



**The 16<sup>th</sup> Herefordshire Voice Survey Report  
of September 2007**

**Community Involvement**

**Influencing local decisions sub-report**

**Issue 1**

Herefordshire Council Research Team  
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## **Executive Summary**

- The 16<sup>th</sup> 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 16<sup>th</sup> 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 16<sup>th</sup> Herefordshire Voice survey "Community Involvement" on 27<sup>th</sup> 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  $\pm 5$  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.

<b>Respondent profile</b>		
Total number of responses:	736	
	Number	%
<b>Gender</b>		
Male	344	47%
Female	390	53%
Not provided	2	*%
<b>Age</b>		
18 – 24	5	1%
25 – 44	146	20%
45 – 64	316	43%
65 – 74	115	16%
75 and over	74	10%
Not provided <sup>1</sup>	80	11%
<b>Disability, long-term illness or health problem</b>		
Disabled	168	23%
Not disabled	528	72%
Not provided	40	5%
<b>Type of disability (amongst those who had a disability)<sup>2</sup></b>		
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%
<b>Physical mobility</b>		
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%

<sup>1</sup> 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.

<sup>2</sup> 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.

<b>Respondent profile (continued)</b>		
Total number of responses:	736	
	Number	%
<b>National identity</b>		
British	303	41%
English	304	41%
Welsh	22	3%
Scottish	6	1%
Irish	1	*%
Other	9	1%
Not provided	91	12%
<b>Ethnicity<sup>3</sup></b>		
White British	622	85%
Other White background	12	2%
All other backgrounds	1	*%
Not provided	101	14%
<b>Length of residence in Herefordshire</b>		
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 <sup>1</sup>	201	27%
<b>Housing tenure</b>		
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 <sup>1</sup>	145	20%
<b>Children aged 0 – 15 years in household</b>		
Yes	132	18%
No	514	70%
Not provided	90	12%
<b>Employment status</b>		
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	*%

<sup>3</sup> Note that ethnicity categories have been combined here to reflect panel responses.

# Results

## Influencing local decisions

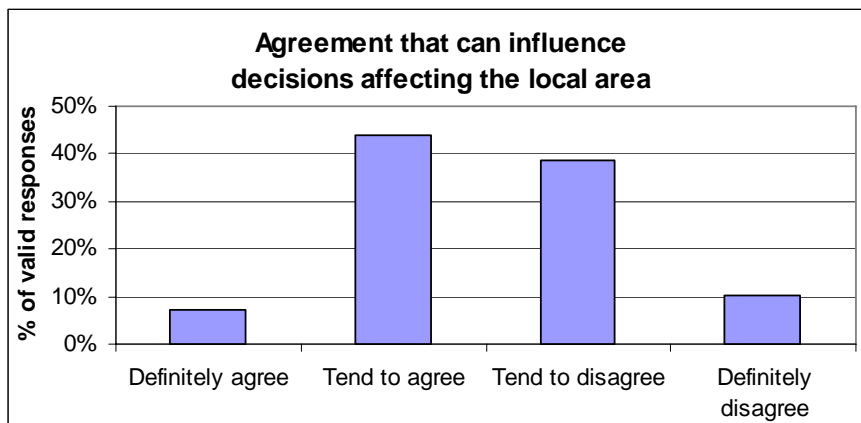
This section aimed to establish which consultation methods respondents were aware of and had used, what they thought about various aspects of consultation, and detailed views about specific consultation methods.

Respondents were given a list of methods by which local people could have their say and influence local decisions, and a brief explanation of each item. This list was intended to act as a reference to help when answering the questions that followed.

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

Agreement that can influence decisions affecting the local area	
Definitely agree	7%
Tend to agree	44%
Tend to disagree	39%
Definitely disagree	10%
Base <sup>4</sup>	663

Around half of those that answered this question (51%) agreed that they could influence decisions affecting their local area, compared to 49% who disagreed.

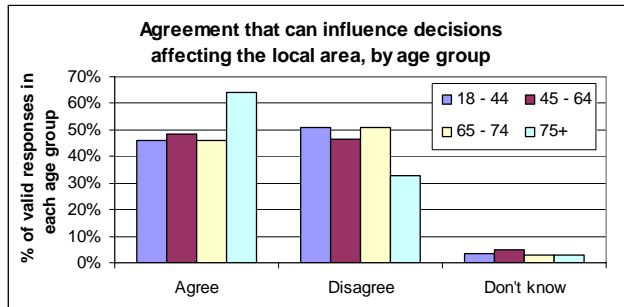


This question was also asked in the 2007 Herefordshire Satisfaction Survey, which was a survey of around 4,000 randomly selected Herefordshire residents – which was more representative of the county as a whole than the Herefordshire Voice panel. In the satisfaction survey, 30% agreed that they could influence decisions affecting their local area. One possible explanation for the difference seen is that Herefordshire Voice panellists may be more likely to be active in community involvement and local decision making generally (given that they agreed to be panellists) – and thus more likely to agree that they could influence decisions. It may also be the case that simply being a member of a citizens' panel (which is after all designed to gather the views of local people) is enough to prompt a higher proportion of respondents to “agree” with the question. Whatever the reason, it should be recognised that merely by having agreed to join the panel, the respondents are not entirely representative of the population as a whole, and this should be borne in mind

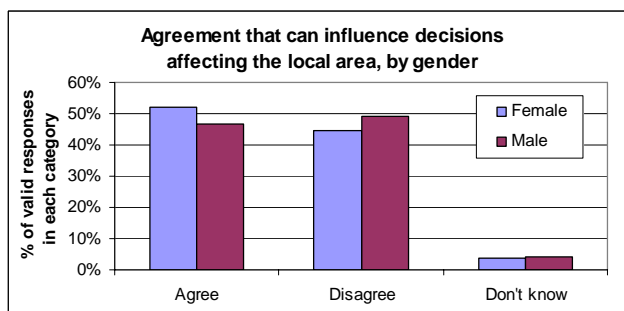
<sup>4</sup> Note that “don't know” responses have been excluded when calculating the percentages for this question, to allow comparability with the Herefordshire Satisfaction Survey.

when looking at other questions in this survey, particularly in this “influencing decisions” section.

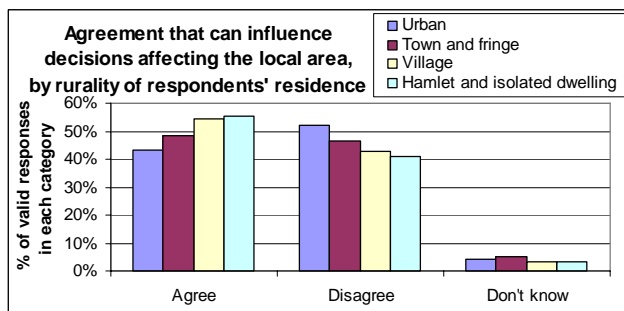
Respondents’ answers to Q1 were analysed according to various demographic factors.



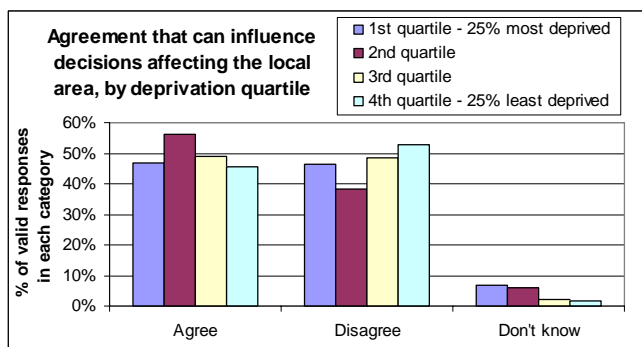
Respondents aged 75 or over were markedly more likely to agree that they could influence decisions affecting their local area, than younger respondents.



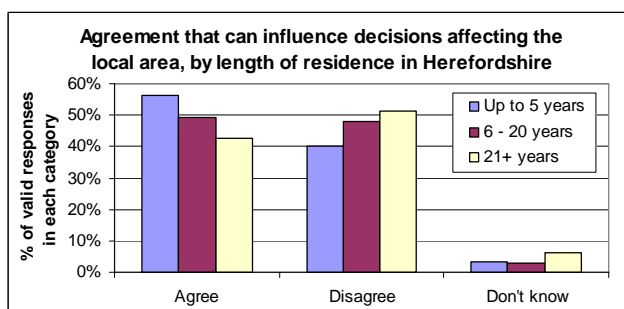
Female respondents were more likely to agree that they could influence local decisions than male respondents.



