



BMG Research Report - First Draft

**Citizens Panel Survey 13
Prepared for Herefordshire Council
May 2005**

Prepared for:
Kevin Lloyd
Policy Assistant

Prepared by:
Glenworth Joseph
Account Executive



Because people matter.

Table of Contents

1	Executive Summary	3
	Local Decision Making.....	3
	Access to Services, Advice and Information	3
	Bereavement Services	5
	Key Points	6
2	Introduction and method	7
	Introduction	7
	Methodology	7
3	Local Decision Making	9
4	Access to Services, Advice and Information	10
	Sources for accessing help, advice and information.....	10
	People or organisations appropriate to give help or advice on specific problems	11
	People or organisations respondents would consider using for help or advice on specific problems	12
	Using the Internet for advice	13
	Agreement with aspects of advice provided	14
	Recent issues or experiences	15
	Experience of other problems	17
	Sources of help for the problem	20
	Reasons for not obtaining help with the problem	24
5	Bereavement Services	25
6	Questionnaire	29

1 Executive Summary

Local Decision Making

- Overall levels of agreement have stayed pretty much unchanged since 2003; 33% of respondents agreeing that Herefordshire Council does enough to give local people the opportunity to influence important decisions compared with 37% in 2003. Conversely, 36% disagreeing compared with 38% in 2003.
- More specifically however, in 2003 only 7% of respondents strongly disagreed with this statement while in 2005 that percentage has risen to 18%.

Access to Services, Advice and Information

- Residents mainly telephone an organisation to seek help, advice or information, with more than eight in ten mentioning this (88% in 2005 and 86% in 2003). Other important sources include via the Internet (43% in 2005 cf. 32% in 2003), writing to an organisation (38% in 2005 cf. 35% in 2005) and library information points (27% in 2005 cf. 31% in 2003).
- When residents were asked to name which people or organisations they would consider appropriate to give help or advice on specific problem areas. Those named varies with the type of problem. However, for most types of problems, residents would not hesitate in using independent advice agencies (achieving between 36% and 64% for individual issues). However, for injury (79%), marital problems (73%) and unfair treatment by the police (65%), most residents would go to a solicitor. In terms of problems with neighbours, residents are more divided with some approaching the Council (57%), some the police (52%) and some an independent advice agency (55%).
- As in 2003, a sizeable proportion of residents continue to mention confidentiality/security (45%), if residents knew where to find such information (41%), if the information could be trusted (33%), and having access to a computer/the Internet (31%) as the main factors that would encourage them to use the Internet. Just over one in ten (11%) said that nothing would encourage them compared with 16% in 2003.
- When respondents were asked to what extent they agreed with a set of statements relating to the method and quality of advice given, highest agreement was give to the reputation of the organisation (90%), with accuracy of information (85%) and being able to use the telephone (75%) as other priorities. Smaller numbers of respondents, but still in the majority, agreed that it would be useful to go to one place for advice (73%), have face to face advice (68%) or pay for national call rates if the telephone advice was quick, accurate and comprehensive (61%).

- A half of respondents (54%) have experienced at least one of the specified legal activities in the past five years, particularly making a will/dealing with someone else's will (35%) and selling a house (23%). The most recent legal activity also involved either making a will (34%) or selling a house (35%).
- Among those who have experienced one of the specified legal activities, 79% received help in relation to this (the most recent) issue. 20% did not receive help while 2% did not provide an answer. Sources of assistance centre on a solicitor, with almost three quarters (71%) of those seeking assistance approaching one. Other significant sources of advice include an estate agent (29%), leaflet/brochure/book/magazine (21%), from a friend/relative (18%) or the Council (15%).
- Just over a half of respondents have experienced one or more of the specified problems in the last 5 years. In summary, these issues have generally concerned goods & services (28% down from 30% in 2003), housing issues (21% up from 12% in 2003), or health issues (14% up from 12% in 2003). The most recent problem, mainly concerned goods and services (20%, down by 16% since 2003) or Housing (20%, up by 5% since 2003).
- The length of time most recent problem has been going on varies from about a quarter (23%) saying up to 4 weeks to about a third (35%) saying at least 1 year.
- Three fifths of those who have experienced the specified problems (60%) received help from a person or organisation, up by 10% on the 2003 figure. A further 35% did not (41% in 2003) and 5% did not provide an answer.
- Among those receiving help, 16% said they had experienced some difficulty in obtaining assistance. 84% experienced no difficulty.
- Difficulties experienced tend to be piecemeal in nature, with only a small number of respondents mentioning each; telephone always engaged (5 respondents), couldn't get an appointment (3 respondents), opening hours (3 respondents), advice not available locally (2 respondents), too long to wait (1 respondents).
- Of those who received help, this was mainly from the Council (29%), solicitors (23%) and advice agencies (19%), police (17%) and friends or relatives (13%). There seems to be an upward trend in the proportion of people using the Council for help; 29% in 2005 compared with 23% in 2003.
- Respondents mainly obtained help (most recent) over the telephone (44%) or by letter (24%), with other smaller groups doing so via someone visiting their home (20%), Internet (14%) or at a local advice centre (14%). There are no significant variations in the data when broken down by different groups.
- The main ways in which respondents find out about the service or organisation was because they had always known about it (42%) or

because of previous experience (19%) or referred or directed by an official agency or person (e.g. Citizens Advice Bureau) (16%). Other smaller numbers mention through a friend or relative. There are no significant variations in the data when broken down by different groups.

- Other sources from which respondents mainly obtained information include the Council (13%), solicitors (12%), leaflets/brochures (12%), and friend or relatives (11%). Only 8% of respondents obtained information from a website or an advice agency (e.g. Citizens Advice Bureau).
- The main reason why respondents did not receive help was because they dealt with the problem themselves (49%, up by 1% since 2003). Much smaller numbers sought help but could not obtain it (12%, up by 4% since 2003), didn't know where to go/how to get help (10%, up by 5% since 2003), didn't think anything could be done (8%, up by 1% since 2003) and the problem was not serious enough (2%, down by 1% since 2003).

Bereavement Services

- All respondents were asked whether they would prefer one big chapel with the potential to reduce the size by partitioning or two different sizes of chapel. About half of respondents (51%) said that they would prefer one big chapel, with less than three in ten (28%) preferring two different sized chapels. One in five (19%) did not know or have no opinion.
- The majority (73%) think that the chapel should be left with the existing system, where if necessary symbols can be covered. A little over one in ten (13%) think that there should be no religious symbols in the Chapel.
- Approaching a half (45%) think that the crematorium should not be designed such that if necessary the coffin could be viewed entering the crematorium with a quarter (25%) thinking that it should. About three in ten (28%) did not know or had an opinion.
- Two fifths (39%) of respondents feel that a function room should be provided for use after ceremonies. A quarter (24%) said it should not have a function room, while a further quarter did not know or have an opinion.
- The majority (67%) of respondents feel the chapel should have catering or refreshment facilities. Other facilities mentioned are seating facilities (28%), toilet facilities (23%) and rest or meeting room facilities (18%).
- Over three fifths (61%) believe that Bereavement Services should consider different religions' requirements with less than a fifth (16%) saying that it should not. A fifth (21%) of respondents did not know or had an opinion.

- The majority (87%) of respondents did not provide any particular requirement. Unprompted, nine respondents think that Bereavement Services should consider 'green' burials and five think non-religious ceremonies should also be considered.
- Three fifths (62%) of respondents said that Bereavement Services should provide 'green' burial while around one in ten (14%) said it should not.

Key Points

Overall panel members are evenly divided in terms of agreeing or disagreeing that Herefordshire Council is doing enough to involve local people in the local decision making process. However, what has been revealed from this survey, and should be seen as a point of concern, is the significant increase in the proportion of panel members taking a more negative view on the matter. In other words since 2003 the proportion of panel members who strongly disagree that the Council does enough to give local people the opportunity to influence local decision making has markedly increased.

The Internet has replaced writing to an organisation as the second most frequently used source of help, advice and information after the telephone since 2003. This indicates, at least in part, the success of the Council's e-government strategy. Disabled panel members however are lagging well behind other social groups.

Previous surveys have shown age as one of the key determinants in encouraging residents to use the Internet to get advice and information. The older residents were less likely to use the Internet. However, this survey has revealed that age is no longer a key issues as it used to be. Residents from all age groups are now using more of the Internet and are also more likely to consider using it to get advice and information in the future.

This report will also shows that the number of panel members who are looking for help but cannot find it has risen since 2003. There has also be an increase in the number of people not knowing where to go or how to get help.

In terms of Bereavement Services, a majority of panel member are in favour of the construction of a bigger chapel. They think it should be left with the existing system of being able to cover symbols and meet the requirements of all religions or beliefs.

2 Introduction and method

Introduction

The modernisation agenda presents local authorities with a broad range of challenges and opportunities. Central to this agenda is the need to consult with the public. As part of their consultation strategy, Herefordshire Partnership, which includes Herefordshire Council, the Chamber of Commerce for Herefordshire and Worcestershire, the Herefordshire Health Authority, West Mercia Police, voluntary organisations and Advantage West Midlands, commissioned BMG to recruit a panel of 1000 residents with whom they could consult on a range of local issues.

This report presents the findings of the thirteenth survey of the panel. The principle aims of the current survey are to investigate issues surrounding:

- Local decision making;
- Access to services, advice and information;
- Bereavement services.

Methodology

Refreshment of the panel was undertaken as part of this survey. At the start of the current survey process, the panel size was 772. In order to get the Panel back to 1000 residents, 230 new residents were recruited in Herefordshire. 101 of those completed the survey questionnaire i.e. answering questions on customer access, bereavement services and local decision making, while 129 were only asked questions about themselves.

The 772 panel members were mailed a questionnaire in March 2005. Those who had not replied to the initial post were remailed in April. 430 completed questionnaires were returned, representing a 56% response rate.

In terms of completing the survey, the total sample size was 531, which carries a standard error of +/- 4.3% at the 95% confidence level. This means that if 50% of respondents gave an answer, we could be 95% sure that the proportion of all residents in the County with this view falls between 45.7% and 54.3%.

