

**Stratford-on-Avon District Council**

**PUBLIC CONSULTATION RESULTS**

**CITIZENS PANEL**

**FEBRUARY 2000**

## CONTENTS

<b>NO.</b>	<b>Title</b>	<b>Page</b>
<b>1.00</b>	<b>Introduction</b>	<b>1.00</b>
<b>2.00</b>	<b>Land Charges</b>	<b>1.00</b>
2.10	General	1.00
2.20	Customer Satisfaction Index	1.00
2.30	Accuracy of information provided	2.00
2.40	Fees charged	3.00
2.50	Search time	3.00
2.60	Premium rate charges	4.00
2.70	General comments on service	4.00
<b>3.00</b>	<b>Cashiers At Elizabeth House</b>	<b>5.00</b>
3.10	Residents using service	5.00
3.20	Future demand	6.00
3.30	Customer Satisfaction Index	6.00
3.40	Comparison with other payment facilities	7.00
3.50	Other services respondents wish to see provided by Cashiers	7.00
3.60	General comments on service	7.00
<b>4.00</b>	<b>Refuse Collection And Waste Management</b>	<b>8.00</b>
4.10	Customer Satisfaction Index	8.00
4.20	Refuse collection	8.00
4.30	Collection of bulky waste items	9.00
4.40	Recycling waste	11.00
<b>5.00</b>	<b>Domestic environmental health</b>	<b>13.00</b>
5.10	Residents using service	13.00
5.20	Customer Satisfaction Index	15.00
5.30	General comments on service	15.00
<b>6.00</b>	<b>Environmental Health Out-Of-Hours Emergency service</b>	<b>16.00</b>
6.10	Awareness and use of service	16.00
6.20	Future provision of service	16.00
<b>7.00</b>	<b>Housing - adaptations for the disabled &amp; energy efficiency</b>	<b>17.00</b>
7.10	Perceptions of SDC	17.00
7.20	Property improvements and adaptations	18.00
7.30	Energy Efficiency	21.00
<b>8.00</b>	<b>Economic Development</b>	<b>25.00</b>
8.10	Shopping in market towns and villages	25.00
8.20	Balance between business and local community	29.00
<b>9.00</b>	<b>Best Value Reviews</b>	<b>29.00</b>
9.10	Services respondents want reviewed in 2000/2001	29.00

## APPENDICES

<b>Appendix</b>	<b>Page</b>
Appendix A: General Comments On Land Charges Service	30.00
Appendix B: General Comments On Cashiers service At Elizabeth House	31.00
Appendix C: General Comments On Refuse Collection	34.00
Appendix D: General Comments On Bulky Waste	45.00
Appendix E: General Comments On Domestic Environmental Health	51.00
Appendix F: General Comments On Property Improvement & Adaptation Work	54.00
Appendix G: General Comments On Energy Efficiency	57.00
Appendix H: General Comments On Economic Development	59.00

## **1.0\_\_INTRODUCTION**

A Citizens Panel was established by the Council in 1999/2000. 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 February 2000 with questionnaires sent to 1,055 residents. 760 replies were received, a response rate of 72%. 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.

This report presents the results obtained from the survey. Further details are available from Robert Walsh on 01789-260417 if required.

## **2. LAND CHARGES SERVICE**

### **2.1 General**

102 respondents (13.4% of the total) indicated they had bought a house or had a land search made in the last 3 years.

The majority of respondents who had used the facility were very positive in their attitudes to the service they had received, and there were relatively few negative comments. Since this exercise concentrates on how the service can be improved the 'negative' comments do tend to stand out, but they should be seen in that context.

The perceptions of respondents differ in some areas from information available from other sources. This arises partly because there is, in the vast majority of cases, an intermediary between the service and the end user. That intermediary is their solicitor. Comments on the views expressed, in light of information from other sources, are included in these results.

### **2.2 Customer Satisfaction Index**

The Customer Satisfaction Index for the service was 73%. 19 respondents had used the service in 1999/2000 and these gave a the service a CSI of 69.3%. The difference between these 2 figures is within the margin of error for this exercise and no conclusions should therefore be drawn from it.

### Service elements in priority order for improvement

Baseline = Respondents who had used service in the last 3 years (102)

#### 2.3 Accuracy of information provided

69.6% of respondents who had used the service in the last 3 years said the information provided by the Council was accurate and comprehensive.

10% of respondents who had used the service in the last 3 years described problems with the type of information provided and its accuracy. *(Of the issues cited 50% are not part of national land searches criteria but should be sought by Solicitors from other sources. A further 20% relate to geographical areas outside the boundary of the area specified. The public are clearly making judgements about the service that are outside the scope of what it seeks to provide.)*

The other responses provided were:

Could have been more accurate

Council records do not disclose if properties affected by contaminated land. *(With effect from 1 April 2000 contaminated land status has been added to the information included in local land records through national legislation and this information is now provided)*

Council stated that the road was public but 3 months later said private. No evidence given for change. *(This information is provided to SDC by Warwickshire County Council which maintains roads within the District.)*

## 2.4 Fees charged

Respondents were asked the fee they had been charged for their local search.  
Answers were:

Fee	No. Respondents
£200	1.00
£150	2.00
£100	2.00
£65.60 - £99.99	12.00
£65.60	2.00
£60-£65.59	6.00
below £60	3.00

Baseline = Respondents who had used service in the last 3 years (102)

*(The actual fee charged for land searches rose to £80 in 1998/99 but the fee respondents considered they had been charged consistently differed from that levied by SDC. This may be a result of administration charges added by solicitors for dealing with land searches, or may merely demonstrate that people are incorrect in their belief about what SDC charges)*

## 2.5 Search Time

Respondents indicated searches had taken the following length of time to be completed

Time taken	Searches 1997/98 & 1998/99	Searches 1999/2000	All Searches
Less than 1 week	7.2%	5.3%	6.9%
1 - 2 weeks	10.8%	15.8%	11.8%
2 weeks - 1 month	44.6%	42.1%	44.1%
Over 1 month	9.6%	10.5%	9.8%
No reply	27.7%	26.3%	27.5%

Baseline = Respondents who had used service in the last 3 years (102)

*Again these figures vary from those recorded by the service. SDC records start from date of receipt of a request for work, and it is likely that users will calculate the time from the moment they instruct their solicitor. Even if there are no delays at the Solicitor's end the service could be being judged unfairly.*

## 2.6 Premium rate charges

Respondents were asked whether they would be prepared to pay a higher fee for a guaranteed faster completion of local searches in future

<b>Answer</b>	<b>Respondents</b>
Yes - always	4.9%
Yes - sometimes	41.2%
No	45.1%
No reply	8.8%

Baseline = Respondents who had used service in the last 3 years (102)

Respondents willing to pay a higher fee for a guaranteed faster turnaround were asked what that turnaround time should be and 42 people answered as follows:

<b>Turnaround time stated</b>	<b>Respondents</b>
1 day	2.4%
2 - 3 days	7.1%
3 days - 1 working week	40.5%
1 - 2 weeks	33.3%
2 - 3 weeks	4.8%
4 weeks	9.5%
Don't know	2.4%

Baseline = Respondents willing to pay a higher fee for a guaranteed faster turnaround indicating time preference (42)

Respondents willing to pay a higher fee for a guaranteed faster turnaround were asked what fee they were prepared to pay. Only 11 people responded, so little can be drawn from their answers which were as follows:

<b>Turnaround time stated</b>	<b>Respondents</b>
£150	9.1%
£100	27.3%
£75	9.1%
£50	45.5%
Below £50	18.2%

Baseline = Respondents willing to pay a higher fee for a guaranteed faster turnaround indicating price (11)

## 2.7 General comments on service

General comments on the service are shown as Appendix A.

### 3.0 CASHIERS AT ELIZABETH HOUSE

#### 3.1 Residents using service

15.8% of respondents (120 in total) have visited the Council offices at Elizabeth House in order to make payments within the last 3 years.

Residents who have not used the service in the last 3 years gave the following reasons why they have chosen not to use it:

<b>Reason why respondents don't use service</b>	<b>Respondents</b>
Have not wanted to pay over counter (use other methods including post, direct debit & standing order)	73.3%
Use Council's other offices	5.6%
Don't need to pay (Council Tax)	3.1%
Not open at hours respondents wish to pay	2.2%
Too far away	2.0%
Lack of parking or public transport	1.6%
Not open on day(s) respondents wish to pay	1.1%
Physical environment not welcoming	0.5%
Staff unhelpful or unfriendly	0.5%
Counters physically inaccessible	0.2%
Queues are too long	0.0%
Other reason	13.9%

Baseline = Respondents who had not used service in last 3 years (640)

Other reasons listed:

- Did not know about the service
- Neighbour pays for me
- Never go to Stratford
- Rarely go to Stratford
- Someone goes for me
- Why waste time?

Whether respondents combine trip to make payments at Elizabeth House with other activities.

<b>Combining payment with other activities</b>	<b>Respondents</b>
Always pay at Council offices when coming into SoA for other purposes	21.5%
Sometimes make trip especially to pay at Council offices	9.9%
Always make trip especially to pay at Council offices	8.3%
No reply	60.3%

Baseline = Respondents who had made a payment at Elizabeth House in the last 3 years (102)

#### 3.2 Future demand

Respondents indicated how often they thought they would visit the Council's offices in Stratford-upon-Avon in the future, in order to assess likely future demand on the cashiers service.



<b>Anticipated future use</b>	<b>Respondents</b>
Will not make payment at Council offices	65.0%
About as often as at present	7.6%
More than at present	0.8%
Less often than at present	0.6%
No reply	14.9%

Baseline = all respondents (760)

### **3.3 Customer Satisfaction Index**

The Customer Satisfaction Index for the service was 74.9%

**Service elements in priority order for improvement**

### 3.4 Comparison with other payment facilities

Respondents were asked to compare the service provided by SDC to that experienced from Post Offices, banks, building societies and other organisations.

<b>Opinion</b>	<b>Users</b>	<b>Non-users</b>
Council service very much better	5.8%	1.3%
Council service a bit better	5.0%	2.7%
About the same	35.0%	12.2%
Council service worse	4.2%	1.9%
Council service very much worse	1.7%	1.1%
No reply	48.3%	80.8%

Baseline = All respondents (760)

### 3.5 Other services respondents wish to see provided by Cashiers

- A service that suits me would be opening at weekends
- A smile and acknowledgement would be nice!
- Ability to view application for planning
- Answer enquiries related to other matters
- Better method of recording monthly pmts. Instead of stamping bill i.e. a paying in book
- Cannot think of any at present
- Customer care have experienced upsetting behaviour from council staff they need to be more aware
- Don't use them pay by direct debit
- Knowledge of other councils
- More free parking for OAP residents in district areas
- More smiles
- Not really. Now pay by direct debit so will not be visiting
- Open on Saturday mornings.
- Paying in book for use in banks.
- SWHA rents
- up to date leaflets.

### 3.6 General comments on service

General comments on the service are shown as Appendix B.

## 4.0 REFUSE COLLECTION AND WASTE MANAGEMENT

### 4.1 Customer Satisfaction Index

The Customer Satisfaction Index score for refuse collection is 85.7%. Areas for improving overall customer satisfaction are shown below in priority order.

#### Service elements in priority order for improvement

Baseline = all respondents (760)

### 4.2 Refuse Collection

Respondents currently leave their refuse in the following places for collection.

Location	Respondents
Front of property OR kerbside	77.1%
Rear of property	20.1%
No reply	2.8%

Baseline = all respondents (760)

Respondents would prefer to leave their refuse in the following place for collection.

