



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

Community Involvement

Issue 1

Herefordshire Council Research Team
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Executive Summary

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

Key findings:

Influencing local decisions

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

Engaging with the Council

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

Herefordshire Matters

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

Respect and consideration

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

Introduction

Background

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

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

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

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

Methodology

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

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

Presentation of results

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

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

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

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

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

Respondent profile

The profile of those Herefordshire Voice panellists that responded to this survey can be seen below. This is around 59% of the whole panel. Respondents to this survey are roughly representative in terms of the gender breakdown of the county as a whole, but there is under-representation of younger age groups, most crucially of 18 – 24 year olds, and over representation of 45 – 64 year olds. This should be borne in mind when viewing the results of the survey. No weighting has been applied to these results.

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

¹ The majority of the “not provided” cases in these categories arise from inconsistencies in the way this data was collected, before management of the panel was transferred to the Research Team.

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

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

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

Results

Influencing local decisions

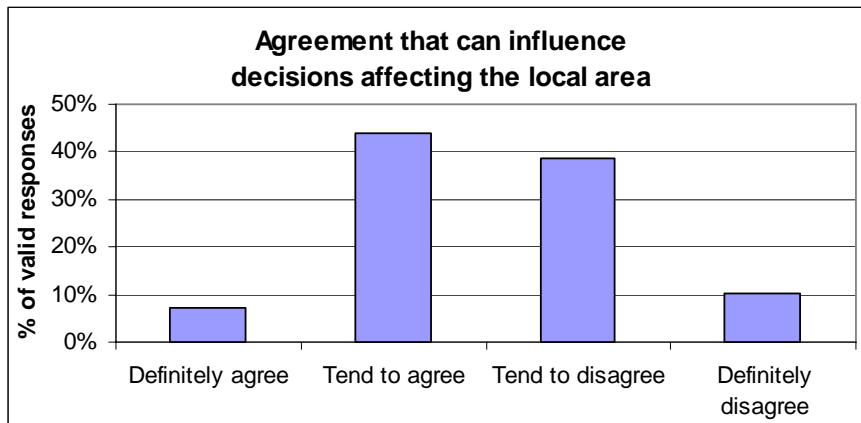
This section aimed to establish which consultation methods respondents were aware of and had used, what they thought about various aspects of consultation, and detailed views about specific consultation methods.

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 ⁴	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.

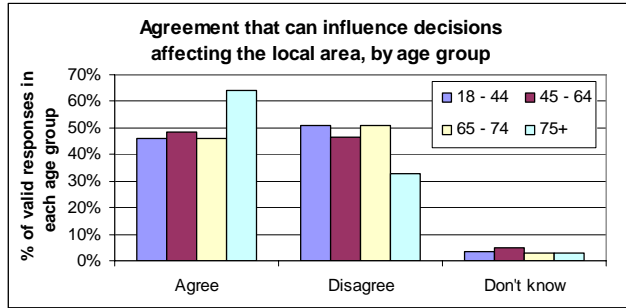


This question was also asked in the 2007 Herefordshire Satisfaction Survey, which was a survey of around 4,000 randomly selected Herefordshire residents – which was more representative of the county as a whole than the Herefordshire Voice panel. In the satisfaction survey, 30% agreed that they could 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

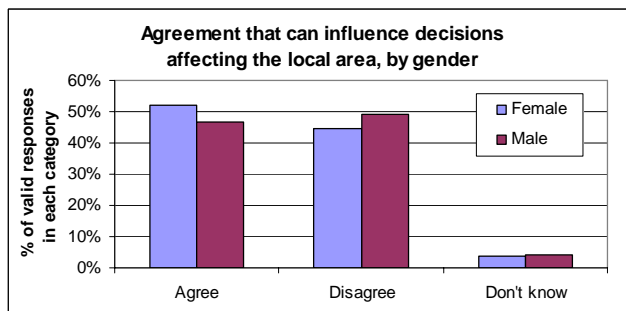
⁴ Note that "don't know" responses have been excluded when calculating the percentages for this question, to allow comparability with the Herefordshire Satisfaction Survey.

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

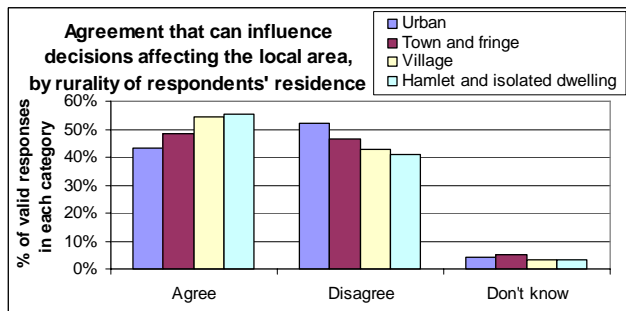
Respondents’ answers to Q1 were analysed according to various demographic factors.



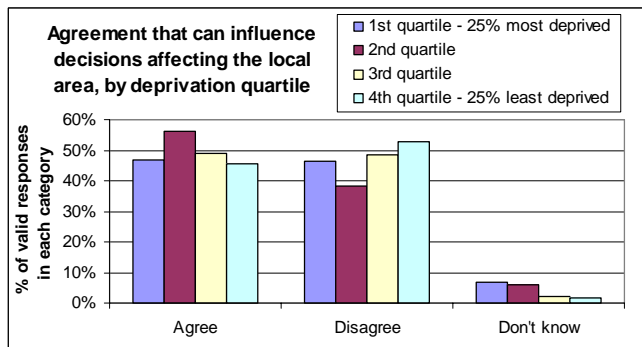
Respondents aged 75 or over were markedly more likely to agree that they could influence decisions affecting their local area, than younger respondents.



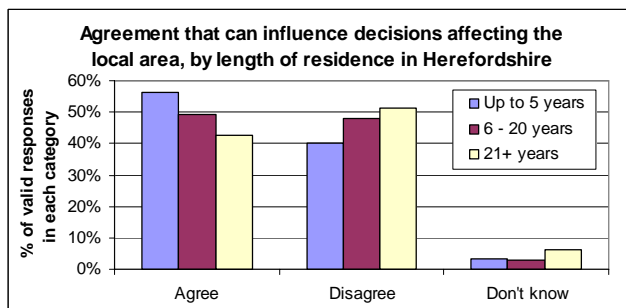
Female respondents were more likely to agree that they could influence local decisions than male respondents.



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 2nd 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:

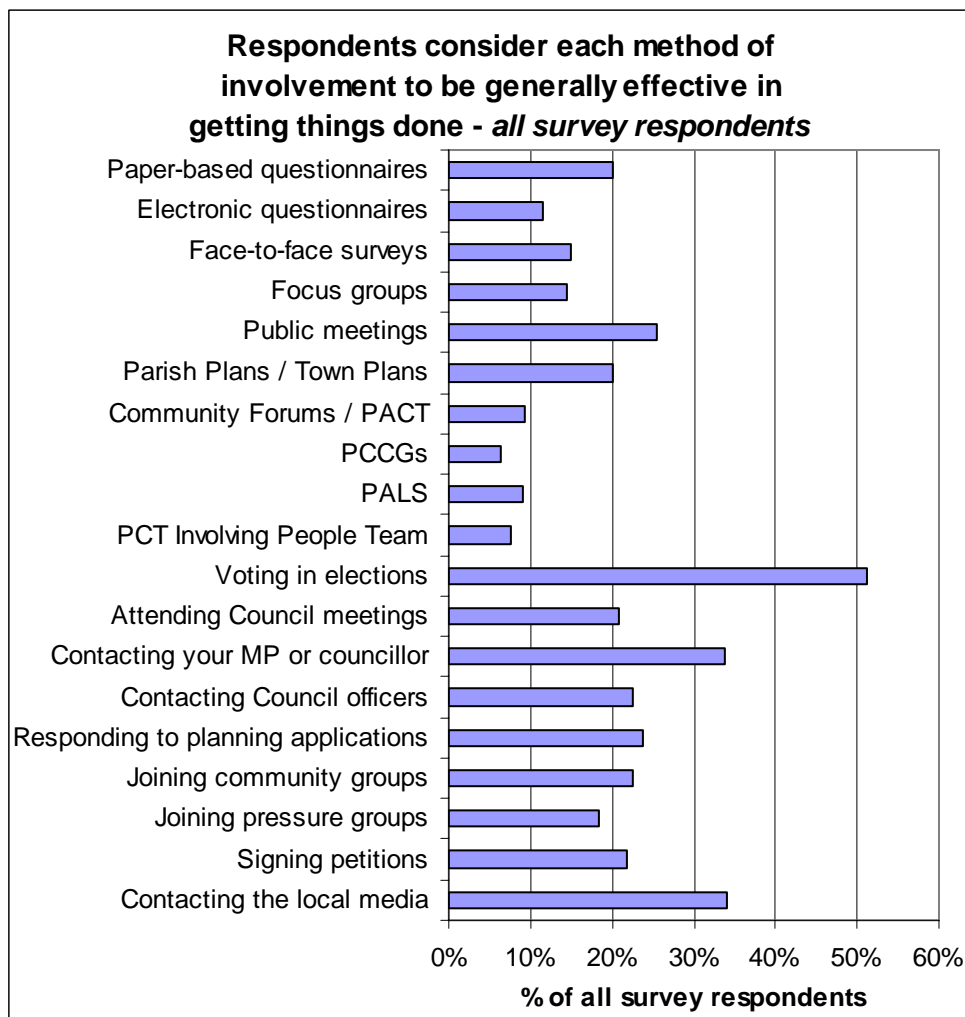
Q2: Which, if any, had you heard of before receiving this survey?

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.

Methods of getting involved in local decision-making			
	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%).

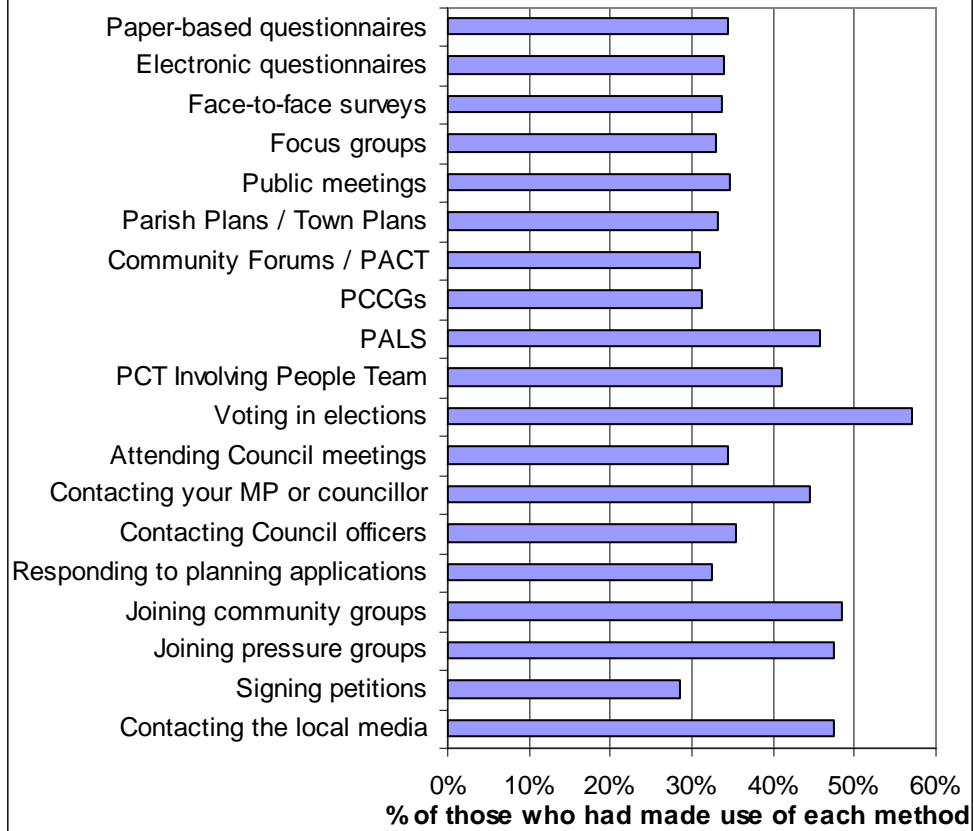
It may be more useful to look at the answers to Q4 given by respondents who have heard of each item, or made use of each item. These can be found in the table below.

Methods of involvement considered to be generally effective in getting things done, amongst those who have heard of or made use of each item				
	Amongst those who have heard of each item		Amongst those who have made use of 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*



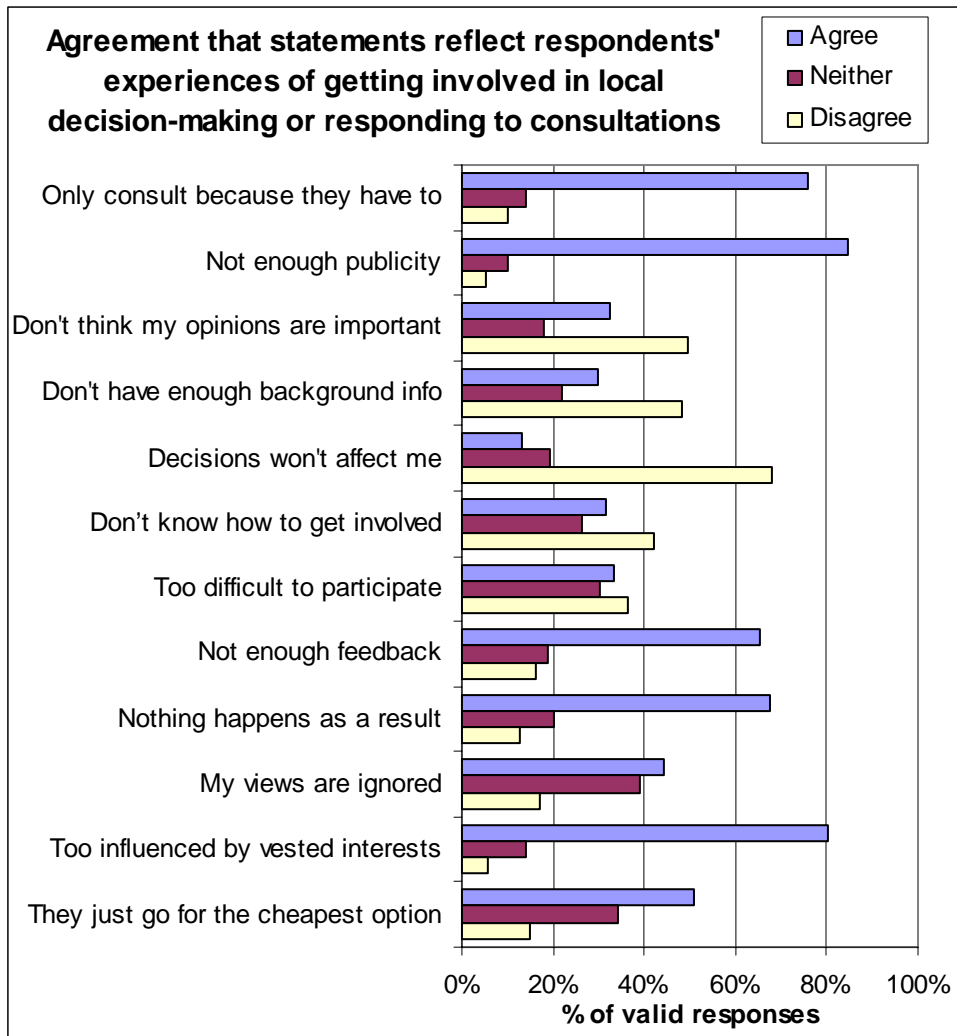
Experiences of getting involved in local decision-making

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

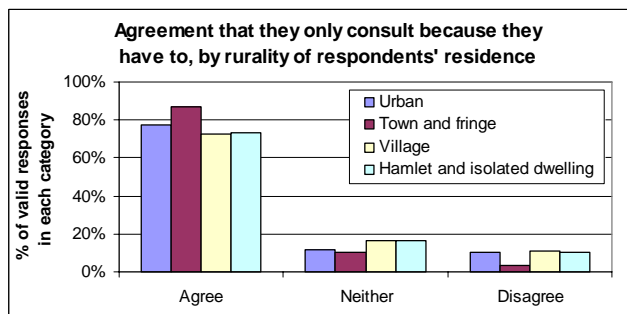
There was a high level of agreement with a number of the statements in the table above (see also the chart on the following page). 85% of respondents agreed that there wasn't enough publicity around consultations, 80% thought they were too influenced by vested interests, and 76% felt they only consulted 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.

