

Citizens Panel – Headline Results – January 2005

1036 questionnaires mailed out with 621 returned and 10 "not interested anymore, moved away etc."
Response rate = 60.5%.

INTERACTION WITH THE PUBLIC

- Q1 Please indicate when you would prefer to make contact with the Council (by telephoning or visiting the Council) more than once a year? (Tick all that apply)**
- | | |
|---|-------|
| <i>Between 8am and 9am (weekdays)</i> | 16.8% |
| <i>Between 9am and 5pm (weekdays)</i> | 76.0% |
| <i>Between 5pm and 8pm (weekdays)</i> | 30.8% |
| <i>Saturday morning</i> | 35.7% |
| <i>Saturday afternoon</i> | 8.0% |
| <i>Sunday morning</i> | 4.7% |
| <i>Sunday afternoon</i> | 2.1% |
- Q2 About which of the following services are you likely to contact the Council outside our normal working hours (currently 8.45am to 5.15pm)? (Tick all that apply)**
- | | |
|---|-------|
| <i>Housing benefits</i> | 1.8% |
| <i>Leisure bookings and information</i> | 17.0% |
| <i>Council tax payments and information</i> | 23.1% |
| <i>Information on planning applications</i> | 23.7% |
| <i>Pest control</i> | 37.7% |
| <i>Food hygiene</i> | 11.5% |
| <i>Reporting fly tipping</i> | 33.3% |
| <i>Noise or nuisance</i> | 44.8% |
| <i>Information on waste collection and recycling</i> | 34.6% |
| <i>Information about your local councillors and the way the Council works</i> | 5.4% |
| <i>None of these</i> | 13.3% |
| <i>Don't know</i> | 3.3% |
| <i>Other</i> | 4.9% |
- Q2 If other, please specify**
- | | |
|-----------------------------------|-------|
| <i>Street cleaning</i> | 3.3% |
| <i>Footpaths</i> | 16.7% |
| <i>Health & Safety</i> | 3.3% |
| <i>Roads</i> | 13.3% |
| <i>Parking</i> | 23.3% |
| <i>Street lighting</i> | 0.0% |
| <i>Drainage</i> | 6.7% |
| <i>Dog fouling</i> | 10.0% |
| <i>Litter</i> | 3.3% |
| <i>Youth Club</i> | 3.3% |
| <i>Speeding</i> | 3.3% |
| <i>Planning information</i> | 6.7% |
| <i>Road signs</i> | 3.3% |
| <i>Septic tank</i> | 3.3% |
| <i>Various</i> | 6.7% |
| <i>Urgent matters</i> | 6.7% |
| <i>Abandoned cars</i> | 3.3% |

Q3	On average, approximately how often do you contact or are likely to contact the Council (telephone or visit) in a year?	
	12 times or more (at least monthly).....	3.9%
	6 to 11 times (at least once every two months).....	8.0%
	2 to 5 times.....	52.6%
	Once.....	29.4%
	Never	6.0%
Q4	If you have made contact with the Council in the last 12 months, which method did you use? (Tick all that apply)	
	By visiting the Council offices at Elizabeth House	39.1%
	By visiting the Council area office at Alcester.....	3.5%
	By visiting the Council area office at Shipston-on-Stour.....	3.3%
	By visiting the Council area office at Southam	3.8%
	Writing to the Council	16.9%
	Telephoning the Council.....	66.4%
	Sending an e-mail to the Council.....	8.5%
	Sending a message through the SDC website.....	2.3%
	Not been in contact with the Council (go to Q7).....	12.9%
Q5	For what reason did you contact the Council the last time you did so?	
	Refuse/bin collection	31.5%
	Recycling.....	15.1%
	Council tax	21.6%
	Housing related.....	5.2%
	Noise / nuisance	5.9%
	Food hygiene / health & safety.....	1.9%
	Pest control	9.4%
	Planning	26.4%
	Building control.....	5.2%
	Street cleaning / dog fouling	5.0%
	Obtain information in general about the Council and its services.....	5.0%
	Parking.....	23.1%
	Benefits	4.4%
	Other.....	8.6%
Q5	If other, please specify	
	Business rates	4.4%
	CCTV.....	2.2%
	Dog warden	2.2%
	Electoral register.....	4.4%
	Flooding.....	2.2%
	Footpaths	6.7%
	Stiles	2.2%
	Neighbour dispute.....	2.2%
	Car pass	2.2%
	Road repair.....	6.7%
	Road speeds	2.2%
	Council sports awards	2.2%
	Taxi licence.....	2.2%
	Leisure vouchers.....	2.2%
	Website suggestion.....	2.2%
	Drainage.....	2.2%
	Environmental (gen. / unspec.).....	4.4%
	Leisure (gen. / unspec.).....	6.7%
	Tokens (gen.)	4.4%

