



The Worcestershire Hub

The Worcestershire Hub is an innovative project which aims to improve access to services for the people of Worcestershire. The Hub is a partnership between all six Worcestershire District Councils and the County Council, and provides citizens of Worcestershire with three main ways to contact the Council. The service offers access to customers either face to face, over the telephone or on-line at www.whub.org. The Hub provides a 'one stop service', delivered by well trained customer service advisors, who can deal with all your queries about local councils in one contact, whether these involve county or district authorities.

Your answers to the following questions will help us to make sure we further improve this new service, to make sure that the people of Worcestershire can access services as quickly and easily as possible.

Q1 Please tell us how you normally contact the Council?

Please tick **ALL** that apply

- | | | | |
|----------------------|--------------------------|--------------------|--------------------------|
| a) Email..... | <input type="checkbox"/> | d) Online | <input type="checkbox"/> |
| b) Face to face..... | <input type="checkbox"/> | e) Telephone | <input type="checkbox"/> |
| c) Letter..... | <input type="checkbox"/> | f) Other..... | <input type="checkbox"/> |

If other, please specify

Q2 Thinking about the last time you contacted the Council, how satisfied were you with the way in which your request was dealt with?

(Please think specifically about how the request was dealt with and not about how satisfied you were with the outcome of the enquiry)

Please tick **ONE** only

- | | | | | | |
|---------------------------------------|--------------------------|----------|------------------------------|--------------------------|----------|
| a) Very satisfied | <input type="checkbox"/> | Go to Q3 | d) Fairly dissatisfied..... | <input type="checkbox"/> | Go to Q4 |
| b) Fairly satisfied | <input type="checkbox"/> | Go to Q3 | e) Very dissatisfied | <input type="checkbox"/> | Go to Q4 |
| c) Neither satisfied nor dissatisfied | <input type="checkbox"/> | Go to Q5 | f) Not sure/Don't know | <input type="checkbox"/> | Go to Q5 |

Q3 In Q2, you said you were fairly satisfied or very satisfied with the way in which your request was dealt with by the Council. Please use the space below to tell us the reasons why you were satisfied.

Please write in below

Q4 In Q2, you said you were fairly dissatisfied or very dissatisfied with the way in which your request was dealt with by the Council. Please use the space below to explain why you feel this way.

Please write in below

Q5 To what extent do you agree or disagree that it would be useful if you could contact the Council out of normal office hours (9am-5pm)?

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"/> |

Q6 Have you ever accessed Council services online?

Please tick ONE only

- | | | | | | |
|-------------|--------------------------|----------|-------------|--------------------------|----------|
| a) Yes..... | <input type="checkbox"/> | Go to Q8 | b) No | <input type="checkbox"/> | Go to Q7 |
|-------------|--------------------------|----------|-------------|--------------------------|----------|

Q7 In the future, how likely is it that you will access Council services online?

Please tick ONE only

- | | | | |
|--------------------------------------|--------------------------|------------------------------|--------------------------|
| a) Very likely | <input type="checkbox"/> | d) Fairly unlikely | <input type="checkbox"/> |
| b) Fairly likely | <input type="checkbox"/> | e) Very unlikely | <input type="checkbox"/> |
| c) Neither likely nor unlikely | <input type="checkbox"/> | f) Not sure/Don't know | <input type="checkbox"/> |

Q8 In the future, which of the following Council services, would you consider paying for on-line?

Please tick ALL that apply

- | | | | |
|---|--------------------------|--------------------------------|--------------------------|
| a) Bulky Waste | <input type="checkbox"/> | f) Library Fines | <input type="checkbox"/> |
| b) Car Park Fines..... | <input type="checkbox"/> | g) Licence Applications | <input type="checkbox"/> |
| c) Copy of Birth/Death/Marriage Certificates..... | <input type="checkbox"/> | h) Planning Applications | <input type="checkbox"/> |
| d) Council Tax | <input type="checkbox"/> | i) None of the above | <input type="checkbox"/> |
| e) Home Care Charges | <input type="checkbox"/> | j) Not sure/Don't know | <input type="checkbox"/> |

Q9 Other possible ways of communicating with the Council in the future may include text messaging and digital TV.

How likely is it that you will use these new methods of communication to contact the Council?