Respondents who lived in rural areas were more likely to agree that they could influence decisions affecting their local community, than those who lived in urban areas. Please refer to Appendix 1 for more info on the rurality categories used.



Respondents who lived in an area in the 2<sup>nd</sup> deprivation quartile were most likely to agree that they could influence local decisions. Please refer to Appendix 2 for more info on deprivation quartiles



The longer a respondent had lived in Herefordshire, the less likely they were to agree that they could influence decisions affecting their local area.

## Methods of getting involved in local decision-making

For each of the items in the list of methods of getting involved in local decision-making, respondents were asked three questions:

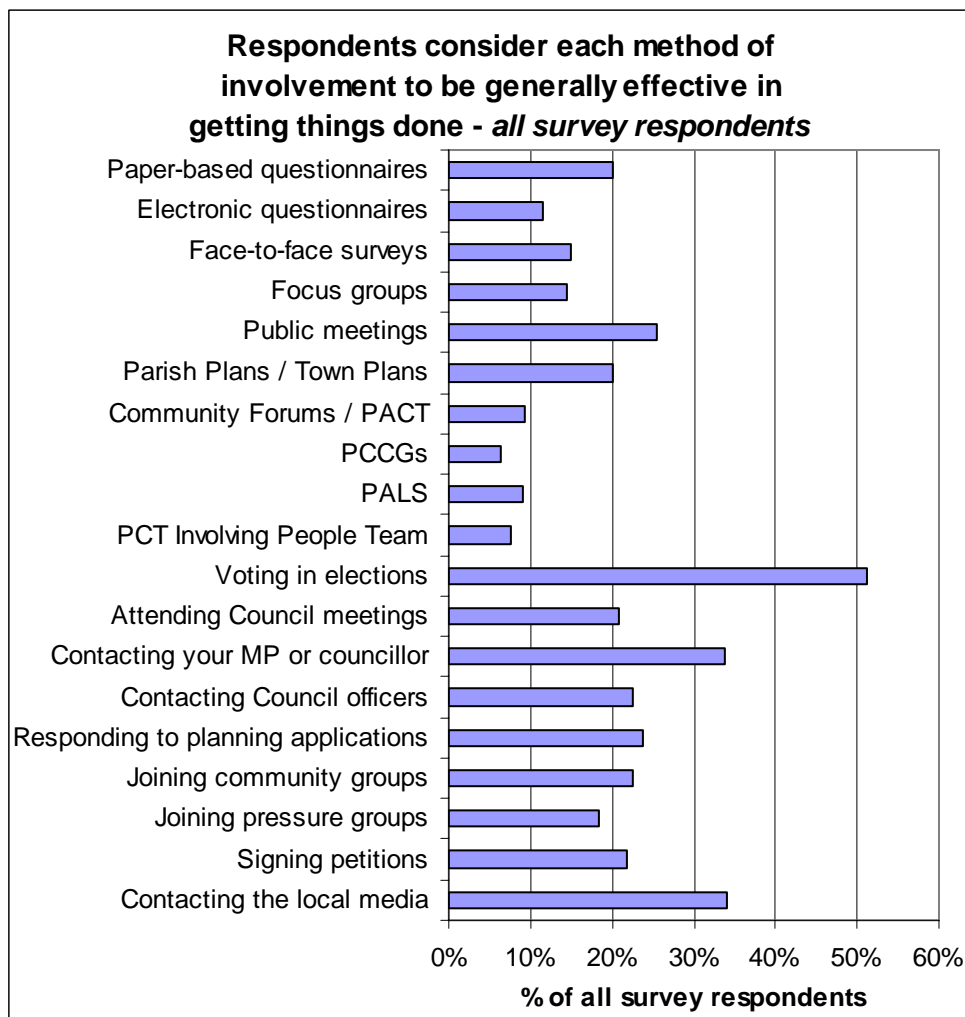
Q2: Which, if any, had you heard of before receiving this survey?

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?

Respondents were asked to tick as many items in the list as applied for each question. Some adjustment of the results has taken place. It was considered reasonable to assume that if a respondent had made use of an item on the list, then they must have heard of it – thus wherever a respondent had selected an answer in Q3, the same answer was assumed for Q2. This was necessary as respondents did not always complete Q2 where they had made use of an item. The figures in the table below are percentages of all survey respondents. Please refer to the questionnaire in Appendix 3 for a brief description of each of the items in the list.

<b>Methods of getting involved in local decision-making</b>			
	Q2 Heard of	Q3 Made use of	Q4 Consider to be effective
Paper-based questionnaires ( <i>not including Herefordshire Voice</i> )	67%	44%	20%
Electronic questionnaires	47%	14%	11%
Face-to-face surveys	59%	20%	15%
Focus groups ( <i>not including Herefordshire Voice</i> )	52%	9%	14%
Public meetings	83%	30%	26%
Parish Plans / Town Plans	78%	26%	20%
Community Forums / PACT	43%	7%	9%
PCCGs	31%	4%	6%
PALS	33%	6%	9%
PCT Involving People Team, including the Involving People Network	29%	5%	7%
Voting in elections	89%	76%	51%
Attending Council or Parish Council meetings	75%	27%	21%
Contacting your MP, County councillor or Parish councillor	83%	45%	34%
Contacting Council officers or other public-sector organisations	76%	41%	22%
Responding to planning applications	79%	44%	24%
Joining community groups or residents associations	70%	22%	23%
Joining pressure groups and going on protests / demonstrations	63%	13%	18%
Signing petitions	82%	55%	22%
Contacting the local media	71%	23%	34%
Base	736	736	736



When considering the views of all survey respondents, the ways of getting involved most frequently seen as effective in getting things done are voting in elections (51% consider it effective), contacting your MP, County councillor or Parish councillor, and contacting the local media (each 34%).

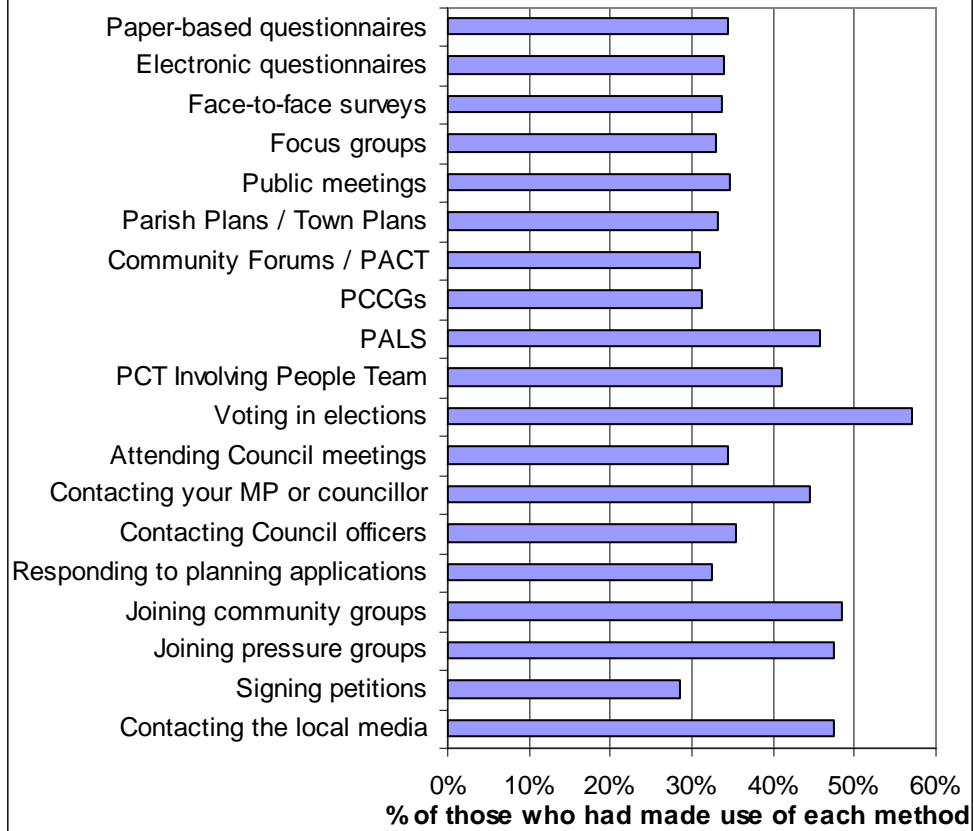
It may be more useful to look at the answers to Q4 given by respondents who have heard of each item, or made use of each item. These can be found in the table below.

