



**The 16th Herefordshire Voice Survey Report
of September 2007**

Community Involvement

Engaging with the Council sub-report

Issue 1

Herefordshire Council Research Team
February 2008

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Executive Summary

- The 16th Herefordshire Voice survey asked questions around four main topics:
 - Influencing local decisions
 - Engaging with the Council
 - Herefordshire Matters
 - Respect and consideration
- A total of 1,257 questionnaires were successfully delivered to members of the Herefordshire Voice citizens' panel in September 2007. This included 68 new recruits to the panel. A total of 736 questionnaires were returned, giving a response rate of 59%.

Key findings:

Influencing local decisions

- Around half (51%) of those who answered the question agreed that they could influence decisions affecting their local area.
- Amongst the users of each, the methods of getting involved in local decision-making most frequently seen as being generally effective were voting in elections, and joining community groups or residents associations.
- 85% of those who answered the question agreed that there wasn't enough publicity around consultations, and 80% thought that the decisions made were too influenced by vested interests.
- Overall, 7% of all valid responses thought that Council surveys were good or very good, while 40% thought they were poor or very poor.
- Amongst those who had used Parish Plans or Town Plans, 26% thought the consultation process was good or very good overall, while 29% thought it was poor or very poor.
- Amongst those who had used Community Forums / PACT, 28% thought they were good or very good overall, while 19% thought they were poor or very poor.
- 32% of all valid responses thought that Herefordshire Voice surveys were good or very good overall, while 14% thought they were poor or very poor.

Engaging with the Council

- 69% of those who answered the question knew who their local councillor was.
- Satisfaction with aspects of contacting the councillor was generally high, with 87% satisfied with how easy they were to contact and 63% satisfied with the usefulness of any information given.
- 69% of those who answered the question knew that the public could attend Council meetings.
- Amongst those who had attended or wanted to attend one of these meetings, 60% were satisfied with knowing when and where they take place, while 32% were satisfied that their views were listened to, compared to 35% dissatisfied.
- For each of the alternative voting arrangements mentioned (including postal voting and electronic voting using the internet), the biggest proportion of respondents said that they would make no difference to their likelihood to vote.
- For both postal voting and electronic voting, a high proportion said they would be concerned about the security or reliability of each (62% and 63% concerned respectively).

Herefordshire Matters

- 79% of those that answered the question said the magazine was normally delivered to their household, either through the post or in the Journal newspaper.
- 71% thought the current frequency of 6 issues a year was about right, while 20% thought there should be fewer issues a year. 4% thought it should not be published at all.
- Views on aspects of the magazine were generally positive, with 85% finding the articles easy to read, with a further 14% thinking this was true to some extent. 33% found the information contained useful, and a further 60% thinking this to some extent.
- 75% of those who answered the question thought the magazine kept them well informed about the Council and what it's doing.

Respect and consideration

- Of those who answered the question, 38% thought that people not treating other people with respect and consideration was a problem in the local area.
- 50% witnessed a lack of respect and consideration shown towards other people a few times a month or more frequently. 32% experienced this towards themselves a few times a month or more frequently.
- The age groups most frequently seen as likely to cause a problem by not showing respect and consideration to others were teenagers (13 – 17 year olds) and younger working-age adults (18 – 30 year olds).
- 76% of those who answered the question thought that the current generation of young people showed less respect than their parents' or grandparents' generations, while 23% thought they were no different.
- Respondents were asked what kind of things they had in mind when answering questions about "respect and consideration". The most frequently selected items were parents not taking responsibility for the behaviour of their children, people being impolite, and dropping litter.
- The items most frequently seen as a problem in the local area were litter dropping, dog fouling in public places, and parents not taking responsibility for the behaviour of their children.
- The things most frequently seen as being a main cause of a lack of respect and consideration were poor discipline in the home, a breakdown in family values, and misuse of alcohol.
- A number of possible actions were listed, and respondents were asked if they thought each would have a positive or a negative impact on respect and consideration if they were implemented. The most positive was stronger discipline in the home (94% thought it would have a positive impact, 1% a negative impact).

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 16th survey of the panel. This survey asked questions covering four main areas of interest:

- Influencing local decisions – which assessed ways people could have a say in what happens in their local community, with particular attention to views of Council surveys, Parish Plans / Town Plans, Community Forums / PACT, and Herefordshire Voice itself.
- Engaging with the Council – which asked about various aspects of contacting a local councillor and attending Council meetings, and the likely effects of different voting arrangements.
- Herefordshire Matters – to gather views on the bi-monthly magazine produced by the Council.
- Respect and consideration – investigating whether respondents thought there was a problem with people not showing respect and consideration locally, likely causes of this, and ways in which it could be improved.

A copy of the questionnaire can be seen in Appendix 3, at the end of this report.

Methodology

1,235 panel members were sent a copy of the 16th Herefordshire Voice survey "Community Involvement" on 27th September 2007. A reminder letter was sent approximately four weeks later, to those panellists who had not yet responded to the survey. This reminder had been delayed by the Royal Mail postal strike that was happening at the time. The advertised closing date was subsequently extended in order to allow replies time to get through the postal system.

The Herefordshire Satisfaction Survey, a survey of 4,000 randomly selected Herefordshire residents, had been sent out at the beginning of September. This survey included an invitation to join the Herefordshire Voice panel. 133 Satisfaction Survey respondents indicated an interest in Herefordshire Voice, and these were contacted in a series of mailouts throughout November and December. 68 of these joined the panel in time to receive a copy of the Herefordshire Voice survey, giving a total of 1,303 panel members who received a copy. 21 surveys were returned undelivered, and a further 25 panellists asked to be removed from the panel database. This means there were in fact 1,257 valid members. A total of 736 questionnaires were returned, giving a response rate of 59%. This is markedly lower than the 78% seen in the last survey.

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 “strongly agreed” with a statement, and 10.4% “slightly agreed”, these percentages would be presented in the table as 10% and 10%. However, when presented as the total who “agreed”, 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.

An asterisk (e.g. *) refers to a score of less than 0.5 that would otherwise have been rounded to zero.

The “base” is the number of respondents from which the percentages are calculated. Unless otherwise stated, **the base is the number of responses to each question** – i.e. respondents who did not answer a particular question are excluded from the calculation.

In this report, the results obtained are frequently broken down, to determine whether different groups of people have different views. A threshold of at least ± 5 percentage points is used to signify a real difference between these groups. For example, if we wanted to find out if males had a different opinion from females, we would need to see a difference of at least 5 percentage points between the scores in order to consider the difference significant; so if 50% of males gave one answer, the score for females would need to be greater than or equal to 55%, or less than or equal to 45% to show a difference.

Two of the factors frequently used for further analysis are the rurality of respondents’ residence, and the deprivation quartile of the area in which they live. Please refer to Appendices 1 and 2 for more information about each of these factors.

Respondent profile

The profile of those Herefordshire Voice panellists that responded to this survey can be seen below. This is around 59% of the whole panel. 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, most crucially of 18 – 24 year olds, and over representation of 45 – 64 year olds. This should be borne in mind when viewing the results of the survey. No weighting has been applied to these results.

