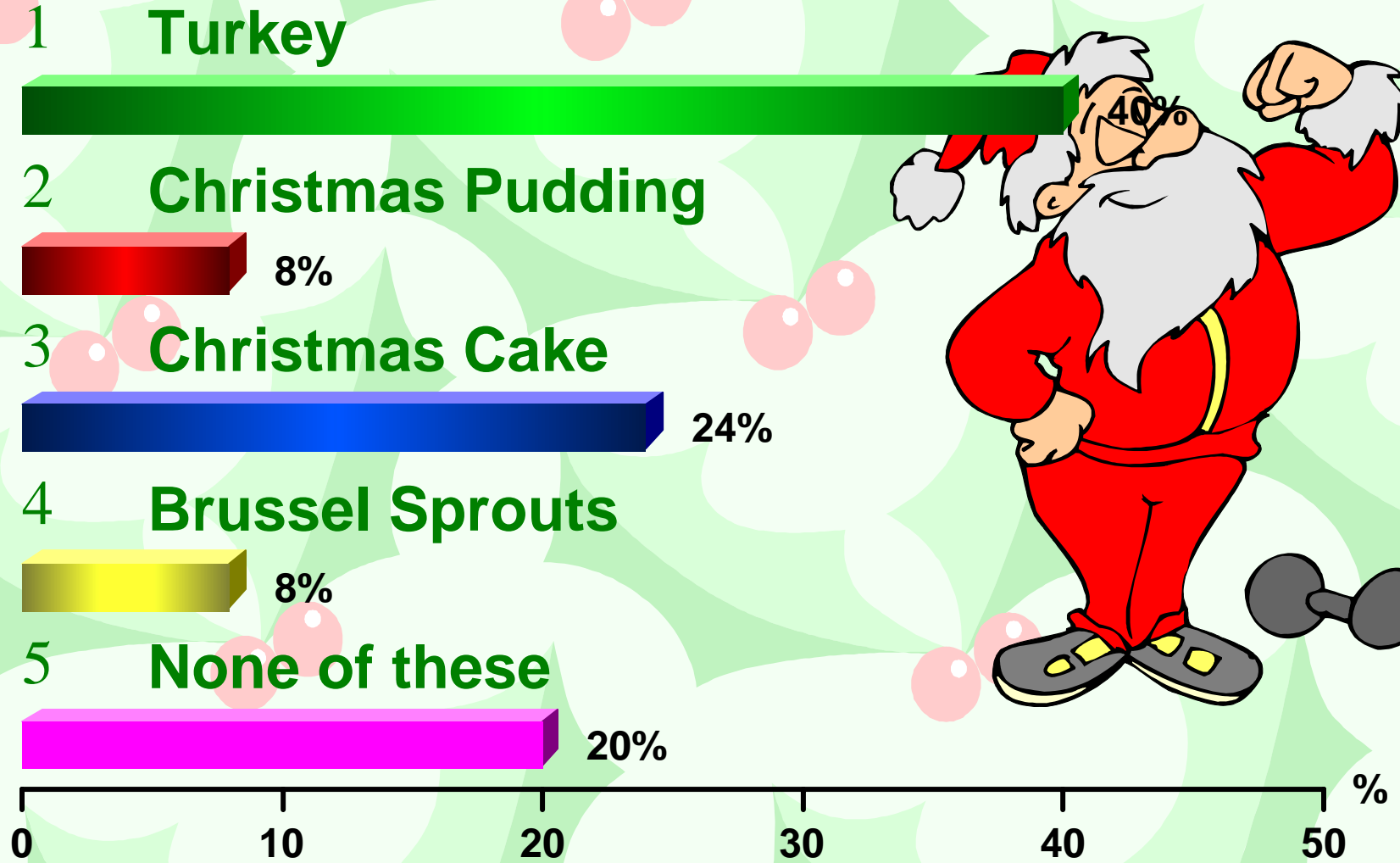


Citizens Panel Festive Event December 9th 2003



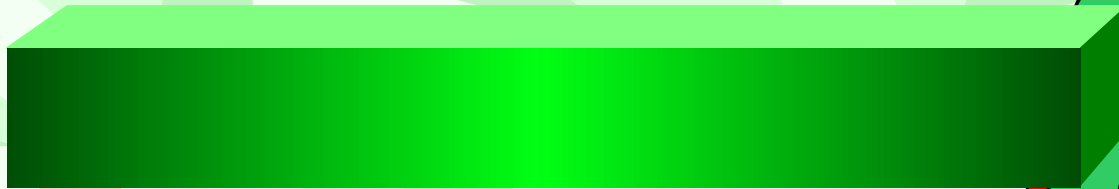
worcestershire
county council

Which is your favourite festive food?



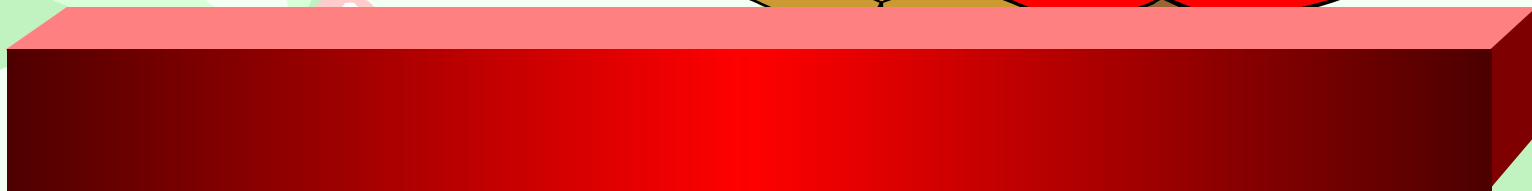
Do you have a real tree at Christmas?