In addition to this written report, data tabulations have been produced which present the data as a whole, and broken down by the following groups:

- Gender of the respondent;
- Age of the respondent;
- The length of time the respondent has been resident in Herefordshire;
- House ownership;

- Illness/disability of respondent;
- Grouped ward;
- Access to ICT;
- Marital status;
- Benefit received.
- Employment status of respondent;
- Socio-economic class of respondent;

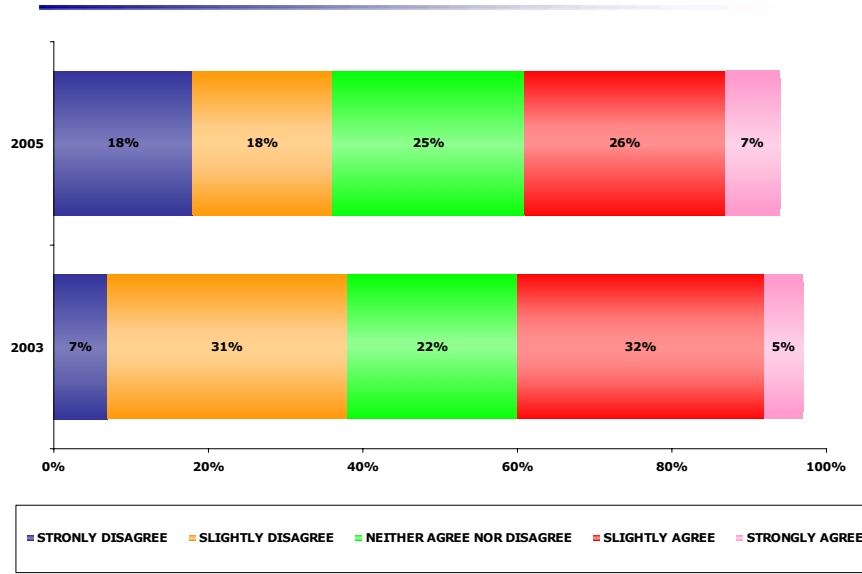
The data used in this report are rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly to the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that differ in this way should not have a variance which is any larger than 1%.

3 Local Decision Making

All respondents were asked to what extent they agree or disagree that Herefordshire Council does enough to give local people the opportunity to influence important decisions. The results are summarised below.

Figure 1

SUMMARY CHART SHOWING LEVELS OF AGREEMENT IN 2005 AND 2003 WITH THE STATEMENT THAT LOCAL PEOPLE ARE GIVEN THE OPPORTUNITY TO INFLUENCE IMPORTANT DECISIONS (Base: ALL RESPONDENTS)



UNWEIGHTED SAMPLE BASE = 531 (2005) AND 315 (2003)
 * DENOTES ALL FIGURES LESS THAN 0.5%

Overall levels of agreement have stayed pretty much unchanged over the two year period; 33% of respondents agreeing that Herefordshire Council does enough to give local people the opportunity to influence important decisions compared with 37% in 2003. Conversely, 36% disagreeing compared with 38% in 2003.

More specifically however, in 2003 only 7% of respondents strongly disagreed with this statement while in 2005 that percentage has risen to 18%. The council may want to look at its consultation publicity campaigns both before and after research projects.

Respondents based in Hereford City are less likely to agree that they have an opportunity to influence important decisions (28% Hereford City cf. 37% elsewhere), which represents a slight drop on 2003 figures (30% Hereford City cf. 41% elsewhere).

Respondents with disabilities are less likely than those without to agree with this statement (26% cf. 35%).

Across other key respondent sub-groups, no clear correlations exist in terms of agreement with aspects such as rising age or length of residency.

4 Access to Services, Advice and Information

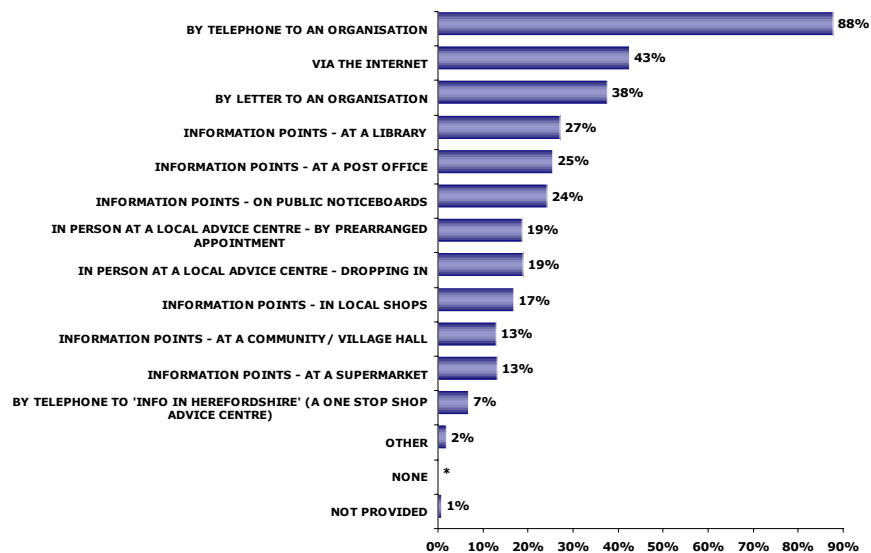
This section of the report looks at how panel members would find out about issues such as problems to do with neighbours, employment, money, discrimination, etc, across the County.

Sources for accessing help, advice and information

All respondents were asked for the methods they generally used to access help, advice and information. Their responses are summarised below.

Figure 2

METHODS GENERALLY USED TO ACCESS HELP, ADVICE AND INFORMATION
(ALL RESPONDENTS)



SAMPLE BASE = 531
* DENOTES ALL FIGURES LESS THAN 0.5%

Residents mainly telephone an organisation to seek help, advice or information, with more than eight in ten mentioning this (88% in 2005 and 86% in 2003). Other important sources include via the Internet (43% in 2005 cf. 32% in 2003), writing to an organisation (38% in 2005 cf. 35% in 2005) and library information points (27% in 2005 cf. 31% in 2003).

Since 2003, the Internet has replaced writing to an organisation as the second most frequently used method to access help, advice and information.

Methods of accessing help vary across sub groups. Some of the key differences are driven by:

- Disability, where respondents with disabilities are less likely to use the Internet than those without; 22% compared with 47%. High numbers of disabled respondents continue to use letters; 52% compared with 35% among those without disabilities.

- Grouped wards, where respondents living in Hereford City are less likely than those in other areas to use the Internet (34% cf. 47%)
- Age, where young people are more likely to use the Internet than older people; 80% of 16-24 year olds, 66% of 25-44 year olds, 46% of 45-64 year olds and 39% of 65+ year olds. It is important to note that the overall usage of the Internet, among all age groups, has significantly risen since 2003.

People or organisations appropriate to give help or advice on specific problems

All residents were provided with a set of problems and people or organisations and asked which people or organisations they would consider appropriate to give help or advice on the specified problems. Their responses are summarised below.

Figure 3

SUMMARY TABLE: PEOPLE OR ORGANISATIONS WHICH THE RESPONDENT WOULD CONSIDER APPROPRIATE TO PROVIDE HELP OR ADVICE WITH SPECIFIED PROBLEMS (ALL RESPONDENTS)									
		SOLICITOR	FRIEND OR RELATIVE	INDEPENDENT ADVICE AGENCY	COUNCIL	POLICE	LIBRARY	NONE OF THESE	DON'T KNOW/ NOT PROVIDED
PROBLEMS TO DO WITH NEIGHBOURS	%	45	18	55	57	52	2	2	4
PROBLEMS TO DO WITH EMPLOYMENT	%	29	16	63	3	0	8	10	16
PROBLEMS TO DO WITH MONEY	%	17	30	61	2	0	4	17	7
BENEFIT PROBLEMS	%	3	8	62	33	0	5	9	16
DISCRIMINATION	%	36	9	47	12	26	4	5	21
PROBLEMS TO DO WITH HOUSING	%	15	6	39	72	1	2	4	11
FAULTY GOODS/SERVICES	%	20	7	64	22	1	3	16	5
DIVORCE/SEPARATION/PROBLEMS TO DO WITH RELATIONSHIPS/CHILDREN	%	73	26	36	2	2	3	5	13
INJURY/MEDICAL NEGLIGENCE	%	79	6	42	2	5	2	5	7
UNFAIR TREATMENT BY THE POLICE	%	65	5	44	3	30	1	2	9
IMMIGRATION PROBLEMS	%	27	3	38	13	17	3	8	33
SAMPLE BASE = 531									

The organisation named varies with the type of problem, although for most types of problems, respondents think that an independent advice agency would be appropriate. However, for marital problems, injury and unfair treatment by the

police, most respondents thought a solicitor would be most appropriate. In terms of problems with neighbours, respondents are more divided with some thinking it would be more appropriate to approach the Council, some the police and some an independent advice agency.

People or organisations respondents would consider using for help or advice on specific problems

All respondents were provided with the same set of problems and people or organisations and then asked which people or organisation they would consider using for help or advice on the specified problems. Their responses are summarised below.

Figure 4

SUMMARY TABLE: PEOPLE OR ORGANISATIONS WHICH THE RESPONDENT WOULD CONSIDER USING FOR HELP OR ADVICE WITH THE SPECIFIED PROBLEMS (ALL RESPONDENTS)									
		SOLICITOR	FRIEND OR RELATIVE	INDEPENDENT ADVICE AGENCY	COUNCIL	POLICE	LIBRARY	NONE OF THESE	DON'T KNOW/ NOT PROVIDED
PROBLEMS TO DO WITH NEIGHBOURS	%	45	17	50	47	44	2	2	10
PROBLEMS TO DO WITH EMPLOYMENT	%	28	14	57	4	*	6	11	19
PROBLEMS TO DO WITH MONEY	%	17	23	56	2	0	4	15	14
BENEFIT PROBLEMS	%	4	6	57	30	0	3	7	22
DISCRIMINATION	%	34	9	44	11	20	2	5	26
PROBLEMS TO DO WITH HOUSING	%	14	5	36	67	*	2	4	18
FAULTY GOODS/SERVICES	%	20	6	58	19	1	2	14	14
DIVORCE/SEPARATION/PROBLEMS TO DO WITH RELATIONSHIPS/CHILDREN	%	68	22	33	1	1	2	5	17
INJURY/MEDICAL NEGLIGENCE	%	72	5	36	1	5	2	4	15
UNFAIR TREATMENT BY THE POLICE	%	61	5	40	2	28	1	2	16
IMMIGRATION PROBLEMS	%	25	3	35	10	16	2	7	38
SAMPLE BASE = 531									
* DENOTES ALL FIGURES LESS THAN 0.5%									

As with the previous section, the organisation named varies with the type of problem, although for most types of problems, respondents would use independent advice agencies. However, for marital problems, injury and unfair treatment by the police, most respondents would use a solicitor. In terms of

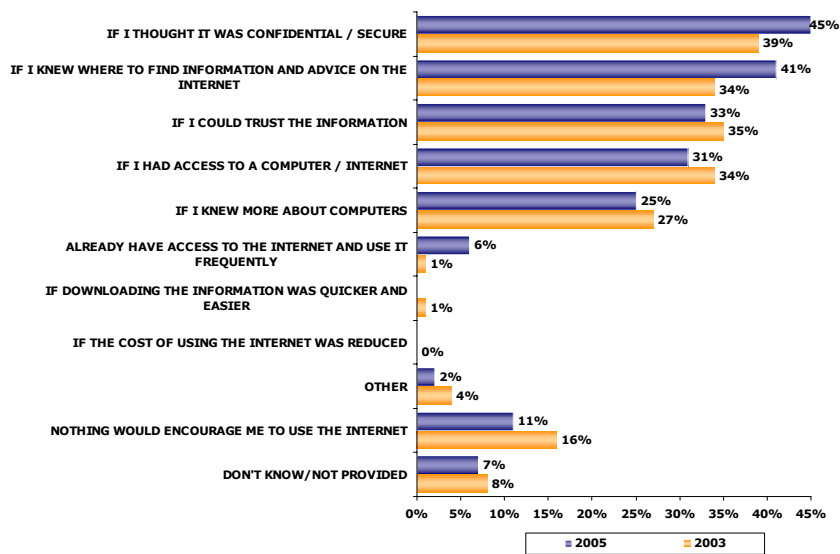
problems with neighbours, respondents are more divided with some approaching the Council, some the police, some a solicitor and some an independent advice agency.