<b>Methods of involvement considered to be generally effective in getting things done, amongst those who have heard of or made use of each item</b>				
	Amongst those who have <b>heard of</b> each item		Amongst those who have <b>made use of</b> each item	
	%	Base	%	Base
Paper-based questionnaires ( <i>not including Herefordshire Voice</i> )	26%	490	34%	323
Electronic questionnaires	15%	344	34%	103
Face-to-face surveys	18%	434	34%	148
Focus groups ( <i>not including Herefordshire Voice</i> )	18%	381	33%	67
Public meetings	27%	611	35%	219
Parish Plans / Town Plans	21%	573	33%	193
Community Forums / PACT	13%	318	31%	55
PCCGs	12%	225	31%	32
PALS	21%	244	46%	46
PCT Involving People Team, including the Involving People Network	16%	212	41%	39
Voting in elections	51%	655	57%	558
Attending Council or Parish Council meetings	21%	552	34%	201
Contacting your MP, County councillor or Parish councillor	34%	608	45%	332
Contacting Council officers or other public-sector organisations	25%	562	35%	302
Responding to planning applications	25%	579	32%	324
Joining community groups or residents associations	27%	513	48%	159
Joining pressure groups and going on protests / demonstrations	21%	465	47%	99
Signing petitions	22%	600	29%	406
Contacting the local media	38%	522	47%	171

When considering the items most frequently considered to be effective amongst those who have *heard of* each item, the pattern seen is very similar to that amongst all survey respondents. The same three items come out as most frequently considered to be effective – voting in elections (by 51% of respondents), contacting the local media (38%) and contacting your MP, County councillor or Parish councillor (34%).

Amongst respondents who have *made use of* each item, the proportion who consider each to be effective is consistently higher than for all survey respondents, with the majority lying between 30% and 40%. Again, voting in elections comes out with a score markedly better than other items with 57% considering it to be effective, but after this there are a group of 6 all lying between 40% and 50%. The item least frequently considered to be effective is signing petitions, by 29%. The chart on the following page shows these results.

**Respondents consider each method of getting involved to be generally effective in getting things done - *those who have made use of each method***



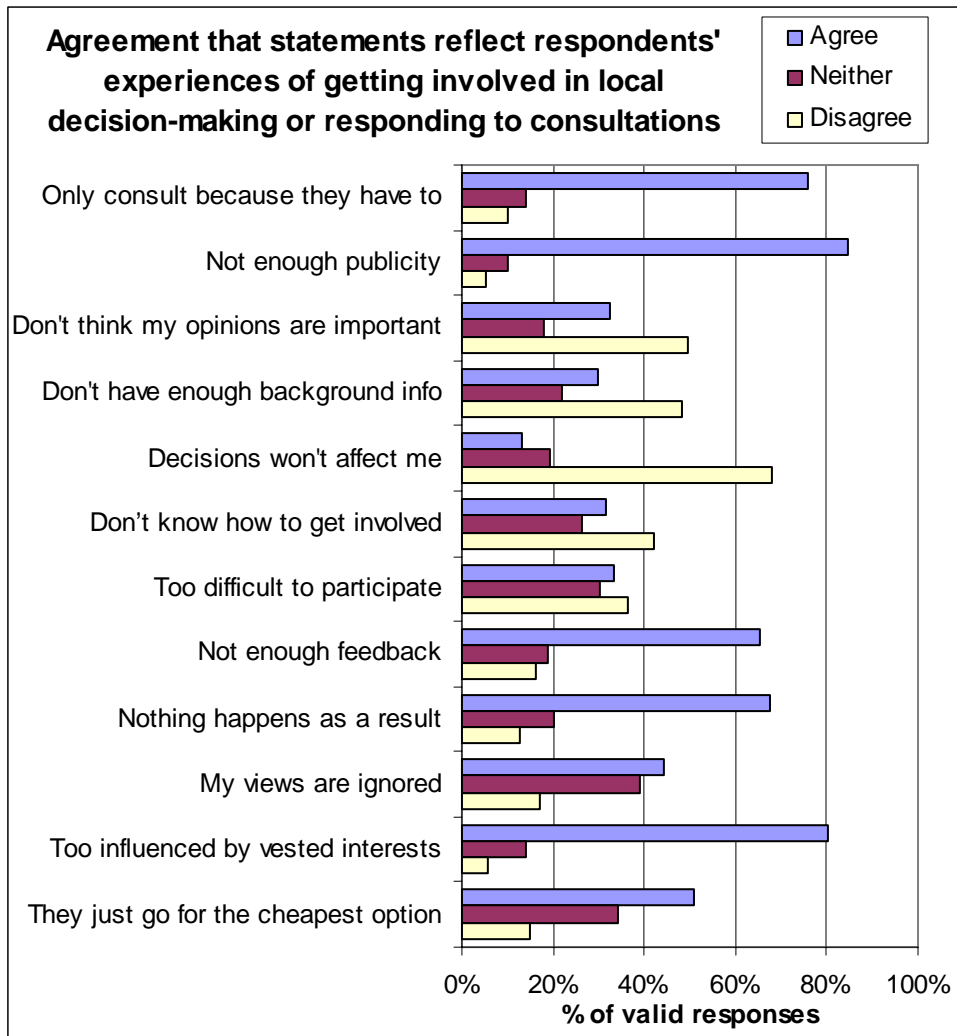
## Experiences of getting involved in local decision-making

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?

Experiences of getting involved in local decision-making						
	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Base
They only consult because they have to – a decision has already been made	31%	45%	14%	7%	3%	711
Not enough publicity – often not aware that a decision is being made	42%	42%	10%	4%	1%	712
I don't think my opinions are important	13%	19%	18%	17%	32%	704
I don't have enough background knowledge to contribute an opinion	6%	24%	22%	21%	27%	691
I'm not normally interested in the issues / the decisions won't affect me	3%	10%	19%	30%	38%	705
I don't know how to get involved	6%	25%	26%	23%	19%	695
It's too difficult to participate	6%	28%	30%	23%	13%	687
Don't get enough feedback on results	23%	42%	19%	13%	3%	699
Don't see anything happening as a result of the survey	27%	41%	20%	10%	3%	711
My views are ignored	19%	25%	39%	14%	3%	702
The decisions made are too influenced by vested interests	43%	38%	14%	4%	2%	705
They just go for the cheapest option	17%	34%	34%	12%	3%	708

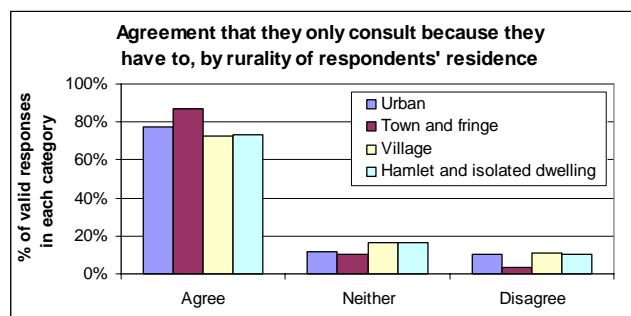
There was a high level of agreement with a number of the statements in the table above (see also the chart on the following page). 85% of respondents agreed that there wasn't enough publicity around consultations, 80% thought they were too influenced by vested interests, and 76% felt they only consulted because they had to. Other commonly held views were that nothing happens as a result of consultation (68%) and that there isn't enough feedback of the results (65%).

