

RESIDENTS' SURVEY 2017

FINAL DETAILED REPORT

(INCLUDING LOCALITY TABLES)

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1.0 Introduction

The Residents' Survey is used to measure what people think of the area in which they live, what they think about Stratford DC services, and the way the District Council works. This survey replaced the Place Survey scrapped by the Government in mid-2010.

The topic areas of the survey were: the local area in general, local decision making, service satisfaction, usage of services, information/Council in general, volunteering, community safety, contacting the Council and the internet/broadband.

It is able to track changes in perception over time and to identify any gaps between current service levels and customer expectations. Usually, it is a survey undertaken every two years.

The survey findings will also be used by the Council to help establish its priorities for the future and in improving its services.

This document contains the findings from the 2017 Stratford DC Residents' Survey.

2.0 Methodology

The methodology developed for the Residents' Survey was the same used in the 2008 national Place Survey. All questionnaires were distributed and returned through the UK Royal Mail postal system. Participants were able to request a translated version of the survey in other languages or an alternative format (large print) on request.

The survey was conducted via postal self-completion questionnaires. Households were selected at random (by area) from a list of 5,700 addresses from the unedited electoral role, which was the closest database of addresses to the Postcode Address File (PAF) used in the Place Survey. The methodology included a reminder mailing. The initial mailing completion period was between March 26th and April 18th 2017. A reminder mailing was sent out to be completed between May 8th and May 31st.

1,906 questionnaires were returned in the timescales allowed from a mailing of 5,700, around one in ten households in the District. 92 questionnaires of the original mailing were returned where the address was inaccessible, gone away, unoccupied etc. A response rate of 34.0% was achieved.

The responses by locality were:-

LOCALITY	NOS OF RETURNS
Alcester / Bidford	341
Henley / Studley	330
Shipston	315
Southam	228
Stratford	432
Wellesbourne / Kineton	240
Unknown	20

The report contains a summary of the findings of the survey. As per normal practice in local government, where a respondent did not answer a particular question or "don't know" was an option, these have been taken out of the result.

Charts and tables are used throughout the report to assist the interpretation of the results. Where results do not sum to 100% this may be due to multiple responses, (i.e.

where respondents are able to select a number of options rather than just one) or computer rounding.

All results in this report are weighted by gender, age, ethnicity and household composition. This is consistent with previous Residents' Surveys. The comparison results by age, gender, and locality are only included if they are statistically significant. When data is weighted small variations in the figures may occur. If a comment on a particular result has not been made, it can be assumed that there is no strong relationship between the two questions, i.e. satisfaction with the authority by age. The significance is calculated by comparing the mean of a category with the overall mean using a "z-test". This establishes the level of significance between the two results. For this report, only results showing a significant relationship between the two have been included (*there is evidence of a relationship, significant at the 1% level or lower*).

Where relevant, comparisons with similar questions in the 2010, 2012, and 2014 Residents' Survey have been included to identify trends.

Data reports containing all results by every profile question are included in separate tabular reports, available from Simon Purfield at Stratford-on-Avon District Council.

The term "base" in the tables and charts refer to the number of responses to a particular question. Unless otherwise stated this will refer to all respondents having the opportunity to answer a particular question. It also excludes anyone who ticked "don't know" or "not applicable" if that was an option in the question.

3.0 Summary of Results

3.1 About the respondents and their local area

- Residents were asked to say what were the five most important things making somewhere a good place to live. The top five in the District were the level of crime (57%); health services (also 57%); access to the countryside (44%); clean streets (38%) and education provision (35%). Compared with 2014, access to the countryside (+7%) has become more important to residents, alongside a 4 percentage point increase for parks and open spaces and the level of pollution. There was a decline in importance compared with the 2014 figures for shopping facilities, road/pavement repairs and public transport (all around the 5% mark).
- Residents were asked to think about their local area and indicate up to five things that most need improving. The top five improvements were the level of traffic congestion (50%); road and pavement repairs (45%); activities for teenagers (32%); public transport (32%) and affordable decent housing (29%). Compared with 2014, improvements wanted in the level of pollution increased by 3%. The largest declines in the need for improvement were for sports and leisure facilities (-5%), job prospects (-4%) and for activities for teenagers (-4%).
- By comparing what is important against aspects that need improving, it becomes clear as to what are the priorities for improvement that the Stratford area needs to concentrate on. The two priorities that stand out are affordable decent housing and the level of traffic congestion. Health services are on the cusp of needing most improvement.
- The level of crime and the level of traffic congestion were the two aspects that were the most important and needing improvement in the Alcester/Bidford locality. Affordable decent housing was on the cusp.
- Health services, the level of crime, road/pavement repairs and level of traffic congestion stands out as the aspects requiring improvement in the Henley/Studley locality.
- Regarding the Shipston locality, affordable decent housing and health services were the two factors that were the most important and needed improvement.
- As far as the Southam locality was concerned, health services are the most important and in need of improvement.
- For the Stratford town locality, the prominent aspect that residents require most improvement is the level of traffic congestion. Affordable decent housing was the other key priority for the locality.
- In the Wellesbourne / Kineton locality, the level of traffic congestion and health services are the top priorities for the locality.
- 93% of those surveyed are satisfied with their local area as a place to live, representing an increase of three points from 2014.
- Over three quarters (77%) of respondents felt very or fairly strongly that they belong to their immediate neighbourhood. This result is the first rise in the last four surveys.
- 77% of respondents tend to agree / definitely agree that their local area is a place where people from different backgrounds get on well together. This

represents a rise of four percentage points on 2014. 13% tend to disagree or definitely disagree with the statement.

- A new question in the 2017 survey asked about respondents views on the state of the economy in their local area. Just under a quarter (23%) felt it was really thriving, 56% on the way up, 19% not doing well and 2% really struggling.

3.2 Local decision making

- 37% agree that they can influence decisions affecting their local area. This represents an increase of 4 points on 2014.
- Over six in ten respondents (63%) disagree or definitely disagree that they can influence development in their area, as opposed to 15% in agreement (2 points lower than 2014).

3.3 Stratford District Council services

- Nearly three quarters (72%) of residents feel satisfied that Stratford DC keeps public land clear of litter and refuse, the same score as 2014.
- Exactly nine in ten residents (90%) feel very or fairly satisfied with the refuse collection provided by SDC, which is the same as in the previous survey. However the very satisfied part of this figure has risen from 48% to 56%.
- Exactly eight out of ten of those surveyed claimed to be satisfied with the doorstep recycling provided by SDC: a 2 percentage point fall from 2014. However the very satisfied figure had gone up from 40% to 45%.
- 56% of respondents feel satisfied with the sports / leisure facilities provided by SDC. This result is 9 points up on 2014.
- 73% of residents feel satisfied with the parks and open spaces provided by SDC, 5 percentage points up on 2014 and back to the 2012 level.
- 64% of those surveyed were satisfied with the play areas provided by SDC, up 9 percentage points from the previous survey.
- 41% of respondents were satisfied with car parking provided by SDC, down three percentage points from 2014 and three in ten expressed dissatisfaction, down by 3 percentage points.
- 34% of those surveyed were satisfied with the public toilets provided by SDC, this is down 9 percentage points on 2014. 31% were dissatisfied, up by 5 percentage points from 2014.
- Over six in ten (63%) of residents were very or fairly satisfied with the grass cutting services provided or supported by SDC, this is a single point increase on 2014.
- 31% stated that they were very or fairly satisfied with the way SDC process planning applications, a 2 point drop on the previous survey.
- 44% stated that they were very or fairly dissatisfied with the way SDC develops planning policies, a slight drop of 3 points on 2014.

- 26% of respondents were satisfied with SDC's housing services, a decrease of 3 percentage points from the previous survey. 27% of respondents expressed dissatisfaction with housing services, up 10 percentage points from 2014.
- Over three quarters (77%) of respondents are fairly or very satisfied with the way Stratford District Council runs things. This represents an increase of 1 percentage point on 2014 and 16 points from the 61% recorded in 2012.

3.4 Information and Council in general

- Just over half of respondents (51%) tend to agree or strongly agree that Stratford District Council provides value for money, this represents a 1 percentage point increase on 2014 and 16 points on 2012.
- Seven in ten of respondents tend to agree a great deal or to some extent that Stratford District Council is making the local area a better place to live, up 4 points from the previous survey.
- Two thirds of respondents (65%) tend to agree a great deal or to some extent that Stratford District Council is working to make the area safer, down one percentage point from the previous survey.
- 65% of residents tend to agree a great deal or to some extent that Stratford District Council is working to make the area cleaner and greener, representing a fall of 2 percentage points on 2014, and its lowest level across all four surveys.
- 61% of those surveyed did not at all agree/not very much agree that Stratford District Council involved residents when making decisions; this is down 3 percentage points from the previous survey.
- 58% of respondents did not at all agree or not very much agrees that Stratford District Council acts on the concerns of local residents, down 7 percentage points from the previous survey.
- 63% stated that they trust the Council a fair amount or a great deal compared to 8% who said not at all. Trust is up 8 percentage points on 2014.
- 64% of residents stated that they felt fairly well informed, or very well informed overall about SDC keeping its residents informed about the services and benefits it provides, up 5 points on 2014.

3.5 Helping out

- 15% of those surveyed stated that they give unpaid help to group(s), club(s) or organisation(s) at least once a week, representing a 4 percentage point decrease from the 19% who did likewise in 2012. Over half (52%) of respondents claimed not to have given any unpaid help at all over the last 12 months, a rise of 5 percentage on the 47% who did not do so in 2012.

3.6 Community safety

- Asked how safe or unsafe they felt after dark in their local area, exactly three-quarters of respondents said they felt either fairly or very safe, representing a 5 percentage point increase from the 70% recorded in 2014. 13% of residents felt unsafe, down 3 percentage points from 2014. Asked how safe or unsafe they felt during the day in their local area, 96% of residents felt safe, and this has remained constant over the last four surveys.

- Residents feel the biggest problems in terms of anti-social behaviour are “dog fouling” (45%), “cars parked inconveniently, dangerously or illegally” (40%), and “fly tipping” (25%).
- Three-quarters of those surveyed had not experienced any incidents of anti-social behaviour in their local area in the past twelve months. 17% had experienced something but not reported it and 8% experienced it and had reported it to the Police or SDC. These figures are exactly the same as those recorded in 2014.

3.7 Contacting Stratford District Council

- Asked whether they had contacted SDC with a complaint or complaints in the last 12 months, 8% of respondents confirmed that they had, this is 3 points lower than 2014.
- Over half (55%) confirmed they had not contacted the Council in the past 12 months for any other reason than to make a complaint during this time period, representing an increase of 7 percentage points from the previous survey. 18% had done so once and 11% had done so twice.
- 49% of those surveyed gave the reason why they made their most recent contact with the Council as: “asked for advice / information”, up 2 percentage points from 2014. Just under a quarter (24%) said they made a payment, and just over one fifth (22%) said: “applied to use a service”.
- When asked how they were in contact with the Council, around two-thirds cited “by telephone”, up by 8 percentage points from 2014. 28% stated: “in person at Elizabeth House”, (33% in 2014). 18% said “via the website / internet”, which represented an increase of 2 percentage points.
- Satisfaction with the length of time it took to be dealt with increased to 77%, up 3 percentage points from 2014. Exactly three quarters expressed satisfaction with information they were given, up two percentage points from 2014. 77% were satisfied with the explanation of process procedures and advice, a rise of 7 points on 2014.
- 81% of residents were very or fairly satisfied with how competent the staff were, up by 6 percentage points from the previous survey. 84% were satisfied with how helpful the staff was, up by 9 percentage points since the last survey.
- 76% of those surveyed were very or fairly satisfied with the final outcome, representing a 5 point increase from the previous survey.
- 79% of residents confirmed that they found it fairly or very easy to access SDC services in the last 12 months, with 8% finding it fairly or very difficult.
- 76% of residents were fairly or very satisfied with the service they received the last time they made contact with the Council, up 5 percentage points on the last survey.

3.8 Satisfaction with public services/broadband

- 63% of resident’s expressed satisfaction with Warwickshire Police, showing an increase of 7 percentage points on 2014. Dissatisfaction fell to 10% from 15% in 2014.
- 86% of residents feel satisfied with their GP; this is a 2 point increase on the previous survey.

- Exactly four fifths (80%) of those surveyed were satisfied with their local hospital, showing no change from 2012 or 2014. Dissatisfaction rose by a single percentage point to 9%.
- Eight in ten (80%) of those surveyed were satisfied with their local tips / household waste recycling centres, the same percentage as the previous survey. 9% expressed dissatisfaction, down 1 percentage point from 2014.
- 46% of residents were fairly or very satisfied with local transport information, the same percentage as 2014. Over a fifth (21%) were dissatisfied, down 1 percentage point from the previous survey.
- Exactly a third were dissatisfied with local bus services, up 1 percentage point from the previous survey. 41% were satisfied showing a 3 percentage point drop.
- 66% of those surveyed were either fairly or very satisfied with libraries, which represent an increase in satisfaction of 2 percentage points. 11% expressed dissatisfaction with them; this represents a 1 percentage point drop.
- 57% of residents have accessed hospital services in the past twelve months.
- 26% of respondents were aware that the CSW broadband project was taking place compared to 74% who were unaware, a one point decrease on 2014.
- When asked how they rate their internet connectivity, 25% said it was not fast enough and 31% of residents stated that it was ok but could be faster. Combined this was 3 percentage points down on 2014.
- 28% of residents stated that they access public services over the internet compared to 72% who do not, a 2 point rise on 2014.
- 76% of residents were satisfied with the housing association/trust or private landlord, a 5 point rise on the 2014 figure.

4.0 Results in Detail

4.1 The area as a place to live

4.1.1 What's important in making somewhere a good place to live

Residents were asked to say what were the five most important things making somewhere a good place to live. The top five in the District were the level of crime (57%); health services (also 57%); access to the countryside (44%); clean streets (38%) and education provision (35%). The full list of the 21 "other" responses can be found in Appendix 1.

Compared with 2014, access to the countryside (+7%) has become more important to residents, alongside a 4 percentage point increase for parks and open spaces and the level of pollution. There was a decline in importance compared with the 2014 figures for shopping facilities, road/pavement repairs and public transport (all around the 5% mark).

Looking at significant 2017 results:-

- 63% of those living in Henley / Studley locality versus 47% in Shipston locality named **the level of crime** as most important in making somewhere a good place to live.
- 65% of those living in Shipston locality versus 49% in Stratford and Southam residents named **health services** as most important.
- 51% of those living in the Alcester / Bidford, Shipston and Wellesbourne/Kineton localities versus 28% of Stratford residents, named **access to the countryside** as most important.
- 45% of those living in the Henley / Studley locality, in contrast to 35% of Shipston and Stratford residents, named **clean streets** as most important.
- The older the resident the more important **health services** are: two thirds (67%) versus over one third (33%) said so.
- 43% of those age 35 to 49 against 26% in the 65 plus category felt **education provision** was most important.
- A third (32%) of those aged 18-34 compared to 6% of those aged 65 plus stated that **facilities for young children** were the most important factor in making somewhere a good place to live.
- **Road and pavement repairs/public transport** are two of the most important factors for the older residents.
- The **level of crime** and **parks and open spaces** are two of the most important factors for the younger people surveyed.
- 34% of those aged 50-64 stated that **affordable decent housing** was the most important factor against 19% of those aged 35 to 49.
- The younger the resident, the more important **facilities for young children** were when deciding if somewhere is a good place to live: 32% of those aged 18-34 versus 6% of those 65 plus stated so.

- 59% of females as opposed to 53% of males stated **health services** as most important.
- 35% of men versus 26% of women stated **the level of traffic congestion** as most important.

Table 1: Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?

	2010 %	2012 %	2014 %	2017 %	% Difference on 2014
The level of crime	59.0	57.5	57.1	57.3	+0.2
Health services	52.7	50.1	55.9	56.8	+0.9
Access to countryside	32.0	34.6	37.4	44.2	+6.8
Clean streets	35.5	37.8	41.5	38.4	-3.1
Education provision	34.6	38.3	36.3	34.8	-1.5
The level of traffic congestion	22.2	21.4	30.4	29.0	-1.4
Affordable decent housing	33.0	30.1	30.1	27.2	-2.9
Parks and open spaces	23.7	29.7	21.8	25.5	+3.7
Shopping facilities	29.4	27.8	25.8	20.7	-5.1
Road and pavement repairs	21.1	19.5	25.1	20.6	-4.5
Public transport	29.5	25.7	23.0	18.5	-4.5
Transport links	-	-	-	16.2	-
Job prospects	16.7	17.6	18.2	14.6	-3.6
Cultural facilities	12.5	13.1	14.0	13.7	-0.3
Facilities for young children	13.2	13.4	12.8	13.0	+0.2
The level of pollution	8.5	9.2	9.2	12.8	+3.6
Community activities	14.5	14.7	12.1	12.4	+0.3
Sports and leisure facilities	10.7	11.3	14.7	11.4	-3.3
Activities for teenagers	14.6	13.8	13.4	10.8	-3.6
Other	3.1	1.8	2.7	1.7	-
BASE: (All Respondents)	(1613)	(1847)	(1687)	(1644)	

Most important in making somewhere a good place to live – by localities, 2017 compared to previous years

The level of crime was the most important factor in five of the six localities, with health services being most important in the Shipston locality.

Most important in making somewhere a good place to live – Alcester / Bidford

The level of crime was the most important factor for Alcester / Bidford residents at 62%, very closely followed by health services at 61%.

Table 2: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

ALCESTER / BIDFORD LOCALITY	2010 %	2012 %	2014 %	2017 %
Level of crime	63	54	59	62
Health services	58	59	61	61
Access to countryside	32	36	41	49
Clean streets	36	41	40	38
Education provision	38	41	42	31
BASE: (All Respondents)	(283)	(323)	(276)	(291)

Most important in making somewhere a good place to live – Henley / Studley

The level of crime remained the most important factor across the four surveys for those living in the Henley / Studley locality; it has increased by 5 percentage points from 58% in 2014 to 63% in 2017. The highest rise was health services by 9 points from 54% in 2014 to 63% in 2017, to the joint highest.

Table 3: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

HENLEY / STUDLEY LOCALITY	2010 %	2012 %	2014 %	2017 %
Level of crime	66	67	58	63
Health services	53	46	54	63
Access to countryside	30	44	46	51
Clean streets	33	44	43	45
Education provision	29	38	36	33
BASE: (All Respondents)	(283)	(260)	(242)	(284)

Most important in making somewhere a good place to live - Shipston

Health services rose by 1 point from 64% in 2014 to 65% in 2017 and continued as the most important aspect. The importance of level of crime to Shipston residents fell from 62% to 47%. Access to the countryside rose 10 points to 51%.

Table 4: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

SHIPSTON LOCALITY	2010 %	2012 %	2014 %	2017 %
Health services	53	55	64	65
Access to countryside	39	35	41	51
Level of crime	56	56	62	47
Education provision	39	36	41	36
Clean streets	31	31	34	35
BASE: (All Respondents)	(289)	(269)	(235)	(271)

Most important in making somewhere a good place to live – Southam

The level of crime remained the most important factor in making somewhere a good place to live for Southam residents, rising by 7 percentage points from 54% in 2014 to 61% in 2017. The importance of health services, although second on the list fell from 53% to 49%. Access to the countryside rose 6 points.

Table 5: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

SOUTHAM LOCALITY	2010 %	2012 %	2014 %	2017 %
Level of crime	57	59	54	61
Health services	47	43	53	49
Access to countryside	35	32	41	47
Education provision	38	42	44	43
Clean streets	33	37	41	39
BASE: (All Respondents)	(208)	(318)	(295)	(198)

Most important in making somewhere a good place to live - Stratford

The level of crime has been the most important factor in making somewhere a good place to live across all four surveys, although it fell by 1 point from 55% in 2014 to 54% in 2017.

Table 6: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

STRATFORD LOCALITY	2010	2012	2014	2017
	%	%	%	%
Level of crime	58	54	56	55
Health services	46	47	51	49
Clean streets	43	41	44	35
The level of traffic congestion	31	30	42	35
Education provision	30	36	32	33
BASE: (All Respondents)	(339)	(408)	(410)	(380)

Most important in making somewhere a good place to live – Wellesbourne / Kineton

Health services became the most important factor for those living in the Wellesbourne / Kineton locality, narrowly higher than the level of crime at 55%.

Table 7: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

WELLESBOURNE / KINETON LOCALITY	2010	2012	2014	2017
	%	%	%	%
Health of services	51	54	57	56
Level of crime	63	59	57	55
Clean streets	33	34	46	40
Access to countryside	34	35	44	51
Education provision	-	35	27	35
BASE: (All Respondents)	(198)	(240)	(216)	(203)

4.1.2 What things most need improving?

Residents were asked to think about their local area and indicate up to five things that most need improving. The top five improvements were the level of traffic congestion (50%); road and pavement repairs (45%); activities for teenagers (32%); public transport (32%) and affordable decent housing (29%).

The "other" results with 106 responses are included in full in Appendix 2.

Compared with 2014, improvements wanted in the level of pollution increased by 3%. The largest declines in the need for improvement were for sports and leisure facilities (-5%), job prospects (-4%) and for activities for teenagers (-4%).

Looking at significant 2017 results:-

- Over eight out of ten surveyed living in the Stratford locality (82%) cited the **level of traffic congestion** as the thing which most needed improving, compared to 25% of Southam locality residents.
- 53% those living in the Shipston locality, compared to 41% of Henley/Studley and Alcester/Bidford residents cited **road and pavement repairs** as most needing improving.
- 40% of Shipston locality residents cited **public transport** as the thing which most needed improving, compared to 23% of the Stratford locality.
- 38% of Stratford residents versus 24% of those living in the Henley / Studley locality, felt **activities for teenagers** most needed improving.
- The older the respondent the more they believe that **road and pavement repairs** are the most needed improvement.
- A quarter (24%) of those aged 18-34, versus one in ten of those aged 50 plus thought **facilities for young children** needed most improving.
- The older the respondent, the more they believe that **transport links** are the most needing improvement.
- The younger the respondent, the more they believe that **sport and leisure facilities** are the most needing improvement.
- 38% of those aged 35-49 believed that **activities for teenagers** needed improving the most.
- 39% of those in the 50-64 age group felt **public transport** most needs improving.
- 37% of those aged 50-64, compared to 24% of 18-49 year olds stated that **affordable decent housing** needs improving.
- 35% of females stated **activities for teenagers** needed improvement, compared to 29% of males.
- 55% of males versus 39% of females stated **road and pavement repairs** as needing most improvement.

Table 8: Thinking about this local area, which of the things below, if any, do you think most needs improving?

	2010 %	2012 %	2014 %	2017 %	% Difference on 2014
The level of traffic congestion	35.1	35.3	51.2	50.4	-0.8
Road and pavement repairs	43.6	39.6	46.4	45.1	-1.3
Activities for teenagers	43.8	40.9	36.2	32.1	-4.1
Public transport	29.5	35.2	31.5	32.0	+0.5
Affordable decent housing	29.4	28.3	29.2	29.2	Same
Transport links	-	-	-	23.4	-
Health services	11.9	12.2	17.9	18.0	+0.1
Shopping facilities	16.2	17.2	17.8	16.6	-1.2
Facilities for young children	15.3	13.4	15.1	15.8	+0.7
The level of crime	16.9	13.6	13.3	14.2	+0.9
Clean streets	13.3	11.8	11.8	13.7	+1.9
Job prospects	23.4	23.9	17.7	13.6	-4.1
Sports and leisure facilities	13.8	14.8	17.0	11.9	-5.1
Community activities	11.5	9.6	9.4	10.9	+1.5
Parks and open spaces	7.1	7.9	8.4	8.7	+0.3
The level of pollution	5.3	5.1	5.7	8.6	+2.9
Cultural facilities (e.g. libraries, museums)	7.9	8.8	8.8	8.1	-0.7
Education provision	6.6	5.0	7.6	7.8	+0.2
Other	7.9	7.7	6.5	7.5	+1.0
Access to the countryside	3.4	2.5	4.2	3.2	-1.0
None of these	1.3	1.2	0.4	0.2	-
BASE: (All Respondents)	(1650)	(1882)	(1732)	(1674)	

What things most need improving – by localities, 2017 compared to previous years

Road and pavement repairs was the factor requiring most improvement in Alcester/Bidford, Shipston, Southam and Wellesbourne/Kineton localities, with the level of traffic congestion in Alcester/Bidford, Henley /Studley and Stratford being most important.

What things most need improving – Alcester / Bidford

Road and pavement repairs were the aspect which most needed improving for Alcester/Bidford residents; although this has fallen risen by 8 percentage points from 49% in 2014 to 41% in 2017. The level of traffic congestion rose 5 points at the same figure of 41% in 2017.

Table 9: Thinking about this local area, which of the things below, if any, do you think most needs improving?

ALCESTER / BIDFORD LOCALITY	2010 %	2012 %	2014 %	2017 %
Road & pavement repairs	44	40	49	41
The level of traffic congestion	21	20	36	41
Public transport	29	35	38	33
Activities for teenagers	46	40	40	29
Affordable decent housing	30	34	32	28
BASE: (All Respondents)	(280)	(317)	(285)	(304)

What things most need improving – Henley / Studley

For Henley / Studley residents the level of traffic congestion was now the most important thing which most needed improving at 51%, followed by road and pavement repairs at 41%.

Table 10: Thinking about this local area, which of the things below, if any, do you think most needs improving?

HENLEY / STUDLEY LOCALITY	2010	2012	2014	2017
	%	%	%	%
Level of traffic congestion	46	27	43	51
Road & pavement repairs	43	44	46	41
Public transport	34	43	40	29
Affordable decent housing	26	26	22	26
The level of crime	-	8	18	25
BASE: (All Respondents)	(282)	(255)	(248)	(288)

What things most need improving - Shipston

Road and pavement repairs are the most important factor with a 4 percentage point rise from 49% in 2014 to 53% in 2017. Affordable housing has risen from 32% to 41% and into second place.

Table 11: Thinking about this local area, which of the things below, if any, do you think most needs improving?

SHIPSTON LOCALITY	2010	2012	2014	2017
	%	%	%	%
Road & pavement repairs	46	39	49	53
Affordable decent housing	33	25	32	41
Public transport	37	46	37	40
Activities for teenagers	44	42	38	34
The level of traffic congestion	19	18	37	30
BASE: (All Respondents)	(292)	(269)	(248)	(271)

What things most need improving – Southam

Road and pavement repairs is now the element that requires most improvement at 44%, followed by public transport at 38% which has seen a rise of 12 points on 2014.

Table 12: Thinking about this local area, which of the things below, if any, do you think most needs improving?

SOUTHAM LOCALITY	2010	2012	2014	2017
	%	%	%	%
Road & pavement repairs	43	45	47	44
Public transport	25	37	26	38
Activities for teenagers	51	54	37	28
Affordable decent housing	32	25	27	27
The level of traffic congestion	18	25	49	25
BASE: (All Respondents)	(238)	(225)	(293)	(197)

What things most need improving - Stratford

The level of traffic congestion remained the thing which most needed improving according to Stratford residents as it rose by 4 percentage points from 78% in 2014 to a very high 82% in 2017. Road and pavement repairs are becoming increasingly in need of improvement.

Table 13: Thinking about this local area, which of the things below, if any, do you think most needs improving?

STRATFORD LOCALITY	2010	2012	2014	2017
	%	%	%	%
Level of traffic congestion	66	73	78	82
Road & pavement repairs	45	35	37	45
Activities for teenagers	38	35	36	38
Affordable decent housing	29	31	33	32
Transport links	-	-	-	27
BASE: (All Respondents)	(357)	(353)	(425)	(389)

What things most need improving – Wellesbourne / Kineton

Road and pavement repairs became the aspect that most needed improvement; however it fell from 60% in 2014 to 49% in 2017.

Table 14: Thinking about this local area, which of the things below, if any, do you think most needs improving?

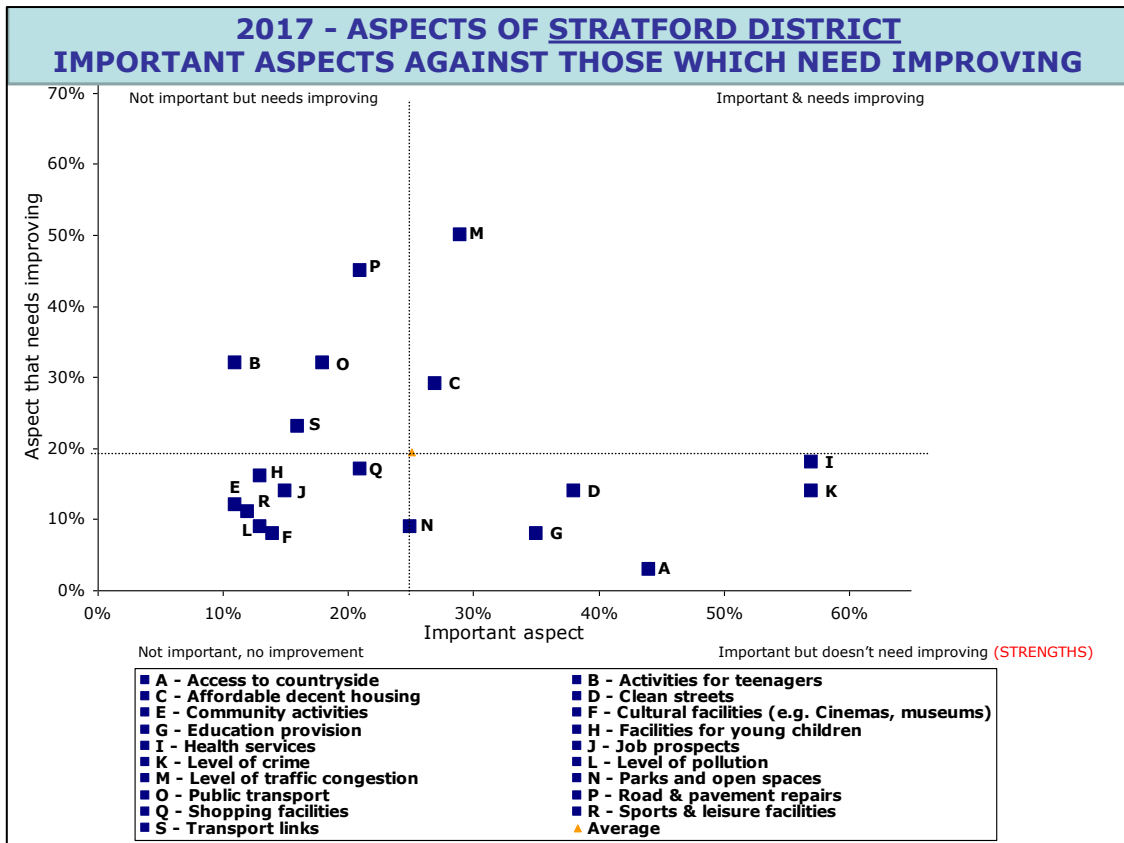
WELLESBOURNE / KINETON LOCALITY	2010	2012	2014	2017
	%	%	%	%
Road & pavement repairs	39	35	60	49
The level of traffic congestion	25	24	38	44
Activities for teenagers	55	48	32	37
Public transport	31	39	41	37
Health services	-	13	25	27
BASE: (All Respondents)	(196)	(205)	(220)	(197)

4.1.3 What is important versus what needs improving?

By plotting the results on the chart below and comparing what is important against aspects that need improving, it becomes clear as to what are the priorities for improvement that the Stratford District area needs to concentrate on.

The two priorities that stand out are affordable decent housing and the level of traffic congestion. Health services are on the cusp of needing most improvement.

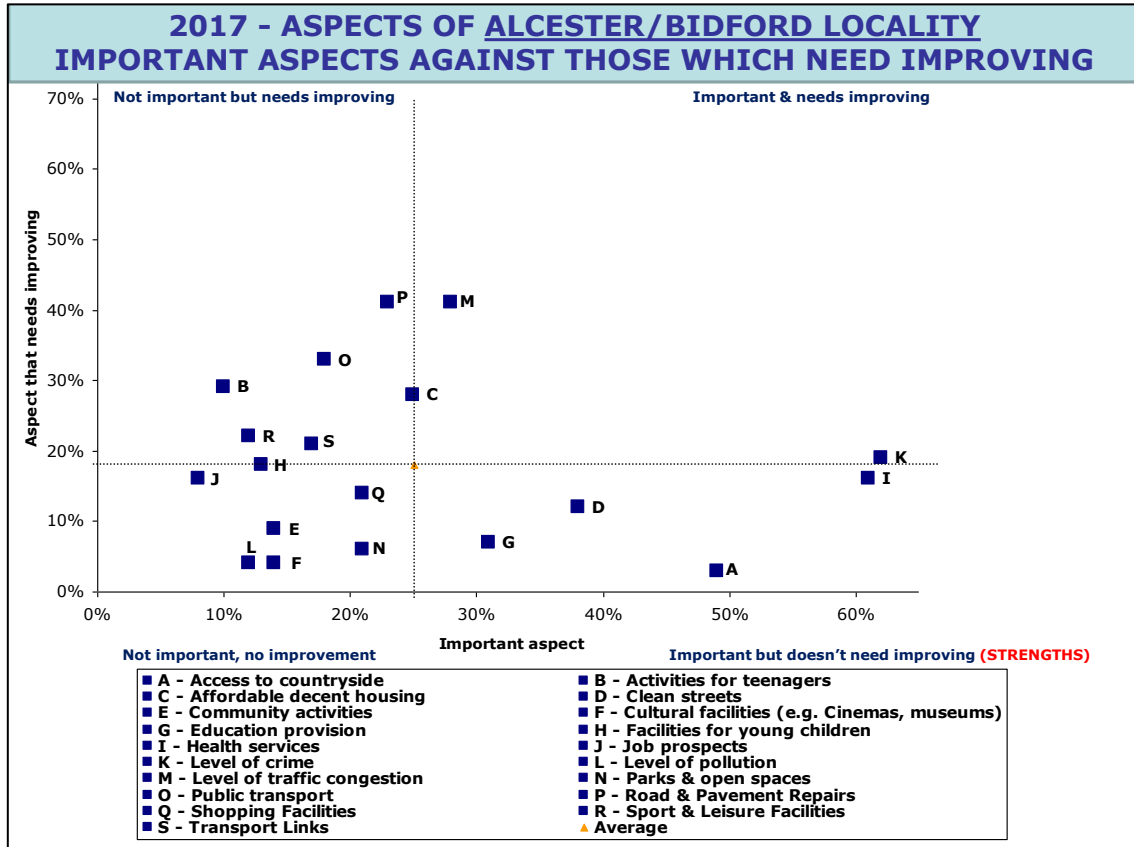
Chart 1:



What is important versus what needs improving: Alcester/Bidford locality

The level of crime and the level of traffic congestion were the two aspects that were the most important and needing improvement in the Alcester/Bidford locality. Affordable decent housing was on the cusp.

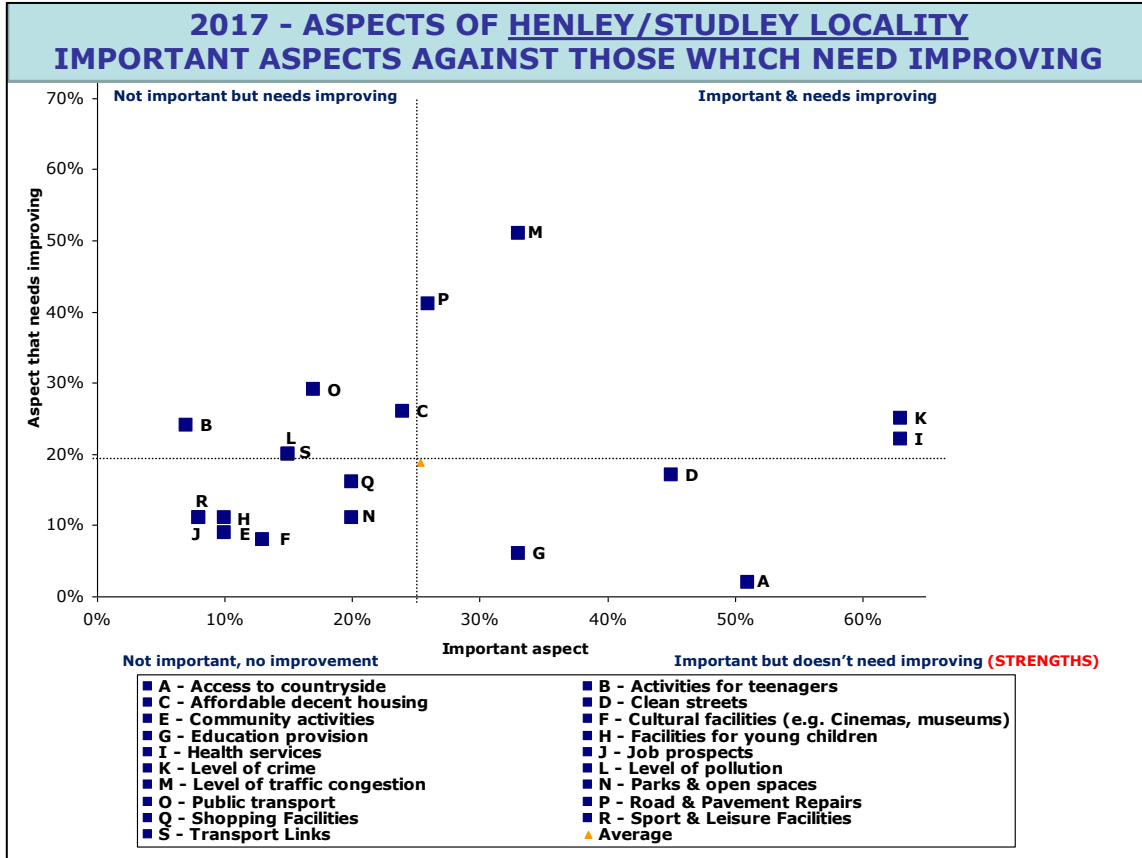
Chart 2:



What is important versus what needs improving: Henley / Studley locality

Health services, the level of crime, road/pavement repairs and level of traffic congestion stands out as the aspects requiring improvement in the Henley/Studley locality.

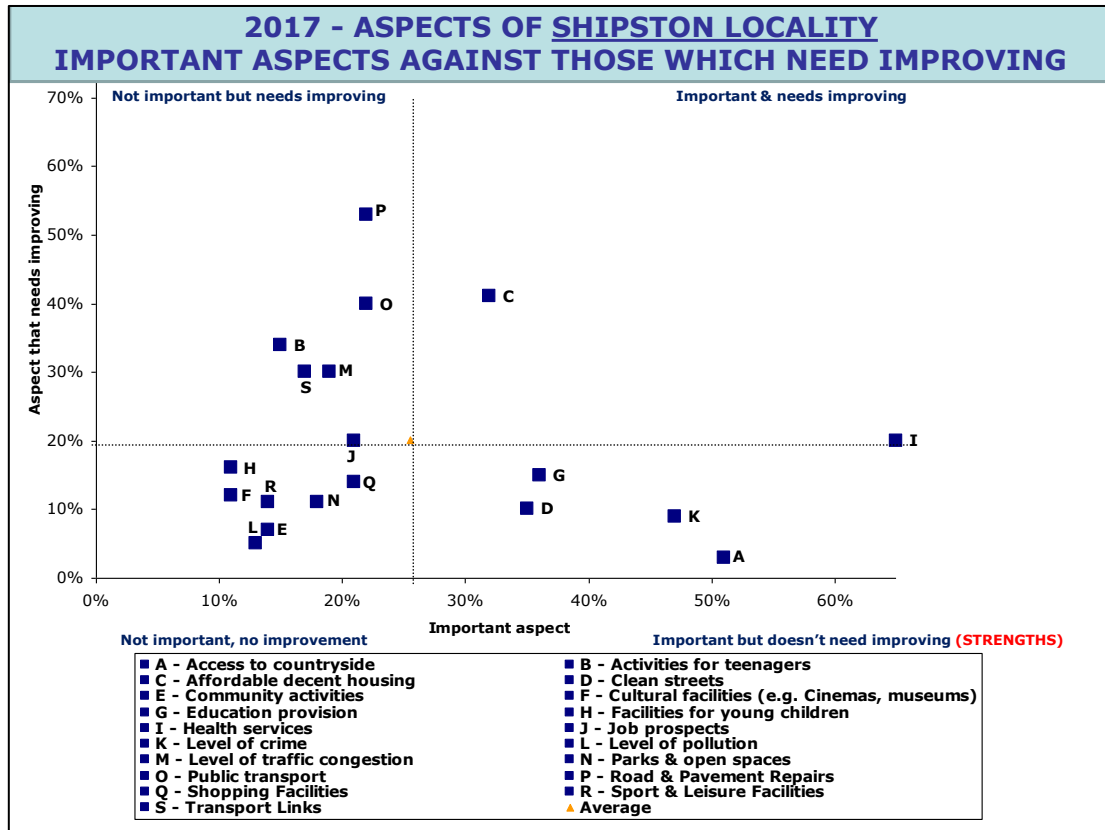
Chart 3:



What is important versus what needs improving: Shipston locality

Regarding the Shipston locality, affordable decent housing and health services were the two factors that were the most important and needed improvement.

