

Redditch Borough Community Panel Survey 2017

This is our annual Community Panel Survey and the aim is to gather your views and opinions about the issues affecting residents of Redditch, Council Services and the local area; we will send you a similar survey once each year.

The survey should take approximately 15 minutes to complete.

The closing date for responses is **Friday 1 December 2017**. Thank you in advance for taking your time to complete this survey.

1. Please tell us where you live in.

Abbeydale		Headless Cross		Southcrest	
Astwood Bank		Hunt End		St. Georges	
Batchley		Ipsley		Town Centre	
Brockhill		Lakeside		Walkwood	
Callow Hill		Lodge Park		Webheath	
Church Hill North		Matchborough East		Winyates East	
Church Hill South		Matchborough West		Winyates Green	
Crabbs Cross		Oakenshaw		Winyates West	
Enfield		Oakenshaw South		Wire Hill	
Feckenham		Riverside		Woodrow North	
Greenlands		Smallwood		Woodrow South	

Involvement and Influence

2. To what extent do you agree or disagree with these statements about involvement and influence?

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly
I like to be involved in decisions affecting Borough Council services					
I like to be involved in decisions affecting my local area					
I can influence decisions affecting Borough Council services					
I can influence decisions affecting my local area					
I know who my local councillor is and how to contact them					

Comments

Being Informed

3. To what extent do you agree or disagree with these statements about being informed?

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly
Information I need from the Borough Council is easy to find					
Information I need from the Borough Council is easy to understand					
I know how to raise a complaint to the Borough Council					
I know how to pass on a compliment to the Borough Council					

Comments

4. How would you like the Borough Council to keep you informed?

Letter		Local media		Social Media	
Council website		Face to face		Email	

Other (please specify)

Contacting the Borough Council

5. When was the last time you contacted Redditch Borough Council?

In the last week		In the last 3 months		In the last 12 months		Never	
In the last month		In the last 6 months		12 months+ ago			

6. What method of contact did you use?

Telephone		Email		Website (online form)	
Face to face		Post		Not applicable	

Other (please specify)

7. Which service area did you contact?

Community Safety	
Community Service (e.g. Lifeline, Shopmobility)	
North Worcestershire Economic Development & Regeneration (NWEDR)	
Elections	
Environmental Service (e.g. waste, recycling, street scene)	
Finance (e.g. council tax, business rates)	
Human Resources	
Leisure & Cultural Services (e.g. Abbey Stadium, Palace Theatre)	
Planning & Building Control	
Housing (including Strategic Housing)	
Worcestershire Regulatory Services	
Not applicable	

Other (please specify)

8. How satisfied were you with the time taken for them to respond?

Very satisfied	
Satisfied	
Neither satisfied nor dissatisfied	

Dissatisfied	
Very dissatisfied	
Not applicable	

Comments

--

9. Did you feel the member of staff cared about the reason for your contact?

Yes	
-----	--

Somewhat	
----------	--

No	
----	--

Not applicable	
----------------	--

Comments

--

10. Did we meet your expectations?

Yes	
-----	--

Partially	
-----------	--

No	
----	--

Not applicable	
----------------	--

Comments

--

Waste, Recycling and the Environment

11. To what extent do you agree or disagree with these statements about waste, recycling and the environment?

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly
I understand what I can place in my green recycling bin					
I can recycle waste easily					
I understand what I can take to the household tip and recycling centre					
I am aware of the Borough Council's bulky waste collection service					
My local area is litter free					
My local area is free from dog mess					
My local area is free from fly tipping					
Public spaces are well maintained					
Public spaces have sufficient lighting					
I actively try to use less energy and water					
I am aware of the advice and support available to help me use less energy and water					

Waste, recycling
and environment
comments:

Getting Around

12. Do you have use of a car?

Yes

No

13. To what extent do you agree or disagree with these statements about getting around?

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly	Not relevant to me
I am satisfied with the service provided by public buses						
I am satisfied with the train services in Redditch						
I am satisfied with the service provided by local taxis - daytime						
I am satisfied with the service provided by local taxis - night time						
Public paths and pavements are safe and easy to get around on						
Public roads are safe and easy to get around on						
Congestion is often a problem for me within the Borough						
There is sufficient, fairly priced public parking in the Borough						
I am aware of the Dial-A-Ride service						

Comments

Getting Online

14. To what extent do you agree or disagree with these statements about getting online?

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly	**Not relevant to me
I have the skills and confidence to access information online						
I can access information and communicate online through a device in my home						
I can access information and communicate online through a device in my local area						

Comments

15. ** If you say that getting online is not relevant to you, please explain why.

