

# ACCESS TO THE COUNTRYSIDE

The following questions are designed to find out how often you use public rights of way, how you currently use them and why.

*Public Rights of Way include public footpaths (for walkers), public bridleways (for walkers, horse riders and cyclists) and byways (for walkers, horse riders, cyclists and motorised vehicles). Other countryside paths, countryside areas and urban green spaces are also included for the purpose of this survey.*

**Q1 How frequently, if at all, do you use public rights of way in Worcestershire?**

*(Please tick ONE only)*

- a) Almost every day.....  <sup>1</sup> Go to question 2
- b) At least once a week.....  <sup>2</sup> Go to question 2
- c) About once a month.....  <sup>3</sup> Go to question 2
- d) Within the last 6 months.....  <sup>4</sup> Go to question 2
- e) Within the last year.....  <sup>5</sup> Go to question 2
- f) Longer ago.....  <sup>6</sup> Go to question 3
- g) Never used.....  <sup>7</sup> Go to question 3

We know people use public rights of way in many different ways and for all sorts of reasons. The purpose of the next question is to find out specifically how and why you use public rights of way in Worcestershire.

**Q2 For each of the following (a - f), please tell us how you currently use public rights of way in Worcestershire.**

*(Please tick ALL that apply to you for each option a - f. If you do not do the activity listed in a - f, then please leave blank)*

	Pleasure	Health / fitness	Exercise the dog	Get to work / school	Get to shops or other facilities	Access water for fishing, canoeing etc	Bird / nature watch	Visit tourist attraction	Informal sport or recreation	Picnic-ing
a) Walk.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Cycle.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Horse riding.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Drive/ride motorised vehicle (off road).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Use wheelchair / mobility vehicle.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Run/jog.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Other activity and reason, please specify*

Through your responses to the following questions we hope to find out about any problems you encounter when using public rights of way, or any problems that put you off using public rights of way in Worcestershire.

**Q3 PROBLEMS INVOLVING INFORMATION PROVISION ABOUT PUBLIC RIGHTS OF WAY**

Whether you use public rights of way in Worcestershire or not, in your opinion how much of a problem, if at all, are each of the following issues concerning **INFORMATION PROVISION** about public rights of way?

*(Please tick ONE for each option a - d, and tick 'don't know / does not apply' where appropriate)*

	Not a problem 1	Problem, but doesn't put me off using public rights of way 2	Problem, that puts me off / prevents me from using public rights of way 3	Don't know / does not apply to me 4
a) Lack of information on where I can go in the countryside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Lack of information about what I can do in the countryside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Lack of information about what to expect once I get there	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Poor waymarking/ signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other problem relating to information, please specify

**Q4 PROBLEMS INVOLVING THE CONDITION OF PUBLIC RIGHTS OF WAY**

Whether you use public rights of way in Worcestershire or not, in your opinion how much of a problem, if at all, are each of the following issues concerning the **CONDITION** of public rights of way?

*(Please tick ONE for each option a - f and tick 'don't know / does not apply' where appropriate)*

	Not a problem 1	Problem, but doesn't put me off using public rights of way 2	Problem, that puts me off / prevents me from using public rights of way 3	Don't know/ does not apply to me 4
a) Stiles / gates in disrepair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Poor surfaces (e.g. muddy or uneven)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Overgrown paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Steep gradients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other problem relating to condition, please specify

**PROBLEMS INVOLVING ACCESS TO PUBLIC RIGHTS OF WAY**

**Whether you use public rights of way in Worcestershire or not, in your opinion how much of a problem, if at all, are each of the following issues concerning ACCESS to public rights of way?**

***(Please tick ONE for each option a - l , and tick 'don't know / does not apply' where appropriate)***

	<i>Not a problem</i>	<i>Problem, but doesn't put me off using public rights of way</i>	<i>Problem, that puts me off / prevents me from using public rights of way</i>	<i>Don't know / does not apply to me</i>
	1	2	3	4
a) Lack of footpaths suitable for walking/running	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Lack of bridleways suitable for walking, horses and cycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Lack of byways for walking, horses, cyclists and motorised vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Stiles are sometimes difficult to get over	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Gates are sometimes difficult to open/close	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Gates which are difficult to get wheelchairs, pushchairs, mobility vehicles through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Blocked paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Lack of guided walks / rides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Lack of walking / riding groups or companions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Lack of public transport to get to the countryside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) I have to walk/ride on busy roads to get to public rights of way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Lack of free time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Other problem relating to access, please specify*

