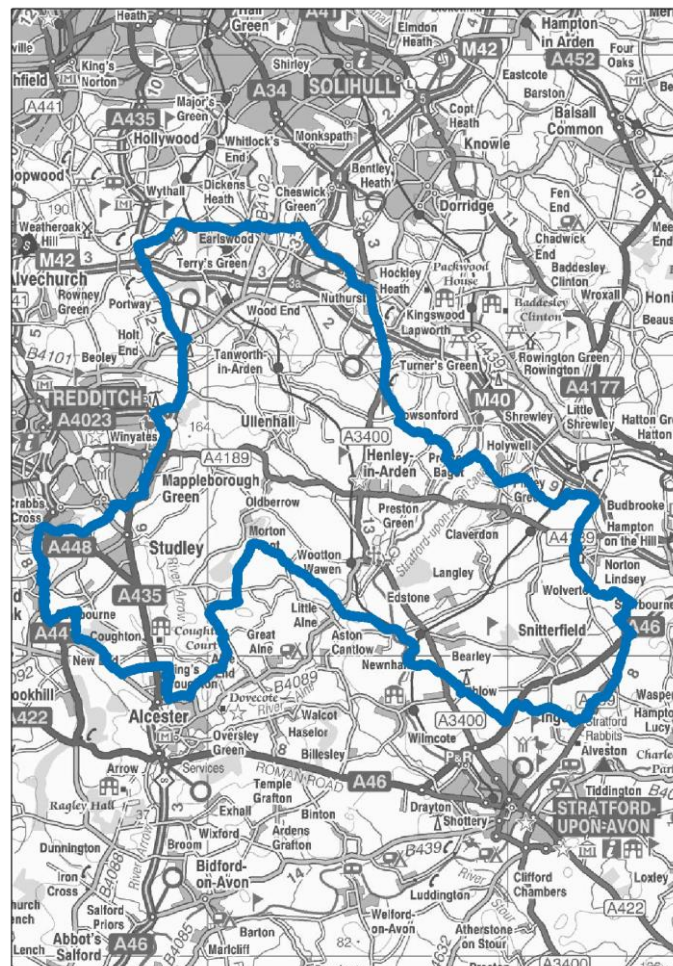




2019 RESIDENTS SURVEY RESULTS HIGHLIGHTS FOR HENLEY / STUDLEY LOCALITY



2019 STRATFORD DISTRICT COUNCIL RESIDENTS SURVEY RESULTS HIGHLIGHTS FOR HENLEY / STUDLEY LOCALITY

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.

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, other public services and climate change.

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

This document contains the findings from the 2019 Stratford District Council Residents' Survey and how it relates to the Henley/Studley locality.

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).

The survey was conducted via postal self-completion questionnaires. Households were selected at random (by area) from the whole electoral roll, creating a list of 6,000 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 one reminder mailing implemented within the prescribed timescale between early October and early December 2019. 6,000 questionnaires were despatched (around one in ten households), with 1,804 questionnaires returned in the timescale allowed, a 30.2% response rate. 27 questionnaires of the original mailing were returned where the address was inaccessible, gone away, unoccupied etc.

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

270 questionnaires were received from the Henley/Studley area.

This summary highlights the main results for Henley/Studley Locality compared, with the District average.

Living in the Area

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

The level of crime remained the most important factor across the four surveys for those living in the Henley/Studley locality, closely followed by health services. The top four are the same as the District bar that level of crime is top. The level of traffic congestion is more important than the District level.

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	2012 %	2014 %	2017 %	2019 %
Level of crime	67	58	63	61
Health services	46	54	63	57
Access to countryside	44	46	51	42
Clean streets	44	43	45	33
Level of traffic congestion*	19	35	33	29
BASE: (All Respondents)	(260)	(242)	(284)	(216)

**new into the top five 2019*

What things most need improving – Henley/Studley Locality

For Henley/Studley locality residents the level of traffic congestion remained as the most important thing which most needed improving, although down four percentage points at 47% compared with 2017. Activities for teenagers rose into the top five at 28%. It is the same top five as the District, although the activities for teenagers figure is 6 points lower than the overall average.

