



Worcestershire Viewpoint May 2011 Survey

Welcome to the latest Worcestershire Viewpoint Survey, please take the time to complete it and return it to us by Friday **24th June 2011**. All surveys returned by this date will be entered into a prize draw to win one of three £200 cash prizes!

Worcestershire Viewpoint is the Citizens' Panel partnership for your county and district councils, NHS Worcestershire and Hereford & Worcester Fire and Rescue Service. We send out two surveys each year and the results help us to understand residents' views of their local area and our services.

The information you provide to us will be used by Worcestershire County Council, your District Council, NHS Worcestershire and Hereford & 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 responses are very important to us and we are grateful for your commitment to Worcestershire Viewpoint.

Thank You

In partnership with:



Helpful Hints for Completing This Survey

- 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.
- 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.
- Please make sure you answer every question.
- This survey should take no longer than 30 minutes to complete. Thank you in advance for your time.
- Once you have completed the questionnaire 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 822020.

Online Surveys

If you would prefer to complete this survey online please go to www.worcestershire.gov.uk/viewpoint4. However, if you would prefer to complete this survey by post but future surveys online, please enter your email address in the box below. Your next survey will be sent to you via an email with a link to an electronic survey which you can complete and submit online.

Section 1: A Better Environment for Today and for Tomorrow

We are striving for cleaner, greener and safer public places. We want to conserve and enhance Worcestershire's natural and historic environment. We also need to reduce our local contribution to harmful climate change and reduce the amount of waste produced in the county, together with increasing rates of recycling.

Q1 Thinking about your local environment, to what extent do you feel that each of the following aspects need improving?

Please tick **ONE** for each a) to g)

	<i>A great deal</i>	<i>To some extent</i>	<i>Not very much</i>	<i>Not at all</i>	<i>Don't Know</i>
a) Parks and Open spaces - how welcoming, safe and well maintained they are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Farmland wildlife habitats - how frequently you encounter a good variety of songbirds, or butterflies or wild plants in the farmed countryside.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Historic buildings - their state of repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Condition of the landscape - trees, hedges, grassland and the impact of human activity.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Rivers and Streams - how clean the water seems, and the wildlife they support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Doorstep recycling - how effective this is, and how much waste is recyclable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Carbon dioxide emissions - how much we need to reduce the amount of harmful emissions from homes, businesses and transport in the county.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 How important do you consider the following aspects of the county's environment to be?

Please tick **ONE** for each a) to g)

	<i>Very important</i>	<i>Important</i>	<i>Not very important</i>	<i>Not at all important</i>	<i>Don't Know</i>
a) Parks and Open Spaces - the importance of easily-accessible, well-maintained parks and open spaces.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Farmland wildlife habitats - the importance of key habitats such as ponds, wetlands, ancient trees, flower-rich grasslands and hedges to Worcestershire's appeal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Historic Buildings - the importance of historic buildings' contribution to local character	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Condition of the landscape - the importance of the appearance and amenities of the landscape	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Rivers and Streams - the importance of clean waters with thriving plant and animal life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Doorstep recycling - the importance of ensuring that as much household waste as possible is recycled....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Carbon dioxide emissions - how serious you feel the impacts of climate change and severe weather are on the environment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 How concerned are you about climate change?

Please tick **ONE** only

Extremely concerned.....	<input type="checkbox"/>	Slightly concerned	<input type="checkbox"/>
Very concerned	<input type="checkbox"/>	Not at all concerned.....	<input type="checkbox"/>
Moderately concerned	<input type="checkbox"/>	Not sure/Don't know	<input type="checkbox"/>

Q4 To what extent do you agree or disagree with the following statements?

Please tick **ONE** only for each a) to d)

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Not sure/Don't know</i>
a) I can personally help to limit the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) I am personally doing all that I can to limit the effects of climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Climate change is already having an impact in Worcestershire.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Climate change is happening and is caused by human activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 The options below provide examples of things you can do to reduce carbon emissions, help limit climate change and in many cases save yourself money.

