District Council asked residents for their views on their voting experience, and how they could improve things in future years.

Of those surveyed, six out of ten confirmed they had voted in the recent elections, compared with just over a quarter (27%) who said they had not. 14% of respondents cited there was no District Council election in their area.

Chart 1:



Of those residents who confirmed they had voted in the recent elections (428 in total), almost one fifth (17%) stated it was a postal vote. The remainder voted at a wide variety of polling stations across the District: the most popular being Wellesbourne. The table below illustrates the ten most frequented polling stations, alongside those who voted by proxy and through postal votes. Other stations included: Wilmcote; Gaydon; Henley; Wootton Wawen; Binton; Studley; Bearley; Langley; Loxley; Earlswood; Bishopton; Bidford; Moreton Morrel; Southam; Temple Grafton; Kineton; Ettington; Tanworth; Ullenhall; Halford; Lighthorne; Salford Priors; Bishops Itchington; Alderminster; Tiddington; Ashorne; Combrook; Luddington; Broom; Welford; etc.

Table 1: At which polling station did you vote?

	%
Postal vote	17.3
Wellesbourne	5.4
Thomas Jolyffe School	4.2
Manor Road	4.2
Shipston Primary School	3.7
Harbury	3.7
Globe House	3.5
Shottery Village Hall	3.5
Ken Kennett Centre	3.5
Elizabeth House	2.8
Other	48.0
Voted by proxy	0.2
BASE:	(428)

Residents who had voted at a polling station were then asked to state how clear and concise the signage to the polling station was, and likewise that of the instructions / signage as to where they had to vote. Of the 360 respondents to the clarity of signage question, over half (57%) felt it was very clear; over a third (34%) stated it was clear; 7% claimed it was not very clear; and 2% could not remember. Regarding the instructions / signage as to where they had to vote, 345 people replied. Again, over half (56%) felt it was very clear; four in ten stated clear; 6% quoted not very clear; and 1% could not remember.

When analysing results by area, 65% of voters in the West of the District, compared with 47% of those in the South area, felt that the instructions / signage as to where they had to vote was very clear. However, 43% of voters in the South area did state that it was clear in comparison with 30% of voters in the West.

Those who had voted at a polling station were then questioned regarding overall satisfaction with the way in which they were treated by the polling station staff. 356 residents responded to this question. Nine out of ten of them were either very or fairly satisfied, 5% claimed to be neither satisfied nor dissatisfied and 1% stated that they were fairly or very dissatisfied. Only four respondents gave reasons for dissatisfaction with the treatment by polling station staff.

Residents who had voted at the last District Council elections, were asked to indicate all the reasons which applied, which best described why they had done so. Half of the 430 respondents stated that it was because they were interested in local politics; and almost half (48%) said it was because they wanted the party they supported to win. An overwhelming seven out of ten people (71%) stated that it was because they thought it was their duty to vote. Nobody commented that it was because they happened to be passing the polling station. 6% claimed to vote because the polling station was near to where they worked or lived and 2% stated that it was because they happened to hear that the election was taking place.

Table 2: Reasons respondents voted at the last District Council elections.

	%
Because I think it is my duty to vote	71.2
Because I am interested in local politics	49.8
Because I wanted the party I support to win	47.9
Because the Polling Station is near where I work or live	5.6
Because I happened to hear that the election was taking place	2.3
Because I happened to be passing	0.0
None of these	1.2
BASE:	(428)

All recipients of the questionnaire were asked how far they agreed or disagreed with a range of statements about voting: results can be seen in the table below. Just under six out of ten people (56%) felt that the way people vote in District Council elections is the main thing that decides how things are run in the District.

Furthermore, when comparing results by area, 64% of those in the West as opposed to 50% in the South area, agreed or strongly agreed that the way people voted in the District Council elections was the main thing that decides how things are in the District.

Table 3: Area results: How far residents, by area, agree or disagree with the statement: "the way people vote in District Council elections is the main thing that decides how things are run in the District".

	West	South	East
	%	%	%
Strongly agree	11	10	12
Agree	53	40	45
Neither agree nor disagree	17	19	23
Disagree	13	22	16
Strongly disagree	5	8	4
No view	1	1	1
Base:	(219)	(286)	(179)

When analysing feedback according to the locality in which the respondent lives, it can be seen that six out of ten of those living in the Henley and Studley locality, as opposed to only four out of ten in the Stratford locality, agreed with the statement that the way people vote in District Council elections is the main thing that decides how things are run in the District. Interestingly, 23% of those from Wellesbourne and Kineton disagreed with the statement, compared with 10% of those from Southam.

Table 4: Locality results: How far residents agree or disagree with the statement: "the way people vote in District Council elections is the main thing that decides how things are run in the District".

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
Strongly agree	13	10	10	14	10	9
Agree	49	59	44	45	37	44
Neither agree nor disagree	18	16	22	25	18	21
Disagree	14	12	22	10	22	23
Strongly disagree	5	4	3	4	11	4
No view	1	0	0	1	2	0
Base:	(125)	(94)	(107)	(97)	(179)	(82)

65% of those surveyed disagreed or strongly disagreed with the statement that there was no point in voting in District Council elections because in the end it makes no difference who gets in, although one in five residents actually agreed or strongly agreed.

Interestingly, six out of ten respondents disagreed or strongly disagreed that the District Council elections were sometimes so complicated that they did not really know who to vote for, as opposed to 14% who agreed or strongly agreed.

Just over a third (34%) of residents agreed or strongly agreed that people like them have no say in what the Council does, compared with almost a half (49%) who disagreed or strongly disagreed.

More than half (56%) of those surveyed agreed or strongly agreed that voting was the only way people like them could have a say in how the Council runs things, compared with just over a quarter (26%) who disagreed or strongly disagreed.

Table 5: How far residents agree or disagree with the following statements about voting.

	BASE	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No View
Way people vote in District Council elections is the main thing that decides how things are run in the District	(687)	10.9%	45.4%	19.5%	17.8%	5.7%	0.7%
No point in voting in District Council elections because in the end it makes no difference who gets in	(675)	5.9%	12.9%	15.4%	40.7%	24.3%	0.7%
District Council elections are sometimes so complicated that I don't really know who to vote for	(666)	1.4%	11.9%	13.8%	43.2%	28.2%	1.2%
People like me have no say in what the Council does	(674)	11.4%	22.7%	16.6%	34.1%	14.4%	0.7%
Voting is the only way people like me can have a say in how the Council runs things	(684)	15.9%	39.5%	17.3%	21.6%	4.1%	1.6%

Non-Voters

Residents who chose not to vote at the last District Council elections were asked which from a list of statements, described their attitude to voting in District Council elections. 172 people replied: almost half (45%) said that they did not believe it would make any difference to local taxes and services. A fifth commented that none of the parties standing represented the policies that they would like to see; 17% felt that the party they would vote for have no real chance in this area; and one in ten claimed to be too busy to get along and vote. Interestingly, 5% of respondents claimed not to know when the District Council elections are held and 4% felt that the opening hours of the polling station are not convenient. Over a third (38%) of respondents gave other reasons including: they were away at the time, they were too late to get a postal vote, they were ill, they forgot, they lacked information, for example on the candidates, etc. The full list of these other reasons given can be found in Appendix 1.

Table 6: Attitudes to voting in District Council elections of those who chose not to vote at the last elections.

	%
I don't believe it will make any difference to local taxes and services	45.3
None of the parties standing represent the policies that I would like to see	20.9
The party I would vote for have no real chance in this area	16.9
I am too busy to get along to vote	11.0
I don't know when the District Council elections are held	5.2
I can't get to the polling station because it's too inconvenient	3.5
The opening hours of the polling station are not convenient	3.5
Other reason	37.8
BASE:	(679)

Stratford District Council is exploring different ways of increasing voter turnout, so residents were asked which, from a range of changes, would make it more likely that they would vote in future elections. Over half said that being able to vote using the traditional

paper and pencil method would make it more likely that they would vote in future elections; just over a third (34%) felt being able to vote on more than one day would help and almost a third (32%) said being able to vote by post would do likewise. Notably, 45% of those surveyed stated being able to vote via the internet would make it more likely that they would vote in future elections, yet 6% felt that being able to vote using digital television would increase voter turnout. A full list of suggested changes and results are shown in the following table.

Table 7: Which changes respondents felt would make it more likely that they would vote in future elections?

	%
Being able to vote using the traditional paper and pencil method	53.5
Being able to vote via the internet	45.1
Being able to vote on more than one day	34.0
Being able to vote by post	32.0
Being able to vote on a Saturday	29.6
Being able to vote on a Sunday	23.0
Being able to vote in a supermarket or shopping centre	22.4
Being able to vote by telephone	20.8
Being able to vote over 24 hours	19.9
Being able to vote using a computer at the polling station	13.4
Being able to vote using digital television	6.2
BASE:	(679)

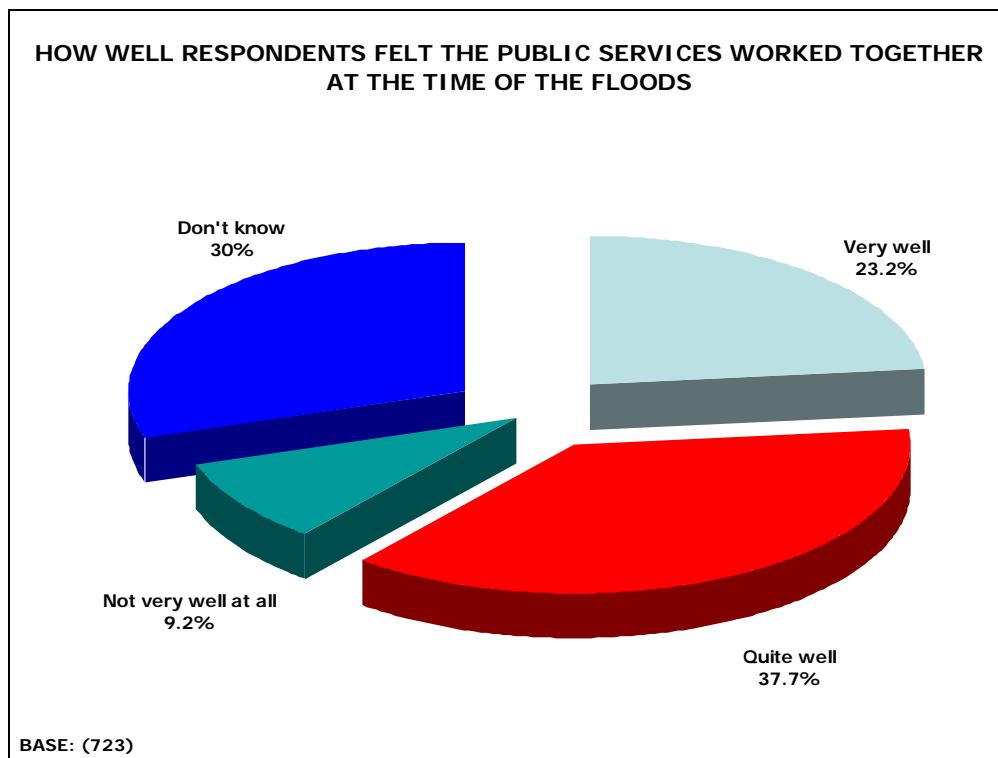
4.2 July 2007 Floods

Following the floods of July 2007, Stratford-on-Avon District Council wanted to find out information on the practical impact of those floods, such as the longer term effects on the people and communities of the District. To this effect, residents were questioned regarding public services (e.g. Police, Fire, Local Authorities, Environment Agency, Army); their property; and communication.

Public Services

So far as public services were concerned, six out of ten of those surveyed, felt that the public services worked either quite well or very well together at the time of the floods. Only 9% said that they felt they did not work very well at all and three in ten claimed not to know.

Chart 2:



With reference to the clean-up operation after the flood, over half of the respondents felt it went quite or very well, 27% said they did not know and 17% stated not very well at all.

Looking at the feedback from the different areas within the District, interestingly over half (52%) of those living in the South area felt that the clean-up operation after the flood went quite well, compared with 39% of those living in the East area.

Overall satisfaction levels with the way in which the public services handled the floods varied: just under half of the 722 residents (48%) who responded to the question were either fairly or very satisfied with how things were handled, as opposed to 11% who were either fairly or very dissatisfied.

Moreover, when comparing results by area, 54% of those in the West as opposed to 44% of those in the East area, indicated that they were satisfied with the way the public services handled the floods.

Table 8: Area Results: Overall, how satisfied or dissatisfied residents were with the way the public services handled the floods?

	OVERALL	West	South	East
	%	%	%	%
Very satisfied	10	10	9	12
Fairly satisfied	38	44	38	32
Neither satisfied nor dissatisfied	19	17	19	21
Fairly dissatisfied	8	7	8	7
Very dissatisfied	4	4	4	2
Don't know	22	18	22	25
Base:	(722)	(231)	(303)	(185)

When analysing feedback according to the locality in which the respondent lives, over half (51%) of those from Alcester and Bidford, compared with 27% of residents from Southam, stated they were fairly satisfied with the way the public services handled the floods. 31% of Southam residents, as opposed to 13% of Alcester and Bidford residents, responded by stating don't know.

Table 9: Locality Results: Overall, how satisfied / dissatisfied residents were with the way the public services handled the floods?