Roads (gen.).....	4.4%
Abandoned car.....	6.7%
Fly tipping.....	8.9%
Recreation ground.....	2.2%
Trees (unspec.).....	2.2%
Tree felling	2.2%
Overgrown vegetation.....	4.4%
Vandalism.....	4.4%
Information on my address	2.2%
Visit registrar.....	2.2%

Q6 Overall, how satisfied / dissatisfied are you with the way you were dealt with by the Council?

Very satisfied.....	41.9%
Fairly satisfied	37.3%
Neither satisfied nor dissatisfied.....	9.4%
Fairly dissatisfied	6.1%
Very dissatisfied.....	5.4%

SDC CORPORATE STRATEGY

Q7 There are three targets under consideration for AIM 1 - the Development of Safer and Healthier Communities. Which are the two most important for the Council to deliver by the date given? (Tick 2 boxes only)

1. Work with partners to reduce the total number of recorded crimes by 12.5% from the 2003/04 total	93.7%
2. Implement two suitable CCTV schemes by April 2008.....	71.7%
3. Work with partners to develop a Wellesbourne leisure and community facility by April 2008.	22.8%

Q8 If you have any comments on the target levels shown above, i.e. increase, reduce or amend them, or you would like to suggest any other targets that are not in the above list for AIM 1, please comment here?

Comments to follow

Q9 There are six targets under consideration for AIM 2 - The Development of Sustainable Communities. Which are the three most important for the Council to deliver by the date given? (Tick 3 boxes only)

1. Improve the energy efficiency of homes in the District by 28% compared to 1996 baseline by April 2008	44.4%
2. Recycle or compost 40% of household waste collected by April 2008.....	80.5%
3. Reduce the amount of waste collected per head of population by 2% compared to the 2005/06 amount by April 2008.	24.9%
4. Complete 50% of the projects in the Waterfront Masterplan in Stratford upon Avon (to protect the future of the area beside the River Avon in the town) that we are responsible for by April 2008.....	28.5%
5. Ensure the provision of 250 new affordable housing units by April 2008.	55.0%
6. Have no homeless families housed in Bed and Breakfast accommodation by April 2007. ...	54.8%

Q10 If you have any comments on the target levels shown above, i.e. increase, reduce or amend them, or you would like to suggest any other targets that are not in the above list for AIM 2, please comment here?

Comments to follow

- Q11 There are four targets under consideration for AIM 3 - THE CREATION OF INCLUSIVE COMMUNITIES. Which are the two most important for the Council to deliver by the date given? (Tick 2 boxes only)**
- 1. Enhance joint local service provision in Southam (a One-Stop Shop providing access to services of various public bodies in one building), and identify further facilities across the District, by April 2008..... 36.7%
 - 2. Provide access to 100% of services through a transactional website (e.g. ability to order Council services electronically) by 31st December 2005 40.1%
 - 3. Set up a Youth Council by April 2006 54.4%
 - 4. Help more residents obtain benefits they are entitled to by April 2008..... 63.0%

Q12 If you have any comments on the target levels shown above, i.e. increase, reduce or amend them, or you would like to suggest any other targets that are not in the above list for AIM 3, please comment here?

