

Lyons Inquiry

On 20 July 2004, the Deputy Prime Minister and the Chancellor of the Exchequer commissioned Sir Michael Lyons to undertake an independent inquiry to consider the case for change to the present system of local government function and funding. Sir Michael Lyons is currently inviting comments on his work so far and in order for Worcestershire County Council to respond to this inquiry we want to ask you a few questions. **Your responses will be fed into the Lyons Inquiry, and will also be used to help us plan and develop local services to best meet your needs.** For more information about the Lyons Inquiry please log onto www.lyonsinquiry.org

For the purpose of this survey, Local Area should be defined as your estate, village or streets immediately surrounding where you live.

Q1 Which of the things below do you like MOST about the local area where you live?

Tick the **THREE** things you like most

- | | | | |
|--|--------------------------|--|--------------------------|
| a) Accessible local services | <input type="checkbox"/> | m) Knowing the area | <input type="checkbox"/> |
| b) Access to the Countryside | <input type="checkbox"/> | n) Leisure facilities | <input type="checkbox"/> |
| c) Childcare facilities | <input type="checkbox"/> | o) A peaceful/quiet area | <input type="checkbox"/> |
| d) Cleanliness of the local area..... | <input type="checkbox"/> | p) Low crime rate/feeling safe | <input type="checkbox"/> |
| e) Community Spirit..... | <input type="checkbox"/> | q) Mix/variety of people | <input type="checkbox"/> |
| f) Close to family and friends..... | <input type="checkbox"/> | r) Parks and open spaces | <input type="checkbox"/> |
| g) Close to where you work/study..... | <input type="checkbox"/> | s) The quality of housing..... | <input type="checkbox"/> |
| h) Convenience to other areas..... | <input type="checkbox"/> | t) Good public transport links | <input type="checkbox"/> |
| i) Cultural Facilities - arts, museums and libraries | <input type="checkbox"/> | u) Good local schools..... | <input type="checkbox"/> |
| j) Entertainment/Lots to do | <input type="checkbox"/> | v) Range and quality of shops..... | <input type="checkbox"/> |
| k) Quality of health services..... | <input type="checkbox"/> | w) Close to major road links..... | <input type="checkbox"/> |
| l) Job opportunities | <input type="checkbox"/> | x) Facilities for children/young people..... | <input type="checkbox"/> |

If other, please specify

Your answer to the next question will help us to find out if priorities vary depending on the location where you live and to see if there is scope for prioritising different services in different areas of the County.

Q2 Listed below are some of the services which Worcestershire County Council provide. Which THREE services do you think are MOST important in your local area?

Tick up to **THREE** services

- | | | | |
|--|--------------------------|--|--------------------------|
| a) Mobile libraries..... | <input type="checkbox"/> | m) Arts Promotion | <input type="checkbox"/> |
| b) Computabus | <input type="checkbox"/> | n) Museums, Archaeology & the Records Office | <input type="checkbox"/> |
| c) Transport for the elderly & the disabled ... | <input type="checkbox"/> | o) Democracy in action (e.g. Councillors elected by you) | <input type="checkbox"/> |
| d) Lifelong Learning Initiatives | <input type="checkbox"/> | p) Promotion and development of tourism.... | <input type="checkbox"/> |
| e) Concessionary public transport for under 19's and over 60's | <input type="checkbox"/> | q) Day care and day services | <input type="checkbox"/> |
| f) Safer routes to school initiatives | <input type="checkbox"/> | r) Direct payments to service users (to purchase their own care) | <input type="checkbox"/> |
| g) Park and Ride | <input type="checkbox"/> | s) Regeneration of towns and villages | <input type="checkbox"/> |
| h) Country parks, picnic sites, public footpaths | <input type="checkbox"/> | t) Gypsy site management and community liaison | <input type="checkbox"/> |
| i) Trading standards - customers rights | <input type="checkbox"/> | u) Outdoor Education Centres | <input type="checkbox"/> |
| j) Landfill/Household waste sites..... | <input type="checkbox"/> | v) Youth Centres..... | <input type="checkbox"/> |
| k) Recycling..... | <input type="checkbox"/> | w) Other..... | <input type="checkbox"/> |
| l) Economic development..... | <input type="checkbox"/> | | |

If other, please specify

Q3 Is there anything that Worcestershire County Council currently doesn't provide, which you think they should, to improve your local area?

If YES, please write in below. If NO, please go to Q6

Q4 Would you be willing to pay for these additional services in Q3?

