

# Herefordshire Voice

December 2006

THE HEREFORDSHIRE  
partnership 

## Thank you

A big thank you to everyone who replied to July's Herefordshire Voice. About three quarters of you filled in the survey, which is an excellent response.

## What you told us

The July questionnaire asked about the quality of the Council's cultural and recreational services; opinions about local public transport; and how to encourage volunteering in the county.

## Cultural and recreational services

The things that most people selected as needing improvement were the accessibility of footpaths, followed by information about park facilities and services, and the maintenance of playgrounds. Other issues frequently seen as needing improvement include the range of books available at libraries, the quality of sports and leisure facilities, equipment available at playgrounds, the maintenance of sports pitches, and information about sports and leisure facilities.

You also took the opportunity to make a number of useful suggestions for improvement, which will help to pinpoint any problems with services and how we might improve them.

## Public transport

Of the available sources of public transport information, the timetable booklets and information at bus stops are the most used, and are also your preferred method of getting the information. These two sources are also seen as being most in need of improvement. You told us that those who use the bus most commonly do so when they are unable to use their own transport, to avoid having to park, and to reduce their impact on the environment. Those who don't use the bus most commonly do not use it because buses are too infrequent or at the wrong times or because there are no buses to where they want to go.

The aspects seen as most needing improvement are the frequency of the bus service, and the reliability of them arriving on time.

## Volunteering

About two fifths of those who responded said that they had volunteered through a group, club or organisation in the last twelve months and more than two thirds said they had provided unpaid help to a friend or neighbour. Of those who volunteered through organisations, the most common reasons for doing so were to help a specific person or group to help the local community, and to get personal satisfaction from helping others. The things that would encourage most people to volunteer more are knowing that they could provide help on an occasional basis, and knowing they weren't committing to giving too much time.

## How can I find out more?

The full report of July's Herefordshire Voice survey can be found online, by following the links on the Partnership's website:

[www.herefordshirepartnership.com](http://www.herefordshirepartnership.com)

## What will happen to the results?

The main purpose of Herefordshire Voice is to help the people who provide services in the county to make improvements, by informing them of your views and suggestions. This is particularly useful now, as Council departments are in the process of developing their plans for the next three years. In future Herefordshire Voice newsletters we will give you examples of how your views and suggestions have been used.

## The new questionnaire

This survey asks about how easy or difficult you find it to access some key services in the county. Some of these services are provided by the Primary Care Trust, some by Herefordshire Council, and some by commercial organisations. The aim is to identify where people have difficulties getting the services they need, so that any improvements to accessibility can be targeted where they are needed most.

## Future surveys

The next survey is planned for late spring 2007. The topics covered will be decided in discussion with partner organisations. We also welcome ideas from panellists, to add to this discussion. If you have any suggestions, please make them in the space available at the end of the questionnaire.

I hope you find this survey interesting. Thank you for taking the time to complete it.  
If you have any questions, please contact Tony Cramp on 01432 383615