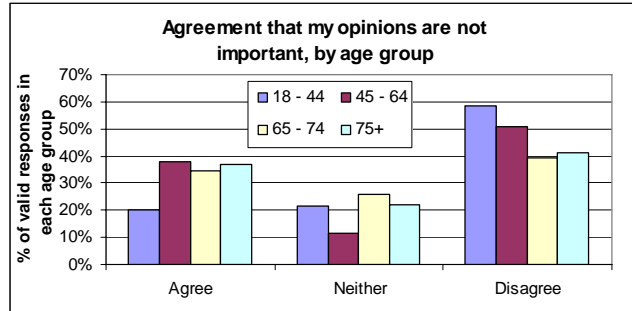


Not enough publicity – often not aware that a decision is being made:

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.

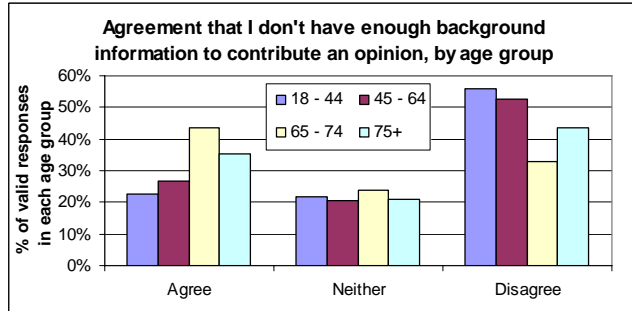
I don't think my opinions are important:

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:

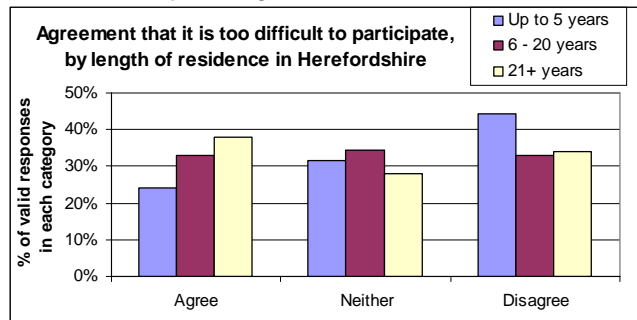
65 – 74 year old respondents were most likely to agree; no difference was seen between male and female respondents; those who had lived in Herefordshire for 5 years or less were less likely to agree than those who had lived here for 21 or more years; although there was no significant difference in agreement, 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:

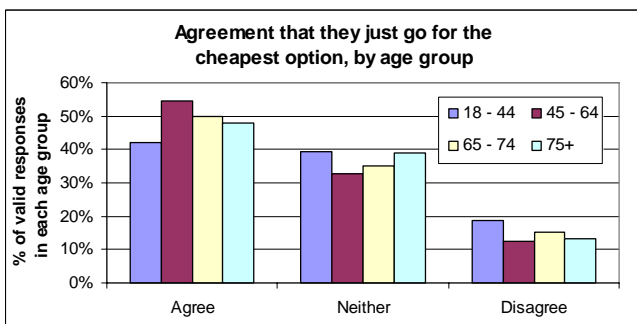
18 – 44 year old respondents were least likely to agree, while 45 to 64 year olds were most likely; males were more likely to agree than females; respondents who had lived in Herefordshire for 6 or more years were more likely to agree than those who had lived here for up to 5 years; those who lived in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

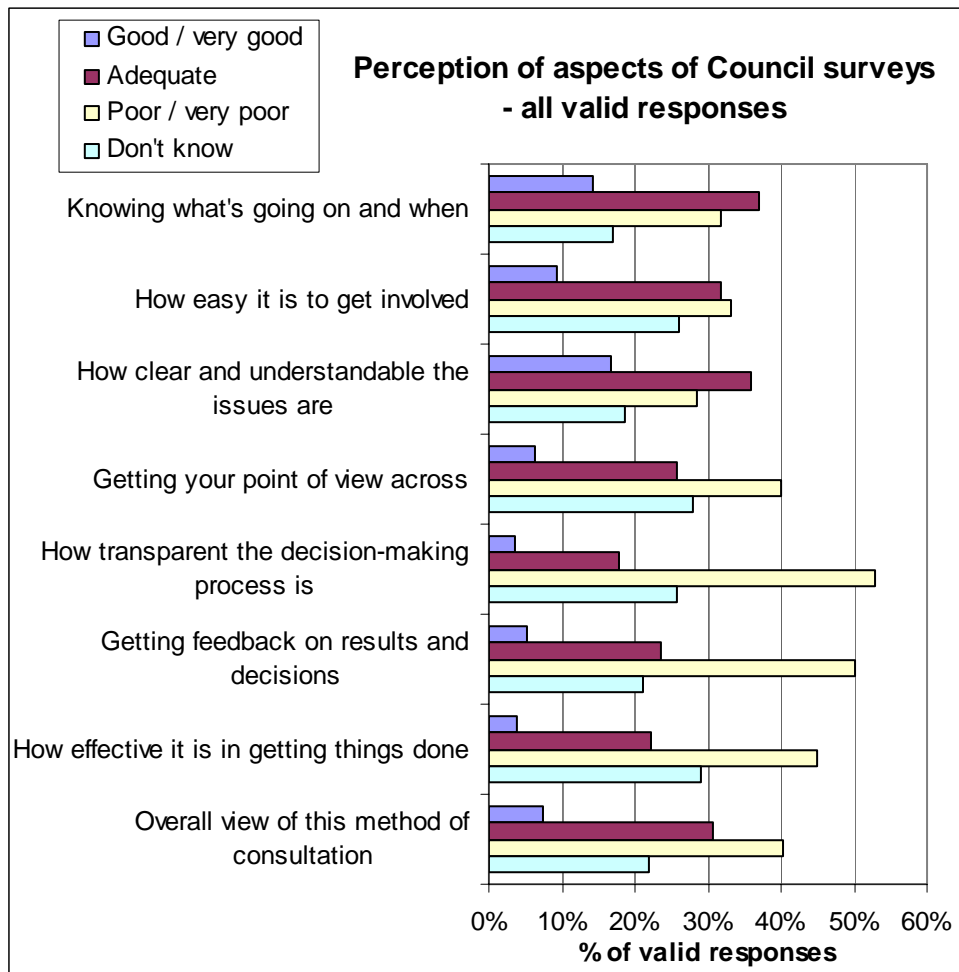
For all the items covered in Q6, the proportion of respondents saying it was “poor” or “very poor” was greater than the proportion saying it was “good” or “very good”.

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.

⁵ 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.

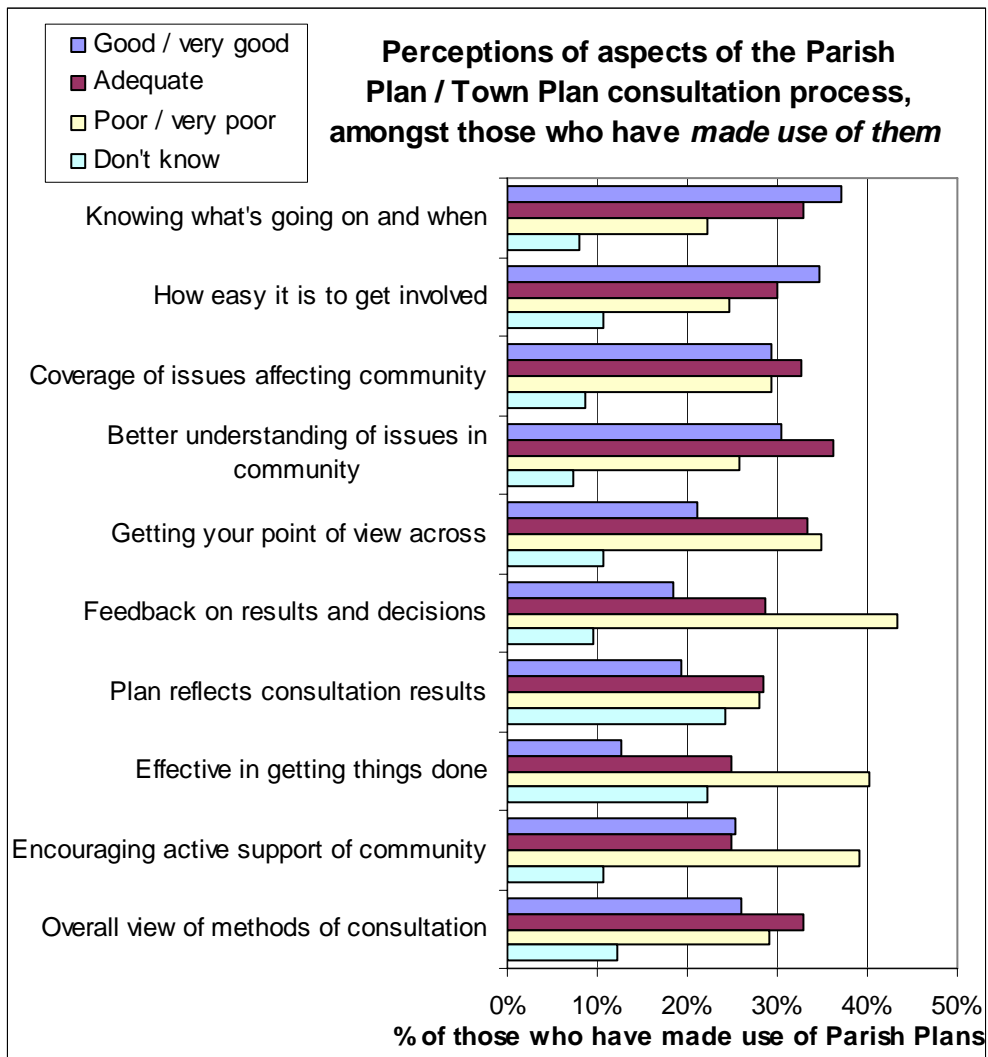
Views on the Parish Plan / Town Plan consultation process – amongst those who have <i>heard of</i> Parish Plans / Town Plans					
	Good / very good	Adequate	Poor / very poor	Don't know	Base
Knowing what's going on and when	23%	29%	30%	18%	555
How easy it is to get involved	20%	29%	28%	23%	549
Good coverage 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

Views on the Parish Plan / Town Plan consultation process – amongst those who have <i>made use of Parish Plans / Town Plans</i>					
	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).

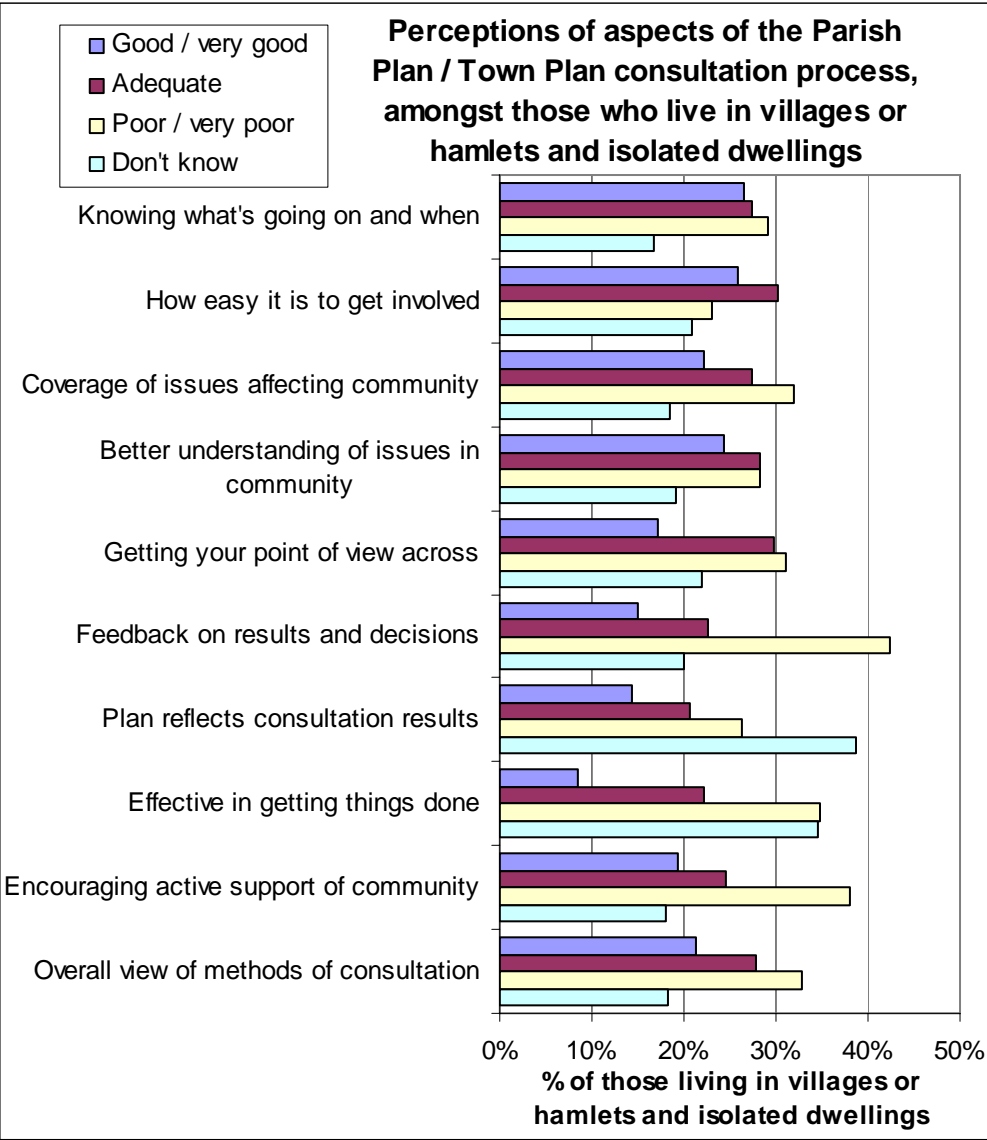
The items most frequently seen as poor / very poor were “how accurately the published plan reflects the consultation results” (19% good / very good, 28% poor / very poor), and “how effective it is in getting things done” (13% good / very good, 40% poor / very poor).

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.

