



CITIZENS PANEL RESULTS

AUGUST 2003

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APPENDIX – OPEN-ENDED COMMENTS

Citizens Panel Results - August 2003

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 representative of local residents.

2. Methodology

1,143 questionnaires were mailed in August 2003, with 740 returned in the timeframe allowed. This represents a response rate of 64.6%.

3. Summary of Results

Parking

- ◆ There is agreement amongst residents that when the District Council (in partnership with the County Council) assumes responsibility from the Police of enforcement of on-street parking regulations, there will be a reduction in illegal parking, the safety of pedestrians and motorists will be improved, and the easier access and availability created will benefit everyone.
- ◆ Three out of ten respondents were aware of "Cardpark" – the all year round concessionary parking scheme run for residents to use in car parks managed by Stratford-on-Avon District Council. 58% of those surveyed would be interested in the scheme and would like more information.
- ◆ Two-thirds want increased short stay parking to improve our car parks.
- ◆ By a majority of three to one, the public prefer "pay on foot" (pay for your ticket as you exit the car park) to "pay and display" (pay for your ticket as you arrive and estimate the time you will be parked for).
- ◆ Compared with other places visited, 40% of residents are satisfied with the parking charges in Stratford town, against 36% who are dissatisfied.

Market Towns

- ◆ 54% of residents shop at least once a week in a town or village located in the district.

Licensing Laws

- ◆ Seven out of ten respondents say there should be a limit on the number of people allowed in a public house.
- ◆ 57% believe there should be a limit to public house opening hours. Although 47% wish opening hours to remain as they are from Sunday to Thursday, the majority of people want opening hours extended to midnight on Friday's and Saturday's.

Sport and Leisure

- ◆ Participation in physical activity is varied across the district. Whereas 18% of respondents claim to participate in physical activity (classed as 30 minutes of continuous exercise of a moderate level), 21% never do anything. Walking and gardening are the principle activities mentioned.
- ◆ The principle barriers preventing more participation in physical activity are time and health reasons.

- ◆ Of the sport and leisure activities available in the district, respondents were most aware of the arts workshops and activities during school holidays (45%), sports coaching sessions (34%) and sports & leisure activities during school holidays (32%).
- ◆ 6% of all respondents had used the sports coaching sessions and school holiday arts workshops and activities.
- ◆ Over a third of those surveyed (37%) would like to use the Council's sport and leisure service more often than at present. Time again is the main barrier to usage.

Information

- ◆ Eight out of ten respondents currently get most of their information about the Council from local newspapers.
- ◆ Around two-thirds of the public prefer to get most of their information from publications such as this and again local newspapers.
- ◆ The public are most aware of the following services provided at area offices; the payment of council tax, making an enquiry about council tax and the issue of garden refuse sacks. Awareness is lowest for the payment of parking fines, the issue of Cardpark cards and making a payment for pest control.

Equalities

- ◆ 47% of respondents felt the Council was successful in achieving its aim of equal access to services for all citizens. 46% answered "don't know" to this question.

Councillors

- ◆ 95% of Panel members agreed that councillors should set an example to the community in the way they behave.
- ◆ Almost half of those surveyed (47%) agreed with the statement, "a councillor's private life was a matter of public concern".
- ◆ 46% of respondents were aware of the Code of Conduct that exists governing the behaviour of councillors.

4. Results in Detail

4.1 Parking

The public would like to see the Council enforce illegal parking regulations to improve traffic flow and reduce congestion. The public agreed that spaces should be easier to find and this will benefit the community and businesses alike.

Table 1: Residents views of parking enforcement...

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<i>Reduction in illegal parking will result in improved traffic flow & reduction in congestion</i>	330 45.7%	281 38.9%	50 6.9	52 7.2%	9 1.2%
<i>The safety of pedestrians and motorists will be improved</i>	247 34.4%	315 43.8%	101 14.0%	46 6.4%	10 1.4%
<i>A more rapid turnover of on-street parking spaces, which could be achieved through a pricing structure, will make it easier to find a space</i>	127 17.9%	248 35.0%	155 21.9%	125 17.6%	54 7.6%
<i>Easier access and availability will benefit customers, businesses and residents</i>	179 25.5%	391 55.7%	93 13.2%	32 4.6%	7 1.0%
<i>The use of off-street car parks for medium / long term parking will be improved</i>	155 22.3%	302 43.4%	180 25.9%	51 7.3%	8 1.1%

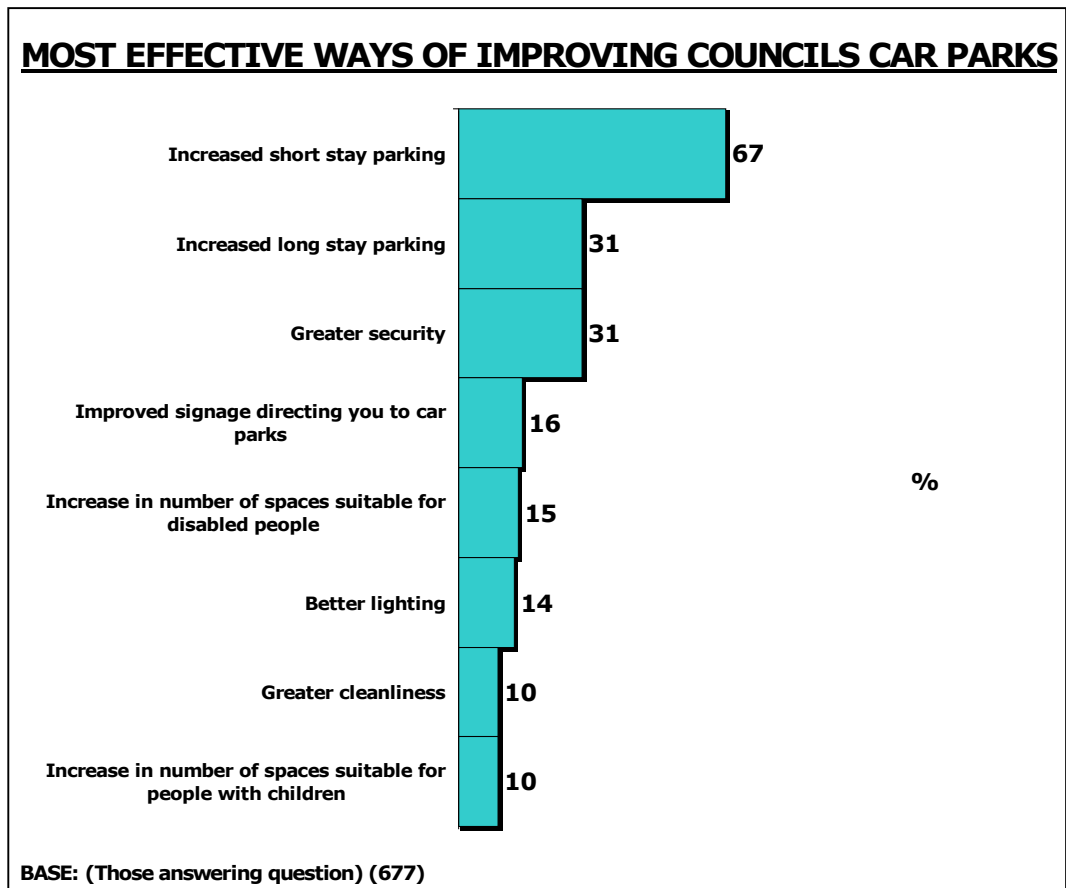
Three out of ten residents were aware of the car-parking scheme known as Cardpark. Of those unaware, almost six out of ten people expressed interest in using the scheme.

The main reason for residents' likely use of the scheme was the requirement for more information about it and a reduction in the costs.

45% of those surveyed normally park in a car park when driving into the towns of Stratford district for shopping etc, 19% park on-street and 37% said it depends on the day.

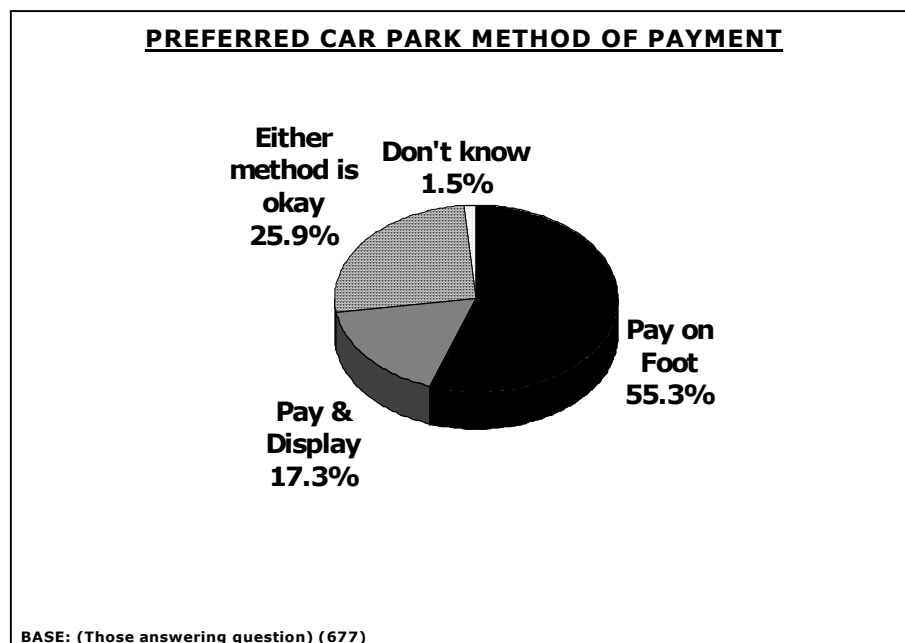
Two-thirds want increased short stay parking to improve SDC's car parks, a third of residents wish to see more long stay car parking and greater security needs to be put in place.

Figure 1



By a majority of three to one, the public prefer "pay on foot" (pay for your ticket as you exit the car park) to "pay and display" (pay for your ticket as you arrive and estimate the time you will be parked for).

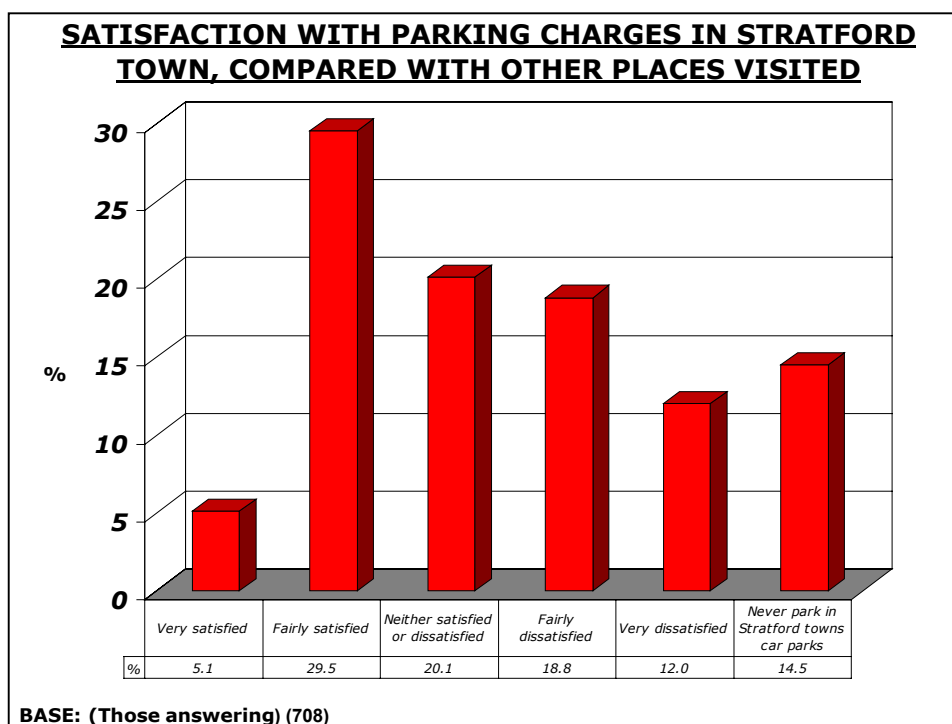
Figure 2



Compared with other places visited, 40% of residents are satisfied with the parking charges in Stratford town, against 36% who are dissatisfied.

Those people who prefer to “pay on foot” at car parks were more dissatisfied than those who prefer “pay and display”.

Figure 3



4.2 Market Towns

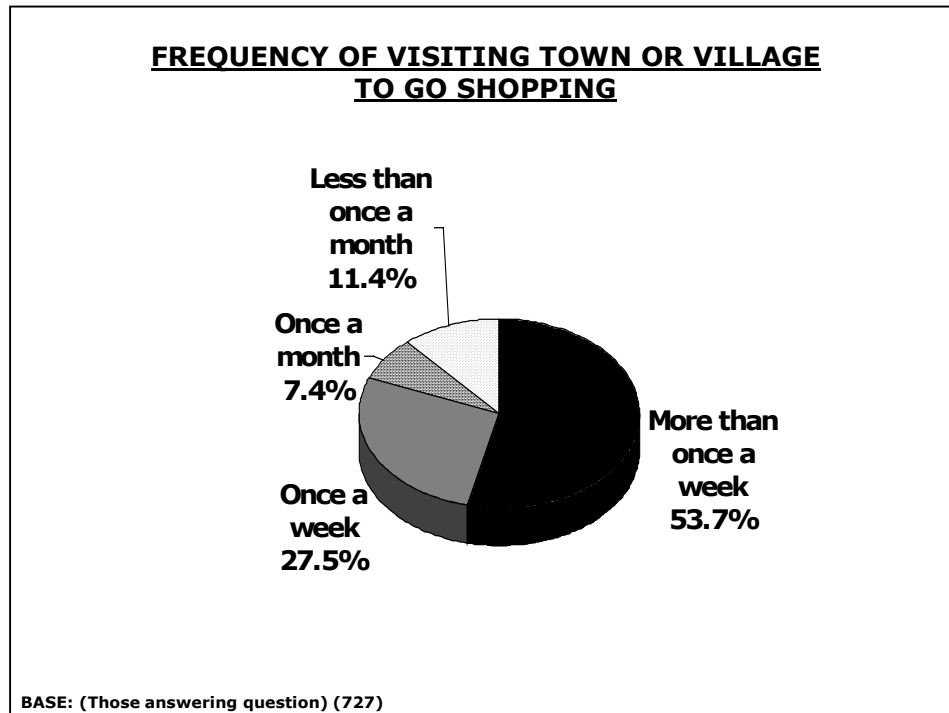
Unsurprisingly, the closest market town to residents is Stratford-upon-Avon (36%).

