



**HV0607:  
The 14<sup>th</sup> Herefordshire Voice Survey Report  
of July 2006**

**Cultural & Recreational Services,  
Public Transport and Volunteering**

**Issue 1**

Herefordshire Council Research Team  
November 2006

## **Contents**

Introduction .....	5
Background .....	5
Methodology .....	5
Presentation of results .....	6
Respondent Profile .....	7
Cultural & Recreational Services .....	9
Libraries .....	9
Museums and Galleries .....	15
Sports and Leisure Facilities .....	20
Parks and open spaces .....	25
The Courtyard Centre for the Arts .....	32
Festivals and Events .....	33
Public Transport .....	36
Public Transport Information .....	36
The Local Bus Service .....	42
Volunteering .....	49
Other Topics .....	60
Appendix: The Questionnaire .....	61

## Executive Summary

- The main aim of the 14<sup>th</sup> Herefordshire Voice survey was to investigate in greater detail the results obtained from Herefordshire Council's 2005-06 "Herefordshire Satisfaction Survey", focussing on specific aspects of Cultural and Recreational Services, Public Transport and Volunteering.
- Particular areas of interest covered in this survey include cultural and recreational services, public transport, and volunteering.
- A questionnaire was sent to all 1,274 members of the Herefordshire Voice citizens' panel, in July 2006.
- From the 1,260 'valid' panel addresses, 934 surveys were returned; a response rate of 74.1%.

### Cultural and Recreational Services

- Respondents thought the aspect of libraries most in need of improvement was the range of books, followed by opening hours, information about the services, and the range of films and talking books.
- 61% of respondents were satisfied with libraries and library services overall.
- Respondents thought the aspect of museums and galleries most in need of improvement was the variety of exhibitions, followed by the frequency with which permanent exhibitions were changed, and the space available for displays.
- 40% of respondents were satisfied with museums and galleries overall.
- Respondents thought the aspect of sports and leisure most in need of improvement was the quality of the facilities, followed by information about services, availability for use, and value for money.
- 43% of respondents were satisfied with sports and leisure facilities overall.
- Respondents thought the aspect of parks and open spaces most in need of improvement was the accessibility of footpaths, followed by information about facilities and services, and the maintenance of playgrounds.
- 69% of respondents were satisfied with parks and open spaces overall.

### Public Transport

- Of the various sources of public transport information, the booklets and information at bus stops are the most used, most in need of improvement and most preferred sources.
- Overall around 40% of the panellists are fairly or very satisfied with the provision of public transport information compared with 15% who are fairly or very dissatisfied.

- Over half the panellists had not used local buses in the last 12 months.
- Of the respondents who use the bus service, the most common *main* reason was when they were unable to use their own transport (33%) followed by avoidance of the need to park (17%) and due to not driving (13%).
- Of the respondents who don't regularly use the bus service, the main reason for not doing so was that buses are too infrequent or not at the right times (25%). Next most common was the convenience of - or simply possession of - their own car.
- Frequency of service and being able to rely on arriving on time are the most commonly identified high priority improvements needed.
- Overall, a third of the panellists are fairly or very satisfied with the bus service and 15% fairly or very dissatisfied.
- 60% of users are fairly or very satisfied, compared with 15% who are fairly or very dissatisfied.

#### Volunteering

- 38% of respondents had volunteered "formally" in the last 12 months. 70% of respondents had volunteered "informally" in the same time period.
- Of those respondents who had ever volunteered "formally", the most common reason for doing so was a desire to help a specific person or group, followed by wanting to help the local community, and getting personal satisfaction from helping others.
- The thing that would encourage most respondents to volunteer, or to volunteer more than they currently do, is knowing that they could provide help on an occasional basis. This is followed by knowing they weren't committing to giving too much time.

## **Introduction**

### **Background**

The Herefordshire Partnership is a group of key local and regional organisations, who work to further the interests of people who live or work in Herefordshire, and visitors to the County. Partner organisations include, among others, Herefordshire Council, West Mercia Police, the Chamber of Commerce and the Primary Care Trust. In 2000, the Partnership recruited a citizens' panel, which later became known as Herefordshire Voice. The aim was to set up a group of around 1000 Herefordshire residents who could be regularly consulted on a range of issues that affect partner organisations and the people of Herefordshire. Demographic data about panellists is collected at the time of recruitment, to allow the survey results to be analysed in more depth without having to repeat questions in each survey. Panellists who have been members the longest are periodically replaced with new members, to ensure that conditioning effects are kept to a minimum.

This report presents the findings of the 14<sup>th</sup> survey of the panel. The main aim of this survey was to investigate in greater detail the results that were obtained from Herefordshire Council's 2005-06 "Herefordshire Satisfaction Survey". Particular areas of interest were highlighted by Council departments as being cultural & recreational services, public transport and volunteering.

This is the first survey that has been carried out since management of the panel was brought in-house to Herefordshire Council Research Team. The survey also follows a major refreshment of panel members, so for the majority, this is the first Herefordshire Voice survey to which they have replied.

A copy of the questionnaire can be seen in the appendix, at the end of this report.

### **Methodology**

The current panel of 1,274 members were sent a copy of HV0607 "Cultural & Recreational Services, Public Transport and Volunteering" in July 2006. Approximately two weeks after the initial mail out, a reminder letter was sent to those who had not yet replied. After the survey closed, it was discovered that 14 cases were not valid; 11 names had been duplicated on the list of panellists, and 3 people were not known at the address to which the survey was sent. This means there were in fact 1,260 valid members. A total of 934 questionnaires were returned, giving a response rate of 74.1%.

## **Presentation of results**

Percentages are presented rounded to the nearest whole number. It should be noted that this rounding occasionally produces apparent anomalies in the presentation of grouped categories. For example, if 10.4% of respondents were “very satisfied”, and 10.4% were “fairly satisfied”, these percentages would be presented in the table as 10% and 10%. However, when presented as the total who are “satisfied”, the correct figure would be  $10.4 + 10.4 = 20.8$ . Rounded to the nearest whole number, this would be quoted as 21%. Thus at a glance, it would appear that  $10 + 10 = 21$ . Such anomalies will never be more than 1 percentage point. Whenever a difference is visible between the quoted figure, and the figure obtained from adding two categories, the figure quoted in the commentary should be used.

The “base” is the number of respondents from which the percentages are calculated. Unless otherwise stated, the base is all respondents to the survey, i.e. 934.

## Respondent Profile

The profile of those Herefordshire Voice panellists that responded to this survey (HV0607) can be seen below. This is around 74% of the whole panel.

<b>Respondent profile</b>		
Total number of responses:	934	
	Number	%
<b>Gender</b>		
Male	439	47 %
Female	495	53 %
Not provided	0	0 %
<b>Age</b>		
18 – 24	9	1 %
25 – 44	197	21 %
45 – 64	379	41 %
65 – 74	140	15 %
75 and over	112	12 %
Not provided*	97	10 %
<b>Disability</b>		
Has disability	143	15 %
No disability	783	84 %
Not provided	8	1 %
<b>Long-term limiting illness</b>		
Has long-term limiting illness	84	9 %
No long-term limiting illness	517	55 %
Not provided*	333	36 %
<b>National identity</b>		
British	424	45 %
English	430	46 %
Welsh	40	4 %
Scottish	14	1 %
Irish	3	0 %
Other	11	1 %
Not provided	12	1 %
<b>Ethnicity**</b>		
White British	891	95 %
Other White background	14	1 %
All other backgrounds	2	0 %
Not provided	27	3 %

\* The majority of the “not provided” cases in these categories arise from inconsistencies in the way this data was collected, before management of the panel was transferred to the Research Team.

\*\* Note that ethnicity categories have been combined here to reflect panel responses. The questionnaire contained a more extensive list.

<b>Respondent profile (continued)</b>		
Total number of responses:	934	
	Number	%
<b>Length of residence in Herefordshire</b>		
Under 1 year	16	2 %
1 – 2 years	35	4 %
3 – 5 years	72	8 %
6 – 10 years	79	8 %
11 – 20 years	107	11 %
21+ years	361	39 %
Not provided*	264	28 %
<b>Housing tenure</b>		
Owned outright	358	38 %
Buying on a mortgage	266	28 %
Rented from Housing Association	63	7 %
Rented free as part of employment	1	0 %
Rented from private landlord	44	5 %
Other (please write in)	12	1 %
Not provided*	190	20 %
<b>Children aged 0 – 15 years in household</b>		
Yes	168	18 %
No	635	68 %
Not provided*	131	14 %
<b>Employment status</b>		
Employee in full-time job (more than 30 hours per week)	242	26 %
Employee in part-time job (under 30 hours per week)	122	13 %
Self employed full or part-time	123	13 %
Full-time education or training	6	1 %
Unemployed and available for work	5	1 %
Not working due to permanent sickness or disability	36	4 %
Wholly retired from work	344	37 %
Looking after the home / family, full time	43	5 %
Other	13	1 %
<b>Car or van normally available</b>		
Yes	787	84 %
No	102	11 %
Not provided	45	5 %

\* The majority of the “not provided” cases in these categories arise from inconsistencies in the way this data was collected, before management of the panel was transferred to the Research Team.

Respondents to this survey are roughly representative in terms of the gender breakdown of the county as a whole, but there is under-representation of younger age groups, particularly 18 – 24 year olds, and over representation of older age groups.

## Cultural & Recreational Services

This section of the questionnaire aimed to investigate levels of use of certain services and facilities; satisfaction with these facilities; and most importantly, to discover what improvements respondents considered necessary. This section was divided into subsections covering libraries; museums and galleries; sports and leisure facilities; parks and open spaces; The Courtyard Centre for the Arts; and festivals and events.

Each subsection contained a brief overview of Herefordshire Council's role in each service, followed by a series of questions which followed the same general pattern.

### Libraries

Q1 How often have you used libraries or library services in Herefordshire in the last 12 months?	
Almost every day	1 %
At least once a week	9 %
About once a month	28 %
Within the last 6 months	15 %
Within the last year	8 %
Longer ago	18 %
Never used	18 %
Don't know	1 %
Not answered	1 %

The results from this question are used to divide respondents into library "users" and "non-users". Users are defined as those who have used the library at some point in the last 12 months. Non-users are those who have used the library longer ago, or never used it. This definition is consistent with that used in analysis of the BVPI Satisfaction Survey. Using this definition, 62% of respondents are library users.

Just under two thirds of respondents (63%) currently use libraries at least as often now as they did 3 years ago. Around a quarter of respondents (26%) use them less often now.

Q2 Compared to 3 years ago, do you currently use these more or less often than before?	
More often now	11 %
About the same	52 %
Less often now	26 %
Don't know	3 %
Not answered	7 %

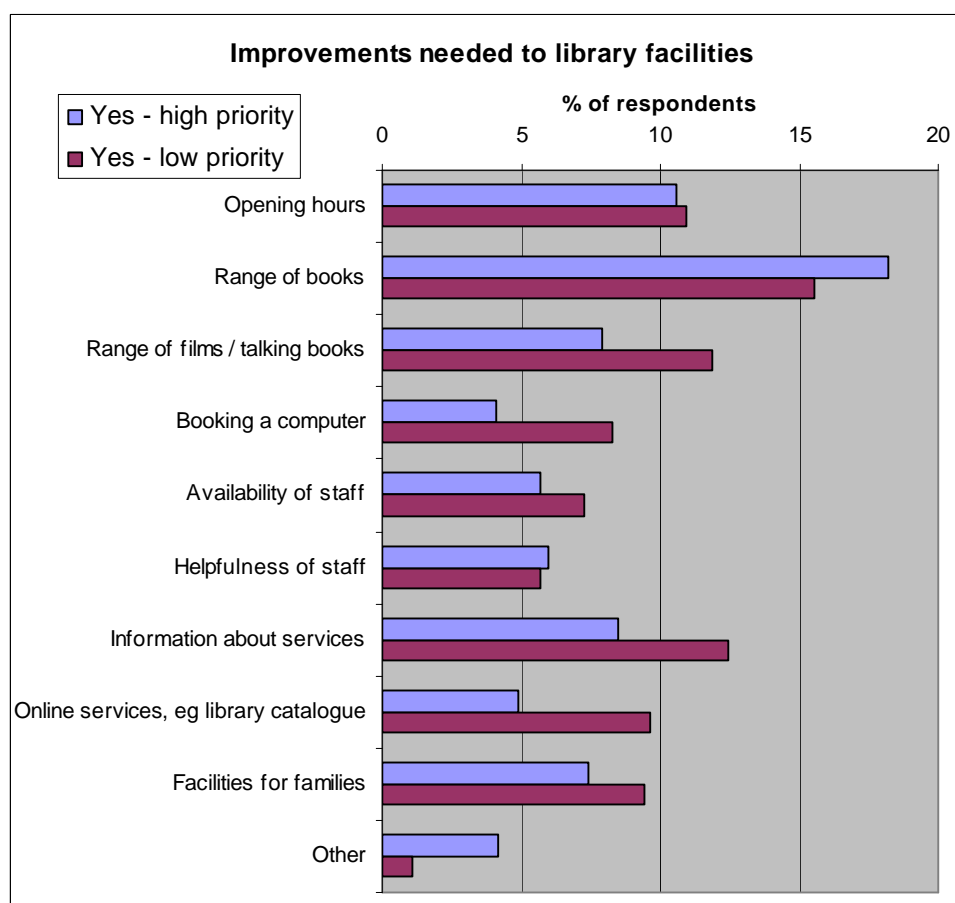
Q3 Have you used the library website or online services in the last 12 months?		
	All respondents:	Library users:
Yes	10 %	15 %
No	86 %	82 %
Don't know	1 %	0 %
Not answered	4 %	3 %
Base:	934	578

10% of all respondents have used the library website or online services in the last 12 months. When considering only library users, 15% have used one of these services.

Q4 Do you think improvements are needed to any of the following?					
	Yes - high priority	Yes - low priority	No - not needed	No opinion	Not answered
Opening hours	11 %	11 %	35 %	26 %	17 %
Range of books	18 %	16 %	22 %	26 %	18 %
Range of films / talking books	8 %	12 %	18 %	43 %	19 %
Booking a computer	4 %	8 %	17 %	51 %	19 %
Availability of staff	6 %	7 %	40 %	29 %	18 %
Helpfulness of staff	6 %	6 %	46 %	26 %	17 %
Information about services	8 %	12 %	32 %	28 %	19 %
Online services, e.g. library catalogue	5 %	10 %	20 %	45 %	20 %
Facilities for families	7 %	9 %	20 %	44 %	19 %
Other	4 %	1 %	3 %	18 %	73 %

The facility that the highest proportion of respondents regarded as needing improvement was the range of books: more than one third of respondents (34%) thought that improvements were needed, compared to 22% who felt that no improvement was needed.

22% of respondents thought opening hours should be improved, 21% thought the same of information about services, and 20% thought the range of films and talking books needed improvement.



Further analysis of improvements to libraries

It is possible to investigate whether certain types of people are more likely to consider that improvements are needed to some aspects of libraries and library services.

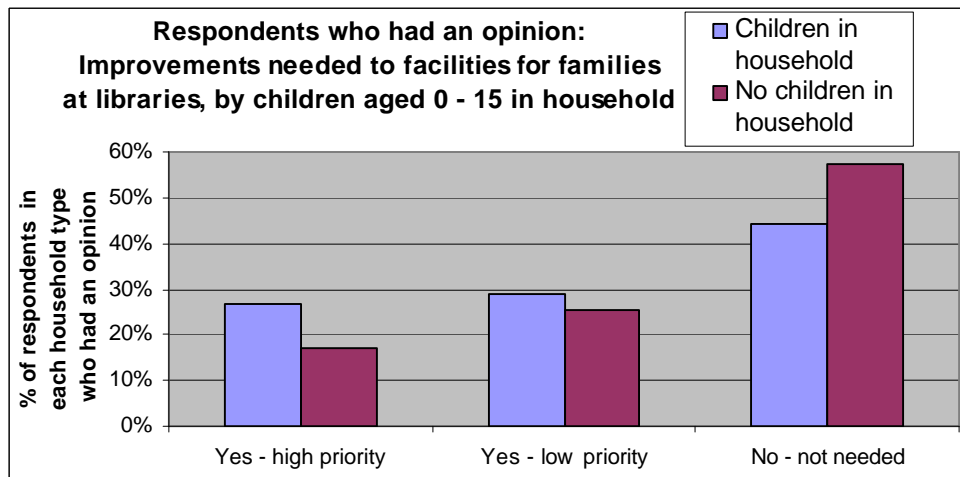
It might have been surmised that respondents who work, or are in education full or part time, would find it more difficult to get to a library than those who are retired, unemployed, or not working for other reasons. Workers might thus be more likely to consider improvements necessary to library opening hours than non-workers. However, no such relationship could be found.

It might be expected that respondents with children (aged 0 – 15 years) living in their household would have stronger opinions about the facilities for families available at libraries than respondents with no children in their household.

Respondents who had an opinion: Improvements needed to facilities for families at libraries, by children aged 0 – 15 in household.		
	Children in household:	No children in household:
Yes - high priority	27 %	17 %
Yes - low priority	29 %	26 %
No - not needed	44 %	57 %
Base:	97	207

In this analysis, respondents who did not have an opinion are excluded. This is because when included, any relationship is masked by the high numbers of “no opinion” and “not answered”, particularly

amongst those who do not have children living in their household. The result of excluding these cases is that the sample bases are relatively low.



Despite the low bases, a clear relationship can be seen. Respondents with children aged 0 – 15 living in their household are more likely to think that facilities for families at libraries need improvement, than respondents with no children.

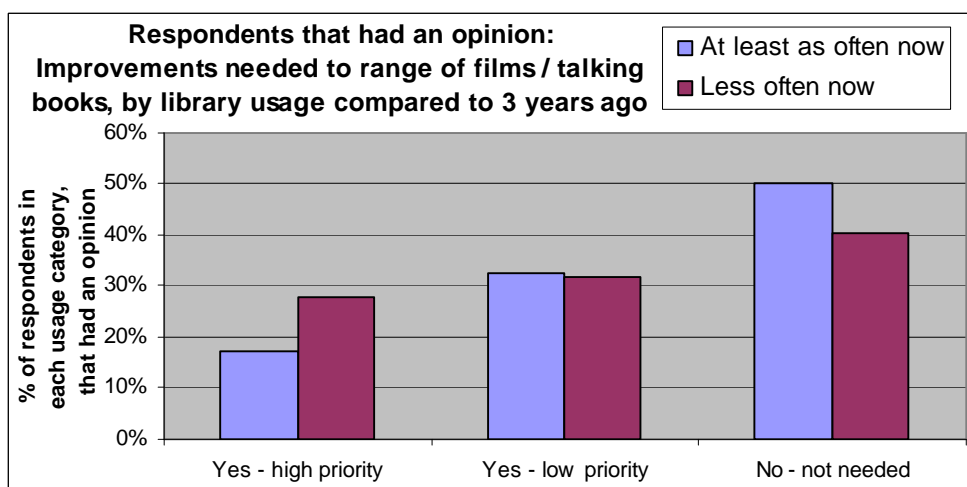
It should be noted that not having any 0 – 15 year olds living in the household does not necessarily mean that the respondent has no experience of children, or of the family facilities available at libraries.

It is possible to investigate whether respondents think improvements are necessary to the facilities, based on whether they use the library less often now than they did 3 years ago. For example, if a respondent has decreased their library usage in the past 3 years, and also suggested that improvements are necessary to, say, library opening hours, it may suggest that inconvenient opening hours are a contributory factor to their reduced usage. Note, however, that the existence of a relationship *does not* imply a causal link, and in this example it could not be claimed with any certainty that this respondent's decreased library usage was a result of the opening hours.

It was investigated whether this type of relationship existed in each of the possible improvement categories. Only those where a relationship was found are presented below. "At least as often now" is a combination of "more often now" and "about the same". "No opinion" and "not answered" have been excluded from these analyses. Note the low sample bases for "less often now".

Respondents who had an opinion: Improvements needed to the range of films / talking books, by library usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	17 %	28 %
Yes - low priority	32 %	32 %
No - not needed	50 %	40 %
Base:	247	94

There is some evidence that respondents who use libraries less often now are more likely to think that the range of films and talking books needs improvement, than those who use libraries at least as often now.



There is also some evidence that respondents who use libraries less often now are more likely to think that online services need some improvement, than those who use libraries at least as often now.

Respondents who had an opinion: Improvements needed to online services, e.g. library catalogue, by library usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	9 %	22 %
Yes - low priority	26 %	31 %
No - not needed	65 %	46 %
Base:	226	89

Again, there is some evidence that respondents who use libraries less often now are more likely to think that facilities for families are in need of improvement, than those who use libraries at least as often now.

Respondents who had an opinion: Improvements needed to facilities for families, by library usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	16 %	28 %
Yes - low priority	25 %	27 %
No - not needed	59 %	45 %
Base:	244	93

### Suggested Improvements to libraries

Respondents were asked for any suggestions they had on possible improvements to the listed services. The following is an overview of the main themes of these comments. Note that some comments are classified under more than one theme. A full list will be supplied to the relevant service areas.

#### *Suggested improvements to opening hours:*

92 comments were made. 42 were concerned with Monday opening, 27 with later opening hours in the evenings, 17 with weekend opening, and 5 with earlier opening in the mornings. 16 comments were on other themes, for example suggestions for specific libraries.

#### *Suggested improvements to the range of books:*

51 comments were made. 15 comments requested a specific type of book, 15 made general comments about the need for more books, 8 requested newer books, and 6 suggested a physically bigger library (i.e. greater floorspace). 12 comments were made on other themes, for example comments on ordering books from other libraries.

