

STRATFORD-ON-AVON DISTRICT COUNCIL

RESIDENTS SURVEY TOPLINE WEIGHTED

FINAL RESULTS 2019

The survey used postal self-completion questionnaires. The electoral roll was used and the questionnaire went to the householder to give a random sample. This way, around one in ten households in the District received the questionnaire. The methodology included one reminder mailing implemented within the prescribed timescale between early October and early December 2019. 6,000 questionnaires were despatched, with 1,804 questionnaires returned in the timescale allowed, a 30.2% response rate (taking out 27 "return to senders etc.").

This document shows the final results of the whole survey, excluding don't know etc where appropriate, as per the industry norm. Although these are results in isolation, it gives an idea of current resident perceptions and thoughts, with the detailed report to follow.

The results are **weighted**. Weighting is by age, gender, ethnicity and household size in line with previous residents' surveys.

ABOUT YOU AND YOUR LOCAL AREA

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

<i>Very satisfied</i>	46%	<i>Fairly dissatisfied</i>	2%
<i>Fairly satisfied</i>	45%	<i>Very dissatisfied</i>	2%
<i>Neither satisfied nor dissatisfied</i>	5%		

Your local area receives services from two councils, Stratford-on-Avon District Council and Warwickshire County Council. This survey asks about Stratford-on-Avon District Council, which is responsible for services such as; refuse collection and recycling, street cleaning, environmental health, licensing, planning applications and planning policy, management of many parks and open spaces, parking, CCTV, public toilets, provision of leisure facilities, play areas in Stratford town, housing services and the administration of benefit claims.

Q2 And now taking everything into account, how satisfied or dissatisfied are you with the way Stratford District Council runs things?

<i>Very satisfied</i>	14%	<i>Fairly dissatisfied</i>	10%
<i>Fairly satisfied</i>	57%	<i>Very dissatisfied</i>	3%
<i>Neither satisfied nor dissatisfied</i>	17%		

In considering the next question, please think about the range of services Stratford-on-Avon District Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Stratford District Council provides to the community. We would like your general opinion.

The current annual level of the Stratford-on-Avon DC part of the council tax for a Band D property is £139.12. This is a 7.5% share of your overall annual council tax bill.

Q3 To what extent do you agree or disagree that Stratford District Council provides value for money?

<i>Strongly agree</i>	8%	<i>Tend to disagree</i>	17%
<i>Tend to agree</i>	40%	<i>Strongly disagree</i>	6%
<i>Neither agree nor disagree</i>	29%		

YOUR LOCAL AREA

Q4 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? Please tick up to 5 boxes only.

Access to the countryside	36%	The level of pollution.....	12%
Activities for teenagers	10%	The level of traffic congestion.....	25%
Affordable decent housing	29%	Parks and open spaces.....	27%
Broadband provision.....	22%	Public transport	22%
Clean streets	32%	Road and pavement repairs.....	20%
Community activities	11%	Shopping facilities	23%
Cultural facilities (e.g. libraries, museums)	15%	Sports and leisure facilities	13%
Education provision.....	30%	Transport links.....	18%
Facilities for young children	10%	Other	1%
Health services	57%	None of these	0%
Job prospects.....	13%	Don't know.....	0%
The level of crime	56%		

Q4a Other

18 responses to follow

Q5 And thinking about this local area, which of the things below, if any, do you think most need improving? Please tick up to 5 boxes only.

Access to the countryside	3%	The level of pollution	10%
Activities for teenagers	34%	The level of traffic congestion	46%
Affordable decent housing.....	28%	Parks and open spaces	7%
Broadband provision.....	22%	Public transport	32%
Clean streets	13%	Road and pavement repairs	44%
Community activities	10%	Shopping facilities	19%
Cultural facilities.....	7%	Sports and leisure facilities	10%
Education provision.....	6%	Transport links.....	23%
Facilities for young children	13%	Other	8%
Health services	19%	None of these	0%
Job prospects.....	13%	Don't know.....	0%
The level of crime	27%		

Q5a Other

111 responses to follow

Q6 How strongly do you feel you belong to your local area?

Very strongly	23%	Not very strongly	17%
Fairly strongly	52%	Not at all strongly.....	7%

Q7 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

Definitely agree.....	13%	Definitely disagree.....	5%
Tend to agree	63%	Too few people in local area	4%
Tend to disagree.....	9%	All the same background	6%

Q8 In your view, which best describes the state of the economy in your local area?