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

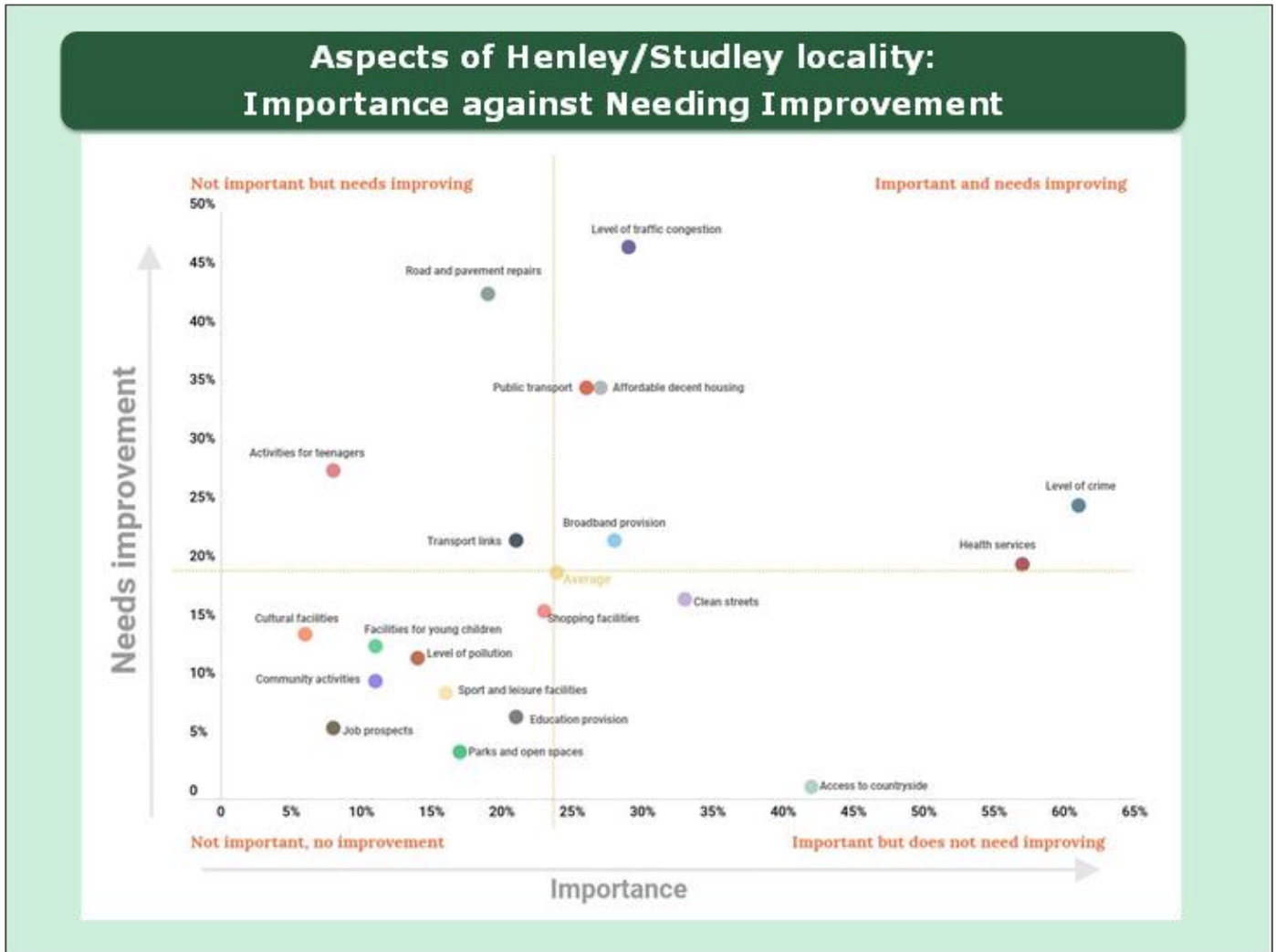
HENLEY/STUDLEY LOCALITY	2012 %	2014 %	2017 %	2019 %
Level of traffic congestion	27	43	51	47
Road & pavement repairs	44	46	41	43
Public transport	43	40	29	35
Affordable decent housing	26	22	26	35
Activities for teenagers*	28	36	24	28
BASE: (All Respondents)	(255)	(248)	(288)	(218)