	Alcester-Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kington
	%	%	%	%	%	%
Very satisfied	10	9	5	14	12	11
Fairly satisfied	51	34	39	27	38	37
Neither satisfied nor dissatisfied	16	18	21	21	18	21
Fairly dissatisfied	6	9	11	3	6	12
Very dissatisfied	3	6	7	3	2	1
Don't know	13	25	17	31	24	19
Base:	(129)	(102)	(109)	(99)	(194)	(86)

Respondents' Property

Residents were then questioned regarding their property as to whether they felt better prepared than before if another flood occurred (this did not apply to six out of ten respondents). Over a quarter (27%) of those surveyed stated that they did not feel better prepared than before if another flood occurred, in comparison to 12% who claimed they did.

The survey then went on to query the extent to which residents were worried about their property being flooded in the future. Just under eight out of ten respondents (78%) were not worried at all, 18% were fairly worried, and 4% stated that they were very worried.

When comparing results by area, 82% of those in the East, as opposed to 73% of those in the West, indicated that they were not worried at all about their property being flooded in the future.

Table 10: Area results: To what extent residents were worried about their property being flooded in the future.

	OVERALL	West	South	East
	%	%	%	%
Very worried	4	5	4	4
Fairly worried	18	22	17	14
Not worried at all	78	73	79	82
Base:	(723)	(232)	(301)	(187)

When analysing feedback according to the locality in which the respondent lives, nine out of ten Southam residents were not very worried at all about their properties being flooded in the future, in contrast to seven in ten Alcester and Bidford residents.

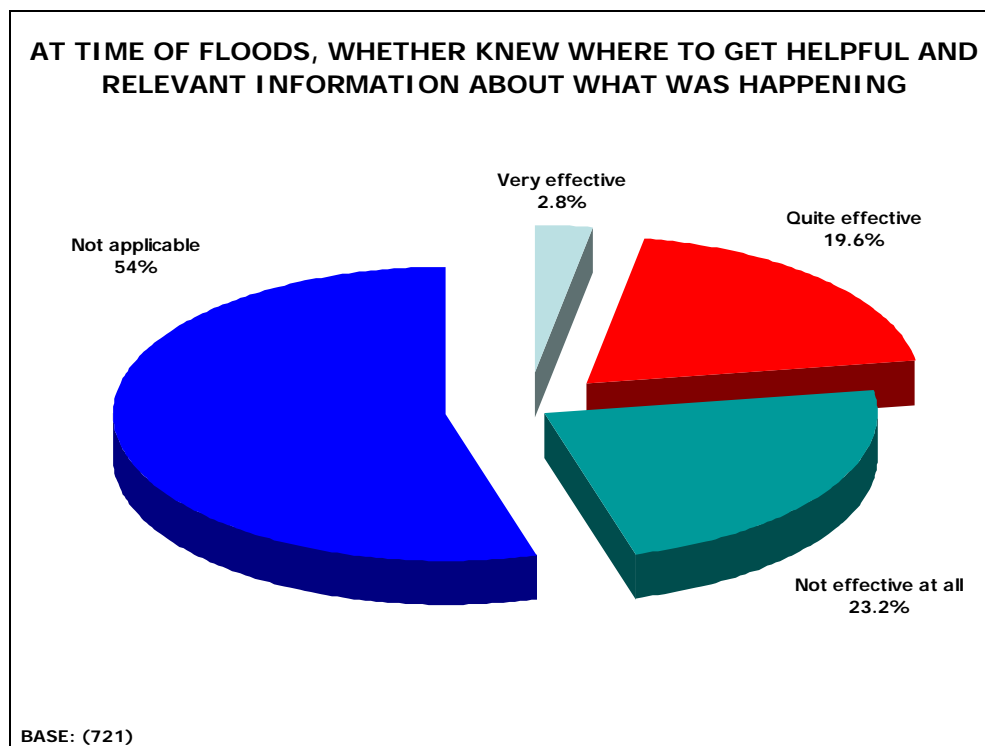
Table 11: Locality results: To what extent residents were worried about their property being flooded in the future.

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kington
	%	%	%	%	%	%
Very worried	7	3	7	1	3	7
Fairly worried	21	22	17	12	17	17
Not worried at all	72	75	77	87	81	76
Base:	(131)	(101)	(107)	(101)	(194)	(86)

Communication

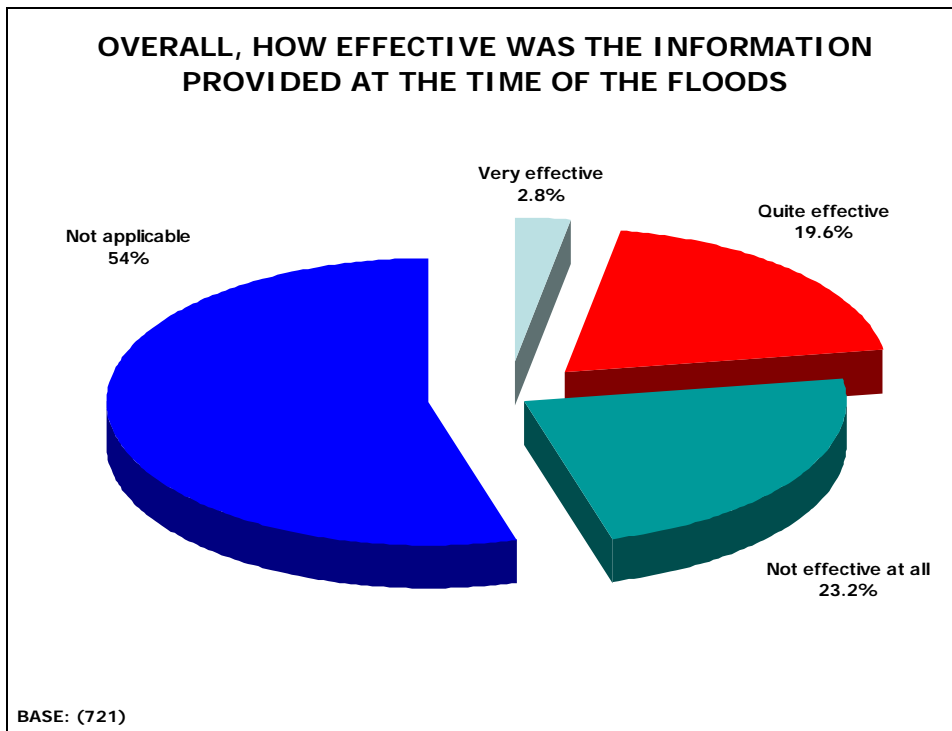
So far as communication was concerned at the time of the floods, respondents were asked to comment on if they felt that they knew where to get helpful and relevant information about what was happening. For 36% of those surveyed this was not applicable, four in ten stated that they did not know, in contrast to two in ten who did. 7% of respondents said they did not know how they felt.

Chart 3:



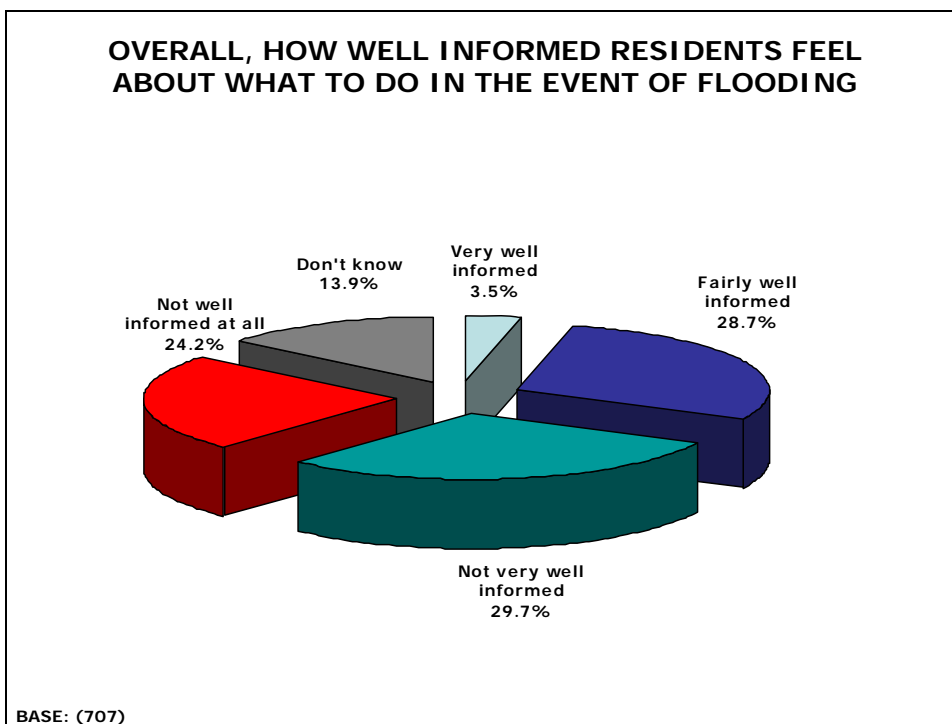
Overall effectiveness of the information provided to residents at the time of the floods is demonstrated in the graph below, with just under a quarter (23%) stating that it was quite or very effective.

Chart 4:



Similarly, residents were asked to comment on how well informed they felt about what to do in the event of flooding and the responses can be seen in the chart below. Remarkably, almost two thirds (64%) of respondents claimed not to be very well informed or not well informed at all as to what to do in the event of flooding.

Chart 5:



When comparing results by area, it can be seen that almost a third (32%) of residents from both the West and South areas stated that overall, they felt that they were not very well informed about what to do in the event of flooding, compared with less than a quarter (24%) of those living in the East.

Table 12: Area results: To what extent overall, residents felt informed about what to do in the event of flooding.

	West	South	East
	%	%	%
Very well informed	3	3	6
Fairly well informed	28	29	29
Not very well informed	32	32	24
Not well informed at all	23	24	26
Don't know	13	13	16
Base:	(225)	(297)	(182)

According to the locality in which the respondent lives, 7% of Wellesbourne and Kineton residents confirmed that they felt very well informed about what to do in the event of flooding, in contrast to nobody from Shipston expressing the same sentiment. Over a fifth (22%) of respondents from the Southam locality stated that they did not know how well informed they felt about what to do in the event of flooding.

Table 13: Locality results: To what extent overall residents felt informed about what to do in the event of flooding.

	Alcester-Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
Very well informed	3	3	0	4	4	7
Fairly well informed	29	28	29	28	29	29
Not very well informed	33	30	31	23	32	26
Not well informed at all	23	23	27	24	23	28
Don't know	12	15	14	22	12	9
Base:	(126)	(99)	(108)	(97)	(189)	(85)

Residents were asked which communication mechanisms they felt are the best ones to use in the event of the flooding, both at the time of the flood and in preparation for possible future flooding. Television and radio proved the most popular in both cases, yet whereas only 15% of those surveyed believed a leaflet from SDC would be one of the best communication methods to use at the time of the flood, six out of ten people (58%) felt that such a leaflet would be appropriate in preparation for future flooding.

Table 14: Residents' views on which communication mechanisms they feel are the best ones to use in the event of flooding, both at the time of the flood and in preparation for possible future flooding.

	BASE	Local Radio	Local TV	Word of mouth	Leaflet from Stratford District Council	Parish Council / Community Reps	Telephoning the Council	Telephoning other public services
At the time of the flood	(686)	74.5%	74.6%	26.2%	14.9%	27.1%	30.6%	23.2%
In preparation for possible future flooding	(626)	58.0%	64.4%	18.1%	57.7%	36.9%	21.9%	17.7%

Respondents were then requested to comment upon the sources of information they have used to improve their own property or own resilience against flooding. Of the 339 respondents to this question, two-thirds replied none / not at risk. The further eleven most popular replies are listed in the table below, with the internet highlighted by 7% of people, extra drains by 5% and TV / radio / paper by 4%.

Table 15: Sources of information respondents have used to improve their own property or own resilience against flooding.

	%
None / not at risk	65.5
Internet (general)	6.5
Extra drains / keep clear	5.0
TV / radio / paper	4.1
Environment agency website	3.2
Common sense	3.2
Parish Council	2.7
Environment agency	1.5
Village group	1.5
Local MP / Councillors	1.5
Builders / experts	1.5
Talking to victims / word of mouth	1.5
BASE:	(339)

The local area where the respondents live

The local area is defined as the area within 15-20 minutes walking distance from the respondent's home.

Since the flooding, 16% of those surveyed stated that there has been a problem at their property with essential services, such as water, drains, electricity, gas, telephone, and internet. The remaining 84% of the 718 respondents to this question confirmed there had not been a problem.

When comparing results by area, over a fifth (21%) of residents living in the West area, versus 14% of those in the South area, confirmed that since the flooding, there had been a problem at their property with essential services.

By locality, over a quarter (26%) of respondents living in the Henley and Studley area stated that there has been a problem at their property with their essential services since the flooding, in contrast to 13% of Stratford residents and 14% of Shipston residents stating likewise.

Residents were asked to indicate the services which had been disrupted in their local area since the floods: six out of ten (63%) quoted drains; three in ten respondents (31%) said electricity; and one in ten (9%) mentioned Stratford-on-Avon District Council services. Full details of the responses are listed in the table below.

Table 16: Disruption to respondents' services in their local areas since the floods.