Location	Respondents
Front of property OR kerbside	72.8%
Rear of property	23.8%
No reply	3.4%

Baseline = all respondents (760)

Respondents indicated whether they would be satisfied with a slightly cheaper service where refuse could only be collected from front of property or kerbside.

<b>Answer</b>	<b>Respondents</b>
YES	70.1%
NO	23.8%
No reply	6.1%

Baseline = all respondents (760)

It was explained to respondents that the service is soon to be retendered and that this was likely to increase the cost of the current level of service. Respondents were then asked their preference when the service was retendered.

<b>Preference</b>	<b>Respondents</b>
Maintain the current service and increase the cost	51.7%
Maintain current cost and reduce current level of service	19.2%
I would rather pay a higher Council Tax to fund service improvements	10.0%
Reduce level of service together with cost	7.6%
No reply	11.4%

Baseline = all respondents (760)

General comments on the service are shown as Appendix C.

### 4.3 Collection of bulky waste items

48.2% of respondents had needed to dispose of bulky household items such as fridges or furniture in the last 3 years. The number of times these people had used the SDC service over the last 3 years was:

<b>Times used</b>	<b>Respondents</b>
12.00	1.00
7.00	1.00
6.00	1.00
5.00	3.00
4.00	5.00
3.00	17.00
2.00	45.00
1.00	103.00
0 / no reply	190.00

Baseline = Respondents who had used bulky waste collection service in last 3 years (366)

Asked why they had not used SDC's bulky waste collection service, respondents indicated

<b>Reason</b>	<b>Respondents</b>
Took items to the tip	35.8%
Did not know about service	24.0%
Have not needed the service	4.9%

Unable to find who to talk to in order to arrange collection	4.4%
Council refused to collect items I needed to get rid of	1.9%
Other reason	0.8%

Baseline = Respondents who had used bulky waste collection service in last 3 years (366)

Other reasons specified:

High cost

I did not even know the service existed

People who have used service have not had a day specified and so I make other arrangements.

Replacement supplier disposed of old unit

Respondents were asked whether they would be prepared to pay to dispose of bulky waste items.

<b>Answer</b>	<b>Respondents</b>
YES	33.4%
NO	29.1%
No reply	37.4%

Baseline = Respondents who had used bulky waste collection service in last 3 years (366)

Respondents were also asked the maximum amount they would be prepared to pay to dispose of bulky waste items.

<b>Amount</b>	<b>Respondents</b>
£50	1.5%
£40	0.5%
£30	7.4%
£20-£29	12.9%
£10-£19	5.9%
£0-£9	71.8%
No reply	25.2%

Baseline = respondents willing to pay to dispose of bulky waste items (254)

General comments on the service are shown in Appendix D

#### 4.4 Recycling waste

The proportion of respondents currently recycling specified waste items is as follows:

<b>Waste item</b>	<b>Respondents</b>
Paper and/or cardboard	72.5%
Bottle/jars	64.2%
Composting / Garden waste	47.5%
Car batteries/oil	25.0%
Steel & aluminium cans	25.0%
Textiles	24.9%
Kitchen waste	19.5%
Plastics	5.8%

Baseline = all respondents (760)

Respondents currently use the following methods to recycle waste items:

<b>Method</b>	<b>Respondents</b>
Local recycling centres (e.g. bottle banks)	63.8%
Fortnightly paper collection from Council	57.0%
Major County Council waste tips	48.8%
Composting at home	41.4%
Paper collection from other sources	8.2%
Don't recycle	1.8%
Composting by somebody else	1.6%

Baseline = all respondents (760)

Respondents were asked the priority they would give to specified schemes to support recycling. Replies were as follows:

<b>Scheme</b>	<b>Strongly want</b>	<b>Want</b>	<b>Do not want</b>	<b>Strongly do not want</b>	<b>No reply</b>
Fortnightly collection for	35.4%	24.1%	8.2%	4.5%	27.1%

recycling glass, cans, paper, textiles, plastics & cardboard Fortnightly collection for recycling green garden and raw kitchen vegetable waste during March to November	15.0%	16.1%	24.6%	13.8%	30.4%
Home compost bin instead of green refuse lorry which visits car parks and current green sacks for senior citizens	15.3%	17.5%	18.7%	15.7%	32.8%

Baseline = all respondents (760)

Respondents who would use these schemes if introduced.

<b>Scheme</b>	<b>Would use</b>
Fortnightly collection for recycling glass, cans, paper, textiles, plastics & cardboard	64.9%
Fortnightly collection for recycling green garden and raw kitchen vegetable waste during March to November	40.0%
Home compost bin instead of green refuse lorry which visits car parks and current green sacks for senior citizens	38.7%

Baseline = all respondents (760)

Respondents prepared to pay additional Council tax to fund these recycling schemes

<b>Willingness to pay increased Council tax to fund schemes</b>	<b>Respondents</b>
YES	31.6%
NO	46.7%
No reply	21.6%

Baseline = all respondents (760)

Amount respondents would be prepared to pay for a home compost bin.

<b>Amount</b>	<b>Respondents</b>
Up to £5	43.8%
£5 - £10	11.7%
Would only take if it was free	23.8%
No reply	20.4%

Baseline = all respondents (760)

## 5.0 DOMESTIC ENVIRONMENTAL HEALTH

### 5.1 Residents using service

Respondents were asked whether they had had any problems of the types dealt with by the Domestic Environmental Health service in the last 3 years, and whether they had approached the Council to deal with these problems.

Answers	Public health & nuisances	Property based problems	Landlord problems - repairs & improvem'ts	Rented property - safety, amenities, fire precautions
No problem	67.5%	75.9%	90.0%	88.9%
YES and contacted Council to try and resolve problem	17.6%	8.7%	0.5%	0.3%
YES but did not contact Council to try and resolve problem	12.5%	13.0%	0.7%	0.1%
No reply	2.4%	2.4%	8.8%	10.7%

Baseline = all respondents (760)

Respondents were also asked the reasons why they had decided not to approach the Council for help with these problems

Reason	Respondents
Did not believe the Council would be successful in resolving the problem	31.8%
Did not know the Council provided the service	29.8%
Complained previously but Council did not resolve the problem	9.9%
Did not know how to complain to the Council	5.3%
Other reason	23.2%

Baseline = all respondents answering question (155)

'Other' reasons respondents did not approach SDC for help:

- 2 wasp nest council referred me to pest control which cost me £45
- Not resolved-n'bour c/h boiler outlet vents hot gases at 6ft only. 30 BT erected post on flawn
- Asbestos-council referred me to H & S Executive
- Contacted Council concerning state of p'ments & Transco directly
- Contacted Warwick County Council-problem satis'ly resolved
- Afraid it would incur cost
- Afraid of a hardy handed response
- Any probs with electricity & water resolved with relevant co's.
- Believed it would aggravate situation.
- Blocked drain resolved myself
- Blocked drains - called in contractor to unblock.
- Complain directly and resolved peacably.
- contacted East Midlands Electricity
- contacted electricity board.
- Contacted electricity board.



contacted local water supplier.  
Contacted service provider (MEB)  
contacted severn trent  
Contacted Severn Trent Water  
Council refers one to county council usual civil service problem excuses  
Council reminded me of local law I responded easy solution  
Council said it was not responcilbe for bee and wasps in bricks  
Council stated it best to make a personnal approach to offending party.  
Councillor was unable to resolve the matter  
Dealt with M.E.B.  
Dealt with ourselves  
dealt with supplier.  
Did not know the council provided the service  
didn't know about service.  
Didn't know how to complain.  
Didn't know how to complain.  
Didn't want to cause a bother with neighbours.  
Difficult to establish which council to complain to.  
Dispute over ownership of and maintainance of drains.  
Electricity problems directed to M.E.B.  
Gas - contacted Br. Gas.  
Gas\leak - contacted Transco  
Have not required any service  
I have on several occasions complained about the non existance of a service to  
sweep the pavements  
I live in a flat which is lease-hold  
Involving third party could have made the problem worse  
Lorries & coaches leaving engines running.  
More of a police matter  
no occasion to, but would have if necessary.  
No problem (house owner)  
Notified police of malfunctioning shop alarm.  
Odours from sewage works,random. No resolution after 3+ years.  
Others tried and achieved nothing.  
Paddock lane development-noise,dust e.t.c.  
Power cut so complained to M.E.B.  
Prefered to resolve ourselves.  
Private contractors used  
Problem short term in nature now resolved  
Problem with water so I contacted the water board  
Problems solved by developers and utility companies.  
Resolved independently  
resolved myself.  
Resolved personally  
Resolved the matter directly  
Severn trent resolved problem.  
Severn Trent sorted the matter  
Solved problem myself  
Speeding traffic in Alderminster.  
SWHA contacted

Tried to resolve with council involvement by direct approach  
Unwilling to upset neighbour  
Used a local contractor  
Used own contractor  
Very annoying at times but did not wish to persue problem  
was informed by a neighbour that the council could not help  
Water stoppages contacted ST water  
Water-Severn Trent.  
Wilcon/paddock lane problem.

## **5.2 Customer satisfaction Index**

The Customer Satisfaction Index score for Domestic Environmental Health is 68.9%.  
Areas for improving overall customer satisfaction are shown below in priority order.

### **Service elements in priority order for improvement**

## **5.3 General comments on service**

General comments on the service are shown as Appendix E.

## 6.0 ENVIRONMENTAL HEALTH OUT-OF-HOURS EMERGENCY SERVICE

### 6.1 Awareness and use of service

Whether respondents were previously aware of the out-of-hours emergency service

Answer	Respondents
YES	32.9%
NO	63.8%
No reply	3.3%

Baseline = all respondents (760)

Proportion of respondents who had called out-of-hours service in last 3 years

Answer	Respondents
Had called service	7.0%
Had not called service	86.1%
No reply	7.0%

Baseline = all respondents (760)

How satisfied users were with service received from out-of-hours service

Satisfaction	Respondents
Very satisfied	11.3%
Satisfied	15.1%
Neither satisfied or dissatisfied	3.8%
Dissatisfied	17.0%
Very dissatisfied	1.9%
No reply	50.9%

Baseline = all respondents who had used service in last 3 years (53)

### 6.2 Future provision of the service

Respondents were informed that the service costs the Council some £30,000 a year to run and asked whether they thought the Council should continue to provide the out-of-hours service or spend the money on improving other services

	Users	Non-users	Status unknown	All respondents
Continue to provide service	57.7%	56.7%	35.8%	55.3%
Stop providing service	23.1%	28.3%	24.5%	27.6%
Other answer	5.8%	7.3%	1.9%	6.8%
No reply	13.5%	7.6%	37.7%	10.3%

Baseline = all respondents (760)

## 7.0 HOUSING - ADAPTATIONS FOR THE DISABLED & ENERGY EFFICIENCY

### 7.1 Perceptions of SDC in this work

Factors that would lead respondents to approach SDC for help with property improvements and adaptations or energy efficiency.