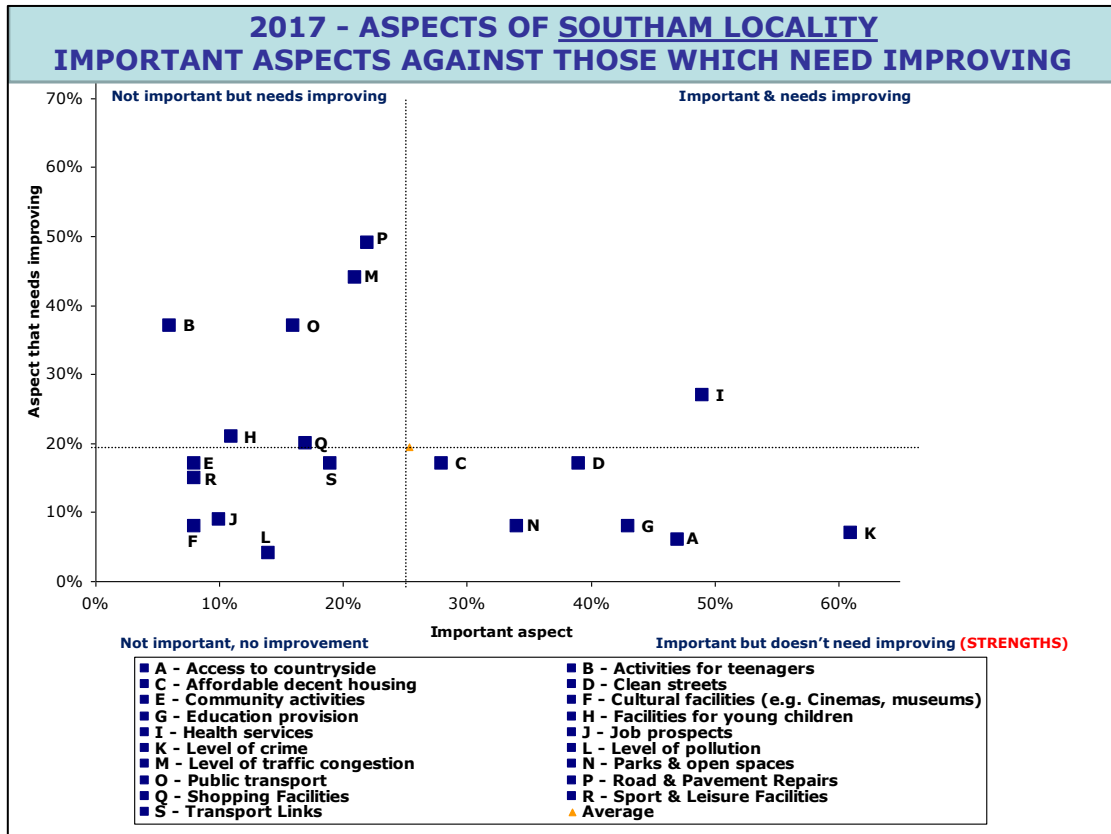
Chart 4:



What is important versus what needs improving: Southam locality

As far as the Southam locality was concerned, health services are the most important and in need of improvement.

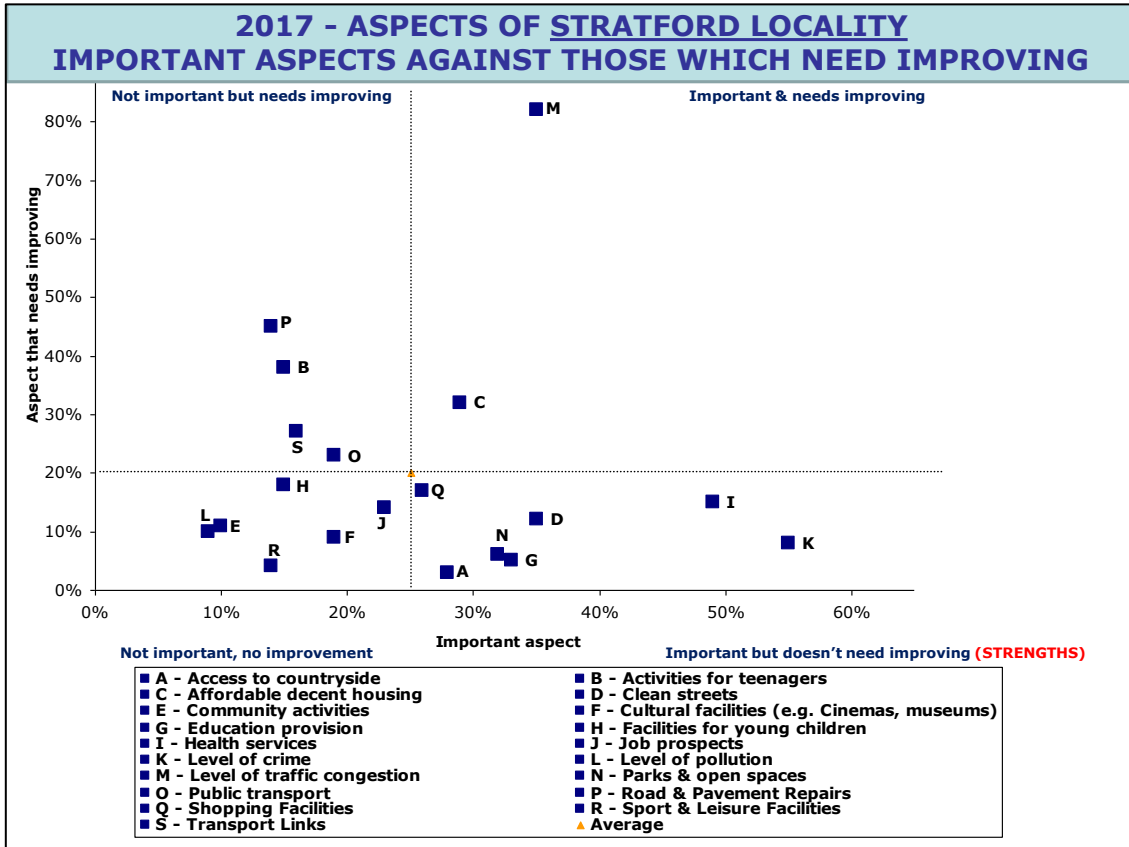
Chart 5:



What is important versus what needs improving: Stratford locality

For the Stratford town locality, the prominent aspect that residents require most improvement is the level of traffic congestion. Affordable decent housing was the other key priority for the locality.

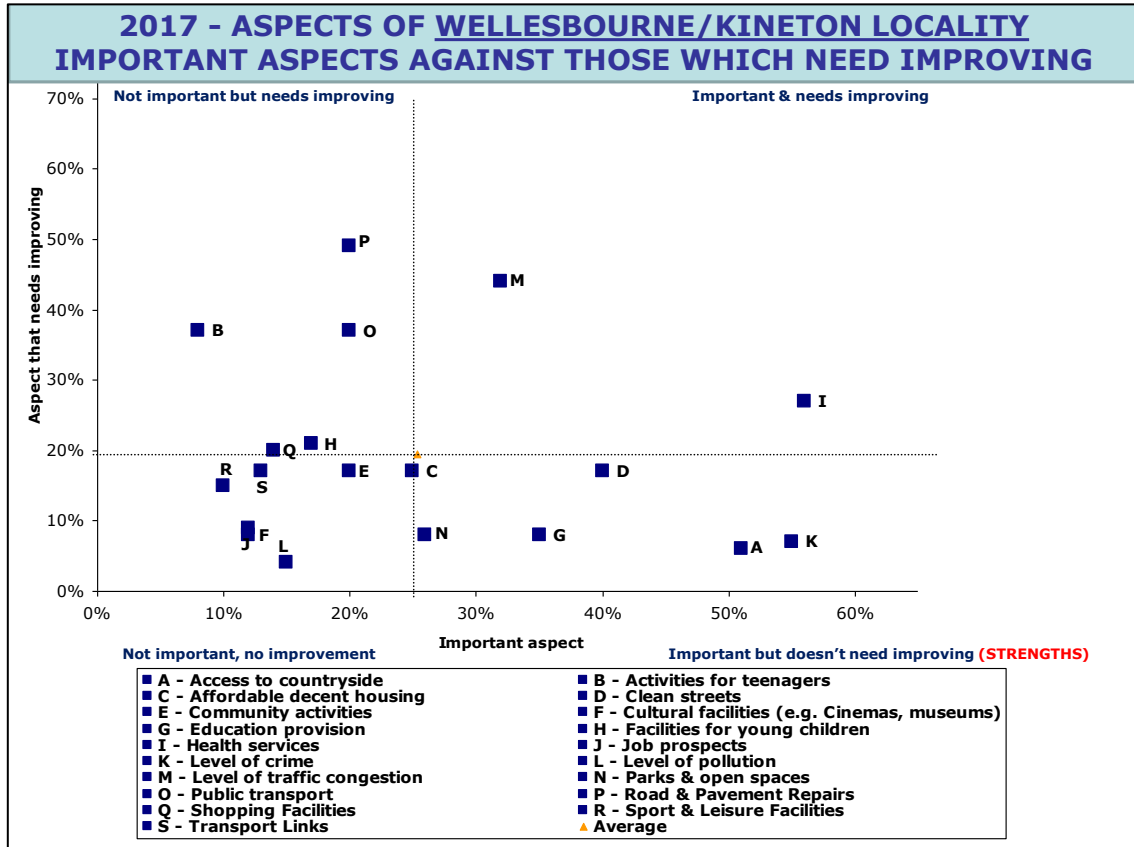
Chart 6:



What is important versus what needs improving: Wellesbourne / Kinton locality

In the Wellesbourne / Kinton locality, the level of traffic congestion and health services are the top priorities for the locality.

Chart 7:



4.1.4 Satisfaction with the area as a place to live

93% of those surveyed are satisfied with their local area as a place to live, representing an increase of three points from 2014.

Looking at significant 2017 results:-

- By locality, 96% of those living in Stratford and 95% in Shipston, as opposed to 88% of Henley/Studley residents, expressed satisfaction overall with their local area as a place to live.
- 56% of people aged 65 plus were very satisfied with their local area as a place to live compared with 38% in the youngest category.

Chart 8:

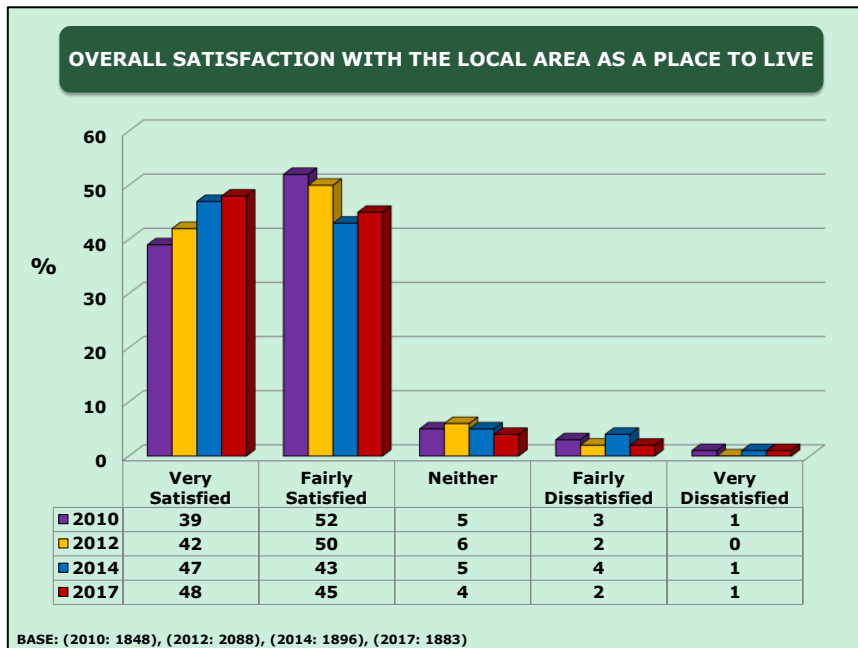


Chart 9:



Table 15: Satisfaction with the local area as a place to live

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	47	52	41	57	46	49
Fairly satisfied	41	42	55	38	48	40
Neither satisfied/dissatisfied	6	3	2	4	5	5
Fairly dissatisfied	6	3	1	1	1	2
Very dissatisfied	1	0	2	0	0	3
Base: (All Respondents)	(323)	(340)	(427)	(313)	(239)	(221)

Table 16: Residents' satisfaction with their local area as a place to live

	RESULT %	BASE NOS
Total	93	1883
GENDER		
Male	92	762
Female	92	1051
AGE GROUP		
18-34	92	87
35-49	94	245
50-64	93	495
65+	91	952
ACCOMMODATION TENURE		
Owned outright	94	1082
Buying on mortgage	94	382
Rent from housing association/trust	86	194
Rent from private landlord	95	115
DISABILITY		
Disability - Yes	90	716
Disability - No	94	1060
CHILDREN		
Children in household age 17 and under	94	277
No children in household	92	1531

4.1.5 Strength of belonging to local area

Over three quarters (77%) of respondents felt very or fairly strongly that they belong to their immediate neighbourhood. This result is the first rise in the last four surveys.

Looking at significant 2017 results:

- Exactly eight in ten respondents living in the Shipston locality versus 75% of Wellesbourne/Kineton residents stated that they felt fairly or very strongly belonging to the area.
- Eight in ten (82%) of those aged 65 plus felt they belonged to their local area, compared to 72% of 18-34 year olds.
- 16% of males compared with 11% of females disagreed that they belonged to their area.

Chart 10:

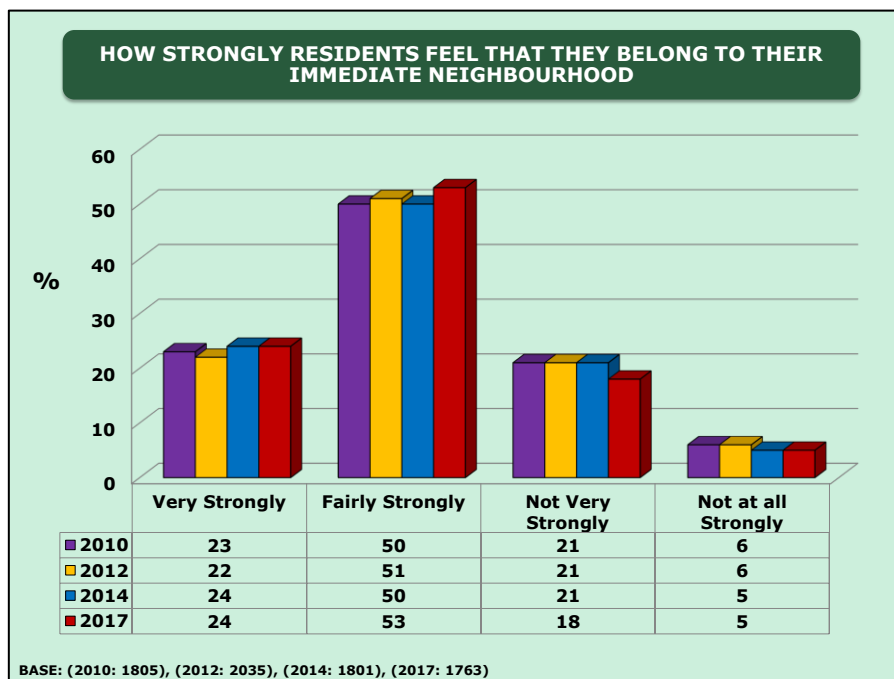


Chart 11:

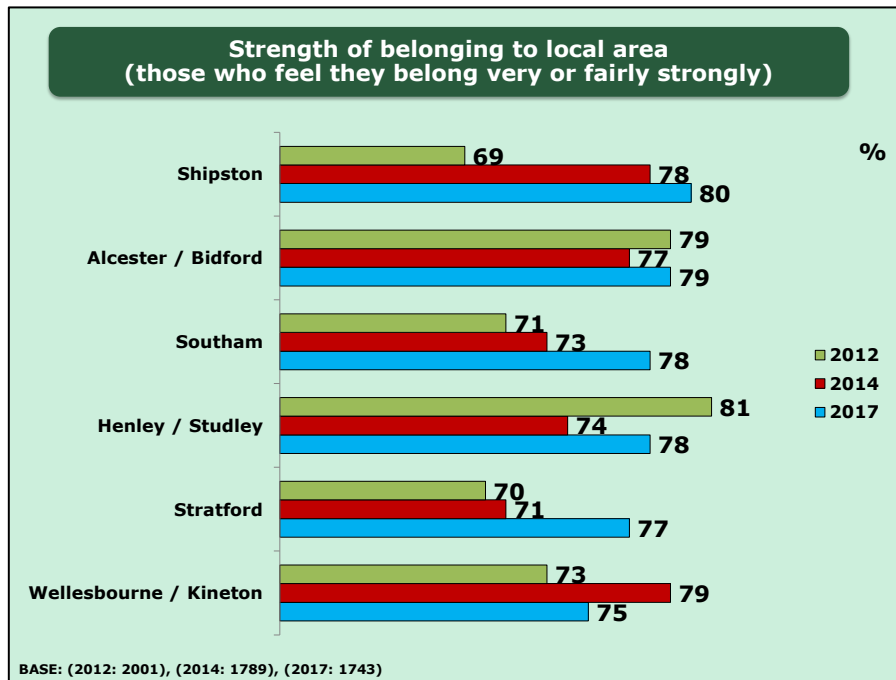


Table 17: How strongly do you feel you belong to your local area

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne/ Kington	Southam
	%	%	%	%	%	%
Very strongly	29	22	21	28	25	24
Fairly strongly	49	57	55	52	50	54
Not very strongly	14	20	19	17	18	18
Not at all strongly	8	1	4	3	7	4
Base: (All Respondents)	(307)	(312)	(401)	(296)	(221)	(206)

4.1.6 People from different backgrounds get on well together

77% of respondents tend to agree / definitely agree that their local area is a place where people from different backgrounds get on well together. This represents a rise of four percentage points on 2014. 13% tend to disagree or definitely disagree with the statement.

Looking at significant 2017 results:

- 17% of Wellesbourne/Kineton residents tended to disagree or definitely disagreed that people from different backgrounds get on well together.

Chart 12:

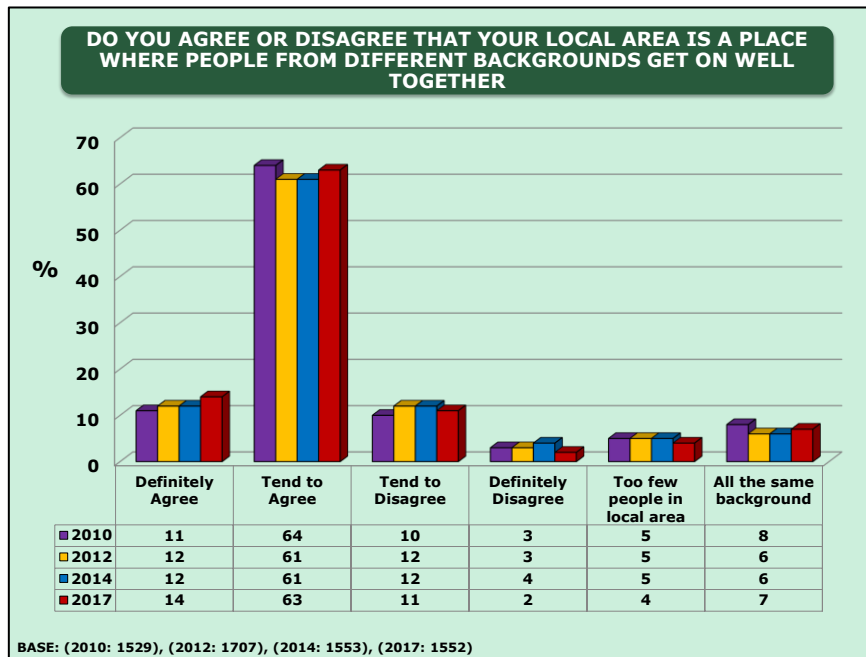


Table 18: Local area is a place where people from different backgrounds get on well together by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne/ Kineton	Southam
	%	%	%	%	%	%
Definitely agree	18	12	10	14	15	17
Tend to agree	60	66	69	60	57	57
Tend to disagree	12	10	13	8	10	9
Definitely disagree	2	2	2	4	1	3
Too few people in local area	4	3	2	6	8	3
All the same background	5	7	5	7	9	10
Base: (All Respondents)	(253)	(285)	(339)	(271)	(199)	(189)

4.1.7 State of the economy in the local area

A new question in the 2017 survey asked about respondents views on the state of the economy in their local area. Just under a quarter (23%) felt it was really thriving, 56% on the way up, 19% not doing well and 2% really struggling.

Looking at significant 2017 results:

- 82% of Shipston locality residents felt their area as really thriving/on the way up against the lowest figure for a locality of 70% in Henley/Studley.
- 28% of the 35 to 49 year old age group felt the economy in their area was really thriving against 16% in the 18 to 34 year old age group.

Chart 13:

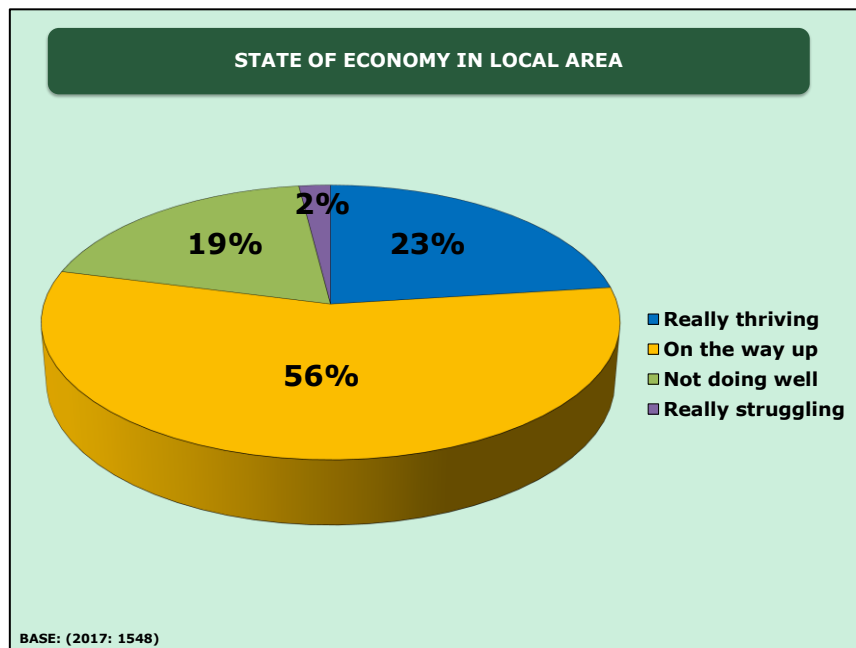


Table 19: State of the economy in the local area by locality

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kington	Southam
	%	%	%	%	%	%
Really thriving	26	18	24	25	22	19
On the way up	44	61	54	57	57	64
Not doing well	29	19	18	15	19	16
Really struggling	1	1	3	4	3	1
Base: (All Respondents)	(220)	(239)	(321)	(224)	(166)	(154)

If respondents answered 'not doing well' or 'really struggling' to the question, they were asked for their reasons. The 264 comments made are included in Appendix 3.

4.2 Local decision making

4.2.1 Influencing decisions

37% agree that they can influence decisions affecting their local area. This represents an increase of 4 points on 2014.

Looking at 2017 significant results:

- Almost three quarters of Stratford residents (73%) versus 57% of Shipston locality residents either tended to disagree or definitely disagree.
- 29% of 18 to 34 year olds definitely disagreed that they could influence decisions affecting the local area.
- 40% of females versus just over three in ten (32%) of males agreed that they can influence decisions.

Chart 14:

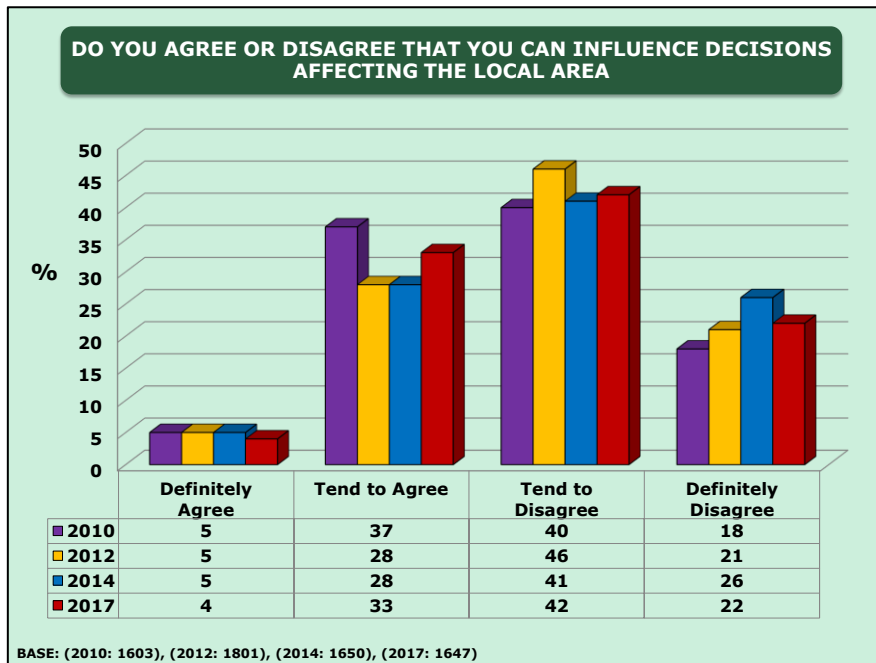


Chart 15:

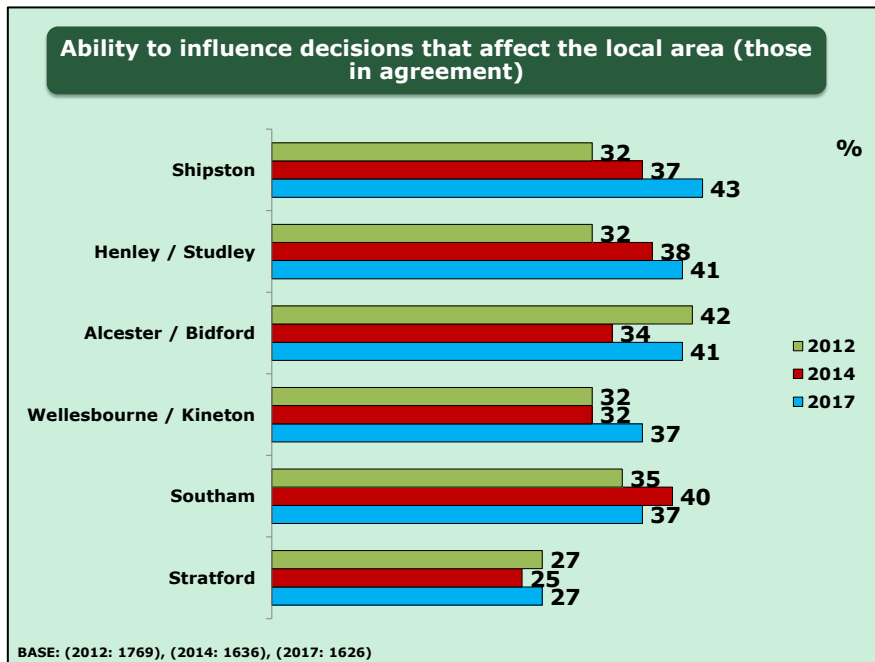


Table 20: Do you agree or disagree that you can influence decisions affecting your local area?

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Definitely agree	5	5	1	2	4	7
Tend to agree	36	36	26	40	32	31
Tend to disagree	42	44	45	35	43	35
Definitely disagree	17	14	28	22	20	28
Base: (All Respondents)	(279)	(299)	(374)	(276)	(208)	(190)

Table 21: Residents' agreement that they can influence decisions affecting their local area

	RESULT %	BASE NOS
Total	37	1647
GENDER		
Male	32	692
Female	40	899
AGE GROUP		
18-34	35	72
35-49	41	208
50-64	31	459
65+	40	821
ACCOMMODATION TENURE		
Owned outright	35	966
Buying on mortgage	35	343
Rent from housing association/trust	43	155
Rent from private landlord	49	96
DISABILITY		
Disability - Yes	34	634
Disability - No	38	923
CHILDREN		
Children in household age 17 and under	42	235
No children in household	33	1351

4.2.2 Influencing development

Over six in ten respondents (63%) disagree or definitely disagree that they can influence development in their area, as opposed to 15% in agreement (2 points lower than 2014).

Looking at significant 2014 results:

- Seven in ten (73%) of Stratford residents, compared to 55% of Shipston residents, disagreed that they can influence development in their area.
- Seven in ten 50-64 year olds disagreed that they are able to influence development in their area.

Chart 16:

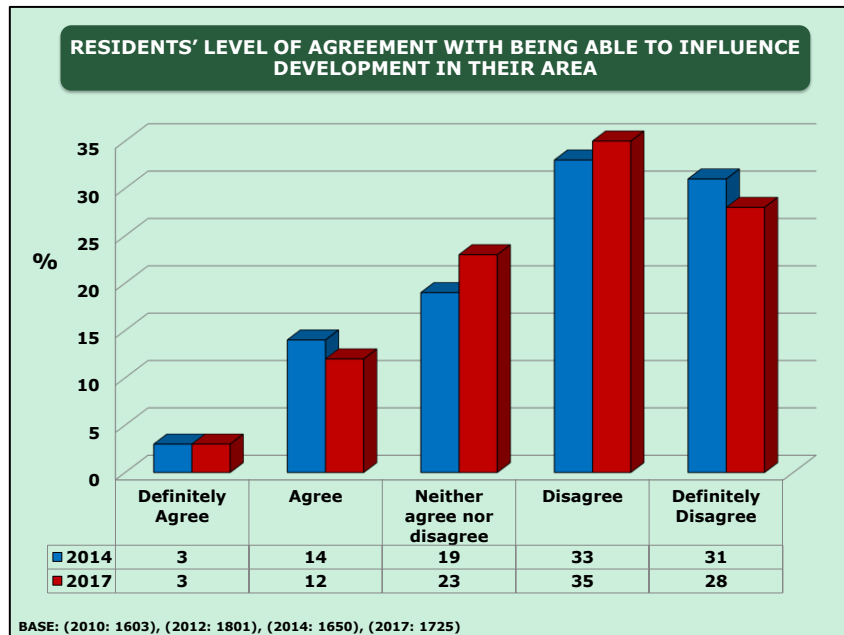


Table 22: Residents' level of agreement with being able to influence housing and / or development in their area by locality

BY LOCALITY	Henley/ Studley	Alcester / Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Definitely agree	5	1	1	1	3	9
Agree	14	13	7	20	10	9
Neither agree nor disagree	20	29	20	24	22	22
Disagree	41	32	35	29	37	36
Definitely disagree	20	24	38	26	28	23
Base: (All Respondents)	(293)	(314)	(381)	(290)	(219)	(207)

4.3 Stratford District Council Services

4.3.1 Satisfaction with individual services

Satisfaction with keeping public land clear of litter and refuse

Less than three quarters (72%) of residents feel satisfied that Stratford DC keeps public land clear of litter and refuse, the same score as 2014. Dissatisfaction rose by 1 percentage point from the previous survey.

Looking at significant 2017 results:

- 77% of those living in the Stratford locality, as opposed to 68% of those living in Southam locality expressed satisfaction.
- Eight in ten (78%) of those aged 18-34, versus 67% of those aged 50-64 were satisfied that SDC has kept land clear of litter and refuse.
- 74% of females compared to seven in ten (68%) of males were either fairly or very satisfied.

Chart 17:

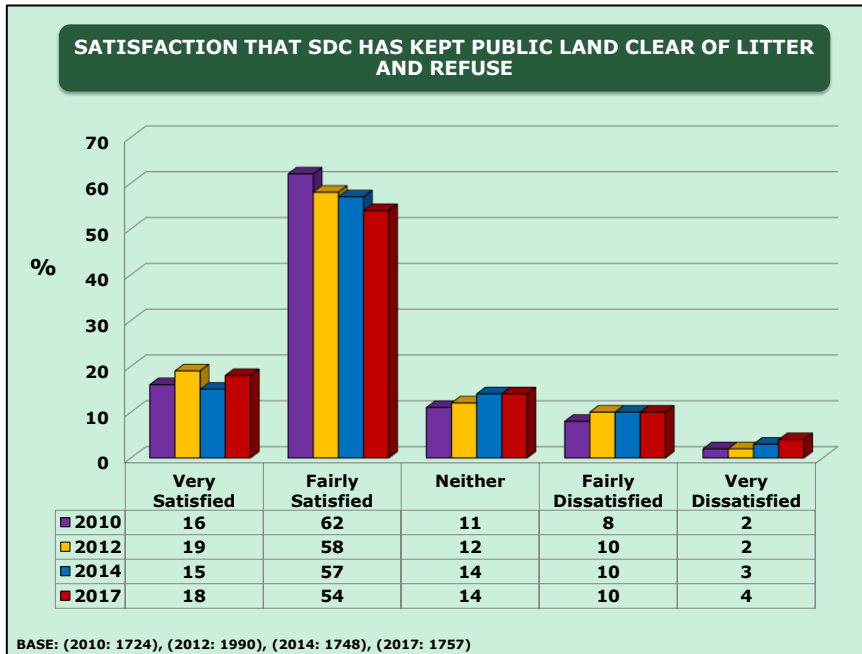


Chart 18:

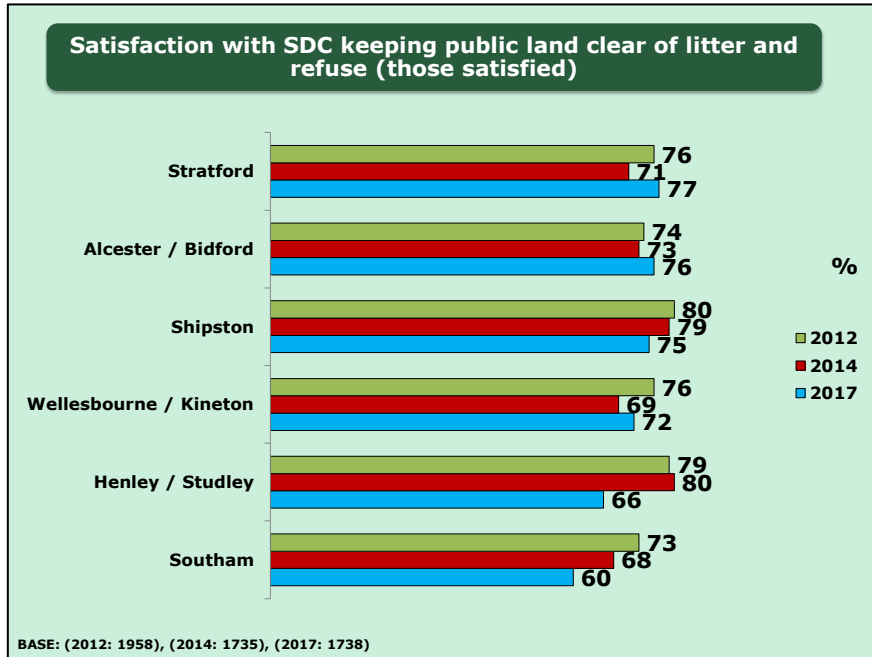


Table 23: Satisfaction that SDC has kept public land clear of litter and refuse by locality

BY LOCALITY	Henley/ Studley	Alcester / Bidford	Stratford	Shipston	Welles- bourne/ Kineton	Southam
	%	%	%	%	%	%
Very satisfied	17	21	22	16	14	15
Fairly satisfied	49	55	55	59	58	46
Neither satisfied nor dissatisfied	13	14	12	13	13	18
Fairly dissatisfied	11	8	8	12	10	17
Very dissatisfied	10	2	3	1	5	5
Base: (All Respondents)	(329)	(308)	(414)	(298)	(149)	(240)

Satisfaction with refuse collection

Exactly nine in ten residents (90%) feel very or fairly satisfied with the refuse collection service provided by SDC, which is the same as in the previous survey. However the very satisfied part of this figure has gone from 48% to 56%.

Looking at significant 2017 results:

- 93% of Henley/Studley residents, versus 88% of those living in the Stratford locality and Shipston locality are very or fairly satisfied.
- 69% of those aged 65 plus, compared to 48% of those aged 18-34 were very satisfied.

Chart 19:

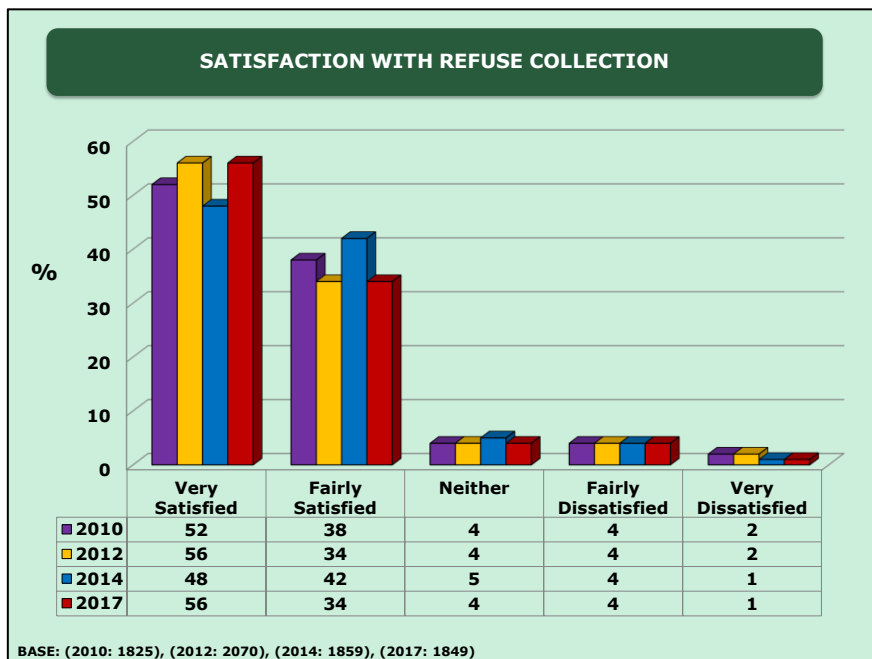


Chart 20:

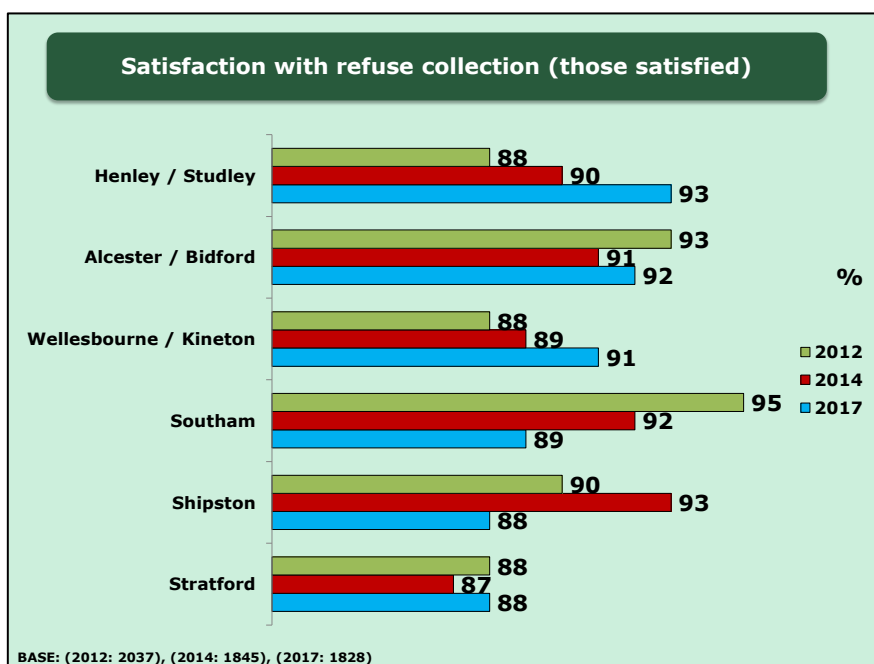


Table 24: Satisfaction with refuse collection by locality

BY LOCALITY	Henley/ Studley	Alcester / Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	61	57	52	57	54	52
Fairly satisfied	31	34	36	32	37	37
Neither satisfied/dissatisfied	3	3	6	7	2	5
Fairly dissatisfied	3	5	5	4	4	6
Very dissatisfied	2	1	1	1	3	0
Base: (All Respondents)	(348)	(324)	(426)	(319)	(156)	(255)

Satisfaction with doorstep recycling

Exactly eight out of ten of those surveyed claimed to be satisfied with the doorstep recycling provided by SDC: a 2 percentage point fall from 2014. However the very satisfied figure had gone up from 40% to 45%. Dissatisfaction rose 2 points on the 2014 figure.