Table 2: Closest market town or village to residents home...

	Nos.	%
Stratford-upon-Avon	266	36.4
Southam	101	13.8
Alcester	84	11.5
Shipston-on-Stour	77	10.5
Wellesbourne	75	10.3
Henley-in-Arden	72	9.8
Bidford-on-Avon	59	8.1
Kineton	52	7.1
Studley	40	5.5
Other	25	3.4

54% of those surveyed shop more than once a week, with a further 28% shopping once a week to their local town or village.

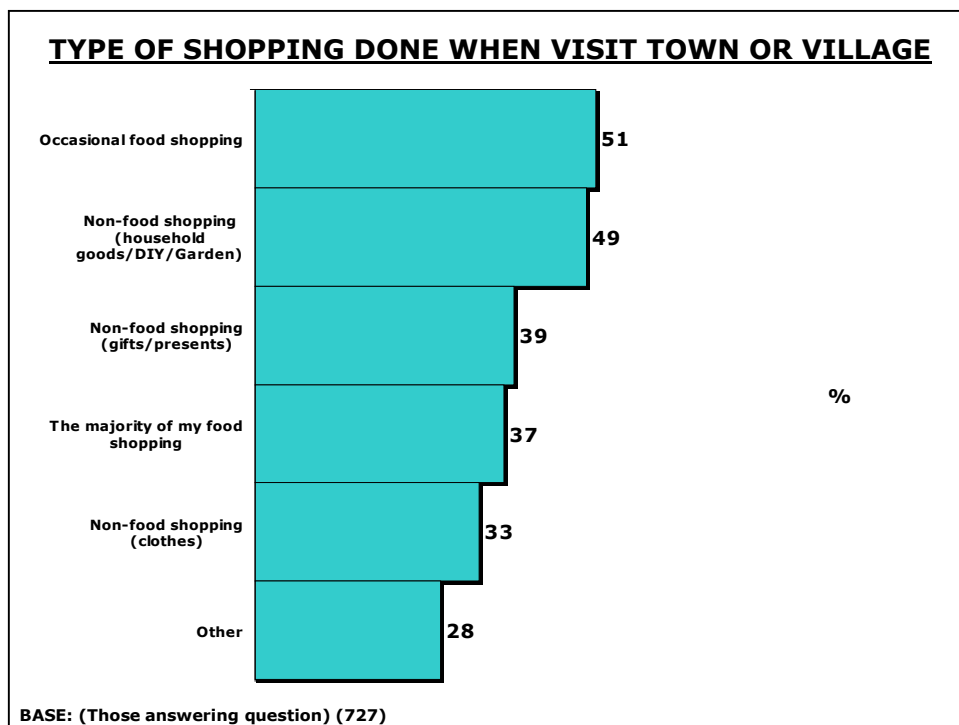
Figure 4



Half of the respondents undertook occasional food shopping and non-food shopping for household goods, DIY or the garden when visiting a town or village.

The prominent categories under the "other" category for shopping were visiting a bank / building society / Post Office (34%) and to purchase newspapers (10%).

Figure 5



There were three main factors indicated by the public as to why they would shop elsewhere – 69% said it was because of the range of shops available, 36% combine their shopping with visits for other purposes and 21% look for better parking facilities. The prominent “others” were visits to supermarkets and less traffic congestion.

4.3 Licensing Laws / Food Safety

The Council is currently reviewing its licensing policy and wished to consult with the public on issues arising from it.

Just over seven out of ten respondents (72%) think there should be a limit on the number of people allowed in a public house.

95% believe that all premises that have public entertainment licenses should hold electrical safety certificates.

Asked if unrestricted opening hours would lead to more occurrences of violent disorder, 42% felt it would and 36% thought it would not.

Almost six out of ten residents (57%) believe there should be a limit on public house opening hours, 37% said there should be no limit.

Table 3: The latest a public house should be allowed to open until...

	Open to 11.00pm	Open to 11.30pm	Open to midnight	Open to 12.30am	Open to 1am	Beyond 1am	No Restriction
Sunday to Thursday	334 46.5%	91 12.7%	115 16.0%	9 1.3%	18 2.5%	4 0.6%	148 20.6%
Friday to Saturday	86 12.0%	105 14.7%	221 30.9%	38 5.3%	57 8.0%	30 4.2%	178 24.9%

Three-quarters of respondents felt that cafes and restaurants should undergo a food hygiene inspection every 6 months. Around two-thirds of panellists indicated that licensed premises and large hotels should be inspected to the same frequency.

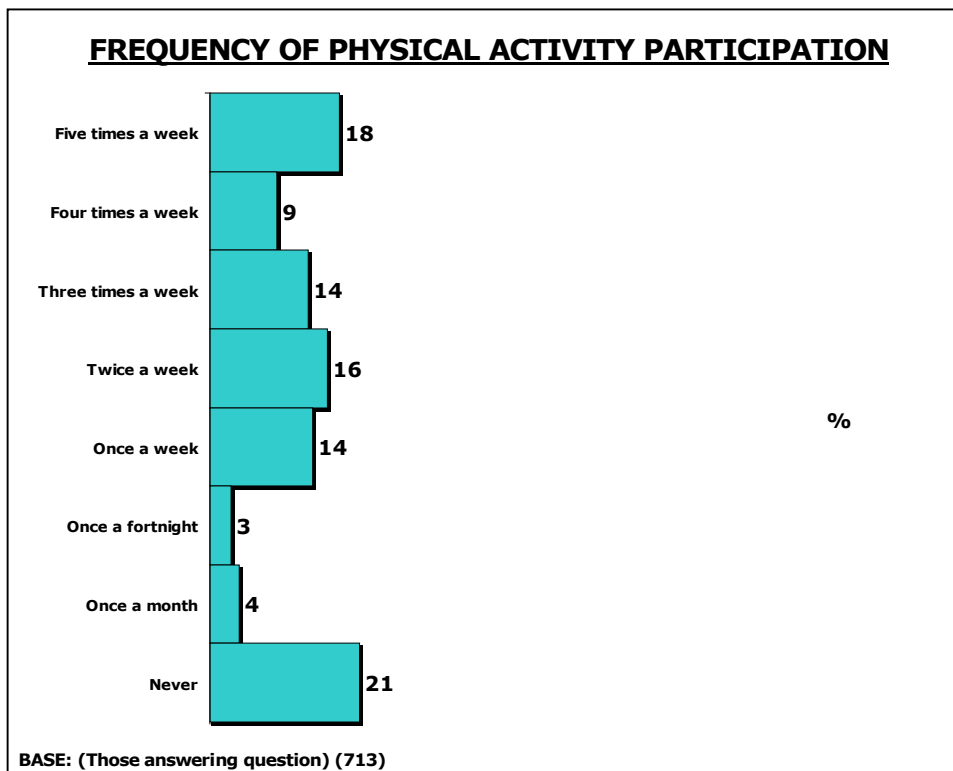
Table 4: Frequency businesses should undergo a food hygiene inspection...

	Every 6 months	Every 12 months	Every 18 months	Every 24 months
Café	545 75.4%	160 22.1%	9 1.2%	9 1.2%
Restaurant	537 74.5%	168 23.3%	9 1.2%	7 1.0%
Licensed premises	465 64.8%	227 31.6%	16 2.2%	10 1.4%
Large hotel	488 67.8%	202 28.1%	17 2.4%	13 1.8%

4.4 Sport and Leisure

Participation in physical activity is varied across the district. Whereas 18% of respondents claim to participate in physical activity (classed as 30 minutes of continuous exercise of a moderate level), 21% never do anything.

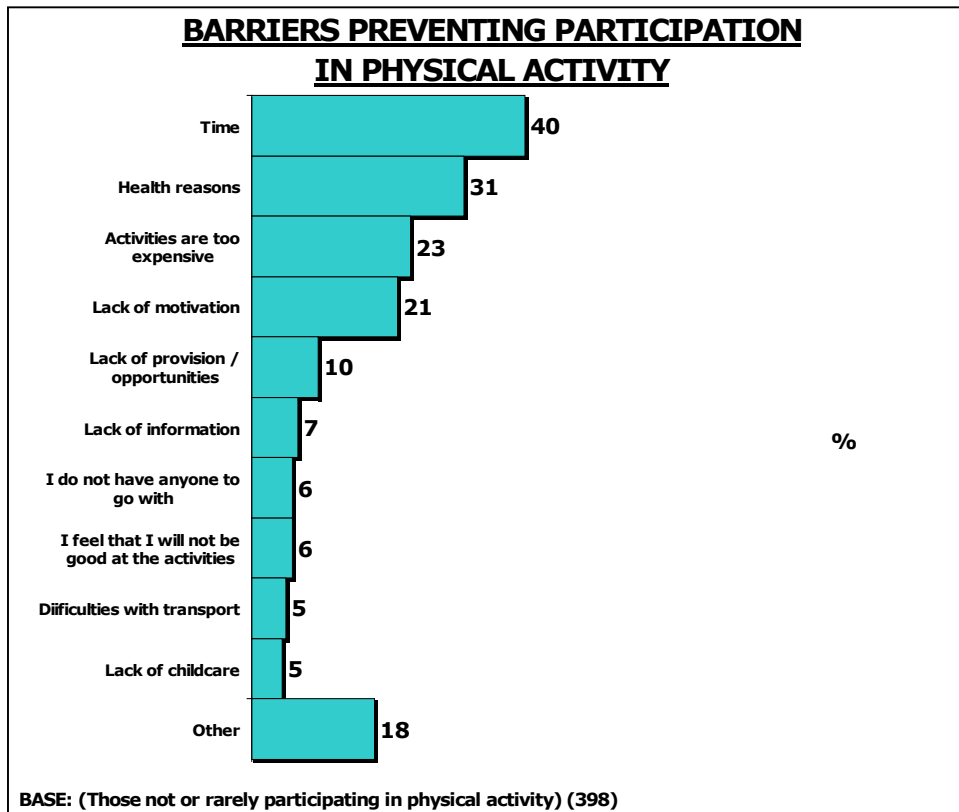
Figure 6



The main types of physical activity participated in are walking (69%), gardening (63%) and general fitness (21%). Of the 255 "other" activities mentioned 64 referred to cycling (25.1%) and 60 to swimming (23.5%).

Of the 69 other barriers preventing participation in physical activity, 28 residents (41%) said they were too old to get involved.

Figure 7



Of the sport and leisure activities available in the district, respondents were most aware of the arts workshops and activities during school holidays (45%), sports coaching sessions (34%) and sports & leisure activities during school holidays (32%).

Awareness was lowest for the Youth Games, disability sports sessions and the sports equipment bank.

Usage was comparatively low, but arts workshops/activities and sports coaching sessions were the most commonly used, both by 6% of those surveyed. There is potential amongst residents for more usage of the sports equipment bank and activities organised for older people.

Table 5: Of the sports and leisure available in the district, have you....

(This question includes no response)	Heard of	Ever used	Like to use
Arts workshops and activities during school holidays	336 45.4%	46 6.2%	29 3.9%
Sport & leisure activities during school holidays as detailed in the Hi Five leaflet	237 32.0%	39 5.3%	12 1.6%
Sports equipment bank (which loans sports, arts and games equipment)	65 8.8%	16 2.2%	39 5.3%
Information/advice service for sports & arts development	101 13.6%	24 3.2%	33 4.5%
Sports coaching sessions, e.g. basketball, short tennis, football	251 33.9%	45 6.1%	19 2.6%
Disability sports sessions (SWADS Action Packed)	76 10.3%	10 1.4%	13 1.8%
Activities for older people, e.g. bowls	221 29.9%	24 3.2%	37 5.0%
District-wide transport schemes which take children from rural villages to leisure facilities in school holidays	104 14.1%	13 1.8%	17 2.3%
Advice on lottery & other community grants	128 17.3%	29 3.9%	28 3.8%
GP Referral Scheme	95 12.8%	18 2.4%	24 3.2%
Youth Games	72 9.7%	11 1.5%	8 1.1%
Race for Life	217 29.3%	34 4.6%	8 1.1%

Just over one-third of panel members (37%) would like to use SDC's sport and leisure services more often than they do.

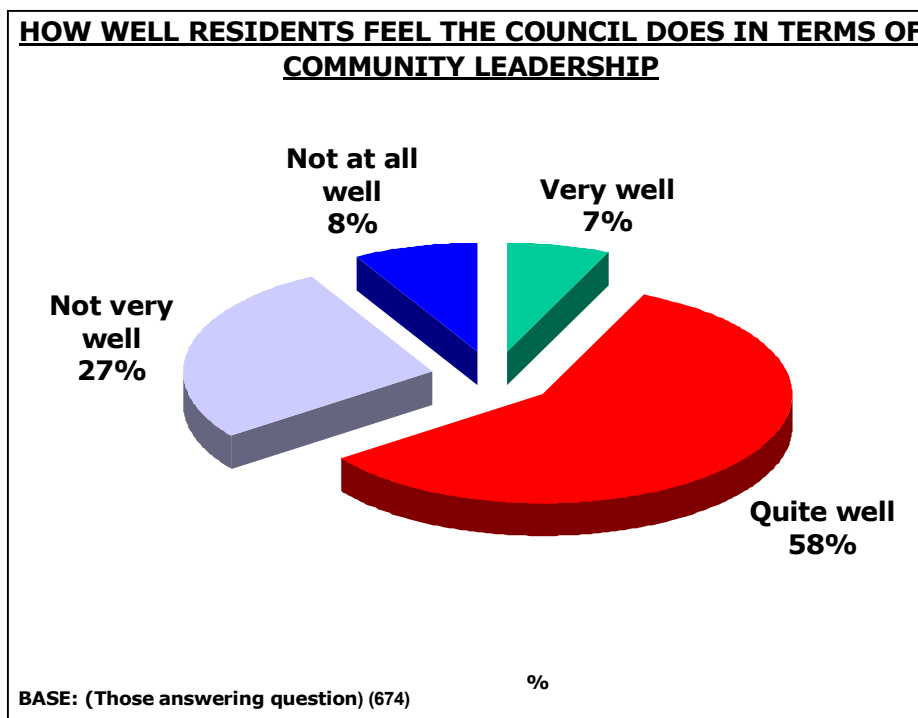
The three main reasons cited for not using SDC's sport and leisure services were not having the time (29%), the services cater mainly for the young (23%) and they are too expensive (21%). In addition, 157 other comments were made of which 15% have other interests and do activities not provided by SDC, 13% said they were too old and a further 13% gave the health or disability reasons.