#### *Suggested improvements to the range of films / talking books:*

16 comments were made. 4 comments were requests for more talking books, 4 for more specialist or classic films, 2 for foreign films, and 1 for children's films. 6 comments were on other themes, for example unspecific requests for a wider selection.

#### *Suggested improvements to booking a computer:*

15 comments were made. 9 comments were general requests for more computers, 2 suggested alterations to the times they are available, 2 requested more information about computer use, and 2 suggested a priority system.

#### *Suggested improvements to the availability of staff:*

14 comments were made. 11 comments suggested that libraries are understaffed, 2 suggested an improvement to staff friendliness, 1 said a specific library was overstaffed at certain times, and 1 suggested the reallocation of staff within a library.

#### *Suggested improvements to the helpfulness of staff:*

9 comments were made. 4 suggested that staff could be rude or unfriendly, and 2 said they lacked the knowledge or experience required. 3 comments were positive praise of library staff.

#### *Suggested improvements to information about services:*

14 comments were made. 7 were general suggestions for greater publicity, 3 suggested leaflets through the door or left in public places, 2 suggested better information on how to find books, 1 suggested greater online publicity, and 1 suggested using "Herefordshire Matters".

*Suggested improvements to online services, e.g. the library catalogue:*

11 comments were made. 3 suggested greater publicity of the services available, and 2 requested an extension to the online services currently available. 6 comments were on other themes, for example specific concerns about the service.

*Suggested improvements to facilities for families:*

18 comments were made. 6 raised concerns about the physical space available for family use, 4 were concerned with toilet facilities, and 3 with pram or pushchair access. 7 comments were on other themes, for example suggesting a story telling session.

*Other suggested improvements:*

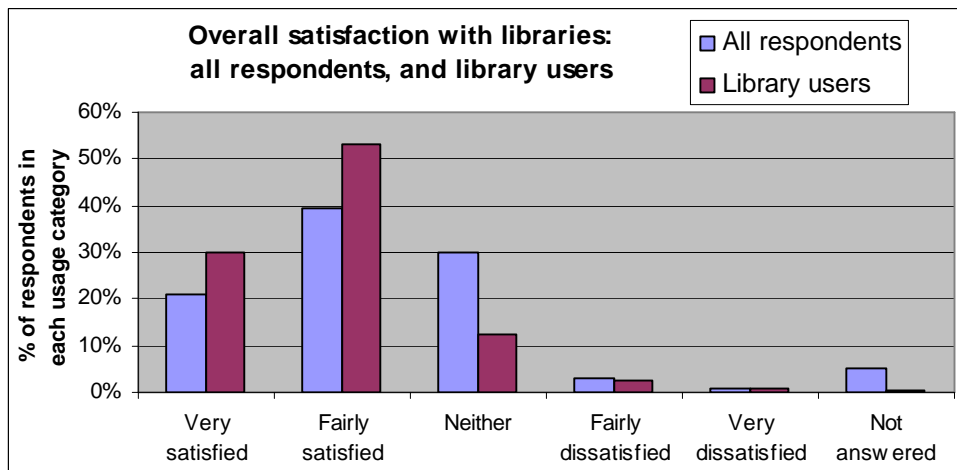
78 comments were made. 27 comments concerned the physical library buildings, 10 were about the mobile libraries, 10 were about access and parking, 7 were about the library contents, 3 were about online services, 2 were about publicity, and 2 were about the classes available. 23 comments were on other themes, for example suggested changes to library systems, and respondents' explanations of why they do not use the library.

Overall satisfaction with libraries

Q5 Overall, how satisfied or dissatisfied are you with libraries and library services in Herefordshire?	All respondents:	Library users:
Very satisfied	21 %	30 %
Fairly satisfied	40 %	53 %
Neither satisfied nor dissatisfied	30 %	13 %
Fairly dissatisfied	3 %	3 %
Very dissatisfied	1 %	1 %
Not answered	5 %	1 %
Base:	934	578

61% of all respondents are fairly or very satisfied with libraries and library services, compared to 4% who are fairly or very dissatisfied.

When considering library users only, 83% are satisfied, compared to 4% who are dissatisfied.



More than two thirds of respondents (69%) said that libraries and library services were fairly or very important to them overall, compared to 28% who said they had little or no importance.

Q6 How important are libraries and library services to you overall?	
Very important	31 %
Fairly important	39 %
Of little importance	21 %
Not important at all	6 %
Not answered	3 %

## Museums and Galleries

Question 7 was preceded by a list of the museums and galleries for which Herefordshire Council has responsibility. The question then focused only on these listed facilities, thus excluding facilities run by other organisations.

Q7 How often have you used any of the museums or galleries listed above in the last 12 months?	
Almost every day	0 %
At least once a week	1 %
About once a month	6 %
Within the last 6 months	19 %
Within the last year	17 %
Longer ago	25 %
Never used	29 %
Don't know	1 %
Not answered	1 %

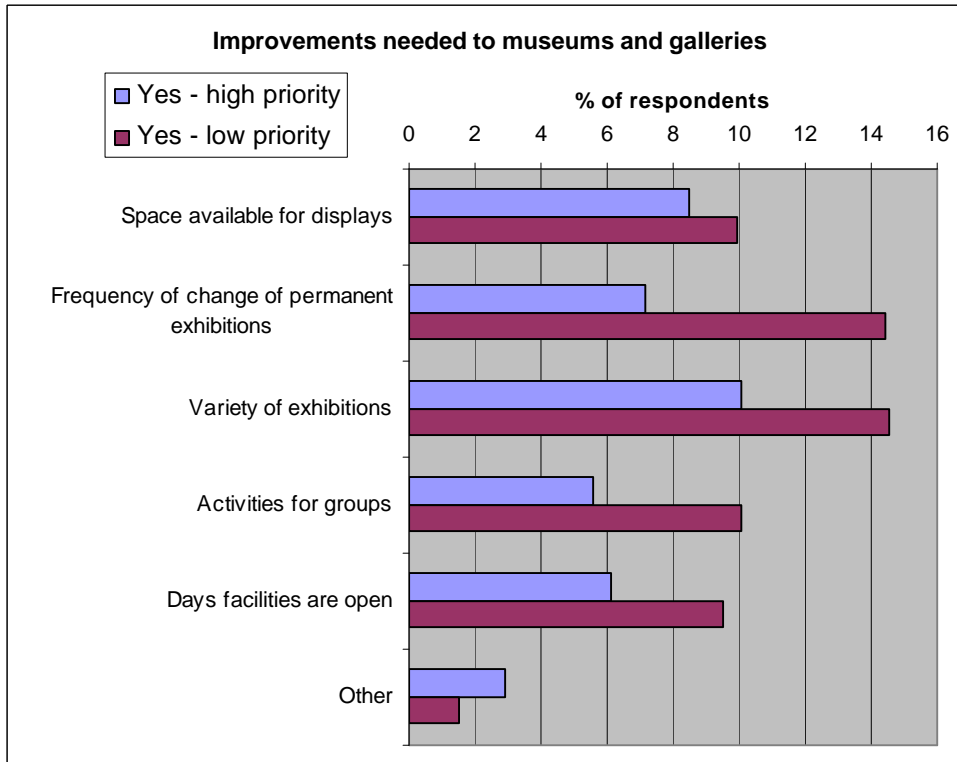
Users are defined as those who have used museums or galleries at some point in the last 12 months. Non-users are those who have used them longer ago, or never used them. Using this definition, 44% of respondents are museum and gallery "users", and 54% are "non-users".

More than half of respondents (58%) use museums and galleries at least as often now as they did 3 years ago. Around a quarter (24%) use them less often now.

Q8 Compared to 3 years ago, do you currently use these more or less often than before?	
More often now	3 %
About the same	55 %
Less often now	24 %
Don't know	7 %
Not answered	12 %

Q9 Do you think improvements are needed to any of the following?					
	Yes - high priority	Yes - low priority	No - not needed	No opinion	Not answered
Space available for displays	8 %	10 %	15 %	47 %	20 %
Frequency of change of permanent exhibitions	7 %	14 %	13 %	44 %	21 %
Variety of exhibitions	10 %	15 %	12 %	43 %	20 %
Activities for groups	6 %	10 %	12 %	51 %	21 %
Days facilities are open	6 %	10 %	16 %	47 %	22 %
Other	3 %	1 %	2 %	24 %	70 %

A quarter of respondents (25%) think improvements are needed to the variety of exhibitions, compared to 12% who do not think improvements are needed. 22% think improvements are needed to the frequency of change of permanent exhibitions, and 18% think the space available for displays needs improving.



### Further analysis of improvements to museums and galleries

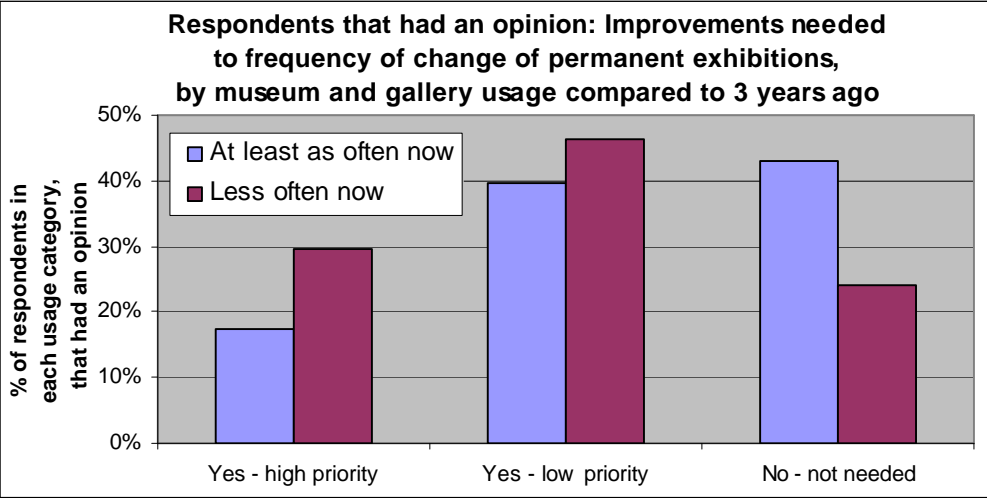
It was investigated whether any relationship existed between respondents' work status, and whether they thought improvements were needed to the days facilities are open. No relationship was found.

It is possible to investigate whether respondents think improvements are necessary to the facilities, based on whether they use museums and galleries less often now than they did 3 years ago. For example, if a respondent has decreased their museum and gallery usage in the past 3 years, and also suggested that improvements are necessary to, say, the space available for displays, it may suggest that a lack of space is a contributory factor to their reduced usage. Note, however, that the existence of a relationship *does not* imply a causal link, and in this example, it could not be claimed with any certainty that this respondent's decreased museum and gallery usage was a result of the space available for displays.

It was investigated whether this type of relationship existed in each of the possible improvement categories. Only those where a relationship was found are presented below. "At least as often now" is a combination of "more often now" and "about the same". "No opinion" and "not answered" have been excluded from these analyses. Note the low sample bases for "less often now".

Respondents who had an opinion: Improvements needed to frequency of change of permanent exhibitions, by museum and gallery usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	17 %	30 %
Yes - low priority	40 %	46 %
No - not needed	43 %	24 %
Base:	242	71

There is some evidence that respondents who use museums and galleries less often now are more likely to think that the frequency of change of permanent exhibitions needs improvement, than those who use them at least as often now.



Again, there is some evidence that respondents who use museums and galleries less often now are more likely to think that the variety of exhibitions needs some improvement, than those who use the facilities at least as often now.

Respondents who had an opinion: Improvements needed to variety of exhibitions, by museum and gallery usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	25 %	35 %
Yes - low priority	39 %	44 %
No - not needed	36 %	21 %
Base:	253	75

Respondents who had an opinion: Improvements needed to activities for groups, by museum and gallery usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	18 %	22 %
Yes - low priority	33 %	42 %
No - not needed	49 %	36 %
Base:	181	67

A similar pattern can be seen with activities for groups.

A similar pattern can be seen with the days the facilities are open.

Respondents who had an opinion: Improvements needed to days facilities are open, by museum and gallery usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	16 %	27 %
Yes - low priority	28 %	38 %
No - not needed	56 %	35 %
Base:	215	66

### Suggested improvements to museums and galleries

Respondents were asked for any suggestions they had on possible improvements to the listed services. The following is an overview of the main themes of these comments. Note that some comments are classified under more than one theme. A full list will be supplied to the relevant service areas.

#### *Suggested improvements to the space available for displays:*

19 comments were made. 11 comments were general suggestions and requests for more space, 2 suggested moving Hereford Library to allow more space for the museum, 2 said more space was needed for art collections, and 2 mentioned the museum stores. 5 comments were made on other themes, for example a suggestion for improving a specific collection.

#### *Suggested improvements to the frequency of change of permanent exhibitions:*

15 comments were made. 6 were suggestions for greater stock rotation or renewing of exhibits, 2 suggested bringing stored artefacts into exhibitions, 2 suggested better publicity, and 2 were general requests for more exhibits. 4 comments were made on other themes, for example a query regarding the apparent contradiction in changing permanent exhibitions.

#### *Suggested improvements to the variety of exhibitions:*

12 comments were made. 4 suggested improving publicity, 3 suggested more to involve local artists and students, and 3 were general requests for more exhibitions. 3 comments were made on other themes, for example providing more exhibitions aimed at children.

#### *Suggested improvements to activities for groups:*

6 comments were made. 3 suggested more activities for children, 2 suggested improving publicity, and 1 suggested varying the day activities are usually held.

#### *Suggested improvements to the days facilities are open:*

14 comments were made. 7 suggested weekend opening, 4 suggested Monday opening, 2 suggested evening opening, 2 were unspecific requests for longer opening hours, and 1 concerned term-time opening.

#### *Other suggested improvements:*

55 comments were made. 12 concerned publicity, 12 concerned the content of museums and galleries, 9 concerned access and parking, 7 were about the physical museum and gallery buildings, 5 were comments about a specific venue or exhibition, 3 were about the provision of services for children, 2 were about the cost of using facilities, and 2 were about museum and gallery staff. 9 comments were made on other themes, for example online services, and explanations of why the respondent does not visit museums or galleries.

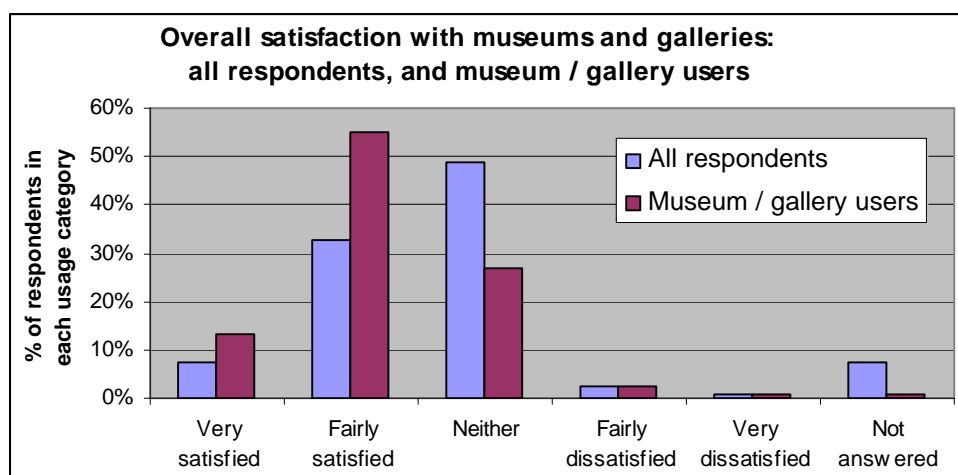
## Overall satisfaction with museums and galleries

**Q10 Overall, how satisfied or dissatisfied are you with the above museums and galleries in Herefordshire?**

	All respondents:	Museum and gallery users:
Very satisfied	8 %	13 %
Fairly satisfied	33 %	55 %
Neither satisfied nor dissatisfied	49 %	27 %
Fairly dissatisfied	2 %	3 %
Very dissatisfied	1 %	1 %
Not answered	7 %	1 %
Base:	934	410

40% of all respondents are fairly or very satisfied with the museums and galleries for which Herefordshire Council has responsibility, compared to 3% who are fairly or very dissatisfied.

When considering only those respondents who use museums and galleries, more than two thirds (69%) are fairly or very satisfied, compared to 4% who are fairly or very dissatisfied.



Almost two thirds of respondents (62%) consider museums and galleries to be fairly or very important, compared to just over one third (34%) who consider them to be of little or no importance.

**Q11 How important are museums and galleries to you overall?**

Very important	15 %
Fairly important	47 %
Of little importance	28 %
Not important at all	5 %
Not answered	5 %

## Sports and Leisure Facilities

**Q12** How often have you used sports and leisure facilities in Herefordshire in the last 12 months?

Almost every day	2 %
At least once a week	17 %
About once a month	8 %
Within the last 6 months	13 %
Within the last year	8 %
Longer ago	18 %
Never used	33 %
Don't know	0 %
Not answered	1 %

Users are defined as those who have used sports and leisure facilities at some point in the last 12 months. Non-users are those who have used them longer ago, or never used them. Using this definition, just under half of respondents (48%) are classified as users, compared to just over half (51%) who are non-users.

Just over half of respondents (51%) use sports and leisure facilities at least as often now as they did 3 years ago. 30% of respondents use these facilities less often now.

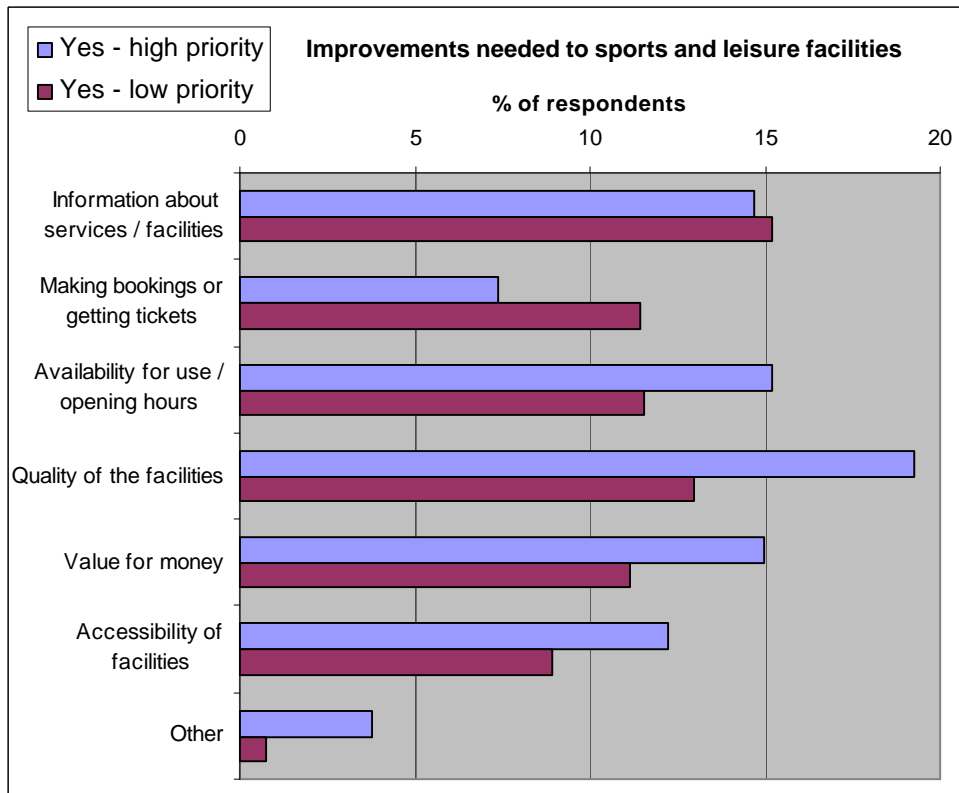
**Q13** Compared to 3 years ago, do you currently use these more or less often than before?

More often now	13 %
About the same	39 %
Less often now	30 %
Don't know	6 %
Not answered	13 %

**Q14** Do you think improvements are needed to any of the following?

	Yes - high priority	Yes - low priority	No - not needed	No opinion	Not answered
Information about services / facilities	15 %	15 %	22 %	30 %	19 %
Making bookings or getting tickets	7 %	11 %	24 %	36 %	21 %
Availability for use / opening hours	15 %	12 %	22 %	32 %	19 %
Quality of the facilities	19 %	13 %	17 %	30 %	20 %
Value for money	15 %	11 %	22 %	32 %	20 %
Accessibility of facilities	12 %	9 %	25 %	34 %	20 %
Other	4 %	1 %	3 %	18 %	74 %

Around one third of respondents (32%) thought that improvements were needed to the quality of sports and leisure facilities, compared to 17% who thought no improvements were needed. 30% thought that information about the services could be improved, 27% thought their availability for use could be improved, and 26% suggested improvements were needed to value for money.



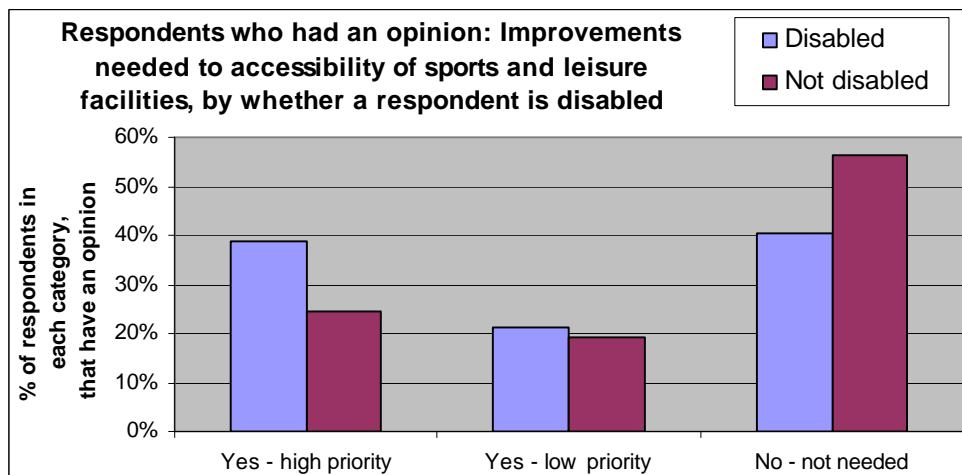
Further analysis of improvements to sports and leisure facilities

It was investigated whether any relationship existed between respondents' work status, and whether they thought improvements were needed to the availability for use or opening hours of sports and leisure facilities. No relationship was found.

