

# Citizens Panel - September 2001

## Headline Results

### INTRODUCTION

The Council established a Citizens Panel in 1999/2000. This is the fourth panel since inception. It 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.

The Panel was surveyed in September 2001, with questionnaires sent to 1,053 residents. 634 replies were received, which represents a response rate of 60.1%. This number of responses gives a  $\pm 4\%$  margin of error (at 50:50 answer split), within 95% confidence limits that the results match those that would be obtained if the whole population of the District were to complete the same questionnaire.

### RESULTS

Summary of Results - PLEASE NOTE All Questions Only Include Those Answering

<b>Q1</b>	<b>What should be the police's top priorities?</b>	
	<i>Violent Crime</i>	82.3%
	<i>Drug &amp; alcohol abuse</i>	50.9%
	<i>Car crime</i>	29.0%
	<i>Nuisance youth</i>	35.9%
	<i>Burglary of houses</i>	74.1%
	<i>Racial harassment &amp; racial attacks</i>	18.8%
	<i>Supporting victims of crime</i>	4.3%
<b>Q2</b>	<b>Please tick one box only to say which phrase best describes your own fears of being a victim of crime.</b>	
	<i>I am concerned all the time</i>	6.8%
	<i>I am concerned most of the time</i>	8.2%
	<i>I am concerned some of the time</i>	48.3%
	<i>I am rarely concerned</i>	34.0%
	<i>I am never concerned</i>	2.2%
	<i>Don't know</i>	0.5%
<b>Q3</b>	<b>When do you feel concerned about being a victim of crime?</b>	
	<i>Daytime</i>	3.0%
	<i>Evening</i>	44.5%
	<i>Both daytime and evening</i>	52.5%
<b>Q4</b>	<b>When do you feel concerned during the daytime about being a victim of crime?</b>	
	<i>At home</i>	30.4%
	<i>When in local streets</i>	24.0%
	<i>When in areas that you know less well</i>	59.4%
<b>Q5</b>	<b>When do you feel concerned during the evening about being a victim of crime?</b>	
	<i>At home</i>	31.9%
	<i>When in local streets</i>	30.9%
	<i>When in areas that you know less well</i>	54.7%

**Q6 Are there any specific areas of the Stratford district in which you feel particularly concerned about being a victim of crime?**

Yes	33.5%
No	39.3%
Don't know	27.2%

**Q7 If yes, in which area do you feel particularly unsafe?**

AREA	NUMBER	%
Stratford Town Centre	21	9.8
Car Parks	12	5.6
Waterside	11	5.1
Town Centre Evenings	10	4.7
Greenhill St	10	4.7
Near Nightclubs/Pubs	10	4.7
Bancroft Gardens	9	4.2
Badly Lit Areas	7	3.3
Justins Avenue	6	2.8
Leamington Spa	6	2.8
Studley	5	2.3
Rother St	4	1.9
Bell Court	4	1.9
Old Town	4	1.9
Parks	4	1.9
Birmingham Rd Area	3	1.4
Away from CCTV cameras	3	1.4
Town Centre	3	1.4
Bridge St	3	1.4
Stratford	3	1.4
Windsor St	2	1.4
Hopkins Precinct, Alcester	2	0.9
Canal/Canal Bridge	2	0.9
Alcester Centre	2	0.9
Alcester High St/Alcester	2	0.9
Shipston	2	0.9
Lower Quinton	2	0.9
Drayton Avenue	2	0.9
Riverbank/River	2	0.9
Southam	2	0.9
Cook Alley	2	0.9
Supermarkets	2	0.9
Henley St	2	0.9
Other	51	23.7
<b>TOTAL</b>	<b>215</b>	

"Other" includes areas where only 1 person mentioned it or made a very general comment.

