

**Stroud District Council**  
**Best Value General Survey**  
**2006/07**

**Report**  
**April 2007**



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**APPENDIX 1: Questionnaire**

**APPENDIX 2: Residents' comments**

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## 1 BEST VALUE PERFORMANCE INDICATORS

The table below shows results for the Best Value Performance Indicators. The results are based on all respondents who expressed an opinion for each of the relevant questions (i.e. excluding "No opinion" and "No reply"), as required by the Department for Communities and Local Government (DCLG) and the Audit Commission.

| <b>STROUD DISTRICT COUNCIL:<br/>BEST VALUE PERFORMANCE INDICATORS</b> |                 |  |                                      |                                      |
|---|-----------------|--|--------------------------------------|--------------------------------------|
|   | 2006/07<br>Base | 2006/07<br>95%<br>Confidence<br>interval | 2006/07 %<br>Satisfied<br>(weighted) | 2003/04 %<br>Satisfied<br>(weighted) |
| BV3: Overall satisfaction   | 1,441           | ±3%                                      | 61%                                  | 56%                                  |
| BV4: Satisfaction with complaint handling                             | 266             | ±6%                                      | 42%                                  | 33%                                  |
| BV89: Satisfaction with cleanliness                                   | 1,443           | ±2%                                      | 71%                                  | 67%                                  |
| BV90A: Satisfaction with waste collection                             | 1,437           | ±2%                                      | 87%                                  | 87%                                  |
| BV90B: Satisfaction with waste recycling (local facilities)           | 1,403           | ±2%                                      | 75%                                  | 80%                                  |
| BV119A: Satisfaction with sports/leisure facilities                   | 1,420           | ±3%                                      | 60%                                  | 51%                                  |
| BV119B: Satisfaction with libraries                                   | 1,443           | ±2%                                      | 75%                                  | N/a                                  |
| BV119C: Satisfaction with museums/galleries                           | 1,400           | ±3%                                      | 48%                                  | 41%                                  |
| BV119D: Satisfaction with theatres/concert halls                      | 1,404           | ±3%                                      | 36%                                  | 33%                                  |
| BV119E: Satisfaction with parks and open spaces                       | 1,433           | ±2%                                      | 76%                                  | 73%                                  |

Snap Surveys certify that this research was conducted in accordance with the guidelines laid down by the DCLG and the Audit Commission for undertaking the 2006/07 Best Value Surveys.

## 2 SUMMARY

- **PROFILE:** 56% of respondents were female and 44% male. 22% were aged between 18 and 34 years old, and 23% aged 65 or over. 99% of respondents were from a White British background.
- **CURRENT ACCOMMODATION** – 46% of respondents have lived in their current accommodation for more than ten years and 20% less than 3 years. 71% have lived in the local area for over eleven years and 8% for less than 3 years. 42% of respondents are buying their house on a mortgage and 38% own their homes outright. A further 12% rent from the local council or housing association and 7% from a private landlord. 17% of households have one adult living there, and 64% have two adults in residence.
- **WORKING STATUS** – 59% of respondents are employed or self-employed (including part time) and 26% are retired. 21% of respondents have a long-standing illness or disability, of which 76% said this limits their activities.
- **QUALITY OF LIFE** – 54% of respondents said that The level of crime was important in making somewhere a good place to live, followed by 52% saying Health services were. Road and pavement repairs were rated as most in need of improvement (46%), followed by activities for teenagers (39%) and Affordable decent housing (38%). Public transport, The level of traffic congestion and The level of crime were also rated as priorities for improvement. 82% of respondents were very or fairly satisfied with their local area as a place to live
- **ANTI-SOCIAL BEHAVIOUR** – 56% of respondents thought that parents not being made to take responsibility for the behaviour of their children was a problem, followed by 47% saying People using or dealing drugs and 46% of respondents saying Teenagers hanging around on the streets was a problem. 85% of respondents agree that their local area is a place where people from different backgrounds get on well together.
- **REFUSE AND RECYCLING** – 71% of respondents are satisfied that Stroud District Council has kept land clear of litter and refuse and 87% were satisfied with the waste service collection overall. However only 61% are satisfied with the bin provided for general household waste. 77% of respondents said they were satisfied with the service for the collection of items for recycling overall and 77% are satisfied with the provision of local recycling facilities overall.
- **CULTURAL AND RECREATIONAL ACTIVITIES** – 76% of respondents are satisfied with the parks and open spaces and 75% with the libraries. Only 60% are satisfied with sports/leisure facilities and events, 48% with museums and galleries and just 36% with theatres/concert halls.
- 55% of respondents use the parks and open spaces at least once per month, followed by 28% of respondents using the sports/leisure facilities and libraries.

- **CHANGES OVER LAST 3 YEARS** – 39% said local recycling facilities had improved and 37% felt that doorstep collection of items for recycling had got better. 15% of respondents felt that sport/leisure facilities had deteriorated and 13% said that keeping public land clear of litter and refuse had got worse.
- **OTHER SERVICES** – 30% are satisfied with planning services (a further 55% said neither satisfied nor dissatisfied), and 25% said they were satisfied with the housing services (64% said neither). 58% of respondents said they or a household member had used the planning services and 47% had used the housing services in the last 12 months. 61% of respondents are happy with the way the council runs things compared with 58% in 2003.
- **INFORMATION ABOUT STROUD DISTRICT COUNCIL** – 91% are informed about how to pay bills to the council and 90% of respondents said they are informed about how and where to vote. However, only 25% are informed about what the council is doing to tackle anti-social behaviour. Respondents in the 18-34 year old sub group feel less well informed than other sub-groups. 39% of respondents gain information directly from the council and a further 25% from the local media.
- **CONTACTING STROUD DISTRICT COUNCIL IN LAST 12 MONTHS** – The most common reasons for making contact were asking for information or advice (36%) or to apply to use a service (29%). 78% used the telephone to make contact and 20% made contact in person. When asked about the service received respondents rated the various elements 78% expressed satisfaction for how easy it was to find the right person to deal with and the helpfulness of the staff. 18% of respondents have contacted Stroud District Council in the last year to make a complaint of which 42% said they were satisfied with the handling of the complaint.
- **LOCAL DECISION MAKING** – 29% of respondents were satisfied with the opportunities for participation in local decision making and 33% agreed that they could influence decisions affecting the local area. 19% said they would like to be more involved in local decision making and a further 64% said it depends on the issue.
- **OVERALL PERFORMANCE** – when asked to rate 10 performance standards for Stroud District Council overall agreement was varied. 79% agreed that they are working to make the area cleaner and greener and 78% that SDC is making the local area a better place to live. However, only 54% said they provide good value for money and that Stroud District Council are remote and impersonal. Overall, 18% of respondents Stroud District Council had run things better over the last 3 years, and 9% said things had got worse (compared with 16% in 2003).

### 3 INTRODUCTION

Stroud District Council commissioned Snap SurveyShop to conduct their Best Value 2006/07 General Survey. This report contains the research findings.

#### 3.1 Methodology

Snap SurveyShop sent questionnaires to a random sample of 3,200 households within the Stroud District Council area on 8<sup>th</sup> November 2006. The sample frame used was randomly drawn from the Post Office small users address file (PAF) and supplied to Stroud District Council by the Audit Commission. The target population was adults aged eighteen and over.

A reminder letter and questionnaire were sent to non-respondents on 22<sup>nd</sup> November, followed by a second reminder letter and questionnaire on 6<sup>th</sup> December. The survey was closed on 2<sup>nd</sup> January, having achieved an overall response rate of 46% (1,479 completed questionnaires).

#### 3.2 Weighting

Following the survey close, the data was sent to the Audit Commission for weighting to be applied. The data needed to be weighted to correct for biases and to make the survey representative of the population within the Stroud District Council area. The following weighting was applied to the data:

- A weight to correct for use of a sampling frame which did not correspond with the population the survey attempted to represent. The PAF would have introduced a selection bias towards those living in smaller households, therefore the Audit Commission calculated a weight which took into account the size of the household a respondent belongs to.
- A weight to correct for response bias was also applied, for example where certain sub-groups were less represented in the achieved sample and others were over-represented. Weighting was applied so that these sub-groups were shown in their correct proportions. Census data was used to calculate the weight so that results were representative of the population. Weighting was carried out on gender, age and ethnicity.

All the results throughout this report are based on the weighted data.

#### 3.3 Comparisons 2003

The Audit Commission stipulated that every Council in England must follow the same methodology for the 2006/07 Best Value surveys, which was postal. Stroud District Council last conducted the general survey in 2003.

#### 3.4 Analysis of results

Figures in this report are generally calculated as a proportion of respondents who answered each question – that is, excluding No Reply. Results to all rating scale questions are based only on those giving an opinion, i.e. excluding those answering Don't know/Not applicable/No opinion/Can't remember, as stipulated

by the Audit Commission. Where necessary 2003 data has been recalculated to exclude No Replies, to ensure the data is comparative.

### 3.5 Structure of this report

The main body of the report is divided into the following sections, which look at the survey results in detail:

- Resident profile
- The local area
- Service areas
- Information about the Council and it's services
- Contacting the Council
- Local decision making
- Overall performance

The appendix contains a copy of the questionnaire, listings of residents' comments and a full set of data tabulations.



