

HEREFORDSHIRE PARTNERSHIP

**HEREFORDSHIRE VOICE
COUNCIL SPENDING PRIORITIES AND
ACCESS TO SERVICES, ADVICE & INFORMATION**

SUMMARY REPORT

- MARCH 2003-

Prepared for: -
Herefordshire Partnership

Prepared by:-
BMG
7 Holt Court North
Heneage Street West
Aston Science Park
Birmingham
B7 4AX

Tel: 0121 333 6006
Fax: 0121 333 6800

TABLE OF CONTENTS

1.0 EXECUTIVE SUMMARY	1
1.1 COUNCIL SPENDING PRIORITIES	1
1.2 REVENUE AND BUDGET PRIORITIES	1
1.3 ACCESS TO SERVICES, ADVICE AND INFORMATION.....	1
2.0 INTRODUCTION.....	4
2.1 BACKGROUND.....	4
2.2 METHODOLOGY	4
2.3 PROFILE OF RESPONDENTS.....	6
PROFILE OF RESPONDENTS.....	6
3.0 COUNCIL SPENDING PRIORITIES	7
3.1 IMPORTANCE OF PROJECTS OR ACTIVITIES.....	7
3.2 WILLINGNESS TO PAY ADDITIONAL COUNCIL TAX	9
4.0 REVENUE AND BUDGET PRIORITIES	12
4.1 IMPORTANCE OF SERVICE AREAS IN TERMS OF SPENDING ALLOCATION.....	12
4.2 WILLINGNESS TO PAY ADDITIONAL COUNCIL TAX	14
5.0 ACCESS TO SERVICES, ADVICE AND INFORMATION	15
5.1 SOURCES FOR ACCESSING HELP, ADVICE AND INFORMATION	15
5.2 PEOPLE OR ORGANISATIONS APPROPRIATE TO GIVE HELP OR ADVICE ON SPECIFIC PROBLEMS	16
5.3 METHODS OF OBTAINING HELP OR ADVICE.....	17
5.4 SEEKING ADVICE BY TELEPHONE.....	18
5.5 USING THE INTERNET FOR ADVICE	20
5.6 AGREEMENT WITH ASPECTS OF ADVICE PROVIDED.....	21
5.7 RECENT ISSUES OR EXPERIENCES.....	23
5.8 EXPERIENCE OF OTHER PROBLEMS	25
5.9 SOURCES OF HELP FOR THE PROBLEM	27
5.10 SATISFACTION WITH THE ADVICE.....	31
5.11 OTHER SOURCES OF INFORMATION	32
5.12 REASONS FOR NOT OBTAINING HELP WITH THE PROBLEM	33

1.0 EXECUTIVE SUMMARY

1.1 COUNCIL SPENDING PRIORITIES

- Improving the road and transport network is considered important by the vast majority of residents (92% rating it very/fairly important). Improvements to school buildings (77%) and improvements to leisure and amenity facilities (63%) are rated important by fairly high numbers. When asked to choose just one of the above as residents' top priority, improving the road and transport network came out even more strongly (62%).
- Furthermore, a substantial proportion of residents (44%) would be willing to pay additional Council Tax to ensure their top priority project or activity was resourced adequately.

1.2 REVENUE AND BUDGET PRIORITIES

- When asked to rate how important a specified set of services are in terms of allocation of spending, most of the services are found important by more than a half of residents (achieving very/fairly important ratings of between 47% to 91%). Of particular importance (again) is maintaining the road and transport network (91%), as is collecting and disposing of waste (85%) and improving education services (80%). On having to choose one top priority, the main two were maintaining the road and transport network (40%) and improving education services (25%).
- More than four in ten residents (44%) would be willing to pay additional Council Tax to ensure their top priority received the money necessary to offer a good service.

1.3 ACCESS TO SERVICES, ADVICE AND INFORMATION

- Residents mainly telephone an organisation to seek help, advice or information (85%). Other important sources include writing to an organisation (35%), via the Internet (32%), post office information points (31%), library information points (31%) and public notice boards (28%).
- When residents were asked to name which organisations they would consider appropriate to give help or advice on specific problem areas, those named varies with the type of problem. However, for most types of problems, residents would not hesitate in using independent advice agencies (achieving between 25% and 58% for individual issues). However, for injury (74%), marital problems (69%) and unfair treatment by the police (59%), most residents would go to a solicitor. In terms of problems with neighbours, residents are more divided with some approaching the Council (46%), some the police (37%) and some an independent advice agency (42%).

- Given a list of specific problems to get help or advice on, most residents would use either the telephone (from between 28% and 53% depending on the issue) or call in person to speak to someone for each of the problems (26% - 47%). Sizeable proportions would also look it up on the Internet (9% - 19%) or pick up a leaflet/brochure (11% - 23%).
- A half of residents (51%) would be prepared to wait for between 3 – 8 rings before being connected to an advisor, with over a third prepared to wait between 9 – 14 rings (37%). In terms of waiting to obtain advice, just under a half would wait 7 – 15 minutes (46%) and about one in six 16+ minutes (16%). However, almost four in ten would only wait up to 6 minutes (36%).
- Ways of encouraging residents to use the Internet vary, with sizeable proportions mentioning confidentiality/security (39%), if the information could be trusted (35%), if residents knew where to find such information (34%) and having access to a computer/the Internet (34%). For a further quarter nothing would encourage them or they were unable to think of anything.
- When residents were asked to what extent they agreed with a set of statements relating to the method and quality of advice given, highest agreement was given to the reputation of the organisation (90% rating strongly agree/agree), with accuracy of information (85%) and being able to use the telephone (83%) as other priorities. Smaller numbers of residents, but still in the majority, agreed that it would be useful to go to one place for advice (73%), pay for national call rates if the telephone advice was quick, accurate and comprehensive (72%) or see someone in person (64%).
- A half of residents (51%) have experienced at least one of the specified legal activities in the past five years, particularly making a will/dealing with someone else's will (31%) and selling a house (26%). The most recent legal activity also involved either making a will (29%) or selling a house (27%).
- Among those who have experienced one of the specified legal activities, 80% received help in relation to this (the most recent) issue. The source of assistance centres on a solicitor (73%). Other significant sources of advice include an estate agent (37%), from a friend/relative (16%), leaflet/brochure/book/magazine (15%) or the Council (12%).
- Just under a half of residents (47%) have experienced one or more of the specified problems in the last 5 years. In summary, these issues have generally concerned goods & services (30%), health issues (12%) or housing issues (12%). The most recent problem, mainly concerned goods and services (36%) or housing (15%).
- The length of time the (most recent) problem has been going on varies from up to 4 weeks (25%) to least 1 year (25%). A half of those who have experienced the specified problems (50%) received help from a person or organisation. Among those receiving help, 13% said they had experienced some difficulty in obtaining assistance.

- Difficulties experienced tend to be piecemeal in nature, with only 2 to 5 respondents mentioning each of the following; not helpful due to lack of communication, advice not available locally, telephone always engaged, couldn't get an appointment, too long to wait and opening hours.
- Of those who received help, this was mainly from a solicitor (27%), Council department (23%), friend or relative (20%), advice agency (20%) or doctor (16%). In terms of the most recent source, a solicitor (16%), Council department (10%) or advice agency (7%) are the main three. Residents mainly obtained this (most recent) help over the telephone (55%) or by letter (34%), with other smaller groups doing so via someone visiting their home (19%) or at a local advice centre (18%).
- The main ways in which these residents found out about the organisation was because they either had always known about it (42%) or because of previous experience (31%). Other, smaller numbers mention being referred to it by an official agency/person (14%) or through a friend or relative (13%).
- When asked how serious the problem had been at the time of seeking advice, more than a half of residents said it had been very or extremely serious (57%).
- Overall, the majority of residents who sought advice (77%) are satisfied with the way in which the problem was dealt with. However, a small minority express dissatisfaction (11%). In terms of more detailed aspects of the advice, most residents are satisfied with the friendliness of staff (78% rating very/fairly satisfied), knowledge of staff (76%), outcome of advice (72%) and ease of getting through to the person (61%). Less satisfaction is given to punctuality (45%), but a high proportion of residents did not provide an answer to this aspect.
- Other sources from which residents obtained any information include friends/relatives (16%), solicitors (15%), independent advice agencies (13%), and Council departments (12%).
- The main reason why residents did not receive help was because they dealt with the problem themselves (48%). Much smaller numbers sought help but could not obtain it (8%), didn't know where to go/how to get help (5%), didn't think anything could be done (4%) and the problem was not serious enough (3%).

2.0 INTRODUCTION

2.1 BACKGROUND

- The modernisation agenda presents local authorities with a broad range of challenges and opportunities. Central to this agenda is the need to consult with the public. As part of their consultation strategy, Herefordshire Partnership, which includes Herefordshire Council, the Chamber of Commerce for Herefordshire and Worcestershire, the Herefordshire Health Authority, West Mercia Police, voluntary organisations and Advantage West Midlands, commissioned BMG to recruit a panel of 1000 residents with whom they could consult on a range of local issues.
- This report presents the findings of the sixth survey of the panel. The principle aims of the current survey were to investigate attitudes towards and measure usage of :
 - ◆ Council spending priorities;
 - ◆ Revenue and budget priorities;
 - ◆ Access to services, advice and information.
- Due to natural attrition, the panel size was 1,077 members at the time of mailing this survey questionnaire.

2.2 METHODOLOGY

- 1,077 panel members were sent a copy of the sixth questionnaire "Council spending priorities and access to services, advice & information" on the 12th December 2002. The deadline for return of the questionnaire was established as the 26th December. A second mailing was then implemented for non-returners on the 15th January 2003, with a return date of 20th January being set. A total of 471 questionnaires were returned, thus, for the whole survey, the return rate was 43.7%.
- The sample is thus subject to a maximum standard error of $\pm 4.52\%$ at the 95% confidence level on an observed statistic of 50%. Thus, we can be 95% confident that responses are representative of those that would be given by the total population, if a census had been conducted, to within $\pm 4.52\%$ of the percentages reported.

- In addition to this written report, data tabulations have been produced which present the data as a whole, and broken down by the following groups:
 - ◆ Gender of the respondent;
 - ◆ Age of the respondent;
 - ◆ Ward in which the respondent lives.
 - ◆ The length of time the respondent has been resident in Herefordshire;
 - ◆ Housing ownership:
 - ◆ Housing type:
 - ◆ Illness/disability:
 - ◆ Benefits received:
 - ◆ Marital status:
 - ◆ Children in Household:
 - ◆ ICT access:
 - ◆ Use of public transport:
 - ◆ Household car access:
 - ◆ Employment status:
 - ◆ Socio-economic class.
- Data for certain questions has also been split by other groups where relevant.

2.3 PROFILE OF RESPONDENTS

- The table below shows key demographic information on the respondents returning questionnaires for this survey.