**Q8 How could Stratford-on-Avon District Council help to make you feel safer?**

<i>Improved street lighting</i>	45.8%
<i>Security advice</i>	7.8%
<i>CCTV</i>	56.5%
<i>Neighbourhood Watch</i>	23.4%
<i>Youth workers</i>	19.1%
<i>More visible police patrols</i>	92.7%

**Q9 Do you have any other suggestions as to what could be done to make you feel safer?**

<b>Suggestions</b>	<b>NUMBER</b>	<b>%</b>
More officers on the beat/higher police presence/increased visibility/more police on duty	52	24.2
Increased police presence in rural areas	12	5.6
Stiffer penalties	11	5.1
More facilities for younger people	11	5.1
More/better street lighting	10	4.7
Lack of response/quicker answer to calls needed	9	4.2
Staff police stations 24 hours a day	8	3.7
More speed camera/traps/humps	8	3.7
More CCTV cameras	7	3.3
Less nightclubs/bars opening late	6	2.8
Stricter laws on alcohol/alcohol related	5	2.3
Introduce ID cards	3	1.4
Stop selling police houses in villages	3	1.4
Solve more crime	2	0.9
More information	2	0.9
Education on crime to schools	2	0.9
Focus on crime not motoring offences	2	0.9
Disperse youths	2	0.9
Other comments	60	27.9

Other includes one-off responses.

<b>Q10</b>	<b>Have you contacted the Council in the last two years about your Council Tax?</b>	
	Yes	25.6%
	No	74.4%

**Q11 Please indicate whether you agree or disagree with each of the following statements, about the last time you contacted the Council to discuss your Council Tax.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
My local office is in a convenient place	16.4%	44.0%	25.7%	10.6%	3.2%
The opening hours are not convenient	5.5%	14.5%	35.2%	38.5%	6.4%
They try to sort things out on the telephone so that you don't have to go into the office.	8.4%	44.5%	41.3%	3.7%	2.1%
I was given the name of a person to contact	6.6%	31.5%	47.6%	12.0%	2.3%
Overall I am satisfied with facilities to get in touch with the Council	8.6%	64.6%	20.7%	4.3%	1.8%

<b>Q12</b>	<b>Have you visited a local council office to discuss Council Tax?</b>	
	<i>Alcester</i>	2.0%
	<i>Shipston</i>	1.2%
	<i>Southam</i>	2.0%
	<i>Stratford</i>	14.2%
	<i>None</i>	81.8%

