

Cherwell District Council

Cherwell District Council Residents' Survey 2016

Draft Report_vFINAL

8th August 2016



Executive Summary

Background and Method

This report represents the findings of a resident survey which was conducted by Marketing Means on behalf of Cherwell District Council during May/June 2016.

The resident survey was sent to a sample of households across the authority area to gauge satisfaction with the Council services and the local area, as well as asking about service priorities.

The survey was sent out to a random sample of **3,500** households and one further reminder mailing was issued to non respondents.

A total of **1,034** valid surveys were returned, giving a response rate of **31%**.

All households in the sample received a postal survey with an opportunity to complete the survey online. 36 online surveys were completed (which are included in the response rate above).

The final respondent profile was 'weighted' by age and gender in order to be reflective of Cherwell's population as a whole. All charts and data in this report are based on 'weighted' data.

Local area as a place to live

80% were **satisfied** with their local area as a place to live.

Among the factors providing **greatest levels of dissatisfaction** were issues around the **town centres and access to jobs**: 'the town centres attract people to shop' (42% dissatisfied); 'the availability of good quality jobs' (31% dissatisfied); 'the location of jobs' (26% dissatisfied) and 'the look and feel of town centres' (24% dissatisfied).

That said however, town centre development ranked very low on the priority areas for which the Council should maintain the current level of service provision.

Overall views of Cherwell District Council

Over two thirds (69%) were **satisfied** with the services provided by Cherwell District Council overall (12% **dissatisfied**).

However, large proportions of respondents **did not feel very or fairly well informed** about the benefits and services the Council provides (40%) nor what it spends money on (51%).

Just over a third (35%) **agreed** Cherwell District Council provides value for money (23% **disagreed**).

Environmental services

High levels of **satisfaction** with: the Council's household waste collection service (82%); the Council's household recycling collection service (80%) and the Council's household food and garden waste collection service (83%).

All three of these services were highlighted as the main priority areas for the Council to maintain the current level of service provision.

Relatively high levels of **satisfaction** reported with each of the following aspects of the collection services: the range of service; the friendliness and helpfulness of waste collection staff and the general execution of the actual service collections.

The aspect yielding the **lowest level of satisfaction** was the frequency of collection, with around 70% **satisfied** with the frequency of each of the three services.

62% were **satisfied** with the **street cleaning service**, 18% were **dissatisfied**. Aspects generating greatest levels of **dissatisfaction** were issues around: the control of dog waste; the issuing of fines for littering and dog fouling; information around littering and littering campaigns/neighbourhood blitzes.

There were **high levels of satisfaction** with recycling centres overall (77%); the location of them (75%) and the items you can recycle (77%), however only 60% were satisfied with how clean and tidy the facilities were (20% dissatisfied).

40% were **satisfied** with the Council's approach to dealing with environmental crime, 22% were **dissatisfied**.

Leisure and recreation

69% were **satisfied** with the way **parks and play areas** are looked after (12% were **dissatisfied**).

A third (33%) of those who responded felt there were 'too few' parks/open spaces and play areas.

Overall satisfaction with leisure facilities was 63%, which climbed to 69% for those who have used them in the past 12 months

Satisfaction with various aspects of the local leisure facilities: 64% for the range of facilities available; 61% for the cleanliness and condition; 59% with staff, 51% for refreshment/catering at venues and 49% for the cost of using them.

Over a quarter (27%) were **dissatisfied** with the **cost** of using the local leisure facilities.

Under a third (30%) of respondents had **used or participated** in **leisure activities** provided by Cherwell District Council in the past 12 months.

Overall satisfaction with leisure activities was 54%, which climbed to 68% for those who have used them in the past 12 months

Sports and leisure facilities/activities ranked very low on the priority areas for which the Council should maintain the current level of service provision.

Community safety

Less than half (42%) were **satisfied** with the Council's approach to dealing with anti-social behaviour and nuisance (23% **dissatisfied**).

Only 36% **agreed** the Police and Local Council are dealing with anti-social behaviour and nuisance in the area, 26% **disagreed**.

Aspects highlighted as the **greatest issues** were around visual presence of the police and community wardens (43% and 52% dissatisfied respectively); how vandalism/graffiti is dealt with (46% dissatisfied) and how youths hanging around on the streets is dealt with (53% dissatisfied).

Although there were high levels of residents **feeling safe** in their homes and local communities, **40%** of respondents outlined they felt **fairly or very unsafe** when walking alone in the town centre after dark.

Car parking

Overall 62% were **satisfied** with local car parking facilities, 21% were **dissatisfied**.

The main area of dissatisfaction revolved around **price of parking** where **40%** were **fairly or very dissatisfied**.

Local economy

A high level of concern overall with the nation's current budget deficit (77% concerned).

Around a third (32%) **agreed** that their household has been affected by public spending cuts.

In terms of the Council, 42% **agreed** they trust Cherwell Council will do what is right for residents in the current economic climate (27% **disagreed**).

Respondents were very much of the opinion that there were efficiency savings to made in the Council to avoid cutting services (53% **agreed**) and respondents were against paying more council tax to maintain current services (54%).

Contact and information

High levels of **satisfaction** with: the information about contacting the council; and the Staff.

However, levels of **satisfaction** fell away a little in the areas of; being directed to the right person/department (68%); speed of response (65%); the Council keeping to promises (60%) and the final outcome of queries/complaints (64%).

Most common sources of information about the Council were the Cherwell Link magazine and the Council's website, for which 69% were **satisfied** with the Cherwell Link magazine and 72% were **satisfied** with the Council's website.

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Introduction

Background and objectives

Cherwell District Council commissioned Marketing Means to undertake a resident survey to gauge satisfaction with the Council's services and the area where they live, as well as asking about service priorities.

Objective was to reach a target of 1,060 responses overall to ensure statistical robustness of the results.

Method

The resident survey was undertaken using a postal survey supported by an online survey.

Cherwell District Council provided a postal address file of all households in the authority area. Marketing Means stratified this file by ward area and randomly selected a sample of **3,500** households.

The reason for stratifying the sample by ward in the first instance was to assist with achieving a geographically representative response to the survey.

Marketing Means sent out a paper questionnaire, along with a covering letter and a C5 freepost reply envelope to all households in the sample. Marketing Means also provided a free phone helpline number facility for residents to use in case of any queries about the survey or requests for different formats.

Each survey carried a unique ID number for identification purposes, to ensure any subsequent reminder mailings were only sent to non-respondents.

All residents in the sample were also provided with the alternative option of completing the survey online if they wished, using their unique login details which were included in the covering letter along with a link to the online survey.

The survey was initially sent to all the households in the sample during the week commencing **13th June 2016**. Those who had not responded were sent a full pack reminder during the week commencing **4th July 2016**. The closing date for returns was the **20th July 2016**.

Marketing Means inputted all survey data electronically using Conformat scanning software. 10% of all responses were verified to check the accuracy of the data held.

The analysis contained in this report was conducted using the SPSS statistical software package.

Note Cherwell District Council also made an additional open online survey available for any resident to complete and this was publicised directly by the Council. The question set was exactly the same; however the results from this open survey have not been incorporated within this report.

Cherwell District Council Residents' Survey

Confidence

A target was set to achieve 1,060 completed surveys in order to meet the recommended confidence level of +/-3%.

A confidence level or interval is a measure of how reliable the results from the sample are in relation to the wider population.

Example: A confidence interval of +/- 3% at a 95% confidence interval, means that any proportion given has a 95% likelihood of being no more than 3% higher or lower in the wider population; e.g. if the satisfaction level with a particular service is 65% for the sample (i.e. all respondents), the true figure for the entire population will be between 62% and 68%, 95% of the time.

The calculation for this is:

$$\sqrt{\frac{(\% \text{ Satisfied} \times \% \text{ Dissatisfied})}{\text{Number who answered the question}}} \times 1.96$$

Weighting data

In order to provide a representative view of the population of Cherwell as a whole the data achieved was weighted with consideration for the following factors: age and gender to reduce any bias of over or under represented groups.

**Please note the survey was open to any household member who was 18yrs or over.*

All data in this report is based on weighted data.

Rounding

Figures for charts and tables have been rounded and may not total 100%.

Further notes

- *'Don't knows', 'not applicables' and 'no replies' have been omitted from the data and charts in this report unless stated.*

Acknowledgements

Marketing Means would like to thank Tracie Darke and Ed Bailey at Cherwell District Council for their help with this project.

Author and publication

Marketing Means wrote this report in August 2016.

Any press release or publication of the findings of this survey requires the approval of the author/Marketing Means. Approval would only be refused if it were felt that the intended use would present inaccurate or misrepresented information.

Response

Overall

Cherwell District Council provided a postal address file, which Marketing Means stratified by ward area before taking a sample using a random sample facility. The size of the sample (3,500) was chosen with the aim of generating a response of 1,060 responses overall (at least a 30% response rate).

A total of **1,034** valid surveys were returned. Unfortunately 112 surveys were returned by Royal Mail as undelivered, which would suggest a relatively high proportion of 'deadwood' in the sample file provided by Cherwell District Council. To calculate the response rate, the following formula was used:

$$\frac{\text{(Number of questionnaires returned)}}{\text{(Number of people in the sample less undelivered)}}$$

The response rate is, therefore, 1,034 / (3,500-112) = 31%.

As a result although the target of at least 30% was achieved, the response just fell short of the 1,060 response target.

However, a response of 1,034 still provides an overall confidence level of +/-3% at the 95% level.

Ward analysis

Throughout this report reference has been made to data at a Ward level, however, **caution** needs to be given when interpreting the results at this level because of the relatively small base numbers involved. Number of responses achieved at ward level ranged from 46 in Banbury Ruscote to 78 in Bicester East.

As a result confidence with data on a Ward level is likely to be **+/- 11-15%** at the 95% level. Although differences at this area level may **not** be significant, it may allow the Council to highlight possible issues in different areas and maybe concentrate resources on further work in these areas to follow them up.

Respondent profiles

The final respondent profile was weighted by age and gender in order to be more reflective of Cherwell's population as a whole. The respondent profiles below show the unweighted and weighted data achieved.

Note: The data and charts in this report are based on weighted data.

Age (Q48) Base: 1,003

| Age category | Weighted | Unweighted |
|--------------|----------|------------|
| 18-24yrs | 2% | 1% |
| 25-34yrs | 18% | 8% |
| 35-44yrs | 23% | 13% |
| 45-54yrs | 19% | 19% |
| 55-64yrs | 15% | 22% |
| 65-74yrs | 13% | 22% |
| 75+yrs | 10% | 15% |

Gender (Q49) Base: 976

| | Weighted | Unweighted |
|-------------|----------|------------|
| Male | 49% | 41% |
| Female | 51% | 59% |
| Transgender | 0% | 0% |

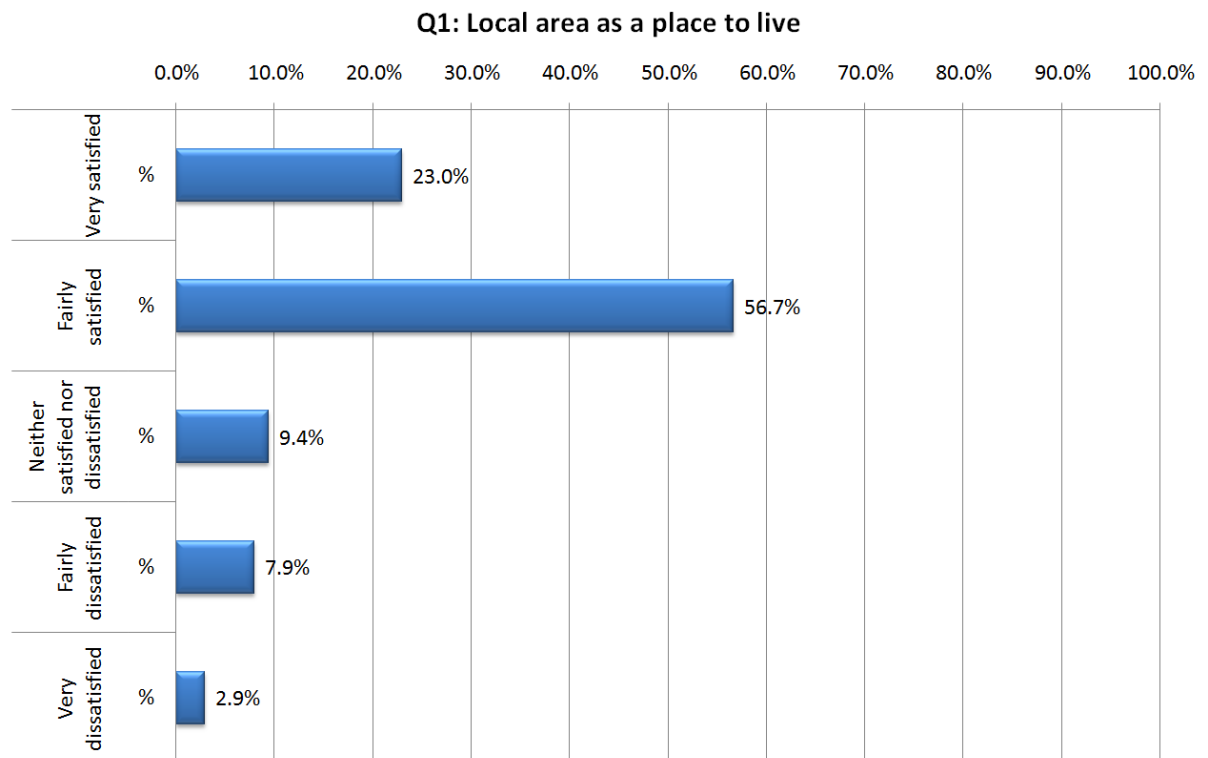
Section 1.0 Your local area as a place to live

1.1 Satisfaction with your local area as a place to live

‘Overall, how satisfied or dissatisfied are you with your local area as a place to live?’ Base: 1,001

Overall satisfaction with the local area as a place to live was 80% with a confidence interval of +/-2.5% at the 95% level.

Chart 1:



Differences

- A third (33%) of those respondents aged 65yrs+ were **very satisfied** with their local area as a place to live which was significantly higher than those aged 35-44yrs at only 17%.
- Females were significantly more satisfied with their local area as a place to live, with 84% **very or fairly satisfied** compared with 75% of Males.
- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 91% in Launton & Otmoor to 55% in Banbury Ruscote.

Other research

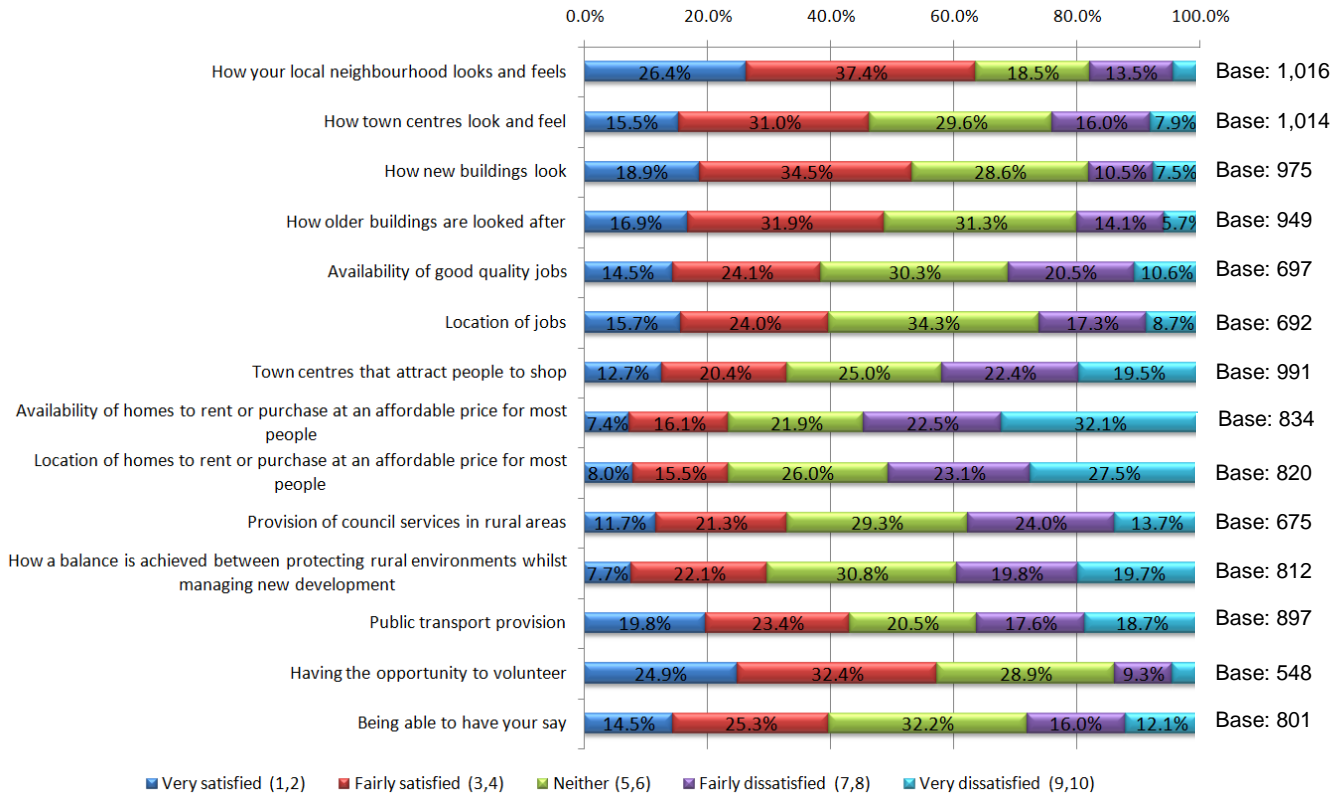
We can make some observations from other research which has taken place although these are **not directly comparable**, with the data achieved for this survey.

- The LGA have been undertaking a quarterly **telephone** poll on resident satisfaction with a **national** sample since September 2012, this has shown levels of satisfaction with ‘the local area’ between 80-85% (June 2016 – 82%).

1.2 Satisfaction with aspects of the district

‘And, how satisfied or dissatisfied are you with the following across the district, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 2:



Nearly two thirds (64%) were **satisfied** (score 1-4) with the way their neighbourhood looks and feels, 18% were **dissatisfied** (score 7-10).

Just under half (46%) were **satisfied** (score 1-4) with the look and feel of town centres, just under a quarter (24%) were **dissatisfied** (score 7-10).

Just over half (53%) were **satisfied** (score 1-4) with how new buildings look, 18% were **dissatisfied** (score 7-10).

Just under half (49%) were **satisfied** (score 1-4) with how older buildings are looked after, a fifth (20%) were **dissatisfied** (score 7-10).

39% were **satisfied** (score 1-4) with the availability of good quality jobs, 31% were **dissatisfied** (score 7-10).

40% were **satisfied** (score 1-4) with the location of jobs, just over a quarter 26% were **dissatisfied** (score 7-10).

A third (33%) were **satisfied** (score 1-4) that the town centres attract people to shop, 42% were **dissatisfied** (score 7-10).

Just under a quarter (24%) were **satisfied** (score 1-4) with the availability of homes to rent or purchase at an affordable price for most people, however over half (55%) were **dissatisfied** (score 7-10).

Just under a quarter (23%) were **satisfied** (score 1-4) with the location of homes to rent or purchase at an affordable price for most people, however over half (51%) were **dissatisfied** (score 7-10).

A third (33%) were **satisfied** (score 1-4) with the provision of council services in rural areas, 38% were **dissatisfied** (score 7-10).

- Those **dissatisfied** across wards varied from 18% in Kidlington East to 59% in Cropredy, Sibfords & Wroxton

30% were **satisfied** (score 1-4) with how a balance is achieved between protecting rural environments whilst managing new development however, 39% were **dissatisfied** (score 7-10).

43% were **satisfied** (score 1-4) with public transport provision, 36% were **dissatisfied** (score 7-10).

- Those **dissatisfied** across wards varied from 13% in Kidlington East to 75% in Cropredy, Sibfords & Wroxton

Over half (57%) were **satisfied** (score 1-4) that they have the opportunity to volunteer, 14% were **dissatisfied** (score 7-10).

40% were **satisfied** (score 1-4) that they able to have their say, just over a quarter (28%) were **dissatisfied** (score 7-10).

Section 2.0: Environmental Services

2.1 Street Cleaning Service

2.1.1 Satisfaction with street cleaning service

'Overall, how satisfied or dissatisfied are you with the street cleaning service?'

Base: 972

Overall satisfaction with the street cleaning service was 62% with a confidence interval of +/-3.0% at the 95% level, 19% dissatisfied.

Chart 3:



Differences

- No significant differences across age categories.
- Females were significantly more satisfied with the street cleaning service, with 68% **very or fairly satisfied** compared with 56% of Males. Males were significantly more **dissatisfied** with the service compared to Females (24% compared with 15%).
- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 74% in Bicester North & Caversfield to 45% in Fringford & Heyfords.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 11% in Bicester East and Bicester North & Caversfield to 29% in Banbury Cross & Neithrop.

Other research

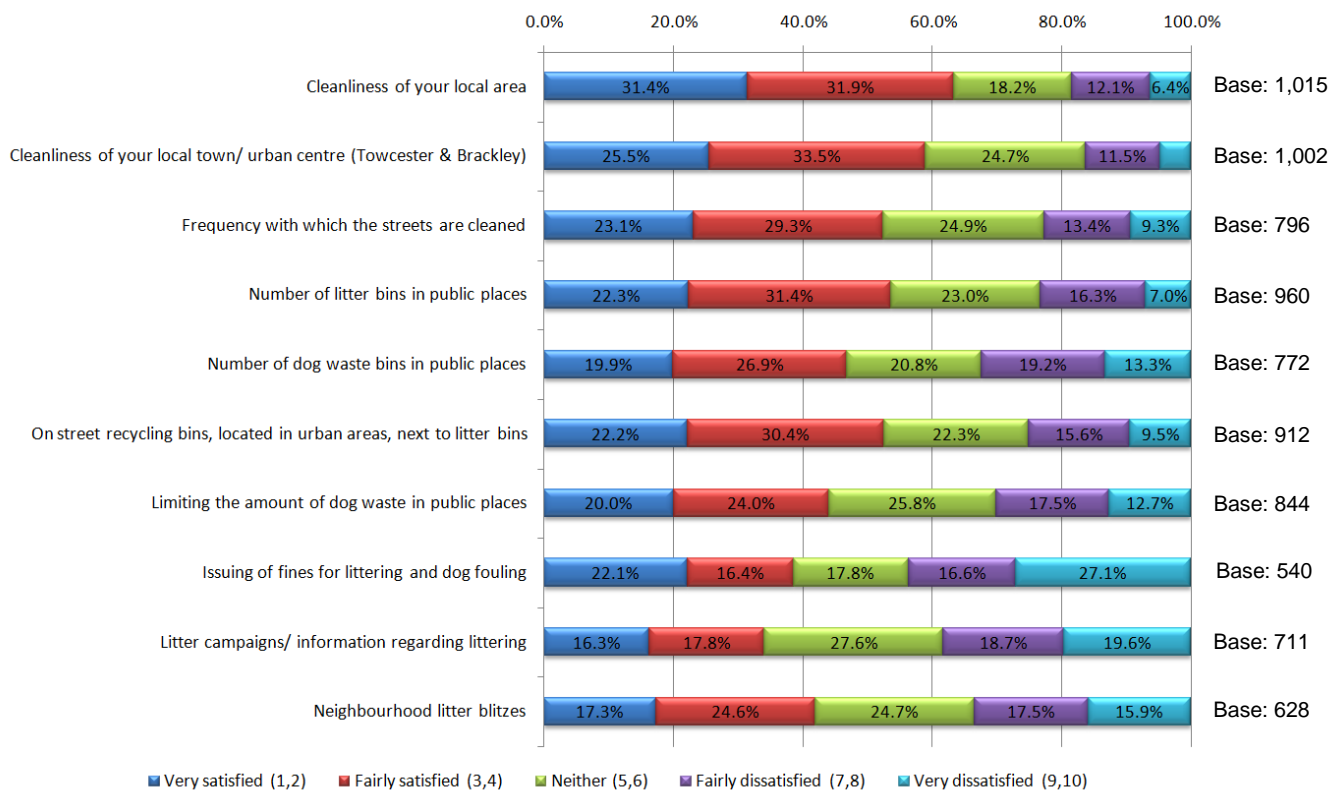
We can make some observations from other research which has taken place although these are **not directly comparable**, with the data achieved for this survey.

- The LGA have been undertaking a quarterly **telephone** poll on resident satisfaction with a **national** sample since September 2012, this has shown levels of satisfaction with 'street cleaning' service between 69-76% (June 2016 – 69%).

2.1.2 Satisfaction with aspects of street cleaning service

'How satisfied or dissatisfied are you with the following aspects of the street cleaning service, where 1 is very satisfied and 10 is very dissatisfied?'

Chart 4:



Nearly two thirds (63%) were **satisfied** (score 1-4) with the cleanliness of their local areas, 18% were **dissatisfied** (score 7-10).

- Those **satisfied** across wards varied from 75% in Deddington to 49% in Banbury Cross & Neithrop.
- Those **dissatisfied** across wards varied from 10% in Deddington to 30% in Banbury, Grimsbury & Hightown.

59% were **satisfied** (score 1-4) with the cleanliness of local town/urban centre (Banbury, Bicester or Kidlington), 16% were **dissatisfied** (score 7-10).

Just over half (52%) were **satisfied** (score 1-4) with the frequency with which the streets are cleaned, 23% were **dissatisfied** (score 7-10).

Just over half (54%) were **satisfied** (score 1-4) with the number of litter bins in public places, 23% were **dissatisfied** (score 7-10).