	%
Drains	62.6
Electricity	30.6
Public transport	11.7
Water supply	11.7
Stratford District Council services	9.2
Gas supply	0.5
BASE:	(206)

Interestingly, when comparing results by area, almost a quarter (23%) of those living in the East area of the District, stated that public transport had been disrupted since the floods, as opposed to 6% of those living in the South area. Similarly, just over a fifth (21%) of residents in the East area, compared with 6% in the South area, stated that they had experienced disruption to their water supply since the floods.

Table 17: Area results: Disruption experienced by residents, to services in their local area since the floods.

	West	South	East
	%	%	%
Public transport	11	6	23
Water supply	12	6	21
Stratford District Council services	8	11	8
Drains	62	66	58
Gas supply	0	1	0
Electricity	37	32	19
Base: (Those experiencing disruption)	(85)	(73)	(48)

28% of Southam residents versus 4% of Shipston residents confirmed there had been disruption to public transport services in their local area since the floods. 30% of Wellesbourne and Kineton residents, in contrast to 4% of Shipston residents, stated there had been a disruption to their water supply.

Table 18: Locality results: Disruption experienced by residents, to services in their local area since the floods.

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
Public transport	12	9	4	28	7	17
Water supply	14	9	4	12	7	30
SDC services	6	11	21	12	4	4
Drains	64	60	75	52	60	65
Gas supply	0	0	4	0	0	0
Electricity	38	34	25	20	36	17
Base: (those disrupted)	(50)	(35)	(28)	(25)	(45)	(23)

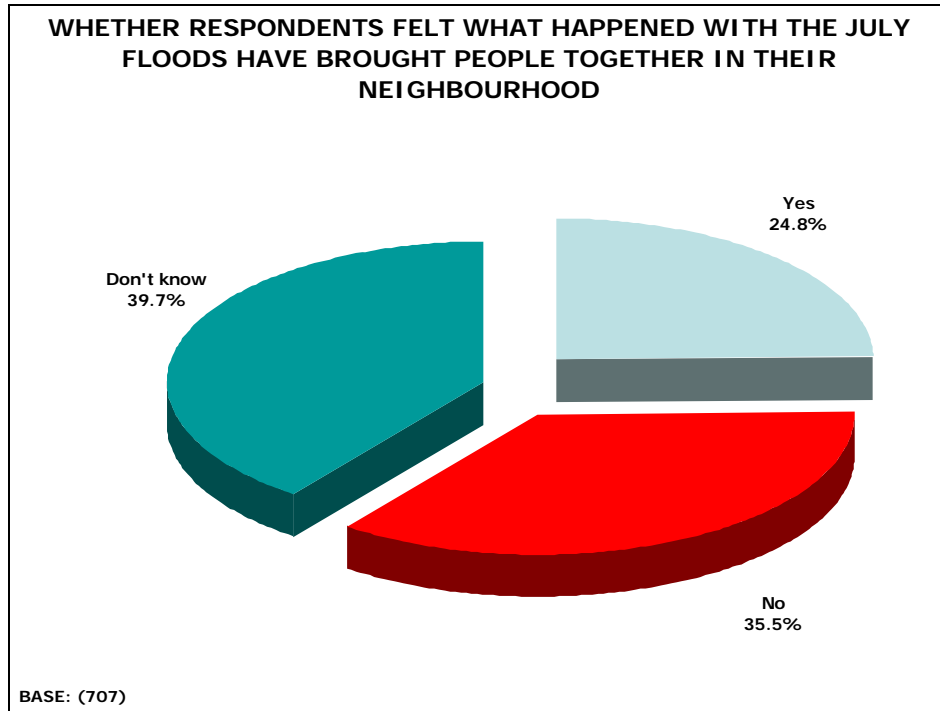
The survey questioned whether residents felt that what happened with the July 2007 floods had brought people together in their neighbourhood. Only a fifth said yes, compared with over a third (36%) who responded no.

By area, almost a third (32%) of residents from the West area felt that what happened with the July 2007 floods had brought people together in their neighbourhood, compared with only 21% of those living in the South area, and 22% of those in the East area stating likewise.

41% of respondents living in the South area confirmed what had happened with the floods had not brought people together in their neighbourhood, as opposed to 28% of respondents living in the East stating it had not.

Half of the East area residents, versus one third of West area residents and 38% of South area residents, claimed that they did not know whether they felt that what happened with the floods had brought people together in their neighbourhood.

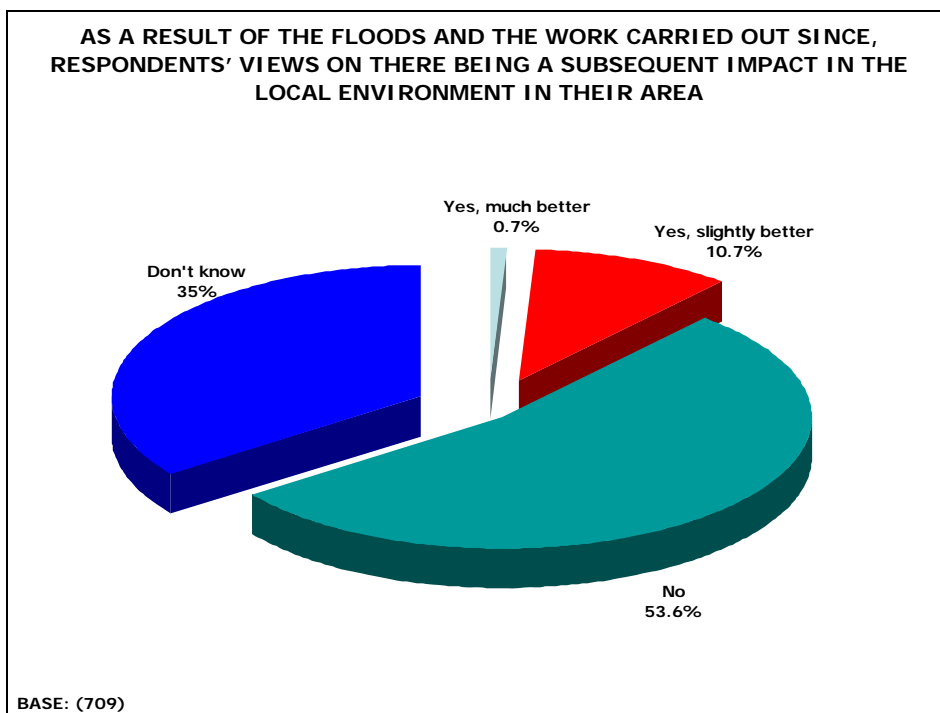
Chart 6:



Residents were asked whether there had been a subsequent impact in the local environment in their area as a result to the floods and the work carried out since. As per the chart below: over half said no; a third did not know; one in ten said yes, slightly better and 1% responded by saying yes, much better.

Almost twice as many in the West than in the South area (18% versus 8% respectively) felt that, as a result of the floods and the work carried out since, there had been a slightly better subsequent impact in the local environment in their area. However, 60% of those in the South area claimed there had not been a subsequent impact, as opposed to 47% of those living in the East area, and 51% of those living in the West, stating likewise.

Chart 7:



4.3 Stratford-on-Avon District Council Website

Access to Internet

Residents were questioned as to whether or not they had access to the internet at home or at work: eight out of ten confirmed they did (78%), compared with a fifth of the 737 respondents who had not (22%).

Almost a quarter (24%) of those living in the West and 23% of those living in the East stated that they did not have access to the internet at home or at work, in contrast to a fifth of those living in the South.

Table 19: Area results: Whether respondents have access to the internet at home or at work.

	OVERALL	West	South	East
	%	%	%	%
Yes	78	76	80	77
No	22	24	20	23
Base:	(737)	(236)	(309)	(189)

When looking at the results from the different localities, it is noted that over a quarter (26%) of respondents living in Henley and Studley and a quarter of those in both Southam and Stratford, stated that they did not have access to the internet at home or at work, unlike 11% of Shipston respondents.

Table 20: Locality results: Whether residents have access to the internet at home or at work.

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne-Kineton
	%	%	%	%	%	%
Yes	78	74	89	75	75	79
No	22	26	11	25	25	21
Base:	(131)	(105)	(110)	(100)	(199)	(89)

SDC Website

All residents were asked if they had accessed the Stratford District Council website in the past twelve months - 42% had done so.

By area, 47% of those from the South, as opposed to 36% from the East, and 39% from the West, stated that they had accessed SDC's website in the past twelve months.

Table 21: Area results: Whether residents have accessed the Stratford District Council website in the past 12 months.

	OVERALL	West	South	East
	%	%	%	%
Yes	42	39	47	36
No	54	58	50	57
Cannot remember	4	4	2	7
Base:	(734)	(234)	(310)	(187)

By locality, the table below shows that over half (54%) of Shipston residents, in contrast to 32% of those from Henley and Studley and 31% of those from Southam, claimed to have accessed SDC's website in the past twelve months.

Table 22: Locality results: Whether residents have accessed the Stratford District Council website in the past twelve months.

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kington
	%	%	%	%	%	%
Yes	44	32	54	31	44	41
No	51	66	43	61	54	53
Cannot remember	5	2	3	8	2	6
Base:	(130)	(104)	(111)	(99)	(199)	(88)

Those who had not accessed the Stratford-on-Avon District Council website were asked why they had not done so: over half (51%) said they had no need or inclination; a third had no computer or internet; and a third preferred talking or using the telephone. A full list of responses is listed below.

Table 23: Reasons why respondents have not accessed the Stratford-on-Avon District Council website.

	%
No need / inclination	51.3
No computer / internet	33.9
Prefer talking / telephone	8.0
Never thought	4.6
Did not know it was there	4.3
Too complicated	1.1
Bad experience with Councillors	0.6
Nothing of use / relevance	0.3
Access Parish Council site	0.3
Prefer to write	0.3
BASE:	(351)

Of the four in ten surveyed, who said they did access the Stratford-on-Avon District Council website, over three-quarters (77%) stated that it was less than once a month, 17% of respondents claimed to access the site once a month on average; 5% once a week; and 1% cited more than once a week.

304 residents supplied a wide range of reasons as to why they had accessed the Stratford-on-Avon District website: and the reasons given are outlined in the table below. Over half stated to gain information on refuse collection and recycling; just under half (49%) were checking planning application details; and four in ten went on to the website for tourism, visitor and leisure information. Other reasons given by one in ten respondents included: for information of bus passes, car parking and even libraries. A full list of these other reasons provided by 29 respondents can be found in Appendix 2.

Table 24: Reasons why respondents have accessed the Stratford-on-Avon District Council website.

	%
Information on refuse collection and recycling	51.6
Checking planning application details	49.0
Tourism, visitor and leisure information	42.1
To find contact details	36.2
Information about local Councillors	21.4
Directory / A-Z of Council services	18.4
Job vacancies	10.9
Council tax information	10.5
Used the online facility to request a service	7.9
Used the online facility to complete any sort of application form	7.6
Information on Council meeting agendas	6.3
Information on Council meeting minutes	6.3
Information on benefits	5.6
Other	10.0
BASE:	(304)

Information on Council Meetings or Agendas

Respondents who claimed to have accessed information on Council meetings or agendas were then asked how easy or difficult they found it to get information on Council agendas and Council meetings' minutes, on the website. 23 people replied: over half of them said that it was fairly or very easy to do so; in contrast to a fifth you felt that it was either fairly or very difficult and 22% claimed that it was neither easy nor difficult. 4 residents who experienced some sort of difficulty, gave ideas for improvement, which included: "clearly show on first information page how to access all aspects of the council"; "better search"; "simplify the site, easy questions"; "frightened of you, relax a bit, but remember we are just people trying to improve our lives".

Table 25: How easy or difficult did respondents find it to get information on Council agendas and Council meetings minutes on the website?

	%
Very easy	13.0
Fairly easy	43.5
Neither easy nor difficult	21.7
Fairly difficult	17.4
Very difficult	4.3
BASE: (Those accessing information on Council meetings or agendas)	(23)

The final question concerning Stratford-on-Avon District Council's website was whether or not those surveyed found it to be a good source of information about the Council. Three-quarters confirmed that it was as opposed to only a quarter who felt that it was not.

4.4 Access to Services

General Access to Services

All recipients of the questionnaire were asked if they had contacted Stratford-on-Avon District Council in the last twelve months. 58% of residents confirmed they had done so, in contrast to the remaining 42% who claimed they had not.

Interestingly, when comparing feedback by the areas in which the residents live, it was noted that 63% of those living in the South area, and 60% of West area residents, stated that they had contacted the Council in the last twelve months, as opposed to less than a half (49%) of those living in the East area.

Table 26: Area results: Whether residents have contacted Stratford-on-Avon District Council in the last twelve months.