<b>Q13</b>	<b>Please indicate whether you agree or disagree with each of the following statements about your last visit to discuss Council Tax.</b>					
		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
	I waited a long time before I saw the person who was dealing with my enquiry	3.1%	7.7%	56.4%	26.7%	6.2%
	I was able to talk to this person in a private place	3.7%	21.6%	56.8%	12.6%	5.3%
	The office was clean and tidy	7.3%	45.1%	45.1%	1.6%	1.0%
	There are not enough seats	1.1%	14.9%	61.2%	19.7%	3.2%
	Overall I am satisfied with the service in the actual office	8.5%	43.7%	42.7%	3.3%	1.9%
<b>Q14</b>	<b>Have you ever telephoned the Council about your Council Tax?</b>					
	Yes					28.4%
	No					71.6%
<b>Q15</b>	<b>Please indicate whether you agree or disagree with each of the following statements about your last telephone call to discuss Council Tax.</b>					
		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
	When I last phoned the Council it did not take long to be answered	15.2%	64.3%	8.9%	8.9%	2.7%
	I was passed around from one member of staff to another	3.6%	17.3%	12.7%	51.8%	14.5%
	I did not wait too long on the phone while my query was being dealt with	11.0%	60.6%	11.0%	16.5%	0.9%
	It was difficult to contact the right member of staff	6.4%	18.3%	15.6%	51.4%	8.3%
	Overall I am satisfied with the service	12.2%	61.7%	10.4%	11.3%	4.3%
<b>Q16</b>	<b>Please indicate whether you agree or disagree with each of the following statements about the last time you spoke to a member of staff about your Council Tax, either on the telephone or in person.</b>					
		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither</i>	<i>Disagree</i>	<i>Strongly disagree</i>
	Staff were polite and friendly to me	18.7%	61.2%	15.7%	3.7%	0.7%
	Staff did not always seem to know what they were asking about	2.4%	20.6%	17.5%	48.4%	11.1%
	Things were explained clearly in a way that I could understand	11.9%	59.5%	18.3%	7.9%	2.4%
	I felt I could not ask questions	1.6%	9.7%	16.9%	58.9%	12.9%
	Staff always seemed to be in a rush	3.2%	15.2%	23.2%	47.2%	11.2%
	Staff always treat me with respect	13.6%	53.6%	20.0%	10.4%	2.4%
	Overall, I am satisfied with the staff in the Council	12.1%	59.1%	16.7%	8.3%	3.8%
	Overall, I am satisfied with the amount of time it took them to deal with my correspondence	10.2%	53.9%	18.8%	11.7%	5.5%
<b>Q17</b>	<b>Please indicate whether you agree or disagree with each of the following statements about Council Tax bills, leaflets and letters</b>					
		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
	The Council Tax Bills they send to you are difficult to understand	3.7%	9.5%	15.6%	60.8%	10.4%
	Overall, I am satisfied with the clarity & understanding of the Council Tax bills, leaflets, letters	7.9%	74.5%	9.4%	7.4%	0.9%
<b>Q18</b>	<b>How do you currently pay your Council Tax?</b>					
	<i>Direct Debit</i>					71.9%
	<i>Cash</i>					5.3%
	<i>Credit/Debit Card</i>					5.6%
	<i>Internet</i>					0.2%
	<i>Standing Order</i>					5.6%
	<i>Cheque</i>					10.5%
	<i>Post Office Payers</i>					2.8%

<b>Q19</b>	<b>If you do not pay by Direct Debit or the internet, would you be interested in changing to one of these methods of payment?</b>	
	<i>Yes, Direct Debit</i>	8.2%
	<i>Yes, Internet</i>	17.7%
	<i>No</i>	74.1%
<b>Q20</b>	<b>Did you know that you can pay your Council Tax through our website?</b>	
	<i>Yes</i>	29.2%
	<i>No</i>	70.8%
<b>Q21</b>	<b>How important is it for the Council to improve the quality of life of our residents in all communities, by adopting a wide-ranging approach to local housing issues, building this on our close relationships with the community and our other partners?</b>	
	<i>Very important</i>	71.8%
	<i>Fairly important</i>	23.2%
	<i>Not very important</i>	3.6%
	<i>Not at all important</i>	1.5%
<b>Q22</b>	<b>In order to achieve this vision, please tick the boxes against the two objectives you consider most important.</b>	
	<i>Strengthening working with other Council Departments in order to deliver aims of Housing Strategy</i>	22.7%
	<i>Expanding existing partnerships etc to respond effectively to housing needs</i>	55.6%
	<i>Building upon existing methods of consultation to develop new &amp; innovative ways of involving people</i>	40.4%
	<i>Keep people informed of the decisions that affect their lives</i>	73.2%
<b>Q23</b>	<b>How important is it to co-ordinate housing by expanding effective partnerships with various support agencies to develop a range of initiatives to reach those in need?</b>	
	<i>Very important</i>	59.5%
	<i>Fairly important</i>	35.6%
	<i>Not very important</i>	3.3%
	<i>Not at all important</i>	1.6%
<b>Q24</b>	<b>In order to achieve this vision, please indicate by ticking the relevant boxes, which two of the following objectives are most important to you.</b>	
	<i>Improving the social &amp; economic well being of all our residents, by linking housing policy</i>	69.2%
	<i>Building upon established partnerships with housing associations etc to target working practices</i>	42.8%
	<i>Develop relationships with neighbouring LAs to promote greater choice in allocation of social housing</i>	25.2%
	<i>To improve services for vulnerable groups needing care or support</i>	56.0%
<b>Q25</b>	<b>Which are the three most important objectives to create a safe community &amp; a place where people are happy to live?</b>	
	<i>Working with HAs to meet targets set for affordable social housing development</i>	26.9%
	<i>Maximising development of good quality affordable social housing through local planning policies</i>	42.1%
	<i>Continuing to support dev of town/village plans in order to inform future housing development</i>	33.4%
	<i>Ensuring we meet rural housing needs by employing a person to look at needs of the rural community</i>	29.0%
	<i>Continuing to work with police etc to support initiatives that promote safer communities</i>	71.8%
	<i>Ensuring that identified supported housing needs are met in the district</i>	19.5%
	<i>Develop a strategy to address problems of people in the District who cant afford to pay fuel bills</i>	8.0%
	<i>Work with WEEAC to promote advice and affordable warmth initiatives to help with keeping warm</i>	10.5%
	<i>Promote the new HEES &amp; investigate future funding to help give energy efficiency grants &amp; loans</i>	12.8%
	<i>Integrating energy efficiency advice &amp; affordable warmth initiatives into all policy areas</i>	16.2%