Just under half (47%) were **satisfied** (score 1-4) with the number of dog waste bins in public places, nearly a third (32%) were **dissatisfied** (score 7-10).

Just over half (53%) were **satisfied** (score 1-4) with on street recycling bins, located in urban areas next to litter bins, a quarter (25%) were **dissatisfied** (score 7-10).

44% were **satisfied** (score 1-4) that the street cleaning service was limiting the amount of dog waste in public places, 30% were **dissatisfied** (score 7-10).

39% were **satisfied** (score 1-4) with the issuing of fines for littering and dog fouling however, 44% were **dissatisfied** (score 7-10).

34% were **satisfied** (score 1-4) with littering campaigns and information regarding littering however, 38% were **dissatisfied** (score 7-10).

42% were **satisfied** (score 1-4) with neighbourhood litter blitzes, a third (33%) were **dissatisfied** (score 7-10).

- Those **satisfied** across wards varied from 59% in Bicester North & Caversfield to 29% in Bicester East.
- Those **dissatisfied** across wards varied from 13% in Banbury Hardwick to 45% in Banbury Calthorpe & Easington.

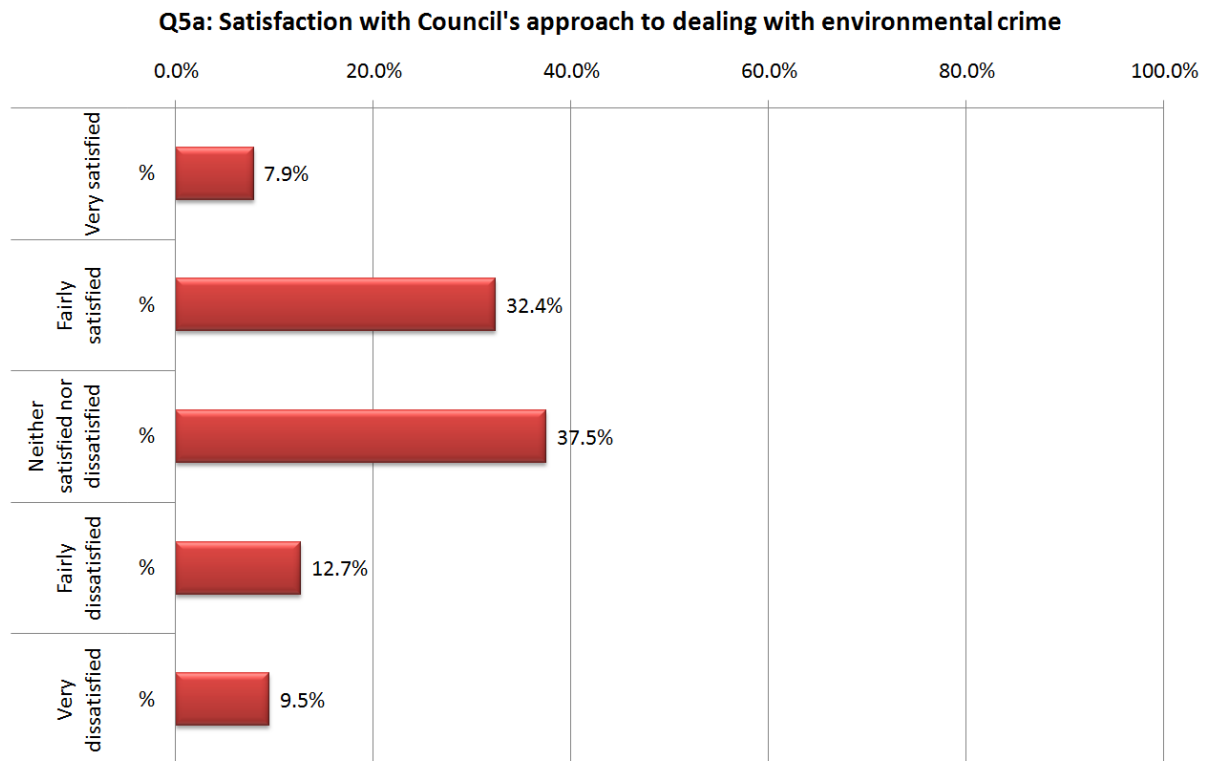
2.2 Environmental Crime and Enforcement

2.2.1 Satisfaction with the Council's approach

'Overall, how satisfied or dissatisfied are you with the Council's approach to dealing with environmental crime?' Base: 794

Overall satisfaction with the Council's approach to dealing with environmental crime was 40%, 22% were dissatisfied.

Chart 5a:



Differences

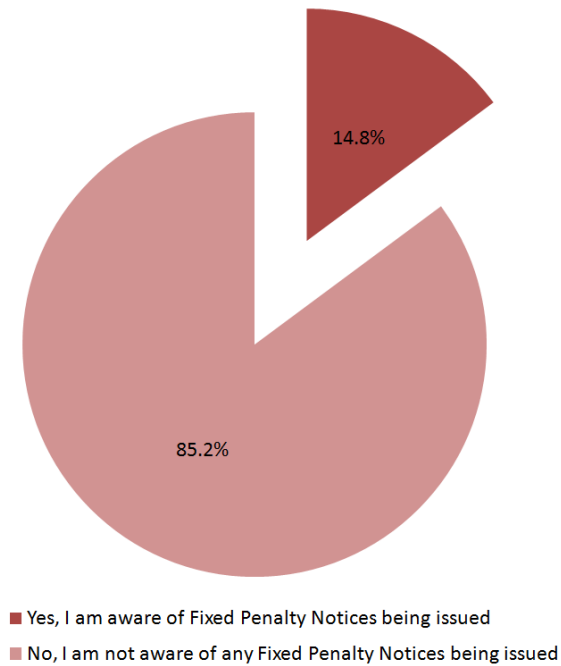
- 60% of respondents aged 75yrs+ were **very or fairly satisfied** with the Council's approach to dealing with environmental crime which was significantly higher than those aged 25-34yrs and 35-44yrs (30% and 35% respectively).
- Females were significantly more satisfied with the Council' approach to dealing with environmental crime, with 47% **very or fairly satisfied** compared with a third (33%) of Males. Males were significantly more **dissatisfied** with the service compared to Females (26% compared with 17%).
- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 57% in Kidlington West to 26% in Fringford & Heyfords.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 12% in Kidlington East to 36% in Fringford & Heyfords.

2.2.2 Fixed Penalty Notices

'Are you aware of any fixed penalty notices being issued by Cherwell District Council Environmental Officers in your local area?' Base: 1,017

Chart 5b:

Q5b: Aware of fixed penalty notices being issued in local area

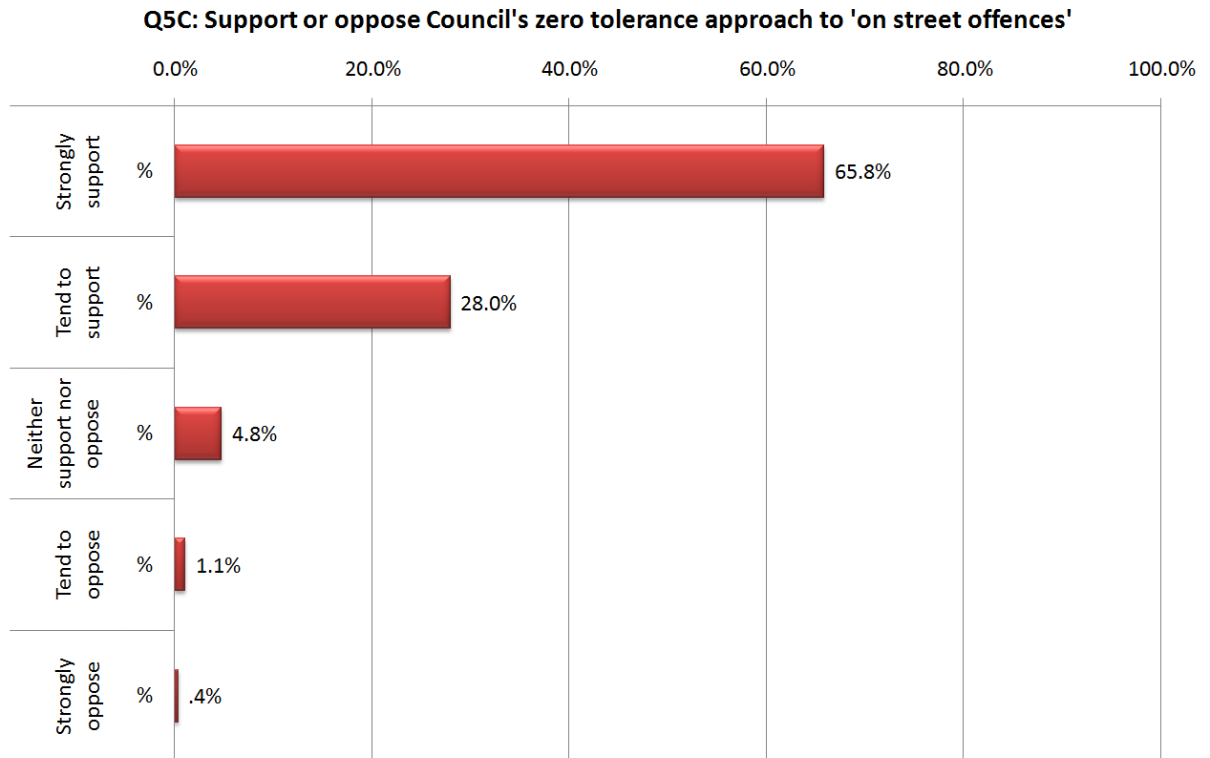


Only 15% were aware of fixed penalty notices being issued by Cherwell District Council Environmental Enforcement Officers in their local area, 85% were not.

2.2.3 Street Offences

'To what extent do you support or oppose the Council's policy of a zero tolerance approach to 'on street offences' (i.e. giving a fine to those people issued with a fixed penalty notice for littering, dog fouling or abandoned vehicles?' Base: 985

Chart 5c:



94% **support** the Council's zero tolerance approach to 'on street offences', only 1% **oppose** the policy.

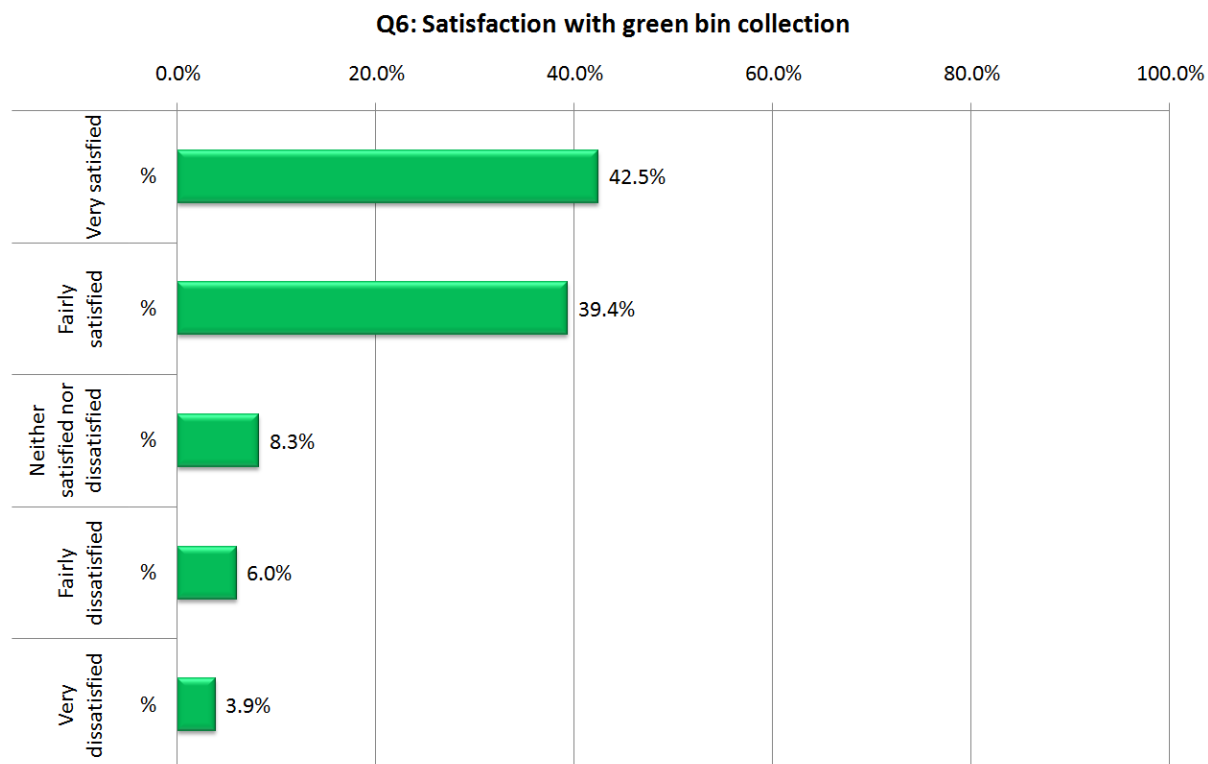
2.3 Household Waste Collection

2.3.1 Satisfaction with waste collection

‘Overall, how satisfied or dissatisfied are you with the green bin collection service?’ *Base: 1,016*

Overall satisfaction with the green bin collection service was 82% with a confidence interval of +/-2.4% at the 95% level, 10% were dissatisfied.

Chart 6:



Differences

- 94% those respondents aged 75yrs+ were **very or fairly satisfied** with the green bin collection service which was significantly higher than some of the other age categories most notable 35-44yrs (73%) and 55-64yrs (79%).
- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 93% in Kidlington West to 70% in Banbury, Grimsbury & Hightown.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 1% in Bicester East to 20% in Banbury Ruscote.

Other research

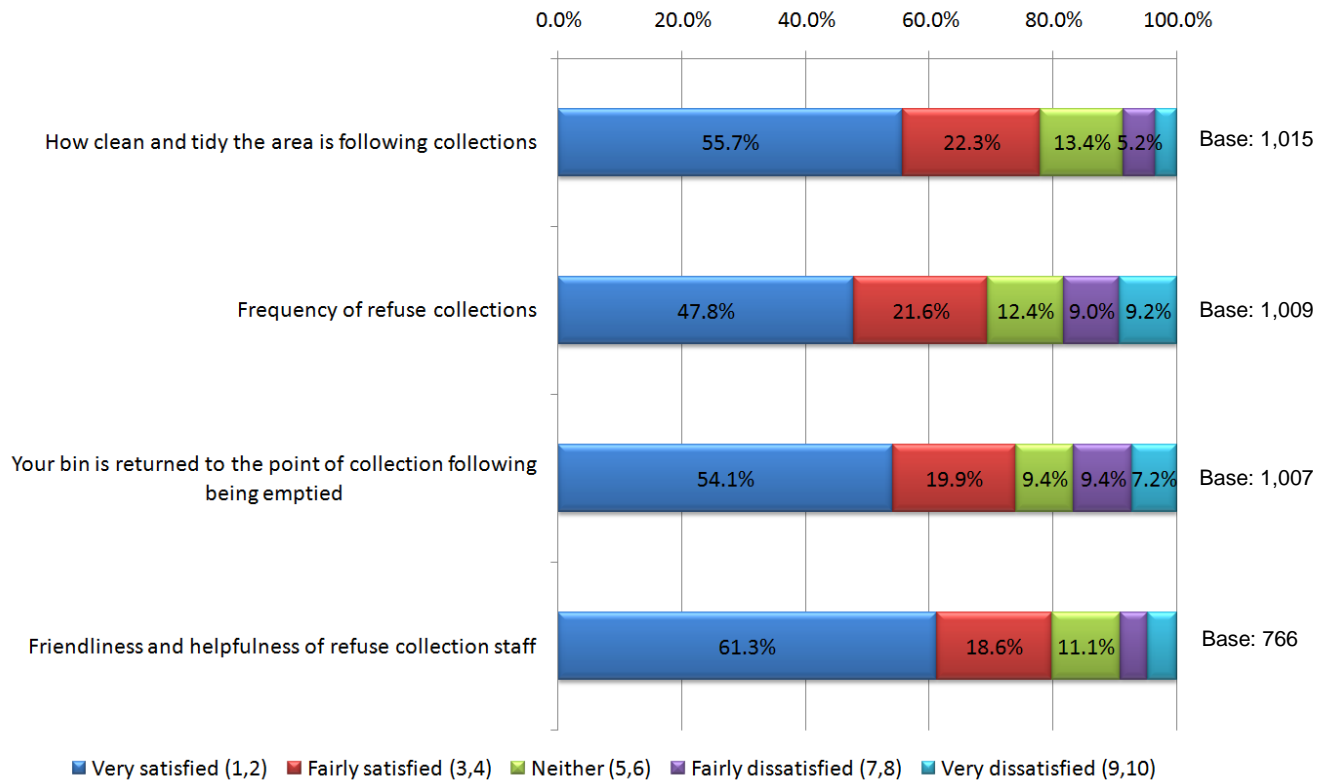
We can make some observations from other research which has taken place although these are **not directly comparable**, with the data achieved for this survey.

- The LGA have been undertaking a quarterly **telephone** poll on resident satisfaction with a **national** sample since September 2012, this has shown levels of satisfaction with ‘waste collection’ service between 77-86% (June 2016 – 80%).

2.3.2 Satisfaction with aspects of waste collection

‘And how satisfied or dissatisfied are you with the following aspects of the green bin collection service, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 7:



Over three quarters (78%) were **satisfied** (score 1-4) with how clean and tidy the area is following collections, only 9% were **dissatisfied** (score 7-10).

69% were **satisfied** (score 1-4) with the frequency of refuse collections, 18% were **dissatisfied** (score 7-10).

74% were **satisfied** (score 1-4) that their bin is returned to the point of collection following being emptied, 17% were **dissatisfied** (score 7-10).

80% were **satisfied** (score 1-4) with the friendliness and helpfulness of refuse collection staff, only 9% were **dissatisfied** (score 7-10).

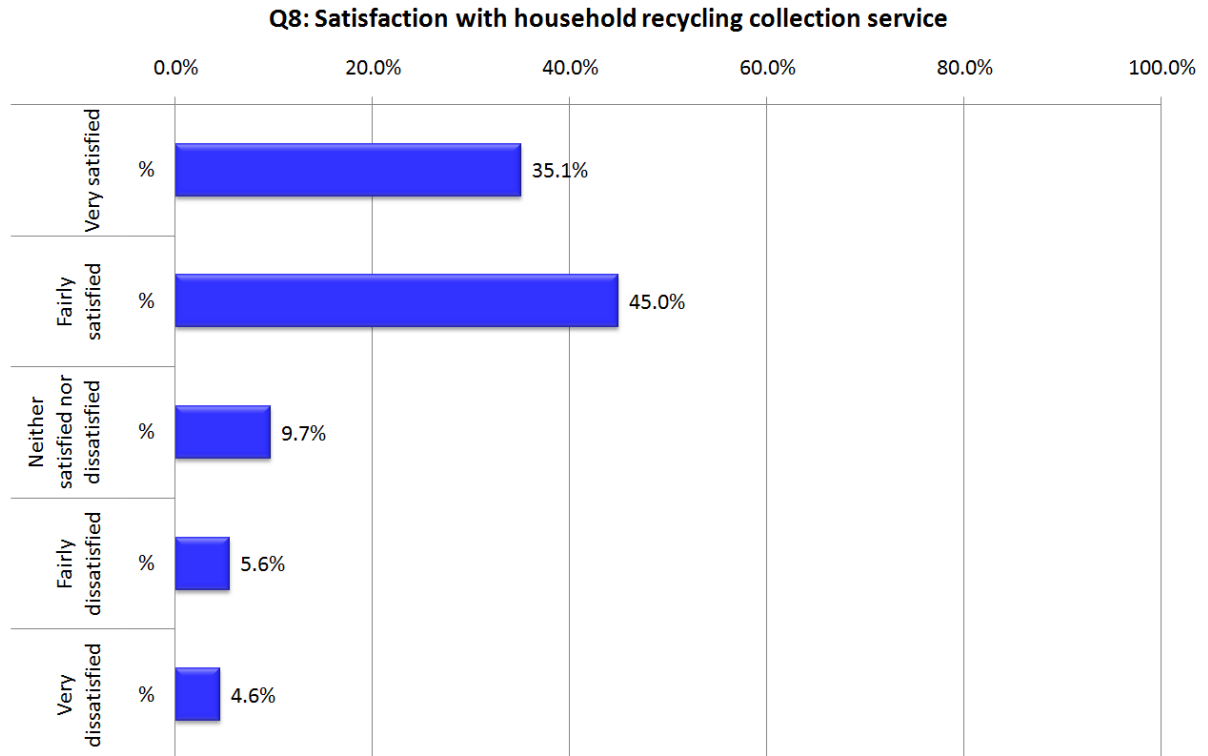
2.4 Household Recycling Collections

2.4.1 Satisfaction with household recycling collection service

‘Overall, how satisfied or dissatisfied are you with the household recycling collection service?’ (*Blue bin*) Base: 1,006

Overall satisfaction with the household recycling collection service was 80% with a confidence interval of +/-2.5% at the 95% level, 10% were dissatisfied.

Chart 8:



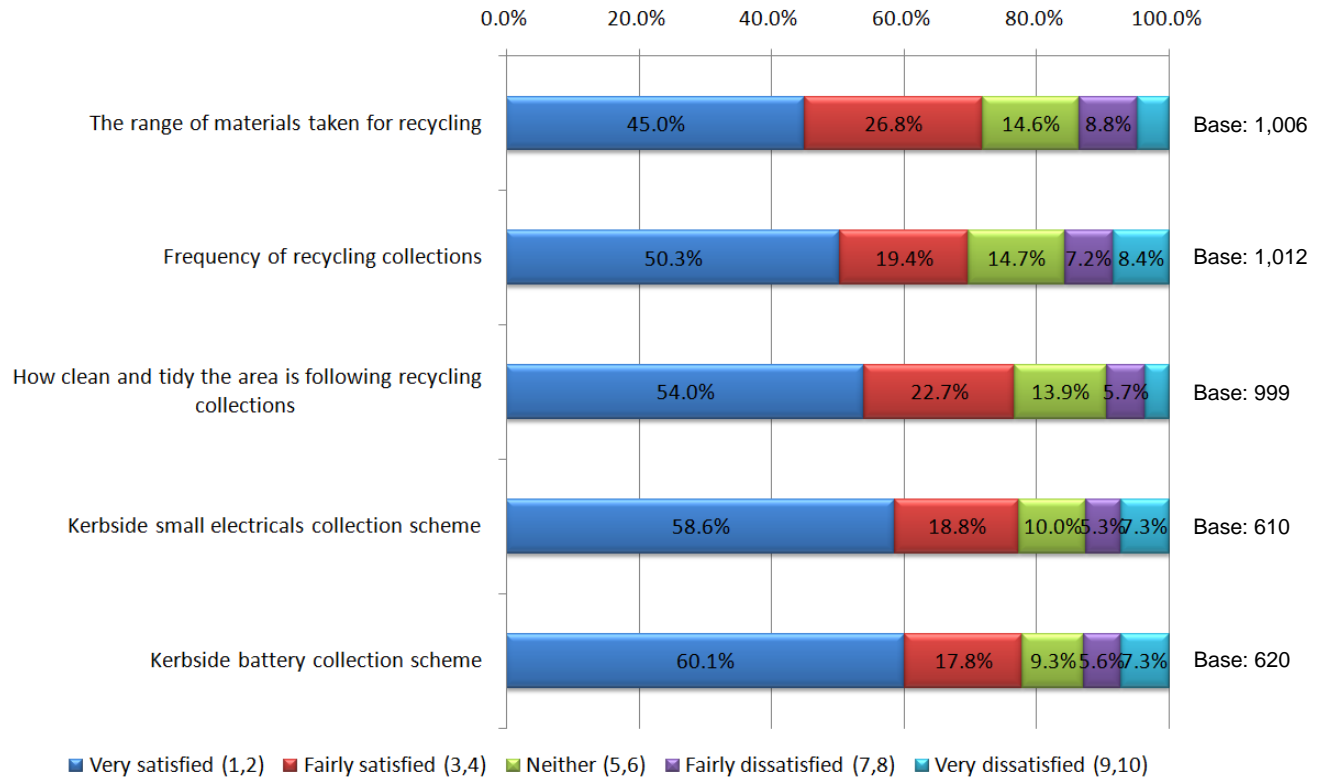
Differences

- 92% those respondents aged 75yrs+ were **very or fairly satisfied** with the household recycling collection service which was significantly higher than some of the other age categories most notable 25-34yrs (77%) and 35-44yrs (73%).
- Females were significantly more satisfied with the household recycling collection service, with 85% **very or fairly satisfied** compared with 75% of Males.
- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 90% in Bicester North & Caversfield to 58% in Banbury Ruscite.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 4% in Banbury Calthorpe & Easington to 21% in Banbury Ruscite.

2.4.2 Satisfaction with aspects of the household recycling collection service

‘And how satisfied or dissatisfied are you with the following aspects of the household recycling collection service, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 9:



72% were **satisfied** (score 1-4) with the range of materials taken for recycling, 14% were **dissatisfied** (score 7-10).

70% were **satisfied** (score 1-4) with the frequency of recycling collections, 16% were **dissatisfied** (score 7-10).

77% were **satisfied** (score 1-4) with how clean and tidy the area is following recycling collections, only 9% were **dissatisfied** (score 7-10).

77% were **satisfied** (score 1-4) with kerbside small electricals collection scheme, 13% were **dissatisfied** (score 7-10).

78% were **satisfied** (score 1-4) with kerbside battery collection scheme, 13% were **dissatisfied** (score 7-10).