Respondent profile		
Total number of responses:	736	
	Number	%
Gender		
Male	344	47%
Female	390	53%
Not provided	2	*%
Age		
18 – 24	5	1%
25 – 44	146	20%
45 – 64	316	43%
65 – 74	115	16%
75 and over	74	10%
Not provided ¹	80	11%
Disability, long-term illness or health problem		
Disabled	168	23%
Not disabled	528	72%
Not provided	40	5%
Type of disability (amongst those who had a disability)²		
Deaf / hard of hearing / acute hearing	29	17%
Blind / partially sighted / sensitive to light	8	5%
Learning disability or difficulty	4	2%
Mental health	8	5%
Progressive / chronic illness (e.g. MS, cancer)	25	15%
Mobility difficulties	86	51%
Other	52	31%
Not provided	47	28%
Physical mobility		
I can walk freely	552	75%
I normally use a walking stick or walking frame	63	9%
I normally use a mobility scooter or wheelchair	11	1%
I am unable to leave my home	5	1%
Not provided	105	14%

¹ 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.

² Only asked of those who had a disability, so percentages are the proportion of those who had a disability. Respondents could select as many as applied.

Respondent profile (continued)		
Total number of responses:	736	
	Number	%
National identity		
British	303	41%
English	304	41%
Welsh	22	3%
Scottish	6	1%
Irish	1	*%
Other	9	1%
Not provided	91	12%
Ethnicity³		
White British	622	85%
Other White background	12	2%
All other backgrounds	1	*%
Not provided	101	14%
Length of residence in Herefordshire		
Under 1 year	10	1%
1 – 2 years	28	4%
3 – 5 years	58	8%
6 – 10 years	72	10%
11 – 20 years	84	11%
21+ years	283	38%
Not provided ¹	201	27%
Housing tenure		
Owned outright	306	42%
Buying on a mortgage	199	27%
Rented from Housing Association	42	6%
Rented free as part of employment	1	*%
Rented from private landlord	33	4%
Other	10	1%
Not provided ¹	145	20%
Children aged 0 – 15 years in household		
Yes	132	18%
No	514	70%
Not provided	90	12%
Employment status		
Employee in full-time job (more than 30 hours per week)	193	26%
Employee in part-time job (under 30 hours per week)	90	12%
Self employed full or part-time	98	13%
Full-time education or training	5	1%
Unemployed and available for work	5	1%
Not working due to permanent sickness or disability	30	4%
Wholly retired from work	270	37%
Looking after the home / family, full time	31	4%
Other	12	2%
Not provided	2	*%

³ Note that ethnicity categories have been combined here to reflect panel responses.

Results

Engaging with the Council

This section asked respondents about their experiences (if any) of contacting their councillor or attending Council meetings, and their views on various alternative voting arrangements.

Contacting your local councillor

Respondents were told that there are 58 elected members of Herefordshire Council, that each councillor has responsibility for the ward in which they are elected, and that some wards have more than one councillor.

Q12: Do you know who your councillor is?

Know who your councillor is	
Yes	69%
No	31%
Base	727

More than two thirds of those who gave an answer to this question knew who their local councillor was.

Q13: If you wanted to contact your councillor, where would you look in order to find their contact details?

Respondents were asked to write in their answer, or to write “don’t know” if they weren’t sure. The table below shows a summary of the answers given. Note that some respondents gave more than one answer.

Where would you look to find contact details	
Don't know	26%
Details already known to respondent	7%
Visit Council offices, Info Shop or library in person	14%
Visit other organisation in person	1%
In Council publication, e.g. Herefordshire Matters	6%
In other publication, e.g. local media, parish newsletters, councillors' own leaflets	14%
Phone book or yellow pages	11%
Council website	21%
Phone Council	4%
Ask Parish Council or Parish councillor	1%
Other	2%
Base	698

Around a quarter of those who answered the question (26%) did not know where to look to find their councillor’s contact details. 21% would look on the Council website to find the details, 14% would visit a Council building in person (including Info Shops and libraries), and the same proportion would look in a publication not produced by the Council, for example a parish magazine or the local media.

Q14: Have you ever tried to contact your councillor?

Tried to contact your councillor	
Yes	36%
No	64%
Base	724

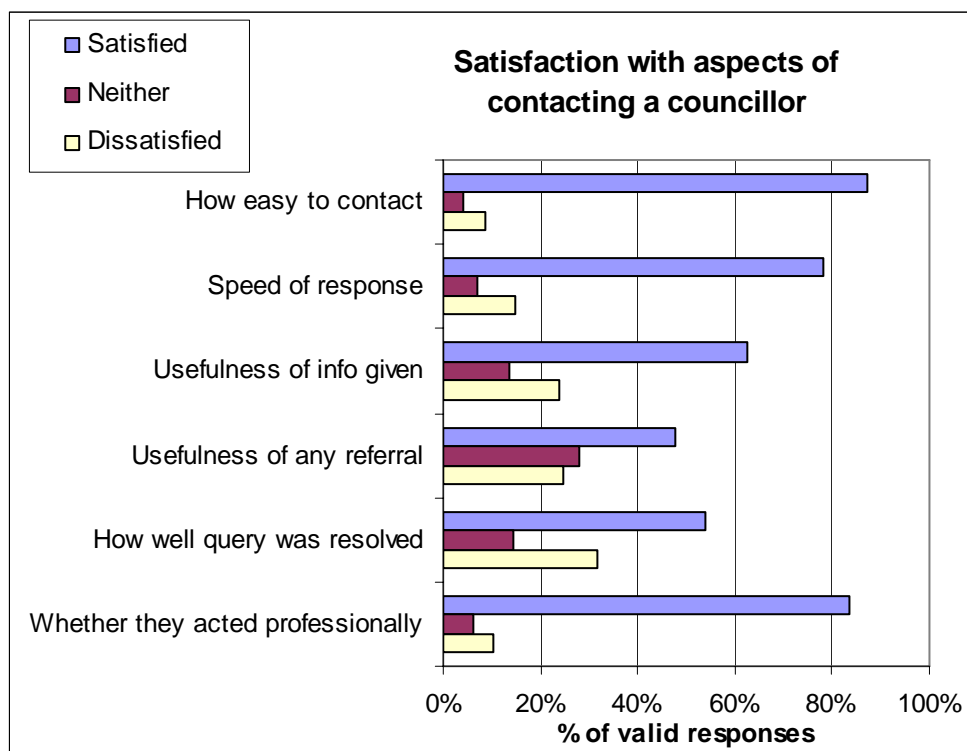
Just over a third of respondents had tried to contact their local councillor.

