



Citizens' Panel June 2009 Survey

This is the 19th Citizens' Panel Survey and I hope you will take the time to complete it and return it to us by the **10th July 2009**.

The survey begins with some questions on the theme of A Better Environment for Today and Tomorrow, these relate to environment, climate change and sustainability issues. Some of these questions have been asked in previous surveys and we are looking to track changes over time.

The survey also covers a number of other topics related to pieces of work currently being done across the council, and these are:

- Worcestershire Hub, access to council services and improvements in telephone services
- Worcestershire County Council Website, redevelopment of the council's public facing web site.
- Worcester Library and History Centre

The information you provide to us will be used by Worcestershire County Council. It will only be used for the purposes of consultation and research, in order to improve our services. We may send you a written reminder or contact you in order to award any associated prizes, you will also be sent feedback of the results. We may share results with our partners, however the survey results will be statistical and will never contain your name or anything that could identify you. Anonymous results will be published on our website and on the Ask Me! Consultation Planner and Finder database (www.worcestershire.gov.uk/askme). Your details will not be linked to your opinions in any way. Your panel ID number will be used to send reminders and select a prize winner, it may also be used to respond to you if you raise any questions or request further information at the end of the questionnaire.

Your responses are very important to us and we are grateful for your commitment to the Worcestershire Citizens' Panel.

Thank You

A Better Environment for Today and for Tomorrow

We are striving for cleaner, greener and safer public places. We want to conserve and enhance Worcestershire's natural and historic environment. We also need to reduce our local contribution to harmful climate change and reduce the amount of waste produced in the County, together with increasing rates of recycling.

Q1 Thinking about your local environment, to what extent do you feel that each of the following aspects need improving?

Please tick **ONE** for each a) to g)

	<i>A great deal</i>	<i>To some extent</i>	<i>Not very much</i>	<i>Not at all</i>	<i>Don't Know</i>
a) Parks and Open spaces - how welcoming, safe and well maintained they are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Farmland wildlife habitats - how frequently you encounter a good variety of songbirds, or butterflies or wild plants in the farmed countryside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Historic buildings - their state of repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Condition of the landscape - trees, hedges, grassland and the impact of human activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Rivers and Streams - how clean the water seems, and the wildlife they support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Doorstep recycling - how effective this is, and how much waste is recyclable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) CO₂ emissions - how much we need to reduce the amount of harmful emissions from homes, businesses and transport in the County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 How important do you consider the following aspects of the County's environment to be?

Please tick **ONE** for each a) to g)

	<i>Very important</i>	<i>Important</i>	<i>Not very important</i>	<i>Not at all important</i>	<i>Don't Know</i>
a) Parks and Open Spaces - the importance of easily -accessible, well-maintained parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Farmland wildlife habitats - the importance of key habitats such as ponds, wetlands, ancient trees, flower-rich grasslands and hedges to Worcestershire's appeal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Historic Buildings - the importance of historic buildings' contribution to local character	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Condition of the landscape - the importance of the appearance and amenities of the landscape	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Rivers and Streams - the importance of clean waters with thriving plant and animal life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Doorstep recycling - the importance of ensuring that as much household waste as possible is recycled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) CO₂ emissions - how serious you feel the impacts of climate change and severe weather are on the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 How concerned are you about climate change?

Please tick **ONE** only

- a) Extremely concerned..... d) Slightly concerned
 b) Very concerned..... e) Not at all concerned
 c) Moderately concerned..... f) Not sure/Don't know

Q4 To what extent do you agree or disagree with the following statements?

Please tick **ONE** only for each a) to f)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure /Don't know
a) Climate change is happening and is caused by human activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Climate change is already having an impact in Worcestershire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The public agencies belonging to the Worcestershire Partnership* are doing all that they can to limit the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Businesses in Worcestershire are doing all that they can to limit the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) I can personally help to limit the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) I am personally doing all that I can to limit the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 If you agree that you are doing all you can to limit the effects of climate change, please briefly describe what actions you are taking.

