



BMG Research Report

Best Value General Survey 2006/07

Lewes District Council



Because people matter.

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1 Executive Summary

1.1.1 Outlined below is a summary of the key BV Indicators over time. To comply with Audit Commission requirements, the figures are based on those providing a valid response (i.e. excluding 'don't know' and non-respondents).

Best value user satisfaction performance indicators General survey			
	2006 %	2003 %	2000 %
BV3: The way the authority runs things			
BV3: % satisfied with the way the Authority runs things	51	57	66
BV4: Complaints handling			
BV4: % satisfied with the handling of complaints	28	35	27
BV89: Litter			
BV89: % satisfied that the Authority has kept the land clear of litter and rubbish	68	61	76
BV90: Waste			
BV90a: % satisfied with the waste collection service overall	87	87	86
BV90b: % satisfied with the provision of local waste recycling facilities	73	73	62
BV119: Cultural and recreational services			
BV119a: % satisfied with sports and leisure facilities and events	65	57	54
BV119b: % satisfied with libraries	75	n/a	n/a
BV119c: % satisfied with museums and galleries	37	34	32
BV119d: % satisfied with theatres and concert halls	26	34	n/a
BV119e: % satisfied with parks and open spaces	76	77	59

2 Key Findings

2.1 Key Findings

Corporate health

- 2.1.1 In total, 51% of respondents providing a response are satisfied with the way Lewes runs things, a proportion which is lower than that returned in the 2003/04 survey (57%) and also down on that reported in the 2000/2001 BVPI survey (66%).
- 2.1.2 In terms of whether things have changed in the last three years, while 8% of respondents providing a rating feel the way the Council runs things has got better twice as many (19%) feel it has got worse. The majority think the way the Council runs things has stayed the same.
- 2.1.3 Looking at more specific performance indicators, the majority of respondents indicate they agree the council is working to make the area cleaner and greener (69% a great deal/to some extent), treats all types of people fairly (71%), and is making the local area a better place to live (64%).
- 2.1.4 Conversely, perceptions are less strong in relation to the provision of good value for money. Almost two thirds (64%) of respondents do not feel the council provides good value for money.

Contact with the council

- 2.1.5 Just under a fifth (18%) have contacted the authority with a complaint in the last twelve months. Amongst these¹, over a quarter (28%) rate themselves as satisfied with how their complaint was handled which is slightly down on that achieved in 2003/2004 (35%) and 2000/2001 (27%).
- 2.1.6 Half (50%) of all respondents report that they have contacted the council other than to complain in the last twelve months. Of these, almost two thirds (63%) are satisfied with the final outcome of that contact, whilst a quarter (25%) are dissatisfied.
- 2.1.7 Other than making a complaint, respondents contacted the council principally to ask for advice/information (22%) and/or to report an issue or problem (12%). Contact is generally made via the telephone (37%).

Information provision

- 2.1.8 The degree with which respondents feel informed about certain aspects of council service provision can be divided into three categories: a) those where a majority of respondents feel fairly or very well informed, e.g. how to pay bills to the council; b) those where views are more balanced but weighted towards not feeling well informed, e.g. what standard of service should be expected; and c) those where a large majority do not feel well informed, which relate to more abstract aspects of council performance, e.g. its role in tackling anti-social behaviour.
- 2.1.9 Overall, over half (55%) of respondents feel the council keeps them very or fairly well informed, whilst the remainder (45%) feel the council does not keep them well informed.

¹ Noteworthy, responses to this question should be viewed with some caution, as experience shows us that satisfaction with the way a complaint is handled can be significantly affected by the outcome of the complaint, rather than purely how it was handled

- 2.1.10 In terms of sources of information about the council, respondents tend to get information from the local media (22%) and/or the council itself (40%).

Local public services

Refuse and recycling services

- 2.1.11 Over two thirds of respondents (68%) providing a valid response are satisfied that the council keeps all open public land it controls clear of litter and refuse. This represents an increase on the results returned in 2003, where 61% of respondents were satisfied.
- 2.1.12 Of those providing a response, around one in seven (15%) feel in keeping public land clear of litter and refuse the Council has improved over the last three years, while the same proportion (15%) feel it has got worse.

Household waste collection

- 2.1.13 In terms of overall satisfaction with the household waste collection, the vast majority (87%) of respondents providing a valid response report that they are either very or fairly satisfied. This is totally in line with the satisfaction rating achieved in the 2003 and 2000 BVPI (87% and 86% respectively).
- 2.1.14 This is supported by the fact that amongst respondents providing a response, over three quarters (77%) feel the household waste collection service has remained the same over the last three years, while 19% feel it has got better.

Provision of local waste recycling facilities

- 2.1.15 In terms of satisfaction with the provision of local waste recycling facilities, approaching three quarters (73%) of respondents providing a valid response report that they are either very or fairly satisfied. This is the same as the satisfaction rating achieved in the 2003 BVPI (73%).
- 2.1.16 Reflecting this level of satisfaction, 42% of respondents providing a response feel that the service has improved over the last three years, and only 4% consider it to be worse.

Door recycling collection

- 2.1.17 Satisfaction with the doorstep recycling collection is high with over three quarters (77%) of respondents providing a response reporting that they are either very or fairly satisfied with the service. Unsurprisingly, half (50%) of respondents providing a response feel the service has improved over the last three years, whilst only one in ten (5%) feel it has got worse.

Sports and leisure facilities

- 2.1.18 The level of satisfaction with sports and leisure facilities at 65% has increased since 2003 (57%). Amongst users providing a response, four in five (80%) are either very or fairly satisfied, while just over one in ten (11%) express a level of dissatisfaction.
- 2.1.19 While the majority (57%) of respondents providing a response feel that sports and leisure facilities have stayed the same over the last three years, they are divided in terms of whether any improvements in the service have been experienced, with 14% having the view that the service has improved and 7% believing it has deteriorated.

Libraries

- 2.1.20 Three quarters (75%) of respondents providing a valid response indicate that they are satisfied with libraries. Amongst users providing a response, over four in five (86%) are either very or fairly satisfied.

- 2.1.21 More respondents (36%) feel libraries have got better over the last 3 years than feel they have deteriorated (6%).

Museums and galleries

- 2.1.22 With over a third (37%) satisfied and one in seven (15%) dissatisfied, the level of satisfaction with museums and galleries is similar to previous years.
- 2.1.23 Whilst the majority (86%) of respondents providing a response feel that museums and galleries have stayed the same over the last three years, more do feel that they have deteriorated (9%) than feel they have improved (5%).

Theatres and concert halls

- 2.1.24 The level of satisfaction with theatres and concert halls at 26% is well down on that achieved in 2003 (34%). Amongst users providing a response, almost half (49%) are satisfied, including 11% who are very satisfied.
- 2.1.25 The majority (85%) of respondents providing a response feel that theatres and concert halls have stayed the same over the last three years. However more do feel that they have deteriorated (13%) than say they have improved (30%).

Parks and open spaces

- 2.1.26 Satisfaction with parks and open spaces at 76% is similar to that of 2003 (77%). Amongst users of parks and open spaces, 82% are satisfied.
- 2.1.27 Although the majority (74%) of respondents providing a response feel that parks and open spaces have stayed the same over the last three years, almost a fifth (18%) feel they have improved whilst far fewer (18%) feel they have deteriorated.

Housing services

- 2.1.28 Almost one in seven (15%) of all respondents report using the housing services provided by the council in the last twelve months.
- 2.1.29 Amongst users of housing services, over a half (56%) of those providing a response are either very or fairly satisfied, and a further 12% are neither satisfied nor dissatisfied. However, almost a third (32%) express a level of dissatisfaction.

Planning services

- 2.1.30 One in six (17%) of all respondents report using the planning services provided by the council in the last twelve months.
- 2.1.31 Amongst users of planning services, over a half (54%) of those providing a response are either very or fairly satisfied. Conversely, a fifth (20%) express a level of dissatisfaction.

Quality of life

- 2.1.32 When asked about aspects that are most important in making somewhere a good place to live, the level of crime (53%), clean streets (34%), health services (50%), education provision (31%) and affordable decent housing (35%) are the issues mentioned most often.
- 2.1.33 Similarly when respondents were asked which aspects most need improving in the local area, the level of crime (27%), activities for teenagers (44%), affordable decent housing (28%), level of traffic congestion (47%) and road and pavement repairs (34%) are the factors identified as priorities for improvement.

- 2.1.34 Over two thirds (69%) of respondents providing a valid response rate themselves as satisfied with their local area as a place to live, with 18% rating themselves as very satisfied. Only 12% are dissatisfied to some extent.

Community cohesion

- 2.1.35 The way respondents feel about specific types of antisocial behaviour fall broadly into three groups: a) those which most respondents regard as a very or fairly big problem e.g. parents not taking responsibility for the behaviour of their children; b) those where views are relatively balanced e.g. vandalism/graffiti; and c) those which a majority of respondents do not regard as being a particular problem e.g. people being drunk or rowdy in public places.
- 2.1.36 Over two thirds (68%) of respondents providing a response agree to an extent that in their local area people from different backgrounds get on well together, while one in seven (14%) disagree.

Local decision making

- 2.1.37 Amongst respondents providing a response, over a quarter (29%) are satisfied that the council provides opportunities for participation in local decision making, and almost a quarter (24%) are dissatisfied. A significant proportion (46%) does not express a strong opinion one way or the other.
- 2.1.38 In terms of influencing local decision making affecting the local area, of all respondents providing a response, the majority (68%) disagree that they can do this.
- 2.1.39 Over a fifth (22%) of all respondents report that they would like to be more involved in the decisions their council makes that affect their local area, and a further 56% say that it would depend on the issue in question. One in eight (12%) report that they would not like to be more involved in such decisions.

Additional questions

Change in the local area

- 2.1.40 When asked to think about whether things have improved or deteriorated in their local area over the last three years, in most cases things have deteriorated in the opinion of respondents. Most notably, respondents feel things have got worse with job prospects, the level of crime and wage levels. Improvements on the other hand appear to be with regard to sports and leisure facilities, education and access to nature.

3 Introduction

3.1 Background and method

- 3.1.1 This report summarises the results of the Lewes District Council's Best Value General Survey, conducted amongst 1,185 local residents, via a self-completion postal survey carried out between September 2006 and January 2007.
- 3.1.2 It also provides comparisons with previous BVPI results.
- 3.1.3 The target population for the survey was the adult population (18+) of Lewes, and the sample was drawn from the Postcode Address File (PAF) sample frame as supplied by Audit Commission.
- 3.1.4 The methodology was implemented according to Audit Commission guidelines and as such included two reminder mailings.
- 3.1.5 The initial mailing of 2,500 Lewes residents took place on 25th September 2006, and following this, those respondents who had not returned a completed questionnaire were re-mailed.
- 3.1.6 The second mailing was sent on 20th October 2006, and the third mailing on 20th November 2006.
- 3.1.7 In total 1,185 usable completed questionnaires were returned, representing a response rate of 47%.
- 3.1.8 On an observed statistic of 50%, a sample size of 1,185 is subject to a maximum standard error of +/-2.8% at the 95% level of confidence.

3.2 Report contents

- 3.2.1 This report contains a written summary of the findings of the survey, highlighting those statistics required to be reported to Audit Commission. Indicators are calculated 'where provided a response', thus excluding respondents who 'don't know' or simply do not answer the relevant question. This reduces sample bases in most instances.
- 3.2.2 Graphs and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these are never more than +/-1%. These occur where rating scales have been added to calculate proportions of respondents who are satisfied at all (i.e. either very or fairly satisfied).
- 3.2.3 All the data included in this report have been weighted by household size, age and gender in order to provide a sample that is representative of the area. The weighting process was carried out by the Audit Commission's sub-contractors, Cobalt Sky.