Figure 1

PROFILE OF RESPONDENTS		
	%	UNWEIGHTED SAMPLE BASES
TOTAL		
TOTAL	100	471
GENDER		
MALE	50	234
FEMALE	50	237
AGE		
16-24	15	72
25-44	45	210
45-59	13	62
60+	27	127
ILLNESS/DISABILITY		
YES	19	88
NO	81	381
CHILDREN IN HOUSEHOLD		
YES	28	131
NO	72	340
SOCIO-ECONOMIC CLASS		
HIGHER	29	137
INTERMEDIATE	26	123
LOWER	14	67
NON WORKING	10	47

3.0 COUNCIL SPENDING PRIORITIES

3.1 IMPORTANCE OF PROJECTS OR ACTIVITIES

- Improving the road and transport network is considered important by the vast majority of residents. Improvements to school buildings and improvements to leisure and amenity facilities are rated important by fairly high numbers, whilst improving access to services by electronic means is not seen as particularly important. Just over a half find providing additional housing important.

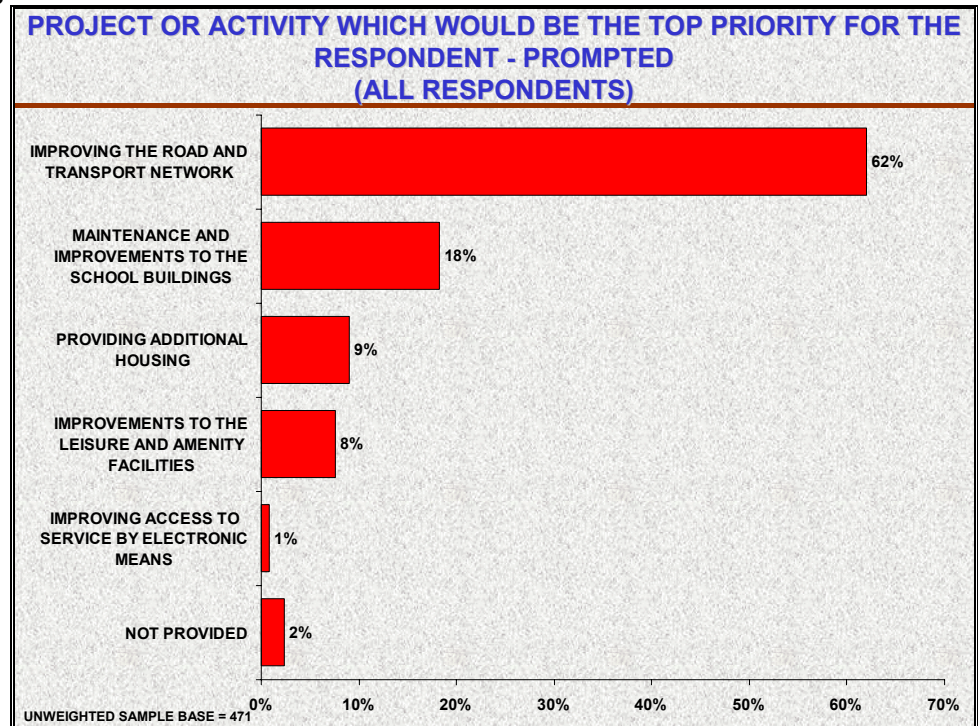
Figure 2

IMPORTANCE OF SPECIFIED PROJECTS AND ACTIVITIES TO THE RESPONDENT AND FAMILY (ALL RESPONDENTS)				
	VERY/FAIRLY UNIMPORTANT	NEITHER IMPORTANT NOR UNIMPORTANT	VERY/FAIRLY IMPORTANT	NOT PROVIDED
	%	%	%	%
IMPROVING THE ROAD TRANSPORT NETWORK	3	4	92	2
MAINTENANCE AND IMPROVEMENTS TO THE SCHOOL BUILDINGS	7	14	77	3
IMPROVEMENTS TO THE LEISURE AND AMENITY FACILITIES	9	25	63	3
PROVIDING ADDITIONAL HOUSING	17	25	54	3
IMPROVING ACCESS TO SERVICES BY ELECTRONIC MEANS	27	36	32	5
UNWEIGHTED SAMPLE BASE = 471 ROW PERCENTAGES				

- Looking at the net ratings (very/fairly important minus very/fairly unimportant) shows some differences by demographic profile :
 - ◆ Lower and non-working socio-economic groups are among those most likely to mention the road and transport network; 58% of higher socio-economic groups, 56% of intermediate groups, 73% of lower groups and 69% of non-working groups.
 - ◆ Older people are also more likely to mention the road and transport network; 51% of 16-24 year olds, 47% of 25-44 year olds, 66% of 45-69 year olds and 84% of 60+ year olds.

- ◆ Residents with children (35%) are much more likely to name improvements to school buildings as their top priority than those without children (13%).
- When asked to choose just one of the above as residents' top priority, improving the road and transport network came out even more strongly, with more than six in ten naming it.

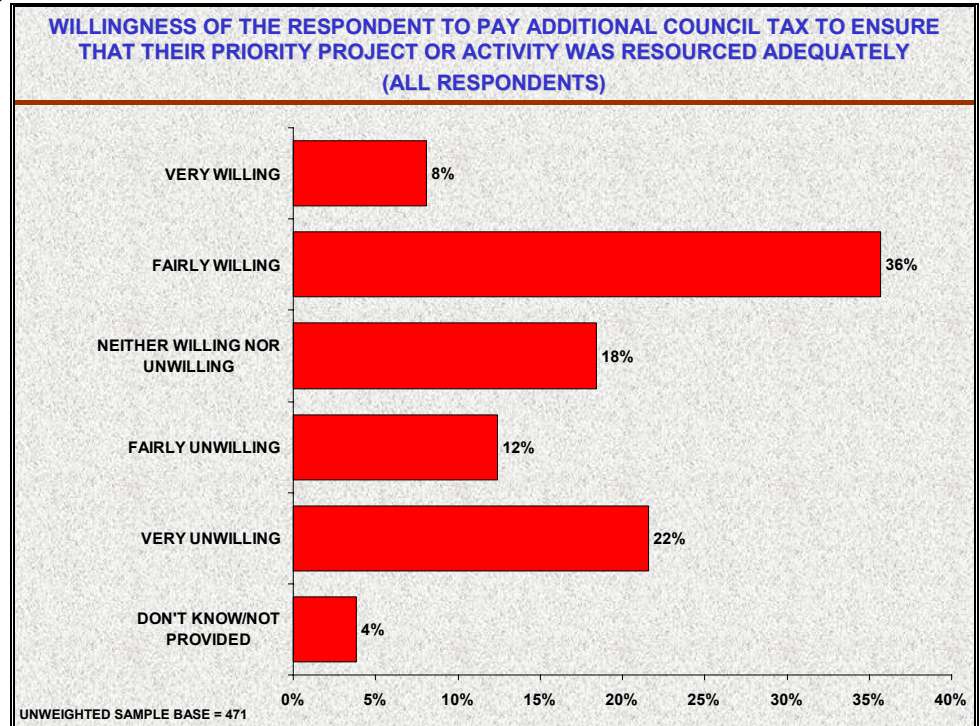
Figure 3



3.2 WILLINGNESS TO PAY ADDITIONAL COUNCIL TAX

- Furthermore, a substantial proportion of residents would be willing to pay additional Council Tax to ensure their top priority project or activity was resourced adequately.

Figure 4



- Among those most likely to be willing to pay additional Council Tax are :
 - ◆ Higher socio-economic groups.
 - ◆ Those with an illness or disability.
 - ◆ Those with children.

Figure 5

PROPORTION OF RESPONDENTS WILLING TO PAY ADDITIONAL COUNCIL TAX TO ENSURE THAT THEIR PRIORITY PROJECT OR ACTIVITY WAS RESOURCED ADEQUATELY		
	% SAYING VERY/FAIRLY WILLING	WEIGHTED SAMPLE BASES
TOTAL		
TOTAL	44	471
GENDER		
MALE	46	235
FEMALE	42	236
AGE		
16-24	44	46
25-44	48	199
45-59	35	83
60+	44	144
ILLNESS/DISABILITY		
YES	50	88
NO	43	380
CHILDREN IN HOUSEHOLD		
YES	50	115
NO	42	356
SOCIO-ECONOMIC CLASS		
HIGHER	52	137
INTERMEDIATE	45	133
LOWER	40	68
NON WORKING	37	119

- Willingness to pay additional Council Tax varies slightly according to residents' top priority with those most likely to pay extra being among :
 - ◆ Maintenance and improvements to school buildings (54% very/fairly willing);
 - ◆ Improvements to the leisure and amenity facilities (52%);
 - ◆ Providing additional housing (50%).

4.0 REVENUE AND BUDGET PRIORITIES

4.1 IMPORTANCE OF SERVICE AREAS IN TERMS OF SPENDING ALLOCATION

- When asked to rate how important a specified set of services are in terms of allocation of spending, most of the services are found important by more than a half of residents. Of particular importance (again) is maintaining the road and transport network, as is collecting and disposing of waste and improving education services. Of least importance is providing further housing services and maintaining leisure and amenity facilities.

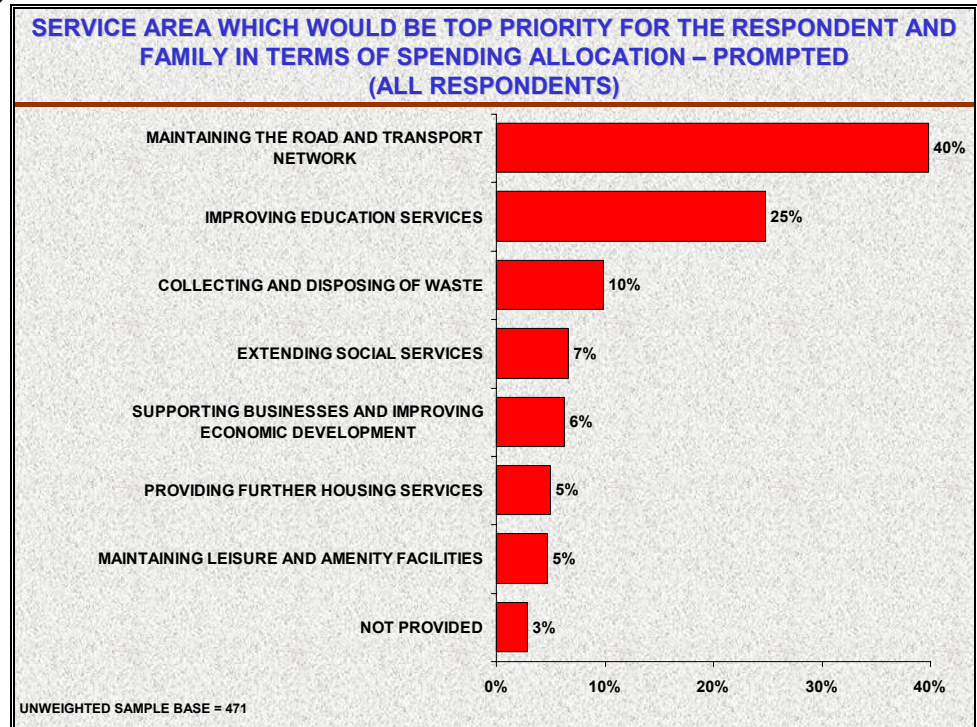
Figure 6

IMPORTANCE OF SPECIFIED SERVICE AREAS IN TERMS OF SPENDING ALLOCATION (ALL RESPONDENTS)				
	VERY/FAIRLY UNIMPORTANT	NEITHER IMPORTANT NOR UNIMPORTANT	VERY/FAIRLY IMPORTANT	NOT PROVIDED
	%	%	%	%
MAINTAINING THE ROAD AND TRANSPORT NETWORK	2	7	91	1
COLLECTING AND DISPOSING OF WASTE	2	12	85	2
IMPROVING EDUCATION SERVICES	4	13	80	3
EXTENDING SOCIAL SERVICES	11	23	63	4
SUPPORTING BUSINESSES AND IMPROVING ECONOMIC DEVELOPMENT	10	23	63	4
MAINTAINING LEISURE AND AMENITY FACILITIES	10	30	59	2
PROVIDING FURTHER HOUSING SERVICES	18	31	47	4
UNWEIGHTED SAMPLE BASE = 471 ROW PERCENTAGES				

- The pattern is similar across sub groups as for the importance of projects or activities discussed previously, with age and child status again showing the largest differences.