Using the Internet for advice

All respondents were asked what, if anything, would encourage them to use the Internet to get advice about problems. Their responses are summarised below.

Figure 5

FACTOR WHICH COULD ENCOURAGE THE RESPONDENT TO USE THE INTERNET FOR GETTING ADVICE ABOUT PROBLEMS (ALL RESPONDENTS)



SAMPLE BASE = 531

As in 2003, a sizeable proportion of residents continue to mention confidentiality/security (45%), if residents knew where to find such information (41%), if the information could be trusted (33%), and having access to a computer/the Internet (31%) as the main factors that would encourage them to use the Internet. Just over one in ten (11%) said that nothing would encourage them compared with 16% in 2003.

A closer look at the 2005 and 2003 data reveals the following:

- Fewer respondents think that the Internet is confidential/secure today compared with two years ago
- Fewer respondents know where to find information and advice on the Internet today compared with two years ago
- More respondents can trust the information that they receive now than in 2003
- More respondents have access to the Internet today compared with two years ago.

Age and disability are main determinants in terms of the factors which would most encourage respondents to use the Internet for getting advice about problems:

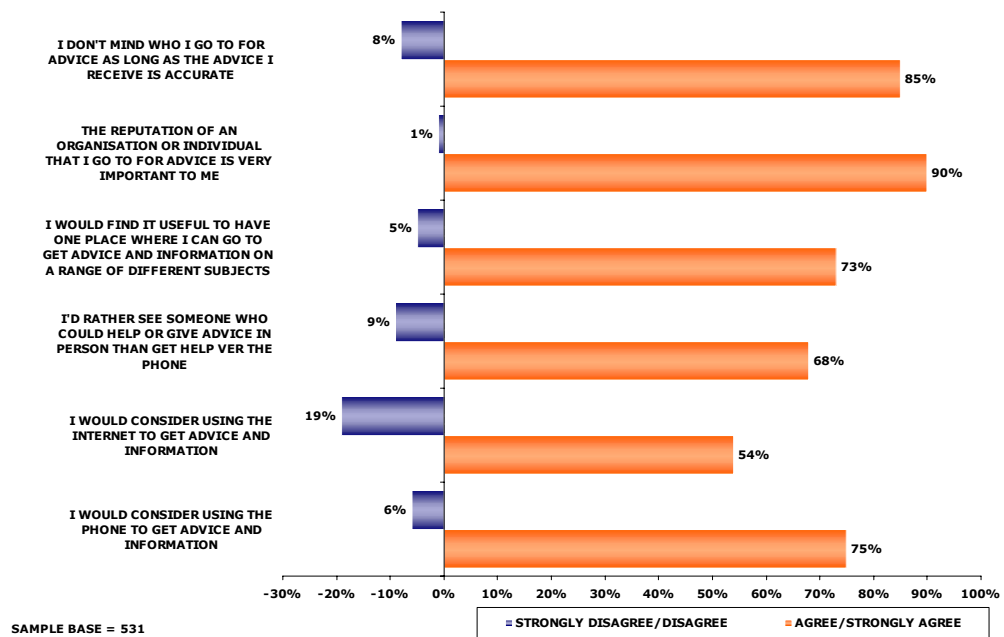
- Respondents aged 45 and over cited 'If I thought it was confidential/secure' as the factor which would most encourage them to obtain information over the Internet, whereas those who are under the age 45 cited 'If I know where to find information and advice on the Internet' as their top factor.
- Respondents without disabilities cited 'If I thought it was confidential/secure' as the factor which would most encourage them to obtain information over the internet, whereas those who are disabled cited 'If I know where to find information and advice on the Internet' as their top factor.

Agreement with aspects of advice provided

All respondents were asked to what extent they agreed with a set of statements relating to the method and quality of advice given. Their responses are summarised below.

Figure 6

RATING OF AGREEMENT WITH THE SPECIFIED STATEMENTS REGARDING ADVICE/INFORMATION ABOUT PROBLEMS (ALL RESPONDENTS)



Highest agreement was give to the reputation of the organisation (90%), with accuracy of information (85%) and being able to use the telephone (75%) as other priorities. Smaller numbers of respondents, but still in the majority, agreed that it would be useful to go to one place for advice (73%), have face to face advice (68%) or pay for national call rates if the telephone advice was quick, accurate and comprehensive (61%).

Looking at the net ratings (strongly/agree minus strongly/disagree), shows some differences:

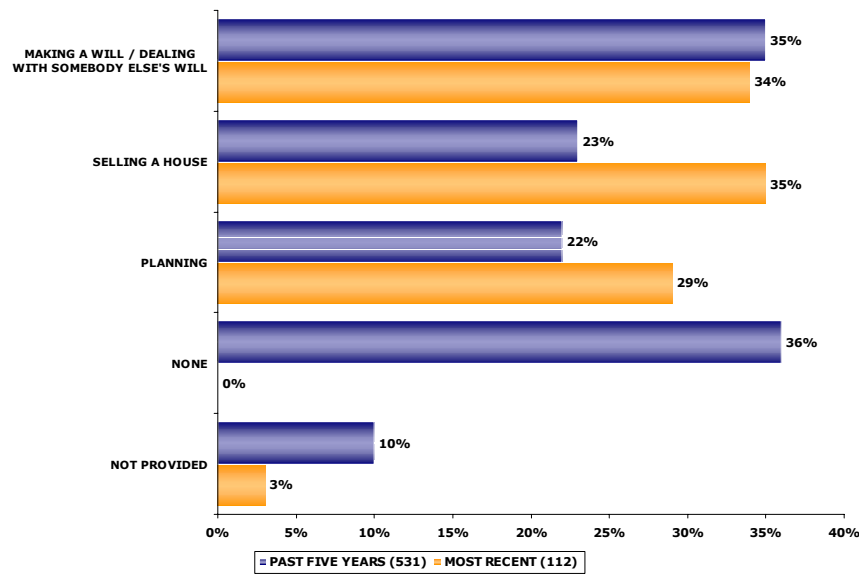
- Preferences for using the Internet are determined by age group; 69% of 16-34 year olds, 64% of 35-44 year olds, 48% of 45-54 year olds, 48% of 55-64 year olds and 38% of 60+ year olds.
- Preferences for speaking to someone face to face is related to age, with older people being more likely to prefer this method; 35% of 16-34 year olds, 41% of 35-44 year olds, 39% of 45-54 year olds, 60% of 55-64 year olds and 55% of 60+ year olds.
- Preferences for having advice in one place vary by household access to cars, with those with no access preferring this; 89% cf. 66%.
- Residents who live in Hereford City are less likely than those in other areas to consider using the telephone; 32% cf. 44%.

Recent issues or experiences

All respondents were asked whether in the last five years, they had experienced any of a set of prompted legal activities. Their responses are summarised below.

Figure 7

WHETHER THE RESPONDENT HAS EXPERIENCED ANY OF THE FOLLOWING ISSUES DURING THE LAST 5 YEARS (ALL RESPONDENTS)



A half of residents have experienced at least one of the specified legal activities in the past five years, particularly making a will/dealing with someone else's will (35%) and selling a house (23%).

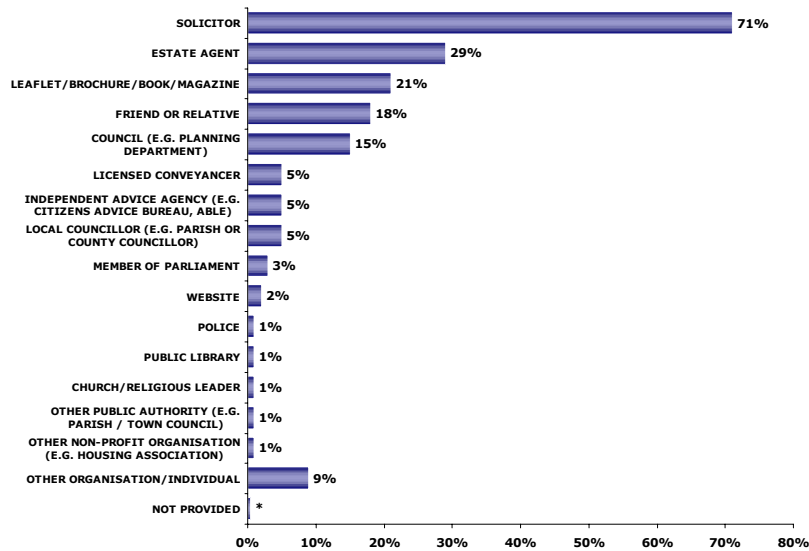
The most recent legal activity also involved either making a will (34%) or selling a house (35%).

Among those who have experienced one of the specified legal activities, 79% received help in relation to this (the most recent) issue. 20% did not receive help while 2% did not provide an answer.

Respondents who received help for their (most recent) issues were provided with a list of sources of assistance and asked from which they received help. Their responses are summarised below.

