



Worcestershire Viewpoint May 2010 Survey

This is the 2nd Worcestershire Viewpoint Survey and I hope you will take the time to complete it and return it to us by **Friday 11th June 2010**.

The survey asks for your opinions about a number of different local public services and includes topics on:

- Health, Well-being and Quality of Life
- Worcestershire County Council Budget and Service Priorities
- Customer Services
- NHS Worcestershire
- Hereford & Worcester Fire and Rescue Service

The information you provide to us will be used by Worcestershire County Council, your District Council, NHS Worcestershire and Hereford and Worcester Fire and Rescue Service. 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 Worcestershire Community Consultation Portal (www.worcestershire.gov.uk/consultation). Your details will not be linked to your opinions in any way. Your ID number will only be used to send a reminder and select a winner to the free prize draw.

Your responses are very important to us and we are grateful for your commitment to Worcestershire Viewpoint.

Thank You

In partnership with:



Bromsgrove
District Council
www.bromsgrove.gov.uk



NHS
Worcestershire



Helpful Hints for Completing This Survey

- The survey should be completed by any resident aged 18 or over living at this address.
- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Answer the next question unless asked otherwise.
- Some questions include an 'other' option. If you would like to include an answer other than one of those listed within the question, please tick the 'other' box and write in your answer in the space provided.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- This survey consists of 14 pages and should take no longer than 20 minutes to complete. Thank you in advance for your time.
- Once you have completed the survey please return in the pre-addressed envelope supplied. You do not need to add a stamp.

This document can be made available in other languages (including British Sign Language) and alternative formats (large print, audio tape, computer disk and Braille) on request by emailing viewpoint@worcestershire.gov.uk or phoning 01905 766715.

Join the Worcestershire Viewpoint Panel of Residents

If you are not already a member of the panel but would like to join, please print your name below (IN BLOCK CAPITALS). By signing up to the panel, we will ask you to complete 2 surveys per year (summer and winter) on the policies and services delivered by local public services across Worcestershire.

Title (Mr / Mrs / Miss / Ms / Other).....

Forename(s).....

Surname.....

Online Surveys

If you would prefer to complete this survey online please go to www.worcestershire.gov.uk/viewpointsurvey

However, if you would prefer to complete this survey by post but future surveys online, you can sign up to receive the Worcestershire Viewpoint Surveys by email. Your next 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.

Section 1: Health, Well-being and Quality of Life

Physical Activity

Q1 How important is physical activity to you?
PLEASE TICK ✓ ONE BOX ONLY

Very important.....	<input type="checkbox"/>	Fairly unimportant.....	<input type="checkbox"/>
Fairly important.....	<input type="checkbox"/>	Very unimportant.....	<input type="checkbox"/>
Neither important nor unimportant.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q2 How many days per week on average do you spend a total of 30 minutes on physical activity at a 'moderate' pace (i.e. similar level to brisk walking)?
PLEASE TICK ✓ ONE BOX ONLY

None	1	2	3	4	5	6	7	Don't know
<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"/>

Q3 Do any of the following prevent you from undertaking (more) physical activity?
PLEASE TICK ✓ ALL THAT APPLY

Illness or disability.....	<input type="checkbox"/>	Don't enjoy exercise.....	<input type="checkbox"/>
Lack of opportunities or facilities.....	<input type="checkbox"/>	Don't know the type of physical activity that would suit me.....	<input type="checkbox"/>
Cost of facilities.....	<input type="checkbox"/>	Other (✓ AND WRITE BELOW).....	<input type="checkbox"/>
Lack of time.....	<input type="checkbox"/>	No reason in particular.....	<input type="checkbox"/>
Family commitments.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q4 How confident are you that you could start being more physically active?
PLEASE TICK ✓ ONE BOX ONLY

Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Alcohol Consumption

Q5 Do you currently drink alcohol?
PLEASE TICK ✓ ONE BOX ONLY

Yes..... Go to Q6 No..... Go to Q8

Q6 On how many days last week did you have an alcoholic drink?
PLEASE TICK ✓ ONE BOX ONLY