In contrast, the highest level of disagreement was seen with "I'm not normally interested in the issues / the decisions won't affect me", with 13% agreeing and 68% disagreeing. 33% agreed that they didn't think their opinions were important, compared to 49% who disagreed. 30% agreed that they didn't have enough background information to contribute an opinion, while 48% disagreed. The level of disagreement was also higher than agreement with regard to not knowing how to get involved, and it being too difficult to participate.



The answers given by respondents to Q5 were analysed according to the age and gender of the respondent, how long they had lived in Herefordshire, and the rurality of the area in which they lived. Wherever a difference between sub-groups of 5 percentage points or more was found, this is stated below. Only a selection of charts are included, to illustrate some of the more marked patterns. Each sub-question is dealt with in turn. Please refer to Appendix 1 for more information about the rurality classifications used.

*They only consult because they have to – a decision has already been made:*  
 18 – 44 year olds were less likely to agree than older respondents; no significant difference was seen between male and female respondents; respondents who had lived in the county for 21 or more years were more likely to agree than those who had lived here for up to 5 years; respondents who lived in town and fringe areas were more likely to agree than those who lived in other areas.

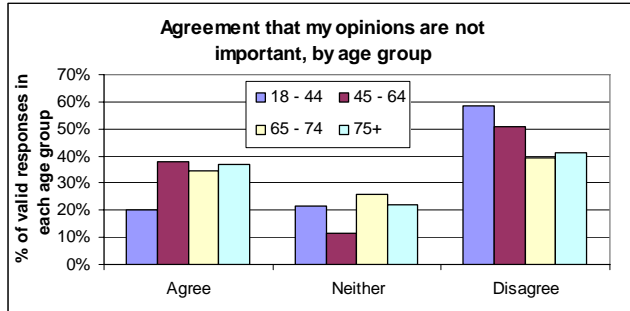


*Not enough publicity – often not aware that a decision is being made:*

No significant difference was seen between different age groups or genders; respondents who had lived in Herefordshire for up to 5 years were more likely to agree than those who had lived here longer; respondents who lived in town and fringe areas were more likely to agree than those who lived in other areas.

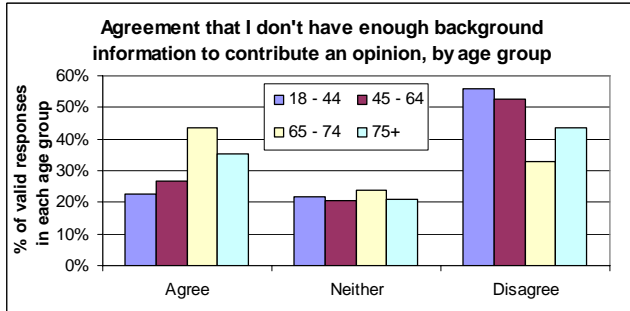
*I don't think my opinions are important:*

Respondents aged between 18 and 44 were less likely to agree than older respondents; no difference was seen between male and female respondents; those who had lived in the county for 21 or more years were the most likely to agree; respondents who lived in villages were less likely to agree than those who lived in other areas.



*I don't have enough background knowledge to contribute an opinion:*

Respondents aged 65 – 74 were most likely to agree, followed by those aged 75 and over; female respondents were more likely to agree than males; although there was no significant difference in agreement, respondents who had lived here for 21 or more years were more likely to disagree with the statement; respondents who lived in town and fringe areas were most likely to agree, and those who lived in hamlets and isolated dwellings were least likely to agree.



*I'm not normally interested in the issues / the decisions won't affect me:*

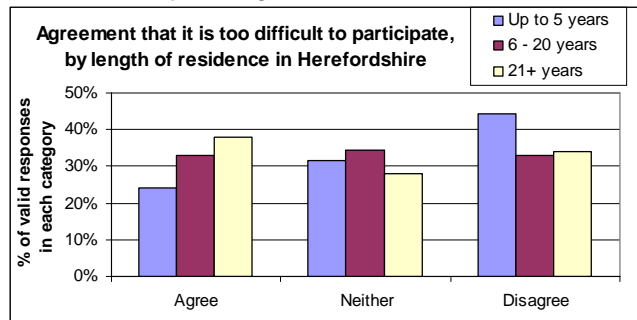
65 – 74 year old respondents were most likely to agree; no difference was seen between male and female respondents; those who had lived in Herefordshire for 5 years or less were less likely to agree than those who had lived here for 21 or more years; although there was no significant difference in agreement, respondents who lived in town and fringe areas or hamlets and isolated dwellings were more likely to disagree than those who lived in urban areas or villages.

*I don't know how to get involved:*

The youngest and oldest age groups were more likely to agree than those aged between 45 and 74; females were more likely to agree than males; no difference was seen according to respondents' length of residence in the county; those who lived in urban areas were most likely to agree, followed by those who lived in town and fringe areas.

*It's too difficult to participate:*

Respondents aged between 45 and 64 were the least likely to agree, while those aged between 65 and 74 were the most likely to agree; no difference was seen between males and females; respondents were increasingly likely to agree with increasing length of residence in the county; respondents living in hamlets and isolated dwellings were more likely to agree than those who lived in town and fringe areas or villages.



*Don't get enough feedback on results:*

Respondents aged 75 or over were more likely to agree than younger respondents; no difference was seen between male and female respondents; those who had lived here for 21 or more years were more likely to agree than those who had lived here for less time; those who lived in urban areas were most likely to agree while those who lived in villages were least likely.

*Don't see anything happening as a result of the survey:*

Respondents aged between 45 and 74 were more likely to agree than other age groups; no significant difference was seen between male and female respondents; those who had lived here for 21 or more years were more likely to agree than those who had lived here for less time; respondents living in town and fringe areas were most likely to agree while those living in hamlets and isolated dwellings were least likely.

*My views are ignored:*

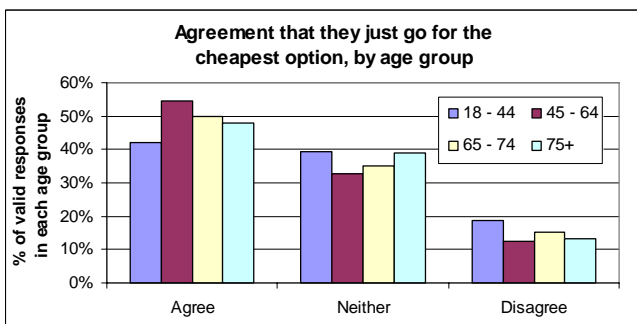
18 – 44 year old respondents were least likely to agree, while 45 to 64 year olds were most likely; males were more likely to agree than females; respondents who had lived in Herefordshire for 6 or more years were more likely to agree than those who had lived here for up to 5 years; those who lived in urban areas were more likely to agree than those who lived in rural areas.

*The decisions made are too influenced by vested interests:*

Respondents aged 45 – 64 and 75 or over were more likely to agree than those aged 18 – 44 or 65 – 74; no difference was seen between male and female respondents, and no difference was seen according to length of residence in Herefordshire; those who lived in town and fringe areas were most likely to agree, while those who lived in villages were least likely.

*They just go for the cheapest option:*

Respondents aged 18 – 44 were least likely to agree, while those aged 45 – 64 were most likely; females were more likely to agree than males; respondents were increasingly likely to agree with increasing length of residence in the county; no significant difference was seen with the rurality of respondents' residence.



## Views on Council Surveys

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:

Respondents were asked not to answer this question with regard to Herefordshire Voice surveys, which were covered later in the questionnaire.