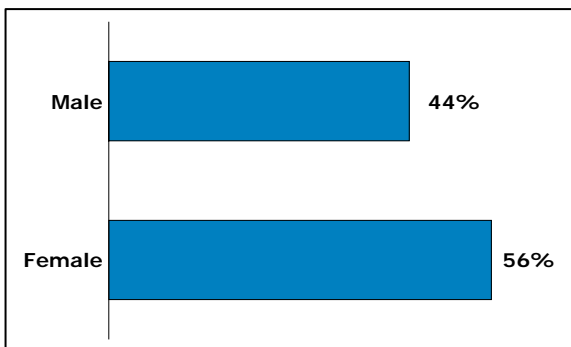
## 4 RESIDENT PROFILE

### 4.1 Introduction

This section of the report profiles Stroud District Council residents by demographics (gender, age and ethnicity), length of time in the area and current accommodation, household tenure and household composition. It also looks at working status and the incidence of long-standing illness or disability.

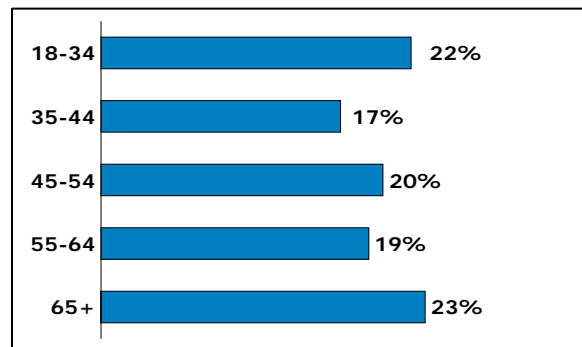
### 4.2 Gender, age and ethnicity

#### Gender



Base: All respondents (1,447)

#### Age

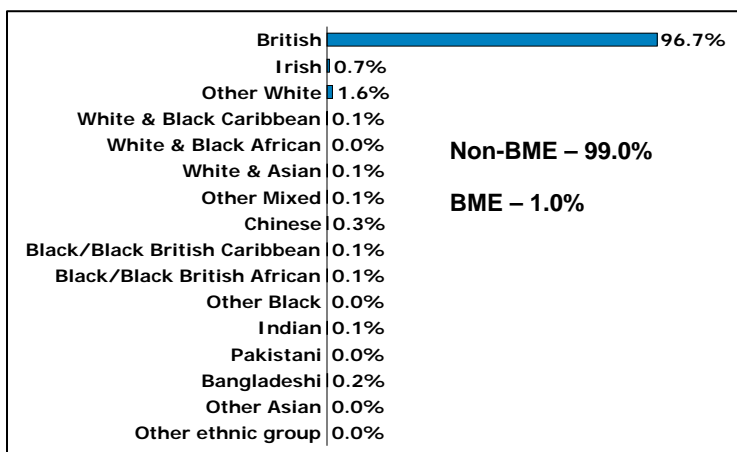


Base: All respondents (1,409)

56% of respondents were female and 44% male. This varied within some of the sub-groups analysed, for example of those respondents aged 45-54 years old, 52% of respondents were male, but only 34% of those aged 18-34.

23% of respondents were aged 65 or older and a further 22% were aged 18-34.

#### Ethnicity



Base: All respondents (1,433)

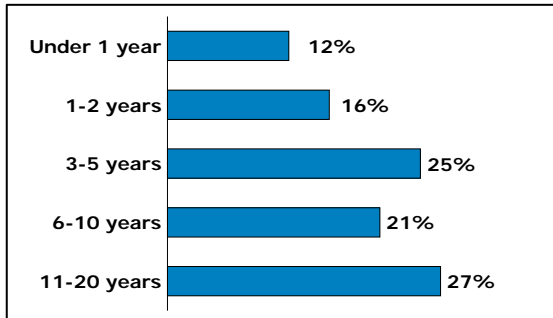
The vast majority of respondents were from a White background (99%) with the remaining 1% from a BME background.

### 4.3 Current accommodation and area

Most residents of Stroud District Council had lived in the area for quite a long time, with 71% having lived in the area for eleven years or more, of which 56% for over twenty-one years. 8% have lived in the area for less than three years.

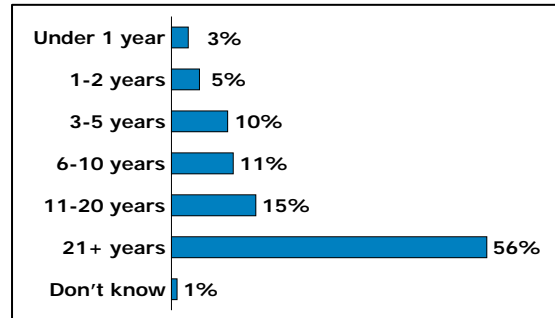
46% of respondents have lived in their current accommodation for eleven years or more, this increases to 72% for respondents aged 65 years or older. 20% have lived in their current accommodation less than three years, dropping to 13% for residents of Wotton-under-Edge.

**Length of time in current accommodation**



**Base: All respondents (1,442)**

**Length of time in area**



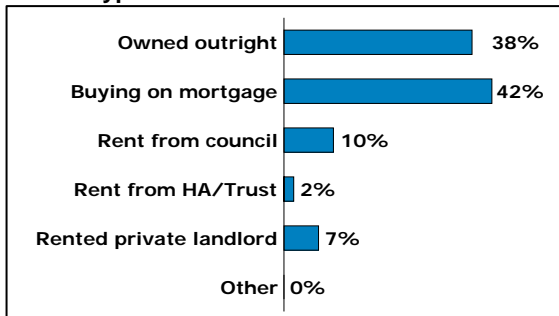
**Base: All respondents (1,444)**

### 4.4 Household tenure and composition

Looking at tenure type, 42% of residents were buying their home on mortgage, rising to 68% of those aged 35-44. 38% owned their home outright (increasing to 78% for respondents aged 65 or older), 7% were renting their accommodation from a private landlord and a further 12% were renting from the council or a housing association/trust.

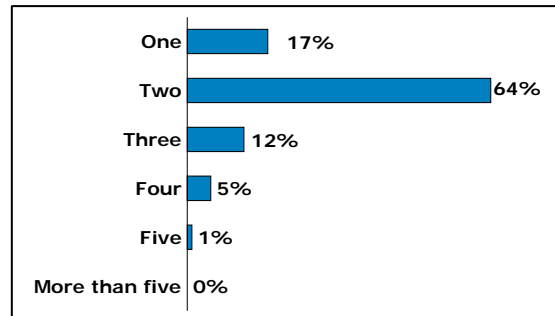
64% of households contained 2 adults, followed by 17% of respondents stating they are the only adult, increasing to 33% among those aged 65+.

**Tenure type**



**Base: All respondents (1,435)**

**Adults in residence**

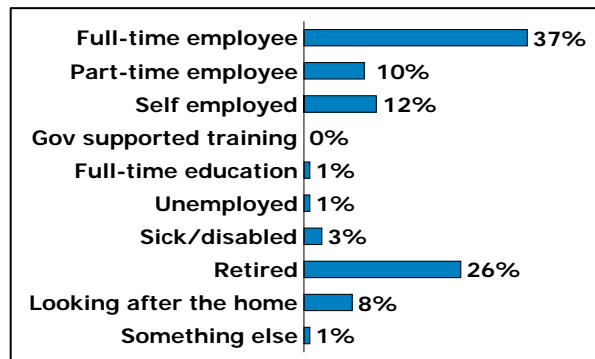


**Base: All respondents (1,413)**

#### 4.5 Working status

Most respondents were either employed or self-employed full or part time (59%). A further 26% were retired and 8% were looking after the home.

**Working status**

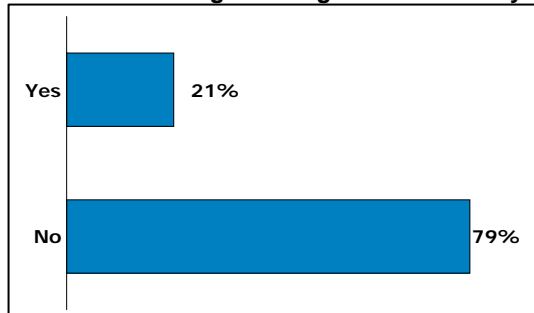


Base: All respondents (1,399)

#### 4.6 Incidence of illness/disability

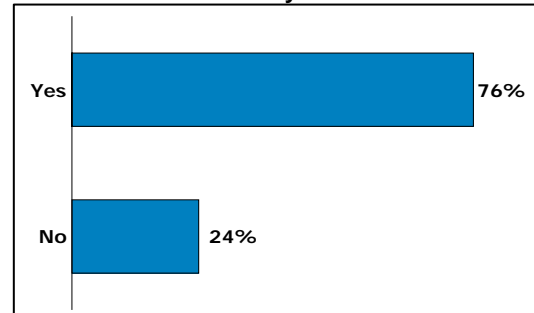
21% of respondents said they had a long-standing illness or disability, and of these 76% said it limited their activities.