- On having to choose one top priority, about four in ten opted for maintaining the road and transport network and a further one quarter, improving education services.

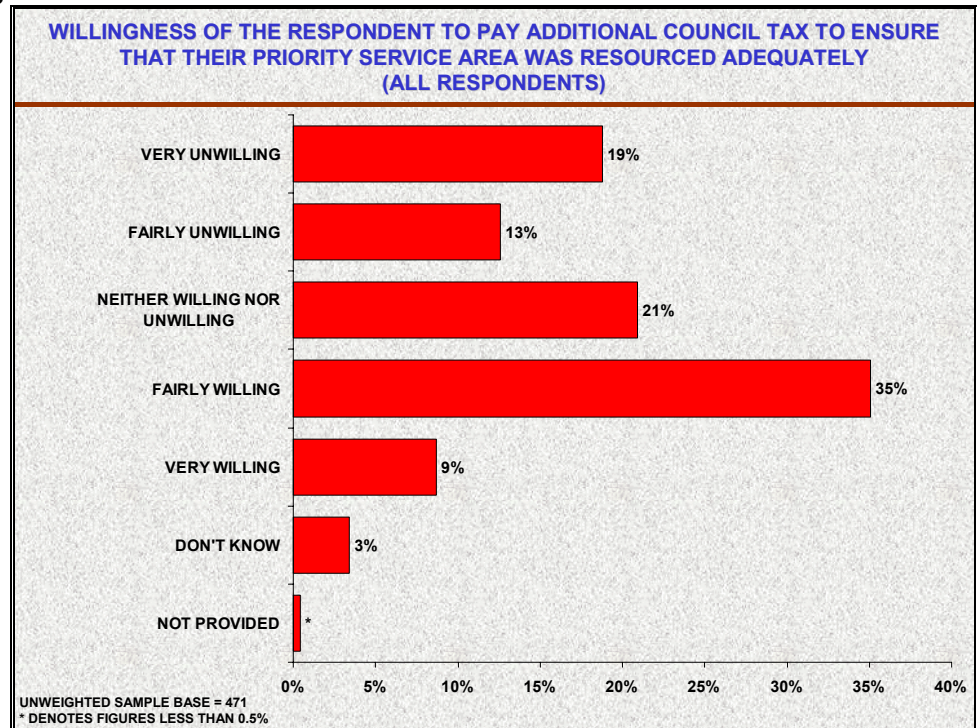
Figure 7



4.2 WILLINGNESS TO PAY ADDITIONAL COUNCIL TAX

- More than four in ten residents would be willing to pay additional Council Tax to ensure their top priority received the money necessary to offer a good service.

Figure 8



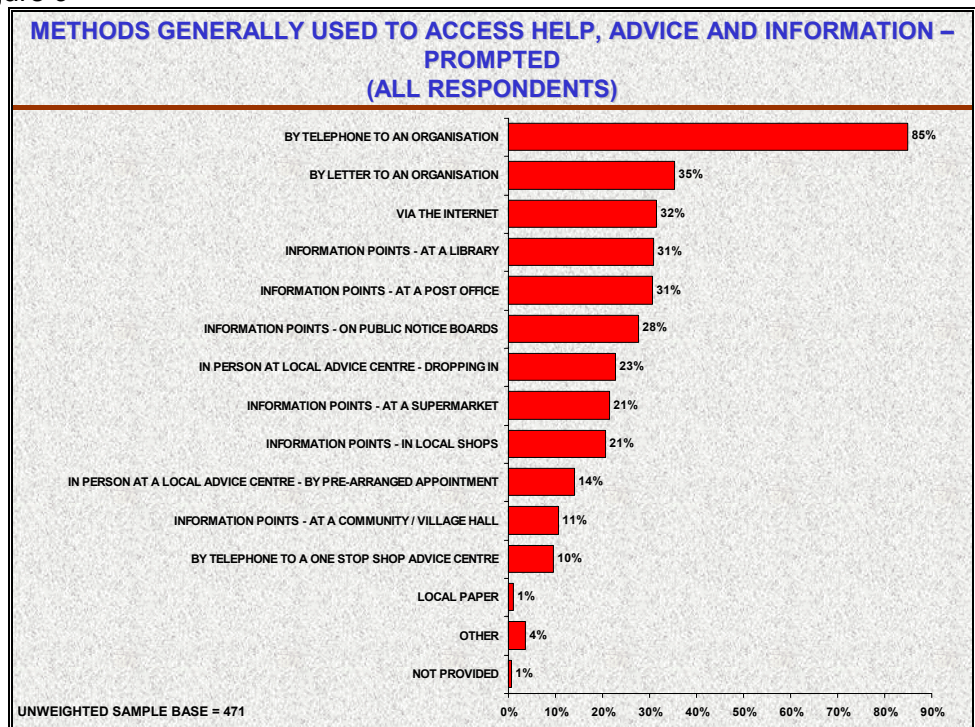
- Again willingness to pay additional Council Tax varies by priority service, with the highest levels of willingness being for :
 - ◆ Collecting and disposing of waste (80% very/fairly willing);
 - ◆ Extending social services (58%).

5.0 ACCESS TO SERVICES, ADVICE AND INFORMATION

5.1 SOURCES FOR ACCESSING HELP, ADVICE AND INFORMATION

- Residents mainly telephone an organisation to seek help, advice or information, with more than eight in ten mentioning this. Other important sources include writing to an organisation, via the Internet, post office information points, library information points and public notice boards.

Figure 9



- Methods of accessing help varies only a little across sub groups. Some of the key differences are driven by :
 - ◆ Age, where young people are more likely to use the Internet than older people; 50% of 16-24 year olds, 46% of 25-44 year olds, 25% of 45-69 year olds and 9% of 60+ year olds.
 - ◆ Socio-economic group; where higher groups are more likely to telephone an organisation directly; 92% of higher socio-economic groups, 87% of intermediate groups, 84% of lower groups and 77% of non-working groups.

5.2 PEOPLE OR ORGANISATIONS APPROPRIATE TO GIVE HELP OR ADVICE ON SPECIFIC PROBLEMS

- Residents were asked to name which organisations they would consider appropriate to give help or advice on specific problem areas. The organisation named varies with the type of problem, although for most types of problems, residents would not hesitate in using independent advice agencies. However, for marital problems, injury and unfair treatment by the police, most residents would go to a solicitor. In terms of problems with neighbours, residents are more divided with some approaching the Council, some the police and some an independent advice agency.

Figure 10

INDIVIDUALS OR ORGANISATIONS WHICH ARE CONSIDERED APPROPRIATE TO HELP OR ADVISE WITH SPECIFIED ISSUES (ALL RESPONDENTS)									
		INDEPENDENT ADVICE AGENCY	COUNCIL	SOLICITOR	POLICE	FRIEND OR RELATIVE	LIBRARY	NONE OF THESE	DON'T KNOW/ NOT PROVIDED
PROBLEMS TO DO WITH NEIGHBOURS	%	41	46	37	42	16	2	3	5
PROBLEMS TO DO WITH EMPLOYMENT	%	54	4	21	1	17	8	15	16
PROBLEMS TO DO WITH MONEY	%	48	3	15	1	25	3	19	12
BENEFIT PROBLEMS	%	56	28	3	1	6	4	9	15
DISCRIMINATION	%	38	14	30	22	7	3	6	20
PROBLEMS TO DO WITH HOUSING	%	25	70	11	1	6	2	5	12
FAULTY GOODS / SERVICES	%	58	20	20	3	7	3	14	9
DIVORCE / SEPARATION / PROBLEMS TO DO WITH RELATIONSHIPS / CHILDREN	%	26	2	69	2	21	3	7	13
INJURY / MEDICAL NEGLIGENCE	%	30	2	74	5	8	3	5	9
UNFAIR TREATMENT BY THE POLICE	%	33	6	59	26	6	1	3	11
IMMIGRATION PROBLEMS	%	29	10	25	15	3	3	9	31
ROW PERCENTAGES									

5.3 METHODS OF OBTAINING HELP OR ADVICE

- Given a list of specific problems to get help or advice on, most residents would use either the telephone or call in person to speak to someone for each of the problems. Sizeable proportions would also look it up on the Internet or pick up a leaflet/brochure.

