

# Citizens' Panel – Wave 33

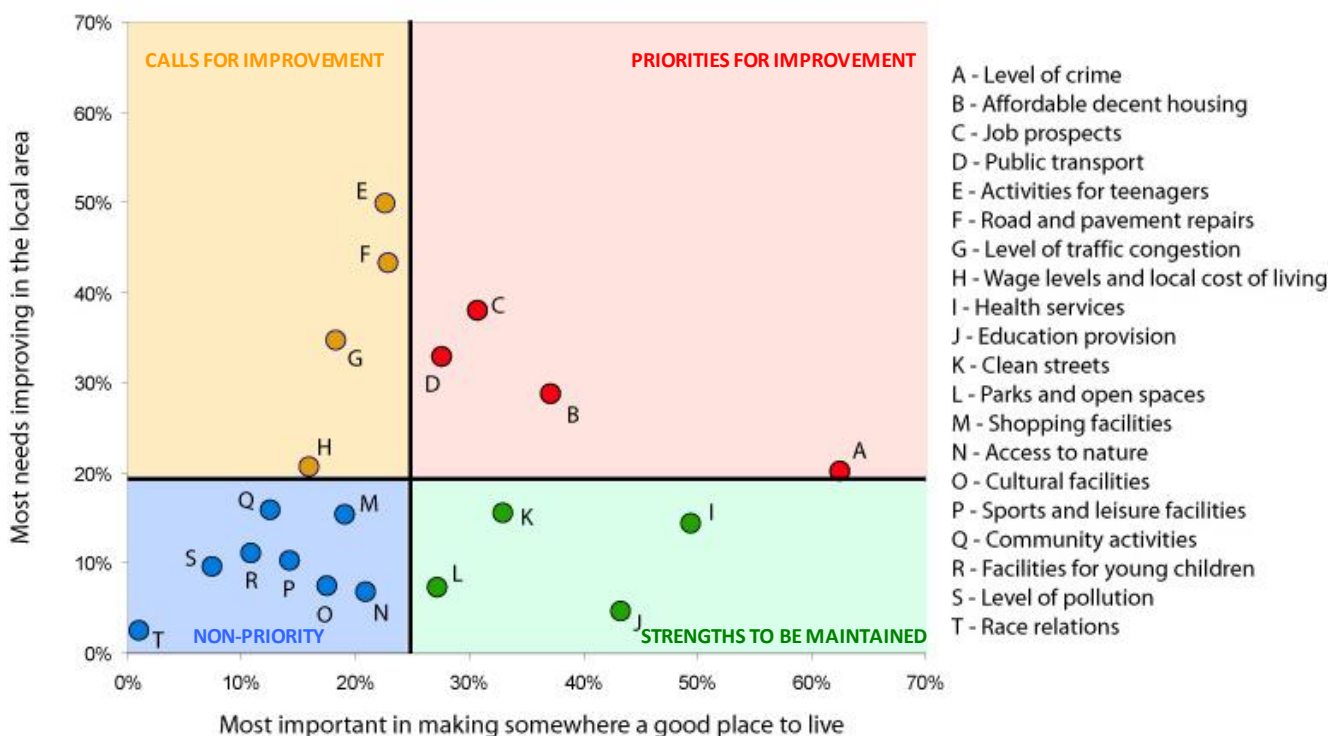
## Introduction

In September 2011, the Observatory distributed the final wave of Warwickshire County Council Citizens' Panel. The panel is made up of nearly 1,300 residents, who are consulted with on a regular basis. This wave of the Citizens' Panel was also available for residents to complete via the County Council's website. In total, 575 completed responses were received, a similar response level to previous waves. The results have been weighted by the respondents' gender, age, ethnic group and their borough / district of residence to try and account for any survey bias. This wave of consultation covered:

- Warwickshire County Council and the local area
- Crime and Community Safety
- Transport

## Warwickshire County Council and the local area

- Respondents were asked, from a list of 20 issues, what makes somewhere a good place to live, and what most needs improving in the local area. Issues such as the level of crime, health services and education provision continue to be considered most important. Issues such as activities for teenagers, road & pavement repairs and job prospects are considered in greatest need of improvement. These two issues can be plotted on a scatter plot to identify priorities for improvement.



- Residents of Warwickshire believe that level of crime, affordable decent housing, public transport and job prospects are the priorities for the local area. The first three of these issues were considered as priorities when this question was last asked in the 2009/10 Partnership Place Survey. However, job prospects appear in this quadrant for the first time.