Figure 8

WHETHER THE RESPONDENT HAS EXPERIENCED ANY OF THE FOLLOWING ISSUES DURING THE LAST 5 YEARS (ALL RESPONDENTS)



SAMPLE BASE = 531
 * DENOTES ALL FIGURES LESS THAN 0.5%

The sources of assistance centre on a solicitor, with almost three quarters (71%) of those seeking assistance approaching one. Other significant sources of advice include an estate agent (29%), leaflet/brochure/book/magazine (21%), from a friend/relative (18%) or the Council (15%).

Experience of other problems

All respondents were provided with a set of scenarios and asked whether in the last five years they had problems to do with any. Their responses are summarised in figure 9 on this page and the next.

Figure 9 Part one

WHETHER RESPONDENTS HAVE HAD ANY PROBLEMS WITH ANY OF THE SPECIFIED ISSUES DURING THE LAST 5 YEARS AND THEIR MOST RECENT PROBLEM IF THEY HAD MORE THAN ONE		
	IN LAST 5 YEARS %	MOST RECENT %
GOODS OR SERVICES	28	20
PROVISION OR RECEIPT OF FAULTY GOODS OR SERVICES	28	20
HEALTH	14	11
AN INJURY OR HEALTH PROBLEM CAUSED BY A DOCTOR, DENTIST OR NURSE	4	2
AN INJURY OR HEALTH PROBLEM CAUSED BY SOMEONE ELSE	3	3
DETENTION IN HOSPITAL	4	3
OBTAINING A LOCAL AUTHORITY COMMUNITY CARE ASSESSMENT /RESULTS OF ASSESSMENT	3	3
EMPLOYMENT	13	17
DISCRIMINATION (RACE, RELIGION, GENDER, DISABILITY)/HARASSMENT AT WORK	2	3
EMPLOYMENT TERMS OF CONDITIONS	7	9
TERMINATION OF EMPLOYMENT (INCLUDING THREAT OF DISMISSAL)	4	5
EDUCATION	2	3
CHOICE OF SCHOOL OR UNFAIR EXCLUSION OR SUSPENSION	2	3
WELFARE BENEFITS	11	11
ELIGIBILITY FOR, OR AMOUNT OF, WELFARE BENEFITS	11	11
MONEY	8	5
PAYMENT OR REPAYMENT OF RENT/MORTGAGE	5	3
PAYMENT OR REPAYMENT OF OTHER MONEY (EXCLUDING WELFARE BENEFITS)	3	2
FAMILY	6	4
DIVORCE OR SEPARATION	4	3
YOUR CHILDREN BEING TAKEN INTO CARE OR PLACED ON THE CHILD PROTECTION REGISTER	*	1
FOSTERING, ADOPTION OR LEGAL GUARDIANSHIP	*	0
DOMESTIC VIOLENCE (AGAINST YOU)	1	0

Figure 9 Part two

WHETHER RESPONDENTS HAVE HAD ANY PROBLEMS WITH ANY OF THE SPECIFIED ISSUES DURING THE LAST 5 YEARS AND THEIR MOST RECENT PROBLEM IF THEY HAD MORE THAN ONE		
	IN LAST 5 YEARS %	MOST RECENT %
HOUSING	20	20
NEIGHBOURS	13	14
OWNERSHIP OF YOUR HOME (E.G. REPOSSESSION, PLANNING PERMISSION)	3	3
HOUSING REPAIRS/HOUSING CONDITIONS	4	2
OTHER PROBLEMS WITH RENTING	*	1
HOMELESSNESS	*	0
OTHER PROBLEMS	5	6
UNFAIR TREATMENT (INCLUDING DISCRIMINATION) BY THE POLICE	1	1
DISCRIMINATION BY ANY OTHER PUBLIC BODY	1	3
RESIDENCE IN THE UNITED KINGDOM	0	0
BEING THREATENED WITH LEGAL ACTION (OTHER THAN IN A CRIMINAL MATTER)	2	1
ASSISTANCE WITH THE COURT PROCESS	1	1
OTHER	*	1
NONE	48	0
SAMPLE BASE	531	150

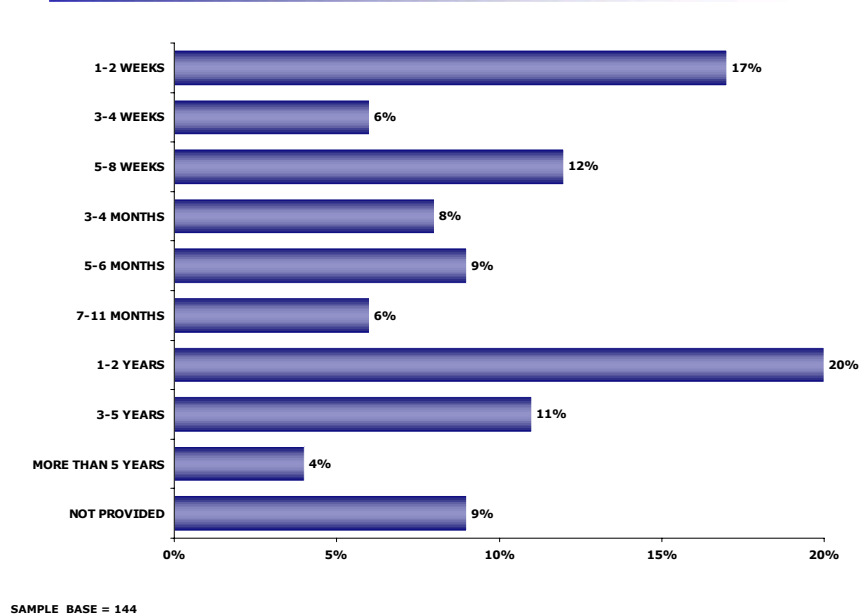
Just over a half of residents have experienced one or more of the specified scenarios in the last 5 years. In summary, these issues have generally concerned goods & services (28% down from 30% in 2003), housing issues (21% up from 12% in 2003), or health issues (14% up from 12% in 2003).

The most recent problem, mainly concerned goods and services (20%, down by 16% since 2003) or Housing (20%, up by 5% since 2003).

Respondents who have had a problem(s) were then asked how long it (they) has been going on. Their responses are summarised below.

Figure 10

LENGTH OF TIME THE MOST RECENT PROBLEM HAS BEEN GOING ON
(WHERE HAS HAD A PROBLEM WITH ANY OF THE SPECIFIED
PROBLEMS)



The length of time the most recent problem has been going on varies from about a quarter (23%) saying up to 4 weeks to about a third (35%) saying at least 1 year.

Three fifths of those who have experienced the specified problems (60%) received help from a person or organisation, up by 10% on the 2003 figure. A further 35% did not (41% in 2003) and 5% did not provide an answer.

Among those receiving help, 16% said they had experienced some difficulty in obtaining assistance. 84% experienced no difficulty.

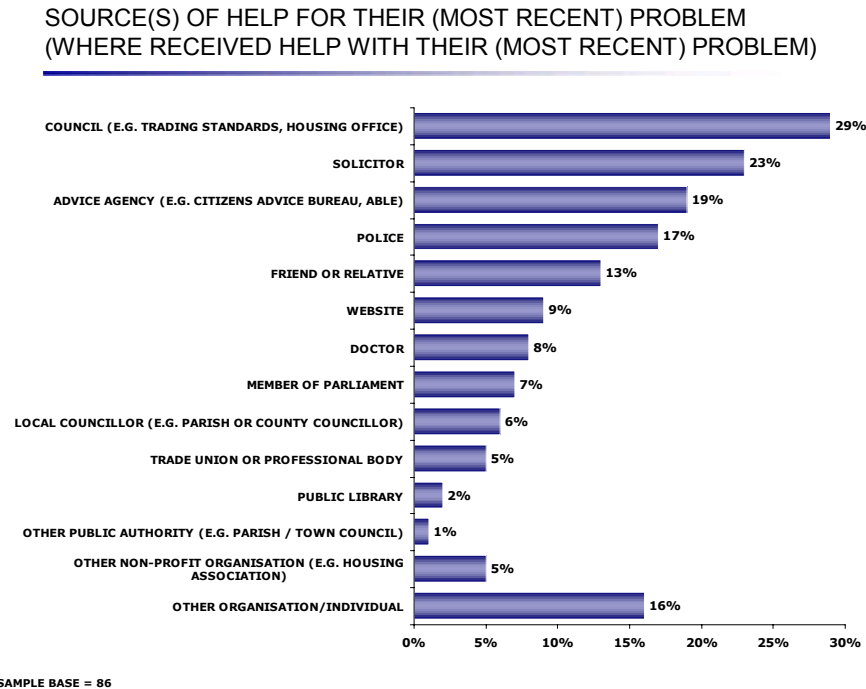
Difficulties experienced tend to be piecemeal in nature, with only a small number of respondents mentioning each. Some of the main ones are listed below:

- Telephone always engaged (5 respondents);
- Couldn't get an appointment (3 respondents);
- Opening hours (3 respondents).
- Advice not available locally (2 respondents);
- Too long to wait (1 respondents);

Sources of help for the problem

Respondents who received help with their most recent problem were provided with sources of help and then asked from which they received help. Their responses are summarised below.

Figure 11

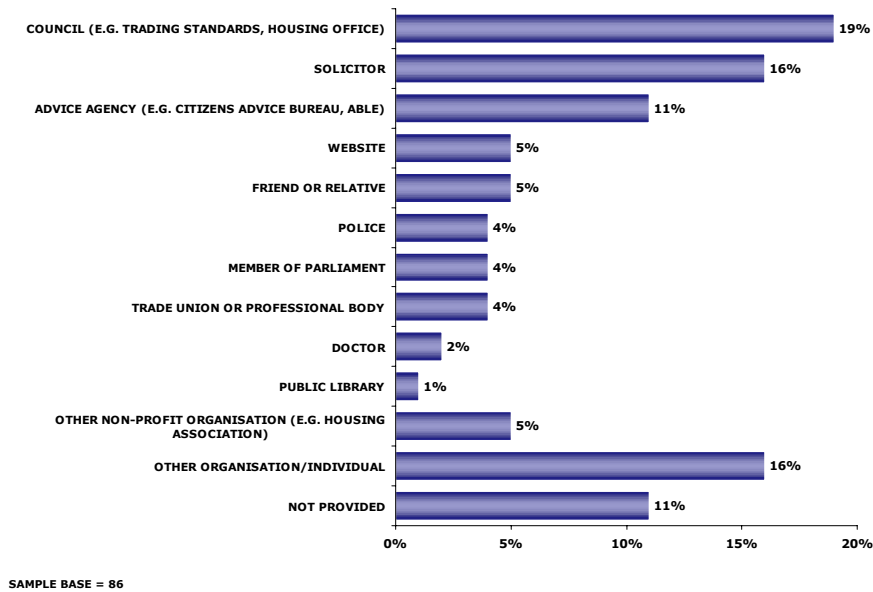


Respondents mainly received help from the Council (29%), solicitors (23%) and advice agencies (19%), police (17%) and friends or relatives (13%). There seems to be an upward trend in the proportion of people using the Council for help; 29% in 2005 compared with 23% in 2003.

