

WDC Citizens' Panel December 2010 Appendix 11

TOPLINE RESULTS

435 questionnaires received in the timeframe provided.

Section A: Service Satisfaction

Q1	Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Warwick District Council. PLEASE ANSWER, REGARDLESS OF WHETHER YOU HAVE USED THESE SERVICES OR NOT PLEASE CLICK ONE BOX ON EACH ROW	Very	Fairly	Neither	Fairly	Very
		satisfied	satisfied	satisfied nor dissatisfied	dissatisfied	dissatisfied
	Collection of items for recycling	53.0%	35.0%	5.9%	4.0%	2.1%
	Collection of household waste	61.3%	30.8%	3.3%	3.3%	1.4%
	Keeping public land clear of litter and refuse	16.0%	52.7%	15.8%	13.2%	2.4%
	Public conveniences	4.5%	30.8%	47.6%	12.6%	4.5%
	Council car parks and on street parking arrangements in town centres	13.8%	44.9%	20.5%	14.6%	6.2%
	Environmental health and licensing (food safety, pollution & noise control, taxi & premises licensing, pest control)	8.8%	45.0%	40.3%	5.0%	0.9%
	Cultural and recreational services	14.7%	49.4%	32.6%	2.6%	0.7%
	Museums and galleries	23.3%	45.4%	28.7%	2.1%	0.5%
	Theatres and concert halls	17.1%	45.6%	33.3%	3.6%	0.5%
	Sports/leisure facilities and events	13.9%	45.3%	34.3%	5.5%	1.0%
	Parks and open spaces	37.1%	50.0%	11.0%	1.6%	0.2%
	Planning services (development control and building control)	6.9%	32.8%	43.9%	13.1%	3.3%
	Council housing (provision and maintenance of social housing)	5.5%	17.0%	66.7%	7.2%	3.6%
	Housing advice (support for people with housing needs)	6.2%	15.3%	71.2%	5.0%	2.2%
	Assisted travel (e.g. bus passes)	37.8%	27.7%	30.3%	2.3%	1.9%
	Community safety and CCTV (work with the police and other partners to tackle crime)	14.0%	48.7%	26.1%	7.6%	3.6%

Q2	For each of the following services provided by Warwick District Council, do you think the service has got better or worse over the last three years, or has it stayed the same? PLEASE CLICK ONE BOX ON EACH ROW				
		<i>Better</i>	<i>Stayed the Same</i>	<i>Worse</i>	<i>Don't Know</i>
	Collection of items for recycling	50.9%	41.1%	6.8%	1.2%
	Collection of household waste	38.1%	52.3%	9.5%	0.0%
	Keeping public land clear of litter and refuse	16.8%	69.2%	11.9%	2.1%
	Public conveniences	4.0%	57.4%	15.1%	23.5%
	Council car parks and on street parking arrangements in town centres	18.8%	49.8%	27.7%	3.8%
	Environmental health and licensing (food safety, pollution & noise control, taxi & premises licensing, pest control)	6.4%	65.3%	4.0%	24.3%
	Cultural and recreational services	8.8%	73.7%	2.8%	14.7%
	Museums and galleries	15.7%	67.8%	2.1%	14.5%
	Theatres and concert halls	15.9%	64.8%	3.1%	16.2%
	Sports/leisure facilities and events	9.2%	68.7%	4.3%	17.8%
	Parks and open spaces	20.1%	71.2%	5.2%	3.5%
	Planning services (development control and building control)	4.3%	52.4%	14.3%	29.0%
	Council housing (provision and maintenance of social housing)	3.6%	43.6%	10.0%	42.9%
	Housing advice (support for people with housing needs)	3.6%	42.0%	6.5%	48.0%
	Assisted travel (e.g. bus passes)	20.3%	52.6%	4.0%	23.1%
	Community safety and CCTV (work with the police and other partners to tackle crime)	12.0%	62.4%	8.2%	17.4%
Q3	Taking everything into account, how satisfied or dissatisfied are you with the way Warwick District Council runs things?				
	15.7%	<i>Very satisfied</i>	6.0%	<i>Fairly dissatisfied</i>	
	66.4%	<i>Fairly satisfied</i>	1.2%	<i>Very dissatisfied</i>	
	10.6%	<i>Neither satisfied nor dissatisfied</i>			
Q4	How well informed do you think Warwick District Council keeps residents about the services and benefits it provides?				
	15.3%	<i>Keeps us well informed</i>	8.1%	<i>Doesn't tell us much at all about what it does</i>	
	52.7%	<i>Keeps us fairly well informed</i>	2.8%	<i>Don't know</i>	
	21.1%	<i>Gives us only a limited amount of information</i>			

Section B: Our Values

Warwick District Council has adopted a set of corporate values. We strive to embody these values in everything we do as a council.