None	1	2	3	4	5	6	7	Don't know
<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"/>

Q7 How many units of alcohol do you drink in a typical week? (ONE unit is about equal to half a pint of ordinary strength beer, lager or cider. There is about ONE AND A HALF units in a small glass of wine or a standard pub measure (35ml) of spirits)
PLEASE WRITE IN THE BOX BELOW (IN UNITS)

Smoking

**Q8 Please indicate which of the following apply to you.
PLEASE TICK ✓ ONE BOX ONLY**

- I currently smoke cigarettes*..... **Go to Q9**
- I currently smoke cigars, cigarillos, a pipe, or chew tobacco/pan*..... **Go to Q9**
- I used to smoke tobacco products, but have given up*..... **Go to Q11**
- I have never smoked tobacco products*..... **Go to Q11**

**Q9 How many cigarettes do you smoke in a typical day?
PLEASE TICK ✓ ONE BOX ONLY**

- | | |
|---|---|
| <i>Less than one per day</i> <input type="checkbox"/> | <i>Between 20 and 29 per day</i> <input type="checkbox"/> |
| <i>Between 1 and 9 per day</i> <input type="checkbox"/> | <i>Between 30 and 39 per day</i> <input type="checkbox"/> |
| <i>Between 10 and 19 per day</i> <input type="checkbox"/> | <i>At least 40 per day</i> <input type="checkbox"/> |

**Q10 Would you like to give up smoking?
PLEASE TICK ✓ ONE BOX ONLY**

- | | | |
|--------------------------|--------------------------|--------------------------|
| <i>Yes</i> | <i>No</i> | <i>Unsure</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Local Parks and Open Spaces

**Q11 Which of the following parks do you visit most regularly?
PLEASE TICK ✓ ONE BOX ONLY**

- | | |
|---|--|
| <i>Cripplegate Park, Worcester</i> <input type="checkbox"/> | <i>Abbey Park, Evesham</i> <input type="checkbox"/> |
| <i>Gheluvelt Park, Worcester</i> <input type="checkbox"/> | <i>Lido Park, Droitwich</i> <input type="checkbox"/> |
| <i>Brickfields Park, Worcester</i> <input type="checkbox"/> | <i>Vines Park, Droitwich</i> <input type="checkbox"/> |
| <i>Sanders Park, Bromsgrove</i> <input type="checkbox"/> | <i>Brinton Park, Kidderminster</i> <input type="checkbox"/> |
| <i>Priory Park, Malvern</i> <input type="checkbox"/> | <i>St. George's Park, Kidderminster</i> <input type="checkbox"/> |
| <i>Rose Bank Gardens, Malvern</i> <input type="checkbox"/> | <i>Springfield Park, Kidderminster</i> <input type="checkbox"/> |
| <i>Arrow Valley Park, Redditch</i> <input type="checkbox"/> | <i>Broadwaters Park, Kidderminster</i> <input type="checkbox"/> |
| <i>Morton Stanley Park, Redditch</i> <input type="checkbox"/> | <i>Other (✓ AND WRITE BELOW)</i> <input type="checkbox"/> |
| <i>Abbey Park, Pershore</i> <input type="checkbox"/> | <i>I don't visit any parks</i> <input type="checkbox"/> |
| <i>Charity Brook Park, Evesham</i> <input type="checkbox"/> | |

If you don't visit any parks, please go to Q16

**Q12 What is your overall impression of the park or open space you visit most regularly?
PLEASE TICK ✓ ONE BOX ONLY**

- | | | | | | |
|--------------------------|--------------------------|---|----------------------------|--------------------------|--------------------------|
| <i>Very satisfied</i> | <i>Fairly satisfied</i> | <i>Neither satisfied nor dissatisfied</i> | <i>Fairly dissatisfied</i> | <i>Very dissatisfied</i> | <i>Don't know</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q13 How would you rate the standard of cleanliness and maintenance of the park or open space you visit most regularly?
PLEASE TICK ✓ ONE BOX ONLY**