1 Yes



42%

2 No



58%

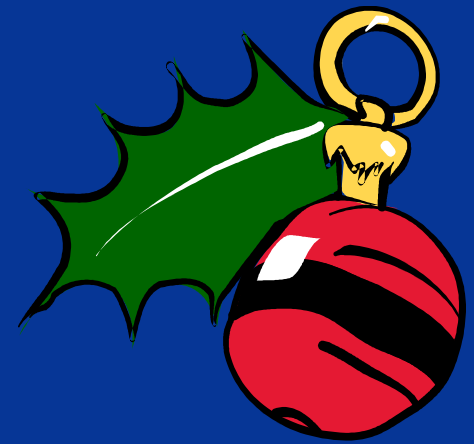
0 10 20 30 40 50 60 %



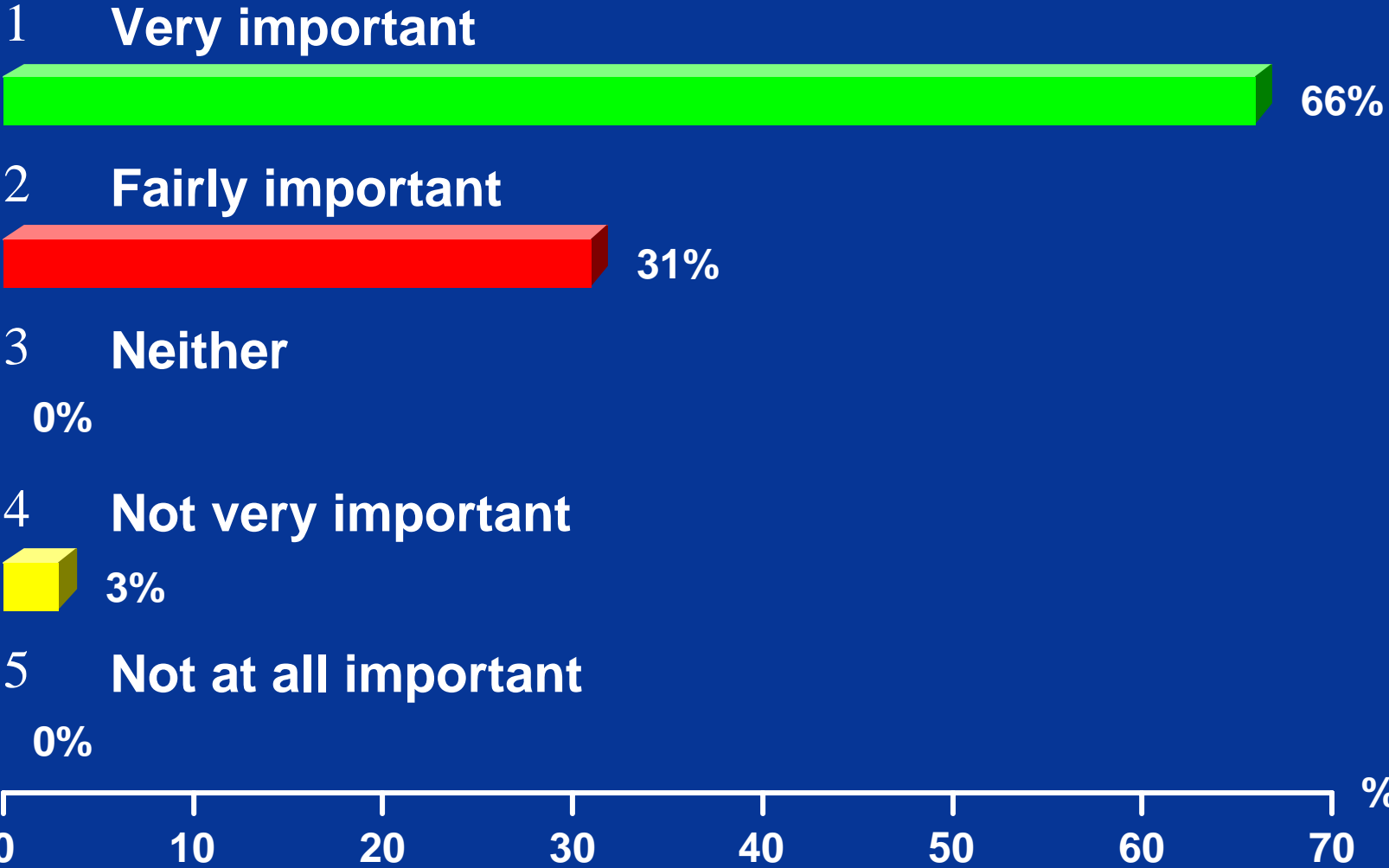
Electronic Voting Part 1



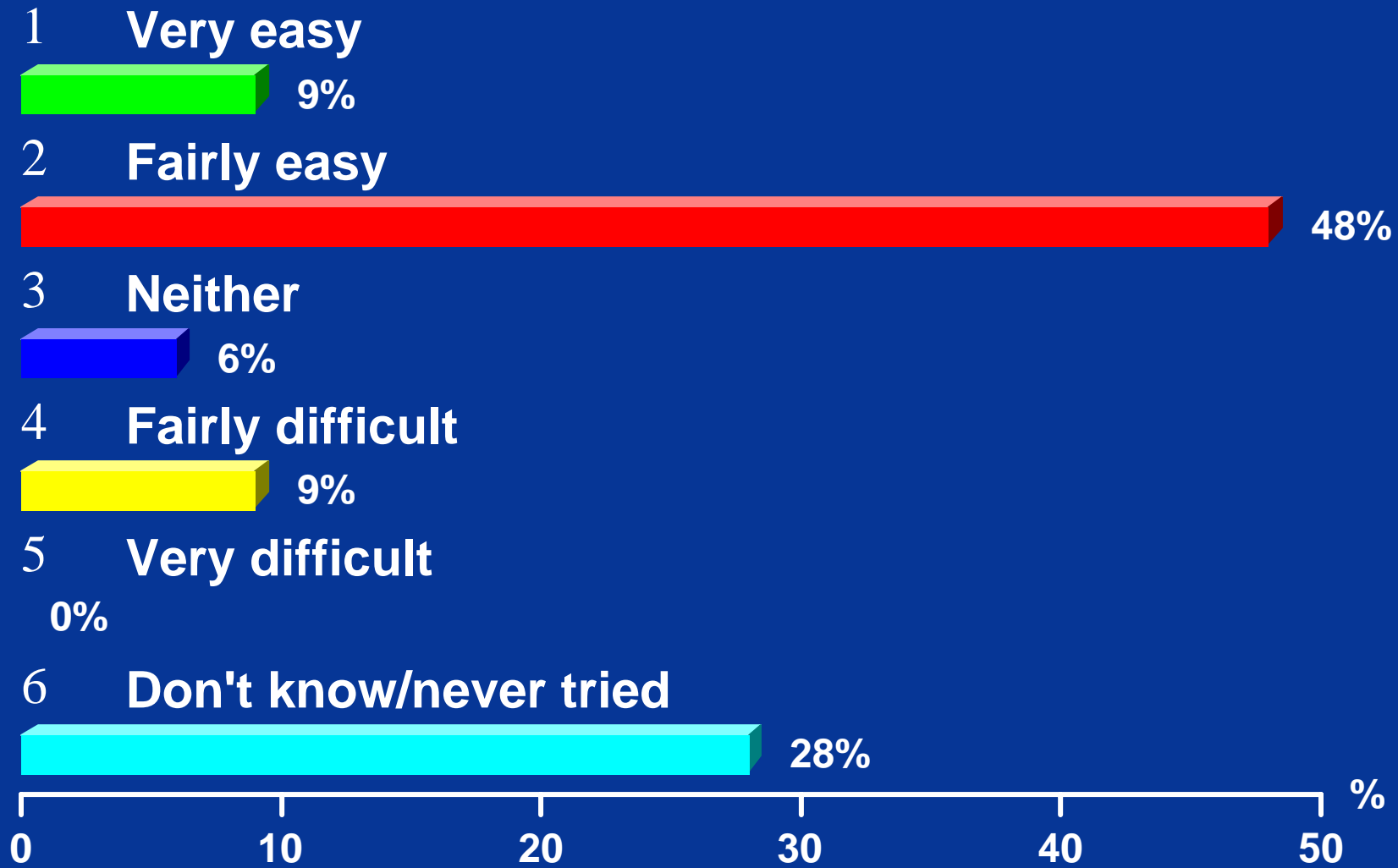
Corporate Services



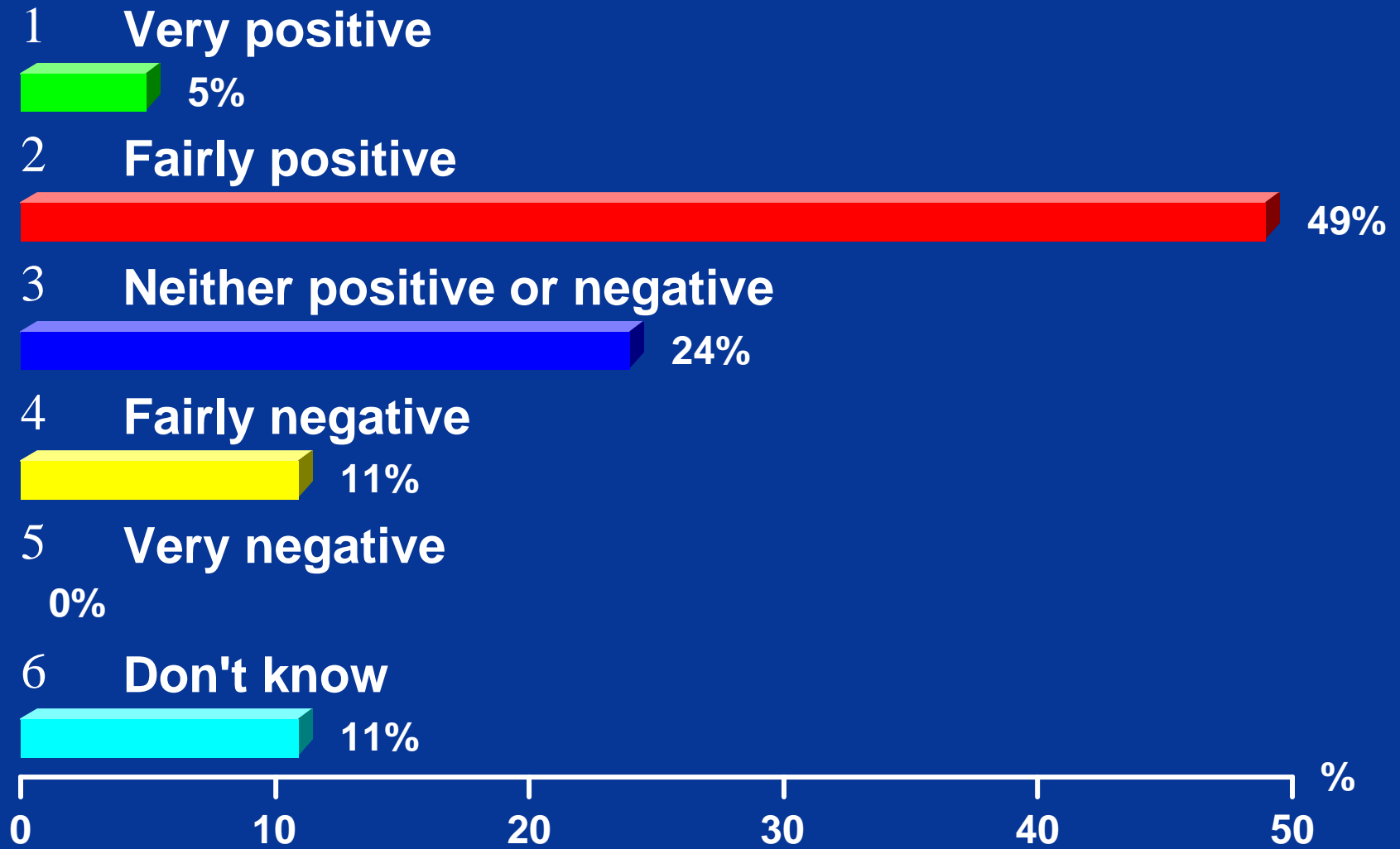
How important do you think it is that Worcestershire County Council keeps residents informed about its services and policies? (choose ONE of the following)



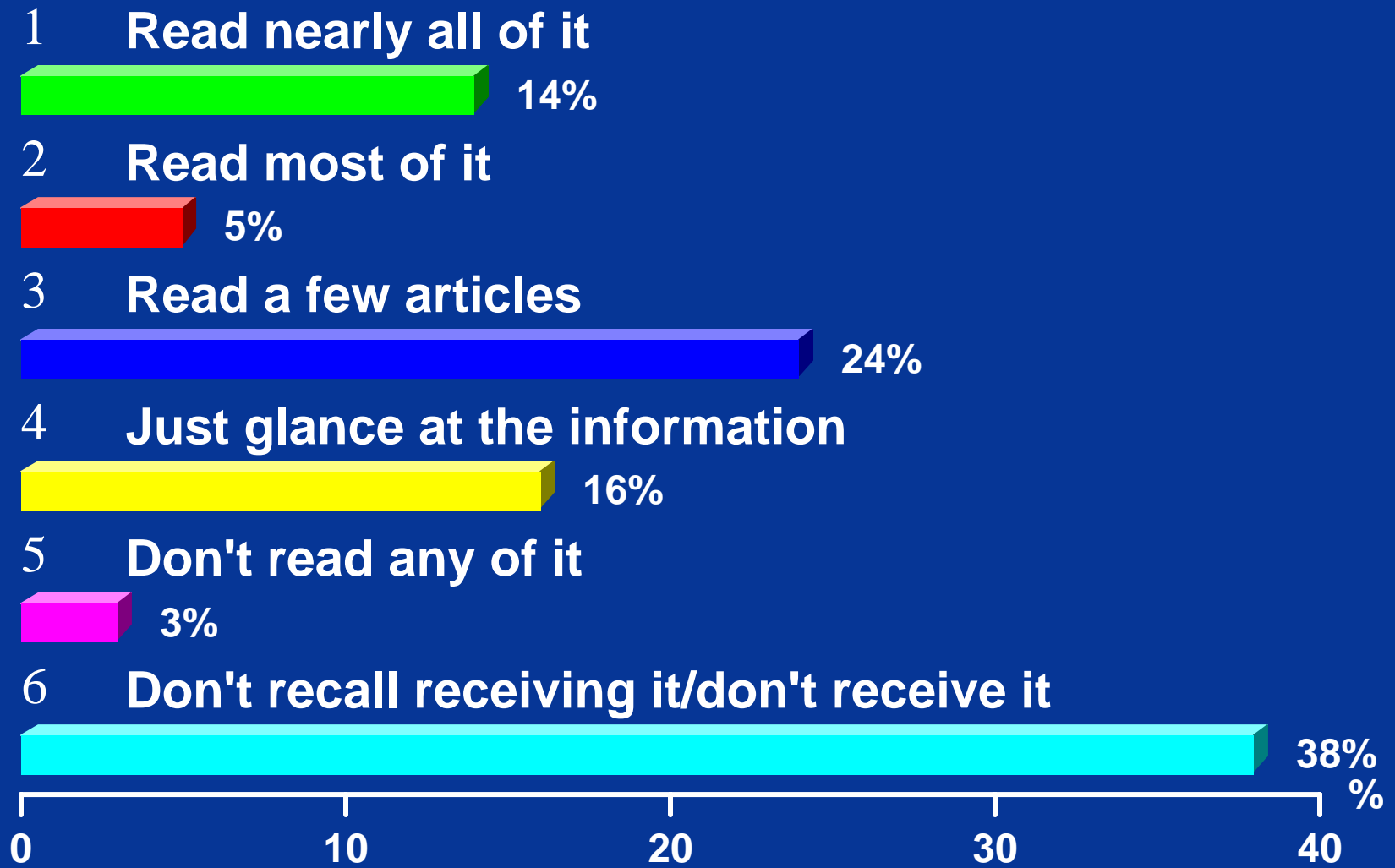
How easy or difficult is it for you to get information from Worcestershire County Council? (choose ONE of the following)



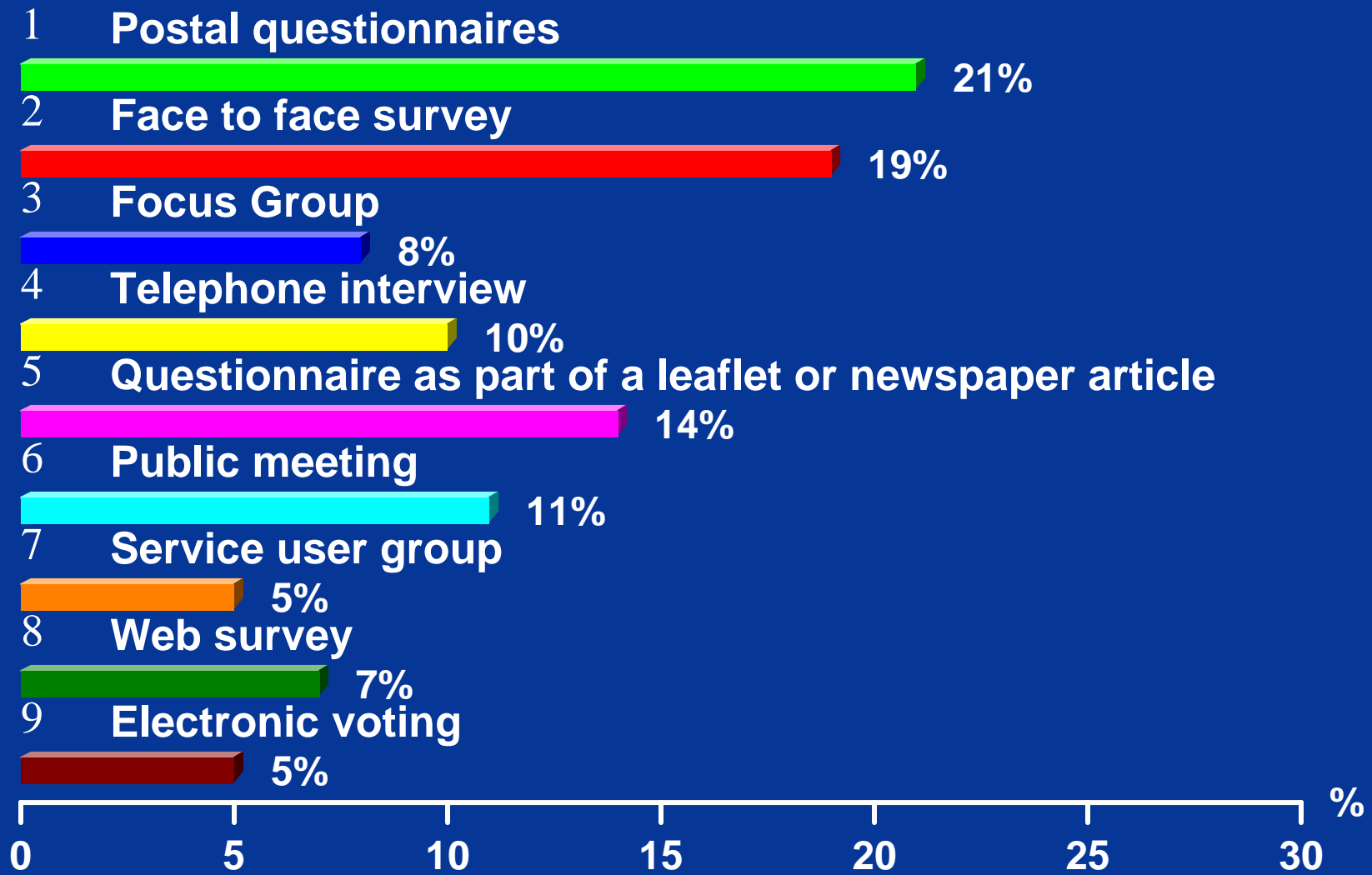
How would you describe the County Council's current image? (choose ONE of the following)