In terms of the most recent source, the Council, solicitor, or an advice agency are the main three. See figure 12 on the next page.

Figure 12

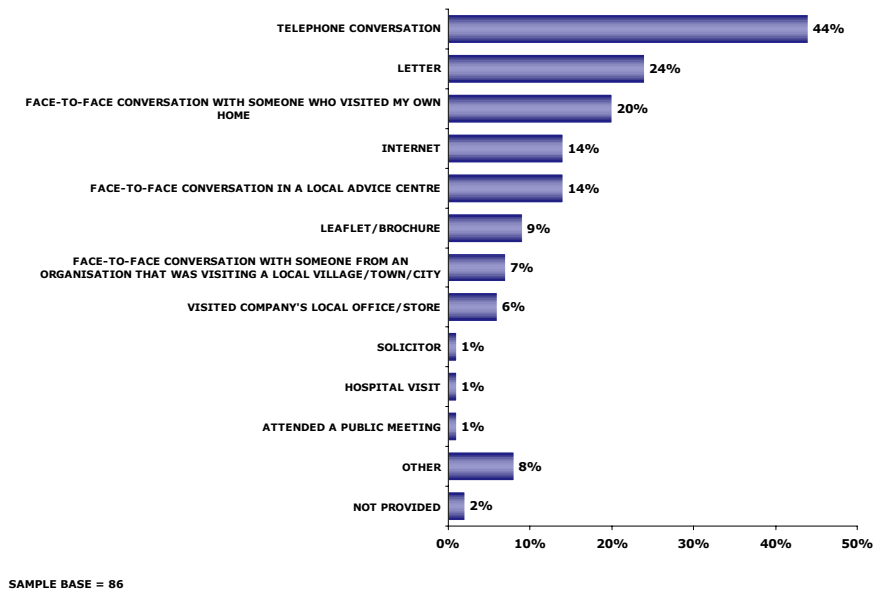
**MOST RECENT SOURCE OF HELP FOR THEIR (MOST RECENT) PROBLEM
(WHERE RECEIVED HELP WITH THEIR (MOST RECENT) PROBLEM)**



Respondents who received help were then asked how they receive help for their most recent problem. Their responses are summarised below.

Figure 13

**MEDIA THROUGH WHICH ASSISTANCE WAS DELIVERED – PROMPTED
(RESPONDENTS WHO HAVE RECEIVED ASSISTANCE FROM AN INDIVIDUAL OR ORGANISATION WITH REGARDS TO THEIR MOST RECENT PROBLEM)**

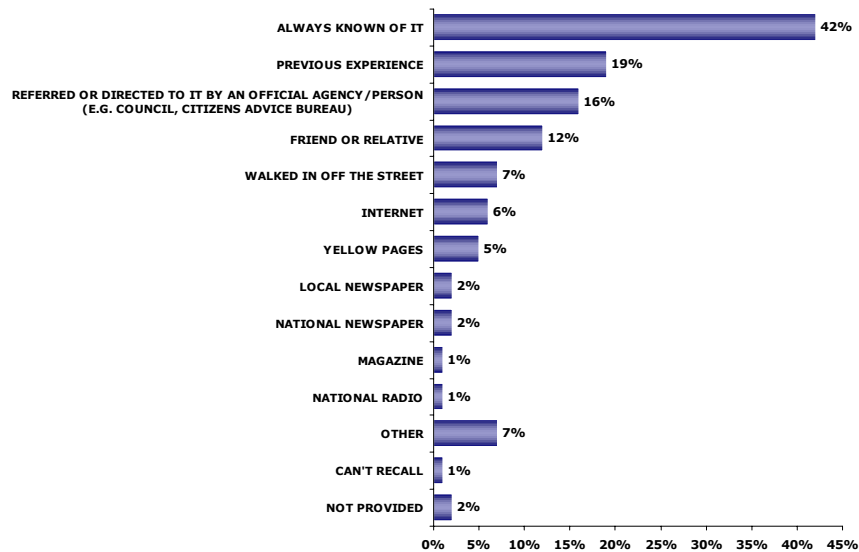


Respondents mainly obtained their (most recent) help over the telephone (44%) or by letter (24%), with other smaller groups doing so via someone visiting their home (20%), Internet (14%) or at a local advice centre (14%). There are no significant variations in the data when broken down by different groups.

Respondents were then asked how they find out about the service or organisation they went to. The results are shown below.

Figure 14

SOURCE(S) OF INFORMATION FOR THE SERVICE(S)/ORGANISATION(S) USED BY THE RESPONDENT FOR THEIR (MOST RECENT) PROBLEM (WHERE RECEIVED HELP WITH THEIR (MOST RECENT) PROBLEM)



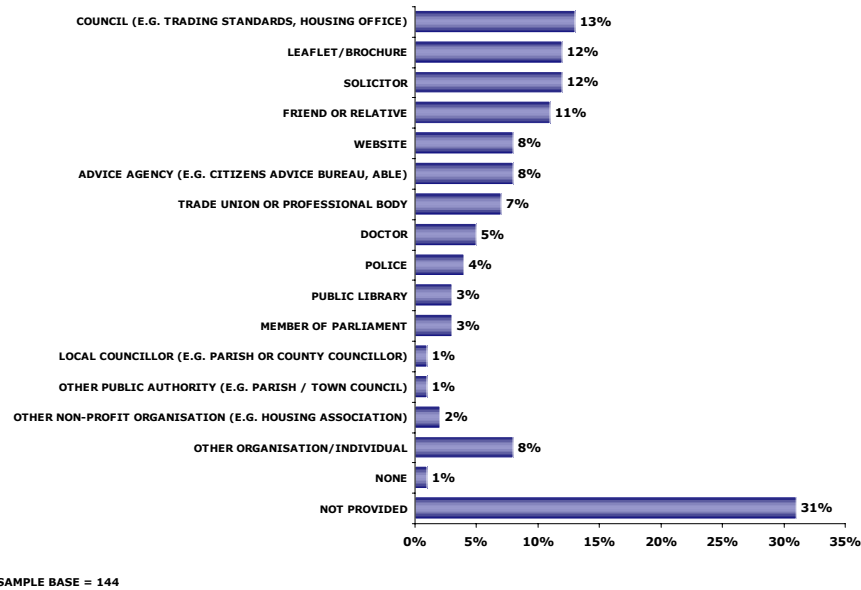
SAMPLE BASE = 86

The main ways in which respondents find out about the service or organisation was because they had always known about it (42%) or because of previous experience (19%) or referred or directed by an official agency or person (e.g. Citizens Advice Bureau) (16%). Other smaller numbers mention through a friend or relative. There are no significant variations in the data when broken down by different groups.

Respondents were asked whether they obtained any information from the service or organisation in relation to their problem or dispute. Their responses are summarised in figure 15 on the next page.

Figure 15

WHETHER THE RESPONDENT OBTAINED ANY INFORMATION FROM ANY OF THE SPECIFIED SOURCES IN RELATION TO THEIR (MOST RECENT) PROBLEM (WHERE HAS HAD A PROBLEM WITH ANY OF THE SPECIFIED ISSUES)



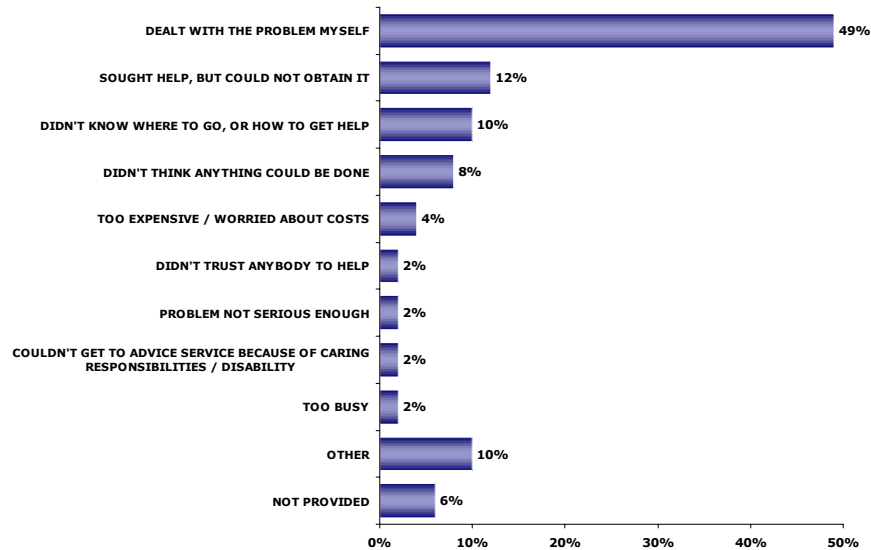
Respondents mainly obtained information from the Council (13%), solicitors (12%), leaflets/brochures (12%), and friend or relatives (11%). Only 8% of respondents obtained information from a website or an advice agency (e.g. Citizens Advice Bureau).

Reasons for not obtaining help with the problem

Respondents who did not receive help with their problem(s) were asked for the reasons why they did not obtain any help. Their responses are summarised below.

Figure 16

REASON(S) WHY THE RESPONDENT DID NOT OBTAIN HELP WITH THEIR (MOST RECENT) PROBLEM (WHERE DID NOT RECEIVE HELP WITH THEIR (MOST RECENT) PROBLEM)



SAMPLE BASE = 51

The main reason why respondents did not receive help was because they dealt with the problem themselves (49%, up by 1% since 2003). Much smaller numbers sought help but could not obtain it (12%, up by 4% since 2003), didn't know where to go/how to get help (10%, up by 5% since 2003), didn't think anything could be done (8%, up by 1% since 2003) and the problem was not serious enough (2%, down by 1% since 2003).

5 Bereavement Services

Herefordshire Council's Bereavement Services has recently submitted a proposal for a new crematorium to replace the current facility at Westfaling Street. A new design is needed to replace the current chapel which is too small to hold existing numbers of mourners with some having to stand outside as services are relayed over a loud speaker.