<b>Factor</b>	<b>Respondents indicating</b>
Council not looking to profit from work	47.4%
Council is objective and independent	38.8%
Council is easy and convenient to contact	30.1%
Council has good contacts in the area	29.1%
Council is used to working to help people with their needs	28.3%
Other factors	3.0%

Baseline = all respondents (760)

'Other' factors specified:

- Council has final say on Building improvements
- Council is not considered to have good contractors in area, central maintenance are rubbish.
- Council listed property so we have to come to you
- Council provides best advice.
- Council quote for upgrading a private road is 3x as much as other private companies!
- Council should be experts in this field
- Council too expensive.
- Dire necessity
- Guidance as to who is reputable.
- Hopefully they will be able to tell me about approved contractors
- Last resort if other approaches fail.
- More info via leaflets so one can see what you have to offer
- Necessary regulations.
- Need to be better informed about departments.
- None other than through buildings regs.
- Planning permission or grants if available.
- Specialist suppliers
- Speed and quality level room for improvement
- Useful source in conjunction with other agencies
- Where I believe the Council would add value to the process
- Would contact private co. as own their house
- Would expect council officers have good general knowledge and be able to give advice in a number of areas

## 7.2 **Property improvements and adaptations**

The proportion of respondents previously aware of individual sources of advice or help with home repairs, improvements and adaptations to enable people with disabilities, the elderly and those on low incomes to continue living at home were as follows

<b>Source of help/advice</b>	<b>Respondents</b>
------------------------------	--------------------

	<b>aware</b>
Citizens Advice Bureau	71.7%
Warwickshire Social Services	58.2%
Health Visitors	53.9%
Housing Associations	45.9%
SDC Housing Grants section	36.4%
Occupational Health service	28.0%
Private sector companies	19.5%
SDC Home Improvement Agency	17.5%
Other sources	2.4%

Baseline = all respondents (760)

'Other' sources specified

Abacus services- advice and assistance

Age Concern

Age Concern

Doctors were initiators.

Family and friends word of mouth internet local papers

Fire service smoke alarms

Have only one leg, no bath or shower for 20 months-please advise!!!

Help the aged.

Lions will carry out small repairs if materials supplied, no charge but donation welcome.

Local charities.

Local charities.

Neighbours & relatives

Warwickshire Association for the blind.

Who respondents would approach if they wanted help with home repairs, improvements or adaptations

<b>Source of help/advice</b>	<b>Respondents</b>
Organisation other than SDC	33.4%
SDC Home Improvement Agency	27.2%
SDC Housing Grants section	25.3%

Baseline = all respondents (760)

New service elements respondents, or someone they knew who may be eligible for the service, would prefer.

<b>Service</b>	<b>Respondents</b>
Advice and guidance	20.4%
Adaptations for disabled people	17.6%
Safety work for older people	17.2%
Handyperson scheme	16.7%
Emergency repairs service for heating/plumbing/electrics	16.6%
Security improvements	15.3%
Necessary repairs (up to £4,000)	7.0%
Renovation grant work	6.8%
Hardship fund to give emergency help to people in need	6.7%
Architectural drawings for conversions	5.3%
Other	0.9%

Baseline = all respondents (760)

'Other' service elements specified:

As a widowed OAP would welcome someone to clean the gutters

Do these services apply to home owners?

Help with the garden.

Housing benefit for mentally ill mother on income support.

if repair necessary, how can you put a limit on it?

know a Lady with M.S, handy person would be helpful.

more information.

Run a homecare service for WCC so often need services for clients.

Voucher to cover deposit for garden hire equipment

Walk in shower

Preferred ways of receiving information about service

<b>Method</b>	<b>% preferring</b>
Leaflets sent to your home	32.9%
Home visit	30.4%
Advice over the telephone	10.7%
Other	1.8%
No reply	23.8%

Baseline = all respondents (760)

'Other' methods. 1.4% of all respondents cited the internet as the main other way of receiving info. The only other additional methods specified were:

- Ability to phone for details of services or advice
- Depends on problem i.e. home visit for big problem telephone for rest
- Display of leaflets from all organisations in prominent locations e.g. library post office & district council
- Each could be best depending on nature of repair
- Health care workers
- Help the Aged
- If repairs or improvements are needed we research it ourselves
- Independent consultant
- Local builder, electrician etc.
- Local press
- Trusted local craftsman.
- Visit offices to discuss.
- visit the office.

General comments about the service are given in Appendix F

### 7.3 Energy efficiency

Sources of advice or help about energy efficiency respondents are aware of:

<b>Sources of advice / help</b>	<b>% respondents aware of source</b>
Utility Companies	59.9%
Citizens Advice Bureau	47.2%
Private sector companies	28.0%
Central government	24.6%
Housing Associations	22.5%
Warwickshire Social Services	19.5%
SDC Energy Efficiency officer	18.2%
WEEAC	12.1%
Other	1.4%

Baseline = all respondents (760)

'Other' sources listed:

Media (0.5% of total)

HEES (0.3% of total)

2 local energy saving leaflets are very good.

B.R.E

Centre of alternative technology in Wales.

Day centres

Family

I'm reasonably expert in my own right (Degree in applied physics)

Internet

OFGEM, Energy Service Trust

Seems to be a great deal of overlap between the various authorities.

sweep project.

Word of mouth

Where respondents would turn to for advice or help on improving their home's energy efficiency.

<b>Sources of advice / help</b>	<b>Respondents</b>
Organisation other than the Council	49.3%
SDC Energy Efficiency officer	31.6%
WEEAC	16.4%

(see section 7.1 for further details)



The energy efficiency measures people have considered or installed in the last 12 months

<b>Energy efficiency measure</b>	<b>Already have</b>	<b>Considered</b>	<b>Installed</b>
Loft insulation	70.8%	4.5%	6.7%
Double or secondary glazing	62.8%	7.9%	9.9%
Condensing boiler	12.2%	12.4%	2.5%
Low energy lightbulbs	36.7%	23.2%	8.0%
Cavity wall insulation, internal / external wall insulation	37.1%	10.3%	3.9%
Draft proofing	38.4%	10.9%	5.5%
Thermostat radiator controls	43.9%	13.3%	9.1%
Other	0.8%	1.1%	0.4%

Baseline = all respondents (760)

'Other' specified:

- Solar panels (0.7% of total)
- Economy 7 storage heaters (0.4% of total)
- Combination boiler
- Doubled glazed porch.
- Improved hot water tank insulation
- Replacing boiler and radiators
- Thermal underwear

Reasons respondents did not install any of the energy saving devices they considered:

<b>Reason</b>	<b>Respondents</b>
Not got around to doing it yet	26.6%
Too expensive	25.0%
Not possible in type of building	12.2%
Needed more information	9.9%
Other reason	5.1%

Baseline = all respondents (760)

'Other' reasons specified:

- Landlord's responsibility (1.3% of total)
- Decided didn't need to (1.2% of total)
- Wait until current equipment needs replacing (0.8% of total)
- Savings don't justify cost (0.5%)
- Don't have the money necessary (0.5% of total)
- Still considering (0.4% of total)
- Listed building meaning work cannot be done (0.4% of total)
- Would mean replacing roof (0.3% of total)
- Advised against condensing boiler by gas company
- Condensing boilers are wasted without proper controls
- Considered water descaling device.
- Couldn't find in the shops
- Cylinder thermostat for domestic hot water.

Did not know about condensing boiler  
 Do not like double glazed stuffy rooms  
 Few known makes available.  
 I was advised not to install oil fired boiler because of expense  
 Improvements not made as grant not forthcoming  
 Installed Rayburn cooker/central heating instead.  
 Light bulbs don't fit our fixtures  
 Low energy bulbs-none small enough for external lights & not attractive for internal lights  
 No condensing boiler as no mains gas.  
 Not aware of condensing boiler, don't think damp proofing is necessary  
 Not happy with possible health risks e.g. fibres  
 Not sure if our boiler is condensing type  
 Not worthwhile, too many windows.  
 Performance of non condensing boiler superior  
 Previous experience was not successful  
 Storage heating not boiler  
 Use thermal curtains condensing boiler cannot be used with the system

Respondents indicated their preferred ways of receiving advice on energy conservation in the home as follows (note some respondents indicated additional sources and total therefore adds to over 100%):

<b>Method</b>	<b>Preferring</b>
Leaflets sent to the home	51.4%
Home visit	24.5%
Advice over telephone	7.4%
Other	2.2%
No reply	14.3%

Baseline = all respondents (760)

'Other' specified

Internet (1.4% of total)

Leaflets available but not sent to home (0.8% of total)

Wait for us to contact Council when we're ready (0.7% of total)

Public presentation like SWEEP in Bishops Itchington.

Depends on problem

I am inundated with advice!

I would be more likely to find out myself.

Local press.

More cost effective than local authority.

Phone

Trusted local craftsman.

Which magazine (consumers association)

Written energy efficiency check - already received.

## 8.0 ECONOMIC DEVELOPMENT

### 8.1 Shopping in market towns and villages

Market town/village	% respondents	How often this town/village visited to go shopping					Factors leading respondents to shop elsewhere (i.e. not in this town/village)					
		More than once a week	Once a week	Once a month	Less than once a month	No reply	Combine with visits for other purposes	Range of shops available	Cost of parking	To see other places	Better parking facilities	Other reasons
Alcester	8.8%	77.6%	9.0%	6.0%	6.0%	1.5%	47.8%	62.7%	11.9%	17.9%	14.9%	7.5%
Bidford-on-Avon	4.1%	51.6%	22.6%	6.5%	12.9%	6.5%	29.0%	83.9%	6.5%	19.4%	9.7%	0.0%
Henley-in-Arden	8.3%	42.9%	15.9%	15.9%	22.2%	3.2%	36.5%	79.4%	4.8%	9.5%	28.6%	4.8%
Kineton	5.7%	30.2%	18.6%	4.7%	39.5%	7.0%	44.2%	79.1%	0.0%	9.3%	20.9%	16.3%
Southam	13.7%	32.7%	27.9%	17.3%	22.1%	0.0%	36.5%	82.7%	2.9%	10.6%	11.5%	12.5%
Shipston-on-Stour	8.8%	61.2%	16.4%	10.4%	11.9%	0.0%	50.7%	71.6%	1.5%	16.4%	26.9%	10.4%
Stratford-upon-Avon	33.3%	70.8%	21.7%	5.5%	2.0%	0.0%	36.8%	65.6%	30.4%	26.1%	37.2%	4.0%
Studley	4.5%	67.6%	23.5%	0.0%	8.8%	0.0%	32.4%	79.4%	5.9%	5.9%	29.4%	20.6%
Wellesbourne	6.6%	64.0%	20.0%	6.0%	6.0%	4.0%	44.0%	72.0%	4.0%	8.0%	14.0%	10.0%
Others	1.3%	66.6%	16.7%	0.0%	16.7%	0.0%	33.3%	50.0%	0.0%	0.0%	16.7%	16.7%
Not given	5.4%	2.4%	2.4%	0.0%	2.4%	92.7%	9.8%	4.9%	0.0%	7.3%	2.4%	0.0%
Totals	100%	55.5%	19.2%	7.9%	10.9%	6.2%	37.8%	63.7%	12.9%	16.4%	24.1%	7.6%

Baseline = All respondents (760)

'Other' market towns/villages closest to respondents home

Banbury, Oxfordshire (0.5% total respondents)

Brailes (0.1% total respondents)

Ettington, Newbold/ Alderminster (0.1% total respondents)

Middle Tysoe (0.1% total respondents)

'Other' factors leading respondents to shop somewhere other than their nearest market town/village

#### *Alcester*

I only go elsewhere when a particular product I need is not available in Alcester

Its my home town I can walk there in 10 mins

Live in Alcester high street & buy here if reasonable -need competition for Somerfield to lower prices

More choice and lower prices elsewhere, use bus tokens to have a day out for a change.

nearer in Warwick

Need for a larger range of supermarket items although Alcester has good range of basic items

Price and variety.