Please use the box below for your response

* The Worcestershire Partnership brings together local government, public services such as health, fire and rescue, learning providers, police and probation, voluntary and community organisations and local businesses within Worcestershire. For a full listing of the member organisations please see www.worcestershirepartnership.org.uk or contact the Worcestershire Partnership team on telephone number 01905 728739

Energy Efficiency

We would like to encourage householders to become more energy efficient. The following questions will help us to find out about how energy efficient your home is, and whether you are generating any renewable energy. We asked similar questions in 2007 and are looking to track changes over time.

Q6 How would you describe your property's insulation?

Please tick **ONE** for each a) to c)

	Yes	No	Don't Know
a) My home is my responsibility to maintain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The loft of my property is adequately insulated (i.e. at least 10" thickness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The walls of my property are insulated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Which of the following types of renewable energy do you have in your home, would consider having or need more information about before considering them?

Please tick **ONE** for each a) to g)

	Already have	Would consider having	Would not consider	Need more info
a) Electricity purchased through a renewable/green tariff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Wind turbine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Solar thermal panels (hot water heating system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Solar photovoltaic panels (generating electricity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Ground source heat system (latent heat from ground)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Wood fuel e.g. boiler/stove	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other, please specify

Grow Your own Food

There appears to be a national trend of increasing interest in growing your own food. We would like to find out about what is happening in Worcestershire as we are interested in trying to help encourage residents to grow fruit and vegetables for their own consumption.

Q8 Do you grow vegetables and/or fruit for your own consumption?

Please tick **ONE** only

- a) Yes, I have done so for longer than 2 years..... Go to Q9
 b) Yes, I have started to do so in the last 2 years Go to Q9
 c) No..... Go to Q10

Q9 If Yes, which of the following reasons explain why you grow your own food?

Please tick **ALL** that apply

- a) It's an enjoyable hobby.....
- b) The produce tastes better
- c) It's healthier.....
- d) It saves money.....
- e) Fruit Trees/vegetable plot were already there when I moved into my home.....
- e) To help my children/grandchildren learn how things grow.....
- f) Other.....

If other, please specify

Q10 If No, what would encourage you to grow your own food?

Please tick **ALL** that apply

- a) Nothing, I am not interested in growing my own food.....
- b) Having access to an allotment
- c) Having a garden.....
- d) Having more space in my garden.....
- e) Having someone to help me in my garden
- f) Access to good advice on growing my own food.....
- g) Saving money on my food bills.....
- h) Having more time available
- i) Other incentive.....

If other, please specify



Q11 Are you aware of the Council's Mission Impossible branding?

Please tick **ONE** only

- a) Yes Go to Q12 b) No Go to Q13

Q12 If you are aware of Mission Impossible, what subjects do you think the campaign relates to?

Please use the box below for your response

Q13 Have you accessed Mission Impossible information?

Please tick **ALL** that apply

- a) Yes, by logging on to www.wastemissionimpossible.org.uk
- b) Yes, by calling the Mission Impossible hotline (01905 766883).....
- c) No

Q14 What does "waste prevention" mean to you?

Please use the box below for your response

Q15 Do you ever find yourself wasting food (that is throwing food away in the bin or composting it, rather than eating it)?

Please tick **ONE** only

- a) Yes, every day Go to Q16
- b) Yes, a few times a week..... Go to Q16
- c) Yes, sometimes..... Go to Q16
- d) Yes, but very rarely Go to Q16
- e) No, never..... Go to Q18

Q16 If you do find yourself throwing away food, what are the main reasons?

Please tick **ALL** that apply

- a) I prepare too much for the number of people eating.....
- b) It has passed its best before date
- c) It has passed its sell by date
- d) I buy too much food when I go shopping.....
- e) Food is leftover on plates (e.g. children do not eat it all)
- f) I buy food and then my plans change (e.g. social arrangements)
- g) Other.....

If Other, please specify

Q17 Which of these food groups do you typically throw away?