Respondents who had an opinion: Improvements needed to accessibility of facilities, by whether a respondent is disabled.		
	Disabled:	Not disabled:
Yes - high priority	39%	25%
Yes - low priority	21%	19%
No - not needed	40%	56%
Base:	57	374

In the following analysis, respondents who did not have an opinion are excluded. This is because when included, any relationship is masked by the high numbers of "no opinion" and "not answered".

The result of excluding these cases is that the sample base for disabled respondents is very low. The results should thus be used with caution.



Although the sample base is very low, a relationship can be seen between respondents' disability and their opinion on the accessibility of sports and leisure facilities. Disabled respondents are more likely to say that improvements are needed than respondents who are not disabled.

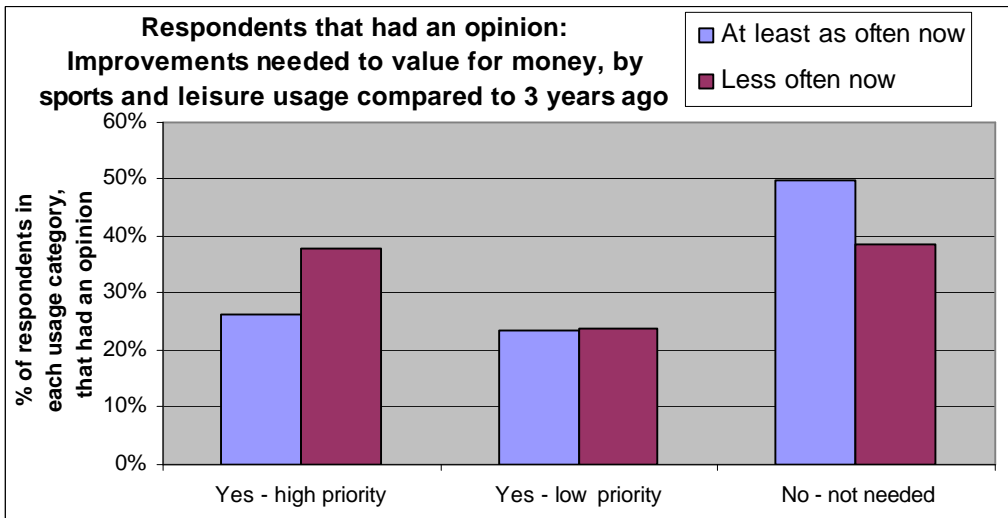
It is not clear whether respondents have interpreted "accessibility of facilities" as referring to the ease of getting to sports and leisure facilities from their home, to getting into and around the facilities, or whether it refers to the ease of taking part in activities at the facilities.

It is possible to investigate whether respondents think improvements are necessary, based on whether they use sports and leisure facilities less often now than they did 3 years ago. For example, if a respondent has decreased their sports and leisure facility usage in the past 3 years, and also suggested that improvements are necessary to, say, information about the services, it may suggest that a lack of information is a contributory factor to their reduced usage. Note, however, that the existence of a relationship *does not* imply a causal link, and in this example, it could not be claimed with any certainty that this respondent's decreased sports and leisure usage was a result of the information available.

It was investigated whether this type of relationship existed in each of the possible improvement categories. Only those where a relationship was found are presented below. "At least as often now" is a combination of "more often now" and "about the same". "No opinion" and "not answered" have been excluded from these analyses. Note the low sample base for "less often now".

Respondents who had an opinion: Improvements needed to value for money, by sports and leisure facility usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	26 %	38 %
Yes - low priority	24 %	24 %
No - not needed	50 %	38 %
Base:	284	143

There is some evidence that respondents who use sports and leisure facilities less often now are more likely to think that improvements are needed to value for money, than those who use them at least as often now.



### Suggested improvements to sports and leisure facilities

Respondents were asked for any suggestions they had on possible improvements to the listed services. The following is an overview of the main themes of these comments. Note that some comments are classified under more than one theme. A full list will be supplied to the relevant service areas.

#### *Suggested improvements to information about services / facilities:*

51 comments were made. There were 20 unspecific requests for greater publicity, 6 comments suggested using local newspapers and magazines, 5 suggested leaflets or flyers, 3 concerned improvements to online publicity, 3 concerned noticeboards, 2 suggested a greater emphasis on publicity in rural areas, and 2 suggested using local radio or television. 13 comments were made on other themes, for example the information given out by staff.

#### *Suggested improvements to making bookings or getting tickets:*

23 comments were made. 6 comments concerned difficulty in booking swimming lessons, 5 were about the speed and efficiency of the booking system, 3 concerned the telephone service, 3 suggested allowing earlier advance booking, and 2 suggested a priority system. 5 comments were made on other themes, for example record keeping.

#### *Suggested improvements to availability for use / opening hours:*

45 comments were made. 26 comments concerned swimming pool opening hours, 8 were unspecified requests for longer opening hours, 8 suggested longer hours at weekends, 6 suggested longer hours in the evenings, and 4 suggested earlier opening. 4 comments were made on other themes, for example the timing of swimming lessons.

#### *Suggested improvements to the quality of the facilities:*

74 comments were made. 28 comments were complaints at the level of cleanliness at facilities, with particular emphasis on swimming pools. 27 comments made reference to changing rooms, 15 were about the maintenance of the buildings, 7 were about the equipment available at facilities, and 5 made unspecific reference to necessary improvements. 13 comments were made on other themes, for example the air temperature at swimming pools.

#### *Suggested improvements to value for money:*

16 comments were made. 8 comments were complaints that the cost of using facilities was too high, 4 were suggestions for discounts for certain groups, 1 concerned the cost of membership, and 1 called the quality of some of the instruction into doubt. 2 comments were made on unrelated themes.

#### *Suggested improvements to the accessibility of facilities:*

28 comments were made. 7 were unspecific requests for improved access, 7 concerned access for elderly or disabled customers, 5 were about the availability of certain facilities in some areas, 4 were about car parking facilities, and 2 mentioned the lack of a lift in one facility. 4 comments were made on other themes, for example horse racing functions restricting access to the municipal golf course.

#### *Other suggested improvements:*

59 comments were made. 18 comments concerned the equipment and services available at facilities, 7 concerned access and parking, 7 were about the service provided by staff, and 6 were about the cleanliness of facilities. 24 comments were made on other themes, for example the range of classes available and the cost of using the facilities.

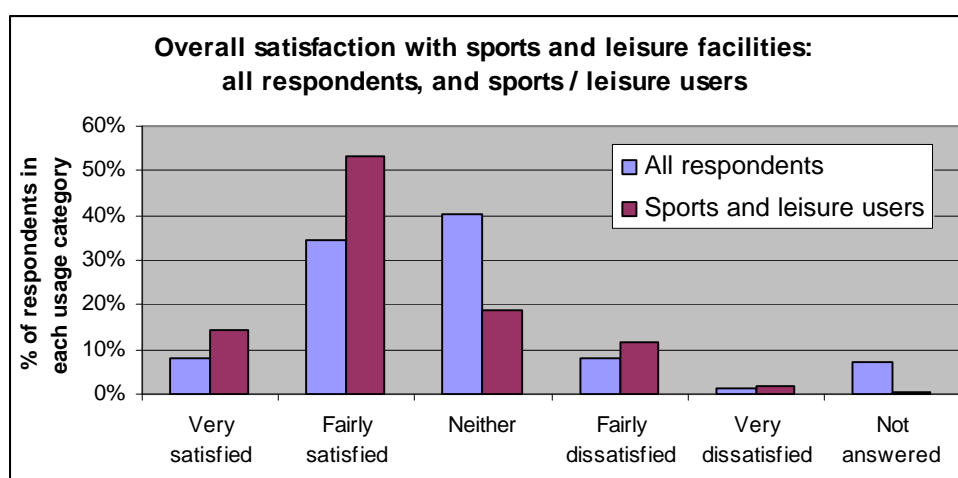
## Overall satisfaction with sports and leisure facilities

**Q15 Overall, how satisfied or dissatisfied are you with sports and leisure facilities in Herefordshire?**

	All respondents:	Sports and leisure users:
Very satisfied	8 %	14 %
Fairly satisfied	34 %	53 %
Neither satisfied nor dissatisfied	40 %	19 %
Fairly dissatisfied	8 %	11 %
Very dissatisfied	1 %	2 %
Not answered	7 %	0 %
Base:	934	445

43% of all respondents are fairly or very satisfied with sports and leisure facilities in Herefordshire, compared to 10% who are fairly or very dissatisfied.

More than two thirds (68%) of sports and leisure facility users are satisfied, compared to 13% who are dissatisfied.



60% of respondents consider sports and leisure facilities to be fairly or very important, compared to just over a third (35%) who consider them to have little or no importance.

**Q16 How important are sports and leisure facilities to you overall?**

Very important	24 %
Fairly important	36 %
Of little importance	27 %
Not important at all	8 %
Not answered	5 %

## Parks and open spaces

**Q17** How often have you used parks and open spaces in Herefordshire in the last 12 months?

Almost every day	10 %
At least once a week	25 %
About once a month	21 %
Within the last 6 months	16 %
Within the last year	9 %
Longer ago	6 %
Never used	8 %
Don't know	1 %
Not answered	2 %

Users are defined as those who have used parks and open spaces at some point in the last 12 months. Non-users are those who have used them longer ago, or never used them. Using this definition, 83% of respondents are classified as park and open space users, compared to 14% who are classified as non-users.

More than three quarters of respondents (77%) use parks and open spaces at least as often now as they did 3 years ago. In comparison, 15% use them less often now than 3 years ago.

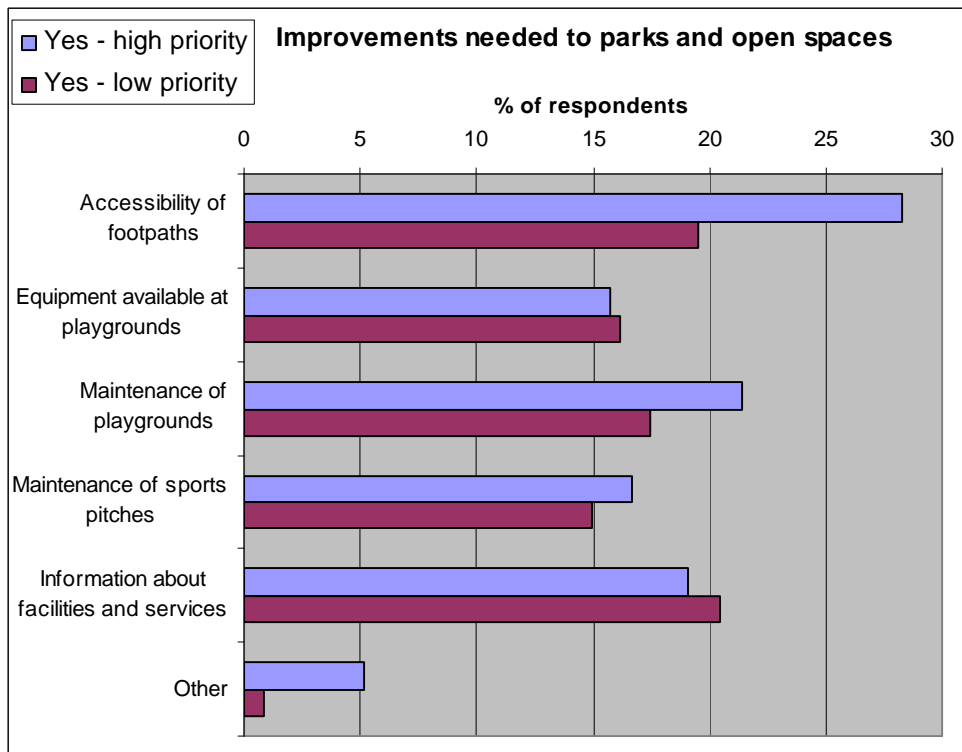
**Q18** Compared to 3 years ago, do you currently use these more or less often than before?

More often now	15 %
About the same	61 %
Less often now	15 %
Don't know	3 %
Not answered	5 %

**Q19** Do you think improvements are needed to any of the following?

	Yes - high priority	Yes - low priority	No - not needed	No opinion	Not answered
Accessibility of footpaths	28 %	19 %	25 %	16 %	12 %
Equipment available at playgrounds	16 %	16 %	19 %	35 %	14 %
Maintenance of playgrounds	21 %	17 %	16 %	32 %	13 %
Maintenance of sports pitches	17 %	15 %	18 %	37 %	13 %
Information about facilities and services	19 %	20 %	20 %	26 %	14 %
Other	5 %	1 %	2 %	15 %	76 %

Almost half of respondents (48%) think improvements are necessary to the accessibility of footpaths, compared to a quarter (25%) who do not think improvements are necessary. 40% of respondents think improvements are needed to information about facilities and services, and 39% think the same of the maintenance of playgrounds.

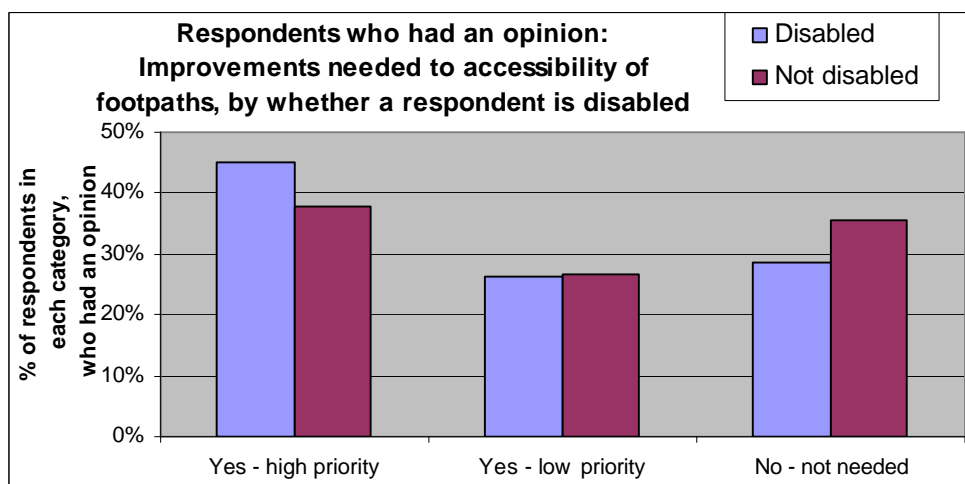


Further analysis of improvements to parks and open spaces

Respondents who had an opinion: Improvements needed to accessibility of footpaths, by whether a respondent is disabled.

	Disabled:	Not disabled:
Yes - high priority	45 %	38 %
Yes - low priority	26 %	27 %
No - not needed	29 %	35 %
Base:	91	585

In the following analyses, respondents who did not have an opinion are excluded. This is because when included, any relationship is masked by the high numbers of “no opinion” and “not answered”. The result of excluding these cases is that the sample base for disabled respondents is relatively low. The results should thus be used with caution.



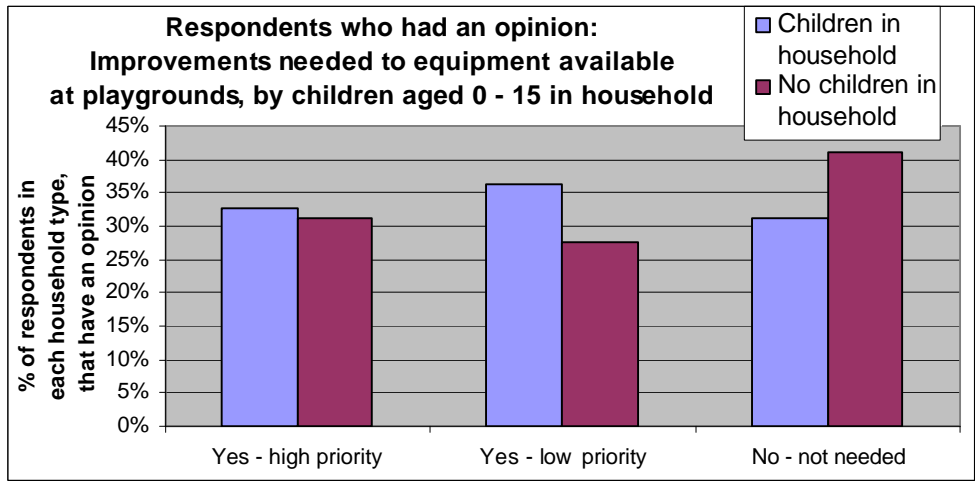
Despite the low base for disabled respondents, it can be seen that respondents who are disabled are more likely to think improvements are necessary to the accessibility of footpaths than respondents who are not disabled.

Respondents who had an opinion: Improvements needed to the equipment available at playgrounds, by children aged 0 – 15 in household.

	Children in household:	No children in household:
Yes - high priority	33 %	31 %
Yes - low priority	36 %	28 %
No - not needed	31 %	41 %
Base:	132	278

It can be seen that respondents who have children aged 0 – 15 living in their household are more likely to think that improvements are needed to the equipment available at playgrounds, than respondents who do not

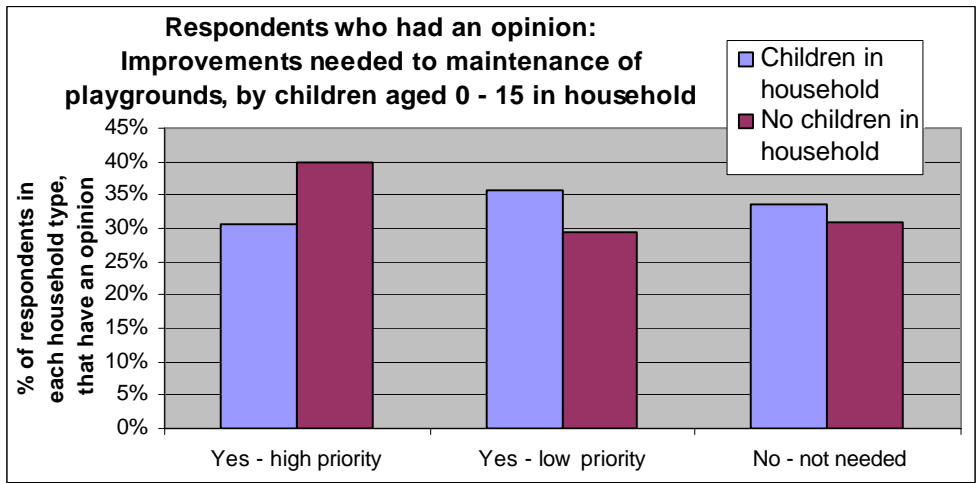
have children living at home. It should be noted that respondents who did not have an opinion on this matter are excluded from the analysis – so the difference is not just a result of people with children having more experience of the facilities.



Respondents with children are less likely to think that improvements are needed to the maintenance of playgrounds with high priority than those without children, but more likely to think they are needed with low priority.

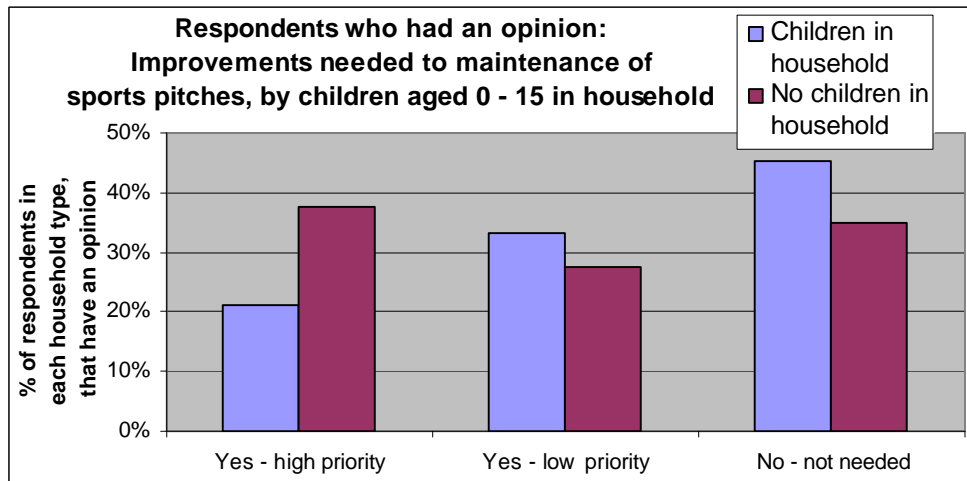
Respondents who had an opinion: Improvements needed to the maintenance of playgrounds, by children aged 0 – 15 in household.

	Children in household:	No children in household:
Yes - high priority	31 %	40 %
Yes - low priority	36 %	29 %
No - not needed	34 %	31 %
Base:	134	311



A similar pattern is seen with regard to the maintenance of sports pitches. Respondents with children are less likely to think improvements are a high priority than those without children, but more likely to think they are needed with low priority.