Sometimes limited stocks.

Stratford needs proper park & ride, Maybird centre a joke. On street parking for residents.

The range of shops is poor or non existent in Alcester compared with the choices in other towns

We live in Alcester

#### *Bidford-on-Avon*

More variety of shopping & leisure facilities, Job Centres in Stratford

Traffic congestion in town.

#### *Henley-in-Arden*

I don't shop anywhere else except Monkspath Tesco

Inability to walk more than a few yards

Lack of choice of shops in Henley have to travel to Stratford

Large supermarket.

larger supermarket - all requirements under I roof.

Not enough range of goods available locally, many goods too expensive

Pass through towns I shop in anyway.

Price

Sainsburys Warwick pleasant good choice

Use village shops and fresh food outlets

#### *Kineton*

Cost

Goods generally cheaper in larger towns

Groceries are cheaper at big stores

I cannot go shopping as I'm confined to a wheelchair. I could go if there were a village shop

Local shops equal higher prices

Need special market place in Southam so car park is not taken up.  
No transport  
Non-driver only have regular buses to Banbury & Leamington Spa  
Proximity of Banbury.  
Shops close too early and at weekend go to Banbury.

### *Southam*

Also better selection and price range  
Better prices, quality, choice & customer service  
Better shops  
Could do with a lot more shops in Southam.  
Environment and atmosphere-safety from groups and clean. Parking & transport important.  
Food shopping via the web. Non food in large shopping area  
Nearest large town is L'ton, that is where I shop.  
Need supermarket for choice and competition hence prices better.  
No large supermarkets, Tesco's turned down.  
No supermarket with parking. Local stores have limited range.  
Price and range of products avail. Elsewhere.  
Quality & range of goods  
Similar distance between Southam& Leamington Spa-more choice at Leamington but parking costly.  
Southam does not have the range or choice of large shops needed for family  
Southam doesn't have a supermarket.  
Southam post office slow and unhelpful -travel elsewhere.  
Use village shop or large supermarket.  
Usually shop in L'Spa, Banbury, S'ford & Rugby  
We would happily used a local quality supermarket if it had gone ahead  
Work in L'Spa, large, cheaper supermarkets out of town.

### *Shipston-on-Stour*

accessibility  
Greatest choice in larger supermarkets in Stratford & other large towns.  
Larger choice supermarket.  
Local  
Parking in Shipston is good, easy & close to shops.  
Shipston is expensive and limited in choice  
There are no buses from our local village to Shipston  
Very expensive to shop in.  
We have successful shopping facilities in Tysoe itself  
wider range of goods in larger stores.  
18 miles away, other towns closer.

### *Stratford-upon-Avon*

Availability of good disabled parking scheme which is monitored  
Better department stores in other towns.  
Better shops in L'Spa and Cheltenham.  
Bulk grocery shopping in Warwick, which is cheaper.  
Crowded streets and shops, too much traffic.  
Distance.

Large department stores  
Less pedestrian areas  
Lunatic pedestrianisation schemes  
More free parking on street or in car parks.  
More frequently lack of parking is the reason I go elsewhere  
My wife is more affected, she goes to Leamington, Redditch, etc because the choice is better  
None-taxi driver does shopping.  
Parking for S'ford residents is a big issue  
Parking is an ongoing nightmare for residents & visitors alike  
Seldom shop elsewhere  
Shops too touristy and parking charges horrendously greedy. Traffic problems.  
Stratford is expensive and full of shops for tourists  
Stratford is over congested and further building south of the river will worsen the situation.  
Stratford is too tourist orientated I go to Leamington  
Stratford very much tourist orientated and less for residents. Lovely for a souvenir or sandwich.  
Supermarkets.  
Too many tourists and traffic congestion  
Too crowded during tourist season shopkeepers are nasty  
Traffic congestion  
Very rarely shop elsewhere  
Visits to other towns infrequent  
Would not shop in S'ford if short term parking was abolished

### *Studley*

A435 far too congested and busy.  
Cheaper supermarket.  
Do not own car  
Studley forgotten 'till council tax needed. Better facilities in Redditch, go there.  
Studley is depressing and appears to be run-down, the traffic flows are horrendous a by-pass is need  
Supermarket once a week for convenience.  
Supermarket.  
Traffic congestion no priority for public transport

### *Wellesbourne*

Close to home.  
convenience.  
Cost- Wellsbourne is more expensive than larger towns  
Expensive in Wellesbourne.  
I prefer large supermarkets for the main weekly shop but like local shops when I run out  
I use local shops in Wellsbourne, do major shopping in Leamington as more choice  
Stratford parking  
Large supermarkets in Stratford/Leamington.  
Price

## 8.2 Balance between business needs and local community

Respondents were asked how successful the District Council had been in trying to achieve a balance between the needs of business and the local community.

<b>Balance</b>	<b>Respondents indicating</b>
Too biased towards business	20.5%
About right	26.3%
Not enough help for business	16.1%
Don't know	30.7%
No reply	6.4%

Baseline = all respondents (760)

General comments on economic development are shown in Appendix G

## 9.0 BEST VALUE REVIEWS

### 9.1 Services respondents wanted reviewed in 2000/2001

<b>Service</b>	<b>Respondents wanting reviewed</b>
Public safety (esp. crime & disorder)	68.6%
Parish appraisals / V.D.S.	41.3%
Publicity & info to the public	32.2%
Sport & leisure	24.1%
Corporate and Democratic Core	17.0%
Commercial Environmental Health	15.3%
Housing Advice	9.6%
Administration (including electoral register & services)	6.6%
Cashiers at area offices	2.9%
Reception services	2.5%



## **APPENDIX A**

### **GENERAL COMMENTS ON LAND CHARGES SERVICE**

Excluding respondents who pointed out they knew little about the actualities of the service as it was all handled by their solicitor, the following comments were made:

By taking so long in danger of losing the place you want to buy as well as your sale.  
Costs should be publicised to prevent solicitors profiteering  
Council tax high enough to cover costs, always seems to be lots of staff doing v. little.  
Department always has a excuse for delays- last week was moving offices this should be done on weekends  
Good and efficient, no improvement suggestions.  
Housing properties records at Shipston not always accurate.  
I.T should make this straightforward, not a beaurocratic web.  
Not aware of present cost.  
Please make results as easy to read understand for non-lawyers  
Prefer a system based on reg. Documents like car, to be passed over to owner.  
Service should always be fast, accurate, friendly & up to date-shouldn't pay extra for this service  
Should be free and costs in planning/building regulations fee.  
The service was fast enough  
To ensure you purchase the house you want -and avoid gazumping you want at times to move fast.  
£60 should be more than adequate for this service to be completed in 2 weeks  
With the use of computers this service should be paid for by the government

## **APPENDIX B**

### **GENERAL COMMENTS ON CASHIERS SERVICE AT ELIZABETH HOUSE**

A payment book that I can pay in at any bank wherever I am.  
Able to pay rates at post office would be a help.  
all satisfactory.  
always found staff helpful, courteous and friendly.  
Answer to number 12 is in general not reference to cashiers  
Are they necessary. With direct debit etc and the post office.  
Atmosphere of Hand over your money, no thank you. We pay wages from our contributions!  
Basically we don't make payments at any of the Council Offices, Council Tax paid by DD  
Be more cheerful.  
Becoming less and less important as more people pay direct from banks etc  
Buy a carpark card from cashiers and am v. satisfied with service.  
By post the form gets very messy with many stamps on it showing all payments received  
Cannot comment  
Cannot comment have never used it  
Cannot comment on cashiers service, don't make special trips to Stratford  
Cannot comment on these services as I do not use them  
Confined to house and Henley so unable to answer questions.  
Council office @ Southam very good  
Council should look at the cost of the cashiers in comparison to the other methods  
Council tax paid by Direct Debit-visits the offices to collect garden waste sacks  
Depending on the level of activity cashiers could provide an info service both in person & by phone  
Didn't know it existed  
direct debit  
Direct debit is easier payment method.  
Do not use Council offices-those who do should pay a premium for the service  
From Harbury and surrounds Stratford illogical as centre, no transport system, go to L'Spa or Warwick  
Generally very helpful staff.  
Get more people to pay by direct debit, post, etc. to reduce need for cashiers  
Has never visited any council offices  
Have visited for other matters and always found staff helpful.  
I do not visit Stratford council offices it's too far  
I feel that there should not be much need for this service as people should use more secure ways  
I pay by direct debit, no work for me and it isn't overlooked  
I pay by post. Payment by credit card or internet would be useful to me  
I wish the parking disc could come by post as the recreation ground is a long walk to council office  
I would not use this service again.  
If Alcester office closes I cannot use Stratford office (work commitments)  
If costs could be cut do away with counter services

If I wanted any council info I would inquire at the info desk I wouldn't think about asking a cashier

Keep as flexible as possible for those who use it.

leave tax payments at reception to be passed to accounts instead of cashiers.

More privacy offered as matter of course instead of having to complain first more than I cashier, particularly at lunchtimes.

Most important to produce savings to keep cost down.

Need a general enquiries clerk.

Never had a long wait but if other services introduced waiting times will increase.

Overall Council is overstaffed, overpaid & works shorter hrs than commercial operations.

MULTITASKING!

Pay by direct debit

Pay by direct debit and would not be convenient to come in from Southam by public transport.

Pay by direct debit.

Pay for licensing my cars here, tax by direct debit.

Pay tax by standing order for ease

Planning-helpful, courteous but service seemed slow

Prefer to pay by direct debit, none of the above is applicable

Quicker service at counter-sometimes have to wait because of the queues

Service not used at present but worthwhile & will use it in the future

Service not used therefore no knowledge of what is currently provided

Smile & thank you would be nice (used to use it)

Staff are inclined to staple a small receipt to bill which can get lost

Staff need to improve attitude.

Staff unfriendly, do not feel valued when making contact.

Still waiting 8 months later for payment book for post office!

This service is unnecessary to our personal needs

Use the rent man and local post office for council tax.

We are not located in Stratford so can't comment.

When pd in person not open on Saturdays - if still the case this is poor service as hard to get there wk

Within last 12 months cashiers have much improved in their friendliness.

Your DD service is very efficient and accurate.

## APPENDIX C

### GENERAL COMMENTS ON REFUSE COLLECTION

The old and disabled are least able to carry refuse to kerb likewise to pay increased costs

19 None of the above - leave as is

A good service & reliable, hope it is maintained

additional recycling collection would be useful for glass and tin

Aim should be to reduce or maintain costs & maintain/improve service.

Alcester area-Shelfield-Great Alen particularly impressive - a credit

Alley alongside us and sacks are thrown over fence for collection ,rip, & contents blow into garden

Also ticked "Maintain the current service & increase the cost" in 19

Alternate dates at holidays is very confusing

Always satisfied so far

An excellent service all round.

An increase in council tax of more than 2% not acceptable.

analyze some business skills

Any increase would have to be within government guidelines-cost of inflation.

Any reduction in refuse collection will result in litter and junk collecting around properties

Are there plans for wheelie bins

Are wheelie bins an option?

As in rural area this service is probably not such an issue as in urban areas

At present excellent. Collection of large items impressive.

At the moment a very good service.

Back gate always left open and I have a dog, also v. ill.

Bags are left hanging on the door if you are at work all day this lets burglars know your out

Bags collected & left on pavement for collection later-pushchairs have to go on road

Bags frequently torn by cats which spread rubbish everywhere.

Bags put through letterbox so don't blow away.

Bags too thin, can't put bags out-husband disabled.