Views on the Parish Plan / Town Plan consultation process – amongst those who live in villages or hamlets and isolated dwellings					
	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

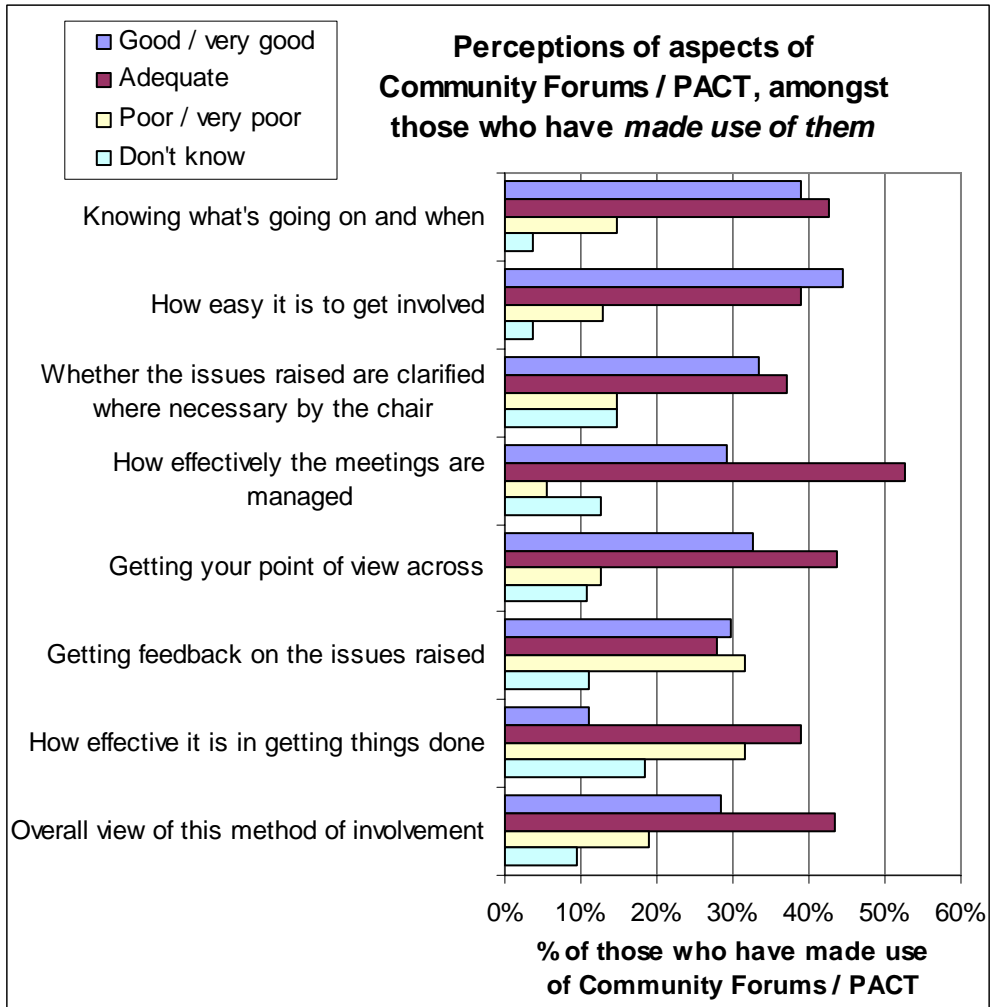
Views on Community Forums / PACT – amongst those who have <i>made use of</i> Community Forums / PACT					
	Good / very good	Adequate	Poor / very poor	Don't know	Base
Knowing what's going on and when	39%	43%	15%	4%	54
How easy it is to get involved	44%	39%	13%	4%	54
Whether the issues raised are clarified 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

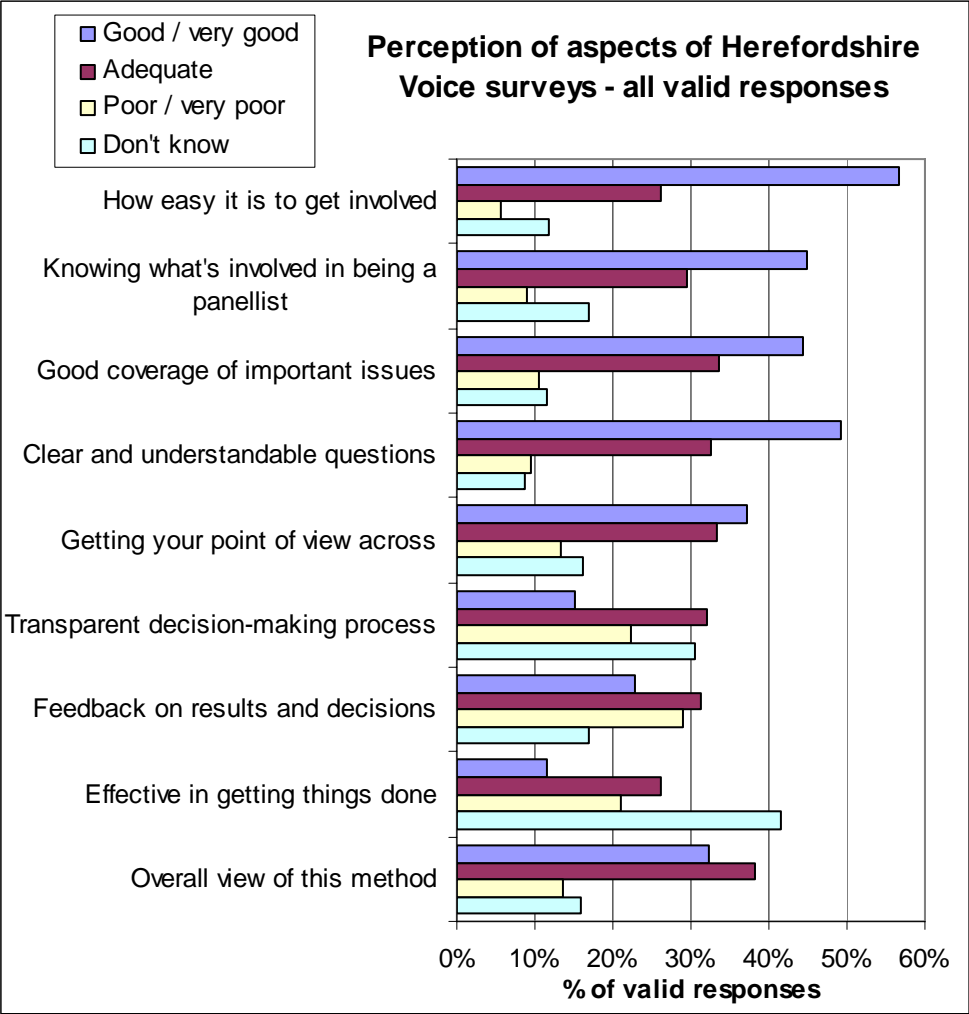
Views on Herefordshire Voice surveys – all valid responses							
	Very good	Good	Ade-quate	Poor	Very poor	Don't know	Base
How easy it is to get involved	16%	41%	26%	4%	1%	12%	699
Knowing what's involved in being a panel member	9%	35%	29%	7%	2%	17%	689
Good coverage of a range of important issues	8%	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 ⁶	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.

⁶ 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.

Views on Herefordshire Voice surveys, by the year in which respondents joined the panel					
<i>Joined between 2002 and 2005</i>	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
<i>Joined between 2006 and 2007</i>	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.”

Engaging with the Council

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

Contacting your local councillor

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

Q12: Do you know who your councillor is?

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

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

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

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

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

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

Q14: Have you ever tried to contact your councillor?

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

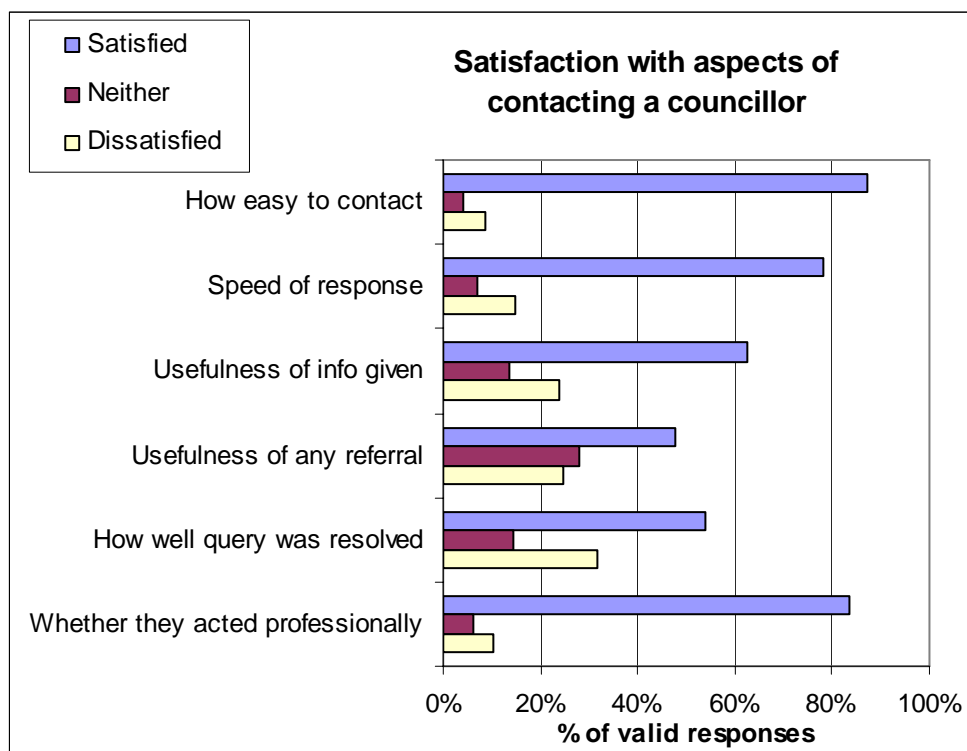
Just over a third of respondents had tried to contact their local councillor.

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

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

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

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



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

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

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

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

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

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

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

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

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

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

Attending Council meetings

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

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

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

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

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

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

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

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

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

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

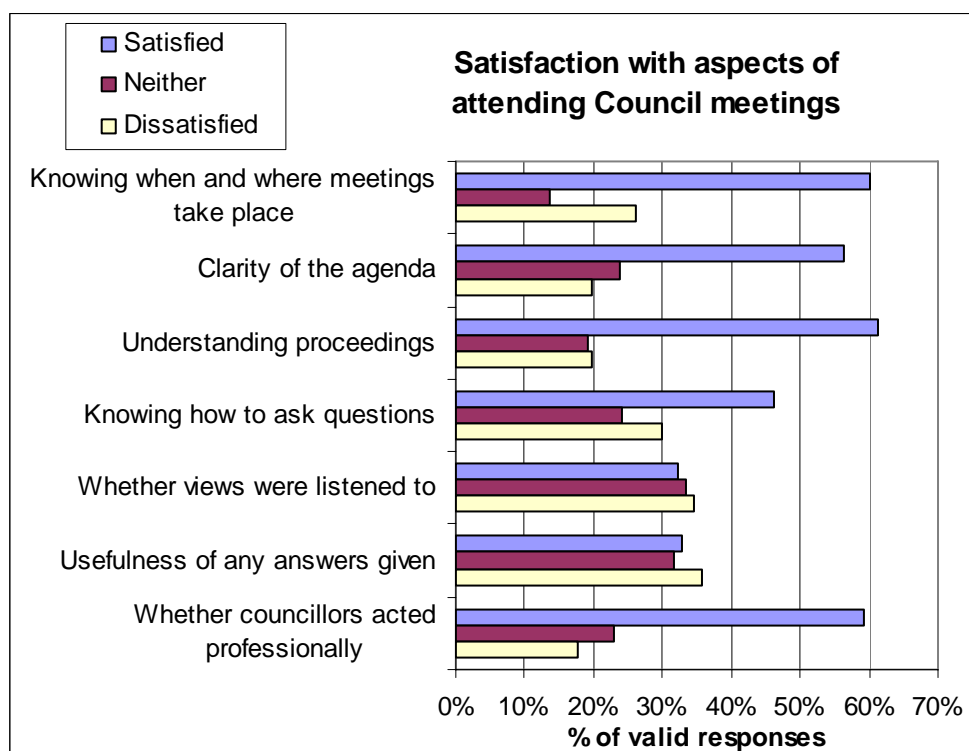
30% of those who answered the question had attended or wanted to attend one of the types of Council meetings mentioned at the beginning of this section.

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

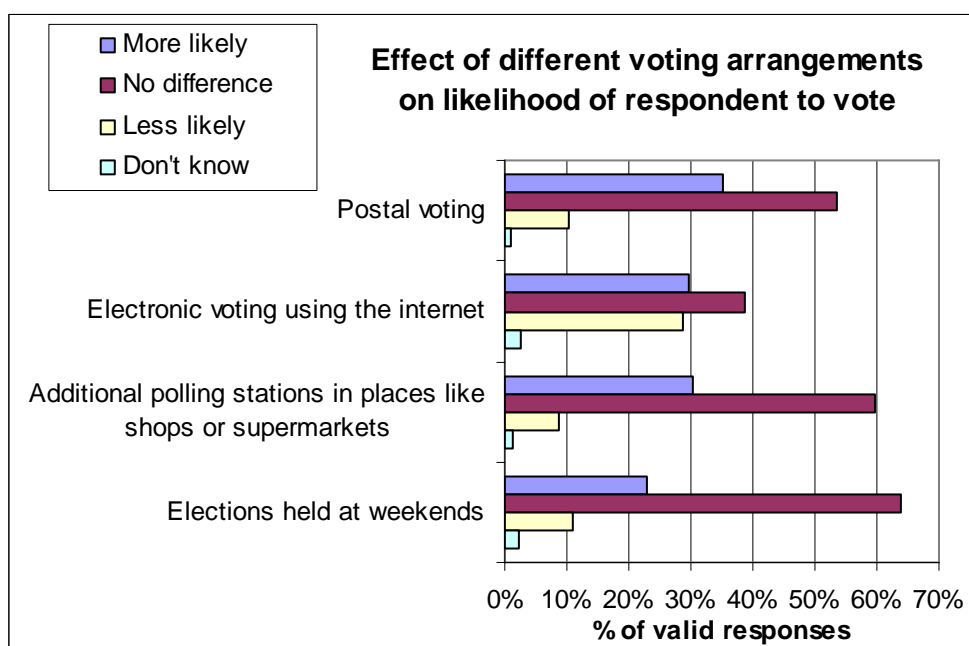
Voting in elections

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

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

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

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



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

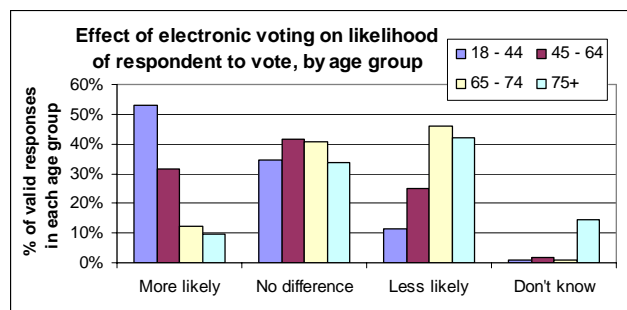
Not all charts are included here, but only those where the pattern is most marked. Please refer to Appendix 2 for more information on the deprivation quartiles used.

Postal voting:

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

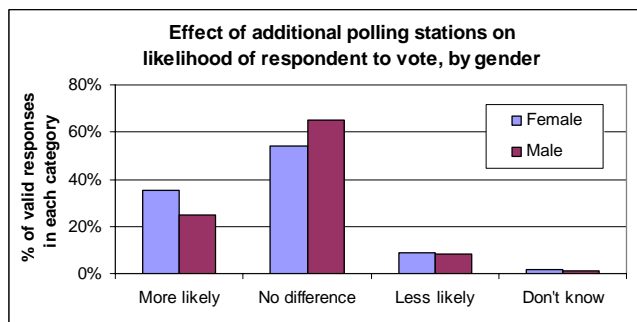
Electronic voting using the internet:

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



Additional polling stations in places like shops or supermarkets:

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



Elections held at weekends:

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

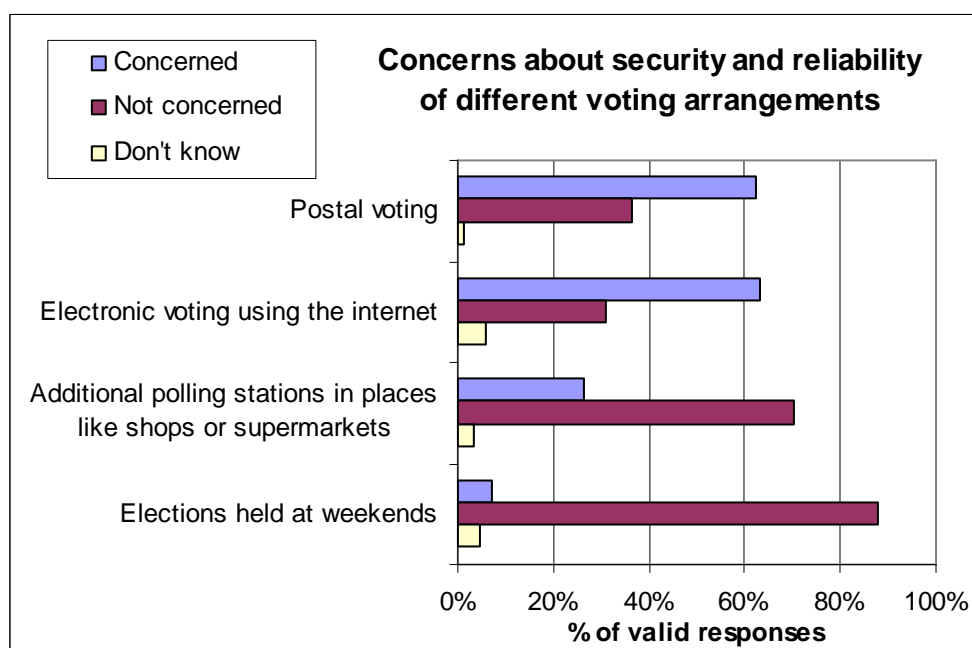
Respondents were told that the view is sometimes held that alternative arrangements for voting may not be secure or reliable, as they may be open to fraud or misuse.