	OVERALL	West	South	East
	%	%	%	%
Yes	58	60	63	49
No	42	40	37	51
Base:	(726)	(231)	(306)	(189)

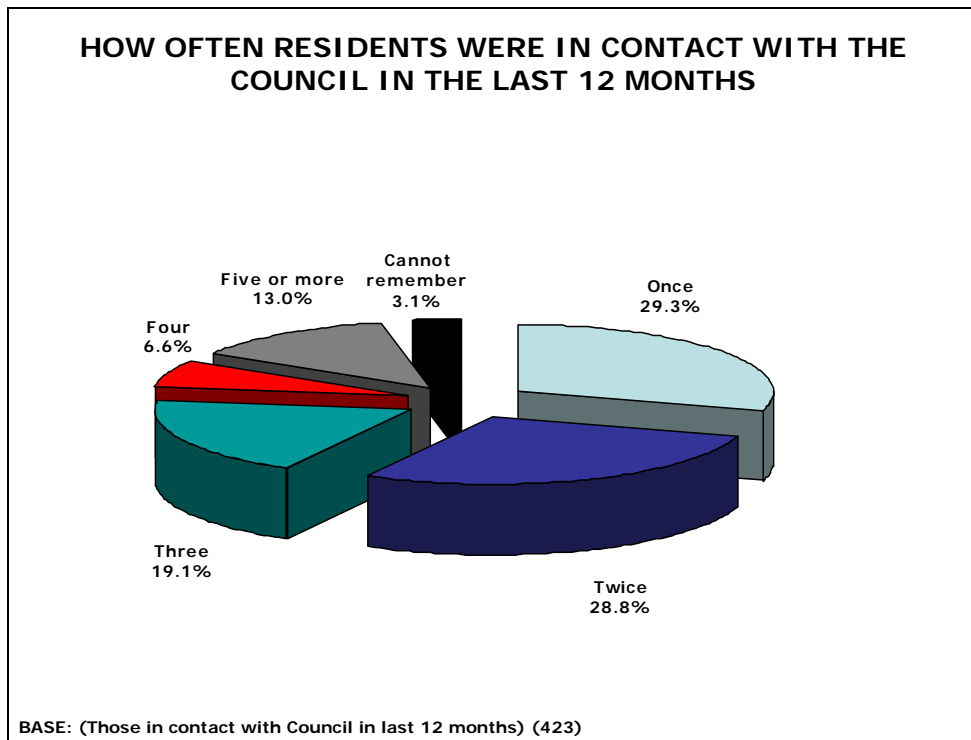
When comparing results by respondent's locality, 64% of those living in Stratford, in contrast to 47% of those living in Southam, has contacted SDC in the last twelve months.

Table 27: Locality results: Whether residents have contacted Stratford-on-Avon District Council in the last twelve months.

	Alcester-Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne-Kington
	%	%	%	%	%	%
Yes	61	59	62	47	64	51
No	40	41	38	53	37	49
Base:	(129)	(102)	(109)	(100)	(197)	(89)

Those who responded by saying they had contacted Stratford-on-Avon District Council in the last year, were then asked to state the frequency of their contact. Results are shown in the chart below, with once (29%) or twice (28%) being the most popular.

Chart 8:



Residents in contact with Stratford District Council in the last twelve months were asked to comment on how easy or difficult they found it overall to access the Council's services. Over three-quarters claimed it to be fairly or very easy (79%), as opposed to one in ten who felt that it was fairly or very difficult.

Interestingly, when analysing results by area, 9% of residents in the East, compared with 2% of those from the South, found it very difficult overall to access SDC's services in the last twelve months.

Table 28: Area results: How easy or difficult overall residents find it to access Stratford-on-Avon District Council services in the last twelve months.

	OVERALL	West	South	East
	%	%	%	%
Very easy	35	34	38	29
Fairly easy	44	45	44	43
Neither easy nor difficult	12	13	11	11
Fairly difficult	6	4	5	9
Very difficult	4	4	2	9
Base: (those accessing services)	(424)	(138)	(193)	(91)

When comparing feedback by the locality in which the residents live, overall, 47% of Shipston residents found it very easy to access Stratford-on-Avon District Council services in the last twelve months, as opposed to less than a quarter (24%) of those from Wellesbourne and Kineton. Notably, 11% of Southam residents found it very difficult to access the Council's services in the last twelve months, compared with nobody feeling that way in Shipston.

Table 29: Locality results: How easy or difficult overall residents find it to access Stratford-on-Avon District Council services in the last twelve months.

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
Very easy	36	32	47	33	34	24
Fairly easy	40	52	47	41	42	44
Neither easy nor difficult	15	10	3	9	15	13
Fairly difficult	6	2	3	7	6	11
Very difficult	3	5	0	11	2	7
Base:	(78)	(60)	(68)	(46)	(125)	(45)

All residents were asked to name their preferred means of contact with Stratford District Council. Results are illustrated in the table below: eight in ten residents (79%) quoted by telephone; almost a half (45%) said in person; over a quarter (27%) said by email; and a quarter said by letter. A fifth cited via the SDC website/ internet and 2% gave other reasons.

Table 30: Respondents' preferred means of contact with Stratford-on-Avon District Council.

	%
By telephone	79.0
In person	45.3
By email	26.7
By letter	25.3
Via the SDC website / internet	21.0
Other	1.8
BASE:	(730)

Opinions vary greatly according to the area in which the residents live. For example, over half (55%) of residents in the South area indicated that one of their preferred means of contact with SDC was in person. However, less than a third (30%) of those living in the East area and 45% of those in the West area, cited in person.

By telephone, was a preferred means of contact with the Council for 84% of those living in the West area, and 82% of East area residents, yet only 74% of those in the South area felt likewise.

Table 31: Area results: Residents' preferred means of contact with Stratford-on-Avon District Council.

	West	South	East
	%	%	%
In person	45	55	30
By telephone	84	74	82
By email	22	29	29
Via the SDC website / internet	19	23	19
By letter	24	24	29
Other	1	1	4
Base:	(232)	(306)	(189)

When looking at the feedback by locality, it can be seen that almost two-thirds (63%) of Stratford residents, versus 27% of Southam residents stated "in person" as a preferred means of contact with Stratford District Council. By telephone was favoured by nine in ten Henley and Studley residents (87%), compared with seven in ten Stratford residents

(73%). 38% of Shipston residents versus 21% of Henley and Studley residents quoted by email as a preferred means of contact with the Council. Via the SDC website / internet was mentioned by 36% of Shipston residents, compared with 16% of residents living in the localities of Henley and Studley, Wellesbourne and Kineton, and Stratford.

Table 32: Locality results: residents' preferred means of contact with Stratford-on-Avon District Council.

	Alcester - Bidford	Henley - Studley	Shipston	Southam	Stratford	Wellesbourne - Kineton
	%	%	%	%	%	%
In person	43	48	40	27	63	34
By telephone	81	87	75	85	73	78
By email	23	21	38	24	24	35
Via the SDC website / I'net	22	16	36	22	16	16
By letter	24	25	22	34	25	24
Other	0	2	2	7	1	1
Base:	(130)	(102)	(109)	(101)	(197)	(88)

In addition to the normal office opening hours (8.45am to 5.15pm Monday to Wednesday and 9.00am to 5.00pm Thursday and Friday), residents were asked when they wanted to have access to Council services. As can be seen in the table below, six in ten residents (61%) felt that the current opening times were sufficient; a third would like to have a Saturday morning opening; and just under one in ten (9%) expressed an interest in extended openings on both a Tuesday and a Thursday. A small percentage suggested other times, which are listed in Appendix 3.

Table 33: In addition to normal opening hours, respondents' preferred times for access to Stratford-on-Avon District Council services.

	%
Current opening times are sufficient	60.9
Saturday morning opening (9.30am to 1pm)	33.7
Extended opening on a Tuesday and a Thursday (5pm to 7pm)	8.6
Sunday morning opening (9.30am to 1pm)	5.5
Extended opening on a Thursday only (5pm to 7 pm)	4.1
Extended opening on a Tuesday only (5pm to 7pm)	4.0
Other time	3.8
BASE:	(730)

When comparing results by area, over two-thirds (67%) of West area residents, versus 56% of East area residents were of the belief that the current Council offices' opening times are sufficient. 37% of East area residents and 36% of South area residents expressed an interest in Saturday morning opening hours, as opposed to 28% of West area residents.

Table 34: Area results: Residents' preferred opening times for access to Council services.

	West	South	East
	%	%	%
Current opening times are sufficient	67	59	56
Extended opening on a Tuesday only (5pm to 7pm)	3	5	4
Extended opening on a Thursday only (5pm to 7pm)	4	5	4
Extended opening on a Tuesday and a Thursday (5 to 7pm)	8	8	11
Saturday morning opening (9.30am to 1pm)	28	36	37
Sunday morning opening (9.30am to 1pm)	6	5	6
Other time	3	3	6
Base:	(227)	(297)	(179)

When analysing results by locality, it can be seen that over two-thirds (67%) of Henley and Studley residents and 66% of Alcester and Bidford residents believe that the current opening times are sufficient. However, by contrast, only half of the Wellesbourne/ Kineton residents (51%) feel this way. The latter, 42% of them, would like to have Saturday morning opening, as opposed to only 27% of Alcester and Bidford residents who requested this.

Table 35: Locality results: Residents' preferred opening times for access to Council services

	Alcester- Bidford	Henley - Studley	Shipston	Southam	Stratford	Welles- bourne- Kineton
	%	%	%	%	%	%
Current opening times are sufficient	66	68	58	61	60	51
Extended opening on a Tuesday only (5 to 7 pm)	3	3	3	2	6	6
Extended opening on a Thursday only (5 to 7pm)	5	2	5	4	5	4
Extended opening on a Tuesday and a Thursday (5 to 7 pm)	10	6	9	10	8	12
Saturday morning opening (9.30am to 1pm)	27	29	39	33	34	42
Sunday morning opening (9.30am to 1pm)	5	8	2	4	7	7
Other time	5	1	4	3	3	8
Base	(125)	(102)	(106)	(93)	(191)	(86)

Warwickshire Direct Partnership

Residents were given an explanation of the Warwickshire Direct Partnership (WDP) comprising all six local authorities in Warwickshire, namely: North Warwickshire Borough Council; Nuneaton and Bedworth Borough Council; Rugby Borough Council; Stratford District Council; Warwick District Council; Warwickshire County Council. WDP is dedicated to improving customer service and bringing about efficiencies and savings for all of its participants, allowing residents more convenient, quick and easy access to local services, including One Stop Shops, online via the website, by telephone, by post and email.

The survey then asked residents if they had heard of the WDP before reading about it. Of the 732 respondents, 15% said yes with the remaining 85% stating no.

Residents were further informed that as part of the partnership with Warwickshire Direct, Stratford-on-Avon District Council were working to allow convenient, quick and easy access to local services through: Flexible Local Access and Mobile Enquiries (ability to access services on your doorstep); Mobile One Stop Shop (Flame Bus – travels through District delivering local council services and offers wireless internet access); Community One Stop Shops (access to local council services, with wireless internet access, at village halls and community centres); Home visits (for the most vulnerable and those with special needs or difficulties with access through traditional channels, local council services can be delivered in the home).

With reference to the above services provided by Stratford-on-Avon District Council with Warwickshire Direct, respondents were asked to indicate which they were aware of and which they had used in the last twelve months. 162 residents gave feedback on which services they were aware of: 12% were aware of surgery visits at a One Stop Shop or Council Area Office; 9% were aware of Community One Stop Shops; 8% were aware of Home Visits; and 6% were aware of the Mobile One Stop Shop. So far as usage was concerned: 3% had visited a surgery at a One Stop Shop or Council Area Office; 1% had used Community One Stop Shops; 1% had used Home Visits; and 1% had used the Mobile One Stop Shop.

Table 36: Awareness and usage of services provided by SDC with Warwickshire Direct.

	Aware of	Used in 12 months
	%	%
Visited a surgery at a One Stop Shop or Council Area Office	12.2	3.1
Community One Stop Shops	8.8	1.2
Home Visits	8.0	1.1
Mobile One Stop Shop (Flame Bus)	5.6	0.7
Base:	(303)	(190)

One Stop Shops

The survey then went on to explain that Stratford-on-Avon District Council is developing more One Stop Shops (council access points within communities enabling residents to speak to customer service advisors in person regarding requesting a Council service; accessing other partner services – where available; access information and advice; carry out other Council business...) One Stop Shops mean that residents can deal with all their Council business in one place.

Residents were requested to indicate which of the services available in One Stop Shops, they were most likely to use. The feedback acquired is shown in the table below. Over half of residents stated they were most likely to use environmental services (54%); four in ten said Council tax (38%); almost a third named trading standards (31%); and over a fifth quoted tourist information (21%). 11% of residents named other services which are listed in Appendix 4.

When analysing results by the area in which the respondents live, it can be seen that whilst 61% of those living in the West area are most likely to use environmental services, including pest control and street lighting, only half of South area residents feel the same way.

By contrast, a quarter of South area residents state electoral registration to be one of the services they are most likely to use, 15% of West area residents state likewise.

Furthermore, 18% of those living in the South area claim parking fines to be one of their most likely used service, as opposed to 8% of East area residents.

Table 37: Services which residents feel they are most likely to use in the Council One Stop Shops.

	%
Environmental Services, including pest control and street lighting	54.2
Council Tax	37.6
Trading Standards	31.3
Tourist information	20.9
Disabled parking permit (blue badge)	19.8
Electoral registration	19.3
Registrars (births, marriages and deaths)	17.8
Parking fines	13.5
Other	11.1
Housing advice	9.6
School placements (getting the right school for your child)	9.1
Housing benefit	8.2
Social service – access to children's services	2.9
BASE:	(550)

Awareness of Services

Residents were given a list of different services provided by local authorities. They were asked to indicate which services they thought were provided by Stratford-on-Avon District Council, including those that they felt were joint District and County Council functions. The table below illustrates residents' feedback.