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <i>Very good</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Very poor</i> | <i>Don't know</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q14 Please indicate how frequently you use the park you visit most regularly?
PLEASE TICK ✓ ONE BOX ONLY**

- | | | | | | | |
|--------------------------|-----------------------------|---------------------------|---------------------------------|-----------------------------|--------------------------|--------------------------|
| <i>Almost every day</i> | <i>At least once a week</i> | <i>About once a month</i> | <i>Within the last 6 months</i> | <i>Within the last year</i> | <i>Longer ago</i> | <i>Don't know</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q15 What is your main reason for visiting a park?
PLEASE TICK ✓ ONE BOX ONLY**

- | | |
|---|--|
| <i>Dog walking</i> <input type="checkbox"/> | <i>Sports facilities (e.g. tennis courts)</i> <input type="checkbox"/> |
| <i>Peace and quiet</i> <input type="checkbox"/> | <i>Exercise</i> <input type="checkbox"/> |
| <i>Picnic</i> <input type="checkbox"/> | <i>Other (✓ AND WRITE BELOW)</i> <input type="checkbox"/> |
| <i>Play facilities</i> <input type="checkbox"/> | <i>Don't know</i> <input type="checkbox"/> |

Community Transport

**Q16 Does the lack of accessibility to transport prevent you in any way from accessing health and social care services?
PLEASE TICK ✓ ONE BOX ONLY**

- | | |
|--|---|
| <i>Yes</i> <input type="checkbox"/> Go to Q17 | <i>No</i> <input type="checkbox"/> Go to Q18 |
|--|---|

**Q17 If Yes, which services would you/do you use to resolve the problem?
PLEASE TICK ✓ THE METHOD YOU HAVE USED AND/OR THE METHOD YOU WISH TO USE IF AVAILABLE**

- | | <i>Have used</i> | <i>Wish to use if available</i> |
|--|--------------------------|---------------------------------|
| <i>Community Transport (e.g. Worcester Wheels)</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Taxis</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Public Transport</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Family</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Other (✓ AND WRITE BELOW)</i> | <input type="checkbox"/> | <input type="checkbox"/> |

Section 2: Worcestershire County Council Budget and Service Priorities

The nation's budget deficit and the need to rein in public spending has been discussed extensively in the build up to the General Election. Worcestershire County Council expects our funding to reduce significantly in the coming years as a consequence. We are planning our response carefully as we simply will not be able to afford everything we currently do in the same way going forward. This is the Better Outcomes, Lean Delivery (BOLD) programme through which we aim to reduce annual spending by £45million by 2013/14. Understanding your views is very important to us. In the following questions we ask for your opinions about services we provide.

Q18 With the current pressures on funding for local government, there is a real need to reduce spending on local public services. Please tell us how strongly you agree or disagree with reducing the level of service provision for the following services? PLEASE TICK ✓ ONE ONLY FOR EACH SERVICE

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Access to nature						
Protecting our landscapes and natural environment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for children and young people						
Provision of out of schools activities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of quality music and arts services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of youth services and places to go.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of Outdoor Education Centres.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of good quality play facilities for children.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets						
Grass cutting and verge maintenance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gritting.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community activities						
Clubs, organisations and community projects.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities						
Library services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services that provide learning opportunities for adults....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museum service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Record office (e.g. archives, family history).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
County arts service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education support services						
Curriculum advice and support to schools.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raising educational achievement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for children with learning difficulties.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information, advice and careers guidance for young people.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home to school transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for children with social and behavioural difficulties.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of early support for children and young people at risk of harm or under-achievement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for children and young people						
Provision of and access to sufficient childcare provision.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of Children's Centres in local communities that can provide childcare and support to families, parents and children.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 Continued