Really thriving	7%	Could be better	18%
On the way up.....	10%	Really struggling	3%
It is OK	62%		

Q8a If you answered "Could do better" or "Really struggling" to Question 8, please give us the reasons why you answered in this way.
275 responses to follow

LOCAL DECISION MAKING

As with previous questions, when answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q9 Do you agree or disagree that you can influence decisions affecting your local area?

Definitely agree.....	4%	Tend to disagree	42%
Tend to agree	30%	Definitely disagree	24%

Q10 Do you agree or disagree that you can influence housing and/or business development in your area?

Definitely agree.....	2%	Tend to disagree.....	38%
Tend to agree	11%	Definitely disagree	28%
Neither agree nor disagree	20%		

COUNCIL IN GENERAL AND INFORMATION

Q11 Here are some things that other people have said about their Council. To what extent do you think that these statements apply to Stratford District Council?

	<i>A great deal</i>	<i>To some extent</i>	<i>Not very much</i>	<i>Not at all</i>
Is making the local area a better place to live	8%	57%	26%	9%
Is working to make the area safer	7%	44%	36%	13%
Is working to make the area cleaner and greener	9%	51%	29%	12%
Has improved town centres in the local area	6%	31%	37%	26%
Involves residents when making decisions	6%	32%	41%	21%
Acts on the concerns of local residents	5%	31%	41%	23%

Q12 How much do you trust Stratford-on-Avon District Council?

<i>A great deal</i>	5%	<i>Not very much</i>	35%
<i>A fair amount</i>	52%	<i>Not at all</i>	8%

Q13 How do you find out about Stratford District Council? Please tick the **MAIN** source you use from the list below. (Please tick one box only)

<i>Local media (newspapers, television, radio)</i>	21%
<i>Information provided by the Council (Stratford View Magazine, leaflets, posters)</i>	23%
<i>Council website/Internet</i>	27%
<i>Social media (Facebook, Twitter etc).....</i>	6%
<i>From local councillor.....</i>	2%
<i>Direct contact with the Council</i>	3%
<i>Information from other organisations</i>	1%
<i>Word of mouth (e.g. family or friends)</i>	9%
<i>Other source</i>	1%
<i>None of the above</i>	4%
<i>Don't know</i>	4%

Other source 14 responses to follow

Q14 How well informed do you feel about each of the following...

	<i>Very well informed</i>	<i>Fairly well informed</i>	<i>Not very well informed</i>	<i>Not well informed at all</i>
Overall, how well informed do you think SDC keeps residents about the services and benefits it provides?	5%	53%	32%	9%
How you can get involved in decision making?	3%	27%	49%	22%
What the Council spends its money on?	9%	48%	28%	16%

COUNCIL SERVICES

Your local area receives services from two councils, Stratford-on-Avon District Council and Warwickshire County Council. This survey asks about Stratford District Council services.

Q15 How satisfied or dissatisfied are you with each of the following services provided or supported by Stratford District Council?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Keeping public land clear of litter and refuse	13%	55%	15%	13%	4%
Refuse collection	53%	37%	4%	3%	2%
Doorstep recycling	40%	40%	13%	4%	2%
Sport and leisure facilities	12%	43%	30%	10%	5%
Parks and open spaces	22%	52%	17%	6%	3%
Play areas	19%	47%	24%	7%	3%
Car parking	9%	33%	24%	21%	13%
Public toilets	9%	29%	32%	19%	12%
Grass cutting	16%	43%	21%	14%	7%
Processing planning applications	4%	25%	37%	18%	16%
Developing planning policies	1%	16%	41%	21%	21%
Housing services	2%	18%	52%	16%	13%

Q16 Please indicate how frequently you have used the following public services provided or supported by Stratford District Council.

	<i>Almost every day</i>	<i>At least once a week</i>	<i>About once a month</i>	<i>Within the last 6 months</i>	<i>Within the last year</i>	<i>Longer ago</i>	<i>Never used</i>
Sport and leisure facilities	2%	18%	12%	12%	10%	16%	30%
Parks and open spaces	14%	33%	19%	14%	8%	6%	7%
Play areas	4%	18%	14%	10%	7%	17%	31%
Car Parking	15%	45%	21%	8%	3%	2%	5%

Q17 Please indicate whether you or any other member of your family have used any of the following services provided by Stratford District Council in the last 12 months?