Views on Council surveys – all valid responses							
	Very good	Good	Ade-quate	Poor	Very poor	Don't know	Base
Knowing what's going on and when	2%	12%	37%	24%	8%	17%	698
How easy it is to get involved	1%	8%	32%	26%	7%	26%	686
How clear and understandable the issues are	2%	15%	36%	22%	6%	19%	683
Getting your point of view across	1%	5%	26%	29%	11%	28%	681
How transparent the decision-making process is <sup>5</sup>	1%	3%	18%	31%	22%	26%	692
Getting feedback on results and decisions	1%	4%	23%	38%	12%	21%	694
How effective it is in getting things done	1%	3%	22%	31%	14%	29%	697
Overall view of this method of consultation	1%	6%	31%	28%	13%	22%	697

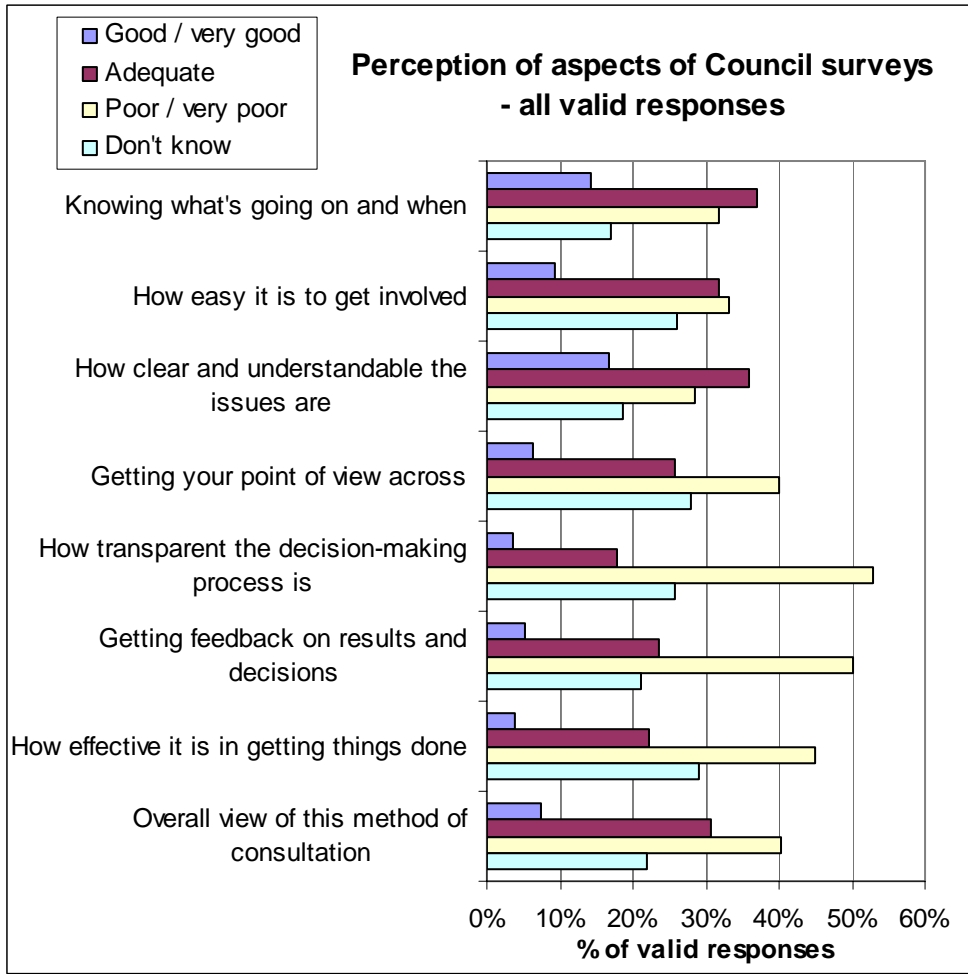
For all the items covered in Q6, the proportion of respondents saying it was “poor” or “very poor” was greater than the proportion saying it was “good” or “very good”.

The item most frequently seen as good / very good was “how clear and understandable the issues are”, with 17% selecting good / very good compared to 29% poor / very poor. 14% thought “knowing what’s going on and when” was good / very good, while 32% thought it was poor / very poor.

The worst items were “how transparent the decision-making process is” (4% good / very good, 53% poor / very poor), “getting feedback on results and decisions” (5% good / very good, 50% poor / very poor), and “how effective it is in getting things done” (4% good / very good, 45% poor / very poor).

Overall, 7% of respondents thought Council surveys were good or very good, compared to 40% who thought they were poor or very poor.

<sup>5</sup> Respondents were given the following definition: 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.



As the list of methods of involvement covered in questions 2 – 4 did not contain “Council surveys” specifically, it is not possible to look at the results to Q6 amongst those respondents who have heard of or made use of Council surveys.

## Views on the Parish Plan / Town Plan consultation process

The list of methods of getting involved in local decision-making found at the beginning of the questionnaire contained the following about Parish Plans / Town Plans:

*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.*

*Q7: Please indicate how good or poor you consider the Parish Plan / Town Plan consultation process to be in terms of:*

Views on the Parish Plan / Town Plan consultation process – all valid responses							
	Very good	Good	Ade-quate	Poor	Very poor	Don't know	Base
Knowing what's going on and when	5%	16%	28%	23%	9%	19%	708
How easy it is to get involved	4%	14%	29%	20%	8%	25%	698
Good coverage of all the issues that affect the community	4%	13%	27%	25%	9%	22%	695
Getting a better understanding of issues that affect the community	4%	14%	29%	24%	8%	21%	703
Getting your point of view across	2%	10%	26%	26%	10%	26%	701
Getting feedback on results and decisions	3%	8%	21%	33%	12%	23%	700
How accurately the published plan reflects the consultation results	2%	8%	22%	19%	10%	38%	697
How effective it is in getting things done	1%	7%	21%	27%	10%	34%	699
Encouraging people to be more active in supporting their community	2%	13%	24%	25%	13%	22%	696
Overall view of the Parish Plan methods of consultation	3%	12%	26%	22%	12%	24%	690

It is most useful to look at the results to Q7 amongst those who have heard of and made use of Parish Plans. These results can be found on the following pages.

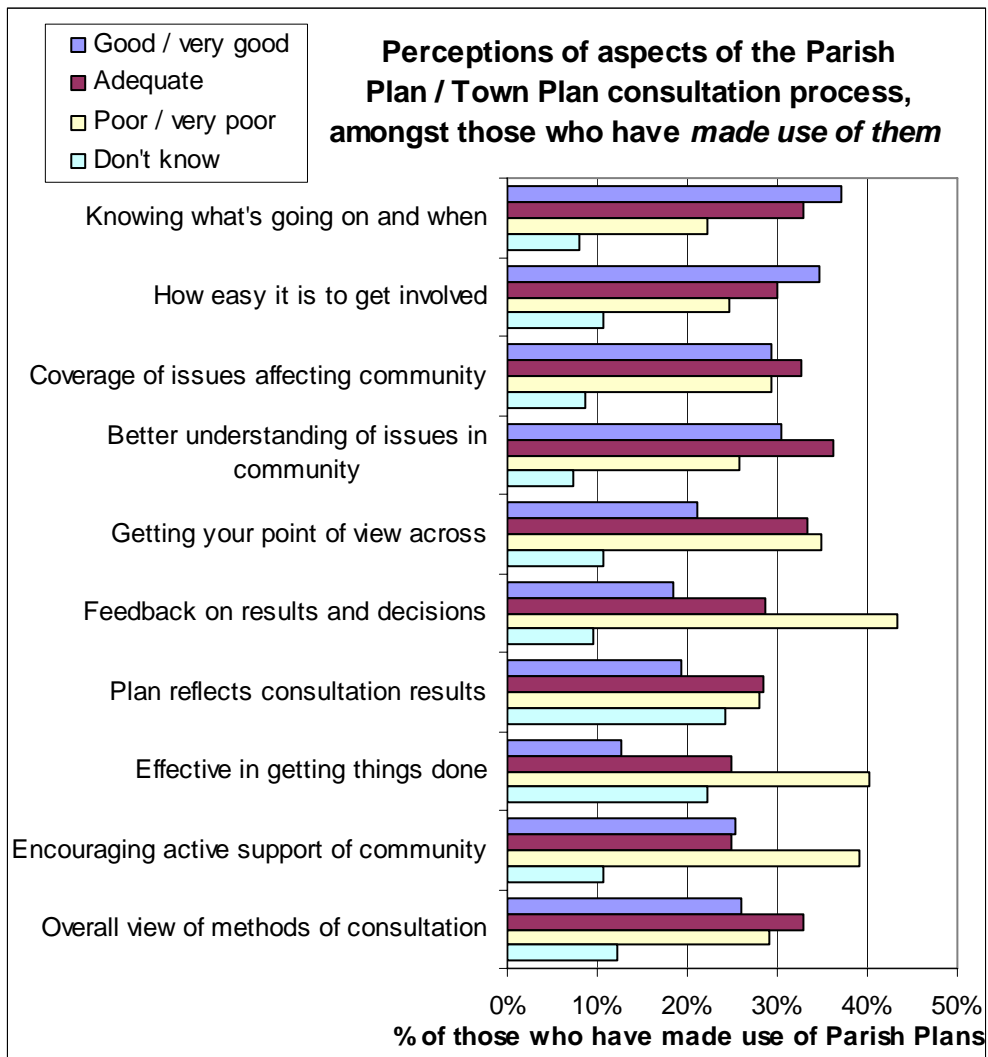
<b>Views on the Parish Plan / Town Plan consultation process – amongst those who have <i>heard of</i> Parish Plans / Town Plans</b>					
	Good / very good	Adequate	Poor / very poor	Don't know	Base
Knowing what's going on and when	23%	29%	30%	18%	555
How easy it is to get involved	20%	29%	28%	23%	549
Good coverage of all the issues that affect the community	18%	27%	33%	21%	546
Getting a better understanding of issues that affect the community	19%	30%	30%	21%	556
Getting your point of view across	13%	27%	36%	25%	552
Getting feedback on results and decisions	11%	23%	43%	23%	551
How accurately the published plan reflects the consultation results	11%	22%	29%	39%	544
How effective it is in getting things done	8%	21%	38%	33%	550
Encouraging people to be more active in supporting their community	16%	24%	38%	22%	552
Overall view of the Parish Plan methods of consultation	16%	27%	33%	24%	547