Q5 **How much do you agree or disagree that the Council acts in a way which is consistent with each of the values shown below? PLEASE CLICK ONE BOX ON EACH ROW**

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
Honesty and Openness - We will be truthful and transparent about how we run your council	9.1%	41.7%	31.0%	9.3%	2.3%	6.5%
Fairness and Equity - We will value all our citizens and our work will be without bias or prejudice	8.8%	41.9%	30.2%	8.1%	2.8%	8.1%
Value for Money - We will make efficient use of our resources to offer you the best possible services at the best price	6.8%	39.2%	30.3%	11.7%	5.6%	6.5%
Environmentally Sensitive - We will ensure our long term impacts are minimised and are sustainable for future generations	6.5%	45.7%	31.9%	7.0%	2.3%	6.5%
Community Focused - We will put the needs and aspirations of our local communities to the fore and we will work flexibly and collaboratively as one Council and with others in response	6.1%	36.2%	36.2%	8.7%	3.5%	9.4%

Q6 **If you disagree or strongly disagree with any of the values, can you explain why in the box below?**
To Follow

Section C: Allocation of Resources

Please see the separate document attached with the email, that details how Warwick District Council spends your money. This will help put it into perspective when answering this section. PLEASE CLICK ONE BOX ON EACH ROW

Q7 How strongly do you agree or disagree with the following statements about Council tax?

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither</i>	<i>Disagree</i>	<i>Strongly disagree</i>
It is important for the District Council to MAINTAIN current levels of service, even if this means increasing Council Tax by more than inflation	13.3%	28.3%	13.1%	33.3%	12.1%
It is important for the District Council to IMPROVE current levels of service, even if this means increasing Council Tax by more than inflation	4.9%	18.2%	19.7%	42.0%	15.2%
It is important for the District Council not to increase Council Tax by more than inflation, even if this means a reduction in the levels of some services	18.3%	31.8%	14.9%	27.1%	7.8%

Q8 The current level of the Warwick DC part of the Council Tax for a Band D property is £146.86. Shown below are areas which the Council has a degree of discretion in the services provided. You are asked to allocate a percentage over the services listed below, so as to show those that you would increase the expenditure upon so as to enhance the current level of service, and those that you would reduce expenditure and service levels. The percentage in brackets shows the services' % share of the Warwick DC council tax figure. Write the number in each box on the row and please try to ensure that your figures add up to 100%.

Refuse Collection and Recycling - This service involves the collection of domestic rubbish and the provision of recycling facilities (14%)	14.2
Other Statutory Services - This includes the running of elections and the collection of council tax (10%)	8.4
Leisure Facilities - The provision and running of the Council's leisure facilities across the District (12%)	11.7
Parks & Open Spaces - This involves the management of parks, playing fields, and open spaces owned by the District Council, verge trimming and tree surgery, and contributions toward the maintenance of open space owned by parish and town councils (11%)	11.3
Environmental Health - A statutory function with responsibility for protection of public health, such as food safety, pest control and health and safety, and enforcement of relevant legislation (9%)	8.9
Development Control & Planning Policy - This service is responsible for the development of planning strategies & determining planning applications. It is also responsible for planning enforcement, conservation, and policy implementation (9%)	8.3
Assisted Travel - The Council is obliged to offer free bus travel for those of pensionable age and disabled people (8%)	7.8
Street Cleaning - This service relates to the cleaning of the streets throughout the whole of the District Area (8%)	8.4

Housing - This service fulfils the Council's strategic housing responsibility by working with housing associations to enable affordable accommodation within the District. This service also provides the homelessness function. In addition, the Council has approximately 5,600 dwellings; the cost is met out of rents not council tax (7%)	7.2
Cultural Facilities - The provision and running of the Royal Pump Room, including the Art Gallery (3%)	2.9
Cultural Facilities - The provision and running of the Royal Spa Centre (4%)	3.4
CCTV - This relates to the provision of CCTV in the towns and larger villages within the District. This service is provided in order to reduce crime within the District (2%)	2.2
Sports Development - The promotion and development of sports and leisure activities across the District (1%)	1.6
Tourism Promotion - Encouraging the numbers of visitors to the district to enhance the local economy (2%)	2.1
Public Conveniences - This service concerns the provision of public conveniences throughout the District (1%)	1.5

Q9 Thinking about the current council tax element for Warwick District Council only (£146.86 a year for a Band D property), do you think it provides good value for money or not?

15.3%	<i>Very good value</i>	11.2%	<i>Poor value</i>
69.1%	<i>Good value</i>	4.4%	<i>Very poor value</i>

Q10 Please provide any further comments relating to the expenditure and income of the Council and where savings may be able to be made, or where the Council should direct any future investment.

To Follow