

Helpful hints for completing this questionnaire

- The questionnaire should be completed by any resident aged 18 or over living at this address.
- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Answer the next question unless asked otherwise.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- The survey consists of 15 pages and should take no longer than 20 minutes to complete.
- If you have any queries about the questionnaire please do not hesitate to contact Helen Clive, at Worcestershire County Council on 01905 766 715 or Darren Hornby at SMSR on freephone number 0800 1380845.
- Once you have completed the questionnaire please return in the pre-addressed envelope supplied by **30th September 2006. You do not need to add a stamp**
- If you cannot find or did not receive the pre-addressed envelope please send to FREEPOST, 51-52 Market Place, Hull, HU1 1RQ or call 0800 1380845
- যদি অনুরোধ করেন তাহলে অন্য কোনও আকারে বা ভাষায় এই তথ্য আপনি পেতে পারেন। (0800 1380845)
- 你可以要求以另一種格式或語言提供這些訊息 (0800 1380845)
- दिये जाहलवाली घेठडी बीडे जाह 'डे बिसे वेर मबल जां घेली दिच भिल मबडी वै। (0800 1380845)
- یہ معلومات آپ کے درخواست کرنے پر متبادل ڈیزائن یا زبان میں مہیا کی جاسکتی ہیں۔ (0800 1380845)

Section 1: About your local area

- Q1. 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 FIVE boxes only in the left column below**
- Q2. And thinking about this local area, which of the things below, if any, do you think most need improving? **Please tick ✓ up to FIVE boxes only in the right column below**

	Q1 Most important in making somewhere a good place to live	Q2 Most needs improving in this local area
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>
Sports & leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels & local cost of living	<input type="checkbox"/>	<input type="checkbox"/>
Other (✓ and write in below)	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Please tick ✓ one box only

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Anti-Social behaviour

Q4. Thinking about this local area, how much of a problem do you think are...

Please tick ✓ one box per row

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
...parents not taking responsibility for the behaviour of their children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...people not treating other people with respect and consideration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... teenagers hanging around on the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... rubbish and litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... people being drunk or rowdy in public spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... abandoned or burnt out cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... people using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5. To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?

Definitely
Agree

Tend to
Agree

Tend to
Disagree

Definitely
Disagree

Don't
Know

Too few
people in
local area

All the same
background

What does your County Council do?

This section summarises what some of your local authority service departments do:

Transport services

- Street lighting
- Support and provision of public transport services including: Financial support for bus services; concessionary travel; passenger transport travel information and advice; school travel; rail liaison, and services for older people and people with special needs
- Planning, delivery and management of schemes to improve the efficiency & safety of the transport network
- Road and footway management, maintenance and improvements including gritting and snow clearing

Environmental services

- Household Waste Sites
- Waste strategy; waste disposal, recycling, recovery and reuse
- Countryside management & development; country parks, picnic places site management and countryside information and advice
- Promotion and development of tourism
- Trading Standards service
- Economic Regeneration: Providing information on commercial premises and land; producing policies to help the economic development of the county; supporting the regeneration of market towns and villages; promoting sustainability, and supporting enterprise development
- Maintenance and management of public rights of way and recreational routes
- Gypsy sites management

Local Authority Education services

- Provides a school place for every child in the county
- Raises standards in schools
- Pre-school and nursery education
- Supports children with special needs
- Trains teachers and support staff
- Advises Headteachers and School Governors
- Builds new schools
- Improves existing school buildings
- Runs three Outdoor Education Centres
- Provides school buses
- Provides Youth Services including youth centres and mobile youth services

Personal social services

- | | |
|--|--|
| <p>(Children's Services)</p> <ul style="list-style-type: none">• Child protection• Family support• Short term breaks for children with disabilities• Equipment to help daily living• Adaptations to the home• Foster care• Adoption• Residential care• Support for young people leaving care | <p>(Adult Services)</p> <ul style="list-style-type: none">• Home care (home help service)• Day care and day services• Meals on Wheels• Short term breaks including rehabilitation• Equipment to help daily living• Direct payments to purchase care• Sheltered employment• Adaptations to the home• Residential care• Nursing home care• Registration of disabled people• Blue Badge parking scheme for disabled people |
|--|--|

Planning services

- Strategic planning and environmental policy including development and maintenance of the county's Structure, Minerals and Waste plans.
- Development control
- Planning enforcement

Cultural and recreational services

- Libraries, mobile libraries, information and learning
- The County Museum and support for local museums
- Archives, family history & records management
- Grants to communities and other groups
- Historic environment & archaeology services
- The arts and festivals

Section 2: Your local authority

Worcestershire County Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services. Further information is given in 'What does your council do?' on page 3.