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Health and social care services						
Services that safeguard vulnerable adults from abuse....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services that safeguard vulnerable children and young people from abuse.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for vulnerable older people.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for people with a learning disability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for people with a mental health problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for people with a physical disability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for vulnerable people to maintain or achieve independence.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funding for places in residential and nursing homes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services providing pieces of equipment to allow vulnerable people to live independently.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for voluntary sector organisations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime						
Provide treatment for people with drug and alcohol problems.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trading Standards.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support people who have experienced domestic abuse.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution						
Recycle facilities and promotion of reduce, reuse and recycle.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Household recycling sites.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pollution control of closed landfill sites.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling climate change and reducing emissions.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion						
Encouraging walking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging cycling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging use of Public Transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park & Ride sites.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces						
Countryside services (e.g. maintaining Public Rights of Way and footpaths).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
County Parks and picnic places.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport						
Bus route coverage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subsidy for bus routes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs						
Road maintenance or road surfacing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairing potholes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flooding and highway drainage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities						
Actively promoting Worcestershire as a tourism destination nationally and internationally.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Please indicate how frequently you have used the following public services either directly or indirectly (e.g. children, parents, family member or carer that has used the service)? PLEASE TICK ✓ ONE ONLY FOR EACH SERVICE

	<i>Within last 6 months</i>	<i>Longer ago</i>	<i>Never used</i>	<i>Don't know</i>
Activities for children and young people				
Provision of out of schools activities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of quality music and arts services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of youth services and places to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of Outdoor Education Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of good quality play facilities for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities				
Library services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services that provide learning opportunities for adults.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Record office (e.g. archives, family history).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
County arts service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education support services				
Curriculum advice and support to schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raising educational achievement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for children with learning difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information, advice and careers guidance for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home to school transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for children with social and behavioural difficulties.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of early support for children and young people at risk of harm or under-achievement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for children and young people				
Provision of and access to sufficient childcare provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of Children's Centres in local communities that can provide childcare and support to families, parents and children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and social care services				
Services that safeguard vulnerable adults from abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services that safeguard vulnerable children and young people from abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for vulnerable older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for people with a learning disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for people with a mental health problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for people with a physical disability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for vulnerable people to maintain or achieve independence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funding for places in residential and nursing homes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services providing pieces of equipment to allow vulnerable people to live independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for voluntary sector organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime				
Provide treatment for people with drug and alcohol problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trading Standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support people who have experienced domestic abuse.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces				
Countryside services (e.g. maintaining Public Rights of Way and footpaths).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
County Parks and picnic places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport				
Bus services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4: Customer Services

Q20 Do you have access to the Internet? PLEASE TICK ✓ ONE BOX ONLY
 Yes **Go to Q21** No..... **Go to Q22**

Q21 If Yes, please indicate where you access the Internet most regularly? PLEASE TICK ✓ ONE BOX ONLY

<i>Home</i>	<i>Work</i>	<i>Library</i>	<i>Internet cafe</i>	<i>Mobile phone</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 How would you be most likely to get in touch about council services? PLEASE TICK ✓ ONE BOX ONLY

<i>In person</i>	<i>Telephone</i>	<i>Email</i>	<i>Online</i>	<i>Letter</i>	<i>Local councillor</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 When you have asked for a council service and we need to get back in touch with you, how would you like us to contact you? PLEASE TICK ✓ ONE BOX ONLY

<i>Telephone</i>	<i>Email</i>	<i>Letter</i>	<i>Text Message</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 How important is it that you... PLEASE TICK ✓ ONE ONLY FOR EACH STATEMENT

	<i>Very important</i>	<i>Fairly important</i>	<i>Neither important nor unimportant</i>	<i>Fairly unimportant</i>	<i>Very unimportant</i>	<i>Don't know</i>
...have a single point of contact for all your council services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...can contact us once and be confident that we will deal with your enquiry to a satisfactory conclusion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Customer Services across Worcestershire are constantly looking at ways of improving operational performance and facilitating self-service options to provide an alternative to face-to-face contact through customer contact centres.