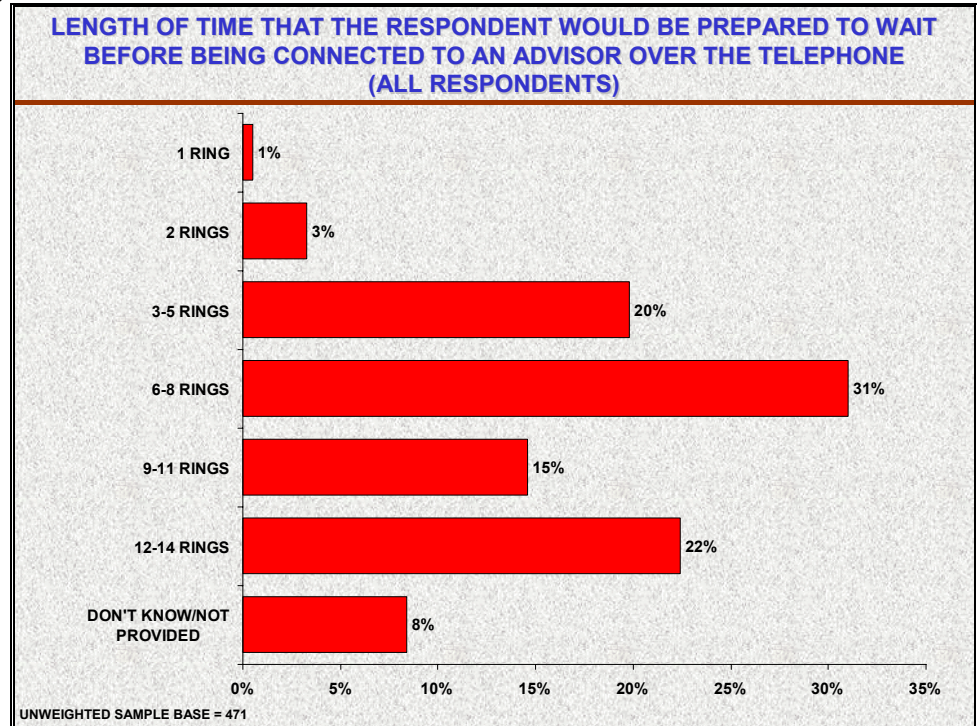
Figure 11

METHODS THE RESPONDENT WOULD USE TO FIND HELP OR ADVICE WITH SPECIFIED ISSUES (ALL RESPONDENTS)											
		USE THE TELEPHONE	CALL IN PERSON AND SPEAK TO SOMEONE	LOOK IT UP ON THE INTERNET	HAVE SOMEONE CALL AT MY HOME	PICK UP A LEAFLET/BROCHURE	LOOK IT UP IN THE LIBRARY	USE EMAIL	LOOK IT UP ON TELETEXT/DIGITAL TV	NONE OF THESE	DON'T KNOW /NOT PROVIDED
PROBLEMS TO DO WITH NEIGHBOURS	%	53	47	15	14	19	9	8	1	5	9
PROBLEMS TO DO WITH EMPLOYMENT	%	38	39	19	6	20	12	8	2	9	17
PROBLEMS TO DO WITH MONEY	%	34	42	14	12	16	6	5	2	14	13
BENEFIT PROBLEMS	%	40	41	13	8	23	8	4	1	8	15
DISCRIMINATION	%	31	33	14	8	16	8	4	1	10	24
FAULTY GOODS / SERVICES	%	51	45	16	4	13	10	8	1	6	7
DIVORCE / SEPARATION / PROBLEMS TO DO WITH RELATIONSHIPS CHILDREN	%	34	44	9	10	15	8	4	1	10	18
INJURY / MEDICAL NEGLIGENCE	%	42	43	15	10	18	8	5	1	8	13
UNFAIR TREATMENT BY THE POLICE	%	39	46	13	11	11	8	4	1	8	13
IMMIGRATION PROBLEMS	%	28	26	11	6	12	8	4	1	12	33
ROW PERCENTAGES											

5.4 SEEKING ADVICE BY TELEPHONE

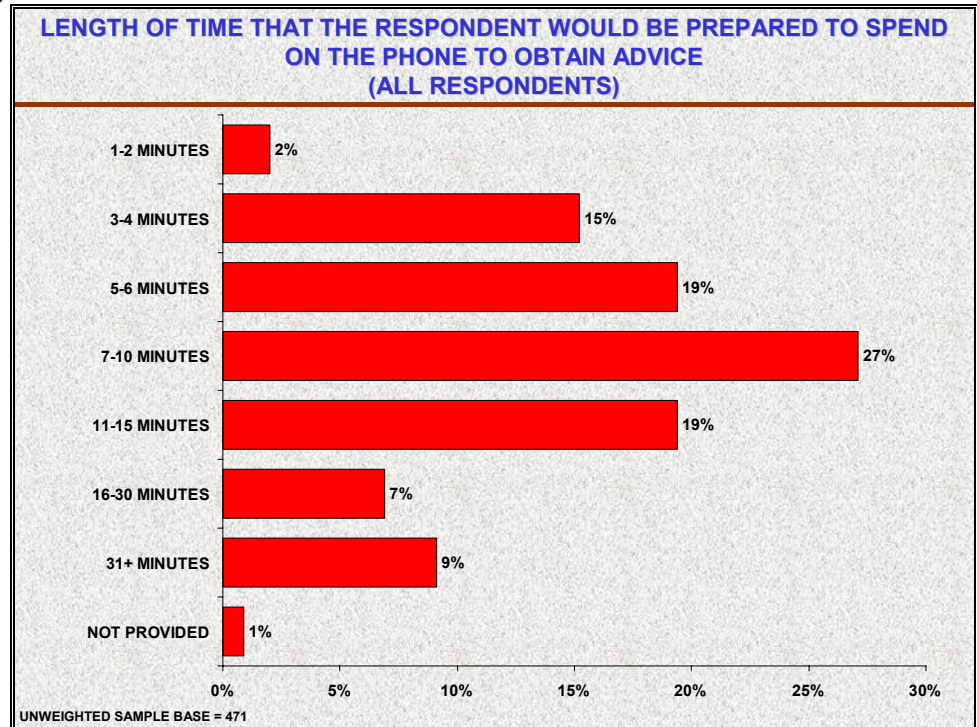
- A half of residents would be prepared to wait for between 3 – 8 rings before being connected to an advisor, with over a third prepared to wait between 9 – 14 rings.

Figure 12



- In terms of waiting to obtain advice, just under a half would wait 7 – 15 minutes and about one in six 16+ minutes. However, almost four in ten would only wait up to 6 minutes.

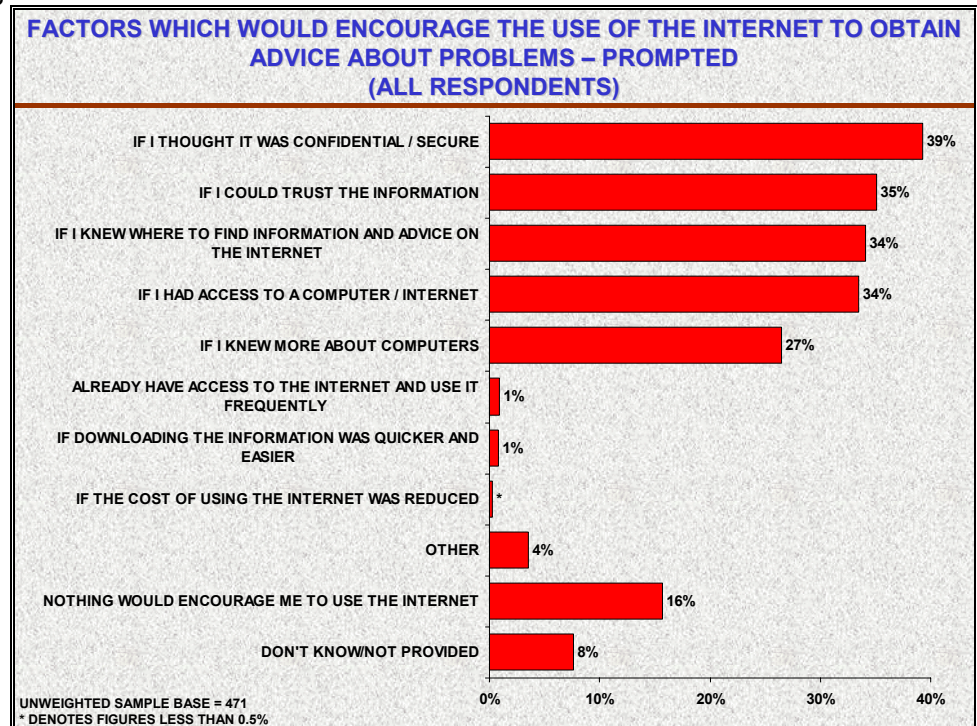
Figure 13



5.5 USING THE INTERNET FOR ADVICE

- Ways of encouraging residents to use the Internet vary, with sizeable proportions mentioning confidentiality/security, if the information could be trusted, if residents knew where to find such information and having access to a computer/the Internet. For a further one in six, nothing would encourage them and 8% are unable to think of anything.

Figure 14



- Age is the main determinant in terms of encouraging people to obtain information on the Internet :
 - ◆ Younger people are more likely to be encouraged by access to a computer/the Internet; 41% of 16-24 year olds, 38% of 25-44 year olds, 28% of 45-69 year olds and 29% of 60+ year olds.
 - ◆ Older people are more likely to require greater knowledge about the Internet; 17% of 16-24 year olds, 21% of 25-44 year olds, 32% of 45-69 year olds and 35% of 60+ year olds.

5.6 AGREEMENT WITH ASPECTS OF ADVICE PROVIDED

- Residents were asked to what extent they agreed with a set of statements relating to the method and quality of advice given. Highest agreement was given to the reputation of the organisation, with accuracy of information and being able to use the telephone as other priorities. Smaller numbers of residents, but still in the majority, agreed that it would be useful to go to one place for advice, pay for national call rates if the telephone advice was quick, accurate and comprehensive or have face to face advice.

Figure 15

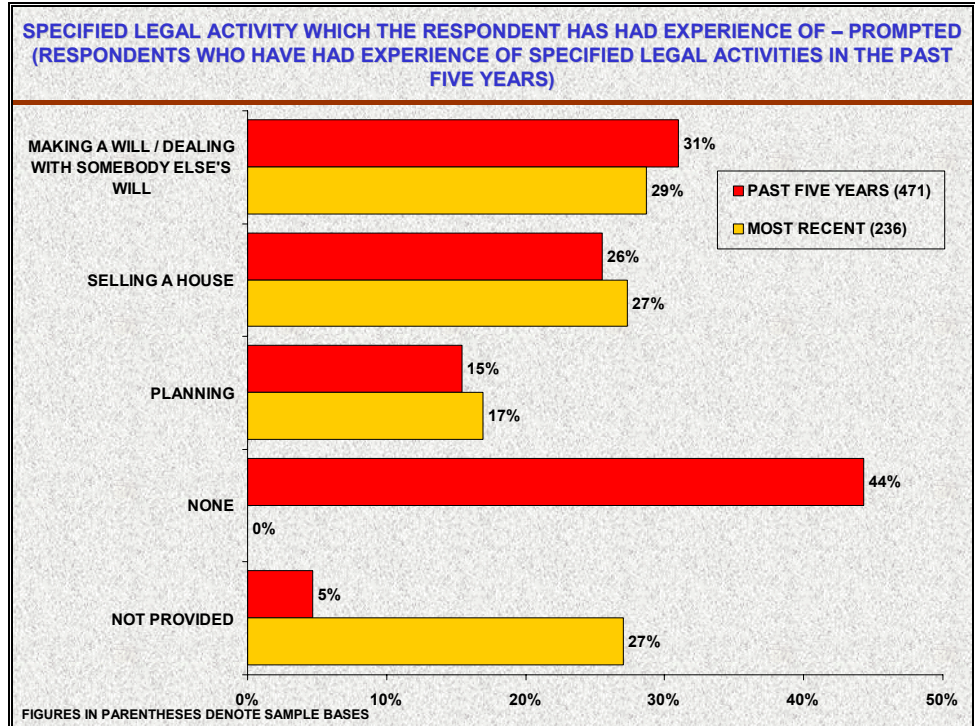
AGREEMENT WITH SPECIFIED STATEMENTS RELATING TO THE OBTAINING OF ADVICE OR INFORMATION WITH REGARD TO PROBLEMS (ALL RESPONDENTS)				
	STRONGLY/ DISAGREE	NEITHER AGREE NOR DISAGREE	STRONGLY/ AGREE	DON'T KNOW/ NOT PROVIDED
	%	%	%	%
THE REPUTATION OF AN ORGANISATION OR INDIVIDUAL THAT I GO TO FOR ADVICE IS VERY IMPORTANT TO ME	1	6	90	4
I DON'T MIND WHERE I GO FOR ADVICE AS LONG AS THE ADVICE I RECEIVE IS ACCURATE	5	5	85	5
I WOULD CONSIDER USING THE PHONE TO GET ADVICE OR INFORMATION	4	10	83	4
I WOULD FIND IT USEFUL TO HAVE ONE PLACE WHERE I CAN GO TO GET ADVICE INFORMATION ON A RANGE OF DIFFERENT SUBJECTS	4	18	73	5
I WOULDN'T MIND PAYING NATIONAL CALL RATES FOR TELEPHONE ADVICE IF IT WAS QUICK, ACCURATE AND COMPREHENSIVE	11	13	72	5
I'D RATHER SEE SOMEONE WHO COULD HELP OR GIVE ADVICE IN PERSON THAN GET HELP OVER THE PHONE	7	25	64	4
I WOULD CONSIDER USING THE INTERNET TO GET ADVICE OR INFORMATION	21	22	47	10
UNWEIGHTED SAMPLE BASE = 471 ROW PERCENTAGES				