Q15: If "yes", please indicate how satisfied or dissatisfied you are with each of the following:

Satisfaction with aspects of contacting your councillor						
	Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	Base
How easy they were to contact	52%	36%	4%	6%	2%	252
The speed of their response	38%	40%	7%	8%	7%	244
The usefulness of any information they gave you	26%	37%	14%	15%	9%	243
If they couldn't help you, the usefulness of any referral to someone else who could help	19%	29%	28%	15%	10%	216
How well your query was resolved	20%	33%	14%	12%	20%	242
Whether your councillor acted professionally and with courtesy	59%	24%	6%	5%	5%	245

Amongst those respondents who had tried to contact their councillor, satisfaction was higher than dissatisfaction for all aspects of contacting them. The most positive aspects were how easy they were to contact (87% satisfied, 9% dissatisfied), whether they acted professionally and with courtesy (84% satisfied, 10% dissatisfied) and their speed of response (78% satisfied, 15% dissatisfied).

The aspects with the highest proportion of dissatisfied responses were how well the query was resolved (54% satisfied, 32% dissatisfied), the usefulness of any referral given (48% satisfied, 25% dissatisfied) and the usefulness of any information given (63% satisfied, 24% dissatisfied).



Q16: Is there anything else you would like to say about contacting your councillor?

123 comments were made. There were roughly twice as many broadly negative comments as there were broadly positive ones. A full list of all the comments made will be provided to the relevant Herefordshire Council officers. Below can be found an illustrative selection of the comments made.

“A clearer breakdown of local councillors' duties and responsibilities would help in knowing if it were necessary to contact them.”

“I don't contact councillors because I believe it would be a waste of time. A councillor gave me the inside story on how business is conducted and it doesn't matter what the public want only what the councillor and their friends network want.”

“I have generally found local councillors approachable and interested in my views.”

“I would not contact a councillor with a bargepole - they in the main tend to be self-serving, money grabbing, pompous gits with an over inflated idea of their own self importance and an inadequate knowledge of issues.”

“It would be a good idea to hear from a councillor other than at election times about very local issues.”

“Local councillor is well known and approachable and I would be confident in being able to contact easily and to be listened to.”

“Most councillors have no real influence, only cabinet members have that. The system is wrong.”

“She said one thing and promptly did the opposite.”

Attending Council meetings

Respondents were told that Herefordshire Council holds a number of meetings which the public may attend, such as full Council, Cabinet, regulatory, planning and scrutiny meetings.

Q17: Before receiving this survey, did you know that members of the public could attend these meetings?

Knew public could attend Council meetings	
Yes	69%
No	31%
Base	726

More than two thirds of respondents knew that the public could attend the various types of Council meetings.

Q18: If you wanted to attend one, where would you look in order to find out the time and location of the meeting?

Respondents were asked to write in their answer, or to write “don’t know” if they weren’t sure. The table below shows a summary of the answers given. Note that some respondents gave more than one answer.

Where would you look to find contact details	
Don't know	47%
Visit Council building in person (including Info Shops and libraries)	14%
Visit other building in person (e.g. Post Office)	1%
Phone Council to ask	6%
Look in local press / parish magazine / local noticeboards	16%
Council publication	1%
Council website	19%
Ask councillor	1%
Ask town / parish clerk	*%
Other	1%
Base	693

Almost half of respondents said that they would not know where to look in order to find out the times or locations of Council meetings. 19% would look on the Council website, 16% would look in the local press, parish magazines or local noticeboards, and 14% would visit a Council building in person in order to find out (including Info Shops and libraries).

Q19: Have you ever attended or wanted to attend one of these meetings?

Ever attended or wanted to attend Council meetings	
Yes	30%
No	70%
Base	709

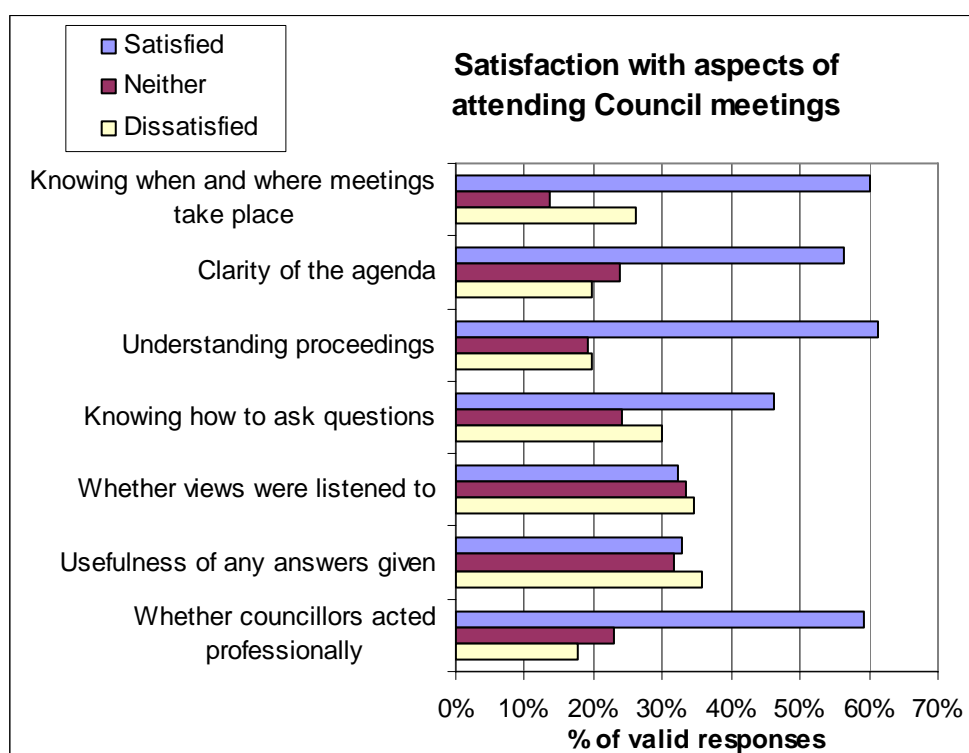
30% of those who answered the question had attended or wanted to attend one of the types of Council meetings mentioned at the beginning of this section.

Q20: If “yes”, please indicate how satisfied or dissatisfied you are with each of the following:

Satisfaction with aspects of attending Council meetings						
	Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	Base
Knowing when and where the meetings take place	26%	34%	14%	13%	13%	196
The clarity of the agenda	22%	34%	24%	13%	7%	181
Understanding the proceedings	20%	41%	19%	12%	8%	178
Knowing the procedure for asking questions at meetings	16%	30%	24%	20%	10%	178
Whether you felt your views were listened to	8%	24%	33%	18%	16%	168
The usefulness of any answers given	6%	27%	32%	21%	15%	165
Whether councillors acted professionally and with courtesy	22%	37%	23%	11%	7%	174

Amongst those respondents who had attended or wanted to attend a Council meeting, the most positive aspects were understanding the proceedings (61% satisfied, 20% dissatisfied), knowing when and where the meetings take place (60% satisfied, 26% dissatisfied), whether the councillors acted professionally and with courtesy (59% satisfied, 18% dissatisfied) and the clarity of the agenda (56% satisfied, 20% dissatisfied).

There were two items where the level of dissatisfaction exceeded the level of satisfaction – the usefulness of any answers given (33% satisfied, 36% dissatisfied) and whether the respondent felt their views were listened to (32% satisfied, 35% dissatisfied).