<b>Views on the Parish Plan / Town Plan consultation process – amongst those who have <i>made use of Parish Plans / Town Plans</i></b>					
	Good / very good	Adequate	Poor / very poor	Don't know	Base
Knowing what's going on and when	37%	33%	22%	8%	189
How easy it is to get involved	35%	30%	25%	11%	187
Good coverage of all the issues that affect the community	29%	33%	29%	9%	187
Getting a better understanding of issues that affect the community	31%	36%	26%	7%	190
Getting your point of view across	21%	33%	35%	11%	189
Getting feedback on results and decisions	19%	29%	43%	10%	189
How accurately the published plan reflects the consultation results	19%	28%	28%	24%	186
How effective it is in getting things done	13%	25%	40%	22%	189
Encouraging people to be more active in supporting their community	25%	25%	39%	11%	189
Overall view of the Parish Plan methods of consultation	26%	33%	29%	12%	189

Amongst those respondents who had made use of Parish Plans, the items most frequently thought to be good / very good were “knowing what’s going on and when” (37% good / very good, 22% poor / very poor) and “how easy it is to get involved” (35% good / very good, 25% poor / very poor).

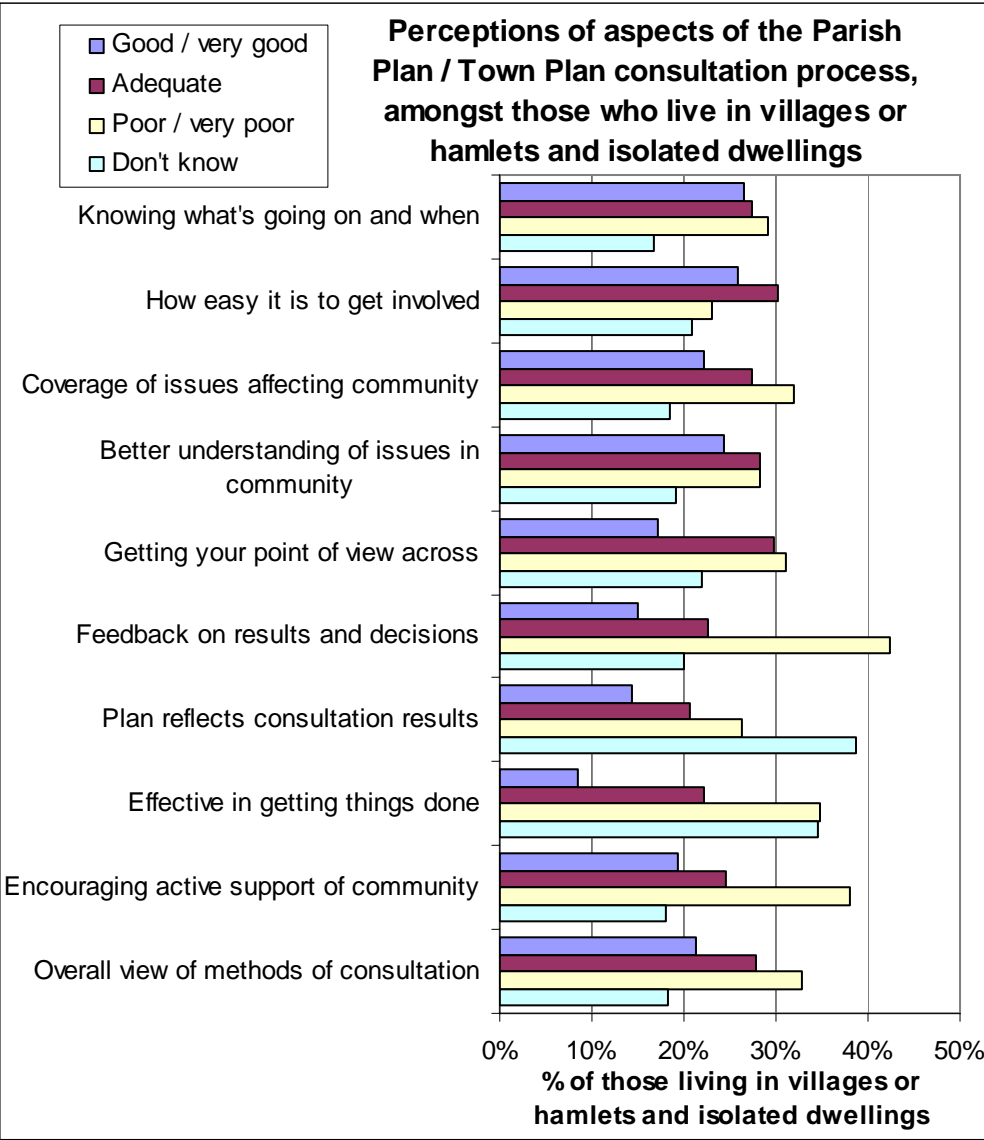
The items most frequently seen as poor / very poor were “how accurately the published plan reflects the consultation results” (19% good / very good, 28% poor / very poor), and “how effective it is in getting things done” (13% good / very good, 40% poor / very poor).

Overall, 26% of those who had made use of Parish Plans / Town Plans thought that the consultation process was good or very good, compared to 29% who thought it was poor or very poor.



As Parish Plans are largely a rural process, it is possible to look at the results to Q7 according to the rurality of respondents' residence. The table below includes responses from those who live in areas defined as "villages" or "hamlets and isolated dwellings". The results here can thus be seen as showing the views of the "target audience" for Parish Plans. Please refer to Appendix 1 for more information on the rurality categories used.