<i>Housing Services</i>	<i>Planning Services</i>
7%	12%

COMMUNITY SAFETY/ANTI-SOCIAL BEHAVIOUR

Q18 How safe or unsafe do you feel when outside in your local area after dark?
Very safe 24% *Fairly unsafe* 10%
Fairly safe 47% *Very unsafe* 5%
Neither safe nor unsafe..... 15%

Q19 How safe or unsafe do you feel when outside in your local area during the day?
Very safe 66% *Fairly unsafe* 1%
Fairly safe 28% *Very unsafe* 0%
Neither safe nor unsafe..... 4%

Q20 Thinking about this local area, how much of a problem do you think each of the following are?

	<i>A very big problem</i>	<i>A fairly big problem</i>	<i>Not a very big problem</i>	<i>Not a problem at all</i>
Noisy neighbours or loud parties	3%	7%	31%	59%
Groups hanging around the streets	4%	12%	35%	50%
Rubbish or litter lying around	4%	16%	51%	29%
Vandalism, graffiti and other deliberate damage to property or vehicles	4%	12%	44%	41%
People using or dealing drugs	11%	17%	30%	42%
People being drunk or rowdy in public places	3%	8%	45%	45%
Cars parked inconveniently, dangerously or illegally	16%	26%	38%	20%
Dog fouling	10%	25%	46%	18%
Fly tipping	8%	22%	45%	25%
Rural crime	16%	25%	44%	14%

Q21 Have you reported any incidents of anti-social behaviour/nuisance in your local area to either of the following in the past 12 months? (Please tick one box only)

<i>Yes, reported incidents of anti-social behaviour/nuisance to Stratford District Council.....</i>	2%	<i>Experienced incidents of anti-social behaviour/nuisance, but not reported it</i>	18%
<i>Yes, reported incidents of anti-social behaviour/nuisance to the Police</i>	7%	<i>Not experienced any incidents of anti-social behaviour/nuisance</i>	72%
<i>Yes, reported incidents of anti-social behaviour/nuisance to the landlord</i>	1%		

CONTACTING STRATFORD DISTRICT COUNCIL

Contacting Stratford District Council to make a Complaint

Q22 Have you contacted Stratford-on-Avon District Council with a complaint(s) in the last 12 months?
Yes 8% *No*..... 92%

Q23 What did the complaint(s) relate to? Write 'Don't know' if you cannot recall.
 123 responses to follow

Q24 How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?
Very satisfied 10% *Fairly dissatisfied* 20%
Fairly satisfied 25% *Very dissatisfied* 35%
Neither satisfied nor dissatisfied..... 10%

Contacting Stratford District Council for Other Reasons

Q25 How many times have you contacted SDC in the past 12 months for any other reason than to make a complaint?

<i>Have not contacted them in past 12 months</i>	57%	<i>Four times</i>	2%
<i>Once</i>	19%	<i>Five or more times</i>	3%
<i>Twice</i>	9%	<i>Don't know/can't remember</i>	6%
<i>Three times</i>	4%		

Q26 Which of these describes the reasons why you made your most recent contact with Stratford District Council? (Please tick all that apply)

<i>Reported an issue or problem</i>	17%	<i>Make a payment</i>	20%
<i>Asked for advice/information</i>	44%	<i>Don't know/can't remember</i>	1%
<i>Applied to use a service</i>	28%	<i>Any other reason</i>	21%
<i>Any other reason</i>	115 responses to follow		

Q27 How were you in contact with the Council? (Please tick all that apply)

<i>In person at Elizabeth House</i>	23%	<i>Via the website/internet</i>	22%
<i>Using one of our Customer Access Terminals at Alcester, Bidford, Henley, Shipston, Studley, Southam, Tysoe or Wellesbourne</i>	2%	<i>By letter</i>	6%
<i>By telephone</i>	57%	<i>Other method</i>	2%
<i>By email</i>	26%		

Q27a If yes to using the Customer Access Terminal in Q27, why was this so?

6 responses to follow

Q28 Still thinking about your most recent contact with Stratford District Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
The length of time it took to be dealt with	42%	33%	8%	7%	10%
Any information you were given	43%	31%	12%	7%	7%
Explanation of process procedures & advice	42%	31%	13%	5%	8%
How competent the staff were	48%	29%	12%	5%	7%
How helpful the staff were	50%	26%	12%	5%	7%
The final outcome	48%	23%	11%	7%	11%

Q29 Overall how easy or difficult did you find it to contact Stratford District Council services in the last 12 months?