**PROBLEMS INVOLVING YOUR CONFIDENCE IN USING PUBLIC RIGHTS OF WAY**

**Whether you use public rights of way in Worcestershire or not, in your opinion how much of a problem, if at all, are each of the following issues concerning your CONFIDENCE when using public rights of way?**

**(Please tick ONE for each option a - e, and tick 'don't know / does not apply' where appropriate)**

	Not a problem 1	Problem, but doesn't put me off using public rights of way 2	Problem, that puts me off / prevents me from using public rights of way 3	Don't know/ does not apply to me 4
a) Fear of getting lost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Lack of map reading skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Personal safety concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Concerns about conflict with other users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Concerns about conflict with landowners/managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other problem relating to your confidence, please specify

**Which of the following, if any, would encourage you MOST to use public rights of way in Worcestershire, or use public rights of way more often?**

**(Please tick up to THREE that would encourage you the MOST)**

- a) More information about what I can do, where I can do it and what I can expect.....
- b) Better maintenance of stiles, gates and surfaces .....
- c) Replacing stiles with gates or gaps.....
- d) Paths / areas that are accessible to pushchairs / wheelchairs / mobility vehicles.....
- e) More resting places e.g. benches and picnic areas .....
- f) Paths that are clear of overgrown vegetation.....
- g) Paths that are clear of litter / dog mess.....
- h) Better signage with destinations and waymarking .....
- i) More public rights of way routes/areas.....
- j) Increased activities such as guided walks/rides or courses in map reading.....
- l) Nothing would encourage me.....

Other, please specify

# ACCESS TO LIBRARIES

The answers to the following questions will help us to understand how aware people are of Worcestershire libraries and the wide range of services that are available. They will also help us to understand what we can do to improve access to libraries. Even if you do not currently use our services we would still be interested in your thoughts on what might encourage you to use the library. We have also included a section on our mobile libraries as we are currently undertaking a review of this service, and so your views on this area would be particularly useful in considering how we develop them for the future.

**Q8 Did you know that libraries in Worcestershire provide the following services?**

*(Please tick ALL the services you know about)*

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| a) Books for loan .....                                  | <input type="checkbox"/> | h) Free access to the Internet.....                      | <input type="checkbox"/> |
| b) CDs for loan .....                                    | <input type="checkbox"/> | i) Study facilities.....                                 | <input type="checkbox"/> |
| c) DVDs for loan .....                                   | <input type="checkbox"/> | j) Enquiry service .....                                 | <input type="checkbox"/> |
| d) Videos for loan .....                                 | <input type="checkbox"/> | k) Events / activities e.g.children's<br>storytime ..... | <input type="checkbox"/> |
| e) Spoken word books for loan .....                      | <input type="checkbox"/> | l) Online reservations and renewals<br>service .....     | <input type="checkbox"/> |
| f) Books in community languages.....                     | <input type="checkbox"/> |  |                          |
| g) Free access to computers for word<br>processing ..... | <input type="checkbox"/> |  |                          |

**Q9 How frequently, if at all, do you use a Worcestershire County Council building based library?**

*(Please tick ONE only)*

- |                                  |                          |                                |
|----------------------------------|--------------------------|--------------------------------|
| a) Almost every day.....         | <input type="checkbox"/> | <sup>1</sup> Go to question 10 |
| b) At least once a week.....     | <input type="checkbox"/> | <sup>2</sup> Go to question 10 |
| c) About once a month .....      | <input type="checkbox"/> | <sup>3</sup> Go to question 10 |
| d) Within the last 6 months..... | <input type="checkbox"/> | <sup>4</sup> Go to question 10 |
| e) Within the last year.....     | <input type="checkbox"/> | <sup>5</sup> Go to question 14 |
| f) Longer ago.....               | <input type="checkbox"/> | <sup>6</sup> Go to question 14 |
| g) Never used.....               | <input type="checkbox"/> | <sup>7</sup> Go to question 14 |

**Q10 Which Worcestershire County Council local library do you use most often?**

*(Please specify below)*

Q11

Which of the following, if any, did you do on your most recent visit to the library?