Biffa can collect as early as 7.30 before I've had the chance to put it out

Biffa do good job. Maintain service & current cost.

Biffa seems to have worked okay after a nervous start. You get what you pay for.

Bin bags should be completely pushed through the letter box, this is a security risk

Black bags are left anywhere -hedges, kerb and gate latches.

Burton farm must stay open, it's not environmentally friendly to travel to Wellesbourne.

Can see no reason for costs to increase. Contractors should make cuts and increase efficiency.

Can the operatives be asked to put lids back on bins, they fill with water if left without

can we have glass collection too

Christmas and New Year very complicated- could have omitted one collection

Christmas arrangements seemed unnecessarily contrived.

Collection etc. in Earlswood 1st class, best ever.

Collection of paper unsatisfactory if its windy the papers will blow around

Collection over Xmas/new year pathetic. No collection for 2 weeks then 2 in 1 week.

collectors are cheerful and polite, always close the gate and take all rubbish.

Consider closer main site for unloading refuse vehicle

Consider present contractor excellent.  
 Cost increase would need to be in line with inflation and justified.  
 Cost should not increase above approximate inflation  
 Could cardboard be collected along with paper for recycling  
 Council should ensure contractors can improve service at reduced costs  
 Council should reconsider wheelie bins  
 Current contractors do excellent job would be disappointed if reduction in service to save money  
 Current service adequate, cost should remain the same.  
 Current service is very good but only use 1 bag, don't need 2-potential saving.  
 Current service is very good-any reduction would not be suitable  
 Current service is very good. What about wheelie bins?  
 Current service provided by Biffa is excellent  
 Currently excellent.  
 Didn't like the confusing Christmas 99 arrangements, difficult to know when it would be collect  
 Do we need it collected so often?  
 Don't know about paper recycling & have no box despite enquiring  
 Don't see why we should pay more, council tax already very high.  
 During 1998 flood a great job was done in collecting rubbish promptly  
 dustmen often leave a mess behind and do not clear up all the spilt rubbish  
 Efficient recycling should help fund.  
 Elderly and unable to carry to front.  
 Every effort should be made to maintain the current level of service without increasing the cost  
 Excellent example to all other services.  
 Excellent & friendly, co-operative staff. Biffa do a good job efficiently.  
 Extend the range of items for recycling-cans, plastics & glass  
 Refuse vehicles are driven in a dangerous manner and exceed village speed limits.  
 Flex collection time O.K as long as all rubbish cleared and split bags cleaned up.  
 Garden refuse collection needs improvement  
 Generally good service but poor throughout Jan - unsure why.  
 Generally very good service but more recycling facilities please (plastics)  
 Good service but council should drive recycling initiatives.  
 Green waste sacks should be available to all  
 Happy with current service but not with council tax & proposed increase  
 Have always been happy with this service.  
 Have found no fault with present system.  
 Have to carry rubbish 500yds -don't consider it should be a charged element of service.  
 How about maintain the current level of service and reduce the cost  
 I am quite happy for collection to be missed at holidays to give the men a break.  
 I am sure the same service could be supplied at a similar rate.  
 I believe the service to be excellent. Thank you  
 I do wish they would recycle glass/tin as my old refuse collector in Milton Keynes did  
 I don't see how the level of service can be reduced and still be effective  
 I don't want a wheelie bin  
 I feel that everyone can easily help reduce costs by putting out or whatever requested  
 I feel the service provided is generally very good  
 I fell the cost and service should remain the same but make consideration for the number of bags left

I have no complaints with the refuse collection  
 I make frequent visits to tip as well.  
 I think the service is efficient.  
 I think we should increase the amount of recycling we do  
 I think you should take into account how great the present refuse collectors are  
 I usually take refuse to the kerbside. If everyone did this maybe the cost would be less  
 I wish all recycled materials could be collected at homes instead of taking it into Henley  
 I wish new bin bags could be left in the same place each week also same number of new bags for used  
 I work in industry & we have to improve service whilst reducing costs -do the same.  
 I would like to recycle papers but have no basket still after 3 times asking.  
 I would like to see different bins and collections for plastics, glass as well as paper  
 I would prefer things to stay as they are but with the rubbish not blocking the pavement.  
 If collection left more than a week you'll get health problems.  
 If your old or disabled its very difficult to take your bags to the front of your property  
 Impossible to find cost of paper recycling- pollution from transporting & lower prices for local tim  
 improve bags-too thin.  
 Improve collection of recycling products.  
 Improve service AND reduce costs - every other industry has too!!! - also wheelie bins.  
 Improve service or at least maintain at present level and cost.  
 Improve service-maintain cost.  
 In competitive marketplace retendering should lower cost.  
 In these days of zero inflation I do not agree with your choice  
 increase in cost should not exceed average increase in inflation.  
 Increased cost should not be automatically accepted  
 Increasing costs should be met by S.D.C's £50 million reserves  
 Info printed on black bags is clear and men are quiet and tidy when collecting  
 Information about paper collection not very adequate  
 Instruction about alterations to collections especially over Xmas period difficult to understand. E  
 Is fine as it is.  
 It is an excellent service and I would not like to see a different contractor  
 It is currently a very good service and this standard needs to be maintained.  
 It is essential for refuse to be collected often and to cost as little as possible.  
 It is excellent  
 It would reduce the costs if when places were empty. I would also not mind a wheelie bin  
 Its difficult to comment on cost effectiveness when the issues concerned are not known.  
 Just keep service and cost the same.  
 keep services as it is at no extra cost  
 Keep the same basic service but get people to arrange their own bulky items, paper, bottles etc.  
 leave incredible mess, am disabled & can't walk over garden to get bags that are thrown over.  
 Leave it alone.  
 Leaving black bags in the street has resulted in animals ripping open the bags and sprawling the mess  
 Leaving refuse on kerb makes town look untidy, also get added to by builders and gardeners.  
 Level of service is poor now so to reduce it & pay more would be wrong

little if any encouragement for recycling in village  
 Live in a small communal residency - collection is of prior importance & v satisfactory  
 Living in a rural area refuse collection is one of the most important services  
 Maintain cost and service at present levels  
 Maintain current cost and service.  
 Maintain current service and costs.  
 maintain current service and cost.  
 Maintain current service and keep cost as it is.  
 Maintain current service at current cost  
 Maintain excellent service but keep costs down.  
 Maintain service and cost, there is no reason for costs to increase.  
 Maintain service and lower cost!  
 Maintain service at current rates. At Ladbroke 2 lamps are only tangible service.  
 Maintain service at present cost. Recycling of plastics v. necessary.  
 maintain service no cost increase.  
 Maintain the current cost & maintain the current level of service  
 Maintain the current service and cost  
 Maintain the current service & maintain the cost  
 Maintain the service and reduce costs!  
 Maintain this service and the cost  
 Maintaining current cost shouldn't result in significant reduction in service, if it does I  
 would pay  
 More help needed with recycling.  
 more recycling at kerbside of plastic and cans.  
 Moved from B'ham 4yrs ago - service much better.  
 Much better service than a few years ago  
 My business refuse is collected by another contractor. Domestic never collected by  
 Stratford contract  
 Need better and more recycling.  
 Need min. of 2 bags per house & if poss. Not thrown in garden.  
 Need more than 2 bags.  
 Need to recycle far more -glass & tin for e.g, collect similar to paper.  
 New to area & v. impressed in comparison with where I used to live.  
 No complaints at all.  
 No problems with service would welcome some FREE green garden sacks  
 No provision made for the collection of ash can't put it black plastic bags  
 No real reason for increase.  
 None of Q19.  
 Not enough bags left difficult to remember which week paper is collected  
 Not enough recycling encouraged-some councils recycle lots more of their collection  
 not possible to put rubbish on kerb as frequently away, rubbish could be there for 6 days -  
 v. untidy  
 Not sure that retendering should increase the cost of the service  
 Note any bulky items or mess left outside and report back to council to check out.  
 Of course ideally I would wish the current level of service retained with the current costs  
 old people might not be able to bring their refuse to kerbside of property  
 Only criticism was Xmas which necessitated several trips to the tip.  
 Only happy with reduced level of service if collection from kerbside  
 Only increase cost if absolutely necessary!  
 Operators should not stuff black bags in trees as some decorative & damage them

Other councils also collect bottles and cans to assist in recycling  
Our gang of men v. efficient and friendly.  
Out of town collection satisfactory with good level of service.  
Outsourcing should be achieved at lower cost, your procurement dept. is not doing it's job!!  
Overall an excellent service.  
Own refuse collection is first class  
Paper baskets are thrown anywhere.  
Paper baskets not v.suitable-multi coloured sacks for paper, plastic & cans?  
Paper collection always been uncertain & plastic container slung onto pavement  
Paper collection should be wkly & disabled clients cannot carry refuse to front of property  
Paper collection is sometimes missed- patchy service  
Paper collection men have no respect for peoples property when throwing baskets onto gardens.  
Paper collection-please don't leave in middle of driveway.  
Paper collectors often cause inconvenience by leaving containers in the middle of driveways  
Paper recycling collection needs to be more regular  
paper recycling very handy but could have 1 recycling centre in village-reduce cost?  
Personally I did not know about paper pick-ups or service to collect large items  
Plastic bags should always be secured in letterboxes etc.  
Plastics recycling?  
Please advertise when there is a service for the collection of bulky items  
Please ask not too traipse over grass when there's a path.  
Please can we have wheelie bins? Black bags no defence against vermin/cats.  
Please don't even contemplate a move to wheelie bins-stick to bin bags.  
Please don't expect those of us who are in their 70's to carry refuse to kerbside.  
please keep service same at no extra cost  
Please no wheelie bins. Think of the old people  
Pleased with current refuse collection service and cost  
Post Xmas arrangements impossible to understand especially for paper  
Post Xmas was nonsense, no collection 2 wks then extra for 4-5 wks -only need 1 back to normal.  
Present service is very good.  
Present arrangement is fine. A less frequent collection would be unhygienic.  
Present refuse collection very good  
Present service excellent, why should it cost more to maintain current service?  
Present service is entirely adequate: no need for improvement or increasing cost  
Present service is excellent & hope it will be maintained  
Present service is generally good  
Present service is the best I've had since 1950!  
Presently v. good service, top marks to the contractors.  
Provide an adequate service at a reasonable cost  
provide more bags if extending collections.  
Provide wheelie bins.  
Rates increase each year so why should the level of service be reduced?  
Re Q19-reduced service by ensuring bags at front & 8 day collection not 7.  
Receive 2 sacks but only use 1.  
Recycle bags for different. Recycling to be collected monthly?