Q25 Would you consider using the following methods to access council services? PLEASE TICK ✓ ONE ONLY FOR EACH SERVICE

	<i>Yes</i>	<i>No</i>
Website - to make payments.....	<input type="checkbox"/>	<input type="checkbox"/>
Website - to report issues.....	<input type="checkbox"/>	<input type="checkbox"/>
Website - to apply for services	<input type="checkbox"/>	<input type="checkbox"/>
Website - to access information	<input type="checkbox"/>	<input type="checkbox"/>
Text messaging	<input type="checkbox"/>	<input type="checkbox"/>
Payment kiosks in Hub centres	<input type="checkbox"/>	<input type="checkbox"/>
Voice-activated technology*	<input type="checkbox"/>	<input type="checkbox"/>

* When an automated voice prompts you to speak certain words on the telephone to get the information you need (as used by banks, cinemas etc).

Q26 Please indicate below which of the methods of contact you would prefer to use for particular council services?

PLEASE TICK ✓ ONE ONLY FOR EACH SERVICE

	Online	Text messaging	Automated telephone lines	Payment kiosks	Don't use this service
Pay					
Council Tax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report					
Potholes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Missed waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apply					
School places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy of birth, death, marriage and civil ceremony certificates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information					
School closures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reminders or changes to refuse collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Do you agree or disagree that local public services should share information about customers in order to join-up services for them where possible?

PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: NHS Worcestershire

Q28 Have you recently received treatment from a hospital consultant under the NHS?

PLEASE TICK ✓ ONE BOX ONLY

Yes	<input type="checkbox"/>	Go to Q29	No	<input type="checkbox"/>	Go to Q30
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Q29 If Yes, please answer the following two questions regarding your treatment.

PLEASE TICK ✓ ONE BOX ONLY

	Yes	No
Were you treated within 18 weeks from the time of referral by your GP?	<input type="checkbox"/>	<input type="checkbox"/>
Did your GP offer you a choice of hospital consultant and/or time of appointment, when making the decision to refer you for a hospital appointment?	<input type="checkbox"/>	<input type="checkbox"/>

Q30 If you have had to attend an out patients appointment in the last 12 months was it cancelled by the hospital?

PLEASE TICK ✓ ONE BOX ONLY

Yes	<input type="checkbox"/>	Go to Q31	No	<input type="checkbox"/>	Go to Q32
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Q31 If Yes, were you offered...

PLEASE TICK ✓ ONE ONLY FOR EACH

	Yes	No
Another out-patient appointment	<input type="checkbox"/>	<input type="checkbox"/>
To negotiate the date and time of the new appointment	<input type="checkbox"/>	<input type="checkbox"/>

Q32 If you have attended Accident & Emergency (A&E) or Minor Injuries Unit in the last 12 months, how long did it take until you received treatment?

PLEASE TICK ✓ ONE BOX ONLY

Under 1 hour	1-4 hours	More than 4 hours	I have not attended A&E or a Minor Injuries Unit
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q33 If you have been admitted to hospital recently, on discharge were you given the following information?

PLEASE TICK ✓ ONE ONLY FOR EACH

	Yes	No	Don't know	Haven't been admitted
Discharge form (To Take Out)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on any medication to be taken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aftercare leaflet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details on who to contact in the case of an emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q34 Where do you currently obtain dentist treatment?

PLEASE TICK ✓ ONE BOX ONLY

NHS dentist	<input type="checkbox"/>	Go to Q37
Private dentist	<input type="checkbox"/>	Go to Q35
Don't know if my dentist is private or NHS	<input type="checkbox"/>	Go to Q37
Don't have a dentist	<input type="checkbox"/>	Go to Q36

Q35 If you currently visit a private dentist, why is this?

PLEASE TICK ✓ ONE BOX ONLY

Cannot find NHS dentist	<input type="checkbox"/>	Choose to go private	<input type="checkbox"/>	My dentist was NHS and is now private	<input type="checkbox"/>
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Go to Q37

Q36 If you do not currently have a dentist, why is this?

PLEASE TICK ✓ ONE BOX ONLY

Cannot find NHS dentist/Non available	<input type="checkbox"/>	Don't like going to the dentist	<input type="checkbox"/>
Cannot find private dentist	<input type="checkbox"/>	No need to go	<input type="checkbox"/>
NHS dental care is too expensive	<input type="checkbox"/>		

Q37 When did you last visit the dentist?

