



worcestershire

county council

May 2005 Citizens Panel Survey – Summary of Results Feedback

In May 2005 we sent you our eleventh Citizens' Panel survey. The survey focused on the issues around Quality of Life and the Worcestershire Partnership's Community Strategy (to find out more about the Worcestershire Partnerships Community Strategy log onto www.worcestershirepartnership.org.uk). Thank you to those of you who responded to the survey! We received a total of 879 completed questionnaires, which represents a response rate of 76%. Here are some of the headline results. You can view the full analysis of results on our website www.worcestershire.gov.uk/citizenspanel.

Quality of Life

73% of you are satisfied or very satisfied with your local area as a place to live, and those of you living in Malvern Hills are the most satisfied. Rural respondents are more satisfied with their local area as a place to live compared to those of you living in urban areas (35% and 17% respectively).

27% of you think in the next three years your local area will become a worse place to live, those of you living in Redditch and Bromsgrove are most likely to think this. In total, 9% of you think your local area will become a better place to live in the next three years. However, the highest percentage of you (48%) said you think your local area will stay the same in the next three years.

A very high percentage of you (93%) you feel very or fairly safe in your local area during the day, however at night the percentage of you who feel fairly or very safe drops to 63%. As expected a higher percentage of males feel very or fairly safe both during the day and at night compared to female respondents.

We asked you about the availability of affordable housing in your wider local area. 4% of you said the availability was good or very good, this percentage has halved since 2003.

The percentage of you who said the availability of parks and open spaces is very good has increased from 16% in 2003 to 19%. In total, 62% of you said the availability of parks and open spaces in your local area is good or very good.

We asked you about the problems occurring in your wider local area. 22% of you said that people and groups in the street making others feel intimidated was a major problem. We are pleased to see that the percentage of you who said racial harassment is **not** a problem in your local area has increased from 46% in 2003 to 69%.

63% of you agreed or strongly agreed that you feel proud to live in Worcestershire.

A better environment for today and for our children

42% of you said that the control of litter and graffiti/vandalism was very or fairly effective in your wider local area, however you made less positive comments about the planning and design of new housing developments, 30% of you said they were poorly or very poorly planned.

The top three transport issues you face in Worcestershire are:

- Maintenance of roads
- Congestion
- Cost of car parking

The top factors that would encourage you to use public transport are:

- If services were more frequent
- If services ran to the places I needed to get to
- If services were more punctual

Learning and Skills for everyone, at every age

You would be most likely to undertake training or study in the next couple of years if it gave you personal satisfaction. Females are more likely to undertake training or study in the next couple of years than males.

Connecting Worcestershire

Nearly half (46%) of you said that your local area is a place where neighbours look out for each other. Those of you aged 65 or over are most likely to think your local area is a place where neighbours look out for each other.

46% of you agree that your local area is a place where people from different backgrounds get on well together.

Nearly half of you think that the Council keeps you well or fairly well informed about the services and benefits it offers.

The top three factors, which influence your view of Council services, are:

- The condition of your immediate environment
- The level of Council Tax
- Personal experiences of contacting/using Council services

In response to these results Worcestershire County Councils Partnership Co-ordinator says "Worcestershire Partnership brings together the key organisations serving Worcestershire to ensure we are meeting the needs of Worcestershire residents. The results of this survey are therefore important in making sure we are aware of your views and are being used to target our activity more effectively in the future".

For further information on the Worcestershire partnership visit www.worcestershirepartnership.org.uk