

# Annual Satisfaction Survey 2024

## YOU SAID...

## WE DID...

**17%**  
of respondents identified that littering or fly tipping most needed improvement in their local area



- Households can now **recycle batteries and vapes** as part of our weekly waste collection.
- Our **Litter and Clean Environment Champion** launched the anti-litter campaign '**Common sense on the commons**' to encourage people to be more considerate of the **natural habitat** of our animals and **rich wildlife** in our countryside.
- Following a **£11,382 grant**, we completed the **chewing gum cleaning project** to improve Stroud town centre.

**17%**  
of respondents wanted to see housing improved in their local area



- We worked with partners including housing associations and community land trusts to deliver **179 affordable new homes** since April 2024.
- We have established three **brownfield sites** in Cambridge, Wotton-Under-Edge, and Cam, and have begun developing homes for **affordable rent and shared ownership**.
- We secured **£5.2million** to deliver warmer, healthier and energy efficient **council housing**.

**26%**  
of respondents said their enquiry or request was not resolved in a timely manner



- We have improved our performance reporting against **Our Service Standards** and annually report to **Audit and Standards Committee** so we can identify where improvements need to be made.
- We refreshed our **Complaints and Feedback Policy** and made it easier to report a complaint when we haven't got it right.

**14%**  
of businesses said that a decrease in footfall and fewer customers visiting the Stroud district was a significant issue affecting them



- The **Discover Stroud District** app launched with three new Cotswold Way **walking trails** to encourage visitors and residents to explore Stroud.
- A series of **posters** with QR codes have been installed at **railway stations** across the southwest to provide detailed information about **attractions and events** in the Stroud district.

Respondents felt that leisure and recreation facilities needed to be improved in their local area



- We launched **Active Lifestyles** with leisure services in **Stroud and Dursley**.
- We installed a **brand new café** with locally sourced food and barista-style coffee at **Active Lifestyles Stroud** for our community to enjoy.
- A brand new **accessible and inclusive play area**, with sensory-friendly elements and interactive play equipment for children with a range of abilities and needs, opened at **Active Lifestyles Stroud**.

**16%**  
of respondents were not satisfied that the council is working to improve the environment



- We launched the **public consultation** for our refreshed **Climate and Nature Strategy**, which included our new ambitions for **carbon emissions, nature and climate adaptation**, and a series of new **strategic objectives**.
- We have supported local organisations to **tackle climate change and restore nature** across the district as part of our climate and nature **small grants scheme**, where community groups, parish and town councils, and not-for-profit organisations could apply for grants of up to **£2,000**.

Respondents identified that policing, crime and community safety needed improving in their local area



- We launched a new **online reporting tool** to make it easier for residents to report **antisocial behaviour (ASB)**, so issues like vandalism, noise nuisance, and intimidating behaviour can be reported.
- **Community Officers** have undertaken a variety of **evening patrols** in **ASB hotspots** across the district which were identified using **police data** and **local insight**.

## YOU SAID...

## WE DID...



**27%**  
of businesses would find support services for grants useful

- As part of the **Rural England Prosperity Fund**, we awarded **£120,261** in funding to support businesses and community groups in eligible rural areas to support with **capital projects**, such as building work, large tools, and equipment.
- We allocated over **£150,000** to support locally led initiatives to promote the vitality of the high streets in the Stroud district as part of the **Market Town Vitality Fund**.

**7%**  
of respondents contacted the council through an application form on the website



- We conducted a **website user survey** to seek the views of our community and understand how we can improve **navigation** of the council website and how **accessible** it is to our users.
- We implemented a tool on our website called **ReciteMe**, where our residents and businesses can **personalise** the Stroud District Council **website** to suit their **accessibility** needs.



**14%**  
of respondents thought green spaces needed improving in their local area

- We launched our **crowdfunding** initiative **StroudFunding**, and pledged **£135,000** to support **community-led projects** across the district. These projects include a **composting scheme** at Hope Mill, Thrupp, a **natural play area** at Charlea Community Gardens, Brimscombe, a **fruit and vegetable garden** at the Arkell Centre, Nailsworth, and the **regeneration for the recreation ground** in Coaley.

## WE COULDN'T DO...



**60%**  
of respondents identified that roads and highways most needed improvement in their local area



**23%**  
of respondents felt that public transport needed improvement in their local area



**9%**  
of respondents thought that schools and education most needed improvement in their local area

**Gloucestershire County Council** take care of social care, education, highways and transport, public health, and libraries.

**Public transport** - This includes **community transport** and **shop mobility**, **train travel**, and **buses**.

- Bus timetables are available on the **Traveline** or **Stagecoach** website. Free concessionary **bus pass** applications can also be submitted on their website.
- We have three train stations, Cam & Dursley, Stonehouse and Stroud. Train timetables can be found on the **National Rail** website.

**Roads, pavements and highways** - Residents can use the **Fix My Street** website to report any problems with road signs, roadworks, grit bins, overgrown trees, potholes, street light faults, traffic signal faults, public rights of way, or traffic.

**Education and learning** - This includes adult education, special educational needs and disability (SEND), post 16, early years and childcare, home education, and much more. Residents can submit enquires on their website.



- **The Council Plan** is a roadmap that shows what the council wants to achieve, how the council will achieve it, and how progress will be measured. It sets out the **strategic direction** and reflects the **five key priorities** for the **Stroud district** over the next **four years**.
- You can view the **Council Plan** on our website, where it describes our **vision**, and illustrates the specific aims, objectives and actions designed to deliver meaningful outcomes for the **Stroud district**.
- To find out more about the **functions and responsibilities** of **Stroud District Council**, you can view the **infographic** on the website.