Respondents who had an opinion: Improvements needed to the maintenance of sports pitches, by children aged 0 – 15 in household.		
	Children in household:	No children in household:
Yes - high priority	21 %	37 %
Yes - low priority	33 %	27 %
No - not needed	45 %	35 %
Base:	108	291



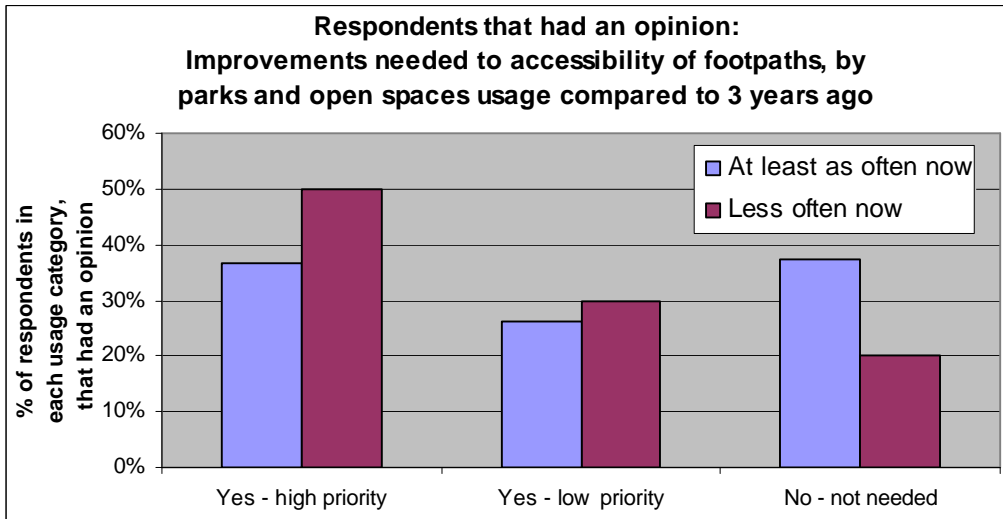
It is possible to investigate whether respondents think improvements are necessary, based on whether they use parks and open spaces less often now than they did 3 years ago. For example, if a respondent has decreased their park and open space usage in the past 3 years, and also suggested that improvements are necessary to, say, accessibility of footpaths, it may suggest that inaccessibility is a contributory factor to their reduced usage. Note, however, that the existence of a relationship *does not* imply a causal link, and in this example, it could not be claimed with any certainty that this respondent's decreased park and open space usage was a result of footpath accessibility.

It was investigated whether this type of relationship existed in each of the possible improvement categories. Only those where a relationship was found are presented below. "At least as often now" is a combination of "more often now" and "about the same". "No opinion" and "not answered" have been excluded from these analyses. Note the low sample bases for "less often now".

Respondents who had an opinion: Improvements needed to accessibility of footpaths, by park and open space usage compared to 3 years ago.

	At least as often now:	Less often now:
Yes - high priority	37 %	50 %
Yes - low priority	26 %	30 %
No - not needed	37 %	20 %
Base:	574	84

There is some evidence that respondents who use parks and open spaces less often now are more likely to think that improvements are needed to footpath accessibility, than those who use them at least as often now.



Again, there is some evidence that respondents who use parks and open spaces less often now are more likely to think that improvements are needed to the equipment available at playgrounds, than those who use them at least as often now.

Respondents who had an opinion: Improvements needed to equipment available at playgrounds, by park and open space usage compared to 3 years ago.

	At least as often now:	Less often now:
Yes - high priority	30 %	36 %
Yes - low priority	32 %	38 %
No - not needed	39 %	26 %
Base:	401	58

Respondents who had an opinion: Improvements needed to maintenance of playgrounds, by park and open space usage compared to 3 years ago.

	At least as often now:	Less often now:
Yes - high priority	37 %	48 %
Yes - low priority	31 %	36 %
No - not needed	32 %	16 %
Base:	436	67

A similar pattern can be seen with maintenance of playgrounds.

The same is true of the maintenance of sports pitches.

Respondents who had an opinion: Improvements needed to maintenance of sports pitches, by park and open space usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	32 %	41 %
Yes - low priority	29 %	33 %
No - not needed	39 %	26 %
Base:	395	58

Respondents who had an opinion: Improvements needed to information about facilities and services, by park and open space usage compared to 3 years ago.		
	At least as often now:	Less often now:
Yes - high priority	31 %	38 %
Yes - low priority	33 %	44 %
No - not needed	37 %	18 %
Base:	472	73

Also of information about facilities and services.

### Suggested improvements to parks and open spaces

Respondents were asked for any suggestions they had on possible improvements to the listed services. The following is an overview of the main themes of these comments. Note that some comments are classified under more than one theme. A full list will be supplied to the relevant service areas.

#### *Suggested improvements to the accessibility of footpaths:*

87 comments were made. 55 comments concerned the maintenance of footpaths, including keeping them clear of vegetation and litter, 13 concerned stiles and gates, 12 were about improving footpath signage, 5 highlighted a need for new or reinstated footpaths, 5 concerned footpath maps, and 2 concerned access for the disabled. 12 comments were made on other themes, for example suggesting closer working with landowners.

#### *Suggested improvements to the equipment available at playgrounds:*

27 comments were made. 9 suggested replacing older equipment, 7 were general requests for more equipment, 6 suggested providing more for teenagers, 2 suggested more for younger children, and 2 commented on the cleanliness of facilities. 2 comments were made on other themes, for example asking when Aylestone Park would be completed.

#### *Suggested improvements to the maintenance of playgrounds:*

33 comments were made. 15 comments concerned litter, 8 concerned graffiti and vandalism, 6 suggested regular checks of playgrounds to ensure their cleanliness, 5 were about dog fouling, 5 were about general maintenance, and 2 raised concerns about safety. 5 comments were made on other themes, for example a suggestion that more priority should be given to rural playgrounds.

#### *Suggested improvements to the maintenance of sports pitches:*

10 comments were made. 4 comments concerned the general maintenance of facilities, 2 suggested that grass could be cut more frequently, and 2 mentioned litter. 2 comments were made on other themes, for example a query as to whether there are fewer sports pitches than there used to be.

*Suggested improvements to information about facilities and services:*

26 comments were made. 5 comments suggested using local newspapers and magazines, 5 suggested producing guides and maps, 4 suggested using leaflets or flyers, 4 suggested improving on-site publicity, for example notice boards, and 4 were unspecific requests for greater publicity. 7 comments were made on other themes, for example a suggestion to improve online publicity.

*Other suggested improvements:*

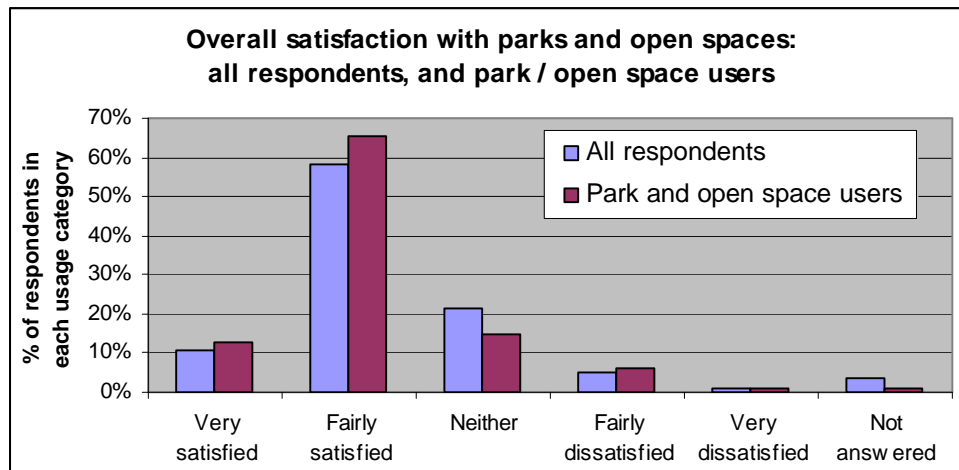
68 comments were made. 20 comments concerned the cleanliness of parks and open spaces, particularly with regard to litter, 13 concerned the equipment and furniture available in parks and open spaces, 7 were about access and parking, 4 were about the information available, 4 were concerns about a specific site, 3 were about cycle paths, 3 were about security, and 3 were about general maintenance of the facilities. 17 comments were made on other themes, for example the provision of flowers south of the river in Hereford, and enforcing by-laws with the use of fines.

Overall satisfaction with parks and open spaces

Q20 Overall, how satisfied or dissatisfied are you with parks and open spaces in Herefordshire?		
	All respondents:	Park and open space users:
Very satisfied	11 %	13 %
Fairly satisfied	58 %	65 %
Neither satisfied nor dissatisfied	21 %	15 %
Fairly dissatisfied	5 %	6 %
Very dissatisfied	1 %	1 %
Not answered	3 %	1 %
Base:	934	773

More than two thirds of respondents (69%) are fairly or very satisfied with parks and open spaces in Herefordshire, compared to 6% who are fairly or very dissatisfied.

More than three quarters of park and open space users (78%) are satisfied, compared to 7% who are dissatisfied.



88% of respondents think parks and open spaces are fairly or very important to them, compared to 9% who say they have little or no importance.

Q21 How important are parks and open spaces to you overall?	
Very important	49 %
Fairly important	39 %
Of little importance	7 %
Not important at all	2 %
Not answered	3 %

## The Courtyard Centre for the Arts

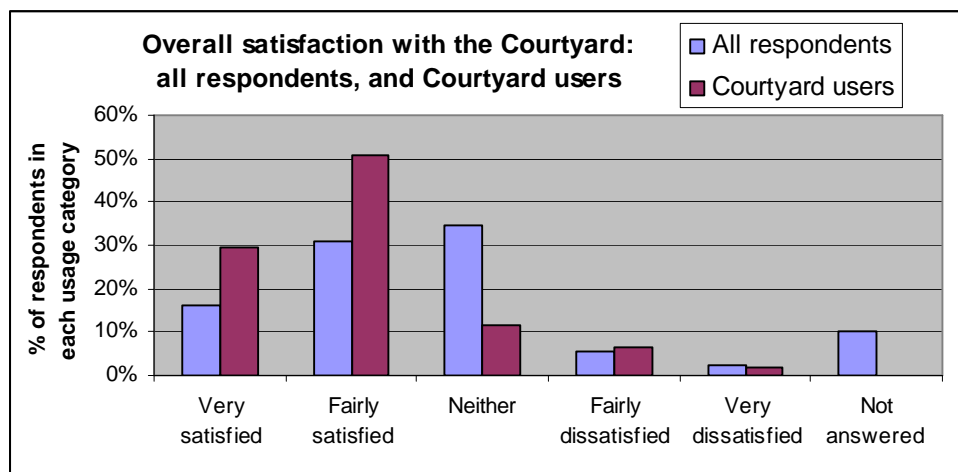
Q22 How often have you used the Courtyard in the last 12 months?	
Almost every day	0 %
At least once a week	2 %
About once a month	10 %
Within the last 6 months	25 %
Within the last year	15 %
Longer ago	16 %
Never used	31 %
Don't know	0 %
Not answered	1 %

Just over half of respondents (51%) are classified as users of the Courtyard Centre for the Arts, compared to 47% who are non-users.

Just under half of respondents (47%) are fairly or very satisfied with the Courtyard, compared to 8% who are fairly or very dissatisfied.

80% of Courtyard users are satisfied, compared to 8% dissatisfied.

Q23 Overall, how satisfied or dissatisfied are you with the Courtyard?		
	All respondents:	Courtyard users:
Very satisfied	16 %	29 %
Fairly satisfied	31 %	51 %
Neither satisfied nor dissatisfied	35 %	11 %
Fairly dissatisfied	6 %	6 %
Very dissatisfied	2 %	2 %
Not answered	10 %	0 %
Base:	934	480



## Festivals and Events

Q24 Have you ever attended or become involved with the following festivals or events?				
	Yes, within the last 12 months	Yes, longer ago	No	Not answered
h.Art	14 %	6 %	75 %	4 %
Walking Festival	4 %	4 %	85 %	7 %
Contemporary Craft Fair	9 %	8 %	78 %	5 %

20% of respondents have attended or become involved with h.Art (Herefordshire Art Week), 8% have attended the Walking Festival, and 18% have attended the Contemporary Craft Fair.

In the following tables, “users” of each festival or event are those who stated that they have attended or become involved in the last 12 months. Note the sample bases for festival users are variable, and in some cases very small.

19% of respondents are fairly or very satisfied with h.Art, compared to 1% who are fairly or very dissatisfied.

Of those that have attended or become involved in h.Art in the last 12 months, 86% are satisfied, compared to 5% dissatisfied.

Q25 Overall, how satisfied or dissatisfied are you with the following festivals and events: h.Art		
	All respondents:	h.Art users:
Very satisfied	7 %	46 %
Fairly satisfied	11 %	39 %
Neither satisfied nor dissatisfied	54 %	6 %
Fairly dissatisfied	1 %	5 %
Very dissatisfied	0 %	0 %
Not answered	26 %	4 %
Base:	934	132

Q25 Overall, how satisfied or dissatisfied are you with the following festivals and events:  
Walking Festival

	All respondents:	Walking Festival users:
Very satisfied	3 %	46 %
Fairly satisfied	6 %	49 %
Neither satisfied nor dissatisfied	60 %	5 %
Fairly dissatisfied	1 %	0 %
Very dissatisfied	0 %	0 %
Not answered	29 %	0 %
Base:	934	37

NOTE VERY LOW BASE

9% of respondents are fairly or very satisfied with the Walking Festival, compared to 1% who are fairly or very dissatisfied.

Of the 37 Walking Festival users, 95% are fairly or very satisfied, compared to 0% who are fairly or very dissatisfied.

16% of respondents are fairly or very satisfied with the Contemporary Craft Fair, compared to 1% who are fairly or very dissatisfied.

87% of Contemporary Craft Fair users are satisfied, compared to 5% who are dissatisfied.

Q25 Overall, how satisfied or dissatisfied are you with the following festivals and events: Contemporary Craft Fair		
	All respondents:	Contemporary Craft Fair users:
Very satisfied	7 %	45 %
Fairly satisfied	10 %	43 %
Neither satisfied nor dissatisfied	57 %	6 %
Fairly dissatisfied	1 %	3 %
Very dissatisfied	1 %	1 %
Not answered	25 %	2 %
Base:	934	87

### Comments concerning festivals and events

Respondents were given the opportunity to write in any other comments they wished to make regarding culture and recreation in Herefordshire. The following is an overview of the main themes of these comments. Note that some comments are classified under more than one theme. A full list will be supplied to the relevant service areas.

179 comments were made.

33 comments mentioned the limited publicity surrounding cultural and recreational events, eg *“Information - we had no idea these events were running”, “None of the above could have been advertised / promoted well as I was unaware of them and would have attended all three!”* and *“We have a walking festival??!”*

25 comments concerned the range of events on offer, particularly at the Courtyard, e.g. *“The Courtyard used to have some very good shows, but not any more. I used to go at least 4 times a year.”* and *“To make the Courtyard profitable you need to attract ordinary working class people with different shows, decent music events - just look at the programme - why don't the managers knock on ordinary doors and ask people's opinions. It's a joke, a clique within a clique.”*

There were 19 comments which were generally positive about the facilities and events in Herefordshire, e.g. *“I think that the Contemporary Craft Fair is of an amazingly high standard. h.Art provides a great opportunity to meet makers and visit parts of the county often off the beaten track. The walking festivals are wonderful and was the trigger for me to move from Gloucestershire!”* and *“There is almost too much to do! Information quite good, press libraries, TIC etc.”*

16 comments pointed to superior facilities outside of the county, e.g. *“We often go to Malvern theatre as they attract bigger names and Gloucester multiplex for films as the Hereford city cinema is of very poor quality.”* and *“We could learn a lot from Ludlow.”*

12 comments mentioned the parking facilities at the Courtyard, e.g. *“Bad PR to charge car parking at the courtyard in the evenings.”* and *“No parking charges at Courtyard theatre during evening performances. Parking should be free.”*

11 comments stated that the respondent did not use the facilities, e.g. *“Due to my age the previous items do not interest me.”*

9 mentioned the way funding is allocated to and within cultural and recreational facilities, e.g. *“Happy with current situation. But feel that money used for Courtyard is not provided at the expense of other possibly more important projects.”*

9 comments suggested there was a neglect of rural areas in favour of Hereford, e.g. *“I would like to see more community based cultural and recreational events more widely dispersed throughout the county.”*

8 comments concerned events targeted at children and teenagers, e.g. *“I would love children in schools to be involved in an art week - perhaps it could run along side h.Art, after all they are the artists of the future!”*

8 comments referred to the venues and physical buildings used, e.g. *“More lighting in St Peter’s Church for h.Art.”*

7 comments referred specifically to art, e.g. *“Seems the same artists regularly take part. Need to widen opportunities to exhibit other artists.”*

7 comments referred to perceived elitism, e.g. *“Culture should be inclusive not exclusive.”*

6 were concerned with the cost, e.g. *“Prices too high for pensioners.”*

6 mentioned the accessibility of facilities, e.g. *“In a wheel chair - waste of time to get around those events.”*

5 comments were made about footpaths and bridleways, 4 mentioned the cinema, 4 referred to the restaurant at the Courtyard, 4 mentioned Ross Festival, 2 referred to the re-paving work in High Town, and 2 mentioned litter and dog fouling.

There were 30 comments on other themes, for example comments about specific events, and suggestions for developing or improving culture and recreation in the county.

## **Public Transport**

This section is divided into two subsections, one covering public transport information and the other concerns the local bus service.

The public transport information subsection considers the respondents' awareness of information available, ease of access, satisfaction with the information provided and what improvements are considered necessary.

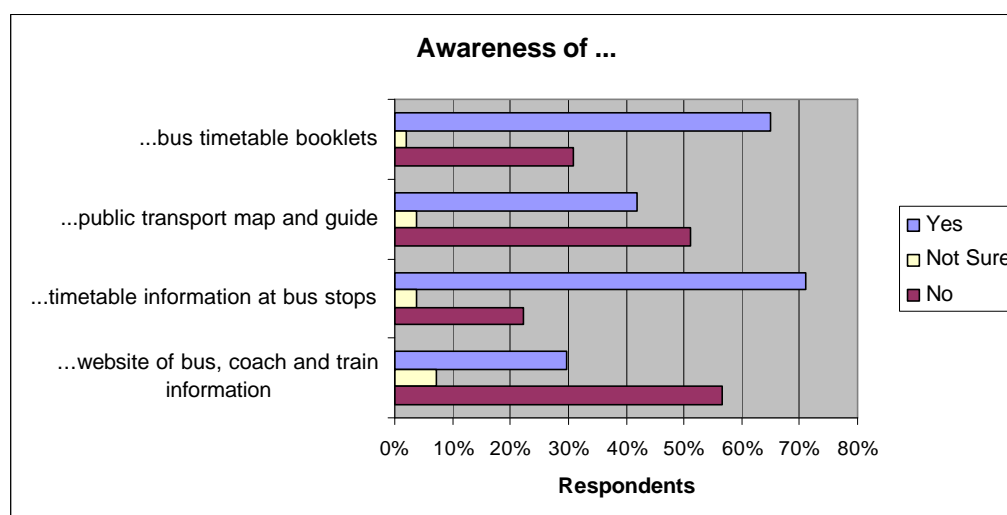
The local bus service subsection looks at panellists' reasons for using or not using the bus, satisfaction with aspects of the service and what improvements were considered necessary.

### **Public Transport Information**

The questionnaire provided a summary of the four main sources of public transport information available.

#### **Awareness of information sources**

Q27. Are you aware of ...				
	Yes	No	Not Sure	Not Answered
The bus timetable booklets	65 %	31 %	2 %	2 %
The public transport map and guide	42 %	51 %	4 %	3 %
The timetable information at bus stops	71 %	22 %	4 %	3 %
The website of bus, coach and train information	30 %	57 %	7 %	6 %

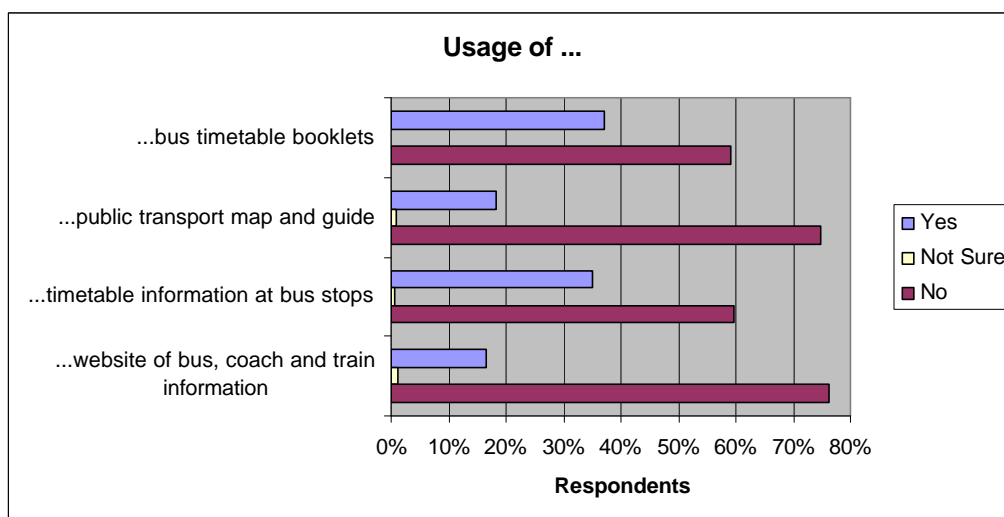


There is greatest awareness of timetable information at bus stops and of the booklets, with around two thirds of respondents being aware of each of these. Fewer than half (42%) of respondents are aware of the transport map and guide and fewer still (30%) of the website.