**Whether have long standing illness/disability**



Base: All respondents (1,414)

**Whether illness/disability limits activities**



Base: Respondents with long standing illness (345)

## 5 THE LOCAL AREA

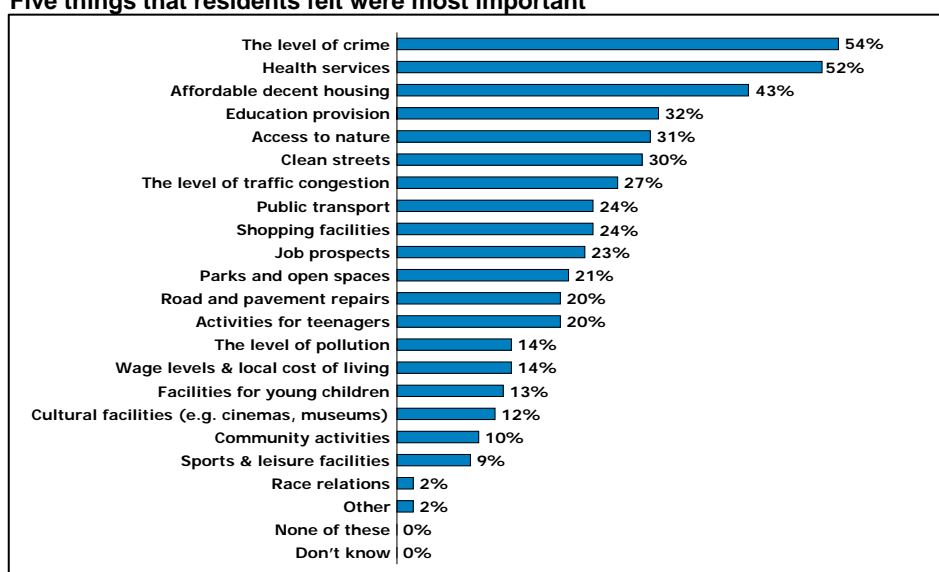
### 5.1 Introduction

This section looks at the local area as a place to live, particularly focusing upon quality of life and anti-social behaviour.

### 5.2 Quality of Life

Firstly, residents were asked what five things out of a list of twenty were most important in making somewhere a good place to live. They were then given the same list and were asked which five things were in the most need of improvement.

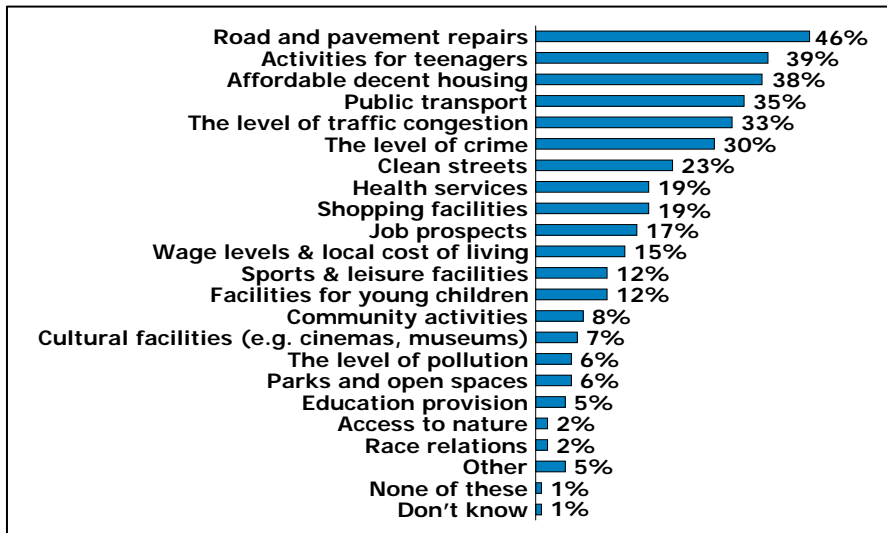
**Five things that residents felt were most important**



**Base: All respondents (1,339)**

The level of crime was seen as important by 54% compared to 73% in 2003. The figure rises to 60% for males and falls to 49% for females and 46% for those aged 65 and over. High scores also in Gloucester Border (62%) and Berkeley (61%) and down to 49% in Wotton-under-Edge. Health services was felt to be important by 52% overall and was the most important factor for females (53%). Health services was important for 71% in the 65+ age group and 73% of Berkeley residents, but just 39% of Gloucester Border residents.

**Five things that residents felt were most in need of improvement**

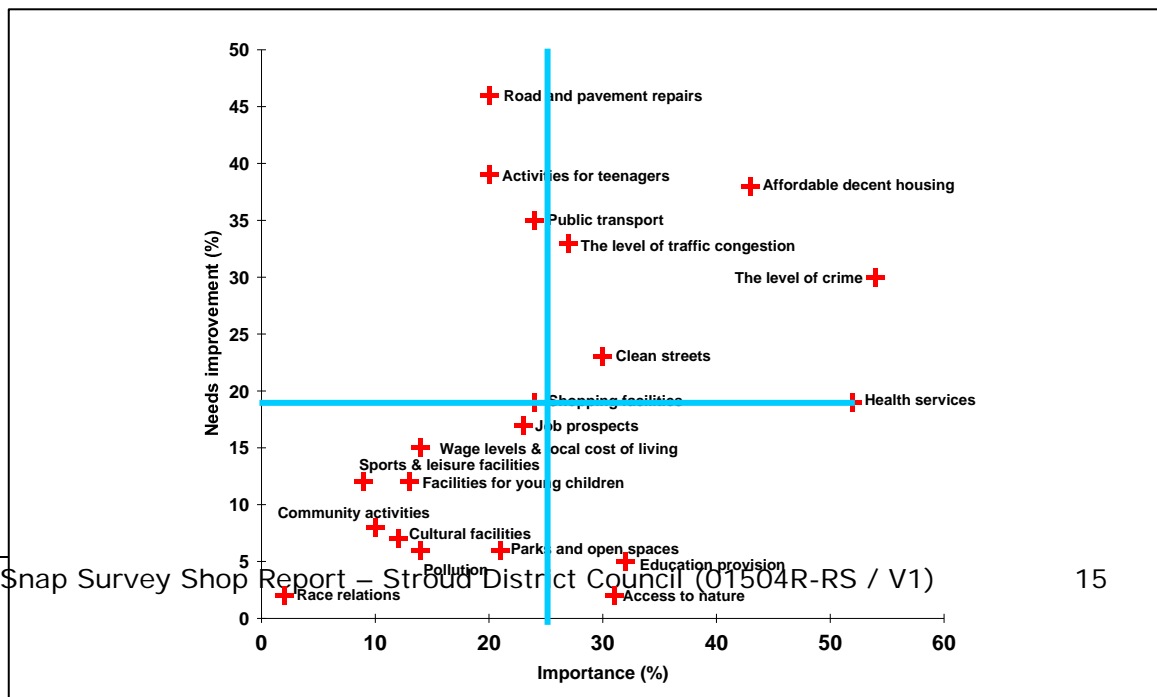


Base: All respondents (1,398)

The service most in need of improvement was Road and pavement repairs (46%, up from 45% in 2003). Activities for teenagers was next with 39% (down from 45% in 2003). 43% of females felt Activities for teenagers needed attention, compared to 34% of males. Public transport had improved to 35% from 47% in 2003, and level of crime was down to 30% from 45% in 2003.

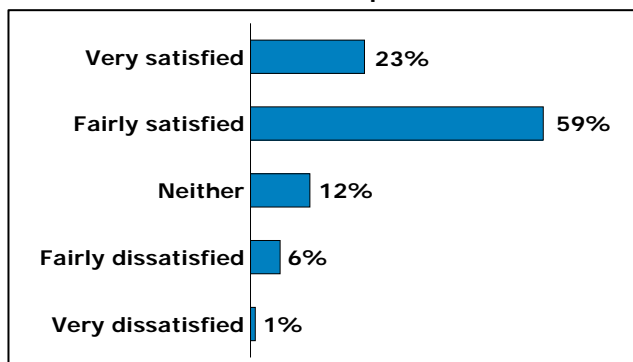
Road & pavement repairs were seen as being most in need of improvement by 58% of respondents in the 65+ age group, but by just 34% of those in Berkeley. Activities for teenagers is seen to be in need of improvement by 60% of Wotton respondents. Public transport needs improvement for just 27% of 18-34 year olds, but is an issue for 44% of Wotton's residents and 50% of Berkeley's.

The following charts the twenty items by importance (along the X-axis) and what most needs improving (the Y-axis). The top right quadrant shows the priorities for Stroud District Council i.e. the factors that were most important and also in most need of improvement. These include Affordable decent housing, Level of congestion, Level of crime and Clean streets and Health services.



82% of respondents said they were either very or fairly satisfied with their local area as a place to live. Satisfaction was higher amongst those aged over 45 (86% compared to 76% for under 45s). Stroud North recorded 87% satisfaction and Wotton 86%, while Stonehouse managed 77% and Dursley 76%.