Looking at significant 2017 results:

- 84% of Southam and Shipston residents, as opposed to 75% of those living in the Stratford locality, expressed satisfaction.
- 84% of people aged 65 plus were very or fairly satisfied against 75% of those aged 18 to 34.

Chart 21:

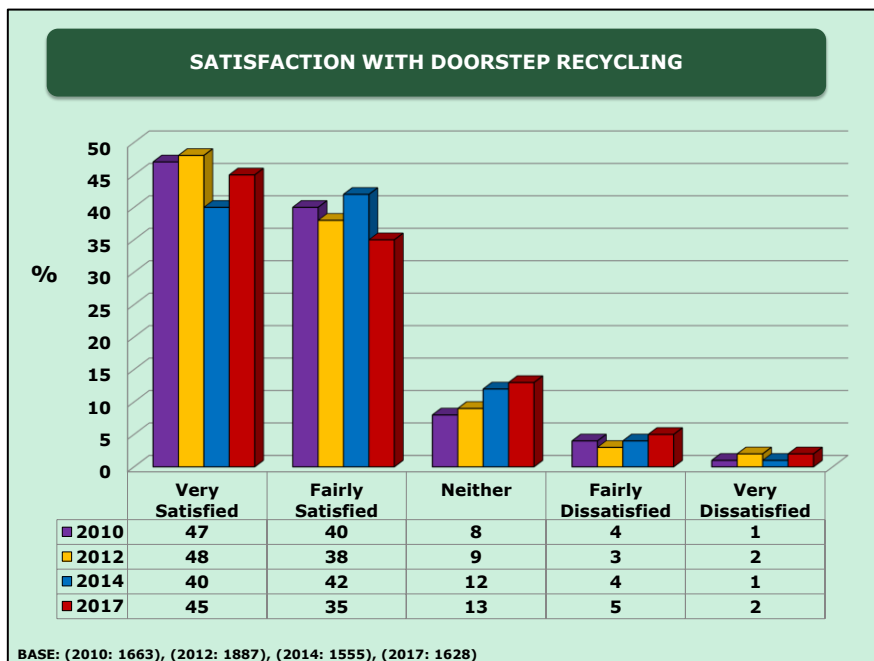


Chart 22:

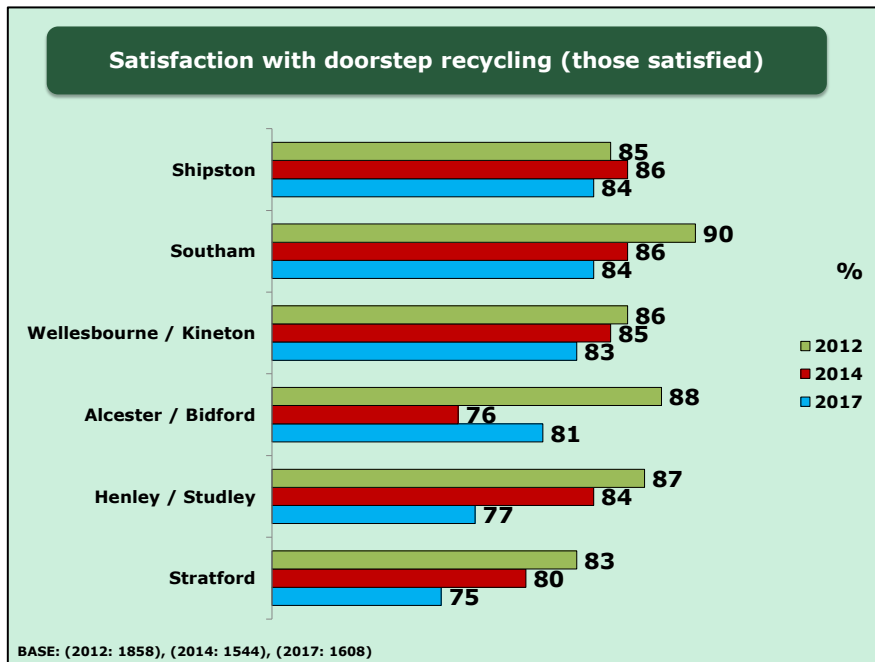


Table 25: Satisfaction with doorstep recycling by locality

BY LOCALITY	Henley/ Studley	Alcester / Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	49	44	41	40	45	52
Fairly satisfied	27	37	35	44	38	32
Neither satisfied/dissatisfied	14	12	17	11	8	9
Fairly dissatisfied	6	6	5	4	6	5
Very dissatisfied	3	1	2	1	3	3
Base: (All Respondents)	(284)	(296)	(375)	(269)	(202)	(182)

Satisfaction with sports / leisure facilities

56% of respondents feel satisfied with the sports / leisure facilities provided by SDC. This result is 9 points up on 2014.

Looking at significant 2017 results:

- Stratford residents were the most satisfied with the sports / leisure facilities provided by SDC (72%), versus Wellesbourne / Kineton residents with 45% satisfaction.
- 9% of those 65 plus were dissatisfied with the sports/leisure facilities versus 18% of 18-34 year olds.
- 59% of female residents are satisfied against 50% of males.

Chart 23:

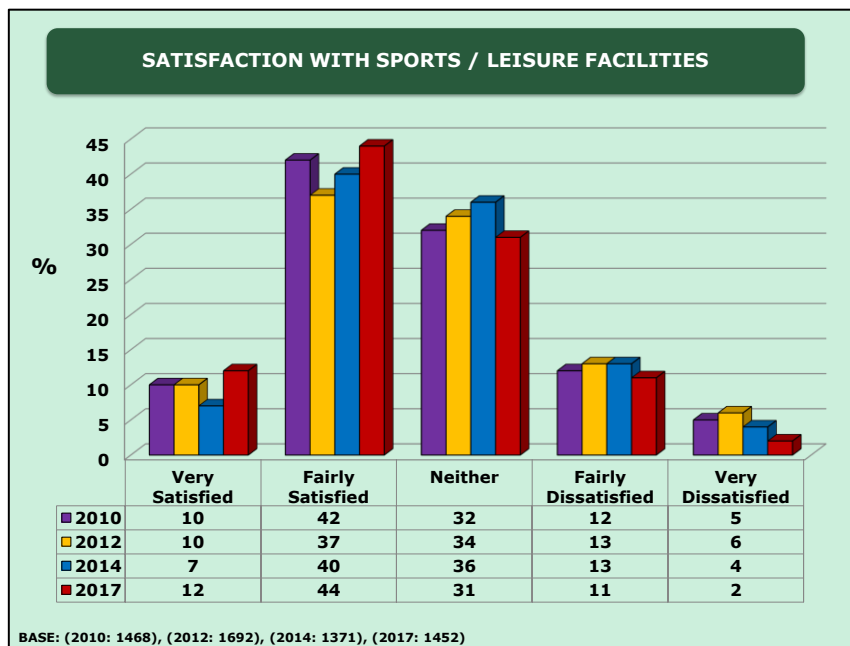


Chart 24:

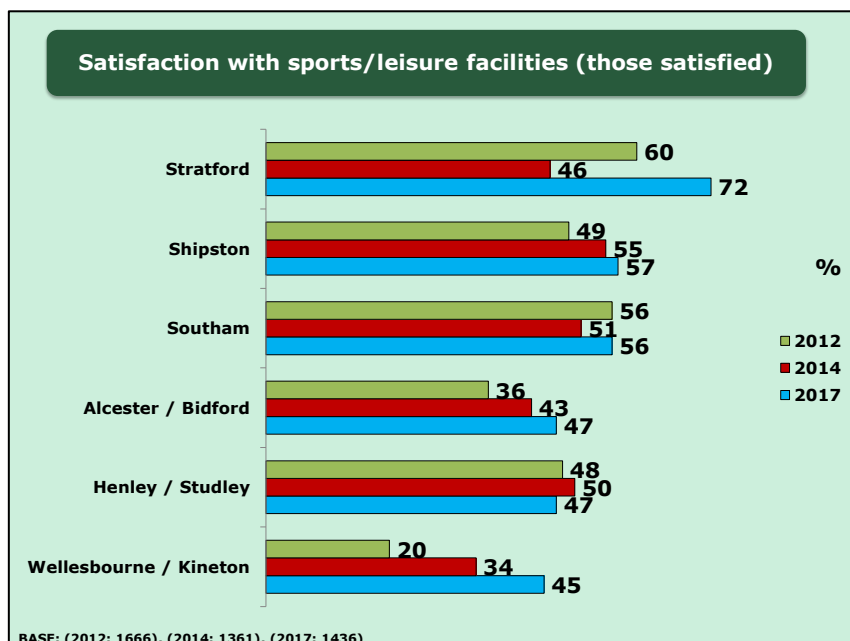


Table 26: Satisfaction with sports / leisure facilities by locality

BY LOCALITY	Henley/ Studley	Alcester /Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	15	8	18	11	10	5
Fairly satisfied	33	39	54	45	35	51
Neither satisfied/dissatisfied	34	36	21	37	37	31
Fairly dissatisfied	18	12	6	6	14	13
Very dissatisfied	1	6	2	1	3	0
Base: (All Respondents)	(237)	(274)	(356)	(237)	(177)	(155)

Satisfaction with parks and open spaces

73% of residents feel satisfied with the parks and open spaces provided by SDC, 5 percentage points up on 2014 and back to the 2012 level.

Looking at significant 2017 results:

- 85% of Stratford residents, as opposed to 63% of Shipston locality residents were very or fairly satisfied.
- 8% of residents aged 65 plus versus 14% of those aged 18-34, were dissatisfied with parks and open spaces.
- 77% of females compared to 67% of males were satisfied with parks and open spaces.

Chart 25:

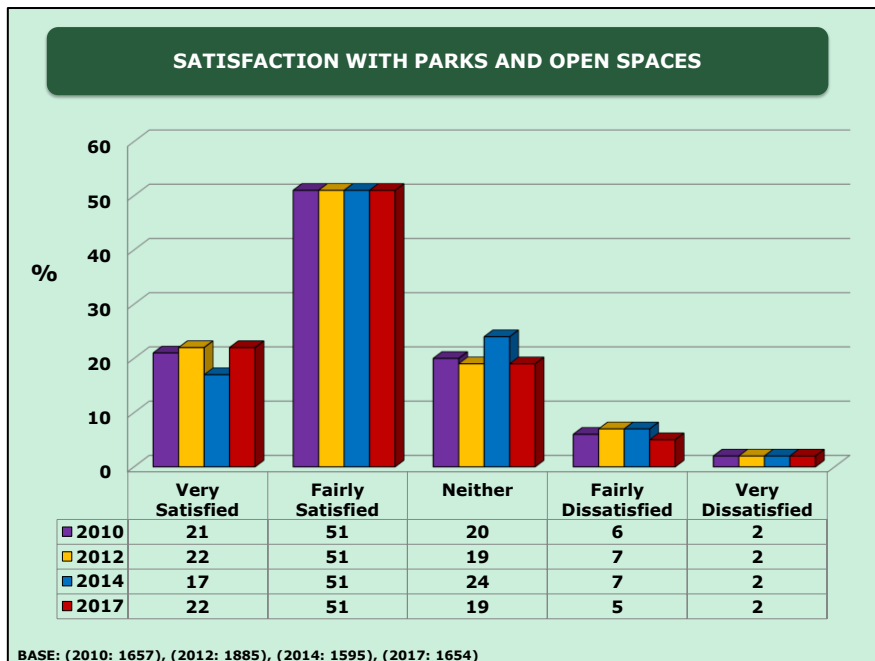


Chart 26:

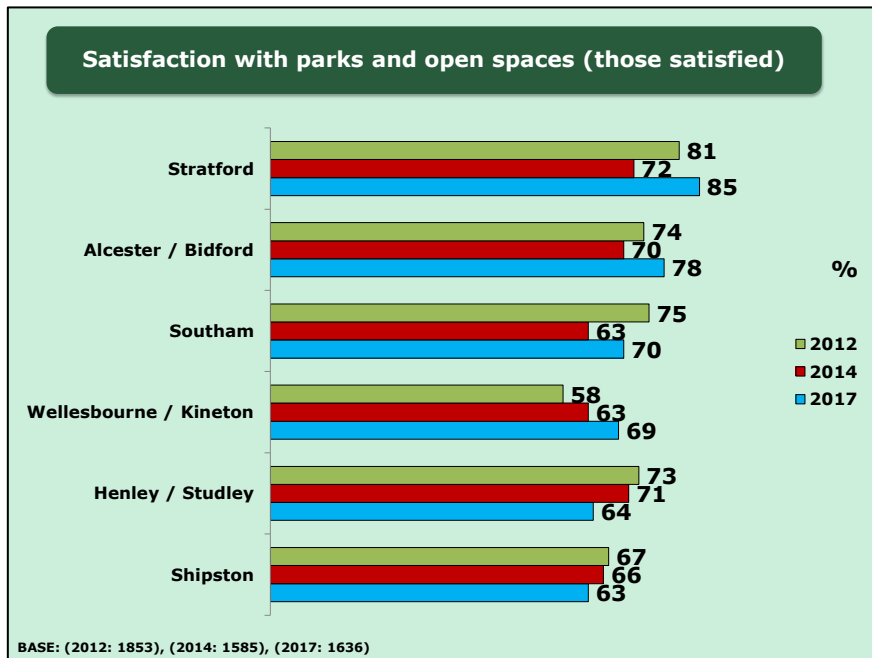


Table 27: Satisfaction with parks and open spaces by locality

BY LOCALITY	Henley/ Studley	Alcester /Bidford	Stratford	Shipston	Welles- bourne/ Kineton	Southam
	%	%	%	%	%	%
Very satisfied	16	23	32	15	23	16
Fairly satisfied	48	55	53	48	46	54
Neither satisfied/dissatisfied	23	19	9	27	26	19
Fairly dissatisfied	8	3	5	7	3	7
Very dissatisfied	5	0	1	4	3	4
Base: (All Respondents)	(274)	(307)	(402)	(261)	(206)	(186)

Satisfaction with play areas

64% of those surveyed were satisfied with the play areas provided by SDC, up 9 percentage points from the previous survey. 12% expressed dissatisfaction, a 2 point drop on 2014.

Looking at significant 2017 results:

- 20% of Henley/Studley residents, versus 6% of Alcester / Bidford residents and Stratford, were dissatisfied.
- 72% of those aged 18-34 were satisfied with play areas, compared to 60% of those aged 50-64 years old.
- More females (67%) were satisfied than males (59%).

Chart 27:

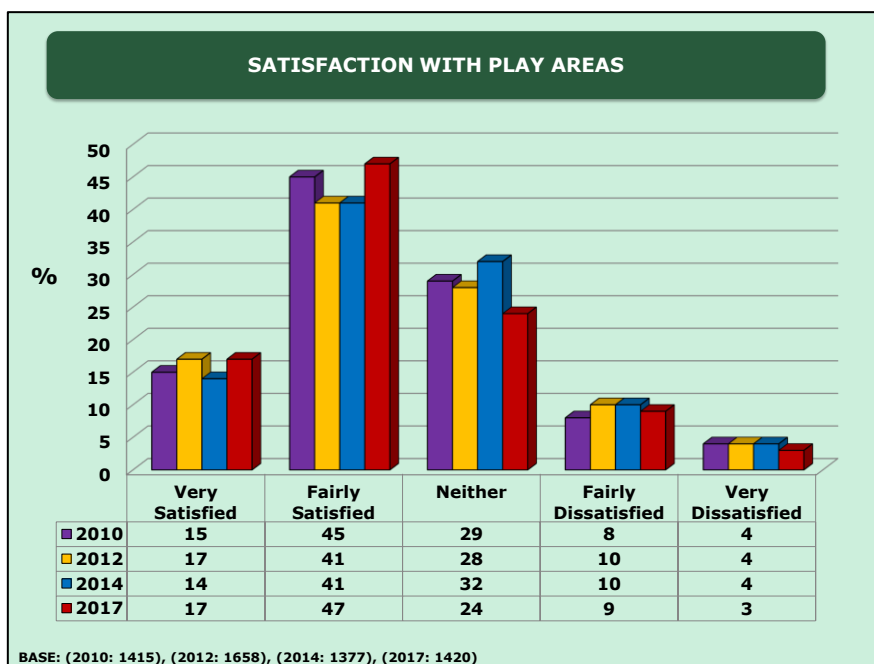


Table 28: Satisfaction with play areas by locality

BY LOCALITY	Henley/ Studley	Alcester /Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	13	17	19	17	18	14
Fairly satisfied	35	55	50	43	44	54
Neither satisfied/dissatisfied	31	22	24	23	25	16
Fairly dissatisfied	14	6	6	10	10	13
Very dissatisfied	6	0	0	7	4	2
Base: (All Respondents)	(232)	(271)	(327)	(235)	(124)	(199)

Satisfaction with car parking

41% of respondents were satisfied with car parking provided by SDC, down three percentage points from 2014 and three in ten (30%) expressed dissatisfaction, down by 3 percentage points.

Looking at significant 2017 results:

- 56% of Alcester/Bidford residents compared to 27% of Wellesbourne/Kineton residents were satisfied with car parking.
- 39% of those 18-34 versus 30% of those 50-64 were dissatisfied with car parking.

Chart 28:

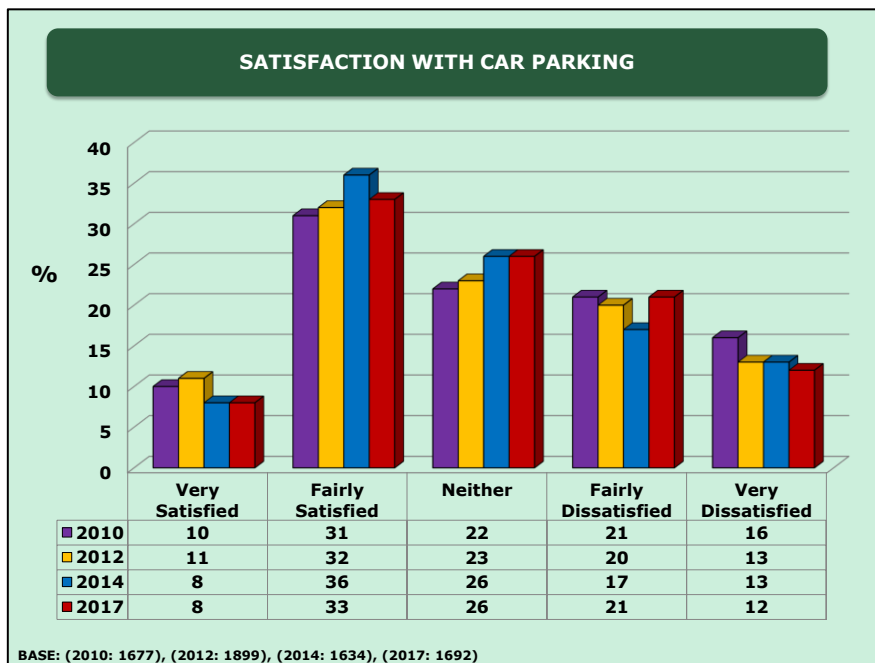


Table 29: Satisfaction with car parking by locality

BY LOCALITY	Henley/ Studley	Alcester /Bidford	Stratford	Shipston	Welles- bourne/ Kineton	Southam
	%	%	%	%	%	%
Very satisfied	8	14	5	10	5	10
Fairly satisfied	36	42	32	28	22	37
Neither satisfied/dissatisfied	26	22	21	30	41	21
Fairly dissatisfied	18	15	24	24	21	21
Very dissatisfied	11	7	17	9	11	11
Base: (All Respondents)	(284)	(316)	(389)	(283)	(215)	(185)

Satisfaction with public toilets

34% of those surveyed were satisfied with the public toilets provided by SDC, this is down 9 percentage points on 2014. 31% were dissatisfied, up by 5 percentage points from 2014.

Looking at significant 2017 results:

- 44% of those living in the Wellesbourne/Kineton locality, compared to 21% of Alcester/Bidford residents, expressed dissatisfaction with public toilets.
- Female residents (37%) were more satisfied than male residents (31%).

Chart 29:

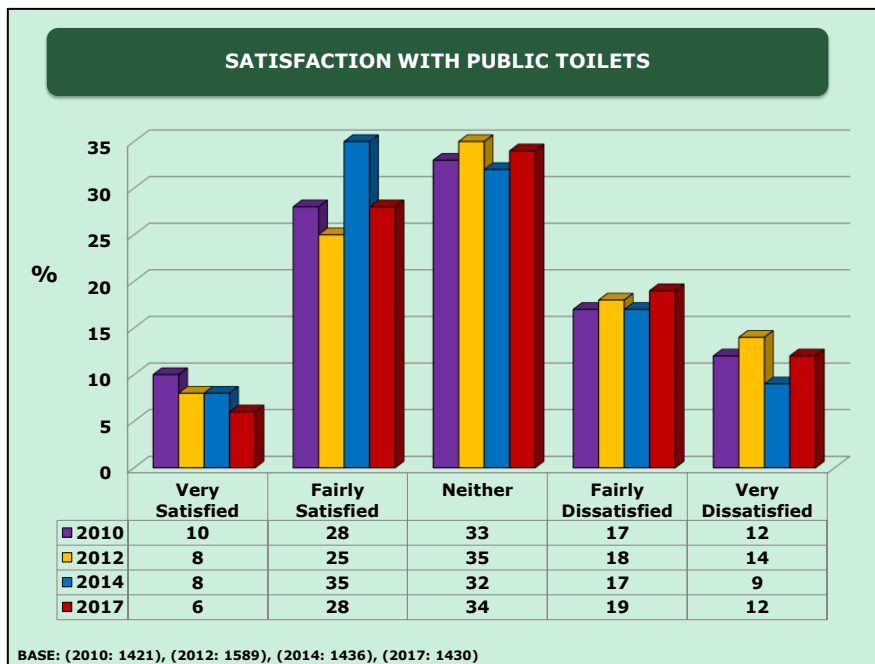


Table 30: Satisfaction with public toilets by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	12	7	4	7	4	6
Fairly satisfied	28	38	26	27	14	34
Neither satisfied/dissatisfied	34	35	32	38	38	30
Fairly dissatisfied	16	16	26	20	18	13
Very dissatisfied	10	5	13	8	26	18
Base: (All Respondents)	(243)	(276)	(383)	(192)	(152)	(255)

Satisfaction with grass cutting

Over six in ten (63%) of residents were very or fairly satisfied with the grass cutting services provided or supported by SDC, this is a single point increase on 2014. Dissatisfaction has fallen by 2 percentage points from 15% in 2014 to 13% in 2017.

Looking at significant 2017 results:

- 66% of Alcester/Bidford residents, versus 55% of those living in the Wellesbourne /Kineton locality, were satisfied with the grass cutting service provided or supported by SDC.
- 72% of those aged 18-34 versus 56% of those aged 50-64 were satisfied.
- Two thirds (68%) of females, as opposed to 55% of males were satisfied with grass cutting.

Chart 30:

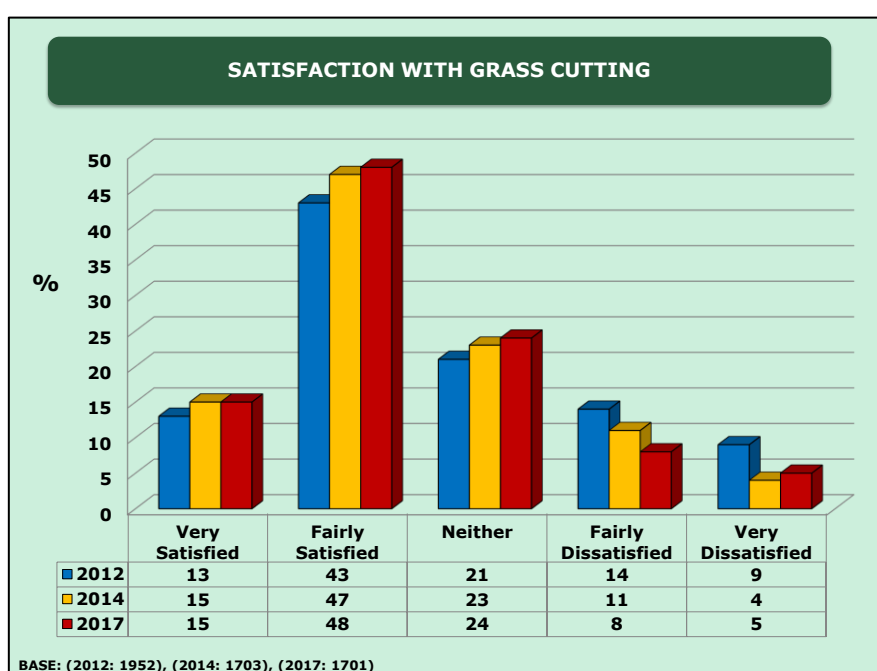


Table 31: Satisfaction with grass cutting by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	15	15	16	20	14	11
Fairly satisfied	48	51	48	46	41	52
Neither satisfied/dissatisfied	21	23	24	26	30	17
Fairly dissatisfied	9	9	7	5	10	14
Very dissatisfied	8	2	5	3	6	5
Base: (All Respondents)	(289)	(320)	(389)	(289)	(201)	(194)

Satisfaction with processing planning applications

31% stated that they were very or fairly satisfied with the way SDC process planning applications, a 2 point drop on the previous survey.

Looking at significant 2017 results:

- 42% of Henley / Studley residents expressed satisfaction with the way SDC process planning applications as opposed to 26% of Wellesbourne / Kington residents.
- 35% of female respondents were satisfied against 27% of male respondents.

Chart 31:

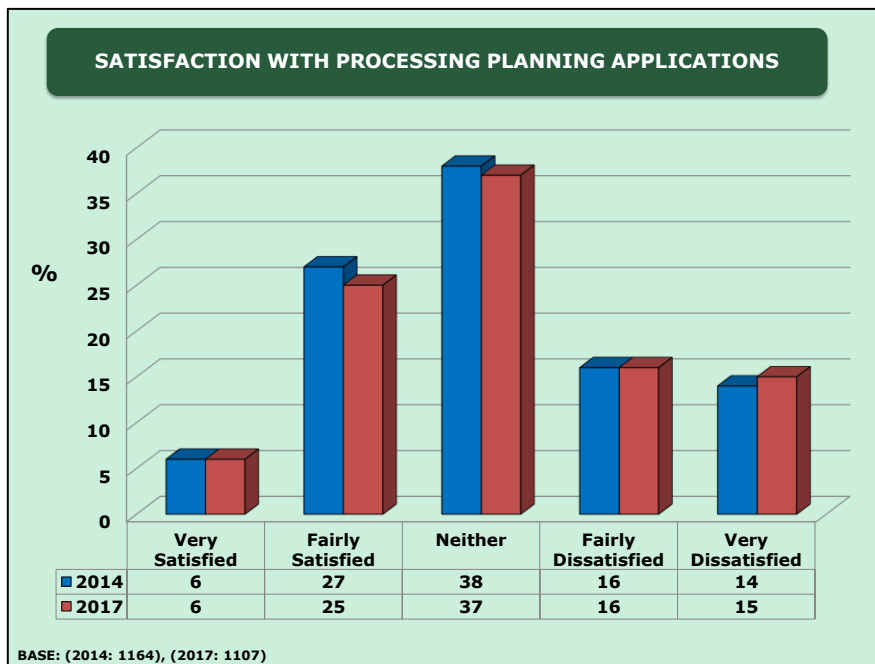


Table 32: Satisfaction with processing planning applications by locality

BY LOCALITY	Henley/ Studley	Alcester / Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Very satisfied	7	5	7	5	7	6
Fairly satisfied	35	27	22	25	20	23
Neither satisfied/dissatisfied	28	41	39	32	47	35
Fairly dissatisfied	19	15	14	20	15	17
Very dissatisfied	11	11	19	18	11	19
Base: (All Respondents)	(195)	(211)	(224)	(206)	(132)	(121)

Satisfaction with way SDC develops planning policies

44% stated that they were very or fairly dissatisfied with the way SDC develops planning policies, a slight drop of 3 points on 2014.

Looking at significant 2017 results:

- 31% of Henley/Studley residents were very or fairly satisfied with the way SDC develops planning policies, compared to 15% of Stratford residents.
- 15% of those aged 35-49 were very dissatisfied with the way SDC develops planning policies, versus 27% of those aged 50-64.

Chart 32:

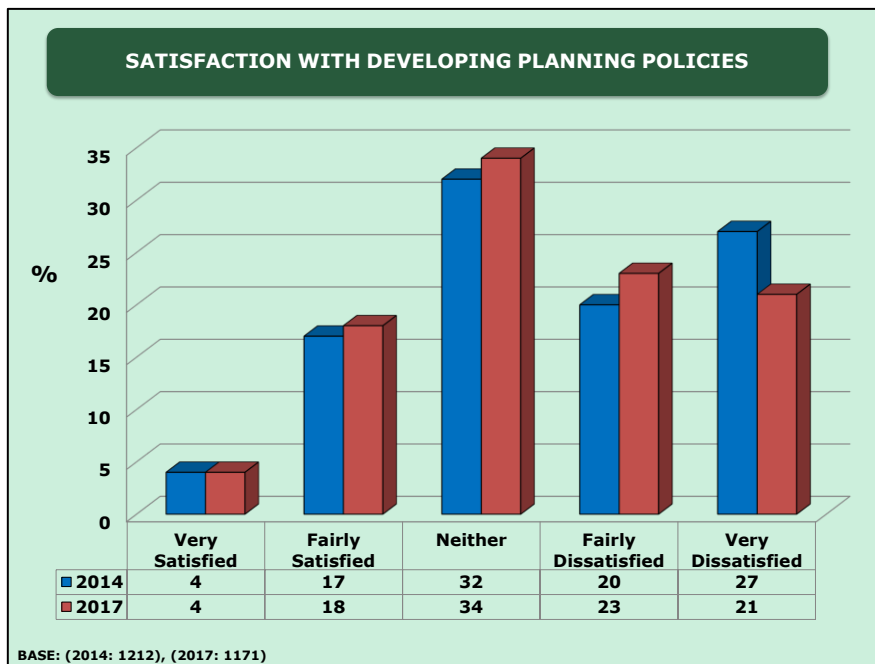


Table 33: Satisfaction with developing planning policies

BY LOCALITY	Henley/ Studley	Alcester / Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Very satisfied	5	4	3	1	7	4
Fairly satisfied	26	19	12	24	10	20
Neither satisfied/dissatisfied	36	33	33	25	42	37
Fairly dissatisfied	22	29	24	27	20	15
Very dissatisfied	11	15	28	23	20	25
Base: (All Respondents)	(202)	(221)	(250)	(210)	(151)	(120)

Satisfaction with housing services

26% of respondents were satisfied with SDC’s housing services, a decrease of 3 percentage points from the previous survey. 27% of respondents expressed dissatisfaction with housing services, up 10 percentage points from 2014.

Looking at significant 2017 results:

- 30% of those living in Alcester/Bidford, compared to 18% of Shipston area residents, were satisfied with housing services.
- 32% of those aged 18-34 versus two in ten (21%) of those aged 50-64, expressed satisfaction with housing services.

Chart 33:

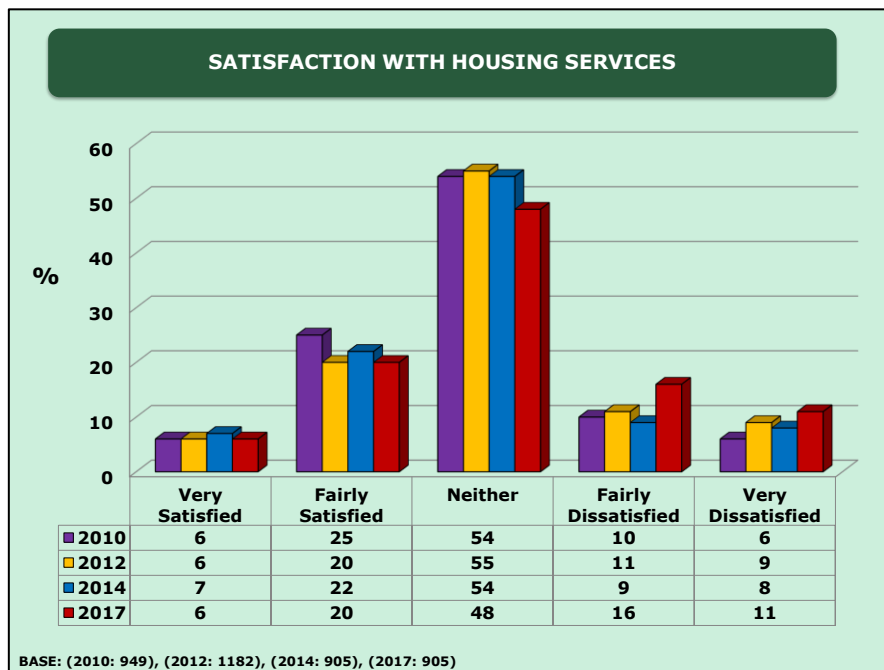


Table 34: Satisfaction with housing services by locality

BY LOCALITY	Henley/ Studley	Alcester /Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Very satisfied	8	6	6	1	7	7
Fairly satisfied	20	24	19	17	20	19
Neither satisfied/dissatisfied	46	50	44	49	56	46
Fairly dissatisfied	21	12	17	17	11	16
Very dissatisfied	4	8	14	15	6	13
Base: (All Respondents)	(161)	(165)	(207)	(150)	(112)	(102)

Various services' net satisfaction scores

The service with the highest net satisfaction score (satisfaction % - dissatisfaction %) is refuse collection at +85%, and it has been consistently the highest over the last four surveys. Second highest (and also over the last four surveys) is doorstep recycling at +72%.

Table 35: Various services' net satisfaction scores

NET SATISFACTION %	2010	2012	2014	2017
Refuse collection	+84	+84	+85	+85
Doorstep recycling	+82	+81	+77	+72
Keeping public land clear of litter and refuse	+67	+65	+59	+58
Parks and open spaces	+64	+64	+59	+66
Grass cutting	-	+33	+47	+50
Play areas	+48	+44	+41	+52
Sports and leisure facilities	+34	+28	+30	+43
Public toilets	+9	+1	+17	+1
Car parking	+4	+10	+14	+8
Housing services	+15	+6	+12	-1
Processing planning applications	-	-	+3	0
Develop planning policies	-	-	-26	-22

4.3.3 Frequency of using services

Frequency of using sports / leisure facilities

Exactly one in five residents use SDC's sports and leisure facilities at least once a week or even almost every day. Just under a quarter (24%), of surveyed sample has never used the facilities, which represents a 2 point fall on the 2014 survey.

Looking at significant 2017 results:

- Exactly a quarter of respondents in Stratford, versus 13% of Henley / Studley residents, use sports / leisure facilities at least once a week or even almost every day.
- A third in Wellesbourne / Kineton locality (34%), as opposed to 13% of those in the Stratford locality, claimed they never used sports / leisure facilities.
- 29% of those aged 35-49, versus 9% of those aged 65 plus, used sports/leisure facilities almost every day or at least once a week.
- The older the resident, the more likely they were to have never used sports/leisure facilities: 45% of those aged 65 plus had never used them, compared to 13% of those aged 18-34.
- A greater percentage of males than females never used sports / leisure facilities: 27% versus 22% respectively.
- Female respondents use the facilities more frequently than male users.

Chart 34:

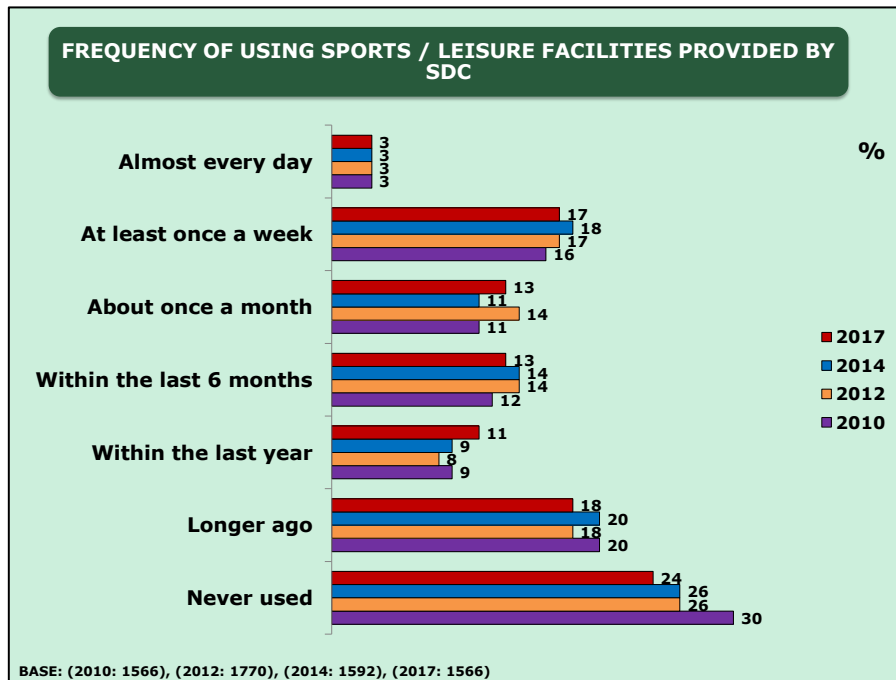


Table 36: Usage of sports / leisure facilities, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Almost every day	1	2	5	2	3	5
At least once a week	12	17	20	19	13	17
About once a month	9	15	14	14	9	17
Within the last 6 months	14	13	13	17	12	10
Within the last year	10	11	10	9	17	11
Longer ago	22	16	24	12	13	14
Never used	32	25	13	26	34	25
Base:	(266)	(287)	(374)	(255)	(188)	(179)

Frequency of using parks and open spaces

Almost half of residents (49%) use SDC’s parks and open spaces at least once a week or even almost every day, an increase of 8 percentage points from 2014 (41%). The number of people never using them dropped to 6%, a decrease of 3 points from 2014.

Looking at significant 2017 results:

- Six in ten Stratford residents (63%), versus 39% of Henley/Studley residents, use parks and open spaces at least once a week or almost every day.
- 12% of Henley / Studley residents have never used them compared to 1% of those in Stratford.
- 58% of those aged 18-49, versus 32% aged 65 plus used parks and open spaces at least once a week or even almost every day.
- The older the resident the more likely they were to have never used parks and open spaces: 12% of those aged 65 and over, versus 3% of those aged 18-34, stated they never used parks and open spaces provided by SDC.
- 54% of females compared to 42% of males visited parks and open spaces almost every day or at least once a week.