(Please tick ALL that apply)

- a) Borrow / returned book(s).....
- b) Borrow / returned DVD(s), .....
- c) Borrow / returned CD(s) .....
- d) Borrow / returned spoken word book(s).....
- e) Borrow / returned videos .....
- f) Used reference facilities .....
- g) Used computer for Internet.....
- h) Used computer for other reason.....
- i) Used the library enquiry service. ....
- j) Used study facilities.....
- k) Attended children's Storytime .....
- l) Attended an event / activity.....
- m) Don't know / can't remember .....

Other, please specify

Q12

Overall how satisfied or dissatisfied are you with each of following services provided by libraries in Worcestershire?

(Please tick ONE only for each a - k. If you have not used the services listed please tick don't know / can't say)

	Very satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	Don't know / can't say
a) Books	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) CDs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) DVDs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Video's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Spoken word books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Computers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Study facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Enquiry service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Events/activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Online reservations and renewals service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) The library service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13

If in question 12 you said very dissatisfied or fairly dissatisfied by any of the services listed, please tell us why you said this in the space provided below.

Q14

What, if anything, would encourage you to use the library or use the library more often?

(Rank the THREE that would encourage you the most, by numbering the boxes 1,2 and 3)

- a) More convenient opening hours during the week (outside 9am - 5pm).....
- b) More convenient opening hours at the weekend .....
- c) More information about the library service .....
- d) Information about where my local library is.....
- e) Wider choice of books, DVDs, CDs, Spoken word books or Videos.....
- f) More up to date books, DVDs, CDs, Spoken word books or Videos .....
- g) Online enquiry service .....
- h) Collection of books in your local community .....
- i) Local delivery of materials ordered online.....
- j) More library based activities.....
- k) If I had more free time.....
- l) Nothing would encourage me.....

Other, please specify

Q15

Which hours beyond the current standard library opening times (9am to 5pm) would YOU find most useful if you wanted to use a library?

(Please tick ONE only)

- a) Earlier morning opening.....  1
- b) Early evening 5pm to 7pm .....  2
- c) Later evenings 7pm to 9pm.....  3
- d) Saturday am.....  4
- e) Saturday pm.....  5
- f) Sunday am.....  6
- g) Sunday pm.....  7
- h) None of these / I have no interest.....  8

Other time please specify

## MOBILE LIBRARY SERVICE

Worcestershire County Council currently operates 5 public mobile libraries in both urban and rural areas across the County. Anyone (you must be a library member) can use the mobile library to borrow / order books and access other material and information. Your answers to the following questions will help us further improve the mobile library service and help improve mobile library timetables ensuring that communities are visited at appropriate times.

**Q16 Before reading this survey did you know that Worcestershire has its own countywide mobile library service?**

*(Please tick ONE only)*

a) Yes ..... <sup>1</sup> Go to question 17

b) No..... <sup>2</sup> Go to question 20

**Q17 How frequently, if at all, do you use the Worcestershire mobile library service?**

*(Please tick ONE only)*

a) At least once a week..... <sup>1</sup> Go to question 18

b) About once a month..... <sup>2</sup> Go to question 18

c) Within the last 6 months..... <sup>3</sup> Go to question 18

d) Within the last year..... <sup>4</sup> Go to question 18

e) Longer ago..... <sup>5</sup> Go to question 20

f) Never used..... <sup>6</sup> Go to question 20

g) Don't know ..... <sup>7</sup> Go to question 20

**Q18 Which Worcestershire mobile library do you use most often?**

*(Please state specific location of the mobile library stop.)*

**Q19 Overall how satisfied or dissatisfied are you with the mobile library service in Worcestershire?**

*(Please tick ONE only)*

a) Very satisfied..... <sup>1</sup>

b) Fairly satisfied..... <sup>2</sup>

c) Neither satisfied nor dissatisfied..... <sup>3</sup>

d) Fairly dissatisfied..... <sup>4</sup>

e) Very dissatisfied..... <sup>5</sup>

f) Don't know ..... <sup>6</sup>

Q20

What, if anything, would encourage you to use the mobile library or use the mobile library more?