**Regarding the County Council newspaper 'The Worcestershire Beacon', generally would you say you ...
(choose ONE of the following)**



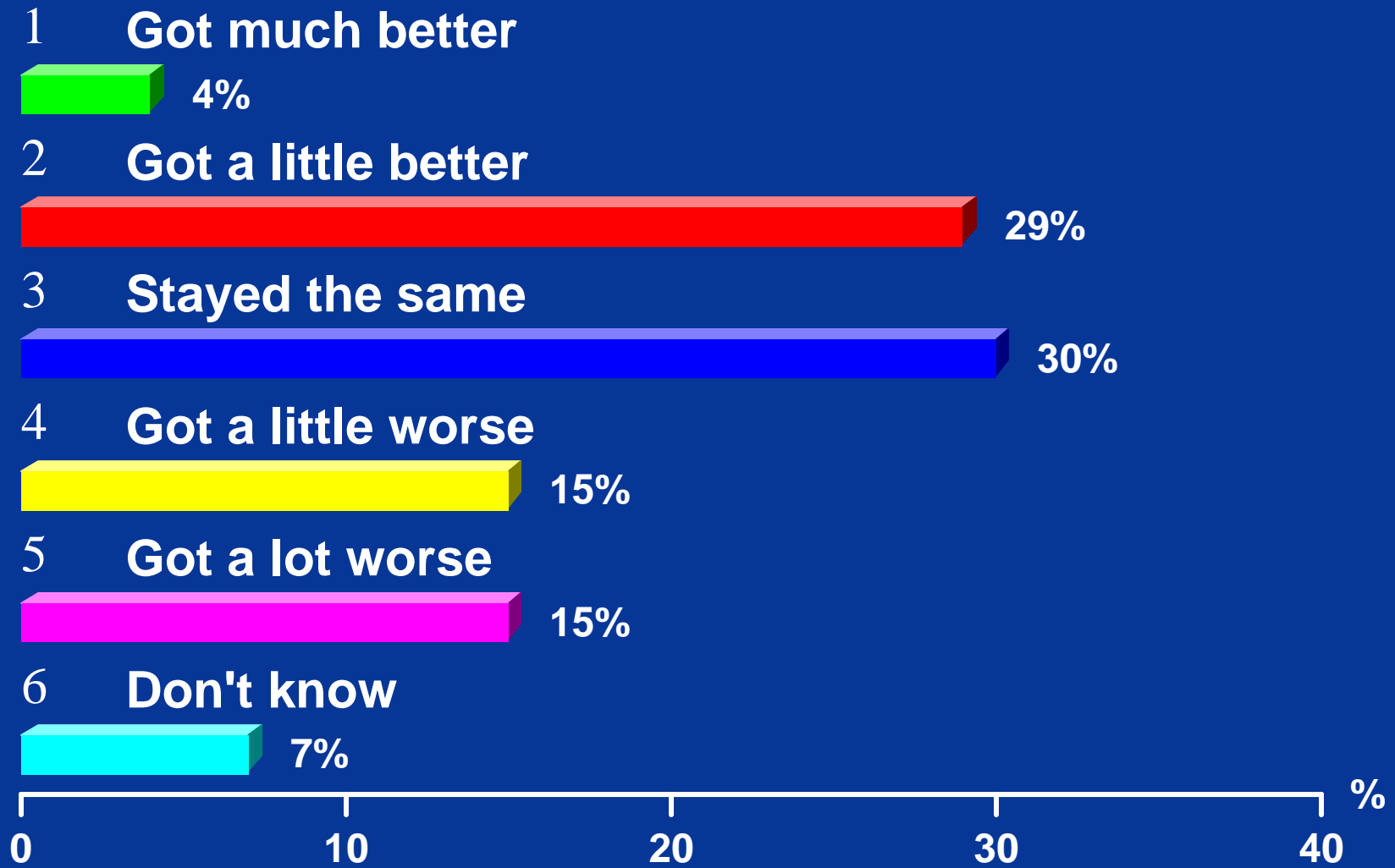
**Which THREE of the following methods of public consultation do you think would be most effective in Worcestershire?
(choose THREE of the following)**



Environmental Services



**Over the past two years do you think that the condition of roads in Worcestershire has:
(choose ONE of the following)**



**From the following list which ONE would be your top priority for the County Bus Service?
(choose ONE of the following)**

1 Modern low floor fully accessible buses



2 Financial support to bus operators in order to maintain less profitable routes



3 Subsidies to support "demand responsive" transport



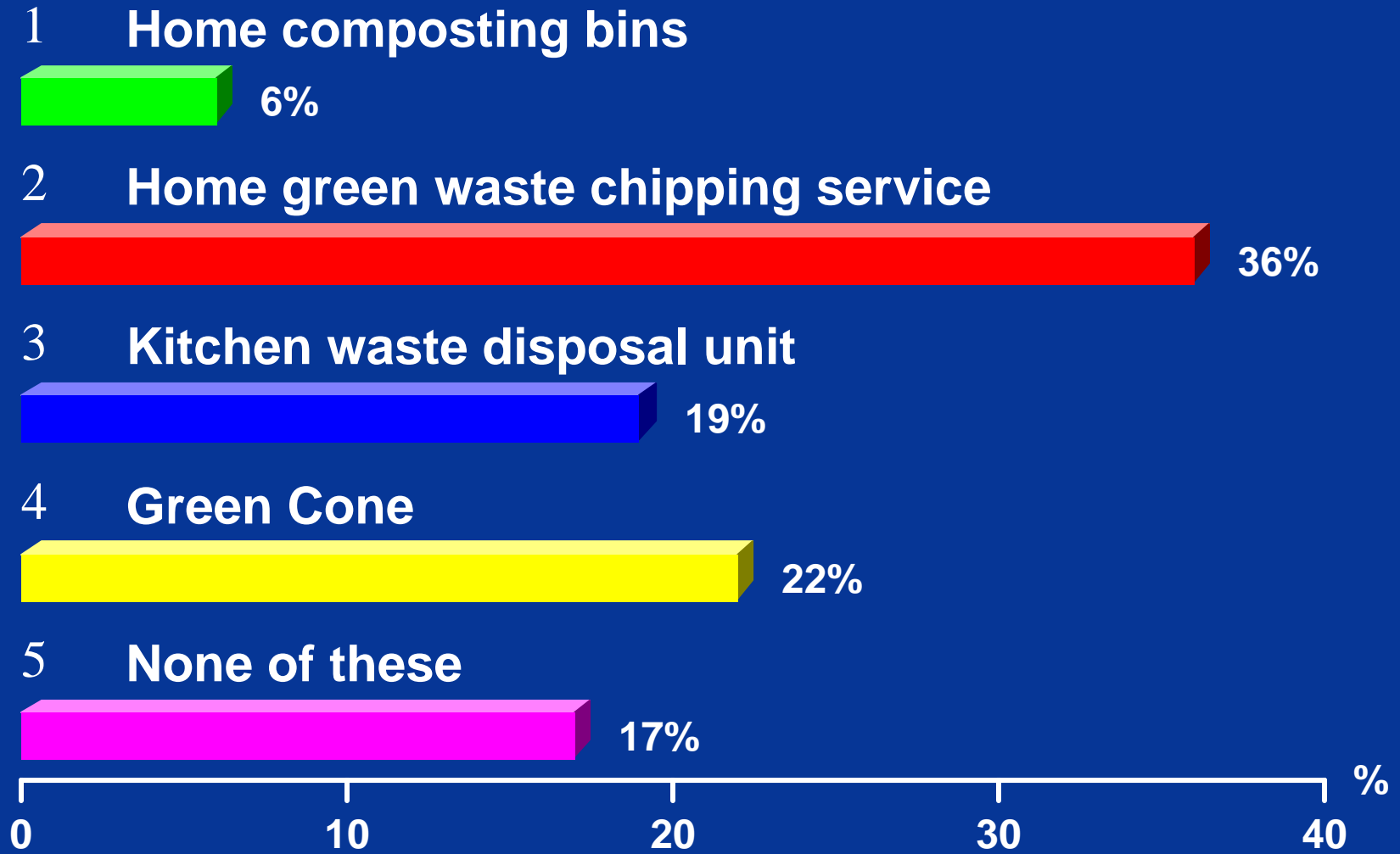
4 Funding to help reduce bus fares for groups such as the elderly & students



5 Funding a ticketing scheme to make bus travel into neighbouring areas easier



The County Council wants to encourage more waste to be dealt with in the home. Which ONE of the following schemes would help you the most?



**In terms of the County Trading Standards service which of the following most closely relates to you?
(choose ONE of the following)**



Social Services



If you could no longer manage on your own and needed help with daily tasks e.g. getting up, washing, dressing etc. how would you prefer to be helped? (choose ONE of the following)

1 Relatives in your own home



2 Relatives in their home



3 Professionals in your own home



4 Nursing or residential home



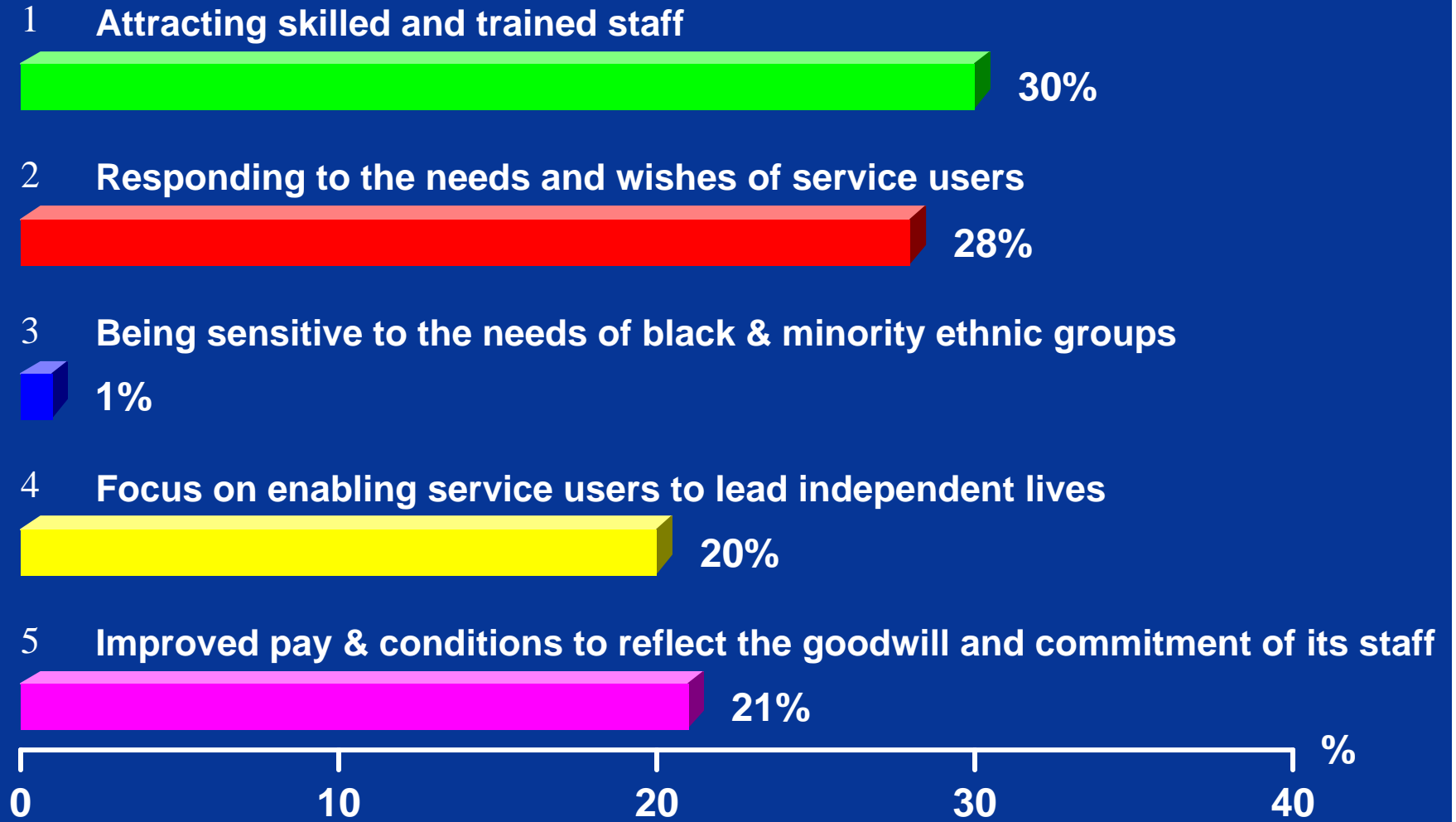
5 Mix of family and professionals in your own home