**Satisfaction with local area as a place to live**



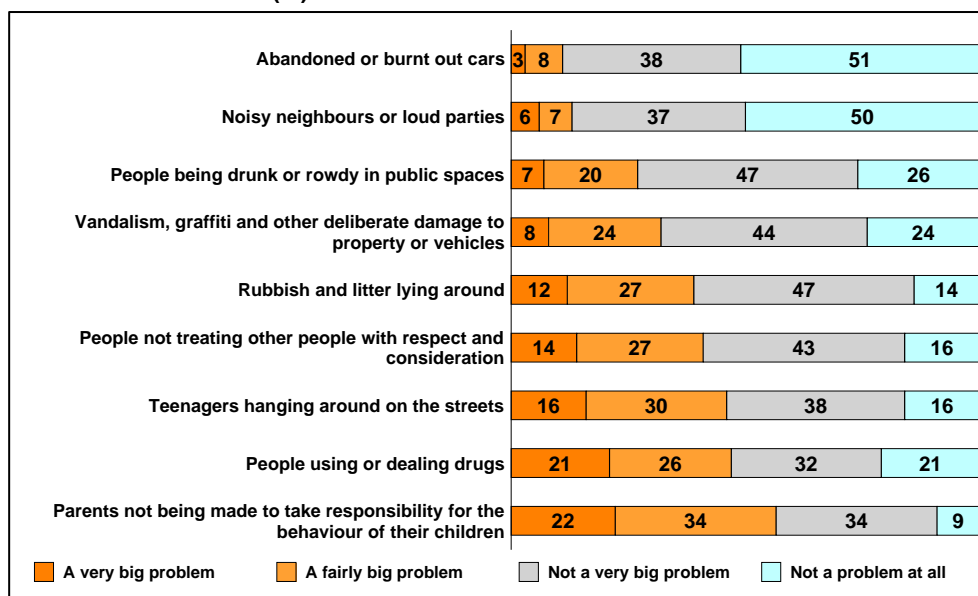
**Base: All respondents (1,427)**

### 5.3 Anti-social behaviour

Respondents were given a list of nine elements of anti-social behaviour and were asked how much of a problem each factor was in their local area.

Parents not being made to take responsibility for the behaviour of their children, was the most common problem, with 56% saying it was either a very big problem or a fairly big problem. This was followed by people using or dealing drugs, with 47% of respondents saying it was a problem.

**Problems in local area (%)**



**Base: All respondents exc Don't know (1,118 – 1,414)**

More positively, only 11% of respondents said that abandoned or burnt out cars were a problem and 13% said that noisy neighbours or loud parties were problematic.

There have been many big improvements since 2003/04 as listed below. (Please note that parents not being made to take responsibility for the behaviour of their children and people not treating each other with respect and consideration were not included in the 2003/04 survey).

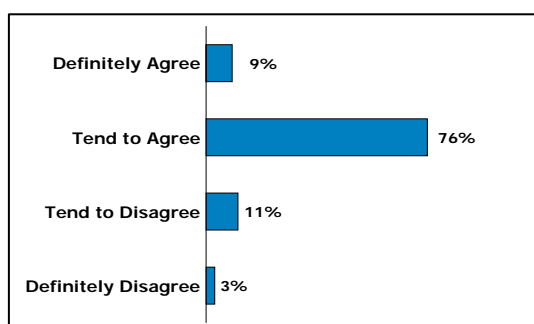
| How much of a problem do you think are...                              | 2003/04 %<br>Negative | 2006/07 %<br>Negative |
|--|-----------------------|-----------------------|
| People using or dealing drugs  | 64%                   | 47%                   |
| Teenagers hanging around on the streets                                | 54%                   | 46%                   |
| Vandalism, graffiti and other deliberate damage to property / vehicles | 54%                   | 32%                   |
| People being drunk or rowdy in public spaces                           | 43%                   | 28%                   |
| Rubbish and litter lying around  | 41%                   | 39%                   |
| Abandoned or burnt out cars  | 35%                   | 11%                   |
| Noisy neighbours or loud parties                                       | 14%                   | 13%                   |

When comparing with 2003/04, levels for all seven comparable problems listed had decreased. The biggest decrease was for abandoned or burnt out cars (reduced by 24 percentage points).

#### 5.4 Different Backgrounds

The majority of residents (85%) agreed their local area is a place where people from different backgrounds get on well together. This rose as high as 94% among residents aged sixty-five plus, and 98% in Berkeley.

**People from different backgrounds get on well together**



**Base: All respondents exc Don't know/too few people/all same background (887)**

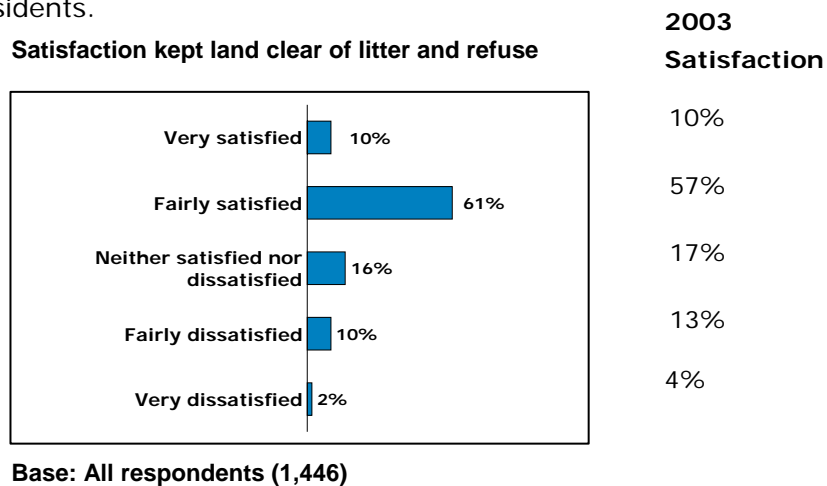
## 6 SERVICE AREAS

### 6.1 Introduction

The following section examines satisfaction with the various services that Stroud District Council offers to its residents, particularly waste and recycling, public transport information, the local bus service and cultural and recreational activities and venues.

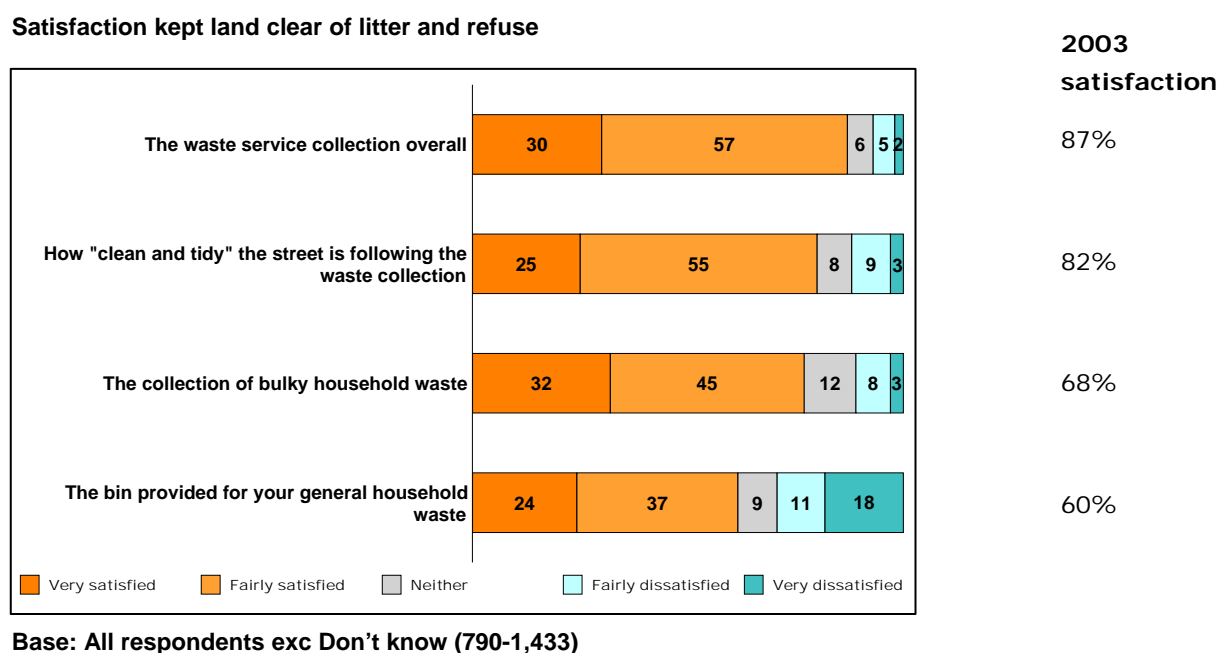
### 6.2 Waste and litter services

71% of respondents were either very or fairly satisfied that Stroud District Council has kept land clear of litter and refuse (67% in 2003), falling to 60% among Dursley residents.