(From a to r below, please rank the top THREE that would encourage you the most, by numbering the boxes 1,2 and 3)

- a) More convenient stops near my home.....
- b) More convenient timetable.....
- c) If the mobile library stopped for longer periods .....
- d) More information about the mobile library service.....
- e) Longer borrowing periods .....
- f) Wider choice of books, DVDs, CDs, Spoken word books or Videos.....
- g) More up to date books, DVDs, CDs, Spoken word books or Videos.....
- h) Free internet access .....
- i) Free access to computers for word processing etc.....
- j) Access to heritage services (e.g historic records on computer).....
- k) Information & advice from other agencies e.g. Citizens Advice Bureau, Police, other Council services.....
- l) If I had more free time.....
- m) I use the building based libraries instead.....
- n) Don't think the mobile library service is for me.....
- o) Nothing would encourage me .....

Other, please specify

Q21

Most of our mobile libraries currently make their stops on weekdays between the hours of 9am - 5pm. Which of the following mobile library operating times would YOU find MOST convenient if you wanted to use a mobile library?

(Please tick ONE only)

- a) Weekdays 9am - 5pm ..... <sup>1</sup>
- b) Early evening 5pm to 7pm..... <sup>2</sup>
- c) Later evenings 7pm to 9pm..... <sup>3</sup>
- d) Saturday am..... <sup>4</sup>
- e) Saturday pm..... <sup>5</sup>
- f) Sunday am..... <sup>6</sup>
- g) Sunday pm..... <sup>7</sup>
- h) None of these / I have no interest.. <sup>8</sup>

Other time please specify

**Q22** Would you be interested in taking part in an informal focus groups to discuss the Worcestershire library service? We are equally keen to speak to library users and non-users. If you would be willing to take part please tick this box and ensure your contact ID number is on the front of this survey. We will contact you if you are selected to take part in the focus group. Thank you for your interest.

Yes, I would be willing to take part in a focus group discussion..... <sup>1</sup>

**Q23** Do you have any other comments or suggestions on how the library service and mobile library service in Worcestershire could be improved? *Please write in below.*

### ACCESS TO INFORMATION

The Freedom of Information (Fol) Act comes into force in January 2005. It is a national Act that gives the public a general right of access to information held by public authorities, (unless a legal exemption applies). Worcestershire County Council routinely makes information publicly available but we want to make sure we are making even more relevant information available to you, following the spirit of the Act. In order to help us prepare for the Act and to focus our employee training, we would be grateful if you could answer the following questions.

**Q24** Before reading this survey, had you heard of the Freedom of Information Act?

*(Please tick ONE only)*

a) Yes ..... <sup>1</sup>                      b) No ..... <sup>2</sup>

**Q25** How satisfied are you that the County Council currently conducts its business and makes its decisions openly?

*(Please tick ONE only)*

- a) Very satisfied..... <sup>1</sup> Go to question 27
- b) Fairly satisfied ..... <sup>2</sup> Go to question 27
- c) Neither satisfied nor dissatisfied..... <sup>3</sup> Go to question 27
- d) Fairly dissatisfied..... <sup>4</sup> Go to question 26
- e) Very dissatisfied..... <sup>5</sup> Go to question 26
- f) Don't know / can't say ..... <sup>6</sup> Go to question 27

**Q26** In question 25 you said very dissatisfied or fairly dissatisfied with the way the County Council conducts its business and makes its decisions openly. Please tell us why you said this in the space provided below.

**Q27** How satisfied are you that the County Council is open and transparent about the way it publishes information about its services?