What do you think are the main challenges in recruiting and retaining care and support staff? (choose TWO of the following)



What do you think are the main challenges for Worcestershire Social Services? (choose TWO of the following)



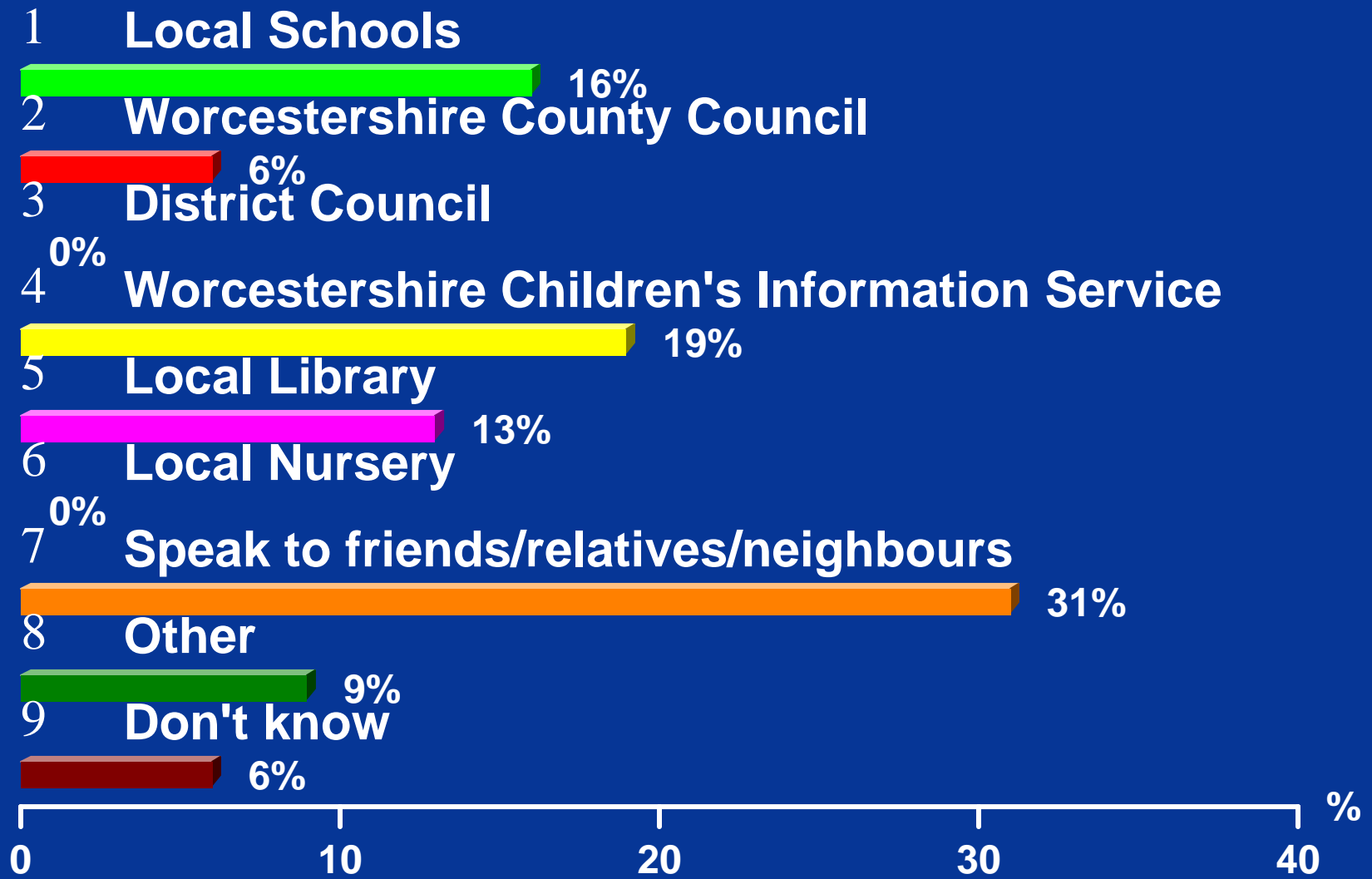
Which of the following do you think are the most important aspects for ensuring the delivery of a high quality home care service in Worcestershire? (choose THREE of the following)



Educational Services



**If you needed to find information and advice on early years and childcare development, whom would you contact FIRST?
(choose ONE of the following)**



In relation to the further development and expansion of Community Education and lifelong learning in Worcestershire, what should the Local Education Authority's priorities be? (choose TWO of the following)

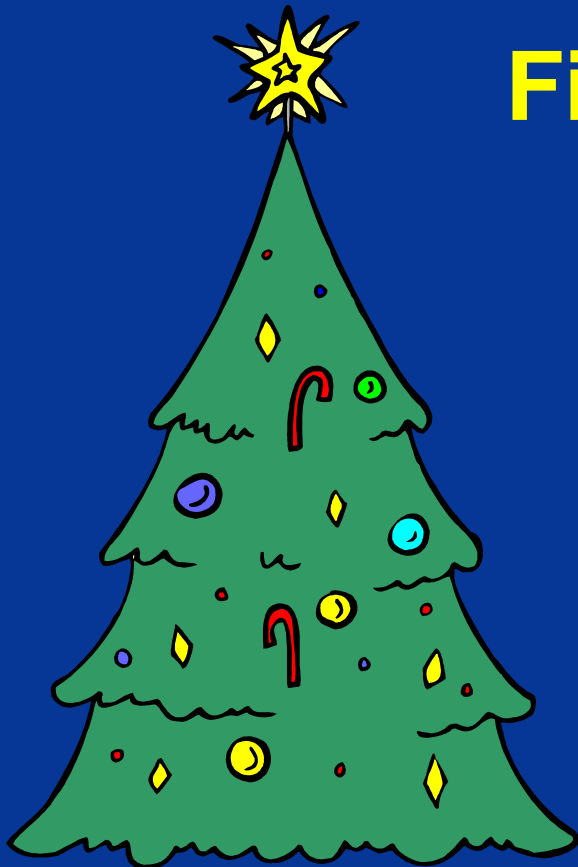


Workshop discussion group:

**Please attend the workshop indicated
on your name badge**

Electronic Voting

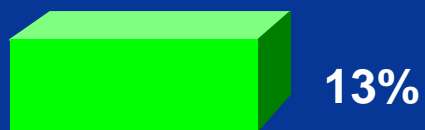
Part 2



Financial Services

If Worcestershire County Council receives an inadequate grant from central government, would you be prepared to pay more council tax for the same quality of services as those elsewhere in the country?

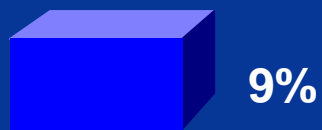
1 Yes



2 No



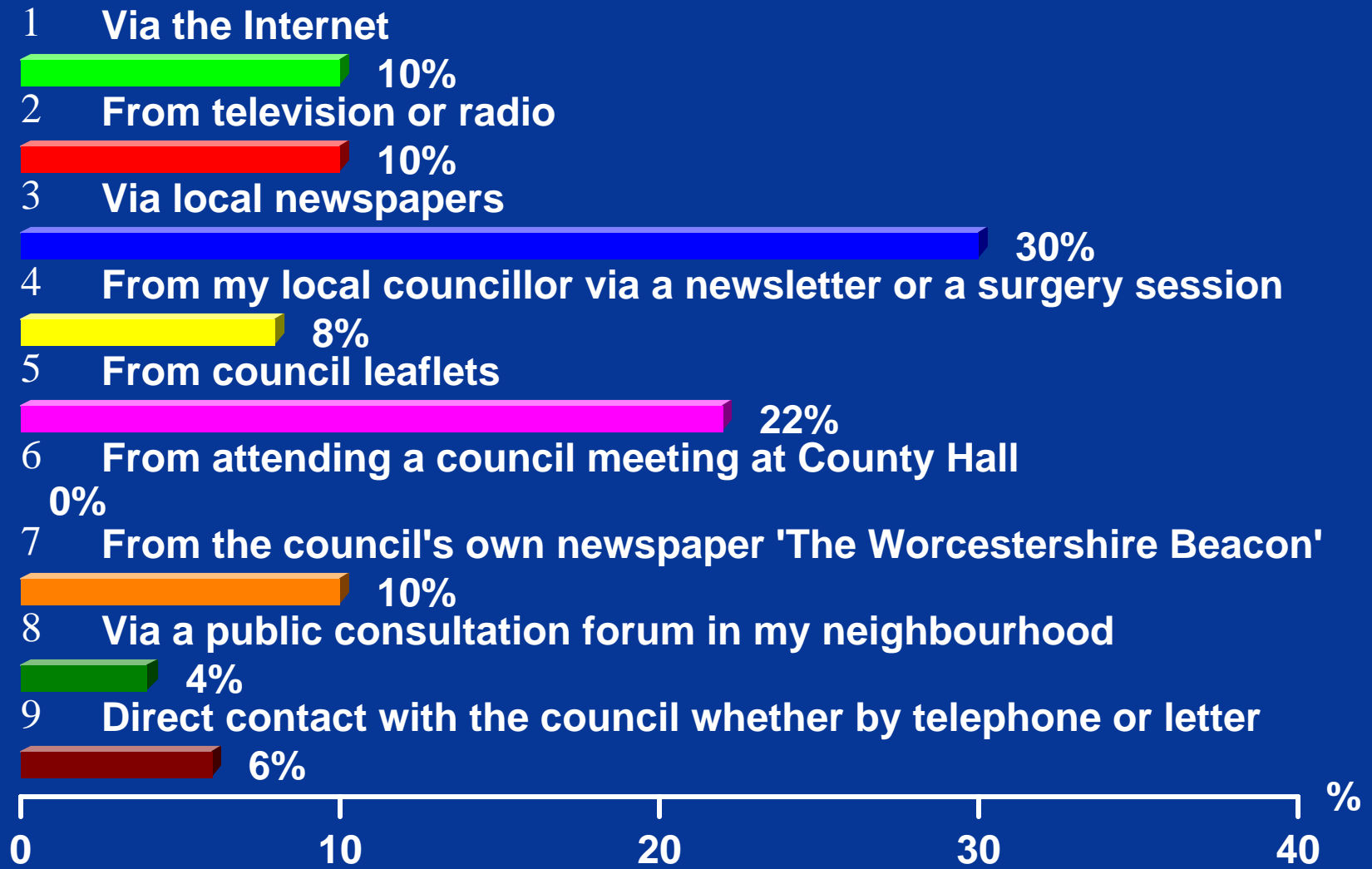
3 Not sure/no opinion



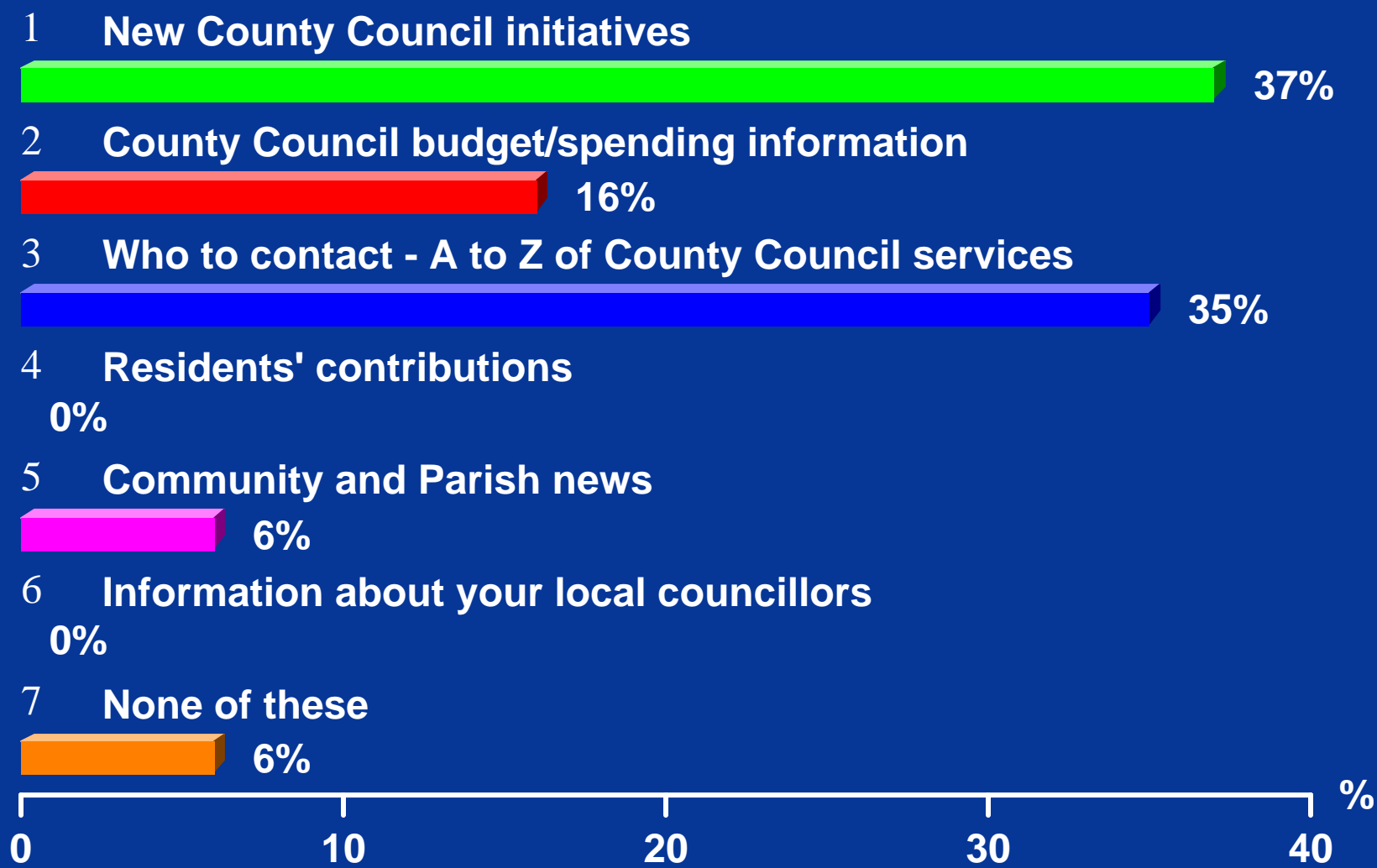
Corporate Services



How would you prefer to receive information about Worcestershire County Council? (choose TWO of the following)