### 6.3 Household waste collection

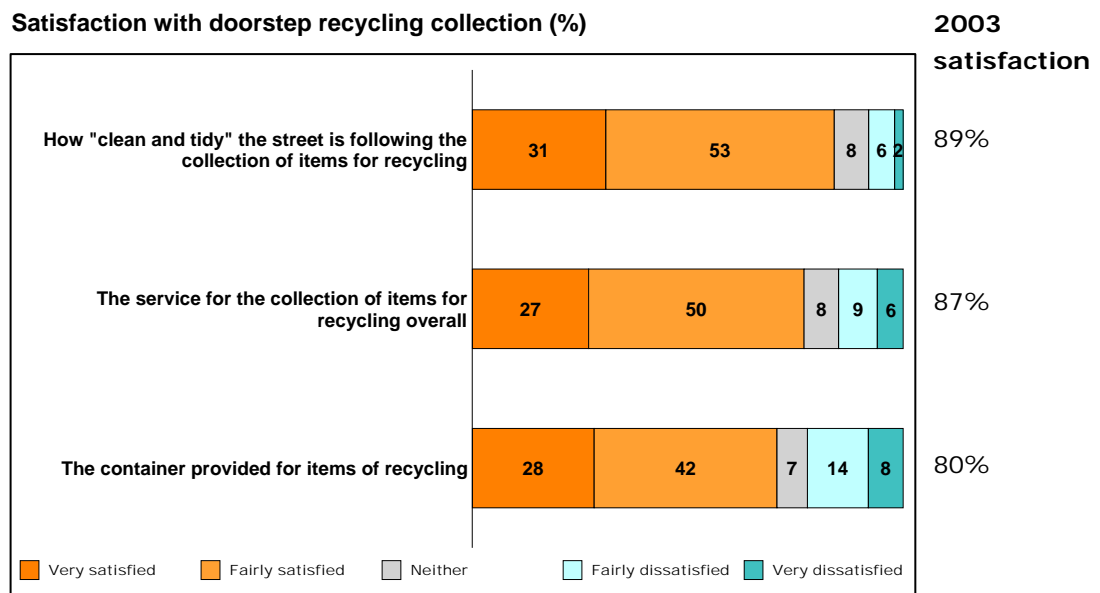
87% of residents were satisfied with the waste collection service overall (also 87% in 2003). How "clean and tidy" the street is following the waste collection achieved 80% satisfaction overall, 76% amongst under 55s and 90% in over 65s.



Satisfaction with collection of bulky household waste was up to 77% from 68% in 2003. Satisfaction ranged from 66% in the 18-34 age group to 86% in the over 65s. "The bin provided" achieved the lowest satisfaction (61%), from just 44% amongst under 44s to 86% in over 65s. Gloucester Border residents were least satisfied with their bin – just 41% satisfaction.

#### 6.4 Doorstep recycling collection

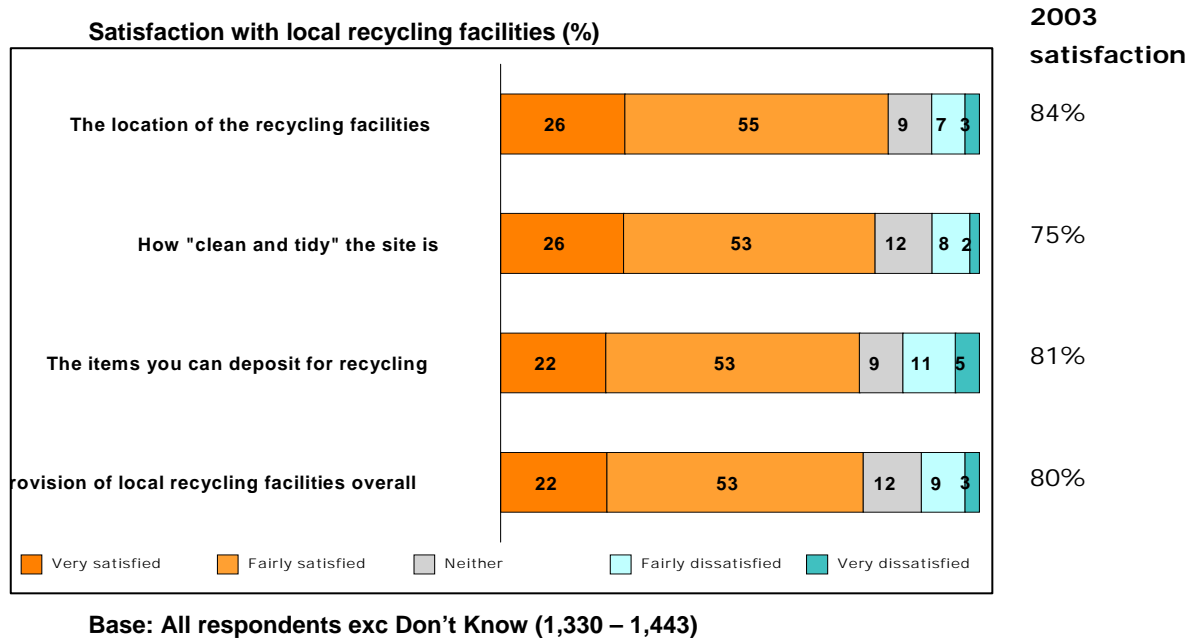
When asked about Stroud District Council's doorstep recycling collection, 84% were satisfied with how "clean and tidy" the streets were left (89% in 2003), 77% were satisfied with the service overall (87% in 2003) and 70% with the container provided (80% in 2003). "Clean and tidy" scored lowest with the 18-34s (77%) and highest with the over 65s (93%). Overall satisfaction was highest in the over 65s (92%) as was satisfaction with the container provided (89%).



**Base: All respondents exc Don't Know (1,398 – 1,434)**

## 6.5 Local recycling facilities

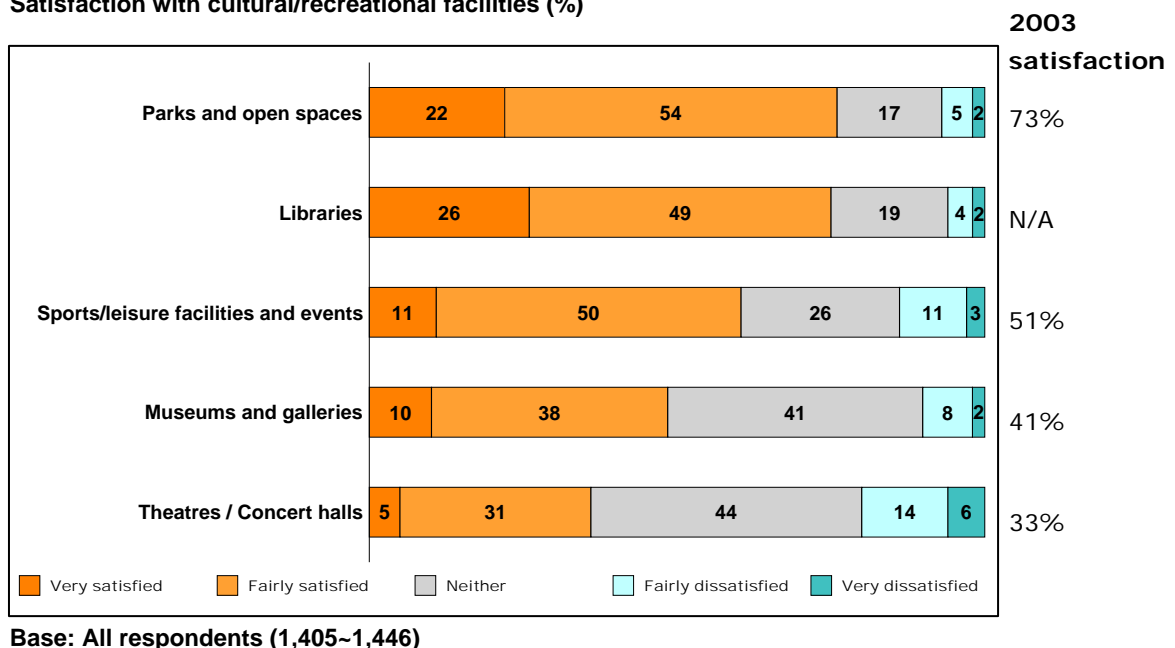
81% of respondents were satisfied with Stroud District Council's location of recycling facilities (84% in 2003). 79% were satisfied with how clean and tidy the site is (75% in 2003) and 75% are satisfied with items which can be recycled (81% in 2003). Satisfaction with recycling facilities overall was 75% (80% in 2003). This ranged from 70% for males to 80% for females. Again satisfaction was consistently highest in the over 65s across all measures, and also for residents of Wotton.



## 6.6 Cultural and recreational activities and venues

76% of respondents said they were satisfied with the parks and open spaces (73% in 2003). 75% were satisfied with the Libraries (70% amongst males and

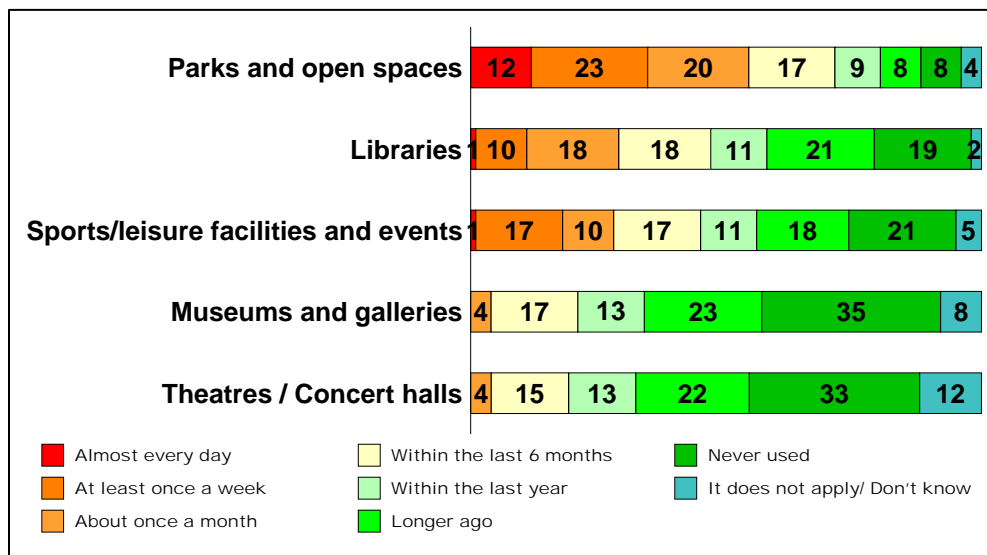
**Satisfaction with cultural/recreational facilities (%)**



80% amongst females). Only 60% said they were satisfied with the sports/leisure facilities (however this is an improvement from 51% in 2003). Sports/leisure fared poorest in Berkeley with just 38% satisfaction. Museums and galleries scored 48% (up from 41% in 2003). Stroud Central scored highest with 65% and Dursley lowest with 25%. Theatres/Concert Halls managed 36% satisfaction overall (up from 33%), but only achieved 15% satisfaction in Berkeley.