Comments to follow

Q13 Thinking of all 13 targets in total listed under the three aims, which is the most important target you feel we should ensure is achieved? Please write in the target below.

Comments to follow

PEST CONTROL

Q14 Are you aware that Stratford District Council provides a Pest Control Service?

Yes..... 85.2% Go to Q15

No..... 14.8% Go to Q16

Q15 All rats and mice are treated free of charge at domestic premises. Are you aware of this fact?

Yes..... 56.3%

No..... 43.7%

Q16 If the Council were to start charging for the control of rats and mice in your home, do you think this is right?

Yes..... 31.3%

No..... 68.8%

Q17 Do you think the following groups should be exempt from being charged?

	Yes	No	Don't Know
Pensioners	87.9%	10.0%	2.0%
Persons in receipt of a means tested benefit	73.9%	19.0%	7.1%

Q18 Do you feel that the problem of rats and mice infestation has increased in the last five years in your local area (within about a 15-20 minute walk or 5-10 minute drive from your home)?

Yes..... 23.4%

No..... 31.5%

Don't know..... 36.7%

Not applicable, I have lived in this area for less than 5 years..... 8.4%

NOISE CONTROL

Q19 Can you tell me how much of a problem overall the level of noise is in your local area (within about a 15-20 minute walk or 5-10 minute drive from your home)?

<i>Very big problem</i>	4.9%
<i>Fairly big problem</i>	14.3%
<i>Minor problem</i>	30.2%
<i>Not a problem</i>	38.9%
<i>It happens but it is not a problem</i>	11.3%
<i>Don't know</i>	0.5%

Q20 On a scale of 1 to 7 where 1=not at all sensitive and 7=very sensitive, how sensitive would you say you are about noise?

<i>1 - not at all sensitive</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7 - very sensitive</i>
4.2%	8.0%	17.5%	21.2%	23.2%	12.7%	13.2%

Q21 How would you rate the following types of noise in your local area?

	<i>Serious problem</i>	<i>Problem, but not serious</i>	<i>Not a problem</i>
Road traffic	13.5%	39.6%	47.0%
Aircraft	6.5%	22.8%	70.8%
Trains / Railways	0.2%	2.4%	97.4%
Industrial / Commercial premises	2.4%	7.1%	90.5%
Road works	1.8%	10.9%	87.2%
Construction / Demolition	2.0%	11.2%	86.8%
Pubs, clubs & entertainment	6.0%	16.3%	77.8%
Farming related	0.4%	9.7%	89.9%
Animals	3.1%	14.5%	82.4%
Sports events	1.5%	5.6%	92.9%

Q22 What effect(s) does noise have on your home life. Does noise have any of these effects? (Tick all that apply)

<i>Affects sleeping or resting</i>	61.3%
<i>Disruptive when listening to TV / radio / music</i>	20.3%
<i>Distracts from reading, writing etc</i>	24.3%
<i>Cannot open windows or doors at times</i>	46.9%
<i>Disruptive when having a conversation or on the telephone</i>	7.9%
<i>Limits amount of use in garden</i>	46.2%
<i>Puts constraints on the use of a room(s) / part of house</i>	13.4%

Q23 How much of a problem are noisy neighbours or loud parties?

<i>Very big problem</i>	2.9%
<i>Fairly big problem</i>	2.9%
<i>Minor problem</i>	19.0%
<i>Not a problem</i>	56.3%
<i>It happens, but it is not a problem</i>	18.2%
<i>Don't know</i>	0.8%

Q24 Have you ever complained about a noise issue caused by a neighbour?