Chart 35:

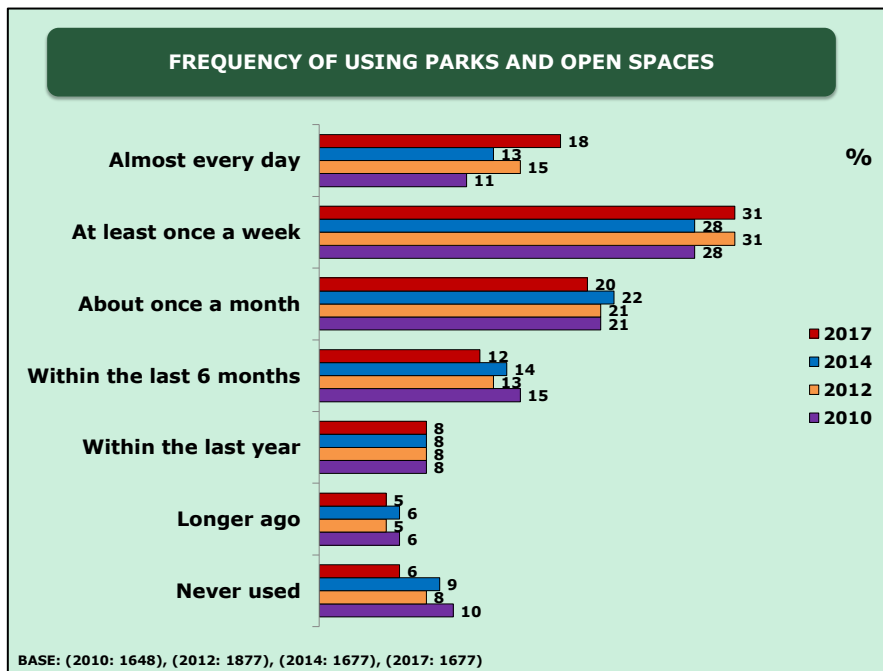


Table 37: Usage of parks and open spaces, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Almost every day	19	13	22	16	13	23
At least once a week	20	36	41	27	32	25
About once a month	15	25	18	22	20	19
Within the last 6 months	16	10	10	13	12	10
Within the last year	9	6	6	7	10	13
Longer ago	9	5	2	6	6	4
Never used	12	5	1	8	8	6
Base:	(284)	(318)	(404)	(261)	(206)	(186)

Frequency of using play areas

26% of those surveyed use SDC’s play areas at least once a week or even almost every day representing a 4 point increase from 2014. Just over a quarter of residents (27%) never use them, demonstrating a 4 percentage point decrease on 2014 (31%).

Looking at significant 2017 results:

- 34% of Southam area residents confirmed they used SDC’s play areas at least once a week or almost every day, as opposed to 19% of Henley/Studley residents.
- 35% of those living in the Henley / Studley locality, versus 24% of those living in Southam locality, never used play areas.
- The older the resident the more likely they were to have never used play areas: 50% of those aged 65 and over, versus 15% of those aged 35-49, stated they never used play areas provided by SDC.
- 38% of males versus 20% of females have never used play areas.
- 32% of females have been to a play area almost every day or at least once a week.

Chart 36:

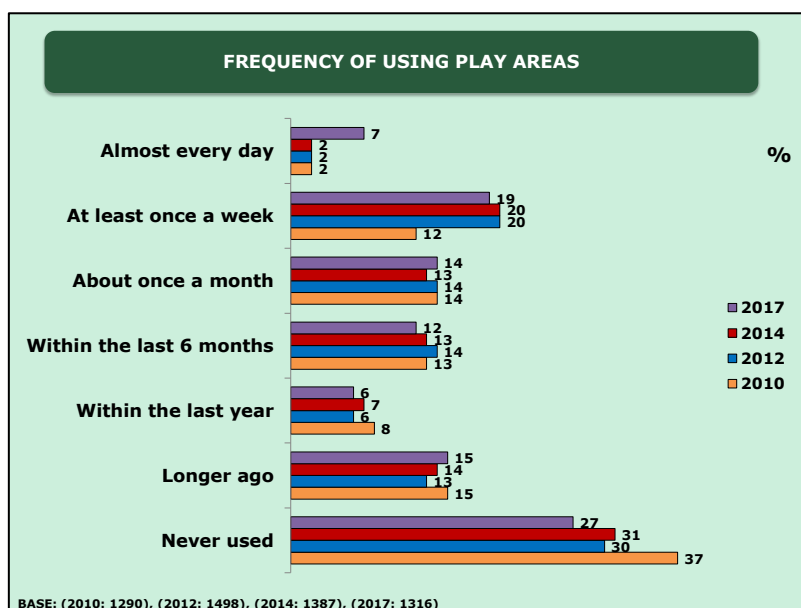


Table 38: Usage of play areas, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Almost every day	5	5	5	6	7	13
At least once a week	14	20	21	17	25	21
About once a month	9	15	14	19	16	14
Within the last 6 months	15	13	14	13	7	10
Within the last year	5	6	7	5	6	4
Longer ago	18	16	14	13	13	13
Never used	35	26	25	28	26	24
Base:	(233)	(232)	(305)	(215)	(160)	(156)

Frequency of using car parking

58% of respondents use SDC’s car parking facilities at least once a week or even almost every day. Just 8% stated that they never use them which represent a 2 percentage point rise on the 6% in 2014.

Looking at significant 2017 results:

- Over seven in ten (73%) of those living in the Alcester / Bidford locality made use of car parking facilities provided by SDC at least once a week or even almost every day, compared to 49% of Wellesbourne/Kineton residents.
- 12% of Henley / Studley locality residents claimed never to use SDC’s car parking facilities or that they used them longer ago than within the last year, as opposed to 5% of those living in Alcester / Bidford.

Chart 37:

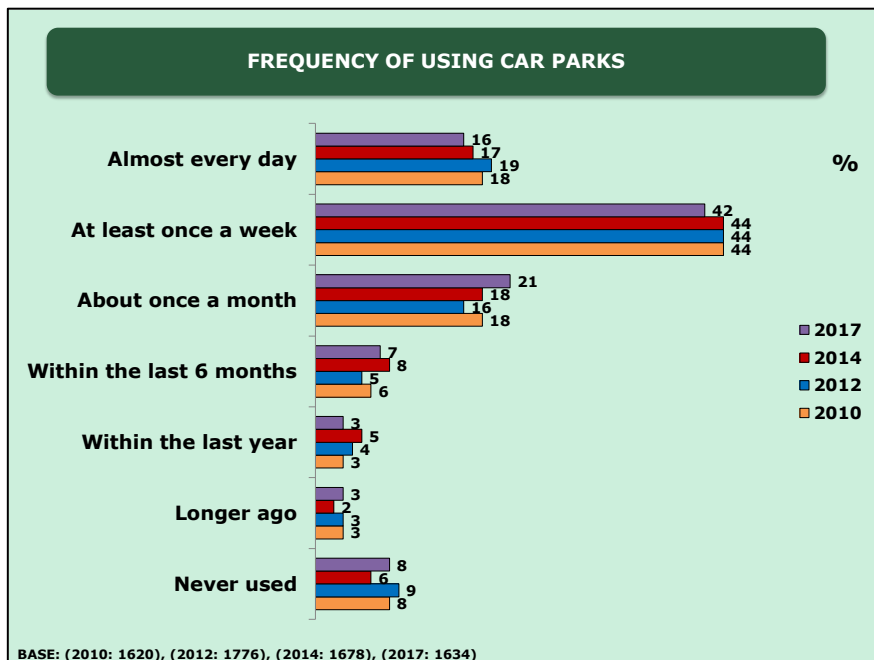


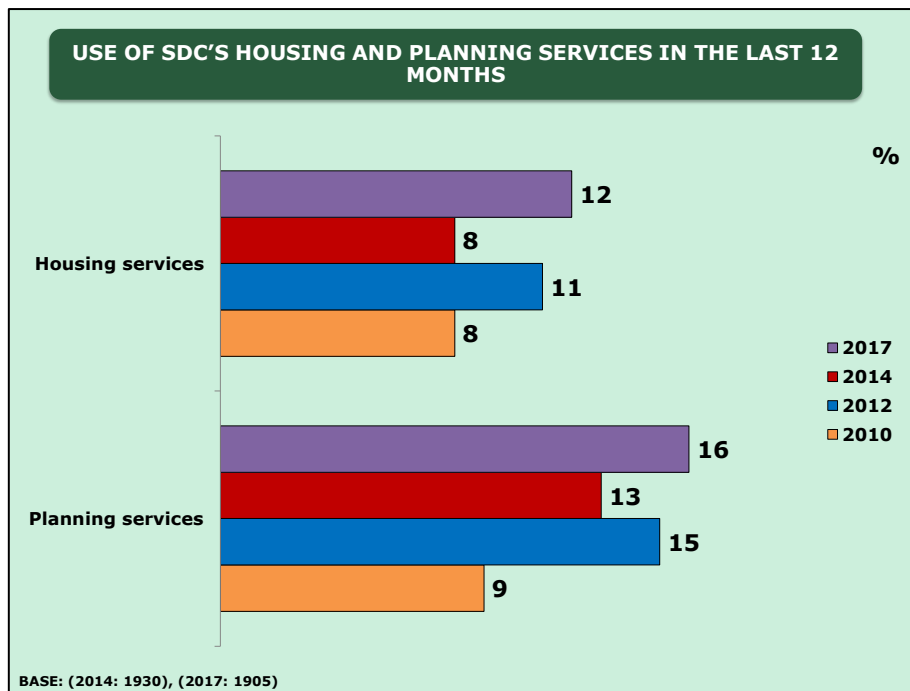
Table 39: Usage of car parking, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Almost every day	14	17	15	19	12	19
At least once a week	37	56	37	45	37	38
About once a month	18	13	21	23	31	24
Within the last 6 months	10	6	10	4	8	5
Within the last year	5	2	2	2	5	5
Longer ago	4	1	6	1	1	1
Never used	12	5	9	6	6	8
Base:	(275)	(315)	(367)	(273)	(205)	(179)

4.3.3 Use of housing and planning services in last 12 months

12% of respondents or other members of their family have used housing services and 16% used planning services in the last twelve months. This is an increase on 2014 of 4 points for housing services and 3 points for planning.

Chart 38:



4.3.4 Satisfaction with the way SDC runs things

Over three quarters (77%) of respondents are fairly or very satisfied with the way Stratford District Council runs things. This represents an increase of 1 percentage point on 2014 and 16 points from the 61% recorded in 2012.

Looking at significant 2017 results:-

- 83% of Shipston residents, versus 72% of the Stratford locality, were satisfied with the way the Council runs things.
- 81% of those aged 65 plus, compared to 74% of those aged 18-34 and 50-64, expressed satisfaction.

Chart 39:

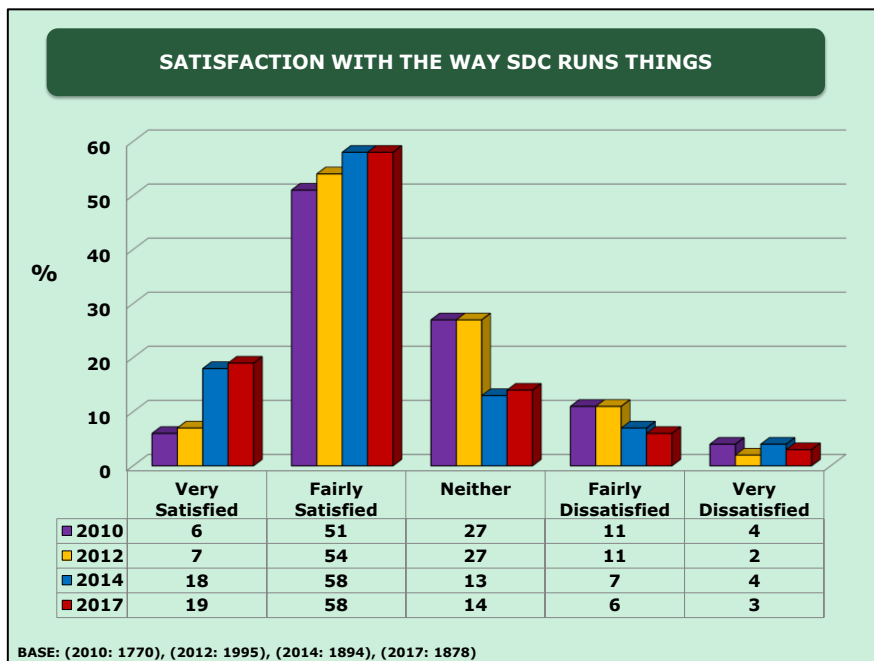


Chart 40:

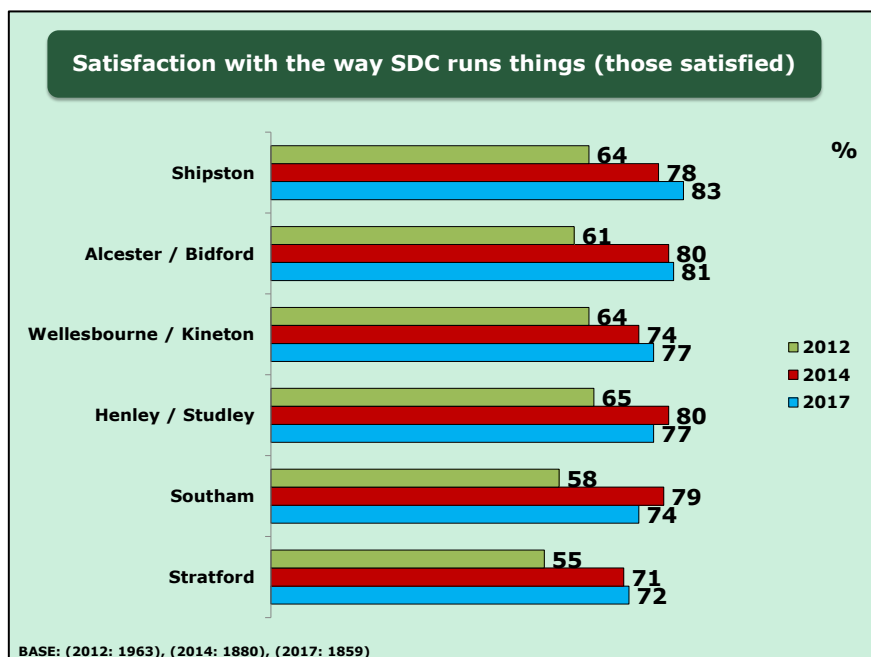


Table 40: Satisfaction with the way SDC runs things

BY LOCALITY	Henley/ Studley	Alcester /Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	20	21	13	20	21	21
Fairly satisfied	56	60	59	63	56	52
Neither satisfied/dissatisfied	13	13	19	9	12	17
Fairly dissatisfied	8	4	5	6	10	6
Very dissatisfied	3	2	4	2	1	3
Base:	(326)	(338)	(423)	(313)	(236)	(223)

Table 41: Residents' satisfaction with way authority runs

	RESULT %	BASE NOS
Total	77	1878
GENDER		
Male	74	760
Female	79	1050
AGE GROUP		
18-34	74	87
35-49	78	244
50-64	74	495
65+	81	949
ACCOMMODATION TENURE		
Owned outright	79	1083
Buying on mortgage	79	381
Rent from housing association/trust	71	192
Rent from private landlord	79	114
DISABILITY		
Disability - Yes	77	716
Disability - No	77	1057
CHILDREN		
Children in household age 17 and under	76	278
No children in household	77	1527

4.3.5 Value for money

Just over half of respondents (51%) tend to agree or strongly agree that Stratford District Council provides value for money, this represents a 1 percentage point increase on 2014 and 16 points on 2012. By comparison, 18% of those surveyed tend to disagree or strongly disagree with the statement, the same as 2014.

Looking at significant 2017 results:

- 58% of Alcester/Bidford residents, compared to 46% of those living in the Henley/Studley locality, agreed that SDC provides value for money.
- Six in ten (61%) of those aged 65 plus agreed or strongly agreed compared with 40% in the 18 to 34 year old grouping.

Chart 41:

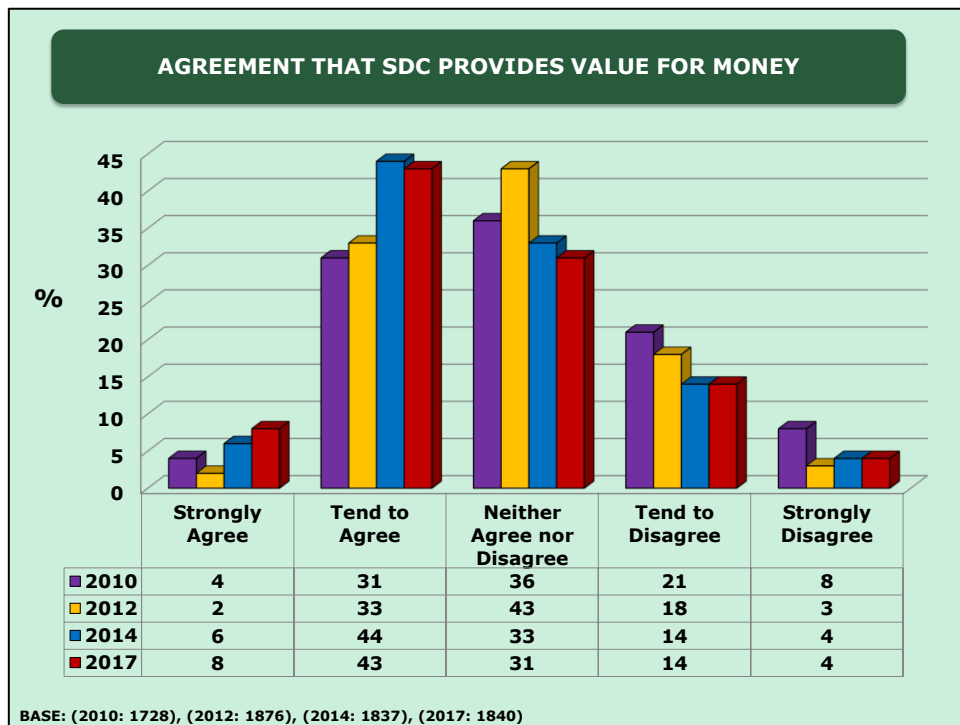


Chart 42:

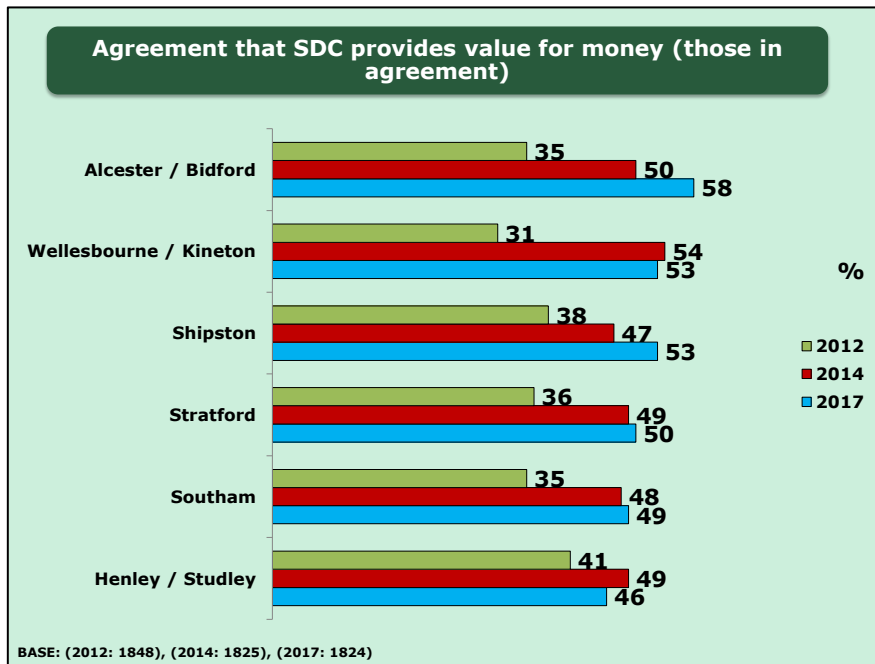


Table 42: Agreement that SDC provides value for money

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Strongly agree	9	10	9	6	10	6
Tend to agree	37	49	41	47	43	44
Neither agree nor disagree	29	29	33	33	33	27
Tend to disagree	17	11	14	12	9	19
Strongly disagree	7	2	2	3	5	4
Base:	(321)	(331)	(417)	(306)	(235)	(214)

4.4 Information and Council in general

4.4.1 Extent to which various statements apply to SDC

"SDC is making the local area a better place to live"

Seven in ten of respondents tend to agree a great deal or to some extent that Stratford District Council is making the local area a better place to live, up 4 points from the previous survey.

Looking at significant 2017 results:

- 39% of Henley/Studley residents compared to a quarter of Alcester/Bidford locality do not agree very much, or not at all, with the statement "SDC is making the local area a better place to live".

Chart 43:

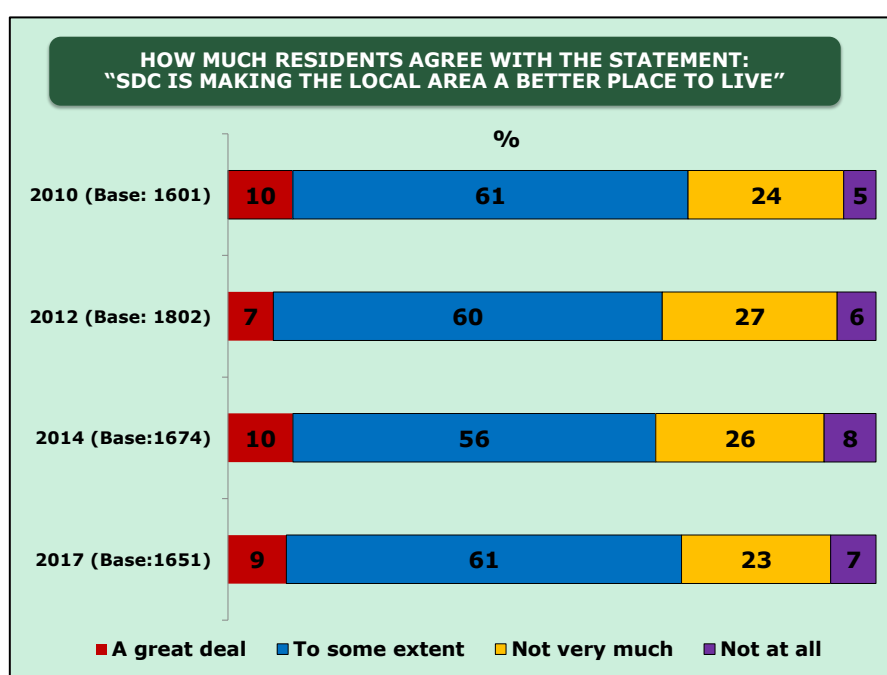


Table 43: How much residents agree with the statement: "SDC is making the local area a better place to live", by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne/ Kington	Southam
	%	%	%	%	%	%
A great deal	9	11	8	7	9	12
To some extent	52	65	63	64	63	58
Not very much	28	21	23	26	19	21
Not at all	11	4	6	3	9	10
Base: (All Respondents)	(286)	(309)	(384)	(265)	(202)	(186)

"SDC is working to make the area safer"

Two thirds of respondents (65%) tend to agree a great deal or to some extent that Stratford District Council is working to make the area safer, down one percentage point from the previous survey. 8% did not at all agree with the statement which is the same as 2012 and 2014.

Looking at significant 2017 results:

- 49% of those living in the Henley/Studley locality, versus 29% of Alcester/Bidford residents, do not agree very much, or not at all, with the statement: "SDC is working to make the area safer".
- 68% of those aged 65 plus feel that SDC is working to make the area safer, against 61% of those in the 50 to 64 year old age group.
- 67% of females stated to some extent that SDC is working to make the area safer versus 60% of males.

Chart 44:

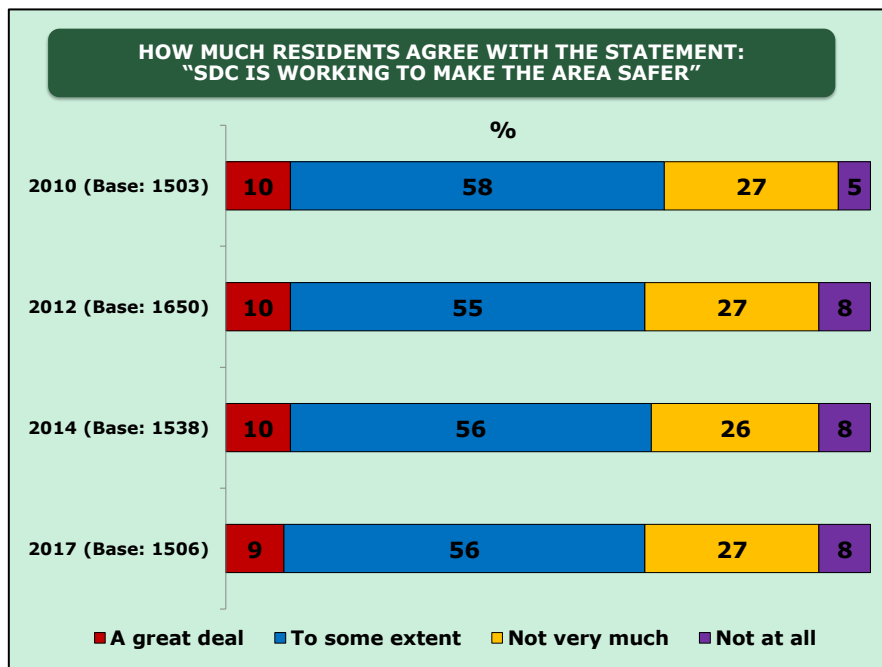


Table 44: How much residents agree with the statement: "SDC is working to make the area safer", by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
A great deal	12	10	8	4	9	9
To some extent	39	57	63	66	59	45
Not very much	35	28	24	21	26	33
Not at all	14	5	6	9	5	12
Base: (All Respondents)	(270)	(275)	(343)	(234)	(194)	(173)

"SDC is working to make the area cleaner and greener"

65% of residents tend to agree a great deal or to some extent that Stratford District Council is working to make the area cleaner and greener, representing a fall of 2 percentage points on 2014, and its lowest level across all four surveys. Those not at all agreeing was at its highest at 9%.

Looking at significant 2017 results:

- 43% of those living in the Southam locality, compared to 29% of Shipston residents, do not agree very much, or not at all, with the statement "SDC is working to make the area cleaner and greener."

Chart 45:

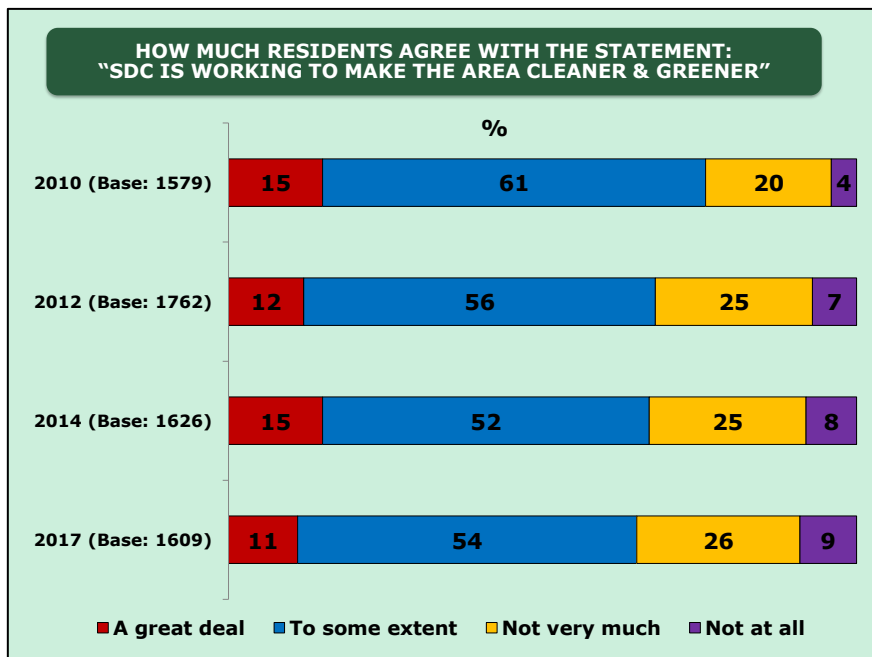


Table 45: How much residents agree with the statement: "SDC is working to make the area cleaner and greener", by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	12	13	10	8	14	12
To some extent	48	53	57	63	52	46
Not very much	24	29	24	22	28	30
Not at all	16	4	9	6	6	13
Base: (All Respondents)	(281)	(288)	(378)	(267)	(198)	(178)

"SDC has improved town centres in the local area"

49% of residents did not at all agree or not very much agrees that Stratford District Council has improved town centres in the local area; this represents a 13 percentage point decrease on 2014.

Looking at significant 2017 results:

- 61% of those living in the Southam locality, as opposed to 37% of Henley/Studley residents, agree a great deal, or to some extent, with the statement: "SDC has improved town centres in the local area".

Chart 46:

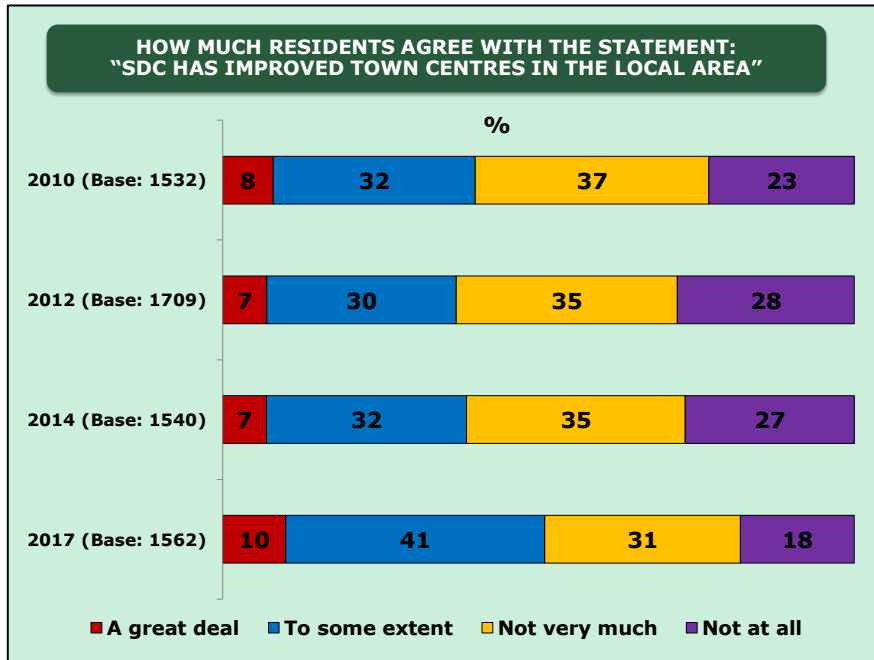


Table 46: How much residents agree with the statement: "SDC has improved town centres in the local area", by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	8	10	13	6	7	16
To some extent	29	41	43	45	41	45
Not very much	34	35	26	28	39	26
Not at all	29	13	18	21	13	13
Base: (All Respondents)	(264)	(295)	(389)	(243)	(186)	(249)

"SDC involves residents when making decisions"

61% of those surveyed did not at all agree/not very much agree that Stratford District Council involved residents when making decisions; this is down 3 percentage points from the previous survey.

Looking at significant 2017 results:

- 42% of Wellesbourne/Kineton and Southam locality residents, as opposed to 35% of Stratford residents, agreed a great deal or to some extent, with the statement: "SDC involves residents when making decisions".
- 24% of males versus 18% of females stated not at all when asked if SDC involves residents when making decisions.

Chart 47:

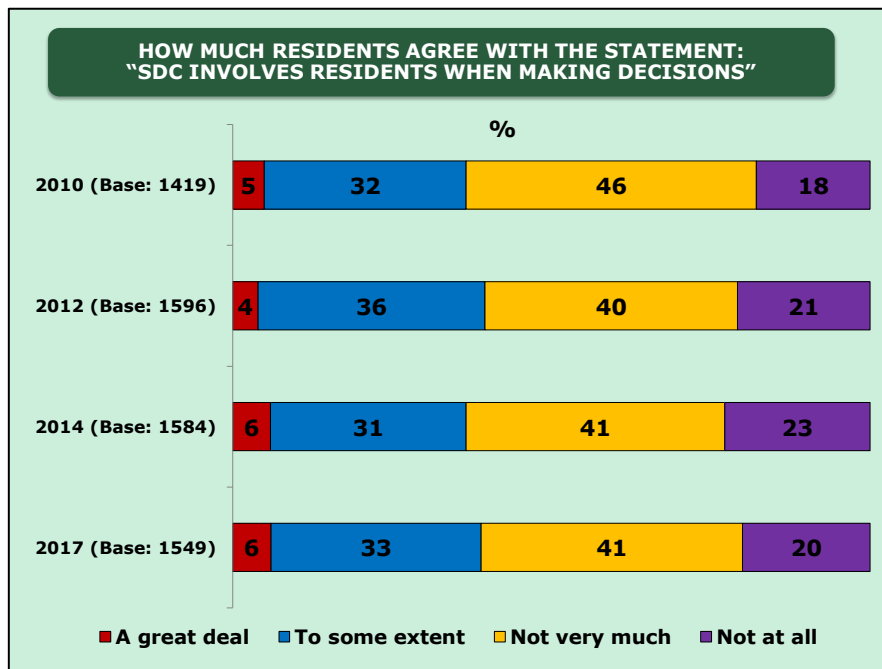


Table 47: How much residents agree with the statement: "SDC involves residents when making decisions", by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	5	9	5	3	7	8
To some extent	33	32	31	37	36	33
Not very much	41	42	41	42	41	39
Not at all	22	18	24	18	17	19
Base: (All Respondents)	(270)	(290)	(361)	(253)	(188)	(168)

"SDC acts on the concerns of local residents"

58% of respondents did not at all agree or not very much agrees that Stratford District Council acts on the concerns of local residents, down 7 percentage points from the previous survey.

Looking at significant 2017 results:-

- 61% of Stratford residents, versus over half (53%) of those living in the Alcester/Bidford and Wellesbourne/Kineton locality, did not very much or not at all agree that the District Council acts on the concerns of local residents.

Chart 48:

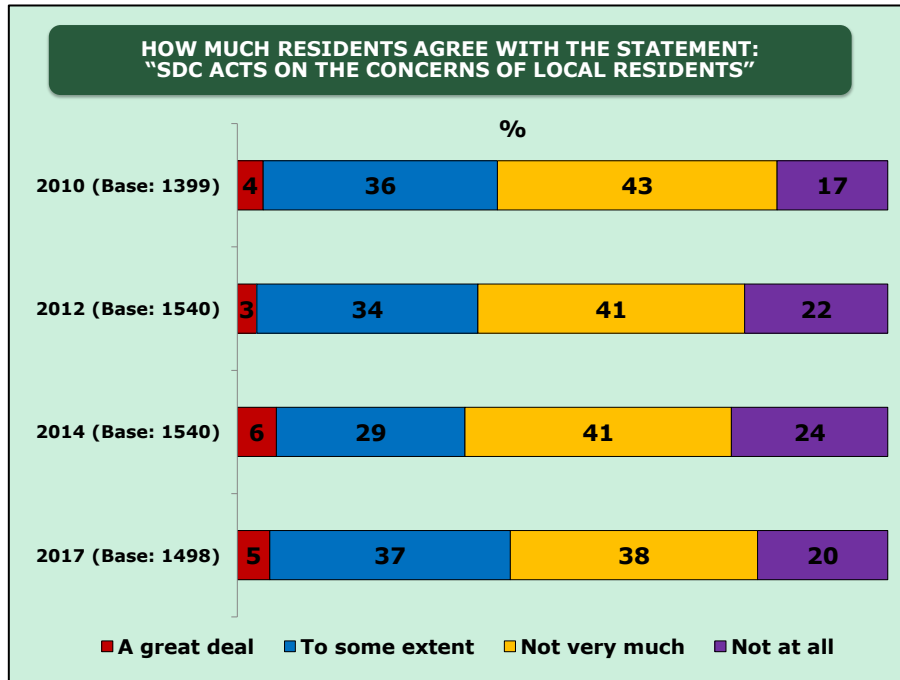


Table 48: How much residents agree with the statement: "SDC acts on the concerns of local residents", by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	5	6	5	3	5	8
To some extent	35	40	34	38	42	32
Not very much	33	38	41	40	36	37
Not at all	27	15	20	18	17	23
Base: (All Respondents)	(264)	(276)	(346)	(241)	(187)	(165)

4.4.2 Extent residents trust SDC

63% stated that they trust the Council a fair amount or a great deal compared to 8% who said not at all. Trust is up 8 percentage points on 2014.

Looking at significant 2017 results:

- Four in ten (41%) of those aged 50-64, versus 31% aged 35-49 stated that they trusted the Council not very much/not at all.

Chart 49:

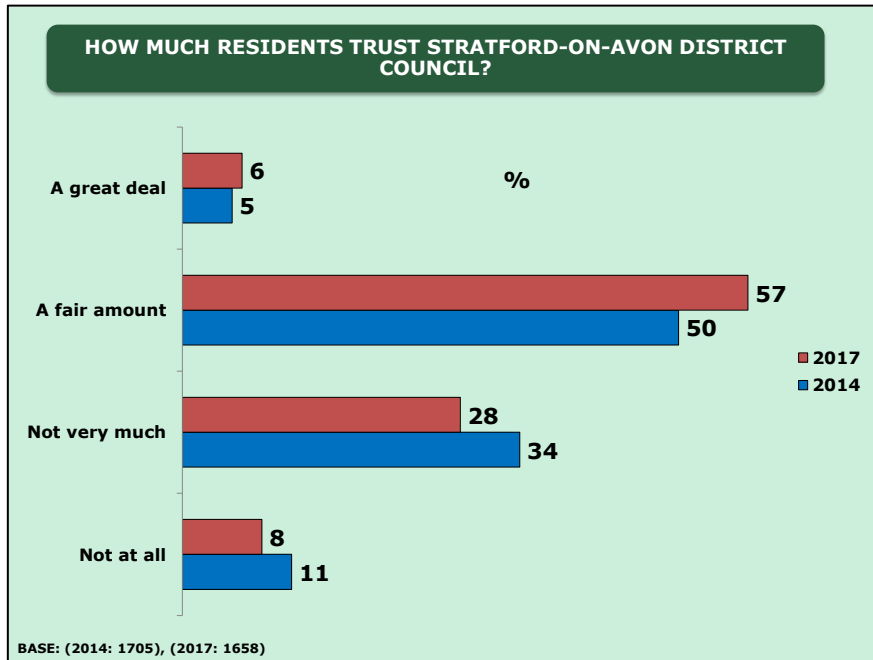


Table 49: How much residents trust Stratford-on-Avon District Council

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
A great deal	7	4	5	3	5	8
A fair amount	52	51	43	51	53	55
Not very much	34	35	38	36	31	26
Not at all	6	10	15	11	12	10
Base: (All Respondents)	(288)	(317)	(369)	(270)	(210)	(184)

4.4.3 Information sources

26% of those surveyed stated the information provided by the Council was their main source for finding out about Stratford District Council, which represented an increase of 3 percentage points from the 23% recorded in 2014. 24% cited both local media, down 2 points from the previous survey, and the Council website down 2 points on 2014.

The 26 other sources of information are included in Appendix 4.

Looking at significant 2017 results:-

- A third of respondents from the Stratford locality found out about SDC through the local media as opposed to 6% of those living in the Southam locality.
- 29% of Southam area residents, compared to two in ten (21%) of Stratford and Alcester/Bidford residents found out through the Council website / internet.
- 30% of those aged 35-49, compared to 10% aged 65 plus use the Council website/internet to find out about the Council.
- Over a third (34%) of those aged 65 plus, versus 15% aged 18-34 use the local media to find out about the Council.
- Female respondents were more likely to use the Council website/Internet than male respondents, with males more likely to use local media than females.

