

## Summary of responses from the voluntary and community sector procurement consultation – the public questionnaire.

The purpose of this report is to compile the responses made by members of the public to the consultation held by Warwick District Council into voluntary sector services. The consultation was open from 10.5.11 to 8.7.11.

We received **681** responses from members of the public.  
Please note that not every participant answered every question, and also that some questions could be answered several times.

- Where tickbox responses were offered, the tables below show how many people chose each option.
- Where free text responses were offered, similar responses have been grouped together.
- The highest scoring answer for each question has been highlighted in bold text.

### **A note about levels of participation and data quality**

There is a population of approximately **141,400** in Warwick district. With **681** questionnaires returned, the response rate for the survey is just below **0.5%** of the population. Therefore, the results cannot be considered to be representative of the views of all residents in Warwick district, and must be treated with caution.

Local voluntary and community sector groups were informed of the consultation and encouraged to involve existing service users, to ensure their views were heard. It is not possible to calculate the percentage of participants who are existing services users.

Partners representing and delivering services to people that experience barriers to mainstream services were particularly encouraged to participate, and the response rate was good from those groups.

Some services and centres undertook widespread promotion of the survey, while other services and centres did not.

**649** people out of 681 responded to the equalities information, to enable us to identify groups of the community that the consultation didn't reach. The following points show those areas where few people responded:

- Children and young people aged 0-25
- People living in privately rented accommodation
- Registered disabled people
- Gay, lesbian, bisexual and transgendered people

## THE QUESTIONS

We asked about services within 1 mile or a 10-minute walk from people's homes.

**657 out of 681** people answered this question

Type of service	Number of people <b>already using</b> a service like this
Services for children and young people	182
Services for older people	118
Services for people with a similar ethnic origin	83
<b>Services to help people keep fit</b>	<b>193</b>
Services that care about the environment	54
Services that offer emotional support	70
Services that offer support with employment issues	45
Services where you learn something	88
Services that offer advice on debt and money issues	34

Type of service	Number of people who <b>would like to use</b> a service like this
Services for children and young people	157
Services for older people	195
Services for people with a similar ethnic origin	155
Services to help people keep fit	314
Services that care about the environment	240
Services that offer emotional support	256
Services that offer support with employment issues	203
<b>Services where you learn something</b>	<b>349</b>
Services that offer advice on debt and money issues	229

<b>Combined total</b> for people 'already using' and 'would like to use' each service	
Services for children and young people	339
Services for older people	313
Services for people with a similar ethnic origin	238
<b>Services to help people keep fit</b>	<b>507</b>
Services that care about the environment	294
Services that offer emotional support	326
Services that offer support with employment issues	248
Services where you learn something	437
Services that offer advice on debt and money issues	263

**212** people suggested 'other' types of service they would like to use. The top 4 service areas given were:

Service area	Number of responses	Breakdown of contributing answers (excluding 'single response' answers)
Services for black and minority ethnic communities	<b>110</b>	<ul style="list-style-type: none"> <li>• Portuguese project (51)</li> <li>• Social security, grant advice and equalities organisations for Asian men's clubs (25)</li> <li>• Transport for Milan group (18)</li> <li>• Bilingual language classes (9)</li> <li>• Help with applications and interpretation (5)</li> </ul>
Supportive day services for people in need	40	<ul style="list-style-type: none"> <li>• Therapeutic arts based services (13)</li> <li>• Bounce Back breast cancer support (8)</li> <li>• Day care services (8)</li> <li>• Other support services for carers and service users (11)</li> </ul>
Healthy living	21	<ul style="list-style-type: none"> <li>• Healthy living and healthy mind (8)</li> <li>• Activities for physical fitness (6)</li> <li>• Weight control (4)</li> <li>• Food co-op (3)</li> </ul>
Somewhere for people to meet and socialise	18	<ul style="list-style-type: none"> <li>• Youth/children's centre and activities (7)</li> <li>• Café (6)</li> <li>• Library (5)</li> </ul>

We asked 'If you use services, how often do you go to them?'