4.5 Community Leadership

Residents were asked about the Councils community leadership role whereby "councillors encourage individuals and groups to have their say; to balance the needs of the whole community rather than just its diverse parts; to represent future generations as well as current users; and to govern in partnership with a wide range of other organisations".

Almost two-third of residents (65%) rated the Councils' way of undertaking a community leadership role as very well or quite well.

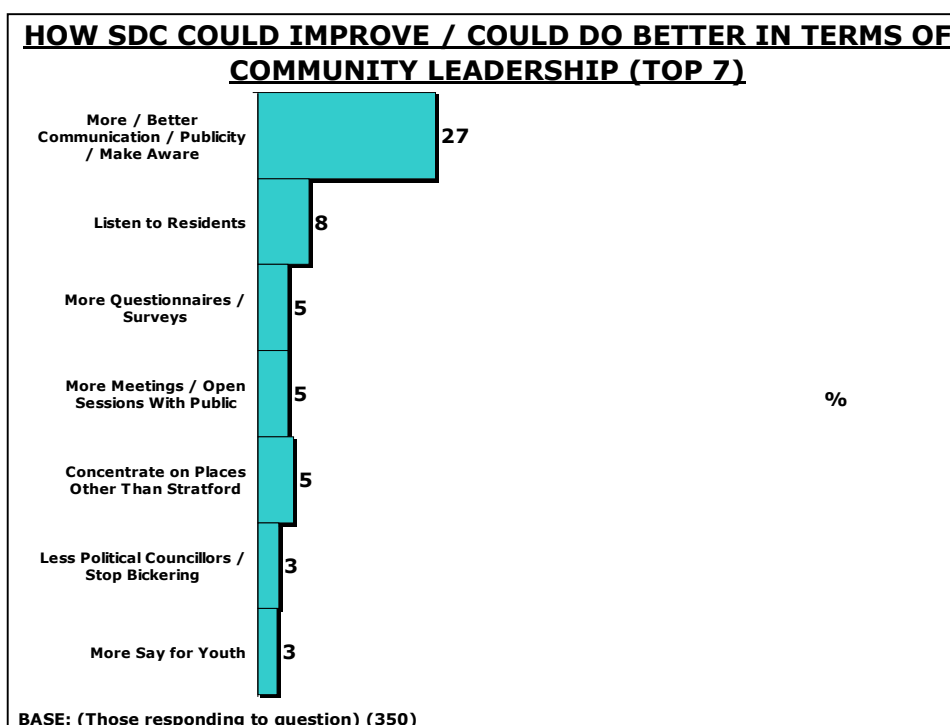
Figure 8



350 comments were made when panel members were asked to indicate what improvements SDC could do in terms of community leadership. More than a quarter of those making comments felt the Council should communicate more and give publicity about its services, with a further 8% of residents feeling SDC should listen more.

Of the other comments not included in the chart below, prominent ones were make councillors more pro-active, make residents more important than tourists and be active in sorting out traffic-related problems around the district. A full list of comments can be found in the appendix.

Figure 9



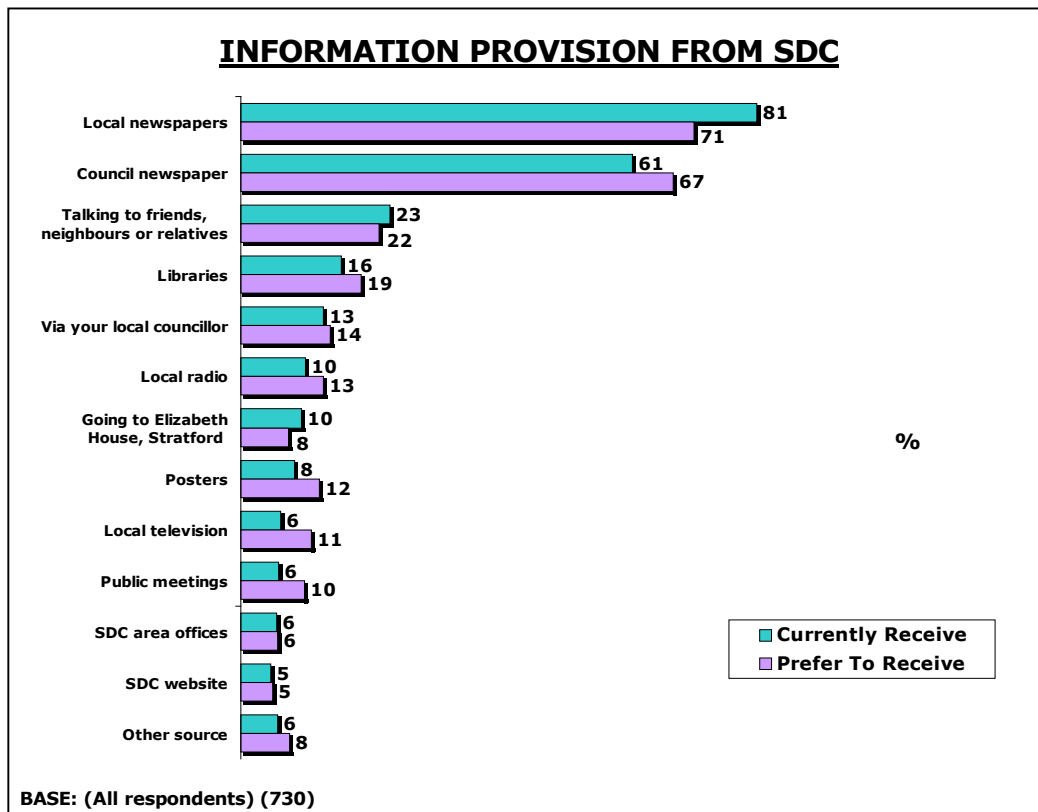
4.6 Information

Currently, the public receives most of its information on SDC from local newspapers (81%) and the Councils' newspaper (61%).

The public gives the backing of more frequent issues of the "Review", as 67% of the public would prefer to receive information in this form, against the 61% who claim to receive most of their information on the Council from the Council newspaper. At the time of the survey, the Council had just changed its policy to producing three "Reviews" a year.

The public would also like to see more information on the Council at libraries and on posters at strategic locations.

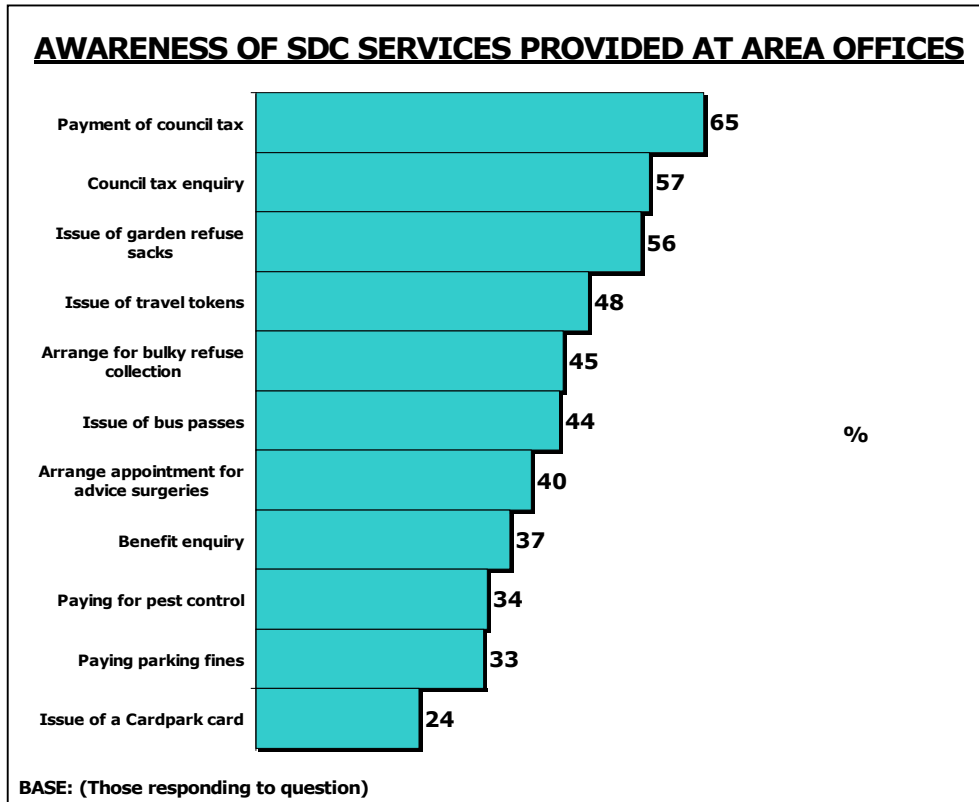
Figure 10



4.7 Service Provision at Area Offices

The public are most aware of the following services provided at area offices; the payment of council tax, making an enquiry about council tax and the issue of garden refuse sacks. Awareness is lowest for the payment of parking fines, the issue of Cardpark cards and making a payment for pest control.

Figure 11



The easiest services to access at area offices were the issue of garden refuse sacks and the issue of travel tokens.

Table 6: Ease / difficulty of accessing Council services at area offices...

	Never Used	Very Easy	Easy	Difficult	Very Difficult
Payment of council tax	447 71.3%	106 16.9%	58 9.3%	14 2.2%	2 0.3%
Paying parking fines	512 88.4%	28 4.8%	30 5.2%	7 1.2%	2 0.3%
Paying for pest control	489 85.0%	39 6.8%	35 6.1%	9 1.6%	3 0.5%
Issue of garden refuse sacks	374 60.7%	167 27.1%	48 7.8%	21 3.4%	6 1.0%
Issue of travel tokens	421 69.9%	123 20.4%	44 7.3%	10 1.7%	4 0.7%
Issue of bus passes	501 86.7%	38 6.6%	25 4.3%	10 1.7%	4 0.7%
Issue of a Cardpark card	476 83.5%	50 8.8%	25 4.4%	15 2.6%	4 0.7%
Arrange for bulky refuse collection	403 67.8%	99 16.7%	59 9.9%	24 4.0%	9 1.5%
Benefit enquiry	501 87.1%	29 5.0%	26 4.5%	15 2.6%	4 0.7%
Council tax enquiry	436 74.0%	74 12.6%	51 8.7%	22 3.7%	6 1.0%
Arrange appointment for advice surgeries	463 82.1%	49 8.7%	31 5.5%	16 2.8%	5 0.9%

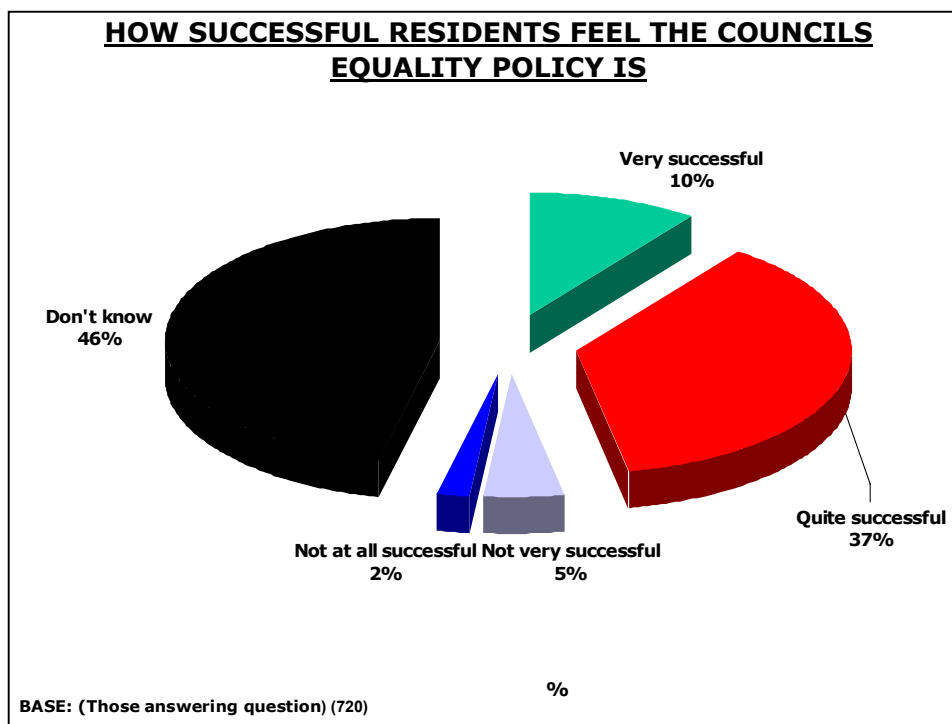
Almost half of those surveyed were “very” or “likely” to use a new service where residents could receipt and view planning applications at SDC offices.

The public was asked to comment on what other services they would wish to see provided at area offices. Unfortunately, respondents did not appear to understand what we were trying to find out and gave answers not expected to this question. However, providing full information on all SDC services and being able to make a complaint, were aspects that the public wishes to see at area offices. A full list of the comments is included in the appendix.