3.3 Data reporting

3.3.1 A separate data report is available, containing cross-tabulations by the following:

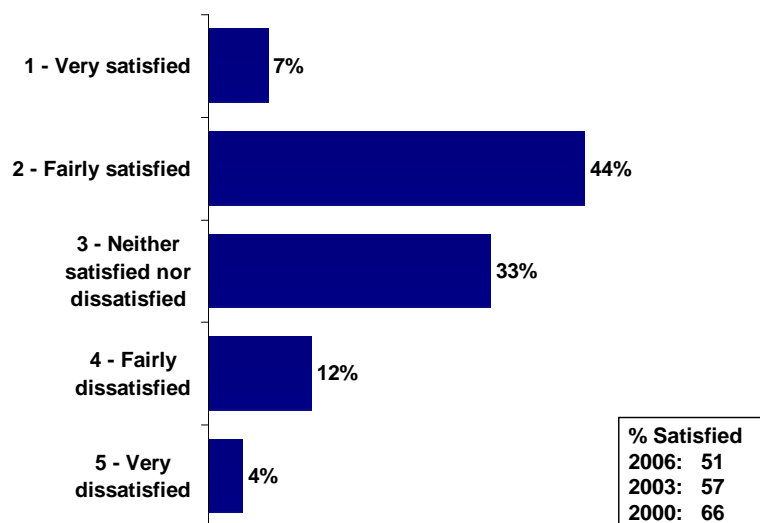
- Gender;
- Age;
- Employment status;
- Disability status;
- Ethnicity;
- Length of time lived in area;
- Overall satisfaction (BV3);
- Tenancy

4 Corporate health

4.1 **BV3** – Overall satisfaction with the way the authority runs things

- 4.1.1 Respondents were asked, taking everything into account, how satisfied or dissatisfied they are with the way the authority runs things.
- 4.1.2 Over half (51%) of all respondents rate themselves as satisfied, which represents a small decrease of 6% since the last BVPI in 2003 but is 15% down on the 2000 figure. The proportion of respondents rating themselves as dissatisfied is 16%.

(Q15 – **BV3**) Overall satisfaction with the way the authority runs things (valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 1090/1093

- 4.1.3 The level of satisfaction is slightly higher for women (53%) than men (49%), but appears to increase with age, from 50% of those aged 18 to 34, to 62% of those aged over 65.

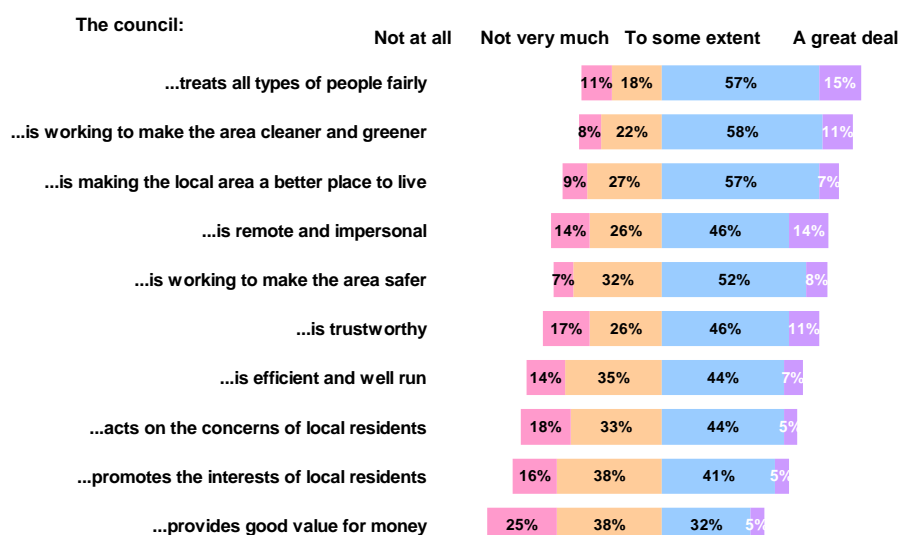
4.2 **How the way the authority runs things has changed**

- 4.2.1 Respondents were also asked, thinking about the way the authority runs things, whether they think this has got better or worse over the last three years, or whether it has stayed the same.
- 4.2.2 Whilst 8% of those responding felt that things had improved over the last 3 years, twice as many (19%) felt that things had got worse over this period. The majority of respondents (73%) however felt that the way things are run remained the same.
- 4.2.3 A higher proportion of men (21%) than women (17%) are of the opinion that things have deteriorated over the past 3 years.

5 How the council performs overall

- 5.1.1 Respondents were asked to consider a number of things other people have said about their council, and to rate the extent to which they think each one applies to their council.
- 5.1.2 Overall, around two-thirds of respondents express agreement that the council treats all types of people fairly (71% a great deal/to some extent), is working to make the area cleaner and greener (69%) and is making the local area a better place to live (64%).
- 5.1.3 However, perceptions are less strong in relation to providing value for money (36% a great deal/to some extent, compared to 64% not very much/not at all).
- 5.1.4 Opinions are divided in relation to promoting the interests of local residents (46% a great deal/to some extent, compared to 54% not very much/not at all) in terms of acting on the concerns of local residents (49% a great deal/to some extent, compared to 51% not very much/not at all), and is efficient and well run (50% a great deal/to some extent, compared to 50% not very much/not at all).

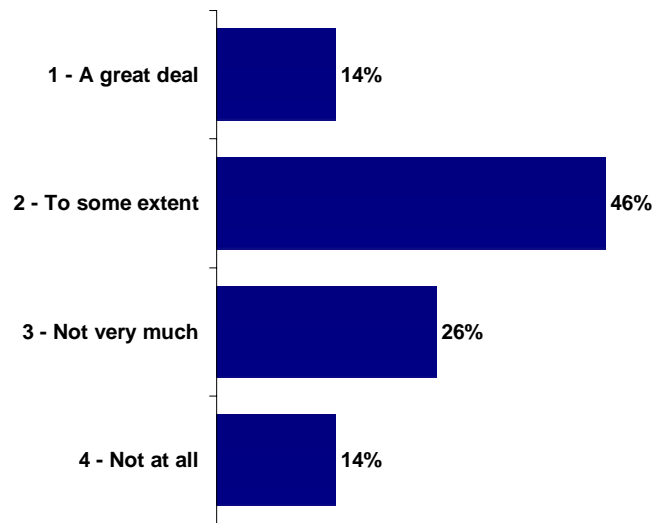
(Q27) How the council performs overall (valid responses only)



Bases vary

- 5.1.5 Within this battery of questions respondents were also asked to rate the extent to which they feel the council is remote and impersonal.

(Q27) Extent to which council is perceived to be remote and impersonal (other contact valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 844/859

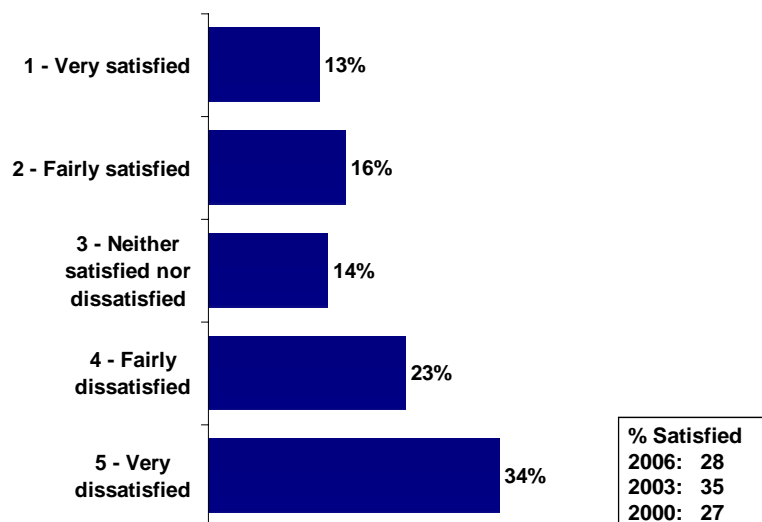
5.1.6 One in seven respondents (14%) consider the council to be remote and impersonal to a great extent and just under half (46%) consider it to be remote and impersonal to some extent.

6 Contact with the council

6.1 BV4 – Satisfaction with complaints handling

- 6.1.1 Far under a fifth (18%) of respondents report that they have contacted the authority with a complaint in the last twelve months.
- 6.1.2 This figure is higher amongst the following groups:
- Council tenants (21% compared to 18% of owner occupiers and 13% of other tenants);
 - Those with a disability (20% compared to 17% of those without);
- 6.1.3 Those who have made a complaint were asked how satisfied or dissatisfied they are with the way in which their complaint was handled. Responses to this question should be viewed with some caution, as experience shows us that satisfaction with the way a complaint is handled can be significantly affected by the outcome of the complaint, rather than purely how it was handled.
- 6.1.4 Amongst all complainants providing a valid response, over a quarter (28%) rate themselves as satisfied with how their complaint was handled, which is a fall on 2003 (35%) but similar to 2000 (27%).
- 6.1.5 Almost three in five (57%) rate themselves as dissatisfied with how their complaint was handled, and this figure rises slightly to 66% amongst respondents with a limiting disability.

(Q20 – BV4) Satisfaction with complaints handling (complainants valid responses only)

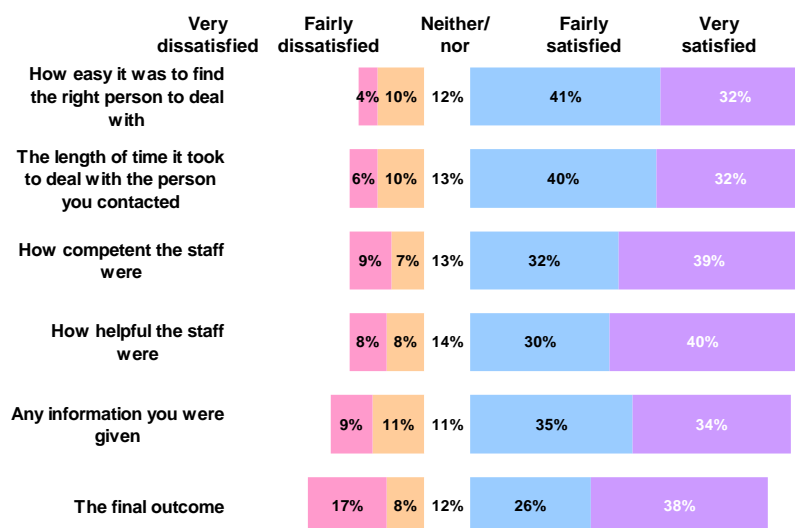


UNWEIGHTED/WEIGHTED SAMPLE BASE = 192/206

6.2 Satisfaction with other types of contact with council

- 6.2.1 Half (50%) of respondent report that they have contacted the council other than to complain in the last twelve months.
- 6.2.2 This figure is higher amongst the following groups:
- Those aged 18 to 34 (54% compared to 54% of 35 to 54 year olds, 52% of 55-64 year olds, and 47% of those aged 65 or over);
 - Council tenants (77% compared to 47% of owner/occupiers and 59% of non-council tenants);
- 6.2.3 When asked the reason for their most recent contact with the council, a higher proportion said it was to ask for advice/obtain information (22%) than said it was to report an issue or problem (12%) or to apply to use a service (10%).
- 6.2.4 When asked how they made contact with the council on their most recent contact, the highest proportion said they made contact by telephone (37%), a tenth (10%) in person, 10% by letter, 3% by email, and 1% via the website.
- 6.2.5 Those respondents who have contacted the council other than to complain in the last twelve months were asked to rate their satisfaction with a range of aspects of the service received.
- 6.2.6 In general, responses are positive, with a majority satisfied to some degree with each of the aspects, and no more than a fifth dissatisfied, with the exception of 'the final outcome'. Apart from the final outcome, most dissatisfaction was shown with 'the information given' (20%).

(Q23) Satisfaction with aspects of service received (valid responses only)



Bases vary

- 6.2.7 Within this battery of questions, respondents were also asked to rate their level of satisfaction with the final outcome of their contact with the council.
- 6.2.8 While almost two thirds (63%) of those who have made contact with the council for reasons other than to complain, and who provide a valid response, are satisfied with

the final outcome of their contact, a quarter (25%) are dissatisfied, including almost one in six (15%) who are very dissatisfied.

7 Information provision

7.1 How well informed residents feel

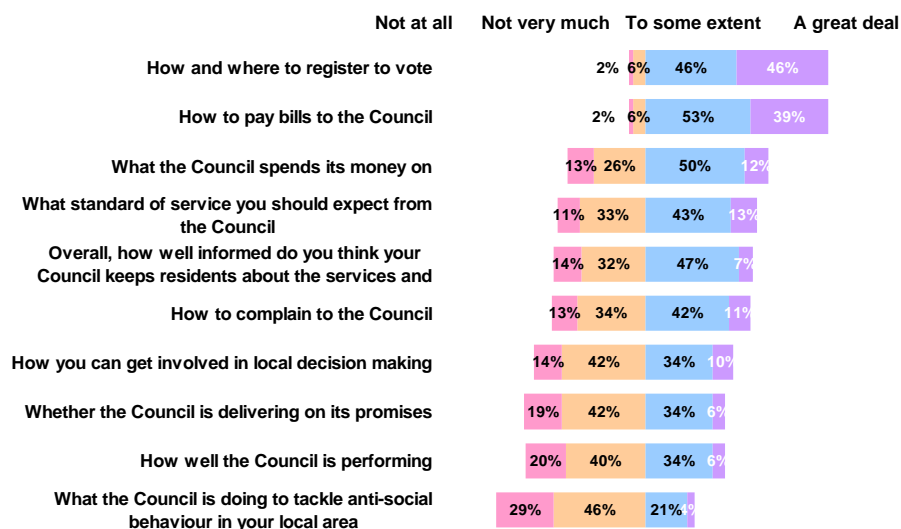
How well informed residents feel about specific aspects of services

7.1.1 All respondents were asked to rate how well informed they feel about a range of aspects of council service provision.