PLEASE TICK ✓ ONE BOX ONLY

Within last 3 months	<input type="checkbox"/>	6-12 months	<input type="checkbox"/>	More than 2 years ago	<input type="checkbox"/>
3-6 months	<input type="checkbox"/>	1-2 years	<input type="checkbox"/>	Never been	<input type="checkbox"/>

Q38 How often do you visit the dentist?

PLEASE TICK ✓ ONE BOX ONLY

When I think I need to go	<input type="checkbox"/>	When I am in pain	<input type="checkbox"/>
When advised by the dentist	<input type="checkbox"/>	Attend regularly (e.g attend every 6/9 months)	<input type="checkbox"/>

Q39 When do you prefer to visit the dentist?

PLEASE TICK ✓ ONE BOX ONLY

Between 9am-12pm and 2pm-5pm	<input type="checkbox"/>	Before 9am	<input type="checkbox"/>
Between 5pm-8pm	<input type="checkbox"/>	At weekends	<input type="checkbox"/>
At lunchtime between 12pm-2pm	<input type="checkbox"/>		

Q40 Have you used the Worcester Walk in Health Centre?

PLEASE TICK ✓ ONE BOX ONLY

Yes	<input type="checkbox"/>	Go to Q43	No	<input type="checkbox"/>	Go to Q41
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**Q41 If No, why have you not used it?
PLEASE TICK ✓ ONE BOX ONLY**

<i>I didn't know about it</i>	<input type="checkbox"/>	<i>I have not need to use it</i>	<input type="checkbox"/>
<i>I don't visit Worcester</i>	<input type="checkbox"/>	<i>I know about the Walk in Health Centre but have not needed to use it</i>	<input type="checkbox"/>
<i>I don't know where it is</i>	<input type="checkbox"/>		

**Q42 If you are regularly away from home would you like the opportunity to register with a GP outside of Worcestershire?
PLEASE TICK ✓ ONE BOX ONLY**

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 6: Hereford & Worcester Fire and Rescue Service

**Q43 Please indicate how satisfied or dissatisfied you are with each of the following aspects of the Fire and Rescue service?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH OPTION**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Information provided on what the Fire and Rescue Service spends its money on.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided on what standard of service you should expect from the Fire and Rescue.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided on how well the Fire and Rescue is performing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided on what services the Fire and Rescue provides.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q44 Which three ways would you most like to access advice and information about your Fire and Rescue Service?
PLEASE TICK ✓ UP TO THREE OPTIONS**

<i>Telephone</i>	<input type="checkbox"/>	<i>Text Message (Mobile Phone)</i>	<input type="checkbox"/>
<i>E-mail</i>	<input type="checkbox"/>	<i>Digital TV</i>	<input type="checkbox"/>
<i>Visit to Fire and Rescue Service Premises</i>	<input type="checkbox"/>	<i>Local Newspaper</i>	<input type="checkbox"/>
<i>Public Meetings</i>	<input type="checkbox"/>	<i>Local Radio</i>	<input type="checkbox"/>
<i>Website</i>	<input type="checkbox"/>	<i>Social Media (e.g. Facebook, Twitter)</i>	<input type="checkbox"/>
<i>Touch Screen Information Point</i>	<input type="checkbox"/>	<i>Other (✓ AND WRITE BELOW)</i>	<input type="checkbox"/>
<i>Mail/Letter</i>	<input type="checkbox"/>	<i>Don't know</i>	<input type="checkbox"/>
<i>Leaflet or Magazine (Libraries etc)</i>	<input type="checkbox"/>		

**Q45 Have you had contact with the Fire and Rescue Service in the last 12 months?
PLEASE TICK ✓ ONE BOX ONLY**

Yes.....	<input type="checkbox"/>	Go to Q46	No.....	<input type="checkbox"/>	Go to Q49
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**Q46 Thinking about your contact with the Fire and Rescue Service, how satisfied or dissatisfied were you with the service you received during your call and at the scene?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH OPTION**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
During your call.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At the scene.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q47 Taking everything into account, how satisfied or dissatisfied are you with the service you received from the Fire and Rescue Service?
PLEASE TICK ✓ ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q48 Is there any part of the service that you were dissatisfied with, anything the Fire and Rescue Service did particularly well or suggestions on how the Fire and Rescue Service could improve its service?
PLEASE WRITE IN BELOW**

Section 7: About Yourself

Please complete these questions which will help us to see if there are differences between the views of different residents. All the information you give will be kept completely confidential.