This section of the report therefore asks a number of questions relating to a new chapel. Results from which will be used in conjunction with input from other sources to ensure that the needs of the community are met wherever possible.

Firstly, all respondents were asked whether they would prefer one big chapel with the potential to reduce the size by partitioning or two different sizes of chapel. About half of respondents (51%) said that they would prefer one big chapel, with less than three in ten (28%) preferring two different sized chapels. One in five (19%) did not know or have no opinion.

Respondents who live in Hereford City are more likely than those from other areas to prefer one big chapel; 60% compared with 47%.

Respondents were then asked whether they would like a chapel with no religious symbols. The majority (73%) think that the chapel should be left with the existing system, where if necessary symbols can be covered. A little over one in ten (13%) think that there should be no religious symbols in the Chapel.

Panel members were also asked what special requirements should be provided for religious groups or mourners. Their responses are summarised in figure 17 on the next page.

Figure 17

ANY SPECIAL REQUIREMENTS WHICH COULD BE PROVIDED BY THE CREMATORIUM FOR RELIGIOUS GROUPS OR MOURNERS (ALL RESPONDENTS)	
	%
SOMEWHERE TO SIT AND WAIT BEFORE SERVICE	5
TOILET FACILITIES	4
MUSIC SYSTEM	3
MORE ROOM/SPACE	2
OUTSIDE SHELTER/SEATING	2
AMPLE CAR PARKING FACILITIES	2
OWN RELIGIOUS SYMBOLS TO BE USED	1
HYMN BOOKS AVAILABLE	1
EASY ACCESS FOR THE DISABLED/WHEELCHAIR USERS	1
ABILITY TO USE PERSONAL TEMPORARY ORNAMENTS	1
MORE TIME ALLOWED BETWEEN SERVICES	1
PLACE TO GO TO AFTER THE SERVICE	1
FACILITIES/AIDES FOR DISABLED	1
A SEPARATE CHAPEL FOR PRAYER	1
PRIVACY FOR MOURNERS	1
CLEAR NOTICES OF PLOTS	1
BETTER HEATING	1
REFRESHMENT FACILITIES	1
PEOPLE TO USE CONSIDERATION/COURTESY	*
AVAILABILITY OF A NON-RELIGIOUS SERVICE	*
MORE SEATING AVAILABLE	*
OTHER	14
NOTHING	6
DON'T KNOW	4
NOT PROVIDED	58
SAMPLE BASE = 531	
* DENOTES ALL FIGURES LESS THAN 0.5%	

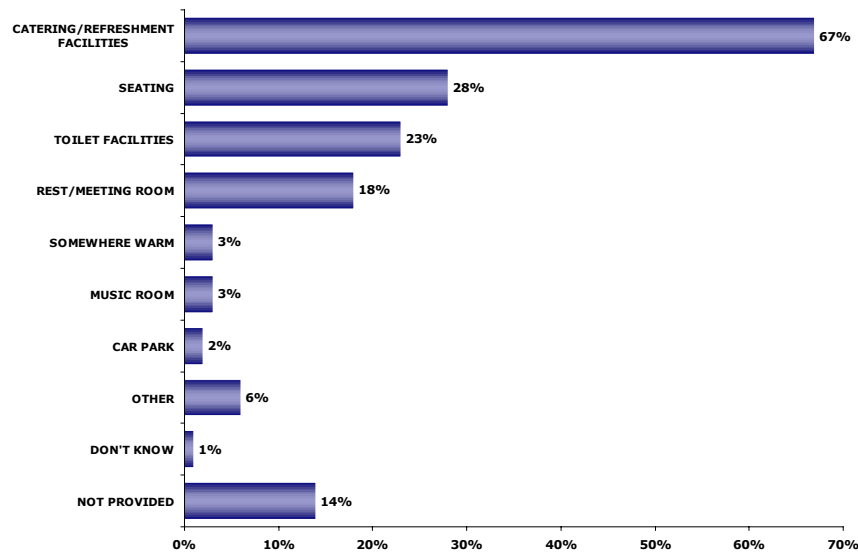
Respondents were then asked whether the crematorium should be designed such that if necessary the coffin could be viewed entering the crematorium. Approaching a half (45%) think that the crematorium should not be designed as such with a quarter (25%) thinking that it should. About three in ten (28%) did not know or had an opinion.

Two fifths (39%) of respondents feel that a function room should be provided for use after ceremonies. A quarter (24%) said it should not have a function room, while a further quarter did not know or have an opinion.

Respondents who feel that the chapel should have a function room were asked for the sort of facilities it should have. Their responses are summarised below.

Figure 18

TYPE(S) OF FACILITIES THAT SHUOLD BE MADE AVAILABLE IN THE FUNCTION ROOM
(WHERE WOULD LIKE A FUNCTION ROOM TO BE PROVIDED FOR USE AFTER THE CEREMONY)



SAMPLE BASE = 177

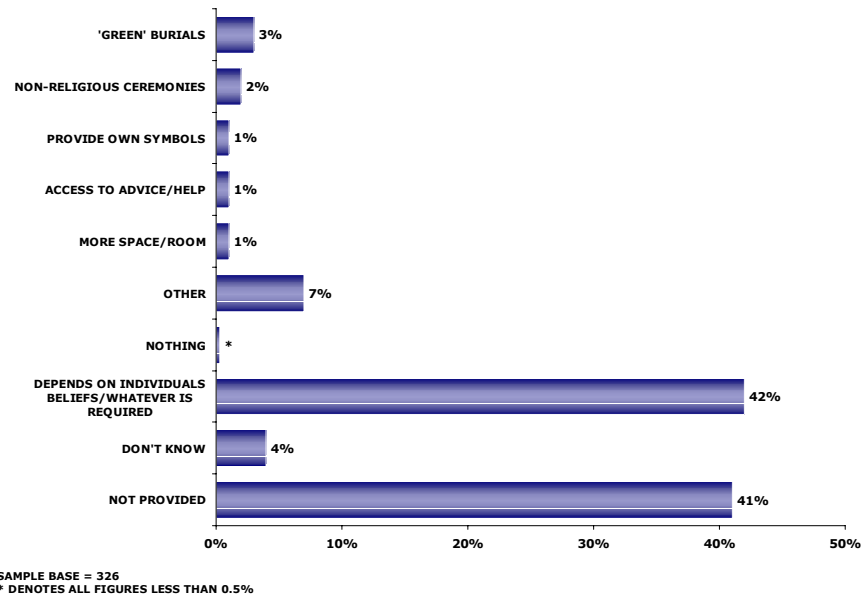
The majority (67%) of respondents feel the crematorium should have catering or refreshment facilities. Other facilities mentioned are seating facilities (28%), toilet facilities (23%) and rest or meeting room facilities (18%).

Respondents were further asked whether Bereavement Services should consider different religions' burial requirements. Over three fifths (61%) believe that Bereavement Services should consider different religions' requirements with less than a fifth (16%) saying that it should not. A fifth (21%) of respondents did not know or had an opinion.

Those respondents who felt that Bereavement Services should consider different religions' burial requirements were asked to specify particular ones. Their responses are summarised in figure 19 on the next page.

Figure 19

PARTICULAR REQUIREMENTS THE BEREAVEMENT SERVICES SHOULD CONSIDER FOR DIFFERENT RELIGIONS/BELIEFS (WHERE THE BEREAVEMENT SERVICES SHOULD CONSIDER THE DIFFERENT BURIAL REQUIREMENTS OF DIFFERENT RELIGIONS/BELIEFS)



The majority (87%) of respondents did not provide any particular requirement. Unprompted, nine respondents think that Bereavement Services should consider 'green' burials and five think non-religious ceremonies should also be considered.

Finally, respondents were asked whether the Bereavement Services should consider providing an area for 'green' burials i.e. without a head stone or marker. Three fifths (62%) of respondents said that Bereavement Services should provide 'green' burial while around one in ten (14%) said it should not.

6 Questionnaire



ACCESS TO SERVICES, ADVICE AND INFORMATION IN HEREFORDSHIRE

Panel Reference No: «Panel_no»
4569

Survey reference :

The purpose of this questionnaire is to find out how people in Herefordshire feel about access to services, advice and information, bereavement services and your community.

In a previous survey we asked how you got hold of advice and information on a range of subjects. We are now interested in knowing in more detail what you do when you need advice so that organisations across the County can make sure their services best suit people's needs.

Your answers will help us to improve the services currently provided and help us to plan for the future. All views are very important, even if you do not currently use a service, and the information you provide will be kept entirely confidential.

Please complete this questionnaire by ticking the box(es) for each question or writing in where appropriate. Please return your completed questionnaire in the prepaid envelope provided by the **27th April 2005**. If you have any questions or queries about Herefordshire Voice or this questionnaire, please contact the BMG Helpline on 0800 3580337.

Before returning your questionnaire, please check your details on the letter which accompanied this questionnaire. If there are any incorrect details or changed information, please specify below.

NAME :

ADDRESS :

SECTION A: ACCESS TO SERVICES, ADVICE AND INFORMATION

This section of the questionnaire includes questions on how you would find out about issues such as problems to do with neighbours, employment, money, discrimination, etc.