Q21: Is there anything else you would like to say about Council meetings, including any ideas for how the process could be improved?

135 comments were made. Some frequently mentioned themes include advertising meetings more widely, holding the meetings at times or in locations that are convenient for a wider selection of people, difficulty in hearing the proceedings, difficulty in understanding proceedings, and perceived unprofessionalism amongst councillors.

Below can be found an illustrative selection of the comments made. The full list of comments will be provided to the relevant Council officers.

“Get local paper to always invite people to attend.”

“Council meetings should be held outside normal working hours to give more opportunity for general public to attend.”

“Is it possible that they could from time to time be held in the Market Towns?”

“Some have the councillors backs to the public gallery which makes what they say difficult to hear and because you cannot see their faces you don't know how they are reacting in certain situations. Also the Chief Planning Officer, Chairman etc are on a row facing so difficult to feel included.”

“Dedicated helpers to advise first timers what to do and give support. The meetings are daunting.”

“I think the treatment of the Rotherwas Ribbon protester was totally disproportionate to the protest and showed the “open and honest” council to be closed and dishonest.”

“It would be helpful if some of the members (who have been members for many years) could listen and accept that they do not always know best.”

“Councillors do not always seem to remember who elected them, or to be transparent in their deliberations. The mud slinging in the local press is disgraceful. Less ‘party politics’ would be good.”

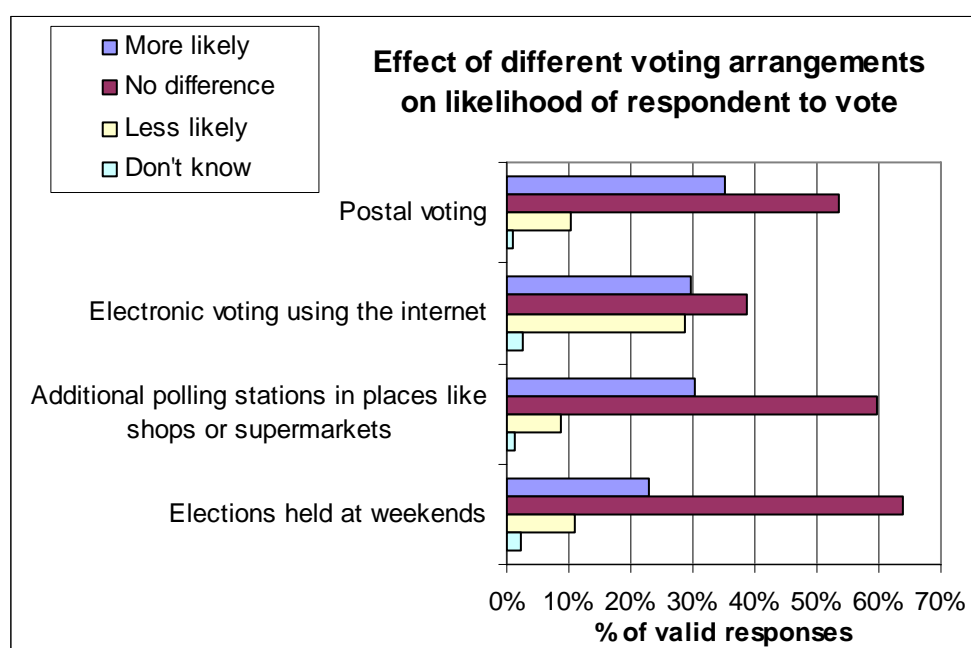
Voting in elections

Respondents were informed that in the most recent Herefordshire Council elections, 40% of eligible residents voted across the whole county, and that in the most recent general election, 66% of eligible residents voted in the Hereford constituency, and 69% voted in the Leominster constituency. They were then informed that alternative arrangements for voting in elections were sometimes suggested as ways to increase the number of people who vote.

Q22: If each of the following alternative arrangements for voting were made available to you, would each make you more or less likely to vote?

Effect of different voting arrangements on likelihood of respondent to vote					
	More likely	No difference	Less likely	Don't know	Base
Postal voting	35%	54%	10%	1%	716
Electronic voting using the internet	30%	39%	29%	3%	686
Additional polling stations in places like shops or supermarkets	30%	60%	9%	1%	695
Elections held at weekends	23%	64%	11%	2%	689

For all the alternative voting arrangements mentioned, the greatest proportion of respondents said that each would have no effect on their likelihood to vote. Postal voting had the largest proportion saying “more likely” (35% of respondents). The proportion saying “less likely” was consistently low across each item at around 10%, with the exception of electronic voting using the internet, where 29% said “less likely” compared to 30% “more likely”.



It is possible to look at the answers given to Q22 according to various demographic factors, in order to see whether different types of people would be more likely to respond to different voting arrangements.

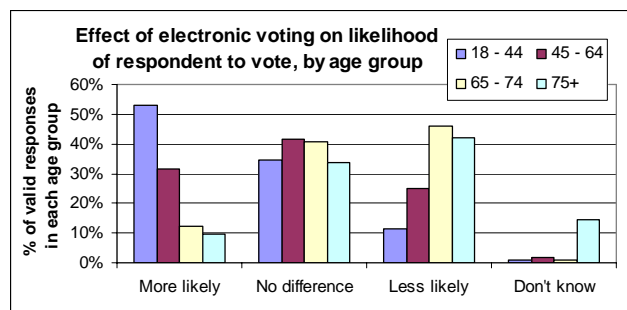
Not all charts are included here, but only those where the pattern is most marked. Please refer to Appendix 2 for more information on the deprivation quartiles used.

Postal voting:

18 to 44 year old respondents had the highest incidence of selecting “more likely” with regard to postal voting, and 65 to 74 year olds the lowest. No difference was seen between male and female respondents. Respondents who lived in the first and third deprivation quartiles had a greater incidence of “more likely” than those in the second and fourth quartiles.

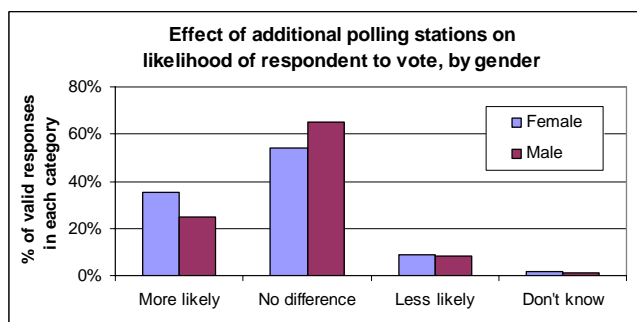
Electronic voting using the internet:

18 to 44 year olds had a markedly higher incidence of selecting “more likely” than 45 to 64 year olds, who in turn had a higher incidence than older respondents. Although there was no difference in the “more likely” scores, female respondents had a higher incidence of selecting “less likely” than male respondents. Respondents who lived in an area in the most deprived quartile had the highest incidence of selecting “less likely”.