<i>Yes</i>	15.2%
<i>No</i>	84.1%
<i>Cannot remember</i>	0.7%

Q25 Who did you complain to about a noise issue caused by a neighbour? (Tick all that apply)

<i>Neighbour / person causing the noise.....</i>	69.6%
<i>The police.....</i>	23.9%
<i>SDC Environmental Health dept.</i>	29.3%
<i>SDC - other department.....</i>	5.4%
<i>Landlord.....</i>	10.9%
<i>Member of Parliament / Councillor.....</i>	4.3%
<i>Other.....</i>	6.5%

Q26 Thinking about your complaint, how effectively do you feel your complaint was dealt with by...?

	<i>Very Effectively</i>	<i>Somewhat Effectively</i>	<i>Not Effectively</i>	<i>Not Applicable</i>
SDC Environmental Health Dept	5.5%	30.9%	23.6%	40.0%
SDC - Other Department	6.5%	3.2%	19.4%	71.0%
Member of Parliament	0.0%	0.0%	16.0%	84.0%
The police	2.2%	10.9%	41.3%	45.7%

HOUSEHOLD WASTE AND RECYCLING

Q27 Would you be prepared to pay extra council tax to have a kerbside recycling service for plastics and cardboard?

<i>Yes.....</i>	36.0%	Go to Q28
<i>No.....</i>	64.0%	Go to Q29

Q28 What is the maximum you would be prepared to pay in extra council tax, in order to have your plastics and cardboard collected fortnightly?

<i>An extra £5 to £10 per year.....</i>	74.7%
<i>An extra £11 to £20 per year.....</i>	18.9%
<i>An extra £21 to £30 per year.....</i>	6.5%

Q29 Several Councils looking to maximise the amount of dry recycling collected (everything but green waste), have changed their method of collection. They now collect general waste fortnightly, with dry recyclables such as tins, aluminium, glass, paper, clothing, plastics, and cardboard collected weekly. SDC would be interested in your view of this alternative method. Would you be in favour of such a scheme?

<i>Yes.....</i>	39.0%	Go to Q31
<i>No.....</i>	50.2%	Go to Q30
<i>Don't know.....</i>	10.8%	Go to Q31

Q30 If you are not in favour of this type of scheme, what other changes would you like to see?

Comments to follow

STATEMENT OF COMMUNITY INVOLVEMENT

Q31 Have you been involved in the planning process before?

<i>Yes.....</i>	54.0%	Go to Q32
<i>No.....</i>	46.0%	Go to Q33

Q32 In what way were you involved? (Tick all that apply)

<i>Submitted a planning application.....</i>	53.9%
<i>Commented on a planning application.....</i>	62.1%
<i>Commented on the Local Plan.....</i>	31.5%
<i>Participated in a public inquiry.....</i>	23.3%
<i>Other.....</i>	6.7%

Q32 If other, please specify

<i>Written objection</i>	4.5%
<i>Commented on speed limit/ road safety</i>	9.1%
<i>Environmental issue</i>	4.5%
<i>Village appraisal</i>	4.5%
<i>Vision statement</i>	4.5%
<i>Attended planning meeting</i>	4.5%
<i>Acted in clients behalf</i>	4.5%
<i>App. submitted on our behalf</i>	4.5%
<i>Completed questionnaire</i>	9.1%
<i>Was ignored</i>	4.5%
<i>Worked in structure plan team</i>	9.1%
<i>As a representative</i>	9.1%
<i>As a councillor</i>	13.6%
<i>As a planning lawyer</i>	4.5%
<i>Tried to discuss minor development</i>	4.5%
<i>Work with the LSP</i>	4.5%

Q33 There are various ways of consulting in relation to planning. Which of the following techniques would you like to see being used in involving the community in the planning process? (Tick all that apply)