The following chart shows residents' frequency of using cultural and recreational services in the last twelve months. As would be expected, frequency of use was highest for Parks and open spaces (55% at least once a month), followed by Libraries (28% at least once a month). 28% of residents used sports/leisure facilities and events and only 4% used Museums and galleries or Theatres/concert halls at least once a month.

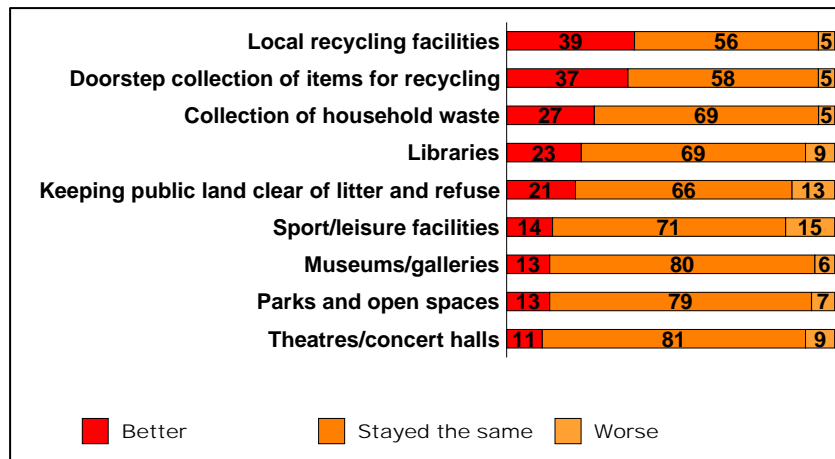
**Use of cultural/recreational facilities (%)**



## 6.7 Changes over the last 3 years

Respondents were asked whether each of the following services provided by Stroud District Council has got better, worse or stayed the same over the last 3 years.

**Changes over the last 3 years (%)**



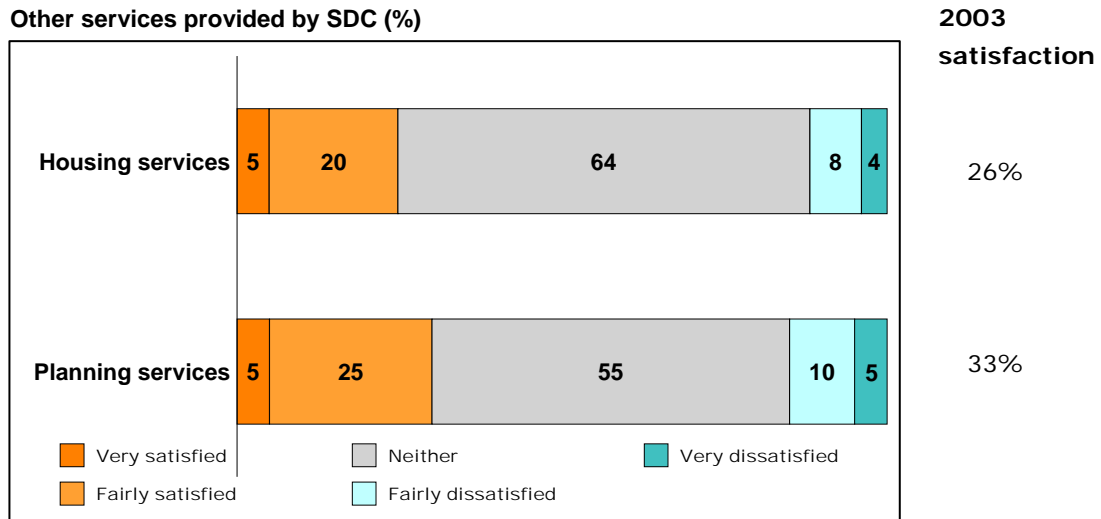
**Base: All respondents exc Don't know (698~1,362)**

Each of the services was rated as 'better' by between 11% and 39% of respondents. Local recycling facilities was the most positive with 39% saying the service had got better (45% in the 18-34 age group, Stroud North and Wotton), and only 5% saying worse. Doorstep collection of items for recycling also saw a good improvement of 37% (49% in Berkeley) and only 5% stating the service had got worse.

At the other end of the scale only 11% of respondents said Theatres and concert halls were better, however only 9% said they had got worse. 15% of respondents reported that sports and leisure facilities had got worse over the last 3 years.

## 6.8 Other Services

Respondents were asked how satisfied they are with the following services provided by Stroud District Council. The majority of respondents said they were neither satisfied nor dissatisfied with either measure. 25% said they were satisfied with the housing services (26% in 2003), rising to 38% in over 65s and 34% in Berkeley. 30% were satisfied with Planning services (33% in 2003) rising to 38% in over 65s and 37% in Gloucester border residents.

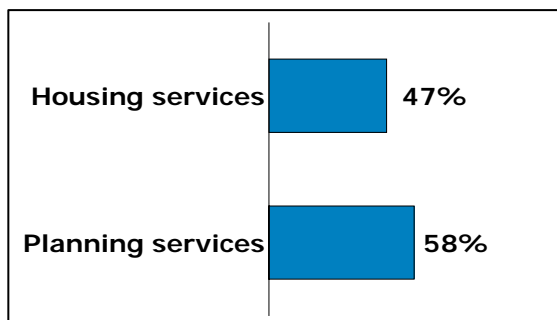


Base: All respondents (1,401-1,406)

Respondents were asked whether they or a member of their family had used any of the following services in the last twelve months. 58% had used the Planning services and 47% the Housing services

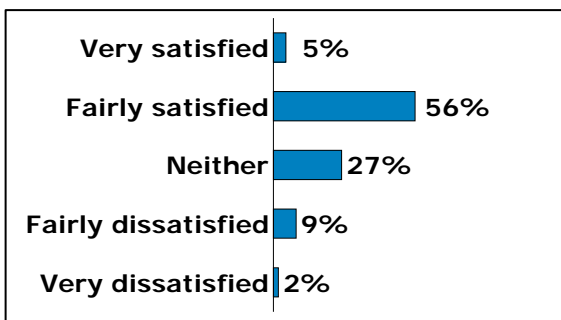
When asked how satisfied or dissatisfied they were with the way the authority runs things 61% reported they were satisfied (57% in 2003) and a further 27% said they were neither satisfied nor dissatisfied. Satisfaction was highest for respondents aged 65 years or older (71%) and for residents of Berkeley (72%).

### Services used in last 12 months



Base: All respondents (470)

### Satisfaction with how the authority runs things



Base: All respondents (1,441)

### 2003 satisfaction

7%  
50%  
30%  
11%  
3%

## 7 INFORMATION ABOUT THE COUNCIL AND ITS SERVICES

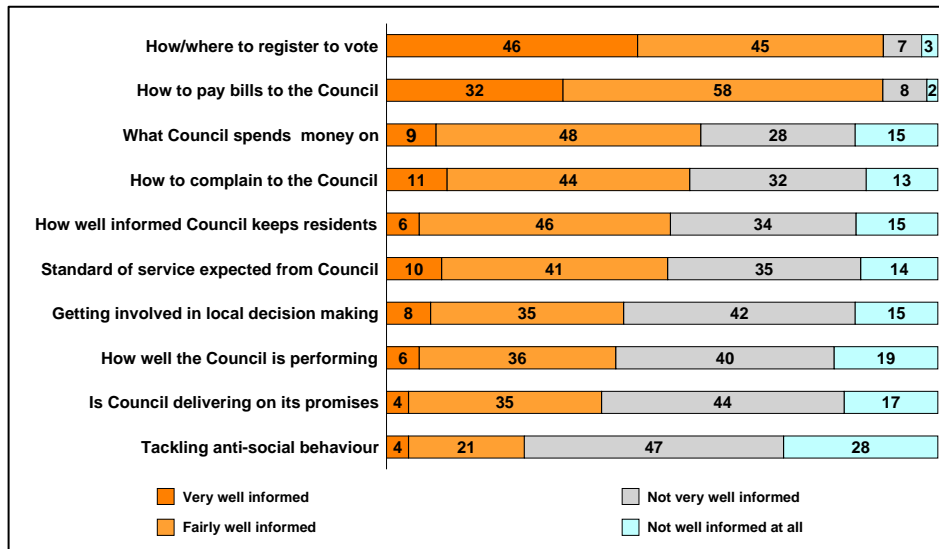
### 7.1 Introduction

This section of the report looks at how well informed Stroud residents are about the services provided by the Borough Council, and how they find out about Stroud District Council.