Nearly everyone surveyed, 93%, believed Stratford-on-Avon District Council provided the household waste collection service. Similarly, nine in ten respondents (92%) felt that car parking services was provided by their local Council. 87% felt the same way about planning services, and 85% bus passes / bus tokens. 84% of those surveyed thought that recycling facilities was provided by SDC.

The full range of different services is shown in the table below. Interestingly, 72% of those people questioned thought that Stratford-on-Avon District Council provided library services. Furthermore, just over half (54%) believed roads maintenance to be dealt with by SDC and 51% thought that schools were provided by their local Council.

Table 38: Services which residents feel are provided by Stratford-on-Avon District Council (as well as ones they think are joint District and County Council functions).

	%
Household waste collection	92.7
Car parking	91.9
Planning	87.4
Bus passes / bus tokens	85.2
Recycling facilities	84.4
Housing and council tax benefit	82.7
Public toilets	82.4
Building control	79.2
Pest control	79.2
Street lighting	73.6
Noise control	72.4
Sports and leisure activities	72.4
Libraries	71.8
Housing advice	71.7
Inspections of food premises	70.2
Trading standards	58.7
Roads maintenance	54.3
Housing for rent	53.3
Public transport	53.3
Social services	52.6
Schools	50.9
Removal of abandoned vehicles	49.4
Help to fight fear of crime and community safety	46.4
Arts activities	40.2
Museums	39.9
Economic development	35.6
Childcare and nursery	31.7
BASE:	<i>(717)</i>

Table 39: Area results: Residents' thoughts on which services they think are provided by Stratford-on-Avon District Council, as well as ones they think are joint District and County Council functions.

	West	South	East
	%	%	%
Arts activities	39	40	43
Building control	81	79	77
Bus passes / bus tokens	88	83	85
Car parking	89	93	90
Childcare and nursery	34	29	33
Economic development	40	31	37
Help to fight fear of crime and community safety	53	43	45
Housing and council tax benefit	82	80	88
Housing advice	77	66	73
Housing for rent	54	48	62
Household waste collection	92	93	94
Inspection of food premises	79	62	72
Libraries	81	65	72
Museums	43	33	47
Noise control	75	73	68
Pest control	81	80	76
Planning	89	89	84
Public toilets	87	83	77
Public transport	57	53	49
Recycling facilities	89	81	85
Removal of abandoned vehicles	54	47	47
Roads maintenance	61	51	53
Schools	56	47	52
Social services	58	49	52
Sports and leisure activities	70	74	73
Street lighting	79	71	72
Trading standards	68	56	53
Base:	(221)	(303)	(190)

Services SDC Need to Improve

The questionnaire then went on to ask residents to name which two services they believed that Stratford-on-Avon District Council most needed to improve on. Outlined below are responses made by 570 people. The top improvement suggested by residents was a non SDC function concerning highway maintenance. The top SDC improvements related to parking (19%) and recycling (18%).

Table 40: The two services residents feel SDC needs most to improve on.

(Mentions by 3% of respondents or more)

	%
Highway maintenance / road surfacing / potholes	20.2
Parking / cost / cheaper / more / disabled / illegal parking / loading	19.3
Recycling / more green service / empty bins / tip too far away	17.7
Building control / town planning / new developments	17.0
Refuse collection / bins too big / too many / more often	13.5
Public transport / more rural services / more services / better transport	12.1
Policing / ASB / Crime / Vandals	7.2
Sport and leisure facilities / cleaner / swimming pool	5.8
Better communication / access to information / 24 hour number	5.6
Grass cutting / hedges / verges	4.2
Cut costs / council tax / manage spending / better use	4.2
Affordable housing / to rent / for elderly, disabled, young	4.2
Footpaths / maintenance / state of them / uneven / dangerous	4.0
Traffic flow / congestion	4.0
Listen to residents	4.0
Litter control / bins full	3.9
Public toilets	3.7
Flood defences / protection	3.3
Noise control	3.0
BASE:	<i>(570)</i>

APPENDICES

APPENDIX 1

With reference to question 8, other reasons given by respondents as to why they did not vote at the last District Council elections:

65 comments

- Not enough information on what they stand for
- Away at the time.
- I was abroad.
- Make sure people have plenty of notice of the whereabouts of their polling station.
- In Essex after daughter had a baby.
- Out of country
- Away
- Was out of town and too short notice to arrange postal vote.
- Nobody wants to know the views of the Stratford people.
- I was away on holiday.
- Away from the area on the day.
- Only in district at weekends.
- I was a presiding officer and forgot to get a postal vote.
- On holiday
- Religious reason
- Too late to get a postal vote
- I don't make it a priority and only vote if convenient
- Away on holiday
- Away on business
- I was away on holiday
- Had a new baby and forgot
- Working away
- Forgot until it was too late
- Was ill on the day
- Holiday
- I feel that local government shouldn't be influenced by national party politics
- No point in voting in safe seats. No confidence in postal votes.
- I was on holiday
- Was away on the day
- Haven't a clue who stands for what
- No information on candidates or policies, local government should be independent from party politics.
- Poor health
- Back late from work
- Wasn't well
- I had no information from the candidates
- Forgot on the day
- Elected councillors do what they want
- Was ill
- No ward election
- On holiday
- I was away unexpectedly at short notice
- Missed polling day by accident
- On holiday at the time
- Away at the time
- I was out of the country
- Have a back injury
- Didn't get a polling card
- No contest in my ward
- I was away and forgot to get a postal vote
- Away on polling day
- Family problem

- Unexpectedly out of the country
- Holiday
- I was away from home
- Holiday
- Didn't get a polling card
- Holiday
- No idea what candidates are standing for
- I was away
- Win my respect, then win my vote and trust
- I had a postal vote which I didn't send on time
- Not enough information on each candidate - could do with one sheet with all candidates & policies on it. Do not buy local paper
- Did not know when in time to do research on parties to make a sensible vote. More publicity would have helped.
- Not on electoral register
- Was too busy on this occasion

APPENDIX 2

With reference to question 28, other reasons given by respondents as to why they accessed the SDC website:

29 comments

- Info on bus pass for 60+
- General news in local area.
- Pay council tax
- Grant applications, referendum results.
- Bus pass for senior citizens
- Paying council tax online
- Library
- Hygiene in restaurants
- Complaint about street light
- Paying council tax online
- Free parking for over 65's
- NSC theatre development and joining gardens
- To pay rates
- Bus times
- Pest control information
- Try and find leisure centre opening times
- Complaints - ignored
- Planning application form
- Local election results
- Food safety star ratings
- Check election results
- Local development scheme, progress of local plan documents
- To contact a local government officer regarding Senior Citizens Action Network
- To try and report graffiti
- Renew library books
- To contact someone to take action about satellite dishes in a conservation area
- Information about elections, office failed to do as they said and forward me details.
- Tried to get a clear idea on planning relaxations on rural plots
- Car parks, costs, times

APPENDIX 3

With reference to question 36, suggested other times given by respondents as to when they wished to access Council services:

26 comments

- Any changes will be costly.
- Phone access extended to 21:00 Monday-Friday
- On line at any time.
- Not interested in visiting the offices.
- Lunch time
- Phone lines in evenings and at weekends.
- One night a week extra hours
- Weekdays until 6, Saturdays until noon
- Suggest you open the same period every day to avoid confusion
- 9-5 five days, 9-12 Saturdays
- 24 hour help line
- 24 access to an answering service for problems that occur out of your hours.
- 1 late opening per week
- Some evening cover would be a good idea, maybe key members of staff work until 7 once a week
- Only have bank holidays, not extra days, late opening one day a week
- Extended hours access every day
- Why not just have the same hours every day
- Bank holidays
- Emergency line open 24 hours
- All weekdays the same
- Saturday and Sunday 1-7
- Good if someone is on hand to reply to emails in office hours
- Do not close for lunch
- They should be open after working hours for people who work
- No extended breaks over the bank holidays
- Monday to Friday 8-6, Saturday 9-1

APPENDIX 4

With reference to question 39, other services, available in the Council one stop shops, quoted by respondents as being the most likely they would use:

61 comments

- Refuse collection
- Planning, street services, waste.
- Social services for the aged.
- Parking permits
- Refuse collection
- Not needed, big cost, small benefit.
- Free parking in SOA for pensioners.
- Parking sites and regulations.
- General information.
- Planning, building control
- Planning
- Planning, building services.
- Waste management and recycling
- Reporting poor state of roads
- Planning officers should be more available for meetings
- Free parking permit, free bus pass
- Drugs, police, health
- Refuse collection
- Viewing planning applications
- Information on using less energy
- Would much prefer a council one stop shop
- Planning
- Planning, land, local environment
- Planning for housing, who is responsible for looking after trees etc
- Never heard of one stop shop
- None
- Parking permit
- Planning applications, building regulations
- Waste collection and recycling. Youth Support. Conservation issues.
- Refuse collection, recycling.
- No computer
- Reporting vandalism and snapped trees
- Tree protection order, planning permissions
- Planning
- Refuse collection
- Planning advice
- Car parking services. Council tax
- Planning
- Unlikely to use at all
- Stratford car park scheme (assuming it ever works)
- None
- Facilities for disabled parking. Transport. Public toilets
- None
- Vandalism, graffiti, litter in street
- Wouldn't use them
- Planning advice, consultation
- Supply of concession parking when using parking card
- We are housebound
- Transport
- Removal of large unwanted items
- Parking, road network
- Parking permit and bus pass

- Planning services
- Free parking in Stratford for pensioners
- Complaints about noisy tenants
- Planning
- Bus passes and time tables
- Specific planning needs in confidence and privacy
- Bus passes, info
- Planning enquiries
- Parking permits for residents and bus passes for the over 60's

APPENDIX 5

What two services do you feel Stratford District Council needs most to improve on?

571 comments

- Roads maintenance. Recycling facilities.
- Traffic flow. Parking.
- Car parking. Public transport.
- Refuse collection/ information.
- Waste recycling. Crime prevention.
- Sports facilities. Road maintenance.
- Public toilets (access to). Planning matters.
- Road repairs. Reduction in council tax for us poor pensioners. Our council tax is 15% of our total household disposable income! Do not charge for parking in Southam. You will kill the town.
- Making parents aware of children's services/ centres.
- Planning applications. Drainage.
- Planning.
- (Telephone access) Waste collection. Road maintenance.
- In Shipston - safer schools.
- Approachability and attitude of front line staff at SDC HQ. Cleanliness of leisure centre.
- Attitude towards more 'helpful and constructive' planning to control matters. Responding to communications (letters) at all- and certainly within the statutory time window.
- Recycling facilities. Public toilets.
- When a report I submitted via the SDC website (graffiti etc) it should be acknowledged by the appropriate department and not just by the clerk forwarding the report to that department.
- Roads. Cycle lanes (lack of on Seven Meadows Road).
- Think councillors are viewed in a very poor light, maybe better PR.
- Lighting in rural villages. Clear hedges/ overhanging branches from in front of road signs. Improve/ clean footpath from Wootton Wawen to Henley.
- The enforcement regulation. SDC is too slow to be effective. Currently 3 in my area have been ongoing for over a year! Still no final solution. Too much extra time is allowed. Culprits know that they have a good chance of being 'let off'.
- Road maintenance. Trading standards.
- Pavement cleaning and repair. Road cleaning. Litter control.
- Lifting planning restriction in order to be able to build more houses for everyone (not just social housing, or low cost starter homes. Also councillors should run the council, not the civil servants. When local councillors and others want homes in that area they should be supported. PPG's are only guidelines. Councillors are elected to make their own effective assessments. Road maintenance.
- Public transport. Libraries.
- Content with all, but recycling is at no extra cost to SDC.
- Noise control.
- Housing. Planning.
- Access to Stratford from the Banbury side. Parking- the value card should be valid at all car parks.
- Household waste collection. Bus services.
- Policing
- Libraries- since the 2007 flood the library in Henley-in-Arden has not re-opened fully. Recycling, there are no recycling facilities in Henley so one has to drive (which obviously isn't environmentally friendly) to Bishopton.
- Road maintenance and resurfacing, the current practice of loose gravel on wet tar is dangerous for some road users and damaging to some vehicles whilst not being effective in the long term. Supporting local town's High Streets i.e. Alcester.