Please tick ONE only

- | | | | |
|--------------------------------------|--------------------------|------------------------------|--------------------------|
| a) Very likely | <input type="checkbox"/> | d) Fairly unlikely | <input type="checkbox"/> |
| b) Fairly likely | <input type="checkbox"/> | e) Very unlikely | <input type="checkbox"/> |
| c) Neither likely nor unlikely | <input type="checkbox"/> | f) Not sure/Don't know | <input type="checkbox"/> |

Q10 Before reading this survey, had you heard about the Worcestershire Hub?

Please tick ONE only

- | | | | |
|--------------|--------------------------|-------------|--------------------------|
| a) Yes | <input type="checkbox"/> | b) No | <input type="checkbox"/> |
|--------------|--------------------------|-------------|--------------------------|

Q11 Have you ever used the Worcestershire Hub?

Please tick ONE only

- | | | | |
|--------------|--------------------------|-------------|--------------------------|
| a) Yes | <input type="checkbox"/> | b) No | <input type="checkbox"/> |
|--------------|--------------------------|-------------|--------------------------|

Q12 Do you know where your nearest Worcestershire Hub Centre is?

Please tick ONE only

- | | | | |
|--------------|--------------------------|-------------|--------------------------|
| a) Yes | <input type="checkbox"/> | b) No | <input type="checkbox"/> |
|--------------|--------------------------|-------------|--------------------------|

The Worcester Library and History Centre

The Worcester Library and History Centre is a new and exciting project between The University of Worcester, Worcestershire County Council (comprising Worcester City Library, County Record Office and Historic Environment and Archaeology Service) and Worcester City Council (including the Worcester City contact centre).

The new Library and History Centre will be a valuable learning and cultural source for Worcestershire and it is estimated that it will attract more than one million visitors a year. The library will be developed on the Butts, near Crowngate and will be adjacent to The University of Worcester's second campus development in Castle Street. The project has received approval for funding by the The Department for Culture, Media and Sport and The Office of the Deputy Prime Minister. The final piece of the jigsaw is the bid made to Advantage West Midlands. The project is due to be completed in 2010.

At this stage, many ideas and suggestions are being put forward about the Library and History Centre and we would like to ask you a few questions about the facilities you would like to see on offer in the new building. This is a valuable resource for Worcestershire and we would like to make the new facility a useful and exciting place for everyone. We hope the library will attract people from far and wide.

Q13 Please tell us which of the facilities listed below, if any, you or your family currently use?

Please tick **ALL** that apply

- | | | | |
|--|--------------------------|---|--------------------------|
| a) University of Worcester libraries | <input type="checkbox"/> | e) Worcester City library..... | <input type="checkbox"/> |
| b) Record Office - County Hall branch | <input type="checkbox"/> | f) Worcestershire Hub | <input type="checkbox"/> |
| c) Record Office - History Centre branch | <input type="checkbox"/> | g) Other County Libraries | <input type="checkbox"/> |
| d) Historic Environment & Archaeology service... | <input type="checkbox"/> | h) I do not use any of these facilities | <input type="checkbox"/> |

Q14 To what extent do you agree or disagree with the following statement?

'A building combining the University Library, Worcester City Public Library, Archives and Archaeology is a good idea'

Please tick **ONE** only

- | | | | | | |
|-------------------------------------|--------------------------|-----------|------------------------------|--------------------------|-----------|
| a) Strongly agree | <input type="checkbox"/> | Go to Q16 | d) Disagree | <input type="checkbox"/> | Go to Q15 |
| b) Agree | <input type="checkbox"/> | Go to Q16 | e) Strongly disagree | <input type="checkbox"/> | Go to Q15 |
| c) Neither agree nor disagree. | <input type="checkbox"/> | Go to Q16 | f) Not sure/Don't know | <input type="checkbox"/> | Go to Q16 |

Q15 In Q14 you said a building combining the University Library, Worcester City Public Library, Archives and Archaeology was NOT a good idea. Please use the space below to tell us why you feel this way.

Please write in below

Q16 Thinking about the Worcester Library and History Centre which of the following additional facilities would you MOST like to be included in the new building?