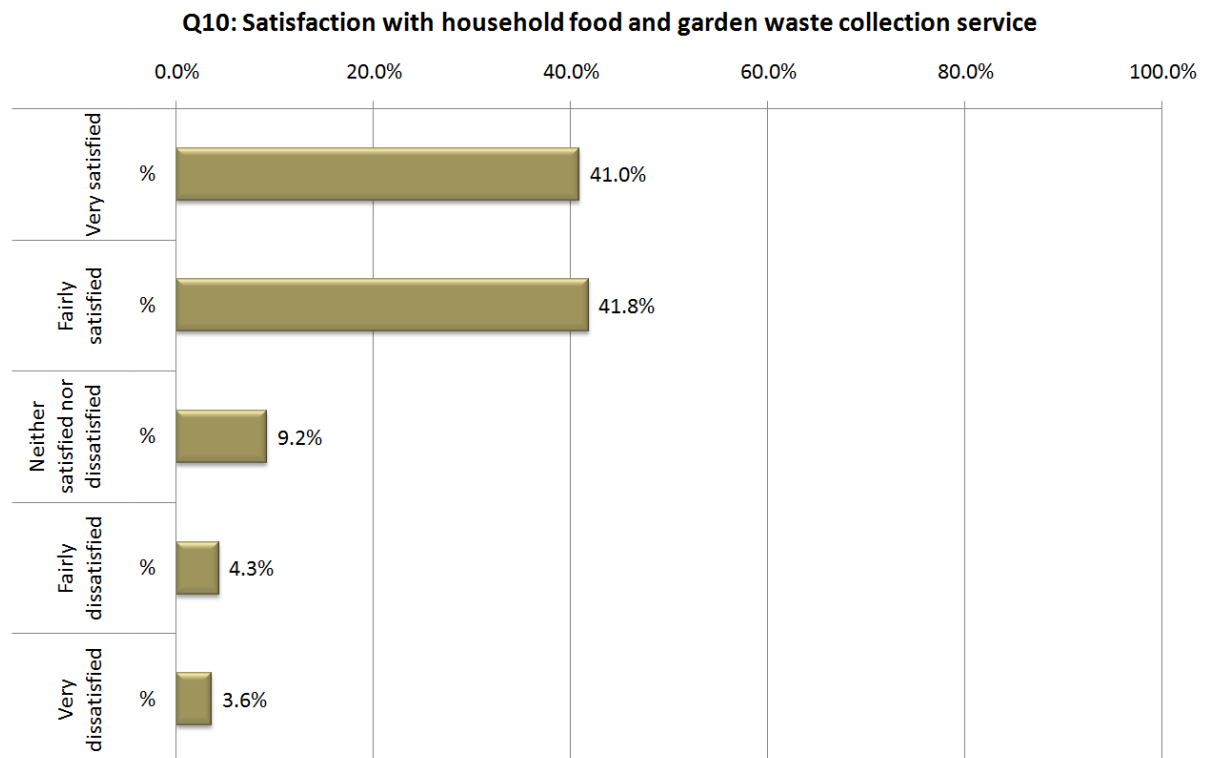
2.5 Household Food and Garden Waste Collections

2.5.1 Satisfaction with food and garden waste collection service

‘Overall, how satisfied or dissatisfied are you with the household food and garden waste collection service?’ (*Brown bin*) Base: 982

Overall satisfaction with the food and garden waste collection service is 83% with a confidence interval of +/-2.3% at the 95% level, 8% dissatisfied.

Chart 8:



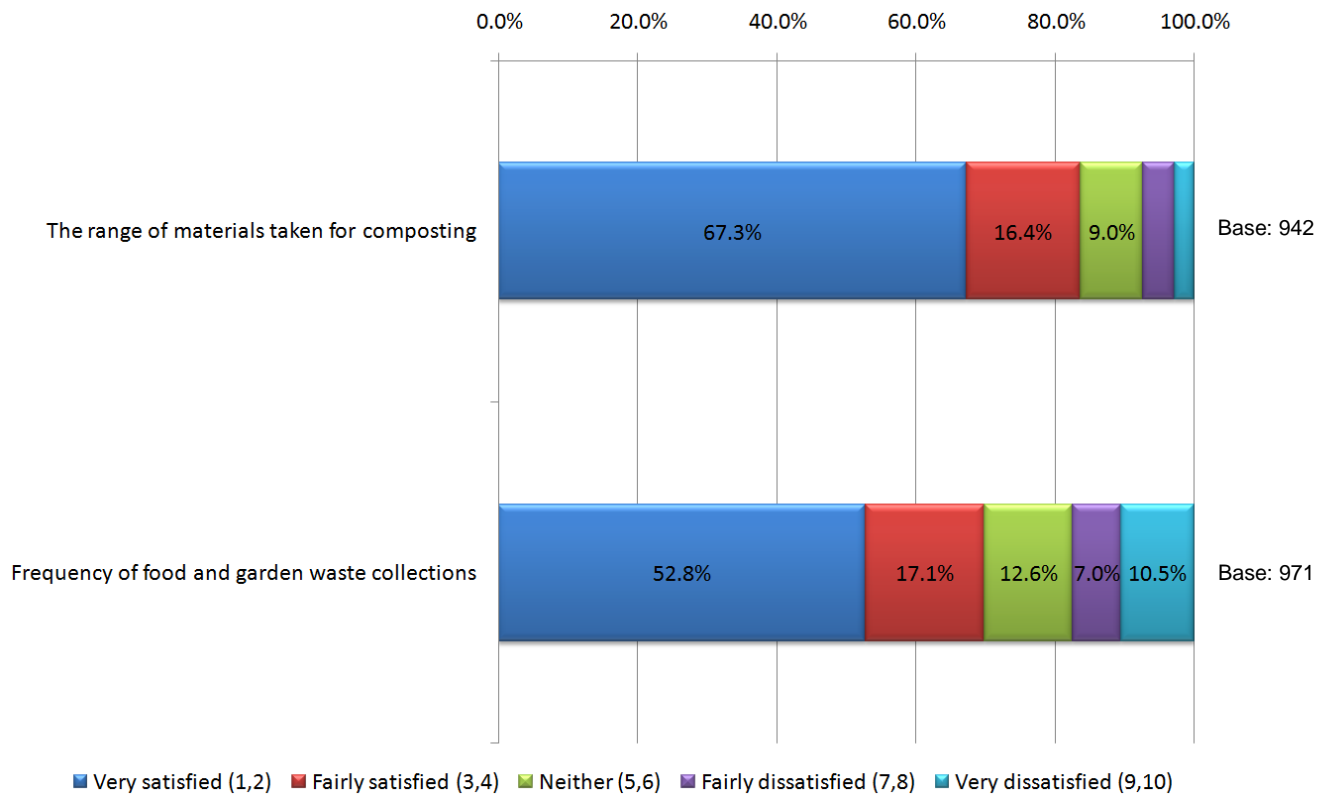
Differences

- No significant differences across age categories when comparing those who were satisfied or dissatisfied.
- Females were significantly more satisfied with the household food and garden waste collection service, with 87% **very or fairly satisfied** compared with 80% of Males.
- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 90% in Bicester North & Caversfield and Banbury Hardwick to 71% in Banbury Ruscote.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 2% in Banbury Calthorpe & Easington and Bicester North & Caversfield to 19% in Banbury Cross & Neithrop.

2.5.2 Satisfaction with aspects of the food and garden waste collection service

‘And how satisfied or dissatisfied are you with the following aspects of the food and garden waste collection service, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 11:



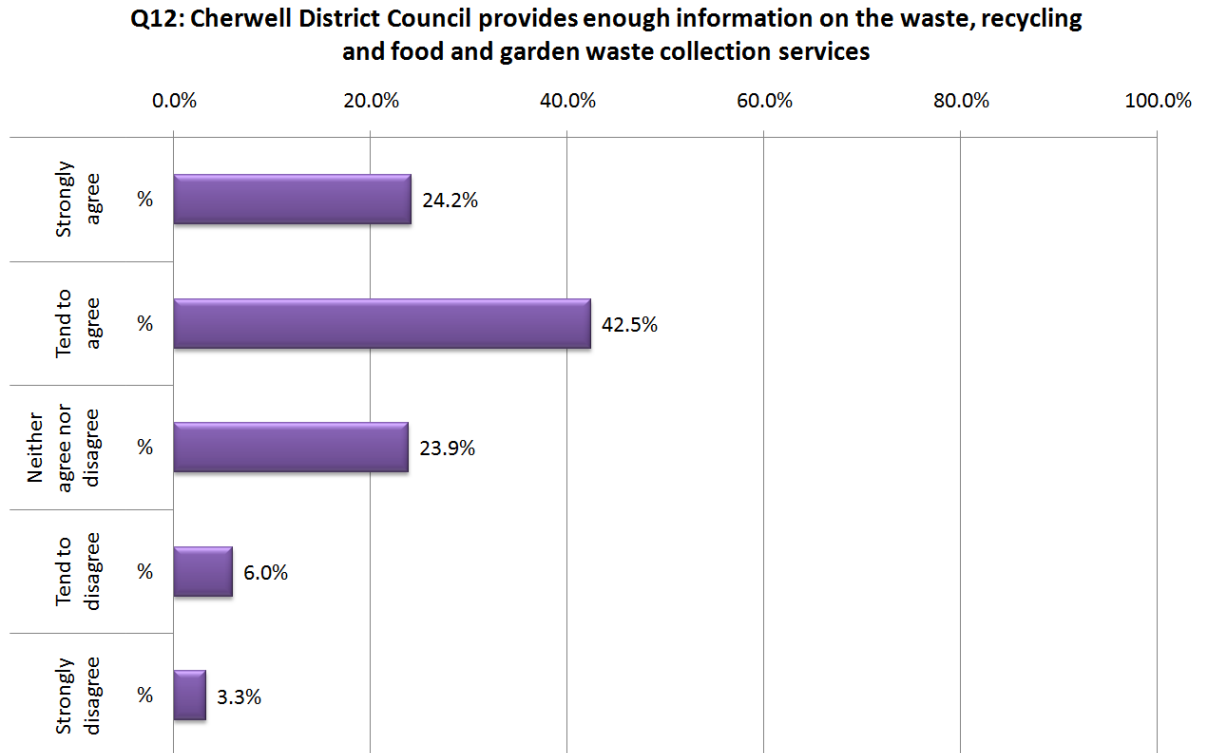
84% were **satisfied** (score 1-4) with the range of materials taken for composting, only 7% were **dissatisfied** (score 7-10).

70% were **satisfied** (score 1-4) with the frequency of food and garden waste collections, 18% were **dissatisfied** (score 7-10).

2.6 Information on waste, recycling, food and garden waste collection service

‘To what extent do you agree or disagree that Cherwell District Council provides you with enough information on the waste, recycling and food and garden waste collection services?’ *Base: 989*

Chart 12:



Around two thirds (67%) agreed that they are provided with enough information on the waste, recycling and food and garden waste collection services, only 9% disagreed.

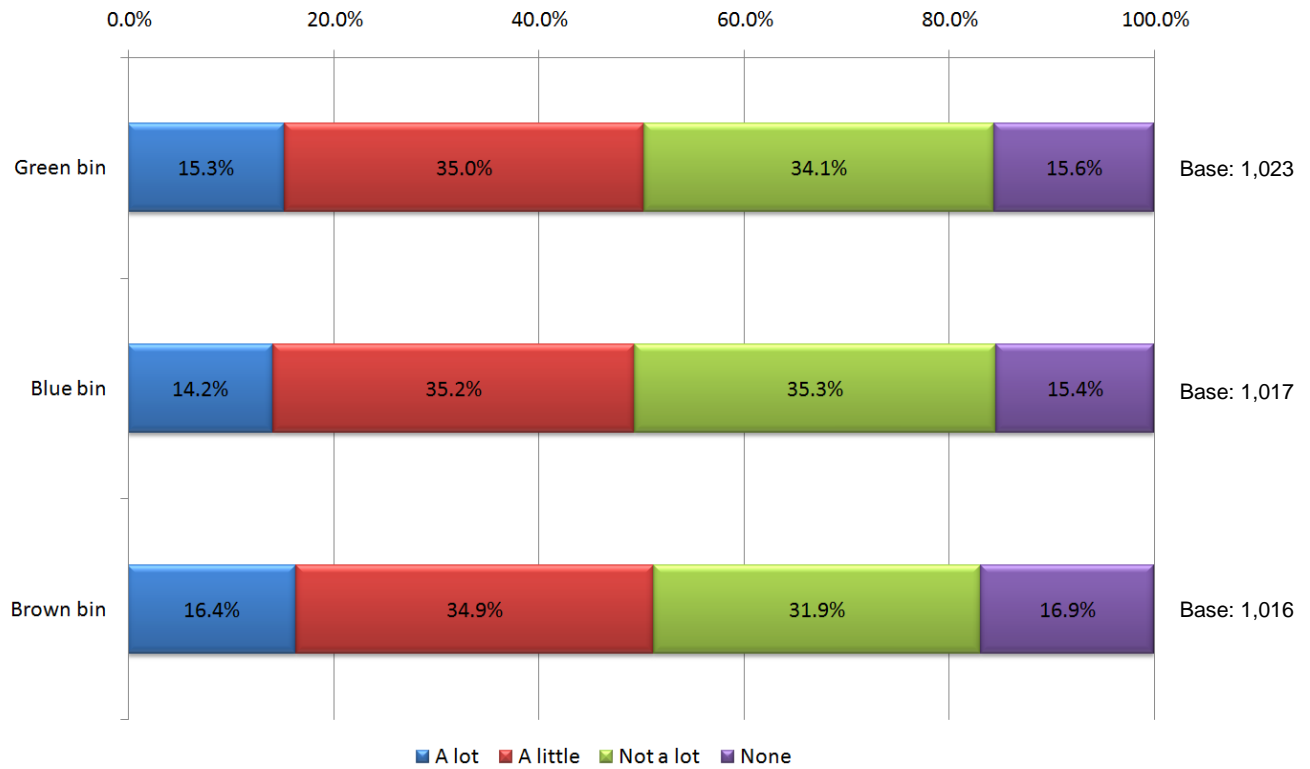
Differences

- No significant differences across age categories when comparing those who agreed or disagreed.
- Females were significantly more likely to agree that they are provided with enough information (74%) compared with 60% of Males.

2.7 Waste following collections

'How much do you know about what happens to your waste after collections?'

Chart 13:



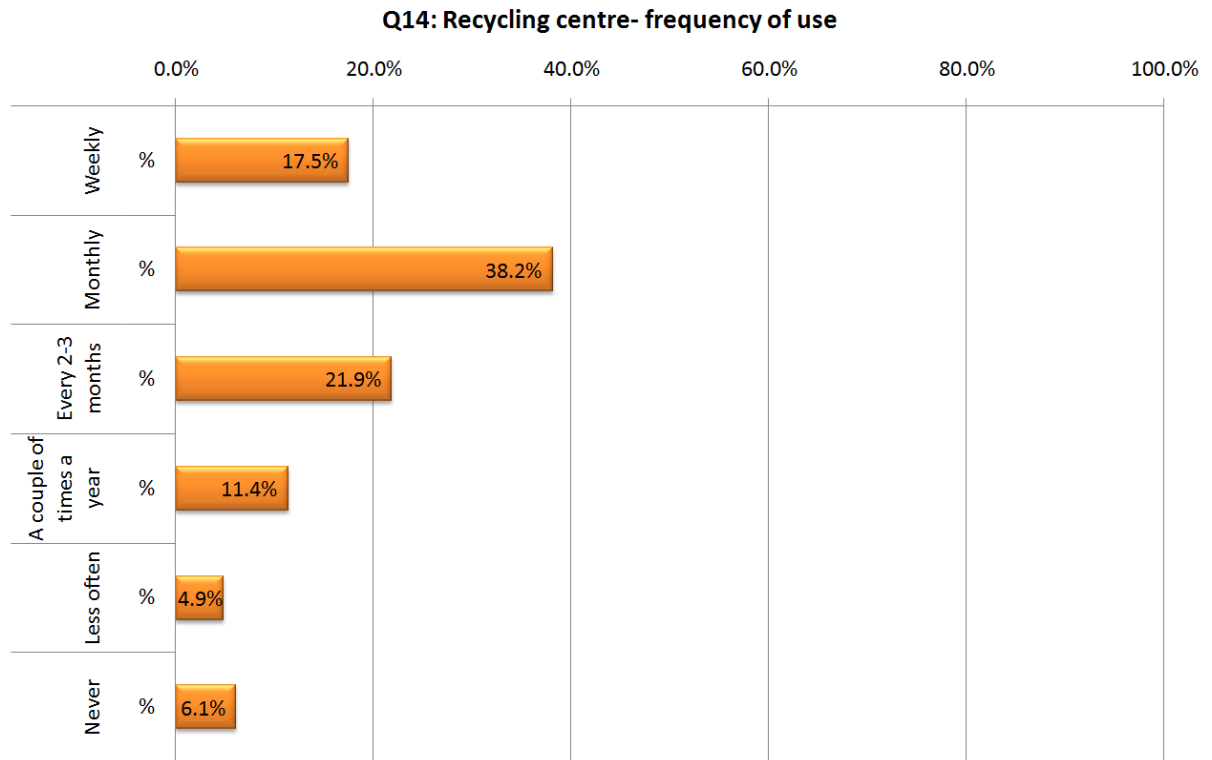
Around half knew 'a lot' or 'a little' about what happens with the waste from the green bin (50%), blue bin (49%) and brown bin (51%) after collection.

2.8 Recycling Centres

2.8.1 Frequency of use

'How often do you use a recycling centre?' Base: 1,027

Chart 14:



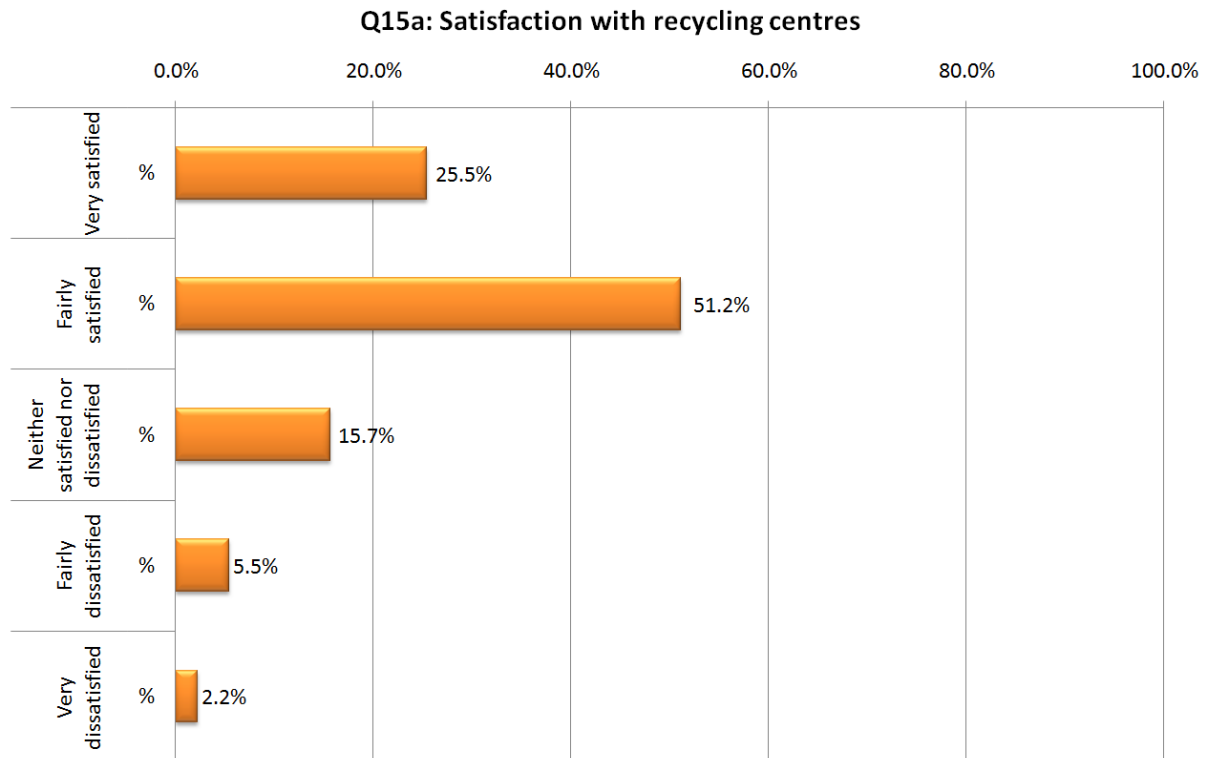
56% of respondents use recycling centres at least on a monthly basis, only 6% have never used them.

2.8.2 Satisfaction with recycling centres

'Overall, how satisfied or dissatisfied are you with the recycling centres?' Base: 963

Overall satisfaction with recycling centres was 77% with a confidence interval of +/-2.7% at the 95% level, 8% dissatisfied.

Chart 15a:



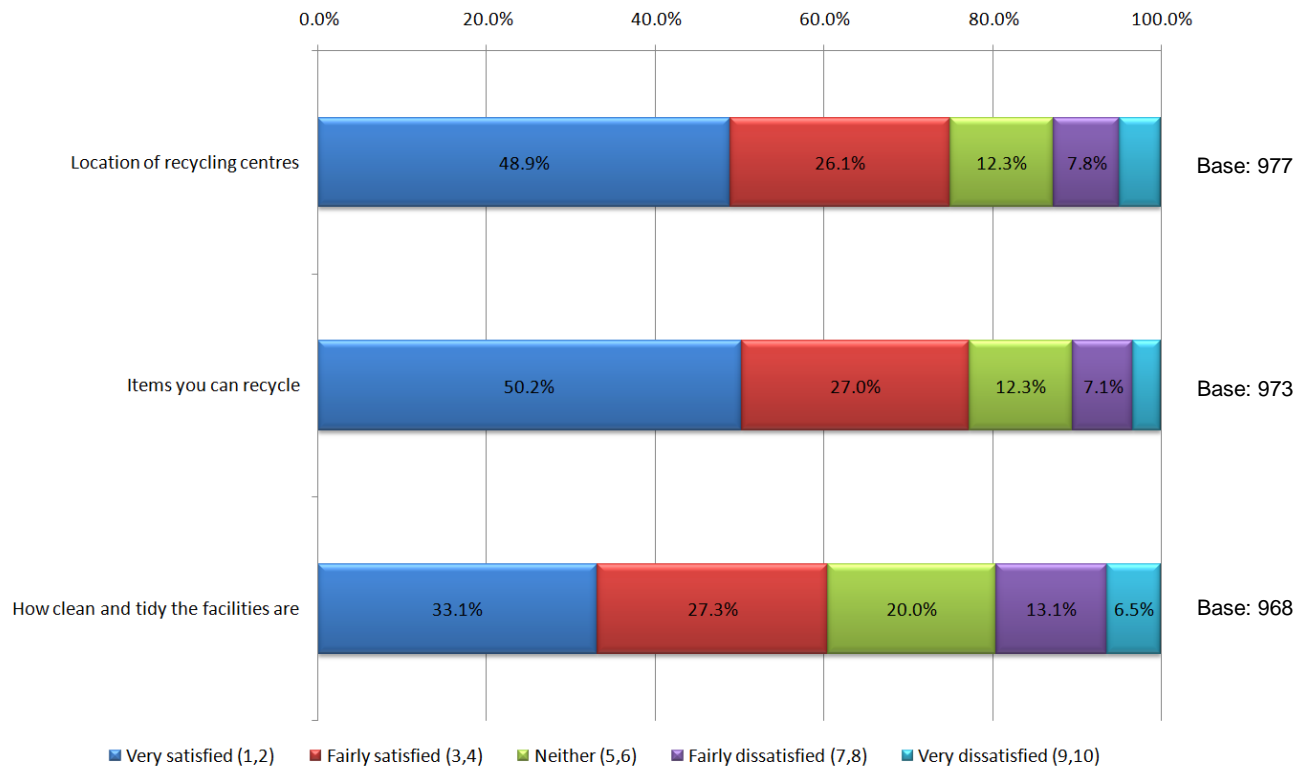
Differences

- No significant differences across age or gender when comparing those satisfied or dissatisfied.
- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 85% in Bicester East and Bicester South & Ambrosden to 57% in Banbury Grimsbury & Hightown.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 2% in Bicester East and Fringford & Heyfords to 18% in Banbury Cross & Neithrop.

2.8.3 Satisfaction with aspects of local recycling centres

‘And how satisfied or dissatisfied are you with the following aspects of the local recycling centres, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 15b:



Three quarters (75%) were **satisfied** (score 1-4) with the location of recycling centres, 13% were **dissatisfied** (score 7-10).

Just over three quarters (77%) were **satisfied** (score 1-4) with the items you can recycle, 10% were **dissatisfied** (score 7-10).

60% were **satisfied** (score 1-4) with how clean and tidy the facilities were, 20% were **dissatisfied** (score 7-10).