## Usage of Public Transport information

As can be seen from the table and chart below, the usage of the different sources of information follows a similar pattern to the awareness, but at much reduced levels. According to the respondents, most use is made of the timetable booklets and of the information at the bus stops with a little over a third (37% and 35% resp.) making use of each of these.

Q27. In the last 12 months, have you used ...				
	Yes	No	Not Sure	Not Answered
The bus timetable booklets	37 %	59 %	0 %	3 %
The public transport map and guide	18 %	75 %	1 %	6 %
The timetable information at bus stops	35 %	60 %	1 %	4 %
The website of bus, coach and train information	16 %	76 %	1 %	6 %



Analysis shows that of those respondents aware of the bus timetable booklets, 57% used them in the last 12 months. For the bus stop timetable information and the website the equivalent figure is around 50% but lower for the map and guide for which 42% of those aware did use them in the last year.

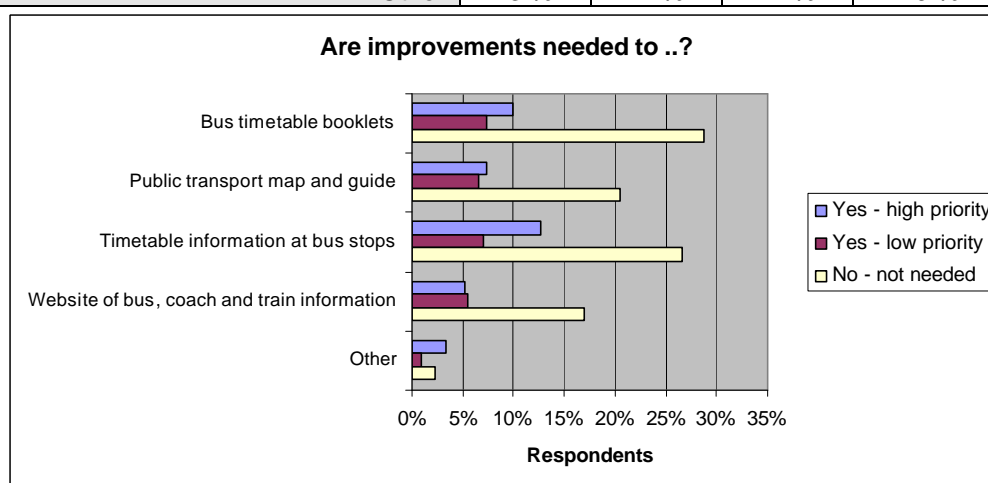
When analysing the results for users of the *local bus service*, a similar pattern emerges of the usage of the different sources, but unsurprisingly, the proportion of bus users using each information source is much higher. The following table shows the proportion of bus service users using each of the information sources.

Q27. In the last 12 months, have you used ... (Users of the <i>bus service</i> in the last 12 months only)				
Base = 415	Yes	No	Not Sure	Not Answered
The bus timetable booklets	65 %	31 %	0 %	4 %
The public transport map and guide	33 %	58 %	1 %	8 %
The timetable information at bus stops	68 %	27 %	1 %	5 %
The website of bus, coach and train information	23 %	66 %	2 %	10 %

## Improvements needed to public transport information

The following table and chart shows the views of the survey respondents on the need for improvements to the various formats of public transport information.

Q29. Do you think improvements are needed to ...					
	Yes - high priority	Yes - low priority	No - not needed	No opinion	Not answered
The bus timetable booklets	10 %	7 %	29 %	44 %	10 %
The public transport map and guide	7 %	7 %	21 %	54 %	12 %
The timetable information at bus stops	13 %	7 %	27 %	43 %	11 %
The website of bus, coach & train information	5 %	5 %	17 %	58 %	15 %
Other	3 %	1 %	2 %	19 %	74 %

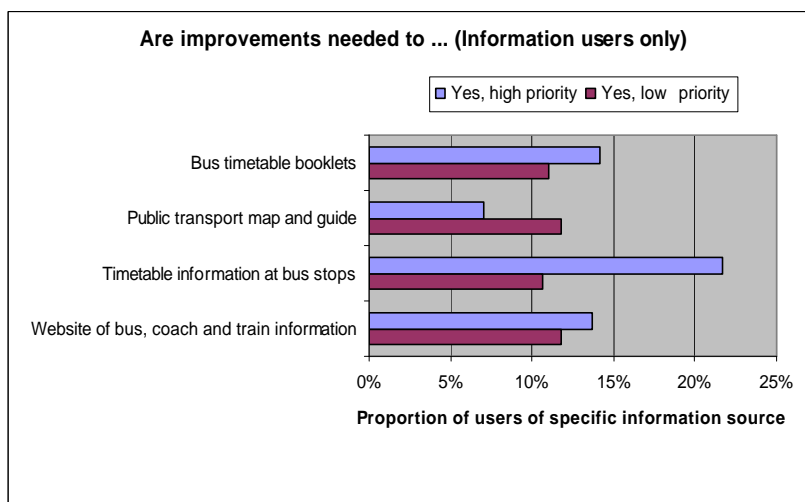


When considering all respondents to the survey, the greatest demand is for improvements to the timetable information at bus stops with 13% regarding this as a high priority and a further 7% as a low priority need. This is offset by a higher proportion (27%) who say that no improvement is needed. Improvements to the bus timetable booklets are the next highest priority with 10% considering these a high priority and a further 7% as a low priority requirement. Fewer people (21%) consider improvements to this to be unnecessary.

The responses can be separated into those who have used the particular source of transport information in the last 12 months and those who have not. The following table and chart shows the opinions of each of these groups of people.

Q29. Do you think improvements are needed to ... (By those who have used the information source and those who have not)						
	Used source of information			Not used source of information		
	Yes - high priority	Yes - low priority	Base	Yes - high priority	Yes - low priority	Base
The bus timetable booklets	14 %	11 %	346	7 %	5%	552
The public transport map and guide	7 %	12 %	170	7 %	6%	699
The timetable information at bus stops	22 %	11 %	328	7 %	5%	558
The website of bus, coach & train information	14 %	12 %	153	4 %	4%	711

When considering the views of those who have used each particular source of information, timetable information at bus stops is identified by nearly a quarter (22%) of its users as being a high priority for improvement. Timetable booklets and the website is identified as the next highest priority for improvement with 14% of the uses of each of these. There is little difference between the options when looking at those considered to need improvement but at a lower priority – about 12% of users identified each of these.



Analysis of the views on the need for improvements to the various sources comparing the views of those who have used the buses in the last 12 months and those who have not, shows a very similar picture to the views of those who have and have not used the information source.

When looking at non-users, the identified need for improvement is lower with booklets, maps and bus stop information all at around 7% of the non-users, and the website lower still at 4%. It is possible, but there is no evidence from the survey, that some of the 7% of people who have not used the information source, yet have identified it as a high priority for improvement are indicating that the need for improvement is a barrier to their using it. They may have tried and failed to use it successfully.

### Suggestions for improvement

#### *Suggested improvements for bus timetables*

The suggestions for the bus timetable booklets made by those considering improvements to be a high priority (users and non users) were mostly (about 20 comments) concerning improving their availability. They included suggestions that they should be printed in sufficient numbers to avoid running out, posted to all homes and be freely available on buses, supermarket kiosks or in village halls. Several people highlighted the need and difficulty to keep them current as the services frequently change and 4 comments requested larger or clearer print.

#### *Suggested improvements for public transport map and guide*

There were fewer suggestions (around 12) for these maps and guides, most concerned increasing their availability, including providing them on buses or at village halls.

#### *Suggested improvements for timetable information at bus stops*

The main suggestions were that the information should be at ALL bus stops (9 comments), it should be clearer and easier to read (9 comments) and it must be accurate and kept current (8 comments). Other suggestions include installing an automated system to say when the next bus is coming and the use of a text messaging system. Several people identified specific areas where there is no timetable information at the bus stops.

*Suggested improvements for the website of bus, coach and train information*

Most of the 20 or so suggestions relate to improving awareness of the site by increased publicity and more prominent links from other local sites. Other comments suggest that its ease of use needs to improve.

*Other suggestions*

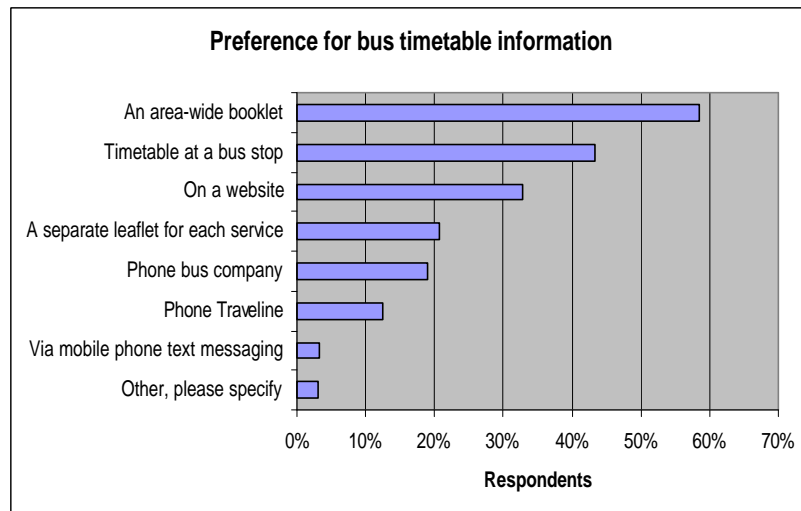
The suggestions cover a broad range - a full list will be provided to the relevant service areas. The more common suggestions were about increasing the provision of buses and information about them, and coordinating the times of buses. Other points raised were making it clear which services accept the pensioner passes and providing car parking at bus stops.

Preferences for obtaining bus timetable information

The panellists were asked to identify their preferences for obtaining bus timetable information from a list of options provided.

Q30. How would you prefer to obtain bus timetable information? (People could tick all applicable options)	
An area-wide booklet	58 %
Timetable at a bus stop	43 %
On a website	33 %
A separate leaflet for each service	21 %
Phone bus company	19 %
Phone Traveline	12 %
Via mobile phone text messaging	3 %
Other, please specify	3 %
Not answered	11 %

Most respondents (58%) prefer an area wide booklet; timetable information at bus stops and a website were the next highest preferences at 43% and 33% respectively. About 20% of respondents included separate leaflets or the ability to phone the bus company amongst their preferences.

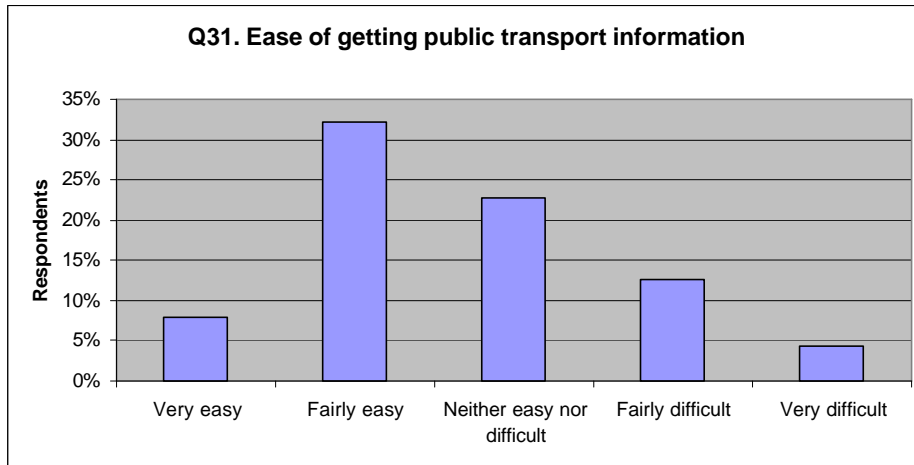


Further analysis shows that there is little difference in the preferences of people who have used the various sources of information in the last 12 months and those who have not.

### Ease of getting public transport information

About 40% of respondents find it very easy or fairly easy to get the public transport information that they need, compared with 17% who find it fairly or very difficult.

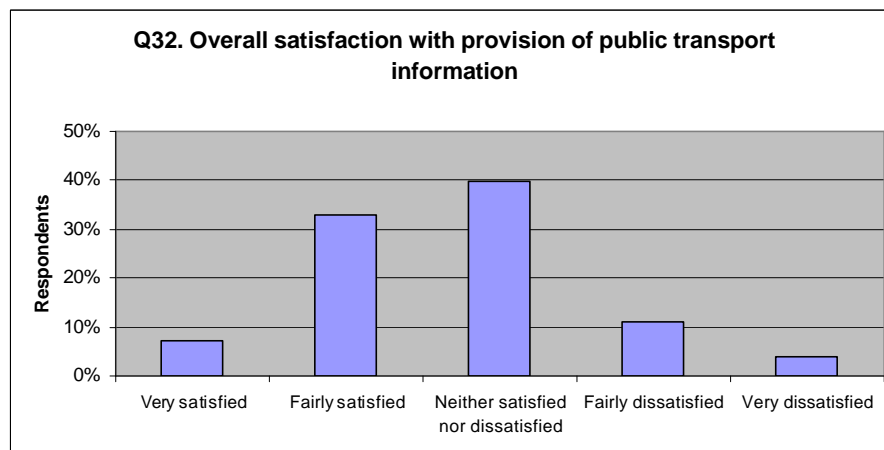
Q31. Overall, do you find it easy or difficult to get the public transport information you need?	
Very easy	8 %
Fairly easy	32 %
Neither easy nor difficult	23 %
Fairly difficult	13 %
Very difficult	4 %
Not applicable	17 %
Not answered	3 %



### Overall, how satisfied or dissatisfied are you with the provision of public transport information?

More respondents are satisfied with the provision of public transport information rather than dissatisfied. 40% say they are very or fairly satisfied, compared to 15% who are fairly or very dissatisfied. A large group (40%) are neither satisfied nor dissatisfied.

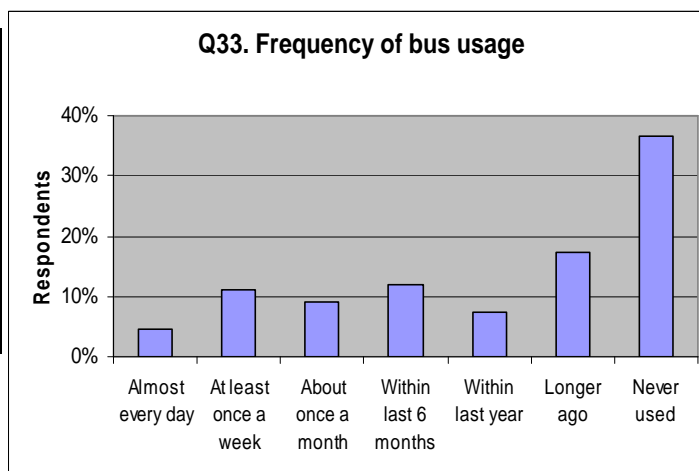
Q32. Overall, how satisfied or dissatisfied are you with the provision of public transport information?	
Very satisfied	7 %
Fairly satisfied	33 %
Neither satisfied nor dissatisfied	40 %
Fairly dissatisfied	11 %
Very dissatisfied	4 %
Not answered	5 %



## The Local Bus Service

### Frequency of use of the local bus service

Frequency of use of bus service	
Almost every day	5 %
At least once a week	11 %
About once a month	9 %
Within last 6 months	12 %
Within last year	7 %
Longer ago	17 %
Never used	37 %
Don't know	1 %
Not answered	1 %

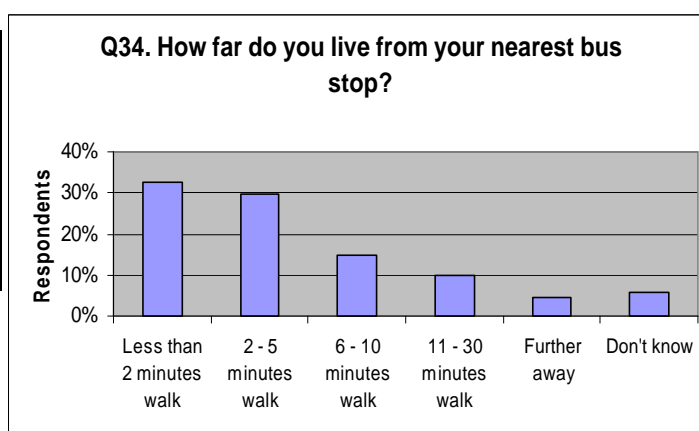


Over a third (37%) of respondents have never used the local buses. If non-users are defined as those who have not used them within the last 12 months, then over half or 54% of respondents are non-users.

One respondent in 20 uses the bus most days and a quarter of the panel have used a bus at least once a month.

### Distance from bus stop

Distance from bus stop	
< 2 minutes walk	33 %
2 - 5 minutes walk	30 %
6 - 10 minutes walk	15 %
11 - 30 minutes walk	10 %
Further away	5 %
Don't know	6 %
Not answered	3 %



Nearly two thirds (62%) of the panellists live within 5 minutes walk of a bus stop and over three quarters within 10 minutes while nearly 1 in 7 or 14% are more than 10 minutes walk away.

### Reasons for using the bus service

#### Main reason

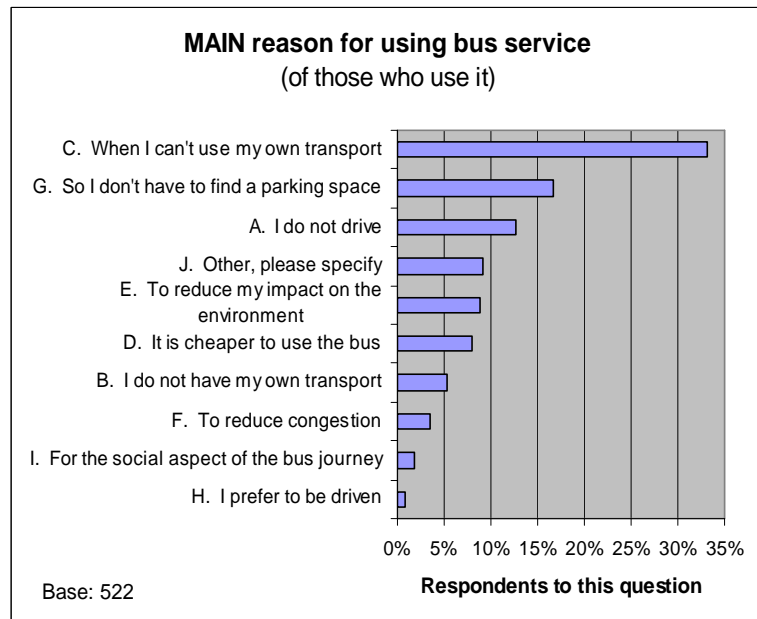
Those who use the bus service were asked for the single MAIN reason for using it. The most common reason, as indicated by around a third of respondents to this question, was being unable to use their own transport (such as car being serviced). As can be seen in the following table and chart, the next most common reasons were to avoid finding a parking space (17%) and not being a driver (16%).

MAIN reason for using bus service	% respondents to this question
C. When I can't use my own transport	33 %
G. So I don't have to find a parking space	17 %
A. I do not drive	13 %
J. Other, please specify	9 %
E. To reduce my impact on the environment	9 %
D. It is cheaper to use the bus	8 %
B. I do not have my own transport	5 %
F. To reduce congestion	3 %
I. For the social aspect of the bus journey	2 %
H. I prefer to be driven	1 %
Base = 522	

Unsurprisingly, the main reason for bus usage varies with the frequency of use. For those who use the bus almost daily, the main reason is predominantly either because they do not drive or lack of their own transport.

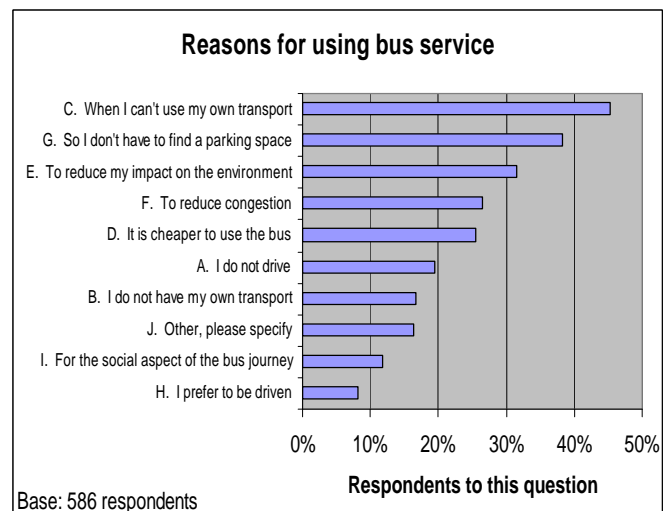
At the other end of the scale, with those who use the bus only very occasionally, i.e. within the last year or longer ago, the most common main reason is the occasions when they are unable to use their own transport.

For those in between - users at least weekly, monthly or within the last 6 months – the main reasons are more wide ranging, but more commonly include not being able to drive, avoiding the need to find a parking space, as a substitute for their own transport which can't be used, because its cheaper than driving or to reduce the impact on the environment.



### All contributing reasons

The questionnaire also asked people to indicate all their reasons for using the local bus service, if indeed they did so. As can be seen from the chart, the most commonly cited reason was because they were unable to use their own transport (cited by 45% of the 586 respondents to this question) followed by the avoidance of the need to find a parking space (38%). Also frequently cited reasons were to reduce the impact on the environment (32%), to reduce traffic congestion (26%) and because it is cheaper to use the bus (25%).



About 100 respondents gave "Other" reasons for using the bus service. The most common ones were: to enable the person to drink without driving, the inability to drive due to health problems or disability, and for the enjoyment of the scenery.

## Reasons for not using the bus service

Those who do not use the bus service regularly were asked to give the main reason for not using it.