- Road surfaces. Litter.
- Public toilets.
- Public toilets. Car parking.
- No idea beyond flood prevention, e.g. draining (dredging) rivers.
- Planning/ building inspectors - a consistent approach, and better communication when different inspectors visit a site/ home improvement but all provide differing information.
- Public transport. Street lighting.
- Parking. 'World class Stratford'- sorting out the Bancroft; just where are the replacement trees?!
- Planning. Arts activities.
- Car parking.
- Listening. Removal of scrap metal at roundabouts.
- Rural transport. Police patrolling.
- Public toilets. Recycling facilities.
- Household waste collection. Recycling facilities.
- Recycling. Promote energy savings in homes and businesses.
- Roads maintenance. Public transport.
- Town centre and old town footpath. Many blue set, very old, very uneven, not good for visitors or elderly people to use.
- Bin collection and where bins have to be situated in front of house. Provision of local post offices.
- Transport. Flood defences.
- Communication on world class Stratford. Bancroft information of hoarding boards is very good- even if I don't agree with scheme. Areas at risk of flooding and what to do in case of flooding.
- Roads maintenance. Recycling facilities.
- Continuous improvement in public knowledge/ usage of renewable energy/ energy efficiency/ public transport etc. Promotion of Stratford area for tourism in partnership with RSC/ Birthplace trust etc.
- Cutting costs. Concentrating on care schemes rather than marketing/ magazines/ extended opening hours etc.
- Planning. Building control.
- Arts activities and resources.
- Communicating better to people who are most affected by any planning requests. Not informed even when a development can have a major impact on area e.g., Limes farm, Forshaw Heath.
- Not to spend money on the Council's buildings and luxuries for its staff. Not charging extortionate car parking charges.
- Making staff aware who is the customer.
- Collection of rubbish bins on bank holidays and weekends in the Town Centre, Rec and Bancroft. Better pavements and repairs, more dog bins and bigger ones.
- Social services for aged. Drain clearance.
- Planning. Road maintenance.
- Parking. Public transport.
- Selfishly the road where I live is badly in need of work on both surface and drainage. Grass cutting- often cut when wet and not collected which creates ugly sights.
- Public toilets. Leisure activities.
- Parking- local transport.
- Communication and Information where divides of District council and Local Authorities exist.
- Flood control: out of SDA. Recycling facilities and access for south side of SOA?
- Car parking. Congestion.
- Facilities appropriate for young people. Litter control.
- Refuse collection in households who are not at their houses on collection day. Flood proofing in small lanes like Brewery Row, Little Compton.
- Town planning.
- Pot holes on public highway. Re-housing e.g. people with disabilities.

- Street cleaning and maintenance in the Shipston on Stour area.
- A more logical policy of convenient access to facilities of the town by locals (includes local villages) Park and Ride and reduced parking only exclude access. Better recognition of status of locals and their needs in the town as contrasted with 'world class Stratford' only for outsiders to the detriment of local people.
- Liaison with WCC regards traffic, roads etc. Stratford is dirty and smelly. Otherwise try not to interfere too much.
- Clarification of cyclists on pavement/ footpaths, state of footpaths.
- Car parking and loading and unloading systems. Traffic congestion. In partnership with other involved Authorities.
- Plant more trees and improve green public spaces. We can live without weekly bin collections, pay people to recycle i.e. 1kg of can equals £1 off council tax.
- Recycling i.e. the plans for home recycling. Noise control.
- Roads maintenance.
- Arts activities, disgraceful lack of support for The Gallery and new local artists (of which I am one) - lack of funding for community projects organised by volunteers- Arts Week 2008. Road maintenance- the road surfaces are a disgrace, as a cyclist, I object to paying council tax for substandard road surfaces.
- Clearing of drains and also the pipes between drains to clear water on roads.
- Maintaining and upgrading all roads in the district -not just in Stratford.
- Waste management. Car Parking in SOA
- Support for Arts in the community- at community level. Not exclusive arts, RSE etc.
- Planning. Building control. These seem to be hap-hazard and firmly under the control of 'builders' Construction should be to a plan and a style that is in-keeping with the town's heritage.
- Recycling.
- Speeding traffic through villages not on dual carriageways. Bus transport.
- Road surfacing/ maintenance. Waste.
- Town footpaths.
- Sports and leisure. Fear of crime.
- Public transport.
- Recycling of plastic and cardboard. Road and country lanes maintenance.
- Housing for rent. Roads maintenance.
- Cleaning up rubbish by roadways, making local environment clean and presentable. Improving money spent on villages and enabling older people to move about more freely, pavements poor, overhanging bushes and overgrowth covering walkways and preventing older people walking or using disabled buggies.
- Building control. Roads maintenance.
- Parking (image/style would be better if more positive) (Uniform gives very authoritarian image and looks as if it comes from a low budget WW2 film) (Something bright and jolly? characters from Shakespeare?)
- Local bus services and more info on voluntary services for disabled.
- Building control. Planning.
- Doing what the town's people ask, i.e. build the bridge that is wanted by the people of the town. Maintaining the small market town that makes it a tourist attraction, not turning it into a theme park.
- Waste collection/ recycling- more responsive to community needs. Planning to more clearly understand local needs vs those of Stratford town.
- Get rid of world class Stratford because it is a joke. Listen to the wishes of tax payers.
- Reducing crime, noise and anti-social behaviour at night. Traffic management.
- Planning- the number of new developments has led to serious congestion, and an increased demand on schools and other facilities.
- Roads maintenance, drain clearance. We need a disposal tip nearer than Stratford as we can no longer use the one at Redditch.
- Car parking facilities. Congestion.
- Keeping area clear to stop electricity failures and flooding. Improve roads.
- Road maintenance. Building control. Planning.

- Parking. Toilets- why does town square close before the shops?.
- Road maintenance. Housing.
- Roads and maintenance. Car parking.
- Recycling.
- Business support- support for businesses, access to grants, encouragement of SME's. Representing communities trying to improve environment e.g. better flood defences etc.
- Parking. Recycling/ refuse collection/ disposal.
- Reducing costs. Facilities for elderly.
- Road surfaces. Shared ownership.
- Urgent re-think of refuse and recycling collections desperately needed- people are not happy. Housing- more properties needed to rent for local people at affordable rents- housing waiting list should favour married couples with children, not all the single parents and immigrants.
- Traffic speed through Sambourne, low speed bumps.
- Car parking. Road maintenance. You haven't really mentioned refuse collection but we have the best refuse collection in the country and the most helpful refuse collectors. A credit to you.
- Better recycling, why not recycle all the plastics and packaging that carry the symbol to indicate recyclable. More use of green services like home chipping service. Improve leisure facilities for children and adults.
- Recycling facilities i.e. waste disposal in Studley. Public transport in Studley.
- Funding and support to regenerate trading in village centres, too many empty shops for a variety of reasons. More efficient auditing of the environmental services provided by contractors/ sub contractors.
- Car parking. Putting Bancroft Gardens back into its original nicer area.
- Roads, the condition of some of the roads is appalling. The B4623 is congested and has many pot holes. Flooding problems around Clifford Chambers, do the ditches need clearing?.
- Noise control. Shipston Rugby Club, late Saturday nights.
- Street cleaning including draining. Upkeep of open spaces.
- Roads and economic development. Overall I just wish that the council would listen to what the people of Stratford want, currently they don't.
- Forestry.
- Road maintenance. Public toilets.
- Arts provision.
- Planning controls in areas of outstanding Natural Beauty and conservation areas in Shipston Area, and on building enforcement. Flood control measures.
- Recycling/ waste collection, very disappointed to hear about problems with new scheme being introduced in August. Suggest leave weekly collections of normal waste until food recycling facility in place. Planning, too much retrospective planning approval.
- Public transport, non-existent in my area. Sports and leisure, Stratford leisure centre pool and changing rooms are filthy.
- I only use a few of them and these are satisfactory.
- Car parking. Building control.
- Recently all Alcester Road was dug up for whatever reason and while most was on the footpath it did encroach onto or across main roads. The result was ramshackle to say the least. To put top dressing of loose stones on top is dangerous, roads are diabolical.
- Roadside litter in villages.
- Leisure services in Wellesbourne.
- Resurfacing of roads. Leave Alcester alone, e.g. don't close High Street or remove in-patient beds from hospital.
- Comprehensive recycling of refuse. More sensitive to local opinions on planning.
- Getting tougher with people who are all consistently flouting rules and damaging the environment.
- Roads and schools.
- Help to fight fear of crime and community safety. Roads maintenance.

- Managing cost to maximum of annual inflation. Maintaining weekly rubbish collection.
- Transport. Roads and drains which presumably requires working with the other organisations i.e. Severn Trent.
- Community change; it needs to consider reduction to pensioners on fixed incomes, irrespective of means testing, who cannot control or cut back on the community change, which is imposed, irrespective of ability to pay. Public transport, positioning of bus stops in village should be discussed with residence, and not imposed to satisfy Bus Company requirements.
- Schools. Recycling facilities.
- Regular (more frequent) street cleaning. Telephone response times (departmental).
- All.
- Noise control. Help to fight crime and community safety. Economic development.
- Parking, it's ridiculous. Budgeting, the Bancroft Works and the ridiculous, pointless rusty object at the top of the Banbury Road are both a complete waste of money.
- Planning applications, reduce the lengthy time of evaluating each submission. Minutes of council meetings.
- Household waste disposal. Car parking.
- Arts activities i.e., discount tickets for seats at RSC when theatre is relatively empty. Car parking. Fees drive away visitors, bad for retailers and economy, taking advantage of visitors.
- Listening to voters. If majority act where possible on majority view, after all we pay you.
- Arts activities. Public transport.
- Recycling, collection service, extend the products which can be recycled.
- Planning, making sensible decisions of benefit to the whole community, not simply a few.
- Transport for rural dwellers.
- Public toilet facilities in the town. The town itself.
- Services for pensioners in general, train services, free passes. Pavements/walkway, the Common, Earlswood, are dangerous.
- Household waste, proper information on how and when to use the bins. Roads maintenance.
- Public transport. Noise control.
- Housing for rent for local people and road repairs, potholes etc.
- Recycling facilities. Car parking.
- Waste collection and sorting of recyclable rubbish. The proposed 3 bin system starting in August is a real farce and should be cancelled and a new/better system implemented.
- Road maintenance. Leisure transport.
- Housing for rent. Roads maintenance. Hopefully the recycling facilities will improve in August as already planned, but still room for expansion.
- Call waiting times when contacting the council.
- Recycling, collection of cardboard, plastics and tetra packs. Paving quality, pavements in Gaydon not replaced after the flood are bad.
- Building control. Inspections of food premises.
- Public transport. Road edge clearing.
- Waste collection and recycling. Provision of safe cycle ways.
- Waste disposal. Museums.
- Road maintenance, potholes are deadly. Collection of recycling contents in local car parks, they are not emptied enough. I have had to ring up about them, it has as many as 200 or more bottles etc piling up besides the bins. Then they do not come for two days after.
- Housing for rent (affordable for young people and those on low income). Planning, to ban immediately the building of new housing estates architectural merit in areas which cannot sustain a large influx of non locals nor want to. Always bearing in mind that it is our opinion that matters (since we pay the council), not opinionated councillors or developers.

- Road maintenance.
- Planning and enforcement i.e. building control.
- Parking, keep the Stratford car parks, any loss from Park and Ride should come out of incomes of those whose idea it was. Maintain weekly refuse collection, the upcoming recycling is good, make hotels recycle.
- Refuse collection and disposal ideas, current proposal is inappropriate to a rural district, and has not yet been formally communicated. Planning control.
- Public transport. Planning.
- Car parking. Street cleaning.
- Parish council ability to follow complaints, re parking and grass cutting etc.
- The new bins. Why deliver those huge bins to such places as Wotton Hall. All older people, two pet home, or mainly ladies on their own, unable to cope, or have the room. Where are the slim line ones?
- Planning guide lines do not help complimentary designs for extensions.
- I would have said the recycling of cardboard but this appears to be in hand.
- Planning, stop publishing personal data in on-line planning application details in contravention with Data Protection Act. Household waste collection, continue to improve recycling.
- Residents car parking. Provision of toilet facilities.
- Communication, generate information to lowest denomination, public access to information, don't pull up the drawbridge.
- Parking. Planning.
- Sport and leisure facilities/ activities. Recycling.
- Planning. Traffic management
- Public transport. Schools.
- Road maintenance. Car parking.
- Refuse collection. Planning control.
- Roads maintenance in rural areas. Public toilets.
- Clearing ditches and rivers to get rid of storm water before there is flooding. Communication about new refuse collections, this has been very poor and not thought through.
- Bus service.
- Provide transport to Stratford via villages. Environmental agency to be more helpful if you have problems, not just 'fine' you. Environmental agency officers to be helpful and not patronising or power freaks. Train these officers so they know what they are talking about. Allow push bikes on buses for adolescents. Don't charge 16, 17 year olds who are at school adult fares on buses. (approx.. £5 return, Banbury to Oxhill) cheaper to use the car.
- Street cleaning and litter collection in all towns and villages. Verge mowing in summer, make our district look more presentable and tidy.
- Roads, total lack of any measures to alleviate the dire of problems associated with the extremely heavy flow of traffic through Studley on the A435 throughout the day and night. This situation has steadily deteriorated for the last 15 years and absolutely nothing has been done to redirect traffic to other roads etc with resultant damage to the quality of air and public safety, possible structural damage to property from vibrations caused by heavy lorries and constant noise pollution 24 hours/day. Planning and economic development, the area around the Pioneer store which is still awaiting development and which is an ongoing eyesore; the larger number of closed shops in Studley; lack of variety in shops, far too many fast food outlets and beauty shops
- Local environmental improvements (outside Stratford). Communications e.g., current change to waste collection arrangements, I have not received a word about it from the council.
- Planning. Building control.
- Social service. Crime.
- Footpaths on main highways.
- Crime and safety. Inspection of food premises.
- Planning. Roads and building control.