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

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

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

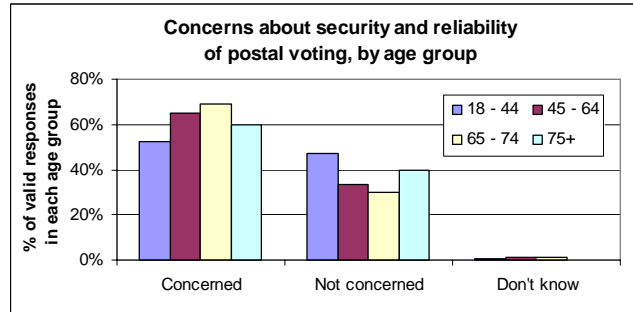
For the other alternative arrangements for voting the majority of respondents were not concerned. With elections held at weekends, 7% were concerned and 88% were not concerned. With additional polling stations in places like shops or supermarkets, 26% were concerned and 70% not concerned.



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

Postal voting:

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

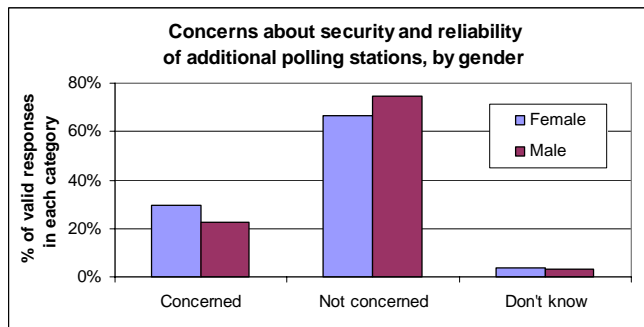


Electronic voting using the internet:

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

Additional polling stations in places like shops or supermarkets:

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



Elections held at weekends:

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

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

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

"Compulsory voting as in Australia."

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

"Proportional representation."

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

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

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

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

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

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

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

Herefordshire Matters

This section asked respondents about their views on the Herefordshire Matters magazine.

Respondents were informed that the Herefordshire Matters magazine is a Council publication, whose aim is to inform the general public about what the Council has been doing, and that 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 the questionnaire. Respondents were encouraged to take a few minutes to have a look through it before answering the questions in this section.

Q25: Apart from the copy included with this questionnaire, does your household normally receive a copy of the Herefordshire Matters magazine?

Household normally receives a copy of the Herefordshire Matters magazine	
Yes, through the post	51%
Yes, in the Journal	28%
Yes, I pick it up from another location	1%
No, don't normally receive it	17%
Don't know	3%
Base	722

79% of those who answered this question said that the magazine was normally delivered to their household, either through the post or in the Journal newspaper. 17% said they don't normally receive it.

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

If "yes" amount of magazine normally read	
Read all of it	35%
Read most of it	38%
Read a few articles	24%
Don't read any of it	2%
Base	568

Almost all of those respondents who normally receive the magazine usually read at least some of it (98%).

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?

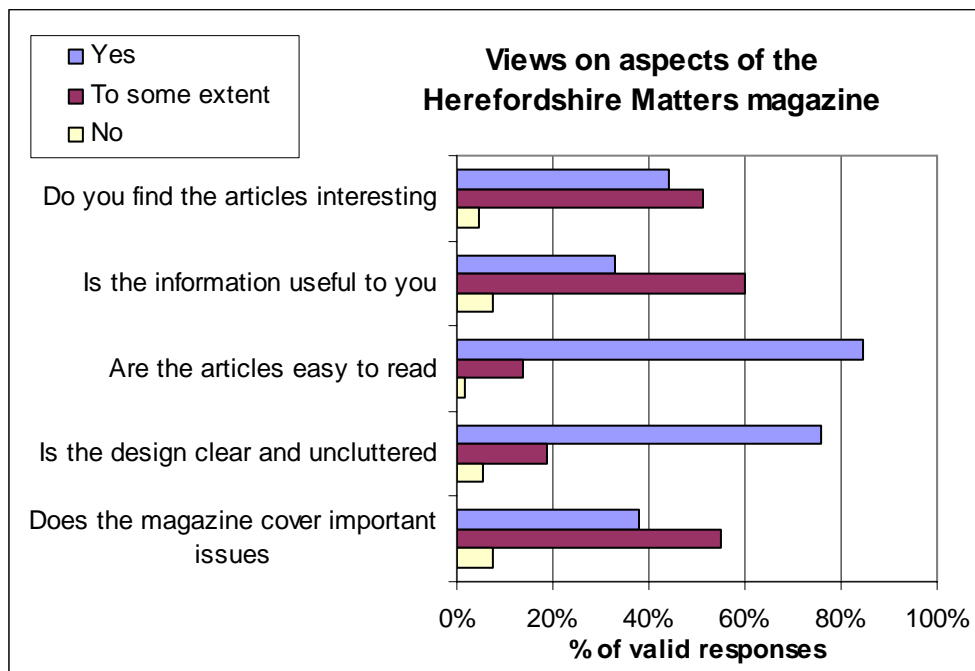
Views on frequency of publication	
Yes, 6 issues a year is about right	71%
No, there should be <i>more</i> issues per year	5%
No, there should be <i>fewer</i> issues per year	20%
It should not be published at all	4%
Base	709

71% of those who answered this question thought that the current frequency of publication was about right, while 20% thought there should be fewer issues each year.

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

Views on aspects of the Herefordshire Matters magazine				
	Yes	To some extent	No	Base
Do you find the articles interesting?	44%	51%	4%	708
Is the information useful to you?	33%	60%	7%	706
Are the articles easy to read?	85%	14%	2%	705
Is the design clear and uncluttered?	76%	19%	5%	700
Does the magazine cover important issues?	38%	55%	7%	693

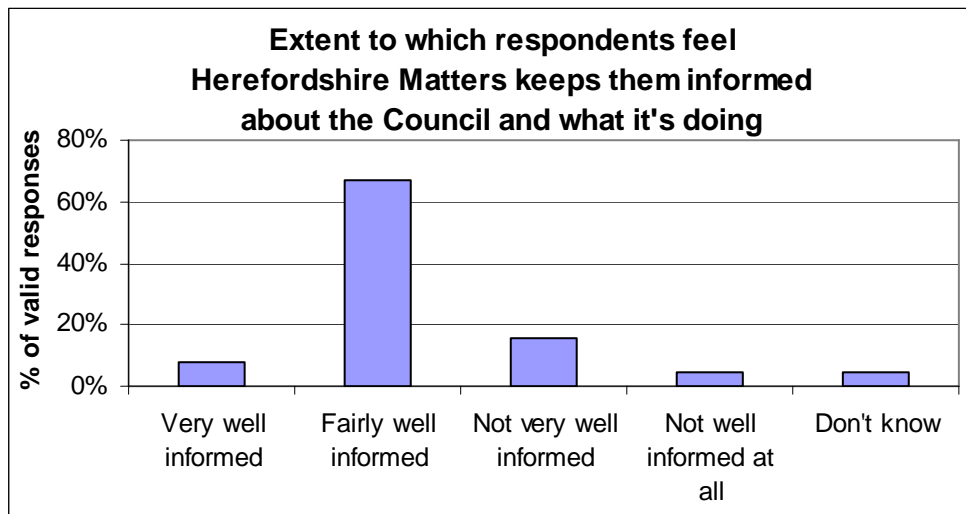
The proportion saying “no” to each of the items was consistently low, between 2% and 7%. The most positive aspects were whether the articles were easy to read, and whether the design was clear and uncluttered (85% “yes” and 76% “yes” respectively). The least positive were whether the information was useful (33% yes) and whether the magazine covered important issues (38% yes).



Q29: To what extent do you feel the magazine keeps you informed about the Council and what it's doing?

Extent to which respondents feel Herefordshire Matters keeps them informed about the Council and what it's doing	
Very well informed	8%
Fairly well informed	67%
Not very well informed	16%
Not well informed at all	5%
Don't know	5%
Base	707

75% of those who responded felt the magazine kept them well informed about the Council and what it's doing (very or fairly well informed), compared to 20% who felt it did not keep them well informed (not very well informed or not well informed at all).



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?

198 comments were made. The most frequently mentioned topic was the view that the magazine provided a biased or one-sided view of the Council's activities (by 38 respondents). Other common themes included the cost of producing the magazine, a perceived bias towards Hereford-based articles, requests for more information about the Council and councillors' day to day activities, and requests for specific types of articles. The following is an illustrative selection of the comments made. A full list of comments will be passed to the relevant Council officers.

"It is written like a propaganda sheet and avoids known contentious issues."

"As a Council publication it is biased towards the Council. To get a more accurate view also read the local newspaper including the "letters" column and the truth is probably somewhere in the middle."

"It is interesting, but there is no debate / critical analysis / commentary. The whole publication is a series of positive "spun" press releases. e.g. the Rotherwas Ribbon - not the slightest hint of controversy! Just unrelenting cheeriness and sweetness and light."

"Is it worth it? It must be costly to produce and distribute."

“Always very biased towards Hereford and immediate area - very little about North of the county, especially rural areas in the North.”

“FACTS about what the Council and its officials are doing. In an honest and open way.”

“Minutes of important Council meetings in brief.”

“More about Council committees and their discussions and results. More about what councillors are doing for their wards.”

“More on environment / climate change. More on energy reduction / efficiency methods.”

“More 'what's on' ways to enjoy ourselves in Herefordshire and surrounding areas - events. More local emphasis i.e. Ledbury! Where can minority groups meet / go out, like gays?”

“It is a bit old fashioned and does nothing 'in depth'. It is too 'bitty' and hard to find articles. A format like 'The Week' with replaced pages containing Council matters would be more familiar and readable.”

“I am pleased that no fancy layout is used and the type is clear.”

“I really like having the magazine. We never had such a thing where we lived before and think it's lovely.”

Respect and consideration

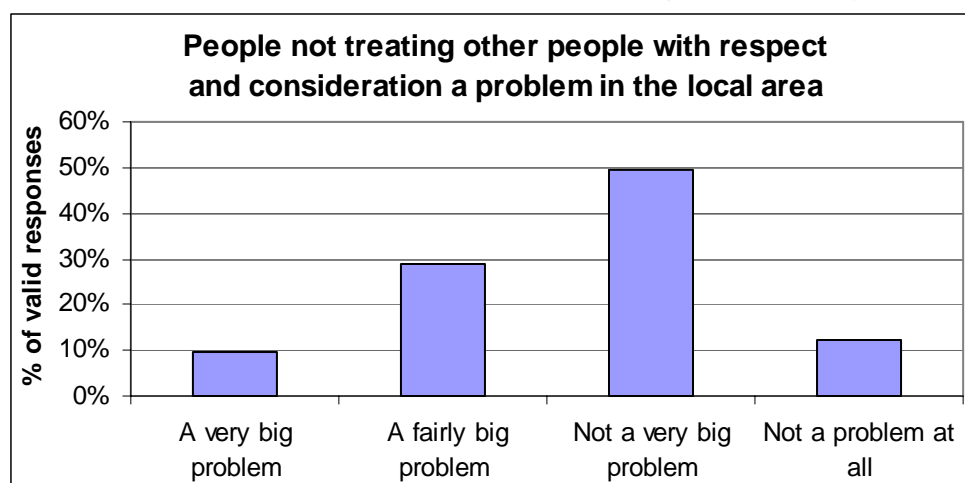
This section aimed to gather respondents views about respect and consideration, including whether they thought there was a problem with this locally, who was most likely to cause a problem, what constituted a lack of respect and consideration, and ways to improve the situation.

Scale of the problem

Q31: Thinking about this local area, how much of a problem are people not treating other people with respect and consideration?

Extent to which people not treating others with respect and consideration is seen as being a problem in the local area	
A very big problem	10%
A fairly big problem	29%
Not a very big problem	50%
Not a problem at all	12%
Base ⁷	715

38% of those who gave a valid answer to this question thought that people not treating other people with respect and consideration was a problem in the local area (a fairly or very big problem), compared to 62% who did not (not a very big problem or not a problem at all⁷).



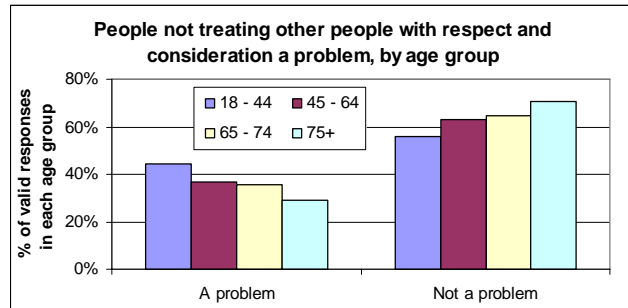
This question had also been asked in the 2007 Herefordshire Satisfaction Survey, which was a survey of around 4,000 randomly selected Herefordshire residents – which can thus be seen as being more representative of the county as a whole than the Herefordshire Voice panel. In the satisfaction survey, 56% of responses thought people not treating other people with respect and consideration was a problem in their local area. Reasons for the difference between the two surveys are not clear. One possible explanation is that in the Satisfaction Survey, this question was second in a “grid” of 11 questions about various aspects of anti-social behaviour, whereas in Herefordshire Voice it was an individual question, the first of the “respect and consideration” section of the survey. It is possible that in the Satisfaction Survey, the proximity of the question to other aspects of anti-social behaviour led to an increased perception of a “problem” locally. Another possible explanation is the “type” of person who is likely to want to be a member of a citizens’ panel. We know from comparing our respondents to the wider population of Herefordshire that 45 – 65 year olds are over-represented in the panel. It might also be supposed that the requirement to regularly complete paper-based surveys would appeal more to people

⁷ Note that “don’t know” responses have been excluded when calculating the percentages for this question, to allow comparability with the Herefordshire Satisfaction Survey.

with a higher level of education than average. Both age and education could be linked to greater wealth, and thus the ability to live in an area where anti-social behaviour is less of a problem. It should be strongly noted that the possible reasons for differences mentioned above are pure supposition.

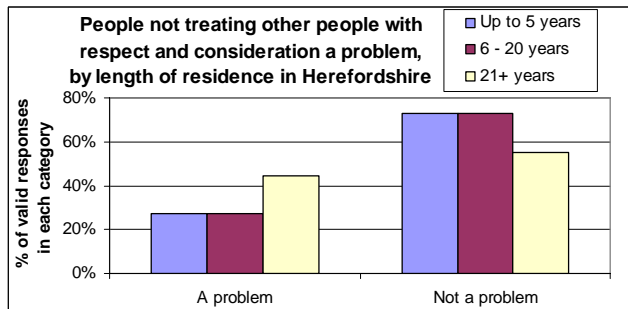
It is possible to investigate the answers given to Q31 based on various demographic factors.

Respondents aged 18 to 44 were more likely than those aged 45 to 74 to think there was a problem with people not treating others with respect and consideration locally, who were in turn more likely than those aged 75 and over to think there was a problem.

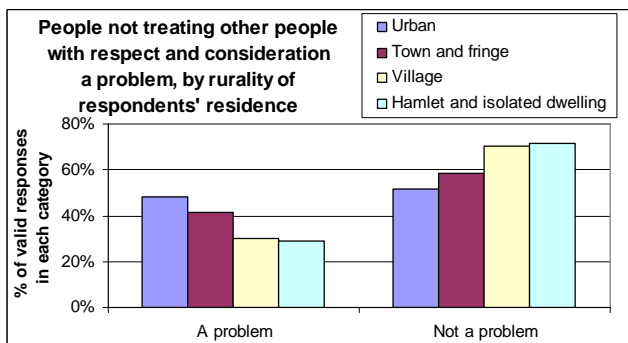


No difference was seen between male and female respondents.

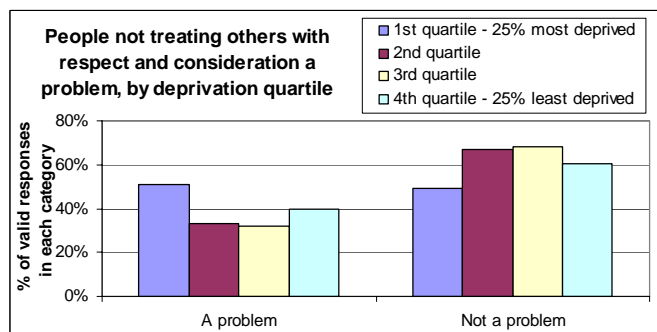
Respondents who had lived in Herefordshire for 21 or more years were more likely to think there was a problem than those who had lived here for a shorter period of time.