4.8 Equalities

The Council's equality policy seeks to ensure all of our citizens have equal access to services, irrespective of race, gender, disability age, religion, sexuality and income.

Figure 12



Almost one in ten (9%) of those surveyed felt that the services provided by SDC were discriminatory in some way.

45 residents made comments about the services being discriminatory. Of these, 13 were made about housing. The general tone of these was related to the offer of housing to single parents – commenting that married couples are discriminated against.

Seven comments were made about services to the elderly being problematic. Also, comments were made on the different qualifying ages for men and women.

7% of residents felt that SDC policies were discriminatory in some way. 37 respondents made additional comments about this of which there was no clear pattern in the replies. A bias towards Stratford at the expense of the rest of the district was a comment made by five people.

Panel members were asked if the Council should provide information on its services in other languages, that would be beneficial to the districts visitors. 14% agreed that any costs would be worth it to boost tourism and the local economy, 41% said yes but only if the cost involved is a small one and 45% disagreed saying the council tax should not be used to benefit visitors.

3% (23 respondents) of those surveyed claimed to have experienced or seen racial harassment in Stratford district. Of these, a third reported it mainly to the police.

4.9 Councillors

There was overwhelming agreement amongst residents to support the view that councillors should set an example to the community in the way they behave.

Almost half of those surveyed (47%) agreed with the statement, "a councillor's private life was a matter of public concern".

Table 7: How much agree or disagree with the following statements about councillors...

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Councillors should set an example to the community in the way they behave	457 62.5%	227 31.1%	41 5.6%	5 0.7%	1 0.1%
A councillor's private life is a matter of public concern	123 17.5%	210 29.9%	164 23.3%	149 21.2%	57 8.1%

Almost a half of the residents surveyed (46%) were aware of the Code of Conduct that exists to govern the behaviour of councillors.

A third knew how to complain if they were unhappy with the behaviour of a councillor. Asked if they ever made a complaint about a councillor, eight out of ten would prefer the complaint to be investigated independently, 8% would like it investigated by other councillors and Council officers, with the remaining 12% saying it made no difference.

APPENDIX

COMMENTS MADE IN OPEN ENDED QUESTIONS

What type of shopping do you do when you visit that town or village?

- "Other" responses

- 2: Food shopping at Stratford market
- 15: Banking and Hair
- 16: Post Office / Banking
- 17: Electrical goods / art materials
- 19: Bank / Post Office
- 20: Bank / Post Office
- 29: Banks, dog food
- 35: Post Office / Paper shop
- 36: Banking / Post Office
- 40: Stationary and Books
- 48: We live in Central Stratford
- 59: Stationery
- 61: Bank
- 62: Takeaways, papers, bits and bobs
- 65: Pet foods
- 68: Butcher
- 70: Chemist, Post Office
- 77: Only if passing through
- 91: Papers, odds and ends
- 93: Hi-fi
- 97: Dentist
- 102: Ad-hoc, last minute shopping
- 105: Takeaway meals
- 108: Post Office
- 110: Any poll tax, bank, library
- 113: Banks and Newspapers
- 115: Takeaways / Restaurant visits
- 122: Banks, offices, etc.
- 124: Visit Building Society
- 128: Bank and Building Society
- 131: Tyres
- 137: Bank, newspapers
- 143: Post Office, newsagent
- 144: Pharmacy - goods
- 154: Banking and Business
- 158: Banking
- 160: Newspapers
- 173: I much prefer to shop, etc. at Banbury
- 179: Pet supplies
- 185: Dental appointments
- 186: Pension collecting
- 189: B&Q, Tesco, Safeway, COOP Studley
- 196: Newsagent, Post Office, Hairdresser
- 199: Stationery, Art/Craft items
- 202: None
- 206: Wine/beer
- 207: Chemist
- 214: Post Office
- 215: Newsagents, theatre, chemist, bookshop, library, doctor
- 217: Hairdresser and Library
- 221: Butcher, market, takeaway, off-licence, video
- 226: Not used for shopping
- 230: Civic/Town Halls, Post Office, Banks, Cinema, Church
- 231: To use banks / building society
- 233: Library
- 234: Post Office, bank, antiques, pet service
- 235: Fuel
- 237: Banking

238: Post Office, banks, etc.
240: Do all on bicycle
241: Banks and Post Office
255: Bank
259: All shopping
261: Stationery, takeaway, bank
262: Hairdresser, dentist
268: Banking
276: Banking
280: Stationery, cards, etc.
284: Newspapers
285: Go for a meal
287: The local shop has closed
296: Banks, Post Office, etc.
298: Clothes, suits, shoes
300: Art Supplies
301: Chemist
308: Antiques
314: Haircut, etc.
321: Obtaining pension, P.O
328: Corn chandlers for hen / dog food
330: Post Office
331: None
335: Post Office facilities
339: Magazines / Papers
345: Banking
351: Work in town
353: Vets, hairdressers, farm shop
358: Post Office
363: Bank services
373: Bank, restaurants
379: Lunch
380: Market - food
382: Newsagents, Post Office
392: Hairdresser
401: Chemist
405: Dentist and Eye Specialist
407: Odds and ends
408: Chemist / Doctor
413: Papers, cards and Post Office
418: Post Office
421: Chemist / Banking
424: Post Office
426: Veterinary centre
437: Fuel, banking, pharmacy
442: Doctors, library
445: Petrol
452: Farmers' market
457: Banks, opticians, chemist, library
461: Electrical, sports
463: Medical and local leisure facilities
465: Bank, building society, vet, flowers
467: Banbury (easier parking)
472: Post Office, flowers, fresh fruit (PYO), hardware
479: Doctor's surgery
488: Doctors / Chemist
489: Bank
490: Supermarkets outside Stratford
491: B&Q, Jolliffes
502: Clothes
503: Hair, newsagent

507: Bank and restaurant
509: Books, papers
512: Dispensary
518: Chemist
523: Post Office / cards / bank
525: Post Office / lottery
527: Banking
529: Newspapers, maps
533: Restaurant
534: Magazines / Books
539: Takeaway food
552: Banking
554: Banking, Building society
560: Stationery, printing, Post Office
565: Bank, library, post office, market, hardware...
568: Banking and Post Office
572: Magazines, newspapers
573: Art from Stour Gallery
576: Surgery, pharmacy, bank
577: Papers
581: Don't shop in Henley
582: Bank
588: Vehicle service / printing / Post Office
589: Bank
593: Banking
595: Building Society
598: Bank, hairdresser
602: Post Office, newsagents
603: Banking
606: Banking, doctor, dentist
608: Newspapers
610: Use of Post Office
623: Post Office, newspapers
625: Use Stratford for shopping
628: Veterinary practice
635: Petrol
639: Bank, building society
640: Post Office, off-licence
644: Equestrian
656: Goods from bookshops, chemist
661: Post Office, bank
663: Post Office services
667: Post Office / garage
674: Pet food
675: Newsagents
677: Farmers' Market goods
678: Library, Bank, BS
686: Banking
687: Petrol
689: Post Office, health centre
692: Pharmaceutical goods
698: Newspapers, etc.
701: Hairdressing salon
704: Stationery, haircut, bank
706: Restaurant / fast food
707: Visiting relations
708: Office supplies
714: Market
717: post Office
723: Building Society, watch repair
724: Bank and post Office

- 730: Post Office
- 734: Vegetables
- 736: Pharmacy
- 738: Off license
- 740: Post office services, newsagents, pharmacy

What factors lead you to do your shopping elsewhere rather than in this town?

- 4: Banbury, Oxon. is nearer
- 6: Internet
- 17: Better shopping facilities
- 23: Bigger stores, i.e. Tesco
- 28: Unable to visit other towns
- 29: More accessible links to other towns
- 33: Too far to travel
- 35: Supermarkets / Prices
- 36: Closest town
- 40: Easier to on-street park in the outlying villages
- 46: Larger supermarket and greater range of goods.
- 48: We live in Central Stratford
- 63: Stratford for tourists
- 67: Larger shops (supermarkets)
- 74: It's where I work
- 80: Prices in superstores
- 84: Congestion and only 2 hour parking
- 91: Economy of scale
- 93: Holidays
- 101: Do most shopping in L'Spa, no shops in SoA
- 102: Availability and cost of goods
- 103: Large superstores, e.g. ASDA, Tesco
- 107: Ease of access by car
- 113: Supermarkets
- 130: Kings Heath and Solihull
- 137: More choice
- 138: Amount of traffic
- 144: Cheaper shops
- 147: Quality of shops available
- 161: We have no shops, greengrocers, clothes, shoes...
- 171: Solihull and Leamington
- 181: Large stores are cheaper
- 189: Because we know Redditch
- 191: Road works
- 196: Supermarket
- 208: Nearer to Banbury
- 209: No new clothes shop in Alcester
- 224: Better RANGE of goods
- 234: M&S fan!
- 235: Closer to L/Spa
- 237: Pedestrianisation
- 239: I am registered disabled do avoid crowds of people
- 240: Visit son
- 242: Warwick is closer
- 256: Easy to wander around
- 257: Less traffic
- 268: Congestion over bridge
- 275: Range of goods in superstore
- 287: I drive to Solihull
- 288: Use supermarket
- 298: Better and cheaper range of goods
- 305: More shops in Alcester or Stratford
- 308: Day out!

309: Good quality superstore
312: Stratford geared towards tourists - residents 2nd
321: Walking distance
323: Stratford discourages locals, other towns welcome
342: Broader range of goods available
344: Range of goods e.g. in Tesco or Sainsbury
355: As a disabled resident, I use an electronic scooter
358: Banks, dentist
366: Convenience
374: Congestion in S/A inhibits visits quite often
377: Rarely done
380: I only use Stratford Vg shops
405: Banks and supermarket
455: Wider range of food and goods
456: Stratford too expensive
457: Difficulty parking in Stratford
465: Habit to go to supermarket once every few weeks
467: Banbury (easier parking)
477: Proximity to town
481: None
483: On street free parking
484: Lower prices
493: Cheaper shopping
494: No public transport in Warwickshire (Shotteswell)
497: Choice of food
504: Better small, quality shops
507: Free parking in retail parks
515: Proximity no covered malls
529: No really large supermarkets
532: Can't get what I want from local shops
541: Congestion from south of river and B'ham Rd
542: No car
547: Price advantage
553: Visiting family
557: Much cheaper
581: Too much gossiping in the shops
583: I use Tesco
586: No Sainsbury in Stratford so shop in Warwick
588: as above
595: Cheaper in town
599: Supermarkets
608: Lower prices of food items
625: Road system
633: Tescos out of town
636: Overcharging (Tourist factor)
643: Easier to go out of town
644: Supermarket
654: Quality of shops
655: Lower costs in shops
664: Type of supply e.g. plants
665: Retail parks
684: Normally confine shopping to S-on-A
694: Over 18 miles away
695: Price and choice of goods
706: Closest to home no park for!
721: Most convenient
723: Speed cameras on A435! Not serious
728: Traffic congestion
734: More convenient

Currently, what type(s) of physical activity do you participate in?

- 1: All countryside sports / activities
- 2: Dancing
- 4: Swimming - Limited walking
- 7: Jogging and Cycling
- 8: Swimming
- 9: Swimming
- 12: Cycling
- 15: Swimming
- 16: Swimming
- 18: Swimming
- 20: Jogging
- 21: Dancing
- 26: Flat Green Bowls - Competitive and Recreational
- 27: Swimming
- 28: Exercises specified by hospital
- 29: Housework / Cleaning Kennels
- 30: Golf
- 31: Swimming
- 33: Housework!
- 34: Building
- 35: Cycling
- 36: Dancing
- 49: Dancing
- 58: None
- 61: Horse Riding
- 62: Cycling, running
- 63: 10 minute exercise
- 64: Swimming
- 67: Biking
- 71: Cycling
- 96: Physical work
- 100: Cycling
- 101: DIY etc
- 102: Swimming, housework
- 108: Swimming
- 109: Swimming
- 112: Cycling
- 113: Cycling
- 115: Dinghy Sailing
- 117: Swimming
- 119: Home exercises
- 121: Swimming
- 123: Golf
- 130: Cycling
- 136: Swimming
- 142: Golf
- 143: Cycling
- 144: Snowboarding, activities with child (i.e. football)
- 148: Golf
- 153: Running
- 154: Rowing and Cycling (non-organised)
- 158: DIY
- 159: Swimming
- 163: Dancing class
- 164: Swimming
- 173: None
- 174: Swimming
- 176: Cycling
- 177: Swimming

181: Swimming
182: Golf / Bowls
186: DIY
189: Housework
190: Hunting
198: Allotment
199: Cycling
200: Golf
202: None
203: Yoga
206: Running
208: Long distance / Cross country
212: Pilates
214: Cycling
221: Cycling
226: Jogging
230: Bowls, snooker
233: Dinghy racing
236: Swimming
238: Sailing
240: Now aged over 80
241: Extend (my wife)
243: Swimming
247: Swimming
250: Swimming
251: Swimming
252: Cycling
254: Keep Fit
258: Cycling
265: Swimming, dancing and cycling
266: Cycling
269: Housework
270: Cycling / Motor-racing
273: Swimming (private pool, no public pool at Alcester)
274: Cycling
285: Walking
300: Early morning jog
301: Cycle
305: Swimming
311: Cycling a little
312: Swimming
319: Sailing
324: Running
330: Yoga
336: Horse-riding
338: Voluntary work and Sec of evergreen club
342: Cycling
343: Dancing / Sex
346: Nursing
347: Cycling
349: Golf
353: Scuba diving
361: DIY
363: Cycling, swimming
371: Cycling
384: Jogging
388: Swimming
391: Cycling
392: Pilates
393: Cycling / Swimming
394: Cycling

397: Jogging, cycling
399: Cycling
409: Riding
411: DIY / Building work
413: Cycling
416: Swimming
417: Tai Chi
419: Cycle
422: Swimming / cycling
430: Swimming
434: Swimming
435: Swimming
436: DIY
438: Running
445: Cycling, golf
447: DIY
450: Dancing
457: Swimming
458: Swimming
462: Cycling
463: Dancing
465: Cycling, swimming
471: Riding, looking after my horses and full time job
472: Cycling
473: Cycling, badminton
481: Cycling
489: Power kite flying
494: Cycling
497: Swimming
500: Pilates
503: Cycling
512: Dancing
514: Exercise bike
516: Bell ringing
519: Swimming
523: Playing with grand-daughters
525: Swimming
529: Swimming
530: Home gym
542: Cycling
550: Swimming
554: Swimming
555: Swimming
556: DIY
557: Motorcycling
559: Golf
560: Dancing (hopefully!)
564: Yoga
568: Housework
570: Swimming
572: Dancing
578: DIY
579: Short walks
580: Golf
582: Horse Riding
586: Windsurfing
588: Cycling, road verge clearing
590: Swimming
597: Swimming
605: Swimming
614: Golf

616: Tai Chi
619: Cycling
629: Cycling
630: Cycling
634: Golf and swimming
637: Part time farmer
638: Cycling, jogging
639: Yoga
640: Cycling
643: Cycling
644: Riding
646: Cycling
647: Cycling, jogging
651: Short personal daily exercise routine
657: Golf, cycling
660: Cycle and tennis
661: Dancing
662: Swimming
667: Physiotherapy exercises
668: Swim
671: Swimming
673: Dancing
674: Cycling
678: Home keep fit video
681: Manual work
682: Housework
687: Swimming
692: Swimming
694: Riding, wind-surfing, tennis
697: Cycling / dancing (vigorously)
702: Dancing
704: Swimming and cycling
705: Golf
710: Bowls
711: Cycling
714: Swimming
715: Housework
716: Dance - various
721: Cycling
723: Singing - seriously it's hard work!
724: Swimming
725: Housework
726: Cycling
729: Dancing
730: Housework
734: Cycling
736: Housework! Grandchildren
740: Exercise bike

Why don't you use them more often as you would like to?