Chart 50:

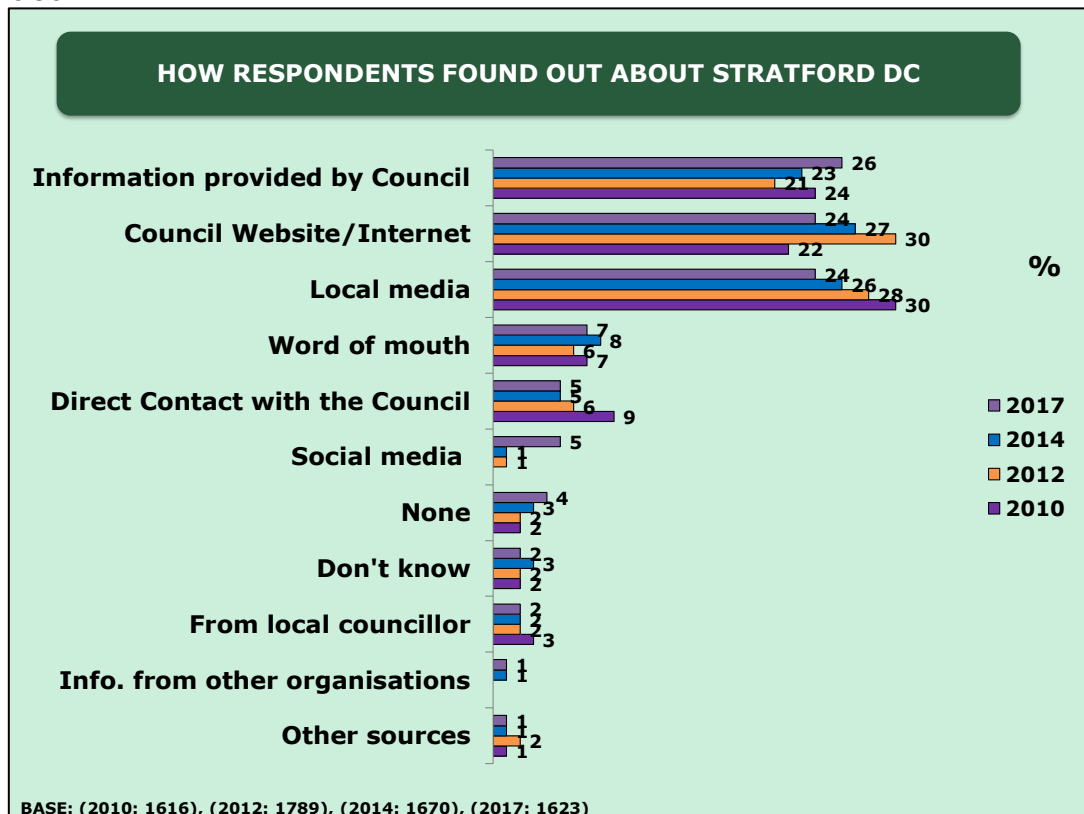


Table 50: How respondents found out about Stratford DC

BY LOCALITY	Henley/ Studley	Alcester / Bidford	Stratford	Shipston	Welles- bourne/ Kineton	Southam
	%	%	%	%	%	%
Info. provided by Council	23	28	24	28	24	26
Council website / Internet	28	21	21	23	23	29
Local media	22	30	33	23	22	6
Word of mouth	4	5	3	6	12	13
Direct contact with Council	4	2	6	6	4	5
Social media	4	4	6	4	4	5
From local councillor	3	3	2	1	1	4
Info. from other organisations	1	1	1	1	0	1
Other source	2	0	2	1	1	2
None of the above	8	3	1	1	5	5
Don't know	1	2	2	6	2	3
Base:	(286)	(304)	(367)	(260)	(202)	(187)

4.4.4 How well informed residents feel

How informed residents feel...overall, about SDC keeping its residents informed about the services and benefits it provides

64% of residents stated that they felt fairly well informed, or very well informed overall about SDC keeping its residents informed about the services and benefits it provides, up 5 points on 2014.

Looking at significant 2017 results:-

- Just over seven in ten Alcester/Bidford residents (72%), compared to 57% of Henley/Studley residents, confirmed that they felt fairly or very well informed overall about SDC keeping its residents informed about the services and benefits it provides.
- 69% of those aged 50 plus, versus 54% of those aged 18-34 felt fairly or very well informed.

Chart 51:

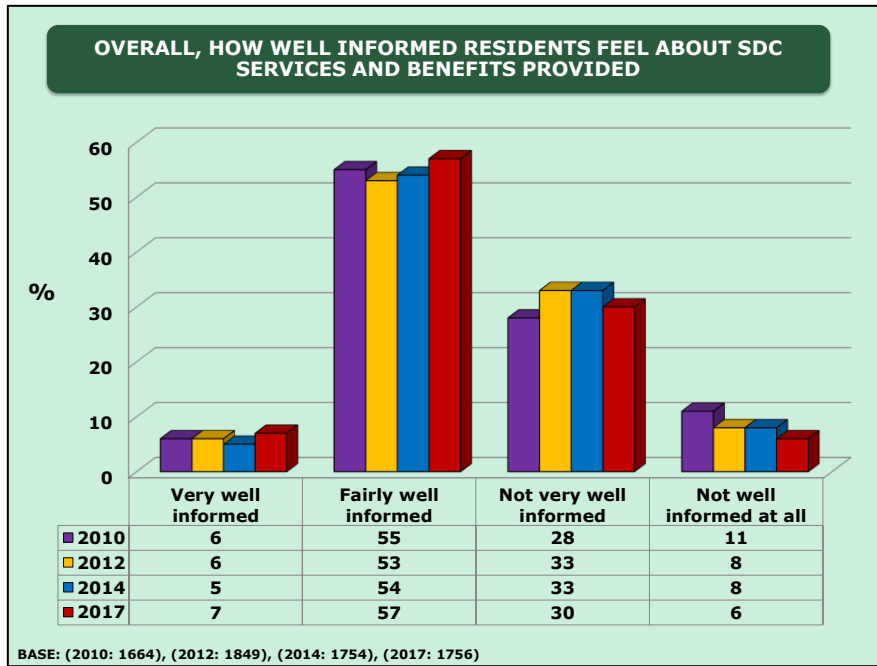


Chart 52:

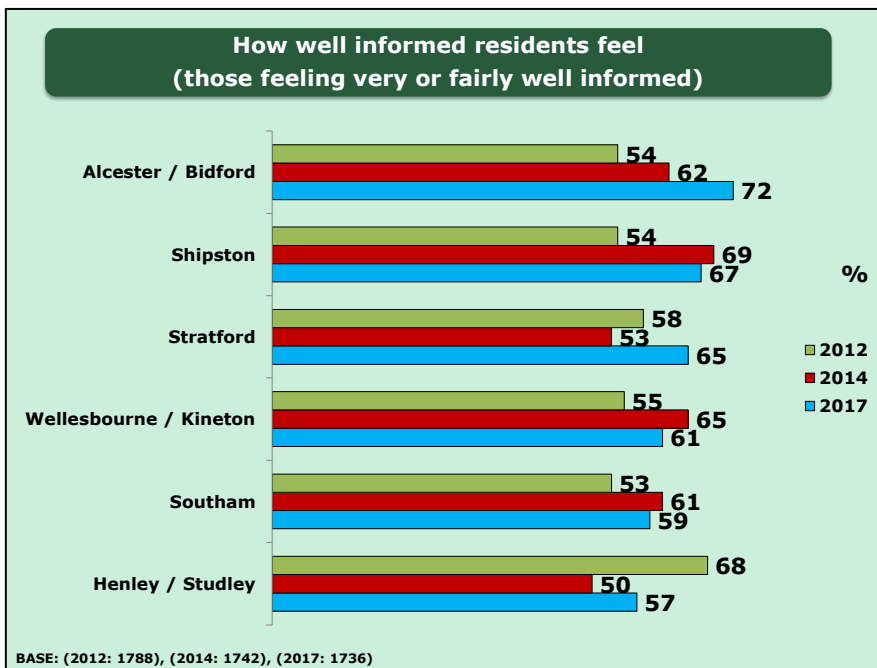


Table 51: Overall, how well informed residents feel about SDC services and benefits provided, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Very well informed	9	4	7	6	8	8
Fairly well informed	49	68	58	61	53	51
Not very well informed	35	24	32	29	29	32
Not well informed at all	7	5	3	4	10	8
Base: (All Respondents)	(303)	(322)	(403)	(287)	(221)	(200)

Table 52: How well informed residents feel about the services and benefits provided

	RESULT %	BASE NOS
Total	64	1755
GENDER		
Male	62	730
Female	64	971
AGE GROUP		
18-29	53	81
30-49	61	221
50-64	69	483
65+	69	881
ACCOMMODATION TENURE		
Owned outright	68	1017
Buying on mortgage	63	358
Rent from housing association/trust	56	176
Rent from private landlord	70	108
DISABILITY		
Disability - Yes	59	675
Disability - No	66	995
CHILDREN		
Children in household age 17 and under	59	254
No children in household	67	1441

How informed residents feel...about how they can get involved in decision making

35% of those surveyed felt very well informed or fairly well informed about how they can get involved in decision making. This represents an increase of 7 percentage points from the 28% who felt the same way in 2014.

Looking at significant 2017 results:-

- Exactly seven in ten residents of Stratford area, as opposed to 62% of Alcester/Bidford residents, did not feel very well informed or not well informed at all about how they could get involved in decision making.
- 43% of those aged 65 plus, versus 22% of those aged 18-34 felt fairly or very well informed.
- 21% of males versus 16% of females felt not well informed at all.

Chart 53:

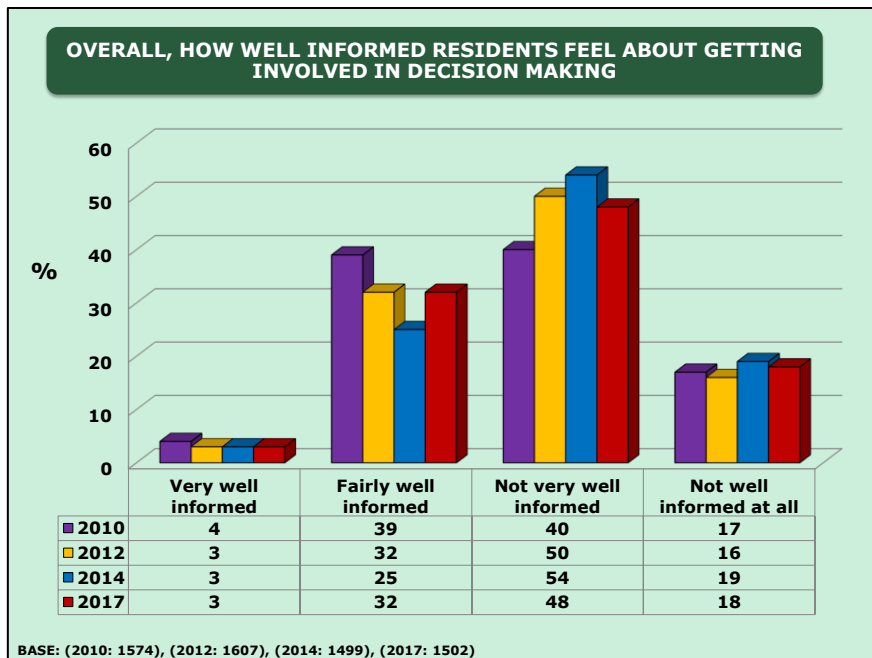


Table 53: Overall, how well informed residents feel about getting involved in decision making, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very well informed	4	2	1	4	2	4
Fairly well informed	29	36	30	31	34	30
Not very well informed	48	47	53	50	41	48
Not well informed at all	19	15	17	14	23	19
Base: (All Respondents)	(246)	(280)	(345)	(253)	(191)	(167)

How informed residents feel...about what the Council spends its money on

Six in ten residents (59%) confirmed that they did feel very well informed, or fairly well informed at all on what the Council spends its money on. This is a 6 percentage point increase from the findings in 2014.

Looking at significant 2017 results:-

- Six in ten (63%) of those aged 18-34, compared to 35% aged 65 plus, did not feel very well informed or not well informed at all regarding what the Council spends its money on.

Chart 54:

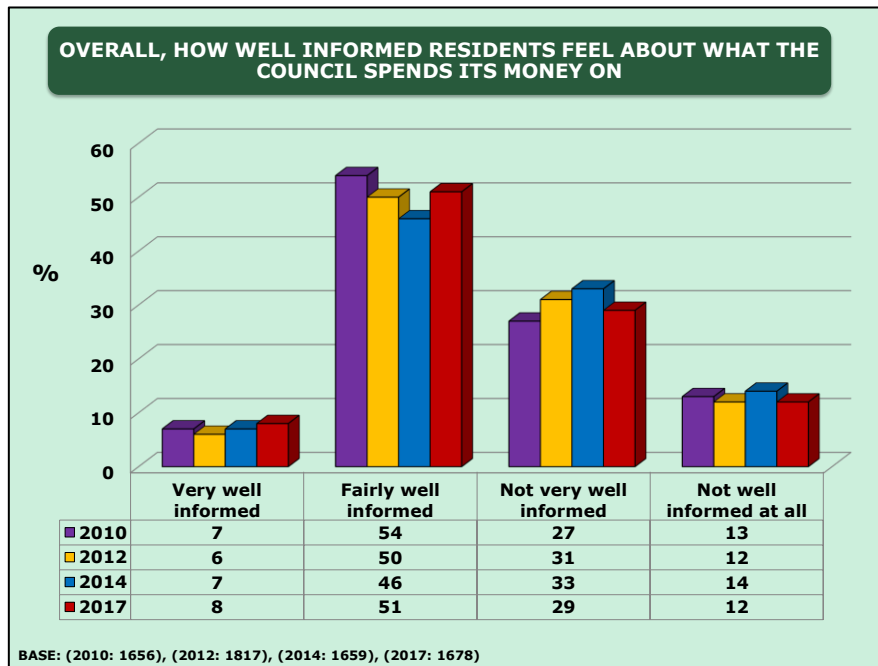


Table 54: Overall, how well informed residents feel about what the council spends its money on

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Very well informed	9	5	8	10	6	10
Fairly well informed	51	57	50	45	49	52
Not very well informed	30	26	31	32	33	24
Not well informed at all	10	13	11	12	12	14
Base: (All Respondents)	(289)	(311)	(392)	(275)	(207)	(186)

4.5 Helping out

4.5.1 Unpaid help

15% of those surveyed stated that they give unpaid help to group(s), club(s) or organisation(s) at least once a week, representing a 4 percentage point decrease from the 19% who did likewise in 2012. Over half (52%) of respondents claimed not to have given any unpaid help at all over the last 12 months, a rise of 5 percentage on the 47% who did not do so in 2012.

Looking at significant 2017 results:-

- Six in ten residents (59%), claimed not to have given any unpaid help at all over the last 12 months Alcester/Bidford, Stratford and Wellesbourne/Kineton areas as opposed to 44% of Southam area residents who said likewise.
- 20% of those aged 65 plus versus 8% aged 18-34, said they have given unpaid help at least once a week.
- 72% of those aged 18-34, compared to 48% of 50-64 stated they had not given any unpaid help at all over the last 12 months.

Chart 55:

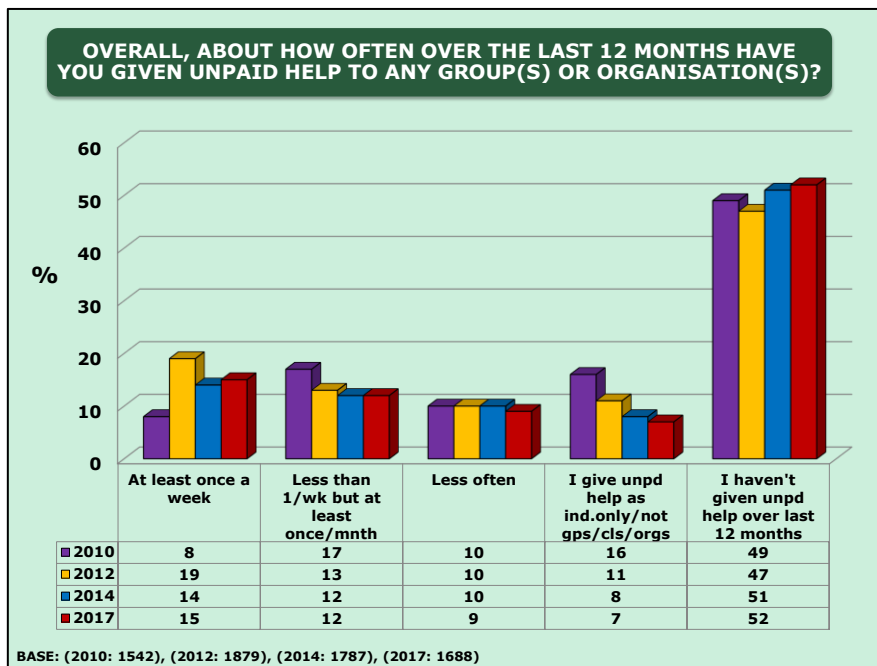


Table 55: Overall, by locality, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
At least once a week	15	15	12	18	13	22
Less than once a week but at least once a month	12	15	10	14	10	17
Less often	8	9	11	11	11	9
I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	9	3	9	7	6	8
I have not given any unpaid help at all over the last 12 months	57	59	59	50	59	44
Base: (All Respondents)	(287)	(301)	(383)	(288)	(209)	(201)

4.6 Community safety

4.6.1 Feeling safe after dark

Asked how safe or unsafe they felt after dark in their local area, exactly three-quarters of respondents said they felt either fairly or very safe, representing a 5 percentage point increase from the 70% recorded in 2014. 13% of residents felt unsafe, down 3 percentage points from 2014.

Looking at significant 2017 results:-

- 84% of Shipston and Wellesbourne/Kineton residents as opposed to 65% of Henley/Studley residents, said they felt fairly or very safe when outside in the area after dark.
- 32% of males versus 21% of females stated that they felt very safe when asked how safe or unsafe they felt when outside after dark.
- Eight out of ten 50 to 64 year olds felt safe after dark, compared with 70% on the 65 plus age group.

Chart 56:

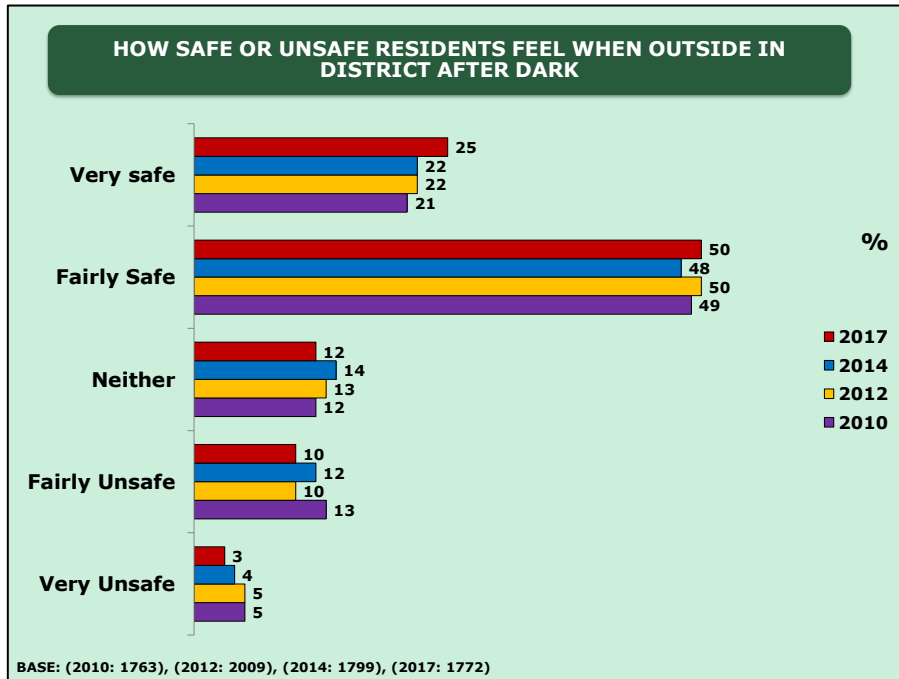


Chart 57:

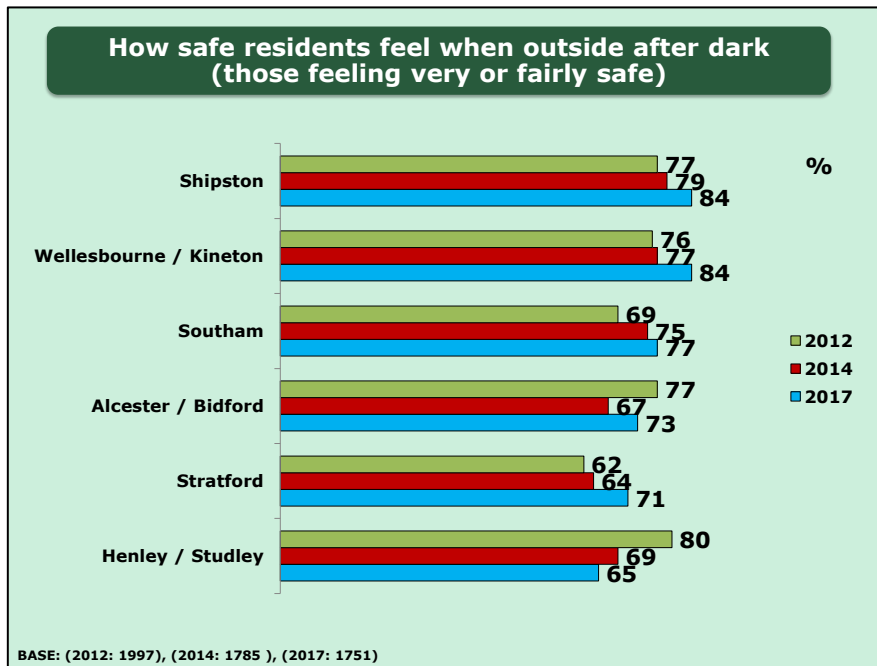


Table 56: How safe or unsafe residents feel when outside after dark

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very safe	20	21	18	36	39	25
Fairly safe	45	52	52	48	45	52
Neither safe nor unsafe	14	15	16	10	6	9
Fairly unsafe	19	8	10	4	8	9
Very unsafe	2	3	3	2	1	6
Base: (All Respondents)	(297)	(327)	(405)	(294)	(223)	(205)

4.6.2 Feeling safe during the day

Asked how safe or unsafe they felt during the day in their local area, 96% of residents felt safe, and this has remained constant over the last four surveys.

Looking at significant 2017 results:-

- 99% of Shipston residents stated that they felt very safe or fairly safe when outside in the day as opposed to 94% in Henley/Studley.

Chart 58:

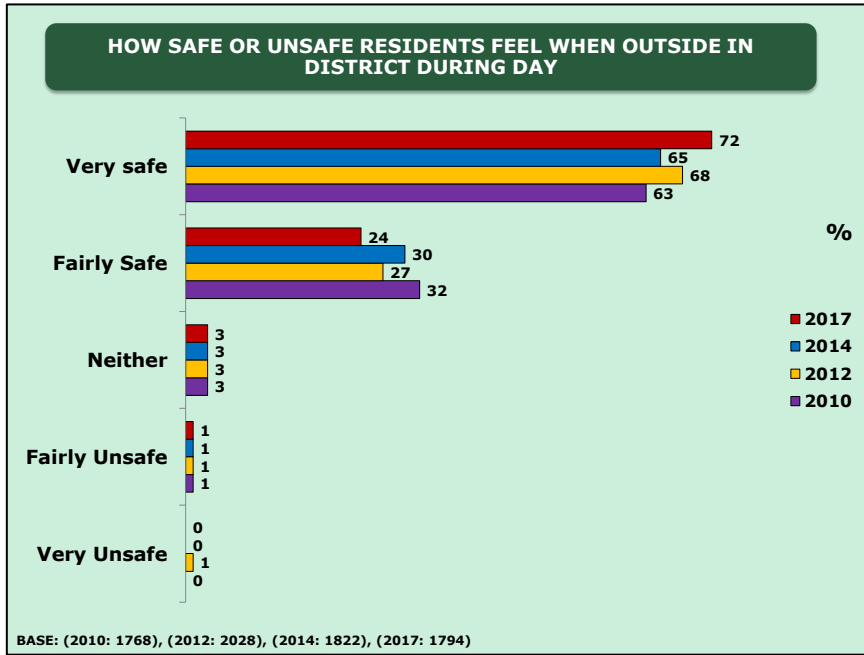


Chart 59:

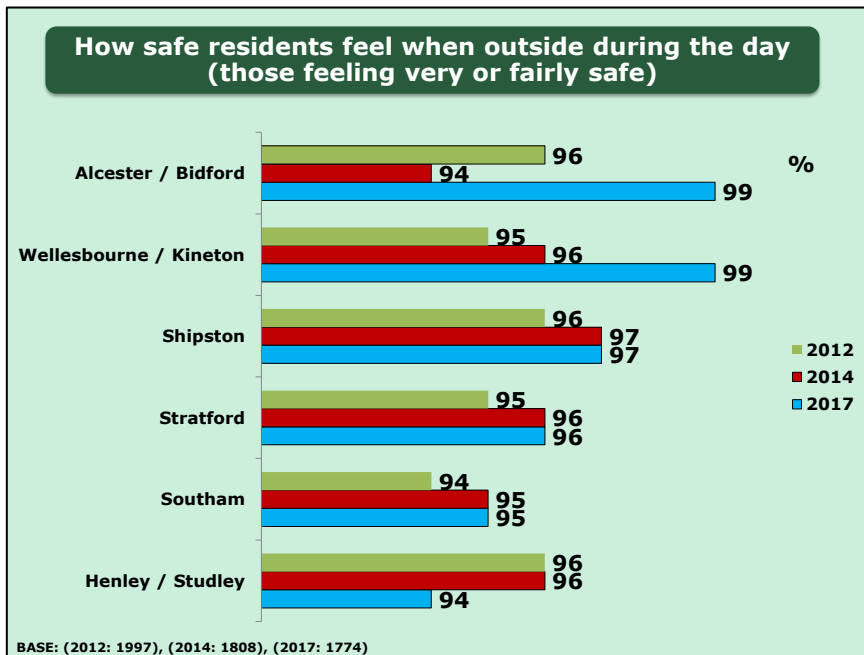


Table 57: How safe or unsafe residents feel when outside in the day

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very safe	66	74	65	77	79	75
Fairly safe	28	25	30	20	20	20
Neither safe nor unsafe	5	1	4	3	1	2
Fairly unsafe	0	0	0	0	0	2
Very unsafe	1	0	0	0	0	0
Base: (All Respondents)	(308)	(320)	(412)	(303)	(224)	(207)

4.6.3 Anti-social behaviour

Residents feel the biggest problems in terms of anti-social behaviour are “dog fouling” (45%), “cars parked inconveniently, dangerously or illegally” (40%), and “fly tipping” (25%).

Noisy neighbours or loud parties

In 2017, 9% of residents felt noisy neighbours or loud parties were a problem, down 2 percentage points on 2014.

Looking at significant 2017 results:-

- 13% of those living in Stratford and Alcester / Bidford thought noisy neighbours or loud parties were a very or fairly big problem, compared to 4% of those living in the Wellesbourne/Kinerton locality.
- 17% of those aged 18-34, versus 6% of those 65 plus did regard noisy neighbours as a very big problem or fairly big problem.

Chart 60:

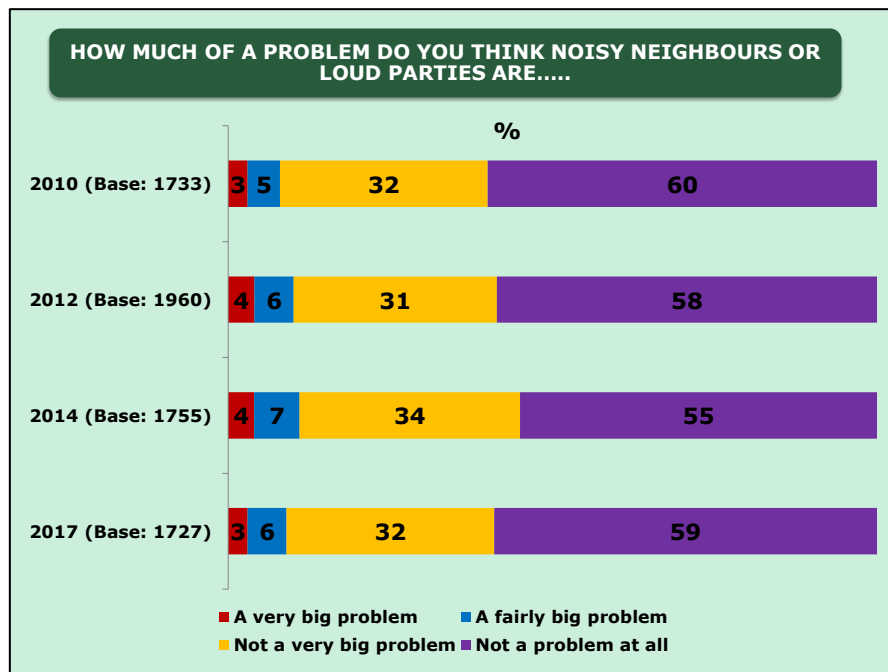


Table 58: Noisy neighbours or loud parties

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kinerton	Southam
	%	%	%	%	%	%
A very big problem	2	5	3	1	2	2
A fairly big problem	3	8	10	8	2	5
Not a very big problem	29	29	36	35	29	31
Not a problem at all	66	58	51	56	67	61
Base: (All Respondents)	(296)	(316)	(393)	(292)	(215)	(194)

Groups hanging around the streets

14% were of the opinion that groups hanging around the streets was a very or fairly big problem, down 17 percentage points from the survey in 2010.

Looking at significant 2017 results:-

- 23% of Henley/Studley residents versus just 5% of those living in the Shipston area did think teenagers hanging around the street were a very or fairly big problem.
- The older the respondent, the less likely they are to see groups hanging around the streets as a very big problem, or a problem at all: 11% of those aged 50 plus, as opposed to 22% of those aged 18-34, felt this way.

Chart 61:

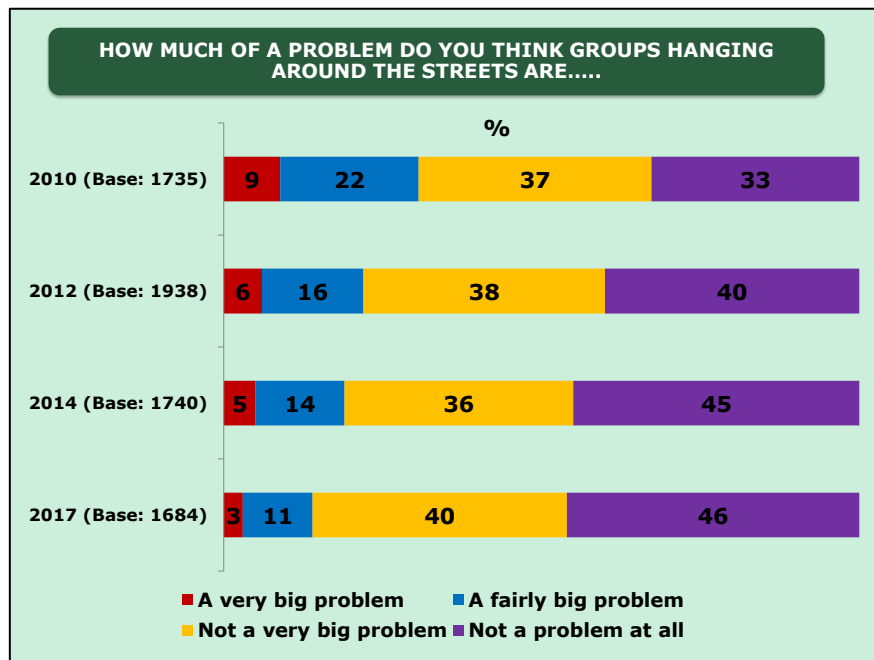


Table 59: Groups hanging around the streets

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	4	5	3	2	2	5
A fairly big problem	19	12	13	4	6	5
Not a very big problem	32	37	46	36	37	47
Not a problem at all	45	46	37	58	55	42
Base: (All Respondents)	(292)	(308)	(382)	(283)	(213)	(185)

Rubbish or litter lying around

Exactly one in five of residents feel that rubbish or litter lying around is a problem; this represents a 2 percentage point decrease on 2014 (22%).

Looking at significant 2017 results:-

- 29% of Henley/Studley residents, as opposed to 15% of Shipston and Wellesbourne/Kineton residents believed rubbish or litter lying around to be a fairly big or very big problem.

Chart 62:

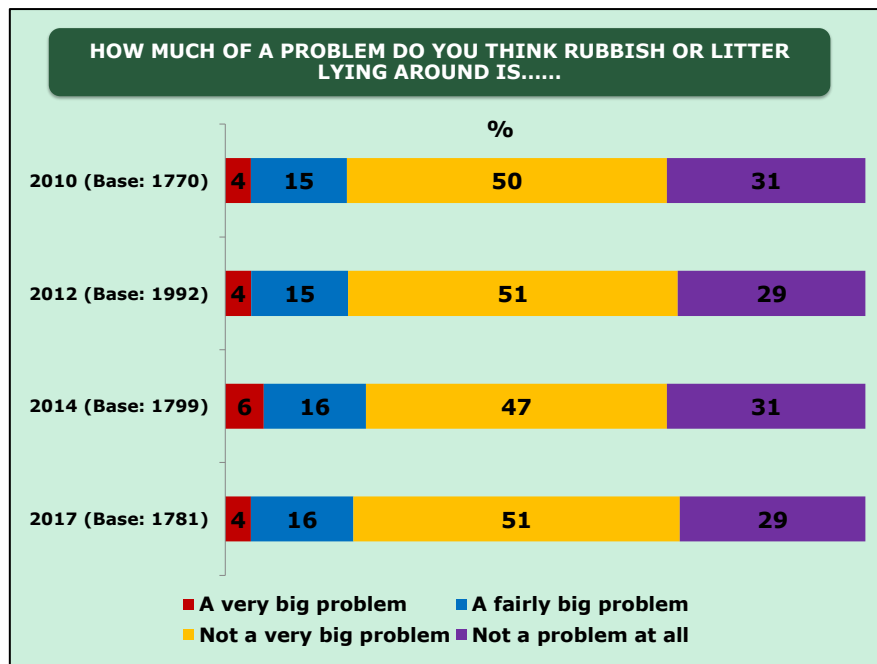


Table 60: Rubbish or litter lying around

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	7	4	3	2	5	4
A fairly big problem	22	12	15	13	10	24
Not a very big problem	43	48	51	55	59	49
Not a problem at all	28	35	30	29	26	24
Base: (All Respondents)	(311)	(328)	(403)	(295)	(218)	(205)

Vandalism, graffiti and other deliberate damage to property or vehicles

14% of those surveyed believe vandalism, graffiti and other deliberate damage to property or vehicles are a very or fairly big problem. This percentage is up 1 point on 2014.

Looking at significant 2017 results:-

- 26% of Henley/Studley residents, as opposed to 4% of Shipston residents, were of the opinion that vandalism, graffiti and other deliberate damage to property or vehicles was a very or fairly big problem.
- 12% of those aged 18 to 34 feel vandalism etc is a very big problem against 2% in the 50 to 64 year old age bracket.

Chart 63:

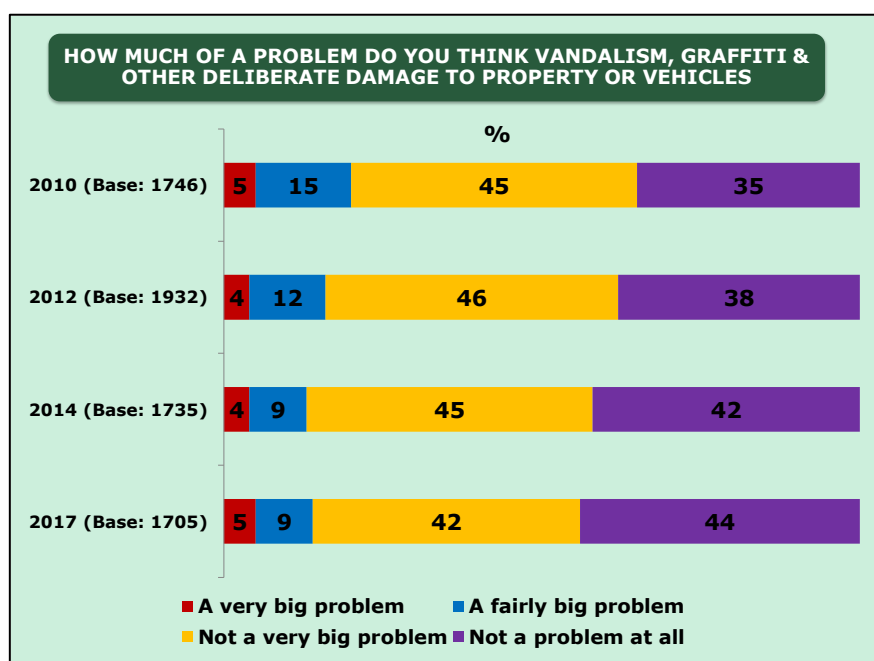


Table 61: Vandalism, graffiti and other deliberate damage to property or vehicles

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	7	6	4	2	3	7
A fairly big problem	19	9	7	2	8	8
Not a very big problem	35	34	43	40	47	58
Not a problem at all	40	51	46	56	42	27
Base: (All Respondents)	(300)	(312)	(391)	(283)	(211)	(189)

People using or dealing drugs

19% of residents do think people using or dealing drugs are a very or fairly big problem, down 3 percentage points from the previous survey.

Looking at significant 2017 results:-

- 29% of those living in the Stratford locality, versus 9% of Wellesbourne/Kineton residents, did think people using or dealing drugs was a very or fairly big problem.
- 16% of those aged 35 to 49, versus exactly three in ten of those aged 18-34, think people using or dealing drugs was a very or fairly big problem.
- 15% of males as opposed to 21% of females stated that people using or dealing drugs was a problem.

Chart 64:

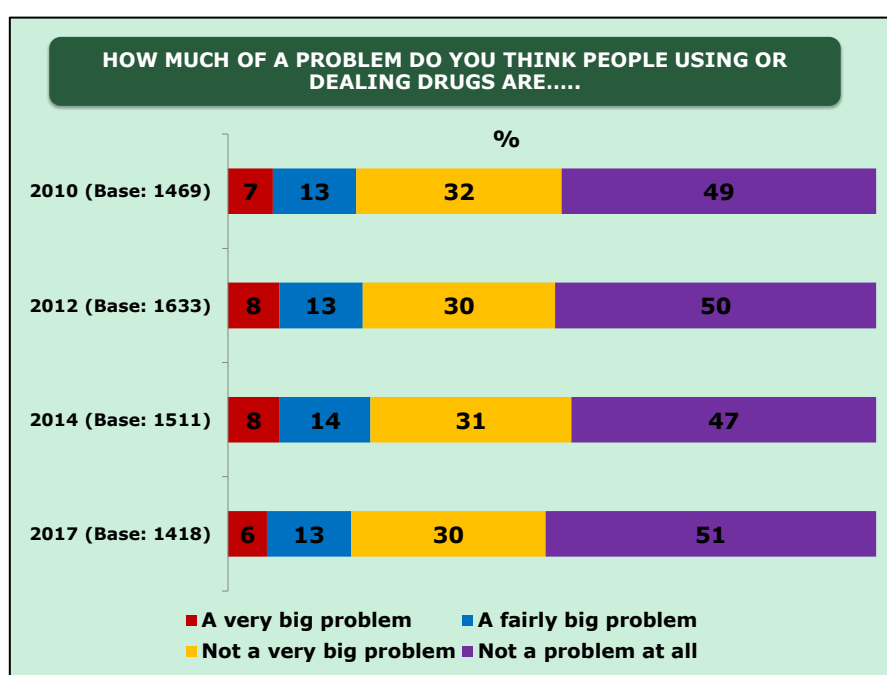


Table 62: People using or dealing drugs

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	6	5	11	2	3	6
A fairly big problem	13	11	18	12	6	11
Not a very big problem	26	30	36	24	26	34
Not a problem at all	56	53	35	62	65	49
Base: (All Respondents)	(236)	(257)	(340)	(236)	(180)	(153)

People being drunk or rowdy in public places

11% of respondents regard people being drunk or rowdy in public places as a very or fairly big problem, this has dropped by 6 percentage points from the previous survey.

Looking at significant 2017 results:-

- 16% of Stratford residents, compared to 3% of Shipston area residents believed people being drunk or rowdy in public places to be a fairly or very big problem.
- 22% of those aged 18-34, versus 7% of those aged 35-49, thought that people being drunk or rowdy in public places was a very or fairly big problem.
- 13% of female residents against 8% of male residents felt it was a very or fairly big problem.