- Recycling, better and clearly marked division of plastic materials. Suggest promotions for shops selling batteries to provide disposal facilities for old batteries.
- Public transport.
- Grass cutting.
- We are a long way from a council tip. We used to use Redditch but this was stopped by that council. Stratford is too far. Could you not come to some arrangement with Redditch so that Sambourne and Studley residents could once again use their tip. Fly tipping is also on the increase around here.
- Making services known and available locally in the villages or somewhere where a number of small villages can all access.
- When offering accommodation to people retiring from work who live in a tied house offer them a choice, not just OAP bungalows, they are useless when you have a family. We went on the housing list 12 years ago and still only allowed an OAP bungalow, rubbish!
- Road maintenance. Car parking.
- Noise control, traffic particularly motorbikes and motocross. Car parking, out of town parking should be encouraged.
- Parking/congestion. Recycling, from homes.
- Overspending on such things as road/street signs, far too many unnecessary signs and under funding on upkeep of pavements etc. Introduction of new household waste system is farcical.
- Cleaning of the town, litter and lack of bins. Communication, clear and transparent accounts on where the money is being spent, not just top line.
- Cost of council services. Due to rises in gas, electricity, fuel, food etc this applies even more. This council won't escape those cost and budgets will be affected. so its essential to be seen not squander money, or it will undergo criticism.
- More information on waste collection.
- Planning.
- Local residents needs. Concentrate on benefits and needs of Stratford residents.
- Parking, move to park and ride as only option.
- Car parking. Help to fight crime and community safety.
- Car parking. Recycling facilities.
- Household waste collection. Eliminate vandalism.
- Parking. Recycling.
- Planning. Economic development.
- Planning. Overall cost cutting.
- Flood prevention. Ensuring the disgraceful bombsite on the Bancroft is returned to an attractive facility ASAP. The level of activity by the contractors has been abysmal. SDC should be ashamed.
- Road maintenance. Recycling facilities.
- Public toilets. Crime and community safety.
- Crime prevention. Public transport.
- Public toilets. Sports and leisure facilities.
- Planning. Help to fight fear of crime.
- A 24 hr contact number widely advertised to allow all residents quick and easy access to services. Provide cheaper parking in towns and an effective service to man them. Not the rip-off at present. Fine illegal parkers heavily but provide free parking to encourage use of said car parks.
- Individual on-street parking. Dropped kerbs for wheel chair users.
- Public toilets. Car parking.
- Refuse collection/ recycling. Street cleaning/ litter pick-up/ grass cutting, monitoring contractors.
- Planning. Recycle.
- Recycling. I don't approve of the OTT fines given out for bin offences under the new scheme and obviously any pilot was flawed. Improve cycle system in the villages, often roads are dangerous to cycle in between villages.
- Planning for building, how do people get away with planning permission, is it because they are Stratford district councillors?
- Planning. Building control.

- Waste collection, I don't want 3 bins. Grass cutting where I live is atrocious.
- Childcare and nursery. Housing for rent.
- The council removed our recycling boxes and they haven't been replaced. I am currently using one of my own storage crates.
- Advising people of benefits available to them (free parking for over 65's)
- Building control. Household waste collection, recycling.
- To clear the drains more often and check the free flowing of the rivers, although the last is probably the provision of the water company, the floods were the worst disaster for people here and prevention must be made priority.
- Co-ordinating services so that 1 month now pavements are laid, next month someone else is digging them up. Access services, don't waste money. Planning, SDC seems to have a one size fits all approach and are not open to discussion with the people they are supposed to be serving.
- Longer opening times at dump. Easier access to council using telephone.
- Car parking strategies for local residents. The provision of leisure/ sports facilities.
- Take more notice of electorates opinions. save money on more efficient organisation e.g. new rubbish collection due to start Aug 1st.
- Housing. Parking.
- Road maintenance. I am unable to walk to bus stop and if I could, I couldn't walk anywhere when I got to my destination.
- Recycling, we desperately need door step plastic collections. Local transport.
- Household waste collection, why have we been given 2 large wheelie bins, far too big and intrusive for small houses with small gardens. At what cost? No wonder council tax is so high! will they even biodegrade?
- House planning away from Stratford town which are affordable for 1st time buyers and retirement. There are plenty of small areas of land which could be used to help the above people to stay in the area.
- Upkeep of local park. Malt House Lane. Better speed control in local roads.
- More green spaces, more things for adults and children to do outside, e.g. an adventure play area (away from the Rec as you have to drive there and have to pay for parking and its too small). A cycle area, and bmx type practice tracks to do jumps etc, an ice-skating rink, the existing swimming pool to be retiled and changing rooms to be updated, a direct bus link from Bishopton to Warwick, perhaps from Bishopton park and ride and at commuters time.
- Public transport, there is no evening service, no Sunday service, no bank holiday service. On days when families can go out together there are no buses. Maybe more would use it. Road maintenance and footpaths.
- Highway maintenance. Waste recycling.
- Keeping our village post office/shop open. Providing a better preschool free as in Coventry with state provision unequal at present.
- Planning and affordable housing for young and old.
- The main priority is to reduce council tax.
- Planning. Parking.
- Roads. Traffic. Drains.
- Public transport. Road maintenance.
- Local roads.
- SDC needs to be aware of funding projects in the local area, making applications easier. Also need to consider the limits both financially and time wise on the elderly in villages like Shipston in travelling to the hospital.
- Library accessibility, it is in the wrong place for locals to be able to use it. Swimming and leisure facilities should be improved and rebuild.
- Fear of crime and community safety.
- I think a simplification of the whole local government structure would make for more democratic system.
- Sports and leisure. Roads - bypass.
- Road maintenance - last gravel attempt appeared very cheap and embarrassing. Planning, make the centre of Stratford pedestrian.
- Pot holes/roads, but maybe this is highways I don't really know. Ditches, drains etc when flooding, must be cleared and maintained at all times.

- A proper bus depot for world class Stratford. Tighter control on building work, planning.
- Improvement of road surfaces off the main road. Speed limit restrictions.
- It needs much stricter control on all the spreading building, the town can't cope with it all
- Household waste collection - better recycling of plastics etc. Car parking, more spaces in Stratford not less. Those who live South of the river have no alternative but to use a car to get into the centre of town. No park and ride for us! SDC always ignores the residents who live outside Stratford and especially south of the river. With the increase in petrol prices and car parking fees it may soon become too expensive to park in Stratford.
- Better road surfaces. More information on the senior citizens bus passes.
- Refuse collection and recycling. Leisure facilities.
- Household waste collection. Car parking, I do not agree with the suggestion of closing Arden street/Windsor Street car parks. I feel the charges are reasonable and are mainly for town residents
- Traffic - more pedestrian areas, too many cars and buses crammed into a small space. Sport/leisure - particularly the proposed demolition of the leisure centre, we need accessible community facilities.
- Cost of waste. Planning of roads in Stratford - another bridge, cost of parking for locals.
- Public toilets. Recycling arrangements.
- More local services for rural areas.
- All planning services. Waste and recycling.
- SDC needs to sort out its recycling strategy. SDC needs to sort out the parking for residents of Stratford in towns. At the moment we have no advantage in our towns, we should have residents parking or at least a concession.
- Drains cleared out more often. In country areas some ditches to be cleared out to help drainage.
- School traffic. Youths hanging about.
- Road maintenance. Household waste collection.
- Recycling - need to broaden the range of materials that can be picked up at refuse collections and taken for recycling. Dog wardens - need for strict follow up when issues reported. In my experience this has been poor and the streets are contaminated with dog faeces.
- Conditions of road signs. Litter.
- Road maintenance. Street lighting.
- Noise control. Car parking.
- A more helpful attitude towards parking. Hospital parking fees are too expensive.
- Car parking facilities especially for disabled people. Better bus terminals.
- Roads maintenance. Noise control.
- No buses after 7.30pm. Waste collection.
- Providing safe routes to cycle without being killed by a car. Safe cycle route over the river. Pedestrian shopping areas. Ban cars. More safe places to leave your bike.
- Approach to car parking and diminishing of free parking facilities.
- Road maintenance - especially the Fosse way/Harbury lane junction. The road surface is appalling travelling north on the Fosse. Car parking.
- Car parking. Bancroft in front of RSC.
- Road maintenance. Grass cutting especially on verges.
- Planning applications. Cycle provisions.
- Planning, we need more high quality housing in rural areas and less low quality housing in urban areas just to meet government targets for numbers built. We need more housing in every category, and in all areas.
- Household waste collection. Recycling facilities.
- Road maintenance. Crime and community safety.
- Planning, not enough help. Too rigid in approach, unhelpful. Work is done several times over. Wastes council time and public time, almost makes me think of not applying.
- Planning decisions, some are diabolical.

- Road policy in Stratford - particularly a new bridge into town from Banbury Road - the present bridge is not sufficient for transport loads.
- Grass cutting and hedge cutting. Cleaning of roads. Over hanging trees.
- Public transport. Removal of abandoned vehicles.
- I think SDC needs to be the leading partner in developing SOA as a tourist destination - without coherent leadership the District will lose jobs.
- Proposed changes to waste collections. Listening to residents on major Planning issues like 'World Class Stratford'.
- As I am a widow local amenities which I can easily access and afford.
- Planning. Road maintenance.
- Public transport and car parking.
- Speed limits i.e. responsible. School placements.
- Free or cheap 24 hour parking for locals and scrap money pit park and ride. The Bancroft has been turned into an eyesore and is putting off thousands - I have seen a photograph of it in America last week.
- Supply houses to people who live locally - not given to people from out of the area particularly when it concerns the elderly.
- More buses
- Recycling points, servicing areas, like more recycling emptying points.
- Replacing big wheelie bins to small wheelie bins for people who already do a lot of recycling and have very small gardens and space.
- Waste collection. Planning.
- Refuse collection. WC Stratford - ask the public - not over the internet.
- Road and pavement maintenance. Possibly parking facilities for local people and workers - open the Church Street park for others than council staff.
- More frequent public transport to Stratford on Avon from Studley area like Littlewood Green. Green garden gins need emptying once a week during summer months only.
- Car parking in the town for older people who feel they are unable to use the park and ride. Bus facilities, very limited in certain areas, and timetables not always available.
- Free car parking.
- Street lighting.
- Sports and leisure facilities. Crime and community safety.
- Public transport. Street lighting.
- Improve recycling facilities - more information on how the bin scheme is to work, whether recycling matter is going to be separated or wrapped. Increase local library opening hours.
- Road surfaces. Affordable housing.
- Schools. Road maintenance.
- Overall I think SDC provides a decent level of service, staff are always helpful when I call.
- Planning. Communication.
- Pavements and roads.
- Recycling. Waste - especially public areas.
- Public transport. Recycling.
- Car parking. Encourage local town centre jobs.
- Car parks - the machines are always out of order and you can't use the car park. Public transport - timetables. You can't find them anywhere or know how to get there.
- Getting the recycling facilities running properly.
- Road and footpath maintenance.
- Road maintenance. Housing for rent. Getting local shops/private owners to smarten up there premises, especially when empty for some time.
- Roads - layout - more Planning needed. Leisure activities. Park and ride facilities outside Stratford.
- Building control. Road maintenance.
- Road maintenance. Noise control.

- Environmental issues - pest control/bins/rubbish in the street. Communication of new ideas with the public.
- Road maintenance. Recycling facilities.
- Building control. Recycling.
- Planning. Car parking.
- Help to fight fear of crime and community safety. Public transport.
- I feel that the state of roadside verges at times really lets the town down, particularly around the Armillary and Trinity Mead development. I do not feel it is money well spent to get contractors to water plants on an apparently daily basis so flower beds look good stocked with annuals use to select flowers that are more tolerant to drought - less watering = less contractors = less traffic - less money. Simple!
- Car parking, around the card park roads on the recreation ground car park in Stratford. Public transport - we have next to none.
- Transparency on the distribution and application of council tax. What proportion is used to maintain local government pensions. What is the strategy for enhancing public areas in Stratford's town, particularly post the redevelopment of the theatre.
- Road maintenance - shoddy workmanship, cheap quick fix repairs. Trading standards - no follow up on complaint.
- Road maintenance. Crime.
- Car parking. Housing for rent.
- Sports and leisure facilities. Grass cutting on roadside verges.
- Household waste collection. What are we to do with three wheelie bins when there is no garden and no space.
- Better management of present resources, otherwise council tax just increases without any benefit. Household waste - I recycle most items but do not want any bins due to lack for space. But feel as a council and nationally - we need to seek ways (efficient) so using our recycling. Not sending it to Essex and China or mixing it all up for the council to sort it out.
- Parking and lower rate for shops, we are heading towards a ghost town.
- Public transport. Better building and Planning control.
- I think you do a good job already. The new waste collection will probably work out very well if the professional managers are allowed to go on without influence from Elected members
- Transport. Public transport.
- Household waste collection. Road maintenance.
- Public transport - it's about time the railway station and bus facilities are improved to cater for visitors and locals alike, it's embarrassing for the town. Building control - need to ensure the current infrastructure is sufficient to meet the needs of all the new houses that have been built, before any new building of houses is permitted.
- The community link is marvellous, but it would be useful to go somewhere else sometime.
- Pot holes in road.
- Stop that idiot Topham and WCS before they do any more damage. Public transport.
- Planning. Car parking.
- Waste removal/recycling. Parking provision in town - not at park and ride.
- Car parking. Building control.
- Prices and free parking. More flats should have own parking spaces.
- Car parking for disabled in the town centre. Noise control.
- Listening to residents. Planning/development - especially in town centre and anything relating to world class Stratford.
- Condition of pavements. General presentation of the town centre.
- Costs of councillors should be capped. Generally satisfactory although should be reviewed which services could be cut back to reduce community charge.
- Street cleaning and road verges. Hedges and grass cuttings left in the road in Charlecote. Flooding will appear again as the drains are blocked.
- We are satisfied with most of the services.
- Planning. Crime and safety.