Recycle other items - bottles and cans.  
Recycling for plastics urgently required & more publicity  
Recycling irregular collections and careless return of empty boxes.  
Recycling must become the norm for all households  
Recycling service - more at kerbside collection  
Recycling service should be done with refuse collection at the same time  
Recycling should balance any increase in charges, baskets for paper need lids.  
Recycling should be more often and for more than just paper.  
Reduce cost and increase service.  
Reduce spending on non-essentials such as re-paving of Henley/Meer St -ludicrous waste of public money  
Reduction in the level of service is not desirable  
Refuse collection very good but garden refuse a problem as OAP & don't drive  
Refuse collection good-paper awful my basket has been out and untouched for over 2 weeks  
Refuse collection in Jan was a disaster.  
Refuse collection is excellent and does not need to change.  
Refuse collection is very good, need to provide recycling for plastic bottles  
Refuse collection service is excellent & only service received  
refuse collection tends to leave a mess in road, difficulty in disposing of garden rubbish  
Refuse collectors do a wonderful job in my area and have no cause for complaint.  
Refuse collection and environmental issues are a top priority  
Refuse service in Goldicote is excellent would like to see other recycling collections eg plastics steel cans  
Refuse service is excellent, people friendly. Could we recycle plastic?  
Reserved opinion regarding service as is its not 1st class attitude of collectors  
Rest of society and business is expected to offer better service for less, why not you?  
Retain current service, reduce cost.  
Retendering should not increase the cost. Should get good value for money.  
Retendering should not mean an increase in cost.  
Rubbish collected from pavement when bags collected into large pile by operators - becomes difficult to pass  
Rural areas always suffer in bad weather  
Rural areas animals open sacks, problem reduced if left near house not on kerb.  
Same service, lower cost.  
Separate collection for aluminium/bottles would be useful.  
Service at moment excellent  
service excellent, especially over xmas/New Year.  
service is already inadequate  
Service is good as it is now.  
Service is good, unobtrusive but minimalist - no reduction.  
Service is the best I've known.  
service most satisfactory and all staff very helpful and friendly.  
service very good at present.  
Service & cost should be maintained ie efficiency - provision of black plastic sacks not essential  
Should be looking for a tender that offers service at lower cost-Why think has to cost more?  
Should be possible to maintain at same cost.  
Should consider Wheeled bins.

Since moving house 2 years ago have applies for paper basket twice not got it yet  
 Street cleaning very poor.  
 Tell users not to overfill so can't tie as I'm always collecting escaped rubbish.  
 The collection reschedule over Christmas and New Year was a shambles it took a month  
 to get back  
 The current service is good.  
 The increase in costs (if any) must be sensible  
 The level of service is satisfactory but it ought not to cost more as it is very basic  
 The present contractors are good-try to keep them at similar cost.  
 The present service is excellent and I do not think it can be improved  
 the present service is good and flexible, many older people find kerbside collection a  
 problem  
 The refuse service could improve.  
 The service could not be bettered.  
 The service is good at present don't reduce it  
 The service is good the collector is good  
 The service we receive is excellent and would like it kept that way with the same cost  
 The use of plastic wheelie bins should be considered  
 This depends on the increase in cost  
 This service is currently of a very high standard which should be maintained  
 This service is excellent at moment, don't mess with it.  
 Thought I had to put bins on kerbside.  
 To often pavements are blocked after bags have been gathered into groups for pickup  
 Totally disapprove of waste lying by side of road for long periods, especially when  
 animals can get  
 Unfair question black paper collection boxes are thrown down anywhere after emptying  
 Unhappy with having to take own waste to tip in car instead of van - increases fly-  
 tipping.  
 Unsecured bags leave rubbish everywhere.  
 Used to collect all rubbish and put outside our front door - infuriating.  
 Very good and regular service, slightly stronger bags would be helpful.  
 Very good at present time  
 Very good service, pity recyclables such as plastic couldn't be included.  
 Very good service.  
 Very good-always collected on day as advertised.  
 Very obliging dustmen come to our village  
 very pleased with Biffa  
 Very satisfied with current service  
 Very satisfied with present arrangements.  
 V. satisfied with service and would be sad to see level of service drop.  
 Waste paper collection inadequate as the container is too small and paper is blown out in  
 the wind c  
 Waste paper is only collected from kerbside I find this difficult if my basket is full  
 We have a very satisfactory service-thankyou.  
 We have not been given a bin of any sort this would be useful for storage /health aspects  
 We live in a country property where bags are collected from roadside  
 We take waste to front of property but not everyone may be able to.  
 We were expected to last almost 2 weeks without a collection over Xmas that was hard  
 What would be the likely reduction in service & % increase in cost?  
 Wheelie bins - no blowing bags or stuck in letterboxes.

Wheelie bins are unsightly and have to do all the work putting them out etc -please don't introduce

Wheelie bins please - keep animals out of bags - rubbish everywhere.

Wheelie bins would be a good idea.

Wheelie bins. 6 wks to replace paper basket. Bags out too long piled outside my house.

Wheelie bins would be of much greater use - bags are ripped by local dogs

When black sacks are stacked together on the pavements no space for pedestrians

Where are the wheelie bins?

Why can you not maintain the present service at no extra cost?

Why can't refuse and paper be collected at the same time?

Why can't we have wheelie bins.

Why can't we maintain the current service and cost isn't this part of retendering

Why change what's working?, this is excellent service, leave it alone.

Why did it take a month to get back to normal collection after Xmas and New Year

Why does the present very good service have to be more expensive in the future?

Why don't you send each household a box of sacks for the year

Why is it likely to be more expensive?

Why is only paper taken for recycling? Why not other commodities?

Why is retendering "likely to increase cost"?

Why must the cost be increased

Why not collect rubbish every 2 weeks rather than weekly

Why not maintain the current service which is satisfactory at the same or reduced cost

Why should the service cost more

why should we pay higher costs for same service?

Why would cost rise to keep same service - no need too - efficiency savings.

Wind blows sacks and paper away, bags ripped, mess everywhere.

Wish paper collectors would not throw black bins on drive, etc. 19 4 ticked also

With current trend towards cost savings why can't maintain at current cost?

With no calendar of dates so given up leaving paper out, take to recycling skip instead.

Would be happy to pay more to maintain the service

Would be willing to pay extra costs only if Wheelie bins provided as other councils do

Would like a bin in the village for recycling plastic/milk containers

Would like bottle collection every fortnight alternated with paper collection

Would like help with recycling glass

Would like service extended to collect recycled waste separately.

Would like to be able to leave other types of refuse eg garden refuse

Would like to see a change to wheelie bins if economic sense.

Would like to see a door collection service for refuse which has been sorted into categories

Would like to see more recycling of tins, biodegradable aluminium etc

Would like to see recycling for plastic.

Would not object to a collection every 2 weeks.

Would pay extra as long as it wasn't a vast amount.

Would prefer a wheelie bin.

Would prefer service without radios blaring at 6.15am

Would rather paper collected weekly.

Would rather take refuse to the tip myself than pay more money!

Xmas & New Year a mess. Glad will collect from rear if away.

Xmas & New Year -too long between collections.

## **APPENDIX D**

### **GENERAL COMMENTS ON COLLECTION OF BULKY WASTE**

A charge would no doubt increase fly-tipping.  
Advertise it more widely  
Advertise it more.  
Advertise more. If I'd known it was free I'd have used it.  
Any charge will increase fly-tipping.  
As a pensioner could not afford to pay  
As we come under old and disabled we are unable to carry to the tip  
At present this service is excellent  
Badly needed with lack of public tips.  
Biffa already charge for this service.  
But charging may well increase flytipping  
Cannot see the point in charging as may lead to illegal dumping  
Certain people need the service e.g. OAPs & disabled  
Charge likely to encourage dumping - false economy.  
Charges will lead to dumping, cost of clearing will exceed cost of service  
Charging will cause dumping by some How will you charge for this service  
Charging will encourage fly tipping, is discriminatory to old and disabled + more cars.  
Charging would encourage people to fill their gardens with rubbish  
Charging would encourage tipping and unsafe waste  
Collection of bulky items if charged will result in more illegal dumping  
Collection of bulky items should be discontinued most people can take it to the tip themselves  
Council should cover this service without additional charge  
Council tax should already cover this.  
Depends on cost, we all pay enough council tax as it is.  
Did not know about this service  
Did not know it existed.  
Didn't know about service and had to make own arrangements.  
Didn't use it as couldn't give collection date and couldn't leave in street  
Difficult to take large items, if borrow van charged business rates though domestic waste.  
Don't levy too high a charge as this could lead to an increase in roadside dumping  
Excellent.  
Free service must continue to stop dumping.  
Free service to prevent fly-tipping which is a problem locally.  
Fridge sellers will take old one.  
Good idea but cost must be low as you keep it a secret  
Good service  
Had to borrow a van and tip wouldn't let me in -ridiculous.  
Have heard of service but no idea how to use.  
Have not needed the service yet but may do so  
Have used bulky waste foe taking 2 tons of lopped trees  
Have used tip until now, but may need service in future  
Having trailer can dispose of bulky items myself but understand people need this service  
I am not against a small charge but it may result in more dumping of such objects  
I day a week items can be left outside property for anyone to take  
I have been asked to leave large items by the kerb for many days before collection this

looks awful

I own a van but is banned from the tip so I have to take items in my car

I suggest we already pay enough

I think a charge would encourage dumping and cause difficulties for those who can't get to the tip.

I think charges for collecting bulky waste will increase fly tipping

I think its stupid as most people will be leaving big items kerbside and it will look pretty bad

I think service should be available against payment

I think we should pay for this service

I was told there was a charge by the technical and amenities dept. when I phoned.

I will go to the tip myself

I will have it taken to tip if this happens.

I would be prepared but not pleased to pay

I would dispose myself at local tip

I would pay more but other people may tip instead.

If a cost was introduced it could increase the amount of fly tipping.

If bulk rubbish is not collected free of charge people will DUMP by the roadside.

If bulky items not collected or price too high could lead to fly tipping/dumping

If changes made, may encourage tipping.

If charge could lead to roadside dumping.

if charge is to be made- would expect to be given a day for collection

If charge you'll probably get more dumping and thus more costs-common sense.

If charges are made flytipping will increase dramatically

If charges are made the service will not be used and items will be dumped in the countryside

If cost introduced bulky items will be dumped in lay-bys etc.

If don't own van, small fee better than skip or van hire.

If it was charged for we'd go to the tip

If large items are not collected we will return to roadside dumping in the countryside

If part of refuse collection should be included in total budget

If there is a charge, perhaps more unsuitable means of transport may be used.

If there was a charge there would be more fly-tipping.

If there's a charge people will dump anywhere.

If waste costs going up should encompass free collection.

If you charge it will encourage fly tipping in the countryside

If you charge more people will dump by roadside.

If you charge to much items will be dumped by roadside

If you don't have free collection you will have increased rubbish

If you had items that still work could give to other people who can't afford to buy.

If you impose a charge items will be thrown into hedgerows and have to be collected by the council

If you introduce a charge you may find large items being dumped

Important service to reduce rubbish accumulation or dumping.

Important to encourage responsible disposal of waste

In my experience bulk waste was collected at same time as normal

In the past I have found rubbish in my garden which I took to the tip  
increase in roadside dumping.

Introducing a charge will increase fly-tipping.

It is better to collect them than have them dumped at the roadside.