Section 3.0 Leisure and Recreation

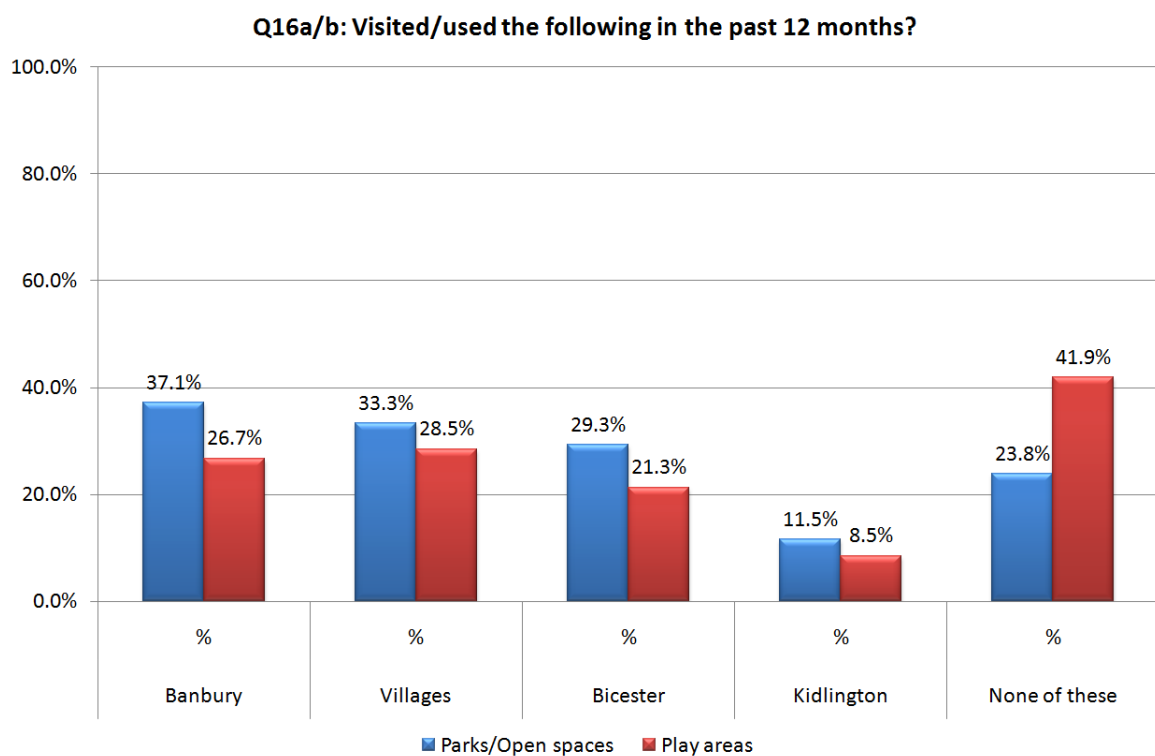
3.1 Parks/open spaces and play areas

3.1.1 Visited parks/open spaces and play areas

'In which if any of the following locations have you visited/used PARKS/OPEN SPACES in the past 12 months?' Base: 956 - MULTI

'In which if any of the following locations have you visited/used PLAY AREAS in the past 12 months?' Base: 803 - MULTI

Chart 16a/b:

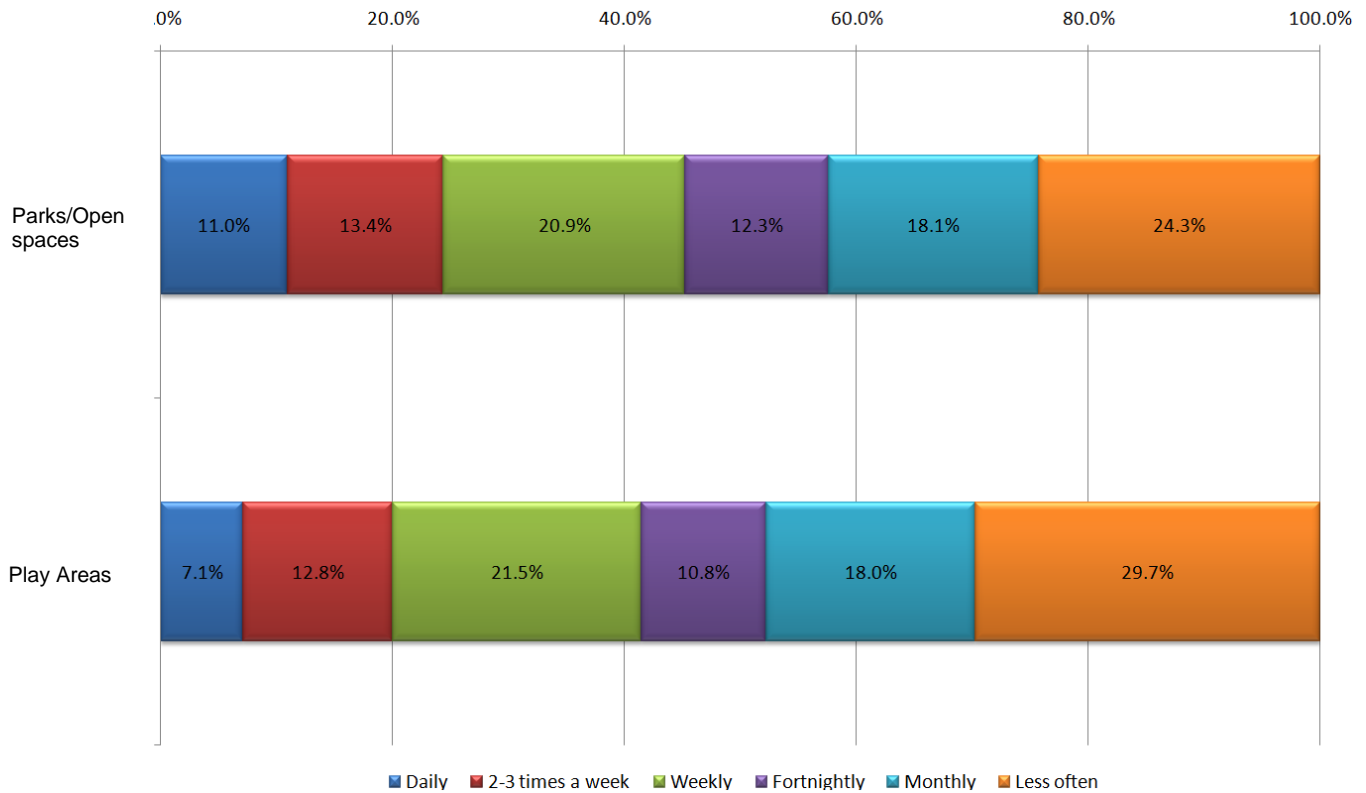


3.1.2 Frequency of visit to parks/open spaces and play areas

‘Roughly, how often do you visit the PARKS/OPEN SPACES?’ Base: 717

‘Roughly, how often do you visit the PLAY AREAS?’ Base: 474

Chart 17a/b:



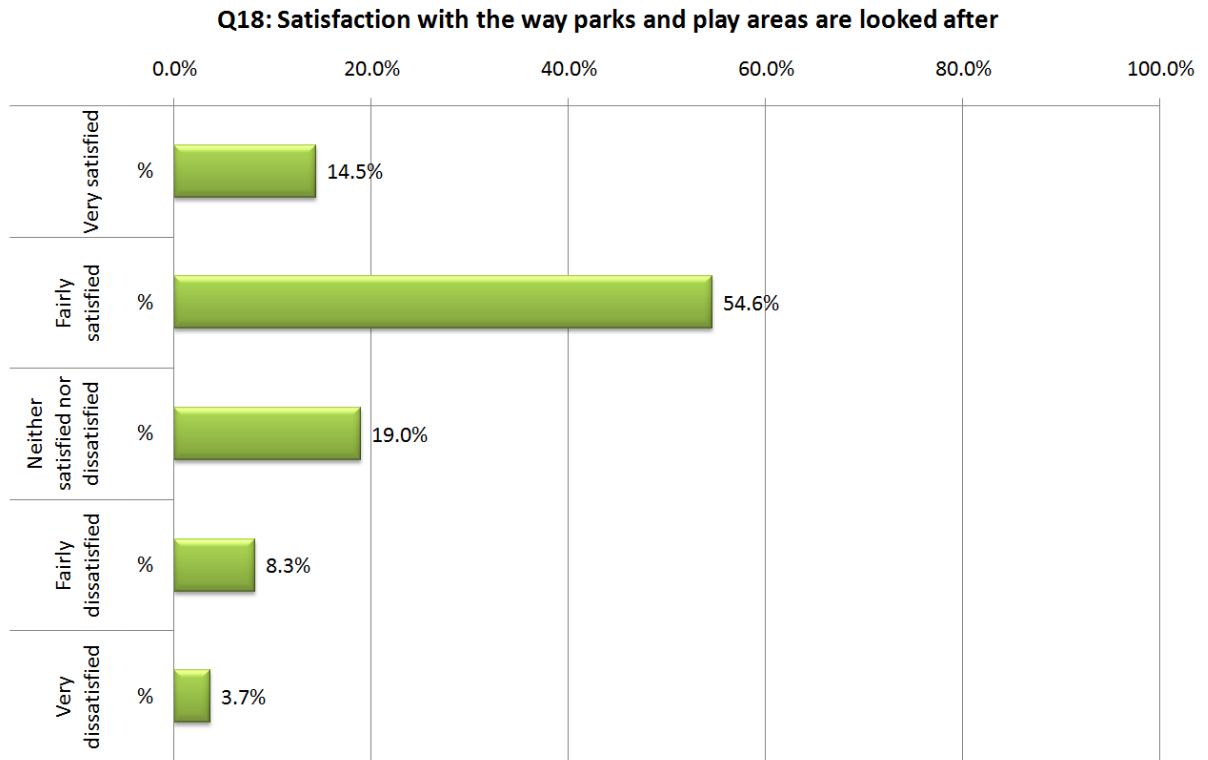
Of those who have used the parks/open spaces in the past 12 months, 45% have done so at least on a weekly basis.

Of those who have used the play areas in the past 12 months, 41% have done so at least on a weekly basis.

3.1.3 Satisfaction with parks and play areas

‘Overall, how satisfied or dissatisfied are you with the way parks and play areas are looked after?’ Base: 825

Chart 18:



Overall satisfaction with the way parks and play areas are looked after was 69%, 12% were dissatisfied.

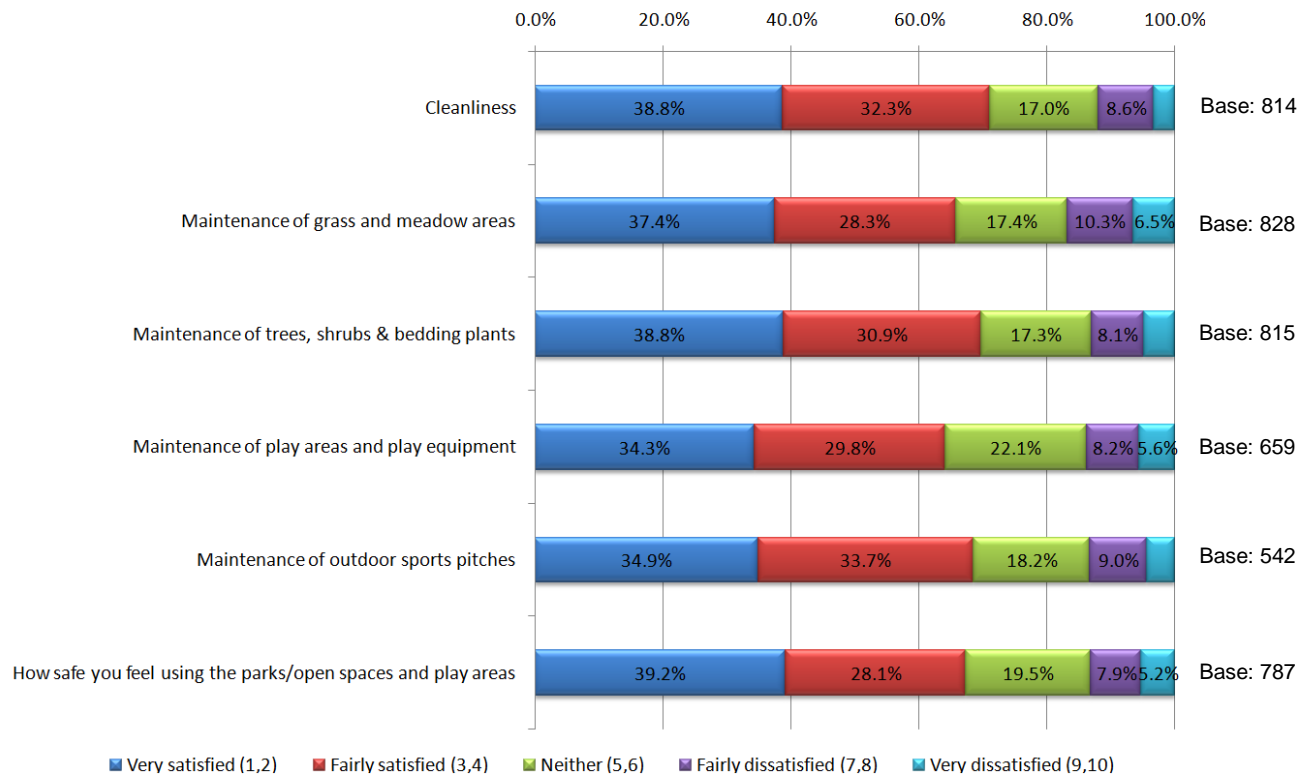
Differences

- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 85% in Deddington to 52% in Banbury Ruscott.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 2% in Deddington to 21% in Banbury Ruscott and Bicester West.

3.1.4 Satisfaction with aspects of the local parks/open spaces and play areas

‘And how satisfied or dissatisfied are you with the following aspects of the local parks/open spaces and play areas, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 19:



71% were **satisfied** (score 1-4) with the cleanliness, 12% were **dissatisfied** (score 7-10).

Two thirds (66%) were **satisfied** (score 1-4) with the maintenance of grass and meadow areas, 17% were **dissatisfied** (score 7-10).

70% were **satisfied** (score 1-4) with the maintenance of trees, shrubs & bedding plants, 13% were **dissatisfied** (score 7-10).

64% were **satisfied** (score 1-4) with the maintenance of play areas and play equipment, 14% were **dissatisfied** (score 7-10).

69% were **satisfied** (score 1-4) with the maintenance of outdoor sports pitches, 13% were **dissatisfied** (score 7-10).

67% were **satisfied** (score 1-4) with how safe they feel using the parks/open spaces and play areas, 13% were **dissatisfied** (score 7-10).

3.1.5 Number of parks/open spaces and play areas

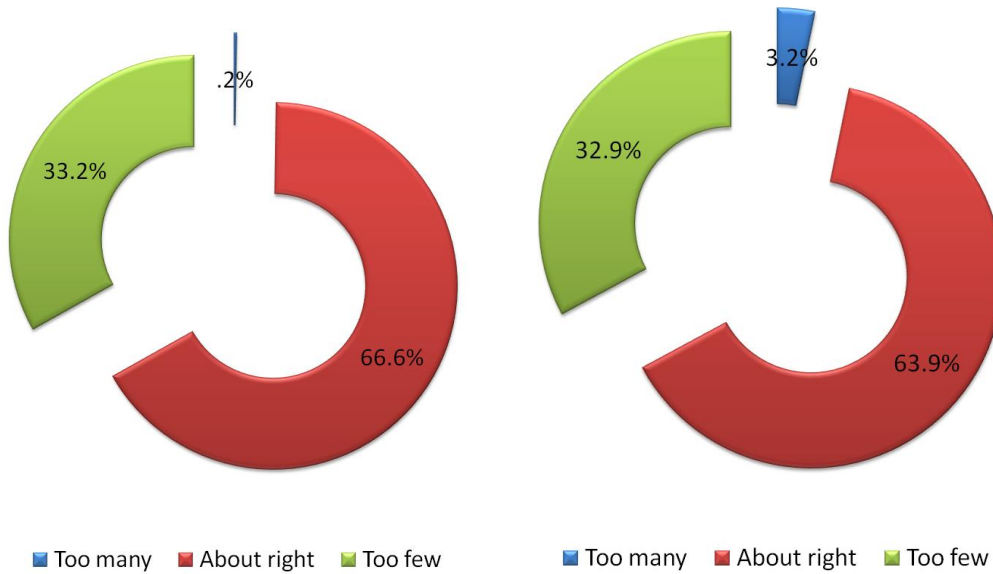
'Do you think the number of PARKS/OPEN SPACES available is about right, too few or too many?' Base: 776

'Do you think the number of PARKS/OPEN SPACES available is about right, too few or too many?' Base: 590

Charts 20a/b:

PARKS/OPEN SPACES

PLAY AREAS



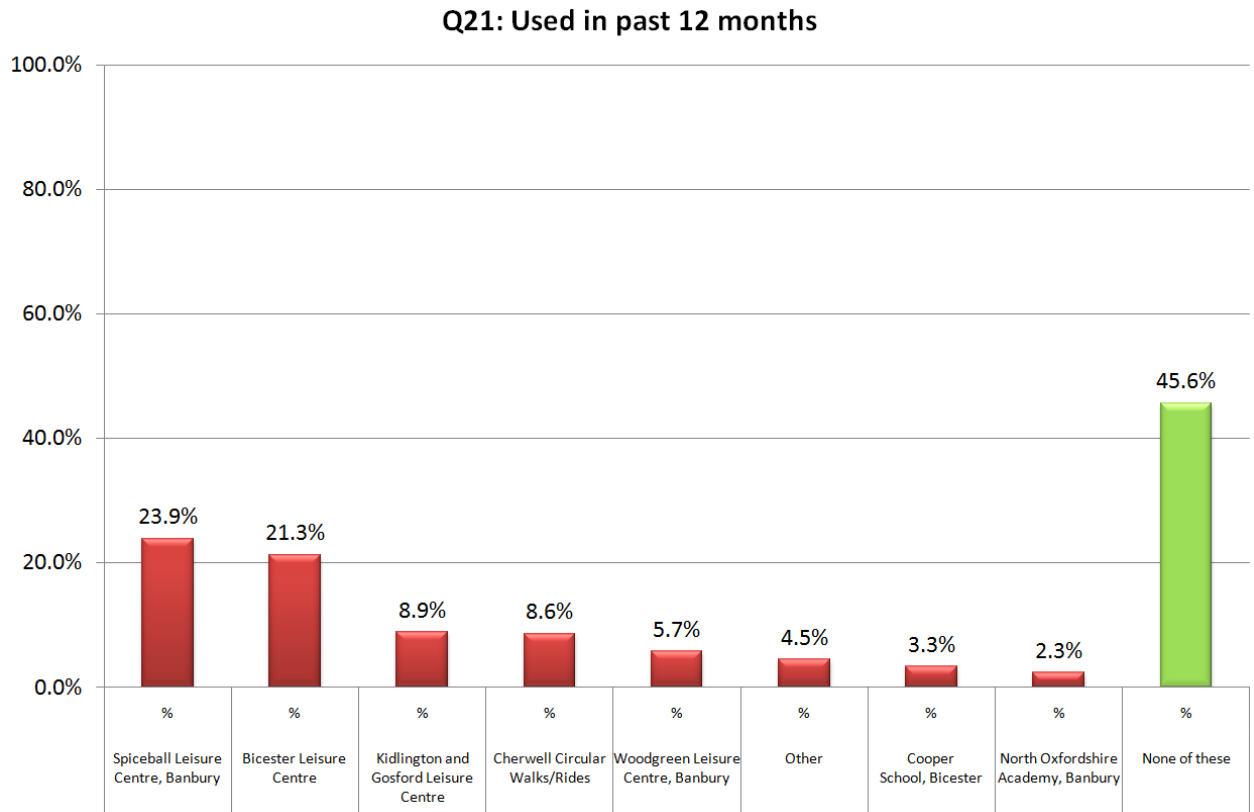
A third (33%) of those who responded felt there were 'too few' parks/open spaces and play areas.

3.2 Leisure Facilities

3.2.1 Leisure facilities used

‘Which, if any, of the following local leisure facilities have you used in the past 12 months?’ *Base: 1,006*

Chart 21:



The most common leisure facilities used were the Spiceball Leisure Centre in Banbury and the Bicester Leisure Centre (24% and 21% respectively).

46% of those who responded have not used any of the local leisure facilities in the past 12 months.

3.2.2 Satisfaction with leisure facilities provided by Cherwell District Council

‘Overall, how satisfied or dissatisfied are you with the leisure facilities provided by Cherwell District Council?’ *Base: 686*

| | Total | User/Non-User | | |
|--------------|--------------|---------------|------------|-----------|
| | | User | Non-User | No Data |
| BASE | 686 | 507 | 164 | 15 |
| Satisfied | 62.6% | 69.2% | 44.7% | 33.4% |
| Dissatisfied | 13.7% | 13.8% | 11.6% | 34.2% |
| Neither | 23.7% | 17.0% | 43.6% | 32.4% |

Overall 63% were **satisfied** with the leisure facilities provided by the Council, 14% were **dissatisfied**.

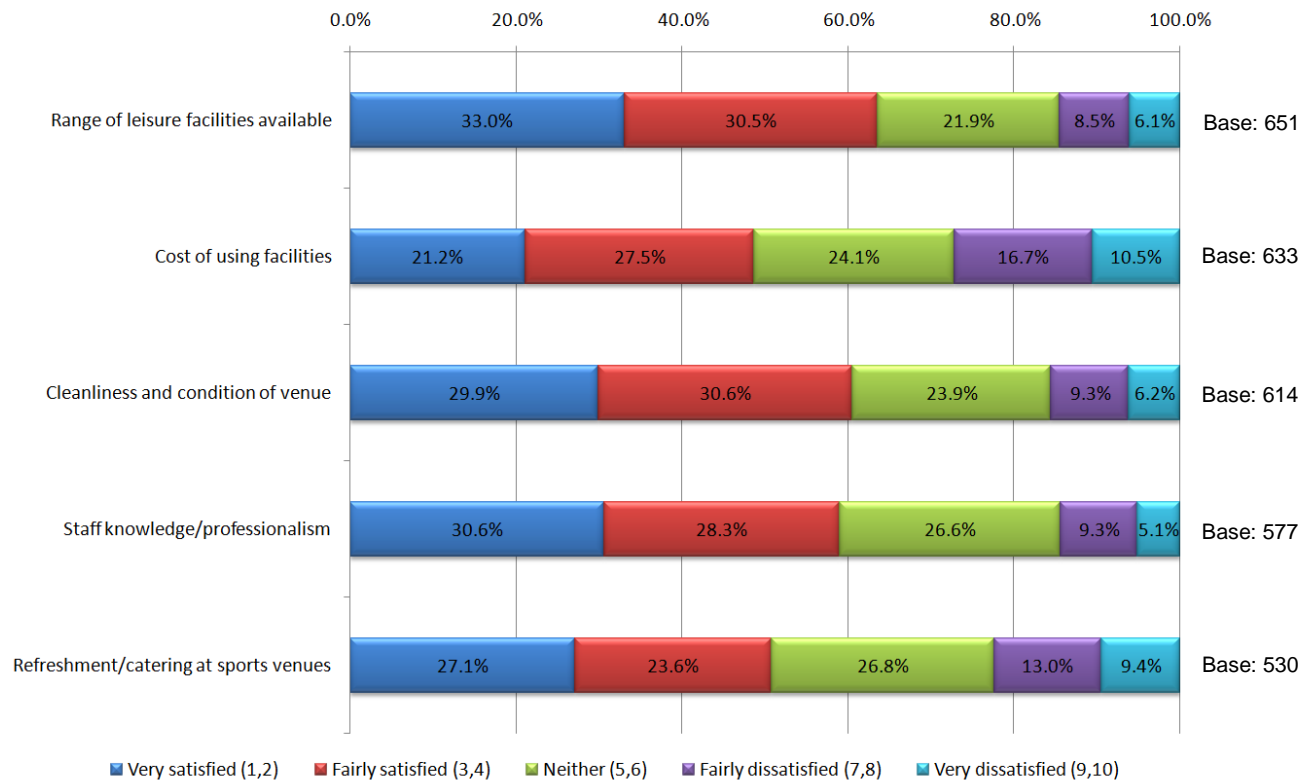
Differences

- Users of the local leisure facilities (in the past 12 months) were significantly more satisfied with them (69%) compared with 45% of non-users.
- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 85% in Banbury Hardwick to 46% in Bicester North & Caversfield.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 5% in Deddington to 23% in Bicester West.

3.2.3 Satisfaction with aspects of local leisure facilities

‘And how satisfied or dissatisfied are you with the following aspects of the local leisure facilities, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 22:



64% were **satisfied** (score 1-4) with the range of leisure facilities available, 15% were **dissatisfied** (score 7-10).

Around half (49%) were **satisfied** (score 1-4) with the cost of using facilities and just over a quarter (27%) were **dissatisfied** (score 7-10).

61% were **satisfied** (score 1-4) with the cleanliness and condition of venue, 16% were **dissatisfied** (score 7-10).

59% were **satisfied** (score 1-4) with staff knowledge/professionalism, 14% were **dissatisfied** (score 7-10).