<i>Very easy</i>	40%	<i>Fairly difficult</i>	6%
<i>Fairly easy</i>	37%	<i>Very difficult</i>	2%
<i>Neither easy nor difficult</i>	15%		

Q30 Overall how satisfied or dissatisfied were you with the service you received the last time you made contact with the Council?

<i>Very satisfied</i>	44%	<i>Fairly dissatisfied</i>	10%
<i>Fairly satisfied</i>	28%	<i>Very dissatisfied</i>	7%
<i>Neither satisfied nor dissatisfied</i>	11%		

OTHER PUBLIC SERVICES

Q31 Have you needed to access hospital services in the past twelve months, for treatment either as an outpatient or as a patient staying a minimum of one night?
 Yes 57% No..... 43%

Q31a If yes, which hospital? (Please tick all that apply)
 Warwick Hospital 68% Alexandra Hospital (Redditch) 9%
 Stratford Hospital..... 48% Horton Hospital (Banbury) 5%
 University Hospital (Coventry & Warwickshire) 19% Other Hospital 11%
 Which other hospital? 96 responses to follow

Q32 How do you rate Internet connectivity in your property?
 Not fast enough 23% Acceptable 33%
 Ok, but it could be faster 38% I do not use the Internet 7%

Q33 Do you access public services over the Internet?
 Yes 75% No..... 25%

Q33 If no, what public services would you like to access over the Internet?
 115 responses to follow

Q34 How likely are you to use, or access information, about public services in your area with the following devices?

	Very likely	Fairly likely	Not very likely	Not at all likely
Smartphone	65%	18%	8%	10%
Other mobile phone	23%	15%	19%	44%
Tablet	45%	28%	12%	15%
Laptop	48%	31%	12%	10%
Computer	37%	26%	14%	23%

HELPING OUT

We are interested to know about the unpaid help people give. Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others, e.g. helping at a youth or day centre, helping to run an event, campaigning, or doing administrative work. Please exclude giving money and anything that was a requirement of your job. Please only include work that is unpaid and not for your family.

Q35 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

At least once a week	16%
Less than once a week but at least once a month	12%
Less often	9%
I give unpaid help as an individual only and not through groups(s), club(s) or organisation(s)	9%
I have not given any unpaid help at all over the last 12 months	50%
Don't know	4%

CLIMATE CHANGE

Within our proposed Council Plan for 2019-23, there is a section on how we will respond to the climate emergency. Our aim is to do all we can locally to contribute to national carbon reduction targets and fulfil our aim to becoming a carbon-neutral district by 2030.

Q36 What are you doing to tackle the climate and environmental emergency and what more would you consider doing?

	<i>I have done, or already do this</i>	<i>I would like to do this, but need more support</i>	<i>This is not something I would consider doing</i>	<i>This is not applicable to me</i>
Made my home more energy efficient	52%	31%	6%	11%
Switched to a renewable energy provider	34%	31%	21%	14%
Installed renewable energy at home	12%	40%	24%	25%
Travelled by private vehicle as little as possible (walk, cycle or go by public transport more)	37%	21%	28%	14%
Replaced a petrol or diesel vehicle with an electric variant	6%	38%	36%	19%
Reuse and recycle as much as possible	91%	8%	1%	0%
Put food waste in the <u>green</u> bin	73%	11%	9%	7%
Home compost as much garden waste as possible	52%	15%	18%	15%
Created space for wildlife in my garden (such as planting pollinators or installing bird boxes)	64%	14%	11%	11%

The Council wants to hear ideas from residents on policies to tackle the Climate Emergency. To get in touch with your thoughts, please email climate.emergency@stratford-dc.gov.uk

Q37 Please write in the box below ONE KEY THING ONLY you expect Stratford District Council to tackle in respect of climate change.

1052 responses to follow

YOUR HOUSEHOLD (Unweighted)

Q38 In which of these ways does your household occupy your current accommodation?

<i>Owned outright</i>	65%	<i>Rented from private landlord</i>	5%
<i>Buying on mortgage</i>	20%	<i>Other</i>	2%
<i>Rent from Housing Association/Trust</i>	8%		

Q39 If you rent from a Housing Association or Trust, which one?