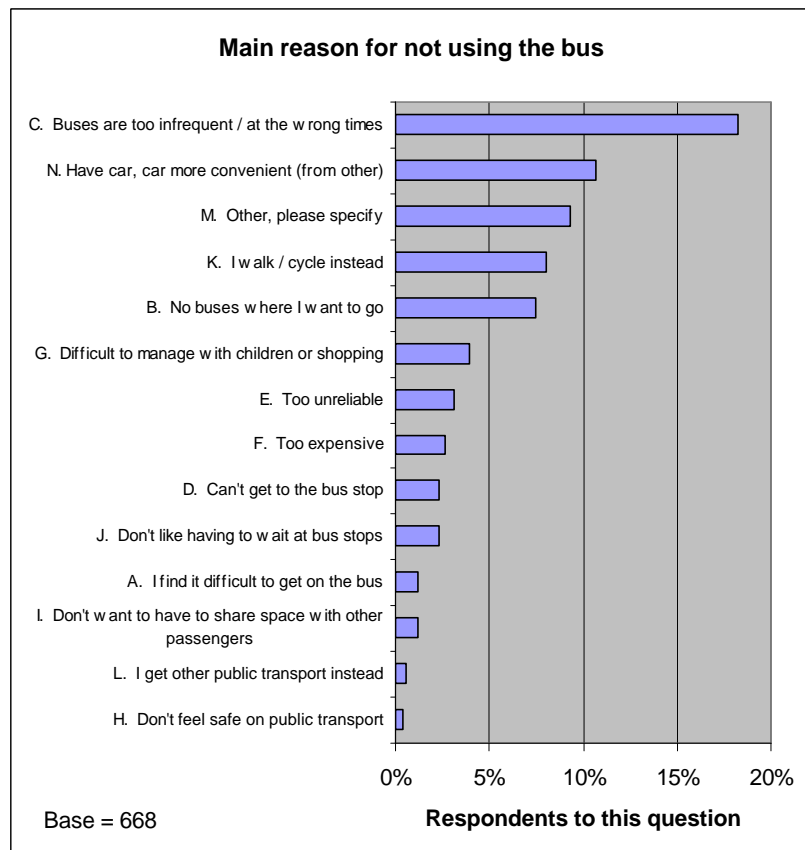
MAIN reason for not using bus service	% respondents to this question
C. Buses are too infrequent / at the wrong times	25 %
N. Have car, car more convenient (from other)	15 %
M. Other, please specify	13 %
K. I walk / cycle instead	11 %
B. No buses where I want to go	10 %
G. Difficult to manage with children or shopping	6 %
E. Too unreliable	4 %
F. Too expensive	4 %
D. Can't get to the bus stop	3 %
J. Don't like having to wait at bus stops	3 %
A. I find it difficult to get on the bus	2 %
I. Don't want to have to share space with other passengers	2 %
L. I get other public transport instead	1 %
H. Don't feel safe on public transport	1 %
Base = 668	

The predominant main reason given for not using the bus was due to the service being too infrequent or not at the right times – 25% of those who do not use the bus regularly gave this as their main reason.

In total, 187 (28%) of those who don't use it regularly indicated that their

main reason was "Other". In 100 of these cases, the reason specified was some form of "I have a car" or "Use my car" or "my car is more convenient". This has been separated out as an extra category, N, in the table above and is the second most common main reason with 15% of non regular-users. A further 11% indicated a preference to walk or cycle instead and 10% indicated that the buses don't go where they want to – arguably, this category could be combined with top category, buses being too infrequent or at the wrong time making this by far the dominant theme.

There is little overall difference between the main reasons of the users and non-users. The largest difference being that a larger proportion of the non-users gave the main reason as the possession, convenience or general ease of use of their own car.



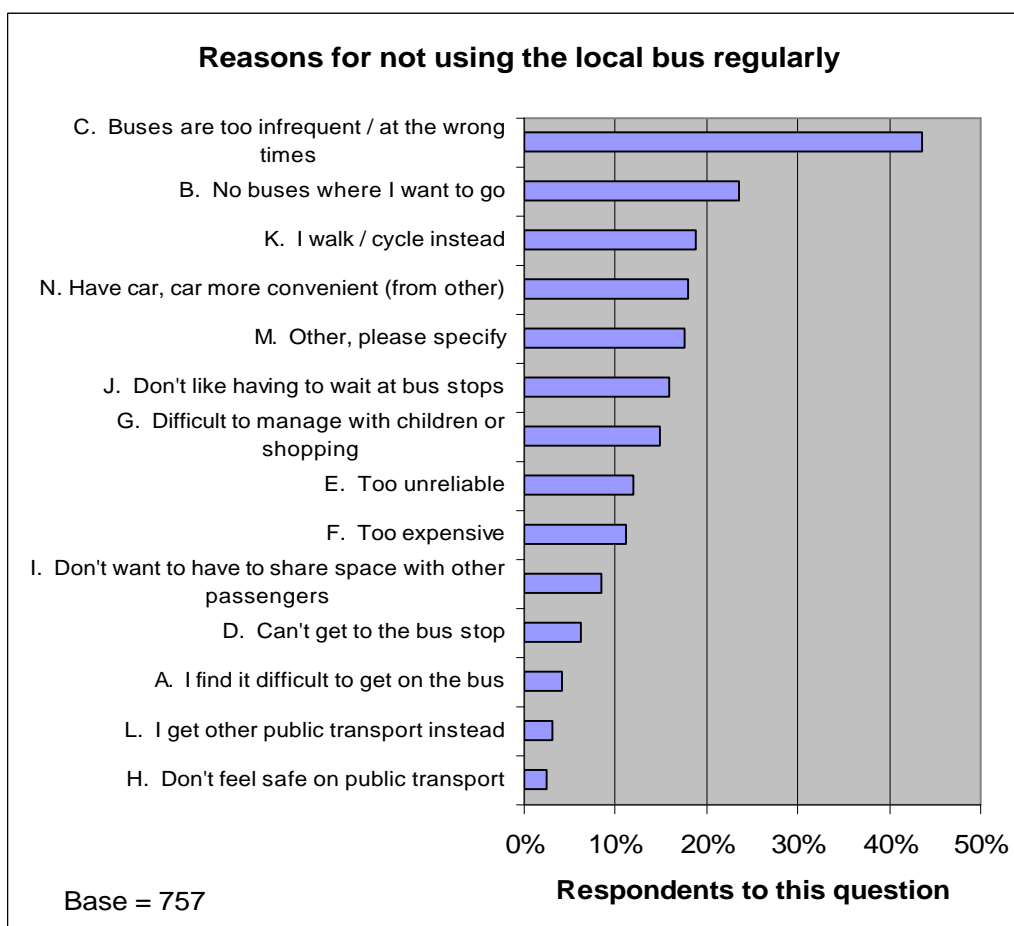
Those who do not use the bus service regularly were also asked to give all their reasons for not using it.

When considering all reasons for not using the bus regularly, a similar pattern emerges, with the most commonly cited reason being infrequent or wrongly timed services (cited by 44% of people who don't use the service regularly). Nearly a quarter of this group don't use the service because, amongst other reasons, the buses don't go where they want to go.

All reasons for not using bus service	% respondents to this question
C. Buses are too infrequent / at the wrong times	44 %
B. No buses where I want to go	24 %
K. I walk / cycle instead	19 %
N. Have car, car more convenient (from other)	18 %
M. Other, please specify	18 %
J. Don't like having to wait at bus stops	16 %
G. Difficult to manage with children or shopping	15 %
E. Too unreliable	12 %
F. Too expensive	11 %
I. Don't want to have to share space with other passengers	8 %
D. Can't get to the bus stop	6 %
A. I find it difficult to get on the bus	4 %
L. I get other public transport instead	3 %
H. Don't feel safe on public transport	3 %
Base = 757	

When looking at the responses of users and non-users (i.e. not used in the last 12 months or more), the pattern of reasons given for not doing so were broadly similar. However, a greater proportion of non-users than users cited no buses where they want to go or the possession of a car amongst their

reasons.

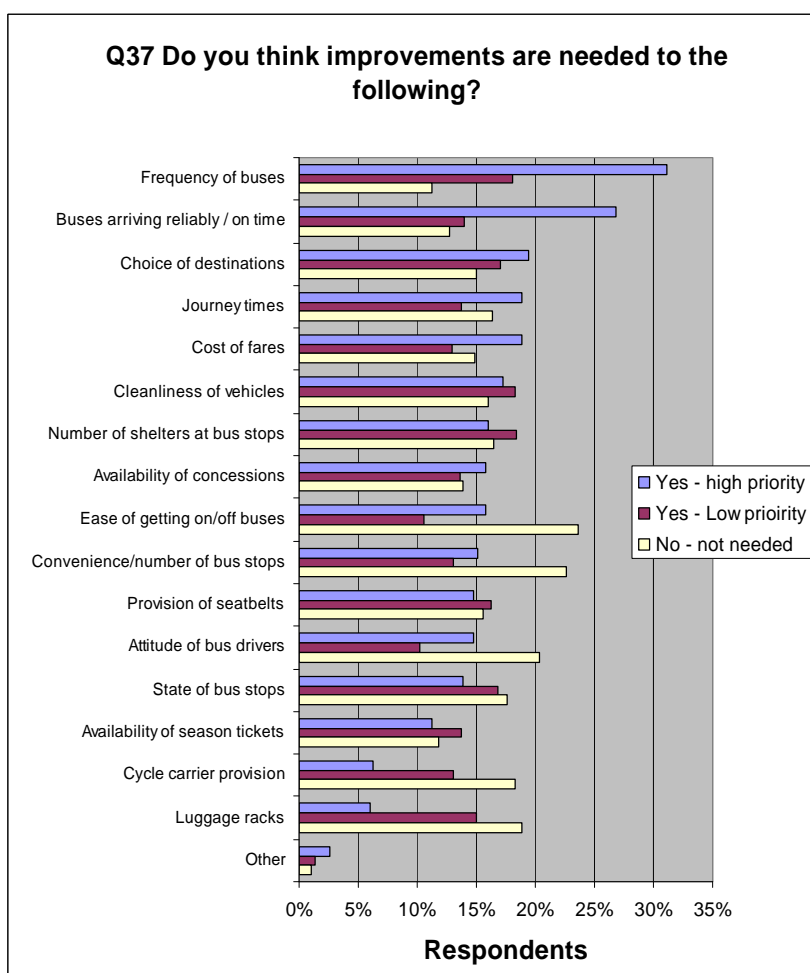


## Views on the need for improvements

Q37. Do you think improvements are needed to the following? (% of all respondents)					
	Yes –High priority	Yes – Low priority	No – Not needed	No opinion	Not answered
Frequency of buses	31 %	18 %	11 %	21 %	19 %
Buses arriving reliably / on time	27 %	14 %	13 %	25 %	22 %
Choice of destinations	19 %	17 %	15 %	25 %	23 %
Journey times	19 %	14 %	16 %	26 %	25 %
Cost of fares	19 %	13 %	15 %	29 %	25 %
Cleanliness of vehicles	17 %	18 %	16 %	27 %	21 %
Number of shelters at bus stops	16 %	18 %	16 %	26 %	23 %
Availability of concessions	16 %	14 %	14 %	33 %	24 %
Ease of getting on/off buses	16 %	11 %	24 %	28 %	22 %
Convenience/number of bus stops	15 %	13 %	23 %	25 %	24 %
Provision of seatbelts	15 %	16 %	16 %	28 %	25 %
Attitude of bus drivers	15 %	10 %	20 %	30 %	25 %
State of bus stops	14 %	17 %	18 %	28 %	24 %
Availability of season tickets	11 %	14 %	12 %	37 %	26 %
Cycle carrier provision	6 %	13 %	18 %	34 %	28 %
Luggage racks	6 %	15 %	19 %	33 %	27 %
Other	3 %	1 %	1 %	13 %	82 %

As can be seen from the chart below, the frequency and then the reliability of buses arriving on time were the two factors most commonly identified as a high priority need for improvement, as indicated by 31% and 27% of respondents respectively. Followed by the choice of destinations, journey times and the cost of fares (all at 19%).

When considering both the high and low priority improvements combined, the top three factors remain the same: frequency of buses (49%), reliability (41%) and choice of destinations (37%). Vehicle cleanliness (36%) and the number of shelters (34%) replace journey times and cost of fares as the next most sought after improvement.



### Specific Suggestions for improvement

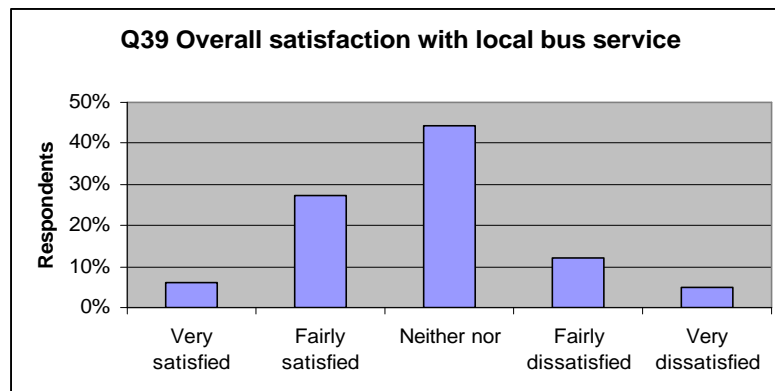
About 200 respondents gave specific suggestions for improvements. About a third of these were for a range of improvements to the service – in many cases the suggestion was for more buses and/or buses at additional times (earlier or later in the day). In many cases the suggestion referred to a specific area or route. Several suggestions were for cheaper and/or subsidised fares and a similar number suggested that there was an expansion of park and ride options either with additional locations or by making the temporary ones permanent. A number of respondents who received free bus passes were disappointed that the reducing service made this less attractive. Some comments observed that the traffic congestion was a major problem for the buses and a few others included: drivers being impolite or driving aggressively; there should be more use of smaller buses especially on narrow country lanes; bus shelters should be improved; more information about timetables and that having multiple bus stations in Hereford causes difficulty.

### Overall satisfaction with the local bus service – all respondents

A little over a quarter of respondents (27%) were fairly satisfied with the service overall and a further 6% were very satisfied. This compares to 12% who were dissatisfied and a further 5% who were very dissatisfied. 44% of respondents were neither satisfied nor dissatisfied.

These figures include all respondents, whether or not they use the bus service.

Q39. Overall, how satisfied or dissatisfied are you with the local bus service?	
Very satisfied	6 %
Fairly satisfied	27 %
Neither satisfied nor dissatisfied	44 %
Fairly dissatisfied	12 %
Very dissatisfied	5 %
Not answered	6 %



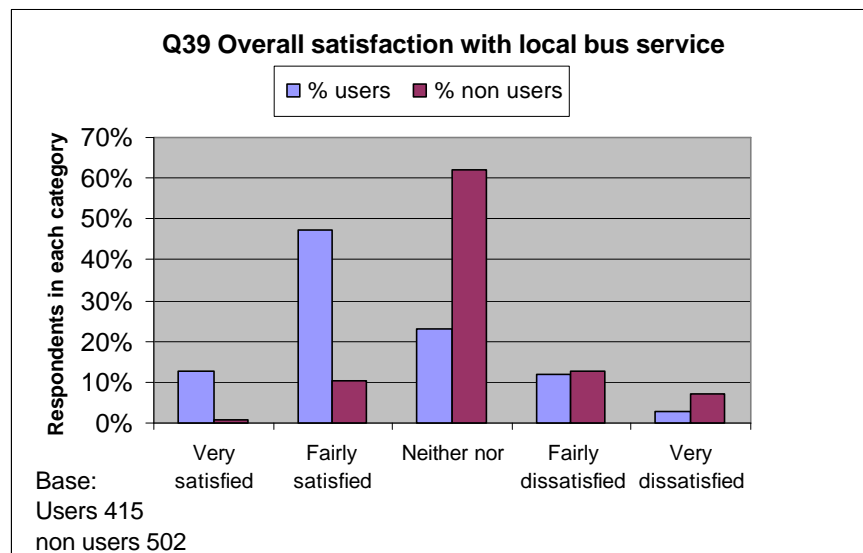
Overall satisfaction with the local bus service – users and non-users

When separated into users and non-users of the bus service (i.e. had not used it within the last 12 months), the responses of the two groups differ substantially.

As can be seen from the table and following chart, the majority (60%) of users of the bus service are satisfied or very satisfied compared to just 11% of non-users.

Q39. Overall, how satisfied or dissatisfied are you with the local bus service?	% of users	% of non-users
Very satisfied	13 %	1 %
Fairly satisfied	47 %	10 %
Neither satisfied nor dissatisfied	23 %	62 %
Fairly dissatisfied	12 %	13 %
Very dissatisfied	3 %	7 %
Not answered	2 %	8 %
Base	415	502

A large proportion (62%) of non-users were neither satisfied nor dissatisfied with the service (Note that respondents were specifically asked to answer this question regardless of having used the service). The proportion who were dissatisfied or very dissatisfied did not vary greatly between user and non users with 15% of users dissatisfied or very dissatisfied compared to 20% of non-users.



## Volunteering

Herefordshire Partnership has a local performance indicator, which measures the proportion of Herefordshire residents that engage in formal volunteering for an average of two hours or more per week. This indicator is measured using the Herefordshire Satisfaction Survey. The Partnership's aim is to increase the proportion who volunteer. To facilitate this increase, it was necessary to investigate people's reasons for volunteering or not volunteering, and to determine what might encourage residents to volunteer more.

The volunteering section also investigated the extent to which Employer Supported Volunteering is available in the County, and the level to which it is used by employees.

### Involvement in volunteering

The initial questions in the volunteering section established whether respondents had ever become involved with volunteering. The following definition of formal volunteering was given:

*“Formal” volunteering is providing unpaid help through groups, clubs or organisations, to benefit other people or the environment. This includes things like working in a charity shop, helping out at a youth club, joining a PTA, being a Parish Councillor, etc.*

38% of respondents had volunteered “formally” in the last 12 months. The same proportion had never volunteered formally.

Q40 According to this definition, have you ever volunteered “formally”?	
Yes, regularly over the last 12 months (for example, every week or month)	30 %
Yes, occasionally (for example, a few times during the last 12 months)	9 %
Yes, but not in the last 12 months	21 %
No	38 %
Not answered	3 %

The following definition of informal volunteering was given:

*“Informal” volunteering is providing unpaid help to someone who is not a member of your family. This includes things like helping a neighbour with their shopping, feeding pets when a neighbour has gone away, picking up litter from your street, helping stack chairs after an event, etc.*

Q41 According to this definition, have you ever volunteered “informally”?	
Yes, regularly over the last 12 months (for example, every week or month)	34 %
Yes, occasionally (for example, a few times during the last 12 months)	35 %
Yes, but not in the last 12 months	10 %
No	15 %
Not answered	5 %

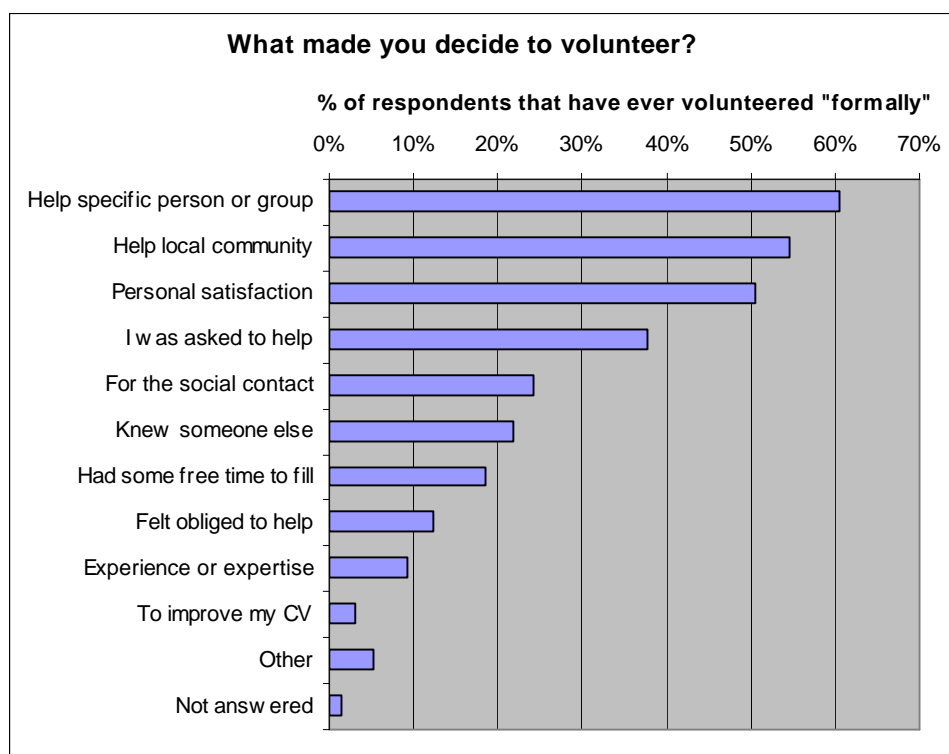
70% of respondents had volunteered “informally” in the last 12 months. 15% had never volunteered informally.

Section A: for “formal” volunteers

The questions in section A (Q42 – Q45) were asked of respondents who had ever volunteered “formally”, whether this was within the last 12 months, or longer ago.

Q42 What made you decide to volunteer?	
	Percentage of those who have ever volunteered “formally”:
Wanted to help a specific person or group	61 %
Wanted to help my local community	55 %
Get personal satisfaction from helping others	50 %
I was asked to help	38 %
For the social contact	24 %
Knew someone else helping the same organisation	22 %
Had some free time to fill	19 %
Felt obliged to help	12 %
To gain experience or expertise in a particular field	9 %
To improve my CV	3 %
Other	5 %
Not answered	1 %
Base:	555

61% of those who had ever volunteered formally said that they volunteered because they wanted to help a specific person or group. 55% said they wanted to help their local community, and 50% said they got some personal satisfaction from helping others. 38% said they were asked to help.