### 7.2 How well informed?

Respondents were asked how well informed they feel about each of the following:

**How well informed do you feel about each of the following? (%)**



**Base: All respondents exc Don't know (1,196-1,418)**

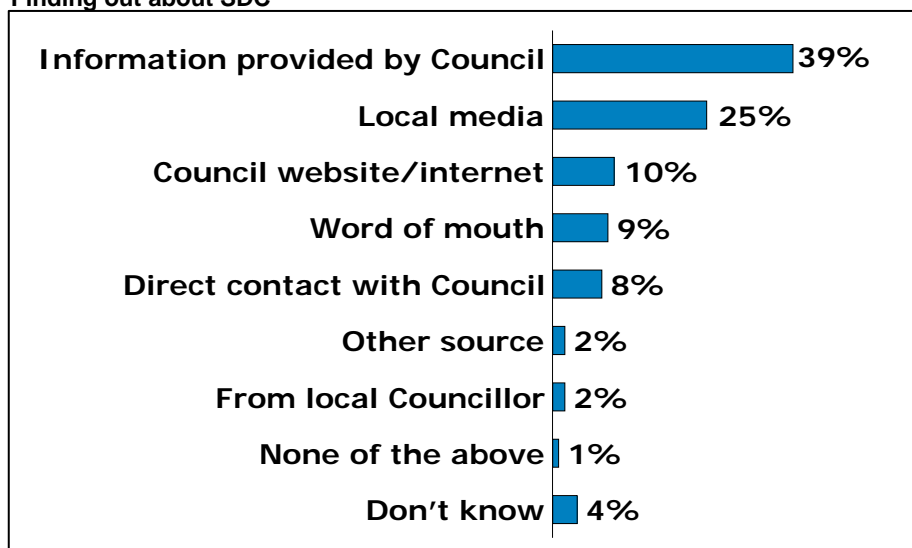
91% of respondents said they are very or fairly well informed about how and where to register to vote (this reduced to 79% for respondents aged 18-34 years old and 78% in Berkeley). 90% said they are informed about how to pay bills to the council, dropping to 83% for respondents aged 18-34.

However, only 25% of respondents reported that they are informed about what the Council is doing to tackle anti-social behaviour in their local. This is as low as 17% for 35-44s and as high as 42% in Berkeley.

### 7.3 Finding out about your local Council

Respondents were asked how they find out about Stroud District Council:

#### Finding out about SDC



Base: All respondents (1,296)

39% of respondents gained information directly from the local council increasing to 46% for over 65s and 53% in Wotton. A further 25% from the Local Media rising to 35% for those aged 55-64. Only 2% said they got information from their Local Councillor.

## 8 CONTACTING THE COUNCIL

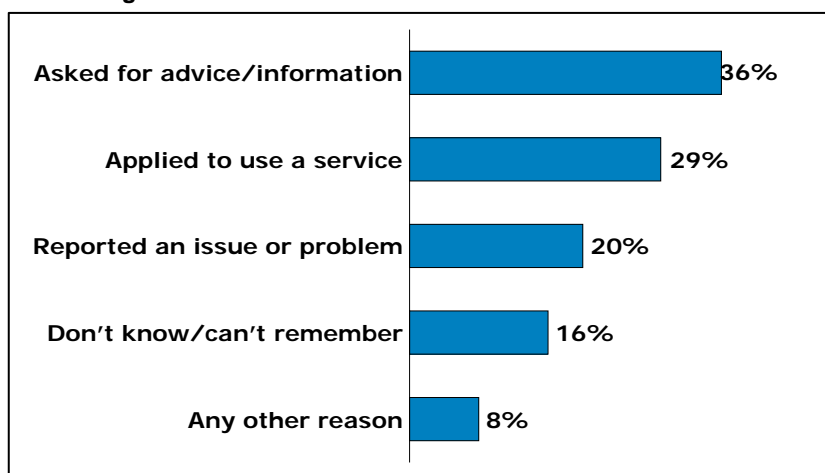
### 8.1 Introduction

This section examines residents' contact with Stroud District Council in the last year, both general and in relation to complaints.

### 8.2 Method and reason for contact

The most common reasons for making contact were to ask for advice/information (36% rising to 46% in the 35-44 age group and 43% in Wotton). Applying to use a service was next (29%).

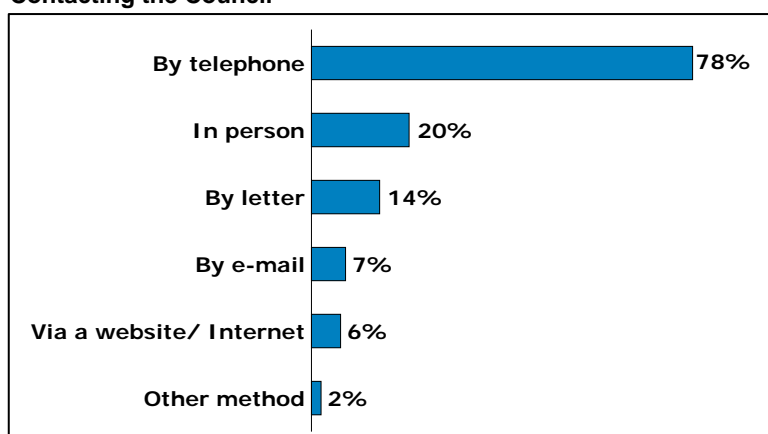
#### Contacting the Council



Base: All respondents (1,021)

Telephone was the most common method of contacting Stroud District Council (78%), followed by in person (20%).

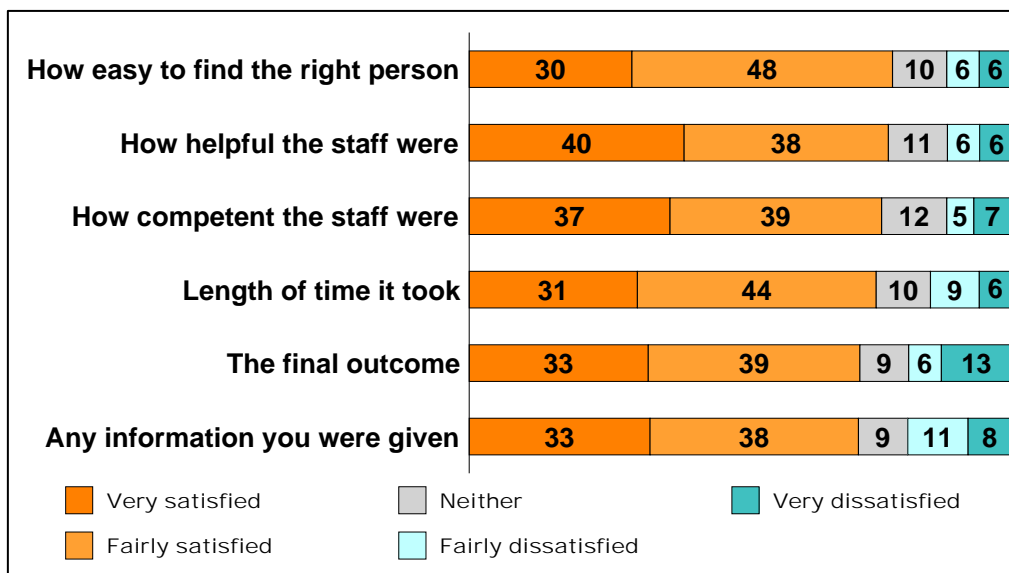
#### Contacting the Council



Base: All respondents (957)

Respondents were asked how satisfied they were with various elements of the service they received during their most recent contact with Stroud District Council. Satisfaction ranged from 71% for any information given to 78% for how easy it was to find the right person to deal with and how helpful the staff were.

**Satisfaction with service received (%)**

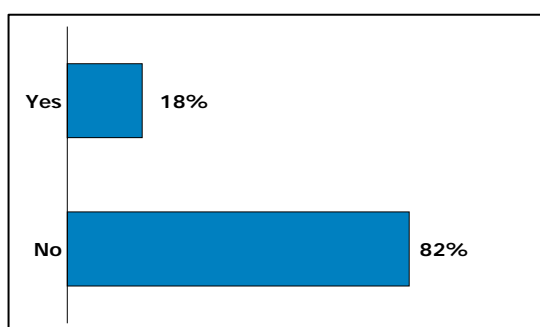


**Base: All respondents (866 - 907)**

**8.3 Making a complaint**

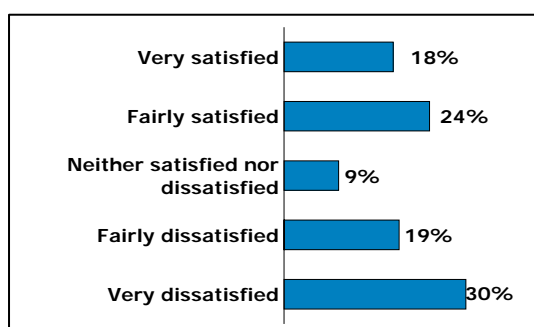
18% of residents said they had contacted Stroud District Council in the last twelve months to make a complaint (up from 14% in 2003), ranging from 13% in Stroud North to 30% in Wotton. Of these 42% were satisfied with the way their complaint was handled (33% in 2003). Satisfaction was particularly low among residents aged 45-54 (31%) but higher among those aged 65+ (55%). Satisfaction was as low as 33% in Wotton and 31% in Berkeley.