Respondents who lived in urban areas were most likely to see a problem in their local area, followed by those who lived in town and fringe areas, then those who lived in villages or hamlets and isolated dwellings. Please see Appendix 1 for more info on the rurality categories used.



Respondents who lived in an area in the most deprived quartile were most likely to consider there to be a problem. Those who lived in the least deprived quartile were the next most likely to perceive a problem. Please see Appendix 2 for more info on the deprivation quartiles used.

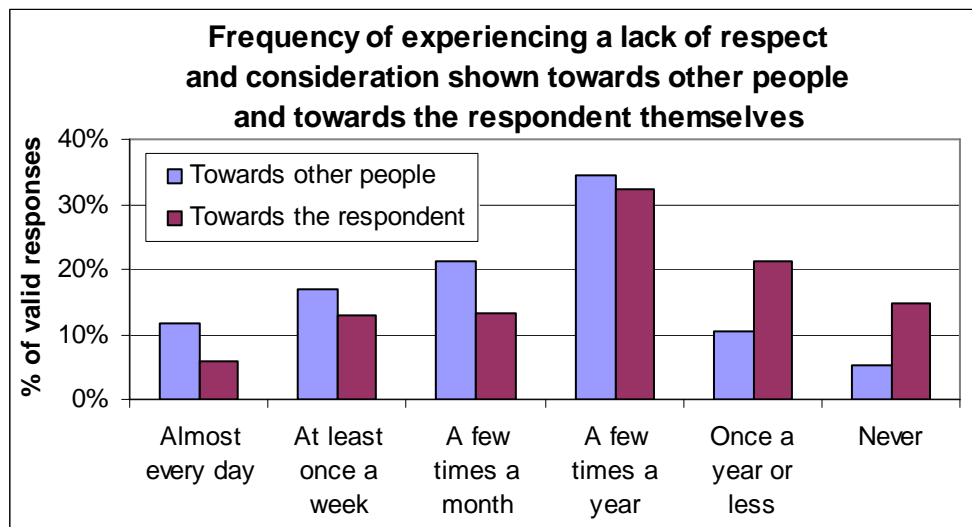


Q32: How frequently, if at all, do you experience people not treating other people with respect and consideration?

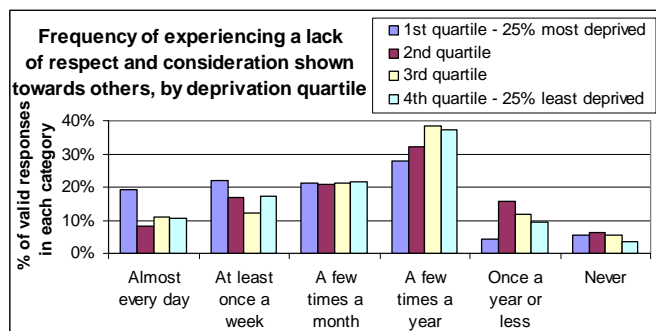
Q33: How frequently, if at all, do you experience people not treating you with respect and consideration?

Frequency of experiencing a lack of respect and consideration shown towards other people and towards the respondent themselves		
	Towards other people	Towards the respondent
Almost every day	12%	6%
At least once a week	17%	13%
A few times a month	21%	13%
A few times a year	34%	32%
Once a year or less	11%	21%
Never	5%	15%
Base	720	716

Half of those who answered the question (50%) witnessed a lack of respect and consideration shown towards other people a few times a month or more frequently. 32% experienced a lack of respect shown to themselves a few times a month or more frequently.



Respondents who lived in an area in the most deprived quartile in the county were more likely to have experienced a lack of respect and consideration shown towards other people almost every day or at least once a week, than those who lived in less deprived areas.



A similar pattern was seen with a lack of respect and consideration shown towards the respondent themselves. Please see Appendix 2 for more info on the deprivation quartiles used.

Source of the problem

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?*

278 comments were made. The following table summaries the places in Herefordshire mentioned in these comments. Some comments mentioned more than one place.

Places considered to be particularly bad with regard to respect and consideration	
Unspecified areas in towns / town centres (including Hereford and the market towns)	33%
On county roads	15%
In shops	9%
On public transport	3%
When accessing public services, including the local hospital and Herefordshire Council	4%
In or around schools and colleges	8%
In or around pubs	2%
High Town, Hereford	9%
Commercial Road, Hereford	1%
Areas South of the river in Hereford	7%
Other specified urban areas or streets	12%
Rural areas (specified and unspecified)	4%
No area specified	9%
Base	278

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

Herefordshire compared to most places in Britain	
Herefordshire is better than most places	54%
Herefordshire is about the same as most places	35%
Herefordshire is worse than most places	1%
Don't know	10%
Base	719

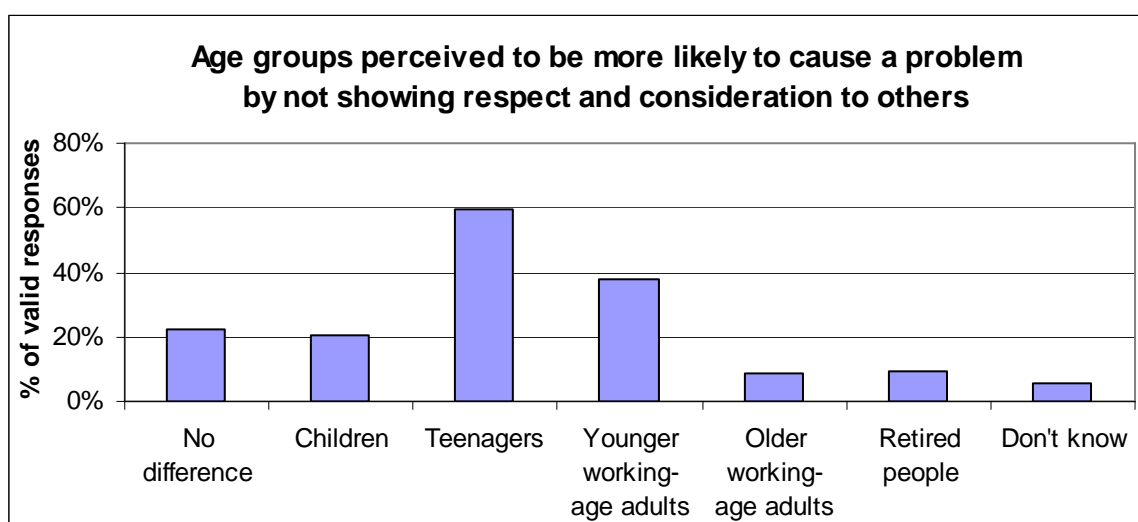
Just over half of respondents (54%) thought that Herefordshire was better than most other places in Britain with regard to people treating other people with respect and consideration, 35% thought it was about the same, and 1% thought Herefordshire was worse than most places.

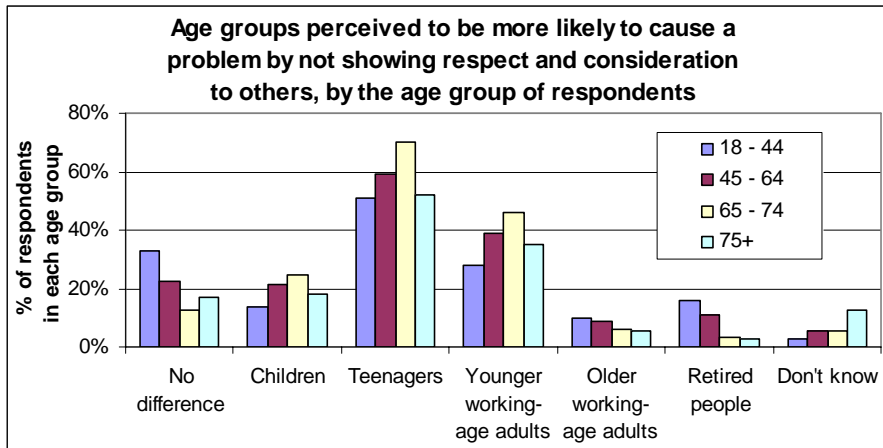
Q36: Which of the following age groups, if any, do you think are more likely to cause a problem by not showing respect and consideration to others?

Respondents could select as many as applied.

Age groups seen as more likely to cause a problem by not showing respect and consideration to others	
There is no difference between age groups	22%
Children, e.g. up to 12 year olds	20%
Teenagers, e.g. 13 – 17 year olds	59%
Younger working-age adults, e.g. 18 – 30 year olds	38%
Older working-age adults, e.g. 31 – 64 year olds	8%
Retired people, e.g. 65 years and over	9%
Don't know	5%
Base	719

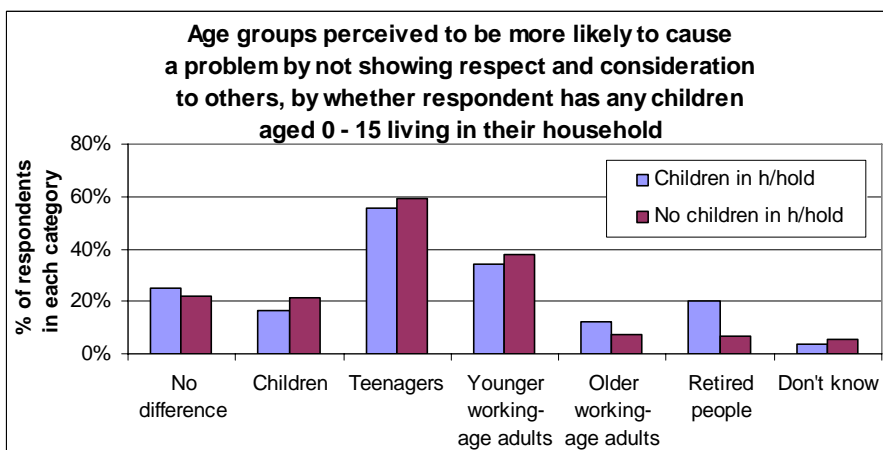
While 22% of those who answered this question thought that there was no difference between age groups, 59% thought teenagers were more likely to cause a problem by not showing respect and consideration to others, and 38% thought young adults (18 to 30 years) were more likely.





Respondents aged between 65 and 74 were most likely to think that children, teenagers and younger working-age adults were more likely to cause a problem by not showing respect and consideration to others.

Younger age groups were more likely to think that retired people would cause a problem by not showing respect and consideration to others, and were also more likely to think that there was no difference between age groups.

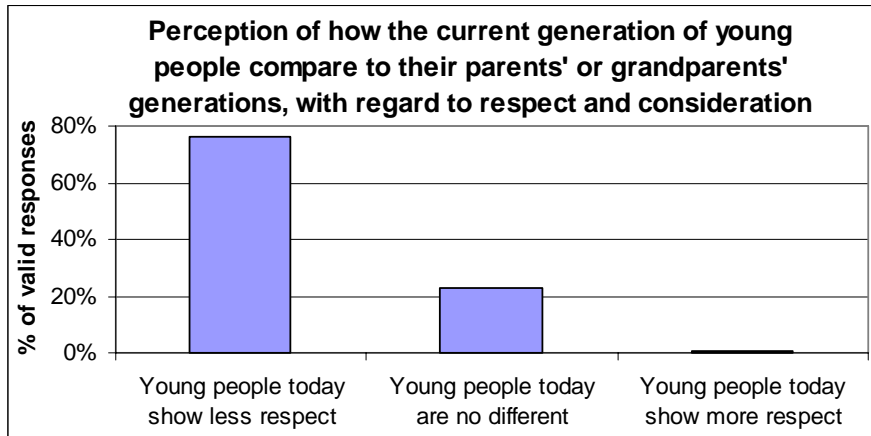


When looking at differences between respondents who had children aged 0 – 15 living in their household and those who did not have any children of that age living in their household, no difference was seen in the perceptions of most of the age groups. However, those with children in their household were more likely to see potential problems with older working age adults and retired people than those who did not have children in their household.

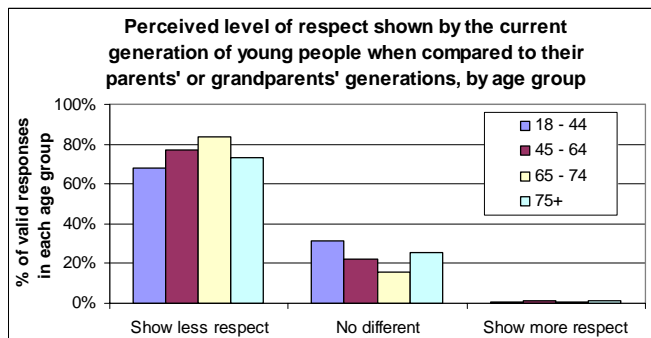
Q37: The current generation of young people are sometimes seen as particularly lacking in respect and consideration. Please indicate which one statement best reflects your view:

Perception of how the current generation of young people compare to their parents' or grandparents' generations, with regard to respect and consideration	
Young people these days show <i>less</i> respect than their parents' or grandparents' generations	76%
Young people these days are <i>no different</i> to their parents' or grandparents' generations	23%
Young people these days show <i>more</i> respect than their parents' or grandparents' generations	1%
Base	699

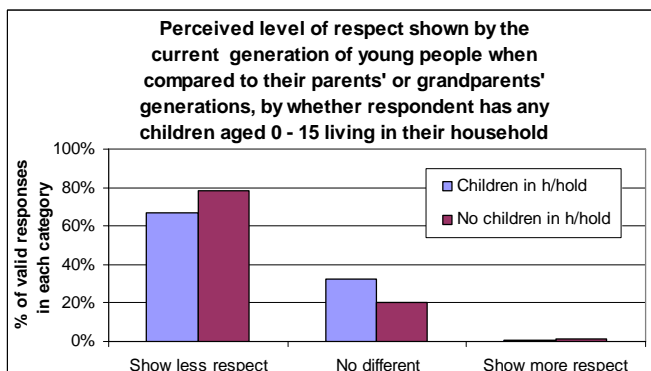
Around three quarters of those who answered this question agreed with the view that the current generation of young people are particularly lacking in respect and consideration, while 23% thought they were no different to their parents' or grandparents' generations. 1% thought young people these days were more respectful than older generations.



Respondents aged between 65 and 74 were most likely to think that the current generation of young people showed less respect than their parents' or grandparents' generations.



Respondents who did not have any children aged 0 – 15 living in their household were more likely to think that the current generation of young people showed less respect than their parents' or grandparents' generations.



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?

287 comments were made. There were a number of groups or types of people frequently perceived by respondents to be more likely to cause a problem by not showing respect and consideration to others. Those most commonly mentioned included teenagers and young adults (particularly when in groups), people who are under the influence of alcohol or illegal drugs, people from working class backgrounds, foreigners, car drivers and unemployed people. It is worth noting also that a number of respondents made a point of contradicting what they saw as commonly held misconceptions about the types of people likely to cause a problem, and some said that there was no difference between different groups or types of people.

The full list of comments made will be provided to the relevant Council officers.