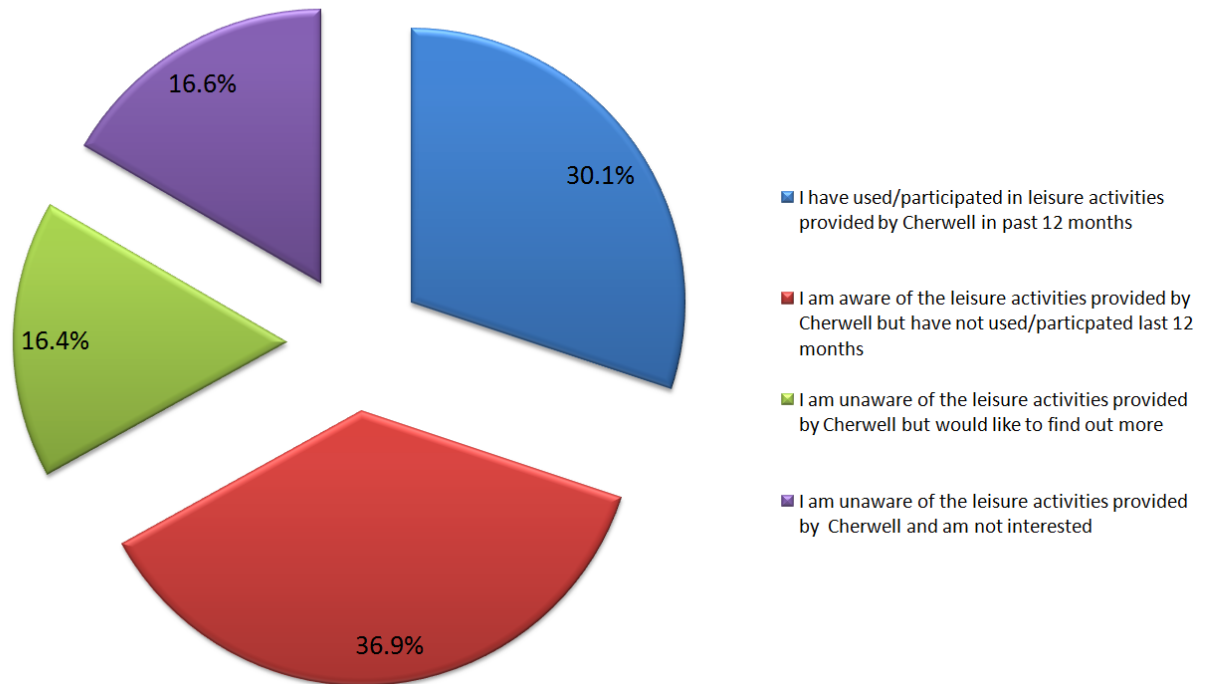
51% were **satisfied** (score 1-4) with refreshment/catering at sports venues, 22% were **dissatisfied** (score 7-10).

3.3 Leisure Activities

3.3.1 Leisure Activities - Participation

'Which, of the following statements best describes you?' Base: 828

Chart 23:



Just under a third (30%) have used/participated in leisure activities provided by Cherwell in the past 12 months. A further 37% are aware of them but have not used or participated in the past 12 months.

The remaining third of respondents (33%) are currently unaware of the leisure activities provided by Cherwell, approximately half of which would like to find out more (16%).

3.3.2 Satisfaction with Leisure Activities

‘Overall, how satisfied or dissatisfied are you with the leisure activities provided by Cherwell District Council?’ *Base: 604*

| | Total | User/Non-User | | |
|--------------|-------|---------------|----------|---------|
| | | User | Non-User | No Data |
| BASE | 604 | 245 | 293 | 66 |
| Satisfied | 53.5% | 67.8% | 43.4% | 45.4% |
| Dissatisfied | 10.9% | 11.9% | 9.1% | 15.7% |
| Neither | 35.5% | 20.3% | 47.5% | 38.9% |

Overall 54% were **satisfied** with the leisure activities provided by Cherwell Council, 11% were **dissatisfied**.

Differences

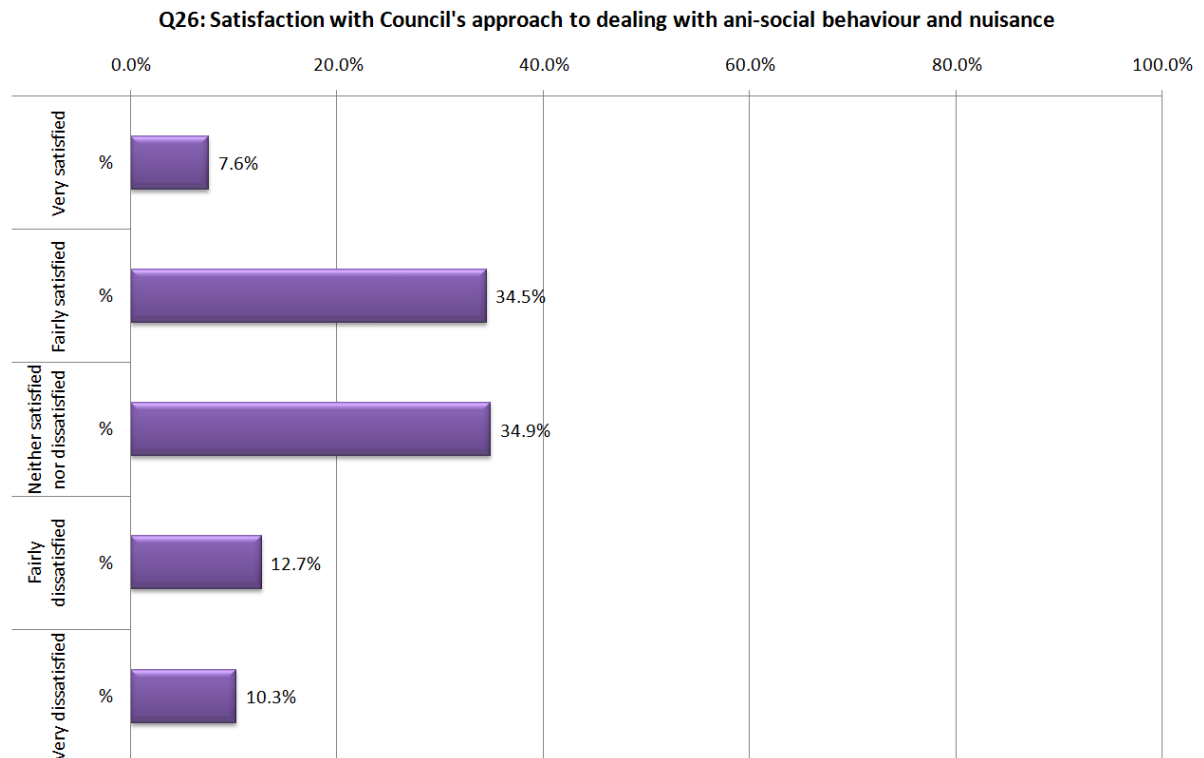
- Users of the leisure activities (in the past 12 months) were significantly more satisfied with them (68%) compared with 43% of non-users (i.e. those not used in past 12 months and those unaware).
- Females were significantly more satisfied with leisure activities provided by the Council, with 60% **very or fairly satisfied** compared with 48% of Males.
- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 78% in Banbury Hardwick to 30% in Bicester East.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 0% in Banbury Hardwick to 27% in Bicester West.

Section 4.0 Community Safety

4.1 Satisfaction with Council's approach to dealing with anti-social behaviour and nuisance

'Overall, how satisfied or dissatisfied are you with the Council's approach to dealing with anti-social behaviour and nuisance?' Base: 730

Chart 24:



Overall 42% were **satisfied** with the Council's approach to dealing with anti-social behaviour and nuisance, 23% were **dissatisfied**.

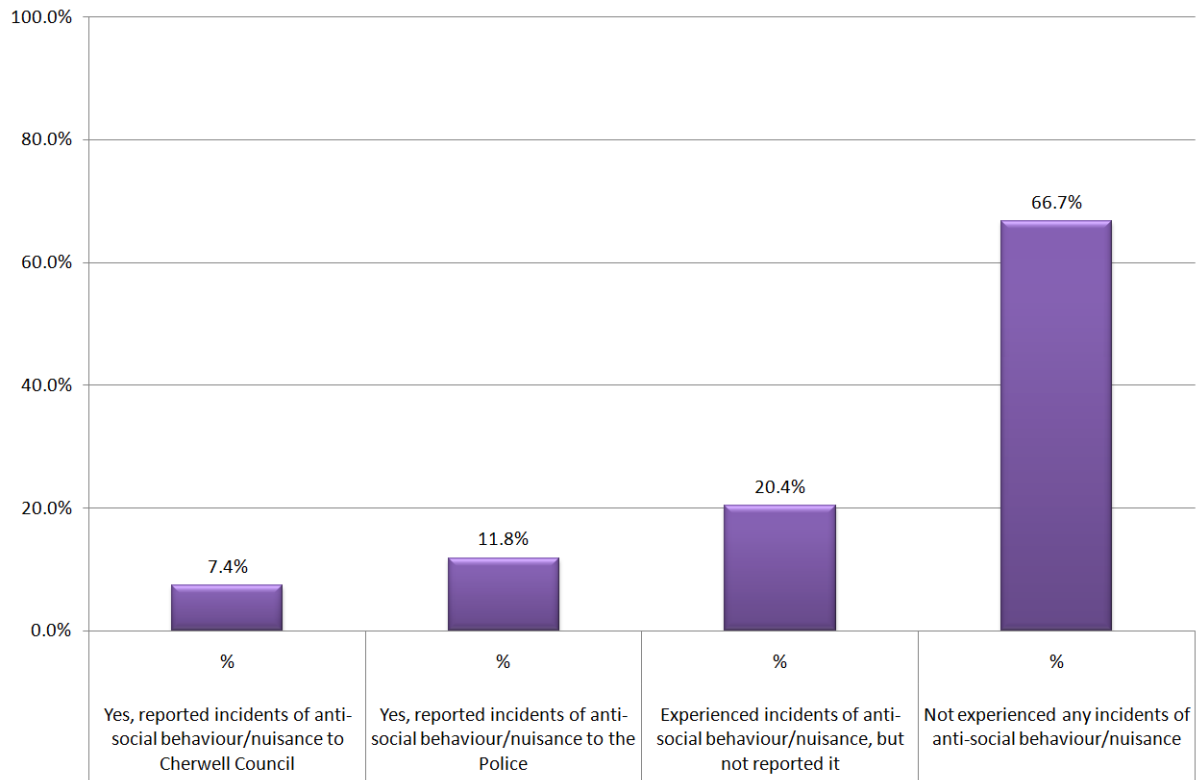
Differences

- 35-44yrs were significantly more dissatisfied (36%) compared with some of the other age groups: 25-34yrs (16%) and 75+ yrs (12%).
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 11% in Bicester North & Caversfield and Kiddlington East to 39% in Banbury Cross & Neithrop.

4.2 Incidents of anti-social behaviour and nuisance

‘Have you reported any incidents of anti-social behaviour/nuisance in your local area to either of the following in the past 12 months?’ Base: 999 - MULTI

Chart 25:



Of those who responded a third (33%) outlined they had reported or experienced incidents of anti-social behaviour/nuisance in the past 12 months, 20% however did not report these incidents.

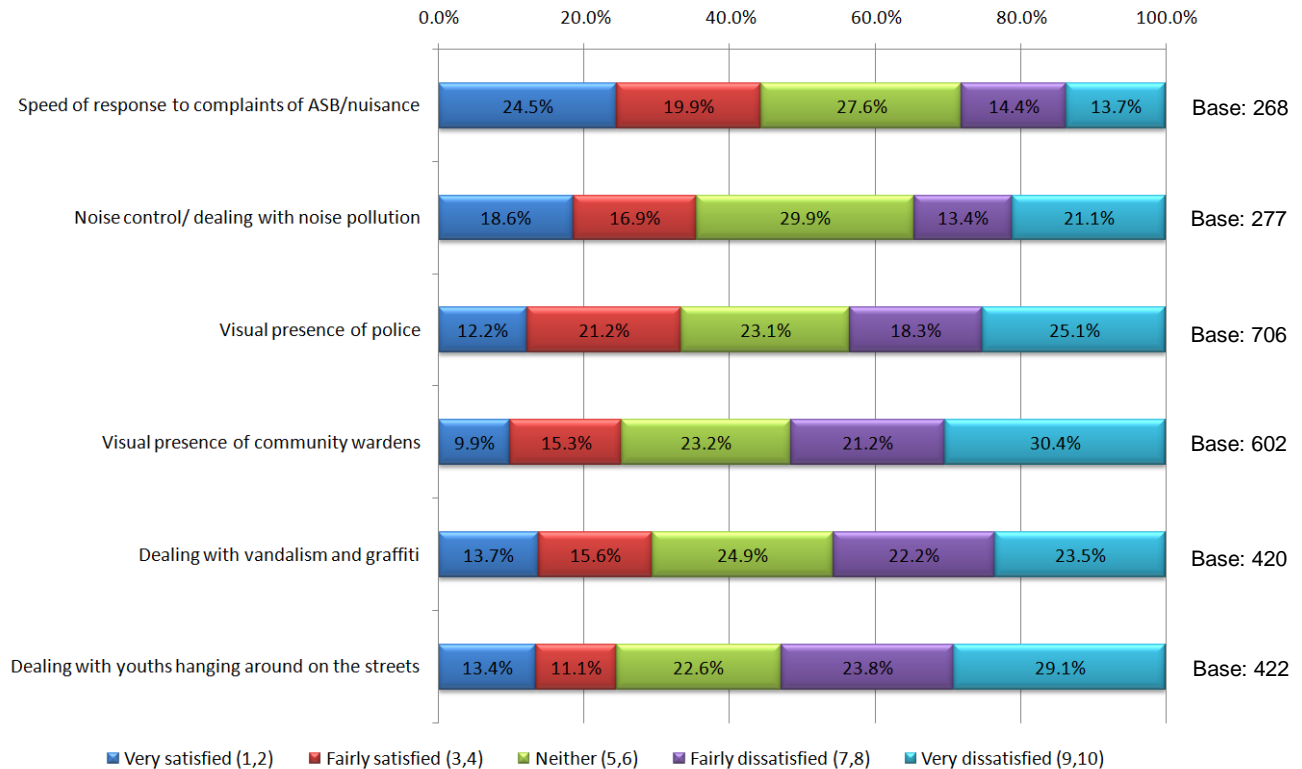
Differences

- Those who had reported or experienced incidents of anti-social behaviour/nuisance in the past 12 months at ward level varied from 62% in Banbury Cross & Neithrop to 9% in Fringford & Heyfords.

4.3 Satisfaction with aspects of the way the Council and Partners deal with anti-social behaviour and nuisance

‘And how satisfied or dissatisfied are you with the following aspects of the way the Council and its partners deal with anti-social behaviour and nuisance, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 26:



44% were **satisfied** (score 1-4) with speed of response to complaints of anti-social behaviour/nuisance, 28% were **dissatisfied** (score 7-10).

36% were **satisfied** (score 1-4) with noise control/dealing with noise pollution, 35% were **dissatisfied** (score 7-10).

A third (33%) were **satisfied** (score 1-4) with the visual presence of police, however 43% were **dissatisfied** (score 7-10).

Only a quarter (25%) were **satisfied** (score 1-4) with the visual presence of community wardens, compared with 52% who were **dissatisfied** (score 7-10).

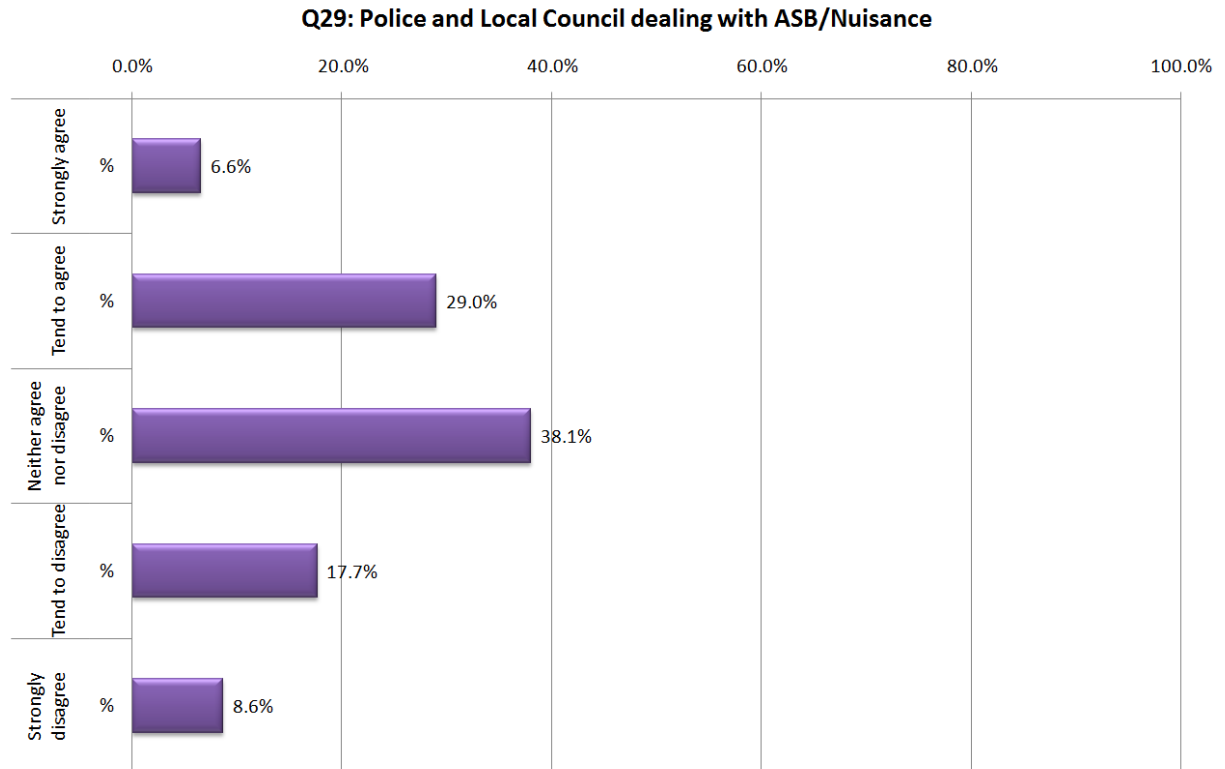
Only 29% were **satisfied** (score 1-4) with how vandalism/graffiti is dealt with, compared with 46% who were **dissatisfied** (score 7-10).

Less than a quarter (24%) were **satisfied** (score 1-4) with how youths hanging around on the streets is dealt with, compared with 53% who were **dissatisfied** (score 7-10).

4.4 Police and Local Council dealing with anti-social behaviour and nuisance in this area

‘How much do you agree or disagree that the Police and Local Council are dealing with anti-social behaviour and nuisance in this area?’ *Base: 688*

Chart 27:



Overall 36% **agreed** the Police and Local Council are dealing with anti-social behaviour and nuisance in this area, 26% **disagreed**.

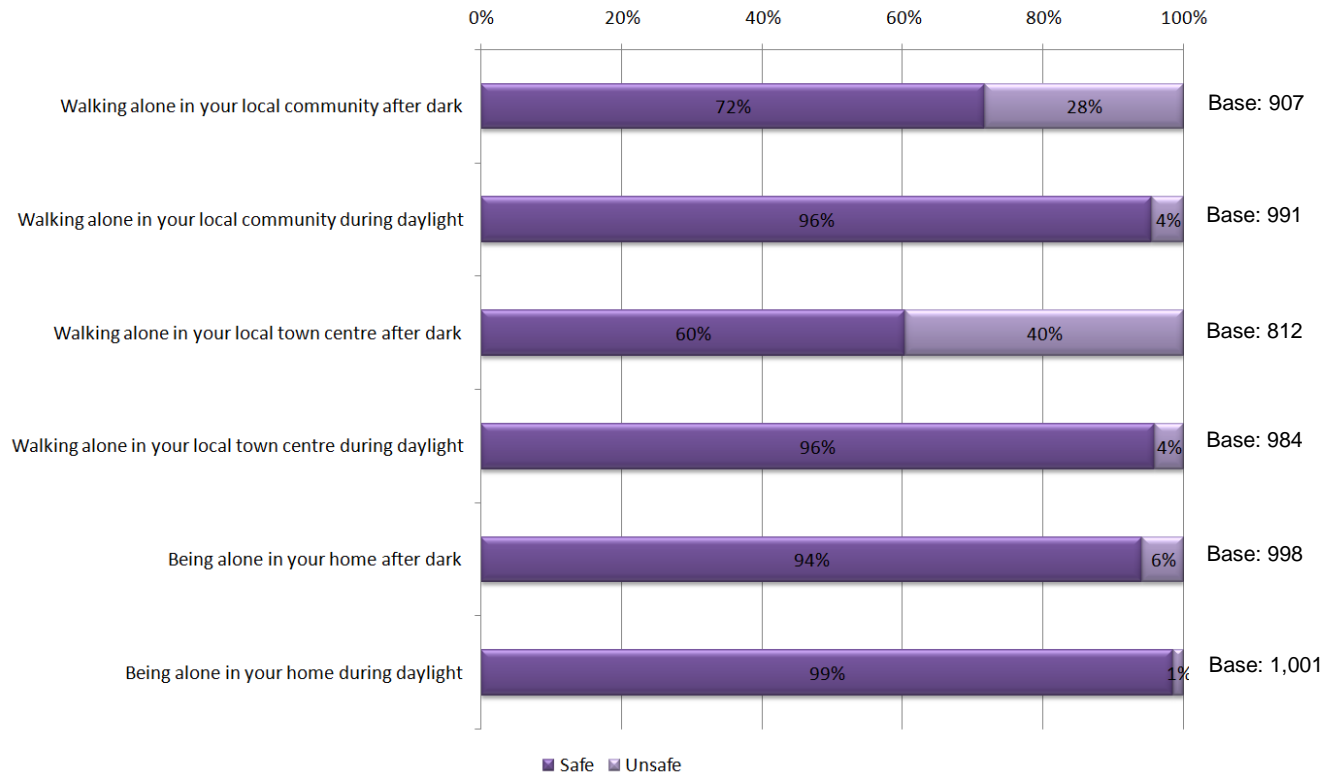
Differences

- Those agreeing that the Police and Local Council are dealing with anti-social behaviour/nuisance varied at ward level ranging from 55% in Bicester South & Ambrosden to 16% in Banbury Cross & Neithrop.
- Those disagreeing that the Police and Local Council are dealing with anti-social behaviour/nuisance varied at ward level ranging from 14% in Kidlington East to 46% in Banbury Cross & Neithrop.

4.5 Safe / Unsafe

‘How safe or unsafe do you feel in each of the following situations?’

Chart 28:



Very high level of those feeling **safe** walking alone in the community or local town centre during daylight, as well those feeling **safe** alone in their home during daylight or after dark.

72% felt **safe** walking alone in the community after dark, 28% felt **unsafe**.

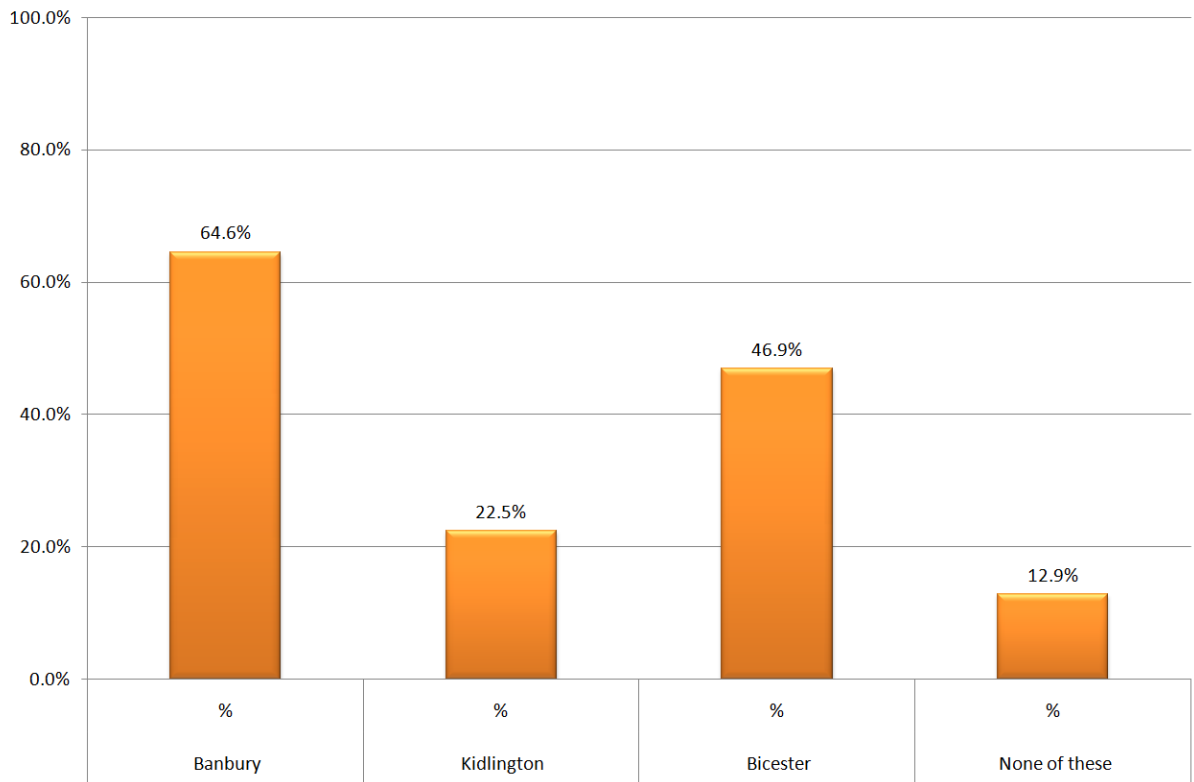
60% felt **safe** walking alone in the town centre after dark, 40% felt **unsafe**.

Section 5.0 Car Parks

5.1 Car park usage

'In which, if any of the following locations have you used the car parks operated by Cherwell District Council in the past 12 months' *Base: 1,017*

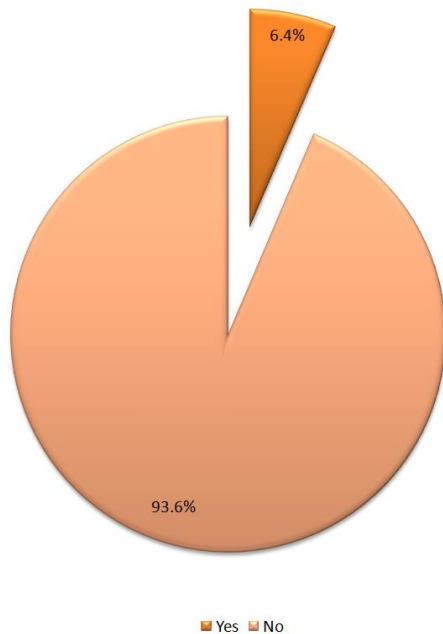
Chart 29:



5.2 Season ticket or blue badge

'Do you hold a season ticket or a blue badge for parking in Cherwell' Base: 1,021

Chart 30:



6% of those who responded hold a season ticket or blue badge for parking in Cherwell.