I don't own a device to get me online	
I have no access to the internet at home	
I have no interest in accessing information/communication online	

Other (please specify)

Leisure and Cultural Facilities/Services

16. How would you rate the provision of the following facilities/services in Redditch?

	Very good	Good	Adequate	Poor	Very poor	Don't know
Theatres						
Museums						
Libraries						
Village Halls/Community Centres						
Events e.g. Street Theatre						
Indoor sports						
Outdoor sports						
Parks & open spaces						
Allotments						

Comments

17. How would you rate the accessibility of the following facilities/services in Redditch?

	Very good	Good	Adequate	Poor	Very poor	Don't know
Theatres						
Museums						
Libraries						
Village Halls/Community Centres						
Events e.g. Street Theatre						
Indoor sports						
Outdoor sports						
Parks & open spaces						
Allotments						

Comments

**18. How would you improve these facilities/services, if applicable?
Please be specific about area e.g. which park you are referring to.**

Theatres	
Museums	
Libraries	
Village Halls/Community Centres	
Events e.g. Street Theatre	
Indoor sports	
Outdoor sports	
Parks & open spaces	
Allotments	

Issues Affecting Residents

19. To what extent do you agree or disagree with these statements about issues which might be affecting residents of the Borough?

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly
There is sufficient support for families					
There is sufficient support for vulnerable individuals					
There is sufficient support for older people					
There is sufficient support for mental health & well-being					
Loneliness is a significant problem					
Fuel poverty (struggling to pay for heating/lighting) is a significant problem					
Household debt is a significant problem					

Comments

Social Contact and Living Independently

20. To what extent do you agree/disagree with these statements about living independently and social contact?

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly	Not relevant to me
I am able to manage my household finances						
I can get the help and support I need from my family, friends or community						
I know how to access care/support for myself or those I care for						
I feel safe and respected when looked after by others						
I am aware of community activities/support in my local area						
I have good access to community activities and/or resources						
I have good social contact with people						
I am aware of the Shopmobility service (Redditch Town Centre)						
I am aware of the Lifeline service provided by the council						

Comments

21. Are you a volunteer or family carer who looks after or supports someone else in their home who needs help with their day-to-day life due to disability, illness or old age?

Yes

No

22. Do you have any children under 18 living with you?

Yes

No

Regulatory Services

The enforcement of the Licensing, Environmental Health & Trading Standards functions is undertaken on behalf of Redditch Borough Council by 'Worcestershire Regulatory Services'. The primary aim of Worcestershire Regulatory Services is to ensure compliance with legislation so that consumers, businesses, employees, individuals and the environment are protected and transactions are fair and equitable.

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

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly	Not relevant to me
The environment in my area is relatively free from excessive noise						
I don't worry about the risk to my health when I go out/buy food from takeaways in my area						
I am confident when I buy goods or services in my area that businesses will treat me fairly						
I am confident when I buy products in my area that they will be safe						

Comments

--

Community Safety

The local Community Safety Partnership (CSP) is a joint partnership between the Borough Council, the County Council, West Mercia Police, Hereford & Worcester Fire and Rescue Service, Probation Services and the local Clinical Commissioning Group. Together it works with housing associations, local businesses and voluntary/community organisations to reduce crime and anti-social behaviour and improve community safety in the Borough.

Each year the CSP carries out a strategic assessment of crime and anti-social behaviour to gather information that will be used to inform the Community Safety Plan. We would like you to help us with this process by answering the following questions.

24. Have you or a member of your household been the victim of a crime?

No	
Yes, in the last 12 months	
Yes, between 1 and 5 years ago	
Yes, 6 or more years ago	

25. Have you or a member of your household been the victim of anti-social behaviour?

No	
Yes, in the last 12 months	
Yes, between 1 and 5 years ago	
Yes, 6 or more years ago	

26. To what extent do you agree or disagree with these statements about feeling safe and respected?

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly
I feel safe outside in my local area after dark					
I feel safe outside in my local area during daylight					
I am treated with dignity and respect in my community					
I feel people from different backgrounds get on well in my area					
Having CCTV helps me feel safe when I'm out in public					
My local area (within a 15 min walk) is safer than other areas in Redditch Borough					
Redditch Borough is safer than other areas in Worcestershire					
Redditch Borough is a safe place to live compared to the rest of the country					

Comments

27. Using your knowledge of Redditch Borough as a whole, please tell us the issues that concern you most from the following list? (Tick up to 10 boxes only)

Burglary		Damage to property		Fly tipping	
Robbery (mugging)		Pedal cycle theft		Graffiti	
Vehicle crimes		Rowdy/inconsiderate behaviour		Dog fouling	
Hate crime		Nuisance vehicle		Dangerous dogs	
Domestic abuse		Street drinking		Inconsiderate parking	
Sexual assault and rape		Harassment		Neighbour disputes	
Drug taking or dealing		Littering		Town Centre safety	

Other (please specify)

28. What do you think are the 3 main issues that impact on Community Safety in Redditch Borough? (Tick up to 3 boxes only)

Drugs		Lack of community co-operation	
Alcohol Misuse		Lack of parental control	
Unemployment or low income		Poor behaviour & attitudes	
Young people with nothing to do		Lack of crime prevention measures	
Lack of police presence		Poor infrastructure & environmental design	
Not enough deterrent/enforcement			

Other (please specify)

29. We are keen to understand what our residents know about emerging community safety matters. Please indicate your level of awareness for each of the following:

	No knowledge	A little knowledge	Some knowledge	Good knowledge	In-depth knowledge
<u>Hate crime</u> – motivated by prejudice towards a person's race, religion, gender, sexual orientation or disability					
<u>Modern day slavery</u> – labour exploitation of vulnerable persons					
<u>Child sexual exploitation</u> – sexual abuse of young people that are tricked or groomed into an inappropriate relationship					
<u>Cybercrime</u> – internet enabled fraud and harassment via social media					
<u>Extremism/radicalisation</u> – the process by which people come to support terrorism and join terrorist and extremist groups					

Comments

Getting Involved and Volunteering

30. To what extent do you get involved in the following? Please do not include any which you undertake in paid employment.