What constitutes a lack of respect and consideration

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

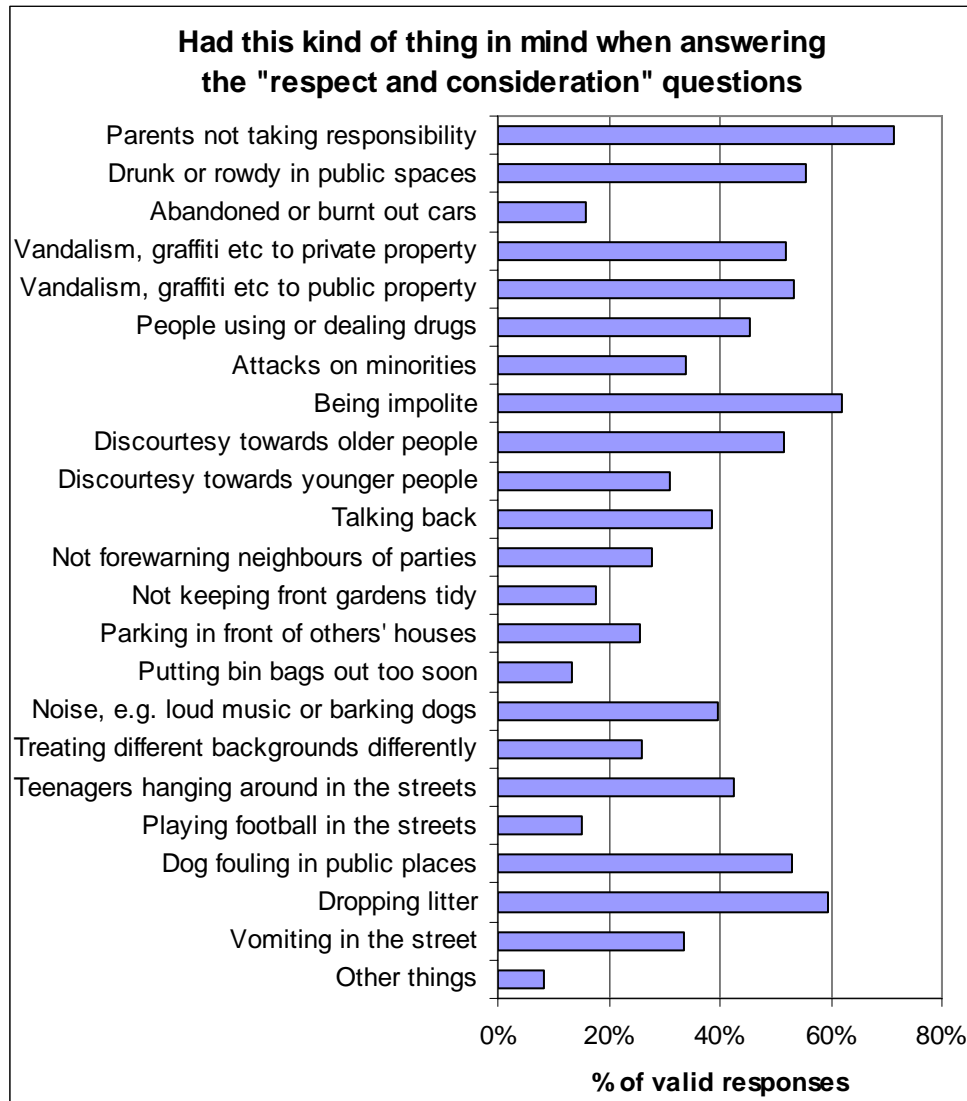
Q40: Please look at the same list and select all those you think would constitute a lack of respect and consideration, whether or not you had them in mind when answering questions 31 to 38.

Q41: Please indicate which of the things in the list you consider to be a problem in this local area

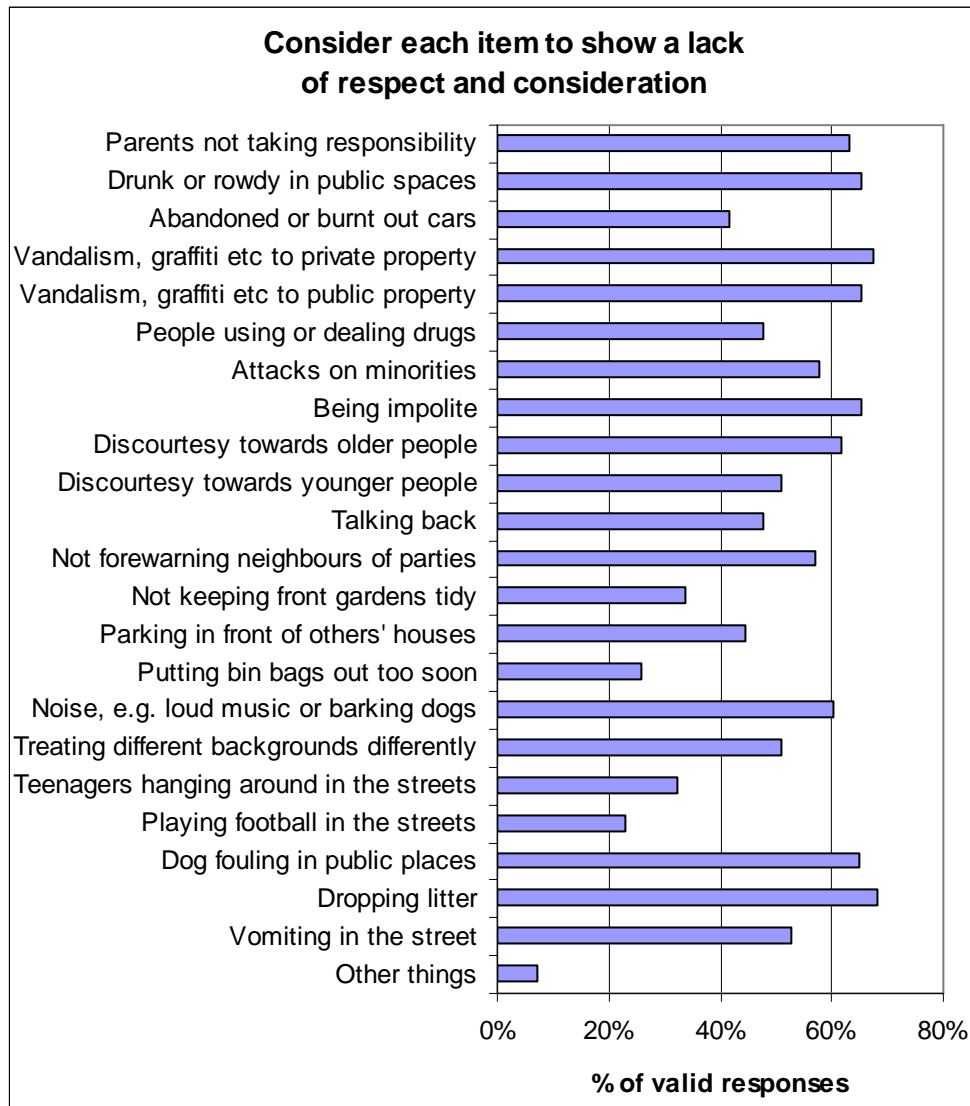
Respondents could select as many items from the list as applied for each question.

What constitutes a lack of respect and consideration			
	Q39 Had this kind of thing in mind	Q40 Shows a lack of respect and consideration	Q41 A problem in this area
<i>Anti-social behaviour, e.g.:</i>			
Parents not taking responsibility for the behaviour of their children	71%	63%	39%
People being drunk or rowdy in public spaces	55%	65%	29%
Abandoned or burnt out cars	16%	42%	6%
Vandalism, graffiti and other deliberate damage to <i>private</i> property or vehicles	52%	68%	27%
Vandalism, graffiti and other deliberate damage to <i>public</i> property	53%	65%	29%
People using or dealing drugs	45%	48%	31%
People being attacked because of their skin colour, ethnic origin, religion, disability or sexual orientation	34%	58%	10%
<i>General courtesy, e.g.:</i>			
Being impolite	62%	65%	23%
Discourtesy towards older people	51%	62%	19%
Discourtesy towards younger people	31%	51%	12%
Talking back	39%	48%	18%
<i>Neighbourliness, e.g.:</i>			
Not letting neighbours know before having a party, barbecue or bonfire	28%	57%	14%
Not keeping front gardens tidy	18%	34%	9%
Parking in front of someone else's house	26%	44%	20%
Putting bin bags out too soon	13%	26%	9%
Noise, e.g. loud music or barking dogs	40%	60%	23%
Treating people differently according to their background	26%	51%	10%
<i>Use of public spaces, e.g.:</i>			
Teenagers hanging around in the streets	43%	32%	28%
Playing football in the streets	15%	23%	10%
Dog fouling in public places	53%	65%	40%
Dropping litter	59%	68%	47%
Vomiting in the street	33%	53%	15%
Other things	8%	7%	6%
Base	736	736	736

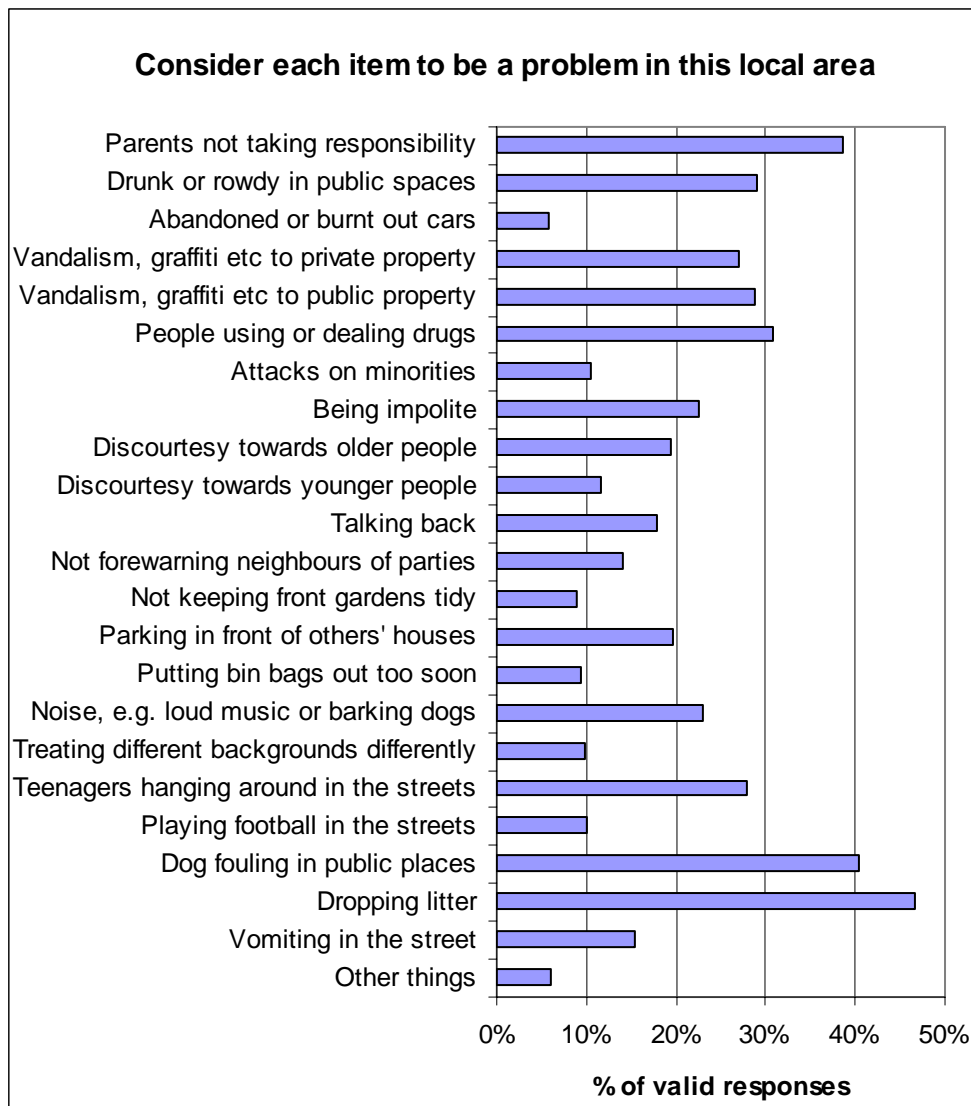
The items most frequently “in mind” when respondents were answering the first questions in the respect and consideration section were parents not taking responsibility for the behaviour of their children (71% of respondents had this in mind), being impolite (62%), and dropping litter (59%). The items scoring highly in this question (Q39) can be seen as the kind of things respondents would naturally think of when asked about respect and consideration.



When asked to select all the items on the list which would constitute a lack of respect and consideration, there were none which were markedly more frequently selected than others – nine items were selected by 60% or more of respondents. The items scoring highly in this question (Q40) can be seen as those that show a lack of respect and consideration, but are not necessarily the first things respondents would think of when asked about it.

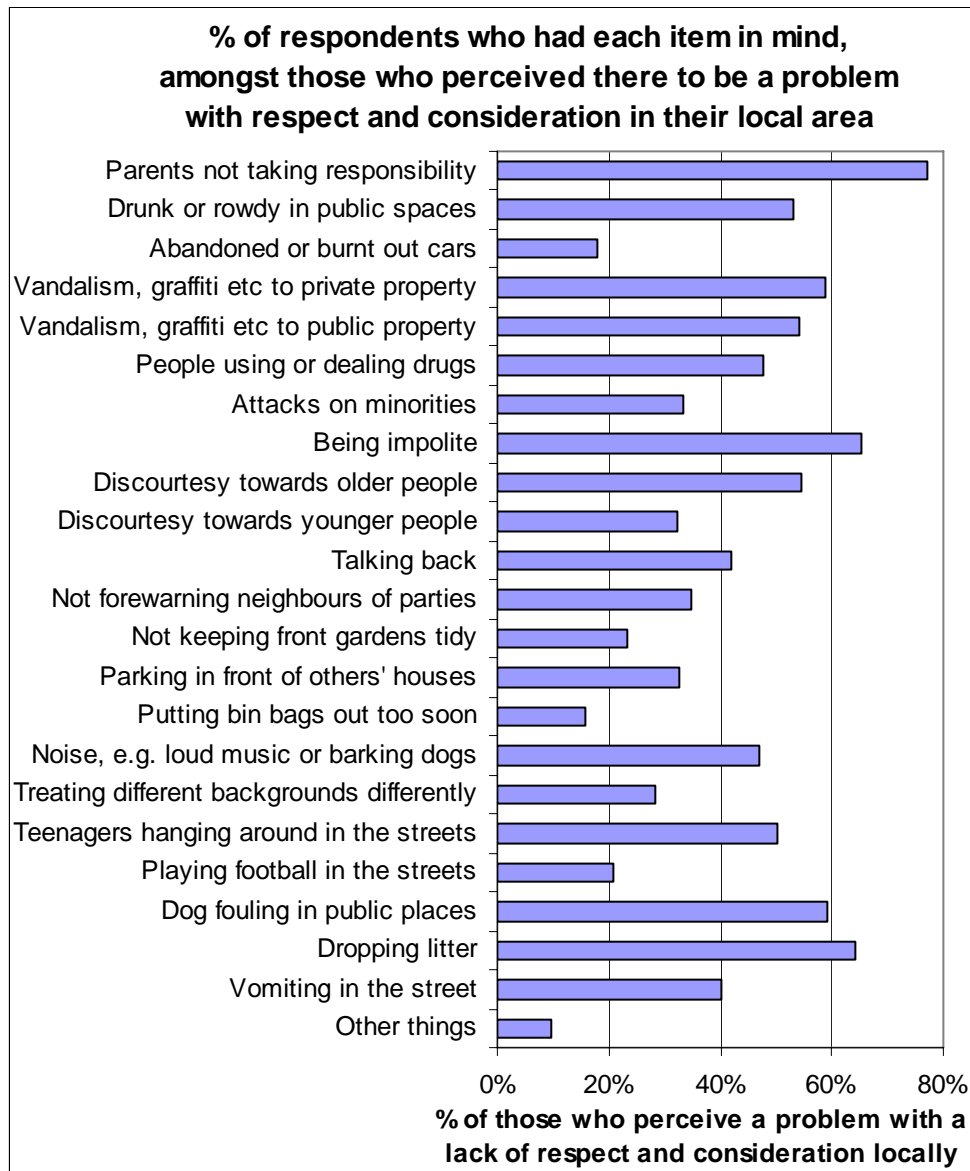


The items most frequently seen as a being a problem in the local area are dropping litter (47% of respondents saw it as a problem), dog fouling in public places (40%) and parents not taking responsibility for the behaviour of their children (39%).