7.1.2 The aspects fall into three clear groups:

- Those where a majority of residents feel fairly or very well informed, which focus around actions required by residents: e.g. how and where to register to vote and how to pay bills to the council;
- Those where views are more balanced: e.g. what standard of service you should expect, how to complain, what the council spends its money on and how they can get involved in local decision making.
- Those where a large majority do not feel well informed, which relate to more abstract aspects of council performance, and its role in tackling anti-social behaviour: how well it is performing, whether it is delivering on its promises, and what it is doing to tackle anti-social behaviour.

(Q16) How well informed residents feel about specific issues (valid responses only)



Bases vary

7.1.3 Within this section of the questionnaire, residents were also asked to rate overall how well informed they feel the council keeps them about the services and benefits it provides.

7.1.4 Reflecting how well informed they feel about the specific aspects discussed above, while 55% feel the council keeps them very or fairly well informed, the remainder,

under half (45%) feel they do not keep them well informed, including 14% who feel they do not keep them well informed at all.

- 7.1.5 Feeling that the council keeps them very or fairly well informed is higher than average amongst those aged 65 or more (71%), and council tenants (70%).

7.2 Sources of information about the council

- 7.2.1 Respondents were asked the main source they use for finding out about the council.
- 7.2.2 A higher proportion of respondents say they use information provided by the council (40%) as use the local media (22%). Relatively few respondents (9%) currently use the council website and word of mouth is used by 6%. Only 7% say they have direct contact with the council, and 1% consider their local Councillor to be their main source of information.
- 7.2.3 Not surprisingly, the council's website is largely a source consulted by younger respondents (24% of 18 to 34 year olds compared to 11% of 35 to 54 year olds and 3% of 55+ year olds).
- 7.2.4 Council tenants are most likely to find out about the council from information provided by the council (39%).

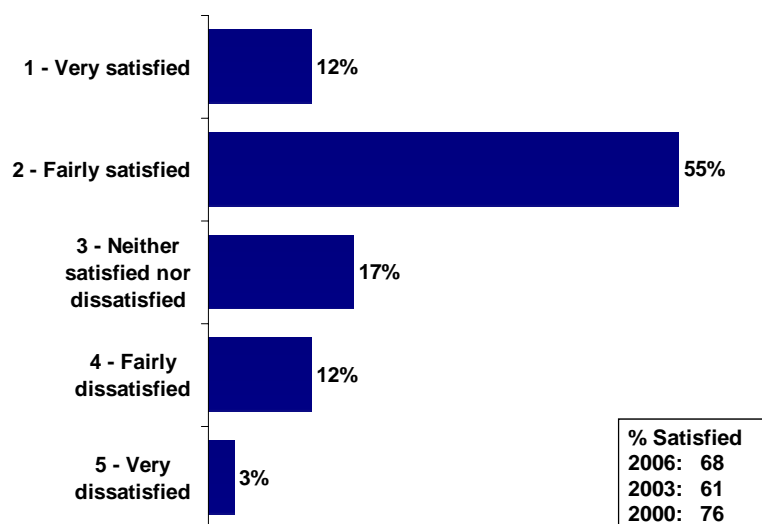
8 Refuse and recycling services

8.1 BV89 – Keeping land clear of litter and refuse

BV89 – Satisfaction with keeping land clear of litter and refuse

- 8.1.1 Respondents were reminded that the council has a duty to keep all open public land that it controls clear of litter and refuse, and asked to rate their level of satisfaction that the council has done so.
- 8.1.2 Results show an increase in levels of satisfaction from those reported in 2003 (61%), with 68% now expressing a level of satisfaction it is almost back to the 2000 result (76%).

(Q6 – BV89) Satisfaction with keeping this land clear of litter and refuse (valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 1144/1158

- 8.1.3 Of those providing a response, around one in seven (15%) of respondents feel the council's keeping land clear of litter and refuse has improved over the last three years, while the same proportion (15%) feel it has got worse.

8.2 BV90a – Household waste collection

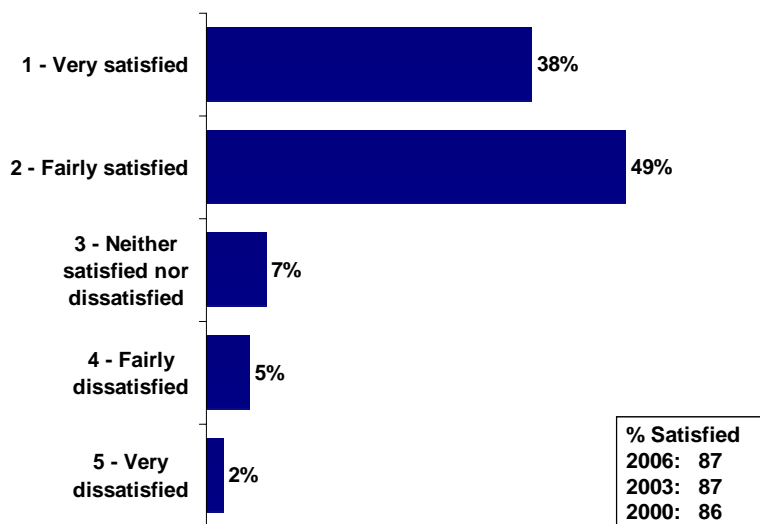
BV90a – Satisfaction with household waste collection overall

- 8.2.1 Respondents were reminded that the council undertakes a weekly collection of general household waste, and were asked to rate their level of satisfaction with a number of elements of the service, as well as the service overall.
- 8.2.2 In terms of overall satisfaction with the household waste collection, the vast majority (87%) of respondents who provided a response report that they are either very or fairly satisfied. This is consistent with satisfaction ratings achieved in the 2003 and

2000 BVPI surveys, 87% and 86% satisfaction levels respectively. Only 6% expressed a level of dissatisfaction.

8.2.3 This is supported by the fact that amongst respondents providing a response, over three quarters (77%) feel the household waste collection service has stayed the same over the last three years, while 19% feel it has got better.

(Q7 – BV90a) Satisfaction with waste collection service overall (valid responses only)



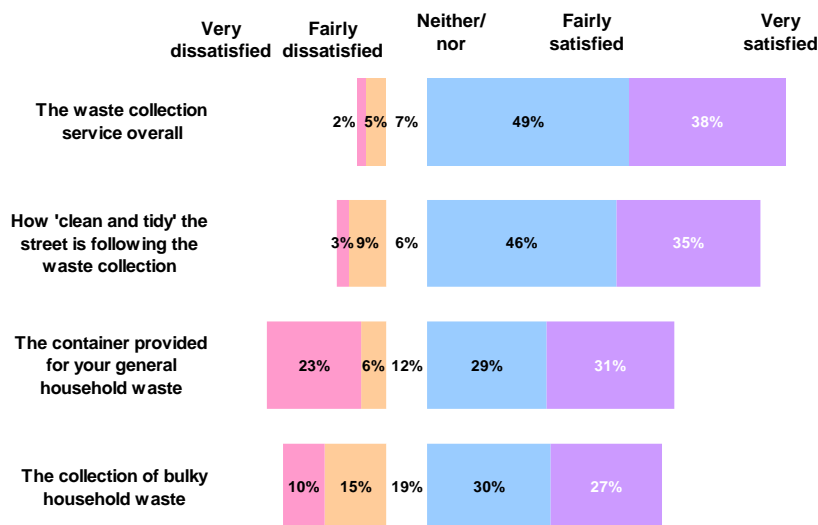
UNWEIGHTED/WEIGHTED SAMPLE BASE = 1135/1142

Satisfaction with aspects of household waste collection

8.2.4 Respondents were also asked to rate their satisfaction with specific aspects of the household waste collection service.

8.2.5 Satisfaction ratings are generally positive. However, over a quarter (29%) of respondents providing a rating express dissatisfaction with ‘the container provided for general household waste’, and almost a quarter (24%) with ‘the collection of bulky household waste’.

(Q7) Satisfaction with aspects of household waste collection (valid responses only)



Bases vary

8.2.6 The following table summarises the net satisfaction across three aspects of household waste collection, and shows the lowest net score rating achieved by 'the container provided for your general household waste'.

(Q7) Net satisfaction with aspects of household waste collection service (valid responses only)

	2006 %
The container provided for your general household waste	+30
The collection of bulky household waste	+33
How clean and tidy the street is following collection	+69
Bases vary	

8.3 BV90b – Provision of local waste recycling facilities

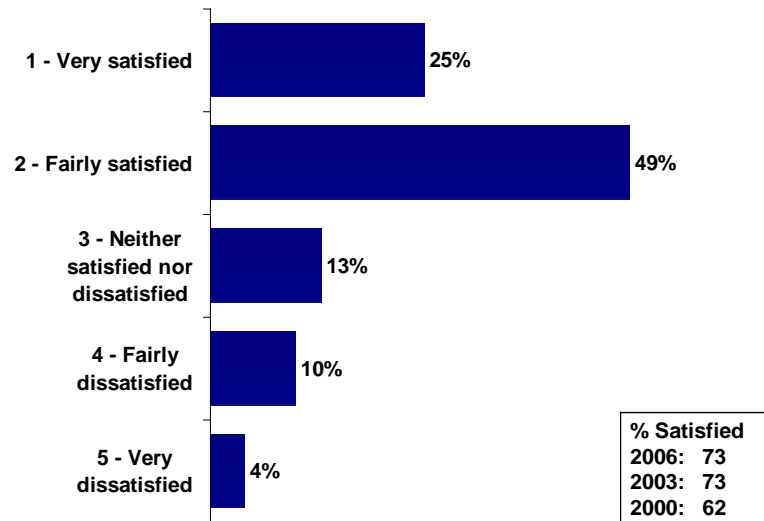
BV90b – Satisfaction with provision of local waste recycling facilities

- 8.3.1 Respondents were reminded that the council provides a range of local recycling facilities.
- 8.3.2 They were the asked to rate their level of satisfaction with a number of elements of the service, as well as the service overall.
- 8.3.3 In terms of overall satisfaction with the provision of local waste recycling facilities, almost three quarters (73%) of respondents who provide a response report that they

are either very or fairly satisfied. This is higher than the same as the rating achieved in the 2003 survey (73%) and higher than 2000 (62%). One in seven (14%) express dissatisfaction with the service overall.

- 8.3.4 Encouraging, 42% of respondents feel that the service has improved over the last three years, and only 4% are of the view that it has got worse.

(Q9 – BV90b) Satisfaction with the provision of local recycling facilities overall (valid responses only)

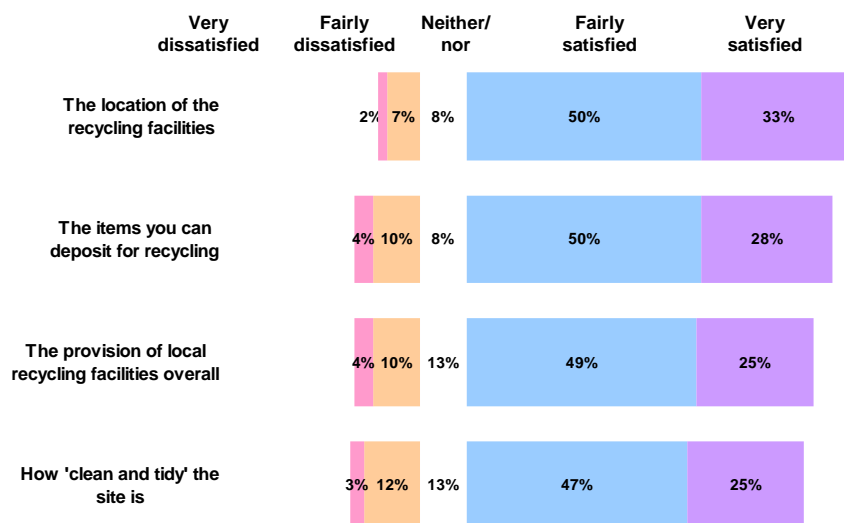


UNWEIGHTED/WEIGHTED SAMPLE BASE = 1019/1041

Satisfaction with aspects of local recycling facilities

- 8.3.5 Levels of satisfaction with the items that can be deposited, the location of the facilities, the cleanliness and tidiness of the site and the provision of facilities overall are all relatively high (78%, 83%, 72% and 73% respectively).

(Q9) Satisfaction with aspects of local recycling facilities (valid responses only)



Bases vary

8.3.6 The following table summarises the net satisfaction across three aspects of local recycling, and shows the lowest net score rating achieved by 'the items you can deposit for recycling'.