40 respondents wrote a comment in the “other” box. A full list of comments will be supplied to the relevant service area.

12 comments stated that the respondent wanted to provide some kind of help, e.g. *“Wanted to give something back”,* and *“I knew from previous experience that volunteering is rewarding”.*

6 comments suggested that they felt they had to volunteer, e.g. *“Community newsletter would have ‘died’ if I had not taken it on”,* and *“Nobody else would take it on”.*

5 said that they wanted to make use of specific skills they had, e.g. *“To use my professional qualifications on retirement”,* and *“They needed someone with my skills”.*

5 stated or described the volunteering role they had, e.g. *“Always fostered children when I was younger”* and *“Steward every year at Ross Festival”.*

3 mentioned personal faith as the motivation to volunteer, and 3 said that they either do not or cannot volunteer.

7 comments were made on other themes, e.g. *“ Personal satisfaction only comes after you have done it and should not be a reason for doing it. This is a loaded question.”*

Q43 If you are still volunteering, are your reasons for continuing the same reasons that encouraged you to start in the first place?	
	Percentage of those who have volunteered “formally” in the last 12 months:
Yes	90 %
No	4 %
N/A	3 %
Not answered	4 %
Base:	359

Of those who have volunteered “formally” in the last 12 months, 90% are continuing for the same reasons that encouraged them to start in the first place.

If their answer to this question was “no”, respondents were asked to write in their current reasons.

Although 54 comments were made, the majority of these were cases where respondents had misunderstood the question, for example giving reasons why they had stopped volunteering, rather than reasons for continuing. From this list, the following are the comments that appeared to answer the question in the way intended:

<i>I enjoy the work and I am proud of the result.</i>
<i>I get paid for it now.</i>
<i>Impossible to get anyone to take over.</i>
<i>I started &lt;charity&gt; about 7 years ago. Since the &lt;activity&gt; was passed over to the Ross &amp; District Partnership - I have volunteered for other roles.</i>
<i>Loyalty to members of group.</i>
<i>My sole reason for continuing is that I feel obliged to complete what I started and there are too few volunteers anyway.</i>
<i>There is no one to take over so feel obliged to carry on.</i>

(The full list of comments will be provided to the relevant service area)

Q44 How satisfied or dissatisfied are / were you with your volunteering role?	
	Percentage of those who have ever volunteered "formally":
Very satisfied	43 %
Fairly satisfied	38 %
Neither satisfied nor dissatisfied	9 %
Fairly dissatisfied	3 %
Very dissatisfied	0 %
Not answered	7 %
Base:	555

Of those respondents who have ever volunteered "formally", 80% are fairly or very satisfied with their volunteering role, compared to 3% who are fairly or very dissatisfied.

Respondents were asked if there was a specific reason for their answer to Q44. 174 comments were made.

Comments from respondents who were fairly or very satisfied with their role:

28 respondents suggested that their work was of real use, e.g. *"I believe I make a positive contribution which benefits the local community and the county of Herefordshire," "Role as part of a working group was successful in achieving a positive outcome,"* and *"I am helping people in desperate need."*

21 comments mentioned getting personal satisfaction from helping others, e.g. *"Feeling of satisfaction having helped neighbour," "A feeling of satisfaction in helping others,"* and *"Rewarding feeling helping others."*

18 comments mentioned the benefits gained from the physical activity and social contact, e.g. *"At 70+ it is useful to keep my brain / body active," "Mentally very stimulating,"* and *"Being in contact with people."*

17 respondents mentioned that they enjoyed the work, e.g. *"I enjoy it!" "I was doing something I loved and in doing so helped others,"* and *"Among other things I write a report of WI meetings for the parish magazine. I think I can do this well and efficiently - and it is satisfying."*

12 said that they found the work rewarding, e.g. *"I see the benefits of my efforts with the people that I help and support,"* and *"Seeing school kids going from 'can't do, won't do' attitude to can do will do. Most of them made it to university."*

11 said that they valued the opportunity to give something back, e.g. *"Gives me a chance to repay the kindness shown to me,"* and *"Helping the community and putting something back into society."*

9 respondents said their work gave them a sense of purpose, e.g. *"I like to feel useful,"* and *"Gave me a sense of purpose during dark time when I was unemployed."*

7 mentioned the appreciation they get from the people they help, e.g. *"Evident satisfaction of people helped,"* and *"Positive feedback from kids and parents."*

6 mentioned that their knowledge or experience base had been widened, e.g. *"As a school governor I have a much greater understanding of how schools work and the commitment of teachers."*

4 said they enjoyed the opportunity to make use of skills they have, 4 described or stated their volunteering role, and 2 mentioned the opportunity for teamwork.

45 comments were made on other themes, e.g. *“Fulfilled my needs / expectation”, “I worked with young people which made me do a career change”, “To whom much is given much is expected!”* and *“I always felt I should have done more.”*

Comments from respondents who were neither satisfied nor dissatisfied with their role:

4 respondents stated that they enjoyed their work, e.g. *“Make myself feel better, encourage others, sense of pride, know that there is still some good out there.”*

4 respondents mentioned the way the voluntary sector is organised, e.g. *“Due to the present 'no risk is acceptable' climate we live in, volunteering has become a lot more 'formal' i.e. training, inspections, audits - all to satisfy the demands of the fund providers and insurers. It has lost a lot of its vocational drive and seems that it's more important to satisfy the fund providers and insurers than the clients / customers.”*

1 respondent said they felt obliged to continue in their role, and 1 said their help was no longer required because the recipient's health had improved.

Comments from respondents who were fairly or very dissatisfied with their role:

7 comments said the role was not enjoyable or stressful, e.g. *“Volunteering turned into being a dogs body,”* and *“My role degenerates due to lack of sufficient volunteers and / or public interest, to that of persistent progress chaser - not enjoyable.”*

2 comments mentioned apathy, e.g. *“Apathy from other adults.”*

7 comments were made on other themes, e.g. *“1. My skills, knowledge and ability were under utilised. 2. Whilst my involvement was very much appreciated the employed element seem to spend too much time defending their positions.”* and *“Seems to be the same people being asked to do majority of work most of the time - becomes expected rather than appreciated.”*

Comments from respondents who did not answer Q44:

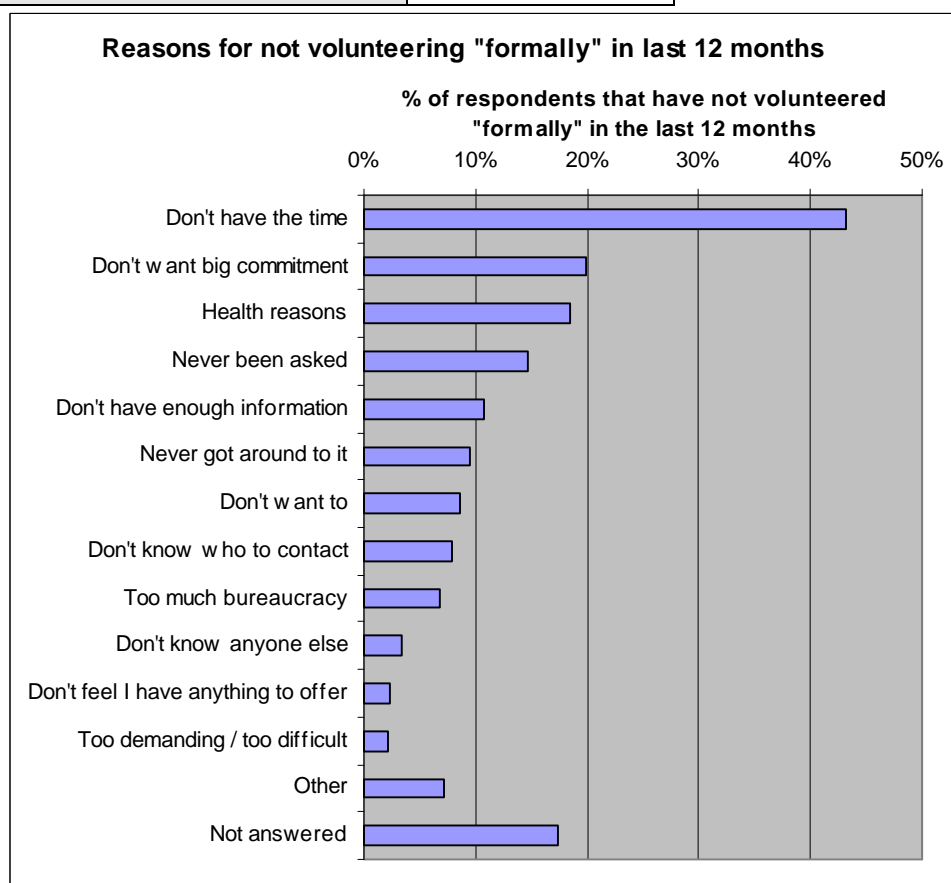
There were 3 comments, which were descriptions of volunteering roles.

**Section B: for respondents who are not “formal” volunteers**

The questions in section B (Q46 – Q47) were asked of respondents who had not volunteered “formally” in the last 12 months, i.e. those who had volunteered longer ago, or never volunteered.

Q46 If you have not volunteered “formally” in the last 12 months, why is this?	
	Percentage of those who have not volunteered “formally” in the last 12 months:
Don't have the time	43 %
Don't want to be drawn into making a big commitment	20 %
Health reasons	19 %
Never been asked	15 %
Don't have enough information about organisations that need volunteers	11 %
Never got around to it	9 %
Don't want to	9 %
Don't know who to contact	8 %
Too much associated bureaucracy	7 %
Don't know anyone else doing that kind of thing	3 %
Don't feel I have anything to offer	2 %
Volunteering is too demanding / too difficult	2 %
Other	7 %
Not answered	17 %
Base:	550

Of those respondents who have not volunteered “formally” in the last 12 months, the reason by far the most commonly given was that they didn’t have the time (43%). The next most commonly cited are not wanting to be drawn into a big commitment (20%), health reasons (19%), never having been asked (15%), and a lack of information (11%).



It might be expected that respondents who have volunteered longer than 12 months ago, and those who have never volunteered, might give different answers to this question.

For respondents who have volunteered more than a year ago, there are three main reasons: 34% say they don't have the time; 22% mention health reasons; and 21% say they don't want to be drawn into making a big commitment. After these, no single reason is mentioned by more than 8% of this group of respondents.

For respondents who have never volunteered "formally", not having the time is the main reason, with 48% mentioning it. After this, never having been asked is mentioned by 20%; making a big commitment by 19%; health reasons by 17%; never getting around to it by 13%; and not having enough information, and not wanting to, each by 12%.

Respondents were given the opportunity to write in other reasons they had for not volunteering. 45 comments were made. 14 respondents said they were too old, 11 said they didn't have the time, 3 said they do volunteer, 2 said there were no suitable opportunities locally, and 2 said the organisation they had volunteered for subsequently closed down. 13 comments were made on other themes.

Q47 Is "formal" volunteering something you might want to do in future?	
	Percentage of those who have not volunteered "formally" in the last 12 months:
Yes, definitely	5 %
Yes, possibly	37 %
No	35 %
Never really thought about it	12 %
Not answered	12 %
Base:	550

Of those respondents that had not volunteered formally in the last 12 months, 41% said they might want to volunteer in the future, compared to 35% who said they would not want to.

When considering those who had volunteered longer than 12 months ago, 54% said they might want to volunteer in future, compared to 30% who said they would not.

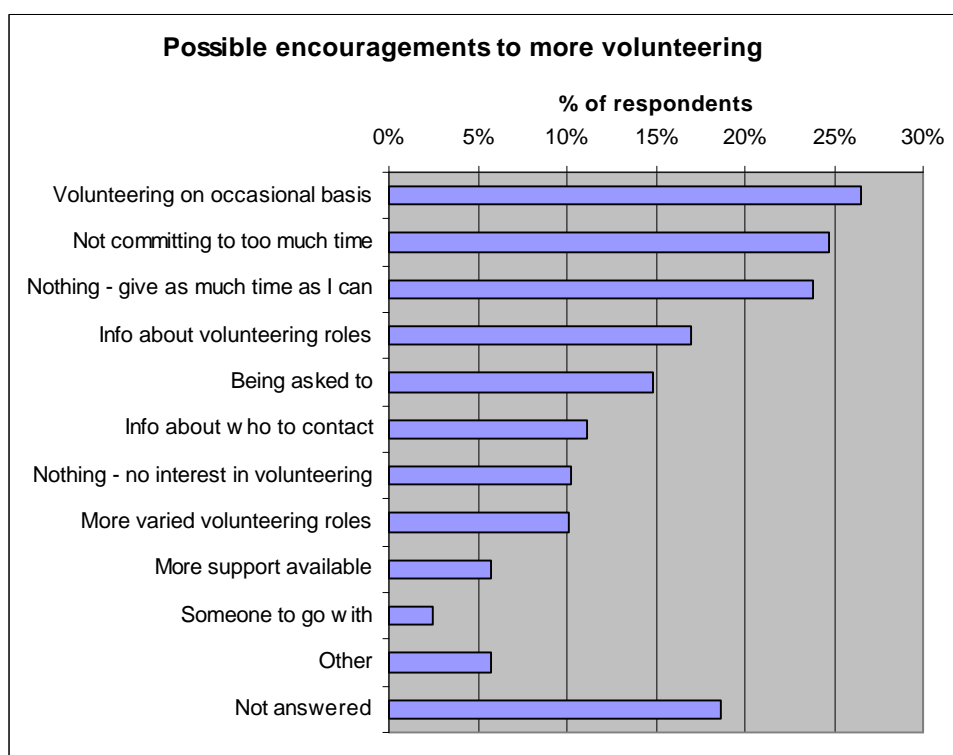
Of those who had never volunteered "formally", 34% said they might want to volunteer in future, compared to 38% who said they would not.

Section C: for all respondents

The questions in section C (Q48 – Q51) were asked of all respondents.

Q48 What might encourage you to volunteer, or to volunteer more than you do already?	
	Percentage of all respondents:
If I know I could volunteer on an occasional basis	27 %
If I knew I wasn't committing to giving too much time	25 %
Nothing – I already give as much time as I can spare	24 %
More information about volunteering roles	17 %
Being asked to	15 %
More information about who to contact	11 %
Nothing – I have no interest in volunteering	10 %
More varied volunteering roles	10 %
More support available to volunteers	6 %
If I had someone to go with	2 %
Other	6 %
Not answered	19 %
Base:	934

When considering all respondents, the most frequently cited possible encouragement would be knowing that they could provide help on an occasional basis. This was mentioned by 27% of respondents. 25% mentioned knowing they weren't committing to giving too much time, while 24% said they already gave as much time as they could spare.



Q48 What might encourage you to volunteer, or to volunteer more than you do already?				
	Percentage of those that volunteer regularly	Percentage of those that volunteer occasionally	Percentage of those that used to volunteer	Percentage of those that have never volunteered
If I know I could volunteer on an occasional basis	18 %	30 %	38 %	27 %
If I knew I wasn't committing to giving too much time	19 %	22 %	32 %	26 %
Nothing – I already give as much time as I can spare	48 %	27 %	16 %	10 %
More information about volunteering roles	16 %	18 %	17 %	18 %
Being asked to	18 %	27 %	13 %	11 %
More information about who to contact	10 %	10 %	12 %	12 %
Nothing – I have no interest in volunteering	1 %	2 %	9 %	21 %
More varied volunteering roles	11 %	12 %	11 %	8 %
More support available to volunteers	10 %	5 %	5 %	3 %
If I had someone to go with	1 %	7 %	2 %	3 %
Other	4 %	6 %	8 %	6 %
Not answered	13 %	10 %	18 %	21 %
Base:	277	82	196	354

The figures in the table above are presented according to whether a respondent has volunteered regularly or occasionally over the last 12 months, volunteered longer than 12 months ago, or never volunteered. As can be seen from the varying priority given to answers, recruitment of different groups could best be achieved by different methods. Note the low sample base for those that have volunteered occasionally over the last 12 months.

Respondents were given the opportunity to write in any other possible encouragements to volunteering. 55 comments were made.

13 said they would volunteer if they had more time, 8 said they would if their health improved, 7 said they either cannot or do not wish to volunteer, 7 said they would start when they retire, and 5 mentioned finding a group or organisation that interested them. 11 comments were made on other themes, for example finding a requirement for a respondent's specific talents.

The following description of Employer Supported Volunteering was given:

*Employer Supported Volunteering is a scheme that gives employees the opportunity to undertake a volunteering activity during paid work time (either as an individual or as a team of colleagues within the work place).*

Q49 Is Employer Supported Volunteering available to you?	
	Percentage of all respondents:
Yes	3 %
No	36 %
A scheme is planned	0 %
Don't know	18 %
I am not currently employed	26 %
Not answered	17 %

3% of respondents have an Employer Supported Volunteering scheme available to them.

Note the very low base.

Of the 27 respondents that answered "yes" to Q49, around a quarter (26%) have used it, the same proportion intend to in future, and 37% have not used it.

Q50(a) If Employer Supported Volunteering <u>is currently available to you</u> , have you used it?	
	Percentage of those that answered "yes" to Q49:
Yes, I have used it	26 %
No, but I intend to in future	26 %
No, I don't use it	37 %
Not answered	11 %
Base:	27

Only respondents to whom Employer Supported Volunteering could conceivably become available are included, i.e. those who are employed but don't currently have a scheme.

Of these respondents, 16% say they would use it, compared to 18% who wouldn't.

Q50(b) If Employer Supported Volunteering <u>became available in future</u> , do you think you would use it?	
	Percentage of those eligible to answer this question:
Yes	16 %
No	18 %
Maybe	28 %
Don't know	8 %
Not answered	30 %
Base:	509

Respondents were given the opportunity to make any other comments they had regarding volunteering in Herefordshire. 70 comments were made.

12 comments referred to Employer Supported Volunteering, e.g. *"I work part time so not sure if Employer Supported volunteering is applicable"* and *"Paid employment is not a charity - Herefordshire employers should not subsidise the voluntary sector."*

9 comments were suggested improvements to, or potential problems with the voluntary sector, e.g. *"Schools are a good source of volunteers. Forging links between schools and say residential homes for the elderly helps both groups of people and fosters a strong sense of community."* and *"I can see long-term problems. Most volunteers have traditionally been women whose families have left home and the fit retired. With gradual emphasis on more women having careers and people being expected to work to a greater age, the number available to volunteer is going to shrink."*

7 comments mentioned publicity, e.g. *"A website with details of opportunities would be helpful,"* and *"Local newspapers should highlight work individuals / groups do as standard to promote to general public."*

7 comments gave reasons why respondents cannot volunteer, 6 gave details of volunteering roles currently held, 3 were positive praise of volunteers, 3 mentioned the Citizens' Advice Bureau, 3 mentioned expenses and costs incurred by volunteers, 2 mentioned bad experiences they had had as volunteers, and 2 mentioned bureaucracy in the system.

20 comments were made on other themes, e.g. *"Herefordshire Archaeology's various projects are a shining example of how to involve the community. We have so far managed to run our history group without local politicians fouling it up."* and *"It is not the councils job to organise volunteering. All they should do is allow groups to exist (within reason) as they want to. Stop wasting time and my council tax on questions about a subject which people can sort out themselves!!"*

## Other Topics

The last section of the questionnaire asked some further demographic questions that were required in addition to the information collected at the time of recruitment. The results of these questions can be found in the respondent profile, towards the beginning of this report.

Respondents were given the opportunity to write in any other comments or suggestions they wished to make about any aspect of the questionnaire or Herefordshire Voice.

95 comments were made.