- Looking at the net ratings (strongly/agree minus strongly/disagree), shows some differences :
 - ◆ Use of the Internet, as we have seen previously, is determined by age group; 57% of 16-24 year olds, 50% of 25-44 year olds, 11% of 45-69 year olds and -7% of 60+ year olds.
 - ◆ Preferences for speaking to someone face to face is also related to age, with older people being more likely to prefer this method; 40% of 16-24 year olds, 42% of 25-44 year olds, 67% of 45-69 year olds and 76% of 60+ year olds.
 - ◆ Preferences for having advice in one place varies by socio-economic group, with lower groups preferring this; 50% of higher socio-economic groups, 73% of intermediate groups, 82% of lower groups and 78% of non-working groups.
 - ◆ Higher groups are more likely to consider using the telephone; 84% of higher socio-economic groups, 81% of intermediate groups, 77% of lower groups and 74% of non-working groups.
 - ◆ Higher groups are also more likely to be interested in the Internet; 40% of higher socio-economic groups, 24% of intermediate groups, 14% of lower groups and 19% of non-working groups.

5.7 RECENT ISSUES OR EXPERIENCES

- A half of residents have experienced at least one of the specified legal activities in the past five years, particularly making a will/dealing with someone else's will and selling a house.
- The most recent legal activity also involved either making a will or selling a house.

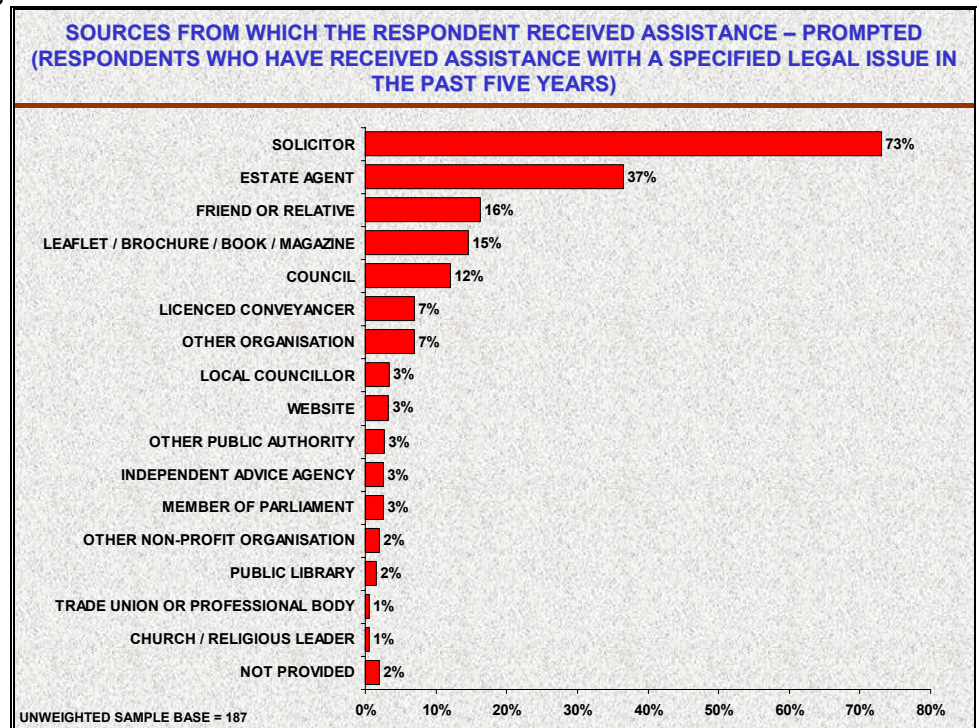
Figure 16



- Among those who have experienced one of the specified legal activities, 80% received help in relation to this (the most recent) issue. 17% did not receive help and 3% did not provide an answer.

- The sources of assistance centres on a solicitor, with almost three quarters of those seeking assistance approaching one. Other significant sources of advice include an estate agent, from a friend/relative, leaflet/brochure/book/magazine or the Council.

Figure 17



- Solicitors were much more likely to be used for selling a house (87%) and making a will (82%), whilst people tend to consult the Council (62%), when going through the planning process.

5.8 EXPERIENCE OF OTHER PROBLEMS

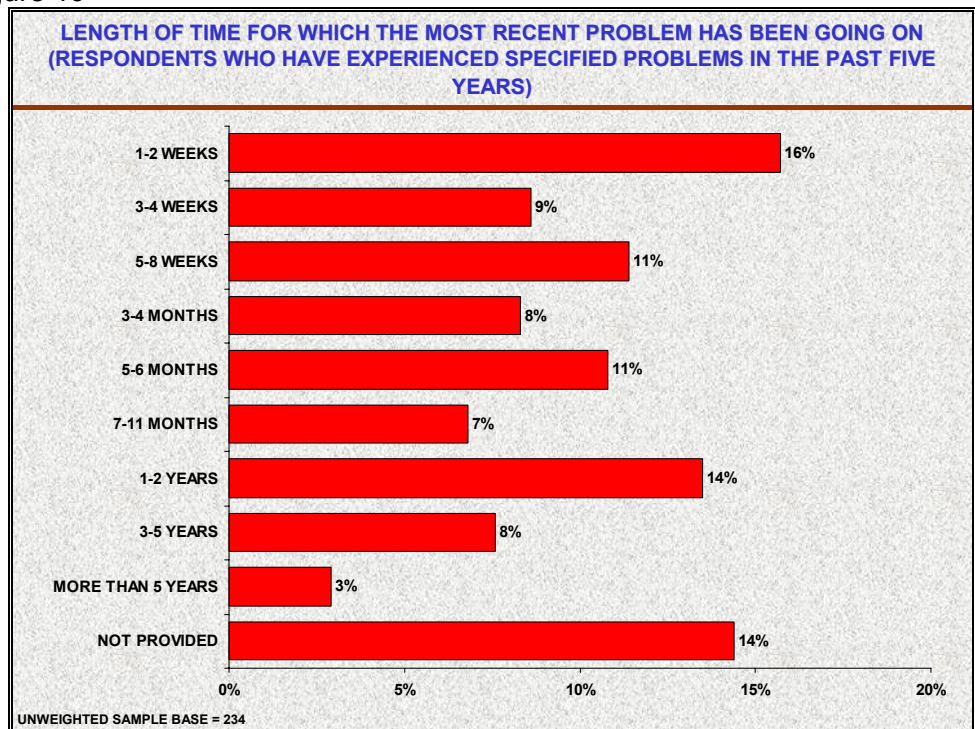
- Just under a half of residents have experienced one or more of the specified problems in the last 5 years. In summary, these issues have generally concerned goods & services (30%), health issues (12%) or housing issues (12%). The most recent problem, mainly concerned goods and services (36%) or Housing (15%). The graph below shows the full list of individual problems.

Figure 18

PROBLEMS/ MOST RECENT PROBLEMS WHICH THE RESPONDENT HAS EXPERIENCED IN THE PAST FIVE YEARS – PROMPTED (ALL RESPONDENTS)		
	ALL PROBLEMS	MOST RECENT PROBLEM
	%	%
PROVISION OR RECEIPT OF FAULTY GOODS OR SERVICES	30	36
ELIGIBILITY FOR, OR AMOUNT OF WELFARE BENEFITS	8	6
NEIGHBOURS	7	9
AN INJURY OR HEALTH PROBLEM CAUSED BY SOMEONE ELSE	6	3
DETENTION IN HOSPITAL	5	5
DIVORCE OR SEPARATION	5	3
HOUSING REPAIRS / HOUSING CONDITIONS	4	4
TERMINATION OF EMPLOYMENT	4	1
PAYMENT OR REPAYMENT OF RENT / MORTGAGE	4	1
DISCRIMINATION / HARASSMENT AT WORK	4	3
EMPLOYMENT TERMS OR CONDITIONS	3	3
PAYMENT OR REPAYMENT OF OTHER MONEY	3	2
CHOICE OF SCHOOL OR UNFAIR EXCLUSION OR SUSPENSION	2	1
BEING THREATENED WITH LEGAL ACTION	2	1
OTHER	8	1
NONE	43	0
NOT PROVIDED	10	20
UNWEIGHTED SAMPLE BASES	471	234

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

Figure 19



- A half of those who have experienced the specified problems (50%) received help from a person or organisation. A further 41% did not and 8% did not provide an answer.
- Among those receiving help, 13% said they had experienced some difficulty in obtaining assistance. 85% experienced no difficulty and 2% did not provide an answer.
- Difficulties experienced tend to be piecemeal in nature, with only a small number of residents mentioning each. Some of the main ones are listed below :
 - ◆ Not helpful due to lack of communication (5 respondents);
 - ◆ Advice not available locally (4);
 - ◆ Telephone always engaged (3);
 - ◆ Couldn't get an appointment (2);
 - ◆ Too long to wait (2);
 - ◆ Opening hours (2).

5.9 SOURCES OF HELP FOR THE PROBLEM

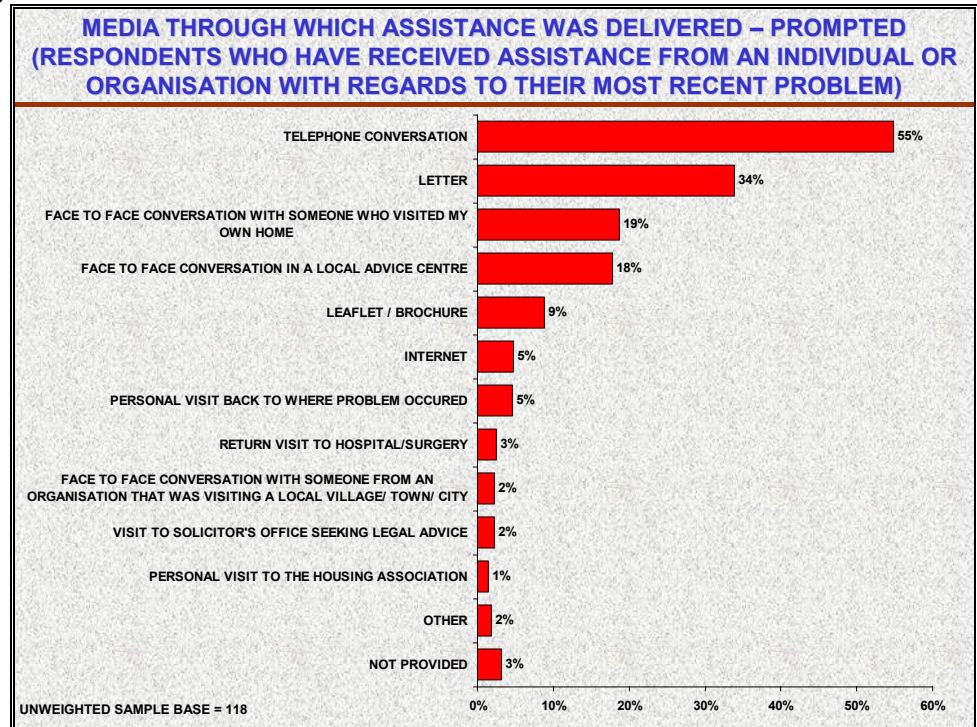
- Of those who received help, this was mainly from a solicitor, Council department, friend or relative, advice agency or doctor. In terms of the most recent source, solicitor, Council department or an advice agency are the main three.