(Q9) Net satisfaction with aspects of local recycling facilities (valid responses only)

	2006 %
The items you can deposit for recycling	+64
The location of the recycling facilities	+74
How clean and tidy the site is	+57
Bases vary	

8.4 Doorstep recycling collection

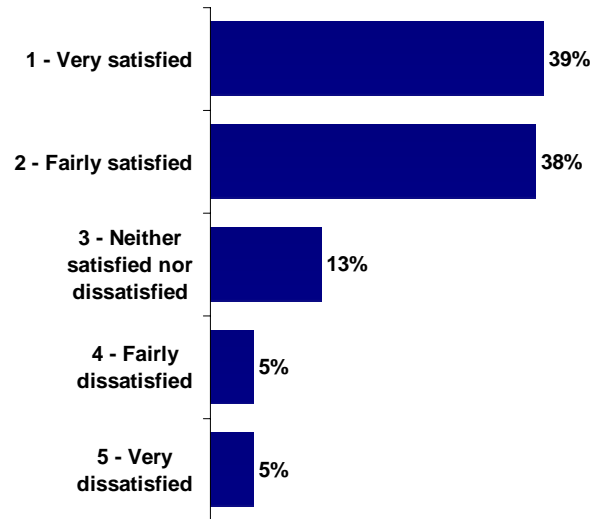
Satisfaction with doorstep recycling collection

8.4.1 Respondents were reminded that the council undertakes a regular collection of waste for recycling, and were asked to rate their level of satisfaction with a number of elements of the service, and the service overall.

8.4.2 In terms of overall satisfaction with the doorstep recycling collection, over three quarters (77%) of respondents who provide a response report that they are either very or fairly satisfied.

8.4.3 It is very encouraging to note that half (50%) of respondents providing a response feel the service has improved over the last three years, and only 5% feel it has got worse.

(Q8) Satisfaction with the service for collection of items for recycling overall (valid responses only)



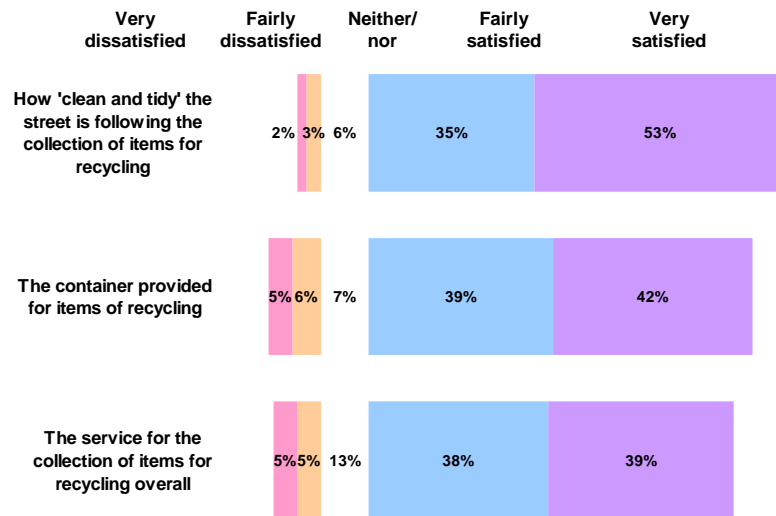
UNWEIGHTED/WEIGHTED SAMPLE BASE = 967/982

Satisfaction with aspects of doorstep recycling collection

8.4.4 By considering satisfaction with specific aspects of the doorstep recycling collection demonstrates the high level of satisfaction that exists with both 'the provision of a container for items of recycling' and 'cleanliness of the street after collection'.

8.4.5 89% are satisfied with the latter and 5% dissatisfied, while 81% are satisfied with the container provided and only 12% dissatisfied.

(Q8) Satisfaction with aspects doorstep recycling collection (valid responses only)



Bases vary

8.4.6 The table below summarises the net satisfaction across two aspects of doorstep recycling collection, and shows the highest net score rating achieved by 'how clean and tidy the street is following collection'.

(Q8) Net satisfaction with aspects of doorstep recycling collection (valid responses only)

How clean and tidy the street is following collection	+84
The container provided for items of recycling	+69

9 Cultural and recreational facilities

9.1.1 Respondents were informed that the council directly supports cultural and recreational activities and venues, and that its licensing and planning responsibilities also make a difference to the level of private and voluntary cultural provision. They were then asked to rate their level of satisfaction with a range of cultural and recreational activities and venues.

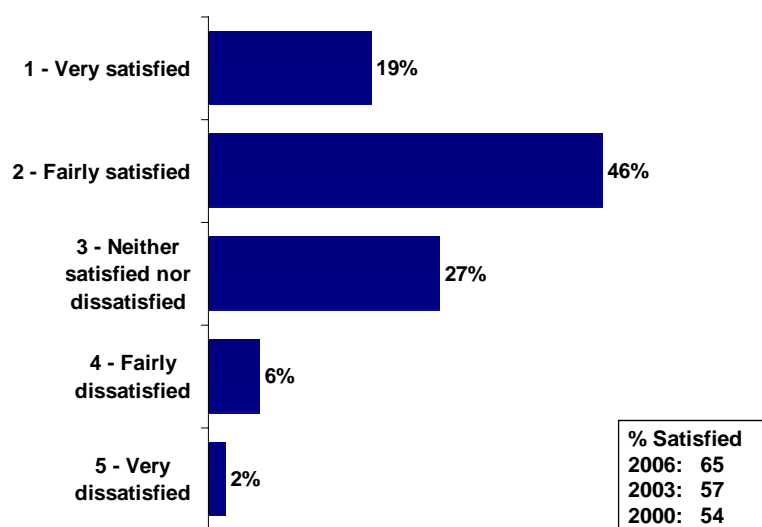
9.2 BV 119a – Sports and leisure facilities

BV119a – Satisfaction with sports and leisure facilities

9.2.1 The level of satisfaction with sports and leisure facilities at 65% is higher than that achieved in 2003 (57%), although 8% remain dissatisfied.

9.2.2 In line with the above finding, almost four in five 79% of respondents providing a response feel that sports and leisure facilities have stayed the same over the last three years. However more do feel that they have improved (14%) than feel they have deteriorated (7%).

(Q10 – BV119a) Satisfaction with sports/leisure facilities (valid responses only)

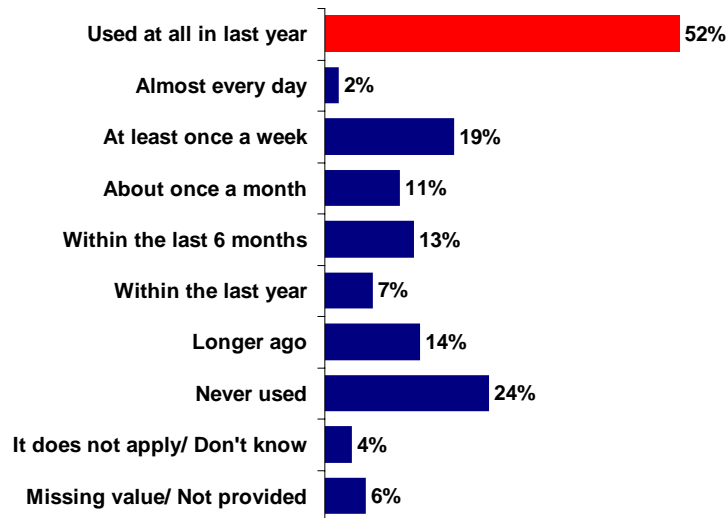


UNWEIGHTED/WEIGHTED SAMPLE BASE = 1080/1098

Frequency of use of sports and leisure facilities

9.2.3 Over half (52%) of all respondents report that they have used sports and leisure facilities in the last twelve months, including over a fifth (21%) who report using such facilities at least weekly.

(Q10) Frequency of use of sports/leisure facilities (all respondents)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 1185/1185

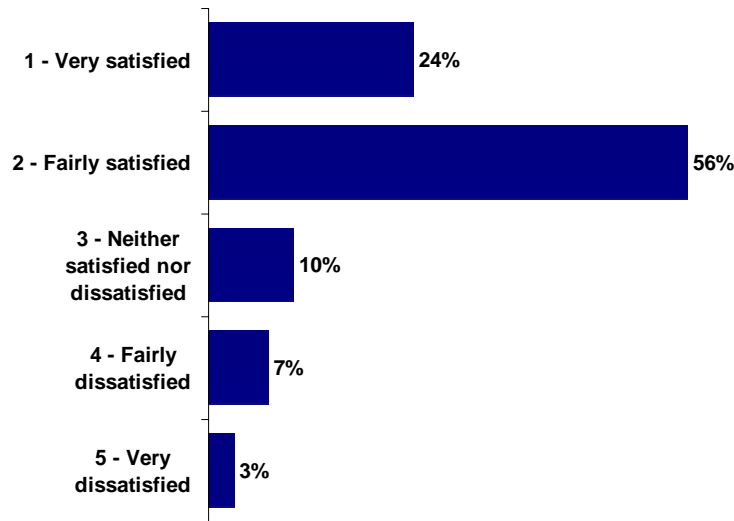
9.2.4 Levels of use of sports and leisure facilities are higher amongst the following respondent groups:

- Those aged 18 to 34 (79% compared to 65% of 35 to 54 year olds and 33% of those aged 55 and over);
- Those in work (63% compared to 38% of those not in work and 31% retired);
- Those without a disability (59% compared to 34% of those with a disability).

BV119au – Satisfaction with sports and leisure facilities – users

9.2.5 Amongst users providing a response, four in five (80%) are either very or fairly satisfied, with just over one in ten (11%) expressing a level of dissatisfaction.

(Q10 – BV119au) Satisfaction with sports/leisure facilities (users valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 551/611

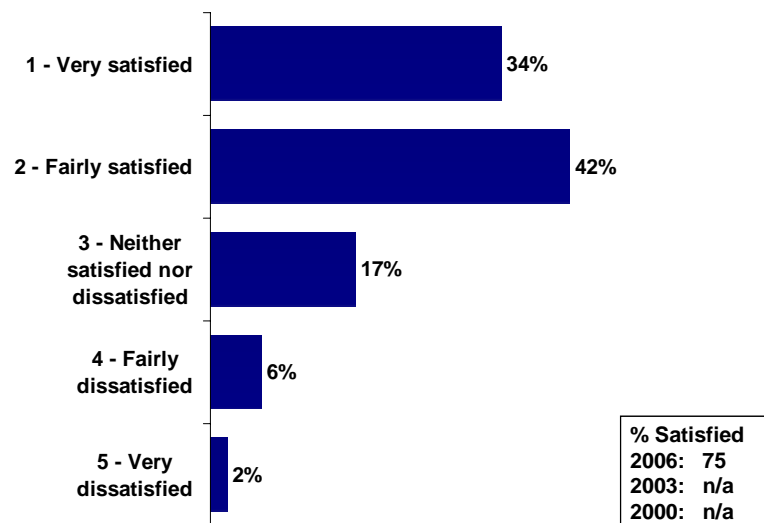
9.3 BV 119b – Libraries

BV119b – Satisfaction with libraries

9.3.1 The level of satisfaction with libraries at 75% is high.

9.3.2 Certainly, more respondents providing a response feel that libraries have got better over the last three years (36%) as compared to those who believe they have got worse (6%).

(Q10 – BV119b) Satisfaction with libraries (valid responses only)

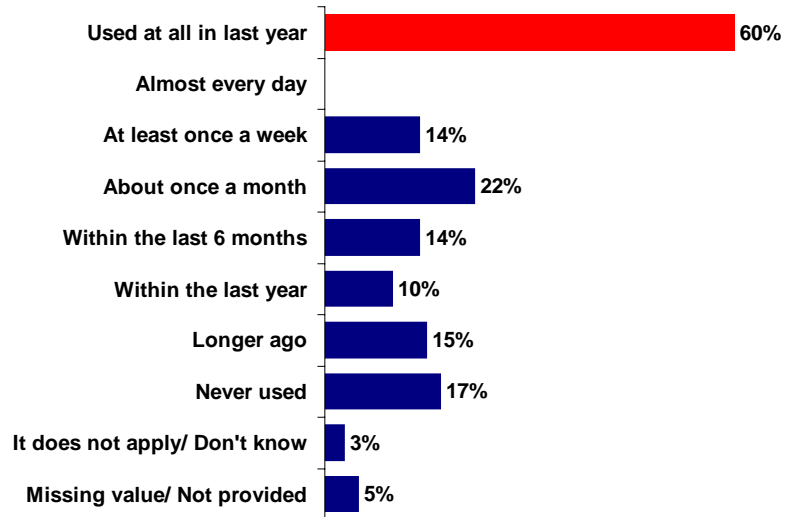


UNWEIGHTED/WEIGHTED SAMPLE BASE = 1101/1116

Frequency of use of libraries

9.3.3 Three in five (60%) of all respondents report that they have used library facilities in the last twelve months, including over a third (36%) who report at least monthly use.