**Whether made a complaint in the last year**



**Base: All respondents (1,442)**

**Satisfaction with handling of complaint**



**Base: All respondents who had made a complaint in the last 12 months (266)**

## 9 LOCAL DECISION MAKING

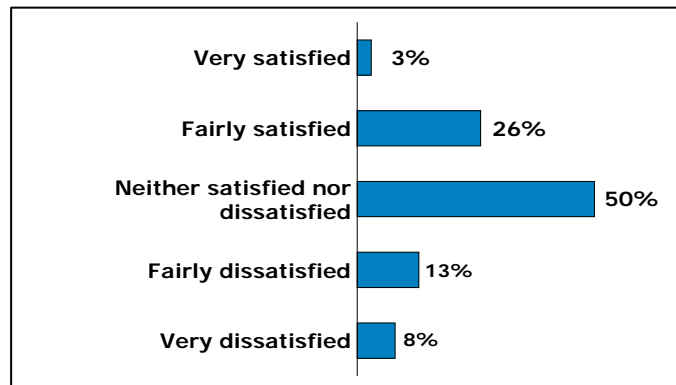
### 9.1 Introduction

This section looks at how Stroud District Council provides opportunities for participation in local decision making and voluntary work within the area

### 9.2 Participation

29% of respondents said they were very or fairly satisfied with the opportunities for participation in local decision-making (increasing to 42% for respondents aged 65 or older), whilst half said neither satisfied nor dissatisfied (50%). This may suggest that people are indifferent to this subject.

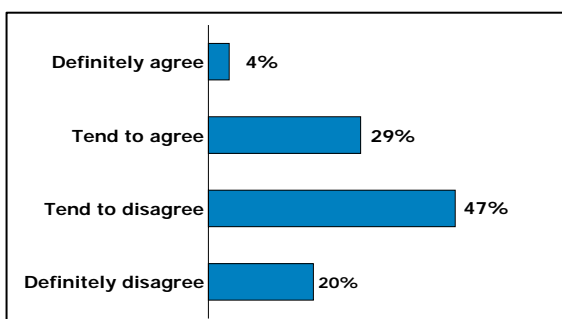
**Satisfaction with opportunities for participation**



**Base: All respondents exc Don't know (1,056)**

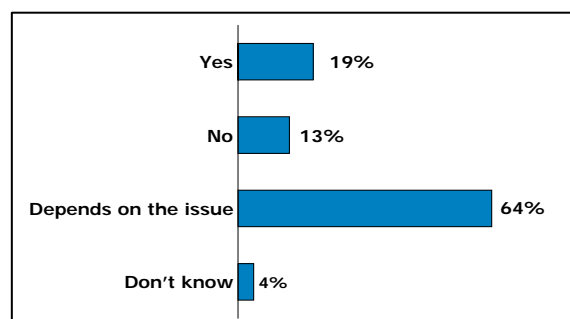
When asked whether they agreed that they can influence decisions affecting the local area only 33% of respondents agreed (as little as 23% in Wotton), and 20% definitely disagreed. 19% of respondents said they would generally like to be more involved in local decision making (24% amongst males and 15% amongst females, but only 10% of over 65s and 9% in Berkeley), whilst 64% said it depends on the issue.

**Influence decisions affecting the local area**



**Base: All respondents exc Don't know (1,109)**

**More involvement in local decision-making?**



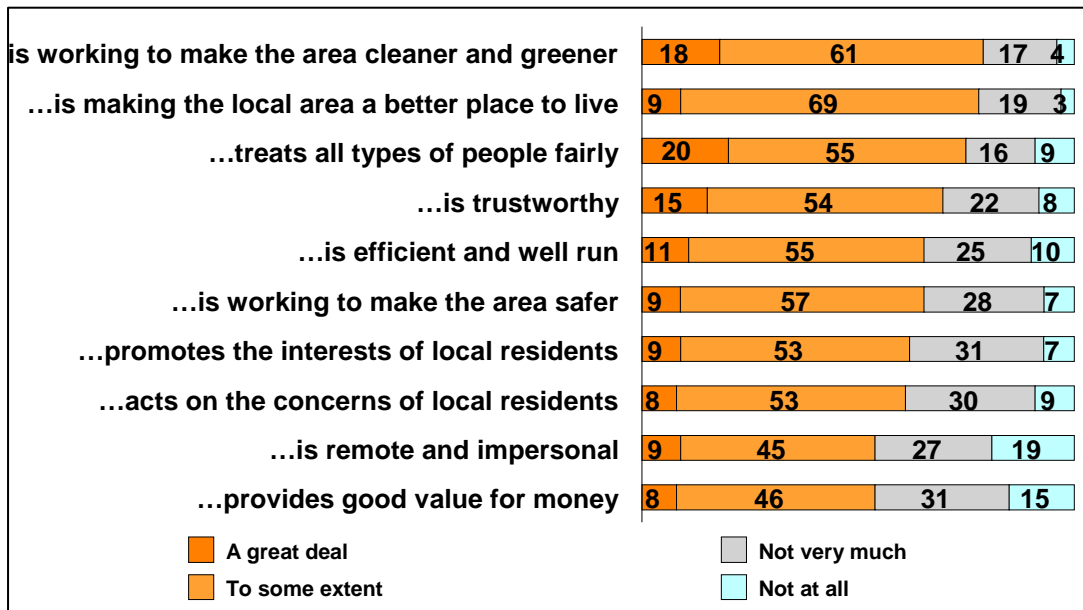
**Base: All respondents (1,432)**

## 10 HOW THE COUNCIL PERFORMS OVERALL

Respondents were given ten statements about how the Council performs and were asked to what extent each applied to Stroud District Council.

79% felt that the Council is working to make the area cleaner and greener, and 78% that the Council is making the local area a better place to live (dropping to 69% in Berkeley). 54% found the Council to be remote and impersonal and 54% also felt that it provided good value for money, 44% in Wotton.

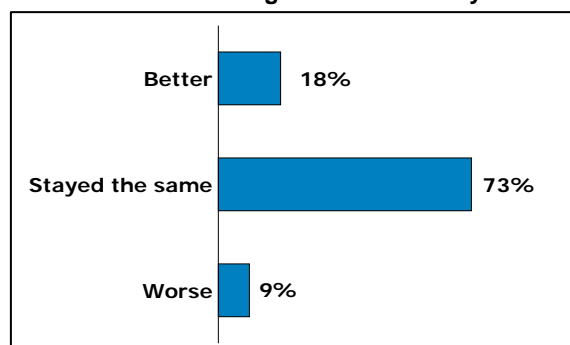
### How the Council performs overall (%)



Base: All respondents (880 ~ 1,301)

18% of residents said that Stroud District Council had run things better over the last three years and 9% felt things had got worse. Only 12% of 35-44s and Residents of Wotton felt that things had improved. 15% of 45-54s felt that things had got worse. Most residents (73%) said things had been run the same. The level of improvement seen has decreased slightly from 2003, when 19% of respondents said that the way the authority runs things had got better.

### How SDC has run things over last three years



### 2003 satisfaction

19%  
65%  
7%

Base: All respondents (1,185)

## 11 CONCLUSION

This year's results are positive – many of the satisfaction scores have generally improved since 2003. Particularly in the areas of anti-social behaviour, cultural and recreational activities, and satisfaction with how the authority runs things.

82% of respondents were satisfied with their local area as a place to live. When considering anti-social behaviour the percentage of respondents being negative has reduced for all seven problems listed decreased from 2003/04 to 2006/07. For example, 35% of respondents in 2003/04 felt abandoned or burnt out cars was a problem compared with 11% currently.

71% of respondents are currently satisfied that land has been kept clear of litter and refuse compared with 67% in 2003. 87% are satisfied with the waste service collection overall, matching the 87% attained in 2003. The service for the collection of items for recycling overall is down to 77% from 87% in 2003.

76% of respondents are satisfied with the parks/open spaces (73% in 2003) and 61% are satisfied with the sports/leisure facilities, improving from 51% in 2003.

Over the last 3 years services offered by Stroud District Council have generally improved, with 39% of respondents saying local recycling facilities had improved and 37% that the doorstep collection of items for recycling had got better, down to 11% saying theatres and concert halls have improved.

61% of respondents are very or fairly satisfied with how the authority runs things compared with 57% in 2003.

Respondents were generally well informed about how and where to register to vote (91%) and how to pay bills to the council (90%), however only 25% reported they are informed about what the Council is doing to tackle anti-social behaviour in their local area.

Of respondents who have contacted the council in the last 12 months other than to make a complaint, 36% of have asked for information or advice and 29% have applied to use a service. Satisfaction with service ranged from 71% for any information given to 78% for how easy it was to find the right person to deal with. 42% of respondents, who have made a complaint in the last 12 months, were satisfied with the handling (compared with 33% in 2003).

29% of respondents are satisfied with the opportunities for participation in local decision-making, 33% agreed they could influence decisions, and 19% would like more involvement in local decision-making.

18% of respondents believe SDC have run things better over the last 3 years whilst 9% think it has got worse.

Results have shown improvement since 2003 across many of the areas covered in the questionnaire. Stroud District Council should continue in its efforts to improve services to its residents.