Figure 20

SOURCES FROM WHICH THE RESPONDENT HAS RECEIVED ASSISTANCE – PROMPTED (RESPONDENTS WHO HAVE RECEIVED ASSISTANCE FROM AN INDIVIDUAL OR ORGANISATION WITH REGARDS TO THEIR MOST RECENT PROBLEM)		
	CONTACTED AT ALL	CONTACTED LAST
	%	%
SOLICITOR	27	16
COUNCIL DEPARTMENT	23	10
FRIEND OR RELATIVE	20	6
ADVICE AGENCY	20	7
DOCTOR	16	3
POLICE	9	4
OTHER PUBLIC AUTHORITY	6	1
TRADE UNION OR PROFESSIONAL BODY	6	2
MEMBER OF PARLIAMENT	4	1
LOCAL COUNCILLOR	4	1
WEBSITE	3	*
CHURCH / RELIGIOUS LEADER	2	1
ONE STOP SHOP	1	1
PUBLIC LIBRARY	1	-
OTHER ORGANISATION / INDIVIDUAL	18	10
OTHER NON-PROFIT ORGANISATION	5	2
NOT PROVIDED	4	36
UNWEIGHTED SAMPLE BASES	124	118
*DENOTES FIGURES LESS THAN 0.5%		

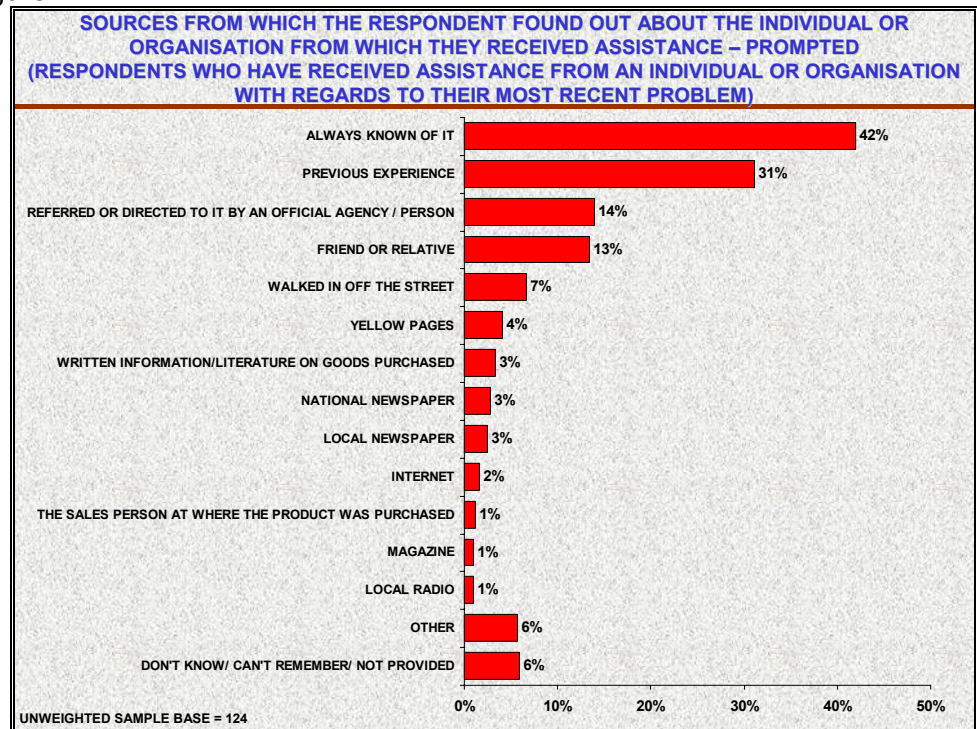
- Residents mainly obtained this (most recent) help over the telephone or by letter, with other smaller groups doing so via someone visiting their home or at a local advice centre.

Figure 21



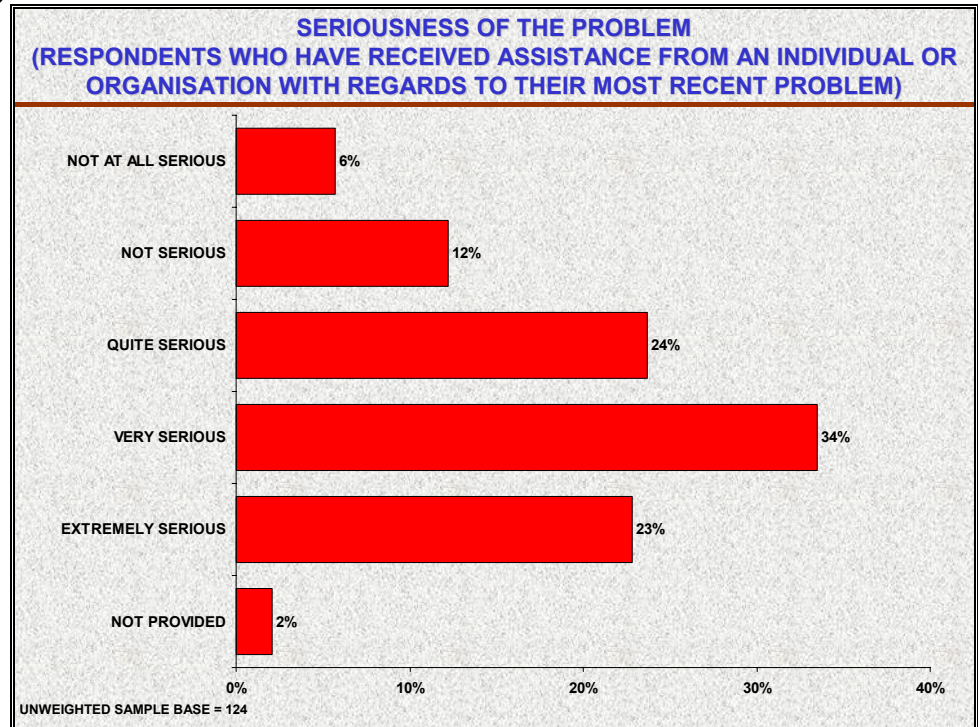
- The main ways in which these residents found out about the organisation was because they either had always known about it or because of previous experience. Other, smaller numbers mention through a friend or relative or being referred to it by an official agency/person.

Figure 22



- When asked how serious the problem had been at the time of seeking advice, more than a half of residents said it had been very or extremely serious.

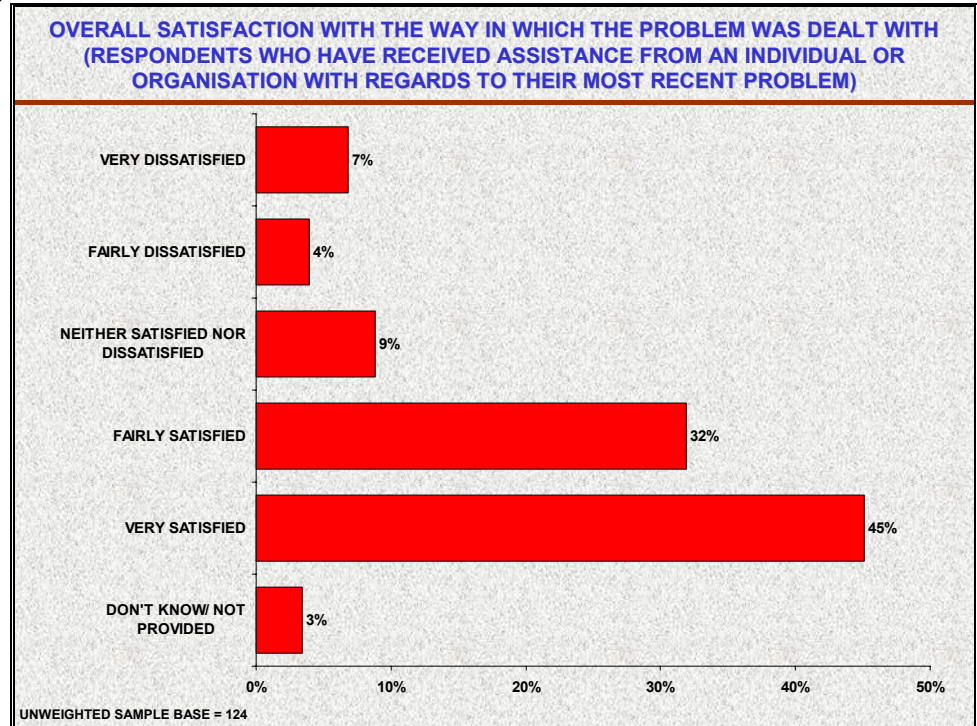
Figure 23



5.10 SATISFACTION WITH THE ADVICE

- Overall, the majority of residents who sought advice are satisfied with the way in which the problem was dealt with. However, a small minority express dissatisfaction.

Figure 24



- In terms of more detailed aspects of the advice, most residents are satisfied with the friendliness of staff, knowledge of staff, outcome of advice and ease of getting through to the person. Less satisfaction is given to punctuality, but a high proportion of residents did not provide an answer to this aspect.