In terms of the council newspaper 'The Worcestershire Beacon', which of the following articles or features would be of MOST help or interest to you? (choose ONE of the following)



How important is local democracy to you? (choose ONE of the following)

1 Very important



2 Fairly important



3 Neither

0%

4 Not very important

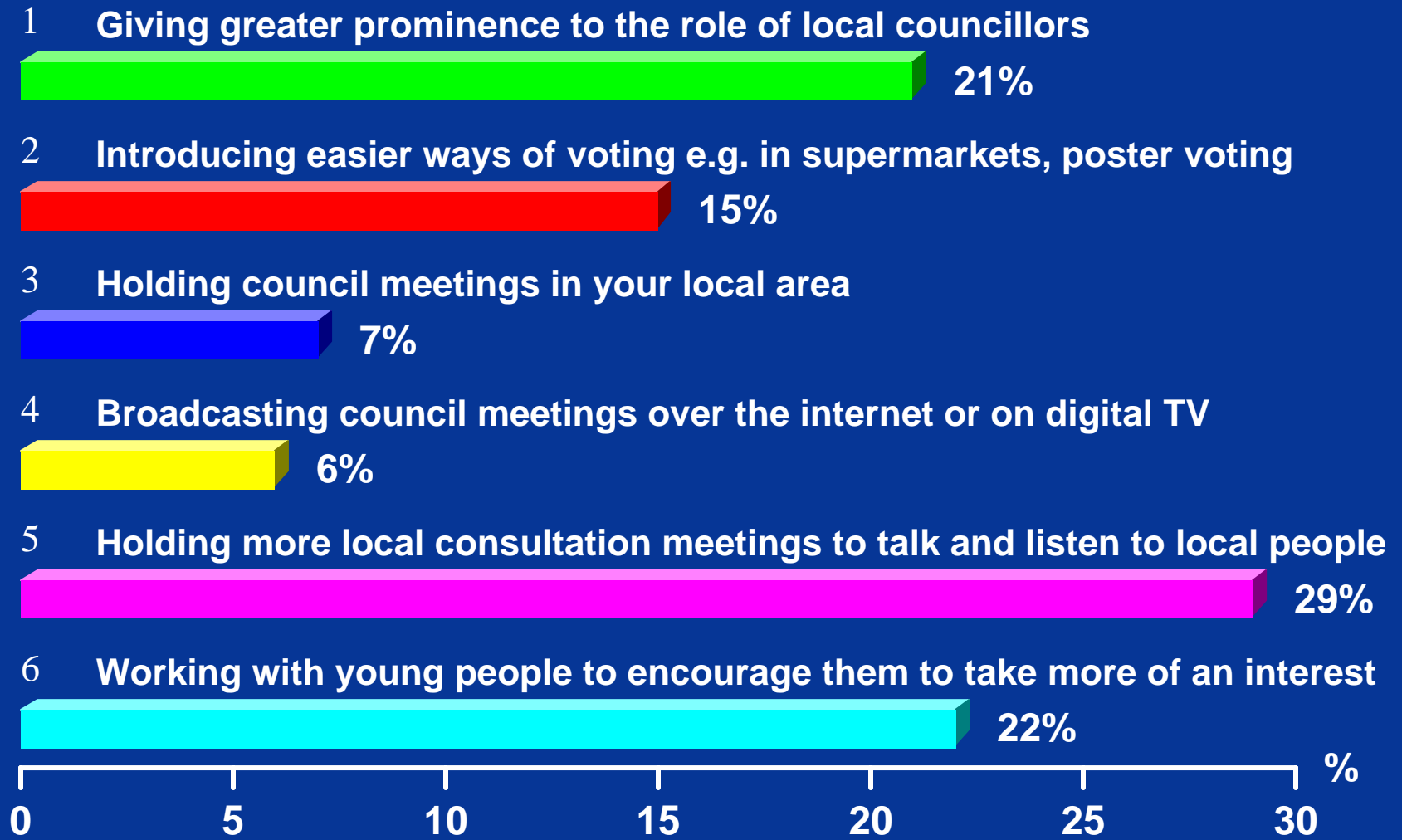
0%

5 Not at all important

0%



What do you think the County Council should do to help improve democracy? (choose TWO of the following)



For each of the following EXAMPLE scenarios of where a decision needs to be made, please tell us whether you think Worcestershire County Council should:

1 Just get on with it, no information or feedback needed

0%

2 Just inform the public of the final decision

0%

3 Inform the public about what's planned/proposed and what decision is made

0%

4 Consult residents before the decision is taken

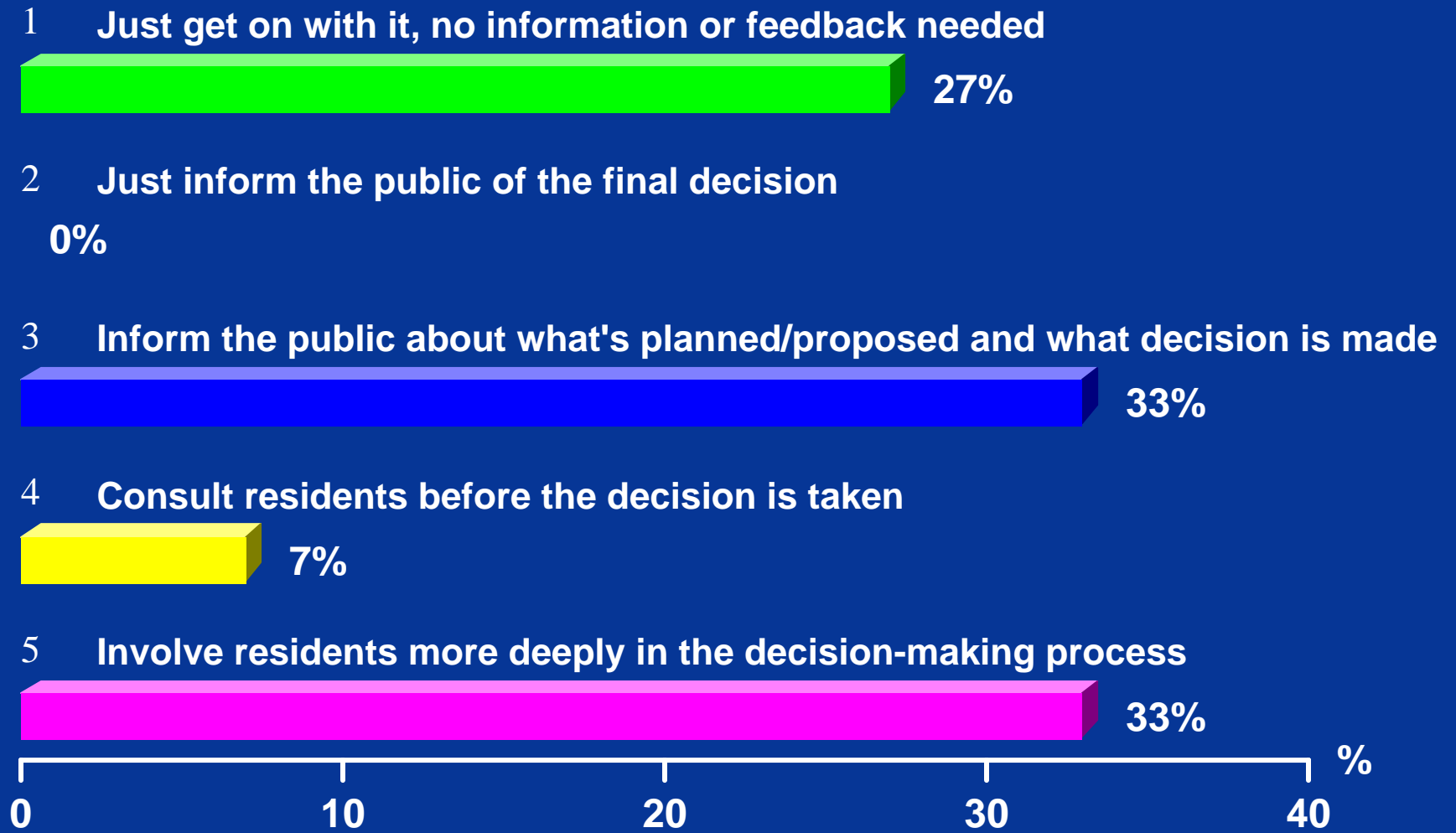
0%

5 Involve residents more deeply in the decision-making process

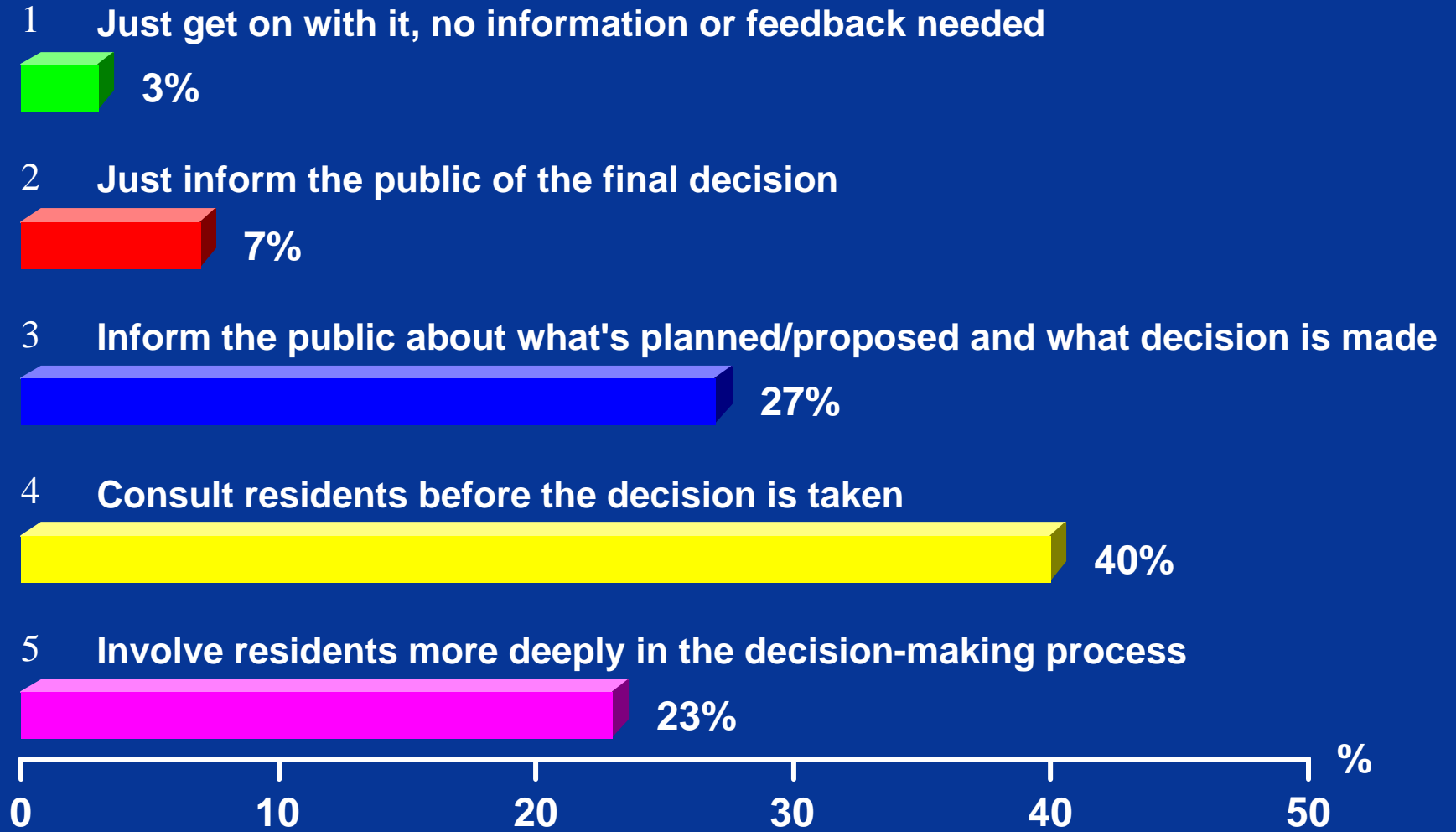
0%



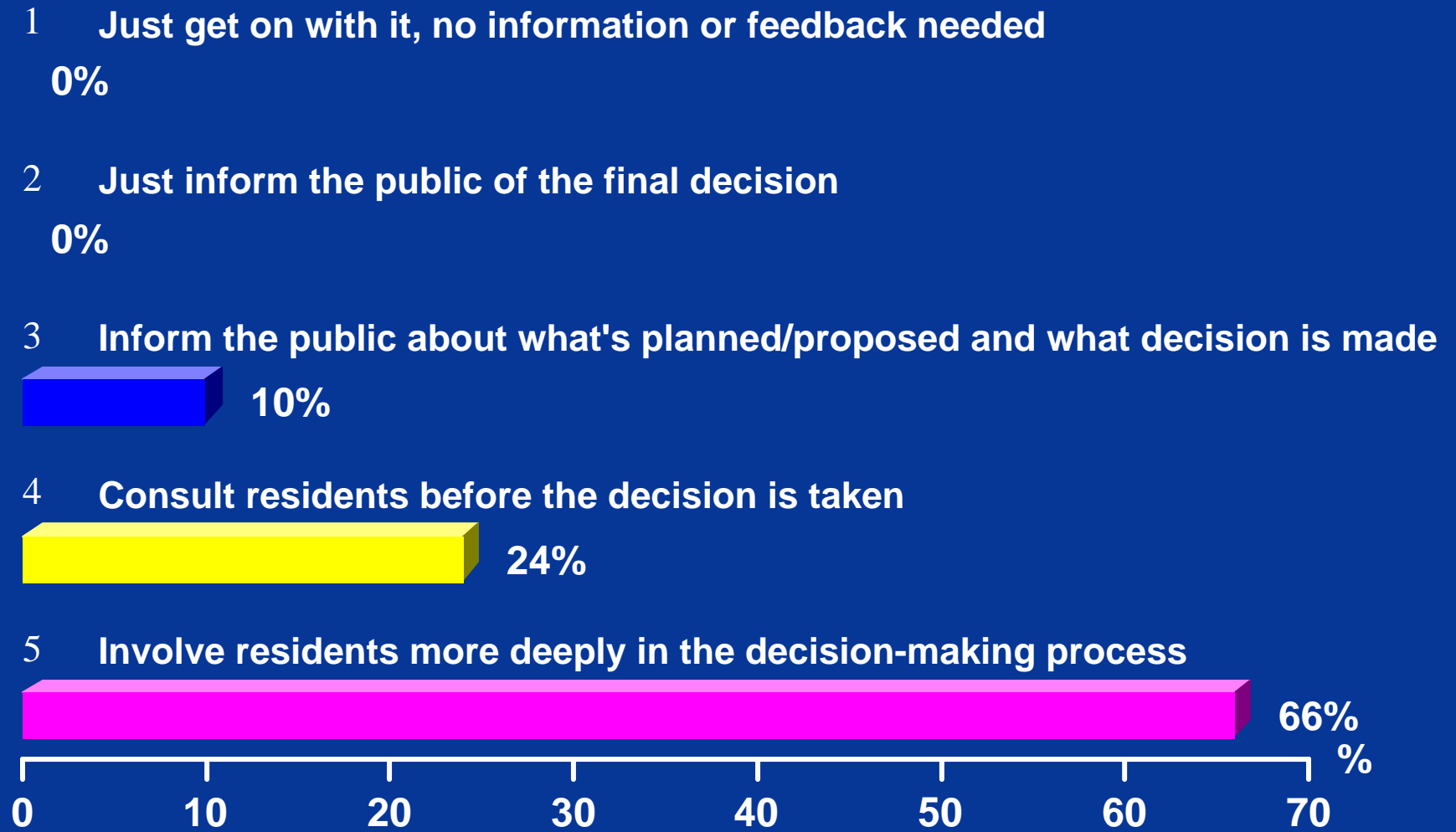
EXAMPLE 1: Deciding on what Council Council information to make available on the Internet.



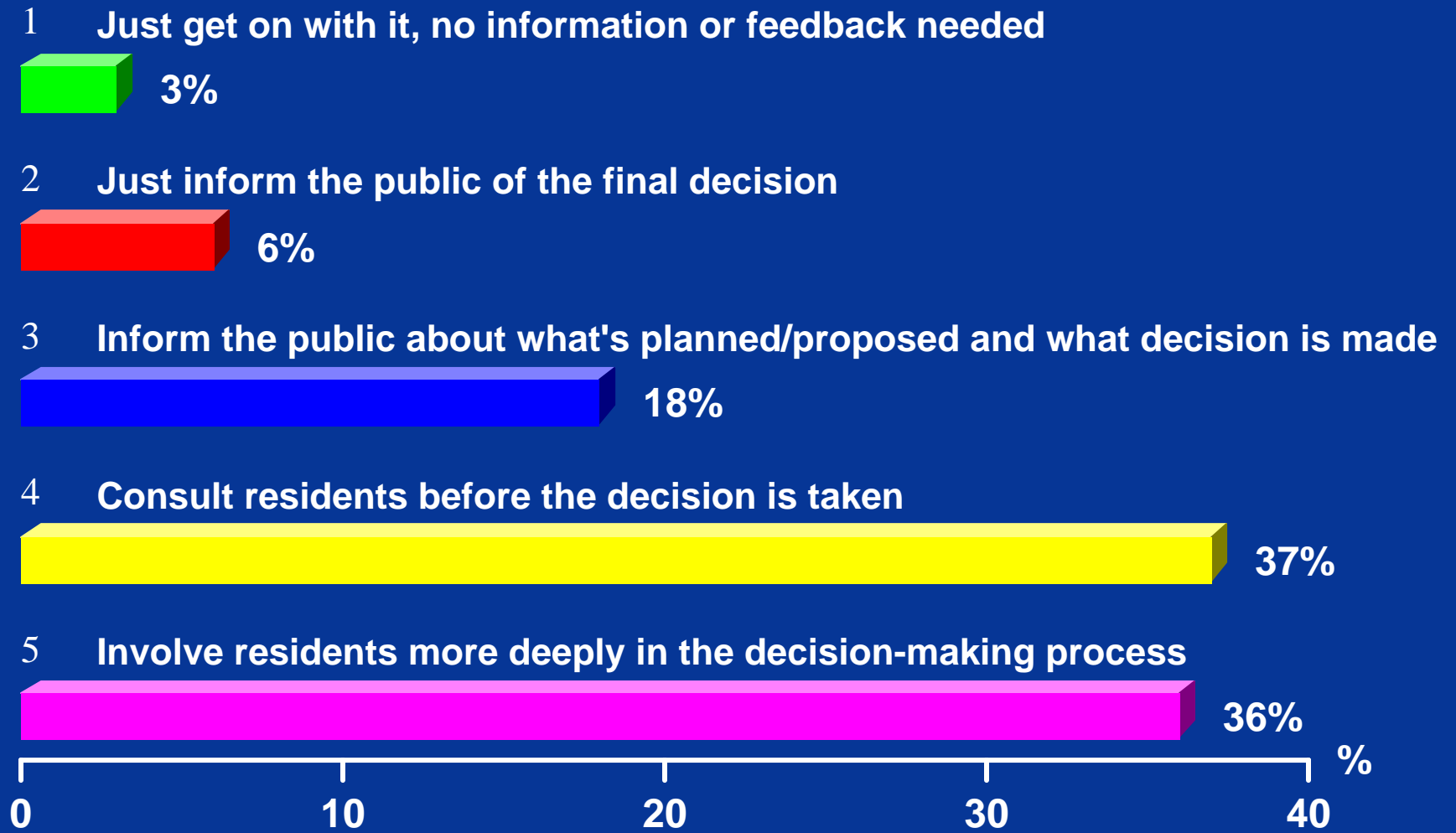
EXAMPLE 2: Changes to library opening hours.



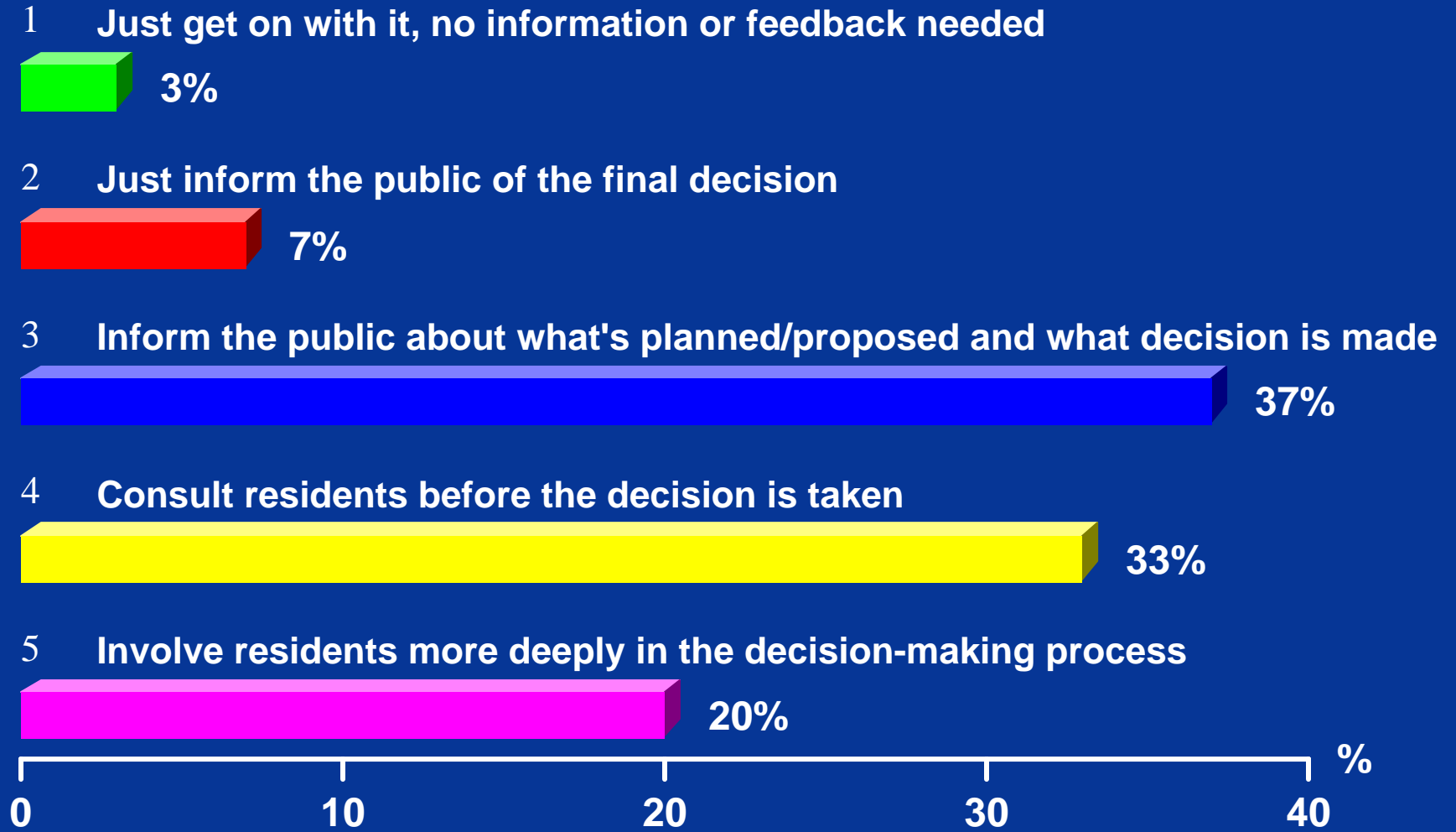
EXAMPLE 3: Designing a local open public space.