<b>Views on the Parish Plan / Town Plan consultation process – amongst those who live in villages or hamlets and isolated dwellings</b>					
	Good / very good	Adequate	Poor / very poor	Don't know	Base
Knowing what's going on and when	27%	27%	29%	17%	346
How easy it is to get involved	26%	30%	23%	21%	340
Good coverage of all the issues that affect the community	22%	27%	32%	19%	339
Getting a better understanding of issues that affect the community	24%	28%	28%	19%	346
Getting your point of view across	17%	30%	31%	22%	343
Getting feedback on results and decisions	15%	23%	42%	20%	340
How accurately the published plan reflects the consultation results	14%	21%	26%	39%	334
How effective it is in getting things done	9%	22%	35%	35%	339
Encouraging people to be more active in supporting their community	19%	25%	38%	18%	342
Overall view of the Parish Plan methods of consultation	21%	28%	33%	18%	339



## Views on Community Forums / PACT

The list of methods of getting involved in local decision-making found at the beginning of the questionnaire contained the following about Community Forums / PACT:

*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.*

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

Views on Community Forums / PACT – all valid responses							
	Very good	Good	Ade-quate	Poor	Very poor	Don't know	Base
Knowing what's going on and when	1%	9%	22%	17%	7%	43%	690
How easy it is to get involved	1%	7%	22%	15%	6%	49%	684
Whether the issues raised are clarified where necessary by the chair	1%	4%	18%	11%	4%	61%	679
How effectively the meetings are managed	1%	4%	22%	7%	2%	64%	687
Getting your point of view across	1%	4%	19%	13%	5%	58%	687
Getting feedback on the issues raised	1%	4%	15%	19%	6%	55%	684
How effective it is in getting things done	*%	3%	16%	16%	7%	58%	684
Overall view of this method of involvement	1%	5%	21%	14%	8%	52%	679

Views on Community Forums / PACT – amongst those who have <i>heard of</i> Community Forums / PACT					
	Good / very good	Adequate	Poor / very poor	Don't know	Base
Knowing what's going on and when	16%	29%	21%	34%	308
How easy it is to get involved	13%	29%	19%	39%	305
Whether the issues raised are clarified where necessary by the chair	9%	23%	13%	55%	306
How effectively the meetings are managed	7%	29%	7%	57%	307
Getting your point of view across	7%	23%	17%	53%	308
Getting feedback on the issues raised	6%	18%	25%	51%	306
How effective it is in getting things done	4%	20%	23%	53%	306
Overall view of this method of involvement	8%	26%	18%	48%	303

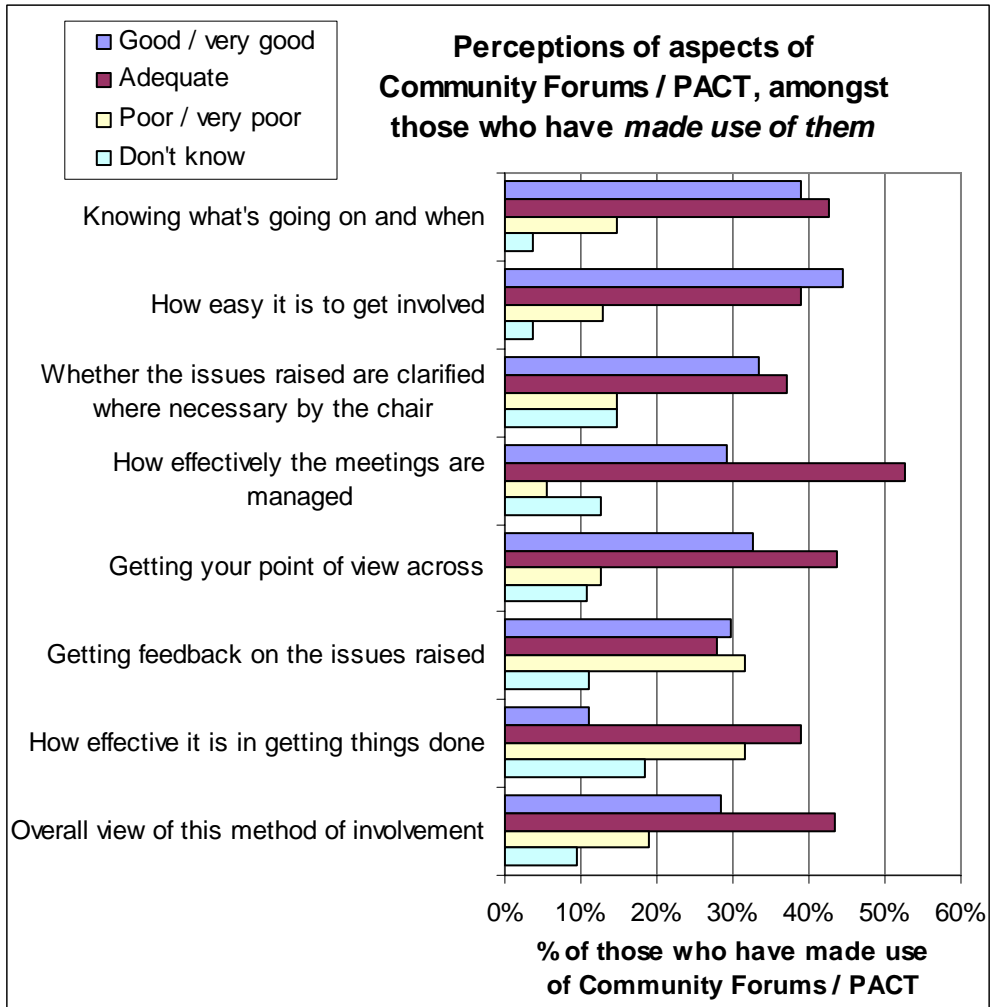
<b>Views on Community Forums / PACT – amongst those who have <i>made use of</i> Community Forums / PACT</b>					
	Good / very good	Adequate	Poor / very poor	Don't know	Base
Knowing what's going on and when	39%	43%	15%	4%	54
How easy it is to get involved	44%	39%	13%	4%	54
Whether the issues raised are clarified where necessary by the chair	33%	37%	15%	15%	54
How effectively the meetings are managed	29%	53%	5%	13%	55
Getting your point of view across	33%	44%	13%	11%	55
Getting feedback on the issues raised	30%	28%	31%	11%	54
How effective it is in getting things done	11%	39%	31%	19%	54
Overall view of this method of involvement	28%	43%	19%	9%	53

When looking at the results amongst those who have made use of Community Forums / PACT, it is important to note the relatively low base – which varies between 53 and 55 for different sub-questions. Care should be taken when using the views of this number of people to infer likely views of all Community Forum / PACT users in the county.

Amongst users, the most positive aspects were how easy it is to get involved (44% good / very good, 13% poor / very poor) and knowing what's going on and when (39% good / very good, 15% poor / very poor).

Views on how effective it is in getting things done was markedly worse than all other aspects covered, with 11% thinking it was good or very good, and 31% poor or very poor. There was one other aspect where the proportion thinking it was poor exceeded the proportion thinking it was good – getting feedback on the issues raised (30% good / very good, 31% poor / very poor).

Overall, 28% of those who had made use of Community Forums / PACT thought they were good or very good, compared to 19% who thought they were poor or very poor.