Chart 65:

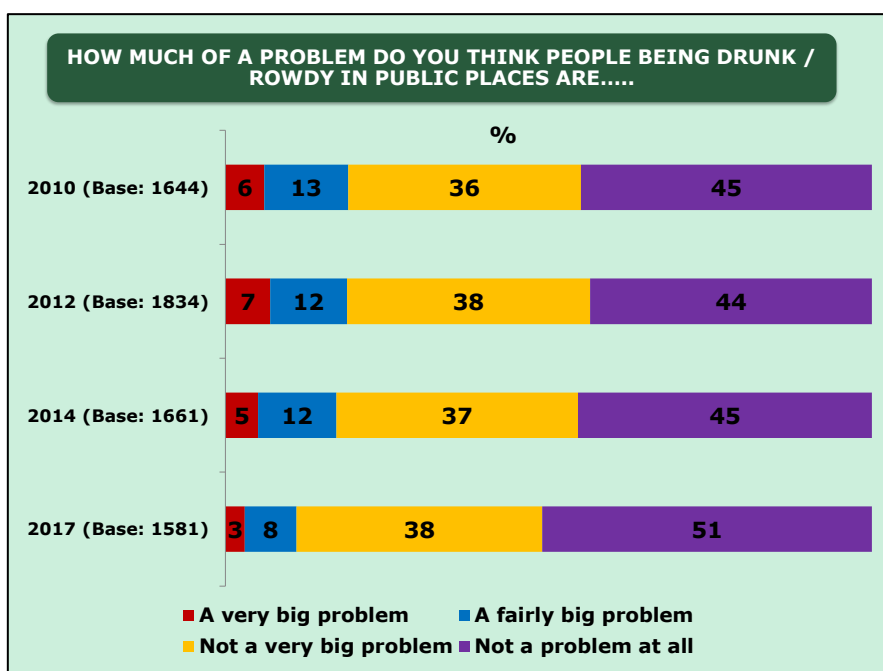


Table 63: People being drunk or rowdy in public places

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	2	4	4	2	2	3
A fairly big problem	11	7	12	2	4	7
Not a very big problem	34	38	50	28	29	44
Not a problem at all	53	50	34	69	64	46
Base: (All Respondents)	(273)	(282)	(364)	(266)	(205)	(173)

Abandoned or burnt out cars

The percentage of residents viewing abandoned or burnt out cars as either a very or fairly big problem has remained low across all four surveys. 98% of those surveyed did not regard them as a problem; this is 1 point higher than in 2014.

Chart 66:

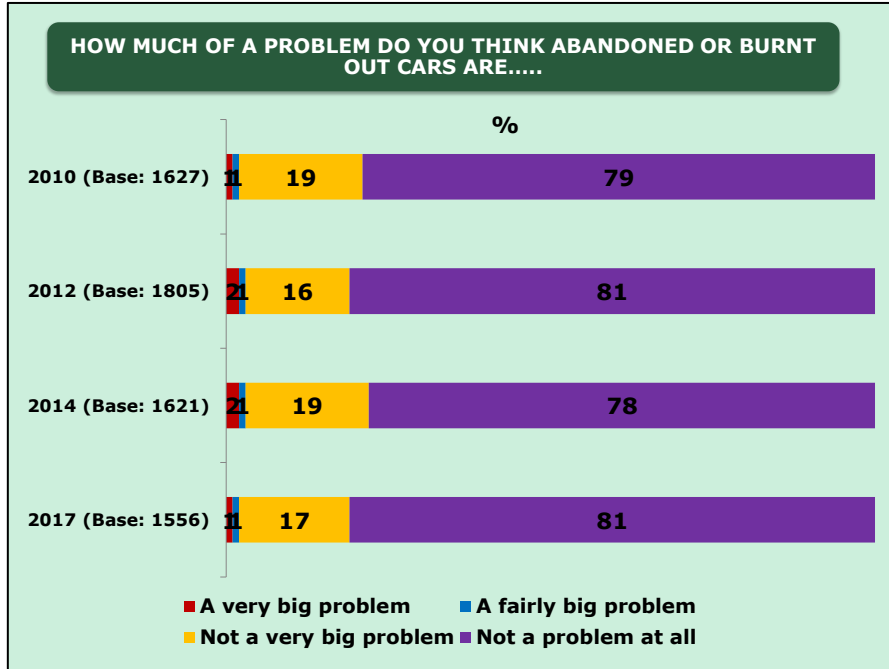


Table 64: Abandoned or burnt out cars

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	1	1	1	1	1	0
A fairly big problem	1	4	0	0	0	1
Not a very big problem	21	21	13	17	12	20
Not a problem at all	77	75	86	82	87	78
Base: (All Respondents)	(272)	(289)	(350)	(260)	(198)	(171)

Cars parked inconveniently, dangerously or illegally

40% of respondents regard cars parked inconveniently, dangerously or illegally as a very or fairly big problem.

Looking at significant 2017 results:-

- 56% of Southam area residents, compared to 32% of Alcester/Bidford area residents believed cars parked inconveniently etc, to be a fairly or very big problem.

Chart 67:

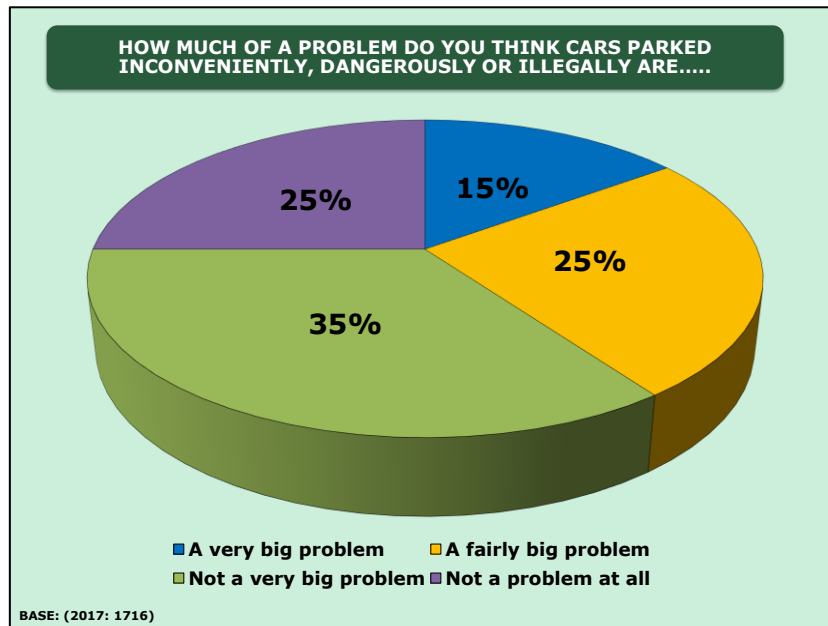


Table 65: Cars parked inconveniently, dangerously or illegally

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	18	11	18	10	10	22
A fairly big problem	24	21	24	23	24	34
Not a very big problem	27	39	39	39	38	28
Not a problem at all	31	29	20	29	28	17
Base: (All Respondents)	(299)	(312)	(385)	(285)	(217)	(197)

Dog fouling

45% of respondents regard dog fouling as a very or fairly big problem.

Looking at significant 2017 results:-

- 65% of Southam area residents, compared to 35% of Stratford area residents believed that dog fouling to be a fairly or very big problem.
- 48% of female respondents felt it was a very or fairly big problem, against 39% of male residents.
- The younger the resident the more they felt that dog fouling was a very or fairly big problem.

Chart 68:

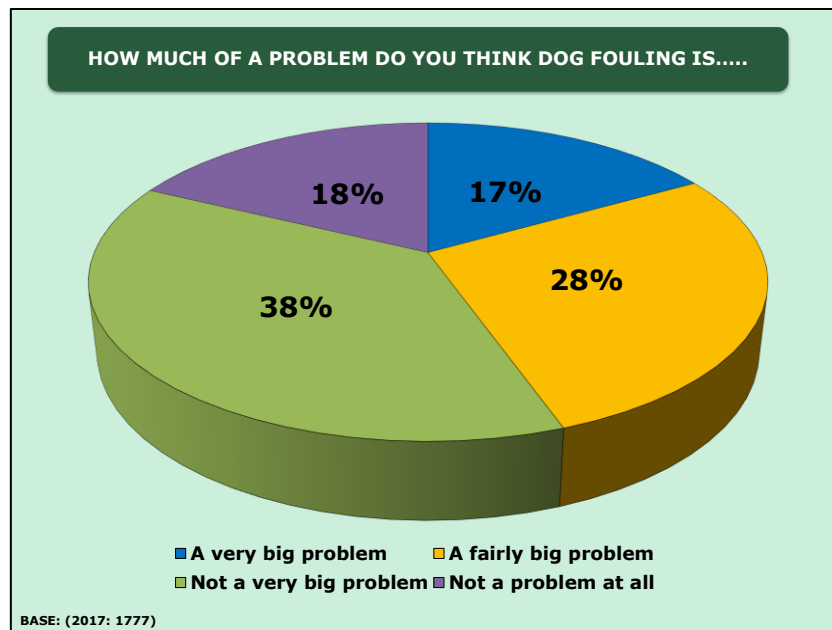


Table 66: Dog fouling

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	19	17	13	11	15	31
A fairly big problem	22	28	22	37	28	34
Not a very big problem	36	35	45	36	43	27
Not a problem at all	24	20	20	16	14	8
Base: (All Respondents)	(307)	(324)	(401)	(297)	(221)	(206)

Fly tipping

Exactly a quarter of respondents regard fly tipping as a very or fairly big problem.

Looking at significant 2017 results:-

- 39% of Henley/Studley area residents, compared to 18% of Stratford area residents believed fly tipping to be a fairly or very big problem.

Chart 69:

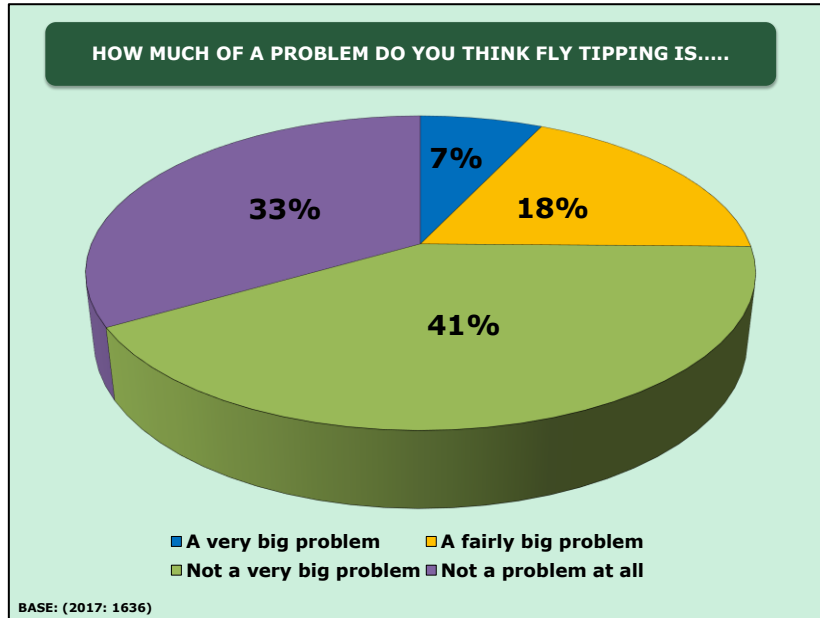


Table 67: Fly tipping

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	17	4	3	4	4	12
A fairly big problem	22	20	15	27	12	12
Not a very big problem	37	43	37	36	50	51
Not a problem at all	25	32	45	32	34	25
Base: (All Respondents)	(288)	(299)	(363)	(277)	(209)	(180)

4.6.4 Whether reported incidents of anti-social behaviour/nuisance

Three-quarters of those surveyed had not experienced any incidents of anti-social behaviour in their local area in the past twelve months. 17% had experienced something but not reported it and 8% experienced it and had reported it to the Police or SDC. These figures are exactly the same as those recorded in 2014.

Looking at significant 2017 results:

- Almost a quarter of residents (23%) in Stratford compared to 12% in Wellesbourne/Kineton experienced incidents of anti-social behaviour/nuisance but not reported it.
- 85% of residents in Wellesbourne/Kineton compared to 68% in Stratford, have not experienced any incidents of anti-social behaviour/nuisance.
- 82% of those aged 65 plus, versus 64% of those aged of those aged 18-34 have not reported incidents of anti-social behaviour in the local area.
- Male respondents (21%) are more likely than females (16%) to have experiences incidents of anti-social behaviour/nuisance, but not reported it.

Chart 70:

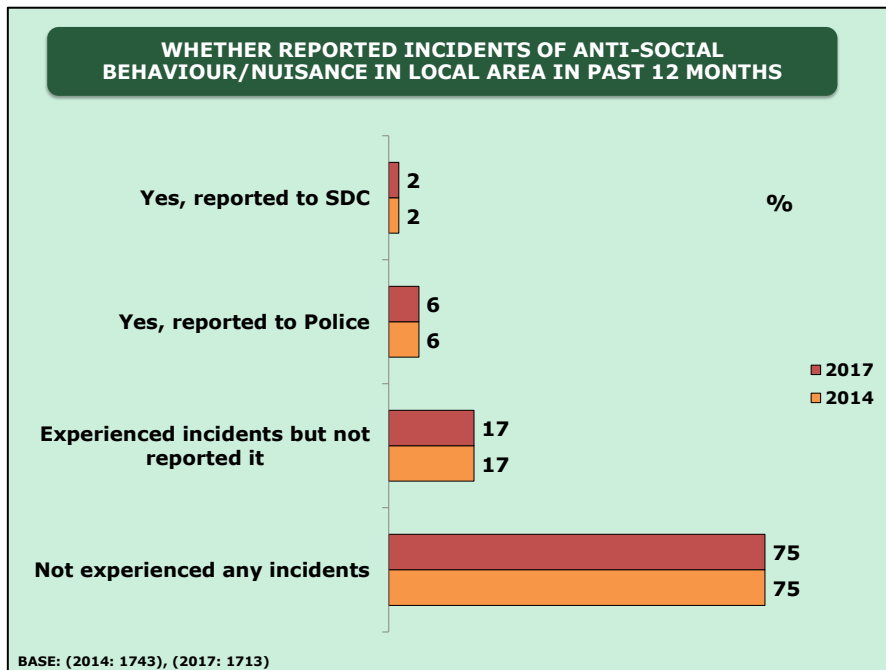


Table 68: Have you reported any incidents of anti-social behaviour/nuisance in your local area to either of the following in the past 12 months

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne/ Kineton	Southam
	%	%	%	%	%	%
Yes, reported incidents of anti-social behaviour/nuisance to Stratford District Council	3	3	1	2	1	2
Yes, reported incidents of anti-social behaviour/nuisance to the Police	6	6	7	5	2	10
Experienced incidents of anti-social behaviour/nuisance but not reported it	15	18	23	16	12	16
Not experienced any incidents of anti-social behaviour/nuisance	77	74	68	77	85	71
Base: (All Respondents)	(305)	(313)	(389)	(278)	(211)	(197)

4.7 Contacting Stratford District Council

4.7.1 Complaints to Stratford District Council

Asked whether they had contacted SDC with a complaint or complaints in the last 12 months, 8% of respondents confirmed that they had, this is 3 points lower than 2014.

Looking at significant 2017 results:-

- 97% of Shipston area residents did not contact SDC with a complaint in the last 12 months, compared to 89% of those living in the Henley/Studley and Stratford locality.

Chart 71:

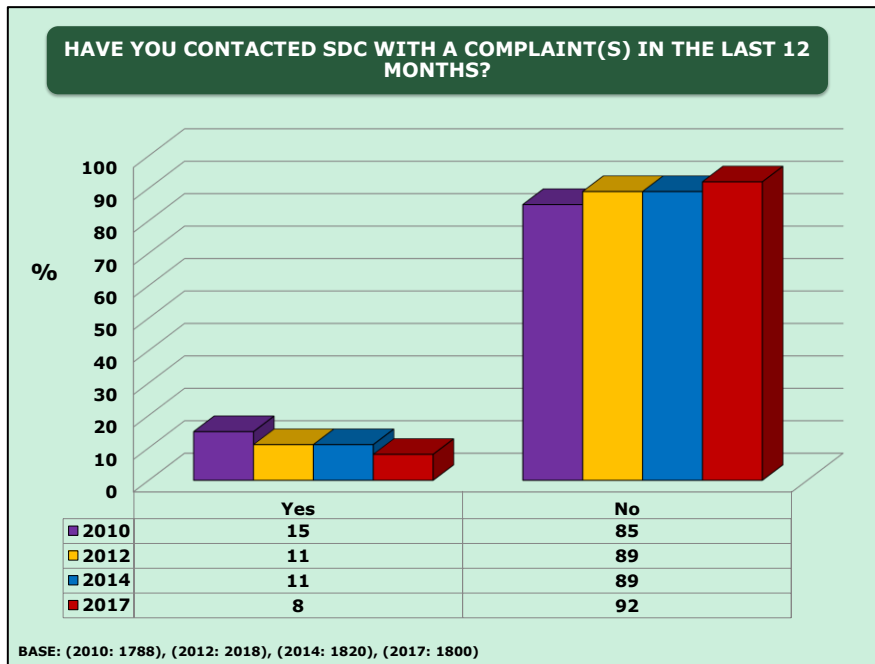


Table 69: Have you contacted SDC with a complaint(s) in the last 12 months, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Yes	11	6	11	3	7	10
No	89	94	89	97	93	90
Base: (All Respondents)	(315)	(326)	(406)	(300)	(222)	(211)

4.7.2 What the complaints related to

Those respondents who had stated they had complained were further questioned as to what the complaints related to. 145 comments were made and these are summarised below.

14% of responses were to do with refuse collection issues, which represented an increase of 3 percentage points from the previous survey. 12% related to planning issues, 11% to vegetation and 10% the state of the roads/footpaths.

Table 70: Complaints made to the Council in the last 12 months

	2010	2012	2014	2017
	%	%	%	%
Refuse collection issues	12	15	11	14
Planning issues	15	11	19	12
Overgrown/poorly maintained verges/hedges/tree cutting	6	12	8	11
State of roads / footpaths	27	9	11	10
Litter collection / street cleaning issues	4	3	4	8
Parking issues	11	8	3	8
Dog fouling / problems	3	4	5	6
Council Tax	-	-	-	5
Noise pollution	10	3	8	4
Housing	-	-	-	4
Problems with neighbours	5	6	5	3
Lighting	-	3	4	2
No / not enough bins / problems with bins	9	7	6	1
Pest infestations	-	-	3	1
Blocked drains / flooded roads	-	1	3	1
Anti-Social Behaviour	-	-	-	1
Ferris Wheel	-	-	-	1
Transport	-	-	-	1
Other	15	13	23	12
BASE: (Those making a complaint)	(267)	(228)	(190)	(145)

4.7.3 Satisfaction with how complaints were handled

Four in ten (39%) of residents were either fairly or very satisfied with the way in which their complaint(s) was (were) handled, demonstrating an increase in satisfaction of 11 percentage points from the 28% recorded in 2014. 52% expressed dissatisfaction, down 13 percentage points from the previous survey.

Chart 72:

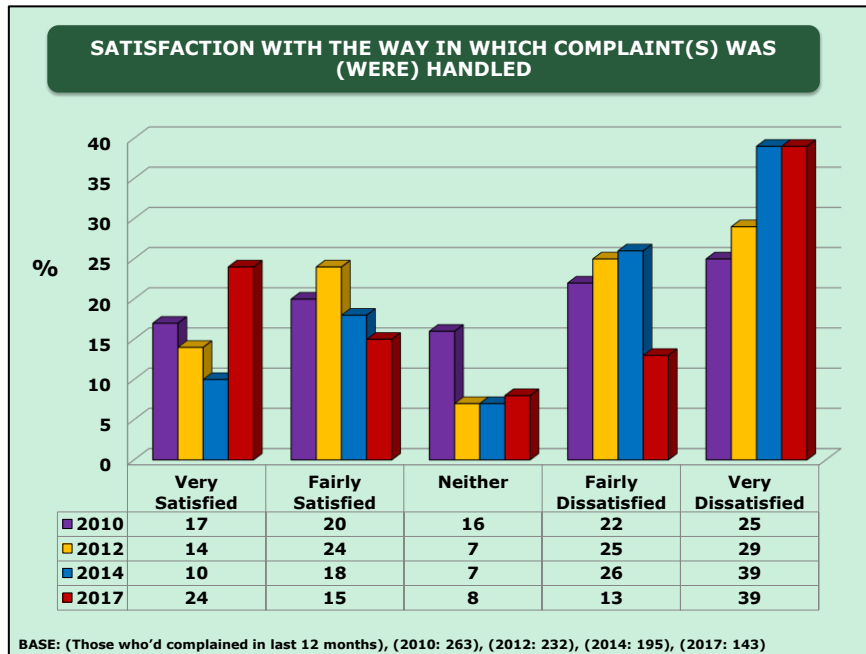


Table 71: Satisfaction with the way in which complaint(s) was (were) handled, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne/ Kineton	Southam
	%	%	%	%	%	%
Very satisfied	21	17	24	35	8	42
Fairly satisfied	21	19	13	29	0	13
Neither	0	8	10	27	5	14
Fairly dissatisfied	8	36	15	0	12	4
Very dissatisfied	51	19	38	9	75	28
Base: (Those who had complained in the last 12 months)	(29)	(21)	(48)	(12)	(11)	(17)

4.7.4 Contact with SDC other than to make a complaint

Residents were asked to state how many times they had contacted SDC in the past 12 months for any other reason than to make a complaint. Over half (55%) confirmed they had not contacted the Council during this time period, representing an increase of 7 percentage points from the previous survey. 18% had done so once and 11% had done so twice.

Looking at significant 2017 results:-

- Six in ten Alcester / Bidford (59%) versus 48% of Wellesbourne/Kineton residents stated they had not contacted the Council, other than to make a complaint, in the past 12 months.
- 41% of those aged 50 to 64 had contacted SDC other than to make a complaint in the past 12 months, the highest percentage.

Chart 73:

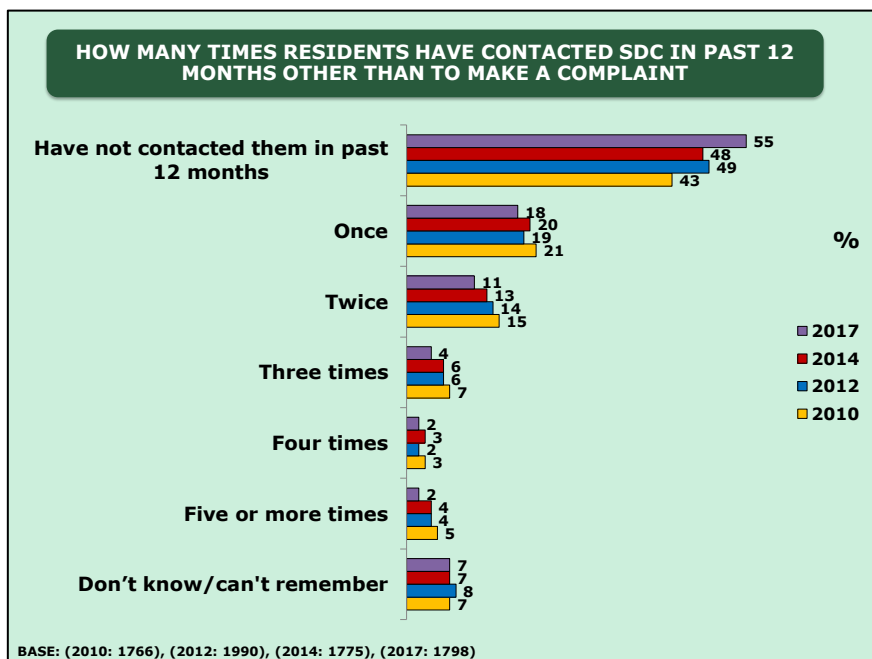


Table 72: How many times residents have contacted SDC in past 12 months other than to make a complaint, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Have not contacted them in past 12 months	53	59	55	57	48	54
Once	21	17	20	17	21	14
Twice	14	11	10	9	12	10
Three times	4	2	4	6	4	6
Four times	2	1	4	4	1	3
Five or more times	2	3	2	2	2	3
Don't know / can't remember	4	7	5	6	12	9
Base: (All respondents)	(313)	(325)	(407)	(297)	(225)	(210)

4.7.5 Reasons for most recent contact with SDC

49% of those surveyed gave the reason why they made their most recent contact with the Council as: "asked for advice / information", up 2 percentage points from 2014. Just under a quarter (24%) said they made a payment, and just over one fifth (22%) said: "applied to use a service".

95 comments were supplied giving other reasons why residents made their most recent contact with Stratford-on-Avon District Council and these are listed in Appendix 5.

Looking at significant 2017 results:-

- 57% of Stratford residents versus 40% of those living in Wellesbourne/Kineton locality described their reason for their most recent contact with SDC as "asked for advice / information".
- A third of those 65 plus, versus 14% of those aged 35-49 made their most recent contact with SDC with regard to applying for a service.

Chart 74:

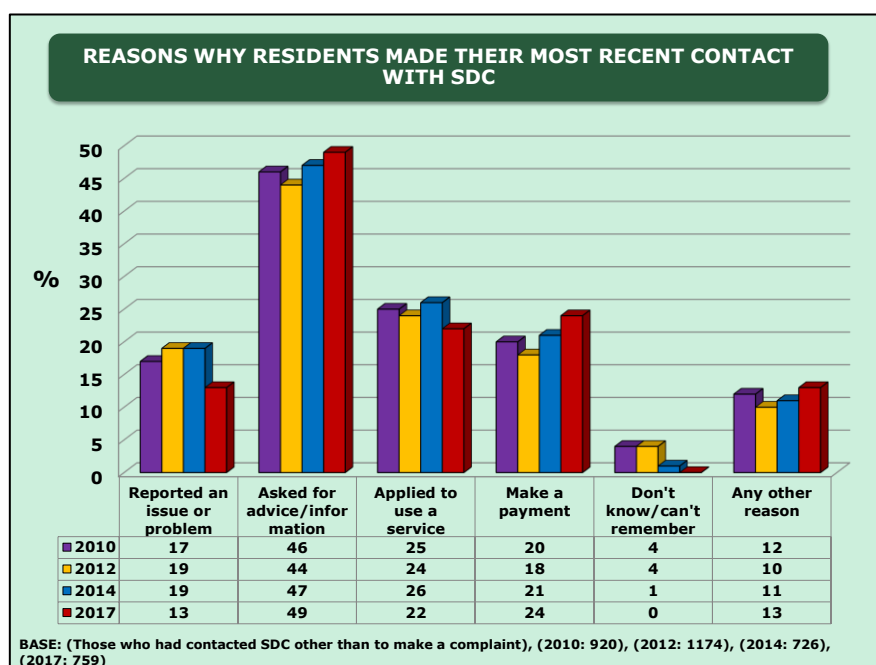


Table 73: Reasons why residents made their most recent contact with SDC, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Reported an issue or problem	17	13	10	11	9	21
Asked for advice /information	52	46	57	48	40	46
Applied to use a service	20	24	21	30	18	19
Make a payment	21	16	23	30	24	34
Don't know / can't remember	0	0	0	0	0	0
Any other reason	7	14	13	13	17	13
Base: (Those who had contacted SDC other than to make a complaint)	(111)	(107)	(219)	(103)	(85)	(93)

4.7.6 Method of contact with SDC

When asked how they were in contact with the Council, around two-thirds (65%) cited “by telephone”, up by 8 percentage points from 2014. 28% stated: “in person at Elizabeth House”, (33% in 2014). 18% said “via the website / internet”, which represented an increase of 2 percentage points.

24 comments were given as to why they used a Customer Access terminal and they are listed in Appendix 6.

Looking at significant 2017 results:-

- 76% of Southam residents, versus 48% of Stratford residents, contacted SDC by telephone.
- Over a quarter of Shipston residents (26%), compared to 15% of those living in Stratford, were in touch with the District Council by email.
- 46% of Stratford residents, in contrast with 11% of Southam residents, were in contact with the Council in person at Elizabeth House.
- Seven in ten (71%) of those aged 35-49 were more likely to contact SDC by telephone as opposed to 52% of those aged 65 plus.
- 43% of those aged 65 plus versus 20% of those aged 35-49, visit Elizabeth House in person.
- Those aged 50 to 64 were more likely to use e-mail and via the website than other age groups.

Chart 75:

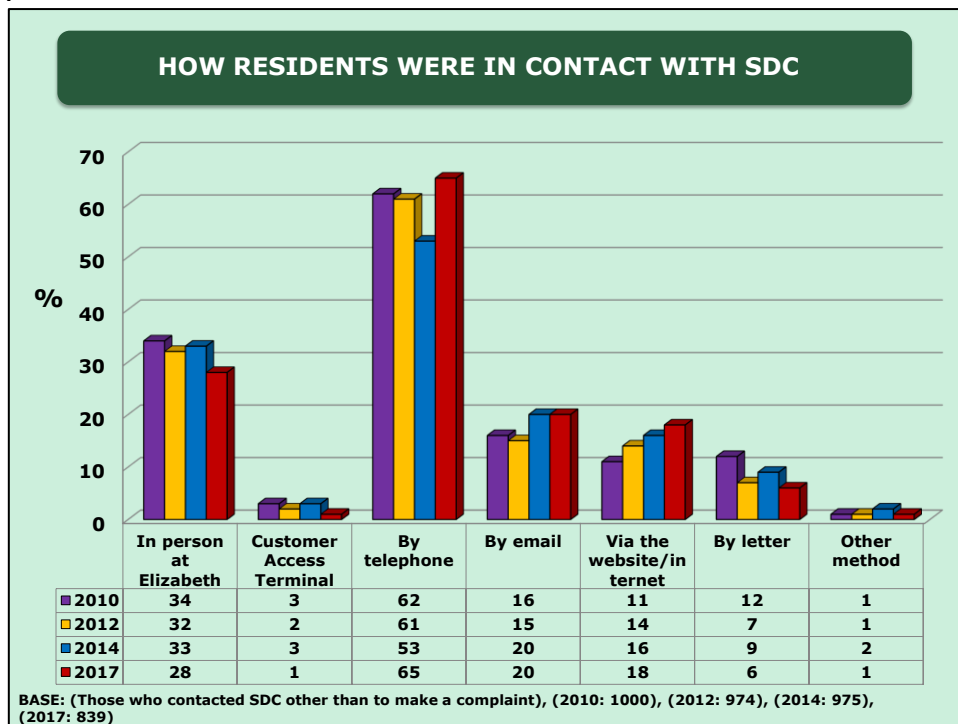


Table 74: How residents were in contact with SDC

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
<i>In person at Elizabeth House</i>	16	22	46	35	27	11
<i>Customer access terminal</i>	1	1	0	1	0	2
<i>By telephone</i>	75	68	48	71	60	76
<i>By email</i>	21	21	15	26	19	21
<i>Via the website/internet</i>	13	15	20	20	22	16
<i>By letter</i>	14	3	3	6	3	8
<i>Other method</i>	1	1	1	0	1	0
<i>Base: (Those who contacted SDC other than to make a complaint)</i>	(146)	(147)	(198)	(137)	(102)	(100)

4.7.7 Satisfaction with aspects of service received whilst in contact with SDC

The length of time it took to be dealt with

Satisfaction with the length of time it took to be dealt with increased to 77%, up 3 percentage points from 2014. Dissatisfaction rose to 13%, an increase of 1 percentage point from the previous survey.

Looking at significant 2017 results:-

- 83% of those living in the Shipston locality, versus 67% of Wellesbourne/Kineton residents, expressed satisfaction with the length of time it took to be dealt with by SDC.
- 86% of those aged 35-49, as opposed to 65% of those aged 18-34, stated they were very or fairly satisfied with the length of time it took to be dealt with by SDC.
- 80% of females were satisfied against 72% of males.

Chart 76:

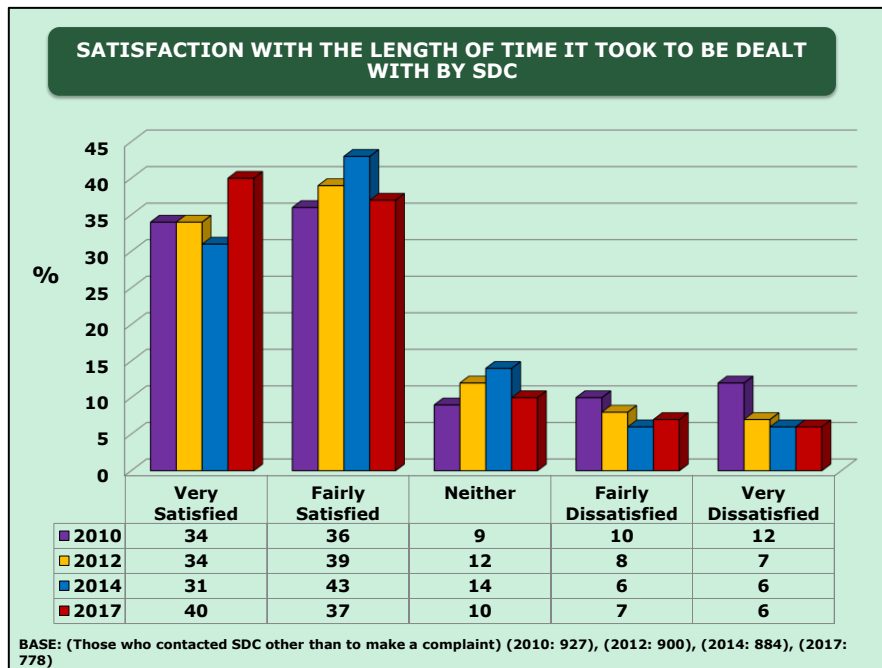


Table 75: Satisfaction with the length of time it took too be dealt with by SDC, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	36	41	43	40	42	35
Fairly satisfied	41	40	35	43	24	40
Neither	8	8	10	9	22	5
Fairly dissatisfied	8	8	8	3	5	7
Very dissatisfied	8	3	3	5	7	13
Base: (Those who contacted SDC other than to make a complaint)	(139)	(130)	(185)	(130)	(94)	(90)

Any information residents were given

Exactly three quarters expressed satisfaction with information they were given, up two percentage points from 2014. Similarly, dissatisfaction dropped by 2 percentage points to 13%.

Looking at significant 2017 results:-

- 86% of Shipston area versus 64% of Southam area residents, were satisfied with any information they were given.
- 83% of those aged 65 plus, versus 69% of those aged 18-34 were very or fairly satisfied with the information they were given.

Chart 77:

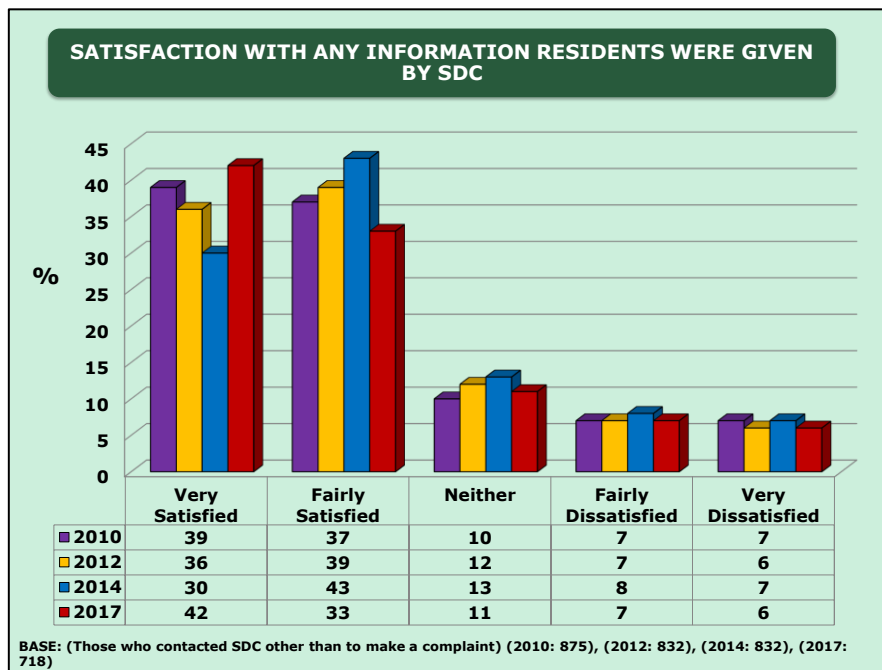


Table 76: Satisfaction with any information residents were given by SDC, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	41	43	45	42	45	36
Fairly satisfied	37	38	30	43	24	29
Neither	10	6	14	8	8	18
Fairly dissatisfied	7	9	4	4	18	4
Very dissatisfied	5	5	8	2	5	13
Base: Base: (Those who contacted SDC other than to make a complaint)	(130)	(119)	(166)	(120)	(89)	(84)

Explanation of process procedures & advice

77% were satisfied with the explanation of process procedures and advice, a rise of 7 points on 2014.

Looking at significant 2017 results:-

- 85% of Alcester/Bidford residents versus 68% of Wellesbourne/Kineton locality were either fairly or very satisfied.
- Those aged 65 plus were more satisfied with the explanation than other ages.
- 79% of females versus 72% of males were satisfied with the explanation of process procedures and advice.

Chart 78:

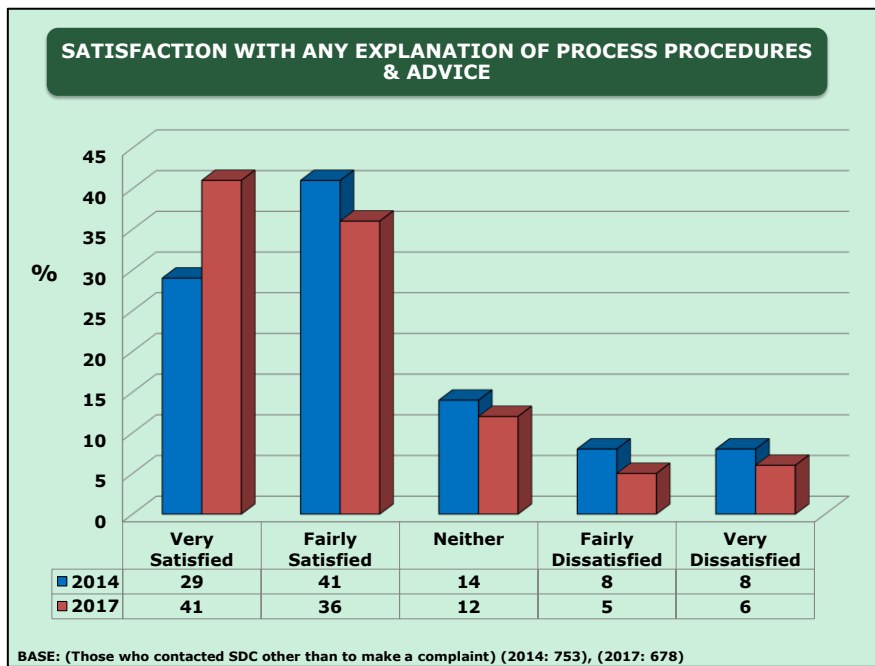


Table 77: Explanation of process procedures & advice

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne/ Kineton	Southam
	%	%	%	%	%	%
Very satisfied	36	43	43	41	46	35
Fairly satisfied	37	42	33	41	22	42
Neither	15	6	13	12	16	8
Fairly dissatisfied	5	4	2	3	11	8
Very dissatisfied	7	5	8	2	5	7
Base: (Those who contacted SDC other than to make a complaint)	(121)	(109)	(166)	(111)	(82)	(79)

How competent the staff were

81% of residents were very or fairly satisfied with how competent the staff were, up by 6 percentage points from the previous survey. One in ten (10%) expressed dissatisfaction.

Looking at significant 2017 results:-

- 16% of those living in Southam area versus 4% of those in Shipston area, were dissatisfied with how competent SDC staff were.
- 87% of those aged 65 plus and 35 to 49 were fairly or very satisfied with how competent SDC staff are, as opposed to seven in ten (73%) of those aged 50-64.