4: I live in extreme south of County
8: Satisfied with my current use
16: I use private clubs
18: Swim at Broom
20: Would use pool if in Alcester
27: Not interested
34: The squash courts have closed
35: I'm in my 70s - swimming messes my hair up
40: Found what I need elsewhere (Birmingham and Worcs)
42: Health reasons

48: Question poorly phrased
55: Physical disability
59: Health problems at moment
60: My interests are adequate for my needs.
63: Swimming. Studley closed. Parks closed
64: Swimming facilities at private pool near home
66: Prefer / Happy with facilities of private gym
68: See above
72: Over 70
77: Old. Suffered a stroke
79: Lack of parking
88: Prefer Warwick District Council facilities
108: Filthy and unclean
109: Dirty
115: Studley pool is a fiasco!
119: Disability
127: Not applicable
130:(?) at Earlswood
132: Health problems
134: Too old
140: Not interested
142: Quite satisfied with golf and gardening
148: Don't need to use - do enough
149: I have other activities
158: Old age
164: Wife has problem with stepladders down into pool
165: See previous
168: Use private facilities
171: Age
172: Swimming pool dirty and uncared for
176: I have plenty of activities organised voluntarily
181: Too far away
204: I don't want any of them
211: Use them loads anyway
212: Usually crowded
216: Health reasons
220: Not strong enough
223: Prefer walking / country sports
225: By time winter comes at 71 I rest up for spring
241: Age
242: No hoist at swimming pool for wheelchair
245: Belong to private gym
247: I feel I do enough already
254: No one to go with
256: Not really interested
257: None
259: Health reasons
265: I belong to a private leisure/fitness club
266: Health reasons being a problem
269: Choose not to.
274: Prefer cycling
278: I'm happy with what I do
279: No need
283: Prefer non-sport activity
289: Health reasons
292: Not interested!
298: Over 80
300: Not interested
304: Question does not make sense.
309: Engaged with private sports clubs - not public
321: Disability

323: Parking
330: Facilities are available locally
334: Don't feel the need / interest
340: Happy with my own current arrangements
353: Don't know a lot is available
361: Health reasons
378: Health
383: Arthritis
391: Age and cycling
393: Have own ways of keeping fit
396: The squash courts were closed
408: Happy with what I do now
419: Lack of motivation
424: Use facilities elsewhere
428: Use private facilities
429: Age
430: Use facilities elsewhere
431: Don't want to
435: Making the effort
436: Age and inclination
438: Don't provide activities I want
451: Do enough of what I want already
456: Cheaper rates for residents may increase usage
457: Swimming pool not clean, so use private facilities
459: Changing rooms are poor standard
461: I prefer long walks for exercise
467: Am now too old and too busy
469: Have to pay for parking
471: Own recreation but no transport from village.
473: Warwick is better/organised/friendly and more
481: Use own equipment or private club
487: Not interested
490: Age
499: Not well at present
500: Self-motivation
504: Old age
508: I don't want to
509: Other interests
527: Physical Ability
535: Not enough energy
540: Use private leisure facilities
544: I am not a sporting type
548: I use other facilities
552: My age
557: Usually too crowded
560: Laziness
561: I don't want to
564: Not a sporty person
566: Not relevant
568: Old age
573: Health
578: Age
588: Otherwise fully occupied
591: Over 63
598: Too busy doing other things
601: Health
606: We have our own
612: Arthritis, etc.
616: Prefer to do things at home
625: Have my own
630: Involved in other activities - rugby club, cycling

- 631: No longer interested in organised/formal sports
- 633: Work full time
- 634: Not made attractive, leisure pool untidy
- 639: Lack of cleanliness
- 640: Quite adequate use
- 641: Health reasons
- 643: I can go cheaper where work (Coventry)
- 653: Age
- 667: Disabled - prevents this
- 670: Swimming pool needs overhaul and updating
- 673: Leisure centre dirty, inconvenient, staff unhelpful
- 674: Don't like organised facilities
- 675: Make own arrangements
- 677: Not interested in sport
- 683: I participate adequately in sport and fitness
- 684: Advanced age
- 689: Ill health
- 691: I do not wish to
- 694: Sport facilities at home
- 703: Lack of facilities
- 711: Motivation!
- 721: I prefer doing my own activities
- 722: Home commitments
- 723: Had not heard of most of them
- 724: Belong to a private leisure club
- 726: Use them enough already
- 730: Not interested
- 738: Facilities often overcrowded

How could we improve /what could we do better in terms of community leadership?

- 1: Keep up the publicity
- 3: Supply more information
- 7: More imaginative use of internet to reach young people and school children - interactive websites for example
- 13: Better communication with the community
- 14: Look to improve Studley community
- 15: Do not know enough about 'Community Leadership' to express an opinion
- 16: Somehow create more community awareness / participation
- 18: Elected members need to remember they are there to listen to the elector's wishes and to keep promises, which they make - especially when made in writing.
- 20: Make a video which is available for people to access information.
- 23: 010203
- 25: Ensure that there are no by-laws that are not enforced
- 26: Ok
- 28: Speak more often to people who are interested in or anxious to participate in the local community.
- 34: Listen to the people about planning matters / road usage. Improve road structure (listen to ideas from local people). Don't waste money (move from Elizabeth House).
- 35: Southam area as a whole is very community aware - I'm sure people will soon let you know when they think there is need somewhere. Money always seems to be the bottom line.
- 36: Visit village schools and include their children in events in town, i.e. involve not just town schools in events - Birthday celebrations, etc.
- 38: Communicate to the public how, where they can have their say and about which topic.
- 40: Arrange a yearly get-together of local councillors with people in the area/ward the councillors represent.
- 42: More Independent Councillors
- 43: Here in Salford Priors we urgently need traffic calming as in other local villages. After reporting the bollards in Station Road were out of order, it's now over 3 months and NOTHING has been done. Yet we are expected to keep paying our council tax. I think it's a bit one-sided in the council's favour.

- 45: Appear to listen at public meetings
- 47: Better communication
- 48: Public awareness
- 49: There is not enough for teenagers and people in their early twenties to do.
- 51: Listen to what people want more, and provide people with ways to have their say about their needs.
- 55: Would appreciate more information about future District Council plans.
- 59: Could we have regular meetings for the public to discuss 1) what is proposed, 2) what has been agreed.
- 61: Give feedback from surveys etc. Actually, make change to suit local needs.
- 62: More surveys of public. More open meetings. Give public a number of alternatives on an issue and let a vote decide on important issues.
- 63: Ask the people of Studley what they would like in the village. Give us the same facilities as Stratford.
- 65: Have direction and encouragement for youths.
- 71: Concentrate on places other than Stratford town
- 79: Listen to people rather than impose Councillors' silly ideas
- 81: Persuade Councillors - in a role which they may not like to participate....
- 83: Councillors should get about more, and pay more visits to residents. We've never seen our Councillor.
- 84: Minority groups seem to have considerable influence particularly in planning matters (for example removing bikers from Waterside and building new bike park) which is undesirable. Measures such as these questionnaires are a good thing but it is difficult to ascertain what is acted upon and why.
- 88: Insist on a monthly / quarterly report from Parish Council and take interest in their suggestions, proposals, etc. S.D.C covers a wide area so local interest should be acknowledged.
- 89: Make this role more widely known
- 90: Stop the political voting and judge issues properly
- 92: Take note of what people say and want and openly act on it. Tell them that you have acted on it.
- 93: Better information
- 95: More information site. Not everybody has internet.
- 98: 1) District Councillor Surgeries, 2) Clarification of which aspects are the responsibility of DC
- 99: Eliminate waste, e.g. consultancy and lack of decision on Elizabeth House. Tell us why you miss targets and what you are doing to rectify matters. Get on top of the budget - NO increase in 2004. Cut out petty personal squabbles in public.
- 100: Hold meetings
- 101: Tell us more about what you do
- 102: Visit more organisations - i.e. Youth Groups, Church Friendship Groups, surgeries at local libraries
- 104: Get out into the community more and listen to what local people and business want more.
- 105: Listen to needs of local people and not be overly 'tourist' led - e.g. the removal / re-siting of the bike park from Waterside in S-on-A is to the detriment of the town.
- 110: More communication
- 113: Start leading
- 115: Focus on your customers. Run council income ventures as businesses NOT charities. (Lean)
- 117: More OUTREACH work where Councillors actively visit and build relationships with various community groups, etc. on a constant regular basis.
- 119: 1) Hold a public meeting twice a year, specifically for members of the public to ask questions of Councillors and Chief Exec.; 2) Learn to use public funds wisely and not use them for personal pet projects; 3) Think strongly about cutting salary and expenses BEFORE raising the next council tax by more than the rate of inflation (this need only be a short term option).
- 122: Not enough public opportunity to determine policy, i.e. Bancroft development - despite public opposition to a number of proposals most are going ahead.
- 125: Individuals are not encouraged to 'have their say' and, effectively, are ignored when they do.
- 126: To stop people parking on the lawns and grass, in Leigh Crescent, Long Itchington it's a total disgrace cutting up all the grass
- 127: More information

- 128: More direct communications, e.g. Q.21, not heard of any info on these schemes.
- 130: News circular
- 132: Newssheet
- 133: Think about the out-lying areas of the district more. It often feels as if Stratford is the centre of the Council's universe
- 137: More publicity of this aspect
- 138: Reduce traffic in town, make it easier to get to leisure centre
- 141: Target OAPs to be more active
- 142: More publicity
- 144: Reflect the diversity of society in Stratford District, i.e. include young people in decision-making processes. To provide for those other than white middle-class citizens
- 147: More surveys
- 150: Stop arguing amongst Councillors, listen to what people want
- 153: Do you include young people in early teens in your panels to determine their views and requirements?
- 156: Better communication and accountability. Be more Resident orientated. Less Tourist bias
- 160: Get real not PC
- 161: More information available to general public. NEW village hall is too expensive to use. Money is WASTED!
- 165: Individuals / groups have their say - but feelings appear to be ignored too often.
- 166: Keep the community involved BEFORE and after decisions are made.
- 168: More information is required to make a judgement.
- 169: Take ACTUAL notice of public opinion in council planning meetings.
- 176: Active support
- 178: Cater for younger locals 18-30 instead of 40+ and tourists, we are the town's future, look after us
- 180: Visit more villages
- 181: More advertisement on radio, get out and meet people at functions. Basically get out amongst people.
- 182: Greater awareness of what local residents want not what the council thinks residents want. Councillors listen a little more to the feelings of the residents.
- 186: Be more pro-active
- 187: Newsletters about local issues - more questionnaires such as this one. Meetings in rural areas so other people do not feel isolated and disregarded.
- 188: Not heard of scheme
- 190: I live in the middle of a very small community way out of Stratford, Henley, we don't hear a lot unless we pursue ourselves.
- 191: Parish Councillors make no attempt to represent the views of the community
- 195: Improve communication - especially with small villages on what is going on and what things are available.
- 196: Don't know anything about it, hence my answer
- 199: Too much emphasis on Stratford at the expense of smaller towns.
- 202: Talk to and listen to people, not local authority officials
- 207: Listen more
- 208: A number of agencies are involved which should get together and work in unison including churches, parish councils, education, health and leisure interests.
- 210: More meetings for public, too much closed doors
- 211: Publicise this more - I was unaware of it
- 212: Main problem is continual building without improved roads. Is there no way of diverting HGVs from town centre?
- 215: More openness, better communications, less bureaucracy
- 217: Listen and take MORE notice of what residents' views are.
- 219: Explain more clearly and more widely, how people can have their say. Give examples of where this has affected change.
- 221: Encourage parish councils to do more, redistribute central power and redraw the district boundaries so that Southam is part of Leamington and Warwick Council.
- 222: Closer consultation in local wards, e.g. with workshops, meetings, discussion.
- 224: Improve swimming facilities
- 225: This is very awkward to answer right. I think get folks together once/twice a month, we talking over 55-60 mark. I think its going to get better and will be going along this winter when then start again