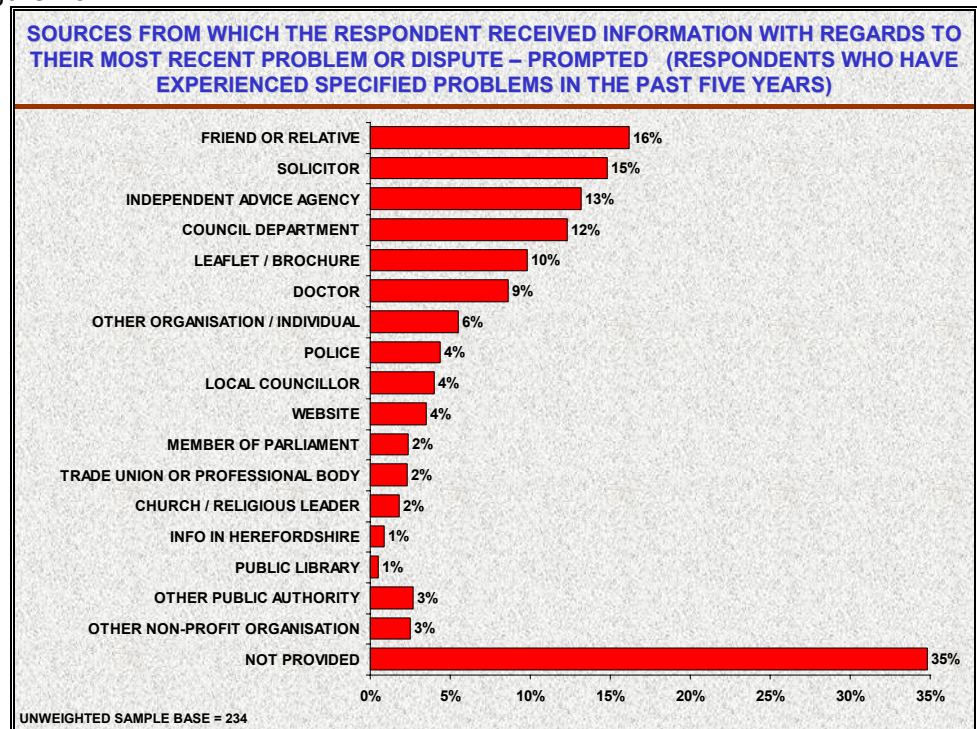
Figure 25

SATISFACTION WITH SPECIFIED ASPECTS OF THE ASSISTANCE RECEIVED (RESPONDENTS WHO HAVE RECEIVED ASSISTANCE FROM AN INDIVIDUAL OR ORGANISATION WITH REGARDS TO THEIR MOST RECENT PROBLEM)				
	VERY/FAIRLY DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	VERY/FAIRLY SATISFIED	NOT PROVIDED
	%	%	%	%
FRIENDLINESS OF STAFF	2	11	78	9
KNOWLEDGE OF STAFF	4	11	76	10
OUTCOME OF ADVICE AND INFORMATION	9	13	72	6
EASE OF GETTING THROUGH TO THE PERSON	9	10	61	19
PUNCTUALITY	1	15	45	39
UNWEIGHTED SAMPLE BASE = 114 ROW PERCENTAGES				

5.11 OTHER SOURCES OF INFORMATION

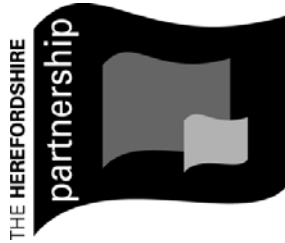
- Other sources from which residents obtained any information include friends/relatives, solicitors, independent advice agencies, and Council departments.

Figure 26



5.12 REASONS FOR NOT OBTAINING HELP WITH THE PROBLEM

- The main reason why residents did not receive help was because they dealt with the problem themselves (48%). Much smaller numbers sought help but could not obtain it (8%), didn't know where to go/how to get help (5%), didn't think anything could be done (4%) and the problem was not serious enough (3%).



HEREFORDSHIRE VOICE

COUNCIL SPENDING PRIORITIES AND ACCESS TO SERVICES, ADVICE & INFORMATION

Panel Reference No: «Panel_no»

Survey reference : 2929

Welcome to the seventh survey of HEREFORDSHIRE VOICE.

The main focus of this survey is access to services, advice & information, Council spending priorities and views on Herefordshire.

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

Please complete this questionnaire by ticking the box(es) for each question or writing in where appropriate. Please return your completed questionnaire in the prepaid envelope provided, by **Monday 30th December**. If you have any questions or queries about Herefordshire Voice or this questionnaire, please contact Linda Balodis at BMG on 0121 333 6006.

Once again, all completed questionnaires will be entered in a prize draw. One Panel Member each draw will be treated to one of the following prizes. Please tick which one would be your choice.

A hamper of Herefordshire produce	<input type="checkbox"/>	1
3 months membership of Marches fitness at one of Herefordshire Council's leisure facilities	<input type="checkbox"/>	2
A day at a local sporting event	<input type="checkbox"/>	3

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

NAME :

ADDRESS :

SECTION A : COUNCIL SPENDING PRIORITIES

The Council is committed to investing in the area and plans to spend over £20 million on capital projects in 2003/2004. Capital expenditure creates new community assets (e.g. schools, roads and bridges) and improves existing ones.

The Council relies heavily on external support to fund its capital projects. This is often by way of grant funding and approvals from Government to borrow. Often these capital projects receive specific funding and therefore are not wholly at the Council's discretion. Approximately 60% of capital projects are funded by way of borrowing (much like a mortgage), which is repayable over a number of years. The council has some limited internal resources available by way of revenue contributions and capital receipts from the sale of surplus assets.

Q1 How important are each of the following projects or activities to you and your family? **PLEASE TICK ONE BOX FOR EACH PROJECT/ACTIVITY UNDER 'Q1' BELOW**

	Q1					Q2
	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant	
Improving the road and transport network	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 1
Providing additional housing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 2
Maintenance and improvements to the school buildings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 3
Improvements to the leisure and amenity facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 4
Improving access to services by electronic means	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 5

Q2 If you could choose only one project or activity for spending, which one of the above services would it be? **PLEASE TICK ONE BOX UNDER 'Q2 TOP PRIORITY' ABOVE**

Q3 How willing would you be to pay additional Council Tax to ensure the project or activity you named at Q2 was resourced adequately? **PLEASE TICK ONE BOX**

Very willing	<input type="checkbox"/> 1	Fairly unwilling	<input type="checkbox"/> 4
Fairly willing	<input type="checkbox"/> 2	Very unwilling	<input type="checkbox"/> 5
Neither willing nor unwilling	<input type="checkbox"/> 3	Don't know	<input type="checkbox"/> 6

SECTION B : REVENUE/BUDGET PRIORITIES

The Council has limited resources and has to prioritise on which services money should be spent. The following questions are aimed to give you the opportunity to say which priorities are the most important for you and your family.

Q4 How important would you rate each of the following areas in terms of allocation of spending? **PLEASE TICK ONE BOX FOR EACH ASPECT UNDER 'Q4' BELOW**

	Q4					Q5
	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant	
Improving education services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 1
Extending social services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 2
Maintaining the road and transport network	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 3
Maintaining leisure and amenity facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 4
Collecting & disposing of waste	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Providing further housing services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Supporting businesses and improving economic development	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 7

Q5 And which of these would be the top priority for you and your family? **PLEASE TICK ONE BOX UNDER 'Q5 TOP PRIORITY' ABOVE**

Q6 How willing would you be to pay additional Council Tax in order to ensure your top priority receives the money necessary to offer a good service? **PLEASE TICK ONE BOX**

Very willing	<input type="checkbox"/> 1	Fairly unwilling	<input type="checkbox"/> 4
Fairly willing	<input type="checkbox"/> 2	Very unwilling	<input type="checkbox"/> 5
Neither willing nor unwilling	<input type="checkbox"/> 3	Don't know	<input type="checkbox"/> 6

SECTION C : ACCESS TO SERVICES, ADVICE AND INFORMATION

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

Q7 There are many ways to access help, advice and information. Which of the following methods do you generally use? **PLEASE TICK AS MANY BOXES AS APPLICABLE**

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

Q8 Which of these people or organisations would you consider to be appropriate to give you help or advice with the following types of problems? Please answer even if you have not experienced the problem(s) yourself. **PLEASE TICK AS MANY BOXES AS APPLICABLE FOR EACH PROBLEM**

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

Q9 Which of the following methods would you consider using to get help or advice for each type of problem listed? Please answer even if you have not experienced the problem(s) yourself. **PLEASE TICK AS MANY BOXES AS APPLICABLE FOR EACH PROBLEM**

	Look it up in the library	Look it up on teletext/ digital TV	Look it up on the internet	Pick up a leaflet /brochure	Use the telephone	Call in person and speak to someone	Use email	Have someone call at my home	None of these	Don't Know /No opinion
Problems to do with neighbours	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Problems to do with employment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Problems to do with money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Benefit problems	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Discrimination	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Faulty goods /services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Divorce/separation/problems to do with relationships/children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Injury/medical negligence	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Unfair treatment by the police	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
Immigration problems	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10

Q10 if you were seeking advice by telephone, how long would you be prepared to wait before being connected to an advisor? **PLEASE TICK ONE BOX**

1 ring	<input type="checkbox"/> 1	9-11 rings	<input type="checkbox"/> 5
2 rings	<input type="checkbox"/> 2	12-14 rings	<input type="checkbox"/> 6
3-5 rings	<input type="checkbox"/> 3	Don't know	<input type="checkbox"/> 7
6-8 rings	<input type="checkbox"/> 4		

Q11 If you were seeking advice, how long would you be willing to spend on the phone trying to obtain such advice? **PLEASE TICK ONE BOX**

1-2 minutes	<input type="checkbox"/> 1	11-15 minutes	<input type="checkbox"/> 5
3-4 minutes	<input type="checkbox"/> 2	16-30 minutes	<input type="checkbox"/> 6
5-6 minutes	<input type="checkbox"/> 3	31+ minutes	<input type="checkbox"/> 7
7-10 minutes	<input type="checkbox"/> 4		

Q12 What, if anything, would encourage you to use the internet for getting advice about problems? **PLEASE TICK AS MANY BOXES AS APPLICABLE**

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

Q13 Suppose you are seeking advice or information about a problem you have, please indicate the level to which you would agree with the following statements? **PLEASE TICK ONE BOX FOR EACH STATEMENT**

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

Q14 In the last 5 years, have you experienced any of the following? **PLEASE TICK AS MANY BOXES AS APPLICABLE UNDER 'Q14 EXPERIENCED IN LAST 5 YEARS' BELOW**

	Q14 Experienced in last 5 years	Q15 Most recent
Selling a house / property (e.g. conveyancing)	<input type="checkbox"/> 1	<input type="checkbox"/>
Making a will / dealing with somebody else's will	<input type="checkbox"/> 2	<input type="checkbox"/>
Planning (e.g. getting permission to build an extension / conservatory, objecting to a planning application)	<input type="checkbox"/> 3	<input type="checkbox"/>
None Please go to Q18	<input type="checkbox"/> 4	<input type="checkbox"/>

Q15 If you have dealt with more than one issue, which is the most recent? **PLEASE TICK ONE BOX ONLY UNDER 'Q15 MOST RECENT' ABOVE**

Q16 If you any of the first three boxes in Q14 and/or Q15, did you receive help in relation to this (most recent) issue? **PLEASE TICK ONE BOX**

Yes <input style="width: 50px; height: 20px;" type="checkbox"/> 1 Please go to Q17	No <input style="width: 50px; height: 20px;" type="checkbox"/> 2 Please go to Q18
---	--

Q17 From which of the following did you receive help for this (most recent) issue? **PLEASE TICK AS MANY BOXES AS APPLICABLE. PLEASE ALSO SPECIFY NAME WHERE APPLICABLE**