Please tick **ONE** only

- Yes Go to Q6 No Go to Q5 Possibly... Go to Q6

Q5 In your opinion, is there anything Worcestershire County Council could stop doing/providing to enable us to provide the additional services you mentioned in Q3?

Please write in below

Q6 Thinking about the local area where you live. How similar are the needs of your local area compared to other neighbouring areas?

Please tick **ONE** only

- | | | | |
|---------------------------------------|--------------------------|-------------------------|--------------------------|
| a) Very similar | <input type="checkbox"/> | d) Different | <input type="checkbox"/> |
| b) Similar | <input type="checkbox"/> | e) Very different | <input type="checkbox"/> |
| c) Neither similar nor different..... | <input type="checkbox"/> | | |

Q7 How satisfied or dissatisfied are you with the way Worcestershire County Council is running your local area?

Please tick **ONE** only

- | | | | |
|---|--------------------------|------------------------------|--------------------------|
| a) Very satisfied | <input type="checkbox"/> | d) Fairly dissatisfied | <input type="checkbox"/> |
| b) Fairly satisfied..... | <input type="checkbox"/> | e) Very dissatisfied | <input type="checkbox"/> |
| c) Neither satisfied nor dissatisfied | <input type="checkbox"/> | | |

Q8 Which of the things listed below, if any, would increase your satisfaction with Worcestershire County Council?

Tick up to **TWO** options

- | | |
|---|--------------------------|
| a) Better value for money services | <input type="checkbox"/> |
| b) Lower Council Tax..... | <input type="checkbox"/> |
| c) Clearer complaints procedure | <input type="checkbox"/> |
| d) More understanding of what the Council does..... | <input type="checkbox"/> |
| e) More understanding of what the Council spends its money on..... | <input type="checkbox"/> |
| f) More contact with your elected County Councillor | <input type="checkbox"/> |
| g) More involvement in decision making | <input type="checkbox"/> |
| h) More involvement in designing the sorts of services you want | <input type="checkbox"/> |
| i) Nothing would increase my satisfaction | <input type="checkbox"/> |
| j) Other | <input type="checkbox"/> |

If other, please specify

Q9 To what extent do you agree or disagree with the following statement?

'I trust Worcestershire County Council to do its best for my local area?'

Please tick **ONE** only

- | | | | |
|-------------------------------------|--------------------------|------------------------------|--------------------------|
| a) Strongly agree..... | <input type="checkbox"/> | d) Disagree..... | <input type="checkbox"/> |
| b) Agree | <input type="checkbox"/> | e) Strongly disagree..... | <input type="checkbox"/> |
| c) Neither agree nor disagree | <input type="checkbox"/> | f) Not sure/Don't know | <input type="checkbox"/> |

Q10 Thinking about each of the services below, do you think they should meet a national standard or do you think that standards could be set locally?

Tick **ONE** for each service a) to j)

	<i>Standards set at a national level</i>	<i>Standards set locally</i>	<i>Not sure/ Don't know</i>
a) Community safety, Fire and the Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Health services (e.g. GP's)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Libraries, sport and culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Local economy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Local transport (roads, congestion, public transport).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Schools and education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Childcare and youth services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Street cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 Who do you think should be responsible for deciding what the priorities are in your local area?

Please tick **ONE** only

- | | | | |
|---------------------------------------|--------------------------|-------------------------|--------------------------|
| a) Central Government..... | <input type="checkbox"/> | e) Parish Council..... | <input type="checkbox"/> |
| b) Regional Government | <input type="checkbox"/> | f) Community Forum..... | <input type="checkbox"/> |
| c) Worcestershire County Council..... | <input type="checkbox"/> | g) Other | <input type="checkbox"/> |
| d) District Council | <input type="checkbox"/> | | |

If other, please specify

Q12 If more money became available to spend on public services in your local area who do you think should decide where the money is spent?

Please tick **ONE** only

- | | | | |
|---------------------------------------|--------------------------|-----------------------------|--------------------------|
| a) Central Government..... | <input type="checkbox"/> | c) Not sure/Don't know..... | <input type="checkbox"/> |
| b) Worcestershire County Council..... | <input type="checkbox"/> | | |

Q13 If public services were going to be cut in your local area in order to save money, who do you think should decide which services are cut?

Please tick **ONE** only

- | | | | |
|--|--------------------------|------------------------------|--------------------------|
| a) Central Government..... | <input type="checkbox"/> | c) Not sure/Don't know | <input type="checkbox"/> |
| b) Worcestershire County Council | <input type="checkbox"/> | | |

Q14 Who would you prefer to contact in order to a) access services and b) complain about services?