5.3 Satisfaction with local car parking facilities

'Overall how satisfied or dissatisfied are you with the local car parking facilities' Base: 939

| | Total | User/Non-User | | |
|--------------|-------|---------------|----------|---------|
| | | User | Non-User | No Data |
| BASE | 939 | 879 | 54 | 5 |
| Satisfied | 61.8% | 62.5% | 48.3% | 78.7% |
| Dissatisfied | 21.4% | 20.9% | 29.4% | 21.3% |
| Neither | 16.9% | 16.6% | 22.2% | 0.0% |

Overall 62% were **satisfied** with the local car parking facilities, 21% were **dissatisfied**.

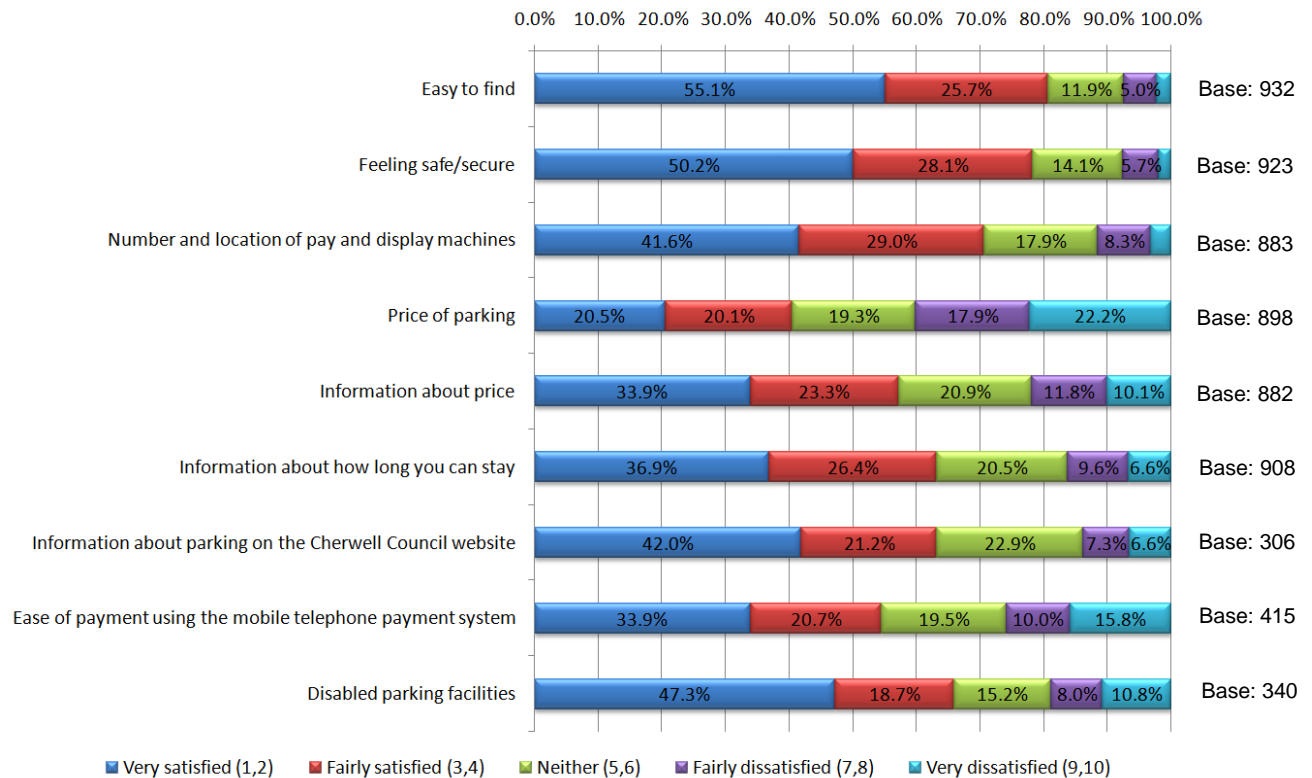
Differences

- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 93% in Kidlington East to 33% in Banbury Ruscote.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 5% in Kidlington East to 40% in Banbury Cross & Neithrop.

5.4 Satisfaction with aspects of local car parking facilities

‘And how satisfied or dissatisfied are you with the following aspects of the local car parking facilities, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 31:



81% were **satisfied** (score 1-4) that they were easy to find, only 7% were **dissatisfied** (score 7-10).

78% were **satisfied** (score 1-4) with feeling safe and secure, only 8% were **dissatisfied** (score 7-10).

71% were **satisfied** (score 1-4) with the number and location of pay and display machines, 11% were **dissatisfied** (score 7-10).

41% were **satisfied** (score 1-4) with the price of parking, 40% were **dissatisfied** (score 7-10).

57% were **satisfied** (score 1-4) with the information about price, 22% were **dissatisfied** (score 7-10).

63% were **satisfied** (score 1-4) with the information about how long you can stay, 16% were **dissatisfied** (score 7-10).

63% were **satisfied** (score 1-4) with the information about parking on the Cherwell Council website, 14% were **dissatisfied** (score 7-10).

55% were **satisfied** (score 1-4) with the ease of payment using the mobile phone payment system, 26% were **dissatisfied** (score 7-10).

Two thirds (66%) were **satisfied** (score 1-4) with the disabled parking facilities, 19% were **dissatisfied** (score 7-10).

Section 6.0 Overall views of Cherwell District Council

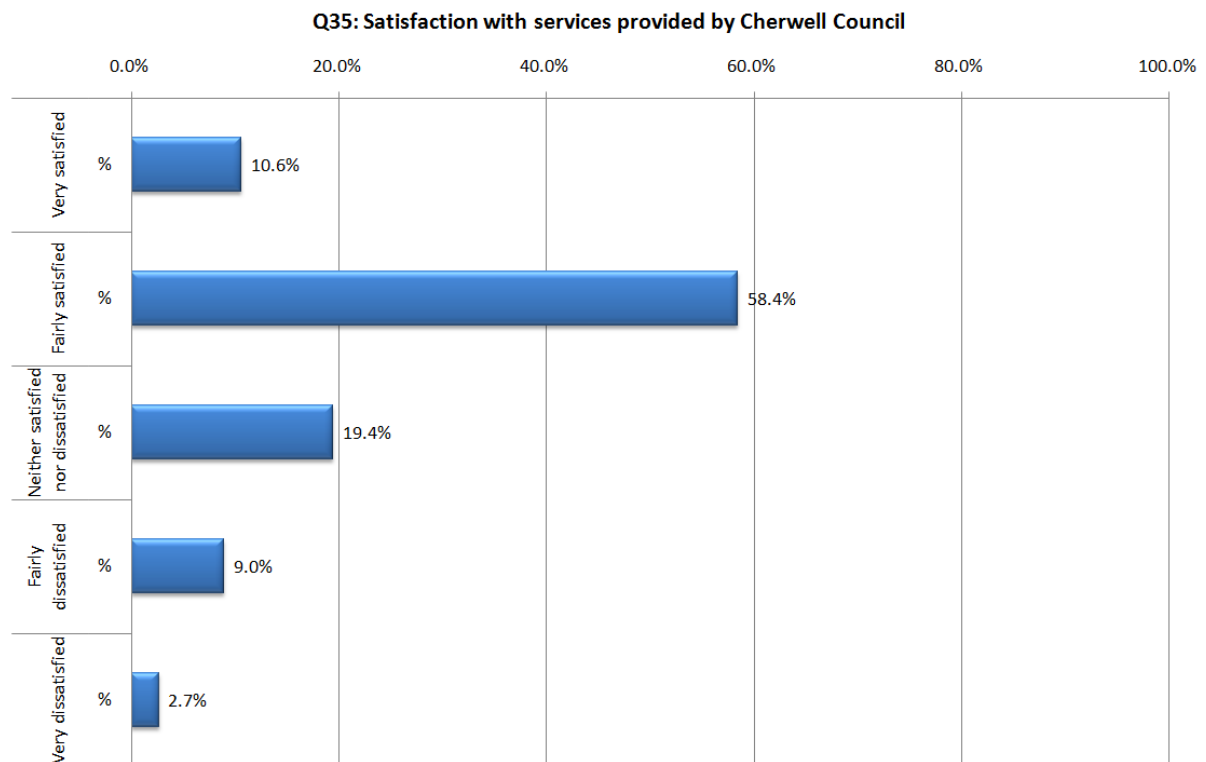
6.1 Overall views

6.1.1 Satisfaction with services provided by Cherwell Council

‘Overall, how satisfied or dissatisfied are you with the services provided by Cherwell District Council?’ Base: 1,006

Overall satisfaction with the services provided by Cherwell District Council was 69% with a confidence interval of +/-2.9% at the 95% level, 12% were dissatisfied.

Chart 32:



Differences

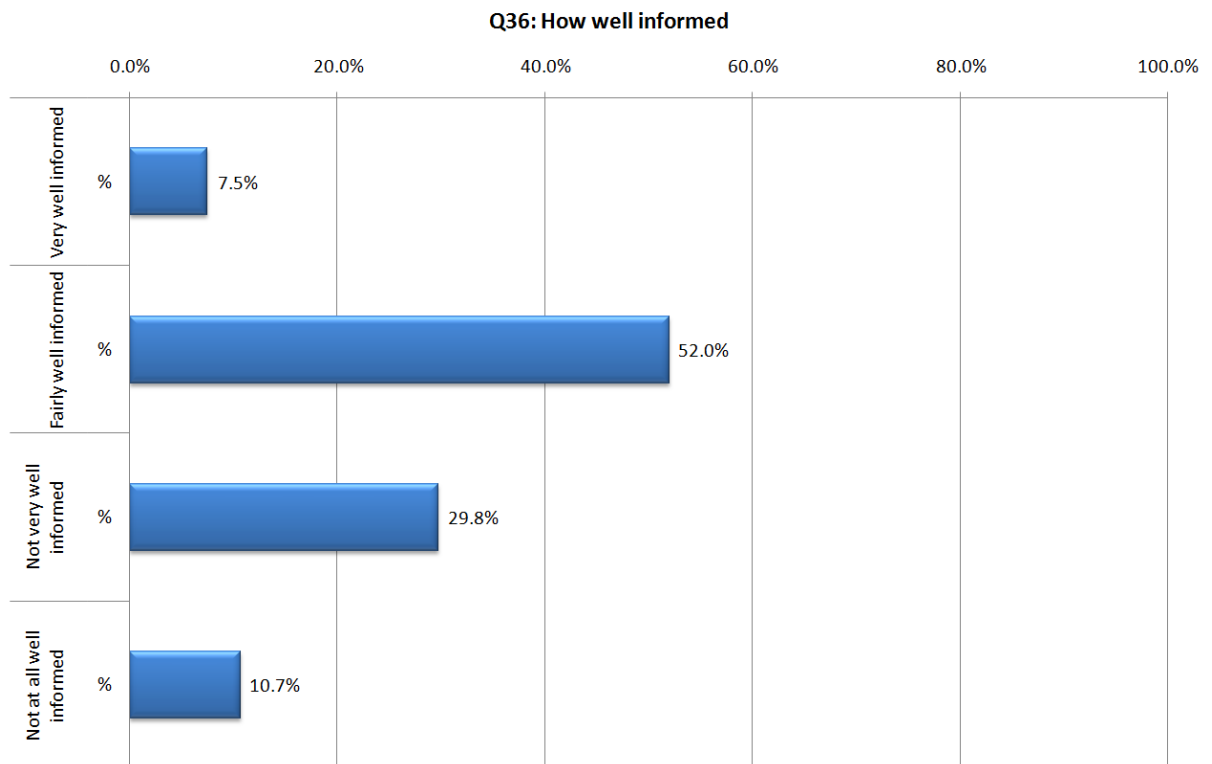
- Those aged 35-44yrs were least likely to be satisfied with the services provided by the Council (61%).
- Females were significantly more satisfied with the services provided by Cherwell District Council, with 74% **very or fairly satisfied** compared with 64% of Males.

- Satisfaction levels at ward level varied with those **very or fairly satisfied** ranging from 79% in Banbury Hardwick to 50% in Bicester West.
- Dissatisfaction levels at ward level varied with those **very or fairly dissatisfied** ranging from 6% in Kidlington East and Kidlington West to 27% in Banbury Cross & Neithrop.

6.1.2 Informed about benefits and services

‘How well informed, if at all, does Cherwell District Council keep residents about the benefits and services it provides?’ Base: 935

Chart 33:



60% felt **very or fairly well informed** by the Council about the benefits and services it provides, 40% felt **not very well informed or not informed at all**.

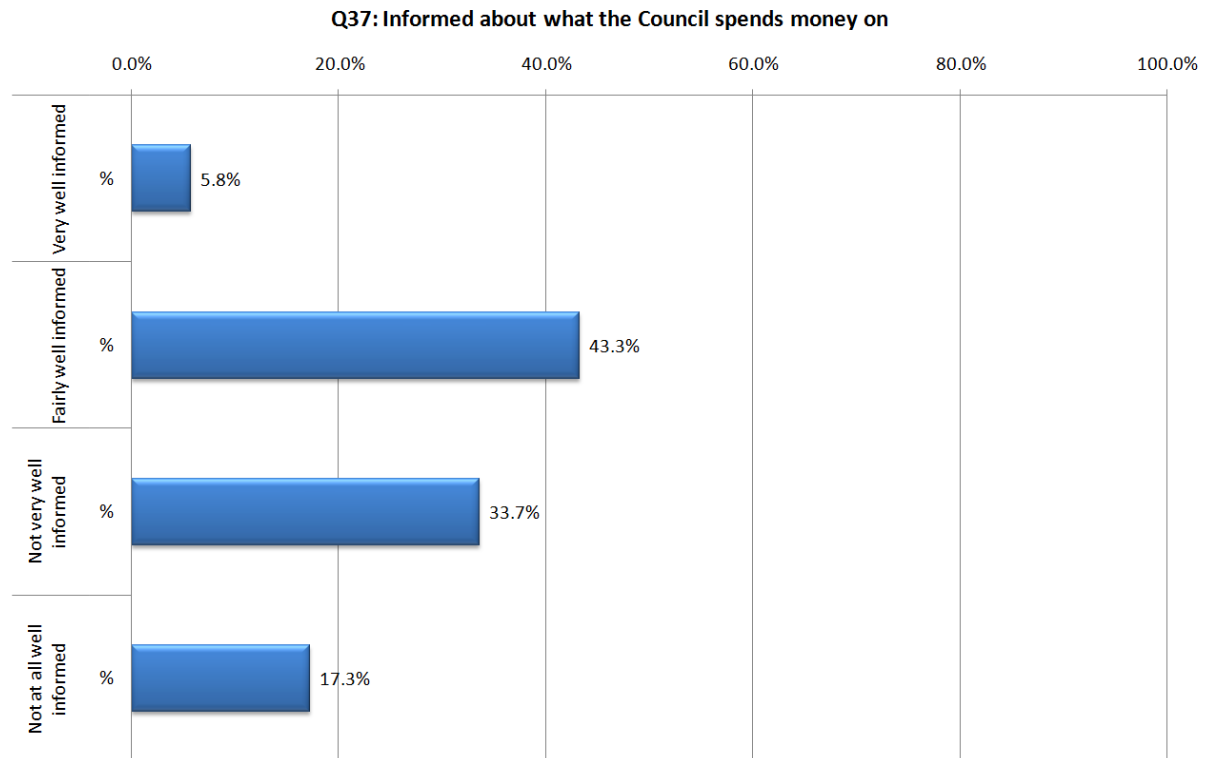
Differences

- Those feeling **very or fairly well informed** at ward level varied from 76% in Kidlington East and Kidlington West to 40% in Banbury Ruscote.
- Those feeling **not very well informed or not well informed at all** at ward level varied from 24% in Kidlington East and Kidlington West to 60% in Banbury Ruscote.

6.1.3 Informed about what the Council spends money on

'How well informed, if at all, does Cherwell District Council keep residents about what the Council spends money on?' Base: 922

Chart 34:



49% felt **very or fairly well informed** by the Council about what the Council spends money on, however 51% felt **not very well informed or not informed at all**.

Differences

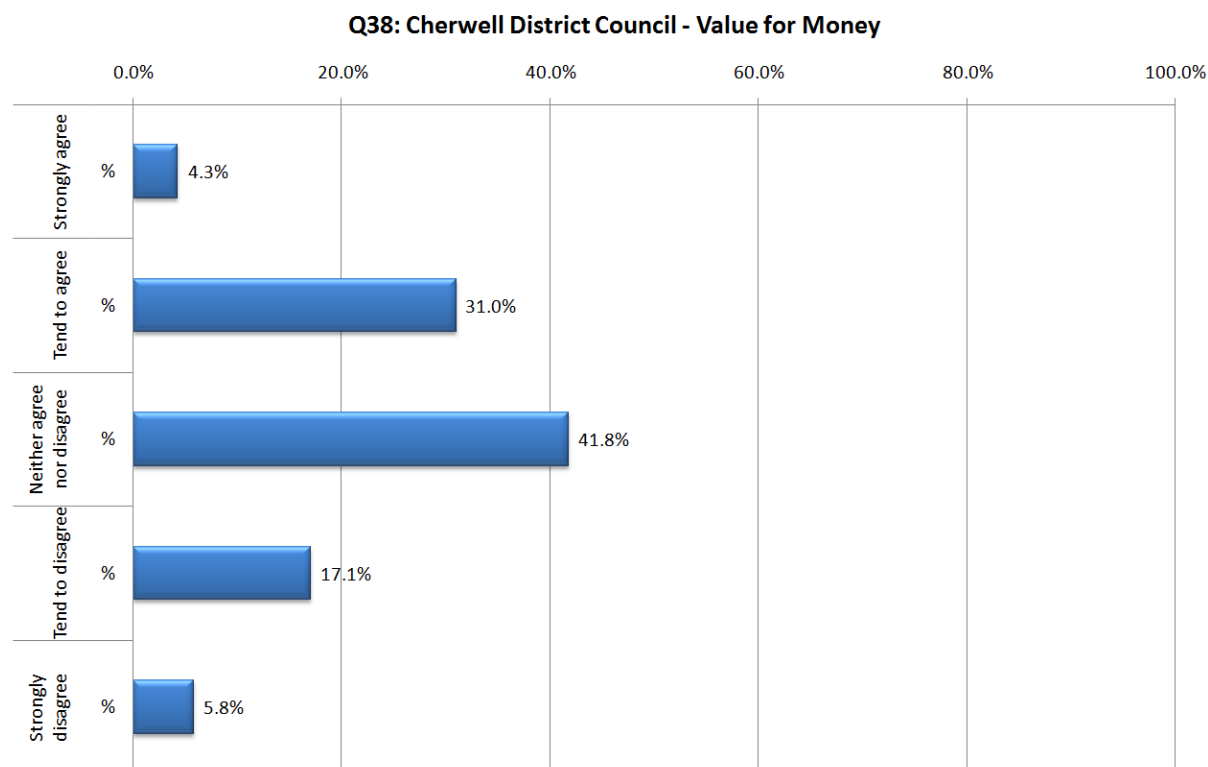
- The proportion of those who felt **very or fairly well informed** increased with age, from 34% (18-24yrs) to 61% (75+yrs).
- Those feeling **very or fairly well informed** at ward level varied from 76% in Kidlington East to 34% in Banbury Ruscott.
- Those feeling **not very well informed or not well informed at all** at ward level varied from 24% in Kidlington East to 66% in Banbury Ruscott.

6.1.4 Value for money

'To what extent do you agree or disagree that Cherwell District Council provides value for money?' Base: 907

Overall 35% agreed that Cherwell District Council provides value for money with a confidence interval of +/-3.1% at the 95% level, 23% disagreed.

Chart 35:



Differences

- Those 75+yrs most likely to agree the Council provides value for money (50%).
- Those agreeing at ward level varied ranged from 49% in Kidlington West to 26% in Banbury Ruscote.
- Those disagreeing at ward level varied ranged from 5% in Kidlington West to 42% in Banbury Cross & Neithrop.

Other research

We can make some observations from other research which has taken place although these are **not directly comparable**, with the data achieved for this survey.

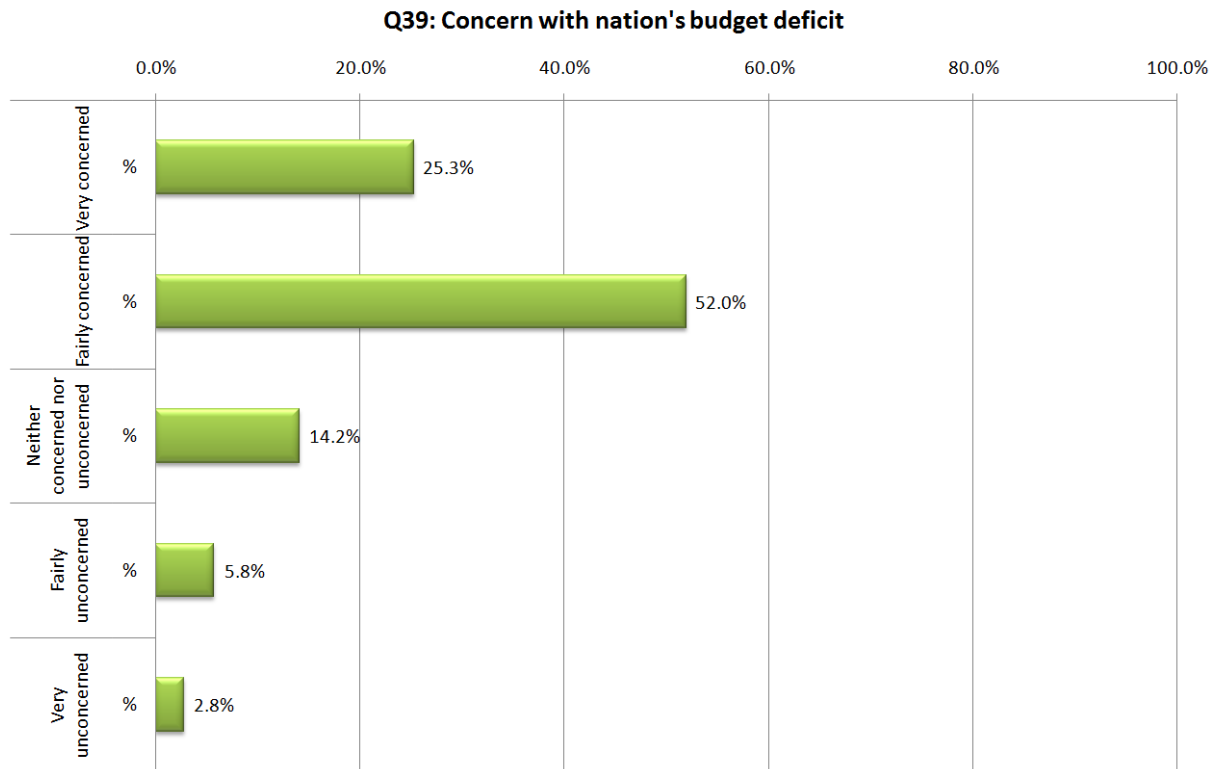
- The LGA have been undertaking a quarterly **telephone** poll on resident satisfaction with a **national** sample since September 2012, this has shown levels of those agreeing their local Council provides value for money between 48-56% (June 2016 – 51%).

Section 7.0 The local economy and council budget priorities

7.1 Views of the current economic climate

‘Overall, how concerned, if at all, are you about the nation’s budget deficit?’
Base: 944

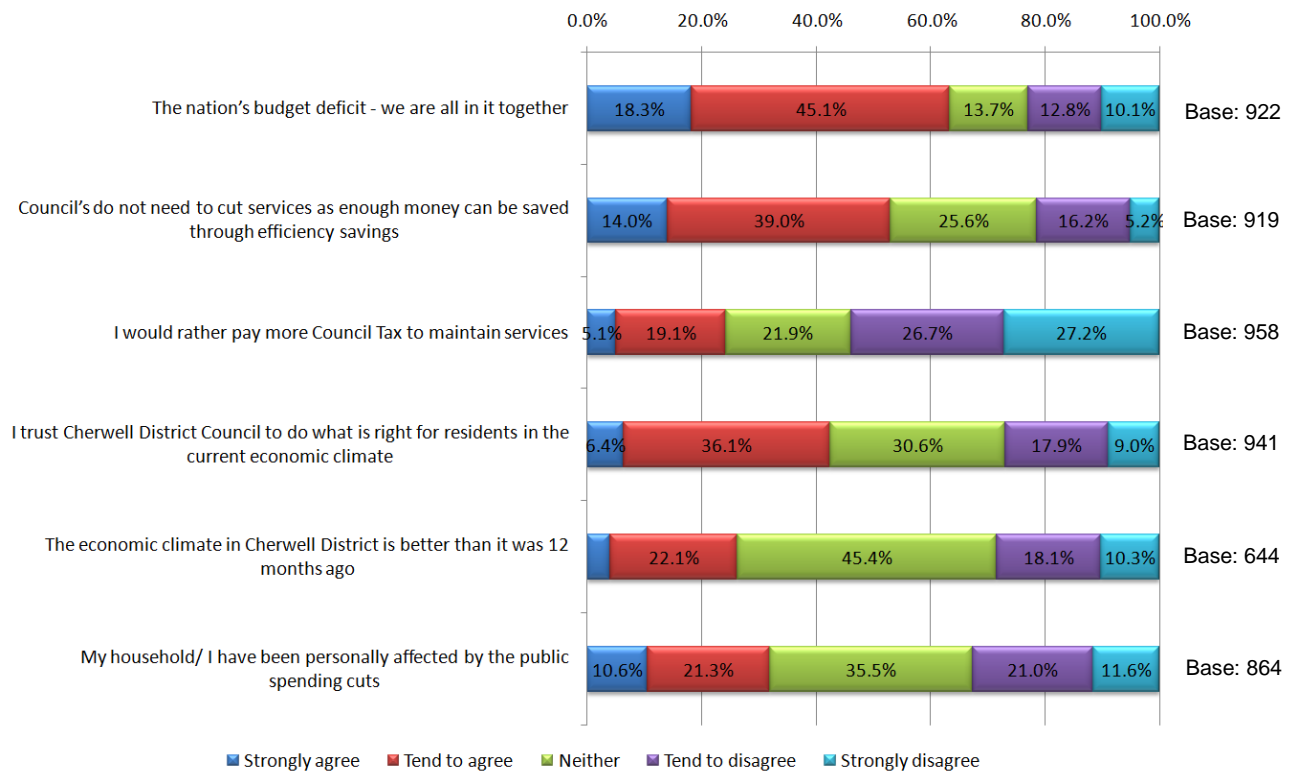
Chart 36:



Overall 77% were concerned about the nation’s budget deficit, only 9% were unconcerned.