It is important to collect to prevent dumping.  
 It is one of the plus points that such a service is free.  
 It makes sense to provide free service to prevent fly-tipping.  
 It must reduce the risk of dumping on roadsides.  
 It should be maintained at no cost to prevent flytipping  
 It should continue to be a free service to stop back yards becoming junk yards  
 It should remain free to discourage ply tipping  
 Items discarded were in good condition & could have been given to charity. Would not have paid  
 Joint community and user interest means testing on charges.  
 Keep open the tip for free use.  
 Lot of rubbish and a car dumped at back of Sheldon and Bosley garages.  
 Make tip more accessible-items of good quality could be sold on -used in areas of Devon  
 Many councils do not have this I think its important to retain it  
 Max. cost must be less than taking to the tip.  
 Men should be prepared to collect from inside a property  
 More dumping. Already a problem with builders waste, roadsides disgrace due to current charges.  
 More info about service would be useful  
 more knowledge needed.  
 More publication customer awareness  
 Most items can be collected with refuse so no need for charges  
 Much better for you to take them away than have them dumped anywhere  
 Much easier to take car trips to dump than to arrange collection with council  
 Mustn't be too expensive and must be advertised.  
 Nearest tip to Southam is Stockton-hours should be extended not just weekends  
 Need the service to stop fly-tipping.  
 need to be very flexible on collection times  
 Never heard of service!  
 None  
 Not all ratepayers have transport or transport large enough  
 Not enough people know it exists - invaluable service as prevents dumping  
 Not likely to dispose of 6 items at once.  
 Not well enough publicised-should be in parish magazine  
 Not widely advertised  
 Old freezer collected no details of when to be collected  
 O.A.P -low funds.  
 Pensioners  
 Pensioners and can't afford extra, service is much needed.  
 people do it for me. Shouldn't be free.  
 People should pay for special services- they could be subsidised to help prevent fly-tipping  
 Prefer to pay for each item separately  
 Perhaps collect bulky items at one time.  
 Please do not put a high charge on this otherwise people will illegally dump  
 Plenty of people can afford to pay need to devise how wealthy pay and poor don't  
 Prepared to pay commercial collection rate basis S/A tip to area & back  
 Present system of taking things to the tip works  
 Same as other areas.  
 Service is a good idea.

Service is eco-friendly as prevents people driving a long distance to the tip with one item  
Service must be free- charging would lead to fly-tipping.  
Service should be all in  
Service should be maintained to keep lanes clear.  
service works well as we should pay extra but don't know how you would administer this.  
Services should be maintained NOT reduced  
Should also be available for garden items  
should be a minimum amount for households without access to tip facilities i.e. OAPs  
Should be free as we already suffer from fly dumping  
Should be improved to avoid illegal dumping.  
Should be promoted to prevent dumping.  
should be skip provided and advertised  
Should better publicise this service  
Should include all household waste, bath still in garage!  
Should remain free and collection needs to be improved.  
Staff were helpful but collection times could be more specific  
Suggest phone No. printed on bags.  
Surprised it's free at present.  
The option to flytip must be discouraged  
The service in 1998 was excellent  
The service was excellent on time with no fuss  
This free service avoids the problem of flytipping  
This may lead to more fly-tipping in country lanes.  
This service should be provided free  
This would encourage people to dump by the roadside  
This would probably lead to an increase in fly tipping which would be counter productive  
Times from arrangement to collection could be better.  
Tips should allow vans as well as cars.  
To offset possible increase in refuse charges  
Too expensive to pay for bulky items.  
Too vague about day of collection.  
Took 4 phone calls to achieve collection.  
Tried last year and got no joy unless I paid a fee!  
unless cost minimal would take to tip.  
Up to people to dispose of their own waste.  
Usually have only 1 bulky item at a time  
Very good although I'm surprised they went into dustcart I thought beds would be collected separate  
Very good, leave alone.  
Very important service to reduce fly tipping.  
Very quick and helpful  
Very satisfied with the service.  
Very useful service - but if not avail will take stuff to the tip  
V. useful service, it's loss could result in dumping.  
Was told it would be collected within 5 days, meant leaving gate unlocked!  
We already pay a sig. charge -and this part of service not used v. often.  
We have used and it is useful as one gets older  
We pay enough in council tax as it is.  
what is a bulky item?  
What proportion of council tax goes on refuse collection-pay enough now for an

inadequate service

When requested was arranged politely and carried out efficiently - thank you.

When we used this service it was excellent

Where is tip for Studley. People use Redditch tip.

Whilst I would pay I suspect a charge would result in more fly-tipping.

Why are bulky items not accepted at Wellesbourne tip?

Why not just put it out for weekly collection

Why weren't we told about service?

Will encourage illegal disposal.

Will lead to more dumping.

Without a large van this service is essential

Without this service there would be more flytipping

Would be prepared to pay I think a lot would not

Would have to be reasonable as it would be awful to see old items dumped-an eyesore.

Would have to be v. competitive price. Necessary for health & hygiene reasons.

Would help keep cost down for essential services.

Would like a tip that allowed small private vans

Would only pay if tax doesn't go up.

Would pay if we had to but others may try tip near home

You must make it easy for households items

You would see an increase in flytipping

You'll get fly-tipping if you charge.



## **APPENDIX E**

### **GENERAL COMMENTS ON DOMESTIC ENVIRONMENTAL HEALTH**

As a farmer I find this department to be over intrusive  
A service like this is essential  
Abandoned vehicles are left until vandalised and burnt out councils excuse is often private property  
admirable  
Are the costs really being contained  
Assume monitoring automatic.  
Cleaning of road at Ullenhall was dealt with v. quickly.  
Complained about noise from boat hooters, improved for a bit.  
Complained about road gritting & got very helpful and pleasant service.  
Contacted council about wasp nest and tree repair-both dealt with satisfactorily  
Depending on the service. We had mice and it was dealt with promptly, not so with the pavement  
Details should be more widely known.  
Do not follow up after complaints are made  
Do not think it is necessary  
Do they dispose of wasps nests?  
Dog fouling is a serious nuisance in some areas and should be treated seriously  
Dog warden & wasp man only services used - both excellent  
Dog wardens van seen to be seen more during summer  
Don't know I've ever used it  
Don't think this department is needed to the current expansion, just another quango.  
Drain smells at Napton terrible - no blockage but never heard anything else.  
EHS has little influence with Police who have no interest in alarm nuisance  
Environmental Health were excellent over noise problem  
Estate alarm ringing 12 hrs, finally received letters from police and E.H -didn't know it was their  
Excellent service in relation to mouse infestation  
Experience of service in this area very poor  
Experience on this question is based on wasp nest and rats  
Form doesn't indicate the cost of the change so cant comment-problems sorted out by local councillor  
Generally happy with officers and results achieved  
Gold medal to environmental health and the long serving highly entertaining rat catcher  
Have a long way to go to make it a good service.  
Have ref. No. for each incident so easy if staff change.  
Haven't used. Regarding paddock lane debacle I was wholly unsatisfied.  
I feel better follow up service should be offered  
I have never had to use this service but think it is very important  
I have not used the service but would make use if I had too  
I reported disposal of rubbish out of vehicles to the police they don't want to know  
If complaint justified charge guilty party, if not charge complainant.  
If provided it's important that it's efficient.  
I'm disappointed that they get away with such noise and smells

Important to have both reply and action.  
It is essential that this service exists which people can confidently turn to if such arises  
Living near the racecourse we always notice unpleasant smells connected with the sewage works  
Ltd experience.  
Many problems random, need guidelines, rules far from clear.  
More attention to industrial and construction pollution.  
Need quick response with competent staff, respectable cost to the tax payer.  
Need well trained knowledgeable staff  
No experience but nice to know its there  
No point in providing it if it doesn't resolve problems-people should pay substantial proportion  
Noise from buses parked outside my door, nothing done, eventually forced to move!  
Noise went on for years smell was denied as ever existing despite causing me to have asthma episodes  
Obviously want value but this is an important service can't judge regarding cost  
One needs to know whether a service is provided by district or county council  
Only use these services when v. important - emergencies.  
Our experience not good matter was kept alive until cause went away  
People who have used it seem satisfied.  
Pointless spending £30,000 when the problem is over ruled by police & no action taken  
Police should deal with this as they are regularly in attendance at incidents  
Problem dealt with quickly as yet no more trouble very helpful person  
Problem was flooding, no sand bags available. Police helped by contacting council to clear drains.  
Rat catcher was brilliant  
Rat man-very efficient & courteous  
Remind people its there  
Rodent office service excellent.  
Telephone No.? More publicity needed.  
The cheapest service is not always the best  
The planning authority should be more aware of environmental nuisances  
This must be a very important service to those who need it  
This service does need more publicity.  
This service must keep going  
Too much importance placed on minor matters re Env. Health.  
Too much needed before action can be installed  
Try ringing up about an alarm on a private house that has been ringing for hours  
Very poor service all round  
Was told by police that environmental health closed until Mon!  
Wasn't aware therefore haven't used. Think every effort should be made to give satisfaction.  
Waste of time contacting them, unwilling to help or advise  
Weren't sure that they had any authority over 30 cats kept in housing association property.  
Your staff are not friendly or helpful, particularly in maintenance.

## **APPENDIX F**

### **GENERAL COMMENTS ON PROPERTY IMPROVEMENTS AND ADAPTATION WORK**

Am aware of schemes but would not be eligible  
Anyone in crisis or disabled need to contact one as a priority  
apart from ill or disabled persons I feel large DIY stores cover service.  
Applied 17 yrs ago for grant for roof repairs but withdrawn before completion so half done  
As have elderly friends believe this service is very important  
As I now live in sheltered housing complex some of q40 is not relevant  
As unaware of these services I cannot comment  
Being a disabled person had a visit from Housing grants last September  
Cost of caring is a drain as benefits don't keep up with living costs.  
Council should not duplicate services offered by local tradesmen.  
Details on how to apply not well known.  
Did not know it existed  
Did not know of its existence  
Didn't know it existed  
Do not use service.  
Does the above service apply to home owners?  
Don't apply as we live in private dwellings.  
Don't know any of the guidelines for eligibility.  
Don't know what is exactly meant by "eligible"  
Facilities on offer are not known.  
Forms complicated for old people.  
Grants system is totally inadequate  
Have never heard of Home Improvement Agency but will use it now I know  
Have to be careful with excessive "Junk mail"  
Haven't known where to find this info- suggest notices on parish boards and library  
Home owner but would like to be kept informed ways to be environmentally . Friendly, reducing costs.  
I am interested in fire regulations and equipment e.g.. Smoke alarms  
I am still unclear if this applies only to tenants or to house owners  
I didn't know about the service- but do not have need for it. Didn't try and find out about it  
I do not know if I qualify for eligibility  
I don't know much about it but sounds the right thing to do to help people stay in their homes.  
I have never used this service but I support encouragement of home property maintenance  
I have no idea who qualifies for the above, or how.  
I never use but please maintain for those who need  
I would not think of contacting them on this issue  
If old or disabled need well publicised central contact point  
I'm sure that this is a useful service-but no help to me I do not begrudge an admin charge on rates  
I'm unsure of my eligibility for these services. I don't receive and am ineligible for

monetary assist  
It needs more publicity  
Knowledge of existence of schedules is important  
Lucky enough not to need financial assistance.  
More help needed for the elderly not just inform but the other senior citizens  
More info on services available  
Never heard about any of these, repair to listed buildings should be a priority.  
No calls or visits please!  
No knowledge of many of the above, would appreciate as senior citizens.  
Not applicable  
not enough info freely given to elderly  
Older people need advice to enable them to live in their own property.  
Older people prefer a sensitive telephone call. A visit is the only way to assess requirements  
People should only be entitled to these after means testing so resources are not wasted.  
Presumably applies to council property only? Not aware of grants for private accommodation.  
Presume doesn't apply to homeowners not on benefits.  
Private owner occupier- handle all this ourselves most questions not relevant  
Service for blind is understated, underfunded and badly administered.  
Service requires more publicity.  
Services to let elderly stay in their homes must be good.  
Sounds like a very useful service  
Try using plain English and giving answers.  
Useful if all info was A5  
What about fax-e mail-website? Provide info. Free but individual service should be paid for  
Where does the low income bracket fall. We would like home improvements but can't afford it  
Whilst on low income asked with help for leaky roof -didn't qualify & wasn't happy.  
Who qualifies for these services  
Why is no information given?  
Would like more information.  
Would like to know more about it  
Would not be eligible  
Would not use this service  
Would not use this service.