Please tick **ONE** for each a) and b)

	County Council	District Council	Local Councillor	Worcester -shire Hub	Other	Not sure/Don't know
a) Access services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Complain about services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 Have you voted in local government elections in the last TEN years?

Please tick **ONE** only

a) Yes Go to Q17 b) No Go to Q16 c) Don't know Go to Q17

Q16 Please tell us why you have not voted in local government elections in the last TEN years?

Tick **ALL** that apply

a) I don't know who to vote for	<input type="checkbox"/>	e) I am not registered to vote	<input type="checkbox"/>
b) I don't think my vote makes much difference	<input type="checkbox"/>	f) My polling station is in an inconvenient location/too far away	<input type="checkbox"/>
c) I am not interested in politics.....	<input type="checkbox"/>	g) I haven't received a polling card	<input type="checkbox"/>
d) I don't know how to vote.....	<input type="checkbox"/>	h) Other	<input type="checkbox"/>

If other, please specify

Q17 Do you know who your local County Councillor is?

Please tick **ONE** only

a) Yes b) No

Q18 What do you think the current role of your local Councillor is?

Tick **ALL** that apply

a) To represent the communities views on strategic issues	<input type="checkbox"/>	e) To act as an advocate for individual members of the community	<input type="checkbox"/>
b) To act as a channel for complaints and queries	<input type="checkbox"/>	f) To promote the work of the council in your area	<input type="checkbox"/>
c) To promote local service improvement ...	<input type="checkbox"/>	g) To promote the needs of your area in the council	<input type="checkbox"/>
d) To be an active community leader	<input type="checkbox"/>		

Q19 Is there anything else you think your local Councillor should do?

Please write in below

Q20 In the last 12 months, have you regularly (at least once a month) participated in any voluntary work?

*Please tick **ONE** only*

a) Yes b) No

The Trading Standards Service

Your answers to the following questions will help us to find out about your awareness of the Trading Standards Service in Worcestershire and also to hear about your experiences as a consumer in Worcestershire.

Q21 Thinking ONLY about the goods and services you have bought in Worcestershire in the last TWO years.

How often, have you a) had REASON to complain about the goods and services you have bought and b) ACTUALLY complained to a trader (e.g. shop or restaurant) about the goods or services you have bought?

*Please tick **ONE** only*

	<i>More than 10 times</i>	<i>6-10 times</i>	<i>3-5 times</i>	<i>1-2 times</i>	<i>Never</i>	<i>Not sure/ Don't know</i>
a) REASON to complain about the goods & services you have bought in the last 2 years <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
b) COMPLAINED about the goods & services you have bought in the last 2 years <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Q22 How much do you know about what the Trading Standards Service in Worcestershire does?

*Please tick **ONE** only*

a) A great deal..... c) Just a little e) Nothing at all.....
b) A fair amount..... d) Hardly anything

Q23 How often have you contacted or used the Trading Standards Service in Worcestershire, in the last 2 years?

Please tick **ONE** only

- a) More than twice Go to Q24
- b) Once or twice Go to Q24
- c) Never - I would have liked to but I didn't know how to..... Go to Q26
- d) Never - I know how to but I have never needed to contact them Go to Q26
- e) Never - I DON'T know how to but I have never needed to contact them Go to Q26

Q24 Please tell us how you made contact with the Trading Standards Service?

Please tick **ONE** only

- a) Telephone
- b) Face to face
- c) Postal
- d) Email
- e) Other

Q25 Please tell us why you contacted the Trading Standards Service?

Please tick **ONE** only

- a) Consumer advice
- b) Complaint about goods or services.....
- c) Complaint against a trader or illegal trading
- d) Animal health queries/information.....
- e) General query - signposting.....
- f) Business advice.....
- g) Training for businesses.....
- h) Other.....

If other, please specify

Q26 How would you prefer to access information regarding your consumer rights?

Please tick the option you prefer the **MOST**

- a) Speak to someone face to face
- b) Speak to someone on the telephone.....
- c) Listen to recorded messages on the telephone.....
- d) County Council Trading Standards website.....
- e) Other websites.....
- f) Leaflets in libraries and other public buildings.....
- g) Media e.g. TV, radio, newspapers, magazines
- h) Other.....

If other, please specify

About You

To ensure we are meeting the needs of all residents, it is important that we ask you a few questions about yourself. As with all questions, your answers will be completely confidential.

Q27 In which district do you live?

Please tick **ONE** only

- a) Bromsgrove..... c) Redditch..... e) Wychavon.....
b) Malvern Hills d) Worcester City f) Wyre Forest

Q28 Are you..?