- 226: More activities and places for youth - stop the mindless damage to rec near the rear of the tennis courts, fence damage and fires, etc.
- 229: If relevant - sort out traffic flow to improve conditions for all. Use of traffic wardens to direct traffic as in some towns.
- 230: Consider residents as more important than others, e.g. tourists.
- 232: Improved communications
- 233: Too Stratford centred. Need much more visibility at local level. Current policy appears to be at odds with this, e.g. not advertising planning applications on local paper, only in Stratford paper which no one buys in this area.
- 234: Think, work and vote with less party political bias.
- 236: More consultation on planning which affects local environmental aspects.
- 237: Wider representation
- 239: We have asked for visitor toilets for some years. The village has extended - more and more visitors - Walton Hall visitors shop in the village and need this facility. The rear of village hall first chosen would NOT be suitable due to the local teenagers who use it for a meeting place and damage would occur. We asked for toilets next to Police House.
- 243: Become known to the people
- 244: Communication
- 246: Never met, in fact I don't even know who my Councillor is!!
- 248: Leadership need respect. The spate of housing construction of an ugly nature and its intensity leaves little room to respect the planners. Crowded and overpowering development leaves the people in it as ugly in nature as their surroundings.
- 249: More public notices, better advertising of Stratford DC website
- 250: Sorry but I know nothing about this.
- 251: More activity in creating a community that cares about itself.
- 253: More open sessions in the evenings
- 256: No thoughts on the subject
- 257: Sort out traffic problems.
- 258: I don't know. All major decisions, i.e. SoA High School, roads, traffic lights, etc. are all run from Shire Hall. They take little notice of what SoA District Council need or want.
- 262: Publish what you do. I am not a REGULAR newspaper reader so never keep up to date with what is available.
- 263: Let local people know more on large planning application affecting town.
- 266: There is a strong feeling among many Stratford residents that what is basically a beautiful town is being spoilt by excessive development / change without sufficient thought being given to the aesthetic impact of these. Despite protests being made against these changes when at the proposal stage, they still go ahead anyway in the majority of cases.
- 270: Make the work of the District Council more visible. Section in the Local Observer for example.
- 272: Extend coverage by 'Your Review'; improve noticeboard facility at Council Offices
- 275: Advertise the facilities and services
- 277: I would prefer to study this question in depth
- 278: More communication when consultation opportunities arise - when and where can one hear these discussions.
- 281: Be more readily accessible to the general public.
- 282: Promptness
- 283: You do not have a leadership role. Your role is to best SERVE your community. The statement is egotistical bullshit!
- 284: Use village noticeboards
- 285: I do not really know as Earlswood is such a small place and does not have any facilities for the above.
- 286: Better and more frequent information
- 288: Public meetings
- 289: More one to one visits. Listen to their comments, give a confident true answer.
- 290: This is the first time I have heard of this, so it falls down straight away. How can people contribute when no one knows!
- 291: Visit villages more often, open meetings to discuss local issues.
- 292: Communicate! I've never seen our Local Councillor or know what he's doing for us.
- 297: Wider range of public involved
- 298: Make yourself known more often to locals, especially older people.
- 300: I have no idea how I as an individual can have my say, apart from these questions where

the answer I would like to give is not provided for in the boxes. Surely, that tells you something about how well you are doing.01

- 302: More and better communications
- 304: Send out questionnaires that make sense.
- 305: Would be happy if they could get the transport system effective! - Roads are gridlocked, buses are in short supply (evenings), trains from Stratford/B'ham are third world!
- 306: Take steps to conquer the apathy of most people in regard to their own locality. Somehow make village folk feel they matter and that SonA are not the most important in the area.
- 308: SDC does quite well, considering the quantity of legislation that it has to comply with.
- 309: What a total waste of money!
- 311: Help Alcester Scouts and Guides - £150.00 needed - quick
- 313: Do not concentrate solely on Stratford there are towns/villages outside!!
- 316: Pay more attention to smaller towns and less to Stratford town
- 321: More communication
- 322: I don't have enough information to form a view
- 326: Use of local newspapers to promote this leadership role. Promote the role, show off the successes.
- 327: As a Council present a more unified image to the community.
- 332: Better communication with the community and proposals of what is planned
- 335: More pro-active Councillors
- 336: Too short-sighted generally. Too keen to sell off local land for building more over-priced housing - allotments, market place
- 337: To make community more aware of community leadership and its aims
- 338: Listening to people's point of view when asking questions or putting in general complaints by telephone.
- 344: By listening to local people. By putting community needs BEFORE administrative convenience.
- 347: Listen, consult and think long term
- 348: The need for youth (13-20yrs old) group could do with better provision of activities, or places to go.
- 352: If Councillors talked to their constituents instead of following the party line they just might do something useful
- 356: Make the leadership role the Council has more public (advertise)
- 357: This is the first I have heard of it. Again 'lack of information available'.
- 359: Councillors should be in contact more with the people who live in their area to keep them up to date.
- 361: Not taking playground activities away when children break up for 6 weeks holidays at Salford Priors.
- 363: Listen and encourage input from the community itself. Don't be side-tracked by issues that concern only a minority of the community when there is so much more to do to benefit the wider community.
- 366: A measure of success would be the % of DC employees who 'lead by example'.
- 369: 345
- 371: Information
- 373: Use communications like this and council tax demand to inform of services and initiative
- 375: Make it known more, what it is you do.
- 376: Communicate; the earlier the better
- 377: In some cases better or improved communication. The political in fighting and bickering between Councillors and parties one frequently reads of, does not the community leadership role.
- 384: Disseminate info
- 385: There is a danger here. Minority pressure groups can and do exert undue influence, which does not reflect the desires of the majority.
- 387: Open evenings in relation to local groups such as Parish Councils
- 388: Make the information easier to access and more easily available
- 394: I would like to see more information being sent out to residents about facilities, concessions etc. - I am not aware of many of the things mentioned in this survey. Could a community leader be nominated in each village and they could hold info etc. for residents. If you don't know what is on offer you cannot have your say!
- 395: To be informed of services, which are available to the family.
- 396: Living in a very isolated area, we are detached from day to day concerns.

- 397: Not very aware of how this operates
- 398: More availability / access / communication
- 399: More community (particularly villages) consultation to discuss their needs.
- 401: More access to councillors. I have never seen one.
- 403: I do not think the Councillors listen to anyone. It is always reported in papers that the public feel they are taken no notice of.
- 404: Too much focus on tourists - business. Little value to locals. Therefore, more focus on the needs of local district residents.
- 407: Listen to people and act on it
- 410: Ask everybody. Not many people asked from council estates or people who have lived there all their lives.
- 413: To issue more information about what you are doing on a regular basis.
- 416: More opportunities, such as this citizen's panel, to feel we can contribute to make ourselves heard on community / council issues. I sometimes feel a few more vociferous people hijack issues and many local people do not have a say.
- 418: Stop bickering, abolish party politics at the local level, ignore 'cabinet' tendency.
- 421: Villages o/side Stratford appear to be ignored
- 423: Listen more, hold local clinics and act on advice
- 426: Sorry, don't really feel able to comment as don't know about it.
- 429: For local councillors to get to know the people in their area. More publicity and newsletters.
- 435: Maybe more information on all the opportunities available
- 437: Less bickering, more decisiveness
- 439: Hold public meetings discussing current topics in local community centres
- 441: I have only heard from a councillor at election time - this is not community leadership!
- 445: Quiz specific groups and evaluate, i.e. schools, OAP clubs, etc.
- 447: To organise meetings of local interested parties on key topics and make available info on systems, law and finance and other operational detail that steers problems to a conclusion. Permit a degree of exchange of ideas and indicate how outside initiatives can be used instead of councillors doing all behind closed doors.
- 448: Advertise more fully what is available. 'Trial' runs of activities / looking at facilities before using them.
- 449: You could act upon the wishes of the townspeople instead of 'going through the motions of consultation', but ignoring the wishes of the ratepayers. This town has been ruined by catering solely for the 'masses'.
- 452: Listen more carefully to what local people say and not ignore their comments. Make the community safer for children and older residents.
- 453: Increased publicity. Other than being a member of this panel, I am unaware of what the Council is doing in this area so am unable to judge
- 454: More information
- 456: 1) Listen to people's needs, views; 2) Residents put before tourists; 3) Actually listen to what people want / say in these questionnaires.
- 457: Was not aware there was a community leadership role. Perhaps you should publicise the role more.
- 458: The council take no notice of the views of residents. The town is becoming overdeveloped - new building everywhere - regardless of traffic congestion and residents' views. Councillors seem unable or unwilling to act in accordance to residents' views and planning matters.
- 459: Councillors must communicate better with constituents and find other beneficial ways to do this.
- 460: An acknowledgement that Stratford town projects and facilities merit greater council support and funding than rural towns/villages in South Warwickshire.
- 462: You need to try and canvass opinions of those who do not normally participate in surveys, groups, etc. i.e. young people and families with small children. Those with limited time.
- 463: Where is the information publicly available?
- 466: Don't know
- 467: DON'T OVERDO IT. The general public are not necessarily the best people to know what is best for them.
- 469: Need to stop arguing and bickering between individuals and political parties and focus on needs of community rather than self-interest
- 472: Never heard of the community leadership principle; no councillor has ever encouraged my participation in such a scheme - better communication needed?
- 473: Put Stratford residents ahead of other interests (business, tourists, developers, etc.)

- 476: Rural villages feel as though they do not get a fair share of attention, but probably do on a pro rata basis. Try to make them feel included.
- 477: Get into town and look at the things the residents want improved.
- 478: Be more attractive to young people in order to engage them.
- 479: More local meetings for ordinary people to be informed and have their questions answered.
- 481: Focus group meetings satisfy this need
- 483: Provide questionnaires for all ages to give their views and ideas
- 484: Robust, positive leadership. Decisive. Less talk more action. Stop wasting money on self gratifying surveys.
- 485: Better communication
- 487: Exclaim decisions made
- 494: This is the first time I've heard this phrase 'Community Leadership'. Perhaps more involvement and information could be given to outlying villages.
- 495: Stop bickering amongst yourselves and do the job you were elected to do. Better publicity on what is actually decided and why.
- 497: Engage retired professional people to project manage. Those that are good people managers.
- 498: More information about it to the ordinary community.
- 500: Councillors should have access to (and be expected to take up) training in any specialist department/role which they are voted into.
- 502: I am financially 'stung' every way. At 58 and not working for health reasons and only DLA, I have to PAY petrol, car park, full entry fee to swimming pool. Very expensive. Pay, pay, pay!!! With what?
- 503: The socio-economical group in need of dietary, exercise and other information and services needs to be engaged. It is their interest and activity levels that need to be raised.
- 504: More advertising
- 507: More publicity and advertise successes and more 'how to' advice.
- 508: Stop bickering amongst yourselves
- 510: I do not think that the people in the villages outside Stratford town get enough information or opportunities to have their say.
- 513: Communicate better
- 514: Make more health care facilities available such as counselling for bereavement.
- 515: Use LSP for all sectors not just core organisations. No change for voluntary organisations. Still not kept informed
- 516: Make more information available through other newspapers in boundary areas. Stratford newspapers are not always bought in our area. Our local newspaper are Cotswold Journal, Banbury Guardian, Oxford Times.
- 517: My impression is that insufficient effort is made to keep costs - and thus the council rate - within reasonable limits.
- 518: I feel our village doesn't want a 'community leadership' and it is difficult to find people willing to organise anything.
- 519: More local information
- 523: Involve villages more not just Stratford town - different needs and opinions
- 527: By communication and demonstration
- 531: Have Councillors visit clubs, meeting places, colleges, schools, etc. and initiate discussion / collect wider opinion range.
- 532: Be more accessible
- 533: No comment
- 534: Stop bickering between the various 'groups' on the council. Stop councillors writing childish letter to local newspapers.
- 537: Cater for over 60s, provide more information, provide more amenities for older people. Try to draw older people together for their say in the community.
- 538: By actively listening to the groups that meet to discuss issues that are important to them - please clarify the situation regarding Stratford Hospital - the demise of the 'old hospital', the ownership of the land it stood upon - which the people of Stratford upon Avon believe belong to them, bequeathed for the building of a hospital - not a hotel!!!
- 539: 'Joined up' thinking required by council / police etc. as to the management of the district.
- 541: Improved communication through newsletters published in local or free newspapers
- 543: Higher profile of Councillors actually doing this.
- 545: Give Southam Town Council back its own management of itself, to allow Southam to work on its own interests and needs.