The local tip/household waste recycling centre

Worcestershire County Council provides sites for the disposal and/or recycling of bulky household waste, that is, the local "tip" or "household waste recycling centre". Household waste sites are located at Kidderminster, Stourport on Severn, Bromsgrove, Redditch, Droitwich, Pershore (Hill & Moor), Worcester West (Hallow Road), Worcester East (Bilford Road), Malvern, Upton upon Severn and Tenbury Wells.

- Q6. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide. PLEASE ONLY ANSWER THIS QUESTION IF YOU HAVE USED A LOCAL TIP or HOUSEHOLD WASTE RECYCLING CENTRE IN THE LAST 12 MONTHS
Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The location of the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The opening hours of the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The recycling facilities at the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clean the site is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How helpful the staff are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "user-friendly" the site is (the ability to deposit your waste easily)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local tip/household waste recycling centre overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Public transport information

Worcestershire County Council has responsibility for the following types of information about local transport services: bus timetables are published for subsidised services and commercial routes, in print and online, bus stop displays, village displays, notification of temporary service disruption and changes to services. The authority also has a role in ensuring the information produced by private transport companies for local services is of the standard required.

- Q7. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide. **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The amount of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of public transport information overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8. Have you received or seen any of the information provided on local transport services, in the last 12 months? **Please tick ✓ one box only**

Yes

No

Don't know

The local bus service

Worcestershire County Council has responsibility for some aspects of local bus services such as making grants available to operators, providing concessionary fares schemes, making ticket purchasing more user friendly, park and ride facilities, improving services through Quality Partnerships and the provision of free school transport where appropriate. The authority also has a role in ensuring privately run local services are meeting the needs of the local community.

Q9. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service. PLEASE ANSWER THIS QUESTION WHETHER YOU USE THE BUS OR NOT.
Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The frequency of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The state of the bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether buses arrive on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy buses are to get on and off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local bus service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q10. How frequently, if at all, do you use the local bus service?
Please tick ✓ one box only

Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cultural and recreational activities and venues

Worcestershire County Council directly supports cultural and recreational activities and venues. The authority's licensing and planning responsibilities also make a difference to the level of private and voluntary cultural provision in your area.

Q11. Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Worcestershire County Council. PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Sports/leisure facilities and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums and galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres / Concert halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12. Please indicate how frequently you have used the following cultural and recreational services provided or supported by Worcestershire County Council in the last 12 months.

Please tick ✓ one box per row

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	It does not apply/ Don't know
Sports/leisure facilities and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums and galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres / Concert halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13. For each of the following services provided by Worcestershire County Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box per row

	Better	Stayed the same	Worse	Don't know
Local tips/Household waste recycling centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/concert Halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other services

Worcestershire County Council also provides other services.

Q14. Please indicate how satisfied or dissatisfied you are overall with the following services provided by Worcestershire County Council. PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Planning services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local authority education service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15. Please indicate whether you or any other member of your family have used any of the following services provided by Worcestershire County Council in the last 12 months.

Please tick ✓ all boxes that apply

Planning services	Personal social services	Local authority education services
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16. Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things? **Please tick ✓ one box only**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Information about your Council and its services

Q17. How well informed do you feel about each of the following?
Please tick ✓ one box per row

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How to pay bills to the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How and where to register to vote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you can get involved in local decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain to the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the Council spends its money on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What standard of service you should expect from the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether the Council is delivering on its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the Council is doing to tackle anti-social behaviour in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well the Council is performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you think your Council keeps residents about the services and benefits it provides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18. How do you find out about Worcestershire County Council? Please tick the MAIN source you use from the list below.