Additional polling stations in places like shops or supermarkets:

18 – 64 year olds had the highest incidence of selecting “more likely”, with progressively less in the older age groups. Females had a higher incidence of selecting “more likely” than males. Respondents who lived in areas in the most deprived 50% in the county had a higher incidence of “more likely” than those who lived in the least deprived 50%.



Elections held at weekends:

18 to 44 year old respondents had the highest incidence of selecting “more likely”, and 65 to 74 year olds the lowest. No difference was seen between male and female respondents. Respondents who lived in an area in the third deprivation quartile had a lower incidence of selection “more likely” than those who lived in other quartiles.

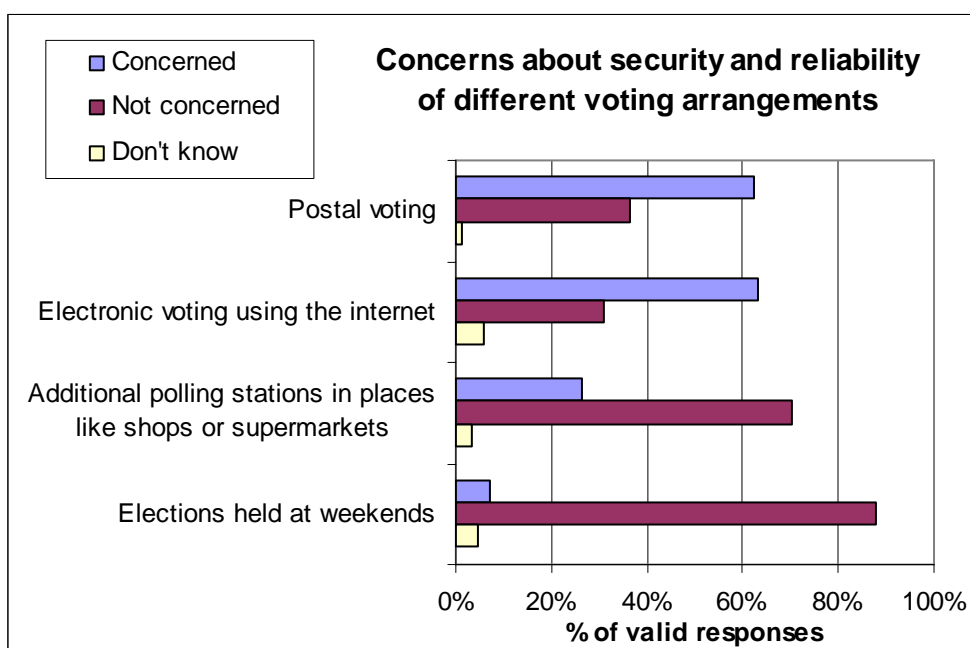
Respondents were told that the view is sometimes held that alternative arrangements for voting may not be secure or reliable, as they may be open to fraud or misuse.

Q23: For each of the following alternative arrangements for voting, please indicate whether or not you would be concerned about the security or reliability of each:

Concerns about security and reliability of different voting arrangements						
	Very concerned	Fairly concerned	Not very concerned	Not concerned at all	Don't know	Base
Postal voting	30%	32%	24%	13%	1%	727
Electronic voting using the internet	34%	30%	21%	10%	6%	707
Additional polling stations in places like shops or supermarkets	9%	17%	36%	35%	3%	714
Elections held at weekends	3%	4%	31%	57%	5%	704

For each of postal voting and electronic voting using the internet, the proportion who were concerned (very concerned or fairly concerned) was larger than the proportion who were not concerned (not very concerned or not concerned at all). For electronic voting, 63% were concerned compared to 31% not concerned. For postal voting, 62% were concerned, compared to 36% not concerned.

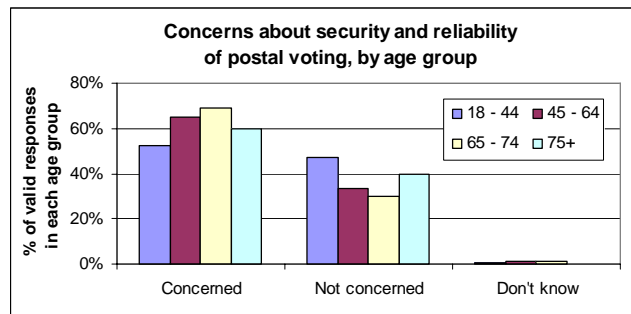
For the other alternative arrangements for voting the majority of respondents were not concerned. With elections held at weekends, 7% were concerned and 88% were not concerned. With additional polling stations in places like shops or supermarkets, 26% were concerned and 70% not concerned.



It is possible to look at the answers given to Q23 according to various demographic factors, in order to see whether different types of people would be more likely hold concerns about different voting arrangements.

Postal voting:

Concerns with the security or reliability of postal voting were most common in 65 to 74 year olds, dropping off in older and younger age groups. Male respondents were more likely to be concerned than female respondents.

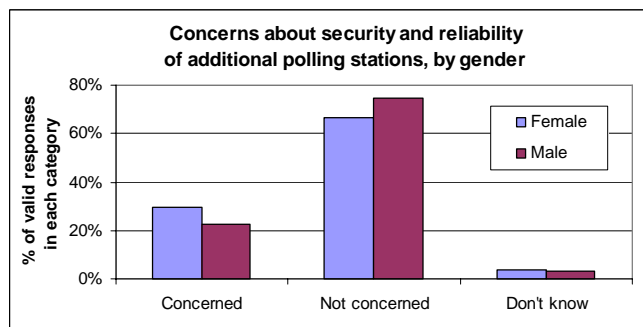


Electronic voting using the internet:

The pattern of concern about electronic voting with age is similar to that seen with postal voting. Again, 65 to 74 year olds are the most likely to be concerned, with less concern seen in younger and older age groups. No difference was seen between male and female respondents.

Additional polling stations in places like shops or supermarkets:

No difference in the level of “concerned” was seen with age, but younger respondents were more likely to be “not concerned” than older respondents. Female respondents were more likely to be concerned than male respondents.



Elections held at weekends:

No difference in the level of “concerned” was seen with age, but younger respondents were marginally more likely to be “not concerned” than older respondents. No difference was seen between male and female respondents.

Q24: Is there anything else you would like to say about voting in elections? Do you have any ideas for ways to encourage more people to vote?

256 comments were made. The most common suggestion was to make voting compulsory (by 46 respondents). Other suggestions included switching to proportional representation, getting more information about candidates, better education - especially of young people approaching voting age - of the importance of voting, and financial or other incentives to vote. The following are an illustrative selection of the comments made. The full list will be provided to the relevant Council officers.

"Compulsory voting as in Australia."

"I think voting should be compulsory (unless illness prevents it)."

"Proportional representation."

"More information from parties re manifesto etc. I feel people don't vote, or vote how their family / friends vote, without being informed."

"Impartial information prior to elections - e.g. how many councillors you can vote for - what their role is - I was so confused by the manifestos this year I didn't bother to vote."

"Organisations like Amnesty to do publicity before an election to show places where there is no democracy or right to vote."