Which of the following are you already doing, or would consider doing?

Please tick **ONE** only for each a) to l)

	<i>Already doing</i>	<i>Would consider doing</i>	<i>Would not consider doing</i>
a) Recycling household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Home composting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Reducing household waste.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Buying renewable energy from your fuel supplier (e.g. green tariff).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Reducing car use (e.g. by using public transport, walking, cycling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Choosing a more fuel efficient car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Choosing an electric vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Reducing travel by air	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Improving the energy efficiency of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Installing my own renewable energy technology at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Buying locally produced food and other goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Energy Efficiency

We would like to encourage householders to become more energy efficient. The following questions will help us to find out about how energy efficient your home is and how we could help you to improve energy efficiency. We asked some similar questions in 2007 and 2009 and are looking to track changes over time.

Q6 Are you responsible for the maintenance of your home?

Yes..... No.....

Q7 Does your home have cavity or solid walls?

Note: Cavity walls have a gap in between an inner and an outer layer - often a brick outer and breeze block inner layer. Most homes built after around 1935 have cavity walls.

Please tick **ONE** only

Cavity walls..... Solid walls..... Don't Know.....

Q8 Which of the following energy saving measures do you have/use at home?

Please tick **ALL** that apply

a) Adequate loft insulation (i.e 10" thick)	<input type="checkbox"/>	g) Thermally lined curtains.....	<input type="checkbox"/>
b) Wall insulation	<input type="checkbox"/>	h) Energy efficient appliances (e.g. A rated)	<input type="checkbox"/>
c) Energy saving light bulbs.....	<input type="checkbox"/>	i) Smart Meter to monitor your electricity usage	<input type="checkbox"/>
d) Energy efficient heating system (e.g. A rated boiler)	<input type="checkbox"/>	j) Turn off appliances/heating when they are not needed	<input type="checkbox"/>
e) Double glazing.....	<input type="checkbox"/>	k) Other (please specify below)	<input type="checkbox"/>
f) Draft proofing doors/windows	<input type="checkbox"/>		

Q9 The government is to introduce the Green Deal for householders in Autumn 2012. This will enable the installation of energy efficiency measures, such as insulation and boiler replacement, at no up front cost. Funding will be paid back by the householder in instalments through additional charges to their utility bill. The scheme is designed to ensure that savings on energy bills should overcome the additional charges.

Would you consider using the Green Deal to fund energy efficiency measures in your home?

Yes..... No..... Don't Know.....

Q10 The Warmer Worcestershire project has produced a thermal image of the county so you can see how well insulated your home is, and find out if you could be saving energy and money. You can visit the Warmer Worcestershire website at: www.warmerworcestershire.com

Were you previously aware of the Warmer Worcestershire project?

Please tick **ONE** only

Yes..... Maybe..... No..... Don't know.....

Q11 If Yes, what action have you taken as a result?

Please tick **ALL** that apply

a) Visited the Warmer Worcestershire website to check the heat loss of my home	<input type="checkbox"/>	e) Applied for a grant to insulate my home	<input type="checkbox"/>
b) Asked for energy efficiency advice	<input type="checkbox"/>	f) I've not taken any action as I am satisfied with the insulation of my home	<input type="checkbox"/>
c) Insulated my loft	<input type="checkbox"/>	g) I've not taken any action but I believe my home could be better insulated	<input type="checkbox"/>
d) Installed cavity wall insulation.....	<input type="checkbox"/>	h) Other (please specify below)	<input type="checkbox"/>

Q12 Do you need further information about saving energy at home?

Yes..... No.....

Q13 If Yes, what would be the best way to provide you with information on energy saving?