**Q49 Are you male or female?
PLEASE TICK ✓ ONE BOX ONLY**

Male.....	<input type="checkbox"/>	Female.....	<input type="checkbox"/>
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**Q50 What was your age on your last birthday?
PLEASE WRITE IN THE BOX BELOW (IN YEARS)**

**Q51 How is your health in general? Would you say it is...
PLEASE TICK ✓ ONE BOX ONLY**

Very good	Good	Fair	Bad	Very bad
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q52 In which of these ways does your household occupy your current accommodation?
PLEASE TICK ✓ ONE BOX ONLY**

<i>Owned outright</i>	<input type="checkbox"/>	<i>Rent from Housing Association/Trust</i>	<input type="checkbox"/>
<i>Buying on mortgage</i>	<input type="checkbox"/>	<i>Rented from private landlord</i>	<input type="checkbox"/>
<i>Rent from council</i>	<input type="checkbox"/>	<i>Other (✓ AND WRITE BELOW)</i>	<input type="checkbox"/>

**Q53 How many children aged 17 or under are living here?
PLEASE TICK ✓ ONE BOX ONLY**

None.....	<input type="checkbox"/>	Three.....	<input type="checkbox"/>
One.....	<input type="checkbox"/>	Four.....	<input type="checkbox"/>
Two.....	<input type="checkbox"/>	More than four (✓ AND WRITE IN BELOW).....	<input type="checkbox"/>

Q54 And how many adults aged 18 or over are living here?

PLEASE TICK ✓ ONE BOX ONLY

- One..... Four.....
- Two..... Five.....
- Three..... More than five (✓ **AND WRITE IN BELOW**).....

Q55 Which of these activities best describes what you are doing at present?

PLEASE TICK ✓ ONE BOX ONLY

- Employee in full-time job (30 hours plus per week).....
- Employee in part-time job (under 30 hours per week).....
- Self employed full or part-time.....
- On a government supported training programme (e.g. Modern Apprenticeship/Training for Work).....
- Full-time education at school, college or university.....
- Unemployed and available for work.....
- Permanently sick/disabled.....
- Wholly retired from work.....
- Looking after the home.....
- Doing something else (✓ **AND WRITE IN BELOW**).....

Q56 Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time.)

PLEASE TICK ✓ ONE BOX ONLY

- Yes..... **Go to Q57** No..... **Go to Q58**

Q57 Does this illness or disability limit your activities in any way?

PLEASE TICK ✓ ONE BOX ONLY

- Yes..... No.....

Q58 To which of these group do you consider you belong?

PLEASE TICK ✓ ONE BOX ONLY

- White British..... Mixed: White & Asian.....
- White Irish..... Any other Mixed background.....
- Any other White background..... Asian or Asian British: Indian.....
- Black or Black British: Caribbean..... Asian or Asian British: Pakistani.....
- Black or Black British: African..... Asian or Asian British: Bangladeshi.....
- Any other Black background..... Any other Asian background.....
- Mixed: White & Black Caribbean..... Chinese.....
- Mixed: White & Black African..... Other ethnic group (✓ **AND WRITE IN BELOW**).....

Is there anything else you would like to add?

PLEASE WRITE IN BELOW

Thank you very much for taking part in this survey.

Please return in the pre-paid envelope provided.

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:

viewpoint@worcestershire.gov.uk

Online:

www.worcestershire.gov.uk/viewpoint

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

To the best of our knowledge all information was correct at the time of printing: April 2010.