Please tick **ALL** that apply

- a) Inedible food waste (e.g. peelings, bones).....
- b) Fruit, vegetables or salad.....
- c) Processed meat & fish (e.g. sandwich meats).....
- d) Bread and cakes
- e) Raw or home-cooked meat & fish
- f) Ready meals or convenience foods
- g) Take away food.....
- h) Cheese and yoghurt.....

Worcestershire Hub

The Worcestershire Hub was launched in 2002 and is a partnership between Worcestershire County Council and the six district councils.

The Worcestershire Hub provides local residents with access to a wide range of both district and county council services, which can be accessed in person through a network of local customer service centres or by telephone. An increasing range of services are also available online, thereby allowing the public a choice of how and when they access their council services.

Your answers to the following questions will help us improve the service we offer.

Q18 Have you ever used the Worcestershire Hub to access your council services?

Please tick **ONE** only

- a) Yes Go to Q19
- b) No Go to Q20

Q19 Please tell us how you got in touch with the Worcestershire Hub

Please tick **ALL** that apply

- a) Face to face
- b) Telephone
- c) Email
- d) Online reporting.....
- e) Other

If Other, please specify

Q20 Telephone numbers beginning with 03 are non-geographic telephone numbers. These have been introduced as an alternative to 08 prefixed numbers, such as 0845. Whereas 0845 calls are charged at a local rate, 03 numbers cost the same to call as geographic landline numbers and are also covered by inclusive call minutes and discount schemes from all major mobile phone and landline operators.

Had you previously heard of 03 telephone numbers?

Please tick **ONE** only

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

Q21 Would you prefer to use 03 prefixed telephone numbers, 0845 telephone numbers or local 01 prefixed numbers to contact the Hub?

Please tick **ONE** only

- a) Prefer 03 numbers.....
- b) Prefer 0845 numbers.....
- c) Prefer 01 numbers.....
- d) No preference

Q22 The Worcestershire Hub currently offers direct telephone numbers to local centres across the county and a range of telephone numbers for customers to access specific council services, such as Highways, Social Care and Registration Services. Would you like to have one single number for all your council services?

Please tick **ONE** only

- a) Yes.....
- b) No
- c) No Preference

Q23 If you needed to contact the Worcestershire Hub by telephone, which method would you be most likely to use?

Please tick **ONE** only

- a) Landline.....
- b) Mobile phone.....
- c) Other

If Other, please specify

Worcestershire County Council Website

We are currently redeveloping the council's public facing web site to improve its usability and accessibility. The following questions have been designed to help us prioritise the services delivered to you from within the web site

Q24 The new home page contains eight information areas, please select the three you think you would use the most.

Please tick up to **THREE** options from a) to h)

- a) The Main web site navigation links.....
- b) 3 Featured top articles
- c) News and Press Releases
- d) A list of Services that are available online
- e) An interactive map displaying council services near you.....
- f) How to contact us, consultations and councillors
- g) The 'What's on' Events calendar
- h) Popular links and most visited sections.....

Q25 The new home page includes an interactive map to display council services near you, which type of services would you like to see on this map?

Please tick **ALL** that apply

- a) Health.....
- b) Education
- c) Local Amenities
- d) Leisure & Tourism
- e) Customer Centres
- f) Parks and open spaces.....
- g) Walking trails.....
- h) Transport and Street Maintenance
- i) Other

If Other, please specify

Q26 We also propose to include an online poll on the new home page, a simple one click opinion poll changing from time to time. Would you take the time to vote on the online poll if the questions related to you?

Please tick **ONE** only

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

Q27 We currently maintain an online news archive, for how long would you expect news articles to be available on the web site?

Please tick **ONE** only

- a) No archive.....
- b) 1 week.....
- c) 1 month.....
- d) 6 months
- e) 1 year.....
- f) Longer than a year.....

Worcester Library and History Centre

In late 2011 the new Worcester Library and History Centre will open. This new, landmark building will sit on the River Severn in the heart of Worcester close to the bus and railway stations and next to the main shopping areas. The site will be landscaped with local plant and tree species providing pleasant outdoor spaces alongside a new vibrant pedestrian street with Café's, retail outlets and a hotel.