Please tick **ONE** only

- | | | | |
|-----------------------------|--------------------------|--|--------------------------|
| a) Newspapers | <input type="checkbox"/> | f) Information in GP surgery | <input type="checkbox"/> |
| b) Websites | <input type="checkbox"/> | g) Information in Children's Centres | <input type="checkbox"/> |
| c) Postal mailings | <input type="checkbox"/> | h) Information in Libraries..... | <input type="checkbox"/> |
| d) Electronic mailing | <input type="checkbox"/> | i) Other (please specify below) | <input type="checkbox"/> |
| e) Parish newsletters | <input type="checkbox"/> | | |

Food Waste

Food waste is an expense for county and district councils as well as for households. We have targets to reduce the amount of biodegradable waste sent to landfill and there are costly fines if we exceed them. We are tackling food waste by running food waste reduction campaigns and we need to track behaviour and attitudes in order to evaluate and improve our activities.

Q14 Do you ever find yourself wasting food, that is throwing food away in the bin or composting it, rather than eating it?

Please tick **ONE** only

- | | |
|---|--|
| Yes, every day..... <input type="checkbox"/> | Yes, but very rarely..... <input type="checkbox"/> |
| Yes, a few times a week..... <input type="checkbox"/> | No, never..... <input type="checkbox"/> Go to Q18 |
| Yes, sometimes..... <input type="checkbox"/> | |

Q15 When you waste food what do you do with it?

Please tick **ALL** that apply

- | | | |
|---|---------------------------------------|--------------------------|
| a) Throw it in the bin (general waste)..... <input type="checkbox"/> | c) Compost it | <input type="checkbox"/> |
| b) Put it in the food waste collection service (Wychavon)..... <input type="checkbox"/> | d) Give it to pets | <input type="checkbox"/> |
| | e) Other (please specify below) | <input type="checkbox"/> |

Q16 If you do find yourself throwing away food, what are the main reasons?

Please tick **ALL** that apply

- | | |
|---|---|
| a) I prepare too much for the number of people eating..... <input type="checkbox"/> | e) I buy too much food when I go shopping..... <input type="checkbox"/> |
| b) It has passed its best before date..... <input type="checkbox"/> | f) Food is leftover on plates (e.g. children do not eat it all) |
| c) It has passed its sell by date..... <input type="checkbox"/> | g) I buy food and then my plans change (e.g. social arrangements)..... <input type="checkbox"/> |
| d) It has passed its use by date | h) Other (please specify below) |
| <input type="checkbox"/> | <input type="checkbox"/> |

Q17 Which of these food groups do you typically throw away?

Please tick **ALL** that apply

- | | | |
|--|--|--------------------------|
| a) Inedible food waste (e.g. peelings, bones)..... <input type="checkbox"/> | e) Raw or home-cooked meat & fish | <input type="checkbox"/> |
| b) Fruit, vegetables or salad | f) Ready meals or convenience foods..... | <input type="checkbox"/> |
| c) Processed meat & fish (e.g. sandwich meats)..... <input type="checkbox"/> | g) Home prepared cooked meals | <input type="checkbox"/> |
| d) Bread and cakes | h) Take away food..... | <input type="checkbox"/> |
| | i) Cheese and yoghurt | <input type="checkbox"/> |
| | j) Other (please specify below) | <input type="checkbox"/> |

Section 2: Health and Wellbeing Strategy for over 50's

A new strategy for older people's services is being developed for the period 2011-16 by a partnership of local councils, NHS Worcestershire, social housing providers, voluntary and community sector organisations, private sector care, support and housing providers and older people's representatives. The context for this strategy is one of rising demands and falling budgets. The scope of the strategy includes all services that have a direct impact on the health and wellbeing of people aged 50 years plus and has something to offer all people aged 50 years plus in Worcestershire, not just those with high level needs.