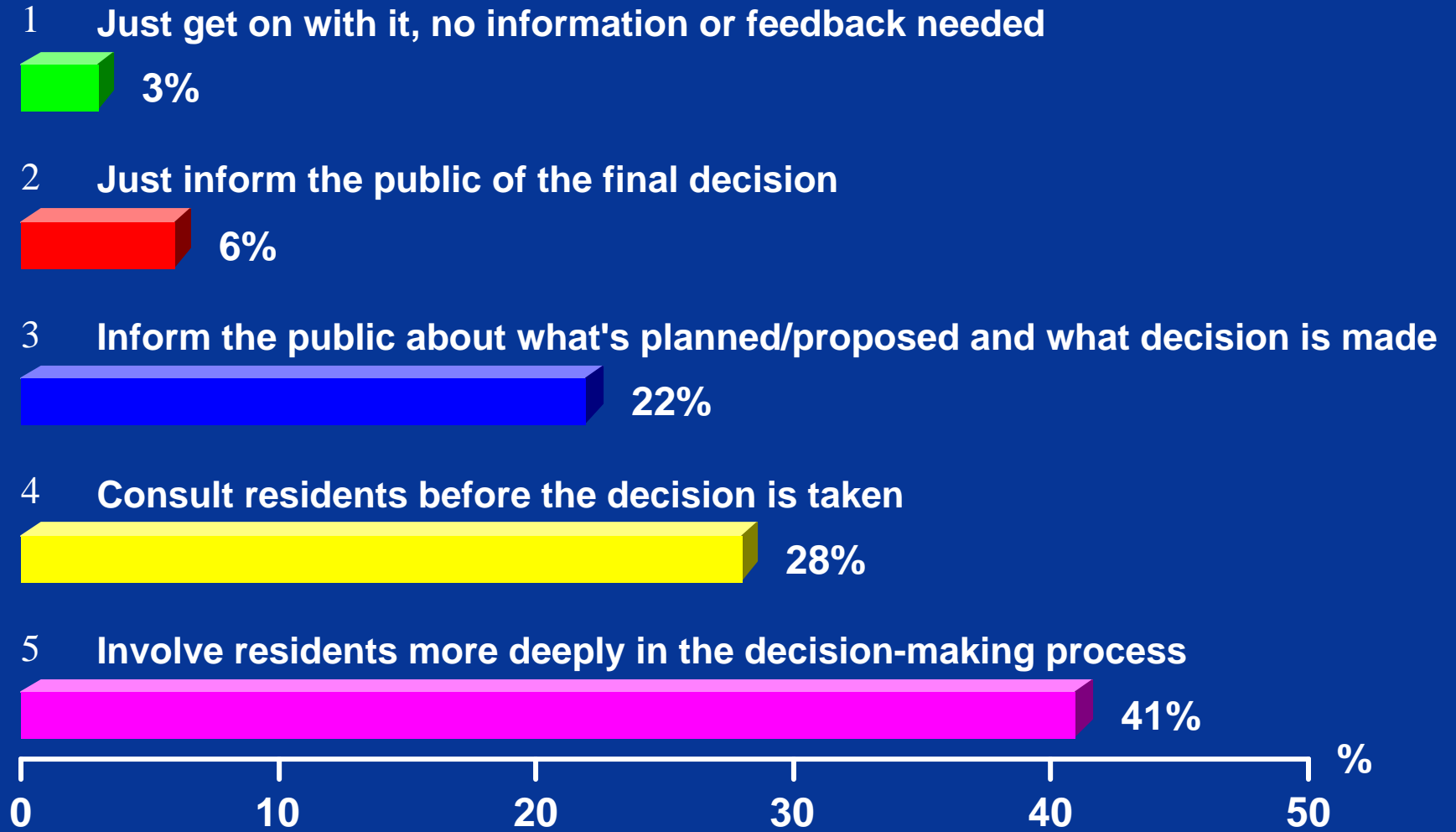
EXAMPLE 4: Planned improvements to the county bus service.



EXAMPLE 5: School budget decisions



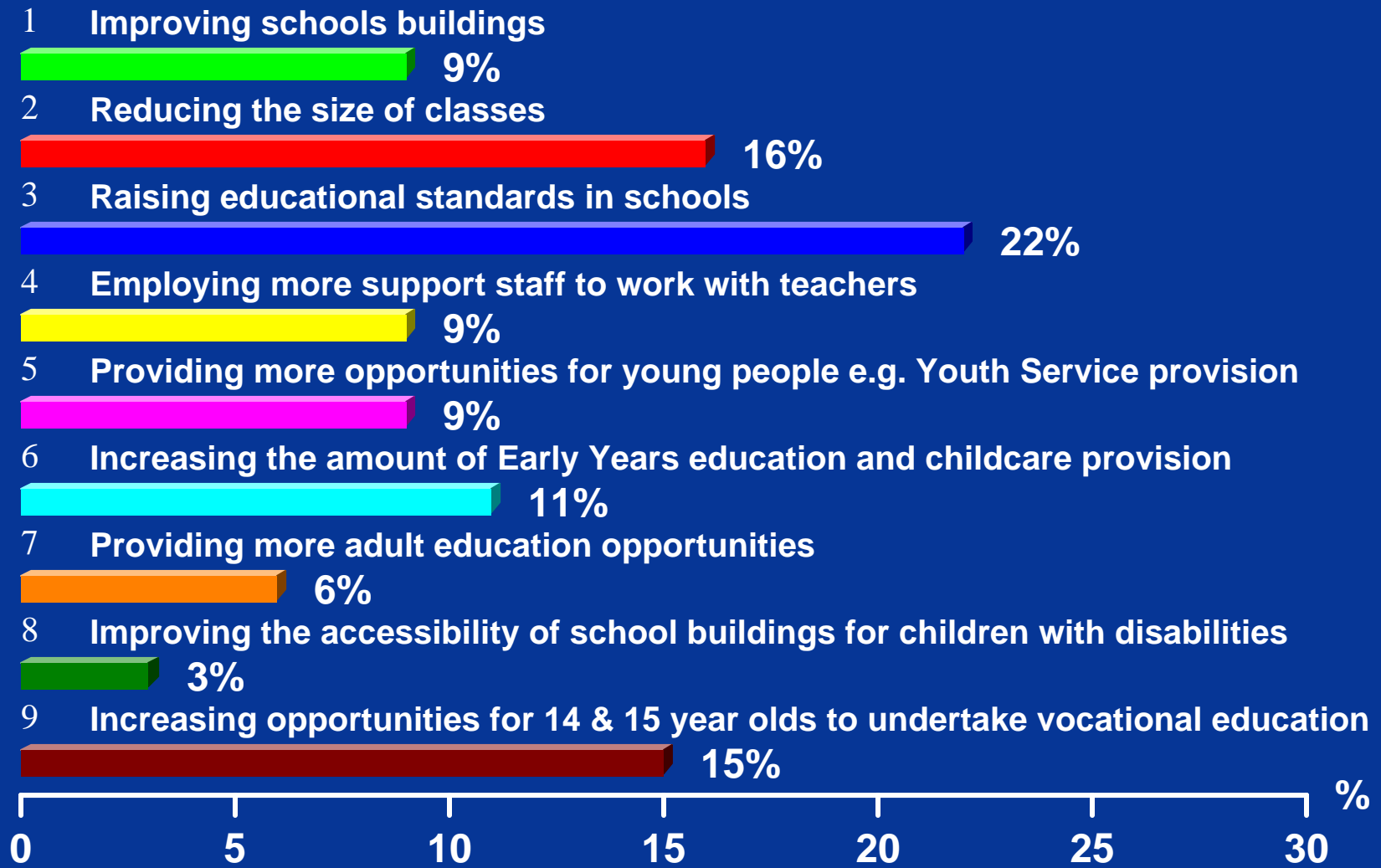
EXAMPLE 6: Changes to the way home care is delivered.



Educational Services



Which of the following do you think should be the **THREE** most important priorities for the Education Authority? (choose **THREE** of the following)



**Overall, how would you rate the service provided by the Local Education Authority?
(choose ONE of the following)**

1 **Very good**



2 **Good**



3 **Satisfactory**



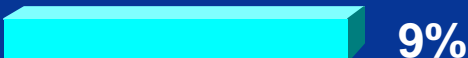
4 **Poor**



5 **Very poor**

0%

6 **Don't know/no opinion**

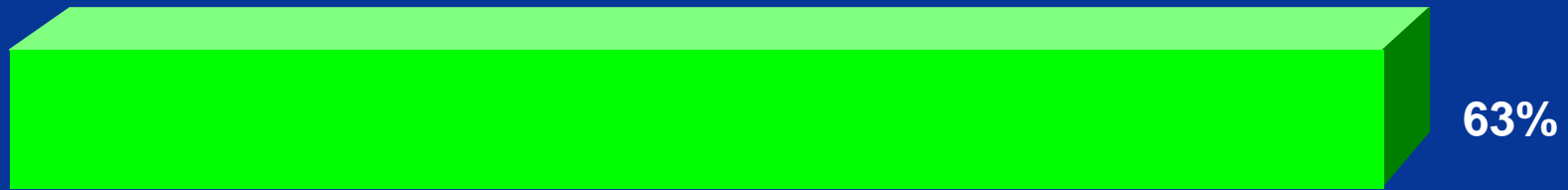


Social Services

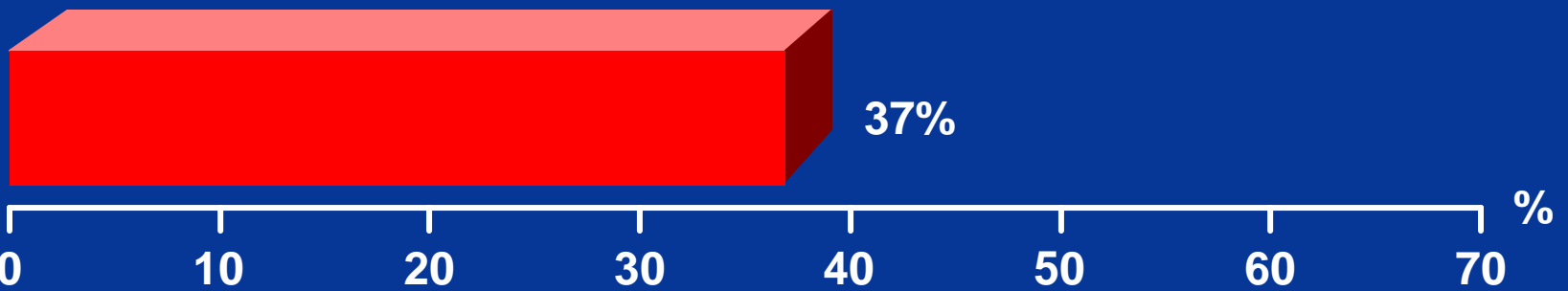


Do you know that cash benefits for community care services can now be paid directly into a bank account?