- Leisure - why is the swimming pool closed to everyone so often. Library services.
- Car parking. Road maintenance.
- Public toilets. Building control.
- Collection of recycling. Lowering car parking fees.
- Road maintenance. Sports and leisure.
- I have found the staff at the Planning department most helpful.
- Pest control. Parking.
- Litter over the weekends and vandalism in Shottery Fields. Parking wardens, local residents pay council tax so should be given Tokens for parking.
- Social services for improved care in the community. Road maintenance.
- Planning
- Household waste collection. Road maintenance.
- Car parking. Economic development.
- Bus routes and times.
- In my own limited experience of different services, I feel like SDC is doing a good job.
- Libraries. Planning.
- Parking south of Stratford. Refuse collection.
- Road maintenance. Recycling.
- Local leisure facilities. Cheaper short stay parking for residents from neighbouring villages who have to visit town centre for essential facilities.
- The question needs to be asked the other way rather than improvement with subsequent additional taxes, what improvements (reductions) can the council effect on council tax?
- Would like to take over all services.
- Planning. Road maintenance.
- Recycling facilities - especially non bottle plastic and food packaging. Improving rural public transport.
- Telephone contact with Elizabeth house - operators could be more informed of how to deal with enquiry.
- Infrastructure due to too much housing. More police patrols (foot or vehicle) round town.
- Fighting crime. Too many disabled parking spaces in Southam.
- Car parking arrangements that do not penalise local people trying to use services in the town centre. Sort out rubbish collection proposals to maximise case of recycling.
- Sports and leisure. Transport.
- Car parking. Building control.
- Public toilets, do not have a repeat of a town square fiasco, where were your lawyers at this time. Sports and leisure facilities.
- Road conditions around Stratford town and surrounds of poor standard often pot holes are consistent problem. Traffic in Stratford town Centre.
- Road maintenance. Car parking in town.
- Road maintenance - including pavements and sewerage. Household waste collection and disposal in a rural town need not follow Central London. We need our own individual methods.
- Public toilets including street cleaning. Road maintenance.
- Road maintenance. Schools.
- Re-cycling is awful compared with what happens in Europe. Street cleanliness / litter control and collection. Control of quality, variety of shops.
- Not too keen on the open situation of one stop shop in Southam library, talking in the 'quiet' area of a library disturbs people and means can be overheard. Road maintenance.
- Removal of abandoned vehicles. Fighting fear of crime.
- Parking within Stratford, otherwise the town and shops will suffer (park and ride is not popular) Improve the town itself, not just the Bancroft. Recycling, huge ugly plastic bins are not an option in many villages.

- Transport in rural areas to places other than Redditch or Solihull. Help for the elderly, particularly over the new dustbin collections, where will all these bins be stored for the houses that have very limited space?
- Road maintenance but overall whilst it is not in your list is to improve the process of communications regarding services. Information has to be delivered simply in a way that people are likely to access. Generally people do not read lengthy bulletins or leaflets a new communications strategy to include but not exclusively to use modern technology, emails etc.
- For rural communities your services are perceived as totally inept.
- Too many pot holes on public roads. Loose stones on pavements.
- I am satisfied with the present situation.
- Library services - very few books seem to be available and it is expensive to place a special order. No other service comes to mind but council tax is very high.
- More spending on the arts in rural areas like Live X Local which you have cut drastically.
- Waste recycling - I am extremely concerned about the amount of rubbish that we produce and also the quantity that goes into a landfill. I am appalled that the council propose to landfill green waste for several months. It demonstrates a complete lack of forward Planning and appreciation of residents concern and personal efforts to reduce waste. Why not divert to another district facilities under WDP? Flood protection, this is a serious issue. What exactly is being done? Are the flood plains being designated and no build policy enforced? Bridges improved? Drainage channels enlarged, flood storage increased? Run off reduced and infiltration/transpiration increased?
- Crime. Noise control.
- Recycling collection - cardboard, plastics (all types) clothing, metals - all need collection from doorstep.
- Appeal and upkeep of the residential roads, paths, open spaces and roundabouts. Improving local-residential area, speeding/safety/road crossing and policing of parking on corners, junctions. Providing activities for teenagers/young adults to stop them loitering on street corners drinking alcohol and causing a nuisance. Reducing illegal and foreign cars that belong permanent residents.
- Keep the waste collections to weekly. To speed up the work on Bancroft - most days there seems to be no working or supervision and with regard to the World Class Stratford get more in time with what rate payers would like to see, less autocratic decision making.
- Housing for young people locally. Crime, especially locally, the need for a village police presence.
- Recycling. Parking in Stratford.
- Roads. Storm drains.
- Being more in charge of local issues. Enhance liaisons with the County to improve public transport and particularly its efficiency.
- Fly-tipping. Noise in areas of high density.
- The parking in Stratford, get rid of the meters.
- Housing for people on low income.
- Waste collection. Recycling facilities.
- Stratford hospital desperately needs it's A&E back. The town has more than doubled in size and Warwick and Banbury are the nearest casualty department. It's ridiculous on a recent emergency my 15 year old daughter was left waiting 6 hours. The parking situation is horrendous. Local businesses are being driven out by over inflated rates and no on street parking for over 30 minutes. No time to browse.
- Dumping. Litter.
- Planning, needs to be more responsible for the quality of work not just meeting regulations.
- Recycling facilities.
- Road maintenance and drains. Grass cutting.
- Public transport. Car parking.
- Affordable housing.
- Pavements. Traffic congestion.

- Economic development. Planning.
- Car parking. Recycling facilities.
- Waste disposal and recycling. Public transport in villages.
- Public toilets. Libraries.
- Planning department. Environment services.
- Strategic Planning. Consultation with population.
- Road maintenance, grass cutting etc. Recycling facilities.
- Happy with all the services.
- Building control. Economic development.
- Car parking for the disabled with easy access for the elderly and help to prevent crime and community safety.
- Waste - should have been looked into more as to people's needs- survey - and utilise what we already have to still use instead waste collection up to now has been good - dread to think from August. SOA DC need to get building site in Bancroft Gardens finished. Flowering cherry, wonderful beds destroyed - bridge expense could have been put to better use.
- Recycling facilities. Public transport.
- Pavement and road maintenance. Weed control.
- Dog mess. Swimming pool opening times.
- Road maintenance, too many pot holes. Better planned refuse collection too many HGVs in village on same day.
- Maintenance of public land - roads, paths, entry to peoples home etc. Banning wheelie bins for properties with poor access and storage - mainly for environmental hygiene issues.
- Parking. Public toilets.
- Recycling, more sensible options for houses with less space to house new wheelie bins. Increased use of the park and ride - closing town car parks and pedestrian only access in town on Saturdays and Sundays.
- Planning enforcement. To be able to speak to an officer rather than call centre.
- Refuse collection. I can't see why all recyclable materials are collected together and sorted at the other end, it seems more sensible to be sorted by households. There are now 3 collection vehicles where there used to be one.
- The management of Stratford town - it is unattractive, with a run-down feel, and I actively choose to go elsewhere to shop. Park and ride, if you live in south Stratford you have to drive through Stratford to access it, so it is pointless for these residents.
- Exert appropriate influence for the provision of a bus station in Stratford. Keep pavements free of weeds and overgrown hedges.
- More parking areas for shopping, schools etc. Area visits more often.
- Road maintenance. Planning.
- Refuse collection. Public transport/parking.
- Public transport. Public toilets.
- Road conditions. Parking issues.
- Answering enquiries.
- Clear indication of new refuse collection and how people who can't cope with 3 large bins are to be accommodated.
- Sports and leisure facilities. Building control.
- Flood advice and after care.
- Road works Planning, referring to the recent chaos in Church Street.
- Provide more housing for people on the housing waiting list. Information, especially in rural areas, what services are available to people with disabilities and the elderly.
- Recycling. Crime reduction.
- House hold waste. Car parking.
- I wish there was something that could be done about turning SOA into a minor Blackpool, please curtail the hair brained ideas of those who wish to do so.
- Poor condition of footpaths adjacent to my home. Public footpath by Hathaway Hamlet between Cottage lane and Church Lane.
- Schools, more places for children in the catchment area. Waste collection - the new recycling plan needed more thought and preparation.

- Funding for schools.
- Fear of crime and community safety. Public transport on Sundays.
- Road maintenance. Housing advice.
- Litter collection and litter droppers. Controlling and penalising them, Replacing vandalised litter bins, more CCTV.
- Road upkeep, potholes etc. Green waste bin not emptied for 6 weeks.
- Building control. Planning.
- Weeds in the roads and gutters. More frequent emptying of rubbish bins in high traffic areas.
- Road maintenance. Crime and community safety
- Planning. Recycling.
- Recycling. Road maintenance.
- Road maintenance. Noise control.
- Sports and leisure facilities.
- Trimming the hedgerows and cutting or grass especially the verges which are a disgrace. Litter removal, use the unemployed.
- Access to the Planning officers. This may have improved recently but I had a Planning officer a year ago although I phoned and made an appointment. When I arrived I was told they wouldn't meet me but would talk via phone from reception.
- Sports and leisure.
- Refuse collection. I asked for another garden bin in 2007 May. I have phoned 6 times, with the promise of a new one which I have yet to receive.
- Provision of a town - Stratford looks run down and unattractive to visitors. Cleaning public spaces.
- Building control. Fighting fear.
- Traffic management. Recycling.
- Housing control and tax benefit. Household refuse collection, pest control.
- Information on services available. Complaints procedure. Planning consultative procedure.
- Planning, who let Bancroft go ahead. Recycling.
- Street lighting. Car parking.
- Planning. Business support and development.
- Environmental protection against floods. Helping communities safe guard against future flooding and help communities to recover form 2007 floods.
- Public transport. Policing.
- Council tax is not good value for money. Housing, not enough property at reasonable prices.
- Schools. Car parking.
- Recycling. Arts activities.
- Planning. Parking.
- Traffic control in Stratford. Facilities for young children.
- Household waste collection. Sports and leisure.
- Grass cutting during summer months needs to be improved around Ufton.
- Building control. Planning.
- Parking, congestion in Stratford centre is caused by inattention of traffic wardens to cars parked on the roads. Refuse collection - as I understand it, council proposal to reduce collection of green bins to fortnightly. This will lead to more bonfires.
- Planning department. Environmental.
- Sports and leisure facilities.
- Car parking. Building control.
- Car parking. Recycling.
- Planning
- Household waste collection. Recycling.
- Grass all around town, especially Birmingham Road, don't use the cheapest contractor, use the best.
- Schools have gone down hill, are over crowded and not sufficient for the current population. Housing, that is being built is inappropriate and aimed at people who already have one property looking for a second rather than catering for people who have nothing.

- Car parking. Noise control.
- All
- Public transport in rural villages. More local police/CSO. More regular collection of household waste and recycling.
- Planning, we had real problems when we objected to extension being built too close to our home, even talking to councillors they could not help us. Everyone in the road said it was too close, but would have to pay to continue to object. Rubbish collections, farce about recycling place not being open yet and starting too early, put the whole system on hold until it is ready.
- Reduction in administration generally. Focus on benefiting rural areas.
- Road resurfacing. Grass cutting and road junctions.
- Facilities for 15-20 year olds. Citizens advice access.
- Henley in Arden library still closed. Rural road maintenance poor. No apparent attention paid to dangerous trees around rural roads. Rural roads not adequately cleared. 60 MPH speed limit is too high on some narrow country lanes.
- Parking ticket machines - especially the park card system which is deplorable - even though it offers cheaper parking - it in fact does not because we never use cards as machines don't accept them.
- Accessibility. Traffic flow through town centre.
- Housing. Rents.
- Recycling facilities.
- Relaxing Planning on barns, log cabins, giving us something to go for without a fuss.
- Household waste collection. Planning.
- Any service which enables the DC to influence CC to change attitude and carry out residents wishes. Pay less attention to the views of Mr Topham.
- Housing advice. Arts activities.
- Listening to the public concerns. Consulting before deciding upon expensive and unnecessary plans.
- Recycling. Reduce costs for car parks.
- Transport. Support for local societies.
- Help to fight crime, public safety. Car parking.
- Car parking. Road maintenance.
- Planning and enforcement.
- Public transport to villages. Sports and leisure facilities.
- Help to fight fear of crime and community safety. Public transport.
- Keeping parking available in the town area at reasonable price or free.
- Repair of roads. Refuse collections.
- Information about what is happening in Stratford and surrounding areas in a more 'user friendly' format such as magazine - current format doesn't make busy people want to read it.
- Car parking. Planning.
- Leisure facilities. Road safety.
- Improving flood defences in Shipston. Even though a new drain has been put down, the Brailes-Shipston road had to be closed when there was heavy rain. Improve traffic circulation in Stratford.
- Management of Green Lanes, RUPPs etc. Open them all to vehicles again instead of closing them when local people make un-qualified complaints.
- Planning - tighter controls on new building especially on flood plains. Clarity on new plans for refuse collection - wheelie bins are too large, expensive and heavy - unsightly in narrow streets. You seem toothless on noise control.
- Refuse collection (Alongside WCC). New bin collection system is going to be a farce in Old Town.
- Public consultation - actually taking notice. Keeping sports centres in Stratford centre!
- Local swimming pool, recycling – household waste collection
- Comparisons of secondary education schools in Warwickshire area - information on..... Increased recycling (Variety of products we can recycle from home). Monitoring & penalising dog fouling