## Views on Herefordshire Voice surveys

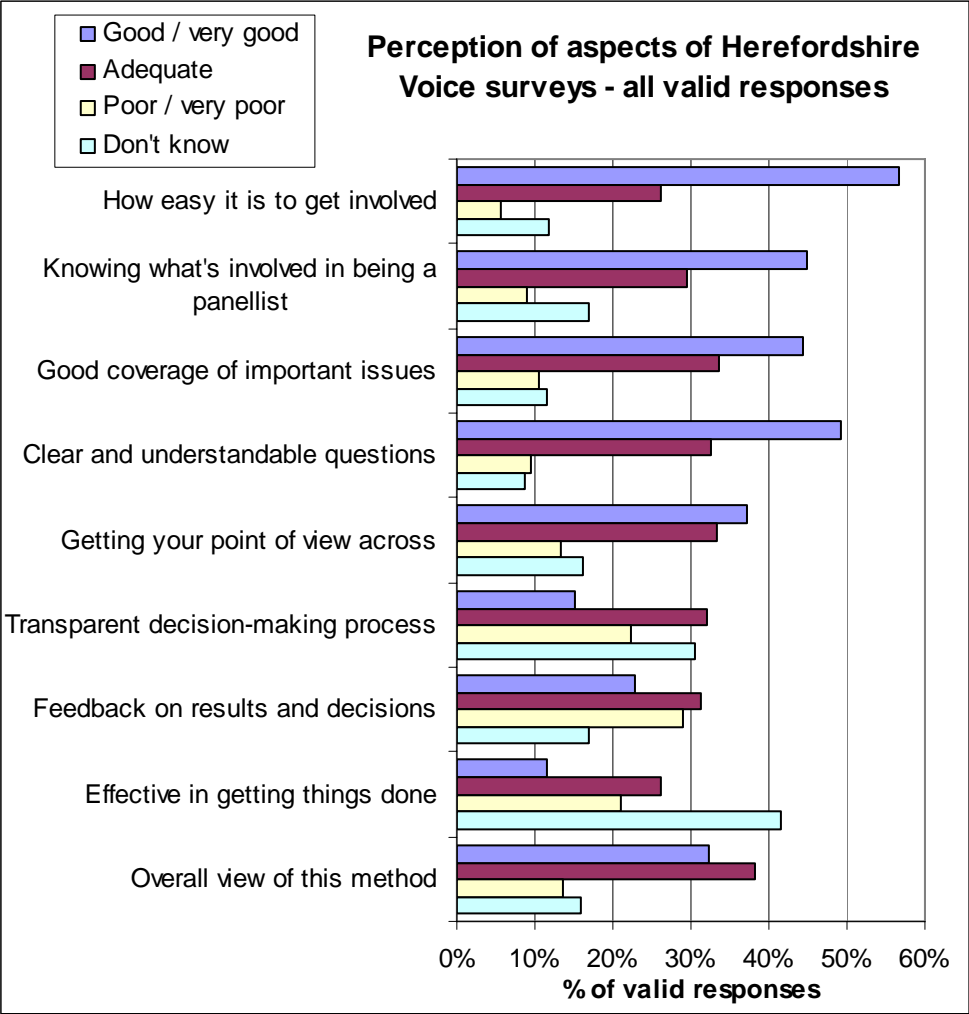
Views on Herefordshire Voice surveys – all valid responses							
	Very good	Good	Ade-quate	Poor	Very poor	Don't know	Base
How easy it is to get involved	16%	41%	26%	4%	1%	12%	699
Knowing what's involved in being a panel member	9%	35%	29%	7%	2%	17%	689
Good coverage of a range of important issues	8%	36%	34%	8%	2%	12%	695
How clear and understandable the questions are	11%	38%	33%	8%	2%	9%	693
Getting your point of view across	8%	29%	33%	11%	3%	16%	683
How transparent the decision-making process is <sup>6</sup>	2%	13%	32%	17%	6%	31%	689
Getting feedback on results and decisions	4%	18%	31%	24%	5%	17%	696
How effective it is in getting things done	2%	9%	26%	16%	4%	42%	689
Overall view of this method of consultation	7%	26%	38%	10%	3%	16%	677

The most positive items were how easy it is to get involved (57% good / very good, 6% poor / very poor), how clear and understandable the questions are (49% good / very good, 9% poor / very poor), knowing what's involved in being a panel member (45% good / very good, 9% poor / very poor) and good coverage of a range of important issues (44% good / very good, 11% poor / very poor).

There were three items where the proportion seeing it as poor or very poor exceeded the proportion seeing it as good / very good: getting feedback on results and decisions (23% good / very good, 29% poor / very poor), how transparent the decision-making process is (15% good / very good, 22% poor / very poor) and how effective it is in getting things done (11% good / very good, 21% poor / very poor).

Overall, 32% of respondents considered Herefordshire Voice surveys to be good or very good, compared to 14% who thought they were poor or very poor.

<sup>6</sup> Respondents were given the following definition: 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.



The results to this question can also be investigated according to the year in which the respondent joined Herefordshire Voice. This will highlight whether respondents alter their views of the panel after having been members for a number of years.

<b>Views on Herefordshire Voice surveys, by the year in which respondents joined the panel</b>					
<b><i>Joined between 2002 and 2005</i></b>	Good / very good	Adequate	Poor / very poor	Don't know	Base
How easy it is to get involved	55%	29%	6%	10%	224
Knowing what's involved in being a panel member	48%	30%	9%	14%	222
Good coverage of a range of important issues	50%	35%	8%	7%	223
How clear and understandable the questions are	56%	29%	9%	6%	223
Getting your point of view across	42%	30%	16%	12%	220
How transparent the decision-making process is	15%	37%	23%	25%	222
Getting feedback on results and decisions	24%	35%	30%	11%	223
How effective it is in getting things done	11%	32%	22%	35%	221
Overall view of this method of consultation	33%	44%	13%	11%	220
<b><i>Joined between 2006 and 2007</i></b>	Good / very good	Adequate	Poor / very poor	Don't know	Base
How easy it is to get involved	58%	24%	5%	12%	474
Knowing what's involved in being a panel member	43%	29%	9%	18%	466
Good coverage of a range of important issues	42%	33%	12%	14%	471
How clear and understandable the questions are	46%	34%	10%	10%	469
Getting your point of view across	35%	35%	12%	18%	462
How transparent the decision-making process is	15%	29%	22%	33%	466
Getting feedback on results and decisions	22%	30%	29%	20%	472
How effective it is in getting things done	12%	23%	21%	44%	467
Overall view of this method of consultation	32%	36%	14%	18%	456

Aside from the generally higher proportion saying “don't know” amongst those who joined the panel more recently, there is not much difference to be seen between respondents who joined between 2002 and 2005, and those who joined between 2006 and 2007.

Respondents who joined the panel between '02 and '05 were more likely than those who joined later to think that the following aspects were good or very good: good coverage of a range of important issues, how clear and understandable the questions are, and getting your point of view across.

## **Examples of good consultations**

*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.*

75 respondents gave an answer to this question. The answers given varied between mentioning specific consultations or types of consultations, and aspects of consultations in general which were seen as positive or desirable.

Of those which mentioned specific consultations or types of consultations, some of the most frequently mentioned were Parish Plans (by 9 respondents), public meetings (7 respondents), the Edgar Street Grid consultation (6), contacting a councillor (5) and Community Forums / PACT (4).

Examples of the comments made:

*“Good <consultation> involves providing information that allows informed decision making by the local communities, but options must be realistic and able to be delivered.”*

*“Parish Plan process - clearly laid out, ‘staff’ willing to listen and take ideas on board.”*

*“What I consider to be effective consultations are those issues that have had bad coverage in the local press, e.g. High Town, the cattle market, and the Edgar Street Grid. Having a display to demonstrate the benefits, costs and potential problems are all good methods: people need to see rather than read about the issues.”*

## **Examples of bad consultations**

*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.*

137 respondents gave an answer to this question. As with Q10, the answers given varied between mentioning specific consultations or types of consultations that were seen to be poor, and more general examples of aspects of consultations in general which were undesirable.

Of those which mentioned specific consultations or types of consultations, some of the most frequently mentioned were the Edgar Street Grid consultation (by 11 respondents), responding to planning applications (10 respondents), consultations about traffic or traffic calming issues (10), the “Rotherwas Ribbon” (8), contacting councillors or Parish councillors (6), Parish Plans (6), Community Forums / PACT (6), consultation about the High Town and Eign Gate redevelopment (5), and this Herefordshire Voice survey (5 respondents).

Examples of the comments made:

*“The redesign of High Town / Eign Gate area - the result is awful. When was there any consultation? The Edgar Street Grid idea is a done deal - not aware of any actual consultation - just loads of publicity and mutual back slapping. In those two cases I believe the Council had made up its mind on every aspect regardless of their views.”*

*“Local planning: no advice - no help - no hope.”*

*“The Rotherwas Ribbon fiasco - the Council worked to its own interests. Short sighted, manipulated press coverage etc. Despicable attitude to an ancient and historically important sight. Try to obscure the issue by focusing on Credenhill. Appalling.”*

*“I have the impression that the ‘cabinet’ is only interested in suppressing dissent and intimidating opposition.”*

*“Our Parish plan is ignored by the Parish councillors and one felt it was irrelevant. Very frustrating after a lot of hard work.”*

*“If PACTs were held nearer to where I live, i.e. within 3 to 5 miles, and information well in advance on when and where they were being held I'd be more likely to attend. Where I live doesn't seem to be on the map and I will not drive a 30 mile round trip to be consulted and feed my views.”*

*“Being consulted on options that cannot be delivered either due to cost or other restrictions that are known prior to consultation starting.”*

*“It isn't the process that I worry about but whether it is ONLY a process with no eventual effect.”*

## 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 areas<sup>7</sup> 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 area<sup>8</sup> 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

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<sup>7</sup> Census “output areas” are the smallest defined physical areas used for analysis, each containing roughly 125 resident households.

<sup>8</sup> Output areas are collected into groups to form “super output areas”.



## 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
--	---	--	-------------------------------------

*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):**