Q18 Please help us to shape the strategy for older people's services by telling us to what extent you agree or disagree with the following statements:

Please tick **ONE** only for each a) to h)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
a) People need to take more personal responsibility from an early age for their own health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Families need to take more responsibility for the health and wellbeing of older relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Communities need to share more of the responsibility for maintaining the health and wellbeing of local people aged 50 years plus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The state should use its resources to support the health, care and support needs of the whole community and not just those with relatively high needs and relatively low levels of private wealth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Current health, care and support services meet my ethnic, cultural or religious needs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) All partners to the strategy should focus their future efforts on supporting people to maintain their health, wellbeing, and independence at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) People should only be cared for on a long term basis where they are unable, with support, to live independently at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) All partners to the strategy (not just Worcestershire County Council and NHS Worcestershire) are responsible for its successful delivery.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Our draft strategy has seven priorities for service development in the future. Please tell us how important you think these are to the care of people aged 50 years plus

Please tick **ONE** only for each a) to g)

	Very important	Important	Not very important	Not at all important	Don't know
a) Assessment of personal needs and delivery of bespoke information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Support for people to care for themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Practical support at home and within the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Supported housing options for people aged 50 years plus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Short term rehabilitation or re-ablement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Mental wellbeing and dementia care.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Ensuring safety and dignity in the delivery of long term care.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Changing how local services are delivered

Q20 Proposed Government legislation seeks to enable local communities to take over the running of some local services. To what extent do you support or oppose this approach in principle in relation to the following services and facilities?

Please tick **ONE** only for each a) to h)

	<i>Strongly support</i>	<i>Support</i>	<i>Neither support or oppose</i>	<i>Oppose</i>	<i>Strongly oppose</i>	<i>Don't Know</i>
a) Youth Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Country Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Sports Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Museums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Community Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Cemeteries.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Some highways maintenance (e.g. verge cutting/drain clearance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 In the future the county council will be looking to give service users a choice of provision through personal budgets. We have already successfully introduced this change in services to adults with social care needs; eligible people have an allocation of cash that can be spent on services they choose to meet their needs, instead of access to council organised care such as a place at a day centre or provision of a home carer.

To what extent do you support or oppose this approach in relation to the following services?

Please tick **ONE** only for each a) to d)

	<i>Strongly support</i>	<i>Support</i>	<i>Neither support or oppose</i>	<i>Oppose</i>	<i>Strongly oppose</i>	<i>Don't Know</i>
a) Services for families with disabled children.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Home to school transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Community transport (e.g. Dial a Ride).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Community Health and Wellbeing activities (e.g. smoking cessation and counselling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 To what extent do you agree or disagree that local councils should provide services where there are private or voluntary sector providers able to do it to the same or better quality and the same or lower cost?

Please tick **ONE** only

Strongly agree	<input type="checkbox"/>	Neither agree or disagree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Don't Know.....	<input type="checkbox"/>

Q23 To what extent do you agree or disagree that local councils should have a bigger role in supporting the local economy to recover and grow?

Please tick **ONE** only

Strongly agree	<input type="checkbox"/>	Neither agree or disagree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Don't Know.....	<input type="checkbox"/>

Q24 Councils in Worcestershire are exploring a range of "self-service" technologies to enable residents to access services anytime while also reducing costs to the councils. Please indicate if you have access to the following and whether you use them for any purpose.

Please tick **ALL** that apply

	<i>Have access to</i>	<i>Use</i>	<i>No Access</i>
a) 'Dial up' internet - at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Broadband internet - at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Wireless internet - at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Internet - at work or elsewhere (e.g. library)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Mobile phone - for texting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Mobile phone - for internet.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Mobile phone - for emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Mobile phone - for smartphone apps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25 Do you use, or would you consider using, the following methods to access council services?

Please tick **ONE** for each a) to h)

	<i>Yes, already use</i>	<i>Yes, would consider using</i>	<i>No, would or could not use</i>
a) Website - to make payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Website - to report issues.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Website - to apply/assess eligibility for services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Website - to access information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Text messaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Payment kiosks in Hub centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Smartphone applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Voice-activated technology*	<input type="checkbox"/>	<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 How would you be most likely to get in touch about council services?

