

Quality of Life

Through your responses to the following questions, we want to find out your views about the **LOCAL AREA** where you live. Your local area should be defined as estate, village or streets immediately surrounding where you live.

Q1 Over the LAST THREE years, has your local area become a better or worse place to live?

Please tick **ONE** only

- | | | | |
|----------------------------------|--------------------------|---|--------------------------|
| a) Much better..... | <input type="checkbox"/> | e) Much worse | <input type="checkbox"/> |
| b) A little better..... | <input type="checkbox"/> | f) Don't know..... | <input type="checkbox"/> |
| c) Remained about the same | <input type="checkbox"/> | g) Have not lived in neighbourhood long enough to say | <input type="checkbox"/> |
| d) A little worse | <input type="checkbox"/> | | |

Q2 On the whole, do you think that over the NEXT THREE years or so your local area will get better or worse to live in, or will it stay the same?

Please tick **ONE** only

- | | | | |
|-------------------------|--------------------------|-----------------------------|--------------------------|
| a) Will get better..... | <input type="checkbox"/> | c) Will stay the same | <input type="checkbox"/> |
| b) Will get worse | <input type="checkbox"/> | d) Don't know | <input type="checkbox"/> |

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

Please tick **ONE** only

- | | | | |
|---|--------------------------|----------------------------|--------------------------|
| a) Very satisfied | <input type="checkbox"/> | d) Dissatisfied | <input type="checkbox"/> |
| b) Satisfied | <input type="checkbox"/> | e) Very dissatisfied | <input type="checkbox"/> |
| c) Neither satisfied nor dissatisfied | <input type="checkbox"/> | | |

Q4 How strongly do you feel you belong to your local area?

Please tick **ONE** only

- | | | | |
|---------------------------|--------------------------|-----------------------------|--------------------------|
| a) Very strongly..... | <input type="checkbox"/> | d) Not at all strongly..... | <input type="checkbox"/> |
| b) Fairly strongly | <input type="checkbox"/> | e) Don't Know | <input type="checkbox"/> |
| c) Not very strongly..... | <input type="checkbox"/> | | |

Q5 Do you agree or disagree that you can influence decisions affecting your local area?

Please tick **ONE** only

- | | | | |
|--------------------------|--------------------------|------------------------------|--------------------------|
| a) Definitely agree..... | <input type="checkbox"/> | d) Definitely disagree | <input type="checkbox"/> |
| b) Tend to agree | <input type="checkbox"/> | e) Don't Know | <input type="checkbox"/> |
| c) Tend to disagree..... | <input type="checkbox"/> | | |

Q8 Please rate your WIDER local area on the quality of each of the following a) to n)

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

	Very good	Good	Adequate	Poor	Very poor	Don't know/ does not apply
a) Quality of parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Quality of children's play and recreational areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Quality of activities for teenagers (13-19yr old)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Quality of street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Quality of road maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Quality of GP services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Quality of nearest NHS hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Quality of facilities for elderly/disabled people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Quality of cultural activities/facilities (e.g. museums/theatres)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Quality of public transport services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Quality of walking and cycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Cleanliness of the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 How much of a problem are the following in your WIDER local area?

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

	Not a problem	Minor problem	Major problem	Don't know
a) Road safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Racial harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Drunk people/drinking in the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Drug dealing or drug use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) People/groups in the streets making others feel intimidated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Traffic noise (e.g. cars, trains, aircraft)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Other noise (e.g. pubs, clubs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Overall, how satisfied are you with your WIDER local area as a place to live?

Please tick **ONE** only

a) Very satisfied

b) Satisfied

c) Neither satisfied nor dissatisfied

d) Dissatisfied

e) Very dissatisfied

The Worcestershire Hub

The Worcestershire Hub was launched in 2002 and is a partnership between Worcestershire County Council and the six district councils.

The Worcestershire Hub provides local residents with access to a wide range of both district and county council services, which can be accessed in person through a network of local customer service centres or by telephone. An increasing range of services are also available online, thereby allowing the public a choice of how and when they access their council services.

Your answers to the following questions will help us improve the service we offer.

Q11 Have you ever used the Worcestershire Hub to access your council services?

Please tick **ONE** only

a) Yes Go to Q12

b) No Go to Q13

Q12 (If Yes) Please tell us how you got in touch with the Worcestershire Hub

Please tick **ALL** that apply

a) Face to face.....

b) Telephone

c) Email

d) Online reporting.....

e) Other

If other, please specify

Q13 The Worcestershire Hub currently offers direct telephone numbers to each of the local Hub centres across the county and a range of telephone numbers for customers to access specific council services, such as Highways, Social Care and Registration Services.

Would you prefer to have a single number to contact the Worcestershire Hub in place of the current local numbers?

Please tick **ONE** only

a) Yes

c) Don't know

b) No

If No, please briefly tell us why not

Q14 If you were to contact the Worcestershire Hub by telephone, when would you be likely to call?