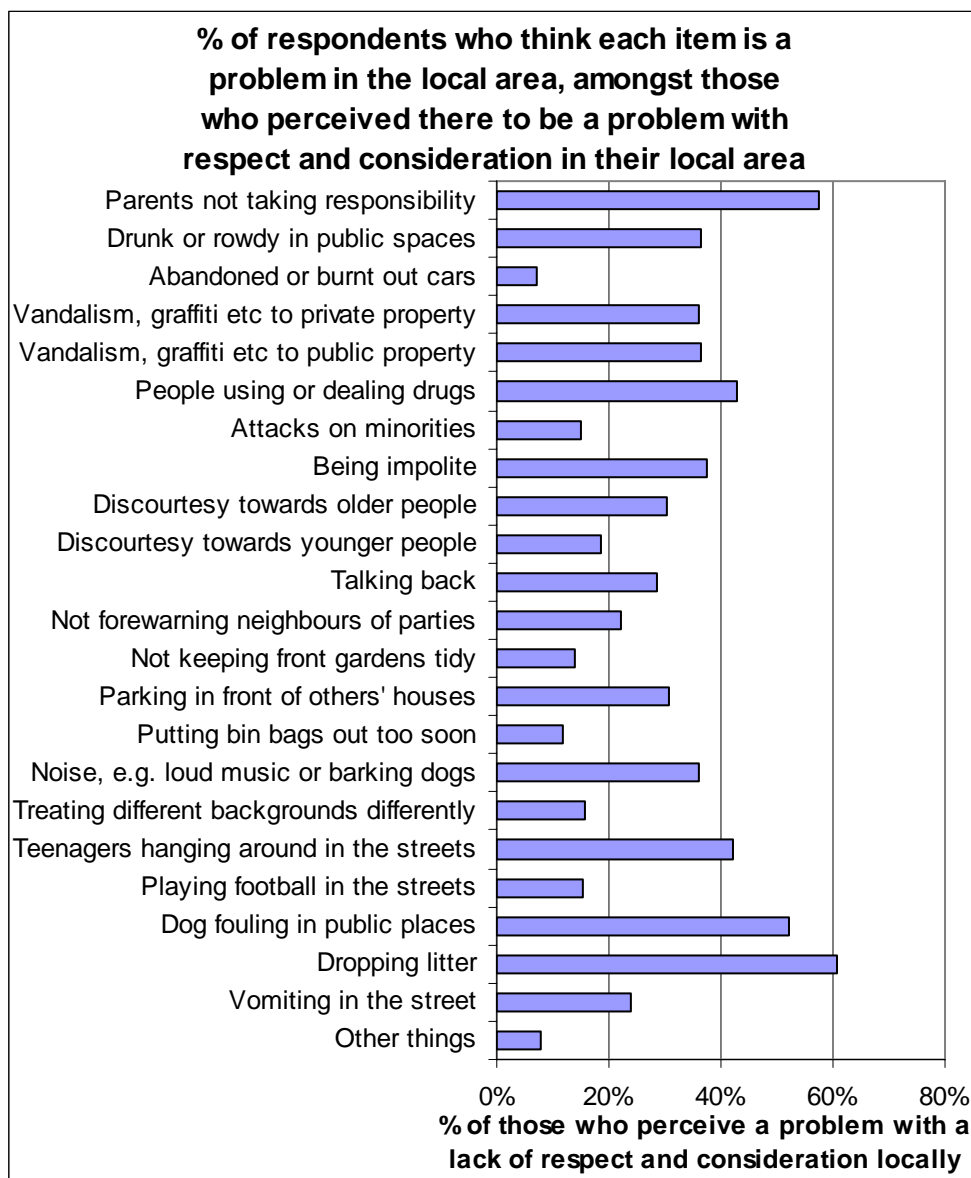
It is possible to analyse the answers given to Q39 (the specific items respondents had in mind when answering the first respect and consideration questions), amongst those who considered there to be a problem with a lack of respect and consideration in Q31. Concentrating on those who perceive this to be a problem locally allows us to see the kind of things that would need to be improved to reduce the proportion of people who see a problem with a lack of respect and consideration locally.

The items most frequently selected are parents not taking responsibility for the behaviour of their children (77%), being impolite (65%), dropping litter (64%), vandalism, graffiti and other deliberate damage to private property and vehicles (59%) and dog fouling in public places (59%).



This chart shows the answers given to Q41 (the specific items seen as a problem in this local area) amongst those who indicated in Q31 that they thought there was a problem generally with respect and consideration in the local area. As with the chart on the previous page, concentrating on those who perceive there to be a problem with this locally allows us to see the kind of things that would need to be improved in order to reduce the proportion of people who see a problem with a lack of respect and consideration locally.

The items most frequently seen as a problem are dropping litter (61%), parents not taking responsibility for the behaviour of their children (58%) and dog fouling in public places (52%).



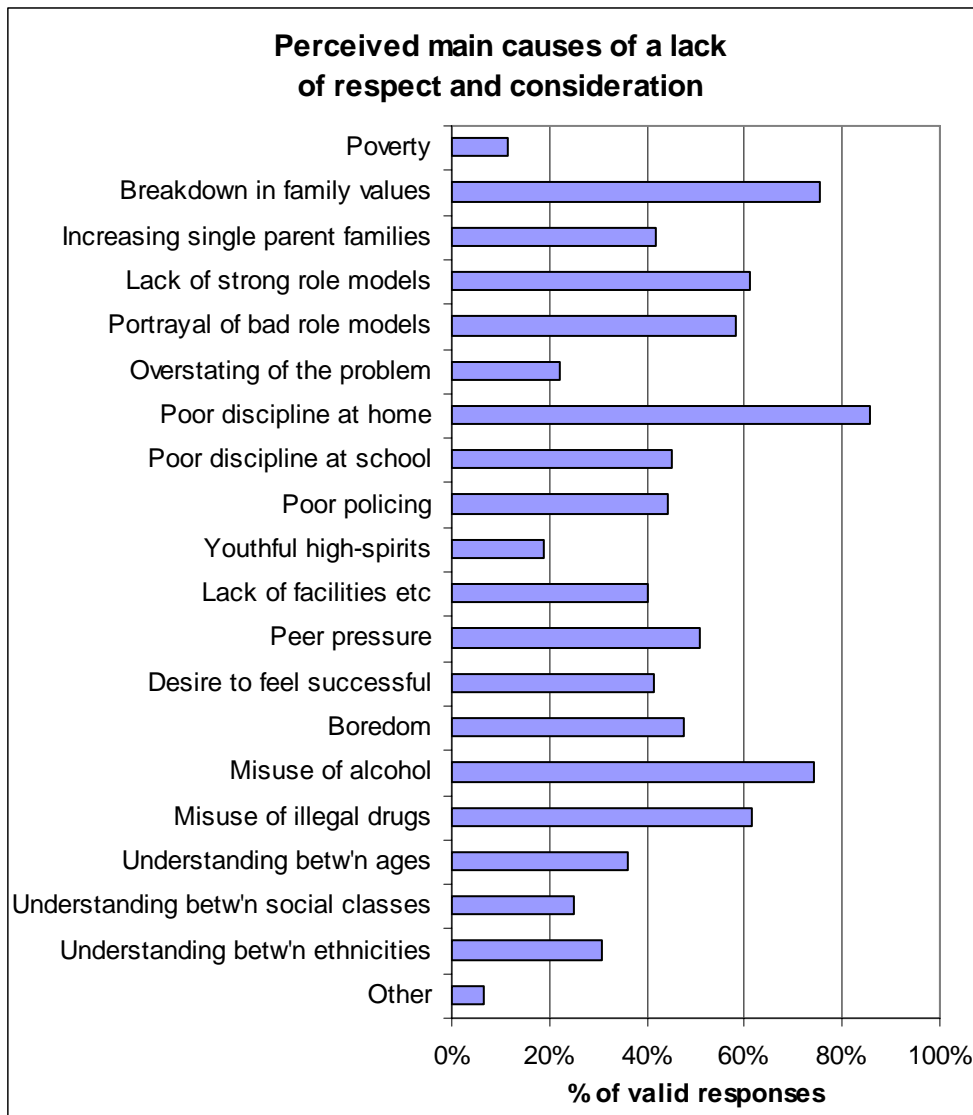
Questions 39, 40 and 41 gave respondents the opportunity to write in "other" things. 125 respondents did so. The items most frequently mentioned were groups of youths hanging around, poor driving, bad language, dog fouling, litter and flytipping, and spitting and urinating in the street.

Causes of a 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?

Perceived main causes of a lack of respect and consideration	
Poverty	11%
Breakdown in family values	75%
Increasing numbers of single parent families	42%
Lack of strong role models	61%
Portrayal of bad role models in the media	58%
Over-stating of the problem in the media	22%
Poor discipline in the home	86%
Poor discipline at school	45%
Poor policing	44%
Youthful high-spirits	19%
Lack of facilities, entertainment and places to go	40%
Peer pressure	51%
Disregard for others in order to appear successful or important	41%
Boredom / creating excitement	48%
Misuse of alcohol	74%
Misuse of illegal drugs	61%
Lack of understanding between people of different ages	36%
Lack of understanding between people of different social classes	25%
Lack of understanding between people of different religious or ethnic backgrounds	31%
Other	6%
Base	736

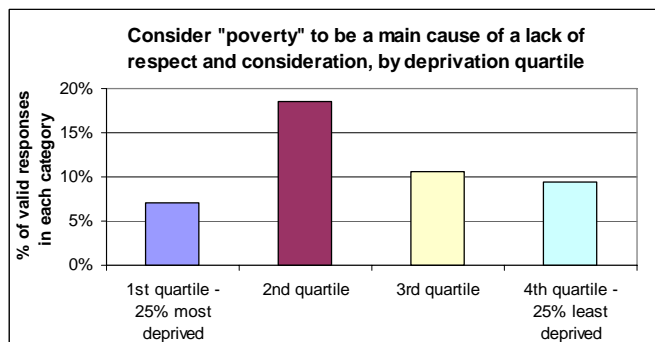
The items most frequently seen as main causes of a lack of respect and consideration are poor discipline in the home (selected by 86% of those who answered this question), a breakdown in family values (75%), misuse of alcohol (74%), misuse of illegal drugs (61%), a lack of strong role models (61%), and portrayal of bad role models in the media (58%).



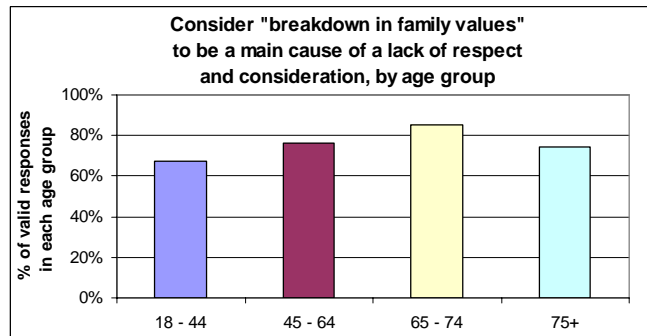
Respondents were given the opportunity to write in “other” main causes of a lack of respect and consideration. 91 did so. The main themes mentioned include people not taking responsibility for their own actions, parents not taking responsibility for their children’s actions, a general lack of discipline, and a perceived reduction in powers by which to punish wrongdoers. A full list of the comments made will be provided to the relevant Council officers.

It is possible to look at the results of Q42 according to various demographic factors. The items covered in Q42 are viewed individually, and crosstabulations only carried out where there might be expected to be an interesting relationship – thus not all the items are covered in this further analysis. Please see Appendix 2 for more info on the deprivation quartiles used.

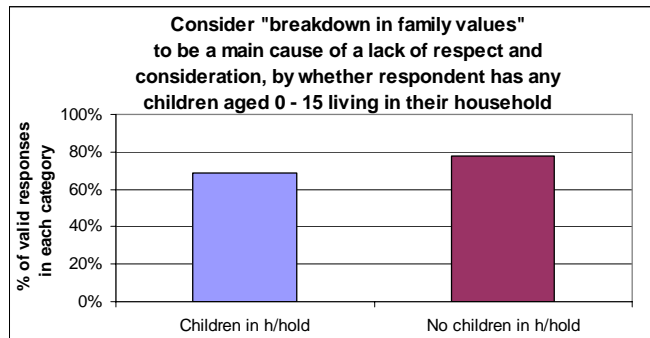
Respondents who lived in an area in the 2nd deprivation quartile were more likely to consider poverty to be a main cause of a lack of respect and consideration, than those who lived in other quartiles.



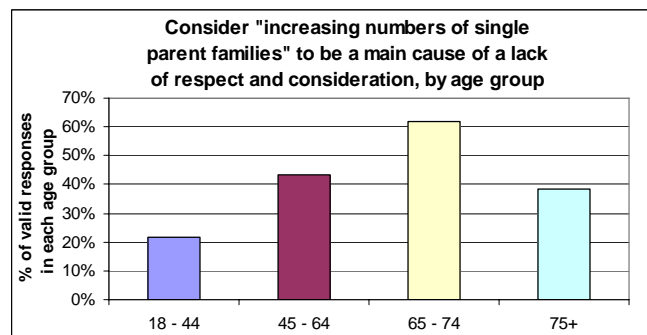
Respondents aged 65 – 74 were most likely to think that a breakdown in family values were a main cause, with this dropping off in older and younger age groups.



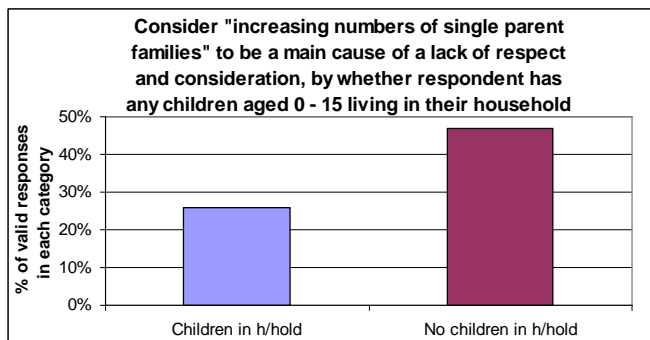
Respondents who had no children aged 0 - 15 living in their household were more likely to think that a breakdown in family values was a main cause, than those who had children living there.



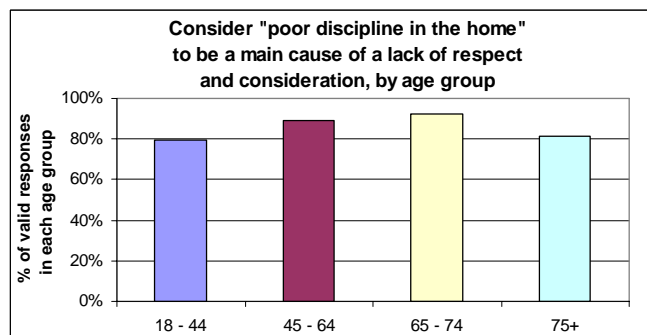
Respondents aged 65 – 74 were most likely to think that increasing numbers of single parent families were a main cause, with this dropping off in older and younger age groups.



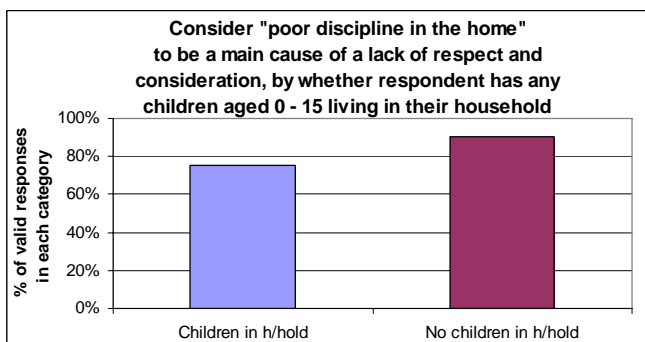
Respondents who did not have children living in their household were more likely to think that increasing numbers of single parent families were a main cause, than those who did have children living with them.



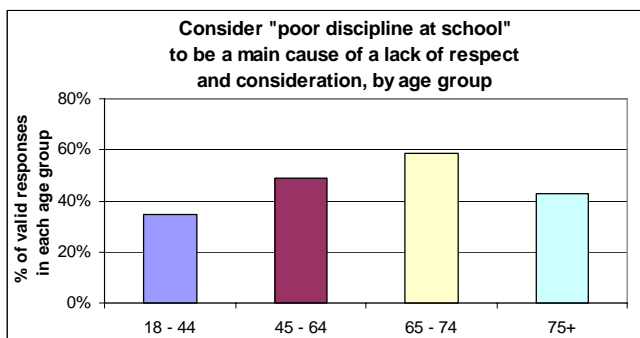
Respondents aged between 45 and 74 were more likely to think that poor discipline in the home was a main cause, than those aged 18 – 44 or 75 and over.