Chart 79:

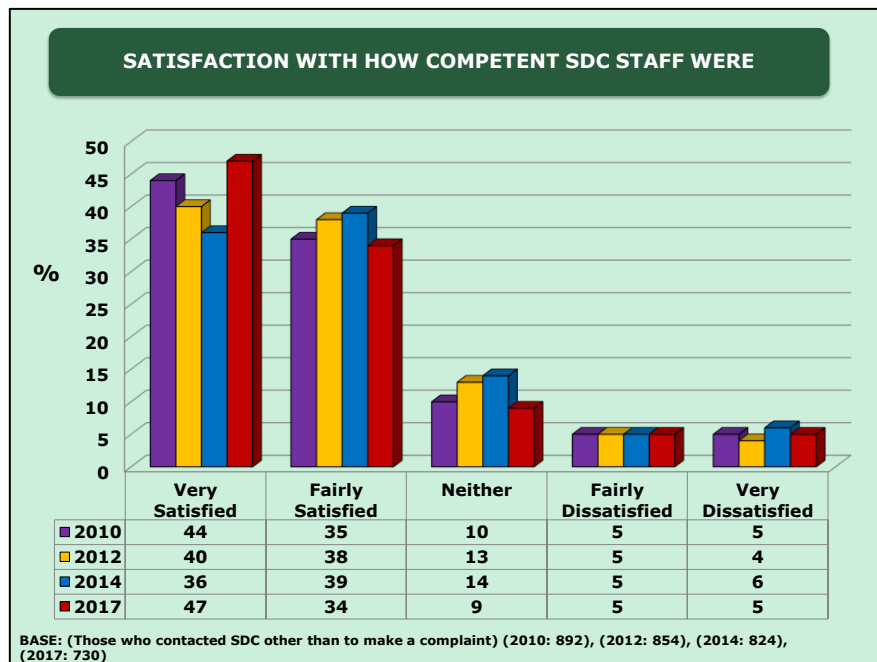


Table 78: Satisfaction with how competent SDC staff were, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	45	50	50	46	49	40
Fairly satisfied	40	36	32	39	24	36
Neither	3	9	11	10	14	9
Fairly dissatisfied	8	3	2	2	9	6
Very dissatisfied	4	3	6	2	3	10
Base: (Those who contacted SDC other than to make a complaint)	(131)	(120)	(176)	(125)	(84)	(84)

How helpful the staff were

84% were satisfied with how helpful the staff was, up by 9 percentage points since the last survey, with one in ten dissatisfied.

Looking at significant 2017 results:-

- 18% of those living in Southam locality versus 5% of Shipston area residents, expressed dissatisfaction with how helpful SDC staff were.
- 88% of those aged 65 plus and 35 to 49, versus 76% of those aged 18-34 were satisfied with this aspect.

Chart 80:

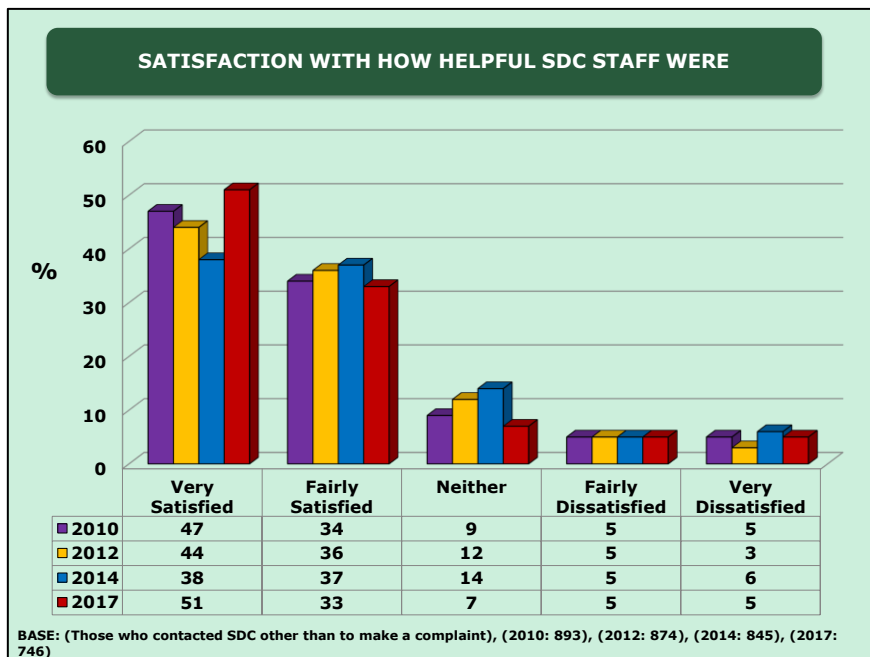


Table 79: Satisfaction with how helpful SDC staff were, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Very satisfied	43	56	56	49	51	44
Fairly satisfied	44	32	25	39	23	34
Neither	2	4	11	7	12	3
Fairly dissatisfied	4	2	4	2	12	12
Very dissatisfied	6	6	4	3	2	6
Base: (Those who contacted SDC other than to make a complaint)	(135)	(124)	(179)	(129)	(84)	(85)

The final outcome

76% of those surveyed were very or fairly satisfied with the final outcome, representing a 5 point increase from the previous survey. 13% were dissatisfied, showing a drop of 8 percentage points.

Looking at significant 2017 results:-

- 85% of Shipston area residents, versus 64% of Southam area residents expressed satisfaction with the final outcome.
- 82% of those aged 65 plus were fairly or very satisfied with the final outcome, versus 70% of 50-64 year olds.
- 39% of males versus 49% of females were very satisfied with the final outcome.

Chart 81:

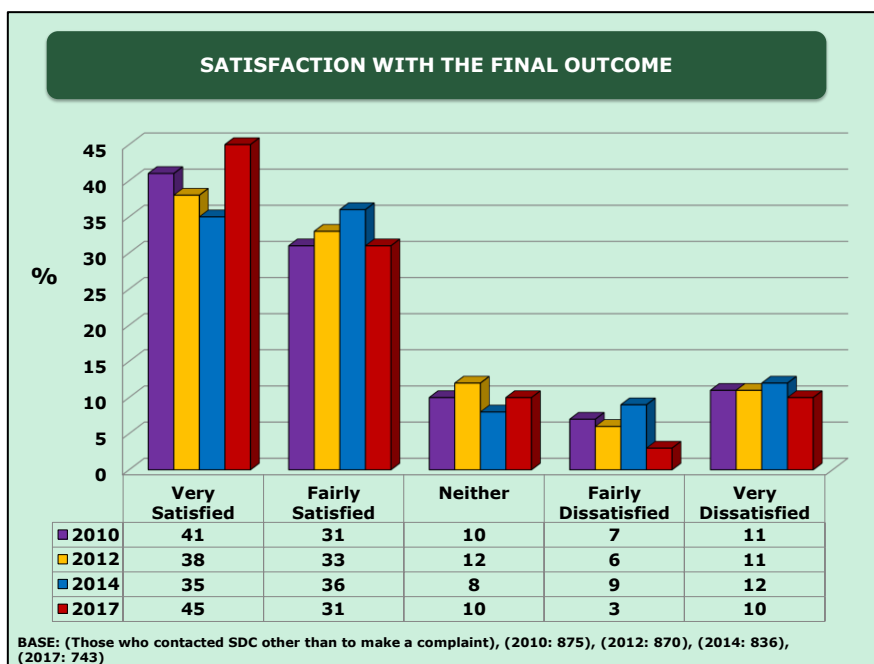


Table 80: Satisfaction with the final outcome, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Very satisfied	33	47	53	49	50	35
Fairly satisfied	42	35	26	36	17	29
Neither	11	4	5	10	23	12
Fairly dissatisfied	3	6	1	3	4	6
Very dissatisfied	11	8	15	2	6	17
Base: (Those who contacted SDC other than to make a complaint)	(130)	(122)	(176)	(126)	(91)	(89)

4.7.8 Ease of accessing SDC services

79% of residents confirmed that they found it fairly or very easy to access SDC services in the last 12 months, with 8% finding it fairly or very difficult.

Looking at significant 2017 results:-

- 86% of those living in Stratford stated that it was fairly or very easy accessing SDC services in the last 12 months, as opposed to 67% in the Wellesbourne / Kington locality.
- 85% of those aged 65 plus, compared to 75% of those aged 50-64 found it easy to access SDC services in the last 12 months.
- 82% of females versus 76% of males found it very easy or fairly easy to access SDC services in the last 12 months.

Chart 82:

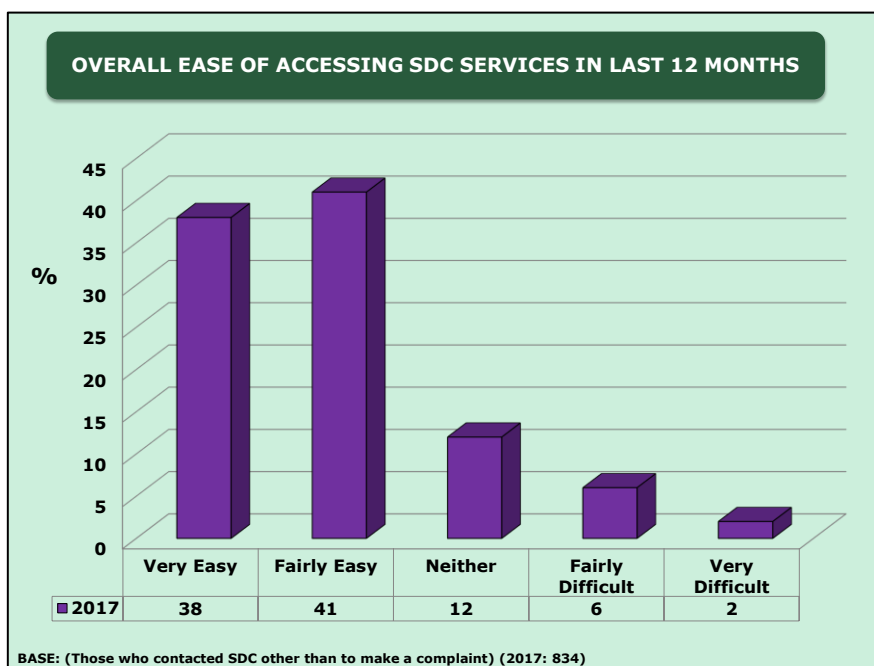


Table 81: Ease of accessing SDC services in last 12 months, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Very easy	38	36	43	35	34	41
Fairly easy	41	46	43	47	33	35
Neither	18	11	11	11	16	6
Fairly difficult	2	5	2	4	15	15
Very difficult	1	2	1	2	2	2
Base: Base: (Those who contacted SDC other than to make a complaint)	(147)	(141)	(198)	(137)	(104)	(97)

4.7.9 Overall satisfaction with service received last time contacted Council

76% of residents were fairly or very satisfied with the service they received the last time they made contact with the Council, up 5 percentage points on the last survey. 13% expressed dissatisfaction; 4 points down on 2014.

Looking at significant 2017 results:-

- 85% of those living in the Shipston locality, compared to 69% of Wellesbourne/Kinerton residents, were fairly or very satisfied with the service they received the last time they made contact with the Council.
- 84% of those aged 65 plus, versus 72% of 50-64 year olds were satisfied overall with the service they received.

Chart 83:

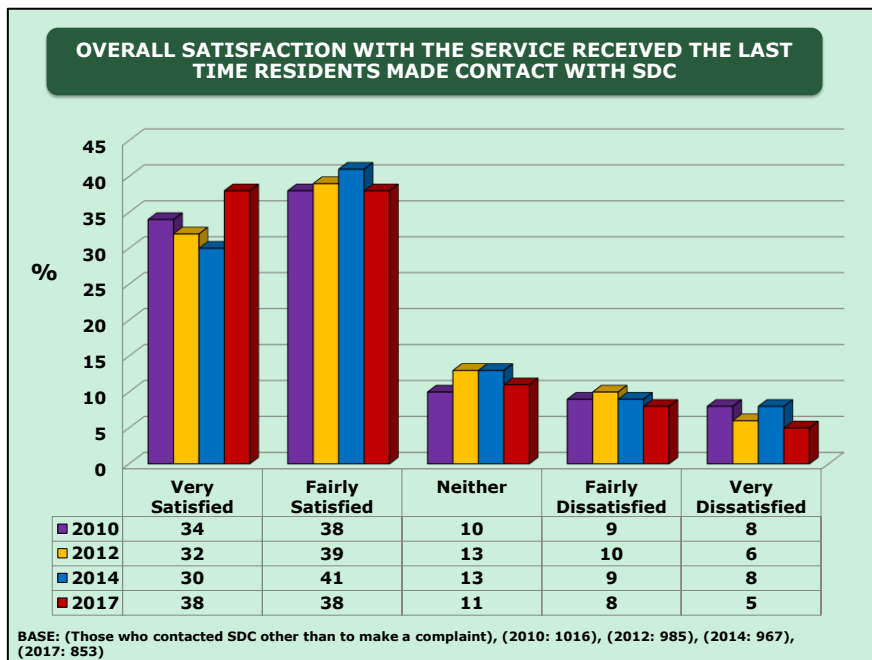


Table 82: Overall satisfaction with the service received the last time residents made contact with SDC, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kinerton	Southam
	%	%	%	%	%	%
Very satisfied	35	41	41	38	37	36
Fairly satisfied	40	41	36	48	32	35
Neither	13	9	10	11	13	9
Fairly dissatisfied	7	6	4	2	15	18
Very dissatisfied	6	3	9	2	3	4
Base: (Those who contacted SDC other than to make a complaint)	(154)	(141)	(205)	(139)	(105)	(99)

4.8 Satisfaction with public services

4.8.1 Satisfaction with other public services

Satisfaction with Warwickshire Police

63% of residents expressed satisfaction with Warwickshire Police, showing an increase of 7 percentage points on 2014. Dissatisfaction fell to 10% from 15% in 2014.

Looking at significant 2017 results of Warwickshire Police:-

- Two-thirds (67%) of those living in Stratford locality, in contrast to 57% of those living in Henley/Studley and Wellesbourne/Kineton, were satisfied with Warwickshire Police.
- 29% of those 65 plus were very satisfied with the Police, the highest in this category.
- Females expressed greater satisfaction than males: 66% versus 58% respectively.

Chart 84:

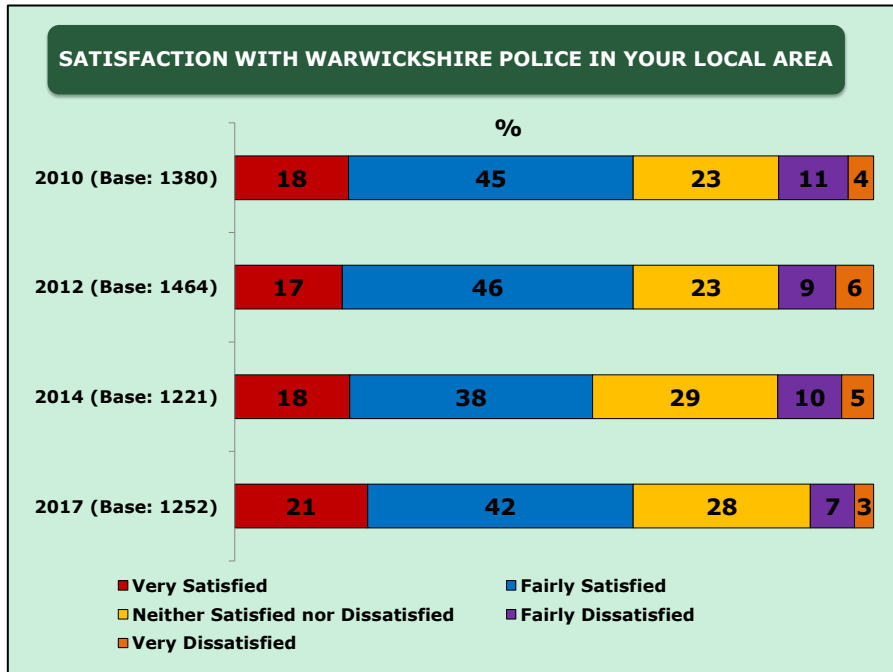


Table 83: Satisfaction with Warwickshire Police, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	21	24	21	17	27	16
Fairly satisfied	36	40	46	49	30	46
Neither	35	23	24	25	36	26
Fairly dissatisfied	4	10	8	6	3	9
Very dissatisfied	5	3	1	3	4	3
Base:	(226)	(233)	(280)	(195)	(153)	(150)

Satisfaction with your GP

86% of residents feel satisfied with their GP; this is a 2 point increase on the previous survey.

Looking at significant 2017 results of residents' GP (family doctor):-

- Exactly nine out of ten residents in Stratford town, as opposed to 81% of Henley/Studley residents, were satisfied with their GP.
- The older the resident the more satisfied they were with their GP: 90% of those aged 65 plus versus 78% of those aged 18-34 were satisfied with their GP.
- 47% of females versus 53% of males were very satisfied with their GP.

Chart 85:

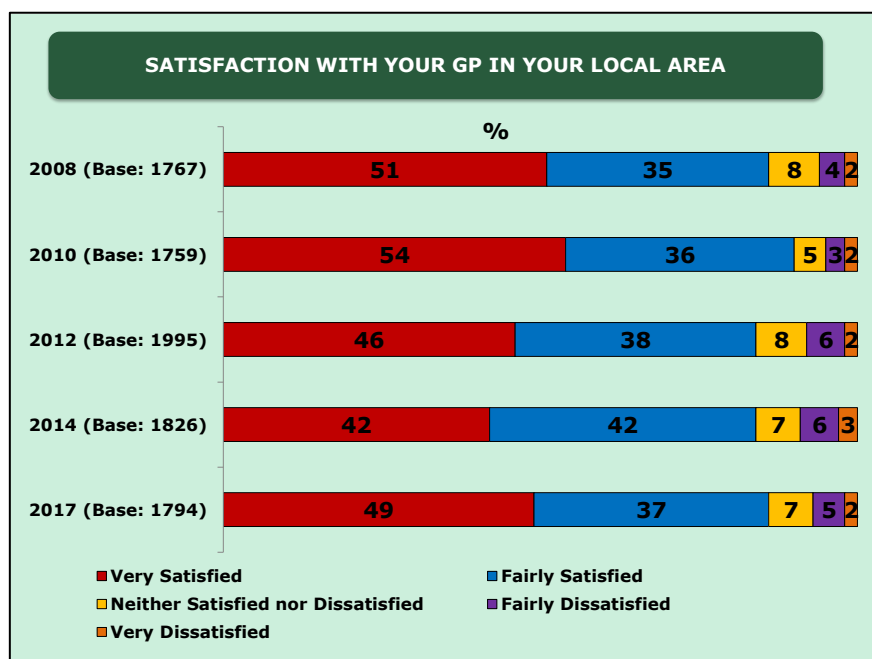


Table 84: Satisfaction with your GP (local doctor), by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	53	50	45	49	47	55
Fairly satisfied	28	34	45	39	35	37
Neither	9	9	4	6	9	3
Fairly dissatisfied	5	6	4	5	7	1
Very dissatisfied	5	1	2	1	2	3
Base:	(307)	(327)	(406)	(294)	(230)	(214)

Satisfaction with your local hospital

Exactly four fifths (80%) of those surveyed were satisfied with their local hospital, showing no change from 2012 or 2014. Dissatisfaction rose by a single percentage point to 9%.

Looking at significant 2017 results of residents' local hospital:-

- 83% of Shipston residents versus 74% of those living in Henley/Studley were satisfied with their local hospital.
- The older the resident the more satisfied they are with their local hospital: 88% of those aged 65 plus, versus 74% of those aged 18-34 expressed satisfaction.
- Females were more likely to be dissatisfied than males – 11% versus 6%.

Chart 86:

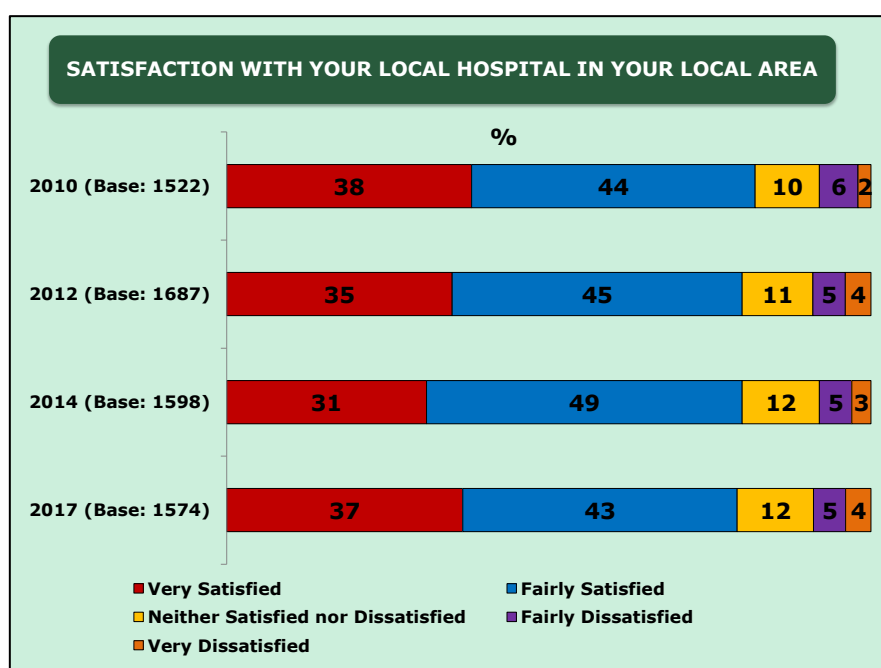


Table 85: Satisfaction with your local hospital, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Very satisfied	36	41	33	37	37	39
Fairly satisfied	37	37	49	46	43	41
Neither	11	16	11	9	13	11
Fairly dissatisfied	8	5	6	4	3	6
Very dissatisfied	7	1	2	4	5	3
Base:	(272)	(292)	(357)	(242)	(205)	(190)

4.8.2 Satisfaction with services provided by Warwickshire County Council

Local tips / household waste recycling centres

Eight in ten (80%) of those surveyed were satisfied with their local tips / household waste recycling centres, the same percentage as the previous survey. 9% expressed dissatisfaction, down 1 percentage point from 2014.

Looking at significant 2017 results:-

- 15% of those living in the Henley / Studley locality, versus 2% of Alcester / Bidford residents were dissatisfied with their local tips / household waste recycling centres.
- 86% of those aged 65 plus, compared to 77% of those aged 18-34 expressed satisfaction with the local tips / household waste.

Chart 87:

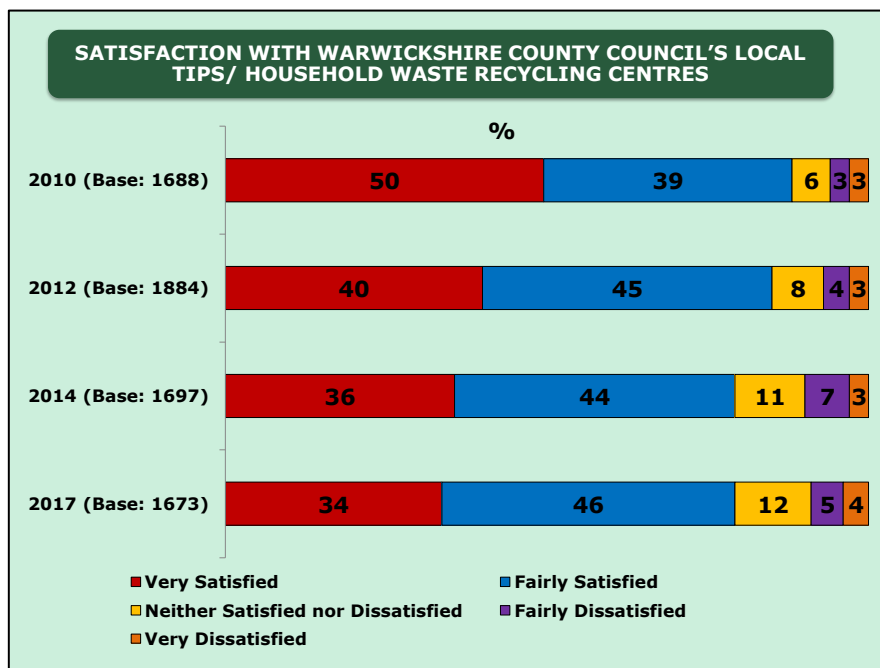


Table 86: Satisfaction with WCC's local tips / household waste recycling centres, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	31	36	39	24	34	33
Fairly satisfied	37	48	49	47	47	47
Neither	17	14	9	14	8	10
Fairly dissatisfied	6	1	3	9	6	5
Very dissatisfied	9	1	0	5	5	4
Base:	(273)	(306)	(374)	(288)	(221)	(192)

Local transport information

46% of residents were fairly or very satisfied with local transport information, the same percentage as 2014. Over a fifth (21%) were dissatisfied, down 1 percentage point from the previous survey.

Looking at significant 2017 results:-

- 37% of those living in Southam locality, compared to 15% of Stratford residents, were dissatisfied with local transport information.
- 54% of 18-34 year olds, versus 37% of those aged 50 to 64 expressed satisfaction.
- Female residents were more satisfied (49%) than male residents (41%) with local transport information.

Chart 88:

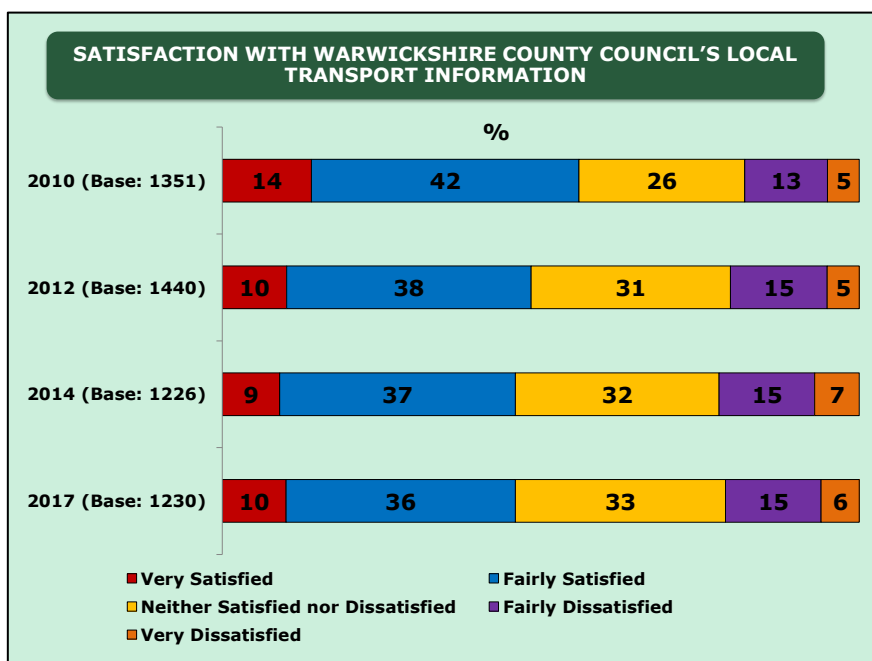


Table 87: Satisfaction with WCC's local transport information, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	11	8	12	8	10	8
Fairly satisfied	32	39	46	33	27	22
Neither	35	32	28	40	34	33
Fairly dissatisfied	15	17	11	13	18	28
Very dissatisfied	8	4	4	5	11	9
Base:	(205)	(229)	(311)	(190)	(144)	(136)

Local bus services

Exactly a third were dissatisfied with local bus services, up 1 percentage point from the previous survey. 41% were satisfied showing a 3 percentage point drop.

Looking at significant 2017 results:-

- Almost half (48%) of Southam residents were dissatisfied with local bus services, as opposed to 21% of Stratford residents.
- 55% of those aged 65 plus, versus three in ten of 50-64 year olds expressed satisfaction with local bus services.
- Females were more satisfied than males: 44% and 37% respectively.

Chart 89:

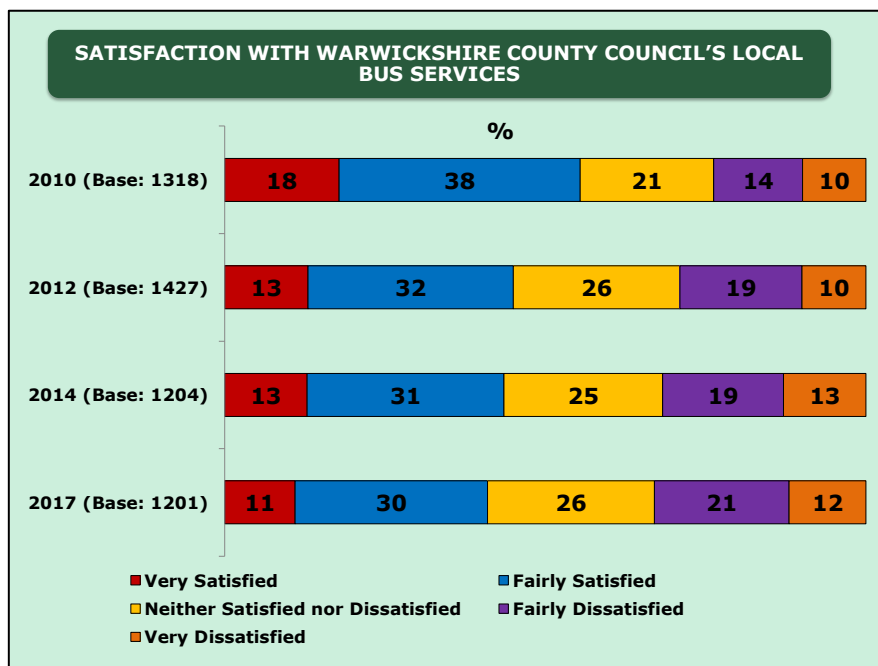


Table 88: Satisfaction with WCC's local bus services, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	10	10	15	10	11	10
Fairly satisfied	30	35	36	30	20	22
Neither	32	20	27	25	28	21
Fairly dissatisfied	14	25	18	23	22	28
Very dissatisfied	14	10	3	12	19	20
Base:	(198)	(221)	(276)	(191)	(158)	(143)

Libraries

66% of those surveyed were either fairly or very satisfied with libraries, which represent an increase in satisfaction of 2 percentage points. 11% expressed dissatisfaction with them; this represents a 1 percentage point drop.

Looking at significant 2017 results:-

- 84% of those living in Southam locality, as opposed to 55% of Henley/Studley residents were satisfied with libraries.
- 74% of those aged 18-34, compared to 58% of those aged 50-64 expressed satisfaction with libraries.
- Seven in ten (71%) of females as opposed to 60% of males were fairly or very satisfied with libraries.

Chart 90:

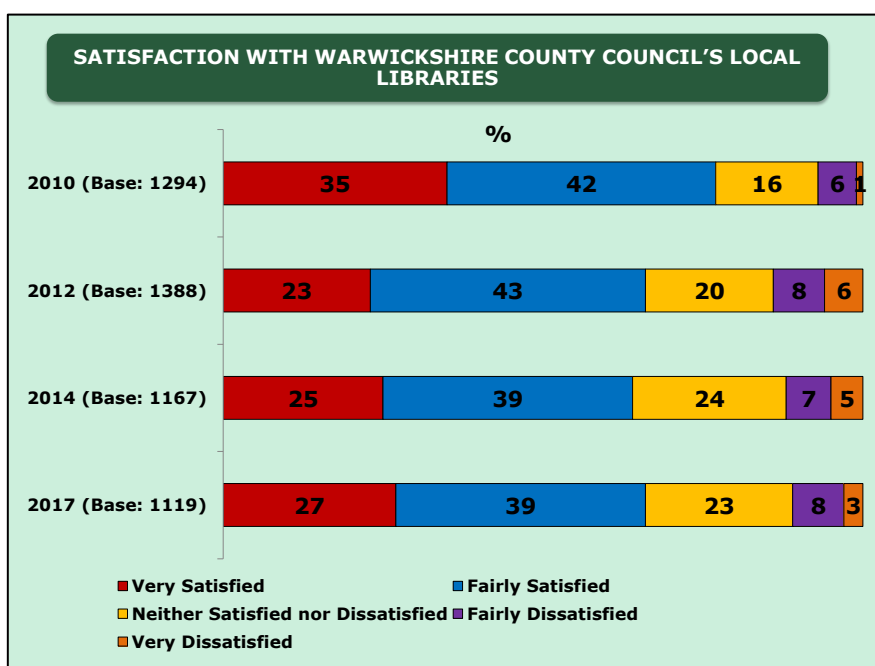


Table 89: Satisfaction with WCC's libraries, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Very satisfied	15	28	22	23	31	50
Fairly satisfied	40	38	44	42	35	33
Neither	30	22	24	23	25	12
Fairly dissatisfied	8	10	8	10	5	3
Very dissatisfied	7	2	1	2	4	1
Base:	(176)	(213)	(269)	(157)	(145)	(144)

4.8.3 Accessing hospital services

57% of residents have accessed hospital services in the past twelve months.

Looking at significant 2017 results:-

- 65% of those aged 18 to 34 have needed to access hospital services in the last twelve months.
- 59% of female respondents have needed to access hospital services in the last twelve months against 53% of male respondents.

Chart 91:

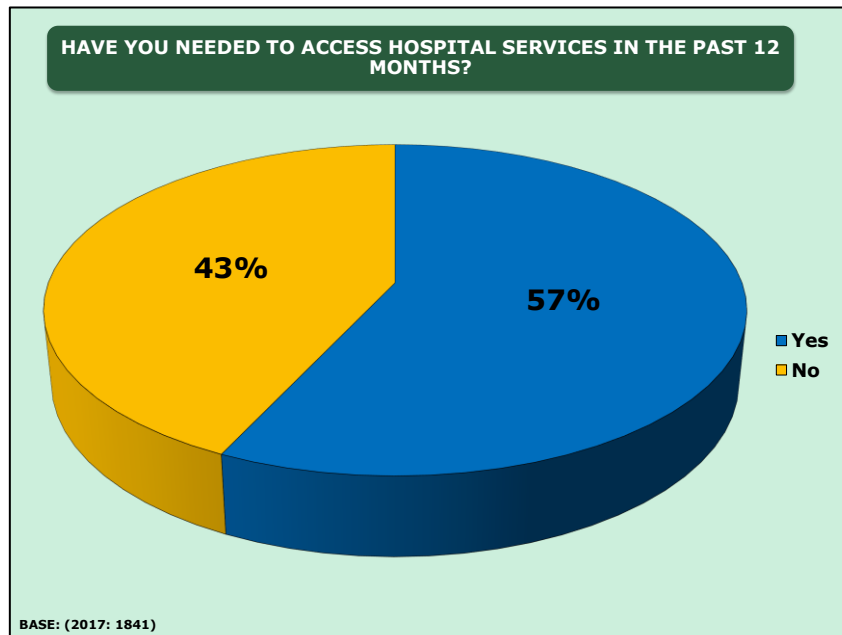


Table 90: Whether accessed hospital services in past twelve months, by locality

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Yes	61	54	56	56	56	57
No	39	46	44	44	44	43
Base:	(318)	(332)	(411)	(306)	(234)	(220)

Asked which hospital they had accessed in the past twelve months, 1097 responses were made.

Table 91: Hospitals accessed in past twelve months

	2017
	Number
Warwick Hospital	757
Stratford Hospital	305
University Hospital (Coventry & Warwickshire)	129
Alexandra Hospital (Redditch)	113
Horton Hospital (Banbury)	60
Ellen Badger Hospital (Shipston)	21
John Radcliffe Hospital (Oxford)	21
Solihull Hospital	18
St. Cross Hospital (Rugby)	13
Leamington Spa Hospital (Heathcote)	11
Queen Elizabeth Hospital (Birmingham)	11
Worcestershire Royal Hospital	11
North Cotswolds Hospital (Moreton-in-the-Marsh)	9
Warwickshire Nuffield Hospital	9
Birmingham Hospital (unspecified)	4
BMI Droitwich Spa Hospital (Droitwich)	4
Churchill Hospital (Oxford)	4
Kidderminster Hospital	4
Stratford Healthcare	4
Heartlands Hospital (Birmingham)	3
Worcestershire General Hospital	3
Cheltenham General Hospital	2
Princess of Wales Community Hospital (Bromsgrove)	2
Royal Brompton Hospital (London)	2
Birmingham Childrens Hospital	1
Birmingham City Hospital	1
BMI Meriden Hospital	1
Corbett Hospital (Stourbridge)	1
Coventry and Warwickshire Mobile Unit	1
East Birmingham Hospital	1
Good Hope Hospital (Sutton Coldfield)	1
Leamington Private Hospital	1
Leicester General Hospital	1
Shakespeare Hospice	1
Stratford Rother House Clinic	1
The Manor Nuffield Hospital (Oxford)	1
Trinity Court Surgery	1
BASE: (Those accessing hospital services in last 12 months)	<i>(1097)</i>

4.8.4 Broadband and the internet

CSW Broadband project

26% of respondents were aware that the CSW broadband project was taking place compared to 74% who were unaware, a one point decrease on 2014.

Looking at significant 2017 results:-

- 84% of Stratford residents versus 64% of the Shipston locality were not aware that the CSW broadband project was taking place.
- A third (34%) of those aged 65 plus, versus 13% of 18-34 year olds were aware that the CSW broadband project was taking place.
- 79% of females versus 67% of males stated that they were not aware that the CSW broadband project was taking place.

Chart 92:

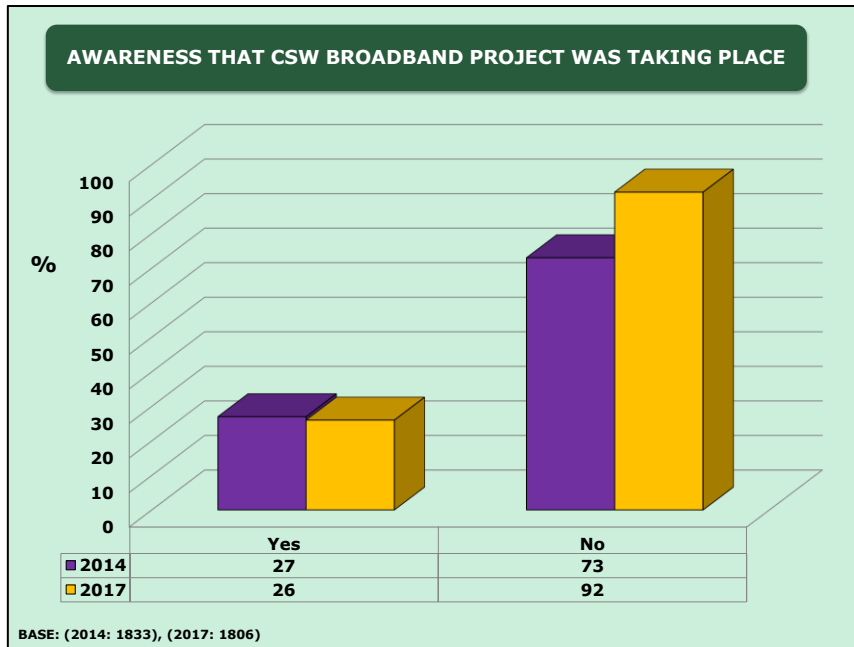


Table 92: Were you aware that the CSW Broadband project was taking place?

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Yes	33	23	16	36	28	24
No	67	77	84	64	72	76
Base:	(316)	(328)	(407)	(300)	(225)	(212)

Internet connectivity

When asked how they rate their internet connectivity, 25% said it was not fast enough and 31% of residents stated that it was ok but could be faster. Combined this was 3 percentage points down on 2014.

Looking at significant 2017 results:-

- A third (32%) of residents in Henley / Studley stated that the internet connectivity was not fast enough, as opposed to 19% of the Wellesbourne locality.
- Those residents aged 50 to 64 were the more likely to be happy with their internet connectivity (62%).