(Q11) Frequency of use of libraries (all respondents)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 1185/1185

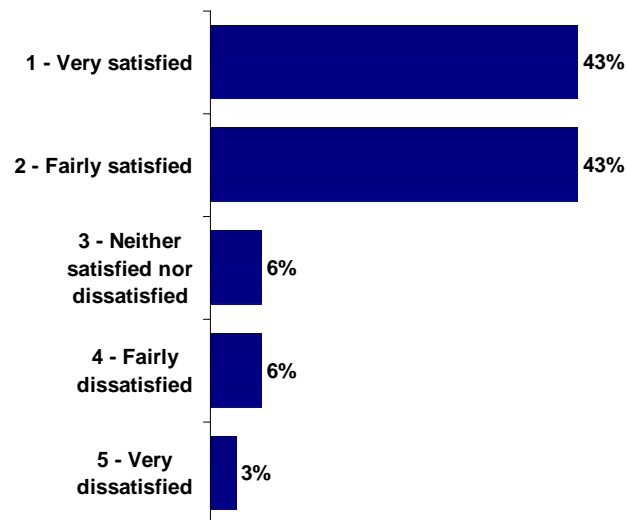
Levels of use of libraries are higher amongst the following respondent groups:

- Young and middle age groups (66% of 18-34 year olds compared to 56% 55 and overs);

BV119bu – Satisfaction with libraries – users

9.3.4 Amongst users providing a response, the vast majority (86%) are either very or fairly satisfied, with less than ten (9%) expressing a level of dissatisfaction.

(Q10 – BV119bu) Satisfaction with libraries (users valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 688/705

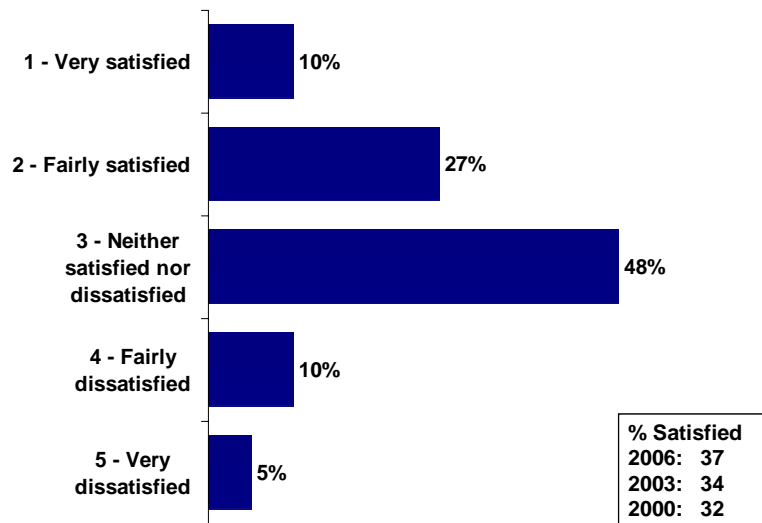
9.4 BV 119c – Museums and galleries

BV119c – Satisfaction with museums and galleries

9.4.1 With 37% satisfied and 15% dissatisfied, the level of satisfaction with museums and galleries is similar to that recorded in previous years.

9.4.2 While the majority (86%) of respondents providing a response feel that museums and galleries have stayed the same over the last three years, more feel that they have deteriorated (9%) than feel they have improved (5%).

(Q10 – BV119c) Satisfaction with museums and galleries (valid responses only)

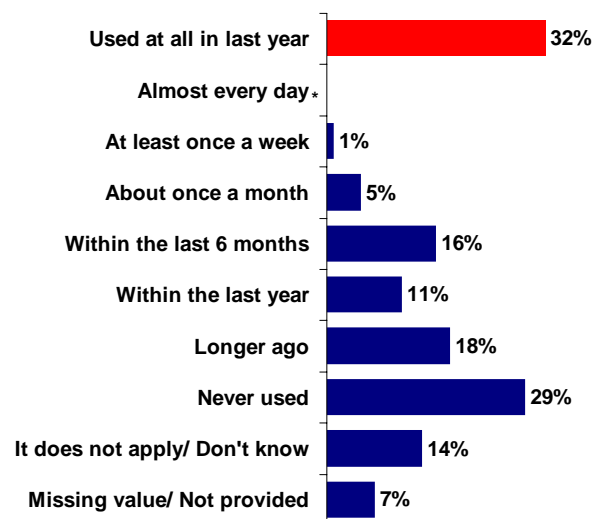


UNWEIGHTED/WEIGHTED SAMPLE BASE = 1065/1085

Frequency of use of museums and galleries

9.4.3 A third (33%) of respondents report that they have visited a museum or gallery in the last twelve months, with well over half of these having visited within the last six months (22%).

(Q11) Frequency of use of museums and galleries (all respondents)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 1185/1185

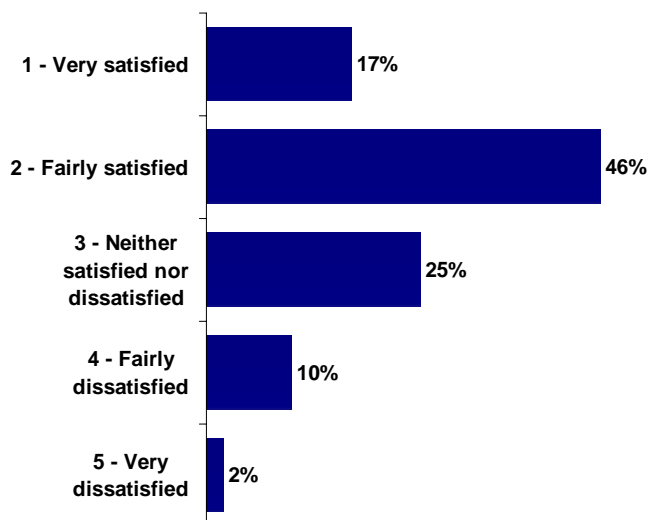
9.4.4 Levels of use of museums and galleries are higher amongst the following respondent groups:

- Middle age groups (38% Of those aged 35 to 54 and 38% of those aged 55 to 64, compared to 24% of those aged 18 to 34 years).

BV119cu – Satisfaction with museums and galleries – users

9.4.5 Amongst users providing a response, over three in five (63%) are satisfied to a degree, whilst 12% express a level of dissatisfaction.

(Q10 – BV119cu) Satisfaction with museums and galleries (users valid responses only)



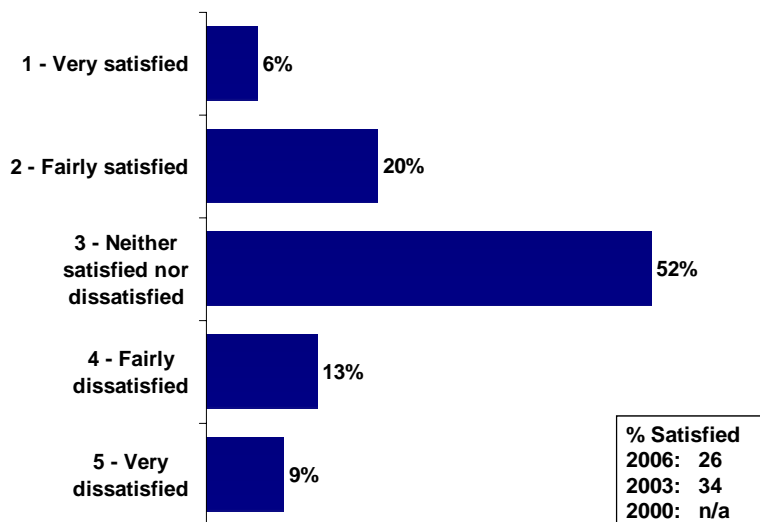
UNWEIGHTED/WEIGHTED SAMPLE BASE = 381/374

9.5 BV 119d – Theatres and concert halls

BV119d – Satisfaction with theatres and concert halls

- 9.5.1 Satisfaction levels with the theatres and concert halls are divided with over a quarter (26%) satisfied and over a fifth (22%) dissatisfied. Satisfaction levels are down on that of 2003 (34%).
- 9.5.2 Certainly, while the majority (85%) of respondents providing a response feel that theatres and concert halls have stayed the same over the last three years, more do feel that they have deteriorated (13%) than feel they have improved (3%).

(Q10 – BV119d) Satisfaction with theatres/concert halls (valid responses only)

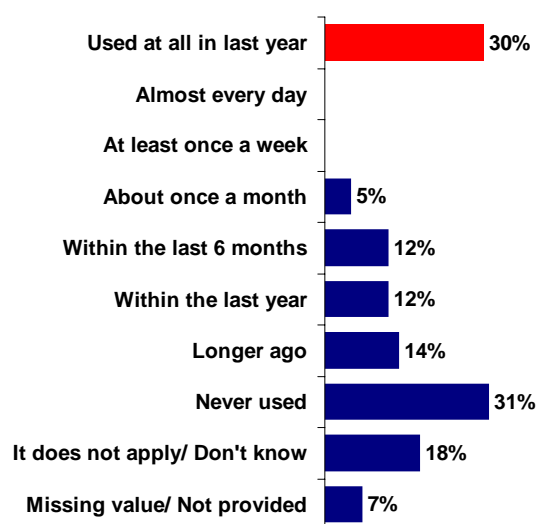


UNWEIGHTED/WEIGHTED SAMPLE BASE = 1062/1077

Frequency of use of theatres and concert halls

9.5.3 Three in ten (30%) of all respondents report that they have visited a theatre or concert hall in the last twelve months, with most of these having visited within the last six months (17%).

(Q11) Frequency of use of theatres/concert halls (all respondents)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 1185/1185

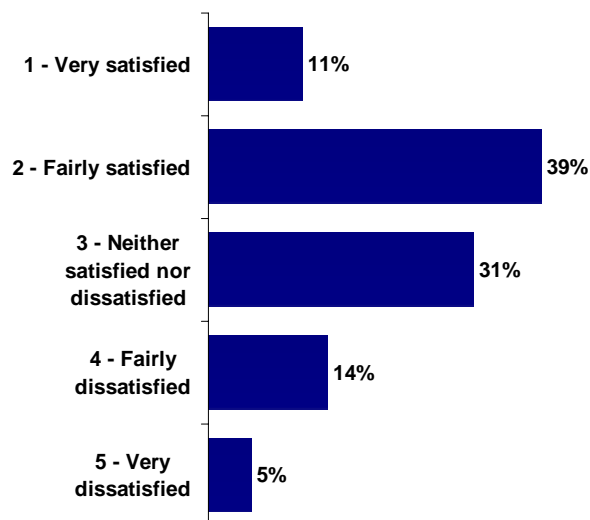
9.5.4 Levels of use of theatres and concert halls are higher amongst the following respondent groups:

- Middle age groups (35% of 35 to 54 year olds and 35% of 55 to 64 year olds compared to 25% of 18 to 34 year olds).

BV119du – Satisfaction with theatres and concert halls – users

9.5.5 Amongst users providing a response, almost half (49%) are satisfied to a degree, including over one in ten (11%) who are very satisfied. Almost a fifth (19%) express a level of dissatisfaction.

(Q10 – BV119du) Satisfaction with theatres/concert halls (users valid responses only)



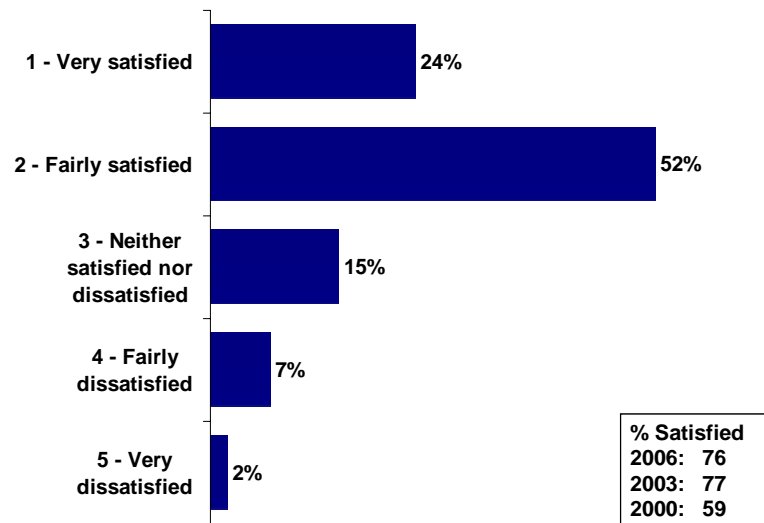
UNWEIGHTED/WEIGHTED SAMPLE BASE = 344/342

9.6 BV 119e – Parks and open spaces

BV119e – Satisfaction with parks and open spaces

- 9.6.1 Satisfaction with parks and open spaces is relatively high at 76% of all respondents, with only 9% dissatisfied. This is similar the results of 2003 (77% satisfaction).
- 9.6.2 While the majority (74%) of respondents providing a response feel that parks and open spaces have stayed the same over the last three years, the proportion feeling they have improved (18%) is slightly greater than the proportion (8%) that feel they have deteriorated.