<b>Q26</b>	<b>How important is it to have a good working relationship with private landlords &amp; homeowners, to ensure the development of a healthy private rented sector accessible to all those in need?</b>	
	<i>Very important</i>	56.5%
	<i>Fairly important</i>	36.5%
	<i>Not very important</i>	4.9%
	<i>Not at all important</i>	2.1%
<b>Q27</b>	<b>In order to achieve this vision, please rank in order of preference the following objectives?</b>	
	Support expansion of Councils Home Improvement Agency...	1st
	Undertake a Private Sector House Condition Survey	3rd
	Re-launch the Private Sector Forum	4th
	Develop a District wide Empty Property Forum	2nd
<b>Q28</b>	<b>Are you prepared to continue completing questionnaires twice a year?</b>	
	<i>Yes</i>	94.2%
	<i>No</i>	5.8%
<b>Q29</b>	<b>Are you?</b>	
	<i>Male</i>	49.0%
	<i>Female</i>	51.0%
<b>Q30</b>	<b>What is your age?</b>	
	<i>Under 18</i>	0.0%
	<i>18-30</i>	4.5%
	<i>31-50</i>	35.1%
	<i>51-65</i>	34.6%
	<i>66-75</i>	17.6%
	<i>75+</i>	8.2%
<b>Q31</b>	<b>How many adults are there in your household?</b>	
	<i>1</i>	19.1%
	<i>2</i>	65.0%
	<i>3</i>	11.6%
	<i>4</i>	3.7%
	<i>More than 4</i>	0.6%
<b>Q32</b>	<b>How many children are there in your household?</b>	
	Aged 0-4	100.0%
	Aged 5-10	100.0%
	Aged 11-15	100.0%
	Aged 16-18	100.0%
<b>Q33</b>	<b>What is your postcode?</b>	100.0%
<b>Q34</b>	<b>To help us plan future Citizens Panel surveys better, please tell us how long it took you to complete this questionnaire?</b>	
	<i>Less than 20 minutes</i>	73.2%
	<i>20-30 minutes</i>	22.0%
	<i>31-40 minutes</i>	3.7%
	<i>More than 40 minutes</i>	1.1%
<b>Q35</b>	<b>Are you willing to be involved in Focus Groups in the future?</b>	
	<i>Yes</i>	44.6%
	<i>No</i>	55.4%

<b>Q36</b>	<b>If yes, would you like to be involved with focus groups concerning:</b>	
	<i>General discussion on particular issues of the day</i>	52.4%
	<i>Development of our Housing Strategy in more detail</i>	19.6%
	<i>Both groups</i>	45.3%