Please tick the **TWO** facilities you would **MOST** like to be included

- | | | | |
|--|--------------------------|--|--------------------------|
| a) Cafes | <input type="checkbox"/> | e) Use of an outside space | <input type="checkbox"/> |
| b) Meeting rooms | <input type="checkbox"/> | f) Vending machines | <input type="checkbox"/> |
| c) Public Events/Exhibition area | <input type="checkbox"/> | g) Water coolers placed around the building..... | <input type="checkbox"/> |
| d) Shops..... | <input type="checkbox"/> | h) Other..... | <input type="checkbox"/> |

If other, please specify

Q17 Which of the following types of retail shop would you like to see located near or in the new Worcester Library and History Centre?

Please tick **ALL** that apply

- | | | | |
|------------------------------|--------------------------|----------------------------|--------------------------|
| a) Book shops..... | <input type="checkbox"/> | e) Newsagent | <input type="checkbox"/> |
| b) Card shops | <input type="checkbox"/> | f) Stationery shops..... | <input type="checkbox"/> |
| c) Department Store(s) | <input type="checkbox"/> | g) Student book shops..... | <input type="checkbox"/> |
| d) Gift Shops | <input type="checkbox"/> | h) Other..... | <input type="checkbox"/> |

If other, please specify

Q18 The new Worcester Library and History Centre should have the capacity to hire out rooms for community use. In order to get an idea of how useful this would be to members of the public, please tell us if you or someone you know would be interested in hiring out the facilities for your own use?

Please tick **ONE** only

- | | | | | | |
|-------------------------|--------------------------|-----------|------------------------------|--------------------------|-----------|
| a) Yes definitely | <input type="checkbox"/> | Go to Q19 | d) Definitely not | <input type="checkbox"/> | Go to Q20 |
| b) Yes possibly | <input type="checkbox"/> | Go to Q19 | e) Not sure/Don't know | <input type="checkbox"/> | Go to Q20 |
| c) Probably not | <input type="checkbox"/> | Go to Q20 | | | |

Q19 Please tell us what you would like to use the meeting rooms/conference facilities for, at the new Worcester Library and History Centre?

Please write in below

Q20 A section of the new building will be called The History Centre. Which of the following reasons, if any, would you be most likely to visit the History Centre for?

Please tick ALL that apply

- | | | | |
|---|--------------------------|---------------------------------------|--------------------------|
| a) Research family history | <input type="checkbox"/> | f) Business related | <input type="checkbox"/> |
| b) Research my home/local area where I live ... | <input type="checkbox"/> | g) Just to see what is going on | <input type="checkbox"/> |
| c) Archaeology for academic reasons | <input type="checkbox"/> | h) None of the above | <input type="checkbox"/> |
| d) Archaeology for leisure reasons..... | <input type="checkbox"/> | i) Other | <input type="checkbox"/> |
| e) Homework/School projects | <input type="checkbox"/> | | |

If other, please specify

Q21 What do you think the Worcester Library and History Centre building should look like?

Are there any buildings in the world that you particularly like the look of, or where the atmosphere is particularly pleasing? If so, please tell us the name of the building and the country where it is. Your ideas will be fed into the project team who are working on plans for the building

Q22 How would you prefer to travel to the Worcester Library and History Centre?

Please tick the option you prefer the MOST

- | | | | |
|--------------------------------------|--------------------------|--|--------------------------|
| a) Park and Ride | <input type="checkbox"/> | f) Public Transport | <input type="checkbox"/> |
| b) Walk..... | <input type="checkbox"/> | g) Drive a car/passenger in a car & park at the library | <input type="checkbox"/> |
| c) Cycle | <input type="checkbox"/> | h) Park car in Worcester City Centre & walk to the library | <input type="checkbox"/> |
| d) Motorcycle, moped or scooter..... | <input type="checkbox"/> | | |
| e) Taxi..... | <input type="checkbox"/> | | |

Q23 In the future, do you think you would make use of any of the following services?