(Q10 – BV119e) Satisfaction with parks and open spaces (valid responses only)

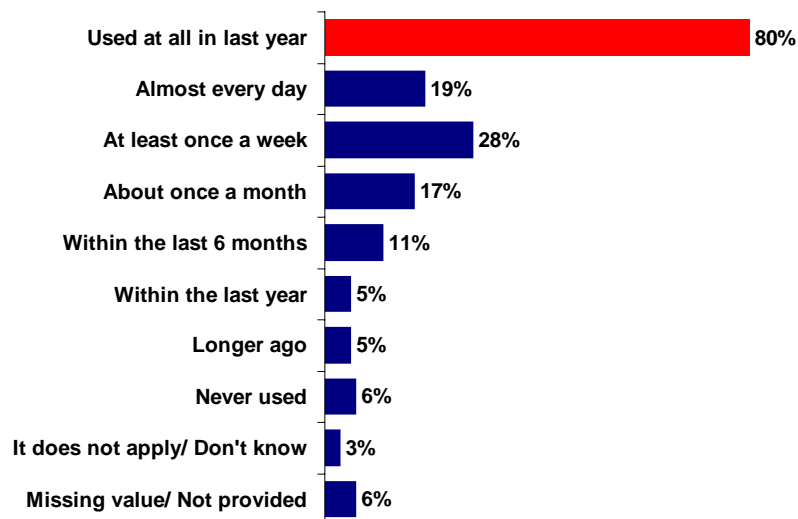


UNWEIGHTED/WEIGHTED SAMPLE BASE = 1098/1112

Frequency of use of parks and open spaces

9.6.3 Four in five (80%) respondents report that they have visited a park or open space in the last twelve months, including over half of these (47%) who report at least weekly use.

(Q11) Frequency of use of parks and open spaces (all respondents)

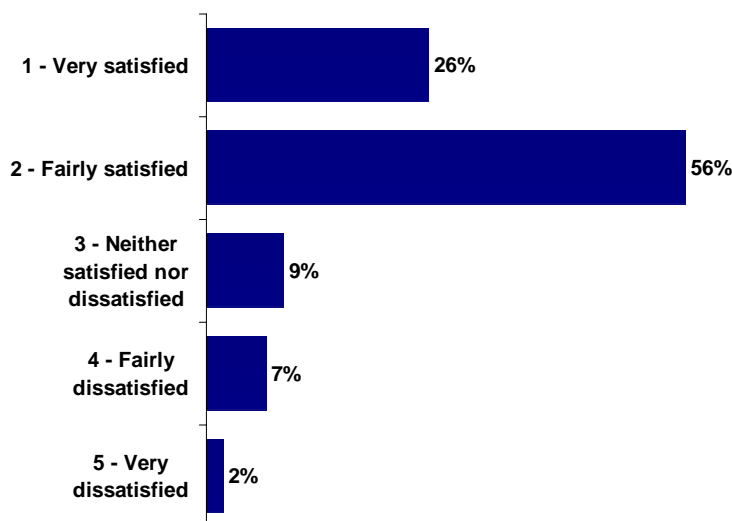


UNWEIGHTED/WEIGHTED SAMPLE BASE = 1185/1185

BV119eu – Satisfaction with parks and open spaces – users

9.6.4 Amongst users providing a response, over four in five (82%) are satisfied to a degree, including a quarter (26%) who are very satisfied. This compares with less than one in ten (9%) of respondents who have expressed a level of dissatisfaction.

(Q10 – BV119eu) Satisfaction with parks and open spaces (users valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 907/938

10 Housing services

Use of housing services

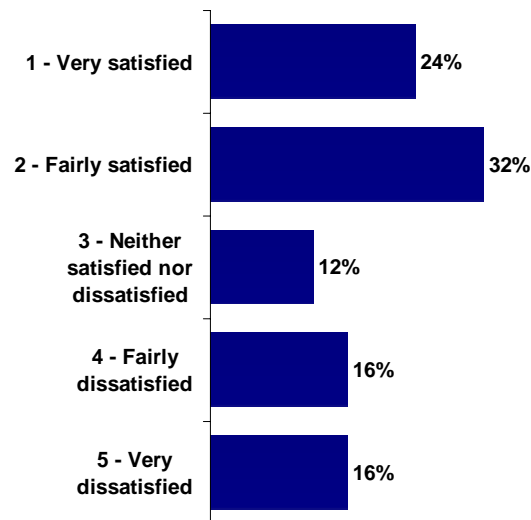
10.1.1 Almost one in seven (15%) of respondents report using the housing services provided by the council in the last twelve months.

Satisfaction with housing services – users

10.1.2 Amongst users of housing services, over half (56%) of those providing a response are either very or fairly satisfied, and 12% are neither satisfied nor dissatisfied.

10.1.3 However, almost a third (32%) express a level of dissatisfaction, including one in seven (16%) who are very dissatisfied.

(Q13) Satisfaction with Housing services (users valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 165/175

11 Planning services

Use of planning services

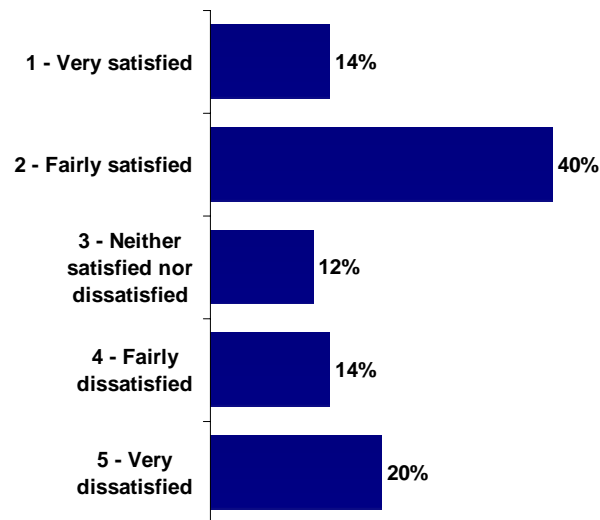
11.1.1 Almost one in six (17%) of all respondents report using the planning services provided by the council in the last twelve months.

Satisfaction with planning services – users

11.1.2 Amongst users of planning services, over half (54%) of those providing a response are either very or fairly satisfied, with 14% very satisfied. One in eight (12%) are neither satisfied nor dissatisfied.

11.1.3 A third (34%) express a level of dissatisfaction, with a fifth (20%) being very dissatisfied.

(Q13) Satisfaction with planning services (users valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 173/199

12 Quality of life and community cohesion

12.1 Most important factors in making somewhere a good place to live

- 12.1.1 All respondents were asked to specify from a list the five aspects that are most important in making somewhere a good place to live. The table overleaf summarises the responses, and reveals that the level of crime (53%), clean streets (34%), health services (50%) affordable decent housing (35%) and education provision (31%) are the issues mentioned most often.

(Q1) Most important factors in making somewhere a good place to live (all respondents)

	2006 %
The level of crime	53
Health services	50
Affordable decent housing	35
Clean streets	34
Education provision	31
Public transport	29
Shopping facilities	28
The level of traffic congestion	26
Access to nature	25
Parks and open spaces	21
Activities for teenagers	21
Job prospects	16
The level of pollution	15
Road and pavement repairs	13
Facilities for young children	12
Wage levels & local cost of living	10
Community activities	10
Sports & leisure facilities	9
Cultural facilities (e.g. cinemas, museums)	8
Race relations	1
Other	1
None	*
Don't know/not provided	7
Weighted/unweighted base	1185/1185

* Statistically insignificant

12.2 Factors that most need improving

- 12.2.1 All respondents were then asked to specify from a list five aspects that most need improving in the local area. The table overleaf summarises the responses, and reveals that the level of crime (27%), activities for teenagers (44%), road and pavement repairs (34%), level of traffic congestion (47%) and affordable decent housing (28%) are the factors identified as priorities for improvement.

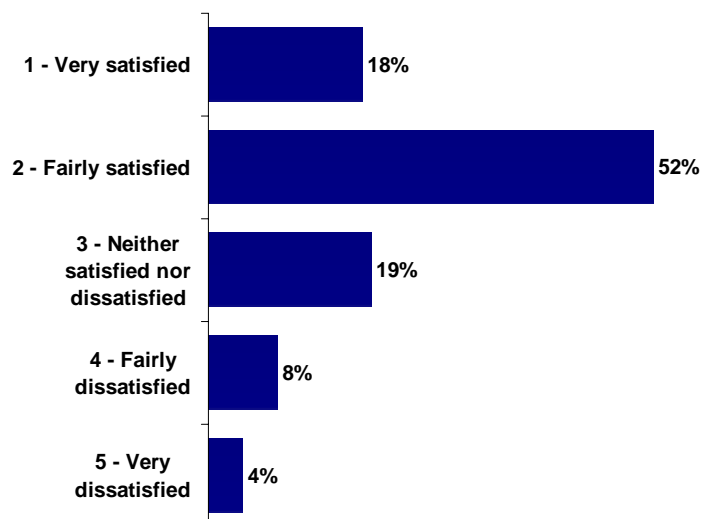
(Q2) Factors that most need improving (all respondents)

	47
	44
	34
	28
	27
	22
	21
	19
	19
	18
	16
	14
	13
	13
	10
	7
	7
	6
	3
	1
	4
	1
	7
	1185/1185

12.3 Satisfaction with local area as a place to live

- 12.3.1 Over two thirds (69%) of respondents providing a valid response rate themselves as satisfied with their local area as a place to live, with almost a fifth (18%) rating themselves as very satisfied.
- 12.3.2 12% have said they are dissatisfied with the local area as a place to live.

(Q3) Satisfaction with local area as a place to live (valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 1146/1155

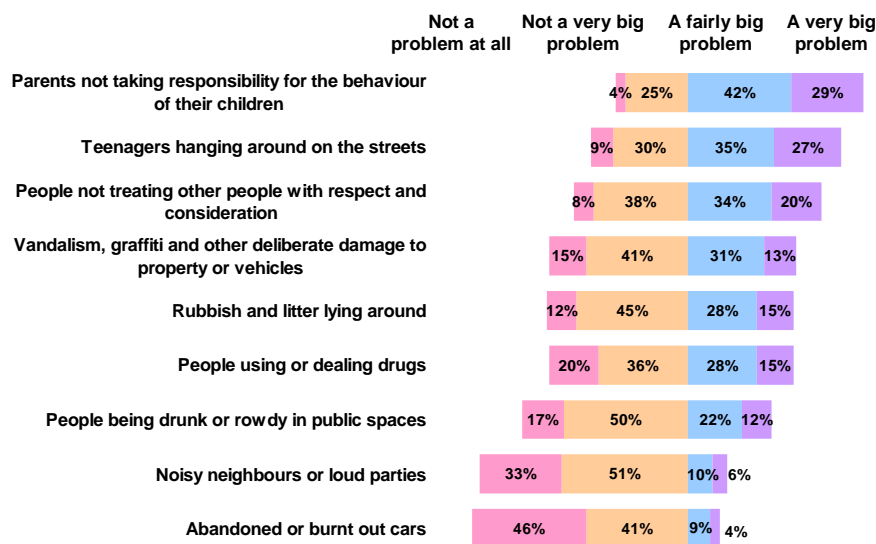
- 12.3.3 Satisfaction with the local area as a place to live is higher amongst the following respondent groups:
- Owner occupiers and other non-council tenants (72% and 80% respectively compared to 63% of Council tenants)
 - Older respondents (75% of those aged over 55 compared to 62% of those aged 18 to 34).

12.4 Anti-social behaviour

- 12.4.1 Respondents were asked to think about their local area and rate the extent to which they feel specific types of anti-social behaviour are a problem.
- 12.4.2 The types of behaviour fall broadly into three groups:
- Those which a majority regard as a very or fairly big problem: parents not taking responsibility for the behaviour of their children; and teenagers hanging around on the street
 - Those where views are relatively balanced: people not treating other people with consideration and respect; people using or dealing drugs and vandalism/graffiti and other deliberate damage to property or vehicles; and rubbish & litter lying around

- Those which a majority of respondents do not regard as being a particular problem: noisy neighbours or loud parties; abandoned or burnt out cars; people being drunk or rowdy in public places.