<i>Publicity</i>	78.7%
<i>Consultation material, i.e. questionnaires, documents to consult on</i>	60.8%
<i>Exhibitions / road shows</i>	41.2%
<i>Formal public meetings</i>	47.5%
<i>Seminars / workshops</i>	12.8%
<i>Focus groups</i>	19.3%
<i>"Planning for Real" (a method of community involvement on an area specific basis using an interactive model of a town or village to identify issues and needs for a specific area)</i>	33.3%
<i>Area Action Planning (Structured event to set actions for change - public meeting)</i>	27.2%

Q34 How should SDC advertise the publication of Local Development Documents? (Tick all that apply)

<i>Through the media (radio and TV)</i>	35.0%
<i>Newspapers</i>	79.2%
<i>SDC website</i>	43.9%
<i>Direct mail out</i>	56.0%
<i>Via email</i>	17.0%
<i>Displays, e.g. in area offices, libraries</i>	63.0%
<i>Other</i>	5.1%

Q34 If other, please specify

<i>Women's institute</i>	3.2%
<i>Community centres</i>	3.2%
<i>Leisure facilities</i>	3.2%
<i>Schools</i>	3.2%
<i>Parish councils</i>	32.3%
<i>Parish magazines</i>	16.1%
<i>Pubs</i>	3.2%
<i>Shops</i>	16.1%
<i>Post offices</i>	3.2%
<i>Website</i>	3.2%
<i>Information centre (unspec.)</i>	3.2%
<i>Newsletter</i>	6.5%
<i>Included with council tax bill</i>	3.2%

<i>Inform everyone</i>	3.2%
<i>Regularly</i>	3.2%
<i>Not via email</i>	3.2%

Q35 Where should the documents that we intend to produce be made available? (Tick all that apply)

<i>Stratford District Council Offices</i>	81.2%
<i>Libraries</i>	83.6%
<i>Stratford District Council Website</i>	64.3%
<i>Other</i>	18.7%

Q35 If other, please specify

<i>Through the post</i>	12.3%
<i>Parish councils</i>	28.1%
<i>E-mail</i>	0.9%
<i>When requested by public</i>	1.8%
<i>Newspapers</i>	9.6%
<i>Noticeboards (gen./unspec.)</i>	10.5%
<i>Post offices</i>	14.0%
<i>Pubs</i>	2.6%
<i>Banks</i>	0.9%
<i>Shops</i>	19.3%
<i>GP surgeries</i>	3.5%
<i>Schools</i>	2.6%
<i>Colleges</i>	1.8%
<i>Police Stations</i>	0.9%
<i>Churches</i>	2.6%
<i>Village Halls</i>	7.0%
<i>Community centres</i>	3.5%
<i>Depends on Document</i>	0.9%
<i>Village committee chairman</i>	0.9%
<i>Don't know</i>	0.9%

Q36 Who are the key groups, businesses or other organisations that we should be involving?

<i>Residents (gen.)</i>	23.3%
<i>Community newsletter</i>	1.2%
<i>Community groups</i>	8.1%
<i>Householders</i>	1.2%
<i>Focus groups</i>	0.3%
<i>Residents Associations</i>	6.9%
<i>Citizens Panel</i>	1.4%
<i>Neighbourhood watch</i>	0.9%
<i>Catering</i>	0.9%
<i>Chamber of Trade/ Commerce</i>	5.5%
<i>Entertainment/ leisure</i>	1.2%
<i>Education</i>	10.7%
<i>Health Service</i>	4.9%
<i>Police</i>	4.0%
<i>Road traffic authority/ transport authorities</i>	1.4%
<i>Public transport providers</i>	1.7%
<i>Tourism</i>	1.4%
<i>Welfare organisations/ Social Services</i>	0.9%
<i>Sewage control</i>	0.6%
<i>Utilities</i>	0.9%
<i>Stratford Society</i>	2.0%