Chart 93:

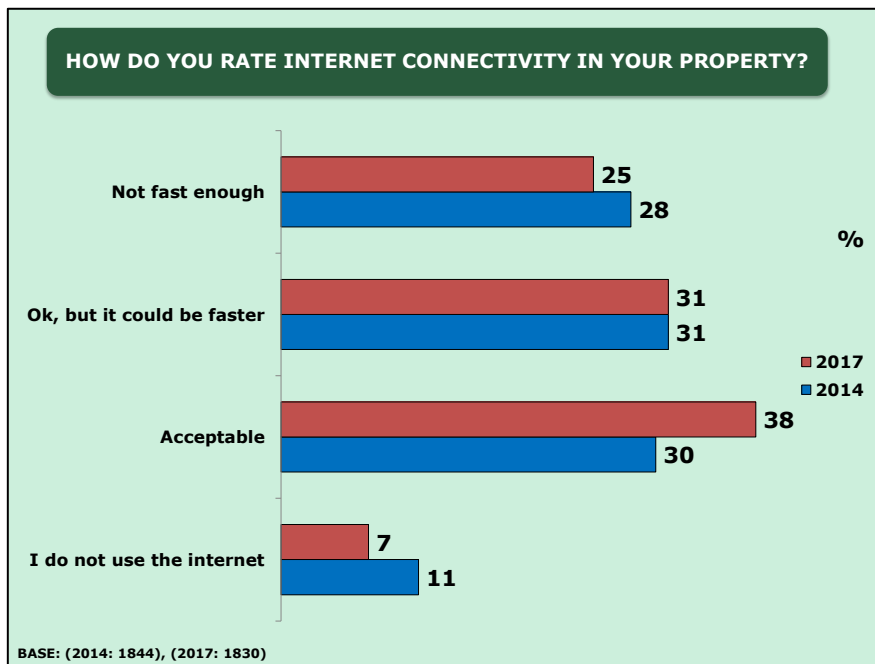


Table 93: How do you rate the internet connectivity in your property?

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kineton	Southam
	%	%	%	%	%	%
Not fast enough	32	26	21	29	19	23
Ok, but it could be faster	28	36	32	26	30	31
Acceptable	31	31	42	37	45	40
No I do not use internet	8	7	5	8	6	7
Base:	(319)	(331)	(413)	(302)	(229)	(216)

Access public services over internet

28% of residents stated that they access public services over the internet compared to 72% who do not, a 2 point rise on 2014.

Looking at significant 2017 results:-

- 79% of those aged 18-34, versus 57% aged 65 plus stated that they do access public services over the internet.

Chart 94:

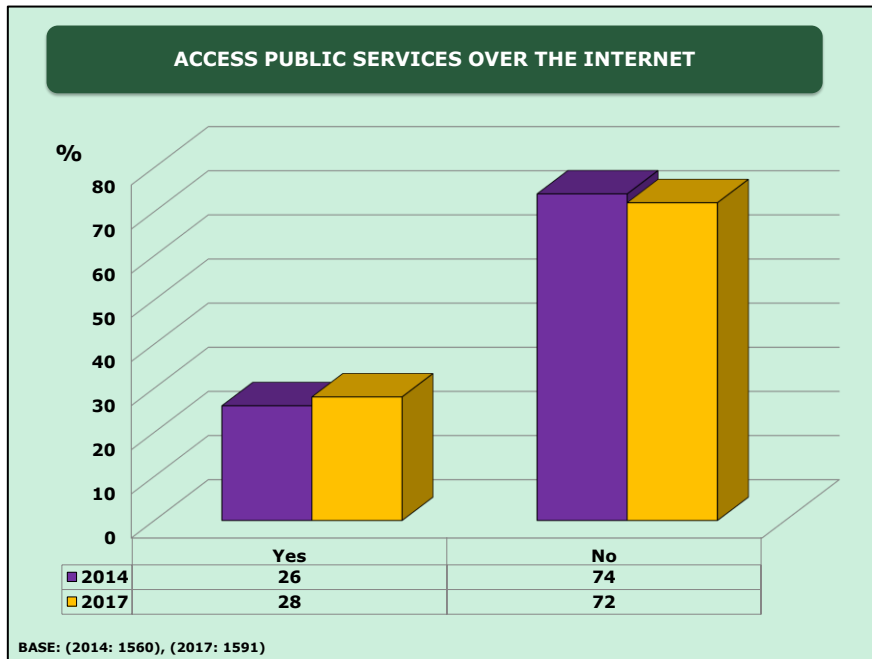


Table 94: Do you access public services over the internet?

BY LOCALITY	Henley/ Studley	Alcester/ Bidford	Stratford	Shipston	Welles- bourne / Kington	Southam
	%	%	%	%	%	%
Yes	73	71	75	69	72	67
No	27	29	25	31	28	33
Base:	(275)	(293)	(361)	(255)	(205)	(182)

Asked if they replied no, they were asked what public services they would you like to access over the internet - 156 comments were made and these are included in Appendix 7.

4.9 Household and personal profile information

All results are unweighted in this section, except level of satisfaction with Housing Association or Trust.

Table 95: Accommodation Type

	2010	2012	2014	2017
	%	%	%	%
Owned outright	54	55	61	60
Owned with a mortgage	28	26	22	21
Rent from Housing Assoc./Trust	10	10	10	11
Rent from a private landlord	6	7	7	6
Other	1	1	1	2
BASE:	(1816)	(2035)	(1868)	(1883)

Table 96: Type of Housing Association or Trust

	2017
	Nos.
Orbit	158
Warwickshire Rural Housing	4
Bromford	4
Stonewater	4
Masonic Housing Association	2
Rural Housing	2
Sanctuary Housing	2
Stratford	2
Stratford Council	2
WRHA	2
Church Street Property Trust	1
Claverdon Benefice	1
Housing Association	1
Municipal Charities of S-on-A	1
Stratford upon Avon Housing Association	1
Westgate Property Management	1
Whitehead Trust Almshouse	1
BASE: (Those renting from Housing Association / Trust)	(189)

76% of residents were satisfied with the housing association/trust or private landlord, a 5 point rise on the 2014 figure.

Looking at significant 2017 results:-

- 84% of Stratford residents were satisfied compared with 58% in the Henley/Studley area.
- Female residents (79%) were satisfied against 69% of male residents.
- 79% of those aged 50 to 64 years old were satisfied versus 72% of those aged 65 or over.

Table 97: Level of satisfaction with Housing Association / Trust or private landlord

WEIGHTED	2012	2014	2017
	%	%	%
Very Satisfied	38	35	41
Fairly Satisfied	36	36	35
Neither	12	14	10
Fairly Dissatisfied	9	11	8
Very Dissatisfied	5	4	6
Base: (Those renting from Housing Association / Trust or private landlord)	(309)	(440)	(326)

Table 98: Number of children aged 17 or under in household

	2010	2012	2014	2017
	%	%	%	%
One	9	9	8	7
Two	8	8	8	7
Three	2	2	2	1
Four	0	0	0	0
More than four	0	0	0	0
None	81	81	82	85
BASE:	(1780)	(1992)	(1854)	(1837)

Table 99: Number of adults aged 18 or over in household

	2010	2012	2014	2017
	%	%	%	%
One	30	31	29	32
Two	60	61	63	57
Three	8	6	5	8
Four	3	3	3	2
More than four	0	0	1	1
BASE:	(1714)	(1953)	(1818)	(1800)

Table 100: Gender

	2010	2012	2014	2017
	%	%	%	%
Male	44	42	46	42
Female	56	58	54	58
BASE:	(1823)	(2059)	(1887)	(1842)

Table 101: Age

	2010	2012	2014	2017
	%	%	%	%
Up to 29	2	2	2	2
30-39	8	7	6	6
40-49	15	15	13	10
50-59	19	16	17	18
60-69	27	28	26	24
70-79	19	19	24	24
80 & over	10	13	12	15
BASE:	(1823)	(2015)	(1853)	(1806)

Table 102: Activity which best describes what respondent is doing at present

	2010	2012	2014	2017
	%	%	%	%
Employee in full-time job	25	23	23	21
Employee in part-time job	11	11	10	9
Self-employed, full or part-time	12	11	11	10
Unemployed and available for work	2	2	1	1
Permanently sick or disabled	3	3	4	3
Wholly retired from work	40	42	44	46
Looking after the home	5	6	6	7
Doing something else	2	2	2	2
BASE:	(1285)	(2036)	(1878)	(1817)

Table 103: Origin

	2010	2012	2014	2017
	%	%	%	%
White British	97.5	97.1	94.6	96.3
White Irish	0.7	0.6	1.0	1.0
Other White Background	1.1	1.4	3.3	1.7
White & Black Caribbean	0.0	0.0	0.1	0.1
White & Black African	0.0	0.0	0.0	0.0
White & Asian	0.1	0.1	0.0	0.1
Other Mixed Background	0.0	0.0	0.0	0.1
Black or Black British Caribbean	0.0	0.0	0.0	0.1
Black or Black British African	0.1	0.0	0.1	0.0
Any other Black Background	0.0	0.0	0.1	0.0
Asian or Asian British - Indian	0.1	0.1	0.5	0.3
Asian or Asian British - Pakistani	0.0	0.0	0.0	0.0
Asian or Asian British - Bangladeshi	0.0	0.0	0.0	0.0
Other Asian Background	0.2	0.1	0.1	0.2
Chinese	0.0	0.2	0.3	0.1
Other Ethnic Group	0.1	0.1	0.1	0.0
BASE:	(1806)	(2043)	(1891)	(1849)

Table 104: Whether respondents have any long-standing illness, disability, or infirmity

	2010	2012	2014	2017
	%	%	%	%
Yes	31	32	33	41
No	69	68	67	59
BASE:	(1775)	(2004)	(1848)	(1804)

Table 105: Whether this illness or disability limits respondents' activities in any way

	2010	2012	2014	2017
	%	%	%	%
Yes	72	69	64	63
No	28	31	36	37
BASE: (Those with illness/disability/infirmity)	(546)	(642)	(491)	(722)

Table 106: Whether care for someone with any long-standing illness, disability or infirmity, other than as part of their job

	2017
	%
No	88
Yes, 1-19 hours per week	6
Yes, 20-49 hours per week	2
Yes, 50+ hours per week	5
BASE:	(1795)

Table 107: Respondents view of their health in general

	2017
	%
Very Good	24
Good	46
Fair	24
Bad	5
Very Bad	1
BASE:	(1839)

Anything else residents wanted to add

The questionnaire ended by asking residents if there was anything else that they would like to add. 617 comments were made and these are listed in a separate document split by council service area.

APPENDICES

Appendix 1: Q4a - Other things which residents say are most important in making somewhere a good place to live

Pubs
Car parking on pavements especially near road junctions i.e. Glebe Road/Bishopton Lane and tree obstruction and overtaking at this junction, double white road markings needed here
A balance of all
Cars parking on pavements
Peace and quiet
Left hand pavement in Blind lane
Regular Rodent Inspections
Protecting the green areas within new developments
Parking outside schools all day
Wheelchair accessible
Background noise (e.g. roads)
Public footpaths adjacent to busy A34 made good to walk to and from village and access public rights of way without walking in the road with children and dogs. Most recent collision May 9th, two pedestrians hit by van!!
Day Post Office
Reduction in housing developments outside towns
We don't need HS2
Less social housing
Train links to London
Internet and mobile phone infrastructure
Decent broadband
Car parking
Medical centre

Appendix 2: Q5a - Other things which residents say most need improving

Lamppost in Luddington Road
Scrutiny of planning policy
Too much interference in everyday life with vehicles in the village
Maintaining and retaining the historic character of Stratford
Weight limit and speed limits painted on roads approaching Canal Bridge Bishopton Lane
Cycle paths
Cycle paths
Width of car parking spaces
Enforce 30mph speed limit through Wootton Wawen
Broadband connectivity
Off street parking
Licensed premises opening too late causing late night noise and nuisance
More parking spaces

SDC RESIDENTS SURVEY 2017

Nightlife
Traffic congestion
Street lighting at Stockton crossroads
Broadband
Provision of more disabled parking in High Street
Parking in residential streets
More cycle lanes
Birmingham Road traffic congestion, congestion into town and Clopton bridge
Removal of rubbish from roadside verges
Parking on residential areas
CCTV in alleyways and small streets
Transport links east - west
Bus service
Speeding vehicles
The Greig Hall should be renovated and opened to community again
No road infrastructure, parts river are very unsightly
Too many big articulated lorries passing through, they should be restricted - banned
Parking facilities
Planning
Stop parking illegally
Lawn and greenery, cutting / upkeep
Traffic on our road is very fast. Something needs to slow it down.
Cycle route links to other towns/villages
Dog Poo Bins
Ridicule my property of rodents, no more seems to resolve or care
Only one shop in the village
Better policing of speeding through village
Protecting green areas eg hedges/trees within new developments
Grass Verges on B'ham Road and cycle lanes
Cycling Provision
Homelessness
Remove beggars from public areas/town centre
Town pavements in a shocking condition
Local pub, Allotment, Post Box (Mean Vale)
Roads are in bad ways, also they flood.
No more housing development
Road Surface
Planning and Enforcement
Volume and speed of traffic
Traffic calming in school road
NO BUS SERVICE
Parking outside church and half way down road at school times
Refuse centre to take rubbish instead of going to Stratford
Overgrown pathways around high school and college
Police/Childrens Area needs improving

SDC RESIDENTS SURVEY 2017

Safety measures at crossroads (A426) i.e. traffic lights etc
Facilities for old people/disabled
No more houses being built
The roads need much improvement. Will cause an accident due to potholes and verges coming away.
Social activities for elderly
Too many new houses being built
Police station
Mental health services (help waiting list times in particular)
Speeding through the village
Speed reduction on the slough
Train links to London
Street lighting
Crossing marked from church to ship
Big wheel
Activities for teenagers could be better
Traffic lights synchronisation
Car parking a nightmare
Parking in the town centre
Long Itchington village toilets
Internet and mobile phone infrastructure
Bad parking at junctions
Refusal to accept a benefit claim without good reason
Decent broadband
Dangerous ridgeway road
Adequate parking for each new development housing
Car parking
Community engagement
Enforcement of parking restrictions (no parking on double yellow)
Amount of bins provided to Saxon Court 3 of each is not enough
Access to quiet
Traffic
Noise pollution from the M40
Traffic bypass
Traffic calming
Speeding traffic
Bypass around village or traffic calming measures
On street parking and speed through village
Collection of refuse, would be great if the dustmen put all the litter that is dropped cleaning their rounds as it leaves the roads very untidy
Country roads getting busier with new housing - not suitable for such traffic
Better facilities for the elderly
Design quality in new housing development
Local childcare for under 2's
Repairs to infrastructure, value for money planning regs
Street Lights

SDC RESIDENTS SURVEY 2017

Car Parking in centre
Less housing needed and then less traffic
Dog Fouling
Collection of litter in countryside

Appendix 3: Q8a - If you answered 'not doing well' or 'really struggling' to question 8, please give us the reasons why?

Lots of empty shops
The lack of local low-cost housing is causing teenagers to leave the village. The current economy is working ok but this exodus will cause problems for the future
Local businesses closing
Not a balanced economy should have more investment in infrastructure to stop unnecessary car travel to maintain employment relative to income and house prices for a higher percentage rate than at present
Too many shops and businesses are vacant; makes Stratford feel like a ghost town. Too much leaning towards tourism and tourists and not enough for the everyday householder
Business rates too high. No encouragement for new business to open up shopping facilities
Too many facilities closing down
Newer properties too expensive. Only a couple of main grocery shops. Lots of empty shopfronts. More charity shops
Despite apparent prosperity in the area this isn't reflected in the local amenities or activities
Fewer small, independent local businesses
Doing well but stagnant
Traffic congestion has increased greatly - putting people off coming to the town / Need to do something with BHS / Most 'event days' in Stratford use outside businesses and don't positively impact my business enough / Most 'night spots' closed in recent years
Lack of jobs
Business rates
There are firms on our industrial estate but we have pubs / shops closures, HSBC bank
Key services have left the centre of Bidford village - health centre and post office - so businesses have suffered due to decreased 'footfall' to the village centre
I volunteer at cab and see people in desperate need in what is perceived to be an affluent area
Too many shops empty, traffic appalling
Too many hairdressers and tanning salons. We need a mixture of shops
High street shops are finding it difficult to survive, mainly due to high rent and rates
Henley in Arden is fairly affluent - its service industry is mainly the beer/pub/restaurant trades, estate agents, coffee shops and a few service shops. I don't know the core economic status of most residents, but I feel they are mainly non-aspirational or elderly, or well to do families or low income
There are fewer shops in the village than 10 years ago. The pubs are either shut or run poorly/empty. New houses are being built but don't appear to be selling
The parking and traffic entering by the traffic lights on A3400 entry to Stratford - deters shoppers and tourists from the town centre
Kineton is lagging behind in sharing in the prosperity of South Warwickshire as a whole. It very badly needs tidying up and to create 'pride of place'.
Shops in village opening and not lasting long before closing

SDC RESIDENTS SURVEY 2017

Poor job opportunities
Services in the village are being closed down such as no banks, no library, no bus service on Sundays, no fire station
Empty shops - no money for road, improvements and potholes
Cost of housing, skills training, transport links for quality of commercial property e.g. design
Everyone you talk to is generally struggling, working for little return
Shops and businesses closing down
As OAP's our money doesn't go as far now, what small increase we get is swallowed up and we are left paying out more. We have no chance to save for a rainy day
Not enough affordable housing
Too many empty shops and offices. Also, derelict sites which are a hazard and eyesore. Not good for footfall in village
Too many empty shops too high rents
Not enough shops or parking areas when visiting shops. People just parking anywhere and it can cause an accident
Now retired, don't have direct experience of local economy
Post office closed down, butchers closed down
Studley is full of hairdressers and takeaways
The level of the salaries in the area are comparatively low compared to the housing available particularly for young families. It shouldn't just be about the affluent who can afford certain properties. There is not enough affordable housing, the balance is very wrong
Wrong kind of shops lack of affordable choice
Closed shops in high streets - growth of charity shops. Closure of Greig Hall Alcester. State of roads - potholes. Lack of entertainment venues in Stratford area. Run down and poorly maintained sports facilities - Alcester
Not enough to do for children
We know 10 people in the town who were made redundant a year ago and most of the available work is low paid and low skilled
The youth in the community have to rely on a sparse bus service and this reflects on the local economy as they tend to move away and nothing is put back into the area in a restricted village community
As of this year having to pay council tax - single parent on very low income and struggling before this
Shops on High Street. Although Waitrose is a real plus
Live near Moreton in Marsh, it is a beautiful Cotswold town, and has many wealthy people living near and tourists, however, in comparison with other such places, there is so little encouragement by the council to bring in new ideas, the market on Tuesday is dire. It does nothing for the local people
Unemployment. Food banks. Shortage of affordable housing
Based on the number of empty shops
There are far too many empty shops in Studley. They could be turned in dwellings for families instead of standing empty
Studley Town centre is a mess. Derelict houses and traffic a nightmare, litter everywhere it's a disgrace. Where is the funding to improve? I think it all goes into developing Stratford on Avon further, am I right?
Village of Tysoe is getting very old and it's being reflected in poor use of school, pub, social club. Also by the fact the butchers has had to close and we nearly lost the post office. No young families anymore
There is a high level of unemployment in the area (and a pretty poor level of education).

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The present increases in food prices and domestic fuel costs can only make this worse. Inadequate public transport only adds to the problems for people who want to find work
Abject lack of retail in Stratford especially clothing. We desperately need more flagship clothing retailers
Overzealous traffic wardens - in the high street of a market town - do not encourage people for using local shops and businesses
Shops replaced by hospice shops, increasing use of internet. Pub closing
Majority of business, weather manufacturing or retail are in the small category. These are essential to creating Alcester's character. Support and guidance to all and any benefits available must be promoted pro-actively by the various councils and government, not admitted in a half-hearted manner
Too many empty retail units in the village. Closure of health centre
Not supported by local people
Gap between wealthy and poorer people widens continually. Social housing is rented to people who do not seem to need it (judging by quality cars etc) and there is insufficient opportunity (or take up) to part buy, yet young people cannot access housing
Because the questionnaire did not provide an option to describe the economy as flat lining
A very visible lack of infrastructure investment
If all the 3 areas which make up Alcester were charged the same, as all the areas use the facilities of Alcester (contributed the same Stratford on Avon council)
Insufficient money spent on public services - schools, health, care homes, police, fire brigade
Local area too reliant on Redditch and Birmingham as retail areas, thus making small retail outlets generally economically unviable. Hence plethora of charity shops and closed premises. For goodness sake, encourage development of co-op site in centre of Studley with retail provision and reasonable cost
Business rates and rents are too high, evidenced by the constant coming and going of new businesses
A lot of empty shops
Not enough shops to encourage anyone to visit the High Street. Bidford seems to be dying on its feet it also does not help that the doctor's surgery is so far from centre of village
I get the sense that an increasing number of individuals and local businesses are finding it more difficult to get by
There is not enough diversity in shops
Shops seem not so busy and traffic not helping people walking and crossing road
Lack of shops
Most people do main shopping in towns not locally. Also, local pubs really struggling, one now a nursery, another being sold for houses and a third shut for three months
Local police station gone. Not enough buses always full in summer (especially during school holidays) Library gone. I know there are provisions but a proper library was better I always went to the library haven't been since. Market no longer here very sad
Pubs are struggling, constant changeover
Shops are struggling to compete with online competition
I have only been living here three months so feel unable to make a comment
Too few local individual shops - an increasing number of charity shops and empty premises. An excessive number of restaurants.
Many shops closing in town centre probably due to high rent/rates and lack of on street parking. Traffic congestion discourages people from the town.
Immediate area is very mixed
Rents too high - nothing gets done to the houses now that are rented - no local jobs

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I know lots of people who run their own small businesses and they are all saying how difficult it is.
The parking in Henley needs addressing to bring people in to visit plus work. The mix of shops is poor again not bringing visitors to Henley. Presently it is just a by-pass from Birmingham to Stratford - Shame!
Lack of public transport
You can see it, we the local are left behind, nothing for us the tax
It is what it is
Neither up or down - neutral
There are often empty shops in Alcester High Street because they sell frivolous things. Need a good bakers shop (Greggs) and a newsagents. Kinwarton Industrial Estate has more service industries than manufacturing.
Shops in Alcester seem to close often, more pubs and cafes than actual shopping facilities
A lot of the shops are or have closed. No banks. All there is hairdressers and fast food.
Business rates too high
Declining local business
The number of vacant units in town. Lack of local industry.
Park not looked after. Drugs being sold on corners (shop)
Many people on very low wages
I have other dwelling houses in Alcester, Stratford Upon Avon and St Mawes (Cornwall). I have lived in Oxfordshire for 25 years and in Lancashire for 28 years. Comparing life in these several areas, I am led to the conclusion that the Alcester economy is 'not doing well'.
Rail Links
I live in a rural village. The dominant groups of households are commuters and retired people. There is very little in terms of a local economy. Certainly, there is little for young people to aspire to in order to remain in the community.
Many shops closing
very few vacancies
Too many shops/businesses the same i.e. hairdressers and takeaway food shops
Bank closures, too many charity shops, hairdressers and takeaways
Lack of Shops
n/a
Town centre is lacking in quality shopping
Don't discuss finances with individuals; you don't know what goes on behind closed doors! Working families usual commuters, not involved locally.
Some empty commercial properties. Few new enterprises
NO SHOPS
Not enough diverse shops. Too many empty.
Too many empty shops
Village is deserted - needs more shops to draw people in.
It is shameful that there are food banks - all members of the community should be able to afford the basics of life.
Town activities that draw people to the town but not into the shops - there are too many empty shops
There are a lot of empty or poorly maintained shops in the centre of town

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Re Q8 one option 'on the way up' is about direction of movement while others are about state. This is confusing.
Having to wait to speak to social workers then they pass you on to someone else. Housing needs to be improved, not enough houses.
n/a
Not enough parking. People walking dogs and not cleaning the mess up. There's parking right outside my flat but I can never park because the bungalows across all use the parking. I was placed in flat, but my daughter's bedroom gets so damp. I have to clean the wall and redecorate each year.
Small businesses shutting
Too many housing developments meant health centre forced to re-locate outside village centre - result: Post office closed and other shops struggling to survive. This has decimated village centre. Planners should consider community's quality of life when approving new planning applications.
So many elderly people are struggling to pay bills or eat properly. This has been made worse by the people having to pay the extra bills for support etc which used to be paid by council.
Empty shop fronts
Seems to be lots of retired and lots of unemployed on benefits in area so not very balanced
Everything seems to be going up and becoming too expensive to afford and enjoy, especially as a family of 2+
General comment: I wouldn't want to be poor living here.
Very bad congestion. Constant illegal parking in High Street outside shops is a major issue! Too many houses being built/too little choice of shops for people who cannot use transport!
Community based jobs (nursing/teaching etc) NOT paid in line with rented housing costs.
No or reduced shops
Town centre running out of shops. Too many houses being built, we're going to need a second by-pass!
Affordable housing is limited. Job opportunities locally (in the village) are limited. Public transport is poor.
Nothing ever gets done
The council seems not to prioritise on street repairs until the end of financial year and then spend any surplus
Too many empty shops can do better. Co-op grounds continual eye sore
Farming - worried re: brexit. Funding curtailing activities. Also lack of support for diversification (planning)
Big division between the wealthier and average earners
Many empty shops. Co-op site boarded around. Few employment opportunities
No industries therefore no local employment
The number of empty shops and offices
Not many job prospects
Shops are suffering due to high rates. Too much traffic through village and not enough parking (advertised)
Shops shutting. Facilities shutting. Maintenance of park not great.
Too many shops closed i.e. Charity shops etc
Nowhere to park, only shops in Studley are takeaways and charity shops. Pubs are busy but other businesses open and close all the time.
Too many empty shops. Rent/rates for smaller businesses too high. Need of another department store i.e. John Lewis. Old BHS would be a good idea.

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Too many shops closing down
In Stratford upon Avon too many shops changing over to tea rooms. This reduces the range of goods being sold.
Number of empty shops in town centre
Too many local businesses have closed over the last 10 years.
Investment affected by uncertainty of impact of Brexit. Concern local businesses and independent shops cannot sustain with threat of BREXIT and larger local businesses e.g. supermarkets
Too many mental health and drug addicts
If you want to sit at a supermarket till for the rest of your life there's plenty of choice! But there are lots of other dead-end jobs too!
Businesses closing.
Too many small shops have closed because of high rates. Pavements in poor repair - dangerous for pedestrians and wheelchair users. These can give a 'run down' view of the area. No attempt is made to clamp down on litter louts - including car users throwing rubbish from windows
Cut backs in council, health, policing. Studley Health centre having to close. Increase in council tax, housing prices.
Too many empty shops
Too few people
Shops in the local area are all closing. Houses are starting to look scruffy - people aren't spending any money on them.
Variety of shops for locals. NO police stations, NO fire station, only ONE doctor's surgery, NO banks! Shall I go on!
As council are not there for people, they make it harder for working class people to service and live day to day. Council tax payments are totally ridiculous. And nothing is ever done to help the local teenagers.
Shops in High Street have few visitors
Some investment needs to be put into Bidford to support local shops and services.
Prices going up
Local shops (small shops) closing down
Concern of increase in housing - but residents commuting outside of local area to work and 'large' shops. Where is income being spent? Recent co-op flyers delivered to Shipston residents, advertised the co-op in Chipping Norton, NOT the two Co-op stores in Shipston-On-Stour.
The council would gain for more lower rates than fewer higher rates shut shops. The aspect of Stratford is being ruined by new innovations not in keeping. I don't mean a chocolate box picture.
Empty shops on High Street, shops opening and closing down quickly.
Too many houses being built but not encouraging business to stay for employment
The local school is not doing well. It looks like it needs more funding. No local shop. No bus service.
Agricultural is in a quandary
Because the next choice was on the way up and I do not think it is. Building more and more housing estates causing congestion - now getting harder and harder to get in and out of village. Covering more and more agricultural land with housing and solar farms is going to cause a shortage of land for g
There seem to be a lot of empty business premises in the area.
The economy is OK. Neither on the way up or down.

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Not all shops in Bidford don't seem too taken. Health Centre unit not open
The large number of charity shops. The number of vacant shops. High rents and rates
Independent shops tend not to last long
Council tax prices are too high
In Wellesbourne some shops have close, loss of jobs
Some restaurants and shops are struggling
Pubs in village are struggling, I believe unemployment is quite high
It costs too much to rent shops etc
Too many units unoccupied. This seems ridiculous in a place with so many visitors
We need a good eating house which is reliable
Too many charity shops, not enough footfall
Only one choice supermarket which is expensive
Everyone should be paying council tax
Need more larger shopping brands i.e. John Lewis, Zara, M&S food in both Bridge Street and Maybird is excellent
Pavements are unkempt. Rubbish in public places, broken bottles in children's playgrounds. The area is dirty and unclean
Better than Redditch
Too many charity shops in Alcester
The quality of the town i.e. pavements roads congestion is driving people away
Too many shops have closed. Paying to go to the loo, 20p how wrong is that
Rundown
I have lived in Stratford for four years - read the local paper - listen to what people say - the area seems to rely heavily on tourism, consequently the town seems to be run mostly for the tourists and not for the residents who live here full time
Empty shops, Stratford looks terrible now compared to years ago not good for a tourist location
Too few jobs
It's all the cut backs
Making things i.e. manufacturing is the true way to financial success for any country or community. Consider the examples of Germany and America, both great manufacturing economies. Britain alas weak in comparison and therefore poorer for it. Too much emphasis on tourism and leisure in Stratford upon Avon
The extended improvement to the brook has had a very strong negative impact on local trade / shop / pub
Stores in central Stratford closing
Do not spoil the village ambience by development
Too many shops closing despite growth in population not enough attractive stores particularly bearing in mind that Stratford is a major tourist attraction
Many empty shops - seems to be on the increase - gives the impression that the high street is struggling
Empty town centre shops, lack of attention to people's needs in the community
No overall plan - either for shops / transport or development of businesses
There is not enough available affordable help for people who require help in situations caused by old age
Too many empty store fronts in town

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Loss of production facilities in this area too much reliance on low paid tourism and hospitality business
No proper shopping facilities, one grocery shop (very small, high prices, poor selection) fast food that is virtually inedible
Lack of work for young people and affordable housing
Lack of small biz opportunities and support (services especially)
All houses have been devalued by HS2
Because too many vacant shops in the town
New job opportunities are in retail and leisure only. Opportunities in agriculture are declining
Town centre has lots of empty shops where only large chains can afford rent. Dreadful congestion on roads coming in / out of town. Limited nightlife facilities. Too many small and overpriced houses being built wherever green space is available
A number of shops have shut in Stratford including some chains driving business to larger centres. Sometimes difficult to procure services from local businesses
Council tax and rents stop individual shops coming to our town so many have gone over the past 5 years
Not enough homes for the elderly. Need cheaper supermarkets
There is not a good mix of social cost of, village housing is pushing out working families
Don't pay much attention
Shops closed
Shops struggling for business
The local economy seems stable
No facilities for young people, crime has gone up
The amount of traffic (rat run) through Studley must discourage businesses to open. When will councillors / WCC wake up to the problem of traffic congestion!
Repairs to street lights take ages to be sorted, other repairs
The only thing I feel is small local shops in certain places closing due to large supermarkets opening
Empty shops, lack of new business, building becoming dilapidated lack of investment in improving facilities for growth
Trying to get things done in the area I live
Most jobs are only minimum wage
No evidence of improving
No real economy - in 15/20 mins. Shops do well but multinational chain shops have unfair advantage over smaller shops and independents i.e. Starbucks etc paying lower taxes
High business rates
St Modwen not doing enough for their money
Very expensive rented property and especially council tax. I'm a single tenant struggling to pay £87 a month council tax even with the single occupancy discount
The village pubs are struggling because 2nd year rents are increased disproportionately and tenants cannot make a living at it. Harbury used to have 5 pubs and a village club, it now has 2 pubs and a club
The number of unoccupied shops in the town centre does not point to a prosperous economy. The state of many of the town centres buildings also leaves something to be desired - a lot of buildings are quite shabby and in need of repair
Needs a better supermarket and more industry for young folk
School funding, empty shops

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Try hard, get nailed by taxation, rates etc. The local shop struggles with rates. I downsized my business
Shop closures in Stratford. Budgeting issues/funding. Price of housing
No jobs available in Southam. No new amenities built to supply the huge increase in new housing being built
Pubs and shops in the village not making a good living
Shops closing, very few local jobs
Mostly retired people
Closure of businesses and business support services e.g. banks, empty shops
Studley doesn't need any more takeaways or hairdressers it needs proper shops so that locals/visitors have somewhere they can stay and browse rather than parking badly to run in and get their food
The next option was on the way up - which I don't think applies. I would have preferred flat i.e. little changes over the last ten years. Some businesses closing / some opening but no sign of any real growth - except for housing developers who come in, build, make a profit and increase the burden on
Too many good retail shops closing, especially BHS still empty
Don't see much in investment
Shops in the town are closing at a rapid rate with no big retail chains being attracted to set up business. People are shopping in Solihull and Leamington as they have a variety of shops. A train link to the airport is needed to make transport links much improved
More people are struggling to make ends meet. Economy is not getting better and you do not have a staying the same option
Poor transport links, little support for small businesses
Since Brexit, prices have gone up.
Because of shop closures, more and more empty shops, out of town shops, kill the importance of town life.
The empty shops in the town
Have parish council that knows nothing about village.
I don't know much about the state of the economy in the village
Too many empty shops within area.
Properties in need of upkeep and maintenance - looks run down. Needs sprucing up to be more attractive to buyers and inward investment. Too much crime/litter around lakes
It's like living in a one-horse town.
I work in a small shop (not in Shipston) and with minimum wage increases/brexit, it is hard to keep competitive. Especially with ever increasing competition from the likes of Aldi etc
Stratford with its excellent tourist attractions is visibly deteriorating as a shopping centre for local residents. Solihull & Leamington are centres that have to be visited for successful shopping.

Appendix 4: Q13a - Other sources for finding out about SDC

Parish council
Citizens advice
Forse
Stockton Parish Magazine
Moved into area
Napton Parish Magazine

SDC RESIDENTS SURVEY 2017

Varies
Stratford Herald
By visiting and ??? pointing with staff
Village Magazine
Worked in Sheltered Housing 1983+
David Wilson Homes
Have lived in area 48 years
Parish Magazine
Parish Council
An employee within SDC
Road Signs
Local Parish Magazine
Village News
Lived with boundaries for 70 years
Parish council
Lived here all my life
Parish council
Parish council
Village newsletter
Parish Magazine

Appendix 5: Q26a - Any other reasons resident gave for making their most recent contact with SDC

Collected green bags for garden refuse
Chairman of Parish meeting - all planning applications lodged in the village
Planning
Officer came round to confirm our details as when we moved in they must have been incorrectly noted
To alter information
Paid the annual fee for free parking on the recreation ground in Stratford. This concession is extremely useful
Contacted planning department on two occasions
Apply for blue badge
Car parking pass
I wished to present a Gideon Bible to the chairman and chair Adams graciously accepted the offer, praise god
Response to planning application
Council tax reduction, just moved into area
Renewing car park pass
Comment on a planning application near us
To register for council tax after moving to Stratford
Meeting
Council tax / Grant
Parking permit renewal
Commented on enforcement appeal
Left hanging on the phone for a long time for the connection number to be answered

SDC RESIDENTS SURVEY 2017

Comment on planning
Council tax
RE films for the village - best dept. there. Lana Long FAB
Re films for the village - best department there. Lana Long FAB
Planning support and application process
Council Tax query or relative who passes away.
To purchase green garden refuse bags
SDC knew I had moved house but still sent mail to my old address that got me in arrears
Planning Notices
Planning
Renew pensioner parking permit for Stratford
Planning Application - very tardy, unsatisfactory process
Night shelter for homeless
Planning Objective
Voter Registration
Register for Council Tax
Change of Address
To contest a planning application
Change name on account following marriage
I made a mistake re council tax and had to find someone to sort it out with me.
Planning Application
Planning Issues
Elections - Presiding Officer
Planning Application
For searches in re-mortgage application
Planning
Provision of Bins
Buy new bins
Council Tax
Regarding a planning application that was submitted
Because of your stupid procedures. Not impressed with your system - no wonder honest people fly tip! A JOKE when you let commercial tip for free! Hired a vehicle (had all the signage on) went to tip (Stratford) told couldn't accept vehicle had to go to Leamington Tip and had to pay to tip. It was an old bed and carpet which wouldn't fit in my 2 seater sports car.
Planning
Opposition to a planning application
Inform SDC of a change in circumstances
Required Recycling Bin
Parking Permit for the leisure centre
Council Tax Adjustment
Comment on planning application (ignored)
Housing department
Car park pass
Planning
A planning application
Housing and council tax benefits

SDC RESIDENTS SURVEY 2017

Planning
Council tax enquiry
No refuse bags delivered or green bags
Purchase additional recycling bin
Applied for housing benefit
Parking pass
Planning objection
To report my bins were not pulled - they were the next day
Planning application
Serious error regarding rates charged for rental of shop I own - no apology from SDC. Tenant was to go to court for non-payment - error by SDC
As presiding officer
Responding to planning applications
Planning application locally
Advice of a death with ref council tax
Renewal of bus pass
Over 65 car park permit
To inform that there were now 2 people in the house rather than one for council tax purposes
Planning advice
To get a wheelie bin
Planning / building control queries and refund of council tax whilst having building works
Planning application
Council tax and school application
Parking permit
To oppose a planning application to build housing in the village
Opposed planning applications
To track down a document in filing at the council offices
Planning application
Extra green bin
Get council tax bill and get on electoral roll
Raising planning enquiries - re overdevelopment nearby
Change details and request a larger green bin
Response to planning application

Appendix 6: Q27a - If yes to using the customer access terminal, why was this so?

Needs a personal visit to supply driving licence and other documents. This parking concession is extremely useful. We used to be able to renew direct computer contact to Stratford council via Alcester library but this facility seems to have disappeared, last renewal had to do in person at Elizabeth
Obtain copies of location plan for planning application
Collection of waste paper
To talk about housing
Moving asking about council tax
To renew bus pass and get photograph
No reply

SDC RESIDENTS SURVEY 2017

Loft intruder - birds
I tried it out
Renewing Parking Pass
Planning Query
Didn't know this existed
Parking permit for recreation ground in Stratford £10
Please refer to Q23 on previous page
Voting updating. Parking permit and bus pass
More convenient than driving to Stratford, but Studley does not work
Housing application - needed to copy documents
About council tax / to arrange on street collection
Not used
Council tax enquiries
Didn't know this service existed
To contact mouse trap operative

Appendix 7: Q37 - If no, what public services would you like to access over the Internet?

?
?
Age related problems - handy man services
All Council Services
Any
Any - internet and phone very poor
BT
Bus
Bus and train services
Bus times
Bus times accurate
Car Parking permit?
Computer Ignorant
Council tax rates and why
Do Not Know
Do not use at all
Do not use it
Doctor prescriptions
Don't do it
Don't know
Don't know
Don't know
Don't know
Don't know

SDC RESIDENTS SURVEY 2017

Don't know
Don't know
Don't know
Don't know
Don't know
Don't Know
Don't know
Don't know
Don't know
Don't know
Don't know
Don't know
Don't know
Don't know till I need to
Don't know what is available.
Don't use the internet
General
Have not used this
I am not very confident about using the internet
I do not wish to access any public service over the internet
I found trying to locate the right planning page really difficult
I haven't the internet. Rely on the phone which doesn't help with public services.
I prefer to use the telephone
I'm not sure what public services I would access
Information
Local events
Local radio
Making friends in S-u-A
Medical
More health care information
More likely to telephone
n/a
n/a
n/a
n/a
n/a
n/a
n/a
NA
Never wanted to or needed to
No
No
No

SDC RESIDENTS SURVEY 2017

None
None
None
None
None
None
None
None
None
none
none
None - prefer telephone
None at present
None in particular
None really
None specifically come to mind
None, happy to use public services at present
Not at the moment
Not bothered
Not interested
Not necessary
not sure
Not sure
not sure
Not sure
Not sure what is available
Not wanted
Nothing
Nothing at the moment!
Nothing comes to mind
Nothing in particular
Only by phone
Personally, I don't use internet only family visiting
police
Possibility to comment on traffic management in Stratford and bus station road
Prefer phone or visit
Prefer the phone
Responsibility for roads / transport
SD council
Shopping & Social Media
Train and bus service times

SDC RESIDENTS SURVEY 2017

Train time tables and bus routes
Transport Information
Use phone
Use telephone. Too old to be an internet user
WCC library services connections not good
We prefer to contact a live person on the telephone
Work
Would need more detail so I am informed of what public services there are for my use
Yes