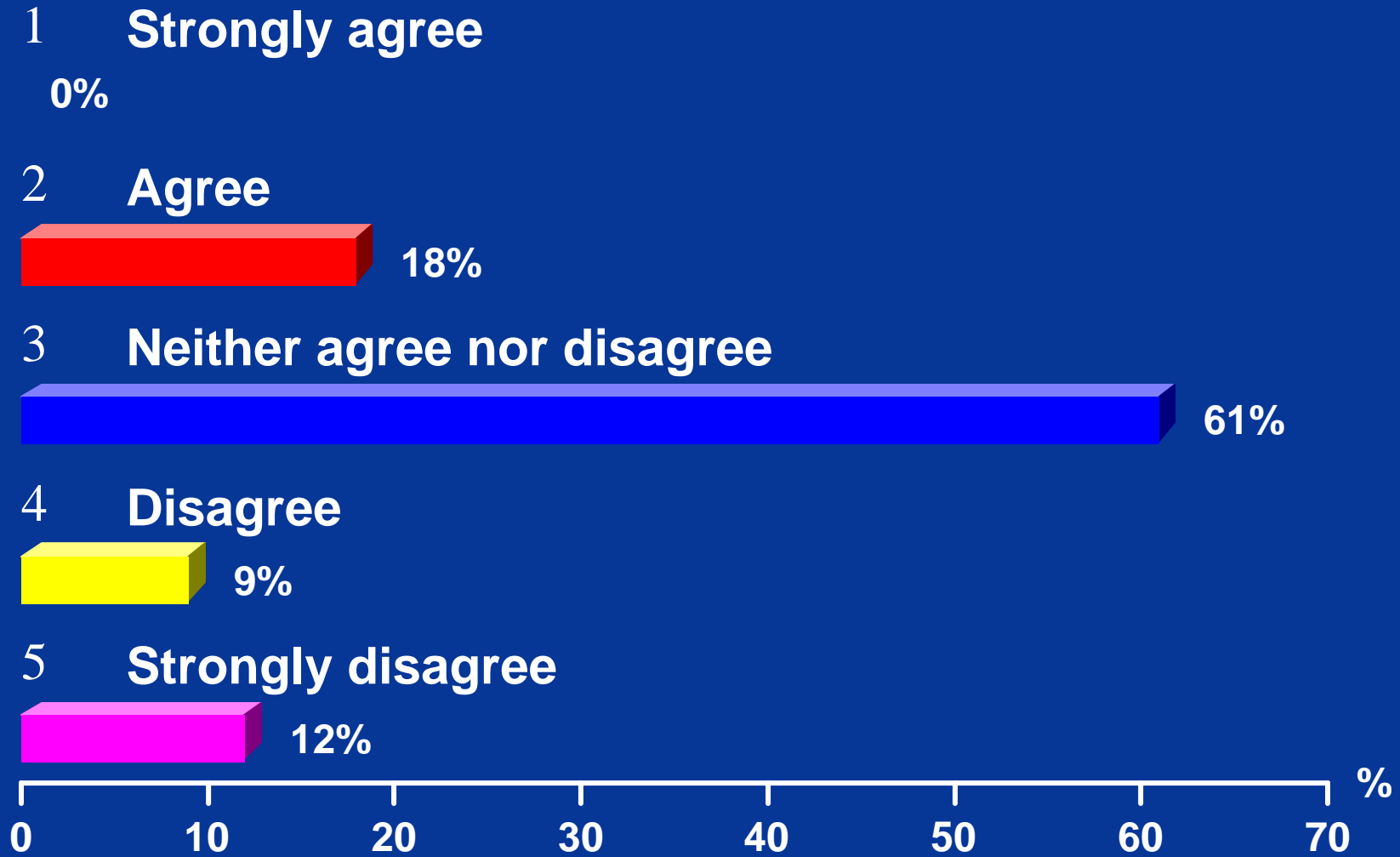
1 Yes



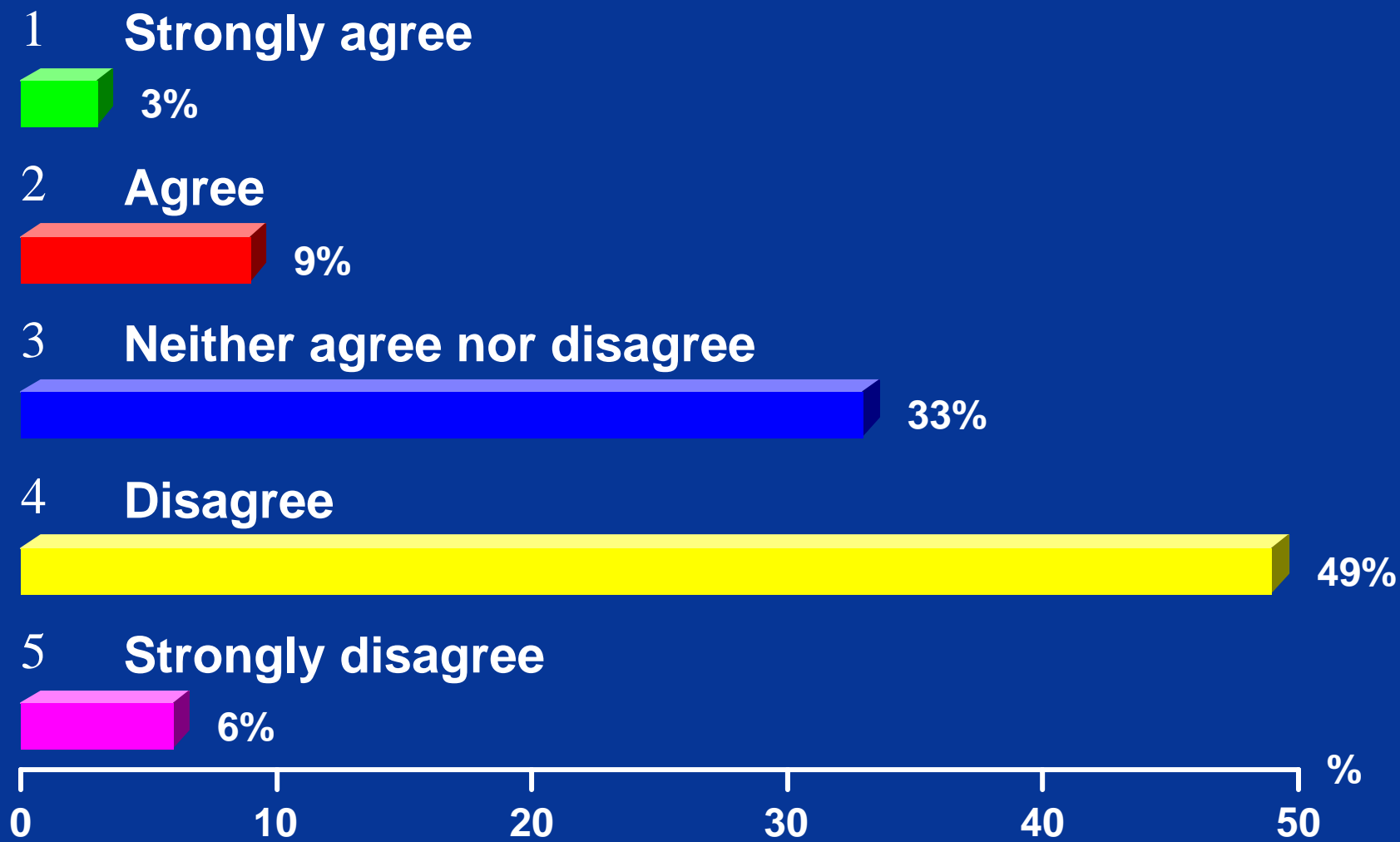
2 No



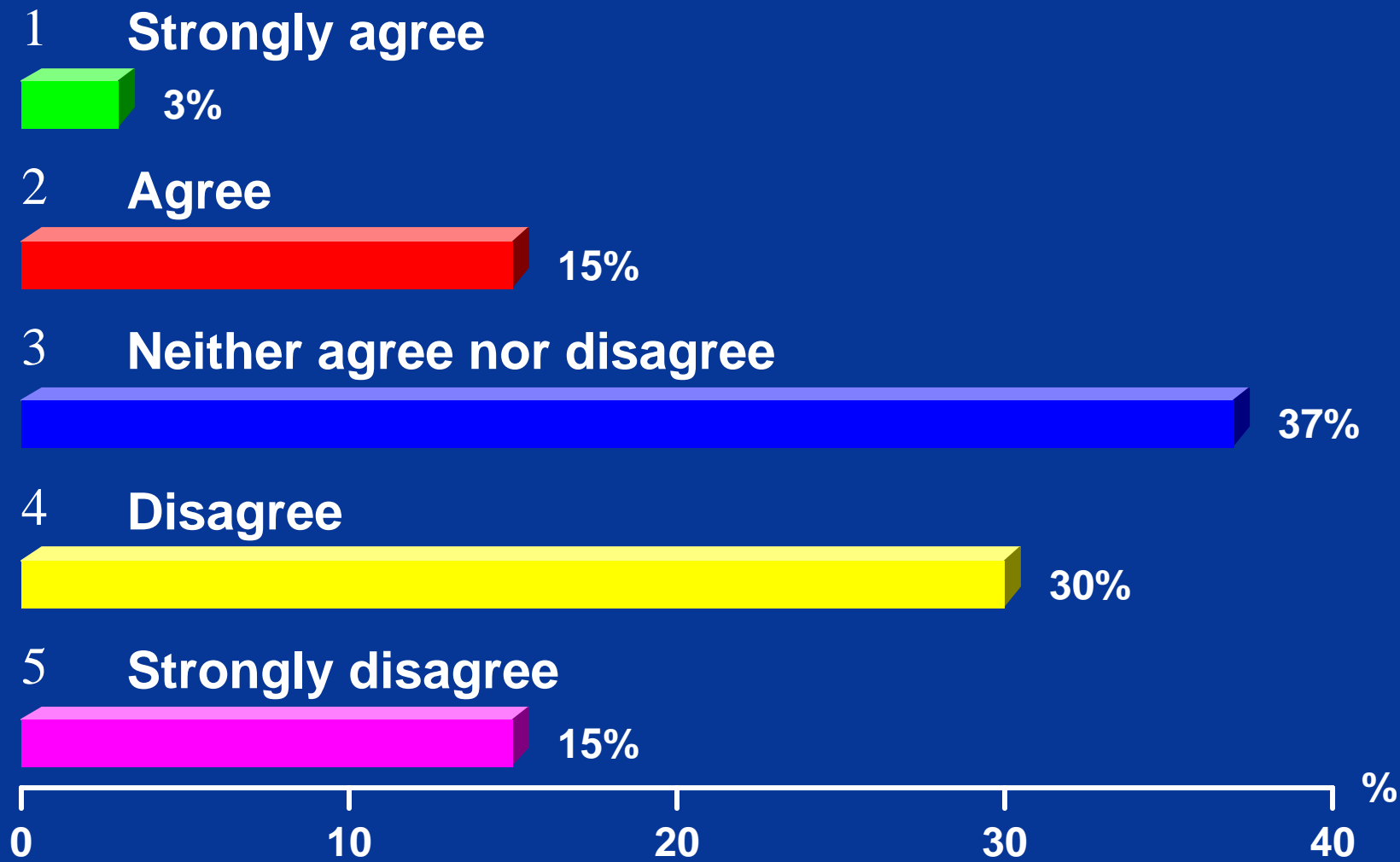
To what extent do you agree or disagree with the following statement?
"Worcestershire County Council Social Services is more concerned with the quality of the community care services rather than their cost".



To what extent do you agree or disagree with the following statement:
"Frail elderly people get all the help they need from Social Services
in Worcestershire".



To what extent do you agree or disagree with the following statement:
"People with disabilities get all the help they need from Social Services in Worcestershire".

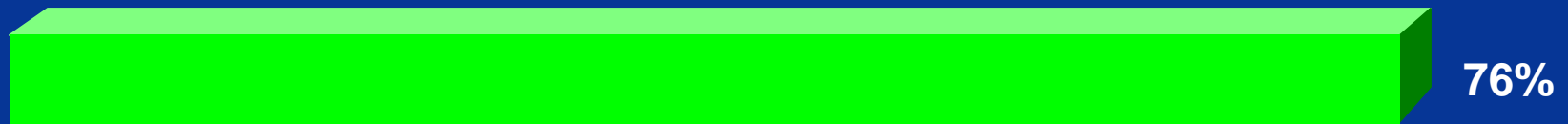


Environmental Services



The following have been identified as key priorities for the Highways service in Worcestershire, but which ONE do you think should be top priority? (choose ONE only)

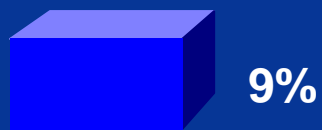
1 Repair/maintenance of road surfaces



2 Improving the condition of footways



3 Provision of traffic calming facilities



Would you support giving greater priority on our roads to public transport, even though this may result in more congestion for cars? (choose ONE of the following)

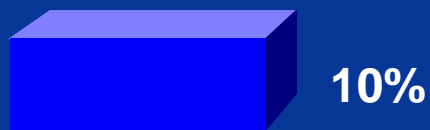
1 Yes



2 No



3 Don't know/no opinion



If the County Council had the resources to subsidise home waste recycling initiatives where do you think we should concentrate our activities? (Choose ONE of the following)

1 Home Compost Bins



2 Home Green Waste Chipping Service



3 The provision of Kitchen Waste Disposal Units

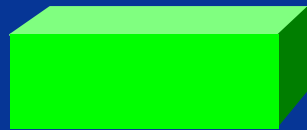


4 'Green Cones'



Given that the Trading Standards Service will continue to maintain and improve their free telephone helpline, what should their next highest priority be to achieve informed consumers and responsible businesses? (choose ONE of the following)

1 Improve information and self help via the Trading Standards Service Website



14%

2 Provide regular consumer updates via the media



72%

3 Run regular 'consumer clinics' at local venues



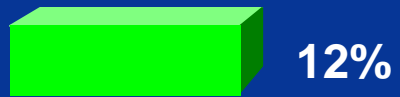
14%



And Finally ...

How would you rate this evening in terms of enjoyment? (choose ONE of the following)

1 **Excellence**



2 **Good**



3 **Acceptable**



4 **Poor**

0%



Has your opinion of Worcestershire County Council changed after attending this event? (choose ONE of the following)

1 I have a much better opinion

4%

2 I have a slightly better opinion

52%

3 No change

28%

4 My opinion has gone down slightly

16%

5 My opinion has gone down a lot

0%

6 Don't know

0%



 *Merry*
CHRISTMAS