Please tick ✓ one box only

- Local media (newspapers, television, radio)
- Information provided by the Council (newspaper/magazine, leaflets, posters)
- Council website/internet
- From local Councillor
- Direct contact with the Council
- Word of mouth (e.g. family or friends)
- Other source (✓ and write in below)

None of the above

Don't know

Section 4: Contacting your Council

Making a complaint

Q19. Have you contacted the authority with a complaint(s) in the last 12 months?
Please tick ✓ one box only

Yes (*Please continue to Q20*)

No (*Please go to Q22*)

Q20. What did the complaint(s) relate to?
Please write in below. Write in 'don't know' if you cannot recall

Q21. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?
Please tick ✓ one box only

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Contacting your Council for other reasons

QUESTIONS 22 TO 24 ARE ABOUT YOUR MOST RECENT CONTACT WITH THE COUNCIL FOR OTHER REASONS THAN TO MAKE A COMPLAINT.

IF YOU HAVE CONTACTED THE COUNCIL FOR ANY REASON OTHER THAN TO MAKE A COMPLAINT IN THE PAST 12 MONTHS, PLEASE CONTINUE TO Q22. OTHERWISE PLEASE GO TO Q25

Q22. Which of these describes the reasons why you made YOUR MOST RECENT contact with the council?

Please tick ✓ all boxes that apply

Reported an issue or problem

Asked for advice/information

Applied to use a service

Don't know/can't remember

Any other reason (✓ and write in below)

Q23. How were you in contact with the Council?

Please tick ✓ all boxes that apply

In person	<input type="checkbox"/>	Via a website/ Internet	<input type="checkbox"/>
By telephone	<input type="checkbox"/>	By letter	<input type="checkbox"/>
By e-mail	<input type="checkbox"/>	Other method (✓ and write in below)	<input type="checkbox"/>

Q24. Still thinking about your most recent contact with the 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.

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easy it was to find the right person to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to deal with the person you contacted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any information you were given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How competent the staff were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How helpful the staff were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: Local decision making

Worcestershire County Council provides opportunities for residents to participate in decision making in your local area. As well as public involvement in Council, Cabinet and Scrutiny meetings, the Citizens' Panel regularly consults with local people and area forums take place around the county. All major decisions are consulted upon, directly or via parish councils, community groups and other representatives.

Q25. Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council?

Please tick ✓ one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26. Do you agree or disagree that you can influence decisions affecting your local area?

Please tick ✓ one box only

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27. Generally speaking, would you like to be more involved in the decisions your Council makes that affect your local area?

Please tick ✓ one box only

Yes No Depends on the issue Don't know

Section 6: How your Council performs overall

Q28. Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council?

Please tick ✓ one box per row

My Council...	A great deal	To some extent	Not very much	Not at all	Don't know
...is making the local area a better place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is working to make the area safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is working to make the area cleaner and greener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is efficient and well run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...provides good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is remote and impersonal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...promotes the interests of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...acts on the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...treats all types of people fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29. Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box only

Better Stayed the same Worse Don't know

Q30. Taking all things into account, how would you rate Worcestershire County Council's performance overall out of 100?

Please score from 1 to 100 with 1 being the lowest and 100 being the highest.

Current Performance

Q31. Taking all things into account, what would you expect Worcestershire County Council's performance overall to be out of 100?
Please score from 1 to 100 with 1 being the lowest and 100 being the highest.

Expected Performance

Section 7: About yourself

Q32. Are you male or female?
Please tick ✓ one box only

Male

Female

Q33. What was your age on your last birthday?
Please write in below

 Years

Q34. How long have you/your household been living in your current accommodation?
Please tick ✓ one box only

Under 1 year

1-2 years

3-5 years

6-10 years

11-20 years

21+ years

Don't know/can't remember

Q35. How long have you/your household been living in this area?
Please tick ✓ one box only

Under 1 year

1-2 years

3-5 years

6-10 years

11-20 years

21+ years

Don't know/can't remember

Q36. In which of these ways does your household occupy your current accommodation?
Please tick ✓ one box only

Owned outright

Buying on mortgage

Rent from council

Rent from Housing Association/ Trust

Rented from private landlord

Other (✓ and write in below)

Q37. How many adults aged 18 or over are living here?