*(Please tick ONE only)*

- a) Very satisfied..... <sup>1</sup> Go to question 29
- b) Fairly satisfied ..... <sup>2</sup> Go to question 29
- c) Neither satisfied nor dissatisfied..... <sup>3</sup> Go to question 29
- d) Fairly dissatisfied..... <sup>4</sup> Go to question 28
- e) Very dissatisfied..... <sup>5</sup> Go to question 28
- f) Don't know / can't say ..... <sup>6</sup> Go to question 29

**Q28** In question 27 you said very dissatisfied or fairly dissatisfied with the way the County Council publishes information about its services. Please tell us why you said this in the space provided below.

**Q29** The Publication Scheme is a requirement of the Freedom of Information Act and declares all the information that the County Council currently makes public on a regular basis. Prior to reading this survey, had you heard of the County Council's Publication Scheme?

*(Please tick ONE only)*

- a) Yes..... <sup>1</sup> Go to question 30
- b) No ..... <sup>2</sup> Go to question 33

**Worcestershire County Council's Publication Scheme can be accessed via  
[www.worcestershire.gov.uk/foi](http://www.worcestershire.gov.uk/foi)**

**Q30** Have you ever used the County Council's Publication Scheme to access information?

*(Please tick ONE only)*

- a) Yes..... <sup>1</sup> Go to question 31
- b) No ..... <sup>2</sup> Go to question 33

**Q31 How easy or difficult did you find using the County Council's Publication Scheme?**

**(Please tick ONE only)**

- a) Very easy ..... <sup>1</sup> Go to question 33
- b) Fairly easy..... <sup>2</sup> Go to question 33
- c) Neither easy nor difficult..... <sup>3</sup> Go to question 33
- d) Fairly difficult ..... <sup>4</sup> Go to question 32
- e) Very difficult..... <sup>5</sup> Go to question 32
- f) Don't know / can't say ..... <sup>6</sup> Go to question 33

**Q32 In question 31 you said using the County Council's Publication Scheme was very difficult or fairly difficult, please tell us why you said this in the space provided below.**

The Freedom of Information Act brings a new requirement to public authorities which allows the public a general right of access to information we hold, subject to exemptions. We are keen to ensure we are fully prepared for this Act. The following question aims to identify areas where we should focus our training to be able to deal with your enquiries and questions quickly and promptly.

**Q33 For each of the following areas how likely is it that you might make a future request for information held by the Council under the Freedom of Information Act? (Please tick ONE for each area a - n)**

	Very likely		Likely		Unlikely		Not at all likely
	1		2		3		4
a) Highways and Roads	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
b) Schools	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
c) Education Policy	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
d) Transport Issues	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
e) Crime & Disorder	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
f) Social Care	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
g) Waste Management	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
h) Council Employees in their Work Capacity	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
i) County Councillors	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
j) Emergency Planning	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
k) Land, Planning and Building	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
l) Cultural Services	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
m) Financial Matters	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
n) Trading Standards	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

Other area, please specify

## 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 the questions, your answers will be completely confidential.

**Q34 In which District do you live?**

*(Please tick ONE only)*

- a) Bromsgrove.....  1
- b) Malvern Hills .....  2
- c) Redditch.....  3
- d) Worcester City .....  4
- e) Wychavon .....  5
- f) Wyre Forest .....  6

**Q35 Are you...?**

*(Please tick ONE only)*

- a) Male .....  1
- b) Female.....  2

**Q36 What was your age on your last birthday?**

*(Please write in below)*

**Q37 Do you personally have a long standing illness, disability or infirmity that limits your daily activities?**

*(Please tick ONE only)*

- a) Yes.....  1
- b) No .....  2

**Q38 How many years have you lived in your current neighbourhood?**

*(Please tick ONE only)*

- a) Less than a year .....  1
- b) 1-3 years.....  2
- c) 4-5 years.....  3
- d) 6-10 years.....  4
- e) 11-20 years.....  5
- f) 21 years or more.....  6