(Q4) Extent to which anti-social behaviour is regarded as a problem (valid responses only)

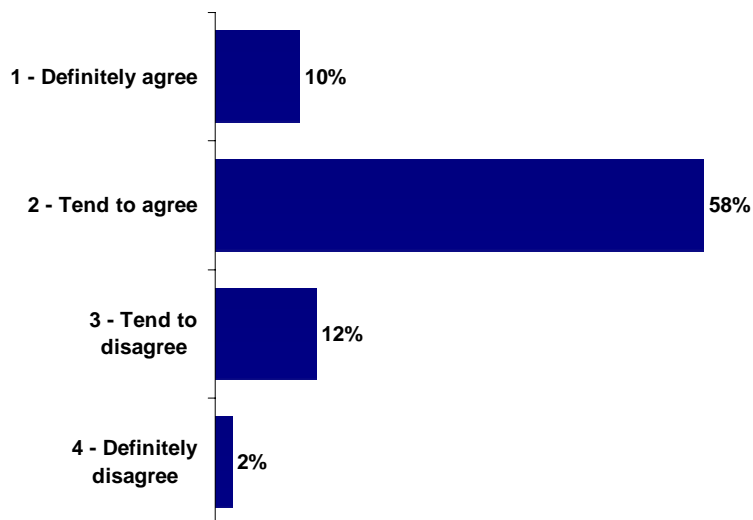


Bases vary

12.5 Extent to which people from different backgrounds get on well

- 12.5.1 Respondents were asked to rate the extent to which they agree that their local area is a place where people from different backgrounds get on well together.
- 12.5.2 Over two thirds (68%) of respondents providing a response agree to an extent that this is the case, while one in seven (14%) disagree.

(Q5) Agreement that the local area is a place where people from different backgrounds to get on well together (valid responses only)



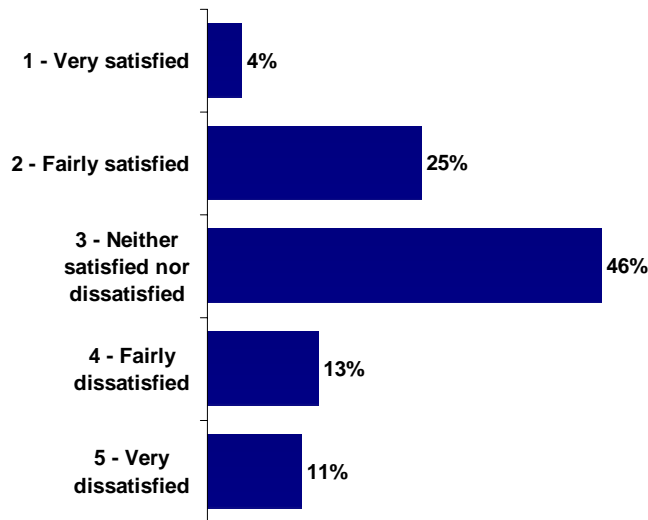
UNWEIGHTED/WEIGHTED SAMPLE BASE = 868/869

13 Local decision making

13.1 Satisfaction with opportunities for participation

- 13.1.1 Respondents were informed that the council provides opportunities to participate in decision making.
- 13.1.2 Amongst respondents providing a response, views are relatively balanced, with almost three in ten (29%) satisfied, and almost a quarter (24%) dissatisfied with the opportunities for participation in local decision making provided by the council.
- 13.1.3 A significant proportion (46%) do not express a strong opinion one way or the other.

(Q24) Satisfaction with opportunities for participation in local decision-making (valid responses only)

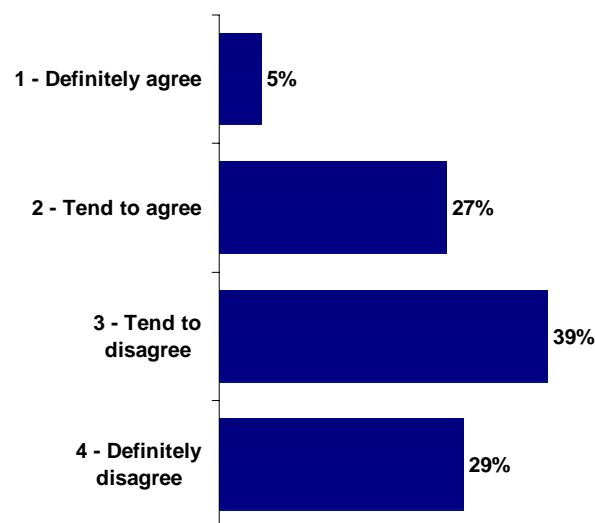


UNWEIGHTED/WEIGHTED SAMPLE BASE = 833/835

13.2 Influence over local decisions

13.2.1 Of all respondents providing a response, over two thirds (68%) believe they cannot influence decisions affecting the local area, while the remainder (32%) believe they can.

(Q25) Agreement that can influence decisions affecting the local area (valid responses only)



UNWEIGHTED/WEIGHTED SAMPLE BASE = 902/909

13.3 Desired level of involvement

- 13.3.1 Over a fifth (22%) of all respondents report that they would like to be more involved in the decisions their council makes that affect their local area, and a further 56% say that it would depend on the issue in question. One in eight (12%) report that they would not like to be more involved in such decisions.
- 13.3.2 The proportion of respondents who would like to be more involved is higher amongst the following respondent groups:
- Men (27% compared to 20% of women);
 - Younger respondents (25% of 18 to 34 year olds and 30% of 35 to 54 year olds compared to 18% of those aged 55 or over);
 - Owner occupiers (24% compared to 9% of council tenants);
 - Those in work (28% compared to 16% of those not in work)

14 Additional Questions

14.1 Change in the local area

14.1.1 When asked to think about whether things have improved or deteriorated in their local area over the last three years, in most cases things have deteriorated in the opinion of respondents. Most notably, respondents feel things have got worse with job prospects, the level of crime and wage levels. Improvements on the other hand appear to be with regard to sports and leisure facilities, education and access to nature.

QB1. Thinking about your local area, do you think each of the following has got better or worse over the last three years, or has it stayed the same? (Respondents providing a valid response)

	Better %	Stayed the same %	Worse %	Net difference %
Access to nature	19	76	5	+14
Sports and leisure facilities	10	57	5	+10
Parks & open spaces	13	77	10	+3
Education provision	15	71	14	+1
Public transport	25	51	24	+1
Facilities for young children	14	71	16	-2
Race relations	5	87	8	-3
Community activities	9	77	14	-5
Cultural facilities	4	75	21	-17
Health services	10	61	28	-18
Clean streets	8	65	27	-19
Shopping facilities	6	48	30	-24
Activities for teenagers	10	52	38	-28
Level of crime	4	32	37	-33
Level of pollution	1	33	36	-35
Road & pavement repairs	4	37	39	-35
Wage level & local cost of living	*	28	35	-35
Job prospects	3	58	40	-37
Affordable decent housing	7	37	56	-49
Level of traffic congestion	3	17	65	-62

Sample bases vary

Appendix 1 – Sample profile

14.1.2 The following tables show a breakdown of the key respondent profile details, showing both unweighted and weighted figures.

Unweighted and weighted sample profile (all respondents)

	Unweighted %	Weighted %
SEX		
Male	45	42
Female	51	55
Unspecified	4	3
AGE		
18 to 24	1	3
35 to 54	31	32
55 to 64	19	17
65+	35	26
Unspecified	14	22
TENURE		
Owner occupied	79	79
Rented from council	7	7
Other tenant	10	10
Other	*	*
Unspecified	4	4
WORKING STATUS		
Working	44	53
Not working	50	42
Unspecified	6	5

*Indicates less than 0.5%

Unweighted and weighted sample profile (all respondents)

	Unweighted %	Weighted %
DISABILITY		
Yes	29	23
Yes – limiting	21	17
Yes – not limiting	7	6
No	65	72
Unspecified	6	5
ETHNICITY		
White	96	95
Mixed	*	*
Black/lack British	*	*
Asian/Asian British	*	*
Other	*	*
Unspecified	2	2

*Indicates less than 0.5%

Appendix 2 – the questionnaire



14.1.3 Helpful hints for completing this questionnaire

- The questionnaire 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.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- The survey consists of 14 pages and should take no longer than 15 minutes to complete.

- If you have any queries about the questionnaire please do not hesitate to contact the **BMG Research Helpline on 0800 3580337**.
- Once you have completed the questionnaire please return in the pre-addressed envelope supplied by **Wednesday the 18th of October 2006**. **You do not need to add a stamp.**
- If you cannot find or did not receive the pre-addressed envelope please send to **BMG Research, 7 Holt Court North, Heneage Street West, Aston Science Park, Birmingham, B7 4BR** or call the **BMG Research Helpline on 0800 3580337**.

SECTION 1: ABOUT YOUR LOCAL AREA

- Q1. Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? **Please tick ✓ up to FIVE boxes only in the left column below**
- Q2. And thinking about this local area, which of the things below, if any, do you think most need improving? **Please tick ✓ up to FIVE boxes only in the right column below**

	Q1 Most important in making somewhere a good place to live	Q2 Most needs improving in this local area
Access to nature	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Activities for teenagers	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Affordable decent housing	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Clean streets	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Community activities	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Education provision	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Facilities for young children	<input type="checkbox"/> 8	<input type="checkbox"/> 8
Health services	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Job prospects	<input type="checkbox"/> 10	<input type="checkbox"/> 10
The level of crime	<input type="checkbox"/> 11	<input type="checkbox"/> 11
The level of pollution	<input type="checkbox"/> 12	<input type="checkbox"/> 12
The level of traffic congestion	<input type="checkbox"/> 13	<input type="checkbox"/> 13
Parks and open spaces	<input type="checkbox"/> 14	<input type="checkbox"/> 14
Public transport	<input type="checkbox"/> 15	<input type="checkbox"/> 15
Race relations	<input type="checkbox"/> 16	<input type="checkbox"/> 16
Road and pavement repairs	<input type="checkbox"/> 17	<input type="checkbox"/> 17
Shopping facilities	<input type="checkbox"/> 18	<input type="checkbox"/> 18
Sports & leisure facilities	<input type="checkbox"/> 19	<input type="checkbox"/> 19
Wage levels & local cost of living	<input type="checkbox"/> 20	<input type="checkbox"/> 20
Other (✓ and write in below)	<input type="checkbox"/> 95	<input type="checkbox"/> 95
None of these	<input type="checkbox"/> 96	<input type="checkbox"/> 96
Don't know	<input type="checkbox"/> 97	<input type="checkbox"/> 97

QB1 Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box per row

	Better	Stayed the same	Worse	Don't know
Access to nature	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Activities for teenagers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Affordable decent housing	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Clean streets	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Community activities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Education provision	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Facilities for young children	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Health services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Job prospects	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Parks and open spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Public transport	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Race relations	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Road and pavement repairs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Shopping facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Sports & leisure facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The level of crime	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The level of pollution	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The level of traffic congestion	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Wage levels & local cost of living	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Please tick ✓ one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Anti-Social behaviour

Q4. Thinking about this local area, how much of a problem do you think are...

Please tick ✓ one box per row

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
...parents not taking responsibility for the behaviour of their children	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
...people not treating other people with respect and consideration	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... noisy neighbours or loud parties	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... teenagers hanging around on the streets	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... rubbish and litter lying around	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... people being drunk or rowdy in public spaces	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... abandoned or burnt out cars	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... people using or dealing drugs	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5

Q5. To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?

Please tick ✓ one box only

Definitely Agree	Tend to Agree	Tend to Disagree	Definitely Disagree	Don't Know	Too few people in local area	All the same background
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

This section summarises what some of Lewes District Council's service departments do:

Environmental services

- The collection and kerbside recycling of domestic waste
- Cleaning of streets and public places
- Provision of local mini recycling centres
- Provision and cleaning of public conveniences
- Monitor atmospheric pollution and noise from non-domestic premises and investigate complaints
- A range of public protection and licensing activities, e.g. safety of premises such as restaurants, petrol stations, entertainment centres, shops and premises selling alcohol
- Public education and awareness campaigns on waste minimisation, refuse and recycling

Planning services

- Prepare all statutory plans regarding land use and development
- Give expert advice to developers to help ensure developments take place
- Give advice on disabled access and special needs issues in relation to new developments
- Scrutinise and determine planning and building regulations applications
- Investigate contraventions of planning approvals and building regulations and take appropriate action
- Prepare and consult on Conservation Area Appraisals

Cultural and recreational services

- Arts, music, festival and dance development
- Sports & leisure facilities (through Wave Leisure)
- Supporting community based sports clubs
- Museums and heritage services (Newhaven Fort)
- Neighbourhood and community centres
- Grant aid to local voluntary groups
- Manage parks and open spaces – including playing fields, children's play areas, nature reserves, woodland and allotments

Housing services

- Support and management of Council owned homes including warden accommodation for the elderly
- Housing maintenance of Council owned homes
- Housing Advice Service including weekly advice surgeries in Lewes, Newhaven, Peacehaven and Seaford
- Housing applications from homeless people
- Emergency alarm system (Lifeline)
- Grants for disabled adaptations to homes
- Advice and grants to improve home energy efficiency
- To identify and meet the current and future housing needs of local citizens

Benefits service

- Housing benefit claims
- Council Tax benefit claims

Transport services

- Managing and maintaining car parks, including charging for parking (in partnership with others)

SECTION 2: YOUR LOCAL AUTHORITY

Lewes District Council provides many services to the local community and also has a role in planning, supporting, encouraging and overseeing many other services. We would like to hear your views on those services. Further information is given in 'What does your council do?' above.