## APPENDIX G

### GENERAL COMMENTS ON ENERGY EFFICIENCY

Again info. free. Individual service should be paid for at cost  
All leaflets should have phone number for contact and further advice  
As both in 80's cannot pay any extra.  
As owner of ex-council house am wondering if only intended for those in rented property.  
Being a private home owner it would not occur to me that the council would help.  
Being totally unaware of such services employed local architect to modernise.  
Can a home owner with Leukaemia get help with central heating installation  
Council has low profile in this distant neck of the woods.  
Council official must be qualified & authorised to give advise on topics  
Council should give advice but only find improvements in hardship  
Council should make people more aware of the services they provide  
Did not know it existed  
Did not realise it existed but I understand no grants are available for listed buildings  
Didn't know it existed otherwise would have used it  
Didn't know it was available and wouldn't know where to get help.  
Didn't know you could approach council for help in these areas.  
Didn't realise that there were so many dept. at the council  
Don't know who is eligible  
Have never thought of council in this role - poor advertising.  
Have no experience as I am an owner occupier  
How expert are the council staff?  
I assume you could not seek assistance unless below certain minimal income?  
I hate to be contacted by phone by people enquiring if we are interested in something  
I have never used this service but seems a good idea in principle. I support energy efficiency  
I was not aware help was available  
I was not aware of this service.  
I wouldn't use council.  
I wouldn't use this service.  
If I need help with anything I always contact SOADC and they have proved useful  
If the above are correct I would consider using but no experience.  
It could be better publicised. How much does it cost?  
It is not clear if previous questions relate to people in own property  
Just because a firm works for the council does not mean they are reliable  
Know nothing of this service.  
more advertising this energy efficiency.  
More publicity needed regarding these services.  
My only experience the planning officer did not turn up for appointment or make another.  
Need more staff  
No one can get help if personal wealth below £15000  
None of the headings in 48 apply in my view.  
Not sure what benefits the council offers.  
Now I know I will be on the phone tomorrow

People need simple advice on where heat costs go.  
Property built 3 yrs ago & incorporates considerable energy efficiency  
Should be provided by utilities and specialist Co., info by council etc.  
Should only be for low income households, other people can make own arrangements.  
Stall to promote information at market, fetes e.t.c.  
The plumber did cowboy job and obviously done cheaply.  
This is an important issue but needs to be promoted politically  
This service needs to be advertised better with info about where you find out from  
Unless I suddenly became ill it would not occur to me to call the council for these things  
Unlikely to use councils seem to big and anonymous  
value competence, which is important.  
Was not aware of help for home owners.  
Wasn't aware the service was available to other council/Housing Ass. Tenants.  
Who is this service for and why don't I know about it?  
Would council supply names of genuine tradesmen for repairs if requested?  
Would like to know more about these services.  
would like to suggest that info about this service be more widely available.  
would not ask District Council for help  
Would not have thought of approaching District Council  
Would not think of contacting the council on this issue  
Would seek independent advice.  
wouldn't contact council.

## **APPENDIX H**

### **GENERAL COMMENTS ON ECONOMIC DEVELOPMENT**

Aggressive companies such as supermarkets have been allowed to demolish cinema and then vacated site

Agriculture is the very foundation of the local environment and is completely neglected. Also too biased towards S-on-A tourists.

Although my local area is beautiful I still don't get the impression your leading local agenda

Appalled by out of character developments in SDC eg Bird development on Banbury rd, Changing character of town

Applaud the wish to encourage economic development but haven't seen any results in my locality.

Attitude seems to be to put development anywhere but in Stratford.

Bar M and others has made Greenhill St. a no go area for many of us residents after 10pm.

Bidford has very few shops Alcester/S'ford & Evesham equidistant & visit all once a week

Business premises and housing are slowly eroding the countryside

Business put before residents, Tesco blocked. Planning ruining countryside and unsightly - wouldn't

Business rate revaluation on top of council tax hike will not help one man shops

Business rates are too high

Business rates v. high considering the returns. Is really taxation in different form.

Can save up to £8 on groceries etc if taken to Redditch

Can't believe the contrary views on planning for office blocks

Careful control of industrial estates in respect to light and heavy requirements.

Cars are the problem in Stratford but local people need almost daily access for bank shops etc

Clearly the major issue relates to planning and in particular transport and roads

Concerned about massive increase in business and housing in the town

Concerned that shops/businesses have too much say in the direction of the town. Traffic terrible.

Cost of car parking prohibitive

Council gives planning consent to any development without taking comments of local residents on board

council must do all it can to help businesses- a) rates & b) employment.

council too often looks at ways of impeding business in rural locations rather than helping them.

Decisions are made without enough discussion. Councillors are usually not qualified to make decision

Deliveries should be made before 8am or after 6pm to avoid congestion.

development of warehousing in Wellesbourne has led to massive traffic through village.

Development of Wellesbourne airfield is an environmental disaster and has ruined the village.

Developments often undertaken without sufficient consideration of environment

District rides roughshod over local residents wishes.

Do have worries about the extent of development on Wellesbourne airfield.

Don't get me started you don't have enough paper

earlier consultation, keep informed, less politics.  
 Economic development is based too much around Stratford the outer reaches of the district do not benefit  
 Encourage more farmers markets.  
 Ensure brown site development & in-fill instead of greenfield, regardless of cost.  
 Every empty property in Studley becomes a poor quality take away - rubbish litters the village.  
 Everything is done for tourism for which we are paying taxes & not benefiting.  
 Expansion of local industrial ests/factory units unacceptable-new ones being built, old ones unoccupied  
 Factories in Bleachfield St. should have moved when had the chance. Empty shops a big concern.  
 Far too many new houses being built.  
 For 13 yrs involved in work for rural communities, received encouragement & help from SDC.  
 Free parking in Shipston is appreciated.  
 Good for town & employment but should be strictly vetted.  
 Have major worries about No. of planning app. Granted for building in rural areas.  
 Heavy influx of traffic daily, industrial developments should be away from residential areas.  
 Henley too biased towards the building of offices as opposed to manufacturing businesses  
 Home owners ignored when businesses need to start up-personal exp. Affected our quality of life.  
 Houses too close together and mixing private and council is disaster - causes great distress & social problems  
 I disagree with building anything on green belt land, seems to be brownfield sites unused in Stratford  
 I hope Tesco shop will be allowed in Southam and Rugby Portland bulldozed  
 I only visit Southam to visit the bank the supermarket staff leave a lot to be desired  
 I would have thought that the main concern displayed was towards the tourist rather than business  
 I'd like to know more. I'm in business myself and never been helped locally or advised  
 If business to expand then so must transport.  
 Industrial area in Wellesbourne being over-developed, noise becoming a problem.  
 Industry and housing growing in Southam but not shopping.  
 Info has to get to local people quickly regarding developments.  
 It was a shame we weren't allowed a Tesco's. It would be better in the town.  
 Large housing developments in Henley but no business to support.  
 Local environment disappearing. Dog walking & leisure fields not considered if new factory wanted.  
 Marriage hill project in Bidford unnecessary. More respect for public opinion -96% against!  
 More consideration of effects on road traffic volume due to allowing business growth  
 More effort to make housing avail. Where jobs are to avoid traffic problems or improve roads to ease  
 More encouragement for rural industries.  
 More information for public.  
 need either 1 big supermarket or new shops in town for Southam.  
 Need to provide jobs in the country but without spoiling the beautiful Warwickshire



environment.

No thought given to extra traffic in Masons Road because of Finelist

Object strongly to new housing estates badly sited on the edge of villages.

On balance the town is run very well in this regard. We need businesses to keep it alive

Overheads too high for ordinary small non-chain shops.

Parking and traffic is a big problem in the town centre. I feel a by-pass is needed around

Grove Road

Pedestrianisation of Stratford v. long winded, too much notice taken of local businesses.

Planning committees are allowing green field development when brown field areas are

avail

Planning dept does not listen to local views-often houses not businesses improve the local economy

Planning for marriage hill was travesty. Not needed or wanted + undemocratic -no more please!

Planning permission given to extend Wellsbourne House is totally unjustified

Planning permission granted to industrial services too easily-little thought for rural environment

Priority appears to be given to the tourist.

Profit to business should not outweigh peoples personal needs and comforts.

Property development. In Southam not supported by facilities for leisure, green areas & supermarkets.

Quality and quantity of shops in decline, feel shop rents often too high.

Quite obvious that development taking place in some villages and not others - influenced by council

Seems to be inconsistent

Selling Bishopton fields and allowing them to build offices there, BRAG will continue to fight this

Shops cater too much for the tourist, not local needs.

Shops closing in Harbury.

Should be Needs of the Populace

Should listen to residents re developments. Seem to have no say in the environment!

Should not lose sight of uniqueness of the town

Since 1990 too many housing & industrial estates

Small businesses squeezed out-excessive rents/rates. Schools should not have to pay business rates

Small businesses need to be encouraged in available properties at affordable rates

Small businesses in rural require sympathetic attention and practical help

Small communities only want small businesses

Small local privately owned shops need more help & support to survive

Small towns such as Henley in Arden need business interests locally in order to thrive/survive

So many new homes, not enough facilities one is forced to shop elsewhere

Some planning decisions not always right

Southam industrial estate growing at an alarming rate.

Stop farmers having mini "industrial" estates. Use existing brownfield sites (old aerodromes) Good road access

Stratford has all the amenities required

Stratford is tourist centre but local needs should be priority.

Stratford town centre needs more consideration for tourists who come to see a small market town

The help to encourage shops in Alcester needs increasing, not everyone can get to Stratford

The high cost of parking and shortage of spaces

The town has been over developed for business purposes

The village shops and pubs should be encouraged

There is a perceived shortage of jobs in Shipston but houses still built. Many face long commuting

Too biased towards tourism

To retain street parking-pedestrianisation affects businesses

Too biased towards approving in-filling of domestic property quite unsuited to local resources

too biased towards tourism

Too biased towards tourism

Too biased towards tourism, not enough consideration to residents needs.

Too biased towards tourism.

Too easily blackmailed by business threatening to leave

Too many businesses are aimed at the tourist industry and not enough providing ordinary day to day

Too many new houses in Shipston, no industrial building to provide jobs hence more traffic.

Too much development of green field sites in Warwick and Leamington areas

Too much development on green field sites instead of smaller units on old sites.

Too much emphasis on tourism. More consideration for residents.

too much expansion into rural areas not supporting urban renewal

Too much house building leading to traffic chaos in town

Too much new house building and not enough encouragement for new businesses

Too much office and factory development at the expense of town centre flats for old & disabled etc.

Too much planning with tourists in mind and not enough for residents.

Too much rural development without job creation in rural areas.

Too tourism orientated. Too little attention to efficient movement of goods.

Total lack of interest in planning outside Stratford.

Tourists are encouraged but residents are not.

Traffic and parking in Stratford a disgrace. Need more & better public transport.

Traffic flows on main roads into Stratford are overloaded due to lack of planning

Traffic in Stratford is a major problem and should be dealt with widely and decisively

Traffic problems heightened by business development.

Transport/highways need to be taken into greater account when setting up business sites

Wellesbourne has been seriously damaged by economic developments especially the use of the airfield

Wellesbourne needs more facilities for its increasing number of residents eg. Leisure centre

What are you doing for the local environment? It would be nice to know.

Whenever we fight for the continuation of site for commercial use we lose and get houses

With the amount of businesses closing down rent charges are obviously prohibitive

Would prefer better balance between tourism and domestic facilities.