**new into the top five 2019*

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

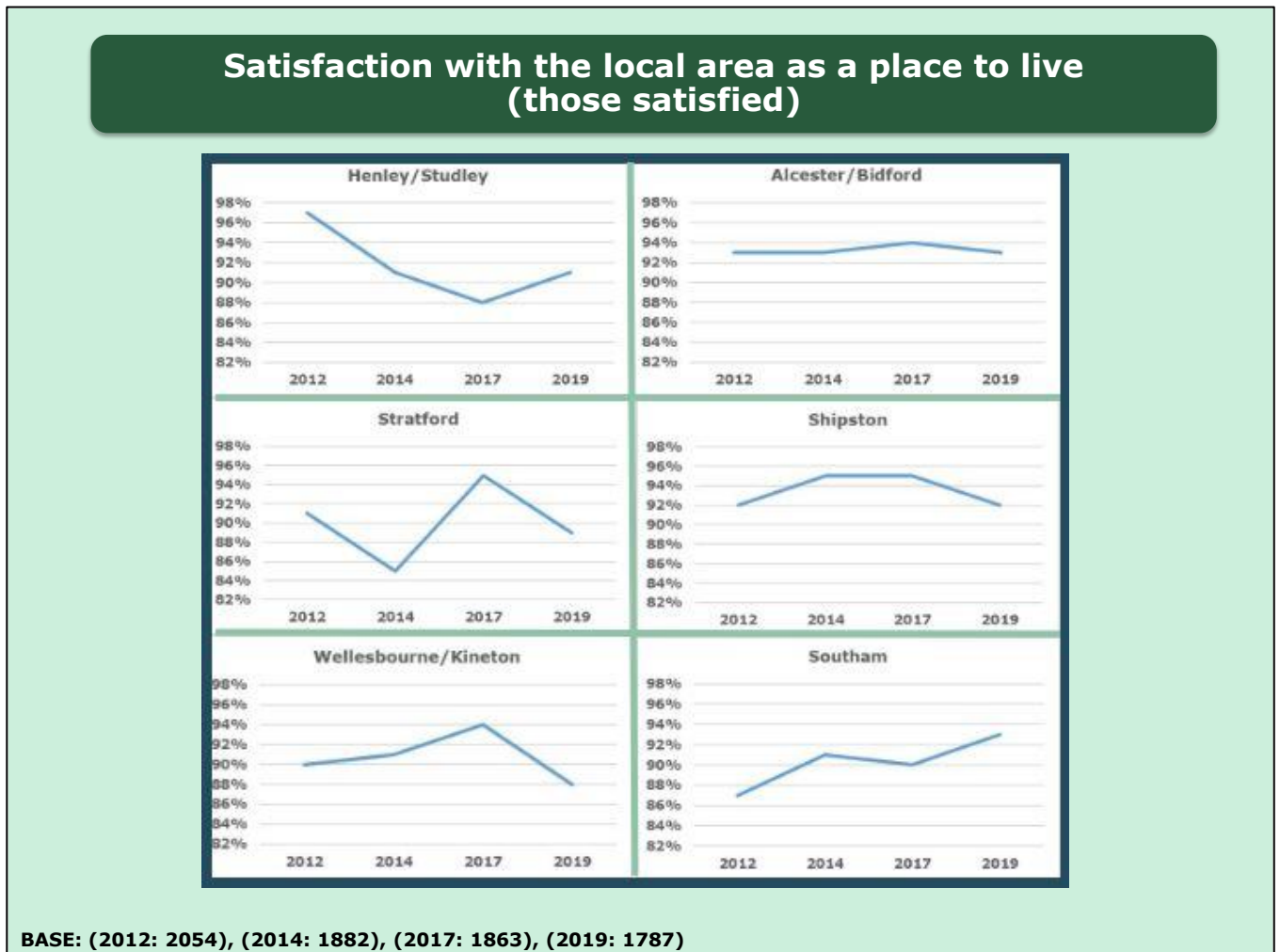
By plotting the results on the chart below and comparing what is important against aspects that need improving, it becomes clear as to what are the priorities for improvement that the Henley/Studley area needs to concentrate on.