Please tick **ONE** only

- a) Male..... b) Female.....

Q29 What was your age on your last birthday?

Please write in your age in years below

Q30 Do you personally have a disability that has a substantial and long term (i.e 12 months or more) effect on your ability to carry out day to day activities?

Please tick **ONE** only

- a) Yes..... b) No.....

Q31 How many years have you lived in your local area (defined as your estate, village or streets immediately surrounding where you live)?

Please tick **ONE** only

- a) Less than a year c) 4-5 years e) 11-20 years.....
b) 1-3 years..... d) 6-10 years..... f) 21 yrs or more.....

Q32 Is your home?

Please tick **ONE** only

- a) Owned outright e) Rented from a private landlord or letting agency
b) Owned with a mortgage or loan..... f) Rent is free or tied to employment of one of the occupiers
c) Shared ownership..... g) Other.....
d) Rented from a local authority, housing association/registered social landlord.....

Q33 How would you describe your ethnicity?

Please tick **ONE** only

- | | | | |
|---|--------------------------|---|--------------------------|
| a) White British..... | <input type="checkbox"/> | i) Asian or Asian British: Pakistani..... | <input type="checkbox"/> |
| b) White Irish..... | <input type="checkbox"/> | j) Asian or Asian British: Bangladeshi..... | <input type="checkbox"/> |
| c) White Other..... | <input type="checkbox"/> | k) Asian or Asian British: Other..... | <input type="checkbox"/> |
| d) Mixed White and Black Caribbean..... | <input type="checkbox"/> | l) Black or Black British: Caribbean..... | <input type="checkbox"/> |
| e) Mixed White and Black African..... | <input type="checkbox"/> | m) Black or Black British: African..... | <input type="checkbox"/> |
| f) Mixed White and Asian..... | <input type="checkbox"/> | n) Black or Black British: Other..... | <input type="checkbox"/> |
| g) Mixed Other..... | <input type="checkbox"/> | o) Chinese..... | <input type="checkbox"/> |
| h) Asian or Asian British: Indian..... | <input type="checkbox"/> | p) Other..... | <input type="checkbox"/> |

If other, please specify

Q34 What is the highest academic achievement you have attained?

Please tick **ONE** only

- | | | | |
|----------------------------------|--------------------------|---|--------------------------|
| a) O-levels/GCSE's..... | <input type="checkbox"/> | g) HND, degree or professional qualification..... | <input type="checkbox"/> |
| b) A or AS levels..... | <input type="checkbox"/> | h) NVQ level 4 or 5..... | <input type="checkbox"/> |
| c) GNVQ Foundation/NVQ 1..... | <input type="checkbox"/> | i) MSc/MA/MPhil/PhD..... | <input type="checkbox"/> |
| d) GNVQ Intermediate/NVQ 2..... | <input type="checkbox"/> | j) No qualifications..... | <input type="checkbox"/> |
| e) GNVQ Advanced/NVQ 3..... | <input type="checkbox"/> | k) Other..... | <input type="checkbox"/> |
| f) BTEC National/ONC or OND..... | <input type="checkbox"/> | | <input type="checkbox"/> |

Q35 Which of the following best describes your current employment status?

Please tick **ONE** only

- | | | | |
|--|--------------------------|--|--------------------------|
| a) I work full time (30 or more hours a week)..... | <input type="checkbox"/> | h) Between jobs..... | <input type="checkbox"/> |
| b) I work part time (less than 30 hours a week)..... | <input type="checkbox"/> | i) Looking after the home or family or caring for someone..... | <input type="checkbox"/> |
| c) Self employed..... | <input type="checkbox"/> | j) Unemployed less than 6 months..... | <input type="checkbox"/> |
| d) Doing temporary work..... | <input type="checkbox"/> | k) Unemployed more than 6 months..... | <input type="checkbox"/> |
| e) I am a full time student..... | <input type="checkbox"/> | l) I am retired..... | <input type="checkbox"/> |
| f) Training..... | <input type="checkbox"/> | m) I am permanently sick/disabled..... | <input type="checkbox"/> |
| g) Voluntary work..... | <input type="checkbox"/> | n) Other..... | <input type="checkbox"/> |

Thank you for taking the time to complete this questionnaire. Do you have any other comments relating to the services provided by Worcestershire County Council? If so, please use the box provided below

A large empty rectangular box with a black border, intended for providing additional comments.

Please return in the pre-paid envelope provided to:

Research and Intelligence Unit, Planning Economy and Performance, Worcestershire County Council, County Hall, Spetchley Road, Worcester. WR5 2NP
By 22nd May 2006.