Leaflet / brochure / book/ magazine	<input style="width: 50px; height: 20px;" type="checkbox"/>	1
Website Please specify site	<input style="width: 50px; height: 20px;" type="checkbox"/>	2
<hr/>		
Solicitor	<input style="width: 50px; height: 20px;" type="checkbox"/>	3
Friend or relative	<input style="width: 50px; height: 20px;" type="checkbox"/>	4
Estate Agent	<input style="width: 50px; height: 20px;" type="checkbox"/>	5
Police	<input style="width: 50px; height: 20px;" type="checkbox"/>	6
Licensed Conveyancer	<input style="width: 50px; height: 20px;" type="checkbox"/>	7
Independent Advice Agency (e.g. Citizens Advice Bureau, DIAL) Please specify organisation	<input style="width: 50px; height: 20px;" type="checkbox"/>	8
<hr/>		
Public library	<input style="width: 50px; height: 20px;" type="checkbox"/>	9
Member of Parliament (MP)	<input style="width: 50px; height: 20px;" type="checkbox"/>	10
Local Councillor (e.g. Parish or County Councillor)	<input style="width: 50px; height: 20px;" type="checkbox"/>	11
Council (e.g. Planning Department) Please specify department	<input style="width: 50px; height: 20px;" type="checkbox"/>	12
<hr/>		
One Stop Shop advice centre (e.g. Info in Herefordshire)	<input style="width: 50px; height: 20px;" type="checkbox"/>	13
Church/Religious leader	<input style="width: 50px; height: 20px;" type="checkbox"/>	14
Other public authority (e.g. Parish / Town Council)	<input style="width: 50px; height: 20px;" type="checkbox"/>	15
<hr/>		
Trade Union or professional body Please specify organisation	<input style="width: 50px; height: 20px;" type="checkbox"/>	16
<hr/>		
Other non-profit organisation (e.g. Housing Association) Please specify organisation	<input style="width: 50px; height: 20px;" type="checkbox"/>	17
<hr/>		
Other Organisation / individual Please specify organisation	<input style="width: 50px; height: 20px;" type="checkbox"/>	95
<hr/>		

Q18 In the last 5 years, have you had any problems to do with any of the following? PLEASE TICK AS MANY BOXES AS APPLICABLE UNDER 'Q18 HAD IN LAST 5 YEARS' BELOW

	Q18 Had in last 5 years	Q19 Most recent
GOODS OR SERVICES		
Provision or receipt of faulty goods or services (e.g. holidays, electrical goods, substandard building work/ financial advice, consumer credit issues)	<input type="checkbox"/> 1	<input type="checkbox"/> 1
HEALTH		
An injury or health problem caused by a doctor, dentist or nurse	<input type="checkbox"/> 2	<input type="checkbox"/> 2
An injury or health problem caused by someone else	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Detention in hospital (e.g. discharge, conditions of discharge, treatment or care)	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Obtaining a local authority community care assessment / results of assessment	<input type="checkbox"/> 5	<input type="checkbox"/> 5
EMPLOYMENT		
Discrimination (race, religion, gender, disability)/ harassment at work	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Employment terms or conditions (e.g. hours, leave, union membership, disciplinary procedures)	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Termination of employment (including threat of dismissal)	<input type="checkbox"/> 8	<input type="checkbox"/> 8
EDUCATION		
Choice of school or unfair exclusion or suspension	<input type="checkbox"/> 9	<input type="checkbox"/> 9
WELFARE BENEFITS		
Eligibility for, or amount of, welfare benefits (e.g. Housing Benefit, Attendance Allowance, Council Tax Benefit)	<input type="checkbox"/> 10	<input type="checkbox"/> 10
MONEY		
Payment or repayment of rent /mortgage	<input type="checkbox"/> 11	<input type="checkbox"/> 11
Payment or repayment of other money (excluding welfare benefits)	<input type="checkbox"/> 12	<input type="checkbox"/> 12
FAMILY		
Divorce or separation	<input type="checkbox"/> 13	<input type="checkbox"/> 13
Your children being taken into care or placed on the Child Protection Register	<input type="checkbox"/> 14	<input type="checkbox"/> 14
Fostering, adoption or legal guardianship	<input type="checkbox"/> 15	<input type="checkbox"/> 15
Domestic Violence (against you)	<input type="checkbox"/> 16	<input type="checkbox"/> 16
HOUSING		
Neighbours	<input type="checkbox"/> 17	<input type="checkbox"/> 17
Ownership of your home (e.g. repossession, planning permission)	<input type="checkbox"/> 18	<input type="checkbox"/> 18
Housing repairs/housing conditions	<input type="checkbox"/> 19	<input type="checkbox"/> 19
Other problems with renting (e.g. terms of rent, safety regulations, sub-letting, eviction)	<input type="checkbox"/> 20	<input type="checkbox"/> 20
Homelessness	<input type="checkbox"/> 21	<input type="checkbox"/> 21
OTHER PROBLEMS		
Unfair Treatment (including discrimination) by the police	<input type="checkbox"/> 22	<input type="checkbox"/> 22
Discrimination by any other public body (e.g. local authority)	<input type="checkbox"/> 23	<input type="checkbox"/> 23
Residence in the United Kingdom	<input type="checkbox"/> 24	<input type="checkbox"/> 24
Being threatened with legal action (other than in a criminal matter)	<input type="checkbox"/> 25	<input type="checkbox"/> 25
Assistance with the court process	<input type="checkbox"/> 26	<input type="checkbox"/> 26
Other Please specify	<input type="checkbox"/> 95	<input type="checkbox"/> 95
<hr/>		
None Please go to the end of the questionnaire	<input type="checkbox"/> 96	<input type="checkbox"/>

Q19 If you have dealt with more than one problem, which is the most recent? **PLEASE TICK ONE BOX ONLY UNDER 'Q19 MOST RECENT' ON THE PREVIOUS PAGE**

Q20 How long had or has the (most recent) problem been going on? **PLEASE TICK ONE BOX**

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

Q21 Did you receive help from a person or organisation for your (most recent) problem? **PLEASE TICK ONE BOX**

Yes	<input type="checkbox"/>	1	Please go to Q22	No	<input type="checkbox"/>	2	Please go to Q31
-----	--------------------------	---	-------------------------	----	--------------------------	---	-------------------------

Q22 If yes, did you have any difficulty obtaining help? **PLEASE TICK ONE BOX**

Yes	<input type="checkbox"/>	1	Please go to Q23	No	<input type="checkbox"/>	2	Please go to Q24
-----	--------------------------	---	-------------------------	----	--------------------------	---	-------------------------

Q23 What were the reasons for your difficulty? **PLEASE TICK AS MANY BOXES AS APPLICABLE**

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

Q24 From which of the following did you receive help for your (most recent) problem? **PLEASE TICK AS MANY BOXES AS APPLICABLE UNDER 'Q21 CONTACTED AT ALL' BELOW**

	Q24 Contacted at all	Q25 Contacted last
Website Please specify site	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Solicitor	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Friend or relative	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Doctor	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Police	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Advice Agency (e.g. Citizens Advice Bureau, DIAL) Please specify organisation	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Public library	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Member of Parliament (MP)	<input type="checkbox"/> 8	<input type="checkbox"/> 8
Local Councillor (e.g Parish or County Councillor)	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Council (e.g. Trading standards, Housing Office) Please specify department	<input type="checkbox"/> 10	<input type="checkbox"/> 10
One Stop Shop (e.g. Info in Herefordshire)	<input type="checkbox"/> 11	<input type="checkbox"/> 11
Church/Religious leader	<input type="checkbox"/> 12	<input type="checkbox"/> 12
Other public authority (e.g. Parish / Town Council)	<input type="checkbox"/> 13	<input type="checkbox"/> 13
Trade Union or professional body Please specify organisation	<input type="checkbox"/> 14	<input type="checkbox"/> 14
Other non-profit organisation (e.g. Housing Association) Please specify organisation	<input type="checkbox"/> 15	<input type="checkbox"/> 15
Other Organisation / individual Please specify organisation	<input type="checkbox"/> 95	<input type="checkbox"/> 95

Q25 If you used/contacted more than one, which did you last contact? **PLEASE TICK ONLY ONE BOX UNDER 'Q22 CONTACTED LAST' ABOVE**

Q26 How did you receive help for your (most recent) problem? Was it through any of the following? **PLEASE TICK AS MANY BOXES AS APPLICABLE**

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

Q27 How did you find out about the service/organisation you went to? **PLEASE TICK AS MANY BOXES AS APPLICABLE**

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

Q28 At the time you looked for advice or help, how serious did you feel the problem was? **PLEASE TICK ONE BOX**

Extremely serious	<input type="checkbox"/>	1	Not serious	<input type="checkbox"/>	4
Very serious	<input type="checkbox"/>	2	Not at all serious	<input type="checkbox"/>	5
Quite serious	<input type="checkbox"/>	3			

Q29 Overall how satisfied were you with the way your problem was dealt with? **PLEASE TICK ONE BOX**

Very satisfied	<input type="checkbox"/>	1	Fairly dissatisfied	<input type="checkbox"/>	4
Fairly satisfied	<input type="checkbox"/>	2	Very dissatisfied	<input type="checkbox"/>	5
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3	Don't know	<input type="checkbox"/>	6

Q30 Thinking in more detail, how satisfied were you with the following aspects of the help you received?
PLEASE TICK ONE BOX FOR EACH ASPECT

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Friendliness of staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Knowledge of staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Ease of getting through to the person (if by telephone)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Punctuality (if in person)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Outcome of advice and information.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

NOW PLEASE GO TO Q32

Q31 If you did not obtain help with your (most recent) problem, why was this? **PLEASE TICK ONE BOX**

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

Q32 Did you obtain any information from the following in relation to your (most recent) problem/dispute?
PLEASE TICK AS MANY BOXES AS APPLICABLE

Leaflet / brochure	<input type="checkbox"/>	1
Website Please specify site	<input type="checkbox"/>	2
<hr/>		
Solicitor	<input type="checkbox"/>	3
Friend or relative	<input type="checkbox"/>	4
Doctor	<input type="checkbox"/>	5
Police	<input type="checkbox"/>	6
Independent Advice Agency (e.g. Citizens Advice Bureau, DIAL) Please specify organisation	<input type="checkbox"/>	7
<hr/>		
Public library	<input type="checkbox"/>	8
Member of Parliament (MP)	<input type="checkbox"/>	9
Local Councillor (e.g Parish or Town Councillor)	<input type="checkbox"/>	10
Council (e.g. Trading standards, Housing Office) Please specify department	<input type="checkbox"/>	11
<hr/>		
Info in Herefordshire	<input type="checkbox"/>	12
Church/Religious leader	<input type="checkbox"/>	13
Other public authority (e.g. Parish / Town Council)	<input type="checkbox"/>	14
Trade Union or professional body Please specify organisation	<input type="checkbox"/>	15
<hr/>		
Other non-profit organisation (e.g. Housing Association) Please specify organisation	<input type="checkbox"/>	16
<hr/>		
Other Organisation / individual Please specify organisation	<input type="checkbox"/>	95
<hr/>		

Thank you very much for your time and co-operation. Please return your questionnaire by **Monday 30th December** in the pre-paid envelope, to : BMG, 7 Holt Court North, Heneage Street West, Aston Science Park, Birmingham, B7 4AX