- Overall, 84% of respondents stated that they were satisfied with their local area as a place to live, just 4% said they were dissatisfied, with the remaining 12% reporting they were 'neither satisfied nor dissatisfied'.
- When asked about services the Council provides, the highest levels of satisfaction were witnessed with doorstep recycling, recycling centres, parks & open spaces and Warwickshire Fire & Rescue Service. The lowest levels of satisfaction were observed with local bus services and local transport information.
- Respondents were also asked about the 'overall quality of services' provided by Warwickshire County Council, 68% appeared 'very satisfied' or 'fairly satisfied', with 8% reporting dissatisfaction.
- Respondents were asked which methods they would use to contact Warwickshire County Council, should they have a problem with a service. Three-quarters (75%) stated they would telephone the Council, just over one-half (52%) said by e-mail, and more than two-fifths (41%) stated by letter. Other methods, such as making an appointment to see an officer, through a self-service application on the website or visiting a One Stop Shop were less popular; selected by 15%, 12% and 6% of respondents respectively.
- When responding to complaints, 'follow-up contact to make sure the problem was solved' was considered the most important factor by 32% of respondents. 'Feeling staff are interested' (28%) and 'getting a response' (17%) were also considered important.

## Crime and Community Safety

- Respondents were asked how safe they felt when outside during the day, and after dark. During the day, 92% of respondents stated that they felt 'very safe' or 'fairly safe'. As expected, the proportion feeling safe after dark dropped, to 71%, with 12% of respondents feeling 'fairly unsafe' or 'very unsafe', and 17% recording they feel 'neither safe nor unsafe'.
- Respondents were provided with a list of anti-social behaviour issues, the issue which more respondents consider a problem is 'parents not taking responsibility for the behaviour of their children'; 38% reporting this as a problem. Nearly one-third of respondents believe that 'teenagers hanging around on the streets' (32%) and 'rubbish or litter lying around' (31%) were problems.

|   | A very big or fairly big problem |
|---|----------------------------------|
| Parents not taking responsibility for the behaviour of their children         | 38%                              |
| Teenagers hanging around on the streets                                       | 32%                              |
| Rubbish or litter lying around  | 31%                              |
| Vandalism, graffiti and other deliberate damage                               | 23%                              |
| People being drunk or rowdy in public places                                  | 21%                              |
| People using or dealing drugs   | 20%                              |
| Noisy neighbours or loud parties  | 10%                              |
| People sleeping rough on the streets or in other public places                | 7%                               |
| People being attacked because of a disability                                 | 6%                               |
| Abandoned or burnt out cars   | 5%                               |
| People being attacked because of their skin colour, ethnic origin or religion | 5%                               |

- Earlier in this report it was highlighted that respondents feel the ‘level of crime’ was the single most important issue that makes somewhere a good place to live. As a follow-up to questions on anti-social behaviour, respondents were asked how worried they are about being a victim of three different types of crime. ‘Having your home broken into and having something stolen’ was considered the greatest fear by respondents, with 52% stating that they are ‘very worried’ or ‘fairly worried’ about being a victim. ‘Having your car stolen’ was considered the next greatest worry, with 37% of respondents reporting they were either ‘very worried’ or ‘fairly worried’ this would happen to them. Finally, being a victim of a physical attack by strangers was a worry for 26% of respondents.

## Transport

- Respondents were firstly asked about how important and how satisfied they were with 11 general aspects on transport services. By looking at the issues of greatest importance, and those with the highest levels of dissatisfaction, it is possible to identify the priorities for improvement. Respondents have identified pavements & footpaths, local bus services, traffic levels & congestion and the condition of highways as being their priorities within the transport section.
- Respondents were then asked how satisfied they were with 100 specific aspects of transport services; including pavements, cycle facilities, buses, community transport, road safety, roadworks and road repairs. The table below highlights the specific areas that received the highest levels of dissatisfaction from respondents.

|  | % of respondents dissatisfied |
|--|-------------------------------|
| Speed of repair to damaged roads and pavements | 57%                           |
| Time taken to complete roadworks               | 47%                           |
| The routes taken by heavy goods vehicles       | 45%                           |
| Measures to tackle illegal on-street parking   | 45%                           |
| Speed control measures (e.g. road humps)       | 43%                           |
| Condition of road surfaces                     | 41%                           |
| The enforcement of speed limits                | 41%                           |
| Pavements being kept clear of obstructions     | 40%                           |

## Further Information

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