Q1. There are many ways to access help, advice and information. Which of the following methods do you generally use? PLEASE TICK AS MANY BOXES AS APPLICABLE

By telephone to an organisation	<input type="checkbox"/>	1	By telephone to 'Info in Herefordshire' (a one stop shop advice centre)	<input type="checkbox"/>	2
In person at a local advice centre - by prearranged appointment	<input type="checkbox"/>	3	In person at a local advice centre - dropping in	<input type="checkbox"/>	4
By letter to an organisation	<input type="checkbox"/>	5	Via the Internet	<input type="checkbox"/>	6
Information points - in local shops	<input type="checkbox"/>	7	Information points - at a post office	<input type="checkbox"/>	8
Information points - at a Community/ Village Hall	<input type="checkbox"/>	9	Information points - on Public Noticeboards	<input type="checkbox"/>	10
Information points - at a supermarket	<input type="checkbox"/>	11	Information points - at a library	<input type="checkbox"/>	12
Other (Please specify)	<input type="checkbox"/>	95			

Q2. Which of these people or organisations would you consider to be appropriate to give you help or advice with the following types of problems? Please answer even if you have not experienced the problem(s) yourself. PLEASE TICK AS MANY BOXES AS APPLICABLE FOR EACH PROBLEM

PEOPLE OR ORGANISATION

PROBLEMS	Solicitor	Friend or Relative	Independent Advice Agency	Council	Police	Library	None of these	Don't know/No Opinion
Problems to do with neighbours	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Problems to do with employment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Problems to do with money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Benefit problems	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Discrimination	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Problems to do with housing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Faulty goods/services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Divorce/separation/problems to do with relationships/children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Injury/medical negligence	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Unfair treatment by the police	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Immigration problems	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8

Q3. Which of the following methods would you consider using to get help or advice for each type of problem listed? Please answer even if you have not experienced the problem(s) yourself. PLEASE TICK AS MANY BOXES AS APPLICABLE FOR EACH PROBLEM

PROBLEMS	PEOPLE OR ORGANISATION							
	Solicitor	Friend or Relative	Independent Advice Agency	Council	Police	Library	None of these	Don't know/No Opinion
Problems to do with neighbours	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Problems to do with employment	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Problems to do with money	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Benefit problems	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Discrimination	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Problems to do with housing	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Faulty goods/services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Divorce/separation/problems to do with relationships/children	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Injury/medical negligence	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Unfair treatment by the police	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Immigration problems	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

Q4. What, if anything, would encourage you to use the Internet for getting advice about problems? PLEASE TICK AS MANY BOXES AS APPLICABLE

If I had access to a computer/Internet	<input type="checkbox"/> ₁	If I thought it was confidential/secure	<input type="checkbox"/> ₂
If I could trust the information	<input type="checkbox"/> ₃	If I knew more about computers	<input type="checkbox"/> ₄
If I knew where to find information and advice on the Internet	<input type="checkbox"/> ₅	Other (Please specify)	<input type="checkbox"/> ₉₅
Nothing would encourage me to use the Internet	<input type="checkbox"/> ₉₆	Don't know	<input type="checkbox"/> ₉₇

Q5. Suppose you are seeking advice or information about a problem you have, please indicate the level to which you would agree with the following statements? PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I don't mind who I go to for advice as long as the advice I receive is accurate	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₆
The reputation of an organisation or individual that I go to for advice is very important to me	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₆
I would find it useful to have one place where I can go to get advice and information on a range of different subjects	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₆
I'd rather see someone who could help or give advice <i>in person</i> than get help over the phone	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₆
I would consider using the Internet to get advice and information	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₆
I would consider using the phone to get advice and information	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₆
I wouldn't mind paying national call rates for telephone advice if it was quick, accurate and comprehensive	<input type="checkbox"/> ₅	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₆

Q6. In the last 5 years, have you experienced any of the following? PLEASE TICK AS MANY BOXES AS APPLICABLE UNDER 'Q6 EXPERIENCED IN LAST 5 YEARS' BELOW

Q7. If you have dealt with more than one issue, which is the most recent? PLEASE TICK ONE BOX ONLY UNDER 'Q7 MOST RECENT' BELOW

	Q6 Experienced in last 5 years	Q7 Most recent
Selling a house/property (e.g. conveyancing)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₁
Making a will/dealing with somebody else's will	<input type="checkbox"/> ₂	<input type="checkbox"/> ₂
Planning (e.g. getting permission to build an extension/conservatory, objecting to a planning application)	<input type="checkbox"/> ₃	<input type="checkbox"/> ₃
None (Please go to Q10)	<input type="checkbox"/> ₄	

Q8. If you have ticked any of the first three boxes in Q6 and/or Q7, did you receive help in relation to this (most recent) issue? PLEASE TICK ONE BOX

Yes	<input type="checkbox"/>	1	Please go to Q9
No	<input type="checkbox"/>	2	Please go to Q10

Q9. From which of the following did you receive help for this (most recent) issue? PLEASE TICK AS MANY BOXES AS APPLICABLE. PLEASE ALSO SPECIFY NAME WHERE APPLICABLE

Leaflet / brochure / book/ magazine	<input type="checkbox"/>	1
Website (Please specify site)	<input type="checkbox"/>	2
Solicitor	<input type="checkbox"/>	3
Friend or relative	<input type="checkbox"/>	4
Estate Agent	<input type="checkbox"/>	5
Police	<input type="checkbox"/>	6
Licensed Conveyancer	<input type="checkbox"/>	7
Independent Advice Agency (e.g. Citizens Advice Bureau, ABLE) (Please specify organisation)	<input type="checkbox"/>	8
Public library	<input type="checkbox"/>	9
Member of Parliament (MP)	<input type="checkbox"/>	10
Local Councillor (e.g. Parish or County Councillor)	<input type="checkbox"/>	11
Council (e.g. Planning Department) (Please specify department)	<input type="checkbox"/>	12
One Stop Shop advice centre (e.g. Info in Herefordshire)	<input type="checkbox"/>	13
Church/Religious leader	<input type="checkbox"/>	14
Other public authority (e.g. Parish / Town Council) (Please specify name of organisation)	<input type="checkbox"/>	15
Trade Union or professional body (Please specify organisation)	<input type="checkbox"/>	16
Other non-profit organisation (e.g. Housing Association) (Please specify organisation)	<input type="checkbox"/>	17
Other Organisation / individual (Please specify organisation)	<input type="checkbox"/>	95

Q10. In the last 5 years, have you had problems to do with any of the following? PLEASE TICK AS MANY BOXES AS APPLICABLE UNDER 'Q10 HAD IN LAST 5 YEARS' BELOW

Q11. If you have dealt with more than one problem, which is the most recent? PLEASE TICK ONE BOX ONLY UNDER 'Q11 MOST RECENT' BELOW

	Q10 Had in last 5 years	Q11 Most recent
GOODS OR SERVICES		
Provision or receipt of faulty goods or services (e.g. holidays, electrical goods, substandard building work/financial advice, consumer credit issues)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₁
HEALTH		
An injury or health problem caused by a doctor, dentist or nurse	<input type="checkbox"/> ₂	<input type="checkbox"/> ₂
An injury or health problem caused by someone else	<input type="checkbox"/> ₃	<input type="checkbox"/> ₃
Detention in hospital (e.g. discharge, conditions of discharge, treatment or care)	<input type="checkbox"/> ₄	<input type="checkbox"/> ₄
Obtaining a local authority community care assessment /results of assessment	<input type="checkbox"/> ₅	<input type="checkbox"/> ₅
EMPLOYMENT		
Discrimination (race, religion, gender, disability)/harassment at work	<input type="checkbox"/> ₆	<input type="checkbox"/> ₆
Employment terms of conditions (e.g. hours, leave, union membership, disciplinary procedures)	<input type="checkbox"/> ₇	<input type="checkbox"/> ₇
Termination of employment (including threat of dismissal)	<input type="checkbox"/> ₈	<input type="checkbox"/> ₈
EDUCATION		
Choice of school or unfair exclusion or suspension	<input type="checkbox"/> ₉	<input type="checkbox"/> ₉
WELFARE BENEFITS		
Eligibility for, or amount of, welfare benefits (e.g. Housing Benefit, Attendance Allowance, Council Tax Benefit)	<input type="checkbox"/> ₁₀	<input type="checkbox"/> ₁₀
MONEY		
Payment or repayment of rent/mortgage	<input type="checkbox"/> ₁₁	<input type="checkbox"/> ₁₁
Payment or repayment of other money (excluding welfare benefits)	<input type="checkbox"/> ₁₂	<input type="checkbox"/> ₁₂
FAMILY		
Divorce or separation	<input type="checkbox"/> ₁₃	<input type="checkbox"/> ₁₃
Your children being taken into care or placed on the Child Protection Register	<input type="checkbox"/> ₁₄	<input type="checkbox"/> ₁₄
Fostering, adoption or legal guardianship	<input type="checkbox"/> ₁₅	<input type="checkbox"/> ₁₅
Domestic Violence (against you)	<input type="checkbox"/> ₁₆	<input type="checkbox"/> ₁₆

Please continue..	Q10 Had in last 5 years	Q11 Most recent
HOUSING		
Neighbours	<input type="checkbox"/> ₁₇	<input type="checkbox"/> ₁₇
Ownership of your home (e.g. repossession, planning permission)	<input type="checkbox"/> ₁₈	<input type="checkbox"/> ₁₈
Housing repairs/housing conditions	<input type="checkbox"/> ₁₉	<input type="checkbox"/> ₁₉
Other problems with renting (e.g. terms of rent, safety regulations, sub-letting, eviction)	<input type="checkbox"/> ₂₀	<input type="checkbox"/> ₂₀
Homelessness	<input type="checkbox"/> ₂₁	<input type="checkbox"/> ₂₁
OTHER PROBLEMS		
Unfair Treatment (including discrimination) by the police	<input type="checkbox"/> ₂₂	<input type="checkbox"/> ₂₂
Discrimination by any other public body (e.g. local authority)	<input type="checkbox"/> ₂₃	<input type="checkbox"/> ₂₃
Residence in the United Kingdom	<input type="checkbox"/> ₂₄	<input type="checkbox"/> ₂₄
Being threatened with legal action (other than in a criminal matter)	<input type="checkbox"/> ₂₅	<input type="checkbox"/> ₂₅
Assistance with the court process	<input type="checkbox"/> ₂₆	<input type="checkbox"/> ₂₆
Other (Please specify)	<input type="checkbox"/> ₉₅	<input type="checkbox"/> ₉₅
None (Please go to Q22)	<input type="checkbox"/> ₉₆	

Q12. How long had or has the (most recent) problem been going on? PLEASE TICK ONE BOX

1 – 2 weeks	<input type="checkbox"/> ₁	3 – 4 weeks	<input type="checkbox"/> ₂
5 – 8 weeks	<input type="checkbox"/> ₃	3 – 4 months	<input type="checkbox"/> ₄
5 – 6 months	<input type="checkbox"/> ₅	7 – 11 months	<input type="checkbox"/> ₆
1 – 2 years	<input type="checkbox"/> ₇	3 – 5 years	<input type="checkbox"/> ₈
More than 5 years	<input type="checkbox"/> ₉		

Q13. Did you receive help from a person or organisation for your (most recent) problem? PLEASE TICK ONE BOX

Yes	<input type="checkbox"/> ₁	Please go to Q14
No	<input type="checkbox"/> ₂	Please go to Q20

Q14. If yes, did you have any difficulty obtaining help? PLEASE TICK ONE BOX

Yes	<input type="checkbox"/> ₁	Please go to Q15
No	<input type="checkbox"/> ₂	Please go to Q16

Q15. What were the reasons for your difficulty? PLEASE TICK AS MANY BOXES AS APPLICABLE