**621 out of 681** people answered this question

If you use services, how often do you go to them?	
Daily	63
<b>Weekly</b>	<b>420</b>
Once or twice a month	75
Several times a year	17
Yearly or less	4
I don't go to any	42

We asked 'If the services are not run often enough ... tell us how often you think they should be run'

**181 out of 681** people answered this question

The top 5 answers given were:

If the services are not run often enough ... tell us how often you think they should be run	
Daily	45
<b>2-3 times a week</b>	<b>61</b>
4-5 times a week	5
Weekly	7
Weekends and holidays	6

We asked 'Please tell us your preferred times for visiting services. Tick as many boxes as you like'

**624 out of 681** people answered this question

Please tell us your preferred times for visiting services. Tick as many boxes as you like	
<b>A weekday (Monday to Friday)</b>	<b>497</b>
A weekend day (Saturday or Sunday)	145
During school holidays	135
<b>Between 8am and 12pm</b>	<b>323</b>
Between 12pm and 5pm	290
After 5pm	228

We asked 'If you don't use services, please tell us why ...'

**119 out of 681** people answered this question

If you don't use services, please tell us why	
Not interested	13
<b>There isn't one that suits me</b>	<b>54</b>
Not enough time	52
Can't get to a group or venue	14
Other (please specify)	15

The top 3 answers given were:

Comment	Number of responses
No list of service available	2
Too far away	2
Childcare	2

We asked 'How far would you travel to go to a service?'

**640 out of 681** people answered this question

How far would you travel to go to a service?	
Less than a 10- minute walk or cycle	219
<b>A 10-20 minute walk or cycle</b>	<b>228</b>
A walk or cycle of more than 20 minutes	48
Less than a 10-minute bus ride	48
A 10-20 minute bus ride	81
A bus ride of more than 20 minutes	81
Less than a 10-minute car ride	88
A 10-20 minute car ride	154
A car ride of more than 20 minutes	48

We asked people to answer the question that was the most relevant to them, of the three options given.

We asked 'If you consider Brunswick ward in South Leamington to be your local community, or you would go to that area to access services, which building or centre would you prefer to go to?'

**285 out of 681** people answered this question

The top 5 answers were:

<b>Brunswick Healthy Living Centre</b>	<b>112</b>
Warwick Gates Community Centre	55
Charles Gardner Centre	26
Sikh Community Centre	20
Shree Krishna Centre	13

We asked 'If you consider Crown ward in North Leamington to be your local community, or you would go to that area to access services, which building or centre would you prefer to go to?'

**76 out of 681** people answered this question

The top 5 answers were:

<b>Lillington youth centre</b>	<b>13</b>
Sikh Community Centre	12
Brunswick Healthy Living Centre	11
Lillington Children's centre	6
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Warwick Gates Community Centre	4
Happy to use any	4

We asked 'If you consider West Warwick to be your local community, or you would go to that area to access services, which building or centre would you prefer to go to?'

**105 out of 681** people answered this question

The top 5 answers were:

<b>Warwick Gates Community Centre</b>	<b>47</b>
Sikh Community Centre	12
Brunswick Healthy Living Centre	9
Packmores	6
Happy to use any	5

We asked 'What is the name of your local community centre?'

**554 out of 681** people answered this question

The top 8 answers were:

<b>Warwick Gates Community Centre</b>	<b>129</b>
Brunswick Healthy Living Centre	98
Sydni Centre	95
Lillington Community Centre	42
Charles Gardner Centre	24
Sikh Community Centre	20
The Gap	11
Shree Krishna centre	9



The information below shows how responses break down by the type of service that people use or would like to use. Only the most popular selection from each question is shown.