Please tick **ALL** that apply

- a) Before 9 a.m. d) After 5 p.m.
b) 9 a.m. - 12 p.m. e) Don't know
c) 12 p.m. - 5 p.m.

Q15 There are currently limited weekend opening hours across the partnership. Please indicate if you would be likely to contact the Worcestershire Hub on the following days.

Please tick **ALL** that apply

- a) Saturday c) Neither
b) Sunday d) Don't Know

Q16 Have you ever accessed Council services online?

Please tick **ONE** only

- a) Yes b) No

If No, please briefly tell us why not

Communications

Worcestershire County Council produces a residents magazine called Word on Worcestershire (WoW) every quarter. The magazine is distributed to households via free newspapers. In this section of questions, we would like to find out how many of you recall receiving your copy of WoW, how useful you found it and what you would like to see in WoW in the future.

Q17 Do you recall receiving a copy of Word on Worcestershire (WoW and/or WoW Extra) during the last year?

Please tick **ONE** only

- a) Yes Go to Q18
b) No Go to Q20
c) Not sure/ Don't know Go to Q20

Q18 (If Yes) Thinking about the last issue of WoW you received, to what extent do you agree or disagree with the following statements?

Please tick **ONE** only for each of a) to e)

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>
a) The magazine was informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) There was a good variety of articles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The information was easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The magazine had an appealing design and style	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) I believe and trust the contents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Thinking about the last issue of WoW you received, would you say you:

Please tick **ONE** only

- a) Read all of it
- b) Read most of it
- c) Read a bit of it
- d) Just glanced at it.....
- e) Didn't look at it at all.....
- f) Don't know/Can't remember

Q20 When you receive publications from the County Council, which one of the following do you prefer?

Please tick **ONE** only

- a) A single publication about many council services
- b) A separate publication about each council service
- c) Not sure/Don't know

In early 2006, we sent a printed A-Z of County Council Services to every household in Worcestershire through the post. Contact details for some services have changed since then, particularly because the Worcestershire Hub partnership now takes enquiries about more county and district council services, so we want to know if another printed A-Z Guide should be produced.

Q21 Thinking about the format of a new A-Z Guide of County Council Services, which of the following options would you prefer?

Please tick **ONE** only

- a) A printed copy..... Go to Q22
- b) A website version..... Go to Q23
- c) No new A-Z Guide..... Go to Q24

Sustainable Travel

Many residents are concerned about traffic congestion and the associated environmental implications. Consequently, Worcestershire County Council is committed to the promotion of sustainable travel options such as walking, cycling, passenger transport and car sharing

Over the past few years, we have increased the amount of information and marketing materials that we produce to encourage greater use of sustainable travel. We would like to find out how many of you recall seeing this material and what you thought of it. We would also like to find out about satisfaction with passenger transport provision linked to local public services.

Q26 Have you seen or received any promotional information about sustainable travel in the last 12 months?

Please tick **ONE** only

- a) Yes Go to Q27
b) No..... Go to Q30

Q27 (If Yes) What was the material promoting?

Please tick **ALL** that apply

- a) Walking.....
b) Cycling.....
c) Passenger Transport (e.g. bus, train, community transport)
d) Car sharing.....
e) Other

If other, please specify

Q28 What type of promotional material was it?

Please tick **ALL** that apply

- a) Billboard
b) Newspaper advert
c) Newspaper article.....
d) Advert on back or side of a bus
e) Leaflet through my door.....
f) Leaflet that I picked up
g) Bus timetable.....
h) Radio advert
i) Website

Q29 Did you find the information useful?

Please tick **ONE** only

- a) Yes.....
- b) No.....

If no, please explain why not

Q30 What would encourage you to travel more sustainably more often?

Please tick **ALL** that apply

- a) Health / fitness benefits
- b) Financial benefits.....
- c) Knowing that I am reducing my impact on the environment.....
- d) Improved infrastructure (e.g. - public transport network, walking/cycling routes)
- e) Knowing that I am helping to reduce traffic congestion.....
- f) Saving time.....
- g) Social aspects (e.g. walking with family).....
- h) Other

If other, please specify

Q31 Do you use passenger transport services (e.g. bus, train, community transport) to travel to your local healthcare centre?

Please tick **ONE** only

- a) Yes, frequently..... Go to Q32
- b) Yes, occasionally Go to Q32
- c) No, I don't use the healthcare centre..... Go to Q33
- d) No, because I am not aware of any relevant passenger transport services Go to Q33
- e) No, because the passenger transport service is inadequate for my needs Go to Q33
- f) No, because I prefer to travel by other means Go to Q33

Q32 (If Yes) How satisfied are you with the current level of passenger transport provision to your local healthcare centre?

*Please tick **ONE** only*

- a) *Very satisfied*.....
- b) *Satisfied*.....
- c) *Unsatisfied*.....
- d) *Very unsatisfied*.....
- e) *No opinion*

Q33 Do you use passenger transport services (e.g. bus, train, community transport) to travel to your local leisure centre?