- 547: Publicise Council Officers with responsibility for encouraging individuals and groups.
- 549: Provide opportunities for Wellesbourne residents to participate in activities - no venue for community of 6K
- 551: Not entirely council's fault, but you do not get full picture of a community, as most will not voluntarily tell you what they need until after 'something' is done.
- 554: If you live in Stratford you may feel part of a community. Villages outside not always informed.
- 556: Better decision making regarding planning, (e.g. traffic light placement, etc.) incentive schemes for locals, limit disabled parking in difficult areas.
- 557: Stop only dealing with minority groups and start to listen to the general public.
- 561: Think about the majority and not spend all money on minorities.
- 562: Keep talking to the community and not just to the self-interested groups in the area - such as HOOT who like to suggest they speak for all of us.
- 563: Work in conjunction with GP surgeries to encourage use of gym, etc.
- 565: Do not spend money on issuing 'Your Return' which does not impress me. Spend this money, or money used for Christmas lighting, etc. on RECYCLING PLASTICS, which form a very large part of refuse. Take them to Daventry recycling plant as Rugby does.
- 566: Community leadership sounds like the latest management-speak. It's one thing to have a say - it's another thing to have the council listen! How about village design statements as an example?
- 568: Give as much publicity as possible in local press
- 574: Not aware of community leadership role. Initially promote the role within the community.
- 583: Stop bickering, consider places other than Stratford upon Avon
- 584: Make the community more aware of how to have its say. Include younger members and lower income families.
- 585: Younger council members - all councillors seem to be over 50, white and able bodied!
- 587: Look long term at policies. Planning 5 years or so ahead is not enough as work done may remove preferred option for later period, e.g. in Town Planning / Development. Local politics is too short term looking for short term gain rather than what is best for the future.
- 589: More information
- 590: Very little opportunity for people who live in villages who don't drive a car. Buses are very few.
- 598: Improve local communication of what SDC is doing and what it's Parish Councils are doing.
- 601: Advertise the service more often
- 603: 3 monthly newsletter on local councillor call, not just for election canvassing
- 605: Greater input / recognition / support of outlying villages and rural areas - too much concentration on Stratford itself.
- 606: By attracting more participation I am sure there is more talent in the community than we realise or who volunteer.
- 608: What right do 'other organisations' have to govern? Are they elected? If so, are some people therefore being represented twice or more? Publish details of plans / proposals / alternatives in local free newspapers. Remove ideas such as 'govern' and replace with ideas such as 'enable'.
- 609: The definition is good - do you act on it or merely let people have their say and then do your own thing anyway?
- 610: Spread available FINANCE more fairly away from Stratford.
- 613: Have a local offices visit outlying villages for info in a bus like the library bus.
- 614: Publicise what you do
- 615: 1) Better information in local paper or 2) information by post (I appreciate this may be expensive), 3) Improve website
- 618: Publicise the activities for the different age groups better. Leaflet the houses with what is available.
- 619: More 'social' housing - less expensive housing. Young people cannot 'afford' S/A; in balance created in age range of population.
- 620: By listening to and meeting ordinary people
- 621: By coming round talking to residents
- 625: Listen to what local residents say. Think ahead to the long term effects of public expenditure (the road system is a mess)
- 629: Make it more well known what you do to achieve the above definition
- 630: By canvassing views of residents on issues directly affecting them, e.g. roads, housing development, use of land, in their immediate vicinity.

- 631: Not easy! But could try more response requests in local papers (including free ones, e.g. WHY), and, say, questionnaires on specific issues in shops / supermarkets (trading, etc.), doctors' surgeries (health) and so on.
- 632: There is a need to expand and improve the existing leisure centre to cater for young people spending their holidays / coming to Stratford upon Avon on holiday, as often the existing pools are closed for lessons! An extra adventure fun pool is needed, with slides and rain cloud features for children to first enjoy the water.
- 633: Listen to what local people want and actually doing / achieve the ideas.
- 637: Very satisfied at present
- 643: Keep publicising public meetings, be more visible, perhaps at the farmers market, or in market square on Saturday mornings
- 644: Pay more attention to market towns/villages. Library in Kineton hardly even open and improved access would help. Flyers could be delivered at the same time as refuse collections.
- 645: How about starting a community leadership for OAP. I know we can park on the rise FOC. Say, Mon to Fri for 3 hours, most OAPs do not go into town weekends.
- 646: Cater for the majority NOT the minority
- 647: I can't comment, as I have no experience by which to make a judgement.
- 649: More information given to local villages
- 650: Continue to involve the village communities as much as possible.
- 651: This role or what you do in trying to carry it out is not visible to those of us who are busy and not actively involved. This type of form is good. More publicity of the results, the other issues you face, and the decisions you take would help.
- 652: More done for the older people and also the young people.
- 653: Council surgeries
- 657: More information. Make people aware. Website? We have no kids - how do we find out about anything. Your kids (under 18) involved in community leadership!
- 660: More information please
- 661: Advertise more
- 662: To encourage school leavers to join small clubs for the fun of it, not just become gold medallist. Then the community leadership should look to the small clubs and working class, not just the rich, for our best athletes.
- 664: Genuine consultation with the community on policy matters, giving such consultation wide publicity to encourage participation and publishing results of consultation.
- 665: It seems that often the council ignores opinions despite feedback. However, who is to say what is right or wrong?
- 667: We have never heard from our local councillor since he/she was elected. A regular piece in the village newsletter "Village Voices" would help.
- 669: Better personal and SINCERE presentation to all age groups
- 670: I don't feel I have sufficient evidence to comment
- 671: I think if SDC were really leading us as residents the council tax would not be so astronomical, car parking would be much cheaper, shops would be more useful (like Leamington) and not tourist shops, streets would not be continually changing to one way or no turn - Greenhill Street, Arden Street. And we would not have roadwork's on Birmingham Road, Evesham Road and Alcester Road all the same time
- 673: Take active measures to encourage young people to contribute
- 677: Relinquish control of Kineton and Southam to Warwick District Council. Stratford is too remote.
- 678: Councillors and council employees to address clubs, to explain a Councillor's role in Stratford upon Avon
- 680: Not enough for teenager to do
- 682: More advertising, i.e. what is happening, where, when, etc.
- 687: Communication in small villages
- 692: Keep the public informed about how you are fulfilling your role, regularly and in widely read publications or local newspapers and television.
- 694: I think it very difficult to cater for villages like Little Compton, Long Compton and Barton on the Heath
- 697: More information through letterbox please!
- 703: I have yet to see it in action in this town.
- 706: Take notice of community wishes (or the Wootton Wawen issue). A REAL majority.
- 714: More local meetings

- 715: Lack of information available, need to be at local community level, village involvement required, as only residents know what is needed.
- 716: Ensure that ALL groups have the opportunity to have their say.
- 717: More publicity and information to the general public and ease of availability.
- 720: Did not know about this, more information about it!
- 721: Use professional research when doing focus groups rather than the appalling amateur attempt by your own people.
- 723: I really cannot answer this question although I agree with your definition above. I can see a danger in overdoing this concept in such a rural district as this. Is it perhaps more relevant to town dwellers - I'm not sure.
- 726: I do not / rarely see any evidence for this role, and on the odd occasion, e.g. traffic calming in Loxley Road and area - wasn't needed! Cars still travel above speed limits!
- 727: More notice could be taken of local views
- 728: More involvement of villages in the involvement of Stratford town structures.
- 732: Promote Council meetings in local papers frequently
- 733: Inspire & encourage more recycling (plastics..)
- 734: More information more readily available at home
- 737: Support groups/clubs which are functioning because enough people have an interest in running them - do not waste resources on projects/facilities you think we ought to have or would be good for us

**Where do you currently get most of your information about Stratford District Council?
- "Other Source" responses**

- 4: This survey
- 34: Paperwork delivered to parish councillors
- 130: Tanworth in Arden notice board
- 135: Mail direct (I am local Councillor)
- 144: Through my job with Connexions
- 147: Internet
- 179: Parish Council
- 181: These questionnaires
- 189: Advertiser
- 198: Council Services Directory
- 221: Phone book
- 238: Work
- 248: I live in Stratford District
- 259: Grant applications
- 261: Chamber of Commerce
- 265: Lib Dem Newsletter
- 298: Local friends
- 300: Work colleagues
- 302: Lib Dem - Focus
- 308: Parish Council mailings from SDC
- 313: Southam Advertiser, Leamington Courier
- 317: This questionnaire
- 379: Parish Magazine
- 441: None
- 469: Parish Council
- 476: As a parish councillor
- 493: I have a son an daughter-in-law as councillors
- 503: Parish Council newsletter
- 508: Website
- 517: Info sent to Wolverton Parish Council
- 523: Parish Council
- 525: Leaflets with bits etc. in post
- 578: Lib/Dem Focus
- 598: Parish Council meetings
- 651: Occasionally from colleagues
- 667: Village newsletter
- 693: Internet

- 721: Yellow pages
- 737: Internet

**Where would you prefer to get most of your information about Stratford District Council?
- "Other" responses**

- 7: Should be more local meetings in villages such as Wellesbourne - NOT local council meetings run by our poor quality local councillors
- 29: Letters through our front door
- 65: Newsletter with local issues and plans
- 79: Via email
- 101: Leaflets. Also would like to receive a Council Newspaper.
- 110: Community centre or local papers delivered
- 130: Have never received 'Your Review'
- 147: Internet
- 179: Parish Council
- 186: Our local is the Banbury Guardian not used by SDC
- 189: Redditch Advertiser, WHY
- 208: People MUST make an EFFORT to get worthwhile information if it is useful
- 213: SCAW is excellent for info
- 234: Whatever is the most cost effective service to enable everyone to access info when necessary. Council published statements, not biased reports.
- 243: Information to households about meetings, etc.
- 319: Email
- 320: Preferably none, at no cost to residents.
- 379: Parish Magazine
- 395: A booklet sent direct to your houses
- 429: A newsletter would help
- 484: Deeds
- 485: More leaflet drops through doors
- 494: Local village contacts / notice boards, etc.
- 502: Leaflet through post
- 507: Parish council newsletter / mags
- 508: Website
- 515: Use citizen panel members, advertise public meetings
- 516: Parish Council meetings
- 520: Internet
- 523: Parish Council local newsletter - parish
- 551: Make website easier to use
- 560: Local post office
- 574: Email regarding specific areas of interest
- 582: Through local schools and colleges
- 584: Independent report on performance in newspaper format
- 598: More local communication
- 613: Local Officer visiting the village
- 630: Leaflet drop containing specific issues
- 643: FREE local newspapers
- 644: Flyers, notices on village notice boards
- 651: Feedback of this kind of survey. Leaflet drop with results or prompting comment
- 664: Circular, seeking residents' views on specific policy matters
- 677: Internet / website
- 693: Internet
- 703: Active notice boards
- 724: By phone at Elizabeth House

What other services would you like to see provided at area offices?

- 4: Rural transport to get there
- 7: Area offices are not available to me in Wellesbourne. As a non-motorist, I can not easily visit Stratford. I do not understand why I cannot access all my council services via an interactive website. I would like to see a "Website Area Office" for the whole district.
- 8: None
- 15: Our area office provides all the services I have needed
- 16: None - in my view people are quite content to get their information via the telephone to a central helpline.
- 20: I tend to use telephone/internet and pay direct debit rather than using the local office as I am always at work. Since I have not really used them it is difficult to say what I feel they should be used for.
- 26: Ok
- 27: Ability to comment on areas of Stratford considered to be dirty, smelly, full of rubbish. Why not appoint wardens to cover the town advising council where quick action needs to be taken to rectify these problems.
- 48: Minutes of Council meetings
- 61: None, they are as far as Stratford
- 63: Large list of telephone numbers - Large print
- 75: I attended a committee meeting on July 19th at Studley. The procedures are that the Parish Council rep has 3 minutes. I and my other neighbour concerned had 3 minutes between us and the applicant 3 minutes and the developer 3 minutes. The last two gave some information, which was not true. I was not allowed to query it!! I feel that time should be allowed to do it and not be overrun by the Vice-Chairman. This procedure should be rectified.
- 78: Less services and therefore less tax. I would like to see a series of suggestions on services that could be reduced or eliminated together with estimated cost savings.
- 99: Not relevant to my needs
- 100: Complaints Department - I would like to complain about cars parking on pavements. I end up walking on the road as cars block the pavement. But do not know how / where to complain to.
- 101: More staff = more Council Tax!
- 115: Other issues - 1) More focus on services for everyone rather than minority, ie Elderly, low income, etc.; 2) Agreement must be reached to allow fringe areas, ie. Studley use Worcester services - Redditch tip is a good example, I would never travel to Stratford to use this service.
- 123: Website for planning applications in order to view
- 126: More parking spaces in Leigh Crescent, Long Itchington instead of a load of wasted grass areas which have to be cut at the expense of the council and tenants
- 131: What does 'receipt and viewing' at Q.30 entail?
- 149: None. Please ensure that services provided are essential and cost effective - not gratuitous or politically correct.
- 182: Evidence that the police are providing adequate patrolling of the town to uphold law and order.
- 190: De-ice rural lanes when needed. Cut grass verges more regular and dangerous bends and cut back garden trees overgrowing into road, i.e. Conifers before Catholic church going into Wootton Wawen.
- 208: People should be encouraged to find out for themselves. We can attempt to feed too much information to those who do not want to know
- 215: Availability, a distribution of sandbags as this area is prone to flooding. More refuse sacks than currently allocated to households.
- 219: Collection of Biffa boxes, etc.
- 221: Private hire licences should be done locally in Southam - Stratford is too far!
- 224: Parking permit for Stratford's recreation ground south of the river
- 229: Register of local, trustworthy and capable tradesmen (confidential if necessary)
- 236: Access to Local Councillor Surgeries, held say once a month
- 249: Maybe it's the current heatwave - but interest in swimming pools may be a way forward.
- 251: I live in Stratford so this whole section is N/A for my circumstance.
- 258: Not affected
- 262: Do not use Area Offices