<hr/> <hr/> Opening hours	<input type="checkbox"/> ₁	Telephone was always engaged	<input type="checkbox"/> ₂
<hr/> <hr/> Couldn't get an appointment	<input type="checkbox"/> ₃	Was embarrassed to be seen using the service	<input type="checkbox"/> ₄
<hr/> <hr/> Couldn't afford it	<input type="checkbox"/> ₅	Advice not available locally	<input type="checkbox"/> ₆
<hr/> <hr/> Couldn't get there	<input type="checkbox"/> ₇	Too long to wait	<input type="checkbox"/> ₈
<hr/> <hr/> Other (Please specify)	<input type="checkbox"/> ₉₅		

Q16. From which of the following did you receive help for your (most recent) problem?
PLEASE TICK AS MANY BOXES AS APPLICABLE UNDER 'Q16 CONTACTED AT ALL' BELOW

Q17. If you used/contacted more than one, which did you last contact? PLEASE TICK ONLY ONE BOX UNDER 'Q17 CONTACTED LAST' BELOW

	Q16 Contact ed at all	Q17 Contact ed last
<hr/> <hr/> Website (Please specify site)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₁
<hr/> <hr/> Solicitor	<input type="checkbox"/> ₂	<input type="checkbox"/> ₂
<hr/> <hr/> Friend or relative	<input type="checkbox"/> ₃	<input type="checkbox"/> ₃
<hr/> <hr/> Doctor	<input type="checkbox"/> ₄	<input type="checkbox"/> ₄
<hr/> <hr/> Police	<input type="checkbox"/> ₅	<input type="checkbox"/> ₅
<hr/> <hr/> Advice Agency (e.g. Citizens Advice Bureau, ABLE) (Please specify organisation)	<input type="checkbox"/> ₆	<input type="checkbox"/> ₆
<hr/> <hr/> Public library	<input type="checkbox"/> ₇	<input type="checkbox"/> ₇
<hr/> <hr/> Member of Parliament (MP)	<input type="checkbox"/> ₈	<input type="checkbox"/> ₈
<hr/> <hr/> Local Councillor (e.g. Parish or County Councillor)	<input type="checkbox"/> ₉	<input type="checkbox"/> ₉
<hr/> <hr/> Council (e.g. Trading standards, Housing Office) (Please specify department)	<input type="checkbox"/> ₁₀	<input type="checkbox"/> ₁₀
<hr/> <hr/> Info in Herefordshire (e.g. a One Stop Shop)	<input type="checkbox"/> ₁₁	<input type="checkbox"/> ₁₁
<hr/> <hr/> Church/Religious leader	<input type="checkbox"/> ₁₂	<input type="checkbox"/> ₁₂

	Q16 Contact ed at all	Q17 Contac ted last
Please continue..		
Other public authority (e.g. Parish / Town Council)	<input type="checkbox"/> ₁₃	<input type="checkbox"/> ₁₃
Trade Union or professional body (Please specify organisation)	<input type="checkbox"/> ₁₄	<input type="checkbox"/> ₁₄
Other non-profit organisation (e.g. Housing Association) (Please specify organisation)	<input type="checkbox"/> ₁₅	<input type="checkbox"/> ₁₅
Other organisation / individual (Please specify organisation)	<input type="checkbox"/> ₉₅	<input type="checkbox"/> ₉₅

Q18. How did you receive help for your (most recent) problem? Was it through any of the following? PLEASE TICK AS MANY BOXES AS APPLICABLE

Leaflet/brochure	<input type="checkbox"/> ₁	Letter	<input type="checkbox"/> ₂
Internet	<input type="checkbox"/> ₃	Telephone conversation	<input type="checkbox"/> ₄
Face-to-face conversation in a local advice centre	<input type="checkbox"/> ₅	Face-to-face conversation with someone who visited my own home	<input type="checkbox"/> ₆
Face-to-face conversation with someone from an organisation that was visiting a local village/town/city	<input type="checkbox"/> ₇	Other (Please specify)	<input type="checkbox"/> ₉₅

Q19. How did you find out about the service/organisation you went to? PLEASE TICK AS MANY BOXES AS APPLICABLE

Friend or relative	<input type="checkbox"/> ₁	Local Newspaper	<input type="checkbox"/> ₂
National Newspaper	<input type="checkbox"/> ₃	Internet	<input type="checkbox"/> ₄
Magazine	<input type="checkbox"/> ₅	Local Radio	<input type="checkbox"/> ₆
National Radio	<input type="checkbox"/> ₇	Yellow Pages	<input type="checkbox"/> ₈
Referred or directed to it by an official agency/person (e.g. Council, Citizens Advice Bureau)	<input type="checkbox"/> ₉	Previous experience	<input type="checkbox"/> ₁₀
Walked in off the street	<input type="checkbox"/> ₁₁	Always known of it	<input type="checkbox"/> ₁₂
Other (Please specify)	<input type="checkbox"/> ₉₅	Don't know/can't remember	<input type="checkbox"/> ₉₇

NOW PLEASE GO TO Q21

Q20. If you did not obtain help with your (most recent) problem, why was this?
PLEASE TICK ONE BOX

<hr/> Sought help, but could not obtain it	<input type="checkbox"/>	₁	<hr/> Didn't know where to go, or how to get help	<input type="checkbox"/>	₂
<hr/> Too expensive / worried about costs	<input type="checkbox"/>	₃	<hr/> Didn't think anything could be done	<input type="checkbox"/>	₄
<hr/> Didn't trust anybody to help	<input type="checkbox"/>	₅	<hr/> Problem not serious enough	<input type="checkbox"/>	₆
<hr/> Dealt with the problem myself	<input type="checkbox"/>	₇	<hr/> Problem was resolved before I got around to seeking help	<input type="checkbox"/>	₈
<hr/> Language problems	<input type="checkbox"/>	₉	<hr/> Couldn't be bothered	<input type="checkbox"/>	₁₀
<hr/> Couldn't get to advice service because of caring responsibilities / disability	<input type="checkbox"/>	₁₁	<hr/> Couldn't get to advice service because of transport difficulties	<input type="checkbox"/>	₁₂
<hr/> Too busy	<input type="checkbox"/>	₁₃	<hr/> Other (Please specify)	<input type="checkbox"/>	₉₅
<hr/>			<hr/>		

Q21. Did you obtain any information from the following in relation to your (most recent) problem/dispute? PLEASE TICK AS MANY BOXES AS APPLICABLE

<hr/> Leaflet/brochure	<input type="checkbox"/>	₁
<hr/> Website (Please specify site)	<input type="checkbox"/>	₂
<hr/>		
<hr/> Solicitor	<input type="checkbox"/>	₃
<hr/> Friend or relative	<input type="checkbox"/>	₄
<hr/> Doctor	<input type="checkbox"/>	₅
<hr/> Police	<input type="checkbox"/>	₆
<hr/> Advice Agency (e.g. Citizens Advice Bureau, ABLE) (Please specify organisation)	<input type="checkbox"/>	₇
<hr/>		
<hr/> Public library	<input type="checkbox"/>	₈
<hr/> Member of Parliament (MP)	<input type="checkbox"/>	₉
<hr/> Local Councillor (e.g. Parish or County Councillor)	<input type="checkbox"/>	₁₀
<hr/> Council (e.g. Trading standards, Housing Office) (Please specify department)	<input type="checkbox"/>	₁₁
<hr/>		
<hr/> Info in Herefordshire (e.g. a One Stop Shop)	<input type="checkbox"/>	₁₂
<hr/> Church/Religious leader	<input type="checkbox"/>	₁₃
<hr/> Other public authority (e.g. Parish / Town Council)	<input type="checkbox"/>	₁₄

Please continue..

Trade Union or professional body **(Please specify organisation)**

₁₅

Other non-profit organisation (e.g. Housing Association)
(Please specify organisation)

₁₆

Other organisation / individual **(Please specify organisation)**

₉₅

SECTION B: BEREAVEMENT SERVICES

Herefordshire Council’s Bereavement Services has submitted a proposal for a new crematorium to replace the current facility at Westfaling Street.

A new design is needed, as with room for just 60 people the current chapel is too small with mourners often having to stand outside as the service is relayed over a loud speaker. There would also be improved waiting room and toilet facilities.

The following questions will be used in conjunction with input from other sources to ensure the needs of the community are met wherever possible.

Q22. Would you prefer one big chapel with the potential to reduce the size by partitioning or two different sizes of chapels? PLEASE TICK ONE BOX

One big chapel ₁

Two different sized chapels ₂

Don’t know/no opinion ₃

Q23. There is currently a cross in the crematorium chapel, which on occasions is covered with a curtain. Should a chapel be provided with no religious symbols? PLEASE TICK ONE BOX

Yes ₁

Keep with existing system of being able to cover symbols ₂

Don’t know/no opinion ₃

Q24. What special requirements should be provided for religious groups or mourners by the crematorium? PLEASE WRITE IN BELOW

Q25. Should the crematorium be designed such that if necessary the coffin can be viewed entering the cremator? PLEASE TICK ONE BOX

Yes ₁

No ₂

Don’t know/no opinion ₃

Q26. Should a function room be provided for use after the ceremony? PLEASE TICK ONE BOX

<input type="checkbox"/> <u>Yes</u>	<input type="checkbox"/> <u>No</u>	<input type="checkbox"/> <u>Don't know/no opinion</u>
1	2	3

Q27. If yes, what sort of facilities should it have? PLEASE WRITE IN BELOW

Q28. Different religions/beliefs have different burial requirements. Is this something Bereavement Services should consider? PLEASE TICK ONE BOX

<input type="checkbox"/> <u>Yes</u>	<input type="checkbox"/> <u>No</u>	<input type="checkbox"/> <u>Don't know/no opinion</u>
1	2	3

Q29. If 'yes' please specify particular requirements? PLEASE WRITE IN BELOW

Q30. Should we consider providing an area for 'green' burials i.e. without a head stone or marker? PLEASE TICK ONE BOX

<input type="checkbox"/> <u>Yes</u>	<input type="checkbox"/> <u>No</u>	<input type="checkbox"/> <u>Don't know/no opinion</u>
1	2	3

SECTION C: VIEWS ABOUT YOUR COMMUNITY

Q31. To what extent do you agree or disagree that Herefordshire Council does enough to give local people the opportunity to influence important decisions? PLEASE TICK ONE BOX

Strongly agree	<input type="checkbox"/> 5
Slightly agree	<input type="checkbox"/> 4
Neither agree nor disagree	<input type="checkbox"/> 3
Slightly disagree	<input type="checkbox"/> 2
Strongly disagree	<input type="checkbox"/> 1
Don't know	<input type="checkbox"/> 6