	I already do this but can't do more	I already do this and could do more	I would like to do this but I can't now	I would like to do this but don't know how	Not applicable
Look out for neighbours or anyone who may be isolated or lonely					
Help family or neighbours who are ill or disabled					
Assist someone to get online					
Car share or offer someone in your local area a lift					
Volunteer or help run a charity/ community group					
Volunteer or help run a local service					
Participate in local decision-making and consultation					
Volunteer to keep my area clean and tidy					
Shop locally and support local businesses					
Help others to be more active					

Comments

Redditch Borough Council Priorities

31. To what extent do you agree or disagree that the following should be given priority by Redditch Borough Council?

We are keen to understand where your priorities lie for the Borough. In answering the following question, please consider each point, saving your 'I agree strongly' responses for those which you feel are of the utmost importance to the Borough.

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly
Local economic development and employment					
Education and skills					
Community safety					
Healthy lifestyles and well-being including mental health					
Maintenance of the landscape and environment					
Redditch's cultural heritage					
Supporting the community and voluntary sector					
Waste and recycling					
Support people to live independently					
Providing welfare and financial support to help residents in maximising income/ reducing debt					
Support and empower families and communities					
Build sustainable communities and neighbourhoods					
Provide well maintained community parks and open spaces					
Support the development and delivery of appropriate housing in the Borough					
Reducing homelessness					
Ensuring housing in the Borough is of good quality and accessible					
Support events and arts activities					
Empower residents to get involved					

Comments

Delivering Public Services

32. To what extent do you agree or disagree with the following about the way local services are managed and delivered?

	I agree strongly	I agree	I neither agree nor disagree	I disagree	I disagree strongly
Council tax should be increased to help maintain essential services					
Redditch Borough Council has managed budget decisions well					
Reductions to services have had a significant impact on me					
Further reductions to services would impact me significantly					
Public services would be better managed and delivered by sharing responsibility with another organisation					
Public services would be better managed and delivered by an outside organisation					
Public services should continue to be managed and delivered by Redditch Borough Council					
I would be willing to pay/pay more for certain services provided by Redditch Borough Council					

Comments

--

The following questions are about you and will help us to ensure we understand the needs of all our residents.

About You

33. Which of the following best describes your age?

16-19yrs		40-49yrs		70-79yrs	
20-29yrs		50-59yrs		80+ yrs	
30-39yrs		60-69yrs		Prefer not to say	

34. What sex are you?

Male		Female		Prefer not to say	
------	--	--------	--	-------------------	--

Other (please specify)

--

35. Which of the following best describes your ethnic group?

White - British, English, Northern Irish, Scottish or Welsh	
White - Irish	
White - Gypsy or Irish traveller	
Any other white background (*please specify below)	
Mixed or multiple ethnic - white and black Caribbean	
Mixed or multiple ethnic - white and black African	
Mixed or multiple ethnic - white and Asian	
Any other mixed or multiple ethnic background (*please specify below)	
Asian or Asian British - Indian	
Asian or Asian British - Pakistani	
Asian or Asian British – Bangladeshi	
Asian or Asian British - Chinese	
Any other Asian (*please specify)	
Black, African, Caribbean or black British - Caribbean	
Black, African, Caribbean or black British - African	
Any other black British, African or Caribbean (*please specify below)	
Other ethnic group - Arab	
Any other ethnic group (*please specify in box below)	
Prefer not to say	

*Other (please specify)

--

36. What is your first language?

English	
---------	--

Other (please specify)

--

37. What is your religion or belief?

Atheist		Muslim	
Buddhist		Pagan	
Christian		No religion/belief	
Humanist		Prefer not to say	
Jewish			

Other (please specify)

--

38. How is your physical health, in general?

Very good		Poor	
Good		Very poor	
Fair		Prefer not to say	

39. How is your mental/emotional health, in general?

Very good		Poor	
Good		Very poor	
Fair		Prefer not to say	

40. Do you have a disability, long term illness or health condition?

Yes		No		Prefer not to say	
-----	--	----	--	-------------------	--

41. If yes, please indicate below (tick all that applies):

Mobility e.g. climbing stairs, walking short distances	
Physical disability	
Learning disability	
Mental health	
Visual impairment	
Hearing impairment	
Prefer not to say	

Other (please specify)

42. How would you describe your sexual orientation?

Bisexual	
Lesbian or Gay	
Heterosexual	
Prefer not to say	

Other (please specify)

Thank you for taking the time to complete this survey.

Please return it in the pre-paid envelope we have provided by **Friday 1 December 2017**.