"More encouragement for young to vote. Councillors / MPs should spend time in colleges talking to students."

"Offer a council tax rebate to those who vote."

"People should realise what a privilege the right to vote is. If they are not happy how things are, the remedy is in their own hands - VOTE for what ever you want, what you believe in. The message should be hammered home, you can change things IF you use your vote."

"I choose not to vote because I don't believe the democratic system truly reflects the views of the voting public as they never get the chance to set the agendas or vote on the issues that they believe in or have a view on. Issues never get given over to public referendum so more and more people think 'what's the point'."

Appendix 1: Urban / rural categories

As part of a project commissioned by the Office for National Statistics (ONS), the Department for Environment, Food and Rural Affairs (Defra), the Office of the Deputy Prime Minister (ODPM), the Countryside Agency (CA) and the Welsh Assembly Government, all Census output areas⁴ in the country have been classified as “urban” or “rural”. The rural group can also be broken down into three smaller categories.

- Urban
- Rural
 - Town & Fringe
 - Village
 - Hamlet & Isolated Dwelling

“Urban” refers to settlements with a population of at least 10,000 – so the market towns of Leominster and Ross, as well as the city of Hereford, are considered “urban”.

Appendix 2: Deprivation quartiles

The Indices of Deprivation (ID 2007) are used widely to identify areas of deprivation. Deprivation levels have been calculated by combining a number of indicators across seven “domains” of deprivation: income deprivation; employment deprivation; health deprivation and disability; education, skills and training deprivation; barriers to housing and services; living environment deprivation; and crime. The score calculated is then used to rank each super output area⁵ relative to others in the country, relative to those in the region (West Midlands) and relative to those in the county.

For the purposes of further analysis in this report, the ranking of the 116 super output areas in Herefordshire is used to divide these super output areas into four groups, known as “quartiles”. The resulting groups contain the 25% most deprived in Herefordshire, the 25% least deprived in Herefordshire, and two categories in between.

Appendix 3: The questionnaire

⁴ Census “output areas” are the smallest defined physical areas used for analysis, each containing roughly 125 resident households.

⁵ Output areas are collected into groups to form “super output areas”.



Welcome to the 16th Herefordshire Voice questionnaire

Community Involvement

This survey asks questions covering four main areas of interest:

- Influencing local decisions - which looks at ways people can have a say in what happens in their local community
- Engaging with the Council - including contacting your local Councillor, attending Council meetings, and voting in elections
- Herefordshire Matters - to gather your views on the Council's magazine
- Respect and consideration - investigating whether you think there is a problem with this locally, and ways it can be improved

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

Please complete this questionnaire by ticking the box(es) for each question or writing in where appropriate.

When you have completed this questionnaire, please return it by **Friday 26th October** in the prepaid envelope provided, or if this has been misplaced, to:

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

If you would like help to understand this document, or would like it in another format or language, please call Tony Cramp on 01432 383 615 or e-mail tcramp@herefordshire.gov.uk

For a large print copy, please call 01432 383 615

Influencing local decisions

It is important that people are able to have a say about what happens in their local community. Herefordshire Partnership is keen that the existing methods of involvement are well publicised, easy to use, and effective in getting things done.

There are a range of different methods by which people can have their say, facilitated by various organisations in the county. You may find the following list useful as a reference when answering questions 2 - 4.

- **Paper-based questionnaires** on specific issues and topics. This includes questionnaires circulated by post, via the Herefordshire Matters magazine, and by other routes.
- **Electronic questionnaires**, available to complete on the internet or by e-mail.
- **Face-to-face surveys**, carried out door-to-door or in public places.
- **Focus groups** - where a small number of people are invited to discuss a specific topic in detail.
- **Public meetings** - generally an introduction to the issue(s), followed by a discussion and / or a directed question and answer session.
- **Parish Plans / Town Plans** - the residents of a parish or market town are consulted on a range of local issues, as part of the development of a plan which is used to steer the future direction for the area.
- **Community Forums / PACT** (Partners and Communities Together) - formally two separate processes run by different organisations, these have recently been combined into one on an experimental basis. They are a series of regular meetings and surgeries run by the Council and West Mercia Police, to give people the opportunity to raise any issues affecting the local community. Community Forums were previously known as Local Area Forums.
- **PCCGs** (Police / Community Consultative Groups) - these give regular updates on current policing issues, and the opportunity for the Police to consult on upcoming changes in projects and strategies.
- **PALS** (Patient Advice and Liaison Service) - provides on the spot advice, support and assistance to patients and members of the public using NHS services. Feedback on the service received is used to make improvements.
- **PCT (Primary Care Trust) Involving People Team** - enables involvement through a number of methods:
 - consultations on specific topics using a range of techniques such as focus groups, interviews and surveys;
 - an **Involving People Network** - members sign up to help improve services by getting involved, often with a particular area of interest;
 - a quarterly newsletter;
 - providing training for people getting involved;
 - acting as a resource for PCT staff about involvement.
- **Voting in elections** (Parish, Council and general elections)
- **Attending Herefordshire Council or Parish Council meetings** - the general public are normally allowed to attend Council meetings, including full Council, Cabinet, regulatory, planning and scrutiny meetings.
- **Contacting your MP, County councillor or Parish councillor**, to alert them to particular issues.
- **Contacting Council officers or other public-sector organisations**, e.g. the Police, PCT, Fire Authority.
- **Responding to planning applications.**
- **Joining community groups or residents associations** - these groups normally form to protect the interests of the local area, and to foster a sense of community.
- **Joining pressure groups and going on protests or demonstrations** - sometimes known as "direct action".
- **Signing petitions** - the collection of signatures is a common way of gathering support for a cause.
- **Contacting the local media**, for example writing to the local newspaper or parish magazine, or getting involved with radio phone-ins.

Q1 Do you agree or disagree that you can influence decisions affecting your local area?

Please tick one box only

Definitely agree

Tend to agree

Tend to disagree

Definitely disagree

Don't know

Please refer to the list on the opposite page for more information about each of the methods of getting involved covered in questions 2 - 4.

For each of these ways of getting involved in local decision-making:

Q2 Which, if any, had you heard of before receiving this survey?

Q3 Which, if any, have you made use of in the last 5 or so years?

Q4 Which, if any, would you consider to be generally effective in getting things done?

Please tick as many as apply in each column

	Q2 Heard of	Q3 Made use of	Q4 Consider to be effective
Paper-based questionnaires (not including Herefordshire Voice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic questionnaires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Face-to-face surveys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus groups (not including Herefordshire Voice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parish Plans / Town Plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Forums / PACT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PCCGs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PALS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PCT Involving People Team, including the Involving People Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voting in elections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attending Council or Parish Council meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacting your MP, County councillor or Parish councillor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacting Council officers or other public-sector organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responding to planning applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joining community groups or residents associations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joining pressure groups and going on protests / demonstrations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signing petitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacting the local media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The view is sometimes expressed that trying to get involved in local decision-making or responding to consultations can be ineffective or pointless. Below are some views that have been expressed about aspects of the process.