Please tick **ONE** only

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

Council Tax Leaflets

Local authorities and Hereford & Worcester Fire and Rescue Service produce a single booklet to inform residents about how council tax is spent and the services provided by each organisation; this is sent out with council tax bills. We are reviewing how we do this and would like to know how useful residents find the information.

Q27 Do you recall receiving the booklet that came with your council tax bill?

Yes Go to Q28 No Go to Q29 Don't Know Go to Q29

Q28 How useful do you find the booklet?

Please tick **ONE** only

Very useful Not very useful Don't Know
Quite useful Not at all useful

Section 4: Hereford & Worcester Fire and Rescue Service

Q29 Have you received Fire Safety Information from Hereford & Worcester Fire and Rescue Service?

Please tick **ALL** that apply

No Go to Q31
Yes, through a Home Fire Safety Check
Yes, through a school visit
Yes, through HWFRS website
Yes, through my local fire station
Yes, through a fire station open day
Yes, through another channel (please specify below)

Q30 Following receipt of fire safety information have you reviewed your means of escape from your property?

Yes No

Section 5: NHS Worcestershire

Appointments

Patient choice is an increasing priority for NHS Worcestershire, and we want to understand why you make the appointment choices you do. We would also like to ask if you have needed to stay in hospital either overnight or for some time, and then had to return. We want to understand why this happened, and how we can help to reduce the patients needing to return to hospital after discharge.

Q31 If you were given a choice about where to have your appointment or treatment, what would be the most important factors in your decision making?

Please rank the following options - your top priority 1 and your lowest priority 6.

Distance from home
Accessibility (transport, car parking and so on)
Recommendation by your GP
Recommendation by family/friend
Convenient time
Quality of clinical care/treatment

Q32 Have you recently had a stay in hospital or a treatment that needed anaesthetic (as a single day attendance or where you needed to stay in hospital overnight for one night or more)?

Please tick **ONE** only

Yes, a planned stay Go to Q33 No Go to Q38
Yes, an emergency Go to Q33

Q33 Did you need to return to hospital unexpectedly as a result of the treatment received during your stay (as a single day attendance or where you needed to stay in hospital overnight for one night or more)?

Please tick **ONE** only

Yes, I returned to the same hospital No, I did not need to return
Yes, but attended a different hospital

Q34 If you did not return to the same hospital for treatment, please select why from the list below.

Please tick **ONE** only

Had no choice Easy access for carers/family/friends
Closer to home Recommendation
Availability of appropriate treatment Unhappy with original hospital

Q35 Did you need to use emergency transport to go back to hospital?

Yes No

Q36 Were you given any advice on your first discharge that could have helped you manage your condition?

Please tick **ALL** that apply

No Yes, aftercare leaflet (patient information leaflet)
Yes, discharge form to take out Yes, details on who to contact in the case of an emergency
Yes, advice on medication

Q37 Following your first discharge did you know how to access any other medical advice (from your GP, Community staff, and so on) that could have helped you to manage your condition?

Yes No

Dentistry

Patients having access to an NHS Dentist is a priority for NHS Worcestershire. We want to know your opinion on Dentistry, and whether it has changed in the last 12 months.

Q38 Where do you currently obtain dentist treatment?

Please tick **ONE** only

NHS dentist Go to Q41
Private dentist Go to Q39
Don't know if my dentist is private or NHS Go to Q41
Don't have a dentist Go to Q40

Q39 If you currently visit a private dentist, why is this?

Please tick **ONE** only

Cannot find NHS dentist
Choose to go private
My dentist was NHS and is now private
Go to Q41

Q40 If you do not currently have a dentist, why is this?