The level of crime, the level of traffic congestion, affordable decent housing, public transport, health services and broadband provision were all singled out by residents of Henley/Studley locality as being most important and in need of improvement.



Satisfaction with the Area as a Place to Live

At 91% the Henley/Studley locality figure mirrors the district average when rating the area as a place to live.



COMPARISON OF KEY QUESTIONS DISTRICT SCORE VS HENLEY/STUDLEY

The following table compares the results of key questions for Henley/Studley locality against the District average. Results worse than the District score are shown in the difference column in red.

Top four aspects with results better than the District average were for:-

- Perception of drug use or drug dealing as a problem*
- Taking everything into account, satisfaction with the way SDC runs things*
- Satisfaction with processing planning applications*
- Perceptions of drunk or rowdy behaviour in public places as a problem*

Top five aspects with results worse than the District average were for:-

- Satisfaction with play areas*
- Satisfaction with parks and open spaces*
- Participation in regular volunteering (at least monthly)*
- % feeling safe after dark*
- % feeling safe during the day*

COMPARISON OF KEY QUESTIONS-DISTRICT SCORE VS HENLEY/STUDLEY

Question	LOCALITY SCORE 2019	DISTRICT SCORE 2019	DIFFERENCE LOCALITY vs DISTRICT 2019
Percentage of people who feel they can influence decisions in their local area (Good performance = High %'s)	38%	34%	+4
Satisfaction with keeping public land clear of litter and refuse (Good performance = High %'s)	65%	68%	-3
Satisfaction with refuse collection (Good performance = High %'s)	91%	90%	+1
Satisfaction with doorstep recycling (Good performance = High %'s)	82%	80%	+2
Satisfaction with sport and leisure facilities (Good performance = High %'s)	56%	55%	+1
Satisfaction with parks and open spaces (Good performance = High %'s)	68%	74%	-6
Satisfaction with play areas (Good performance = High %'s)	59%	66%	-7
Satisfaction with car parking (Good performance = High %'s)	38%	42%	-4
Satisfaction with public toilets (Good performance = High %'s)	40%	38%	+2
Satisfaction with processing planning applications (Good performance = High %'s)	34%	29%	+5
Satisfaction with developing planning policies (Good performance = High %'s)	21%	17%	+4
Satisfaction with housing services (Good performance = High %'s)	24%	20%	+4
Taking everything into account, satisfaction with the way SDC runs things (Good performance = High %'s)	77%	71%	+6
To what extent do you agree or disagree that SDC provided value for money (Good performance = High %'s)	49%	48%	+1
How well informed residents' feel about how SDC informs them about services and benefits (Good performance = High %'s)	55%	58%	-3
Participation in regular volunteering (at least monthly) (Good performance = High %'s)	22%	28%	-6
% feeling safe after dark (Good performance = High %'s)	66%	71%	-5
% feeling safe during the day (Good performance = High %'s)	89%	94%	-5
Perceptions of groups hanging around on the streets as a problem (Good performance = Low %'s)	18%	16%	+2
Perceptions of vandalism, graffiti & other deliberate damage to property or vehicles as a problem (Good performance = Low %'s)	19%	16%	+3
Perceptions of drug use or drug dealing as a problem (Good performance = Low %'s)	18%	28%	-10

Question	LOCALITY SCORE 2019	DISTRICT SCORE 2019	DIFFERENCE LOCALITY vs DISTRICT 2019
Perceptions of drunk or rowdy behaviour in public places as a problem <i>(Good performance = Low %'s)</i>	6%	11%	-5
Satisfaction with the service received the last time you made contact with the Council <i>(Good performance = High %'s)</i>	68%	72%	-4