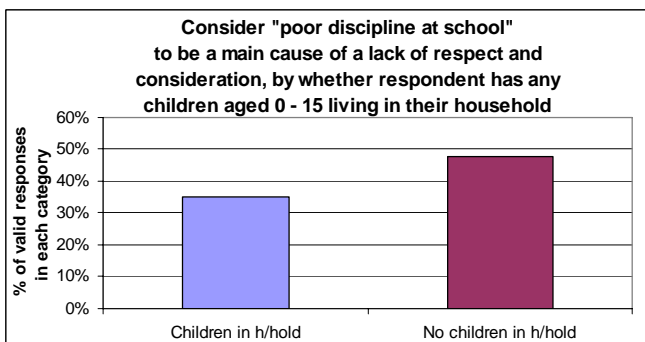
Respondents who had no children living with them were more likely to consider poor discipline in the home to be a main cause, than those who had children living with them.



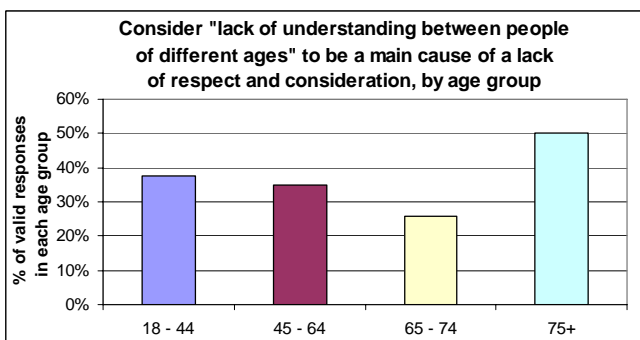
Respondents aged 65 – 74 were most likely to think that poor discipline at school was a main cause, with this dropping off in older and younger age groups.



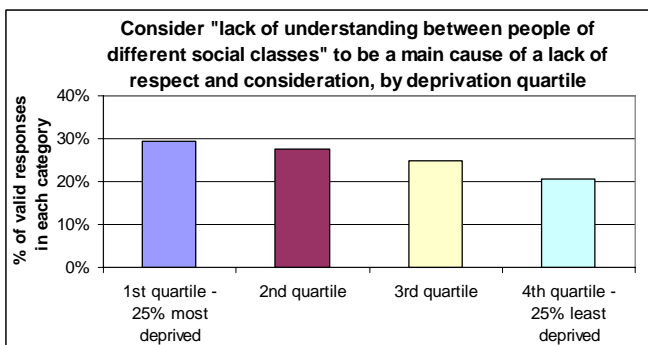
Respondents who had no children living at home were more likely to think that poor discipline at school was a main cause, than those who had children living at home.



Respondents aged 75 and over were most likely to think that a lack of understanding between people of different ages was a main cause, and those aged 65 to 74 were the least likely to think this.



Respondents who lived in areas in the most deprived two quartiles were more likely to think that a lack of understanding between people of different social classes were a cause, than those who lived in the least deprived quartile.



Perceived likely effect of actions on respect and consideration in Herefordshire

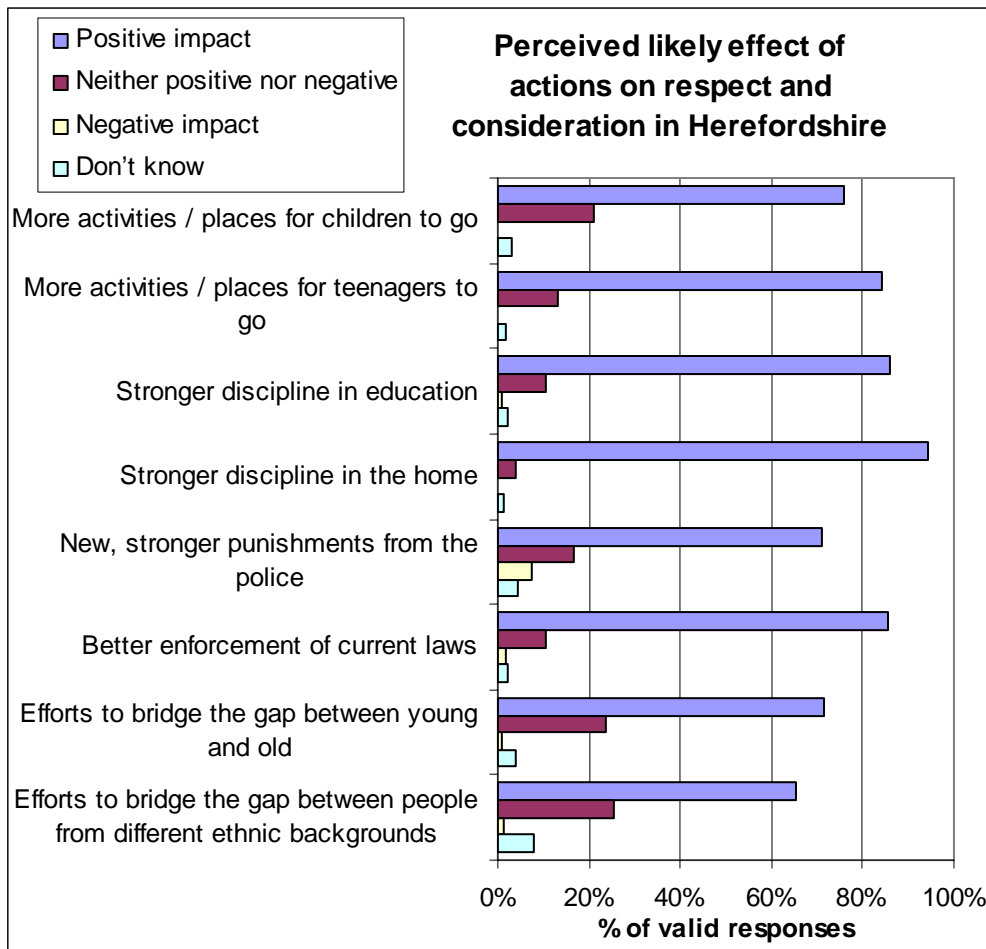
Q43: If the following were implemented in Herefordshire, do you think each would have a positive or a negative impact on respect and consideration?

Perceived likely effect of actions on respect and consideration in Herefordshire							
	Strong positive impact	Slight positive impact	Neither positive nor negative	Slight negative impact	Strong negative impact	Don't know	Base
More activities / places for children to go	40%	36%	21%	*%	*%	3%	655
More activities / places for teenagers to go	53%	31%	13%	*%	*%	2%	680
Stronger discipline in education	59%	27%	11%	*%	1%	2%	662
Stronger discipline in the home	81%	13%	4%	*%	*%	1%	698
New, stronger punishments from the police	49%	22%	17%	5%	2%	5%	659
Better enforcement of current laws	60%	25%	10%	1%	1%	2%	673
Efforts to bridge the gap between young and old	35%	37%	24%	1%	*%	4%	655
Efforts to bridge the gap between people from different ethnic backgrounds	32%	33%	25%	1%	*%	8%	625

All the actions mentioned were perceived to be likely to have a positive impact by the majority of those who answered each sub-question. The most positive was stronger discipline in the home, with 94% thinking it would have a positive impact and 1% a negative impact.

The only item with more than 2% selecting “negative” was new stronger punishments from the police – where 71% said positive and 8% negative.

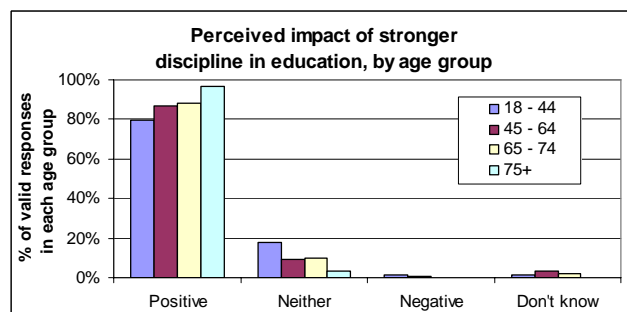
The items most frequently seen as likely to have no impact were efforts to bridge the gap between people from different ethnic backgrounds (65% positive, 25% neither, 1% negative), efforts to bridge the gap between young and old (72% positive, 24% neither, 1% negative) and more activities / places for children to go (76% positive, 21% neither, less than 0.5% negative).



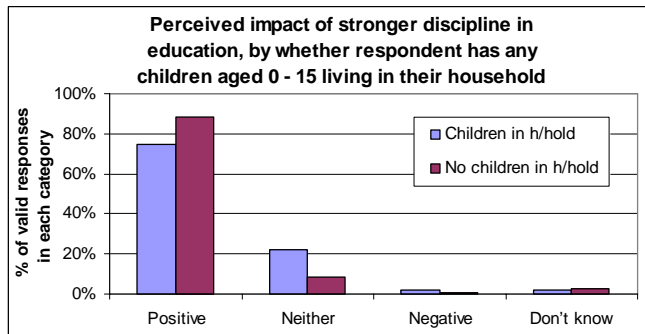
It is possible to look at the results to Q43 according to various demographic factors. The items covered in Q43 are viewed individually, and crosstabulations only carried out where there might be expected to be an interesting relationship – thus not all the items are covered in this further analysis.

No difference was seen between respondents who had children aged 0 - 15 living in their household, and those with no children in their household, with respect to either more activities / places for children or teenagers to go.

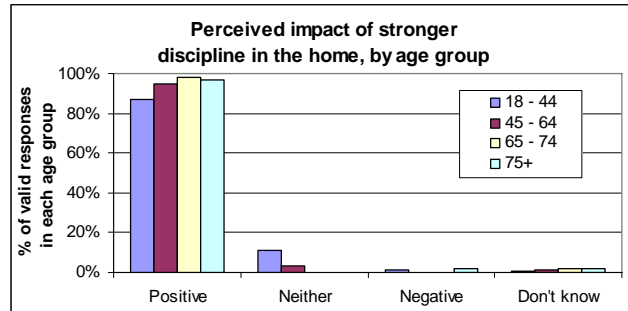
Respondents aged 75 and over were most likely to think that stronger discipline in education would have a positive impact on respect and consideration.



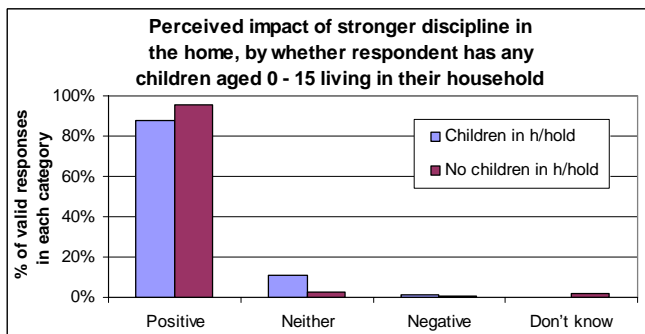
Respondents who did not have children living in their household were more likely to think that stronger discipline in education would have a positive impact, than those with children living in their household.



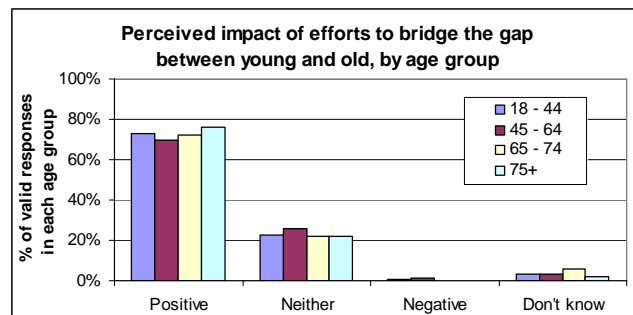
Respondents aged 45 and over were more likely to think that stronger discipline in the home would have a positive impact, than those aged 18 to 44.



Respondents who had no children living in their household were more likely to think that stronger discipline in the home would have a positive impact, than those with children in their household.



Respondents aged 75 and over were more likely to think that efforts to bridge the gap between young and old would have a positive impact, than those aged 45 to 64.



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

205 respondents gave an answer to this question. There were not really any overriding themes to the comments given, so a selection is given below. This is intended to be indicative of the kind of things respondents were saying, but it is inevitable that not everything touched on can be mentioned here. The full list of comments made will be provided to the relevant Council officers.

"All problems start at home - too many parents are working instead of caring for their children, hence feral children."

"As a community, we should challenge it whenever we see it and the police should be much more pro-active."

"Bring back the cane."

"Discipline does not mean punishment. People should understand that rights are balanced by responsibility."

"Encouragement of mixed race / religion schools helps bring people from different ethnic backgrounds together. Zero tolerance by police with respect to those who supply drugs and alcohol to young people."

"Everybody behind a wheel seems to go down a notch or two on the respect and consideration ladder - cause more accidents."

"I believe TV and computer games have got a lot to answer for! Try putting pressure on TV companies for responsible programming."

"It is sad as it seems to be getting worse and worse, sometimes I feel I'm the only one with consideration towards others, and often wonder why should I make the effort?"

"More police, better powers backed up by magistrates and the courts who want to stop crime unlike the current regime."

"Older people expect respect but don't like to give it back."

"Respect is based on social interaction between 2 or more parties. It should be earned, not simply expected by one party in a social context where parties (individuals or groups) are of unequal (real or perceived) status."

"The lack of respect and consideration we have with each other is wholly down to political correctness and the adoption by central government of the "Nanny State". We have become amoral and non-judgemental. In particular parents are no longer responsible for the actions of their children."

"Young people in Hereford behave as well as older people did in their youth, in my opinion."

"Youthful rebellion is a natural phase - but it can be channelled through a sport."

Any other comments

Q45: If you have any comments or suggestions about any aspect of this questionnaire or Herefordshire Voice, please use the space below:

108 respondents made comments. The most commonly mentioned themes were how complicated and difficult this survey was to fill in, and whether the survey would serve a useful purpose. Other than these, there were not really any other overriding themes. A selection is given below which is intended to be indicative of the kind of things respondents were saying, but it is inevitable that not everything touched on can be mentioned here. The full list of comments made will be provided to the relevant Council officers.

“A separate survey about quality of service provided by councillors - not just at election time.”

“Community social events to let the 'locals' meet the 'new' foreign visitors, and get to know them properly, would be good.”

“Despite all the above I still love living in Hereford. Can't we do something to restore the dignity of the Cathedral Close. What about somewhere for the homeless to go who are sleeping rough in Hereford at the moment.”

“Here in Colwall we feel that we are out on a limb and that Hereford has little interest in us. The Post Office closing and the railway bridge closure cutting the village in half help to confirm this opinion. Information on both has been hard to come by.”

“I am not convinced of the value of this questionnaire and wonder if money would be better spent on dealing with some of the common sense solutions to problems raised e.g. community policing.”

“I dislike the ethos underlying this kind of process - that if 51% of us prefer option A the other 49% have that option foisted on us.”

“I don't like the way the questions are put as they can be misleading. Also <questions in> columns are very confusing.”

“I think it is a good attempt to find out the way people feel about Herefordshire's way of life”

“I think this questionnaire is too complicated, you need to be a lawyer to deal with it. I have done my best but it takes time and concentration.”

“I would like more feedback or if this survey has any effect, if the Council tries to implement measures on the basis of its findings, and what these things are.”

“Much of the content is self evident and I'm beginning to think the whole exercise is pointless and a waste of public money. Jobs for the boys.”

“Perhaps this could be available online?”

“Put the May Fair on the playing fields - it causes damage and destruction to our streets. Outsiders hate it, shopkeepers hate it and so do a lot of residents. In the playing fields it would interfere with no one and still be as much fun.”

“Questionnaire probably too complex. As you will have gathered from my answers, living in a rural area, I don't feel local government has much of an impact on my life.”

“Serious discussion needed concerning the environment, housing need, the countryside, preservation and conservation.”

“So many of the factors considered are completely outside the Council's influence, e.g. discipline in the home.”

“This is too long and too complicated - takes ages to fill in - repetitive too.”

“Why is there no discussion on housing, traffic and recycling issues?”

“Would like to see more policemen on the streets, uphold the town centre paths etc - health and safety!”

“You seem to have a very limited set of extremely conservative views on this survey. Instead of trying to resolve the ills of society, I suggest you concentrate on controlling your own Council matters especially the ICT.”

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 areas⁸ 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 area⁹ 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

⁸ Census “output areas” are the smallest defined physical areas used for analysis, each containing roughly 125 resident households.

⁹ Output areas are collected into groups to form “super output areas”.