Waste and litter services

Lewes District Council has a duty to keep clear of litter and refuse all open public land, which it controls.

- Q6. How satisfied or dissatisfied are you that Lewes District Council has kept this land clear of litter and refuse? **Please tick ✓ one box only**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Household waste collection

Lewes District Council undertakes a weekly collection of general household waste.

- Q7. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The bin provided for your general household waste	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
QB12a The place you have to leave your waste for collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
QB12b The reliability of the waste collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
How "clean and tidy" the street is following the waste collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The collection of bulky household waste	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The waste collection service overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

Kerbside recycling collection

Lewes District Council either directly or through its partner, 'Furniture Now!' undertakes a fortnightly collection of waste for recycling.

- Q8. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The container provided for items of recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
How "clean and tidy" the street is following the collection of items for recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
QB13a The place you have to leave your items for recycling awaiting collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
QB13b The reliability of the collection of items for recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The service for the collection of items for recycling overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

Local recycling facilities

Lewes District Council provides a range of local recycling facilities, including mini recycling centres in locations across the District.

- Q9. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The location of the recycling facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The items you can deposit for recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
How "clean and tidy" the site is	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The provision of local recycling facilities overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

Cultural and recreational activities and venues

Lewes District Council directly supports cultural and recreational activities and venues. The authority's licensing and planning responsibilities also make a difference to the level of private and voluntary cultural provision in your area.

Q10. Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Lewes District Council. **PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.**

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Sports/leisure facilities and events	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Libraries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Museums and galleries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Theatres / Concert halls	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Parks and open spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q11. Please indicate how frequently you have used the following cultural and recreational services provided or supported by Lewes District Council in the last 12 months.

Please tick ✓ one box per row

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	It does not apply/ Don't know
Sports/leisure facilities and events	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Libraries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Museums and galleries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Theatres / Concert halls	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Parks and open spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

Q12. For each of the following services provided by Lewes District Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box per row

	Better	Stayed the same	Worse	Don't know
Keeping public land clear of litter and refuse	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Collection of household waste	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Local recycling facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Doorstep collection of items for recycling	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Sport/leisure facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Libraries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Museums/galleries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Theatres/concert Halls	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Parks and open spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Other services

Lewes District Council also provides other services.

Q13. Please indicate how satisfied or dissatisfied you are overall with the following services provided by Lewes District Council. **PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.**

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Housing services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Planning services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q14. Please indicate whether you or any other member of your family have used any of the following services provided by Lewes District Council in the last 12 months.

Please tick ✓ all boxes that apply

Housing Services	Planning services
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

Q15. Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things? **Please tick ✓ one box only**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅



Q16. How well informed do you feel about each of the following?

Please tick ✓ one box per row

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How to pay bills to the Council	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
How and where to register to vote	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
How you can get involved in local decision making	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
How to complain to the Council	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
What the Council spends its money on	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
What standard of service you should expect from the Council	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Whether the Council is delivering on its promises	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
What the Council is doing to tackle anti-social behaviour in your local area	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
How well the Council is performing	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Overall, how well informed do you think your Council keeps residents about the services and benefits it provides	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q17. How do you find out about Lewes District Council? Please tick the **MAIN** source you use from the list below.

Please tick ✓ one box only

- Local media (newspapers, television, radio) ₁
- Information provided by the Council (newspaper/magazine, leaflets, posters) ₂
- Council website/internet ₃
- From local Councillor ₄
- Direct contact with the Council ₅
- Word of mouth (e.g. family or friends) ₆
- Other source (✓ and write in below) ₉₅

None of the above ₉₆

Don't know ₉₇

SECTION 4: CONTACTING YOUR COUNCIL

Making a complaint

Q18. Have you contacted the authority with a complaint(s) in the last 12 months?

Please tick ✓ one box only

Yes (Please continue to Q19) 1

No (Please go to instructions before Q21) 2

Q19. What did the complaint(s) relate to?

Please write in below. Write in 'don't know' if you cannot recall

Q20. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?

Please tick ✓ one box only

Very satisfied

 1

Fairly satisfied

 2

Neither satisfied nor dissatisfied

 3

Fairly dissatisfied

 4

Very dissatisfied

 5

Contacting your Council for other reasons

QUESTIONS 21 TO 23 ARE ABOUT YOUR MOST RECENT CONTACT WITH THE COUNCIL FOR OTHER REASONS THAN TO MAKE A COMPLAINT.

IF YOU HAVE CONTACTED THE COUNCIL FOR ANY REASON OTHER THAN TO MAKE A COMPLAINT IN THE PAST 12 MONTHS, PLEASE CONTINUE TO Q21. OTHERWISE PLEASE GO TO SECTION 5

Q21. Which of these describes the reasons why you made **YOUR MOST RECENT** contact with the council?

Please tick ✓ all boxes that apply

Reported an issue or problem 1

Asked for advice/information 2

Applied to use a service 3

Don't know/can't remember 97

Any other reason (✓ and write in below) 95

Q22. How were you in contact with the Council?

Please tick ✓ all boxes that apply

In person 1

By telephone 2

By e-mail 3

Via a website/ Internet 4

By letter 5

Other method (✓ and write in below) 95

Q23. Still thinking about your most recent contact with the Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. **If any aspect does not apply to your particular experience, please tick not applicable. Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easy it was to find the right person to deal with	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
The length of time it took to deal with the person you contacted	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Any information you were given	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
How competent the staff were	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
How helpful the staff were	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
The final outcome	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

SECTION 5: LOCAL DECISION MAKING

Lewes District Council provides opportunities for residents to participate in decision making in your local area such as consultation exercises, other surveys, citizens panels, focus groups and public question time at Council and Cabinet meetings etc.

Q24. Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council? **Please tick ✓ one box only**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q25. Do you agree or disagree that you can influence decisions affecting your local area?

Please tick ✓ one box only

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q26. Generally speaking, would you like to be more involved in the decisions your Council makes that affect your local area?
Please tick ✓ one box only

Yes ₁

 No ₂

 Depends on the issue ₃

 Don't know ₄

SECTION 6: HOW YOUR COUNCIL PERFORMS OVERALL

Q27. Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council?
Please tick ✓ one box per row

My Council...	A great deal	To some extent	Not very much	Not at all	Don't know
...is making the local area a better place to live	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...is working to make the area safer	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...is working to make the area cleaner and greener	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
QB20a Has improved town centres in the local area	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...is efficient and well run	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...provides good value for money	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...is trustworthy	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...is remote and impersonal	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
QB20c Involves residents when making decisions	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...promotes the interests of local residents	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...acts on the concerns of local residents	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
QB20e Works well with other agencies to provide services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...treats all types of people fairly	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q28. Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?
Please tick ✓ one box only

Better ₁

 Stayed the same ₂

 Worse ₃

 Don't know ₄

SECTION 7: ABOUT YOURSELF

Q29. Are you male or female?
Please tick ✓ one box only

Male..... ₁ | Female..... ₂

Q30. What was your age on your last birthday?
Please write in below

Years

Q31. How long have you/your household been living in your current accommodation?
Please tick ✓ one box only

Under 1 year	<input type="checkbox"/> ₁	11-20 years	<input type="checkbox"/> ₅
1-2 years	<input type="checkbox"/> ₂	21+ years	<input type="checkbox"/> ₆
3-5 years	<input type="checkbox"/> ₃	Don't know/can't remember	<input type="checkbox"/> ₇
6-10 years	<input type="checkbox"/> ₄		

Q32. How long have you/your household been living in this area?
Please tick ✓ one box only

Under 1 year	<input type="checkbox"/> ₁	11-20 years	<input type="checkbox"/> ₅
1-2 years	<input type="checkbox"/> ₂	21+ years	<input type="checkbox"/> ₆
3-5 years	<input type="checkbox"/> ₃	Don't know/can't remember	<input type="checkbox"/> ₇
6-10 years	<input type="checkbox"/> ₄		

Q33. In which of these ways does your household occupy your current accommodation?
Please tick ✓ one box only

Owned outright	<input type="checkbox"/> ₁	Rent from Housing Association/ Trust	<input type="checkbox"/> ₄
Buying on mortgage	<input type="checkbox"/> ₂	Rented from private landlord	<input type="checkbox"/> ₅
Rent from council	<input type="checkbox"/> ₃	Other (✓ and write in below)	<input type="checkbox"/> ₉₅

Q34. How many adults aged 18 or over are living here including yourself?

Please tick ✓ one box only

- | | | | |
|-------|----------------------------|--|-----------------------------|
| One | <input type="checkbox"/> 1 | Four | <input type="checkbox"/> 4 |
| Two | <input type="checkbox"/> 2 | Five | <input type="checkbox"/> 5 |
| Three | <input type="checkbox"/> 3 | More than five (✓ and write in number below) | <input type="checkbox"/> 95 |

Q35. 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) | <input type="checkbox"/> 1 |
| Employee in part-time job (under 30 hours per week) | <input type="checkbox"/> 2 |
| Self employed full or part-time | <input type="checkbox"/> 3 |
| On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work) | <input type="checkbox"/> 4 |
| Full-time education at school, college or university | <input type="checkbox"/> 5 |
| Unemployed and available for work | <input type="checkbox"/> 6 |
| Permanently sick/disabled | <input type="checkbox"/> 7 |
| Wholly retired from work | <input type="checkbox"/> 8 |
| Looking after the home | <input type="checkbox"/> 9 |
| Doing something else (Please write in below) | <input type="checkbox"/> 95 |

Q36. 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 (Please continue to Q37) | <input type="checkbox"/> 1 | No (Please go to Q38) | <input type="checkbox"/> 2 |
|---------------------------------------|----------------------------|--------------------------------|----------------------------|

Q37. Does this illness or disability limit your activities in any way?

Please tick ✓ one box only

- | | | | |
|-----|----------------------------|----|----------------------------|
| Yes | <input type="checkbox"/> 1 | No | <input type="checkbox"/> 2 |
|-----|----------------------------|----|----------------------------|

Q38. To which of these groups do you consider you belong to?

Please tick ✓ one box only

<p>White</p> <p style="text-align: right;">British <input type="checkbox"/> ₁</p> <p style="text-align: right;">Irish <input type="checkbox"/> ₂</p> <p style="text-align: right;">Any other White background (✓ and write in below) <input type="checkbox"/> ₃</p>	<p>Black or Black British</p> <p style="text-align: right;">Caribbean <input type="checkbox"/> ₈</p> <p style="text-align: right;">African <input type="checkbox"/> ₉</p> <p style="text-align: right;">Any other Black background (✓ and write in below) <input type="checkbox"/> ₁₀</p>
<p>Mixed</p> <p style="text-align: right;">White & Black Caribbean <input type="checkbox"/> ₄</p> <p style="text-align: right;">White & Black African <input type="checkbox"/> ₅</p> <p style="text-align: right;">White & Asian <input type="checkbox"/> ₆</p> <p style="text-align: right;">Any other Mixed background (✓ and write in below) <input type="checkbox"/> ₇</p>	<p style="text-align: right;">Indian <input type="checkbox"/> ₁₁</p> <p style="text-align: right;">Pakistani <input type="checkbox"/> ₁₂</p> <p style="text-align: right;">Bangladeshi <input type="checkbox"/> ₁₃</p> <p style="text-align: right;">Any other Asian background (✓ and write in below) <input type="checkbox"/> ₁₄</p>
<p>Chinese and Other ethnic groups</p> <p style="text-align: right;">Chinese <input type="checkbox"/> ₁₅</p>	<p style="text-align: right;">Other ethnic group (✓ and write in below) <input type="checkbox"/> ₉₅</p>

Q39. Is there anything else you would like to add?

Please write in below

Thank you very much for taking part in this survey.