Please tick ALL that apply

- | | |
|---|--------------------------|
| a) Drive-by drop off points for books | <input type="checkbox"/> |
| b) Electronic books | <input type="checkbox"/> |
| c) Electronic Journals | <input type="checkbox"/> |
| d) Interactive History Technology..... | <input type="checkbox"/> |
| e) Issuing books via a self-service point..... | <input type="checkbox"/> |
| f) Live video links to outside events (e.g. excavations of archaeological sites, cultural activities) | <input type="checkbox"/> |
| g) Self-service pay points (e.g. for library fines)..... | <input type="checkbox"/> |
| h) Virtual tour of the building | <input type="checkbox"/> |
| i) Wi-fi technology (wireless IT connection)..... | <input type="checkbox"/> |

Q24 Is there anything else you would like to see in the Worcester Library and History Centre or any facilities you think we should offer? If so, please use the space below to tell us

Please write in below

Q25 Over the next few years, there will be lots of developments linked to the Worcester Library and History Centre. How would you like to be kept informed about these developments?

Please tick ALL that apply

- | | |
|--|---|
| a) Information in the city library or record office <input type="checkbox"/> | d) The University of Worcester website <input type="checkbox"/> |
| b) Local newspaper <input type="checkbox"/> | e) Worcestershire County Council website <input type="checkbox"/> |
| c) Local radio <input type="checkbox"/> | |

Communication

In the May 2005 Citizens' Panel Survey, we asked your opinion of Councils in Worcestershire and the results proved very interesting. We would now like to find out more about your view of the County Council specifically. The services that **Worcestershire County Council** provide include: Libraries, Health and Social Care, Education, Public Transport, Highway Maintenance, Park and Ride, Street Lighting, Country Parks, Public Rights of Way, Trading Standards, Waste Management, Museums and Archaeology and Economic Development.

Please think specifically about Worcestershire County Council when answering the following questions.

Q26 How well informed does Worcestershire County Council keep residents about each of the following?

Please tick ONE for each a) to c)

- | | <i>Keeps us very well informed</i> | <i>Keeps us fairly well informed</i> | <i>Gives us a limited amount of information</i> | <i>Doesn't tell us much at all</i> | <i>Don't know</i> |
|--|------------------------------------|--------------------------------------|---|------------------------------------|--------------------------|
| a) The services and benefits it provides | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) The improvements planned for its services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) How it spends its money | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q27 To what extent do you agree or disagree with the following statement?

'Worcestershire County Council rarely takes local residents views into consideration when making decisions which affect them'

*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"/> | | |

Q28 Generally, how much would you say you know about Worcestershire County Council?

*Please tick **ONE** only*

- | | | | |
|-----------------------|--------------------------|------------------------------------|--------------------------|
| a) Great deal..... | <input type="checkbox"/> | d) Hardly anything..... | <input type="checkbox"/> |
| b) Fair amount..... | <input type="checkbox"/> | e) Never heard of/Don't know | <input type="checkbox"/> |
| c) Just a little..... | <input type="checkbox"/> | | |

Q29 How strongly do you agree or disagree with the following statement?

'The quality of County Council services is good overall'

*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"/> | | |

Q30 How strongly do you agree or disagree that the services provided by Worcestershire County Council offer value for money?

*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"/> | | |

Q31 To what extent do you agree or disagree with the following statement?

'Council Tax is a fair way to raise money in order to provide local services'

*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"/> | | |

Worcestershire County Council has a responsibility for providing information about local transport services. The authority also has a role in ensuring the information produced by private transport companies for local services is of the standard required. The next two questions focus on the provision of public transport information.

Q32 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport Worcestershire County Council provides

Please tick ONE for each a) to d)

| | <i>Very satisfied</i> | <i>Fairly satisfied</i> | <i>Neither</i> | <i>Fairly dissatisfied</i> | <i>Very dissatisfied</i> | <i>Does not apply/Don't know</i> |
|--|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|----------------------------------|
| a) The amount of information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) The clarity of the information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) The accuracy of the information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) 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"/> |

Q33 Have you seen or received any of the information provided on local transport services, in the last 12 months?

Please tick ONE only

a) Yes b) No.....

The next two questions are concerned with your local bus service. Worcestershire County Council provides financial support for bus routes that are unprofitable, they also provide concessionary travel and subsidise some routes.

Q34 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service:

PLEASE ANSWER WHETHER YOU NORMALLY USE THE BUS OR NOT

Please tick ONE for each a) to f)

| | <i>Very satisfied</i> | <i>Fairly satisfied</i> | <i>Neither</i> | <i>Fairly dissatisfied</i> | <i>Very dissatisfied</i> | <i>It does not apply/Don't know</i> |
|---------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|-------------------------------------|
| a) The frequency of buses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) The number of bus stops | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) The state of bus stops | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Whether buses arrive on time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) How easy buses are to get on & off | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) The local bus service overall | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q35 How frequently, if at all, do you use the local bus service?