This unique Centre will combine the public City Library and University Library book collections and house the County's Records Office and the Archaeological Service. There will be special, purpose designed areas for children and young people to use, quiet areas for study or places to relax with a coffee and friends or a good book. Visitors will be able to browse and withdraw fiction, business or academic books, research family and local history, access Worcestershire Hub Customer Service Centre for council services, use the computer facilities, join an adult learning class, book meeting space or join in one of the many events and exhibitions that will be held there. By bringing different services together in one building we are able to increase the times and days that the building is open, providing greater access to facilities.

We want this to be a centre for everyone, for all the people who live, study or work in Worcestershire. We also see it as a place for visitors and tourists with plenty to see and do for all.

Q28 As a resident of Worcestershire do you think you would make a visit to the Worcester Library and History Centre during its first year of operation?

Please tick **ONE** only

- a) Yes Go to Q29
- b) No..... Go to Q30

Q29 If you answered Yes, what would you say were the main reasons you think you would visit?

Please use the box below for your response

Q30 If you answered No, what are the main reasons or barriers that would put you off visiting?

Please use the box below for your response

Q31 We are already in the process of deciding what sort of events, exhibitions or activities we will be putting on inside and outside the Worcester Library and History Centre. What sort of events, exhibitions or activities would you like to see there?

Please use the box below for your response

About You

To ensure that 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 are completely confidential.

Q32 In which district do you live?

Please tick ONE only

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

Q33 Are you...?

Please tick ONE only

- a) Male
- b) Female

Q34 What was your age on your last birthday?

Please write your age in years in the box below

Q35 Do you personally have a long standing illness, disability or infirmity that limits your daily activities?

Please tick ONE only

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

Q36 How many years have you lived in your current local area?

Please tick ONE only

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

Q37 How would you describe your ethnicity?

Please tick **ONE** only

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

Q38 Which of the following best describes your current employment status?

Please tick **ONE** only

- | | | | |
|--|--------------------------|---|--------------------------|
| a) I work full time (over 30 hrs a week)..... | <input type="checkbox"/> | h) Between jobs..... | <input type="checkbox"/> |
| b) I work part time (less than 30 hrs a week)..... | <input type="checkbox"/> | i) Looking after the home or family or caring for someone else..... | <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) Retired..... | <input type="checkbox"/> |
| f) Training..... | <input type="checkbox"/> | m) Permanently sick/disabled..... | <input type="checkbox"/> |
| g) Voluntary work..... | <input type="checkbox"/> | n) Other..... | <input type="checkbox"/> |

Online Surveys

If you would prefer to complete surveys online in the future, you can sign up to receive the Citizens' Panel via email. Your next Citizens' Panel survey will then be sent to you via an email with a link to an electronic survey, which you can complete and submit online. Please enter your email address in the box below.

Email address:

Joint Citizens' Panel

In future we intend to work with the district councils in Worcestershire and other local public bodies, such as Worcestershire NHS Primary Care Trust, to create a new joint Citizens' Panel. This will mean that future surveys will provide you with an opportunity to comment on a wider range of local public services and countywide issues.

If, however, you **DO NOT** wish to participate in this joint Citizens' Panel please tick this box and return in the pre-paid envelope.....

**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.**

Please return in the pre-paid envelope provided to:

Research and Intelligence Unit, Worcestershire County Council, County Hall, Spetchley Road, Worcester. WR5 2BR

By Friday 10th July

You can contact us in the following ways:

By telephone:

01905 766715

By post:

Worcestershire County Council, County Hall, Spetchley Road, Worcester WR5 2NP

By email:

citizenspanel@worcestershire.gov.uk

Online:

www.worcestershire.gov.uk/citizenspanel

This document can be made available in other languages and alternative formats (large print, audio tape, computer disk and Braille) on request from the Research and Intelligence Unit on telephone number 01905 766715 or by emailing citizenspanel@worcestershire.gov.uk

To the best of our knowledge all information was correct at the time of printing: May 2009.