16 respondents suggested that certain sections of the questionnaire were not relevant to them, e.g. *"I am happy to help but in the nature of this case, the subjects covered here have little impact on our lives here,"* and *"I am sorry to seem so negative in my answers but lots of the questions don't apply to me - at the moment."*

13 comments were suggestions for topics to be covered in future Herefordshire Voice surveys, e.g. *"Address things which make most people feel positive or negative about their county i.e. litter, dog fouling, graffiti, loud music,"* *"Herefordshire Voice should look into speed limits and their lack of enforcements,"* and *"I'd welcome a survey about energy provision and how we are to tackle climate change."*

11 respondents said that they use certain facilities outside of the county, with the result that some sections of the questionnaire were not relevant to them, e.g. *"I am retired and live in North Herefordshire. All the services covered by this survey are also available to me and provided by Shropshire and Powys,"* and *"Question on libraries and museum skewed as geographically I tend to use Ludlow facilities."*

8 respondents mentioned traffic congestion in Hereford, a bypass or second river crossing, e.g. *"Council should concentrate all efforts on the number one priority for the city - a bypass,"* and *"I have recently had to work in Rotherwas. I find the congestion back and forth to work a nightmare even when the schools are closed."*

8 comments referred to parking, or Park & Ride, e.g. *"I travelled by car with 3 other family members on 2<sup>nd</sup> August and was unable to find a parking space in Garrick House, Catherine St, Maylords, Gaol St and surrounding car parks. I spent 30 – 40 mins trying to find parking before abandoning attempt. Hereford is becoming less attractive as a place to visit because of this problem."*

7 comments made reference to the questionnaire itself, e.g. *"Some of the questions have been difficult to answer as a bit too rigid,"* *"Cannot express opinions about services not (never) used - e.g. libraries,"* and *"The underlying suburban ethos is not relevant to those who choose NOT to have a suburban lifestyle."*

6 comments were about public transport, e.g. *"Please look at public transport for people south of the river. There are old buses being used, bad drivers and unsafe buses; bus times are not good for young people,"* and *"Please put lots of money into local bus services to ease congestion and help the environment."*

6 comments questioned whether the results from this survey would be of any use, or whether the Council would listen to the views expressed, e.g. *"Is this information of*

*any REAL value - or are questions asked purely to obtain info?" and "Since any info gathered will go to local government, I have almost no expectation that a) it will be interpreted usefully; b) that any attempt will be made to act on it; c) any such attempt would produce useful results. Still you can hope!"*

3 comments questioned the cost of the survey, e.g. *"Is this survey cost effective? Or jobs for the boys. Community tax is now so high can we afford it?"*

2 comments were positive about the existence of Herefordshire Voice, e.g. *"Hereford Voice is a fantastic opportunity to voice ones opinion. Of great value."*

2 mentioned mobile libraries, e.g. *"Very worried about possible withdrawal / alteration of travelling library which to those without transport / house bound is essential."*

2 questioned the ethnicity and national identity section of the questionnaire, e.g. *"Back page of this questionnaire is irrelevant, everyone should be considered British."*

2 suggested development of an online aspect to Herefordshire Voice, e.g. *"Get a website and a discussion board together."*

2 mentioned museums, e.g. *"Museums etc are not so much for Hereford residents but a tourist / visitor attraction and should be assessed accordingly."*

2 mentioned cycle lanes, e.g. *"Please provide more safe cycle lanes in Herefordshire."*

2 mentioned volunteering, e.g. *"Volunteering gets you out of the house and you meet people you wouldn't meet if you stayed in."*

2 mentioned public toilets, e.g. *"One thing I feel extremely strongly about is the quality of public conveniences in Herefordshire generally. I'm a Market Researcher and work everywhere. I feel at the moment most of the conveniences that I have used in the Herefordshire area are the worst in the country. This is not a good advert, particularly for tourists who visit the area."*

13 comments were made on other themes, e.g. *"Awareness of 'green energy' for domestic use and the grant system under LCBP should have a higher profile if we are to meet CO<sub>2</sub> targets without despoiling our countryside."* *"Price of petrol very expensive for low income people in rural areas with little or no public transport."* and *"Walk from town to any estate in Hereford and you won't find a seat to perch on especially after 0.5 mile. Try running a tractor train around town similar to ones at seaside."*

## **Appendix: The Questionnaire**



## Welcome to the 14th Herefordshire Voice questionnaire

### Cultural & Recreational Services, Public Transport and Volunteering

This survey covers three main topics, which we hope will be of interest to panel members. The first is cultural & recreational services, which covers things like libraries, museums and leisure centres. Next is public transport, concentrating on timetable information and the local bus service. Finally, the questionnaire looks at volunteering, and what might encourage more people in Herefordshire to get involved with volunteering in the community.

Your answers will help the Partnership to improve the services currently provided in the county, and help us to plan for the future. All views are very important, even if you do not currently use a specific service.

All information provided will be kept in strict confidence. The report on this survey may include comments made by panel members in this questionnaire. If included, these will be anonymised.

Please complete this questionnaire by ticking the box(es) for each question or writing in where appropriate. You may not need to complete all questions - please read the instructions carefully to make sure.

When you have completed this questionnaire, please return it by **Friday 11th August** in the prepaid envelope provided, or if this has been misplaced, to:

Herefordshire Council Research Team  
Freepost SWC4816  
PO Box 4  
Hereford  
HR4 0BR

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If you have any questions or queries about Herefordshire Voice or this questionnaire, or if you would prefer this questionnaire in large print format, please call Tony Cramp on 01432 383 615

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*\*Please note that if you were a member of Herefordshire Voice before 2006, you have been allocated a new panel reference number.*

# Cultural & Recreational Services

## Libraries

Herefordshire has 10 static libraries, 2 mobile libraries, and a range of online services. When answering the following questions, please think about all Herefordshire libraries and library services.

**Q1 How often have you used libraries or library services in Herefordshire in the last 12 months?**

Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2 Compared to 3 years ago, do you currently use these more or less often than before?**

More often now	About the same	Less often now	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3 Have you used the library website or online services in the last 12 months?**

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4 Do you think improvements are needed to any of the following?**

	Yes - high priority	Yes - low priority	No - not needed	No opinion	If yes, do you have any suggestions for how to improve it?
Opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Range of books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Range of films / talking books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Booking a computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Availability of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Information about services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Online services, eg library catalogue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Facilities for families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

**Q5 Overall, how satisfied or dissatisfied are you with libraries and library services in Herefordshire?**

*(please answer, regardless of whether or not you normally use libraries)*

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6 How important are libraries and library services to you overall?**

Very important	Fairly important	Of little importance	Not important at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Museums and Galleries**

Herefordshire Council has responsibility for the following museums and galleries: Hereford Museum & Art Gallery; Old House, Hereford; Heritage Centre, Ross on Wye; Ledbury Heritage Centre; Museum Resource Centre, Hereford. When answering the following questions, please think only about these facilities.

**Q7 How often have you used any of the museums or galleries listed above in the last 12 months?**

Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q8 Compared to 3 years ago, do you currently use these more or less often than before?**

More often now	About the same	Less often now	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q9 Do you think improvements are needed to any of the following?**

	Yes - high priority	Yes - low priority	No - not needed	No opinion	If yes, do you have any suggestions for how to improve it?
Space available for displays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Frequency of change of permanent exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Variety of exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Activities for groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Days facilities are open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

**Q10 Overall, how satisfied or dissatisfied are you with the above museums and galleries in Herefordshire?**

*(please answer, regardless of whether or not you normally use museums and galleries)*

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q11 How important are museums and galleries to you overall?**

Very important	Fairly important	Of little importance	Not important at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Sports and Leisure Facilities**

Many sports and leisure facilities (including leisure and sports centres) are managed by halo on behalf of Herefordshire Council. In addition, the Council directly manages others.

**Q12 How often have you used sports and leisure facilities in Herefordshire in the last 12 months?**

Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q13 Compared to 3 years ago, do you currently use these more or less often than before?**

More often now	About the same	Less often now	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q14 Do you think improvements are needed to any of the following?**

	Yes - high priority	Yes - low priority	No - not needed	No opinion	If yes, do you have any suggestions for how to improve it?
Information about services / facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Making bookings or getting tickets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Availability for use / opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Quality of the facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Accessibility of facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

**Q15 Overall, how satisfied or dissatisfied are you with sports and leisure facilities in Herefordshire?**

*(please answer, regardless of whether or not you normally use sports and leisure facilities)*

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q16 How important are sports and leisure facilities to you overall?**

Very important	Fairly important	Of little importance	Not important at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Parks and open spaces

Herefordshire Council has responsibility for town and country parks, playgrounds, sports pitches, picnic sites, recreational footpaths and commons.

**Q17 How often have you used parks or open spaces in Herefordshire in the last 12 months?**

Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q18 Compared to 3 years ago, do you currently use these more or less often than before?**

More often now	About the same	Less often now	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q19 Do you think improvements are needed to any of the following?**

	Yes - high priority	Yes - low priority	No - not needed	No opinion	<b>If yes, do you have any suggestions for how to improve it?</b>
Accessibility of footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Equipment available at playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Maintenance of playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Maintenance of sports pitches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Information about facilities and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

**Q20 Overall, how satisfied or dissatisfied are you with parks and open spaces in Herefordshire?**  
(please answer, regardless of whether or not you normally use parks and open spaces)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q21 How important are parks and open spaces to you overall?**

Very important	Fairly important	Of little importance	Not important at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**The Courtyard Centre for the Arts**

The Courtyard is a charitable trust. Herefordshire Council, along with other organisations, provides financial support to raise the profile of the arts in Herefordshire.

**Q22 How often have you used the Courtyard in the last 12 months?**

Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q23 Overall, how satisfied or dissatisfied are you with the Courtyard?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Festivals and Events**

Herefordshire Council runs the following festivals and events: h.Art (Herefordshire Art Week); Herefordshire Walking Festival; Hereford Contemporary Craft Fair.

**Q24 Have you ever attended or become involved with the following festivals or events?**

	Yes, within the last 12 months	Yes, longer ago	No
h.Art	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking Festival	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contemporary Craft Fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q25 Overall, how satisfied or dissatisfied are you with the following festivals and events?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
h.Art	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking Festival	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contemporary Craft Fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q26 If you have any other comments regarding culture and recreation in Herefordshire, please use the space below:**

## Public Transport

**Public Transport Information**

Herefordshire Council provides three booklets of bus timetables, each for a different area of the County, and a county-wide public transport map and guide. Timetable information is available at bus stops and a website provides bus, coach and train information together with a Herefordshire journey planner.

**Q27 Please indicate if you were aware of the following:**

	Yes	No	Not sure
The bus timetable booklets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The public transport map and guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The timetable information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The website of bus, coach and train information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q28 Please indicate if you have used the following in the last 12 months:**

	Yes	No	Not sure
The bus timetable booklets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The public transport map and guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The timetable information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The website of bus, coach and train information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q29 Do you think improvements are needed to any of the following?**

	Yes - high priority	Yes - low priority	No - not needed	No opinion	If yes, do you have any suggestions for how to improve it?
The bus timetable booklets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
The public transport map and guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
The timetable information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
The website of bus, coach and train information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

**Q30 How would you prefer to obtain bus timetable information? (please tick all that apply)**

- |   |                          |                                      |                          |
|---|--------------------------|--------------------------------------|--------------------------|
| An area-wide booklet .....                | <input type="checkbox"/> | Phone bus company .....              | <input type="checkbox"/> |
| A separate leaflet for each service ..... | <input type="checkbox"/> | Phone Traveline .....                | <input type="checkbox"/> |
| Timetable at a bus stop.....              | <input type="checkbox"/> | Via mobile phone text messaging..... | <input type="checkbox"/> |
| On a website .....                        | <input type="checkbox"/> | Other, please specify .....          | <input type="checkbox"/> |

**Q31 Overall, do you find it easy or difficult to get the public transport information that you need?**

- |                          |                          |                            |                          |                          |                          |
|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Very easy                | Fairly easy              | Neither easy nor difficult | Fairly difficult         | Very difficult           | Not applicable           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q32 Overall, how satisfied or dissatisfied are you with the provision of public transport information?**

*(please answer, regardless of whether or not you normally use the information)*

- |                          |                          |                                    |                          |                          |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|
| Very satisfied           | Fairly satisfied         | Neither satisfied nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> |

**The local bus service**

Herefordshire Council subsidises a number of local bus services that would not otherwise be economically viable. The Council also has responsibility for the upkeep of bus stops and most bus stations in the county

**Q33 How frequently, if at all, do you use the local bus service?**

- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Almost every day         | At least once a week     | About once a month       | Within the last 6 months | Within the last year     | Longer ago               | Never used               | Don't know               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q34 How far do you live from your nearest bus stop?**

- |                                |                          |                           |                          |   |                          |
|--------------------------------|--------------------------|---------------------------|--------------------------|---|--------------------------|
| Less than 2 minutes walk ..... | <input type="checkbox"/> | 6 - 10 minutes walk.....  | <input type="checkbox"/> | Further away.....                               | <input type="checkbox"/> |
| 2 - 5 minutes walk.....        | <input type="checkbox"/> | 11 - 30 minutes walk..... | <input type="checkbox"/> | I don't know where my nearest bus stop is ..... | <input type="checkbox"/> |

**Q35a If you ever use the local bus service, what are your reasons for using it?**

*(please tick all that apply)*

- |   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| A. I do not drive .....   | <input type="checkbox"/> | F. To reduce congestion .....                     | <input type="checkbox"/> |
| B. I do not have my own transport .....                                     | <input type="checkbox"/> | G. So I don't have to find a parking space.....   | <input type="checkbox"/> |
| C. When I can't use my own transport, eg when my car is being serviced..... | <input type="checkbox"/> | H. I prefer to be driven .....                    | <input type="checkbox"/> |
| D. It is cheaper to use the bus .....                                       | <input type="checkbox"/> | I. For the social aspect of the bus journey ..... | <input type="checkbox"/> |
| E. To reduce my impact on the environment .....                             | <input type="checkbox"/> | J. Other, please specify.....                     | <input type="checkbox"/> |

**Q35b Which of the above reasons A - J is your MAIN reason for using the bus?**

*(please write in the appropriate letter)*

**Q36a If you do not regularly use the local bus service, what are your reasons for this?**  
*(please tick all that apply)*

- |  |                          |   |                          |
|--|--------------------------|---|--------------------------|
| A. I find it difficult to get on the bus .....   | <input type="checkbox"/> | H. Don't feel safe on public transport.....   | <input type="checkbox"/> |
| B. No buses where I want to go .....             | <input type="checkbox"/> | I. Don't want to have to share space with other passengers, eg noisy children ..... | <input type="checkbox"/> |
| C. Buses are too infrequent / at the wrong times | <input type="checkbox"/> | J. Don't like having to wait at bus stops .....                                     | <input type="checkbox"/> |
| D. Can't get to the bus stop.....                | <input type="checkbox"/> | K. I walk / cycle instead.....  | <input type="checkbox"/> |
| E. Too unreliable .....                          | <input type="checkbox"/> | L. I get other public transport instead.....  | <input type="checkbox"/> |
| F. Too expensive.....                            | <input type="checkbox"/> | M. Other, please specify .....  | <input type="checkbox"/> |
| G. Difficult to manage with children or shopping | <input type="checkbox"/> |   |                          |

**Q36b Which of the above reasons A - M is your MAIN reason for not using the bus?**  
*(please write in the appropriate letter)*

**Q37 Do you think improvements are needed to any of the following?**

	Yes - high priority	Yes - low priority	No - not needed	No opinion
Ease of getting on and off buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience / number of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of shelters at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choice of destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Journey times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses arriving reliably / on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of bus drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of multi-journey / season tickets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of concessionary fares / passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of seatbelts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Luggage racks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of cycle carriers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q38 If you have any specific suggestions for how these might be improved, or any other comments regarding public transport in Herefordshire, please use the space below:**

**Q39 Overall, how satisfied or dissatisfied are you with the local bus service?**  
*(please answer, regardless of whether or not you normally use the bus)*

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Volunteering

**"Formal" volunteering is providing unpaid help through groups, clubs or organisations, to benefit other people or the environment. This includes things like working in a charity shop, helping out at a youth club, joining a PTA, being a Parish Councillor, etc.**

**Q40 According to this definition, have you ever volunteered "formally"?**

Yes, regularly over the last 12 months (for example, every week or month).....

Yes, occasionally (for example, a few times during the last 12 months) .....

Yes, but not in the last 12 months .....

No .....

**"Informal" volunteering is providing unpaid help to someone who is not a member of your family. This includes things like helping a neighbour with their shopping, feeding pets when a neighbour has gone away, picking up litter from your street, helping stack chairs after an event, etc.**

**Q41 According to this definition, have you ever volunteered "informally"?**

Yes, regularly over the last 12 months (for example, every week or month).....

Yes, occasionally (for example, a few times during the last 12 months) .....

Yes, but not in the last 12 months .....

No .....

**The following questions are separated into 3 sections: A, B and C. Please read the instructions before each section carefully, to see which ones you need to answer.**

**Section A (Q42 - Q45): Please answer all the questions in this section if you have ever volunteered "formally", whether this was within the last 12 months, or longer ago.**

**Q42 What made you decide to volunteer?**  
*(please tick all that apply)*

I was asked to help .....	<input type="checkbox"/>	For the social contact.....	<input type="checkbox"/>
Wanted to help my local community .....	<input type="checkbox"/>	Had some free time to fill .....	<input type="checkbox"/>
Wanted to help a specific person or group .....	<input type="checkbox"/>	Knew someone else helping the same organisation.....	<input type="checkbox"/>
Get personal satisfaction from helping others .....	<input type="checkbox"/>	Felt obliged to help.....	<input type="checkbox"/>
To gain experience or expertise in a particular field.....	<input type="checkbox"/>	Other, please specify .....	<input type="checkbox"/>
To improve my CV .....	<input type="checkbox"/>		

**Q43 If you are still volunteering, are your reasons for continuing the same reasons that encouraged you to start in the first place?**

Yes.....  No (please write in your current reasons below).....  N/A.....

**Q44 How satisfied or dissatisfied are / were you with your volunteering role?**

If you have had more than one volunteering role in the past, please answer for your most recent role. If you *currently* have more than one role, please answer for the role to which you give the most time.

Very satisfied       Fairly satisfied       Neither satisfied nor dissatisfied       Fairly dissatisfied       Very dissatisfied

**Q45 If there is a specific reason why you are / were satisfied or dissatisfied with your role, please tell us briefly what that reason is:**

**Section B (Q46 - Q47):** Please answer all the questions in this section if you have **not volunteered "formally" in the last 12 months**, ie if you volunteered longer ago, or if you have never volunteered.

**Q46 If you have not volunteered "formally" in the last 12 months, why is this?**  
(please tick all that apply)

- |   |  |
|---|--|
| Don't want to ..... <input type="checkbox"/>                                | Don't know who to contact..... <input type="checkbox"/>  |
| Don't have the time ..... <input type="checkbox"/>                          | Don't have enough information about organisations that need volunteers..... <input type="checkbox"/> |
| Never been asked..... <input type="checkbox"/>                              | Don't want to be drawn into making a big commitment..... <input type="checkbox"/>                    |
| Don't know anyone else doing that kind of thing .. <input type="checkbox"/> | Volunteering is too demanding / too difficult..... <input type="checkbox"/>                          |
| Health reasons..... <input type="checkbox"/>                                | Too much associated bureaucracy..... <input type="checkbox"/>  |
| Never got around to it ..... <input type="checkbox"/>                       | Other, please specify ..... <input type="checkbox"/>   |
| Don't feel I have anything to offer ..... <input type="checkbox"/>          |  |

**Q47 Is "formal" volunteering something you might want to do in future?**

Yes, definitely.....       Yes, possibly .....       No.....       Never really thought about it .....

**Section C (Q48 - Q51): Everyone should answer all the questions in this section.**

**Q48 What might encourage you to volunteer, or to volunteer more than you do already?**  
*(please tick all that apply)*

- |  |                          |   |                          |
|--|--------------------------|---|--------------------------|
| Nothing - I have no interest in volunteering .....         | <input type="checkbox"/> | More support available to volunteers .....                  | <input type="checkbox"/> |
| Nothing - I already give as much time as I can spare ..... | <input type="checkbox"/> | If I had someone to go with .....                           | <input type="checkbox"/> |
| Being asked to .....                                       | <input type="checkbox"/> | If I knew I could volunteer on an occasional basis .....    | <input type="checkbox"/> |
| More information about volunteering roles .....            | <input type="checkbox"/> | If I knew I wasn't committing to giving too much time ..... | <input type="checkbox"/> |
| More information about who to contact .....                | <input type="checkbox"/> | Other, please specify .....                                 | <input type="checkbox"/> |
| More varied volunteering roles .....                       | <input type="checkbox"/> |   |                          |

**Employer Supported Volunteering is a scheme that gives employees the opportunity to undertake a volunteering activity during paid work time (either as an individual or as a team of colleagues within the workplace).**

**Q49 Is Employer Supported Volunteering available to you?**

- |                                |                          |                  |                          |                           |                          |
|--------------------------------|--------------------------|------------------|--------------------------|---------------------------|--------------------------|
| Yes .....                      | <input type="checkbox"/> | No .....         | <input type="checkbox"/> | A scheme is planned ..... | <input type="checkbox"/> |
| I am not currently employed .. | <input type="checkbox"/> | Don't know ..... | <input type="checkbox"/> |                           |                          |

<b>Q50</b>	<b>(a) If Employer Supported Volunteering is currently available to you, have you used it?</b>	<b>(b) If Employer Supported Volunteering became available in future, do you think you would use it?</b>
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- |                                     |                          |                  |                          |
|-------------------------------------|--------------------------|------------------|--------------------------|
| Yes, I have used it .....           | <input type="checkbox"/> | Yes .....        | <input type="checkbox"/> |
| No, but I intend to in future ..... | <input type="checkbox"/> | No .....         | <input type="checkbox"/> |
| No, I don't use it .....            | <input type="checkbox"/> | Maybe .....      | <input type="checkbox"/> |
|                                     |                          | Don't know ..... | <input type="checkbox"/> |

**Q51 If you have any other comments regarding volunteering in Herefordshire, please use the space below:**

**Other topics**

**Q52 Is there a car or van normally available to you when you need it?**      Yes      No

**Q53 If you have any comments or suggestions about any aspect of this questionnaire or Herefordshire Voice, please use the space below (use an additional sheet if necessary).**

# About You

In addition to the information collected at recruitment to Herefordshire Voice, it would be helpful to know a little more about you. This helps us to make sure the answers we get from the panel reflect those of the county as a whole.

All information you provide will be kept in strict confidence, and will only be used for the purposes of Herefordshire Voice.

### Your national identity (please tick ONE only)

British.....       Welsh.....       Irish.....   
English.....       Scottish.....       Other, please specify

### Your ethnicity (please tick ONE only)

#### White

British .....   
Irish Traveller.....   
Romany / Gypsy.....   
Other White background  
(please specify) .....

#### Black

African .....   
Caribbean.....   
Other Black background  
(please specify) .....

#### Chinese

Chinese .....   
Other Chinese background  
(please specify) .....

#### Mixed

White & Black African .....   
White & Black Caribbean .....   
White & Chinese .....   
White & Asian .....   
Other Mixed background  
(please specify) .....

#### Asian

Indian .....   
Pakistani .....   
Bangladeshi.....   
Other Asian background  
(please specify) .....

#### Other

Any other background  
(please specify) .....

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Thank you very much for completing this survey. Please return it to Herefordshire Council Research Team in the prepaid envelope provided, by **Friday 11th August**.

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