Q5 To what extent do you agree or disagree that each of the following statements generally reflects your experiences of getting involved in local decision-making or responding to consultations? Please tick one box per row

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree
They only consult because they have to - a decision has already been made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not enough publicity - often not aware that a decision is being made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't think my opinions are important	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't have enough background knowledge to contribute an opinion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm not normally interested in the issues / the decisions won't affect me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't know how to get involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's too difficult to participate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't get enough feedback on results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't see anything happening as a result of the survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My views are ignored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The decisions made are too influenced by vested interests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They just go for the cheapest option	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Questions 6 - 9 cover some methods of consultation and community involvement in more detail. You may not have direct experience of them all, but please answer as many as you can, or tick "don't know". If you have any comments to make about each method, please do so in Q10 or 11 as appropriate.

Q6 Please indicate how good or poor you consider COUNCIL SURVEYS (e.g. Herefordshire Satisfaction Survey, the Edgar Street Grid consultation) to be in terms of:
In this question, please do *not* answer with regard to Herefordshire Voice surveys. Herefordshire Voice is covered in Q9. Please tick one box per row

	Very good	Good	Adequate	Poor	Very poor	Don't know
Knowing what's going on, and when	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy it is to get involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear and understandable the issues are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting your point of view across	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "transparent" the decision-making process is*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting feedback on results and decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How effective it is in getting things done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall view of this method of consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* A "transparent" decision-making process is one that is open and lacking secrecy, where the reasons for the decisions made are clearly explained and easily understood. If the decisions made do not reflect the results of the survey, the reasons for this are made clear.

Q7 Please indicate how good or poor you consider the PARISH PLAN / TOWN PLAN consultation process to be in terms of:

Please tick one box per row

	Very good	Good	Adequate	Poor	Very poor	Don't know
Knowing what's going on, and when	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy it is to get involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good coverage of all the issues that affect the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting a better understanding of issues that affect the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting your point of view across	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting feedback on results and decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How accurately the published plan reflects the consultation results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How effective it is in getting things done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging people to be more active in supporting their community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall view of the Parish Plan methods of consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Please indicate how good or poor you consider COMMUNITY FORUMS / PACT to be in terms of:

Please tick one box per row

	Very good	Good	Adequate	Poor	Very poor	Don't know
Knowing what's going on, and when	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy it is to get involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether the issues raised are clarified where necessary by the chair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How effectively the meetings are managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting your point of view across	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting feedback on the issues raised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How effective it is in getting things done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall view of this method of involvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Please indicate how good or poor you consider HEREFORDSHIRE VOICE SURVEYS to be in terms of:

Please tick one box per row

	Very good	Good	Adequate	Poor	Very poor	Don't know
How easy it is to get involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing what's involved in being a panel member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good coverage of a range of important issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear and understandable the questions are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting your point of view across	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "transparent" the decision-making process is*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting feedback on results and decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How effective it is in getting things done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall view of this method of consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

** A "transparent" decision-making process is one that is open and lacking secrecy, where the reasons for the decisions made are clearly explained and easily understood. If the decisions made do not reflect the results of the survey, the reasons for this are made clear.*

Q10 Do you have any examples of what you consider to be a particularly useful or effective consultation? Please give details of why you felt it was effective.

Q11 Do you have any examples of what you consider to be a particularly poor or ineffective consultation, or one that was particularly difficult to get involved with? Please give details of why you felt it was poor.

Engaging with the Council

There are 58 elected members of Herefordshire Council. Each councillor has responsibility for the ward in which they are elected. Some wards have more than one councillor.

Q12 Do you know who your councillor is?

Please tick one box only

Yes

No

Q13 If you wanted to contact your councillor, where would you look in order to find their contact details?

Please write in. Write "don't know" if you're not sure.

Q14 Have you ever tried to contact your councillor?

Please tick one box only

Yes

No

Q15 If "yes", please indicate how satisfied or dissatisfied you are with each of the following:

Please tick one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
How easy they were to contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed of their response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The usefulness of any information they gave you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If they couldn't help you, the usefulness of any referral to someone else who could help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well your query was resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether your councillor acted professionally and with courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Is there anything else you would like to say about contacting your councillor?

Herefordshire Council holds a number of meetings which the public may attend, such as full Council, Cabinet, regulatory, planning, and scrutiny meetings.

Q17 Before receiving this survey, did you know that members of the public could attend these meetings? Please tick one box only

Yes No

Q18 If you wanted to attend one, where would you look in order to find out the time and location of the meeting? Please write in. Write "don't know" if you're not sure.

Q19 Have you ever attended or wanted to attend one of these meetings? Please tick one box only

Yes No

Q20 If "yes", please indicate how satisfied or dissatisfied you are with each of the following:

Please tick one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Knowing when and where the meetings take place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity of the agenda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding the proceedings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing the procedure for asking questions at meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether you felt your views were listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The usefulness of any answers given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether councillors acted professionally and with courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Is there anything else you would like to say about Council meetings, including any ideas for how the process could be improved?

In the most recent Herefordshire Council elections, 40% of eligible residents voted across the whole county. In the most recent general election, 66% of eligible residents voted in the Hereford constituency, and 69% voted in the Leominster constituency.

Alternative arrangements for voting in elections are sometimes suggested as ways to increase the number of people who vote.

Q22 If each of the following alternative arrangements for voting were made available to you, would each make you more or less likely to vote?

Please tick one box per row

	More likely	No difference	Less likely	Don't know
Postal voting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic voting using the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional polling stations in places like shops or supermarkets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elections held at weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The view is sometimes held that alternative arrangements for voting may not be secure or reliable, as they may be open to fraud or misuse.

Q23 For each of the following alternative arrangements for voting, please indicate whether or not you would be concerned about the security or reliability of each:

Please tick one box per row

	Very concerned	Fairly concerned	Not very concerned	Not concerned at all	Don't know
Postal voting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic voting using the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional polling stations in places like shops or supermarkets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elections held at weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Is there anything else you would like to say about voting in elections? Do you have any ideas for ways to encourage more people to vote?

Herefordshire Matters

The questions in this section refer to the Herefordshire Matters magazine. This is a Herefordshire Council publication, whose aim is to inform the general public about what the Council has been doing. 6 issues of the magazine are produced each year, and delivered to all households in the county.

A copy of a recent edition of the magazine was included with this questionnaire. Please take a few minutes to have a look through it before answering the following questions.

Q25 Apart from the copy included with this questionnaire, does your household normally receive a copy of the Herefordshire Matters magazine? Please tick one box only

Yes, through the post.....	<input type="checkbox"/>	No, don't normally receive it.....	<input type="checkbox"/>
Yes, in the Journal	<input type="checkbox"/>	Don't know	<input type="checkbox"/>
Yes, I pick it up from another location.....	<input type="checkbox"/>		

Q26 If "yes", how much of the magazine do you normally read?