*Please tick **ONE** only*

- a) *Yes, frequently*..... Go to Q34
- b) *Yes, occasionally* Go to Q34
- c) *No, I don't use the leisure centre*..... Go to Q35
- d) *No, because I am not aware of any relevant passenger transport services* Go to Q35
- e) *No, because the passenger transport service is inadequate for my needs* Go to Q35
- f) *No, because I prefer to travel by other means* Go to Q35

Q34 (If Yes) How satisfied are you with the current level of passenger transport provision to your local leisure centre?

*Please tick **ONE** only*

- a) *Very satisfied*.....
- b) *Satisfied*.....
- c) *Unsatisfied*.....
- d) *Very unsatisfied*.....
- e) *No opinion*

Q35 Your views and opinions are very valuable in shaping the county council's approach to the delivery and promotion of sustainable travel. Consequently we would like to conduct an Annual Sustainable Travel Survey. If you would like to participate please tick **ONE of the boxes below.**

- Yes, I would like to take part by post..... Yes, I would like to take part by email.....

About You

To ensure that we are meeting the needs of all residents it is important that we ask you a few questions about yourself. As with all questions, your answers are completely confidential.

Q36 In which district do you live?

Please tick **ONE** only

- a) Bromsgrove..... c) Redditch..... e) Wychavon.....
b) Malvern Hills..... d) Worcester City..... f) Wyre Forest.....

Q37 Are you...?

Please tick **ONE** only

- a) Male..... b) Female.....

Q38 What was your age on your last birthday?

Please write your age in years in the box below

Q39 Do you personally have a long standing illness, disability or infirmity that limits your daily activities?

Please tick **ONE** only

- a) Yes..... b) No.....

Q40 How many years have you lived in your current local area?

Please tick **ONE** only

- a) Less than a year..... c) 4-5 years..... e) 11-20 years.....
b) 1-3 years..... d) 6-10 years..... f) 21 years or more.....

Q41 How would you describe your ethnicity?

Please tick **ONE** only

- | | | | |
|--|--------------------------|--|--------------------------|
| a) White - British | <input type="checkbox"/> | i) Black or Black British: Caribbean | <input type="checkbox"/> |
| b) White - Irish | <input type="checkbox"/> | j) Black or Black British: Other | <input type="checkbox"/> |
| c) White - Other | <input type="checkbox"/> | k) Asian or Asian British: Indian | <input type="checkbox"/> |
| d) Mixed - White and Black Caribbean | <input type="checkbox"/> | l) Asian or Asian British: Pakistani..... | <input type="checkbox"/> |
| e) Mixed - White and Black African | <input type="checkbox"/> | m) Asian or Asian British: Bangladeshi | <input type="checkbox"/> |
| f) Mixed - White and Asian | <input type="checkbox"/> | n) Asian or Asian British: Other | <input type="checkbox"/> |
| g) Mixed - Other | <input type="checkbox"/> | o) Chinese | <input type="checkbox"/> |
| h) Black or Black British: African | <input type="checkbox"/> | p) Other | <input type="checkbox"/> |

Q42 Which of the following best describes your current employment status?

Please tick **ONE** only

- | | | | |
|---|--------------------------|--|--------------------------|
| a) I work full time (over 30 hrs a week) | <input type="checkbox"/> | h) Between jobs | <input type="checkbox"/> |
| b) I work part time (less than 30 hrs a week) | <input type="checkbox"/> | i) Looking after the home or family or caring for someone else | <input type="checkbox"/> |
| c) Self employed | <input type="checkbox"/> | j) Unemployed less than 6 months | <input type="checkbox"/> |
| d) Doing temporary work..... | <input type="checkbox"/> | k) Unemployed more than 6 months | <input type="checkbox"/> |
| e) I am a full time student | <input type="checkbox"/> | l) Retired | <input type="checkbox"/> |
| f) Training | <input type="checkbox"/> | m) Permanently sick/disabled | <input type="checkbox"/> |
| g) Voluntary work..... | <input type="checkbox"/> | n) Other | <input type="checkbox"/> |

Q43 Do you work for Worcestershire County Council?

Please tick **ONE** only

- | | | | |
|--------------|--------------------------|------------|--------------------------|
| a) Yes | <input type="checkbox"/> | b) No..... | <input type="checkbox"/> |
|--------------|--------------------------|------------|--------------------------|

**Thank you for taking the time to complete this questionnaire.
Do you have any other comments relating to the services provided by Worcestershire
County Council?
If so, please use the box provided below.**

A large empty rectangular box provided for the respondent to enter their comments.

Please return in the pre-paid envelope provided to:

**Research and Intelligence Unit, Worcestershire County Council, County Hall, Spetchley Road,
Worcester. WR5 2BR**

By Friday 11th July