Q39

**Is your home...?**

**(Please tick ONE only)**

- a) Owned outright..... <sup>1</sup>
- b) Owned with a mortgage or loan .... <sup>2</sup>
- c) Shared ownership ..... <sup>3</sup>
- d) Rented from the Local Authority, Housing Association/Registered Social Landlord..... <sup>4</sup>
- e) Rented from private landlord or letting agency ..... <sup>5</sup>
- f) Rent is free or tied to employment of one of the occupiers ..... <sup>6</sup>
- g) Other ..... <sup>7</sup>

Q40

**How would you describe your ethnicity?**

**(Please tick ONE only)**

- a) White - British ..... <sup>01</sup>
- b) White - Irish..... <sup>02</sup>
- c) White - Other..... <sup>03</sup>
- d) White & Black Caribbean..... <sup>04</sup>
- e) White & Black African ..... <sup>05</sup>
- f) White & Asian ..... <sup>06</sup>
- g) Mixed - Other..... <sup>07</sup>
- h) Black - African..... <sup>08</sup>
- i) Black - Caribbean ..... <sup>09</sup>
- j) Black - British..... <sup>10</sup>
- k) Black - Other..... <sup>11</sup>
- l) Chinese ..... <sup>12</sup>
- m) Indian..... <sup>13</sup>
- n) Pakistani ..... <sup>14</sup>
- o) Bangladeshi ..... <sup>15</sup>
- p) Asian - Other..... <sup>16</sup>
- q) Other (please write in below) ..... <sup>17</sup>

Q41

**What is the highest academic qualification you have attained?**

**(Please tick ONE only)**

- a) O-levels/GCSE's ..... <sup>01</sup>
- b) A or AS levels ..... <sup>02</sup>
- c) GNVQ Foundation/NVQ 1..... <sup>03</sup>
- d) GNVQ Intermediate/NVQ 2..... <sup>04</sup>
- e) GNVQ Advanced/NVQ 3..... <sup>05</sup>
- f) BTEC National/ONC or OND..... <sup>06</sup>
- g) HND, Degree or Professional Qualification ..... <sup>07</sup>
- h) NVQ level 4 or 5 ..... <sup>08</sup>
- i) MSc/MA/MPhil/PhD ..... <sup>09</sup>
- j) No qualifications..... <sup>10</sup>
- k) Other (please write in below) ..... <sup>11</sup>

Q42

Which of the following best describes your current employment status?

*(Please tick ONE only)*

- |   |                          |               |   |                          |               |
|---|--------------------------|---------------|---|--------------------------|---------------|
| a) I work full-time (over 30 hours a week).....       | <input type="checkbox"/> | <sup>01</sup> | h) Between jobs .....   | <input type="checkbox"/> | <sup>08</sup> |
| b) I work part-time (less than 30 hours a week) ..... | <input type="checkbox"/> | <sup>02</sup> | i) Looking after the home or family or caring for someone else..... | <input type="checkbox"/> | <sup>09</sup> |
| c) Self employed .....                                | <input type="checkbox"/> | <sup>03</sup> | j) Unemployed less than 6 months....                                | <input type="checkbox"/> | <sup>10</sup> |
| d) Doing temporary work.....                          | <input type="checkbox"/> | <sup>04</sup> | k) Unemployed more than 6 months.                                   | <input type="checkbox"/> | <sup>11</sup> |
| e) I am a full-time student.....                      | <input type="checkbox"/> | <sup>05</sup> | l) I am retired.....  | <input type="checkbox"/> | <sup>12</sup> |
| f) Training.....                                      | <input type="checkbox"/> | <sup>06</sup> | m) I am permanently sick/disabled....                               | <input type="checkbox"/> | <sup>13</sup> |
| g) Voluntary work.....                                | <input type="checkbox"/> | <sup>07</sup> | n) Doing something else (please write in below).....                | <input type="checkbox"/> | <sup>14</sup> |

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

Q43

Please return in the pre-paid envelope provided to:

Research & Intelligence Unit, Chief Executives Department, Worcestershire County Council, County Hall,  
Spetchley Road, Worcester. WR5 2NP  
**By Monday December 6th 2004**