128 responses to follow

Q40 Overall, how satisfied or dissatisfied are you with your Housing Association/Trust or private landlord? (Weighted)

<i>Very satisfied</i>	33%	<i>Fairly dissatisfied</i>	9%
<i>Fairly satisfied</i>	35%	<i>Very dissatisfied</i>	12%
<i>Neither satisfied nor dissatisfied</i>	12%		

Q41 Have you moved into the Stratford District Council area in the last three years?

<i>Yes</i>	12%
<i>No</i>	88%

Q42 If yes, where did you move from and what was the reason for moving into the Stratford District Council area?

206 responses to follow

Q43	How many children aged 17 or under are living here?		
	<i>None</i>	85%	<i>Three</i>
	<i>One</i>	7%	<i>Four</i>
	<i>Two</i>	6%	<i>More than four</i>
			1%
			0%
			0%

Q44	And how many adults aged 18 or over are living here?		
	<i>One</i>	31%	<i>Four</i>
	<i>Two</i>	58%	<i>More than four</i>
	<i>Three</i>	7%	
			3%
			0%

ABOUT YOURSELF (Unweighted)

Please complete these questions which will help us to see if there are differences between the views of different residents. Please remember that all answers you give will be treated in the strictest confidence.

Q45	Are you...?		
	<i>Male</i>	44%	<i>Prefer not to say</i>
	<i>Female</i>	54%	<i>Prefer to self-declare</i>
			2%
			0%

Q46	What was your age on your last birthday? Please type number in box below.		
	<i>18-34</i>	4%	<i>50-64</i>
	<i>35-49</i>	12%	<i>65 plus</i>
			31%
			54%

Q47	Ethnicity - To which of these groups do you consider you belong to?		
	<i>White British</i>	96.3%	<i>Black or black British African</i>
	<i>White Irish</i>	0.6%	<i>Any other black background</i>
	<i>Any other White background</i>	2.2%	<i>Asian or Asian British - Indian</i>
	<i>White & black Caribbean</i>	0.1%	<i>Asian or Asian British - Pakistani</i>
	<i>White & black African</i>	0.1%	<i>Asian or Asian British - Bangladeshi</i>
	<i>White & Asian</i>	0.1%	<i>Any other Asian background</i>
	<i>Any other Mixed background</i>	0.1%	<i>Chinese</i>
	<i>Black or black British Caribbean</i>	0.0%	<i>Other ethnic group</i>
			0.0%
			0.0%
			0.2%
			0.1%
			0.1%
			0.0%
			0.1%
			0.1%

Q48	How is your health in general? Would you say it is...?		
	<i>Very good</i>	29%	<i>Bad</i>
	<i>Good</i>	45%	<i>Very bad</i>
	<i>Fair</i>	22%	
			3%
			1%

Q49	Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)		
	<i>Yes</i>	37%	<i>No</i>
			63%

Q50	Does this illness or disability limit your activities in any way?		
	<i>Yes</i>	60%	<i>No</i>
			40%

Q51	Do you care for someone with any long-standing illness, disability or infirmity, other than as part of your job?		
	<i>No</i>	87%	<i>Yes, 20-49 hours per week</i>
	<i>Yes, 1-19 hours per week</i>	7%	<i>Yes, 50+ hours per week</i>
			2%
			5%

Q52 Which of these activities best describes what you are doing at present

<i>Employee in full-time job (30 hours plus per week)</i>	23%
<i>Employee in part-time job (under 30 hours per week)</i>	10%
<i>Self-employed full or part-time</i>	12%
<i>Full-time education at school, college or university</i>	0%
<i>Unemployed and available for work</i>	1%
<i>Permanently sick/disabled</i>	2%
<i>Wholly retired from work</i>	45%
<i>Looking after the home</i>	6%
<i>Doing something else</i>	0%

Q53a In which city, town, village or hamlet do you work?
752 responses to follow

Q54 If employed, by what means of transport do you use to get to your usual place of work? (Please tick all that apply)

<i>Car</i>	76%
<i>Walk</i>	14%
<i>Cycle</i>	5%
<i>Train</i>	8%
<i>Van</i>	4%
<i>Motorcycle</i>	1%
<i>Other</i>	3%
<i>Work from home</i>	19%

Q55 Is there anything else that you would like to add?
646 comments to follow