Please tick one box only

Read all of it.....	<input type="checkbox"/>	Read a few articles	<input type="checkbox"/>
Read most of it.....	<input type="checkbox"/>	Don't read any of it.....	<input type="checkbox"/>

Q27 Herefordshire Matters has recently moved from quarterly to bi-monthly - so from 4 issues a year to 6 issues a year. Do you think the current number of issues per year is appropriate?

Please tick one box only

Yes, 6 issues a year is about right.....	<input type="checkbox"/>	No, there should be <i>fewer</i> issues per year	<input type="checkbox"/>
No, there should be <i>more</i> issues per year.	<input type="checkbox"/>	It should not be published at all	<input type="checkbox"/>

Q28 Please indicate what you think of the following aspects of the magazine:

Please tick one box per row

	Yes	To some extent	No
Do you find the articles interesting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the information useful to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the articles easy to read?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the design clear and uncluttered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the magazine cover important issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 To what extent do you feel the magazine keeps you informed about the Council and what it's doing? *Please tick one box only*

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30 Is there anything else you would like to say about Herefordshire Matters, for example ideas for improvement, or types of articles you'd like to see more of / less of?

Respect and consideration

We consider it important that people treat each other with respect and consideration, to encourage strong and thriving communities. This section of the survey asks questions about this.

Q31 Thinking about this local area, how much of a problem are people not treating other people with respect and consideration? *Please tick one box only*

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32 How frequently, if at all, do you experience people not treating *other people* with respect and consideration? *Please tick one box only*

Almost every day	At least once a week	A few times a month	A few times a year	Once a year or less	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q33 How frequently, if at all, do you experience people not treating *you* with respect and consideration? Please tick one box only

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Almost every day | At least once a week | A few times a month | A few times a year | Once a year or less | Never |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q34 Are there any places in Herefordshire which you think are particularly bad with regard to people not treating other people with respect and consideration?

Q35 How do you think Herefordshire compares to most places in Britain in general with regard to people treating other people with respect and consideration?

Please tick one box only

- | | |
|---|---|
| Herefordshire is better than most places ... <input type="checkbox"/> | Herefordshire is worse than most places... <input type="checkbox"/> |
| Herefordshire is about the same as most places <input type="checkbox"/> | Don't know <input type="checkbox"/> |

Some people may see respect and consideration differently, depending on their viewpoint. One view is that a lack of respect is more of a problem amongst certain groups of people. We would like to find out the extent to which this view is held.

Q36 Which of the following age groups, if any, do you think are more likely to cause a problem by not showing respect and consideration to others?

Please tick as many as apply

- | | |
|--|---|
| There is no difference between different age groups <input type="checkbox"/> | Older working-age adults, e.g. 31 - 64 year olds <input type="checkbox"/> |
| Children, e.g. up to 12 year olds <input type="checkbox"/> | Retired people, e.g. 65 years and over..... <input type="checkbox"/> |
| Teenagers, e.g. 13 - 17 year olds <input type="checkbox"/> | Don't know <input type="checkbox"/> |
| Younger working-age adults, e.g. 18 - 30 year olds <input type="checkbox"/> | |

Q37 The current generation of young people are sometimes seen as particularly lacking in respect and consideration. Please indicate which ONE statement best reflects your view:

Please tick one box only

- | |
|--|
| Young people these days show <i>less</i> respect than their parents' or grandparents' generations <input type="checkbox"/> |
| Young people these days are <i>no different</i> to their parents' or grandparents' generations..... <input type="checkbox"/> |
| Young people these days show <i>more</i> respect than their parents' or grandparents' generations <input type="checkbox"/> |

Q38 Are there any groups or types of people who you think are more likely to cause a problem by not showing respect and consideration to others?

We would like to find out what kind of things you think would constitute a lack of respect and consideration, and particularly the kind of things you had in mind when answering questions 31 - 38.

Q39 For each of the following, please indicate the kind of things you had in mind when answering questions 31 to 38.

Q40 Please look at the same list and select all those you think would constitute a lack of respect and consideration, whether or not you had them in mind when answering questions 31 to 38.

Q41 Please indicate which of the things in the list you consider to be a problem *in this local area*. Please tick as many as apply in each column

Q39 Had this kind of thing in mind	Q40 Shows a lack of respect and consideration	Q41 A problem in this area
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Anti-social behaviour, e.g.:

Parents not taking responsibility for the behaviour of their children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to <i>private</i> property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to <i>public</i> property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being attacked because of their skin colour, ethnic origin, religion, disability or sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General courtesy, e.g.:

Being impolite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discourtesy towards older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discourtesy towards younger people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Talking back"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Neighbourliness, e.g.:

Not letting neighbours know before having a party, barbecue or bonfire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not keeping front gardens tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking in front of someone else's house.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Putting bin bags out too soon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise, e.g. loud music or barking dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treating people differently according to their background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Use of public spaces, e.g.:

Teenagers hanging around on the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playing football in the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling in public places.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dropping litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vomiting in the street.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other things, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Many things are often suggested as explanations for a perceived lack of respect and consideration.

Q42 Which of the following things, if any, would you consider to be the MAIN causes of a lack of respect and consideration?

Please tick all the MAIN factors

- | | | | |
|--|--------------------------|--|--------------------------|
| Poverty..... | <input type="checkbox"/> | Peer pressure | <input type="checkbox"/> |
| Breakdown in family values | <input type="checkbox"/> | Disregard for others in order to appear successful or important..... | <input type="checkbox"/> |
| Increasing numbers of single parent families..... | <input type="checkbox"/> | Boredom / creating excitement | <input type="checkbox"/> |
| Lack of strong role models..... | <input type="checkbox"/> | Misuse of alcohol | <input type="checkbox"/> |
| Portrayal of bad role models in the media | <input type="checkbox"/> | Misuse of illegal drugs | <input type="checkbox"/> |
| Over-stating of the problem in the media... | <input type="checkbox"/> | Lack of understanding between people of different ages | <input type="checkbox"/> |
| Poor discipline in the home..... | <input type="checkbox"/> | Lack of understanding between people of different social classes..... | <input type="checkbox"/> |
| Poor discipline at school | <input type="checkbox"/> | Lack of understanding between people of different religious or ethnic backgrounds... | <input type="checkbox"/> |
| Poor policing | <input type="checkbox"/> | Other, please specify | <input type="checkbox"/> |
| Youthful high-spirits | <input type="checkbox"/> | | |
| Lack of facilities, entertainment and places to go | <input type="checkbox"/> | | |

Q43 If the following were implemented in Herefordshire, do you think each would have a positive or a negative impact on respect and consideration?

Please tick one box per row

	Strong positive impact	Slight positive impact	Neither positive nor negative	Slight negative impact	Strong negative impact	Don't know
More activities / places for <i>children</i> to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More activities / places for <i>teenagers</i> to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stronger discipline in education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stronger discipline in the home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New, stronger punishments from the police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better enforcement of current laws	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efforts to bridge the gap between young and old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efforts to bridge the gap between people from different ethnic backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q44 Is there anything else you would like to say about respect and consideration?

Q45 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):