Please tick ONE only

a) Almost every day..... e) Within the last year.....
 b) At least once a week..... f) Longer ago.....
 c) About once a month..... g) Never used.....
 d) Within the last 6 months..... h) I don't know.....

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.

Q36 In which district do you live?

Please tick **ONE** only

- | | | | | | |
|-----------------------|--------------------------|------------------------|--------------------------|----------------------|--------------------------|
| a) Bromsgrove | <input type="checkbox"/> | c) Redditch | <input type="checkbox"/> | e) Wychavon..... | <input type="checkbox"/> |
| b) Malvern Hills..... | <input type="checkbox"/> | d) Worcester City..... | <input type="checkbox"/> | f) Wyre Forest | <input type="checkbox"/> |

Q37 Are you..?

Please tick **ONE** only

- | | | | |
|---------------|--------------------------|-----------------|--------------------------|
| a) Male | <input type="checkbox"/> | b) Female | <input type="checkbox"/> |
|---------------|--------------------------|-----------------|--------------------------|

Q38 What is your date of birth?

Please write in below DD/MM/YYYY e.g. 05/07/1971

Q39 Do you personally have a long standing illness, disability or infirmity that limits your daily activities?

Please tick **ONE** only

- | | | | |
|--------------|--------------------------|------------|--------------------------|
| a) Yes | <input type="checkbox"/> | b) No..... | <input type="checkbox"/> |
|--------------|--------------------------|------------|--------------------------|

Q40 How many years have you lived in your current local area (defined as your estate, village or the streets immediately surrounding where you live)?

Please tick **ONE** only

- | | | | | | |
|--------------------------|--------------------------|---------------------|--------------------------|---------------------------|--------------------------|
| a) Less than a year..... | <input type="checkbox"/> | c) 4-5 years..... | <input type="checkbox"/> | e) 11-20 years | <input type="checkbox"/> |
| b) 1-3 years | <input type="checkbox"/> | d) 6-10 years | <input type="checkbox"/> | f) 21 years or more | <input type="checkbox"/> |

Q41 Is your home...?

Please tick **ONE** only

- | | |
|--|--------------------------|
| a) Owned outright | <input type="checkbox"/> |
| b) Owned with a mortgage or a loan | <input type="checkbox"/> |
| c) Shared ownership..... | <input type="checkbox"/> |
| d) Rented from a Local Authority, Housing Association/Registered Social Landlord | <input type="checkbox"/> |
| e) Rented from a private landlord or letting agency | <input type="checkbox"/> |
| f) Rent is free or tied to employment of one of the occupiers..... | <input type="checkbox"/> |
| g) Other..... | <input type="checkbox"/> |

Q42 How would you describe your ethnicity?

Please tick **ONE** only

- | | | | |
|--|--------------------------|--|--------------------------|
| White: British..... | <input type="checkbox"/> | Asian or Asian British: Pakistani..... | <input type="checkbox"/> |
| White: Irish..... | <input type="checkbox"/> | Asian or Asian British: Bangladeshi..... | <input type="checkbox"/> |
| White: Other..... | <input type="checkbox"/> | Asian or Asian British: Other..... | <input type="checkbox"/> |
| Mixed: White and Black Caribbean | <input type="checkbox"/> | Black or Black British: Caribbean | <input type="checkbox"/> |
| Mixed: White and Black African..... | <input type="checkbox"/> | Black or Black British: African..... | <input type="checkbox"/> |
| Mixed: White and Asian..... | <input type="checkbox"/> | Black or Black British: Other..... | <input type="checkbox"/> |
| Mixed: Other | <input type="checkbox"/> | Chinese..... | <input type="checkbox"/> |
| Asian or Asian British: Indian..... | <input type="checkbox"/> | Other..... | <input type="checkbox"/> |

If other, please specify

Q43 What is the highest academic achievement you have achieved?

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"/> | | |

If other, please specify

Q44 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"/> | 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 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) 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"/> |

If other, please specify

**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 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 Monday 5th December 2005