Please tick **ONE** only

- Cannot find NHS dentist/None available.....
- Cannot find private dentist.....
- NHS dental care is too expensive.....
- Don't like going to the dentist
- No need to go.....

Q41 When did you last visit the dentist?

Please tick **ONE** only

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

Q42 How often do you visit the dentist?

Please tick **ONE** only

- When I think I need to go.....
- When advised by the dentist.....
- When I am in pain.....
- Attend regularly (e.g attend every 6/9 months).....

Q43 When do you prefer to visit the dentist?

Please tick **ONE** only

- Between 9am-12pm and 2pm-5pm.....
- Between 5pm-8pm.....
- At lunchtime between 12pm-2pm.....
- Before 9am.....
- At weekends.....

Section 6: 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.

Q44 Are you male or female?

Please tick **ONE** only

- Male.....
- Female.....

Q45 What was your age on your last birthday?

PLEASE WRITE IN THE BOX BELOW (IN YEARS)

Q46 How is your health in general? Would you say it is...

Please tick **ONE** only

- Very good ..
- Good.....
- Fair.....
- Bad.....
- Very bad

Q47 In which of these ways does your household occupy your current accommodation?

Please tick **ONE** only

- Owned outright.....
- Buying on mortgage.....
- Rent from council.....
- Rent from Housing Association/Trust.....
- Rented from private landlord.....
- Other (please specify below).....

Q48 How many children aged 17 or under are living here?

Please tick **ONE** only

- None.....
- One.....
- Two.....
- Three.....
- Four.....
- More than four (please specify below).....

Q49 And how many adults aged 18 or over are living here?

Please tick **ONE** only

- One.....
- Two.....
- Three.....
- Four.....
- Five.....
- More than five (please specify below).....

Q50 Which of these activities best describes your main occupation at the present time?

Please tick **ONE** 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 (run my own business from home)
- Self employed full or part-time (at business premises)
- 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 (please specify below)

Q51 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.)

Yes..... **Go to Q52** No **Go to Q53**

Q52 Does this illness or disability limit your activities in any way?

Yes..... No.....

Q53 To which of these groups do you consider you belong?

Please tick **ONE** only

- | | |
|---|---|
| a) White English/Welsh/Scottish/Northern Irish/British <input type="checkbox"/> | j) Asian or Asian British: Indian <input type="checkbox"/> |
| b) White Irish..... <input type="checkbox"/> | k) Asian or Asian British: Pakistani..... <input type="checkbox"/> |
| c) White Eastern European <input type="checkbox"/> | l) Asian or Asian British: Bangladeshi..... <input type="checkbox"/> |
| d) Gypsy or Irish Traveller <input type="checkbox"/> | m) Asian or Asian British: Chinese <input type="checkbox"/> |
| e) Any other White background..... <input type="checkbox"/> | n) Any other Asian background <input type="checkbox"/> |
| f) Mixed: White & Black Caribbean..... <input type="checkbox"/> | o) Black or Black British: Caribbean <input type="checkbox"/> |
| g) Mixed: White & Black African..... <input type="checkbox"/> | p) Black or Black British: African <input type="checkbox"/> |
| h) Mixed: White & Asian..... <input type="checkbox"/> | q) Any other Black background <input type="checkbox"/> |
| i) Any other Mixed background..... <input type="checkbox"/> | r) Arab..... <input type="checkbox"/> |
| | s) Other ethnic group (please specify below) <input type="checkbox"/> |

Is there anything else you would like to add?

Please **WRITE** in below

Would you like an individual response to your comment on this page?

Yes I do want a response, and I am happy for you to use my ID number to pass my contact details to the appropriate person.....

No I do not need a response, but if you do wish to contact me I am happy for you to use my ID number to pass my contact details to the appropriate person

No I don't want a response, please do not share my contact details.....

**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 822020

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 822020 or by emailing viewpoint@worcestershire.gov.uk

To the best of our knowledge all information was correct at the time of printing: May 2011