- 270: Of no value. Would prefer services to be on the internet, available 24/7. Offices are only open when I'm at work.
- 273: None - the Area Officer at Alcester is ideal, and save so much - in time, expense - than having to visit Stratford upon Avon.
- 279: More attention to keeping pensioners aware of what they are entitled to. By sending to all concerned pensioners all relevant information, we as pensioners have received no such information from S-on-A.
- 286: Far more information regarding planning applications (one in dispute at present, which was pushed through without our knowledge)
- 297: Information regarding maintenance/repairs.
- 298: More buses from estate, especially into Alcester, to doctors', shopping, etc.
- 307: An auditing policy to oversee the activities of the local town council. Currently they are answerable to no one it seems!!
- 311: Ways to obtain grants!
- 320: Less, at less cost on the "community charge"
- 326: None that I can think of
- 351: I am very happy with services provided
- 357: The nearest office to us is Stratford so I have no opinion
- 362: Some access to these resources beyond normal hours; which will then make them available.
- 366: Partnership (including funding) communication to help local / rural communities to improve their communities and to provide what they would like to see and use (e.g. children's play areas)
- 369: Disabled parking
- 373: Being in full time work I find it difficult to get to area offices in normal working hours
- 379: An interest in recycling
- 394: Minutes of all council meetings
- 396: The only service we receive is refuse collection (reduction of bags is poor service). Rented accommodation so not relevant.
- 399: More details of council policy on such things as commissioning of work, contractors insurance to enable us to ascertain how efficient the council is.
- 407: A chance to put grievances face to face
- 410: Something to be done about lack of 3 bedroom houses for people with more than two children living in flats and getting nowhere.
- 413: Details of forward planning for local development
- 435: Whatever is available in Stratford at Elizabeth House should be also available in area offices
- 439: None at this time
- 456: Stratford to return Stratford to the residents, spend more money on youth centres and places for easy access for the young rather than the tourists. Also free access for residents.
- 457: Services are quite reasonable
- 459: Living in Stratford, I have never had to call to use area offices.
- 461: Please maintain service for the elderly, disabled, unemployed and homeless
- 462: Since I do not live near a local office, they are of little use, I always contact Stratford direct.
- 465: Information and/or facilities for recycling. Help with energy efficiency - advice from energy efficiency office, advice on water conservation.
- 467: Satisfied as they are. Essential that they are kept functioning to ease pressure on a central location.
- 469: Would like to know who our councillor is and for them to be accessible by phone
- 479: Local Councillor present to be accountable
- 484: Even handed distribution of services to outlying areas rather than concentration of services in Stratford. Less admin, HR, etc. More operational staff, recycling of waste is appalling. The facilities and service to recycle are poor. More provision for home collection of waste for recycling is needed.
- 485: Better out of hours service. Most people work between
- 494: It is immaterial to me what services are available at local area offices as there is NO public transport available to me to travel ANYWHERE in the Stratford on Avon District
- 497: I mainly use the internet and would prefer to use that for most transactions.
- 499: None. BUT all of (most of) Southam people fed up with unnecessary queuing at post office. It is quicker and friendlier to drive to Stockton. Southam needs another Post Office

(Bishops Itchington have one in their Co-op)

- 507: Use of car parks for use of general public when outside of office hours an f.o.c
- 510: N/A - no local area office
- 515: Information relating to hours of visiting specialists, council tax, benefits, etc.
- 521: Somebody who could knowledgeable discuss the question of transport as to why the bus to Solihull comes through Sambourne and goes up Node Hill. Why can't it come through Studley village?
- 525: "Noise control" service
- 533: Complaints procedure for illegal or inconsiderate parking in Lighthorne village or other press.
- 538: Health warnings 'by notices about spraying' painting with toxic materials - someone painted fences with a substance that affected my breathing and it lingered for days - could not have the use of my garden the smell was so strong.
- 539: Didn't know the existing services were provided!!
- 551: Unbiased person to deal with problems people have WITH SDC. Someone who knows how SDC works - but isn't 'duty bound'
- 557: Information of what services they provide
- 560: Many of us are still paying (by post or in person) to Stratford. More publicity is needed to tell people about the range of services available locally. Then more delegation could be tried, e.g. certain licences.
- 561: I would like you to concentrate on the job you are doing well and stop looking for other ways to spend my money
- 562: I'm assuming this question only applies to Alcester, Shipston and Southam.
- 565: Recycle plastics
- 568: I am very satisfied with local services, my own personal requirements have always been satisfied and I find council staff very helpful.
- 570: Live in Stratford
- 574: None
- 579: Services clearly listed and informed staff - less waiting.
- 583: This is not relevant to me, as I live in Wellesbourne, maybe I would use an office in Wellesbourne, but I would not bother to travel to Stratford
- 587: Not applicable - live closer to Stratford than to area offices
- 593: A person / phone line where problems / queries can be raised.
- 598: Surgeries with District Councillor - say monthly; surgeries with Parish Councillors - say monthly.
- 603: Access is difficult to Elizabeth House through parking restrictions. An area for short stay visits should be available in staff car park (opposite)
- 605: I'd like to see more offices or access points in Wellesbourne for example.
- 609: I'd like to see the stinging nettles and other weeds killed off by Alcester Infants School. There are so many of them the children have to walk in single file or in the road to pass people in front!
- 619: None
- 624: I would like many of your services cut back, your budgets reduced and therefore a smaller council tax bill. I do not want you to look for more ways to spend my money for me.
- 639: Don't use area offices - only S/A
- 643: Additional black refuse bags available for collection. Ability to vote out council officers.
- 644: Appointments for planning, building regs, etc. in area offices.
- 647: Wider advertisement of the card-park system, cheaper car parking, cheaper fines, delivery lorries to town centre restricted to non-busy hours, i.e. before 8:30am, restrictions on tourist coaches in town centre.
- 649: All services seem to be covered
- 651: I live in Stratford so the area offices are of no great value to me. Currently the two burning issues for my family are the ineffectiveness of noise control (national issue maybe - councils and police seem to have no power) and traffic congestion / lack of ring road to the south.
- 657: Nothing that could be available on the web
- 660: Short, informative videos on council policy and/or activity
- 664: 'Services' at area offices seem to be adequate at present.
- 665: A list of items that the council can help you with, almost a glossary with which dept to contact, or other advice or where to go - a central knowledge database concept.
- 667: Any 'services' must benefit the community at large, not be 'income generating' at the

expense of subsidy by non-users of the service (i.e. NO reintroduction of a subsidised coffee shop)

- 669: AUTOMATIC notification of relevant planning issues to affected residents without recourse to local newspapers and hearsay.
- 682: Provision of facilities for retired persons, as in the West Midlands.
- 687: An easy complaints procedure with customer care trained staff.
- 696: All services currently available in Stratford to be provided at area offices
- 697: Names of councillors who vote for / against application that have - shall I say some 'controversy' - like the 'halfway house' project in Park Road? This is against local opinion, and STILL you beggars do not listen - so we want to know who NOT to vote for!
- 715: Benefit enquiry aimed particularly at the elderly or long time ill and disabled. I am aware that many are not aware of benefits that they could claim.
- 723: We have also claimed and collected our concessionary parking discs from our area office.
- 724: No others
- 729: Youth services

If any services are discriminatory, please give details of any personal experience you may have or of anyone else you know of.

Green sacks change made to under 60s

Most services are discriminating because the council tries too hard not to be discriminating that they go too far the other way.

Young single people given no help to find reasonable accommodation. More starter homes needed or part-purchase / part-rent schemes.

Road/gutter sweeping, Road repair, Weed killing

Councillors do not listen to elderly people

As a senior citizen, I enjoy free car parking in the recreation ground car park; this service is discriminatory but a good one. Keep it up and don't change it or else many shoppers of the aged community will not use the Stratford shops as frequently as they do.

I have heard that some bus drivers on school runs have shouted at disabled adults to an extent where they do not want to attend college anymore!

As below

The nature of communication and access to services is often discriminatory as it focuses on minority groups primarily - What about Mr and Mrs Average?

Several SDC depts notably Planning, Building Regulations, Environment, are unable to accept constructive criticism and ignore or sideline genuine complaints.

Travel tokens - denied to men 60-65 (until June 2003) and then introduced as meanly / tardily as possible. May have been lawful - but definitely discriminatory.

Possibly against the English

The reduction of the number of black bin bags to the elderly is yet another form of tax and erodes their savings. The reduction in policy discriminates against the law-abiding citizen.

Not racially. Refer to services, i.e. pavement and road surfaces, especially pavements - when compared to Stratford.

Swimming pools are now either children's party facilities or young people's health clubs, i.e. no access for older, calmer citizens. No cycle paths locally.

Lack of wheelchair access for transport. Many restaurants are not accessible to wheelchairs also (Planning applications should now take this into account and DDA should be enforced by the

council)

Purely hear-say - but it is amazing how some horrific planning applications get through when a Councillor stands to gain.
Logic says some services have to be discriminatory, i.e. a traffic warden can't be a blind person.

Planning and Building Inspectors

Car parks in Stratford are free. We have to pay to park at Burton Dassett our local park. Could we pay for a half price permit with money tokens?

Hand rail at RSC theatre balcony to allow vertigo sufferers to access.

So what we are now adults, and need to behave as such. Stir it up, and create a new department to calm it down, I expect? PLEASE DON'T.....

Older and disabled are not considered where refuse collection is concerned. We are expected to carry black recycling boxes, black refuse bags and green refuse bags to the pavement otherwise they are NOT collected. (Contrary to your advice I was given on the phone), no matter how many weeks you are away, in hospital, etc. they are left stinking in this hot weather.

SDC seems to discriminate on a geographical basis - too many services are clustered in Stratford, e.g. the art collection - why not have it tour the towns and villages. Polling arrangements, i.e. use of electronic machines have a discriminatory element.

Disability provision in the town itself is very poor.

My son Mr X is living in an upstairs flat which is damp; security doors are more out of working order than working; he and his son have health points and cannot get any more but they still go up and down housing list while outsiders are moved in and out.

In fact I believe all Government Depts favour people from outside the country who have not paid into the system at all at the expense of the people who have

Our neighbours have been on a housing list for a long time (same sex couple) and have had no offers of alternative housing.

I've been waiting for a 3 bedroom house for 7 years, have been top of the list most of this time and have missed out on 12 houses, 9 of these have gone to single parents with two children - why and how?!

Out of work young people on benefits, get social housing in preference to young MARRIED couples with family or without.

Housing for single people. Priority, in my opinion, should not necessarily be given to young, single mums. There are many not so young single people, without children, who would love to be able to gain independence.

Local decent hard working people who need housing seem to go to the bottom of the list whilst non-law-abiding outsiders seem to queue jump.

For the very poor, vulnerable, illiterate, etc. it is impossible to find out about services or access services away from their locality.

I think the housing policy services are wrong. Local people who have lived here all their lives get very little help when needing property.

I will be querying car parking badges at 60 years for women, i.e. pensioner. Also costs of SW. pool entry and car parking when you have lived ALL YOUR LIFE in district. Car parking scheme - £30 is a huge chunk to find.

Retired persons with low fixed incomes who do not or are unable to use the council's services still

have to pay full council tax, even if they live alone.

Lone people looking for homes

My only experience of the council's services in the leisure centre, which I feel, can be too expensive for those on lower incomes

The town of Stratford have little to do in the evenings. Most activities geared to school holidays / sport or tourists

Affordable housing availability for low income / single parent families.

20 years of having housing card stamped was invalid for housing as person was male (not a pregnant girl)

I think there is too much red tape, especially when pensioners try to claim reductions in rates act.

Bias towards Stratford town for services is discriminating against us outside of town area

In the past officers give credence to planning applications against a 90-95% majority opposition in the wards. This is discriminatory and undemocratic. Council officers work for the council who is elected by an electorate.

People in villages are not made aware of services available whereas town people are, i.e. old people facilities, bus tokens/passes, etc.

If any policies are discriminatory, please give details of any personal experience you may have or of anyone else you know of.

More money is spent on Stratford town and environs than on outer reaches of district

The main towns of SDC, i.e. Stratford, Shipston, Southam, Alcester and Henley are benefited by the proceeds of rate monies whereas growing areas like Wellesbourne seem to get little from the overall purse. What districts do the Wellesbourne ratepayers subsidise? A change is needed, the Parish Council cannot fund all benefits of Wellesbourne ratepayers which they badly need to keep up.

My husband and I have applied for planning permission, we were turned down. But, neighbours around us had planning permission. The reason given was that it was not in keeping with the rest of the estate.

My objection to nearby planning application totally ignored.

The land policy relating to extensions can be reached by the SDC Planning Dept., without explanation.

As above

The failure of the Stratford District Council to balance its books, by definition, gives rise to policies that will discriminate against at least one group of citizens.

Not discriminatory - but restricted in actions due to financial planning restraints

Housing, how about letting a younger age group get housing instead of pregnant women, ethnic minorities, etc.

Restrict business development

Against countryside hamlets and villages in preference to Stratford etc.

What is wrong in applying discrimination? or in other words judgement!

I believe putting e.g. drug addicts at the top of the housing list discriminates against others in need, e.g. single mothers with children who are on low incomes.

As stated before, planning decisions, which are made without prior in-depth consultation with local residents. Sports Hall at Alcester Grammar School is a case in point

They are only for visitors NOT for locals!!

It's always Stratford first. The rest of the district has what is left.

Mainly with regard to planning. Councillors not declaring an interest and conspiring together to make money out of their positions. Planning passed that shouldn't have been, e.g. Arden Lawns School

Policies which put electronic voting in place - and continue to maintain it is a positive improvement despite evidence to the contrary, i.e. drop in numbers voting, evidence of involuntary abstentions.

Housing lists; speed ramps fitted at Bidford yet school Ave leading Prior Grange, cars come past playing field entrance and school think they have right of way at roundabout, accident waiting to happen.

Yes, there is rules for some people and not others... late payment of bills, re-housing, benefits.

Planning

Youth is catered for far more than older people

Policies discriminate against local residents both in terms of their quality of life - overdevelopments, transport chaos - also in terms of value for money. How much council tax has been wasted and squandered on the Elizabeth House debacle and Town Square?

Discriminate against local people and I feel visitors are given a higher priority than local residents. As above. Most people are having to move away from Stratford as they cannot afford property. If you are a druggie or have a drink problem you get accommodation straight away. It seems that you have to be bad to get any help. Genuine locals get very little.

I believe that there is a disproportionate amount of time, money and resources spent on larger town at the expense of the smaller villages.

Same as above. Some people are getting work done when not really necessary

Building approval does not ensure building firms build some houses that are within the groups of first time buyers.

I receive just a basic pension and trying to claim. Rate relocate means I must have to prove who I am and lay my life on the table to people that may live in my own street. I have lived and was born in England for 65 years, but still must prove myself to someone that may not have done help what I have for the country. As a pensioner I feel a second class citizen.

Yes, no information on these policies available

Planning application for halfway house in Park Road for a start! What about the rights of the residents? (or don't they have them?)

Which is this? A service or a policy or both?

Rules for one do not always apply to another

Where racial harassment incident was reported to?

Police in attendance

I didn't report it but I know someone else did

CRE

Police

There should be a permanent security / police presence in the Bancroft Garden - Recreational Ground area to prevent loutish, anti-social and drunken behaviour!

Police

Management staff

Police