‘To what extent do you agree or disagree with each of the following statements regarding the nation’s budget deficit?’

Chart 37:



63% **agreed** that we are all in it together, 23% **disagreed**.

Over half (53%) **agreed** that councils do not need to cut services as enough money can be saved through efficiency savings, 21% **disagreed**.

Less than a quarter (24%) **agreed** that they would rather pay more council tax to maintain services, over half (54%) **disagreed**.

42% **agreed** that they trust Cherwell Council to do what is right for the residents in the current economic climate, 27% **disagreed**.

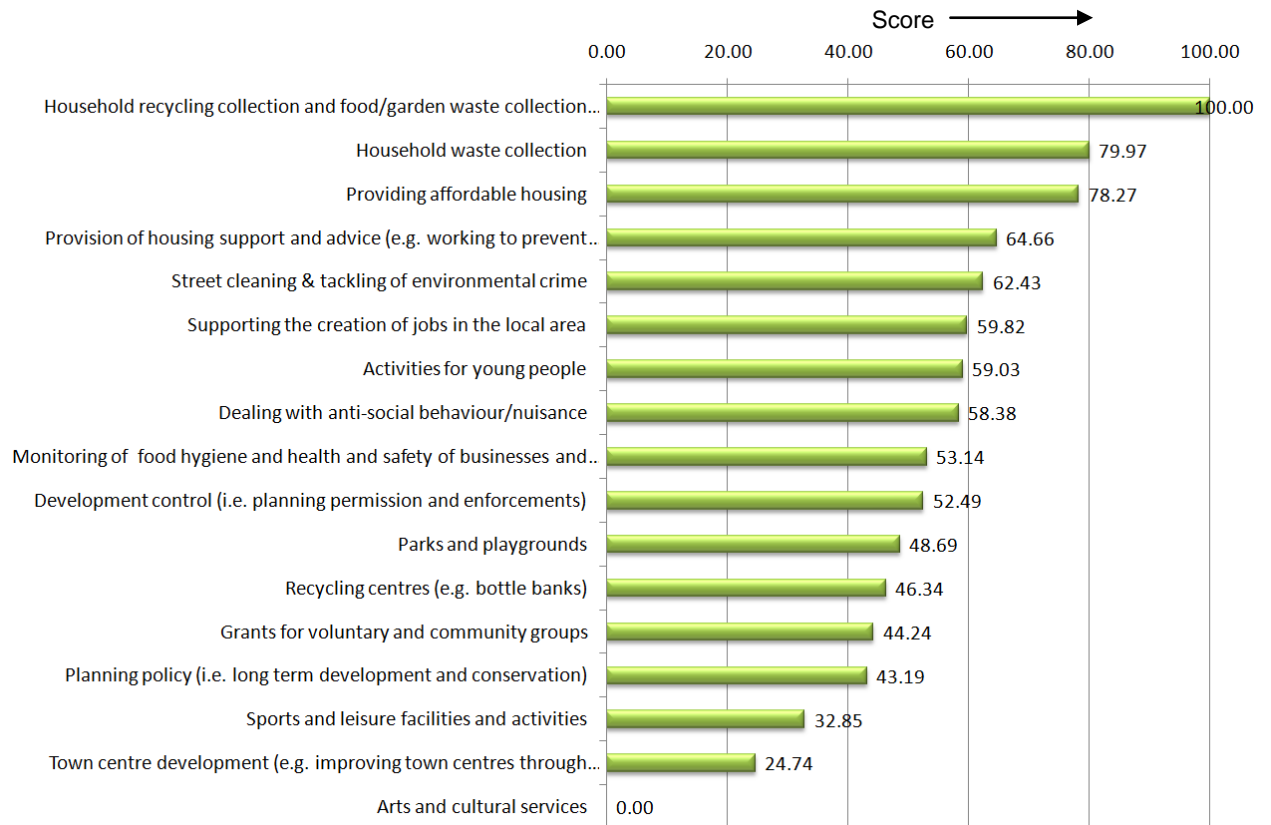
Just over a quarter (26%) **agreed** the economic climate in Cherwell is better than it was 12 months ago, 28% **disagreed**.

Around a third (32%) **agreed** their household has been affected by public spending cuts, a third (33%) **disagreed**.

7.2 Priorities

‘Which Council Services would you prioritise for maintaining the current level of service provision?’ Base: 1,012

Chart 38:



Analysis

The key services to be maintained by the Council were identified as:

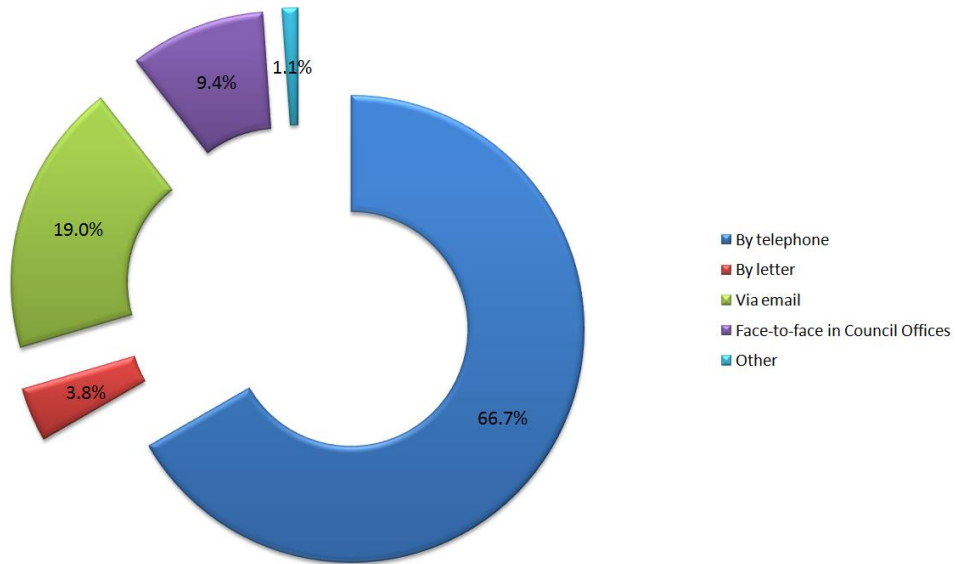
1. Household recycling collection and food/garden waste collections
2. Household waste collection
3. Providing affordable housing

Section 8.0 Contacting the Council

8.1 Last contact

'How did you last contact the Council?' *Base: 668*

Chart 39:



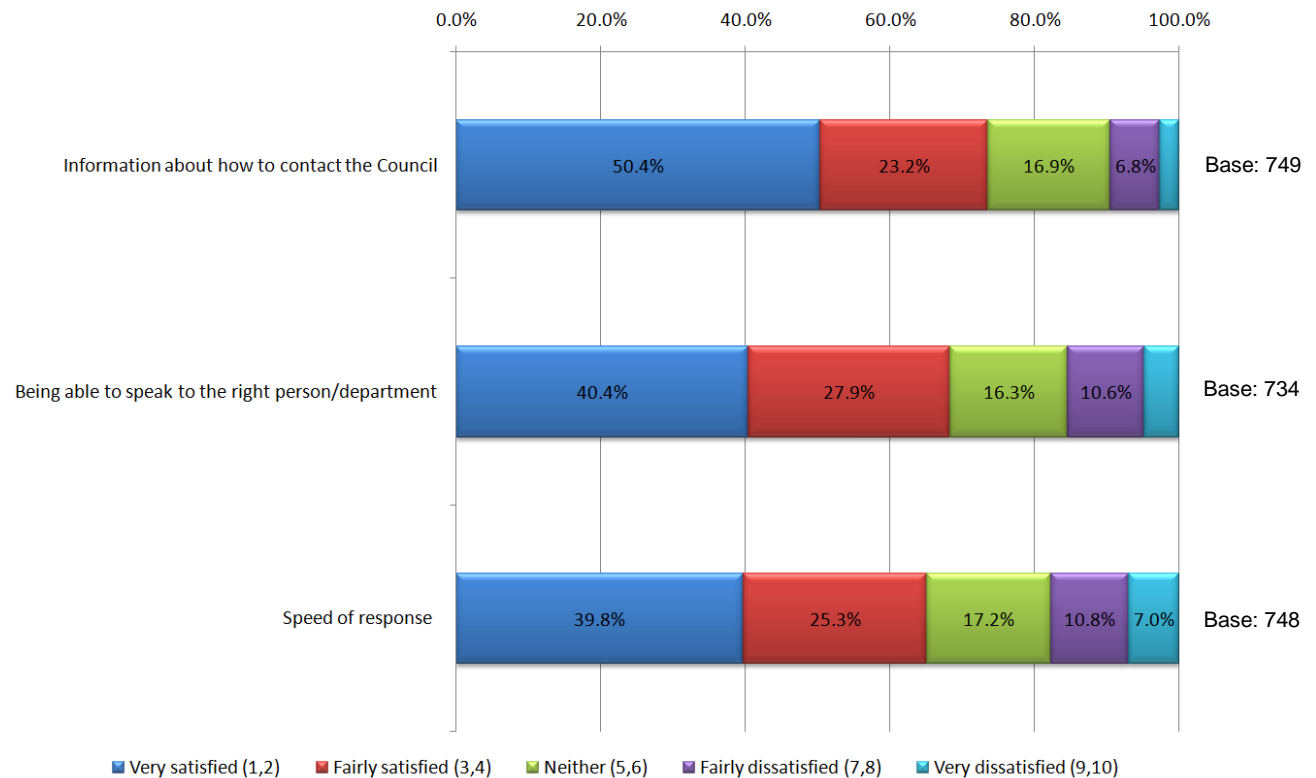
Of those who have contacted the Council, 67% did so by telephone.

8.2 Satisfaction when contacting the Council

‘And, how satisfied or dissatisfied are you with the following when contacting Cherwell District Council, where 1 is very satisfied and 10 is very dissatisfied?’

Chart 40:

Ease of contacting the Council:



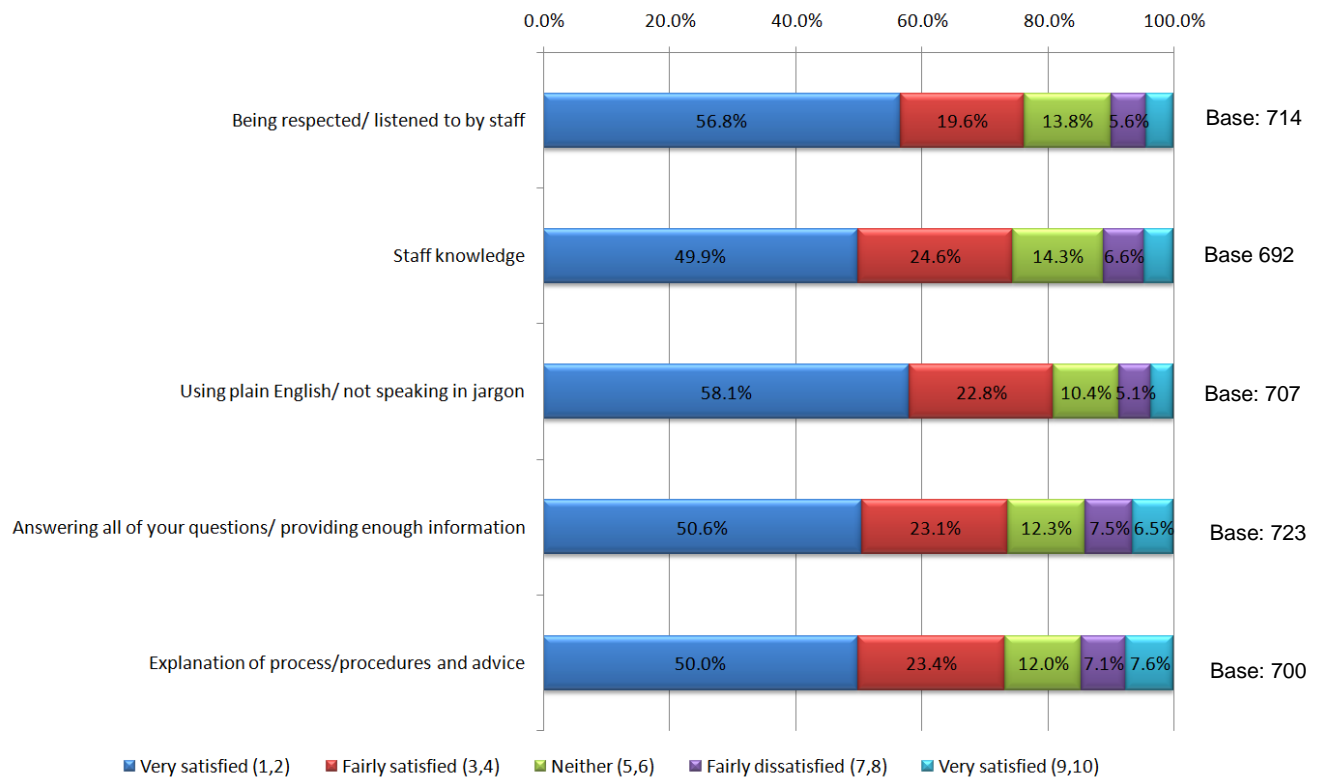
Just under three quarters (74%) were **satisfied** (score 1-4) with information about how to contact the council, only 9% were **dissatisfied** (score 7-10).

68% were **satisfied** (score 1-4) with being able to speak with the right person/department, 15% were **dissatisfied** (score 7-10).

65% were **satisfied** (score 1-4) with the speed of response, 18% were **dissatisfied** (score 7-10).

Chart 41:

Staff:



Just over three quarters (76%) were **satisfied** (score 1-4) with being respected/listened to by staff, 10% were **dissatisfied** (score 7-10).

Just under three quarters (74%) were **satisfied** (score 1-4) with staff knowledge, 11% were **dissatisfied** (score 7-10).

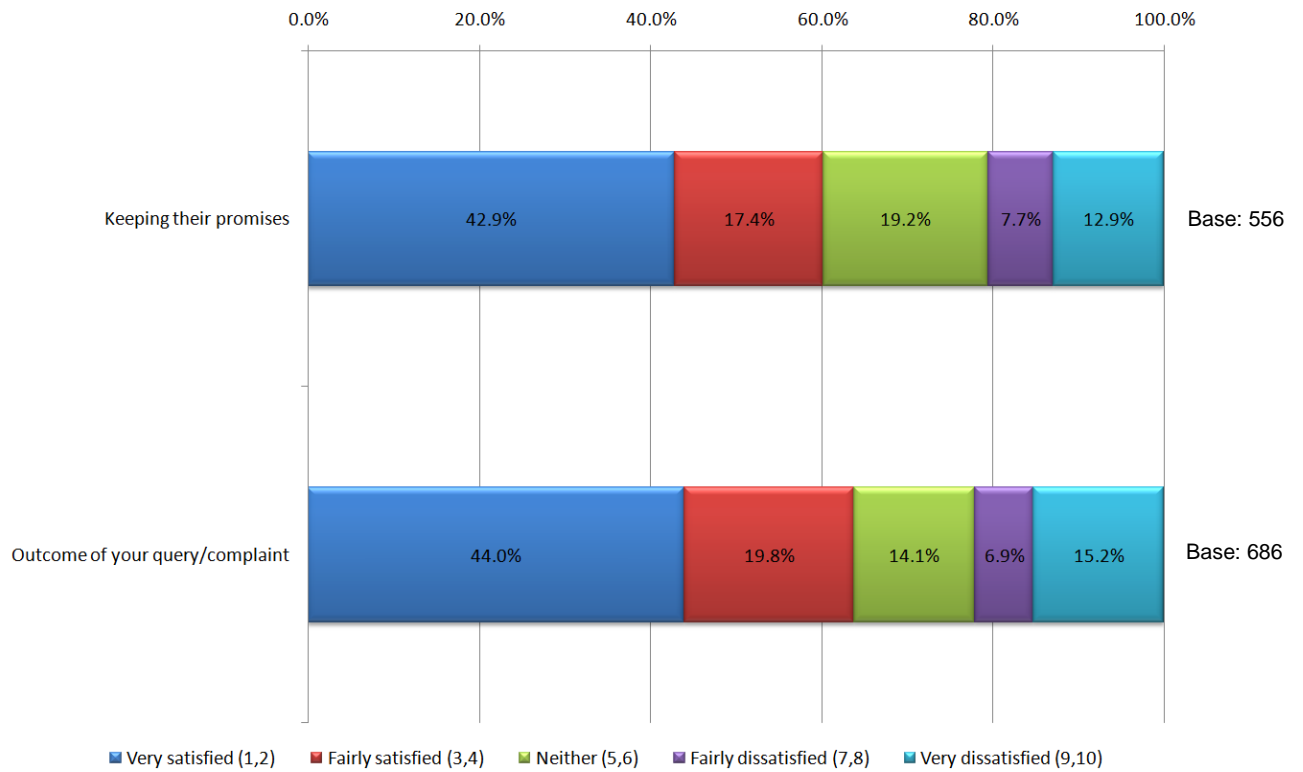
81% were **satisfied** (score 1-4) staff used plain English and did not speak in jargon, 9% were **dissatisfied** (score 7-10).

74% were **satisfied** (score 1-4) staff answered all questions/provided enough information, 14% were **dissatisfied** (score 7-10).

73% were **satisfied** (score 1-4) with staff explanation of process/procedures and advice, 15% were **dissatisfied** (score 7-10).

Chart 42:

Follow-up:



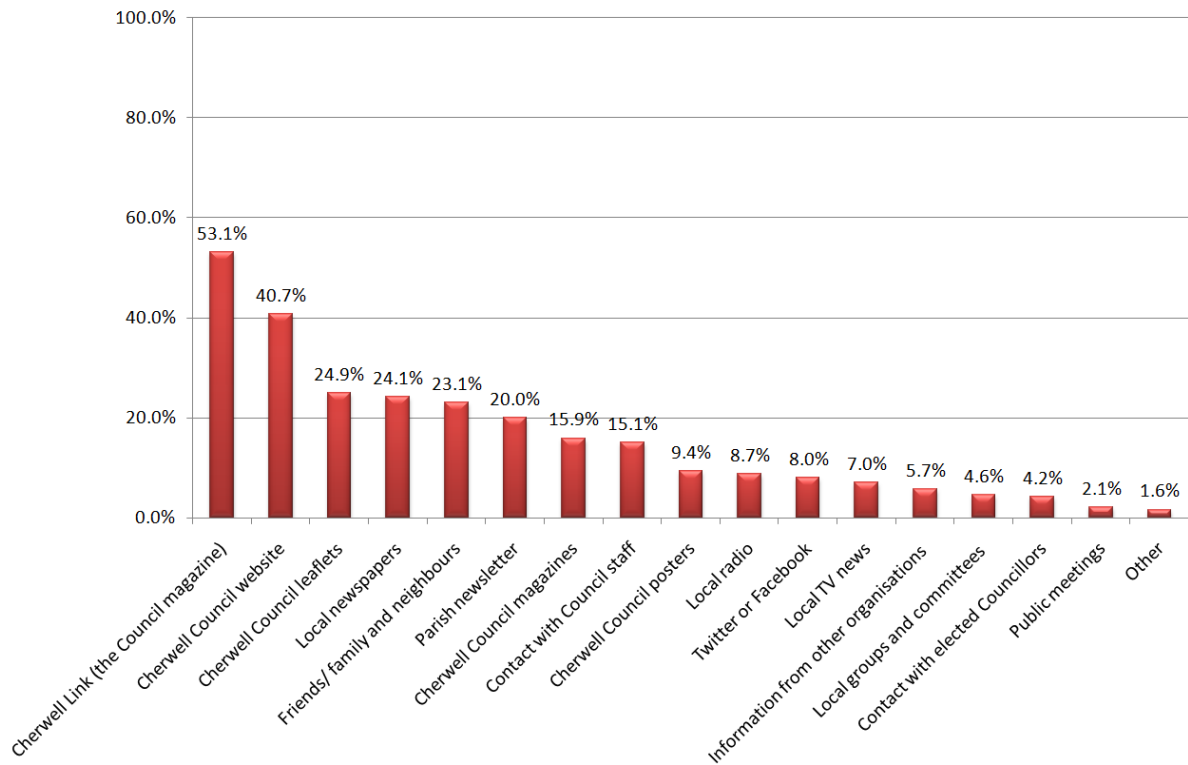
60% were **satisfied** (score 1-4) the Council kept to their promises, 21% were **dissatisfied** (score 7-10).

64% were **satisfied** (score 1-4) with the outcome of their query/complaint, 22% were **dissatisfied** (score 7-10).

8.3 Information from Cherwell Council

'From which of the following do you obtain most of your information about Cherwell District Council?' Base: 1,021 - MULTI

Chart 43:



Over half (53%) of those who responded outlined they obtained most of their information about the Council through the Cherwell Link Council magazine, 41% outlined they obtained information from the Cherwell Council's website.

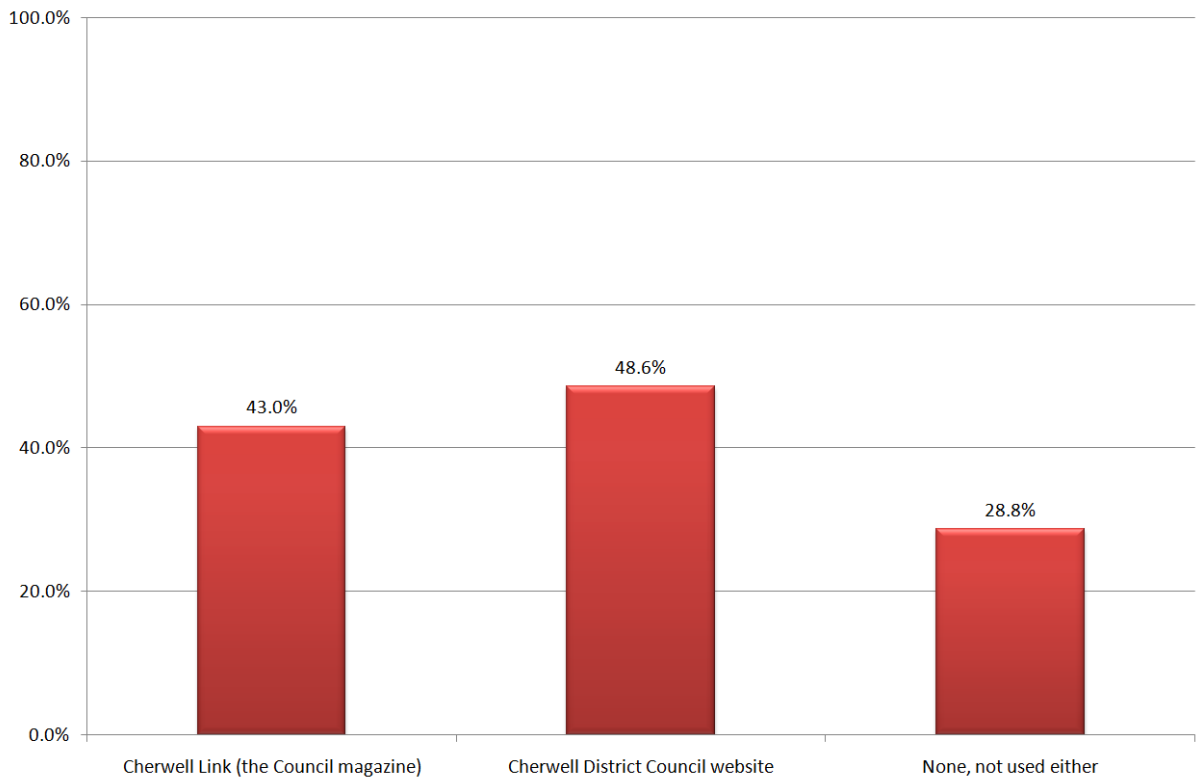
Differences

- Probably unsurprisingly those aged 18-44yrs were more likely to obtain their information from the Council's website (53%) compared with those 45+yrs (32%).
- Those aged 45+yrs were more likely to obtain their information from the Cherwell Link magazine (63%) compared with 40% of 18-44yrs.