Please tick ✓ one box only

- | | | | | |
|-------|--------------------------|--|------|--------------------------|
| One | <input type="checkbox"/> | | Four | <input type="checkbox"/> |
| Two | <input type="checkbox"/> | | Five | <input type="checkbox"/> |
| Three | <input type="checkbox"/> | More than five Other (✓ and write in number below) | | <input type="checkbox"/> |

Q38. Which of these activities best describes what you are doing at present?

Please tick ✓ one box only

- Employee in full-time job (30 hours plus per week)
- Employee in part-time job (under 30 hours per week)
- Self employed full or part-time
- On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)
- Full-time education at school, college or university
- Unemployed and available for work
- Permanently sick/disabled
- Wholly retired from work
- Looking after the home
- Doing something else (**Please write in below**).

Q39. 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)

Please tick ✓ one box only

- Yes (**Please continue to Q40**) | No (**Please go to Q41**)

Q40. Does this illness or disability limit your activities in any way?

Please tick ✓ one box only

- Yes | No

Q41. To which of these groups do you consider you belong to?
Please tick ✓ one box only

<p>White</p> <p style="text-align: right;">British <input type="checkbox"/></p> <p style="text-align: right;">Irish <input type="checkbox"/></p> <p style="text-align: right;">Any other White background (✓ and write in below) <input type="checkbox"/></p>	<p>Black or Black British</p> <p style="text-align: right;">Caribbean <input type="checkbox"/></p> <p style="text-align: right;">African <input type="checkbox"/></p> <p style="text-align: right;">Any other Black background (✓ and write in below) <input type="checkbox"/></p>
<p>Mixed</p> <p style="text-align: right;">White & Black Caribbean <input type="checkbox"/></p> <p style="text-align: right;">White & Black African <input type="checkbox"/></p> <p style="text-align: right;">White & Asian <input type="checkbox"/></p> <p style="text-align: right;">Any other Mixed background (✓ and write in below) <input type="checkbox"/></p>	<p>Asian</p> <p style="text-align: right;">Indian <input type="checkbox"/></p> <p style="text-align: right;">Pakistani <input type="checkbox"/></p> <p style="text-align: right;">Bangladeshi <input type="checkbox"/></p> <p style="text-align: right;">Any other Asian background (✓ and write in below) <input type="checkbox"/></p>
<p>Chinese and Other ethnic groups</p> <p style="text-align: right;">Chinese <input type="checkbox"/></p>	<p style="text-align: right;">Other ethnic group (✓ and write in below) <input type="checkbox"/></p>

Worcestershire County Council is currently looking to increase the number of people under the age of 35 on its Citizens' Panel. As a panel member, you will be asked to fill in a survey twice a year about key issues in the local area and the development of council services. There will be opportunities for those aged 35 and over to join the panel in the future.

PLEASE ANSWER QUESTION 42 IF YOU ARE UNDER THE AGE OF 35. OTHERWISE PLEASE GO TO Q43

Q42. If you are under the age of 35 and **not** a county council employee, would you be willing to become a panel member?
Please tick ✓ one box only

Yes 1

No 2

PLEASE GO TO QUESTION 43 IF YOU ANSWERED 'NO' TO QUESTION 42.

IF YOU ANSWERED 'YES' TO QUESTION 42: Please provide your contact details below so we can add you to the Citizens' Panel, if you would prefer to receive your Citizens' Panel survey via email please include your email address below. (These details will only be used for the purpose of contacting you about the panel and for no other reason.)

Title	Mr Miss Ms Mrs Dr (please circle as appropriate)
Name:	
Address:	
Postcode:	
Email address:	

Q43. Is there anything else you would like to add?
Please write in below

Thank you very much for taking part in this survey.

Please return your questionnaire in the pre-paid envelope provided to:

FREEPOST
SMSR Ltd
51/52 Market Place
Hull
HU1 1RQ

Please return your questionnaire by 30th September 2006.