People who already use or would like to use SERVICES FOR CHILDREN AND YOUNG PEOPLE (selected by 339 people)			
How often do you go?	What is your preferred day?	What is your preferred visiting time?	How far would you travel to a service?
<b>Weekly</b>	<b>Mon to Fri</b>	<b>12-5pm</b>	<b>10-20 minute walk or cycle</b>
<b>222 responses</b>	<b>249 responses</b>	<b>155 responses</b>	<b>137 responses</b>

People who already use or would like to use SERVICES FOR OLDER PEOPLE (selected by 313 people)			
How often do you go?	What is your preferred day?	What is your preferred visiting time?	How far would you travel to a service?
<b>Weekly</b>	<b>Mon to Fri</b>	<b>8-12pm</b>	<b>Less than a 10-minute walk or cycle</b>
<b>167 responses</b>	<b>239 responses</b>	<b>203 responses</b>	<b>106 responses</b>

People who already use or would like to use SERVICES FOR PEOPLE WITH A SIMILAR ETHNIC ORIGIN (selected by 238 people)			
How often do you go?	What is your preferred day?	What is your preferred visiting time?	How far would you travel to a service?
<b>Weekly</b>	<b>Mon to Fri</b>	<b>8-12pm</b>	<ul style="list-style-type: none"> <li>• <b>Less than a 10-minute walk or cycle</b></li> <li>• <b>10-20 minute walk or cycle</b></li> </ul>
<b>107 responses</b>	<b>169 responses</b>	<b>160 responses</b>	<b>= 75 responses</b>

People who already use or would like to use SERVICES TO HELP PEOPLE KEEP FIT (selected by 507 people)			
How often do you go?	What is your preferred day?	What is your preferred visiting time?	How far would you travel to a service?
<b>Weekly</b>	<b>Mon to Fri</b>	<b>8-12pm</b>	<b>10-20 minute walk or cycle</b>
<b>312 responses</b>	<b>376 responses</b>	<b>223 responses</b>	<b>178 responses</b>

**People who already use or would like to use  
SERVICES THAT CARE ABOUT THE ENVIRONMENT (selected by 294 people)**

How often do you go?	What is your preferred day?	What is your preferred visiting time?	How far would you travel to a service?
<b>Weekly</b>	<b>Mon to Fri</b>	<b>8-12pm</b>	<b>10-20 minute walk or cycle</b>
<b>146 responses</b>	<b>206 responses</b>	<b>160 responses</b>	<b>96 responses</b>

**People who already use or would like to use  
SERVICES THAT OFFER EMOTIONAL SUPPORT (selected by 326 people)**

How often do you go?	What is your preferred day?	What is your preferred visiting time?	How far would you travel to a service?
<b>Weekly</b>	<b>Mon to Fri</b>	<b>8-12pm</b>	<b>10-20 minute walk or cycle</b>
<b>173 responses</b>	<b>239 responses</b>	<b>178 responses</b>	<b>111 responses</b>

**People who already use or would like to use  
SERVICES THAT OFFER SUPPORT WITH EMPLOYMENT ISSUES (selected by 248 people)**

How often do you go?	What is your preferred day?	What is your preferred visiting time?	How far would you travel to a service?
<b>Weekly</b>	<b>Mon to Fri</b>	<b>8-12pm</b>	<b>10-20 minute walk or cycle</b>
<b>128 responses</b>	<b>170 responses</b>	<b>129 responses</b>	<b>85 responses</b>

**People who already use or would like to use  
SERVICES WHERE YOU LEARN SOMETHING (selected by 437 people)**

How often do you go?	What is your preferred day?	What is your preferred visiting time?	How far would you travel to a service?
<b>Weekly</b>	<b>Mon to Fri</b>	<b>8-12pm</b>	<b>10-20 minute walk or cycle</b>
<b>254 responses</b>	<b>326 responses</b>	<b>235 responses</b>	<b>156 responses</b>

**People who already use or would like to use  
SERVICES THAT OFFER ADVICE ON DEBT AND MONEY ISSUES (selected by  
263 people)**

How often do you go?	What is your preferred day?	What is your preferred visiting time?	How far would you travel to a service?
<b>Weekly</b>	<b>Mon to Fri</b>	<b>8-12pm</b>	<ul style="list-style-type: none"> <li>• <b>Less than a 10-minute walk or cycle</b></li> <li>• <b>10-20 minute walk or cycle</b></li> </ul>
<b>119 responses</b>	<b>93 responses</b>	<b>154 responses</b>	<b>= 89 responses</b>