8.4 Information sources

'Have you used any of the following information sources in the past 12 months?' *Base: 998 - MULTI*

Chart 43:

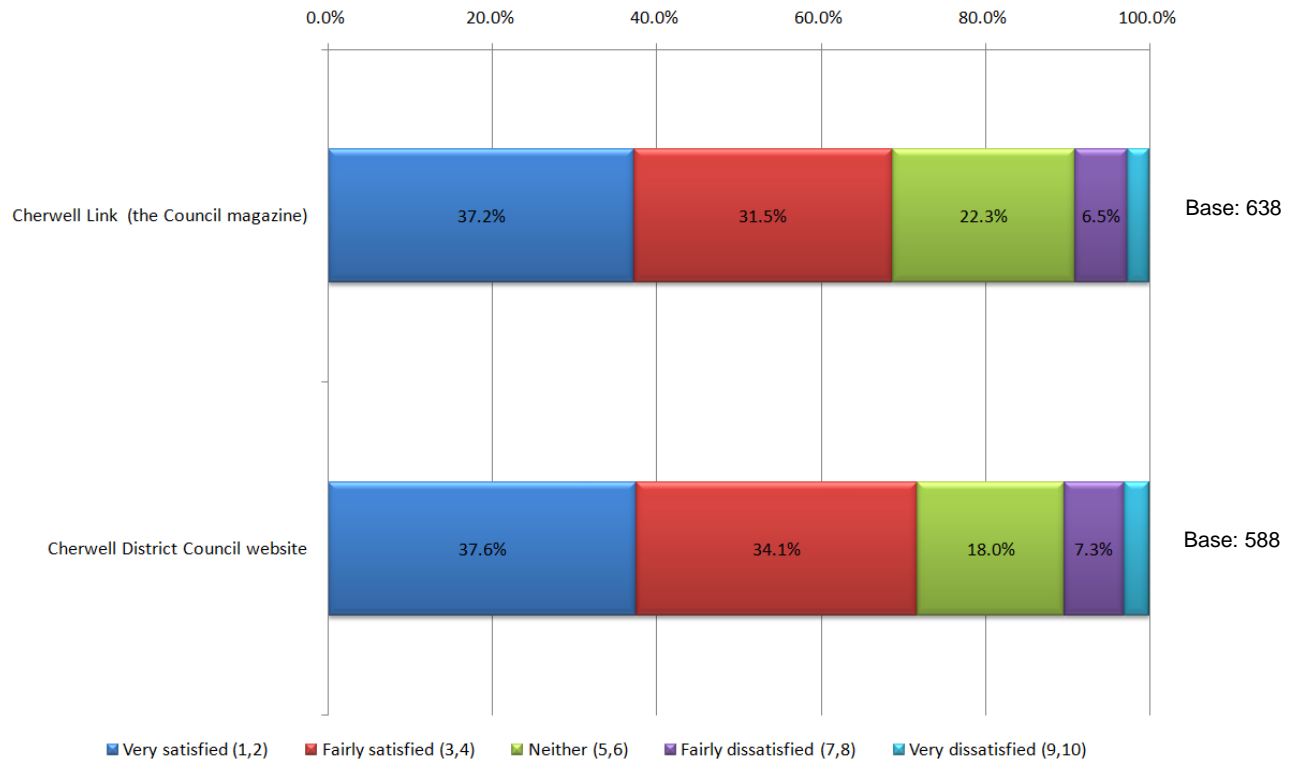


49% outlined they had used Cherwell Council's website in the past 12 months and 43% outlined they had used the Cherwell Link Council magazine in the past 12 months.

8.5 Satisfaction with information sources

'And, how satisfied or dissatisfied are you with the following, where 1 is very satisfied and 10 is very dissatisfied?'

Chart 44:



Of those who responded 69% were **satisfied** (score 1-4) with the Cherwell Link (the Council Magazine), 9% were **dissatisfied** (score 7-10).

Of those who responded 72% were **satisfied** (score 1-4) with the Cherwell District Council website, 10% were **dissatisfied** (score 7-10).

Appendix 1:

Cherwell District Council Residents Survey

Cherwell District Council Resident Survey 2016



Your reference number: 2735 /

HELP FOR COMPLETING THE RESIDENT SURVEY

- Thank you for taking the time to complete this resident survey. It should take no more than 20 minutes to complete.
- All of the information you give will be kept completely confidential. It will only be used by the Council to assess its performance and compare it with that of others.
- The questionnaire should be completed by any household member **aged 18 or over**.
- Please return the completed questionnaire in the envelope provided by **20th July 2016**.

SECTION 1: YOUR LOCAL AREA AS A PLACE

1. Overall, how satisfied or dissatisfied are you with the 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 | Don't know/ Not applicable |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. And, how satisfied or dissatisfied are you with the following across the District, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| How your local neighbourhood looks and feels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How town centres look and feel | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How new buildings look | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How older buildings are looked after | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Availability of good quality jobs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Location of jobs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Town centres that attract people to shop | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Availability of homes to rent or purchase at an affordable price for most people | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Location of homes to rent or purchase at an affordable price for most people | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The provision of council services in rural areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How a balance is achieved between protecting rural environments whilst managing new development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Public transport provision | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Having the opportunity to volunteer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being able to have your say | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

We would now like your views on the benefits and services provided by Cherwell District Council.

SECTION 2: ENVIRONMENTAL SERVICES

Street Cleaning

Cherwell District Council is responsible for ensuring all adopted roads, streets and pavements are kept clean. These areas include the centre of Banbury, Bicester and Kidlington, residential roads, major roads such as the A41 & A43 and rural village roads. Besides keeping these areas clean, Cherwell District Council is responsible for the removal of fly tips on public land and investigating fly tips as well as issuing fixed penalty notices for litter and dog fouling. The removal of fly tips and litter on private land (such as railway embankments, playing fields, fields, woodland etc.) is the responsibility of the landowner. Cherwell District Council also organises each year a Spring Clean and a series of neighbourhood blitzes.

3. Overall, how satisfied or dissatisfied are you with the street cleaning service?
Please tick one box only

| | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ Not applicable |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

4. How satisfied or dissatisfied are you with the following aspects of the street cleaning service, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Cleanliness of your local area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness of your local town/urban centre (Banbury, Bicester or Kidlington) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency with which the streets are cleaned | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Number of litter bins in public places | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Number of dog waste bins in public places | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| On-street recycling bins, located in urban areas, next to litter bins | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Limiting the amount of dog waste in public places | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Issuing of fines for littering and dog fouling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Litter campaigns/ information regarding littering | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Neighbourhood litter blitzes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Environmental Crime and Enforcement

Cherwell District Council has responsibility for investigating certain levels of environmental crime. The Council’s zero tolerance approach means that its Environmental Enforcement Officers have powers to issue Fixed Penalty Notices (FPN) for ‘on street’ offences such as littering (including cigarette ends), dog fouling, abandoned vehicles and fly tipping. Fines from £50 - £400 can be imposed for these ‘on street’ offences. More serious offences such as fly tipping are investigated and then prosecuted via the courts. Environmental Enforcement Officers also work with local educational and community groups to raise awareness of the negative environmental issues that affect us all.

5a. Overall, how satisfied or dissatisfied are you with the Council’s approach to dealing with environmental crime? Please tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/ Not applicable

5b. Are you aware of any Fixed Penalty Notices being issued by Cherwell District Council Environmental Enforcement Officers in your local area? Please tick one box only

Yes, I am aware of Fixed Penalty Notices being issued in my local area

No, I am not aware of any Fixed Penalty Notices being issued in my local area

5c. To what extent do you support or oppose the Council’s policy of a zero tolerance approach to ‘on street’ offences (i.e. giving a fine to those people issued with a Fixed Penalty Notice for littering, dog fouling or abandoned vehicles)? Please tick one box only

Strongly support Tend to support Neither support nor oppose Tend to oppose Strongly oppose Don't know

Household Waste Collection

Cherwell District Council collects your general household waste (i.e. green bin collection).

6. Overall, how satisfied or dissatisfied are you with the green bin collection service? Please tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/ Not applicable

7. And how satisfied or dissatisfied are you with the following aspects of the green bin collection service, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| How clean and tidy the area is following collections | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of refuse collections | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Your bin is returned to the point of collection following being emptied | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness and helpfulness of refuse collection staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Household Recycling Collections

Cherwell District Council collects recycling in the blue bin. Items such as paper, cardboard, tin cans, aerosols, plastic bottles, tubs and trays and drinks cartons can all be recycled in the blue bin. These materials are sorted and recycled. **The council also collects small electrical items, and batteries for recycling. Residents can put them in carrier bags on top of any bin on collection day.**

8. Overall, how satisfied or dissatisfied are you with the household recycling collection service? Please tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/ Not applicable

9. And how satisfied or dissatisfied are you with the following aspects of the household recycling collection service, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The range of materials taken for recycling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of recycling collections | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How clean and tidy the area is following recycling collections | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kerbside small electricals collection scheme | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kerbside battery collection scheme | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Household Food and Garden Waste Collections

Cherwell District Council collects cooked and uncooked food waste as well as garden waste in brown bins. These organic materials are sent for composting locally in the district.

10. Overall, how satisfied or dissatisfied are you with the household food and garden waste collection service? Please tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/ Not applicable

11. And how satisfied or dissatisfied are you with the following aspects of the food and garden waste collection service, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The range of materials taken for composting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of food and garden waste collections | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. To what extent do you agree or disagree that Cherwell District Council provides you with enough information on the waste, recycling and food and garden waste collection services?
Please tick one box only

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know

13. How much do you know about what happens to your waste after collections?
Please tick one box for each

| | A lot | A little | Not a lot | None |
|-----------|--------------------------|--------------------------|--------------------------|--------------------------|
| Green bin | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Blue bin | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Brown bin | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Recycling Centres (Bottle Banks etc)

Cherwell District Council provides over 100 facilities to recycle glass bottles and jars. There are also larger sites which collect paper, card and textiles at supermarkets and car parks..

14. How often do you use a recycling centre (bottle bank etc)? Please tick one box only

Weekly Monthly Every 2-3 months A couple of times a year Less often Never

15a. Overall, how satisfied or dissatisfied are you with the recycling centres (bottle banks etc)?
Please tick one box only

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/ Not applicable

15b. And how satisfied or dissatisfied are you with the following aspects of the local recycling centres, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Location of recycling centres | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Items you can recycle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How clean and tidy the facilities are | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 3: LEISURE AND RECREATION

Parks/open spaces and play areas

The majority of parks and large open spaces in Banbury, Bicester and Kidlington are owned by the respective Town and Parish Councils, but in Bicester and Kidlington they employ Cherwell District Council to carry out much of the grounds maintenance work and to manage play areas. In addition, it is the District Council in conjunction with local sponsors which provides most of the flower displays and features in each urban areas.

16a. In which, if any, of the following locations have you visited/used the PARKS/OPEN SPACES in the past 12 months? Please tick ALL that apply in LEFT HAND column

16b. In which, if any, of the following locations have you visited/used the PLAY AREAS in the past 12 months? Please tick ALL that apply in RIGHT HAND column

| | 16a Parks/Open Spaces | 16b. Play Areas |
|---------------|--------------------------|--------------------------|
| Banbury | <input type="checkbox"/> | <input type="checkbox"/> |
| Kidlington | <input type="checkbox"/> | <input type="checkbox"/> |
| Bicester | <input type="checkbox"/> | <input type="checkbox"/> |
| Villages | <input type="checkbox"/> | <input type="checkbox"/> |
| None of these | <input type="checkbox"/> | <input type="checkbox"/> |

PLEASE ANSWER Q17a &/or Q17b IF YOU HAVE VISITED/ USED THE PARKS/ OPEN SPACES AND/OR PLAY AREAS IN CHERWELL IN THE PAST 12 MONTHS. ALL OTHERS SKIP TO Q18.

17a. Roughly, how often do you visit the PARKS/OPEN SPACES? Please tick one box in LEFT HAND column

17b. Roughly, how often do you visit the PLAY AREAS? Please tick one box in RIGHT HAND column

| | 17a Parks/Open Spaces | 17b. Play Areas |
|------------------|--------------------------|--------------------------|
| Daily | <input type="checkbox"/> | <input type="checkbox"/> |
| 2-3 times a week | <input type="checkbox"/> | <input type="checkbox"/> |
| Weekly | <input type="checkbox"/> | <input type="checkbox"/> |
| Fortnightly | <input type="checkbox"/> | <input type="checkbox"/> |
| Monthly | <input type="checkbox"/> | <input type="checkbox"/> |
| Less often | <input type="checkbox"/> | <input type="checkbox"/> |

18. Overall, how satisfied or dissatisfied are you with the way parks and play areas are looked after? Please tick one box only

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/ Not applicable



19. And, how satisfied or dissatisfied are you with the following aspects of the local parks/ open spaces and play areas, where 1 is very satisfied and 10 is very dissatisfied?
Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Cleanliness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintenance of grass and meadow areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintenance of trees, shrubs & bedding plants | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintenance of play areas and play equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintenance of outdoor sports pitches | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How safe you feel using the parks/open spaces and play areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

20a. Do you think that the number of PARKS/OPEN SPACES available is about right, too few or too many? Please tick one box in LEFT HAND column

20b. And, do you think that the number of PLAY AREAS available is about right, too few or too many? Please tick one box in RIGHT HAND column

| | 20a Parks/Open Spaces | 20b. Play Areas |
|-------------|--------------------------|--------------------------|
| Too many | <input type="checkbox"/> | <input type="checkbox"/> |
| About right | <input type="checkbox"/> | <input type="checkbox"/> |
| Too few | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> | <input type="checkbox"/> |

Leisure Facilities

Cherwell District Council manages a number of leisure facilities such as Bicester Leisure Centre, Kidlington and Gosford Leisure Centre, Woodgreen Leisure Centre and Spiceball Leisure Centre, facilities at the North Oxfordshire Academy (formally Drayton School) and Cooper School. Cherwell District Council also publishes a series of walk and ride leaflets to encourage countryside recreation.

21. Which, if any, of the following local leisure facilities have you used in the past 12 months?
Please tick ALL that apply

- Bicester Leisure Centre
- Kidlington and Gosford Leisure Centre
- Woodgreen Leisure Centre, Banbury
- Spiceball Leisure Centre, Banbury
- North Oxfordshire Academy, Banbury
- Cooper School, Bicester
- Cherwell Circular Walks /Rides
- Other (Please write in).....
- None of these

22. Overall, how satisfied or dissatisfied are you with the leisure facilities provided by Cherwell District Council? Please tick one box only

| | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ Not applicable |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

23. And, how satisfied or dissatisfied are you with the following aspects of the local leisure facilities, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Range of leisure facilities available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost of using facilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness and condition of venue | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff knowledge/professionalism | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Refreshment/catering at sports venues | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Leisure Activities

Cherwell District Council also provides school holiday activities, coaching and sport development courses and events.

24. Which of the following statements best describes you? Please tick one box only

- I have used/participated in leisure activities provided by Cherwell District Council in the past 12 months
- I am aware of the leisure activities provided by Cherwell District Council, but have not used/participated in any during the past 12 months
- I am unaware of the leisure activities provided by Cherwell District Council, but I would like to find out more
- I am unaware of the leisure activities provided by Cherwell District Council and I am not interested in finding out more
- Don't know

25. Overall, how satisfied or dissatisfied are you with the leisure activities provided by Cherwell District Council? Please tick one box only

| | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ Not applicable |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 4: COMMUNITY SAFETY

Dealing with Anti-Social Behaviour and Nuisance

Cherwell District Council Anti-Social Behaviour Team works in partnership with Thames Valley Police to tackle anti-social behaviour and nuisance, which may include any activity likely to cause harassment, alarm or distress in the local neighbourhood. The Council also investigates a range of nuisance activities, including domestic and commercial noise, smoke caused by bonfires, piles of rubbish, insecure premises and graffiti.

26. Overall, how satisfied or dissatisfied are you with the Council's approach to dealing with anti-social behaviour and nuisance? Please tick one box only

| | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ Not applicable |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

27. Have you reported any incidents of anti-social behaviour/nuisance in your local area to either of the following in the past 12 months? Please tick ALL that apply

- Yes, reported incidents of anti-social behaviour/nuisance to Cherwell District Council
- Yes, reported incidents of anti-social behaviour/nuisance to the Police
- Experienced incidents of anti-social behaviour/nuisance, but not reported it
- Not experienced any incidents of anti-social behaviour/nuisance

28. And, how satisfied or dissatisfied are you with the following aspects of the way the Council and its partners deal with anti-social behaviour and nuisance, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Speed of response to complaints of anti-social behaviour/nuisance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Noise control/ dealing with noise pollution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Visual presence of police | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Visual presence of community wardens | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dealing with vandalism and graffiti | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dealing with youths hanging around on the streets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

29. How much would you agree or disagree that the Police and Local Council are dealing with anti-social behaviour and nuisance in this area? Please tick one box only

| | | | | | |
|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

30. How safe or unsafe do you feel in each of the following situations? Please tick one box for each

| | Very safe | Fairly safe | Fairly unsafe | Very unsafe | Never in situation | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Walking alone in your local community after dark | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Walking alone in your local community during daylight | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Walking alone in your local town centre after dark | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Walking alone in your local town centre during daylight | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being alone in your home after dark | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being alone in your home during daylight | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 5: CAR PARKS

Car Parks

Cherwell District Council operates 24 car parks in Bicester, Kidlington and Banbury.

31. In which, if any, of the following locations have you used the car parks operated by Cherwell District Council in the past 12 months? Please tick ALL that apply

- Banbury
- Kidlington
- Bicester
- None of these

32. Do you hold a season ticket or a blue badge for parking in Cherwell?

Please tick one box only

- Yes
- No

33. Overall, how satisfied or dissatisfied are you with the local car parking facilities?

Please tick one box only

- | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ Not applicable |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

34. And how satisfied or dissatisfied are you with the following aspects of the local car parking facilities, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Easy to find | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Feeling safe/secure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Number and location of pay and display machines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Price of the parking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information about price | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information about how long you can stay | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information about parking on the Cherwell District Council website | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of payment using the mobile telephone payment system | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Disabled parking facilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 6: OVERALL VIEWS OF CHERWELL DISTRICT COUNCIL

Overall Views

We would now like to know what you think of Cherwell District Council overall, taking everything into account.

35. Overall, how satisfied or dissatisfied are you with the services provided by Cherwell District Council? Please tick one box only

| | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ Not applicable |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

36. How well informed, if at all, does Cherwell District Council keep residents about the benefits and services it provides? Please tick one box only

| | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very well informed | Fairly well informed | Not very well informed | Not well informed at all | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

37. How well informed, if at all, does Cherwell District Council keep residents about what the Council spends money on? Please tick one box only

| | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very well informed | Fairly well informed | Not very well informed | Not well informed at all | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

38. To what extent do you agree or disagree that Cherwell District Council provides value for money? Please tick one box only

| | | | | | |
|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 7: THE LOCAL ECONOMY AND COUNCIL BUDGET PRIORITIES

Views of the current economic climate

Please let us know your opinions of the current economic climate.

39. The nation's budget deficit and the need to rein in public spending are being discussed extensively. Overall, how concerned, if at all, are you about the nation's budget deficit?
Please tick one box only

| | | | | | |
|--------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|--------------------------|
| Very concerned | Fairly concerned | Neither concerned nor unconcerned | Fairly unconcerned | Very unconcerned | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

40. Below is a list of statements that people have made about the nation's budget deficit. To what extent do you agree or disagree with each of the following statements? Please tick one box for each

| | Strongly agree | Tend to agree | Neither/ Nor | Tend to disagree | Strongly disagree | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The nation's budget deficit - we are all in it together | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Councils do not need to cut services as enough money can be saved through efficiency savings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would rather pay more Council Tax to maintain services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I trust Cherwell District Council to do what is right for residents in the current economic climate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The economic climate in Cherwell is better than it was 12 months ago | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My household/ I have been personally affected by the public spending cuts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Your Priorities

Cherwell District Council has had its funding reduced significantly as a consequence of the nation's budget deficit. The Council is planning its response carefully as it simply will not be able to afford everything it currently does in the same way going forward. It is important for Cherwell District Council to understand which services are most important to residents.

The question overleaf therefore asks you to prioritise the Council Services where you would like the current level of service provision to be maintained. Please see below for an example of how to complete this question.

For example, if you think 'dealing with anti-social behaviour/nuisance' is much less important than 'providing affordable housing', then select 'much less important to maintain current level of service'.

| | Much more important to maintain current level of service | Slightly more important to maintain current level of service | Equally important | Slightly less important to maintain current level of service | Much less important to maintain current level of service | Don't know | |
|--|--|--|--------------------------|--|--|--------------------------|------------------------------|
| Dealing with anti-social behaviour/ nuisance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Providing affordable housing |

41. It is important for Cherwell District Council to understand which services are most important to residents in the current economic climate. From the following pairs of Council Services, which would you prioritise for maintaining the current level of service provision? Please tick one box for each

| | Much more important to maintain current level of service | Slightly more important to maintain current level of service | Equally important | Slightly less important to maintain current level of service | Much less important to maintain current level of service | Don't know | |
|--|--|--|--------------------------|--|--|--------------------------|---|
| Household recycling collection and food/garden waste collection service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Arts and cultural services (including Banbury Museum) |
| Providing affordable housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Dealing with anti-social behaviour/ nuisance |
| Parks and playgrounds | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Town centre development (e.g. improving town centres through schemes such as pedestrianisation) |
| Dealing with anti-social behaviour/nuisance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Planning policy (i.e. long term development and conservation) |
| Household recycling collection and food/garden waste collection service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Town centre development (e.g. improving town centres through schemes such as pedestrianisation) |
| Activities for young people | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Monitoring of food hygiene and health and safety of businesses and restaurants |
| Planning policy (i.e. long term development and conservation) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Activities for young people |
| Grants for voluntary and community groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Monitoring of food hygiene and health and safety of businesses and restaurants |
| Sports and leisure facilities and activities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Provision of housing support and advice (e.g. working to prevent homelessness) |
| Household waste collection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Street cleaning & tackling of environmental crime |
| Parks and playgrounds | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Supporting the creation of jobs in the local area |
| Street cleaning & tackling of environmental crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Development control (i.e. planning permission and enforcements) |
| Providing affordable housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Sports and leisure facilities and activities |
| Provision of housing support and advice (e.g. working to prevent homelessness) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Supporting the creation of jobs in the local area |
| Arts and cultural services (including Banbury Museum)) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Development control (i.e. planning permission and enforcements) |
| Recycling centres (e.g. bottle banks) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Grants for voluntary and community groups |
| Household waste collection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Recycling centres (e.g. bottle banks) |

SECTION 8: CONTACTING THE COUNCIL

Contacting Cherwell District Council

We would like to know your experiences when contacting Cherwell District Council.

42. Have you ever contacted Cherwell District Council? If so, how did you last contact the Council? Please tick one box only

- By telephone
- By letter
- Via email
- Face-to-face in Council Offices
- Other (please write in)
- None of these

PLEASE ANSWER Q43 IF YOU HAVE CONTACTED CHERWELL DISTRICT COUNCIL. ALL OTHERS SKIP TO Q44.

43. And how satisfied or dissatisfied are you with the following when contacting Cherwell District Council, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Ease of contacting the Council | | | | | | | | | | | |
| Information about how to contact the Council | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being able to speak to the right person/department | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Speed of response (e.g. speed of answering the telephone/ speed of replying to emails/letters) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff | | | | | | | | | | | |
| Being respected/listened to by staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff knowledge | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Using plain English/not speaking in jargon | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Answering all of your questions/providing enough information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explanation of process/procedures and advice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Follow-up | | | | | | | | | | | |
| Keeping their promises (e.g. calling back when they said they would etc) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Outcome of your query/complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Information from Cherwell District Council

Please tell us your views on the information provided by Cherwell District Council.

44. From which, if any, of the following do you obtain most of your information about Cherwell District Council? Please tick ALL that apply

- | | |
|--|--|
| <input type="checkbox"/> Friends/ family and neighbours | <input type="checkbox"/> Cherwell District Council posters |
| <input type="checkbox"/> Parish News Newsletter | <input type="checkbox"/> Cherwell District Council website |
| <input type="checkbox"/> Cherwell Link (the Council magazine) | <input type="checkbox"/> Public meetings |
| <input type="checkbox"/> Local groups and committees (e.g. tenant's or residents' associations, voluntary or community groups) | <input type="checkbox"/> Contact with elected Councillors |
| <input type="checkbox"/> Local newspapers (please specify) | <input type="checkbox"/> Contact with Council staff |
| <input type="checkbox"/> Local radio (please specify) | <input type="checkbox"/> Information from other organisations (e.g. County Council, schools, doctors etc.) |
| <input type="checkbox"/> Local TV news (please specify) | <input type="checkbox"/> Twitter or Facebook |
| <input type="checkbox"/> Cherwell District Council magazines | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Cherwell District Council leaflets | <input type="checkbox"/> None of these |
| | <input type="checkbox"/> Don't know |

45. Now thinking specifically about the information provided by Cherwell District Council, have you used any of the following information sources in the past 12 months? Please tick ALL that apply

- Cherwell Link (the Council magazine)
- Cherwell District Council website
- None, not used either

46. And how satisfied or dissatisfied are you with the following, where 1 is very satisfied and 10 is very dissatisfied? Please tick one box for each

| | | | | | | | | | | | |
|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don't know |
| Cherwell Link (the Council magazine) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cherwell District Council website | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

47. Finally, please use the space below to write in any further comments that you have about Cherwell District Council and the services it provides? Please write in

SECTION 9: ABOUT YOU

48. Which age band are you in? Please tick one box only

- | | | |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> 18-24yrs | <input type="checkbox"/> 45-54yrs | <input type="checkbox"/> 75+ yrs |
| <input type="checkbox"/> 25-34yrs | <input type="checkbox"/> 55-64yrs | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 35-44yrs | <input type="checkbox"/> 65-74yrs | |

49. What is your gender?

Please tick one box only

- | | |
|---------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Transgender |
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |

Thank you for taking the time to complete this survey