<i>Stratford Town Trust</i>	0.3%
<i>Stratford town centre partnership</i>	0.9%
<i>Architects</i>	0.3%
<i>Developers/ builders</i>	2.3%
<i>Those most affected by developments</i>	14.4%
<i>Emergency services (gen.)</i>	1.7%
<i>Local businesses/ traders</i>	24.5%
<i>Conservation groups/ environmental</i>	6.1%
<i>Parish councils</i>	29.1%
<i>Councillors (gen.)</i>	4.6%
<i>Voluntary organisations</i>	4.0%
<i>Churches</i>	4.6%
<i>Libraries</i>	0.6%
<i>Town Council</i>	4.0%
<i>Council</i>	0.6%
<i>Village councils/ groups/ associations</i>	1.7%
<i>Parent groups</i>	1.4%
<i>Disabled groups</i>	0.6%
<i>OAP groups</i>	2.0%
<i>Youth Groups</i>	3.7%
<i>Trade/ Business Associations</i>	0.6%
<i>Civic Societies</i>	2.3%
<i>Women's institute</i>	1.2%
<i>Farmers</i>	0.9%
<i>Landowners</i>	0.6%
<i>Local magazines/ newspapers</i>	0.9%
<i>Local media (gen.)</i>	0.6%
<i>Local radio</i>	0.6%
<i>Sports clubs</i>	0.3%
<i>Transport (gen./unspec.)</i>	0.3%
<i>Public bodies (gen.)</i>	0.6%
<i>Pressure groups (gen.)</i>	1.7%
<i>Local societies (gen.)</i>	5.5%
<i>All/ everyone</i>	2.9%
<i>No Politicians</i>	0.3%
<i>No-one with vested interest</i>	0.6%
<i>Not the general public</i>	0.3%
<i>RCC</i>	0.3%
<i>SAO trusts</i>	0.3%
<i>PCT</i>	0.3%
<i>People/ organisations should notify council of their interest/ willingness</i>	0.3%
<i>Council should select</i>	0.3%
<i>Depends on nature of project</i>	1.2%
<i>More information needed</i>	0.3%
<i>Don't know</i>	4.6%

Q37 How should the District Council involve people in the development control process, in particular with significant planning applications, i.e. large housing development or town regeneration schemes? (Tick all that apply)

<i>Via the media</i>	73.5%
<i>Site notice</i>	55.4%
<i>Via Community Interest Groups, i.e. lobby groups, civic societies</i>	56.6%
<i>Pre-application discussion on significant planning applications through public meetings</i>	74.0%
<i>Consultation organised by the developer</i>	42.8%
<i>Other</i>	10.3%

Q37 If other, please specify

<i>Your review/ council newsletter</i>	6.6%
<i>Planning newsletter</i>	1.6%
<i>Email</i>	1.6%
<i>Website</i>	14.8%
<i>Noticeboards</i>	4.9%
<i>Workshops/ seminars</i>	3.3%
<i>Via schools</i>	1.6%
<i>Questionnaire</i>	8.2%
<i>Through the post</i>	34.4%
<i>By listening to concerns</i>	3.3%
<i>Make information available locally</i>	8.2%
<i>Via council offices (gen./unspec.)</i>	19.7%
<i>Via every means available</i>	1.6%

Q38 How do you wish to be kept informed about planning issues? (Tick all that apply)

<i>Press release to local newspapers and radio</i>	77.9%
<i>Your Review (the Councils newsletter)</i>	74.8%
<i>SDC's website</i>	50.0%
<i>Local Development Framework Newsletter (outlines the development plans for the district) mailed to those interested</i>	51.1%
<i>Other way</i>	8.3%

Q38 If "other way", please specify

<i>Mailshot all in affected area</i>	26.0%
<i>Email</i>	16.0%
<i>Shops</i>	2.0%
<i>Libraries</i>	8.0%
<i>Noticeboards</i>	18.0%
<i>Provide phone number</i>	2.0%
<i>Make available from council offices</i>	32.0%
<i>Prior notification (gen.)</i>	6.0%
<i>Information to all Citizens Panel</i>	2.0%

